

## NEWSLETTER



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Reminder: the list of monthly Supplier Updates can be found by double clicking on the message on the LOTS Start Menu.

## PRICING MISTAKES - USE LOTS TO AVOID

A trend amongst many retail owners is to observe how their competitors are pricing - and then price in the same manner. Many take this concept one step further, and actually reduce their prices as compared to their competitors.

The first and most obvious problem caused by doing this, is that it eats up your bottom line profits. So although your sales may look good, your profit doesn't. Pharmacy is littered with examples where margins have been savaged by trying to keep prices cheap.

There is no guarantee that your sales will look good in the future either. Many people perceive cheap to be just that - cheap. They believe (rightly or wrongly) that the low price is related to poor quality. Instead of increasing sales, you will actually end up losing many of your customers, which may push your profits down even further.

**Did you know that if you lower your prices by 10% you need to sell 33% more to break even? If you discount by 20% you have to sell twice as many items to break even!**

Are you making this mistake and losing money?

If you're going to lower your prices by 10%, you'd better be absolutely sure that you sell at least 33% more as a result!

## LINKS IN LOTS

### Doctor Search

Do you use the Doctor search? This is updated every three months by the Medical Council. When you are entering a new doctor, type in the surname. You can also add the first name to narrow the search. Click on 'Get Dr Info' to retrieve the doctor's details.

You can also click on 'Get Dr Info' when editing a doctor. To edit a doctor while in a script, go to 'Edit' and 'Edit Doctor'.

### Special Authority Website

Do you use the links at the top of the main Dispensary screen and in the Script screen? You can access the Special Authority website from here.

### Dietitian's Website

You can also access the Dietitian's website. Go to 'View Register' and search for the dietitian. To prescribe they must have 'Dietitian Prescriber' and 'Active' on their profile.

## NEW TEAM MEMBER AT HEALTHSOFT

Welcome to Chung On Tsui, a pharmacist and developer who has worked in a compounding pharmacy for eight years. Chung has joined the HealthSoft development team but you may hear him when you phone the Support desk.

## CONTACT US

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## PROGRAM UPDATES FOR SQL SITES

Program Updates for sites on SQL will be released during the month as the module is updated, tested and approved, rather than with the Drugfile on the 1st of the month. If you are using the module that is being updated, a message will appear in the right hand corner of your screen. If you are busy, click on the button "I am busy, ask me again later". Otherwise, follow the prompts. Follow your usual procedure to run the Drugfile update for the 1st of the month.

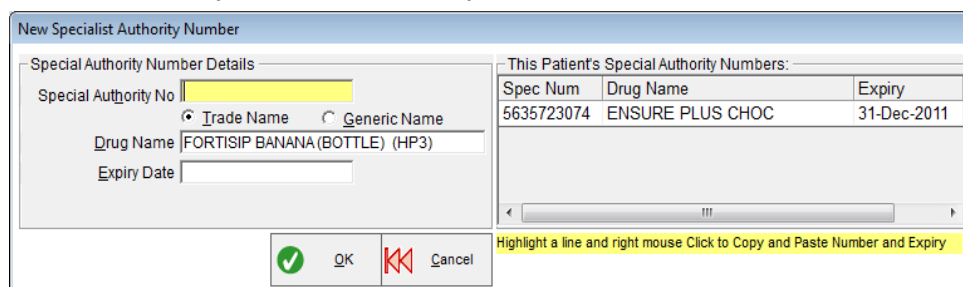
## NEW FEATURES

The following are new features and changes for SQL Sites Only. For other sites, these new changes will appear when your system is converted to SQL.

### DISPENSARY

#### SPECIAL AUTHORITY NUMBER

When the Special Authority check box is ticked it will display a list of the patient's existing chem numbers for different drugs. You can then highlight a number and right mouse click to copy the Special Authority number and expiry date over to the boxes on the left.



Spec Num	Drug Name	Expiry
5635723074	ENSURE PLUS CHOC	31-Dec-2011

### ORDERS

Back order invoices are now being received with the invoice quantity for the backorder items. New C&A Label: We've added, for your use, a new C&A label "New Brand".

## MEDICINE RECLASSIFICATION

### Ephedrine and Pseudoephedrine

From 8 September 2011, ephedrine and pseudoephedrine will be reclassified as Class B2 (Schedule 2 Part 2) controlled drugs. (See Misuse of Drugs Amendment Act (No 2) 2011). The usual prescribing and dispensing requirements governing Class B2 Controlled Drugs apply: triplicate CD form, handwritten, 1 month supply max, dispensed not more than 7 days after the date of the prescription, dispensing entered in the CD register, original script retained for 4 years. Note that only medical practitioners will be permitted to prescribe PSE, not other prescribers.

### Thalidomide

From 8 Sep 2011, has been reclassified from 'Controlled Drug' to 'Prescription Medicine'. Please contact Medsafe or the Pharmaceutical Society of NZ if you have any queries re the changes and requirements.

## MAKING YOUR LIFE EASIER : LOTS TIPS

- **Head Office:** Do you have more than one pharmacy? Contact us to find out more about updating stockcards once only, or seeing information from all your pharmacies.
- **Locums:** If you have a locum, let them know we're just a phone call away. Our phone and fax numbers are at the very top of the main Dispensary and Sales screens.
- **Bulk Copy:** Are you using this time saving function? If you would like to start using this, please phone us for instructions.