

# Medication synchronization guide for the technician/cashier

***Med sync champion  
and med sync facilitator***



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M

AMLODIPINE  
BESYLATE 5 MG  
NDC: 00603-2109-25  
Max Capacity: 1500

AMLODIPINE  
BESYLATE 10 MG  
NDC: 68362-0123-05  
Max Capacity: 1200

Amlodipine Besylate Tablets  
5.0 mg  
NDC: 55111080701  
Max: 324

Citalopram 40 mg Tablet  
NDC: 31722020005  
Max: 987

CLONAZEPAM 0.5  
MG  
NDC: 0003-11  
Max: 324



Parata

Replenish Cell Wizard

- 1 Cell 8F
- 2 Drug Code 00781571010
- 3
- 4
- 5 Inventory Addition 265
- 6 Fill Cart and Close Cell Door

If this is a hazardous drug, please be advised that Parata does not recommend dispensing hazardous drugs with Parata Max.

1	2	3	4	5	6	7
q	w	e	r	t	y	u
a	s	d	f	g	h	j
z	x	c	v	b	n	m
Caps Lock			Space			

Undercount

# Table of contents

<b>04</b>	<b>Overview of med sync pharmacy roles</b>
<b>06</b>	<b>Med sync workflow examples</b>
<b>08</b>	<b>Technician's role: med sync champion and/or med sync facilitator</b>
<b>10</b>	<b>FAQs and common barriers</b>
<b>12</b>	<b>Resources and tools</b>
<i>12</i>	<i>Talking points</i>
<i>13</i>	<i>Patient targeting tool</i>

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# Overview of med sync pharmacy roles

The business of pharmacy is changing. Congratulations to your pharmacy owner on making the strategic decision to invest time and resources to adopt medication synchronization and transform your pharmacy for the future.

This commitment to shifting workflow and developing new channels to engage and support your patients is a big one and can invoke both excitement and fear for the entire pharmacy staff — from techs, to pharmacists, and even to the owner.

As with anything in life, we understand that change can be overwhelming. But we've learned from experience with other independent pharmacies like yours that this can be a positive change that leads to successful outcomes and benefits for everyone in the pharmacy and your patients.

**The following members of the pharmacy staff will need to be involved in the med sync program:**



**PHARMACY OWNER: MED SYNC SPONSOR**

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**PHARMACISTS:**

- Designated pharmacist: **MED SYNC CHAMPION**
  - Other pharmacists: **MED SYNC FACILITATOR**
- 



**TECHNICIANS:**

- Designated technician: **MED SYNC CHAMPION**
  - Other technicians: **MED SYNC FACILITATOR**
- 



