

# GuildCare NG User Guide:

## How to Enrol a Patient into Messaging

The screenshot displays the GuildCare NG Home dashboard. At the top, there is a navigation bar with the following items: HOME, PATIENTS, SERVICES, MESSAGES, CALENDAR, REPORTS, CAMPAIGNS, and ADMIN. On the right side of the dashboard, there are two key performance indicators: "1 patients enrolled" (1 in the past 7 days) and "0 patients activated" (0 in the past 7 days). The main content area is divided into several sections:

- Read all the latest Release Notes:** A prominent blue tile with a "NEW" badge and a "READ FULL RELEASE NOTES" button.
- Latest News:** A section featuring a news article titled "GuildLink launches new myPharmacyLink features to help drive p..." with a "READ MORE" button.
- New GuildCare NG & myPharmacyLink Resources:** A section with three download icons and a mouse cursor pointing to the middle one.
- Need Support?:** A section providing contact information: "Monday - Friday 8:30AM - 6:00PM (AEST)", "1300 647 492", and "support@guildcare.com.au". It also includes a "Stay up-to-date on LinkedIn" link.
- Webinars:** A section titled "GuildCare NG Webinars now available! Register today to secure your spot!" with a "REGISTER NOW" button. It lists topics: "GuildCare NG Onboarding" and "Messaging in GuildCare NG".
- MedsCheck 6CPA Program Updated:** A section with a large circular arrow icon.

On the left side, there is a dark sidebar with "Training Videos" at the top and "Dispense Requests" at the bottom.

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# Selecting a patient to enrol into Messaging

When enrolling a patient into **Messaging**, we are enrolling the patient into receiving messages via a selection of channels:

- SMS
- Email
- Voice messaging

We can select a patient from the **Patient List**, or search for a patient using the **Search** function.

To enrol a patient into Messaging:

1. Start by selecting **Patients** from the Top Menu
2. Select your patient from the **Patient List**
3. **Double click** on your selected patient

The screenshot displays the GuildCare Patients interface. The top navigation bar includes 'HOME', 'PATIENTS', 'SERVICES', 'MESSAGES', 'CALENDAR', 'REPORTS', 'CAMPAIGNS', and 'ADMIN'. The 'PATIENTS' tab is selected and circled in yellow. A search bar is located below the navigation bar. The main area shows a table of patients with columns for Last Name, First Name, Address, Medicare, and Date of Birth. The patient 'Jason Bell' is highlighted in grey, and a yellow circle around the table is labeled '3'. A yellow circle around the 'PATIENTS' tab is labeled '1'. A yellow circle around the 'Jason Bell' row is labeled '2'. The bottom right corner shows 'Viewing 1 to 41 of 41'.

	Last Name	First Name	Address	Medicare	Date of Birth
O	Hentze	Oscar	64 Campbells River Road IRYMPLE NSW 2835	55792719911	01/05/1935
A	Pugh	Aaron	95 Villeneuve Street DOREEN VIC 3754	66018542021	20/04/1952
L	Aarons	Lachlan	33 Gilbert Street BROOKLYN TAS 7320	43448232514	
T	Rhodes	Taylor	47 Cornish Street TARNEIT VIC 3029	44400767011	09/12/1934
T	Harvey	Terry	65 Cornish Street BURNSIDE HEIGHTS VIC 3023	22143261192	09/04/1933
C	Wingo	Carole	83 Reynolds Road GYMPIE DC QLD 4570	43030384414	12/07/1953
J	Darby	Jermaine	46 Beach Street STONY HEAD TAS 7252	50549127015	28/01/1950
K	Hughes	Kenneth	16 Badgery Road URILA NSW 2620	29877710012	28/06/1972
J	Bell	Jason	21 Fairview Street GARVOC VIC 3265	68672580178	10/11/1949
S	Pamphlett	Savannah	66 Campbells River Road COMBARA NSW 2829	55560998285	02/09/1989
A	Brewer	Anna	57 Dossiter Street SOUTHPORT LAGOON TAS 7109	67940762116	09/05/1984
M	Howell-Price	Mason	23 Kerma Crescent HERMITAGE FLAT NSW 2790	66825625696	19/09/1945
A	Willcock	Anthony	91 Carlisle Street CLONBINANE VIC 3658	23112905123	21/06/1979
M	Gadson	Mary	25 Begley Street TARZALI QLD 4885	29701923129	08/03/1960
C	Davey	Charlie	57 McKillop Street BEN NEVIS VIC 3377	21024671719	02/09/1949

