

PCC eRx Drop In Session May 2025





*Hosted by your
friendly eRx team at PCC*

Welcome to the PCC eRx Drop in Session - May 2025

- **Please include your practice acro or state in your zoom name**
- **Use raise hand feature to join conversation or add comments & questions to the chat**
- **Mute your audio to limit background noise**



May 2025 PCC eRx Drop In Session

- **Have you tried prescribing from pocketPCC yet?** 
- **Open Q&A for attendees**
- **What's Next for PCC eRx:** Features and Fixes coming this Fall 
- **Assorted Tips & Tricks**

Next PCC eRx Drop In Session:

Tuesday, June 24th

2-4pm EDT

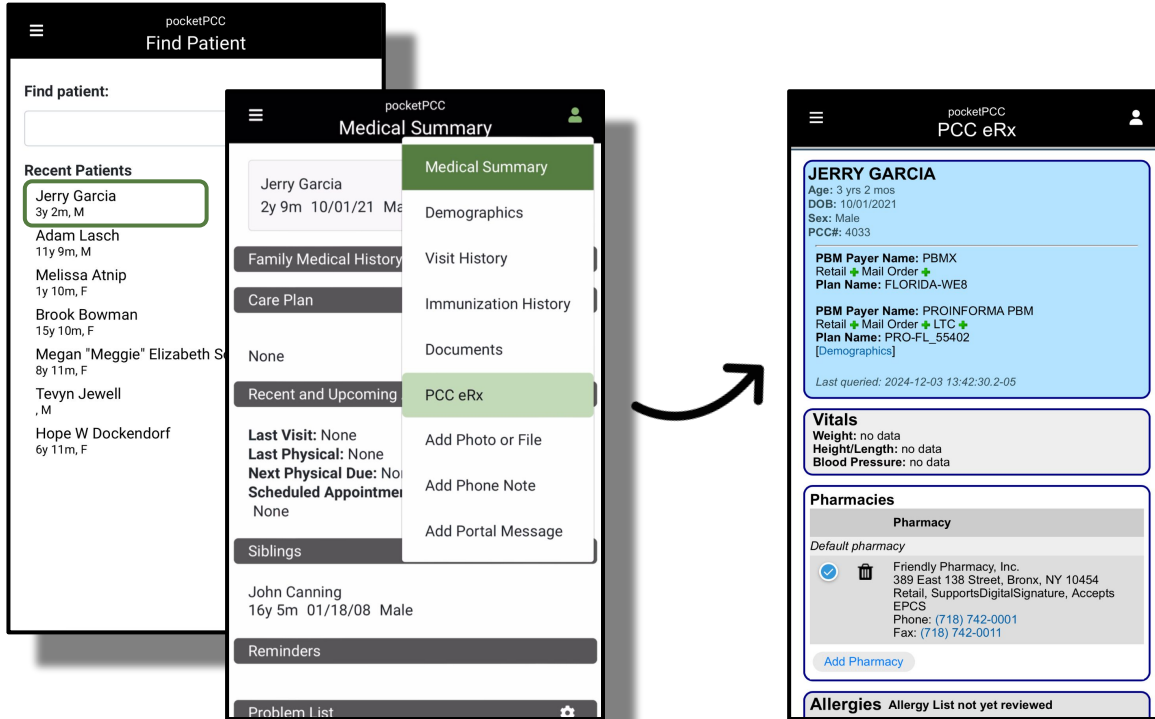


Puzzling prescribing problem? Medication mysteries?

Let's discuss!



Prescribing via pocketPCC



- Send both legend & EPCS prescriptions!
- Requires use of hard token for EPCS
- Rx Queue access for pending prescriptions
- Printing disabled via mobile
- Retail Rx Hx only available via PCC EHR

Available now at all offices!

