

STREAM USER GUIDE

Welcome to Stream, your direct connection to St. Matthews Pharmacy!

Stream is St. Matthews Pharmacy provider portal that simplifies and strengthens the triad of care between provider, pharmacy, and patient. Stream empowers transparency into your patients' pharmacy care with us and enables easy two-way communication with proactive real-time alerts.

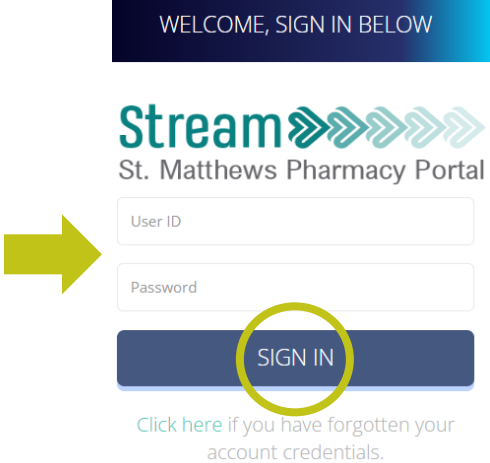
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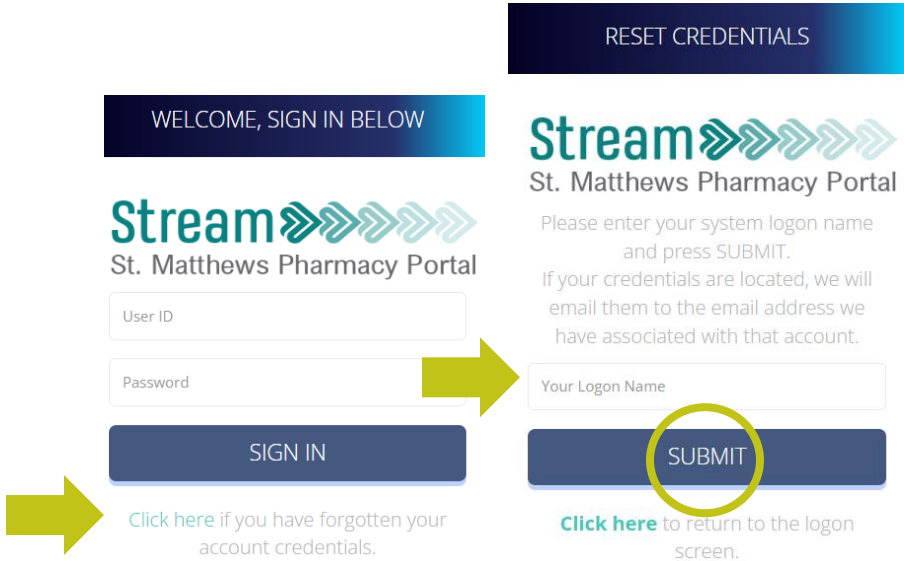
1.0 Accessing Stream

1.1 CLICK TO SIGN INTO STREAM

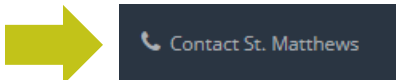
1.2 Enter your username and password provided by St. Matthews Pharmacy.



1.3 If you have forgotten your password select “Click Here if you have forgotten your account credentials” and enter your username to have a password reset instructions sent to your email.



1.4 If you have forgotten your username, click **Contact St. Matthews** on the left-hand side and reach out directly to our Stream support team to reset your credentials.



First Name **Last Name**

First Name Last Name

Email

Email

Phone **Best time to call**

Phone Best time to call

Comments / Questions

Please do not include sensitive patient information here. We will ask you for that information only if we need it when we contact you.

SEND

2.0 View Patient Prescription Status

2.1 Search for a Patient

2.1.1 Search for a patient by typing their **last name, first name** (without any spaces) into the search bar. You can partially type the last and first name for convenience. Hit **Enter** or click **Search**.

