



CENTRAL PROFILE INFORMATION GUIDE— PICKUP REMINDERS

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PICKUP REMINDERS

1.1. STEP ONE: SETUP A PATIENT TO RECEIVE PICKUP REMINDERS

- A) Enter the patients email in the Kroll Patient Screen for Email Reminder and enter a cell # for Text Reminder
- B) Make Sure that you make them part of the PickupReminderEmailGroup or PickupEml Group For Email And PickupReminderText or PickupText for Text

The screenshot displays the '2-Patient - Test, Patient' window in the Kroll software. The 'F3 - Patient' tab is active, showing a patient profile for 'Test, Patient'. The 'Email' field is set to 'test@a.com', and a blue arrow points to the 'Send' button next to it. The 'Comments (0)' section is visible below the email field. The 'Allergies (0)' and 'Medical Conditions (0)' sections are also present. The 'Groups (1)' section shows a group named 'PickupReminderEmail', with a blue arrow pointing to it. The 'Prescriptions' section is expanded, showing 'Default (Pickup)' as the delivery type. The 'Consent' section shows 'Privacy Unknown'. The 'Rx Totals' section shows 'Rx Count' and 'Dollar value' fields. The 'Snap Caps' section has checkboxes for 'Snap Caps Requested' and 'Snap Caps Documented'. The 'No Kroll Care' and 'Compliance Calendar on Label' checkboxes are also present. The 'ID' field is set to '1319'. The 'User' field shows 'RD (Raed Darras)'. The 'NUM' field is set to '0'. The 'Date' field shows '12/10/15 08:29:45'.

File Edit Patient Profile Reports Utilities Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt-X - Start

Last Name Test First Name Patient Salutation OK Save Scan

Address 1 1234 Street Phone Numbers (0) Birthdate

Address 2 Description Phone Age

City Prov ON Gender

Postal Country Canada Language English

Email test@a.com Send Family Doctor Height

Quick Code F2 Clear Weight Load Delete

Comments (0) ODB

Topic Comment F2 Ins Del

Plans (0) F2 Ins Del

SubPlan Code Group ID Client ID Expiry

Allergies (0) Add Drug F2 Ins Del

Medical Conditions (0) F2 Ins Del

Groups (1) F2 Ins Del

PickupReminderEmail

General Family Copays Communications Other Ctrl

Patient

☒ Active

Patient Type Human

Deceased On

Prescriptions

Delivery Type Default (Pickup)

Delivery Route

Price Group <None>

Drug line 1 Default (Brand) 2 Default (Gene)

Double Count Not Required

☐ Snap Caps Requested ☐ Snap Caps Documented

☐ No Kroll Care ☐ Compliance Calendar on Label

Consent

Privacy Unknown

Unit Dose

Type <None>

Cycle <None>

Price Group <Default> (<None>)

Rx Totals

Rx Count

Dollar value

Reset date

ID 1319

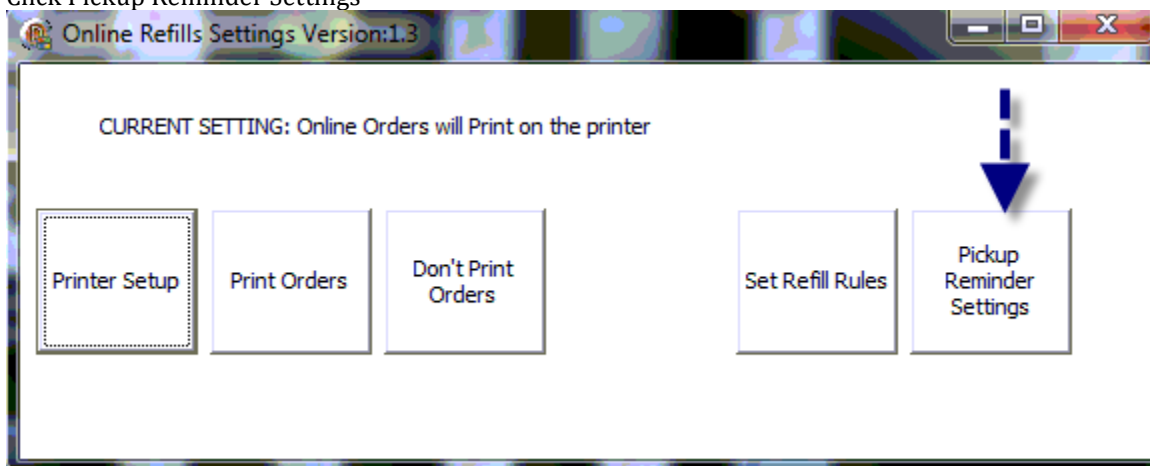
User RD (Raed Darras) NUM 0 12/10/15 08:29:45

