



ONLINE REFILLS - USER GUIDE

PREPARED BY

AMJAY SOFTWARE SOLUTIONS INC.
MAY 2017

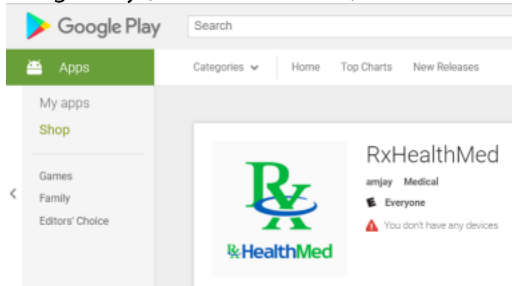
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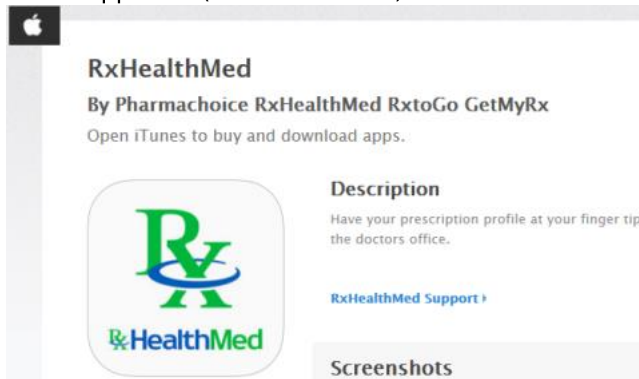
BASIC INFORMATION

The RxHealthMed app is now available on

1. Google Play (For Android Users)



2. iTunes App Store (For iPhone Users)



The following functionalities are available on the RxHealthMed app:

1. Pharmacy Locator
2. Quick Refill
3. Patient Login

RxHEALTHMED APP SETUP

1.1. DOWNLOAD THE APP

Android Users: Go To Google Play and Download the RxHealthMed App

https://play.google.com/store/apps/details?id=com.amjaysoftware.pharmacy.rxhealth_client&hl=en

iPhone Users: Download From the iTunes App Store

<https://itunes.apple.com/ca/app/rxhealthmed/id1234284974?mt=8>

1.2. VERIFY THE INFORMATION ON THE RxHEALTHMED APP

- A) Click on the Pharmacy Locator on the app – Find your pharmacy. You can search nearby, by city, by postal Code OR name



- B) Ensure that there is a checkbox beside your pharmacy. Click on the checkbox and choose it

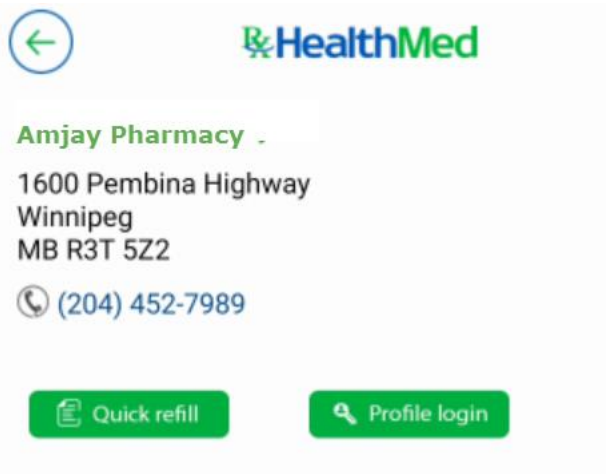


- C) Ensure that the 2 icons are colored and look like this



- D) Click on the Green Arrow and ensure all store information is accurate (Address, etc.)





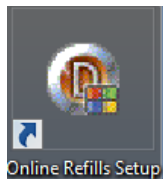
1.3. REPORT ANY DISCREPANCIES

If there are any errors in the app information please send corrections to Pharmachoice head office and to Amjay at donna@amjaysoftware.ca

