



Medicine·On·Time®

— The Dose —



**We Simplify
Medication Management**



January 2017



Happy New Year!

Hello 2017! A new year often renders new beginnings and growth.



And why not? Now is the time to make positive, lasting changes in your personal and work lives. One way to make a great change in your Medicine-On-Time workflow is to consider implementing automation solutions.

Medicine-On-Time is working to provide our customers with world-class automation solutions. Melissa Gilkison, Pharm. D. and Director of Long-Term Care at AuBurn Pharmacy in Paola, Kansas, shared her Medicine-On-Time and automation success story with us in this month's Pharmacy Profile. She details the endless benefits of coupling Medicine-On-Time with automaton solutions and gives advice about how to make both workflows run effortlessly.

Another way to ring in the new year is to request your Medicine-On-Time Marketing Brand Package, available only to Medicine-On-Time customers. Showcase your unique Medicine-On-Time solution by updating your brand, website, brochures and more with the latest, branded Medicine-On-Time materials. Request your package today by emailing marketing@medicineontime.com.

We continue to provide you with tips and tricks to navigate Medicine-On-Time's software and hardware, along with other industry must-knows.

Contact us today to make an impact on 2017 from the start!

Tip of the Month

The Paper Jam Error Message



There is never a good time for a printer to jam.

Here, we provide a quick-fix for removing that paper jam error message from your Oki laser label printer.

The Scenario

Your laser label printer (Oki C331) has a paper jam error message. You've checked everywhere in the printer and can't find what's causing the jam.

What's worse, the paper jam error message is still being displayed. Ugh.

The Solution

Try replacing the labels with plain paper and print a single page.

This will test if regular paper pushes the jammed paper through the printer.

Give it a try!

If you need assistance navigating your Medicine-On-Time hardware, please contact Customer Support:

800-722-8824 Option 2



Get Up to Speed!

Medicine-On-Time + Automation = Success



When is automation necessary to stay competitive?

Melissa Gilkison, Pharm. D. and Director of Long-Term Care at AuBurn Pharmacy in Paola, Kansas knew when it was time to automate her pharmacy to stay competitive. She was in a jam.

More group home facilities needed AuBurn's Medicine-On-Time solution, but they were maxed-out on technician time and the technician-to-pharmacist ratio. How were they supposed to acquire more business with limited staff time and strict regulations on the technician-to-pharmacist ratio?

The Solution

Melissa turned to automation.

Medicine-On-Time is in partnership with Synergy Medical, also known as SynMed. SynMed offers Medicine-On-Time customers automation solutions proven to expand pharmacy business and improve accuracy.

If you're questioning whether you should turn to automation, we have answers.

Doctor Gilkison had plenty of insights to share with us, ranging from when it's time for pharmacies to automate their filling workflow to how Medicine-On-Time and automation expanded AuBurn's business. Keep reading!

How it All Started

Prior to becoming a Medicine-On-Time customer, AuBurn Pharmacy used the bottle system for medication regimens. "We kept servicing the same communities looking for an option to get rid of bottles and bingo cards. Group homes don't have nurses passing medications all the time. It's helpful for the home [group homes] to bring in Medicine-On-Time," said Melissa.

Medicine-On-Time simplifies the medication pass process by minimizing medication pass errors. One way medication pass errors are greatly minimized is when Medicine-On-Time's color-coded compliance packages and medication administration records (MARs) are used simultaneously.

Melissa added how Medicine-On-Time gives AuBurn a unique opportunity to connect with facilities due to the accuracy and efficiency of Medicine-On-Time. Melissa also notes how Medicine-On-Time enabled AuBurn to form lasting connections with facilities whose priority is “looking after patients at the pharmacy level.”

Medicine-On-Time makes it easy for AuBurn to partner with care facilities to ensure patients are getting the best care at the pharmacy level.

Medicine-On-Time is the Best Option

Not a lot of pharmacies offered multi-dose packaging services in the Paola, Kansas area when AuBurn became a Medicine-On-Time customer.

