

LinkRx Case Study

10x ROI in Pharmacy Automation:
LinkRx's Journey to Efficiency and Growth

Objectives

- Eliminate staffing bottlenecks in prescription order management.
- Reduce manual processing time per prescription.
- Improve workflow efficiency and accuracy.
- Achieve payroll savings and ROI through automation.

Challenges

- Rising prescription volumes strained staff and limited growth.
- Manual data entry and administrative tasks created bottlenecks, increased labor costs, and diverted technicians from patient-focused work.
- Scaling operations without adding headcount was unsustainable.

Solutions

TJM Labs deployed **8 AI-powered automation bots** through its **Dual-Expert Model™**, pairing pharmacists and engineers to ensure seamless integration with LinkRx's workflows.

The bots took over repetitive administrative tasks like intake, fax processing, and demographic updates, freeing staff for higher-value responsibilities.

Results

- **6,640 prescriptions processed daily** – significantly outpacing manual staff throughput and ensuring faster, more accurate order completion.
- **\$1M annual payroll savings** – easing staffing challenges while maintaining service quality.
- **10x ROI on automation investment** – achieving a return beyond its initial spend, making automation one of its highest-yielding improvements.

"We are incredibly grateful for the role this software has played in our pharmacy's growth and success, and we wholeheartedly recommend TJM Bot to any pharmacy looking to enhance their performance and efficiency."

- Madison (LinkRx)