**OTHER STAFF**

- Cashier, clerks, etc.: **MED SYNC FACILITATOR**



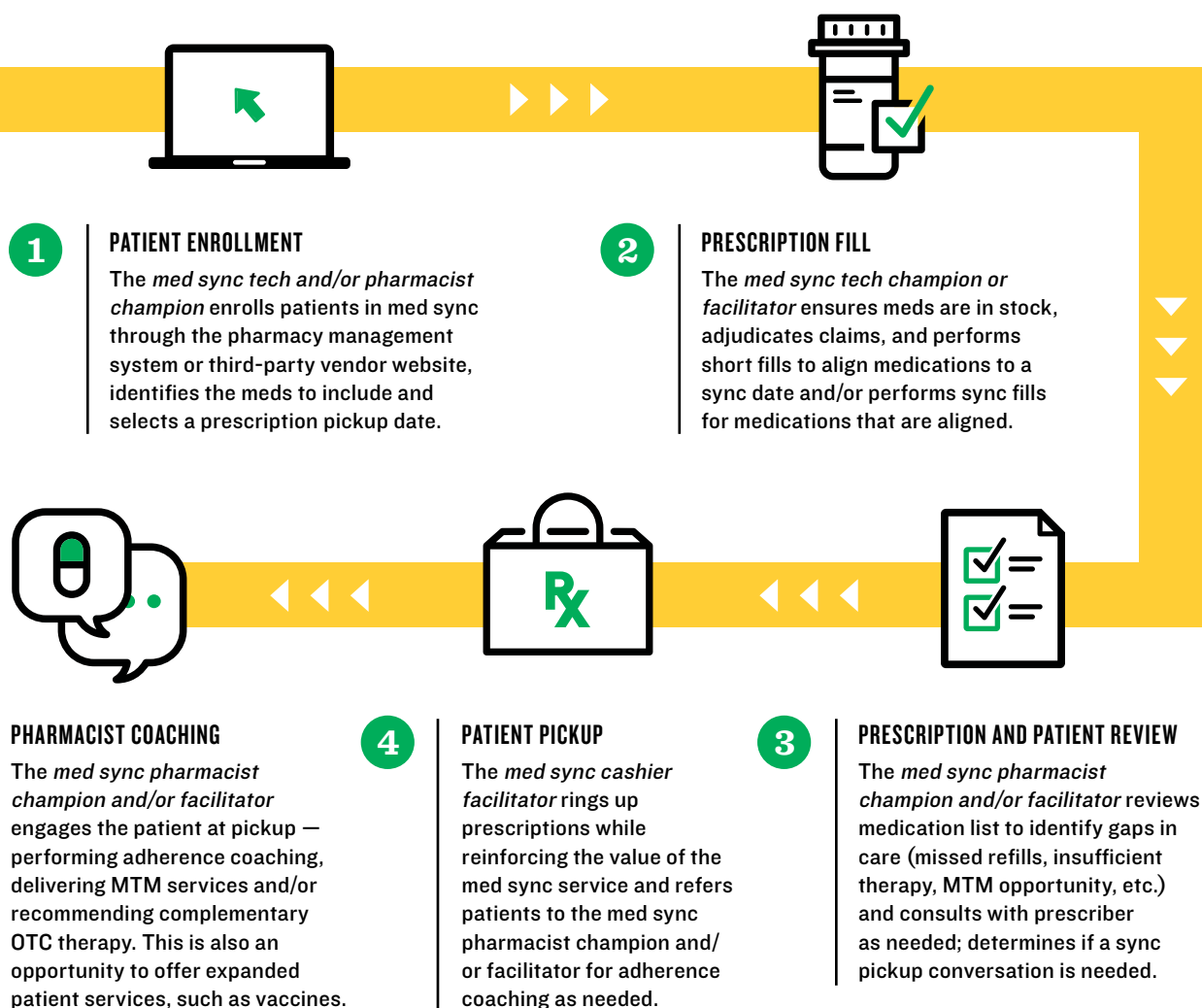


# Med Sync WORKFLOW

## Overview

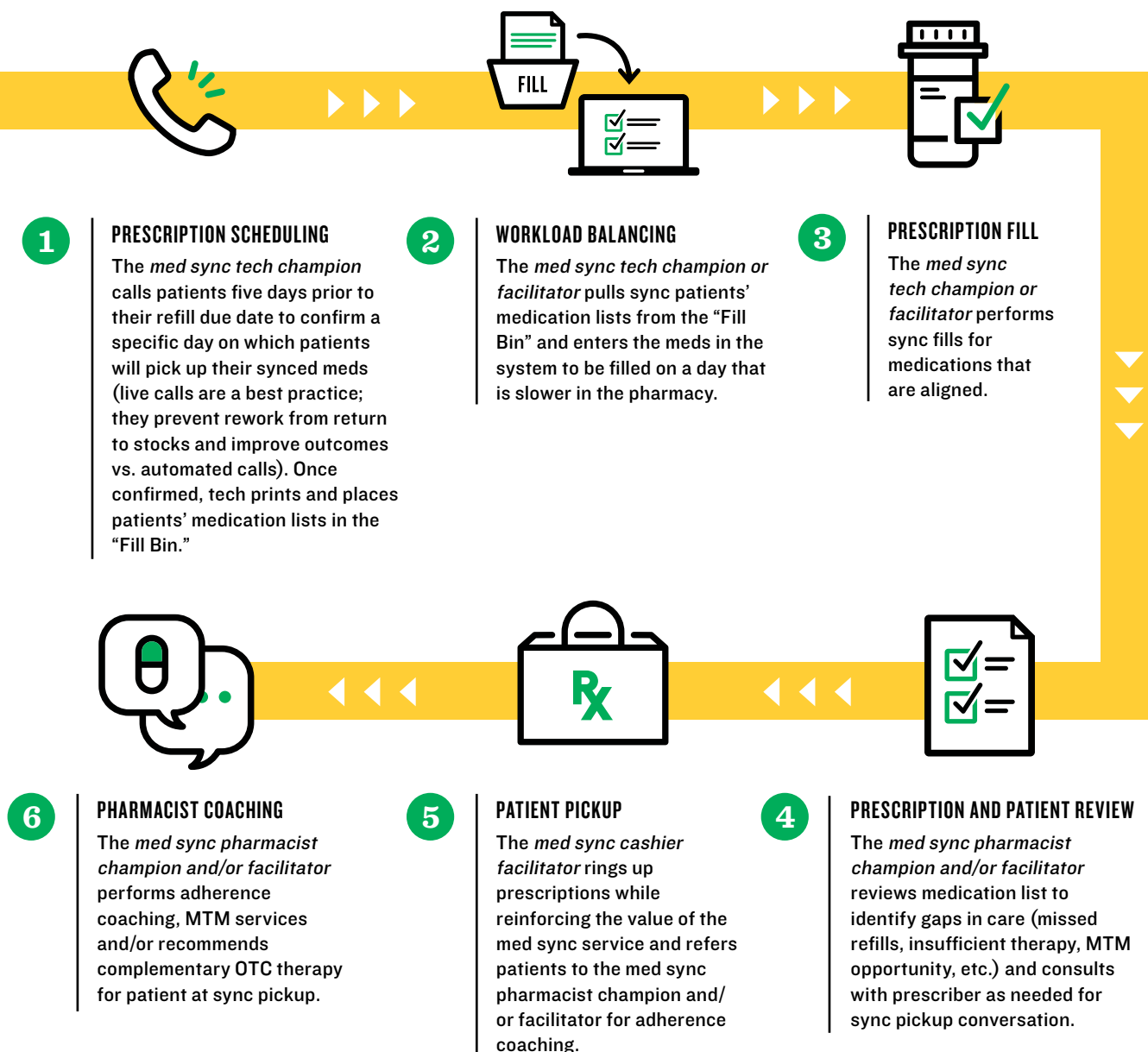
Med sync introduces changes to traditional pharmacy workflow. There are two workflow scenarios that are typically employed to support med sync: (1) same-day enrollment and general process; and (2) monthly med sync refill management. The following are sample diagrams of both workflows:

### Scenario 1: Same-day enrollment and general process



## Scenario 2: Monthly med sync refill management

Once patients are enrolled, the following workflow is recommended to help maintain your med sync patient population. To realize some of the operational efficiencies, it can be feasible to shift the sync fills to slower-volume days in the pharmacy.



*For in-depth instructions on the med sync process, leverage Health Mart's "Med Sync Step-by-Step Guide," an on-the-job, technology-agnostic resource.*

# The technicians' and cashiers' roles

## Med sync champion and/or med sync facilitator

Med sync tech champions and med sync tech facilitators are on the front lines for introducing med sync to patients and facilitating enrollment into the program through the pharmacy's