

MTM Flow Worksheet:

Your pharmacy's MTM workflow (or potential workflow) diagram:

(Possible) steps for providing CMR		Additional steps
1	Patient identification	
2	Documentation preparation	Billing forms
		Clinical forms
		Data collection
		Patient workup
3	Scheduling	
4	Reminder calls	
5	Gather supplies/prepare space	
6	Patient appointment	Patient greeting
		Med list review
		Intervention assessment
		Education and recommendation review
7	Initial documentation	MAP
		PMR
8	Physician communication (fax)	
9	Clinical documentation	
10	Patient communication	
11	Additional documentation	
12	Final billing	

Example:

