

The following success stories exemplify the impact pharmacists have on patients every day. Read how others are improving patient outcomes.

### Using the MirixaPro<sup>SM</sup> Platform to Enhance Patient Lives

- “Mirixa’s web based technology (the MirixaPro<sup>SM</sup> platform) is better than the first computer software that we were using the first year. It's really easy to use, easy to follow and helps to guide me through completing the intervention properly.”—*Laura Lumsden, USA Drug*
- “I’ve been with my pharmacy for over ten years. I was a bit concerned to take that first step in learning how to use the MirixaPro platform in our daily routine. We used our technician to get started with the MirixaPro platform. He trained on it first and then trained us subsequently, which I recommend. I highly suggest following the process that is outlined in MirixaPro. The first thing I do is print out the patient profile. This allows me to be one step-ahead. My question always is-why wouldn’t you want to do it? The bottom line is that you are already providing these counseling services everyday to your patients. Now it’s just a matter of documenting these activities and in return being reimbursed for it. I always want more opportunities!”—*Tom Miller, Medicap Pharmacy*
- “I have been using the MirixaPro<sup>SM</sup> platform for multiple years and find it is a great tool for documenting my Medication Therapy Management (MTM) interventions. In 2008, I was privileged to provide many MTM services and have helped numerous pharmacists learn the system, bringing MTM into their practice. The program identifies patients for you, has an initial drug list to work with, and calls your attention to safety issues as well as cost-saving opportunities. I find it a very effective format for helping my patients achieve greater outcomes with their medications. I have also found the staff at Mirixa to be wonderful to work with, listening to many of our suggestions to make the program friendlier for pharmacists and also growing the program into a strong template for achieving positive patient outcomes.”—*LeAnn Causey Boyd, Pharm.D., BCPS, CDE, Director of Clinical Services, Causey's Pharmacy*
- “The MirixaPro<sup>SM</sup> platform is very easy and user-friendly. The forms are clear cut and helpful for communicating with the doctors. The MTM program is a good program.”—*Kim Basden, Value Rx Pharmacy*

## Impacting Patients through Medication Therapy Management

- 🍊 “I deliver many of my MTM services at the patient’s home, given they are unable to travel to my pharmacy. It’s just part of what I do each day, putting my patients first.” —*Bob Niebert, Hewitt’s Drug Store*
- 🍊 “Delivering MTM sessions to my patients is really not that difficult. We’ve been asking for these opportunities for years. It’s disappointing to see when other pharmacists don’t do their cases because it’s a great opportunity for our pharmacies and the industry. In the long run, we are already providing a great deal of this service to our patients- it’s just a few more steps including documentation. So the key is planning your time wisely and remaining dedicated to serving the MTM patients.” —*Darrell Forrister, Cline Pharmacy*
- 🍊 “As a pharmacist, I have been seeing patients for Medication Therapy Management (MTM) sessions. I recall one patient who truly benefited from MTM. When I saw him, he had just suffered his 3rd heart attack 2 weeks ago. While reviewing his medications, I verified if he was on the necessary post heart attack medications to protect him from another event. During the MTM review, I identified that he was not on a beta blocker, which is essential. Upon contacting his primary care physician, the physician did not see any value of placing the patient on this medication. However, I was still concerned that he needed to be on this medication. The patient then followed up with his cardiologist, who immediately placed the patient on a beta blocker, and acknowledged that the patient should have been on it in the first place. Both the cardiologist and I recognized that the patient should be on this medication, especially since he had already suffered from 3 heart attacks. I believe that my limited interaction with this patient identified a huge medication error that could have potentially ended his life.” —*Catherine Kuhn, PharmD, Assistant Professor, Department of Clinical Pharmacy & Outcome Sciences South Carolina College of Pharmacy-MUSC Campus*
- 🍊 “I think I gained a customer for life! The customer was not taking her medication because it was in the form of a pill and she was unable to swallow it. I worked with her physician to have the medication changed to a liquid, which also cleared up some side effects, due to her not adhering to her medication. In addition, I was able to change a brand to a generic, which was a huge cost savings to the customer. The customer was very pleased with the outcome, as was I, with the results.” —*Jim Cherry, Medicine Shoppe® # 0534*

Share your insight with your colleagues. Email your story to [communitybulletin@Mirixa.com](mailto:communitybulletin@Mirixa.com).