

# Welcome to our Online Refill System

This guide is designed to help you get started using our pharmacy's new online refill system. You will see that the system is easy to use and allows you to not only request refills, but also see and print your profile and view live prescription status. Look for new features in the future such as ready notifications through e-mail and text message!

To begin, go to our pharmacy's website at:

From there, you will see a link to our online refill service. Feel free to add this link to your bookmarks for easy access in the future.

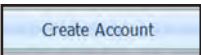
## HOW DO I SIGN UP FOR WEB ACCESS?

### Online

You can create an account yourself by going to the online refill website listed above.

Accounts created online must be approved by the pharmacy prior to accessing your information.

1. On the website, click the "Create Account" link.



2. Fill out all fields. If you would like to access a spouse or children from this account, please check the appropriate boxes.



The screenshot shows a web form for creating an account. It includes fields for First Name (Joe), Last Name (Smith), Street (123 Broad Street), City (New York), State (NY - New York), Zipcode (55555), and Birthdate (08/25/1973). There are also fields for E-mail (joesmith23334@webmail.com), Phone ((505) 555-5555), Password (\*\*\*\*\*), and Confirm Password (\*\*\*\*\*). Checkboxes for 'Include Spouse' and 'Include Children' are present, both of which are unchecked. 'Cancel' and 'Create Account' buttons are at the bottom.

3. Press "Create Account."

You can immediately log into your web account, however you cannot access prescription profile information or request refills until the account has been approved by the pharmacy.

### At the Pharmacy

If you prefer, your pharmacy staff can create a web account for you while you are at the pharmacy. Accounts created at the pharmacy are active immediately.

1. Ask a pharmacy employee about signing up. You will need to provide a valid e-mail address.
2. If you would like to access family profiles as well, let the pharmacy know.
3. A temporary password will be sent to your e-mail address. Check your e-mail and click the link. If you do not see the e-mail, please check your spam box.
4. The link will take you to the following webpage. Simply type the temporary password and then choose a new password that you can remember.

# HOW DO I REQUEST A REFILL?

## Simple Entry Form

If you know your prescription number, enter it below.  
Otherwise, click to view your prescription list above.

Rx #   Pickup  Deliver  Mail

Notes:

If you have a prescription number available, you can simply enter the desired refill number on the main screen. Specify your pickup method and even type a note if you like. Press "Submit" and your request will be sent to the pharmacy.

The website will let you know immediately if a prescription number was mistyped. If you see this message, simply type the number again and press "Submit."

## Pick from your Prescription Profile

You may also select prescriptions to refill from the prescription list. The benefit of choosing from the list is that you can request multiple prescription numbers at once as well as view prescription status. If a prescription is out of refills or is expired, the pharmacy will need to contact your doctor. Prescriptions that may be delayed for this reason appear in red.

Home Prescription List Drug Profile Change Password

Click on Column Header to Sort  
Drag a column header here to group by that column

<input type="checkbox"/>	Rx	Patient	Drug	Doctor	Date Last Filled	Date Next Fill
<input type="checkbox"/>	1079451	SMITH, JOSHUA J	NAPROXEN TAB 500MG	BARNES, BRYAN D	12/18/2009	Ready
<input type="checkbox"/>	1079452	SMITH, JOSHUA J	KETOCONAZOLE 200MG	BARNES, LARRY G	12/18/2009	Picked Up
<input type="checkbox"/>	1079453	SMITH, JOSHUA J	AZITHROMYCIN 250MG TAB PAK	NEIGHMOND, ABIGAIL	12/18/2009	Input
<input checked="" type="checkbox"/>	1079454	SMITH, JOSHUA J	FUROSEMIDE 20MG	NEIGHMOND, ABIGAIL	12/01/2009	All Refills Used

Page 1 of 1 (4 items) [1]

