

## **BriovaRx: Where is my Order? Transcript**

A common question you may have is, Where is the order I just placed? Here is how you can verify the status of an order.

First, Log in to your account.

On the left-hand side of the screen, click on the **Orders** tab. Here you'll find *Pending Orders*, *Order History*, and *Cancelled Orders*. For this example, we will click on **Pending Orders**.

When a patient submits their refill request online, the request will display with the My Pending Request within thirty minutes after submitting the request.

This means that we've received your request and are working to enter it in our system.

Once that request has been entered, It will display in My Open Orders.

This section includes all request regardless of where it came from; Online, over the phone talking to a patient care coordinator, or if the patient's care provider sent us the request.

Click on the Online Request ID column. Below you'll find the medication information and the scheduled delivery details.

The status bar updates as an order progresses through our order processing. Click on the ***What is This*** for an explanation of each stage.

Scroll up and click on ***Order History Tab***.

From the drop-down menu, you can view up to 18 months of your order history. Click **Submit**.

Scroll down and you will see *Online Request ID*, Referral ID, Order ID, *Date/Time*, *Activity*, and *Drug Name*.

Click on the *online Request ID* column in question and scroll down to see the drug information pertaining to the order.

On the right-hand side, you'll find the Pharmacy information, Shipping Information, Carrier, Tracking number, Ship Mode, Ship Date, and a check box if a signature was required. *You can also see where the medication has been shipped to.*

A patient can click on the tracking number to be taken to the shipping courier's website to track their medication delivery status in real-time.

If you choose to see a cancelled order, click on the Cancelled Orders Tab. If an order was cancelled you will find that information here.