# Review current patient information

1. When viewing the **Patient's Profile** page, **first** make sure all Patient Information presented is:

- Correctly spelt
- All fields filled

On this page, we can see:

2. Which **Preferred Communication Channel** the patient has selected.

3. Any **Services** which may have been provided

4. Whether any **Recurring Messages** have been set

5. If the Patient has any upcoming or previous **Appointments**

6. **Medications**

The screenshot displays the GuildCare interface for a patient's summary. The breadcrumb trail at the top reads "GuildCare > Patients > Patient > Summary". The navigation bar includes "HOME", "PATIENTS", "SERVICES", "MESSAGES", "CALENDAR", "REPORTS", "CAMPAIGNS", and "ADMIN". The left sidebar lists various actions: "Edit Patient", "Messaging", "myPharmacyLink", "6 CPA", "Patient Services", "Patient Adherence", "Admin Modules", "Partner Programs", "Book Appointment", and "Dispense Requests". The main content area is divided into several sections:

- 1**: Patient profile header showing a red circle with the letter 'J', the name "Jason Bell", and the address "21 Fairview Street GARVOG VIC 3265".
- 2**: A communication channel icon (envelope) in the top right corner.
- 3**: The "Services" section, which is currently empty.
- 4**: The "Recurring Messages" section, which is currently empty.
- 5**: The "Appointments" section, which is currently empty.
- 6**: The "Medications" section, showing a table with one entry: "Crosvuva 40 mg tablet, 30 rosuvastatin" with 4 available repeats.

# Enrolling a patient into Messaging

1. To enrol the patient, click on **Messaging** in the sidebar menu on the left hand side of the screen.

2. The **Messaging Enrolment** dialogue box will appear on-screen.

The screenshot shows the GuildCare interface for a patient named Jason Bell. The sidebar menu on the left has 'Messaging' highlighted with a yellow circle and a '1'. The main content area shows patient details and various service sections. A '2' is placed near the 'Messaging Enrolment' dialog box that is open in the bottom right corner.

**Messaging Enrolment**

**Patient Consent**

I confirm the patient has consented to being contacted by this pharmacy.\*

**Contact Details**

Mobile number	Phone number	Email address
0412345678	0353878181	JasonLBell@example.com.

**Preferred Communication Channel**

EMAIL  
 SMS  
 VOICE

**Optional**

Patient's scripts are kept on file  
 Send a welcome message

CANCEL SUBMIT

# Enrolling patients into Messaging

To complete the enrolment details for the patient:

1. Within the **Patient Consent** section: **Select the checkbox to confirm the patient has consented** to being contacted by the pharmacy – **This is a mandatory field**, as indicated by the asterisk\*.
2. Fill out the **Contact Details**.
3. Select a **Preferred Communication Channel**: Email, SMS, or Voice.
4. Within the **Optional** section: The **Patient's scripts are kept on file** checkbox is selected by default - This option refers to all of the Patient's Medications.  
*NOTE: If the patient doesn't want to keep their scripts on file, they may still wish to receive Medication Reminders.*
5. You can select to **Send a welcome message** to the Patient, as a way of confirming with them that the service is active.
6. Then click **Submit**.

