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Innovation and TeleManager Technologies Launch New Workflow Management / IVR Integration Solution

*Pharmacy Automation Leaders Team Up to Integrate PharmASSIST Symphony
and Refill TeleManager for Pharmacy Refill Management*

JOHNSON CITY, NY – July 17, 2008 – Innovation, makers of PharmASSIST® pharmacy automation solutions, and TeleManager Technologies, a leader in pharmacy productivity and IVR solutions, today announced the integration of Innovation's PharmASSIST Symphony® workflow management system and TeleManager's Refill TeleManager™. The integration of two of the industry's leading automation tools enables pharmacies to more efficiently manage their prescription refill processing and overall workflow, and deliver improved customer service.

“More and more pharmacies are experiencing the true productivity, customer service, and revenue generation related benefits of IVR systems, especially when integrated with their workflow packages,” said Paul Kobylevsky, COO, TeleManager Technologies. “The combination of Refill TeleManager and Symphony provides pharmacies with a dynamic, easy to use application that optimizes every aspect of their refill processing and streamlines their overall workflow.”

“Helping our customers achieve success is always at the top of our list,” said Mary Reno, CEO, Innovation. “We’re true believers in IVR systems and the Refill TeleManager/Symphony offering is a welcome addition to our arsenal, which provides our customers with yet another option for increasing efficiency and improving customer service.”

Highlights of the PharmASSIST Symphony/Refill TeleManager integration include:

- **Patient Access to Rx Status.** Patients can call the pharmacy's IVR system and receive detailed status on the processing of their Rxs.
- **Increased Visibility.** Pharmacies can instantly determine the exact status and physical location of all Rxs, identify who performed each workflow task, and see the date/time stamp of when each task was performed.
- **On-screen Interface.** The system has a state-of-the-art, on-screen user interface from which pharmacy staff can perform all refill management-related tasks.
- **Automated Prescription Triage.** The system instantly evaluates all refill Rxs as received and either routes them for filling or identifies them as Rxs that require doctor's authorization or pharmacist intervention.
- **Outbound Fax-to-Doctor.** The system automatically faxes an authorization request to a physician's office when a refill Rx requires a doctor's authorization for additional refills.
- **Outbound Patient Calling.** Based on a patient's request to opt-in or opt-out, the system can automatically generate outbound calls to remind them to pick up their Rxs from will call.

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About TeleManager Technologies

TeleManager Technologies is a leader in productivity and telecommunication solutions for the pharmacy industry. TeleManager Technologies focuses on the business, professional and customer service needs of pharmacies and currently serves thousands of chain, independent retail, hospital outpatient, and mail order pharmacies. For more information, visit www.telemanager.com.

About Innovation

Innovation, a leader in the world of automated prescription dispensing, offers the PharmASSIST family of products to address the prescription growth, quality assurance, pharmacy workflow, and cost control challenges of all size pharmacies. With over three decades of broad-based, business experience, Innovation Associates is dedicated to delivering the highest-quality pharmacy automation products to the pharmacy industry. For more information, visit www.innovat.com.

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