

NEW HORIZONS HEALTHCARE MAKES THE IVR SWITCH



JULY 2017

BACKGROUND

Customer: New Horizons Healthcare
www.newhorizonshealthcare.org

Contact: Kimberley Slaughter | Ph: 540-283-2555

Challenge: Existing IVR experienced constant problems with poor support.

Solution: Switched to Smart Solutions IVR, technical problems were completely eliminated and pharmacy efficiency was restored.

Benefits: A top-notch product with excellent customer service & technical support.

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 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.

Smart Solutions, Inc.
774 E. 3300 So. - Suite 200
Salt Lake City, UT 84106
Phone: 801.485.5956
Fax: 801.484.1177
Email: Sales@smartcos.com

CASE STUDY

New Horizons Healthcare, a not-for-profit community based family health center located in Virginia, was frustrated with their existing IVR creating numerous problems for their staff and patients. Kimberley Slaughter, RPh, Pharmacy Director, knew it was time to make a change and look elsewhere for an IVR that could assist her pharmacy and large patient base.

"It was nothing but a constant problem, patients couldn't get through, caller ID wasn't working, and everytime I would call technical support they didn't know how to assist me," said Slaughter. "There was a point where we would receive 500 calls a day because patients would get disconnected, hang up, and call right back."

After researching IVR companies and narrowing it down to three, she picked up the phone and called Smart Solutions first. After speaking with Smart Solutions' VP Pharmacy Automation, Travis Smith, Slaughter's mind was made up. She felt confident that Smart Solutions could provide the top-notch IVR product she needed, which she wasn't receiving from the largest independent distributor of IVRs.

"Travis could vocalize the problems and solutions I was having within five minutes, where as, my current IVR vendor couldn't even identify the problem," said Slaughter.

Once the installation was scheduled, Smart Solutions' technical support worked with the pharmacy's vendor, Star2Star, and had everything up and running within 30 minutes. Doctors and patients were finally able to reach the pharmacy by phone.

"What really sold me was the excellent customer service & technical support provided by Smart Solutions, as well as, the commitment to insuring I would receive a reliable product suitable for our pharmacy needs," said Slaughter. "Since the installation, we haven't had one negative experience or patient complaint. I will continue to use Smart Solutions for my telecommunication needs until I am no longer in the pharmacy business."

*"Excellent customer service & technical support
provided by Smart Solutions."*

– Kimberley Slaughter, RPh, Pharmacy Director

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.smarttrph.com.