PCC Pediatric EHR Solutions

eRx Tips and Tricks

Lauren Gluck
User's Conference 2015

Table of Contents

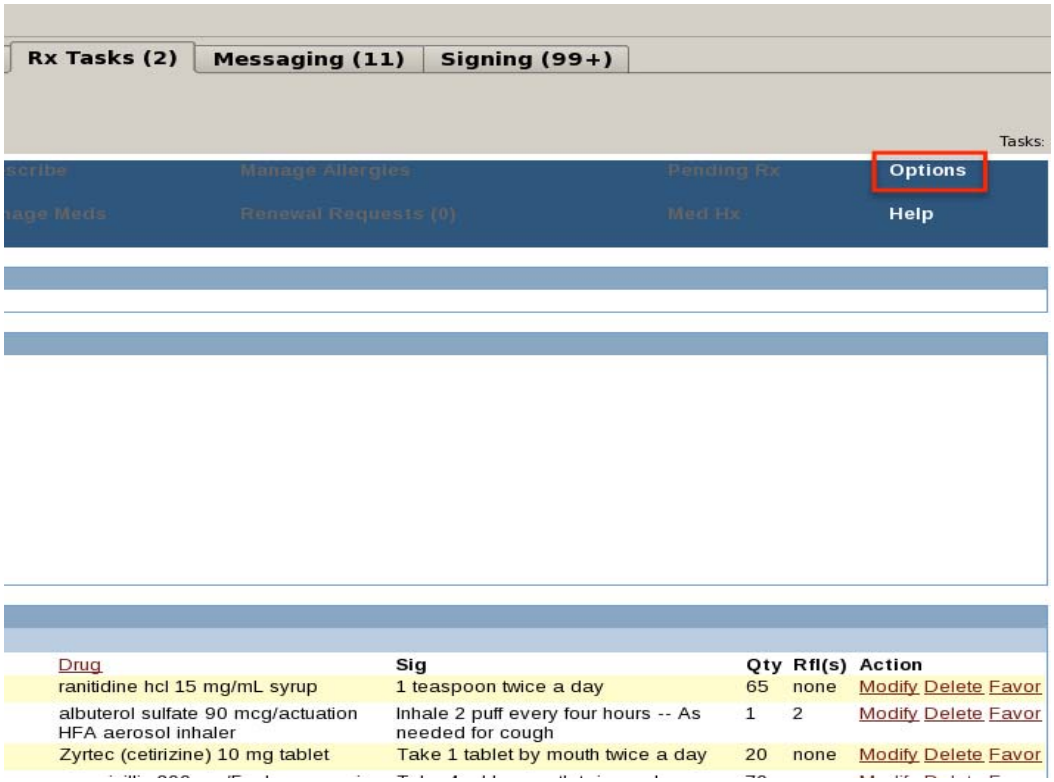
What is the Take Away? 1
Outline 1

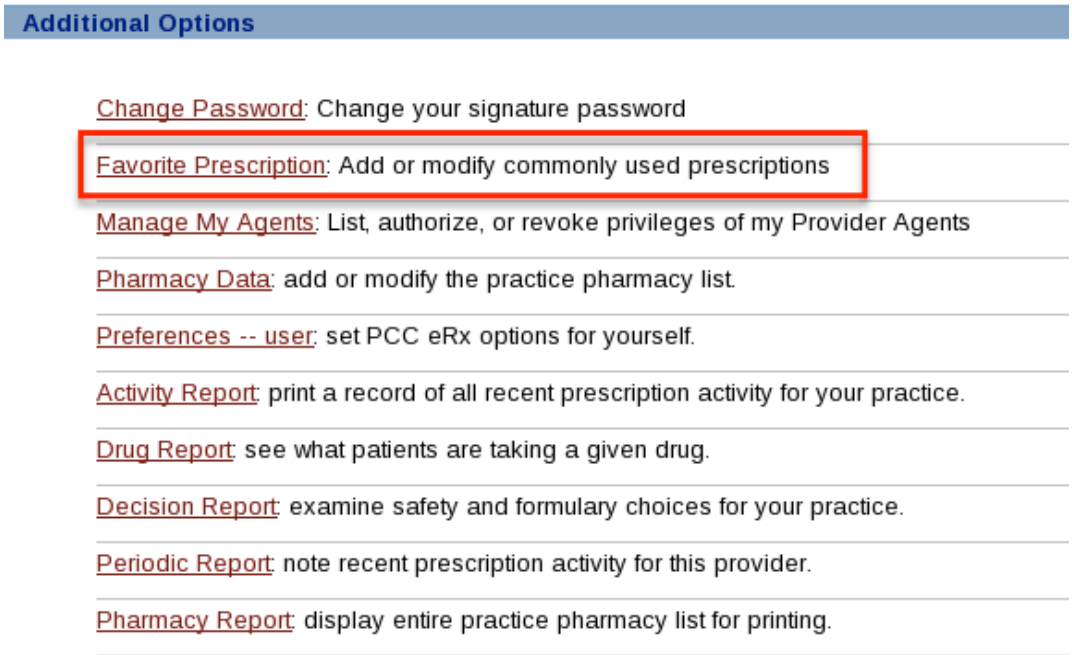
What is the Take Away?

