

Refill Reminder & Reorder System

Pharmacy & Chemist Retail

Document type: Plan / SOP / strategy / guide · Generated 27 Aug 2026

This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Produces a refill-reminder and reorder system — tracking chronic-patient refill cycles and proactively reminding/reordering (SMS/WhatsApp/call) before medicines run out. Use it to secure recurring refills and retention. For the broader retention program use the Chronic Patient Retention tool.

Purpose of this tool & output

Never let a chronic patient run out

How the output is used

Use it to never let a chronic patient run out — a refill reminder and reorder system that keeps therapy uninterrupted.

Important cautions

Proactive refill reminders before run-out are the highest-ROI pharmacy retention mechanic — they beat chains/online to the reorder and convert chronic patients into reliable recurring revenue. Prompt patients for periodic doctor review where the prescription requires it. Requires patient consent for messaging. Adapt to your software/base.

Companion documents

- Pharmacy Sales Strategy
- Chronic Patient Retention Program
- Pharmacy Loyalty Program Designer
- Pharmacy Home Delivery Setup
- Pharmacy Customer Service Standards
- Responsible Wellness Upselling Guide

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