Unichem and Life Pharmacy App Quick Start Guide

Contents

1. Signing up customers
2. Carer Mode
3. Processing App orders
4. Upgrade SMS customers to the App
5. App settings
6. Sending bulk communications to App customers
7. Frequently Asked Questions

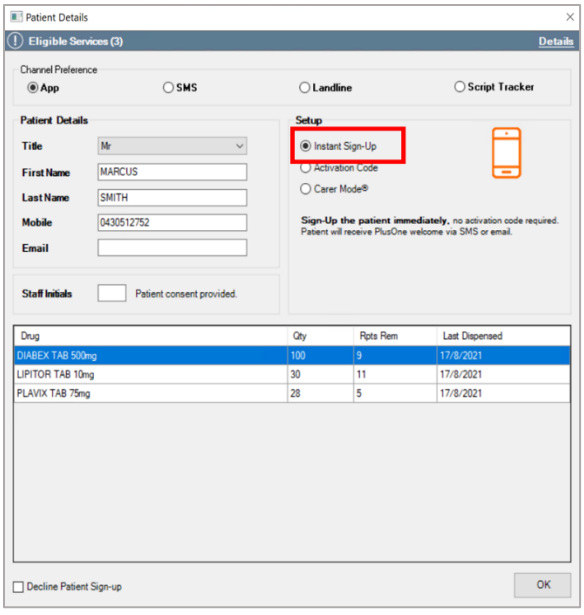
1. Signing up customers

1. Click **Sign up Customers** on the left hand menu of PlusOne
2. Select a recent customer OR search by customer name.
3. Under **Channel Preference**, select **App**
4. Choose your preferred option for customer sign up:

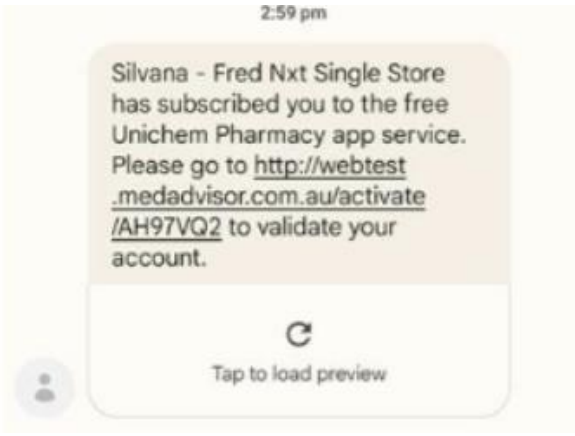
Option 1: Instant Sign-Up (Recommended option)

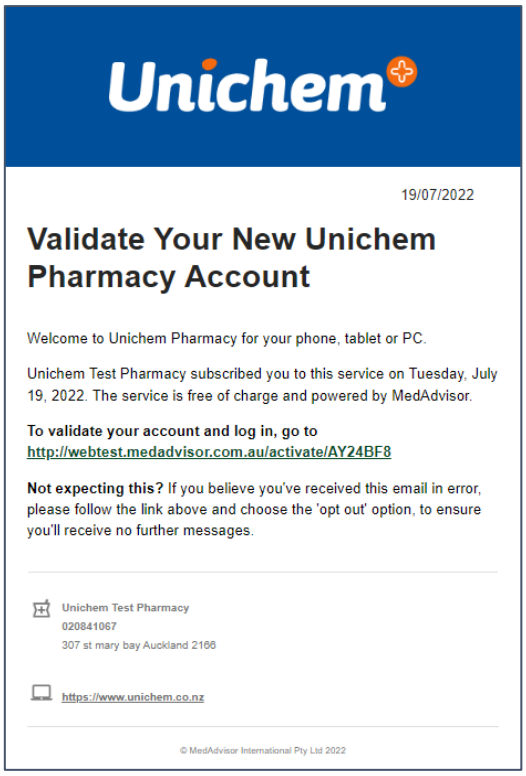
This option sends customers a SMS/email with a link to verify their account. Use this method if you have discussed the App with the patient and captured their mobile number and/or email address. Using this will incur SMS costs to the pharmacy.