This course will focus on some ePrescribing best practices that can help you become more efficient when using the ePrescribing feature in PCC EHR.

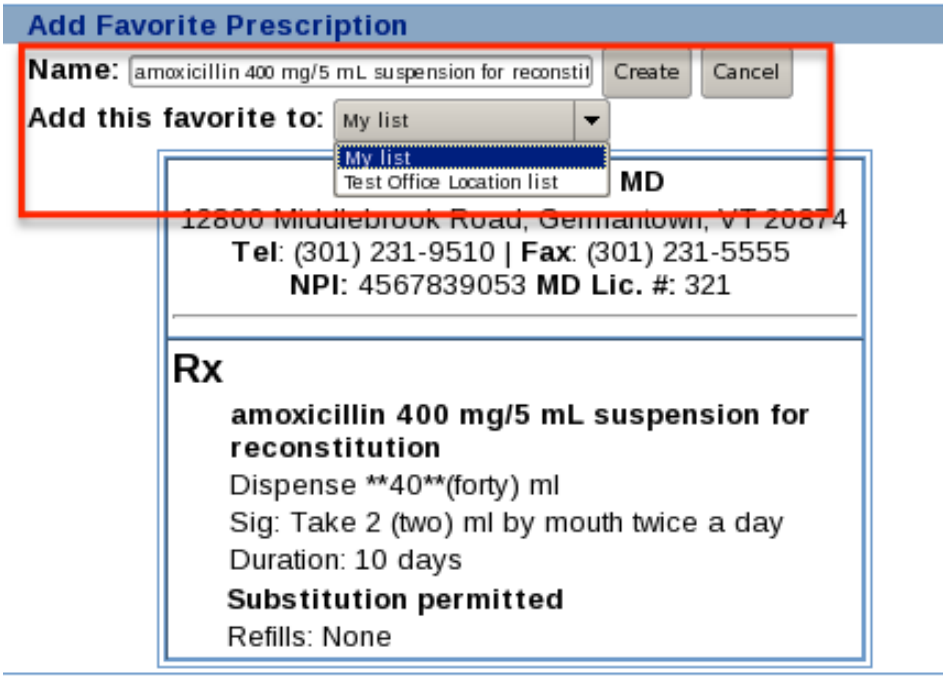
Outline

- **Adding Favorite Prescriptions**
  - Adding favorite prescriptions for your most commonly prescribed medications will increase your efficiency. For formulary checking, you need to keep your list of favorite prescriptions under 100 favorites.
  - To add a favorite click:
    - Options (top right-hand corner of the blue bar at the top of the screen)
    - Favorite Prescriptions
  - Adding favorites allows you to:
    - Set default instructions to patients
    - Set the duration only and add the quantity when prescribing the medication for a patient
    - Enter coupon discount codes received from drug representatives
    - Set a custom name for your favorite prescription so it is easy to find in your favorite list.
  - If a new provider joins your practice you can contact PCC and we will have DrFirst copy a current provider's favorite list to the new provider.

