

# MICROMEDEX® MOBILE

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## IOS USER REFERENCE GUIDE

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September 2024

This document provides instructions on the use of the Micromedex mobile app.

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Merative

100 Phoenix Drive

Ann Arbor, Michigan 48108

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## CUSTOMER RESOURCE CENTER

### Technical & Customer Support

At Micromedex, our staff of technical and service experts have one goal - to quickly take care of your needs so that you are back to optimal performance with our solutions.

Our Customer Resource Center is available to all our customers free of charge, and can be your single point of contact for the following services:

- Clinical Content Requests
- Technical Support Requests
- Product Use Support
- Product Enhancement Requests

### 24/7 Phone Support

United States & Canada:

Phone: 1-877-843-6796

Outside the United States & Canada:

Phone: 1-734-768-1510

## TOTAL SUPPORT SOLUTIONS

We stand behind our products and our customers and believe that the total customer experience is what differentiates us from the competition. Our total support solution offers topnotch service, training, and support to ensure you can realize all the benefits our products offer.

As part of our total support solution, we will:

- Provide flexible training opportunities, such as webinars, on-site classes, unit-to-unit specialized training, eLearning, and more, to help you and all users at your site stay current on Micromedex solutions.
- Solve questions and issues promptly with our 24/7 technical support.
- Ask you for your input on how we can continue to improve our products and services.
- Make it easy to do business with us on all fronts.

Ask your Client Relationship Manager or Sales Executive how we can help you.

### Printing This Guide

This user guide has been designed in book layout, to print double-sided. If you print the guide single-sided, blank pages will print. These blank pages are intentional. You are not missing any information.

## LOGIN / ACCESS

New app requirements:

The app is available on the two latest versions of the IOS or Android operating systems. Make certain that your mobile device is updated, and your operating system is up to date before downloading the app.

To activate the new app, your device needs to be online.

**Tip: For quick and efficient onboarding, remain within your facility WI-FI network onsite.**

## Overview

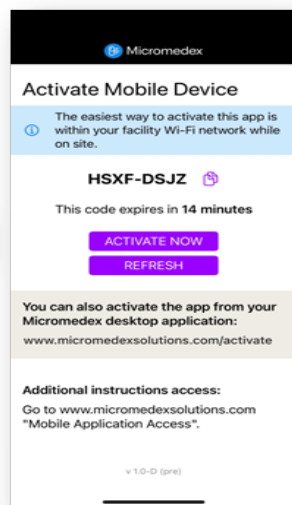
Step 1: Download the app.

Step 2: Activate the app.

### App Download



### App Activation



### App Access



## APPLICATION DOWNLOAD

Visit the app store from your mobile device and download Micromedex app



Download the app. You might be prompted to enter your Google or Apple ID. The app will download directly to your library or to your device.

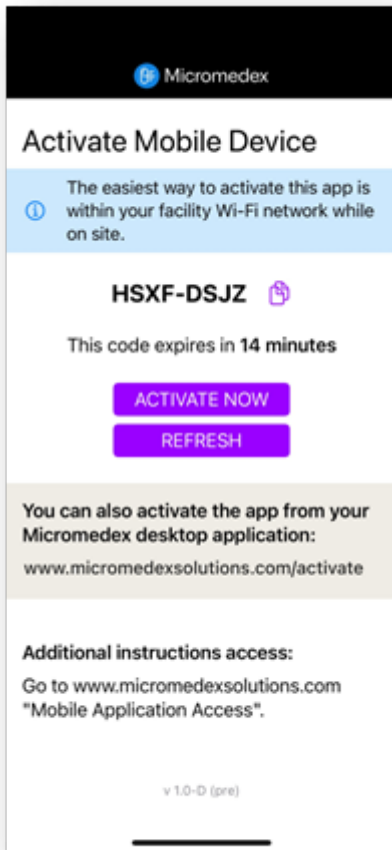
Google Play download link:

<https://play.google.com/store/apps/details?id=com.micromedex.coremobile>

Apple App Store download link:

<https://apps.apple.com/app/merative/id6471286555>

## ACTIVATION CODE and LINK



Open the application

An activation code will autogenerate on your device once downloaded. The code is valid for 15 minutes and, once expired, the new code will be generated.

Tap **REFRESH** for new code

Tap copy icon to the right of the code to copy the code as needed.

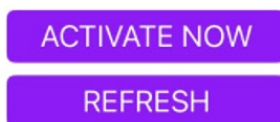
**TIP:** If you are not seeing a code or seeing an error message, check your device network.

## FOLLOW LINK TO ACTIVATE

Option 1 - Activate from the mobile device

Tap on **ACTIVATE NOW**

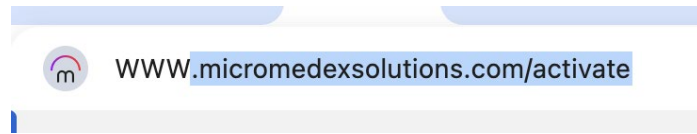
This code expires in **14 minutes**





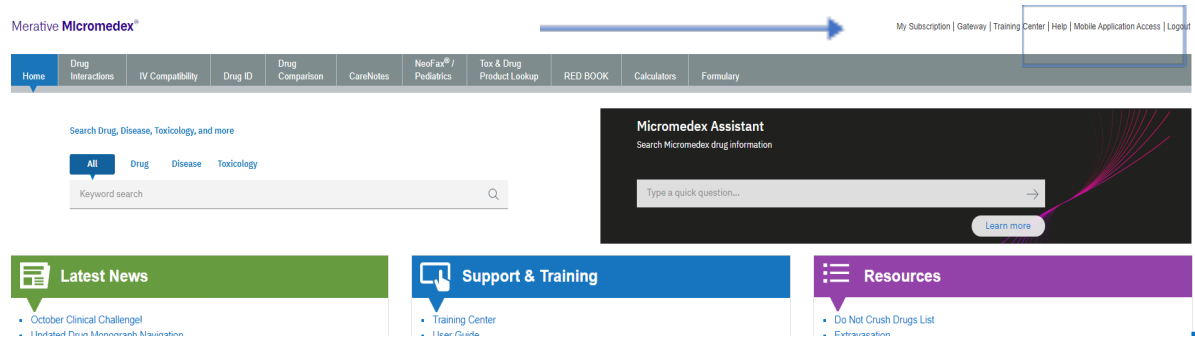
Option 2 - Activate through a browser on a desktop.

2A. In your browser, ENTER <http://www.micromedexsolutions.com/activate> to get to the mobile activation page

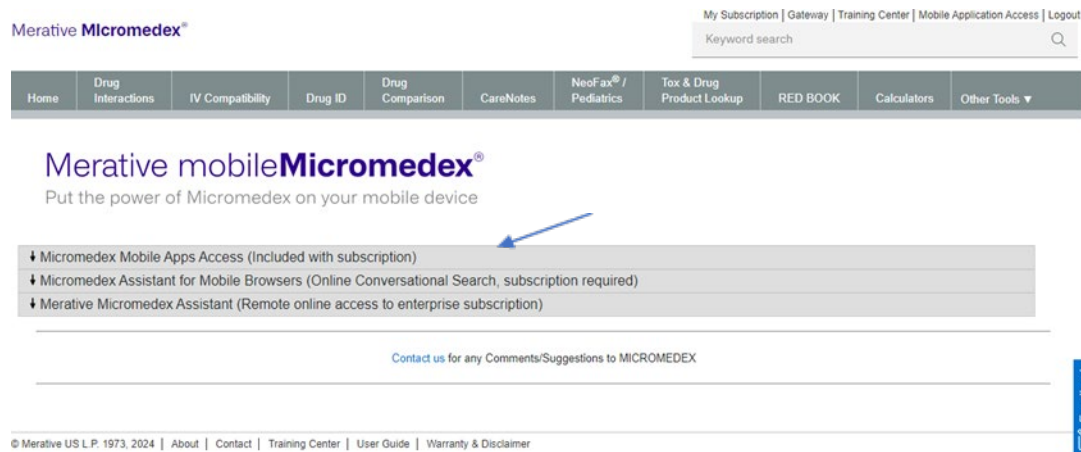


OR

2B. From the Micromedex online desktop application (<https://www.micromedexsolutions.com>),



Go to Mobile App Access Tab



On the instructions page, follow a provided link to Activate Now window.

