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

Reduction in Phone Transfer Rates

Patient Refill Acceptance Rate

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



Patient calls pharmacy to refill a prescription.



Patient needs to find and have their prescription number(s) ready to manually enter.



Patient manually enters prescription number to request a refill or get a status update on the prescription refill process.



If refilling multiple prescriptions, patient needs to have each prescription number ready to manually enter over the phone, which can become time consuming.



If the patient does not know the prescription number, he/she must wait on hold to speak with a pharmacist, who is busy answering other patient calls about medication refills, pharmacy hours, etc. Often, patients find it easier to speak with a pharmacist instead of finding their prescription bottle and manually entering in the numbers.



prescriptions are filled, while the pharmacy continues to answer phone calls, contributing to pharmacist and staff burnout.

After a long wait on the phone,

Personalized IVR from EnlivenHealth®



Patient calls the pharmacy to refill a prescription.



The system automatically recognizes the caller by phone number and securely authenticates the patient using Dual-Tone Multi-Frequency (DTMF) technology to quickly capture the date of birth.



This intuitive system conveniently presents the patient with prescriptions ready for refill and status updates on prescriptions already in the refill process.



Prescriptions are refilled in a few short minutes without the patient having to speak with a pharmacist, creating a frictionless experience while freeing up pharmacy staff to focus on providing high-value clinical services.

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.



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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

via keypad utilizing Dual-Tone Multi-Frequency (DTMF) technology.

high-value, clinical services such as vaccinations and point-of-care testing. **Secure Authentication** Offers the ability to verify patient's identity

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

1 Pharmacists Perspectives on Specialty Prescription Process, Surescripts Survey, April 2020, https://surescripts.com/docs/default-source/default-document-library/surescripts-specialty-pharmacy-data-brief.pdf, accessed 11.121