



CENTRAL PROFILE INFORMATION GUIDE— PICKUP REMINDERS

Dec 2016

Contents

PICKUP REMINDERS.....	3
1.1. STEP ONE: SETUP A PATIENT TO RECEIVE PICKUP REMINDERS	3
1.2. STEP TWO: SETUP THE MESSAGE YOU WANT THE PATIENT TO RECEIVE	6
1.3 STEP THREE: SEND A PICKUP REMINDER.....	8

PICKUP REMINDERS

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

- A) Enter the patients email in the PTS Patient Screen for Email Reminder and enter a mobile # for Text Reminder

The screenshot displays the 'TEST, T' patient profile in the PTS system. The 'Home' tab is selected, showing the following information:

- Personal Info:** Last Name: TEST, First Name: TEST, Birth Date: Jan 01, 2010, Age: 6, Gender: Female, Status: Active, Pat #: 8902933977.
- Address:** Primary Addr: Home, Delivery Addr: (blank).
Addr Line 1: 123 TEST, City: Amherstburg, Province: Ontario, Post Code: N9V 2M4, Country: Canada.
- Contact:** Phone: (blank), Mobile: (519) 736-0000, Fax: (blank), E-mail: amja@rogers.com.

Red arrows highlight the 'Mobile' and 'E-mail' fields, indicating where to enter contact information for reminders. The 'Alerts' section is empty. Navigation buttons at the bottom include Search, Counsel, Reports, Save, and Revert. A vertical toolbar on the right contains buttons for Workbench, RX Detail, Patient, Drug, Doctor, Log Off ONL, More, and Exit.

- B) Go to the Notes Tab. Add a Note . Choose Note Type PEM for Pickup Reminder by Email and PTE for Pickup Reminder By Text.

The screenshot displays the 'Notes' tab in a software application. The interface includes a menu bar at the top with options: TEST, T, 3rd Party, Clinical, Profile, History, Consult, Preferences, and Notes. Below the menu bar, there is a section for 'Alert Print Private' and 'RX # User Date'. A dropdown menu is open, showing the following options: IMM (Immunization), LAB (Laboratory Note), MED (Medication Note), PI (Patient Instructions), PTE (Pickup Reminder Text), and PEM (Pickup Reminder Email). The 'PEM' option is highlighted. A red arrow points to the 'PEM' option in the dropdown menu. Another red arrow points to the 'Notes' tab in the menu bar. The background of the application window is light gray.

- C) Type in a note. You can type in whatever words you would like. Check off the Print checkbox if you want it printed on the hard copy.

The screenshot shows a software window titled "Patient Mode" with a header bar containing "Alert Print Private", "RX #", "User", and "Date". Below the header, there is a blue bar with a dropdown menu set to "PEM", three checkboxes (the first is checked), and the text "KL Dec 05, 2016 08:17". Below this, there is a text input field containing "Pickup Reminder Email" and an "Effective:" label followed by a date input field set to "Dec 05, 2016". Two red arrows point to the "Pickup Reminder Email" text input field and the "Effective:" date input field.