1. Under **Set Up,** select **Instant Sign-Up**
2. Enter or confirm the customer's **mobile number and/or email address** and **staff initials** (to confirm consent)
3. Click **OK**

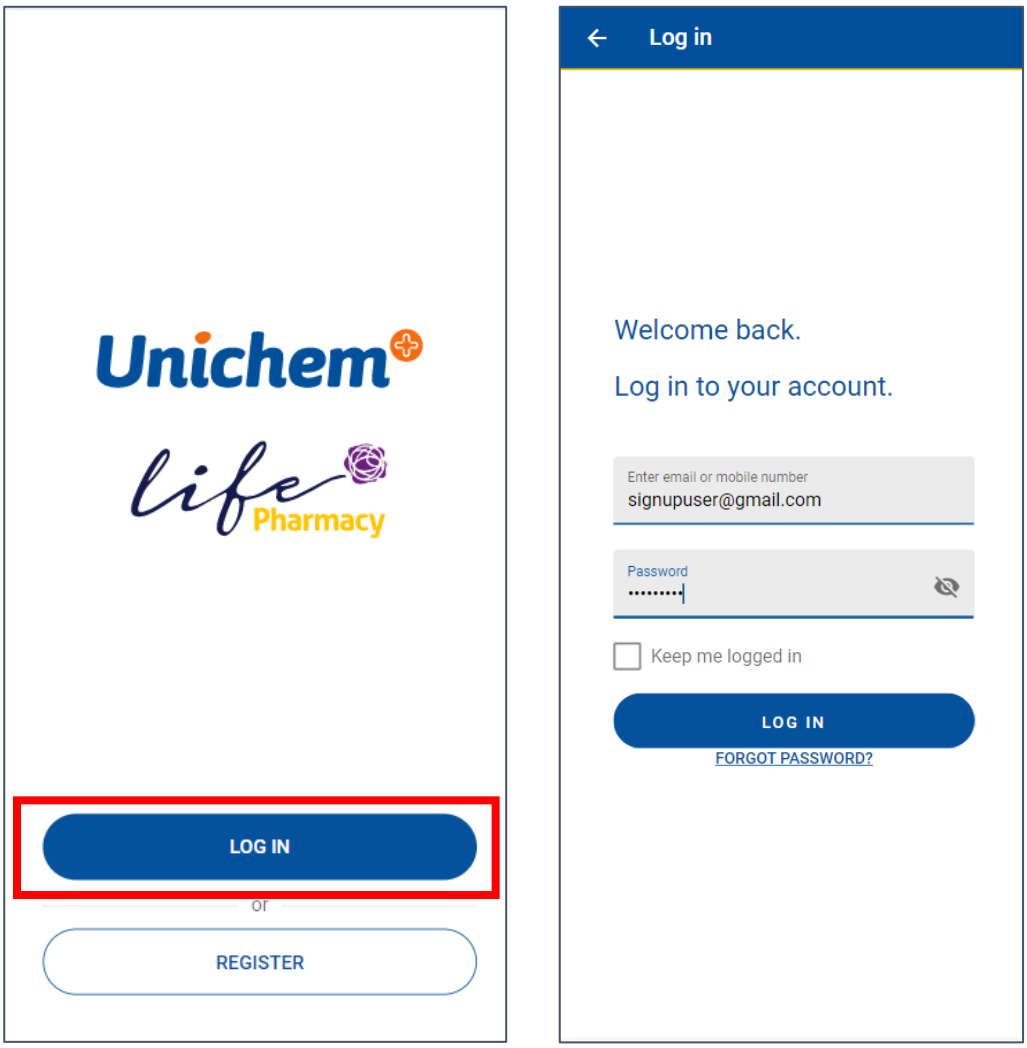


4. The customer will receive a SMS and/or email immediately with a link to **validate their account** and instructions to **download** the App





5. Once they download the App, they will need to click **Log in** and enter their account details. Their medication list will appear within 24 hours.

