

Workflow WEDNESDAYS

Max My Sync

Topic: Workgroup - Deeper Dive (Patient Compliance)


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Best Practice

Measure & track growth for your pharmacy's Med Sync program and define strategies that promote growth & sustainability. Click [HERE](#) to watch the recorded Webinar.

Strategies for Med Sync enrollment and patient compliance

- Avoid calling Med Sync a “program”. Med Sync is a SERVICE your pharmacy provides to all patients.
- Utilize the Opt-out vs. Opt-in method
- Ask & educate patients more than once - document each encounter
- Promote the incentives for the patient - free delivery? guaranteed meds in-stock? Adherence packaging?

 **Tip: Treat Med Sync enrollment as a part of New Patient intake. Communicate with new patients that Med Sync is THE standard for your pharmacy.**

Understand WHY the patient is non-compliant

- “Chit-Chat with purpose” - there may be a barrier outside of patient control
- Review SIGs and determine if Rx matches how patient is actually taking the medication

 **Download the Med Sync Monthly Check-in Guide [HERE](#).**



Click [HERE](#) to find all of the **Flip the Pharmacy** change packages and other practice transformation resources

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