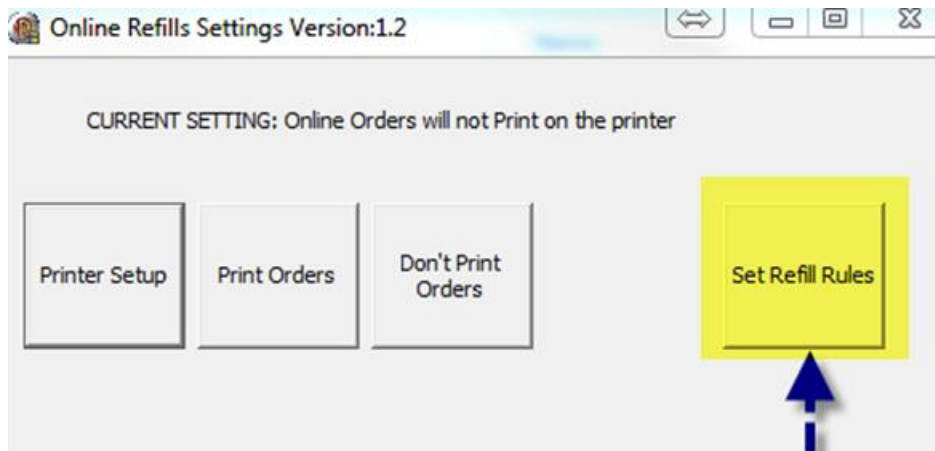
ORDERING RULES SETUP

2.1 Go TO THE DISPENSARY SERVER

- A) Go to your main dispensary system server and double click the Online Refills Setup Icon



- B) Click on Set Refill Rules Button



2.2 SET THE REFILL RULES

You can choose to customize the rules used for patients when they try to order online or on the app. (This is optional). If you do not fill anything in then all rx's can be reordered (Including zero repeat prescriptions Except for prescriptions where the Doctor is flagged as not accepting phone repeats in the dispensary system).


Refill Rules

☐ Never Allow Patient To Order an Rx with Zero Repeats

IF CHECKED: The patient will not be allowed to order an Rx with zero repeats. A message will display telling them to make an appointment to see their doctor as they do not have any repeats left.

IF UNCHECKED: The patient will be allowed to order zero repeat Rx's unless the Dr has been marked as NOT Accepting Fax/Phone Refills in the Dispensary System

Only allow patient to re order an Rx when % of their Rx is complete

Only allow patient to re order a NARCOTIC Rx when % of their Narcotic Rx is complete

Only allow patient to re order a BENZO Rx when % of their Benzo Rx is complete

Only allow patient to re order a NARCOTIC Rx days before their NARCOTIC Rx is complete

Please NOTE: If an Rx has minimum interval days the patient will not be able to order it until it is due.
A Refill Too Soon message will display

If an Rx has unlimited refills the patient will be able to order

QUICK REFILL (ORDERING BY PHONE # AND RX#)

3.1 ON THE RxHEALTHMED APP

- a) Click on The quick Refill Icon on the app



Fill in the Phone # and Prescription numbers that you want to order

Quick refill

Pharmacy location:
 Amjay Pharmacy
 105-311 Wellman Lane

Shipping method:
 Pickup

Email:

Phone:

Prescription numbers (use space between numbers):

Notes:

PLEASE NOTE
 Your Prescription will be ready the next Business Day. Please indicate any special instructions/preferred pickup time in the note section.

Order

- b) The Order will appear in the To Do Section of your Dispensary System.

3.2 ON THE RxHEALTHMED WEBSITE

<http://rxhealthmed.ca>

- Find your Pharmacy
- Click on Quick Refill



Location

5 Cherry Crest Drive
Brampton, ON L6P 3W4
(905) 915-8388

Hours

Monday: 9:00 AM - 5:00 PM
Tuesday: 9:00 AM - 5:00 PM
Wednesday: 9:00 AM - 5:00 PM
Thursday: 9:00 AM - 5:00 PM
Friday: 9:00 AM - 5:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 9:00 AM - 5:00 PM

**Browse
this
week's
flyer!**



Patient Login

Secure access to your personal prescription history



Quick Refill

Order your prescription refill online.

In this section:

[Meet your Pharmacy Team](#)

[Events](#)

[Community Sponsorship](#)

[Careers](#)

[News](#)

- c) Fill in the Phone # and Prescription numbers that you want to order

Pharmacy Location	Enter Your Prescription Numbers
Haliburton (Antigonish) ▼	1.
Delivery/Pickup Pickup ▼	2.
Enter your Phone #(10 digit)	3.
Email	4.
	5.
	6.
Note	
Order	

- d) The Order will appear in the To Do Section of your Dispensary System.

