

Pharma Space

User Guide

2020

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Pharma Space User Guide

Pharma Space is an online platform that allows patients to fill prescriptions over the internet from the comfort of their home. Prescriptions filled through Pharma Space are prepared by a pharmacist at the patient's local pharmacy and get shipped directly to the patient's home, or are made available for pickup.

Pharma Space gives patients the convenience of filling their prescriptions whenever and wherever they like, and better accommodates patients with busy schedules or mobility concerns. As well, Pharma Space eases wait times in local pharmacies, as patients can fill their prescriptions without ever stepping into a pharmacy.

The Pharma Space platform offers:

- 24-hour access to view and request prescription refills
- Medical history at the patient's fingertips
- Pharmacy notifications
- A safe and secure online environment

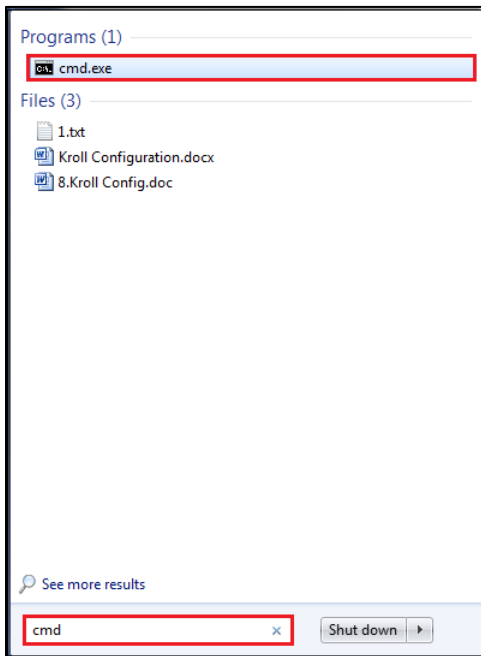
This user guide is intended for pharmacy use and describes both the pharmacy and patient interface in Pharma Space.

Pharmacy Interface: Setup

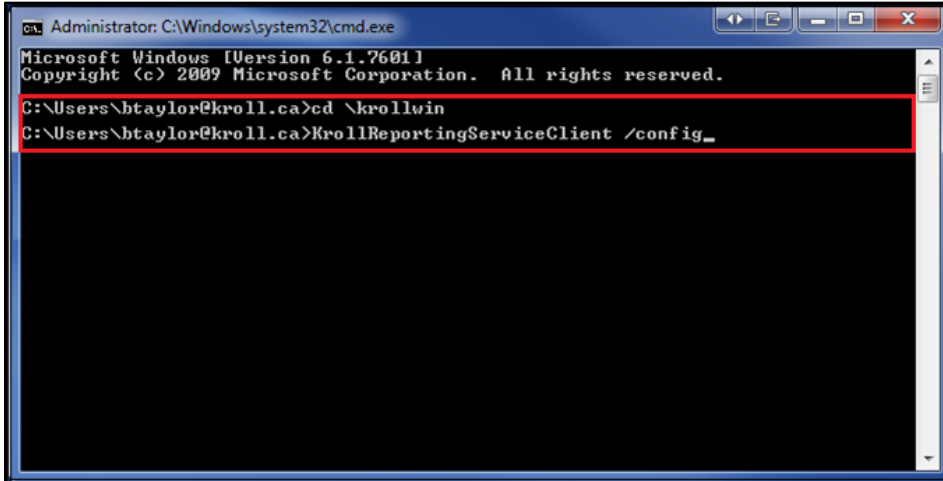
This section explains how to set up and configure Pharma Space in Kroll, how to enrol and unenrol patients, and how to fill prescription orders that have been submitted through Pharma Space. Once configuration is complete, you can generate usernames and passwords for patients so they can access Pharma Space from home computer.

Setting up the Pharma Space Reporting Service

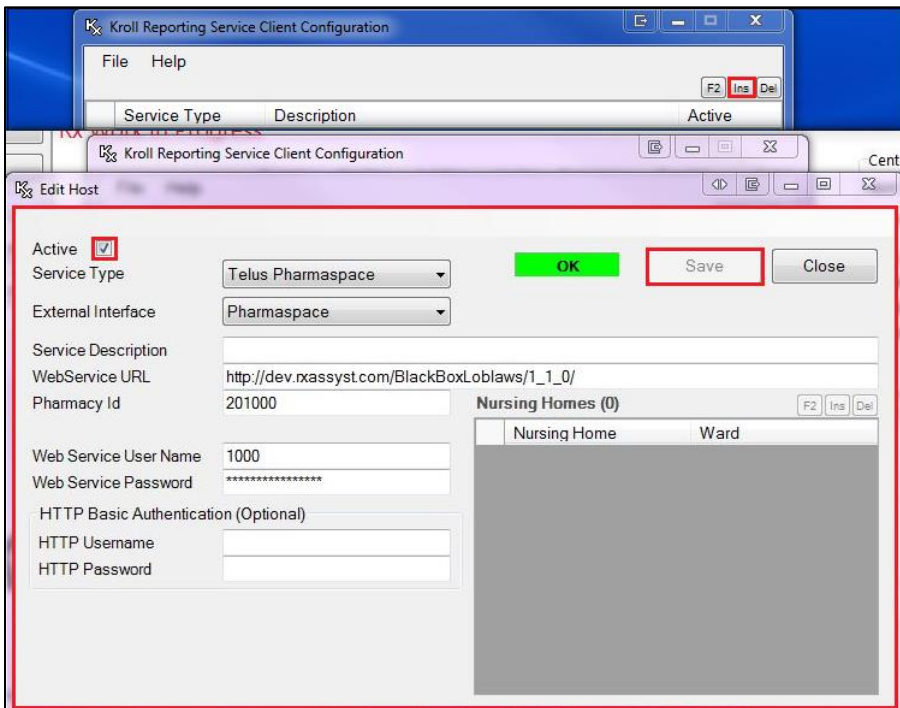
1. From the desktop, click **Start**. Enter '**cmd**' in the search field and select **cmd.exe**.



- The **Administrator** window will appear. Type the command `cd\Krollwin` and press Enter. Type the command `KrollReportingServiceClient/config` and press Enter.



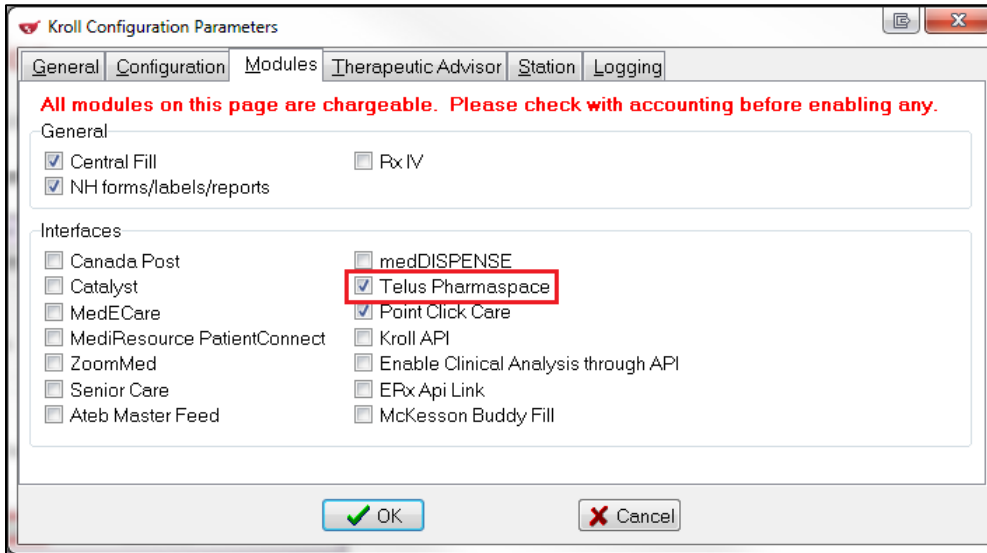
- The **Kroll Reporting Service Client Configuration** window will open. Click **Ins** to add a service client. Select **Telus Pharmaspace** from the **Service Type** dropdown menu and select **Pharmaspace** from the **External Interface** dropdown menu. Complete the **WebService URL**, **Pharmacy ID**, **Web Service User Name** and **Web Service Password** fields. Check the **Active** checkbox and click **Save**.



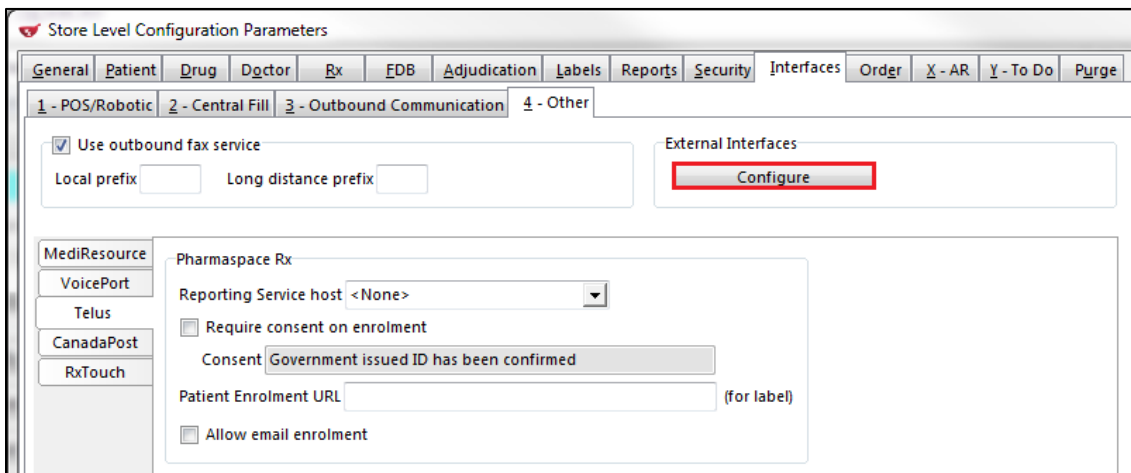
Configuration

This section explains how to configure your Kroll system for use with Pharma Space.

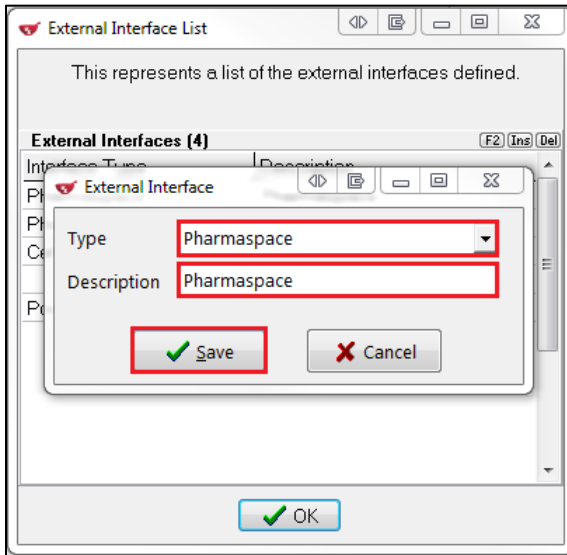
1. Go to **File > Configuration > Kroll > Modules**. Check **Telus PharmaSpace** and click **OK**.



