

How to Use the e-Prescribing (e-Rx) Center

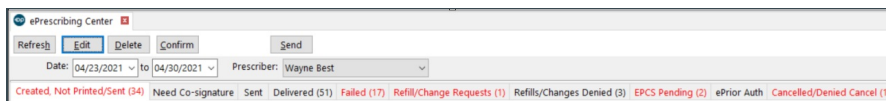
Last Modified on 07/16/2021 3:08 pm EDT

Version 20.13

Path: Main Navigation Panel > e-Prescribe

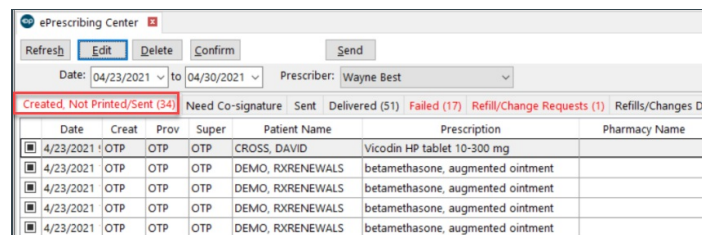
About

The ePrescribing Center provides a 'home base' for all ePrescribing transactions and is where the practice can track and manage prescriptions. A series of tabs along the top of the window mark the different stages of the prescription during the transmission process along with requests and communication from a pharmacy.



Created, Not Printed/Sent

This tab contains prescriptions that have not yet been printed or sent electronically. This tab should be reviewed and corrections made to the prescriptions.



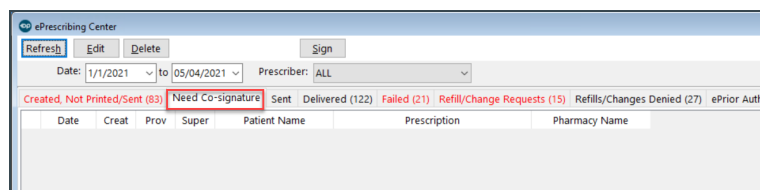
Date	Creat	Prov	Super	Patient Name	Prescription	Pharmacy Name
4/23/2021	OTP	OTP	OTP	CROSS, DAVID	Vicodin HP tablet 10-300 mg	
4/23/2021	OTP	OTP	OTP	DEMO, RXRENEWALS	betamethasone, augmented ointment	
4/23/2021	OTP	OTP	OTP	DEMO, RXRENEWALS	betamethasone, augmented ointment	
4/23/2021	OTP	OTP	OTP	DEMO, RXRENEWALS	betamethasone, augmented ointment	
4/23/2021	OTP	OTP	OTP	DEMO, RXRENEWALS	betamethasone, augmented ointment	

1. Highlight a prescription in the list and complete one of the following actions:

- **Edit:** The Edit button will open the Prescription window. If the Purpose of the prescription is incorrect, click the drop-down and select from the list. If the prescription was picked up, faxed, or called in, click the **Status** tab and click the **Most recent action** drop-down to select from the list.
- **Delete:** The Delete button will remove the prescription from the tab and the patient's medication list. Only use the Delete when the prescription was written in error.
- **Send:** The Send button will open the Choose a Pharmacy window to send the prescription electronically.

Need Co-signature

These are prescriptions that require a co-signer. To cosign, highlight a prescription in the list and click the **Sign** button.



The screenshot shows the ePrescribing Center interface with the following tabs: Created, Not Printed/Sent (83), Need Co-signature, Sent, Delivered (122), Failed (21), Refill/Change Requests (15), Refills/Changes Denied (27), ePrior Auth, and Cancelled/Denied/Cancel (1). The 'Need Co-signature' tab is highlighted.

Date	Creat	Prov	Super	Patient Name	Prescription	Pharmacy Name
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Refill/Change Requests

The Refill/Change Requests tab is where pharmacy requests to refill or change a prescription are displayed. Change requests are only displayed if the practice has selected the feature. Otherwise, the tab will only display Refill requests from the pharmacy.

1. To approve or deny a pharmacy refill request, select the prescription and click the **Accept/Deny** button.
2. In the eRx Renewal Request Summary window, review the refill request and perform one of the actions listed below.

