

Recruiting the Patient

- The technician is responsible for identifying candidates for the program when at the pharmacy window.



How Medication Synchronization Impacts Pharmacy Workflow

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Patient Benefits

- Convenience
- Personal attention from their pharmacy team.
- Improved health through medication management and compliance.

Patient Contract

- Patient must sign an agreement with the following terms:
 - To accept a phone call each month from the technician to discuss Rx refills.
 - To keep an open dialogue with the pharmacist regarding current medications, doctor's appointment, hospital/urgent care visits and changes in health status.

Patient Participation Agreement for FSC Pharmacy Medication Synchronization Program

Thank you for your interest in the Supplemental Prescription Refill Service. Advantages of participating in the program include:

- Receive prescriptions in single monthly trip to the pharmacy to pick up chronic medications.
- Avoid 30-day prescriptions to save time and avoid extra waiting for pharmacy refills.
- More personal contact with your pharmacist to ask questions and discuss medication.
- Increased understanding of your medications. No generic substitution with other pharmacies.
- Assistance from pharmacy staff to keep prescriptions in order as you visit various doctors, clinics and hospitals.

Agreement to Participate in the Program

I, _____, agree to participate in the program and understand the following conditions of participation to authorize the following:

- I authorize a phone call each month from the pharmacy to discuss my prescription refills.
- I agree to participate in the program with conditions:
- I understand that the 30-day prescriptions are for chronic medication in order to make an initial fill on the 30-day fill.
- I understand that I will be responsible for my prescriptions regarding doctor's appointments, hospital/urgent care visits, and changes in my health status.

I have read the agreement, understand it, and have had my questions answered satisfactorily.

Patient Name (Printed name) _____
 Patient Signature Date _____
 Pharmacist Signature Date _____

Synchronize Medications

- Performing medication synchronization reconciliation to determine an accurate medication list.
- Get actual pill count from the patient to determine synchronization date.
- Short/long fill medications to match synchronization date.



Phone Call

- This call is most often completed by the technician.
- Discuss if there has been any medication changes or problems since last visit. (hospital stays/ER).
- Refer patient to care team Pharmacist if patient has any concerns or questions.
- Remind patient of pick up date, mail out or delivery.



