SpotSee®

Mail-Order Pharmacy Case Study: WarmMark® QR

How WarmMark QR is saving a Florida mail-order pharmacy $180,000 per year

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Company Profile

Industry: Mail-order pharmacy

Application: Direct-to-patient

Challenge: Determining the how, when and why of temperature excursions

Florida Mail-Order Pharmacy Adopts WarmMark QR for Fewer Temperature Excursions

You can't solve a problem if you don't know how, when or why it's happening. This was the conundrum a Florida mail-order pharmacy faced. They had been using a temperature monitoring solution; besides the fact that temperature excursions were happening (and often), it didn't provide any other useful data for continuous improvement.

Due to their temperature monitors' limitations, they were losing and replacing a lot of products. What's more, those medicines might have been safe to use. This drove them to consider a replacement solution.

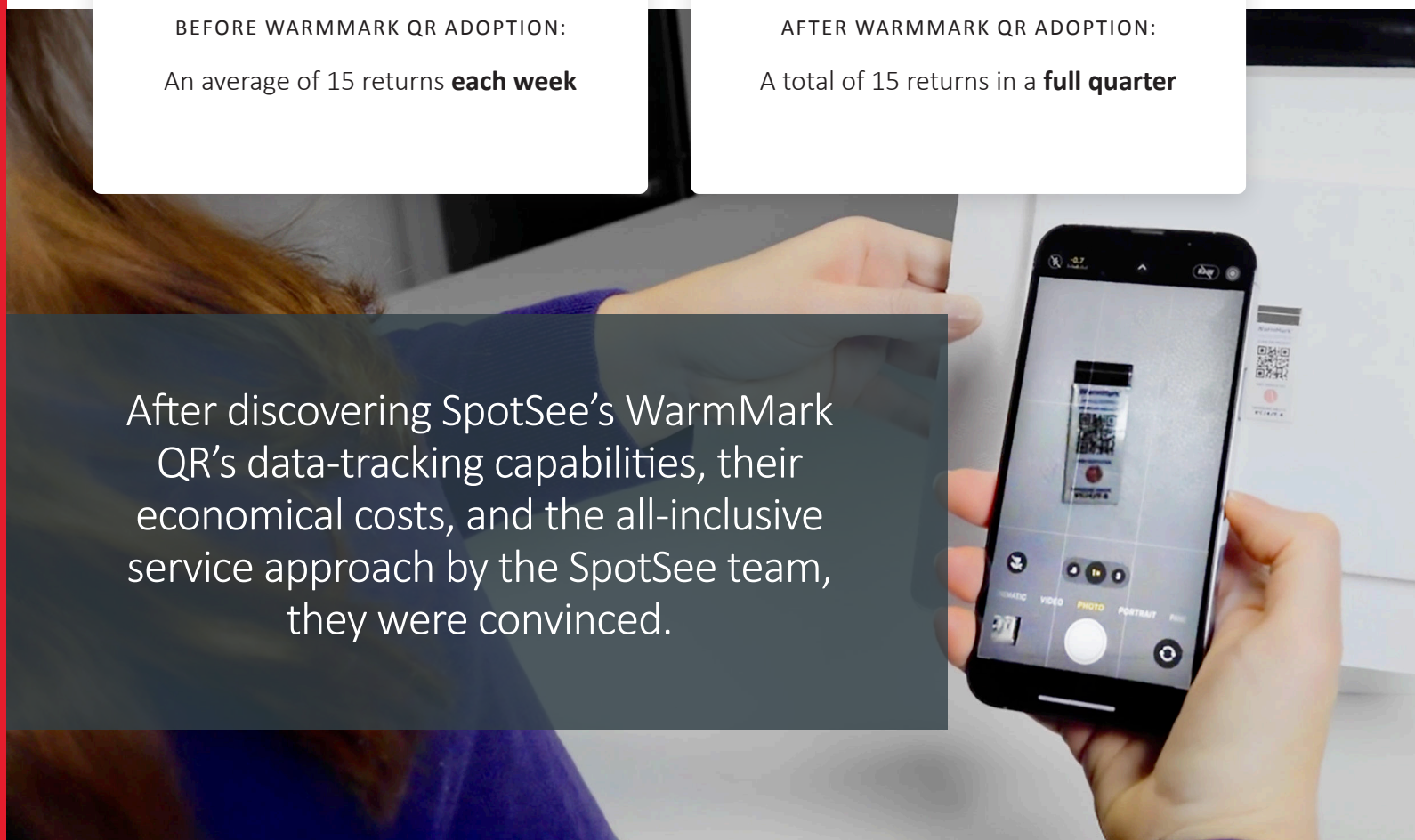
With their incumbent monitors, the pharmacy was recording an exorbitant number of prescription temperature excursions in certain parts of the country. So they knew they needed monitors with the capability to help them determine how, why and when their shipped medications were out of safe temperature zones. It was also important for them to have connected temperature sensors, which would make keeping temperature logs for compliance much easier to integrate into their workflow and shipment records.

