Medication Synchronization
Technology Capabilities Checklist

Medication synchronization (coordinating all of a patient's prescriptions to be filled on the same day each month) has been proven to improve medication adherence. In 2011, NCPA developed Simplify My Meds®, a turnkey program that provides NCPA members with the training, tools, and marketing support to set up a synchronized refill program in their pharmacy.

Technology is a critical element to providing medication synchronization services. Below are some of the operational elements of a medication synchronization program that can be supported by technology. Additional details about the medication synchronization process can be found in the Simplify My Meds Pharmacy Operations Manual. To request a copy, please send an e-mail to adherence@ncpanet.org.

Identification of Eligible Patients

Back-end logic that can be modified by the pharmacy and used to identify patients who could benefit from medication synchronization services (i.e. patients who take at least one maintenance medication, have a proportion of days covered less than 80%, have complex diseases for which strict adherence is critical, etc.)

Identification of Enrolled Patients

Icons or other indicators that can help pharmacies identify patients who are enrolled in the synchronization program so that when a new prescription comes into the pharmacy, the staff can quickly determine if the prescription is for one of these patients; also, patient identifiers and/or group numbers to help organize patients based on their refill date

Patient Enrollment/Initial Synchronization

Automated tools that display a patient's medication list, detect the maintenance medications that are best for synchronization, identify the recommended anchor medication and refill date (generally the prescription with most expensive co-pay amount), and calculate the shortened days' supplies needed to coordinate with the patient's anchor medication

Outbound Call

Scheduling tools to remind the pharmacy to call the patient one week prior to his/her refill date to review their medications in advance of filling them; additionally, capabilities to track successful completion of these calls

Patient Notifications

Capability to send an automated message (via phone, e-mail, or text) to a patient to remind the patient that the medications are ready to be picked up

If you have additional questions about medication synchronization or the processes involved, please contact NCPA at adherence@ncpanet.org.