

# REMOTE PHONE ASSISTANCE



We've got your back.



Keep the work flowing with our Remote Phone Assistance service. Our team of remote pharmacists are trained in administrative support, so you can be sure that we will be there to give you a hand whenever you need it.

## This service can help you:

- Receive and handle more calls.
- Expedite front-desk tasks.
- Resolve patients' concerns quickly.
- Do more with minimal on-site staff.
- Have lower payroll expenses.

# LEAVE THE CALLS TO US.



## Handle Incoming and Outgoing Calls

Our remote staff assume the role of a front-desk assistant to deal with incoming and outgoing phone calls.



## Address Concerns

To help you focus on your work, we see to it that your callers' concerns are resolved in a timely manner.



## Forward Calls to the Appropriate Staff Member

Our remote staff forward calls to the assigned personnel who can handle the necessary tasks.



## Follow Up on Requests

We can also contact doctors, patients, and healthcare facilities to follow up on pending requirements, requests, or applications.



## Provide Excellent Service

To maintain our high-quality service, the calls that we make and receive are all documented and undergo strict quality checks.



## Hold on, we're just getting started.

RxCatalyst also offers the following services:



PRESCRIPTION  
DATA ENTRY



INSURANCE  
BILLING



CYCLE  
BILLING AND  
REFILLS



PATIENT PROFILE  
MANAGEMENT



RECORDS  
MANAGEMENT



TAR  
MANAGEMENT



MEDICATION  
PROFILE  
MANAGEMENT



FAX AND  
DOCUMENT  
MANAGEMENT



HEALTHCARE  
COORDINATION