

# Get Started

# Quick Start Guide

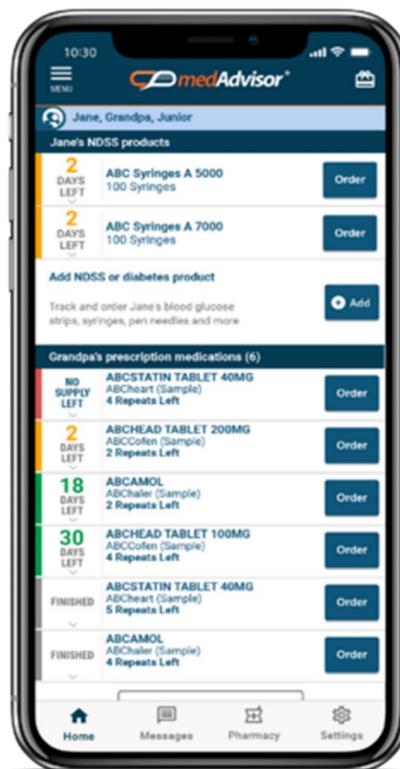
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## 1. Introducing the MedAdvisor App

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

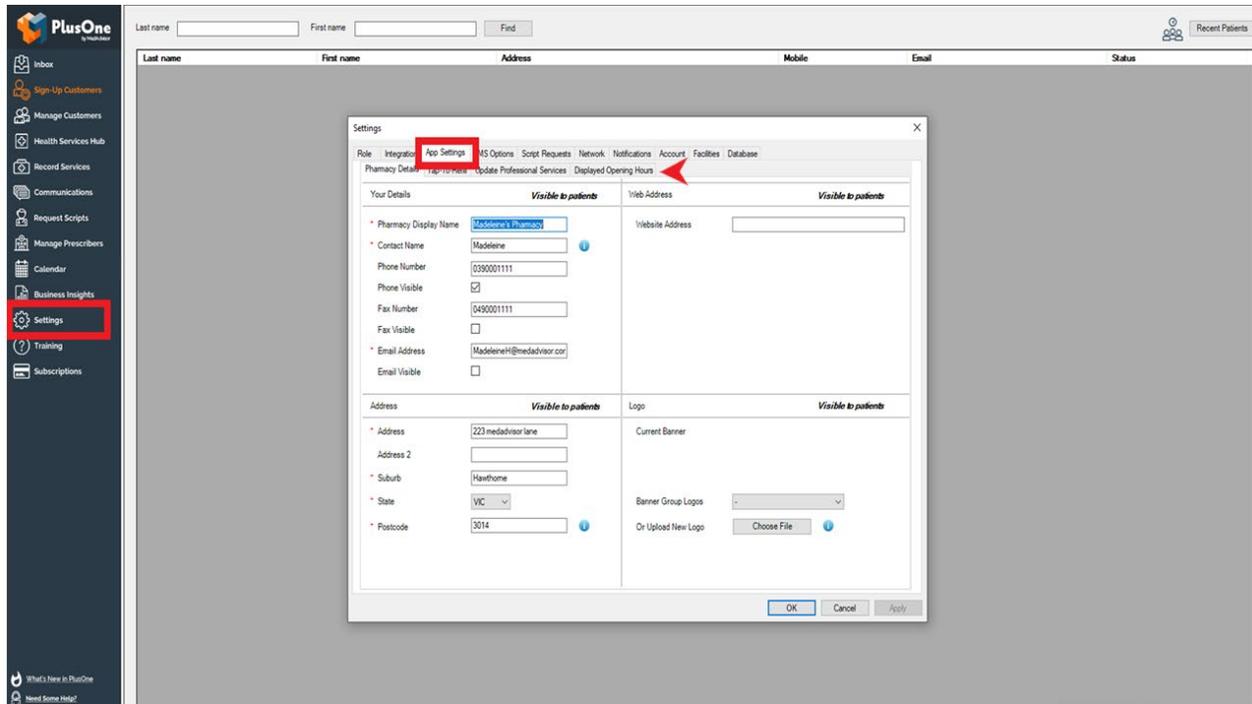
- **See scripts:** See a full list of their medications, updated each time they get a script fill. Information includes repeats remaining, personalized dose instructions and complete medication information.
- **Order any time:** Order medications ahead of time for pick up or delivery. MedAdvisor also 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**

