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# Starter Guide for Pharmacy Administrators

## Before You Begin

### Requirements:

- Ensure Bluetooth on your iOS device is enabled
- Ensure internet connection is available on your iOS device
- iOS version must be iOS/iPadOS 15.6 or higher
- Download CueMed Mobile App ([App Store](#))
- Have patient information ready:
  - Health Card Number
  - Timezone
  - Medication schedule
- Ensure CueSticker is physically prepared before activation

The role of the pharmacy administrator is to set up and manage pharmacy user access for the mobile medication management platform. Once configured, pharmacy staff can securely log in to manage patients, blister packs, and medication adherence activity.

New patients are added by creating a patient profile with their contact information and medication schedule. This allows the pharmacy to track adherence activity and connect the patient to the appropriate care workflow.

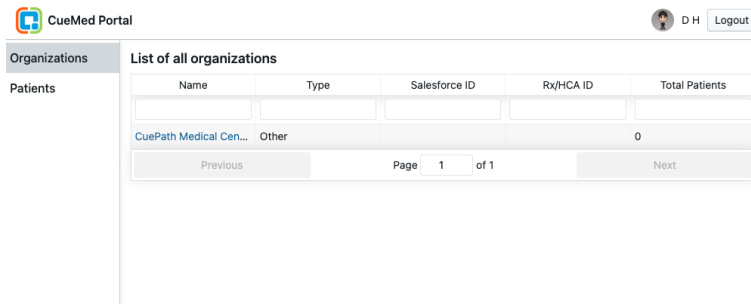
After setup, the pharmacist activates the patient's medical blister pack using the mobile app by scanning or entering the pack information and confirming the medication schedule. Once activated, the system begins monitoring and reporting medication adherence activity automatically.

## Quick Start Guide:

1. Ensure you can login into the **CueMed Admin Portal**. Sign in into the CueMed Portal here: [CueMed Admin Portal](#).

If you are unable to log in or do not have access, please contact [CuePath Support](#) and ask for a **CueMed Admin Portal Login**.

- Once logged in, the organization overview screen is displayed.



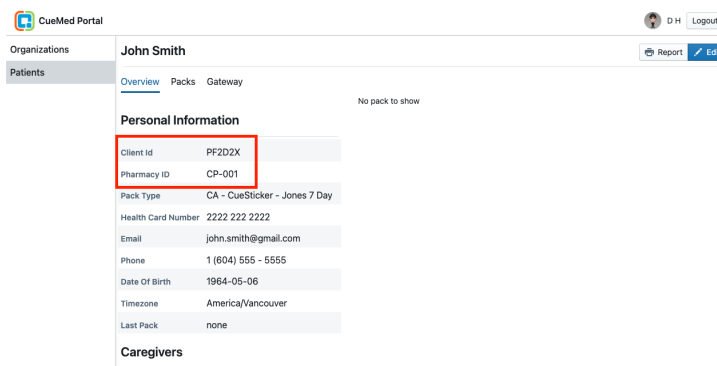
- Set up a **CueMed Mobile App** user for the **Pharmacy Administrator** to enable provisioning and activation of **CueSticker™** devices for patients. Follow **Instruction 1.3**.
- In order for a Pharmacist to provision any medication using **CueSticker™** for a patient. The patient must be added to the **CueMed Admin Portal**. Follow **instruction 1.1**

To use the physical **CueSticker™** blister pack, fill the medication compartments according to the patient's prescribed schedule and dosage requirements. Refer to the filling instructions for proper medication placement and handling procedures:

The following video provides guidance with filling the blister packs and applying the **CueSticker™**:

<https://www.youtube.com/watch?v=ia4YrhBhi0k&t=90s>

**Note:** To set the medication schedule for the **CueSticker™** blister, log into the CueMed Admin Portal. In the Patients tab, select the patient you want to provision. The **Client ID** and **Pharmacy ID** can be found in the patient details and are required when setting the medication schedule.



- With the **Client ID** and the **Pharmacy ID**, log into the [CueMed Pharmacy Patient Portal](#) and set the medication adherence reminder schedule for the patient. Follow the



video provided above for guidance, or refer to **Instruction 2.1** for detailed scheduling steps.

6. Once the new patient is added to the **CueMed Admin Portal**, the medicine has been added to the physical pack with the **CueSticker™** installed, and the medicine intake schedule is set already on the **CueMed Pharmacy Patient Portal**. The pharmacist can now activate the **CueSticker™** on the medicine pack.

To activate the **CueSticker™** Blister pack for the patient. Use the **CueMed Mobile App** and activate the Sticker. Follow **Instruction 4.0** to login into the mobile App, **Instruction 4.1**, and **Instruction 4.3**

7. Next, in order to track the patient's medication usage tracking and adherence, the pharmacist must create a **CueMed mobile app** and CueMed mobile user for the patient. Follow **Instruction 1.2**
8. Use the instruction guide below to learn and navigate the CuePath medical technology platform, including:
  - Provisioning new patient users
  - Configuring and provisioning patient medications
  - Managing CueMed medication tracking
  - Activating and synchronizing CueStickers
  - Monitoring patient adherence and medication history
  - Reviewing alerts, reports, and notifications
  - Managing pharmacist, caregiver, and patient workflows

