

DESK REFERENCE GUIDE

E-PRESCRIBING WITH SURESCRIPTS - RETAIL

E-prescribing is a means of sending a prescription electronically from your Epic system to the dispensing pharmacy's computer system. In return, the pharmacy system can electronically send refill requests to you, reducing the need to communicate with phone calls and faxes. By reducing the number of calls you receive, you can better organize your day by approving refill requests on your schedule instead of being continually interrupted with phone calls.

There are few differences between your existing prescription ordering workflows and your new e-prescribing workflows. You still write orders in Order Entry and modify the sig, comments, and other order details exactly as you did before. The main difference is that prescriptions are now routed to the pharmacy electronically instead of through printed prescriptions given to your patient or faxes sent to the pharmacy.

There are a few key points to be aware of:

- You can e-prescribe only medications of a schedule lower than II. All prescriptions for schedule II through V medications are now printed and must be given to your patient.
- For e-prescribed medications, there is no paper for the patient to bring to the pharmacy. If your patient is apprehensive about the lack of a paper prescription, assure him that the prescription will be available when he arrives at the pharmacy.
- You still need to select the pharmacy to which to send the prescription.

Note that the second half of this document covers how to handle e-prescribing errors. Such errors are rare and you should not encounter them very often. However, this document will help you handle such errors when they do occur. Also, these errors will be routed to the nursing In Basket pools.

A NOTE ABOUT THIS DESK REFERENCE GUIDE

This guide is intended to help you learn and understand the new features within Epic. This desk reference guide contains complete context and rationale behind the steps for e-prescribing new orders, approving and refusing electronic refill requests, and handling e-prescribing errors.

Along with this guide you'll receive several e-prescribing Workflow Bulletins that summarize this information for quick reference.

For additional training, refer to the Surescripts - Retail e-learning lesson.

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E-PRESCRIBE A NEW PRESCRIPTION

E-PRESCRIBE NEW PRESCRIPTIONS

You ordering workflow does not change significantly when you begin e-prescribing. You still select the medication from your preference list, edit the sig and other details as needed, and sign the order. The only additional action you need to perform is to make sure that you send the orders to an e-prescribing pharmacy during pharmacy selection.

E-pharmacies have a Yes in the E-Pharm? column during pharmacy selection.

Record Select

Search:

%	ID	E-Pharm?	Pharmacy	Address	City	State	Zip	Phone	Fax
101	No	EMC AMBULATORY PHARMACY	1979 Milky Way	Verona	WI	53593	608-271-9000	608-271-7237	
9	Yes	MODEL OUTPATIENT PHARMACY	1979 Milky Way	Verona	WI	53593	608-271-9000		

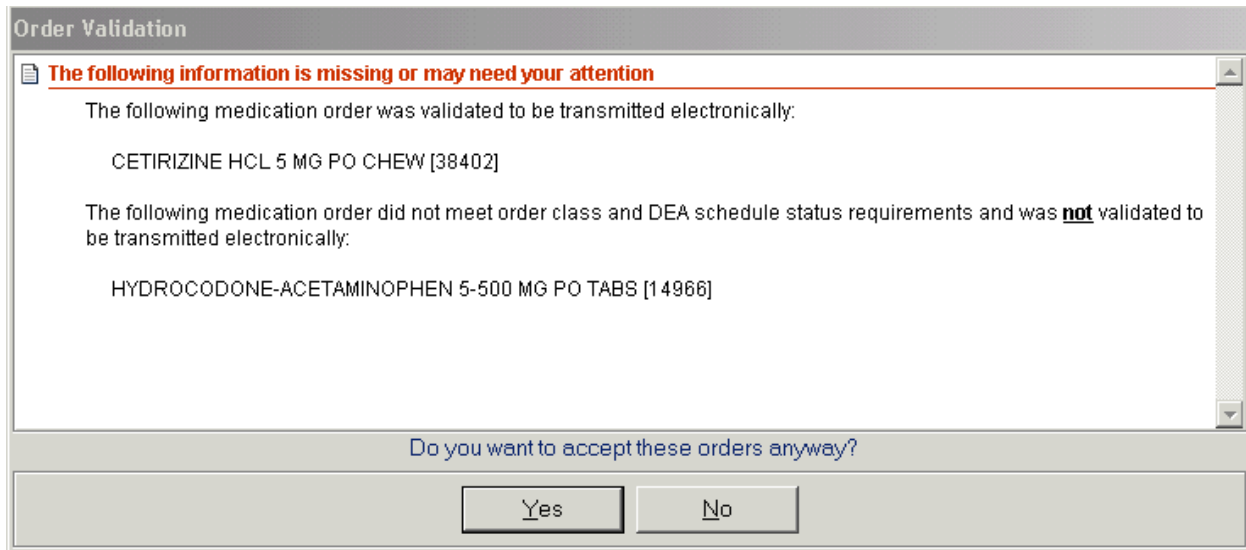
2 records total, all records loaded.

