



Pharmacy OneSource Makes Superior Customer Service Ongoing #1 Goal for 2008

Pharmacy OneSource, Inc., December 19, 2007

URL: <http://www.pr9.net/health/medicine/6977december.html>

100% of calls during business hours in November were answered by a person.

PR9.NET December 19, 2007 - Bellevue, WA - A recent survey performed by Harris Interactive found that most consumers (60%) indicated that speaking to a live agent was their preferred method of communication, and 68% cited an inability to reach a live human being as a major source of frustration.

Pharmacy OneSource agrees with this majority and staffs their customer service phone lines from 7 a.m. to 7 p.m. CST Monday through Friday. One hundred percent of calls during business hours in November were answered by a person, and the company is averaging more than 99% of calls answered for all of 2007.

"At Pharmacy OneSource, we believe in and practice the 'Ritz-Carlton' style of customer service. Our teammates don't just answer questions, they take the time to listen to and learn about our clients to make sure the clients' needs are truly served," said Abraham Palmbach, Vice President of Operations for Pharmacy OneSource.

"From answering all inbound calls in person as opposed to an automated attendant, to the personal dedication our teammates put into assuring our clients are setup and trained fully and in a timely fashion... this philosophy helps us build lasting partnerships that help clients realize the maximum value of our services year after year," Palmbach said.

The Harris survey also found that 51% of consumers cite outstanding service as the primary reason they continue to do business with certain organizations.

"It is very refreshing to work with a company that genuinely and outwardly shows the value they place on their customers," said Jenna Fairfield, Pharmacy Systems Analyst for Martin Memorial Health Systems. "I have not had a single bad experience in dealing with any of the Pharmacy OneSource employees. They have all been a pleasure to work with time and time again and all are friendly, courteous, and professional."

Pharmacy OneSource challenges all healthcare professionals to call their vendors before purchasing. The staff is confident that it will outperform competitors in availability and willingness to answer questions.

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About Pharmacy OneSource, Inc.

Pharmacy OneSource is pharmacy's #1 documentation and formulary Software-as-a-Service (SaaS) provider. Our nearly 50 innovative team members provide best-in-class, SaaS solutions to current and future challenges within health-system pharmacy worldwide. Our SaaS solutions contribute to high performance pharmacy through better outcomes, lower costs and system-wide results. More than 1,000 healthcare organizations worldwide utilize our HIPAA compliant web-based services: Accupedia, Amplifi, Quantifi, ScheduleRx, Senti7, Simplifi 797, and UnitStock.

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| Phone: | 800-654-8395 |
| FAX: | 425-452-5649 |
| Website: | http://www.pharmacyonesource.com |
| E-Mail: | keith@pharmacyonesource.com |
| Address: | 3535 Factoria Blvd. SE, Ste. 440 Bellevue, WA 98006 |