

ePrescribing: How Do I...

Last Modified on 11/28/2023 12:07 pm EST

Version 21.3

Overview

This page covers the following topics:

How Do I Fix Favorite Prescriptions for Obsolete Drugs?

Every day it seems that branded medications are going off the market once their patent expires and generic competition increases. This can be frustrating for our users when they search for a particular drug. For example, Elavil has been off the market for many years, being replaced by generic product, amitriptyline. However, many providers are more familiar with the name Elavil. So, when they are searching for the medication and the user can't find it in our application, they tend to create a free text drug.

In order to avoid missing out on important clinical alerts for these drugs, [click here](#) to edit the favorites list.

By taking these steps, you can ensure that the prescription you have written is of the highest quality.

How Do I Import Medication History?

The Medication Hx button is located on each individual patient's medication list. It functions in conjunction with a practice using ePrescribing through OP. When you click the button in a patient's medication list, it will query the Rx Hub/SureScripts network for any previously ePrescribed medications. In order for this to work on a patient basis, patients need to have valid eligibility of their pharmacy benefits through the Rx Hub. To import the patient's medication history, perform the following:

1. From the Patient Chart, click **Medications** in the Clinical section of the Window Navigation Panel.
2. Click the **Med History** button in the top right of the window.
3. Select the **Time Frame** from the pop-up box.
4. Click the **OK** button.

If the patient does not have eligibility, a pop-up box is displayed to notify you. If you do not have ePrescribing credentials, this feature will not work properly.

The medications are imported as reference medications into OP, which helps a practice validate prescription details and previously filled prescriptions accurately.

How Do I Add a Pharmacy to the Master List?

Always ensure the pharmacy is not in the master list. It is best to search by the pharmacy zip code. Office Practicum updates the Pharmacy Master list directly from SureScripts on a monthly basis. If you are unable to locate a pharmacy in the master list, contact the pharmacy to ensure they are part of the SureScripts network. If the pharmacy is not part of the SuresScripts network, the pharmacy should contact SureScripts to be added to the network. If the pharmacy is part of the SureScripts network and the Master List search for the pharmacy has been unsuccessful, please contact [OP Support](#).

How Do I Add a Medication into the Master List?

Check to ensure the medication is not in the master list and that the drug is active using this website:

<https://www.accessdata.fda.gov/scripts/cder/daf/>

If a medication does not exist on the master list and it exists on the FDA website, please open a [support ticket](#) with Office Practicum. Include the following items:

- Name of the medication
- NDC number of the medication



Note: Dr. First will *not* add any medications that the FDA has listed as discontinued.

How Do I Change the Status of a Prescription from Failed to Something Else?

1. Click **e-Prescribing** in the Clinical section of the Main Navigation Panel.
2. Select the **Prescription**.
3. Click the **Edit** button in the top left corner of the screen.
4. Click the **Status** tab.
5. Select **Printed**, **Called** or **Faxed** from the **Most Recent Action** drop-down menu.
6. Click the **Save** button.

How Do I Clear Failed Prescriptions from the ePrescribing Queue?

To remove a prescription that has been called in or printed from the Failed tab:

1. Click the **Failed** tab.
2. Click the **Prescription**.
3. Click the **Edit** button in the top left of the screen. The Prescription window is displayed.
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How Do I Send a Message to the Pharmacy?

Currently, we are not able to electronically send messages to the pharmacy. In order to do this, the physician must write the prescription and print it using the Print drop-down menu.

Prescription **Notes/Visibility** Status

Visibility: Any staff member


Pharmacist notes:

 TYPE NOTE TO PHARMACY HERE

characters remaining: (184)

(++) double-click to expand. Note will print if the [Prescription with Note] report is chosen.

