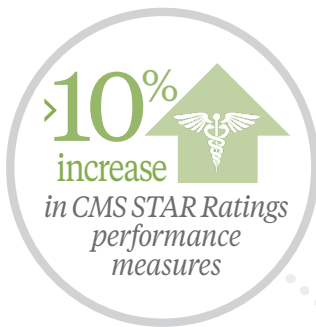# MCKESSON

McKesson Pharmacy Systems
Patient Engagement & Clinical Services

Maximize clinical & operational performance with integrated, in-workflow solutions for better patient health

›10% increase in CMS STAR Ratings performance measures

✔ *Reduce DIR fees*

✔ *Manage chronic conditions*

✔ *Improve patient outcomes*

ANSWERED BY
McKesson
since 1833

Helping to enable the transformation of pharmacy care services

How can you ensure you receive the highest possible reimbursement rates while also increasing operational efficiencies and keeping your patients healthy?

Looking for a way to navigate clinical information and document patient interactions to prevent non-adherence before it begins?

Struggling to add a comprehensive medication review (CMR) process to preserve revenue and improve performance scores?

You have questions…We have answers.

McKesson's pharmacy technology pairs an integrated Med Sync program with game changing Adherence Performance Solution (APS) and Clinical Programs Solution (CPS) functionality.

Together, the systems help drive adherence, improve patient outcomes, and achieve revenue goals.

We know your patients are important to you and we want you to know they are important to us too. That's why we offer a unique set of tools to help you improve patient outcomes and maximize operational and clinical performance - leading to reduced **DIR fees, increased revenues, improved operational efficiencies, and optimized clinical outcomes**.

All of this means better health for your patients.

Fully integrated into your McKesson Pharmacy Management System's workflow, you can choose from a complete suite of pre-configured clinical programs or you can customize your own programs to optimize patient care.

These clinical services help your staff:

- Identify clinical opportunities and build better relationships with your patients
- Add revenue generating programs
- Document patient interactions

These tools give you the power to help improve **Patient Outcomes** by identifying and addressing **Medication Adherence, Gap Therapy** and **High-Risk Medication** opportunities. You can also offer value-add services such as **Immunization Programs, Dietary Supplement** and other **OTC Recommendations**, and help patients better manage their **Chronic Diseases,** all leading to more patient engagement, better outcomes, and a healthier pharmacy business.

By integrating these program alerts *directly into workflow*, you can leverage every patient visit to have meaningful counseling sessions enabling you to evaluate risk in real time, and provide additional services such as medication synchronization and medication therapy management (MTM) counseling.

McKesson's Patient Engagement Services Allow You to:

- Integrate custom and vendor-based clinical programs into your workflow
- Identify at-risk patients before they impact your payer performance measures
- Track adherence performance by patient, plan, pharmacy, and provider
- Analyze the adherence and gap therapy of patients with disease states that require diabetic, hypertensive, and/or cholesterol medications

McKesson's Patient Engagement Services

*The complete suite of clinical tools are **fully integrated** into each of our pharmacy management systems to give you in-workflow access to everything you need to help keep your patients happy and healthy.*

1 Clinical Programs Solution (CPS)
Maximize your patient impact and operational benefits by allowing you to deliver value added clinical services and provide revenue-generating opportunities right within workflow.

2 Adherence Performance Solution (APS)
View a patients' adherence score in real-time with in-workflow notifications to see if they are either non-adherent or at risk of being non-adherent. APS' interactive dashboard provides adherence rating trends, target patient lists, patient profile management, and extensive reporting features.

3 Patient Communication Solution (PCS)/ Interactive Voice Response (IVR)
Text, email, or phone a patient about the exact status of their medication and any additional pharmacy communication as needed to help reduce internal support calls.

4 Med Sync, including Enhanced Refill Processing (ERP)
Help your patients maintain adherence by simplifying their refill dates and grow pharmacy revenues by increasing the number of scripts per synchronized patient.

5 Mobile Delivery
Optimize your medication delivery service helping you improve patient adherence, reduce readmissions, and speed-up secured payment processing – all conveniently performed at the point of delivery.

6 Intelligent Prior Authorization (IPA)
Improve operating efficiencies with a streamlined system to enhance the prior authorization process and reduce delays with the initiation of a medication regimen.

