

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



Personalized Interactive Voice Response (IVR)

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 patients and pharmacy staff. Imagine a world where these basic pharmacy tasks were efficient and much more personalized. Where you could provide the best patient care and value-added services without disrupting the pharmacy workflow.

No need to imagine anymore with the new Personalized Interactive Voice Response (IVR) from EnlivenHealth™

Personalized IVR is a highly customizable and scalable cloud-based 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. EnlivenHealth's Personalized IVR is a best-in-class inbound recognition system that authenticates callers 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, Personalized IVR 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

Personalized IVR 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 using Dual-Tone Multi-Frequency (DTMF) technology to capture their birth date. The system then presents the patient with prescriptions ready to be refilled and any status updates on prescriptions already in the refill process.

Powerful Benefits of EnlivenHealth™ Personalized Interactive Voice Response (IVR)

- **Better Patient Communications** – Strengthens engagement by communicating with each patient in a highly personalized way
- **Greater Patient Satisfaction** – Eliminates 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, allowing the pharmacy staff to maintain their daily workflow and focus on providing valued-added, script-generating services

For more information on Personalized IVR from EnlivenHealth™ and to arrange a demo, call 877-776-2832, or visit 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. Learn more at www.enlivenhealth.co.

EnlivenHealth™