

Text2Refill Training Quick Guide

Start Your Refill

1 Patient receives a text with a link for easy Rx refill.

IMPORTANT REMINDER from your Q-Callen-Lorde Manhattan (877) 436-3452: Its time to refill your prescriptions.

Last time we shipped DAPS***** , TAMO***** to you at your 123 lowell Ave, NEW YORK, NY 10011 address and charged your card ending in 1111.

Type Y to refill these meds the same way as the last time.

OR

Go to max.mxqa.co/x/6phh to review and order your prescriptions that are ready to refill.

Reply STOP to opt out of all messages.

2 The patient will enter their DOB to validate who they are and click Next.

3 The patient will review and confirm medications to refill. The patient can uncheck any medications they do not want refilled at this time.

If no changes are needed, the patient can click Place Order to complete the refill order.

Remember DOB

4 In the process of placing a refill order, the patient can click the checkbox under the DOB field to have their DOB remembered for future Rx refills. The patient can then click Remember or Don't Remember.

If the patient clicks Remember, the checkbox on the DOB screen is selected. If the patient clicks Don't Remember, the checkbox on the DOB screen is not selected.

The patient will click Next to continue.

Complete the Survey

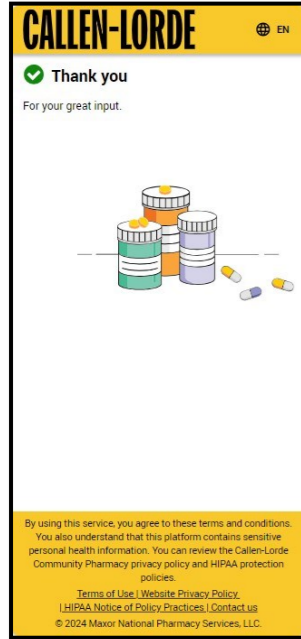
5 After placing the refill order, the patient sees a Thank you message and a survey.

The patient can complete the optional survey by selecting a number rating, then enter optional comments in the space provided.

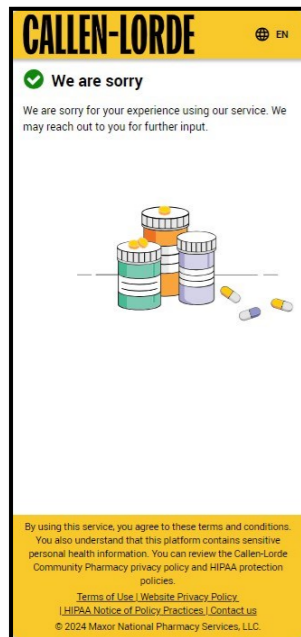
When finished with the survey, the patient can click Submit.

Survey Responses

6 If the patient completes the survey with a favorable response, they will see the Thank you screen.

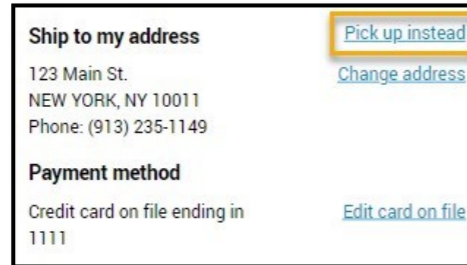


If the patient completes the survey with a less than favorable response, they will see the We are sorry screen.

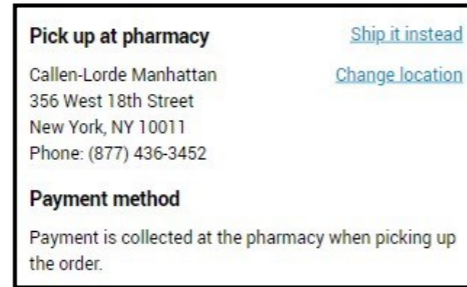


Place Order for Pick Up

7 If the patient sees the Ship to my address screen, they can click the Pick up instead link to place an order for pick up.



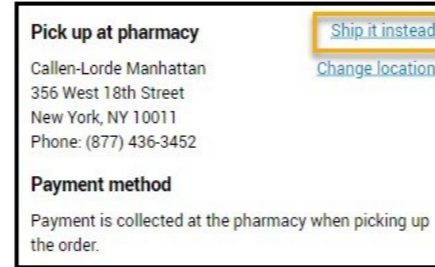
The patient sees the Pick up at pharmacy screen.



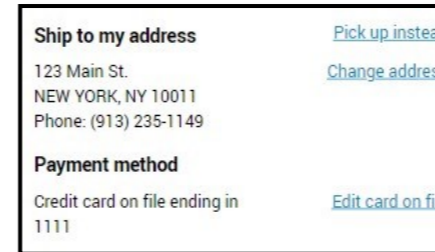
After selecting a delivery option, the patient can click Place Order to continue with the refill order.

Place Order for Shipping

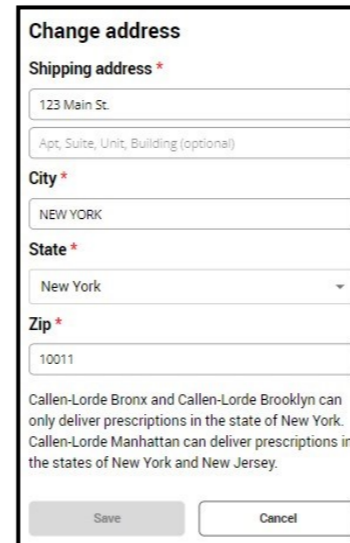
8 If the patient sees the Pick up at pharmacy screen, they can click the Ship it instead link to place an order for shipping.



The patient sees the Ship to my address screen.



The patient can click the Change address link to change shipping address.



After entering the address details, the patient can click Save to continue with the refill order.

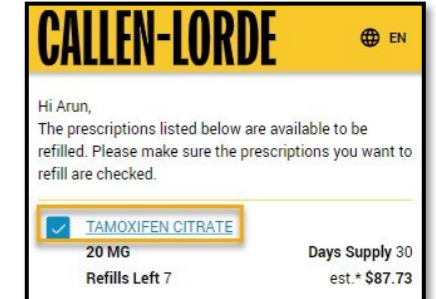
Edit Payment Method

9 The patient can use the checkbox to indicate that the shipping and billing address are the same or they can deselect it to enter a different address.

After editing credit card details, the patient can click Save to continue.

View Medication Details

10 The patient can see additional details about their medication by clicking the name of the medication.



The patient sees the Prescription Details screen. No changes can be made to this screen.

When the patient is finished viewing, they will click Close to go back to the previous screen.

