

Let's Build A Smarter Pharmacy

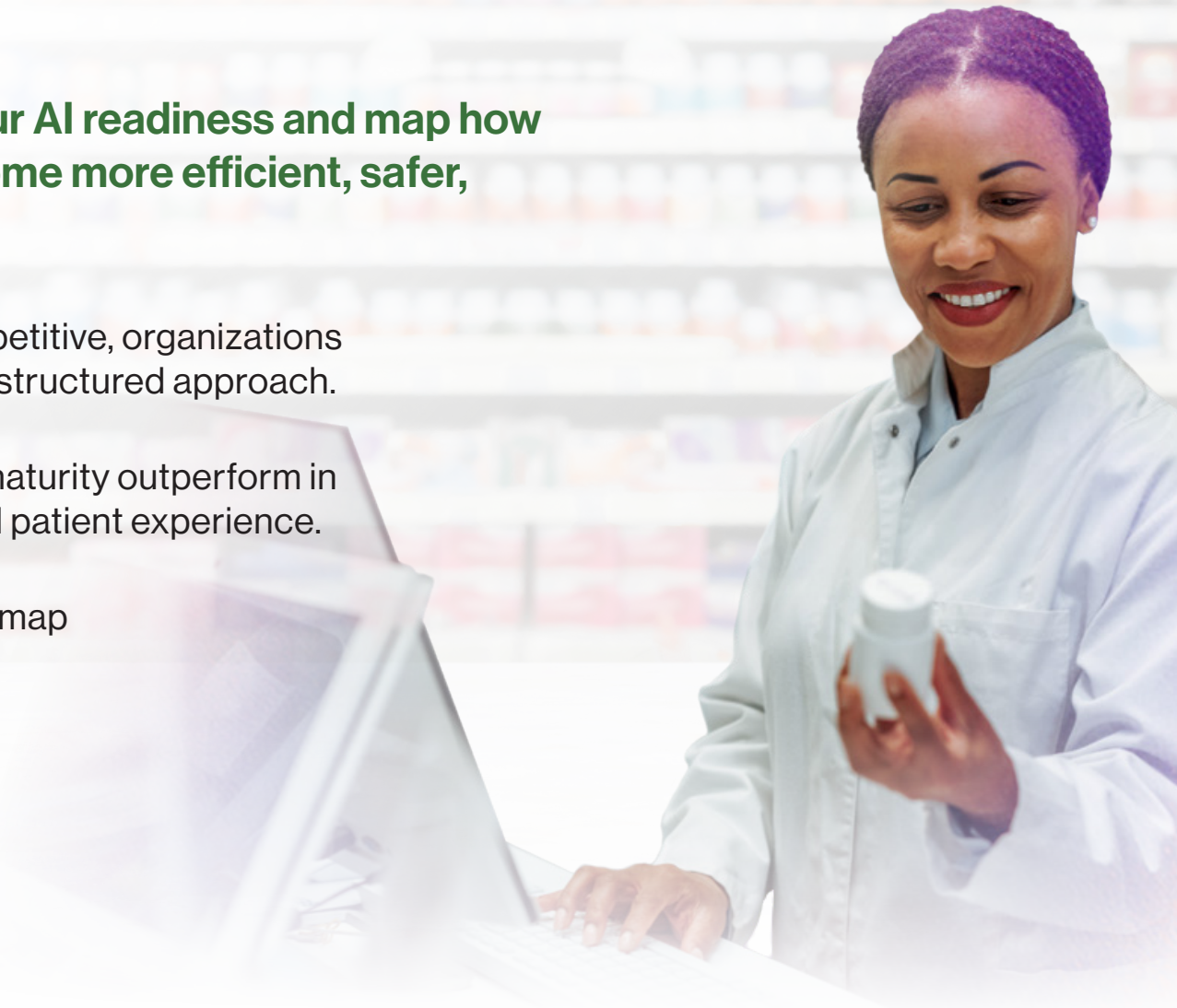


Many pharmacies are eager to embrace AI to improve operations, loyalty, and outcomes—but often face challenges proving ROI and expanding beyond pilot programs.

This guide helps you validate your AI readiness and map how the right tools can help you become more efficient, safer, and patient-centric.

- To capture value and remain competitive, organizations must begin their AI journey with a structured approach.
- Organizations with advanced AI maturity outperform in cost savings, revenue growth, and patient experience.
- Early-stage efforts without a roadmap lead to fragmented impact.

