

# Frequently asked questions

## What happens if I don't respond to the signal?

The Medido medicine dispenser emits an audible signal every 10 minutes. If you haven't pressed the button to receive your medication pouch after 75 minutes, the dispenser will send a notification to your caregiver. They will contact you. You can press the button to receive your medication pouch(es) up to 1 hour before the next scheduled dose. Press the button for approximately 5 seconds. If you fail to do so, the medication pouch will automatically be dispensed at the next scheduled dose. The missed dose will remain sealed. The next pouch(es) will be pre-cut. Consult your healthcare provider to determine if you should still take the missed medication.

## What should I do when my medication changes?

In case of changes to your medication contact the Medido service point of your organization. If you are not sure who to contact, please send an email to: [info.medido@evondos.com](mailto:info.medido@evondos.com)

Is your question not listed? Visit: [medido.com/en/helpdesk/frequently-asked-questions](https://medido.com/en/helpdesk/frequently-asked-questions)

## How can I take the medication with me when I am not at home?

You can dispense the medication earlier. Press the button for approximately 5 seconds until it turns green. The next pouch(es) will now be dispensed from the dispenser. If you want to take multiple pouches with you, repeat this process. The Medido medicine dispenser will no longer emit a signal for the dispensed medication dose(s).

## Can the Medido medicine dispenser also provide a signal for medications outside the medicine roll?

Yes, it can! We can also set up a separate signal for ointments, insulin, or antibiotics.

When the signal sounds, it is important to press the button. However, no pouch will be dispensed. The description of the signal will be shown on the display.

If you would like to add a signal, your healthcare provider can send a request to: [info.medido@evondos.com](mailto:info.medido@evondos.com)

# Request for Medido

The Medido medicine dispenser is available through your healthcare organization. They will apply for Medido on your behalf if you are in need of assistance managing your medication.

## Cost

The Medido service is free of charge for you and is part of the care you receive.

## Interested?

If you have any other questions or would like more information, please visit the Medido website: [www.medido.com](https://www.medido.com)



Documentversie: CLF-03-EN - 2024-2.0275



**"Medido gives me back my freedom and my independence."**

**medido**  
smart, together, with care

# The Medido medicine dispenser

Do you take multiple medications every day? The Medido is an automatic medicine dispenser that increases your independence.

The medicine dispenser provides a reminder signal at a pre-programmed time to dispense your prescribed medication. This way, you are no longer dependent on others to receive your medication.

With just one press of a button, the correct medication pouch is dispensed. The medication pouch is pre-cut, making it very easy to open.

## The benefits for you



### Certainty

Delivery of pre-packaged medication (on a roll) at a pre-programmed time



### Convenience

Easy to use



### Health

Support in the correct use of medication



### Freedom

Increasing independence and treatment adherence



### Free of charge

Reimbursed by insurers



### Design

The Medido medicine dispenser fits in your living environment

## Who is involved with you



### Healthcare provider

Healthcare providers help you to use the medicine dispenser and are always nearby so you don't have to worry about a thing.



### Pharmacy

The Medido service starts with the pharmacy that supplies the prescribed medication on a roll.



### Medido services

If something goes wrong and you are unable to retrieve the medication, the care center will be notified. The care team will then promptly come to resolve the issue. If the care team is unable to solve the problem, our customer service will be happy to assist you further. We are always here for you.



## And this is how it works!

- 1 Medido Medicine Clocks**  
Your pharmacy ensures that your medication is packaged in a medicine roll. For each moment you need to take medication, one or more pouches are supplied. Thanks to the medicine roll, you no longer have to sort the medication yourself. The pouches on the medicine roll contain the prescribed medication. The Medido medicine dispenser is filled with such a medicine roll.
- 2 Reminder signal**  
The medication moments of your medicine roll are programmed into the Medido. At the programmed time, a reminder signal sounds so that you can receive your medication with the push of the button.
- 3 Take your medication out**  
When the reminder signal sounds, you just need to press the button. The pouch with medication will come out of the medicine dispenser, already opened. A pair of scissors is not necessary.
- 4 Forgot your medication?**  
The Medido medicine dispenser is constantly connected to healthcare providers. If you don't respond to the reminder signal, the healthcare team will contact you.