

Hello, and thank you for signing up with RxLocal! We're sure you're very excited about offering your patients the ability to refill medications online and on their phone, but there are a few things you'll need to do first. Below is a step-by-step guide of everything you'll want to do to make RxLocal fit your pharmacy as best as possible. If you have any questions or concerns, please don't hesitate to reach out to apps@pioneerRx.com or call us at 318-797-1717 and we'll be happy to assist you.



APP SET UP

First thing's first, let's set up the app. Everything you're going to do here is going to be in your PioneerRx Software. NOTE: If you have multiple locations, you will need to have these settings in place at each location's PioneerRx software.

1. Location hours

In Pioneer, 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

2. Location name

(Optional): Next, you'll click the "RxLocal" tab in my location. Click the edit button on the top right. The first thing on this page is the Name Override section. If there is any reason you want the name different than what we have listed in Pioneer, you'll change the name here.

3. Delivery options

Do you offer delivery? If yes, make sure the "Enable Delivery" section is checked. If not, uncheck the box. In the delivery section, the app will read "Prescriptions ordered weekdays by noon will be delivered same day. If this information is inaccurate, please select Pickup and update your information on your next visit to the pharmacy" If you would like this changed, please send an email to apps@pioneerRx.com with the preferred text and he'll make the adjustment.

4. RxLocal Queue Options

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

5. Online Script Availability:

How long do you want a

prescription to be viewable on RxLocal after it expires or runs out of refills? Select how many days here.

6. 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:

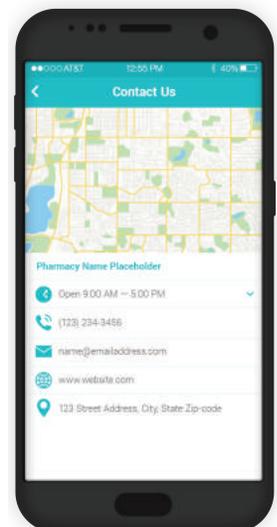
- Decide at what point medications transfer from "too early" to "available." You can choose either days until empty or % until empty.
- Do you want patients to be able to request refills even if it is too early? If so, check "Allow Customers to Submit Recently Filled."

7. Mobile App Settings

(Background Image): In this section you will chose the background image on the app. It is pre-set to a stock image of apothecary vials.

Choose any image that is larger than 2250 x 1290 pixels. If you need an image resized. Contact apps@pioneerRx.com and he will resize the image

note: if the image is significantly smaller than the requirements the background will appear fuzzy





ONLINE REFILLS

Next, we'll update the RxLocal web refill link. There are two main things you will need to do.

1. Update the Image

We will put your logo on the top left of the page as well as add a prescription label with your logo on the right-hand side. Please send a JPG or PNG file of your logo to apps@pioneerx.com and he will update the page.

2. Check the Disclaimers

Go through the refill process on either your own or a test account. Throughout the process, there will be several disclaimers in red font. These can all be edited to your preferences on the second tab of the rxlocal page.

3. Put it on your website

You'll need to decide how you want the refill page to appear. Would you prefer an embedded button or an iFrame? Send the link to whoever is responsible for your webpage and they'll know what to do. Don't have a website? Ask about our templates!

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.

1. 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!

2. Bag stuffers and guides

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

3. Website Link

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