EMR PrescribeIT® 2A User Guide

PrescribeIT Overview

Canada Health Infoway is working with Health Canada, the provinces and territories, and industry stakeholders like TELUS Health to create, operate and maintain the e-prescribing service known as PrescribeIT®. PrescribeIT integrates seamlessly into the EMR, and to pharmacy management systems (PMS), enabling prescribers to digitally transmit prescriptions and clinical communications to pharmacies. Transmission is secure, private, and directed to the patient's pharmacy of choice.

PrescribeIT continues to improve, adding new functionality in phases.

March 2025 introduced deferred prescriptions, cancel requests, dispense notifications and secure clinical communications. In the future, PrescribeIT will support pharmacy-initiated e-renewal requests.

PrescribeIT Features

Create Prescription
Send a new prescription to the patient's preferred pharmacy through PrescribeIT in the EMR rather than via fax. Prescribers can also renew a prescription.

Deferred Prescriptions
These are printed prescriptions that include a barcode. A pharmacy can scan the prescription information into their PMS which then enables all the advantages of an e-prescription. Used when:

- Patient has not chosen a specific pharmacy to go to
- Patient does not require the medicine at this point

Cancel Requests
Prescribers can send a cancellation request to a pharmacy in the case of errors or immediate changes in medications. You can send this request within 24 hours of sending the e-prescription, if you have not received a dispense notification.

Dispense Notifications
Users can view dispense updates in the patient's medication list after a pharmacy processes an e-prescription. These notifications indicate which medications have been dispensed and other details like substitutions.

Clinical Communication
Prescribers and PrescribeIT-enabled pharmacies can communicate through secure messaging. Use these messages for patient-specific or general inquiries.

Deferred prescriptions

When a patient does not know where they will fill their prescription you can print a "deferred prescription". Deferred prescriptions include a barcode at the bottom which any PrescribeIT-enabled pharmacy can scan to bring the prescription into their system. Prescriptions now print (or fax) with a barcode by default.

Deferred prescription advantages:

- pharmacists can retrieve the prescription directly into their system
- once scanned, prescribers can track the prescription status electronically (unlike a regular paper prescription)
- Scanning prescriptions eliminate transcription errors

Deferred Prescription = Paper Copy + Electronic Copy

When you print or fax the prescription, the details of the prescription are held for PrescribeIT®-enabled pharmacies to access. The pharmacy uses the barcode or the unique identifier to retrieve the prescription.

11th October 2024

Rx

Dr. Daisy Doctor
License #: 232323

CHR Test EMR Integration
320 Pinebush Road
Upper floor, Unit 2
Cambridge ON, Canada N1T 1Z6
Phone +1 519 618 0347
Fax +1 519 618 0347

Iris Info
Female / 3rd March 1956 / 68 years old

Health PEI
65478412

Phone
Home: +1 519 537 2635

Zopiclone 7.5mg (Oral Tablet)
1 Tablet(s) QHS - Daily at bedtime PRN for 30 days

Quantity: 30 Tablet(s)
Refill: 0
Start at: 2024-10-11

Dr. Daisy Doctor
License #232323
11th October 2024

PrescribeIT® Rx ID
DGNFJJRM

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Status of consent

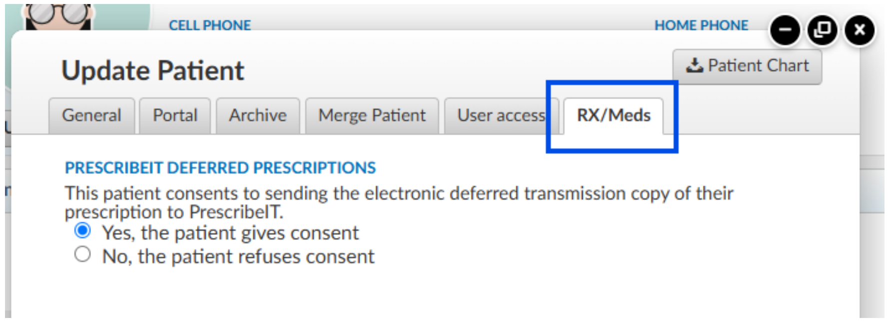
A <u>coloured barcode icon indicates the status of patient consent</u> to sending a deferred prescription. The barcode appears in three locations, the prescription window, the Prescriptions section of an encounter, and the contact window when faxing.

