



# Symphony &

VOICE-TECH IVR

**Streamline Your Refill Processing with PharmASSIST Symphony & Voice-Tech IVR.**

*Dealing with problem refills can often bog down your pharmacy workflow. There are no refills left on a prescription and you need to call the doctor for authorization. It's too soon for the patient to obtain a refill and it requires your discretion. The list goes on.*

*Employing PharmASSIST Symphony's dynamic workflow management with Voice-Tech IVR, an industry leading IVR system, streamlines refill processing and greatly enhances customer service. Their seamless bidirectional integration enables you to get off to a running start each day as it populates your work queue with off-hour refill requests even before you get to work.*

  
**PharmASSIST**<sup>®</sup>  
Powered by INNOVATION

## Efficiency Right Out of the Gate

As patients order refill prescriptions using Voice-Tech IVR, Symphony immediately receives the requests and sorts them for processing.

If a refill is problem-free and fill-able (i.e., can be processed immediately), Symphony routes it to either PharmASSIST



ROBOTx or to a PharmASSIST Symphony+ cabinet for automated counting. If the refill's medication doesn't reside in your automation, Symphony places the refill in a Manual Fill queue to be filled at a workstation.

Talk about efficiency; with PharmASSIST ROBOTx and Symphony+ cabinets, your refills are well on their way through your fulfillment process before you know it. This is particularly effective when patients call in refills during off hours and your PharmASSIST automation puts you ahead to start off each day.

## Simplified Problem Management

Often times refill prescriptions require some type of authorization before they can be filled. Symphony automatically determines what type of action is required and routes the refill appropriately. For those refills that need a



physician's authorization, Symphony automatically invokes Fax-to-Doctor (either through Voice-Tech or locally), which faxes an authorization request to

the physician's office. Simultaneously, Symphony places the refill in an Awaiting Reply queue until authorization is received. It then routes the refill to the appropriate filling destination (automation or manual filling).

For those refills that require pharmacist discretion, Symphony automatically places the refill in a queue until a pharmacist can review and resolve any issues with the refill. For example, the refill may be "too soon to fill" according to its directions for use or there is a problem with the patient's insurance.

## Unparalleled Customer Convenience

Your patients have busy lives and truly appreciate services that provide convenience. With your Symphony/Voice-Tech IVR system, you offer them two convenient paths.

Patients can call your pharmacy and obtain the actual status of their refill prescriptions, not a guess based on an average filling time. Voice-Tech IVR receives the request, obtains the refill status from Symphony, and relays the status by way of a voice message to the caller. The patient even has the option of connecting to a pharmacy staff member if more information is desired.

Patients can also opt into a Call-to-Patient program, which will notify them when their prescriptions are ready for pickup. Once again, Symphony and Voice-Tech IVR work together to automate the process.

Symphony passes the status to Voice-Tech IVR, which automatically calls the patient and informs them that their refill is ready for pickup. You can also configure your system to call a patient if their refill has been sitting in your Will Call setup for a specified number of days and is about to be returned to stock.

*“The Symphony workflow integrated with Voice-Tech IVR has been one of the biggest godsend for our pharmacy. We now come in every morning to a populated work queue of off-hours refill requests. The combination of the two systems has taken the chaos out of our pharmacy and streamlined our entire refill process.”*

*Tim Larsen, R.Ph. & Owner,  
Tim's Pharmacy,  
Yelm, Washington*

*For more information on PharmASSIST scalable solutions, call 607.798.9376, email [sales@innovat.com](mailto:sales@innovat.com), or go to [www.innovat.com](http://www.innovat.com)*

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627 Field Street • Johnson City, New York 13790