Patient notes:



Links Add to Favorites Continue Print Save Cancel

Medications Affirm "No Meds" Mark Reviewed Print Med List Interactions Validate Med History

New Refill Edit Delete Send **Print** Lexi Current meds only Extra notes 0

	Start Date	Chronic	Status		End Date	DX	-Prv-	Purpose	Pharmacist Note
Category : Medication									
<input type="checkbox"/>	04/26/2019	Y	SENT	albu neb			CORA	Med - to	
<input type="checkbox"/>	04/26/2019	Y	SENT	Clar Dis			CORA	Med - to	
<input type="checkbox"/>		Y	ADDED	epi mg				Med - ref	

Print dropdown menu items:

- Prescription
- PrescriptionEPCS
- Prescription_4_on_Page
- Prescription_4_on_Page_nosig
- Prescription_FullPage
- Prescription_nosig
- Prescription_with_Note
- Prescription_with_Note_nosig

Sloan J. Knox, MD
1234 Main Street Anytown, PA 999991234

800-555-1212
208000000X

D.E.A.
LIC #
NPI# 9876543210

Date: **05/07/2019** Patient Number: 1987
 Patient Name: **MARLEE KNAPP**
 Address: **9908 PLEASURE AVENUE JAMISON PA 18929**
 Birthdate: **07/16/2004**

Parents:

Home Tel: 555-555-2272 Day Tel: 555-555-3253

Rx # 572 Refills: 0
 Adderall XR Capsule, Extended Release 24 hr 10 mg
 Dispense: 30 (thirty) capsule
 Take 1 cap by mouth every morning for 30 days

Copy of Prescription 05/07/19 # 572
 Adderall XR Capsule, Extended Release 24 hr 10 mg
 Dispense: 30 (thirty) capsule
 Take 1 cap by mouth every morning for 30 days

Note to Pharmacist or Patient :
 NOTE TO PHARMACIST HERE

THIS PRESCRIPTION WILL BE FILLED GENERICALLY
 UNLESS PRESCRIBER WRITES 'd.a.w.' IN THE BOX BELOW

Dispense As Written

printed 05/07/2019 2:30:02 PM

How Do I Link a Pharmacy to a Patient During Registration?

Currently, there is no way to add a pharmacy to a patient's ePrescribing favorites before a prescription is written. However, we do have two options that may assist in this process.

1. Enter a pharmacy proactively in the **Patient Chart** button > **Clinical Contacts**. This information can then be accessed by the doctors to aid them in selecting the correct pharmacy from the master list.

Patient Chart: MARLEE E. KNAPP (1987)

No privacy restrictions

Include confidential

CLINICAL

Clinical Overview

Care Plans

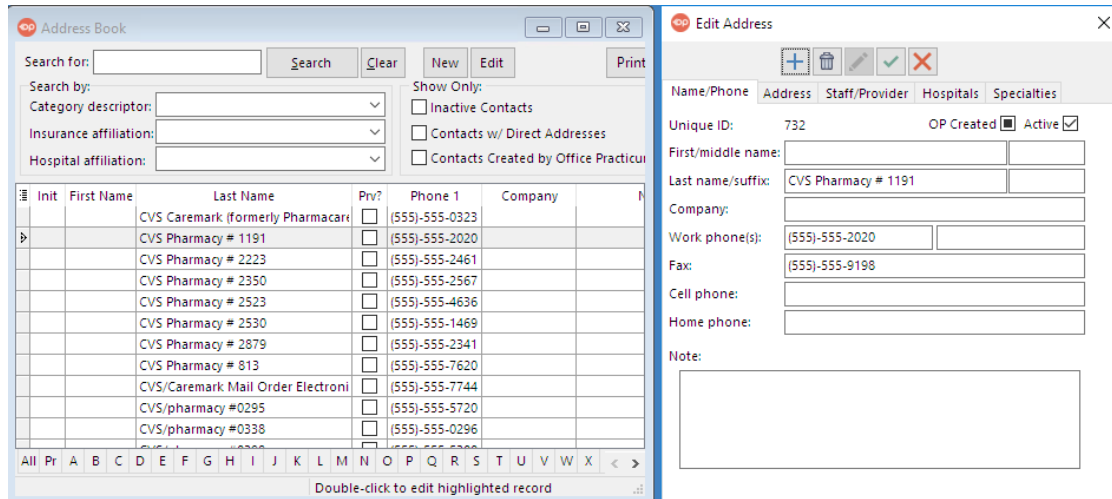
Clinical Contacts

Others who participate in patient care, such as specialists, referring providers, and pharmacies

Descriptor	Name / Number	Phone	Updated
PHARMACY	CVS Pharmacy # 1191	(555)-555-2020	03/14/2019



Note: Enter as much information in the **First Name** field for the contact in the address book. It makes it easier for the doctor to locate when charting.



