

Tips to navigate the reCare screen

<p>Membership</p> 	<p>Vaccination smart tags</p> <p>This service will automatically detect and tag if a patient is eligible for any of the funded vaccinations (eg. MMR, Flu).</p> <p>If eligible, reCare will also automatically add to the patient prescription SMS, an invite to have their vaccine given at your pharmacy, improving the uptake and patient outcomes, and increasing your revenues associated with your visiting clients.</p> <p>reCare will capture the baseline and benchmark performance for vaccinating in pharmacy. reCare will use this to provide hard evidence to funders, of the efficiencies and effectiveness of vaccinating in pharmacy.</p>
<p>Membership</p> 	<p>Low adherence service</p> <p>This service will identify and tag patients with low medication adherence for long term prescriptions, this is calculated from the past 12 months history, where the patient would have been dispensed quantities that cover less than 40% of days they are supposed to be on the medication (% covered days is an evidence-based researched method to determine adherence.)</p> <p>reCare will automatically generate prescription reminders for these patients, by SMS or email, regardless whether or not the pharmacy uses reMind or other prescription reminder services.</p>
<p>Membership</p> 	<p>Funded intervention service</p> <p>This service identifies patients with high risk of falls injury due to:</p> <ul style="list-style-type: none"> • Initiated on hypotensive inducing drug, above 75 years old, reCare will automatically include pharmacist advice (with your pharmacy branding) to be careful standing up, explaining posterior hypotension and its risks. • History of repeated falls, multiple medication and a high FRAX score. reCare advice information provided to pharmacist to discuss referral to strength and balance programmes. This initiative is funded with an additional \$10.00 to the tagged prescription, claimed to reCare in a click, if the patient referral is discussed. • Escalated Care Pathways (ECP) referrals (South Island pharmacies only). reCare will identify patients with unmanaged knee, shoulder or lumber injuries and pain, who fit specific criteria for referral to ACC funded ECP programme. \$20.00 funding is available for each successful referral facilitated by reCare Smart prescriptions
<p>Membership</p> 	<p>Drug education interventions</p> <p>This service can detect initiated drugs when any prescription arrives into your reCare Prescription Inbox. The system will check if the patient has been prescribed a similar drug in the past. If not, an alert will appear on the screen above the prescription naming the drugs potentially being initiated.</p> <p>Whether a drug initiation is detected or not, you can access a library of drug information, suitable for all patient health literacy levels (the content of these drug sheets is provided by the NZ Formulary and PILs Committee at Christchurch Hospital, Canterbury District Health Board, New Zealand. May 2019).</p> <p>Your pharmacy can also use this service to launch your own customised and automated medication education interventions.</p>
<p>Membership</p> 	<p>Pharmacy subsidy detection service</p> <p>This service uses automation to identify patients eligible for a prescription subsidy card, and not yet offered one.</p> <ul style="list-style-type: none"> • It detects items dispensed from all pharmacies for the patient or any recorded family members, and not yet provided with a prescription subsidy card. • You will be notified of suspected, unlinked, family members of a patient at your pharmacy, who has item numbers that allow the subsidy threshold to be reached. • Notifications are both on the reCare AppBar screen as well as a stamp printed on the prescription

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<p>Membership</p> 	<p>Pharmacy services store (reStore)</p> <p>The reStore service is linked to your electronic prescription workflow enabling your pharmacy to offer your services and products, at the right time, to the right patient. reCare provides a system that will promote relevant health services to the right patient, at the time of their prescription interaction with your pharmacy. These services will be offered only to patients that fit a matching-criteria, supporting convenience as your pharmacy's point-of-difference.</p> <p>By activating reStore (your instant online health store) all patients interacting with your pharmacy for prescriptions will be offered products and services directly from your stock and prices, if you have no stock left it will not be offered to the patient. reStore recognises a patient's past purchases from your physical shop and will add these items to the "personalised" shelf of reStore online.</p>
<p>Membership</p> 	<p>Home delivery facilitation</p> <p>By switching this on, all patients with prescriptions directed to your pharmacy will be offered the option of delivery, it can be set up to be paid or free delivery. On requesting delivery by the patient, you receive the prescription with</p> <ul style="list-style-type: none"> • A tag showing delivery request • A buyer generated invoice will attached to the prescription with the request
<p>Membership</p> 	<p>Prescription reminders and notifications (reMind)</p> <p>Each day reCare extracts a calculated list of repeat prescriptions due for a reminder, directly from your pharmacy management system (RxOne or Tonic). reCare then runs a calculation that will trigger a message to the patients due a reminder</p> <ul style="list-style-type: none"> • Running out in 7 days • Repeat is due today • Completed their repeats and should go back to the GP for a new script <p>Messages are sent each day except days set as inactive. Where a day is set as "do not send", for example weekend or public holidays, reMind will park all the reminders due that day, and send them on the next active day, only if the active day is within 3 days, avoiding reminders for expired prescriptions.</p> <p>You can notify your patient to collect their prescription by using,</p> <ul style="list-style-type: none"> • your reCare appbar, • the customised reCare chat box, or • the QR Code printed on each prescription received on the reCare appbar, by hovering over it with any phone camera
<p>Membership</p> 	<p>Collection notification</p> <p>This service helps to reduce the number of uncollected dispensed prescriptions in your pharmacy by automating a reminder message for patients to pick up after 3 days, or to ask if they would like to order delivery of their prescription. These messages are sent daily, and this service is only active if prescription reminders (reMind) is switched on in the main toolbar.</p> <p>If you regularly scan out prescriptions as they are picked up, you can also filter for prescriptions that have not been scanned out for over 24 hours and uncollected.</p>
<p>Membership</p> 	<p>Tele-pharmacy</p> <p>Use this service to have an easy one-click video consult with your patients, click the icon, then click send message. The patient will receive an SMS with a link that downloads an app called Jtsi, click on the link again and they are in video with you.</p> <p>If you do not have a camera on your pharmacy computers, you can also add your mobile number and receive a similar text that will put you in video consult with the patient through your mobile phone.</p>

