

The Smartphone app for your pharmacy

Don't spend R100 000+ on developing an App! Simply use PharmacyPLUS and get your own logo on the App's homepage. Then engage your customers intelligently:



- Patients can **scan their script** using their phone, and send it to you for packing before they arrive.
- You can run **low cost digital marketing** campaigns.
- Offer your patients pre-developed **health content and videos**.

Poor adherence results in:

- Lost sales at pharmacy level and decreased footfall at pharmacy
- Many patients do not even commence therapy after getting their script from the doctor
- The PharmacyPlus App addresses poor adherence and wins you by increasing the amount of doctors' scripts that reaches the pharmacy:
 - easy to use,
 - convenient and
 - real time function
- Automatic script renewal notifications prompt the patient to visit the doctor and send you their renewed script once again!

Additional Benefits

- It acts as a powerful vehicle to deliver specific customer targeted related disease health content
- It enables pharmacists to run their businesses in a profitable manner with a specific targeted marketing campaign module.
- You can run advertising specials, promote pharmacy services, and run ongoing campaigns.

Patient Value

- Offer your patients relevant health content to help them understand and manage their disease in partnership with your pharmacy
- Health Window content is licensed at no additional cost to pharmacies using the App to win patients and offer them value



Agreement

1. Interpretation

Headings are for convenience only. In this Agreement, unless inconsistent with or otherwise indicated by the context, the following expressions shall bear the meanings assigned to them here under:

- 1.1. "Agreement" means this agreement between Health Window and the Subscriber as set out in herein.
- 1.2. "Once Off Fee" means the once off subscription fee payable for the duration of subscribing Term until termination of the contract in terms of clause 5.
- 1.3. "Health Window" means Health Window CC.
- 1.4. "Signature Date" means the date upon which the Agreement is signed by the Subscriber.
- 1.5. "Services" means the provision of Software programs to the Subscriber.
- 1.6. "Service Provider" means Health Window
- 1.6. "Software" means the software programs provided to the Subscriber as part of the Services.
- 1.7. "Subscriber" means the Pharmacy, represented by the Responsible Pharmacist or pharmacy Owner, or another person, natural or otherwise, specified on the Agreement.

2. It is agreed that:

- 2.1. The Subscriber, having seen an overview of the Software and Services, wishes to subscribe to the Software and Services on the terms and conditions contained herein in the section of the software. Health Window provides the Software and Services to the Subscriber with effect from the Signature Date and subject to Subscriber's acceptance of the terms and conditions.
- 2.2. These terms and conditions govern Health Window's obligations to the Subscriber and the Subscriber's rights with respect to the Health Window Software link to be provided to the Subscriber as indicated on the applicable Agreement, and the Health Window Services to be provided in conjunction with the Software as indicated on the Agreement.
- 2.3. The minimum duration of this Agreement is for an initial 6 months. Early cancellation would result in the Subscriber being liable for payments that total six months of use. After the expiry of the term this agreement shall continue until notice is given by either Health Window or the subscriber in terms of clause 5.

3. The Services

- 3.1. The Services consist of provision of Software, as indicated on Agreement at Product description, to the Subscriber.
- 3.2. By signature to the Agreement the Subscriber warrants that all of the information specified on the Agreement is true and correct and Subscriber accepts the terms and conditions set out herein.
- 3.3. The Services include reasonable electronic support via a 48hour response helpdesk but exclude the cost of site visits which, if required, are charged for at the rate of R380 per hour or part thereof.
- 3.4. Any additional requested functionality on the software will be considered and evaluated by the service provider first and if agreed on by both parties the subscriber will be billed separately for extra functionalities requests on the software
- 3.5. All patient private or -identifiable data is deemed to belong to the patient and may only be used in aggregate format for analysis and reporting purposes by Health Window. All data and analysis generated by the PharmacyPLUS app and Software remains the property of Health Window
- 3.6. All content made available on the Site (for example, text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations, and software) belongs to Health Window, unless we expressly state that it is not and is protected by South African and international law. In addition, the compilation of all content on the Site is the exclusive property of Health Window and is protected by South African and international copyright laws.
- 3.7. The pharmacy has the right to access all patient data for the purposes of rendering the service of pre-packing the medication, reviewing their patient's and for any purpose as may be required by typical pharmacist's scope of practice

4. RATES & PAYMENTS

- 4.1.1. Health Window agrees to provide a one month (thirty days) free trial to the signee after which the selected payment method will automatically be effective, unless written cancelation is given no less than 10 (ten) days prior to the first day of the following month.
- 4.1.2. Health Window agrees to provide a R500.00 discount to the signee if the signee agrees to a once off payable, 6 (six) months subscription totalling the once off fee to R2500.00 excl. VAT.
- 4.1.3. Health Window agrees to provide a R1100.00 discount to the signee if the signee agrees to a once off payable, 12 (twelve) months subscription totalling the once off fee to R4900.00 excl. VAT.
- 4.2. The signee will be liable for the invoice amount due and agreed upon, commencing the end of the trial period.