Merative **Micromedex**<sup>®</sup> My Subscription | Gateway | Training Center | Mobile Application Access | Logout

Home Drug Interactions IV Compatibility Drug ID Drug Comparison CareNotes Neofax® / Pediatrics Tox & Drug Product Lookup RED BOOK Calculators Formulary Keyword search


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Merative mobile**Micromedex**<sup>®</sup>  
Put the power of Micromedex on your mobile device

↓ **Micromedex Mobile Apps Access (Included with subscription)**

**Micromedex Mobile Apps Access on Apple® and Android®**

**Coming in October 2024**



- The new **Micromedex App** for Apple and Android devices is included with your respective Merative Micromedex Drug content subscription.
- You can access these apps via the App Store and Google Play®.
- You can activate the app by following the simple instructions below.

**New Mobile App Activation and Instructions:**

**Step 1:** Visit the App Store or Google Play® from your device and search Micromedex.

**Step 2:** From the App Store or Google Play, select download / install the application. You may be prompted to enter your Apple or Google ID.

**Step 3:** The app will download to your app library, or directly to your device.

**Step 4:** Open the app. The app will display an activation code and a link to the Micromedex application.

To activate the app:

- a. Follow the link from your app. Enter login information if required.


OR

- b. [Follow the link to activate new mobile app](#) via Micromedex online activation page.

**Step 5:** Enter the provided activation code. Click "Activate Device". Begin using the app.

If you have issues with your login, please contact our support department:

**Product Support:**  
U.S. and Canada: 1 877 843 6796 for Product Technical Support [24x7]  
Global: +1 734 798 1510 for Product Technical Support [24x7]



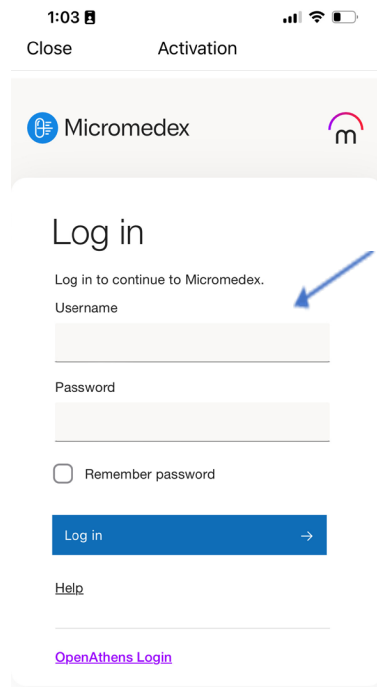
10 | Page

## LOGIN

### \*If required

Depending on your facility authentication method and mobile device policy, you may be required to login into the Micromedex application.

If you see the login screen, this means that you are required to enter your Micromedex credentials (login and password). These credentials are provided by your organization.



To contact Micromedex Solutions Product Support, call us anytime, day, or night.

**Telephone:**

U.S. and Canada: [1.877.843.6796](tel:18778436796) for Product Support [24x7]

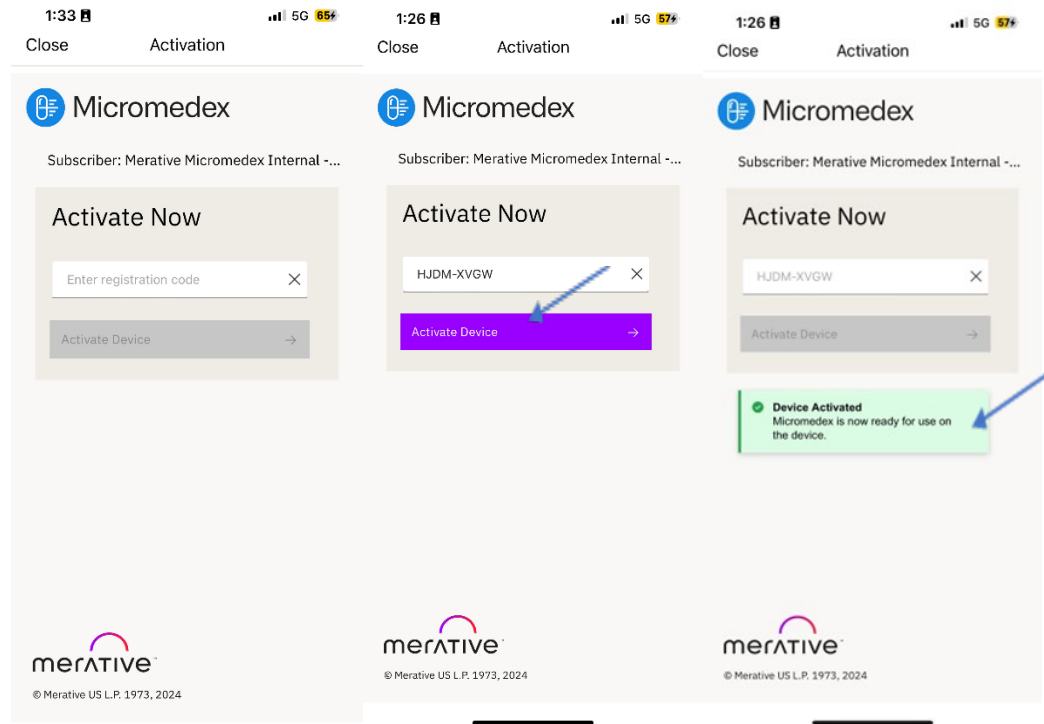
Global: [+1.734.768.1510](tel:+17347681510) for Product Support [24x7]

**Web:**

[Micromedex Solutions Product Support](#)

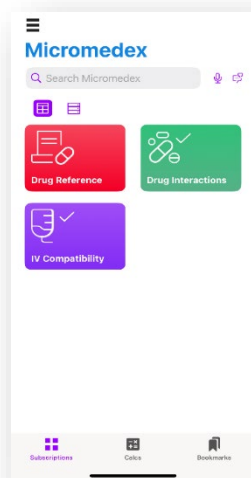
## ENTER THE CODE TO ACTIVATE

1. In the Activate Now page, enter your activation code (might be auto filled).
2. Tap Active Device.



Once your device is activated, a message will pop up confirming the Micromedex application is ready for use.

## Application Access



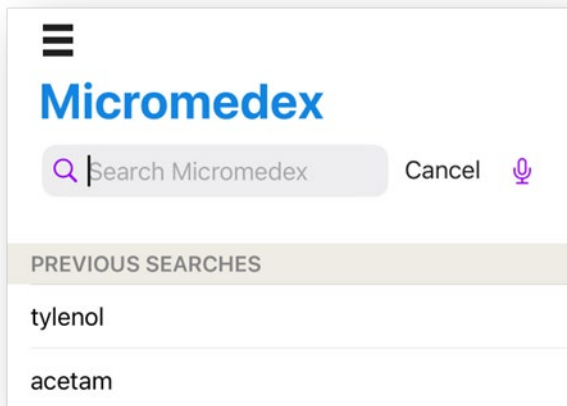
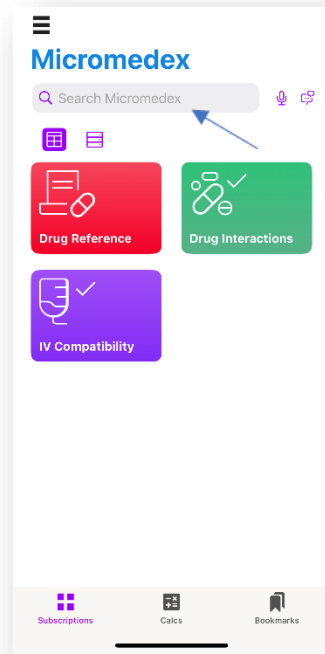
Once the activation step is completed, you will have access to all features of the Micromedex application available based on the active subscription of your facility

## SEARCH AND NAVIGATION

The application offers several ways to conduct a search

### Main Page search

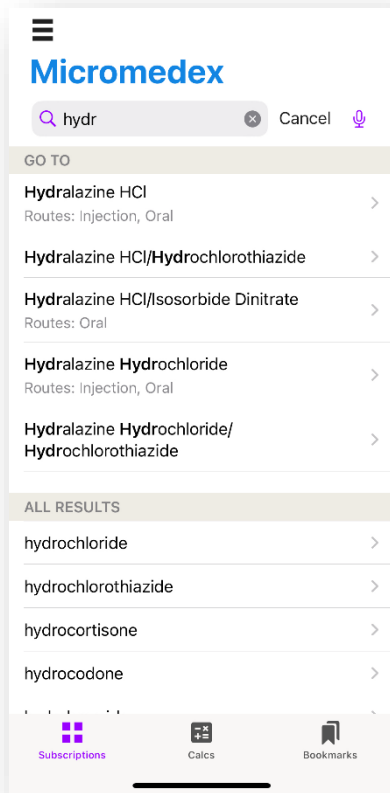
In the home page, tap on a search bar.



