

# **SMS service**

# **Quick Start Guide**

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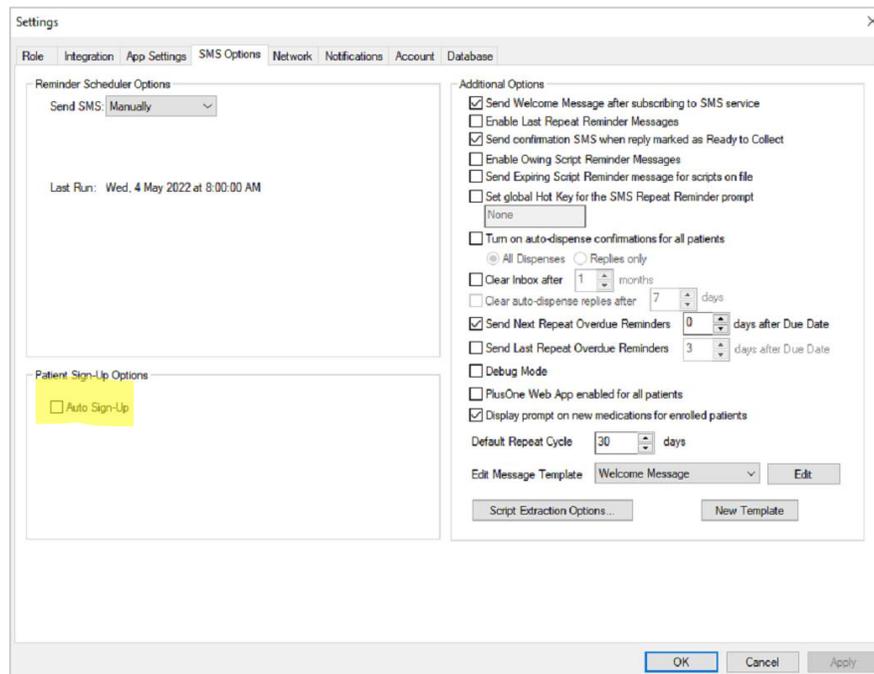
## 1. Sign up customers to SMS service

Pharmacies can choose if they want to enable auto sign-up of new patients and new scripts for SMS repeat reminders or not.

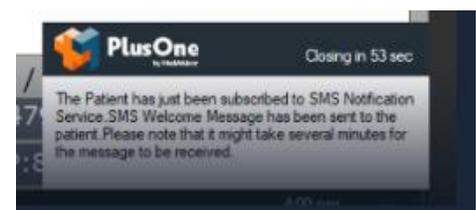
### Auto sign up enabled

This feature enables new patients and new prescriptions with repeats to automatically be opted into SMS reminders.

To enable this feature, go to PlusOne (on the server) > Settings > SMS Options > Patient Signup Options > tick **Auto Signup**.



When auto sign-up is enabled, the pharmacy will see the notification of the patient being sent the welcome SMS.