PATIENT LOGIN

4.1 ISSUING A CARD NUMBER AND PIN TO A PATIENT

a) Refer to the Enrolment Documentation on how to enroll a patient to allow them to see and order their prescriptions online and on the app

- For Kroll The enrolment username is Kroll and password is secret
- For PTS The enrolment username is PTS pharmacist initials and Password : PTS password

Watch the video – Enrolling a Patient Video

<http://amjaysoftware.ca/amjayvideos/all/patient-enrolment.html>

4.2 WHAT HAPPENS THE FIRST TIME THE PATIENT LOGS IN

- A) The first time that the patient logs in with their card # and pin they will need to agree to the agreement. They will also be prompted to change their pin

Agreement

Please read and click Agree below

TERMS AND CONDITIONS

This site allows you to view your health records, request a refill of a prescription, add personal information such as: allergies

Agree **Disagree**



Enter New Password

Re Enter New Password

Ok **Cancel**

4.3 ON THE RxHEALTHMED APP

- a) Click on The Sign in Icon on the app



- b) Type in the Card Number and Pin and Click Login

- c) Click on View Prescriptions

View prescriptions

- d) Click on the Rx's you want to order and click the order button

- e) The order will appear in the To Do Section of the Dispensary System

4.4 ON THE RxHEALTHMED WEBSITE

- a) Find your Pharmacy
b) Click on Patient Login

RIVERSTONE
RxHealthMed

Location
5 Cherry Crest Drive
Brampton, ON L6P 3W4
(905) 915-8388

Hours
Monday: 9:00 AM - 5:00 PM
Tuesday: 9:00 AM - 5:00 PM
Wednesday: 9:00 AM - 5:00 PM
Thursday: 9:00 AM - 5:00 PM
Friday: 9:00 AM - 5:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 9:00 AM - 5:00 PM

Browse this week's flyer!

Patient Login
Secure access to your personal prescription history

Quick Refill
Order your prescription refill online.

In this section:

- [Meet your Pharmacy Team](#)
- [Events](#)
- [Community Sponsorship](#)
- [Careers](#)
- [News](#)

- c) Type in Card Number and Pin and click Login

Patient Login
Please Enter Your Card Number and Pin

Card Number

Pin

Login

- d) Click View Prescriptions

Welcome **Fred Flintstone** | [Logout](#)

My Pharmacies

Select All Unselect All

Select	Location	Phone
☒	Sherwood Drug Mart 19 Brackley Point Rd. Charlottetown, PE C1A 6Y1	(902) 628-8900

View Prescriptions

The prescriptions on file will be displayed

Drug Detail	Status
 Drug Info Date: 07/23/2014 XARELTO 15MG RIVAROXABAN 15MG Rx#: 7340763 Dr. GANGODAWILA, S TAKE 1 TABLET DAILY AT 6:00 Times:	Active Quantity: 4 Repeats: 0 Authorized: 4 Remaining: 0
 Drug Info Date: 07/05/2014 METONIA 10MG METOCLOPRAMIDE HCL 10MG Rx#: 7338648 Dr. Wecker, Barry TAKE 1 TABLET FOUR TIMES DAILY BEFORE MEALS AND AT BEDTIME Times:	On File Quantity: 112 Repeats: 1 Authorized: 112 Remaining: 112
 Drug Info Date: 07/05/2014 ATOMA DIMENHYDRINATE 50MG DIMENHYDRINATE 50MG Rx#: 7338753 Dr. Wecker, Barry TAKE 1 TABLET EVERY 6 HOURS WHEN REQUIRED NAUSEA Times:	Active Quantity: 1 Repeats: 1 Authorized: 1 Remaining: 1
 Drug Info Date: 07/03/2014 TARO-WARFARIN 1MG WARFARIN SODIUM 1MG Rx#: 7338417 Dr. Wecker, Barry TAKE 1 TABLET AT SUPPERTIME Times:	Active Quantity: 30 Repeats: 0 Authorized: 30 Remaining: 0

e) Click Order Refill and tick off the Rxs you want to order

Drug Detail	Status	Select
 Date: 12/22/2014 Crestor 10mg Rosuvastatin Calcium 10mg Rx#: 8667143 MacLellan,Robert	Active Quantity: 10 Repeats: 5 Authorized: 60 Remaining: 50	☐
 Date: 12/22/2014 Viagra 100mg Sildenafil citrate 100mg Rx#: 8667142 MacLellan,Robert	Active Quantity: 4 Repeats: 5 Authorized: 24 Remaining: 20	☐

→ Order Refill

- f) Once you confirm the order, the Order will appear on the To Do of your dispensary system

Confirm your order

Welcome Fred Flintstone [Logout](#)

