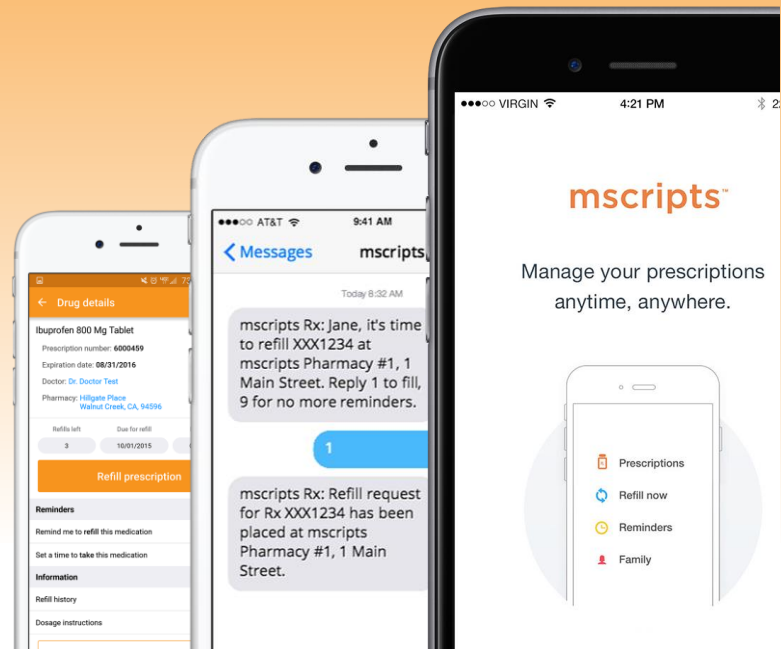


# mscripts™

## Version 7.3.3.0 Release Notes



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# 1 Items included in mscripts release, version 7.3.3.0

## 1.1 Enhancements

### All Clients (PDX and McKesson)

#### Outbound IVR

##### 1.1.1 Outbound Interactive Voice Response (IVR) messaging – refill reminder calls

The automated refill reminder phone call now includes a challenge prompt that asks the patient to enter their 4-digit year of birth before reading out the prescription(s) that are due for refill.

##### 1.1.2 Outbound Interactive Voice Response (IVR) messaging – caller ID

The phone number that will appear on a patient's caller ID for pickup and refill reminder calls can now be set up to display the phone number of the pharmacy where the prescription is located.

##### 1.1.3 Outbound Interactive Voice Response (IVR) messaging – answering machine detection

The automated calls now detect answering machine and voicemail prompts. When an answering machine or voicemail greeting is detected, the automated phone call will not begin until the greeting completes.

#### Mobile App

##### 1.1.4 Biometric login available in the hybrid and embedded mobile app

Our HTML5 hybrid mobile apps now support biometric login for both iOS and Android devices.

##### 1.1.5 Rx Delivery and pre-payment functionality now available in the Hybrid and embedded mobile app

Clients can now offer Rx delivery via the hybrid app. Pre-payment functionality is also available for PDX EPS clients depending on the 3<sup>rd</sup> party payment platform used (e.g. Vantiv Worldpay). For more information please contact your mscripts account manager.

#### Configurations

##### 1.1.6 Configurable age when a patient is no longer considered a minor

Previously, any patient under the age of 18 was considered a minor. However, some states have different regulations regarding the age of consent (i.e. when a person is no longer considered a minor- for example age 19 in Nebraska). To support this, the age value is now configurable. The default age value will be 18.

## McKesson Only

### 1.1.7 Rx Ready messages for McKesson PCS clients can now be blocked based on store

If McKesson clients who use PCS to generate Rx Ready notifications wish to block such messages from going out based on specific stores (e.g. a specialty, internal, or central fill location), they can now do so. To set up specific stores to be blocked please contact the mscripts support team.

## PDX Only

### 1.1.8 Support for additional EOPN contact reasons (EPS clients only)

The following PDX EOPN events/contact reasons can now trigger messages to the associated patient (via text, email, or push notifications):

- Put on hold and notify patient of partial fill (contact reason 7)
- Central fill delayed (contact reason 10)
- Third party exception (contact reason 11)
- Call prescriber (contact reason 13)
- E-prescription received (contact reason 14).

By default, these notifications are **not** enabled; if you wish to enable any of them please contact your mscripts account manager.

## 1.2 Issues Fixed

### PDX Only

#### 1.2.1 Refill Request errors due to 'Waiting on prescriber' no longer trigger a technical error message to the patient

PDX recently added a new error response back (error code = B) in refill request scenarios where the prescription was out of refills and the pharmacy was waiting for the prescriber to authorize a new prescription (specific error message returned by PDX in this scenario: "Cannot fill prescription, Waiting on Prescriber Call exception."). mscripts now checks for this error code and will display a relevant message to the patient.