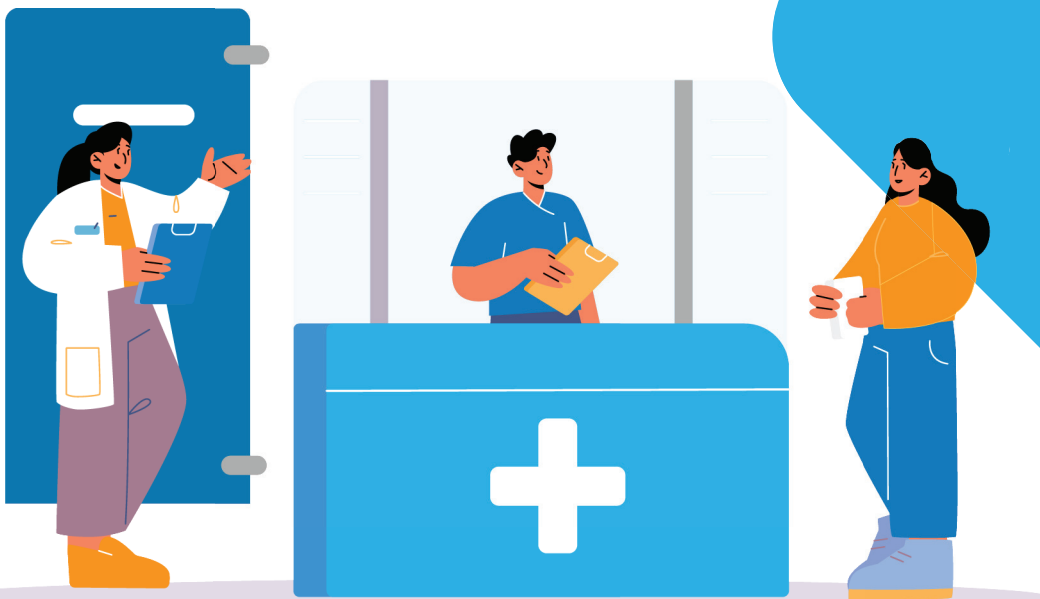# PrimeRx
PHARMACY MANAGEMENT SYSTEM

A Solution for Every Pharmacy

Who We Serve

Retail

Specialty

Long-Term Care / Assisted Living

Compounding

Health Systems

Mail Order

340B

Physician's Office

Hub Service

The Pharmacy Landscape is Constantly Evolving.

We are leading the way, providing software solutions that guide pharmacies through changing patient expectations and industry practices, building healthier communities.

Our Pharmacy Clients Are Being Heard

PrimeRx is dedicated to ongoing support, personalized training, and regular updates that advance the platform. We create long-lasting partnerships, and our customers are always at the center of our attention.

Enhanced Financials

Our PrimeRx platform optimizes your pharmacy's financial health by streamlining the workflows of your operations. This introduces efficiencies that make your pharmacy more profitable.

Building Healthier Communities

Our focus on the relationship between the patient and pharmacist ensures the highest levels of medication adherence. We provide a set of patient engagement tools that enhance patient communication and therapeutic outcomes.

Why PrimeRx

Our user-friendly tools streamline "front end" and "behind the counter" pharmacy operations, enabling unprecedented levels of pharmacy efficiency. This allows pharmacists more time to engage with patients and tend to other pharmacy matters. Our solutions directly touch patients, with opportunities to reduce out-of-pocket costs, obtain preferred medications, and truly feel connected to their local pharmacy.

First, for your community
Our focus on the relationship between the patient and pharmacist ensures the highest levels of medication adherence. We provide a set of patient engagement tools that enhance patient communication and therapeutic outcomes

First, for your pharmacy
With over 30 years of experience we understand the pain points of pharmacies and provide solutions that give them the tools to succeed on their terms.

First, for your future
Pharmacists are on a journey that requires regular and well-considered evolution. By embracing the technology of tomorrow, we guide pharmacies into the future.

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Key PrimeRx Features

Automated Refill Management
The refill process is completely automated and easily managed. Pharmacists can order refills directly from a patient's record, via a prescription number, or through a bar code scan. A customized Refill Dashboard allows "at-a-glance" visibility into key refill metrics.

