

5 Tips for Pharmacies Serving Correctional Facilities

Tip Sheet
by Hal Roe



“Our independent pharmacy secures deals by offering what larger organizations don’t: a solution tailored to the facility, strip packaging and 24-hour cycles.”

In 2012, there were over 1,570,000 inmates in U.S. state and federal prisons, according to data from the Justice Department. More than one third report a chronic medical condition such as hypertension, asthma, arthritis, cervical cancer and hepatitis.

High turnover and frequent medication changes make medication administration in correctional facilities difficult and time consuming. Administrators are looking for ways to decrease their med pass time and increase safety.

When a local jail system opened a bid for pharmacy services in 2011, we responded with a proposal that even the nation’s largest correctional pharmacy service provider couldn’t beat.

Here are a few tips to secure contracts with correctional facilities and deliver on your promises:

1) Deliver exceptional service.

During the bidding process for the correctional facilities, we went up against the nation’s largest correctional pharmacy service provider. We won the deal by delivering what the larger pharmacy didn’t offer: a solution tailored to the facility, strip packaging and 24-hour cycles. We worked with each facility to create a custom model, rather than forcing them into a cookie-cutter approach. And it’s paying off.

2) Be persistent.

It took our pharmacy three bids to secure our jail contract. We kept submitting our proposal, knowing we were competing with some of the biggest national players who can afford to keep rates extremely low. Ultimately, our pharmacy was awarded the contract because of the level of service and customization we can provide. Determine what makes your offering different and continue to emphasize those points.

3) Get creative.

As entrepreneurs, independent pharmacists are limited only by what we think is possible. When people learn we package 2,000 pouches a day through Parata PASS 208™, they ask how we haven’t needed PASS 500™ and the additional NDCs for such a high volume. We simply designed our processes to meet our needs. Determine what you want to accomplish, and develop a plan that gets you to your goal.

4) Mind your margins.

Pharmacists are still paying the bills by filling prescriptions. Our pharmacy fills more than 10,000 scripts each month. In order to counter declining reimbursements and free pharmacists' time for patient care, we automate as much filling, packaging and verifying as possible. We keep our formularies and pharmacy processes tight to maintain a 22 percent profit margin on prescriptions.

5) Invest in your infrastructure.

We put nearly every dollar our pharmacy makes right back into the business. Invest in your team, your technology and your offering. We very intentionally built our infrastructure for a later return. Now, with our team and technology in place, we're poised to go out and secure new business and patients. So far, our pharmacy has attracted more than 1,000 new patients with strip packaging.

ABOUT HAL

Hal Roe, R.Ph., owns and operates five pharmacies in Ogden, Utah. A self-proclaimed technology nut, Hal uses Parata Max®, Parata PASS and Parata Check PASS™ to support his high script volume and free pharmacists' time for patient care. Hal added Parata PASS strip packaging in 2011 to secure large deals with correctional facilities by making medication administration faster and safer.

LEARN MORE ABOUT PARATA PASS

Pharmacists across the country are relying on Parata technology to help improve patient adherence and outcomes and reduce health care costs. Want to know if Parata PASS strip packaging or Parata Max dispensing solution is right for your pharmacy? Contact us today at success@parata.com.

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