RxTx MOBILE

FAQ

Here's everything you need to know about the Canadian Pharmacists Association's (CPhA) *Compendium of Pharmaceuticals and Specialties* (CPS) and Drug Choices (DC) on RxTx Mobile.

Why is the Mobile app called RxTx?

Rx – drugs, Tx – therapeutics. RxTx Mobile provides quick access to Canadian drug information and evidence-based treatment options for recommended therapies based on Canadian and International guidelines, and offers a variety of interactive clinical tools and medical information:

• CPS

• Drug Choices (DC)

• Health Canada Advisories

• Product images

• Medical calculators

• Glossary of medical acronyms

• Glossary of microorganism abbreviations

• Directory of manufacturers

What is the CPS?

The CPS is the Canadian standard for drug monographs, developed by manufacturers, approved by Health Canada and optimized by CPhA editors. The CPS on RxTx Mobile offers quick access to thousands of searchable product monographs and listings.

What is Drug Choices (DC)?

Drug Choices provides succinct, evidence-based prescribing information and relative costs for the recommended therapies covering over 2200 drugs from more than 200 primary care conditions. Drawn from CPhA's *Compendium of Therapeutic Choices* (CTC), the drug therapies are based on Canadian and international guidelines.

What does *relative cost for over 2200 drugs* mean?

Relative cost of a drug is the price used to determine cost of therapy. The true cost of a specific therapy involves a number of elements including the manufacturer's list price, the mark-up and the dispensing fee, the length of drug therapy and costs related to drug administration.

The relative drug costs presented in Drug Choices were developed to illustrate comparative costs of therapy for a given condition, and are based on the acquisition cost in Ottawa at the time of the content development. Drug costs do not include any mark-up or dispensing fees.

For most conditions, calculations were made with the cost of the lowest priced product at the usual dosage for a given period. The treatment period selected for most chronic conditions is 30 days; however, when necessary the treatment period is adjusted to reflect a more relevant treatment period.

What operating systems (OS) are supported by RxTx?

Currently RxTx Mobile is available for iOS 9.0 or higher and Android 5.0 or higher. Devices include iOS: iPhone 5S or higher, Android: Samsung Galaxy A5 or higher.

Can I download RxTx Mobile on my Blackberry?

RxTx can be installed on a Blackberry device as long as the Blackberry device uses an Android operating system.

iOS Devices — Do I need an iTunes account to download RxTx?

Yes. To download from the iTunes Store, you'll need to have an Apple ID. If you have used other Apple services in the past, you can sign in to the iTunes Store using the same Apple ID. If you don't have an Apple ID, you will need to create one before you can begin using the iTunes Store.

Click on iTunes to create an account.

Android Devices — Do I need a Google Play account to download RxTx?

Yes. To download from the Google Play Store, you'll need to have a Google Play ID. If you have used other Google Play services in the past, you can sign in to the Google Play Store using the same ID. If you don't have a Google Play ID, you will need to create one before you can begin using the Google Play Store.

Click on Google Play to create an account.

### Why am I being asked to give the RxTx access to these areas of my Android device?

Google Play access permissions are not granular. While RxTx Mobile needs access to certain parts of the device, the access description implies a much greater level of access than is actually required. For example, the photos/media/files description suggests that RxTx Mobile will have access to photos, media and files on the device, when in fact RxTx Mobile simply needs permission to store content on the device to allow for offline access. RxTx Mobile is not accessing, collecting or storing any information about a user's contacts, location, call history, images, files (other than those stored by RxTx Mobile) or videos. Likewise, information found in the Identity section is imported into the app to help app developers troubleshoot issues. The information imported includes device name and operating system. Personal information is not brought into the app. For WiFi, the app accesses the WiFi status so that it can detect if the device is connected to the internet via WiFi when an update to the content is initiated. The Device ID and Call Info allows CPhA to control the number of devices on the RxTx Mobile account. The app does not access a user's call information.

Should I be concerned about providing my personal information on the registration page?

CPhA is committed to privacy best practices. We will not use, collect, disclose, sell, rent or trade any of your information to a third party except for the purpose of fulfilling the RxTx Mobile. Aggregate and anonymized analytics relating to frequency, content usage, type and number of devices used will be provided by CPhA to CMA and its subsidiaries and to monograph developers for the purposes of monitoring CPS and Drug Choices performance and supporting ongoing product improvement.

Does updating use my data plan?

