℞ *Prescription* Refill

Patient Starts Here

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"To request a new refill, press 1. To check the status of a refill, press 2."

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"Enter the prescription refill number."

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"To pick up prescription today, press 1. For tomorrow, press 2."

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(Pharmacy technician validates provided information and refill number)

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Custom programming can be provided for enhanced database interactivity or out-dialing services

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Physician Starts Here

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Refill authorization, or record a general message for pharmacy staff

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(Message is left in message drop box for review by pharmacy staff.)

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Pharmacy staff returns call to physician's office for validation of prescription.

In today's environment, healthcare providers are seeking innovative, yet cost-effective methods to improve the delivery of services.
Prescription Refill
is a "high tech" automated prescription refill service that is available at a "low tech" price.

Patients can dial-in, enter the refill information and schedule the pick up time at their convenience, or check the status of previously requested refills. * Physicians can dial in and leave a refill authorization or general message for the pharmacy staff.

✓ **Refills can be requested at any time, from anywhere.**
✓ **One or more refills can be ordered at the same time.**
✓ **The default database enables the pharmacy to track and update refill information.**
✓ **Callers can listen to pharmacy hours and locations.**
✓ **Callers can transfer out to pharmacy staff.**
✓ **The easy-to-administer system uses Windows-based technology.**
✓ **Frees pharmacy staff to perform other important duties.**
✓ **Web functionality will be available in a future release.**
✓ **Custom integration is available to link the system to existing databases.**

* Professional Services may be needed for custom database interaction or out-dialing services

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ISV/IHV INNOVATOR

AVAYA

Developer*Connection*
Program