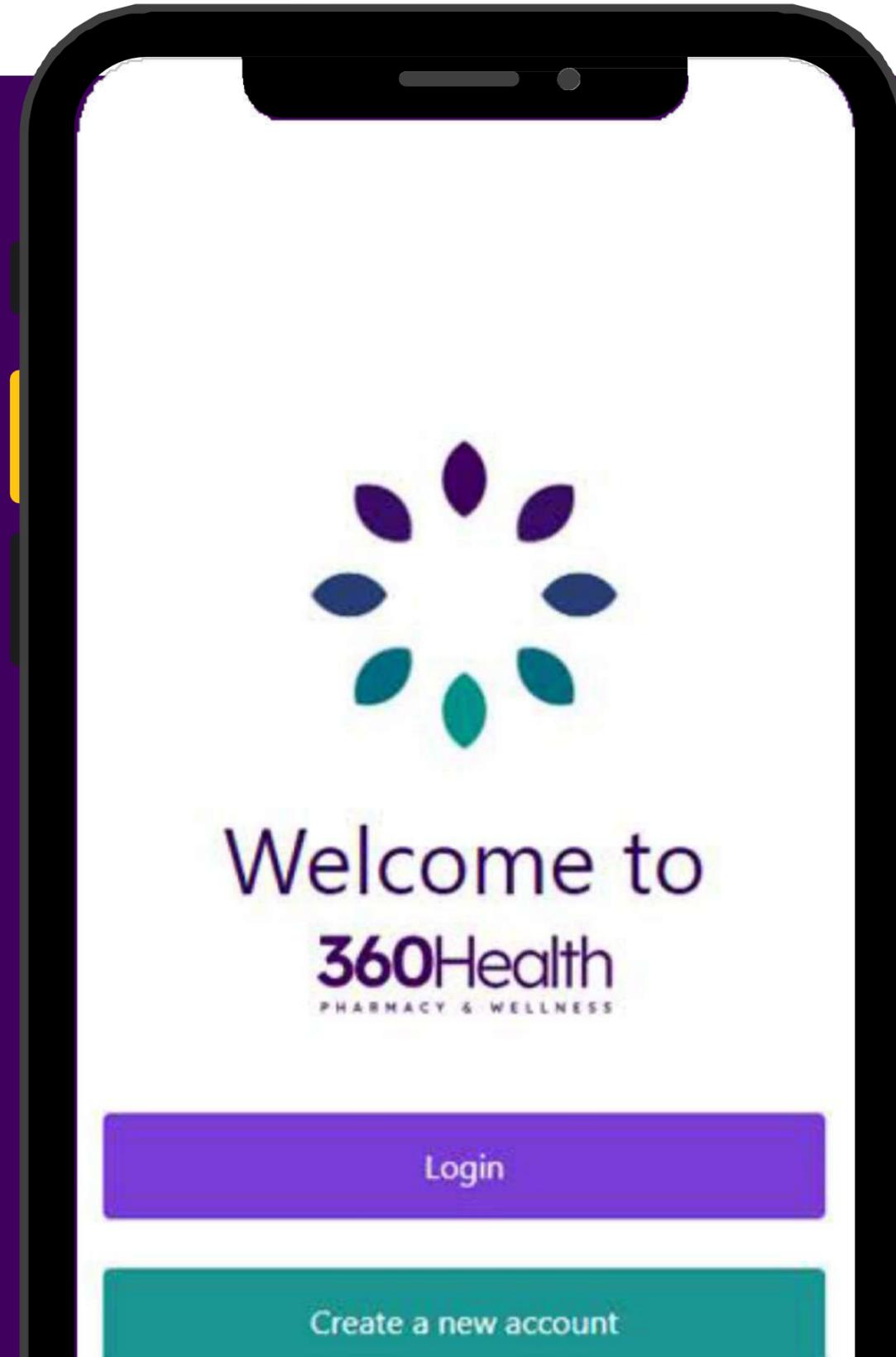




360Health Pharmacy & Wellness

Let's get
started!



Navigating this Document

You can use this document two ways:

0 1

Explore the 360Health platform by following the instructions in this guide. From creating an account to adjusting your settings – everything you need to get started is right here. You can move through the document by scrolling and clicking the buttons throughout – look for the cursor icon. 

0 2

Have a specific task you need help with? Navigate to that section by clicking below:

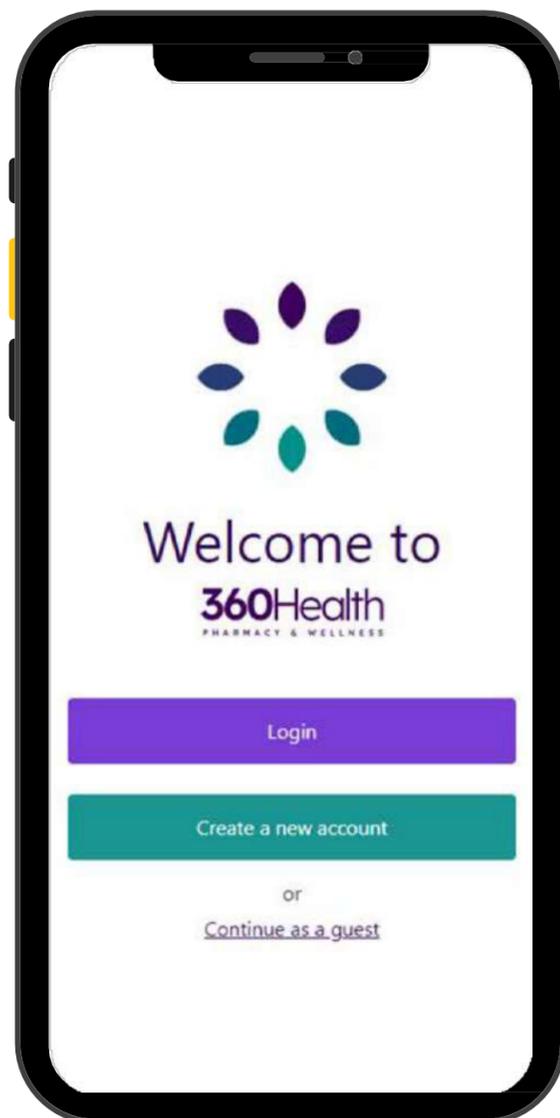
1. [Create an account](#)
2. [Link to your pharmacy](#)
3. [Manage your prescriptions](#)
4. [Control your settings](#)
5. [Add a family member to your account](#)
6. [Manage your notifications](#)

To jump back to this page at any point, click the menu icon in the top left corner of a page. 