➔

Pat Last,First

Birth Date

Search

2.1.2 Recent prescriptions for the searched patient will populate in the grid below.

*PROVIDER Birth Date Search

| RX# | Status | Pat/DOB/Facility | Provider | Drug | Injection Dates | Upload Files | Notes | Actions |
|-----------|-------------|--------------------------|----------|--------------------------------|---|---|---|---------|
| 989324(0) | IN PROGRESS | Patient Test 1/1/1939 | | Sublocade 300 Mg/1.5ml Sosy | 2/29/2024 Nxt Inj Date Save | Choose File No file chosen Save | Send message to pharmacy. Save | |
| 989323(0) | CANCELLED | Patient Test 1/1/1939 | | Sublocade 100 Mg/0.5ml Sosy | Admin Date Nxt Inj Date Save | Choose File No file chosen Save | Send message to pharmacy. Save | |

2.2 Status definitions

2.2.1 **IN PROGRESS:** The pharmacy has received the patient’s prescription but has not scheduled it for shipment yet. There is NO ACTION required if there is no yellow highlighted action item or red highlighted row for the given Rx. The pharmacy will reach out to you via Stream if anything is needed—any Rx where something is needed from you will be aggregated in colored buttons at the top of your dashboard.

2.2.2 **SET TO SHIP:** The pharmacy has scheduled the patient’s prescription for processing and shipment. The date you see on the left side is the day the

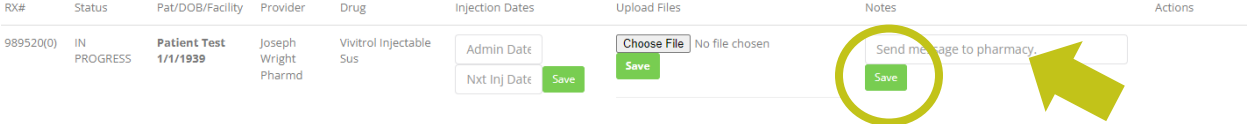
pharmacy is processing the medication. Generally, the medication will ship the next business day.

2.2.3 **SHIPPED:** The pharmacy has completed the patient’s prescription, and it has shipped. The date you see on the left side is the day the prescription left the pharmacy.

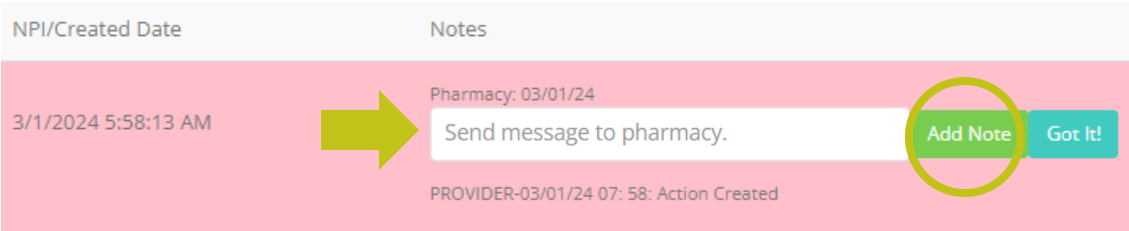
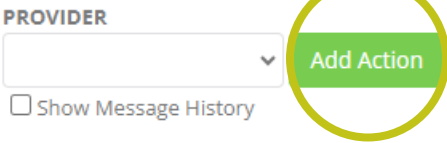
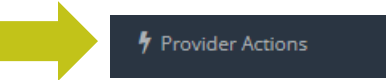
2.2.4 **CANCELLED:** The pharmacy has cancelled the patient’s prescription, either at your request or discontinued by the pharmacy team.

2.3 Send the pharmacy a message about a patient’s prescription status.

2.3.1 If you have a question about a patient’s prescription, search for the patient’s name, send a message to the pharmacy in the **Notes** column and click **Save**. The pharmacy is immediately notified and will respond.



2.3.2 If you do not see a patient prescription that you believe the pharmacy should have received, send the pharmacy a message directly in Stream by clicking **Provider Actions** on the left-hand side, click **Add Action**, and type your message in the **Notes** section and click **Add Note**. The pharmacy is immediately notified and will respond.



3.0 Real-Time Messages from the Pharmacy

3.1 Pharmacy Message Definitions

3.1.1 Messages sent to you from the pharmacy aggregate in colored buttons at the top of Stream.

RX Management



Please review your alerts from the pharmacy above. Click the yellow button to view Rxs that require your action. Click the green button to view messages from the pharmacy. Click the blue button to provide Rx re-order information.