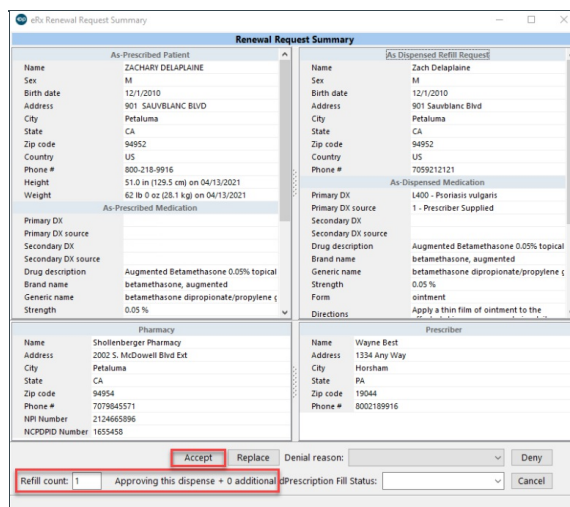
- **Accept**

1. Before clicking the Accept button, confirm the Refill count is correct.
2. (*Optional*) To change the number of refills, click into the Refill count field and enter the number of refills.

Note: When a refill is incremented the statement will contain an additional count to dispense, for example, changing the Refill count from 1 to 2 will display the following:

Refill count: Approving this dispense + 1 additional

3. Click the **Accept** button.



- **Replace:** The Replace workflow is new and replaces the previously used "Deny New Prescription to follow" workflow. The Replace workflow can be used to modify any details within the medication that the pharmacy sent as a request. Users would use this workflow for the following:
 - Drug form and strength
 - Directions (SIG)
 - New drug when a change to patient therapy
 - Different provider responding to the refill request

1. Click the **Replace** button, the Prescription window populates with the information received from the pharmacy.
2. Change the information for the prescribed medication or select a new medication and click the **Send** button.
3. The eRx Summary window displays, confirm the information then click the **Send** button.

- **Deny**

1. Click the drop-down arrow in the Denial reason field and select from the list.
2. Click the **Deny** button.

Refills/Changes Denied

This tab will list prescriptions that have been denied for a refill. If the practice has enabled Change Request features, any Change Request denied will also be displayed in this tab.

Date	Prov	Patient Name	Prescription	Refill	Days	DAW	Pharmacy Name	Denial Reason	Request Type
11/11/2021 10:00:29 AM	OSP	TEST, GAMBEMEDS	amoxicillin 250 mg tablet, chewable	1	5	n	Shollenberger Pharmacy	Patient no longer with prescriber	Refill
11/11/2021 10:06:00 AM	OSP	TEST, GAMBEMEDS	amoxicillin 500 mg tablet	1	5	n	Shollenberger Pharmacy	Patient no longer with prescriber	Refill
11/11/2021 11:00:00 AM	OSP	DEMO, RURENEVALS	amoxicillin 250 mg capsule	2	7	n	Shollenberger Pharmacy	Patient no longer with prescriber	Refill
11/11/2021 11:00:00 AM	OSP	Acasiana, Rowena	Zedril 20 mg tablet	1	30	y	Shollenberger Pharmacy	Patient unknown to prescriber	Therapeutic interchange
11/11/2021 11:00:00 AM	OSP	JACALISSA, ROYDENA	amoxicillin 500 mg capsule	2	10	n	Shollenberger Pharmacy	Patient unknown to prescriber	Rxer Authorization
11/11/2021 10:26:54 AM	OSP	RACHANGETTOLLOW, DEMO	levofloxacin 25 mg capsule	5	30	n	Shollenberger Pharmacy	Patient unknown to prescriber	Generic Substitution
11/11/2021 11:11:11 AM	OSP	PALTRON, BRUCE	amoxicillin 125 mg tablet, chewable	2	30	n	Shollenberger Pharmacy	Patient unknown to prescriber	Out of Stock
11/11/2021 10:00:00 AM	OSP	PALTRON, BRUCE	amoxicillin 125 mg tablet, chewable	2	30	n	Shollenberger Pharmacy	Patient unknown to prescriber	Out of Stock
11/11/2021 10:00:00 AM	OSP	PALTRON, BRUCE	Kanam 0.5 mg tablet	0	30	n	Shollenberger Pharmacy	Patient unknown to prescriber	Generic Substitution

Additional ePrescribing Center Tabs

- **Sent:** prescriptions that have been sent to the pharmacy and are still in the transmission process.
- **Delivered:** prescriptions that have been delivered electronically to the pharmacy.
- **Failed:** These prescriptions did not make it electronically to the Pharmacy. A fax backup may have been sent and will need to be noted on the prescription if this is the case. When prescriptions fail please contact Support so that this can be researched and the reason for failure resolved.

Version 20.12

Path: Main Navigation Panel > e-Prescribe

Using the ePrescribing Center

The ePrescribing Center provides a 'home base' for all e-Prescribing transactions. The ePrescribing Center is where the practice can track and manage prescriptions.

- The ePrescribing Center will default to the logged in user. You may view prescriptions for other providers by selecting a provider from the **Prescriber** drop-down.
- A series of tabs along the top of the form mark the different stages of the prescription during the transmission process. Below is a list of the tabs and the information found in each of the tabs.
 - **Created, Not Printed/Sent:** Prescriptions in this tab have a Purpose of Med - to dispense but no action has been taken.

