



# Webinar – New Features (Retail, Dispensary v5.48 / v5.49)

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July 2023



# Toniq Library

- Press F3 from within Dispensary or Retail
- Contains articles on Toniq applications, program updates, etc.
- Use the search function to quickly find information

ESC	F1 Help
Staff	Toniq Library
F2	F3



[Immunisation Administration Fee for Vaccinations](#)

[Using Toniq Inbox](#)

[New Features Webinar - 20th July!](#)

[Release Notes - 5.49 - July 2023](#)

[Release Notes - 5.48 - July 2023](#)

# Dispensary-Patient Search (v5.49)

- The patient search has been enhanced to allow users to find patients in different ways
- Pressing the appropriate function key will switch out the address field with the selected option
- F5 Search Mobile was selected

ESC	F1 Help	(T.A.) Patient search 1							WIN	
	New Patient F3	Search Email F4	Search Mobile F5	Search Phone F6	Show Hidden F7	Search Addr. 1 F8	Search Addr. 2 F9			
Surname		First Names		Mobile		NHI		Family		
<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		
Alt+1 Tilson		Luke		027411108						

# Text Messaging (v5.49)

- Texting from Tonic is changing, there will be phased changes over the coming months, this version introduces the ability to receive replies directly to the Tonic programs
- Contact menus (accessed from the main menu of Dispensary or Retail) will change

- For dispensary:

ESC	F1 Help	(T.A.) Txt Messaging			1					WIN
	Mark Done	Adv. Contact		Contact List	Repeats Due	Message Tmplts		Show Actioned		Close
	F3	F4		F6	F7	F8		F10		F12

- For Retail:

ESC	F1 Help	(T.A.) Txt Messaging								WIN
	Mark Done	Adv. Contact		Contact List	Bulk Edit Clients	Message Tmplts		Show Actioned		Close
	F3	F4		F6	F7	F8		F10		F12

# Texting-Replies (v5.49)

- Replies to text messages will now appear in Tonic
- However, this will only show replies since the new program was installed
- New message icon in top banner
- Message replies are only shown in the respective Program. In other words:
  - Replies to messages sent from Retail will only show in Retail
  - Replies to messages sent from Dispensary will only show in Dispensary

The screenshot shows a mobile application interface with a top banner containing several icons: a speech bubble, a person, and a 'WIN' button. Below the banner is a list of messages. The first message is a green bubble from 'Retail' dated 07/2023, stating 'Hi Mickey, you have a repeat due. Please let us know if you want this. Thank you.' The second message is a grey bubble from 'Dispensary' dated 07/2023, stating 'Yes please, let me know when they are ready to collect.' The third message is a green bubble from 'Retail' dated 07/2023, stating 'Hi Mickey, your prescription is now ready to be collected. Thank you.' Below this is a red 'New' indicator. The fourth message is a grey bubble from 'Dispensary' dated 07/2023, stating 'Great, I'll be there in 5 minutes.'

Message Tmplts	Hide Actioned	WIN	Close
F8	F10		F12

Message Tmplts: F8, Hide Actioned: F10, WIN, Close: F12

Message 1: Today at 4:52pm  
Hi Mickey, you have a repeat due. Please let us know if you want this. Thank you.

Message 2: Today at 4:54pm  
Yes please, let me know when they are ready to collect.

Message 3: Today at 4:57pm  
Hi Mickey, your prescription is now ready to be collected. Thank you.

Message 4: Today at 4:59pm  
Great, I'll be there in 5 minutes.

# Texting-Replies Screen (v5.49)

- This screen will present a list of recipients with unactioned text replies in the last 30 days
- When a recipient is highlighted, you will be presented with the 180 days' worth of conversational history
- You can reply to a message directly from this screen

Message Tmplts	Hide Actioned	Close
F8	F10	F12

Contact  
07/2023  
07/2023

Today at 4:52pm  
Hi Mickey, you have a repeat due. Please let us know if you want this. Thank you.

Today at 4:54pm  
Yes please, let me know when they are ready to collect.

Today at 4:57pm  
Hi Mickey, your prescription is now ready to be collected. Thank you.

**New**

Today at 4:59pm  
Great, I'll be there in 5 minutes.

