



Wednesday, September 16		
Time (EST)	Session	Presenters
12:30 - 1:00PM	Virtual Reception	Hosted by QS/1 and Integra
1:00 - 1:50PM	RedSail Leadership Update and Q/A Strategy and Future Direction	Kraig McEwen, CEO Joe Strayer, Executive VP, IT and Operations (MOD) Mike McManus, Executive Vice President, Sales Anthony Cinalli, Executive VP, Product Management and Marketing Frances Nahas, Chief Strategy Officer Bob Bates, EVP - Development Operations
10-minute break	Break	
2:00 - 2:40PM	Healthminder®: Assisting with Patient Adherence	Jennifer Reilly, Supervisor of Regional Operations Michael Dodd, Pharm.D., R.Ph., CPM, Associate Director, Clinical and Pharmacy Regulatory Affairs
2:00 - 2:40PM	Searching in DocuTrack®	Keri Nelson, Customer Success Manager Kirk Johnson, Customer Success Manager
10 minute break	Break	
2:50 - 3:30PM	Medication Synchronization: Improve Patient Adherence with CycleRx	Robin Cross, Customer Success Manager Zach Princell, Pharm.D., Assistant Product Manager – NRx®
2:50 - 3:30PM	PrimeCare® SP 32 and DeliveryTrack® – New Options for Processing LTC Deliveries	Chelsea Grail, CPhT, Customer Success Manager/CSM Tiffany Wood, Customer Support Agent, III

Wednesday, September 23		
12:30 - 1:00PM	Virtual Reception	Recorded
1:00 - 1:40PM	Introduction to Mevesi®	Tyler Daniel, Product Sales Specialist, PrimeCare & Mevesi Michelle Damrill, Support Services Technician
10-minute break		
1:50 - 2:30PM	340B for Today's World	Jon Bell, Product Manager Buford Abeltdt, Sales Representative
1:50 - 2:30PM	RedSail Advantage™/OmniSYS®: Institutional Pharmacies	Ed Vess, RPh, Director of Pharmacy Professional Affairs Ed Feltner, Director, PowerLine Sales
10 minute break		
2:40 - 3:20PM	DeliveryTrack 6.2: What's New?	Chelsea Grail, CPhT, Customer Success Manager/CSM Eddie Buchanan, Assistant Product Manager
10-minute break		
3:30 - 4:30PM	CE: Recruiting Staff During COVID-19 – Part 1 of 2 (1.0 ACPE CE – RPh and Technicians)	Lou Ann Brubaker, President and Founder, Brubaker Consulting

Wednesday, September 30		
Time (EST)	Sessions	Presenter
12:30 - 1:00PM	Virtual Reception	Recorded
1:00 - 2:00PM	CE: Retaining Staff During COVID-19 – Part 2 of 2 (1.0 ACPE CE – R.Ph. and Technicians)	Lou Ann Brubaker, President and Founder, Brubaker Consulting
10 minute break		
2:10 - 2:50PM	RedSail Advantage/OmniSYS: Community	Ed Vess, RPh, Director of Pharmacy Professional Affairs Ed Feltner, Sales Director, PowerLine
2:10 - 2:50PM	PrimeCare Rebill Enhancements: Billing Matrix	Daniel Hollifield, Customer Success Manager/CSM Kim Stiffler, Customer Success Manager/CSM
10-minute break		
3:00 - 3:40PM	Enhance Your Use of Mevesi: What's New?	Michelle Damrill, Support Services Technician Tyler Daniel, Product Sales Specialist, PrimeCare & Mevesi

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RedSail Leadership Update and Q&A: Strategy and Future Direction

Market Focus: Community and Institutional

Audience: All

Join the RedSail leadership team as they discuss the company's strategy and future direction. Kraig McEwen, CEO of RedSail Technologies, LLC, along with other members of the executive leadership team – Frances Nahas, Chief Strategy Officer; Mike McManus, Executive Vice President of Sales; Bob Bates, Executive Vice President of Development; and Anthony Cinalli, Executive Vice President of Product Management and Marketing – will discuss the road ahead, immediate solutions for common pain points, and the unique, resolute approach RedSail Technologies will take to drive positive change for community and LTC pharmacy.

The session will be moderated by Joe Strayer, Executive Vice President of Customer and Employee Services.

Key topics will include:

- Pharmacists as providers.
- Pharmacy as the most accessible healthcare location.
- Solutions for key segments in the market – community, hospital/health system, specialty, clinic, LTC.

RedSail's response:

- RedSail Advantage – giving pharmacists the tools to expand their businesses.
- OmniSYS partnership.
- DeliveryTrack for community.
- Optimizing eCare Plans.
- Benefiting from next-generation development – now and later.

