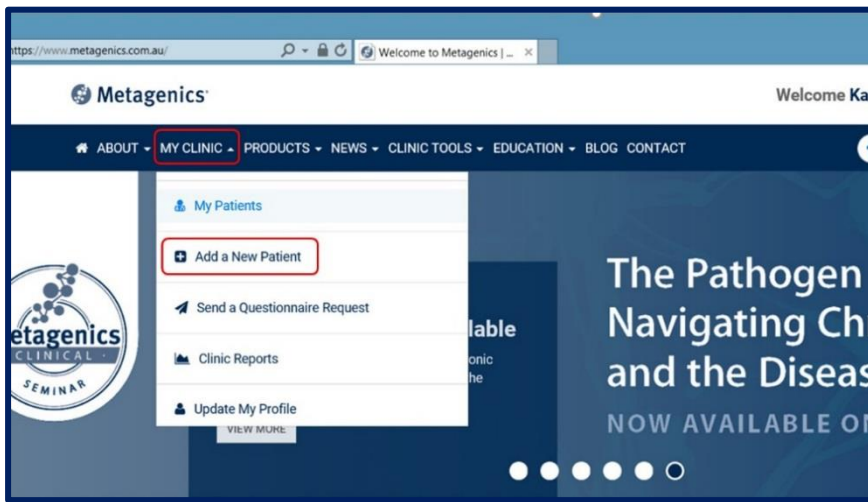


How to Prescribe Using the Patient Order System – A Guide for Practitioners

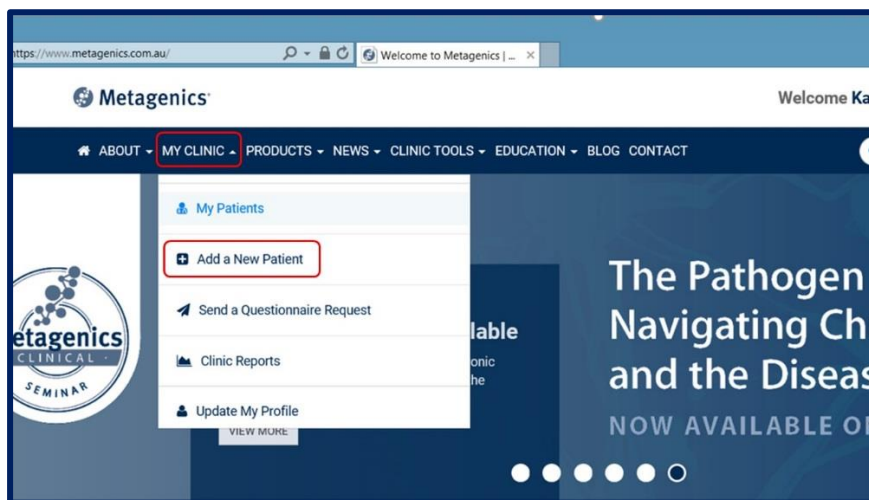
The below guide will step you through the process of how to use the Patient Ordering System.

To ensure a smooth process, please refrain from navigating away from the web page or clicking the 'back' button on your browser throughout any stages of the process.

1. Log into metagenics.com.au or metagenics.co.nz and go to **'My Clinic'** in the top menu bar.



2. To add a new patient, click **'Add a New Patient'**. The 'My Patients' section under the same 'My Clinic' menu, is where your list of patients will appear once you have added them.



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3. Enter your patient's details and click '**Invite the Patient**'. Your patient will be sent an email request to complete their full patient profile including set up of a login and address details. Once the patient has completed their profile, they will be able to receive online prescriptions from you.

Add a New Patient

Invite the following recipient to complete and review their profile and confirm they are a patient of your clinic. Once confirmed,

- The patient will be able to accept online prescriptions from you via the Metagenics website
- You will have access to the patient's contact details, profile and journal

Recipient's first name

Recipient's last name

Recipient's email address

It is suggested to complete the above steps before your patient's appointment. This can be done as part of setting up your patient's telemedicine appointment. For example, add a note to your patient's initial Skype/Zoom invitation asking them to complete their patient profile prior to their appointment.

