

Using the Flip the Pharmacy (FtP) eBook and FtP Resources for Access to Pharmacy Care Success

Purpose

This guide helps pharmacies use the [Flip the Pharmacy \(FtP\) eBook](#) and [Content Library](#) as a practical ACCESS implementation companion for Med Sync, appointment-based care, patient identification, and track-based care.

Valuable resource: Review the [Flip the Pharmacy eBook and domains in detail](#) for additional background and implementation support. Contains supporting videos that reviews the FtP eBook.

Use this guide to find FtP tools for: Med Sync readiness, Med Sync optimization, patient identification, track-based care, and condition-focused follow-up.

Why FtP supports ACCESS

FtP resources strengthen ACCESS workflow foundations: identifying eligible patients, building predictable Med Sync and appointment-based care touchpoints, collecting outcome measures, and supporting consistent care delivery over time.

Conduct a Readiness Assessment

Medication Synchronization Threshold

Start with the ACCESS site

Use the [Access to Pharmacy Care Program Introduction webpage](#) to review the Med Sync threshold, qualifying transformation effort requirements, and readiness expectations.

Then use this guide

Then use the [How-To Guide for Calculating Med Sync](#) to calculate the current Med Sync percentage and identify workflow improvements that may support ACCESS readiness.

FtP resources to help calculate Med Sync percentage

Resource	Use this when you need to...	Link
Med Sync Calculation: Max My Sync	Understand how to calculate and strengthen the pharmacy's Med Sync percentage.	Webinar One-Pager

Implementing and Optimizing Med Sync

ACCESS depends on predictable follow-up workflows. Med Sync and appointment-based care create reliable touchpoints for outcomes collection and ongoing support.

FtP resources to implement and optimize Med Sync

Resource group	Resource	Use this when you need to...	Link
Med Sync basics	Med Sync with Short Fills	Build foundational short-fill workflows for synchronization.	Open resource
Med Sync basics	Adjusting Sync Dates with Short Fills	Adjust sync dates while maintaining an organized refill schedule.	Open resource
Med Sync basics	Simple Short Fill Examples to an Anchor	Use examples to connect short fills to an anchor date.	Open resource
Training recording	FtP Max My Sync: <i>Where to Start?</i>	Orient the team to building or improving Med Sync.	Open recording
SOP and workflow	SOP examples and templates	Create or refine a Med Sync SOP.	Open resource
SOP and workflow	SOP: Med Sync Call	Standardize patient outreach and call workflow expectations.	Open resource

Patient Identification for Pre-Qualification (For ACCESS)

Start by identifying patients based on medications commonly associated with each ACCESS condition category. The manual [Patient Identification Guide](#) screens for potential ACCESS patients across eCKM, CKM, Behavioral Health, and MSK tracks.

FtP resources to identify and enroll patients

Resource	Use this when you need to...	Link
Identify Most Impactful Sync Patients	Target patients by medication classes that may indicate Med Sync and ACCESS workflow opportunity.	Open resource
Max My Sync: Opt-Out Enrollment Model	Support patient identification and proactive opt-out enrollment for Med Sync.	Open recording

Track-based care: FtP change packages

Track support area	Use this when you need to...	Link
Diabetes change package	Support condition-focused workflows for patients with diabetes-related care needs.	Open resource
Hypertension change package	Support condition-focused workflows for patients with hypertension-related care needs.	Open resource