Compounding
Compounding pharmacies benefit from automated inventory management, detailed patient records, NDC integration, and facilitated regulatory compliance.

Dispensing Management
End-to-end automated dispensing. Our solution seamlessly manages the entire dispensing process with the highest levels of efficiency and accuracy. From prescription intake to queue management to label generation, the entire process runs like clockwork – leaving pharmacy staff more time for patient engagement.

Multiple Inventory Management
Pharmacies can track and manage multiple inventories via unique inventory "buckets" — all within the PrimeRx operating system.

Medication Conflict Management
The system recognizes potential medication conflicts and generates a pop-up red flag alert. This warns the pharmacist about possible unsafe medication combinations, and helps prevent serious mishaps.

Patient Engagement
Pharmacies can maintain extensive patient health histories and medication records. This includes prescription drug records, supplement usage, immunizations, pharmacist notes, eCare Plans, and clinical assessments. Records can be easily updated and are readily accessible.

Refill Compliance Dashboard
At-a-glance access to your pharmacy's most important information. Pharmacists no longer have to jump between screens to access critical information. Instead, information is readily available, and can be customized for your pharmacy's specific preferences.

Report Generation
Customized reports can be generated that detail a broad range of pharmacy activities. This allows a pharmacist complete visibility into all aspects of the pharmacy, including areas that are working well, along with opportunities for improvement.

Task Manager
The system's task manager allows you to set reminders and build a "to-do" list.

Workflow Efficiencies
Automate essential pharmacy workflows for improved efficiency! The system seamlessly manages processes including dispensing, refills, inventory, claims, compliance, and data backup. The system is extremely user-friendly, with most tasks accomplished in a matter of seconds.

PrimeRx Specialty Pharmacy Management

Simple Solutions for the Complex Needs of Specialty Pharmacies

Specialty pharmacies need solutions that go beyond the capabilities of most pharmacy management systems. PrimeRx provides specialty pharmacies with a technology solution for their unique record-keeping, patient care, and analytical needs.

Specialty Pharmacies Key Features

Custom Workflow

Accommodate both customized specialty prescriptions and retail pharmacy needs via a single workflow process. Customized rules can be set for a pharmacy's specific needs, with multiple folders and buckets in place to organize all processes and records.

Clinical Assessment Module

Capture patient information by creating checklists and forms to guide pharmacist/patient discussions. The forms and checklists prompt the pharmacist to ask specific questions, with all resulting information added directly to the patient's electronic record.

Custom Report Writer

Generate customized, accurate reports directly within PrimeRx Specialty. The software features an embedded report writer with filters allowing a broad range of topics.

Customizable Intake Queue

Instead of filling prescriptions as they arrive, the Intake Queue gathers incoming orders from multiple queues, including:

- Electronic Rx queue
- Refill queue
- Document queue
- Incoming fax queue.

This provides the pharmacist with a comprehensive view of all prescription fill needs, allows for prioritization, and facilitates batch group processing.

Prior Authorization Management

The system transmits prior authorization requests directly to Surescripts® and CoverMyMeds® via the system's electronic messaging function. Each prior authorization request is tracked, with the outcome automatically added to the patient's record.

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Pharmacy Point of Sale Module

A Point-of-Sale system that understands your pharmacy.

Comprehensive point-of-sale functionality for easy, safe customer transactions and pharmacy sales management. The only software you'll need to manage the many ways pharmacies receive payments and engage with customers.

Key Features

Seamless integration with PrimeRx
Full integration with the PrimeRx operating system ensures seamless management of all POS records.

Electronic Signature Capability
A HIPAA-compliant solution that captures patient signatures and automatically adds them to patient records.

Direct Integration with Wholesalers
Seamless access to your pharmacy's wholesalers which enables price comparisons along with hassle-free reordering.

Payments and Returns
The system accepts EMV chip-enabled credit and debit cards, and accommodates payment systems including Apple Pay™, Android Pay™, Visa®, Master Card®, Discover®, and American Express®. The system also ensures seamless processing of patient FSA/HSA cards.

Customer Loyalty Programs
Create and manage a customer loyalty program within our solution. No need for additional software. Each patient's loyalty card number is appended to their individual account, with points and special promotions automatically added, applied, and adjusted.