4. To create a prescription, click on the name of the patient you wish to create a prescription for.

My Patients

Manage your existing relationships

Name or email RECENT A-Z QUICK SEARCHES

Chrisanthi Zenonos

1 request sent, last was moments ago

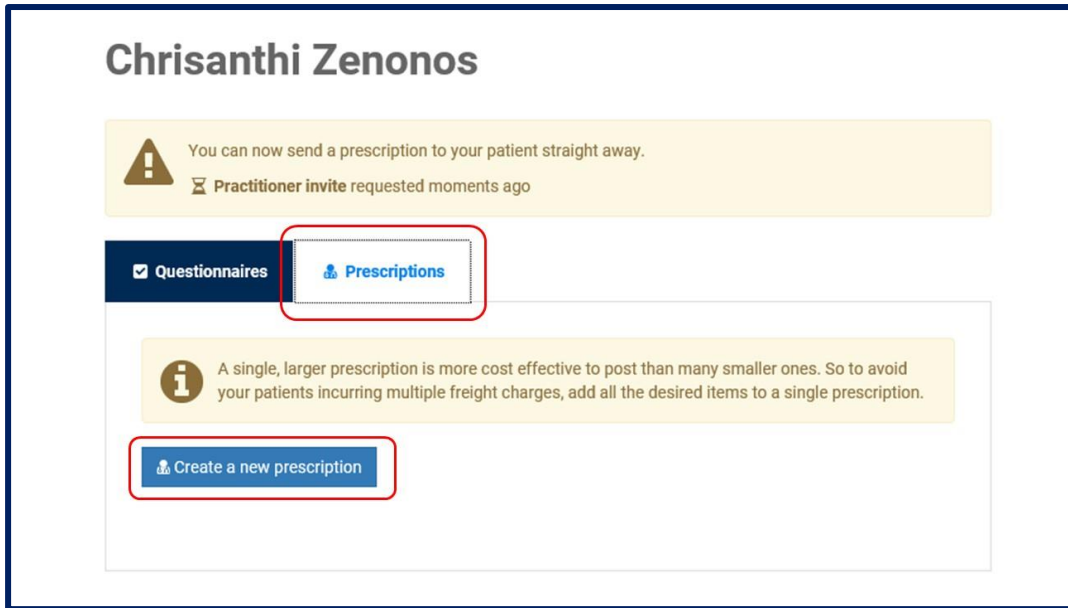
Cassandra Miller

1 request sent, last was yesterday

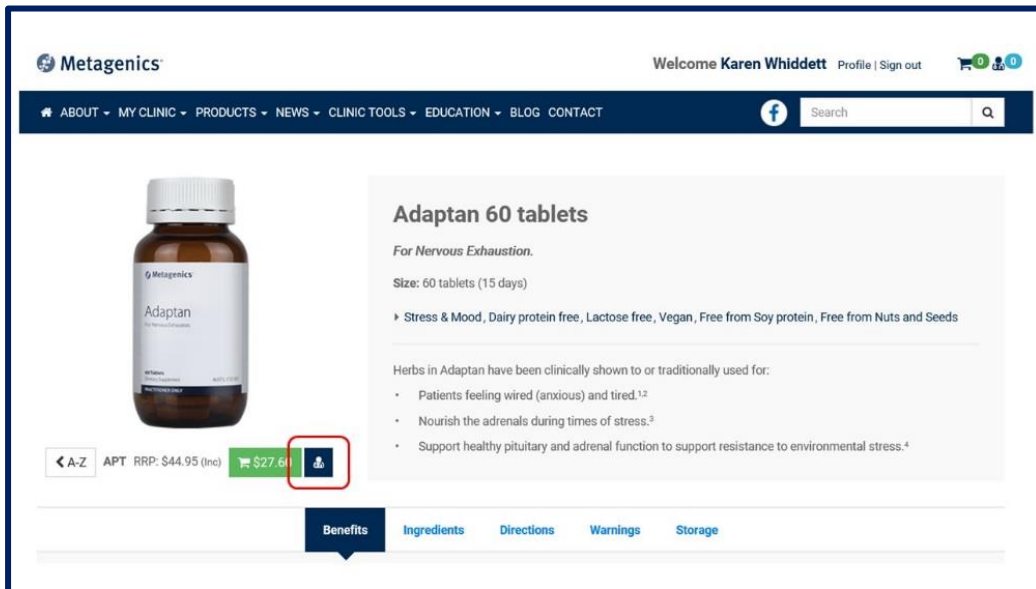
Please note that you can set up a prescription as soon as you have sent the patient a request - there is no need to wait for your patient to set up an account or profile.

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5. On the next screen, click on **'Prescriptions'**, followed by **'Create a new prescription'**.



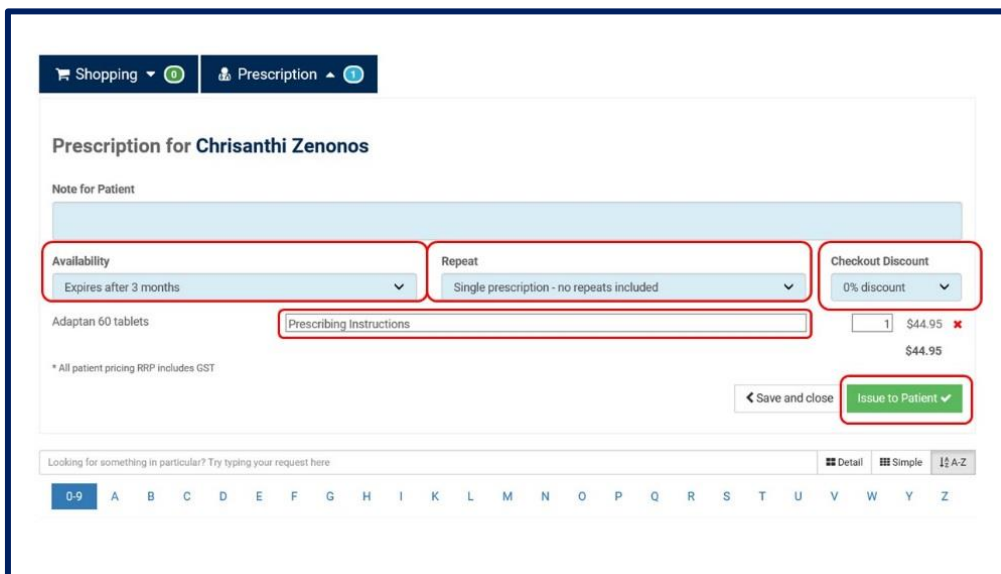
6. The prescription cart will appear at the top of the screen with the Metagenics product range listed below. To add products to the prescription, find the product you would like to prescribe and simply click the blue prescribe icon to the right of the product name.



