SimplifyMyMeds®

Pharmacy
Operations Manual

Version 1.5 (February 2018)

NCPA®
NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

Simplify My Meds®

Summary

This manual provides pharmacists with the tools necessary to implement an appointment-based model (ABM) in their pharmacy. This proactive approach to managing patient medications changes the way pharmacists operate their practice. The system provides a new business model designed to build efficiencies in the pharmacy, create stronger revenue streams, and improve the well-being and health outcomes of patients.

At the heart of the model is **medication synchronization (med sync),** a concept in which all of a patient's prescriptions are coordinated to be refilled on the same day of the month. synchronizing patients' refills, pharmacy efficiency is increased, daily workloads can become more predictable, inventory control is improved, and deliveries (if offered) can be decreased. These all combine to have a significant positive impact on the pharmacy's bottom line.

Synchronization also helps patients become more adherent to their medications by reducing the potential for gaps between refills. It also comes with the added convenience of a single trip to the pharmacy each month. Patients are assigned a day of the month to pick up all of their prescriptions or have them delivered. Prior to this day, the patient is contacted with a single call from the pharmacy to determine any changes in therapy and confirm the refill order and pick-up date.

Med sync has shown to be beneficial to both patients and pharmacies. A study conducted by the National Community Pharmacists Association (NCPA) and the Arkansas Pharmacists Association in collaboration with PrescribeWellness looked at 8,000 patients enrolled in Simplify My Meds® at 82 different independent community pharmacies. Patients who utilized this program were 21% less likely to discontinue drug therapy and are 2.5 times more likely to be adherent, compared to patients not enrolled. These benefits can lead to better management of chronic conditions for the patient and additional prescription fills for the pharmacy.

Did you know?

10-25 %

of hospital and nursing home admissions are due to missed doses of medication.

Developed *by* a community pharmacist *for* community pharmacists

The concept of med sync is not new; it was successfully developed in 1996 by a pharmacist in Long Beach, California. John Sykora, a veteran owner at the time, had purchased Abrams & Clark Pharmacy 20 years earlier. By 1996, many of his colleagues who owned community pharmacies were selling out, primarily due to economic pressures from chain and mail order pharmacies.

Sykora wasn't interested in selling, but knew he needed to find a way to compete from both a revenue and expense level. His pharmacy catered primarily to seniors with chronic conditions who were typically on multiple medications. Not surprisingly, patients often struggled to keep their medications organized, pills would become misplaced or lost, adherence suffered, and the patient's health would become an issue. On the pharmacy side, these problems created an inefficient workflow and enormous workload on staff with endless calls and faxes to physician's offices for refill requests, waiting for call-backs, reversing claims, and returning medications to stock if a patient didn't remember to pick up their refills.

Sykora wanted to find a way to avoid such scenarios, and the solution became the pharmacy's med sync program. Over the years, the streamlined process has paid off, and Sykora says that store hours have been cut by 10 percent, payroll reduced by 50 percent, inventory costs have been reduced through greater control and higher turns (with turnover improvement from 12 to 36 times a year), and his gross margin is about five points above the national average.

Take charge of your business to take care of your patients

All too often, the typical pharmacy operation is ***reactive***—waiting on a patient to bring in a new prescription or calling when (and if) they remember to refill their prescriptions. Pharmacy staff subsequently spend a great deal of time and effort chasing down refill requests from prescribers and filling prescriptions for patients who will likely forget to come in and pick them up. By consciously taking a proactive approach to changing how the pharmacy operates and manages patient refills, the efficiencies created will free up the pharmacist to focus on better patient care and practice pharmacy the way he or she was trained.

The following is a brief description of how the system works:

- The model is based on having all of a patient's prescriptions come due on the same day of the month (med sync In order to accomplish this, some prescriptions will have to be short -filled one time only to align with other prescriptions. The chosen date becomes the patient's pick-up date at the pharmacy and is what drives the system and sets the basis for the activities that will revolve around this date.

- Seven to 10 days prior to a patient's pick-up date, the patient is contacted to review his/her medications by the Program Manager (described on page 5) or an automated call. This generates the fill orders for that patient. Any new prescriptions, discontinued or changed prescriptions, and recent hospitalizations are detected at this time. Any prescriptions with zero refills are faxed (one-time procedure for the patient for the entire month) to the doctor, with plenty of time before the patient's schedule visit (no last-minute calls).

- The day before the patient's pick-up date, the pharmacist reviews the order, resolves any clinical issues, orders any drugs not in stock, and contacts the patient to remind them of their upcoming pick-up date.