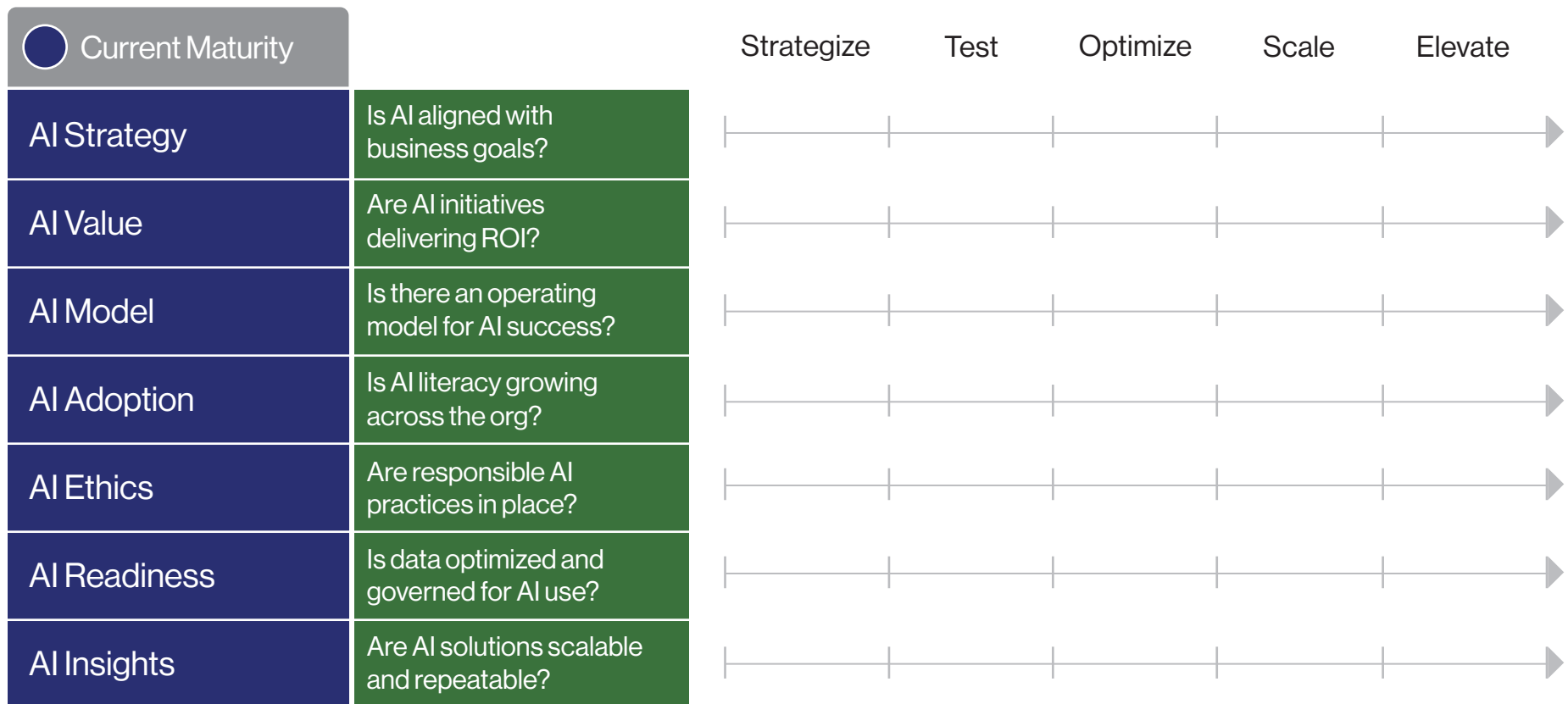
**Start by assessing where you are
— and where you want to go.**



