



Packaging

Your Pharmacy Partner

The Medido

a simple how-to guide



From setting up to dispensing medication sachets, the Medido is designed to be user-friendly. To help you get started, this comprehensive guide outlines:

- setting-up the Medido online
- managing important functions related to using the Medido
- training your client to use the Medido
- useful FAQs

For a helping hand at any step of the set-up phase, please contact:

Contact Name

Contact Details



Setting up the Medido online

a step by step guide to the Medido set-up

Type **https://portal.innospense.com** into your web browser. This will take you to the log on page. Enter the log in details assigned to you.

Adding a new client into the system

Step 1

Once you have logged on the home page will appear. Click on the **Clients** menu button (see figure 1)

Step 2

The Client menu button will take you to a page displaying a list of your 'clients'. These will actually display as a set of numbers which correspond to the device number on the bottom of each Medido machine you receive. To allocate a client to a machine click on the corresponding number in the client list (see figure 2).

Step 3

A client specific page will appear. Click on the **Edit client details** button under **Organisation details**.

- Fill in all the fields on the **Change client details** page except **PZO**
- Notes regarding **Client details** fields:
 - Organisation number refers to your organisation which will be displayed in the drop down menu
 - Social Security Number will display as the Medido machine number. This should be changed to the client's Medicare Number
 - Ensure you set the timezone correctly
 - The Unique ID field can be used to enter an ID code from your system
 - The Pharmacist ID field can be used to enter what pharmacy the client uses
 - The Care team field can be used to enter what organisation is assisting the client with care

Step 4

Update **Client Status** to **Active** and click on the **Save** button to update the client entry.



figure 1: Home Page



figure 2: Client Page



figure 3: Edit Client Details Page

Configuring a new client

Step 1

Go to the **Clients** page. Identify which client you need to configure and click on that client's name.

Step 2

A client specific page will appear. This will automatically open on the **Weekly schedule** tab. To commence configuring the client's Medido, click on the **Configuration** tab (see figure 4).



figure 4: Client Configuration tab

Step 3

Enter the details into the **Dispenser configuration** category and click on the **Save** button.

Dispenser configuration notes:

- **Cut percentage:** you can choose to have the sachet cut as it is dispensed from the Medido. This can assist people with dexterity issues to easily retrieve their medications. Cut ranges from no cut (0%) to full cut (100%), however **50% is recommended** as the maximum to avoid medications spilling out of the sachet.
- **Alarm time:** this is the length of time in minutes that you want the alarm to sound when a medication is due.
- **Alarm pause time:** this is the length of time in minutes that you want the Medido to wait before it sounds the alarm again. This will only occur if the medication is not dispensed when the alarm sounds the first time.
- **Total alarm time:** this is the length of time in minutes that you want the Medido to continue alerting a client to take their medication, i.e. you may set it to go for a total alarm time of 75 minutes, sounding for 2 minutes and pausing for 10. If the medication is not taken in this timeframe an alert notification will be sent.
- **Language:** this determines the language of messages displayed on the Medido's LCD screen.
- **Independent dispense:** this is the length of time in hours that a client can pre-dispense their sachet prior to a set dose time; they do so by holding down the OK button for 4 seconds. If this is set to 0 the client has no ability to pre-dispense. If it is set to 99 they are able to dispense at any time. If you enter a specific number like 2, it would allow the client to dispense their medication at 10am if their next dose time was 12pm.
- **Alarm melody:** this should always be set to 1.
- **Alarm volume:** this controls the alarm volume with 0 being no sound at all, 1 the lowest and 10 the highest.
- **Rest Alarm Melody (for customised alarms not related to the sachets):** this should always be set to 1.
- **Rest Alarm Volume (for customised alarms not related to the sachets):** this controls the rest alarm volume with the same reference range as the alarm volume.
- **Powersave:** ticking this box ensures the Medido goes into powersave mode from 10pm until 7am. If a dose is due during this period, the machine will automatically boot-up and dispense the sachet as normal.
- **Surrounding light Sensor:** ticking this box ensures the light on the Medido LCD screen will only glow if the surrounding light is low.
- **Notification within alarm period (alarm feature for night doses):** if this feature is turned on, doses after 8pm that are not accessed within a 30 minute timeframe will generate an alert notification. This avoids clients being disturbed late in the evening if their total alarm time is set for a much longer period of time.

