

STREAM PORTAL 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.

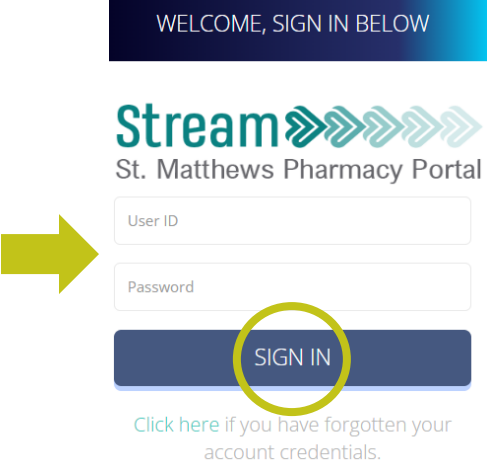
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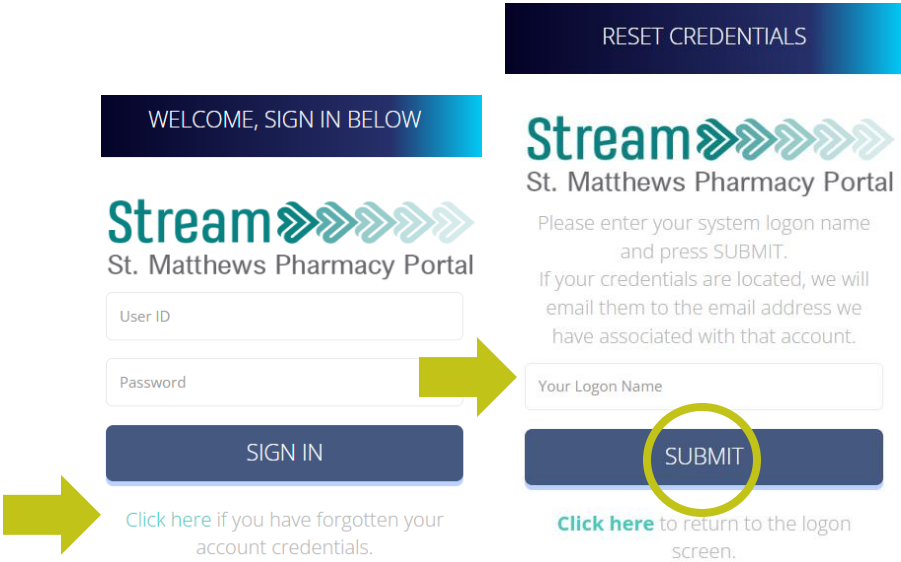
1.0 Accessing Stream

1.1 [CLICK TO SIGN INTO STREAM](#)

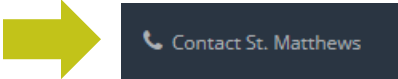
1.2 Enter your username and password provided by St. Matthews Pharmacy.



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**

Email

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

1.5 Rx Management Dashboard

When you sign into Stream, the landing page is your Rx Management dashboard. All communication specific to a patient’s prescription is managed here. Here is where you can search for a patient to view prescription status, update expected administration date for provider administered injectable medication, upload documents associated with a prescription, send us a message related to a prescription.

Stream St. Matthews Pharmacy Portal

Welcome to Stream! Your direct connection to St. Matthews Specialty Pharmacy.

