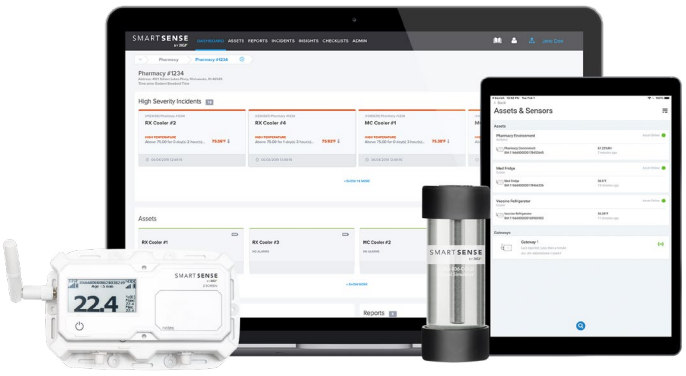


SmartSense

Protecting Critical Pharmacy Inventory with Automated Temperature Monitoring

Independent pharmacy group safeguards high-value medications, streamlines compliance, and prevents costly inventory losses across six locations.



BANDY'S PHARMACY

Bandy's Pharmacy is a family-owned healthcare retailer serving communities throughout Southern Illinois. Founded in 1975, the business has grown from a single pharmacy into a network of five retail pharmacies, a long-term care pharmacy, and a durable medical equipment (DME) operation. Today, Bandy's Pharmacy provides personalized patient care while preserving pharmacy access in several rural communities where it is often the only pharmacy available.

The Challenge

As Bandy's Pharmacy expanded through acquisitions and new store openings, the organization faced increasing risks associated with managing refrigerated medications across multiple locations. The value of inventory stored in refrigeration units was steadily increasing. Manual temperature logs and traditional thermometers offered limited visibility into equipment performance and left room for human error in compliance reporting.

At the same time, regulatory requirements for vaccine storage and temperature documentation were becoming more stringent. Pharmacy teams needed reliable temperature records that could withstand inspections while ensuring the safety and efficacy of refrigerated medications.

Bandy's Pharmacy sought a solution that would:

- Protect investments in refrigerated pharmaceutical inventory
- Automate temperature compliance documentation
- Eliminate reliance on manual paper logs
- Provide real-time alerts for refrigeration issues
- Support operations across multiple pharmacy locations
- Reduce the risk of product loss and insurance claims

The Solution

Continuous Temperature Monitoring Across Multiple Locations
Bandy's Pharmacy deployed SmartSense to provide automated temperature monitoring throughout its pharmacy network. The solution continuously tracks refrigeration conditions and alerts staff whenever temperatures fall outside acceptable ranges. Both company leadership and the pharmacist-in-charge at each location receive alerts, ensuring issues are addressed quickly regardless of time or day. This centralized monitoring approach provides complete visibility into refrigeration performance across all locations while empowering local teams to respond immediately when corrective action is required.

Automated Compliance Reporting

As vaccine programs expanded, maintaining accurate temperature records became increasingly important for regulatory compliance. SmartSense eliminated the need for handwritten temperature logs and manual recordkeeping by automatically capturing and storing temperature data. This provides pharmacy teams with consistent documentation while reducing administrative burden on staff. The digital recordkeeping also simplifies inspections by ensuring temperature history is always available and up to date.

Early Detection of Equipment Issues

SmartSense alerts identify refrigeration problems before medications are compromised. In one instance, one of the Bandy's Pharmacy refrigerators began exhibiting performance issues early in the morning. SmartSense notifications allowed staff to assess the situation before temperatures reached unsafe levels, relocate inventory, and replace the unit before product loss occurred. In another case, after-hours alerts revealed that a refrigerator had become unplugged when a power adapter worked loose from the wall. Because SmartSense immediately detected the temperature rise, staff were able to transfer inventory to a safe location and avoid a potentially significant loss.

The Results

Preventing Costly Product Loss
The value of refrigerated pharmaceutical inventory has increased dramatically in recent years, particularly with the growth of GLP-1 medications and expanded vaccine offerings. Today, Bandy's Pharmacy estimates that a typical refrigerator contains between $40,000 and $45,000 of inventory, with some locations holding substantially more during peak vaccination seasons. SmartSense has repeatedly helped the organization avoid losses that could have resulted from refrigeration failures, power interruptions, or equipment malfunctions.

Greater Confidence in Regulatory Compliance
Automated temperature monitoring has strengthened the pharmacy's compliance posture by ensuring complete and accurate documentation is always available. During inspections, pharmacists can confidently demonstrate that temperature monitoring is occurring continuously rather than relying on manually completed logs. Interactions with regulators are now smooth and collaborative as Bandy's Pharmacy has repeatedly reinforced confidence in their organization's operational practices.

> "As the value of medications in our refrigerators continues to increase, having reliable temperature monitoring is more critical than ever. SmartSense has saved us from product loss multiple times, gives us confidence in our compliance documentation, and is extremely easy for our staff to use."
>
> **Eric Bandy**
> **President**
> **Bandy's Pharmacy**

Supporting Long-Term Growth

Technology plays a central role in Bandy's Pharmacy's operational strategy. Alongside dispensing robotics and automated packaging systems, SmartSense helps the organization improve efficiency while maintaining high standards for patient care and medication safety. As the business continues to grow, pharmacy leadership views automated monitoring as an essential component of protecting inventory, maintaining compliance, and delivering dependable healthcare services to the communities they serve.

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