Start typing a drug name or another search term.

Or

Select from the Previous Searches list



You can search by a generic or trade drug name or another search term.

The “**Go To**” Section will display the name of drug monograph titles that matches your search criteria.

The “**All Results**” section will display additional content browsing which may contain your search term.

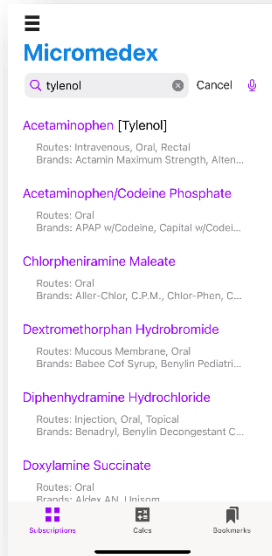
To open a drug monograph:

Tap on one of the entries in the “**Go To**” list.

To see additional search results:

Tap on a select entry in the “**All Results**” or tap SEARCH button on your keypad while typing in the term in the search bar.

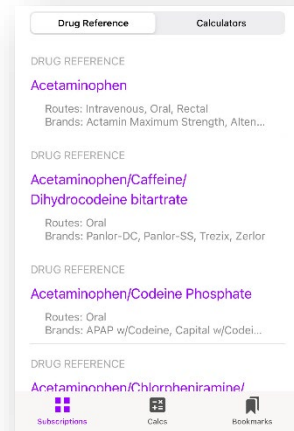
## Search Results



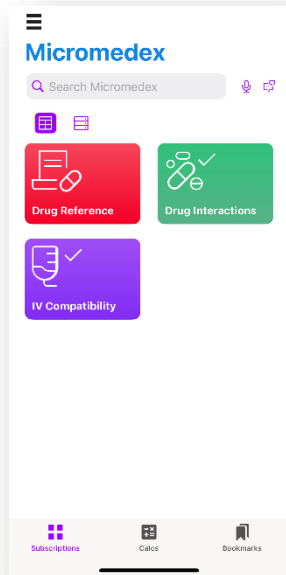
The search results list will display the full list of results available based on your search terms.

Brand names will be displayed in the square brackets.

If a search term contains a calculator title, it will also display the results in a separate tab.

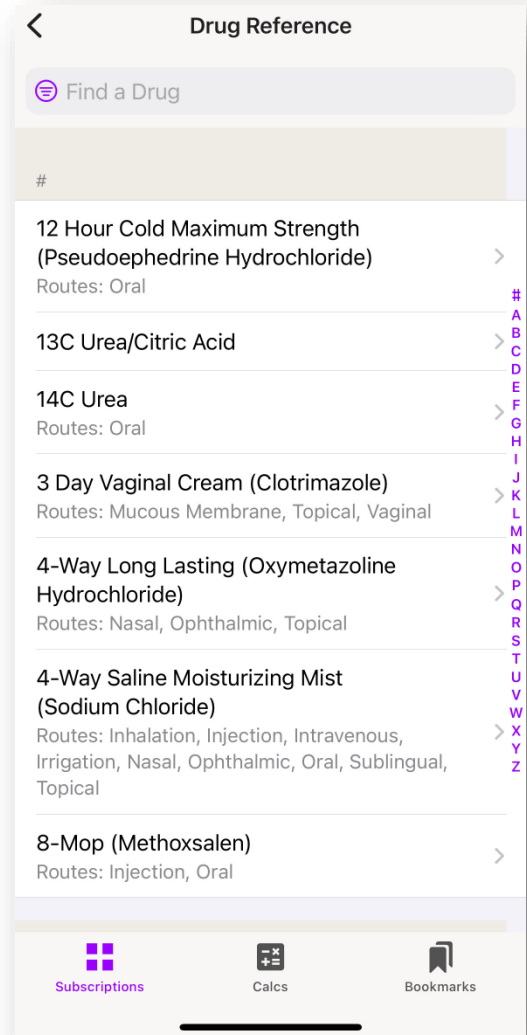


## Content Area Search



Tap on a product area

E.g., Drug Reference

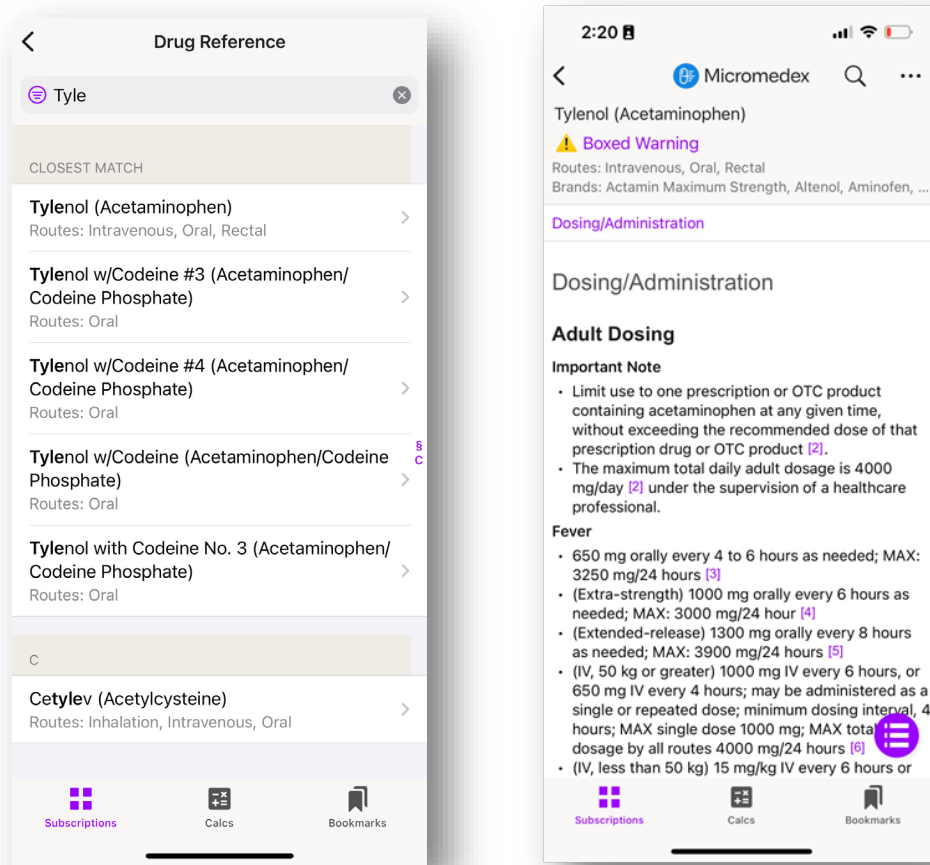


The list will display all drugs available for search, including both brand names and active ingredients.

Tap on a select drug or start typing a name.

The list will filter and display drugs available based on your search criteria.



