

DISPENSING ACCURACY



99.98%

of prescriptions dispensed with zero errors

TURNAROUND TIME



~5

DAYS
to fill new prescriptions

~2

DAYS
to refill prescriptions

CALL CENTER PERFORMANCE



69%

of calls answered within 30 seconds



5%

of calls abandoned

SPECIALTY PHARMACY



**2020
PERFORMANCE SNAPSHOT**

DISTRIBUTION ACCURACY



99.96%

of prescriptions distributed with zero errors

Click [HERE](#) to view the 2020 Specialty Pharmacy Aggregate Report



PERFORMANCE MEASUREMENT