What's Next for PCC eRx



- ❁ **Summer Release (10.3) - Infrastructure update across all PCC Products**
- ❁ **Fall Release (10.4) - Pediatric Delighers in PCC eRx**
- ❁ **Return to Electronic Prior Authorization (ePA) Project**



Fall Release (10.4) - Pediatric Delighters in PCC eRx



- ❁ **EPCS Onboarding: Extreme Makeover Edition**
 - ❁ **Future Providers - Say goodbye to credit based questions!**
 - ❁ **Replaced with biometric screening**
 - ❁ **Grab your drivers licence and take a selfie!**
 - ❁ **Most other steps remain the same but have a new look & feel**

A screenshot of a survey question: "4. You may have opened a mortgage loan in or around March 2004. Please select the amount that includes principal, interest, and escrow (escrow could include taxes and insurance if co-owned). Select the amount that is closest to the actual amount." The options are: ☒ \$460 - \$659, ☐ \$660 - \$859, ☐ \$860 - \$1059, ☐ \$1060 - \$1259, and ☐ NONE OF THE ABOVE/DOES NOT APPLY. A large red X is drawn over the entire screenshot, indicating that this type of question is being removed.

*Existing EPCS users do not need to reproof due to this change.
However - all EPCS accounts have expirations - PCC will advise if you are reaching your expiration.*

EPCS Onboarding: Extreme Makeover Edition



EXOSTAR

Identity Proofing

Welcome to your proofing session

For further information on this service visit [Exostar OTP policy](#)
Please read the instructions below before you begin.


To complete your application you'll need


✔ 10-15 minutes to complete the process


✔ Your social security number

✔ A mobile phone with a camera

✔ Your chosen identity documents (Passport, driving license or state-issued document)


1
On your computer
We'll ask for a few personal details to provisionally confirm your ID. We'll then send a link to your mobile phone.

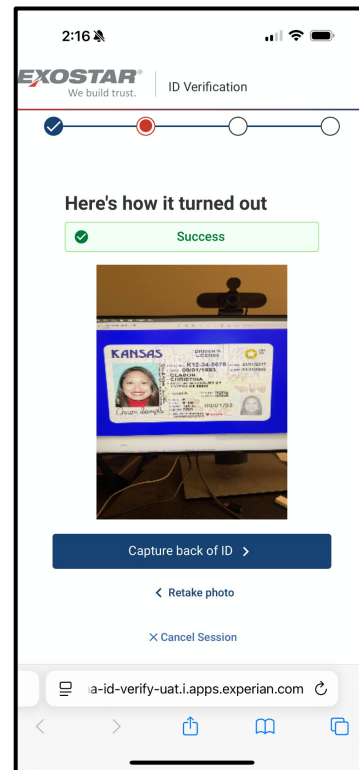
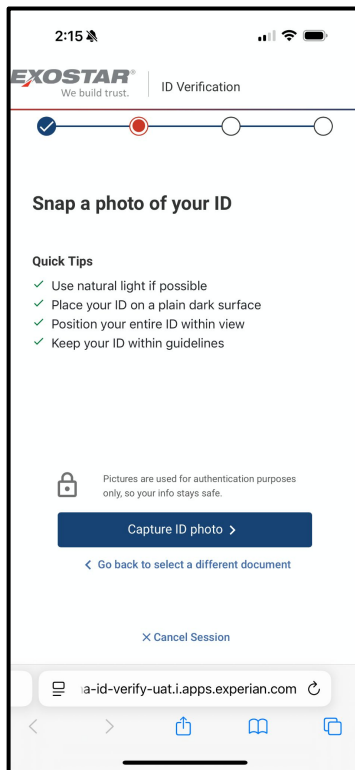
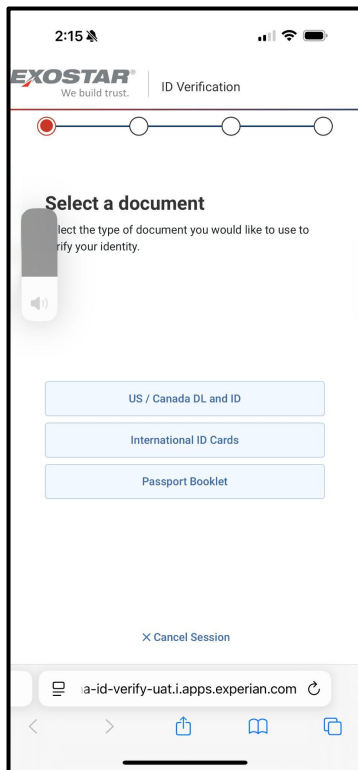

2
From your phone
You'll receive a link on your phone from Experian, our identity partner. Follow the link and using your phone camera, upload a photo of your ID and a selfie.


