

## CASE STUDY

Early on a Sunday morning, a regional compounding pharmacy found that they needed an emergency recall and replacement of hundreds of prescriptions. With contamination possibly affecting patients in 13 states across the country, this pharmacy needed a fast, final mile logistics solution to ensure the safety of their customers and the reputation of their products.

### The Challenge

When a quality control checkpoint discovered possible contamination, automatic emergency measures went into action. Specific batches needed to be tracked to individual patients, retrieved and replaced with reverse logistics tactics in less than 24 hours. This complex challenge needed to be handled with utmost care, attention to detail and effective communication to resolve the situation without causing alarm or interruption of treatments.

The NLG call center made 30 minute advanced warning calls to inform customers of the recall and redelivery and post delivery calls were made to confirm patient satisfaction



### Our Solution

Our Regional Director of National Logistics Group arrived at the pharmacy Sunday morning and stayed on site until the emergency had been resolved and the solution was designed, implemented and fully executed. Coordinating with the pharmacy, the National Logistics Group helped source replacement formulations and used its service network as well as next flight out service to insure the 250+ deliveries were made within 12-24 hours and another 500+ in less than 48 hours across 13 states.

The vendor opened on a Sunday to restock the pharmacy and replace inventories, recompound prescriptions and start initial deliveries within 8 hours. Med-safe bags were designed with return information, and batch tracking and pickup and drop offs were scheduled to return the originals. The National Logistics Group call center made 30-minute advanced warning calls to inform customers of the recall and redelivery and post-delivery calls were made to confirm patient satisfaction and comfort levels were at the highest levels.

### Solutions at a Glance

- 300 final mile delivery and stocking locations across the United States
- Urgent, time critical same day deliveries with tight SLAs
- Next Flight Out from any airport
- 24/7 availability and project management
- Lot and expiry tracking, barcode scanning
- HIPAA compliance
- Real-time proof of delivery (POD) by auto email, RSS and text



## Our Solution

# THE RESULTS

With the help of the National Logistics Group, the regional pharmacy replaced and retrieved 100% of the Managed Recall prescriptions in less than 72 hours. No patient treatments were interrupted and immeasurable problems were prevented. This pharmacy was left with peace of mind and the confidence in the National Logistics Group to handle emergency recalls with outstanding speed, dedication and attention to detail.

*"Just a quick note to thank you for all your time and support during our recent recall. The comfort level you provided in an extremely stressful time allowed us to focus more on our patients and medication rather than the delivery method. By setting up routes, coordinating drivers and prioritizing time sensitive packages this allowed our patients to receive their medications in a timely manner. By working with your courier partners in several states this allowed us to rapidly reach our out of state patients. You have truly provided us with a complete package of services! Thanks again for all your support we appreciate everything you have done for us! Great job!"*

—Director of Regional Compounding Pharmacy



LEARN MORE AT  
[www.nlglogistics.com](http://www.nlglogistics.com)