

Express Pharmacist

Healthcare Solutions for NEC, Nortel, Avaya, Mitel, and Siemens telephony platforms



A TFB Whitepaper

TFB TECHNOLOGY
FOR BUSINESS
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Executive Summary

For healthcare organizations offering pharmaceutical services, being competitive means giving your customers options. Restricting refill and information requests to business hours can drive customers to the competition. TFB's *Express Pharmacist* helps you provide the level of service and convenience that customers now demand. Your organization, your pharmacy staff, and your customers, all benefit by automating the refill request process. Even calls from patients simply seeking refill status information can often be handled by an automated system, increasing staff efficiency, and providing tight control and tracking of refill requests.

TFB's *Express Pharmacist* provides your customers with fast, automated refill request transactions from a touchtone phone. Your callers are verified by prescription number and HMO/PPO member number or SSN, then given the option to request refills or refill status of multiple prescriptions with a single call. The system verifies the request according to refill number, and gives users the choice of pickup day, and revised information about remaining available refills. The result is improved customer service and reduced workload for your staff.

TFB applications are designed to take advantage of your existing equipment, prescription database, and workflow. The base application can be customized to suit your needs, and your staff can easily record and revise voice prompts as they see fit.

Refill requests can be logged back into your existing database for reporting purposes. Reports on transactions are also available from CTI Server. Custom reports are available from TFB Professional Services to accommodate unique requirements.



Benefits

By automating requests for refills and refill status, your customers get immediate results and your staff is available for more critical tasks. What's more, because refill requests can be delivered via email or straight to your existing database, remote branches can often benefit from the system without adding additional equipment or infrastructure.

As a technology investment, TFB systems are designed to give you options. Systems easily scale to accommodate additional call volume, and because we integrate with your existing database, you remain in control of the data.

Benefits Summary

- **Improve staff efficiency** by reducing manual intervention and labor needed to service calls for refill status and requests
- **Improve customer service** by offering instant, 24X7 access to refill and refill status requests.
- **Support remote branches** by using the system centrally and delivering refill requests via your existing database, by email, or both.