- **NOTE:** The patient never has to call the pharmacy for these medications, thus improving pharmacy efficiency, patient satisfaction, and adherence rates.

Benefits of the Model

- **Increases workflow efficiency:** significant reduction in both inbound and outbound phone calls and better management of pharmacy workflow to fit store hours of operation.

- **Increases number of prescriptions filled:** by aligning patients' medications and monitoring adherence levels.

- **Eases transition into patient care services:** because workflow model frees up pharmacist time to engage in MTM, health screenings, etc.

- **Increases "first fill" rates:** (first time a new prescription is filled at the pharmacy) because new prescriptions will be identified during the pharmacy consultation with the patient. This represents a tremendous patient care opportunity, as well as a business opportunity. In addition, first fill abandonment (prescriptions that are initially filled and never refilled despite having refills remaining) can be reduced by 90%.

- **Reduces hospital readmissions due to medication errors:** especially those resulting from duplicative or contraindicative therapies. The monthly "medication reconciliation" provides a mechanism to identify new, changed, or deleted prescription orders that result from a hospital discharge.

- **Improves patient/pharmacy/prescriber relationships:** better communication within the healthcare team.

- **Better inventory control**: decreases inventory on the shelves, increases inventory turns.

- **Decreases staffing and gas expenses:** (for pharmacies that deliver) by reducing the number of deliveries each month.

Did you know?

28%

of new e-prescriptions are never picked up by the patient, much less subsequent refills.*

* Fischer MA, Choudhry NK, Lii J, et al. Primary medication non-adherence: analysis of 195,930 electronic prescriptions. J Gen Intern Med. 2010 Apr, 25(4):284-90.

- **New asset**: patient list can become a book of business.
- **Reduces stress in the pharmacy**: proactive resolution of issues for everything from refill requests to third-party billing issues, such as prior authorizations, can be handled ahead of time so the patient can receive their medications on time and does not have to wait. .
- **Healthier, more satisfied patients**: improves patient adherence by 30% and safety, increases understanding of their medication therapy, and better health outcomes.

Tips for Getting Started

Change is never easy, and the most difficult step in implementing any program is often the first one. By now, you're aware of the benefits an appointment-based model can have for your patients and your pharmacy. The program can be adapted to any existing pharmacy environment, and below are some general guiding principles and tips for success:

- **Staff:** The Simplify My Meds med sync program needs to be something that is understood and embraced by all members of the pharmacy team. Everyone from the drop-off technician to the clerk at the register has a role to play in making sure the program runs smoothly.

  While all the staff should have awareness of the program, it is helpful to delegate one staff member to coordinate the program, a **Program Manager**. This individual will be pulling Patient Refill Forms (see appendix) or utilizing an adherence technology platform at the appropriate time, calling those patients to discuss their medications for their next appointment, adjusting the medication list, and making any appropriate notes for the pharmacist.

  Organizational skills are important. The tracking, calling, and recording of information for the pharmacist are key to a successful program. While the Program Manager does not have to be a pharmacist or technician, having a basic understanding of medications (e.g. pronunciation of drugs, indication, class) eases the communication with both prescribers and patients.

  The Program Manager will only require one to two hours of dedicated time to the synchronized refill program in the beginning. As more patients enroll, their time working with the program can be adjusted. With 100 patients enrolled in the program, it breaks down to just four or five patients a day. The program does not require additional staff for your pharmacy or a full-time, dedicated position.

- **Space:** While not necessary, it's a good idea to set aside an area for the operation of the program. There is some equipment required, including:
  - Phone
  - Computer with pharmacy's dispensing software
  - Printer
  - Fax machine
  - Filing system

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Ideally this location should be separate from the dispensing area and away from customers to ensure a quite, private space for the exchange of patient information.

- **Synchronization:** While synchronization of refills is what drives the program, it can also be the most challenging for the pharmacist and the patient. Synchronization is the process where all of the patient's refills are scheduled to come due on the same day of the month. The process to achieve this is called **"short filling"** (i.e. billing for quantity dispensed in order to bring the patient in line with the chosen pick-up date) and will require some pre-planning by the pharmacist and assistance from the Program Manager. An adherence technology platform could help simplify the calculation process and the steps outlined in the following table.