Extensive Reporting Capabilities
Request customized reports on a broad range of topics including:
- Daily/Weekly/Monthly Sales
- Tax Information
- Detailed activity, departmental and category reporting
- Staff performance.

Interfaces that complement our Pharmacy Point of Sale Module:

Pointy from Google interfaces with the POS system, allowing pharmacies to display available OTC products through Google search capabilities.

PrimeRxPAY provides a contactless co-pay collection option.

Solutran S3 processes over-the-counter (OTC) program cards from insurers, using the S3 platform.

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Electronic Signature Capture

Scan and link signatures to each patient's record in the pharmacy system

Pharmacies are legally responsible for capturing, validating, and maintaining patient signatures. Electronic Signature Management helps pharmacies easily meet these requirements. One less thing for pharmacists to worry about.

Key Features

Easy, HIPAA-Compliant Signature Capture
- Patients provide signatures at point-of-sale. Signatures are automatically scanned and linked to the patient's record within our point-of-sale module.
- A single signature can be used for multiple prescriptions.
- Allows for family member medication pickups.

Signature Validation
Consistent with HIPAA requirements, signatures are automatically date/time stamped at point of collection. Signatures can easily be collected for a wide range of pharmacy purposes including:
- HIPAA requirements.
- Easy-off cap requests.
- Counseling.
- Auto-Refill programs.
- Third party release authorizations.

Notice of Privacy Policy
- Determines if the patient has signed the pharmacy's Notice of Privacy Policy (NOPP). If the policy has not been signed, the system provides a place for the patient to sign and confirm receipt of the NOPP.

- Tablet/iPad capability
  - No longer must pharmacy staff be tethered to a point-of-sale electronic signature pad. Instead, the solution allows electronic signature functionality via a tablet or iPad. This feature is especially helpful for home deliveries, and in managing pharmacy drive-thru windows.

- Records management
  - Pharmacy managers can easily retrieve signature logs, for easy compliance with audit requests and internal reporting needs.

- Data encryption/Security
  - The solution offers the highest levels of security, which includes encryption of all data, and strict log-in protocols for all system users.

Credit Cards Partners

Preferred Partner
worldpay from **FIS**

Additional Credit Card Partners
Elavon

Heartland Payment Systems

openedge
A division of **global**payments

 Pay

Pay **SAMSUNG Pay**

OTC Card Processing Benefits

SIGIS
SIGIS Cards (Flexible Spending)

SOLUTRAN
S2 - OTC card

PrimeRx
PHARMACY MANAGEMENT SYSTEM

Document Management System

HIPAA compliant software tool for your pharmacy's document management needs.

Pharmacy documents come in all shapes and sizes. Our document management solution converts hard copy documents into digital files for easy access and seamless storage within PrimeRx.

Key Features

- **Utilize** Windows compatible scanner to import documents into PrimeRx.

- **Electronically store** digital images of scanned documents within respective records of PrimeRx.

- **Eliminates** the need to retrieve hard copies for verifications and audits.

- **Annotate** your digital files with notes and follow-ups.

- **Display** your scanned document during the prescription filling process with PrimeRx.

- **Batch** scanning of hard copy records.

What Can Our DMS System Do for You?

Supports 3 prescription scanning workflows:

- Before filling the prescription (intake process)
- During prescription filling
- After prescription filling

Scan and Store:

- Prescription hard copies
- Delivery slips
- Patients driver's license and insurance cards
- Store reconciliation statements
- Insurance statements
- Drug recall letters
- Prescriber related documents

PrimeDELIVERY App

With PrimeDELIVERY, delivery personnel have access to the same functions as in-store staff. It's as if your delivery vehicle becomes an extension of your pharmacy!.

Most pharmacies offer some type of customer-friendly delivery service. But for too many pharmacies, the service is managed separate from the main operating system. This means extra time to reconcile accounts and import signatures, along with other steps that must be performed manually. Our PrimeDELIVERY app-based solution integrates your delivery service with your core operating system for end-to-end functionality.

Key Features

Seamless Integration with PrimeRx and POS Module
- Ability to process patient copays via a debit or credit card.
- Ability to generate a receipt for each copay collected.
- Seamless reconciliation of all transactions with overall pharmacy operations.

