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2017 in Review: Our Most Loved

BLOGS

RMS Retail Management Solutions

The industry leader in pharmacy point-of-sale innovation

If you read the RMS Mission statement you'll find that our goal is to help our customers be the most profitable and customer-centric in the industry. While our point-of-sale product is a big part of that, we know that being a true partner goes well beyond the cash register. Which is one big reason why we post a weekly blog article. Sometimes it's about how to leverage technology for a more successful pharmacy. Sometimes we just share some tips on customer service. And all kinds of things in between.

We hope you had a chance to read some of our posts throughout the year but in case you missed something, we've compiled our 10 most popular posts from 2017. Happy reading!

#10   3 Tips to Keep Your Pharmacy Current Without Breaking the Bank

Originally Published August 10, 2017 by Karen Deckard

There is always some sort of hype about something going on in the world of technology. A new app, the next big gaming console, or the latest version of iPhone. We've become conditioned to expect that there's always something new around the corner. Because, quite truthfully, there is.

All of this constantly changing and evolving technology is a wonderful thing. Even if you don't adopt every new trend, eventually, all this change will produce something of real and true value to you.
But there's also a draw back. How do you know when to make a change and adopt new technology or when to simply ride out the trend to see what happens next? There's tremendous pressure to stay current, and you should make every reasonable effort to do so, but adopting every new trend would put most pharmacies out of business. Here are three tips to help you stay current without dipping into your piggybank more than you need to.

Put your hardware on a refresh cycle: The hardware technology you use in your pharmacy is part of what defines your pharmacy's image. But that doesn't mean you have to buy a new PC every year or replace a receipt printer just because a new color became popular. Putting your pharmacy point-of-sale hardware on a scheduled refresh cycle helps you stay up-to-date and heads off problems that naturally arise as hardware ages. And it keeps you from falling victim to trends that may or may not pan out or provide benefit. At RMS, we suggest evaluating your current hardware setup about every 3 years.

Focus on core services: A new app or technology trend isn't always based on the technology itself, but rather, what that technology helps users to achieve. So instead of focusing on a trend, like tablets, for example, focus on the service you want to provide, and then think about what's preventing you from getting to that point. If you purchase a tablet (like our EvolutionPOS V2) so you can offer curbside delivery or start a meds to beds program, you're going to have much better results and return on investment than adopting something without a clear plan of action

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Stay consistent: Reliability and consistency creates trust, which is the most important part of any pharmacy-patient relationship. Yes, make changes to improve your services, efficiency, and profitability. Don't make a change just to make a change. Although cliché, the saying that "the grass is always greener on the other side" exists for a reason.

Pharmacies are a very unique retail vertical with its own set of specific needs and requirements. This often means that your business will look much different than other retail spaces. That's nothing to be afraid of. So many of our pharmacy customers have been in business for decades. Even through multiple generations of owners.   Just stick with vendor partners who understand the needs of your pharmacy business and what it takes to succeed there. Rely on them for advice on how to keep your pharmacy current and what tools you need to keep your pharmacy current.

#9

5 Simple Steps for a Successful Pricing Strategy

Originally Published April 13, 2017 by Karen Deckard

When it comes to pricing in your pharmacy, you have a number of decisions to make. Managing pricing properly is arguably one of the most important tasks a pharmacy owner or manager has to tackle. Margins too high mean a risk of losing customers to the competition. Too low and you don't cover your pharmacy operating costs. Then add in potential for error, changes in cost, and a slew of other factors and you've got something that's impossible to manage without a good plan and the right tools.

Not sure how to get started? Here are 5 steps to create a pricing strategy built for success.

Start with the basics – You can't get anywhere without having correct information in your pharmacy POS system, so you have to start with data integrity. Every product you sell in your pharmacy should have a profile filled with as much information as you can, including fields like your cost, retail, description, vendor, and vendor item number. Without this information, you have nothing to base your pricing strategy off of.

Set your target margins – Many of your products have recommended retail values, but it's important that you set a target margin for those products nonetheless. This target may be different by product or department. (For example, private label products generally offer a higher margin). You'll need to consider competitor pricing as well as your operating costs. It may be a tall order to start, but having your target margin set will help you to better identify any problems with your pricing strategy and know if you're hitting your goals.

Manage price updates – All of the work you do to set up product records and create target margins doesn't do much if you don't maintain those records. If your costs change, you need to know so that product pricing can be updated accordingly. Staying current is important, both to maintain margins when costs go up, and remain competitive when costs go down. Don't worry, you don't have to manually update items every time they change. RMS is all set to automatically receive price updates from many different wholesalers.

