

# PHARMACY SMARTCHECK

## **SMARTCHECK WILL-CALL MANAGEMENT - Improves customer service, pharmacy efficiency and reduces lost or misplaced prescriptions.**



Smart Solutions created **SMARTCHECK WILL-CALL MANAGEMENT** to track prescriptions that have been filled and are waiting for pickup. Designed to increase your bottom-line, **SMARTCHECK WILL-CALL MANAGEMENT** puts you in control by providing information you need. Bar code technology makes the system fast and easy to use. Most importantly, patient satisfaction increases when prescriptions are quickly and easily found during the pickup process.

**SMARTCHECK WILL-CALL** supports several storage models including bags, bins, cubbies, totes etc. Our innovative and preferred method involves further dividing the popular alphabetical hanging-bag system into a location for each order. This provides familiarity for pharmacy staff while increasing speed and accuracy when storing and retrieving prescriptions.



When prescriptions are placed in **WILL-CALL** using **SMARTCHECK** they can be flagged as refrigeration-required, reconstitutable, or insufficient stock. If needed non-prescription items can also be added to the container. Later, when the patient picks up the prescription-order, pharmacy personal are quickly directed to the storage location and reminded of any flagged conditions.



Daily aging reports show you how long filled prescriptions have been waiting in will-call, allowing patients to be notified or reminded that their prescription order is available. This reduces the need for restocking. If restocking is required, it is quick and simple. You no longer have to search through all filled prescriptions to find which ones have become stale.

When used with other products from Smart Solutions, **SMARTCHECK WILL-CALL** enables customer pick-up reminders and prescription status checking by patients using IVR or the Internet, reducing repeat calls to the pharmacy.

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