Synchronization: How It Works

Action	Example
1. Determine and list the chronic, monthly prescriptions the patient will be taking.	Lisinopril 20 mg once daily – due 4th Synthroid 100 mcg once daily – due 16th Metformin 500 mg BID – due 22nd
2. The medication with the highest co-pay should be the anchor prescription to which all other prescriptions will be synchronized.	Synthroid 100 mcg
3. Determine the quantity needed for the rest of the prescriptions to synchronize them with the anchor prescription.	Lisinopril 20 mg – 12 tablets Metformin 500 mg – 50 tablets
4. Contact the patient's prescribers(s), explain the refill model, and request two prescriptions for each "synchronized" medication: • One for quantity required for synchronization; • A second for the normal monthly quantity. This provides the necessary documentation in the event of a third-party audit.	
5. "Short fill" the appropriate prescription(s) to synchronize with the anchor prescription. Be sure to document on the hard copy prescription that the one-time "short fill" is needed to coordinate with other prescriptions for adherence management at the request of the patient.	

Helpful Tips

Tip: CMS allows prorated copays to be used with Medicare Part D patients who wish to have their prescriptions synchronized and require less than a month's supply in order to align their refill dates. Two new submission clarification codes have been developed for pharmacies to bill for use in the event a patient has requested that their refills be synchronized:

47 - Shortened Days' Supply Fill - only used to request an override to plan limitations when a shortened days' supply is being dispensed.

48 - Fill Subsequent to a Shortened Days' Supply Fill - only used to request an override to plan limitations when a fill subsequent to a shortened days' supply is being dispensed.

Identifying Patients

As your Simplify My Meds program grows, you may find value in can target your promotion efforts to certain groups of patients who are more likely to benefit from the program.

- To begin, you might start with patients with multiple maintenance prescriptions for chronic disease conditions. Consider the 80/20 rule, and concentrate on the 20% of your patients who take 80% of your time due to numerous phone calls and multiple refills each month. However, keep in mind that this program can be just as effective for that busy, forgetful patient on one medication. Efficiencies will become obvious when you have synced 40-50% of your patients and full optimization will be realized when all of your eligible patients have been enrolled.

- Identify patients with more complex diseases on multiple medications for which strict adherence is critical (transplant, HIV, etc.).

Tip: After identifying a potential patient, make a "SMM" note in the patient's profile of the dispensing software. That way anytime a staff member views the profile, they will be reminded to ask about the program.

Helpful Tips

- Look for new maintenance medication starts. The highest medication drop-off rate occurs within the first three months of chronic drug therapy, so new starts represent a great opportunity to talk to your patients about your pharmacy's med sync program.

- Every member of your staff should have a working knowledge of the program so they can help identify patients, or let them know about your service, whether it's at the drop-off window or the pick-up counter.

- Consider adding a pitch piece to your on-hold or after hours messaging to attract both patients and prescribers.

- Patients may ask, *"What's in it for me?"* Here are some benefits to the patient:

  - No need to call for prescription refills. All refill requests for the physician's office will also be handled by the pharmacy.

  - Fewer trips to the pharmacy provide increased convenience and peace of mind being able to get medicines on time and in one order (and perhaps delivery).

  - The pharmacist is better able to take care of the patient by monitoring their drug therapy as any changes are made and will notify the prescriber.

  - The patient will have a better understanding of their medications and feel better.

Tip: Be direct. There are some patients who you know will benefit immediately from this program. The next time they're in, tell them about your new program, and encourage them to sign up today. You can even offer to sit down and go through their medications while they wait. Don't give them too much time to ponder and lose another month to non-adherence.

Helpful Tips

Implementing a Med Sync Program

Once you've identified your patients, the following are the next steps to get the program underway.

Many of these steps can be simplified by implementing med sync technology. See page s 12 and 13 for more details.

Patients

1. Develop a system for organizing your patients so that each patient has a unique identifier. An organized system will make it easier to find patient information as your program grows. As your med sync program expands, consider the use of med sync technology, which will be discussed on pages 12 and 13.

   Important Note: Be sure to note this unique identifier in the patient profile in the dispensing system so that it can be cross -referenced for audit purposes.

2. Determine the day of the month to assign the patient. The preferred method is to review the list of medicines and look for the prescription with the highest dollar co-pay. Use the date this prescription comes due as the anchor date to which all other drugs will be synchronized.

Alternative Anchor Dates: Synchronizing medications based on the particular needs for that pharmacy.

- Delivery based: Divide the pharmacy delivery area into area into four quadrants and deliver one quadrant per week.
- Disease-state based: Divide patients based on chronic conditions and synchronize their medications to a particular date each month. This can help with inventory control.

