

What do patients like about the model?

CONVENIENCE (*The #1 answer*)

“My patients love the convenience of only having to make one trip to the pharmacy every month. It’s *one and done*—one visit, one bag of prescriptions, one payment. What could be easier?”

“One of my med sync patients is on over 20 medications. He loves the program because he doesn’t have to call in 20 different prescription numbers. We take care of making sure he has what he needs every month, and he never has to worry about running out of his medications. It’s hassle-free.”

“We initially targeted patients who were on lots of medications. However, we quickly found out it works for *anyone* who wants to save time. I have patients on the program who only have a couple of prescriptions filled every month. They don’t want to bother with calling in refills, and now they don’t have to. We simplify their lives.”

ORGANIZATION

“Caregivers especially like the program. Many are overwhelmed with the responsibility of keeping up with their elderly parents’ medications and waiting for doctors to get back with them about refills. With med sync, they are up-to-date on what their parents should be taking and when, and having it all neatly packaged for them once a month helps them stay organized. They tell us it relieves some of the stress they have in caring for their parents. ”

“There is a nurse who comes in to get all the prescriptions for the patient she cares for. She used to have to keep track of her patient’s multiple medications, place all the refill requests, make numerous trips to the pharmacy to pick up the medications, and package them up to dispense to her patient daily. We have eliminated half of her work! Everything is organized and ready all at once, so she can easily package the daily doses.”

“I have a busy professional couple on the program—he’s a judge and she’s a lawyer. They are both on multiple medications, and she told us she was having a hard enough time keeping up with what *she* was supposed to take without also having to worry about whether her husband was receiving his proper medications. She convinced her husband to join her in the synchronized refill program to give them the structure they needed to stay organized. It’s working well for them.”

PERSONAL TOUCH

“My patients like *not being a number*. They feel like somebody really cares about them and their health, and they appreciate having someone checking in on them every month and intervening with the doctor on their behalf, when necessary.”

“My med sync patients tell me they feel like they have their own *personal pharmacist*! I consider that to be quite a compliment. I also know that I’m providing a service to my patients that they can’t get from the large chains, and that builds loyalty.”

“The program helps build personal rapport and trust with patients. They feel more comfortable now asking me questions, and letting me know when they’re confused—and even confessing when they’re not taking their medications the way they should. It creates an opportunity for me to reach out to them, to counsel, to make recommendations. They like that personal touch.”

How has ABM helped or changed the way you interact with patients?

MORE COUNSELING TIME / BETTER PATIENT CARE

“The program has given us more control over our workflow and better efficiency. It has also allowed us to be more aware of our patients’ total healthcare picture. That puts in a consultative role with our patients—asking questions, making recommendations. We’re in a position with our med sync patients to know if they are taking too much or too little of their medications. We can now *catch and counsel!*”

“I had a patient who began contacting me several weeks before her appointment date each month to say she needed a refill on a particular pain medication. Since she was taking 11-12 different medications, I wondered if perhaps she was getting confused and inadvertently taking double the amount that was prescribed. I questioned her about it in consecutive calls, which caused her to pay more attention to that one prescription during the next month. She subsequently discovered that someone in her household was stealing her medication! If she had not been on this program of systematic refills and having regular discussions about her medications, she may never have uncovered the problem.”

“The program has allowed me to spend time with this core group of patients every month and develop a more personal relationship with them. I can focus on their needs, and in turn, they feel more comfortable opening up to me about their health issues and experiences with their medications. For example, in one conversation, a patient mentioned that she was taking aspirin. Because I had access to her medical profile and was familiar with the medications she was taking, I was able to counsel with her about the potential risks of combining aspirin with her other prescriptions. I feel like I performed a valuable service for this individual.”

“In one of our monthly discussions, a patient told me she had had a bad reaction to a particular medication and did not want it refilled. She had never mentioned it to her doctor—she simply stopped taking the medication that had been prescribed. I was able to contact her doctor, explain the situation and have her medication changed. My intervention is making a difference for this patient.”

How has the program impacted medication adherence?

“One especially harried daughter who was caring for her diabetic father thanked me for setting him up on med sync. She told me she *just couldn't keep up* with everything he was supposed to be taking and why. Her dad is now doing better with his diabetes, and she credits the structure of the program and the monthly *check-in* phone calls for the improvement in his health.”

“I had a patient with high blood pressure that was hard for him to keep under control. His doctor gave him a new prescription for an expensive new blood pressure drug. He fretted about the cost and the possible extra co-pays to get that medication in sync with his others--to the point that he was ready to abandon it before he even gave it a chance. It took me two months to get him synchronized, a small supply of free pills to help him over the cost hurdle, and a lot of *hand-holding* to convince him to stay on the new drug, but he stuck with it and he's healthier for it today.”

“I may hold the record for enrolling the patient with the most prescriptions—she is on 50 different medications! She had been referred to us by her nurse/caregiver who heard about our program and knew the patient could benefit from the organization. You can imagine the challenge we had in synchronizing all of those prescriptions in the first few months. However, in looking at the range of medications and coordinating with her doctors, we were able to identify potential problems with drug interactions and have a few of her medications changed and several eliminated. We talk at length each month with the patient and her nurse about her progress; her nurse reports the program has helped immensely in keeping her on her medications.”

“I think most patients *want* to be compliant, but for a variety of reasons, some just aren't. They forget. They can't afford what has been prescribed. They get confused, especially when they have many different medications to take. The med sync program really helps keep them on track, and lets me know what's going on with them so I can help eliminate the adherence obstacles.”