

	CPESN USA Enhanced Service Set Standard	Medication Synchronization Process
	Original Implementation Date	December 17, 2019
	Revised Date	N/A
Medication Synchronization Process Service Set Standard		
Definition		
<ul style="list-style-type: none"> The process of coordinating patients' prescriptions to be filled/refilled on the same day each cycle after speaking with the patient about possible medication therapy changes while monitoring adherence. Patients pick-up the medications in the pharmacy or delivery is arranged. 		
Description		
<ul style="list-style-type: none"> The Medication Synchronization Process Enhanced Service Set Standard creates a single minimum standard for participating pharmacies across all local CPESN networks and pharmacies participating in CPESN USA who offer Medication Synchronization Program as an enhanced service set. This standard can be revised only by action of the Board of Managers. Local CPESN networks have the prerogative to require additional Medication Synchronization Process standards for their network. 		
Medication Synchronization Process Enhanced Service Set Prerequisites and Services		
Prerequisite(s)*		
<ul style="list-style-type: none"> Maintain competency in medication synchronization process(es), including workflow aspects. 		
Minimum Requirements		
<ul style="list-style-type: none"> Identify and target patients who might benefit from medication synchronization Conduct an adherence assessment of patient's current medication adherence and potential barriers to adherence prior to enrollment Educate patients on the requirements and benefits of medication synchronization prior to enrollment Reconcile all medications to develop a complete list of medications for patient prior to enrollment Align refills by having pharmacy personnel and patient work together to select a synchronization date around which selected medications will be regularly filled Schedule a specific date for patient to pick up their medications or have the medications delivered Request new prescriptions as needed from prescriber(s) in order to initially and continually synchronize medications Review medications with patient prior (e.g., between 3-7 days) to a patient's pick-up or delivery date to confirm the medication(s) to be filled or refilled and that the patient is taking the medications as prescribed. Note any changes in medications and follow-up with prescribers as necessary. Prior to patient's pick-up or delivery date, address medication therapy problems and resolve any issues, including coordinating care with other members of the patient's care team as appropriate. Additionally, order any drugs not in stock. Inform patient or care giver that medications are ready to pick up in the pharmacy or confirm delivery for a certain time period prior to medication start date Contact patients who do not receive their medications on their synchronization date to remind them to pick up their medications at the pharmacy or schedule delivery. 		
Related-Optional Services		
<ul style="list-style-type: none"> Adherence Packaging Home Delivery Personalized Medication Delivery Provide comprehensive medication review prior to enrollment Assess the need for additional enhanced services (immunizations, home delivery, etc.) Inform primary care provider that patient is enrolled into medication synchronization and provide a complete medication list 		
Revision History		
Board of Manager Approval Date	Summary of Revisions	
12/17/2019	Approved by the CPESN USA Board of Managers upon the Service Sets Workgroup's recommendation	

*Prerequisite(s): Skillset of the pharmacist(s) and pharmacy staff members in order to perform the minimum requirements of the service set standard.

The Minimum CPESN Network Service Set creates a single standard for enhanced services provision across all local CPESN networks and pharmacies participating in CPESN USA. Six minimum standards offered by all pharmacies across all networks include the following: Comprehensive Medication Review, Medication Synchronization Process, Immunizations, Medication Reconciliation, Personal Medication Record, and Face-to-Face Access.