Configuring a new client

Step 4

Enter the details into the **Administrative interface configuration** category then click on the **Save** button.

Administrative interface configuration:

- **Alarm type:** this determines what method of notification will be used if the client fails to dispense their medication in the period determined by the total alarm time. SMS, Email or Email+SMS can be selected.
- **Alarm destination:**
 - If you choose SMS you must use an international format i.e. instead of 0400000000 you would enter +61400000000
 - If you choose Email enter your address in this field
 - If you choose Email+SMS enter exactly as per this format - jane@bigpond.com+61400000000
- **Send automatically:** ticking this box ensures the schedule gets automatically sent to the Medido on the nominated day and time
- **Send day:** this is the day the schedule is to be automatically sent to the Medido. This day should correspond to the day prior to starting your new roll of sachets, i.e. if your new sachets start on Monday it should be set to Sunday.
- **Send time:** this is the time the schedule is to be automatically sent to the Medido. This should be set late in the evening, i.e. 2130 hours.
- **Change day:** this is the day the new sachet roll is inserted into the machine, i.e. should be set as the day prior to starting the new roll
- **Change time:** this is the time at which the new roll is inserted into the Medido. This should be set for a point in time after the client receives their last sachet from the dispenser. This will not always occur after their final dose time for the day. Please see **Changing over the weekly sachet roll** section for more details.
- **Auto Copy Schedule:** ticking this box automatically copies the client's medication schedule from the last designated time period (as per the number in the amount of days to copy) to the next.
- **Amount of days to copy:** this should be set to 7.

Step 5

Under the **Configuration Options** category at the bottom of the **Configuration** tab, click on the **Send configuration** button (see figure 5). This will update the details to the Medido machine.

Important note: you must have the machine plugged in and the power on in order to send the configuration. This can be done at your premises, with the machine able to be powered down and taken to the client's premises after this is complete.

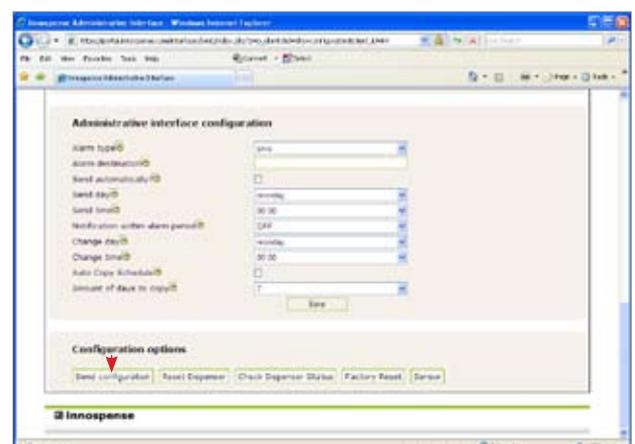


figure 5: Send Configuration details to the Medido

Setting the weekly schedule for a client

Step 1

Click on the **Clients** menu button, this will automatically open to the **Weekly schedule** tab (see figure 6).

Step 2

The schedule will appear with 7 days listed across the top of the page, starting at today's date, and three generic dose times running down the page. These dose times are 0800, 1200, 1600 and 2000.

Step 3

If the dose time you require is outside the generic ones listed above, you can add more. Under the schedule table is a field called **Add new dispense moment**. Type your dose time in the corresponding field (must be in 24 hour time format, i.e. 0600) and click on the **Add moment** button (see figure 7). This time will appear among the dose times listed down the right hand side of the schedule table.

Step 4

Once you have all the required dose times you can enter in the client's weekly schedule. To do so you enter the number of sachets that a patient is meant to receive on a specific day at a specific dose time. For example in figure 8 the client receives 1 sachet at 0800 and 2 sachets at 1200. The Medido will dispense as per this information. Once you have completed the schedule click on the **Save** button.