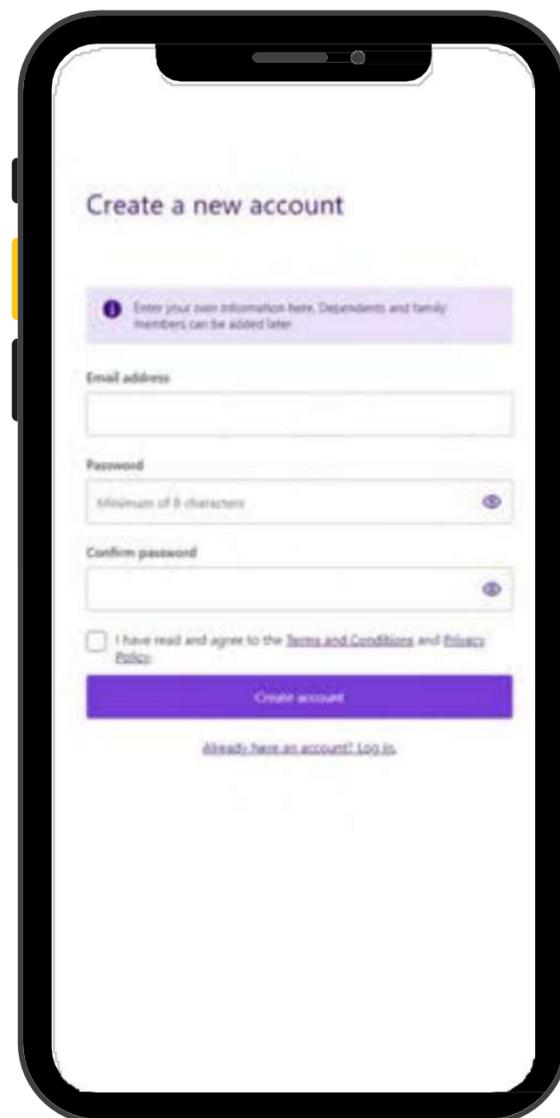


Set up your account in four simple steps

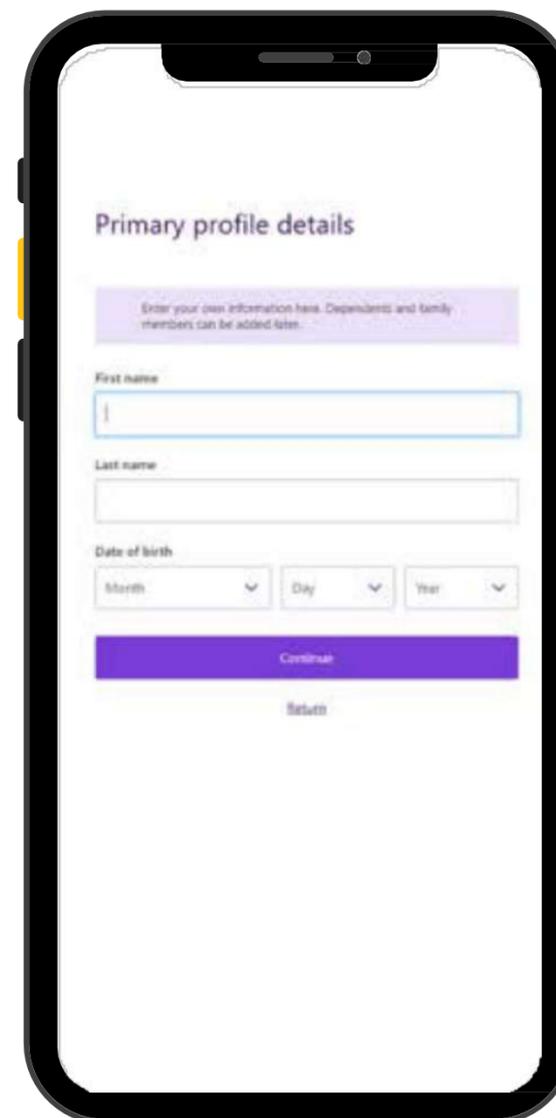
01
Click “Create new account.”



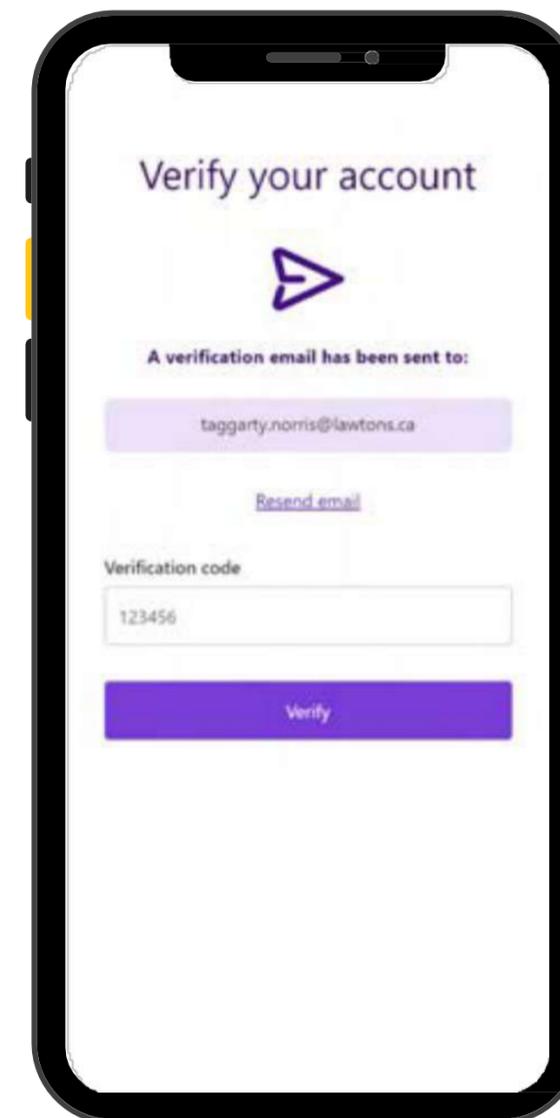
02
Enter email, create a password, and click “Create account.”



03
Enter your first name, last name, and date of birth. Click “Continue.”



04
Enter the verification code that was sent to your email.





Congratulations, you now have a **360Health** account!

There are so many tools at your fingertips. To unlock the most important ones – from managing your prescriptions to accessing important documents – you’ll need to “link” your account to your pharmacy. Not a patient at a Sobeys Inc. pharmacy? Don’t worry, we can help with that too!

Let’s get you linked!





Two ways to link:

Click the method that's right for you.

Link my account to a pharmacy

Pick one of the options below in order to link yourself to a pharmacy.

I have a code from my pharmacy

If the pharmacy gave you a paper leaflet, enter the code here

Validate

I want to search for a pharmacy

Search pharmacies by name or use the map to locate a pharmacy near you.

You can create a new patient record, or submit an existing prescription number if you're already a patient here.

Search

[Not a patient at one of our pharmacies? Register by selecting the 'I want to search for a pharmacy option'.](#)



Register with a Prescription Number:

01

On your home screen, select “Search” under “I want to search for a pharmacy.”



Link my account to a pharmacy

Pick one of the options below in order to link yourself to a pharmacy.

I have a code from my pharmacy

If the pharmacy gave you a paper leaflet, enter the code here

Validate

I want to search for a pharmacy

Search pharmacies by name or use the map to locate a pharmacy near you.