HIPAA-Compliant Signature Collection
- Patients can sign once for multiple prescriptions and uncheck specific scripts if they do not wish to take delivery of them at that time.
- Patients can sign for prescriptions ahead of time, which allows medications to be delivered even if no one is home to accept the shipment.
- Data is encrypted and remains highly secure while in transit.

On the Road Benefits
- Collect and manage patient signatures at the pharmacy drive-thru, curbside, or during delivery to a patient's home.
- Driver can access delivery information while in-transit by scanning an Rx number or facility code into a mobile device.
- Manage multi-store deliveries.
- Build and store delivery routes within PrimeRx delivery dashboards.
- Google Maps identifies each delivery location and generates an optimal route.

Reduce In-Store Checkout Delays
Helps shorten, and even eliminate in-store checkout lines. The app allows you to process patients waiting in line, or to get their transaction staged so that the final checkout process goes faster.

What Can PrimeDELIVERY Do for You?

Improved Medication Adherence
Home delivery improves the likelihood a patient will take their medications as prescribed.

Competitive advantage
Patients will appreciate – and have a sense of loyalty to – pharmacies that make it easy to obtain their prescription medications.

Remote Copay Collection
Works seamlessly with PrimeRx and POS to enable remote copay collection.

Patient Lifestyle
Provides flexibility and convenience to patients with limited mobility, busy lifestyles, or a lack of transportation.

Patient Delivery Confirmation
Let your patients know their medications have been delivered via a system-generated text. One more way to let patients know you care! .

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Provider Web Portal

Our provider portal offers seamless transmission of data to patient care teams.

Physicians and caregivers can have immediate access to critical patient data.

The provider web portal facilitates the decision-making process and eliminates time-consuming phone calls and faxes.

Key Features

- The **HIPAA-compliant web portal** allows specific caregivers — LTC/ALF facilities, physicians, hospice, and specialty pharmacy personnel — to access patient data conveniently from a PC, tablet, smartphone, or internet-connected device.

- **Customize** the web portal with your pharmacy logo and other configurable tabs (About Us, Contact Us, Services, and more).

- **Seamlessly** manage notes and correspondence in patient and pharmacy records.

- The **"web portal view"** features valuable tabs including: add patient, print prescription, message, view patient profile, view prescription request, batch refill, and send message, among others.

- **Dashboards** can be created for real-time access to fields including: active patients, active and expiring prescriptions, ready for pickup/delivery bin, and pending refill requests, among others.

- **Dashboard for physicians** to check the status of prescriptions within the pharmacy workflow.

How Does it Work?

The portal has four types of login users: Pharmacy Admin, Facility, Doctor, and Salesperson.

- The pharmacy admin manages access to the web portal along with content on all tabs.

- Facility users can have access to certain patient records in PrimeRx via a facility code that grants authorization.

- Each doctor's login is limited to prescriptions written by that individual for a particular patient.

- The salesperson login allows the user to view information connected to a designated prescriber. Sales personnel can be attached to specific prescribers, with all pairings tracked by the pharmacy administrator. A convenient dashboard allows sales personnel to track the status of prescriptions within the pharmacy workflow.

PrimeRx
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Central Management Portal

Address the unique needs of multiple pharmacy owners with a single-platform technology system.

Our solution addresses the critical need for multi-pharmacy owners to have visibility both at the individual store level, and across the entire organization. We also allow each store to "talk" to each other, via a single, connected platform.

Key Features

Single Platform for a System-wide Network

A system that allows each pharmacy to operate on the same platform with seamless integration of all workflows.

Complete Real-time Visibility

A solution that captures financial information for each store and allows access to that data in a variety of formats. This includes the ability to view data at the individual store level; via store-by-store comparisons; or through a bottom-line overview of the entire network.

Inventory Management

A system that manages and tracks inventories both at the individual store level and for the entire organization.

Point-of-Sale

A system that integrates point-of-sale capabilities across all pharmacies. This includes the ability to access and manage customer loyalty programs, record all transactions, and provide consistent customer experiences.

Prescription and Inventory Transfers

A system that accommodates patient preferences to change a pharmacy pickup location. The system also manages inventory transfers between pharmacies.

Customization and Ease of Use

A system that can be customized for your pharmacies' unique needs. Our solution is highly-user friendly and can be easily configured based on your preferences.

