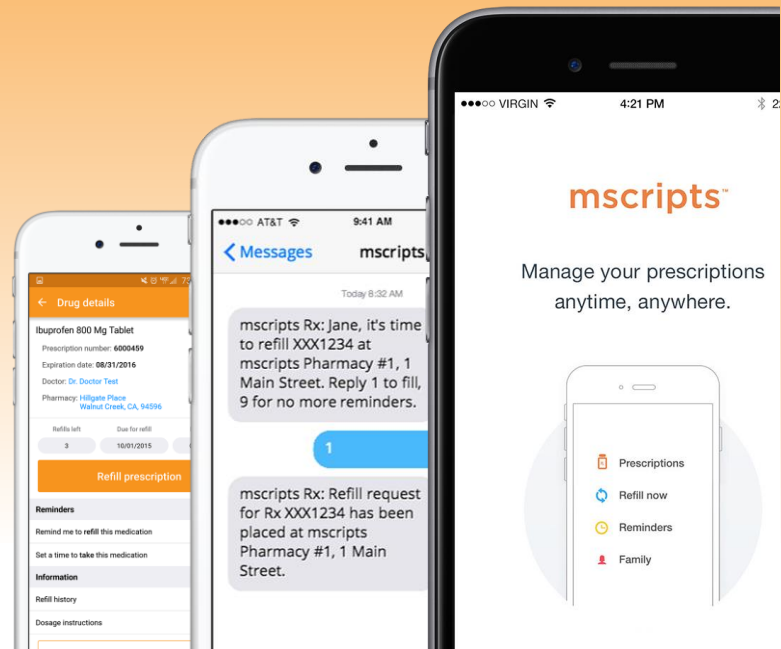# mscripts™

Version 7.4.0.0
Release Notes

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1 Enhancements and Issues Addressed in Version 7.4.0.0

1.1 Enhancements

All Clients (PDX and McKesson)

Web Pharmacy

1.1.1 Improved Login Performance

We have made changes to the Rx synchronization process that is performed when a patient signs into the mobile app in order to reduce the time this synchronization process takes. This will result in a noticeably faster login experience for patients.

1.1.2 Address and Credit Card Management

Patients can now view and manage their address and credit card information within the web pharmacy platform via integration with McKesson and PDX address and credit card APIs. Patients can access these features from their Account page once they sign into their account.

Dependency/requirement: to support the ability for a patient to add a new credit card, integration with your organization's selected online payments service provider or system will be required. mscripts provides the secure framework to host the payment service provider's page in the web pharmacy platform to add new credit cards.

Mobile App

1.1.3 Hybrid app version

As of the 7.4 release, all clients' mobile applications will be deployed as HTML5 hybrid apps going forward. 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 overall look and feel to the mobile 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.

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1.1.6 Delivery and Payment Support

Delivery and payment for prescriptions that have been filled are now in will call are now also supported in the hybrid app.

Dependency/requirement: delivery options and delivery restrictions are configurable on both a store and system basis. To configure these options/restrictions, please contact your mscripts account manager. In addition, to enable the ability for a patient to pay for delivery within the app, pharmacies must be able to store their patients' credit cards within McKesson EnterpriseRx or PDX EPS.

1.1.7 Medical Expense Report

The medical expense report functionality is now available in the hybrid app version of our mobile app.

1.1.8 Delivery History

Patients can now access and view their past delivery orders within the hybrid app.

Configurations

1.1.9 Configurable Days' Supply Change Logic

Previously – due to the absence of either an Rx-level days' supply value or an indicator sent to mscripts by the PMS indicating whether the days supply for a given fill transaction represented a partial or completion fill – the system treated any reduction in the days supply in a fill transaction as a partial/completion fill. This could create issues in scenarios where a pharmacist made a permanent reduction in the days supply for an Rx (e.g. changed the days supply from 90 days to 30 days). To mitigate against this, clients can now denote what type of days supply changes between fills represents a permanent change. By default, the following changes are considered to represent permanent changes in day supply: 90→60, 90→30, 84→28.