Accept Cancel

1. In Order Entry, order a prescription as you normally would.
2. Click the Pharmacy button.
3. Search for a pharmacy using the Pharmacy Selection window.
4. Select a pharmacy with a Yes in the E-Pharm? column (this means that an e-prescription can be sent to this pharmacy).
5. Sign the order.

WHY DO I SEE AN ORDER VALIDATION MESSAGE EVERY TIME I E-PRESCRIBE AN ORDER AND WHY CAN'T I E-PRESCRIBE SOME SCHEDULED MEDICATIONS?

The Order Validation window appears to help you understand where and how the orders were transmitted.



This window shows you a list of the medications that were successfully e-prescribed and those medications that could not be sent electronically, mostly likely because of their schedule status. DEA regulations prohibit the electronic transmission of schedule II through V medications. If any orders were not sent electronically, you'll need to retrieve the printed prescription, sign it, and give it to your patient.

HANDLING A REFILL REQUEST (RX REQUEST MESSAGE)

APPROVE A REFILL REQUEST

As part of e-prescribing, you'll now be receiving refill request messages in your Epic In Basket instead of answering phone calls from the pharmacist. These refill messages include information about the patient, the medication being requested, and the pharmacy requesting the message. Approving the refill is as simple as clicking the Approve Rx button.

In Basket

Rx Request 0 unread, 12 total

Sort & Filter AutoAdvance Resize

Approve Rx Approve/Rt Edit Rx Refuse Rx Refuse/Rt Enc Review Rslt Rvw QuickNote Flowsheet

P Status	Date/Time	Patient	Medication	Pharmacy	Co...	Last Access
Pend	10/28/2009 9:09 AM	Curtis, Patricia Anne	BAYER ASPIRIN 3...	EDI SURESCRIPTS		
Pend	10/28/2009 10:12 AM	Curtis, Patricia Anne	ASPIRIN 325 MG P...	EDI SURESCRIPTS		
Pend	10/28/2009 10:12 AM	Curtis, Patricia Anne	BAYER ASPIRIN 3...	EDI SURESCRIPTS	WOODMANS	
Pend	10/28/2009 10:12 AM	Curtis, Patricia Anne	BAYER ASPIRIN 3...	EDI SURESCRIPTS	WOODMANS	
Pend	10/28/2009 4:18 PM	Edison, Shirley Scr...	IBUPROFEN 200 ...	EDI SURESCRIPTS		

Patricia Anne Curtis
57 y.o. / Female (3/31/1952)
MRN: <19992>
PCP: Woodmansee, Sam
Home: 608-111-1111
Work: Not available
Pharmacy: EDI COMMERCIAL PHARMACY (SURESCRIPTS) Ph: 703-921-1212
Wt: 160 lb (4/9/2005)
Mobile: Not available

Pending Meds
aspirin 500 MG tablet [Pharmacy Med Name: Aspirin 500MG PO TABS no DAW]
Sig: N/A
Comment: These are medication notes & comments.
Dispense: 60 tablet Refills: 4 Class: e-prescribing Start: 10/28/2009 End: N/A
Previous Order Start: 10/21/2009 End: 11/5/2009

Allergies as of 9/15/2009
Date Reviewed: 4/27/2005

Allergy	Noted	Type	Reactions
Peanut-derived	10/29/2004	Intolerance	Rash, Itching, Swelling
Dust Mite Extract	4/9/2005	Side Effect	Runny Nose, Causing sneezing also
Fruit Extracts	4/27/2005	Side Effect	Rash
Aspirin	4/6/2005		Shortness of Breath, Itching, Photosensitivity

1. In your In Basket, select the Rx Request folder.
2. Click a message to view the message in the reading pane.
3. Review the medication that is being requested.
4. Click Approve Rx to approve the medication.

REFUSE A REFILL REQUEST

If it isn't appropriate to authorize a refill of the medication at this time, you can also refuse the refill request. Your refusal sends a message back to the requesting pharmacy that it should not refill the prescription at this time. To do this, you simply need to click Refuse Rx and enter the reason you are refusing the prescription.

