

Interactive Voice Response

Gain measurable ROI, improve customer service, decrease disruptions and enhance patient adherence.

QS/1®'s Interactive Voice Response (IVR) system provides customer convenience with easy refills, 24/7 pharmacy access and reduced wait times on hold and in the store. Plus, with outbound IVR, you can provide automatic refill and pick-up reminders. Your employees benefit from greater efficiency and the reduced stress of fewer disruptions. Utilizing IVR can decrease employee-answered phone calls by up to 85 percent.

Increase Productivity

QS/1's IVR intercepts phone calls, reducing interruptions that slow down prescription processing and affect accuracy. It saves time and facilitates physician communications – automatically checking refill limits and sending authorization requests. Customer and prescriber messages can be played back from any QS/1 workstation. With our InstantFill®, IVR refills can be automatically adjudicated and labels printed as they are received. If you have an automated dispensing system, refills are processed automatically.

Improve Customer Service

Customers like the convenience of automated notifications of prescriptions ready for pickup. Refill reminders increase patient adherence and Five-Star Ratings. Ordering refills via IVR is convenient for patients and increases your pharmacy's fill rates.

Choose from Flexible Options

Modifiable voice scripts provide the flexibility to create messages using the languages of your customers. With built-in remote functionality, you can change greetings and messages while away from the pharmacy. QS/1 has systems for single and multi-site operations.

IVR Demo

Call 800.322.7037 and use the Rx numbers below to experience prescription requests with QS/1's IVR. Demos are available in English and Spanish, male and female voices.

6022918 No Refills

6022917 Refillable Rx (Call for Pickup)

4409602 Refillable Rx (Call for Pickup)

6022919 Too Soon to Refill

6022920 Expired Prescription



- Provide customers 24/7 access to your pharmacy
- Reduce interruptions from phone calls
- Route refill requests directly to the processing queue
- Play, store and retrieve doctor and patient messages from your workstation
- Provide outbound patient reminders
- Customize voice scripts in a variety of languages
- Change greetings from a remote location
- Automatically adjudicate and print labels with InstantFill
- Select the right IVR solution for your pharmacy's size and needs
- Integrates with QS/1's Pharmacy and HME Management Systems
- Make one call to QS/1 for service and support for your pharmacy management and IVR systems



800.231.7776 www.qs1.com

IVR Advantages

- Handle refill requests when the pharmacy is closed with optional after-hours only mode
- Manage multiple pick-up times
- Provide outbound calling and messaging capabilities with 23 different call-out types
- Support multiple languages
- Integrates with QS/1's Pharmacy and HME Management Systems
- Reduce customer wait times – on hold and in the store

Multiple Location Options

- Available for single or multiple locations
- Provides central management for multiple sites
- Manage multiple locations with one phone number and central greeting through Central IVR
- Utilize a unique phone number and greeting for each location with MultiScript IVR

Flexible and Easy to Use

- Store, play and retrieve customer and doctor messages from any QS/1 workstation
- Route non-pharmacy calls to other store departments
- Simultaneously support multiple languages
- Customize messages and change them remotely
- Choose from special alternate emergency or weather greetings
- Provide information on pharmacy hours, locations and holiday schedules

Workflow Automation

- Route refills to designated queue for processing
- Handle prescriber communications automatically
- Calculate and schedule pick-up times based on pharmacy's specified peak times and hours of operation
- Allow physicians to respond to refill requests or leave new orders via voicemail
- Record customer voice messages with their refill requests

Patient and Prescriber Communication

- Notify customers of prescription status (picked up, too soon to refill, no refills, shipped, etc.)
- Inform patients of pick-up times within your pharmacy's pre-set parameters
- Automatically call customers when prescriptions are ready
- Advise patients to allow more time for a refill
- Offer patients the option of receiving refills via delivery, pick up or shipping
- Handle batch adherence callouts to patients with refills due, prompt patients to choose whether or not to submit refill
- Use InstantFill to automatically fill, bill and print labels for phoned-in refill requests
- Allow patients to send fax or electronic refill requests to prescriber
- Facilitate promotional messages
- Notify patients order cannot be processed due to third-party or credit-card processing issues, problems with prior authorizations or items on back order
- Inform patients originally prescribed drugs aren't available, but substitutions have been ordered

Advanced Security

- Help reduce the risk of refill fraud and data-entry errors
- Verify patient-contact information
- Validate refill request by prompting customers for one of four security items: first three letters of last name, birth month and year (MMYY), full birth date (MMDDYY) or last four digits of the SSN
- Authenticate refill requests by comparing and validating the prescription number and security item

