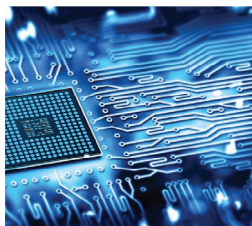


# PHARMACY EDGE

MAGAZINE

ISSUE 24 - 2019



**MICRO**  
Merchant Systems  
*Software Without Limits*  
[www.micromerchantsystems.com](http://www.micromerchantsystems.com)

**Building the Technology Solutions your Pharmacy Needs**

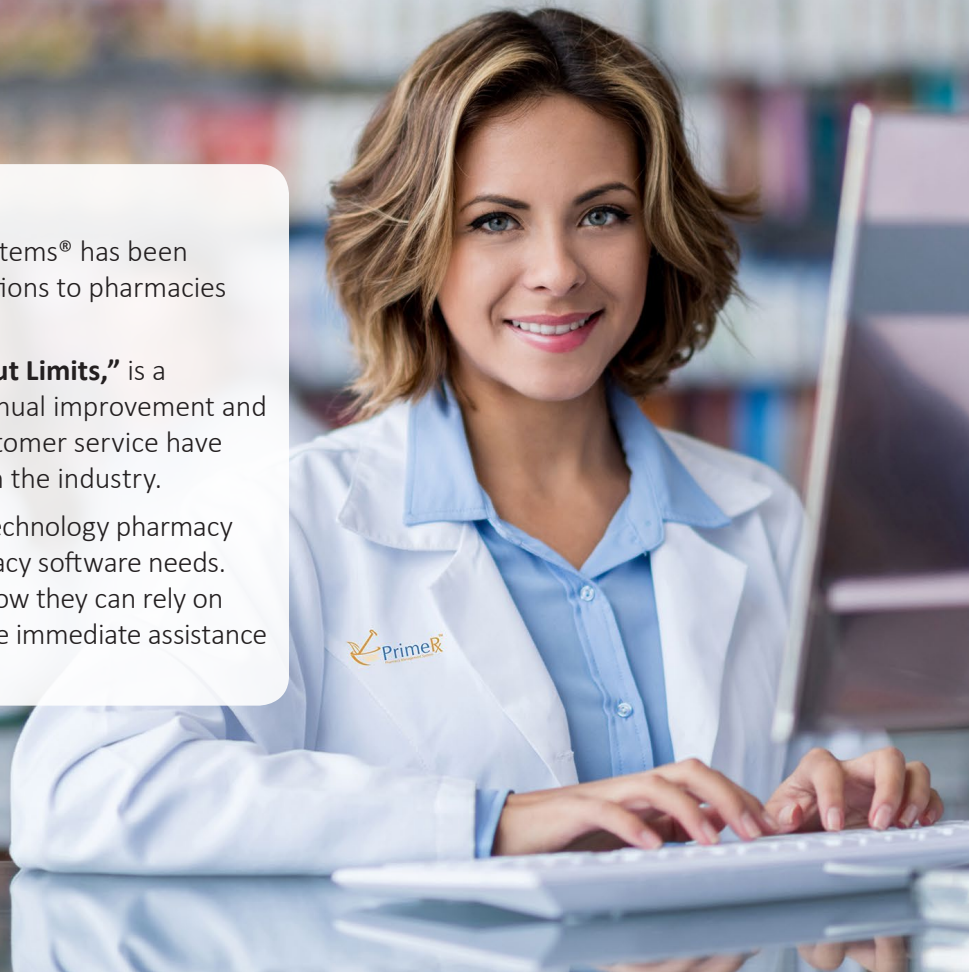


## ABOUT THE COMPANY

**For over 30 years,** Micro Merchant Systems® has been providing pharmacy management solutions to pharmacies across the nation.

Our company motto, **“Software without Limits,”** is a testament to our commitment to continual improvement and innovation. Reliability and superior customer service have made us the most sought-after name in the industry.

Our customers trust us to provide the technology pharmacy solutions that meet their unique pharmacy software needs. Micro Merchant Systems customers know they can rely on our superior customer service to provide immediate assistance when needed.



## What kind of pharmacies uses PrimeRx™?

- Retail Pharmacies
- Long-Term Care Pharmacies
- Closed-Door Pharmacies
- 340B Pharmacies
- Physician's Office Pharmacies
- Specialty Pharmacies
- Mail-Order Pharmacies
- Compounding Pharmacies
- Hospital Outpatient Pharmacies

## PRESCRIPTION PROCESSING

This magazine will help you learn more about Micro Merchant Systems' premier application, **PrimeRx™**, a market leader in pharmacy management systems.



