# Frequently Asked Questions

**What new functionality is being added to DrFirst?**

The new functionality allows providers to send a confirmation text message to patients after sending a prescription to the pharmacy in DrFirst.

**Why is DrFirst rolling out this functionality?**

This new functionality is designed to enhance medication history and reduce the volume of callbacks to providers by giving patients the information they need at the right time.
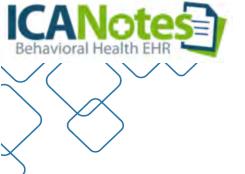
**How does it work for the provider?**

Providers will have the option to send a confirmation message to patients on the signature page in DrFirst. This option will appear automatically and only for patients with a mobile number on file.

**How does it work for the patient?**

Upon receiving a new prescription, patients with a mobile number on file will get a text message inviting them to visit a secure, HIPAA compliant site to:
- Review their new prescriptions
- Confirm pharmacy details
- Check drug prices
- Update their medication list
- Set medication reminders

## How will the initial patient contact work?

Patients will receive text messages on their mobile numbers, informing them that their prescriptions' details are available on a secure portal.

## Will patients be allowed to opt out?

Patients will have a clear and simple path to opt out. They can do that by replying STOP to the initial text message.

## How will the new functionality impact the e-prescribing workflow?

This feature will work automatically, without impeding DrFirst users' e-prescribing workflow.

## How can providers turn off this functionality?

Turning off the new functionality is easy. Providers can simply unselect the option to send a text message to the patient on the signature screen in DrFirst.

## What will happen in cases when patients' phones numbers are incorrect or not mobile?

While patients will not receive text messages, their prescriptions will still be transmitted to the pharmacy.

## Where will providers see the medications that patients add using this new functionality?

Any updates made by patients will be visible to providers in DrFirst and will flow back automatically to the EMR.

**Will the system get updated when patients change the pharmacy for their medications?**

The system's scheduled medication history pulls will include all updated pharmacy information.

**How will patients be authenticated?**

The new functionality employs two-step verification. Patients will be asked to provide their first name and date of birth during the authentication process. If their entries match against the EMR data, they will receive a one-time access code via a text message. They will need to enter the code on the site to gain access to their personal medication record.

**How will this work for patients who are minors?**

Currently, minors cannot receive text messages. We are working on solutions that will allow us to include minors in the program in the future.

**Can patients export the data they enter using this functionality?**

Patients will not have the option to export their data in the current version.

**Who can patients contact if they have questions about the text message or the new functionality?**

Patients who have questions regarding the new functionality can contact DrFirst's support team directly via a help tool on the secure site. Patients with questions about their prescriptions will be re-directed to contact their physician's office.