



2024 PERFORMANCE SNAPSHOT

SPECIALTY PHARMACY

We collected data from
422 specialty pharmacies with
46M+ prescriptions dispensed



CALL CENTER PERFORMANCE

86% of calls answered
within 30 seconds

3% of calls
abandoned



TURNAROUND TIME

~6 DAYS
to fill prescriptions



**COMPLAINT
RESPONSE TIME**
~1 DAYS

**CONSUMER
SATISFACTION**
98%

DISPENSING ACCURACY

99.99%
of prescriptions
dispensed with
zero errors



DISTRIBUTION ACCURACY
99.90%
of prescriptions distributed
with zero errors

CLINICAL INTERVENTION



69% of recommended
clinical intervention
accepted by
prescriber



Click [HERE](#) to view the 2024 Specialty Pharmacy Report

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