



RX Local Pharmacy Mobile App – Troubleshooting Guide

Quick solutions for common registration and prescription display issues

Before You Register

Use the same FIRST and LAST NAME the pharmacy has on file

Enter the same PHONE NUMBER and TYPE (cell, home, etc.) as listed on your pharmacy profile

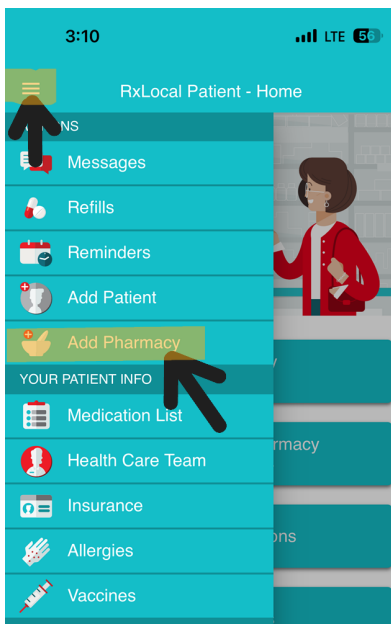
Make sure your DATE OF BIRTH is correct

Why can't the app find my prescriptions?

The information entered during registration must match **exactly** what the pharmacy has on file. Please confirm your name, date of birth, and phone number match your pharmacy profile.

Why don't I see any prescriptions in my account?

The app may default to a different pharmacy location. Open the hamburger menu and select Add Pharmacy. Select the patient, search the city and select the pharmacy where you normally fill prescriptions.



The app won't let me add myself as a patient. What should I do?

If you cannot add yourself directly, you can try adding a spouse or family member with prescriptions you help manage and then adding yourself as an additional patient.

Need Help?

Please contact our pharmacy team for assistance.

Adena Pharmacy 740-779-8760