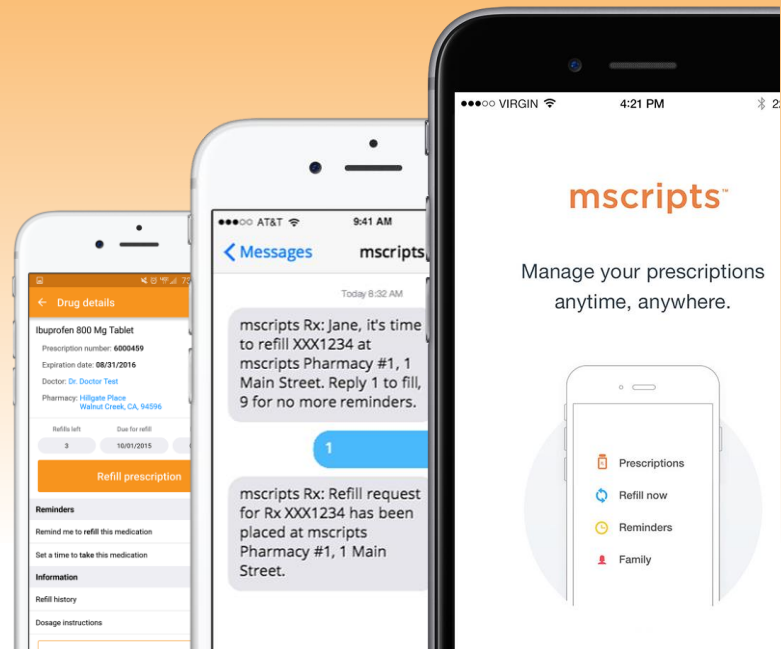# mscripts™

Version 7.3.0.0
Release Notes

Table of Contents

Items included in mscripts release, version 7.3.0.0

Enhancements

Available on all platforms

1. ### Outbound Interactive Voice Response (IVR) messaging

   The platform can now generate and send refill, order ready, and bin aging pickup reminder messages to patients via automated phone calls to the patient's mobile number. Refill and bin aging pickup reminders can also be bundled together so that the patient only receives one phone call for all eligible prescriptions. Patients can set their preference to receive such reminders via phone calls. If you wish to enable this feature, please contact your mscripts Account Manager. Additional monthly fees are applicable.

2. ### Inbound user text messaging improvements

   The technical processing of text messages from patients in reply to refill reminders and app/web text message confirmations has been refactored to improve the performance and reliability of this processing. This means that patients should experience much fewer technical errors and failed refill requests when they text back a response to a refill reminder or text enrollment confirmation.

3. ### Hybrid and embedded mobile app

   Our mobile apps are now available as HTML5 hybrid apps. This means that the mobile application is now built on a web platform rather than on a native mobile platform but still accesses the Native APIs such as location services, push notifications, and camera access. The functionality and look and feel to our native apps remain the same. The advantage of the hybrid app is that it will allow for more rapid feature updates and bug fixes to be made, as well as not requiring a new App Store/Google Play store submission of the app as often for publishing approval purposes.

   The hybrid app can also be embedded within other mobile apps (e.g. a primary grocery or health system app) as an "app-in-app" implementation via an SDK, to allow clients to consolidate their grocery/medical/pharmacy applications into a single app that patients can then download and use.

   If you are interested in the app-in-app implementation, please contact your mscripts account manager for more information and integration scoping.

4. ### Restrictions on the internal transfer of controlled substances

   Per DEA regulations, C3-C5 medications are restricted from being transferred to another pharmacy within a chain. mscripts now blocks such transfers in the mobile app and web. Specifically, if a patient in the app or web selects a C3-C5 medication for refill and tries to

change the location where they wish to refill it, the system will inform the patient this is not allowed. By default, such transfers will be prevented.

If you do wish to allow the transfer of C3-C5 medications or wish to receive additional information about this feature, please contact your account manager.

