

## 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 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.

#### No need to imagine anymore with the new Personalized Interactive Voice Response (IVR) from EnlivenHealth<sup>®</sup>

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 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, 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 with an intelligent hands-free, voice-driven interaction. This intuitive, conversational system then presents the patient with prescriptions ready to be refilled and any status updates on prescriptions already in the refill process. The solution utilizes National Language Understanding (NLU) to support both English and Spanish, and gets smarter over time as it learns more about patient intent by capturing regional phrases or colloquialisms.

## Powerful Benefits of EnlivenHealth® Personalized Interactive Voice Response (IVR)

- **Greater Patient Satisfaction** – Eliminates wait times by responding to a caller immediately
- **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** – Presents patients with prescriptions status updates and those ready to be refilled
- **Secure Authentication** – Offers the ability to securely verify patient's identity by voice using NLU or keypad utilizing Dual-Tone Multi-Frequency (DTMF) technology

For more information on Personalized IVR from EnlivenHealth® and to arrange a demo, call 877-776-2832, or visit [EnlivenHealth.co](https://EnlivenHealth.co).

### About EnlivenHealth®

EnlivenHealth builds advanced patient engagement, financial management and population health technology solutions that enable retail pharmacies and health plans to measurably improve the health of their patients and members, while ensuring the long-term health of their business. With the recent acquisition of FDS Ampicare and MarkeTouch Media, EnlivenHealth now offers the industry's most comprehensive suite of SaaS technology solutions that help retail pharmacies and health plans to transform and thrive in this new era of digital-driven healthcare. Currently, more than 50,000 retail pharmacies nationwide deploy EnlivenHealth/FDS Ampicare/MarkeTouch Media technology solutions. EnlivenHealth is a division of Omnicell, Inc. (Nasdaq: OMCL), a leading provider of medication management solutions and adherence tools for healthcare systems and pharmacies. To learn more, visit [EnlivenHealth.co](https://EnlivenHealth.co).