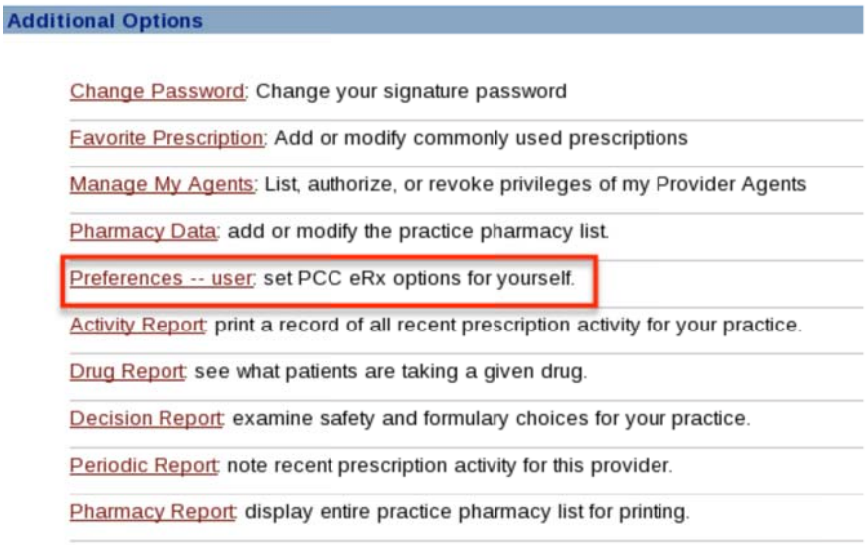

Rx Tasks (2)
Messaging (11)
Signing (99+)
Tasks:
Manage Allergies
Pending Rx
Options
Renewal Requests (0)
Med Hx
Help
Drug
Sig
Qty
Rfl(s)
Action
ranitidine hcl 15 mg/mL syrup
1 teaspoon twice a day
65
none
Modify Delete Favor
albuterol sulfate 90 mcg/actuation HFA aerosol inhaler
Inhale 2 puff every four hours -- As needed for cough
1
2
Modify Delete Favor
Zyrtec (cetirizine) 10 mg tablet
Take 1 tablet by mouth twice a day
20
none
Modify Delete Favor

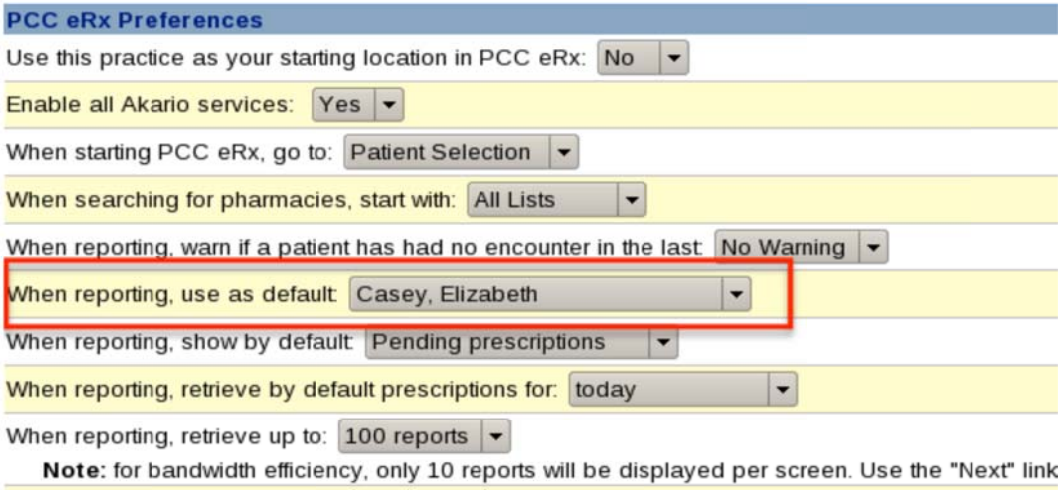

Additional Options
Change Password: Change your signature password
Favorite Prescription: Add or modify commonly used prescriptions
Manage My Agents: List, authorize, or revoke privileges of my Provider Agents
Pharmacy Data: add or modify the practice pharmacy list.
Preferences -- user: set PCC eRx options for yourself.
Activity Report: print a record of all recent prescription activity for your practice.
Drug Report: see what patients are taking a given drug.
Decision Report: examine safety and formulary choices for your practice.
Periodic Report: note recent prescription activity for this provider.
Pharmacy Report: display entire practice pharmacy list for printing.

When saving a favorite you can type a custom name for the favorite and choose if you want to add the favorite to your list or the practice list.

