



Use this overview to better understand medication synchronization and how it helps you increase operational efficiencies, revenue and your clinical performance.

Get Educated

What Is Medication Synchronization?

Medication synchronization (“med sync”) is a proactive solution for managing patients who take multiple drugs on a continuing basis. Under med sync, enrolled patients pick up their prescriptions on the same day of every month.

At-a-Glance – A Med Sync Overview



Approximately one week before the patient’s appointment, the pharmacy calls the patient to confirm the appointment and current medication list.



While contacting the patient, the pharmacist can inquire about any issues the patient may have experienced in the preceding month.



Then the pharmacy proactively fills all needed medications prior to the appointment.



The patient picks up their prescription on their scheduled day, and has a consult with their pharmacist to allow follow-up as needed to support effective therapy.

This model helps your pharmacy become proactive in caring for patients, shifting from a reactive mode of business to an appointment-based model to free up your time to increase operational efficiencies, revenue and clinical performance.

Get the Benefits

Increase Operational Efficiencies and Free Up Time

- Fill all your med sync scripts on your schedule, rather than on-demand when patients walk in.
- Optimize ordering, inventory management and cash flow by knowing which drugs to stock, and order what you need, when you need it.
- Reduce multiple calls from patients and to their prescribers by streamlining pick-ups or deliveries.
- Better integrate medication therapy management (MTM) cases into your workflow, taking advantage of more opportunities during scheduled time with patients.

Reduce Expenses and Increase Revenue to Improve Your Bottom Line

- Predicting your prescription needs and appointment schedule in advance allows you to balance and anticipate staffing and inventory, so you have what you need, and no more.
- Monthly patient appointments create opportunities to earn fees for Comprehensive Medication Reviews (CMRs) and other clinical services, such as immunizations.
- Maximize revenue from your current patient base by helping them to be adherent, refilling their prescriptions on time and more frequently.

Increase Your Clinical Performance

- Improve your clinical-performance data on key Star Ratings quality measures, such as PDC scores, as a result of more adherent patients.
- Scheduled and routine check-ins with patients allow your pharmacy to better identify gaps in care, conduct CMRs and ensure patient outcomes are positive.
- Align additional clinical services to the appointment, such as immunizations and screenings, to do more for your patient and position your pharmacy as an overall destination for wellness.

WORKFLOW OPTIMIZATION



In retail, 10% of patients create roughly 75% of a store's business. Organizing that 10% of patients [with med sync] can make an enormous difference in pharmacy workflow.¹

ADHERENCE PAYS

For every 100 typical multiple-medication patients enrolled, those increased refills represent an additional

\$90,000

in annual revenue — from the same patient base.²

POSITIVE REFILL RATES, POSITIVE PATIENT OUTCOMES

The average patient fills *7.4 out of 12 refills* on each maintenance prescription. Studies have consistently shown that patients with their medications in sync fill *11 out of 12 refills*, generating an *additional 3.6 scripts* annually per medication per patient. Improved adherence is tied to better patient outcomes.³



Get Going with Med Sync

Seven Easy Steps to Get in Sync

1

EVALUATE YOUR OPTIONS. There are two ways that a pharmacy can choose to implement med sync:

- **Technology-enabled programs:** Systems that interface with pharmacy-management systems are available — often at discounts — from PSAOs that partner with Health Mart,[®] such as PrescribeWellness. Implementing these solutions requires a financial investment, but provides the biggest efficiency gains and capability of managing a high number of patients. Technology utilization is recommended.
- **Paper-based programs:** These programs, such as the APhA Foundation Program or Simplify My Meds,[®] use a file-card model to track patients and schedule monthly appointments. While less expensive to implement, they require more staff time.

2

BE PREPARED. Go to Health Mart UniversitySM and take an online course, starting with “Med Sync: Decoding the Key Benefits” for a more in-depth overview.

3

GET THE WHOLE TEAM EDUCATED AND EXCITED, BUT CHOOSE ONE CHAMPION. Select one person to manage day-to-day operations.

4

SET A GOAL. Enrolling and syncing 5 patients per day will give you 100 patients in a little over a month.

5

START SMALL AND SMART. Pick a few patients to practice syncing. Look for ones with three to five maintenance medications to align. When the team is comfortable with the process, focus on enrollment every day.

6

PROMOTE MED SYNC TO PATIENTS AND PRESCRIBERS. Patient-facing Simple Sync[™] materials, like bag stuffers and stickers, plus advertisements for media and physician marketing materials, are available on Health Mart’s Marketing Hub.

7

FOCUS ON THE LASTING ADVANTAGES, NOT THE INITIAL INVESTMENT. Understand that doing med sync requires work in advance to short-fill medications and prepare for patient appointments. The work up front will pay dividends later. Once patients are “synced” for monthly appointments, your pharmacy will begin to experience the benefits.



Want more information?

View the Health Mart Operations Manual, accessible through McKesson Connect.

Questions?

Ask your McKesson sales representative.

The information provided here is for reference use only and does not constitute the rendering of legal or other professional advice by Health Mart. Readers should consult appropriate professionals for advice and assistance prior to making important decisions regarding their business. Health Mart is not advocating any particular program or approach. Health Mart is not responsible for, nor will it bear any liability for, the content provided in this guide.

¹ The Business Case: Formal Adherence Service in the Community Pharmacy, *Pharmacy Times*, May 18, 2015

² Study: Thrifty White’s Med Sync Drives Rx Adherence, *Chain Drug Review*, September 30, 2013

³ *J Am Pharm Assoc.* 2013;53:576–583. doi: 10.1331/JAPhA.2013.13082



McKESSON

Health Mart is proud to be a member of the McKesson family, sharing in the collective industry knowledge and experience residing within all of the McKesson corporate affiliates. Since 1833, McKesson has been committed to the success of independent pharmacies through the delivery of innovative programs and reliable distribution services. Learn more at www.mckesson.com.

©2015 Health Mart. All rights reserved. HM-09694-08-15