

Simplifying Complexity at Scale

How AHRC NYC Unified Pharmacy Operations Across 170+ Locations

For large IDD providers, scale brings both opportunity and complexity.

Managing care across dozens—sometimes hundreds—of locations requires consistency, efficiency, and systems that support staff rather than slow them down. But when pharmacy services aren't built for the realities of IDD care, they can quickly become a source of confusion, risk, and operational strain.

For Jessica Colon and the team at AHRC New York City, one of the largest provider agencies in New York State, this was the challenge they faced every day.

When Multiple Pharmacies Create More Problems Than Solutions

Before partnering with Tarrytown Expocare Pharmacy, AHRC NYC worked with six different pharmacies across its 170+ locations that serve over 600 individuals.

While this approach evolved over time, it introduced significant operational challenges. Medication packaging varied by pharmacy, creating confusion for staff. Deliveries and refills required constant coordination. Regulatory requirements added another layer of complexity, increasing the risk of compliance issues.

Staff were overwhelmed with managing medications instead of focusing on care. And with so many moving parts, the potential for error was always present.

At the leadership level, there was also hesitation. Transitioning an organization of this size to a single pharmacy partner felt like a massive undertaking, one that could introduce even more disruption if not handled carefully.

A Seamless Transition, Designed for IDD

That changed when AHRC NYC partnered with Tarrytown Expocare Pharmacy.

From the start, the focus was on making the complex feel simple. Tarrytown provided a fully managed, phased transition—complete with onsite support—that minimized disruption and eliminated the burden on internal teams.

“They specifically specialize in serving people with intellectual and developmental disabilities, that’s why we chose Tarrytown.”



Jessica Colon, BSN, RN
AHRC NYC

“They exceeded our expectations and continue to do so daily,” Jessica said.

With Tarrytown’s IDD-focused model, processes quickly became more standardized and predictable. Day-based blister packaging and color-coded systems simplified medication administration for staff. Monthly cycle fills ensured medications arrived well ahead of need, while bulk deliveries reduced the volume of daily check-ins.

And with the Expocare Portal, the organization gained something it had never had before: complete visibility.

“Now I can log into one portal and see every single person we support. It’s a game changer,” Jessica explains.

From Operational Burden to Organizational Confidence

As pharmacy operations became more streamlined, the impact was felt across the organization. Staff spent less time managing medications and more time supporting individuals.

Medication errors decreased. Compliance became easier to maintain. And what once felt like a fragmented system became a unified, scalable operation.

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Perhaps most importantly, the transition that once felt daunting turned out to be remarkably simple. “The transition was hands off for me—Tarrytown did it all,” Jessica says.

Built for IDD, Trusted at Scale

For AHRC NYC, the decision ultimately came down to specialization.

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That focus, combined with operational excellence and a deep understanding of IDD care, enabled Tarrytown to deliver not just a solution, but a true partnership.

By transforming pharmacy from a daily challenge into a streamlined, reliable system, Tarrytown helps providers operate with greater confidence—no matter their size or complexity.