Sherwood Drug Mart	
Phone: (902) 628-8900 19 Brackley Point Rd., Charlottetown	
Fred Flintstone	
<test@test.com>	
Delivery Address:	
Comment: I will pick up the order at 3:00 pm	

Rx Number	Drug Name
8667143	Crestor
8667142	Viagra

[✔ Confirm](#)
[✕ Cancel](#)

ORDERING RULES

5.1 PATIENT HAS 0 (ZERO) REPEATS

- a) If the rxnumber that the patient wants to order has no repeats and the doctor does not accept phone/fax repeats then the patient will be prompted to make an appointment to see their dr. The pharmacy will not receive a refill request

Order Results

Welcome  Logout

Fillware Test Pharmacy
1495 Bonhill Road Unit 9, Mississauga

Phone: 905-564-0501

You can reach this store at : 905-564-0501 if you are having trouble.

See the Statuses below.

Rx#	Status
2493	Sorry, you cannot order this prescription because you do not have any repeats left. Please make an appointment to see your doctor.

- b) If the Rx number that the patient wants to order has no repeats and the doctor does accept phone/fax repeats then the patient will be told that the pharmacy will contact the doctor to authorize. The pharmacy will receive the refill request

Order Results

Welcome  Logout

Fillware Test Pharmacy
1495 Bonhill Road Unit 9, Mississauga

Phone: 905-564-0501

You can reach this store at : 905-564-0501 if you are having trouble.

See the Statuses below.

Rx#	Status
2488	Your prescription has been successfully ordered.NOTE:You have no Repeats left. We will contact your doctor to authorize.

5.2 PATIENT MISTYPES THE RXNUMBER OR PHONENUMBER

If the rxnumber does not match with the patients phone number the patient will be notified that the order failed. The pharmacy will not receive the refill request

Order Results

Welcome  Logout

Fillware Test Pharmacy
1495 Bonhill Road Unit 9, Mississauga

Phone: 905-564-0501

You can reach this store at : 905-564-0501 if you are having trouble.

See the Statuses below.

Rx#	Status
0008888	We cannot find this prescription in our system. Please call the store or correct your typing

5.3 PATIENT TYPES EVERYTHING CORRECTLY

If the rxnumber matches with the patients phone number the patient will be notified that the order was successful The pharmacy will receive the refill request.

Order Results

Welcome  Logout

Fillware Test Pharmacy
1495 Bonhill Road Unit 9, Mississauga

Phone: 905-564-0501

You can reach this store at : 905-564-0501 if you are having trouble.

See the Statuses below.

Rx#	Status
2345	Your prescription has been successfully ordered.

HOW ORDERS APPEAR IN PHARMACY

When a patient orders online or on the app, the order appears in the To Do of the Dispensary system

6.1 ORDER APPEARS IN THE TO DO OF THE DISPENSARY SYSTEM

Fillware

[Not-Billed](#)
[To Do List For: September](#)
[Refill Reminder](#)
[NMS Pending](#)

Filter:

