YOURmeds Supporter Information

What you need to do.

How to support someone using YOURmeds.

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

Did you know that less than 1 in 2 take their medication correctly, leading 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 medicine: it will sound an alarm and display a number. The YOURmeds User simply has to match the number on the screen and take the medication behind the numbered 'door' - like an advent calendar!

Why are you telling me this?

The YOURmeds User has requested that you support them in taking their medication correctly.

The User accepts they have difficulty taking their medication and know how important it is to take their medication as often and as accurately as possible.
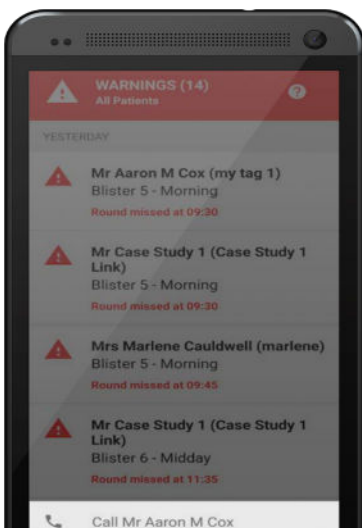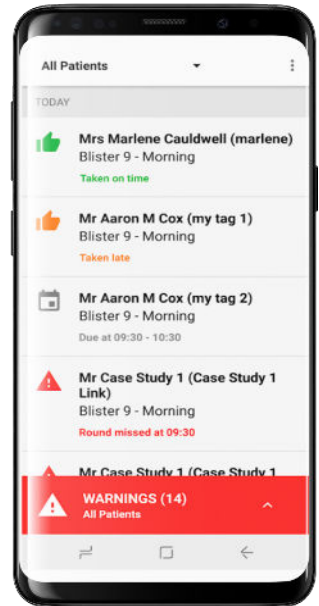
By helping them, you are enabling them to remain **independent, healthier and happy!**

What do I need to do?

The User 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 the Google Play store or the App store.

Login to the App using the email and password we sent you in the email.

If someone has not taken their medication, you need to give them a quick call to prompt 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 user I support takes the wrong medication?
Contact their pharmacy.

What do I do if they go into hospital?
Notify support@yourmeds.net to tell us to disable the alerts. Then, when they have been discharged, let us know, and we 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.

Why is the alarm not going off?
Plug in the tag and check that the battery is charged. Next, 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.

How do I change the supporters informed?
Find another supporter who can take your place and email 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. However, if you would like to receive all notifications (missed, taken, taken too many, taken late etc.) please email support@yourmeds.net.

Call: 02392 470001
Email: support@yourmeds.net
Support is available between 9 AM-5 PM, Monday to Friday