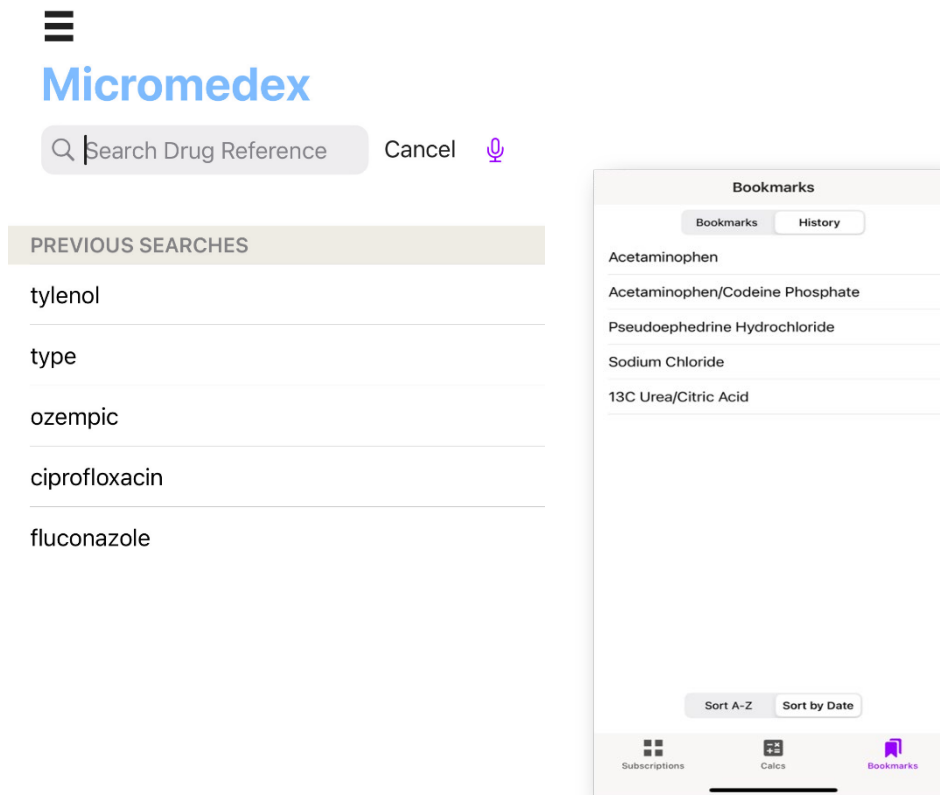


Once you select the drug, tapping on it will take you to the drug monograph or to a table of content (depending on the setting).

## Additional Search Capabilities

Your previous searches are available via:

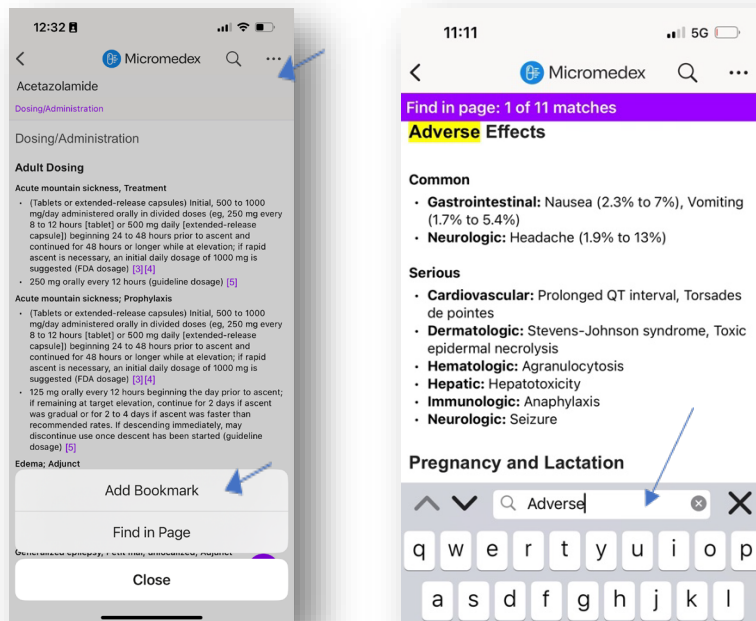
- Tapping on a search bar.
- viewing the search history in the **BOOKMARK** tab on the navigation bar.



To view your browsing history:

- From the bottom tab bar, tap **Bookmarks**.
- In the upper portion of the screen, tap **History**

## Find in a page



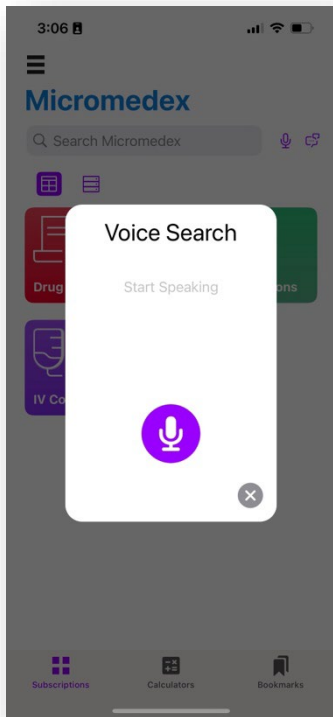
The Find in Page option allows locating specific content within a monograph.

The option can be in the monograph menu section in the top right-hand corner of the screen.

Use your device keypad to type in the information.

The typed information will appear highlighted in yellow within the body of the monograph.

## Voice to Text Feature



The feature allows a capability your search term instead of typing it into the search bar.

The feature is best used for simple terms.

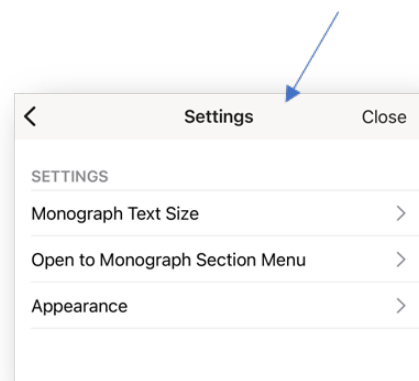
Tip: Your Microphone settings need to be enabled on your mobile device.

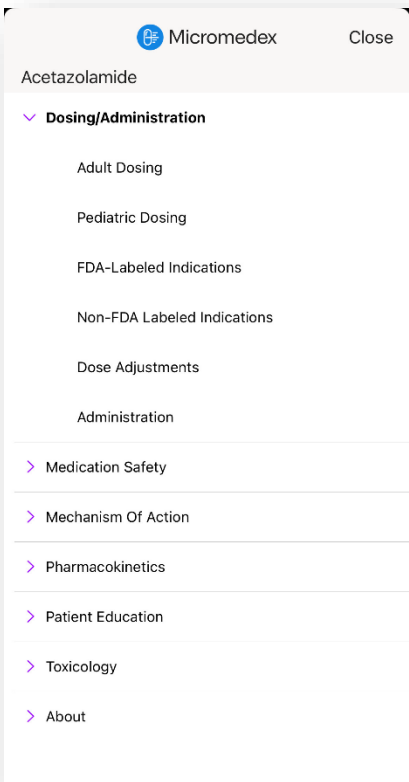
Tap on the Microphone icon and say the drug name or a search term.

The drug name will auto populate into the search bar.

## DRUG MONOGRAPH

You can select a way to get to and view the drug monograph. The setting is available under the SETTINGS menu “Open Monograph to Section Menu”.



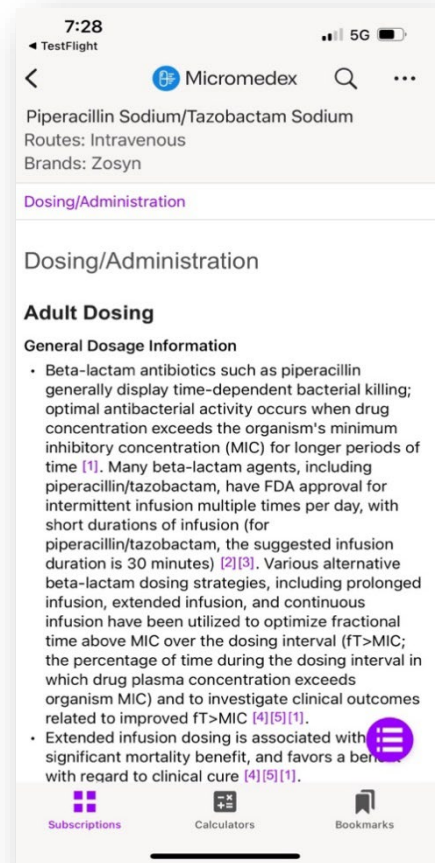


### Section View

When the setting is enabled, you will see a monograph table of contents and can select a section jump to.

