



HOW CAN YOU USE A PROACTIVE WORKFLOW TO IMPROVE PATIENT CARE?

If you've had a chance to read through our eBook on medication synchronization, you already know that we are committed to making synchronization work in our pharmacies—for both better patient care and better operations. That means we have given our program dedicated space and staff time every week.

However, medication synchronization is not a one-and-done proposition. Instead, it creates more communication with patients to refine their therapies and look for opportunities to provide other services. Once you've evaluated your patient five to seven days before they come in for a refill, any number of interventions might be appropriate.

Here are some common clinical steps to help get you started:



Last refill?

Call the patient to find out when their next doctor's appointment is, provide a letter with their prescription profile, and suggest questions to ask their physician based on their treatment plan.



No flu vaccination?

Call the patient to schedule it for when they come in for their refill, or note a reminder in your point-of-sale system. It's also a good time to review other vaccinations, such as Tdap, zoster, and pneumococcal.



Are your patients self monitoring?

Encourage patients to take charge of their own health. For example, patients with congestive heart failure should weigh themselves daily, and give them the spread at which they should notify the pharmacy (e.g., two to three pounds) to potentially adjust their fluid pill.



Is the therapy comprehensive?

Review your diabetic patients to determine whether any supplementary protocols may be appropriate—for example, adding a statin to their treatment plan.



Any challenging side effects?

Consider moving your statin patients to a newer version to reduce the potential side effects and improve effectiveness. For side effects caused by nutrient depletion, offer an OTC solution. It can alleviate one of the key drivers of non-adherence—and make your patients happier.



Are your diabetic patients properly educated?

It might be worth taking the time to do a quick one-on-one refresher to make sure your patients have formed the right habits around testing and injection.