1.2. STEP TWO: SETUP THE MESSAGE YOU WANT THE PATIENT TO RECEIVE

- A) Double Click Online Refills Setup on your Desktop



- B) Click Pickup Reminder Settings



- C) Type in the Email Subject and Message that will be emailed to each patient when a pickup reminder is sent. Type in the Text Message you would like sent for text reminders

Pickup Reminder Settings

EMAIL

Instructions: Fill in the Subject and Message that you would like sent when a Pickup Reminder is Scheduled

Subject

Prescription Pickup Reminder

Message

This is to let you know that your Prescriptions are ready for pickup. Our Store hours are Mon-Fri 9am-6pm Sat 10am-5pm Sun and Holidays: Closed We are unable to respond to any replies to this email. If you have any questions please call us at :

TEXT

Instructions: Fill in the Message that you would like sent when a Pickup Reminder is Scheduled

NOTE: 160 character LIMIT FOR TEXTS

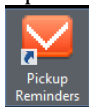
Message

Pharmacy: Your Prescriptions are ready for pickup. Store hours are Mon-Fri 9am-6pm Sat 10am-5pm Sun and Holidays: Closed

Save

1.3 STEP THREE: SEND A PICKUP REMINDER

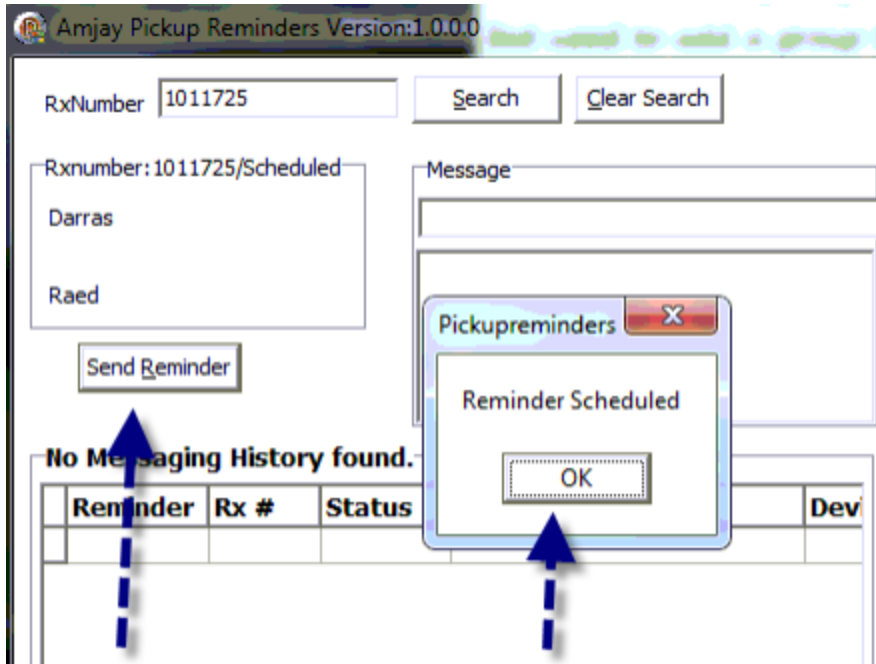
A) Double Click Pickup Reminders on your desktop