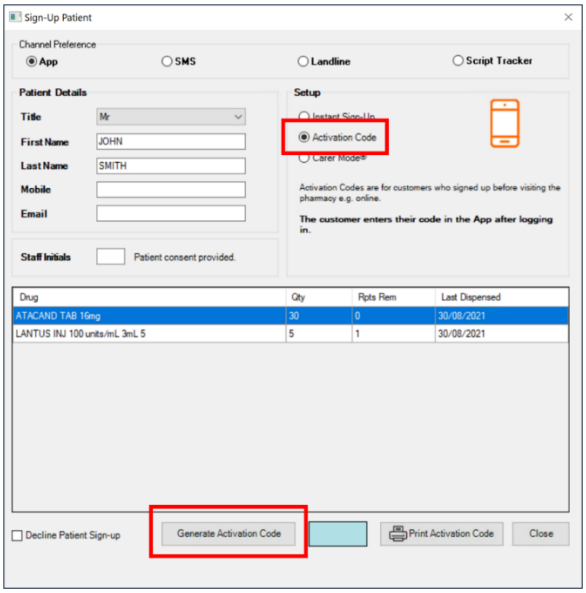


Option 2: Activation Code

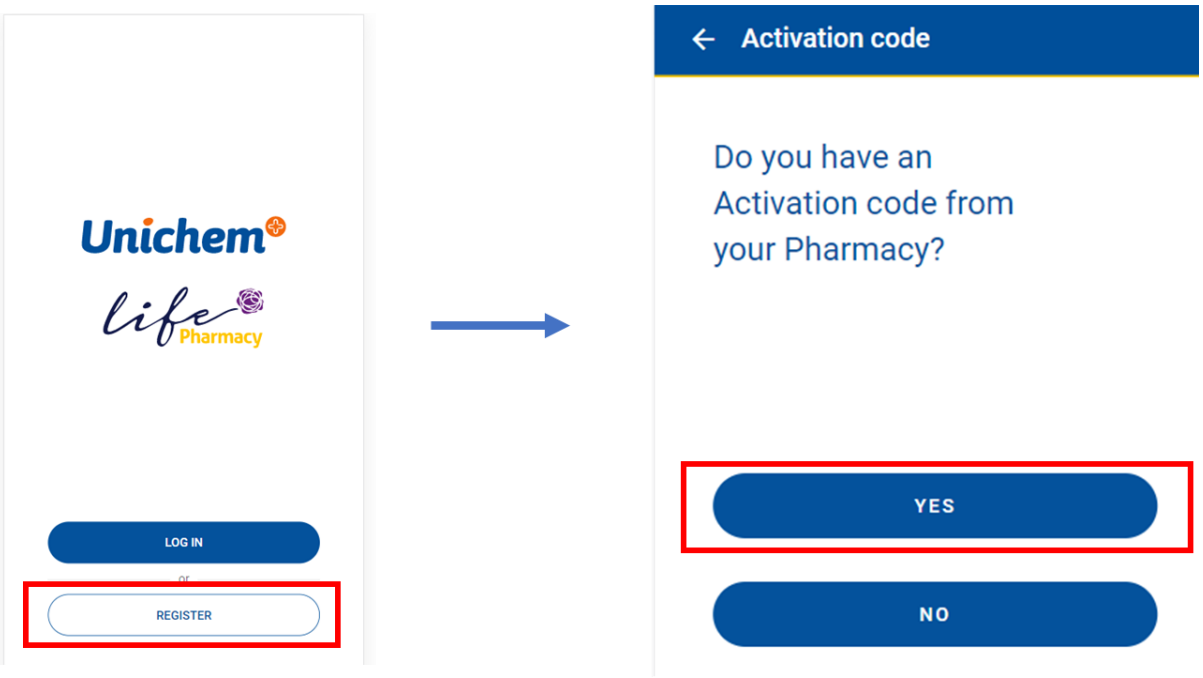
This option provides the customer with a unique Activation Code that they can enter when registering as a new user after downloading the App. Use this method if you haven't obtained the customer's mobile number and/or email address, and want to recommend the App to the customer.

