



ASK JULIET & LISA - Some of the most frequently asked technical support questions

Q: Where is a good place to view a count of Active Patients?

A: Check the dashboard screen where you can view the total Active and Inactive patients on the right side of the screen under Center Totals. There is not currently a way to view an Active or Inactive patient count in a certain timeframe. The counts are up to date at the time of viewing the screen.

Q: How can I find out what new medications are available in TPC?

A: To search recent medication additions to *TPC*, click on Research and view Program Changes. In the Change Type column, restrict the search to 'Medication Added.' You can also search in the description field by medication name if you are looking to see if a particular medication has been added.

Q: Does TPC have any PAP Program Contacts to help address advocate roadblocks?

A: Yes! If you are experiencing any issues with programs such as delays in program communication, medication shipments, conflicting documentation requirements or anything else, please let *TPC* staff know and we will see how we can help resolve your problem.

Check out more FAQs and Training Videos under *TPC* Help!