MICRO
Merchant Systems

PrimeRx™
Pharmacy Management System

It's time to **rethink**
how you **manage** your **pharmacy**

- Minimize dispensing errors
- Optimize your pharmacy operations
- Increase revenue and profitability
- Simple, scalable, Intelligent and a must for every pharmacy

Workflow Forecasting Web Based Refills Drug Pick Verification Text Message Med Synch Electronic Processing of Control Substances

Audit Trail HL7 Interface counselling Custom Reporting FSA Processing

adherence Text Message EPCS Compliant Interface with Wholesalers Audit Trail

Efficiency adherence Electronic Reconciliation **Immunization** Drug Images

SMS/Text Message EPCS Compliant Customer Loyalty *Increase Profitability and Efficiency*

Tag and Track Rx Resources counselling Bar-code scanning 340B Module Inventories

Email 340B Module Pseudoephedrine Monitoring

MTM Videos 7 day Support **Image Scanning** Email Support

OTC Sales PA-DSS Certified (PCI Compliance) Front end Label Queue

PDC and MPR Values FillMyRefills.com EPCS Certified Email

CMS 5 Star Rating Front end *CC/Debit Processing* **Customer Service**

Custom Reporting counselling Front End Management Rph Dashboard

Interface with Wholesaler Inventories Rph Dashboard *Patient Counseling in up to 16 languages*

Audit Trail *Intelligence* Refill Management

Adherence
5 Star Ratings
Compliance
Workflow
Security

PRIMEPOS POINT OF SALE

PrimeESC Electronic Signature Capture

PRIME DELIVERY

PrimeWEB

PrimeCENTRAL

PrimeDMS Document Management System

FillMyRefills.com

MICRO
Merchant Systems
Software Without Limits!

About the Company

For over 27 years, Micro Merchant Systems® has been providing pharmacy management solutions to pharmacies across the nation. Our company motto, "Software without Limits," is a testament to our commitment to continual improvement and innovation, reliability and superior customer service have made us the most sought-after name in the industry.

This kit will provide you with valuable information about our products and services. See for yourself why thousands of pharmacies have been using our expertise to run their business.

Who We Serve

- CLOSED DOOR PHARMACIES
- COMPOUNDING PHARMACIES
- HOSPITAL-OUTPATIENT PHARMACIES
- LONG-TERM CARE PHARMACIES
- MAIL ORDER PHARMACIES
- PHYSICIAN OFFICE PHARMACIES
- RETAIL PHARMACIES
- SPECIALTY PHARMACIES
- TELEPHARMACY
- 340B PHARMACIES

Contact Us Today

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Our Partners

Discover the **most intelligent** pharmacy management system

PrimeRx™ Pharmacy Management System

PrimeRx™ pharmacy management system is highly user-friendly and offers a complete suite of tools that can be adapted to meet your pharmacy's specific needs. Many of the software features are unique to PrimeRx™ and are unmatched by our competitors. PrimeRx™ stands apart in the pharmacy software category as an intelligent, comprehensive management solution.

PrimeRx™ is a valuable pharmacy software for independent, retail pharmacies, multiple pharmacy store ownership, and outpatient hospital pharmacies with custom workflows and a complete automated fill, bill, and communication process. PrimeRx™ is a total pharmacy dispensing solution.

PrimeRx™ will quickly become the backbone of your pharmacy and serve as the centralized processing center for all workflow processes. PrimeRx™ will enhance your pharmacies overall productivity with tools to simplify workflow, patient and provider intake, process claims, label and dispensing, and managing inventory.

PrimeRx™ benefits are prescription workflow efficiency while reducing dispensing errors, integrated patient management to help identify medication synchronization candidates, patient medication adherence reports to improve CMS Five Star ratings, and insurance management to increase revenue and profitability.

Why is PrimeRx™ so advanced?

