

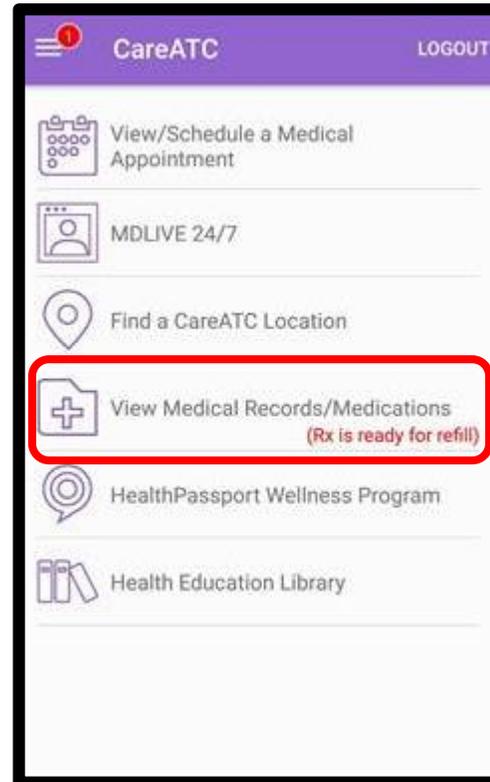
CareATC Mobile App 3.0

New Feature! Mobile Medication Refill Requests!

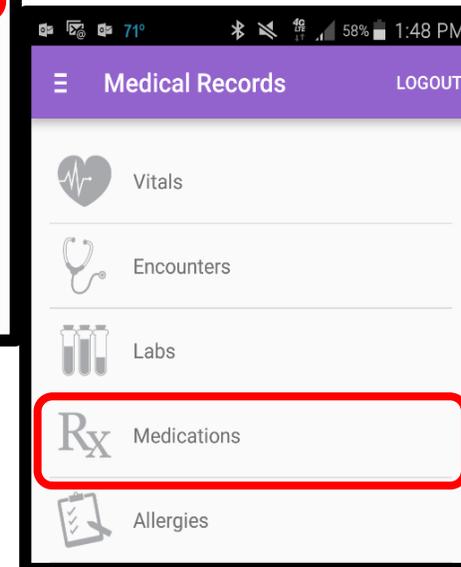


If medication refills are available, the user will see a notification within the CareATC application under the “View Medical Records/Medications” sub-title

To view medication refill information, go to “View Medical Records/Medications”



Choose the option for “Medications”



The refill status will display for each medication

- The refill status will show whether the medication is ready to be refilled or not
- Patients have the ability to request refills up to 7 days prior to running out of medication
- If refills are available, the patient will click on “Request Refill”
- The patient will receive a notification message that confirms the request was submitted successfully

Medications

For questions related to prescriptions or refills, please contact our Patient Access Center at [1-800-993-8244](tel:1-800-993-8244).

CareATC Aspen Clinic
June 9th 2016
OMEPRAZOLE
90 x 20MG CAP

4 Refills

Can request next refill September 15th

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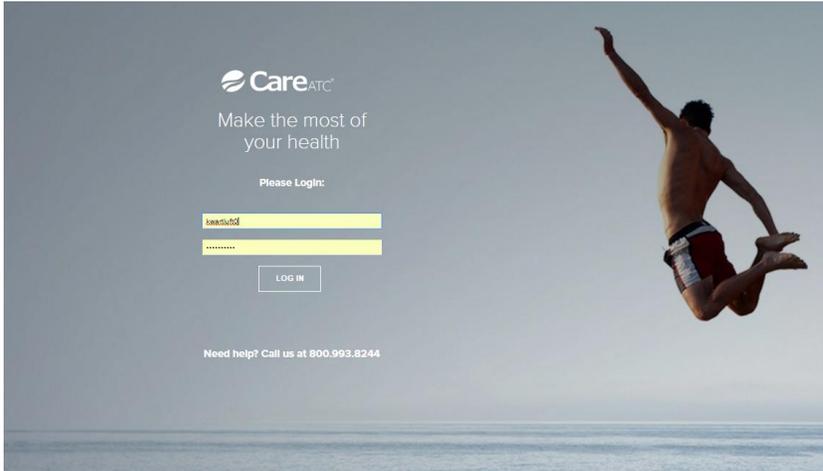
REQUEST REFILL

Refill request submitted

Your refill request has been submitted. The process may take up to 48 hours to fulfill. If this is an emergency, please contact the Patient Access Center at 1-800-993-8244.