3. Perform a medication reconciliation on new med sync patients. You can use the Patient Refill Form or med sync technology. The form should indicate a list of the medications (name, strength) the patient takes on a monthly basis (both prescription and OTC).

4. Keep a master list of program patients near the computer so that when a new prescription is received for one of these patients, the prescription can be directed to the Program Manager so it can be coordinated with the patient's other medications.

Prescribers

1. Introduce the med sync program using the sample letter and fax form and explain the benefits:

Tip: Offer to send program brochures to the prescriber's office to inform other patients about this service at your pharmacy. You can also order physician outreach brochures from the online Marketing Fulfillment Center to help you promote this service to local prescribers.

Helpful Tips

- Fewer calls to the physician by the pharmacy and/or patient.
- Pharmacy will review entire patient profile and list of medications each month.
- Pharmacist will identify adherence-related medication issues and provide proper referrals.

Pharmacy Operations

Activities of the pharmacy are centered around the patient's pick-up date.

7-10 Days Prior

1. Pull all of the Patient Refill Forms from a master patient file or visit the adherence technology platform seven days ahead of the refill due date. For example, if today is the 10th of the month, pull all patient files from the master list whose pick-up date is the 17th. If the pharmacy is closed on that day, the prescriptions will actually be filled on the day before the pick-up date.

2. Call the patient and discuss monthly prescriptions and verify that the patient will need that prescription filled. It is critical that additional follow-up questions be asked during the patient call (these situations often result in new prescriptions, and these questions will enable you to determine if additional follow-up is required; see sample Patient Contact Form):

   - *Have you been to the doctor in the last month?*
   - *Have you been in the hospital in the last month?*
   - *Are you taking any new prescription or over-the-counter medications?*
   - *Are there any other changes we need to be aware of at this time?*

1 Day Prior

1. The pharmacist pulls the Patient Contact Forms and Patient Refill Forms for the following day and:

   - Reviews the order
   - Resolves all clinical issues noted
   - Ensures the pharmacy has adequate inventory on hand and, if not, orders appropriately

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Helpful Tips

Tip: These calls also present a great opportunity to ask your patients if they need anything else from the pharmacy (vitamins, supplements, etc.). You can also talk to them about new programs or services your pharmacy may be offering (diabetes education, nutrition counseling, etc.) or upcoming events (bone density screenings, flu shot clinics).

3. Use this call to identify potential adherence issues (unused medications). Be sure to also check non-synchronized medications such as eye drops or insulin. Make a note of these issues and check the box for "Possible adherence issue identified. Pharmacist follow-up required."

4. Highlight each prescription to be filled on the Patient Refill Form.

5. If the patient does NOT need one of the prescriptions filled, determine if the order has been discontinued, changed or if a new prescription has been issued, and document this on the Patient Refill Form.

6. Remind the patient of his/her pick-up or delivery date before hanging up. Any patients not reached on the first call need to be called back.

7. Any prescriptions with zero refills should be faxed to the physician for approval. Make a note on the Patient Refill Form that approval is pending. If the physician denies the refill, make a note on the Patient Refill Form and contact the patient.

8. Update the patient profile in the dispensing system to reflect any additions, deletions, or changes to the list of prescriptions. Any notes (such as the prescription was not filled because...) should be added to the Patient Refill Form.

9. The Patient Refill Form and Patient Contact Form go back into the file for that patient, and both forms are given to the pharmacist to review.

2. The Program Manager, support personnel, or adherence technology platform calls the patient to remind him/her about tomorrow's pick-up date.

Pick-up Date

1. During a designated time for filling, the technicians and pharmacist prepare and verify the coordinated refills scheduled for that day.
2. Once the prescriptions are picked up, the Patient Contact Form and Patient Refill Form are returned to the Program Manager and placed back into the master file.

Additional Marketing Opportunities

Once you have the hang of enrolling existing patients and feel comfortable with the program, expand your reach and consider new patient populations or local groups for your marketing activities. Just as you would with any other niche service, survey your community and see what their needs are. The possibilities are endless once you get the program going.

- Nursing homes and assisted living facilities may be interested in the services you provide.
- Local employers may be interested in keeping their overall healthcare expenditures down if they knew the benefits of med sync for their employees.
- Target the "sandwich" generation, the busy professional who is juggling work, the kids, and their elderly parent. Wouldn't it give them peace of mind to know that the local pharmacy was taking care of mom and dad's medication and even delivering?
- Caregivers, whether they are a spouse, relative or family friend, may appreciate the convenience that this program offers.
- Providers may find you invaluable in assisting them meet quality measures through improved patient adherence.