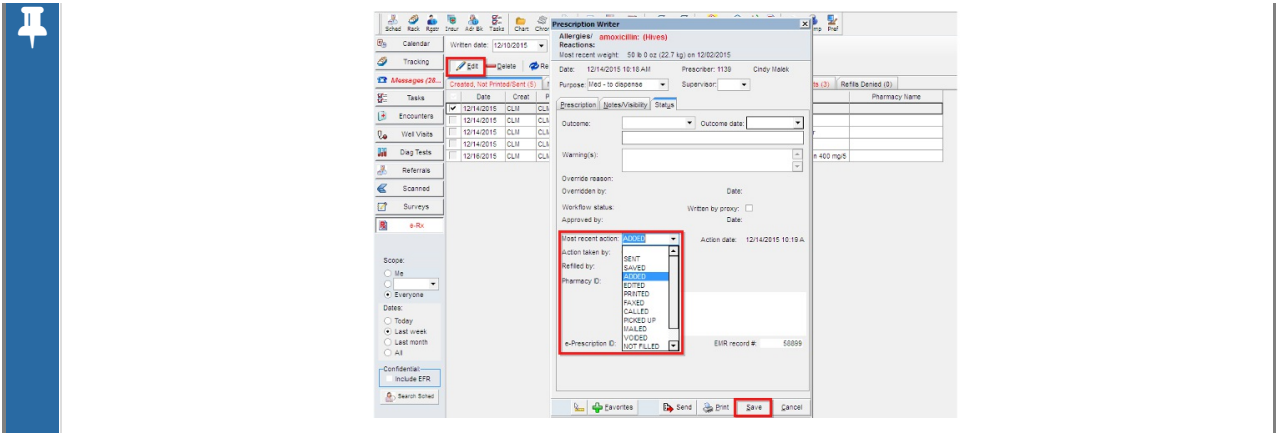
Written date: 12/16/2015 to 12/16/2015 Prescriber: ALL

Edit Delete Refresh Send

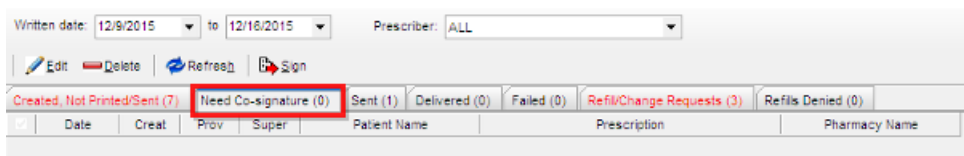
Created, Not Printed/Sent (1) Need Co-signature (0) Sent (0) Delivered (0) Failed (0) Refill/Change Requests (3) Refills Denied (0)

Date	Creat	Prov	Super	Patient Name	Prescription	Pharmacy Name
12/16/2015	CLM	CLM			amoxicillin Suspension for Reconstitution 400 mg/5	

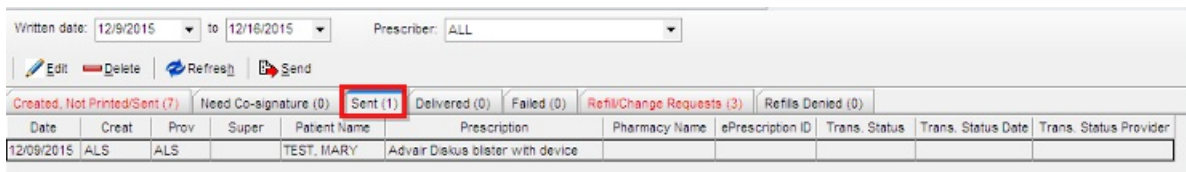
Note: You may change the status of a prescription by selecting that prescription, clicking on edit, going to the status tab and updating the Most Recent Action.



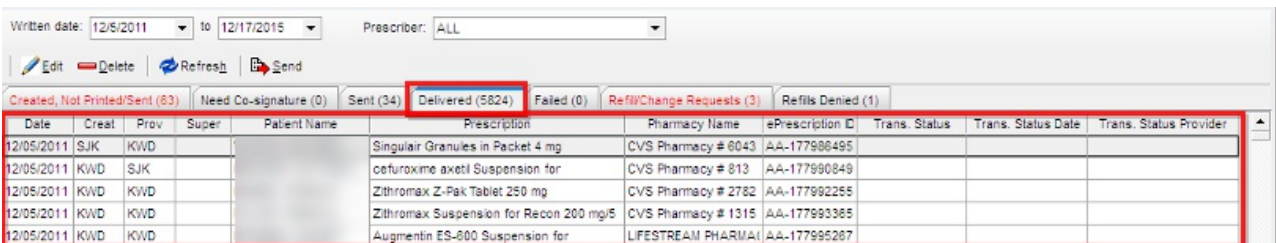
- **Need Co-signature:** prescriptions that require a co-signer. Prescriptions will sit here and should be co-signed within 24 hours. To co-sign a prescription place a check mark next to the prescription and click on **Sign**.



