



**Employee Health and Occupational Medicine
Electronic Prescriptions**

Administration and User Guide, Version 11

March 2022



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INTRODUCTION

The software has been certified to send and receive electronic prescription messages on the Pharmacy Information Exchange Network run by Surescripts, allowing the software prescribers to send the prescriptions they write directly to the patient's chosen pharmacy via the Surescripts network.

In addition to submitting a prescription, the application can send Prescription Cancellations and can accept Renewal Requests and change requests for an already submitted prescription. Not all pharmacies support all these features, and the software will not allow you to submit a request for a service which is not available with the indicated pharmacy.

Related to electronic prescribing the software can query the network for medication prescription history, verify prescription drug insurance eligibility, and view formulary information from the pharmacy or PBM (Pharmacy Benefits Manager), based upon the patient insurance coverage. The eligibility and formulary queries take place automatically at the time of medication ordering, so that the provider can have the best information at their fingertips for selecting the best drug for the patient. This includes information about any medication he/she might want to prescribe. It will indicate whether the insurance company will cover that medication, whether a co-pay is required, if there are restrictions about generic/brand, and preferred packaging.

Behind the scenes, Net Health maintains a server which provides a gateway to the Surescripts network. Communications from and to your site are routed through that gateway. It runs the software which Surescripts has certified.

A communications service developed by Net Health runs on a server at your site. That (non-dedicated) server must have access to the Internet and to the software data folder. When a prescription or other request is submitted, the software writes the information to a data table which the communications server is constantly polling. When it finds a waiting outbound message it sends it to the Net Health Surescripts gateway which directs it to the final destination. The process is reversed with incoming messages. The local communications service receives messages back from the Surescripts network via the Net Health gateway. It stores the information in a local table and, using the Task/Messaging system, alerts the prescriber to whom the message is addressed.

The setup procedure for this service includes registering all prescribers with Surescripts. Information will be sent through our software allowing providers to become registered. For more information, see the section titled [Provider Registration](#). Once Surescripts certifies the prescriber it assigns a Surescripts Prescriber Identifier number (SPI) The SPI is posted into the Provider table on the gateway server, at which point the prescriber is able to send electronic prescriptions.

Historically, prescribers have signed their paper prescriptions with a "wet signature" providing positive proof of who wrote the prescription. As e-Rx adoption increased throughout the U.S., some states began to re-examine their laws governing prescriptions in light of this new electronic only form. Most states now also allow electronic prescription of controlled substances in addition to legacy drugs. These prescriptions require a digital



signature that the prescribing provider adds by using a two-factor authentication device. The DEA requires EMR vendors to be certified by Surescripts and audited by an approved third party before it will approve the vendor for electronic prescribing of controlled substances. The software completed the certification with Surescripts and the BDO Audit to allow electronic submission of controlled substance drugs in the spring of 2015. Subsequent audits have been performed to ensure compliancy. The most recent BDO Audit occurred in September 2021 and the most recent Surescripts certification occurred in October/November 2021.

A “Two Factor Authentication” option is available to the software prescribers to use a hard or soft token device for electronic prescribing of controlled substances (EPCS). This option uses a third-party software called “Dr. First” to perform this action. This software will assist with the Identity Proofing Process (IDP) required to be completed for each prescribing provider. Access the Net Health University webpage for the Onboarding instruction guide to complete that process through this software. The prescribing provider will be prompted at the time the prescriptions are being submitted for the Two Factor Authentication (TFA) that will then attach their digital signature. The “Two Factor Authentication” for controlled substances is also optional and need only be setup if these types of medications will be submitted electronically.

One state, Ohio, has enacted stricter legislation requiring prescribers to provide “Positive Identification” (Two Factor Authentication) when creating prescriptions electronically. In Ohio this applies to ALL prescriptions and prompts the user for the authentication at the time the medication order entry is done. Net Health has worked closely with the Ohio Board of Pharmacy and completed their certification to meet these requirements. The “Two Factor Authentication” for legacy drugs is optional and need only be used if your state requires it (Ohio at present).

The software accommodates printing prescriptions of controlled substances submitted electronically per the DEA regulations. When a provider successfully submits an electronic prescription for a controlled substance, but wants to print a copy as well, the paper copy will print with a watermark - “*Copy – Not for Dispensing*”. The watermark will notify the pharmacy and ensure the printed copy is not used to obtain the prescription.

This document provides details about the setup, administration and use of the electronic prescribing features. Additional details for the end user can also be obtained from the software Help Files.



Creating prescription orders using the EMR

The software provides a great deal of power and flexibility in the medication ordering process. A table of medications is provided by Cerner Multum with the necessary coding to so that checking for potentially dangerous interactions between allergies, current medications, and diseases can be provided.

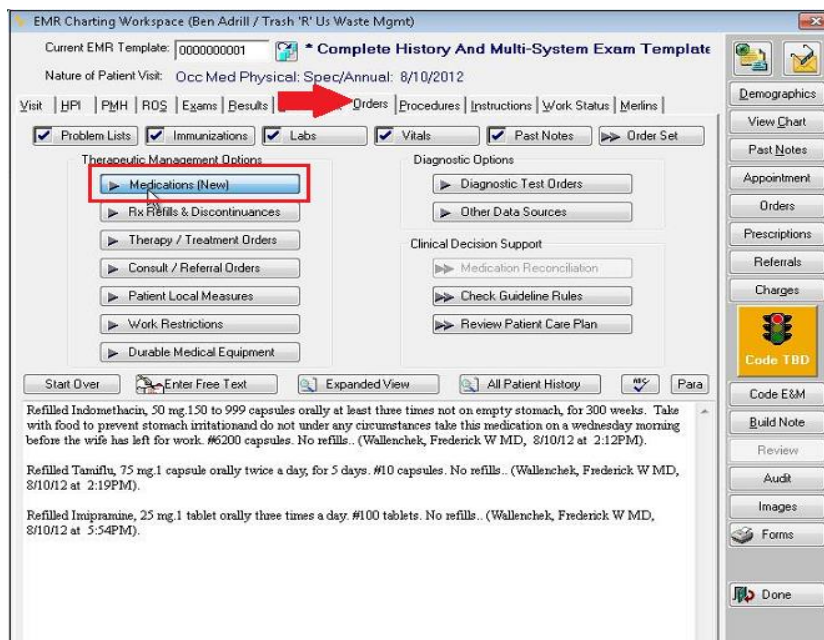
Prescriptions can be printed, faxed, or submitted electronically via the Surescripts network. In addition, the software can display information accessed via Surescripts about the patient's Insurance Eligibility and Formulary Benefits. This display supports the physician in ordering the most appropriate medication.

The medication reconciliation feature allows the physician to reconcile the patient's Current Medications list with a list provided by Surescripts of medication history ordered through Surescripts for the patient which has been paid for by the patient's current payer.

Ordering Medication on a Visit

From the [EMR Charting Workspace] ORDERS tab.

1. Click the **Medications (New)** button to display a list of your Medication Order Wizards or Medications List.



2. Check any Wizard(s) you wish to run and click the **Done** button

Electronic Prescribing



Select Medication Order (Ben Adrill)

Using Charting Template: * Complete History And Multi-System Exam Template

EMR Template

Select Each Item

- ☐ * Urgent Care Oral/Topical Rx
- ☐ * Urgent Care Injectables
- ☐ * In-House Dispense
- ☐ * In-Office Administered
- ☐ * Antibiotics Adult Rx
- ☐ * Oral/Topical Rx Frequent List
- ☐ * Pain With Inflammation
- ☐ * Pain With Spasm
- ☐ * Pain/Neuropathic W/Inflammation
- ☐ * FAVORITES
- ☐ > Dr. Jones's Favorites
- ☐ > Dr. Smith's Favorites
- ☐ * Specific Meds
- ☐ Acetaminophen OTC
- ☐ Aspirin OTC, 81 mg
- ☐ Ibuprofen OTC
- ☐ Ibuprofen
- ☐ Magic Mouthwash - Compound At Pharmacy
- ☐ Prolone 15 mg/5 mL oral syrup
- ☐ * Med Classes
- ☐ Asthma
- ☐ Allergy/URI/Cough/Decongestant
- ☐ Analgesics - Muscle Relaxants
- ☐ Analgesics - NSAIDS
- ☐ Analgesics - Opioids
- ☐ Diabetes
- ☐ Endo - OCP / Yeast / Gyn
- ☐ GI - Antidiarrhea/Constipation
- ☐ GI - Antinausea/Antispasmodic
- ☐ HTN - ACE, ARB, BB, CCB
- ☐ Lipids
- ☐ Sleep / Anxiety
- ☐ Aspirin Adult OTC

Buttons: Any Med, Med Class, e-Rx, Pharmacy, Any Wizard, Free Text, Run & Repeat, Done, Skip

OR

3. Click the **Any Med** button to display the Medications List.

Medication Name	Strength	Form	Sched	Generic Medication	Medication Class	Obsolete
Abreva 10% topical cream	10%	granule		docosanol topical		
Accolate	20 mg	tablet		zafirlukast	Asthma	
Accolate 20 mg oral tablet	20 mg	tablet		zafirlukast		
Accu-Chek Comfort Curve Test Strips						
Accuretic - ACEI/thiazide	12.5 mg-10 mg	tablet		hydrochlorothiazide-quinapril	HTN - Combo	
Acetaminophen	500 mg	tablet		acetaminophen	Acetaminophen	
Acetaminophen (Tylenol) 500mg #100 Dispense	500mg	tablet		acetaminophen	Acetaminophen	
Acetaminophen 160 mg oral tablet, chewable OTC	160 mg	tablet		acetaminophen	Acetaminophen	
Acetaminophen 160 mg/5 mL oral liquid 1 Tspn	160 mg/5 mL	teaspoon		acetaminophen	Acetaminophen	
Acetaminophen 160 mg/5 mL oral liquid 1/2 Tspn	160 mg/5 mL	teaspoon		acetaminophen	Acetaminophen	
Acetaminophen 160 mg/5 mL oral liquid 2 Tspn	160 mg/5 mL	teaspoon		acetaminophen	Acetaminophen	
Acetaminophen 500 mg oral tablet Admin	500mg	tablet		acetaminophen	Acetaminophen	
Acetaminophen Oral Tablet 500 Mg #50 Dispense	500 mg	tablet		acetaminophen	Analgesics - NSAIDS	
Acetaminophen-codeine	300 mg-30 mg	tablet	III	acetaminophen-codeine	Analgesics - Opioids	
Acetaminophen-hydrocodone	325 mg-10 mg	tablet	III	acetaminophen-hydrocodone	Analgesics - Opioids	
Acyclovir	400 mg	tablet		acyclovir	Antimicrobials - Antivirals	
Acyclovir Oral Tablet 800 Mg #35	800 mg	tablet		acyclovir	Antimicrobials - Antivirals	
Adderall 10 mg tablet	10 mg	tablet	II	amphetamine-dextroamphetamine	Psych - Others	
Adderall 20 mg oral tablet	20 mg	tablet	II	amphetamine-dextroamphetamine		
Advair Diskus	100 mcg-50 mcg	inhalation		fluticasone-salmeterol	Steroids	

Buttons: Add, Edit, Delete, Print

4. Select a medication from either of the above windows to display the [Medication Order] window.



Medication Order (Select Any Medication) for (B. Edwin Pann)

Medication: * PredniSONE 5 mg oral tablet

Generic Name: predniSONE View Drug Info

Drug Strength: 5 mg tablet

Dispense Type: Prescription ☒ Substitution Allowed

Prescription / Provider Dispensing Instructions

Dispense Qty: 24 * Form: tablet *

Number of Refills:

* Patient Sig

Take How Much: 0 to 0 tablet

Route / Method: orally Dosage Calc (mg/day)

Frequency: Special Circum:

For How Long: day Stop Date:

SIG 140

Additional SIG: Take 6 tablets by mouth once daily for 2 days, then take 4 tablets by mouth once daily for 2 days, then take 2 tablets by mouth once daily.

Note to Pharmacist

Supervising Physician: DMENNIS Mennis, Dennis D DDO

☐ e-Rx Pharmacy:

e-Rx Fill Status Notification:

Associate Problem:

E&M Risk Level: ☐ Minimal ☐ Low ☒ Moderate ☐ High ☐ Create Patient Education Leaflet

Sign * = Required Done Skip

- Based on the medication you selected, the software will automatically enter default values from the drug database in each of the fields on this window. Review them and make needed adjustments, if any. Detailed descriptions of each field can be found in the software Help Files.