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 1

TEXT

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

NOTE: 160 character LIMIT FOR TEXTS

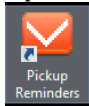
Message

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

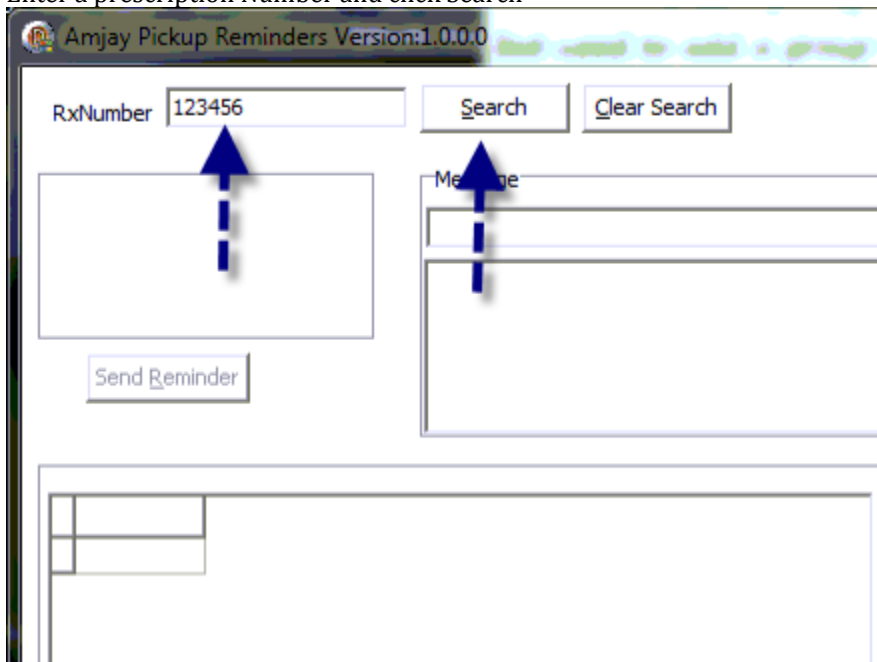
Save

1.3 STEP THREE: SEND A PICKUP REMINDER

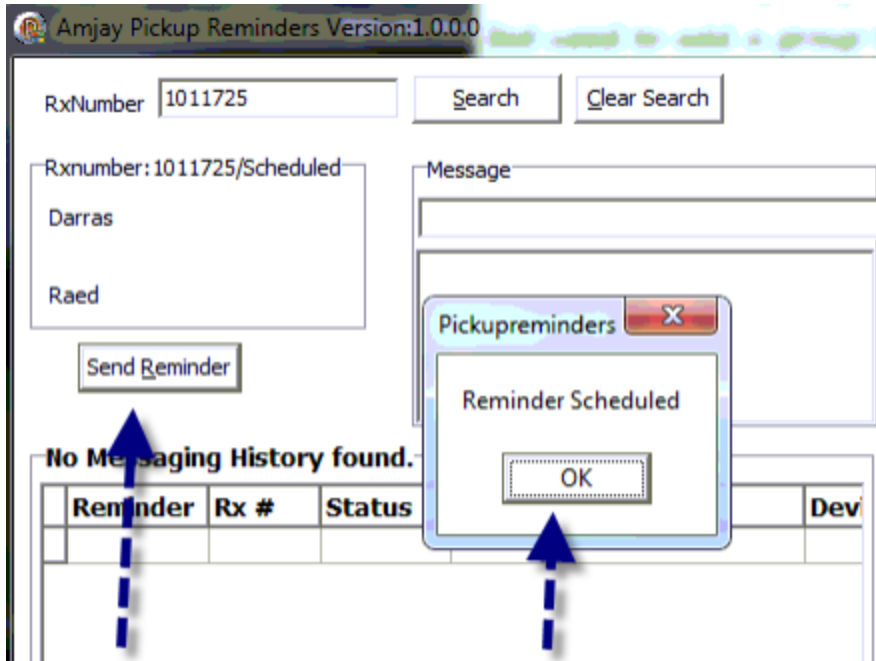
A) Double Click Pickup Reminders on your desktop



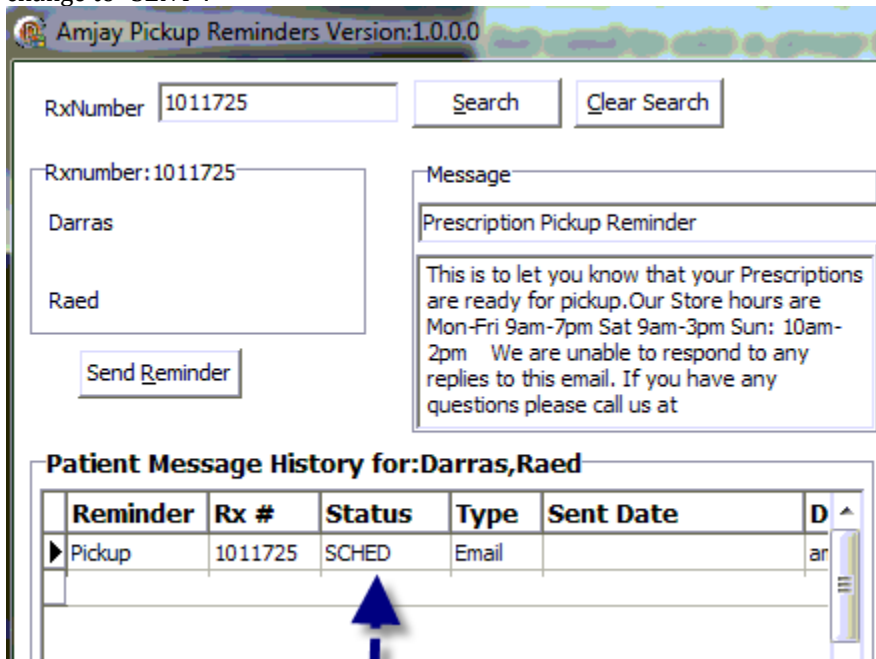
B) Enter a prescription Number and click Search

A screenshot of the 'Amjay Pickup Reminders Version:1.0.0.0' application window. The window has a title bar with the application name and version. Below the title bar, there is a text input field labeled 'RxNumber' containing the value '123456'. To the right of this field are two buttons: 'Search' and 'Clear Search'. Below the 'RxNumber' field is a large empty rectangular box. To the right of this box is a text input field labeled 'Message'. Below the 'Message' field is another large empty rectangular box. At the bottom left of the main content area is a button labeled 'Send Reminder'. At the bottom of the window is a table with two columns and two rows, currently empty. Blue dashed arrows point from the 'Send Reminder' button to the 'RxNumber' field and from the 'Message' field 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

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

A blue arrow points to the 'Sent' status in the table.

- F) The Patient will receive an email from Yourstorename@erefills.ca if the patient has a note type of PEM (Pickup Reminder Email)

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 the patient has a note type of PTE (**Pickup Reminder Text**)

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