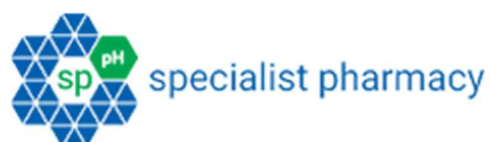


Pharmetika

Patient Portal FAQs

Version 3



Pharmetika Patient Portal FAQs Contents

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Pharmetika Patient Portal FAQs

1. [Requesting Different Quantities of Medicines from Those Listed in Your “Request Medicines” Menu](#)

A. Why can't I order multiple quantities of medication through the patient portal?

For security and legislative reasons, the patient portal does not allow patients to directly select multiple quantities of medication when placing a request.

B. How can I request multiple quantities of a medication?

You can still request multiple quantities by following these steps:

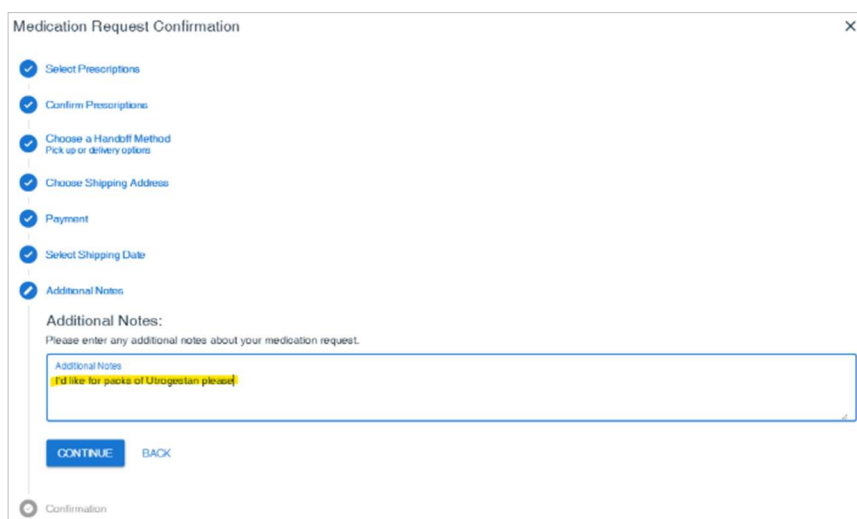
- i. Select the medicines you require from the “Request Medication” menu in the patient portal.
- ii. Proceed through the steps in the “Medication Request Confirmation” window.
- iii. When you reach the “Additional Notes” section, type the quantity you would like for each product in the notes field.

C. What happens after I submit my fill request?

Your request will be reviewed by the pharmacy during the dispensing process. If there are sufficient refills available on your prescription, the requested quantities will be dispensed.

D. Will my payment change if I request multiple quantities?

Yes. If additional quantities are approved and dispensed, your payment will be adjusted accordingly at the point when the pharmacy processes your order.



The screenshot shows a window titled "Medication Request Confirmation" with a close button (X) in the top right corner. On the left side, there is a vertical list of steps, each with a blue checkmark icon:

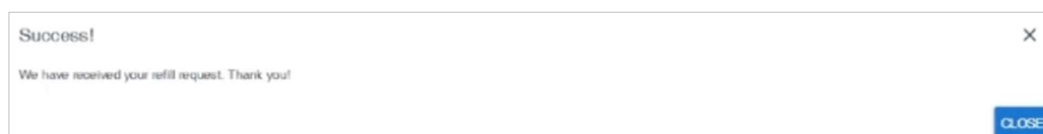
- Select Prescriptions
- Confirm Prescriptions
- Choose a Handoff Method
Pick up or delivery options
- Choose Shipping Address
- Payment
- Select Shipping Date
- Additional Notes

The "Additional Notes" step is currently selected. Below the list, the text "Additional Notes:" is followed by the instruction "Please enter any additional notes about your medication request." Below this is a text input field containing the text "I'd like for packs of Utrogestin please!". At the bottom of the window, there are two buttons: "CONTINUE" (highlighted in blue) and "BACK". In the bottom left corner, there is a small circular icon with a checkmark and the word "Confirmation" next to it.