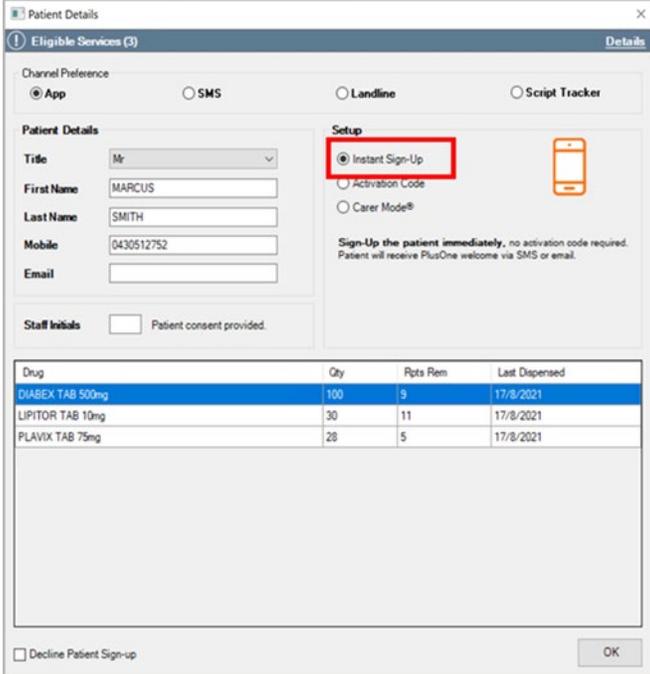
This area of PlusOne allows you to sign up customers to the MedAdvisor App.

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



**Patient Details**

Channel Preference  
 App  SMS  Landline  Script Tracker

**Patient Details**

Title: Mr  
First Name: MARCUS  
Last Name: SMITH  
Mobile: 0430512752  
Email:

Staff Initials:  Patient consent provided.

**Setup**

Instant Sign-Up  
 Activation Code  
 Carer Mode®

**Sign-Up the patient immediately, no activation code required.**  
Patient will receive PlusOne welcome via SMS or email.

Drug	Qty	Rpts Rem	Last Dispensed
DIABEX TAB 500mg	100	5	17/8/2021
LIPITOR TAB 10mg	30	11	17/8/2021
PLAVIX TAB 75mg	28	5	17/8/2021

