

Q: We already have a process in place to remind patients when they have repeats. If we change to the reCare repeat reminder service what are the benefits?

A: *The reCare repeat reminder service lets you set and forget, freeing up staff time to do other important tasks. reCare repeat reminders are automated and sent at 10.15am every weekday or you can customise the days to suit your workflow. When a day is set as “do not send” (eg, weekend or public holidays), all reminders due that day will be parked and sent on the next active day. Patients will also be reminded when they have no more repeats and need to go back to the prescriber for a new prescription.*

Pharmacies regardless of size, have demonstrated an immediate increase of up to 15% in prescription volumes when switching from their current process to the reCare automated repeat reminder service. For example, a 6-day pharmacy dispensing on average 500 prescriptions/day including repeats, increased the average number of repeats dispensed each month by approximately 800 - 900, generating an increase to dispensary revenue of over \$3000/month. Calculation is based on number of extra repeats captured x (\$1.01 handling fee per transaction + \$3.03 case mix fee on repeats).

Q: My staff don't like having a pile of repeat requests automatically printed as soon as patients respond, can they be printed when the team is ready to dispense them?

A: *Yes, there are a couple of options:*

- *Automated: reCare will enable repeat requests received into the reCare Prescription Inbox to smartly feed throughout the day to manage dispensary workload. Repeat prescriptions can be auto-printed each hour based on how busy it is, by switching on the option **Process requests in small batches throughout the day** (this option is found under the **Processing Requests** tab in the **reMind** settings)*
- *Manual: Open the Repeats Inbox tab then manually select and print each patient when you are ready to dispense*

Q: We don't use reCare because only some prescriptions come through there, and the majority of our prescriptions come through to our email inbox – what is the advantage in using reCare?

A: *reCare detection services such as harm reduction, falls prevention, eligibility for prescription subsidy card, eligibility for MMR or flu vaccinations, new medicine initiation and other services are applied to all prescriptions received into the reCare Prescription Inbox.*

All incoming prescriptions can be managed in the pharmacy using only one tool. All email prescriptions (barcoded and non-barcoded) received by your pharmacy can be auto-forwarded into the reCare appbar. By having only one place to search for all digital prescriptions, pharmacies using this process have shown an increase in workflow productivity and accuracy.

The number of prescribers using reScript to send prescriptions to pharmacy is constantly increasing, currently over 9500 prescribers are using reScript to send prescriptions.

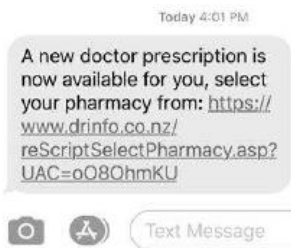
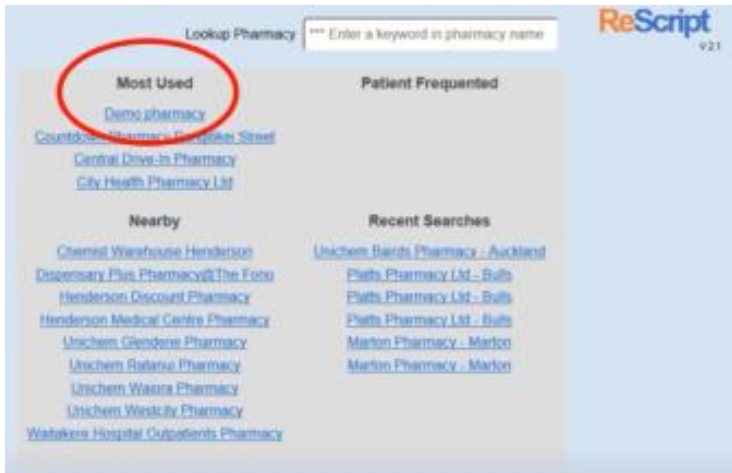
Q: My doctors prefer using email – why should they change to reScript?

A: *Over 9500 prescribers are using reScript to send prescriptions to pharmacy. Prescriptions sent by the doctor directly from reScript and received in pharmacy into the reCare Prescription Inbox is **faster and more secure** than using standard email. The reScript service is a digital solution using certified compliant secure APIs approved by the Ministry of Health for sending signature exempt prescriptions from the prescriber to the patient, and to the pharmacy without involving third-party email servers.*

Q: Why do electronic prescriptions from the local medical centre take so long to arrive at my pharmacy?

A: The delays can be due to a number of reasons such as,

- The prescriber has reScript installed but their system isn't set up correctly with the **reScript printer selected** (this enables prescriptions to be sent directly to the pharmacy reCare appbar) and instead, prescriptions are sent using their standard email server.
- Pharmacies that are chosen by the prescriber from the prescribing system (eg, MedTech) do not automatically populate into reScript.
- If the patient has a mobile number, it is automatically populated into reScript and the prescriber can then choose to,

<p>1. Let the patient choose their own pharmacy (default) by sending the message to the patient.</p>	<p>Ask to see the message received by the patient and check the patient has clicked on the link to forward the prescription to your pharmacy, otherwise do it for them.</p> 
<p>2. Choose a pharmacy for the patient (from a list of pharmacies within 10km)</p> <p>OR</p> <p>3. Manually add a pharmacy name (select from a full list available in reScript)</p>	<p>The reScript pharmacy selection screen for the prescriber is divided into 4 sections: Most used, Patient frequented, Nearby and Recent searches</p> 

Q: We have the printer set to print automatically but sometimes it just stops and doesn't print, or multiple copies are printed. What can we do to try to fix this?

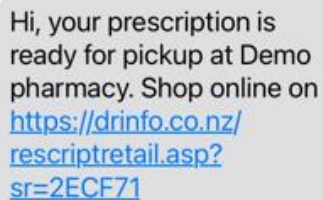
A: We recommend that you refresh reCare regularly, for example, once a day at opening or closing time. You can have the appbar downloaded onto as many computers as needed, however, make sure that auto-printing is set up in the reCare appbar on **one computer only**.

Q: Why is the QR code printing onto the top right corner or the bottom left corner of the prescription and covering up important information such as the medicine name or the dose/instructions?

A: *The QR code should always print onto the bottom right corner of the prescription. Check your printer settings – it should be set to print in portrait NOT landscape.*

Q: What can I use to scan the QR code to let my patients know their prescription is ready, and what does the message they receive look like?

A: *You can use the dispensary scanner or any mobile phone camera to scan the QR code and then you'll receive a link to send the text message. Your patient will receive the following message that provides them with the **convenience** of ordering clinical services such as CPAMS, vaccinations, rapid antigen testing or goods that they have previously purchased from your pharmacy. This helps you to be prepared to provide the service on their arrival, or your retail staff can pack up the goods so they are ready for pick up and payment when the prescription is collected. This supports promoting service and convenience as your point-of-difference for your customers in the current market with pressure from discounters.*



Hi, your prescription is ready for pickup at Demo pharmacy. Shop online on <https://drinfo.co.nz/rescriptretail.asp?sr=2ECF71>