

Customer Testimonial

Medication Synchronization and Pharmaserv Improve Patient Outcomes at Fulmer U-Save Pharmacy

Organization

- Fulmer U-Save Health Mart Pharmacy
- Independent pharmacy located in city of Holdrege, Nebraska

Solution Spotlight

- Pharmaserv™
- Medication Synchronization integration with Pharmaserv
- Adherence Performance Solution
- Clinical Programs Solution

Critical Issues

- Optimize operations within the store
- Increase workflow efficiency
- Increase levels of patient adherence
- Manage inventory better
- Improve patient outcomes
- Enhance connections between pharmacy and its patients

An Improved Experience

- Prescriptions filled in automated, efficient manner
- Pharmacy operations stay organized and structured
- Higher proportion of patients enrolled in med sync program resulted in better care
- Achieved better communications between pharmacy and patients



Paul Fulmer is owner of Fulmer U-Save Pharmacy, an independent pharmacy in Holdrege, Nebraska. Recently, he participated in beta testing of the medication synchronization functionality in Pharmaserv™. He found the system extremely effective. “The more patients you get enrolled into a med sync program, the more it helps your business,” Paul says. Improving patient outcomes, managing inventory efficiently, and optimizing workflow translates into stronger business for Paul and better health for his customers.

McKesson Pharmacy Systems spoke with Paul at McKesson ideaShare 2017, in New Orleans. Asked why he chose to attend ideaShare, Paul replied: “McKesson makes a significant investment in us, the pharmacists. This is a chance for us to network with peers and with vendors, to receive instruction, and to learn more about the pharmacy management systems we use. It’s hard to *not* attend the show.”

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APS and CPS Platforms Enhance Efficiency and Data Analysis

In addition to testing the med sync capabilities in Pharmaserv, U-Save Pharmacy uses the McKesson Adherence Performance Solution (APS) and Clinical Programs Solution (CPS) platforms, also both fully integrated into his Pharmaserv application.

“CPS is a platform that allows integration with other software into Pharmaserv, in a real-time manner, which provides us with data at the point of dispensing,” Paul says. He comments on how CPS and APS work together in Pharmaserv: “APS is a dashboard that McKesson has created containing real-time patient information dealing with adherence, dealing with high

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risk meds, and with different categories of things you want to look at that affect how your pharmacy is graded and reimbursed by third parties.”

Having this information in one place is vital for Paul. “The CPS program puts information at my fingertips as I am dispensing for a given patient. The CPS software alerts me to a patient who is not compliant within a particular category. By doing this, the software allows me to do something right then at that point with the patient while I am dealing with that prescription.”

“I really like the Pharmaserv software. I’ve been using it at my store since 2011. The med sync integration is a fantastic update and will allow me to do a number of things better. I love it,” Paul says.

He continues, “I needed a way to keep track of my med sync patients, and I needed a way to identify what patients were the outliers and which ones were causing compliance issues. The Med Sync program that is integrated with Pharmaserv means your med sync data is not separated from your pharmacy billing software. It’s so much easier now to get the information you need because you’ve got all that data in one place.”

Serving Customers More Efficiently

Getting patients enrolled in the med sync program has not been difficult for Paul. “For the most part, it has been an easy sell to the patients. Anything we can do to minimize their trips into the pharmacy is highly valued. Most people are thrilled to reduce their trips to the pharmacy, even when most of our customers only have about a 7-minute commute.”

Paul adds, “When filling prescriptions for people in surrounding areas, it’s even more convenient for them to get on the med sync program, since their commute is longer.”

The Med Sync program also helps Paul with management and operations. “I monitor my inventory several times per week,” Paul says. “By targeting patients who are on high-dollar, brand-name medications over the course of about one year, we were able to help reduce inventory by pretty close to \$100,000.” This represents significant savings in time and money for Paul.

“With Pharmaserv’s med sync program, we didn’t have to order that \$2,000 bottle of medicine and have it sit on the shelf for a whole month. With the sync program, you can place your order 5 days in advance, and you start to fill your prescriptions and get the stock into the store in a more efficient manner.”

McKesson Products Provide Answers

“It’s not hard to add patients to the Med Sync Pharmaserv program. During a two-week period, I got about 75 new patients added. Prior to that time, we had entered about 225 patients in there, and now I am up to about 400 total.” Paul underscores the importance of getting patients into a med sync program, pointing out that it helps his business, and helps improve patient outcomes.

“The more people you get into your sync program, the more it helps. The more you can work at it at your own pace, the better it is. We are doing about one-third of our prescriptions in the sync program. I like to come in a bit before the store opens and knock out those med sync prescriptions. That really frees me up to do other things once the store opens.”

Savings and results may vary by pharmacy and may not be representative of all installs.

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