

# Managed Pharmacy Care

*Introduces...*



The cornerstone of Voice-Tech's communication solutions has been **Telephone Refills/IVR (interactive voice response)**. The telephone refill function lets callers submit prescription refill orders that ultimately post directly to the work queue of the pharmacy system, without the direct involvement of the staff, and allows your pharmacy to be open for business 24/7. This module can be configured in several ways: a refill hotline only, answer only after 3 or 4 rings, or as most commonly installed, answer all the pharmacy lines to give maximum benefit and typically provides a Return on Investment in six months or less!

#### Additional Solutions Available:

- **Doctor Fax Authorization** - works when a patient enters a refill that requires authorization.
- **Rx-Pickup** - automated outbound reminder calls to notify prescription is filled and ready.
- **Internet Refill Solution** - allows a patient to refill via the pharmacy's web site.
- **Quick-Link** - enables quick refill request by pharmacy staff on a touch screen monitor
- **Refill Assistant** - self-serve touch screen kiosk for quick refill request by patients.
- **Auto Attendant/Voice Mail Feature** - gives callers choices, allows transferring and voice mail options.
- **Customer Order Module** - expanded shipping choices and/or confirming credit card info.
- **Outbound Call Module** - allows for multiple new outbound call application.
- **Long Term Care Module** - streamline orders in low to medium volume long-term care facilities.

#### Pharmacy Information (Please type or print clearly):

NAME OF PHARMACY	DBA NAME	NABP NUMBER
TELEPHONE NUMBER	FAX NUMBER	
PHYSICAL ADDRESS	MAILING ADDRESS	
CITY	STATE	ZIP
OWNER NAME	CONTACT NAME	DATE

Fax to Managed Pharmacy Care at **(909) 336-9364**  
***A Voice-Tech Representative*** will contact you today.