3.1.1.1 If you see a **yellow** button, the pharmacy sent you a message about a specific Rx(s).



3.1.1.2 If you see a **green** button, the pharmacy has sent you a general message NOT associated with a specific Rx(s).



3.1.1.3 If you see a **blue** button, the pharmacy requested confirmation the patient received a shipped LAI medication and for you to provide the patient's next injection date for seamless ongoing therapy.



3.1.1.4 If you do not see any colored buttons, you have NO open alerts from the pharmacy. No action on your part is currently needed.

3.1.1.5 You will receive a daily email if there are open alerts from the pharmacy in Stream that need your attention. When you sign into Stream, address the messages from the pharmacy consolidated within the colored alert buttons at the top of your screen.

3.2 Viewing and Addressing Pharmacy Alerts

3.2.1 Rxs That Need Your Attention

3.2.1.1 Click the yellow button to view Rxs that need your attention.



3.2.1.2 You will see a line item for each Rx that needs your attention.

2 returned.
For Rx's with yellow highlighted Actions, please complete the requested task and click **SAVE**. To close out the action item, check the box and click **COMPLETED**. For Rx's with red shaded rows, view and respond to the pharmacy message in the Notes Column and click **SAVE**.

| Rx# | Status | Pat/DOB/Facility | Provider | Drug | Injection Dates | Upload Files | Notes | Actions |
|-----------------------|-------------|--------------------------|----------|--------------------------------|---------------------------|------------------------------------|--|--|
| 989325(0) 02/26/24 | SET TO SHIP | Patient Test 1/1/1939 | | Vivtrol Injectable Sus | 2/29/2024 Nxt Inj Date | Choose File No file chosen Save | Pharm: 03/01/24 Send message to pharmacy. 03/01/24 09:11 LIZ.K: Can you confirm this patient is receiving their injection at your Louisville office? | |
| 989324(0) | IN PROGRESS | Patient Test 1/1/1939 | | Sublocade 300 Mg/1.5ml Sosy | 2/29/2024 Nxt Inj Date | Choose File No file chosen Save | Send message to pharmacy. | <input type="checkbox"/> Upload enrollment form Completed |

3.2.1.3 If an Rx line is highlighted in red, the pharmacy sent you a message about that Rx. View the message in the **Notes** column and respond directly to the pharmacy by typing your response in the “**Send message to pharmacy**” field and click **Save**. This alerts the pharmacy of your response and will remove the Rx from your open alerts.

| Rx# | Status | Pat/DOB/Facility | Provider | Drug | Injection Dates | Upload Files | Notes | Actions |
|-----------------------|-------------|--------------------------|----------|---------------------------|---------------------------|------------------------------------|--|---------|
| 989325(0) 02/26/24 | SET TO SHIP | Patient Test 1/1/1939 | | Vivtrol Injectable Sus | 2/29/2024 Nxt Inj Date | Choose File No file chosen Save | Pharm: 03/01/24 Send message to pharmacy. | Save |

3.2.1.4 If an Rx has a yellow highlighted action item within the far-right column, please complete the **Action** requested by the pharmacy.

3.2.1.4.1 Most of the time, the **Action** item is to upload something. Click **Choose File** and select the file to upload from your computer. Click **Save**. Check off the **Action** item box and click **Completed**. This alerts the pharmacy of your uploaded file and will remove the Rx from your open alerts.

Upload Files

Choose File No file chosen

Save

Actions

Upload enrollment form

Completed

3.2.1.4.2 If the Action item is no longer appropriate (i.e., the patient is no longer a candidate for therapy, Rx needs to be cancelled, etc.) send a message to the pharmacy in the **Notes** section letting us know and click **Save**. This

alerts the pharmacy of your response. The pharmacy will review and remove the Action item request.

A screenshot of a patient record form. The form has several columns: RX#, Status, Pat/DOB/Facility, Provider, Drug, Injection Dates, Upload Files, Notes, and Actions. The 'Notes' column contains a text input field with the placeholder text 'Send message to pharmacy.' and a green 'Save' button circled in green. A yellow arrow points to the 'Save' button. The 'Actions' column has a checkbox for 'Upload enrollment form' and a green 'Completed' button.

