

SMS reminders Quick Start Guide (VI) Current as of 29/11/2021

SMS service Quick Start Guide

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<u>1. Sign up customers to SMS service</u>

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

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- 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

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- 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**)



<u>3. Logging deferred scripts</u>

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

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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.

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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)