Medicine · On · Time®

— The Dose —

We Simplify Medication Management

October 2016

We're Here to Serve You!

This month we continue to highlight a new Medicine-On-Time customer, offer you an important software tip, and share pertinent information about keeping medications safe in a facility.

We strive to offer many solutions to streamline your pharmacy's workflow and simplify patients' lives. Our team is here to provide you with guidance from our dedicated and knowledgeable customer support team, consultative support for growth from our business development and account team and marketing assistance from our marketing team.

Success is right around the corner for your patients and your business! Enjoy!

Tip of the Month:
Customizable Named Times

Medicine-On-Time is no longer limited to displaying an hour value as an administration time: We have customizable named times.

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Customizable named times enable you to create a dose schedule for specific prescriptions. For example, instead of assigning a prescription that is given twice daily as 8 am and 8 pm, you can assign it with the words morning and nighttime. This feature allows you to continue filling prescriptions when the exact time of day is unknown.

Here are simple steps on how to setup customizable named times:

- Edit >> Named Times

- Right-click on Named Times >> Add

- Fill in the values

The named time is now available as a custom dose schedule for creating the dose schedules or selecting at the prescription level.

Do you have questions or concerns?

Please do not hesitate to contact our Customer Support Department at

800-722-8824 Option 2

Sort it Out

How Better Prescription Packaging Options Can Help Patients

How you package prescriptions matters. When you use adherence packaging solutions that help you sort, organize, label and track patients' medications, you can improve patients' lives—especially those on complex drug therapies.

One such medication synchronization and adherence packaging system is Medicine-On-Time, which offers standard and high capacity multi-dose blister cards that stand alone or work with a pharmacy automation system.

"The package itself has never been the focal point," said Peter Benjamin, director of business development at Medicine-On-Time, a compliance packaging and medication management company. "It's always been about making it simple and easy for the patient."

"But the package is critically important when you talk about multiple medications being taken, or multiple doses at various times throughout the day. Having all of that medication in one package that's labeled correctly, organized correctly, with the correct dose, at the right time and is color-coded by time of day, that's a huge improvement from what has traditionally been offered through pharmacies."

Packaging Benefits

Independents are always looking for new ways to differentiate their businesses from competitors, improve patient care and grow their profits. And, adding next- level medication packaging solutions that also promote medication synchronization can accomplish all three.

You can increase refills—even up to three or more refills per patient—with a medication synchronization and adherence packaging program like Medicine-On-Time. "Those two components lead to more refills per patient, which links directly to profitability and revenue for a pharmacy," Benjamin said.

Better medication packaging can also improve pharmacy workflow and procedures. Without a medication packaging system, you get what Benjamin calls "medication bingo."

"This is patients taking their prescription meds, spreading them out on a countertop, trying to figure out where to put the next dose for the next days or next weeks in pill organizers or bags, or even back into vials," he said. "It's very complex and it's very disconcerting. It can be equally as challenging for their family members who are their caregivers, as well. That's when we see incredible increases in misdoses, forgetting to take medication, running out of medication and failing to refill."

Helping Patients

Not only does adherence packaging combined with medication synchronization simplify the prescription refilling process for your pharmacy, it can also improve patients' lives, especially for individuals on complex medication regimens.

Benjamin said that almost any individual can benefit from medication packaging services. Any patient on a multi-dose medication regimen, even if he just takes multiple vitamins a day, is an excellent candidate. Others who can benefit include elderly patients in assisted living facilities, professionals on-the-go looking for organization and convenience and even children going to summer camp (or camp nurses managing multiple medications.)

"The missing piece of medication synchronization has always been the packaging," Benjamin said. "This is a great opportunity for pharmacies to pursue advanced patient care."

Many patients likely don't know that they can benefit from compliance packaging. Benjamin advises pharmacies to market and sell their unique medication packaging services. You can do this by creating marketing materials to distribute and share with patients and physicians.