2. The physician can write a prescription and an office staff member will find the correct pharmacy from the master list and send it on the doctors behalf.



Note: Any staff member that requires this functionally must register to obtain a unique E-prescribing specific username and password. For more information on the different e-prescribing roles: [DrFirst Roles](#).

How Do I Check Insurance Formularies?

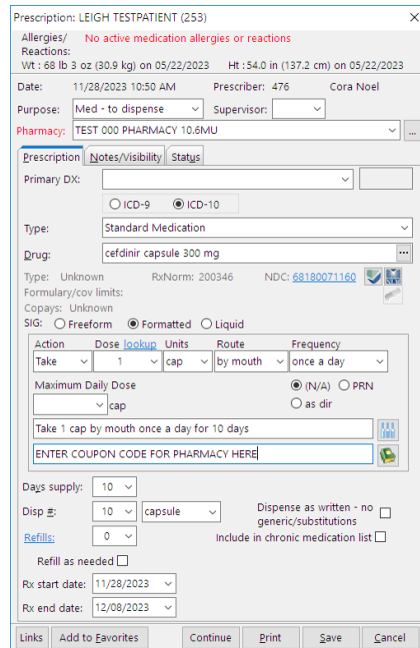
1. From the Patient Chart, click **Medications** (in the Clinical section of the Window Navigation Panel or click **Insurance** (from the the Account section of the Window Navigation Panel).
2. Click the **Validate** button.
3. If the insurance company is on file as one of the connected payers with the SureScripts network, the Validation process will check the patient's benefits if they have any.
 - For a full list of connected payers visit <https://surescripts.com/network-alliance/eprescribing-payers-and-pbms/>
4. Once this is completed, add a **Medication** (Click the **+** button in the top left corner) and search the master list for the drug.
5. Ensure the **Check Formulary** checkbox is selected in the Medication Finder window.

If any data exists, it will populate in the Copay Information Section of the patient's chart.

How Do I Enter Coupon Codes?

The coupon codes for prescriptions should be entered in the SIG when writing the prescriptions.

If you would like to save coupon codes on a future prescription, save the medication with the coupon code as a medication favorite. Click [here](#) for instructions on saving medication favorites.



Prescription: LEIGH TESTPATIENT (253)

Allergies/ Reactions: No active medication allergies or reactions

WT: 68 lb 3 oz (30.9 kg) on 05/22/2023 HT: 54.0 in (137.2 cm) on 05/22/2023

Date: 11/28/2023 10:50 AM Prescriber: 476 Cora Noel

Purpose: Med - to dispense Supervisor: []

Pharmacy: TEST 000 PHARMACY 10.6MU

Primary DX: []

Type: Standard Medication

Drug: cefdinir capsule 300 mg

Type: Unknown RxNorm: 200346 NDC: 68180071160

Formulary/cov limits: []

