

5

ways to improve pharmacy **PRODUCTIVITY**



Sometimes it's the little things that slow us down without us even knowing it. For example, you may realize that your pharmacy's workflow is too slow or not running as smoothly as it should. But what can you do to improve your productivity?



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Red. Set. Go!

Consider the following 5 modest changes that will increase efficiency:



1

Optimize Refills

When you implement medication synchronization, coordinating prescriptions for once-a-month pickup, then set your pharmacy management system to automate refills and use tools like IVR to do reminder callouts, you get more of the good stuff: higher fill rates, more predictable workloads and inventory needs, regular chances to review the patient's medication usage, greater patient adherence, and more positive health outcomes. You also get less of the bad stuff: multiple deliveries and patient trips to pick up medications, unclaimed prescriptions and hard-to-manage inventory demands, and increased risks to patients from complications and disease progression because of non-adherence.



2

Introduce Business Analytics

All the prescription transactions you create have data associated with them, creating a rich source of information for decision-making. You can use the data to track patient adherence, the financial effects from new and lost patients, services that are leaking revenue, potential profit gains from purchasing different drugs, and much more. Insights like these generally require business analytics or intelligence software, such as Mevesi®. It integrates data sources from prescriptions, point-of-sale, accounting, and claims to instantly analyze any aspect of your business in real-time. Reports, dashboards, and scorecards clearly display how well your pharmacy is operating.



3

Automate Prior Authorization Requests

Imagine a prior authorization taking about 2 minutes instead of 15 by using electronic prior authorization (ePA). Lighten the burden of making phone calls or completing handwritten forms to secure prior authorization, saving your staff up to 3 hours a week. As another benefit, ePA boosts health outcomes by reducing prescription abandonment. Patients leave your store on the first visit with medication in hand.





4

Control and Manage Inventory

Inventory management has a direct impact on your store's operations, so make sure you have – and are using – inventory control tools in your pharmacy management system. Your system should automatically decrease inventory numbers as you fill prescriptions and reorder automatically based on triggers you set up. You should also be benefiting from electronic purchasing and receiving, automation of return to stock, and reports such as daily sales and the costs associated with stocking certain items.



5

Simplify the Signature Process

Requiring multiple signatures not only slows down your pharmacy's productivity, it can be inconvenient and annoy your customers. Do your patients have to sign more than once for prescriptions and credit/debit and FSA card transactions? With a point-of-sale system that only requires one customer signature for card transactions, PSE logs, prescriptions, and counseling, you can speed checkout and greatly improve your customer service.



For information on how QS/1 can help, call 866.691.5947 today!