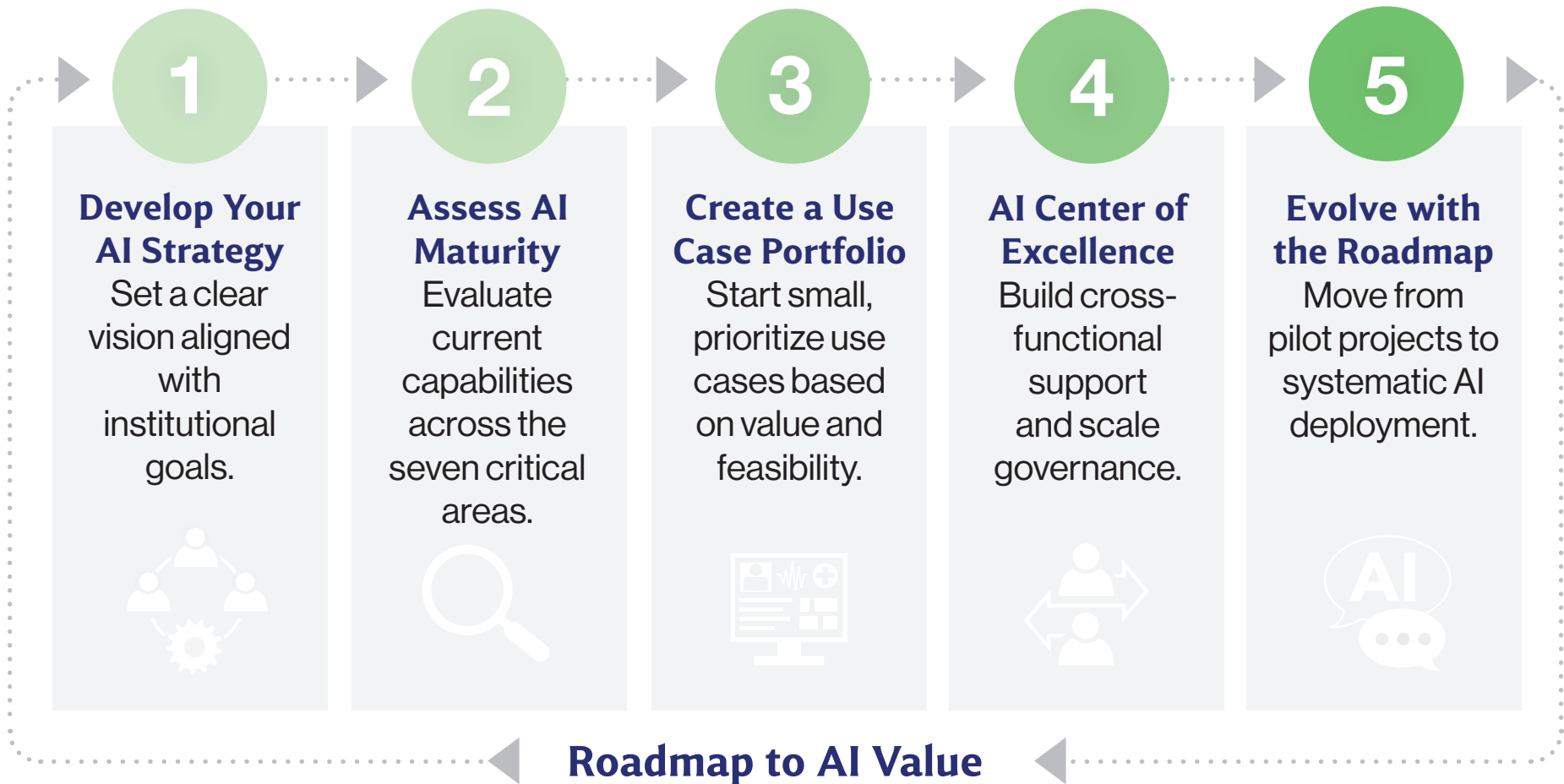
How to Get Started—Where Are You Today?

This AI Maturity Model measures your pharmacies progress across seven critical areas.

Click the circle that best suits where you are in your AI journey.



How to Get Started—AI Pharmacy Roadmap Essentials.



Progression is iterative — focus on sustainable growth, not perfection.

WestCX Takes the Calls, So Your Pharmacy Can Focus On Care.

We equip pharmacies with a Virtual Pharmacy Assistant—a conversational, AI-powered assistant that automates and orchestrates inbound calls, digital inquiries, and outbound campaigns.

This improves efficiency, frees staff for higher-value work, and ensures patients always get the information and support they need from the channel they choose.

