# eCommerce | BENEFITS AT A GLANCE

TAKE YOUR PRACTICE ONLINE

List any products that are being sold at your practice in your online store. From contact lenses to eye scrubs, solutions, vitamins, optical, and more, Sophrona facilitates the e-Commerce and ordering process, while you maintain control of fulfillment.

AUTHORIZED, NOT CHARGED

With eCommerce, we can collect insurance and payment details and run a credit card for authorization. Similar to a hotel reservation, the patient's payment is only authorized, but not charged until your practice confirms the order.
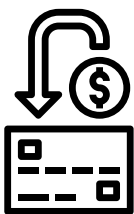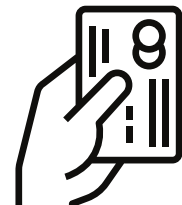
MINIMIZE PROCESSING REFUNDS

Authorizing a charge provides more latitude in verifying order details, insurance benefits, and whether a prescription is active or expired. This provides the ability to decline an order or reduce the amount due after insurance benefits are applied, without needing to process a refund.

MEET THEM WHERE THEY ARE

Your patients are already using Patient Portal to communicate and receive information from your practice. Market to them where they already are with eCommerce access on your website and inside the Portal.
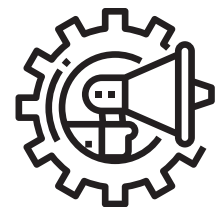
SAVE TIME. SELL MORE.

Enabling orders to be shipped rather than having patients come into the office provides convenience and safety during COVID. Reduce phone tag and time spent gathering information that is now collected online. Auto generate comments so your staff can approve orders faster.

SIMPLIFY SHOPPING PROCESS

Once items are placed in the shopping cart, the checkout process is simple:
1. Prompted for insurance and payment method.
2. Select from pick up or ship to home, and place order.
3. Patient receives order under review message.
4. Practice checks Rx, insurance benefit, marks order complete.
5. Patient receives order processed message.

SOPHRONA | eCommerce

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