Step 5

Once you have saved the schedule, click on the **Send schedule to dispenser** button to ensure the Medido is updated with the new schedule (see figure 8).



figure 6: Weekly schedule Page

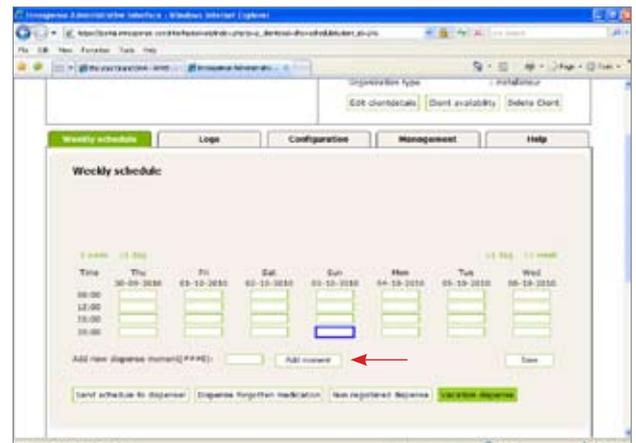


figure 7: Adding a new dispense time

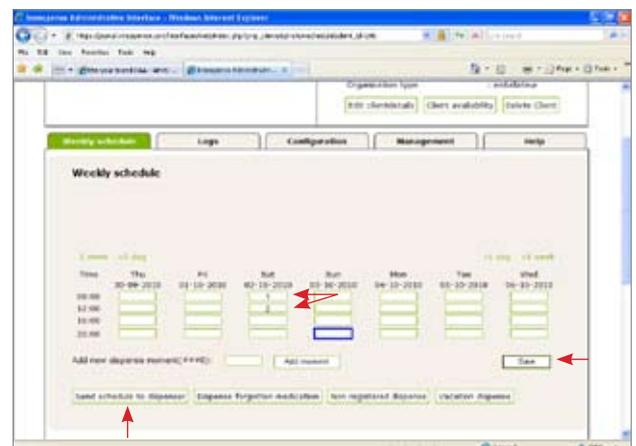


figure 8: A client schedule

Setting a custom alarm for the client

If you would like to set the Medido to sound an alarm when a non-packed medication is due you can do so under the **Custom alarms** category on the **Weekly schedule** tab.

The custom alarm can also be used on the sachet change over day, see the **Changing over the weekly sachet roll** section for more details.

Step 1

Go to the **Custom alarms** category and click on **New custom alarm** button (see figure 9).

Step 2

The words **Alarm A** will appear with 2 text fields to enter in a relevant message for the client. Enter the message into field 1 and 2, i.e. apply heart patch now (see figure 10). Click on the **Save** button.

Step 3

To add further alarms perform step 1 and 2 again.

Step 4

In order to set the alarm, you need to enter the alarm letter that corresponds to the alarm message, i.e. A for Alarm A, into the client's weekly schedule. This is done by inserting the letter into the field under the appropriate day and dose time (see figure 11). If the appropriate dose time is not present, add new dose time as per Step 3 in the **etting a weekly schedule for the client** section.

Step 5

Once you have finished adding all the required custom alarms into the schedule click on the **Save** button. Follow this by clicking on the **Send schedule to dispenser** button to ensure the Medido is updated with the new schedule (see figure 11).

