



Pharmacy administrators face a significant challenge with both establishing metrics to improve patient flow and benchmarking their current throughput models to determine efficiencies.

**MANAGE THE FULL CYCLE OF YOUR PATIENT FLOW**

ACF Technologies hosts a unique set of solutions that help pharmacy managers leverage advanced tools and methodologies to improve the patient experience, track prescription filling processes and ensure the security of patient information.

MAXIMIZE PATIENT THROUGHPUT through enhanced public guidance systems, more effective patient reception, routing methodologies and smarter utilization of staff resources.

ACCESS REAL-TIME METRICS that measure wait and transaction times, total service time and abandonment/diversion rates. The ACF solution features easy-to-use statistical tools that provide an enterprise view of productivity, service and performance levels, customer flow patterns and more.

TRACK THE ENTIRE PRESCRIPTION FILL PROCESS along with the patient flow. The ACF Solution utilizes MS SQL as its core database, which allows pharmacies to port in real-time data from their automated distribution applications. Pharmacy managers can now merge the two data sets allowing for more enhanced oversight and benchmarking of organizational goals.

*“ACF Technologies provides us with a real-time patient flow tool for directing, organizing and optimizing throughput of patients in our enterprise.”*

**ADDED VALUE FOR RETURN ON INVESTMENT (ROI)**

BRING DOWN YOUR OVERALL COST by eliminating inefficiencies in both patient flow and staff workflow. ACF solutions give you a total picture of your entire enterprise allowing you to detect and resolve flawed or redundant processes.

DEVELOP PERFORMANCE BENCHMARKS AND SCORECARDS by continually comparing current service and throughput levels with the anticipated organizational goals. Data from the ACF solution can also be utilized to detect barriers in patient access and to model improvement factors.

MAINTAIN COMPLIANCY STANDARDS of patient privacy, access to service and process management. ACF Technologies can help you conform to the changing standards in best practices as they relate to your patient flow processes. (HIPAA, JCAHO, Six Sigma)

DEPLOY TODAY - ACF Technologies utilizes open-standard, non-proprietary hardware and pc and pc-less based components, which allow your organization to be up and running in as little as three days. Minimal local installation time and programming is required to design workflow or to modify visual, audio or printed notifications.

Service Name	Avg. Waiting Time	Max. Waiting Time	Waiting Avg. Service Time	Max. Service Time	In Service Today	Completed Today	State
<b>Albany Branch</b>							
Lab	00:14:31	00:23:46	9	00:15:37	00:25:00	2	9
Immun	00:39:34	00:13:23	6	00:10:12	00:16:26	3	20
Supply and	00:27:55	00:27:05	1	00:34:11	00:34:11	1	6
Average	00:13:16		9	00:16:00		6	43
Sum							
Maximum	00:27:55			00:34:11			
<b>NYC Branch</b>							
Lab	00:09:40	00:09:40	1	00:13:14	00:20:03	3	15
Plastic Supply	00:21:06	00:21:06	1	00:49:68	00:49:68	1	6
Average	00:15:27		2	00:25:29		3	20
Sum							
Maximum	00:21:06			00:49:68			
<b>Summary</b>							
Average	00:13:29		11	00:19:30		9	63
Sum							
Maximum	00:27:55			00:49:68			

**MANAGE THE FULL CYCLE OF SERVICE**

ACF Technologies is at the forefront of providing highly adaptable and user friendly patient flow solutions that seamlessly become part of the everyday tasks of patient care and workflow management.



phone: 800.704.6592

www.acftechnologies.com

Utilizing state of the art software and expert industry knowledge, ACF Technologies can facilitate the development of solutions that reduce patient cycle time, develop benchmarks for efficiency and positively impact patient and staff satisfaction.