2. [Confirming Your Medication Request](#)

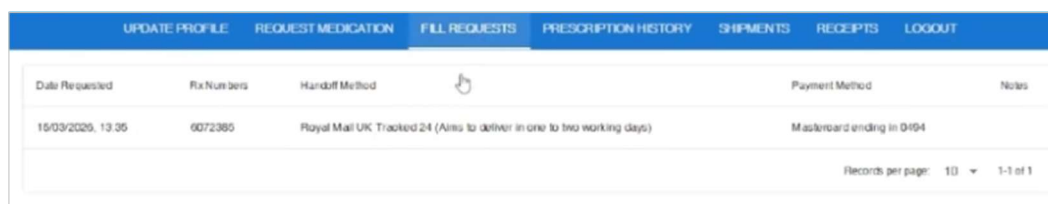
A. How do I know if the pharmacy received my medication request?

Once you have completed the Medication Request Confirmation process and clicked “Submit Medication Request,” you will see a notification that says “Success!” This message confirms that your request has been successfully received by the pharmacy.



B. Where can I view my submitted request in the patient portal?

You can also confirm that your request was received by going to the “Fill Requests” section in the patient portal. Your submitted medication request will be listed there.

A screenshot of the patient portal interface. At the top, there is a blue navigation bar with several menu items: "UPDATE PROFILE", "REQUEST MEDICATION", "FILL REQUESTS" (which is highlighted), "PRESCRIPTION HISTORY", "SHIPMENTS", "RECEIPTS", and "LOGOUT". Below the navigation bar is a table with the following columns: "Date Requested", "Rx Numbers", "Handoff Method", "Payment Method", and "Notes". The table contains one row of data: "16/03/2025, 13:35", "6072385", "Royal Mail UK Tracked 24 (Aims to deliver in one to two working days)", "Mastercard ending in 0194", and an empty "Notes" cell. At the bottom right of the table, it says "Records per page: 10" and "1-1 of 1".

3. [Medication Request Payment Timing](#)

A. I successfully requested my medicines, but my card has not been charged yet. Why?

Your card will only be charged once the final dispensing step has taken place and a pharmacist has signed off on your order.

B. When will the payment be processed?

Payment is processed at the point of final dispensation. This occurs after the pharmacy has reviewed your request and a pharmacist has completed the final check and approval.

C. Why might there be a delay before my card is charged?

This step may take some time while the pharmacy reviews your medication request. Your card will be charged once the order review is finalized.

4. Accessing the New Patient Portal

A. I can't access the new patient portal. Why not?

Access to the new Pharmetika Patient Portal requires registration through a secure link sent individually to each patient. If you have not registered using this link, you will not be able to log in. Please note that credentials from the old portal will not work on the new system.

B. I'm an existing patient but I never registered for the new portal. What should I do?

If you did not register when the original secure link was sent, the link has likely expired. In this case, a pharmacist will need to send you a new secure registration link.

C. How do I request a new registration link?

Please email info@specialist-pharmacy.com to request a new secure registration link for the portal. Once you receive the link, you can complete the registration process and gain access to your account.

D. I requested a new link but haven't received the email. What should I check?

The registration email will be sent from notifications@pharmetika.com. Please check your Spam or Junk folders if you do not see it in your inbox. Email info@specialist-pharmacy.com to request a new secure registration link for the portal. Once you receive the link, you can complete the registration process and gain access to your account.

E. What can I do once I've registered for the portal?

After registering, you will be able to:

Updated your billing and shipping details, Request Medication from your prescriptions, View your accepted requests for medicines, View your prescription history of filled items, View your shipment tracking details and your receipts

F. How do new patients gain access to the portal?

For new patients, access is provided after the pharmacy receives and uploads your prescription. Once the prescription has been uploaded and linked to your profile, you will receive a text message confirming this and directing you to the portal.

G. What message will I receive once my prescription is received?

You may receive a text message similar to:

"Specialist Pharmacy: We've received your prescription. Order via your new online portal. Please check your email for a registration invitation and link to the portal."

