

## **BriovaRx: Web Refill - Transcript**

To request a refill online, you will first need to log in.

Go to the patients tab and select login from the drop down menu.

Then enter your email address and login password in the appropriate fields.

Once you're logged in, the patient information page displays.

Click on the view refillable prescriptions button.

The online refill page will display a list of prescriptions available for refill.

Check the boxes of the prescription or prescriptions that you wish to fill.

You can click on multiple prescriptions to refill on one request.

If you see your refills in red this is to alert there's only one or zero refills remaining. Or, the prescription has or will expire before your next fill.

We will contact your care provider for these prescriptions and could delay processing.

Click on Submit Request.

A notification will pop up regarding certain medications that cannot be filled online along with further instructions.

If your medication is not on this list,

Click on the I Understand button to continue.

The online refill page will auto populate with your medication refill information.

Click the appropriate check box if you need additional supplies delivered.

You can also click Add To Request in the actions column after the prescription names to add additional medications.

If you would like to remove a prescription refill, simply click Remove in the Actions column under refill information.

Then fill out the clinical information section as indicated...

All fields must be completed and all questions answered or the system won't allow you to submit the request.

You can choose Ship to me or Ship to care provider.

If you choose Ship to me, please verify the address auto populated is correct.

If Ship to care provider is selected you will need to manually enter your care provider's name and or clinic name, address, phone number and fax number.

You will need to complete the necessary consent boxes and medication administration questions.

If you have additional comments or instructions regarding your request, including shipping instructions please add them here.

Click in the field below Delivery Information to select a preferred date for delivery

Based on your date selection there might be a red alert stating you may run out of your medication before your refill arrives, in this instance please select a different delivery date to ensure you do not run out.

Please note that there's no overnight delivery available via Online Refill

If you need a refill faster than the first available date on the delivery date calendar please call 1-855-4BRIOVA to process your order by phone.

For some medications, we may need approval before we can ship it directly to you, we will contact you if there are any delays

Under Payment Authorization & Limit you have three options for payment.

The first button is I don't have a copay – use this option if you know you have a zero balance or copay assistance.

Next is Electronic check or Electronic Funds Transfer or (EFT).

And Credit Card - Fill in the fields under credit card authorization and limit to authorize Brioiva to use the card on file.

Please call us if you need to update the credit card associated with your account.

Next, review the patient agreement and informed consent section and when you are finished click on the I Accept the terms button

Then click on Continue & Review

This brings you to the verify refill page

Scroll through the form to review the information entered and if everything looks correct click on the Submit Request button to refill your request

If you notice something needs attention you can always use the back button and change any of the information.

A confirmation will appear where you can Download and or Print for your records.

If you wish to view your order or past orders, visit the patient dashboard page in the Orders section

Your online refill request will be displayed in the Pending Requests section on the Order tab within 30 minutes.

This means that we have received your online request. It may take up to two business days for us to start processing your request and for it to appear in the My Open Orders section.