Get Started
Quick Start Guide

Contents

1. Introducing the MedAdvisor App

The Medadvisor app connects your customers to your pharmacy, so they can

- **See scripts:** See a full list of their medications, updated each time they get a script fille. Information includes repeats remaining, personalized dose instructions and complete medication information.

- **Order any time:** Order medications ahead of time for pick up or delivery. MedAdvisor also supports eScript tokens.

- **Receive reminders:** automatic reminders to take medication doses, fill scripts at the pharmacy or to see the doctor for a new script.

- **Care for others:** Add children, spouse, or elderly parents' medications under the primary carer's MedAdvisor account so they can easily track, manage, and order medication.
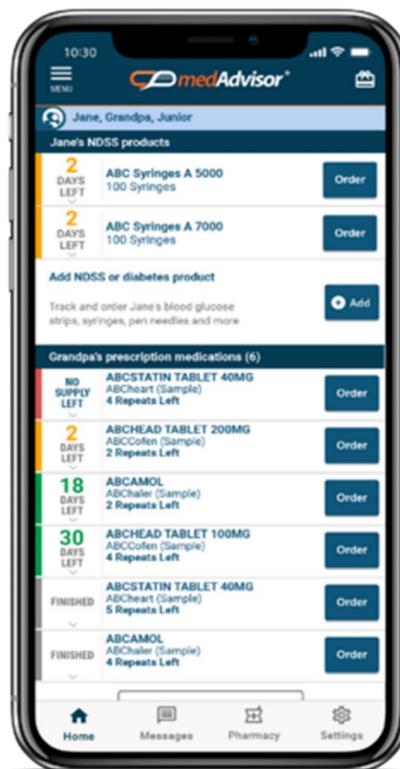
2. Setting up your pharmacy

How to update your opening hours
Go to PlusOne > Settings > App settings > Display opening hours
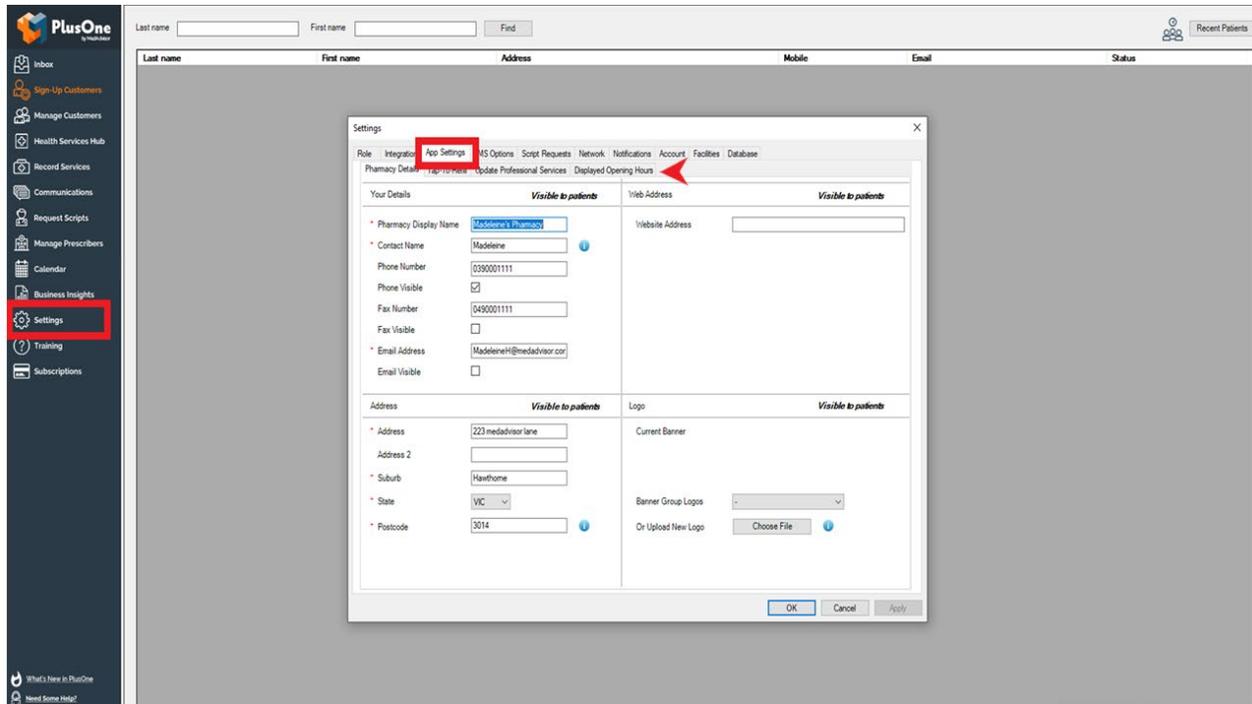
How to turn on Pay in advance:
Go to PlusOne > Subscriptions > Pay in Advance – enable and set remittance details > tick Enable and enter account details

