Metagenics®

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

To ensure a smooth process, please refrain from navigating away from the webpage or clicking the 'Back' button on your browser throughout any stages of the patient prescription.

Creating a Patient Prescription
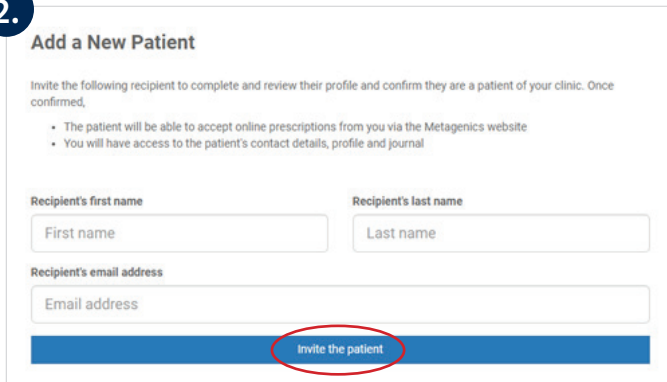
Add a New Patient

It is suggested to complete the below 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.

1.
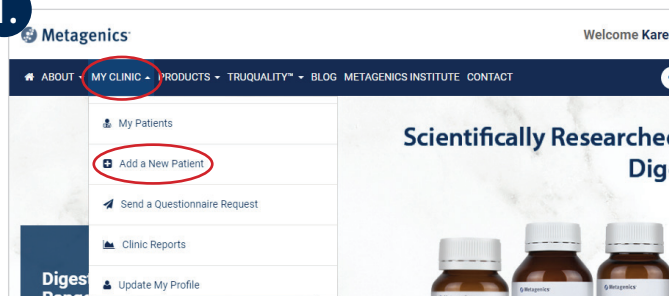
1. Log in to metagenics.com.au or metagenics.co.nz and click **'My Clinic'** in the top menu bar, followed by **'Add a New Patient'**.

2.

2. Enter your patient's first name, last name and email address, then click **'Invite the Patient'**. Your patient will be sent an email to accept your request, create a patient log in and complete their full patient profile. Once the patient has completed this step, they will be able to receive online prescriptions from you.

   Ensure the email address entered here is the same email address that your patient will use to receive their notifications from you.

You can set up a prescription for a patient as soon as you have 'invited the patient'. There is no requirement to wait for your patient to set up their patient profile.
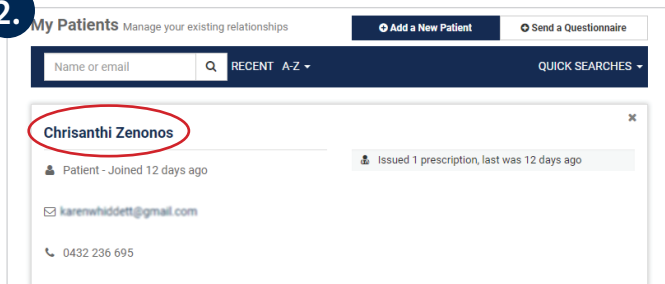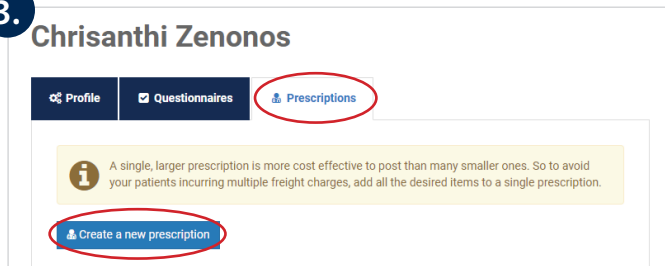
Create a New Prescription

1.

1. To create a prescription, click on **'My Patients'** in the top menu bar.
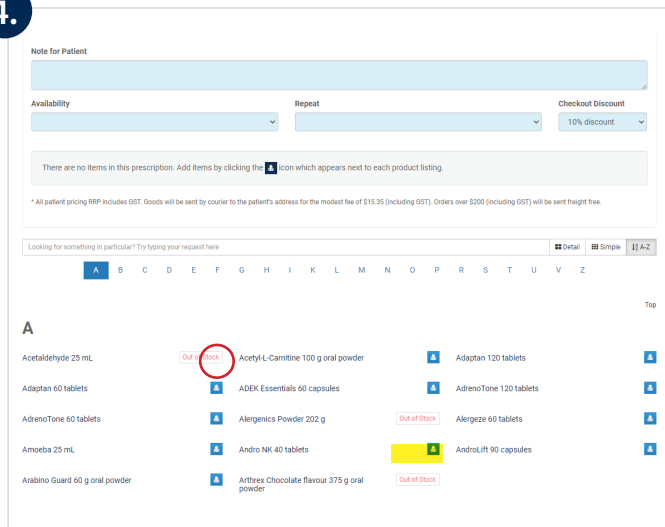
2.

2. Click on the name of the patient you wish to create a prescription for.

3.

3. On the next screen, click **'Prescriptions'**, followed by **'Create a New Prescription'.**

4.

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

You can select additional sizes or flavours on the one prescription, so your patient has more options.

Out of stock products will be flagged and cannot be added to a prescription.

Remember, when creating the prescriptions, keep in mind that a single, larger prescription is more cost effective to post than many smaller ones!

5.

5. After selecting all the prescribed products, you can add notes for the patient about their prescription, how long the prescription is available for, how many repeats are available and determine a discount (if you would like to offer one). Products are set to the Recommended Retail Price (RRP) by default (0% discount), or you may select a discount of up to 30% off RRP.

You can also add notes next to the individual products in the **'Prescribing Instructions'** field.

Once your patient's prescription is complete, select **'Issue to Patient'.**

6.

6. Click **'Yes'** if you are ready to release and issue the prescription.

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

8. 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, along with a detailed account of all patient order transactions.

You can also place patient orders via the Metagenics Customer Service Team.

Email: orders@metagenics.com.au or orders@metagenics.co.nz
Phone: 1800 777 648 (Australia) or 0508 227 744 (New Zealand)
Patients contacting Customer Service directly will need to provide:

- Your Metagenics Practitioner number followed by an 'X' e.g. '12345X' or 'NZ12345X'
- Their name and delivery address
- Their phone number

For further guidance, please see our Patient Order System FAQs or contact Customer Service on 1800 777 648 (Australia) or 0508 227 744 (New Zealand).