

Customer Testimonial



McKesson Pharmaserv System Helps Wyandotte Drugs Improve Patient Outcomes

Organization

- Wyandotte Drugs
- Independent pharmacy located in Wyandotte, Michigan, a few miles south of Detroit

Solution Spotlight

- Pharmaserv
- Adherence Performance Solution
- Integrated medication synchronization feature
- MPS Thermal Label printing

Critical Issues

- Desire to produce better outcomes for patients
- Increase levels of patient safety and security
- Desire to enhance connections between pharmacy, physicians and patients
- Goal of improving adherence levels of medication regimens

An Improved Experience

- Prescriptions filled in automated, efficient manner
- Pharmacy operations stay organized and structured
- Saved patients money
- Increased patient adherence rates
- Improved relationships between patients, pharmacists, and physicians
- Extensive reporting used regularly



Nehal Patel is owner of Wyandotte Drugs, an independent community pharmacy located just south of metropolitan Detroit. Nehal opened the pharmacy in 2009 with a desire to forge stronger relationships with his patients and with local physicians in the community. McKesson’s Pharmaserv system helps him with an organized pharmacy workflow, an integrated point of sale solution, adherence reporting metrics, medication synchronization functionality, extensive reporting capabilities and more.

Recently, Nehal attended the McKesson ideaShare 2017 show in New Orleans and shared some of his thoughts about the Pharmaserv system and the benefits of attending the show. Nehal also commented about the current state of community pharmacy and where he sees the industry headed in the future.

“Nehal is proud to report that over the course of two years, his pharmacy saved customers more than \$300,000 in out-of-pocket costs. That’s a huge savings for his patients, driving customer loyalty and improving his business, and improving overall patient health.”

Why Should a Pharmacist Attend the McKesson ideaShare Show?

“McKesson ideaShare is an ideal platform for us to get to meet other community pharmacists and share our thoughts and ideas,” Nehal said. “It gives us a look at the future. We can discuss new ideas, new regulations, upcoming trends. It provides us a chance to meet generic manufacturers, technology people, product managers, compliance specialists; even some PBMs attend. The show is a great opportunity to meet all kinds of different people in the industry and to network.”

McKesson Products Provide Answers

Wyandotte Drugs has used the Pharmaserv application and the Navigator workflow module for the past five years. Nehal values several key attributes within the system. “I like that it is Windows-based,” he said. “It is

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fairly easy to learn, and I'm confident that all my patient and business information is secure.”

In addition to these features, other aspects of the Pharmaserv application appeal to Wyandotte Drugs. The system is flexible, intuitive, and affordable. Nehal emphasized the importance in today's industry of serving patients better, increasing adherence ratings, improving workflow, and improving overall health outcomes. An efficient, affordable pharmacy management system is integral to achieving these goals.

One of Wyandotte's primary goals is enabling customers to be more compliant. A big part of that goal revolves around making medications more affordable for their patients. Nehal is proud to report that over the course of two years, his pharmacy saved customers more than \$300,000 in out-of-pocket costs. That's a huge savings for his patients, driving customer loyalty and improving his business, and improving overall patient health.

New Product Features and Innovation

Nehal attributes a large part of these cost savings to Pharmaserv and the Navigator workflow. He spoke about how the application is constantly evolving and improving. Citing three specific examples, Nehal mentioned the Mobile Delivery feature, the integrated Clinical Programs Solution (CPS) module, and the new integrated medication synchronization functionality.

“With these types of features and functionality constantly being implemented, we can rest assured that Pharmaserv is going to match industry standards,” Nehal said. “I know that with the med sync program, it allows us to more readily identify when a change in a medication regimen occurs and we can reach out to patients more effectively.”

“The Pharmaserv med sync feature will help ensure patients have to make less trips to our pharmacy, saving them and us time. It also allows our pharmacy to plan the ordering of our inventory, and to better plan for how we can counsel patients. It gives us more time to take care of patients in a more clinical way,” he continued.

Building Relationships

Nehal sees the role of community pharmacies as an expanding one. He feels independent pharmacists need to reach out to local physicians and patients in new ways. Nehal explained: “When I go meet a local physician, I say to them: ‘What can I do to help your patients live a better life?’” By doing this, Nehal asserted that the personal relationships he builds between the physicians, the pharmacist, and patients need to be strengthened continuously, and Pharmaserv helps his store accomplish this. These stronger relationships lead to stronger business for Wyandotte, and most importantly, to better patient health.

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