designated system. In addition to the direct-to-patient "marketing" of the program, technicians are also essential in synchronizing the patients' medications by aligning them to a single refill date and processing any initial short fills.

Once the patients' medications have been synchronized, it will be the techs' responsibility to call the patient five to seven days prior to their pickup date. Calling the patient before each pickup to confirm their medication list and pickup appointment is necessary for transitioning the pharmacy workflow model and for changing patient behavior so that everyone gets the maximum benefits of med sync.

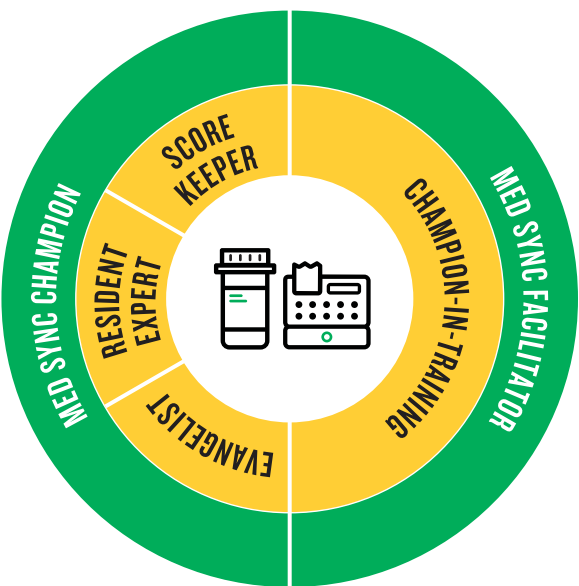
Once the patient has confirmed the pickup date, the med sync tech champions or facilitators can begin processing the refills at the most opportune time for the pharmacy (see illustrative scenario 2 workflow diagram included in this guide). Because you are now proactively filling these scripts at the most convenient time rather than on-demand while a patient waits, you'll begin to see how med sync can play a large role in making the pharmacy much more efficient – and patients happier to avoid wait times, out-of-stock medications, and prescriptions being out of refills.