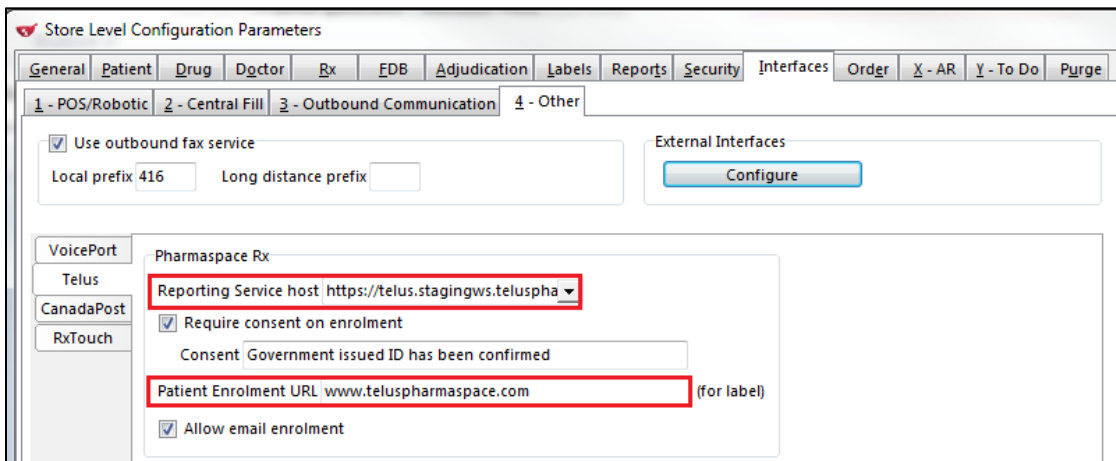
2. Go to **File > Configuration > Store > Interfaces > Other**. Click **Configure**.



- Click **Ins** to add an external interface. Select **Pharmaspace** from the **Type** dropdown menu. Enter a description in the **Description** field and click **Save**. Click **OK** to exit the **External Interface List** window.



- Select the reporting service host from the **Reporting Service Host** dropdown menu. Enter the Pharma Space website in the **Patient Enrolment Url** field.



- Place a checkmark next to **Allow email enrolment** if your pharmacy supports email enrolment.

The screenshot shows the 'Store Level Configuration Parameters' window with the 'Outbound Communication' tab selected. The 'Allow email enrolment' checkbox is checked and highlighted with a red box. Other visible fields include 'Use outbound fax service' (checked), 'Local prefix' (416), 'Long distance prefix', 'Reporting Service host' (https://telus.stagingws.teluspha), 'Require consent on enrolment' (checked), 'Consent' (Government issued ID has been confirmed), and 'Patient Enrolment URL' (www.teluspharmaspace.com).

NOTE: This feature is available only to those customers who have subscribed for email enrolment via TELUS.

Enrolling and Unenrolling Patients

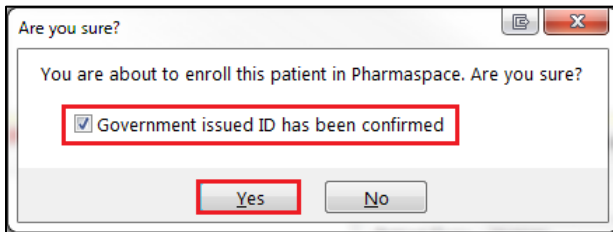
The following section outlines the process of enrolling and unenrolling patients in Pharma Space.

Enrolling a Patient

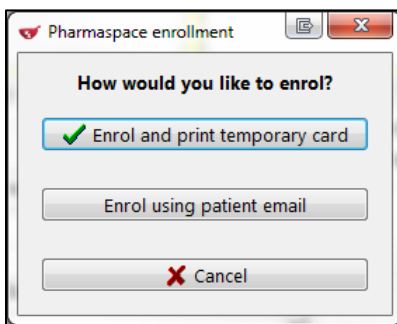
- From the Patient card, select **Patient > Pharmaspace Rx > Enrol Patient**.

The screenshot shows the Patient card menu in Pharma Space. The 'Enrol Patient' option is highlighted with a red box. Other visible options include 'View Alternate Addresses', 'View AR Profile', 'View Batches', 'View Charting', 'View Consents', and 'View Credit Cards'. The patient's details are visible on the right side of the card, including 'Last Name: Space', 'Address 1: 123 Main St', 'City: Toronto', 'Postal: M3B 3J5', 'Birthdate: 01/01', 'Age: 32 years', 'Gender: Male', and 'Language: English'.

- Place a checkmark next to **'Government issued ID has been confirmed'** and click **Yes**.

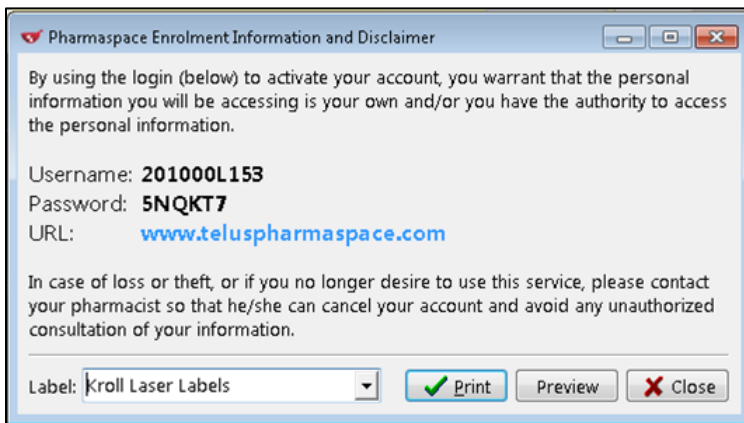


- The **Pharmaspace enrolment** form will appear. Select an option.



- Enrol and print temporary card**: If you select this option, the **Pharmaspace Enrolment Information and Disclaimer** form will appear with the patient's temporary username and password for signing in to Pharma Space. Print this label and provide it to the patient.

Username and password:



Printed label:

Kroll Pharmacy 555-555-5555
100 Krollwin Dr., Toronto

By using the login (below) to activate your account, you warrant that the personal information you will be accessing is your own and/or you have the authority to access the personal information.

Username: 201000L153
Password: 5NQKT7
URL: www.teluspharmaspace.com

In case of loss or theft, or if you no longer desire to use this service, please contact your pharmacist so that he/she can cancel your account and avoid any unauthorized consultation of your information.

- A **Telus Pharmaspace Enrolment** entry will be added to the **Consent** pane in the Patient card.

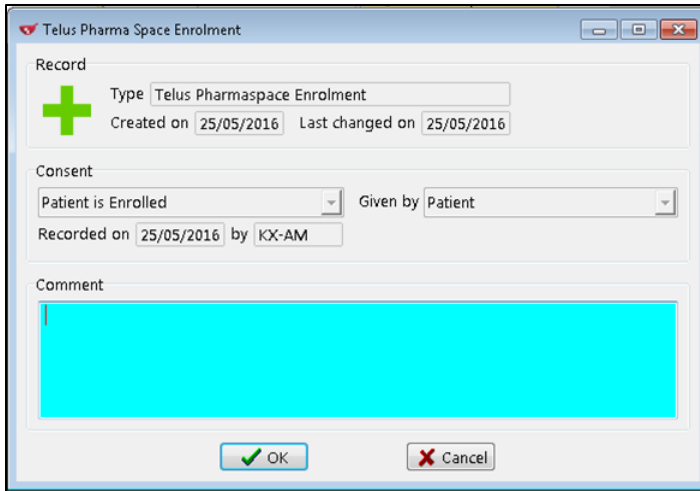
Consent			
Items (2)			
Type	Program	Consent	Consent Date
Privacy Consent		Verbal Consent	26/05/2016
Telus Pharmaspace Enrolment		Patient is Enroled	26/05/2016

NOTE: If the temporary username and password are lost before the patient registers on the Pharma Space site, you will have to unenrol and re-enrol the patient to generate a new username and password.


- b) **Enrol using patient email:** If you select this option, the **Enrolment by email** form will appear. Enter the patient's email address and click **Enroll**.

- A message indicating the patient has been enroled in Pharmaspace will appear. Click **OK**.

- The **Telus Pharma Space Enrolment** form will appear displaying the patient's enrolment information. Enter a comment in the space provided (optional) and click **OK**.

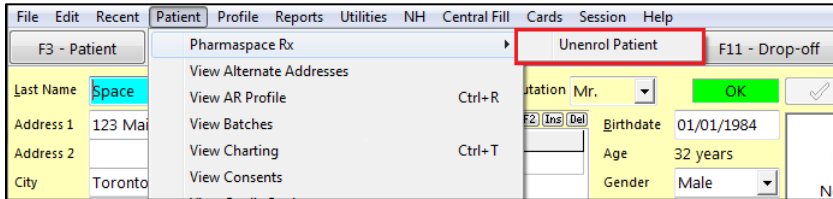


- A Telus Pharmaspace Enrolment entry will be added to the Consent pane in the Patient card.

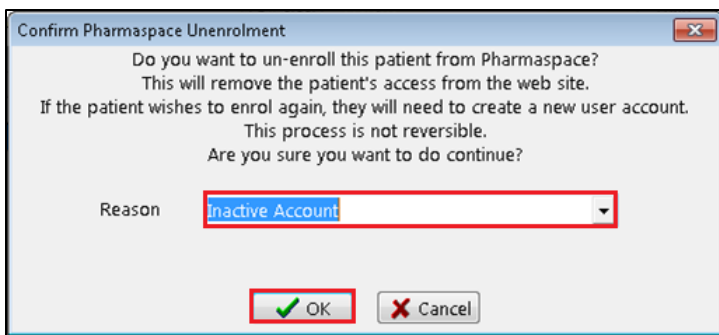
Consent			
Items (2) (F2) Ins Del			
Type	Program	Consent	Consent Date
Privacy Consent		Verbal Consent	26/05/2016
 Telus Pharmaspace Enrolment		Patient is Enroled	26/05/2016

Unenroling a Patient

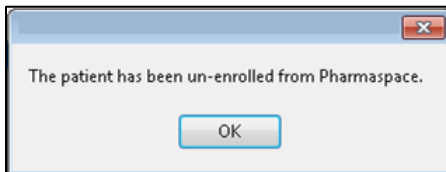
1. From the Patient card, select **Patient > Pharmspace Rx > Unenrol Patient**.



