

mscripts™

Version 7.2.4 Release Notes

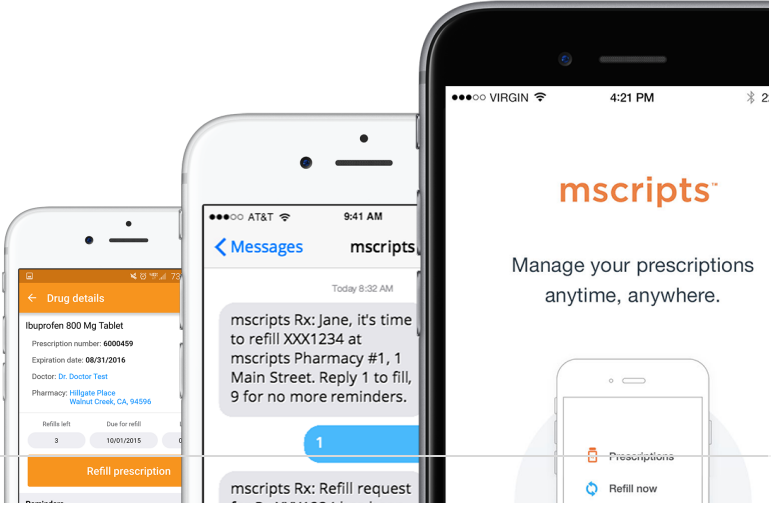


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Enhancements

Available on all platforms

1. Biometric login for iOS

The mscripts mobile app for iOS now supports Apple Face ID and Touch ID, so that patients can sign into the app using facial recognition or their fingerprint if their iOS device supports either of these capabilities.

2. Refill Now page verbiage update

The verbiage for the store label on the mobile app and Web Pharmacy's Refill Now page has been changed to include the pharmacy name (i.e. "<clientName> pharmacy where you last filled this prescription" instead of "Pharmacy where you last filled this prescription") in order to eliminate patient confusion and make it clearer to the patient that they are supposed to only refill prescriptions within this pharmacy chain/system.

3. Store Names displayed in the Web Pharmacy

The store name will now be displayed in the Web Pharmacy if a client has configured the system to show the store name in addition to the store address when viewing a store.

4. DOB field hint changed on the mobile apps' Create Account page

Previously, the date of birth field on the 'Create an account' page displayed '01/01/1980' as the field hint. This was confusing to patients. The field hint now displays 'Date of birth' to make it clearer to patients that they need to modify this field.

Available for McKesson platform clients

1. Support multiple delivery options for a given store when requesting a refill in the mobile app or Web Pharmacy (McKesson clients only)

Based on the store where a patient wishes to refill their prescription(s), the system will display all the delivery options that are enabled by the client and which are available at that store. To set up and configure this feature [to designate the available delivery methods for each store] please contact your account manager.

2. Shipment Tracking messages only sent during pre-defined messaging hours (McKesson PCS clients with Shipment module only)

All shipment tracking messages will now be sent within the client specified messaging window (typically 8 AM to 9 PM local time). If the system receives a shipment update notification from a shipment service outside of the messaging hours defined for a client, mscripts will process the notification but will schedule the message to be sent at the beginning of the message window the next day.

3. Ability to register in the mobile app/web pharmacy without providing the store where last filled (McKesson clients only)

Patients will now be able to create a Web Pharmacy and/or mobile app account without needing to enter the store at which they filled their prescription. Removing this requirement makes it simpler and more efficient for patients to register themselves onto the platform. To enable this feature please contact your account manager.

Available for PDX platform clients

1. A bundled aging pickup reminder message can include the total copay cost of all prescriptions in the reminder (PDX EPS clients only)

The bundled aging pickup reminder message is enhanced to also include the total copay amount for the prescriptions that are bundled together in the reminder message. This option is configurable. To enable this feature please contact your account manager.

2. When a PDX user unenrolls a patient from mobile services, a confirmation text will be sent to the mobile number that was unenrolled (PDX clients only)

This feature allows patients to receive a confirmation when their mobile number is removed from mobile services in PDX. This option and the message content are configurable. To enable this feature please contact your account manager.

3. When a text only patient texts "STOP," the patient will be simultaneously unenrolled from mobile services in PDX EPS/Classic (PDX clients only)

Previously, when a patient texted "STOP," that patient would no longer receive any text messages from mscripts, but they would remain enrolled in mobile services in EPS/Classic. If the patient is a text only patient (i.e. does not have an app/web pharmacy account and/or is not receiving reminders via email or push notifications) that patient will also be unenrolled from mobile services in PDX.

Issues Fixed

Available on all platforms

1. Prescriptions with outdated refill requests remain in a “Getting Filled/Refilled” state

Previously, if a patient submits a refill request and it does not get processed by the pharmacy (e.g. the pharmacy rejected the refill request, or the refill request resulted in a new prescription after doctor authorization), the prescription will stay listed indefinitely under the ‘Getting Filled/Refilled’ section within the mobile app or Web Pharmacy, as we do not receive any sort of cancelation/rejection response for the refill request from the dispensing system in such cases.

Now, if a refill request has not been processed by the dispensing system after 3 days, that prescription will be moved to the ‘Other Prescriptions’ section of the Rx List. This will allow the patient to re-submit the refill request and/or not think that the refill request is still in process.

2. Texting “Stop” followed by other characters/words prevents SMS from being stopped.

Previously, if a patient texted ‘STOP’ followed by other characters or words (e.g. ‘Stop this’, ‘Stop texts’) the system did not remove the patient’s mobile number from further SMS messages. Now, as long as the word ‘Stop’ is the first word in the text reply, the patient’s mobile number will be unenrolled from text messaging.

3. ‘Choose another store’ link has been fixed for version 7.2.2 Web Pharmacy

Previously, if a patient refilling a prescription in version 7.2.2’s Web Pharmacy tried to click on the Refill Order page to change the store where they wanted to refill the prescription, the system would simply refresh the Refill Order page rather than display the store locator window. This issue has been corrected.

4. Web Pharmacy’s store locator requires a second click to initiate the search

Previously, if a patient selected ‘Choose another store on the Refill Order page, they would need to click the Search button twice to initiate the search. This issue has been corrected.

5. Web Pharmacy: overall performance improvements

Various performance and page refresh issues have been corrected, including page loading times, session timeouts, and flickering pages.

Available for McKesson platform clients

1. Unable to update the patient mobile number via the mscripts’ In-store Sign-up Application (McKesson clients only)

Previously, if a pharmacy employee attempted to update the mobile number of a patient who had either an app or web account, the update would fail. This issue has been corrected.

2. Patient's first name displayed as the Rx number in 'Rx Order Past Due for Pick-Up' messages (non-PCS McKesson clients only)

This issue has been corrected. The Rx name/number is now displayed properly.

3. "Add Doctor" button in the mobile app does not work (McKesson clients only)

Previously, if a patient logged into the mobile app and navigated to the Doctors page and clicked the "Add Doctor" button, the page would refresh but not display the Add Doctor page. This issue has been corrected.