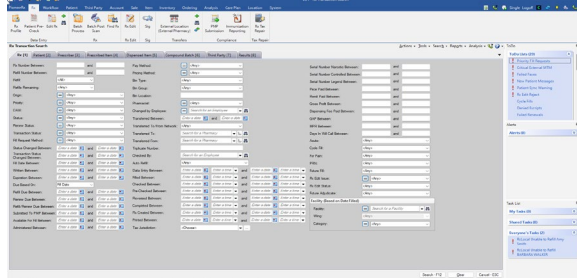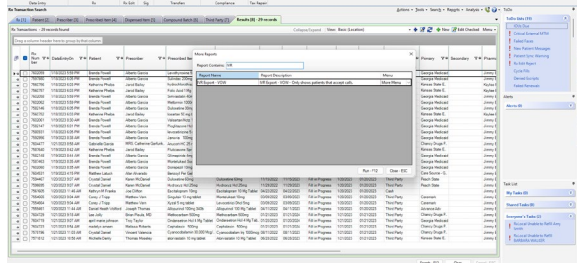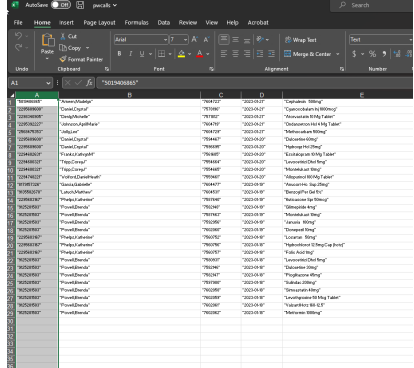| **Revised Date:** 1/23 **Process:** Will Call Bin reminder calls through PW | CHANCY DRUGS Est 1966 | **DEPARTMENT:** Retail Pharmacy |
|---|---|---|

| **PROCESS DESCRIPTION** | This document provides the process for initiating a call campaign through Prescribe Wellness for pick up reminders. |
|---|---|
| **DEPARTMENT** | Retail Pharmacy |
| **AUDIENCE** | Pharmacy Team Members |

| STEP # | INSTRUCTIONS | KEY POINTS/ILLUSTRATIONS |
|---|---|---|
| **1) Report Generation**<br><br><br><br><br><br><br><br><br><br>**2) Data Export** | 4) In PioneerRx got to Rx and click on the binoculars<br><br>5) At "Transaction Status" choose "waiting for pickup"<br><br>6) At "Days in Will Call Between" enter the day number desired in both field (ex. If you want to send calls to people with Rx that have been in Will Call 3 days, enter 3 in both fields)<br><br>7) Hit the Search (F-12) button at the bottom right of the screen.<br><br>8) Hit "Reports" and go to the very bottom of the list and click "more".<br><br>9) At the pop-up window data entry field type in "IVR" to search.<br><br>10) Select the report "IVR Exports…."<br><br>11) When the report generates, click on the Excel button at the top to export the report to an excel file and save it.<br><br>12) In Excel, highlight the first column (A) that contains the phone numbers and hit Ctrl-H<br><br>13) In the first field "Find What" that pop-ups, type the " mark, and in the second field "Replace With" leave it blank. | <br><br> |

| | | |
|---|---|---|
| | 12) Hit the "Replace All" button (this will remove the quotation marks and leave the numbers)<br><br>13) Highlight and copy all of the phone numbers in the first column. The open Prescribe Wellness.<br><br>14) In Prescribe Wellness, go to the "OnDemand" tab on the right to open the pop-up window where the phone numbers are added.<br><br>15) Put the curser in the field and paste the phone numbers there. They should show up if everything was done correctly.<br><br>16) Click the Next button at the bottom right and select the campaign you want to start for the calls. | <br><br> |
| 3) **Paste in Prescribe Wellness** | | |