Available for McKesson Clients

1. **Shipment notification messages are now generated without requiring the implementation of the mscripts shipment tracking module (McKesson PCS clients only)**

   Previously, in order to generate a shipment notification message as a result of a McKesson PCS (Patient Communication Services) shipment event, the mscripts shipment tracking module was required (this is an add-on module for that allows patients to receive tracking and delivery updates once the shipment leaves the pharmacy). This dependency has been removed.

2. **Automated bin aging pickup reminders (McKesson non-PCS clients only)**

   Previously, bin aging pickup reminders were not supported for McKesson clients who were not using McKesson PCS unless a pharmacist actively re-scans a prescription that was already in will call status. Automated bin aging pickup reminders will now be generated by mscripts until the prescription is either sold or canceled, or the restock days limit has been reached.

Available for PDX Clients

1. **Pet registration support (PDX clients only)**

   mscripts now receives an indicator from PDX that designates whether a patient is a human or an animal. As a result, patients can now add a pet as a family member in the mobile app or web pharmacy without requiring any "consent" from the pet when the date of birth on file in PDX calculates the pet as over 18 years of age (e.g. the pharmacist entered an arbitrary DOB of the pet as 01/01/2001).

   In addition, for pets that are registered via text messaging or added as family members in the app or web (i.e. in order for the owner to continue to receive text updates regarding their pet's medications), when/if the pet turns 18 years old (per their DOB on file in PDX), the pet will not automatically be removed from the parent account and/or text messaging, as it currently happens with children who turn 18 years old.

2. **Automatic retry of failed refill requests (PDX clients only)**

   If a text-generated refill request fails due to a technical error (usually as a result of system outage or PDX connectivity issue), the system can now automatically re-submit the refill request for a designated amount of time (e.g. for the next 6 hours) at designated intervals (every 30 minutes). If you wish to enable this feature, please contact your mscripts account manager.

3. Support for EOPN on-demand messaging (PDX EPS clients only)

PDX EOPN on-demand patient notification message (contact reason = 9) is now supported in the mscripts EOPN integration. This notification allows pharmacies to send custom/free-form text messages to their patients via mscripts.

4. EOPN "In-Process" message improvement (PDX EPS clients only)

The store name and phone number can now be placed within the text/email/push notification message template that are sent to a patient.

Issues Fixed

Available on all platforms

1. Refill reminders are automatically enabled when an app account is created

Previously, when a new patient creates an app account, refill reminders were not automatically enabled until/unless the patient explicitly set up their communication preference to receive refill reminders. This has been corrected.

2. On the drug details page in the mobile app, the field labels and field values overlap

Previously, if a patient selected a prescription in the mobile app, clicked on it to view the drug details, then left and later returned to that prescription, the drug name/prescriber name/store information fields would overlap and obscure the actual values for these fields. This has been corrected.

3. Mobile app sign-in performance

The app loading performance of the mobile app has been refactored, to decrease the amount of time patients would need to wait for the mobile app to load after they sign in.

Available for McKesson Clients

1. Order ready texts are showing the full drug name even if the patient has set their preference to show the Rx number (McKesson non-PCS clients only)

Previously, order ready texts would still display the full Rx name of the prescription in cases where the patient has changed their preference to show the masked Rx number instead. This has been corrected.

Available for PDX Clients

1. **EOPN in-process message was not being sent to the patient if mscripts received that message prior to receiving a new prescription record from PDX (PDX EPS clients only)**

   This issue has been corrected. The in-process message for a new prescription gets queued and then triggered once the new prescription record is sent from PDX.

2. **'R' value for the auto fill attribute is now supported (PDX clients only)**

   Previously, if mscripts received an 'R' (auto fill rejected) value for the autofill attribute of a prescription, the system treated that as meaning it was still on auto fill. This has been corrected as the system will treat such prescriptions as no longer being on auto fill.