Use shelf labels – We know that using shelf labels instead of individually stickering products saves time and reduces errors at the point-of-sale. But studies have also shown that stores who practice regular shelf label management also benefit up to a 3% margin increase. When you actively manage your price updates, and print new labels from your POS system to reflect price changes, you benefit because you still have product on your shelf that you bought at a lower cost, but the price on the shelf now reflects an increased retail price due to the cost change. That automatically increases your margin on existing products! Ideally, once you receive a price update, your POS system should automatically queue labels for any products your pharmacy carries that have been updated.

Use reporting and monitoring tools – It should be easy for you to monitor key indicators related to your pricing. Are you selling a product below cost, or below your target margin? Are there items that are missing key fields like cost? Even a small number of discrepancies can have a major impact on your bottom line if left unchecked. Set your POS system to monitor for the anomalies so you can catch them quickly with minimal impact.

A solid pricing strategy does require constant management, but with RMS, a complicated process becomes a simple, automated system of checks and balances.
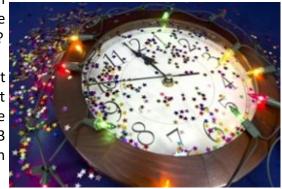

LDR ACETAMINOPHEN 500MG CA

100 CAPLETS
00000000200

$3^{99}

COMPARE WITH

TYLENOL 500MG CAPLETS 100

Regular Price $5^{99}

YOU SAVE $2^{00}

#8

3 Things You Can Actually Get done before Year End

Originally Published December 17, 2017 by Karen Deckard

In just a few short weeks we'll be celebrating the arrival of a new year and putting 2017 into the history books. We'll be setting new goals and getting a fresh perspective and a fresh start on so many things. I'll admit, I love New Years. It's that bright and shiny once a year pass to give ourselves a clean slate. Disappointments of the last year seem to matter less when we can convince ourselves that the new year will be different. I mean, it's a whole new year. How could it not be?

But, as tempting as it is to only look forward, we aren't at year end yet. And we can actually get a lot done in a short amount of time. Don't let the next few weeks go by in a haze of "I'll work on that after the first of the year". Here are 3 great and easy ways to make a huge amount of progress in your pharmacy in a short amount of time.

Check out the Digital Replete Solution from Ortho Molecular – All of us at RMS were incredibly excited to release an integration to the Ortho Molecular Products Digital Replete Solution earlier this year. It allows customers to take patient care to the next level by automating supplement recommendations based on nutrient depletion tied to specific prescription medications. You can learn all about the solution and how to get started here.

Read a few eBooks – Not sure what's next for your pharmacy? Then it's definitely time to hit the library. The RMS Library is filled with great literature on all kinds of relevant topics for pharmacies of all sizes. Best of all, you can download as many books as you want for free. Taking the time to research now will save you time at the beginning of the year. You'll be able to hit the ground running when the dust (or is it glitter?) from the busy holiday season settles.

Schedule a consultation – If you're not an RMS customer yet, there's no better time to make the leap and start taking a serious look at how RMS can help your pharmacy to have the best year yet. Our knowledgeable industry experts can discuss your needs, share product demos and get you on the right track.

#7

Credit Card Options That Fit Your Pharmacy

Originally Published January 16, 2017 by Karen Deckard
(updated with the most current information January, 2018)

Early last year, we posted an update on EMV. It's been a hot topic for RMS customers for quite some time and at the beginning of 2017 we were looking forward to being able to offer our customers even more flexibility for credit card processing options. As 2017 saw a lot of change in the processing landscape here at RMS, rather than reprinting our January 2017 update, here's some great information on processing and EMV based off of the questions we hear the most.

Can I choose my own credit card processor? We do our best to allow our customers to choose the processing partner that works best for them. We may make recommendations based off of the functionality you're looking for and specific feedback you provide, but our end goal is to allow you to work with the processor that is the best fit for your pharmacy business.

Is EMV an option for my pharmacy? Definitely! We've been pleased to offer EMV capability with multiple processors throughout the entirety of 2017 and before. We have a variety of options we can work with you to implement in your pharmacy.

Am I required to adopt EMV? EMV is not a requirement. While many news articles touted October 2015 as the deadline for EMV adoption, it was actually just the date when credit card brands began to shift fraud liability from you to them on EMV transactions. Basically, if an EMV enabled card is not run as an EMV transaction and the transaction is disputed, you will be liable for the ensuing chargeback.

