# **Text2Refill Training Quick Guide**

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 <u>123 lowell Ave, NEW</u> <u>YORK, NY 10011</u> address and charged your card ending in 1111.

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

OR

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

Reply STOP to opt out of all messages.



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



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

#### **CALLEN-LORDE** EN EN The prescriptions listed below are available to be refilled. Please make sure the prescriptions you want t refill are checked. TAMOXIFEN CITRATE 20 MG Days Supply 30 Refills Left 7 est.\* \$87.73 DAPSONE 25 MG TABLET Days Supply 30 Refills Left 5 est.\* \$64.11 GABAPENTIN 300 MG CAPSULE Days Supply 1 Refills Left 5 est.\* \$62.44 SELENIUM 200 MCG TABLET Davs Supply 3 Refills Left 0 est.\* \$8,99 you select this prescription for refill, we will contact your provider to request a new prescription. You may eed another visit with your provider and it may take nger to refill this prescr \*Co-pay for last refill. Co-pays are estimated from previous orders. The actual co-pay amount will be determined when the order is processed. Pick up instea Ship to my address 123 Main St. Change addres NEW YORK NY 10011 Phone: (913) 235-1149 Payment method Credit card on file ending in Edit card on fil Additional Instructions for this order Callen-Lorde Bronx and Callen-Lorde Brooklyn can onl deliver prescriptions in the state of New York. Callen-Lorde Manhattan can deliver prescriptions in the state of New York and New Jersey

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

### **Remember DOB**

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.





Comple	ete the	Survey
--------	---------	--------

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

Your refill r get your on	equest was der by <b>09/2</b>	s received. \ 23/2024.	Ve estimate	e you will
lf you have 3452.	any other	questions, p	olease call (	877) 436-
How did we use?	e do? Was t	his refill rer	ninder serv	ice easy t
1	2	3	4	5
Not easy				Very eas
Comments Easy to u	se			
		Submit		

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**

7

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

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.

Ship to my address	Pick up instead
123 Main St. NEW YORK, NY 10011 Phone: (913) 235-1149	Change address
Payment method	
Credit card on file ending in 1111	Edit card on file

The patient sees the Pick up at pharmacy screen.

Ship it instead Pick up at pharmacy Callen-Lorde Manhattan Change location 356 West 18th Street New York, NY 10011 Phone: (877) 436-3452 Payment method Payment is collected at the pharmacy when picking up

the order.

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

#### Place Order for Shipping

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

Pick up at pharmacy	Ship it instead
Callen-Lorde Manhattan 356 West 18th Street	Change location
New York, NY 10011 Phone: (877) 436-3452	
Payment method	
Payment is collected at the pha the order.	rmacy when picking up

The patient sees the Ship to my address screen.

Ship to my address	Pick up instead	
123 Main St. NEW YORK, NY 10011 Phone: (913) 235-1149	Change address	
Payment method		
Credit card on file ending in 1111	Edit card on file	

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

Change address	
Shipping address *	
123 Main St.	
Apt, Suite, Unit, Building (op	ptional)
City *	
NEW YORK	
State *	
New York	*
Zip *	
10011	
Callen-Lorde Bronx and Ca only deliver prescriptions in Callen-Lorde Manhattan ca the states of New York and	llen-Lorde Brooklyn can n the state of New York. an deliver prescriptions ir l New Jersey.
Save	Cancel

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.

Edit c	redit card on file
Cardhol	der Name *
JOHN D	)OE
Card Nu	imber *
4111 11	11 1111 1111
Exp Dat	e *
09/25	
Billing a	shipping and billing addresses a ne. address *
123 MA	IN ST.
[]	
City *	
NEW YO	)RK
State *	
New Yo	ork
Zip *	
10011	

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



## **View Medication Details**

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.