- 4.3. In consideration of the Services agreed to be performed by Health Window, the signee agrees to pay Health Window a fee for the Services rendered as per option agreed in this subscription document on page 4.
- 4.4. All undisputed payments shall be made by the signee within 30 (thirty) days from the date of receipt of an approved invoice, to the bank account specified by Health Window. Such payments shall be made subject to deduction of tax at source at the applicable rates as per laws. All such payments shall be paid free of exchange, without deduction, set off or bank charges.
- 4.3. Notwithstanding the provisions of Clause 4.3 above, Health Window may suspend the Services upon providing written notice to the signee, where the signee has not made payment as agreed to under this Clause 4. The aforesaid suspension shall not be seen as a cancellation or termination of the Services and shall resume on receipt of due and outstanding amounts from the signee.
- 4.4. The Subscriber will be responsible for payment marketing materials ordered on the subscription form attached hereto.

5. Termination:

- 5.1. The Subscriber or Health Window may terminate this Agreement on 30(thirty) days written notice but the subscriber will be liable for at least the initial 6 months' contract fees
- 5.2. Health Window may terminate and/or suspend the Services and/or disable the software, without notice to the subscriber, on expiry of the notice period for any termination according with 5.1, and or in the event of non-payment of amounts due to Health Window by the subscriber, after fourteen days of notification to the subscriber that amounts due are outstanding, if arrears have not been settled within fourteen days of such notification.
- 5.3. Notice in terms of this Agreement may be served by fax, registered mail to a postal address, hand delivery to a physical address, or email, according to the details on the Agreement. Notice by registered mail shall be deemed received seven days from posting, unless proved otherwise. To be valid, confirmation of receipt must be obtained for notice by email or by hand. Changes in contact details must be advised in writing. Notice by fax or registered post to the number or address on the Agreement shall be regarded as binding unless written notice of a change in contact details can be proved.
- 5.5. The Subscriber confirms that the Subscriber was handed and has read this statement and notice explaining the termination rights prior to signing this Agreement. The Subscriber confirms receipt of a copy of this Agreement and Agreement.

6. Health Window Obligations

- 6.1. Health Window will be responsible to set up subscribed pharmacies by means of capturing the subscribed pharmacy/ pharmacies on the PharmacyPlus pharmacist's portal; and to provide a username and password for the Subscriber to access the portal; and for providing training material on using the portal.
- 6.2. Health Window will provide a helpdesk for subscribed pharmacies to assist with queries related to the use of the software. The helpdesk will be reachable during office hours, Monday to Friday (excluding public holidays, or when written notice is provided by Health Window to the signee, of dates of which the helpdesk will not be available) via phone or email. (8:00 am – 4:30 pm)
- 6.3. Health Window will support the PharmacyPlus application on both Android (from version 4.0) and IOS (from version 8).

7. Subscriber (Pharmacy) Obligations

- 7.1. Pharmacy will allow Health Window to promote the PharmacyPlus application to Patients by means of a SMS or telephonic conversation.
- 7.2. Pharmacy will be obliged to manage orders sent though by patients via the PharmacyPlus application and ensure they are packed for collection by the patient.
- 7.3. Pharmacy has the obligation to inform their patients about the PharmacyPlus application and that the PharmacyPlus application is supported on both Android (from version 4.0) and IOS (from version 8).

8. Disclaimer and Notification

- 8.1. Without limitation, any investment which the Subscriber may make as a result of any information, advice or material acquired as a direct or indirect result of this Agreement shall be entirely at the Subscriber's risk and the Subscriber holds Health Window, its distributors and employees harmless against any and all loss (direct, indirect or consequential).

9. Copyright

- 9.1. Copyright in all materials and Services provided by Health Window remains vested in Health Window and the Subscriber shall not be entitled to reproduce or copy the material, Software and/or Services in any way whatsoever.

Subscriber, Subscription and Signature

SUBSCRIBER INFORMATION	
Company/Pharmacy name:	
Registration number:	
VAT number:	
Title:	Name:
Contact No.	Email:
Delivery address :	
Province:	
Pharmacy group sign up: (If "Yes", please specify on annexure A)	
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

SUBSCRIPTION OPTION SELECTION	ONCE OFF FEE (PER PHARMACY)	OPTION
Product launch materials (Incl. 500x A5 flyers 2x A1 Posters 2x A1 Phone poster cut outs Courier fee to pharmacy)	R1000 (Excl. VAT) (Can be requested later on again)	<input type="checkbox"/>
Month to Month subscription + 1 month Free of charge trial (Option can only be chosen when signing up more than three (3) pharmacies)	R500 (Excl. Vat)	<input type="checkbox"/>
6 Month subscription + 1 month free of charge trial	R3000 (Excl. VAT) with R500 discount for once off payment.	<input type="checkbox"/>
12 Month subscription + 1 month free of charge trial	R6000 (Excl. VAT) with R1100 discount for once off payment.	<input type="checkbox"/>

Both parties agree to this amendment of the existing agreement and the terms contained within this

SIGNATURE _____

SIGNATURE _____

NAME _____

NAME _____

TITLE _____

TITLE _____

DATE _____

DATE _____

On Behalf of Subscriber (Pharmacy) and duly
designated as Responsible Pharmacist/owner

On behalf of Health Window and duly designated as
PharmacyPLUS representative

Annexure A

Pharmacy Name	Contact Name	Contact No.