Other marketing opportunities include attending health fairs and working with hospitals post-discharge to aid in transitions-of-care. "There are a plethora of opportunities pharmacies have to market and sell this service," Benjamin said. "The main point being that this will enhance and improve patient care."

Product Details

Medicine-On-Time helps pharmacies simplify medication regimens through its complete system, which includes compliance packaging, integrated software and an optional workstation.

Its two compliance packaging lines include standard and high capacity multi-dose blister cards. The standard size can hold up to six medications, and the high capacity size can hold up to 12. The packaging keeps medications airtight and the labeling system on the calendar cards features all the information you need to know, such as product name, strength, quantity, physical description and a photo of each drug contained in the calendar card.

"Both products have our perforated, detachable dose cups with patient-specific information and prescription history on the back of the dose cup," Benjamin said.

The detachable feature is key. "You don't have to take an entire calendar with you over lunch, at night or on the weekend," he said. "The dose is for that particular time period and they're color-coded."

And if your pharmacy already uses an automation system or if you're looking to add a pharmacy robot, Medicine-On-Time works with various automation vendors.

"We're not an automation company per se," Benjamin said. "We're in the medication adherence, compliance packaging and medication management business. But we do partner with select automation companies."

The company's new laser labels also make the product stand out. "Our new laser labels feature color printing, drug images or pill pictures, and patient photos that combine with our new clear coat blisters to give our pharmacy customers the ability to package and deliver patient-specific, multi-dose blister cards efficiently, consistently and compliantly," Benjamin said.

But you need more than just compliance packaging for a comprehensive service. Medicine-On-Time includes a robust workflow system that integrates with more than 50 pharmacy management systems and can handle complex dose schedules. "It's user-friendly and was developed with pharmacies in mind," Benjamin said.

"It may seem like a daunting task in the beginning to have a new software system, and all this packaging implemented in the pharmacy, but we have pharmacies up and running sometimes in a few days or even a week," he said.

The Costs of Compliance

Medicine-On-Time charges a monthly fee, which includes software, hardware components, training, installation and support. The consumables and additional supplies are purchased as needed. "The program pays for itself with as few as 15 patients," Benjamin said. "After that it can be a significant vehicle for additional revenue and profit."

If you're working on a limited budget, charging patients for packaging their prescriptions could mitigate some of the costs—and add perceived value.

"It really is contingent upon the population that's being served and not so much the reimbursement structure, but what the pharmacy is comfortable with charging or not," Benjamin said. "I've had pharmacies that charge nothing because maybe they're serving a population that can't afford even a nominal fee. I've had pharmacies charge anywhere from $5 to $35 a month for this service, or for the packaging or delivery fees. It really depends on the pharmacy, the population and what the acceptability of the charge would be for this type of enhanced service."

Packaging Can Improve Adherence

In today's environment, where more of your reimbursement will be tied to performance measures such as adherence, it's important to find ways to boost your patients' adherence rates. Compliance packaging and medication synchronization not only offer convenience for pharmacists, they can also improve patients' adherence.

Adherence leads to better patient outcomes and lower healthcare costs, as demonstrated in a February 2011 study published in the The American Journal of Geriatric Pharmacotherapy, where nursing home admissions were reduced by 66 percent and hospitalizations and ER visits also saw significant reductions when utilizing the Medicine-On-Time program.

"Medicine-On-Time is committed to improving patient quality of life through safe, accurate solutions to medication management," Benjamin said.

This article is featured directly from Elements magazine. To access the full article, please visit their website.

Pharmacy Profile
Marilyn Goulty from Cutie Pharma-Care

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Technology and Patient Care: The Effectiveness of Medicine-On-Time

Our friends at ComputerTalk highlighted Cutie Pharma-Care's insights about Medicine-On-Time in their May/June 2016 issue. Marilyn Goulty, one of the owners of Cutie Pharma-Care, discussed the advantages of implementing Medicine-On-Time's system into her facility's workflow.

