About ePrescription

ePrescription is an extra feature of eClinicalWorks that allows you to write and send prescriptions electronically to your local pharmacies. ePrescription uses a service called SureScripts that forwards prescriptions from the physician to the pharmacist. ePrescription can be set up for bi-directional communication so that pharmacists and doctors can send new prescriptions and refill requests electronically. ePrescription uses the Multum drug database.

Note: The DEA does not allow prescriptions for controlled substances to be filled by electronic means.

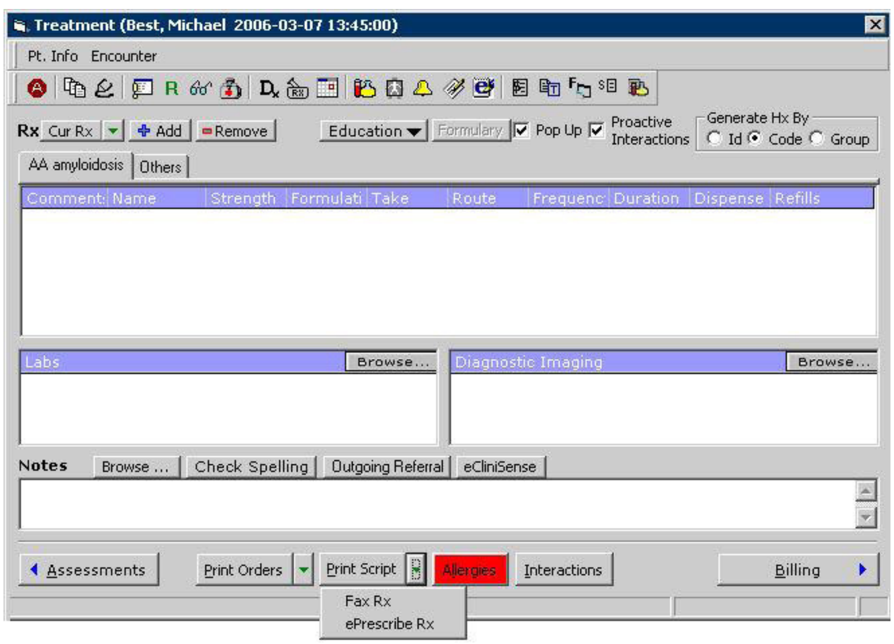
See the ePrescription section in the eClinicalWorks System Setup Guide for ePrescription setup.

See the Entering Treatments section for information on prescribing drugs.

Writing a New ePrescription

To write a new prescription with ePrescription:

1. From the Treatment window in the Progress Notes, use the Cur Rx or Add button to add a prescription.



2. Enter the dosage information:
   - In the Duration column enter the number of hours, days, or weeks for which you are prescribing the drug. Enter a number

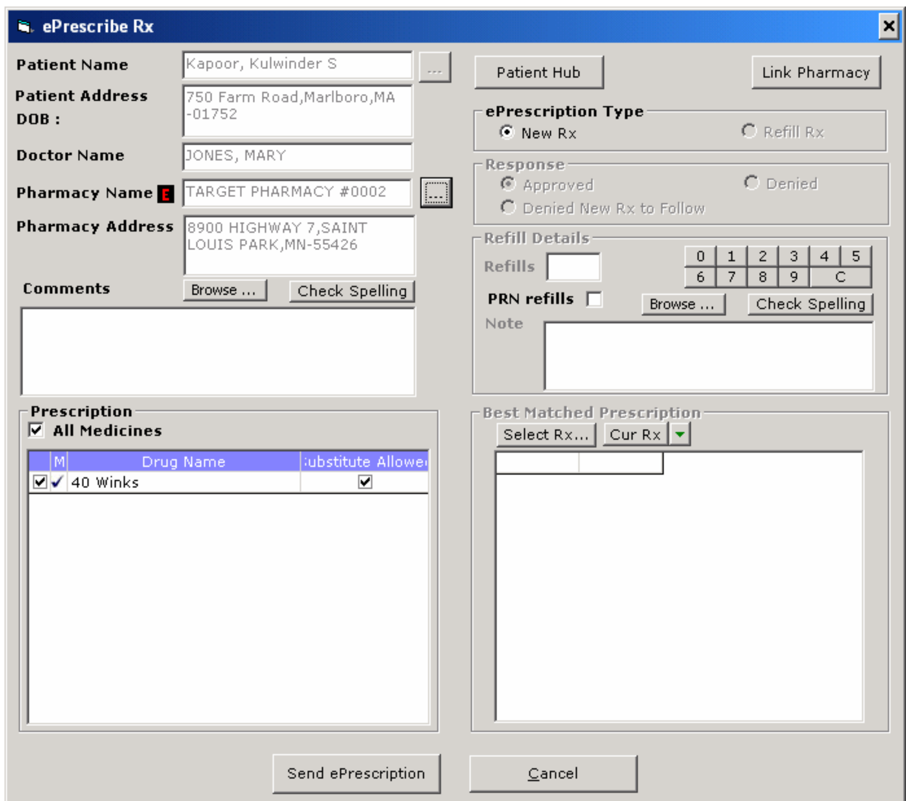
followed by a space and the unit of time, for example, "10 days."