1. Under **Set Up,** select **Activation Code**
2. Enter your initials

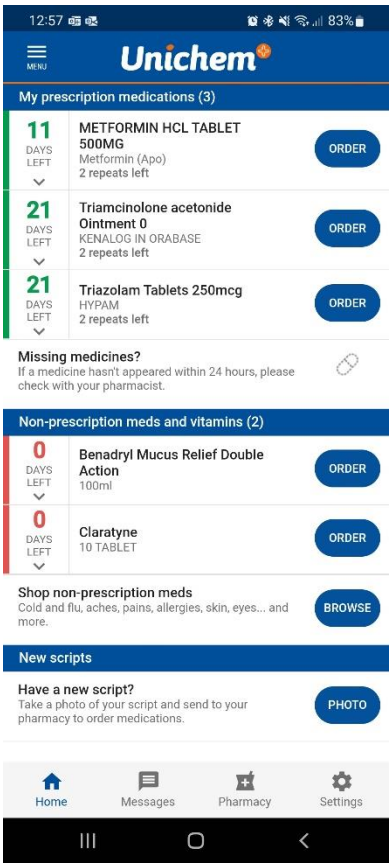
3. Click **Generate Activation Code** at the bottom and code will appear in the blue box. You can **Print** this for the customer or write it on the flyer.



4. The customer will need to **download** the App, click **Register**, and select **Yes** in the next screen when asked if they have an Activation Code



5. Once the customer has completed the registration process, their medication list will appear within 24 hours.



The home screen of the app will show the patient's medication list, including days supply left, repeats remaining and the ability to order from the pharmacy.

The medication list shows medications that have been dispensed in last 12 months. Medications which have had no dispense history in last 6 months will be shown as Finished on the home screen.

2. Carer Mode

The Carer Mode capability allows a user to assist family members with their medication management by adding the cared for person's information to their App account.

Carer Mode can be used for

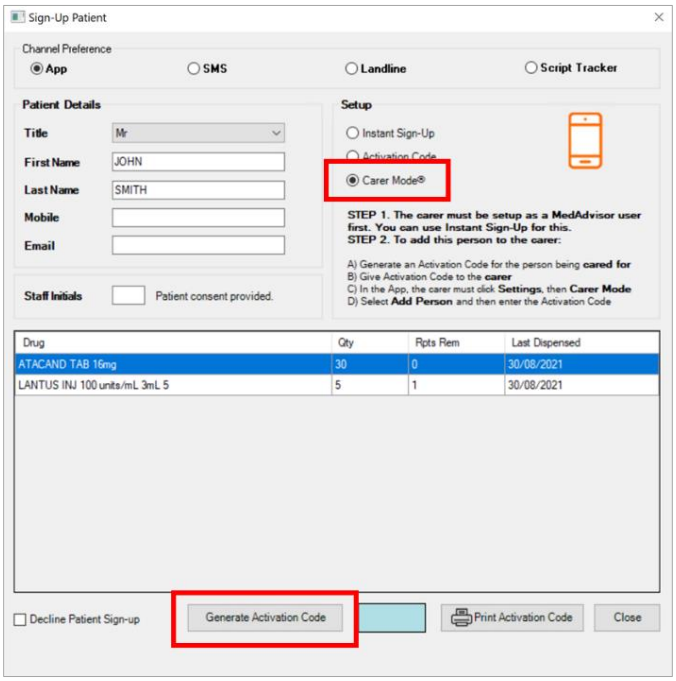
- a parent managing their child's medication
- a spouse managing their partner's medication
- children with elderly parent(s), where the child is managing medication for the elderly parent(s)
- formal and informal carers that assist with medication management (outside of a family relationship)

Carer Mode access is initiated by a pharmacist providing an **activation code** to the carer enabling access to the cared for person's medication information.

Where pharmacists provide activation codes to carers, they must first confirm that necessary consents have been obtained from the cared for person.

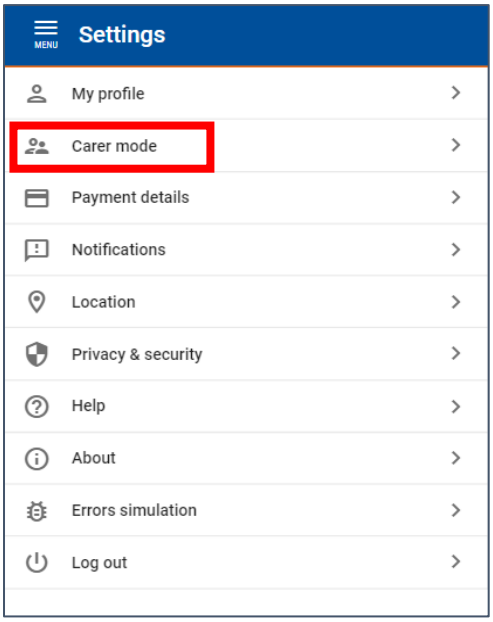
The steps below outline how to add a cared for person to an existing account holder (the "carer").