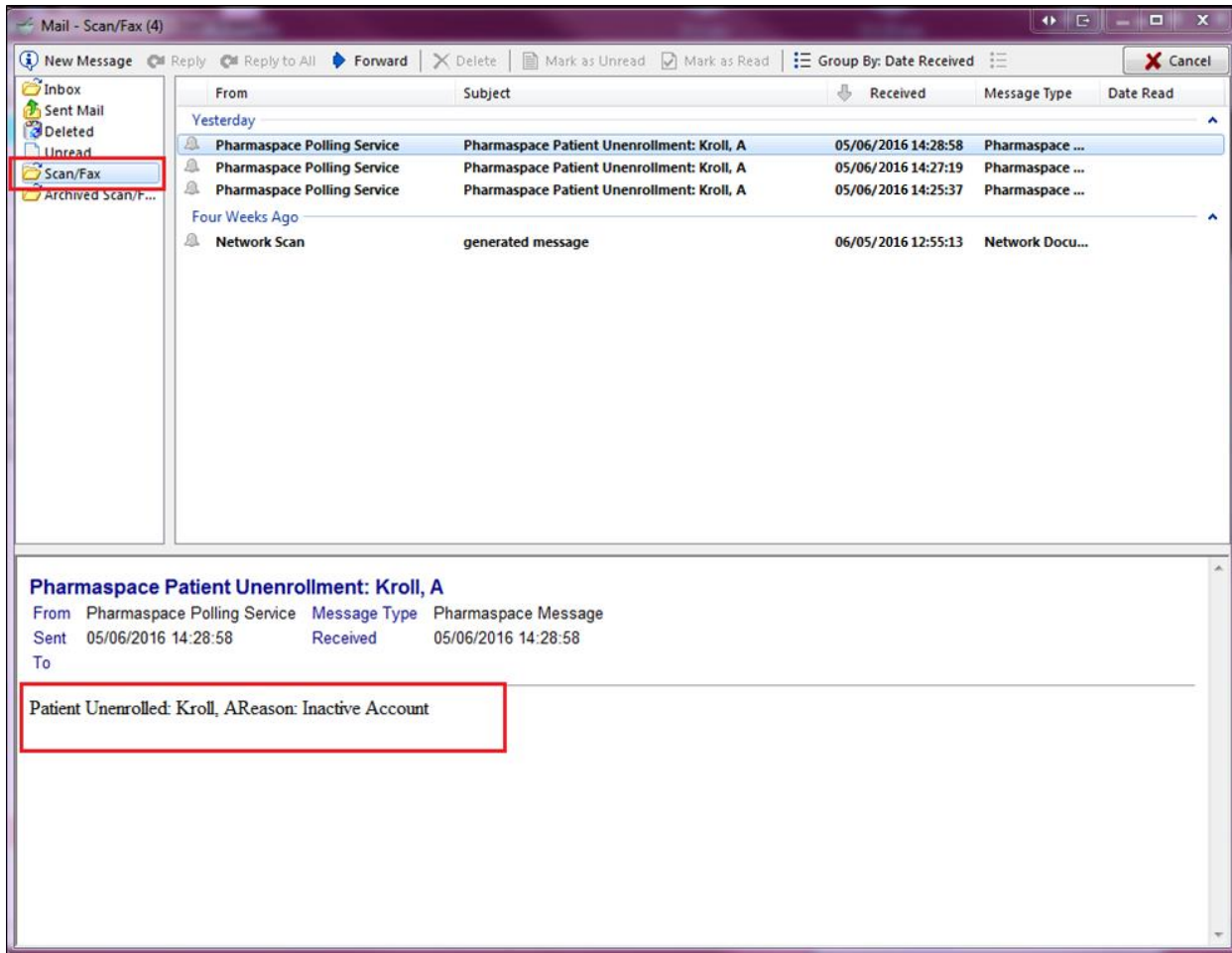
2. Select a un-enrolment reason and click **OK**.



3. A message indicating the patient has been unenrolled from Pharmspace will appear. Click **OK**.



The patient may also unsubscribe from the service via the Pharma Space website. When the patient cancels their account in this manner, a mail message will be sent to every active user in the Kroll system. This can be found in the **Scan/Fax** folder. The message will indicate the patient's name and the reason they no longer wish to use the service.



Filling a Prescription Order

1. Select **F9 - Workflow**.

The screenshot shows the Pharma Space software interface with the 'F9 - Workflow' menu item highlighted in red. The dashboard includes several icons with counts: Dashboard (114), Callbacks (12), Followups (8), Notes (2), Inbound Docs (11), Outbound Fax, and Mail. Below these is a table titled 'Rx Work in Progress'.

	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total
ToDo/Data Entry	41	0	0	0	0	0	41
Adjudication	1	0	0	0	0	0	1
Package Rx	61	0	0	0	0	0	61
Technical Verification	11	0	0	0	0	0	11
Incomplete Pickups	0	0	0	0	0	0	0

Additional controls on the right include 'Central Fill Status' (Next Cutoff, Rxs to Send) and 'Rx Counts' (New Rxs: 0, Repeat Rxs: 0, Total Rxs: 0).

2. The **Rxs In Progress** window lists all the pending prescription orders that have been submitted through Pharma Space. Select the prescription you want to fill and click **F - Call up Rx(s)**.

The screenshot shows the 'Rx's In Progress' window. It features a table with the same data as the previous screenshot, a 'Get Work' button, and a table of pending prescriptions. The 'F - Call up Rx(s)' button is highlighted in red.

#	ToDo Type	#	Tote	Due	Rx Num	WO #	Patient	Drug	Doctor	Next Action
1	IVR	1		18 hrs, 55 min	1000431	291	Kroll, B	Apo-Minocycline 50mg	Stachula, R	Entered

3. You will be directed to the Patient card. Fill the Rx as per usual.

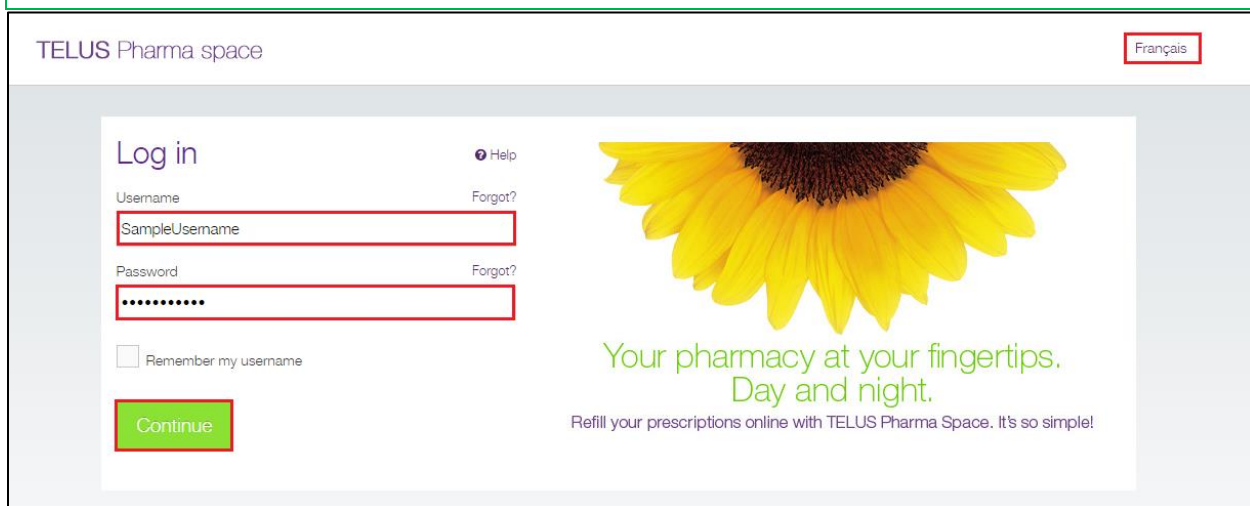
Patient Interface: Using Pharma Space

This section explains how patients register on Pharma Space, view prescriptions, and fill prescriptions. While pharmacists do not have access to patients' Pharma Space accounts, these instructions will help you troubleshoot any registration or navigation problems patients may encounter.

Registering on Pharma Space

1. Go to <https://www.teluspharmaspace.com>. Enter your temporary username and password in the **Username** and **Password** fields and click **Continue**.

NOTE: Passwords are case-sensitive.



NOTE: Click 'Français' in the upper right corner of the screen to display the website in **French**.

2. Read the **Pharma Space Account Terms of Use** agreement. Place a check in the checkbox to indicate you agree with the terms and conditions and click **Continue**.

Any such notice, request, demand, or other communication shall be deemed to have been delivered when received by the party to whom it was addressed. All notices to your pharmacy shall be sent directly to your Pharmacy.

f) GOVERNING LAW AND JURISDICTION. This Agreement and performance hereunder shall be governed by the laws of the province in which you reside. The province of Quebec shall have non-exclusive jurisdiction to hear matters arising under this Agreement.

g) LANGUAGE. C'est la volonté expresse des parties que la présente convention ainsi que les documents qui s'y rattachent soient rédigés en anglais. It is the express wish of the parties that this Agreement as well as all documents related thereto be drafted in English.

BY CHECKING THIS BOX, YOU AGREE TO THE FOREGOING TERMS AND CONDITIONS AND WISH TO ACCESS YOUR ONLINE SERVICE ACCOUNT.

