



MedAdvisor App – Helpful Tips

This guide is designed to help your pharmacy quickly resolve common issues.

Incorrect Repeats or Adjusting Days Supply Left

1. Go to **Patients** in MedAdvisor for Pharmacy > Search for the patient > Open their profile > Select **Scripts** > Manually update repeats or days supply.

Deferred Script

1. Defer the script in dispense.
2. If it's not picked up by MedAdvisor, follow these steps:
 - Search for the patient > Open their profile.
 - Select the **Scripts** tab > Click the **+** icon next to existing drugs and choose **Create Deferred Script**.
 - For new medications, select **Create Deferred Script: New Medication**.

Swapping Pharmacies

1. Search for the patient > Open their profile > Select **Send Invitation**.
 - An invitation will be sent via email and/or SMS to connect to your pharmacy.

Users can also do this via the App

1. Tap the **Pharmacy** section in the App
2. Search pharmacies that are nearby, or search any pharmacy on the MedAdvisor network via suburb or postcode.
3. Then press '**Select**' on the preferred pharmacy.
4. Scroll to the bottom and select "Set as favourite pharmacy"

Login Issues & Resetting Passwords

- Search for the patient > Select **Details**.
- Click **Reset Password** and choose to reset via SMS or email.

Users can also do this via the App

- On the login screen, select “**Forgot Your Password?**” and follow the steps.
- Once you log in with your new password, you are able to change the password (Go to ‘Settings > Privacy & Security > Change Password’).

If this method does not work, contact support to delete an account and start over (see below on deleting an account).

Patient Already Has an Account

- Have the patient log into their MedAdvisor App account. If they encounter any issues logging in, they can reset their password using the provided instructions above. Once logged in, ask them to select your pharmacy by following the "Swapping Pharmacies" instructions mentioned earlier.

Deleting an Account

- Search for the patient > Select Details > Click Delete Account.
- Patients can also delete their account through the app:
 - Go to Settings > My Profile > Delete Account.
- Accounts can take 24–48 hours to delete.

Missing Medications or Incorrect Medications in the app

- Contact our Support Team for assistance.

Key Information: How Patient Matching Works

- MedAdvisor accounts are created using the patient’s Medicare/DVA number as a unique identifier.
- Each Medicare/DVA number can only have one account.

If a patient doesn't have a Medicare card, they can still use the MedAdvisor App to interact with the pharmacy and place e-script orders. However, their medication list won't load without a Medicare number. Alternatively, you can sign them up for the SMS reminder service.



Need Further Assistance? Contact Us

Email: support@medadvisor.com.au

Phone: 1300 125 343

Knowledge Base Articles: <https://support.medadvisor.com.au/>

Promote the App in store: <https://shop.mymedadvisor.com/>

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