



Charlie

for Refills

Health systems often have inefficient and inconsistent processes for how they process refill requests. These inconsistencies can lead to the following negative consequences.

- Inability to consistently and effectively delegate refill tasks
- Delayed response times to patient requests
- Higher error rates in medication management
- Poor utilization of physician and staff time, which leads to:
 - Decreased satisfaction
 - Less time for direct patient care
 - Increased burnout

The Charlie Practice Automation Platform aims to reduce routine, repetitive clinical tasks such as processing prescription refill requests.

Charlie's Refill Management application helps automate the approval process for refilling patient medications, automates patient communications for scheduling appointments and closes gaps in care. It is fully integrated within EHR systems.

Features

- **Message physicians only when necessary.**
Over 1,000 evidence-based protocols enable Charlie to intelligently automate and delegate incoming prescription refill requests. Protocols may also be customized to your own practice guidelines.
- **Automate routine tasks.**
Route refill requests to the right staff member and tee up orders for quick execution.
- **Identify and communicate care gaps.**
Charlie searches for outstanding and upcoming gaps in care (e.g. office visits or diagnostic tests) and then automates patient communications via the patient's preferred method of communication (i.e. sends letters, texts, portal messages, or calls as necessary).
- **Realize a significant ROI.**
Health systems have achieved up to 20 times return on investment driven by increased efficiencies, enhanced revenues and decreased clinician turnover.

Benefits

- **Reduce MD and staff time** required to review inbox messages.
- **Reduce costs** by decreasing staffing needs of refill centers.
- **Improve physician and nurse satisfaction.**
- **Improve patient satisfaction** via decreased turnaround time and decreased errors.

Available in: Allscripts TouchWorks® EHR



Allscripts®

**Developer
Program**