3
On your computer
You can check on the status of your submission at anytime.
Once you're approved you can manage the security methods on your account.

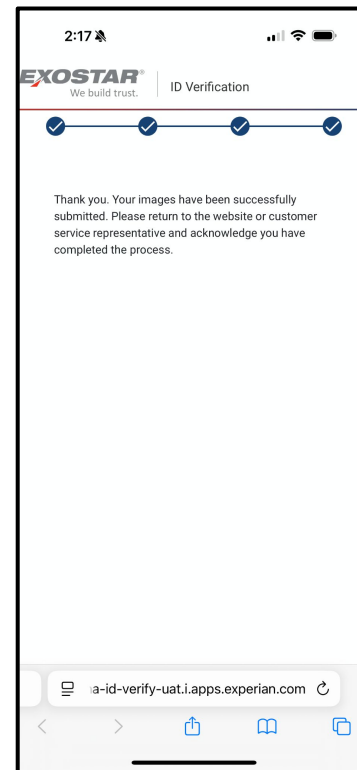
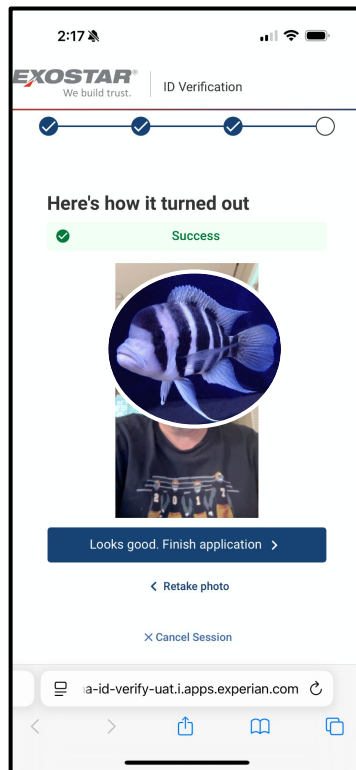
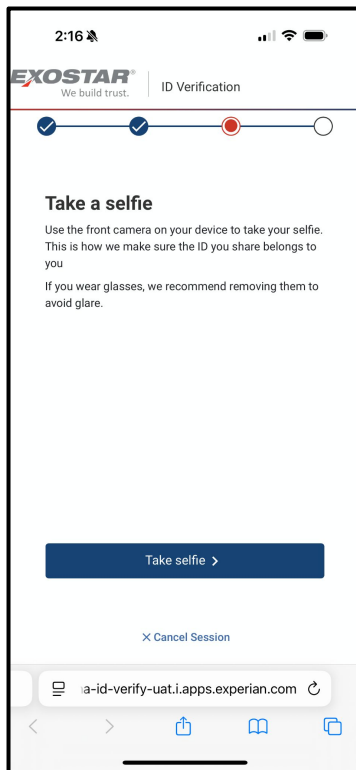
CANCEL

START PROOFING

EPCS Onboarding: Extreme Makeover Edition



EPCS Onboarding: Extreme Makeover Edition



Fall Release (10.4) - Pediatric Delighters in PCC eRx



- ✿ Added flexibility for Resend functionality
 - ✿ Allow Resend from Prescription History
 - ✿ Add pending option for non-provider staff
 - ✿ Make it more obvious when a prescription is successful
 - ✿ Prevent “Resend” if no changes have been made
 - ✿ Support for resending within 3 month supply prescriptions

