

## Patient Notifications - FAQ

### **What is the “Notify Patient” feature?**

This new feature allows providers to trigger a text message (SMS) to the patient’s mobile number after a prescription is signed and sent to their pharmacy.

### **Why is DrFirst rolling out this functionality?**

This new functionality is designed to increase medication adherence by addressing the clinical, behavioral and economic barriers that prevent patients from picking up their prescriptions.

### **How does it work for the provider?**

The **Notify Patient** option will appear under the **Signature Password** section. It will display a checkbox, giving the option to send the text message (SMS) notification to the patient. The patient’s mobile number will be displayed so the provider can verify or edit it if needed. This option will appear automatically and will only apply to patients with a mobile number on file.

### **How does it work for the patient?**

Patients receive a text message (SMS) 10min after a prescription is signed in Rcopia. The text message tells patients that their new prescriptions have been sent to the pharmacy. The text message contains a clickable link (URL) that allows patients to visit a secure website to:

- Review the out-of-pocket cost for new prescriptions
- Access available discounts and educational material
- Confirm pickup time at their pharmacy

### **How are patients authenticated in the secure website?**

Patients who receive the text message can click on a secure link will visit a secure, HIPAA compliant platform where they can authenticate using their name and birthdate. If their entries match the data in the EMR, they will receive a second text message (SMS) with a 4-digit code and will be required to enter this code to view their new prescriptions and pharmacy information.

**Can patients opt-out from this program?**

Yes. Patients can reply “STOP” to any text message they receive in order to unsubscribe from any future notifications.

**How will this feature impact the e-prescribing workflow?**

This feature works automatically, without impeding the e-prescribing workflow in any way.

**How can providers opt-out from this functionality?**

Providers can simply unselect the **Notify Patient** option in the signature screen in Rcopia.

**What happens if a patient does not have a mobile number?**

If the patient record does not contain a valid mobile number, the **Notify Patient** option will not be triggered by Rcopia.

**How will this work for patients who are minors?**

Given the wide array of state regulations concerning minors, this feature will not be offered for patients under the age of 18.

**Who have patients reacted to this service so far?**

This solution has received +95% satisfaction ratings from patients over the past 12 months. DrFirst has successfully deployed this service with over 20,000 providers and 4 Million patients.