Patient Objections to Med Sync

Often times, your patients aren’t aware of the benefits of a single pickup at the pharmacy. Take the opportunity to educate your patients, but remember, you’ll likely hear these objections first.

Reminder: Not all patients are good candidates for Med Sync. Use your best judgement when recruiting patients.

### Objection #1

No thanks!

Response(s):

- Do you mind if I share a few more details with you about syncing your medications?
- Our goal is to proactively fill your medications so that you don’t have to call in your refills when you are running low. This also minimizes your wait time when you come into the pharmacy for pickup.
- This lets us proactively request refills from your physician so that your refills are ready when you need them.
- Planning ahead will ensure you get your medications on time and stay healthy.

### Objection #2

Someone else usually picks up my medications

Response:

Would you like us to reach out to your caregiver? Syncing your medications will make it much easier and more convenient for them to manage your medications.

### Objection #3

I like coming into pharmacy, I don’t want that to change

Response:

You’re still welcome to come by the pharmacy any time you’d like to shop our over-the-counter aisles and our other products, ask questions, or just say hello!
Objection #4
Cost/Copay concerns
Response:
There is no additional cost to sync your medications.
*If Medicare patient, let them know you can prorate the copays when short fills are necessary.

Objection #5
Possible changes to medications
Response:
This isn’t a problem, as medications can be added or removed at any time. In fact, having the single pickup date will help us better handle any changes to your medications.

Objection #6
Overwhelmed patient
Response:
I understand that managing your medications list may be overwhelming. I can confirm the medications that you are currently taking and our pharmacy will proactively fill them each month and call you when they’re ready for pickup.

Objection #7
I get my medications delivered
Response:
We can align your medications to a single delivery date.

Objection #8
Why should I do this?
Response:
This will ensure that we are filling all of your medications on one day. The result will be a fast, easy and convenient pickup of your medications.