The screenshot shows the 'Review & Sign' screen in the PCC eRx system. At the top, there's a 'Prescriptions' section with a 'Group By' dropdown set to 'None'. Below this is a table with two columns: 'Ready' and 'Medication'. The 'Ready' column contains a 'Resend' button, a trash icon, and an information icon. The 'Medication' column displays the prescription details: 'LISDEXAMFETAMINE (VYVANSE CAPSULE)', '20 mg capsule', '30 Capsule(s), 0 refills', 'Start: 11/14/2023', 'Pharmacy: CVS/pharmacy #11037', 'eRx: 11/14/2023 16:46:56', and '(Prescribed by: MORGAN ELLIXSON-BOYEA)'. A prominent message '* Current production experience *' is overlaid on the table. At the bottom, there are links for 'Daily Med - Drug Reference Materials' and 'State of Vermont Prescription Monitoring Program', and two buttons: 'Finalize Prescriptions' and 'Print Medication Instructions'.

*All improvements are subject to change &
are under consideration for the 10.4 release in Fall 2025*

Fall Release (10.4) - Pediatric Delighters in PCC eRx



- ❁ Improvements for working with 3 month supplies of ADHD medications
 - ❁ Allow management of individual months within set of 3
 - ❁ Cancel, Delete, Resend, etc
- ❁ Send Now or Send Later! New option to queue & with reminder to send when prescription is due
- ❁ Ensure better display in PCC EHR Medication History for overlapping sets

*All improvements are subject to change &
are under consideration for the 10.4 release in Fall 2025*

Fall Release (10.4) - Pediatric Delighters in PCC eRx



- ✿ **Improve Errors in PCC eRx: Less roadblocks & happier prescriptions**
 - ✿ **Reduce drug specific issues resulting in unexpected “Medication is Incomplete. Dose form is missing” messages**
 - ✿ **Decrease transmission & communication related errors on Rx Queue *when possible***
- ✿ **Address industry wide issues with Concerta & Relexxii**
- ✿ **... and more. Stay tuned!**

*All improvements are subject to change &
are under consideration for the 10.4 release in Fall 2025*

PCC eRx

Tips & Tricks



If Needed: Try Instruction Only with *Unexpected* Missing Dose Form

Add New Med

Warning:
Search results are NOT restricted by the patient's age, and may not be appropriate for this patient.
Please review carefully.

Add New Med (start over)

LIDOCAINE 4 % PATCH

to patch (show all)

Qty: to

Topical

☒ PRN pain

✓

1.8 % adhesive patch,medicated (lidocaine)

4 % adhesive patch,medicated (lidocaine)

5 % adhesive patch,medicated (lidocaine)

4 % adhesive patch,medicated (lidocaine HCl)

(show all)

Prescription:

Days Supply:

Dispense: Day(s)

Number of Refills: ☐ PRN

Date to Fill:

Prevent Renewal Requests: ☐

Follow up provider:

Formulary Summary

Generic, OTC, Unknown

☒ Formulary Summary Rx Plan: PRO-NH_02447

Alternatives

Alerts

Prior Auth

Copay

No formulary information available.

BROOK BOWMAN
Female, DOB 05/05/2009
73 Tanglewood
Lyndon, VT 05849
Phone (802) 555-0105

MORGAN ELLIXSON-BOYEA
Lake Champlain Pediatrics
Upper Lake Street
Uptown, VT 05404-1111
Phone (800) 722-2198
DEA # MT9445619

Friendly Pharmacy
3137 Grand Concourse
Bronx, NY 104681401
Phone (718) 733-8528
Fax (718) 733-8529
accepts EPCS

lidocaine
1 patch Topical every day PRN pain
1 Day(s), 0 Refills
Days Supply: 30
Written Date: 03/24/2025

Print

Test Case:

Process Now

Medication is incomplete. Please select dose form.

If Needed: Try Instruction Only with *Unexpected* Missing Dose Form

[Add New Med](#)

Warning:
Search results are NOT restricted by the patient's age, and may not be appropriate for this patient.
Please review carefully.