When we asked Melissa why she chose Medicine-On-Time to grow her business, she said it was the best option for group homes and adult needs:

“The way Medicine-On-Time is programmed to fit pills into certain bubbles and cards is the only program that can do that.”

Medicine-On-Time’s calendared, blister packaging comes in two sizes: standard and high capacity. The standard blisters, or dose cups, contain up to six pills per cup and 12 pills per cup for high capacity cards, depending on the size of each pill.

Providing Quality Care to Expand Business

Since implementing an automation solution into AuBurn’s workflow, Melissa and her staff can provide the same quality care they’ve been providing to facilities pre-automation.

Melissa prides her business on taking the time to build relationships and for always keeping promises. She recommends to “not take on too many facilities at once because you want to give them [patients] what you promised,” regarding quality care and customer service.

Building relationships with facilities and maintaining a strong focus on customer service is important for expanding your Medicine-On-Time business. Melissa says how although most business comes from word-of-mouth, AuBurn has specific marketing staff promoting Medicine-On-Time to facilities and attends local conventions and health fairs.

Dr. Gilkison advises pharmacies to pursue care facilities, group homes, adult needs and children’s special needs when promoting the Medicine-On-Time solution. These facilities and groups greatly benefit from Medicine-On-Time’s system during the medication pass process.

Adding Automation to Your Workflow

Implementing the Medicine-On-Time adherence and compliance solutions into your pharmacy's services is the first step to providing quality patient care. Now how can you take business to the next level? Consider automation to expand your pharmacy's business without compromising staff time and patient care!

Signs a Pharmacy Should Automate

Stumped on when you should automate your pharmacy? Here are three of the most common signs your business should turn to automation:

1. More Facilities Need Your Service

When Melissa noticed how more facilities were interested in using Medicine-On-Time's multi-dose solution from AuBurn, she knew it was time to explore options for increasing the amount of facilities they could serve. AuBurn was maxed-out on technician time and the technician-to-pharmacist ratio.

"[SynMed] automation put us in a place where we were comfortable to take on more business without doubling our staff," said Melissa.

2. You're Spending Too Much Time Fixing Errors

"Increasing AuBurn's Medicine-On-Time business was overwhelming without automation. You see growth occurring and you see human errors," Melissa notes. Since installing SynMed, AuBurn can fill a whole facility in a day, check cards faster and avoid tearing into packages to correct mistakes.

The amount of time spent fixing errors and checking cards is greatly reduced because of SynMed. AuBurn can fill at least 200 cards in eight to ten hours.

"When you're spending so much time rechecking and fixing errors, it becomes apparent that automation is needed," Melissa added.

Automation is great for acquiring more business and affords time for ensuring accuracy when filling Medicine-On-Time's calendar cards.

The accuracy of using SynMed automation is incomparable to manually filling cards. SynMed's solutions are correct 99% of the time, improving filling time for technicians and pharmacists. "SynMed allows technicians to do double checks— checking all medications are in the cards and checking against MSRs. A triple-check is added for accuracy using SynMed," said Melissa.

3. You Have Limited Staff

With automation, pharmacies can save time and money because they do not need to hire more staff to accommodate increased business. Among current staff, Melissa designated two technicians to operate SynMed: one operating and one training technician.

Both technicians love the filling and checking aspects of SynMed and commented how it's much faster than manual filling.

To manage the interface between Medicine-On-Time and SynMed, the first step is to enter patients' data into Medicine-On-Time's software. Once data is accurately entered into Medicine-On-Time's software, facility and card information is sent to SynMed for the card filling process.

Seamlessly Manage Two Interfaces

Now that you know the pros about automation, how can you make both Medicine-On-Time and automation solutions operate effortlessly? Dr. Gilkison provides us with the following tips about seamlessly managing each interface: Medicine-On-Time and SynMed.

"Make sure you learn Medicine-On-Time before sending files to SynMed. SynMed will fill exactly what Medicine-On-Time says: Accuracy happens in Medicine-On-Time."

"Make sure prescriptions and patients are setup correctly in Medicine-On-Time. Don't jump into both [Medicine-On-Time and SynMed] at the same time. Understand Medicine-On-Time first because everything happens in Medicine-On-Time."