PrimeRx
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PrimeRx Services

Take advantage of our PrimeRx Services and Leave the Headaches to Us!
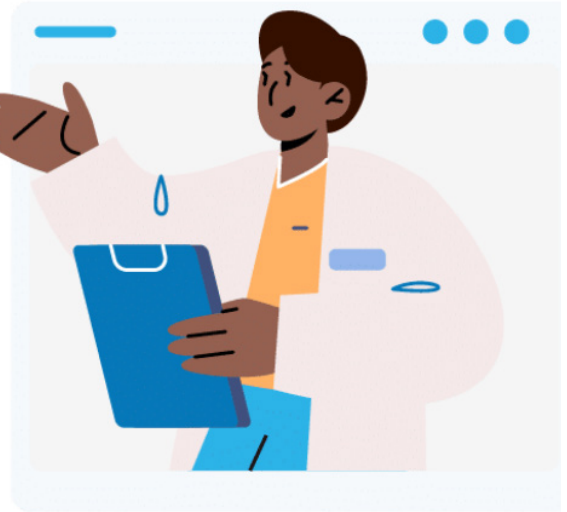
Controlled Substance Reporting (CSR)
An automated Controlled Substance Reporting (CSR) service tracks and reports controlled substance information to the appropriate regulatory agencies.

Data Conversion
PrimeRx provides data migration services from most third party pharmacy management systems.

Elsevier Medication Counseling Language Packages
Expand the language functionality of PrimeRx by adding Elsevier's MED counselor solution. Choose from an 8-or-16 language option to access medication information in languages including Arabic, Chinese, French, German, and Russian, among many others. The Elsevier solution helps pharmacies address the unique characteristics of the communities they serve.

eVoucher & Denial Conversion Services
Excessive copays and denied claims prevent patients from obtaining their prescribed medications. But they also mean lost sales for the pharmacy, and staff time spent identifying therapeutic alternatives. Now though, there is a win-win solution. PrimeRx eVoucher & Denial Conversion Services allows patients to get the medications they need while pharmacies enhance their bottom lines.

PrimeFAX
Secure management of fax communications that flow between pharmacies, medical offices, and healthcare facilities.

PrimeSHIPPING
Facilitate the drug shipping process by identifying prescriptions to be shipped, generating labels, and tracking information seamlessly and accurately. The solution operates through PrimeRx, and interfaces with designated shipping partners.

Remote Backup Service (RBS)
Protects data from unexpected disruptions and loss. RBS uses the Amazon Elastic Compute Cloud (Amazon EC2) to store data generated from within PrimeRx software applications.

Pharmacist-Friendly Mobile Apps

PrimeRxINVENTORY App

✻ **Real-time access to physical inventory:** Know the precise quantities of all drugs in your pharmacy inventory, the cost of each drug, and each unit's expiration date.

✻ **Inventory management:** Make quick and easy adjustments to your pharmacy's inventory, with changes transmitted to PrimeRx and POS.

✻ **Scanning capability:** The app turns your device into a powerful barcode scanner. Use your device's camera to scan barcodes directly from medication bottles and packages with no additional hardware requirements.

MyPrimeRx™ Owners App

✻ **Full Pharmacy Visibility**
- View real-time financial activity
- Monitor staff productivity
- View status of all pharmacy workflows
- Monitor spikes in dispensing activity
- Status checks on quality assurance initiatives and pharmacy events
- Real-time financial reports transmitted directly to pharmacy owner's device

✻ **Easy to Access, Easy to Use**
- Download the app from the Apple App Store or the Google Play Store
- MyPrimeRx™Owner's solution provides web portal access from any PC, tablet, smartphone, or internet-connected device.

FillMyRefills™

Easier Refills and Happier Patients

✻ **Now patients can have 24/7** access to your pharmacy! Patients expect the convenience and flexibility of online ordering. FillMyRefills allows pharmacies to meet this expectation with a web-based portal and mobile app.

✻ **The pharmacy is never closed.** Patients have the flexibility to order refills when they want, from the convenience of their mobile device or desktop.

✻ **Patients can transfer** prescriptions between pharmacy locations

How Does it Work?