- Keep your pharmacy open 24/7 by scheduling many repeating scenarios such as refills, data backups, email of automated reports and more
- Interface with Mirixa and Outcomes: get MTM opportunities delivered to PrimeRx™
- Business intelligence reports built into the system - why pay extra to third-party vendors
- Intelligent ERx action list management to help you process incoming electronic prescriptions efficiently
- Refill Compliance Dashboard: Send Refills Due, Refill Requests, Monitor Missed Refills and Refill Gaps, all from one easy to understand Refill Compliance Dashboard
- Support of barcode and biometrics throughout the pharmacy workflow
- Stay in touch with your patients: Outbound Calling, TXT/SMS Messages, Emails to communicate information related to Refill Alerts, Dose Alerts, Pickup Alerts, Greetings and other messages
- Optimize profits utilizing Adherence features
- RxSync: facilitating ABM (Appointment Based Mode)
- Patient Medication Adherence Reports that contribute to your Pharmacy Star Ratings
- Calculate PDC/MPR Values for your Patients individually or by group
- A true Windows-based system utilizing intuitive keyboard shortcuts (hotkeys) for an efficient workflow
- Services that complement our PrimeRx™
  - FillMyRefills™: App/Web-based patient facing Refill Routing services
  - Remote Backup Services: Backup your data securely and safely to a cloud server
  - Patient Counseling in up to 16 different languages
  - Pre-Post Editing Services, e-Voucher Patient Assistance Program

PRIMEPOS™
POINT OF SALE

A Point of Sale system that understands your pharmacy

PrimePOS™ is Micro Merchant System's point-of-sale solution designed to ensure fast and accurate patient checkouts. PrimePOS™ fully integrates with PrimeRx™ to help pharmacies more efficiently manage inventory. PrimePOS™ will minimize in-house theft and provides full accountability for daily operations.

Key features of PrimePOS™

- Seamless integration during Rx check out with PrimeESC™ and PrimeRx™ applications
- Process payments using EMV chip-enabled cards, Apple Pay™ and Android Pay™
- Security rights over what your employees can and cannot do on the register
- Manage patient/customer loyalty programs including point accumulation, special pricing or "buy one get one free" offers
- Sales tax report available on demand so it can be provided to your Accountant
- Increase patient adherence rates and profitability by knowing which prescriptions filled have been picked up by the patient
- Ability to find out which items are moving fast and which are moving slow
- Ability to define sale periods during which items will be reduced to the sale pricing. After the sale period is over, the pricing will go back to its original amount
- Review Rx copays that have been collected and not collected

- You can print shelf stickers for every item and manage pricing according to your preferences rather than the wholesalers defined pricing
- Provide discounts to OTC items without discounts being applied to Rx in the same transaction
- Accept payments towards charge accounts in PrimePOS™ and apply them directly in PrimeRx™
- Monitor sale of PSE (Pseudoephedrine) using NPLEX®
- Supports EBT & FSA with the ability to customize based on inventory
- Manage inventory and pricing using EDI (Electronic Data Interchange)
- Colored clickable shortcut tags for clear visibility
- Display bin number appears on POS screen when the prescription is scanned
- Colored clickable shortcut tags for clear visibility
- Ability to generate an intelligent end of day reports with business statistics
- End-of-day reporting on multiple metrics

Heartland • **worldpay** • **openedge** • **NPLEx** • SIGIS • EMV • FSA/IIAS • **Pay** • pay

PrimeESC™
Electronic Signature Capture

Managing signatures couldn't be easier yet so sophisticated

PrimeESC™ is Micro Merchant Systems electronic signature capture system which scans and links patient signatures to their records into PrimeRx™. PrimeESC™ helps pharmacies accurately manage prescription pickups by maintaining electronic logs. The signature capture device is attached to a rotating stand and features a colored screen for easy access and enhanced visibility.