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<p>User-pays</p> 	<p>Patient chat</p> <p>This service allows you to send and receive SMS messages with your patients. Each SMS costs 12 cents, invoiced at the end of each month. Messages are received into a special inbox that appears at the top of your reCare appbar, it will flash to alert you. These messages do not include responses to reMind repeat requests that go to a separate list in the reMind tab.</p>
<p>User-pays</p> 	<p>Credit card processing facility (rePay)</p> <p>Use rePay for your pharmacy transactions that are done remotely, for example delivery requests, online consults, and online product sales. To use, click rePay, add an amount for this patient, the patient will receive an SMS to pay via our credit card link, once paid you will receive a reconciliation report and payment. There are transaction costs (to view, click on the icon).</p>
<p>Membership</p> 	<p>Market share report</p> <p>This service helps you to understand your market, by providing you with regular automated reports to your email, that outline,</p> <ol style="list-style-type: none"> 1) Your pharmacy market share of prescriptions from nearby prescribers 2) Your pharmacy repeat-prescription fulfilment movement (loss and gain of new recurring refill prescriptions) 3) Patient reviews of their interaction with their prescriptions at your pharmacy
<p>Complimentary</p> 	<p>Automated prescription printing (rePrint)</p> <p>This service will print your incoming electronic prescriptions, and tag each with the same smart tags as displayed on the list visible on the reCare Prescription Inbox. It will also print any other attachment information where required (eg. Requests for online retail purchases)</p>
<p>Membership</p> 	<p>Customer feedback</p> <p>This service will send your patients a star rating and commentary request, 3 days after their prescription has been dispensed. Access to all customer feedback and ratings is available on a single page providing you with the ability to use positive feedback in your branding and promotions. You will also be notified daily of any negative or low rated feedback, providing you with the opportunity to contact these patients promptly to resolve any issues and improve your customer relations.</p>

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Sent	Prescriber	Rx	Patient	Tick
Feb 05 10:16 Timeline	Howick House Medical	1	MR MICKEY MOUSE 02109001278 Scribble a note	<input type="checkbox"/> 
Jan 28 01:32 Timeline	Riccarton Clinic DR GARETH NORTON	1 	PROF MICKEY MOUSE 021441478 Shelf A4	<input type="checkbox"/>
Feb 03 08:44 Timeline	Greytown Medical Cen	1	<input type="text" value="add mobile"/> <input type="button" value="Add"/> Scribble a note	<input checked="" type="checkbox"/>

Date sequencing

The order for the list in the Prescription Inbox is, **unticked items at the top then by date.**

If you are manually ticking the checkbox when prescriptions have been processed, then the unticked items will sit at the top until ticked to ensure prescriptions do not get missed when they are no longer on the visible screen. Refreshing the screen after the checkboxes have been ticked will sort the prescriptions back into the correct date sequence.

Timeline

Click on this to view the prescription journey from when it was sent by the prescriber until it was received by the patient and your pharmacy.

Prescription prioritisation

The screen displays smart tags to help you prioritise prescriptions received into the Prescription Inbox. For example,



to alert you the prescription is for an elderly person aged over 80 years, so they are not kept waiting in the pharmacy



to inform you this patient will be picking up the prescription later in the day

Scribble a note

Click on this to write an internal note to help staff find the prescription if it is in the fridge/safe, if there was an issue with the prescription and the doctor had been contacted etc.

Tick box

All checkboxes will automatically be ticked if you have switched on the toggle for the **Tick the prescription checkbox on the AppBar when Rx is printed** option in the automated print service.

Add mobile

Patient mobile numbers generally auto-populate this field on the Prescription Inbox screen from the prescription. When the number does not auto-populate or is partially populated, it is due to formatting or international prefixes.

If the number has,

- not auto-populated from the prescription, you will need to add it manually
- partially populated, it cannot be edited on the screen, you need to change it in the Tonic/RxOne phone number field, then it will refresh in reCare overnight.

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NHI

While you are logged on in the main dispensing screen of Toniq/RxOne, clicking on the blue NHI will auto-populate your dispensary system with the patient details.

Open in PMS

While you are logged on in the main dispensing screen of Toniq/RxOne, clicking on this link will populate the prescription barcode (SCID) into your dispensary system for downloading the prescription from the NZePS broker service.

Icon buttons

Clicking on the button on this screen provides access to the required service for the patient that this prescription belongs to.

Drug education intervention nudge

This supports the pharmacist to intervene as appropriate or discuss with the patient. The system has checked if the patient has been prescribed a similar drug in the past. If not, an alert such as **Possible new meds for patient**, will appear on the screen above the prescription naming the drugs potentially being initiated.