



RURAL PHARMACY STREAMLINES WITH SMARTCALL HOSTED PHONE SYSTEM & IVR



CUSTOMER CASE STUDY

Jena Pharmacy
11973 Highway 84 West
Jena, Louisiana 71342

Phone: (540) 362-0360
Website: newhorizonshealthcare.org

Jena Pharmacy has served their community for over 50 years and provides a variety of services including conventional prescription filling, long term care, medication synchronization and more. They take pride in being a local independent pharmacy and seek to provide exceptional healthcare services to their patients.

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.smartrph.com.

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 into 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 programmed 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.”

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.