

Welcome to your new Healthxchange e-pharmacy

healthxchange
pharmacy

Register

Login



Contact Us

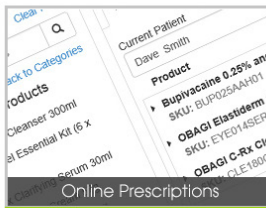
large range of
products available

CLICK HERE AND ORDER TODAY



Healthxchange Pharmacy, trusted and respected suppliers of pharmacy products to medical professionals.

Quality supplies, Best prices & Efficient Friendly service that will keep you coming back.



Online Prescriptions



Extensive Product List



Award Winning Service



Free Delivery*

Obagi Medical



The number one physician dispensed skin care brand in the world. With an Obagi for everyone enjoy proven results for clinics and patients alike.

More >

INTRAcel



The fractional Micro-Needling device. Offering Radio Frequency mono/bipolar the INTRAcel system offers the ultimate skin in skin rejuvenation.

More >

Aqualyx



CE Marked injectable for the non-surgical reduction of localised fat under the skin, which dissolves fat and is biocompatible and biodegradable.

More >

Healthxchange Academy



CPD accredited training for Obagi, Toxins, Fillers & Aqualyx. Cost effective training available throughout the country with regular dates

More >

Pharmacies



Open for deliveries and collection. 3 pharmacies take the strain out of ordering so you can just concentrate on your business.

More >

“ Won Distributor of the Year 2014 and 3 other accolades at the 2014-15 Aesthetic Awards. ”

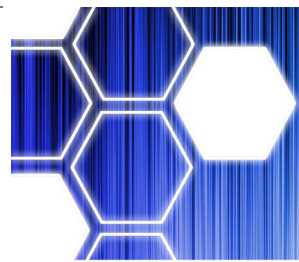
Healthxchange Pharmacy
2nd Floor Albert House, South Esplanade, St Peter Port, Guernsey, GY1 1AJ

t: +44 (0)1481 736837, f: +44(0)1481 736667
e: orders@healthxchange.com



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A NEW ERA FOR YOUR BUSINESS HAS ARRIVED QUICKER . EASIER . SECURE



Healthxchange e-pharmacy User Guidelines



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Healthxchange e-pharmacy User Guidelines

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The Healthxchange e-pharmacy

Welcome to a whole new way of doing business with Healthxchange e-Pharmacy.

Using our new e-pharmacy you can create stock and prescription orders, sign them electronically and pay for your order all on-line.

Saving you time, our new e-pharmacy will leave you to focus your attention on your patients and your business safe in the knowledge your products are being well looked after right up to the point of delivery.

Using our new e-pharmacy is quick and simple and once you are set up with an account you can easily log back in and re-order with a click of a button.

Your account, once created allows you to add as many users as you wish and control what they have access to.

You can create a role for each of your in-house clinic staff from Administration users through to Finance managers you can separate your clinic staff roles in exactly the same way on the Healthxchange e-pharmacy site. Alternatively if you are a Sole Trader you can allocate all roles to one user under one simple log in.

Whilst we are confident that you will find the process straight forward, rest assured that our dedicated and professional customer services team are only more than happy to help if you need them.

We hope you enjoy the e-pharmacy

Kind Regards



Karen Hill
Managing Director
Healthxchange Pharmacy



The screenshot displays the Healthxchange e-pharmacy website interface. At the top, there is a navigation bar with 'Register' and 'Login' buttons, and a 'Contact Us' link. The main header features the 'healthxchange pharmacy' logo. Below this, a large banner states 'large range of products available' with a 'CLICK HERE AND ORDER TODAY' button. The banner includes an image of various medical products. Below the banner, a section titled 'Healthxchange Pharmacy, trusted and respected suppliers of pharmacy products to medical professionals.' lists several key services: 'Quality supplies, Best prices Efficient Friendly service that will keep you coming back.', 'Online Prescriptions', 'Extensive Product List', 'Award Winning Service', and 'Free Delivery*'. Below this, there are five product categories with images and brief descriptions: 'Obagi Medical', 'INTRACel', 'Aqualyx', 'Healthxchange Academy', and 'Pharmacies'. Each category has a 'More >' button. At the bottom, a section highlights 'Won Distributor of the Year 2013 and 2 other accolades at the 2012-13 Aesthetic Awards.' The footer contains the company address: 'Healthxchange Pharmacy, 2nd Floor Albert House, South Esplanade, St Peter Port, Guernsey, GY1 1AJ', contact details: 't: +44 (0) 1481 736837, f: +44(0) 1481 736667, e: orders@healthxchange.com', and social media icons for Facebook and Twitter. A copyright notice '© Copyright Healthxchange Pharmacy, 2014.' is also present.

