



e-IVR™

Prescription Refill

Patient Starts Here

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

"Please enter the prescription
number."

"To pick up your prescription
today...press 1. To pick up your
prescription tomorrow...press 2."

(Pharmacy technician validates
prescription number and refill status)

Custom programming is available for
enhanced database integration and/or
out-dialing services

Physician Starts Here

Record refill authorization...or any
other message for pharmacy staff

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

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



Customer convenience and overhead cost control are critical for today's pharmacies. e-IVR™ Prescription Refill is a self-service, automated application that enables a customer to schedule a prescription re-fill and a pick-up time at their own convenience, 24/7, by simply entering the prescription number and following the prompts. They can also check the status of a previously requested refill.

e-IVR™ Prescription Refill isn't only for refill service. It can announce pharmacy hours and locations, as well as other information. The caller can transfer directly to the pharmacy staff and physicians can dial-in and leave refill authorizations or messages.

- Refills can be requested 24/7, any time from any touchtone phone
- Pick-Up times can be scheduled
- Order status can be checked
- Pharmacy hours, locations, and other info can be announced
- Callers can transfer to pharmacy staff
- Professional Services are available for custom database interaction and/or out-dialing services



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ISV/IHV INNOVATOR

AVAYA

DeveloperConnection
Program