

[Mock] Medication Management Platform User Guide

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Introduction [🔗](#)

Purpose [🔗](#)

This guide provides an overview of how to navigate and use the [Mock] Medication Management Platform. Users will learn how to manage medication alerts, generate reports, and troubleshoot common issues.

Audience [🔗](#)

This guide is intended for healthcare professionals, pharmacy staff, and patient support teams who use the platform for medication adherence monitoring and management.

Expected Outcome [🔗](#)

By the end of this guide, users will be able to efficiently navigate the platform, resolve medication alerts, and generate reports for patient medication adherence.

Dashboard Overview [🔗](#)

Logging In & Security Considerations [🔗](#)

1. Navigate to **[Mock SaaS Platform URL]**.
2. Enter your **username** and **password**.
3. Click **Login**.
4. If using **Multi-Factor Authentication (MFA)**, enter the verification code.
5. Troubleshooting:

- If you forget your password, click **Forgot Password?** to reset.
- Ensure your browser allows pop-ups for verification prompts.

Navigating the Main Dashboard [↗](#)

- **Medication Alerts Panel** – Displays pending and active medication alerts.
- **Patient Reports Section** – View and generate patient adherence reports.
- **Settings & User Management** – Adjust notifications and assign user roles.

Overview of User Roles & Permissions [↗](#)

Role	Permissions
Pharmacist	Manage alerts, edit patient medication schedules
Clinician	View reports, acknowledge medication alerts
Admin	Configure settings, manage user roles, access full reports

Managing Medication Alerts [↗](#)

Resolving Medication Alerts [↗](#)

1. Go to the **Medication Alerts Panel**.
2. Click on an alert to expand details.
3. Select **Resolve** or **Escalate to Pharmacist**.
4. If escalated, add notes for follow-up actions.

Understanding Alert Types [↗](#)

- **Missed Dose Alert** – Patient has not logged a scheduled medication dose.
- **Conflicting Medication Alert** – A newly prescribed medication conflicts with an existing one.
- **Dosage Adjustment Needed** – Physician-initiated alert for dose change.

Escalating an Issue to a Pharmacist [↗](#)

1. Click **Escalate** on the alert panel.
2. Select a pharmacist from the dropdown menu.
3. Enter additional notes for clarification.
4. Click **Submit**.

Generating Patient Reports [↗](#)

Running an Adherence Report [↗](#)

1. Navigate to **Patient Reports Section**.
2. Select a **patient profile** from the dropdown.
3. Choose **Report Type** (e.g., Weekly Adherence, Monthly Summary).
4. Click **Generate Report**.

Exporting & Sharing Reports [↗](#)

- Click **Export** to download the report in **PDF/CSV format**.
 - Use **Email Report** to securely share with healthcare providers.
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Troubleshooting & FAQs [↗](#)

Common Issues & Fixes [↗](#)

Issue	Solution
Medication alert isn't clearing	Refresh the dashboard and check user permissions
Patient received duplicate alerts	Ensure no duplicate records exist in the system
Report fails to generate	Verify patient data and check internet connection

Resetting Passwords & Authentication Issues [↗](#)

1. Click **Forgot Password?** on the login page.
 2. Enter your **registered email** and submit.
 3. Check your inbox for the **password reset link**.
 4. Follow the link to set a new password.
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Conclusion & Additional Resources [↗](#)

Summary [↗](#)

- **Medication alerts** help improve adherence and patient safety.
- **Reports** provide insights into patient medication habits.
- **User roles** define access permissions for different functionalities.

Additional Support [↗](#)

- Contact **Support Team** at [Support Email].
 - Visit the **Help Center** for more detailed guides.
 - Access **official compliance documentation** at [www.mockmedplat.com/compliance].
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