



SWITCHED TO A CENTRAL IVR SYSTEM TO REDUCE COSTS AND IMPROVE PATIENT SERVICES



CUSTOMER CASE STUDY

El Rio Community Health Center
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El Rio's mission is to improve the health of the community they serve through comprehensive, affordable, quality and compassionate care. Since El Rio began in 1970, they have grown from 10,000 patients to over 113,000 people served. They are proud to be one of the most innovative, highly-regarded, non-profit health centers in the United States.

ABOUT SMART SOLUTIONS:

Smart Solutions, Inc. is a pharmacy communication company located in Salt Lake City, Utah. Our corporate philosophy provides quality products with real value and reliability that can be counted on to provide customer satisfaction for years. Our service philosophy offers free software upgrades and 24-hour service support, seven days per week. Our customers range from some of the largest chain stores and some of the most recognized hospital institutions in the healthcare industry to mail order and independent pharmacy owners.

For more information, visit our website at www.smarttrph.com.

El Rio has become one of the largest non-profit, community health centers in the United States. They focus on positive outcomes, never giving up and active prevention through compassionate people who give from their hearts to provide warm, caring and trusted comfort to those in need.

When Josh Carzoli, Director of Clinical Ancillary Services, went shopping for an IVR system, the latest technology and a tight integration with his pharmacy software vendor were key. "With our previous IVR vendor, we had to maintain one IVR system in every location. We had antiquated technology, and maintenance fees were high. We also were not doing any kind of outbound calling to our patients," according to Josh. El Rio decided to take advantage of the latest IVR technology with Smart Solutions. "Smart Solutions delivers IVR features that we could not find anywhere else," says Josh.

Smart Solutions installed a 40 port SIP IVR system on a virtual machine that is hosted in the El Rio data center. All pharmacies are connected to this one system via a central phone system. The advantage to this type of installation is outbound calling can be done locally from the El Rio location. Using their own phone lines vs. hosting the calls from some other location drastically cuts down on costs. According to Josh, "installation was very quick and smooth. There are many technical factors which come in to play when installing a central IVR system for all stores. The Smart support team made this process extremely simple."

Key benefits noted by Josh were:

- The support staff at Smart Solutions is superior to my previous IVR vendor.
- Less expensive both for IVR and outbound dialing locally.
- Tight integration for messaging allows us to avoid using a 3rd party.
- One IVR system for all locations which is installed as software only means there is no hardware to maintain.

If you are looking to add or replace an IVR, Smart Solutions will help your pharmacy improve productivity, enhance efficiency, and provide the best price/performance ratio in the market. Connect with us to learn more at (801) 234-0289.