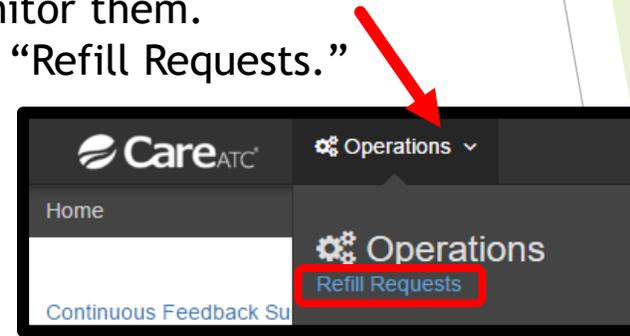
OK

What does the Patient Access Center do?

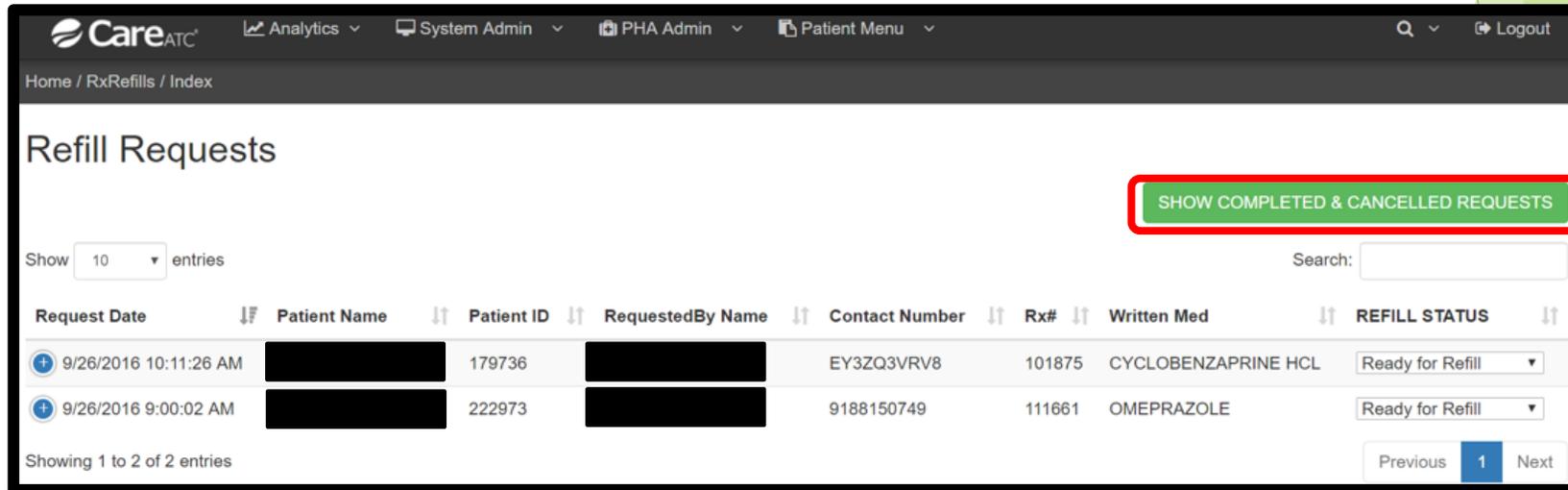


Once the refill request has been submitted by the patient, it will appear in the Patient Portal where a member of the PAC will monitor them. Click on “Operations,” then “Refill Requests.”

<https://portal.careatc.com>



By default, only unprocessed requests appear, however click on “Show Completed & Cancelled Requests” to see those requests

