

# Village Health Mart Pharmacy

## Customer Profile



Village Health Mart teams with EnterpriseRx to end inconsistent service and out-of-date patient information.

**– EnterpriseRX with integrated Promise Time Workflow gives pharmacists more time to manage their operations and provide the best possible care.**

In order to spend more time managing and growing his business, as well as improving the work-life balance for himself and his staff, Dr. Michael Butler needed a smarter management system to improve efficiency, safety and customer service.

**“Before Promise Time Workflow and EnterpriseRx,** I would come in at 8 a.m. and close the pharmacy at 6 p.m., yet I wouldn’t be able to leave until 9:30 p.m.,” said the owner of Village Health Mart Pharmacy in Hot Springs, Arkansas. “I was doing all the prescriptions and refill input as well as all the adjudication work, and I was verifying everything myself. After installing EnterpriseRx, I saw the benefits of a customized, automated workflow.

Shortly after installing EnterpriseRx, Butler recognized the benefits of a customized and automated workflow that included safety checks, such as pill imagery matching for each script. The system also provides staff members the most up-to-date and accurate patient data at all times.

**When you are the owner of stores in multiple locations,** like Dr. Butler, up-to-date information plays an even greater role in enhancing safety and providing clinical services that increase revenue and differentiate your business from the large chains.

EnterpriseRx has helped increase customer service and satisfaction. “Now I have connectivity between my two stores, which I didn’t actually have with my previous systems. So if I have a patient that is bouncing back and forth between two stores, it’s

a smooth operation whenever we’re going to get them to refill a prescription at either location. This definitely makes it a better patient care situation.”

***Now I can verify every script and also put my clinical knowledge to use in other ways.”***



**Dr. Michael Butler**  
Owner of two pharmacies in Hot Springs,



**Continued >>**

**Continued >>**

**As part of the Promise Time Workflow system** that centralizes information and resources from across your entire organization, the EnterpriseRx Interactive Voice Response (IVR) system is a pre-recorded answering solution that manages incoming calls to process prescription refill requests automatically, 24/7. So while your patients will enjoy the convenience of call-in refills, you'll appreciate the time you save with IVR.

"We also integrated an outbound and inbound IVR system – which was not able to be added with my previous system. So now when we fill a prescription, three hours later they're getting a phone call saying their prescription is ready and they can come by and pick it up. And they can call in their prescriptions any time they want which is definitely a positive add-on."

## Village Health Mart Pharmacy Makes The Switch To EnterpriseRx

 **Intuitive  
To Learn**

EnterpriseRx uses Pharmacy language, Not computer language

 **Faster  
Rx Filling**

EnterpriseRx allows prescriptions to be handled faster, resulting in happier customers

 **Partial Fill  
Tracking**

EnterpriseRx tracks and holds documentation and electronic signatures

 **Third Party  
Information**

Is automatically generated from PCN and VIN numbers

 **Easier  
Audits**

With convenient Data Storage and Printouts for 3rd party and HIPAA compliance