### Your role — technician: Med sync champion

As the med sync tech champion, it is your job to lead the med sync execution as the service is adopted in your pharmacy. While the tech champion performs all traditional roles of the technician, they must also work to ensure that changes to workflow are understood and adopted throughout the pharmacy. The champion should be a med sync expert and understand all key aspects of the med sync process. Because champions have direct patient contact, it is essential they can effectively have conversations to convey the service and its benefits to targeted patients. It will be more difficult to reach your team's sync goals – and feel the benefits – if you and your team can't effectively communicate the benefits to your patients. As the tech champion, if you have any questions about how med sync benefits the pharmacy or the patients, you should work with the med sync sponsor.

To be an effective med sync champion, you must be part of setting the med sync vision and goals and must be open-minded when it comes to changes in pharmacy operations as well as lead the charge with patient enrollment and follow-up.

Role requirements, such as your function as the evangelist, resident expert and score keeper are detailed at right.





## Evangelist

As the program evangelist, it is your job to be the biggest supporter of med sync in your pharmacy — and help other staff members to understand med sync and be supporters as well. In the evangelist aspect of your role, you will help others buy into the vision and understand the “why” behind the importance of implementing med sync. Because of your efforts, the entire staff should feel motivated and invested in the idea of creating a more proactive pharmacy model to better serve patients and to drive operational and financial performance.

Your job as evangelist doesn’t stop with the pharmacy staff — as the technician champion, you’re also expected to help lead the med sync marketing and promotion efforts to patients. You need to have your patients believe, just as you do, that med sync is a better, more organized way for your partnership — and their time and outcomes.

## Resident expert

Here is where you lead by example and train others to become med sync champions of their own. You will need to be an expert in all things med sync, and will need to:

- Embrace and execute med sync workflow
- Engage and recruit patients at the POS about med sync
- Properly enroll patients in med sync service, including setting up short fills to align a patient’s prescriptions and communicating this to patient
- Refer existing med sync patients to the pharmacist champion and/or facilitator for prescription pickup coaching when problems are identified in the patient call five to seven days before pickup

## Score keeper

Building momentum in the first 90 days after implementing med sync is important for long-term, sustained success. The med sync champions should work with the med sync sponsor to set clear program goals for the first 90 days around adopting program workflow, building program infrastructure, developing competency and increasing patient enrollment. It’s the champion’s job to celebrate each time goals and milestones are met.

## *Your role — technician/cashier:* **Med sync facilitator**

The med sync technician facilitator and the med sync cashier facilitator roles are critical to driving the successful execution of this program. These individuals should work with the med sync sponsor and champions to understand and feel comfortable with not only how to execute med sync but also how med sync benefits your pharmacy and your patients. The technician facilitators must support the technician champion in operational duties and, in time, become champions themselves. The cashier facilitators are integral in talking to and recruiting patients for the service as well as notifying a pharmacist when a sync patient is picking up to ensure the pharmacist has an engaged conversation with the patient.

As the business model of pharmacy has shifted, so have the roles of the modern pharmacy staff, from prescription fillers to patient-care providers. While we understand stepping outside of your comfort zone can be challenging, we assure you that with enough training, repetition and sharing of best practices, these new behaviors will soon become second nature. We are confident that in the end, these changes will lead to a rewarding experience for you and your patients.

