

# Solution Modules (Available individually or in any combination)



**voiceTech's fusion technology** solutions have a sophisticated integration with most popular pharmacy systems in the States, Canada and Puerto Rico. For nearly two decades, thousands of pharmacies have enjoyed new levels of efficiency and customer satisfaction that our IVR technology and communication services provide.

Additionally, it's **voiceTech's** goal to help pharmacies increase revenue and improve their bottom-line by offering convenient ways for customers to do business with the pharmacy and by automatically handling routine tasks for the pharmacy staff.

Equally as important, our services can proactively communicate with customers in order to drive in business and help keep patients compliant.

**fusion technology** services are available in any combination to meet specific pharmacy needs and budget.

**ExpressCall-RX™** delivers a positive impact on patient compliance while at the same time drives business into the pharmacy. This cutting edge service provides automated outbound calls to patients for any one of many reasons i.e. refill reminder / compliance calls, will-call reminders, clinic announcements, thank you for your business message and more. Available call reports provide proof of the success! *(Requires OBCM interface)*

**DirectLink-Rx™** automates the refill ordering process from any long-term nurse or other facility staff member to, 24 x 7, place multiple prescription refills / reorders and within minutes receive a faxback confirming each prescription

number has been submitted to the pharmacy's work queue. This low cost integrated solution provides convenience and accountability for both the LTC facility and pharmacy staff members. *(Standard interface required)*

**Tele-Fill®** provides convenience to pharmacy customers and relief for the staff. Using the key pad on their telephone, callers can place prescription refill orders - anytime day or night. **Tele-Fill** verifies the prescription number and refill availability. The caller hears a friendly confirmation that their order has been submitted. This module can be used whether **voiceTech** is answering the pharmacy's main telephone number (*Attendant-Rx* required) or patients are calling a separate number as a refill hotline. *(Standard interface required)*

**Attendant-Rx™** is for those pharmacies that want to provide customers and doctors with the convenience of an automated attendant answering system, giving callers a full menu of options such as; listen to store location and hours or promotions, place a refill (*Tele-Fill* module required), transfer to different departments, give specific doctor options and much more. Free up your pharmacy staff to help more customers today! *(No interface required)*

**Quick-Link®** streamlines the pharmacy work process by giving all staff members, whether technician or cashier, a fast and easy way to handle refill requests. Using **Quick-Link's** touch screen, refill orders from walk in, drive thru or customers calling on the phone, can be securely submitted directly to the pharmacy system work queue. As one of our pharmacists said: "It's a step saver, now we don't run around looking for an available terminal. It works great at both my front cash and drive-up". *(Standard interface required)*

**Refill Assistant®** increases customer satisfaction by offering an alternative to waiting in line to place a refill order. With this self-service touch-screen, customers enter their prescription number and then see a verification message that their order has been submitted to the pharmacy. **Refill Assistant** can be placed anywhere in the pharmacy or any remote location that is connected to the pharmacy's network. *(Standard interface required)*

**FusionFax-Rx™** automatically faxes an authorization form to the doctor's office when a prescription has no refills remaining, has expired or it's too soon for a refill. That's another call that you or your staff doesn't have to make! Works with **Tele-Fill**, **Quick Link**, **WebFill-Rx**, **Rx-Direct**, **Refill Assistant**. *(Standard interface required)*

**WebFill-Rx™** maximizes your pharmacy's online presence with **voiceTech's** integrated refill webpage. Online requests are submitted to the pharmacy system work queue and the patient receives a confirmation email within minutes. If Doctor authorization is needed, an authorization fax can automatically be sent - day or night. (Maintenance fees apply, *Standard interface required*)



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