7 Medication Therapy Management (MTM)
Document all your clinical interventions for comprehensive patient reviews.

> **❝*Having the tools to be able to talk to patients about their care and the different programs we offer is very reassuring and that's what we like about McKesson's programs. We can engage our patients about their medication every time they're in the pharmacy.*❞**

McKesson Patient Engagement Services Directly Impact Your Bottom Line

Eliminates need for a **3rd party Med Sync** *vendor*

*Redeploy staff by reducing dependence on **patient support** calls*

Increase *in total prescription count and* **revenue** **$**

Increase *the number of patients with **sync'd medication** regimens*

Reduction *in **DIR** fees*

Reduction *in inventory carrying* Cost *of high-cost* **medications**

Your Complete Workflow-Based Clinical Solution

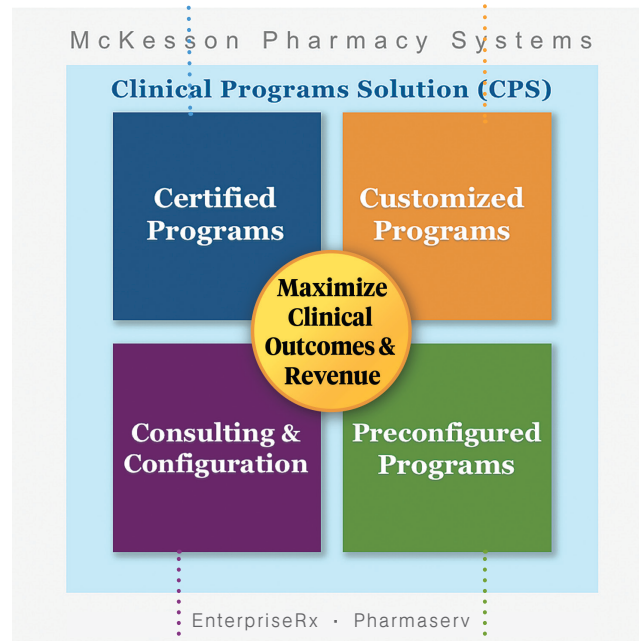Building and offering clinical programs can be a daunting task so we've created *Clinical Programs Solution* (CPS), a tool to guide you through the process of offering a fully customized package of flexible solutions. Whether you want to rely on pre-configured programs or create your own custom programs, our clinical solution can help you easily identify, record, and report your clinical information. CPS supports all levels of clinical intervention, from a quick notification in workflow, to having a dedicated pharmacist managing clinical programs..

McKesson Certified Programs
Expand Your Clinical Portfolio

Certified programs give you the power to help improve patient outcomes by identifying and addressing *Medication Adherence, Gap Therapy, High-Risk Medication,* and multiple additional clinical intervention opportunities.

CPS enables the integration of multiple certified programs, all with in-workflow intervention and messaging.

Customized Programs
Create Your Own Solutions

The self-directed approach utilizes the flexibility of CPS and its ability to craft the programs in a way that best meets your pharmacies' needs.

Whether you chose to implement individual programs slowly or roll out multiple programs simultaneously, CPS can be customized to work with your operations.

McKesson Pharmacy Systems

Clinical Programs Solution (CPS)

Certified Programs

Customized Programs

Maximize Clinical Outcomes & Revenue

Consulting & Configuration

Preconfigured Programs

EnterpriseRx · Pharmaserv

Consulting & Configuration Services
Help when and how you need it

Need it customized? McKesson's professional consulting services are included with CPS to help you build and configure the programs you need to provide the best possible care for your patients.

You can also benefit from free educational webinars to help you get more familiar with our solutions and keep up with the latest enhancements.

Pre-Configured Programs
Built for you so you don't have to!

No time or expertise to build your own programs? No problem.

CPS includes multiple value-add programs, such as immunization and chronic disease management programs, built right in to the solution.

These programs are all specifically designed to provide enhanced patient engagement, better outcomes and a healthier pharmacy business.

A few examples of CPS pre-configured programs include:

• Immunizations & Vaccines - Increase profits with an expanded vaccines portfolio

• OTC & Wellness - Expand front end sales and return visits

MCKESSON