



2025 PERFORMANCE SNAPSHOT

SPECIALTY PHARMACY

We collected data from **465 specialty pharmacies**
with **58M+ prescriptions dispensed**

CALL CENTER PERFORMANCE

83% of calls answered
within 30 seconds

3% of calls
abandoned



TURNAROUND TIME

~6 DAYS
to fill prescriptions



**COMPLAINT
RESPONSE TIME**
~1 DAY

**CONSUMER
SATISFACTION**
96%

DISPENSING ACCURACY

99.99%
of prescriptions
dispensed with
zero errors



DISTRIBUTION ACCURACY
99.91%
of prescriptions distributed
with zero errors

CLINICAL INTERVENTION



75% of recommended
clinical intervention
accepted by
prescriber

