



CUSTOMER CARE TEAM: A CRITICAL ROLE IN OUR PRESCRIPTION ORDER WORKFLOW



ORDER ENTRY TECHNICIANS

Certified and licensed technicians ensure all prescription orders are received and correctly entered.



PHARMACISTS: 1ST REVIEW

A dedicated team of pharmacists ensure resident's prescriptions are accurate and safe. They are integral in advising about medicines, including how to take them, what reactions may occur and answering LTC healthcare professionals questions.



BILLING SPECIALISTS

Trained specialists manage all billing activities including analysis, monitoring, reporting and billing adjustments to ensure accurate, timely billing on behalf of residents.







Each step in the prescription order workflow relies on our dedicated Customer Care Team to ensure residents safety.

Kyle Janssen, Founder & President



COMMUNITY PHARMACY CUSTOMER CARE TEAM

WE WILL:

- Increase accountability.
- Ensure accurate prescription orders.
- Reinforce strong communications with each team and our facility partners.



DELIVERY TEAM

Medication totes are checked, scanned, and delivered by a dedicated team of drivers.



PHARMACISTS: 2ND REVIEW

We go above and beyond the required prescription review process with a second review by our pharmacists who verify the accuracy and safety of each order using knowledge and state-of-the-art verification technology.



PHARMACY TECHNICIANS

Certified and licensed technicians use technology to safely prepare bulk medicines and fill bubble cards with prescribed medications.