

Secure messaging **(sending notifications and referrals to GPs and other HCPs)**

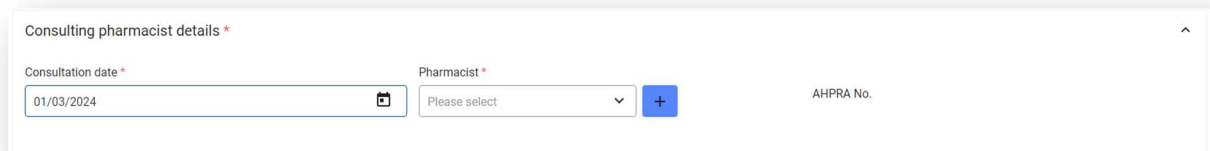
MedAdvisor for Pharmacy allows you to send secure messages to GPs and other health practitioners via the **Notifications and referrals** section of a MedsCheck/Diabetes MedsCheck form for patients being provided with the Hospital Discharge service. You can also generate PDFs.

Please note: DO NOT go to Foxo directly to create an account. Your account will be created automatically as part of the MedAdvisor onboarding process.

Set Up Pharmacist Profile

You must set up your pharmacist profile, prior to using Notification and referrals to send secure messages via Foxo.

- On the MedsCheck/Diabetes MedsCheck form, scroll down to Consulting pharmacist details

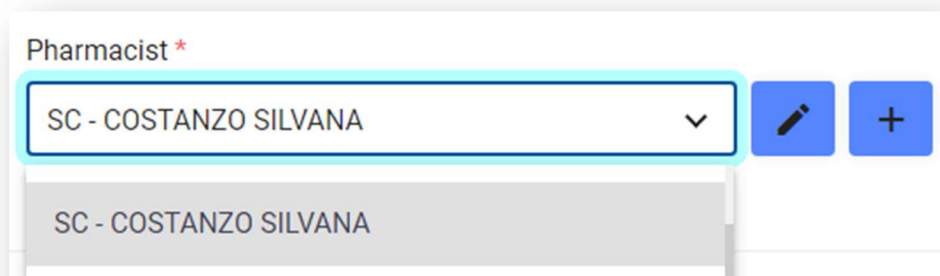


Consulting pharmacist details *

Consultation date * 01/03/2024 Pharmacist * Please select AHPRA No.

This screenshot shows a form section titled 'Consulting pharmacist details *'. It contains three input fields: 'Consultation date *' with the value '01/03/2024', 'Pharmacist *' with a dropdown menu showing 'Please select', and 'AHPRA No.'. There is a blue '+' button next to the 'Pharmacist' dropdown.

- Under Consulting pharmacist details, select yourself from the **Pharmacist** drop down



Pharmacist *

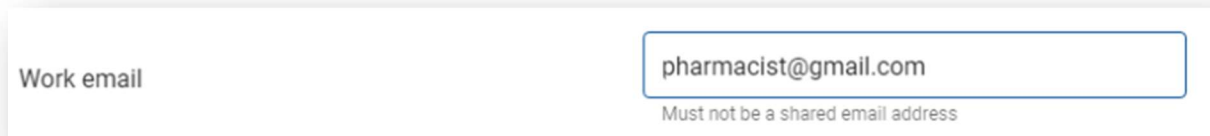
SC - COSTANZO SILVANA

SC - COSTANZO SILVANA

This screenshot shows a close-up of the 'Pharmacist *' dropdown menu. The selected option is 'SC - COSTANZO SILVANA'. Below the dropdown, the same name is listed as an option. There are blue edit and add buttons to the right of the dropdown.

If you do not see your details. Select the + icon to add your details.

- Select the pencil icon to edit your details and scroll down to **Prescribing and secure messaging details** section
- Enter your **work email address**. *Emails MUST NOT be a shared email address*



Work email

pharmacist@gmail.com

Must not be a shared email address

[Prescribing & Secure Messaging - How to resolve 'No shared email' error when working at multiple pharmacies – MedAdvisor](#)

- Select **Update details**. Your profile is now ready.

There are two types of communications - notifications and referrals.

1. A **notification** is a message with information regarding the consultation, that is sent to the patient's regular GP after the patient has consented for that information to be shared.
2. A **referral** is a message which is sent when (because of the pharmacy consultation) the patient needs to be referred to a health practitioner after the patient has consented for that referral to be sent.

Sending a secure message to GPs/other HCPS

- In the forms Notifications and referrals section, select the drop down under **Who do you want to notify / refer to?**

Notifications and referrals

Who do you want to notify / refer to?

Please select

Please select

Regular GP

Alternative GP

Emergency department

Medical specialist

- Select the **type of communication**

Select the type of communication

Please select

Please select

Notify via secure message

Notify via PDF

Referral via secure message

Referral via PDF

*If you choose **Notify via secure message** or **Referral via secure message**, you will need to make sure you have a valid email address in your pharmacist settings.*

- Select **Find a health practitioner** to search

Health practitioner

Find a health practitioner 🔍

Discipline

- The **Search contacts** pop-up will appear. Enter name, search by discipline, clinic, suburb or state and click **Search** to locate a health practitioner in the **Suggested** section.

Search contacts

×

Name

Doctor

Discipline

Please select ▼

Clinic

Suburb

State

Pleas... ▼

Search

4 search results

Ms Sue Doctor, Psychologist
 UTS Health Service

Dr Anahita Behram Doctor, General Practitioner
 Belair Family Health Centre

Dr Tejas Niranjn Doctor, Paediatrician
 Northern Health - Northern Hospital

Dr Tejas Niranjn Doctor, Paediatrician
 Silk Medical Specialist Suites

Not here?