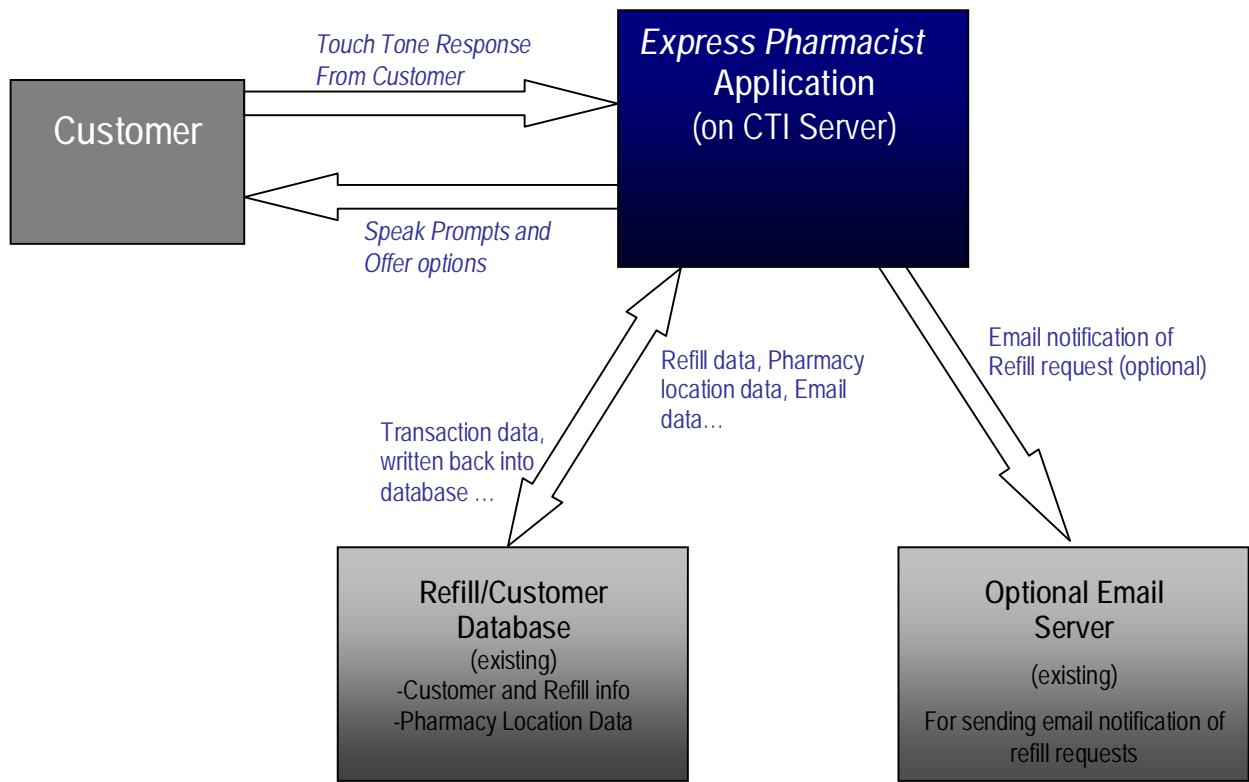
Features

TFB's *Express Pharmacist* provides your customers with fast, automated refill request transactions from a touchtone phone. Your callers are verified by prescription number and HMO/PPO member number or SSN. They are then given the option to request refills or status of multiple prescriptions with a single call. The system verifies the request according to refill number, and gives users the choice of pickup day, and access to information about remaining available refills. Your callers can request multiple refills on a single call. The result is improved customer satisfaction and reduced workload for your staff.

Features Summary

Features On a confirmation call

- **Prescription Refill Request Processing-** Speaks Prompts for prescription number, pickup day, and records the request in your database. Optional modules deliver refill requests to email addresses, if available from your pharmacy database.
- **Prescription Refill Status** - Gives callers the status of current refill requests.
- **Pharmacy Locator** - Lets callers find the nearest location and get directions for prescription pickup.
- **Touch Tone Options** - Optionally, you can allow callers to transfer to any extensions at your location.
- **Flexible Messages** - Allows users to record and update prompts and recorded messages
- **Enhanced Automated Attendant (bundled)** - Allows users to make changes to touchtone key assignments and menu trees.
- **Email Notification** - Allows Sends email to designated addresses upon prescription request. Requires email data be available in the database and SMTP server for sending.



MAJOR SYSTEM COMPONENTS

Optional Features

- **Text-to-Speech** - If non-numeric data must be spoken to customers from a database
- **ACD Reports (NEC NEAX ACDs ONLY)** - Comprehensive reporting designed for call center environments.
- **TFB Alarm Manager** - Notification should there be errors in critical systems, such as the database connection.
- **Credit Card Pay By Phone** - For businesses that would like to offer convenient pay by phone, TFB can integrate to your existing credit card processor with an open API.



Technical Specifications

TFB's *Express Pharmacist* is a software application that runs on TFB's *CTI Server* platform, a Pentium-based PC running Windows NT or Windows 2000. CTI Server uses Dialogic telephony boards, which provide the phone port interface to the switch or to trunks. CTI Server is typically located in proximity to your telephone switch, and is on the LAN to provided connectivity to local databases.

Requirements Summary

Switch Requirements

- *OPTIONAL* NEAX 2000 or NEAX 2400 with or without ACD*, *HIGHLY RECOMMENDED*
- Available Analog / Digital Ports

CTI Server Requirements

- CTI Server Hardware Platform(s)
- Dialogic Ports
- TFB *Express Pharmacist* Application
- Enhanced Automated Attendant
- Optional*
- TFB Alarm Manager (required for email notification)
- Text to Speech
- TFB Screen Pop (NEAX environments only)
- TFB ACD Reports (NEAX environments only)
- Credit Card by Phone (requires additional integration)

*Configuration without ACD does not allow option to transfer to agent groups. Also restricts other CTI features.

