

# **SMS service**

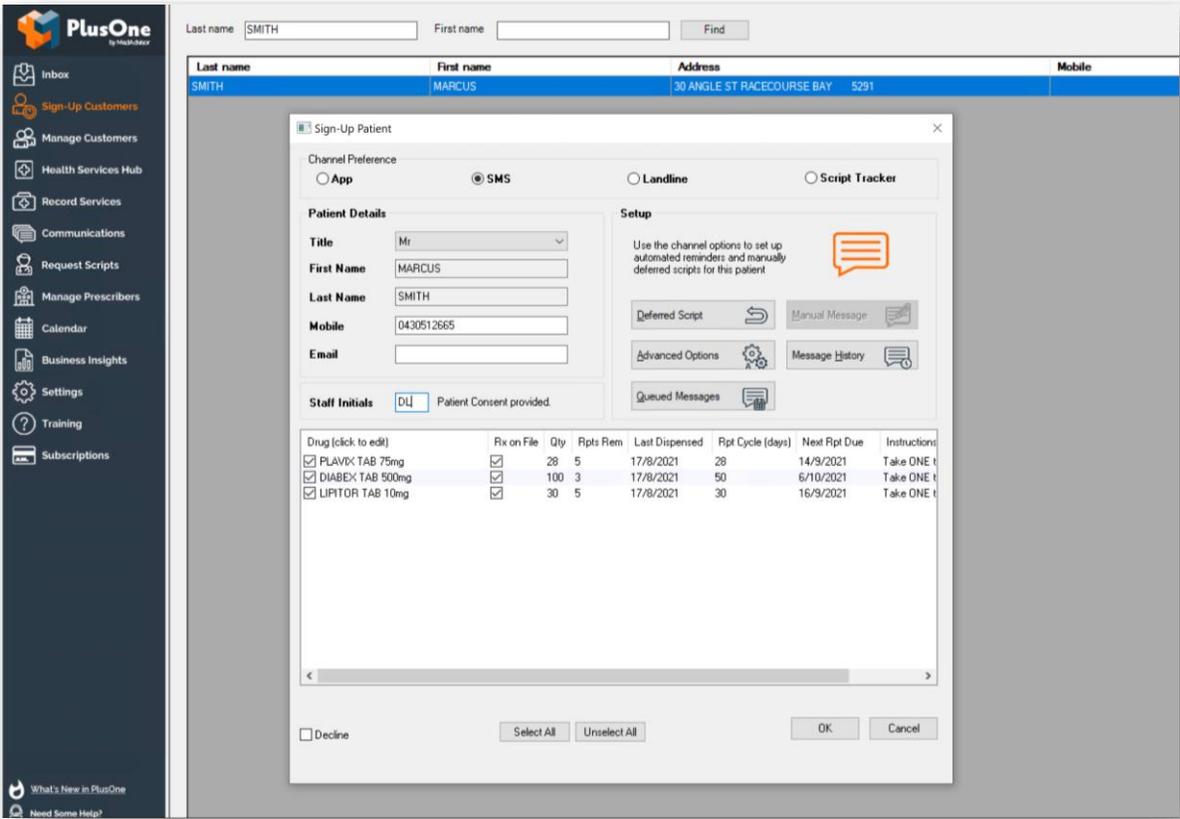
# **Quick Start Guide**

## **Contents**

- 1.** Sign up customers to SMS service
- 2.** Processing SMS orders in PlusOne.
- 3.** Logging deferred scripts.
- 4.** Upgrade SMS customers to the App
- 5.** Frequently Asked Questions

## 1. Sign up customers to SMS service

1. Click **Sign up Customers** on the left hand menu of PlusOne
2. Select a recent customer OR search by customer name.



Last name: SMITH    First name:    Find

Last name	First name	Address	Mobile
SMITH	MARCUS	30 ANGLE ST RACECOURSE BAY 5291	

**Sign-Up Patient**

Channel Preference  
 App     **SMS**     Landline     Script Tracker

**Patient Details**

Title: Mr  
 First Name: MARCUS  
 Last Name: SMITH  
 Mobile: 0430512665  
 Email:

Staff Initials: **DU**    Patient Consent provided.

