

# SymRx

## The Leading IVR Solution for Pharmacies

### SymRx is a complete software solution --- robust, scalable, and customizable with many optional features to select.

Customers and physicians are served with unparalleled speed and accuracy using SymRx. Best of all, the burden of constant interruptions is removed from the pharmacy staff leaving them free to work more efficiently and productively.

#### SymRx features include:

##### Standard Patient Services

- Prescription refill requests by phone
- Refill status check
- Transfer patient calls to the pharmacy for personal assistance
- After-hours customer voice message recording or transfer to existing voicemail solution
- Pharmacy hours and patient information messages

##### Physician Services

- Transfers to the pharmacy staff for personal assistance
- Refill authorization voice message option

##### Optional Patient Services

- Multiple languages
- Text-to-Speech (TTS)
- Automatic Speech Recognition (ASR)
- Professional studio-recorded messages and translations
  - English
  - Spanish
  - Other languages available
- Outbound call notification (Refill ready, Refill compliance reminder, and Refill return to stock pickup reminder)
  - Language preference
  - Duplicate and status check logic
- Outbound email notification
- Outbound SMS text notification

##### Administration Services

- Web-based administration with remote access
- Set system parameters
- Set hours of operation
- Set holiday schedule
- Configurable pick up times
- Remote prompt recording capability
- Special announcement message recording and configuration
- Call reports and statistics

##### Integrates with most major Pharmacy Management Systems

- EPIC Willow Ambulatory
- Rx30
- Cerner Etreby
- McKesson EnterpriseRx
- Computer-Rx

##### IVR Configurations (99.9999 Uptime)

- Turnkey Premise Based
- Virtual Server(s) Premise Based
- Board and Software Premise Based
- Hosted Cloud Services

##### Integrates with most major telephone systems via the following technologies

- Digital PRI or T1
- Analog
- SIP/VoIP



*I have worked with Symago for over 10 years. As a pharmacist working in a complex IT environment, it is very nice to work with a vendor that makes it all easy.*

DAVE FYE - IT PHARMACIST, THE CHRIST HOSPITAL