How to turn on Delivery:
Go to PlusOne > Subscriptions > Delivery – set and enable options > tick Enable and enter your delivery preferences

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

3. How to use PlusOne

The left-hand menu allows you to access the different features of PlusOne.
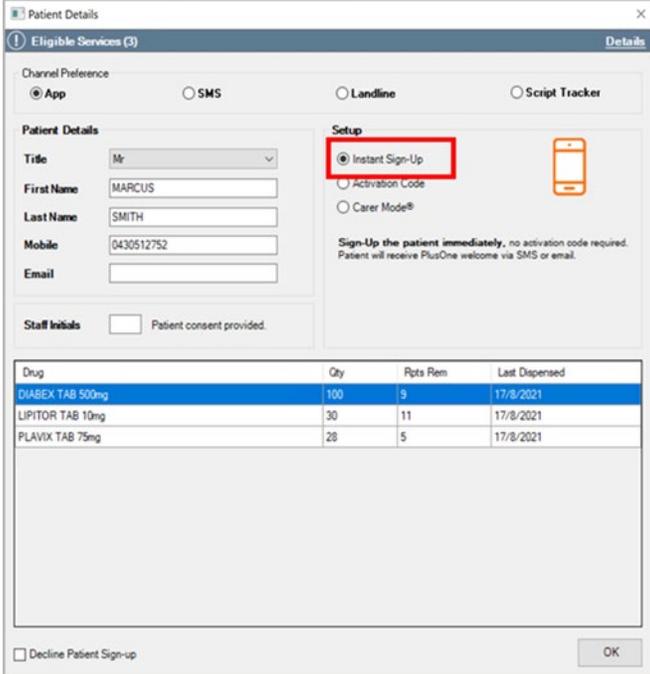
Sign up customers

This area of PlusOne allows you to sign up customers to the MedAdvisor App.

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:

Method 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.

1. Under **Set Up,** select **Instant Sign-Up**

2. Enter the customer's **mobile number and/or email address** and **staff initials** (to confirm consent)
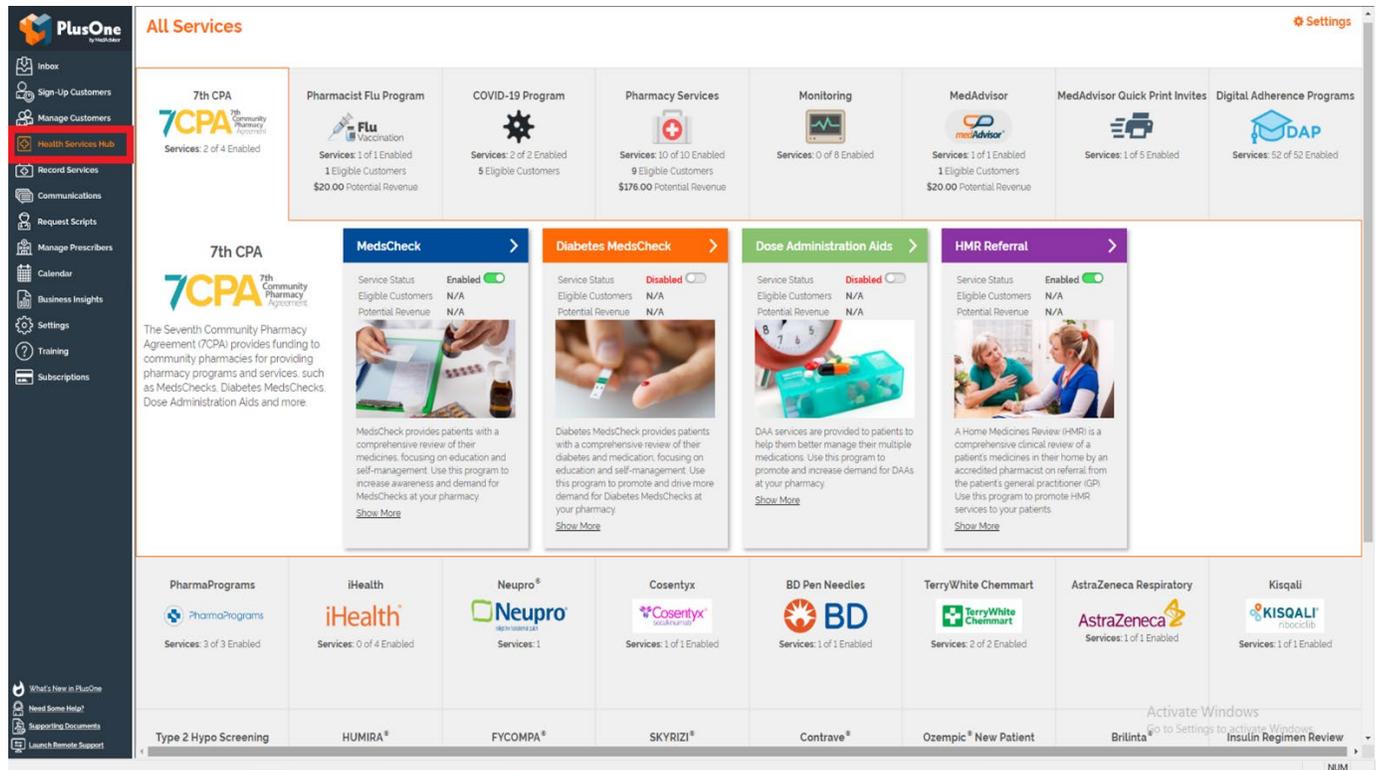
3. Click OK

