



INDEPENDENT PHARMACY DECREASES MONTHLY BILL FOR ADHERENCE OUTBOUND CALLS

Santaquin Pharmacy & Diabetes Center in Santaquin, Utah believes in providing more than just medicines. They take a patient centered approach providing educational materials, and other special services to meet unique needs. That's why making unique patient specific phone calls made so much sense. "We want to reach out to people who are not sticking to their regime and help them stay compliant on their medication," says Kevin Marchant, manager for Santaquin Pharmacy. "We have had a great response." Santaquin has had Customers call or come in and thank them for the calls they are receiving. "Only a few have asked us to opt them out," says Kevin, "which is very simple to do with the Smart Solutions interface."

Prior to beginning automated call campaigns, Kevin was making all the calls himself. Now, his life is simpler, and he can spend more time personally with folks at the counter. Not only did Santaquin's prescription volume go up with the refill reminder calls, but their return to stock levels also went down with pick up reminder calls. Kevin commented, "we started our calling campaigns with another major vendor that had a lot of bells and whistles with their interface, many of which we were not using. After shopping around we found Smart Solutions and were able to significantly lower our monthly costs and maintain our same call types." Smart delivers many different call types including:

- Ready for Pickup
- First, Second & Third Reminders
- Auto-Fill (Pre), Auto-Fill (Post) Notifications
- Refill Reminders
- Shipment Notifications
- Happy Birthday
- New Patient Welcome

Santaquin reported key difference with Smart Solutions:

- Lower Monthly Cost
- No calls to deceased patients like before
- No calls for orders that were already picked up, expired, or discontinued
- Will call bin calls are automated
- Able to see a longer history of phone calls
- Days/times calls are made is determined by you
- Superior support with very fast response times
- Data is generated automatically without anyone having to run a report

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.

CUSTOMER CASE STUDY

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Santaquin Pharmacy is a full-service pharmacy that specialized in diabetes care. Founded on the principle that it is "More Than Just Medicines", the pharmacy was strategically designed to meet the needs of the Santaquin & Payson communities as well as their surrounding areas.

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.