Continue

3. Enter a new password in the **New password** and **Confirm your new password** fields and click **Continue**.

TELUS Pharma space Français | Log Out

Account setup Help

1 | 2 - Password | 3 | 4

You must change your password


New password

Confirm your new password

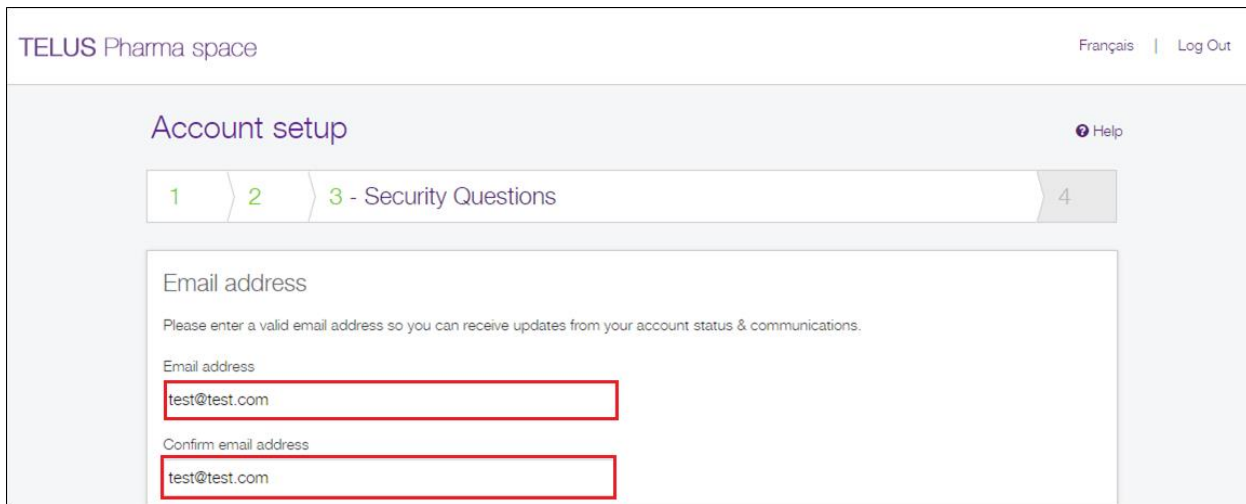
The password must follow the following criteria:

- Contain between 8 and 32 characters
- Be a combination of upper and lower case letters
- Use alphanumeric characters only
- Symbols such as ()!@-+=&? may not be used
- The new password must be different from the old password

Continue



4. Enter your email address in the **Email address** and **Confirm email address** fields.



TELUS Pharma space Français | Log Out

Account setup Help

1 > 2 > 3 - Security Questions > 4

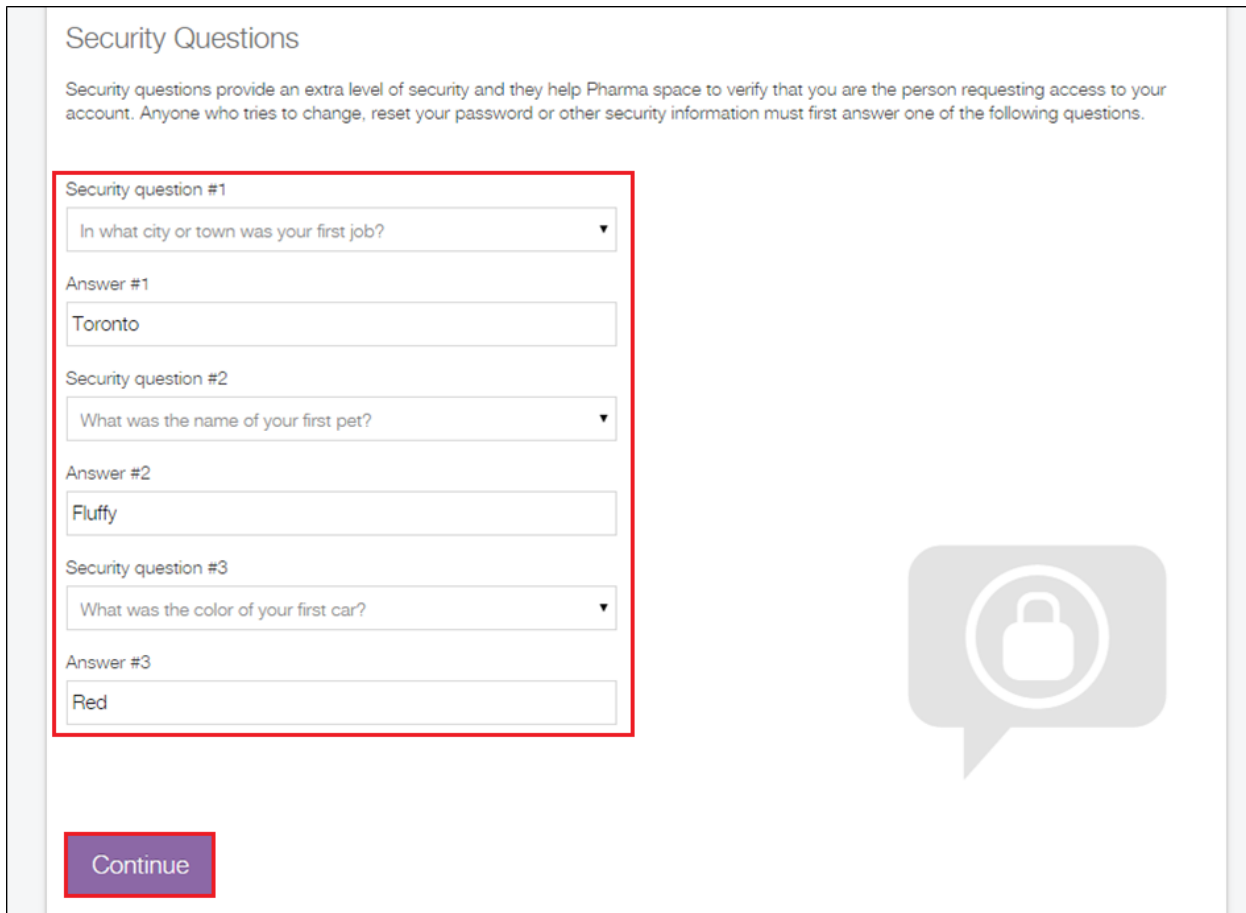
Email address

Please enter a valid email address so you can receive updates from your account status & communications.

Email address
test@test.com

Confirm email address
test@test.com

5. Select and answer three security questions. Click **Continue**.



Security Questions

Security questions provide an extra level of security and they help Pharma space to verify that you are the person requesting access to your account. Anyone who tries to change, reset your password or other security information must first answer one of the following questions.

Security question #1
In what city or town was your first job? ▼

Answer #1
Toronto


Security question #2
What was the name of your first pet? ▼

Answer #2
Fluffy

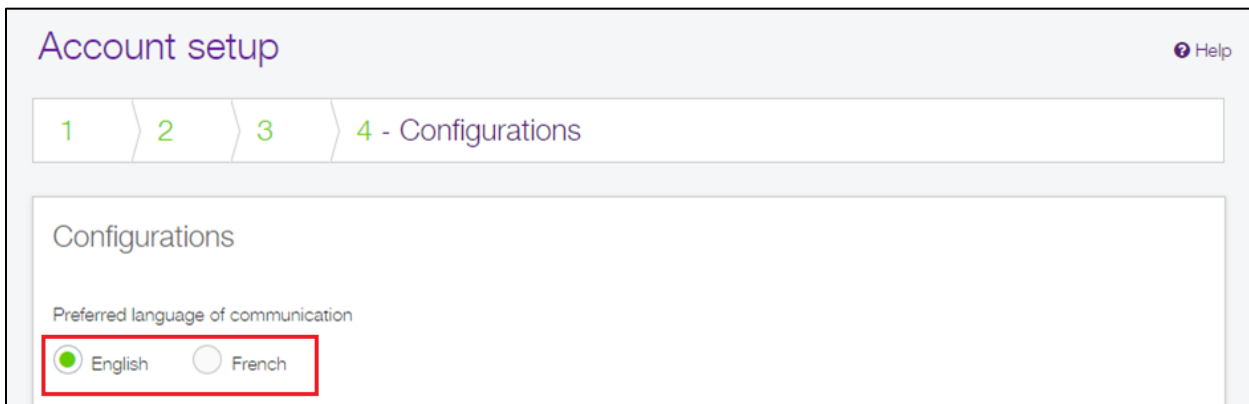
Security question #3
What was the color of your first car? ▼

Answer #3
Red

Continue



6. Select your preferred language.



Account setup Help

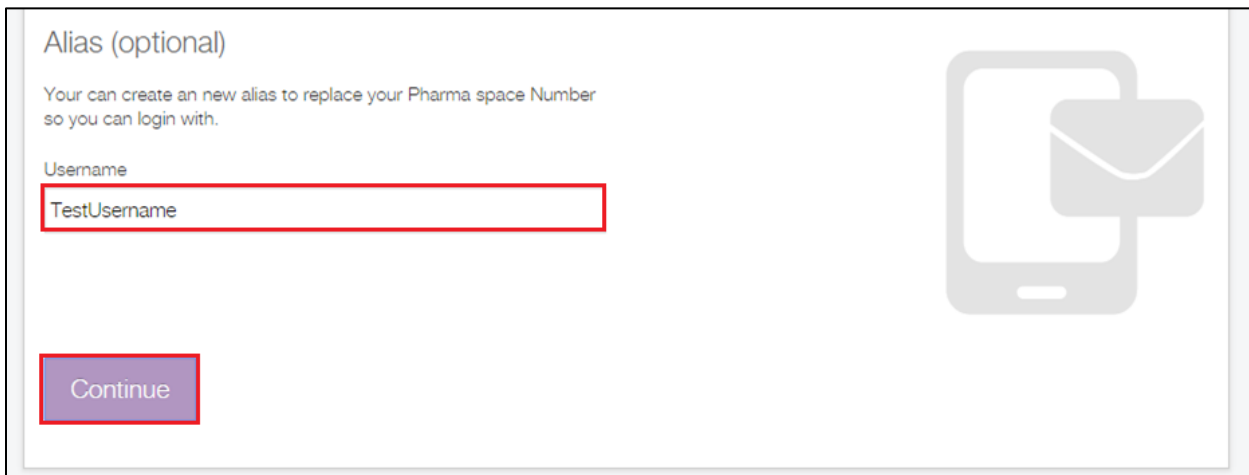
1 > 2 > 3 > 4 - Configurations

Configurations

Preferred language of communication

English French

7. Enter an alias (optional) and click **Continue**.




Alias (optional)

Your can create an new alias to replace your Pharma space Number so you can login with.

