

Walk-in Traffic Can Wreak Havoc on Busy Pharmacies

Pharmacists are assuming an ever-expanding role in community healthcare and are thus busier than ever before. The typical pharmacist fills an average of 194 prescriptions per day¹. On a seasonal basis, pharmacists administer more than 258.1 million COVID-19 vaccine doses² and roughly 40 million flu vaccinations³, as consumers have grown increasingly comfortable with the idea of receiving health services at their local pharmacies.



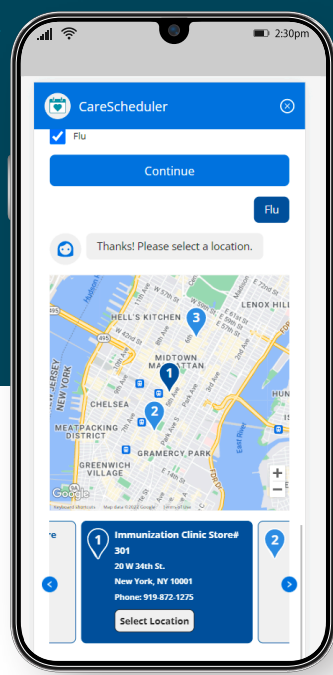
But, faced with growing staffing shortages and the upcoming flu season, pharmacies are struggling to meet patient needs especially when it comes to walk-in appointments that can negatively impact the pharmacy workflow.



What can pharmacies do?
Scheduling tools that include QR code and chatbot features can help simplify and automate walk-in appointments to create greater efficiency and alleviate strain on the pharmacy workflow.



2 out of every 3
COVID vaccinations
happen in a pharmacy⁴



Simplify Walk-in Appointments at the Pharmacy

EnlivenHealth's CareScheduler solution, a proven appointment-based patient engagement and vaccination management solution, offers advanced QR code and chatbot technology to help pharmacies better manage walk-in appointments.



With this easy-to-use functionality, patients enter their own information, freeing up the pharmacy staff to focus on other patient needs and revenue-generating clinical services.



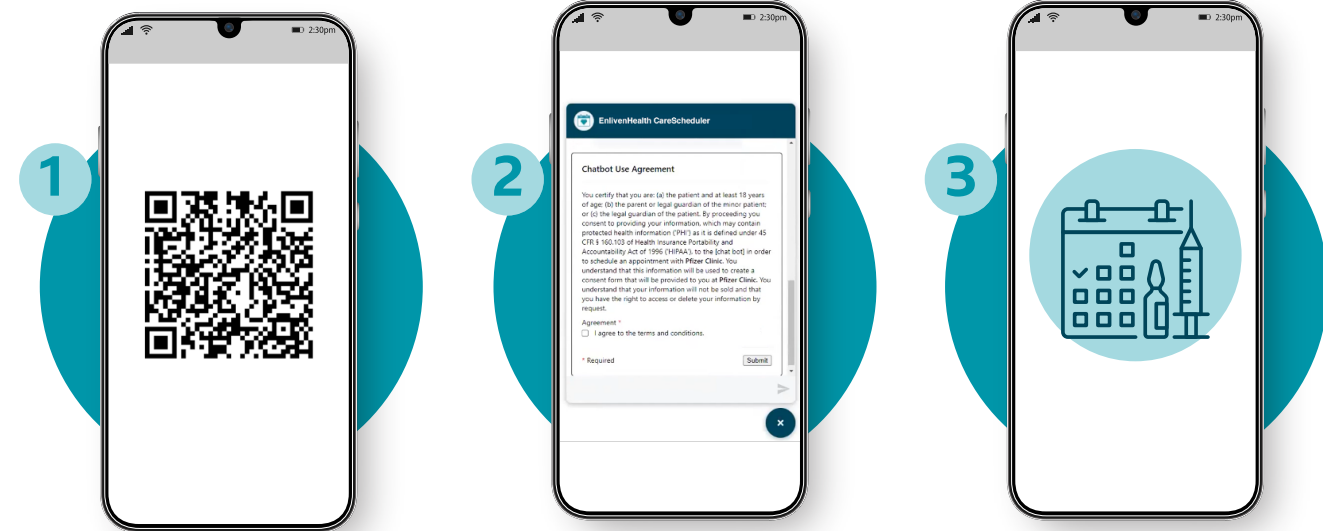
Plus, the QR code is unique and permanent to each pharmacy store, allowing it to be re-used as clinics and services change.

With a quick scan of the QR code patients can conveniently schedule a walk-in appointment and use the integrated chatbot to complete their pre-visit forms prior to visiting the pharmacy.

How it Works

In-Store Pharmacy

The patient walks into the pharmacy and asks to get a flu shot.



