ProScript Text Messaging Module – User's Guide

LexiCom Computer Systems, LLC is very pleased to announce the availability of a new Text Messaging notification module. This state of the art module allows the pharmacy to notify it's patients via a text message to each patient's mobile phone when his/her prescriptions are ready to be picked up.

This process is very easy to use. As you are filling prescriptions, the system is building a text message console, making note of all text messages that need to be sent.

NOTE: It doesn't matter if you fill one or multiple prescriptions per patient, there will only be ONE text message notification opportunity PER DAY waiting in the console.

After all prescriptions have been filled and passed to the front end clerk, the front end clerk can open the text message console and review the waiting message opportunities. The clerk will need to determine if the message needs to be sent. If the patient is in the pharmacy, obviously the message does NOT need to be sent, so the text message opportunity can be deleted from the console. If the patient is not in the pharmacy, the clerk can then send the text message notifying the patient that his/her prescriptions are ready to be picked up.

NOTE: The clerk, upon opening the message opportunity, will see the patient's name and the default message (defined upon initial configuration). The clerk DOES have the ability to override the message or add to the message. A default message might be "Your prescription(s) are ready for pickup – Please do not respond to this message" Your store name is also included in the message which is read from the configuration file.

Below is an overview of how this process looks and the information that needs to be gathered.

Step #1 – Collect patient information.

You will need to collect the necessary information to allow the system to create and send text messages. We recommend that you design a small information gathering sheet for your front counter. This information sheet should ask for:

- Patient name
- Patient DOB (for verification)
- Patient cell phone number
- Patient cell phone carrier/provider

It is also a good idea to advertise that you are now offering this free service.

From the main menu, press f6 – Patient File

Then press f2 – Edit

Press f1 until you get to screen 4 of Edit Patient. Once there, you will see the screen shown below:

🞽 Edit Patient CLIBURN,BEAR (page 4)		
	are used for controlled substance reporting only	
CS ID	s are used for controlled substance reporting only	
Alabama CS ID Qualifier		<u></u>
Kansas CS ID Qualifier		*
Mississippi CS ID Qualifier	 	
Paitent's location for Alabama CS reporting	00	
Send text message fill notifications?	Ν	
Cell phone carrier	<u> </u>	
Notification cell phone number	(000) 000-0000	
PROCEEDET	fl Continue 6	11 Evit
PRODUCTOR 1		

You will need to set the "Send text message fill notifications?" flag to "Y". Then select his/her cell phone carrier from the drop down list as shown below:

🞽 Edit Patient CLIBURN,BEAR (page 4)		×
	s are used for controlled substance reporting only	al
CS ID		2
Alabama CS ID Qualifier		4
Kansas CS ID Qualifier		
Mississippi CS ID Qualifier	 ▼	
Paitent's location for Alabama CS reporting	00	
Send text message fill notifications?	Y	
Cell phone carrier		
Notification cell phone number	3 River Wireless ACS Wireless AT&T AT&T AT&T AT&T Docketnet PCS Alltel BPL Mobile BeeLine GSM Bell Attantic Bell Canada Bell South Bluegrass Cellular Boost Mobile Cellular One CenturyTel Cingular Wireless Communications Clearnet Corncast Corr Wireless Communications Cricket DT T-Mobile EMT Edge Wireless Escotel Fido GTE Solden Telecom MCI Phone	

Once you have selected the carrier, define the patient's cell phone number as shown below.

NOTE: Remember to include the correct area code.

🧧 Edit Patient CLIBURN,BEAR (page 4)		- 🗆 🗙
The following field	are used for controlled substance reporting only	
Alabama CS ID Qualifier		
Kansas CS ID Qualifier		1
Mississippi CS ID Qualifier		
Paitent's location for Alabama CS reporting		
Send text message fill notifications?	Y	
Cell phone carrier	Verizon V	
Notification cell phone number	(334) 555-1212	
-Data		1 5-0
PROSCRIPT	ri <u>C</u> ontinue	I E <u>x</u> it

You have now entered all of the required information to generate a text message notification.