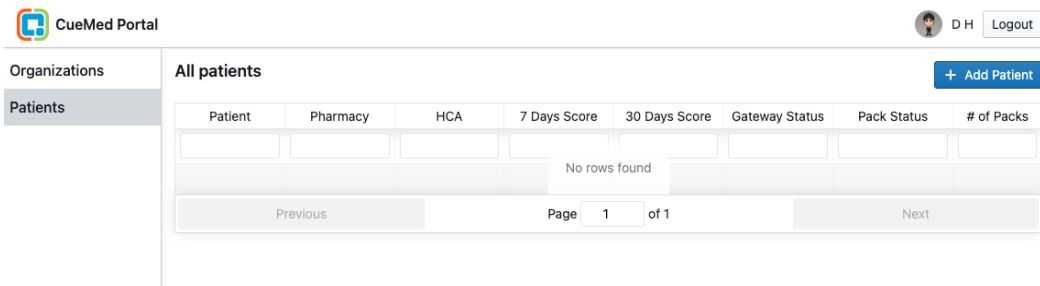
## CueMed Pharmacist Instructional Guide

These instructions provide an overview of the setup and workflow process for pharmacists and patients within the medication management platform. It includes instructions for provisioning pharmacist administrator accounts, creating and configuring patient profiles, setting medication schedules, and managing blister pack activation. The guide also outlines the standard patient and pharmacist workflows used for daily medication adherence monitoring and management.

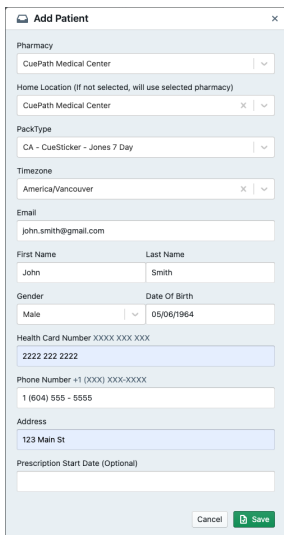
### Instruction 1.0 CueMed Administration Portal

#### Instruction 1.1 - Add a new Patient

- Using the username and password provided to you, log in to the [CuePath Admin Patient Portal](#).
- To add a new patient, navigate to the **Patients** tab and select the “+ Add Patient” button.



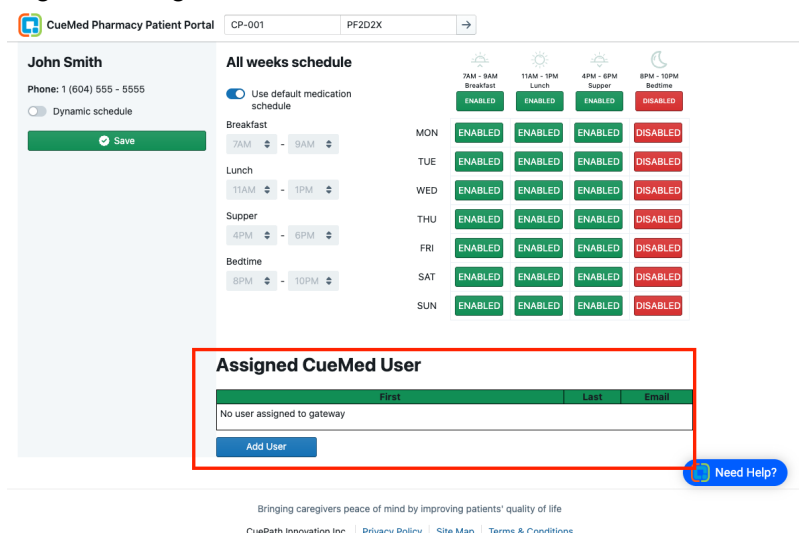
- Enter all required patient information, including personal details, contact information, and any applicable medical or account-related information.

|                                                                                     |                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>Ensure the <b>Timezone</b> (eg. America/Vancouver)</p> <p>Enter the <b>Health Card Number</b></p> <p>For <b>Pack Type</b>, the recommended selection is typically: “CA - CueSticker™ - Jones 7 Day”</p> |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

- Once all required information has been entered, press “**Save**” to store the patient profile and complete the setup process.
- Now the new patient has been added to the system, they may now use the **CueSticker™** to track their medicine intake adherence.

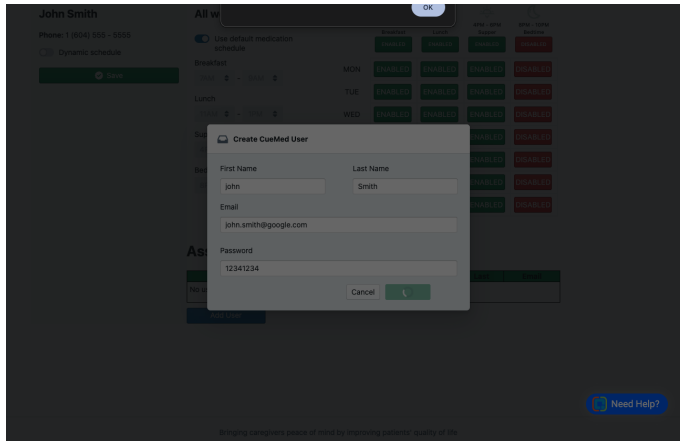
## Instruction 1.2 - Give mobile access to a patient or medical caregiver

- To create a CueMed user, log in to [CuePath Canada RX Portal](#). Before proceeding, ensure that **Instruction 2.0** has been completed successfully prior to following this setup process.
- Once logged into the CueMed Pharmacy Patient Portal, click the “**Add User**” button to begin creating a new CueMed user account.