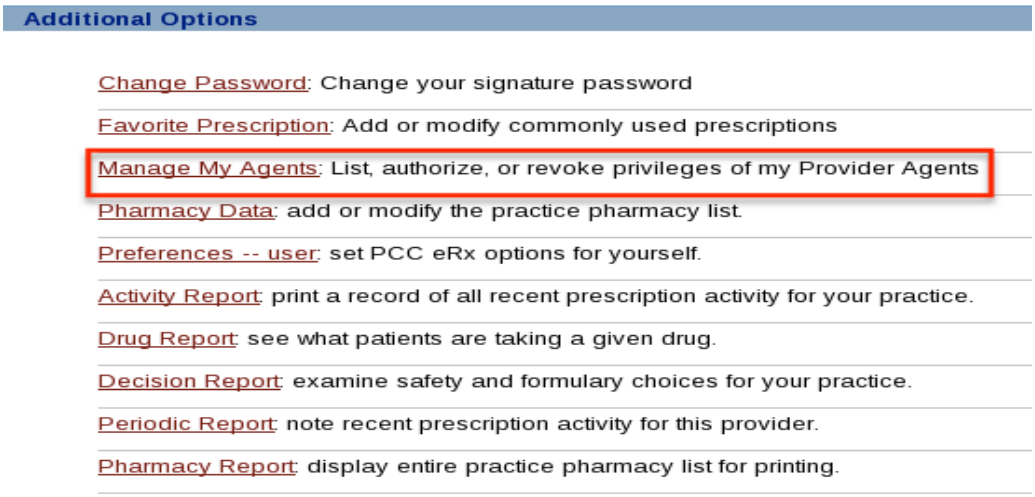


- **Selecting Default Provider for Pending Prescription/Renewal Request screen**
  - The counter at the top of the RX Task queue shows a '0' for all users in the EHR except for providers.
  - In order the counter to stay up-to-date for providers each provider must set their name as the default when viewing the Pending Prescriptions and Renewal Request screen.
    - To set the default provider click:
      - Options (top right-hand corner of the RX Task screen, in the blue bar)
      - Preferences-User
      - The fifth option states: "When Reporting Use as Default:", choose the provider's name from that list



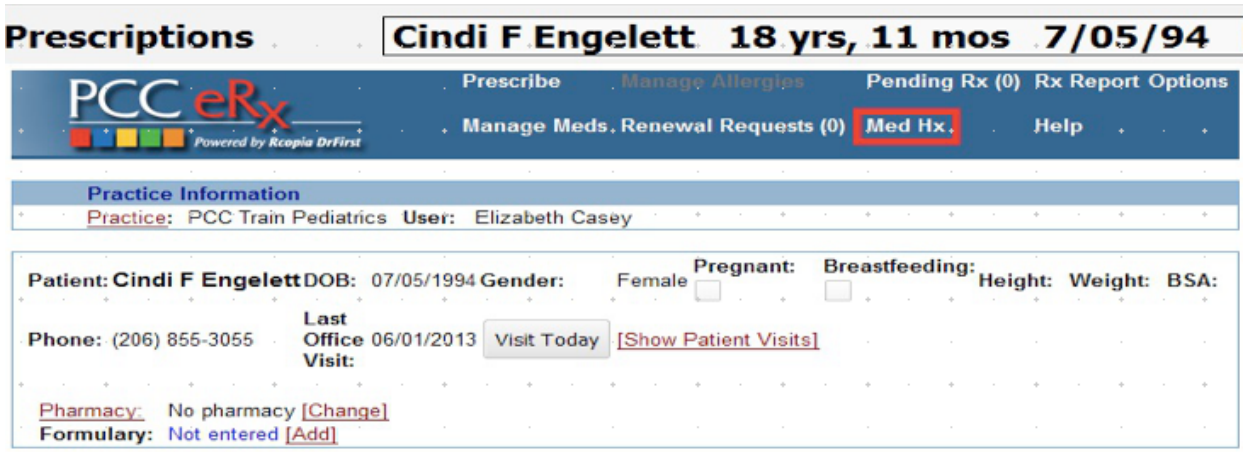


- **Managing Provider Agents**
  - When a new nurse or medical assistant starts at your office, you should contact PCC Support and we will add him or her as a user in DrFirst.
  - If they will be sending prescriptions on behalf of the providers each provider needs to authorize them as a provider agent.
    - To authorize provider agents:
      - Options
      - Manage My Agents
      - Check the box next to the person's name
      - Enter signature password
      - Click Authorize