To the right of the Medication name a roman numeral of II, III, IV, or V may display. This number designates the scheduled medication value if the medication selected is a controlled substance.

Additional Field Criteria & Rules:

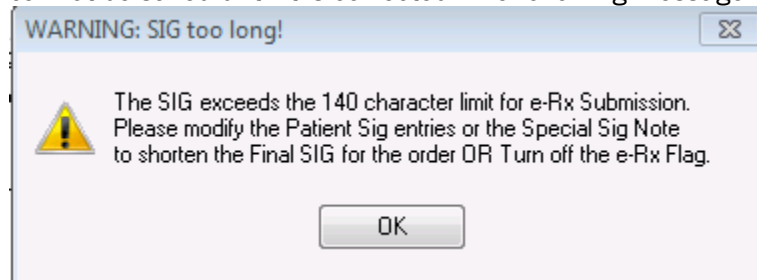
Number of Refills: There are validation rules for this field when prescribing a controlled substance medication. The *Number of Refills* field will be disabled if the medication is a Scheduled II controlled substance. Any other type of controlled substance medication may have a maximum of 5 entered. Beyond that the following error message will display:



eRx checkbox: In order to send the prescription electronically, instead of using a printed copy or a fax, check this box. This box is only available if the following rules apply:

- Clients are licensed for *Electronic Prescribing to Surescripts*.
- The *Provider's* service level supports the ability to electronically prescribe non-controlled substances.
- The client is licensed to use the *EMR to Send Electronic Prescriptions for Controlled Substances* and the medication being prescribed is a controlled substance.
- The *Dr. First Interop Parameter* flag is enabled, and the prescription is a controlled substance.
- If a *Provider's Service Level* field supports prescribing medications for *Controlled Substances* and a controlled substance medication is entered by this *Provider*.
- The *Pharmacy* attached to the Medication order supports electronic prescriptions (has an NCPDP ID) and can receive new prescriptions.
- The *e-Rx Fill Status Notification* is the return notification you receive once an electronic prescription is sent. The system will default to whichever Fill Status Notification that is chosen from this dropdown. This status can be changed on a prescription-by-prescription basis. It is viewable from the Prescriptions from this Visit window for both EMR and non-EMR clients.

SIG and Additional Sig: SIG notes are instructions for the patient. If the prescription is marked for eRx then the total number of characters of both these fields are restricted to 140 characters maximum. This is an electronic prescription requirement. The software provides a character counter on the [Medication Order] window. If you should exceed 140 characters, the note turns red, and the order cannot be saved until it is corrected. The following message will display:





Note to Pharmacist is reserved for information that the prescriber wants to communicate to the pharmacist.

Supervising Physician: If physician oversight is required, this lookup will become available. Click the hourglass icon to select a supervising physician. The default will be the provider selected on the Enter Provider, Rx tab.

Pharmacy: Allows you to select the pharmacy to which the prescription will be sent based on the patient's preference. Select the pharmacy by using the icon beside the entry field and the following window will display:

ECS	Name(+)	Address	Phone	Cross Street	Fax	Type
	BORDEN'S PHARMACY	415 W. VIENNA RD.	(810) 686-4550		(810) 686-7077	Retail
	Borgwamer Family Pharmacy 12349	4005 W KILGORE AVE MUNCIE, IN 47304-4815	(765) 282-5738	4005 W Kilgore Ave	(765) 286-0312	Retail
*	CA Pharmacy 10.6MU	65432 Cabernet Turn Sonoma, CA 95476	(707) 555-7071		(707) 555-7072	Retail
*	CA Pharmacy Store 10.6	1313-A S Harbor Boulevard Anaheim, CA 92804	(714) 222-1111		(714) 111-2222	Retail
*	EPCS VA Pharmacy Store	2800 Crystal drive Arlington, VA 22203	(703) 921-2121		(703) 921-3245	Retail
	Giant Eagle Pharmacy		(831) 657-8300		(831) 657-8301	
*	Mail Order Pharmacy 10.6	Address Lane 1234 Arlington, VA 22201	(703) 921-5367		(703) 921-4378	MailOrder, LongTermCare, Specialty
*	Mail Order Pharmacy 10.6MU	9232 Langley Rd Phoenix, AZ 85001	(623) 555-2323		(623) 555-2322	MailOrder, Specialty
*	NYC Pharmacy 10.6MU	88 Park Street Brooklyn, NY 11201	(718) 555-7181		(718) 555-7182	Retail
*	Test 000 Pharmacy 10.6MU	000 Pending Response Way Arlington, VA 22201	(703) 555-1234		(703) 555-1235	Retail
	TEST PHARMACY & WITH A LONG NAM	LONG STREET @ ADDRESS LINE 1H SOME&CITYTHATISLON, PA 52215-82	(947) 328-7462		(947) 374-5913	MailOrder, LongTermCare
*	Test000 Pharmacy Store 10.6	6000 E. Broadway Bloomington, MN 55425	(952) 333-7777		(952) 777-3333	Retail
*	VA Pharmacy Store 10.6	2800-1 Crystal Dr Arlington, VA 22202	(703) 555-4444		(703) 444-5555	Retail

* = EPCS Permitted

Pharmacies in RED - Print or Fax only ☐ Add to Patient Pharmacies

This window will display 4 different tabs.

- Patient Pharmacy List - When selecting a pharmacy from any list other than the patient's list the user can add the selected pharmacy to the patient's list via the checkbox at the bottom of the window.
- Clinic Pharmacy List (based on the current clinic of the visit) - The Clinic Pharmacy List can be defined with the pharmacies routinely used by patients when seen at each clinic within the Clinic entry screen.
- The software Master Pharmacy List
- Pharmacy Directory - If selecting a pharmacy from the Pharmacy Directory (Surescripts Pharmacy directory) it will automatically be added to the software Master Pharmacy List.

The ECS column will contain a red asterisk for those pharmacies that support electronic prescriptions for controlled substances.



Dr. First Drug Checking

When the medication is a controlled substance and the *eRx* and *Pharmacy* fields are completed, then a pre-validation check with the Provider's state, Pharmacy NCPDP ID and Prescription data is submitted to the Dr. First's EPCS Gold Web services system. The data is verified against the most current federal and state laws for the drug, prescriber, and pharmacy states and that all the required data is entered for the prescription. Depending on the type of controlled substance drug, additional information may be requested on the screen with prompts displaying in red. These messages are:

- GHB code – The “GHB: Notes must include medication requires additional notes!” red prompt will display on the screen for the user to enter the required data.

Electronic Prescribing



Medication Order (Select Any Medication) for (B. Edwin Pann)

Medication: * PredniSONE 5 mg oral tablet
Generic Name: predniSONE View Drug Info
Drug Strength: 5 mg tablet
Dispense Type: Prescription Substitution Allowed
Prescription / Provider Dispensing Instructions
Dispense Qty: 24 * Form: tablet *
Number of Refills:
Patient Sig
Take How Much: 0 to 0 tablet
Route / Method: orally Dosage Calc (mg/day)
Frequency: Special Circum:
For How Long: day Stop Date:
SIG
140
Additional SIG: Take 6 tablets by mouth once daily for 2 days, then take 4 tablets by mouth once daily for 2 days, then take 2 tablets by mouth once daily
Note to Pharmacist
Supervising Physician: DMENNIS Mennis, Dennis D DDO
NADEAN: * Must include your Narcotics Addiction DEA number!
e-Rx Pharmacy:
e-Rx Fill Status Notification:
Associate Problem:
E&M Risk Level: Minimal Low Moderate High Create Patient Education Leaflet
Sign * = Required Done Skip

The user will have to enter a reason in the *Notes to Pharmacist* field of why the provider is prescribing the drug. This field is validated that at least 5 characters is entered for the notes or the user will receive an error.

EPCS Validation Error

Notes must include the medical need for prescribing GHB for e-Rx Submission.

OK



Electronic Prescribing

- NADEAN code – “NADEAN: nnnnnnnnn *Must include your Narcotics Addiction DEA number!” red prompt will display on the screen to the user to enter the required data.

Medication Order (Select Any Medication) for (B. Edwin Pann)

Medication:

Generic Name:

Drug Strength:

Dispense Type: ☒ Substitution Allowed

Prescription / Provider Dispensing Instructions

Dispense Qty:

Number of Refills:

• Patient Sig

Take How Much: to

Route / Method: (mg/day)

Frequency: Special Circum:

For How Long: day Stop Date:

SIG

Additional SIG:

Note to Pharmacist

Supervising Physician: Mennis, Dennis D DDO

NADEAN: * Must include your Narcotics Addiction DEA number!

☐ e-Rx Pharmacy:

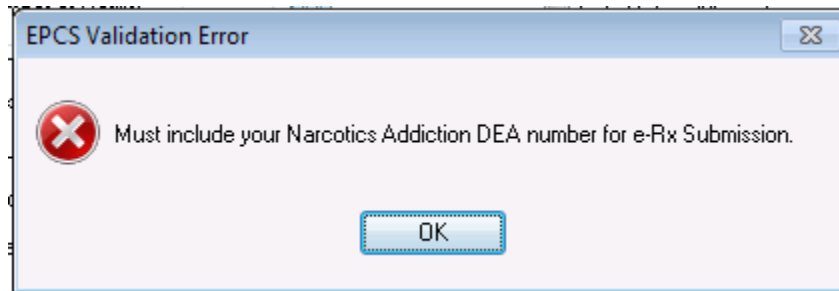
e-Rx Fill Status Notification:

Associate Problem:

E&M Risk Level: ☐ Minimal ☐ Low ☒ Moderate ☐ High ☐ Create Patient Education Leaflet

* = Required

The field will be pre-populated with this provider's NADEAN number from the provider table. If blank, then the user will need to enter this provider's Narcotics Addiction DEA number. This field contains validation requiring a maximum of 9 characters and that the number entered must have two (2) letters and seven (7) numbers. Any other combination will generate an error.



- Additional Error codes that could display upon returning from the Dr. First Drug Check. The following messages will display:

604	NDCID for Drug is not found in EPCS
611	EPCS cannot prescribe Controlled Substance for Prescriber State
612	EPCS cannot prescribe Controlled Substance for Pharmacy State
613	EPCS State cannot prescribe Substance of Affiliate Scheduled Level
614	EPCS Pharmacy State cannot prescribe Substance of Affiliate Scheduled Level
609	Pharmacy is not found in EPCS for NCPDPID
610	Pharmacy not enabled for CS
616	Invalid Pharmacy State Code
617	Invalid Prescriber State Code
618	Unable to calculate schedule

The error data will be updated into the Prescription database table fields and the eRx box on the prescription will be unchecked. The user will not be able to submit the prescription electronically until the prescription is corrected and has no errors.

Completing the Medication Order

Once the prescriber has completed the Medication Order and clicks the *Done* button multiple processes occur:

- Validation of required fields
- Drug to Drug, Drug to Allergy and Drug to Disease functions will run and display any interactions that pertain.
- If the user selected to *Create Patient Education Leaflets*, they will be prompted to select the education leaflets language. A Visit Order will be created for the Leaflet.

Electronic Prescribing



Select Multum Patient Education Leaflet

Available Leaflet(s)	
Title (Drug Name)	Language
acyclovir (injection)	English
acyclovir (oral)	English
acyclovir (injection)	Spanish
acyclovir (oral)	Spanish

Buttons: Preview, Select, Cancel

- For Ohio clients, if the *Two Factor Authentication* (TFA) on all orders flag is turned on, then the user will be prompted to scan their badge and enter their password for that process. See details in the *Provider Authentication when placing Medication Orders* section below.
- The Prescription will be added and display in the browse window as the example shown below:

Prescriptions from this Visit for Margaret Adelia Bery Devereaux

☐ Include Canceled Prescriptions

Date	Provider	Medication Name	Strength	Sched	Status
7/14/2021	Lena	Azithromycin 100 mg/5 mL oral liquid	100 mg/5 mL		Submitted

Prescriptions are created from the "Orders" Tab in the EMR and cannot be added or deleted here. Click "Review" to view or print.

* Prescription Submitted Electronically by CHRISTINE on: 7/14/2021 at 11:22AM.
* You may only print a Copy of the prescription (Not Valid for Dispensing).