Additional Notes

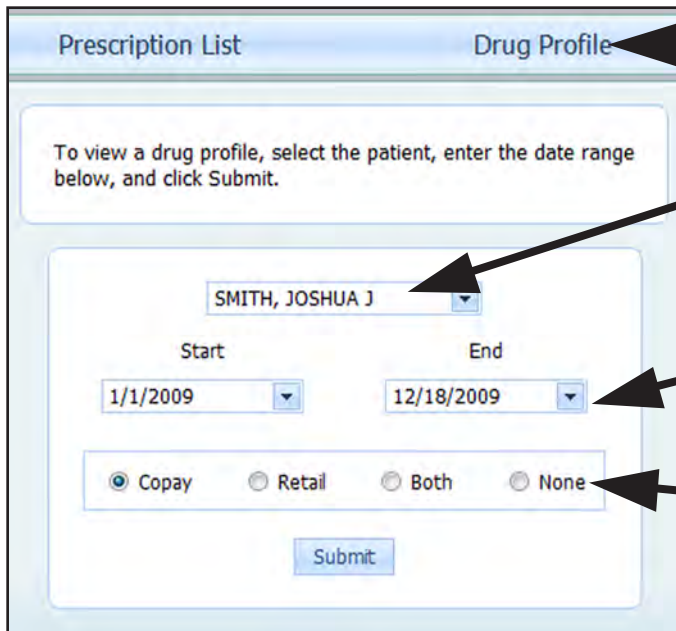
Pickup  Deliver  Mail

1. To request refills from this screen, simply place a check mark next to the desired prescriptions.
2. You can even add a note or specify a pickup method.
3. Click "Refill Selected" and your request will be immediately sent to the pharmacy.

Note that you can also see LIVE prescription status from the Prescription List. You can now check your prescription's fill status before you ever leave the house!

## HOW DO I PRINT MY PROFILE?

Prescription profiles can be printed online for any patient that is linked to your web account. Each patient profile must be printed separately.

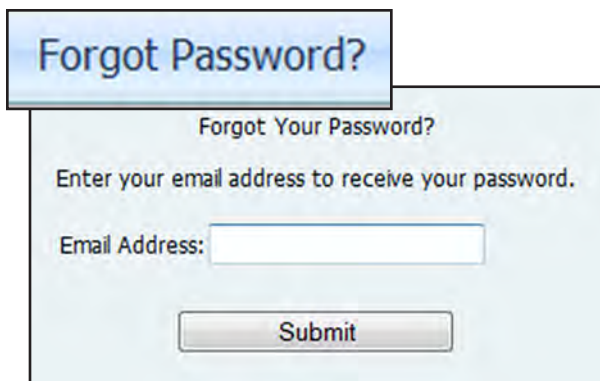


The screenshot shows a web interface with two tabs: 'Prescription List' and 'Drug Profile'. The 'Drug Profile' tab is active. Below the tabs, there is a text box: 'To view a drug profile, select the patient, enter the date range below, and click Submit.' Below this, there is a form with a patient name dropdown set to 'SMITH, JOSHUA J', 'Start' and 'End' date dropdowns set to '1/1/2009' and '12/18/2009' respectively, and four radio button options: 'Copay' (selected), 'Retail', 'Both', and 'None'. A 'Submit' button is at the bottom. Four numbered callouts point to specific elements: 1 points to the 'Drug Profile' tab, 2 points to the patient name dropdown, 3 points to the 'End' date dropdown, and 4 points to the 'Copay' radio button.

- 1 Click on Drug Profile.
- 2 Select the patient for which you would like to print. If you have multiple patients linked to your web account, you will need to print each patient's profile individually.
- 3 Select a date range. For your convenience, the system defaults to the beginning of the current calendar year to the present.
- 4 Choose the financial information that you would like to appear on the report. If you do not wish to display any financial information, select "None."

## ABOUT YOUR PASSWORD

For your privacy, our pharmacy does not have access to your chosen password, and cannot tell it to you over the phone. However, you can request that the password be sent to you via the website. Also, you can change your password at any time from the website.



The screenshot shows a form titled 'Forgot Password?'. It contains the text 'Forgot Your Password?' and 'Enter your email address to receive your password.' Below this is an 'Email Address:' label followed by a text input field. At the bottom is a 'Submit' button.

If you have forgotten your password and cannot log into the website, use the "Forgot Password" link to have the system send your password to your registered e-mail address. Log into your e-mail account to see the password.



The screenshot shows a form titled 'Change Password'. It contains three text input fields labeled 'Password:', 'New Password:', and 'Confirm New Password:'. At the bottom are two buttons: 'Change Password' and 'Cancel'.

If you wish to change your password, you can also do this from the website. First, log into your account using your existing password. Then, Press "Change Password." Last, type the old password and then choose a new password (see above).

## LINKING FAMILY MEMBERS TO YOUR ACCOUNT

If you would like to link a new patient to your account, or remove a patient from your account, please contact the pharmacy for assistance.