+ Add new contact

- Select the Health Practitioner you would like to securely message from the list OR select **Add new contact** if you cannot find them in the search results.
- The template for **Subject** and **Body** of the notification will pre-populate. For a referral, the issues entered in the action plan will be included. You can edit these fields as required.

Subject

Referral for {PatientFirstName} {PatientLastName} from {Service} in {PharmacyName}

Body

{CurrentDate}

Dear {HPName},

{PatientFirstName} {PatientLastName} attended a consultation with me on {Date}, during which a comprehensive post-discharge medication review was conducted.

I am referring {PatientFirstName} to you for:

{issueArray}

The detailed report for the medication review is included.

☒ Attach GP Report to the message as a PDF

[Preview message](#) [Send secure message](#) [Generate PDF](#)

- Select **Preview message** to view the message with all fields (e.g Patient info) visible.

Message preview ×

Subject of message:

Referral for ELIZA BLAIR from MedsCheck in ABC pharmacy

Body of message:

19/09/2025

Dear LJ Test,

ELIZA BLAIR attended a consultation with me on 19/09/2025, during which a comprehensive post-discharge medication review was conducted.

I am referring ELIZA to you for:

- Medication Adherence issue

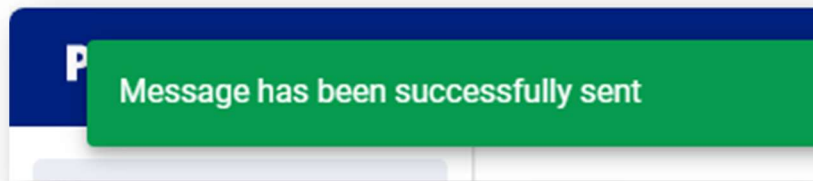
The detailed report for the medication review is included.

If you have any further questions in relation to the information provided, please do not hesitate to contact me.

Kind regards,
Pharmacist Janet Hall
PHA0001586218
ABC pharmacy

- The **MedsCheck GP report** will be attached to the message as a PDF.

- After reviewing / editing the message, select **Send secure message**.
- A green bar will appear, letting you know the message was sent successfully.



- You will also see statement below the message, showing you the date and time of the successfully sent message.



- Repeat the above steps by selecting **+ Add another communication** to message another health practitioner, as required.

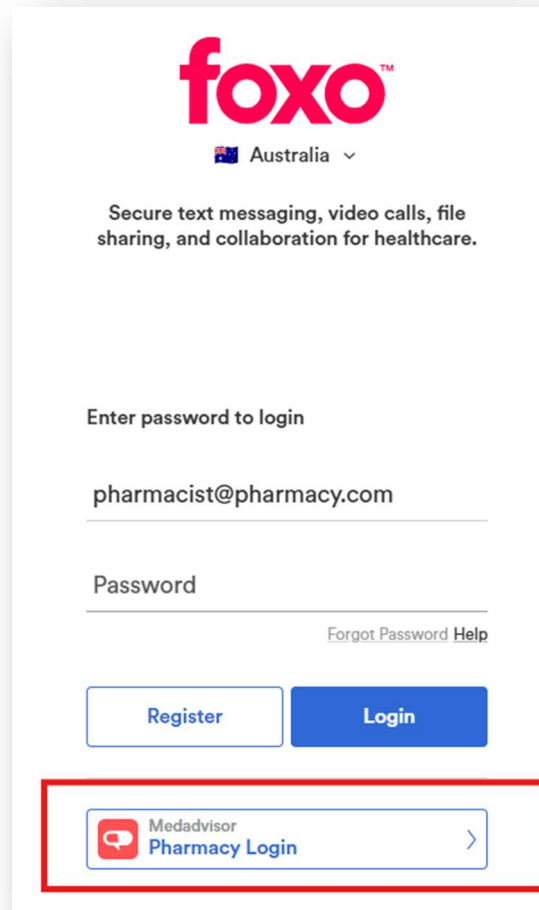
The health practitioner will be sent an email each time you send a notification or referral letting them know they have a secure message in their FOXO portal. They will be reminded via email if they do not view the message.

Accessing the FOXO portal to view GP responses

- The health practitioner can respond directly to the secure communication that they receive from the pharmacist. This opens up a 2 way dialogue.
- Pharmacists can view responses from health practitioners in the FOXO portal. If you miss a response, an email notification will be sent after 1 hour to prompt you.
- To access the FOXO portal, the pharmacist will need to have used MedAdvisor for Pharmacy **via web browser** at least once, so they are known in the system.

If you have not used the web browser version of MedAdvisor, you will be contacted at the beginning of the research program to go support you through the set up process.

More information can be found here: <https://foxo.com/>



The image shows a login page for 'foxo'. At the top is the 'foxo' logo in red. Below it is a dropdown menu showing 'Australia' with a flag icon. The text 'Secure text messaging, video calls, file sharing, and collaboration for healthcare.' is centered. Below this is a section titled 'Enter password to login'. It contains two input fields: one for an email address (pre-filled with 'pharmacist@pharmacy.com') and one for a password. To the right of the password field are links for 'Forgot Password' and 'Help'. Below the input fields are two buttons: 'Register' (white with blue border) and 'Login' (solid blue). At the bottom, there is a button labeled 'Medadvisor Pharmacy Login' with a red speech bubble icon and a right-pointing arrow. This button is enclosed in a red rectangular box.

Please note: DO NOT go to Foxo directly to create an account. Your account will be created as part of the MedAdvisor onboarding process and you can login to FOXO by clicking MedAdvisor Pharmacy Login