Username

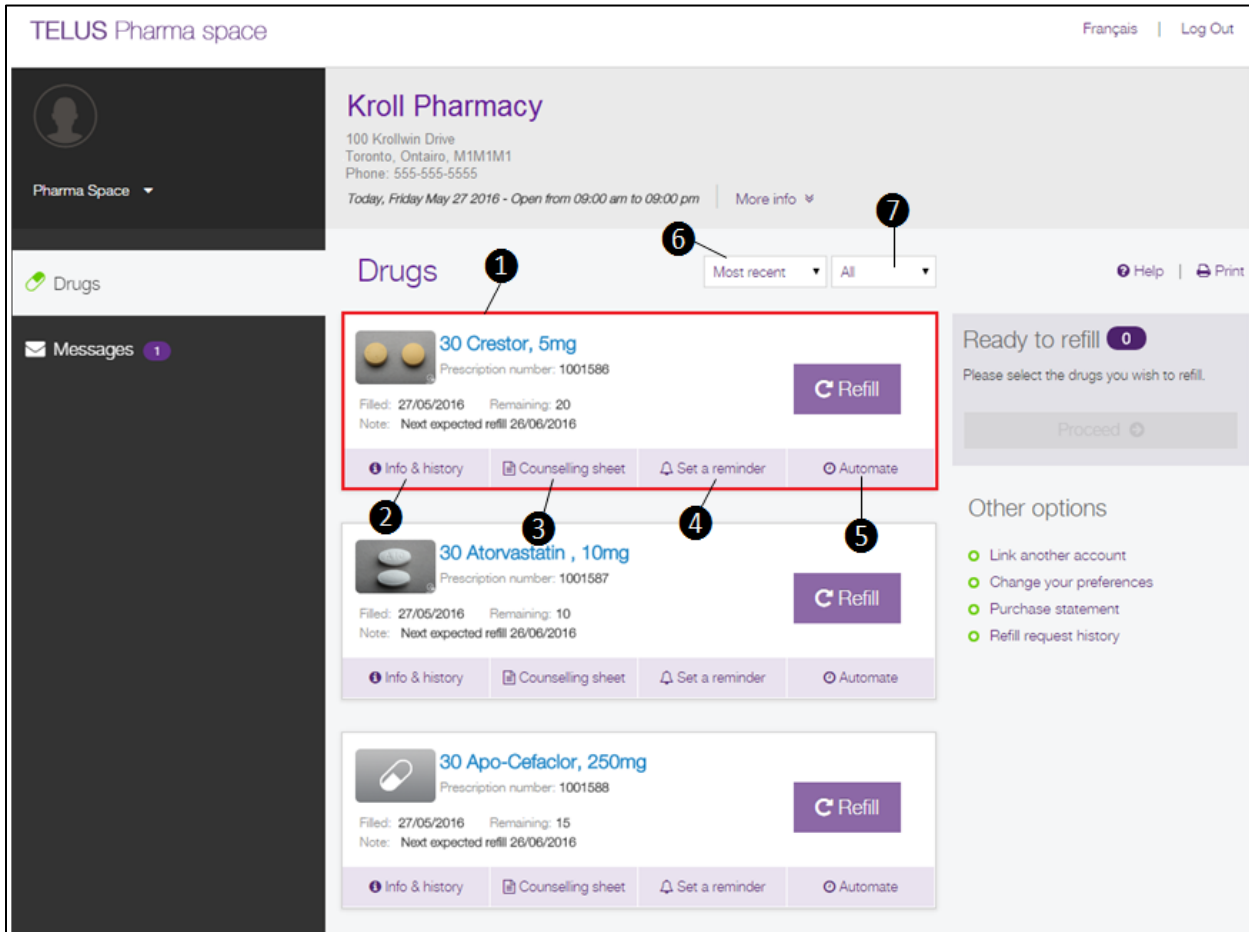
TestUsername

Continue



Drugs

The main Pharma Space page shows each drug that is listed in the patient profile in Kroll.



The screenshot displays the TELUS Pharma Space interface for Kroll Pharmacy. The main content area shows a list of drugs with the following details:

- 30 Crestor, 5mg** (Prescription number: 1001586)
 - Filed: 27/05/2016, Remaining: 20
 - Note: Next expected refill 26/06/2016
 - Buttons: Info & history, Counseling sheet, Set a reminder, Automate, Refill
- 30 Atorvastatin, 10mg** (Prescription number: 1001587)
 - Filed: 27/05/2016, Remaining: 10
 - Note: Next expected refill 26/06/2016
 - Buttons: Info & history, Counseling sheet, Set a reminder, Automate, Refill
- 30 Apo-Cefactor, 250mg** (Prescription number: 1001588)
 - Filed: 27/05/2016, Remaining: 15
 - Note: Next expected refill 26/06/2016
 - Buttons: Info & history, Counseling sheet, Set a reminder, Automate, Refill

Callouts in the image identify the following elements:


- 1: Drug name and details
- 2: Info & history button
- 3: Counseling sheet button
- 4: Set a reminder button
- 5: Automate button
- 6: Most recent dropdown menu
- 7: All dropdown menu

1. **Drug:** Shows a quick summary of the currently prescribed medication, including prescription number, last fill date, remaining quantity, and notes.

- Info & history:** Shows additional information about the prescription, including the prescriber, expiration date, remaining quantity, dosage, indications, and dispensing history.


Kroll Pharmacy

100 Krollwin Drive
Toronto, Ontario, M1M1M1
Phone: 555-555-5555

Today, Friday May 27 2016 - Open from 09:00 am to 09:00 pm | [More info](#) 

Information and history

[Help](#) | [Print](#)



Crestor, 5mg

Prescription number: 1001586

Prescriber: Doctor Test	Dosage: TAKE AS DIRECTED
Expiration date: 27/05/2018	Indication:
Remaining: 20	

Dispense History


Filled	Quantity	Days Supply
27/05/2016	30	30 days

⏪ ⏩ 1 ⏪ ⏩

▼ Results per page

1 - 1 of 1 results

3. **Counseling sheet:** Shows the counseling sheet for the prescribed medication. This includes general information including how to use and store the medication and any side effects associated with it.

Kroll Pharmacy
 100 Krollwin Drive
 Toronto, Ontario, M1M1M1
 Phone: 555-555-5555
 Today, Friday May 27 2016 - Open from 09:00 am to 09:00 pm | [More info](#) 

Counselling sheet

[Help](#) | [Print](#)

CRESTOR, 5MG, TABLET

Common uses

This medication belongs to the statin family. Typically, it is used to decrease blood lipid levels. Even though you may not feel its effects, this medication takes effect after a few weeks.


How to use this medication

This medication is typically used only once a day. However, your doctor or pharmacist may have suggested a different schedule that is more appropriate for you. Take it regularly and continuously to maintain its beneficial effects.

Important: Follow the instructions on the label. Do not use more of this product, or more often, than prescribed. If you forget a dose, take it as soon as you remember -- unless it is almost time for your next dose. In that case, skip the missed dose. Do not double the next dose to catch up.

This medication may be taken with or without food. Avoid excessive alcohol consumption during treatment.

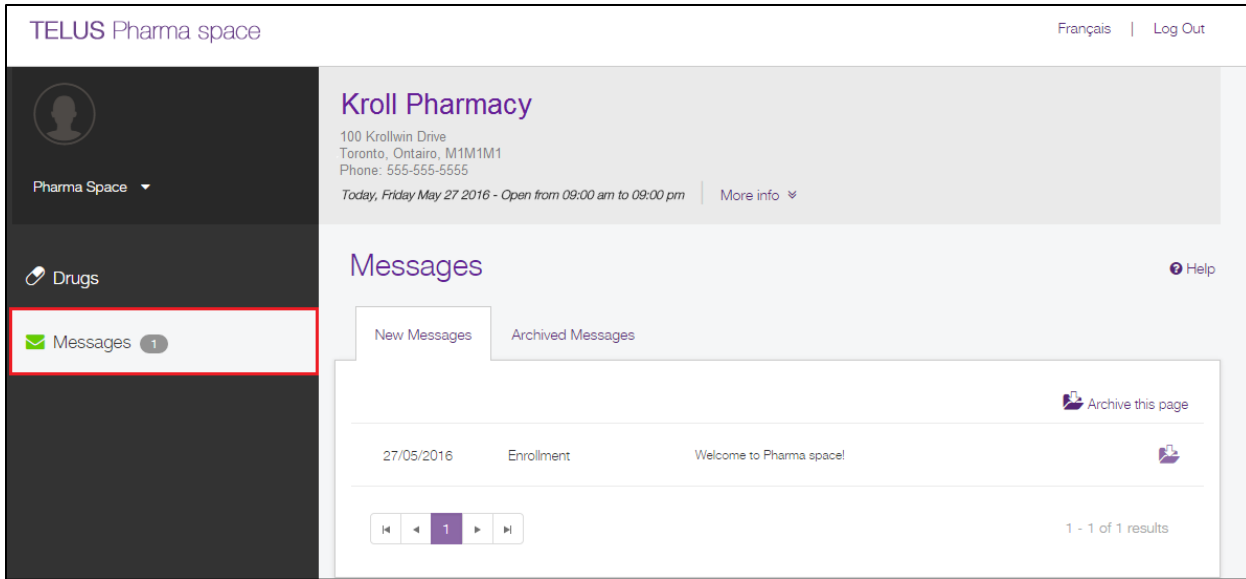
To ensure effectiveness, avoid taking an antacid within 2 hours (before or after) of this medication.



4. **Set a reminder:** Allows you to set a refill reminder. See the [Setting a Refill Reminder](#) section for more information.
5. **Automate:** Allows you to automate prescription refills. See the [Automating Refills](#) section for more information.
6. **Sort filter:** Allows you to sort the medication list by Most recent, Name, Rx Number, or Next refill date.
7. **All/Renewable:** Allows you to display all prescriptions or only those prescriptions that are renewable.

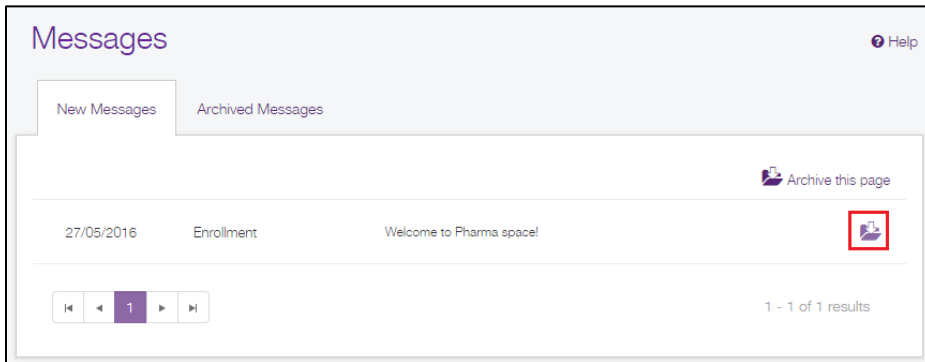
Messages

The **Messages** screen shows messages received from Pharma Space. This screen can be accessed by selecting **Messages** from the left side of the main page.