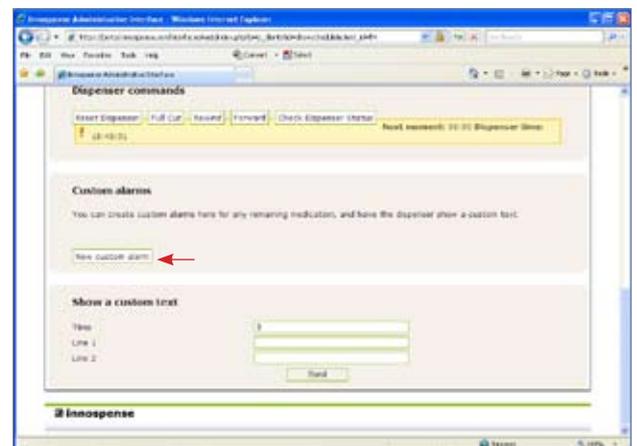


figure 9: Add Custom alarm

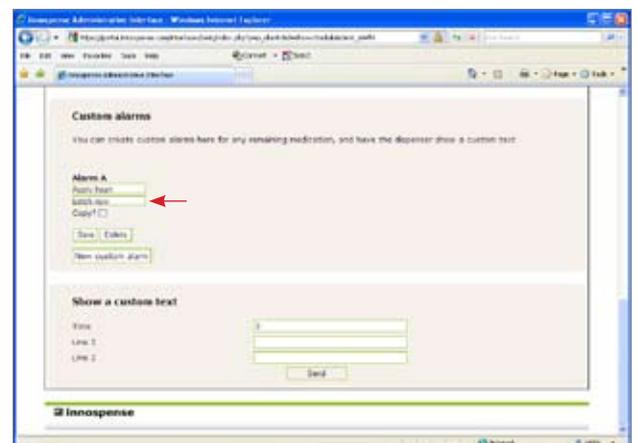


figure 10: Add message for custom alarm

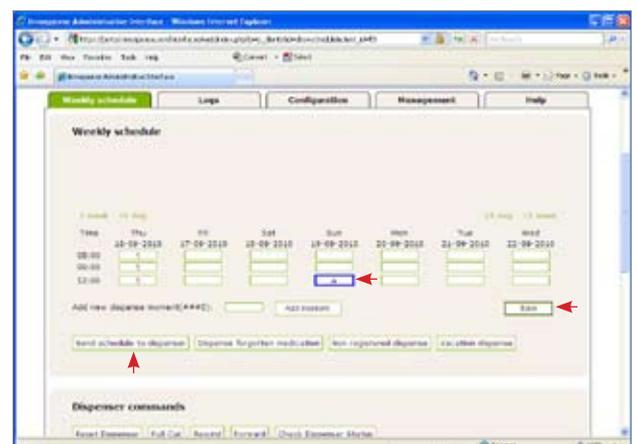


figure 11: Add custom alarm to the weekly schedule

Important functions of the Medido

from inserting the medication sachets to changing over the weekly sachet roll

Inserting the sachet roll into the Medido

Step 1



Your pharmacy will supply your client with a weekly roll of medication sachets to be loaded into the Medido.

Step 5



If required you can lock the cover of the Medido to avoid the client interfering with their medication.

Step 2



To load the medication sachets, open the cover of the Medido and place the roll of sachets in the rear of the machine.

Step 3



Find the end of the sachet roll and place it in the feeder tray at the front of the machine. The text on the sachet should appear upside down when it is sitting in the feeder.

Step 4



Feed the sachets into the Medido by pressing the down arrow button on the front of the machine. Hold the button down until the sachets stop moving. Close the cover of the Medido.

Retrieving sachets from the Medido

You may be required to retrieve sachets from the Medido if:

- There has been an extended power outage
- Your client is required to go into hospital
- Your client is going on a planned vacation or hospital stay

Below are the preferred options for each situation.

A power outage



The machine has a battery back-up that will last for up to six hours. If a power outage extends beyond this you may need to manually retrieve your client's medication sachet. To do so open the cover of the Medido. Flick the switch indicated in the direction of the arrow and gently pull the sachets out of the feeder. Remove your required medication sachet from the roll. Once the power is back on feed the sachets into the machine as per step 1 to 4 in the **Inserting sachets into the Medido** section.

Unplanned hospitalisation

If your client needs to be hospitalised suddenly, you may be required to send their medication sachets with them. Being that you won't know the length of their hospital stay, it is appropriate to remove the entire sachet roll as per the power outage procedure. If your client returns before their remaining sachets are finished these can be inserted back into the Medido as per step 1 to 4 in the **Inserting sachets into the Medido** section.

