



Frequently Asked Questions

How can patients benefit from RxInform?

Recent analyses have demonstrated that this solution increases prescription fill rates by 5-10%. RxInform gives patients easy access to a HIPAA-compliant website offering:

- Educational videos and content designed to minimize clinical concerns
- Copay assistance and savings options to minimize out-of-pocket costs
- Option to set reminders to pick up their new prescriptions

Will RxInform impact the provider workflow?

No. The feature works automatically, without interfering at all with the e-prescribing workflow. The system will automatically identify the mobile number in the patient record and auto-populate the field highlighted below:

Is this platform TCPA and HIPAA compliant?

Yes. DrFirst has signed the appropriate Business Associate Agreement with BestRx. The platform has been available since 2016 across multiple healthcare settings such as hospitals, clinics, and pharmacies. All PHI managed by DrFirst is protected in accordance with the HIPAA Privacy Rule and the applicable BAAs.

Yes. DrFirst is committed to maintaining legal compliance with state and federal regulations that govern electronic communications with patients. The platform is fully TCPA compliant.

How will DrFirst use the data provided?

DrFirst will only use the data required to operate the platform and provide reports for your hospital. No patient data will ever be sold or shared with any third party.

What is DrFirst's approach to security?

The security standards that protect the platform are extremely robust and have been time-tested with over 100 million patients. To maintain the highest data security levels, DrFirst has implemented various administrative, technical, and physical safeguards. Our administrative controls include risk analysis and management, HIPAA security training, and breach management standard operating procedures. As for technical safeguards, DrFirst maintains controls around "minimum necessary" use of protected health

information (PHI) data, VPN, and two-factor authentication for access to PHI. Finally, physical safeguards include measures around access control, data storage, and destruction procedures to ensure proper data maintenance.

What educational content is shown to patients?

The platform can display over 1,100 drug-specific videos that cover 95% of medications dispensed in the United States. Each video is displayed based on the NDC of the prescribed medication. Most videos last 60 seconds and provide clear instructions on how to take the medication as well as tips to avoid potential side effects or drug interactions.

Can patient's opt-in from the SMS notification after opting out?

Yes If a patient opted out via "stop" they can opt back in via "start" or "subscribe" to the original message

Alternatively, they can Text "start" to 64556 to opt-in as well.

Can patients rate their experience with the site?

Yes. The system offers an option that lets patients rate their experience. So far, the RxInform platform has received +5 million ratings with a 90+% satisfaction rate.

Does the system offer discounts for generic drugs?

Yes. The system offers a digital discount card that can help reduce the out-of-pocket cost for many generic medications. Patients can choose to show the discount card displayed on the website to their pharmacy or request a text message with a copy of the discount card. The discount card lowers the cost for generic medications if a patient lacks insurance, has a high copay or a high-deductible plan. The discount card cannot be used in conjunction with the patient's insurance. If a pharmacy offers a lower price the patient can choose the best option at the pharmacy.

What patients see:

A "Discount Card" is shown under the medication name. Patients can interact with the card as follows:

- Save the card to the phone's wallet
- Request a copy of the card by text message.

Does the system offer discounts for branded drugs?

Yes. The website provides access to multiple copay savings programs for branded drugs. The goal is to inform patients about available options that can lower their out-of-pocket cost. Copay savings information is available for selected branded drugs. This type of savings opportunity applies to patients with commercial insurance who are not enrolled in Medicare or Medicaid programs.

What patients see:

A “Save” button is shown under the medication. This button can behave in two ways:

- Link to a manufacturer site, which will provide more details about the copay savings program.
- Display the copay card with the corresponding unique set of codes required by the pharmacy.

How is the educational content displayed?

The platform hosts 1,100 drug-specific videos that last about 60 seconds. The videos are designed to help patients understand why they need to take the prescribed medication, how to manage side effects or avoid drug interactions. The videos cover 95% of medications dispensed in the United States. Videos are displayed based on the NDC of the prescribed medication.

To watch actual examples of video content, click on the links below:

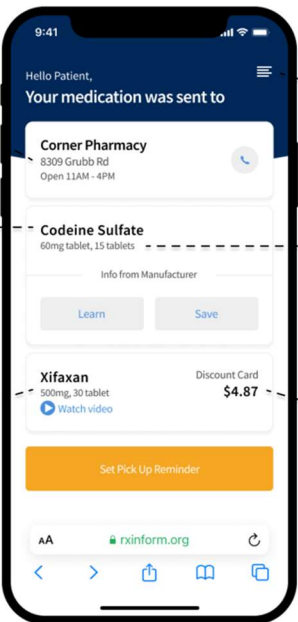
Opioids	Omeprazole
Atorvastatin	Meloxicam
Amoxicillin	Pantoprazole
Ibuprofen	Azithromycin

What information is available for patients?

The website provides information related to the pharmacy (name, address, phone) and the prescriptions (drug name, strength, and quantity).

The following standard features are also available:

- Education: drug-specific educational videos to address clinical concerns
- Savings: discounts for branded or generic drugs to address financial barriers
- Call to Action: option to set a pickup reminder to reduce forgetfulness



01 Dispense Location
Users can view the pharmacy where the doctors sent the medication.

02 Medication Prescribed
Specific drug information which also provides generic information if available.

03 Medication Prescribed
Specific drug information which also provides generic information if available.

04 Additional Options
Users can view medication history gain access to support and FAQ.

05 Drug Information
Specific drug information to inform the user quantity and dosage amounts.

06 Pricing and Savings
Discounted drug pricing easily redeemable at the pharmacy.

Can patients get additional support?

The platform provides a simple FAQs section that addresses most questions from patients. It also allows users to contact the DrFirst support team if they ever encounter a technical issue.

How can a provider or patient get help or contact DrFirst?

If you have any questions, please contact your dedicated DrFirst Account Manager. Alternatively, the platform provides a simple FAQs section that addresses most questions from patients. It also allows users to contact the DrFirst support team if they ever encounter a technical issue.