Copays: Unknown

SIG: Freeform Formatted Liquid

Action	Dose	lookup	Units	Route	Frequency
Take	1		cap	by mouth	once a day

Maximum Daily Dose: (N/A) PRN

Take 1 cap by mouth once a day for 10 days

ENTER COUPON CODE FOR PHARMACY HERE

Days supply: 10

Disp #: 10 capsule Dispense as written - no generic/substitutions

Refills: 0 Include in chronic medication list

Refill as needed

Rx start date: 11/28/2023

Rx end date: 12/08/2023

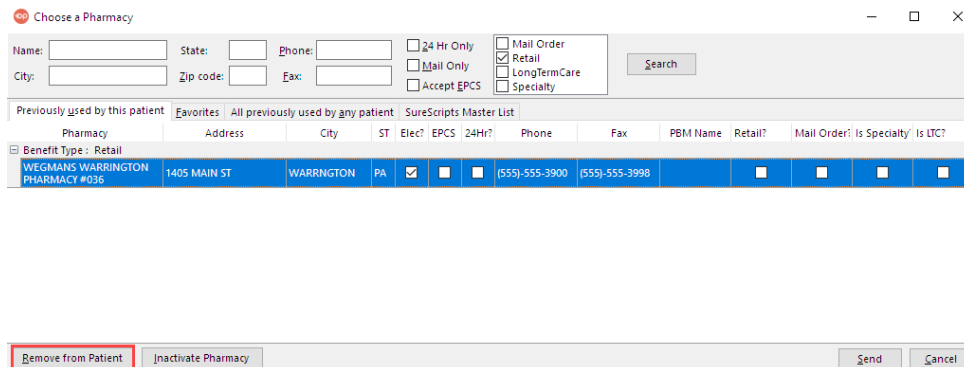
Links Add to Favorites Continue Print Save Cancel

How Do I Remove a Pharmacy from a Patient's Previously Used List?

1. Click the **Previously Used by this Patient** tab in the Choose Pharmacy window.
2. Highlight the Pharmacy you would like to remove.
3. Click the **Remove from Patient** button.



Note: You cannot remove a Pharmacy from the list in the **Previously used by any patient** tab because those pharmacies are connected to other patients.



Choose a Pharmacy

Name: [] State: [] Phone: [] 24 Hr Only Mail Order Retail Mail Only LongTermCare Accept EPCS Specialty

City: [] Zip code: [] Fax: [] Search

Previously used by this patient Favorites All previously used by any patient SureScripts Master List

Pharmacy	Address	City	ST	Elec?	EPCS	24Hr?	Phone	Fax	PBM Name	Retail?	Mail Order?	Is Specialty?	Is LTC?
WEGMANS WARRINGTON PHARMACY #036	1405 MAIN ST	WARRINGTON	PA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(555)-555-3900	(555)-555-3998		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Benefit Type: Retail

Remove from Patient Inactivate Pharmacy Send Cancel

Version 21.2

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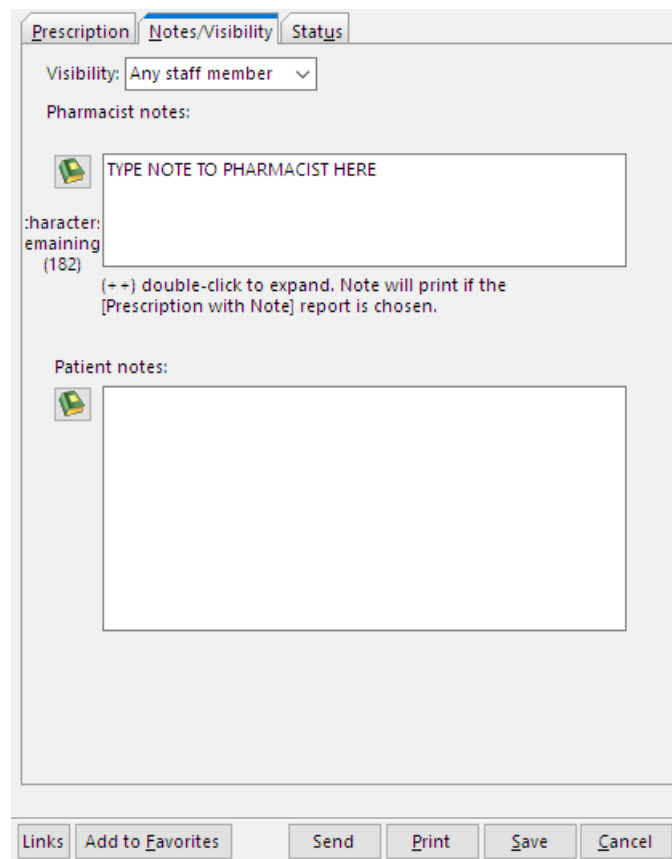
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The screenshot shows a software window titled "Prescription" with three tabs: "Prescription", "Notes/Visibility", and "Status". The "Notes/Visibility" tab is active. At the top, there is a "Visibility:" dropdown menu set to "Any staff member". Below this is a section for "Pharmacist notes:" containing a text area with the placeholder text "TYPE NOTE TO PHARMACIST HERE". To the left of this text area is a small icon of a document with a green checkmark. Below the text area, there is a character count "Character: remaining (182)" and a note: "(+-) double-click to expand. Note will print if the [Prescription with Note] report is chosen." Below the pharmacist notes is a section for "Patient notes:" with another empty text area and a similar document icon. At the bottom of the window, there is a row of buttons: "Links", "Add to Favorites", "Send", "Print", "Save", and "Cancel".

