



## COMMUNITY HEALTH CENTER WITH 4 LOCATIONS CHOOSES CENTRAL IVR TO INTEGRATE WITH RX30

True Health has four locations, and lots of prescriptions to fill including those from a sizeable Spanish population. They needed to create efficiencies to improve workflow and guarantee safety when filling prescriptions. Hylan Boxer, Director of Pharmacy, went shopping for an IVR compatible with RX30 and conducted a comprehensive analysis of 5 major vendors, and chose Smart Solutions.

Prior to installing the IVR, True Health patients only had the option to leave voicemail or speak to someone for refills. When leaving voicemails, patients often forgot to leave all the required information, and there was no option for Spanish speaking patients. According to Hylan, "every 30 minutes the techs had to stop what they were doing, sit and listen to very hard to understand voice messages, write them down, and then call the patient back to get proper information. This was not only a bad experience for patients but very time consuming for the techs. Now, their time is spent doing more important things, without constant phone interruptions which improves our safety."

Another problem in the pharmacy is the constant calls. Is it ready? Is it ready? These calls are all automated and answered by the IVR now. The IVR can tell patients the status of their prescription and a time it will be ready. There are no extra fees for this status check functionality. The IVR also reports if the prescription is refillable yet or not. According to Hylan, "voicemail cannot compete with IVR. You are not providing a good level of service which Customers deserve and appreciate without it." He likes the IVR since it is always reliable, always friendly, and always accurate. The installation process for 4 pharmacies took some coordination with True Health's IT group, but the ability to install it in one data center tied to one central VOIP phone system kept True Health's cost down. "Support is top notch at Smart," says Hylan.

True Health felt it was necessary to create inbound efficiencies with IVR before they started any kind of outbound messaging program to increase growth. "So glad we did it, and my techs would agree, we could not imagine life in the pharmacy now without it, says Hylan."

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*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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True Health, a private, non-profit 501 (c)(3) community health center, has been serving low-income, uninsured, underinsured, and underserved populations in Central Florida since 1977. They operate seven service delivery locations within Orange and Seminole Counties, which includes seven neighborhood health centers.

### 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.smarttrph.com](http://www.smarttrph.com).