



smart
SOLUTIONS

7 location Community Health Center changes pharmacy software vendor and opts to switch to a central IVR system at the same time to reduce costs and improve patient services

Case Study

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

Customer: El Rio Community Health Center

www.elrio.org

Challenge: Centralize to one IVR system for all 7 stores and begin outbound calling

Solution: SmartCall Enterprise SIP IVR installed on a Virtual Machine

Benefits: Reduced Costs and Maintenance in the Field

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 me to avoid having to use a 3rd party
- One IVR system for all locations which is installed as software only means there is no hardware to maintain

About Smart Solutions & the SmartCall IVR

Smart Solutions, Inc. is an aggressive, results oriented company located in Salt Lake City, Utah. Our corporate philosophy is one of providing quality products with real value and reliability that can be counted on to provide customer satisfaction for years. Our service philosophy is one of providing free software upgrades and 24 hour service support, 7 days per week. We are not satisfied

unless our customers are satisfied. 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.

Smart has vast experience in the pharmacy environment with over 4,000 SmartCall IVR systems and over 3,000 SmartCheck "workflow" systems in North America and Canada. Smart also provides Internet refills and Mobile Apps to enable high tech users to order refills through the pharmacy website or their smartphone.

Key Features of the SmartCall IVR Include

- Caller Bypass – Recognizes your “special” callers via Caller ID, and allows them to bypass the IVR and speak to someone directly
- Auto detection of whether a patient, doctor, or Spanish speaking person is calling for easier IVR navigation (less buttons to press)
- Visual Voice Mail – Listen to your voice messages by clicking an icon on your computer
- HIPAA mandated voicemail protection so all pharmacy voicemails are protected with the required unique login credentials, and audit trail
- Free Status Check
- Pre-Programmed Holidays which automatically change dates year to year
- 24 X 7 support
- Detailed system usage reports
- Automated flexible Prescription Pick up Scheduling
- Delivery support

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