Buttons: Add, Review, Print Copy, Print All, Fill Status, Submit eRx

- The Prescription database table will be updated, and the AUDIT tab will display the Created By user, date, and time and Completed By user, date, and time fields.
 - A Medication History Record will be added
 - The System Auditing tables will be updated.
 - The PHI Auditing table will be updated.
 - The status will display:

Electronic Prescribing



- “Pending – eRx” displays in red” – if prescription has an error. When that prescription is highlighted on the browse window, the error displays at the bottom of the browse window.
- “Pending – eRx” if a non-controlled substance.
- “Pending – eRx (EPCS)” if a controlled substance.
- “Pending” if the e-Rx box was not checked.
- “Canceled – eRx” – if the prescription has been canceled electronically
- “Cancel” – if the prescription has been canceled (manually)



Provider Authentication when placing Medication Orders

Normally, clicking the *Done* button would create the medication order; however, with the Provider Authentication when placing Medication Orders enabled, when the prescription is to be sent electronically, the prescriber must be authenticated using positive identification or two factor authentication. Once the *Done* button is clicked, you will receive a message requesting you to scan your bar code.



Important: Please notice the warning that once authentication is complete, no changes may be made to the order.

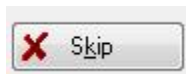
Once you scan your bar code and enter your password, both credentials must match what is on record when the prescriber's credentials were registered as part of the setup process. If there is a match, click *OK* and the medication order becomes a prescription. If there is no match, the prescription is not created.

Scanning must be done within 10 seconds or you will receive the following message as a warning.



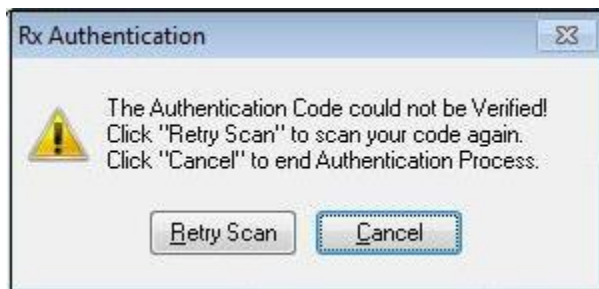
The following message will be displayed if you:

- Click cancel
- Fail to rescan your bar code
- Do not enter a password



If authentication fails, the prescriber is given no choice but to click the *Skip* button on the [Medication Order window] to abandon the Medication Order.

If the Authentication Code fails, the following message will appear. You may click the *Cancel* button to go back to the [Medication Order] window.



A maximum of three attempts **to authenticate** is permitted. If authentication cannot be verified within three attempts, the prescriber's Rx Authentication Rights are suspended. The Security Administrator must be contacted for assistance and re-activation.





Correcting a Prescription

Review button

Prescriptions from this Visit for Margaret Adelia Bery Devreaux

☐ Include Canceled Prescriptions

Date	Provider	Medication Name	Strength	Sched	Status
7/14/2021	Lena	Azithromycin 100 mg/5 mL oral liquid	100 mg/5 mL		Submitted

Prescriptions are created from the "Orders" Tab in the EMR and cannot be added or deleted here. Click "Review" to view or print.

* Prescription Submitted Electronically by CHRISTINE on 7/14/2021 at 11:22AM.
* You may only print a Copy of the prescription (Not Valid for Dispensing).

From the [Prescriptions from this Visit] window the *Review* button will allow modifications depending on the user type accessing the prescription and the status of the prescription. If the status of the prescription is still Pending, (not yet submitted electronically or printed) the *Prescribing Provider* can click the *Review* button to open and correct the prescriptions. If a *Clinician User* accesses any prescription with a Pending status using the *Review* button, they will not be allowed to make any changes to the prescription fields but will be allowed to print *Medication Leaflets*.

If the status of the prescription has been submitted electronically or printed, then regardless of the user, all entry fields will be disabled except the *Medication Leaflets* button and no changes are allowed. The user will have to cancel the medication with a reason why, notify the pharmacy and re-enter it as a new prescription.

Delete button

Federal regulations require a permanent record of all completed prescriptions. There is no Delete function once the prescription is created, and the record is committed to the database. As you can see the *Delete* button is not available for use on this window for any type of user. The order may be cancelled; however, a documentation trail of the original order and the cancellation will be recorded in the patient's chart.

Electronic Prescribing



Date	Provider	Medication Name	Strength	Sched	Status
7/14/2021	Lena	Azithromycin 100 mg/5 mL oral liquid	100 mg/5 mL		Submitted

Prescriptions may be reviewed from this screen, but they cannot be deleted from here. The process of cancellation is a function of the *Rx Refills & Discontinuances* button on the [EMR Charting Workspace], **Orders** tab.

To cancel a medication order:

1. Click the ***Rx Refills & Discontinuances*** button on the [EMR Charting Workspace], Orders tab. The [Reviewing Patient's Medications] window will display.

Electronic Prescribing



2. Highlight the medication to be canceled and click the *Cancel Med Order* button.

Medication Description	Start	Renewed	Stop	Action
Vicodin ES Lisinopril	5/11/15 5/11/15			

Details for Selected Medication:
Prescribed Vicodin ES, 750 mg-7.5 mg.1 to 2 tablets orally 3 times a day after eating. Do not take while driving/operating machinery or while at work. #60 tablets. No refills.

Order / Action
☐ Continue All Meds
☐ Discontinue All Meds
Selected Medication:
▶ Continue Med
▶ Discontinue Med
▶ Refill Prescription
▶ **Cancel Med Order**

3. When the dialog requesting a reason for the discontinuance displays, enter a brief explanation for why you are cancelling this order. Click **OK**.

Reason for Discontinuing: Alendronate

cancel not using

OK

4. Click the **Done** Button on the [Reviewing Patient Medications] window.
5. Verify your intention of cancelling the order by clicking **Yes** in the verification message.

Please Verify

⚠ Please verify your selections. Do you wish to update the chart?

Yes No

Electronic Prescribing



Once the Prescription is cancelled, several actions occur:

- The prescription is canceled and not available for any further processing.
- The chart is updated with a note that indicates the prescription was cancelled and for what reason. The user, date, and time is also included. The note copies the exact text used in the original order to make sure there is no ambiguity in the documentation.

- The [Clinical Problems List] window is updated with the cancellation information.
- The [Current or Past Medication] window is updated.
- The [Prescriptions from this Visit] window is updated so that this prescription no longer displays.
- The System Auditing is updated for the Medication History.
- If the original prescription had been submitted electronically, and the provider and the pharmacy that filled the prescription support electronic CANCEL Rx messages, a CANCEL Rx message will be sent to the pharmacy via the Surescripts network.

EMR Charting ORDERS tab, Start Over button:

- If a prescription has been submitted electronically and the user selects the *Start Over* button, the system will generate an error and this function will not be permitted because a prescription is attached and has been processed electronically. The ordered medication will have to be canceled through the *Rx Refills & Discontinuances* button.
- If a controlled substance has been prescribed and the prescription has been printed, the system will generate an error and this function will not be permitted because a



prescription is attached and has already been printed. The ordered medication will have to be canceled through the *Rx Refills & Discontinuances* button.

Submitting an Electronic Prescription

Once all of the steps for completing an electronic prescription are complete and are ready to submit the prescriptions to Surescripts the user will click on the *Prescriptions* button and the following window will display:

Date	Provider	Medication Name	Strength	Sched	Status
7/14/2021	Lena	Azithromycin 100 mg/5 mL oral liquid	100 mg/5 mL		Submitted

Prescriptions are created from the "Orders" Tab in the EMR and cannot be added or deleted here. Click "Review" to view or print.

* Prescription Submitted Electronically by CHRISTINE on 7/14/2021 at 11:22AM.
* You may only print a Copy of the prescription (Not Valid for Dispensing).

Buttons: Add, Review, Print Copy, Print All, Fill Status, Submit eRx

From the [Prescriptions from this Visit] window, click the **Submit eRx** button at the bottom of the screen. This will copy all pending e-RX prescriptions to the [Electronic Prescription Submission] window, except for those with a status noted in **red**, which indicates that there are errors with the prescription order. If you click on the medication in question, the errors associated with that order are displayed at the bottom of the window in **red** also.

Electronic Prescription Submission window

1. A Provider or Clinician selects the *Submit eRx* button to bring up the [Electronic Prescription Submission] window.

Electronic Prescribing



Electronic Prescription Submission for Sandy White Beach, Ill

Date	Medication	Sched
10/28/2021	Metoprolol	

Review eRx Information

Rx Ref: _____ Date Written: 10/28/2021

Patient: Sandy White Beach Ill
345 Beach Blvd.
Myrtle Beach, SC 93929
USA
Phone: (803) 456-9876 Sex: Female
Date of Birth: 3/16/1974
Observation Date/Time: 10/25/2021 1:43PM
Height: 68in (173cm) Weight: 123lb (55.8kg)

Medication: Metoprolol tartrate 50 mg oral tablet

Quantity: 100 Form: tablet

Refills: NONE Substitutions: Substitution Allowed

Special Instruct: 1 tablet orally once a day.

Notes:

Prescriber: MyFirstNameeeeeeeee M MyLastNameeeeeeeee
Phone: (814) 944-1651X123

Pharmacy: Mainline Pharmacy-Ebensburg, PA NCPDP ID:3996660
3720 New Germany Rd
Ebensburg, PA 15931
USA
Phone: (814) 472-9390 Fax: (814) 472-1166

Submit Rx Submit All Please review the eRx Information for each prescription before submitting.

- If a *Clinician* selects *Submit eRx*, only the non-controlled substance prescriptions with a *Pending eRx* status will copy and display on the left pane of this window. Any prescriptions with a status of *Pending eRx* (EPCS) or *Printed* will not display on this window for those type of users.
- If a *Prescribing Provider* selects *Submit eRx*, all the prescriptions with a *Pending eRx* or *Pending eRx* (EPCS) status will copy and display on the left pane of this window.

Validation will be done against the *Prescribing Provider* and the *User* for each of the *EPCS* scripts to determine if these scripts should display on this [*Electronic Prescriptions Submission*] window. Any *EPCS* scripts entered by a provider not matching this user's provider information will not be displayed. Also, any *Printed* prescriptions will be excluded from the display.

2. The user must review each prescription before submission. As each medication is highlighted a series of validation checks will be performed for required data (i.e., *Patient's address, DOB & gender, Prescriber's data, etc.*) If an error occurs for the medication, the window displays a red description of the error in the lower left corner.

The *Submit Rx* button will be disabled and the *Submit All* button, if selected will do nothing. The user will have to close the window and correct the errors before the prescription can be submitted.

Electronic Prescribing



Electronic Prescription Submission for Howard Plover

Date	Medication	Sched
2/23/2015	Oxycodone	

Review the Prescription and correct the following errors before submitting:

- * Prescriber's DEA Number is missing
- * Prescriber's DEA Number is missing
- * Prescriber's First Name is missing
- * Patient's address is missing

Submit Rx Submit All Please review the eRx information for each prescription before submitting. Close

Review eRx Information

Rx Ref: 88 Date Written: 2/23/2015

Patient: Mr. Howard Plover
76 Deerlake Rd
Philadelphia, PA 19103
Phone: (215) 988-6723
Date of Birth: 5/20/1970 Gender: Male

Medication: OxyCODONE 20 mg oral tablet, extended release

Quantity: 20 Form: tablet
Refills: NONE Substitutions: Substitution Allowed

Special Instruct: 1 tablet orally twice a day with plenty of water. Do not take while driving/operating machinery or while at work.

Notes: Please warn patient of potential hypotension. Blood pressure should be monitored.

Prescriber: Wayne Best
Phone: (814) 941-7006

Pharmacy: CA Pharmacy 10.6MU
65432 Cabernet Turn
Sonoma, CA 95476
Phone: (707) 555-7071 Fax: (707) 555-7072
NCPDP ID: 9911557

Once errors have been corrected, the *Submit Rx* button is activated as displayed in screen below:

Electronic Prescription Submission for Howard Plover

Date	Medication	Sched
2/23/2015	Oxycodone	

Submit Rx Submit All Please review the eRx information for each prescription before submitting. Close

Review eRx Information

Rx Ref: 88 Date Written: 2/23/2015

Patient: Mr. Howard Plover
76 Deerlake Rd
Philadelphia, PA 19103
Phone: (215) 988-6723
Date of Birth: 5/20/1970 Gender: Male

Medication: OxyCODONE 20 mg oral tablet, extended release

Quantity: 20 Form: tablet
Refills: NONE Substitutions: Substitution Allowed

Special Instruct: 1 tablet orally twice a day with plenty of water. Do not take while driving/operating machinery or while at work.

Notes: Please warn patient of potential hypotension. Blood pressure should be monitored.

Prescriber: Wayne Best
Phone: (814) 941-7006

Pharmacy: CA Pharmacy 10.6MU
65432 Cabernet Turn
Sonoma, CA 95476
Phone: (707) 555-7071 Fax: (707) 555-7072
NCPDP ID: 9911557

Submit Rx button

Users may select the *Submit Rx* button to send just the highlighted prescription.