The screenshot shows the 'CueMed Pharmacy Patient Portal' interface. On the left, a sidebar for 'John Smith' includes a 'Save' button. The main area is titled 'All weeks schedule' and features a table with medication times (Breakfast, Lunch, Supper, Bedtime) and days of the week (MON-SUN). Each cell in the table contains an 'ENABLED' or 'DISABLED' button. Below the schedule table, a red-bordered box highlights the 'Assigned CueMed User' section, which includes a table with columns for 'First', 'Last', and 'Email'. The table currently shows 'No user assigned to gateway' and an 'Add User' button. A 'Need Help?' button is located at the bottom right of the interface.

- Enter the user’s **First Name**, **Last Name**, **Email Address**, and create a secure **Password** for the new CueMed user account.

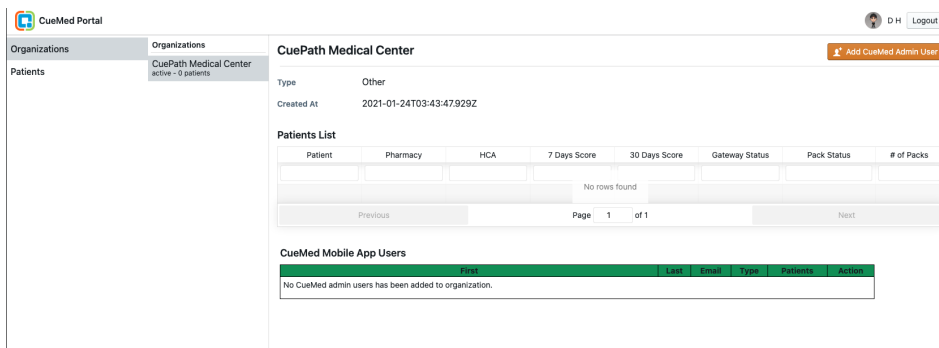


Ask the patient to download the **CueMed Mobile** app from the [Apple App Store](#) onto their iPhone before proceeding with account setup and device synchronization.

- Provide the patient with their **CueMed User** login credentials, including the registered **email address** and **password**, so they can securely log into the CueMed mobile application.

### Instruction 1.3 - Add CueMed pharmacy admin users

- To add a new Pharmacy Admin user, navigate to the **Organization** tab and select the organization you would like to grant administrative access to.
- Then, press the “**Add CueMed Admin User**” button to begin creating the new administrator account.



- Enter the administrator’s **First Name**, **Last Name**, **Email Address**, and create a secure **Password** for the new Pharmacist Admin user account..

|                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Please add name and email of a person to access "CuePath Medical Center" organization.</p> <p>First Name</p> <input type="text"/> <p>Last Name</p> <input type="text"/> <p>Email</p> <input type="text"/> <p>Password</p> <input type="password"/> <p> <input type="button" value="Cancel"/> <input type="button" value="Invite User"/> </p> | <p>The Pharmacist CueMed Admin user can now access and use the <b>CueMed Medical Mobile App</b> using the provided <b>email address</b> and <b>password</b> credentials.</p> <p>Refer to <b>Instruction 4.0</b> and <b>Instruction 4.1</b> for detailed guidance on how to use the CueMed Mobile App.</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Instruction 2.0 Patient Schedules Setting and Modifications

In this instruction section, pharmacists will learn how to provision patient medication schedules, configure medication intake timing, and manage patient adherence information within the CuePath platform.

### Instruction 2.1 - Setting a Patient Medication Reminder schedule

1. Login to **CueMed Pharmacy Patient Portal** ([Link](#)):

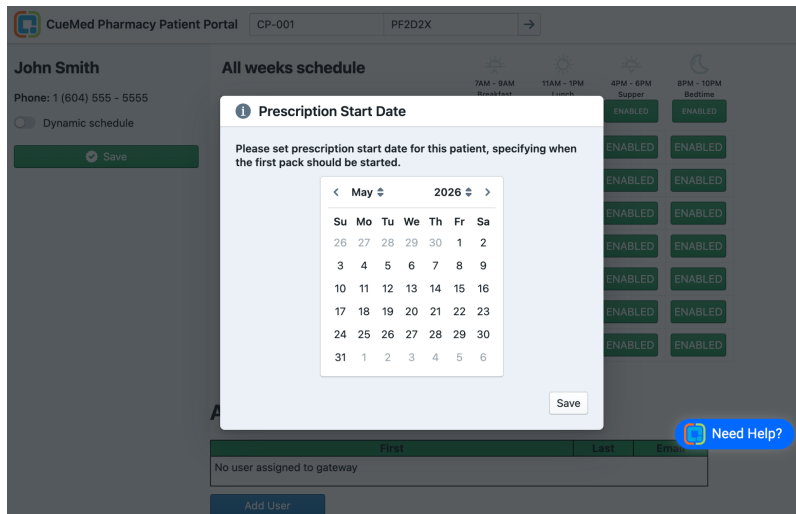
 CueMed Pharmacy Patient Portal



The screenshot shows the 'Welcome to the Pharmacy Activation App' screen. It features the CuePath Innovation logo at the top, followed by the title 'Welcome to the Pharmacy Activation App'. Below the title are two input fields: 'Pharmacy ID (required)' with the value 'CP-001' and 'Client ID (required)' with the value 'PF2D2X'. A 'Log In' button is located below these fields. At the bottom right, there is a 'Need Help?' button. The footer contains the text 'Bringing caregivers peace of mind by improving patients' quality of life' and links to 'Privacy Policy', 'Site Map', and 'Terms & Conditions'.