**Setup**

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

Deferred Script    Manual Message  
 Advanced Options    Message History  
 Queued Messages

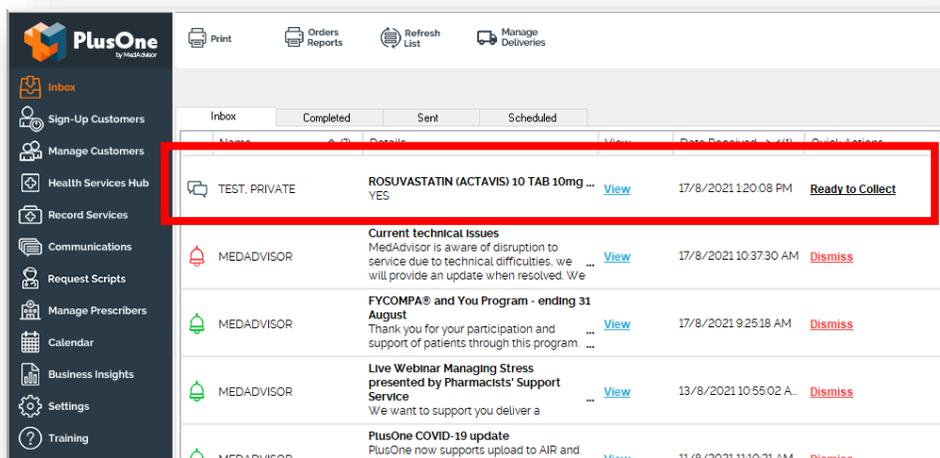
Drug (click to edit)	Rx on File	Qty	Rpts Rem	Last Dispensed	Rpt Cycle (days)	Next Rpt Due	Instructions
<input checked="" type="checkbox"/> PLAVIX TAB 75mg	<input checked="" type="checkbox"/>	28	5	17/8/2021	28	14/9/2021	Take ONE t
<input checked="" type="checkbox"/> DIABEX TAB 500mg	<input checked="" type="checkbox"/>	100	3	17/8/2021	50	6/10/2021	Take ONE t
<input checked="" type="checkbox"/> LIPITOR TAB 10mg	<input checked="" type="checkbox"/>	30	5	17/8/2021	30	16/9/2021	Take ONE t

Decline

3. Under **Channel Preference**, select **SMS**
4. Enter the **patient mobile number** and **staff initials** (to confirm consent)
5. **Select the medication(s)** you would like the patient to receive SMS reminder for, select whether the **script is on file**, and click **OK**
6. Patients will now receive SMS communications for script reminders, pharmacy communications and relevant health information.

## 2. Processing SMS orders in PlusOne

1. When orders 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**



3. Dispense and prepare the items in the order.
4. Once dispensed, click **Ready to Collect**  
(For a more detailed view of the order, click **view**)

### 3. Logging deferred scripts

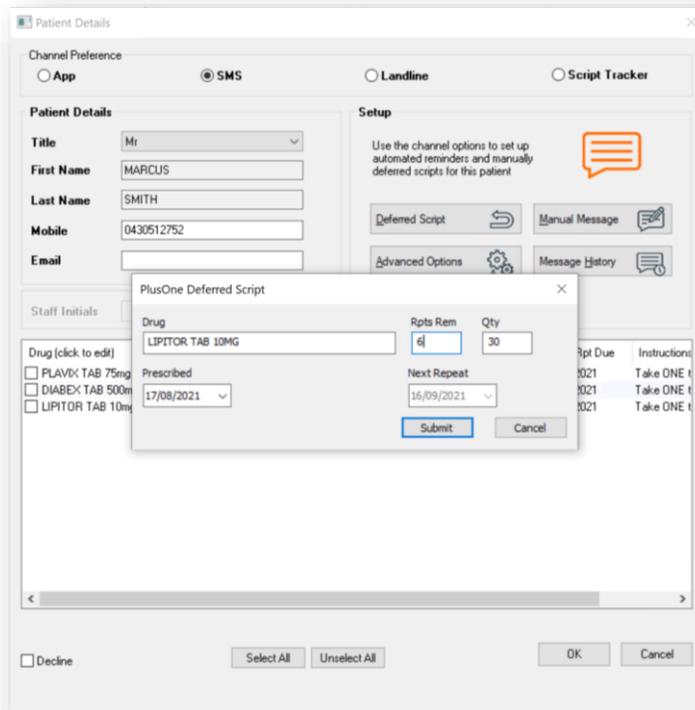
If a customer asks to leave a script on file that does NOT need to be dispensed immediately, log the deferred script in PlusOne so the total number of repeats available to the customer will be accurate

#### Option 1

1. Log the deferred script in your dispense system – this will update the customer's total number of repeats automatically

#### Option 2

1. Go to **Manage Customers** in the left hand menu of PlusOne
2. Search for the customer and double click to launch the **Patient Details** window
3. Under Setup, click Deferred Script
4. Enter the details of the deferred script and click **Submit**