- In the Dispense column, enter the amount of the drug (tablets, ounces, grams) you are prescribing. This information is mandatory.
- In the Refills column, enter the number of times the patient can refill the prescription.

3. Click the arrow next to the Print Script button at the bottom of the window.

4. Select ePrescribe Rx.

The ePrescribe Rx window opens:



5. The patient, doctor, and pharmacy information is supplied from the patient's information.

6. If there is no pharmacy information available or if the pharmacy is not SureScript-linked (marked with an "S" logo):

- Click the More (…) button to select a SureScript-linked pharmacy.
- If a pharmacy is not linked, click Link Pharmacy in the top right corner of the window.

- If you cannot link the pharmacy, you cannot use ePrescription to send prescriptions to it.

7. In the Prescription pane, review the drugs you prescribed and remove checks from any prescriptions you do not want to send or that are for controlled substances.
8. For each prescription, check the check box in the Substitute Allowed column if a substitute can be dispensed.
9. Click Send ePrescription.

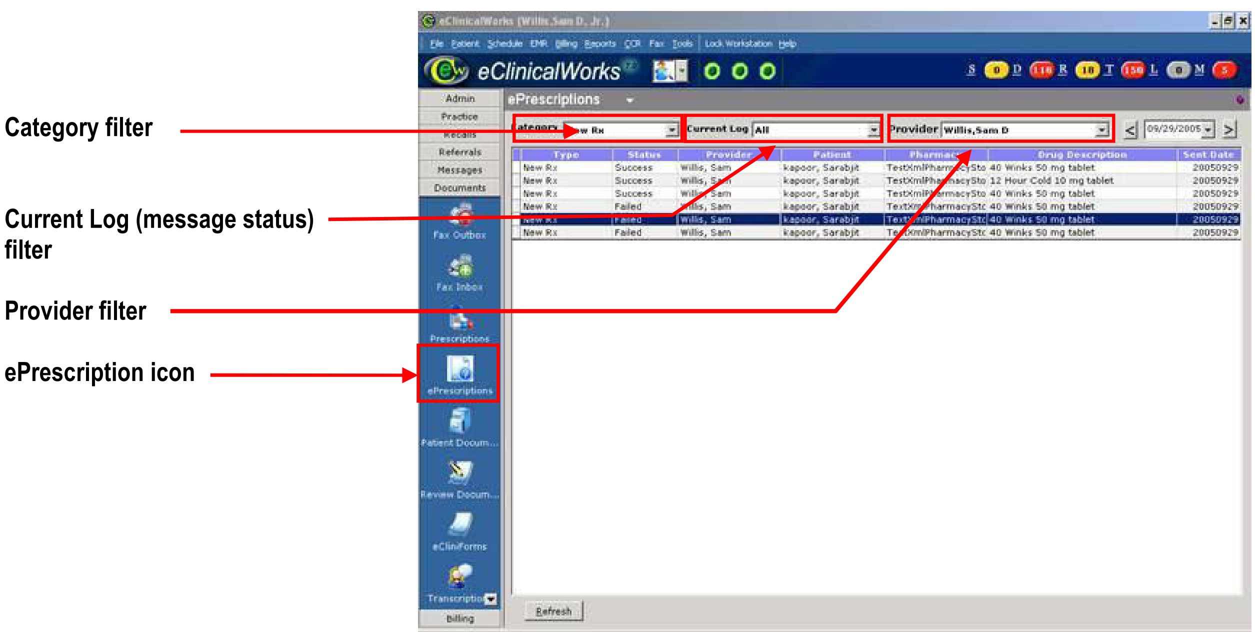
Reviewing the ePrescription Log

The ePrescription Log lists the new prescriptions that have been sent to pharmacies, refill requests that have been received from pharmacies, and responses to refill requests from physicians.

To review the ePrescription log:

1. From the left navigation bar, select Documents > ePrescriptions.

   The ePrescriptions log window opens:



2. Select the type of prescription information you would like to view in the Category drop-down list.
3. Select the status of transmissions to view in the Current Log drop-down list.
4. Select provider whose prescription information you want to view.
5. Double-click on an entry on the list to view information about the prescription.