Add New Med [\(start over\)](#)

LIDOCAINE 4 % PATCH

☒ Instruction Only

Dose Form: 4 % adhesive patch, medicated (lidocaine) ▼

Prescription:

Days Supply: 30

Dispense: 1 ▼ 5 adhesive patch, medicated packet ▼

Number of Refills: ☐ ☐ PRN

Date to Fill:

Prevent Renewal Requests: ☐

Follow up provider: ▼

Formulary Summary
Generic, OTC, Unknown

Warning: Dose Range Safety Checking for Dose Amount and Dose Frequency is not available for Instruction Only prescriptions. Please review carefully.

Formulary Summary

Rx Plan: PRO-NH_02447 ▼

Instructions to Patient:
very special directions for the patient

Comments to Pharmacy:

Internal Note:

Duration: for ▼

Indications:

Tip: Use multiple terms to refine your search

BROOK BOWMAN
Female, DOB 05/05/2009
73 Tanglewood
Lyndon, VT 05849
Phone (802) 555-0105

MORGAN ELLIXSON-BOYEA
Lake Champlain Pediatrics
Upper Lake Street
Uptown, VT 05404-1111
Phone (800) 722-2198
DEA # MT9445619

Friendly Pharmacy
3137 Grand Concourse
Bronx, NY 104681401
Phone (718) 733-8528
Fax (718) 733-8529
accepts EPCS

lidocaine 4 % topical patch
very special directions for the patient
1 Day(s), 0 Refills
Days Supply: 30
Written Date: 03/24/2025

eRx ▼

Test Case: ▼

Process Now

Pharmacy "Rejections" for DAW Relexxii?



METHYLPHENIDATE (RELEXXII EXTENDED RELEASE 24 HOUR TABLET) ☐ Instruction Only

Qty: 1 to 18 mg tablet extended release 24hr (methylphenidate HCl) ▼

PO ▼ (show all) every day ▼ (show all) ☐ PRN

Prescription:

Days Supply: 30 ☒ DAW

Dispense: 30 Tablet ▼

Number of Refills: ☐ PRN

Date to Fill: ☐ Create 3

Prevent Renewal Requests: ☐

Follow up provider:

BROOK BOWMAN
Female, DOB 05/05/2009
73 Tanglewood
Lyndon, VT 05849
Phone (802) 555-0105

MORGAN ELLIXSON-BOYEA
Lake Champlain Pediatrics
Upper Lake Street
Upton, VT 05404-1111
Phone (800) 722-2198
DEA # MT9445619

Friendly Pharmacy
3137 Grand Concourse
Bronx, NY 104681401
Phone (718) 733-8528
Fax (718) 733-8529
accepts EPCS

methylphenidate ER 18 mg tablet, extended release 24 hr
18 milligrams By Mouth every day
30 Tablet, 0 Refills DAW
Days Supply: 30
Written Date: 03/24/2025

eRx ▼

Test Case: ▼

Process Now

If intending to fill DAW Relexxii, be advised that the default dose form currently only links to methylphenidate ER, and not Relexxii as expected

Add New Med

Add New Med (start over)

METHYLPHENIDATE

Qty: 1 to 18 mg tablet extended release 24hr (methylphenidate HCl)

PO ▼ (show all)

Prescription:

Days Supply: 30 ☒ DAW

Dispense: 30 Tablet ▼

Number of Refills: ☐ PRN

Date to Fill: ☐ Create 3

Prevent Renewal Requests: ☐

Follow up provider:

☒ Real-Time Price

Alternatives

- ✓ 18 mg tablet extended release 24hr (methylphenidate HCl)
- 27 mg tablet extended release 24hr (methylphenidate HCl)
- 36 mg tablet extended release 24hr (methylphenidate HCl)
- 45 mg tablet extended release 24hr (methylphenidate HCl)
- 54 mg tablet extended release 24hr (methylphenidate HCl)
- 63 mg tablet extended release 24hr (methylphenidate HCl)
- 72 mg tablet extended release 24hr (methylphenidate HCl)
- 18 mg tablet extended release 24hr (Relexxii)
- 27 mg tablet extended release 24hr (Relexxii)
- 36 mg tablet extended release 24hr (Relexxii)
- 45 mg tablet extended release 24hr (Relexxii)
- 54 mg tablet extended release 24hr (Relexxii)
- 63 mg tablet extended release 24hr (Relexxii)
- 72 mg tablet extended release 24hr (Relexxii)

Select an option from the Relexxii specific entries at the bottom for best results

Oh Where Art Thou, Neffy 1mg?

