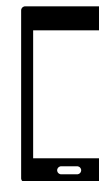


Prescription Texting Service - Summary



Sign Up

- All patients who have repeat prescriptions should be offered the prescription texting service.
- Highlight the benefits of the service to the patient e.g. shorter waiting times, reminder the prescription is due for renewal, leaving their prescription on file reduces the risk of the patient misplacing it etc.
- The patient must sign the consent form and the barcode should be scanned into the till to register the sign up.
- The hard copy of the consent form should be stored in the patients file along with their prescriptions

Setting Up New Patients

- Refer to the MPS Script Scheduler Guide for details of how to schedule a calendar event for patients signed up to the text service. They should be set up to have their prescription prepared for the same date the following month minus five days. (E.g. if they sign up on the 25th, set them up to be prepared on the 20th of the following month
- Insert an identifier after the patient's surname so it is clear what service their signed up to (e.g. TXT)
- Send a Welcome Text to the patient

Dispensing

- At the start of each day, go to the MPS script scheduler, print the list of text patients scheduled for that day and gather the corresponding prescriptions.
- Text prescriptions should be filled and checked at off peak times for the pharmacy. Waiting/walk-in patients should always be priority.
- A different colour basket should be used to differentiate text prescriptions from waiting prescriptions.

Checking and Storage

- Once the prescription has been checked, text the customer, and mark on the bag that the text is sent.
- File with your prescriptions awaiting collection.
- The physical prescription and any receipts should be kept with the bag until the customer has collected it (attached using bull-clips – available to order from Stacked). This ensures that for GMS prescription, the prescription is signed for third party verification purposes. It will also ensure the prescription will not be verified and submitted for payment until the patient has collected their prescription.

Hand-Out

- When the customer presents at the counter, ask them for their address to confirm their identity.
- Hand out should be completed by the pharmacist, or by exception, by a suitably trained member of staff.
- Counsel the customer on medicines and confirm if any changes are required for next month.
- You may need to amend preparation date on the MPS script scheduler, based on the patient's collection date to ensure the prescription is dispensed 5 days before it is required.

Housekeeping

- Every two weeks go through the prescription storage area and send a reminder text for any prescriptions which remain uncollected. Mark on the bag that a second text has been sent.
- Once a month, remove any prescriptions that remain uncollected for more than 6 weeks.
- Delete these dispensings from MPS and place a note on the patients PMR stating that the prepared prescription was not collected and note the date it was removed from storage area.
- Take out the physical prescription and strike through and annotate where the prescription has been endorsed to indicate that it was not collected. Return it to the patient's file.

