

SET UP GUIDE

We are excited about offering your patients the ability to refill medications online and on their phone. However, there are a few things you'll need to do first.

QUICK FACTS

All of the settings you will need to make in this guide will be made through your PioneerRx Software.

If you have multiple locations, settings will need to be made for each location per PioneerRx software.

STEP 01

Location Hours

In PioneerRx, click Location > My Location > Location Hours. Please make sure these hours are correct, including exceptions on times you will be closed. This will set the hours in the "Contact Me" section as well as the window for when patients can pick up their medication. Also, be sure to update any holidays or days the pharmacy will be closed.

NOTE: LEAVE BEGINNING AND END DATE BLANK

CONTACT US

If you have any questions or concerns.

rxlocal@redsailtechnologies.com

STEP 02

Location Name

Click the "RxLocal" tab in my location then click the "edit" button on the top right. The first item on this page is the "Name Override" section. If there are any reasons you would like the pharmacy name to be different than what we have listed in PioneerRx, it can be changed here.

STEP 03

Delivery

Do you offer delivery? If yes, make sure the "Enable Delivery" section is checked. If not, uncheck the box.

STEP 04

Disclaimer

In your "Rxlocal Options" there is a tab that reads "Disclaimers" on the top left hand corner. Be sure to edit your disclaimers as this is what patients will see when ordering prescriptions.

STEP 05

RxLocal Queue Options

This will set the earliest available pickup for the app and Patient Portal. Adjust refill and renew (when no refills are remaining) times to fit your pharmacy's needs.

STEP 06

Online Script Availability

This option determines how long you'd like a patient to be able to refill after the prescription has expired.

STEP 07

Recently Filled Options

In RxLocal, medications will be designated into sections including “available for refill” and “too early for refill.” In this section you will need to:

- A. Decide at what point medications transfer from “too early” to “available.” You can choose either days until empty or % until empty.
- B. Decide if patients are able to request refills even if it is too early. If so, check “Allow Customers to Submit Recently Filled.”

STEP 08

Mobile Setting UPDATE BACKGROUND IMAGE

In this section you will chose the background image on the app. It is pre-set to a stock image of a pharmacist. Choose any image that is larger than 2250 x 1290 pixels.

ONLINE REFILL

Setting up your online refill is easy!

STEP 09

Embed Link On Website

Send the link to whoever is responsible for your webpage and they’ll simply embed it into a refill button.

MARKETING

Alright, you've got RxLocal fine-tuned to fit your pharmacy! Now, how do you let your patients know? Below are tips on how to drive user adoption.

STEP 10

Word of Mouth

This is going to be your most valuable tool. Make sure your staff is knowledgeable about the app and they're telling your patients!

STEP 11

Bag Stuffers & Guides

Although word of mouth will be your strongest adoption tool, we do provide bag stuffers and guides at www.rxlocal.com/resources-page/.

STEP 12

Website Link

Do you have a link on your website? You should! At the very least, you should have a section on your home page informing users of your app, its function and how to download it.