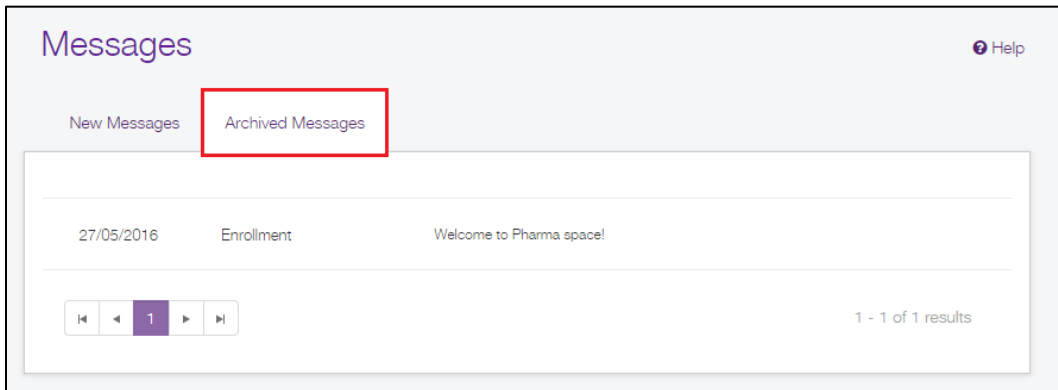


Archiving Messages

1. Click the folder icon next to the message.



- The message will move to the **Archived Messages** tab.

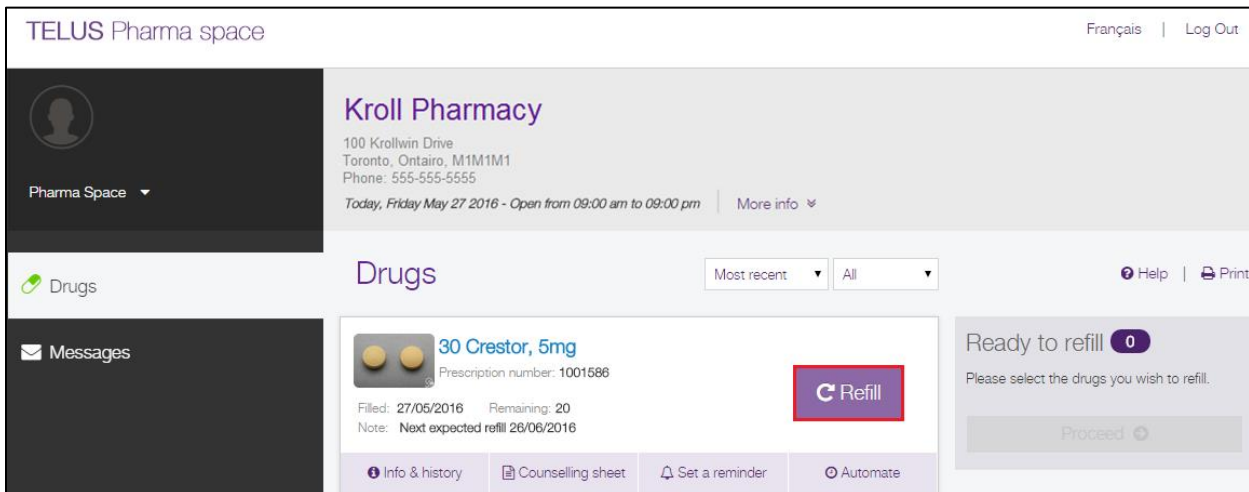


Refills

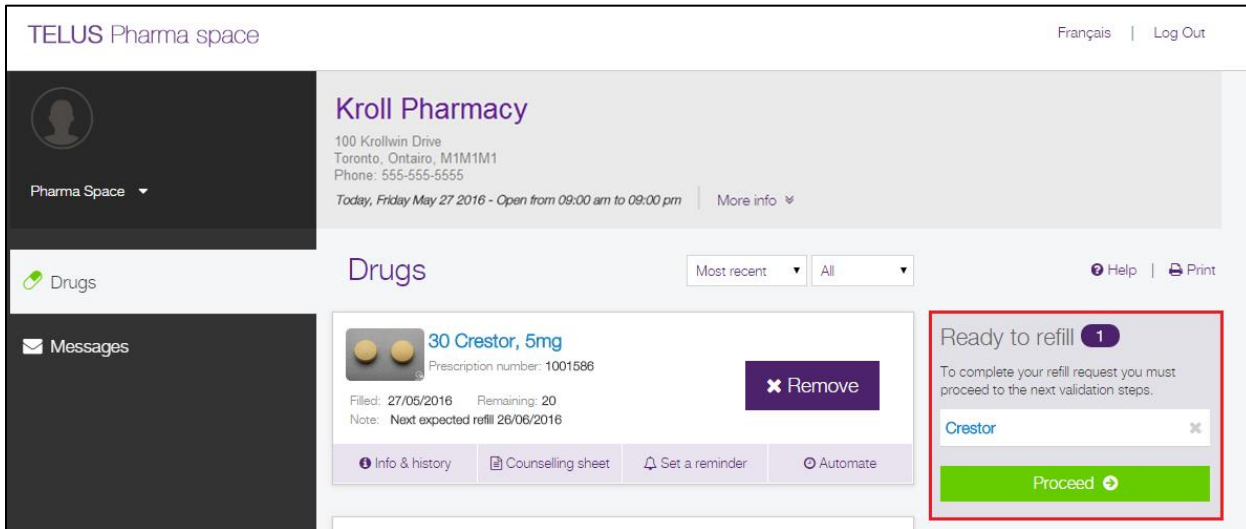
This section explains how to manage prescription refills in Pharma Space, including how to refill a prescription, how to set a refill reminder, and how to automate refills.

Refilling a Prescription

- Locate the prescription you want to refill and click **Refill**.



The prescription will appear in the **Ready to refill** section. Click **Remove** if you want to remove the prescription from the **Ready to refill** list.



TELUS Pharma space Français | Log Out

Kroll Pharmacy
 100 Krollwin Drive
 Toronto, Ontario, M1M1M1
 Phone: 555-555-5555
 Today, Friday May 27 2016 - Open from 09:00 am to 09:00 pm | More info

Pharma Space ▾

Drugs Most recent ▾ All ▾ Help | Print

30 Crestor, 5mg
 Prescription number: 1001586
 Filled: 27/05/2016 Remaining: 20
 Note: Next expected refill 26/06/2016
✕ Remove

Info & history | Counselling sheet | Set a reminder | Automate

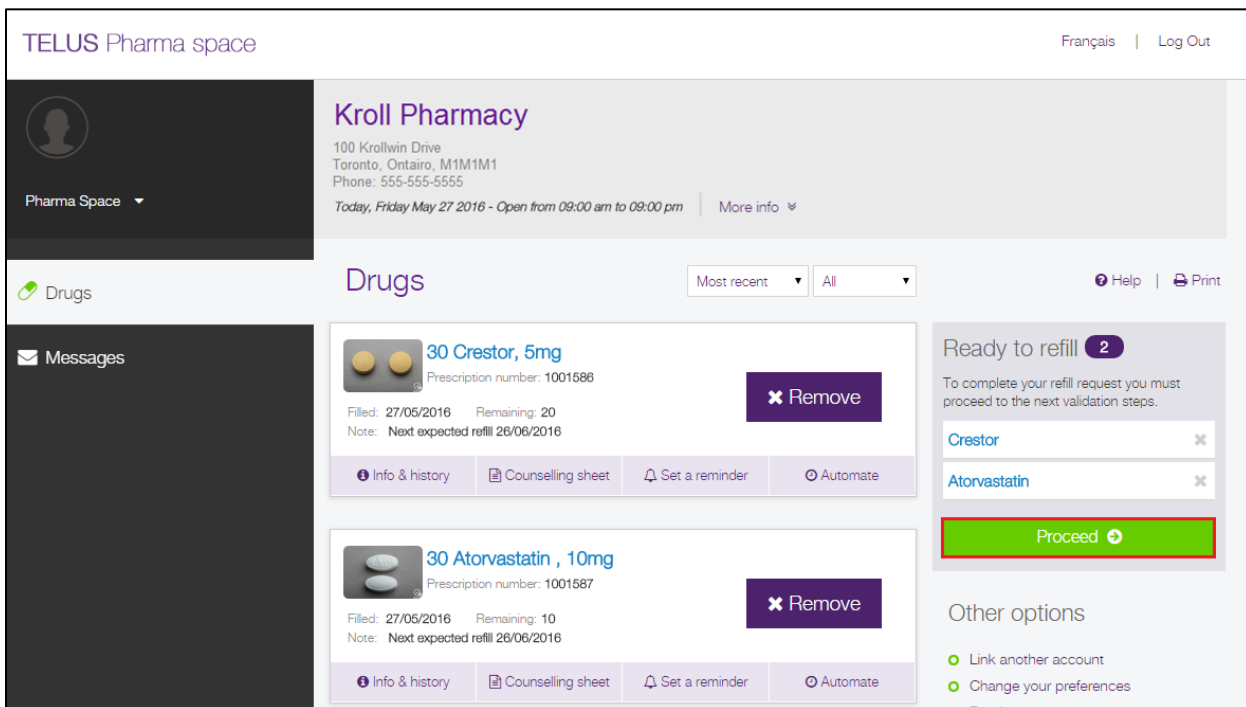
Ready to refill 1

To complete your refill request you must proceed to the next validation steps.

Crestor ✕

Proceed →

1. Repeat step 1 for each prescription you want to refill. When you are finished, click **Proceed**.



TELUS Pharma space Français | Log Out

Kroll Pharmacy
 100 Krollwin Drive
 Toronto, Ontario, M1M1M1
 Phone: 555-555-5555
 Today, Friday May 27 2016 - Open from 09:00 am to 09:00 pm | More info

Pharma Space ▾

Drugs Most recent ▾ All ▾ Help | Print

30 Crestor, 5mg
 Prescription number: 1001586
 Filled: 27/05/2016 Remaining: 20
 Note: Next expected refill 26/06/2016
✕ Remove

Info & history | Counselling sheet | Set a reminder | Automate

30 Atorvastatin, 10mg
 Prescription number: 1001587
 Filled: 27/05/2016 Remaining: 10
 Note: Next expected refill 26/06/2016
✕ Remove

Info & history | Counselling sheet | Set a reminder | Automate

Ready to refill 2

To complete your refill request you must proceed to the next validation steps.

Crestor ✕

Atorvastatin ✕

Proceed →

Other options

- Link another account
- Change your preferences
- Purchase statement

- Review the prescriptions you have selected to be refilled. If you want to remove a prescription from the refill list, click the **x** next to the prescription. Enter any comments to the pharmacist in the space provided. Click **Next**.

Refill ? Help

1 - Review
2 - Delivery
3 - Confirmation

Review prescriptions to refill

You can add comments to each prescription or delete a prescription from the list below. Select the 'Next' button to proceed to the next step or the 'Back to list' button to make a new selection of prescription. After the last step, you will be notified of the processing status of each request according to your [communication preferences](#).