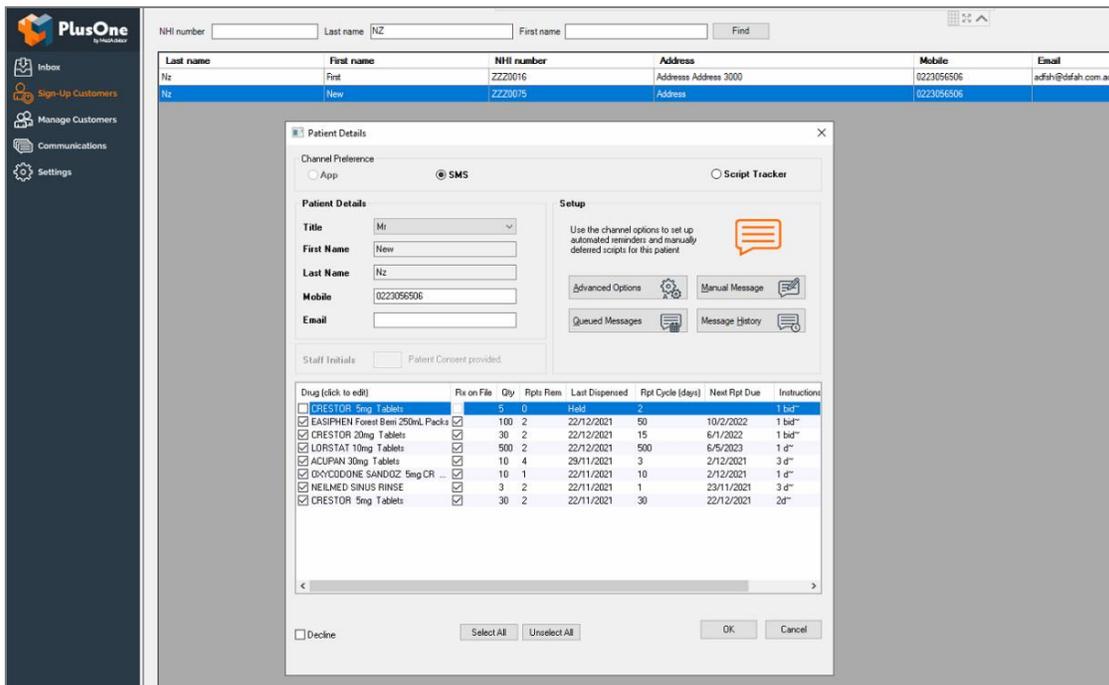
## Auto sign-up disabled

If the auto sign up option is **not** enabled, you will need to sign up customers to SMS reminders manually and for new repeat scripts, tick the relevant medicine to enable SMS reminders.

1. When you dispense to a customer who is not signed up for SMS reminders, a **pop up notification** will appear on the bottom right hand corner.



2. Click on the pop-up notification to open the **Sign-Up Patient** screen of PlusOne.



Note: You can also sign-up customers by launching **PlusOne** and selecting **Sign up Customers** on the left hand. Select the customer from the recent customer list OR search by customer name/NHI

3. Under **Channel Preference**, ensure **SMS** is selected
4. Enter/confirm the **patient mobile number** and enter **staff initials**
5. **Select the medication(s)** you would like the patient to receive SMS reminders for, select whether the **script is on file**, and click **OK**
6. Patient will receive a **Welcome SMS** and is now registered to receive SMS communications for script reminders and pharmacy communications.
7. When a SMS reminder patient is dispensed a **new medication**, the **Patient Details** screen will pop up automatically and you can enable reminders for this medication by ticking the box next to the drug name.

Patient Details
✕

Channel Preference

App
  **SMS**
 Script Tracker

**Patient Details**

Title:

First Name:

Last Name:

Mobile:

Email:

Staff Initials:  Patient Consent provided.

**Setup**

Use the channel options to set up automated reminders and manually deferred scripts for this patient

Drug (click to edit)	Rx on File	Qty	Rpts Rem	Last Dispensed	Rpt Cycle (days)	Next Rpt Due	Instructions
<input checked="" type="checkbox"/> CRESTOR 5mg Tablets	<input checked="" type="checkbox"/>	5	0	Held	2		1 bid~
<input checked="" type="checkbox"/> EASIPHEN Forest Berri 250mL Packs	<input checked="" type="checkbox"/>	100	2	22/12/2021	50	10/2/2022	1 bid~
<input checked="" type="checkbox"/> CRESTOR 20mg Tablets	<input checked="" type="checkbox"/>	30	2	22/12/2021	15	6/1/2022	1 bid~
<input checked="" type="checkbox"/> LORSTAT 10mg Tablets	<input checked="" type="checkbox"/>	500	2	22/12/2021	500	6/5/2023	1 d~
<input checked="" type="checkbox"/> ACUPAN 30mg Tablets	<input checked="" type="checkbox"/>	10	4	29/11/2021	3	2/12/2021	3 d~
<input checked="" type="checkbox"/> OXYCODONE SANDOZ 5mg CR ...	<input checked="" type="checkbox"/>	10	1	22/11/2021	10	2/12/2021	1 d~
<input checked="" type="checkbox"/> NEILMED SINUS RINSE	<input checked="" type="checkbox"/>	3	2	22/11/2021	1	23/11/2021	3 d~
<input checked="" type="checkbox"/> CRESTOR 5mg Tablets	<input checked="" type="checkbox"/>	30	2	22/11/2021	30	22/12/2021	2d~