Cover Inset: From the left front row; Sandeep Patel (Manager Installations); William Lu (Manager Support Services); Back row; Irtafa Jamil (Client Manager Support Services Team); Ketan Mehta (Chief Executive Officer); Khatidja Merchant (Chief Financial Officer); Akbar Merchant (President & Owner Micro Merchant Systems); Salim Lakhani (Vice President Sales & Marketing); Brian J. Courtney Pharm.D. (Chief Revenue Officer); Samir Haleem (Chief Technical Officer); Front row on the right: Amin Rahim (Vice President Development Team); Mary Alice Meggiolaro (Director of Client Services)

**Schedule A DEMO today!**

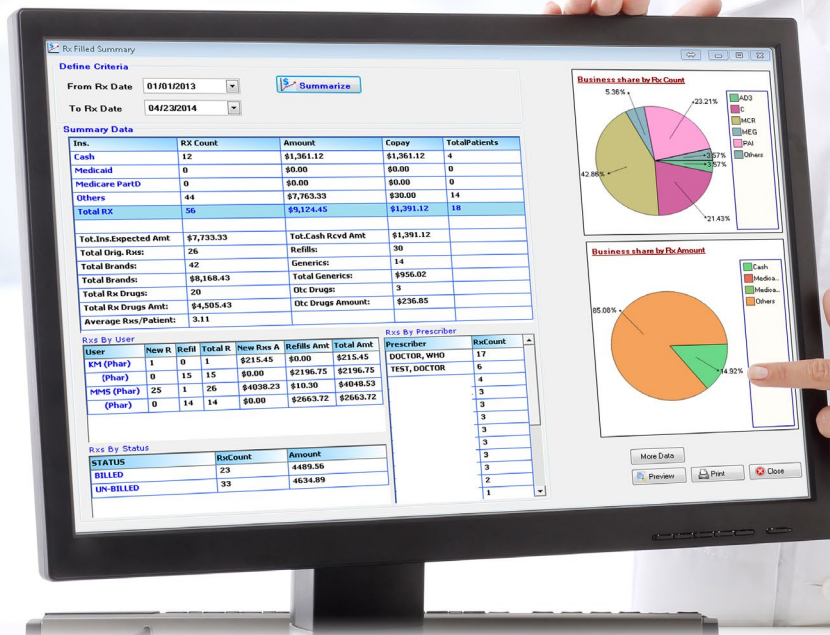
(866) 495-3999 or (516) 408-3999 • [sales@micromerchantsystems.com](mailto:sales@micromerchantsystems.com) • [www.micromerchantsystems.com](http://www.micromerchantsystems.com)

# PrimeRx™ Pharmacy Management System



*PrimeRx™ is highly user-friendly and offers a complete suite of tools that can be adapted to meet your pharmacy's specific needs. Many of the software features are unique to PrimeRx™ and are unmatched by our competitors.*

*PrimeRx™ stands apart in the pharmacy software category as an intelligent, comprehensive management solution.*



PrimeRx™ will quickly become the backbone of your pharmacy and serve as the centralized processing center for all workflow processes. PrimeRx™ will enhance your pharmacies overall productivity with tools to simplify workflow, patient and provider intake, process claims, label and dispensing, and managing inventory.

PrimeRx™ benefits are prescription workflow efficiency while reducing dispensing errors, integrated patient management to help identify medication synchronization candidates, patient medication adherence reports to improve CMS Five Star ratings, and insurance management to increase revenue and profitability.

## Key Features

### TO IMPROVE YOUR PHARMACY OPERATIONS

- Automated Refill Management System
- RxSync™ – Sync all Refills to One Date
- SMS/Text/Email Messaging Services
- Google Delivery Map Generation
- Inbound and Outbound Fax Integration
- Business Analytics – Gather Intelligent Data
- Specialty Dashboard for Analysis
- Define Workflow Management
- Drug Inventory Reduction Table
- Clinical Assessment Module
- Care Plan Management
- Real-time Interfaces with Vendors





## PrimeRx™ Adherence Key Features

### STRENGTHEN YOUR COMMITMENT TO ADHERENCE

- **RxSync** – Sync all refills to one date (facilitate the ABM-Appointment Based Model)
- **Interface with Mirixa**, and have Mirixa's medication therapy management (MTM) programs delivered directly to PrimeRx™
- **Outbound calls, text messages, and emails** allow easy communication with patients regarding refill and dosage alerts, and pickup notifications. PrimeRx™ also allows for transmission of birthday greetings and other personalized messages to patients.
- **Patient Medication Adherence Reports** provide immediate identification of patients at risk of non-adherence, and those not compliant with refill routines.
- **Improved Pharmacy Star Rating** – Better insight into which patients are non-adherent will help address underlying causes. This in turn will positively affect overall pharmacy performance.
- **Calculation of PDC/MPR Values** – Easily calculate medication possession ratios (MPR) and proportion of days covered

