

General Information

What is RxInform?

RxInform is a secure, HIPAA-compliant platform that allows your doctor, pharmacy, or hospital to keep you informed and on track with your medications.

Why am I getting this message?

This secure message is automatically generated by your healthcare provider or pharmacy to:

- Confirm that your prescription has been sent to the pharmacy.
- Allow you to review your prescription details and pharmacy information.
- Inform you about available savings or medication information.

Are these messages safe and secure?

Yes. This website is HIPAA-compliant and uses advanced encryption protocols to comply with security standards to keep your information safe. You can rest assured that no personal health information is stored on your device.

Using RxInform

How do I use RxInform?

Click the link in the text message to log in and view your prescription details, including drug names, dosage, and pharmacy information. You may also access co-pay assistance or savings cards and set reminders to pick up your prescription.

Can I get discounts on prescriptions?

Yes. RxInform offers co-pay assistance for some brand-name medications and digital savings cards for generics, which you can present at your pharmacy.

How does the "Set Pickup Reminder" work?

You can use this option to request an additional notification by text message or schedule a reminder in your calendar, helping you remember when to pick up the prescription.

Visit www.rxinform.org or contact us [here](#).

Pharmacy and Prescription Support

What if I have a question about my prescription?

If you have questions about your prescription, please contact your provider or pharmacy. Do not reply to the text message you received, as it is an unmonitored number.

Is the discount card I received accepted at my pharmacy?

The discount card is accepted at most US pharmacies. Simply show the card information at the pharmacy counter to lower the out-of-pocket cost for your medication.

Pharmacy questions?

If you have a question about prescription status, transferring pharmacies, or another pharmacy-related question please call your pharmacy directly. You can do so easily in the app.

Is my prescription at the pharmacy?

Contact your pharmacy directly to confirm the status of your prescription.

What if my prescription or pharmacy is incorrect?

If your prescription or pharmacy is incorrect, contact your healthcare provider directly.

Technical Support

I'm having trouble logging in. What can I do?

Please check that you are correctly entering your date of birth using the MM/DD/YYYY (month/day/year) format. After 3 failed attempts, you will be asked to enter your first name. If you're still unable to log in, please contact your provider, to confirm your information was correctly entered in their system.

Visit www.rxinform.org or contact us [here](#).

How do I stop receiving messages?

Simply reply **STOP** to any text message you received. Please keep in mind that by doing so, you'll miss out on future prescription discounts, and important information about your medication.

Why did the site expire?

For your security, the site expires after 60 days. Your provider still has access to your records and prescriptions. If you have any medical questions or concerns, please reach out to your healthcare provider.

How do I get additional technical help with RxInform?

You can contact the support team through the Help Center by starting a live chat in the bottom-right corner of this page, or by submitting a request via the "Submit a Request" button at the top-right corner of this page.

Source: [DrFirst Help Center - Patient Overview](#)