

eRx Tips and Tricks

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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:

scribe
Manage Allergies
Pending Rx
Options

Manage Meds
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.

Add Favorite Prescription

Name: amoxicillin 400 mg/5 mL suspension for reconstit
Create **Cancel**

Add this favorite to: My list
My list
Test Office Location list

MD
12800 Middlebrook Road, Germantown, VT 20874
Tel: (301) 231-9510 | **Fax:** (301) 231-5555
NPI: 4567839053 **MD Lic. #:** 321

Rx
amoxicillin 400 mg/5 mL suspension for reconstitution
Dispense ****40****(forty) ml
Sig: Take 2 (two) ml by mouth twice a day
Duration: 10 days
Substitution permitted
Refills: None

- **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

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.

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Periodic Report: note recent prescription activity for this provider.

Pharmacy Report: display entire practice pharmacy list for printing.

PCC eRx Preferences

Use this practice as your starting location in PCC eRx: No ▾

Enable all Akario services: Yes ▾

When starting PCC eRx, go to: Patient Selection ▾

When searching for pharmacies, start with: All Lists ▾

When reporting, warn if a patient has had no encounter in the last: No Warning ▾

When reporting, use as default: Casey, Elizabeth ▾

When reporting, show by default: Pending prescriptions ▾

When reporting, retrieve by default prescriptions for: today ▾

When reporting, retrieve up to: 100 reports ▾

Note: for bandwidth efficiency, only 10 reports will be displayed per screen. Use the "Next" link

- **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

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.

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The screenshot shows the 'Authorize Agent' dialog box with the following elements and annotations:

- User List:** A list of users with checkboxes for selection.

Checkbox	User Name
<input type="checkbox"/>	Y Findlay, Casey
<input type="checkbox"/>	Y Gabriel, Peter
<input checked="" type="checkbox"/>	N Garbo, Greta
<input type="checkbox"/>	Y
<input type="checkbox"/>	Y Hart, Chip
<input checked="" type="checkbox"/>	N Nolan, Martin
<input type="checkbox"/>	N Normand, Alice
<input type="checkbox"/>	N Norris, Bryan
<input type="checkbox"/>	Y Jim
<input type="checkbox"/>	Y Snap, Anita
- Select users:** A callout box with a red arrow pointing to the checked checkbox for 'Garbo, Greta'.
- Click Authorize Agent:** A callout box with a red arrow pointing to the 'Authorize Agent' button.
- Enter signature password:** A callout box with a red arrow pointing to the 'Signature Password' input field.

- **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.

The screenshot displays the PCC eRx interface for a patient named Cindi F Engelett, 18 years, 11 months old, born 7/05/94. The top navigation bar includes options like 'Prescribe', 'Manage Allergies', 'Pending Rx (0)', 'Rx Report Options', 'Manage Meds', 'Renewal Requests (0)', and 'Med Hx' (which is highlighted with a red box). Below this is a 'Practice Information' section showing 'Practice: PCC Train Pediatrics' and 'User: Elizabeth Casey'. The main patient information section includes 'Patient: Cindi F Engelett', 'DOB: 07/05/1994', 'Gender: Female', 'Pregnant: [checkbox]', 'Breastfeeding: [checkbox]', 'Height: []', 'Weight: []', 'BSA: []', 'Phone: (206) 855-3055', 'Last Office Visit: 06/01/2013', and buttons for 'Visit Today' and '[Show Patient Visits]'. At the bottom, there are fields for 'Pharmacy: No pharmacy [Change]' and 'Formulary: Not entered [Add]'.

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.

Prescriptions **Cindi F Engelett 18 yrs, 11 mos 6/16/94**

Medication Drug History for Cindi F Engelett

Note: Certain information may not be available or accurate in this report, including over-the-counter medications, low cost prescriptions, prescriptions paid for by the patient or non-participating sources, or errors in insurance claims information. The provider should independently verify medication history with the patient.

Obtain New Data for last 1 year

Select interval and press "Obtain New Data" to get Drug History.

Previous Drug History from 05/16/2012 to 05/16/2013:

Add Selected drugs to medication list.

Return to Patient Summary.

Drug	Sig	Quantity	First Fill	Last Fill
+ <input type="checkbox"/> carbamazepine 200 mg tablet [Prescribe]	No Sig Info	270	04/01/2013	04/01/2013
+ <input type="checkbox"/> Combivent (ipratropium-albuterol) 18-103 mcg/actuation Aerosol [Prescribe]	No Sig Info	44	05/08/2013	05/08/2013
+ <input type="checkbox"/> DARVOCET-N 50 50-325M (Drug is free text) [Prescribe]	No Sig Info	100	05/07/2013	05/07/2013
+ <input type="checkbox"/> Evista (raloxifene) 60 mg tablet [Prescribe]	No Sig Info	90	05/16/2013	05/16/2013
+ <input type="checkbox"/> furosemide 40 mg tablet [Prescribe]	No Sig Info	180	05/09/2013	05/09/2013
+ <input type="checkbox"/> nitroglycerin 0.2 mg/hr Patch 24 hr [Prescribe]	No Sig Info	30	05/15/2013	05/15/2013
+ <input type="checkbox"/> phenobarbital 30 mg tablet [Prescribe]	No Sig Info	360	05/11/2013	05/11/2013

- **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.

