

# GGP NEWSLETTER

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## About GGP

By Ben Kirby

Here at Golden Gate Pharmacy, we take pride in providing top of the line compounding products, as well as great customer service. We are a locally owned company and have been in the compounding business for 9 years. Our pharmacists are very knowledgeable and strive to stay above our competition in all aspects of pharmaceutical compounding. For the past couple of months, Golden Gate Pharmacy has been undergoing some pivotal changes in operations, all which will better serve our customers and their pets. We would like to take the time to inform you about some of the new and exciting changes here at our pharmacy!

## What's New At GGP

Golden Gate Pharmacy is always researching ways to become more effective and efficient with everything that we do. We push to stay up to date with all of the latest technology and services which, is why we have undergone the following changes.

### IPS – Intelligent Pharmacy Software

In order to be more efficient, we have updated our pharmacy software. IPS is a wonderful program that offers us many more capabilities than our previous software. IPS allows us to do many things which will ultimately reduce turn-around time in prescription filling, provides easier to read labels, and is more client/user friendly. One exciting feature of the software is that it allows us to do automatic refills. Each month the system can automatically generate refills for those clients whose pets are on long term medications. No longer will the client or vet need to call to ask for refills! If this is something that may be of interest to you, please call or email our pharmacy staff and ask to be signed up for auto refills. We are very excited about this software change and believe that it will only better our operations here at Golden Gate Pharmacy.

### New Website

As our company continues to grow, so do the demands of our clients and Veterinarians. We want to make our prescription filling process as easy as possible for the customer, which is why we have added alternate options for prescription filling and refills. Our

## INSIDE THIS ISSUE

### About GGP

#### What's New At GGP?

- **Intelligent Pharmacy Software (IPS)**
- **New Website**
- **Golden State Over Night (GSO)**
- **PCAB Accreditation**

new website will enable Vet's and clients to order prescriptions effortlessly. Veterinarians will each have their own individual login which will let them authorize refills and write new prescriptions through the internet while keeping all patient information confidential. Internet orders will be safe, secure, and easy. This process will be a lot faster for refills as well, and we strongly urge our clients to give it a try!

### GSO - Golden State Overnight

Golden State Overnight will be a wonderful switch in shipping providers for many reasons. GSO is guaranteed next day shipping by 10 a.m., and will deliver on Saturdays for the same low price. If you are not typically home at this time please call or email and ask for a **shippers release** to be placed on your account. GSO will also comply with special requests of clients, such as having GSO call when they are at their doorstep. Golden State Overnight will be a big help in getting prescriptions delivered promptly and we hope they meet your every need as a shipping provider!

### PCAB Accreditation

The Pharmacy Compounding Accreditation Board or PCAB, was organized to carry out a comprehensive program of voluntary accreditation in the practice of pharmacy compounding. It is designed to promote, develop, and maintain policies and standards for the practice of pharmacy compounding. This will improve the quality and safety of pharmacy compounding provided to the general public. Here at Golden Gate Pharmacy we are committed to providing the best and safest practice. With the help of PCAB accreditation we will be able to maintain the highest standards and will be able to provide the safest compounding for our clients. We expect to receive our accreditation by the end of 2009.