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Updox Pharmacy Connect

Improve Care Coordination — Drive New Revenue
Enhance Star Ratings — Engage Patients and Prescribers
Increase Patient Traffic — Manage Medication Synchronization

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Founded: 2009
Employees: 103
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Company Background

Updox is the industry leading healthcare communication solution connecting providers and pharmacists to patients, payers, and the entire care team. Updox is integrated with more than 100 electronic health records (EHR) and six pharmacy management systems, serving more than 300,000 healthcare professionals and 72-million patients nationwide. Through an extensive Direct secure messaging network and a flexible communication platform, Updox connects various healthcare providers, including prescribers, patients, pharmacists, payers, labs, and healthcare partners. Once part of the Updox network, users and partners can access the full suite of applications, including secure messaging, paperless fax, patient portal, appointment scheduling and reminders, credit card payments, and health alerts, all with the goal of driving improved outcomes and satisfaction through more efficient communications and stronger care coordination. For the past three consecutive years, Updox has been named to the Inc. 5000 list of America's fastest-growing private companies.

Product Overview

Updox knows the pains that community pharmacies face. You need to communicate securely with physicians. You're trying to increase patient traffic. Medication adherence is an ongoing concern. Your staff is drowning in stacks of paper. It's inefficient to manage the medication synchronization process. You're struggling to gain access to care teams to securely coordinate care. Does your pharmacy face any of these challenges:

- Difficulty in maintaining patient engagement?
- Inefficient and costly paper processes?
- New opportunities to expand clinical services in the pharmacy?
- Need to increase patient traffic and reduce no-shows for wellness services?
- Spending too much staff time focusing on costly manual tasks?
- Lack of secure ways to communicate with prescribers and patients?
- After-hours and remote access for pharmacists?
- Lack of tools to manage and scale your medication synchronization, adherence, and therapy management services?

Updox Pharmacy Connect helps community pharmacies remain successful by attracting and retaining patients in today's ever-changing healthcare industry. As the role of pharmacists is changing, Updox provides the solutions and services that connect pharmacists, prescribers, patients, and entire care teams to drive communication, collaboration, and care coordination.

■ Let Updox Pharmacy Connect Help Your Pharmacy

- Increase efficiency and reduce costs with paperless faxing.
- Improve cash flow with online patient payments and credit card on file.
- Manage medication synchronization through streamlined communication and care coordination.
- Improve medication adherence with automatic appointment reminders.
- Communicate faster with physicians, care teams, and patients.
- Engage patients by offering convenient online customer service tools.
- Increase efficiency and reduce costs with paperless faxing.
- Drive revenue through expanded clinical services and improved care coordination.
- Manage communications, including MTM reviews, point-of-care documents, PHI, medication histories, and electronic prescriptions.
- Improve customer service with better communication and access.

Features & Options

- Fully-accredited, HIPAA-compliant Direct secure communications channel.
- Web-based document management system to eliminate costs of paper, toner, hardware, and phone lines.
- Patient portal to engage patients and improve customer satisfaction.
- Self-scheduling for screenings, consults, immunizations, and point-of-care testing.
- Convenient online payments for co-pays, balances, and retail products.
- Mobile and after-hours access to consolidated inbox for all staff members.
- Free up staff from redundant, time-consuming processes to focus more on direct patient interaction.

Key Business Partners

- BestRx
- ComputerRx
- Creative Pharmacist
- Rx30
- ScriptDrop
- QS/1

Ordering Information

No contract required — easy sign-up! To learn more about Updox Pharmacy Connect or set up a personalized demonstration, visit www.updox.com/pharmacy-connect or call (614) 798-8170.