The screenshot shows the 'Patient Details' window with the 'SMS' channel preference selected. The 'Patient Details' section includes fields for Title (Mr), First Name (MARCUS), Last Name (SMITH), Mobile (0430512752), and Email. The 'Setup' section has buttons for 'Deferred Script', 'Manual Message', 'Advanced Options', and 'Message History'. A 'PlusOne Deferred Script' dialog box is open, showing the following details:

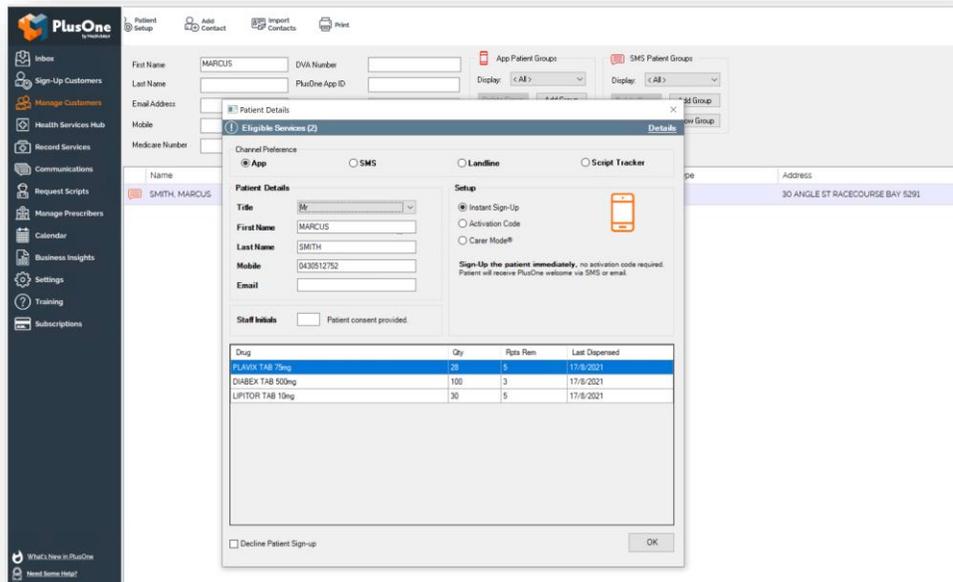
Drug	Rpts Rem	Qty
LIPITOR TAB 10MG	6	30

Additional fields in the dialog include 'Prescribed' (17/08/2021) and 'Next Repeat' (16/09/2021). The dialog has 'Submit' and 'Cancel' buttons. The background window also shows a list of drugs with checkboxes and a 'Decline' button at the bottom left.

## 4. Upgrade SMS customers to the App

Signing up customers to the App has many benefits, including a better user experience for the customer and no SMS costs for the pharmacy.

1. Go to **Manage Customers** in the left hand menu of PlusOne
2. Search for the customer who you want to upgrade to the App
3. Under Channel Preferences, select **App** instead of SMS
4. Under Set Up select **Instant Sign-Up**, enter **Staff Initials** and click **OK**.



The screenshot displays the PlusOne software interface for managing a customer. The patient's name is SMITH, MARCUS. The 'Channel Preference' is set to 'App'. The 'Setup' section is active, showing 'Instant Sign-Up' as the selected option. A table of dispensed drugs is visible at the bottom of the form.

Drug	Qty	Rpts Rem	Last Dispensed
PLAVIX TAB 75mg	28	5	17/8/2021
DIABEX TAB 500mg	100	3	17/8/2021
LIPITOR TAB 10mg	30	5	17/8/2021

## **5. Frequently asked questions**

### **How do I adjust the timing or position of the pop up notifications**

Go to PlusOne > Settings > Notification Options

### **Can I update the wording of SMS reminder messages?**

Yes, go to PlusOne (on the main computer) > Settings > SMS options > Edit message template

### **Can I change the time when SMS reminders are sent?**

Yes, go to PlusOne (on the main computer) > Settings > SMS options > Reminder schedule options

### **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

### **How much does it cost to send an SMS?**

SMS fee per message: 0-500 = 16c, 501-1000 = 14c, 1001+ = 12c (excl. GST).

SMS fees are based on the number of standard characters per message (sent per month).

For pharmacies with Premium subscription, you will receive up to \$10 SMS credit per month.

For more information [MedAdvisor PlusOne Pricing \(mymedadvisor.com\)](https://www.mymedadvisor.com)