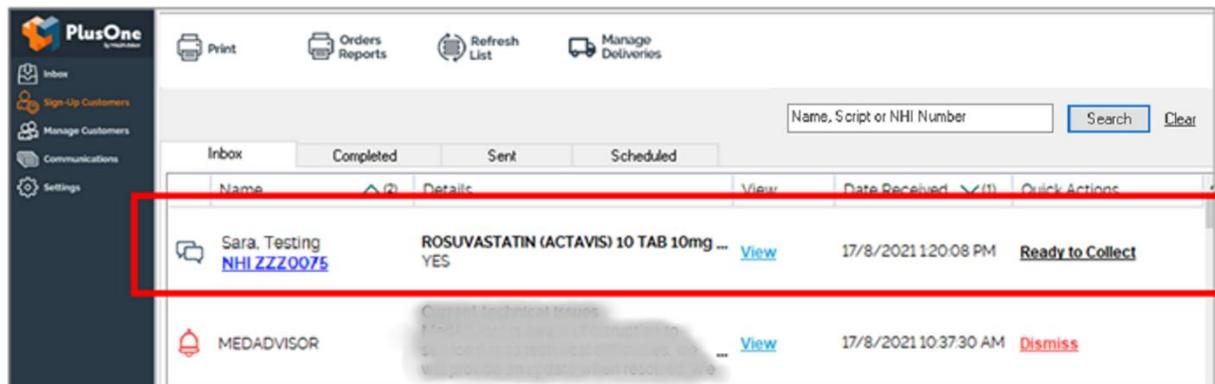
Decline

## 2. Processing and responding to SMS replies

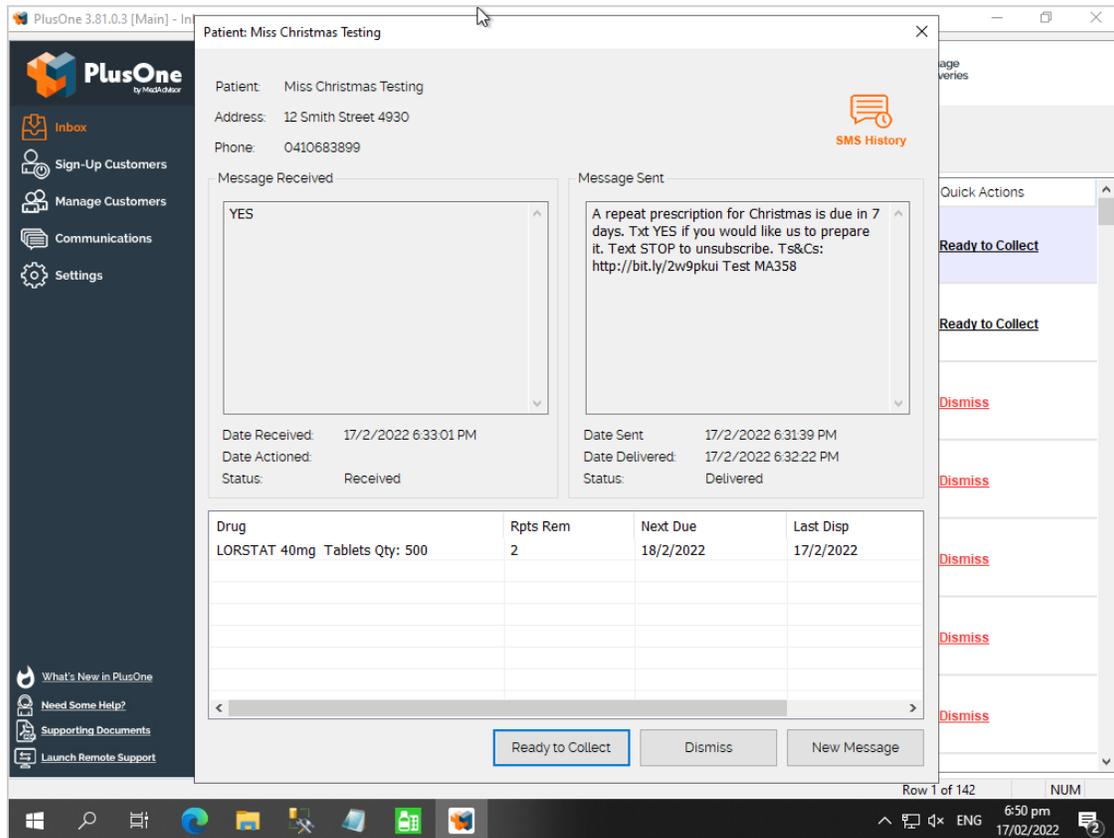
1. When SMS replies are received, a **pop-up notification** will appear on the bottom right-hand side of your computer screen



