### Objectives

The primary objective was to provide direct and ongoing assistance to a small town community pharmacy in order for the pharmacy to implement select new patient care services that have already been recognized as services that enhance patient care.

### Methods

**Design**

- Identify the progressive pharmacy/pharmacist.
- Obtain concurrence from the pharmacy owner and professional staff to pursue an action plan to implement and/or expand patient care services; obtain assistance from consultants with experience in community pharmacy-based non-dispensing services.
- Implement a medication synchronization program to foster an appointment-based model for care.
- Provide opportunity for expanding medication therapy management (MTM) service offerings through the appointment-based model.

### Results

- Medication synchronization services were implemented, creating a pathway to expand MTM opportunities through an appointment-based workflow model.
- Point-of-care testing for infectious disease management is planned for future implementation following completion of this project.

### Conclusion

Direct assistance or “coaching” was provided to the small-town community pharmacy. Medication synchronization services were implemented. Future work could be targeted towards: (1) ascertaining a logical number of pharmacies that could be assisted in such fashion on a concurrent basis; (2) working with select pharmacies that have not yet already implemented advanced patient care services but who would if provided “coaching;” and (3) establishing a framework to advance a similar collaborative model elsewhere.