



Hello and thank you for tuning into this week's podcast. Last week we shared details about our [Medicine-On-Time \(MOT\) prescription packaging system](#) that works amazingly well to organize even the most complex medication regimens. MOT has two components; (1) the calendar card packaging layout and (2) the synchronization of all routine/maintenance medications so that we can fill and package all of them on the same day. This second part is what has led to the launch of our new *iRxSync* service.

### What is *iRxSync*?

The *iRxSync* name came from the concept of this service which is *i*ntelligent prescription synchronization. It is commonplace to get a prescription issued by the doctor and come to your local full service pharmacy to get the prescription filled. Depending on when you visit the doctor, the fill dates may come over different times of the month. Further most insurance company restrictions limit when you can get a refill so that you may be forced to come to the pharmacy at the first of the month for your blood pressure medication and the middle of the month for your cholesterol medication. In addition to timing there are also issues of forgetting to order refills, rx's running out of refills and needing authorization from the doctor. While we have developed tools to assist in this process, such as email refill reminders and online refills, these solutions still require time and attention to ensure that everything actually gets refilled. Multiply across a family and there can be many steps and trips involved with

simply getting your prescriptions home. So, with [iRxSync](#), our pharmacist-led team is offering to PROACTIVELY manage the whole process for you and your family!

### **How does [iRxSync](#) work?**

Our staff has been performing the synchronization part of our Medicine-On-Time service for over 7 yrs. We have taken that depth of knowledge to develop a streamlined process that will easily allow you to enjoy the benefits of having your routine meds filled at the same time.

When you first sign up for [iRxSync](#), our team will help select a date based on your current schedule and your insurance company restrictions. In some cases it may take a few weeks to get all your meds synced. After synchronization has been achieved, we then begin to monitor your complete regimen. Nine days before you are scheduled to run out, we evaluate your profile to ensure all the prescriptions have refills. If they don't we contact the doctor. Then, we look to determine the date that you actually last picked up the prescription. This is important because many times the day we fill a prescription isn't the day you pick it up. This step ensures we select the correct date for the next refill. Once we have received the necessary authorizations back from the doctor we schedule all of your [iRxSync](#) medications to be filled automatically 4 days prior to your bottle running out. For example, if you are due to run out the 10<sup>th</sup> we will fill the 6<sup>th</sup> if your insurance allows. This time period allows sufficient flexibility to account for weekends, holidays, and situations that require a special order. Having this time also ensures you will never have to experience a partial fill of a medication due to stock issues. Finally, once ALL of your [iRxSync](#) medications are on the shelf awaiting pickup, we will send a text message or email out letting you know they are ready when you are.

### **How do I sign up for [iRxSync](#)?**

We just need a very short and simple form filled out to determine which medications you wish to have us manage in the [iRxSync](#) program. The form is available on our [website](#) and [facebook](#) pages. Simply present the completed form to one of our pharmacy team members and we will get you enrolled!

### **[iRxSync](#) Summary**

Our staff has always believed in providing as many service offerings as possible. Things like, [email refill reminders](#), [online refills](#), automated phone system, [pickup notifications via text message](#), contacting pharmacist by email, and much more. [iRxSync](#) shifts the paradigm from having our customers with the sole responsibility to get medications filled to a system in which our pharmacist led-team works collaboratively with you to deliver a simplified, coordinated process that makes managing your prescription therapy much more manageable.