2. Click on the pop-up or launch PlusOne to view the order in the **Inbox**. For a more detailed view of the order, click **view**



3. Dispense and prepare the items in the order.
4. Once dispensed, click **Ready to Collect** (this will send an SMS to the patient and move this reply to the Completed folder) **OR Dismiss** (this will NOT send an SMS and move this reply to the Completed folder). Note that this is an additional SMS that will be sent to the patient.



The “**Completed**” tab shows all the SMS replies that have either been actioned by clicking “Dismiss” or “Ready to Collect”.

The “**Sent**” tab shows the SMS messages (automated and manual) that have been sent from your Pharmacy.

The “**Scheduled**” tab shows the SMS messages that are to be sent in the timeframe selected.

Note: You can use the search feature on the top right hand side to find orders by name, script or NHI number

### 3. Unsubscribe Patients

Each message sent to patients will provide an option to unsubscribe (“Text STOP to unsubscribe”)

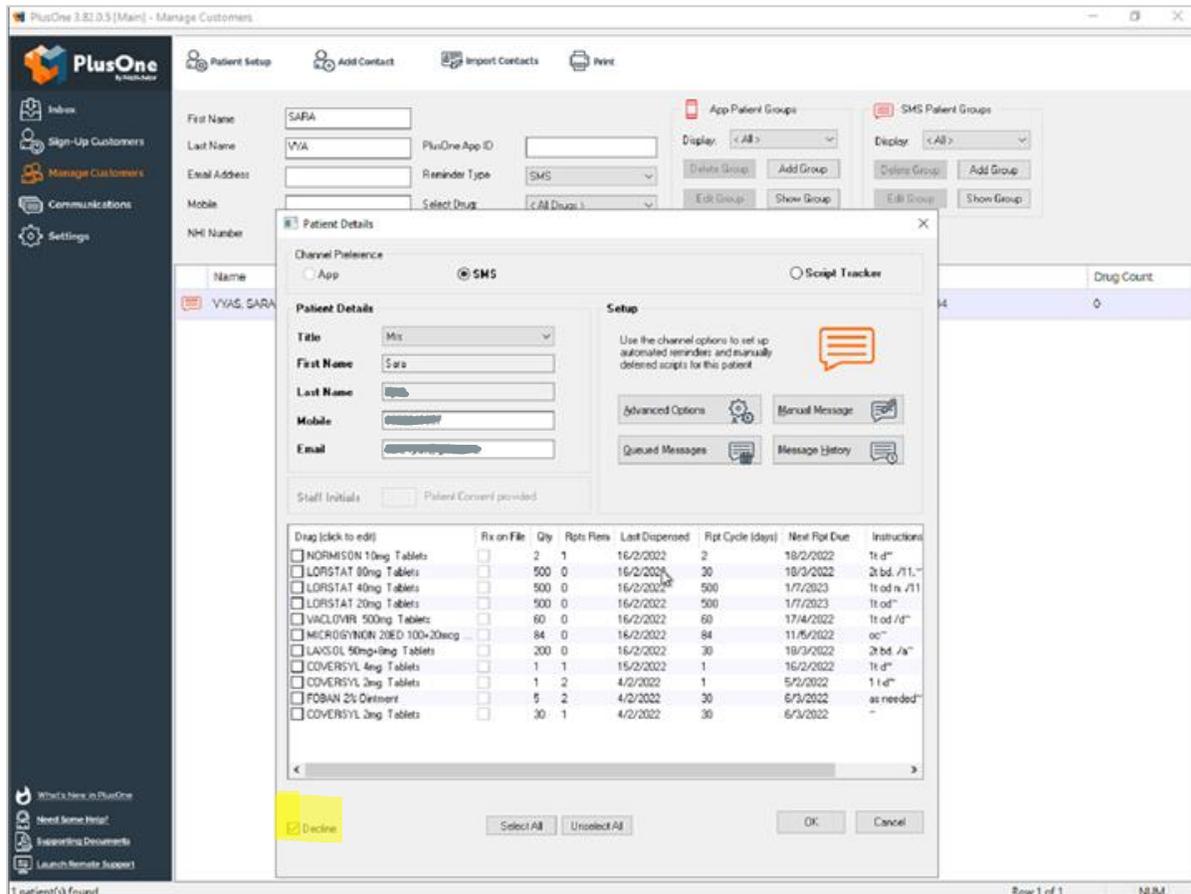
1. When patients reply STOP, a reply will be received in the PlusOne inbox
2. The mobile number will be flagged as “unsubscribed” and the patient will automatically be unsubscribed from this service.