You can create a new patient record, or submit an existing prescription number if you're already a patient here.

Search

02

Find and select your pharmacy.



360Health Pharmacy & Wellness | Jobey Pharmacy | Pharmacy at Safeway | Thrifty Foods | FreshCo Pharmacy | Foodland Pharmacy | Child-Resistant Pharmacy | Lawtons

Home / Connection wizard / Find your pharmacy

Find your pharmacy

Search for the pharmacy where you would like to create a patient record.

[Back](#)

Map Satellite

- Safeway Pharmacy - Garneau** 1.4 km
10930 82 Avenue, Edmonton AB T6G 0S8
(780) 439-9767
- Safeway Pharmacy - Oliver** 2.9 km
11410 - 104th Avenue, Edmonton AB T5K 2S5
(780) 424-0666
- FreshCo Pharmacy - Jasper Gates** 3.7 km
15007 Stony Plain Road, Edmonton AB T5P 4W1
(780) 484-3355
- Safeway Pharmacy - Meadowlark** 3.9 km
8720 - 156th Street, Edmonton AB T5R 5W9
(780) 486-0669



03
Select "Link to this pharmacy."



Safeway Pharmacy - Garneau

10930 82 Avenue
Edmonton AB T6G 0S8

[Get directions](#)

Contact

(780) 439-9767
 (780) 435-2441
 rx8895@sobeys.com

[Link to this pharmacy](#)

04
Select "I am an existing patient here, and I have at least one prescription at this pharmacy".



Choose the linking method which applies to you

I am an existing patient here, and I have at least one prescription at this pharmacy.

I want to create a new patient account at this pharmacy.



05

Verify your account and link to your pharmacy by entering a prescription number and then validating personal information on record at the pharmacy, including your postal code.



360Health PHARMACY & WELLNESS | Sobey's Pharmacy at SAFEWAY | THRIFTY FOODS | FRESH CO Pharmacy | FOODLAND PHARMACY | CHAIN FRESH Pharmacy | Lawtons

[Home](#) / [Connection wizard](#) / Enter prescription number

[Back](#)

Enter prescription number

To safely and securely connect Betty's pharmacy profile, we'll need to verify a recent prescription.

The prescription number can be found on the label applied to the medication itself or its packaging. The prescription number is preceded by "Rx:".

4-Digit Pharmacy Number: 9920
Prescription Number: 6000142

Prescription number

Enter a recent prescription number

First name:

Last name:

Date of Birth:

Postal Code:

[Delete all records](#)



06

Send a verification code to your phone number or email on file at the pharmacy. Enter the code and click “Submit.”

Pharmacy information on file

(780) ***-***77

Send code

Verification code sent

Verification code

Enter Verification code

Submit

The pharmacy was linked successfully

You can now manage your prescription profile and order refills at:

Safeway Pharmacy - Garneau
10930 82 Avenue
Edmonton AB T6G 0S8
(780) 439-9767

Return home

YOU'RE LINKED!
Now that you're linked to your pharmacy, you can submit a new prescription image, request a refill, request a transfer, and book an appointment!

[Click here to jump to the next section to learn about the features you can now access.](#)





Register with a Code/Leaflet:

01

Visit or call your pharmacy and ask for a 360Health linking code. If in person, they will provide you with a code.

02

On your Home screen, enter the code from the leaflet in the box under “I have a code from my pharmacy.” Then select “Validate.”



Link my account to a pharmacy

Pick one of the options below in order to link yourself to a pharmacy.

I have a code from my pharmacy

If the pharmacy gave you a paper leaflet, enter the code here

Validate

I want to search for a pharmacy

Search pharmacies by name or use the map to locate a pharmacy near you.

You can create a new patient record, or submit an existing prescription number if you're already a patient here.

Search



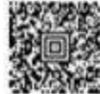


Safeway Pharmacy - Garneau
10930 82 Avenue
Edmonton AB T6G 0S8
(780) 439-9767

Thank you for your interest in **360Health Pharmacy & Wellness**. Downloading the free app on your mobile device or logging into our website **360HealthPharmacy.ca** only takes a few minutes. Once you have created an account and/or logged in, you can manage your prescriptions and book appointments with your local pharmacist from home, from the office, or on the go.

To get started on your mobile device or computer:

1. Download the **360Health** app on your mobile device from the Google Play store, App Store (Apple), or visit our website at **360HealthPharmacy.ca**. 
2. Create a new account by answering a few questions and setting a password. When answering the questions, please use the same information you have on file at the pharmacy (name, address, phone number).
3. You will need to link your 360Health account to your prescription profile at your pharmacy. Select the option "I have a code from my pharmacy".
4. Your personal registration code is **NDQ6F6D2**



You can type this code in, or scan this barcode with your phone while using the 360Health app.

Your registration code is valid until **December 11, 2023**

Have questions about 360Health or problems connecting?
Call us at **(123) 456-7891** and we'll help you get started.

From all of us at **Sobeys Digital 22 Text BOX #1**
We thank you for your business.



03

Enter your name, phone number, and date of birth. This information must match your patient record at the pharmacy.

Complete pharmacy linking
To ensure your account is secure, we need to verify that it's you. Please fill the form below to link your account. This information will have to match what's on file at the pharmacy.

Safeway Pharmacy - Garneau

First name: Last name:

Phone number:

Date of Birth:

[Delete link request](#)

The pharmacy was linked successfully

You can now manage your prescription profile and order refills at:

Safeway Pharmacy - Garneau
10930 82 Avenue
Edmonton AB T6G 0S8
(780) 439-9767



YOU'RE LINKED!
Now that you're linked to your pharmacy, you can submit a new prescription image, request a refill, request a transfer, and book an appointment!

[Click here to jump to the next section to learn about the features you can now access.](#)

≡ Not a patient? Not a problem. Register as new patient:

01

Self-Register: On your home screen, select “Search” under “I want to search for a pharmacy.” Find the pharmacy you’d like to visit.

02

Select “I want to create a new patient account at this pharmacy.”

Choose the linking method which applies to you

I am an existing patient here, and I have at least one prescription at this pharmacy.

I want to create a new patient account at this pharmacy.

Cancel OK

03

Enter your information and click “Continue.”

General information

First name
Text

Last name
Text

Date of birth
September 11 1990

Gender
Dropdown

Phone number
Type
Mobile

Link my account to a pharmacy

Pick one of the options below in order to link yourself to a pharmacy.

I have a code from my pharmacy

If the pharmacy gave you a paper leaflet, enter the code here

Validate

I want to search for a pharmacy

Search pharmacies by name or use the map to locate a pharmacy near you.

You can create a new patient record, or submit an existing prescription number if you're already a patient here.

Search



04

You'll have the opportunity to add your health history and your insurance information to make your pharmacy experience seamless.

Tell us about your health
Our pharmacists will review this information to ensure any medications are a good fit for your medical profile.

Current medical conditions
 No known medical conditions
Eg., diabetes, asthma, anxiety

Allergies
 No known allergies
Eg., penicillin, ibuprofen, latex

Continue
Next: Health card and insurance

Provincial health card (optional)
Our pharmacists will use this information to bill provincial drug plans, if applicable.