Icon at the bottom of a prescription:

By default, the icon is green indicating that the barcode will print. If the Patient doesn't want the barcode: You can revoke consent by selecting the bar code icon.

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

You can also update the patient's consent from the Update Information window:



Create a deferred prescription

Steps:

1. Create a prescription as you normally do.
2. Ensure the icon is green. If necessary, update the patient's consent.
3. Print the prescription. If the patient has consented to deferred prescriptions, the barcode will be included.

Note: For printed copies, pharmacies cannot fill a deferred prescription without the corresponding signed paper prescription. The printed copy is the legal copy which the patient can take to any pharmacy to fill.

Dispense Notifications

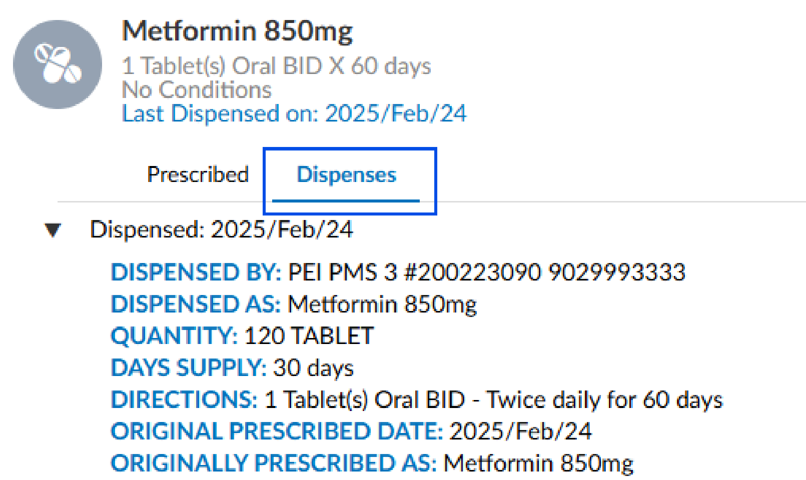
When a prescription or refill request is sent to the pharmacy via PrescribeIT and the pharmacy processes and dispense the prescription, a **'Dispense Notification'** is sent back to the EMR.

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

To view a dispense notification:

1. Go to the **Medications** section of the patient chart
2. Under the medication, click on "Last Dispensed" to expand the info

3. Click on the "Dispenses" tab, to display all the dispenses for that medication.

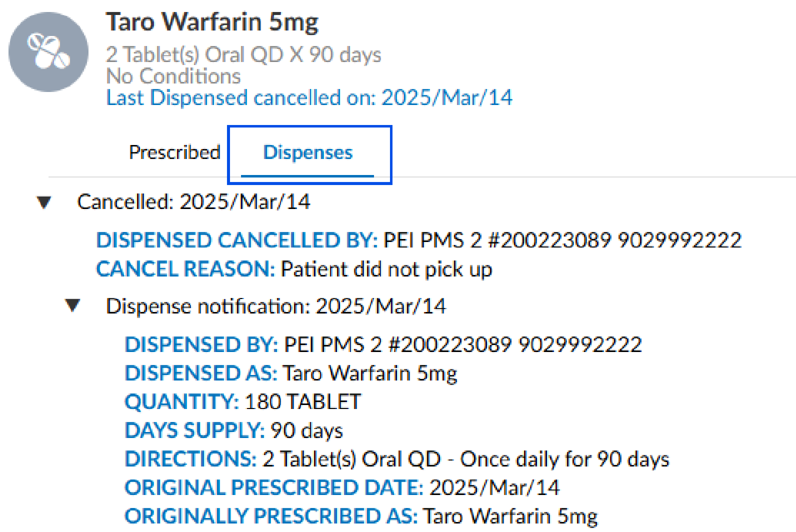


Note: If a medication was refilled or prescribed again, it will display the new information in addition to previous information.

Dispense cancelled by pharmacy

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

In this case, the prescription was dispensed but then cancelled:



Cancel request

If you recently sent an e-prescription to a pharmacy through PrescribeIT® and you want to change the medication or made an error, you can send a cancellation request to the pharmacy. This is a request because the pharmacy has already received the prescription electronically. The pharmacy will send a response, for example, confirming that the prescription has not already been picked up by the patient.