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.

To learn more about other sign-up customer methods, including Activation Code and signing up a person under Carer Mode, download the **MedAdvisor App Quick Start Guide.**

Health Services Hub

The Health Services Hub is a marketplace of **services** that you can conduct at your pharmacy. This includes 7CPA programs, vaccinations and sponsored programs.

Click on the **Health Services Hub** tab on the left-hand menu of PlusOne. Click the program tiles to learn more about each program.
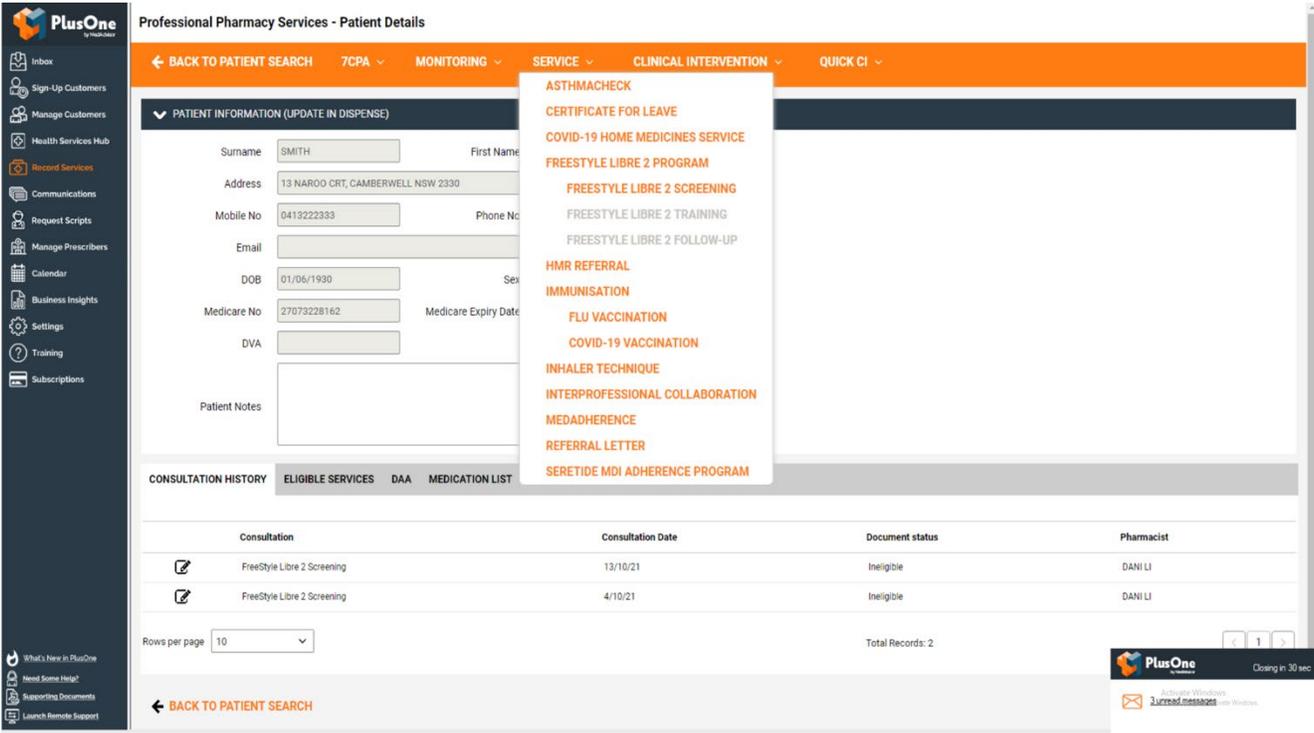

To learn more about Covid-19 vaccinations, download the Covid-19 Quick start guide.