To ensure that a product is in stock, click on the product name before clicking the blue prescribe button. An out of stock message will appear if the product is currently out of stock. It is best to avoid selecting products that are on out of stock status for the prescription, as it can result in delaying your patient receiving the rest of their prescribed products.

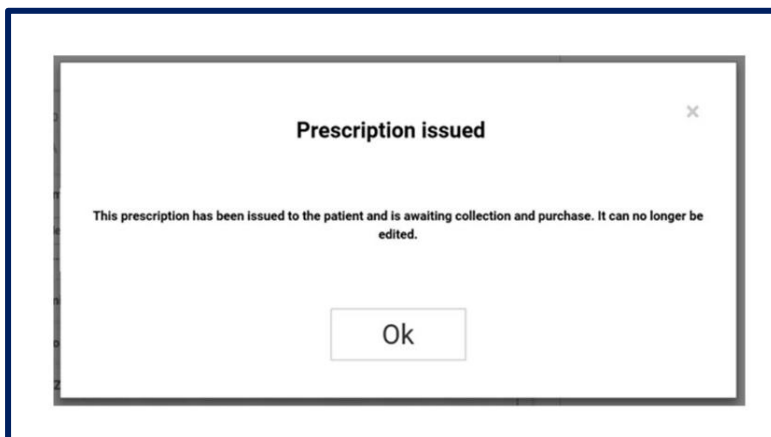
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- By clicking, the blue prescribe icon multiple times, or amending the quantity in the prescription, you can set the quantity you would like your patient to receive in their prescription. The prescription cart details will update as products are added to the prescription.
- You can now select the products, how long the prescription is available for as well as the number of repeats for your prescription. Dosage instructions can be typed into the **'Prescribing Instructions'** box next to the product name. You may wish to offer your patient a discount. Products are set to Recommended Retail Price (RRP) by default (0% discount) or you may select a discount of up to 30% off RRP. Once your patient's prescription is complete, select **'Issue to Patient'**.



Availability	Repeat	Checkout Discount	Product Name	Quantity	Price	Action
Expires after 3 months	Single prescription - no repeats included	0% discount	Adaptan 60 tablets	1	\$44.95	Issue to Patient ✓

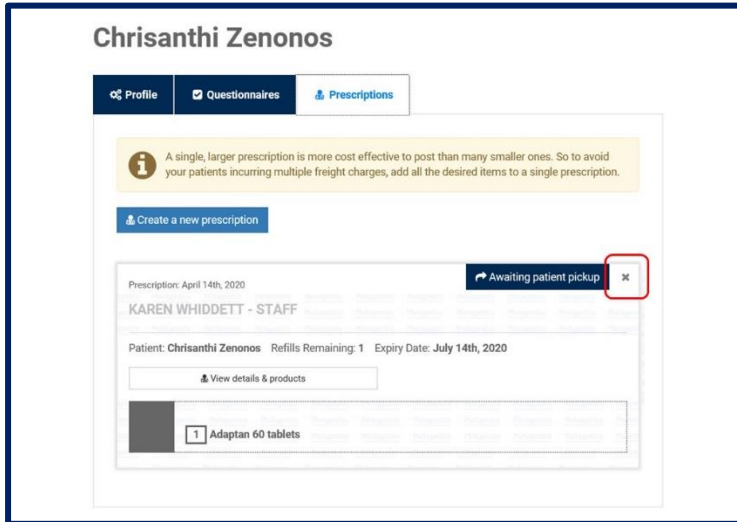
- An email will be sent to the patient to advise them that their prescription is ready to order from the Metagenics website.



Once the prescription is set, your patient cannot modify it so, please ensure you and your patient are happy with the flavour and size of the product and have discussed this prior to setting up the prescription.

How to Prescribe Using the Patient Order System – A Guide for Practitioners

10. **If you have made a mistake**, you can delete the prescription by clicking the X button, and then start a new one. You can review your prescription at any time by clicking on the patient name from the **'My Patients'** list.



11. At the end of each month, you will receive a credit for the difference between the sale price paid for by your patient and your wholesale price, and detailed account of all patient order transactions.

Did you know you can also place patient orders via our Customer Service team?

Patient orders can be emailed to orders@metagenics.com.au or orders@metagenics.co.nz. Please remember to include:

- Your Practitioner number followed by an 'X' e.g. '12345X' or 'NZ12345X'.
- Your name, delivery address and any delivery instructions e.g. 'Authority to leave without signature'.
- Your phone number.