



See You At the ASPC & Integra Conferences!

MOMENTUM

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Conferences Create Lasting Opportunities for MedCall Team

The MedCall team loves to go to conferences. These events give the team opportunities to connect with our LTC pharmacy clients, keep up on healthcare trends and meet industry leaders.

Kevin Kirkpatrick, MedCall's national director of Sales, just returned from Softwriters' 8th Annual FrameworkLTC Users Conference in San Antonio, Tex. The event focuses on user education and creates opportunities to network with others in the FrameworkLTC community. FrameworkLTC is a popular pharmacy management software designed specifically for the unique demands of LTC pharmacies. In fact, MedCall's on-call partner, Care Services On Call, is transitioning to FrameworkLTC to better serve clients' after-hours needs.

While in San Antonio, Kevin met one-on-one with clients. "The conversations I have at conferences help MedCall formulate the services we provide," he said. "Clients tell me that technology is playing a much bigger role in their LTC pharmacy operations. Because of that, MedCall is staying on top of those technological breakthroughs to ensure our programs continue to mesh with our clients'."

Conventions also gives the team a focused setting to introduce LTC pharmacy providers to new MedCall services. "We had a great experience at the MHA Annual Business Summit last March," said Ann Beal, senior director of Operations. "We used that event to launch MedCall Connect, our new bundle of solutions that help LTC pharmacies run more efficiently. And the response was outstanding!"

Want to connect with the MedCall team? Stop by the MedCall booth at these upcoming conferences in late 2016 and early 2017:

ASPC Annual Conference November 4 – 6 in Dallas, TX

Since 1969, the American Society of Consultant Pharmacists (ASCP) has been empowering healthcare providers to enhance the quality of care for all older persons. ASCP is a leader in helping older Americans enjoy their later years with a focused attention on the appropriate use of medications.

2017 Integra Conference February 14 -16, 2017 in New Orleans, LA

Integra Group specializes in the design and development of mission-critical software systems, which includes products relevant to the long-term care pharmacy industry. This event offers in-depth training, opportunities to network, information on trending market issues and interactions with highly

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On the Road with Kevin Kirkpatrick

Kevin Kirkpatrick has a keen understanding of the needs of long-term care pharmacies. His nearly 15 years of experience in the long-term care pharmacy and LTC pharmacy benefit management industries gives him the ability to recognize and appreciate the role that MedCall’s clients play in the overall healthcare continuum.

“MedCall has a respected reputation in the marketplace, and I was eager to be a part of this growing company.”

Kevin Kirkpatrick
MedCall National Director of Sales

Kevin saw a great opportunity to leverage his skill set with MedCall and joined the company in June 2015 as national director of Sales. His background in LTC pharmacy services gave him the expertise for a seamless transition. He sees LTC pharmacies working in

a “Do more with less” environment, facing ongoing challenges related to continuing changes in reimbursement rates and Medicare Part D plans. “My career has focused on finding cost-effective solutions for LTC pharmacy providers,” said Kevin. “MedCall has a respected reputation in the marketplace, and I was eager to be a part of this growing company.”

The position of national director of Sales requires a lot of travel. Kevin spends on average 15 busy days on the road each month to attend conferences or trades shows and meeting with prospective clients. “My days are packed when I’m traveling,” said Kevin. “I get up at 5 a.m. for coffee and a devotional, try to be out the door by 7:30 a.m. to see as many prospects as I can before 5 p.m. I’ll travel to the next city on my agenda. Then I spend a few hours planning and sending follow-up emails.”

Kevin’s routine when working from his home base also includes taking his children to school, sending thank-you notes to prospects and working on client agreements.

Sharing the MedCall story drives Kevin’s professional goals. He wants prospective clients to know that when they engage with MedCall, they are entering into a relationship that puts customer service front and center. “We have outstanding account management and client service teams,” said Kevin. “Under Ann Beal’s [senior director of Operations] leadership, the company has a common culture of success, which makes for good chemistry among colleagues and a good place to work.”

Kevin grew up in Shattuck, Okla., located near the Texas/Oklahoma border, about 150 miles northeast of Amarillo. He earned a degree in business finance from Oklahoma State University and continues to faithfully follow OSU football. “Go Pokes!” said Kevin.

“... the company [MedCall] has a common culture of success ...”

Kevin Kirkpatrick
MedCall National Director of Sales

In 1992, Kevin married his wife, Mandy, and they have three children: one in college, a junior in high school and an eighth grader. In his free time, he likes to fish, hunt, basically anything outdoors. This time of year is especially hectic for the Kirkpatrick family. “We own and operate a pumpkin patch on our property in southern Oklahoma,” explained Kevin. “Needless to say, we stay very, very busy.”



Mandy and Kevin Kirkpatrick

Kevin credits his success to knowing the industry and its value in healthcare. “I fully understand the pressures LTC facilities place on the LTC pharmacy providers,” said Kevin. “At MedCall, I can explain to LTC pharmacy providers the value of our services and how our support can make their jobs more efficient and their personal lives more enjoyable.”

Say ‘Hello’ to Sara Charavell

MedCall welcomed Sara Charavell to the Account Management team in September.



Sara has nearly a decade of healthcare experience, which centered on client-focused activities. She most recently held the position of enrollment coordinator at Team Health, Inc. (formerly Delphi Healthcare Partners). In that role, Sara managed provider enrollment, conducted payer research and facilitated resolutions of vendor and client inquiries and requests.

Prior to that, she was a patient service representative at the Cleveland Clinic, where she served as the main contact for patients and performed point-of-service activities.

“MedCall clients will find Sara highly approachable and responsive to their requests,” said Ann Beal, senior director of Operations. “Her distinct customer-care insights will be a great asset to the organization.”

Sara graduated in 2006 from Kent State University with a Bachelor of Science degree and a minor in Marketing. Clients can reach her at 919.827.0050 or scharavell@medcallrx.com.