

# Example Talking Points and Med Sync "Scripts"



## Situation: New Patient Intake

"What we do at (insert pharmacy name) for our patients - and now you! - is we get all of your medications aligned and synced for pick up on the same day each month. How it works is...

- We will call you 5 days before your scheduled pick-up date (you may hear us call this your appointment). On the call we will review all of your medications and determine which prescription refills are due that month.
- After our call, our team will reach out to your doctor for any refill renewals if necessary and we will special order your medications to ensure they are all in stock.
- After we have everything prepared and ready, you'll get a text reminder.
- On your scheduled pick-up date, our pharmacist will be available for a one-on-one consultation or any additional services you may need!

Trust me, our patients love this service! I know you will too. It is going to take a few short refills to get all of your medications synced, but once we do you will see just how valuable this is!"

## Situation: Existing Patient Visits Pharmacy to Pick-Up a Prescription Refill

"Hi Ms. Smith. I notice that you've been making multiple trips into the pharmacy each month. Not that we don't like seeing you, but we are going to make your life a little easier by syncing all your prescriptions refills to the same pick-up date each month. Plus, when you come to pick -up, you'll have the chance to talk one-on-one with the pharmacist. Here's how it works..."

## Situation: Patient is Resistant to Enroll in Med Sync. Patient Views Med Sync as Relinquishing Control of Managing their Medication Refills.

"Our Med Sync service doesn't mean you are not in control of your medication refills - in fact, it's the opposite! With Med Sync, we will call you 5 days before we fill anything to review and go over your medication refills. It allows YOU to tell us what you need and if there are any changes. Plus, it gives us enough time to bill your insurance, call your doctor for any refill renewals and order your medications in time.

Let's make a deal... Give us a chance to get your prescriptions synced and you try it for a few months. If you still don't see the value in it, then we can go back to the drawing board."

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## Situation: Patient Not Enrolled in Med Sync Calls in a Prescription Refill

"I'm happy to get this prescription ready for you Ms. Smith but before we hang up, I notice that you're missing out on the benefits of our free Med Sync service. Have you heard of it? It takes the burden off of you having to manage your monthly refills. Here's how it works..."

## Situation: Patient Medication is High Cost Item / Requires Special Ordering

"Hi Mr. Price - I was reviewing your profile and noticed you have a prescription refill coming due on a medication we typically don't keep readily in stock. To guarantee this medication is specially ordered for you each month, let's sync all of your maintenance medications to align with this one using our Med Sync service. Here's how it works..."

## Situation: Patient Asks a Pharmacy Team Member about the Advantages of Enrolling in the Med Sync Service

"Med Sync is a service designed to align all of your medication refills to the same day each month. The advantages of Med Sync service include:

- It's Convenient - This means fewer trips to the pharmacy. Pick up your prescriptions the same day each month (or every 3 months).
- It's Personalized - Our Med Sync specialists will review your medications each month and keep your med list up-to-date.
- It's Easy - Our pharmacy team will proactively request any prescription refills from your doctor and have your medication in stock BEFORE you run out.
- It's Useful- Get one-on-one consultations with our pharmacist at the same visit. Schedule any additional services or reserve time to with our pharmacist to discuss your medications and more!
- It's FREE - Your health is our priority, this service free of charge.

Click [HERE](#) to Access an Example of a Written Med Sync Patient Agreement

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