

Will Call Bin Management streamlines Rx pickup.

Using PharmASSIST's Will Call Bin Management, you can customize the organization (e.g., alphabetize, number scheme, etc.) of your Will Call area, and assign orders to specific bin locations for fast and easy retrieval.



As orders are completed, you link an order or group of orders to a physical location within your pharmacy by scanning the order's or group of orders' bar coded vial labels and then scanning the appropriate Will Call bin. This timesaving step enables your staff to immediately determine the Will Call bin location of any order at any time. No more misplaced orders. No more embarrassing moments with customers.

Electronic Signature Capture enhances customer service.

To enhance customer service and be fully prepared for any insurance audits,



you can capture a customer's signature electronically and link it to their order. When a customer arrives to pick

up an order, you view Symphony's Pickup screen to locate and retrieve the order.

As you scan the order's bar code, you invoke the Electronic Signature Pad, which displays the appropriate user-defined declarations (e.g., Was the Offer-to-Counsel made? All appropriate vials have safety caps?, etc.).

Your customer checks off the declarations and signs their name on the Electronic Signature Pad. PharmASSIST then links their signature with the order, permanently storing it in your database.

In-depth reporting enables productivity improvements.

To keep you abreast of all prescription filling activity, Symphony comes with a standard library of reports. From tracking the status of all active orders to generating an audit log of all system activity, Symphony reports provide vital details that enable you to analyze and improve your pharmacy's productivity. To narrow your focus and report on only the information you need, you can filter and sort reports by defining specific filter/sort criteria.

You can also easily export reports to Adobe® PDF or Microsoft® Excel® files to produce colorful and dynamic report formats for presentations to management. In short, Symphony reports arm you with invaluable data that helps you make informed decisions, develop best practices, and increase your profitability.

Discover our vision of PharmASSIST automated dispensing solutions.

Call us at 607.798.9376, email us at sales@innovat.com, or go to www.innovat.com.

PharmASSIST®

SmartCabinet™ • Enterprise System
Symphony™ • Robotic Systems

Innovation Associates
627 Field Street • Johnson City, New York 13790



Symphony

SOFTWARE



As a key entry point into pharmacy automation, PharmASSIST Symphony Software enables you to implement a comprehensive Rx tracking, workflow management, and quality control solution without the use of automated counting technology. Symphony workstations further enhance your workflow and provide unrivaled flexibility as they establish quality checkpoints throughout your prescription process. Easily customized to your pharmacy's environment, Symphony greatly improves your pharmacy's efficiency, productivity, and patient care initiatives.

PharmASSIST®

Symphony

SOFTWARE

Paperless flow establishes quality path.

Fully integrated with your pharmacy management system, PharmASSIST Symphony complements your Rx Initiation process and establishes the quality path by which orders progress through your pharmacy.

As new orders and refills are received from various sources (e.g., patient walk-ins, doctor call-ins, Internet, Interactive Voice Recognition (IVR), etc.) and processed at Rx Initiation, Symphony begins tracking their every move and assigns ongoing statuses to reflect their current state. In the case of refills, if an order has no more refills, you can use Symphony's automated Fax-to-Doctor feature to contact the doctor's

office for authorization to refill. With Rx Imaging you initiate paperless flow by scanning a patient's original paper prescription. This creates an electronic image of the original, which Symphony associates with the order and makes available for viewing at any stage of your workflow including when verifying or refilling an order.

To save valuable counter space, your pharmacy management and Symphony applications can share a monitor using either terminal emulation or a switch box for quick and easy switching between the two.



Accurate Rx Filling guides quality control.

Operating without automated counting technology, Symphony directs your Rx filling using a combination of bar code scanning, medication and script imagery, and order details. You simply scan each order's bar coded vial label and the medication's

immediately at the Rx Filling workstation, or the pharmacist can verify the order at the Rx Verification workstation.

Dynamic imagery drives Rx Verification.

Rx Verification delivers the ultimate quality checkpoint in your pharmacy's workflow. Once again, simply scan the



The POWER of Quality

bar code to ensure a match of the requested product's NDC. Symphony's Manual Fill screen displays all the information you need to complete the task including each medication's image, NDC, strength, and order details (e.g., quantity).

To speed up the process or simply provide convenience, your pharmacist has the option of verifying the just-filled order

order's bar coded vial label and Symphony displays imagery of the medication and original

patient script, and comprehensive order details so you can verify its accuracy. Rx Verification also enables you to compare order data that was entered into

your pharmacy management system to the Symphony order data and the patient's original script image.