Healthxchange e-pharmacy User Guidelines

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Getting Started

How to register for the e-pharmacy

Existing Customers

If you have an existing account with Healthxchange Pharmacy we will upload all your details to the new e-pharmacy site. When we do you will receive an email informing you that you have registered an account and you have been approved. You can now log-in and start ordering

As a matter of good practice you will be asked to change your password and you should spend a couple of minutes checking the account details are correct.

New Customers

Navigate to the Healthxchange website and click Register



The following pages will walk you through the Registration Form and explain some of the boxes and information that you need to give us to register.

If at any point you need assistance with your registration or have questions before you begin please email orders@healthxchange.com or call +44 (0)1481 736837 and speak to customer services.

Healthxchange e-pharmacy User Guidelines

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Getting Started

How to register for the e-pharmacy

Step 1 - Contact Details, Company Details, Addresses:

Account Registration

If you would like to purchase products from Healthxchange you will need to register to open an account.

Please provide the details required below and we will contact you.

Contact Details

First Name
Enter First Name

Last Name
Enter Last Name

Email Address
Enter Email Address

Telephone
Enter Telephone Number

Company Details

Company Name
Enter Company Name

Known As
Enter Known As

Company Type
☐ Sole Trader ☐ Limited Liability ☐ Partnership ☐ Other

Country of Registration
United Kingdom ☒

If you wish to order from outside the British Isles please call or chat.

Registration Number
Enter Company Registration Number

VAT Registration Number
Enter Company VAT Registration Number

Invoice Address

Address Line 1
Enter Address Line 1

Address Line 2
Enter Address Line 2

City
Enter City

County
Enter County

Postal Code
Enter Postal Code

Country
United Kingdom ☒

If you wish to order from outside the British Isles please call or chat.

Delivery Address [Copy Invoice Address](#)

At least one Delivery Address is required.

Contact Name
Enter Contact Name

Email Address
Enter Email Address

Telephone
Enter Telephone Number

Address Line 1
Enter Address Line 1

Address Line 2
Enter Address Line 2

City
Enter City

County
Enter County

Postal Code
Enter Postal Code

Country
United Kingdom ☒

If you wish to order from outside the British Isles please call or chat.

[+ Add Another Delivery Address](#)

These are your standard fields for the account owner or administrator

Copy addresses rather than filling them in multiple times

Invoice and delivery addresses, you can always add more from your account if you need to at a later date

Add more addresses

Healthxchange e-pharmacy User Guidelines

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Getting Started

How to register for the e-pharmacy

Step 2 - User and Prescriber Details:

Important: The first person registered on the account will have 'Super User permissions' and will be set up to 'Approve Prescription Orders' as default. You should set up your e-pharmacy account manager first and then click to add another prescriber - then add in the prescriber details. Both the account manager and the prescriber will then receive emails confirming their registration once it is approved.

Prescriber Or User Details

[Copy Invoice Address](#)

At least one Prescriber is required.

First Name

Enter First Name

Last Name

Enter Last Name

Salutation

Dr. ☐

Registration Number

Enter Registration Number

Profession

☐ GMC ☐ GDC ☐ RGN ☐ INP ☐ CNP ☐ PIP ☐ Admin ☐ Admin Manager ☐ Other

Address Line 1

Enter Address Line 1

Address Line 2

Enter Address Line 2

City

Enter City

County

Enter County

Postal Code

Enter Postal Code

Country

United Kingdom ☐

If you wish to order from outside the British Isles please call or chat.

Email Address

Enter Email Address

Telephone

Enter Telephone Number

What do you want this person to do on this account

☒ Create/Edit Contacts/Users/Orders/Profile (Super User)

☐ Create Orders

☐ View Finance records

☒ Approve Prescription Orders

☐ Approve all Orders within the account

[+ Add Another Prescriber](#)

☐ I agree to the [Terms and Conditions](#)

By submitting this form I confirm that I am authorised by the Company to enter such agreements; I accept the above Prescriber as an authorised signatory on this account, the account information contained herein is correct; I have read, acknowledge & accept your Terms & Conditions, you and restricted third parties may use my data for internal analysis; I acknowledged goods are dispensed from pharmacies in various locations.

