

## WHY RXTRAN?

Costco Pharmacy needed to ensure full compliance with state regulations that require pharmacies to provide prescription labels in multiple languages for patients with Limited English Proficiency (LEP). States with language accessibility mandates include California, Oregon, and, soon, Costco's home state of Washington.

In these states, non-compliance exposed Costco to regulatory penalties, failed audits, and reputational risk, making prescription label translations not only a patient safety issue but also a compliance priority.

## The Problem

Pharmacies face growing compliance requirements to ensure that LEP patients receive clear and accurate prescription instructions. For Costco, this meant finding a solution that would:

- Guarantee 100% compliance with state regulations
- Provide audit-ready processes and documentation
- Eliminate workflow disruptions for busy pharmacy staff
- Scale quickly across new locations

Costco required a partner with a proven label translation solution that could be integrated into its EPS Pharmacy Management System and scale easily across hundreds of pharmacies and warehouses.

### RESULTS

**Turnkey compliance solution embedded directly into Costco's pharmacy management system**



*Achieved full compliance with multilingual prescription label regulations*



*Improved audit readiness, ensuring Costco could demonstrate compliance at any time*



*Support LEP patients with translated SIG directions, dosing requirements, and auxiliary warning labels*

### ACTIONS TAKEN

Costco reached out to RxTran to make sure all patients, no matter their primary language, would receive the same accurate instructions. Thanks to RxTran, Costco:

- Integrated RxTran's API into Costco's EPS workflows
- Deployed RxTran's prescription labeling translations across 26 languages, covering all of the mandated languages
- Automated the label translation process, eliminating workflow delays as well as the risk of human error
- Implemented a rapid rollout model, ensuring new locations achieved compliance in 24 hours
- Delivered a compliance-first framework, aligning with regulatory expectations and patient safety standards

***"With RxTran, compliance is seamless. Labels are translated automatically, ensuring patient safety and audit readiness without adding extra steps for our pharmacy teams."***

— Tracy Bates, General Manager, Pharmacy Compliance, Costco