BEFORE WARMMARK QR ADOPTION:

An average of 15 returns **each week**

AFTER WARMMARK QR ADOPTION:

A total of 15 returns in a **full quarter**



After discovering SpotSee's WarmMark QR's data-tracking capabilities, their economical costs, and the all-inclusive service approach by the SpotSee team, they were convinced.

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A "Right on the Mark" Solution

WarmMark QR is a single-use, battery-free, connected time-temperature sensor enabled by smartphones that seamlessly determines whether a temperature excursion has occurred. It reports this condition, along with time, date, location, serial number and image evidence, to the SpotSee cloud.

SpotSee's cloud platform displays individual sensor information and high-level condition insights to aid shipping and quality improvements. WarmMark goes from white to pink/red when unacceptably high temperatures have been experienced.

How It Works:

- Pre-condition, below-temperature threshold, as outlined in the instructions for use
- Arm sensor and apply to product
- WarmMark senses environmental temperature that your shipment is subject to
- Recipient scans QR code with smartphone to access condition information
- Real-time scan data is sent to the cloud for shipper review

While the pharmacy reported WarmMark QR as being "easy to use and implement," SpotSee went the extra mile, leading a comprehensive half-day Q&A plus hands-on training with the pharmacists. The other aspect of the pharmacy's self-reported "seamless transition" was "having [a] SpotSee representative always available to answer questions."

The result of a tailored approach built on a quality product, paired with training and knowledgeable and responsive representatives?

An immediate, **100% deployment rate.**

The pharmacy now uses WarmMark QR on all their cold chain products (e.g., GLP-1 and ED injectable medications). Before implementing WarmMark QR, the pharmacy averaged 15 returns/replacements each week. In the past quarter since adopting the solution, they've had a *total* of 15 returns/replacements. On the reasonable assumption that an average return costs the pharmacy $250 per occurrence, the use of WarmMark QR is saving them $45,000 per quarter ($180,000 per year).

Besides experiencing the benefits of fewer temperature excursions, the pharmacy is able to use WarmMark QR to validate state-required shipping studies for compliance. They report being "extraordinarily happy with the product."

The Hot Take(away)

A direct-to-patient temperature monitor in and of itself isn't the solution you need. What is? A direct-to-patient temperature monitoring solution that:

- Has all the capabilities you need to not just know a temperature excursion has happened but when, how and why
- Doesn't create any process gaps or workarounds
- Makes your team feel comfortable with the outcomes and sure of the information they're getting (as well as what it means)
- Has a mild learning curve/is easy to use – no app!
- Can be fully, immediately implemented
- You'd happily recommend to others
- Is sold by sales representatives who are knowledgeable, attentive to details, and always ready to answer your questions and concerns
- Includes flexible, comprehensive training that's scheduled according to your convenience

Why are we so sure? Because those are the very benefits our customers have told us matter the most to them when they search for a direct-to-patient temperature monitoring solution. They're also the features we intentionally offer, in our products or services, to meet the needs of both them and their customers.

Fewer temperature excursions is an important goal, but that benefit doesn't exist in a vacuum.

Fewer temperature excursions also potentially means:

An improvement in prescription rejection and/or safety rates	Faster temperature excursion mitigation rates
Fewer customer complaints	A higher level of customer trust
Better compliance	Less waste
Time saved on re-issued prescriptions	Greater pharmacist job satisfaction
Less stress and more peace of mind for all parties	

WarmMark QR offers a reliable, cost-effective way to monitor temperature-sensitive shipments, ensuring the integrity of your products and the safety of your patients or customers. Whether you're shipping pharmaceuticals, biologics or other sensitive goods, WarmMark QR delivers peace of mind and ensures optimal performance throughout the cold chain.

WarmMark QR

Part Number	Temperature	Run-Out Time
WM-18/0- SQ	-18°C / 0°F	12 hours
WM 0/32- SQ	0°C / 32°F	48 hours
WM 5/41- SQ	5°C / 41°F	8 hours
WM 8/46- 8Q	8°C / 46°F	8 hours
WM 8/46- 12Q	8°C / 46°F	12 hours
WM 8/46- SQ	8°C / 46°F	48 hours
WM 10/50- SQ	10°C / 50°F	48 hours
WM 25/77- SQ	25°C / 77°F	8 hours
WM 26/79- SQ	26°C / 79°F	48 hours
WM 30/86- SQ	30°C / 86°F	8 hours
WM 37/99- SQ	37°C / 99°F	8 hours

Contact SpotSee for information about how WarmMark QR can safeguard your direct-to-consumer pharmaceutical shipments.

www.spotsee.io/contact