



Medicine·On·Time[®]

— The Dose —



**We Simplify
Medication Management**



December 2016



Be Filled with Joy!



Happy Holidays from the team at Medicine-On-Time! It's been a pleasure working with you this year. We want to wish everyone a very safe and happy holiday.

Medicine-On-Time will be closed on the following days: Friday, December 23rd and Monday, December 26th in observance of the Christmas Holiday, and Monday, January 2nd to observe New Year's Day. Normal business hours will resume on Tuesday, January 3rd.

As you're wrapping up 2016 and looking ahead to 2017, it's a good time to start updating your brand, website, brochures and beyond. If you haven't requested your marketing brand package and need updated materials, please send an email to marketing@medicineontime.com.

All Medicine-On-Time customers will receive 100 printed, glossy copies of our patient, facility, and home healthcare brochures, along with digital files for printing as many brochures as you need. Each brochure has been designed to include your pharmacy logo and contact information. Also included is a full folder of product images, logos, a patient focused video, banner ads and more!



Conquer Retail Madness

Prepare Your Pharmacy for the Holidays with These 5 Tips



The summer and fall have come and gone: Christmas is only a few weeks away! Believe it or not, the holiday season is upon us. If you're stressing out about the retail madness to come, don't.

We have five tips to make sure your pharmacy is prepared for the busiest time of the year:

1. Stock Up on Gift Cards

Promoting gift cards in your retail space is a great way to catch those last-minute shoppers picking up their medications. Make your pharmacy a one-stop shop!

2. Outline Holiday Hours

Make sure your signage clearly reflects your holiday hours. Look ahead and forecast prescriptions that may run out on days you will be closed.

3. Check Inventory

If you live in an area that may have inclement weather, check your inventory. Make sure you have enough supplies, such as Medicine-On-Time's cards and labels, to get you through the season if shipping becomes a problem due to snow or ice.

4. Run Backup

Back up your software daily. If you lose power due to the weather, you won't lose important data.

5. Check Your Backups

Check your computer battery backups. You should have enough backup to keep your software functioning long enough to finish a transaction.



Claiming Section 199?

It's Possible for Pharmacies Packaging Multi-Dose Prescriptions with Automation



You may have an opportunity to claim Section 199's tax break, enacted for businesses who perform domestic manufacturing and other, certain production activities.

How can you determine if you're eligible for a Section 199 refund?

As outlined by John W. McKinley, CPA, CGMA, JD, LL.M and Eric Zilber, taxpayers need to persuasively claim that a unique product was created, and the packaging, repackaging, labeling or minor assembly was not the only activity involved in production. The courts found the following key aspects of the production process persuasive for taxpayers claiming Section 199:

- The processes relied upon assembly line workers and machines (ex. using machines to automate the multi-dose packaging process)
- The form, purpose and resulting demand of the final products were distinct from items before the process began
- Subassembly of the items into the final form did not constitute most of the process resulting in the final product

Use these points as a guide to measure if your activities qualify as manufacturing, producing, growing or extracting (MPGE). Contact your certified public accountant today to see if your business qualifies for a Section 199 refund.

For more information, please read "New Product or Different Presentation?" by John W. McKinley, CPA, CGMA, JD, LL.M and Eric Zilber from the Journal of Accountancy.

We, Medicine-On-Time, are not CPAs or lawyers. Please consult your CPA for more information about Section 199 and if you qualify for this federal tax refund.





Sky's the Limit

Peninsula Pharmacy Offers 10 Insights into the Medicine-On-Time Solution



"The program is a godsend" is a common response Tyler hears from patients and caregivers about the Medicine-On-Time solution.

Tyler Jenema, Pharm. D. is the owner and primary pharmacist of two Peninsula Pharmacy practices in Marquette, Michigan.

Tyler is no stranger to the pharmacy business: He is a second-generation pharmacist whose father was a pharmacist and pharmacy owner. Tyler has been the owner of Peninsula since 2009 and began practicing at the pharmacy upon graduation from Ferris State University's College of Pharmacy.

Tricks of the Trade

Once we heard about Doctor Jenema's success with Medicine-On-Time, we had to give him a call. He told us some of the best kept secrets about the Medicine-On-Time solution, ranging from how to implement Medicine-On-Time in your pharmacy to what patients are looking for in a compliance and adherence service.

We're excited to provide you with our most candid and comprehensive pharmacy profile to date! Here are Tyler's top 10 insights about the Medicine-On-Time solution:

1. A Transformative Service

"Patients love the program—they often tell me it's a godsend," says Tyler. Countless children of Tyler's patients were certain they would have had to hire in-home care or place their parent in an assisted living facility if Peninsula was not able to package medications with Medicine-On-Time.