See you then

# Texting-Quick Contact (v5.49)

- The quick contact screen has been updated to make texting faster and easier
- Now when pressing **Q** Quick contact, you will be presented with the replies screen with the recipient chosen

- Dispensary – Quick contact can be found under F10 Other, in Prescription entry screen, after selecting a patient

Supply Option	Use Log	Bag Option	Other	End Visit	
F7	F8	F9	F10	F11	

Select option

- Dosepack prescriptions
- Medicine chart
- Rx/Patient Info printout
- Concurrent (Stat/Non-stat meds) supply report
- Quick contact patient
- Patient Photo

- Retail – Quick contact can be found under F10 Other, in the POS screen, after selecting a client

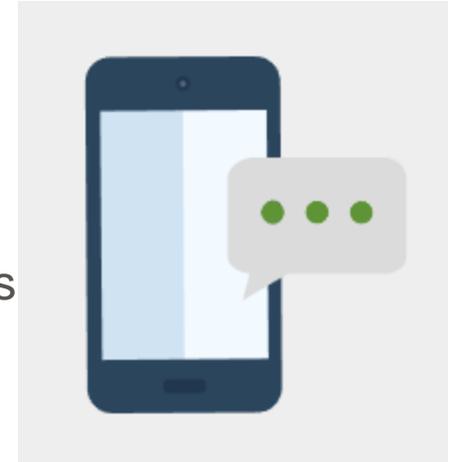
Laybys	Other	Join Club	Accept
F9	F10	F11	F12

Select option

- Open Diary (Incidents)
- Quick contact client
- Create diary for client
- I Create diary incident for client

# Texting

- Send texts to customers to remind them to pick up their repeats, help them with medicine adherence and build their trust in your pharmacy
- Quickly notify your patients that their prescription is ready or uncollected
- Message customers directly to their mobile phones, perfect for VIP evenings and Promotions
- All promotional messages must comply with NZ Spam laws and offer customers to optout automatically without you needing to do anything at all
- Text messaging costs \$12 per month and \$12c per message (plus GST)
- To have enabled email [support@toniq.co.nz](mailto:support@toniq.co.nz)



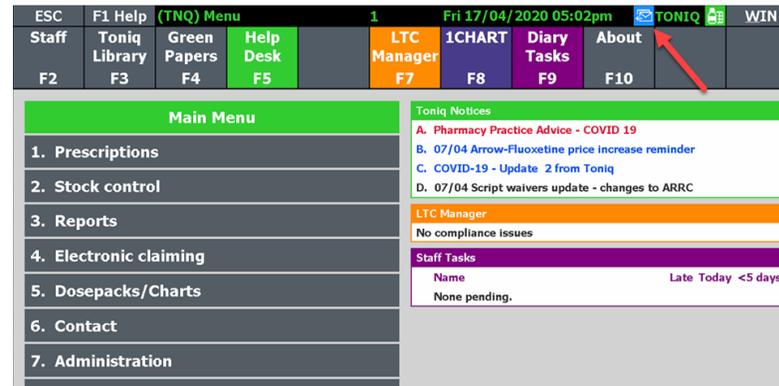
# Dispensary-Toniq Inbox (v5.48)

- Now integrated with NZePS (as well as emailed prescriptions)
- All pharmacies will have the Toniq Inbox enabled. You don't need to do anything, just keep an eye out for the new message symbol in your Toniq Dispensary program
- It is largely up to the prescribers and their prescribing systems as to when you will see a prescription reach the Toniq Inbox. Medtech will be releasing the functionality from August

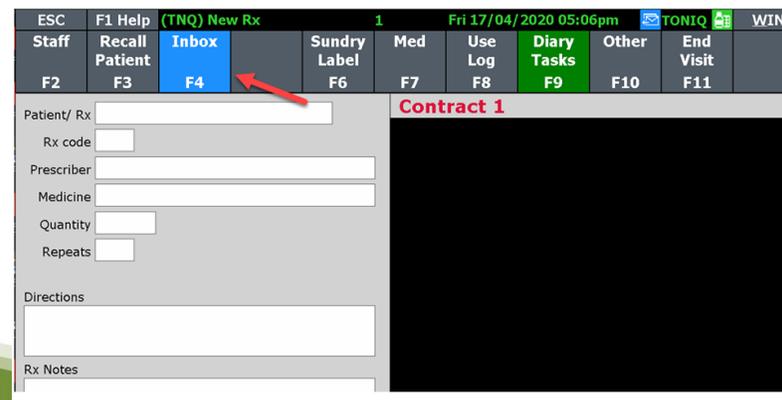


# Dispensary-Using the Tonic Inbox

- When new Inbox messages arrive, the blue envelope *New Message* icon displays in the top panel:



- the Inbox can be accessed from the prescription entry screen by pressing *F4 Inbox*:



# Dispensary-Toniq Inbox Details

ESC	F1 Help	(TNQ) Inbox Messages Pg1 1	Tue 11/07/2023 03:18pm			TONIQ	WIN		
Edit Patient	Edit Rx'er	Filter	View History	Contact Patient	Update Status	Disp. Rx	Print Attach	View Attach.	Accept Details
F2	F3	F4	F5	F6	F7	F8	F9	F11	F12

1 new message (89 total)