Environment and System Component Details

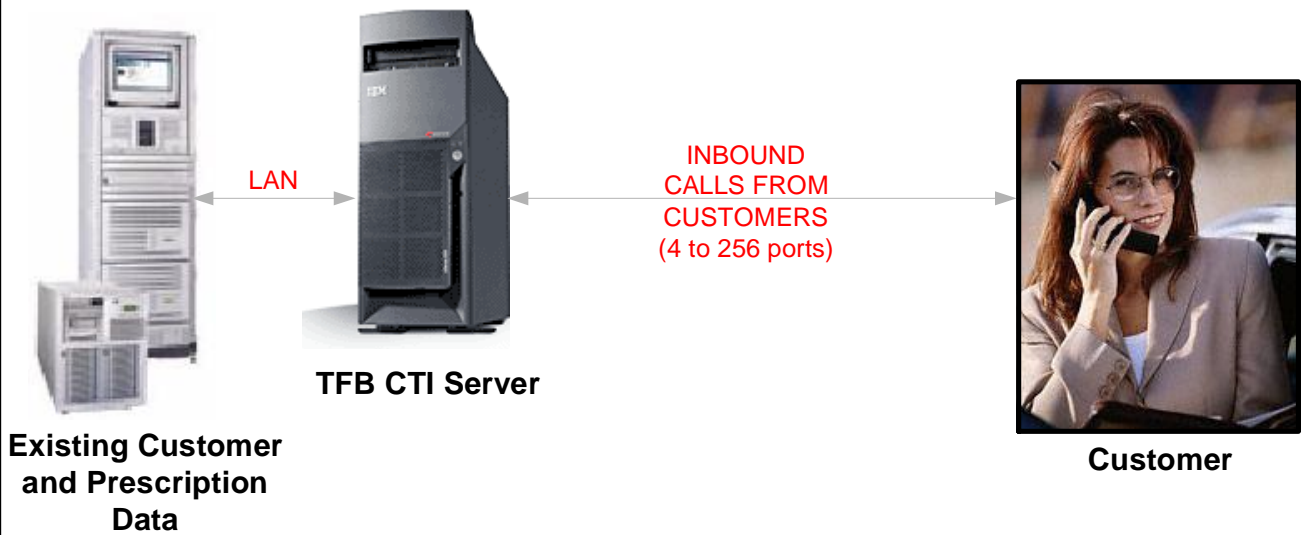
No two users have exactly the same requirements, so the system is designed to be highly customizable. By default, the system is designed to read your existing database either via ODBC or through sockets messages. The user has responsibility for maintaining the database and ensuring the required data is available to the application. Because data structures are typically unique to users, some customization is usually required for database integration.

Environment Assumptions

- Database exists and is accessible on the LAN with necessary information available to run required refill functionality
- Data is provided by end-user in documented format



System Connectivity Diagram



Components and Connections for a Direct to T1 System without ACD/PBX

Environment without PBX/ACD

The application also runs in an environment without a PBX/ACD, using direct T1 or analog lines. This configuration limits the addition of applications that are related to ACD and Infolink functionality. Using the system in an integrated NEAX environment is recommended.

Application Limits

By design, all system maximums generally exceed the requirements of practical applications.

Application Maximums	
Maximum Ports Supported	256
Maximum Length of each Recorded Message	20 min.
Maximum Simultaneous Calls	1 per port

CTI Server Hardware Limits	
Maximum Ports on first CTI Server	36 (24 T1)
Maximum Ports on subsequent CTI Servers	48 (48 T1)
Maximum Total Ports in CTI Server system	256

Data Required By the System

By default, the system is designed to read your existing database either via ODBC or through sockets messages. The user has responsibility for maintaining the database and ensuring the required data is available to the application. Because data structures are typically unique to users, some customization is usually required for database integration.

Data Required by Application	Notes
Customer ID (SSN or other PIN)	Required
Prescription Number	Required
Available refills for prescription number	Required
Store ID by zip code (for Pharmacy locator)	Optional
Store ID by prescription number (for Pharmacy locator)	Optional
Store ID by prescription number (for Pharmacy locator)	Optional
Store email by prescription number (for branch Pharmacy notification)	Optional
Customer email	Optional
Physician email	Optional
Credit Card information*	Optional

*This option also requires additional custom integration

Notice the optional fields are not required for base functionality. But this application is driven by available data, so implementation of all features is restricted by the information stored in your *existing* database.