2. For additional instructions on creating a Medication Reminder schedule, review this video: [Youtube](#), or proceed to the next step

- Set the prescription start date:



**Prescription Start Date**

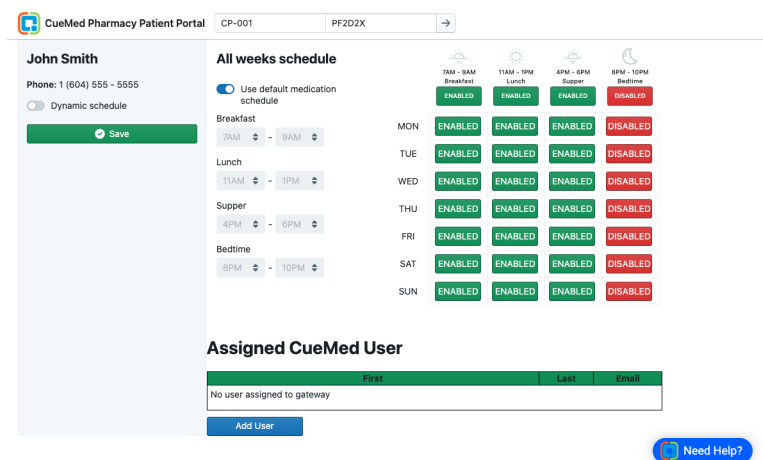
Please set prescription start date for this patient, specifying when the first pack should be started.

< May 2026 >

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 26 | 27 | 28 | 29 | 30 | 1  | 2  |
| 3  | 4  | 5  | 6  | 7  | 8  | 9  |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | 1  | 2  | 3  | 4  | 5  | 6  |

Save

- Set the medication reminder schedule for the patient. Default times have been entered for each meal interval, but can be customized by toggling the “use default medication schedule” switch, and modifying the interval times.



**All weeks schedule**

☒ Use default medication schedule

Dynamic schedule

Save

|     | 7AM - 9AM<br>Breakfast | 11AM - 1PM<br>Lunch | 4PM - 6PM<br>Supper | 8PM - 10PM<br>Bedtime |
|-----|------------------------|---------------------|---------------------|-----------------------|
| MON | ENABLED                | ENABLED             | ENABLED             | DISABLED              |
| TUE | ENABLED                | ENABLED             | ENABLED             | DISABLED              |
| WED | ENABLED                | ENABLED             | ENABLED             | DISABLED              |
| THU | ENABLED                | ENABLED             | ENABLED             | DISABLED              |
| FRI | ENABLED                | ENABLED             | ENABLED             | DISABLED              |
| SAT | ENABLED                | ENABLED             | ENABLED             | DISABLED              |
| SUN | ENABLED                | ENABLED             | ENABLED             | DISABLED              |

**Assigned CueMed User**

| First                       | Last | Email |
|-----------------------------|------|-------|
| No user assigned to gateway |      |       |

Add User

Need Help?

- Then press the “**Save**” button on the left top of the screen to set the schedule.
- In order for your patient to get reminders and track their medication intake you must set your patient up with the CueMed mobile App (See Instruction 1.1)



### **Instruction 2.2 - Learn more about Cuepath Innovation:**

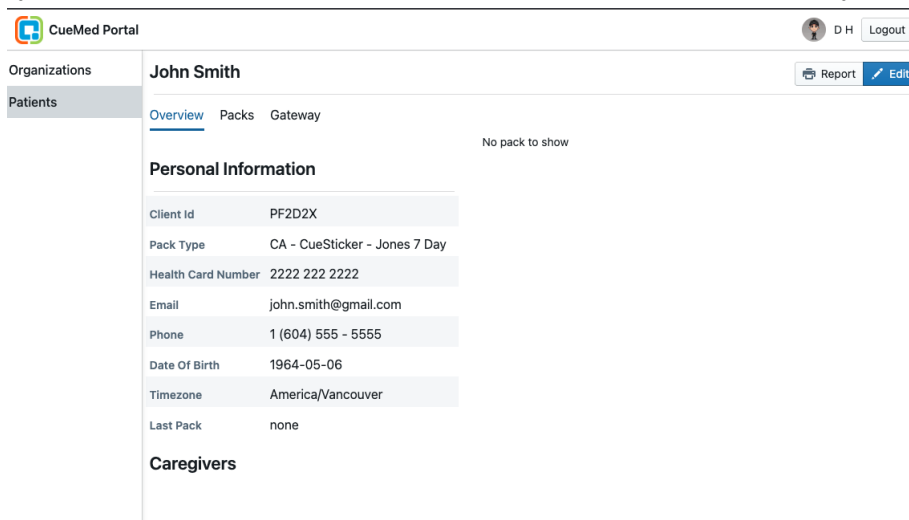
For additional training and a better understanding of the CuePath medication adherence platform, watch the informational videos available on the [Medication Adherence YouTube Channel](#).

## Instruction 3.0 Pharmacist Workflow

This section provides an overview of the pharmacist workflow within the CuePath platform, including how to provision patients, configure medication schedules, manage CueSticker devices, and monitor pack and synchronization status.

### Instruction 3.0 - View CueSticker™ Status with Pharmacist Workflow

- In the CueMed Admin Portal, select the patient and open the **“Packs”** tab to view all assigned blister packs, including blister cell information, open and closed cavity status, synchronization details, and patient medication adherence activity.

