

Your pharmacy phones handle themselves.

The Pharmacy Concierge automates refill calls, prescription status checks, and routine inquiries, so your staff stays at the counter and patients get instant answers. No IVR. No hold music. Just a real conversation.

70%

Fewer Phone Interruptions

600+

Daily Calls Handled

1400

Prescriptions/Day

< 40ms

Feels Like a Real Person

What the Concierge Does Today

- Automated Refills**
 Patients call in refills, with or without their Rx number. Requests go directly into your PMS queue.
- Prescription Status**
 Real-time checks against PioneerRx or Liberty. Patients get instant answers, no staff needed.
- Intelligent Transfers**
 Complex calls route to the right pharmacist with full context attached. No blind transfers.
- After-Hours Capture**
 Voicemails transcribed and queued overnight. When you open, the work is already waiting.

Proven in the Field

"It's dramatically cut down the phone noise. I mean, tremendously. It's a way different deal."

Bill Snodgrass, USave North Platte

"The phone rang 3 times in a row and I was like - it never does that anymore."

Scott, USave Grand Island South

- ✓ Live in USave member pharmacies across Nebraska
- ✓ PioneerRx & Liberty Software integrations No
- ✓ hardware. No training. No workflow changes. Setup
- ✓ in 2-3 weeks. Fully reversible.

How It Works

- 01 Patient calls your pharmacy number**
 Same number, new intelligence behind it.
- 02 The Concierge verifies identity & handles request**
 Refills and status checks, resolved automatically.
- 03 Refill lands directly in your PMS**
 PioneerRx or Liberty. Zero manual typing.
- 04 Complex calls transfer with context**
 Insurance, clinical. Right person, full info.

CONFERENCE MEMBER RATE

Pricing on a 30-minute call with Chris.

What's Included:

- ✓ Unlimited calls & minutes in your first month
- ✓ ~50 calls/day included after month one
- ✓ Full PMS integration • No contracts • Cancel anytime

What's Next: The Full Pharmacy Intelligence Platform

COMING SOON

Outbound Concierge

Proactive refill reminders, vaccine campaign calls, and medication adherence outreach, all handled by the Concierge. Your pharmacy reaches patients before they need to call you.

- Automated adherence follow-ups Flu &
- vaccine campaign outreach
- Appointment & pickup reminders
- Handle incoming doctor calls

IN DEVELOPMENT

Smart Pharmacy Dashboard

Real-time call analytics, patient behavior insights, peak-hour staffing recommendations, and workflow performance metrics, all in one command center.

- Call volume & resolution analytics
- Peak-hour staffing insights
- Patient call pattern trends
- Concierge performance tracking

ON THE ROADMAP

Multi-Channel Engagement

SMS refill confirmations, text-based prescription requests, delivery notifications, and automated patient communications, beyond voice into every channel.

- SMS refill confirmations
- Text-based prescription requests
- Delivery status notifications
- Two-way patient messaging

See it live in 15 minutes.

Book a walkthrough. Hear the Concierge handle real pharmacy calls with your system.

pharmacy.thinkrr.ai | hello@thinkrr.ai

HIPAA COMPLIANT • NO CONTRACTS • PioneerRx & Liberty

Built for Independent Pharmacies



Scan to learn more



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PHARMACY CONCIERGE

The Concierge
for Independent Pharmacies

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The Concierge for Independent Pharmacies

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