**Messaging Enrolment**

**Patient Consent** 1  
 I confirm the patient has consented to being contacted by this pharmacy.\*

**Contact Details**

Mobile number 2 0412345678	Phone number 0353878181	Email address JasonLBell@example.com
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**Preferred Communication Channel** 3  
 EMAIL  
 SMS  
 VOICE

**Optional** 4  
 Patient's scripts are kept on file  
 Send a welcome message 5

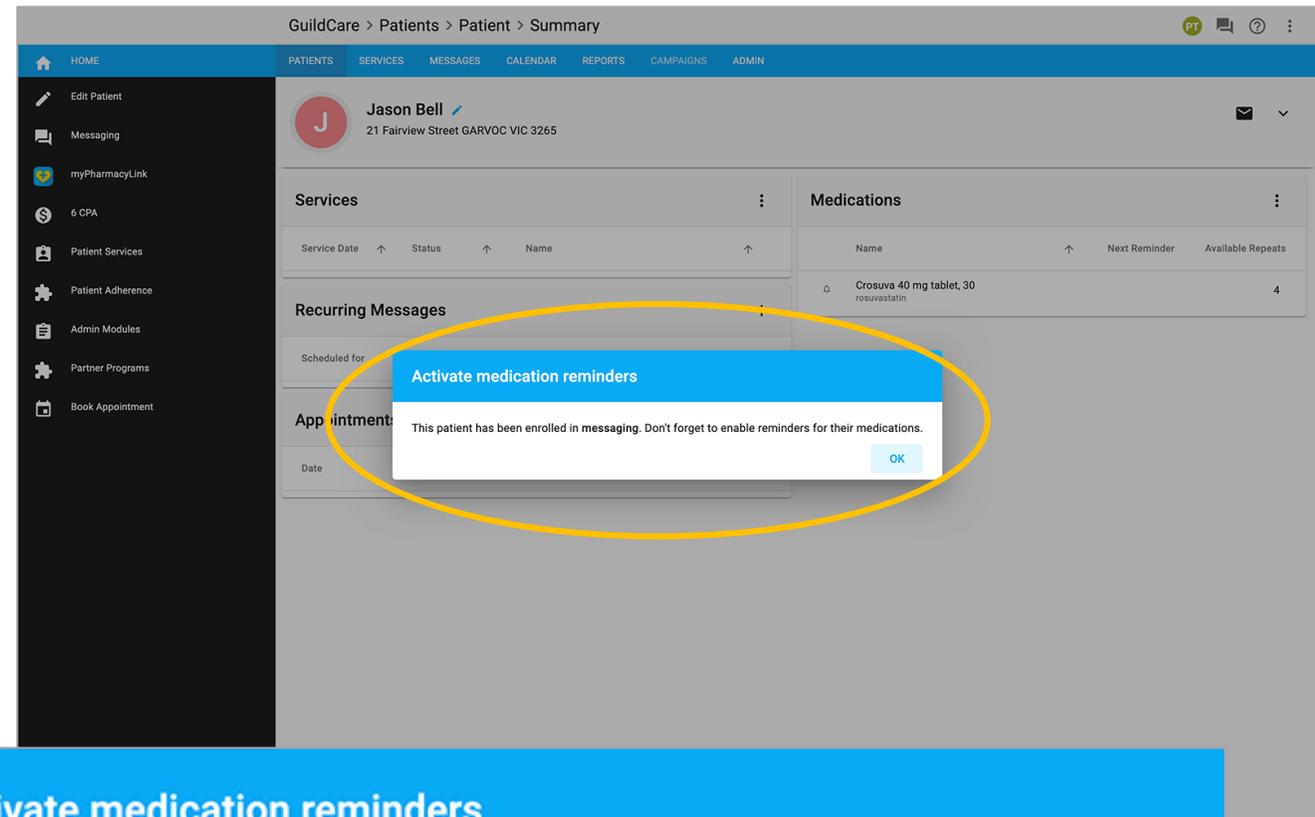
CANCEL **SUBMIT** 6

# Having enrolled the patient into Messaging

1. The patient is now enrolled for messaging within GuildCare NG and the **Activate Medication Reminders** pop up will appear on the screen to remind you to activate medication reminders for the patient.

2. Click **Okay** to close.

*\*\* For more information, please refer to the How to Activate Medication Reminders for Patients video for more details.*



1

## Activate medication reminders

This patient has been enrolled in messaging. Don't forget to enable reminders for their medications.