Submit

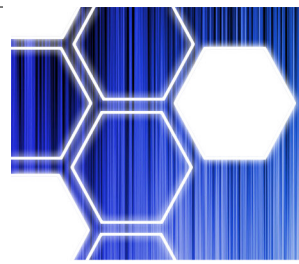
Cancel

Pre-fill your main user address

If you are a prescriber on the account make sure you include a Registration Number

Assign each user a set of 'user rights' to allow them to perform functions on the account

When you are finished registering users check our terms and conditions and click submit. You can always add additional people onto the account at a later date if you need to.



Healthxchange e-pharmacy User Guidelines

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Getting Started

How to register for the e-pharmacy

Once you have registered your account our customer services team will check everything is satisfactory and then approve your registration. You will receive an email confirming your registration and an email confirming the approval of the account and the prescriber/s. Admin users and prescribers will all receive an email informing them the account is active.

When you receive your approval email you will be asked to log in and change your password to something memorable. Follow the instructions on screen and you can then log in and start ordering.

Change Password

You are new user or your password has been reset by system. Please change it with new password.

New Password

Confirm Password

[Change Password](#)[Go to Login](#)

Change Password

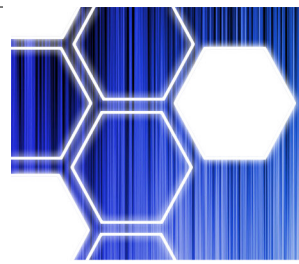
Password changed successfully. Please login now.

New Password

Confirm Password

[Change Password](#)[Go to Login](#)

① You will see this message when your password has been changed click 'go to log-in' and log in to start ordering



Healthxchange e-pharmacy User Guidelines

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Getting Started

Ordering Overview

Once logged into your account you can create your first order. You have the option to create a Prescription Order or a Stock Order.

Click here to create your first order

healthxchange pharmacy

Hello, ABC01 [Log Off](#)

[Order History](#) [Stock Order](#) [Prescription Order](#) [Products](#) [Profile](#) [Accounts](#) [Contact Us](#)

Welcome to Healthxchange e-pharmacy
You are currently logged into 'ABC Clinic Ltd' account, your account code is: ABC Clinic

This site will allow you to do all the things you need to do to place orders with Healthxchange. You can also manage your account.

Create a Stock Order
You can create orders for stock, where there is no specific patient in mind.

Create a Prescription Order
You can create orders for your patients based on their prescriptions.

View your Order History
View all your orders past and present and check their status. You may amend them if they have not been approved and submitted.

Manage your Profile
Here you can change your company details, add delivery addresses and add users/prescribers for approval.

Order History

Orders

Type Order Number to search [Q Search](#) [+ Place New Order](#)

No Records Found

Or Click here to create a new order

Select Order Type

Select a type of order you want to place.

[Stock Order](#) [Prescription Order](#)

Choose your type of order

Healthxchange e-pharmacy User Guidelines

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Getting Started

Create a Prescription Order

Creating a prescription order is easy, choose or add your patient, add items from the product categories on the left hand side, review your order total and delivery options and click 'complete order'

Your order details will appear here and change as you build your order

You can select your delivery method here. For a full list of options see pg 16 of this guide

- ① Delivery address & Invoice address.
You can change the delivery address and leave special delivery instructions for your goods

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Hello, ABC01 [Log Off](#)

[Home](#) [Order History](#) [Stock Order](#) **[Prescription Order](#)** [Products](#) [Profile](#) [Accounts](#) [Contact Us](#)

New Order [Back to Orders](#)

Delivery Address [Change](#)

Simon Smith
Street 1 Street 2
Big City W1W X1X
County Green United Kingdom
ts@healthxchange.com
123456789 [Order Instructions/Details](#)

Invoice Address

Simon Smith
Street 1 Street 2
Big City W1W X1X
County Green United Kingdom
ts@healthxchange.com
123456789

Prescription Order

£83.69 Sub Total
£0.00 VAT
£12.00 Shipping
£2.40 VAT on shipping
£98.09 Order Amount
2 Products
Weekday Courier (before 9am or 10am)
Free delivery on obagi products with total £600 or more.