- If this is for a non-controlled substance, then the prescription message will be moved to the *RX Admin Console* and will be processed by the *Net Health Gateway* to Surescripts. The data will be updated in the database as described below under the *Submit All* button section.
- If this is for a controlled substance, then the *Dr. First User Interface* will display for TFA signing as described below.

Submit All button

Users may select the *Submit All* button after all of the prescriptions displayed in the left pane have been reviewed.

If the user is a *Clinician*,

- All the prescriptions that are displayed will be created as a prescription message, the left pane display will clear and each one will be moved to the *RX Admin Console* and will be processed by the *Net Health Gateway* to Surescripts.

If the User is a Provider,

- All the non-controlled prescriptions that are displayed will be created as prescription messages, and each one will be moved to the *RX Admin Console* and will be processed by the *Net Health Gateway* to Surescripts.
- For any controlled substance prescriptions, the *Dr. First EPCS Signing window* will launch in an internet browser.

Dr. First's EPCS Gold software will validate that the user is the prescribing provider on the prescription. If no errors, then the provider will check the box beside each prescription to be digitally signed, select their device from the list, enter their signing passphrase, enter the pin from their OTP token, and click the *Sign and Send* button.

Dr. First stores the signed prescription and queues the prescription(s) for processing by the EPCS Gold Router. The prescriber is then directed back to the software to the [Electronic Prescription Submission] window.

If your state has a Prescription Drug Monitoring Program (PDMP) and you would like to access it via your Net Health application, contact your Net Health Client Sales Executive. For further information on the program and our solution, please see Dr. First's EPCSGold website [here](#).

Electronic Prescribing



The screen will clear, and the user will need to select the *Close* button to return to the [Prescriptions for this Visit] browse window, displayed below:

The status will change on the *Prescription* browse window to *Submitted* as shown above. The *Audit* tab of the prescription will be updated, and the prescription information will also be updated within the database. The System Auditing table will be updated as Submitted.

The user will receive information on the status of the prescription(s). These will be viewable through the *Rx Admin Messages* windows.

Electronic Prescribing



If EPCS Gold cannot validate the provider, then errors will be returned to the software and the prescription will not be submitted to Surescripts. Possible errors are:

10	Invalid EPCS API version
11	Vendor Label is not valid
12	Vendor Node Label is not valid
13	Organization ID is not valid
14	Payload data does not generate the given hash value
100	XSD validations failed
101	We're sorry, but the EPCS Gold system is temporarily unavailable. Please try again later.
801	We're sorry, but your account does not have sufficient privileges to access the EPCS Gold prescription signing system. Either you are not currently enrolled to use EPCS Gold, or you have not yet been granted permission by your administrator or you do not have active DEA credentials to prescribe a controlled substance
802	Prescriber with the provided NPI is not found in the EPCS system
803	Cannot sign prescriptions as the request did not provide correct routing information for the prescription.

In the event the transmission of an EPCS prescription fails, users will no longer be able to print a copy of the prescription. Prescription printing directions are documented in the *Printing Prescriptions* section of this manual.

Our software has an indicator for medications which were designated to be electronically prescribed but have not been submitted to the pharmacy. The **Prescriptions** button on the **EMR Charting** window will be highlighted in red to indicate this situation.





Setup Steps

1. The setup items documented are specific for entering prescriptions within the software. Most of the setup is much the same for both non-EMR and EMR users and there are specific fields that only pertain to electronically prescribing controlled substances. These differences will be called out for the licensed users that are prescribing electronically without the EMR Charting functions and those electronically prescribing controlled substances. Also, the setup to prescribe for controlled substances is documented in the data entry order that the user needs to complete it. Certain flags will not display until other flags are turned on. Install the Net Health Gateway Client.

A communications service developed by Net Health runs on a server at your site. That (non-dedicated) server must have access to the Internet and to the software data folder. When a prescription or other request is submitted, the software writes the information to a data table which the communications server is constantly polling. When it finds a waiting outbound message it sends it to the **Net Health e-Prescribing Service** gateway which directs it to the final destination. The process is reversed with incoming messages. The local communications service receives messages back from the Surescripts network via the **Net Health e-Prescribing Service** gateway. It stores the information in a local table and, using Net Health Task/Messaging system, alerts the prescriber to whom the message is addressed.

The setup procedure for this service includes registering all prescribers with Surescripts. You will need to register all providers that will be submitting electronic prescriptions. This is done in the Provider maintenance, on the Rx tab by pressing the **Register with Surescripts** button. The **Register with Surescripts** button will only be enabled if the provider isn't already registered, and if the following fields are populated:

- First Name
- Last Name
- NPI Number
- DEA Number
- Phone Number
- Fax Number
- Address 1
- City
- State
- Zip
- Physician Type

Electronic Prescribing



Enter Provider (Record will be Changed)

General Billing Rx **Special** Payer Specific Provider Identifiers Identifier Authorities

Electronic Prescribing

Prescriber ID:

Specialty Code:

Mid-Level Provider ID:

Register with SureScripts

Service Levels

- ☐ New Rx
- ☐ Cancel Rx
- ☐ Rx Refill Requests
- ☐ Rx Change Requests
- ☐ Controlled Substance Rx
- ☐ Rx Fill Status
- ☐ Rx Fill Status Indicator Change

Narcotics Addiction DEA Number:

☐ Prescription Oversight Required?

Supervising Physician:

☐ Charting Signature Required?

Default e-Rx Fill Status Notifications:

Medical Type: ☒ Internal ☐ External ☐ Inactive

Save Cancel

•

Once Surescripts certifies the prescriber, it will assign a Surescripts Prescriber Identifier Number (SPI). The SPI and service levels for the prescriber will be updated in your database fields.

2. Place an updated the software License File with the appropriate flags set for Electronic Prescribing. (New System Control File)
3. Run the Setup Interop Components.msi to install the Prescribing Services information to the software for the connections to Surescripts and Dr. First software.

Interop Parameters

The DEA requires additional proof of identity for electronically prescribing controlled substances. The software partners with DrFirst to accomplish these requirements. A *Dr. First EPCS Services Parameter* within the software Interop captures all the URL and required data to attach to this 3rd party software for the two-factor authentication, (TFA), of controlled substance medications. The *Enable* check box must be checked in order to turn on some of the setup items required for EPCS.

Electronic Prescribing



During the Setup Interop Components installation, the production information will be populated. The required data for the Organization fields will need to be entered with data that is specific to your organization. These fields will become available when the *Enabled Electronic Prescribing of Controlled Substances* box is checked.

Contact NetHealth Technical Support to collaborate on the responses for each tab on this window. Our technicians will assist you in determining the correct entries to gain access to this functionality and to ensure your system's optimal performance.

Contact NetHealth Technical Support:

844-464-9348 option 3 or

Email us at: ehocmed-support@nethealth.com

The screenshot shows the 'Interop Configuration Parameters' window with the 'DrFirst EPCS Services' tab selected. The 'Enable Electronic Prescribing of Controlled Substances' checkbox is checked. The 'General' sub-tab is active, displaying the following fields:

Field	Value
Vendor Name	agility_vendor
Vendor Label	agility_vendor_label
Vendor Node Name	agility_vendor_node_name_2017
Vendor Node Label	agility_vendor_node_label_2017
Organization Node Name	agility
Organization Node Label	agility_org_label
Source Organization Id	agility_practice
Router Label	AGILITYSSROUTINGKEY2017

Buttons for 'Export' and 'Import' are located at the bottom left of the form area. At the bottom right of the window are 'OK' and 'Cancel' buttons.

Under the *Prescribing Services* tab, there are two sub-tabs for each 3rd party vendor's required data for connection; *Surescripts Formulary Services* (existing data) and *DrFirst EPCS Services* (new data to be captured).

The *DrFirst EPCS Services* tab contains 3 sub-tabs, and this is all the data that will be needed to connect to this 3rd party during the *Electronic Prescribing of Controlled Substances* functionality for the TFA.

On the *DrFirst EPCS Services* Tab, configure the parameters needed by the *DrFirst*. The *Dr. First UI Signing Launch Web Page* takes an optional parameter for a *Post-Back-URL* which is



the URL that *DrFirst* will redirect to after the Prescriber has signed the scripts they wish to submit, authenticated, and then clicks Submit.

Net Health Technical Services will update the *Organization* data fields once they have added your organization to the Dr. First system.

4. Update each User Account with the LAC Administrator and Prescribing Role flags as they apply.

User Code setup

User tab

Change User Account - Best, Wayne

User Roles Organization Access System Access Patient Restrictions

User Code: WAYNE

Name (First, Middle, Last, Suffix)
Wayne Best

User Name: Best, Wayne

Job Title: Physician

Address: 4200 Industrial Park Dr

City: Altoona State: PA Zip: 16602

Phone: 814-941-7006 Extension: Fax: 814-944-5243

E-Mail:

Provider Code: WAYNE Best, Wayne

Clinician Code:

Assign Password Signature OK Cancel Credentials

If this user is a Provider or a Clinician who will use the software for writing prescriptions, click the table icon beside the appropriate field. Then search and select the correct Provider or Clinician to link them to a user account.

Roles, Administrative tab



Surescripts Electronic Prescription Message Administrator:

Surescripts requires that doctors respond to messages within 48 hours and further requires that the software put an alert on the prescriber's computer screen when there is an incoming message from the network. Therefore, at each client site using electronic prescribing there needs to be an e-Prescribing Administrator who does look at the system with regular frequency throughout the day. This flag turned on designates this user with those access rights.

The *Surescripts Electronic Prescription Message Administrator* checkbox is used to turn on the RX icon on the software top tool bar for this user. This will ensure that this user is one of the Surescripts administrators who will monitor response messages. When this checkbox is marked, this user will always have the RX icon displayed on the top tool bar when they log into the software. When this icon is selected, this user has access to the *Surescripts Administrator* windows.

Incoming communications to prescribers are distributed using the Task/Messaging system. Copies of all incoming communications are also routed to the e-Prescribing Administrator who is responsible for perusing the list of messages periodically through the day for matters which need handling. The Administrator will get a copy of the message and either contact the doctor for instructions or have a different provider handle the matter.

On a rare basis there might be an incoming error message for a communications problem at the pharmacy that might result in a new prescription not getting through. In this case, the Surescripts network would send an error message to the ePrescribing Administrator explaining the problem. The prescriber might then have the prescription faxed.

EPCS Logical Access Control Administrator:

This is to provide access to Dr. First's EPCS Logical Access Control (LAC) functions. This flag will only be available if the Dr. First Interop Parameter has been enabled. Check this box if



this user has been designated as the *LAC Administrator* and is to set the *LAC Controls* for all other providers within your facility. This will give this user access to this functionality from a button located on the *EMR Setup NAV bar*.

ROLES, EMR CHARTING tab

Change User Account - Best, Wayne

User Roles Organization Access System Access Patient Restrictions

Administrative Tables Clinic Reporting EMR Charting Billing Sales HIPAA Other

Agility Access Rights for this User

EMR Charting Access Rights

- ☒ Patient History & Vitals Entry
- ☒ Patient Exam & MDM Entry
- ☒ Prescribing Provider Access
- ☒ EMR Template Setup Access
- ☒ EPCS Signing Access

Clinical Decision Support (CDS) Guideline Access

CDS Guideline Access: Full Access ☒ Disable CDS Guideline Alerts?

Assign Password Signature OK Cancel

A user who has a profile setup as a Clinician will have access to only the *Patient History & Vitals Entry* and *EMR Template Setup Access* check boxes. All other boxes will be disabled and not available for selection.

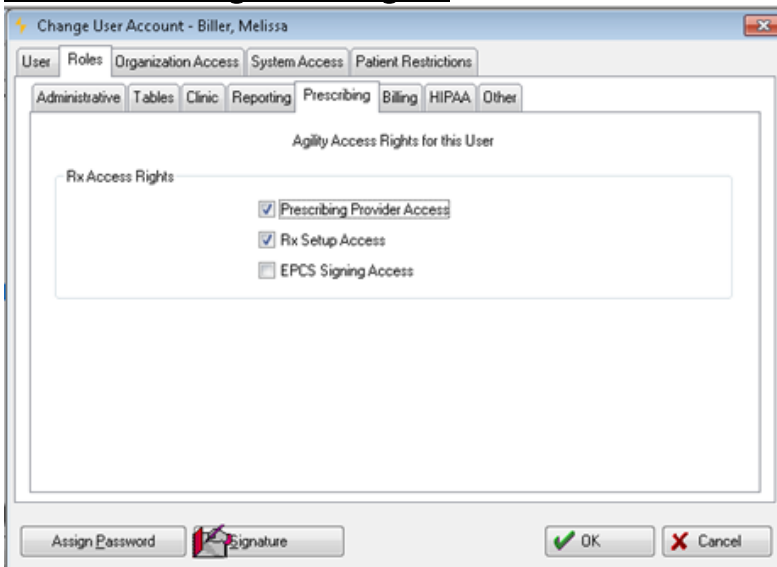
Providers will have all fields available for selection. The *EPCS Signing Access* flag will only be available if the *Provider* has the *CS Prescription Service Level* set on their *Provider* record. This flag is set on the *Provider* record after the LAC Process is completed and Surescripts sends a message to update this flag on the provider record.

