



# Workflow WEDNESDAYS

## Max My Sync

### Topic: Adjusting a Patient's Sync Date

Presenters: Chelsea Anderson, Chief Financial Officer at Tyson Drugs Inc & Tiffany Capps, CPhT & Operations Manager at Galloway-Sands Pharmacy

#### Best Practice

Utilize short-fill methods to adjust and maintain patients' Med Sync cycle based on patient specific needs for better care and improved Med Sync performance. Click [HERE](#) to watch the recorded Webinar.

#### What is a Short-fill?

- When the quantity dispensed is less than the typical supply
- The prescription is filled for the quantity necessary to get patient to the "sync date"

Watch previous Max My Sync sessions for a review on how to calculate short-fill quantities: Click [HERE](#) for Level 1 Anchor Drugs recorded webinar & Click [HERE](#) for Level 2 Anchor Drugs recorded webinar

#### Purpose of a Short-fill

- At the beginning (patient initial enrollment): use short-fills to align all medications to the same day
- Over time: use short-fills to maintain patient sync or adjust patient sync dates based on changes in medications

#### Short-fills May Result in Multiple Copays

Minimize patient's out of pocket cost by using override codes when applicable: [SCC 47](#) - Shortened Days' Supply Fill & [SCC 48](#) - Fill Subsequent to a Shortened Days' Supply Fill

See page 2 for examples of common short-fill scenarios



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

Scan QR Code or Click [HERE](#) to Access Workflow Wednesdays Webinars and Social Learning Communities



# Workflow WEDNESDAYS

## Max My Sync Topic: Adjusting a Patient's Sync Date

### Scenario One: Add a A patient has prescription with a Do Not Fill date (often seen on controlled medications)

- DNF Date on the controlled med is **February 21** but the next sync date is set for February 9.
- From February 9th to February 21st = **Difference of 12 days**
- Action: At the next scheduled sync call, inform the patient you will be short-filling the maintenance meds for 12 day supply to “sync up” with the controlled medication

			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

Medication	SIG	Day Supply	Last Fill Date	Next Fill Date	Short Fill Qty for
<b>Controlled Med (CII-CV)</b>	1 tab qd	30	01/22/23	02/21/23	-
<b>Statin Med</b>	1 tab qd	30	01/10/23	02/09/23	12 tabs
<b>Blood Pressure Med</b>	1 tab qd	30	01/10/23	02/09/23	12 tabs

### Scenario Two: A patient picked up their medications late the previous month (non-adherent patient)

Medication	SIG	Day Supply	Last Scheduled Pick Up Date	Actual Pick Up Date	Next Scheduled Sync Date	Patient Day Supply Ends On
Medication A	1 tab qd	30	01/10/23	01/17/23	02/09/23	02/16/23
Medication B	1 tab qd	30	01/10/23	01/17/23	02/09/23	02/16/23

- Next scheduled sync pick up date is Feb 9, but the patient picked up **seven days late** last month
- Action: At the next scheduled sync call, determine patient’s reason for late pick up
  - Are they taking meds as prescribed? Transportation or cost barrier? Forgetfulness?
  - **Option 1:** Patient may want to keep sync date as scheduled & have ‘extra’ on hand for future emergencies (going out of town, natural disasters, etc.)
  - **Option 2:** Adjust patient sync date by moving the date closer to when patient will run out of meds