

PRICE...

The Competition can't get there from here

ABBY Calling Technology



Healthcare ABBY: “Maintain the Patient Connection”

Your Issues

Healthcare is failing to maintain that patient connection, resulting in missed opportunities and increased competition. For example: the typical pharmacy gets up to 75% of its revenue from prescriptions, but up to 31% of all prescriptions never get re-filled / picked-up. 54% of healthcare customers disapprove of your service, with customer retention becoming increasingly more difficult and expensive.

ABBY’s Solutions

ABBY is an automated, intelligent, iVR technology that acts like a human – but at a fraction of the cost. For example: Abby will (on average) increase the percentage of a pharmacy’s refills (per month) by 18%, and raise revenues by 8%. ABBY will also increase patient satisfaction - resulting in a 24% boost in patient retention rate, and a 29% decrease in returns to stock. ABBY will also result in a 30% reduction in incoming phone calls. We call this: Patient Retention and Expansion thru ROI.

- ABBY does interactive outbound calling to patients for reminders (prescription pick-up / renewal), notifications (lapsed insurance / flu shots), promotions and other interactive outbound calling features.
- ABBY interacts with patients – asking them if they would prefer a generic brand.
- ABBY calls and surveys your patients, collecting results, and reporting them to you in an organized and timely manner.
- ABBY answers patient questions via inbound iVR and forwards the questions that she is unable to answer to a ‘subject matter expert’ (when necessary).
- ABBY markets your organization - advertises events, lets patients know of seasonal promotions and activities.

Testimonials

“With ABBY, I experienced a 30% decrease in incoming phone calls – allowing my pharmacists to be more productive.” Tom Nelson, Pucci’s Pharmacy

“I saw a 30% increase in prescriptions per month just from using ABBY.” Jeff Rodden, Commonwealth Pharmacy

“ABBY called my customers about an in-store promotion we were running. I made an additional \$6,000 in revenue in just one week, about an 8.67% increase in sales.” Gerry O’ Hara, Jeffrey’s Drugstore

Getting Started

For ABBY - all you need is an internet-connected-computer and you’re ready to go. Abby can be easily integrated into a current system, or even start from a clean slate. With no hardware needs, ABBY is ready to use sooner and more affordably than other iVR services. Set yourself apart from your competition by implementing ABBY’s iVR Solutions into your business. Call an ABBY representative for more information and a live Demo – 1.877.305.1341