Decline Patient Sign-up

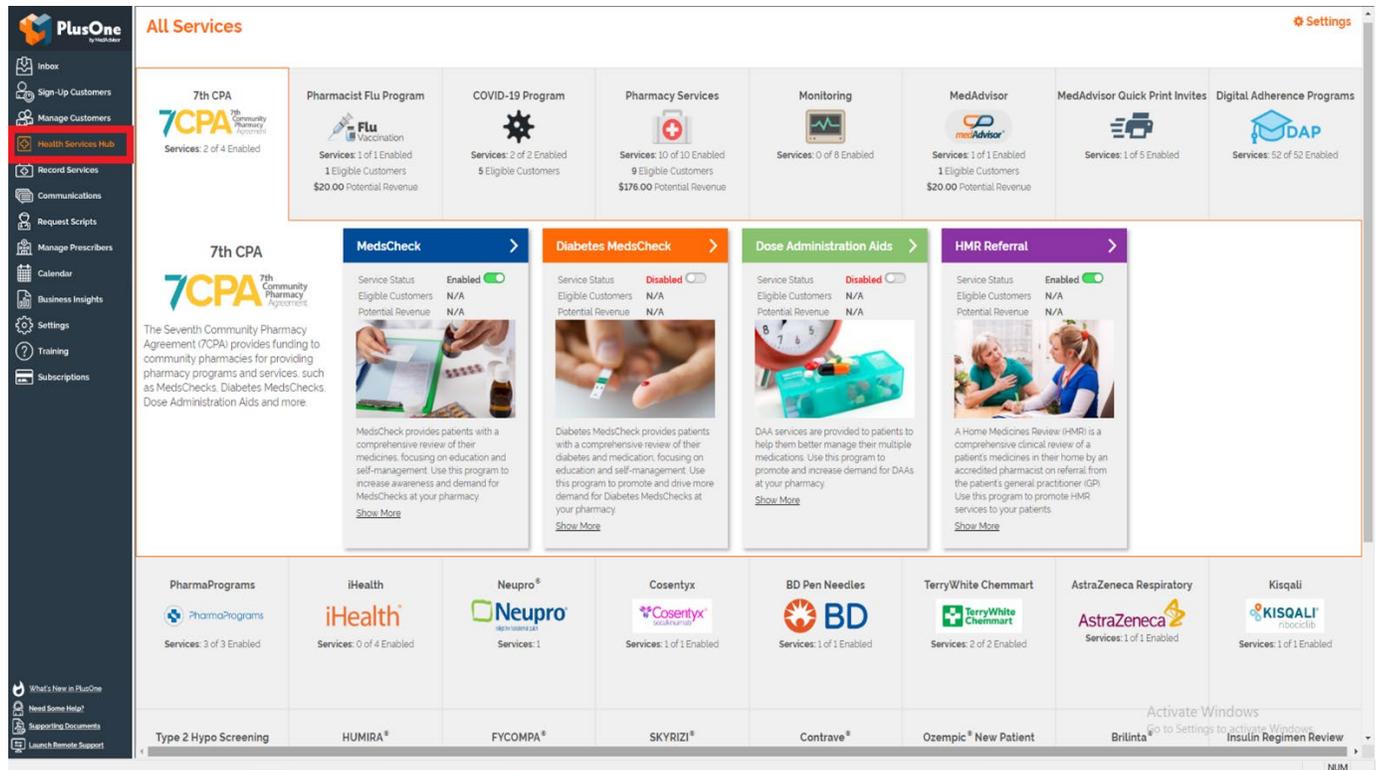
- The customer will receive a SMS and/or email immediately with a link to **validate their account** and instructions to **download** the App
- Once they download the App, they will need to click **Log in** and enter their account details. Their medication list will appear within 24 hours.

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.



The screenshot displays the PlusOne Health Services Hub interface. On the left is a navigation menu with 'Health Services Hub' highlighted. The main area is titled 'All Services' and contains a grid of service tiles. Each tile shows the service name, status (Enabled/Disabled), number of eligible customers, potential revenue, and a 'Show More' link. Some tiles also include a brief description and an image.

Service Name	Status	Eligible Customers	Potential Revenue
7th CPA	Enabled	2 of 4	N/A
Pharmacist Flu Program	Enabled	1 of 1	\$20.00
COVID-19 Program	Enabled	2 of 2	5 Eligible Customers
Pharmacy Services	Enabled	10 of 10	\$176.00
Monitoring	Enabled	0 of 8	N/A
MedAdvisor	Enabled	1 of 1	\$20.00
MedAdvisor Quick Print Invites	Enabled	1 of 5	N/A
Digital Adherence Programs	Enabled	52 of 52	N/A
MedsCheck	Enabled	N/A	N/A
Diabetes MedsCheck	Disabled	N/A	N/A
Dose Administration Aids	Disabled	N/A	N/A
HMR Referral	Enabled	N/A	N/A
PharmaPrograms	Enabled	3 of 3	N/A
iHealth	Enabled	0 of 4	N/A
Neupro	Enabled	1 of 1	N/A
Cosentyx	Enabled	1 of 1	N/A
BD Pen Needles	Enabled	1 of 1	N/A
TerryWhite Chemmart	Enabled	2 of 2	N/A
AstraZeneca Respiratory	Enabled	1 of 1	N/A
Kisqali	Enabled	1 of 1	N/A
Type 2 Hypo Screening	Enabled	N/A	N/A
HUMIRA	Enabled	N/A	N/A
FYCOMPA	Enabled	N/A	N/A
SKYRIZI	Enabled	N/A	N/A
Contrave	Enabled	N/A	N/A
Ozempic New Patient	Enabled	N/A	N/A
Brilinta	Enabled	N/A	N/A
Insulin Regimen Review	Enabled	N/A	N/A