Name	Details	View	Date Received	Quick Actions
Vyas, Sara	Stop	<a href="#">View</a>	17/3/2022 10:254 PM	<a href="#">Dismiss</a>

To unsubscribe an SMS Patient manually from PlusOne, follow these steps:

1. Select the Manage Customers tab and locate the patient using the Find tool.
2. **Double click** on the patient's name, and the **Patient Details** pop up will appear. This pop up will allow you to select the **Decline** tick box at the bottom left, followed by OK to save the change.



## 4. SMS reminder settings

Any changes to your settings must be done from the server. To change/update your SMS reminder settings, go to PlusOne > Settings > SMS options

**To enable auto-sign up (where new customers and new prescriptions with repeats are automatically signed up for SMS)**

Go to PlusOne (on the server) > Settings > SMS options > Patient Sign-up Options

**To update the wording of SMS reminder messages**

Go to PlusOne (on the server) > Settings > SMS options > Edit message template

**To change the time when SMS reminders are sent**

Go to PlusOne (on the main computer) > Settings > SMS options > Reminder schedule options

**To send SMS reminders on weekdays only**

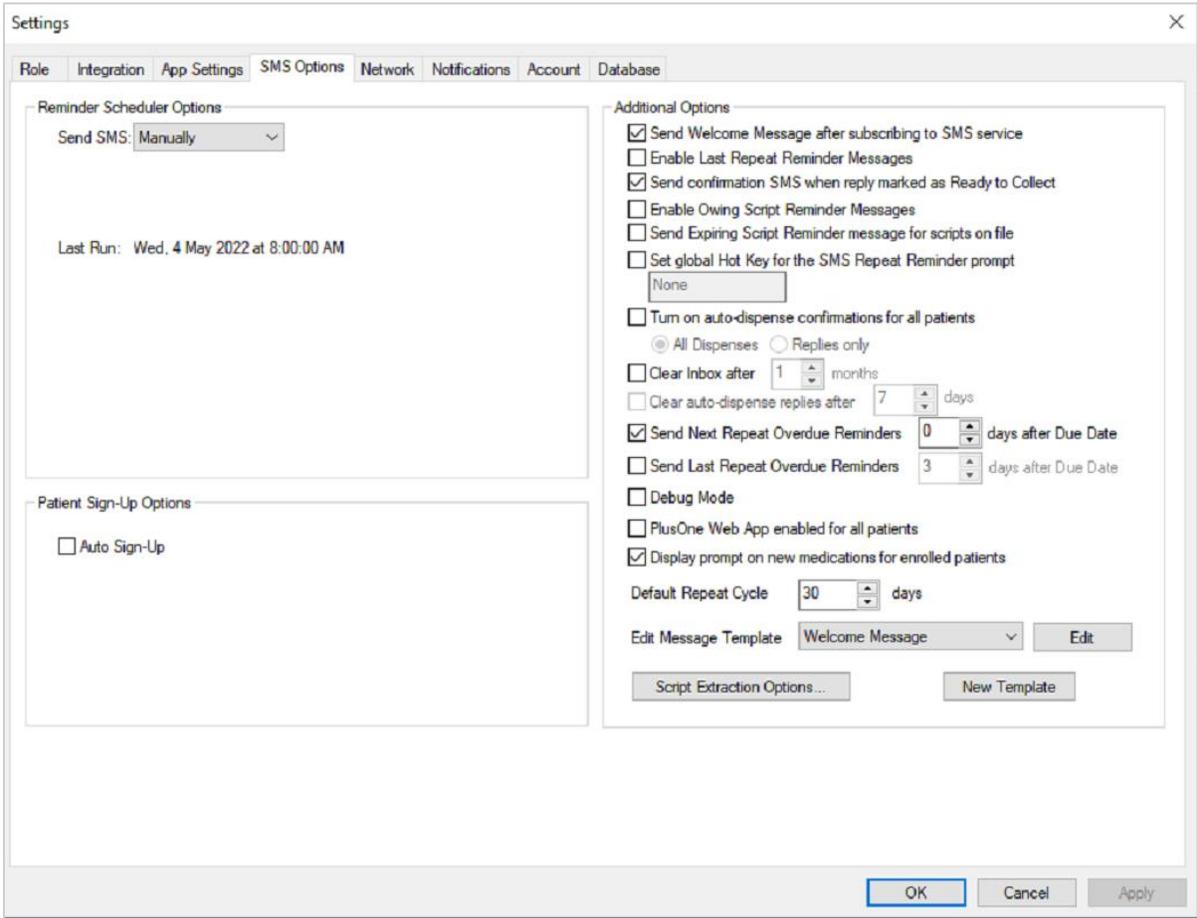
Under Reminder schedule options > Send SMS dropdown > select Weekdays > select Monday to Friday

**To adjust the timing or position of the pop-up notifications**

Go to PlusOne > Settings > Notification Options

**To exclude reminders for held scripts**

Go to PlusOne (on the main computer) > Settings > SMS Options > Script Extraction Options > Under Deferred Scripts Handling choose "Do not include repeats from deferred scripts"