The next day after the LAC Process was completed, the LAC Administrator will need to go into these user account setups and mark the appropriate flag so that those users can submit controlled substances electronically. See LAC Process described below.

Clients that assign the same *Provider* code to multiple users need to know which user is the one that will actually do the *TFA Signing*. The *EPCS Signing Access* flag can only be set on one user record with this *Provider* code. There will be validation and the following error displays if multiple user accounts have the same provider code attached and the *EPCS Signing Access* flag is being set on for each of those users:



Non-EMR Licensing, Prescribing Tab

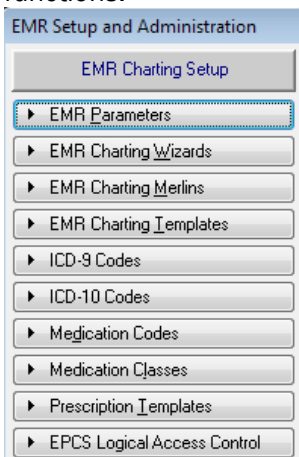


The *EMR Charting* tab is re-labeled *Prescribing* and the flags pertaining to the EMR Charting functions are not available as described above.

Setup and Administration NAV bar

EMR Charting License:

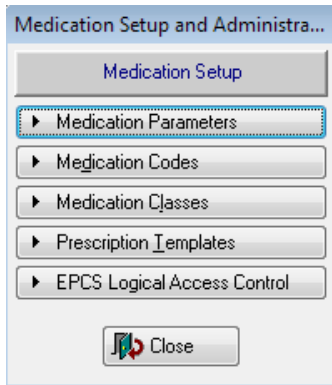
The user will access Setup/Admin, EMR Setup buttons to access the Setup & Admin functions.





Non-EMR License:

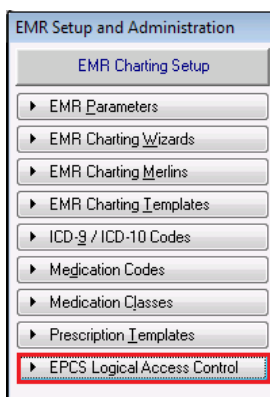
The user will access Setup/Admin, Medication Setup buttons to access the Setup & Admin functions.



1. Activate the *EPCS Logical Access Control* function.

EPCS Logical Access Control

The DEA requires verification that providers are permitted by an organization to electronically prescribe controlled substances from that location. This is called Logical Access Control, or LAC. An *EPCS Logical Access Control* button is accessed through the Setup/Admin, EMR Setup, EMR Setup and Administration NAV bar to access this functionality. This button will be available to any user that has the *EPCS Logical Access Control Administrator* flag turned on in their user account setup. This button will be used by this LAC Administrative user to get access to the Dr. First Logical Access Control UI so that the enrollment process can be completed for each prescribing provider.



Non-EMR License:

The *EPCS Logical Access Control* button is accessed through the Setup/Admin, Medication Setup, Medication Setup and Administration NAV bar.

When the button is selected the following Dr. First window will display.



The *LAC Administrator* needs to mark each individual provider as *Active*. When all providers have been selected, then they will select their *OTP (One-Time Password) Token*, enter their passphrase & *PIN#* and select the *Authorize* button. A message will then be sent to Surescripts to update the *Controlled Substance Service Level* for each of these providers. The software *Daily Provider* update from Surescripts will update the *CS Prescription Service Level* on each *Provider* record. These providers will now be able to send controlled substances electronically to Surescripts.

The next day the LAC Administrator will need to go into this user account setup and mark the appropriate flag so that those users can submit controlled substances electronically. See User Account setup section.

See [EPCS Gold](#) for further information about Dr First onboarding.

2. Activate the Prescriptions Parameter settings as described below.

Prescriptions Parameter settings

EMR Charting License

The user will access Setup/Admin, EMR Setup buttons to access the EMR Parameter. The Prescriptions tab has multiple flags that can be set for the prescription writing in the EMR Charting.

Business Rules for Prescription Handling tab criteria:

The *Automatically Print Prescriptions during the Charting Process* (applies to All Medications) and the *Allow Electronic Signature on Scheduled Meds Scripts* check boxes must both be disabled when the client is submitting electronic prescriptions for controlled substances. Paper prescriptions should not be printed for electronic submissions of controlled substances and if a scheduled medication prescription is printed, they are not permitted to contain a pre-printed signature for the provider. Only a **wet signature** is permitted.



Authentication Rules for Prescription Handling tab criteria:

The screenshot shows a software window titled "Set Up EMR Parameters" with several tabs: General, Note Sections, Security / Confidentiality, Prescriptions, Automation, Drug Interactions, Other Rules, and Other. The "Prescriptions" tab is active, and within it, the "Authentication Rules for Prescription Handling" sub-tab is selected. This sub-tab contains four checkboxes with associated text:

- ☐ Require provider authentication when placing Medication Orders in the EMR (e.g. Ohio)
Two-Factor Authentication using Password and Barcode Reader Device
- ☐ Require authentication when Administering a Medication (e.g. Ohio)
Two-Factor Authentication using Password and Barcode Reader Device
- ☐ Require authentication when Dispensing a Medication (e.g. Ohio)
Two-Factor Authentication using Password and Barcode Reader Device
- ☒ Require provider authentication to submit Controlled Substance Prescriptions electronically
Two-Factor Authentication using Password and Hard / Soft Token Device

At the bottom of the window, there is a note: "Note: The default prescription printer must be set up for each clinic individually. This must be done by the System Administrator in the Clinic Setup area." and two buttons: "Save" and "Cancel".

Four options are available to control the method of *Provider Authentication*.

- The first check box turns on the *Medication Orders TFA Authentication* which is required for Ohio. A bar code reader device scans a badge, and a password is entered for all medication orders entered through the EMR. This method will only be available for the software licensed clients.
- The second check box will force the user to provide Two-Factor Authentication when Administering a Medication. This check box is defaulted to unchecked.
- The second check box will force the user to provide Two-Factor Authentication when Dispensing a Mediation. This check box is defaulted to unchecked.
- The fourth check box allows for Controlled Substance Prescriptions to be submitted electronically and a *TFA Authentication* process is required. The provider must use a hard/soft token device to enter the *Two Factors* whenever the prescriptions are submitted electronically. This field is disabled until the *Interop Parameters* have the *Dr. First Enabled* flag turned on. Once the *Interop Parameter* has that flag switched on then the above second check box will be available on this parameter.

The first and fourth flags cannot be turned on if the licensed client is *Non-EMR client*. Ohio clients that have to do the TFA for all medications orders will have to be licensed for the full EMR Charting in order to do so.



Non-EMR License

The user will access Setup/Admin, Medication Setup buttons to access the Medication Parameter. This parameter will display a limited version of the regular EMR Parameters used by the EMR Charting clients. The window will open and display only two (2) tabs with the associated windows.

3. Build the Master Pharmacy List as described below.

Pharmacy Directory from Surescripts

Surescripts maintains a pharmacy directory which contains the prescribing capabilities of all pharmacies subscribing to network. Net Health receives weekly updates. On a nightly basis, the application checks for updates to the pharmacies that you prescribe to and will update your database with any changes. The directory indicates whether the pharmacy can electronically handle refills, cancellations, changes, and controlled substances.

The Pharmacies button will be used to maintain an up-to-date Pharmacy List which you routinely submit prescriptions and make your selection from a more manageable list when providers are prescribing medications. This list is created by selecting Pharmacies from a Surescripts Pharmacy Directory maintained in the system with an automatic weekly download. The pharmacies on your master list must be populated from the Surescripts directory in order to submit prescription electronically to them.

The software also maintains a list of preferred pharmacies for each patient. When the pharmacy selection screen displays a check box can be marked to add this pharmacy to the patient's preferred list.

From the *Setup & Admin* NAV bar, select the *Pharmacies* button the following window will display:

Electronic Prescribing



ECS	Pharmacy Name	Code	City	State	Telephone	Fax
* 05360		0005360	ABBEVILLE	TX	(318) 688-7912	(401) 770-2153
* CA Pharmacy Store 10.6		9900118	Anaheim	CA	(714) 212-1113	(714) 113-2224
	CA Pharmacy Store 10.6 EDIFACT	9900143	Anaheim	CA	(703) 436-5788	(703) 875-9370
	CVS # 8013	2328739	ADRIAN	MI	(517) 265-1568	(517) 263-8275
	CVS Pharmacy # 922	3389031	"WEST ISLIP, L.I."	NY	(631) 422-1991	(631) 893-0270
	Giant Eagle Pharmacy	GIANT			(831) 657-8300	(831) 657-8310
	KROGER ATLANTA 397	1136414	ACKWORTH	GA	(770) 975-8776	(770) 975-4326
* Mainline Pharmacy-Ebensburg, PA		3996660	Ebensburg	PA	(814) 472-9390	(814) 472-1166
	Shollenberger Pharmacy	3392696	Petaluma	CA	(707) 984-5571	(707) 988-4744
	SSTEST1:"\$\$()" *+, -/:;=?@ [0022222	!"#\$%()' *+ CITY	CO	(703) 444-5522	(703) 444-5528
* Test 000 Pharmacy 10.6MU		0001060	Arlington	VA	(703) 205-1295	(703) 205-1235
* VA Pharmacy 10.6MU		7723703	Arlington	VA	(703) 205-7034	(703) 205-7035
* VA Pharmacy Store 10.6		9900119	Arlington	VA	(703) 515-4445	(703) 414-5556

Pharmacies in RED - Print or Fax only

Add Edit Delete Pharmacy Directory

The *Select Pharmacy* window will contain a column titled *ECS* (Electronic Controlled Substances). This column will have a red asterisk beside the pharmacies that accept controlled substances electronically.

To add pharmacies that are not on the Surescripts Directory, click on the *Add* or *Edit* buttons and the *Enter Pharmacy* window will display to add a non-electronic pharmacy to the list. To add electronic pharmacies from the Surescripts Directory, click the *Pharmacy Directory* button at the bottom of the window.

When the user clicks on the *Pharmacy Directory* button the following window will display:

Electronic Prescribing



This window allows users to populate a **Master Pharmacy List** from the Superscript Pharmacy Directory where the pharmacies shown match your search criteria.

NOTE: Users will need to enter the appropriate Surescripts connectivity information via the Net Health EHOM Interop parameter. See the EHOM 11 System Administration Guide.

Filter Criteria:

Name	Enter the desired pharmacy name. If you enter a partial name, the system will return possible pharmacies that begin with your entry.
City	Enter the desired city name. If you enter a partial name, the system will return possible pharmacies that begin with your entry. NOTE: when searching for City and State, both are required
State	Enter the standard two-character state Identifier. NOTE: when searching for City and State, both are required.
Zip Code	Enter the Zip Code of the area you want to search. This field takes preference of the City and State fields when performing the search.
Search Within	This field becomes available when you enter a Zip Code. Select a specific search radius from the dropdown menu:



	<ul style="list-style-type: none"> • 5 Miles • 10Miles • 25 Miles • 50 Miles <p>The system will return the Pharmacy locations within the specified radius relative to the selected Zip Code. <i>Blank</i> (no radius specified) is the system default.</p>
Type	<p>Specify the desired type of Pharmacy from the dropdown menu:</p> <ul style="list-style-type: none"> • All • Retail • Mail Order • Specialty • Long Term Care <p><i>Retail</i> is the system default.</p>
Search Directory	<p>This button becomes available when you enter filter criteria. Select it to generate the Surescripts Pharmacy Directory list based on your selected filter criteria. The red text below the button indicates the required filter criteria or combination of fields required to do a search.</p>

Surescripts Pharmacy Directory: The Surescript service pharmacies that meet your selected search criteria.

