



Workflow WEDNESDAYS

Max My Sync

Topic: Differentiate Med Sync from Autofill

Presenters: Chelsea Anderson, CPhT, Chief Financial Officer at Tyson Drugs Inc & Tiffany Capps, CPhT, Pharmacy Ops and Communication Expert for CPESN USA

Click to watch the recorded webinars: [Differentiate Med Sync from Autofill](#).

It is important for community pharmacies to differentiate their medication synchronization service (Med Sync) from that of a simple "autofill" program. Med Sync provides more comprehensive care to patients with a focus of improving medication adherence and health outcomes, whereas autofill programs are merely automated prescription refills without the same level of individualized care and synchronization.

Med Sync is a Patient Centered Approach

Med Sync ✓

Prioritize Patient Communication (Sync Call)

Routinely engages patients in discussion about their medications and pick up dates

Improves Patient Care & Convenience

Streamlines patient medication management; one pick-up date

Comprehensive Assessment of Patient Profile & Medication Regimen

Allows higher level of clinical assessment, regular med reviews and consultations

Autofill X

No Personalized Patient Communication

Does not set patient up for success or build a strong patient-pharmacy relationship

Does Not Consider Patient's Overall Rx Refill Schedule

Only considers individual Rx due date; Does not align all Rx to same pick-up date

Does Not Include Profile Assessment or Include Clinical Review

Increased potential for errors and negative patient outcomes

Med Sync is Improves Patient Medication Adherence

Med Sync ✓

Simplifies & Organizes Patient Medication Management

Improves patient PDC & closes gaps in therapy

Autofill X

Patients Can Struggle with Different/Multiple Refill Schedules

Resulting in late pickups & gaps in therapy



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Med Sync is Improves Patient Medication Adherence (cont.)

Med Sync ✓

Routinely Monitors & Tracks Patients' Adherence

Pharmacy is able to identify non-adherence early

Ensures Patient is Taking Medications Correctly / As Prescribed

Pharmacy can proactively identify any inconsistencies; offer interventions

Autofill X

Does Not Routinely Address Any Adherence Issues

Lower chance of recognizing intervention opportunities

Drastically Decreases Effective Patient Communication & Care

Missed opportunity to ensure patient medication profile review is up-to-date & accurate

Med Sync is Achieves Operational Efficiency

Med Sync ✓

Proactive & Predictable Model

Pharmacy is in control of the workflow

Proactively Identify Issues & Solutions

- *Address any refill renewals needed
- *Just-in-time ordering strategy
- *Lower # of Rx returned-to-stock

Increased Flexibility & Controlled Environment

- *Adjusts when a new medication is added (shortfill)
- *Pharmacy staffing and schedule around anticipated workload

Autofill X

Reactive & Unpredictable Model

Patient & software in control of workflow

More Issues & Limited Time for Solutions

- *No plan in place for 0 refills remaining
- *Increase in out-of-stock OR higher shelf inventory
- *Increase in # of Rx returned-to-stock

Does Not Adapt to Change

- *No plan for new or changes in medication therapy
- *Difficult to shift workload or adjust refills around holidays/hurricanes/emergencies etc.



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Med Sync is the Foundation of the Appointment-Based Model

Med Sync ✓

Easily Implement ABM and Profitable Patient-Care Services

Adherence Packaging, MTM Tips, CMR, Point-of-Care Testing, Immunizations, Ecare Plans

Optimize Sync for Efficient Home Delivery

Scheduled and Effective Pharmacist Consultations

Autofill X

Busy work and No Time for Additional (Profitable) Services

Frequent Repeat Home Deliveries - \$\$\$

Unexpected Consultations and Ineffective Time Management

Medication Synchronization has been shown in multiple studies to directly improve adherence rates. It creates time for a proactive review of the patient’s complete medication profile, identify and resolve medication-related problems, and also helps identify potential gaps in care or high-risk medications.

ACTION: Utilize the Flip the Pharmacy [Med Sync Monthly Check-in Guide](#) to ensure your Med Sync does not turn into autofill



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

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