## Micro Merchant Systems *Services*

- **Patient Status Board** - PrimeRx™ now brings visible organization to the pharmacy waiting area with a Patient Status Board that lets patients know when prescriptions are ready for pick-up at the pharmacy counter.
- **PrimeCOMM™** is a secure two-way outbound calling, SMS/TXT, and email solution. This service is used to communicate with patients and physicians through a secure platform, built within PrimeRx™ and integrated seamlessly into the pharmacy's day-to-day workflow.
- **PrimeSfax™** allows you to send, receive, add notes, digitally sign and manage faxes without printing a single hard copy document.
- **Remote Backup Service** - Backup all data securely and safely to a cloud server.
- **PrimePORTAL™** - All of our software is user-friendly and loaded with innovative features not available from any other pharmacy management software system. We created PrimePORTAL™ to help ensure you maximize your MMS software, and to assist with your training needs.
- **State and federal drug databases** - Module allows pharmacies direct access to current state and federal prescription drug-related databases
- **Pre/Post-Editing Services** - Reduce incidence of documentation errors and save time by pre-populating certain fields (i.e. pharmacy name and address). Editing services also identify variables that could affect a pharmacy's rate of reimbursement.
- **eVoucherRx™ with Denial Conversion Program** Patient assistance service whereby rebates and other savings are automatically applied, thereby reducing patient out-of-pocket costs.
- **Prescription Price Analyzer** - Review and compare pricing for prescription drugs and other common pharmacy products.
- **PrimeSHIPPING™** - Using PrimeRx™ and Shipper Integration is Simple! Pharmacies now can facilitate the data export from PrimeRx™, so the staff does not need to add patient name and address manually while generating the shipping labels from your pharmacy's designated shipping software manager.



**Schedule A DEMO today!**

(866) 495-3999 or (516) 408-3999 • [sales@micromerchantsystems.com](mailto:sales@micromerchantsystems.com) • [www.micromerchantsystems.com](http://www.micromerchantsystems.com)



## Software Solutions for Today's Busy Pharmacies



### PrimeRxSP™ — An Essential Solution for Specialty Pharmacy Management

Specialty pharmacy management demands the highest levels of record keeping, patient care and analysis. Our PrimeRx™ solution automates these processes, meaning pharmacy staff will have more time for critical patient interactions.

#### PrimeRx™ Specialty Pharmacy Capabilities

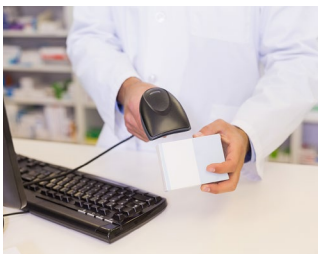
**Workflow efficiency;** easy-to-use dashboard allows simple access to required patient or business records

**Report generation;** customized real-time reports to meet the patient and business needs unique to today's specialty pharmacy

**Data/analytics;** collect pertinent data on all aspects of pharmacy operations

**Compliance;** submits claims using standard NCPDP messaging codes

**Transmission of electronic records/messages;** ability to seamlessly exchange patient information in real time with patient care team providers



### PrimePOS™ Pharmacy Point Of Sale System

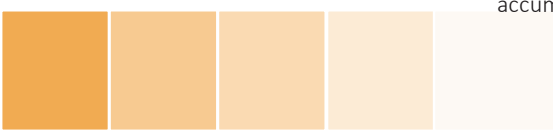
The PrimePOS™ software solution ensures fast, accurate and seamless point-of-sale transactions. PrimePOS™ fully integrates with the PrimeRx™ core pharmacy system to record transactions and manage inventory. Our PrimePOS™ system is HIPAA-compliant and offers your pharmacy a win-win solution. Patients benefit from a highly satisfying check-out experience, while pharmacy records are updated, analyzed, and stored.

**Real-time Inventory Management:** Electronic Data Interchange (EDI) integration with wholesaler systems to seamlessly automate and manage ordering processes.

**Sale Pricing:** Ability to define sale periods during which items will be reduced to the sale pricing. After the sale period is over, the pricing will go back to its original price.

**Payments and Returns:** Process payments using EMV chip-enabled cards, Apple Pay™ and Android Pay™, and return transactions.

**Enhanced Customer Service:** Manage patient/customer loyalty programs including point accumulation, special pricing or “buy one get one free” offers.