Medications

Affirm "No Meds" Mark Reviewed Print Med List Interactions Validate Med History

		New	Refill	Edit	Delete	Send	Print	Lexi	<input type="checkbox"/> Current meds only	<input checked="" type="checkbox"/> Extra notes	0		
id	<input checked="" type="checkbox"/>	Start Date	Chronic	Status			Prescription		End Date	DX	-Prv-	Purpose	Pharmacist Note
Category : Medication													
	<input type="checkbox"/>	04/26/2019	Y	SENT	albu neb		Prescription_4_on_Page						
	<input type="checkbox"/>	04/26/2019	Y	SENT	Clar Dis		Prescription_4_on_Page_nosig				CORA	Med - to	
	<input type="checkbox"/>		Y	ADDED	epi mg		Prescription_FullPage						
	<input type="checkbox"/>						Prescription_nosig				CORA	Med - to	
	<input type="checkbox"/>						Prescription_with_Note					Med - ref	
	<input type="checkbox"/>						Prescription_with_Note_nosig						

Sloan J. Knox, MD
1234 Main Street Anytown, PA 999991234

800-555-1212 D.E.A.
208000000X LIC #
NPI # 9876543210

Date: **05/07/2019** Patient Number: 1987
Patient Name: **MARLEE KNAPP**
Address: **9908 PLEASURE AVENUE JAMISON PA 18929**
Birthdate: **07/16/2004**

Parents:

Home Tel: 555-555-2272 Day Tel: 555-555-3253

Rx # 572 Refills: 0

Adderall XR Capsule, Extended Release 24 hr 10 mg
Dispense: 30 (thirty) capsule
Take 1 cap by mouth every morning for 30 days

THIS PRESCRIPTION WILL BE FILLED GENERICALLY
UNLESS PRESCRIBER WRITES 'd.a.w.' IN THE BOX BELOW

Dispense As Written

printed 05/07/2019 2:30:02 PM

Copy of Prescription 05/07/19 # 572

Adderall XR Capsule, Extended Release 24 hr 10 mg
Dispense: 30 (thirty) capsule
Take 1 cap by mouth every morning for 30 days

Note to Pharmacist or Patient :

NOTE TO PHARMACIST HERE

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Patient Chart: MARLEE E. KNAPP (1987)

Clinical Contacts Add Delete

Others who participate in patient care, such as specialists, referring providers, and pharmacies

Descriptor	Name / Number	Phone	Updated
PHARMACY	CVS Pharmacy # 1191	(555)-555-2020	03/14/2019

No privacy restrictions
 Include confidential
CLINICAL
 Clinical Overview
 Care Plans

Note: Enter as much information in the **First Name** field for the contact in the address book. It makes it easier for the doctor to locate when charting.

Address Book

Search for: Search Clear New Edit Print

Search by:
 Category descriptor:
 Insurance affiliation:
 Hospital affiliation:

Show Only:
 Inactive Contacts
 Contacts w/ Direct Addresses
 Contacts Created by Office Practicum

Init	First Name	Last Name	Prv?	Phone 1	Company
	CVS Caremark (formerly Pharmaca		<input type="checkbox"/>	(555)-555-0323	
	CVS Pharmacy # 1191		<input type="checkbox"/>	(555)-555-2020	
	CVS Pharmacy # 2223		<input type="checkbox"/>	(555)-555-2461	
	CVS Pharmacy # 2350		<input type="checkbox"/>	(555)-555-2567	
	CVS Pharmacy # 2523		<input type="checkbox"/>	(555)-555-4636	
	CVS Pharmacy # 2530		<input type="checkbox"/>	(555)-555-1469	
	CVS Pharmacy # 2879		<input type="checkbox"/>	(555)-555-2341	
	CVS Pharmacy # 813		<input type="checkbox"/>	(555)-555-7620	
	CVS/Caremark Mail Order Electroni		<input type="checkbox"/>	(555)-555-7744	
	CVS/pharmacy #0295		<input type="checkbox"/>	(555)-555-5720	
	CVS/pharmacy #0338		<input type="checkbox"/>	(555)-555-0296	

