



Getting Started with Secure Communications

Accessible from your pharmacy workstation and mobile devices (iPhone, iPad and Android), Backline® connects you real-time with colleagues and healthcare providers to streamline care coordination, share information, and improve operational efficiency. You can also follow-up with patients on prescribed medications, share educational material to help patient through their healthcare journey.

Are You Ready to Start Collaborating?



Communicate with Staff

- **Network Upgrades/Downtime Notifications:** Notify staff of scheduled pharmacy software upgrades
- **Event Reminders:** Send out notices for an upcoming health and wellness event
- **Unexpected Event Notifications:** Let scheduled staff know not to come to work during weather-related closures
- **Policies and Education Rollout:** Announcing an update to the pharmacy services offered to the local community



Connect with Providers & Patients

- **Pharmacist to Physician:** Prescription clarifications and follow-ups
- **Pharmacist to Patients:** Patient reminder for prescription pick-up or to send medication synchronization appointment reminders
- **Pharmacist to Pharmacist:** Share information on a complex patient's medication regimen



Initiate Care Team Collaboration

- **Patient Care Teams:** Communicate with an entire patient care team for generic medication recommendations — ensuring alignment among all caregivers and prescribers
- **Hospital Discharge Team:** Facilitate a home visit within one week of discharge with an MTM visit informed by hospital CCD including labs, prescriptions, ICDs, and codes.