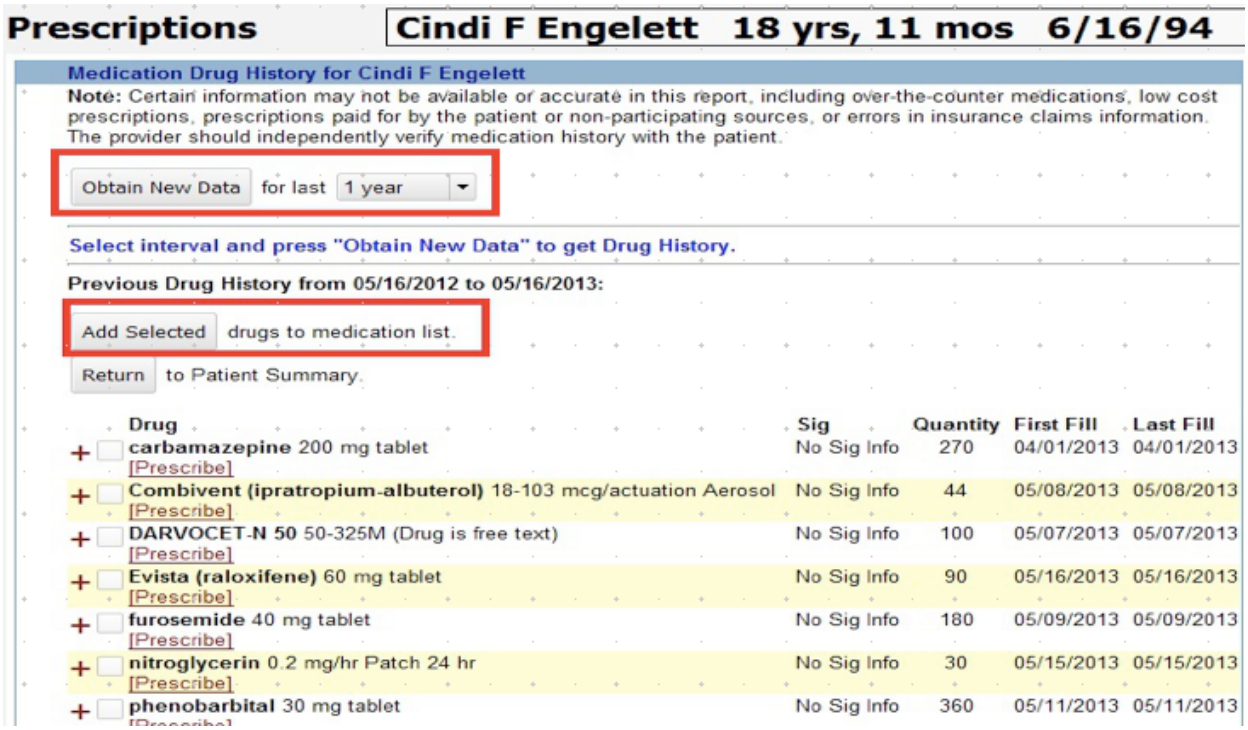


- **Formulary Information for Patients**
  - Most insurance plans provide formulary information electronically that is visible in PCC eRx.
    - The formulary information will display:
      - If the patient is eligible for a mail-order pharmacy
      - If a medication is covered under the formulary
      - Tier information for medications
  - Insurance information is pulled automatically from Surescripts' system. The insurance information will not show if any of the following five pieces of demographic information in Partner don't match the insurance company's information:
    - Patient's first name
    - Patient's last name
    - Patient's DOB
    - Patient's Gender
    - Zip Code
    - Phone Number
  - The patient formulary information also allows you to generate a medication history for the patient.
    - The Medication History shows any prescription filled using the patient's insurance regardless of the prescribing provider.
      - Medication History can be generated by clicking the Med Hx option in the blue bar at the top of the PCC eRx screen.
      - Once the list is generated, you can add any medications that are still active to the patient's medication list.

Select Med Hx at the top of the screen.