Yes. Before getting started, make sure that you have a Wi-Fi connection (or strong cell reception if you are downloading over the cell phone network), so that you can download content quickly and easily. Also bear in mind that the files are quite large, and depending on your data plan you could incur significant charges from your cell phone provider when you use the cell network. We therefore recommend doing your updates over Wi-Fi. Make sure **Allow Data Usage** is turned off to avoid data charges.
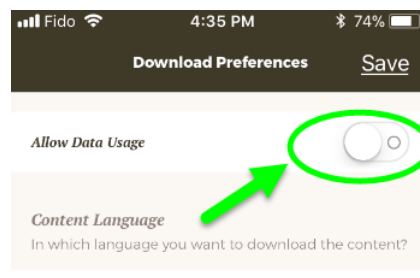
How long should it take to download the RxTx Mobile App?

The download should take approximately 1-3 minutes depending on your Wi-Fi connection or cell reception.

How much space does the RxTx Mobile use?

CPS and Drug Choices (English and French) is approximately 105MB.

Can I download RxTx Mobile on multiple devices?

Yes. You can download the content on as many as three devices with the same credentials.

Can I share my mobile access?

No. Your mobile licence is personal to you, so you may download RxTx Mobile only on your own devices.

Who is eligible to access the RxTx Mobile App at no cost?

RxTx Mobile is available to all CMA practising, resident and student members.

What is the value of the CPS and Drug Choices on RxTx Mobile?

This is an exclusive CMA membership benefit with a value of more than $500 annually. RxTx Mobile is available to non-CMA members through a paid subscription to CPhA's online product offerings. The CPS e-suite retails for $379 and the *Compendium of Therapeutic Choices* (CTC) e-suite (including Drug Choices) retails for $204 annually.

Will I have to pay for the CPS once it expires on my device?

Joule™, a CMA company, provides members with complimentary access to the CPS as long as you are a member in good standing. If you would like to confirm your membership status, please contact the CMA Member Service Centre at 1-844-748-8017 (weekdays, 8 a.m. to 8 p.m. ET) or memberservicecentre@cma.ca.

How do I access the RxTx Mobile?

CMA members can register by clicking the "Register and Download" button on the CPS online and RxTx Mobile app product page. Members must be logged into cma.ca to access the member-only CPS registration form. Need help with registering or access to cma.ca? Contact the CMA Member Service Centre at memberservicecentre@cma.ca or 1-844-748-8017.

### I'm having trouble signing in, what am I doing wrong?

If you have registered and downloaded RxTx Mobile, you should have received an email with your login credentials. Enter your email address and password.

Who do I contact if I did not receive an email or I continue to experience problems or have questions?

Please contact the CMA Member Service Centre at 1-844-748-8017 (weekdays 8 a.m. to 8 p.m. ET) or memberservicecentre@cma.ca.

Can I access both the English and French CPS drug monographs? →

Yes. When you first download RxTx Mobile, you will be asked to choose your content language preference. Select "Both" to enable access to the English and French content.
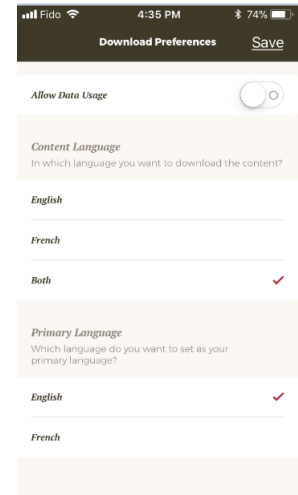
Will I have to be connected to the internet to view or access the information on my mobile?

Once you've downloaded RxTx Mobile to your device it does not require internet connectivity to access the CPS and Drug Choices content. You will, however, need internet access to view the product images and Health Canada Advisories as this information is accessible through external links only. IMPORTANT: Because the content is of medical nature it is important to regularly connect to the internet to have to most current content.

Why can't I access the product images when I'm offline?

The product images are stored on a separate server outside of the CPS and Drug Choices content database. To access the product images, you must have an internet connection.

Why can't I access the Health Canada Advisories when I'm offline?

The Health Canada Advisories reside on the Health Canada site and are only accessible through an external link. To access the advisories, you must have an internet connection.

How often is the content updated?

RxTx Mobile content is updated continuously. For example, CPS and Drug Choices are updated weekly and the Health Canada Advisories and Warnings are updated within 48 hours of being released by Health Canada. Other content is updated on an as-needed basis.

Can I print the content?

No. RxTx Mobile does not provide this functionality.

Can I add my own personal notes to the content?

Yes. This is a great feature. You can add notes to the CPS monograph pages. Open a monograph and tap the "Notes" icon. To save your notes, tap "Save." The icon will change colours and display horizontal lines to remind you that notes have been added to that specific product monograph.