RX Management

Pat Last,First Birth Date Search All Groups **Search**

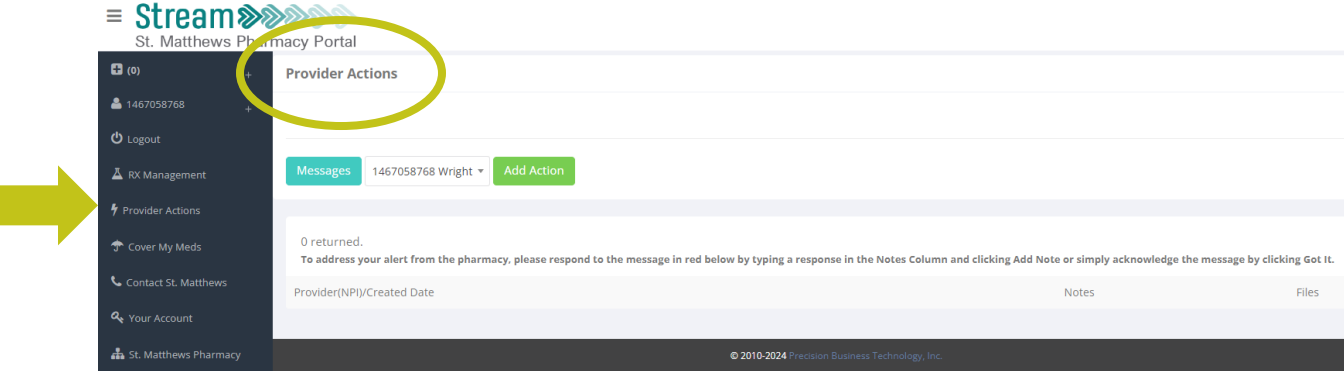
Hide Search Criteria

Load By Dispensing Status

IN PROGRESS SET TO SHIP SHIPPED CANCELLED

1.6 Provider Actions Dashboard

Clicking Provider Actions on the left-hand side in Stream will take you to your Provider Actions Dashboard. Here is where you can send us general messages that are NOT related to specific prescriptions and where you can easily electronically enroll a new patient on therapy.

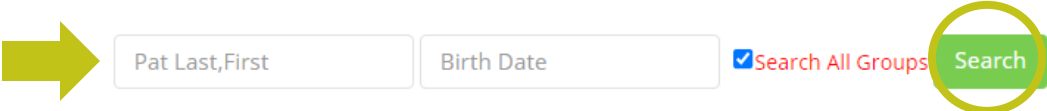


2.0 View Patient Prescription Status

2.1 Search for a Patient

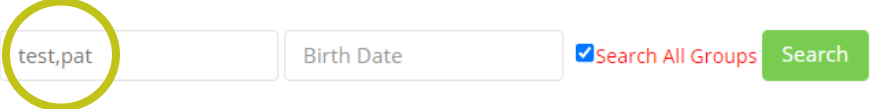
2.1.1 Search for a patient by typing their **last name, first name** (without any spaces) into the search bar. You can partially type the last and first name for convenience. Hit **Enter** or click **Search**.

RX Management



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

2.1.3 The fill number is shown in parenthesis in the first column after the Rx number. Notation of refills remaining is shown underneath the Rx number (i.e., 0of0 or 3of11).



| RX# | Status | Pat/DOB/Facility | Provider | Drug | Injection Dates | Upload Files | Notes | Actions |
|-------------------|----------------|--------------------------|----------|--|----------------------------|------------------------------------|---------------------------|---------|
| 993815(0) 0of0 | IN PROGRESS | Patient Test 1/1/1901 | | Brixadi (MONTHLY) 64 Mg/0.18 MI Syringe | Admin Date Nxt Inj Date | Choose File No file chosen Save | Send message to pharmacy. | Save |