Prescription(s)	Drug name	Your comments to the pharmacist	
1001586	Crestor, 5mg	<input style="width: 150px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="button" value="x"/>
1001587	Atorvastatin, 10mg	<input style="width: 150px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="button" value="x"/>

3. Select **Pickup at the pharmacy** if you want to pick up the prescription at the pharmacy, or **Delivery** if you want the prescription delivered to you. If you select **Delivery**, select the best time for delivery, and enter any comments (optional) and a contact number where you can be reached. Click **Confirm**.

Refill
Help

1 - Review
2 - Delivery
3 - Confirmation

Delivery

Select the preferred delivery option for this refill.

Pickup at the pharmacy
 Delivery

Delivery address

100 Krollwin Drive
Toronto
Ontario, M1M 1M1

[Edit](#)

Best time for delivery

Comments

If needed, you can contact me by phone

555-555-5555

Previous

Back to list

Confirm

4. A confirmation message will appear indicating the refill request has been received. Click **Back to drug list** to return to the main page.

Kroll Pharmacy

100 Krollwin Drive
Toronto, Ontario, M1M1M1
Phone: 555-555-5555

Today, Friday May 27 2016 - Open from 09:00 am to 09:00 pm | [More info](#) ▾

Refill

1 - Review > 2 - Delivery > 3 - Confirmation

Confirmation

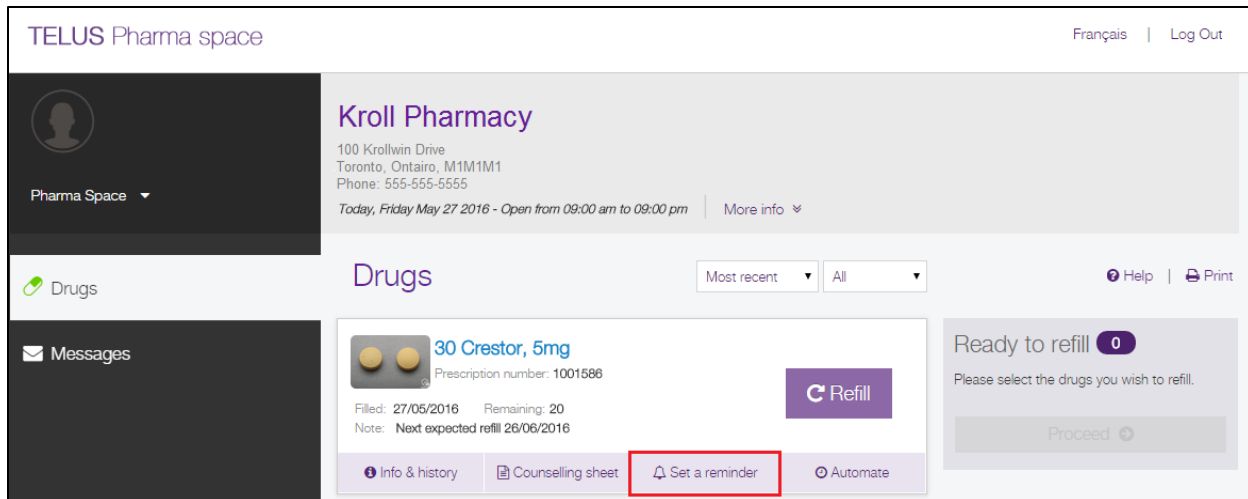
Thank you. Your refill request has been sent to your pharmacist

[Back to drugs list](#)

Setting a Refill Reminder

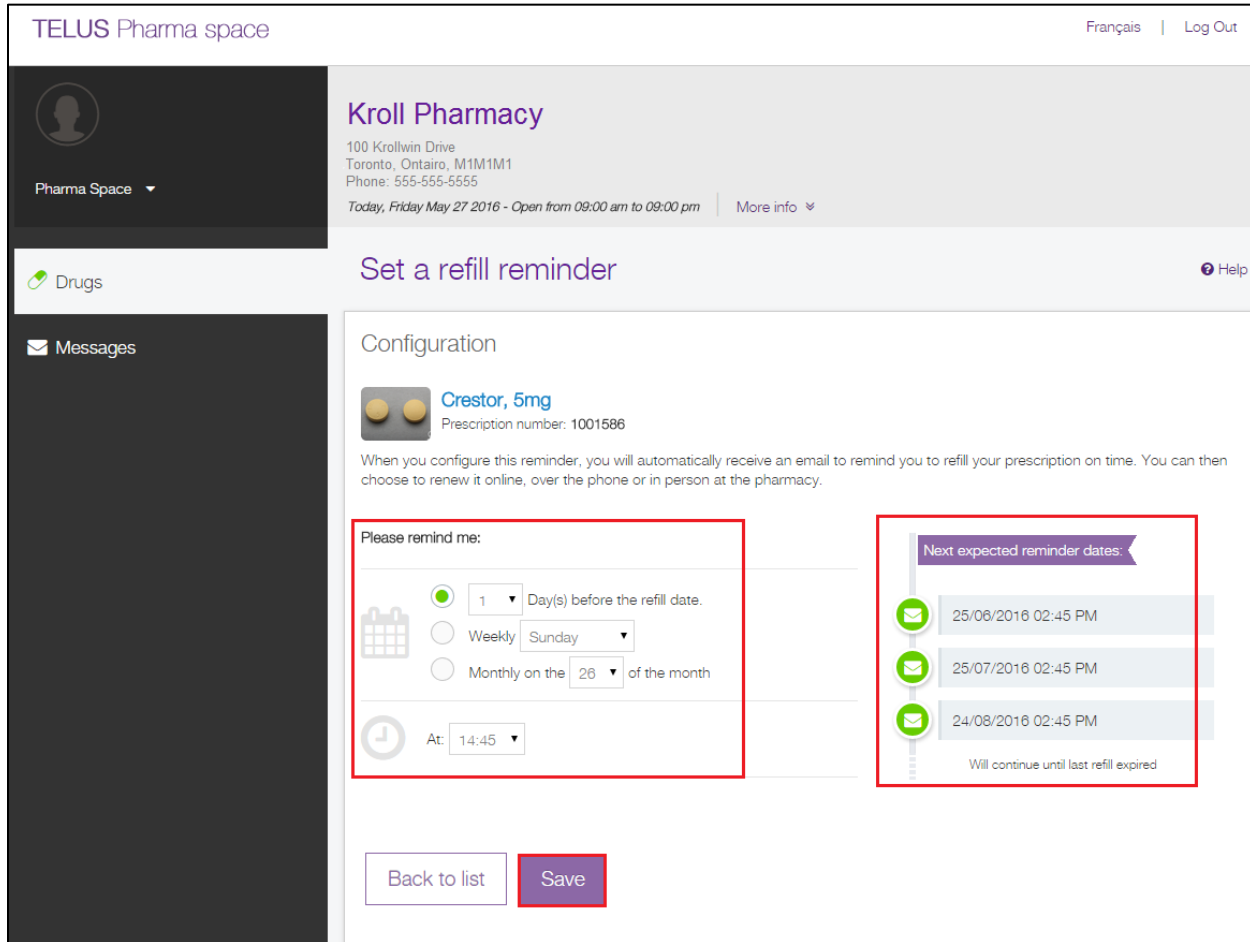
When you configure a prescription for refill reminders, you will automatically receive an email to remind you to refill your prescription on time. You can then choose to renew it online, over the phone, or in person at the pharmacy.

1. Select **Set a reminder** below the prescription you want to set a refill reminder for.



The screenshot shows the TELUS Pharma Space interface for Kroll Pharmacy. The main content area displays a prescription for 30 Crestor, 5mg (Prescription number: 1001586). The prescription was filled on 27/05/2016, with 20 remaining. The next expected refill is on 26/06/2016. Below the prescription details, there are four buttons: 'Info & history', 'Counselling sheet', 'Set a reminder' (highlighted with a red box), and 'Automate'. To the right of the prescription, there is a 'Ready to refill' section with a counter showing 0 and a 'Proceed' button.

- In the **Please remind me** section, select when you would like to receive the refill reminder. The **Next expected reminder dates** section will display the next three projected reminder dates based on your selection. Click **Save**.



TELUS Pharma space Français | Log Out

Kroll Pharmacy
 100 Krollwin Drive
 Toronto, Ontario, M1M1M1
 Phone: 555-555-5555
 Today, Friday May 27 2016 - Open from 09:00 am to 09:00 pm | [More info](#)


Pharma Space ▾

Drugs

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Set a refill reminder Help


Configuration

 **Crestor, 5mg**
 Prescription number: 1001586

When you configure this reminder, you will automatically receive an email to remind you to refill your prescription on time. You can then choose to renew it online, over the phone or in person at the pharmacy.

Please remind me:

1 Day(s) before the refill date.
 Weekly Sunday
 Monthly on the 26 of the month

 At: 14:45

Next expected reminder dates:

- 25/08/2016 02:45 PM
- 25/07/2016 02:45 PM
- 24/08/2016 02:45 PM

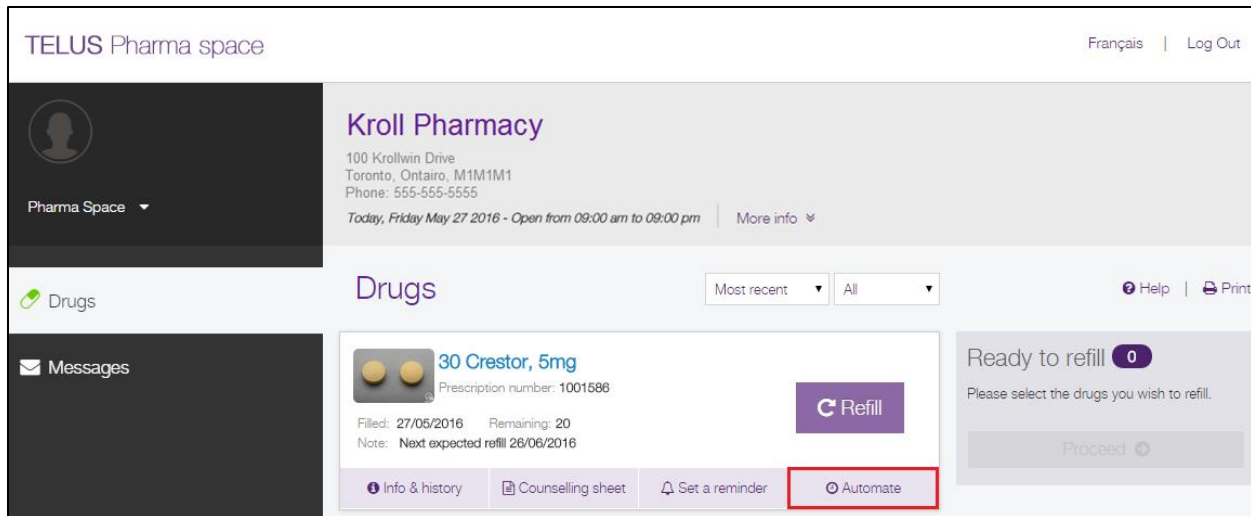
Will continue until last refill expired

[Back to list](#) [Save](#)

Automating Refills

To ensure that your prescription drugs will always be ready for you, you can automate the refilling process. When you complete the configurations below, your requests will automatically be sent to the pharmacy on time, until the number of refills or the prescription's validity comes to an end.