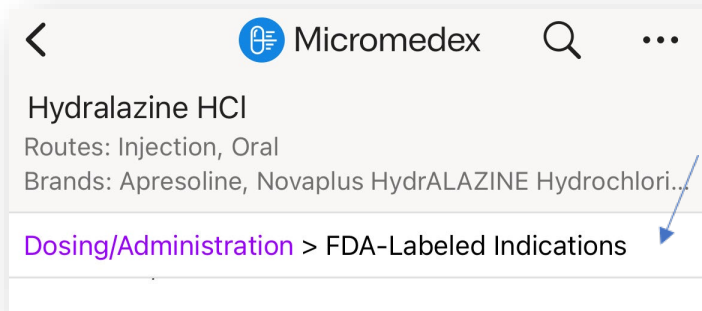
### Monograph View

When the setting is disabled, you will get directly to the drug monograph upon drug selection



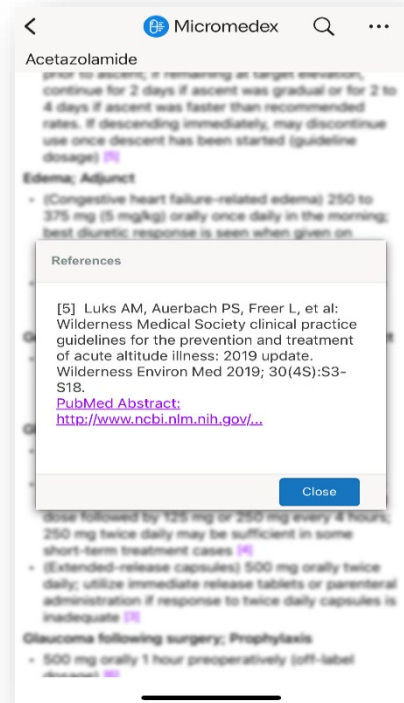
## Monograph Sections Navigation

When scrolling through the monograph, the top section will display the area you are currently looking at. When a section is displayed in purple, you can click on it to jump directly to that section



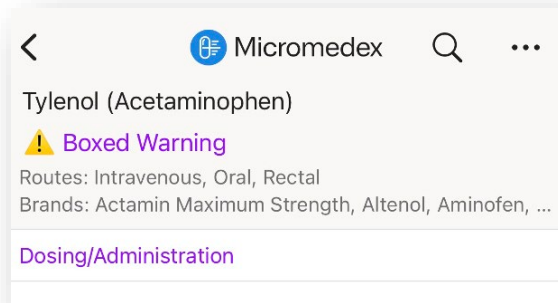
## References

Click on the purple link to access references



## Boxed Warnings

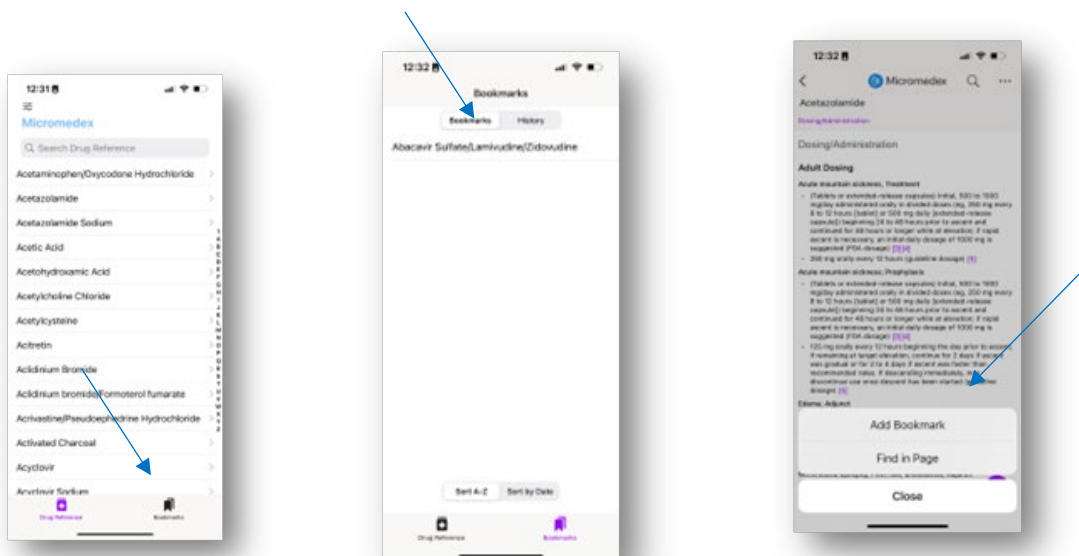
When a boxed warning is present for a drug, it will display as a yellow icon at the top of the monograph and in the table of contents.



## Bookmarks

A BOOKMARK section is available on the main navigation bar at the bottom of the application screen. You can navigate your bookmarks via SORT A-Z or SORT by DATE option.

To add a bookmark, tap on a monograph menu option on the top right-hand corner of the screen.

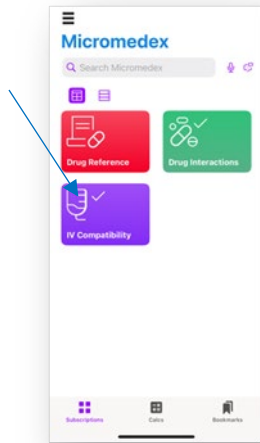


## IV Compatibility

IV compatibility information can be accessed in two ways (available by subscription).

### From the home page

Tap on the IV Compatibility icon

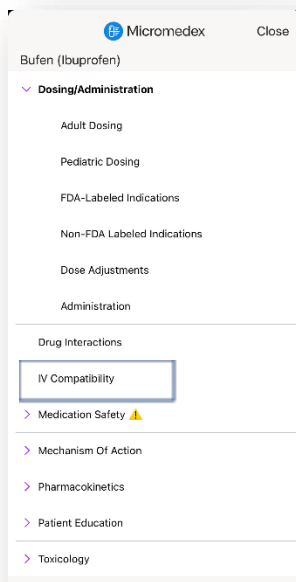


### From the monograph

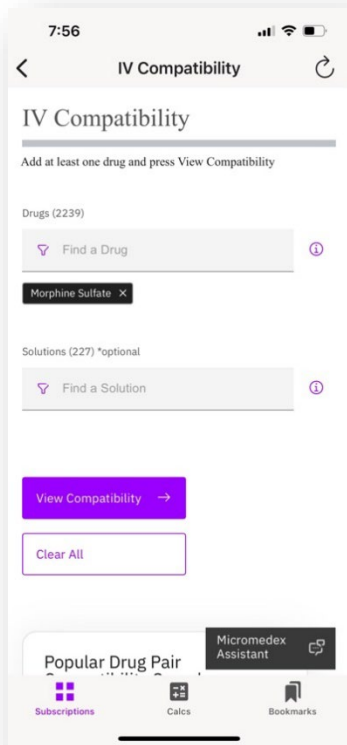
The monograph table of contents for the select drug will contain a section called IV Compatibility.

After selecting a drug, tap on IV compatibility section.

IV product area will open.