2.2 Status definitions

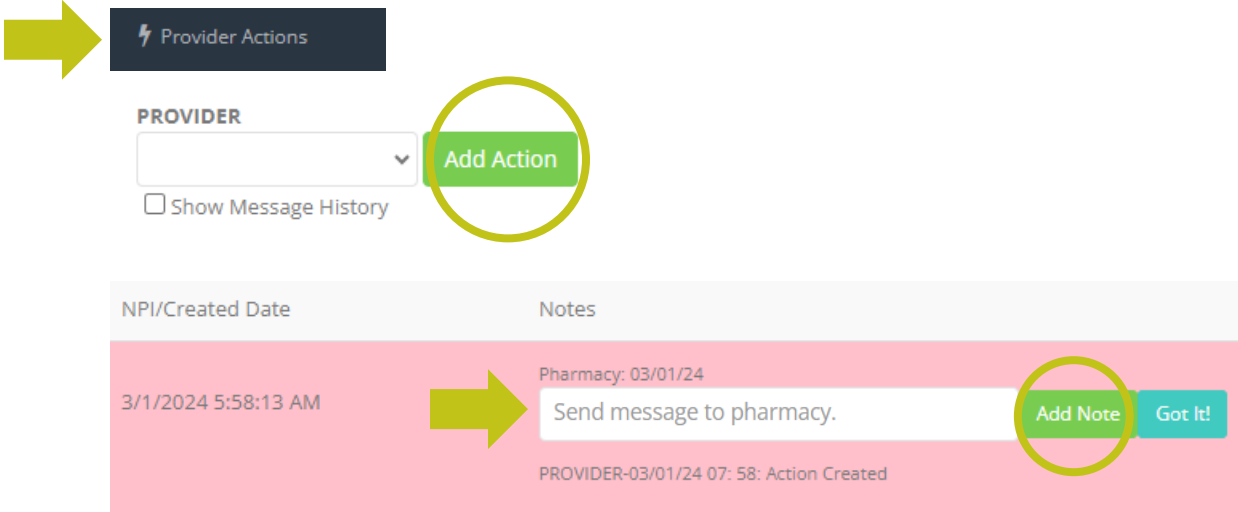
- 2.2.1 **IN PROGRESS:** The pharmacy has received the patient’s prescription but has not scheduled it for shipment yet. There is NO ACTION required if there is no yellow highlighted action item or red highlighted row for the given Rx. The pharmacy will reach out to you via Stream if anything is needed—any 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. If the prescription is a provider administered injectable medication, the injection date in the Admin Date field is the date the pharmacy is referencing for scheduling appropriate shipment day to ensure timely delivery for the patient’s appointment.
- 2.2.3 **SHIPPED:** The pharmacy has completed the patient’s prescription, and it is on its way to the provider / patient. The date you see is the day the prescription left the pharmacy.
- 2.2.4 **CANCELLED:** The pharmacy has discontinued the patient’s prescription.

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, and send a message to the pharmacy in the **Notes** column and click **Save**. The pharmacy is immediately notified and will respond.

| RX# | Status | Pat/DOB/Facility | Provider | Drug | Injection Dates | Upload Files | Notes | Actions |
|-------------------|----------------|--------------------------|----------|--|----------------------------|---------------------------------------|-----------------------------------|---------|
| 993815(0) 0ofo | IN PROGRESS | Patient Test 1/1/1901 | | Brixadi (MONTHLY) 64 Mg/0.18 MI Syringe | Admin Date Nxt Inj Date | Choose File No file chosen Save | Send message to pharmacy. Save | |

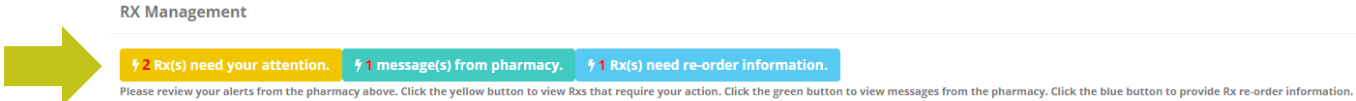
- 2.3.2 If you do not see a patient prescription that you believe the pharmacy should have received, send the pharmacy a message directly in Stream by clicking **Provider Actions** on the left-hand side, click **Add Action**, and type your message in the **Notes** section and click **Add Note**. The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



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 The blue button replaces the need for paper “re-order forms” for provider administered LAI medication. If you see a **blue** button, the pharmacy requested confirmation the patient received the injection and for you to provide the patient’s next injection date for seamless ongoing therapy.



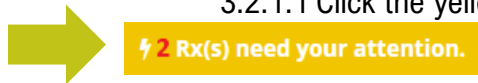
3.1.1.4 If you do not see any colored buttons, you have NO open alerts from the pharmacy at this time. No action on your part is currently needed.

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.