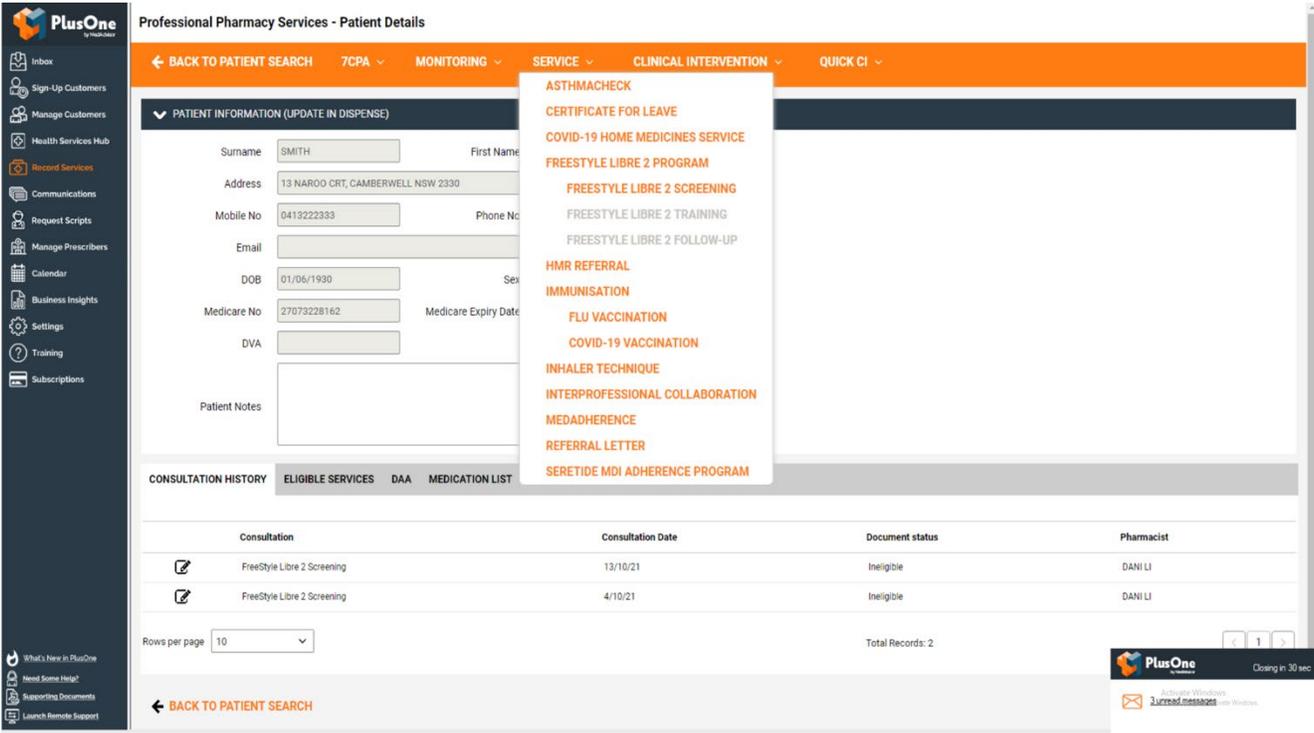
To learn more about Covid-19 vaccinations, download the Covid-19 Quick start guide.

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**.



**Professional Pharmacy Services - Patient Details**

← BACK TO PATIENT SEARCH 7CPA ▾ MONITORING ▾ SERVICE ▾ CLINICAL INTERVENTION ▾ QUICK CI ▾

▼ PATIENT INFORMATION (UPDATE IN DISPENSE)

Surname: SMITH First Name: [ ]  
 Address: 13 NAROD CRT, CAMBERWELL NSW 2330  
 Mobile No: 0419222333 Phone No: [ ]  
 Email: [ ]  
 DOB: 01/06/1930 Sex: [ ]  
 Medicare No: 27073228162 Medicare Expiry Date: [ ]  
 DVA: [ ]  
 Patient Notes: [ ]