5. Viewing Your Receipt in the Patient Portal

A. I placed a medication request, but I can't see my receipt in the patient portal. Why not?

Your receipt will only be generated and visible in the "Receipts" section once your payment has been successfully processed and the request has been approved by a pharmacist.

B. When will my receipt appear in the portal?

Receipts are issued after the pharmacy has completed the final dispensing process and your card has been successfully charged. Please allow some time for this process to be completed before checking for your receipt.

You will receive a message similar to the following:

Specialist Pharmacy: Order in Process

Specialist Pharmacy has accepted and is processing the online order you submitted. Your receipt is available to view in the 'Receipts' section of your portal.

Your order will be dispatched from the pharmacy by your chosen date and will be available to view in the 'Shipments' section of your portal once dispatched.

C. Where can I learn more about when my card will be charged?

Please refer to the Question 3: Medication Request Payment Timing for more information about when payments are processed.

6. Tracking and Shipping Information

A. I can't see any tracking or shipping details for my order. Why not?

Tracking information will only become available once your order has been dispatched by the pharmacy.

B. Where can I find my tracking details?

Your tracking details will appear in the "Shipments" section of the patient portal.

C. What information will be shown once my order ships?

Once your order has been dispatched, the "Shipments" section will display: The delivery carrier, Your tracking number and Shipment details

7. New Prescriptions for Existing Patients

A. I'm an existing patient and my clinic or prescriber has sent a new prescription. How will I know if the pharmacy has received it?

Once the pharmacy receives your prescription, it will be added to your profile and made available for ordering through the patient portal.

B. Will I be notified when my prescription is ready to order?

Yes. You will receive a text message notification confirming that the pharmacy has received your prescription and that it is available to order through the portal.

C. What will the notification message look like?

You may receive a message similar to the following:

*"Specialist Pharmacy: We've received your prescription. Order via your portal:
https://spuk.pharmetika.com/patient_access/portal/login"*

D. Do I need access to the patient portal to place the order?

Yes. You must have an activated patient portal account to view and order your prescription. If you do not yet have access, please refer to Question 4: Accessing the Patient Portal.

8. Unable to See Prescriptions in “Request Medicines”

A. I can't see my prescriptions under the “Request Medicines” menu. What should I do?

First, ensure that the “Show Inactive Prescriptions” option is selected. This will allow you to view all of your prescriptions, including those that may not currently be active.

B. I've selected “Show Inactive Prescriptions” but still can't see my medications. What now?

If your prescriptions are still not visible, please email info@specialist-pharmacy.com so a pharmacist can review your profile and assist you.

C. Can I order medications even if they appear in the list?

Yes, all prescriptions shown can be selected for ordering. However, if there are no repeats (refills) remaining on a prescription, the pharmacist will not be able to authorise your request.

D. What happens if I try to order a medication with no repeats left?

Your request will be reviewed and declined by the pharmacist. You will then receive a text message stating:

“Your prescription has expired, please contact your clinic/prescriber for a new prescription.”

E. What if my prescriber has already sent a new prescription?

If a new prescription has been issued, please refer to Section 7: New Prescriptions for Existing Patients for guidance on how these are processed and made available in the portal.

9. Your Privacy & Security

A. Is my payment information stored on the pharmacy's computers?

No. To ensure the highest level of security, your actual credit or debit card numbers are never stored directly on our local pharmacy computers or within the SPUK software interface. We use a process called Tokenization, which replaces your sensitive card data with a unique "token" that only our secure payment processor can read.

B. How is my data protected?

We utilize bank-grade encryption for every transaction. All data is protected by PCI DSS (Payment Card Industry Data Security Standard) protocols. This is the same rigorous security standard used by major global banks and retailers to prevent unauthorized access and fraud.

C. Where is my health and personal information hosted?

Your records are hosted on secure, dedicated SPUK servers located within the United Kingdom. This ensures full compliance with GDPR, the strictest data privacy law in the world. By keeping your data in the UK, we ensure it is protected by local laws and never transferred to regions with weaker privacy protections.

