**Pharmacy Workflows Strategies**

***Best Practice: Medication Synchronization***

* Optimize all patients already enrolled in medication synchronization &, if allowed, moving fill dates 2-5 days earlier to ensure refills & manage potential drug shortages
* Any patients that are considered “at-risk” (older adults > 65 yo and any patient with serious underlying medical condition such as heart disease, diabetes, and lung disease) should be enrolled in med sync with the appointment-based model and provided home delivery.
* At-risk patients should receive ongoing monitoring and regularly scheduled follow-ups to determine if their medications are keeping their medical conditions stable during the pandemic
* If at-risk patients test positive for COVID-19, monitoring should occur every 72 hours, coordinated with any other providers, along with medication adjustments if needed to keep patients’ medically stable

**Protocol Example**

**Pharmacy Workflows Strategies**

***Medication Synchronization***

**Purpose:** During the COVID-19 pandemic, it is important the we ensure that our patients are able to access their medications, have refills, medications are available, and patients receive enhanced services to ensure medication optimization especially if they contract the virus.

**Goal:**  Optimize medication synchronization for all patients already enrolled and ensure that at-risk patients are enrolled in medication synchronization and the appointment-based model

**Process:**

* **Identify at risk patients (> 65 yo and any patient with serious underlying medical condition such as heart disease, diabetes, and lung disease**)
  + Enroll these patients in medication synchronization
  + Initiate the appointment-based model
  + Provide ongoing monitoring and follow-up based on patient’s clinical presentation
* **Maximize the medication synchronization program with adjusted processes during the pandemic**
  + Filling medications 2 to 5 days earlier than normal fill
  + Monitor refills
  + Monitor medication shortages
* **During call with patient, check on other supplies needed**
  + Hand sanitizer, thermometer, OTC products, etc
* **Utilizing home delivery or mailing (**[stamps.com](http://www.stamps.com/)**)**