Why are some processors not ready for EMV yet? As you might imagine, the process to certify a solution for EMV acceptance is highly involved and tightly controlled. This resulted in industry wide delays and a number of processing solutions that did not immediately certify a solution that was usable for pharmacies. At RMS we continue to work closely with our processing partners so we can offer even more options for feature rich processing.

What else should I consider when it comes to credit card processing? As much as EMV is a hot button topic, it actually does nothing to protect you from a data breach. In other words, EMV would not have prevented any of the major credit card data breaches we've seen in recent years. However, a technology known as point-to-point encryption (P2PE) can actually help to protect your pharmacy. With P2PE the moment a card is swiped or put into the EMV reader, the card is encrypted. This means that your point-of-sale system has absolutely no credit card data to be stolen. P2PE is available today as a part of multiple processing solutions with RMS.

#6

Little Things that add up big time in your pharmacy

Originally Published October 26, 2017 by Karen Deckard

We all have habits that we adhere to that save us time or help us to make the right decisions. Like setting out the next day's clothes before bed so you have one less thing to worry about in the morning. Or meal prepping for the week so you aren't tempted to eat out or rushing every morning to pack something. There are dozens of little things that we do that help us fit everything we need to do into the day. And when we don't do even one of those little things, chaos is only too happy to make an appearance.

While a little extra coffee and a couple of ibuprofen may help you recover from a hectic morning, not everything is quite so easy. A slow-down in your pharmacy could have effects that continue to ripple throughout the day. But you can't always be there to make sure things go smoothly. And you're also human so even if you spend 60 hours a week in your pharmacy, something is probably going to get missed.

This is where pharmacy technology steps in to save us. You don't have to remember every little thing because your [pharmacy point-of-sale system](#) can do it for you.

We've talked before about [big processes where automation is the key to success](#). When it comes to reporting, inventory management, A/R and customer loyalty, trying to do it without Pharmacy POS automation is far from easy or efficient. But what about the little things? Even taking extra time at the till can have a major impact on customer satisfaction and pharmacy staff efficiency. Here are just a few examples of how small changes in process at the point-of-sale can make a big difference.

One and Done Signatures – A given transaction may require multiple signatures. Combining them saves time and frustration. Set your POS application to require one signature for all prescriptions and credit card payment. HIPAA and Safety Caps will still have to be separate but you might be surprised at how much faster transactions go when your customers don't have to sign multiple times for multiple prescriptions.

Biometric login – Strong passwords are necessary for operating a secure and compliant pharmacy. But having to constantly type in a password takes up valuable time, even if you never make a mistake when you enter it in. Using biometric login makes POS application access quick and easy. Type in a 2-digit code and press your finger to the reader and you're in.

Additional Prescriptions for Pickup- If used properly, this feature is a valuable time saver for both you and your customer. On the surface it means one less trip to the pharmacy for your customer when they realize they've got something else to pick up. It also means less time

Additional Prescriptions for Pickup- If used properly, this feature is a valuable time saver for both you and your customer. On the surface it means one less trip to the pharmacy for your customer when they realize they've got something else to pick up. It also means less time spent on back to stock processes for your staff and less time spent on will-call reconciliation.

Drivers License Scanning - If you have to collect ID information for any sort of controlled substance sale, manually entering that information can be a huge hassle. It's a lot of information to type in and an error can cause an even greater slowdown. Using a 2D barcode scanner means that drivers license information can be automatically parsed into the correct fields in a fraction of the time manual entry takes up.

Viewed separately, the little things may seem inconsequential. But when you add up all the time that even a small broken process takes up, you're looking at a chunk of time that's too big to ignore

#5

2 Customer Service Techniques to Make Your Pharmacy Better

Re-published on November 30th, 2017 by Karen Deckard

In 2014, Olympia hopped on the bandwagon to ban plastic bags. Bring your own or pay 5 cents for a paper bag. Although I am basically incapable of ever remembering to take my own reusable shopping bags with me, the ban itself doesn't fundamentally bother me. What has bothered me is the way it completely changed my shopping experience. For whatever reason, the disappearance of the traditional plastic shopping bag has created a vortex of hideous bagging practices at almost every grocery store in town.   In an effort to save me a whopping 5 cents, I come home to broken eggs and bread squashed under canned goods. Not to mention that the time it takes to bag my groceries has practically doubled. Perhaps these errors are generated by the fear of angry customers who would be sensitive to the extra 5 cent charge, or perhaps it's just a change that requires adjustment and practice. Either way, the lack of acknowledgement of any kind, inattention to detail, and complete absence of anything resembling efficiency are constantly raising my blood pressure.