✻ **Refill requests** are processed and automatically loaded to the PrimeRx refill queue.

During checkout, the patient can specify their preferred pickup/delivery option:

Delivery to the patient's preferred address on a specific date.

In-store pickup at a time/date specified by the patient.

✻ **The patient** is notified when a refill request is successfully received and again when the prescription has been filled.

The FillMyRefills app is available for download from the Apple App Store or Google Play.

PrimeRx
PHARMACY MANAGEMENT SYSTEM

Integrations

Pharmacies benefit from direct integration with the industry's most innovative, productive third-party solutions.
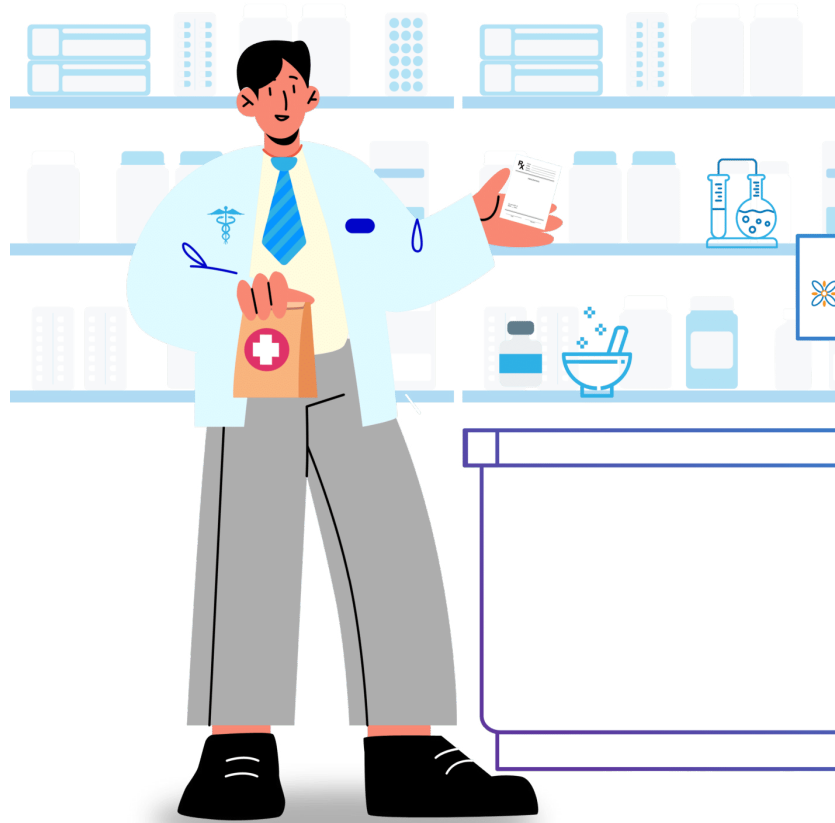
Technology doesn't stand still, with new pharmacy solutions arriving regularly. We proudly offer direct integration with the industry's most innovative solutions. Each solution complements PrimeRx capabilities and addresses a specific pharmacy need. Fast, seamless access to the solutions you need.

Current third-party integrations improve functionality within the following categories:

- 340B Pharmacy Administration
- Adherence
- Automation / Robotics
- Claims / Reimbursement Management
- Communication
- Compounding Pharmacies
- Courier and Shipping Services
- Drug Reference Guides
- Electronic Health Records (EHRs and eMars)
- Formulary Access
- Immunization Reporting
- Long-Term Care Pharmacies
- Medical Supplies and Equipment
- Medication Affordability
- Medication Therapy Management (MTM)
- Operations / Management
- OTC Product Sales
- Packaging
- Patient Engagement
- Point-of-Sale
- Payment Processing
- Prescription Drug Monitoring Programs
- Prior Authorizations
- Purchasing – Group Savings Opportunities
- Real-Time Prescription Benefit Services
- Regulatory / Compliance
- Specialty Pharmacy
- Switching Partners
- Web Portal
- Wholesalers

PrimeRx
PHARMACY MANAGEMENT SYSTEM

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www.primerx.io

HOURS OF OPERATION

MONDAY-FRIDAY	SATURDAY	SUNDAY
8 AM - 9 PM EST	9 AM - 5 PM EST	10 AM - 5 PM EST