

## Physical Characteristics

	M4 MedCenter®	M5 MedCenter®
<b>Dimensions and Floor Loading</b>	<p>Vault and kiosk are a single unit.</p> <ul style="list-style-type: none"> <li>• <b>Footprint:</b> Less than 13 ft<sup>2</sup></li> <li>• <b>Dimensions:</b> 53.6" long × 34.4" wide × 79" high</li> <li>• <b>Floor loading:</b> 136 lb/ft<sup>2</sup> (664 kg/m<sup>2</sup>)</li> </ul>	<p>Vault and kiosk are separate.</p> <p><b>Vault:</b> 1 load module, 2 storage modules, 2 dispense modules and 1 console module</p> <ul style="list-style-type: none"> <li>• <b>Footprint:</b> Less than 76 ft<sup>2</sup></li> <li>• <b>Dimensions:</b> 152" long × 72" wide × 100" high</li> <li>• <b>Floor loading:</b> 100 lb/ft<sup>2</sup> (488 kg/m<sup>2</sup>)</li> </ul> <p><b>Kiosk:</b> walk-up and drive-thru kiosks have same footprint and loading</p> <ul style="list-style-type: none"> <li>• <b>Kiosk footprint:</b> 29" long × 41" wide × 65" high</li> <li>• <b>Kiosk wall loading:</b> Wall should allow 250 lb. pullout force at top of kiosk. This should be much higher for outdoor applications where security is a concern.</li> </ul>
<b>Vault Capacity</b>	<p>Each MedCenter stores approximately <b>600 packages</b>, depending on the formulary and bin configuration.</p> <p>The system supports the following range of package sizes:</p> <ul style="list-style-type: none"> <li>• Minimum: 0.5" × 1.0" × 2.25"</li> <li>• Maximum: 3.5" × 4.5" × 7.1"</li> </ul>	<p>The M5 vault stores <b>3,000+ packages</b>, depending on the formulary and number of storage modules.</p> <ul style="list-style-type: none"> <li>• Each extra storage module adds approximately 900 packages to the capacity, depending on the formulary and bin configuration.</li> <li>• Each extra dispense module adds approximately 600 packages to the capacity, depending on formulary and bin configuration.</li> </ul> <p>The system supports the following range of package sizes:</p> <ul style="list-style-type: none"> <li>• Minimum: 0.5" × 1.0" × 2.0"</li> <li>• Maximum: 4.7" × 5.9" × 9.0"</li> </ul>

## Site and Installation Requirements

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<b>Site Requirements</b>	<p>The MedCenter is a standalone kiosk installed in interior locations only.</p> <ul style="list-style-type: none"> <li>• Must be installed in a well ventilated area</li> <li>• Ambient temperature between 15°C and 22°C (59°F to 72°F) to keep products between 15°C to 25°C (59°F to 77°F)</li> <li>• Must have no heat sources located above (or directed at) the MedCenter</li> </ul>	<ul style="list-style-type: none"> <li>• The M5 kiosks can be installed for walk-up and drive-thru applications.</li> <li>• Kiosks can be mounted outdoors with an overhang for protection from the elements.</li> <li>• The suggested exterior measurements for the vault enclosure with 2 storage modules and 2 dispense modules is 9'8 3/4" x 20' with minimum 9' ceiling height               <ul style="list-style-type: none"> <li>• Vault must be installed indoors in a well-ventilated area</li> <li>• Ambient temperature between 15°C and 22°C (59°F to 72°F) to keep products between 15°C to 25°C (59°F to 77°F)</li> <li>• Must have no heat sources located above (or directed at)the vault</li> </ul> </li> </ul>
<b>Required Clearance</b>	<p>Additional clearance required for installation and to open doors:</p> <ul style="list-style-type: none"> <li>• Left side: 12"</li> <li>• Right side: 24"</li> <li>• Behind MedCenter: 4"</li> <li>• Above MedCenter: 6"</li> </ul>	<p>Additional clearance required for installation and to open doors:</p> <ul style="list-style-type: none"> <li>• Load module side: 48"</li> <li>• Console module side: 48"</li> <li>• Side without kiosk: 24"</li> <li>• Above vault: 9"</li> </ul>

