

Osteoporosis Medication Health Literacy Program FAQ

1. What osteoporosis medicines will trigger the sending of the Program?

- Below is a list of the drugs that will initiate the sending of the Program. The GoShare App references the Australian Medicines Terminology (AMT) 'MPP' code of the drug being dispensed, so it is brand agnostic. As new brands come onto the market, the AMT MPP code remains consistent, so will continue to match and trigger the Program to be sent.

Osteoporosis Medication	Drug List	Drug	MPP
Alendronate	Alendronate, Alendronate + combination, weekly tablet	Alendronate 70 mg tablet, 4	27722011000036105
		Alendronate 70 mg + colecalciferol 140 microgram (5600 units) tablet, 4	46290011000036109
		Alendronate 70 mg + colecalciferol 70 microgram (2800 units) tablet, 4	26653011000036106
		Alendronate 70 mg + colecalciferol 140 microgram (5600 units) tablet [4] (&) calcium carbonate 1.25 g (calcium 500 mg) tablet [48], 1 pack	848041000168101
Denosumab	Denosumab 60mg injection once every 6 months	Denosumab 60mg (Incl. all brand names that use this drug/dosage)	924182011000036101
Raloxifene	Raloxifene 60mg, daily tablet	Raloxifene	27548011000036109
		risedronate sodium 35 mg tablet, 4	27987011000036108
		risedronate sodium 150 mg tablet, 1	78194011000036101
Romosozumab	Romosozumab, 2*105mg injections on same day, monthly, for 12mths.	Romosozumab	1432051000168105
Teriparatide	Teriparatide, daily injection	Teriparatide - Pen^	1224151000168103
		Teriparatide - Cart^	1528931000168108

2. What messages are sent to my patient when they are dispensed one of the listed osteoporosis medications?

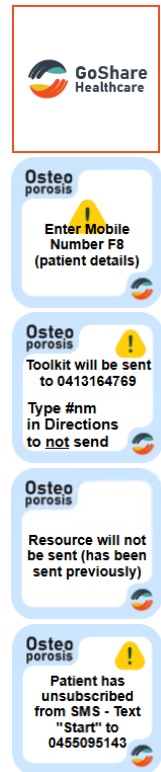
- When the Program is initiated, it will schedule a series of SMS messages to be sent to the patient over one month. Below summarises the message sequence:

SMS 1: On dispense	SMS 2: +1 hour	SMS 3: + 2 days	SMS 4: +2 days	SMS 5: +2 days	SMS 6: +24 days
Dear [patient name], Thank you for visiting [pharmacy name]. Soon we will send you some information about osteoporosis medication and tips for bone health. Over 6 days you will receive 4 messages on these topics. Speak to your pharmacist for more information. To opt out reply STOP	Drug specific resource Hi [patient name], [pharmacy name] has sent you an info pack (this is 1 of 5). Tap [resource link] to learn more about how your osteoporosis medication protects your bones and lowers your risk of fractures. Speak to your pharmacist if you have any questions. To opt out reply STOP	Hi [patient name], [pharmacy name] has sent you an info pack (this is pack 2 of 5). Tap [resource link] to learn more about the causes of osteoporosis, risk factors and how to prevent fractures. Speak to your pharmacist if you have any questions. To opt out reply STOP	Hi [patient name], [pharmacy name] has sent you an info pack (this is pack 3 of 5). Tap [resource link] to learn more about the effects of osteoporosis on women's and men's health, managing dental health and more. Speak to your pharmacist if you have any questions. To opt out reply STOP	DENOSUMAB Hi [patient name], [pharmacy name] has sent you an info pack (this is pack 4 of 5). Tap [resource link] to learn more about lifestyle changes to support bone health, including diet, exercise, falls prevention and sun exposure. You will receive the final pack in 5 months. To opt out reply STOP	Hi [patient name], [pharmacy name] has sent you an info pack (this is the final pack in the series). Tap [resource link] to learn more about common osteoporosis myths and frequently asked questions. We hope you found the information packages helpful. Regards, The Team at [pharmacy name]
				ALL OTHER DRUGS Hi [recipient], [pharmacy name] has sent you an info pack (this is pack 4 of 5). Tap [resource link] to learn more about lifestyle changes to support bone health, including diet, exercise, falls prevention and sun exposure. You will receive the final pack in 4 weeks. To opt out reply STOP	

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3. With the GoShare App installed, you can check what the app will do at any point in the dispensing workflow. The GoShare App can display the following statuses:

- GoShare tile – resting state.....
- Alert for no mobile number.....
- Dispensing an included osteoporosis medicine &.....
Instructions to prevent sending
- Previously sent.....
- Re-activating a patient that has previously unsubscribed.....



Additional interactive PDF and 6-min demonstration video

- The [Flowchart of messages](#) shows the sequence of messages. For your preview, the included links demonstrate the osteoporosis resources accessible via the patient SMS messages.
- To view a short demonstration of the GoShare App in action, please access the [demonstration video](#) on your computer.

Technical support contact:

For all inquiries relating to installation and activation of the GoShare App, please contact the GoShare support team either via email, support@healthily.com.au, or call 03 9534 7222.