What you need to know about PrimeESC™

PrimeESC™ can work in two modes:

1. Stand-alone Mode (with PrimeRx™): In this mode, the pharmacy can obtain HIPAA acknowledgment signatures, and Rx picked up signatures without PrimePOS™

2. Integrated Mode (with PrimeRx™ + PrimePOS™): This is the most versatile mode for this device. In this mode, you can use the same device to:
   - Capture signatures for HIPAA Acknowledgements (NOPP)
   - Capture Rx picked up signatures
   - Capture signatures for PSE sales
   - Process credit, debit, FSA/IIAS transactions
   - Process payments with EMV cards
   - Process payments through various NFC devices, including Apple Pay™ and Android Pay™
   - Will act as a display for customers to see all items rung in a transaction

- Provides accurate reports saving you time and hassle during an audit

- Offers instant Rx Pickup status for the technician or the pharmacist, thereby saving valuable time and effort spent in finding whether or not the Patient has picked up the Rx or if it is still in the Pickup bin

- Increased efficiency, adherence, and profitability by providing detailed information on whether or not the Rx was picked up, who picked it up, at what date and time, and how many Rx were picked up by that patient on the same day

- One signature needed for multiple Rx

- A report is available for all Rx not picked up between specific dates so that those can be returned to the inventory

- Extra Large 7" multimedia color touchscreen completely reinvents the check-out experience

- The device is attached to a swivel stand so that it is secure and versatile

PrimeDMS™

The **Document Management System** made for **your pharmacy**

PrimeDMS™ allows pharmacies to scan, record and store digital images all prescriptions, patient ID cards, insurance statements, correspondence from doctors, and all other physical documents. Prime DMS™ provides a highly accurate and convenient document retention system while freeing pharmacies of the burden of maintaining physical copies of these documents.

What can PrimeDMS™ do for you?

PrimeDMS™ supports 3 Rx scanning workflows:
1. Before filling the Rx (INTAKE process)
2. During filling an Rx
3. After filling an Rx

Scans everything and attach with different data elements:
- Rx hard-copy with Rx records
- Delivery slips with Rx records
- Patient ID with patient records
- Reconciliation statements & checks with insurance (BIN No.) records
- Drug recall letters with drug (NDC) records
- Prescriber related documents with prescriber records

Additional features:
- Automatically scan bar-coded delivery slips and store manual signature records with related Rx. Also marks the Rx records as "DELIVERED" at the same time
- Eliminates the need to look up hard copies of customer's documents for verification

- Easy and intuitive method of scanning Rx that saves time and effort
- Rx image shows up while refilling an Rx, thereby ensuring that the pharmacist can have a second look at the prescription and prevent any potential dispensing errors
- A very big help during audits, since retrieval of a Rx image is much more easier for verification purposes
- Save physical space in the pharmacy since PrimeDMS™ eliminates filing and storage of paper records
- Images are backed up on a daily basis, so all your important documents are always available to you
- Stores patient information such as ID cards on file, so you don't have call patients or request that information from them in the future
- Helps in reconciliation since all statements and checks are scanned and attached with their respective insurance records
- Ability to perform batch scan of multiple prescriptions saves time and effort

PRIME™ DELIVERY

Deliver prescriptions and collect signatures **digitally**

PrimeDELIVERY™ allows pharmacies to offer customers the convenience of having their prescriptions delivered while ensuring an electronic trail of recorded deliveries and captures required signatures. The software works seamlessly with both PrimeRx™ and PrimePOS™. This allows pharmacies to quickly manage prescriptions generated in PrimeRx™ for delivery and copay collection.

How PrimeDELIVERY™ can improve your delivery service?

PrimeDELVERY™ can work in two modes:

1. **In-house Mode:** Allows for signature by patients picking up prescriptions at the pharmacy. The prescription is marked "Picked up, Not Delivered."

2. **Delivery Mode:** Signatures are captured at the time of delivery and the prescription is marked "Delivered."

• The handheld device is compatible with current devices including the iPad, iPad Mini, iPhones, and Androids.

• Works with 3G, 4G LTE, and Wireless Connection

• Get real-time delivery signatures sent to the pharmacy remotely (data plan on device required)

• The patient can sign once for multiple prescriptions and has the ability to uncheck specific scripts if they do not wish to take delivery at that time.

• Delivery personnel can to capture notes such as "Customer refused to accept Delivery." These notes can be transferred over to PrimeRx™.

• Data is encrypted and remains highly secure while in transit.