Resources Available through NCPA

Additional resources are made available for NCPA members through the NCPA website adherence link, ncpanet.org/adherence (log-in required).

- **Training and Support Tools:** presentation slides and recordings of Simplify My Meds training, tutorials, and webinars.
- **Digital Copy of the Simplify My Meds Pharmacy Operations Manual**
- **Customizable Program Forms:** Patient agreement form, patient enrollment form, patient contact form, patient refill form, master patient list, physician letter, and physician fax.

- **Simplify My Meds Marketing Fulfillment Center:** Order additional marketing materials for your store at ncpafulfillment.com.
- **Community Outreach Toolkit:** Customizable press release, by-lined articles, radio script and more to help get the word out about med sync in your community.
- **Additional Adherence Resources:** Pharmacists Advancing Medication Adherence (PAMA) progress reports, adherence impact calculator case studies, med sync success stories, and other relevant resources.

Frequently Asked Questions

Q: How do packaged medications and PRN medications work within the synchronized refill program? Can these medications be synchronized or should they be on an exclusion list?

A: Eye drops, insulin, glucose strips, and inhalers are common audit targets and pose challenges due to their packaging and variable quantities. However, it is good practice to ask if the patient needs these medications when filling their med sync prescriptions.

Q: Are there any ways to synchronize a patient's refills that do not require "short fills?"

A: As an alternative to a "short fill," a pharmacy may also choose to synchronize a patient's refills over several months, gradually bringing the refill dates together to align on a single date. Some pharmacy management systems make this process easy using the "autofill" feature, which makes it easy to calculate the days until the patient's next eligible refill. Pharmacies should take caution using this method as some plans have a "look-back" period to identify repeated early refills. If done repeatedly, this method may trigger a "refill too soon" rejection.

Q: How do I handle 90-day supplies?

A: These extended supplies can be synchronized, but instead of being refilled each month on the patient's assigned refill date, these medications are only filled every three months on the patient's assigned refill date. Brand-name medications that are only available in 90-day supplies often will become the "anchor" medication to which all remaining medications are synchronized.

Q: What technology can be used to help a pharmacy implement this program?

A: Technology can streamline operations and facilitate the implementation and growth of a med sync program. Numerous pharmacy management system vendors are offering synchronization solutions, some of which may be integrated with the pharmacy management system. PrescribeWellness is the Official Med Sync Technology of Simplify My Meds and offers one free month of StarWellness to new accounts from Simplify My Meds pharmacies. Below are some of the operational elements of a medication synchronization program that can be supported by technology.

Q: What capabilities should I look for in a med sync technology?

A:

- 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.).
- 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.
- 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 .
- 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.
- 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.

Important Note: All electronic files used in the administration of a med sync program should be encrypted to comply with federal HIPAA standards.

Q: What marketing tools are available to help me communicate the valuable benefits of this program to my patients?

A: Participating pharmacies can request a **FREE** starter kit that includes 50 brochures and brochure holder, 150 bag stuffers, 3 buttons, and one poster to display in your pharmacy. Pharmacies also may choose to order additional products, including postcards, physician brochures, door hangers, and newspaper ads. Items can even be customized with your pharmacy's logo, hours, address, and photos of your pharmacy and staff. Visit www.ncpanet.org/adherence and click on "Simplify My Meds Marketing Fulfillment Center" to order additional materials.

Q: Who can I call if I have questions about the Simplify My Meds program?

A: NCPA staff members are available to assist you by calling **1-800-544-7447** or sending an e-mail to **adherence@ncpanet.org**.

Program Forms

All program forms are also available for download at www.ncpanet.org/adherence.

Patient Agreement

We are pleased to welcome you to **Simplify My Meds®**, our medication synchronization program.

Advantages of participating in the program include:

- Increased convenience—a single monthly trip to the pharmacy.
- Peace of mind from being able to get medications on time and in one order.
- More personal contact with the pharmacist to ask questions and discuss medications.
- Increased understanding of your medication, its purpose, potential side effects and costs.
- Your prescription records will be easily updated to reflect changes to therapy made by doctors or upon hospital discharge.

I understand the program advantages and the following conditions of participation to achieve the maximum benefits from the Simplify My Meds program.

I hereby agree:

- To accept a phone call each month from the pharmacy to discuss my prescription refills.
- To pick up medications on my assigned refill date (or be available for delivery, if applicable).
- If necessary, to pay an extra co-pay *one time* for each medication in order to make all refills due on the same day.
- To keep an open dialogue with my pharmacist regarding doctor appointments, hospital/urgent care visits, and changes in my health status.

