

Pharmacy Staff Scripts

Utah AI Prescription Refill

Basic Script

"I see you're out of refills on this prescription. You have the option to scan this QR code to request a renewal through Doctronic. If it's approved by their clinical-grade AI, it comes straight back to us electronically, usually within a few minutes. There's a \$4 service fee for the renewal request, and then you'd pay for the medication itself when we fill it."

Detailed Script (For patients who ask questions)

"So, you don't have any refills left on this medication. Normally, we'd need to contact your doctor's office, which can take 24 to 72 hours. But we're now offering a new option through a program powered by Doctronic, a clinical-grade AI platform.

You can scan this QR code right here on your phone, answer a few medical questions, and their AI system, will review your request. If it's approved, we get the renewal electronically within minutes, just like a regular prescription. If it's not approved, you can meet with a doctor immediately on their platform to discuss your prescription request.

The service costs \$4. That's separate from what you'd pay us for the actual medication. It's completely optional, but it's a lot faster than waiting for your doctor's office to respond."

Short Script

"Out of refills? Scan this QR code for a quick renewal option. If approved, it's back to us in minutes. There's a \$4 fee for the service."

When Patient Asks: "Is this legitimate?"

"Yes, absolutely. Doctronic is a state-approved program here in Utah. Their team worked with the government of Utah to make sure it's safe and reliable. Every prescription renewal is reviewed by medical-grade AI. And we receive the prescription through the same secure electronic system we use for all prescriptions."

When Patient Asks: "Why can't you just give me a refill?"

"I wish I could help, but by law, we can only dispense medications when there's an active prescription with refills available. We don't have the clinical authority to authorize new refills - only prescribers can do that.

This Doctronic option can immediately evaluate your request and send us a new prescription if it's appropriate. The best part is you can do it at any time, from anywhere. It's much faster than waiting for your regular doctor's office to call us back."

When Patient Asks: "Can I just call my doctor?"

"You absolutely can, and that's always an option. Just keep in mind that doctor's offices can take 24 to 72 hours to process refill requests, sometimes longer.

This is just a faster alternative if you need the medication today. Doctronic's platform can review your request within minutes. But it's completely up to you which route you'd prefer to take."

When Patient Asks: "What medications does this work for?"

"It works for most maintenance medications - things like blood pressure medicine, cholesterol medication, thyroid medication, and other non-controlled prescriptions.

It doesn't work for controlled substances like ADHD medications or pain medications. The system will let you know during the process if your specific medication qualifies."

When Patient is Frustrated or Upset

"I completely understand your frustration. Running out of refills is inconvenient, and I wish there was something I could do directly.

This QR code option is something new we're offering to help solve this exact problem. It connects you with physicians who can review your request right away instead of you having to wait days for a response. It might be worth trying - worst case, if it doesn't work out, you can still contact your regular doctor."

When Patient Asks: "Do you get paid for this?"

"No, we don't receive any payment or commission from Doctronic. This is a free service for our pharmacy. We're offering it because it helps solve a really common problem that frustrates both our patients and our staff.

We still make the same amount when we fill your prescription, whether it comes from your regular doctor or through Doctronic. We just want to help you get your medication faster."

When Patient Doesn't Have a Smartphone

" You do not need a smartphone to use Doctronic. If you do not have a smartphone, you can access Doctronic using a computer through our mobile website.

If you are unable to access the website yourself, a family member or caregiver can help you complete the request on your behalf."

Follow-Up When Renewal Comes Through

"Good news! We just received your prescription renewal from Doctronic. We'll have this ready for you in [timeframe]. Is there anything else I can help you with today?"

Remember: This service exists to help patients and reduce your workload. Present it matter-of-factly as a convenient option that many patients appreciate, especially when they need their medication the same day.