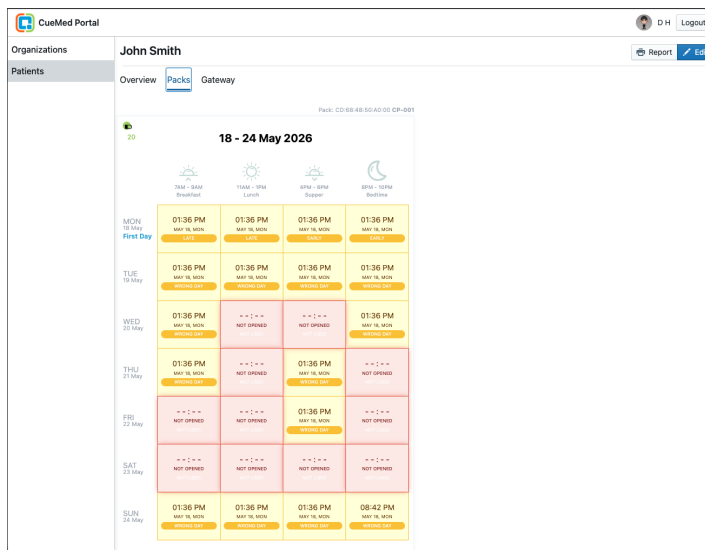


The screenshot shows the CueMed Portal interface. On the left, there are tabs for 'Organizations' and 'Patients'. The 'Patients' tab is selected, and the patient 'John Smith' is chosen. The 'Overview' tab is active, displaying 'Personal Information'.

|                    |                               |
|--------------------|-------------------------------|
| Client Id          | PF2D2X                        |
| Pack Type          | CA - CueSticker - Jones 7 Day |
| Health Card Number | 2222 222 2222                 |
| Email              | john.smith@gmail.com          |
| Phone              | 1 (604) 555 - 5555            |
| Date Of Birth      | 1964-05-06                    |
| Timezone           | America/Vancouver             |
| Last Pack          | none                          |

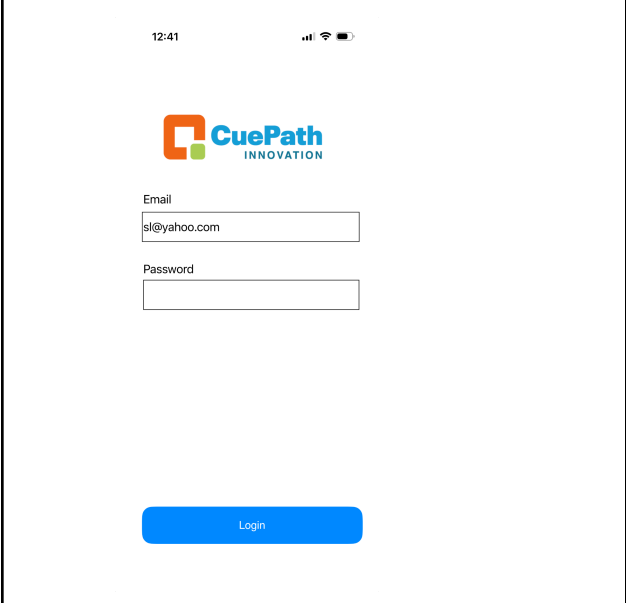
Below the personal information, there is a section for 'Caregivers' which is currently empty.

- Click on **“Packs”** to view all blister packs currently assigned to the patient. This page can be used to monitor the patient’s pack activity, synchronization status, medication adherence, and overall device status.

