

## Keep in Touch webinar – FAQ's

### **Q: Can you input a reason for adding a patient to the clipper?**

A: Currently no, but this is a feature we are hoping to develop in a future upgrade

### **Q: How can I change my invoice type to the new ones' that have been released?**

A: You can log a ticket with our support team who will be able to assist you in changing to the new format.

### **Q: Is there an app the client has to download to use the telemedicine video call feature?**

A: No, there is no app or software needed. The client can just follow the link they receive and it will give them instant access to the video call.

### **Q: Where are the snapshots saved to when taking one in the video call?**

A: The snapshots go into the computers downloads, which you can then use to attach to a patients' record

### **Q: Is this service only for Healthcare Plan members?**

A: No, any client at the practice can make use of the home delivery service.

### **Q: Is this service available for Preventative medication only?**

A: In this first phase, yes. MWI have plans to extend the product range at a later date.

### **Q: How will the practice be charged?**

A: When the prescription is sent to the MWI Pharmacy to dispense with the client's address, a charge will be placed back on the customers MWI wholesale account. This will show in the same manner as a typical wholesale order and invoiced in the same way including wholesaler discount if applicable. This will also include the dispensing and packaging fee.

The cost will be applied per prescription (not item)

### **Q: Do batch numbers come across if you arrive an order using the ASN?**

A: Yes they will automatically import once you accept the items on the ASN screen.

### **Q: When building the SMS triage, can I choose what trigger word is used?**

A: Yes you can, a member of our consultant team will work with you to create a tailored workflow to suit the needs of your practice.

### **Q: What happens if a client doesn't respond to one of the SMS messages?**

A: A time limit is set that causes the unfinished triage to be sent via email to the practice, where they will be able to clearly view it timed out. It will contain the mobile number used to activate the trigger word, so a member of staff can contact that client if needed.