Products [Clear Filter](#)

Type to search products

Categories [Click to view products](#)

- Anaesthesia: Injectable
- Anaesthesia: Topical
- Antibiotics
- Cannulas, Needles & Sutures
- Clinic Consumables
- Dermaroller
- Dr Levy Switzerland
- Dressings & Tapes
- Fillers: Emervel

Order Detail (Current Patient: Anon Smith)

[Patient](#) [Summary](#)

Current Patient: Anon Smith [Add New Patient](#)

Product	Price	Quantity	Amount
▶ Botox 1 X 50 unit vial (POM) SKU: BOT050ALL02 Dosage instruction	£76.01	1	£76.01
▶ Aciclovir 400 mg tablets (56) (POM) SKU: ACI400AAH56 Dosage instruction	£7.68	1	£7.68
Patient Total:		2	£83.69

[Complete](#) [Save for later](#)

- ② Products are listed here in categories. You can search for products by name or stock code. Clicking on a category will load that listing. At any point click back to categories to see the full category listing.

Click on the quantity to adjust how many you order.

Click complete to move to the payment options or save your order to complete at a later time.

- ③ Click here to add specific dosage instructions for the patient

Healthxchange e-pharmacy

User Guidelines

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Getting Started

Create a Stock Order

Creating a stock order is even simpler with the Healthxchange e-pharmacy. A Stock order can be a combination of any products with less restrictions on quantity that can be ordered. A stock order can contain POM's and therefore would need signing by a prescriber.

Creating a stock order is done in exactly the same way as you would create a prescription order, just without selecting a patient name.

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Hello, ABC01 [Log Off](#)

[Order History](#) **[Stock Order](#)** [Prescription Order](#) [Products](#) [Profile](#) [Accounts](#) [Contact Us](#)

New Order [Back to Orders](#)

Delivery Address [Change](#)
Simon Smith
Street 1 Street 2
Big City W1W X1X
County Green United Kingdom
ts@healthxchange.com
123456789 [Order Instructions/Details](#)

Invoice Address
Simon Smith
Street 1 Street 2
Big City W1W X1X
County Green United Kingdom
ts@healthxchange.com
123456789

Stock Only
£79.21 Sub Total
£15.84 VAT
£12.00 Shipping
£107.05 Order Amount
2 Products
[Weekday Courier \(before 9am or 10am\)](#)
Free delivery on obagi products with total £600 or more.

Products [Clear Filter](#)
Type to search products
[Back to Categories](#)

Toxins
Botox 1 X 50 unit vial (POM)
Botox 1 x 100 unit vial (POM)
Botox 1 x 200 unit vial (POM)
Dysport 500 unit/vial (Dual Pack) (POM)
Dysport Single Vial 500 unit
Neurobloc Injection 2500iu/0.5ml
Neurobloc 10 000 units (2ml) Injection

« « 1 » » »

Total of 7 Items found, 1 Page

Order Detail [Complete](#) [Save for later](#)

Items

Product	Price	Quantity	Amount	
▶ Cotton swabs (1x100) 150mm UN982 SKU: COT100WIM01	£3.20	1	£3.20	✕
▶ Botox 1 X 50 unit vial (POM) SKU: BOT050ALL02	£76.01	1	£76.01	✕
Sub Total:		2	£79.21	

[Complete](#) [Save for later](#)

Once you have completed an order you can click on complete to be taken to the signing and payment options.

Healthxchange e-pharmacy User Guidelines

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Getting Started

Completing or Signing an Order

When you are ready to complete the order click on complete.

Products [Clear Filter](#)

Type to search products

[Back to Categories](#)

Toxins

- Botox 1 X 50 unit vial (POM)
- Botox 1 x 100 unit vial (POM)
- Botox 1 x 200 unit vial (POM)
- Dysport 500 unit/vial (Dual Pack) (POM)
- Dysport Single Vial 500 unit
- Neurobloc Injection 2500iu/0.5ml

Order Detail [Complete](#) [Save for later](#)

Items

Product	Price	Quantity	Amount
▶ Cotton swabs (1x100) 150mm UN982 SKU: COT100WIM01	£3.20	1	£3.20
▶ Botox 1 X 50 unit vial (POM) SKU: BOT050ALL02	£76.01	1	£76.01
Sub Total:		2	£79.21

[Complete](#) [Save for later](#)

If your order is a Prescription Order or a Stock Order with Prescription items you will be asked to sign your order. You can enter your username and password if you are a Prescriber on the account or choose a Prescriber who will receive an email notification informing them an order awaits their signature.

