

City of Las Vegas Improves Medication Pickup With Smart Lockers

The City of Las Vegas needed a safer, more secure way to store and distribute personal medications for registered shelter users. Southwest Solutions Group installed custom smart lockers with ambient and temperature-controlled storage, secure access, and a complete audit trail.

INDUSTRY

Government

Municipal service project for the Department of Neighborhood Services.

LOCATION

Las Vegas, NV

Serving a municipal program in the Las Vegas metro area.

FACILITY TYPE

City Shelter

Medication pickup area serving registered shelter users.

SOLUTION

Smart Lockers

A secure locker system designed for pharmaceutical storage, retrieval, and vending.

PRODUCTS USED

Medication Pickup Smart Lockers

Custom laminated PVC core lockers combined ambient and temperature-controlled storage with integrated electronic access controls.

OPERATIONAL GOAL

Secure Medication Storage And Pickup

The city needed controlled access, faster retrieval, and a complete audit trail for medication handling.

THE PROBLEM

Medication Storage Needed Stronger Access Control

The City of Las Vegas was storing personal medications for registered shelter users on closet shelving, with a basic refrigerator for items requiring cooled storage. The Department of Neighborhood Services needed a more secure medication storage and pickup process with controlled access, user verification, and audit trail visibility.



BEFORE

01

Limited Storage Control

Medications were stored on shelves in a closet, with a basic refrigerator used for items requiring cooling. That setup did not provide the secure access needed for safe medication storage and pickup.

02

Manual Retrieval Process

The program needed a more controlled way for registered shelter users to retrieve personal medications. The required workflow was tied to a staff identification card, picture identification, a unique ID number, and barcode collection.

03

Better Tracking Was Needed

Medication storage and retrieval required stronger security controls and a clearer record of pickup activity. The city also needed one organized system that could support both ambient and temperature-controlled medication storage.

THE SOLUTION

A Smart Locker System For Secure Medication Pickup

Southwest Solutions Group provided 101 smart lockers for secure pharmaceutical storage and pickup at the city shelter. The customized system combined ambient lockers, temperature-controlled lockers, custom laminated PVC core construction, and integrated electronic access controls. The access workflow was designed around registered users, staff identification cards, picture identification, unique ID numbers, barcode collection, and audit trail visibility.



WHAT WE INSTALLED

Ambient And Temperature-Controlled Smart Lockers

The installed system included custom laminated PVC core lockers for both ambient medication storage and temperature-controlled medication storage. SSG also installed a temperature-controlled unit to keep medications at the proper temperature while maintaining secure access.

WHY IT FIT

Configured For Verified User Access

The locker system matched the city's need for secure medication pickup through a registered user process. Integrated electronic access controls supported access tied to staff identification cards, picture identification, unique ID numbers, and barcode collection.

OPERATIONAL IMPACT

A More Controlled Medication Handling Process

The new system replaced closet shelving and a basic refrigerator with a dedicated smart locker area. The completed workflow made medication pickup faster, improved security, and created a complete audit trail.

Smart Locker Installation And Staff Training

The project moved from order to delivery in 12 weeks, followed by a two-day installation and one day of training. SSG planned the custom locker layout around ambient and temperature-controlled medication storage, coordinated the electronic access controls, and prepared the Department of Neighborhood Services to move from closet-based storage to a controlled locker workflow.

01 DISCOVERY & SITE SURVEY

Defined Medication Storage Requirements

SSG reviewed the city's need for secure medication storage, controlled retrieval, temperature control, and audit trail capability. The project scope focused on supporting registered shelter users through an identified pickup process.

02 LAYOUT, POWER & DATA PLAN

Planned the Smart Locker Layout

The locker plan accounted for 101 smart lockers in a combination of ambient and temperature-controlled units. Project drawings supported the layout and helped define how the system would fit the medication pickup area.

03 SUBMITTALS & APPROVALS

Prepared Installation Plans

SSG assembled project information for review of the customized smart locker system. The documentation reflected the selected locker approach, security components, and temperature-controlled storage requirements.

04 FABRICATION & DELIVERY

Built And Delivered Custom Lockers

The custom laminated PVC core lockers and commercial temperature-controlled unit were prepared for the project. Delivery was completed 12 weeks from order.

05 INSTALLATION & TRAINING

Completed Installation And Staff Training

Installation was completed over two days, including placement of the locker system and related security components. Training was completed in one day so staff could use the medication storage and pickup workflow.

06 MAINTENANCE & SUPPORT

Prepared The System For Ongoing Use

The final step focused on leaving the locker system ready for continued medication storage and retrieval. The completed installation gave the Department of Neighborhood Services a controlled access process supported by the new smart locker system.

RESULTS

Smart Lockers Improved Medication Storage and Pickup

The completed project gave the City of Las Vegas a more secure way to store, retrieve, and track personal medications for registered shelter users. The smart locker system improved controlled access, retrieval speed, and audit trail visibility.

PRIMARY OUTCOME

Stronger Medication Storage Security

The city moved from closet shelving and a basic refrigerator to smart lockers built for secure pharmaceutical storage and pickup. The system added controlled access for both ambient and temperature-controlled medications.

WORKFLOW

Faster And More Efficient Retrieval

The locker system supports faster retrieval by connecting medication pickup to the registered user collection process. Access is tied to a staff identification card, picture identification, a unique ID number, and barcode verification used by the city.

ORGANIZATION

Dedicated Storage For Medication Pickup

The new smart locker system created a dedicated storage area instead of relying on general closet shelving. Ambient and temperature-controlled medications can be stored within one organized smart locker system.

LONG-TERM VALUE

Better Tracking and Security

The electronic access system provides a complete audit trail for medication storage and pickup. This gives the Department of Neighborhood Services a stronger long-term process for security and HIPAA regulation compliance.

Smart Locker Installation Photos

Before and after images are available for this project, including photos of the completed smart locker installation.



READY TO SOLVE A SIMILAR PROBLEM?

Plan a Smart Locker System for Secure Medication Storage

Southwest Solutions Group helps government agencies and service organizations plan smart locker systems for controlled storage, secure pickup, temperature-sensitive storage needs, and audit trail visibility.

If your team needs secure ambient or temperature-controlled storage, we can help evaluate the medication handling workflow and design a locker system around your operational requirements.