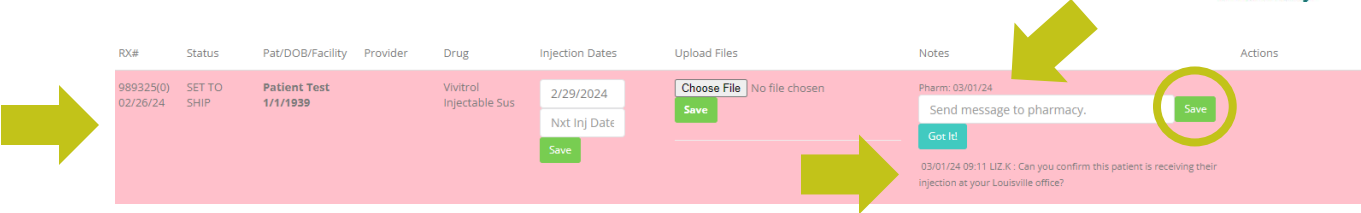
3.2.1.2 You will see a line item for each Rx that needs your attention.

2 returned.
For Rxs 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 Rxs 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. Got It | |
| 989324(0) | IN PROGRESS | Patient Test 1/1/1939 | | Sublocaide 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 |

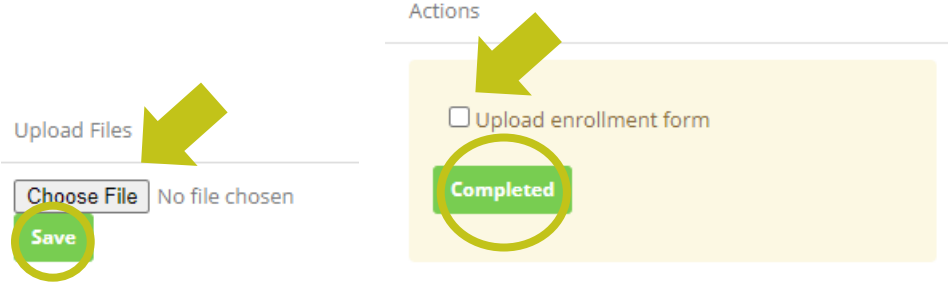
3.2.1.3 If an Rx line is highlighted in red, the pharmacy sent you a message about that Rx. View the message in the **Notes** column and respond directly to the pharmacy by typing your response in the “**Send message to pharmacy**” field and click **Save**. This alerts the pharmacy of your response and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

3.2.1.4 You can also simply acknowledge the message if no response is required by clicking the “**Got It**” button. This will also alert the pharmacy that you received their message and remove the Rx from your open alerts.



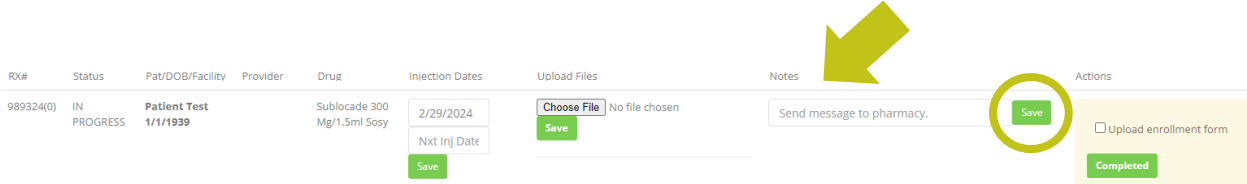
3.2.1.5 If an Rx has a yellow highlighted action item within the far-right column, please complete the **Action** requested by the pharmacy.

3.2.1.5.1 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.



3.2.1.5.2 You can upload multiple documents by repeating the process. Click “Choose File”, find the first document, and click “Save”. Then, click “Choose File” again, find the next document, and click “Save”, etc.