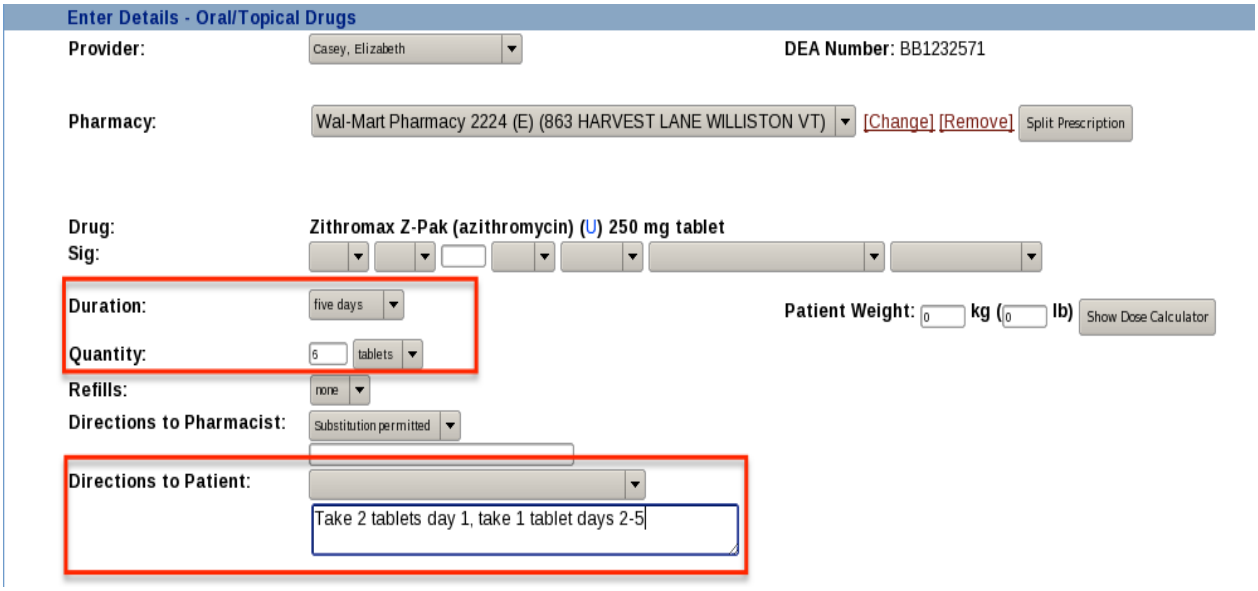


Choose your time period and click Obtain New Data. Add medications to the patient's medication list by checking the box next to the medication and clicking the Add Selected button.