# Software Solutions for Today's Busy Pharmacies



## PrimeESC™ Electronic Signature Capture System

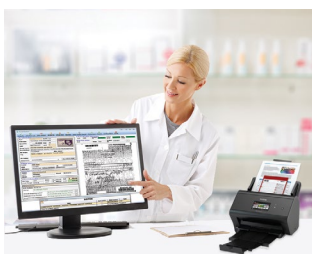
PrimeESC™ scans and links the patient's signature to his/her record in the pharmacy system. Often, pharmacies have a tough time keeping a record of prescription pick up. PrimeESC™ is a HIPAA-compliant, web-based electronic signature and data capture tool built for maintaining customers' electronic logs. The device is attached to a rotating stand and features a colored screen for pleasant and enhanced visibility.

**Can be combined with PrimePOS™:** to facilitate retail sales and credit/debit payments

**Tracks and accurately records patient signatures of pharmacy-issued HIPAA policies:** which saves time and avoids hassles during an audit

**Determines if the patient has signed the pharmacy's Notice of Privacy Policy (NOPP):** If the policy has not been signed, the system provides a place for the patient to sign and confirm receipt of the NOPP. NOPP signatures requested automatically after six years, in accordance with HIPAA requirements.

**Quick glance:** visibility into a patient's history indicates if a prescription has been picked up, or is still in the bin



## PrimeDMS™ Document Management Software

PrimeDMS™ utilizes Windows compatible scanners to record documents into PrimeRx™ for secure and easy access. The document management system scans, records and stores prescriptions, patient ID cards, insurance statements, letters from doctors and any other physical documents into a digital image. This organizational tool helps pharmacy operations by saving patient documents to their respective records.

**Utilizes Windows-compatible scanners** that allow you to maintain your documents in PrimeRx™ for secure, convenient and easy access

**Converts documents into digital images,** which are stored electronically and attached to their respective records

**Eliminates the need to retrieve** hard copies of documents for verification

**Prescription image displays on the screen during refilling process** allowing the pharmacist a second look at a prescription to prevent dispensing errors



## PrimeDELIVERY™ In-House/Wireless Delivery System

PrimeDELIVERY™ allows pharmacies to offer customers the convenience of having their prescriptions delivered, while ensuring an electronic record the delivery and captures required signatures. The wireless delivery system software can be installed on any Android or IOS device and works seamlessly with PrimeRx™ and PrimePOS™. This allows pharmacies to manage prescriptions generated in PrimeRx™ for delivery and copay collection.

**Greater Medication Accuracy:** Adding PrimeDELIVERY™ to your PrimeRx™ Pharmacy Management System expands your pharmacies quality control system beyond the pharmacy all the way to the patient's home through real-time signature captured back to your PrimeRx Pharmacy Management System.

**More Efficiency:** Being the only pharmacy in the area that delivers is an added perk compared to other pharmacies that don't. Plus your pharmacy will have the ability to deliver larger quantities of prescriptions with copay collections mark as delivered.

**Saves Time:** PrimeRx™ now uses Google Maps to generate delivery maps for drivers. This would allow the user to generate optimized maps for up to 23 addresses at any given time.

**Efficient Copay Collection:** Cash co-payment collections are easily monitored at the point of delivery, through PrimePOS end-of-day reporting. When the pharmacist runs the report, the cash payment is reflected in the report.

**Schedule A DEMO today!**

(866) 495-3999 or (516) 408-3999 • [sales@micromerchantsystems.com](mailto:sales@micromerchantsystems.com) • [www.micromerchantsystems.com](http://www.micromerchantsystems.com)



# Software Solutions for Today's Busy Pharmacies



## PrimeWEB™ Web Portal

PrimeWEB™ is a web portal that provides secure access to various caregivers such as physicians, nursing home administrators and staff, sales representatives, and Pharmacists (the web portal administrator). This allows caregivers access to patient data in an interactive view that makes it easy to make essential decisions regarding patient care instead of trying to access to this data over phone or fax. PrimeWEB™ can be used in a variety of institutions - **specialty pharmacies, closed-door pharmacies, pharmacies supporting LTC/ALF, compounding** and **retail pharmacies** can all use this tool to connect pharmacies, facilities, patients, and staff in a safe, secure manner and HIPPA compliant manner.