Add New Med

Search Type: ☐ Quick Rx ☒ Full Product Search ☐ Identify Medication

Warning:
Search results are NOT restricted by the patient's age, and may not be appropriate for this patient.
Please review carefully.

Add Medication:

Warnings	Medication
	Neffy Nasal Spray 2 mg/spray (0.1 mL)

Add custom medication:


Add to Favorites Cancel Save

Coming soon to an FDB drug database update near you
(estimated: early June 2025)

The case of the missing 2mg/mL omeprazole suspension...

Add New Med

Add New Med (start over)

OMEPRAZOLE DELAYED RELEASE SUSPENSION 

5

 to

mg

(show all units)

Dose Form:

2.5 mg susp, delayed release for recon

PO

2.5 mg susp, delayed release for recon


(show all frequencies)

Wt-based Dose:

10 mg susp, delayed release for recon

(weight kg)

☐ Instruction Only

Adjustments: 

Prescription:

Days Supply:

30


Dispense:

1

30 susp for recon, delayed rel. in a packet

Number of Refills:

☐ PRN

Date to Fill: 

Prevent Renewal Requests: ☐

Follow up provider:

Formulary Summary

Generic, Rx, Unknown

☒ Formulary Summary

Rx Plan:

PRO-NH_02447

Alternatives

Alerts

Prior Auth

Copay

No formulary information available.

MIRANDA MANNING N
Female, DOB 10/06/2006
48 North Railroad Street
South Barre, VT 05670
Phone (802) 555-0107

MORGAN ELLIXSON-BOYEA
Winooski Pediatrics
20 Main St
Winooski, VT 05404-1111
Phone (802) 846-8177
DEA # MT9445619

Yalaha Pharmacy
8735 County Rd 48
Yalaha, FL 34797
Phone (352) 547-1247
Fax (352) 547-1400
accepts EPCS

Prilosec 2.5 mg oral suspension, delayed release
(omeprazole magnesium)
5 milligrams By Mouth every day
1 Day(s), 0 Refills
Days Supply: 30
Written Date: 06/01/2024

Print

Process Now


Can't find FIRST Compounding Kits? Or other "common" liquid medications?



PCC eRx > Administration > Medication Search > Custom Medications

Compounds & Custom Medications in PCC eRx

Current Custom Medications

- ✗ 10ml Syringe Miscellaneous (DME)
- ✗ 12 inch Y Extension Set for Mini One button Feeding Tube
- ✗ 16 inch 10 Fr Red Rubber Catheter Miscellaneous
- ✗ 3ml Syringe Miscellaneous (DME)
- ✗ 5ml Syringe Miscellaneous (DME)
- ✗ 60 ml syringe Miscellaneous (DME)
- ✗ Aerochamber Miscellaneous (DME)
- ✗ Aerochamber with Mask Miscellaneous (DME)
- ✗ AFO Orthotics Miscellaneous (DME)
- ✗ All-Purpose Nipple Ointment (APNO) Topical (Compound) 
- ✗ Aquaphor with Hydrocortisone 2.5% Topical (Compound)
- ✗ Audiology Testing Miscellaneous
- ✗ Augmentative and Alternative Communications Miscellaneous
- ✗ Barrier Cream Topical
- ✗ Bayer Contour Next Glucose Meter Miscellaneous
- ✗ Behavioral Evaluation Miscellaneous
- ✗ Benick W-323 Miscellaneous (DME)
- ✗ Benik W-211 wrist wrap Miscellaneous (DME)
- ✗ Benik W-323 splint Miscellaneous (DME)
- ✗ Bilateral AFOs Miscellaneous (DME)
- ✗ Bilateral Orthotics Miscellaneous
- ✗ Binaural Hearing Aid Earmolds Otic
- ✗ Bismos Orthopedic Shoes Miscellaneous (DME)
- ✗ Boost Kids Essential PO (DME)
- ✗ Breast Pump Not Applicable (DME)
- ✗ Cam Boot Miscellaneous (DME)
- ✗ Car Seat Installation Miscellaneous (DME)