Copy Selected to Master Pharmacy List: Once the **Surescripts Pharmacy Directory** is populated based on the selected search criteria, users may add a pharmacy to the **Master Pharmacy List** via this button. Highlight your choice and click this button. Your selected pharmacy will become part of the Master List.

NOTE: you may also drag+drop pharmacies from the Surescripts Pharmacy Directory to the Master Pharmacy List.

Master Pharmacy List: The list of available pharmacies within your system.

Include Inactive: check this box to include inactive pharmacies within the Master Pharmacy List.

View: Click this button to display the **Enter Pharmacy** window in Read Only access. Pharmacy details are displayed.



This window contains an *ECS* checkbox field that is not able to be modified by the user; it is informational only. If this field is checked, it represents that this pharmacy accepts controlled substance prescriptions electronically.

Delete: Remove a pharmacy entry from the **Master Pharmacy List**.

NOTE: This window is also available through the **Select Clinic or Treatment Site** window. It can be accessed through the **Enter Clinic** window, **Nearby Pharmacy List** sub-tab and then selecting the Add / Remove Pharmacies button.



Manage Pharmacy Lists

Name (starts with):

City (starts with):

State:

Zipcode:

Search within:

Type:

SureScripts Pharmacy Directory

ECS	Pharmacy Name	Cross Street	Street Address(+)	City	State	Zip

Master Pharmacy List **Clinic Pharmacy List** ☐ Include Inactives

ECS	Pharmacy Name(+)	Cross Street	Street Address	City	State	Zip

Pharmacies in RED - Print or Fax only

There are a few differences in the **Master Pharmacy List** panel. A second tab is available called the **Clinic Pharmacy List**. This will create a group of pharmacies available for the current clinic. An additional button on the **Master Pharmacy List** labeled, **Copy Selected to Clinic Pharmacy List** allows users to add a pharmacy to the Clinic Pharmacy List.

Clinic Setup

From the *Enter Clinic* window under the *Printers* tab:



Users may select Prescription printers and Med Dispense Label printer fields if needed for their clinics.

From the Nearby Pharmacy List tab users can define a list of pharmacies used by each clinic. When the *Add/Remove Pharmacies* button is selected, the following window displays:

ECS	Pharmacy Name	Cross Street	Street Address	City	State	Zip
00021			1117 10TH ST	WASHINGTON	TX	75801
00102			1604 E 17TH AVE	DENVER	CO	80218
00180			180 cvs drive	Palestine	TX	02780
00273			446 SABATTUS ST.	Anthony	TX	79821
68001			CALL CENTER LAB	Palestine	TX	75801
	Acme Pharmacy #02		2420 WEDGEWOOD DR	AKRON	OH	44312
	Animal FARMacy		Sagan Commons	Voyager Hall	WI	53593
	Bannockburn Pharmacy		6788 Pyle Rd	Bethesda	MD	20817
	Beths Test Pharmacy		125 Faxing Blvd	Fax	MN	56498

- Define required fields for Prescribing Providers as described below.



Prescribing Provider

Provider Records

Every prescriber must have a provider record with required data fields completed for submitting prescriptions electronically.

1. Select **Setup / Admin** button which will display the Setup and Administration NAV bar.
2. Click the **Provider** button, which will display the [Select Provider] window.
3. Select a provider, which will display the [Enter Provider] window.

In order to send electronic prescriptions, each prescriber must be registered with Surescripts. You will need to register all providers that will be submitting electronic prescriptions. This is done in the Provider maintenance, on the Rx tab by pressing the **Register with Surescripts** button.

Enter Provider (Record will be Changed)

General | Billing | Rx | Special | Payer Specific Provider Identifiers | Identifier Authorities

Provider Code: 1234567891 NPI: 123456789 Provider Type: Physician

Name (First, Middle, Last, Suffix)
Christine A. Bates MD

Listing Name: Bates, Christine A. MD External Code:

Address: 15 Abrego St. Suite 45
City: Monterey State: CA Zip: 94857
Country: USA

Telephone: (831) 657-2000 Extension: Fax: (831) 657-2001

E-Mail: ☐ Provider is MRO

Federal ID #: 00-4586635 Lic State: CA Class: ACDE

License #: CAMD58676 Effective: 10/15/2014 Expires: 12/31/2016

DEA #: 123456789123456789 Effective: 10/15/2014 Expires: 12/31/2016

Natl. Registry #: Certificate Expires:

Credential: Specialty:

Medical Group: Effective: Term:

Medical Type: ☒ Internal ☐ External ☐ Inactive

4. Complete the required fields in order for a provider to submit electronic prescriptions:

General tab – Link each provider, by name, to the following identifiers:

- a. One NPI#
- b. License # and Lic State
- c. One DEA#
- d. Address, City, State and Zip code

Electronic Prescribing



Rx tab

- Prescriber ID** – This unique SPI is provided by Surescripts once all of the required fields are entered and registration is complete. (See below letter “d”).
- Specialty Code**
- Mid-Level Provider ID**
- The *Register with Surescripts* button will become active if the prescriber is not already registered with Surescripts and once a number of fields on the General tab are entered:**
 - First Name
 - Last Name
 - Address
 - City



- **State**
- **Zip Code**
- **Phone**
- **Fax**
- **NPI**
- **At least one (1) Service Level has been selected**

- e. **Narcotics Addiction DEA Number** - This field contains validation requiring a maximum of 9 characters and that the number entered must have two letters and seven numbers. Any other combination will generate an error.

This field is required for those providers that will be submitting EPCS narcotic drugs that are being prescribed for narcotic addiction treatment.

- f. **Prescription Oversight Required?:** Check this box if physician oversight is required for prescribing of medications
- g. **Supervising Physician:** If Prescriber Oversight is required (box checked above), this lookup will become available. Click the hourglass icon to select a supervising physician. If the *Prescription Oversight Required?* checkbox is not checked, this lookup will not be available.
- h. **Charting Signature Required?:** Check this box to force a signature on the patient chart.

5. Service Level Updates from Surescripts:

- **New Rx:** Fill a new prescription. See [Pharmacy Service Level Rules](#)
- **Cancel Rx:** Cancel a prescription. See [Pharmacy Service Level Rules](#)
- **Rx Renewal Requests:** Send a Renewal Requests.
- **Rx Change Request:** Change a submitted prescription request.
- **Controlled Substance RX:** The Controlled Prescription service level will only be returned and updated on the provider once they have completed the LAC (Logical Access Control) process of the identity proofing process. This gives this provider the rights to submit controlled substances electronically with a TFA digital signature. See [Pharmacy Service Level Rules](#)
- **Rx Renewal Status:** If this box is checked, the user will receive a fill notification as selected below in the *Default e-Rx Status Notifications* dropdown menu at the bottom of the window.
- **Rx Renewal Status Indicator Change:** If the prescription has been cancelled, this checkbox allows users to still be able to change the fill status on the **Prescription** window.

NOTE: For unregistered providers, the following Service Levels remain open until the registration process is complete.



- New Rx
- Cancel Rx
- Rx Refill Requests
- Rx Change Requests
- Rx Fill Status

When all of the registration information is entered, the *Register with Surescripts* button becomes active (as noted above). The application will now require at least one Service Level to be selected for the Register with Surescripts button to become active.

Users should click the button which will attempt to register the Provider and send the Selected Service levels to Surescripts. If an error is returned referring to a specific Service Level, users should uncheck that Service Level and click the *Register with Surescripts* button again to complete the process.

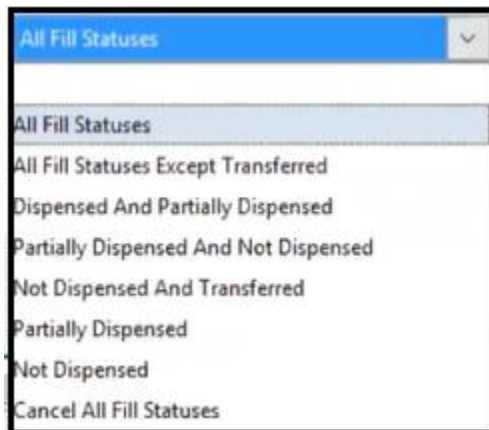
Once registration is complete the Service Levels become read-only fields.

The connection is made between the software and Surescripts, the Prescriber ID (SPI) that is unique to each prescriber is used to match the provider in Surescripts. Surescripts will return the Specialty Code and the electronic Service Levels and update the provider record. New prescribers will be assigned services levels for submitting new prescriptions, canceling prescriptions that were sent electronically, accepting Refill/Renewal Requests, accepting Change Requests and accept Fill Status messages.

Once the registration is completed the *Provider's Address, City, State and Zip* code fields will be set to *Read Only* and cannot be changed. If changes need to be made to these fields, then the address will need to be changed on the *Surescripts Admin Console* by a Net Health Technical Service Rep. Then the changes will be downloaded to the provider during the *Daily/Weekly* update from Surescripts. This process is to ensure that the provider's address information being sent electronically from the software on prescriptions matches that stored in Surescripts.

NOTE: Once new prescribers are assigned a Prescriber ID, they have 30 days to use their rights before they are revoked and must be re-registered with Surescripts.

6. **Default e-Rx Fill Status Notifications:** This defines the type of notifications regarding patient prescriptions that the prescriber would like to receive from the pharmacy. When electronically prescribing medications, the system will default to whichever *Fill Status Notification* that is chosen from this dropdown. This status can be changed on a prescription-by-prescription basis.



Note: If the provider has any *Service Levels* selected, a “blank” is not valid for this field and the system will not allow the record to be saved until a *Fill Status Notification* is selected.

Inactivating a provider

An eRx Administrator may render a Provider inactive by clicking the *Inactive* checkbox at the bottom of the [Enter Provider] window. This will prevent the selected provider



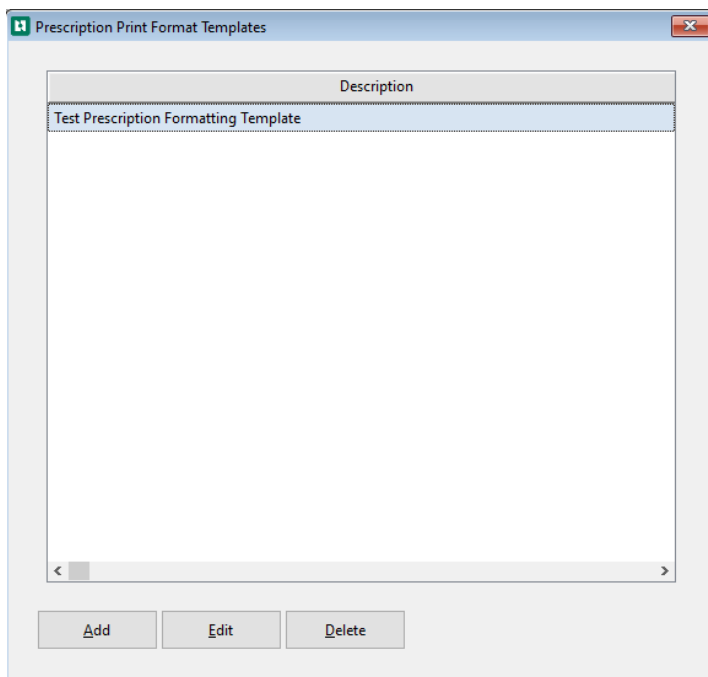
- from creating and/or sending electronic prescriptions and will remove their name from the provider list available to the eRx Administrator.
7. Update the remaining master tables as described below.

Billing Physician setup for Supervising Provider

Providers will need access (for a Supervising Provider) to sign-off the electronic prescriptions to be submitted for the Mid-Level Providers they oversee. The Oversight Prescriber will be designated on the prescription. This master table setup will have all the same identifiers as shown above for the Provider. Enter the required information for each of these providers.

Prescription Templates

There is a default prescription that can be printed from the software. If this format does not meet your states prescription form requirements, then the *Prescription Templates* button will be used to define special formats for the *Prescription Form* that prints. When the user clicks on the button the following window will display:



The user can *Add*, *Change*, or *Delete Prescription Templates* from this window. This button will be available to *Provider* users with the *Prescribing Provider Access* box checked on the *User Account, Rx* tab.



Surescripts Service updates

The pharmacy information for the pharmacies that are contained within the EHOM database is updated nightly. Each night the software will contact the Surescripts pharmacy database that have an NCPDPIID and update the pharmacy information in the client EHOM database. This window will configure your database to receive the pharmacy updates. Users will need to contact Net Health Technical Services for assistance to install this window. The default directory from the installer is: *C:\Program Files (x86)\Net Health\Net Health E-Rx Service* Please contact them at:

Support Office: **1-844-464-9348, Option #3** or

E-mail: ehocmed-support@nethealth.com

The screenshot shows the 'e-Rx Configuration' window for Net Health Version 11.6.0. It is divided into two main sections: 'Database' and 'Configuration'.