Purchase and Installation

The purchasing process is straightforward, and is guided by a TFB sales representative or authorized dealer. In general the steps are as follows.

- **Requirements evaluation**
Determine and evaluate user's requirements, including the need for customization of the application and for number of IVR ports.
- **Determine Time Frame for Production**
Determine customers desired cutover schedule.
- **Purchase Order**
User or dealer issues PO for Hardware, Software, and Labor as determined by requirements evaluation.
- **Installation and configuration**
By arrangement, TFB may come on site to complete total turnkey installation, or TFB may install software remotely, working in partnership with the onsite telephony vendor.

List of Required and Optional Components

To help account for in a purchase items the following list delineates software, hardware, and labor components that are typically relevant to a purchase of *Express Pharmacist*. The user or telephony vendor has the option of providing the server hardware. It is assumed that the user provides and maintains the pharmacy database, as well as an SMTP server for sending email notification should that be part of the solution requirements.

HARDWARE	Fee Structure	Notes
CTI Server	Based on number of ports	Specification available from TFB. Server provided by TFB, Vendor, or User.
Port License Key	License per port	
SOFTWARE		
<i>Express Pharmacist</i>	Flat Fee	Required, core application
ACD Reports	License per port	Optional, provides enhanced reporting in NEAX environment
VF Edit	Included	Required, provides editing of messages
Screen Pop	Quote based on evaluation	Optional, 'pops' application for agents
Alarm Manager	License per port	Optional, provides system alarms and email notification
Credit Card Pay by Phone	Quote, based on your credit card payment processor	Optional, provides editing of messages
Text-to-Speech	License per port	Optional, to speak names of customers
LABOR		
Professional Services	Based on requirements	For customization, integration to database
Installation	On-site or remote	Arranged according to requirements
Voice Recording	Based on requirements	Optional
Cutover coverage	On-site or remote	Optional
Project Management	On-site or remote	Optional

Exact fees for each item are available from TFB. Note that CTI Server may be purchased through an alternate vendor provided TFB specifications are met.

Application Customization

TFB offers customization of all applications through professional services. As part of the requirements evaluation, it is important to identify desired features that are outside the scope of the turnkey application. For *Express Pharmacist*, customization requirements typically fit into the following categories.

- **Menus Template**

Messages spoken can be customized through the bundled TFB Recording Utility. Menu choices offered can be customized through the bundled Enhanced Automated Attendant, a GUI based tool. This allows you to have unlimited spoken messages and transfer options.
- **Data Integration**

Each data environment is unique. *Express Pharmacist* is designed to let TFB customize the link to your data through ODBC, IP sockets, or an open API you provide. The data stays in your environment, while the TFB application reads and writes only the information required.
- **Reporting**

Express Pharmacist records refill request transactions as individual records and as PEG counts of total transactions. Customization options allow users request additional reporting detail, or to have transaction detail written directly back to the pharmacy database.
- **Credit Card Processing Integration**

Express Pharmacist is designed to accommodate a module for credit card payment. Typically this is an integration to your existing credit card service provider. For an accurate quote TFB sales engineers can assist your provider or your technical staff with determining the exact information needed for integration.

Installation and Cutover

Because TFB sells through authorized vendors, and our products are typically part of a switch installation, responsibility for project management, cutover, and configuration is often shared with the telephony or switch vendor.

TFB offers a range of on-site and off-site services to facilitate and manage the installation process. Services provided depend on the requirements and preferences of the end-user, and upon arrangements between the telephone switch vendor and TFB.



Demo By Phone

TFB provides IVR demos toll free at 1-877-612-4TFB. These demos change frequently and voices are usually not professionally voiced because they are often customized for a specific audience. The purpose is to give prospective buyers a feel for how the application typically works, even though your prompts and call flow will be different, and specific to your organization.

To use the demo, dial 1-877-612-4TFB, press 5 for the demo menu, then press 3 for the *Express Pharmacy* demo.



1112 Ocean Drive, Suite 202
Manhattan Beach, CA 90266
Ph 310. 491-3813
Fx 310. 372-5486