

MIRIXA[®] Messenger

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Pharmacy Owner
Warrawong Health Pharmacy
NSW

1. Vlade, what have Mirixa Australia™ programs brought to your pharmacy?

A professional element that can help reinforce pharmacy's standing within the community. It helps to illustrate a genuine care for the well being of our customers. Programs such as Mirixa appear to be a sign of the future for community pharmacy and as such I have encouraged its uptake within our shop.

2. How has it gone with your customers?

If conducted in a noninvasive manner encouraging open discussion I believe most cases will be received positively by the customer. To date I am yet to receive any negative feedback from customers which is pleasing especially considering implementation and operation has been relatively simple (made easier by the assistance of Ashley Smith & the Mirixa Hotline team). Many qualifying patients admit poor compliance as soon as you approach them (they feel embarrassed) and proceed to purchase the particular medication right after the initial consultation

3. What worked for you when implementing the programs in Warrawong Health Pharmacy?

It's vitally important to have the support and understanding of your staff. Initially I was performing all processes and encouraging my staff to observe our interactions excluding the actual interview. I commenced with customers I was quite familiar with and knew on a name basis, reinforcing complete confidentiality and privacy. I always mention the emphasis on prevention as a means to reduce the hospital burden and encourage the customer to suggest solutions.

Clinical

MedsIndex in Session #2

When discussing the patient's *MedsIndex* score in Session #2 remember to focus on the score increasing or decreasing rather than just actual number. Going from 60 to 65 doesn't sound like much but this is an improvement and opportunity to help the patient feel good about what they've done right. If they've gone from 60 to 55, discuss what happened to help them become more aware of their medicines taking then ask what they'd like to do better for next time.

Company

New programs The Omeprazole and Sertraline Compliance Programs are now available to all pharmacies. Subscribe today and for new opportunities to reach out to your patients.

Network

260 new users complete training : <http://www.mirixa.com.au> > MirixaReady™ link

Since the launch of new Mirixa Australia training 90 days ago there have been 260 new users from 80 pharmacies who have completed training. Join the others and complete your 1 hour online training today.

Technology

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.

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 | Web: <http://www.mirixa.com.au>

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