

Kal Rahimi, Pure Integrative Pharmacy Group and PharmaConnect™.



“PharmaConnect means patients can now take control of their health, on their terms, connecting with members of our team when necessary,” says Kal Rahimi, pharmacist and director of operations at Pure Integrative Pharmacy Group. Created as a white-label solution for Pure, PharmaConnect gives them a patient-facing mobile app and website that is branded as Pure Pharmacy Refills.

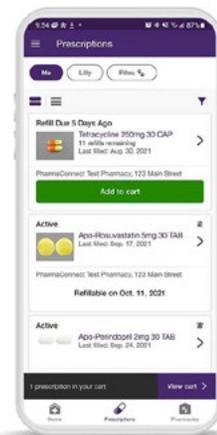
Empowering patient self-care.

Part of creating a better patient experience for Kal and his team means making time to connect with patients. “Our pharmacists strive to offer integrity and a personalized pharmacy experience where we listen to, inspire, and empower our clients to take control of their health.” says Kal.



Proudly serving Vancouver, B.C., Pure Integrative Pharmacy Group provides patients with a holistic approach to medicine. Since opening their doors in 2008, the team at Pure Pharmacy have taken an innovative approach to the conventional pharmacy model and patient care. They believe in offering both traditional medicine and evidence-based naturopathic solutions to empower their clients to enjoy greater vitality.

Pure is leading that change assisted by PharmaConnect, one of the many different healthcare solutions they offer patients. PharmaConnect is a mobile and online service that is fully integrated with Kroll and gives patients the freedom to manage their medications and appointments. A large part of putting control in a patient’s hands has come from the empowerment PharmaConnect provides.





4 of 5 pharmacists are interested, or have already started, expanding the digital services they offer.¹

Pure Integrative Pharmacy strives to provide the highest level of care by spending one-on-one time with their clients to get to the root of their health concerns. PharmaConnect is helping their team to spend less time on administrative tasks and more time on direct patient care.

With PharmaConnect, patients get automated prescription reminders for refills or renewals, helping them stay on top of their schedules. It also allows them to view their prescription profiles and order medication refills. With the addition of the Kroll-integrated appointment booking tool, patients can book and manage their appointments online or through the app, receive notifications, and pre-screening questionnaires – that are automatically updated in their Kroll calendar.

These smart notifications also help reduce the number of calls pharmacists usually receive from patients, saving them time on administrative tasks that can be focused on caring for patients in the pharmacy. The timed notifications can also help reduce waves of traffic in pharmacies created by in-person prescription orders and pick-ups, and therefore minimize the risk of exposure for everyone.

By giving patients the power to take control of their healthcare with tools like PharmaConnect, Pure Integrative Pharmacy Group is taking the first steps towards giving patients the digital tools they want to take control of their health.



26% of consumers said they would switch to a new healthcare provider for high-quality digital services.²

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