I have read this document, understand it, and have had all questions answered.

_____

Patient Name (*please print*)

_____ _____

Patient Signature Date

_____ _____

Pharmacist Signature Date

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Patient Enrollment Form

Pick-Up Date:

Name		Patient ID	Assigned by Pharmacy
Address		DOB	
City, State, ZIP		Emergency Contact (Name/Phone)	
Home Phone		Primary Provider	
Cell Phone		PCP Phone	
Delivery Address		Allergies	
INSURANCE			
Insurance		Medicaid # (if applicable)	
Insurance ID		Insurance Group #	
Insurance Phone			
MEDICATION LIST (Rx and OTC)			
Start Date	Medication Name	Dosage	Directions for Use

Patient Contact Form

<Pharmacy Name>
<Street Address>
<City, State ZIP>
<Phone>
<Fax>
<Web address>

Pick-Up Date:

Date _____

Patient Name _____

Patient Phone Number _____

Sample Script:

Hi, this is Jane from Any Town Pharmacy, and I would like to review your prescriptions for your next pick-up date. Is this a good time? First, have you been to the doctor in the last month? Have you been in the hospital in the last month? What new prescriptions or medication changes have you had in the last month? (make notes if appropriate) I see that you are due for the following refills (go over each one).

Patient Questions

Have you been to the doctor in the last month?

Have you been in the hospital in the last month?

Are you taking any new prescription or over-the-counter medications?

Are there any other changes we need to be aware of at this time?

Notes:

◯ **Possible adherence issue identified. Follow-up by pharmacist required (check if "yes")**

Master Patient List

A

B

C

D

E

F

G

H

I

J

K

L

M

N/O

P

Q

R

S

T

U/V

W/X/Y/Z

Keep this list near the computer.

If a prescription is received for one of the individuals above, please give the prescription to the Program Manager so he/she can “synchronize” it with the patient’s other medications.

Sample Prescriber Outreach Letter

(Use Pharmacy Letterhead)

<July 16, 20xx>

<Recipient Name>
<Name of Practice>
<Street Address >
<City, State, ZIP >

RE: <Sally Sue Smith> (patient) **DOB: MM/DD/YY**

Dear <Prescriber>:

Our pharmacy is dedicated to improving the lives of our patients. One way we do this is by offering a medication synchronization program to patients called Simplify My Meds®.

The program is designed to refill all of the patient's medications on the same day each month and make that date the patient's appointment at the pharmacy. Approximately one week before the refill date, one of our pharmacists will contact the patient and conduct a medication review prior to dispensing the refills. The program helps patients be more adherent to their medications by ensuring they refill their prescriptions on time and it makes it easy for them to have one telephone call for refills and make one trip to the pharmacy each month instead of several.

Simplify My Meds® is a personalized service. Patients receive one call or have one pharmacy visit to review their medications, discuss physician visits or recent hospitalizations, and answer any questions they may have about their therapy. It is our goal to help patients take the proper medications, as directed, and understand the goals and outcomes of their prescription regimen. Please contact me if you would like program brochures for your office to share with other patients.

To start this patient on the program, a short-fill prescription may be necessary to coordinate the patient's medications to a single refill day. If so, we will fax a request to your office.

We are pleased to partner with you in the care of our patient. If you have any questions or would like to discuss this patient's medication therapy, please contact me at your convenience.

Sincerely,

<Name>
<Title>

<Pharmacy Name>
<Street Address>
<City, State ZIP>
<Phone>
<Fax>
<Web address>

FAX

To:	From:
Fax:	Pages:
Phone:	Date:
Re:	cc:

Our mutual patient, _____, DOB:_____ has enrolled in our pharmacy's Simplify My Meds® program, a coordinated refill service that synchronizes all of the patient's prescriptions to be refilled on the same day each month.

The program helps patients be more adherent to their medications by ensuring they refill their prescriptions on time during a single trip to the pharmacy. It also eliminates last-minute phone calls to your office for refills or prior authorizations.

To start this patient on the program, **two** prescriptions for each medication are needed: A short-fill prescription for required quantity for synchronization and a second prescription for the normal monthly quantity. These **two** prescriptions provide the necessary documentation to comply with third-party regulations. **Please provide us with the TWO prescriptions for the quantity outlined below.**

If you have any questions, please contact me at the pharmacy. Thank you.

Medication / Strength	Directions for Use	Short- Fill Quantity	Monthly Quantity