## Customer Experience (Patient)

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<b>Patient Interface</b>	<ul style="list-style-type: none"> <li>• Customer places mobile phone and ID cards face up in photo bay.</li> <li>• Patient printouts are available from dispense bay with packages.</li> <li>• Packages and printouts that are not taken from the dispense bay drop into discard bin.</li> <li>• The kiosk touchscreen has a larger aspect ratio than the M5 touchscreen.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer places mobile phone and ID cards face down in the photo bay.</li> <li>• Patient printouts are available as a sheaf from the printer output slot, beneath the dispense bay.</li> <li>• Printouts that are not taken are drawn back into the kiosk and retained in the printer discard bin.</li> <li>• Packages that are not taken from the dispense bay are dropped into a discard bin.</li> <li>• There is an NFC pad for phone tap. (future functionality)</li> <li>• The kiosk touchscreen has a smaller aspect ratio than the M4 touchscreen.</li> </ul>
<b>Patient Privacy</b>	<ul style="list-style-type: none"> <li>• Optional privacy panels are available and can be installed on the MedCenter.</li> <li>• The privacy handset is available on all kiosks.</li> </ul>	<ul style="list-style-type: none"> <li>• Fastened privacy panels not available for the kiosk. Other privacy panel solutions can be provisioned where required.</li> <li>• There is no handset on drive-thru kiosks.</li> </ul>

## Customer Experience (Pharmacy)

	M4 MedCenter®	M5 MedCenter®
<b>Door Access</b>	<ul style="list-style-type: none"> <li>Physical access to MedCenter doors is controlled through permissions and access cards.</li> <li>A user can be authorized to open specific MedCenter doors, such as the inventory load drawer or the printer paper door. When a user taps an access card and enters the correct 4-digit PIN, the MedCenter unlocks the doors permitted to the user based on the user's assigned permissions.</li> <li>M4 MedCenter access cards have an 11-digit unique identifier which is stored by the manufacturer.</li> </ul>	<ul style="list-style-type: none"> <li>Physical access to MedCenter doors is controlled through permissions and access cards.               <ul style="list-style-type: none"> <li>There are more doors on the M5 MedCenter and kiosks.</li> <li>There is a separate locked access door for document discards that were not retrieved by the customer.</li> <li>When a user has access to the labeler doors, they can access all labeler doors (dispense and load labeler) and can unlock them from the console screen.</li> </ul> </li> <li>M5 access cards are generated by MedAvail and include a 12-digit unique identifier stored by MedAvail.</li> <li>When unlocking doors during regular operation, user must tap card, enter PIN, and then select specific door to open.</li> </ul>
<b>Product Security</b>	<ul style="list-style-type: none"> <li>The vault is made from 10-gauge steel.</li> <li>Product is loaded through locked load area preventing access to previously stocked inventory.</li> <li>The kiosk has ¼" hardened steel concealed hinges to prevent entry.</li> <li>Over 3000 lb. force is required to break main door lock.</li> <li>There is hardened steel bushing around the main lock bolt to deter cutting with grinder or saw.</li> <li>The machine is bolted to the ground with 6 concrete anchors each with a pullout force over 3000 lb.</li> <li>Door access is controlled via two-factor authentication, a physical card and PIN. Door sensors raise an alert when there is unexpected access.</li> <li>The vault has 24/7 monitoring for temperature and humidity.</li> </ul>	<ul style="list-style-type: none"> <li>The vault is made from 12-gauge steel.</li> <li>The vault is located in a secure room separated from customers by the kiosk and a wall.</li> <li>Product is loaded through a locked load area preventing access to previously stocked inventory.</li> <li>The kiosk is clamped to the wall and bolted to the ground with 2 concrete anchors each with a pullout force over 3000 lb.</li> <li>Door access is controlled via two factor authentication, physical card and PIN. Door sensors raise an alert when there is unexpected access.</li> <li>The vault has 24/7 monitoring for temperature and humidity.</li> </ul>

