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## Technology

### DING! - the sound of opportunity

Do you seem to miss the MirixaFind™ pop up? Did you know you there is a sound to alert you of qualifying patients? You simply need to turn up the volume on your computer to hear it. Every DING! is a patient you can help and an opportunity to gain a customer for life.

### Changing Dispense Vendors

If you are considering changing your dispense vendor please notify Mirixa Australia on 1300 MIRIXA (647492). Your MirixaFind software will need to be adjusted.

## Company

### Griffith University

Griffith University pharmacy students have tasted the future of professional pharmacy and enhanced their employment prospects. Students were given a workshop and access to the Mirixa-Pro™ platform with “dummy” cases to simulate professional service delivery to patients. This mix of using software to support positive clinical interventions is what one student described as “what I and patients should expect of our profession”. With student comments like this, the future of the profession will move away from script data entry toward professional services.

## Support

### Good Pharma and Mirixa Australia

A Mirixa Australia module will be added to the Practise Good Pharma online implementation tool. Free 1 year registration for Practise Good Pharma ends June 30 2010, after this a \$1000 fee will apply. Practise Good Pharma is an online tool designed with experienced pharmacists who have done the hard yards. It helps your pharmacy implement Professional Service Programs using methods that work. A module designed by Mirixa Australia power-users will be part of the package to show you ‘what to do’ so you can implement with confidence. Save some \$\$\$ by going to <http://www.goodpharma.com.au> before the June 30 deadline to register!



## Network

### Want to grow your dispensary?

Feedback from Mirixa Australia champion pharmacists has described substantial growth in their dispensary attributable to Mirixa Australia programs. Alongside this has been increases to their other professional services and associated retail items. If you're looking for a motivator for your pharmacy to do Mirixa Australia programs, look no further than the bottom line and call us for assistance on 1300 MIRIXA (647492)

## Clinical

### Unlike the World Cup...it's not the score that matters

*“Mr Jones, I'm telling you the computer says your MedsIndex score is 60 so I know you're not compliant with your medicine!”* You may cringe but it's happened. Confusion over the use of MedsIndex with patients is not uncommon. A more effective way is to simply use the score as a prompt to speak with patients who *may be* poorly compliant. Then, a soft approach: *“Mr Jones how regularly do you feel you take this medicine?”* which avoids unwanted confrontation or argument, validates the score for you. During the session, the MedsIndex score can be used to set a ‘goal’ with the patient [pardon the pun].

## Customer Support Enquiries

For all technical support and general Mirixa Australia enquiries, please contact the Mirixa Australia Service Desk:

Phone: 1300 MIRIXA (647492) | Email: [contact@mirixa.com.au](mailto:contact@mirixa.com.au)

Standard service desk operating hours in your Australian time zone Monday to Friday: 8:30am-5:30pm