3.2.1.5.3 If the Action item requested 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.

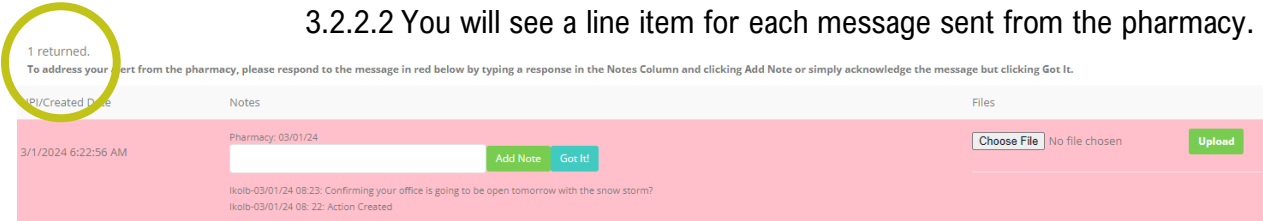


3.2.2 General Messages from the Pharmacy

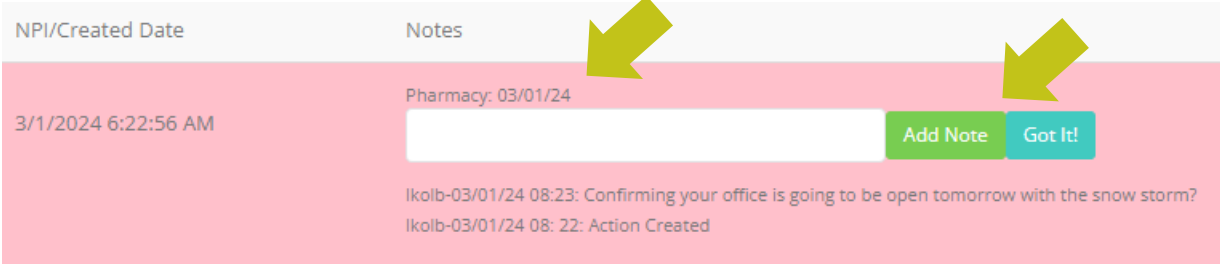
3.2.2.1 Click the green button to view messages from the pharmacy that are not associated with a specific Rx(s).



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



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.



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 to confirm the patient was administered the medication and to obtain the patient’s next injection date. With this next injection date, the pharmacy can swiftly schedule the patient’s next medication shipment as soon as we have the eRx (if applicable) or enable us to initiate the next fill (if available).



3.2.3.2 When you click the blue button, you will see a line item for each provider-administered LAI we shipped to you with the SAME Action

item: requesting confirmation of the patient’s administration date as well as input of the patient’s next injection date.

1 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 Add Note.

| RX# | Status | Pat/DOB/Facility | Provider | Drug | Injection Dates | Upload Files | Notes | Actions |
|-----------|---------------------|--------------------------|----------|---|---------------------------|--------------------------------------|-----------------------------------|---|
| 989326(0) | SHIPPED 02/26/24 | Patient Test 1/1/1939 | | Brixadi (MONTHLY) 64 Mg/0.18 Ml Syringe | 2/28/2024 Nxt Inj Date | Choose File No file chosen Save | Send message to pharmacy. Save | <input type="checkbox"/> Confirm administration date. Enter patient's next injection date. Completed |

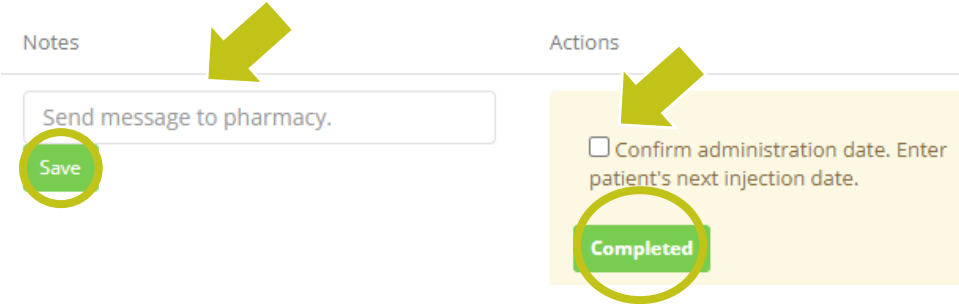
3.2.3.3 Review the **Injection Dates** column.

3.2.3.3.1 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.

