Customer Testimonial

Scripts Pharmacy Uses Pharmaserv™ to Manage Business Better

Organization

- Scripts Pharmacy
- Independent pharmacy located in city of Bardstown, Ky., about 45 miles southeast of Louisville.

Solution Spotlight

- Pharmaserv
- Medication Synchronization functionality

Critical Issues

- Increase workflow efficiency
- Increase levels of patient safety and security
- Enhance connections between pharmacy and its patients
- Improve adherence levels of medication regimens
- Build new business opportunities

An Improved Experience

- Prescriptions filled in automated, efficient manner
- Pharmacy operations stay organized and structured
- Extensive reporting available, including daily sales by site, department, class and item
- Better patient outcomes
- Improved relationships with patients, local physicians, and community

Alison Shirley is owner of Scripts Pharmacy in Bardstown, Ky., a small community about 45 minutes from Louisville. Alison has been using McKesson Pharmacy Systems' Pharmaserv application for about two years. She appreciates the system's flexibility, ease of use, and the fact that new staff grasp the basics very quickly.

Ease of Use in a Pharmacy Management System.

Describing some of the advantages of the Pharmaserv™ application, Alison commented, "Pharmaserv is very user-friendly. A new staff member can learn it over a 9-hour shift and quickly know enough about the system to get through the day." In addition to talking about Pharmaserv, Alison provided some general thoughts about the community pharmacy business while she attended McKesson ideaShare 2017 in New Orleans recently.

"We're not just putting pills in a bottle anymore," she said. "We are actually talking

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about and focusing on the whole overall health of our patients. And that's a key difference."

Improving Adherence and Overall Patient Health

Alison touched on several ways Pharmaserv helps her provide better care for her patients. Focusing on one piece in particular, she said, "I love the Autofill feature—the automatic refill feature that Pharmaserv has integrated into the system. It helps us reach out to patients and notify them that their prescriptions are due for refills. This helps us make

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"I'm also very much looking forward to the integrated medication synchronization program within Pharmaserv," Alison said. "This functionality should help us even more within the realm of patient adherence."

Clinical Solutions and Services

Scripts Pharmacy offers an array of clinical services and programs. They provide adherence packaging upon request, a voice recognition program, a full website and a mobile app to place refill orders, and offer various immunization services, such as shingles, pneumonia and Tdap vaccinations. Commenting on the med sync functionality in Pharmaserv release 7.6, Alison said, "I can take patient data and information from the med sync program to physicians and prove to them that Scripts Pharmacy is reaching out to patients in innovative new ways. This can help us get new referrals from physicians and help build our new clientele base."

Robust Reporting Functionality

Alison also spoke about another area of key functionality in the Pharmaserv application. She discussed the benefit of having a large selection of reports to run in the program, and she appreciates the wide variety of types of information stored in the program.

"There is a tremendous amount of data available to us in Pharmaserv," she said. "We can create patient tax reports, which are typically requested by customers multiple times per week. We can create detailed patient reports about medications and how our patients are using them."

"We can generate these in a few minutes, without the patient having to wait a couple days for the information. This helps them with issues like compliance and education, and helps us stay in touch with their issues and needs. Ultimately, having access to this type of information leads to better patient outcomes."

The State of Community Pharmacy in the Future

"What excites me about pharmacy is that it's growing and taking off in a variety of avenues. Of course, we still have to put pills in a bottle, but there are so many other ways we can take care of our patients. Learning how to do that—to take care of the overall patient, and not just make sure they take their meds as they should—is the direction I see community pharmacy going."

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