To learn more about the sponsored programs that are currently available, go to
https://healthprograms.mymedadvisor.com/programs

Record services

This area of PlusOne gives you the ability to record all programs and services you have completed for patients, including MedsChecks, vaccinations, and sponsored programs.

1. Select **Record Services** on the left-hand menu of PlusOne.
2. Search for a customer by surname in the **Search** bar.
3. Select the correct customer.
4. Choose the service you wish to record from the options in the **orange menu**.

PlusOne is integrated with the AIR for lookup of patient history and auto submission of vaccination records, and PPA for automatic claiming of service fees for MedsChecks and Covid vaccinations. To learn how to set up AIR and PPA, down the **COVID 19 Quick Start Guide**

Calendar

The **Calendar** component of PlusOne is an integrated booking calendar, allowing customers to make an online booking for services such as vaccinations or MedsChecks.

To learn how to use the PlusOne calendar, access the **Calendar Quick Start Guide**

Communications

The communication tab of PlusOne gives you the ability to send a group App message or SMS.

1. Click **Communication** on the left-hand side of PlusOne
2. Select which **customers** you would like to send this to. You can select 'All Patients', 'Select Patients', "Patients taking Medicine in Category' or 'Patients taking specific active ingredient(s)'.
3. Select a pre-filled template or create a new message.
4. Click **submit** and the message will send to all selected customers.

Standard SMS costs: 0-500 = 16c, 501-1000 = 14c, 1001+ = 12c.

For pharmacies with Premium subscription, you will receive $10 SMS credit per month. For more information https://www.mymedadvisor.com/plusone/pricing

4.How to access learning and support materials
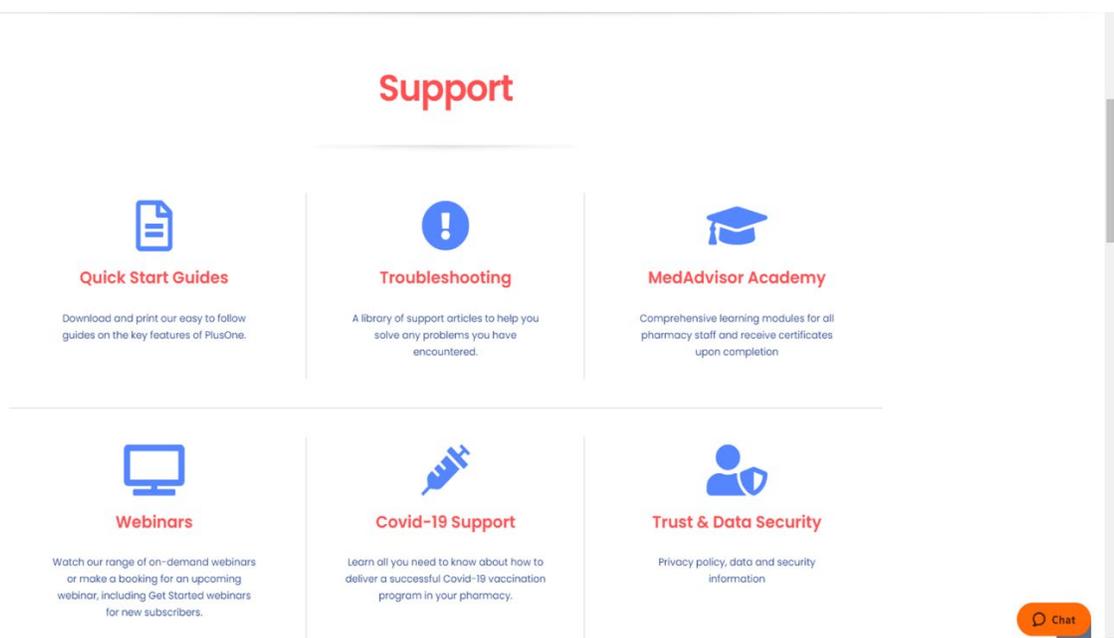
The PluseOne Help Centre has been designed to provide easy access to all learning resources. You can visit the Help Centre at https://www.mymedadvisor.com/pharmacy-help-centre

Quick Start guides: Easy printable step by step guides of all the key features to get you started.

Troubleshooting: A library of support articles to help solve a problem. Use the search bar using key words or browse the categories.

MedAdvisor Academy: Learning modules for staff to complete. Learning modules contain videos, quizzes and certificates once completed. Each module takes approx. 10-15 minutes.

Webinars: Watch pre-recorded webinars or register for upcoming webinars.

5.How to contact MedAdvisor

Call Us 1300 125 343

We're here weekdays from 9am-5pm
(AEST)

Email Us

Send us an email
support@medadvisor.com.au

Chat Online

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(AEDT)