Important notes:

- It is essential that you update the client's weekly schedule online to show the Medido will not be dispensing the remaining sachets. If you do not remove the allocated sachets in the remaining days of the weekly cycle, a notification alert will

be sent and the patient will display as non-compliant on their online medication record.

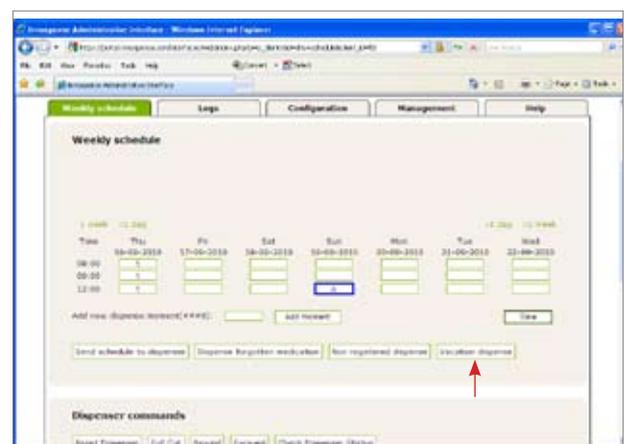
- It is essential when you re-insert any sachets back into the Medido that you check the weekly schedule and repopulate it with the remaining sachets. If this does not occur the machine will not dispense the remaining medication or send a notification.

Planned vacation or hospitalisation

If your client is going on a planned vacation or hospital stay you can dispense their medications from the machine using the **Vacation dispense** button on the **Weekly schedule** tab.

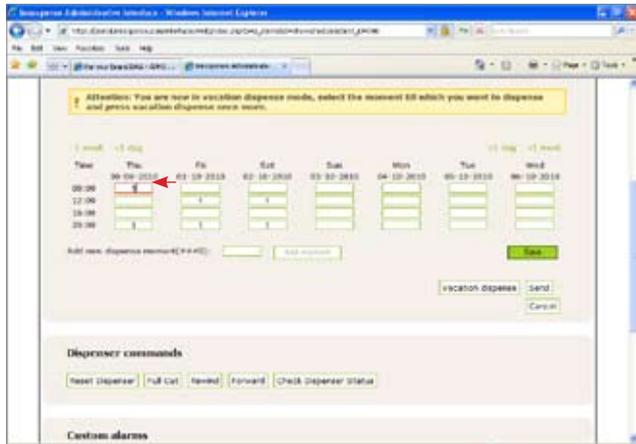
Step 1

Click on the **Vacation dispense** button. This will launch a query that asks, 'Are you sure you want to start the vacation dispense procedure?', click the **OK** button.



Step 2

Choose the first sachet you would like to be dispensed, click your cursor in the field containing that sachet, i.e. Thursday at 0800.

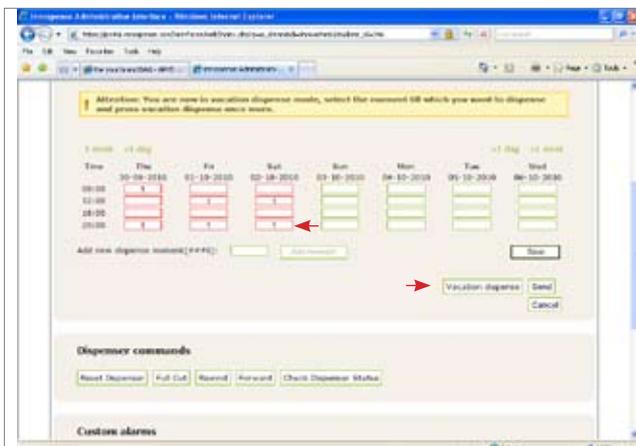


Important note:

- You cannot set the vacation dispense to dispense the selected sachets after the next dose is due. The sachets selected must begin with the next dose that is due.