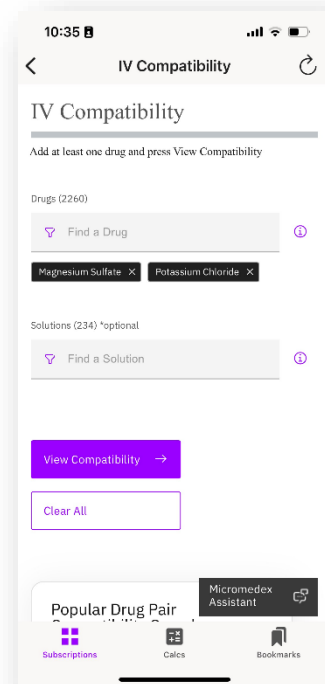




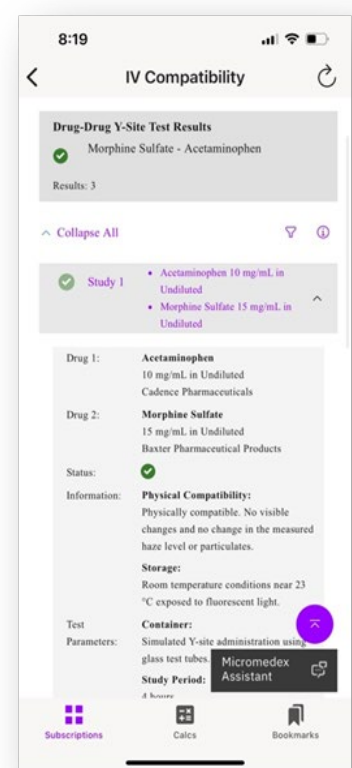
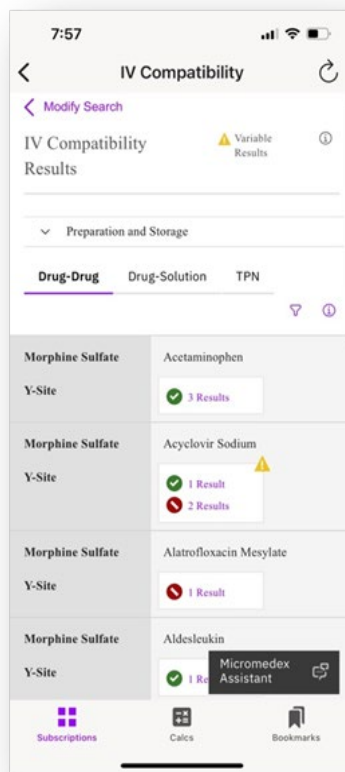
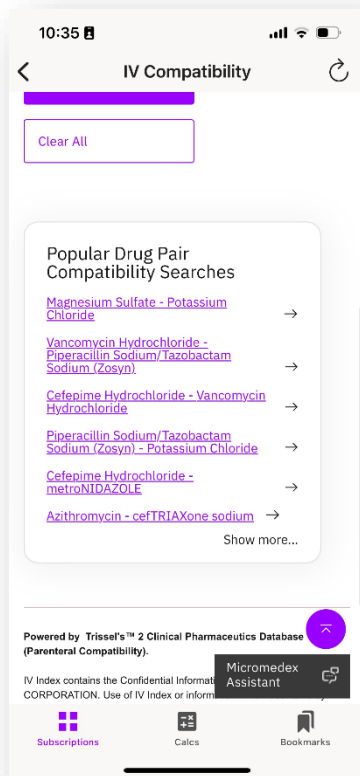
The drug will auto populate into the search.

**TIP: If IV Compatibility information is NOT AVAILABLE for a select drug, the drug listing will disappear from the screen.**

Tap View compatibility or select additional drugs from the search bar.



Popular Drug Pair Compatibility



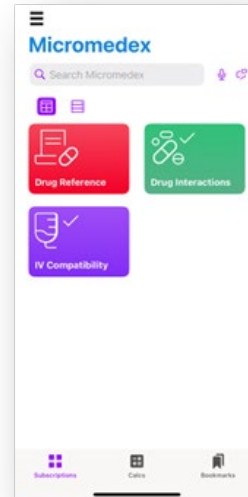
See Popular Drug Pair Compatibility menu for additional search options. Review results or go back to the main IV Compatibility search screen to modify your search.

## Drug Interactions

Drug Interactions information can be accessed in two ways (available by subscription).

### From the home page

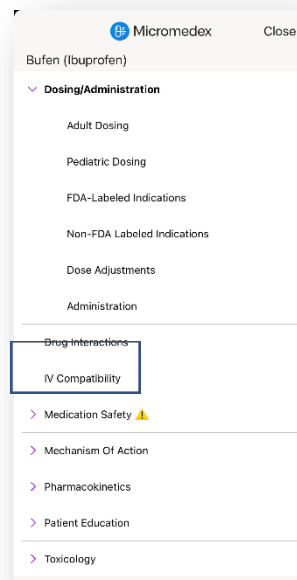
Tap on the Drug Interactions Icon



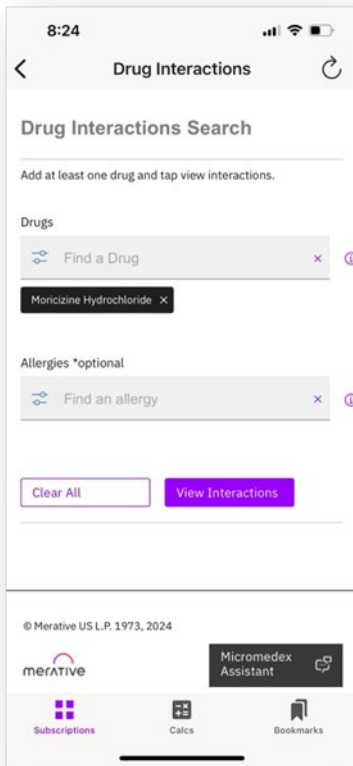
### From the Monograph

The Monograph table of contents for the select drug will contain a section called Drug interactions.

Drug Interaction tool will open.



**Tip:** The drug will auto-populate into the search. If Drug Interaction information is **NOT AVAILABLE** for a select drug, the drug listing will disappear from the screen.

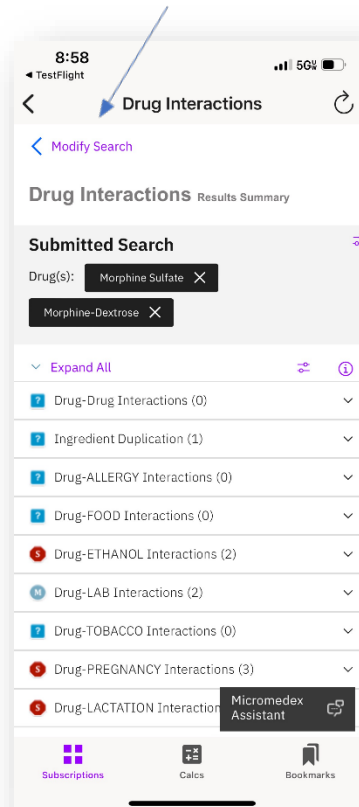


Tap **View Interactions** or select additional drug s from the search area.

Add additional criteria as needed

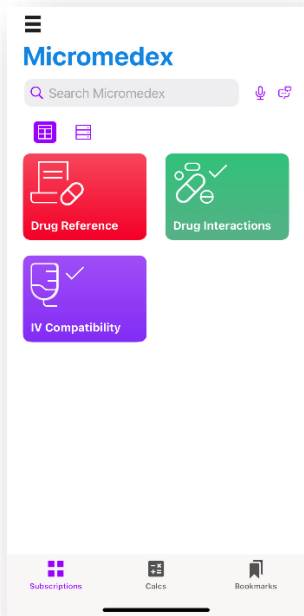
View detailed Drug interaction information.

To go back to the Drug interaction search area, tap **Modify Search**.

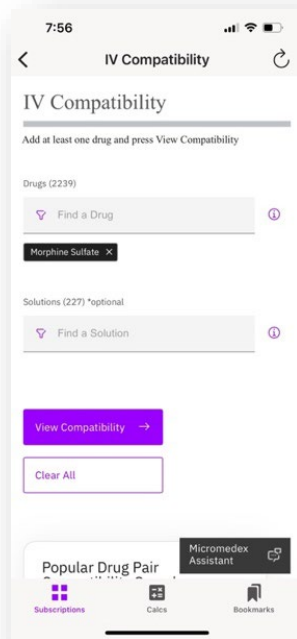


## Micromedex Assistant

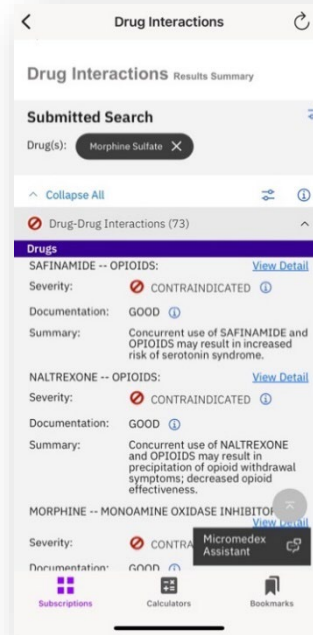
Micromedex assistant is available in three areas of the mobile app.



