

Med Sync Routine

01

We Contact you 7 Days Before You Run Out To...

- Inform you of what day your medications will be ready.
- Address questions regarding your medication therapy.
- Inform you of medications we weren't able to get refills on so that you may contact your doctor directly to acquire refills.

02

You Should Inform Us As Soon As Possible of:

- Medication Discontinuations.
- Medication Changes.
- Medication Excess greater than a full sync supply.
- "As Needed" Medications you would like to be included in the upcoming sync fill.
- Questions you have about your medication regimen

03

Medication Ready!

- If no changes are communicated then we will have your medication ready as informed on your pickup day!

Your Sync Manager is:

Call me with any questions!

Your Sync Supply Is:

- 14 Day Supply (Hospice Patients)
- 28 Day Supply (Same Day Every 4 Weeks)
- 30 Day Supply (**Monthly, Best Results!**)
- 90 Day Supply (When Insurance Allows & Providers Give sufficient Refills)

Your Preferred Communication Method Is:



RX Local is our Mobile App!

- 2-Way Messaging "HIPAA Compliant"
- View Profile
- Order "As Needed" Medications
- Set Reminders



Text Message

- 2-Way Messaging (Pharmacy to Patient)
 - Abbreviated Information for HIPAA
 - Text Informing of Prep & When Ready
- Phone Call Back May Be Necessary



Phone Calls

- 2-Way Calls
 - Automated Calls when RX's Ready
 - Call Attempt Made before RX's Filled
 - We Always Take your Calls Regardless!



Medication Synchronization

A patient Centered Medication Model



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Sunshine Pharmacy is not affiliated with any medical practices, drug manufacturers, or drug wholesalers. Please call Sunshine Pharmacy with any questions. Any prices are subject to change.

OUR MISSION

At Sunshine Pharmacy, we provide an extra level of care by not only helping you and your family members get quality medications you need but also by guiding you in adhering to your medications and getting immunizations regularly. Through this, we are hopeful that we'll help you live better lives.

WHAT IS MED SYNC?

It's a **proactive & coordinated** refill program where your medications are filled so they **run out at the same time**. Refills are automatically requested in advance and medications are ordered, filled, and ready for pick-up before you run out!

HOW DOES IT HELP?

Reduced Trips

by getting everything all at once

Reduced Frustrations

by avoiding drugs being out of stock

Reduced Office Calls

by automatically requesting doctors refills in advance

Better Understanding

by speaking one-on-one about your entire regimen

Better Care

By taking the time to answer any questions you have and conducting monthly comprehensive drug therapy reviews



SUNSHINE
PHARMACY

Why Do We Sync?

Outcomes

Patients who have access to their medications without much hassle, trouble or confusion, also have an easier time taking them the correct way.

Patient Satisfaction

Likewise, patients are happier with our services because there is less coordinations. Less confusion and less trips to the pharmacy! Your personal, designated pharmacist or tech is always ready to address your questions and concerns.

Insurance Compliance

Insurance companies and pharmacy benefit managers now penalize patients, providers and pharmacies when important medications aren't taken correctly. Synchronizations ensures our pharmacy is doing what we can to help our patients understand their medication regimens better and how to take them correctly.

How Do I Start?

Med Sync is started by picking a day and filling all meds to run out on that day by "short-filling". Once this happens we will fill and maintain that schedule moving forward.