

Please note:

If you have any queries regarding your prescription please contact your pharmacy first.

To add or change supporters

To add/change alarm times

Any technical queries about the YOURmeds.

Contact YOURmeds support on:

 support@yourmeds.net

 02393 55 3043

YOURmeds

User Manual


How to get started with
YOURmeds pharmacy-fill option.












Contact Us

 support@yourmeds.net

 02393 55 3043

 www.yourmeds.net

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Frequently asked questions

How can I change the alarm times?

Ring the technical support team on 02393 55 3043 or email support@yourmeds.net

How can I change/add my supporters?

Ring the technical support team on 02393 55 3043 or email support@yourmeds.net

Can I take YOURmeds abroad?

Yes, however, the electronic smart device is linked to UK time so it will alert at the same times you have set in the UK.

What happens if I want to cancel the service?

Notify us by emailing office@yourmeds.net as soon as possible. If you are on our Pharmacy-fill subscription the support team will contact your pharmacy and confirm when your next prescription date is (when you are next due medication from the pharmacy), so that you can return to your previous method of dispense on that date – we will inform you of when this is.

Supporting you to live your best life.

Taking the right medicines or vitamins at the right time is key to your health and wellbeing. Taking medicines on time ensures your body gets the right dose at the right intervals. Skipping, delaying or double dosing can result in your condition getting worse. It's not just about following doctor's orders, it's also about actively taking ownership of your well-being. You may also have family members or carers who feel that they need to check that you are managing your medicines effectively. YOURmeds provides a way to keep them informed, and give them peace of mind automatically when you take your medicines.

How YOURmeds can help.

YOURmeds helps you to take the right medicines at the right time with support from your network of family and friends. When it's time to take your medicines, a number will be displayed on the screen. Match the number on the screen to the number on the pack to access your medicines. 15 minutes after the round time starts the pack will beep every 10 minutes until the medicines are accessed. After 30 minutes the first supporter is informed through the YOURmeds supporter app to give you a nudge to take your medicines.

Supporter information

One of the benefits of YOURmeds is the peace of mind it gives families and carers supporting someone with their medication. You can nominate up to 5 people to be a supporter. You will have been asked when you signed up for your supporter details. If you wish to amend/add supporters please email support@yourmeds.net

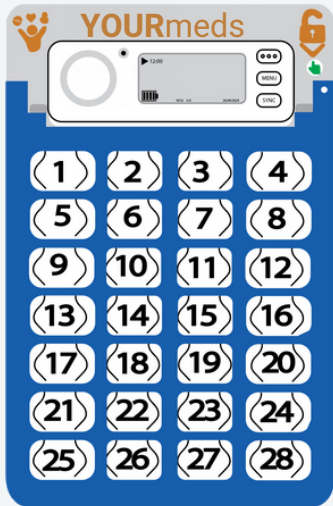
Once you have signed up as a supporter YOURmeds will send you an email link to download and log in to the free YOURmeds app. The app is available on both Android and iPhone. Please use the login details provided at the end of the email.

Within the app, you can see what meds were taken yesterday and what is due today and tomorrow. You will be notified if your loved one has not taken their medication within the time allocated or takes the wrong one. You need to take action by calling the person you are supporting through the YOURmeds supporter app or taking the appropriate action.

The medication trays need to be swapped over once a week and the tag set to charge. If your loved ones are unable to do this you will need to support them.

What's included

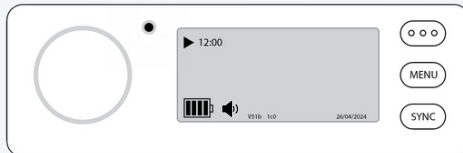
- 1 x Medication device
- 1 x Tag
- 1 x USB C charging cable



1x Medication Device
(Holds your medication tray)



1x USB C Cable



1x Tag
(Alarms and shows you which medication to take)

How you will get your medication

After YOURmeds has arranged the pharmacy, your next prescription will be delivered in YOURmeds. We will send the equipment to you in the post ahead of your medication trays.

