

**THE AVAYA IR INTERACTIVE VOICE RESPONSE
SYSTEM WITH AMERICA'S HEALTHCARE
SOLUTION SOFTWARE FROM ACCUVOICE INC.**

Prescription Refill

"Is there a way to process requests for prescription refills, 24 hours a day?"

The Automatic Prescription Refill application by Accuvoice Inc. automates prescription refill requests using the touch-tone phone. Valid requests will be printed out or may be sent as a file to the Pharmacy's host computer or LAN.



Avaya IR

"Thank you for calling the Northbrook Medical Center Out-Patient Pharmacy. Please enter your prescription number."

Caller enters 1234567

"Your prescription has been approved and will be ready for pickup in 2 hours. If you need another prescription, please enter the number."

Caller enters 1234789

"I am sorry, this prescription cannot be refilled. Please call your Doctor's office or you can call us at 847-559-7272. Please have the prescription number available when you call. Thank you for calling the Northbrook Medical Center Out-Patient Pharmacy."



Application Administration

- Administered by a touch-tone telephone

Benefits

- Pharmacists can prioritize refills requests at a glance, since it is legible and in a usable format.
- After hours calls possible without increasing staff

Options

- System can estimate the time the refill will be ready
- System can provide pricing
- System can allow caller to leave a voice message

Additional Requirements

- Link back to the Pharmacies host computer