You can send a cancellation request if:

1. It is within 24 hours of sending the e-prescription AND
2. You have not received a dispense notification.

If you do not meet these criteria, you can't send a cancellation via PrescribeIT. You must cancel as you would normally (e.g., fax the cancellation, contact the patient etc.).

Note: A cancel request is <u>not the same as stopping a medication</u>. Cancel means asking the pharmacy not to fill a recently sent prescription. Stopping means instructing a patient to stop taking a medication and then discontinuing the prescription in the patient's chart.

You can cancel any prescription but cancel requests are only sent to the pharmacy for e-prescriptions.

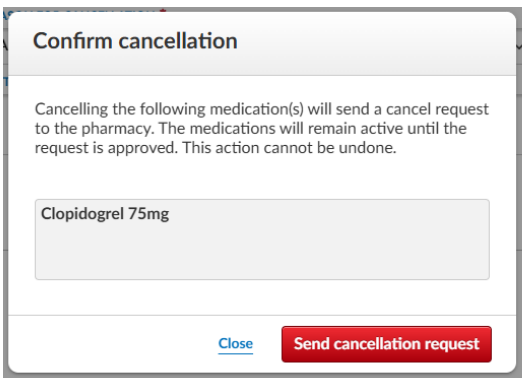
To send a cancel request:

1. From the patient's chart, click **Start/Open** > **Prescriptions**.
2. Click the kebab menu icon (3 dots) > **Cancel Rx** to the right of the prescription you wish to cancel.

3. In the **Cancel Medications** window, select the **Reason for Cancellation** from the list and optionally add any **Notes**.

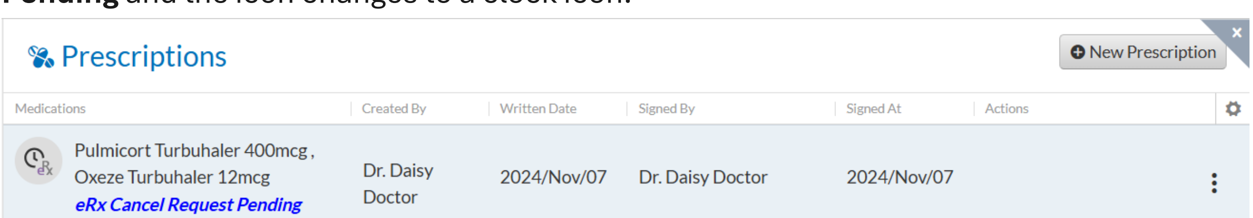
4. Clear the checkbox for medications that you do not want to cancel.

5. Click **Cancel Medications** and, when prompted to confirm, click **Send cancellation request**.



Note: If it has been more than 24 hours since you sent the e-prescription, or you've received a dispense notification, you can't send the cancellation request to the pharmacy. The button in the confirmation window will be **Cancel Medications** and the cancellation is **recorded in the CHR only** and **not sent to the pharmacy**.

The medications remain active on the patient's chart until the pharmacy approves the cancel request. In the **Prescriptions** list, the status shows as **eRx Cancel Request Pending** and the icon changes to a clock icon.



The pharmacy can respond with one of three possible responses:

1. Approved
2. Denied
3. Denied: Remaining Refills Revoked

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 in CHR.

Pharmacy Communications

For patient-specific or general inquiries, Pharmacy Communication messages are secure, direct messages, from within the CHR, between prescribers and PrescribeIT®-enabled pharmacies.

There are 3 places to start a pharmacy communication:

1. Inbox
2. Patient Record
3. Medications/Prescriptions

There are 3 places to view a pharmacy communication:

1. Inbox
2. Provider's Outbox
3. Patient's Outbox

Sending a message to a pharmacy

Messages to pharmacies are sent and received in a similar manner to your internal CHR messages. Selecting a PrescribeIT®-enabled pharmacy as the recipient will add two new fields to the window: On behalf of and Category (explained below). The message is now a Pharmacy Communication.

Note: Messages are sent to a pharmacy, which means that a Pharmacist, Pharmacy Technician or Assistant could read it. These pharmacy staff are considered custodians of patient information (PHI).