“ I NEED REAL TIME DATA **to benchmark** MY PHARMACY'S PERFORMANCE ”

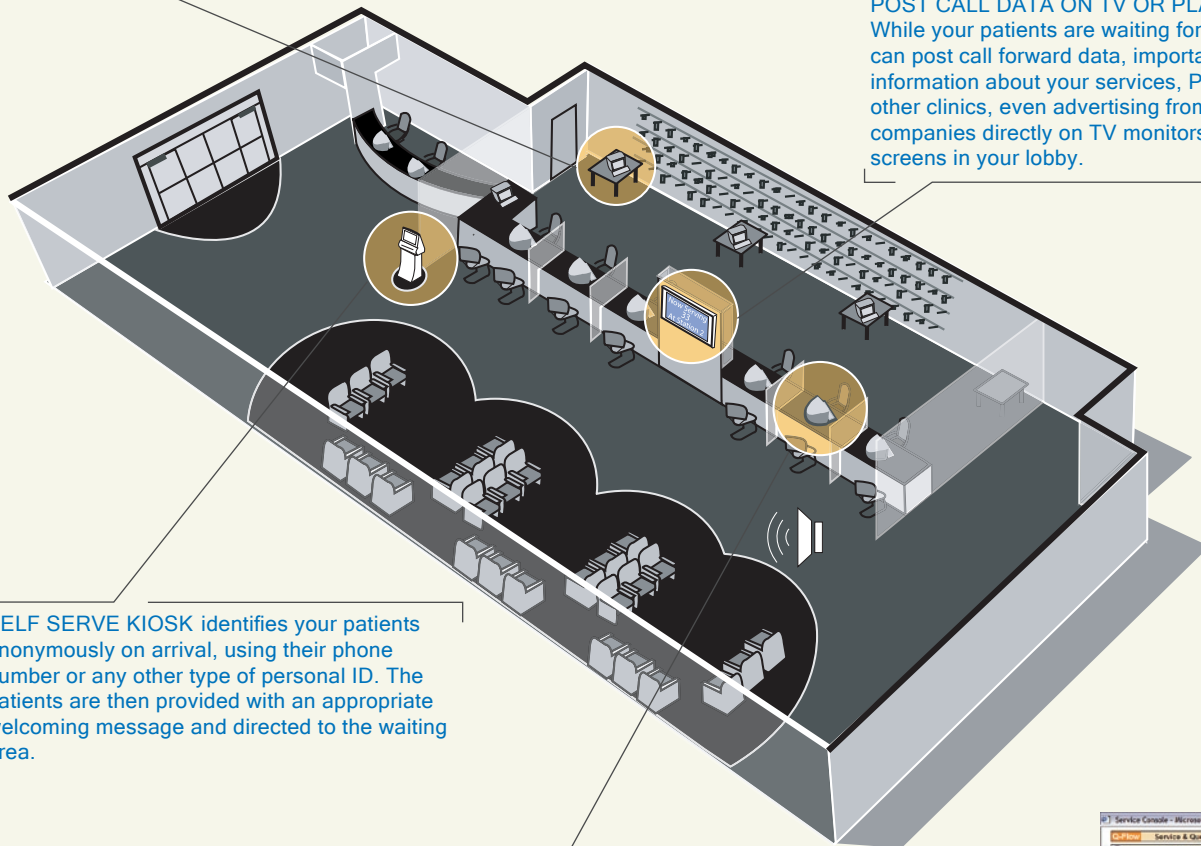
**PATIENT FLOW SOLUTIONS THAT FIT YOUR NEEDS**

**YOUR ENTIRE ENTERPRISE ON A SINGLE SERVER**  
 ACF Technologies can support a distributed network of campuses, registration areas, clinics and labs, all accessible through a standard MS internet browser. This allows you to install, manage and support your entire enterprise centrally through a single, secure (SSL supported) and easy-to-update user interface.



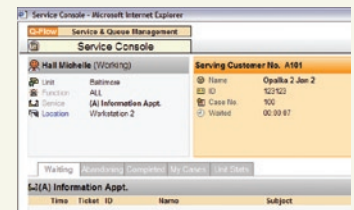
**PHARMACY SYSTEM INTERFACE** - Because the ACF core software application utilizes SQL Server as its database system, it can easily port in data in real time from your MS SQL and Oracle-based Prescription Filling Systems.

**POST CALL DATA ON TV OR PLASMA SCREENS**  
 While your patients are waiting for service, you can post call forward data, important instructions, information about your services, PowerPoints from other clinics, even advertising from pharmaceutical companies directly on TV monitors or plasma screens in your lobby.



**SELF SERVE KIOSK** identifies your patients anonymously on arrival, using their phone number or any other type of personal ID. The patients are then provided with an appropriate welcoming message and directed to the waiting area.

**SERVICE CONSOLE** allows staff to effortlessly observe waiting patients, call them forward and transfer to other counters, consult rooms or other pharmacy facilities.



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