But one store I visited got it right...

The clerk ringing my order was walking the bagger through the proper way to bag my items. Yes it took a little longer, but in this case I didn't mind. First, the checker let me know that they were training on the proper way to bag. She didn't apologize for how long it was taking, but she did acknowledge the delay and gave me a clear, reasonable explanation. I was also asked if it was okay to leave certain items outside of the bag or whether I'd like an extra one. She was unquestionably knowledgeable and obviously took pride in a job well done.

First, always be forthright and honest. For many retailers, the weeks between Thanksgiving and New Years are the busiest of the year. You may have new employees, or even experienced staff might be overwhelmed. This means that minor glitches or longer than usual lines may be unavoidable no matter how well prepared your pharmacy is for the season. However, pretending like an abnormal situation doesn't exist or make an impact, does not change its effect on your business or on your customers. So if the checkout line is slower than usual, whether due to new staff, exceptionally long lines, or anything else, acknowledge it. "Thank you for your patience, I'm new and still learning our systems". Note that this isn't an apology, but a simple recognition of the situation and the fact that your customers have been inconvenienced. And in most cases, this is all your customers need to feel better about a longer than usual wait and recognize that this is not the service they should normally expect in your pharmacy.

Second, it's important to make a habit out of asking questions. Questions do two important things for every customer interaction. They help to ensure an accurate transaction, and they make your customer feel heard. Just a simple "did you find everything you need?" or "How are you today" often opens the door to conversation or additional sales. But you can also go more in depth. "Did you know we have a private label brand of this same product that costs less?" or "Have you had your flu shot this year?" Questions like this show your expertise and demonstrate that your pharmacy cares about a patient's overall health and wellness. They'll see that you are paying attention to their specific situation and appreciate your attention to detail. Also try asking customers purchasing OTC items if they would like to consult with a pharmacist. While this is standard practice for customers picking up prescriptions, many customers purchasing non-prescription medication can benefit from an expert consultation. For independent pharmacies, it's all about personalized service, and asking questions is the best way to dig a little deeper into each customer interaction.

It's hard not to feel positive about a retail experience when the positivity, passion, and pride that every staff member takes in their work is so plain to see. Making these small, but supremely important changes will help your pharmacy take service to the next level.
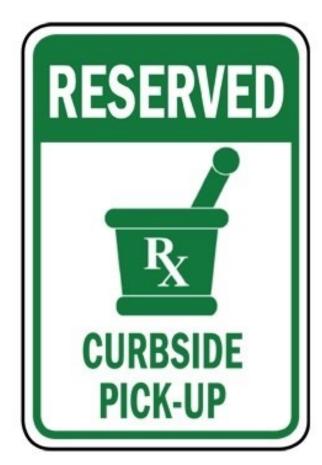
#4   4 Reasons Why Curbside Pickup Works

Originally Published June 8, 2017 by Karen Deckard

This blog often discusses the benefits of implementing a curbside pickup program. It's something we've known was a big opportunity for local pharmacies since the release of our original EvolutionPOS handheld register solution. And as we've predicted at RMS, more and more retail verticals are jumping on curbside pickup. Just this week I pulled into the grocery store parking lot to find them reserving spaces for grocery pickup.

The increasing popularity is both good and bad. On one hand, it means that customers will be comfortable with this service model, so customers buy-in and participation is built-in. On the other, if you're late to the party on implementing a curbside service, you're giving the advantage to your competition.

We've covered all the reasons you might want to implement a curbside service in your pharmacy, and made it easy to implement the program using our [EvolutionPOSV2 tablet](#). But maybe you still aren't sure if curbside pickup will work for your pharmacy. For a majority of pharmacies, the investment in technology and the 1 or 2 (or more!) reserved parking spaces will pay off. Here are 4 big reasons why.

Convenience - Anyone who's ever fought with car seats can attest to wondering if a stop is worth the hassle of unbuckling the kids from the seats, unloading them from the car, corralling the kids while you shop, and then loading everybody back up again. It's a pain. Especially if you're just picking up one or two small items. This is why curbside works. The same reason that you can go into any coffee place or fast food restaurant with a drive thru and the line will be shorter inside than out. It's just easier for many people for any number of reasons. From dealing with kids, or because of a disability, or maybe even just not wanting to leave a dog in the car unattended on a hot day. The convenience of curbside pickup service can't be beat.