Province: NS - Nova Scotia
Health card number: [input field]
Example: 0000 000 000

Health insurance and benefits (optional)
This information helps us calculate your coverage, costs and eligibility for certain treatments.

Enter manually | **Upload a photo**

Name of insurer: [input field] | Numbers on card: [input field]
Enter all the numbers you see, from left to right (eg., Insurer A, Plan A, Member ID). These are usually a series of numbers separated by spaces.

Cardholder last name: [input field] | Relationship to Cardholder: [dropdown menu]

If you have access to more than one insurance plan, we can work out the most cost-effective way to pay for your medication.

+ Add secondary insurance

Submit

05

Click "Submit." Your information will be sent to your chosen pharmacy and your new pharmacy team will approve your profile.

YOU'RE LINKED!

Now that you're linked to your pharmacy, you can submit a new prescription image, request a refill, request a transfer, and book an appointment!

[Click here to jump to the next section to learn about the features you can now access.](#)



LET'S EXPLORE!

Click an area of the picture to learn more about some of the most important 360Health features.



360Health PHARMACY & WELLNESS | Sobey's Pharmacy | Pharmacy at SAFEWAY | THRIFTY FOODS | FRESHCO Pharmacy | FOODLAND PHARMACY | WAL-MART Pharmacy | Lawtons DRUGS

Home Prescriptions Pharmacies

Hi elizabeth

Transfer a prescription >
Easily transfer your prescriptions from another pharmacy.

Submit new Rx >
Upload a new prescription to the pharmacy.

Refill from Rx number >
Request a refill by entering a Rx number.

Menu ^

- Appointments
- Settings
- Profiles
- Refill history
- Documents
- Orders
- Logout

[Have more questions? Click here to find out who can answer them.](#)





Manage your prescriptions from your homepage.



- 1** **Want to transfer prescriptions from another pharmacy?**
Click "Transfer a prescription."



- 2** **Have a new prescription?**
Click "Submit new Rx."

Note: this function is not available in all provinces.



- 3** **Need a refill?**
Click "Request a refill." On the next screen, enter your prescription number in the field provided.

In the app? You can select "Refill by Scan" to scan one of your prescriptions using your phone's camera.



[Head back to explore more features.](#)



Prescriptions

↔ **Transfer a prescription** >
Easily transfer your prescriptions from another pharmacy.

Me

Sobey's PharmaConnect Test DG22 10.28

Sort by: Refill priority ▾



On File

Apo-Amoxi 500mg 30 CAP
1 refill remaining
On file: Aug 15, 2023 >

Sobey's PharmaConnect Test DG22 10.28, 123
Testbox Drive

Add to order

Welcome to your prescription profile.

This is where you can see all your active prescriptions, their status, number of refills remaining and last fill date.

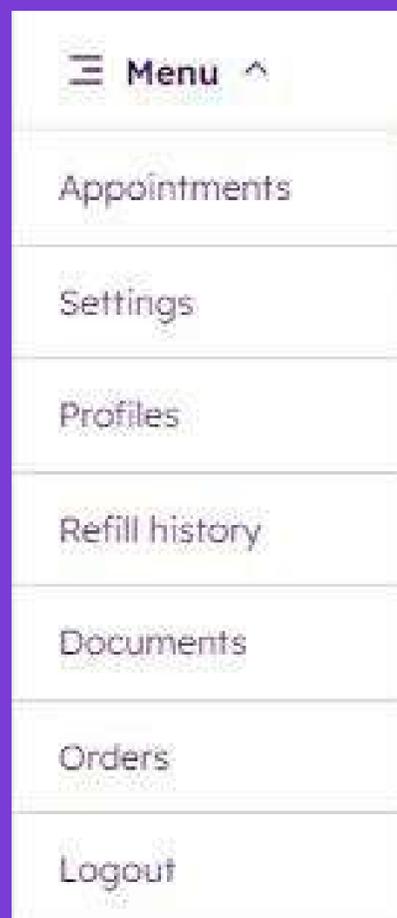
Want to transfer prescriptions from another pharmacy? Click “Transfer a prescription” and follow the instructions on the following screens.



[Head back to explore more features.](#)



YOUR MENU



Manage Appointments

Book or cancel appointments.



Control your Settings

Customize when you're notified about your prescriptions and appointments.

[Click here](#) to learn more.



See your Profiles

You can see and edit the profile of yourself (and any linked family members). [Click here](#) to learn how to link your family members accounts to your own.



Check your Refill History

You can see your prescription refill history here.



Generate Documents

Need to get documents for an upcoming doctor's appointment or for tax season? NOTE: this feature will not be available until January 2024.



Orders

See your order history here.



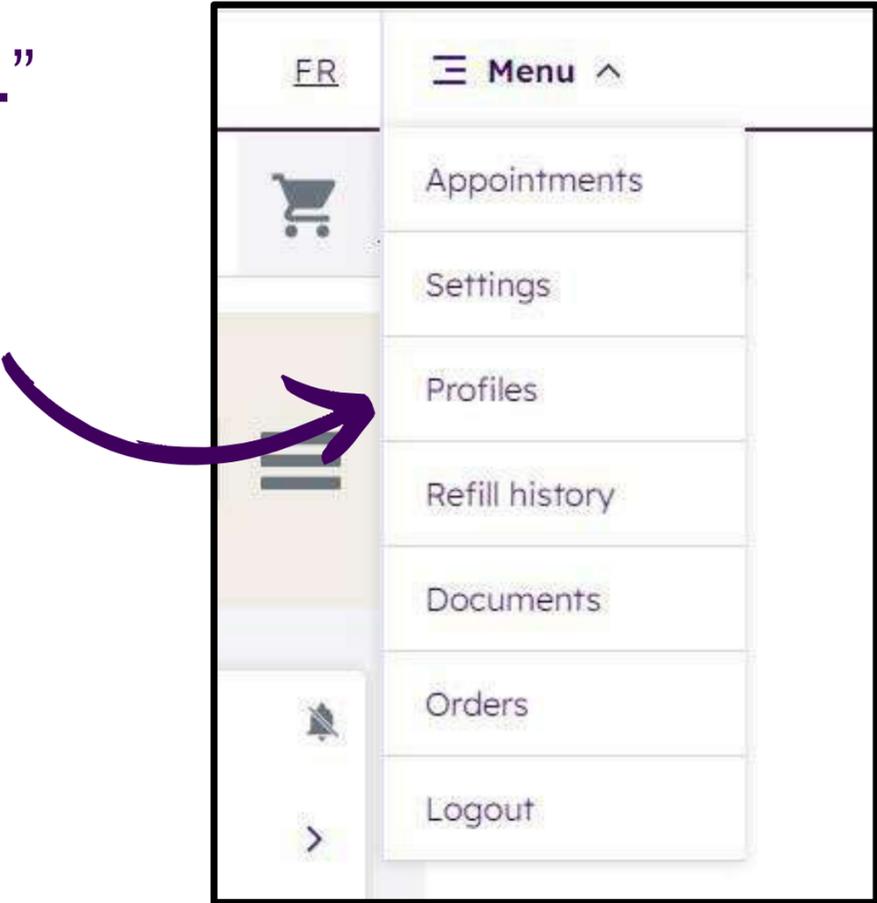
[Head back to explore more features.](#)



