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Frequently asked questions

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Frequently asked questions

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▶ **Why is adherence important?**

▼ **What exactly is the Aidia System?**

Aidia is a smart adherence system designed to help people like you stay on track with medication dosing schedules. This system uses smart bottles and devices to alert you to your scheduled dose time, tracks if you have taken your dose, and reminds you if you are late or have missed a dose.

Aidia also provides friendly support that can help change settings and even connects you to your pharmacy team or care support for refill assistance or additional care.

▶ **How much will it cost me to use Aidia?**

▼ **How do I use Aidia?**

An hour before your dose time approaches, your Aidia Smart Bottle will give off a blue glow as a gentle reminder. Take your medication at any point during this time and your reminders will stop. At your scheduled dose time, Aidia will briefly chime and a reminder text or phone call will be sent. The alerts will end once you open the bottle and take your medicine.

Want to personalize or change any of these features? Call your Aidia Specialist or pharmacy to adjust your reminder notification settings.

▶ **What happens if I do not take my medication on time?**

▶ **How can I change my dose times or settings?**

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▶ **Why did my reminder alert not go off?**

▶ **How can my caregiver also receive text or phone reminders?**

About your Aidia Smart Bottle

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▼ **I have received my Aidia Smart Bottle. Now what?**

Once you've taken the Aidia Smart Bottle out of the packaging, simply remove the orange pull-tab to activate—*if your pharmacy hasn't already*—and you're good to go. Your bottle requires zero setup and is fully charged for up to 10 months in most cases.

To see how easy it is to start using Aidia, **watch this video**.

Refer to the User Manual that you received with your Aidia Smart Bottle for more information.

▶ **The bottle arrived empty. Where is my medication?**

▶ **What if all of my pills don't fit into the Aidia Smart Bottle?**

▶ **What happens when I get a prescription refill?**

▶ **Why is the bottle glowing before my dose time?**

▶ **When do I need to recharge the bottle?**

▶ **How do I recharge the bottle?**

▶ **Can I travel with the bottle?**

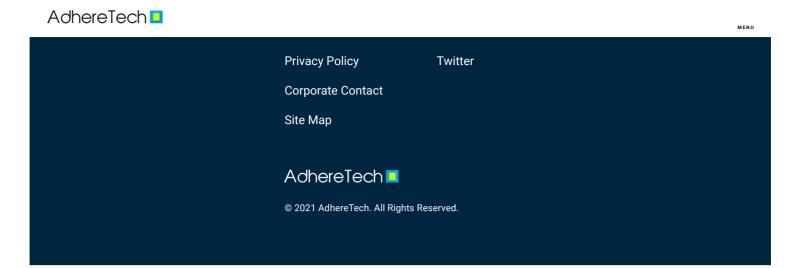▶ **Can I put the bottle in water?**

▶ **What if the bottle stops working?**

Have more questions about your Aidia System?

Contact an Aidia Specialist →

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