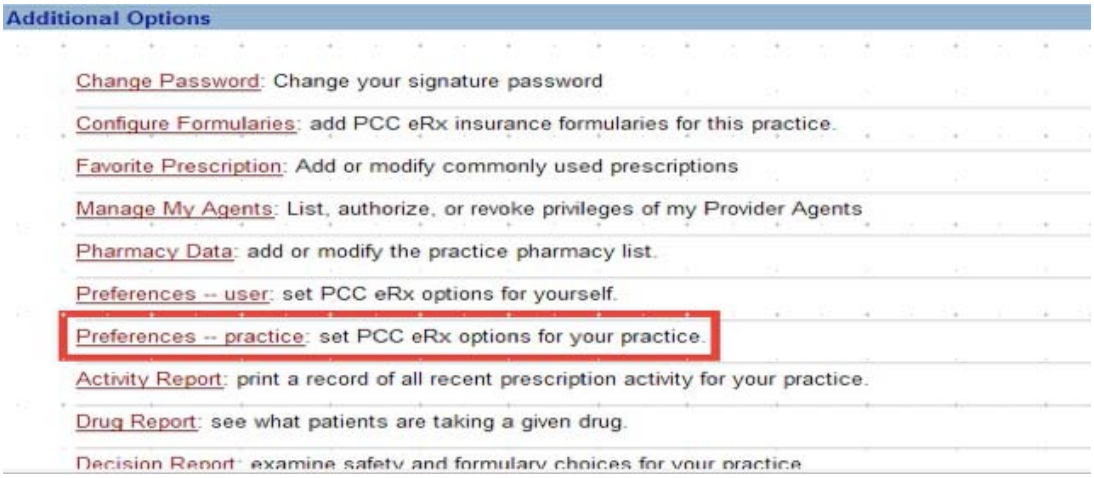


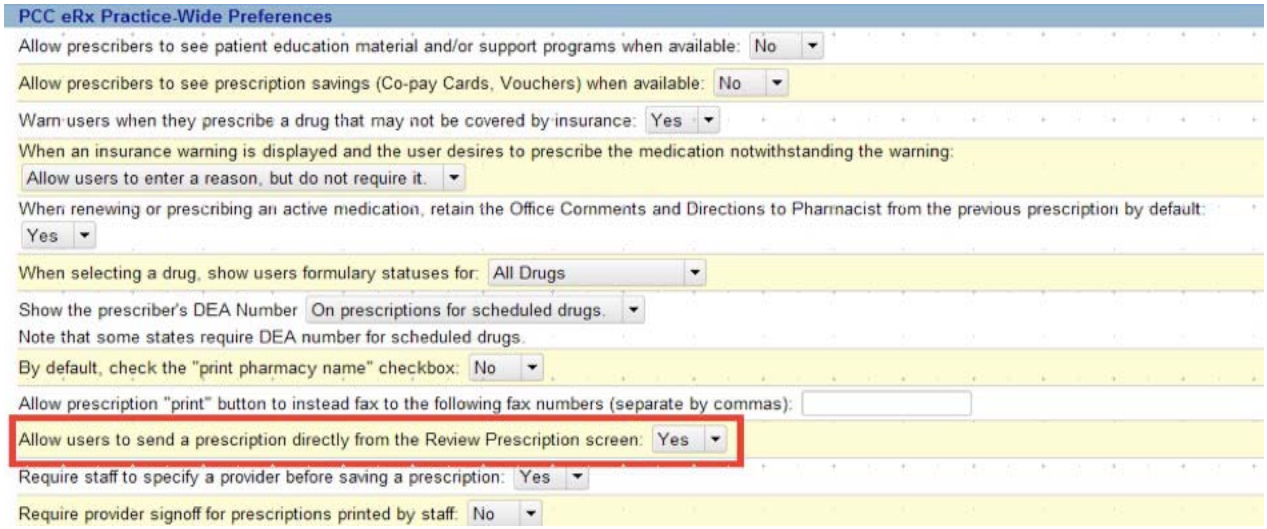
- **Searching for medications**
  - Some medications, especially solutions are listed under the name of the chemical compound.
    - For example: 3% saline solution for nebulizer treatments is listed in PCC eRx as sodium chloride.

- **Tapering Medications**
  - Medications that taper or that have a different dose in the morning and evening cannot use the regular sig line in the prescription screen.
  - The only information required in the sig section is the quantity. For medications that taper the rest of the sig should be entered into the directions to patient box.