From	NHI	Patient	Received at	Status	Staff
Dr Sam Entwistle		MR JAMES SMITH	12/12/22 15:05	Printed	
Dr Sam Entwistle		MR JAMES SMITH	12/12/22 14:59	In Progress	TNQ
Mission Bay Admin		Dummy MOUSE	12/12/22 14:59	Printed	TNQ
Valentia Provider	ZZZ0067	Blue TESTING	29/10/22 08:34	New	TNQ
Toniq Doctor	ZZZ0016	Test PATIENT	12/08/22 08:35	Completed	TNQ
Toniq Doctor	ZZZ0016	Test PATIENT	12/08/22 08:35	Dispensed	TNQ
Toniq Doctor	ZZZ0016	Test PATIENT	19/05/22 08:34	Completed	TNQ
Toniq Doctor	ZZZ0016	Test PATIENT	14/05/22 08:35	Completed	TNQ
Toniq Doctor	ZZZ0016	Test PATIENT	13/05/22 16:54	On Hold	TNQ
Toniq Doctor	ZZZ0016	Test PATIENT	13/05/22 08:34	Dispensed	TNQ

Message from sender

Sender Details

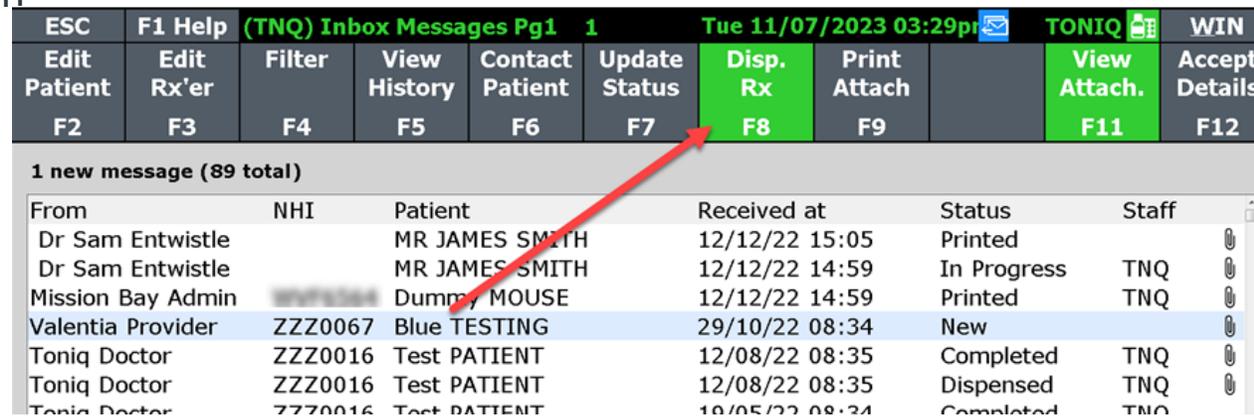
Valentia Provider  
Phone: 021

Prescription Details

NHI: ZZZ0067  
Blue TESTING  
SCID: 20HP0P9FG0YR6HPVX7

# Dispensing a Prescription

- When a message has an NZePS SCID barcode the *F8 Disp. Rx* function key can be used to dispense the prescription:
  1. Upon pressing the *F8 Disp. Rx* button two things will happen to the highlighted message
  2. The status of the message will be set to In Progress
- Once you have finished the prescription, ending the visit like normal will update the message status to *Dispensed*
- If you want to let the patient know the item is ready for collection you can do so easily by sending them a text from the *Inbox* screen



ESC	F1 Help	(TNQ) Inbox Messages Pg1 1				Tue 11/07/2023 03:29pm	TONIQ	WIN	
Edit Patient	Edit Rx'er	Filter	View History	Contact Patient	Update Status	Disp. Rx	Print Attach	View Attach.	Accept Details
F2	F3	F4	F5	F6	F7	F8	F9	F11	F12
<b>1 new message (89 total)</b>									
From	NHI	Patient	Received at	Status	Staff				
Dr Sam Entwistle		MR JAMES SMITH	12/12/22 15:05	Printed					
Dr Sam Entwistle		MR JAMES SMITH	12/12/22 14:59	In Progress	TNQ				
Mission Bay Admin		Dummy MOUSE	12/12/22 14:59	Printed	TNQ				
Valentia Provider	ZZZ0067	Blue TESTING	29/10/22 08:34	New					
Toniq Doctor	ZZZ0016	Test PATIENT	12/08/22 08:35	Completed	TNQ				
Toniq Doctor	ZZZ0016	Test PATIENT	12/08/22 08:35	Dispensed	TNQ				
Toniq Doctor	ZZZ0016	Test PATIENT	12/05/22 08:34	Completed	TNQ				

# Toniq Help and Knowledge Base

- Further information can be found in the Toniq Knowledge base:

**[toniq.nz/help](https://toniq.nz/help)**

- Questions?



 **TONIQ**