

Guide to Using the HMC Rx Care App

How do I download the app?

- To download the app, go to Google play or the App Store on your smartphone.
- Search for “HMC Rx Care” in the search bar.
- Select the app entitled “HMC Rx Care” with Hamilton Medical Center’s logo above the word “Refills” and download.
- The app is free to download and free to use!

How do I create a profile?

- Open the app.
- Click on “Register for an Account”, you need:
 - Patient’s last name
 - One of the patient’s prescription numbers (Rx#)
 - Found on the upper left hand side of the prescription label and is highlighted in yellow
 - Patient’s date of birth
- Select “Next” in the upper right hand corner
- To create an account, you will:
 - Create a username
 - Create a password
 - Must be 8 or more characters
 - Must contain at least 1 letter and 1 number
- Select “Next” in the upper right hand corner
- Enter and confirm your email
- Enter and confirm a PIN number
 - You will be asked for the PIN each time you open the mobile app
- Click “Finish” and you will now have access to the app!

How do I use the “Refill Prescriptions” section?

Adding a Patient to Your Account

- Click on “Refill Prescriptions”
- Click on the “+” button in the upper right hand corner
- You will need:
 - Patient’s last name
 - One of the patient’s prescription numbers (Rx#)
 - This is found on the upper left hand side of the prescription label and is highlighted in yellow
 - Patient’s date of birth

Removing a Patient from Your Account

- Click on “Refill Prescriptions”
- Swipe left of the patient to be removed.
- Select “Delete”

<p>Requesting a Refill</p>	<ul style="list-style-type: none"> ● Click on the patient you would like to submit refills for ● Click on the prescription(s) you would like to have refilled ● Click on “Refill Selected” in the bottom right corner. ● You may leave a comment for us, but this is not required. ● Click “Submit Refill” ● The app will confirm the sent request and give an estimated pickup time ● Please Note: Sent requests do not immediately show up in our system.
<p>Viewing Your Profile</p>	<ul style="list-style-type: none"> ● Click on “Refill Prescriptions” ● Click on the patient whose profile you would like to view ● Click on “Profile” <p>This profile has a list of patient’s:</p> <ul style="list-style-type: none"> ● Medications (however, this is not a comprehensive list and may not include inactive or expired medications) ● Prescribers and their contact information ● Insurance Information ● Allergies
<p>Viewing Your Medication Information</p>	<ul style="list-style-type: none"> ● Click on “Refill Prescriptions” ● Click on the patient whose profile you would like to view ● Click on the “information” logo next to the medication. <ul style="list-style-type: none"> ○ Please Note: Medications that are expired or have no refills may not have this option. The medication in this list are those that are “Available for Refill” and those that have been “Recently Filled” <p>This information will show you:</p> <ul style="list-style-type: none"> ● A picture or description of the medication (if available) ● Medication Name ● Refill Status ● Refills Remaining ● Days Supply ● Last Filled Date ● Expiration Date (for refills) <p>You may also set reminders from this screen!</p>
<p>What is in the “Contact Us” section?</p>	
<ul style="list-style-type: none"> ● Map of our physical location ● Phone Number ● Email 	

How do I use the “Reminders” section?

Adding a Reminder

- Click on “Reminders”
- Click on the “+” in the upper right hand corner
- Select the medication(s) for the patient(s) you would like to have a reminder for
 - **Please Note:** Doing this for multiple medications at once sets the same reminder for each medication. To set different reminders, please follow the same process but for each medication as needed.
- Click “Next”
- Select the frequency
 - Once (you will need to select a date)
 - Daily
 - Weekly (select a day of the week)
 - Monthly (select a date)
- Click “Next”
- Set the time(s)
 - To add an additional time select “Add Time” on the bottom right
- Click “Save”

Removing a Reminder

- Swipe left on the reminder
- Click “Delete”

Editing a Reminder

- Click on the reminder you would like to edit
- Follow the prompts and change the information you need

How do I change my settings?

- Click on the screwdriver/wrench icon on the bottom right of the main page
- Here you are able to:
 - Change your PIN
 - Change your password or email
 - Logout

I have forgotten my username and/or password! Help!

- Click on “Forgot username or password?”
- For Username:
 - Click on “Username” from the menu that comes up
 - Enter your email address
 - An email will be sent to you with your username
 - Click “Submit” in the upper right corner
- For Password:
 - Click on “Password” from the menu that come up
 - Enter your username
 - Click “Submit” in the upper right corner