The screenshot shows the 'Settings' window with the 'SMS Options' tab selected. The window is divided into several sections:

- Reminder Scheduler Options:** Includes a 'Send SMS' dropdown menu set to 'Manually' and a 'Last Run' timestamp: 'Wed, 4 May 2022 at 8:00:00 AM'.
- Patient Sign-Up Options:** Includes an unchecked checkbox for 'Auto Sign-Up'.
- Additional Options:** A list of checkboxes and controls:
  - Send Welcome Message after subscribing to SMS service
  - Enable Last Repeat Reminder Messages
  - Send confirmation SMS when reply marked as Ready to Collect
  - Enable Owing Script Reminder Messages
  - Send Expiring Script Reminder message for scripts on file
  - Set global Hot Key for the SMS Repeat Reminder prompt (set to 'None')
  - Turn on auto-dispense confirmations for all patients
    - All Dispenses
    - Replies only
  - Clear Inbox after 1 months
  - Clear auto-dispense replies after 7 days
  - Send Next Repeat Overdue Reminders 0 days after Due Date
  - Send Last Repeat Overdue Reminders 3 days after Due Date
  - Debug Mode
  - PlusOne Web App enabled for all patients
  - Display prompt on new medications for enrolled patients
- Default Repeat Cycle:** 30 days
- Edit Message Template:** 'Welcome Message' dropdown with an 'Edit' button.
- Script Extraction Options:** 'Script Extraction Options...' button and 'New Template' button.

At the bottom of the window are 'OK', 'Cancel', and 'Apply' buttons.

