

How can you spend more time with patients and less time answering phone calls?

Omnicell IVR

The Omnicell IVR (interactive voice response) improves the patient experience by increasing access to the pharmacy 24 hours / 7 days a week. The Omnicell IVR automatically answers phone calls into the pharmacy in a professional and consistent manner during peak periods to maximize pharmacy workflow efficiency.

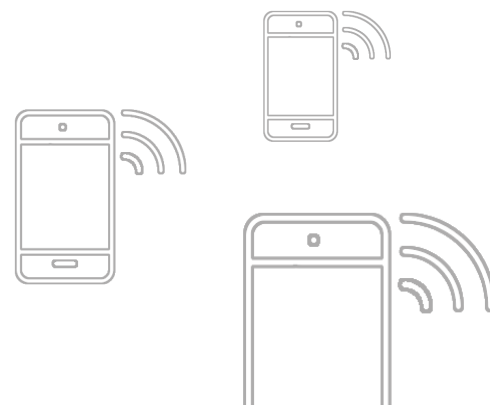
Streamline Your Workflow and Spend More Time with Patients

Alleviate your workload and improve the patient experience:

- Automate refill requests
- Provide option to leave new and refill authorization messages or transfer to the pharmacy
- Play pharmacy-recorded greetings
- Allow a caller to leave a voice message based on time of day
- Automate pharmacy information, such as pharmacy hours, specials, upcoming holiday hours, and directions
- Offer time of day call transfers

Solution Benefits

- Offers patient convenience regardless if the pharmacy is open or closed
- Increases pharmacy workflow efficiency
- Frees up time to focus on patients
- Creates a quieter, less hectic work environment
- Provides awareness messaging offered only by Omnicell and enrollment in pharmacy programs such as Omnicell Medication Synchronization
- Supports HIPAA / HITECH compliance



Real-Time, Targeted Messaging

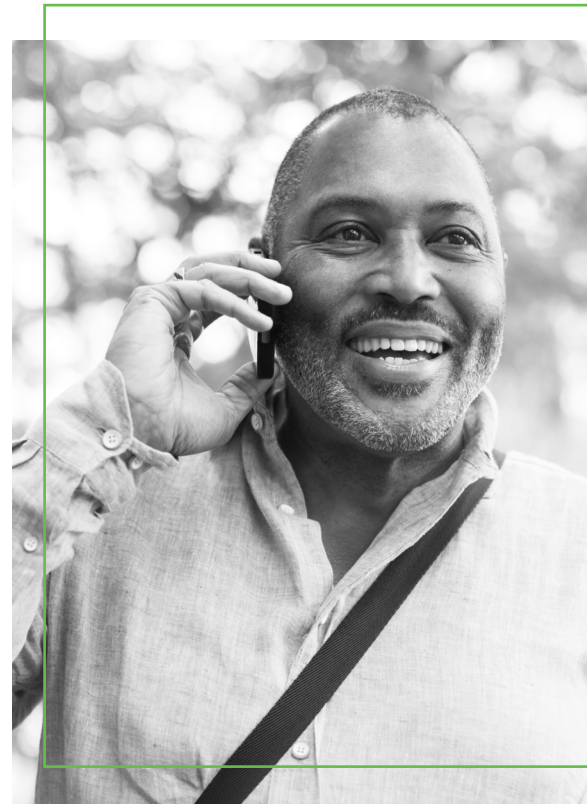
Omnicell optimizes patient contacts by measuring the impact of different communication strategies. That pharmacy data is then used to personalize automated communications through real-time, targeted messaging between the pharmacy and patient.

Hosted IVR Option

The Omnicell Hosted IVR is a flexible, scalable, cloud-based IVR option that provides pharmacy with a solid foundation to add innovative features and functionality, improving the overall patient experience.

Optional Features

- Status Check—Patients can obtain prescription status
- Omnicell Inbound Patient Communications—Identifies additional prescriptions that need to be filled, maximizing refill opportunities when patients call into the pharmacy—to achieve 70% acceptance in suggested refills
- Preferred Contact Survey—Survey patients to ensure contact information and preferred contact method are up to date
- Multiple Language Support—English, Spanish, French, Portuguese, Mandarin, Punjabi, and more
- Auto-Attendant—Menu options for department transfers, routing, and automated information
- Mail Order Support—Refill a mail order prescription over the phone for delivery
- Call center routing available



Learn more about how Omnicell IVR can help free up time in your pharmacy so you can spend more time with patients by visiting www.omnicell.com/IVR.