1 ORDERS LIST

1. All orders listed chronologically.
2. Filter list by order status; when received; reminder status & text search.
3. Overdue reminders highlighted in RED. Due reminders in ORANGE.
4. Press View to see details.
5. Select/unselect orders to batch Complete orders or batch send the same Message to all selected.
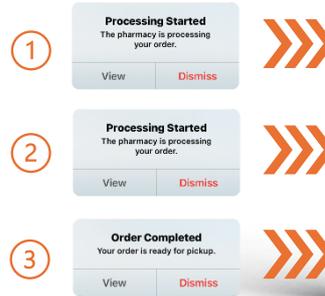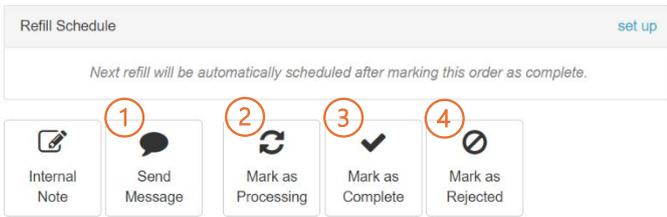
2 ORDER DETAILS

1. Patient contact details. Press add note to add patient # from pharmacy software.
2. Items requested & collection/payment information.
3. Refill reminder scheduler. Press set up or edit to update.
4. Change order status; send a message or add internal note. Status change sends update to patient.
5. History of all patient & staff interaction
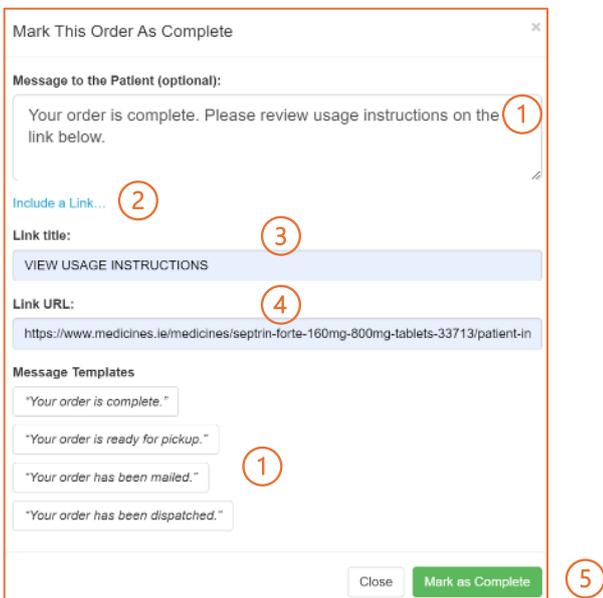6. Photo of a paper prescription, if uploaded by patient.

3. PROCESSING ORDERS & SENDING MESSAGES TO PATIENTS

Refill Schedule — set up

Next refill will be automatically scheduled after marking this order as complete.

Internal Note | ① Send Message | ② Mark as Processing | ③ Mark as Complete | ④ Mark as Rejected

Processing Started — The pharmacy is processing your order. — View — Dismiss

Order Completed — Your order is ready for pickup. — View — Dismiss

Main Street Pharmacy — Main Street PHARMACY — Refill Prescriptions — Dose Reminder — Other Services — Messages

1. Sends a message. Patient response in order history.
2. Sends a Processing Started message to the patient.
3. Sends a Completion message. Press set up to add a reminder.
4. Sends a Rejected message to the patient.

4. ADDING A LINK TO A MESSAGE

Mark This Order As Complete

Message to the Patient (optional):
① Your order is complete. Please review usage instructions on the link below.

② Include a Link...

Link title:
③ VIEW USAGE INSTRUCTIONS

Link URL:
④ https://www.medicines.ie/medicines/septrin-forte-160mg-800mg-tablets-33713/patient-in

Message Templates
"Your order is complete."
"Your order is ready for pickup."
"Your order has been mailed." ①
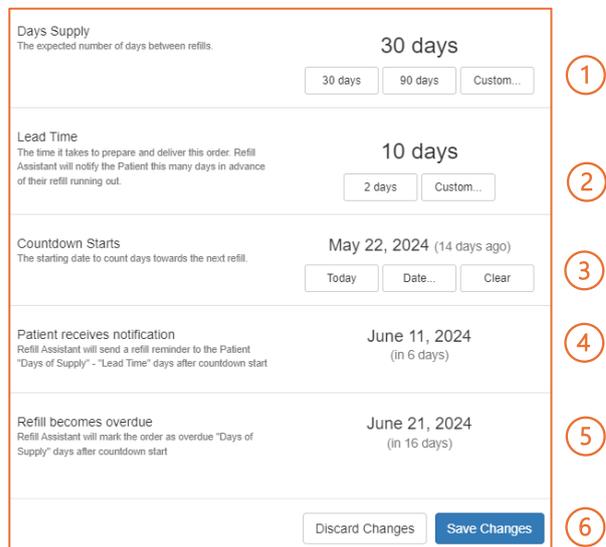*"Your order has been dispatched."*

Close | Mark as Complete ⑤

1. Select template & edit message content.
2. Press Include a Link...
3. Enter button / link title.
4. Copy & paste link URL. Must start with https://
5. Press Send Message or Mark as Complete.

Note: Only works with Send Message & Mark as Complete.

5. REMINDER SCHEDULE

Days Supply — The expected number of days between refills. — **30 days** — 30 days | 90 days | Custom... ①

Lead Time — The time it takes to prepare and deliver this order. Refill Assistant will notify the Patient this many days in advance of their refill running out. — **10 days** — 2 days | Custom... ②

Countdown Starts — The starting date to count days towards the next refill. — **May 22, 2024** (14 days ago) — Today | Date... | Clear ③

Patient receives notification — Refill Assistant will send a refill reminder to the Patient "Days of Supply" - "Lead Time" days after countdown start — **June 11, 2024** (in 6 days) ④

Refill becomes overdue — Refill Assistant will mark the order as overdue "Days of Supply" days after countdown start — **June 21, 2024** (in 16 days) ⑤

Discard Changes | Save Changes ⑥

1. Modify Days Supply by selecting Custom.
2. Lead time is the time it takes to prepare and deliver an order. Press Custom to change for the specific order.
3. Countdown auto-starts on pressing Mark as Complete. To cancel a reminder, press Clear.
4. Order Reminder calculated using Days Supply minus Lead Time.
5. Refill marked as overdue once day supply elapses.
6. Press Save Changes

Note: Patient can set a reminder when ordering. Pharmacy can override the reminder settings or add one if the patient has not.

6. WEBSITE ORDERS

Internal Note | Mark as Processing | Marked as Complete | Mark as Rejected

Note: No message gets sent to the patient when marking website orders as Processing, Complete or Rejected. Status changes for internal purposes

FOR SUPPORT