Prescription Sign Required

Selected order/s have products which required additional permissions to order, please provide your credentials if you have signing rights or enter details of Prescriber who can prescriber such products.

[Sign Now](#)

OR

Select a prescriber to request for signature

[Request Signature](#)

⦿ If you are not a Prescriber on the account select a user with Prescriber rights to send them a notification email requesting their signature.

⦿ If you are a Prescriber on the account enter your username and password here to sign your order.

Healthxchange e-pharmacy User Guidelines

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Getting Started

Payment Options

Once you have completed an order you will then be asked for payment. The Healthxchange e-pharmacy accepts all major credit and debit cards.

Choose Payment Option [X]

Credit Cards

Pay using your credit card, you won't be charged until order is approved by us.

☒ Pay with new credit card

Pay Now **Close**

Ⓢ If you haven't paid before using a credit card click on this option. If you have used a previous credit card it will be listed here and you can choose it from a drop down list.

Healthxchange e-pharmacy User Guidelines

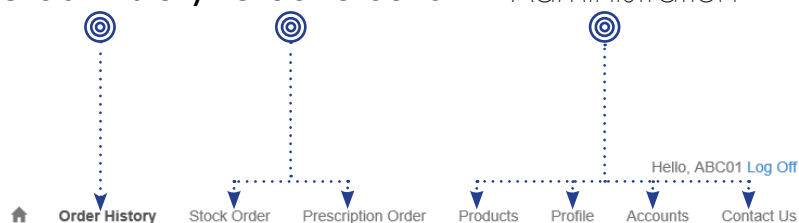
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Administering your account

Your Account Overview

Once Logged into your account you have 3 main areas the first you will see will be your Order History;

Order History Order Creation Administration



Order History

Type Order Number to search [+ Place New Order](#)

« « 1 » » Actions: [Edit](#) [Delete](#) [Sign Order](#) [Reject Order](#) [Approve Purchase](#) [Re-order](#)

Order Number	Order Created By	Order Summary	Status	Order Total	Action	
298	Simon Smith		Approved by e-signature	£105.05	x ✓ ↺	<input type="checkbox"/>

« « 1 » »

Previous orders will appear here

Click here to view your order summary

Order Actions will be listed here:

Edit
Delete
Sign
Reject
Approve Order
Re-Order

Order Summary

Order: 298 Order Date: 9-Dec-2014 Company: ABC Clinic Ltd Account Ref: ABC Clinic Created By: Simon Smith Prescribed By: Dr. Simon Smith	Stock Only £79.21 Sub Total £15.84 VAT £10 Shipping £105.05 Total 2 Products Standard Delivery (9am and 1pm)	Delivery Address Street 1 Street 2 Big City W1W X1X County Green United Kingdom ts@healthxchange.com 123456789	Invoice Address Street 1 Street 2 Big City W1W X1X County Green United Kingdom ts@healthxchange.com 123456789
--	--	--	---

Product	Patient	Price	Quantity	VAT	Total
Cotton swabs (1x100) 150mm UN982 SKU: COT100WIM01	Stock Order	£3.20	1	£0.64	£3.84
Botox 1 X 50 unit vial (POM) SKU: BOT050ALL02	Stock Order	£76.01	1	£15.20	£91.21

Healthxchange e-pharmacy User Guidelines

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Administering your Account

Signing a Prescription Order When Requested

If your prescriber is part of a larger clinic team you may receive an email notification asking you to sign a Prescription order that has been created by another member of staff.

Follow the instructions on the email you receive to log in and then navigate to Order History.

healthXchange pharmacy

Hello, ABC01 [Log Off](#)

[Order History](#) [Stock Order](#) [Prescription Order](#) [Products](#) [Profile](#) [Accounts](#) [Contact Us](#)

Order History

Type Order Number to search [Q Search](#) [+ Place New Order](#)

« « 1 » »

Actions: [Edit](#) [Delete](#) [Sign Order](#) [Reject Order](#) [Approve Purchase](#) [Re-order](#)

Order Number	Order Created By	Order Summary	Status	Order Total	Action	
299	Simon Smith		New	£176.68	Edit Delete Sign Order Reject Order Approve Purchase Re-order	
298	Simon Smith		Approved by e-signature	£105.05	Delete Approve Purchase Re-order	

« « 1 » »

① The email that informed you about the order awaiting signing contained an order number. Locate the order here.