2

OK

# Having enrolled the patient into Messaging

1. In the Patient's Profile, they now have a **Messaging Channel icon** visible in the top right corner of the patient's profile page.



If EMAIL has been selected, a Mail icon will be displayed.



If SMS has been selected, a Messaging icon will be displayed



If VOICE has been selected, a Phone icon will be displayed



If the Patient has been enrolled into myPharmacyLink, the app icon will also be displayed.

The screenshot shows the GuildCare patient profile for Jason Bell. The top navigation bar includes HOME, PATIENTS, SERVICES, MESSAGES, CALENDAR, REPORTS, CAMPAIGNS, and ADMIN. The patient's name and address are displayed: Jason Bell, 21 Fairview Street GARVOC VIC 3265. The page is divided into several sections: Services, Medications, Recurring Messages, and Appointments. A yellow circle highlights a '1' notification badge and a mail icon in the top right corner.

Service Date	Status	Name
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Name	Next Reminder	Available Repeats
Crosuva 40 mg tablet, 30 rosuvastatin		4

Scheduled for	Text
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Date	Title
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# Amending Messaging Settings

1. Having enrolled the patient, when you click on Messaging:

2. The Messaging Settings box will now appear, allowing you to adjust the messaging settings.

- To unsubscribe the patient from Messaging: Untick the **Messaging Active** checkbox.
- To disable Reminders: Untick the **Reminders Enabled** checkbox.
- If the patient does not want the pharmacy to keep their scripts on file: Untick the **Scripts kept on file** checkbox

\*\* Within this Settings box, you can change the Active Communication Channel if the patient would prefer a different option.

3. Patients enrolled in myPharmacyLink will have the myPharmacyLink channel enabled.

\*\* Refer to the video "How to enrol a patient into myPharmacyLink" for more details.

4. Click **Save** to save the Messaging Settings.

The screenshot displays the GuildCare patient messaging settings interface. The top navigation bar includes 'HOME', 'PATIENTS', 'SERVICES', 'MESSAGES', 'CALENDAR', 'REPORTS', 'CAMPAIGNS', and 'ADMIN'. The patient summary for Jason Bell (21 Fairview Street GARVOG VIC 3265) is shown. The sidebar menu on the left has 'Messaging' highlighted with a yellow circle and the number 1. The main content area shows sections for Services, Medications, Recurring Messages, and Appointments. A 'Messaging Settings' modal is open (2), showing 'Reminder Settings' with a signup date of 18/10/2019. The settings are: Messaging active (checked), Reminders enabled (checked), and Scripts kept on file (checked). Under 'Active Communication Channel', the options are Email, SMS (selected), Voice, and myPharmacyLink (disabled). The modal has 'CANCEL' and 'SAVE' buttons (4). A yellow '3' is placed near the modal.

# Conclusion

Thank you.

Now you know **How to Enrol a Patient into Messaging** and adjust other related settings within GuildCare NG.

Make sure you watch our other GuildCare NG training videos available at:

<https://ng.guildcare.com.au/training-videos>

If you have any further questions, please contact your GuildCare State Manager.

If you experience any issues with GuildCare NG, please contact GuildCare Support on:

1300 647 492

[support@guildcare.com.au](mailto:support@guildcare.com.au)

### Messaging Enrolment

**Patient Consent**

I confirm the patient has consented to being contacted by this pharmacy.\*

**Contact Details**

Mobile number 0412345678	Phone number 0353878181	Email address JasonLBell@example.com.:
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**Preferred Communication Channel**

EMAIL  
 SMS  
 VOICE

**Optional**

Patient's scripts are kept on file  
 Send a welcome message

### Messaging Settings

**Reminder Settings**

Signup date  
18/10/2019

Messaging active  
 Reminders enabled  
 Scripts kept on file

**Active Communication Channel**

Email  
 SMS  
 Voice  
 myPharmacyLink (this channel will be enabled once the patient activates the app)

CANCEL SAVE