

# YOURmeds Supporter Information

What you need to do



## How to support someone using YOURmeds.

YOURmeds supports people to take the right medication at the right time with support from their network of family and friends.



Fewer than 1 in 2 take their medication correctly which leads to poorer health outcomes. YOURmeds wants to change that. The medication pack will inform the User when it is time to take their medication. The medication packs are filled, dispensed and delivered by the Pharmacy. The tag will inform the User when it is time to take their medication: it will sound an alarm and display a number. The YOURmeds User simply has to take the medication that is behind the number.

## Why are you telling me this?

The YOURmeds User has requested that you support them to take their medication correctly.

The person accepts they have difficulty with taking their medication and know how important it is that they take their medication as often and as accurately as possible.

By helping them, you are enabling them to remain **independent, healthier and happy!**

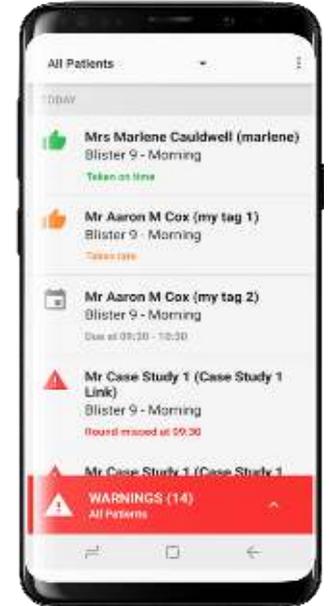


## What do I need to do?

The person you have agreed to support has authorised YOURmeds to send you an email link to download and log in to the free App.

Download the YOURmeds App from Google Play store or the APP store

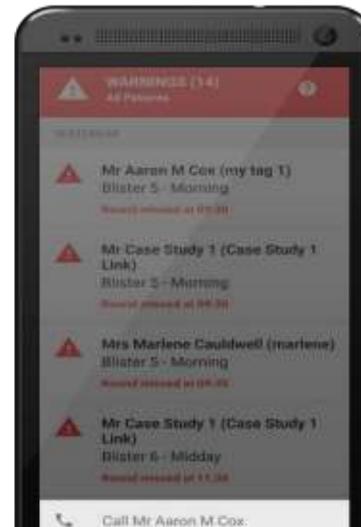
Login to the app using the email and password that we have sent you in the email.



If someone has not taken their medication, you need to call them to remind them to take their medicines.

This can be done simply through two taps on the App.

Check out our frequently asked questions overleaf on what to do if you have any issues or problems.



# FAQs.

## **What should I do if the person I support takes the wrong medication?**

*Contact their pharmacy.*

## **What do I do if they go into hospital?**

*Contact the pharmacy and email us at [support@yourmeds.net](mailto:support@yourmeds.net) to tell us to disable the alerts. When they have been discharged let the pharmacy know and they can turn the YOURmeds system back on.*

## **What if there are medication changes?**

*The pharmacy will pick up the packs that haven't been used and will redeliver them with the new prescription changes.*

## **How do I change the alarm times?**

*Ring the technical support team on 02392 470001 or email [support@yourmeds.net](mailto:support@yourmeds.net).*

## **Why is the alarm not going off?**

*Plug in the tag check that the battery is charged.*

*Hold down the sync button until the green light flashes and then release, this will update the tag with the latest schedule.*

*If you are still experiencing difficulties email [support@yourmeds.net](mailto:support@yourmeds.net).*

## **How do I change the supporters informed?**

*Find another supporter who can take your place and email [support@yourmeds.net](mailto:support@yourmeds.net).*

## **Can the notifications be changed?**

*Yes, we set the notifications up so that you are only informed if medication is missed or wrongly taken. If you would like to receive all notifications please email [support@yourmeds.net](mailto:support@yourmeds.net).*

**Call: 02392 470001**

**Email: [support@yourmeds.net](mailto:support@yourmeds.net)**

Support is available between 9AM-5PM, Monday to Friday.