

MOMENTUM

A Quarterly Newsletter from MedCall

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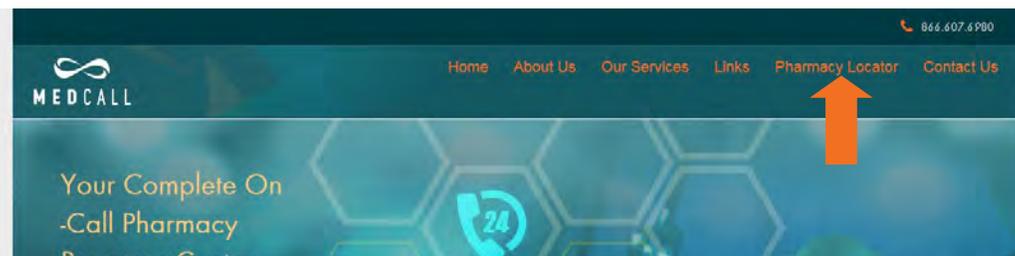


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Filling a Need: MedCall Pharmacy Locator Takes the Guesswork Out of Filling STAT Scripts

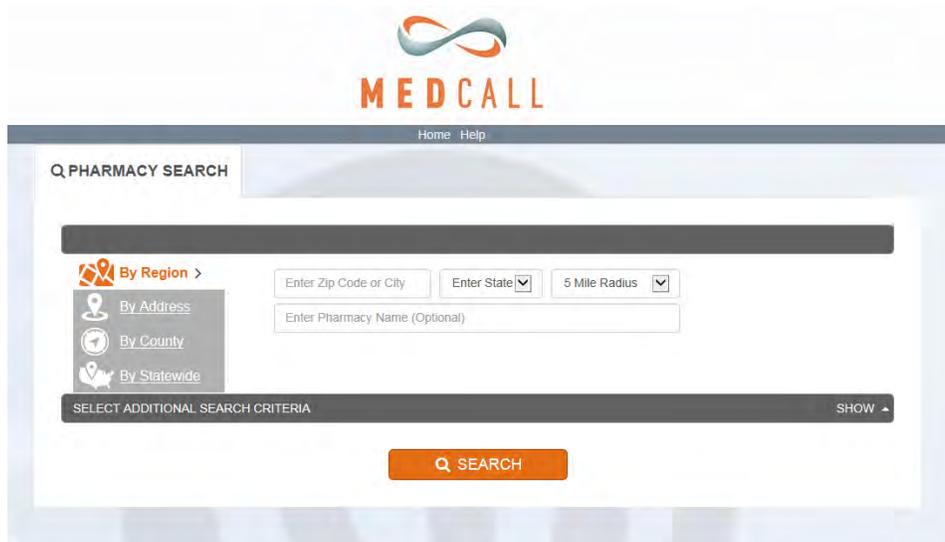
Imagine it's a Saturday night. A long-term care facility client calls your pharmacy to fill a prescription for prednisolone. You know that your stock of that medication is depleted and the next shipment won't arrive until Monday. For the next hour, you're on the computer searching for the closest 24-hour network back-up pharmacy that can fill that order. Meanwhile, the long-term care facility can't treat its resident until that medication arrives.

Wonder if there's a much-easier and less-stressful process? There is, with the MedCall Pharmacy Locator, found on the [MedCall](#) website home page.



"The MedCall team understand that time is a critical factor for our LTC pharmacy clients when processing prescriptions for their facilities," said Ann Beal, senior director of Operations. "With our Pharmacy Locator, our clients have access to a real-time database that can quickly and easily locate back-up pharmacies in the MedCall network."

The Pharmacy Locator can search by region, address, county or state. Clients also can set results to show only 24-hour pharmacies. Just enter some basic information and click the search button.



Pharmacy Locator Continued on Page 2

In This Issue

Cover Story

Filling a Need: MedCall Pharmacy Locator Takes the Guesswork Out of Filling STAT Scripts

Page 2

Holiday Reflections

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Pharmacy Locator from Page 1

Within seconds, the results are compiled in a list that shows the pharmacies' physical address, phone and fax numbers, hours of operation and county. Results can also be displayed specifically by city, county, mileage, name or zip code. Please note, some pharmacies don't show their hours of operation, and MedCall clients will need to call those pharmacies for details.



Rather see a visual of the pharmacies' sites? There's a feature to map those locations.



"Another useful aspect is the 'Create Directory' function," added Ann. "Clients can create a PDF with a customized list of the pharmacies that they can provide to staff."

LTC pharmacy clients can also use the Pharmacy Locator to send comments to the MedCall team about network pharmacies, such as an incorrect address or phone number.

The MedCall team has been trained on using the Pharmacy Locator. "We want to exceed expectations," said Ann. "We are confident that our clients will find our Pharmacy Locator reduces their efforts during time-critical situations and supports their relationships with their LTC facilities."

Call MedCall at 866.607.6980 if you have any questions about this new resource tool.



Holiday Reflections

This is the time of the year when the MedCall staff reflect on their happiest memories and what the holidays means to them.

Ann Beal, Sr. Director of Operations: My favorite holiday tradition is Christmas Eve with my family. We all wear new Christmas PJs and read Christmas books together.

Kevin Kirkpatrick, National Director of Sales: The holidays give me the ability to take some time to reset and focus on what is truly important in life: enjoying time with family and friend, and hopefully, spending some time in the woods hunting.

Jessica Rosonowski, Sr. Account Manager: I have a holiday wish to give to those in need. I am blessed to have everything that I need and want. I want to bring some cheer to those in need.

Erin Seyer, National Account Manager: For me, the holidays are a time to spend with friends and family. It's also a time to reflect on the past year, while keeping positive energy, momentum and thoughts to envisions and plan for the year to come.

Sharon Dodson, Client Service Representative Lead: My favorite holiday memory is going ice skating with my mother, daddy and brother on one of the ponds close to my home in West Virginia. When we came home and thawed out, we decorated the Christmas tree and watched Christmas shows while my daddy made fudge. Those were the good ole days without a care in the world.

Sue Hennes, Client Relationship Specialist: The holidays mean having friends and family close and enjoying everyone's company with stories, food and laughter. However, my favorite holiday memory is when my daughter Katie was born on Christmas Day!