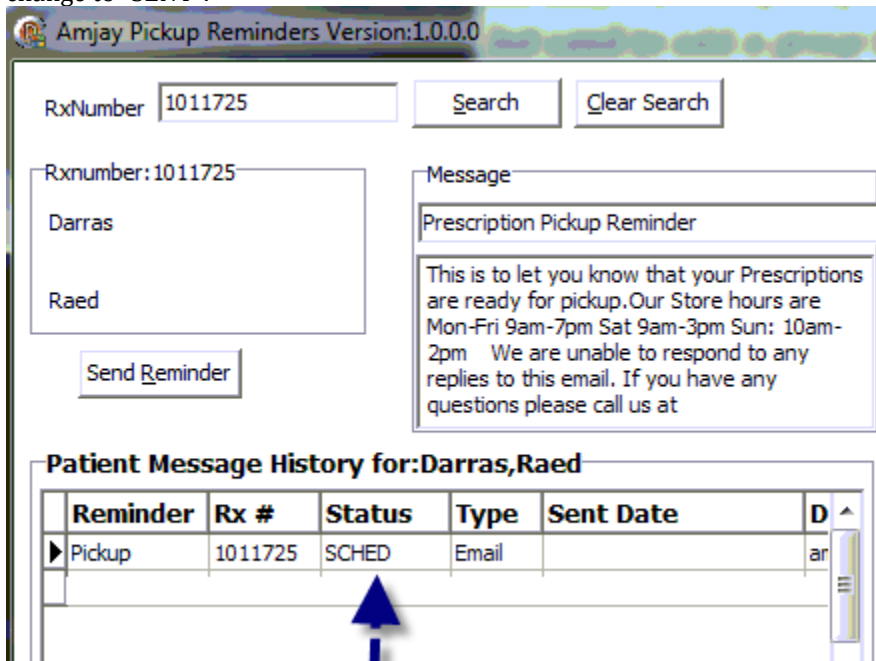
B) Enter a prescription Number and click Search

The screenshot shows the 'Amjay Pickup Reminders Version:1.0.0.0' application window. At the top, there is a title bar with the application name and version. Below the title bar, on the left, is a text label 'RxNumber' followed by a text input field containing the value '123456'. To the right of the input field are two buttons: 'Search' and 'Clear Search'. Below the 'RxNumber' input field is a large empty rectangular box. Below this box is a button labeled 'Send Reminder'. To the right of the 'RxNumber' input field and the 'Send Reminder' button is a section labeled 'Message' with two empty rectangular text areas. At the bottom of the window is a table with a grid structure. A blue dashed arrow points from the 'Send Reminder' button up to the 'RxNumber' input field. Another blue dashed arrow points from the 'Message' text area up to the 'Search' button.

- C) Click Send Reminder --- A message will pop up that says Reminder Scheduled



- D) The message will appear and the status will be set to "SCHD". Once the reminder is sent the status will change to "SENT".



- E) You can click search again to see that the updated status has changed to sent

Amjay Pickup Reminders Version:1.0.0.0

RxNumber

Rxnumber: 1011725
Darras
Raed

Message
Prescription Pickup Reminder
This is to let you know that your Prescriptions are ready for pickup. Our Store hours are Mon-Fri 9am-7pm Sat 9am-3pm Sun: 10am-2pm We are unable to respond to any replies to this email. If you have any questions please call us at

Patient Message History for:Darras,Raed

Reminder	Rx #	Status	Type	Sent Date	Dev
Pickup	1011725	Sent	Email	10/12/2015 8:35:29 AM	amja

- F) The Patient will receive an email from Yourstorename@erefills.ca if the patient is in the PickupReminderEmailGroup or PickupEml Group

From: <pharmacy@erefills.ca>
Date: Mon, Oct 10, 2016 at 1:15 PM
Subject: Prescription Pickup Reminder
To: anyone@gmail.com

Prescription Pickup Reminder

This is to let you know that your Prescriptions are ready for pickup. Our Store hours are Mon-Fri 9am-6pm Sat 9am-5pm Sun and Holidays: Closed We are unable to respond to any replies to this email. If you have any questions please call us at 999-999-9999

The Patient will receive a text if in the **PickupRemindeTextGroup** or **PickupText Group**

Your
Prescriptions are ready for
pickup. Store hours are Mon-
Fri 9am-6pm Sat 9am-5pm
Sun and Holidays: Closed