Step #2 – Viewing the Text Messaging Console

Like the eScripts Console, you will want to open and minimize the Text Messaging Console. This must be done from a running ProScript session and can be ran from any or all workstations at the same time.

To open the Text Messaging console, from the Main Menu, right click in a blank area of the screen. The following drop down menu is displayed:

Pharm: GSC Tech: B0B A-Shell/32 Ver. 5.1.1214.0				- 7 ×
File Edit Settings Help				
PI	ROSCI	RIPT	Calculator Notepad Imprint codes lookup	
Monday, May 2, 20	11 - Version 30.5(1	12) - TEST PHARMACY	Lexicom Home Page NPI lookup State license lookup UPIN lookup U.S. FDA web site ZIP Code lookup	*
f1 - New Prescription		F1 - Master File	File cash Rx or COB claim Reverse prescription claim Controlled substance report	
f2 - Repeat New Prescription		F2 - Purge/Inactivate Records	Edit prescription hard copy Edit prescription refill List version changes	
f3 - Refill Prescription		F3 - eSignature Functions	Set ProScript date Update NDCs	-
f4 - Special Functions		F4 - Mailing Labels	eScripts Console eScripts Manager	
f5 - Doctor File		F5 - Nursing Home	IVR Console IVR Manager	
f6 - Patient File		F6 - Sigs	Signature Print View Scanned Prescription	
f7 - Drug File		F7 - Price and Copay Schedules	Print screen Help	
f8 - Miscellaneous Reports		F8 - Pharmacist/Technician File	Windows applications]
19 - Patient Reports/Functions		F9 - 3rd Party Plans/Claims		
f10 - Inventory		F10 - Accounts Receivable		
PROSCRIPT				
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Highlight "Test Messaging Console" and left click the mouse. The Text Messaging Console will be opened, as shown below:

🟮 Text Message Console				
	Patient Name		Date Created	Time Created
►	CLIBURN,GREGORY		4/28/2011	11:32 AM
*				

Once you select a message from the console, the message details are shown:

Selected Text				
Close	Delete Message	Send Message		
Patien				
Message Information (140 character maximum)				
Your prescription(s) are ready for pickup - Do not reply to this message				
_				

The user can now do one of three things:

- Close This returns the user to the console, leaving the message in place
- Delete Message This removes the message from the active console without sending
- Send Message This sends the message to the patient and removes the message from the console

Sending a text message without generating a prescription:

You also have the ability to send a text message directly from the Patient File. From any screen within the Edit Patient function, you can right click the mouse right click in a blank area of the screen. Upon doing this, the following drop down menu will be displayed:

🖥 Edit Patient CLIBURN,BEAR (page 4)		
The following fields	s are used for controlled substance reportin	g only 📊
CS ID		
Alabama CS ID Qualifier		<u>~</u>
Kansas CS ID Qualifier		T
Mississippi CS ID Qualifier		Calculator
Paitent's location for Alabama CS reporting	00	Notepad Troprint codes lookup
Send text message fill notifications? Cell phone carrier	Y Verizon	Lexicom Home Page NPI lookup State license lookup UPIN lookup
Notification cell phone number	(334) 555-1212	U.S. FDA web site ZIP Code lookup
		Add/Edit/Show patient notes Show patient allergies (f5) Show patients with same DOB Show patients with same address SSN to Controlled sub ID (f6) Chd ID+person code to CS ID(f7) Map of patient location Map of directions to patient Create cell phone text notification
		Print screen Help Windows applications
PRECRIPT		f1 <u>C</u> ontinue f11 E <u>x</u> it

Highlight "Create cell phone text notification" and left click the mouse. A standard text message opportunity will be placed in the Text Messaging Console.

If you have any questions, please feel free to contact our help desk. We will be happy to assist you.

Thank you,

LexiCom Computer Systems, LLC