Tyler added: "Patients seek out our [Peninsula Pharmacy's] services. Offering Medicine-On-Time is transformative in what they need to accomplish throughout the day." Medicine-On-Time is transformative because it simplifies lives for patients and caregivers. Patients' independence can be maintained by using the compliance packaging solution: each administration time is color-coded by the time of day medications need to be taken.

2. The All-Inclusive Program

When we asked Dr. Jenema how Medicine-On-Time has grown his business, he gave us a simple and powerful response: “The first and most obvious is being able to offer a very robust and all-inclusive program to group homes and assisted living facilities.”

Medicine-On-Time’s robust system simplifies various tasks in care facilities, especially medication passes.

In group homes, medication passes are performed by a medication pass technician, not by an experienced nurse, doctor or pharmacy technician. Errors during passes are common, such as missed doses or administering the wrong doses to patients.

Group home staff members can be given a five-minute tutorial about how to facilitate a medication pass using Medicine-On-Time, and understand exactly what needs to be accomplished. The medication pass error rate is extremely low when using the Medicine-On-Time solution compared to other compliance systems.

3. Tangible Product, Tangible Results

“Adherence programs are very useful, but they do not offer much tangibility,” notes Dr. Jenema. Many adherence programs cannot stand alone: A compliance component is necessary for medication adherence to be successful.

“If anyone has an adherence program, they need a compliance packaging program. Medicine-On-Time is the most user friendly and cost-effective product on the market,” Tyler adds.

Dr. Jenema makes his adherence program tangible by incorporating Medicine-On-Time’s compliance package into his pharmacy’s services. When Tyler presents Medicine-On-Time to senior care facilities, he shows them what the actual product looks like and how medications can be packaged. He always takes calendar cards with him when presenting his Medicine-On-Time service.

For example, if patients are fumbling with 10 bottles per day and opening multiple bottles is troublesome, Tyler shows patients how their medication regimens can be simplified in Medicine-On-Time’s compliance packaging. They’re able to experience the possibilities of adherence and compliance by holding Medicine-On-Time’s calendar card in their hands.

4. Raise Your Star Rating

The results of using Medicine-On-Time for medication adherence and compliance has been proven in both of Dr. Jenema's Peninsula locations. His pharmacies earned five star Medicare ratings on EQulPP, the best rating a pharmacy can achieve. Peninsula Pharmacy's Medicine-On-Time adherence rate is "as close to 100 percent as you can get," Tyler said when we asked him about his patients' adherence rates on Medicine-On-Time.

5. Seal the Deal with MARs

With Medicine-On-Time, all medications are in one compliance package and come with a medication administration record (MAR). The MARs are color-coded by the time of day medication passes occur and are connected to printers for ease of use.

Tyler says how "Medicine-On-Time's color-coded medication administration records seal the deal for care facilities." Medication pass errors are greatly minimized when Medicine-On-Time's color-coded compliance packages and MARs are used simultaneously.

6. Get Your Foot-In-The-Door

Medicine-On-Time has enabled Tyler to gain the necessary knowledge for transitioning his services into the skilled nursing facility and long-term care communities. Tyler learned the intricacies of long-term care communities from using Medicine-On-Time in a group home setting.

For pharmacists who want to transition their services into skilled nursing facilities, Tyler advises implementing Medicine-On-Time into their service offerings:

"Pharmacists can integrate Medicine-On-Time into their workflow and services without making a huge investment, and have an actual piece of equipment to present to these care communities."

7. Seamless Integration and Start-Up

"Simple" is how Tyler describes Medicine-On-Time's interface and printer setup processes.

Medicine-On-Time's software seamlessly integrates into the industry's top pharmacy management software programs. "It integrates right into the workflow," stated Tyler when explaining how Medicine-On-Time communicates with his Computer-Rx interface. He's never had issues with both interfaces connecting with each other.

Dr. Jenema has ample experience with Medicine-On-Time's dot matrix and laser printers. His pharmacies previously used the original dot matrix printers and made the transition to laser: "We use the laser printer and literally never have any hang-ups. It's as easy as printing off a Word document. There are never any issues or a jam. It's an extremely dramatic improvement from dot matrix."

When we asked Tyler about the time it takes to setup Medicine-On-Time, he told us how the "system outweighs the effort it takes to get it up and running by 100 to 1." He continued to tell us how the benefit of being able to offer and market this service to patients and caregivers adds great value to one's business.

8. Wanted: Champions

How many staff members are necessary to launch Medicine-On-Time?
Just one!

You read that correctly: Just one staff member is necessary to get Medicine-On-Time up and running in your pharmacy.

Peninsula Pharmacy has one full-time staff member dedicated to Medicine-On-Time for production. Tyler has one or two staff aiding the one, primary Medicine-On-Time technician to help with actual packaging, running labels and processing scripts.

The success of Medicine-On-Time depends on your staff: "Staff buy-in is required, and it helps to have a technician champion Medicine-On-Time to learn and take on a lot of the product aspects," said Tyler.