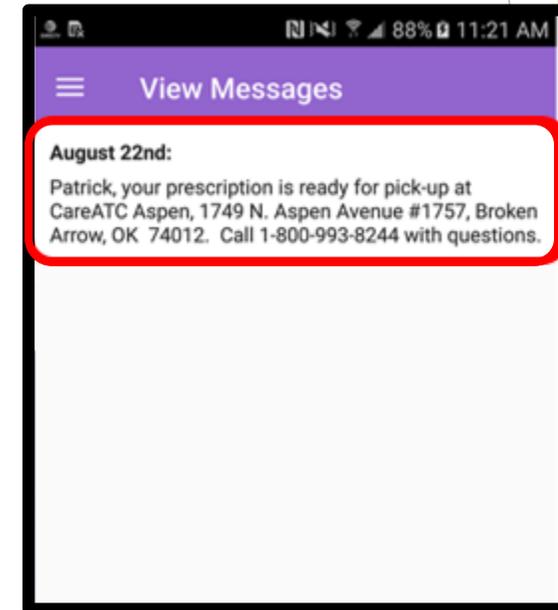
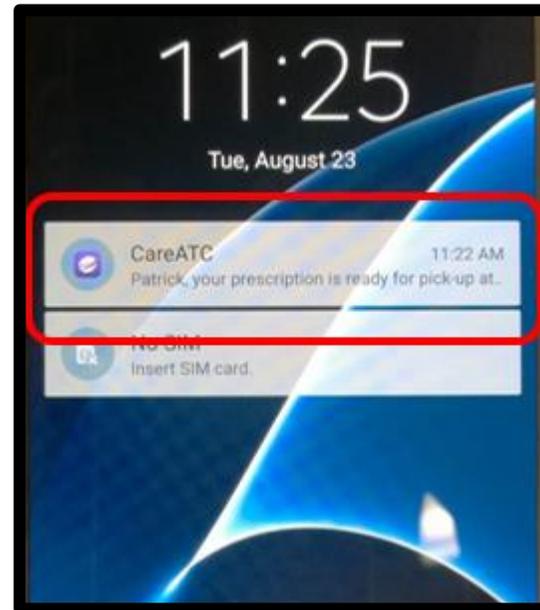
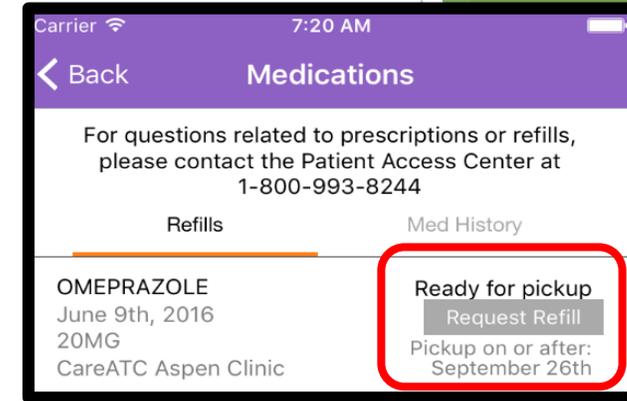
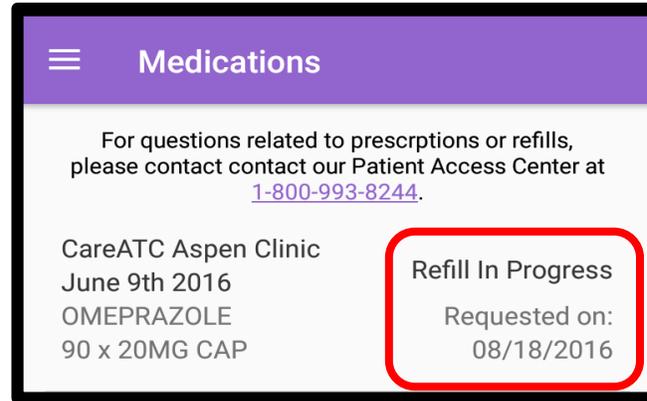


The screenshot shows the CareATC web application interface. At the top, there are navigation tabs for Analytics, System Admin, PHA Admin, and Patient Menu, along with a search bar and a Logout button. Below the navigation, there is a table of refill requests. The table has columns for Request Date, Patient Name, Patient ID, RequestedBy Name, Contact Number, Rx#, and Written Med. A red box highlights the 'REFILL STATUS' dropdown menu for the first entry, which is currently set to 'Ready for Refill'. A red arrow points from this dropdown to a larger inset showing the full list of options: 'Ready for Refill', 'Refill Requested', 'Refill Dispensed', 'Refill Not Dispensed', and 'Rx Cancelled'. The 'Refill Requested' option is highlighted in blue in the inset.

- To display more information about the patient and refill request, click the  icon to the left of the request date.
- The designated PAC team member will create a telephone encounter and send to the appropriate staff member at the clinic. (Be sure to document that it is a MOBILE Request.)
- After this has been sent, the PAC member will change the Refill Status to “Refill Requested.”
- The Refill Status changes automatically to “Refill Dispensed” once dispensed in the clinic through MDScripts. At that time, you will no longer see this request in your queue.

Medication Refill Status

- The medication screen will display that the Refill is in Progress. The status will be reset accordingly
- Once the medication has been dispensed, the user will receive a mobile notification (if enabled on the user's device for CareATC) advising that the prescription is ready for pick-up at the clinic.
- A notification will also appear within the CareATC application
- Note: The notification is sent about 3 hours after the medication is dispensed to allow time for the Provider to sign off on the Rx.



Mobile Refill Request Workflow

