

Medication Synchronization Enrollment and Calendar

Alignment fills, monthly confirmation, pickup window, changes, and opt-out

FICTIONAL SPECIMEN — SYNCHRONIZATION DOES NOT AUTOMATICALLY REFILL MEDICINES

The pharmacy confirms each item before every cycle. Prescriptions still require valid refills, prescriber approval when needed, stock, and payment.

PATIENT Marcus Theo Bell (fictional)	ENROLLED May 3, 2027	TARGET PICKUP DATE The 15th of each month	FIRST FULL PICKUP June 15, 2027
CONFIRMATION ROUTE Phone, then voicemail	BEST CALL TIME Weekdays 4:00–6:00p	PROGRAM FEE \$0	COORDINATOR 555-0410 option 3

MEDICINES INCLUDED AND ALIGNMENT PLAN						
MEDICINE / STRENGTH	USUAL QUANTITY / DAYS	ON HAND 05/03	ALIGNMENT FILL	FULL CYCLE	TARGET DATE	NOTES
Amlodipine 5 mg	30 / 30	12 tablets	12 tablets on 05/03	30 tablets	06/15/27	Refills valid through September
Atorvastatin 20 mg	30 / 30	24 tablets	24 tablets on 05/03	30 tablets	06/15/27	Refills valid through August
Metformin ER 500 mg	60 / 30	28 tablets	28 tablets on 05/03	60 tablets	06/15/27	Quantity differs; same pickup date
Levothyroxine 75 mcg	30 / 30	43 tablets	No short fill	30 tablets	06/15/27	Existing supply reaches target date
Alignment quantities shown are synthetic and were calculated from the fictional inventory count and labels. The patient pays only the plan cost share processed for each fill; the synchronization program itself has no fee.						

SIX-WEEK ALIGNMENT CALENDAR				
WEEK	DATE	PATIENT ACTION	PHARMACY ACTION	EXPECTED RESULT
1	Mon 05/03	Confirm on-hand count and included medicines	Dispense approved alignment quantities	All four supplies aim at 06/15
2	Mon 05/10	Report any label change or hospital visit	No automatic fill	Calendar remains unchanged if no changes
3	Mon 05/17	Continue each current label	Check renewal needs	Requests sent early where needed
4	Mon 05/24	Return coordinator call if received	Resolve rejected renewals	No unresolved item waits until pickup day
5	Tue 06/08	Answer monthly confirmation call	Review each item and estimate cost	Only confirmed items enter fill queue
6	Tue 06/15	Pick up within the 5-day window; compare labels	Final check and counseling	First synchronized 30-day cycle

MONTHLY CONFIRMATION CALL — SIX REQUIRED QUESTIONS	
1. Are you still taking each listed medicine exactly as its current label states?	
2. Has any clinician started, stopped, changed, or temporarily held anything since our last call?	
3. How many tablets or doses remain for each item?	
4. Do you need any as-needed medicine, inhaler, cream, refrigerated item, or supply this cycle?	
5. Have your insurance, address, phone number, prescriber, or pickup person changed?	
6. Would you like a pharmacist call about effectiveness, side effects, cost, or how to take anything?	

STANDARD MONTHLY OPERATING SCHEDULE

EVENT	FOR JUNE CYCLE	FOR JULY AND LATER	IF MISSED
Confirmation call begins	June 8	7 calendar days before target date	Two more attempts over 3 business days
Patient response due	June 11 by 6:00p	4 calendar days before target date	Unconfirmed medicines are not filled
Fill and insurance processing	June 12–14	3 days before target date	Coordinator calls about cost or rejection
Pickup window	June 15–19	Target date through day +4	Items return to stock after close on day +4
Next cycle	July 15	Same date monthly; moved earlier for closures	Holiday changes are stated during confirmation

CHANGE AND EXCEPTION MATRIX

WHAT CHANGED	WHAT THE PATIENT DOES	WHAT THE PHARMACY DOES	EFFECT ON TARGET DATE
New medicine	Call as soon as the prescription is sent	Checks days' supply and offers alignment only after approval	May join later; no forced short fill
Medicine stopped or held	Tell coordinator before confirmation	Removes it from queue; documents source	Other items stay synchronized
Dose or strength changed	Use only the new clinician direction; call coordinator	Cancels old fill and reconciles old stock	May create one off-cycle fill
Hospital or emergency visit	Call within 2 business days with discharge list	Pharmacist reconciles before next cycle	Cycle pauses if instructions conflict
Insurance rejects early or short fill	Choose whether to pay, wait, or leave item off cycle	Explains options and contacts plan if authorized	Date may shift for that item only
Travel	Call at least 10 days ahead	Checks lawful refill and plan options	No guarantee of early coverage
No response to confirmation	Call coordinator	Does not fill automatically	Pickup date is not reserved

PICKUP CHECKLIST

- ☐ Confirm your name and date of birth.
- ☐ Compare medicine, strength, and printed direction with the prior container.
- ☐ Ask why any item is missing or different.
- ☐ Review the amount due before payment.
- ☐ Request pharmacist counseling for any changed item.
- ☐ Take home the next confirmation date in writing.

ENROLLMENT CHOICES RECORDED

CHOICE	SELECTION
Automatic text alerts	Declined
Voicemail may name pharmacy	Yes
Voicemail may name medicines	No
Authorized pickup person	Leah Bell (fictional)
Delivery	Not enrolled
90-day conversion	Not requested

PAUSE, OPT-OUT, AND COMPLAINTS

REQUEST	HOW	TIMING / RESULT
Pause one cycle	Call 555-0410 option 3 before processing begins	Included medicines remain active prescriptions but are not queued
Remove one medicine	Tell coordinator during any confirmation call	Other items remain synchronized
End enrollment	Phone, in person, or signed portal message	No fee or penalty; future refills return to patient-initiated requests
Question a charge or quantity	Ask before accepting pickup when possible	Coordinator reviews claim and prescription; no coverage promise
Privacy or service complaint	Pharmacy manager 555-0411	Acknowledgment within 2 business days

Program boundary: Synchronization coordinates dates only. It does not change a prescription, extend an expired prescription, guarantee stock or coverage, or replace the patient's responsibility to report changes.

FICTIONAL SPECIMEN. Juniper Street Pharmacy, Marcus Bell, all medicines, quantities, dates, contacts, insurance handling, and program rules are invented. This is not a pharmacy contract, prescription, coverage statement, or instruction for any real patient.