Medication errors are a major cause of mortality and morbidity in health care facilities. In the United States, victims of medication errors had prolonged hospital stay with a range of 8-12 days, with an estimated additional cost of 16,000 to 24,000 US Dollars for each patient. These errors have increased each hospital annual expenses by 5.6 million US Dollars.\(^1\) Moreover, the Institute of Medicine has reported that 10% of hospitalized patients have been exposed to drug related errors, with an estimation of more than 7000 deaths due to drug errors every year.\(^2\)

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**Introduction**

**Study Design**

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**Variables**

**Independent variable:** Introduction of robotics system in the pharmacy

**The dependent variable:** The Error rate

**Extraneous variables:** Pharmacy staff experience, Workload.

**Data Collection**

**Quality Resources Management Department:**
Reported dispensing errors which took place in the outpatient pharmacy for the period six months before and six months after the implementation were collected.

**Pharmacy information system:**
The total number of prescriptions dispensed from pharmacy location during the period of the study.

**Human Resource system:**
Complete staff profile for those who were working in pharmacy during the study period.

**Survey**

**Survey Questions**

1. Is the system easy to use and user friendly?
2. The use of robots will slow down the prescription dispense process.
3. The use of robot resulted in more complaints from patients about increasing in waiting times.
4. The robot will free up pharmacist time, so he/she will have more time to perform important tasks like patient counseling.
5. Do you believe the system will reduce/ decreases your workload?
6. The use of the robot will decrease the medication dispensing errors in the pharmacy.
7. The implementation of the robot in the pharmacy will increase the efficiency of bulk medication storage.
8. The robot will improve/ has improved pharmacy staff level of confidence.
9. The implementation of the robot in the pharmacy affected the working space badly.

**Likert Scale**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

**Conclusion**

The Implementation of ScriptPro System at KFSH&R has decreased outpatient medication errors related to prescription dispensing. The implementation of ScriptPro system has also increased the satisfaction of outpatient pharmacy staff.