

Telephone Audio



The new standard in pharmacy drive-thru audio!

PHARMACIES HAVE SPECIAL AUDIO NEEDS! - BAVIS DELIVERS!

Pharmacies have special needs when it comes to communications for drive-thru customers. Audio systems found in financial institutions and fast food restaurants were designed for quick, simple communications and do not provide clear understandable audio. The consequences of mistaken communications in those industries are minor.

Pharmacy communication requires that the patient not only be heard with as little distracting background noise as possible, but also be clear enough to distinguish between each and every word. For instance, distinguishing between the words “teaspoon” and “tablespoon” is critical. The consequences for miscommunication in drive-thru pharmacy transactions are potentially life threatening. As previously stated, generic drive-thru audio systems do not provide the quality of audio required. E. F. Bavis has done their homework and provided for these requirements in their Telephone Audio with BEAM interfaces.

Each of the four different Telephone Audio interfaces (FXO,FSX,E&M and VoIP) feature the optional Bavis BEAM technology. **BEAM** stands for **B**avis **E**nhanced **A**udio **M**odule. This module reduces background noise in the drive-thru and provides a clear signal for use by the pharmacy. The difference BEAM makes in the quality of the audio at the drive-thru is striking.

Telephone Audio interfaces take the enhanced audio captured at the drive-thru and feeds it into a telephone system as an incoming call. In addition to the clear signal, the Telephone Interfaces offer a myriad of other benefits including:

- With Telephone Audio any phone in the pharmacy can be used as a communications point to the drive-thru. No longer does one have to be by the window audio console, “all of the time”, in order to provide the fastest and most efficient service.
- Further, since the interfaces use the existing phones in the pharmacy there are no additional consoles required. This results in one less maintenance item and reduces wasted space.
- Because conversation with patients in the drive-thru are done through telephone handsets or headsets, the conversations are kept private unlike what is done using old style hands free consoles that broadcast the drive-thru conversations into the general pharmacy.
- With Telephone Audio, contact with the drive-thru now can be transferred to others. These other parties can be “conferenced” into the conversation when needed; one can offer suggestive sell messages, and all of the conversations can be handled using an wired handset or optional wireless headset.

Telephone Audio will provide better communication between the pharmacy and the patient. It will further improve the efficiency of the pharmacy by using the communication devices already present. Finally this system will reduce steps taken by the pharmacist required to consult with patients and thereby keeping the pharmacist at their station.

We look forward to hearing from you to discuss these systems and their benefit to you.

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