



## Community Health Center with 4 locations Chooses Smart Solution's Central IVR to Integrate with RX30

### Case Study

True Health is a private, non-profit 501 (c)(3) community health center and has been serving low-income, uninsured, underinsured, and underserved populations in Central Florida since 1977. With 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

**Customer:** True Health

[www.mytruehealth.org](http://www.mytruehealth.org)

**Challenge:** Too Many Interruptions

**Solution:** Install a Central IVR and Take Advantage of VOIP Technology so True Health does not have to install one IVR in every store.

**Benefits:** Improved Customer Service, Improved Morale, Streamlined Processes

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."

### About Smart Solutions & the SmartCloud IVR

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 Outgoing Patient messaging, Internet refills and Mobile Apps to enable high tech users to order refills through the pharmacy website or their smartphone.

#### Key Features of SmartCall 7 IVR Include

- Caller Bypass – Recognizes your “special” callers via Caller ID, and allows them to bypass the IVR and speak to someone directly
- Visual Voice Mail – Listen to your HIPAA secure voice messages by clicking an icon on your computer
- SmartCall will remember the language preferences of your callers
- SmartCall will remember if the caller is a doctor or patient thus reducing menu choices
- Free Software Upgrades including HIPAA mandates
- Free Status Check
- Pre-Programmed Holidays which change year to year
- 24 X 7 support
- System reports
- Flexible Prescription Pick-up Scheduling
- Mail and Delivery features
- HIPAA compliant

[www.smartrph.com](http://www.smartrph.com)

[sales@smartcos.com](mailto:sales@smartcos.com)

801-485-5956