EMR PrescribeIT® - Quick Reference Guide

Dispense Notifications

What it is - When a prescription or refill request is sent via PrescribeIT® to a pharmacy, a 'Dispense Notification' is sent back to the ordering prescriber after the prescription is processed through the pharmacy system, packaged and ready for pick up.

Note: This does not mean that the patient has picked up the medication.

How to view it - In the Medications section of the patient chart, the "Last Dispensed" information can be found by clicking on the medication from the list to expand the info, then clicking on the "Dispenses" tab, to display all the dispenses for that medication.

Pharmacy cancels dispense - When a dispensed medication is not picked up by the patient, then a "Cancelled Dispense Notification" will be sent from the pharmacy system. This notification can be found in the patient chart, in the Medications list, under the "Dispenses" tab for the medication. It includes the dispense information and the cancelled information, including who it was cancelled by (Pharmacy), and the reason for cancellation.

Pharmacy dispenses medication

Pharmacy cancels dispense

Note: If a medication was refilled or prescribed again, it will display the new information in addition to previous information.

Cancellation Request

What it is – If you send an e-prescription to a pharmacy through PrescribeIT® and you want to change the medication, or the prescription was created on the wrong patient's chart, you can send a cancellation request to the pharmacy.

When can it be sent electronically – You can send a cancellation request within 24 hours of sending the e-prescription and if you have not received a dispense notification.

How does a pharmacy respond – When a request is sent, Pharmacies can approve or deny the request. Denying the request can be for a few reasons as noted below.

Response	What you'll see	Actions to take
Approved	The prescription is cancelled, and the status shows **eRX Cancelled**.	You do not need to take any further action.
Denied	A **PrescribeIT Rx Cancel Request Denied** message in your inbox.	Cancel the medication in CHR.
Revoke remaining refills	A **PrescribeIT Rx Cancel Request Denied: Remaining Refills Revoked** message in your inbox.	Cancel the medication in CHR.
No response after 2 hours	You receive an urgent **PrescribeIT Rx Cancel Response Not Received** message in your inbox.	Cancel the medication CHR.

Sample Inbox Messages

Sample Prescription View (Request and Approved)

Deferred Prescription

What it is – Used when a patient wants to take a printed prescription to a pharmacy of their choice or fill later. The prescription will include a barcode and a PrescribeIT® Rx ID on the bottom, meaning they're also sent electronically through the PrescribeIT® network. Unlike regular paper prescriptions:

- once scanned, prescribers can track the prescription status electronically
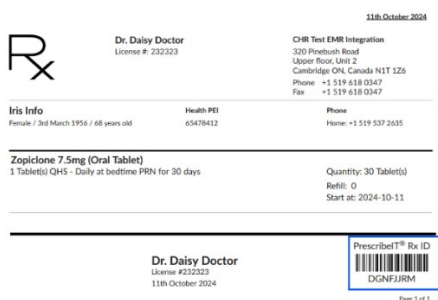- Scanning prescriptions eliminates transcription errors

What do I need to do – In most cases you won't need to do anything. Patients are configured so their prescriptions print or fax with a barcode (the barcode icon will be green). This occurs if no selection has been made or Yes is selected.

If a Patient doesn't want the barcode: You can revoke the consent at any time, if the patient does not want their information to be transmitted electronically, by selecting the barcode icon.

✓ eRx	✗ eRx
• Barcode will appear on faxes and printed prescriptions • Selection is blank or Yes	• Barcode will not appear. • Selection is No

What will I see - When you print the prescription, the details of the prescription are sent for PrescribeIT®-enabled pharmacies to access. The pharmacy uses the barcode or the unique identifier at the bottom to retrieve the prescription.

Note: Deferred prescriptions cannot be filled by any pharmacy without the corresponding signed paper prescription.

Pharmacy Communication

What it is – provides the capability for prescribers and pharmacies to securely communicate electronically, removing the need for faxes and phone calls.

Who can create communications – PrescribeIT-enabled prescribers can send and receive messages, and those users who are not enabled for PrescribeIT® (e.g., MOAs) can send a message to a pharmacy on behalf of a PrescribeIT® enabled provider.

How does it work - messages to pharmacies are sent and received in a similar manner to your internal CHR messages. When addressing a message, you can select a PrescribeIT-enabled pharmacy.

How to create a communication – you can create a message from your Inbox, Patient chart, a Prescription or a Medication.
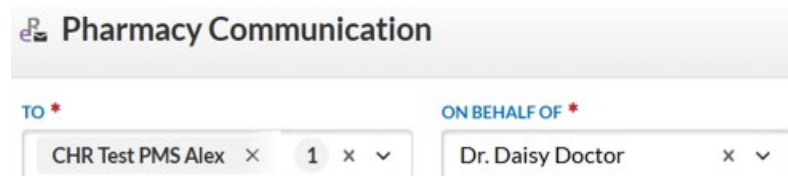
You can include patients and patient chart information when communicating with a pharmacy. Pharmacies can also include patients and attachments when sending messages back to prescribers.

Outgoing messages are populated in the Provider Outbox and the Patient Outbox when a Patient is attached to the message.

Matching Patient – when a message is sent from a Pharmacy that includes a patient, CHR will attempt to match the patient. When it can't be uniquely matched to a patient in the CHR, the message shows Unknown Patient. It needs to be manually matched.

Not my Patient – If the message from the pharmacy is for a patient that is not your patient, for example, if the message was sent to the wrong clinic, click **Not my patient**. The message is marked as done and the pharmacy is notified of your response.

On behalf of – Users who are not enabled for PrescribeIT can send a message to a pharmacy on behalf of a PrescribeIT enabled provider. When the pharmacy replies, it is displayed in the prescriber's inbox.