



## FREQUENTLY ASKED QUESTIONS

### **What is MedsOnCue?**

MedsOnCue is a patient engagement platform for smartphones and electronic tablets. MedsOnCue delivers hundreds of on-demand medication videos, in both English and Spanish. Other value-added services include meaningful features like Med Guides, written information, drug images, and more. MedsOnCue expands your web-based footprint, provides a source of trusted information for your patients, and cultivates brand loyalty.

### **How does it work?**

MedsOnCue utilizes QR codes printed on prescription labels to deliver on-demand prescription-specific videos designed to engage and educate your patients. Your patients only need two things - a Smartphone or electronic tablet, and a QR scanning app to access the videos and value-add services. If your patient does not have a QR code scanning app, they can download a free app. See the last page of this document for our recommendations.



### **What is a QR Code?**

QR or Quick Response Codes are a type of two-dimensional barcode that can be read using Smartphones (or electronic tablets) and QR scanning app, that link directly to websites, text, emails, phone numbers and more. The QR code on your label links to the MedsOnCue website.

### **What is the MedsOnCue ‘going green’ initiative?**

MedsOnCue has been favorably reviewed by many state board of pharmacy executives and is an alternative to printing patient education and Medication Guides for patients who opt in to this program.

### **What if I dont have a Smartphone?**

If you do not have a Smartphone, RxPlus is working on adding the library to [www.myahsrx.com](http://www.myahsrx.com) to search for video's using medication name or NDC number located on the bottle label.

### **Will there be a QR code printed for every prescription?**

All commercially available prescriptions will have a QR code printed on the label, but not every prescription will have a medication specific video. Compounded and some OTC prescriptions may not have a QR code.

If there is a match for the drug, a medication specific video briefing will be presented to your patients. If there is no match on the NDC, a universal “Smart and Safe Medication Use” video briefing will appear. This universal video gives a short verbal tour of the other available information, and advises the patient on 3 important actions to be “smart and safe” with all medications.

If you have any questions about MedsOnCue, email us at [rxplus@ahss.org](mailto:rxplus@ahss.org)