Keeping it personal - Customer service ranks right up there with convenience when it comes to delighting and retaining customers. While curbside pickup is a quick and easy interaction, it's still personal. Customers still get the opportunity to interact one-on-one with pharmacy staff. They won't have 3 honking cars in line behind them in the drive thru or be worrying that customers inside the pharmacy can hear their conversation. Curbside allows you to add convenience without losing the personal touch that makes your pharmacy special.

Taming lines - While people shop because of convenience and service, they stop shopping because of wait times. Curbside pickup offers you another outlet to serve customers without having to physically expand your pharmacy. Having shorter lines while serving more customers is attainable with the right services and tools to support them.

Competitive reasons - It's no secret that just about every chain pharmacy across the country has a drive-thru. They know it increases business and makes things more convenient as mentioned above. So what if you don't have a drive-thru? Bottom-line is this - you're losing business. So offering curbside pickup is a fast and easy way to stay competitive.

#3

3 Things Every Pharmacy Should Invest In

Originally Published May 11, 2017 by Karen Deckard

If you look up the word "investment" in the [Cambridge Dictionary](), you'll find the definition listed as "the act of putting money or effort into something to make a profit or achieve a result". Pretty simple right? You invest in something in the hopes of getting back. Of course, the definition applies to your more traditional financial investments. But when you stop to think about it for a second, the idea of investment also applies to the simplest acts in your daily life. *(I invested time in washing all of the laundry so I would have clean clothes to wear.)*

When you apply that kind of scope to the concept of making an investment, you start to see that there are returns you might not have thought of before for so many of the things we do. And yes, pretty much everything you put into your pharmacy is an investment - time, money and sleepless nights included. But which investments are the most important? And what should you expect to get out of specific investments?

Of course, one of the most major and impactful investments you can make is your pharmacy point-of-sale system. But contrary to popular belief, that's not an investment that you make just once and continue to reap the rewards. There will be times that you'll need to make changes and put a little more in to get a little more in return. Here are 3 often overlooked investments that every pharmacy owner or manager should consider, and just a few of the returns you can expect.

Training - Ongoing education and training is an important aspect of any business. And yes, it's important to include your pharmacy technology in the scope of any training plan. Pharmacies experience turnover just like any other business. Your system may be updated with new features. And of course, bad habits become ingrained over time. These factors mean that many pharmacies may find themselves in a situation where staff isn't performing as well as they could due to a lack of understanding the tools that are available to them. Having your pharmacy technology vendor's conduct refresher training means that your pharmacy staff will have a full understanding of how your pharmacy is supposed to function, thus making your business more efficient and more profitable. Employees will also feel more confident and valued, meaning you have less costly turnover to deal with.

> "..everything you put into your pharmacy is an investment in one way or another."

Up to date hardware - When it comes to technology, there are two major and completely different mindsets it seems. One that uses a piece of technology until it croaks, and then tries to have it repaired. And the other that has to have the latest and greatest all the time. No matter what type you are in your personal life, in your pharmacy, there's a happy medium. Using those PC's until they can't be used any more saves you money on the surface, but if you look just a little deeper, it's probably costing you quite a bit. Outdated hardware slows you down, both in processing time and in the time it takes you to constantly fix it. Plus, perception is reality as they say, so if your pharmacy technology looks outdated, customers are likely to perceive your pharmacy as being outdated. So keep your hardware on a regular refresh cycle. (At RMS, we recommend about every 3 years for your heavy use equipment like computers.) You'll be stopping many problems before they start, saving yourself the time and stress of dealing with unexpected failures. You're also showing your customers that you make ongoing investments in your pharmacy business to provide them with the best possible experience. (As a quick side note, there are a lot of hardware options out there today. Check out this article on choosing the right option for your pharmacy.)

Expanded functionality - Investing in expanding the functionality of your POS system is perhaps one of the easiest expenses to justify. If there's a way to add functionality in your existing systems to help your growing pharmacy, then it just makes sense to expand from there rather than trying to start from scratch. At RMS, we offer many different flexible options so customers can use the functionality that they need today and have the option to add on functionality in the future. Just don't forget to be constantly evaluating the options available to you (Quick tip: the RMS Blog is a great resource for keeping up to date on available features and how to use them in your pharmacy.)

Remember, everything you put into your pharmacy is an investment in one way or another. When it comes to the big investments, just make sure you're partnering with the right companies to help you make the most out of every dollar and every minute.

#2

Why Wouldn't' You Scan Drivers Licenses in Your Pharmacy?