## Customer Experience (Pharmacy)

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<b>Inventory</b>	<ul style="list-style-type: none"> <li>• Packages loaded into the inventory load drawer are picked and processed by the system before they are made available for dispense.                             <ul style="list-style-type: none"> <li>• Packages are registered in the system with a package definition. Each package definition contains all data required to track and dispense the package through the system.</li> </ul> </li> <li>• During a dispense, photos are taken allowing the user to see the package pre-label and post-label.                             <ul style="list-style-type: none"> <li>• These photos are reviewed during the QA/Consult/Authorize task.</li> </ul> </li> <li>• In MedOps, the Vault view displays the entire inventory of the MedCenter.</li> <li>• Packages that are not recognized during stocking or are not retrieved by the customer are placed in the discard bin.</li> </ul>	<ul style="list-style-type: none"> <li>• Packages loaded into the inventory load drawer are picked, serialized, and processed by the system before they are made available for dispense.                             <ul style="list-style-type: none"> <li>• Every package has a package definition and unique ID to differentiate two otherwise identical packages.</li> <li>• Photos are taken of all sides of the package during stocking. After the images are taken, it is labeled with the unique ID.</li> </ul> </li> <li>• During a dispense, photos of the package are taken after labelling.                             <ul style="list-style-type: none"> <li>• A photo is taken of the label before it is applied to the package, so the user can see the entire printing.</li> <li>• These photos are reviewed during the QA/Consult/Authorize task.</li> </ul> </li> <li>• In MedOps, the Vault view only displays the inventory of one module at a time. The user can use the package view to see all inventory counts (table view).</li> <li>• The system now separates stocking/harvest discards and dispense discards in separate bins.</li> </ul>

## Customer Experience (Pharmacy)

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<b>Maintenance</b>	<ul style="list-style-type: none"> <li>The kiosk uses the Zebra printer for patient documents.               <ul style="list-style-type: none"> <li>Number of pages per roll: 580</li> </ul> </li> <li>There is a single labeler.               <ul style="list-style-type: none"> <li>Number of pages per roll: 1500</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>It is easier to replace the printer roll on the Custom American document printer.               <ul style="list-style-type: none"> <li>Number of pages per roll: 1000</li> </ul> </li> <li>There is a load labeler and a dispense labeler.               <ul style="list-style-type: none"> <li>Number of labels per load labeler roll: 2700</li> <li>Number of labels per dispense labeler roll: 3500</li> </ul> </li> <li>There may be multiple dispense labelers, depending on the number of kiosks in the configuration.</li> <li>The load labeler is located near the top of the load module.</li> <li>A step ladder is required to change the load label roll</li> </ul>
<b>Alerts and Reporting</b>	<ul style="list-style-type: none"> <li>Alerts display for the MedCenter only.</li> <li>There are MedCenter and MedPlatform logs available.</li> <li>Dashboard widgets are specific to the Organization unit or MedCenter.</li> <li>Reports identify the affected MedCenter.</li> </ul>	<ul style="list-style-type: none"> <li>Alerts now define whether a problem was at a kiosk or the MedCenter.               <ul style="list-style-type: none"> <li>When alert is for the MedCenter, highlights where there is an impact to the kiosk</li> <li>New printer-paper discard bin alert (separate from Rx document and Rx package bin)</li> </ul> </li> <li>There are kiosk logs, in addition to MedCenter and MedPlatform logs.</li> <li>Kiosk-level information is included in Dashboard widgets.</li> <li>New columns in reports include Kiosk Name and Kiosk (for the serial number) for those reports where applicable.</li> </ul>