Enter Details - Oral/Topical Drugs

Provider: Casey, Elizabeth **DEA Number:** BB1232571

Pharmacy: Wal-Mart Pharmacy 2224 (E) (863 HARVEST LANE WILLISTON VT) [\[Change\]](#) [\[Remove\]](#) [Split Prescription](#)

Drug: Zithromax Z-Pak (azithromycin) (U) 250 mg tablet

Sig: [] [] [] [] [] [] [] [] [] []

Duration: five days **Patient Weight:** 0 kg (0 lb) [Show Dose Calculator](#)

Quantity: 5 tablets

Refills: none

Directions to Pharmacist: Substitution permitted

Directions to Patient: Take 2 tablets day 1, take 1 tablet days 2-5

- **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

Additional Options

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

PCC eRx Practice-Wide Preferences

Allow prescribers to see patient education material and/or support programs when available:	No
Allow prescribers to see prescription savings (Co-pay Cards, Vouchers) when available:	No
Warn users when they prescribe a drug that may not be covered by insurance:	Yes
When an insurance warning is displayed and the user desires to prescribe the medication notwithstanding the warning:	
Allow users to enter a reason, but do not require it:	
When renewing or prescribing an active medication, retain the Office Comments and Directions to Pharmacist from the previous prescription by default:	
Yes	
When selecting a drug, show users formulary statuses for:	All Drugs
Show the prescriber's DEA Number	On prescriptions for scheduled drugs.
Note that some states require DEA number for scheduled drugs.	
By default, check the "print pharmacy name" checkbox:	No
Allow prescription "print" button to instead fax to the following fax numbers (separate by commas):	
Allow users to send a prescription directly from the Review Prescription screen:	Yes
Require staff to specify a provider before saving a prescription:	Yes
Require provider signoff for prescriptions printed by staff:	No

- **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.

Medications [Manage Medications]	
View: [Detail] [Mini] [Medication History]	Actions: [Renew Selected] [Select All] [Select None] [Check Interactions for Selected]
Medication History is: <input type="radio"/> Complete <input type="radio"/> Unknown or Incomplete [Medications Reviewed]	
<input checked="" type="checkbox"/> amoxicillin 200 mg/5 mL suspension for reconstitution : Take 4 ml by mouth twice a day Disp. 70 NR (last: 06/15/2015) by EC started on: 06/15/2015 stop on: 06/18/2015 Actions: [Renew] [Prescribe] [Stop] [Copy To Patient]	
<input checked="" type="checkbox"/> Zyrtec (cetirizine) 10 mg tablet : Take 1 tablet by mouth twice a day Disp. 20 NR (last: 06/15/2015) by EC started on: 06/15/2015 stop on: 06/21/2015 Actions: [Renew] [Prescribe] [Stop] [Copy To Patient]	

Pending prescriptions for this patient (Show All Prescriptions)	
None.	
Note: In the case of a pharmacy-related fax machine failure, we will contact your practice and inform you that it is necessary to call in the prescription to the pharmacy directly. If your office is closed or it is after business hours, we will notify your answering service.	

All prescriptions for this patient: (Show Only Pending Prescriptions)									
Serial#	Dr/Staff	Name	Date	Status	Drug	Sig	Qty	Rll(s)	Action
DM-12730	EC	Cindi F Engelett	06/15/2015	signed_sent WARNING	amoxicillin 200 mg/5 mL suspension for reconstitution	Take 4 ml by mouth twice a day	70	none	Cancel Reprint Resend Renew Favor
DM-12728	EC	Cindi F Engelett	06/15/2015	signed_sent WARNING	Zyrtec (cetirizine) 10 mg tablet	Take 1 tablet by mouth twice a day	20	none	Cancel Reprint Resend Renew Favor

Note: In the case of a pharmacy-related fax machine failure, we will contact your practice and inform you that it is necessary to call in the prescription to the pharmacy directly. If your office is closed or it is after business hours, we will notify your answering service.

Rx This is a reprinted prescription.
amoxicillin 200 mg/5 mL suspension for reconstitution
 Dispense **70**(seventy) ml
 Sig: Take 4 (four) ml by mouth twice a day
 Duration: 7 days
brand necessary
 Patient not taking other medication
 Refills: None
 Serial No. DM-12730
 Issued: 11:43 AM on Monday, June 15, 2015 EDT
Patient Allergies: Penicillins Group (rash)

This prescription was:
created on 06/11/2015 04:52 PM EDT by Elizabeth Casey.
signed, sent, and saved on 06/15/2015 11:43 AM EDT by Elizabeth Casey.
queued for delivery by fax on 06/15/2015 11:43 AM EDT to Wal-Mart Pharmacy 2224

- **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.