3.2.2 General Messages from the Pharmacy

3.2.2.1 Click the green button to view messages from the pharmacy that are not associated with a specific Rx(s).



3.2.2.2 You will see a line item for each message sent from the pharmacy.

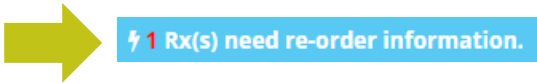
A screenshot of a message list. At the top, it says '1 returned.' and 'To address your alert from the pharmacy, please respond to the message in red below by typing a response in the Notes Column and clicking Add Note or simply acknowledge the message but clicking Got It.' Below this is a table with columns 'NPI/Created Date', 'Notes', and 'Files'. The first row is highlighted in red and contains a message from the pharmacy dated 03/01/24. The 'Notes' column has a text input field and 'Add Note' and 'Got It!' buttons. The 'Files' column has a 'Choose File' button and an 'Upload' button.

3.2.2.3 To address the pharmacy message, enter your response in the **Notes** column and click **Add Note**. To simply acknowledge the pharmacy message, click **Got It**. Either action will immediately notify the pharmacy and remove the message from your open alerts.

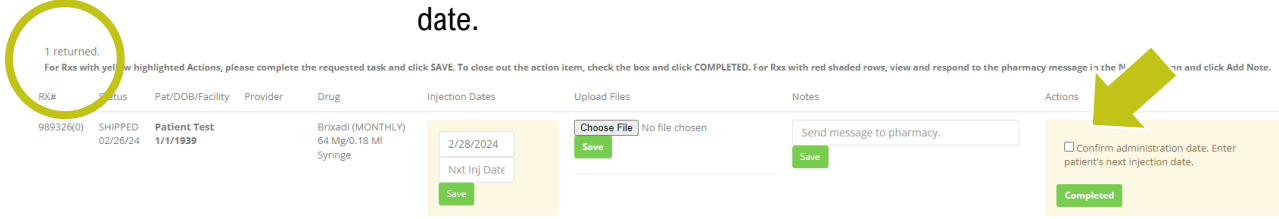
A close-up screenshot of a pharmacy message. The message is from the pharmacy, dated 03/01/24. The 'Notes' column has a text input field and 'Add Note' and 'Got It!' buttons. Two green arrows point to the 'Add Note' and 'Got It!' buttons respectively.

3.2.3 Re-Order Requests from the Pharmacy

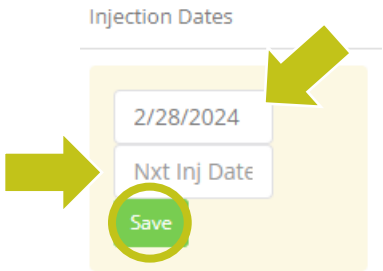
3.2.3.1 Click the blue button to view pharmacy messages following the shipment of provider-administered LAI medication. After a provider-administered LAI medication ships out to you, a message will be sent through Stream for you to confirm the patient was administered the medication and to obtain the patient’s next injection date. With the next injection date, the pharmacy can swiftly schedule the patient’s next medication shipment as soon as we have the eRx (if applicable).



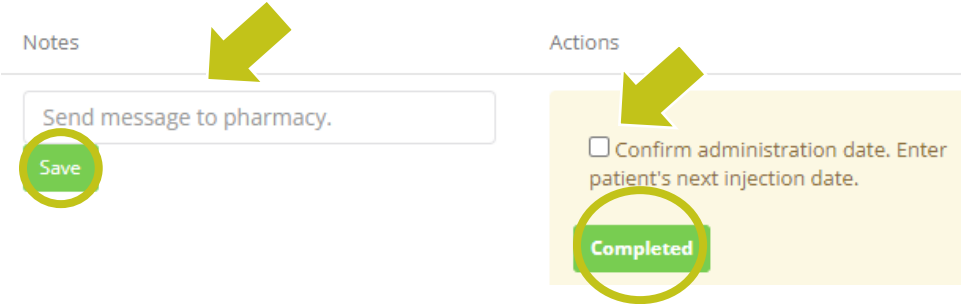
3.2.3.2 You will see a line item for each provider-administered LAI we shipped to you requesting confirmation of the patient’s administration date as well as input of the patient’s next injection date.



