

MedView Flow FAQ's

What is MedView?

MedView is an online platform that hosts a range of apps designed to enable health practitioners make medicine use safer for patients. The system works on patient consent and allows specific practitioners to view both prescribing and dispensing transactions for consented patients.

What is MedView Flow?

MedView Flow is the newest app on the MedView Platform which brings paper-based and electronic scripts into the one electronic workflow. This blending of workflows allows pharmacists to create a consistent patient experience irrespective of whether their patients choose paper or electronic prescriptions.

Does MedView Flow allow patients to choose how they submit their prescriptions?

MedView Flow will enable patients to choose how they submit their prescriptions, whether in person or electronically. This means that pharmacies can focus on looking after their patients rather than trying to manage multiple interfaces for the growing number of health apps and websites. MedView Flow allows pharmacies to be patient platform agnostic – giving their existing and potential new patients more ways to submit their prescriptions.

Why do pharmacies need MedView Flow?

MedView Flow plays two very important rolls inside a pharmacy:

- Providing pharmacists with a workflow tool to manage both electronic (SMS, email or mobile app) and paper prescriptions seamlessly
- Providing pharmacists with a place to view the original legal document for paperless prescriptions.

What are some of the features of the initial version of MedView Flow?

MedView Flow has the following features:

- Script In – enabling pharmacies to accept both paper and electronic prescriptions alongside other work items
- MySQL Access – enabling pharmacies to queue scripts from patient's active script list (MySQL)
- Queue Management - enabling pharmacies to process ePrescriptions in a dynamic flexible way, queuing the tokens into the dispense queue alongside paper prescriptions and other work items
- Checking – enabling pharmacies to view the original legal document (for electronic prescriptions)

Does MedView Flow allow the dispensing queue to be adjusted?

MedView flow adapts both to the requirements of each script or the piece of work entering the queue e.g. waiting and calling back. It can also be adjusted by team members as the need arises e.g. a patient returns earlier than expected.

Is MedView Flow affiliated with particular patient apps or websites?

MedView Flow is designed to be "agnostic", meaning its open to all patient focused apps, platforms and dispensing systems.

Who operates MedView Flow?

MedView Flow is operated by eRx Script Exchange, Australia's leading prescription exchange. For more information about eRx please visit www.erp.com.au

Is MedView Flow integrated with my dispensing software?

Most dispensing software systems will be fully integrated with MedView Flow. For pharmacies using non-integrated solutions or solutions that are in the process of integrating, script barcodes can be scanned directly from the MedView Flow screen in the same way that a paper prescription would be scanned today.

Do I need separate hardware to run MedView Flow?

It is advised that you have a modern computer terminal and scanner at your script-in counters. The physical in-pharmacy script-in process could equally be handled using tablets (with cameras).

Once prescriptions are received into the MedView Flow queue, pharmacies should consider whether dispensing and checking stations should operate dual screens or have central tablets / queuing units to allocate work to dispensing software / allow the pharmacist to check the dispensed items against the original legal document (in the case of an electronic script).

Can MedView Flow be used on mobile devices?

Yes, MedView Flow is a web App and is optimised for either desktop or tablet. The app will still run on a phone, but the experience is not optimal because of the amount of data that must be displayed to the user.

How do I register my pharmacy for MedView Flow?

To register simply [click here](#)

What is the pharmacy licensing options for MedView Flow?

MedView Flow is licensed to pharmacy on a per device basis:

- The first 5 licenses (devices) per pharmacy are granted FREE of charge
- Pharmacies who subscribe to the MedView Paperless Claiming product are granted 10 licenses (devices) with Paperless Claiming. i.e. an additional 5 devices over and above their free allocation of 5
- Pharmacies who require extra licenses will be charged \$10 +GST per month per additional device

Over time optional premium features may be offered to pharmacies using MedView Flow and these will be charged separately.