Daniel Cutie, RPh and Marilyn Goulty, CPA founded Cutie Pharma-Care in 2002, and created their business plan around Medicine-On-Time's system. They knew the direct benefits of synchronizing patients' medications on a 28-day cycle, and the importance of utilizing technology to address patients' needs.

Streamline Your Workflow with Automation

Cutie Pharma-Care is a long-term care pharmacy headquartered in Greenwich, New York that provides pharmacy services to more than 20 care facilities throughout the Northeastern United States. Their staff are currently using the manual version of Medicine-On-Time, and have plans to convert to an automation solution. Medicine-On-Time offers automation solutions to streamline workflows and increase efficiency.

To Marilyn, the primary benefits of Medicine-On-Time's compliance packaging are eliminating missed medication due to synchronization and saving time on medication passes. "We have found that when a facility switches to Pharma-Care and Medicine-On-Time, the medication pass time is essentially reduced by 50% and there is a huge reduction in medication errors," said Marilyn.

Personalizing Long-Term Care Pharmacies

Marilyn further states how Medicine-On-Time's compliance packaging brings organization and synchronization to a patient's medication regimen, and becomes part of the main information flow for Cutie Pharma-Care's facilities. Pharmacy staff are provided with an accessible

and complete view of a patient's drug therapy treatments through Medicine-On-Time's system:

"The packaging process turns out to be a critical element in ensuring the pharmacist sees the complete patient...We're adding an extra level of care and the pharmacist gets to know the patient that much better. This is very important in a long-term care pharmacy because we aren't seeing and interacting with patients the way a retail-focused pharmacy does."

Serving Patients' Needs

ComputerTalk also highlights how Cutie Pharma-Care effectively identifies and serves patients' needs through Medicine-On-Time, their primary patient care focused program. Marilyn notes how Medicine-On-Time's packaging functions as the adherence driver, and synchronization as the outcome of the packaging process:

"The software we're using from Medicine-On-Time allows us to easily synchronize medication. Patients find it easier to take medication as prescribed. We are offering a higher level of care with multiple levels of checks due to the packaging…"

From focusing on patient care to eliminating time consuming tasks, Cutie Pharma-Care demonstrates the real value gained by using Medicine-On-Time.

Medicine-On-Time has helped grow hundreds of pharmacy businesses across the United States. Discover how your business can improve patient care and increase revenue today.

Original content is by Will Lockwood, the vice president and senior editor at ComputerTalk.

To read the full article, please visit ComputerTalk's May/June 2016 cover story feature. This post was summarized from ComputerTalk's full cover story on Technology and the Patient Care Process.

SMITH, JOHN
Fri May 27,   8 A
APAP 325MG
ASPIRIN EC 325MG
DIPHNHYDRMN 25MG
FERROUS SUL 325
IBUPROFEN 200MG
MULTI-VITAMIN

The Two Locks System
Medication Storage in Assisted Living Facilities

Safeguarding medication is important for your safety and others, especially when multiple medication passes occur on a daily basis.

In assisted living facilities, medication is required to be stored using the two locks system.

Classifying the Two Locks System

Most facilities count locking the door to the medication room as the first lock, and the lock on carts or cabinets inside the medication room as the second.

For residents who self-administer medication, the same rule typically applies. Medications need to be locked in a safe inside the resident's private room. When the resident is not in their room, the door needs to remain locked.

Safety First

The layer of safety for the two locks system is to ensure medications cannot be obtained by those for whom they were not intended.

If you are seeking safe medication storage options for your facility customers, we can help! Call our Customer Service Department at 1-800-722-8824 Option 2.

Software Hacks
Navigating the Drug Forecast Report

The Drug Forecast report is a tool in Medicine-On-Time's software that allows you to have control of when you order inventory for a specific group of patients.