Home page



IV Compatibility

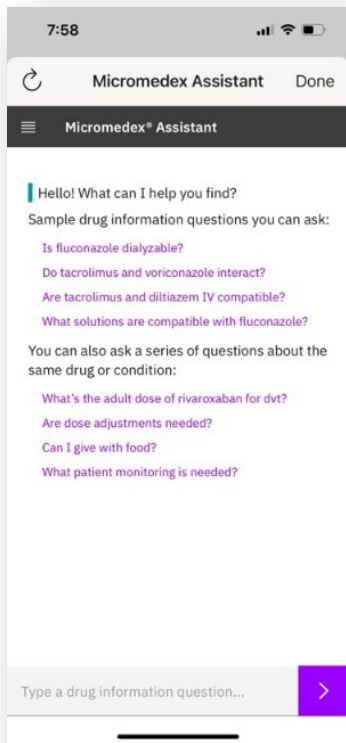


Drug Interactions

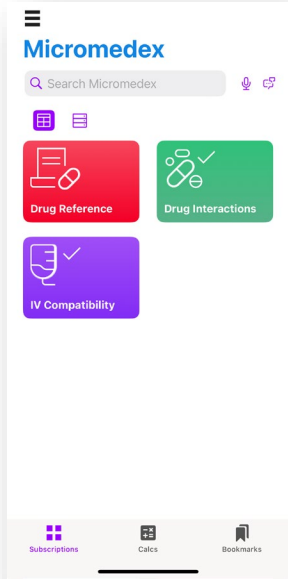
## MICROMEDEX® MOBILE – REFERENCE GUIDE

Your information access areas within Micromedex Assistant will be based on the subscription.

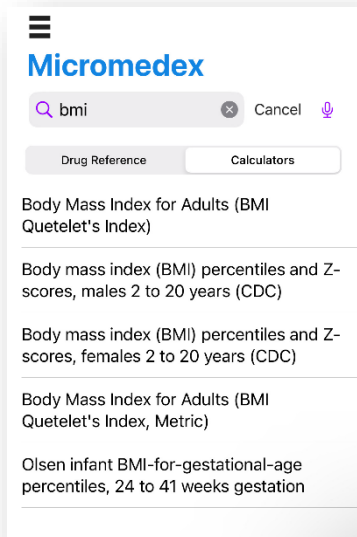
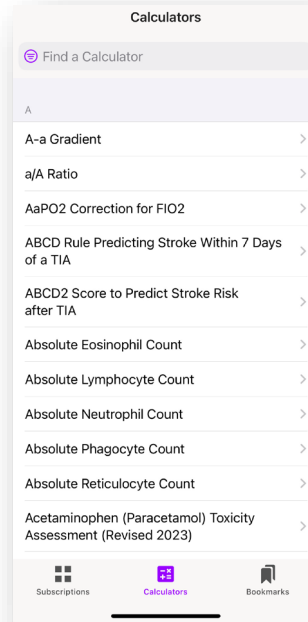
Tap on one of the preselected options or type in your inquiry.



## Clinical Calculators

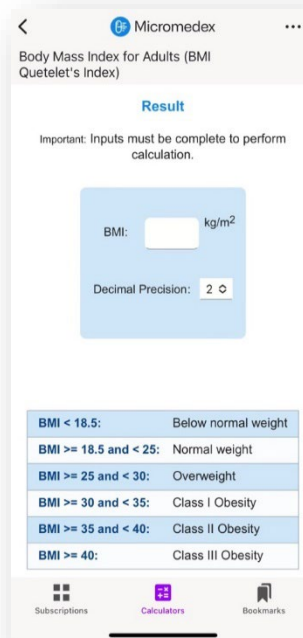


Clinical calculators can be accessed via the app navigation bar or by tapping a calculator title in the main search.

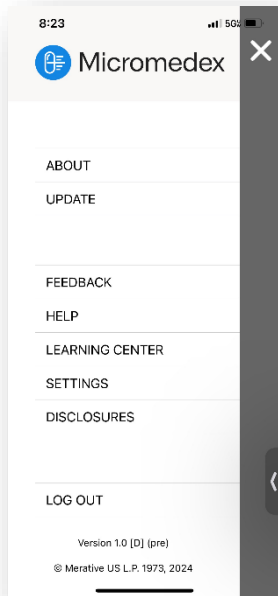


In the calculator area, start typing the name of the calculator.

Enter the requested information within calculator fields and view results.



## Customer Support



The customer support information is available under the HELP option of the SETTINGS menu.

Tap on HELP to access information for the Micromedex Support Team.

To contact Micromedex Solutions Product Support, call us anytime, day, or night.

**Telephone:**

U.S. and Canada: [1.877.843.6796](tel:18778436796) for Product Support [24x7]

Global: [+1.734.768.1510](tel:+17347681510) for Product Support [24x7]

**Web:**

[Micromedex Solutions Product Support](#)



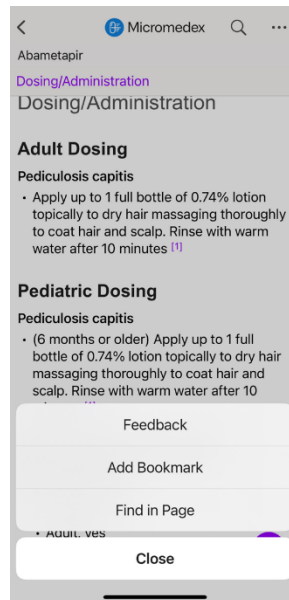
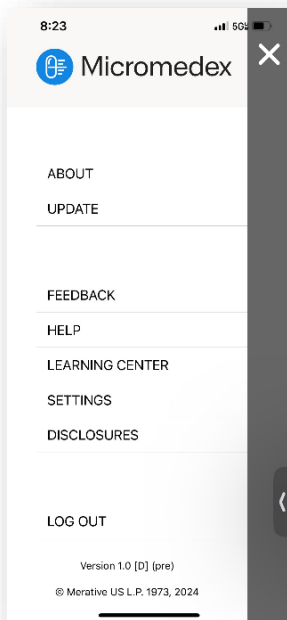
## Feedback

The Feedback option will allow providing an overall rating for the application, as well as sending a detailed message along with your contact information, as needed.

The option is available:

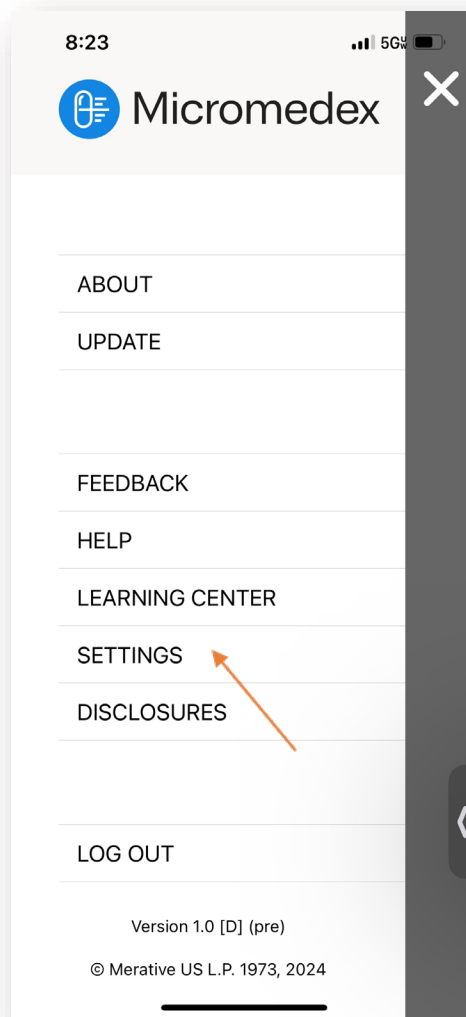
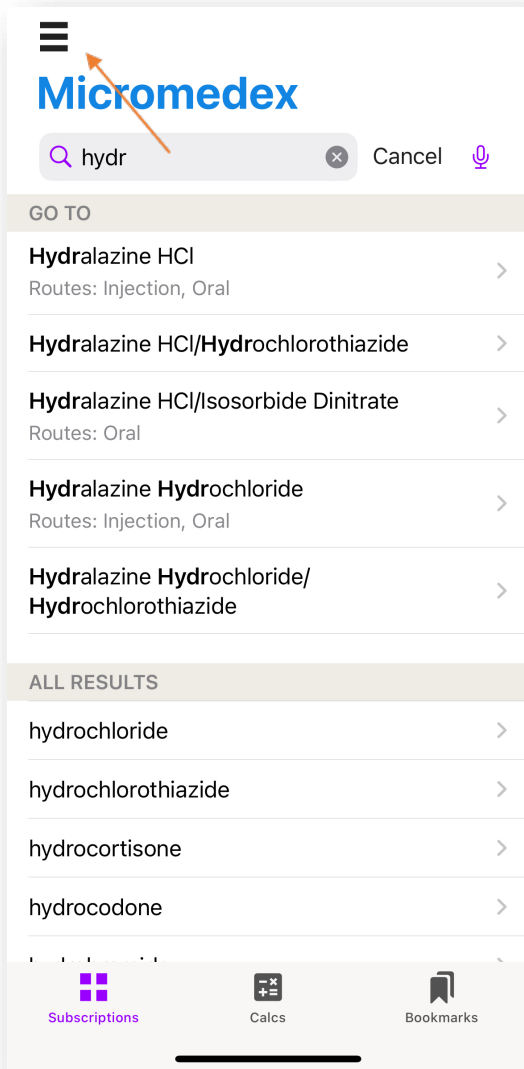
- under the **SETTINGS** menu of the application, as well as the menu option of the monograph.
- In the monograph section. There is an option to take a screenshot of the monograph and attach it to the feedback.

