

RURAL PHARMACY STREAMLINES WITH SMARTCALL HOSTED PHONE SYSTEM & IVR



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BACKGROUND

Customer: Jena Pharmacy | Jena, LA

Contact: Brandon Poole | Ph: 318-992-5565

Challenge: Pharmacy staff workflow was not streamlined and patients were frustrated with long prescription wait times.

Solution: Installed Smart Solutions' Hosted Phone System & IVR to establish pharmacy efficiency.

Benefits: Improved the pharmacy productivity, reduced staff interruptions, and patients & doctors adapted quickly to the new technology.

ABOUT SMART SOLUTIONS

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

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CASE STUDY

Jena Pharmacy is a small, independent pharmacy located in Jena, Louisiana that had just relocated to a new building across the street from the local hospital. The owner and pharmacist in charge, Brandon Poole, was looking to modernize their old dial-up phone system in order to make their staff workflow more consistent and reduce frustrations with their patients.

"Calls were coming in to the pharmacy constantly and our staff was spending most of their time checking voicemails and writing down prescription refill requests, sometimes accidentally deleting messages, which would lead to patient frustrations and long prescription wait times when the patient would come in to pick up their refill," said Poole.

In searching for a solution and one that would integrate with his RX30 computer system, Poole was given recommendations and decided to go with Smart Solutions' Hosted Telephone System and IVR because of their innovative technology and customer support. After installing the SmartCall Essential IVR, calls decreased by 45% and the staff was able to attend to their patients more efficiently.

"The IVR has been a seamless transition for our staff, patients, and doctors calling into the system. Hardly anyone leaves a voicemail now and all prescriptions and refills are sent into the electronic queue for our staff to monitor which helps reduce errors and bulk prescriptions," said Poole. "Another big advantage is at 5:30PM the system is programed to turn on the after-hours message so I never have to worry about setting that or holiday messages which is a big two thumbs up for me. All in all, Smart Solutions delivered everything they promised and more."

"The IVR is like a quiet employee who sits in the corner, you do not know they are there, but is getting the work done exceptionally!"

– Brandon Poole, RPh, Pharmacy Owner

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. Our products carry the industry's best hardware and software warranty to make sure you enjoy years of trouble & worry-free performance, allowing you to focus on the core of your pharmacy business and your patients. To learn more, please visit www.smartrph.com.