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**Community Pharmacy
Grows Communities**

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At the heart of community pharmacy is community. QS/1's deep industry roots have long nurtured a sense of service and esteem for our community pharmacy partners. That's why we were so excited for longtime customer New Horizon Family Health Services (NHFHS) to win one of our recent, regular charity drawings. When we see what our customers give and achieve, it only energizes us for the work to come.

The mission of NHFHS is to provide quality, affordable, compassionate, patient-centered healthcare to improve the health of the communities they serve. This includes medical, pharmacy, dental, behavioral health, and laboratory services. It also serves patients through Health Care for the Homeless and the federal Ryan White program.



NHFHS won a drawing at our customer conference in May for a \$2,500 donation to charity. Since they are themselves a 501(c)(3), they plan to use the money to purchase test strips and lancets to give their diabetic patients. At up to \$12 a box for 50 test strips, the expense often causes patients to skip checking their blood sugar to save money.



With 3 medical offices and 2 mobile units in Upstate, SC, NHFHS has chosen QS/1 as its technology partner since 2002. It uses QS/1's **NRx**® system to manage its **340B** pharmacy and the **QS/1 DeliveryRx**® app, **IVR**, and **POS** systems. This is in addition to our **Host-Remote** configuration for its locations, **e-Prescribing**, and interfaces for robotics, prior authorizations, and **MTM services**.

Although its mission is grounded in compassion, NHFHS provides services as professional as they come. Its integrated approach to patient health and its vulnerable patient population – not to mention the thousands of prescriptions it fills – require a robust, dependable pharmacy management system. QS/1 gives the health center a complete toolbox of solutions for all its varied patient encounters.



QS/1's **NRx** and its associated modules can field phone calls, work with automated dispensing machines, streamline claims submissions, document enhanced clinical services, support the logistics required for mobile health units, and more.

*NHFHS fills an average of 17,500 prescriptions a month and needs a sophisticated system to keep up. The Greenville pharmacy fills about 1,000 with a staff of 19, and QS/1 helps keep the workflow running smoothly. In a call center just down from the pharmacy, a pharmacist and 2 techs answer calls and process prescriptions coming in via QS/1's **IVR**. By having other dedicated staff enter and check prescription status using the **Pharmacy at a Glance** dashboard, staff can focus on customer service and patient safety.*



As a 340B covered entity, the NHFHS pharmacies are Federally Qualified Health Centers, which allows them to purchase and sell much-needed medications to patients at a reduced price. Only patients of the health center can use the pharmacy's services.



*The **DeliveryRx** app makes it possible to collect signatures upon delivery of prescriptions to patients served by the center's Health Care for the Homeless program.*

QS/1 provides the industry's most comprehensive retail pharmacy management systems, with emergency 24/7 customer service and nationwide hardware support. Visit qs1.com/NRx to find out how QS/1 can be by your side every step of the way.



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For more than 40 years, QS/1 has been driven by dedication to community pharmacy and a passion for ensuring customer success. We remain steadfast in our commitment to be pharmacies' best partner for improving outcomes for their patients, community, and bottom line. We stand on the principles of servant leadership, and from the moment you join the QS/1 family, we travel with you on the journey. Just like you, we believe in providing personal service and giving back to our community. Thank you for inspiring our efforts every day.



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