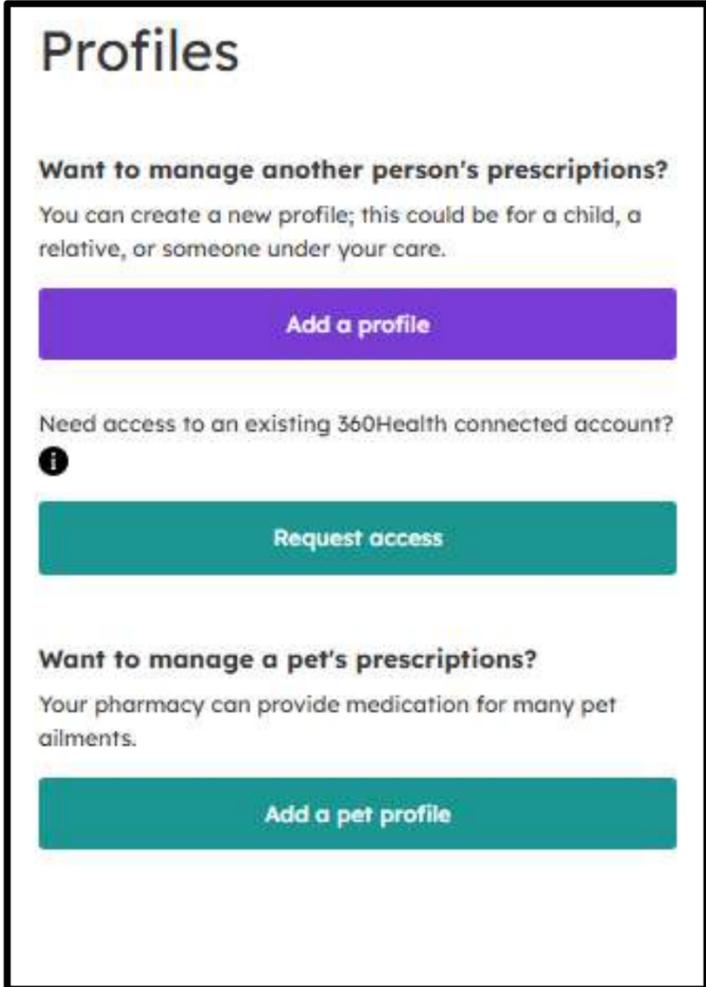
Linking a Profile to your Account

360Health provides the ability to link your account to other 360Health accounts (consenting individuals, family members and pets). This provides you with the ability to manage the accounts of others.

On the menu, select “Profiles.”



Select “Add a profile” for person without an existing 360Health account, choose “Request access” for someone with an account, or choose “Add a pet profile” for a pet.



☰ Add a Profile

01

When “Add a profile” is selected, enter the first and last name, as well as the date of birth.

Add a profile

Please provide the profile details to get started. This could be a child, a relative or someone under your care.

First name **Last name**

+ Add a nickname

Date of birth

Month Day Year

Next

02

You will be prompted to select whether the individual has an existing patient record at the pharmacy, or if one should be created.

Does Adult have a pharmacy patient record?

The easiest way to connect your 360Health account to a pharmacy's patient record is through a paper leaflet provided by the pharmacy. You may also use an existing prescription number.

Otherwise, you will have to request the creation of a new patient record at the pharmacy.

Does Adult have an existing patient record at the pharmacy?

Yes, connect an existing patient record **No, I'd like to create one**

Next

☰ Add a Profile

03

If you selected “Yes, connect an existing patient record” you’ll now need to complete the linking process. This is the same process as outlined within the register steps for both prescription number and code/leaflet.

Did your pharmacy provide a paper leaflet with a code?

A leaflet code is the fastest way to connect to an account. The pharmacy can provide you with a paper printout that contains a unique connection code that [looks like this](#).

If you don't have a code you may also connect using a recent prescription number.

Connect by code or by prescription number?

04

If you selected “No, I’d like to create one” you’ll need to follow the same steps as outlined within the ‘Not a patient. Not a problem. Register as a New Patient’ section, on page 12 & 13, by first selecting your pharmacy of choice, then populating the necessary information to create a profile.

Find your pharmacy

Search for the pharmacy where you would like to create a patient record.

Map Satellite

Search for a name or an address

Safeway Pharmacy - Garneau 10930 82 Avenue, Edmonton AB T6G 0S8 (780) 439-9767	1.4 km
Safeway Pharmacy - Oliver 11410 - 104th Avenue, Edmonton AB T5K 2S5 (780) 424-0666	2.9 km
FreshCo Pharmacy - Jasper Gates 15007 Stony Plain Road, Edmonton AB T5P 4W1 (780) 484-3355	3.6 km
Safeway Pharmacy - Meadowlark 8720 - 156th Street, Edmonton AB T5R 5W9 (780) 486-0669	3.9 km
Safeway Pharmacy - Westmount Centre 601-111 Avenue & Groat Road, Edmonton AB T5M 3L8 (780) 451-4310	4.3 km
Safeway Pharmacy - Southgate 111th Street & 51st Avenue, Edmonton AB T6H 4M8 (780) 438-8045	4.4 km
Safeway Pharmacy - Bonnie Doon 185, 8330 - 82 Avenue, Edmonton AB T6C 4E3 (780) 469-9485	5.1 km