1. Click **Sign up Customers** on the left hand menu of PlusOne
2. Select a recent customer OR search by customer name.
3. Under **Channel Preference**, select **App**
4. Under **Set-up,** select **Carer Mode**
5. Click **Generate Activation Code** at the bottom and code will appear in the blue box. You can **Print** this for the carer

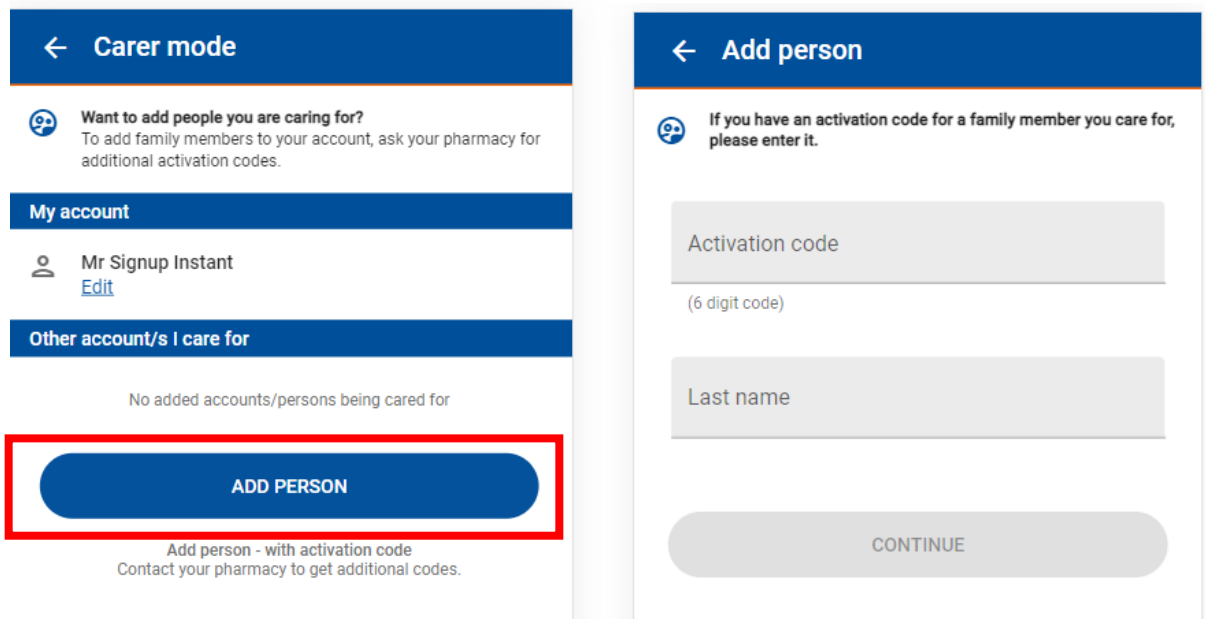


The Carer will now need to complete the set up of Carer Mode using the App

1. In the **Unichem and Life Pharmacy App**, the carer needs to navigate to **Settings** in the menu, and select **Carer Mode**



2. Select **Add Person** and add the **Activation Code** for the cared for person. Their medication details will appear within 24 hours.