Best practice when sending pharmacy communications is to **create a new message from the place that matches the intent**.

Message is about a patient's medication or prescription:

Create it from the **Medication order** (preferred, if appropriate): the patient, prescriber, and prescription/medication information will auto-populate the message.

Message is about a patient:

Create it from the **Patient chart:** patient information will auto-populate the message.

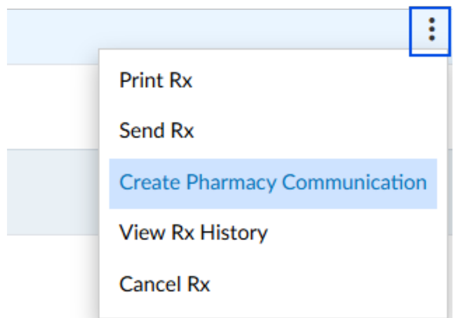
Message is not about any specific prescription or patient:

Create it from the **Inbox**: no patient information auto-populates (you can add the patient and medication(s), but this leaves room for error).

Create a new message from a patient’s medication or prescription

Steps

1. From the patient's chart click on either the **Medications** or **Prescriptions** section.
2. Choose a medication/prescription and click the kebab menu (3 dots).
3. Click **Create Pharmacy Communication.**

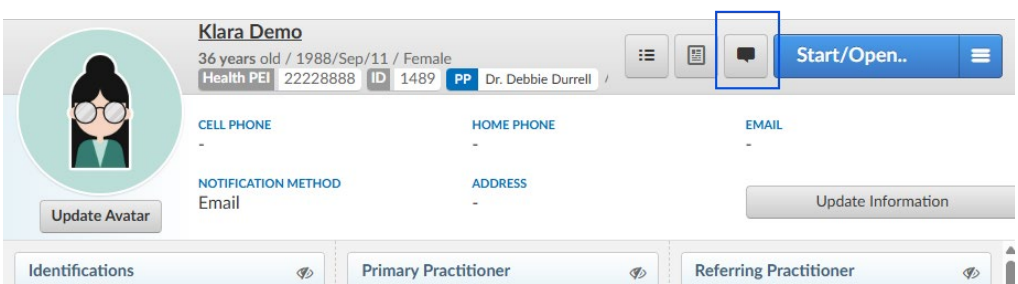


The patient and the prescription/medication(s) are included in the message.

Create a new message from the patient's chart

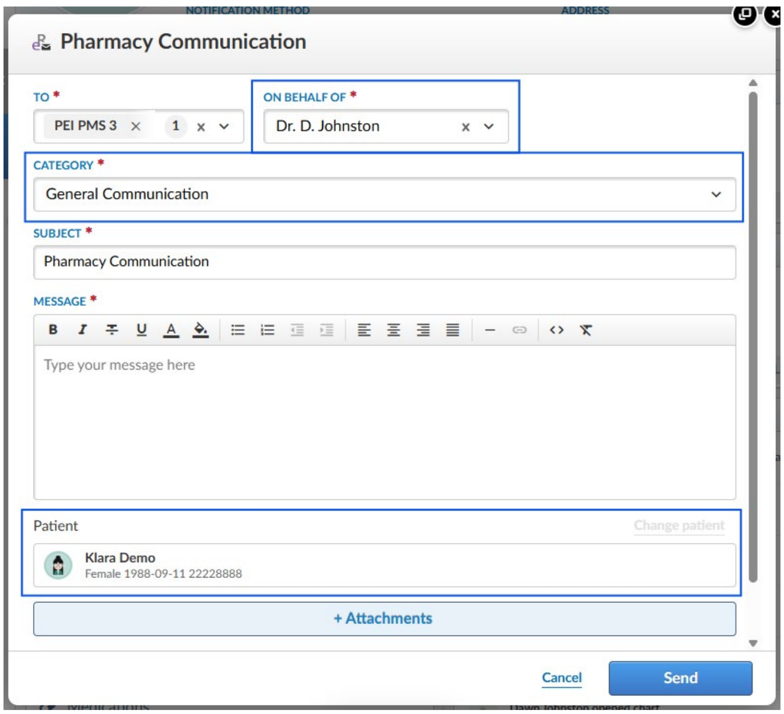
Steps

1. Click the new message icon:



2. Enter a pharmacy in the **To** field. Note:
   a. The window will add two new fields:
      i. **On behalf of**:
         - For prescribers this will be their own name
         - For users who create messages on behalf of prescribers, the provider's name is automatically populated
      ii. **Category** - messages can be categorized