Originally Published April 17, 2017 by Karen Deckard

How many times a day do you have to document driver's license information? For many pharmacies, the answer is "more times than I can count". So if you're manually entering that information, you're spending a lot of quality time with your keyboard.

So instead of wearing off the letters of your keyboard typing information from countless driver's licenses, just scan them. When the ID collection requirement pops up for controlled prescriptions or for pseudoephedrine sales, just scan the 2D Barcode on the back of the license to automatically parse that information into the correct fields. It's not only faster, but eliminates your margin of error. (No more worrying about misspellings!)

So if it's that easy, why wouldn't you scan driver's licenses? If the answer is that your current pharmacy point-of-sale solution doesn't support that functionality, we can help!

#1 The Newest RMS Point-of-Sale Features

Originally Published December 28, 2017 by Mike Gross

It's been a fantastic, but busy year here at RMS in 2017. Not only did we have another incredible year bringing on a ton of new customers, but our development team has hyper focused on delivering some of the most innovative pharmacy point-of-sale features in the industry. As the marketing guy for RMS, we advertise throughout the year announcing these new products and services, but rarely are they ever compiled in one location, so I want to change that.

Our development team works with their heads down, toiling day after day fixing bugs, creating enhancements, and building out new features that our customers, new and old, enjoy year after year. It's high time we give them some kudos and highlight just some of their efforts, so **here's a short list of a few of the bigger projects they completed this year.**

New Integrations

[Ortho Molecular Products Nutrient Depletion Notifications](#) - register notifications when supplements should be recommended!

[Snap-Rx integration](#) - social media/email marketing and ecommerce

[Mevesi integration](#) - very robust reporting that becomes integrated with your Rx system data for a single view of the business

Gift Card Mall integration – development is completed, and now in final testing. This will allow the "gift card mall" to be an option for our customers, so that they can sell restaurant and other types of gift cards though our POS.

Building even stronger RX system integrations

One of the cornerstones here at RMS is the idea that we like to play well in your technology "sandbox" with others. To that end, we are continually tweaking interfaces and adding to our list of pharmacy management system integrations. This year, we've worked very closely with our partners to add 3 new Rx system integrations (which puts us over 30 now!) and enhance some existing interfaces:

[Pioneer Rx](#)

[Micro Merchant PrimeRx](#)

[McKesson Pharmaserv](#)

[McKesson EnterpriseRx](#)

[Epic Willow Ambulatory](#)

[Computer Rx](#)

[Rx30](#)

Further enhancements to credit card security

Credit card security continues to make headlines across the country as retailer's networks are breached. Credit card information as well as personal patient info continues to be a target for hackers. We don't take this lightly at RMS, which is why we spend considerable resources every year to focus on improving our point-of-sale security. Two features that continue to evolve and keep our attention are:

[EMV](#)

[Validated Point-to-Point Encryption](#)

These are just the highlights. There have been many small features added, like user interface features, improved reporting, more robust [multi-location enterprise management](#), and of course, the occasional bug fix. And there doesn't appear to be any slowdown in 2018 when I look at the 2018 project list! We have some really innovative features and enhancements coming, so stay tuned. I predict 2018 will be another fantastic year for RMS and its customers!

And finally, my wish is for you, your family, and your staff is to have a happy, safe, and productive new year!

If you enjoyed a look back at our most popular articles from 2017, make sure to stay tuned to the RMS blog throughout the year for new articles each week. Make sure to never miss out by subscribing to our blog at www.rm-solutions/blog..

For even more, check out the RMS Library for our full collection of free f E-Books and resources for pharmacies.

About the Authors

Karen Deckard came to RMS with a background in retail and customer service. She was brought on board as a Sales Assistant and also managed iiAS certifications for RMS's pharmacy POS customers. After several years, Karen transitioned to the role of Customer Success Manager where she works with RMS customers to provide the tools and resources they need to succeed in today's competitive pharmacy market. Outside of the office, Karen is mom to twin boys that keep her busy playing, adventuring and learning every day.

Mike Gross has been helping new pharmacies join the RMS family for over 10 years. First as one of our Account Executives and today as RMS' Vice President of Sales and Marketing. He's incredibly passionate about the success of RMS' customers and is always looking for the best way to help independent and institutional pharmacies get ahead of the competition., grow their businesses, and ultimately increase profitability.

When you switch pharmacy systems...

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(No computers were harmed in the creation of this ad)

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www.rm-solutions.com/blog

* Certain restrictions apply   *Follow us on Facebook, Linkedin and Twitter*