The screenshot shows the 'In Basket' application interface. On the left is a navigation pane with folders like 'Rx Request', 'Affiliate File Uploads', 'Cosign - Meds (2)', 'Dictation (9)', 'Medication Messages', 'My Open Charts (14)', 'My Open Encounters (6)', 'New Reports', 'Patient Allergy List', 'Patient Interactions (6)', 'RfI Notif Ltr (2)', 'Rx Response (2)', 'TD Rejected Transcriptions', 'TD Transcriptions (1)', and 'Unverified Medication Messages'. The main area displays 'Rx Request 0 unread, 12 total' with a table of pending requests. A 'Refusal Reason' dialog box is open over the table, showing the medication 'aspirin 500 MG tablet [Pharmacy Med Name: Aspirin 500MG PO TABS no DAW]' and a text field for the reason for refusal. Below the dialog, the 'Pending Meds' section shows details for the selected medication, including signature, comment, dispense, refills, class, start/end dates, and a table of allergies.

P	Status	Date/Time	Patient	Medication	Pharmacy	Co...	Last Access
Pend		10/28/2009 9:09 AM	Curtis, Patricia Anne	BAYER ASPIRIN 3...	EDI SURESCRIPTS		
Pend		10/28/2009 10:12 AM	Curtis, Patricia Anne	ASPIRIN 325 MG P...	EDI SURESCRIPTS		
Pend		10/28/2009 10:45 AM	Curtis, Patricia Anne	BAYER ASPIRIN 3...	EDI SURESCRIPTS	WOODMANS	
Pend		10/28/2009 10:49 AM	Curtis, Patricia Anne	BAYER ASPIRIN 3...	EDI SURESCRIPTS	WOODMANS	

Refusal Reason

Medication:
aspirin 500 MG tablet [Pharmacy Med Name: Aspirin 500MG PO TABS no DAW]

Reason for refusing this medication:

Accept Cancel

Pending Meds

aspirin 500 MG tablet [Pharmacy Med Name: Aspirin 500MG PO TABS no DAW]

Sig: N/A
 Comment: These are medication notes & comments.
 Dispense: 60 tablet Refills: 4 Class: e-prescribing Start: 10/28/2009 End: N/A
[Previous Order:](#) Start: 10/21/2009 End: 11/5/2009

Allergies as of 9/15/2009 Date Reviewed: 4/27/2005

	Noted	Type	Reactions
Peanut-derived	10/29/2004	Intolerance	Rash, Itching, Swelling
Dust Mite Extract	4/9/2005	Side Effect	Runny Nose, Causing sneezing also
Fruit Extracts	4/27/2005	Side Effect	Rash
Aspirin	4/6/2005		Shortness of Breath, Itching, Photosensitivity,

1. In your In Basket, select the Rx Request folder.
2. Click a message to view the message in the reading pane.
3. Review the patient information and the medication that is being requested.
4. Click the Refuse Rx button.
5. In the Refusal Reason window, select the appropriate reason for refusing the request and enter any additional comments.
6. Click Accept. The request is refused.

HANDLING E-PRESCRIBING ERRORS

RESOLVE AN E-PRESCRIBING ERROR MESSAGE

Sometimes medications that you e-prescribe might not be correctly sent to the pharmacy. This can occur for a variety of reasons, such as the interface with the Surescripts network being down. In these cases, you'll receive an E-Prescribing Error message in your In Basket indicating that the prescription was not e-prescribed. To ensure the prescription is available when the patient arrives at the pharmacy, you should communicate the prescription to the pharmacy using another method, such as calling or faxing the prescription.