**Secure access to patient history** (refills, documents, Rx pick up info, etc.)

**Print MAR and POS directly** from the web portal

**Send refill requests** to the PrimeRx™ Refill queue

**Dashboard for physicians** to check the status of an prescription within the pharmacy workflow

**Dashboard for sales reps** to track the status of prescription within the pharmacy workflow



## PrimeCENTRAL™ Web Portal For Multiple Store Owners

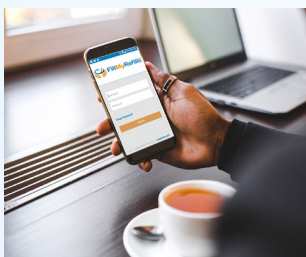
A central hub to manage your network of pharmacies. A comprehensive solution to ensure efficiency, visibility, and enhanced customer service. This web-based portal was specially created for multiple pharmacy owners, who need to control their operations from a central location. The portal is beneficial in organizing aggregate data for reporting, for prior authorization, and to transfer refills between pharmacies.

**Ability to push features from the central office. For example:** Push an NDC setting for preferred drug to be used in all locations

**Access to detailed financial information** for the entire business

**View inventory** (availability of drugs) across multiple locations

**Facilitates data analytics** to make intelligent business decisions and manage forecasting, ordering and dispensing processes



## FillMyRefills™ and FillMyRefills™ APP

Patients expect the convenience and flexibility of online ordering within their pharmacy. FillMyRefills™ lets pharmacies meet this customer expectation. The web-based portal allows patients to create an account and submit refill requests directly to their pharmacy.

FillMyRefills™ allows patients access to the web portal from any PC, tablet, smartphone or internet-connected device. Refill requests are processed and automatically loaded to the PrimeRx™ refill queue. Pharmacies can now accept refills 24/7.

Patients can download the Fill MyRefills™ APP! It's easy! The app is fully compatible with Android and iPhone devices and is available on the Google Play Store or Apple App Store. Patients are notified when a request is successfully submitted and ready for pick up. Patients have full visibility into their prescription histories, including discontinued prescriptions, refill schedules, and automatic alerts when a refill is due.



**Schedule A DEMO today!**

(866) 495-3999 or (516) 408-3999 • [sales@micromerchantsystems.com](mailto:sales@micromerchantsystems.com) • [www.micromerchantsystems.com](http://www.micromerchantsystems.com)



# Say Goodbye to DIR Fees.

DIR Fee Insurance now included with Membership

Visit **[dirfeeinsurance.com](https://dirfeeinsurance.com)** to Learn More





# Pharmacy Times®

## Receive Current Industry News and Updates Daily!

- Market Trends
- Clinical Information
- Product Reports
- Continuing Education

**Sign up today!**  
[www.PharmacyTimes.com](http://www.PharmacyTimes.com)

Access resources through  
multiple communication platforms



AN **MH** life sciences™ BRAND

# Pharmacy Times®

## Which OTC Products Do You Recommend?



The voice of the pharmacist is now louder than ever. Share your insight into which OTC products you recommend to your patients to ensure your voice is heard!

The results of the *Pharmacy Times*® survey of OTC products are published in our annual *OTC Guide*®, and have been featured on national television for the past 8 years.

For participating in the survey, you will be entered to win a \$1,000 Visa gift card.\*



Scan the QR code or visit <https://bit.ly/35cw99H> to access the survey.

\*Abbreviated Rules: NO PURCHASE NECESSARY. Void in Rhode Island and where prohibited by law. Subject to all applicable laws. Sweepstakes begins on or about November 15, 2019, at 12:01 a.m. ET and ends on March 1, 2020, at 11:59 p.m. ET. Open only to legal United States residents who are older than the age of majority in his or her state of residence at the time of entry and currently a practicing pharmacist. TO ENTER: Enter online by submitting a completed entry form, which will include your full name, e-mail address, title, employer, mailing address, phone number, and date of birth, after completing the survey available through the survey invitation e-mail sent to certain practicing pharmacists. Alternatively, any currently practicing pharmacist may enter the Sweepstakes by printing the words "2019 OTC Guide Survey," along with his or her full name, title, date of birth, street address, city, state, zip, and phone number on a 3" by 5" white index card. Mail the card to Pharmacy and Healthcare Communications, LLC, Attn: 2020 OTC Guide Survey, 2 Clarke Drive, Suite 100, Cranbury, NJ 08512. All entries must be received no later than 11:59 p.m. ET on March 1, 2020. Limit (1) one entry per person, per mailing address, per outer mailing envelope, and per e-mail address. Total ARV of all prizes to be awarded: \$1,000.00. Odds of winning depend on the number of eligible entries received. See Official Rules at [www.pharmacytimes.com/otcguide/rules](http://www.pharmacytimes.com/otcguide/rules) for additional eligibility restrictions, prize descriptions, restrictions, and complete details. Sponsor: Pharmacy and Healthcare Communications, LLC.

AN **MH** life sciences™ BRAND