# FAQs and common barriers

## **Q How do I ask patients if they would like to enroll in med sync?**

**A** Med sync is a valuable service you are offering your patients, for free! We know it feels like you are trying to “sell” something, which is not in your job description, but try to think of this as an opportunity to engage with your patients about a program others have found incredibly helpful in reducing their number of trips to the pharmacy each month. It’s important to remind patients that this isn’t a “program” and avoid words that may allude to that, such as “enroll” — just tell them about the exciting and convenient new “service” the pharmacy is offering that will reduce their trips to the store!

We have assembled suggested talking points for you in the Resources section of this guide, and they are also included in the Med Sync Playbook. If you are still unsure about how to talk with patients about the new service, feel free to call one of our Performance Advisors at (855) HLTH-MRT (855.458.4678) to discuss more tips and best practices.



## **Q Isn't this just more work that I have to fit into my already busy day?**

**A** In the beginning, med sync may seem like more work (e.g., recruiting and enrolling patients, aligning their medications, making outbound calls, etc.); however, once patients are synced, med sync will actually help reduce workload and decrease interruptions caused by refill requests and out-of-stocks. Overall, med sync improves operational efficiencies, giving you more time.

## **Q I've enrolled everyone that I can think of into med sync; how do I find additional eligible patients to enroll?**

**A** Remember, any patients with two or more chronic medications are eligible for med sync. You can focus on patients over 50 years old, those with specialty medications, delivery patients, etc.

There is a med sync Patient Targeting worksheet in the Resources section of the Pharmacists' Med Sync Guide — work with your med sync pharmacist champion to identify qualified med sync targets.

## **Q How many days before a patient's refills are due should I initiate the pre-call to the patient, and what information should I share?**

**A** It is recommended that the pre-call be made five to seven days prior to the pickup date to allow time to resolve any issues such as refill requests, prior authorizations, and needing to reorder meds. This also allows flexibility in when you fill the prescription in case you are busy or are short staffed. The key to conducting the pre-call is to verify the patient's medication list, ask about any other medications needing to be refilled, and remind the patient of their pickup date.

**Q Once I confirm the medication list, what do I do?**

**A** Once you have conducted the pre-call and confirmed the medication list, the refills need to be entered into the pharmacy management system. Once these are printed, staff can work on filling them when it is convenient for the pharmacy workflow (once waiting customers have been taken care of, orders are put away, etc.).

**Q What happens when I get patients synchronized and then they get a new prescription from their doctor?**

**A** It is easy as long as the patient is flagged as a med sync patient in the pharmacy system.

First, determine when this patient is next scheduled to have his or her other prescriptions refilled (synchronized). Second, calculate the short fill quantity of the new medication so the next refill is coordinated with his or her other synced prescriptions. Third, add the new medication to the list of this patient's synced medications.

**Q I'm the only one who knows how to do sync, and when I'm not here, nothing gets done with sync or everything gets messed up.**

**A** It is critical that everyone becomes trained on the functions of med sync so that when someone is out, the tasks associated with med sync still get done and get done right. Speak to your pharmacy owner or whoever is in charge of the med sync program and share these concerns — this program is only successful if everyone is knowledgeable and committed to its success.

**Q What if patients can't afford all of their meds at the same time?**

**A** This is more common than we would like, and there are a couple of options if affording medications is a concern for your patient.

1) If a patient receives monthly income around a specific date, you can schedule his or her pickup date at that time to make it more convenient for the patient. 2) The pharmacist can work with the physician to change medications to less expensive alternatives. 3) Many expensive brand name medications have co-pay assistance cards to help reduce co-pays (just make sure your patient is eligible). 4) If your pharmacy allows for charge accounts, this may help those patients pay in smaller chunks instead of at one time each month. All of these options should be discussed with the pharmacy owner.

**Q What if a patient misses their scheduled pickup?**

**A** Adherence coaching by a pharmacist is vital to determine why the patient missed a scheduled pickup. Usually, if within a couple of days of the scheduled day, no adjustment needs to be made to their pickup date for future sync fills. However, if more than a week passes, then you will need to adjust the pickup date for future sync fills. Unfortunately, if patients repeatedly miss their scheduled pickup then they probably need to be un-enrolled from the service.