• Dynamic updates made to PrimeRx™ Patient History, Rx in Delivery BIN, Rx in Transit, Delivery Complete

• Delivery personnel has all the required information to make the delivery and collect a copayment

• HIPAA Compliant: No information linking the drug name to Rx# and patient

• The process is straightforward, efficient and secure.

• Prevents loss of copay and missing Rx during delivery

• All signatures are saved electronically in the patient's history, saving valuable time during audits and verification of delivery.

• All prescriptions are accounted - preventing loss of copayment and missing Rx during deliver

Pharmacy

Doctor

PrimeWEB™

Health Facility

ALF/LTC Facility

Information Sharing That's Secure

Patient

The **PrimeWEB™** is Micro Merchant's workflow optimization tool that provides a vital communication link between patients, doctors, healthcare facilities and pharmacies. By connecting all parties, day-to-day business processes become more productive and efficient. PrimeWEB™ brings patients, doctors, nursing homes, ALF and pharmacies closer than ever before. Log in from any PC, tablet, smart-phone or internet connected device.

How does PrimeWEB™ work?

- Login from any PC, tablet, smart-phone or internet connected device
- This secure access Web Portal provides patient data to:
    - Facilities (Nursing Homes/LTC/ALF)
    - Patients
    - Prescribers
    - Pharmacies
- Login access & credentials are controlled and provided by the pharmacy- thereby ensuring that access is provided to validated entities
- Access to data is only limited to the rights granted to the user. For example: patients can only view their own profile. Similarly, facilities can only view patients and prescriptions that are associated by the pharmacy to that particular facility. The same is true for prescribers and doctors as well
- Patient adherence is facilitated by allowing patient to access full prescription profile and request refills on one simple screen

- Refill requests from patients, doctors and facilities are populated instantly in PrimeRx™ Refill Queue. No emails or faxes needed. Facilitates experience enhanced workflow and control through PrimeRx™
- Ability to view scanned Rx, pickup signatures on the Web Portal
- Ability to print Medication Administrative Records (MAR) and Physician Order Sheets (POS) directly from the Web Portal on Plain Paper
- Ability for nurses to record and maintain time of administration, to ensure they can generate reports to monitor QA processes at the facility
- Saves a lot of time for the facility and pharmacy by not being on the phone constantly to find out the progress on different workflow related items
- The pharmacy can control the content on the pages and provide images and specials that they want to promote
- The Facility can log in and view profiles of patients affiliated with that particular Facility

Prime**CENTRAL**
Your Pharmacy Headquarters

One
Central Hub
to Manage
Every
Pharmacy
You Own

PrimeCENTRAL™ is Micro Merchant Systems's web portal for multiple store owners. A central hub to manage your network of pharmacies. A comprehensive solution to ensure efficiency, visibility, and enhanced customer service.

PrimeCentral™ is your own central intelligence agency

- A web-based portal that allows multiple-store owners to control operations from a centralized location
- Provides a level of functionality and visibility enjoyed by large pharmacy chains
- Report generation customized for store owner's specific needs; Reporting based either on the individual store(s) or on an aggregate
- Ability to PUSH features from the central office. For example: Push an NDC setting for Preferred Drug to be used in all locations
- Access to detailed financial information for the entire business

- Ability to allow Patient Profile view across all locations
- View inventory (availability of drugs) across multiple locations
- Allows transfer of refills from one location to another through a single click
- Facilitates data analytics to make intelligent business decisions and helps in forecasting ordering and dispensing processes
- Operates on a highly secure virtual private network
- Security Manager to control what reports are viewed by personnel or owners
- Runs on a secure VPN channel

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Mobility APPS & Communications Services

FillMyRefills™ App

Connect to your pharmacy for the simple purpose of requesting refills.

- Pharmacies can accept refills 24/7
- App available through the Apple and Google stores
- Patients can access the web portal from any PC, tablet, smartphone or internet-connected device.
- Refill requests automatically load to the PrimeRx refill queue
- Patient notified when a request is successfully received, and when the prescription has been filled
- The patient can review their Profile online and print the same for Tax Purposes
- Patients can create their own profile of prescriptions, that they are taking from another pharmacy.

