

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

Retail pharmacists are often frustrated by the high call volumes they must attend to every day. The growing staffing shortages in retail pharmacy are further exacerbating these challenges. In a recent report, 69% of pharmacists say administrative tasks interfere with providing patient care¹.



EnlivenHealth's Personalized Interactive Voice Response (IVR) is a proven, powerful solution

15%

Reduction in Phone Transfer Rates

70%

Patient Refill Acceptance Rate

2%

Increase in Prescriptions Filled



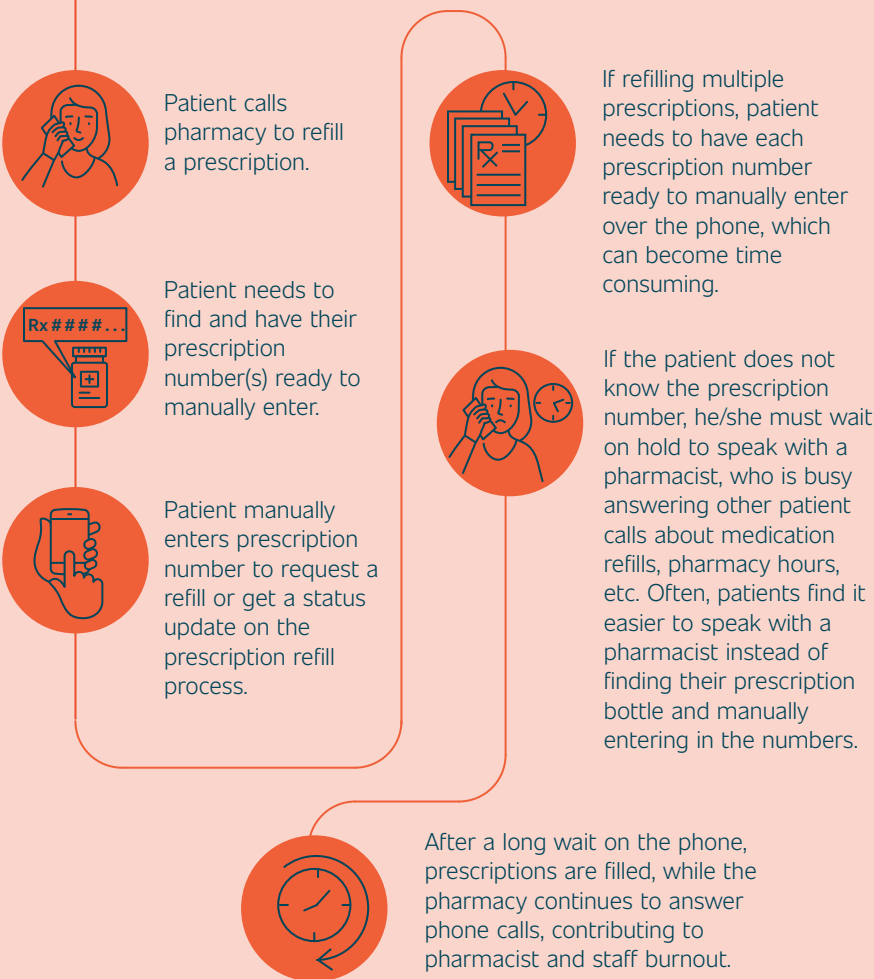
A highly configurable and scalable cloud-based voice technology, Personalized IVR allows patients to seamlessly navigate the pharmacy via telephone on a 24/7 basis, without ever having to speak to a pharmacy staff member.



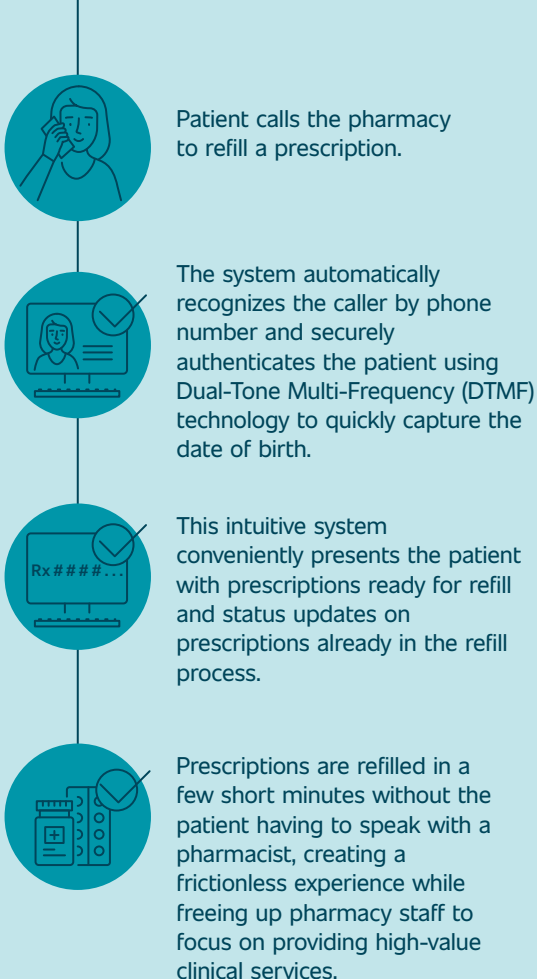
By minimizing the time staff spends on the phone answering questions about medication refills, pharmacy directions and hours of operation, Personalized IVR saves significant time, allowing pharmacists to focus on patient-centric care.

How Personalized IVR from EnlivenHealth® compares to other systems

Standard IVR



Personalized IVR from EnlivenHealth®



Benefits of EnlivenHealth's Personalized IVR

With Personalized IVR your pharmacists can spend less time answering the phone and more time delivering personalized patient care that measurably improves patient adherence and health outcomes.

Additional benefits include:

- ✓ **Better Patient Communications**
Strengthens engagement by communicating with each patient in a highly personalized way.
- ✓ **Greater Patient Satisfaction**
Eliminates patient wait times by responding to a caller immediately.
- ✓ **Seamless Medication Management**
Recognizes and authenticates callers and then presents them with prescriptions ready for a refill.
- ✓ **Automates Pharmacy Workflow**
Efficiently handles calls and requests, freeing pharmacy staff to focus on providing high-value, clinical services such as vaccinations and point-of-care testing.
- ✓ **Secure Authentication**
Offers the ability to verify patient's identity via keypad utilizing Dual-Tone Multi-Frequency (DTMF) technology.



To learn more about **EnlivenHealth's Personalized IVR** or to request a demo, visit enlivenhealth.co.