The screenshot shows the 'In Basket' window with a sidebar on the left containing folders like 'Results (1)', 'Chart Completion (2)', 'Canceled Ord (2)', 'Hospital ADT (2)', 'My Open Charts (27)', 'My Open Encounters (29)', 'Cosign - Meds (1)', 'Cosign - Orders', 'Verbal Order Cosign (3)', 'Cosign - Chart', 'Community Message', 'E-Prescribing Error', 'Patient Reports (3)', and 'Pt Advice Request'. The main pane displays an 'E-Prescribing Error' message. At the top, it says 'E-Prescribing Error 0 unread, 1 total'. Below this is a table with columns: P, R, Status, Date, Time, Patient, Medication, Pharmacy, Error, and Resp User. One row is visible with status 'Pend', date '10/26/09', time '12:39 PM', patient 'Hines, Model', medication 'amoxicillin (AMOX...', pharmacy 'MODEL OUTPATL...', error 'NewRx', and resp user 'Family Medicin'. Below the table, the message text reads: 'The following prescriptions encountered an error while attempting to e-prescribe and did not reach the pharmacy. Call in these prescriptions to the pharmacy.' This is followed by details for 'AMOXICILLIN 125 MG PO CHEW' dated '10/26/2009', ordered by 'Physician Family Medicine, MD' from the 'Emc Family Medicine' department. The pharmacy information is 'MODEL OUTPATIENT PHARMACY' at '1979 Milky Way Verona WI 53593' with phone '608-271-9000' and hours '8am-6pm'. Patient demographics include 'Hines, Model', male, DOB '10/23/1982', SSN 'xxx-xx-9811', and address 'United States of America'. The medication detail shows 'amoxicillin (AMOXIL) 125 MG chewable tablet' with 30 tablets, 0 refills, starting '10/26/2009' and ending '11/5/2009'. The signature route is 'Take 1 tablet by mouth 3 times daily for 10 days. - Oral'.

P	R	Status	Date	Time	Patient	Medication	Pharmacy	Error	Resp User
		Pend	10/26/09	12:39 PM	Hines, Model	amoxicillin (AMOX...	MODEL OUTPATL...	NewRx	Family Medicin

The following prescriptions encountered an error while attempting to e-prescribe and did not reach the pharmacy.
Call in these prescriptions to the pharmacy.

AMOXICILLIN 125 MG PO CHEW Date: 10/26/2009
Medication Ordering User: Physician Family Medicine, MD
Department: Emc Family Medicine

Pharmacy
MODEL OUTPATIENT PHARMACY
1979 Milky Way Verona WI 53593
Phone: 608-271-9000
Hours: 8am-6pm

Patient Demographics

Patient Name	Sex	DOB	SSN	Address
Hines, Model	Male	10/23/1982	xxx-xx-9811	United States of America

Medication Detail

	Disp	Refills	Start	End
amoxicillin (AMOXIL) 125 MG chewable tablet	30 tablet	0	10/26/2009	11/5/2009

Sig - Route: Take 1 tablet by mouth 3 times daily for 10 days. - Oral

1. In your In Basket, select the ePrescribing Error folder.
2. Click a message to view the message in the reading pane.
3. Review the error message.
4. The error message means that you must communicate with the pharmacy using some other method than e-prescribing communication. You have two options:
 - Click the hyperlink in the report to automatically send a fax to the pharmacy.
 - Call the pharmacy and speak with them directly (the phone number appears in the report).

RESOLVE A PATIENT NOT FOUND REFILL REQUEST ERROR MESSAGE

Most error messages that you receive require you to call the pharmacy or communicate with the pharmacy in some other way than the e-prescribing network. There is one exception: Patient not found errors for refill requests. These errors occur when the pharmacy sends you a refill request, but the system cannot match the patient for which the refill is requested with any patients in the system. The most likely reason for this is that the patient demographics in your system do not match those in the pharmacy's system.

When you get this message, you can click the Link Patient button, look up the patient, and link and approve the refill order for the appropriate patient.

Refill Errors - 2 New of 2

Link Patient

Use patient selection to manually link a patient to the refill request. You may also refuse this request if you are unable to identify the appropriate patient.

Select another patient:

Patient Information			
Patient Name	Sex	DOB	SSN
Calahan, Steve R	Male	2/19/1954	999-99-9999

Outpatient Current Medications 11/29/2007

Medication	Dosage
cefactor (CECLOR) 250 MG capsule	Take 1 Cap by mouth 2 times daily.
PROPOXYPHENE COMPOUND (DARVON COMPOUND) 65 MG CAPS	Take 1 Cap by mouth 2 times daily.
LIPITOR PO	
DAILY MULTIVITAMIN PO	
APPLE CIDER VINEGAR 600 MG CAPS	Take 600 mg by mouth 2 times daily.