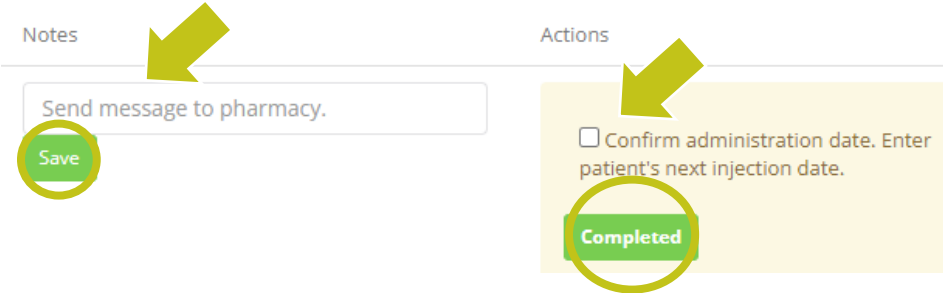
3.2.3.3.2 The bottom date is the patient’s next injection date. If the patient is continuing therapy, enter the patient’s next injection date in the **Next Inj Date** field and click **Save**. This alerts the pharmacy to be on the lookout for the patient’s next Rx. Please send an eRx for the patient, if required.

Injection Dates

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



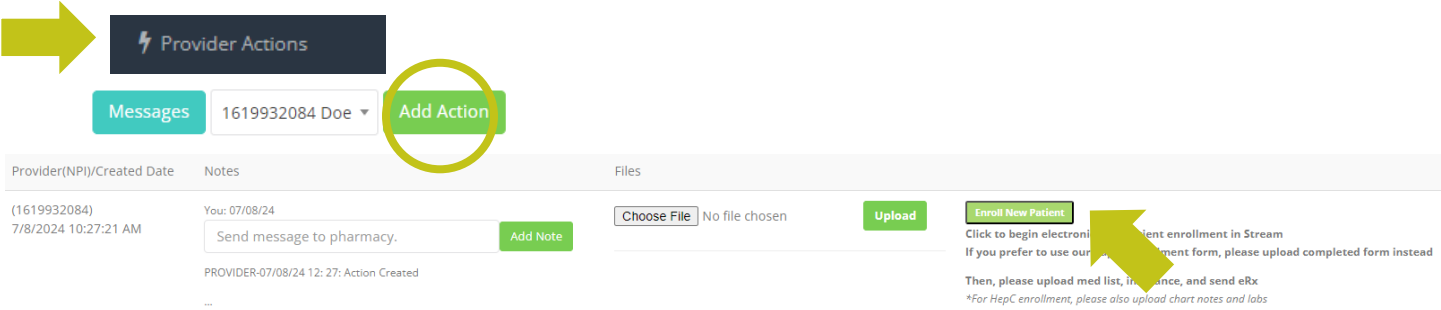
3.2.3.5 If the patient did **NOT** receive the injection, please send the pharmacy a message in the **Notes** column where it says “Send message to pharmacy” to let us know, click **Save**, and destroy the medication. Check off the **Action item** and click **Completed** to close out the re-order request.



4.0 New Patient Enrollment

4.1 Electronic Enrollment Form in Stream

4.1.1 To enroll a new patient electronically in Stream, click **Provider Actions**. Click “**Add Action**” and click the “**Enroll New Patient**” on the right side



4.1.2 This will open our electronic enrollment form. Enter all the **REQUIRED** fields requested and click “**Save Patient Info**”

ELECTRONIC ENROLLMENT FORM

Please enter the following information:

Patient First Name (required)

Patient Last Name (required)

Patient DOB (required)

Patient SSN (required)

Patient Cell Phone Number (required)

Allergies (required)

Facility Type (required)

Ship To Address (required)

Medication (required)

First Administration Date

To Complete Patient Enrollment please:
 (1) Upload **med list and insurance information.**
**For HepC enrollment, also upload chart notes and labs*
 (2) Send **eRx**. (if administration date is unknown at this time, please include in eRx memo field).
 (3) **Remind patient St. Matthews Pharmacy will contact them to obtain required authorization**

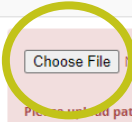
Save Patient Info



4.1.3 After Saving Patient Info, the Files section will be highlighted in red as a reminder to please upload the patients **Medication List** and **Insurance Information**, required for enrollment.

