

Teams: Your Direct Line to Pharmacy Support

What is Teams?

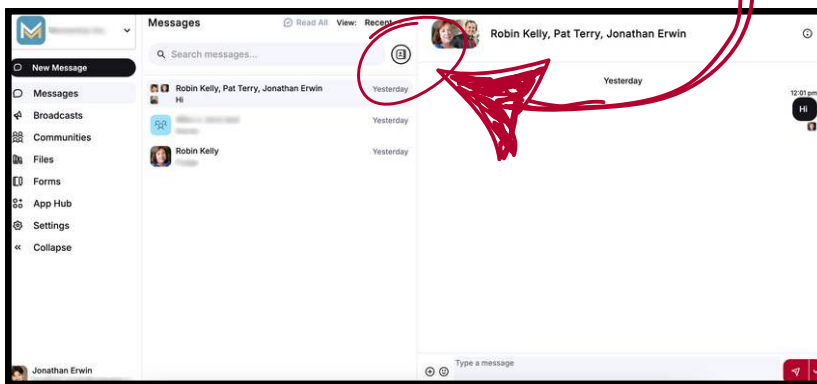
Teams is your dedicated communication channel with Synchrony pharmacists, designed specifically for medication-related questions and needs. Each ALG location has its own dedicated Team, automatically set up and ready to use.

Why Use Teams?

- **Direct Access:** Connect instantly with Synchrony pharmacists who specialize in your residents' care
- **Organized Communication:** Keep all medication questions in one secure, dedicated space
- **Clear Documentation:** Maintain a record of all pharmacy interactions for reference and continuity of care
- **Faster Response Times:** Eliminate phone tag and get answers when you need them

How to Access Teams in the Web App

1. Sign in at redeapp.com as an employee
2. Go to your Messages tab where team conversations will appear
3. You can also click the "Directory" button near the Messages search bar and toggle to "Teams" to view all your teams
4. Click on your location's team to start or continue conversations with Synchrony pharmacists



Using Your Team

- Type messages to ask medication questions or share information
- React to messages with emojis for quick acknowledgments
- View message details including read receipts
- Use the reply feature for threaded conversations about specific topics
- Click the "i" icon in the top right corner to see team members and description

Teams helps streamline communication between ALG med techs and Synchrony pharmacists, ensuring that medication questions are addressed promptly and accurately—ultimately improving resident care and operational efficiency.