CONSULTATION HISTORY ELIGIBLE SERVICES DAA MEDICATION LIST

Consultation	Consultation Date	Document status	Pharmacist
<input checked="" type="checkbox"/> FreeStyle Libre 2 Screening	13/10/21	Ineligible	DANI LI
<input checked="" type="checkbox"/> FreeStyle Libre 2 Screening	4/10/21	Ineligible	DANI LI

Rows per page: 10 Total Records: 2

← BACK TO PATIENT SEARCH

PlusOne Closing in: 30 sec  
 3 unread messages

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

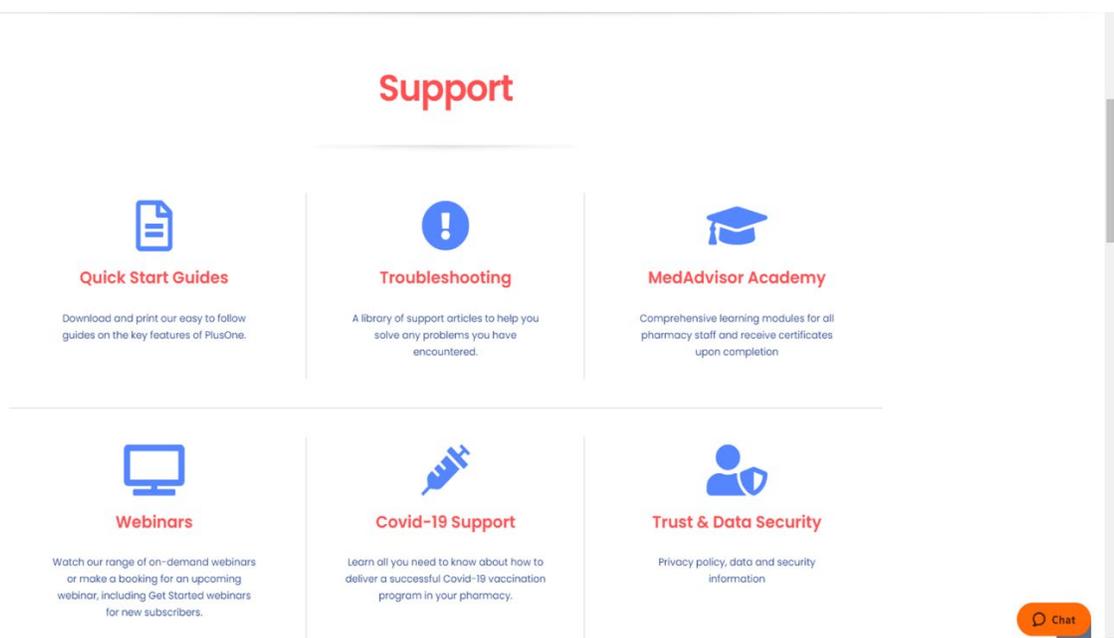
The PluseOne Help Centre has been designed to provide easy access to all learning resources. You can visit the Help Centre at <https://www.mymedadvisor.com/pharmacy-help-centre>

**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.



The screenshot shows a 'Support' page with a grid of six service tiles. Each tile includes an icon, a title, and a brief description. The tiles are: Quick Start Guides (document icon), Troubleshooting (exclamation mark icon), MedAdvisor Academy (graduation cap icon), Webinars (computer monitor icon), Covid-19 Support (syringe icon), and Trust & Data Security (person and shield icon). A 'Chat' button is visible in the bottom right corner of the page.

### Support

- Quick Start Guides**  
Download and print our easy to follow guides on the key features of PlusOne.
- Troubleshooting**  
A library of support articles to help you solve any problems you have encountered.
- MedAdvisor Academy**  
Comprehensive learning modules for all pharmacy staff and receive certificates upon completion.
- Webinars**  
Watch our range of on-demand webinars or make a booking for an upcoming webinar, including Get Started webinars for new subscribers.
- Covid-19 Support**  
Learn all you need to know about how to deliver a successful Covid-19 vaccination program in your pharmacy.
- Trust & Data Security**  
Privacy policy, data and security information.

Chat

## 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](mailto:support@medadvisor.com.au)



**Chat Online**

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