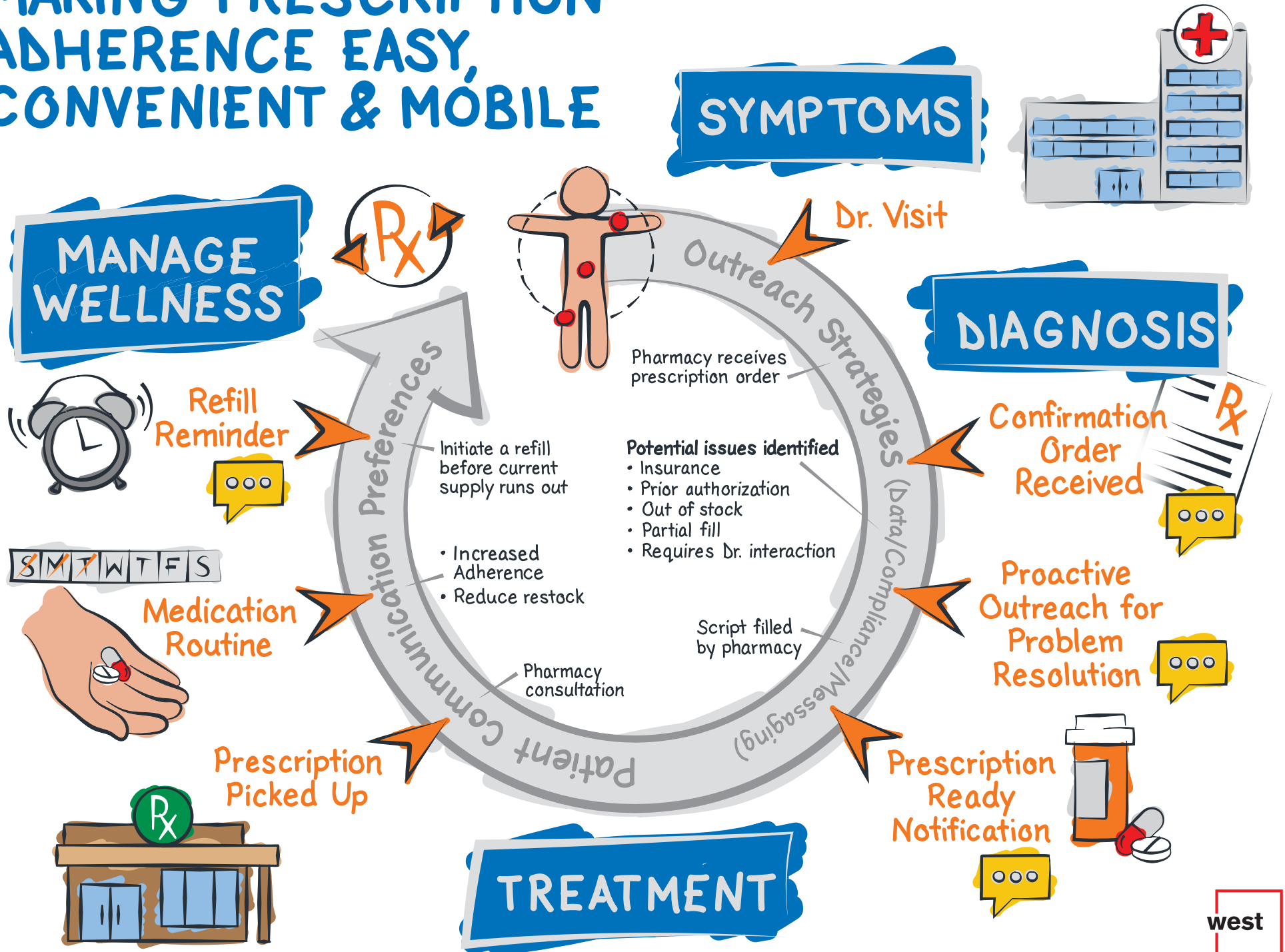


MAKING PRESCRIPTION ADHERENCE EASY, CONVENIENT & MOBILE



SAMPLE MESSAGE & BEST PRACTICES

Confirmation



- Provide estimated time to fill order or allow for scheduling

Proactive Issue Resolution



- Insurance needs updating
- Dr. outreach is necessary
- Partial fill
- Out of stock

Prescription's Ready



- Display first 2-3 letters of script for clarification
- Expired scripts only – display first letter only
- Include pick-up time and Rx#
- Provide account summary i.e. you have x orders ready for pick-up now

Refill Reminder



- Allow for multiple refills
- Check refill eligibility (RT web svc.) (Waiting binchecks in real time)
- Prioritization Rules and Logic
 - expired
 - about to expire
 - past due
 - auto fill
 - controlled substance
- Patient options (refill and skip)