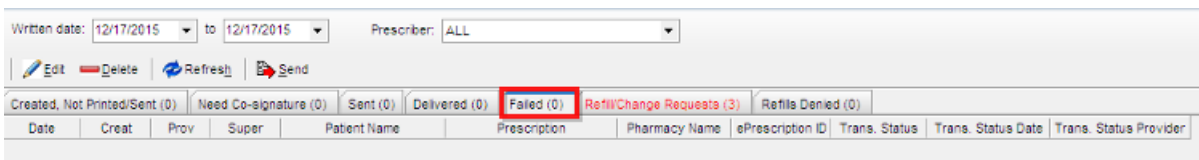
- **Sent:** prescriptions that have been sent to the pharmacy and are still in the transmission process.



- **Delivered:** prescriptions that have been delivered electronically to the pharmacy.



- **Failed:** These prescriptions did not make it electronically to the Pharmacy. A fax backup may have been sent and will need to be noted on the prescription if this is the case. When prescriptions fail please contact Support so that this can be researched and the reason for failure resolved.



- **Refill/Change Requests:** prescriptions here come from the pharmacy. It is recommended that these be taken care of within 48 hours. If 48 hours passes, you may see another refill request come in for the same patient.

Written date: 12/17/2015 to 12/17/2015 Prescriber: ALL

Accept/Deny Refresh

Date	Prov	Patient Name	Prescription	Refills	Days	DAW	Pharmacy Name
6/17/2015 11:46:43 AM	Wayne Best	Whitaside, Kara	Azithromycin 250 MG Oral Tablet 6 Count Pack	1		n	
6/21/2015 2:41:29 PM	Siddhart h Choksi	Cross, David	Lisinopril 5 mg tablet	2		n	
6/21/2015 4:44:13 PM	Siddhart h Choksi	Cross, David	Lisinopril 5 mg tablet	2		n	

Note: To approve or deny a refill request you must select the prescription and click on the **Accept/Deny** button. Once you click on Accept/Deny the prescription will open.

- You may Accept the prescription to approve refills.
- To Deny a prescription, first choose the Denial Reason and then click on Deny.

eRx Refill Summary

Refill Request Summary

As-Prescribed Patient		As-Dispensed Patient	
Name		Name	
Sex		Sex	
Birth date		Birth date	
As-Prescribed Medication		As-Dispensed Medication	
Drug description	Azithromycin 250 MG Oral Tablet	Drug description	Azithromycin 250 MG Oral Tablet 6 Count Pack
Brand name	azithromycin	Brand name	azithromycin
Generic name	azithromycin	Generic name	azithromycin
Strength	250 mg	Strength	250 mg
Form	tablet	Form	tablet
Directions	Take 2 tablets today as your first day's dose. Then take 1 tablet on each of the next 4 days to complete	Directions	Take 2 tablets today as your first day's dose. Then take 1 tablet on each of the next 4 days to complete
Pharmacy notes	Patient has sinus infection.	Pharmacy notes	Patient still has infection
Other notes		Other notes	
Quantity/Units	6 tablet	Quantity/Units	1 blister
Days Supply		Days Supply	
DAW	n	DAW	n
Refills	1	Refills	1
Date written	3/31/2013 8:00:00 PM	Date written	3/31/2013 8:00:00 PM
Duration		Duration	
Last refill date		Last refill date	3/31/2013 8:00:00 PM
Address: 65432 Cabernet Turn City: Sonoma State: CA Zip code: 95476 Phone #: (707) 555-7071			
Prescriber Name: Wayne Best Address: City: State: Zip code: Phone #:			
Pharmacy identifier is not valid, must be denied.		Refill count: 1 <input type="button" value="Accept"/>	
		Denial reason: Ask patient to call for appt Patient unknown to prescriber Patient no longer with prescriber Patient requested refill too soon Med not prescribed for patient Patient should contact prescriber Refill not appropriate Ask patient to call for appt Prescriber not assoc w/ practice	
		<input type="button" value="Deny"/> <input type="button" value="Cancel"/>	

- Refills Denied:** prescriptions that have been denied for refill.

Written date: 12/17/2015 to 12/17/2015 Prescriber: ALL

Refresh

Date	Prov	Patient Name	Prescription	Refills	Days	DAW	Pharmacy Name	Denial Reason