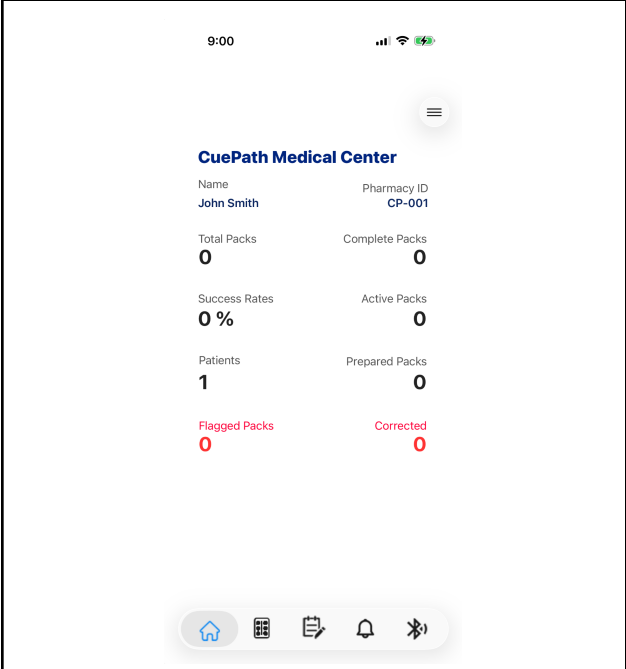


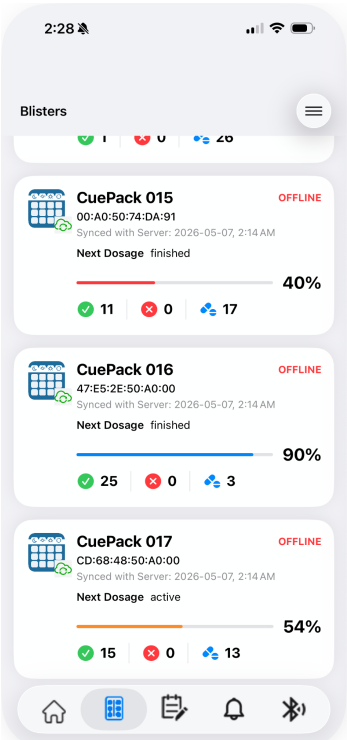
## Instruction 4.0 CueMed Medical App

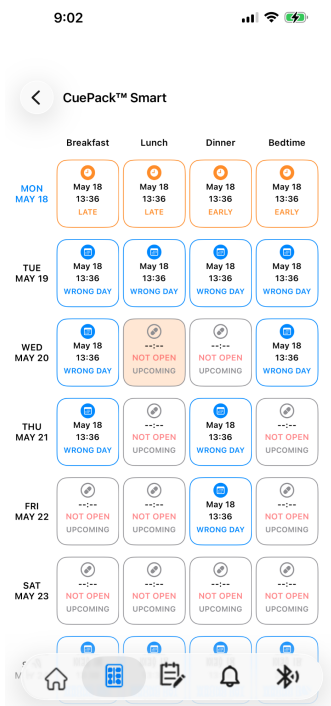
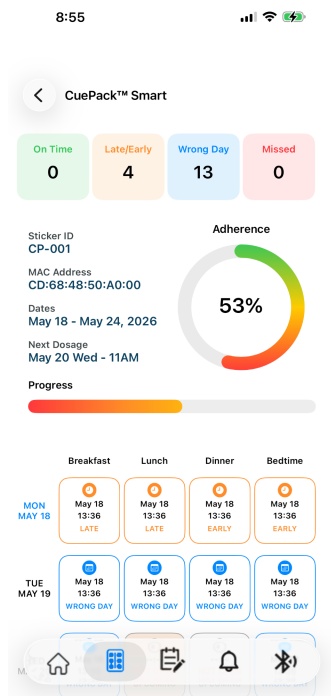
### Instruction 4.0 - Logging into CueMed Mobile App

|                                                                                    |                                                                                                                                               |
|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"> <li>- Open the CueMed mobile app and login using the email and password provided by Instruction</li> </ul> |
|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|

### Instruction 4.1 - Use CueMed Application as a Pharmacist admin user

|                                                                                     |                                                                                         |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
|  | <p>To view the overall usage of all patients your Pharmacy, click on the “Home” tab</p> |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|

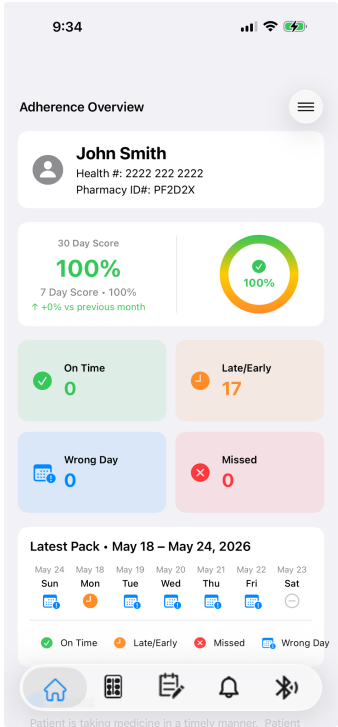
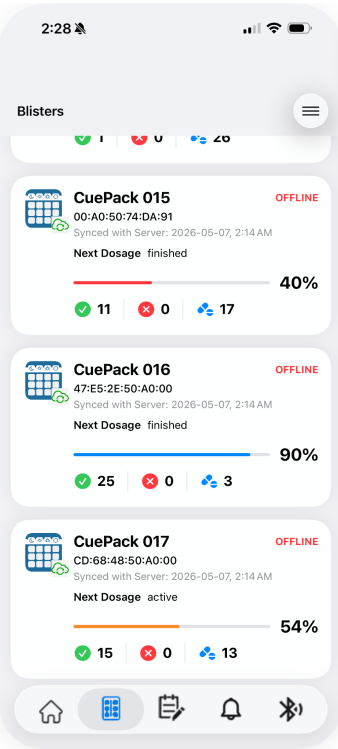
|                                                                                     |                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | <p>To check on patient status and their medicine usage</p> <p>Select the TAB with the blister pack icon.</p> <p>Select the patient you want to monitor or check on their status</p> |
|  | <p>List of blisters will be displayed. Click on any blister pack to check the status of the blister</p>                                                                             |

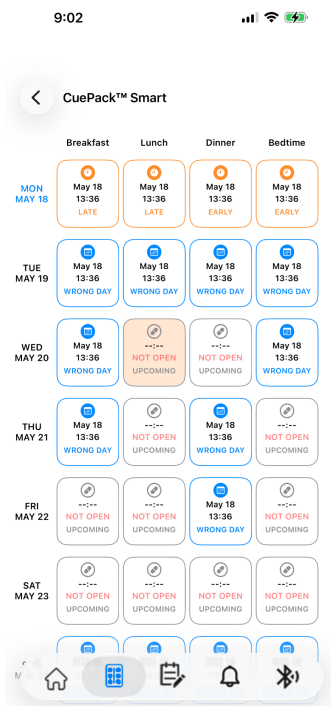
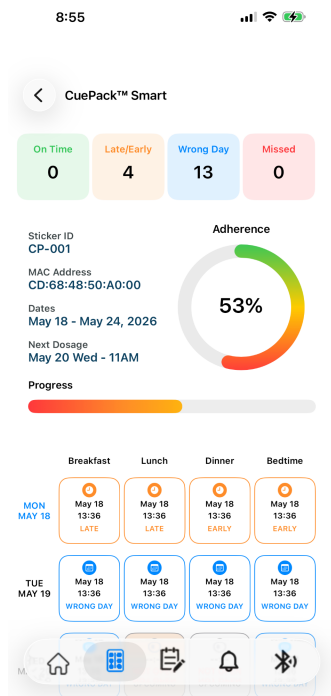


