

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



YOUR PHARMACY SOLUTION

## Interactive Voice Response (IVR)

The continuing effects of the COVID-19 pandemic have made convenient and efficient communications with your patients more critical than ever. How can you position your pharmacy to communicate more effectively and with your patients and seamlessly manage their medications?

### Transform patient engagement and health outcomes with Interactive Voice Response (IVR) from EnlivenHealth™

The EnlivenHealth™ IVR is a proven, highly customizable, HIPAA/HITECH-compliant technology solution that serves as the pharmacy's automated attendant. It provides patients access to your pharmacy anytime via phone, regardless of business hours. Our proven IVR solution answers and routes inbound calls, offers the option to leave new and refill authorization messages or transfer to the pharmacy, and provides customized recorded messaging. The result is a seamless, convenient experience that drives greater patient satisfaction and retention.

### Free up staff time and provide clinical interventions that improve patient health outcomes

Fully integrated with our industry-leading Medication Synchronization solution, the EnlivenHealth™ IVR automatically queues synchronized refills for dispensing. In addition, our automated IVR solution provides awareness messaging and updates specific to medication synchronization refills, giving pharmacy staff more time for delivering value-based patient care. The result is measurably improved patient health outcomes and higher script growth.



## Powerful benefits of the Interactive Voice Response from EnlivenHealth™

- **Increased Patient Access** – Streamlines patients' anytime access to the pharmacy using a HIPAA/HITECH-compliant technology
- **Convenient and Efficient** – Provides a straightforward, more convenient way for patients to order refills
- **Better Patient Communications** – Offers a convenient way to communicate with the pharmacy regardless if it is open or closed
- **Improve Patient Care** – Frees up staff time to focus on value-based care

For more information on the Interactive Voice Response from EnlivenHealth™ and to arrange a demo, call 877-776-2832, or visit [EnlivenHealth.co](http://EnlivenHealth.co).

### About EnlivenHealth™

EnlivenHealth™ provides the most proven and advanced technology solutions for intelligent patient engagement and communications. Trusted by a national network of leading pharmacies, the EnlivenHealth™ Patient Engagement Platform empowers pharmacies and health plans to significantly improve medication management, adherence and safety for their patient populations. Our mission is to help you ensure lifelong optimal Health for your patients and members, measurably improve quality scores, and strengthen business results. EnlivenHealth™ is a division of Omnicell, Inc. (NASDAQ: OMCL), a leading provider of medication management solutions and adherence tools for healthcare systems and pharmacies.

**EnlivenHealth™**