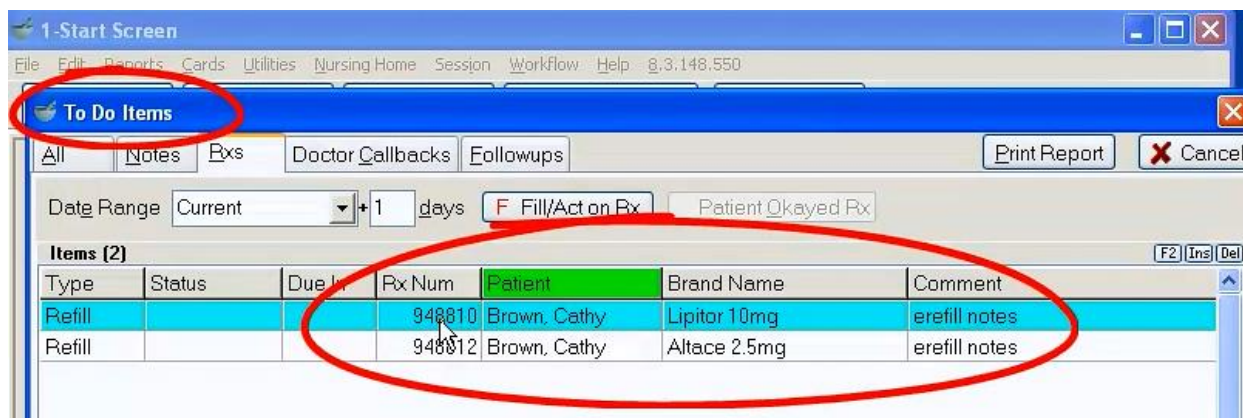
☐ Day
☐ Week
☒ Month
☐ Date Range

Monday, September 15, 2014

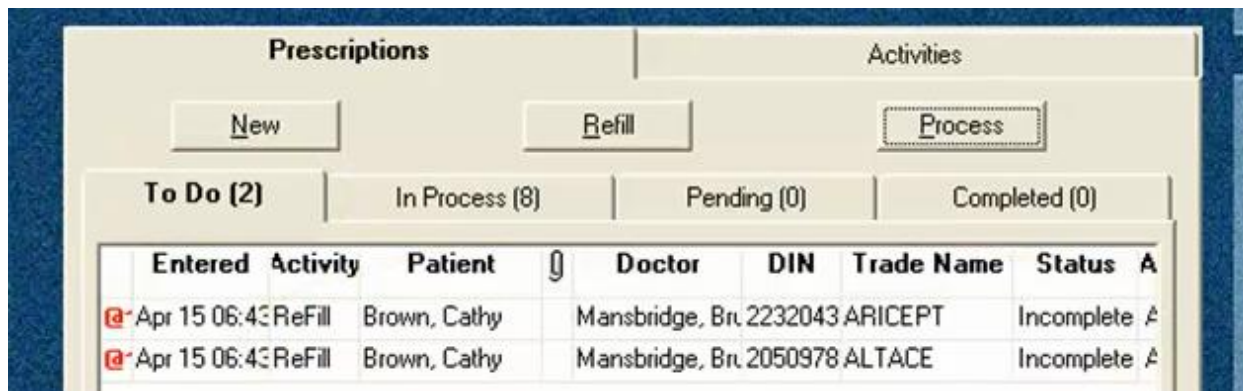
☐ Check All
[Customize View ...](#)

!	Due	Name	Rx #	Action	Rx Date	DIN/Mix#	Note
☐	09/07/2014	TEST, BETTY	Rx#: 0002486	WEB REFILL	11/15/2013	02229521	Internet Order

Kroll



Pharmaclik Rx



SETTINGS

Indicate that the Dr. does not accept phone/fax repeats on the dispensary system so that the correct messages can be displayed for the patient when refilling 0 repeat prescriptions online

7.1 HOW TO SETUP DOCTORS FOR 0(ZERO REPEATS) REQUESTS

Fillware

The screenshot shows the 'Fillware' 'Doctor Info' form with the following fields:

- Last Name: * SAVVI
- First Name: * G
- License ID: * 55566
- Gender: MALE
- Limitation:
- Repeats: No Repeats

A red arrow points to the 'Repeats' dropdown menu.

Kroll

On the Doctor Screen Specify the following : Located on bottom right of doctor screen

Prescriptions/Refills

☐ No Kroll Care

☐ No Fax Refills

☐ No Phone Refills

Pharmaclik Rx

On the Doctor screen:

ReAuth Method: Phone

7.2 KEEPING YOUR MAIN SERVER ON ALL THE TIME

- The store must keep their main dispensary system server on all the time.
- 7days a week, 24 hours a day because a patient can refill an order at any time online.

FAQ

8.1 WHAT IF I ALREADY HAVE A WEBSITE?

Answer: Each RxHealthMed customer gets their own page on the RxHealthMed website. If you have your own website a link is added to this page that leads to your website. We can also make a customized store site for you. Contact donna@amjaysoftware.ca for more details

8.2 IS THE PATIENTS INFORMATION STORED ANYWHERE OUTSIDE OF MY STORE?

Answer: No. When the patient orders the information is requested from your store in real time. It is not stored anywhere.

8.3 DO I NEED TO LEAVE MY MAIN SERVER ON ALL THE TIME? IS IT SAFE?

Answer: Yes, because a patient can order a refill online at any time. It is safe to do this.

8.4 CAN I HAVE THIS FUNCTIONALITY ON MY OWN WEBSITE?

Answer: Yes you can. Please email donna@amjaysoftware.ca for more info

SUPPORT AND SALES

9.1 CONTACT

SUPPORT

Please Contact Amjay Software Solutions Inc

sales@amjaysoftware.ca

416-689-8740

SALES

Donna McCarthy

donna@amjaysoftware.ca

1-800-385-6853 ext 3