- **Specific OTC Medications**
- **Therapies requiring prescription**
- **Standard compounds such as:**
 - **Clonidine 0.2mg/mL suspension**
 - **Pantoprazole 2mg/mL suspension**
 - **FIRST Compounding kits**
- **Any DME you can think of!**

Compounds & Custom Medications in PCC eRx

MAGIC BUTT CREAM
1 part nystatin 100,000 unit/gram topical cream
1 part Desitin 40 % topical paste (zinc oxide-cod liver oil)
1 part aluminum-mag hydroxide-simethicone 200 mg-200 mg-20 mg/5 mL oral susp

Prescription:
Days Supply: ☐ DAW
Dispense:
Number of Refills: ☐ PRN
Date to Fill:
Prevent Renewal Requests: ☐
Follow up provider:

Formulary Support:
Brand Unknown
[click to view full formulary details](#)

Instructions to Patient:

Comments to Pharmacy:

Internal Note:

Currently available on all systems:


- Magic Mouthwash
- APNO

Current Custom Medications

- ✗ All-Purpose Nipple Ointment (APNO) Topical (Compound) [+](#)
- ✗ Crutches Not Applicable (DME)
- ✗ Magic Butt Cream (Compound) [+](#)
 - 1 part nystatin 100,000 unit/gram topical cream
 - 1 part Desitin 40 % topical paste
 - 1 part aluminum-mag hydroxide-simethicone 200 mg-200 mg-20 mg/5 mL oral susp
- ✗ Magic Mouthwash (Diphenhydramine 12.5 mg/5 mL, Viscous lidocaine 2%, Maalox) (Compound) [+](#)

For assistance adding complex compounds with multiple ingredients, contact PCC Support

The trouble with time-based units of measure...

BETAMETHASONE DIPROPIONATE 0.05 % CREAM 

1 to application (show all units)

Dose Form: 0.05 % cream

Topical (show all routes) twice daily (show all frequencies) ☒ PRN skin irritation

Prescription:

Days Supply: 14

Dispense: 14 Day(s)

Number of Refills: ☐ PRN

Date to Fill:

Prevent Renewal Requests: ☐

Follow up provider:

Formulary Summary
Generic, Rx, Non-Reimbursable

Surescripts does not allow days, weeks, or months to be used for Dispense Qty

HANNA HERSHEY
Female, DOB 06/11/2011
570 A Main Street
Cabot, VT 05647
Phone (802) 555-0140

MORGAN ELLIXSON-BOYEA
Winooski Pediatrics
20 Main St
Winooski, VT 05404-1111
Phone (802) 846-8177
DEA # MT9445619

Friendly Pharmacy
223A W 231st St
Bronx, NY 104635301
Phone (718) 884-2908
Fax (718) 884-2904
accepts EPCS

betamethasone dipropionate 0.05 % topical cream
1 application Topical twice daily PRN skin irritation
14 Day(s), 0 Refills
Days Supply: 14
Written Date: 06/21/2024

Print


Test Case:

Process Now

Time-based dispense units are not allowed in ePrescribing.

Amazon Pharmacy: Legend Rx and CIII-CV only

Pharmacies

Pharmacy	Address	Type	Phone	Fax
Default pharmacy				
<input checked="" type="checkbox"/>  Amazon Pharmacy	42-10 43rd Ave, Sunnyside, NY 11104	Retail, Accepts EPCS	(718) 786-0707	(718) 786-0709

Add Pharmacy

New
Refill
Change
Cancel
Controlled Substance



Delivered

Today at 8:59 AM, Springdale, AR

The eRx team is here and ready to chat!

eRx drop-in session is open till 230pm EDT
Please say hello!