② When you click Sign Order you will see a pop-up. Enter your details click Sign and the order is complete

Prescription Sign Required

Selected order/s have products which required additional permissions to order, please provide your credentials if you have signing rights or enter details of Prescriber who can prescribe such products.

[Sign](#) [Cancel](#)

As a prescriber you can perform several actions;

- [Edit the order](#)
- [Delete the order](#)
- [Sign the Order](#)
- [Reject the Order](#)
- [Re-Order the Order](#)

Rejecting the order will give you an opportunity to add a reason for rejection and will send an email to the order creator informing them the order has been rejected and why.

Healthxchange e-pharmacy User Guidelines

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Administering your account

Your account overview ~ Profile

Clicking on Profile in the main menu will display the various settings and information contained in your account.

healthXchange pharmacy

Hello, ABC01 [Log Off](#)

[Order History](#) [Stock Order](#) [Prescription Order](#) [Products](#) **[Profile](#)** [Accounts](#) [Contact Us](#)

Customer Profile

ABC Clinic Ltd

Reg No. 123456789
VAT No. 123456789

[ts@healthxchange.com](#)
123456789
+44 (0)1530 514 561

ABC Clinic Ltd
Street 1
Street 2
Big City
County Green
United Kingdom

[Edit](#) [Place New Order](#)

[Prescribers](#) [Delivery Addresses](#) [Patients](#) [Credit Cards](#) [Manage Password](#)

Type Prescriber Name to search [Search](#) [Add New](#)

Name	Role	E-mail	E-mail Status	Address	Make Primary
<input checked="" type="checkbox"/> Dr. Simon Smith	Manager Prescriber Purchase Approver Administrator Accountant	ts@healthxchange.com	Pending	Street 1 Street 2	Edit X

⦿ This area will list your users and prescribers. Make primary will make that person the main prescriber on the account

⦿ Click any of these tabs to view information or change your password

⦿ Main Account details are listed here, you can click on edit to amend these details.

You can edit a Prescriber or user including their prescribing roles and access levels

Clicking here will allow you to add a new user or Prescriber to the account

Click here to edit the account details or jump to the orders page and create a new order

Healthxchange e-pharmacy User Guidelines

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Payment and Delivery

Payment Options

Card Payments

Paying with a Credit Card is simple and easy. We don't charge a fee for card payments and your details will always be kept secure and confidential. Your card details are held within your account but we will only ever show the last 4 digits and the expiry date - all other details are kept confidential.

The screenshot displays the 'Customer Details' page for Mich Shaw. The page includes a navigation bar with links to Orders, Products, Categories, Customers, Setup, and Sage. The customer's contact information is shown, including an email address and a phone number. A list of delivery addresses is provided, with the selected address being 'Top Flat, Nova Vida, La Vrangue, St Peter Port, Guernsey, United Kingdom'. Below this, there are tabs for Prescribers, Order History, Delivery Addresses, Patients, Notes, Credit Cards, Events, and Account Details. The 'Credit Cards' tab is active, showing a table with one entry: a VISA card with the last four digits 0006 and an expiry date of 0619. The table has columns for Card Type, CreditCard No, and Expiry Date. A search bar is located above the table, and pagination controls are visible at the bottom of the table.

healthXchange pharmacy

Hello, DOMAINtim Log Off

Orders Products Categories Customers Setup Sage

Customer Details [Back to Customers](#)

Mich Shaw [Approve](#) [Edit](#)

Sole Trader

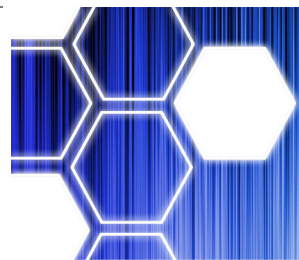
orders@healthxchange.com
07911715799
+44 (0)1530 514 561

Mich Shaw
Top Flat, Nova Vida
La Vrangue
St Peter Port
Guernsey
United Kingdom

[Prescribers](#) [Order History](#) [Delivery Addresses](#) [Patients](#) [Notes](#) [Credit Cards](#) [Events](#) [Account Details](#)

Type CreditCard No to search [Search](#)

Card Type	CreditCard No	Expiry Date
VISA	**** * 0006	0619



Healthxchange e-pharmacy User Guidelines

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Payment and Delivery

Delivery Options

You have several delivery options available to choose from. The table below gives an overview of these options.