**Q What if I can't get in touch with the patient?**

**A** The first step is to confirm a patient's contact information. If you were unable to do so when the patient was enrolled, you can try verifying it with the patient's physician's office. If you have the correct contact information but are still unable to reach the patient consistently, the next time you do reach the patient, discuss with them the importance of having conversations each month before pickup and confirm the best way to reach the patient. Last, if you are repeatedly unable to reach patients month after month, you may need to un-enroll them from the service. Un-enrolling the patient is the correct option if they are not getting any value from the service and they are causing an operational burden on the pharmacy.

# “ Talking ” POINTS

**Employ the talking points below to recruit patients into your medication synchronization program.**

Would you like to pick up (or have delivered) all of your medications for the month at once?

I think you would benefit from an established monthly visit at the pharmacy, where you can pick up all of your refills and any new medications during this set appointment date. You'll be able to cut down on your visits to the pharmacy each month and have the chance to talk one-on-one with the pharmacist each time you pick up your medications.

Would you like to avoid partial fills and decrease the number of trips to the pharmacy each month? Let me tell you about an option to pick up or have delivered all of your monthly prescriptions at one time through a quick appointment with the pharmacist.

We offer a service where you are able to pick up (or have delivered) all of your medications once monthly; this will allow you to avoid multiple trips to the pharmacy each month. Can I get you set up now?

## AVOID THESE PHRASES

These phrases are not descriptive to patients and caregivers. Mentioning the program instead of the value it offers or the problem it solves for the patient (or caregiver) will likely not result in successful enrollments:

Do you want to enroll in our new medication synchronization program?

Do you want to enroll in our new pharmacy program?

# Patient targeting tool

PHASE

1

## 0–30 days post med sync launch

In this phase, your objective is to enroll those customers who are more likely to participate. Create target lists of patients based on data in EQuIPP,<sup>™</sup> your technology software, and/or your patient profile. Proactively call these patients to offer them enrollment in med sync as well as capturing patient enrollment while they are in the pharmacy filling prescriptions.

### First set of targets: *EQuIPP PDC Outliers*

Log into EQuIPP and create target lists of patients from the “Outliers” reports in the following categories: Cholesterol, RASA, and/or Diabetes.

	# OF TARGETS
Cholesterol	<input type="text"/>
Renin Angiotensin System Antagonists (RASA)	<input type="text"/>
Diabetes	<input type="text"/>

### Second set of targets: *Refill days covered (RDC) adherence range of 70–79%*

Log into pharmacy technology software that reports patient adherence by category; sort results and pull target customers with an RDC in the 70–79% range in the Diabetes, Cholesterol and High Blood Pressure categories.

	# OF TARGETS
Diabetes	<input type="text"/>
Cholesterol	<input type="text"/>
High blood pressure	<input type="text"/>

### Third set of targets: *Delivery patients*

Log into your pharmacy management system and create a target list of patients to whom your pharmacy delivers prescriptions.

	# OF TARGETS
Delivery patients	<input type="text"/>





## 30–60 days post med sync launch

Continue to work through your target lists created in Phase 1; continue to build your funnel with the next phase of patients to proactively reach out to about med sync.

### First set of targets: Refill days covered (RDC) adherence range of 50–69%

Log into pharmacy technology software that reports patient adherence by category; sort results and pull target customers with an RDC in the 50–69% range in the Diabetes, Cholesterol and High Blood Pressure categories.

	# OF TARGETS
Diabetes	<input type="text"/>
Cholesterol	<input type="text"/>
High blood pressure	<input type="text"/>



## 60–90 days post med sync launch

Continue to work through your target lists created in Phases 1 and 2; continue to build your funnel with the next phase of patients to proactively reach out to about med sync.

### First set of targets: Refill days covered (RDC) adherence < 50%

Log into pharmacy technology software that reports patient adherence by category; sort results and pull target customers with an RDC in the < 50% range in the Diabetes, Cholesterol and High Blood Pressure categories.

	# OF TARGETS
Diabetes	<input type="text"/>
Cholesterol	<input type="text"/>
High blood pressure	<input type="text"/>

### Second set of targets: Walk-up/POS recruitment

Use patient data in your pharmacy management system to identify good med sync candidates based on patient age/medication count or just enroll those patients who are interested as they come through your pharmacy!

	# OF TARGETS
65 y/o and older with $2 \leq$ medications	<input type="text"/>
Any patients interested	<input type="text"/>





## McKESSON

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