Note: Personalization features like notes do not currently synchronize between multiple devices. Information that is saved and stored is specific to each device.
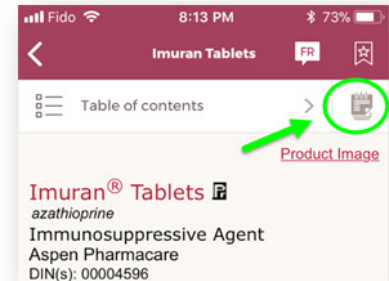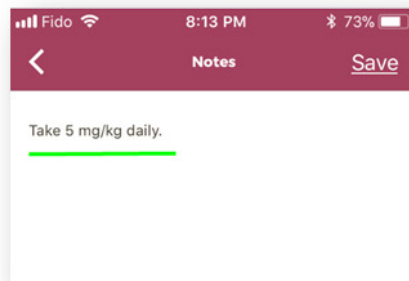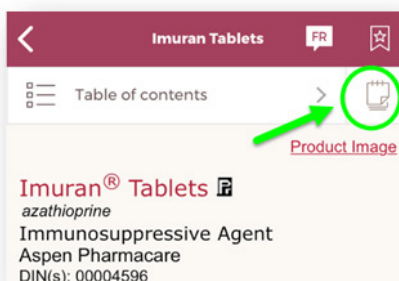
How do I save content pages that I frequently view or want to go back to at a later time?

This is another great feature called "Favourites." To save a particular page for future reference, simply tap on the clear ribbon with a star icon located in the top banner. The clear ribbon will become solid white and the star will change to red to illustrate that particular page is now saved in the Favourites folder. To view your complete library of saved Favourites, tap on the ribbon in the bottom banner.

Note: Personalization features like favorites do not currently synchronize between multiple devices. Information that is saved and stored is specific to each device.
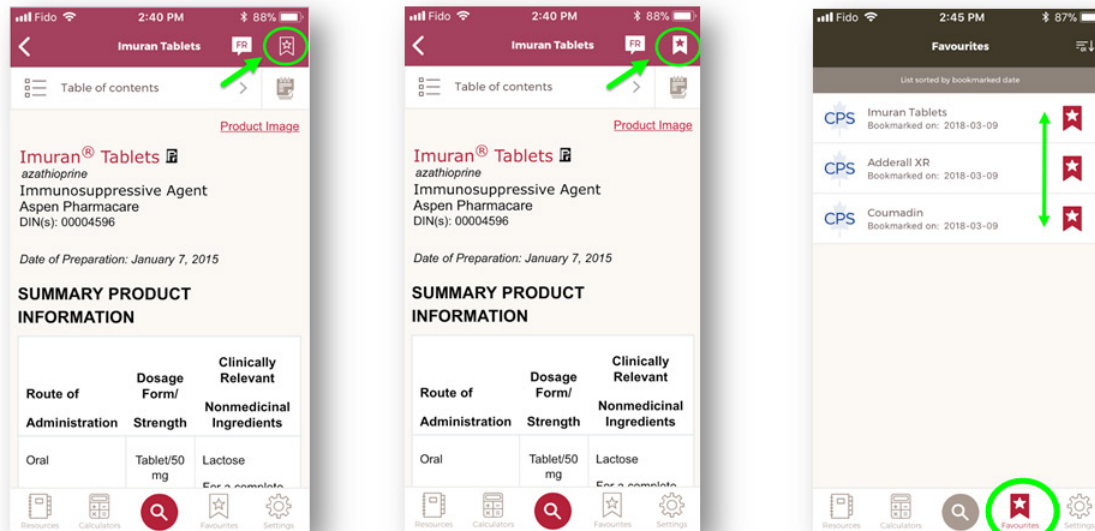
Why did CPhA stop distributing the print CPS to physicians?

With more than 68% of Canadian physicians already on mobile devices[1], CPhA felt it was time to transition CPS print users to an electronic alternative. The CPS available on RxTx Mobile is easy to use and is updated regularly providing you with the most current Canadian drug information available.

[1] Canadian Medical Association. Canadian doctors leap on mobile bandwagon. Future Practice Nov. 2012, p. 11.

I still like to reference the print edition. How can I get a copy?

Exclusive to CMA members, you can order the CPS print edition at a 30% discount by calling CPhA's Customer Service at 1-866-738-3010 or email cps@pharmacists.ca and quote code CPSCMA.

How can I provide feedback to CPhA on their Product?

You can quickly provide CPhA with your feedback by tapping the settings icon and selecting the "Send Feedback" option or you can contact Customer Service at 1 800-917-9489 ext. 557 (weekdays, 8:30am-4:30pm ET) or support@pharmacists.ca.