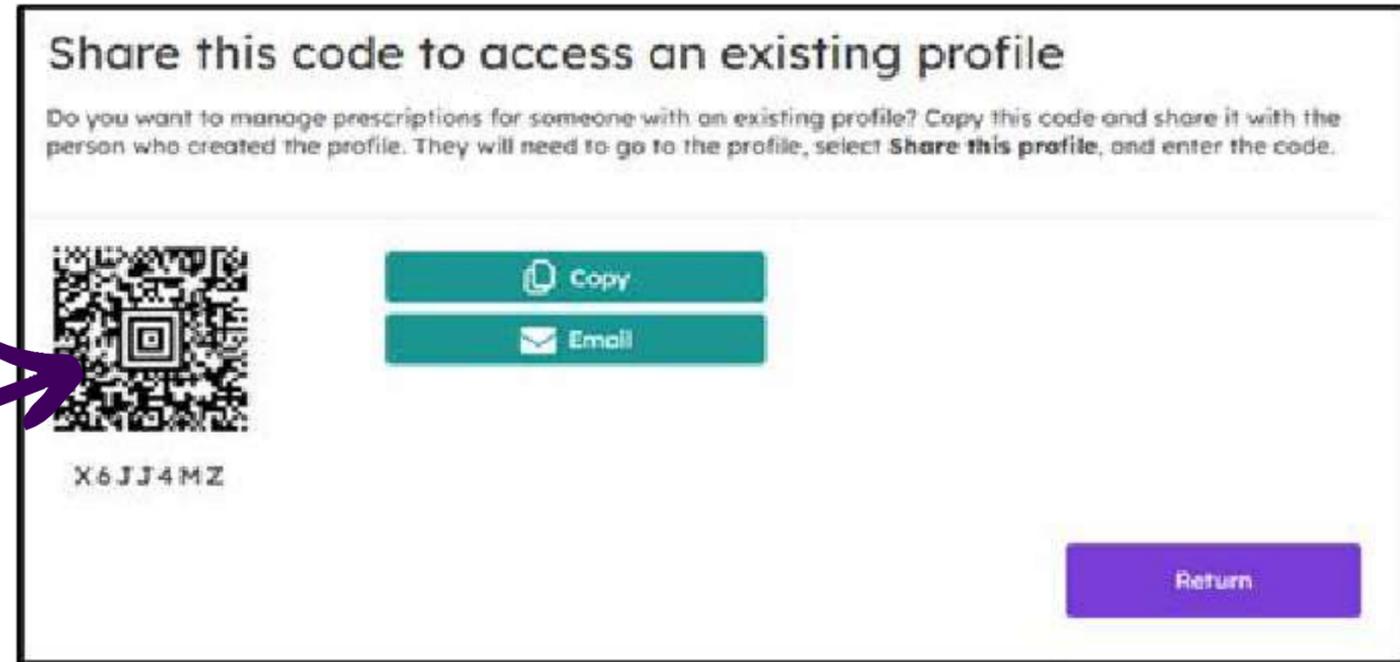


Request/Grant Access

01

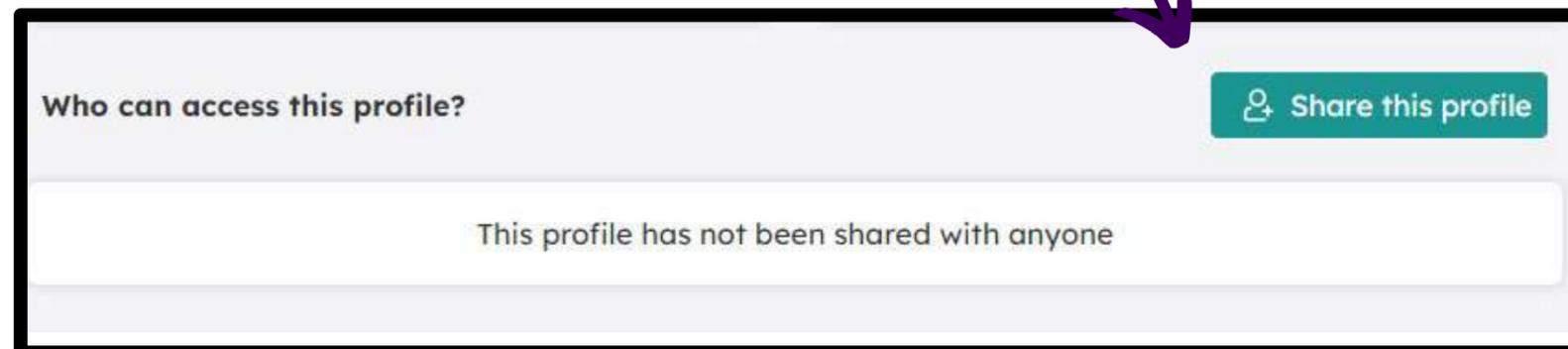
If you want access to someone else's account and have selected "Request Access" you will be prompted to share an access code.

The individual receiving your code will need to enter it in their own profile to share their account with you.



02

To give access, you must scan the QR code or receive the notification via text, email that was sent in step 1. Or go to Profiles -> "Share this profile" in your app :





Request/Grant Access

03

They will confirm they consent to allow you to access to their profile by entering the code you provide them.

Home / Profiles / Confirm access

Confirm access to this profile

Please enter the code you received from the person you want to share this profile with. You'll have the chance to verify their name in the next step.

Enter code

[Don't have a code?](#)

The person you plan to share this profile with needs to give you their personal code. They can find it by selecting **Add a profile > I want to access an existing profile** in the Profiles section of their account.

Important -- please read:

When you share a profile, you will be sharing all current and past prescriptions you can see in the Prescriptions section of the application. **If you can see it, the person you share your profile with can see it too.**

We encourage you to review the Prescriptions section for this profile before sharing it.

[Continue](#)

[Click here to jump to instructions on linking an account to a pharmacy.](#)



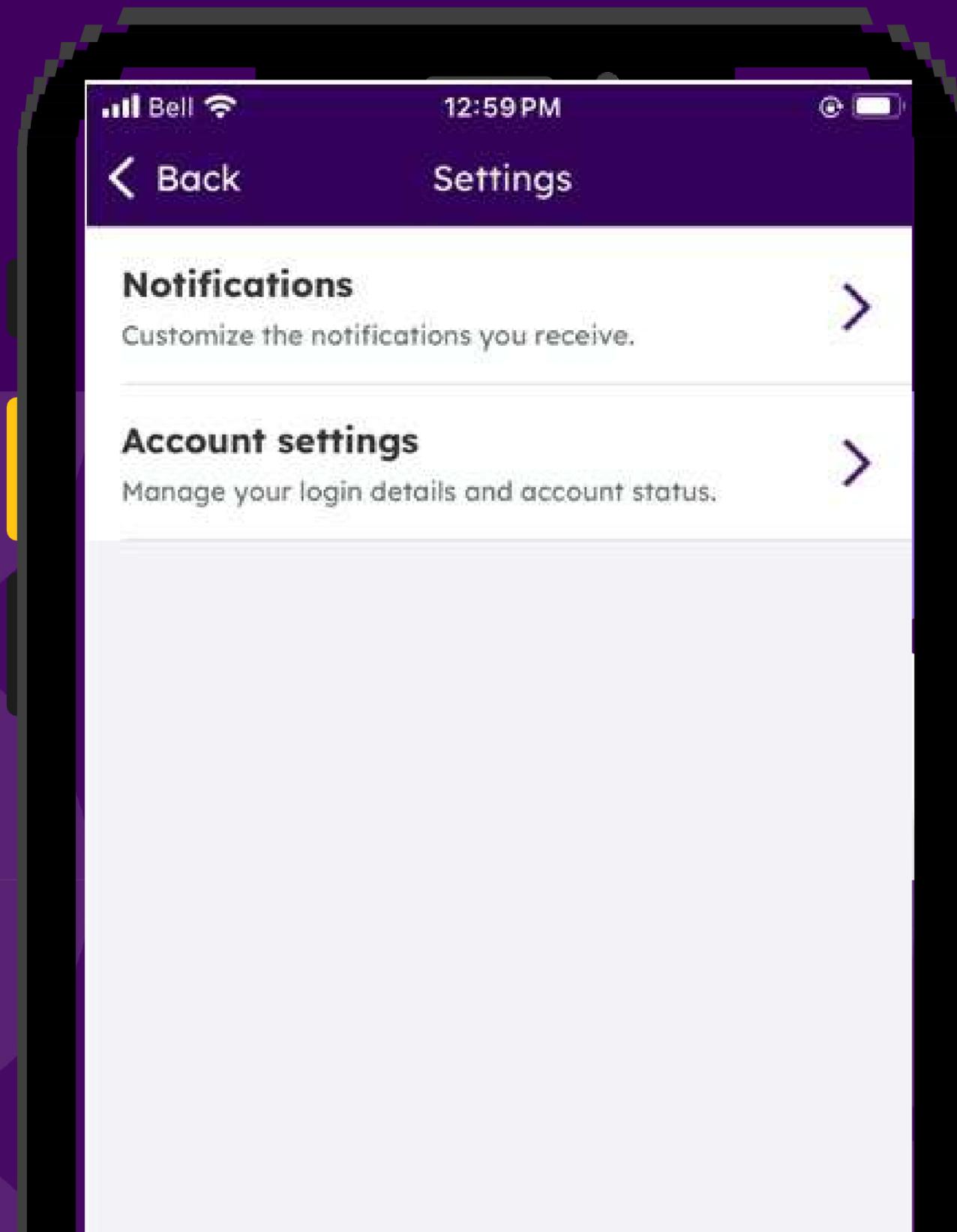
[Head back to explore more menu features.](#)



