

After software installation - What's next?

Once installed - the question for many pharmacists is "What's next?"

The first steps to start offering Mirixa Australia™ programs to patients are:

- 1) Review the 'All Patients' tab
- 2) Ensure all staff can respond to pop-up notifications of patient qualification

1 Review the 'All Patients' Tab

By now, the MirixaFind™ application will have created a list of all the patients from your pharmacy who potentially qualify for Mirixa Australia programs.

This list can be viewed from the "All Patients" tab in the MirixaFind application.



The list may look daunting at first as it is filled with every patient in your patient database who qualifies for a program. To many pharmacists, this is an asset displaying patients in most need of medicines help. These patients can experience better health and bring significant business benefits through more appropriate dispensing and retail loyalty. Improving a patient's *MedsIndex* by 20 is equal to three extra dispensed prescriptions per year and thus, better health for your patients. Start by finding all your "regular" customers and approach them first.

2 Ensure all staff respond to pop-up notifications of patient qualification

When dispensing a prescription for a patient listed in the 'All Patients' Tab a pop-up notification will appear. Speak to all staff about what to do with a notification.



Good Practice:

- Invest time simply reviewing the patients listed in the 'All Patients' Tab. This will help in understanding the extent of poor compliance.
- Respond by:
 1. Clicking on the pop-up notification
 2. Viewing the patient's program qualification details
 3. Approaching the patient to enrol in the program

This is an opportunity to reach out to patients, discuss their medicines taking and show that your pharmacy cares about their health.