Blister shows the adherence information and all the Cuestickers cell status

Scroll up and down to see all the cell status

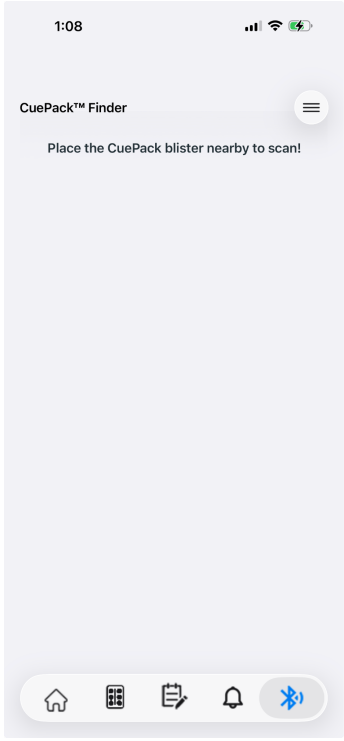
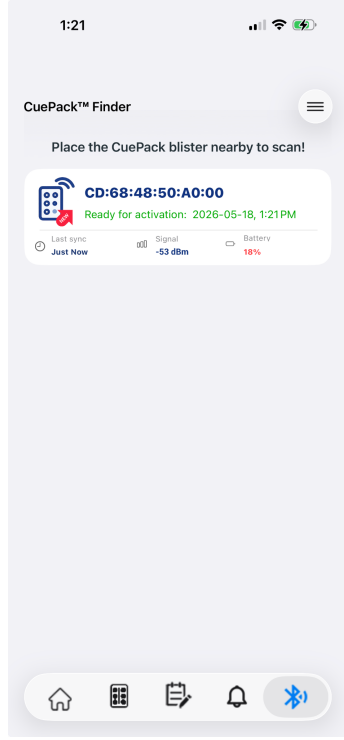
## Instruction 4.2 - Use CueMed Application as a Patient user

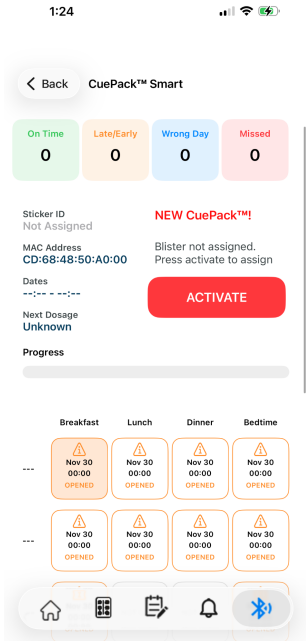
|                                                                                     |                                                                                                         |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
|   | <p>View Patient overview Adherence</p>                                                                  |
|  | <p>List of blisters will be displayed. Click on any blister pack to check the status of the blister</p> |

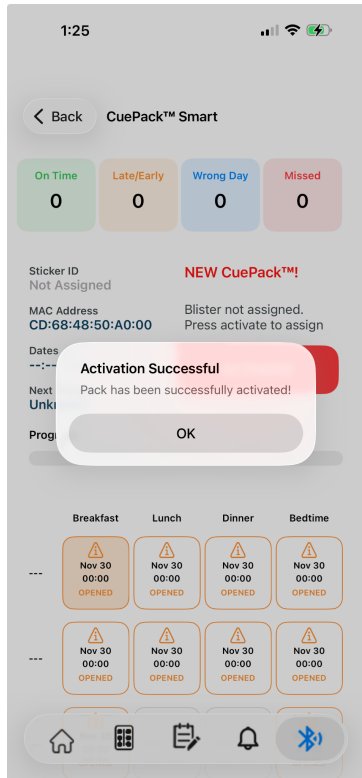


Blister shows the adherence information and all the blister cell status and see how the blisters were used by the patient

## Instruction 4.3 - Activate CueSticker™ Blister pack for Patient

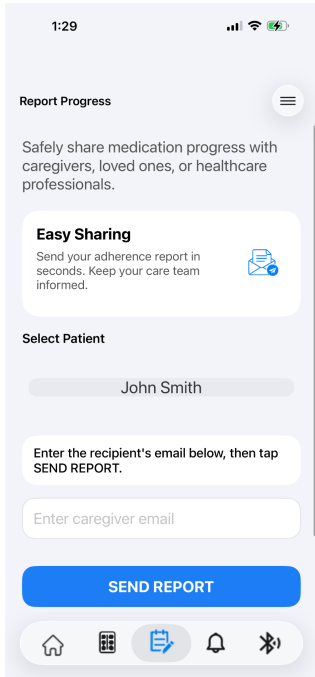
|                                                                                     |                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | <ul style="list-style-type: none"> <li>- After logging into the CueMed mobile app</li> <li>- Go to the CueSticker™™ Finder</li> <li>- On the Physical CueSticker™ blister, press the “Pharmacy Only button” for 2 to 3 seconds</li> </ul>                                                                             |
|  | <ul style="list-style-type: none"> <li>- After pressing the activation “Pharmacy Only” button on the physical CueSticker™ blister</li> <li>- Wait for 10 sec to 20 sec</li> <li>- Go to the CueMed mobile app, the new pack should show up.</li> <li>- Select the sticker with the “New” badge to activate</li> </ul> |

|                                                                                     |                                                                                                                                                   |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <ul style="list-style-type: none"> <li>- Click on the “Activate” button to activate the pack</li> </ul>                                           |
|  | <p>Select the patient to activate the pack for</p> <p>Once selected, the pack will activate and Wait for the activation confirmation message.</p> |