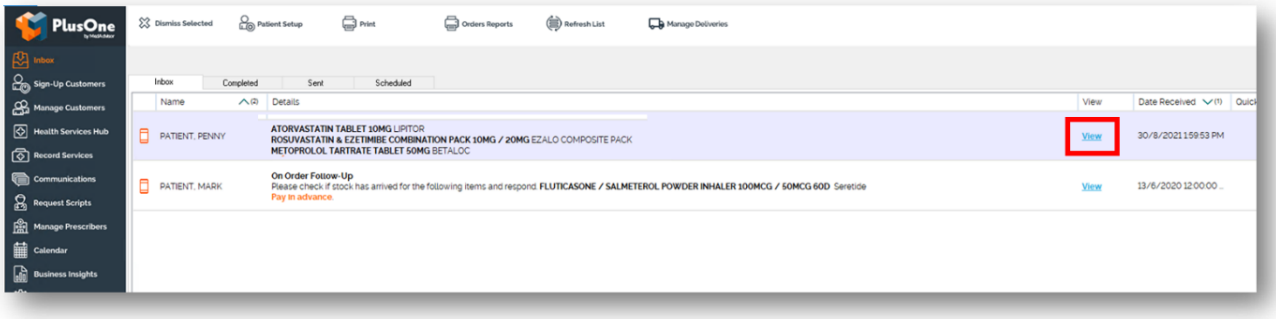
If 2 people in the family want to sign up to the App at the same time, with one person being the primary account holder and the other being under Carer Mode, a primary account must first be created (using either Instant Sign-Up or Activation Code method as described in part 1).

If both people already have a MedAdvisor account and one wants to be the carer of the other, please contact MedAdvisor support for assistance.

3. Processing orders

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

2. Click on the pop-up or launch PlusOne. Details of the order will be available in the inbox. Click **View** for a detailed view of the order



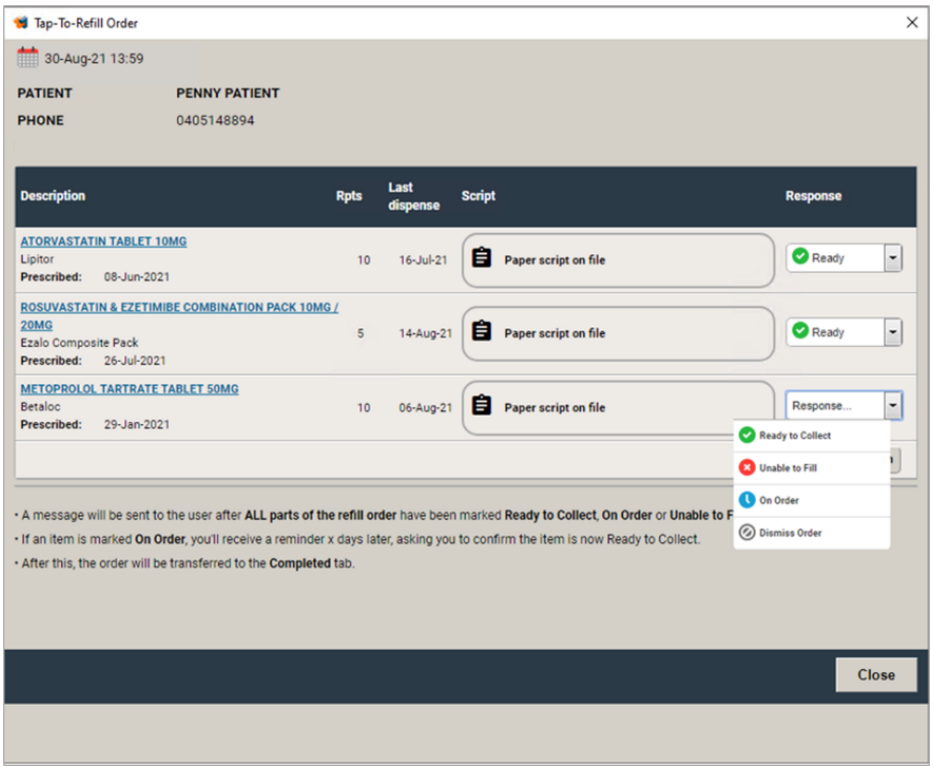
3. Dispense and prepare the items in the order.

4. Once dispensed

    a. Choose **Ready to Collect** under Quick Actions OR

    b. In the detailed view of the order, select a **Response** against each medication (Ready to collect, Unable to fill, On order or Dismiss Order). You can include an optional note for the patient as part of the response.

