

Workflow WEDNESDAYS

Max My Sync

Topic: Sync Schedule Around Holidays

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with Tiffany Capps from Galloway-Sands Pharmacy

Best Practice

Leverage Med Sync & Adherence programs to effectively prepare patients AND pharmacy for holiday disruptions to maintain patient adherence and an effective workflow. Click [HERE](#) to watch the recorded Webinar.

Look at the Calendar to Control Pharmacy Workflow

- Determine the day of the week the holiday falls on (weekday vs weekend)
- Look ahead for how many 'sync calls/fills' will fall on the holiday & surrounding days.
- Based on workload and staff, move sync tasks up each day in small increments

Click [HERE](#) for an example adjusted sync calendar around a holiday

Be Proactive & Anticipate Disruptions

- Look ahead to forecast days with increased sync tasks, create staff schedule based on workload. Remember: holidays often mean increase in staffing time-off requests.
- Communicate with patients any adjusted business hours/holiday closures. Post any changes to social media, website, in-store AND reiterate on Med Sync call.

Forecast Upcoming Refills for Inventory Management

- Adjusting sync workflow around a holiday will increase script count on days prior to the holiday. Use your pharmacy software to predict the medication and quantities necessary to fulfill each patient's sync fills

**Sync
Tip**

Identify & proactively order any high cost brands or uncommon medications that you typically do not keep 'on-hand' that are due for fill around the holiday.



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

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