McKesson Only

AccelerateRx

AccelerateRx is a program where mscripts can automatically pre-register patients for text messaging via a patient data file provided by the pharmacy. When such a pre-registered patient has a prescription placed into will-call, the system will message the patient and complete the text registration enrollment.

1.1.10 Support for Interactive Voice Response (IVR) Messaging

McKesson pharmacies (PCS and non-PCS) can now leverage the AccelerateRx patient registration process to enroll patients for outbound IVR messaging instead of text messaging, in cases where the phone number on file at the pharmacy for a given patient is determined to be a landline.

Web Pharmacy

1.1.11 Mail Order Delivery Enhancements

In the web pharmacy and the mobile hybrid app: when a patient places a refill request for a mail order prescription, the patient can now review and edit the address to which the medication will be shipped, as well as select which credit card on file in EnterpriseRx should be used for payment.

Please note that the ability for a patient to add a new credit card is dependent upon integration with a client's online payment management platform.

Administrative Console

1.1.12 Store Signup Portal

The store signup portal is now integrated into the mscripts Administrative Console. This means that non-PCS pharmacies can access administrative and patient management features within one platform.

1.1.13 IVR Enrollments

Pharmacist staff can now enroll/un-enroll patients for IVR phone calls using the store signup portal.

PDX Only

1.1.14 Family care – Simplified Pet Support

When patients wish to manage their pets' prescriptions via the Family Care feature, they no longer need to supply the date of birth of the pet when adding them as a family member. This is to mitigate for the fact that pharmacies often do not know, and thus add a dummy DOB for a pet when creating the patient profile in EPS. This in turn, has made it difficult for patients to manage their pets' medications in the app.

This feature is supported in web pharmacy and the hybrid app version of our mobile apps.

1.1.15 Integration with EPS Immunization Queue

For clients that are implementing the mscripts online immunization consent form, the completed form can now be transmitted directly into the EPS Immunization Queue instead of being sent to the store via a fax. For more information please contact your mscripts account manager.

1.2 Issues Fixed

All Clients (PDX and McKesson)

1.2.1 Biometric Login – Hybrid App

Previously, if a user changed their email address within the app (on the Account page) and then signed out and later signed back in, biometric login would no longer work. This issue has been fixed.

1.2.2 Manager Account Changed to Patient Account – Hybrid App

Previously, when a person with a manager account using the hybrid mobile app eventually adds a prescription (so that their account is changed to a regular patient account), the system would not prompt the patient to enroll in text messaging for their prescription refill and pickup reminders. Such patients will not be prompted to do so once they add a prescription.

1.2.3 HIPAA Page Now Shown During Web Pharmacy Registration Process

Previously, when patients created an account via the web pharmacy, the system would not prompt the patient to review and accept/decline the HIPAA consent terms when they then logged into their account for the first time. These terms will now be displayed the first time a user logs into their web pharmacy account.

McKesson Only

1.2.4   Rx Name Masking

For McKesson clients who are not using PCS, the system would display an un-masked Rx name in order ready messages to patients where the default setup for the pharmacy is to mask and display Rx numbers in text messages, but the patient- via their reminder preferences- elects to show the Rx name instead. Now the Rx name will be displayed but will be masked in accordance to the system setup in such a scenario

1.2.5   Provider Phone Number Not Working

When a patient clicked on a provider phone number on the Doctor Details page in the native mobile app, the system would attempt to call the client short code instead. This issue has been fixed.

1.2.6   Missing Validations in Web Pharmacy Order Refills Page

On the Order Refills page, if a patient un-checked the default Pick up/Delivery option (so that no option was selected), and then clicked Order Refill, the refill would be submitted to McKesson with no delivery option specified. This issue has been fixed and the patient will now be prompted to select a delivery option if none has been selected.

PDX Only

1.2.7   Refill by Scan

For PDX clients that have Refill by Scan enabled, if a patient scanned an invalid barcode, the patient would receive an error message indicating 'Sync failure.' This has been fixed, and the patient will now receive an error message indicating that the barcode they scanned is invalid.