Your settings: You are in control

Your settings allow you to adjust notifications, and manage your account.

Choose a setting option to learn more.



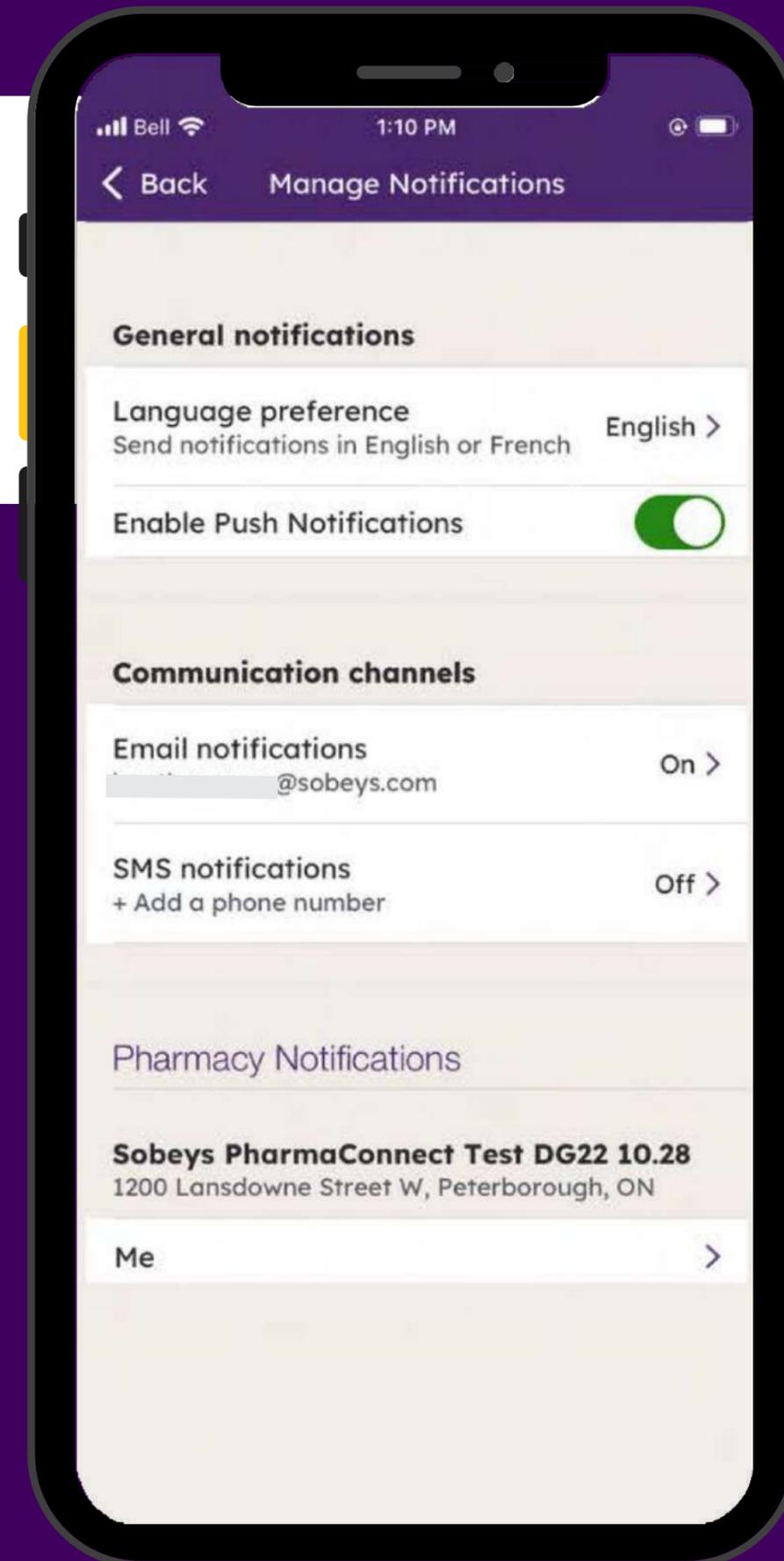
[Head back to explore more features.](#)



Customize your notifications

Under Manage Notifications, you can:

- Choose whether your email and/or text notifications are in French or English.
- Enable or disable push notifications on your device.
- Decide how you will receive notifications – email, SMS (text), or both.
- Choose which pharmacies can send you notifications and what each pharmacies can send you notifications about.



