

# EnterpriseRx Interactive Voice Response (IVR) System



What exactly will the EnterpriseRx IVR system do for you?

- **Allow customers to call in refills 24/7**, increasing the number of prescriptions your pharmacy can handle
- **Insert refill orders** directly into the system queue and prioritize based upon your preset parameters and patient preferences
- **The optional RxCall feature** provides automated phone calls to customers, alerting them when their prescriptions are ready for pick-up
- **Create more time** you can spend on complex patient consultations

**What Is Interactive Voice Response (IVR)?** An IVR system is a pre-recorded phone answering solution that manages incoming calls and integrates with EnterpriseRx to process incoming prescription refill requests automatically. It also simplifies the physician communication process by taking routine voice messages from doctors' offices. The system may be used after a designated number of rings, or only after store hours. You decide how to incorporate it into your business.

**What Is Dial-A-Script?** Dial-A-Script® is an IVR designed by pharmacists to streamline routine phone communications. McKesson has teamed with Advanced Innovative Solutions to offer you Dial-A-Script with RxCall™ as an option that fully integrates with the EnterpriseRx pharmacy management system.

**How Easy Is An IVR To Use?** Your customers are familiar with IVR systems from the growing use of automated customer service telephony in recent years; indeed, they often prefer the convenience of 24/7 phone access for routine messages. However, you decide how and when to use IVR – it need not take the place of personal attention, except when you want it to. The Dial-A-Script system can be set up and running in your pharmacy in just a few hours.

***Patients Enjoy The Convenience Of Call-In Refills – And You'll Appreciate The Time You Save With IVR.***

## Interactive Voice Response Benefits

### Improves Efficiency

- Handles standard patient refill requests and routine physician approvals in a simple, professional manner
- Reduces interruptions for staff, keeping them focused on more complex tasks at hand
- Fully integrates with EnterpriseRx Pharmacy Management System
- Automatically routes refill orders into the EnterpriseRx fill queue, prioritizing based on patient requests
- Allows 24/7 access for physicians to provide authorizations and leave voice messages

### Promotes Growth

- Multiple language support available to reach new markets
- Customized greetings can include store information or special promotions
- Captures more call volume (standard configuration handles up to four concurrent calls, reducing the number of patients on hold; eight-line capability available for high-volume operations)

### Enhances Customer Care

- Easy for customers to use
- Provides convenient 24/7 availability for prescription refills (single or multiple prescriptions)
- Always offers both “speak to a pharmacist” and “leave a voice message” options (during off-hours)
- RxCall™ provides automated “prescription ready for pick-up” customer calling when or if there are prescription updates
- Caller ID function allows pharmacist to identify special needs callers, and direct the call to the appropriate pharmacy personnel

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### About McKesson Pharmacy Systems (MPS):

McKesson Pharmacy Systems, a division of McKesson Corporation, offers a host of integrated pharmacy software solutions, which are intuitively constructed and tailored for the health care industry. For almost 40 years, we have provided thousands of pharmacy management systems to independent, chain, hospital, clinic and long-term care pharmacies in all 50 states.