Step 3

Choose the last sachet you would like to be dispensed, click your cursor in the field containing that sachet, i.e. Saturday at 2000.



All the sachets due to be dispensed in between those dates and times will automatically highlight in red.

Step 4

Click on the **Vacation dispense** button (as per above). The Medido will dispense the selected medication sachets one at a time.

Changing over the weekly sachet roll

Changing over the weekly medication sachet roll is an extremely important part of successfully using the Medido. The changeover must occur on the day prior to the next roll coming into effect. This can happen in one of two ways:

- The roll is changed after the client's last dose is dispensed
- The roll is changed prior to the client's last dose being dispensed

More often than not, the second scenario will be the normal changeover procedure. To ensure the client's new sachet roll is successfully inserted into the Medido and their remaining medication sachets are not forgotten it is essential you follow the protocol outline below.

Step 1

First you must set the changeover day and time in the online system. Please see **Configuring a new client - step 4** for instructions on this.

Step 2

Once the Medido has dispensed the medication sachet that occurs before the **Change time** you have set, you can open the lid of the machine. Remove the remaining sachets as per the **Power outage** procedure in the section **Retrieving sachets from the Medido**.

Step 3

Insert the new sachet roll as per the section **Inserting the sachet roll into the Medido**.

Step 4

Set a custom alarm, or alarms, to remind the client to take their remaining medication sachet(s) for that day. See the section **Setting a custom alarm for the client**. Once the sachet is due to be taken, an alarm will sound and the custom message you have entered online will appear on the Medido's LCD screen.

Step 5

Pop the medication sachet(s) on top of the machine near the LCD screen where they are easily seen.

Understanding the Medido display panel

At various times the OK button and display panel will light up a different colour and flash. Below is a quick overview of each display type and what it means.

Green ●

If the OK button is green, but not flashing, it means the Medido is connected and working correctly.

Flashing red with alarm ●

If the OK button is flashing red and an alarm is sounding it means your client's medication is due. Press the OK button to eject their medication sachet.

Flashing yellow then green ● ●

If the OK button is flashing yellow then green it means your client didn't dispense their last medication sachet at the required time. The sachet can be ejected by holding the OK button down for 4 seconds.

Blue ●

If the OK button is blue but not flashing it means the Medido is communicating with a Medido Technician. There is no need to do anything to the machine.

Flashing Blue with a single alarm ●

If the OK button is flashing blue and sounds a single alarm, it means a sachet is about to be dispensed before the allocated dose time. This can only occur if the machine's configuration is enabled to do so and the OK button has been pressed for 4 seconds to activate the pre-dispensing feature

Red ●

If the OK button is red but not flashing and no alarm is sounding, an error has occurred. In this situation the machine may have lost connectivity momentarily. If the button remains red after 10 minutes, please contact the pharmacy.

Understanding the online compliance record

At each dose time, the Medido records a record of your client's medication compliance. This is displayed in the online **Weekly schedule** as a series of coloured boxes (see image below). Below is a quick overview of each display type and what it means.

Green Box

If a green box is showing on the weekly schedule, it means the dose taken at that time on that day was within the time parameters set (i.e. total alarm time) or 'on time'.

Red

If a red box is showing on the weekly schedule, it means the dose at that time on that day was not taken within the time parameters (i.e. total alarm time). A notification alert would have been sent for this dose.

Orange

If an orange box is showing on the weekly schedule, it means the dose was pre-dispensed before the dose time. This is done by holding down the OK button for 4 seconds.

Pale Blue

If a pale blue box is showing on the weekly schedule, it means the dose was dispensed after a notification alert was sent.