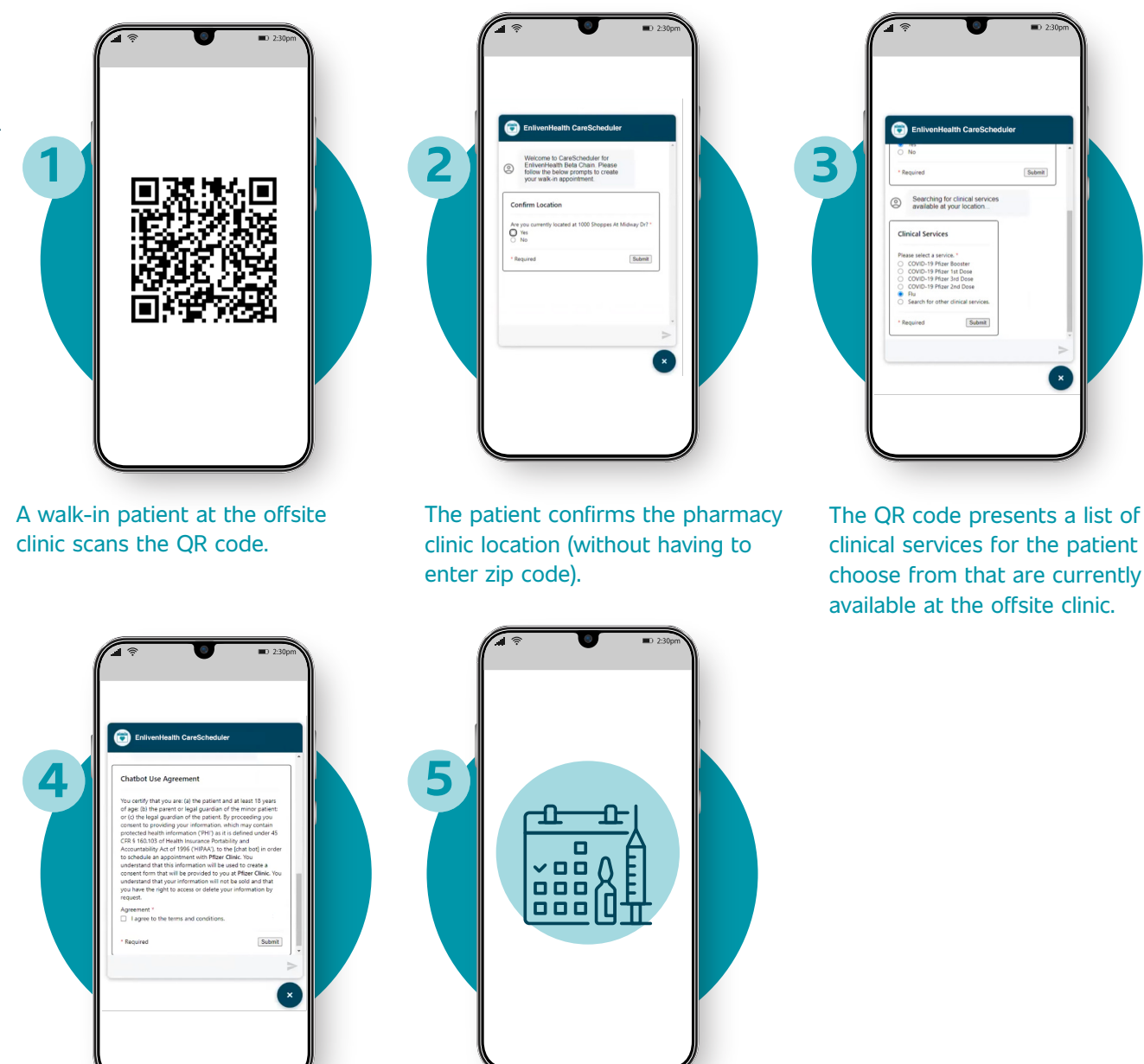
The pharmacist provides the QR code, to the patient. The patient scans the code using their smartphone (the QR code is specific to each pharmacy location).

After selecting a clinical service, the patient enters their information using a convenient chatbot link and completes the pre-visit consent forms.

In only a few minutes, the appointment is scheduled and confirmed, all without involving the pharmacy staff in time-consuming scheduling and paperwork.

Offsite Clinic

When pharmacies have offsite clinics, the pharmacist can print out the QR code to use at the clinic.



A walk-in patient at the offsite clinic scans the QR code.

The patient confirms the pharmacy clinic location (without having to enter zip code).

The QR code presents a list of clinical services for the patient to choose from that are currently available at the offsite clinic.

After selecting a clinical service, the patient enters their information and completes the pre-visit consent forms.

The appointment is set and confirmed, all without involving the pharmacy staff in time-consuming scheduling and paperwork.

Benefits of CareScheduler QR Code from EnlivenHealth®



Improves Operational Efficiency

Patients enter their own information, freeing up the pharmacy staff's time to focus on patient care.



Increase Patient Retention

Patients can quickly access pharmacy services based on clinical hours and locations, schedule an appointment, and update their information — all without having to wait in line.



Enhances Pharmacy Staff Retention

The QR code and chatbot functionality optimizes pharmacy workflow, alleviating stress on the staff so they can spend more quality time with patients.



Increases Revenues and Profitability

Automates tedious tasks so pharmacists and staff can focus on delivering high-value, revenue-generating clinical services.



For more information on EnlivenHealth's CareScheduler QR Code feature, visit enlivenhealth.co to schedule a demo.

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Source
1. NCPA Digest (2020). <https://ncpa.org/sites/default/files/2020-10/2020-Digest.pdf>
2. CDC Federal Retail Pharmacy Program for COVID-19 Vaccination <https://www.cdc.gov/vaccines/covid-19/retail-pharmacy-program/index.html>
3. CDS Weekly Flu Vaccination Dashboard <https://www.cdc.gov/flu/fluview/dashboard/vaccination-administered.html>
4. The National Association of Chain Drug Stores (2021, December).