INSTITUTIONAL

RedSail Advantage/OmniSYS Partnership: Institutional Pharmacies

Market Focus: Institutional

Audience: Institutional Pharmacies

Speaker: Ed Vess, R.Ph., Director of Pharmacy Professional Affairs

A busy immunization season is projected with potential opportunities for pharmacy services. This interactive session will describe the RedSail Advantage program and our strategic partnership with OmniSYS to offer enhanced clinical opportunities to LTC pharmacies.

We will discuss the merits of enhancing, or initiating, your clinical service offerings to better serve your patient base while providing an additional revenue stream for your pharmacy. The OmniSYS offerings will be reviewed with descriptions of how they may be applied to your pharmacy operation, along with the benefits of the RedSail Advantage program.

Searching in DocuTrack

Market Focus: Institutional

Audience: DocuTrack Users

Speakers: Keri Nelson, Customer Success Manager
Kirk Johnson, Customer Success Manager

This class will provide you with an understanding of how to search in DocuTrack. We will cover the various search options available, such as the Search tab, Unified Search, Entity Search, and Audit Assist searching. There will be a quick 15-20-minute demonstration of search functionality, followed by Q&A.

Learning Objectives:

- Get an understanding of all DocuTrack search options.
- Discover the reasons for each search function.
 - ◊ Quick Search
 - ◊ Audit Assist
 - ◊ Entity Search
 - ◊ Unified Search
- Learn how to save results from the Search tab.

PrimeCare SP 32 and DeliveryTrack – New Options for Processing LTC Deliveries

Market Focus: Institutional

Audience: Pharmacy Managers, Delivery Managers

Speakers: Chelsea Grail, CPhT, Customer Success Manager
Tiffany Wood, Customer Support Agent III

This class provides an overview of delivery processing enhancements introduced in SP 32, including the new API interface with DeliveryTrack. Content will emphasize the latest delivery routing options developed for patient and facility records and recounts best practices for printing Delivery Manifests.

Learning Objectives:

- Discover new options for LTC delivery workflow.
- Recall optimization strategies for printing Delivery Manifests.

PrimeCare Rebill Enhancements: Billing Matrix

Market Focus: Institutional

Audience: PrimeCare Pharmacies

Speakers: Daniel Hollifield, Customer Success Manager
Kim Stiffler, Customer Success Manager

This class will provide you with an understanding of how and when to use the Billing Matrix rebill function. We will cover new enhancements to the rebill process that give you more control and the ability to review and alter transactions before you rebill.

Learning Objectives:

- Discuss the proper way to change payers on a patient's Billing Matrix.
- Determine when you should use the rebill function.
- Recognize how to select the correct rebill start date, when doing a rebill.
- Discuss Auto Rebill vs. Review.
- Learn to select and make changes on the transactions you wish to rebill.

COMMUNITY

RedSail Advantage/OmniSYS Partnership – Community Pharmacies

Market Focus: Community

Audience: Community Pharmacies

Speakers: Ed Vess, R.Ph., Director, Pharmacy Professional Affairs
Ed Feltner, Director, PowerLine Sales

A busy immunization season is projected with potential opportunities for pharmacy services. This interactive session will describe the RedSail Advantage program and our strategic partnership with OmniSYS to offer enhanced clinical service opportunities to community pharmacies.

We will discuss the merits of enhancing, or initiating, your clinical service offerings to better serve your patient base while providing an additional revenue stream for your pharmacy. The OmniSYS offerings will be reviewed with descriptions of how they may be applied to your pharmacy operation, along with the benefits of the RedSail Advantage program.

Health-Minder: Assisting with Patient Adherence

Market Focus: Community

Audience: Community Pharmacies

Speakers: Jennifer Reilly, Supervisor of Regional Operations
Michael Dodd, Pharm.D., R.Ph., CPM, Associate Director of Clinical and Pharmacy Regulatory Affairs

The Health-Minder Report lists all patients due a refill and the name of the drug to be refilled. Pharmacy staff can use the report to know what drugs they need to have in stock for the refills, the phone number of the patient, the doctor, etc.

Learning Objectives:

- Explore options – like printing mailing labels, creating Tickler messages, using InstantFill® and Call Out records, sending refill requests – to assist with patient adherence.
- Learn how to generate the report, including answering Select, Sort and Print Options.

Medication Synchronization: Improve Patient Adherence with Cycle Rx

Market Focus: Community

Audience: NRx Users

Speakers: Robin Cross, Customer Success Manager
Zach Princell, Pharm.D., Assistant Product Manager

Medication synchronization addresses many of the challenges of patient adherence. Better adherence results in better overall outcomes and decreased risk, yielding healthier patients. With each patient enrolled, pharmacies mitigate barriers to adherence and provide a higher level of customer service. NRx and PrimeCare offer built-in medication synchronization with Cycle Rx, a tool to create and maintain a synchronized fill date, including short-fill calculations. In this class, we will review how to get your pharmacy set up for Cycle Rx and how to keep your patients compliant with their medication regimens.

