MedEssist FAQ

MedEssist is an inventory driven web-based influenza vaccination platform that is an option available for PAS members. Specifically, the platform allows pharmacies to manage inventory and clients can book their flu shots based on that inventory. This ensures that there will never be a situation where there the patient comes in and there isn't a dose readily available especially during the increased demand this season. The MedEssist program includes training videos, materials, an e-booking service, and a platform to manage both your inventory and your patients (including those that are not tech savvy or don't speak English as a first language) as well as a pharmacist advisor to help co-develop the setup for your store.

FAQs

1. **What is MedEssist?**
   This is a web-based platform that allows pharmacies to manage their influenza vaccine inventory and its patients. In the next few weeks, COVID-19 testing will also be available to those pharmacies that are doing undertaking this.

2. **What if my patients do not have access to technology or speak another language?**
   That's not a problem. Patients do not have to book online but can call in and book via the pharmacy. Pharmacists can register the patients in over the phone, the system will alert staff when to communicate with patients via a "Call List".

3. **What is the cost?**

PAS members can access the platform through a unique discount accessible here: https://www.paypal.com/cgi-bin/webscr?cmd=_s-xclick&hosted_button_id=YCRKLGFQYLZDJ

4. **Are there any regulatory barriers or challenges?**
   They meet all privacy regulations such as PIPEDA and PHIPA. Their data is stored in Montreal; they meet CPhA best practices for providing flu immunizations and will have province-specific documentation incorporated into their booking form. Click here for more information on their privacy and security. You are also provided with a copy of the Terms of Service for your records once you sign up.

5. **What about provincial forms?**

MedEssist will use Saskatchewan public health guidelines so that pharmacies are comfortable using the platform.

For more information on the platform, please contact support@medessist.ca or use the chat feature on their website.

PAS is not endorsing the platform. There are many online platforms that pharmacies in Saskatchewan can use. PAS is informing members of online tools and pricing opportunities available to them as they arise.