

# Is your med sync service in need of a kick-start?



Med sync seems to be the hottest buzzword in town, and thousands of pharmacies say they are doing it. But what you don't always hear is how well *med sync is going in their store*.

Med sync requires scale (some experts estimate 30% of eligible patient population) to fully realize the benefits; however, it can be quite an undertaking to get there. Many pharmacies stall out after enrolling 25 or 50 patients. Others enroll large numbers but never get to the critical step of *managing* their med sync patients each month.

That is where we can help. Our Health Mart® Performance team is composed of experts in helping pharmacists take their med sync service to the next level and delivering optimal results for your business and your patients.

## Reinvigorating med sync can be as easy as 1, 2, 3 (repeat)



1

## ASSESS YOUR PHARMACY'S BARRIERS

It is important to bring your staff together regularly as you launch med sync to better understand what is working and what is not with the new service. Based on our experience with hundreds of stores, the most common barriers for a stalled med sync service are:

1. Staff buy-in
2. Process/technology challenges
3. Patient engagement

2

## SHARE RESOURCES, COLLABORATE SOLUTIONS

Once you understand your staff's barriers, provide them with resources and brainstorm solutions to make them feel more prepared and engaged.

### Staff buy-in

Med sync introduces a tremendous amount of change to a pharmacy, and it is up to the owner to help his or her staff navigate this process. Our role-based change management guide can help you educate your whole team on the "what," "why," and "how" of med sync.

### Process/technology

Technology can help to manage the daily tasks associated with med sync, but changing workflow and learning a new system can be a barrier for your staff. Health Mart can help you through technology challenges as well as collaborate with you to create a workflow that works best for your staff.

### Patient engagement

A successful med sync service also changes the way you engage with your patients. Enrollment and pickup conversations with patients may feel uncomfortable for your team. Our short patient-staff conversation about med sync can ease this barrier.

*These med sync resources can be found in the Health Mart Operations Toolkit.*

3

## SET, MEASURE, CELEBRATE GOALS

Owner engagement throughout the med sync adoption process has been the key to many pharmacies' success. The most important thing is to come together as a team, listen and support each other. Many barriers can be solved together and, remember, as you solve one barrier, a new one might emerge. Keep those lines of communication open, stay involved and celebrate as a team when you reach your goals.

i

### Learn more

To access guides, resources and more, visit [myHealthMart](https://myHealthMart.com). Questions? Email [healthmartoperations@mckesson.com](mailto:healthmartoperations@mckesson.com).



## 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 [mckesson.com](https://mckesson.com).

©2020 Health Mart. All rights reserved. HM-611495-02-20