## 5. Sending bulk communications to SMS customers

If you would like to send out a bulk communication to your SMS reminder customers, such as information about your upcoming vaccination programs or public holiday opening hours, follow the below link for detailed instructions:

[How to send bulk communications to SMS patients – MedAdvisor](#)

## 6. Summary of all SMS messages

These are the standard SMS messages that have been setup for all pharmacies. Note that each Pharmacy can change these as necessary. Below are some Do's and Don'ts when editing and creating new sms messages.

When	PlusOne (default message)	Template name in PlusOne
New customer signs up to the sms service	It's {{pharmacyName}}. Thanks for signing up to get prescription reminders. Reply STOP to unsubscribe. Ts & Cs: @ <a href="http://bit.ly/2w9pkui">http://bit.ly/2w9pkui</a>	Welcome message
7 days remaining on script	A repeat prescription for {patient first name} is due in 7 days. Txt YES for this repeat. Please allow 48 hours before collection. Text STOP to unsubscribe. Ts&Cs: <a href="http://bit.ly/2w9pkui">http://bit.ly/2w9pkui</a> {pharmacy name}	Next repeat – Script on File Reminder & Merged messages – All scripts on file (Both must be changed)
On the day the repeat is due if reply (YES/STOP) not received	A repeat prescription for {patient first name} is due today. Txt YES for this repeat. Please allow 48 hours before collection. Text STOP to unsubscribe. Ts&Cs: <a href="http://bit.ly/2w9pkui">http://bit.ly/2w9pkui</a> {pharmacy name}	Overdue reminder on next repeat
Script is ready to collect (Optional sms)	Medications for {Patient First Name} have been dispensed and are ready for pick up. {{pharmacyName}}	Dispense confirmation

### **SMS Do's and Don't's**

- SMS messages are purely for repeat prescription reminders and any other appropriate health messaging. Acceptable personalized messaging may include Flu Vaccinations, MMR Vaccinations, COVID-19, etc.

- It's important to note that this service is not to be used for any marketing related messaging. E.g. Black Friday sales, promotions, etc.
- 1 SMS is 160 Characters (including spaces). If you have more than 160 characters, the message will go through as 1 SMS but the cost will be for 2 SMS's.
- The standard messages for script reminders can be edited to suit your pharmacies needs. E.g Prescription can be collected after 24 hours. This can be changed as demand requires and any future changes with covid restrictions.
- Be mindful that these messages represent your pharmacy so choose your words carefully and check that they are not open for misinterpretation.

## **7. Frequently asked questions**

### **1. How do I remove a customer from the SMS service?**

Go to PlusOne > Manager customers > Select the customer > Click Decline on the bottom left-hand corner.

### **2. What happens with scripts that are on Hold?**

If you dispense a script to be put on hold in your dispense system, it will be added to the patient profile in PlusOne automatically.

If you would like to exclude held scripts from SMS reminders, go to PlusOne (on the main computer) >Settings > SMS Options > Script Extraction Options > Under Deferred Scripts Handing choose "Do not include repeats from deferred scripts"

### **3. Where can I find the Privacy policies and Pharmacy license agreement?**

<https://www.mymedadvisor.com/nz/privacy>

<http://www.mymedadvisor.com/nz/pharmacy/termsconditions>

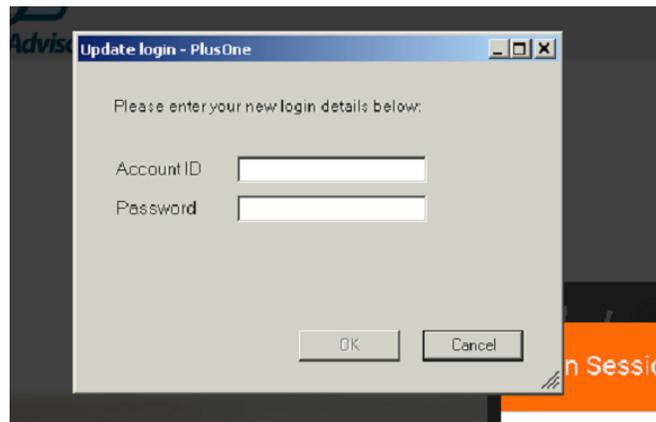
<https://www.mymedadvisor.com/nz/eula/unichemandlife>

### **4. PlusOne is running very slow**

There could be several reasons for this – internet connection, the computer may need a reboot, etc. If you think the problem is with PlusOne, please contact the MedAdvisor Support Team: <https://www.mymedadvisor.com/pharmacy-help-centre/nz>

## 5. PlusOne prompting for a username and password

If PlusOne prompts you to login – click cancel to the popup message.



