



IMPROVING YOUR PHARMACY PROCESS, EVEN AMIDST COVID

Despite the obstacles posed by COVID, the increased focus on health and safety has also presented an opportunity to evaluate and improve operational efficiency and decrease liability for your community.

1 EVALUATE NEEDS & MAP OUT A STRATEGY

Whether you're starting out with a new pharmacy partner, or reassessing your existing partnership, there are several elements of the workflow process that should be evaluated including:

- eMAR integrations and other optimization opportunities
- Resource gaps and needs
- Transition timeline
- Expectations for ongoing support post-launch



COVID: TURNING CHALLENGES INTO OPPORTUNITIES

The onboarding process of a new partner is typically done in person. However, keeping health and safety in mind, many communities have transitioned to virtual communication, allowing partners to:

- Minimize exposure and disruption to safety protocols
- Provide more flexible and efficient communication
- Streamline training processes through virtual onboarding and educational sessions

2 INTEGRATE & OPTIMIZE TECHNOLOGY FOR LONG TERM SUCCESS

With the right amount of training and ongoing support, technology integrations allow staff to spend less time sifting through information and more time engaging with residents and family members. Integration and optimization benefits include:

- Increased accuracy and fewer medication errors
- Offloading of mundane tasks
- Improved team satisfaction
- Increased efficiency
- More time to focus on holistic care through wellness programs and resident engagement
- Enhanced access to insightful industry information



COVID: TURNING CHALLENGES INTO OPPORTUNITIES

Without proper integration, eMAR can become a hindrance in the overall workflow, especially without proper tech support on-site. The transition to virtual communications gives communities the opportunity for continued support and education through:

- Pre-recorded virtual trainings and educational resources
- Live virtual family nights and training sessions
- Webinars to support continuing education and stay up to date with industry knowledge, regulations, and innovations
- Flexible, timely support from pharmacy partner

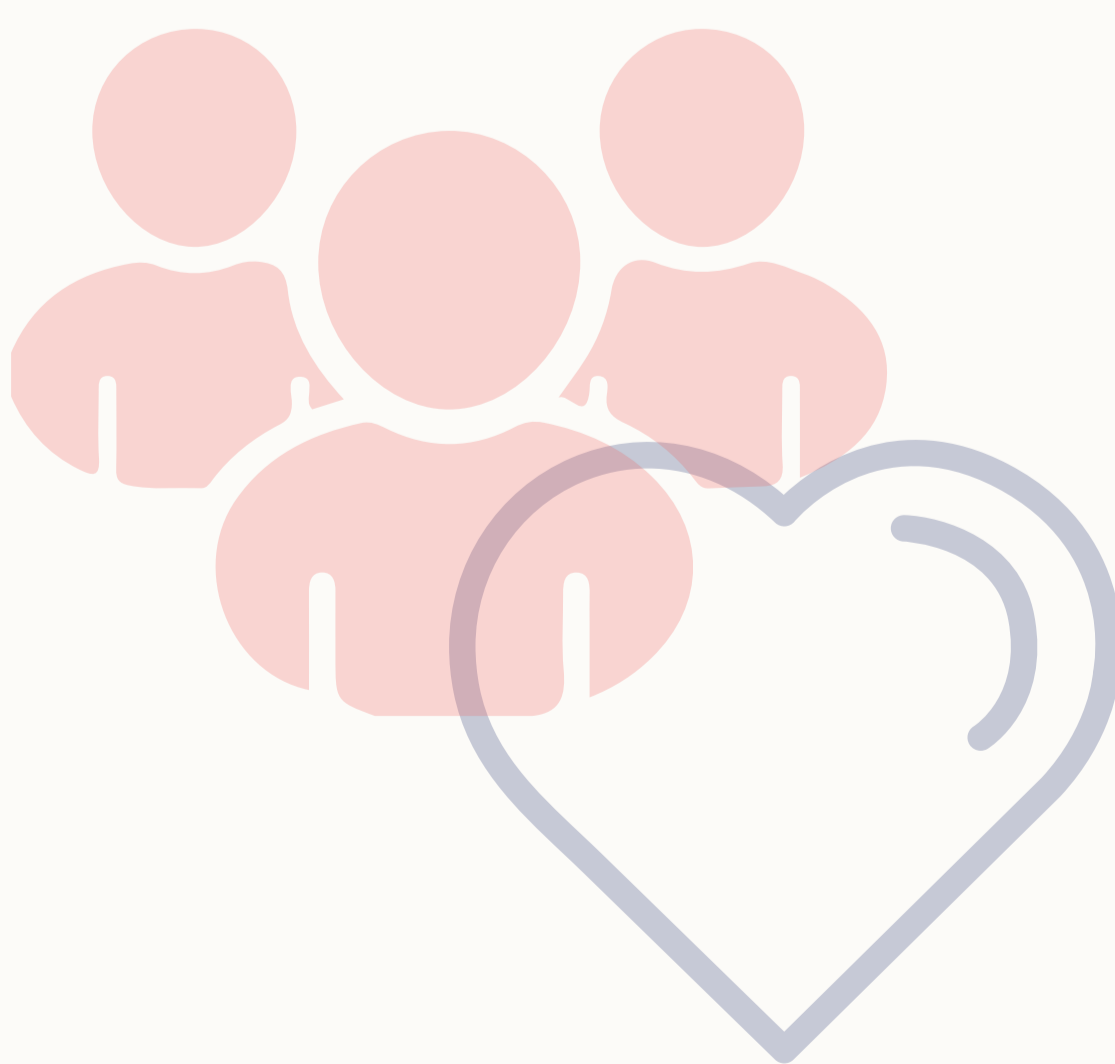
3 EXECUTION & ONGOING SUPPORT FOR COMMUNITIES

When it comes to execution, a pharmacy partnership must extend beyond the go-live, providing ongoing support, transparency, and proactive guidance.

COVID: TURNING CHALLENGES INTO OPPORTUNITIES

There are many moving parts when it comes to medication management in a community, and those extend beyond the walls of the pharmacy. Transitioning to a virtual environment allows communities to manage pharmacy activities conveniently and efficiently.

- Dedicated support specialist
- Ongoing training for caregivers
- Access medical records (MARs, POSs, Care Sheets, or ADLs) and reference materials
- Request refills
- Send and receive timely, HIPPA-secure messages to pharmacy
- Generate customized reports
- Streamline communication with partners and providers
- Perform business/strategy reviews



Looking to streamline and simplify your pharmacy workflow? Contact MMP today.

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