

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

Bedside Prescription Delivery Offers Convenience, Results in Better Adherence

Just five months after the official opening of the MMC Community Pharmacy, services are expanding to assist patients and caregivers with convenient access to filling prescriptions before going home.

Bedside delivery is happening now on all units, Monday through Friday, 9 a.m. – 5 p.m., and to the Emergency Department, 24/7. Pharmacy team members can meet with patients at their bedside, and the patients go home with their prescription, without having to make a stop along the way. Payment with credit or debit card is made through a secure iPad. Caregivers can use the orange “Discharge Medication Routing Form” found on all units to order medications for pickup, bedside delivery, and/or counseling by a pharmacist. Prescriptions can be sent to the Pharmacy:

- Electronically through Epic (Surescripts)
- Tube hard copy: Tube station 905
- Phone: 662-2626
- Fax: 662-6660
- Drop off at Pharmacy services



Michelle Walls, Pharmacy Technician, assists patients with discharge medications. Pharmacy team members are now available to consult with patients and fill prescriptions at the patient's bedside on all units and the ED.

“Bedside delivery is a wonderful option for our patients being discharged,” says Andrea Lai, Pharmacy Director. “It means they not only get their prescriptions in a private, convenient way, but they also get to meet face-to-face with a Pharmacy Team Member. This means patients can have their medications explained and their questions answered before they leave, resulting in better adherence to their regimen.”

Pharmacists are also filling more specialty-drug prescriptions for conditions such as cystic fibrosis, hepatitis C, HIV, and neurological disorders. Just like many retail pharmacies, The Pharmacy now offers many common generic medications for just \$4 (see the list on the MMC Intranet) and can mail your order anywhere in Maine, free of charge. The Pharmacy also carries many over-the-counter drugs.

Employee benefits have expanded, too. Employees can transfer their prescriptions online or by a paper form, and an online app is available to track your orders and refills. Employees also receive 10 percent off copays and 5 percent off out-of-pocket deductibles through the Healthy Saver benefits plan.

For more information, contact The Pharmacy at 662-2626.

First Customer Service Certificate Class Graduates

Fifty MMC employees were honored for completing the Customer Service Certificate Program at a ceremony in the Dana Auditorium last week. The program, which focuses on high-level service to patients, family members, and colleagues, began in February, and classes were held weekly through May. Employees attended four-modules of training — Think, Say, Do, and Repeat — with a fifth module, Lead, specific to leaders. A cross-section of the hospital was represented in the courses, including

employees from Admitting, Switchboard, Bio Bank, IS, Infection Prevention, HR, Laundry, CBO, and Finance.

Jeff Sanders, Executive Vice President and COO, and Deb Gallant, Director, Leadership Development OD and Learning, were at the ceremony to congratulate the employees.

The next series of Customer Service Certificate classes begins in October. Interested employees can sign up through Lawson.



Jeff Sanders, MMC Executive Vice President and COO, left, congratulates Martha Campbell, Switchboard Operator, at the Customer Service Certificate Program graduation ceremony.

Ten More Employees Double Their WOW! Rewards



The winners of this week's WOW! Rewards raffle are:

- Vanessa Carreira, NorDx
- Susan Johnson, MMC
- Maryann Kinney, MMP
- James Lyden, MMC
- Barbara Owen, MMC
- Cindy Smith, MMC
- Nicholas Handanos, SMHC
- Rebecca Pakowski, SMHC
- Sally Sidelinger, LCHC
- Crystal Lilley, WCH

your WOW! Rewards.

That's up to \$250 in extra cash! Ten winners will be chosen each Monday through July 20.

NorDx screening ends on July 31, so skip the long lines, and get screened today. See the screening schedule on the MMC Intranet.

Pictured: Sue Guerin, right, Employee Health Director, congratulates Cindy Smith, R.N., for winning the WOW! Rewards raffle this week.

The sooner you screen, the more chances you have to win. When you screen, you will be automatically entered in a raffle to double