- Wait for the activation confirmation message. If Activation Successful is seen, the pack is now assigned to the user you have selected.

## Instruction 4.5 - Send Report via Email

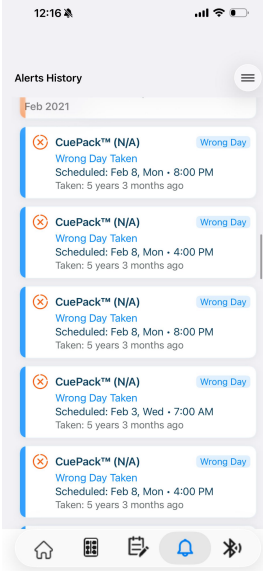
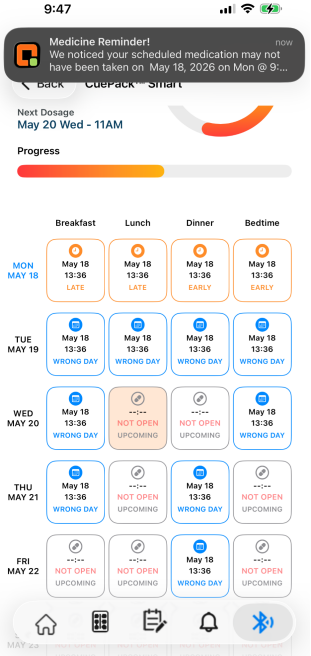


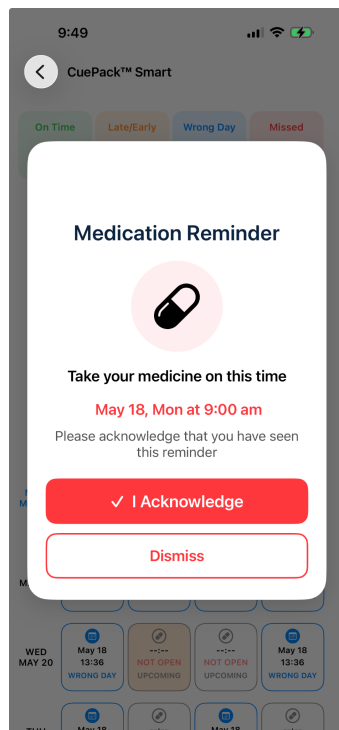
- Select the patient to send the email report for
- Fill in the email
- Press "Send Report" to send the email

## Instruction 5.0 View Notifications

This instruction explains how to review past alerts and notification history, view alerts in descending order, review push notification activity, and identify missed patient medication doses and adherence events

## Instruction 5.0 - View Patient Notification History

|                                                                                     |                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | <p>Press the <b>“Notifications”</b> tab to view past notifications, including missed, early, late, and completed medication events, along with the patient’s overall adherence activity history.</p> |
|  | <p>When a patient misses a scheduled medication dosage, the system will automatically send a notification alert to the user.</p>                                                                     |



Once the patient taps the notification, the application will display details about the missed medication dosage, allowing the patient to either acknowledge or dismiss the notification.

# Instruction 5.0 – Support and Troubleshooting

## 5.1 Common Issues

| Issue                           |  | Suggested Resolution                                                       |
|---------------------------------|--|----------------------------------------------------------------------------|
| CueSticker not appearing in app |  | Ensure Bluetooth is enabled and press Pharmacy Only button for 2–3 seconds |
| Activation failed               |  | Retry activation and ensure patient schedule has been configured           |
| Patient not receiving reminders |  | Verify notification permissions are enabled                                |
| Unable to log in                |  | Reset password or contact administrator                                    |
| Pack not syncing                |  | Ensure internet connection and Bluetooth are active                        |
| Medication schedule not saving  |  | Confirm required fields are completed                                      |

---

## 5.2 Contact Support

### Need Assistance?

If you require technical support or have questions regarding setup, activation, or synchronization, please contact CuePath Support:

- Email: [support@cuepath.com](mailto:support@cuepath.com)

- Website: [www.cuepath.com](http://www.cuepath.com)
- Support Hours: Monday–Friday, 8:00 AM – 5:00 PM PST

## Security and Privacy

- Do not share login credentials
- Ensure patient information is handled securely
- Log out after each session
- Only authorized pharmacy staff should access CueMed systems

## Frequently Asked Questions

**Q: Does the patient require Bluetooth enabled at all times?**

A: Yes, Bluetooth should remain enabled for synchronization and adherence tracking.

**Q: Can caregivers receive notifications?**

A: Yes, caregiver users can be provisioned through the CueMed Portal.

**Q: What happens if a patient misses a dose?**

A: CueMed automatically generates a missed-dose notification.