Delivery Option	Cost
Standard Delivery (9am and 1pm)	£10
Saturday Royal Mail delivery (9am and 1pm)	£17
Saturday Royal Mail delivery (before 9am)	£27
Weekday Courier (before 9am)	£12
Weekday Courier (before 10am)	£12
Saturday Courier (9am and 12noon)	£23
Saturday Courier (before 9am)	£37
Pay and collect (London and Manchester)	£0
Same Day (London and Manchester on Weekdays)	£??

Additional Details

**Please be aware that some products are classed as Cold Chain Items. We advise that such items are delivered Monday-Friday to avoid missed deliveries and spoiled stock.

If an order contains over £600^(INC VAT) of Obagi delivery is FREE

If an order contains Botox shipping is £4.98

If an order contains Dr LEVY shipping is £15.00

Healthxchange e-pharmacy User Guidelines

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Additional Functionality

Order History

Once logged into your account you can click on the Order History tab at anytime to view, re-order or check the status of an order you have made.

healthXchange pharmacy

Hello, KSebire2 Log Off

Order History Stock Order Prescription Order Products Profile Contact Us

Order History

Type Order Number to search [+ Place New Order](#)

« « 1 » »

Actions: [Edit](#) [Delete](#) [Sign Order](#) [Reject Order](#) [Approve Purchase](#) [Re-order](#)

Order Number	Order Created By	Order Summary	Status	Next Step	Order Total	Action	
355	Katie Sebire		Prescription approved by e-signature	OrderSigned	£96.19	X ✓ C	
351	Katie Sebire		Prescription approved by e-signature	OrderSigned	£1381.58	X ✓ C	

Order Summary: You can check the contents and details of an order by clicking here.

Status: This will show you the current status of an order.

Next Step: This lets you know what the next step is in the order process or if you need to take any action

You can access your Order History at any time by clicking here

On any order that you previously placed you can perform several actions.

[X](#) Delete an order (unless is is closed and paid for)

[C](#) Re-Order. You can re-order any order. When you click on this all prices are refreshed in the order automatically

[✓](#) Approve order. Click here to approve an order.

[C](#) Edit Order: You can edit an order here as long as the order hasn't been paid for and approved.

Healthxchange e-pharmacy

User Guidelines

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Email Notifications

As the security of your user accounts and patient details are of the utmost importance the site has been designed to keep you informed of order progress and account changes via email. If you are set up as an account administrator you will receive emails notifying you of any change to the online account.

If you are set up as a Prescriber, a Purchase Approver or if you are a sole trader and perform all these roles you will receive emails giving you instructions and confirmations of what you need to do.

The table below outlines the emails the system sends and when you would receive them.

email notifications from the Healthxchange e-pharmacy		
email Subject	Received when	received by
Welcome to Healthxchange online ordering	You create an account	The contact who sets up an account
Confirm your email address	You are set up as a Prescriber	The Prescriber to verify the email is associated with a genuine prescriber
Healthxchange online ordering details	You are added as a Prescriber	The Prescriber
Healthxchange online ordering details	You are approved, by Customer Services as a Prescriber	The Prescriber
Your request for new password	You re-set or request a new password	Any user who requests to change their password
Order Notification	You create an order online	The order creator
Order awaiting approval	An order is awaiting your approval	The main prescriber on the account
Order approved by prescriber	A prescriber signs an order	The order creator informing them their order has been signed by the prescriber
Order signed	When a prescriber signs an order	The Prescriber who signed the order. This is to notify a prescriber that an order has been signed in their name.
Payment failed for your order	A payment fails	The creator of the order
Payment processed Successfully	A payment is successfully made	The creator of the order
Account Password changed	When a prescriber's password is changed by Customer Services	The prescriber on the account
Your account details have been changed	A Prescriber's details are changed	The prescriber on the account
Prescriber needs re-verification	The prescriber's details are amended and need to be confirmed	The prescriber on the account
Order approved	An order is approved by a purchase approver on the account (if role is being used)	The order creator, informing them their purchase approver has approved the order