D. What about my medical records?

Your health records are handled with even greater care than your payment details. Our systems are built to meet HIPAA (Health Insurance Portability and Accountability Act) standards, which are the global "gold standard" for medical privacy. This means:

- i. Strict Access: Only authorized pharmacy staff can view your records.
- ii. Audit Logs: Every time a record is accessed, it is logged and monitored.
- iii. Encryption: Your medical history is encrypted "at rest" (on our servers) and "in transit" (when sent to us).

E. Why do you follow US HIPAA standards if I am in the UK?

While GDPR protects your identity and privacy in the UK, we adopt HIPAA standards as well because they provide the most robust framework specifically for medical record integrity. By combining both, we offer a "double-lock" system of protection that exceeds standard legal requirements.

F. Payment Gateway & Cardstream

We exclusively use Cardstream to manage all payment data. Cardstream is a highly accredited, UK-based independent payment gateway provider. They hold the most stringent certifications for secure, regulated payment processing, ensuring your financial details never touch our internal pharmacy servers.

What are Cardstream's security credentials?

Cardstream maintains a "Fort Knox" level of security through several key accreditations:

- i. PCI DSS Level 1: This is the highest level of security certification available for entities handling card data.
- ii. FCA Regulated: Cardstream is fully regulated by the Financial Conduct Authority (FCA) in the UK.
- iii. Acquirer Accreditation: They are integrated and accredited with all major UK banks and global payment providers.

How does the system prevent fraud on my account?

Our integration with Cardstream includes multiple layers of active fraud mitigation:

- i. Secure Protocols: We support 3D Secure 2.2, Address Verification Service (AVS), and Card Security Code (CVV) checks on every transaction.
- ii. Advanced Protection: The platform incorporates Kount, a world-leading fraud prevention tool, to monitor and block suspicious activity in real-time.
- iii. Open Banking: We offer modern Open Banking solutions for even more direct and secure ways to manage your payments.

10. Prescription End Dates and Validity

A. How can I check the status of my prescriptions?

In the “Request Medication” section of the portal:

- i. You can view all active prescriptions
- ii. By selecting “Show Inactive Prescriptions,” you can also see expired or inactive prescriptions
- iii. Adjacent columns will show:
 - iv. The date the prescription was issued
 - v. The number of repeats (refills) remaining

Request Medication Search prescriptions

Showing 2 / 2 prescriptions Show Inactive Prescriptions

Prescription	Date Prescribed	Last Dispensed	Remaining Repeats
<input type="checkbox"/> Rx 6072385 - Akkermat 150mg per Gastro-resistant Capsule x 60 - QTY: 60 Each - Days Supply: 30 - (Active) SHOW INSTRUCTIONS Instructions: ONE TWICE Daily	2026-03-13	Not Dispensed	4
<input type="checkbox"/> Rx 8038965 - Vaginal Applicator (1/pack) - QTY: 1.000 - Days Supply: 30 - (Active) SHOW INSTRUCTIONS	2026-03-13	Not Dispensed	As Needed

No items selected

REQUEST MEDICATION (0)

B. Do prescriptions remain active until all repeats are used?

Not necessarily. Prescriptions are typically valid for a fixed period (e.g., 12 months), in line with regulations and the number of repeats issued by the prescriber

C. What happens if I don't use all my repeats within the prescription validity period?

If your prescription was issued for a set duration (e.g., 12 months) and you do not use all repeats within that time, the prescription will become inactive once the validity period expires—even if repeats remain.

D. Can you give an example?

For example, if your prescription is valid for 12 months with 12 repeats and you only use 6 within that time, the remaining 6 repeats will no longer be valid after the 12-month period.

E. What should I do if my prescription becomes inactive?

You will need to contact your clinic or prescriber to request a new prescription.

