

# Change *Forward*

We sat down with two medication adherence experts Jessica Dixon, Registered Pharmacy Supervisor, Southern Ohio Medical Center and Bob Lomenick, CEO, Tyson Drugs in our latest webinar **Building an Adherence Program – Keys to Success and Continued Growth** to discuss the benefits of a strong adherence program and how to start or expand. From our conversation, we created a checklist to help guide you on your adherence program journey:

## Checklist for Success

### Start small

Start medication syncing with people on one or two medications like birth control.



### Segment your workflow

**Ex:** Acute meds, medication sync, patient outreach, medication verification



### Technician tier system

Give techs opportunities to do more. Giving technicians a career path helps to retain staff.



### Cross-train

Making your staff proficient in all roles throughout the workflow creates a stronger more efficient team.



### Retrain the patient

Create a proactive filling model via medication synchronization to streamline your workflow.



### Patient follow-up

Implement an IVR system. Following up with patients helps ensure they pick up their medications.



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