

SmartSense

Improving Customer Safety with
Continuous Temperature Monitoring

Rite Aid deploys
SmartSense in 2,400
sites across the U.S. to
monitor medication
efficacy to improve
customer safety and
reduce product loss



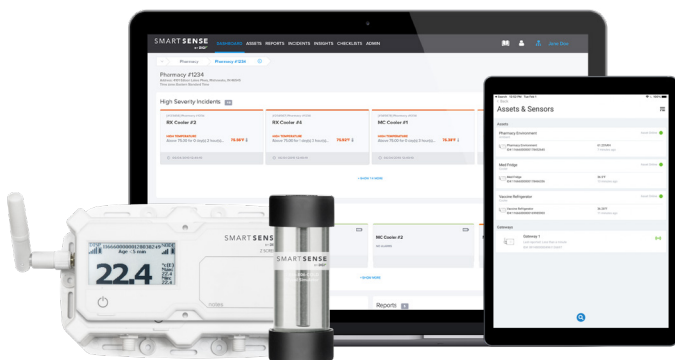
Rite Aid, a drugstore chain founded in 1962, focuses on the health and wellness of their customers by offering products and services that lead to healthier lifestyles.

The Challenge

Rite Aid strives to promote the health and wellness of each and every one of their customers and starts the process by understanding their needs and working towards exceeding their expectations. In order to effectively realize this vision, Rite Aid needed a digital solution to enable continuous monitoring of their medications and vaccines to ensure customer safety. Before SmartSense, Rite Aid had limited visibility into how temperature excursions affected their medications.

Rite Aid partnered with SmartSense, a leading IoT company, to implement three key capabilities:

- Improve their compliance management by maintaining and documenting proper storage temperatures
- Gain real-time alerts for temperature excursions
- Guarantee medication efficacy and in turn, reduce product loss



The Solution

Remote Monitoring for Compliance Management

SmartSense's automated temperature monitoring solution has enabled Rite Aid to determine temperature fluctuations of their refrigerators and has helped them protect the efficacy of medications by maintaining proper storage temperatures. In the event of power outages, remote monitoring has provided complete visibility into temperature performance, as well as the length of time of detected temperature excursions. Automated reports have significantly reduced the effort of maintaining compliance, which gives time back to pharmacists to focus on what they do best: interacting with and caring for their patients.

Proactive Decision Making with Real-Time Alerts

In order to ensure customer safety, drugstores like Rite Aid must be able to respond to temperature excursions immediately in order to prevent compromised medications. Real-time notifications enable the Rite Aid teams to react promptly to temperature excursions and maintain product integrity. Having an easily accessible repository of time-stamped temperature data has been extremely valuable, and helped Rite Aid to prevent temperature-related failures.

Continuous Monitoring for Medication Efficacy

Rite Aid's mission is to keep their patients safe and healthy. In order to keep this promise of promoting health and wellness of their customers, they needed to guarantee medication efficacy by gaining continuous monitoring of vaccine storage temperatures. Rite Aid has peace of mind knowing that their medications are viable and safe, which not only improves customer safety but also reduces product loss.

The Results

Rite Aid has embraced IoT to improve their operations in order to save time and money. Now that they have deployed continuous temperature monitoring in over 2,400 sites, Rite Aid has gained capabilities not previously accessible:

- Significantly reduce the effort required to maintain compliance and improve documentation of proper storage temperatures.
- Respond immediately and proactively to temperature excursions.
- Guarantee medication viability and safety, leading to improved customer safety and reduced product loss.

Thanks to SmartSense, Rite Aid now has a robust temperature monitoring solution for their pharmacies. They are saving time and money on simplified compliance management, receive real-time alerts when a temperature excursion is detected, and are improving customer safety by guaranteeing medication efficacy.

"The continuous monitoring has enhanced our ability to determine temperature fluctuations and has helped us protect the viability of our medications by maintaining appropriate storage temperatures. We chose the SmartSense monitoring system because we wanted an experienced partner that shared our commitment to safety."

*Vice President, Clinical Services
Rite Aid*

Rite Aid is confident in their pharmacy safety strategy knowing they have trusted a leading IoT provider. With over 30 years of experience, SmartSense provides operational excellence to customers who value healthcare and the customer experience, a top priority at Rite Aid.