Proven Results that Drive Growth:

20–35%
increase in refill pickup

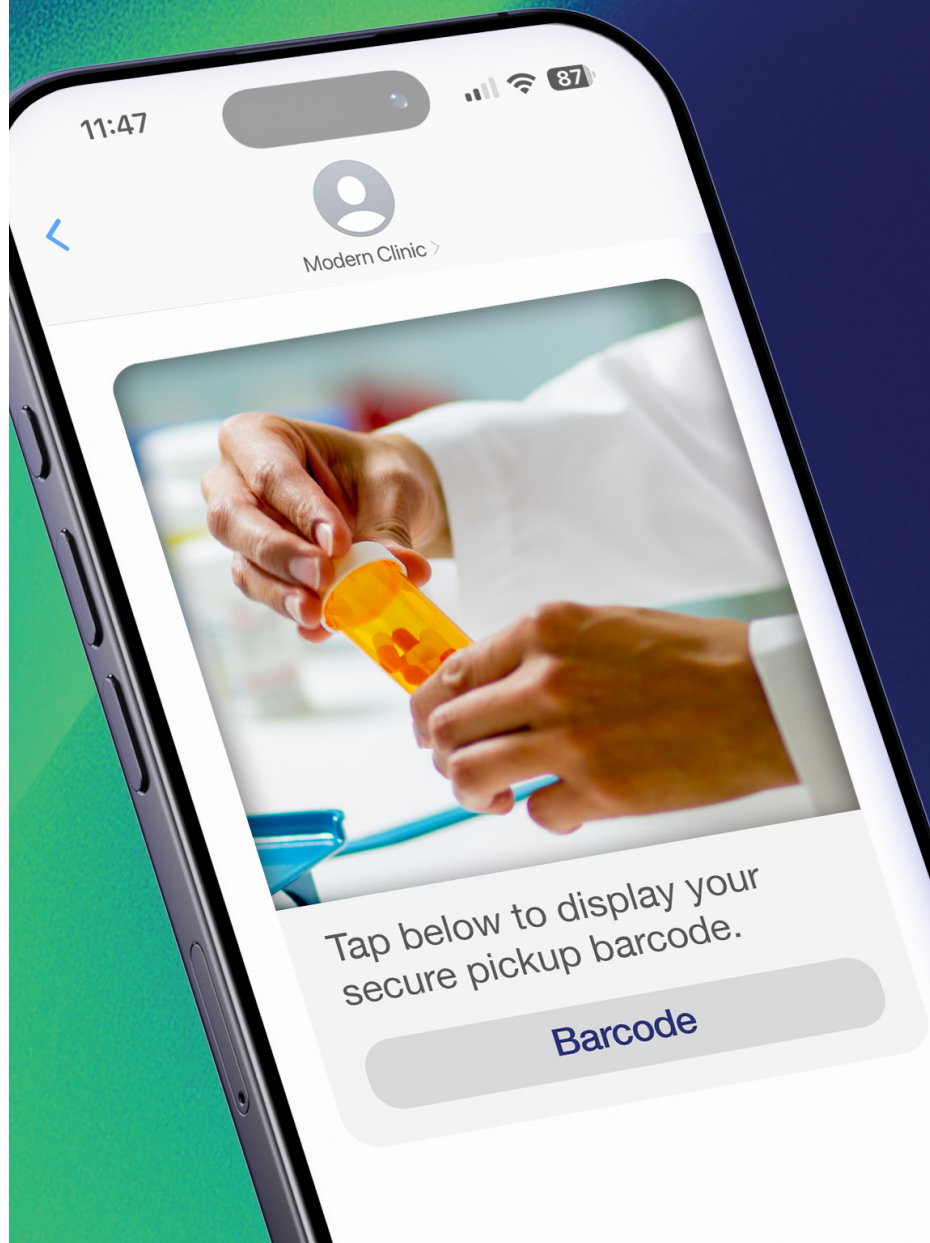
80%+
call containment

≥25%
reduction in no-shows
(equitable engagement)

10x ROI
or greater



How We Deliver Results



Automate inbound pharmacy interactions

streamline refill requests, pickup status checks, and common inquiries through AI-powered self-service.

Free pharmacists and staff for clinical care

reduce phone burden so teams can focus on consultations and patient outcomes.

Boost refill adherence and upsell opportunities

guide patients proactively during refill and reminder conversations.

Improve satisfaction with 24/7 accessibility

deliver always-on, multilingual, and literacy-sensitive engagement.

Extend engagement with proactive outreach

use voice, SMS, RCS, and email campaigns to close gaps in care and strengthen loyalty.

Unlock margin growth with end-to-end analytics

gain visibility into every interaction to identify call drivers and optimize performance.

WestCX helps pharmacies turn inbound call volume into growth, driving more refills, higher patient satisfaction, less staff burnout, and stronger margins.



www.westcx.com