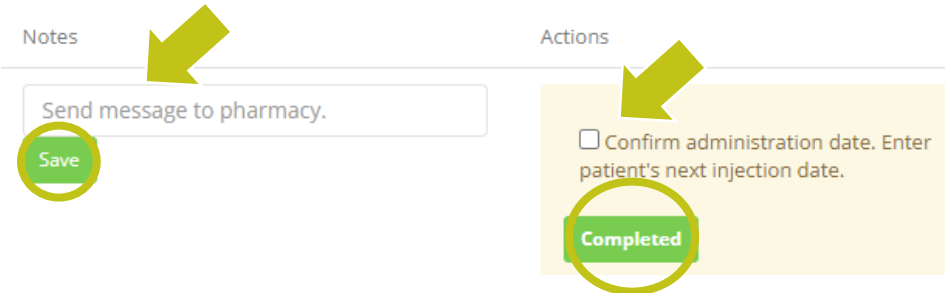
3.2.3.3 Review the **Injection Dates** column. The top date is the patient administration date for this Rx. If the **Admin Date** shown is the date the patient was administered the medication there is no action needed. If the **Admin Date** shown is not accurate or is blank, enter the correct administration date. The bottom date is the patient’s next injection date. If the patient is continuing therapy, enter the patient’s next injection date in the **Next Inj Date** field and click **Save**. This alerts the pharmacy to be on the lookout for the patient’s next Rx. Please send an eRx for the patient, if required.



3.2.3.4 If the patient is **NOT** continuing therapy, please send the pharmacy a message in the **Notes** column where it says “Send message to pharmacy” and click **Save**. Check off the **Action item** and click **Completed** to alert the pharmacy and close out the re-order request.

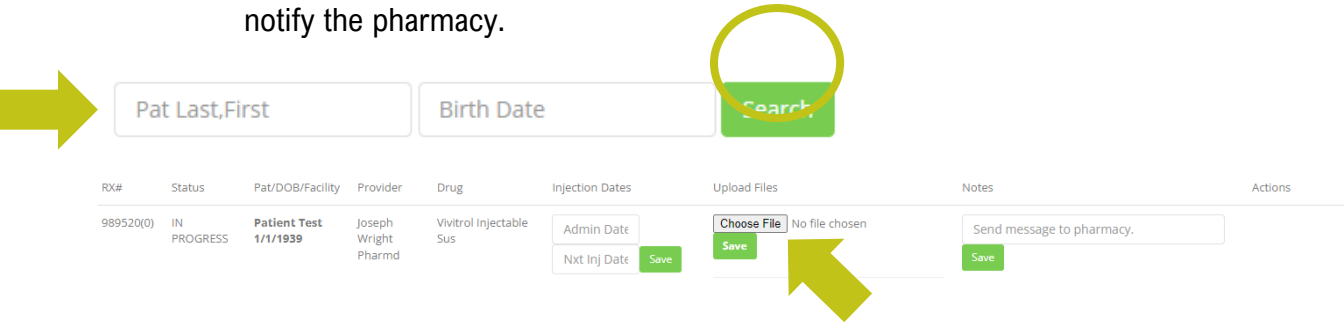


3.2.3.5 If the patient did **NOT** receive the injection, please send the pharmacy a message in the **Notes** column where it says “Send message to pharmacy”, click **Save**, and destroy the medication. Check off the **Action item** and click **Completed** to alert the pharmacy and close out the re-order request.



4.0 Patient Enrollment Initiation

4.1 After a new patient’s Rx is sent to St. Matthews, search for the patient in Stream. Click **Choose File** in the Upload Files column to add the patient enrollment information. Once required documents are selected, click **Save** to automatically send notify the pharmacy.



4.1.1 If you do NOT see the patient Rx in Stream, click **Provider Actions** on the left-hand side, click **Add Action**, and click **Choose File** to find the patient enrollment form. Once selected, click **Upload** to automatically send and notify the pharmacy. Please send an eRx for the patient, if required.



5.0 Troubleshooting Assistance

5.1 If you have any questions or issues, email STREAM@stmatthewsrx.com to reach out directly to our Stream support team.