MobilePOS™ App

Curbside DELIVERY – Get Rx pickup signatures and process credit cards through a Bluetooth device. Have the ability to add and update inventory in your pharmacy. MobilePOS™ currently only works with OpenEdge.

MyPrimeRx™ Owners App

- Free for Pharmacy Owners who use PrimeRx™ in their pharmacy
- Get Real-time financial data on your phone
- Graphical representation of data for Rx, Insurance, Prescribers
- Monitor productivity of staff
- Monitor spikes in prescription dispensing history

PrimeDELIVERY™ App

Works seamlessly with both PrimeRx and PrimePOS. This allows pharmacies to quickly manage prescriptions generated in PrimeRx™ for delivery and copay collection. Works in TWO modes:

- In-house mode: Allows for signature by patients picking up prescriptions at the pharmacy.
- Delivery mode: Signatures are captured at the time of delivery and prescription is marked "Delivered."

PrimeCOMM™ Communications Module

A secure SMS/Text and Outbound calling Solution. This service is used to communicate with Patients and Physicians (when needed) through a Secure platform, built within PrimeRx™ and integrated seamlessly in the pharmacy's day-to-day workflow.

1. Send and Receive SMS/TXT message to the Patients
2. Automated Outbound Calls to the Patient
- Happy Birthday message (Patients love this)
- Prescription Ready for Pickup message
- Refill Reminders
- Refill not picked up Reminders (1st, 2nd, & final reminder)
- Dose Reminders (beneficial for Senior citizens)
  New Rx Received message

Patient Status Board!

Have your pharmacy STAND OUT!
Communicate with your Patients while they are waiting for their prescriptions! The patient can see who is next in line to pick up their prescription(s)! A secure platform, built within PrimeRx™ and integrated seamlessly in the pharmacy's day-to-day workflow.

Other Available Services

FillMyRefills™

- A web-based Patient Facing portal that allows the Patient to create their account and request refills.
- The Refill request comes directly in PrimeRx™ Refill queue
- The patient receives a notification when the request is successfully received by the pharmacy
- Works from any PC, Tablet, smart-phone or Internet connected device
- No need for the pharmacy to host the site. We do it all for a low monthly fee.
- Allows your pharmacy to accept business 24x7

RBS Remote Backup Service

Remote Backup Service

- This service will encrypt and back-up all your PrimeRx™ and PrimePOS™ data on the cloud
- Completely automated with notification emails that will inform you every day the status of your backup (i.e. Successful, Failed, Missed)
- Your data runs your business. Have the peace of mind by keeping it safe on an off-site cloud server

Third-Party Integrations

We provide various interfaces through our software to ensure your pharmacy has all the necessary tools to run a successful business.

Some of the third-party integrations that are available are:
- Interactive Voice Response systems (IVR)
- Robotic dispensing machines
- Packaging machines

Control File Submission

- Every state now enforces the Prescription Monitoring Program (PMP), which require Pharmacies to report control prescriptions on an ongoing basis (even daily). In certain states even if you have not filled any Control Rx, your pharmacy is still required to submit a Zero Submission report on a daily basis
- We have created an automated service that will upload the file on your behalf (state permitting) on a daily basis including Zero Reporting. The service will also provide you a notification service, which will advise you if the file submission was successful, failed or missed on a daily basis

PrimePORTAL (eLearning Solution)

Our software is user-friendly and packed with a ton of features not available from any other pharmacy management system. To assist you with all your software training needs at your pharmacy- we have created PrimePORTAL. Use this **FREE** service to:
- Unlock and master hidden, cost-saving features
- Learn at YOUR own time, pace and device
- Autonomously train new pharmacy staff
- Conduct routine refresher training for existing employees
- Take advantage of features you never knew existed

Miscellaneous Services

We offer many other services by partnering up with industry leaders to ensure your pharmacy is running efficiently. These include:
- Pre/Post Editing Services
- e-Voucher Patient Assistance Program
- Patient Counseling in up to 16 different languages
- Drug Database - State & Federal Module

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