Double-click to edit highlighted record

Edit Address

Name/Phone Address Staff/Provider Hospitals Specialties

Unique ID: 732 OP Created Active

First/middle name:

Last name/suffix: CVS Pharmacy # 1191

Company:

Work phone(s): (555)-555-2020

Fax: (555)-555-9198

Cell phone:

Home phone:

Note:

- The physician can write a prescription and an office staff member will find the correct pharmacy from the master list and send it on the doctors behalf.

Note: Any staff member that requires this functionality must register to obtain a unique E-prescribing specific username and password. For more information on the different e-prescribing roles: **DrFirst Roles**.

How Do I Check Insurance Formularies?

- From the Patient Chart, click **Medications** (in the Clinical section of the Window Navigation Panel or click **Insurance** (from the the Account section of the Window Navigation Panel.
- Click the **Validate** button.
- If the insurance company is on file as one of the connected payers with the SureScripts network, the Validation process will check the patient's benefits if they have any.
 - For a full list of connected payers visit <https://surescripts.com/network-alliance/eprescribing-payers-and-pbms/>
- Once this is completed, add a **Medication** (Click the + button in the top left corner) and search the master list for the drug.
- Ensure the **Check Formulary** checkbox is selected in the Medication Finder window.

If any data exists, it will populate in the Copay Information Section of the patient's chart.

How Do I Enter Coupon Codes?

The coupon codes for prescriptions should be entered in the SIG when writing the prescriptions.

If you would like to save coupon codes on a future prescription, save the medication with the coupon code as a medication favorite. Click [here](#) for instructions on saving medication favorites.

Prescription: MADILYNN M. ENGLISH (4504) ✕

Allergies/ Reactions: **No active medication allergies or reactions**

Most recent weight: 72 lb 0 oz (32.7 kg) on 02/08/2019

Date: 03/14/2019 11:13:26 AM Prescriber: 681 CORA NOEL

Purpose: Med - to dispense Supervisor:

Prescription Notes/Visibility Status

DX: ICD-9 ICD-10

Type: Standard Medication

Drug: cefdinir capsule 300 mg

Type: Unknown RxNorm: 200346 NDC: 68180071160

Formulary/cov limits:

Copays:

SIG: Freeform Formatted Liquid

Action	Dose	Units	Route	Frequency
Take	1	cap	by mouth	once a day

Maximum Daily Dose: (N/A) PRN as dir

Take 1 cap by mouth once a day for 10 days

ENTER COUPON CODE FOR PHARMACY HERE

Days supply: 10

Disp #: 10 capsule Dispense as written - no generic/substitutions

Refills: Include in chronic medication list

Refill as needed

Rx start date: 03/14/2019 Rx end date: 03/24/2019

Links Add to Favorites Send Print Save Cancel

How Do I Remove a Pharmacy from a Patient's Previously Used List?

1. Click the **Previously Used by this Patient** tab in the Choose Pharmacy window.
2. Highlight the Pharmacy you would like to remove.
3. Click the **Remove from Patient** button.



Note: You cannot remove a Pharmacy from the list in the **Previously used by any patient** tab because those pharmacies are connected to other patients.

Choose a Pharmacy — □ ✕

Name: State: Phone: 24 Hr Only Mail Order Retail Mail Only LongTermCare Accept EPCS Specialty Search

Previously used by this patient Favorites All previously used by any patient SureScripts Master List

Benefit Type	Pharmacy	Address	City	ST	Elec?	EPCS	24Hr?	Phone	Fax	PBM Name	Retail?	Mail Order?	Is Specialty?	Is LTC?
Retail	WEGMANS WARRINGTON PHARMACY #036	1405 MAIN ST	WARRINGTON	PA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(555)-555-3900	(555)-555-3998		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Remove from Patient Inactivate Pharmacy Send Cancel