



CUSTOMER STORY

Ardon Health's Journey From Multiple Systems to One Seamless Workflow

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For Ardon Health, selecting a new pharmacy platform was not simply a technology decision. It was an opportunity to strengthen operations, support growth, reduce friction for staff, and enhance patient care.

As a midsize specialty pharmacy, Ardon needed a solution that could scale while remaining practical for day-to-day use. Just as important, leadership wanted a partner that would collaborate closely through implementation and beyond.

Heather Chapman, president of Ardon Health, brought previous IT experience to the process. She understands what a successful implementation looks like and the difference between a vendor that installs software and a partner that helps drive change.

That perspective shaped how Ardon approached the transition.



From Complex Conversion to Confident Launch

System conversions can easily become overwhelming. They require fast decisions, strong communication, and clear ownership. Ardon wanted a platform that could evolve alongside the business and bring enterprise-level experience to a midsize organization.

“We had the whole Inovalon community behind us, working together to help us be successful,” Chapman said. “When we were going live, we were the only focus for the Inovalon team.”

For a leadership team that values structure and accountability, that level of engagement was critical. The process was fast-paced but organized. Adjustments were handled in real time. Questions were addressed quickly. This collaborative effort and shared responsibility resulted in a successful launch.

Company: Ardon Health

Type: Specialty Pharmacy

Success: “Having everything integrated into one platform has saved us a huge amount of time.”

“We had the whole Inovalon community behind us, working together to help us be successful.”

— Heather Chapman, President,
Ardon Health

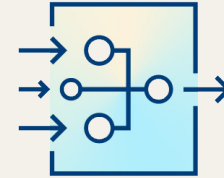
Simpler for Teams, Seamless for Patients

Before implementation, Ardon's team relied on multiple disconnected systems to manage pharmacy operations, clinical assessments, and patient engagement. Staff regularly moved between platforms and manually connected data.

Bringing those functions together created immediate workflow improvements. Pharmacists and staff no longer swivel between systems or manage manual data transfers. Processes that once required workarounds are now streamlined within a cohesive system designed to function as one.

Keeping patients connected was also a top priority.

Through proactive outreach and coordinated planning, Ardon transitioned patients to the new portal without disruption. Within months of go-live, patient portal adoption matched prior levels, demonstrating that engagement remained stable throughout the change. From a patient perspective, the shift felt smooth. Behind the scenes, the operational engine supporting that experience became far more connected.



Ardon consolidated three separate systems into one with Inovalon's ScriptMed® solution.

Early Results and Long-Term Opportunity

Ardon now operates on a foundation built for scale. The system is adaptable, collaborative, and positioned to support the organization's long-term goals.

Key operational improvements include:

- Fully integrated workflows
- Reduced manual processes and system switching
- Improved scheduling coordination
- Embedded clinical documentation
- Stable patient engagement

Chapman highlighted the impact:

“Having all functionality available in one platform has significantly streamlined the workflow. Inovalon's integrated solution has enabled us to operate efficiently so the team can provide the exceptional care we are known for at scale.”

The outcome was not simply a technology replacement, but a thoughtful operational evolution.





A Partnership Poised for Success

Kickstart your own operational evolution with a smooth integration and the support of a single pharmacy solution that supports your entire workflow.

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