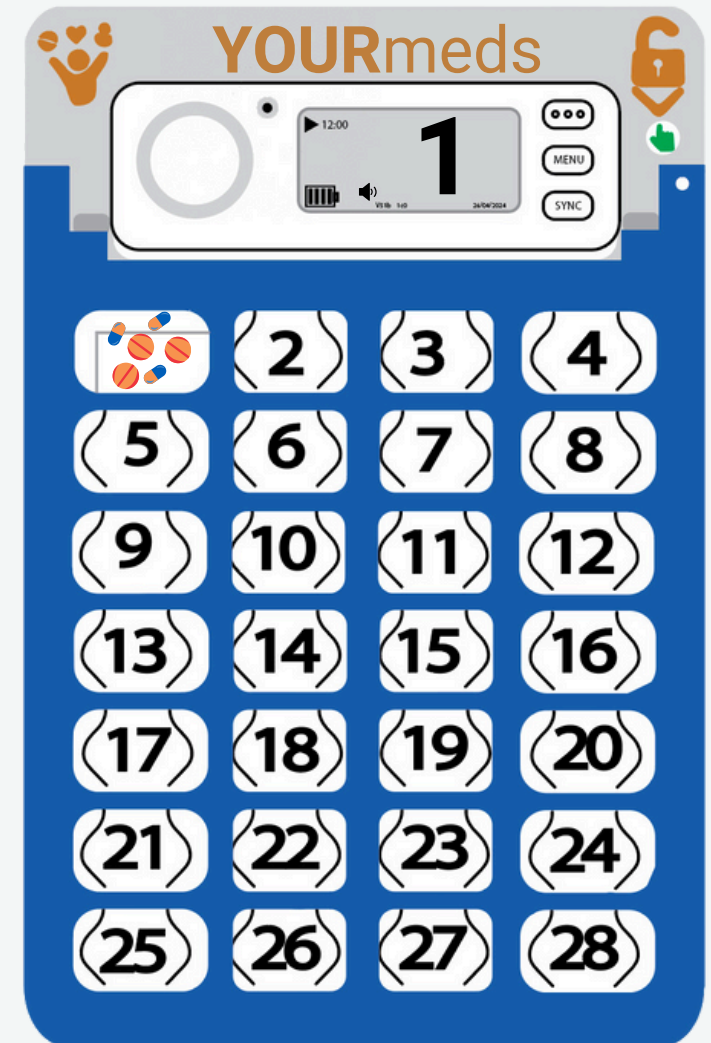
Your medication will come in YOURmeds trays, pre-filled by the pharmacy ready to use. If you're on a monthly prescription, you will receive 4 medication trays at a time. If you're on a weekly prescription you will receive one medication tray at a time.



How to take your medication

- 1** A number will come up on the screen and the tag will beep every 10 minutes until you have taken the meds.
- 2** Match the number on the screen to the number on the pack.
- 3** Push the blister and detach the numbered seal completely this ensures there are no meds trapped underneath.
- 4** Take your medication.
- 5** If a medication is missed or wrongly taken the chosen supporters will be alerted through YOURmeds supporter app.

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Inserting a new medication tray

Scan the QR code to watch the video



Only remove the pack between medication round times. If a number is visible on the screen, take the medication for that round and wait until the number disappears before changing your pack over.

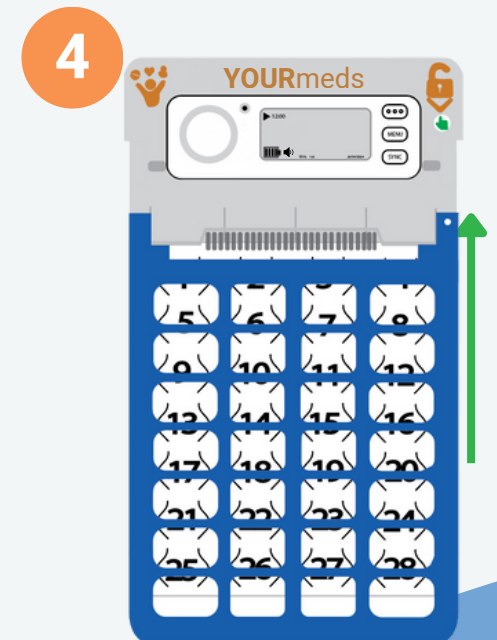
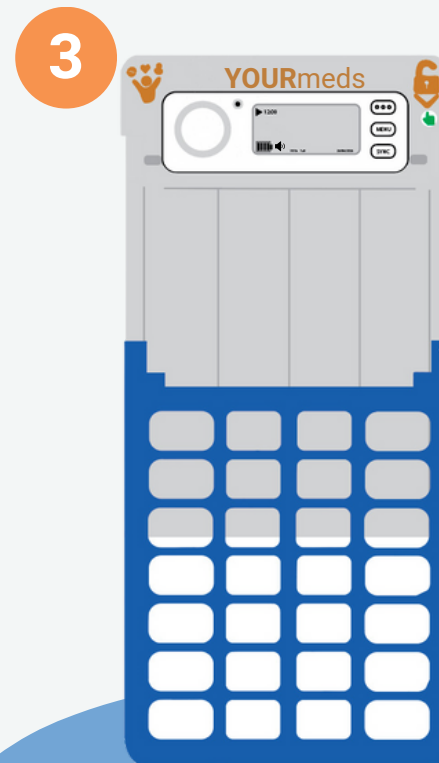
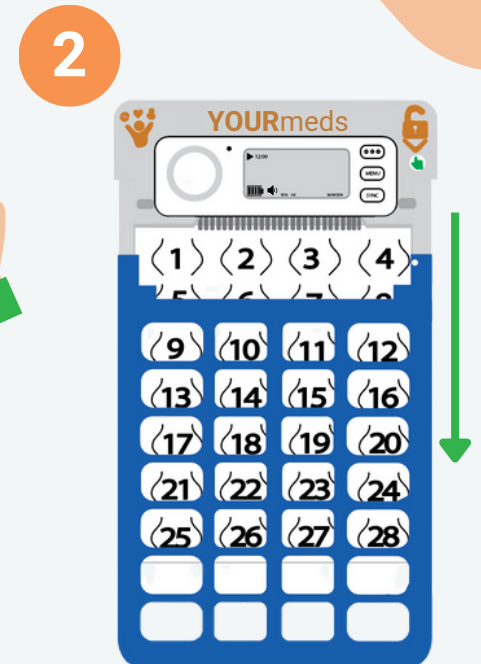
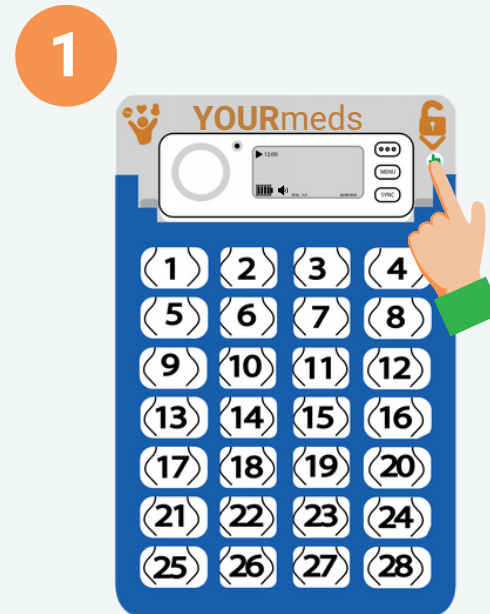
1 Press the button with the hand symbol on the right-hand side to release the lid.