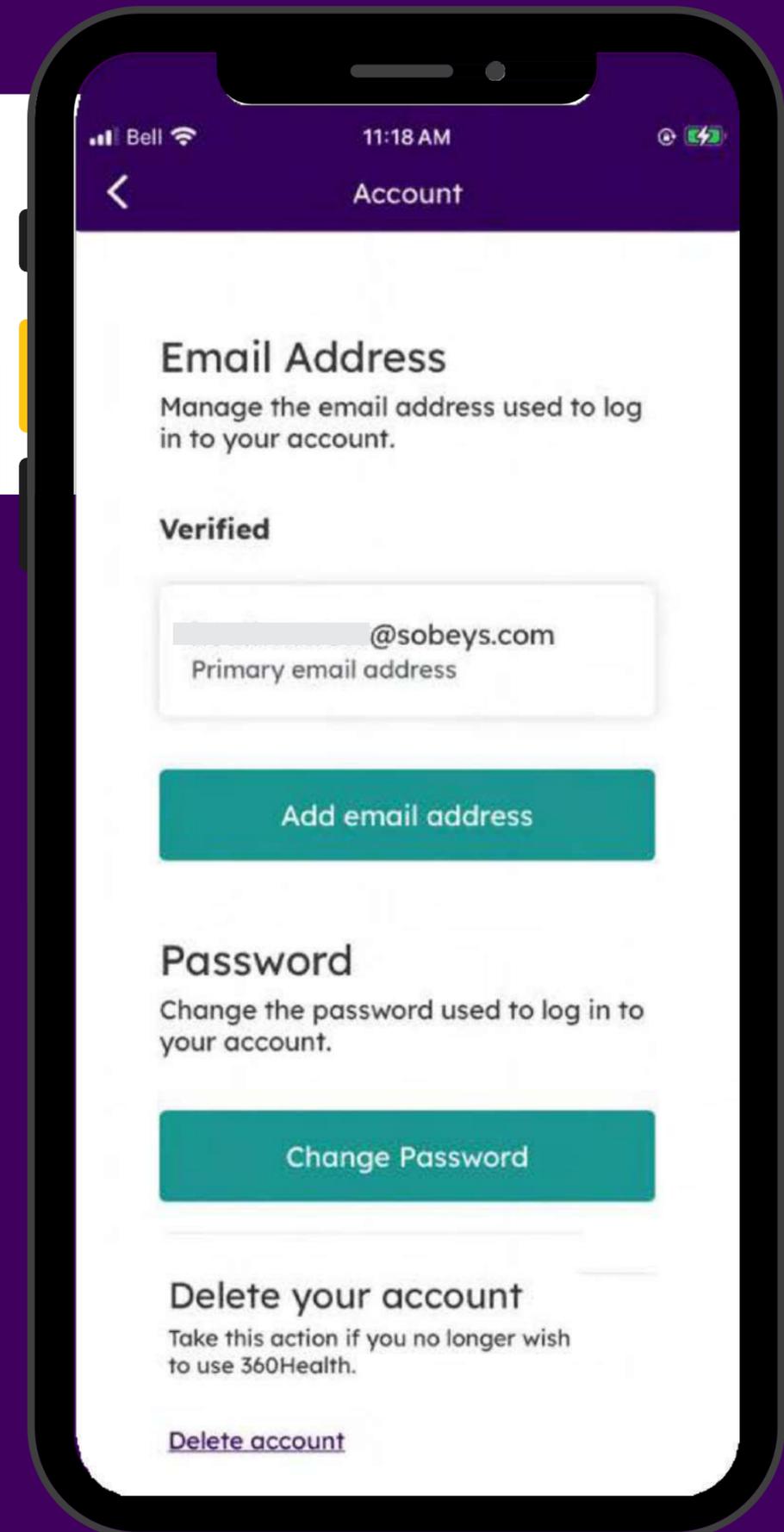
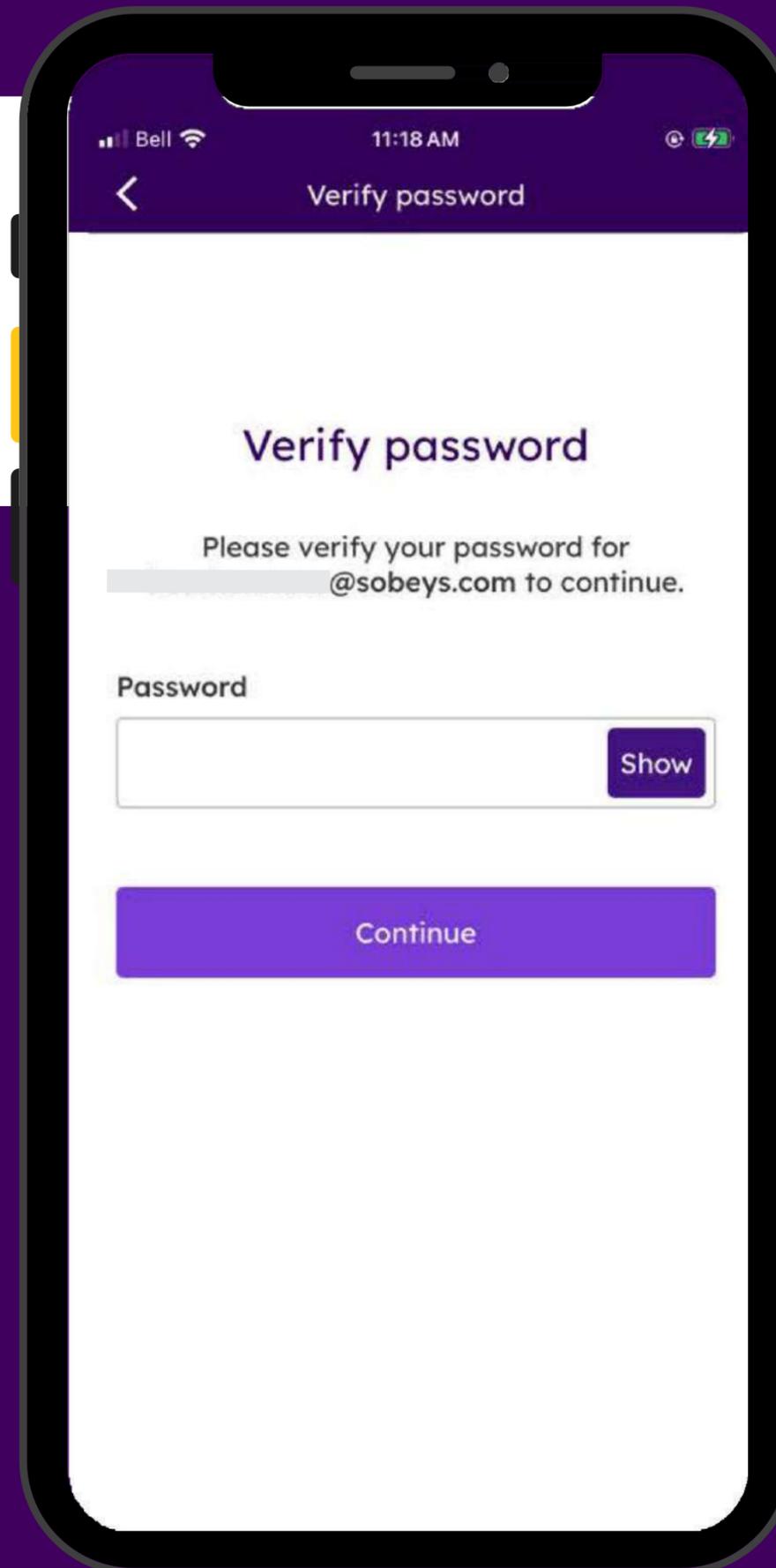
[Head back to explore more settings.](#)



Manage your account details

After you click “Account,” you will be prompted to enter your password to continue to the next screen.

Once you’re on the account page, you can update your email, change your password, or delete your account.



[Head back to explore more settings.](#)



More questions?

If you have any questions related to your health, your personal information, or to get help linking your account, visit your pharmacy. The team will be happy to help!

If you have questions related to the functionality of the app, email the Pharmacy Digital Team at rxdigital@sobeys.com



