

# You & Your Medication



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## What you have to do.

**YOURmeds helps you to take your medication on time, it is as easy as opening an advent calendar.**

When it is time to take your medication, the screen will show a number and sound an alarm. Simply push open the numbered door corresponding to that shown on the screen and take the medication behind. The system will alarm every 10 minutes for one hour or until you take your medicine.



## What happens if you forget?

You can choose up to 5 people to support you take your medication on time. If you have not taken your medication within 10 minutes of the alarm going off, the system will inform the first supporter on your list. The supporter can call you directly through the supporter app via an in-app call to remind you. If the medication has still not been accessed after a further 10 minutes, then the YOURmeds App will notify the next supporter on the list until the medication has been taken.

Further information on what a supporter has to do is detailed in our supporter leaflet.

## How will you get your medicines?

The pharmacy will deliver the YOURmeds system to you with your medication packs. For example, if you have a 28-day prescription, you will receive four medication packs that need to be changed weekly. You can read how to change the pack in our instructions leaflet.

If you have a 7-day prescription, the pharmacy will drop off a new medication pack weekly.

## What about medication that is not in the pack?

The pharmacy will deliver additional PRN medication you need to take, such as creams, inhalers, or liquid medicine, separately with the packs. These cannot go into the YOURmeds packs. You need to take them as instructed by your GP.

## Scan us!



Supporter Leaflet



Instructions leaflet

# Frequently Asked Questions.

## 1 I want to change my medication times.

Call 02392 470001 or email [support@yourmeds.net](mailto:support@yourmeds.net) with the medication times. We will call you when the schedule has been updated. You need to hold down the SYNC button until the green light starts to flash and then release. The tag will display “syncing”. Once the tag has synced the next medication round will be shown in the top left-hand corner.

## 2 My prescription has changed and I've still got packs with the old medication regime.

Contact your pharmacy. They will take them back and issue you with medication packs with the new prescription.

## 3 I've inserted a new pack but one of the doors is showing as opened.

You will need to insert a new pack. Please take the damaged pack back to the pharmacy or contact your pharmacy for a replacement.

## 4 The tag is blank or showing a fault.

First, please put the tag on charge. Then, after 60 minutes, check the screen is on; hold down the SYNC button until the green light flashes and then release. If the screen is still not working, contact our technical team on 02392 470001.

**Call: 02392 470001**

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

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