

SP Central Interactive Voice Response RPMS Interface

ScriptPro's SP Central Interactive Voice Response (IVR) Interface with Indian Health Services Resource and Patient Management System (RPMS) provides state-of-the-art IVR technology that both pharmacy staff and patients will find easy to use, safe, and convenient.

SP Central Interactive Voice Response RPMS Interface provides seamless integration between RPMS, SP Central Workflow, SP Central IVR Server, and Refill Telemanager IVR software. ScriptPro's IVR Workstation License allows pharmacy staff to access IVR from any SP Central workstation.



SP Central Interactive Voice Response RPMS Interface includes the following benefits:

- Automated prescription refill orders available to patients 24/7/365
- Detailed prescription statuses provided to patient, such as **In Process** and **Ready for Pickup**
- Prescription pickup and delivery scheduling
- Voice messaging option for patients
- Call routing allows patients to transfer directly to the pharmacy
- On-screen call log and transcription
- Voice messaging capability (headphones provide privacy for review of patient messages)
- Directory menus for doctors and doctor call-holding announcements

SP Central Interactive Voice Response RPMS Interface offers integrated design coupled with time-saving features that provide enhanced convenience for IHS patients, such as requesting refills and checking the status of their prescriptions 24/7/365 from any location.

Note: RPMS interface configuration is conducted by Cimarron Medical Informatics, not ScriptPro, and must be contracted with Cimarron Medical Informatics.

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Pharmacy Automation

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SP Central Interactive Voice Response RPMS Interface

SP Central IVR Server

- Required for SP Central Interactive Voice Response RPMS Interface.
- Includes 1 Workstation License, 1 Audio Headset, and 4 IVR Line connections.

Additional Workstation Licenses

Additional Workstation Licenses purchased separately (incl 1 Audio Headset). 1 Workstation License required for each additional SP Checkpoint, SP Datapoint, or SP Station running the SP Central IVR application.

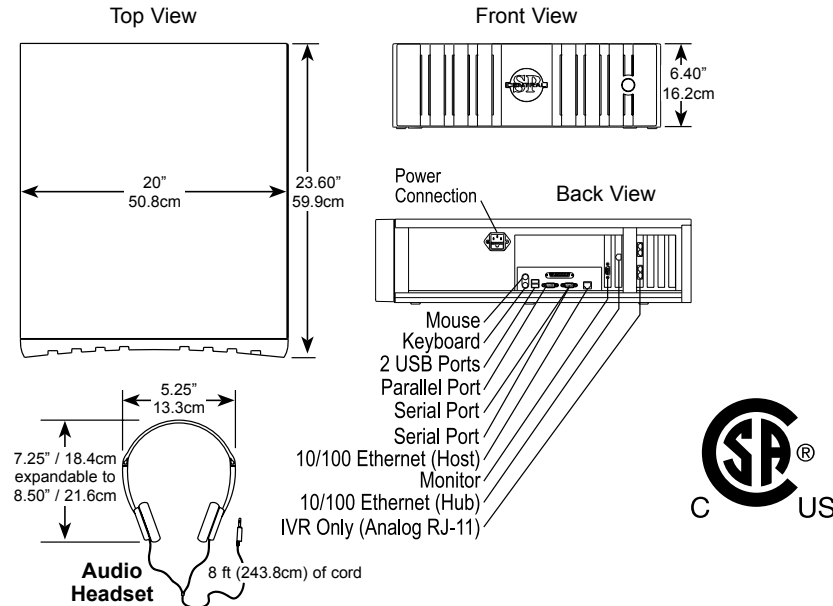
Additional Audio Headsets

Additional/replacement Audio Headsets available. See ScriptPro Customer Supply Catalog.

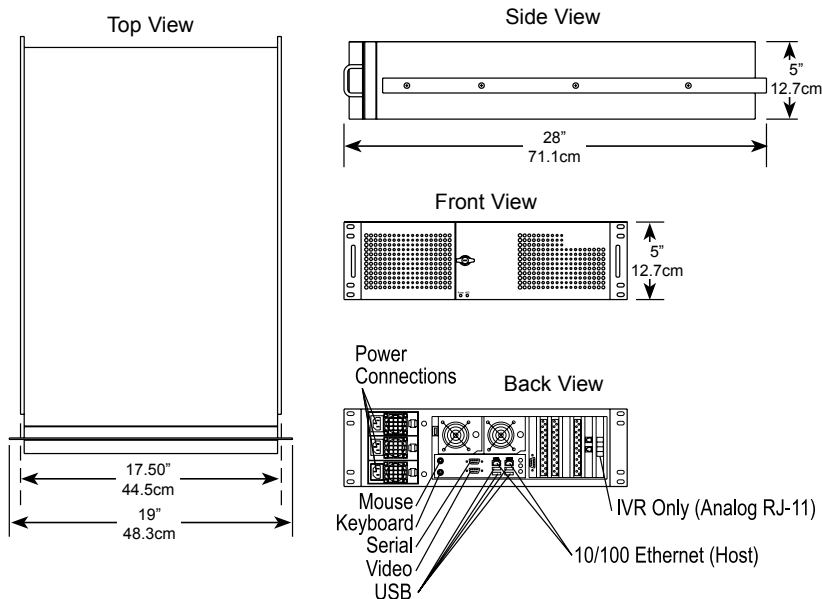
IVR Line Add-On

- Additional lines (in groups of 4) purchased separately.

A. SP Central IVR Desktop Server



B. Rackmount SP Central IVR Server



Specifications*

SP Central IVR Servers

Weight: A. 64 lbs (29 kg)
 B. 54 lbs (24.5 kg)

Electrical Input: 100-240 VAC, 50/60 Hz, 2.5-1.3 AMP, 1 Phase. Dedicated outlet located within 5 feet (1.5 m) of power connection.

Telephone Lines: Supports up to four analog RJ-11 telephone lines capable of sending and receiving calls. Additional lines (up to 12) may be installed in increments of four; all IVR lines must be configured into a host group for rollover functionality; requires one lead telephone number.

Each group of four lines supports a minimum of 240 inbound and outbound calls per hour based on a duration of one call per minute.

Computer/Software: Client/Server system on ScriptPro-installed network; Pentium Single Process Series PCs with dual IDE drives. Intel D/4 pci telephony card; Windows XP. Intel Dialogic System Release 5.1.11 supports D/4 point release and RTM software. User interface access only provided to customer. Firewall on customer network.

Temperatures:

Required Operating: 68°F to 72°F (20°C to 22°C)

Storage: 5°F to 104°F (-15°C to 40°C)

Dissipated Heat: 1,200 BTU/HR max

Required Humidity: 45-55%

Altitude: Up to 9,843 feet (3000m)

Static control and room thermostat must be provided by customer.

Server Clearance: 3 feet optimal

Audio Headset

Weight: 8.8 oz (0.25 kg)

Type: Headband; in-line volume control

Sound Mode: Stereo

Connectivity: Wired; shielded cord with 3.5mm stereo plug; plugs into headphone jack on SP Checkpoint, SP Datapoint, or SP Station.

Rackmount Form Factor:

SP Central IVR Server: 3U

UPS: 2U (optional)

Rackmount Color: Black face; plated metal body

Rack Support: Compatible with standard EIA 19" four-post rack. Mounting rails provided by ScriptPro (rack provided by customer or purchased from ScriptPro). Two-post racks require a customer-supplied shelf with adequate support.

Rack must be grounded per local codes; customer must provide room thermostat and non-carpet flooring extending 3 feet from edges of rack.

*Specifications subject to change without notice.

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