Learning Objectives:

- Demonstrate how to set up Cycle Rx and enroll patients.
- Demonstrate how to maintain patients already enrolled in Cycle Rx.
- Review new features and enhancements available in Service Pack 33.

340B for Today's World

Market Focus: Community

Audience: All

Speakers: Jon Bell, Product Manager
Buford Abeltdt, Sales Representative

Join subject matter experts and guest pharmacists to talk 340B. QS/1's pharmacy management software makes 340B programs simpler and more affordable because, like you, we know how important these programs are to patients in today's economic environment.

QS/1 will draw on its experience as a leader in direct connections with 340B vendors and an approved member of the Apexus® Prime Vendor Program to provide guidance, discuss best practices, and answer questions.

Learning Objectives:

- Explore pharmacy's response to COVID-19: curbside delivery apps, and shipping.
- Gain insight on the growth of telehealth.
- Learn about Carve-out Medicaid prescriptions and QS/1 software.
- Identify vendor partners.

CROSS MARKET

Introduction to Mevesi

Market Focus: Institutional and Community

Audience: All

Speakers: Tyler Daniel, Product Sales Specialist, PrimeCare & Mevesi
Michelle Damrill, Support Services Technician

Want to unify your pharmacy data, analyze it, and then use it to make sound business decisions and simplify goal setting? In this class, you will learn how Mevesi places invaluable information at your fingertips via scorecards, dashboards, and multi-dimensional reports.

Learning Objectives:

- Identify how Mevesi can help your pharmacy accomplish its business objectives.
- Use scorecards and dashboards to gauge meaningful metrics for your pharmacy's performance.
- Build and schedule custom reports to suit your pharmacy's needs.

Enhance Your Use of Mevesi: What's New?

Market Focus: Institutional and Community

Audience: All

Speakers: Michelle Damrill, Support Services Technician
Tyler Daniel, Product Sales Specialist, PrimeCare & Mevesi

Join Support Services Technician Michelle Damrill to deepen your understanding of Mevesi. This class will cover benchmark pricing, prescriber patterns, and proportion days to help you recover underpaid claims, monitor overutilization, increase medication adherence, and improve compliance.

Learning Objectives:

- Identify easy access to lookup AWP Pricing and the Effective Date.
- Use reports to notify you of AWP's submitted lower than what Medi-Span has on record.
- Calculate patient's daily morphine milligram equivalents (MME) and monitor doctors drug utilization.
- Improve DIR fees by monitoring patient adherence.

DeliveryTrack 6.2: What's New?

Market Focus: Institutional and Community

Audience: Pharmacy Managers, Delivery Managers

Speaker: Chelsea Grail, Customer Success Manager

This class highlights new features introduced in DeliveryTrack version 6.2, including the new option for long-haul deliveries, as well as enhancements to the web portal, routing rules, stop listing workspace, QS/1 interface, and much more.

Learning Objectives:

- Become familiar with new features added to the DeliveryTrack dispatch client and mobile app.
- Acquire an understanding of enhancements added for long-haul deliveries.

RECRUITING AND RETENTION (Continuing Education)

Recruiting Staff in the COVID-19 Era (Part 1 of 2)

(1.0 ACPE CE – R.Ph. and Technicians)
Market Focus: All

Audience: R. Ph. and Technicians

Speaker: Lou Ann Brubaker, President and Founder of Brubaker Consulting

This dynamic session will target how pharmacies can increase their staff stability and enjoy all the financial and customer relationship benefits it provides. LONG before the pandemic, a majority of pharmacies were in a recruitment and retention crisis, and there's little reason to believe things will get any easier. Pharmacies must re-evaluate every aspect of their outreach, interviewing, and hiring processes. New game, new rules. Increase focus on your culture.

Learning Objectives:

- Contrast more meaningful outreach messages with those used in the past.
- Identify “make or break” first-impression strategies.
- Use the pre-hire process to build organizational COVID-19 trust.

Retaining Staff in the COVID-19 Era (Part 2 of 2)

(1.0 ACPE CE – R.Ph. and Technicians)
Market Focus: All Customers

Audience: R. Ph. and Technicians

Speaker: Lou Ann Brubaker, President and Founder of Brubaker Consulting

Crisis brings opportunity (and the rationale) for job change. Despite the current high unemployment rate in the U.S., COVID-19 has the potential to drive turnover – now or later.

Right now, pharmacy staff are examining whether some imagined COVID-19 era work culture is better than their current one. In other words, pharmacists and pharmacy techs will be re-evaluating not what they do, but where they do it.

This insightful session will target how pharmacies can keep their current teams in place – and defend their business despite what will likely be aggressive recruiting of pharmacy techs by other organizations.

Learning Objectives:

- Articulate what causes people to stay.
- Sort current staff into four categories and discover how each one impacts overall retention.
- Address what actually drives pharmacy staff out the door.