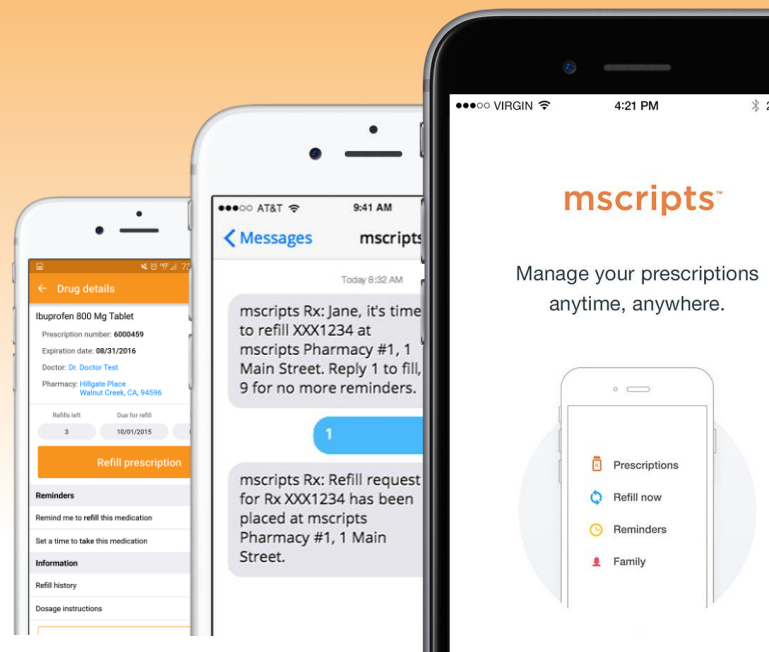# mscripts™

Version 7.4.8.0
Release Notes

Table of Contents

Enhancements and Issues Addressed in Version 7.4.8.0

1.1 Enhancements

All Clients (PDX and McKesson)

1.1.1 Messaging

1.1.1.1 *Ability to suppress refill and pickup messages based on store location*

Clients can now suppress/block refill reminders and order ready/bin aging pickup messages based on the store where the Rx was last filled. The NCPDP of the store will be used to identify for which store(s) to block refill and/or pickup messages.

If you wish to take advantage of this feature, please contact our support team with the NCPDPs of the stores for which you wish to suppress refill and/or pickup messages.

1.1.1.2 *mscripts Outbound IVR Improvements*

Improved Rx name and Rx number masking announcements. Clients can now specify whether to have just the first word of a given prescription be included in the message (e.g. "Zolpidem", rather than the full prescription name, "Zolpidem tartrate 10mg tabs") or the last 4 digits in the prescription number (e.g. "1234", rather than a masked prescription number, "XXX1234"), so that patients have a clearer understanding of what prescription is being communicated during the IVR call.

In addition, store information can now be limited to the store name, store address, and/or city where the store is located. Previously, all three elements were always included in the IVR message.

The combination of these two enhancements enables clients to send automated phone calls with the following message content:

Whether Rx name or Rx number is in the message	Message content- prior to 7.4.8	Message content – 7.4.8
Rx Name	"Your prescription for Zolpidem tartrate 10mg tabs is ready for pickup at mscripts pharmacy #1801, 101 Main Street, San Francisco"	"Your prescription for Zolpidem is ready for pickup at mscripts pharmacy #1801, 101 Main Street, San Francisco"
Rx Number	"Your prescription for XXX1234 is ready for pickup at Mscripts pharmacy #1801, located at 101 Main Street in San Francisco"	"Your prescription ending in 1234 is ready for pickup at mscripts pharmacy #1801 located at 101 Main Street in San Francisco"

To enable these changes, please contact our support team or your mscripts account manager.

1.1.2 Mobile App and Web Pharmacy

1.1.2.1 *Accessibility improvements*

A review by the American Foundation for the Blind of the mscripts' 7.4 code helped create numerous accessibility changes and improvements to maintain the accessibility of the mobile app and Web Pharmacy platforms. Details of the changes and planned conformance activities may be provided on request by your mscripts account manager.

McKesson PCS Only

1.1.3 Messaging

1.1.3.1 *Ability to suppress order ready messages based on delivery method (PCS only)*

Clients may now suppress order ready messages based on the delivery method associated with a specific prescription. For example, if a prescription was placed into Will Call but had a delivery method of 'bedside', rather than sending the patient a message such as "your Rx is ready for pickup at the pharmacy…", the order ready message may now be suppressed to mitigate patient confusion.

If you wish to enable this feature, please contact our support team with the delivery methods for which you wish to suppress order ready messages.

1.1.3.2 *PCS order ready messages received after hours will be sent the next morning*

Clients can now limit PCS order ready messages (sent via text, IVR, email, or push) to only be sent to patients between specific hours of the day. For example, clients can limit these messages to only be sent between 8:00 AM and 10:00 PM patient local time. Any message processed after hours (e.g. after 10:00 PM and before 8:00 AM) would be held and then sent the following morning, after 8:00 AM patients' local time.

This ensures that if a prescription is placed into Will Call at a 24-hour pharmacy, or there is a delay in processing PCS updates from the store within mscripts, patients will receive the message the following morning rather than in the middle of the night.

The default start and end times for this feature are 8:00 AM and 10:00 PM. If you wish to change these settings, please contact our support team with the desired start and end hours.

1.1.3.3 *Ability to delay order ready messages by a configurable amount of time (PCS only)*

Clients can now also add a short delay to when order ready messages are sent to a patient. While this delay will remove the real-time capability of the platform, it can be helpful for those patients who have multiple prescriptions filled and placed into Will Call around the same time. Pharmacies would prefer to generate one single message/phone call to the patient for these multiple prescriptions vs. individual messages/phone calls for each prescription.

For example, if the delayed timing is set to 10 minutes, then any prescription would be scheduled to be sent 10 minutes later. When the mscripts' order ready job runs (in 10–15-minute intervals), it will select these prescriptions and bundle them into one single message/phone call, depending on each patient's communication preferences.

If you wish to take advantage of this feature, please contact your account manager. Please note that configuring the optimal time delay and job intervals will likely require some testing in a UAT environment to fine tune these settings.

1.2 Issues Fixed

1.2.1 All Clients (PDX and McKesson)

1.2.1.1 Refresh behavior

Previously, when a patient performed a manual refresh of their prescription data in the mobile app or Web Pharmacy, the system would retrieve prescription data from the PMS (PDX or McKesson) that was filled in a pre-defined past number of days (typically 100), as the manual refresh process used the same setting that is used for synchronizing prescription data when a patient logs into their account. Now, the system will request the past 365 days (this is the maximum days history possible) of prescription data as part of a manual refresh.

1.2.2 McKesson Only

1.2.2.1 Adjudication exception updates by EnterpriseRx will now remove any bin aging pickup reminders

Previously, if an adjudication exception message was sent to mscripts from EnterpriseRx for a prescription **after** it was placed into Will Call, mscripts would still send bin aging reminders to the patient. This issue has been corrected – when/if an adjudication exception message is generated, any pending bin aging reminders will be cancelled/removed. No action is required by the pharmacy.

1.2.2.2 Shipment trackingmodule now supports multi-banner clients

The mscripts shipment module (available to McKesson PCS clients who wish to send shipment tracking messages for prescriptions) now supports clients who wish to send messages for more than one banner that are managed by their organization.

If you wish to purchase this add-on module or for more information, please contact your mscripts account manager.