5. The patient will receive a notification about the status of their order eg Ready to collect



Pay in advance

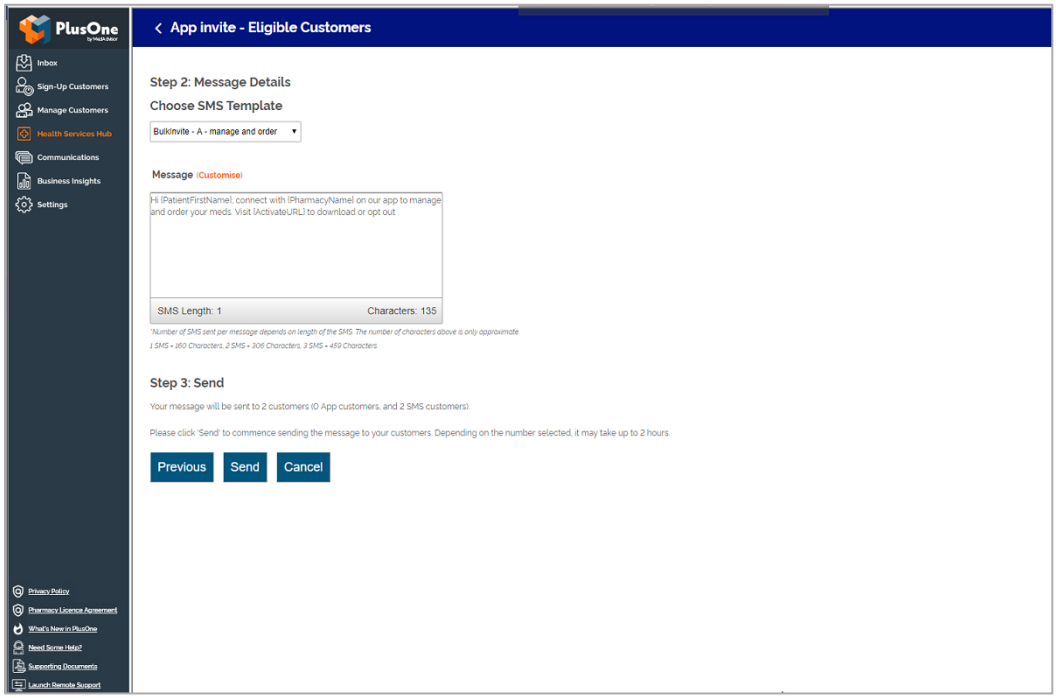
For pharmacies that have enabled the in app payment module for their customers, if the patient has paid for the order in the App, you will need to follow some additional steps that can be found here: [How to process Pay In Advance orders – MedAdvisor]

4. Upgrade SMS customers to the App

Bulk sign up

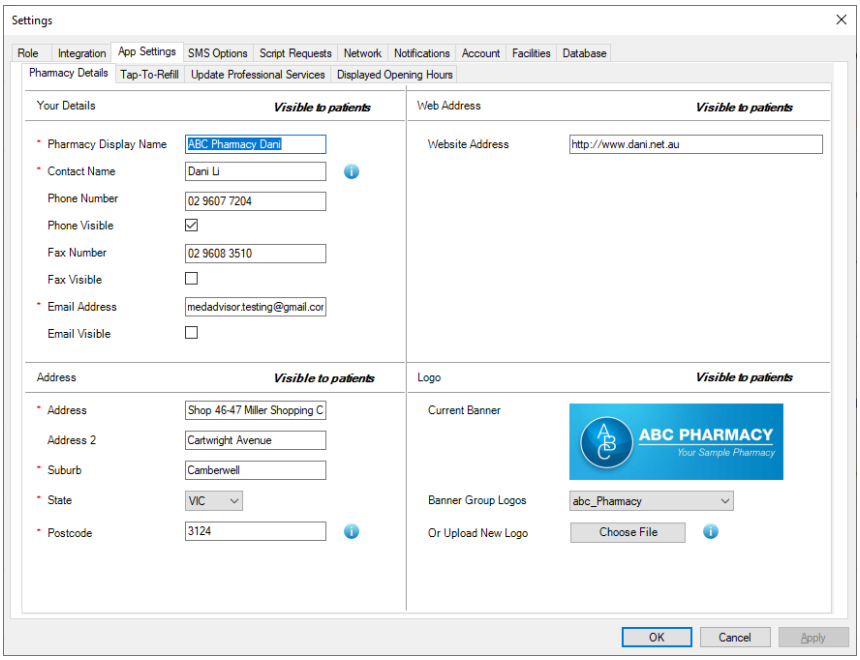
This feature allows you to send a bulk SMS to all existing SMS reminder patients (or a small group of them), encouraging them to download the App. This sends an SMS invite link to the patient to register so will incur SMS costs to the pharmacy.

