



VA HEALTH CARE

Fact Sheet 16-11

June 2011

Pharmacy Customer Care

Pharmacy Customer Care is part of a Department of Veterans Affairs (VA) strategic initiative to improve customer service to Veterans and to improve access to care at VA Medical Centers.

Impact

Pharmacy Customer Care allows VA to more effectively resolve Veterans' pharmacy concerns and issues (such as order refills, track medications, etc.), and if necessary, the center is able to seamlessly connect the Veteran to appropriate clinical support. Through the use of contact center management practices and advanced technology, Pharmacy Customer Care is able to deliver this improved service at greater efficiency to the VA and taxpayers.

Benefits Associated with Pharmacy Customer Care

By offloading administrative, tracking, refill, and other transactions from Medical Center pharmacists, this initiative allows the pharmacists to focus on more critical tasks such as filling prescriptions and performing other clinical responsibilities. This impacts the pharmacy and the Veteran in the following ways:

- Improved accessibility to facility pharmacy staff for patients
- Reduced waiting time for Veteran callers
- Redirection of facility pharmacy resources from answering phones to primary pharmacy functions
- Reduction of outside interruptions, potentially improving accuracy
- Improvement in reporting by providing tracking numbers and types of calls received
- Standardized, professional responses to Veteran questions
- Decreased last minute refill requests because refills aren't ordered timely
- Increased utilization of Consolidated Mail Out Pharmacy program

Additional Information

The Health Resource Center (HRC) is a service center located in Topeka, Kansas and Waco, Texas. The HRC handles 371,000 calls per month for the following lines of business: Health Benefits, First Party, Pharmacy Customer Care (PCC), Operation Enduring Freedom/Operation Iraqi Freedom, Women Veteran outreach, Wounded Warrior and Disaster Support for Veterans and VA employees during national emergencies. The HRC has more than 685 employees with 125 employees supporting PCC services in Waco, Texas. For more information contact, Karyn K. Barrett, Director, or Jay Brost, Deputy Director HRC Topeka, KS at (785) 350-3700.