

# **Workflow WEDNESDAYS**

## **Max My Sync**

### **Topic: Training a New Med Sync Technician**

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#### **Best Practice**

Identify the characteristics and skills that are the crucial for technicians to take on advanced Med Sync responsibilities and define a standardized training process that supports success and productivity. Click [HERE](#) to watch the recorded Webinar.

#### **Identify the Characteristics & Skills of a Med Sync Expert**

- **Hard Skills** - technical knowledge or training that you have gained through career experience or education. (i.e. data entry, billing claims, phone etiquette)
- **Soft Skills** - personal habits and traits that shape how you work, on your own and with others. (i.e. problem-solving, willingness to learn, attention to detail)

#### **Define a Training Process that Fits YOUR Pharmacy**

- Understand people learn in different ways. Is the trainee a hands on learner? a visual learner? or a combination of both? Don't know? ASK which they prefer!
- Determine the Logistics:
  - Training timeline - days, weeks, or a month?
  - Trainer - defined sync lead, multiple sync techs, or manager?
  - Outline - train by steps (sync calls, adjudication, ordering) or entire process start to finish?
  - Trainee Resources - pharmacy software learning modules? pharmacy med sync SOP? and/or Max My Sync webinar recordings?

#### **Strategies and Tips for the Trainer**

- **Be relatable** - encourage questions & feedback, think from a learner perspective
- **Be clear & communicate expectation** - provide examples, define deliverables
- **Follow through and follow up** - routinely meet as technicians & trainer to evaluate the process and adjust training as necessary.



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

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