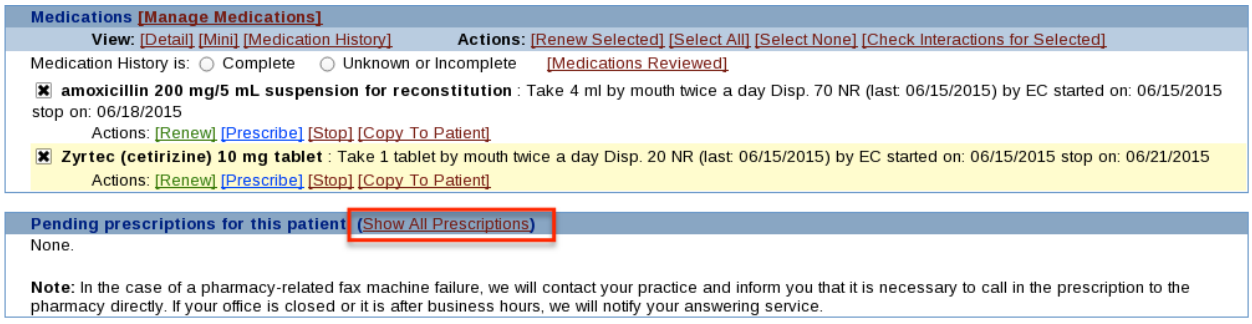


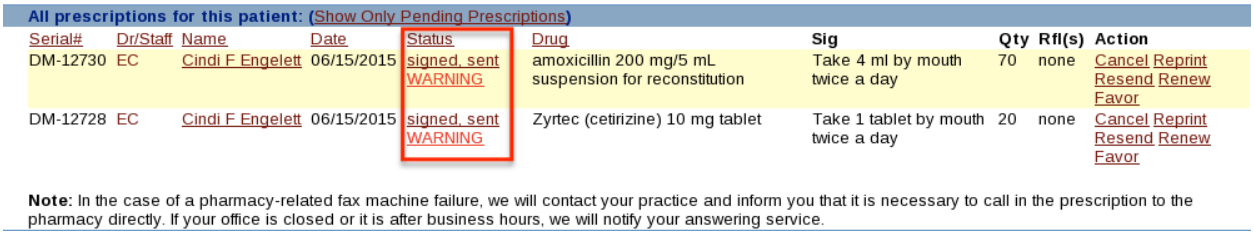
- **Sending a prescription from the Review Prescription screen**
  - The review screen allows you to view a prescription before clicking 'ok' to create the prescription, it can also be used to send the prescription.
    - Configuring this option requires someone listed as an administrator in PCC eRx needs to access the Options menu and click:
      - Preferences-Practice
      - The tenth option is: "Allow users to send a prescription directly from the Review Prescription screen:"
      - Change that option to Yes and then click Make These Changes at the bottom of the screen

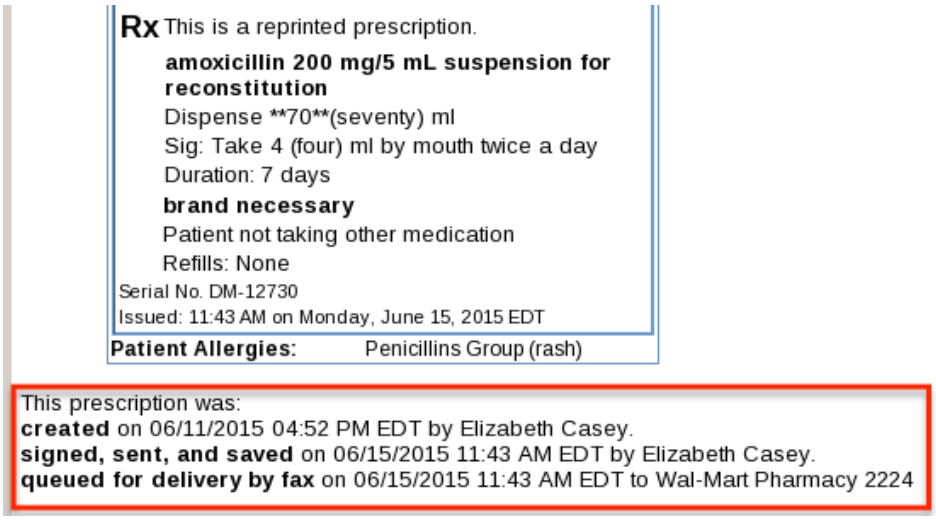




- **Managing Prescriptions**
  - PCC eRx keeps a record of every prescription created for a patient.
  - The Pending Prescriptions section has a red link: Show All Prescriptions
    - Clicking this link will display all of the prescriptions sent for the patient using PCC eRx.
  - The All Prescriptions list allows you to perform a few tasks:
    - Cancel the prescription
    - Reprint the prescription (you will have the option to print a copy or an original)
    - Resend the prescription (this will resend the prescription to the pharmacy without creating a new prescription or requiring the signature password)
    - Renew the prescription
    - Add the prescription to Favorites
  - The All Prescriptions list also allows you to check the status of a sent prescription:
    - Each prescription will have a status associated (for example: signed, sent)
    - Clicking on the status will show date, time and user stamps for all actions on that prescription. It will even show when it was received by the pharmacies system.







- **Electronic Prescribing of Controlled Substances (EPCS)**
  - Most states now allow the prescribing of controlled substances, however some states only allow Schedule III-V medications electronically.
  - If you are in a state that allows EPCS and you are interested in starting the process, please contact PCC Support.
  - EPCS is for each provider individually, so all providers in your practice don't have to enroll.
  - The registration process is per provider. There is a one-time $75 fee per provider for the EPCS registration process.
  - To complete the registration process:
    - The provider will receive an email with a link and an invite ID
    - They will click on the link and enter their NPI number and the invite ID
    - The first step in the registration process is identity verification.
      - The provider will need to enter a personal credit card number, that is not an American Express card.
      - They will then answer three questions about information found on their credit report.
        - This part of the process is done through Experian. DrFirst does not have any access to this information.
      - The next step is to choose a signature password that will be used for EPCS. They will also register their token. The token will also be used when signing prescriptions.
      - The provider will receive a certified letter to their home address with an ID they have to enter into the EPCS screen in PCC eRx.
      - The final step is to authorize all of the providers for EPCS. More than one provider can be authorized at a time.