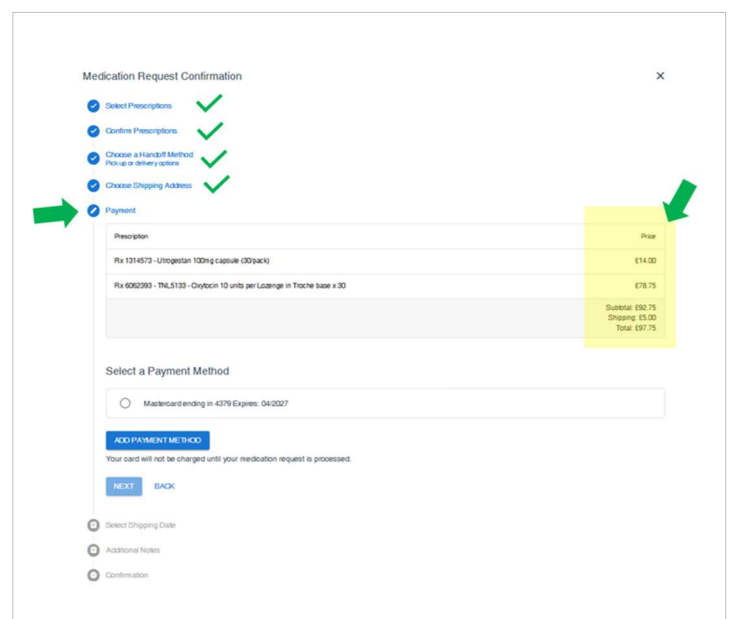
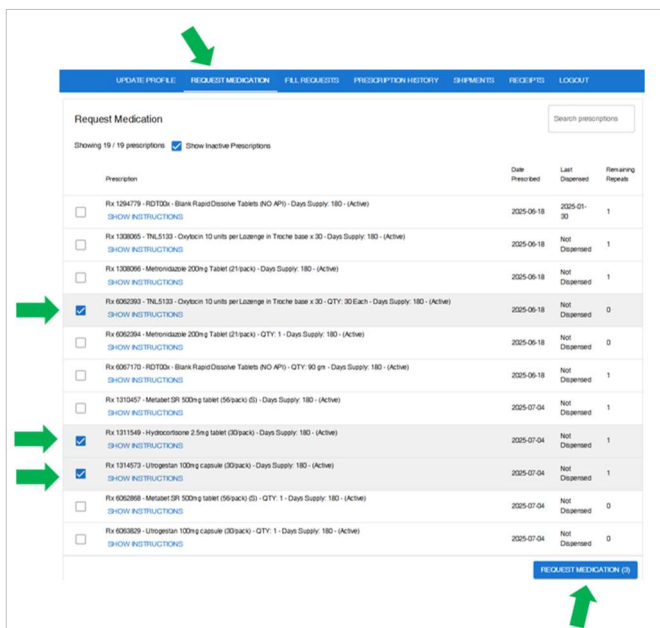
11. Viewing Prices for Prescription Medicines

A. I can't see the prices of my prescription medicines. How can I view them?

Pricing is displayed during the medication request process. To view prices:

- i. Go to the "Request Medication" menu
- ii. Select the medicines you would like to order
- iii. Click "Request Medication"
- iv. Follow the steps in the "Medication Request Confirmation" window
- v. Select your handoff method and confirm your shipping address
- vi. Proceed to the "Payment" section

In the Payment section, your selected prescriptions will be listed along with their respective prices.



B. Can I request multiple packs of the same medication?

Yes. If you require multiple packs of the same medication, please specify the quantities in the “Additional Comments” section when placing your request. See Question 1

C. How are additional quantities priced and charged?

The pharmacist will review your request and update the quantities during dispensing. Any additional costs will be charged to your card at the point of final processing.

D. Can I see the total cost for multiple packs before placing the order?

At present, the portal does not automatically calculate pricing for additional quantities requested in the comments. If you would like to estimate the total cost, you will need to manually calculate this based on the unit price displayed.

E. My prescription item is showing a price of £0. How is this possible?

In some cases, prescription pricing may not yet be reflected in the system and requires a manual update by the pharmacy team. This can result in the item temporarily displaying as £0.

This is a known issue and will be resolved as soon as possible by the software provider.

F. What should I do if I want to place an order and the price is missing?

If you encounter this issue when trying to place an order, please email info@specialist-pharmacy.com and inform the team that your product is missing a price. A member of the pharmacy team will review and update this for you.