Managing Medicine-On-Time with other responsibilities can be accomplished with the same amount of staff. "If you manage your workflow correctly, it doesn't take any more staff and staff time to accomplish what you need. You're doing production of these things during the slowest times of the week," adds Dr. Jenema.

9. Control Challenges

What makes your business stand out from the others? For Tyler, it's being able to control his workflow with Medicine-On-Time. Usually Mondays are a nightmare for independent pharmacists, but not for Peninsula Pharmacy. Mondays and Fridays are no different than any other day of the week. Tyler proceeded to give us a brief outline of a typical Peninsula workflow:

"About 40 percent of patients are on the adherence program. We know when their medications are coming, when they are due and when they're coming to pick up their medications. The 40 percent of prescriptions filled are controlled. For example, we know patient X is coming in on Wednesday for 12 medications. We aren't scrambling to fill huge orders. We know they're coming in to get medications and prioritize time to process runs and complete refills. You can increase business without increasing staff, and don't need a ton of people on Monday."

Dr. Jenema leans on his synchronization, adherence and compliance packaging programs as the reason why his business is entirely unique from his competitors. Tyler can synchronize and package medications, allowing him to say his services are about the patient and ensuring the patient is taking their medications. Dr. Jenema and Peninsula take tangible steps to guarantee patients have what they need.

Challenges such as not having refills on medications or having medications that are too soon to fill are eliminated with Medicine-On-Time. These kinds of challenges can be controlled, preventing patients from receiving unexpected news about their prescriptions. Patients walk out of Peninsula with all their expected medication regimens in a convenient, color-coded package.

10. Grow Your Business

Tyler knows how to make an impact! The most successful campaign Tyler has launched to grow his business was airing high-quality television advertisements in his area. Tyler said it was a big investment, but changed the way his business grew. He created a specific Medicine-On-Time commercial of participants singing and holding the Medicine-On-Time package.

Another way Dr. Jenema grows his business is by "always seeking out places to speak to caregivers or patients," whether these places are local assisted living facilities or professional groups. He works with

local senior centers at least once per year before Medicare enrollment, and in the spring after open enrollment when people are on new plans. Tyler typically presents to a group of social workers or case managers about what his pharmacy does, what their adherence and compliance programs offer and about all other aspects of Peninsula Pharmacy.

The Possibilities are Endless

Whether you're new to the pharmacy industry or Medicine-On-Time, Dr. Tyler Jenema gave us some generous advice. Keep on reading to learn what he said!

If you're new to Medicine-On-Time...

"Make sure you have an adherence program. Have a technician learn the program and start slow. We [Peninsula Pharmacy] started with one patient who was going to transfer medication elsewhere that had a compliance packaging program. Based on the medication patients have, Medicine-On-Time can offset costs."

"If you have robust adherence program, bring in Medicine-On-Time and transition patients to Medicine-On-Time from day one. Solidify those patients to be Medicine-On-Time patients for as long as they're at home [not in an assisted living facility]."

"Identify one or a couple of patients and go from there. We [Peninsula Pharmacy] had 10 patients for the first six months, and then grew very quickly once we decided to expand the program."

Now you know the best kept secrets about Medicine-On-Time! Stay tuned for more exciting updates in the new year.

INTERVIEWED AND WRITTEN BY: JENNIFER DEMEO





How to Access Your Record Keeping Report



Medicine-On-Time's software offers many options to streamline your workflow and maintain records.

One versatile and important feature is the Record Keeping Report.

Finding the Record Keeping Report

The Record Keeping Report for multi-dose requirements can be found in your Medicine-On-Time software.

Here are simple instructions on how to find this report:

1. From the Labels and Reports menu, choose List
2. Select the CPMP Record Keeping Report option
3. Select the View icon
4. Enter a date range

Printing the Report

Printing select pages of the report can be accomplished by:

1. Clicking the Print Option window
2. Choose Pages
3. Enter the page or page range (i.e. 1, 5-8, 12-15)
4. Print!

You have successfully found and printed the Record Keeping Report.

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



Pesky Paper Jams

How to Prevent Them in Laser Printers



In a jam? Medicine-On-Time will get you out of it!

We have easy tricks on how to prevent paper jams in laser printers.

Here are some simple tips to save time and end frustration:

1. Keep the Edges Flat

Keep laser labels stored in their original, thin white boxes until they are ready for use. This ensures the labels' edges remain flat.

2. Don't Pack the Tray

Never fill the paper tray to the top. Placing about one and a half bound packs (75 standard labels) in the paper tray at once is ideal.

3. Remove the Completed Labels

Get into the habit of removing printed labels from the top of the printer tray. If too many labels are stacked on each other, they'll have nowhere to go and can lead to a paper jam.

Implement these tips into your workflow to ensure printing sessions run smoothly every time.

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 software tips!



Medicine · On · Time®
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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!

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