2 Gently pull the lid down.

3 Remove the old medication tray and insert a new tray between the lid and the grey tray.

4 Gently push the lid up until it 'clicks' into place.

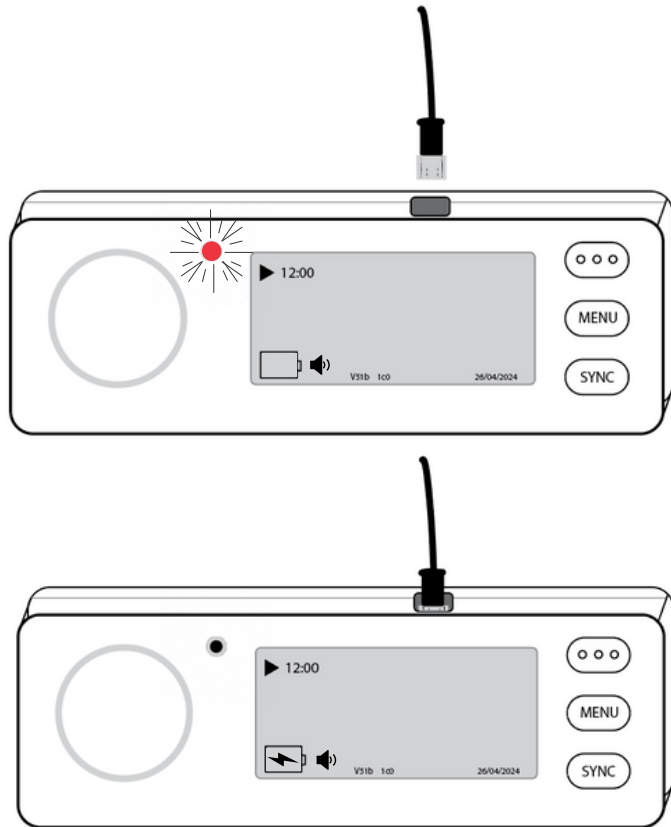
The screen should now say pack stabilising and then pack connected.



Charging the tag

It is really important that the tag is charged once a week with the cable provided. Insert the micro usb charger provided into the top of the tag at the charging port

The light on the tag will flash red when the battery is low.



Damages and warranty

Should any malfunction of the product arise, you should in the first instance contact YOURmeds for advice. If the problem cannot be resolved, YOURmeds undertakes to repair or replace (at their option) providing that malfunction is reported as soon as it is discovered

The warranty is valid for 12 months from the date of purchase.

Damage not covered under the warranty:

- a) Normal wear and tear (batteries and screens)
- b) Damage from drops and/or from unsuitable use of the tags e.g., dropping, water damage, foreign objects

The original warranty does not apply if the device has been:

- Opened, modified or repaired by an unauthorised service centre
- Repaired with parts that are not YOURmeds original
- Exposed to moisture, extreme environmental and thermal conditions, erosion, oxidation or chemicals
- Removed or unreadable serial number
- Charged with, damaged from, or manipulated with software other than that which is YOURmeds approved.

As with all electronic devices, do not leave in direct sunlight. Extremes of heat or cold may cause malfunction.