1. Go to PlusOne > Health Services Hub > App Invite
2. Click on the App Invite tile and you will see the number of Eligible Customers (ie SMS reminder patients) on the right hand side
3. Unfold the Set Up Service section, and click Create Message
4. Select the patients you would like to invite to the App. You can filter based on last dispense or last message sent.
5. Click next and select the message template you would like to use. These can be customised if you wish.
6. Click Send. The patient will receive an SMS with a unique link to sign up to the App. The patient will continue to receive SMS reminders if they choose not to sign up for the App.


PlusOne
Inbox
Sign-Up Customers
Manage Customers
Health Services Hub
Communications
Business Insights
Settings
Privacy Policy
Pharmacy Licence Agreement
What's New in PlusOne
Need Some Help?
Supporting Documents
Launch Remote Support
App invite - Eligible Customers
Step 2: Message Details
Choose SMS Template
BulkInvite - A - manage and order
Message (Customise)
Hi [PatientFirstName], connect with [PharmacyName] on our app to manage and order your meds. Visit [ActivateURL] to download or opt out.
SMS Length: 1
Characters: 135
*Number of SMS sent per message depends on length of the SMS. The number of characters above is only approximate.
1 SMS = 160 Characters, 2 SMS = 306 Characters, 3 SMS = 459 Characters.
Step 3: Send
Your message will be sent to 2 customers (0 App customers, and 2 SMS customers).
Please click 'Send' to commence sending the message to your customers. Depending on the number selected, it may take up to 2 hours.
Previous
Send
Cancel

5. App settings

To update your pharmacy's details, opening hours, or Tap-To-Refill options, go to PlusOne > Settings > App settings



6. Sending out bulk communications to app customers

You can use the Communications tab in PlusOne to send a bulk communication to all or selected app customers. Click here for detailed instructions:

How to send bulk communications to App patients – MedAdvisor

7.Frequently asked questions

What happens if a patient forgets their App password?
The customer can select "Forgot Password?" on the login screen of the App OR You can

assist the customer to reset their password using **PlusOne**. Go to PlusOne > Manage Customers > Search for the customer > Select the customer > Details tab > Reset Password

How do I adjust the timing or position of the pop up notifications
Go to PlusOne > Settings > Notification Options

How do I update my pharmacy details that appear in the App?
Go to PlusOne > Settings > App Settings.

How do users change their favourite pharmacy?
Users can do this by clicking on the Pharmacy icon in the app, then clicking on the Search tab. When they change their favourite pharmacy, all future orders will be sent to this pharmacy.

What to do if 2 patients each had their own separate app accounts but one person wants to be cared for under the other person's account.
This can be facilitated by MedAdvisor support team. Please email MedAdvisor support at support@medadvisor.com.au.

What happens when a patient is sent an invitation to sign up to the app but doesn't follow through and complete the registration?
The sign up link will expire after 10 days. The patient will remain on SMS reminders until they register. If the sign up link expires, they will continue to receive SMS reminders.

What to do if a patient wants to move back to SMS after registering for the APP?
Go to manage customers > select the patient > choose the Details tab and select Delete Account at the bottom. It can take up to 24 hours for a profile to be deleted. Please note down the details of the patient including name, NHI and phone number.

Once the account has been deleted (go to Sign-up customers > search for the patient > shows "Not signed up" in the status column), then you can sign them up manually to SMS reminders.

What to do if the patient medicines do not appear in 24 hours?
Please email MedAdvisor support at support@medadvisor.com.au

Why is the "Title" field mandatory for patients signing up to the App

Patient gender details may be used to deliver certain services as part of the App. We understand the current options are limited and are reviewing how we can make this field more inclusive in the near future.

What do I do if my PlusOne account is locked (ie a pop up appears asking for user name and password).

Please email MedAdvisor support immediately at support@medadvisor.com.au. They will help to reset your account. During the time that you cannot access PlusOne, new scripts will not be auto selected, and new patients will not be automatically signed up.

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