The screenshot shows a 'Feedback' dialog box with a white background and a grey border. At the top, there are three buttons: 'Cancel' on the left, 'Feedback' in the center, and 'Send' on the right. Below the buttons, the text 'Please Give Your Opinion On' is displayed. Underneath, there is a 'Satisfaction rating' section with five purple stars, the first three of which are filled. Below the stars are three input fields: 'Name', 'Email', and 'Additional Feedback'. The 'Additional Feedback' field is a larger text area.



## Settings

The settings menu is available in the top left-hand corner of the main application screen.



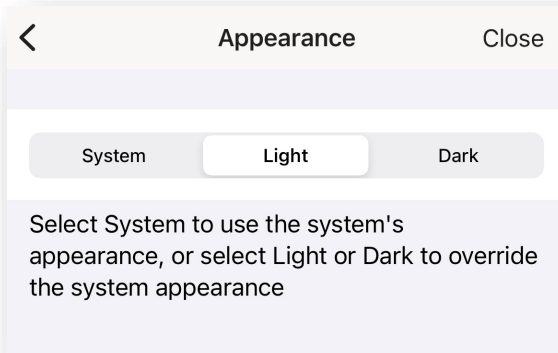
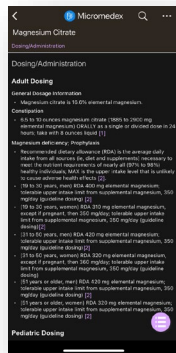
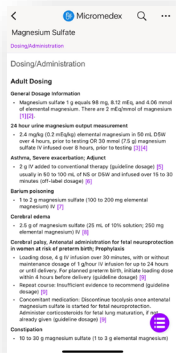
## Monograph Text Size.



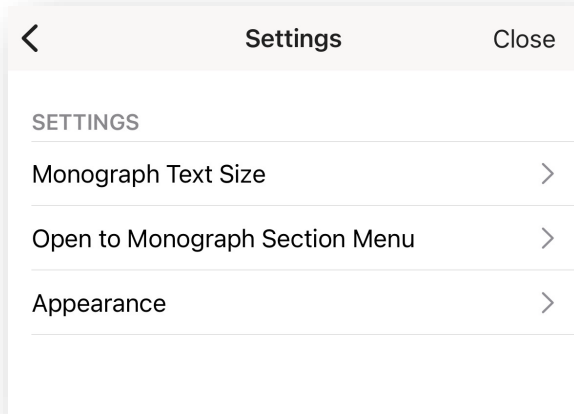
You can adjust the text size of the monograph by moving the toggle at the bottom of the screen.

## Appearance

You can select a background mode between the light and the dark.



## Monograph Table of Content Access



This setting will allow to set a preferred method of accessing a drug monograph.

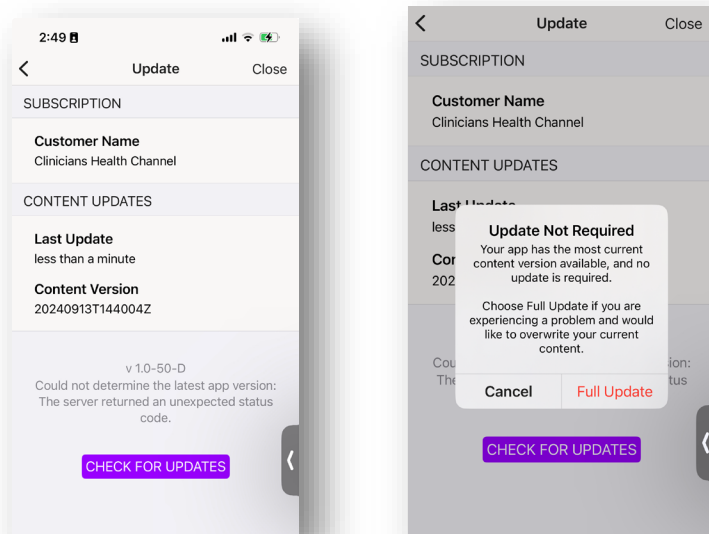
- When the setting is enabled, you will see a monograph table of content and can select a Section to jump to.
- When the setting is disabled, you will get directly to the drug monograph upon drug selection.

## Updates

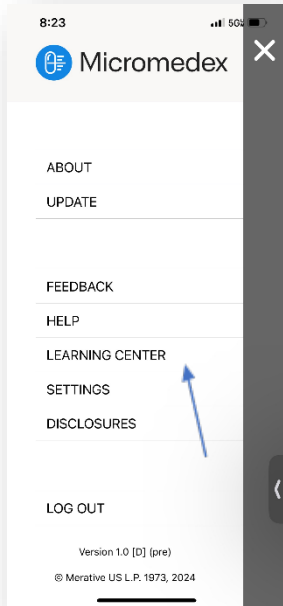
App updates will occur based on your device settings.

Recommended: allowing automatic updates while in the network or WI-FI.

To perform an update check or see the latest app version. Under the Settings menu, tap UPDATE option. Tap on the CHECK UPDATES button. The system will notify you if an update is required.



Training materials and additional instructions



Additional onboarding instructions can be accessed by visiting

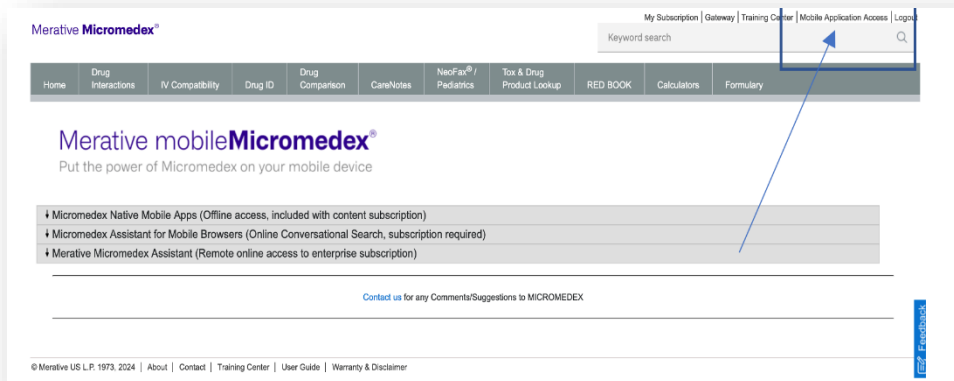
[www.micromedexsolutions.com](http://www.micromedexsolutions.com)

- Mobile Application Access Tab (top right-hand corner)
- Micromedex Mobile Apps

Additional onboarding instructions can be accessed by visiting

[www.micromedexsolutions.com](http://www.micromedexsolutions.com)

- Mobile Application Access Tab (top right-hand corner)
- Micromedex Mobile Apps



## Log Out

The Log Out menu option will log you out of the application. If you select this option, you will need to Login **again to** access the Micromedex content.

For re-establishing access to content, please refer to [LOGIN / ACCESS](#) section of this document.