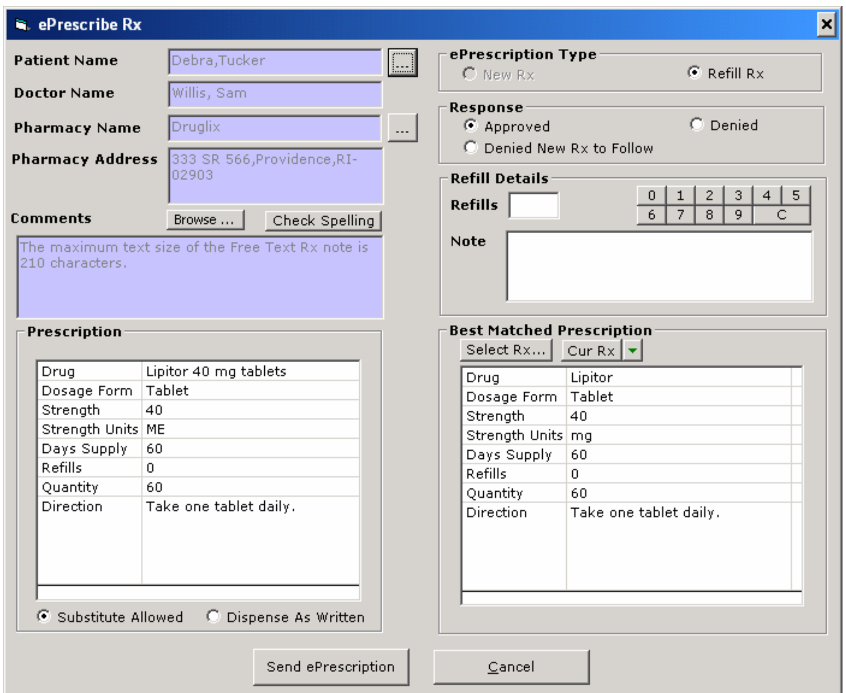
Responding to a Electronic Refill Request

When a pharmacy sends a request for a refill to your practice, the request is added to the ePrescription log.

To review refill requests:

1. Open the ePrescription log:
   - Click the Refill status button (next to the E).
   - From the left navigation bar, select Documents > ePrescriptions.
2. Double-click in the list on a refill request.

   The ePrescribe Rx window opens:



3. Indicate your response in the Response pane:
   - Select Approved to approve the refill request.
   - Select Denied to deny the refill request.
   - Select Denied New Rx to Follow to indicate that the request is denied and that a new drug will be prescribed.
4. If you approved the refill request, provide details for the refill in the Refill Details pane:
   - Click the number buttons to specify the number of refills allowed or enter the number in the field.
   - Click the C button to clear the field.

- Check the PRN Refills check box to approve refills as needed.
- Enter notes in free text to accompany the response in the Notes field.

5. If you denied the request, provide details:
   - Select a reason from the drop-down list in the Denied Reason pane.
   - Enter notes to accompany the denial in the Notes field.
6. The Best Matched Prescription pane displays the details of the drug in the local database that is the best match for the drug that was originally prescribed.

   If this drug is not in the local database, this information appears in red and you must you must select the best match:
   - Click Select Rx to select the best match from the local database.
   - Click Cur Rx to view the patient's current prescriptions and select the best match from that list.
7. Click Send ePrescription.

Troubleshooting ePrescription Messages

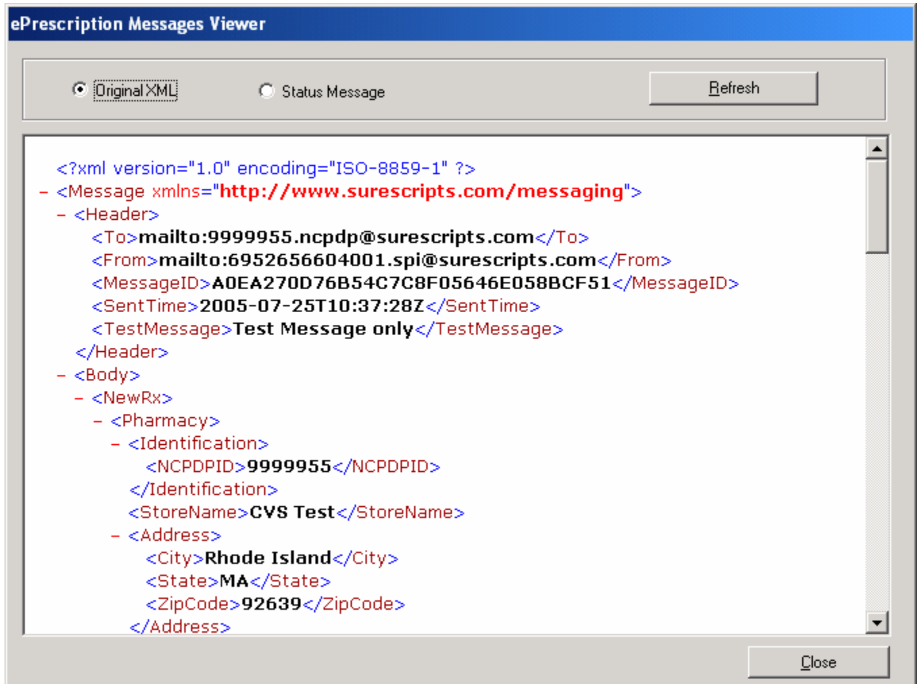
You can verify that a request or response has been sent successfully or determine the reason that a transmission was not successful.

To troubleshoot messages:

1. From the left navigation bar, select Documents > ePrescriptions.

   The ePrescriptions log window opens.
2. Double-click on the status of the transmission you want to verify or troubleshoot.

   The ePrescription Messages Viewer window opens.
3. Review the transmission status:
   - Select Original XML to view the XML code of the message you selected.



- Click Status Message to view the status of the message you selected.