

**MedCall Connect  
Delivers for YOU!**

# MOMENTUM

*A Quarterly Newsletter from MedCall*

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## STAT Deliveries through MedCall Connect

One of the main challenges facing long-term care pharmacy providers are arranging STAT and on-demand deliveries to facilities. Does the LTC pharmacy keep a running list of contracted drivers to call when needed? What if it's late at night or the driver declines the job? Does the LTC pharmacy take on the added expense of hiring a dedicated driver for unexpected STAT requests?

There is a much better way for LTC pharmacies to manage STAT deliveries, at any time, day or night: A STAT delivery service.

Using a STAT delivery service enables LTC pharmacies to focus on patient care, rather than finding drivers, scheduling drivers and paying drivers.

But not all STAT delivery services are the same. MedCall Connect serves the unique needs of LTC pharmacies. Complete Delivery Solution, a partner with MedCall Connect, provides STAT delivery services that give clients the resources to better manage their operations.

What sets Complete Delivery Solution apart?

- Access to a nationwide network of more than 4,000 vendors.
- Multiple vendors on each route ensuring coverage.
- Professional dispatchers that are dedicated to overseeing all parts of the process and making sure deliveries are made in a timely manner.
- Consolidated billing linked to MedCall. Gone are the days of multiple bills from multiple couriers.

"Complete Delivery Solution's vendors have experience in delivering time-sensitive packages," said Ben Bradley, national account manager. "They are aware of the importance of STAT deliveries for a long-term care pharmacy, a facility and, most importantly, the patient."

With Complete Delivery Solution, LTC pharmacies have access to the CDS client portal that makes it quick and easy to schedule, monitor and analyze STAT deliveries. CDS reports can help business owners examine current and ongoing trends related to delivery costs, delivery times and the number of deliveries by facility.



**STAT: from the Latin word *statum*, meaning immediately. A common medical abbreviation for urgent or rush.**

**MedCall Connect's national STAT delivery service lets clients focus on patient care and reduce the time spent finding and scheduling STAT deliveries.**



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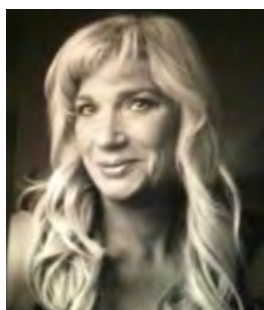
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## Meet Tammi Sikes, Regional Sales Director

MedCall welcomed Tammi Sikes in April as regional sales director. She joins fellow sales professional Kevin Kirkpatrick to form a dynamic sales team that engages with long-term care pharmacy providers and promotes the value of partnering with MedCall Connect.

As regional sales director, Tammi covers the western half of the United States and is responsible for establishing, developing and maintaining relationships with prospective clients. "Tammi brings more than 25 years of business-to-business experience to MedCall," said Tiffany Gay, vice president of Sales and Account Management. "She has successfully demonstrated a vast skill set, which includes account management, project management, program and business development, and, as well as, marketing and sales."



**"MedCall is a positive resource that enhances a pharmacies existing lines of service while at the same time providing cost-effective options and operational efficiencies."**

**Tammi Sikes  
Regional Director of Sales**

Tammi is impressed with the successful history of the company and the depth of services it offered. "And when I met the team, I then understood why MedCall is an industry leader and continues to excel," said Tammi. "The team's knowledge of the long-term care pharmacy industry, its commitment to doing the right thing and the dedication to customer service is outstanding."

Tammi grew up in central Ohio and moved to Texas in 1984 to attend college at the University of North Texas.

Tammi honed her sales and marketing skills at healthcare providers, including Omnicare, Pharmerica and the RehabCare Group.

In her free time, Tammi likes to focus on her three favorite things: family, football and food. And she's serious about all three. She speaks proudly of her 22-year-old son, who attends school in the Galveston area. Tammi's extended family is rooted in Ohio, and she visits them often.

Tammi just doesn't like football, she loves football. "Love the thrill of the last play, a clock running out and watching individual successes," said Tammi. "Offense. Defense. Rain. Shine. I love it all!"

## *STAT Delivery continued from Pg. 1*

"Our clients state that CDS STAT delivery services are a valuable resource," said Ben. "We know that our clients have found many benefits from having this service in place."

Getting started is simple. Complete Delivery Solution will work with MedCall to receive the client's facilities and backup pharmacies, which are loaded into the CDS client portal.

Next, CDS sets up multiple, credentialed delivery options for each route.

Once the client is trained on the portal, the system goes live and delivery orders can be placed through CDS.

Think CDS services might be the answer to your pharmacy's STAT delivery challenges? Then contact your national account manager at 866.607.6980 to learn more.



And Tammi calls herself a true foodie. Anywhere, anytime, she's ready to return to a favorite restaurant or try out a new cuisine. "When I have a day with those three things, that's my kind of day!" said Tammi.

With more than two months on the job and backed by her 25 years of experience, Tammi is learning more about the challenges facing the long-term care industry. "Long-term care pharmacy providers have always faced a major issue: delivering an innovative combination of solutions and efficiencies to retain current clients and attract new clients," said Tammi. "MedCall is a positive resource that supports a pharmacy's existing lines of service while at the same time providing cost-effective options and operational efficiencies."

"I am so encouraged by the MedCall leadership," said Tammi. "They have a forward-thinking approach that keeps MedCall competitively positioned in the marketplace while bringing value and positive results for our customers."

Want to connect with Tammi? You can email her at [tsikes@medcallrx.com](mailto:tsikes@medcallrx.com) or call her at 214.529.1985.