

Medication Therapy Management (MTM) Best Practices

Incorporating MTM into Your Pharmacy by Utilizing Recent Pharmacy School Graduates



Advice From:

Dirk Andrepont, R.Ph.

Medicine Shoppe® franchisee in Opelousas, La., store # 1198

Medicine Shoppe pharmacist since 1992

Dirk Andrepont, R.Ph., began receiving MTM cases and conducting counseling sessions last fall. But with the ordinary responsibilities of running a busy pharmacy and filling prescriptions, Dirk was finding it hard to keep up.

"I tried for about a month to handle the counseling sessions alone – scheduling, conducting and completing my pharmacy's MTM sessions myself," said Dirk. "Implementing MTM without assistance can be a challenge when you are adding it on top of the day-to-day responsibilities of running a business and functioning as the main pharmacist. I quickly realized I needed support from my staff."



The Solution – Identifying and Involving Staff Members:

Dirk identified one of his pharmacists and a recent pharmacy school graduate, Wanda LeBen, who had a special enthusiasm for counseling patients. Wanda had

heard of MTM in pharmacy school and was enthusiastic and eager to learn more.

Dirk began taking time to explain and delegate MTM responsibilities to Wanda.

Today she leads the pharmacy's MTM counseling – scheduling, managing and maintaining all MTM sessions.

"Wanda has embraced this opportunity and it's her baby now," said Dirk. "She's helped to incorporate MTM into our pharmacy by leading the charge and developing a method that fits our store. I am so pleased at her initiative and how smoothly everything runs."

Wanda's Success/Best Practices:

Once Wanda began conducting MTM sessions, she quickly identified a few best practices to assist the pharmacy in implementing MTM. "After a few sessions, I realized it's easiest to schedule MTM cases around when patients come in for their refills," said Wanda.

Wanda also developed a few standardized forms for the pharmacy. "I designed a template fax that explains what an MTM session entails to the patient's original prescribing doctor(s)," Wanda explained. "I also put together a document titled 'Drugs of Significance' that provides doctors with a listing of anything they should be aware of from the patient's MTM session."

After a counseling session, Wanda faxes both forms to the doctors, and follows-up with phone calls. This process has not only helped the pharmacy's workflow, but has proven to be an important communication device with doctors. "The response from doctors has been appreciative," said Wanda. "Receiving something in writing as a result of the session reassures them that we are taking great care of their patient."

Dirk's Advice:

Dirk has experienced tremendous success incorporating his staff in MTM. He recommends that all franchisees identify staff members who are passionate about patient counseling and begin delegating responsibilities to them.

"It's helpful to find staff members who are passionate about MTM and patient counseling," said Dirk. "From my experience, I've learned that recent pharmacy graduates are a great option. They generally have a passion for helping patients, as well as the clinical side of pharmacy fresh in their minds. I couldn't be more pleased with Wanda's success and her accomplishments."

“My staff pharmacist, a recent pharmacy graduate, had fresh clinical work and an enthusiasm to delve into the one-on-one patient sessions of community pharmacy.”

– Dirk Andrepont, R.Ph.