

# GET THE MOST FROM YOUR SYNC APPOINTMENTS

## Leverage Motivational Interviewing Techniques

The appointment-based nature of medication synchronization allows the opportunity to streamline your patient conversation to one time each month. This allows you to review all the patient's medications in a single visit and address any potential adherence concerns. To facilitate these conversations, it's important to use the right approach. Motivational interviewing has proven to be an effective method for more efficient and longer-lasting health behavior change. For more information, refer to "Motivational Interviewing: Conversation Starters and Common Objections" in the *Pharmacy Quality Measures: Improving Pharmacy Performance Playbook*, Appendix B, as well as training available on Health Mart University.

## Pair MTM and Med Sync

When enrolling patients in your pharmacy's med sync program, first check to see if they are eligible for a Comprehensive Medication Review or other medication therapy management interventions. Pairing a CMR with med sync allows you the opportunity align the patient's meds while getting paid additional service revenue. Have your tech champion check your MTM portal(s) before each sync appointment to see if the patient is eligible for any new interventions. Remember to tell the patient to allow extra time if a CMR or other service is added to the appointment AND ensure the pharmacy schedule provides dedicated pharmacist time needed to complete any MTM interventions for that day's sync appointments.

## Additional Services

A specific patient appointment also provides the opportunity to offer incremental revenue-generating services each month such as immunizations, screenings and other innovative services such as genetic testing. During the patient pre-call, consider offering additional services and/or reminding them of what they need to do to prepare (such as wear a short-sleeve shirt for immunizations).

For other ideas on how to enhance the med sync appointment, at right is a sample calendar of additional ideas to consider adding to your patient's sync appointment each month. Most of the services noted could be offered year round with a special emphasis during given months.