Database Section:

- Server:** azdevsq01
- Database:** Surescripts
- ☐ Use Windows Authentication
- Username:** stix
- Password:** [Masked]
- Test Connection:** [Button]

Configuration Section:

- Send Interval Seconds:** 10
- Receive Interval Seconds:** 10
- Scheduled Time to Download:** 3:30 AM
- Pharmacy Last Run:** 10/19/2021 3:30 AM
- Prescriber Last Run:** 10/19/2021 3:30 AM

Action Buttons:

- Send Messages
- Receive Messages
- Pharmacy Download
- Send Eligibility
- Receive Med History
- Prescriber Download
- Enroll to New Portal

Footer: [Cancel] [Save]

Server	Client SQL Server Instance.
Database	Client EHOM database.
Username	Credentials for the client's SQL Account used to connect their EHOM database.
Password	Credentials for the client's SQL Account used to connect their EHOM database.
Test Connection	Select this button to test your connection.
Send Interval	The maximum number of seconds before the e-Rx service sends e-prescribing messages to Surescripts.
Receive Interval	The maximum number of seconds before the e-Rx services retrieves messages from Surescripts.
Download Time	Users may set their download time (military time)

Electronic Prescribing



	NOTE: this time should be configured to be after 3:30 AM (EST) in order to receive the most recent updates.
Pharmacy Last Run	Read only field. This will show the last time that the Pharmacy Download occurred.
Prescriber Last Run	Read only field. This will show the last time that the Provider Download occurred.



Creating Prescription Orders without the EMR Charting

This function is intended for clients who are licensed with (Non-EMR clients) and Electronic Prescribing to Surescripts Network. These clients will not have access to any of the EMR Charting functions where medication prescribing is normally done. The software will enable (throughout the system) all areas involving electronic prescribing so that a user can create prescriptions and send them electronically.

Providers will be granted access to all the functions required to do electronic prescribing and clinicians will be given access to perform administrative functions for printing and submitting the prescriptions entered by the Provider.

View Chart Setup

The software (Non-EMR Clients) will not have access to the EMR Charting functions; they will need to be able to enter Medications, Allergies and Problems for the patient. Recording of the past medical history of Medications, Allergies and Problems will be used during the Prescription creation in order to the Drug to Drug, Drug to Allergy and Drug to Disease interaction checking. Entry of this data will be done through the [View Chart] window, *Problems List* tab.

The screenshot shows the 'View Patient Chart' window for a patient named Lou Stooth. The window has a tabbed interface with the following tabs: Demographics, Problems Lists, Surveillance, Clinical Results, Visits, Charting Notes, Incidents, Scheduling, Document Images, and Notices History. The 'Problems Lists' tab is currently selected, displaying three tables:

- Problems: Active or Chronic**

Description	Onset	Work?
- Allergies and Adverse Reactions**

Description	Onset	Ended
Penicillin	1/19/2015	
- Current Medications**

Description	Begin	Discon
Codeine-Guaifenesin	1/06/2015	
Vicodin	1/12/2015	
Azithromycin 500 mg oral tablet	1/19/2015	

Below these tables is a section for 'Hospitalizations, Operations, Other History' with a table:

Description	Date	Work?
Fracture	10/01/2012	Yes

At the bottom of the window, there are buttons for '+ Add', 'Change', 'Delete', and 'Close'. There is also a checkbox for 'Include All'.

Current medications taken by the patient are entered through the *Current Medications* panel. Users may select the *Add* or *Change* buttons within this section to enter the information. Clicking the *Add* button displays the following window:

Once the medication is selected from the list, the following window displays:



**Net
Health**

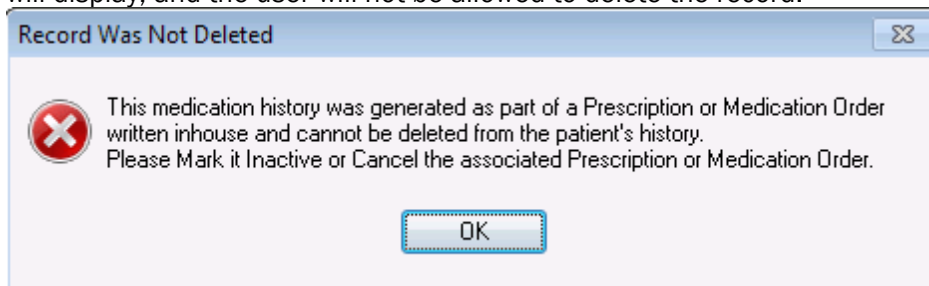


The *Order Details* tab will be populated with the information from the selected medication. The user can change as needed. The *Audit* tab will populate the *Add User* and the *Multum Drug* identifier fields. If the medication was entered through the [View Patient Chart] windowpane above, then all the fields on the *Orders Details* tab will be available for editing.

When reviewing the *Medications* attached to the *Medical Record*, any medications that were administered or dispensed will display who administered/dispensed them and when the medication was administered/dispensed. The software will also show any notes related to the administering of the medication and the start/stop times.

To Change a Record

To change a record, the user may highlight the specific medication line and either double click or click the *Change* button. If the medication was entered through the *Prescription* functionality, then the *Orders Detail* tab fields will not be accessible for editing. To delete records, user may highlight the specific medication line and click the *Delete* button. If the medication was entered through the prescription functions, then the following message will display, and the user will not be allowed to delete the record.



The user will need to change the record and mark the *Inactive* or *Removed* check box and then enter a reason.

Allergies

Entry of current allergies for the patient will be done through the current *Allergies and Adverse Reactions* panel. Users may select the *Add* or *Change* buttons within this section to enter the information.

Clicking the *Add* button displays the following window:



The screenshot shows the 'Allergy Record' window with the 'General' tab selected. The window has a title bar with a yellow star icon and the text 'Allergy Record'. Below the title bar are three tabs: 'General', 'Reactions', and 'Audit'. The 'General' tab is active, and the status 'Active' is displayed in the top right corner. The form contains the following fields: 'Allergy Type' (a dropdown menu), 'Description' (a text box), 'Onset Date' (a date field with a calendar icon, showing '1/19/2015'), 'Stop Date' (a date field with a calendar icon), 'Start Age' (a text box with a calendar icon), 'Start Year' (a text box with a calendar icon), 'Description' (a larger text box), 'Inactive or Removed' (a checkbox), and 'Reason' (a text box). At the bottom right are 'OK' and 'Cancel' buttons.

The *Allergy Type* dropdown menu for non-EMR licensing contains 5 options:

The screenshot shows the 'Allergy Type' dropdown menu. The menu is open, displaying five options: 'Specific Medication', 'Medication Category', 'Food or Substance', 'Immunization', and 'Other (Non-Med) Allergy'. The 'Allergy Type' label is to the left of the dropdown.

Users may select one of the Allergy Types from the drop-down list. Each option will display a specific lookup on the window.

Specific Medication:

If the Specific Medication is selected, then the field will display with a title of *Medication* with a lookup box icon. If the user selects the icon, the following window will display:

Electronic Prescribing



Select Medication

Search: ☐ Include Inactives Class: ☐ Include Obsoletes

Medication Name	Strength	Form	Sched	Generic Medication	Medication Class	Obsolete
Abreva 10% topical cream	10%	granule		docosanol topical		
Accolate	20 mg	tablet		zafirlukast	Asthma	
Accolate 20 mg oral tablet	20 mg	tablet		zafirlukast		
Accu-Chek Comfort Curve Test Strips						
Accuretic - ACEI/thiazide	12.5 mg-10 mg	tablet		hydrochlorothiazide-quinapril	HTN - Combo	
Acetaminophen	500 mg	tablet		acetaminophen	Acetaminophen	
Acetaminophen (Tylenol) 500mg #100 Dispense	500mg	tablet		acetaminophen	Acetaminophen	
Acetaminophen 160 mg oral tablet, chewable OTC	160 mg	tablet		acetaminophen	Acetaminophen	
Acetaminophen 160 mg/5 mL oral liquid 1 Tspn	160 mg/5 mL	teaspoon		acetaminophen	Acetaminophen	
Acetaminophen 160 mg/5 mL oral liquid 1/2 Tspn	160 mg/5 mL	teaspoon		acetaminophen	Acetaminophen	
Acetaminophen 160 mg/5 mL oral liquid 2 Tspn	160 mg/5 mL	teaspoon		acetaminophen	Acetaminophen	
Acetaminophen 500 mg oral tablet Admin	500mg	tablet		acetaminophen	Acetaminophen	
Acetaminophen Oral Tablet 500 Mg #50 Dispense	500 mg	tablet		acetaminophen	Analgesics - NSAIDS	
Acetaminophen-codeine	300 mg-30 mg	tablet	III	acetaminophen-codeine	Analgesics - Opioids	
Acetaminophen-hydrocodone	325 mg-10 mg	tablet	III	acetaminophen-hydrocodone	Analgesics - Opioids	
Acyclovir	400 mg	tablet		acyclovir	Antimicrobials - Antivirals	
Acyclovir Oral Tablet 800 Mg #35	800 mg	tablet		acyclovir	Antimicrobials - Antivirals	
Adderall 10 mg tablet	10 mg	tablet	II	amphetamine-dextroamphetamine	Psych - Others	
Adderall 20 mg oral tablet	20 mg	tablet	II	amphetamine-dextroamphetamine		
Advair Diskus	100 mcg-50 mcg	inhalation		fluticasone-salmeterol	Steroids	

Medication Category:

If the *Medication Category* is selected, then the field will display with a title of *Medication Category* with a lookup box icon. If the user selects the icon, the following window will display:

Select Medication Allergy Category

Search:

Allergy Medication Category Description	Category Code
4-aminosquinolines	000000036
5-alpha-reductase inhibitors	000000202
5HT1 agonists	000000078
5HT3 inhibitors	000000045
8-hydroxyquinolines	000000255
acetic acid containing compounds	000000199
acyclovir-like antivirals	000000007
acyclovir-like topicals	000000054
adamantane antivirals	000000043
aerolus containing compounds	000000286
allylamine antihistamines	000000124
allylamine antifungals	000000134
aloe derivatives	000000281
alpha agonist imidazolines	000000089
alpha interferons	000000032
amide-type anesthetic antiarrhythmics	000000077
amide-type local anesthetics	000000023
aminoacridine derivatives	000000397
aminoglycoside antibiotics	000000005
aminoglycoside containing compounds	000000206
aminoglycoside topicals	000000069
aminolevulinic acid derivatives	000000284
amphotericin B antifungals	000000009
amphotericin B topicals	000000070
amphotericin containing compounds	000000266

Food or Substance:



Electronic Prescribing

If the *Food or Substance* is selected, then the field will display with a title of *Food or Substance* with a lookup box icon. If the user selects the icon, the following window will display:

Food or Substance (UNII) Allergy Codes

Contains: Include Inactives ☐

Search:

UNII Code	Substance Name
3HE2075Q08	10-CIS-3-O-ALKYL-2-METHYLPROPIONATE (ESTER)
3VE29T7UT5	(PHthalocyaninato(2-))copper
U71X1M7968	ALPHA-(SUB-1)-SITOSTEROL
JE0308GE05	ALPHA-ALPHA-DIMETHYLBENZYL ALCOHOL
0306QP119P	ALPHA-AMINOBUTYRIC ACID
36HQ1N158VC	ALPHA-BISABOLOL, (+/-)
5Q0L0UM81	ALPHA-CHACONINE
3W5667U7C0	ALPHA-CYCLOHEXYL-BETA-(3,5-DIHO-4-HYDROXYPHENYL)PROPIONIC ACID
5J93E841E	ALPHA-D-GLUCOPYRANOSE
4L3WC4P6GF	ALPHA-D-GLUCOPYRANOSE, MONOHYDRATE
C7912E5K1W	ALPHA-D-XYLOPYRANOSE
0L557U5L4	ALPHA-ETHYL-P-HYDROXY-HYDRODINAMIC ACID
8D597282X	ALPHA-KETOGLUTARIC ACID
15XN7Q45T	ALPHA-SOLANINE
A7E6112E4N	ALPHA-TOCOPHEROL ACETATE, D-
WR1W17EW8	ALPHA-TOCOPHEROL ACETATE, DL-
11P2JDE178	BETA-ALANINE
KC739Q60P	BETA-CHACONINE
P01OUT964K	BETA-CITRONELLOL, R(+)
R73G51TJE0	BETA-D-FRUCTOPYRANOSE
J4R00M814D	BETA-D-GLUCOPYRANOSE
6GV3W418WY	BETA-D-GLUCOPYRANOSE, MONOHYDRATE
0122W35P9U	BETA-D-XYLOPYRANOSE
B986VTF17J	BETA-D-FRUCTOFURANOSE
A7NRR1HLH6	BETA-IONONE
S347W406M4	BETA-SITOSTEROL
Tw448D401E	BETA-SITOSTEROL ACETATE
721MLX7H4C	BETA-SOLANINE
E2F9408TXD	DELTA-3-TETRAHYDROCANNABINOL, 1R
Py173UAY3K	DELTA-3-TETRAHYDROCANNABINOL, 1S
CNA05T234	DELTA-DECALACTONE
33DIC582TL	DELTA-DODECALACTONE
B43D8H807	DELTA-8-TETRAHYDROCANNABINOL
3AC26PC6I	GAMMA-AMINOBUTYRIC ACID