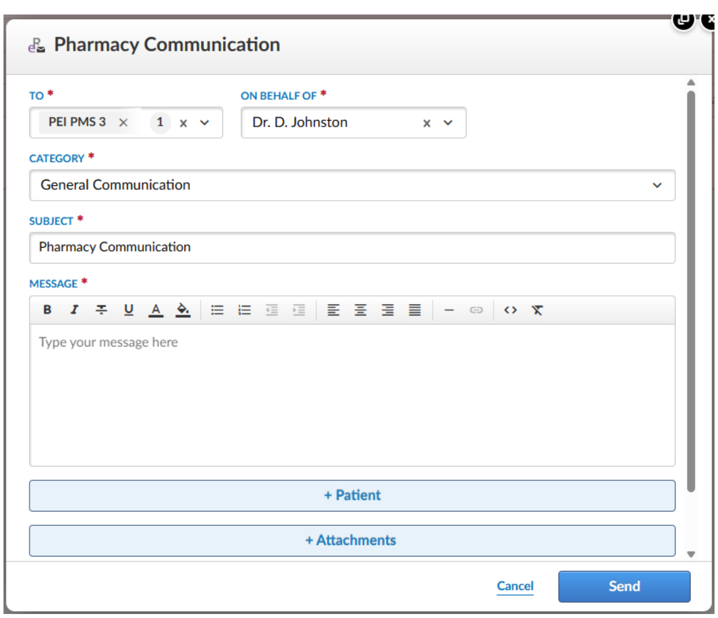
b. The patient's information is attached to the message.



Create a general message (not regarding a patient)

Steps

1. From your **Inbox** click **+Message**.
2. Enter a pharmacy in the **To** field.



There is no patient or prescription/medication(s) information included in the message. You can attach a patient to this message if you need to.

Complete the message

Use the following table to complete your message.

Field	Description
To	If you started the message from a prescription and the prescription was originally e-prescribed, the pharmacy the prescription was sent to is automatically populated. Otherwise, search for and select a pharmacy from the list.
On Behalf Of	If you are a provider enabled for PrescribeIT®, your own name is shown. If you are not a PrescribeIT®-enabled user, the patient's Primary Practitioner is automatically populated and you're sending the message on behalf of them. You may select a user from the list.
Category	Defaults to General Communication. If necessary, select another category from the list such as Clarification Required or Clinical Follow-Up.
Subject	Defaults to Pharmacy Communication. You can edit this subject as needed. Best practice: Use a meaningful subject line Since the subject line can be used to triage messages, enter a meaningful subject line for all communications. This allows recipients to quickly tell whether an action is needed or if the message is for information only.
Message	Type your message in the body of the message.
+Patient	If you created the message from your Inbox, you can attach a patient's information. Best practice for that type of message is to create it from the patient's chart.
+Attachments	Click +Attachments to upload a file from your computer or select a file from the patient's chart.

When finished, click Send. A green **Message sent** notification appears indicating your message was sent successfully. The message is available in your **Outbox** as well as the **Patient Outbox**.

Adding attachments

Attaching digitized files to a Pharmacy Communication (e.g., vaccine information, lab results, Medication Reconciliation documents, etc.) allows clinicians to easily review and respond to files.

PrescribeIT can accommodate the following volumes and formats:

- Each message can include up to 20 items, with a total size limit of 50 MB.
- Acceptable file types for attachments include PDF, JPG, PNG, and TXT documents.

