

Subject: To All Employees:



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The Human Resources Staff would like to take this opportunity to thank each and every employee for the patience that you have displayed while waiting in long lines to fill prescriptions at the new County-City Pharmacy. Many employees and their dependents had to stand in long lines and waited for up to two or more hours. We can assure you that the waiting periods experienced this past week are not acceptable, and we are committed to improving the service.

Offering free prescriptions for the month of January created huge demands and significantly increased the County's and City's prescription projections. To date the pharmacy has filled over 7,000 prescriptions, when the projection for the entire month of January was 8,000. Obviously, this volume has greatly exceeded our expectations.

As you can imagine, we are working very hard to improve the processes and assure you that the service will get better! For example, additional pharmacists and technicians have already been added to the existing pharmacy staff to help with the unexpected prescription demands. However, if you are not in need of immediate prescription refills, we encourage you to wait until the latter part of this week, or even next week, as we expect many of the issues experienced this past week to be resolved.

We ask for your continued patience and support while I am committed to make improvements and welcome your suggestions. Please e-mail your ideas to esstaff@springsgov.com. Again, many thanks,

Your Human Resources Staff