4.1.3.1 Click **“Choose File”** and navigate to the patient Med List on your computer and click **“Upload”** to attach. Repeat the process to upload the patient insurance / demographic document.

| Provider(NPI)/Created Date | Notes | Files |
|-------------------------------------|--|---|
| (1619932084) 7/3/2024 6:19:24 AM | You: 07/03/24 <input type="text" value="Send message to pharmacy."/> <input type="button" value="Add Note"/> PROVIDER-07/03/24 08:20: Enroll New Patient Patient First Name: Liz Patient Last Name: Kolb Patient DOB: 09/28/1980 Patient SSN: 123-45-6789 <input type="button" value="View All"/> | <input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/> |



| Provider(NPI)/Created Date | Notes | Files |
|-------------------------------------|---|---|
| (1619932084) 7/3/2024 6:19:24 AM | You: 07/03/24 <input type="text" value="Send message to pharmacy."/> <input type="button" value="Add Note"/> PROVIDER-07/03/24 08:22: Added file Example_Insurance_Info.pdf PROVIDER-07/03/24 08:22: Added file Example_Med_List.pdf PROVIDER-07/03/24 08:20: Enroll New Patient Patient First Nam... <input type="button" value="View All"/> | <input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/> VIEW - 07/03/24 UPDATE X <input type="text" value="Example_Insurance_Info.pdf"/> VIEW - 07/03/24 UPDATE X <input type="text" value="Example_Med_List.pdf"/> |



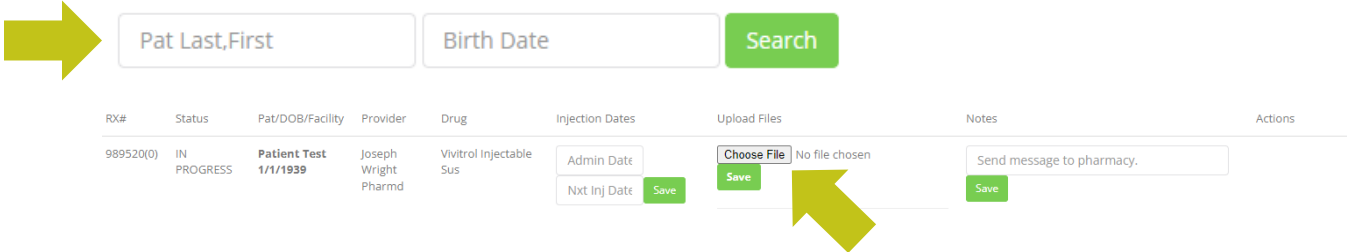
4.1.4 Send us the eRx.

4.1.5 **Let the patient know that St. Matthews Pharmacy will be reaching out to contact them for authorization.** Patient response is **required** or there may be delay of shipment.

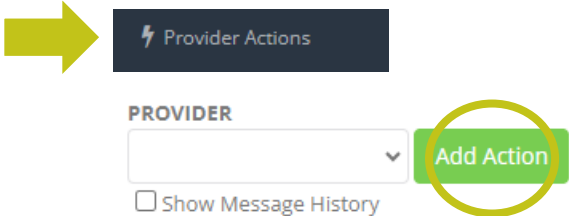
4.2 Use of Paper Enrollment Form / Fillable PDF Enrollment Form Option

4.2.1 If preferred, you can continue to utilize our paper enrollment form or the fillable PDF version that can be found on our website (<https://stmatthewsrx.com/specialty-enrollment-forms/>). Complete the enrollment form and upload via Stream as opposed to email or fax.

4.2.2 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 form and click **Save** to automatically notify the pharmacy. Repeat process to upload patient medication list required.



4.2.3 If you do NOT see the patient Rx in Stream (i.e., provider has NOT sent over yet), click **Provider Actions** on the left-hand side, click **Add Action**, and click **Choose File** to upload the completed **paper / fillable enrollment form**. Once selected, click **Upload** to automatically notify the pharmacy. Repeat the process to upload the patient’s **medication list** required. Please send an eRx for the patient, if required.



| NPI/Created Date | Notes | Files |
|--|---|--|
| 3/6/2024 7:56:02 AM | Pharmacy: 03/06/24 Send message to pharmacy. <input type="button" value="Add Note"/> <input type="button" value="Got It!"/> | <input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/> |
| PROVIDER-03/06/24 09: 56: Action Created | | |

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.