The information listed on this report is valuable when you are preparing for the next cycle. Here are a few tips to help you get the most out of this report:

- The quantity listed is for the total number of tablets you will need to have in stock to complete the specified group of patients. Use this number to evaluate what you currently have on your shelf before you order the amount needed.

- Once your order has been placed, compare your generic NDC numbers against what is actually arriving to your pharmacy. If any of the numbers have changed, update the patients on that specific NDC before you print the labels.

- Look at the bulk prescriptions on the Drug Forecast report. If any of them are routine medications, you may want to see if you have any on the shelf. Routine bulk medications may be kept on cycle as well.

This report can be printed directly from the Work Calendar or from the Labels and Reports sections of your software. If you have any questions about these features, our Customer Support Department is available to help at 1-800-722-8824 Option 2.

Grow Your Business
How to Grow Your Business with Social Networks

Are you ready to start marketing your pharmacy business using social media? Not sure where to begin? We have five tips to get you started and keep it going.

1. Create Valuable Content

The easiest way to create content that your customers want to read is to understand what their biggest challenges are.

Offer solutions to those challenges and if you're unsure, just ask!

Surveys are a great way to gain a better understanding of what your customers are looking for. If you are new to the industry or community, try using a survey to build an understanding of your customers so they keep coming through the door. There are free survey platforms such as Survey Monkey to get started quickly.

2. Promote Your Social Pages

It's important to remember that each potential customer may find you in different ways. Make sure to include your social icons everywhere. A Follow Us button is great for your website. Adding social icons to your print ads, business cards or on the door of your storefront are simple ways to expand your reach with little cost to you.

3. Interact with Followers

Build your connections by liking and following others in your network. It's also important to interact with anyone who comments or likes your posts. This not only helps build engagement and credibility to your followers, but also exposes your brand to others that may be searching for your offerings. Don't forget to link over to your website so they can learn more about your services.

4. Add a Personal Touch and Build Connections

Adding a personal touch to your social interactions is always a good idea. Images of your storefront, pictures of new employees or welcoming a new customer are a few great examples. Cross-promotion is also an option if you work closely with a facility or physicians' group.

5. Promotions

If you have a retail side to your business, promotions are a great way to get new customers in the door and keep the old ones coming back.

The simple approach of "like our Facebook page and get $2 off your next visit" is easy for you and the customer. The customer would simply present the page to you at checkout. Simple and easy for everyone!

Social media can be as involved as you want to make it. The most important thing to remember is consistency. Simple posts each day is what will build your brand and help your website become easily searchable. Be consistent and make sure the content is relevant to your pharmacy business and community. The content does not always have to be business related, but it should always align with your overall message.

Good Luck!

Would you like to learn more about how to grow your pharmacy business?

Beginning in October, Medicine-On-Time will host a monthly marketing meetup to bring pharmacy owners and staff together to discuss growth opportunities. Participation is limited! If you're interested, please email our Marketing Manager, Gina VonEye, at: gina.voneye@ medicineontime.com

Formal communications will be sent out the first week of October. We look forward to hearing from you!

We Are Hiring!

Medicine-On-Time is looking for a new Customer Support Representative!

Position Available:
Customer Support Representative

Medicine-On-Time is now accepting résumés for a Customer Support Representative!

Ideal candidates will have:

- Hands-on Medicine-On-Time software and hardware experience in a pharmacy setting

- A strong knowledge base of computer technology, components and troubleshooting issues with computers

- Willingness to educate and train customers on the Medicine-On-Time software

- Ability to offer efficiency solutions to the pharmacy workflow process

- Ability to handle multiple tasks at one time including high volume customer support calls with a rotating schedule

- Education level: Associate Degree or higher

Interested candidates should e-mail their résumé to:
michael@medicineontime.com

We look forward to hearing from you!

Medicine · On · Time ®

Filled With Confidence

Want More Information?

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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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