



VA HEALTH CARE

Fact Sheet 16-11

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National Pharmacy Customer Care Center

The National Pharmacy Customer Care Center 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. Once it is fully operational, the National Pharmacy Customer Care Center will create over 250 jobs in Waco, Texas.

Impact

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

Benefits Associated with National Center

By offloading administrative, tracking, refill, and other transactions from Medical Center pharmacists, this new initiative will allow Medical Center 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 caller
- Decreased waiting time for Veterans who pick up prescriptions at the pharmacy
- Improved customer service for Veterans. 90% of all calls are answered by a "live" person within 45 seconds
- 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 number and types of calls received
- Standardized, professional responses to Veteran questions
- Decreased last minute refill request because refills aren't ordered timely
- Increased utilization of Consolidated Mail Out Pharmacy program

Additional Information

The VA operates a contact management service for Veterans that resolves health benefits, first party billing, and pharmacy issues. The pharmacy center in Waco will join the existing contact center in Topeka, KS to provide fail-over capabilities. Both contact centers are operated by the Health Resource Center.

For more information, contact David Herring, Public Affairs Officer, Health Resource Center at (785) 350-3747.