Grey

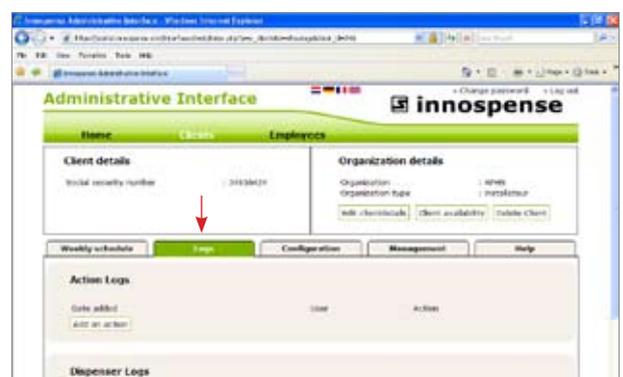
If a grey box is showing on the weekly schedule, it means that dose is due and the Medido is currently sounding the alarm and resting as per the total alarm time set.

Dark Blue Outline

If a box with a dark blue outline is showing on the weekly schedule, that dose is the final one the Medido will dispense on that dose day before the sachet roll is changed over to the new one.

Note: use the **1 week** link at the top left of the **Weekly schedule** to view doses in the week(s) prior.

In addition to assessing compliance via the **Weekly schedule**, you can also see an overview of the Medido's activities on the **Log** tab (see image on right). This will display if doses have been missed as well as the connectivity of the Medido.



Training clients in the Medido

get your client 'Medido ready'

Install the Medido at the client's home

Once you have finalised the client's set up and configured the machine as **Active (Step 4 - Adding a new client into the system)**, the machine is ready to be installed. This should be done within 1-2 days of switching the machine to active.

Note: It is important once you have allocated a machine to a client, that you clearly label who that machine is for. This will ensure the correct machine is connected to the correct online record.

To install simply plug the machine into a power socket at the client's home.

Medido Training

Once the Medido is installed you can begin training the client on how to use the machine. To do so you might like to consider the process:

- Organise APHS Packaging to give you some sample sachets to use in the machine
- Load the sample sachets into the machine as per **Inserting the sachet roll into the Medido**
- Set-up a dose in the client's online weekly schedule to dispense a sachet during your training session
- Use the client brochure to explain the process for dispensing a sachet when the alarm sounds
- Check the alarm volume is adequate for the client (if not amend as per configuration instructions)
- Go through the FAQs in the brochure with the client and answer any of their questions
- Ensure the client has the appropriate contact numbers should they be concerned about the machine or medication dispensed at any point in time

Once you are confident the client understands the process, remove the sample sachets and load their weekly roll of sachets into the Medido as per **Inserting the sachet roll into the Medido**. Finalise their Weekly schedule in the online system and send the schedule to the machine as per Step 4 and 5 in **Setting the weekly schedule for the client**.

FAQs

answering the what, how and why

What if the client forgets to take their medication?

If the client doesn't eject their medication sachet within the total alarm time, the machine will notify the contacts you have entered during the machine's configuration. At this point you can either call or visit the client to check why they didn't take their medication and advise them to dispense their missed dose by holding down the OK button for 4 seconds.

What if the client is leaving the premises for a day trip, vacation or to attend hospital. How do I release the sachets so they can be taken with them?

If the client is simply **going on a day trip**, it is best to pre-dispense the sachets. You do this by holding down the OK button for four seconds until it flashes blue. At this point an alarm will sound and the next medication sachet will be ejected. Repeat this to eject further sachets.

If the client is **going on a vacation or into hospital**, consult the section on **Retrieving sachets from the Medido**.

If there is a power outage, will the machine continue to operate?

Yes. The machine has a battery back-up that will last up to six hours. If a power outage goes beyond this timeframe, you will need to manually retrieve the client's next medication sachet. Consult the section on **Retrieving sachets from the Medido** in order to do this.

What if the client receives more than one week of sachets at a time?

If for example your client receives two weeks of sachets at a time, you will need to amend the Medido details to reflect this. Firstly you will need to enter 2 weeks worth of the client's medication schedule into the online **Weekly schedule** to reflect their sachet roll.

Secondly you will need to enter the appropriate timeframe in the **Amount of days to copy** field to make sure the longer schedule is always copied across - in this case the number would be 14 (consult the **Administrative interface configuration** section in **Configuring a new Client**). Once this is entered the machine will continue to dispense 14 days of sachets.