



Elevate the Inbound Call Experience with Connect

Automatically recognize patients calling into the pharmacy and provide them with personalized options and offers to improve the customer experience.

Patients want their pharmacy interaction to be quick, easy, and seamless across all channels and devices. Some patients prefer digital experiences such as text or chatbots, while others still rely on the telephone as their first communications option. Refilling a prescription via the telephone can be time-consuming and tedious for both the patients and pharmacy staff. Imagine a world where these basic pharmacy tasks were efficient, personalized and much more conversational. Where you could provide the best patient care and value-added services without disrupting the pharmacy workflow.

Powerful Benefits of EnlivenHealth Connect



Greater Patient Satisfaction

Removes uncertainty and provides timely information and access



Automated Pharmacy Workflow

Efficiently handles calls and requests, allowing the pharmacy staff to maintain their daily workflow and focus on providing value-added, script generating services



Seamless Medication Management

Status updates and rx(or prescriptions) ready to be filled



Secure Authentication

Offers the ability to securely verify patient's identity and recognize them by phone number

A Winning Workflow for Your Pharmacy Staff & Patients



No need to imagine anymore with Connect from EnlivenHealth

EnlivenHealth Connect is a highly customizable and scalable cloudbased voice technology that allows patients to seamlessly navigate the pharmacy via telephone 24 hours a day/7 days a week without having to speak to a staff member. Connect is a best-in-class inbound recognition system that authenticates patients and delivers them to the correct pharmacy workflow.

By minimizing the time staff spends on the phone answering questions about medication refills, pharmacy directions and hours of operation, EnlivenHealth Connect enables your pharmacists to spend more time providing the personal touch that patients appreciate. The result is healthier, happier patients, and measurably better pharmacy results. These include stronger quality scores, increased patient retention and higher script growth.

Optimize your pharmacy workflow with a patient-centric communication technology

Connect leverages EnlivenHealth's deep clinical intelligence and pharmacy data to provide a seamless, convenient and personalized patient experience. The solution automatically recognizes patients by their phone number and securely authenticates them by name. This intuitive, personalized system then presents the patient with prescriptions ready to be refilled and any status updates on prescriptions already in the refill process, with multiple languages supported.

EnlivenHealth, a division of Omnicell, enables pharmacies with connected patient engagement, clinical, and financial workflows, resulting in an elevated patient-pharmacy experience, exceptional patient care, and enhanced financial performance. We advocate for a world where pharmacy teams stand at the forefront of healthcare, empowering them to practice at the top of their licenses and aiding them with their commitment to patient care, collaboration, and continuous learning.

Contact EnlivenHealth today to discover how Connect can transform your pharmacy.

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an Omnicell[®] Innovation

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