1. Select **Automate** below the prescription you want to set automate refills for.

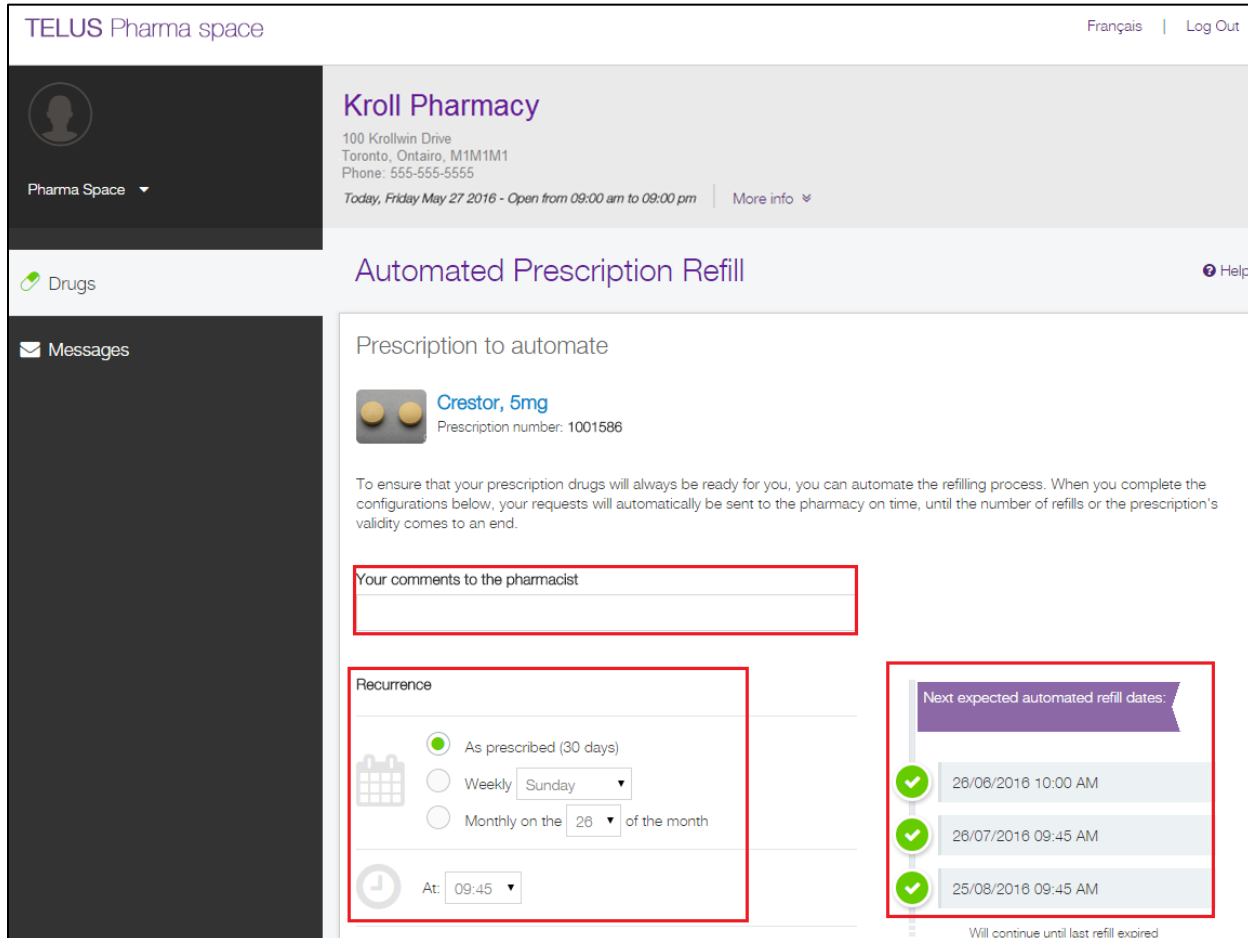


The screenshot shows the TELUS Pharma space interface. At the top, it says 'TELUS Pharma space' and 'Français | Log Out'. The main header area displays 'Kroll Pharmacy' with its address (100 Krollwin Drive, Toronto, Ontario, M1M1M1) and phone number (555-555-5555). Below this, it shows the pharmacy's hours: 'Today, Friday May 27 2016 - Open from 09:00 am to 09:00 pm' and a 'More info' link.

The 'Drugs' section is active, showing a list of prescriptions. The first prescription is '30 Crestor, 5mg' with a prescription number of '1001586'. It shows the date filled as '27/05/2016' and 'Remaining: 20'. A note indicates the 'Next expected refill 26/06/2016'. There is a 'Refill' button and an 'Automate' button, which is highlighted with a red box. Other buttons include 'Info & history', 'Counselling sheet', and 'Set a reminder'.

On the right side, there is a 'Ready to refill' section with a counter showing '0' and a 'Proceed' button. The text says 'Please select the drugs you wish to refill.'

- In the **Recurrence** section, select the frequency at which the prescription will be automatically sent to the pharmacy. The **Next expected automated refill dates** section will display the next three projected automated refill dates based on your selection. Optionally enter a comment in the **Your comments to the pharmacist** field.



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Pharma Space ▾

Drugs Help

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Automated Prescription Refill

Prescription to automate

 **Crestor, 5mg**
 Prescription number: 1001586

To ensure that your prescription drugs will always be ready for you, you can automate the refilling process. When you complete the configurations below, your requests will automatically be sent to the pharmacy on time, until the number of refills or the prescription's validity comes to an end.

Your comments to the pharmacist

Recurrence

As prescribed (30 days)

Weekly Sunday ▾

Monthly on the 26 ▾ of the month

At: 09:45 ▾

Next expected automated refill dates:

- 26/06/2016 10:00 AM
- 26/07/2016 09:45 AM
- 25/08/2016 09:45 AM

Will continue until last refill expired

- In the **Delivery** section, select **Pickup at the pharmacy** if you want to pick up the prescription at the pharmacy, or **Delivery** if you want the prescription delivered to you.

Delivery

Select the preferred delivery option for this refill.

Pickup at the pharmacy Delivery

Delivery address
100 Krollwin Drive
Toronto
Ontario, M1M 1M1

[Edit](#)

- In the **Consent** section, check the consent message to indicate you agree with the conditions of the automation request. Click **Save**.

Consent

Automated prescription refill remain my pharmacist's responsibility. I understand that those requests are for my pharmacist to refill my prescriptions according to his/her professional judgement.

Back to list
Save

- The drug will show a **Modify automation** button once it has been automated. Click this button to edit your automation selections.

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 Phone: 555-555-5555
 Today, Friday May 27 2016 - Open from 09:00 am to 09:00 pm | [More info](#)

Pharma Space ▾

Drugs Most recent ▾ | All ▾ | Help | Print

30 Crestor, 5mg
 Prescription number: 1001586
 Filled: 27/05/2016 Remaining: 20
 Note: Next expected refill 26/06/2016
 Next automated prescription refill on: 26/06/2016

[Info & history](#) [Counselling sheet](#) [Set a reminder](#) [Modify automation](#) [Refill](#)

Ready to refill **0**
 Please select the drugs you wish to refill.
[Proceed](#)

Other options

Stopping Automation

- Select **Modify automation** below the prescription you want to stop automation for.

TELUS Pharma space Français | Log Out

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 Phone: 555-555-5555
 Today, Friday May 27 2016 - Open from 09:00 am to 09:00 pm | [More info](#)

Pharma Space ▾

Drugs Most recent ▾ | All ▾ | Help | Print

30 Crestor, 5mg
 Prescription number: 1001586
 Filled: 27/05/2016 Remaining: 20
 Note: Next expected refill 26/06/2016
 Next automated prescription refill on: 26/06/2016

[Info & history](#) [Counselling sheet](#) [Set a reminder](#) [Modify automation](#) [Refill](#)

Ready to refill **0**
 Please select the drugs you wish to refill.
[Proceed](#)

Other options

2. Scroll to the bottom of the page and click **Stop automation**.


Consent

Automated prescription refill remain my pharmacist's responsibility. I understand that those requests are for my pharmacist to refill my prescriptions according to his/her professional judgement.


Viewing Refill Request History

1. Select Refill request history from the Other options list.

TELUS Pharma space Français | Log Out




Pharma Space ▾

 Messages


Kroll Pharmacy
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Today, Friday May 27 2016 - Open from 09:00 am to 09:00 pm | [More info](#) ▾

Drugs Most recent ▾ | All ▾ | [Help](#) | [Print](#)

 **30 Crestor, 5mg**
 Prescription number: 1001586

Filled: 27/05/2016 Remaining: 20
 Note: Received

[Info & history](#) | [Counselling sheet](#) | [Set a reminder](#) | [Automate](#)

 **30 Atorvastatin, 10mg**
 Prescription number: 1001587

Filled: 27/05/2016 Remaining: 10
 Note: Received

[Info & history](#) | [Counselling sheet](#) | [Set a reminder](#) | [Automate](#)

Ready to refill 0

Please select the drugs you wish to refill.

Other options

- [Link another account](#)
- [Change your preferences](#)
- [Purchase statement](#)
- [Refill request history](#)

A list of all past refill requests will appear.

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Refill request history Help | Print

Last activity	State	Due date	Delivery	Description / Note
30/05/2016 11:57 AM	Received	30/05/2016 11:00 AM	Yes	

Navigation: 15 Results per page | 1 - 1 of 1 results

Preferences

- To change your account preferences, select **Change your preferences** from the **Other options** list.

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Drugs Most recent | All | Help | Print

30 Crestor, 5mg
 Prescription number: 1001586
 Filled: 27/05/2016 Remaining: 20
 Note: Received Refill

Info & history | Counselling sheet | Set a reminder | Automate

Ready to refill 0
 Please select the drugs you wish to refill.
Proceed

30 Atorvastatin, 10mg
 Prescription number: 1001587
 Filled: 27/05/2016 Remaining: 10
 Note: Received Refill

Info & history | Counselling sheet | Set a reminder | Automate

Other options

- Link another account
- Change your preferences**
- Purchase statement
- Refill request history

- Click the **Edit** button below the section you want to edit. When you are finished, click **Save**.