

Hope to see you at an upcoming conference!

# MOMENTUM

A Quarterly Newsletter from MedCall

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## MedCall Connects with LTC Pharmacies at Industry Conferences and Events

The start of a New Year means one thing for the MedCall team: conference season is underway!

Conferences and tradeshows are important events for the MedCall sales and account management teams. These events give us the chance to meet informally with customers and prospective clients.

“We started 2017 with the Integra Conference in New Orleans in February,” said Ann Beal, senior director of Operations. “This was a well-attended event, and we touched base with a number of clients. And the Mardi Gras theme was a lot of fun.”

We’ll roll out all the stops in March for the 2017 MHA Annual Business Conference in Las Vegas. Last year we launched our MedCall Connect, a bundle of services that assist LTC pharmacies create efficiencies by being an extension of their operations.



Sr. National Account Manager Jessica Rosonowski staffing the MedCall booth at the Integra Conference

MedCall Connect starts with a core backup service and then offers additional resources that make sense for LTC pharmacy clients: on-call coverage, infusion services and STAT delivery services.

By bundling the services, LTC pharmacies spend less time on scheduling, paperwork and deliveries with one consolidated MedCall invoices for all the services offered through MedCall Connect. “We had a great response last year to MedCall Connect,” said Ann. “We’re looking forward to introducing the service to even more clients at the MHA conference.”

Ann tells us that the MedCall team will also attend other conferences in 2017. Take a look at the following rundown and make plans to touch base with the MedCall team at the conferences you attend.

“We always look forward to seeing our valued customers,” said Ann. “Please feel free to call your account manager or email us if you want to schedule time to meet.”

### Upcoming Conferences

**MHA Annual Business Summit**

March 29 – 30

Las Vegas, NV

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**MEDCALL**

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## Conferences (from page 1)

### ASCP Forum & Fly-In

May 3 – 4  
Arlington, VA

### 2017 QS/1 Customer Conference

May 17 – 19  
Atlanta, GA



*Sr. Director of Operations Ann Beal and Sr. National Account Manager Jessica Rosonowski have fun with some Mardi Gras-inspired props at the Integra Conference in New Orleans*

## Meet Account Manager Josh Bronson

As the newest member of the MedCall Account Management team, Josh Bronson saw an opportunity to combine his experience with client relationships and his desire to travel in a role as a national account manager. He joined MedCall in January.



Josh came to MedCall from a larger player in hospitality industry, where he honed his customer service skills. “I was at a point in my life where I wanted to make a change,” said Josh. “I knew MedCall was an outstanding place to work with great people in a well-defined organization.”

As a national account manager, Josh serves as the primary contact for day-to-day for customers. He addresses questions and supports MedCall clients. On a broader scale, he works proactively to be the voice of the MedCall customer and uses his expertise to better serve clients.

Josh is a North Carolina native and is originally from Greenville. His family moved to Apex when he was a toddler, and he relocated to Raleigh as a young adult. In his free time, Josh likes to work out, a routine he inherited from his father. He also enjoys playing music and works to improve his guitar, piano and vocal skills in the hopes of creating his own music someday.

Josh appreciates the warm welcome he’s received from the MedCall team. He said his coworkers’ generosity took the stress out of being “the new guy.”

According to Ann Beal, senior director of Operations, Josh brings a fresh perspective to client relationships. “We’re excited to have Josh on our team,” she said. “He’s a great fit internally, and he is adept with assessing the needs of our clients.”

Since joining MedCall, Josh has been shadowing Jessica Rosonowski, senior national account manager. They’ve already made a trip to Pennsylvania to visit multiple clients in the Pittsburgh area. He also joined Ann on visits with key clients.

These initial meetings made an impression. According to Josh, the face-to-face client meetings lets the MedCall team demonstrate their appreciation and gives the team the opportunity to build relationships. “Our team is diligent and completely focused on our customers’ needs,” he said. Without a doubt, MedCall delivers customer service like no other organization I’ve been associated with.”

Josh is excited about his future with MedCall. He’ll be serving clients in the center of the United States, from Kentucky to Idaho. He’s looking forward to his in-person meetings with long-term care pharmacy providers to learn how MedCall can support their operations. “My goal is to progress with the company,” said Josh. “I want to become a valued account manager that clients can trust.”

## Pharmacy Facts\*

- Benjamin Franklin was a pharmacist.
- Author Agatha Christie trained as a pharmacy technician.
- Coca-Cola, Dr. Pepper and Vernor’s Ginger Ale were created by pharmacists.
- Insulin is one of the most-common medications to cause adverse events.
- The global pharmaceuticals market is worth more than \$300 billion.

\* Courtesy: [pharmacytimes.com](http://pharmacytimes.com)