Receiving and replying to messages from a pharmacy

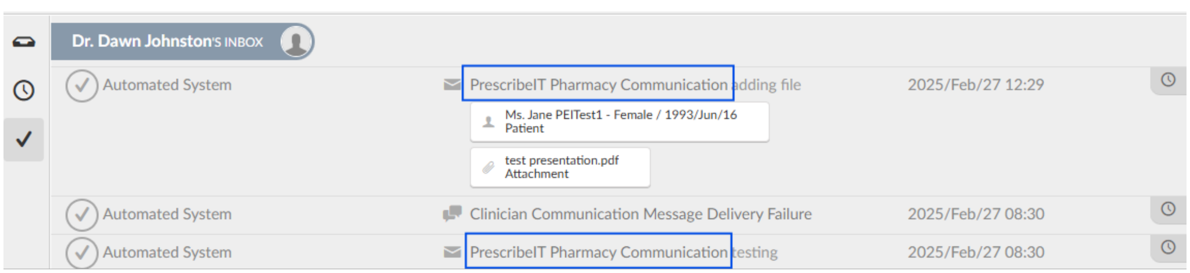
The CHR checks for new messages from pharmacies every 5 minutes.

When you receive a message from a pharmacy, the CHR attempts to automatically match the patient. If it can't find a match, you can manually assign the patient, or mark the message as not intended for one of your patients.

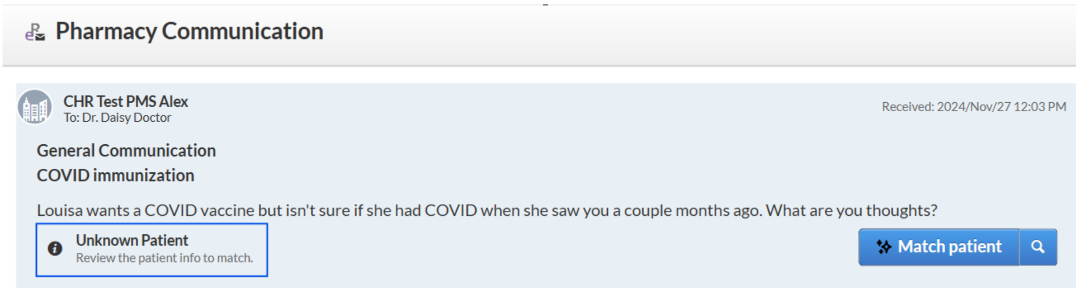
Note: Pharmacists with renewal requests should continue to send those via fax and not via Pharmacy Communications. Pharmacy-initiated renewal request functionality will be introduced as an enhancement in PrescribeIT update 2b.

Steps:

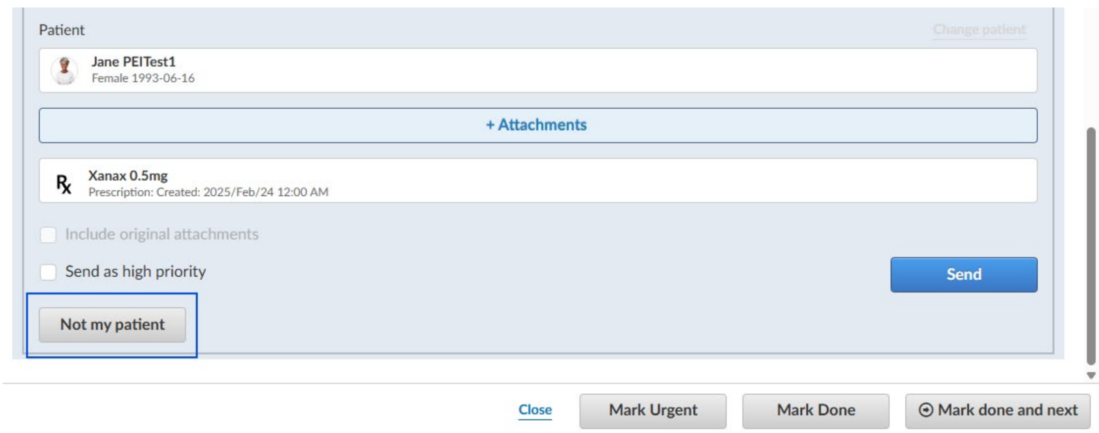
1. Open the message in your inbox. Messages from pharmacies are listed as **PrescribeIT Pharmacy Communication**.



2. If the patient cannot be uniquely matched to a patient in the CHR, the message shows **Unknown Patient**.



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



Attached files

Attachments from pharmacies are not automatically added to the patient's chart.

If you want to save a file to Patient Files, download it and upload it as you normally would.