"SynMed is a very easy system to learn and operate. Understand Medicine-On-Time to get the right files into SynMed. Have a motivated technician that loves efficiency, loves running the robot, and can fill a lot of cards per hour."

It's a Match!

Doctor Gilkison and her staff have proven that pairing Medicine-On-Time with automation solutions is a match made in pharmacy workflow heaven!

INTERVIEWED AND WRITTEN BY: JENNIFER DEMEO



Are you ready to help patients and simplify your workflow?

Don't stress out about how many technicians you'd need to expand business or how you'd be able to take on more business without compromising patient care. Automation solves both concerns by providing speed, accuracy and savings for your business.

Increase the quality of patient care, workflow efficiency and revenue with Medicine-On-Time and automation solutions. Contact us today to get started!

*Peter Benjamin, Director of Business Development 800-722-8824 Ext. 820
peter.benjamin@medicineontime.com*





Improve Efficiency

Set Report Defaults



Setting report defaults in Medicine-On-Time's software can improve your efficiency, whether it's done globally or by the facility.

When you print a card label or report, you can have the defaults already set so you don't need to change them each time.

Save yourself an extra step and setup defaults!

Setting the Defaults

Follow these simple steps on how to set report defaults globally or by the facility.

To set your defaults globally:

- Click on File
- Then click on Output Setup
- Click the report default you would like to setup

To set your defaults by facility:

- Go to the Facility tab
- In the right window, click on Report Settings
- Choose the forms used for the facility to set the defaults

That's all it takes to improve efficiency when printing a card label or report in your Medicine-On-Time software!

If you need assistance navigating your Medicine-On-Time software, please contact Customer Support at 800-722-8824 Option 2.

Do you have ideas about what we can cover? If so, please do not hesitate to contact marketing@medicineontime.com.

We'd love to hear your suggestions and provide you with more hardware and software tips!



Find It!

The Search & Find Feature in Medicine-On-Time



We all look for ways to save time on the job.

Whether it's using keyboard shortcuts to streamlining day-to-day tasks, time is precious and we need to conserve every minute of it.

Did you know that you can easily find what you are looking for in your Medicine-On-Time software without having to click through each facility?

It's called the Search and Find feature and it will save you a lot of time!

How to Search and Find

To Search and Find:

1. Right-click in the left window
2. Click on Find
3. Type in the information you are seeking

Lastname	Firstname
----------	-----------

You can then search by the patient's last name, first name and even prescription number.

The results will populate under Patient Results or Rx Results. Just double click on the information you are looking for and the software will take you directly to it.

It's that easy!



Following the Rules

How to Find Your State's Facility Regulations



Facility regulations differ from state to state.

Pharmacies servicing care and community-based facilities need to know the regulations facilities must comply with to keep residents safe and state regulators happy.

Show Me the Info!

Argentum.org can help you find your state's facility regulations. To find out how, follow these steps:

1. From the Home page, choose Advocacy
2. Click on State Regulations and Licensing
3. Scroll down on the page to find your state, or press Ctrl first then F on your keyboard to search for your state

When reviewing your state's facility regulations, pay close attention to the required pharmacy services, quarterly reviews (if applicable), medication orders, medication charting forms and medication storage practices.

A Bonus

Often, the state's website will provide a list of licensed facilities. Many of these lists can be filtered by selecting the type of facility by location--city or county.

This is a great opportunity to check listings in your area to promote and grow your pharmacy's Medicine-On-Time solution.

Do you have questions about finding facility regulations in your state? Contact Medicine-On-Time at 800-722-8824 or visit MedicineOnTime.com.

Want More Information?



Medicine-On-Time is improving the quality of life for patients and their care providers. Find out more about how Medicine-On-Time can bring simplicity to your life.

Contact Us Today!

marketing@medicineontime.com

800-722-8824

Medicine · On · Time[®]

500 N. West Shore Blvd.

Suite 620

Tampa, FL 33609

MedicineOnTime.com