Allergies as of 11/29/2007

Noted	Type	Reactions
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Date Reviewed: 11/27/2007

My In Basket

- Attached In Baskets
- Opened Patients
- Search Results
- My Out Basket

Address:
1218 W. ADDISON
MADISON
Wisconsin
12345

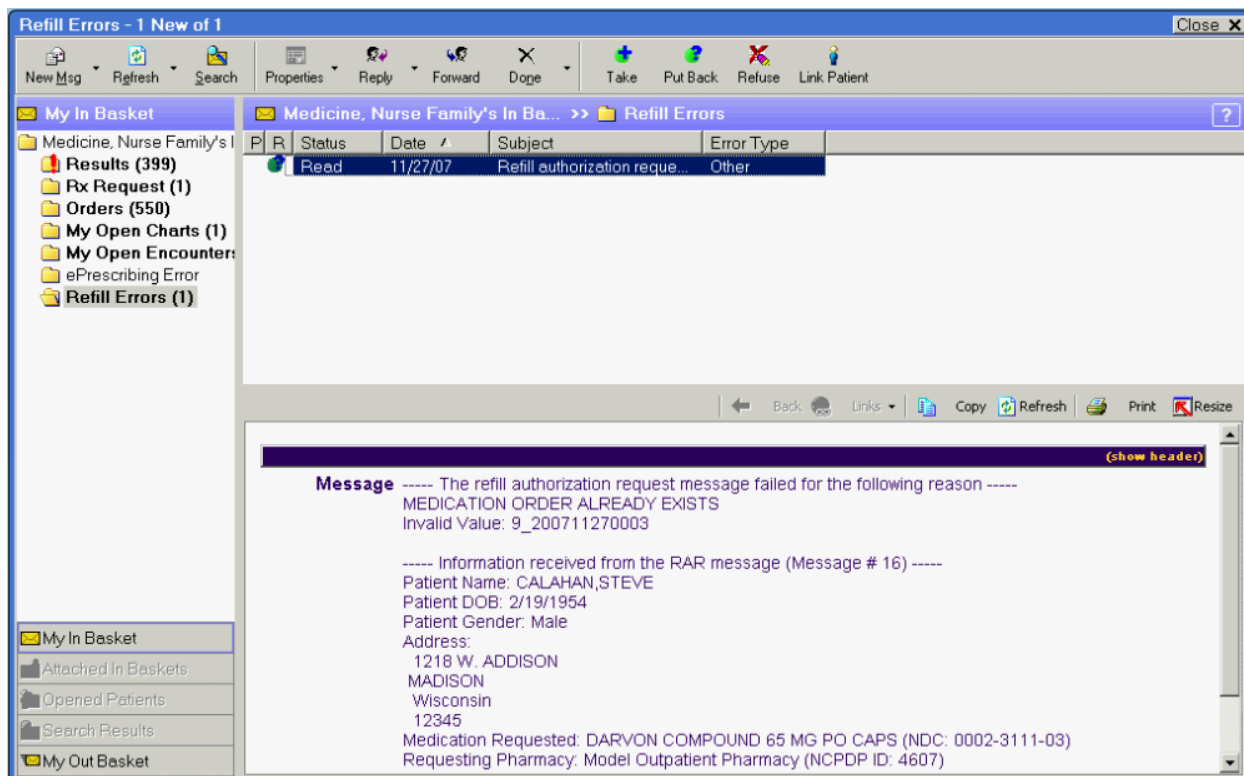
Medication Requested: DARVON COMPOUND 65 MG PO CAPS (NDC: 0002-3111-03)
Requesting Pharmacy: Model Outpatient Pharmacy (NCPDP ID: 4607)
Recipient Prescriber: AMBMD EDI (ID: 600)

1. In your In Basket, select the Refill Errors folder.
2. Review the Error Type column and complete the following steps for any messages with a type of Patient not found.
3. Review the patient information and the medication that is being requested. Do some investigation to identify the patient for whom the refill is requested.
4. Click Link Patient and select the correct patient.
5. Review the information in the Link Patient window to make sure the refill is appropriate.
6. Click Link Patient and a refill encounter and Rx Request In Basket message are created for the patient you selected. To approve the refill, find the Rx Request message and follow your normal steps for approving e-prescription refills.

RESOLVE AN “OTHER” REFILL REQUEST ERROR MESSAGE

All other refill error messages cannot be resolved within the system and require you to communicate with the pharmacy in some other way. Such situations might occur if the system can't find a matching medication to the one requested by the pharmacy or the patient already has an existing order for the medication.

Whenever you receive any of these error messages, call the pharmacy and work with them to ensure the correct prescriptions are available for your patient.



1. In your In Basket, select the Refill Errors folder.
2. Review the Error Type column and complete the following steps for any messages with a type of Other.
3. Review the error message.
4. There is no way to resolve these errors in Epic so you must click Refuse to refuse the refill request. This sends a message back to the pharmacy to let them know they should not process the requested refill.
5. If necessary, call the pharmacy to resolve the issue (the phone number appears in the report).

