



Med Sync Call SOP

Make the Med Sync Patient Call _____ Days Prior to Pick-up Date

Plan on using a Medication Sync Call Checklist to make sure that you identify changes in the patient's regiment, identify potential opportunities to improve outcomes, and offer services. Click [HERE](#) for the **Flip the Pharmacy Med Sync Monthly Check-in Guide**.

1. Navigate to Med Sync Calendar

a. Include sub-steps or necessary clicks within software

2. Select Patient and Open their Sync Profile

a. Include sub-steps or necessary clicks within software

3. Determine Contact Method - Call (preferred) or Text?

a. Define the proper way to determine contact method based on pharmacy specific criteria. Typically, a call is the most effective and preferred method.

b. Include system specific sub-steps or necessary clicks within software

4. Contact the Patient to Review and Confirm Med Sync Appointment Date

a. If Call and No Answer:

i. Include instruction & steps

b. If Call and the Patient Answers:

i. Explain the reason for the call (insert script ideas)

ii. Review the medications due to fill and ask any questions necessary you identified during the pre-call process (Utilize the Med Sync Monthly Check-in Guide as a reference)

iii. Understand which answers/scenarios require escalated attention and when to pass alert pharmacist for review & patient consultation



- 5. Select the medications that will be added to the patient sync cycle this month**
 - a. *Include sub-steps or necessary clicks within software*
- 6. Document in the patient sync profile any notes or pertinent information obtained during the sync call**
 - a. Examples: upcoming Dr. appointments, recent hospital visit, any changes in how the patient is taking the medication and the reasons, any OTC meds to add, any refill requests pending, any additional add-on services scheduled during pick-up appointment
 - b. Have a template & consistent documentation format
 - i. stamp each documentation with date and employee initials
 - ii. Include shorthand text for common occurrences (RFRS = Refill Request Sent on *medication name*)
- 7. Confirm the pick-up appointment date with the patient before hanging up**
 - a. *Include sub-steps or necessary clicks within software*
- 8. Send the Patient Medications to the next step in the Med Sync Process**
 - a. *Include sub-steps or necessary clicks within software*

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