Right click on PlusOne in the taskbar by the clock (you may need to click the up arrow "Show Hidden Icons" – see screenshot below) and click Exit and then restart PlusOne.

It's important to note this only needs to be completed on machines that are affected – it may still be working on different terminals in the pharmacy.



If there is still an issue accessing PlusOne please contact the MedAdvisor Support Team: <https://www.mymedadvisor.com/pharmacy-help-centre/nz>

## **6. Can I enable SMS reminders for Controlled Drugs?**

Controlled drugs can be enabled for sms repeat reminders by ticking the medicine from the patient's profile in PlusOne.

## **7. If I update the mobile number in the dispensing system, will it update PlusOne?**

No, the mobile number will need to be updated in PlusOne manually.

## **8. Are patients in institutions (eg nursing homes) excluded from SMS reminders?**

Institution patients were excluded when the pharmacy migrated from the previous SMS system to PlusOne.

If a SMS reminder patient is moved into an institution, they will need to be manually removed from SMS reminders. This can be done by following the steps in section 4 of this Quick Start Guide (Unsubscribe patients)

## **9. Which medications are automatically excluded from SMS reminders?**

The following are excluded from SMS reminders.

- Controlled drugs (all class B and C)
- Institution patients
- Expired scripts

To enable reminders for excluded medications, go the PlusOne > Manage Customers > search for the customer > select the customer > untick the medication

If you had patients that were manually signed up before the auto-sign up feature was enabled in PlusOne, and were dispensed one of the excluded medications

- If that excluded medication had one or more repeats then this will **not** be excluded from SMS reminders
- If that excluded medication had 0 repeats, then it will be excluded from SMS reminders

## **10. What happens if I mark a script as inactive for an existing SMS reminder customer**

When you mark the medication as inactive in dispense, you will need to go to PlusOne > Manage customer > search for the customer > select the customer > untick the medication

### **11. Why does my patient have trouble replying to an SMS reminder message?**

If the patient receives an error such as “Failed to send” and is accompanied by an exclamation symbol, this could be due to reasons relating to their mobile service plan, network issues, prepaid connection etc.

The customer needs to click on exclamation symbol on the failed messages and contact their mobile service provider for a resolution.

### **12. How can I disable the pop ups to add new medication to SMS reminders?**

If you have **not** enabled auto-sign up of patients, a pop up will appear when dispensing a new medication for enrolled patients.

To disable these pop ups, go to PlusOne > Settings > SMS Options > unselect “Display prompt on new medications for enrolled patients”.

Please note, disabling this option may lead to missed set up of reminders for new medications. If you have auto-sign up enabled, new medications will automatically be set up for reminders without the pop up appearing.

### **13. Do I need to advise MedAdvisor when there are changes to our server computer?**

Any changes to the server will mean MedAdvisor will stop working. BEFORE the server move, you need to email [support@medadvisor.com.au](mailto:support@medadvisor.com.au) with the date of the move and your IT Providers name and email/number. MedAdvisor will then organise to take a backup from the old server and do a re-install on the new server.

### **14. I am getting a new dispensing computer, how do I organise to get MedAdvisor installed?**

All new computers used for dispensing will need MedAdvisor installed. If you get a new computer, you need to email [support@medadvisor.com.au](mailto:support@medadvisor.com.au) and MedAdvisor will organise

to install PlusOne so that no scripts miss their repeat reminders being setup.

**15. How do I contact the MedAdvisor support team?**

Email: [support@medadvisor.com.au](mailto:support@medadvisor.com.au)

Phone: 0800 767 026 (Monday to Friday 9am – 5pm NZST)