

Exchanging Prescription Information Electronically with Pharmacies

Support Protocol



If you experience challenges that affect your practice's ability to exchange prescription information with pharmacies, two possible issues could be contributing. Please refer to the following to help report and resolve them:

Issue: A patient or pharmacy calls to report not receiving a prescription that your practice sent using your electronic prescribing application.

► **Possible Causes:**

- A technical issue with your electronic prescribing system, the pharmacy's system, or the network connectivity may have returned an error on the prescription's transmission.
- The prescription may have been sent to the pharmacy's fax instead of its computer. Reasons can include the medication being a controlled substance, a temporary loss of connectivity, or the fact that the pharmacy is not yet set-up to receive prescriptions electronically, only by fax.
- The prescription may have been successfully received but "on hold" due to an out-of-stock medication, a prior authorization issue, interruption during dispensing, or another issue. A simple miscommunication between pharmacy staff members and the patient or your office may have led to its being reported as "not received."
- If the pharmacy is inexperienced with e-prescribing, the staff member may not have adequately checked the pharmacy system for the successfully delivered prescription.

► **What to Do:**

- 1) To ensure that the patient's needs are taken care of, provide the pharmacy with a verbal order for the prescription so it can be dispensed immediately.
- 2) Review your prescribing system for any errors that may indicate the prescription was not successfully delivered and to confirm that it was addressed to the correct pharmacy.
- 3) If the prescription was successfully delivered ask the pharmacy staff to ensure that in the future they review their computer system, fax, and all points within their workflow before calling for a verbal order.
- 4) Call your electronic prescribing system provider to report the incident and open a support case in order to reduce the chance of a future occurrence.

Issue: A pharmacy sends requests for prescription refills to your practice by fax even though you know it is capable of sending the requests electronically.

► **Possible Causes:**

- The pharmacy may have more than one record on file for you in its computer system and not all of these records have been updated to reflect your e-prescribing capability.
- A patient requests a renewal of a prescription through a pharmacy's automated phone line. The phone line may only be able to deliver requests to practices by fax.
- The request is for a controlled medication, which can only be responded to by fax or phone.
- The pharmacy has not received a response to its original electronic refill request within 24 hours and has faxed to try and get a response.

► **What to Do:**

- 1) Respond to the faxed refill request to ensure that your patient's request is taken care of.
- 2) If you feel that the issue occurs frequently enough to be a problem, report the issue to your technology vendor, with the name, location and phone number of the pharmacy or via the Web at www.surescripts.com/refillsupport.

Please note: It's important that you let your technology vendor know about any issue that may make it difficult to exchange prescription information with pharmacies to reduce the chance of a reoccurrence.

For additional resources, visit www.rxsucess.com.