Navigation: [Previous] [Next] [First] [Last] [Search] [Filter] [Reset]

Buttons: [Review] [Select] [Close]

Immunization:

If the *Immunization* is selected, then the field will display with a title of *Immunization* with a lookup box icon. If the user selects the icon, the following window will display:

Select Medical Activity

Search:

Description	Code	CPT Code	Type	Result	Service	Inac
ABC Activated Med	ABCComp	J8499-AY	Medication/Drug	Drug Dosage / Lot		
Accu Check	AccuCheck	82948	Physical/Assessment			
Ace Bandage-2"	AceBand-2		Lab/Drug Test			
Ace Bandage-3"	AceBand-3	99070-DP	Supplies			
Ace Bandage-4"	AceBand-4	99070-DQ	Supplies			
Ace Bandage-6"	AceBand-6	99070-DR	Supplies			
Acular 0.5%	Acular	J8499-IA	Medication/Drug			
Adaptic 3x3	Adaptic	99070-D0	Supplies			
Admin Vaccination	AdminVacc	Jadminvacc	Vaccine/Immunization			
Advil 200 Mg	Advil	J8499-IB	Medication/Drug			
Aerosol Treatment	AerosolTre	J8499-B5	Other Med Procedure			
Air Cast Amband	AirCastArm	99070-CL	Supplies			
Albuterol Syrup 4 Oz	AlbutSyrp	J8499-B6	Other Med Procedure			
Albuterol Inhaler	Albuterol	37001	Vaccine/Immunization	Drug Dosage / Lot		
Alcaine 1% Ophthalmic	Alcaine	J8499-IC	Medication/Drug			
Alcohol Blood	AlcoholBld	82095	Lab/Drug Test			
Alcohol-Urine	AlcoholUr	82095-A	Lab/Drug Test			
Aleva	Aleva	J8499-AY	Medication/Drug	Drug Dosage / Lot		
Amphetamines- 1000 Ng/Ml	Amphetamin		Lab/Drug Test			
AmNifin Inhalant USP	AmNifin	J8499-ID	Medication/Drug			
Amylase Serum	Amylase	82150	Lab/Drug Test			
ANA -Anti-Nuclear Antibody	ANA	86255	Lab/Drug Test			
Ankle Air Cast Brace	AnkleAir	99070-CX	Supplies			
Ankle Brace Standard	AnkleBr	99070-A7	Supplies			
Ankle Knitted	AnkleKnit	99070-AY	Supplies			
Ankle W/Figure 8 Wrap	AnkleFig8	99070-A8	Supplies			
Ansaid 100 Mg #30	Ansaid	J8499-BB	Medication/Drug	Drug Dosage / Lot		
Antibiotic Injection Fee	AntibFee	J8499-BA	Other Med Procedure			
Aqua Gel Pad	AquaGelPad	99070-E1	Supplies			

Navigation: [Previous] [Next] [First] [Last] [Search] [Filter] [Reset]

Buttons: [Add] [View] [Delete] [Select] [Print] [Close]

Other Non-Med Allergy:



If the *Other Non-Med Allergy* is selected, then the field will display with a title of *Other Non-Med Allergy* with a lookup box icon. If the user selects the icon, the following window will display:

Description	Code	Type
Allergy-Food	Allergy-Food	Allergy
Allergy-Late	Allergy-Late	Allergy
Allergy-Med	Allergy-Med	Allergy

In order to change an *Allergy* record, the user may highlight the specific allergy line and either double click or click the *Change* button. All fields are available for editing. To delete an *Allergy* record, users may select the *Delete* button to remove a record from the list.

Problems

Entry of active or chronic Problems for the patient will be done through the *Problems: Active or Chronic* section. Users may select the *Add* or *Change* buttons within this section to enter the information.

Clicking the *Add* button displays the following window:



Problem or Illness

General **Active** Audit

Diagnosis Code:

SNOMED CT:

Condition Code:

Summary:

Chronicity: Problem Status:

Onset Date: Resolved Date:

Onset Age: Onset Year:

Description:

☐ Inactive or Removed ☐ Work Related

Reason:

☐ Withheld from Patient Reporting or Access pending Review by Provider

To change an active or chronic problems record, the user may highlight the specific problem line and either double click or click the *Change* button. All fields are available for editing. To delete an active or chronic problems record, users may select the *Delete* button to remove a record from the list.



Enter Prescription

Users will enter prescriptions through the *Enter Visit* window. For non-EMR Clients who are licensed for Electronic Prescriptions to Surescripts Network. The process will begin by selecting the *Prescriptions* button.

Enter Visit window

Prescription button (Enter Visit)

The *Prescription* button will be available and display only to users who have a *Clinician Code* or *Provider Code* assigned in their *User Account* setup. The button will not display for users that do not have these fields defined on the *User Account* setup. Selecting the *Prescription* button, the following window displays:

Add button (Enter Visit Prescriptions)



Electronic Prescribing



Prescription for Gerri Attrick

Prescribed By: **Bates, Christine Anne MD** Associate Problem:

General **Audit** * = Required

Medication: Cloxacillin

Generic Name: cloxacillin

Drug Strength: 500 mg capsule

Prescription / Provider Dispensing Instructions

Dispense Qty: 40 * Form: capsule *

Number of Refills: ☐ Substitution Allowed

Patient Sig

Take How Much: 1 to 0 capsule

Route / Method: orally (mg/day)

Frequency: four times a day Special Circum:

For How Long: 10 day

SIG 47 1 capsule orally four times a day, for 10 days.

Additional SIG:

Note to Pharmacist:

Supervising Physician: SINGER Sammy, Singer

☐ e-Rx Pharmacy: 1233432 ACCESS CENTRAL PHARMACY

e-Rx Fill Status Notification:

Drug Interaction and Allergy Warnings

Sign Medication Leaflet **Save** Cancel

The *Prescribed By* field will be populated with the *Provider* that is attached to the *Visit*. *Medication* lookup icon is used to select the medication from the [Select Medication] window.

Drug Strength, *Dispense Information*, and *Patient Sig* fields will be populated from the medication that was selected.

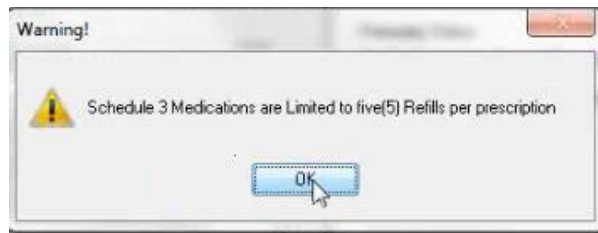
To the right of the Medication name a roman numeral of II, III, IV, or V may display. This number designates the scheduled medication value if the medication selected is a controlled substance.

Supervising Physician: If physician oversight is required (as defined on the Provider), this lookup will become available. Click the hourglass icon to select a supervising physician. The default will be the provider selected on the Enter Provider, Rx tab as the Supervising Provider.



Additional Field Criteria & Rules:

Number of Refills: There are validation rules for this field when prescribing a controlled substance medication. The *Number of Refills* field will be disabled if the medication is a Scheduled II controlled substance. Any other type of controlled substance medication may have a maximum of 5 entered. Beyond that the following error message will display:



eRx checkbox: In order to send the prescription electronically, instead of using a printed copy or a fax, check this box. This box is only available if the following rules apply:

- Clients are licensed for *Electronic Prescribing to Surescripts*.
- The *Prescribed By* providers service level supports the ability to electronically prescribe non-controlled substances.
- The *Dr. First Interop Parameter* flag is enabled, and the prescription is a controlled substance.
- The *Medications Parameter* flag is turned on to *Send Electronic Prescriptions for Controlled Substances* and the medication being prescribed is a controlled substance.
- If a *Prescribed By* providers service level field supports prescribing medications for *Controlled Substances* and a controlled substance medication is entered by this Provider.
- The *Pharmacy* attached to the Prescription supports electronic prescriptions (has an NCPDP ID) and has a Surescripts service level that supports the sending of New Prescription messages.

SIG and Additional Sig: SIG notes are instructions for the patient. If the prescription is marked for eRx then the total number of characters of both these fields are restricted to 140 characters maximum. This is an electronic prescription requirement. The software provides a character counter on the Prescription entry window. If you should exceed 140 characters, the note turns red, and the prescription cannot be saved until it is corrected.

Note to Pharmacist is reserved for information that the prescriber wants to communicate to the pharmacist.

Electronic Prescribing



Pharmacy: Allows you to select the pharmacy to which the prescription will be sent based on the patient's preference. Select the pharmacy by using the icon beside the entry field and the following window will display:

Select Pharmacy for e-Prescription

Patient Pharmacy List Clinic Pharmacy List Master Pharmacy List Pharmacy Directory

Search:

ECS	Name[+]	Address	Phone	Fax	Type
	BORDEN'S PHARMACY	415 W. VIENNA RD. CLIO, MI 48420	(810) 686-4550	(810) 686-7077	Retail
	Borgwamer Family Pharmacy 12949	4005 W KILGORE AVE MUNCIE, IN 47304-4815	(765) 282-5738	(765) 286-0312	Retail
*	CA Pharmacy 10.6MU	65432 Cabernet Turn Sonoma, CA 95476	(707) 555-7071	(707) 555-7072	Retail
*	CA Pharmacy Store 10.6	1313-A S. Harbor Boulevard Anaheim, CA 92804	(714) 222-1111	(714) 111-2222	Retail
*	EPCS VA Pharmacy Store	2800 Crystal drive Arlington, VA 22203	(703) 921-2121	(703) 921-3245	Retail
	Giant Eagle Pharmacy		(831) 657-8300	(831) 657-8301	
*	Mail Order Pharmacy 10.6	Address Lane 1234 Arlington, VA 22201	(703) 921-5367	(703) 921-4378	MailOrder, LongTermCare, Specialty
*	Mail Order Pharmacy 10.6MU	9292 Langley Rd Phoenix, AZ 85001	(623) 555-2323	(623) 555-2322	MailOrder, Specialty
*	NYC Pharmacy 10.6MU	88 Park Street Brooklyn, NY 11201	(718) 555-7181	(718) 555-7182	Retail
*	Test 000 Pharmacy 10.6MU	000 Pending Response W/way Arlington, VA 22201	(703) 555-1234	(703) 555-1235	Retail
	TEST PHARMACY %~^ WITH A LONG NAM	LONG STREET @ ADDRESS LINE 1#^ SOME&CITYTHATISLON, PA 52215-82	(947) 328-7462	(947) 374-5913	MailOrder, LongTermCare
*	Test000 Pharmacy Store 10.6	6000 E. Broadway Bloomington, MN 55425	(952) 333-7777	(952) 777-3333	Retail
*	VA Pharmacy Store 10.6	2800-1 Crystal Dr Arlington, VA 22202	(703) 555-4444	(703) 444-5555	Retail

* = EPCS Permitted

Pharmacies in RED - Print or Fax only ☐ Add to Patient Pharmacies

This window will display 4 different tabs.

- **Patient Pharmacy List** - When selecting a pharmacy from any list other than the patient's list the user can add the selected pharmacy to the patient's list via the checkbox at the bottom of the window.
- **Clinic Pharmacy List** (based on the current clinic of the visit) - The Clinic Pharmacy List can be defined with the pharmacies routinely used by patients when seen at each clinic within the Clinic entry screen.
- **Master Pharmacy List**
- **Pharmacy Directory** - If selecting a pharmacy from the Pharmacy Directory (Surescripts Pharmacy directory) it will automatically be added to the Master Pharmacy List.

Electronic Prescribing



Select Pharmacy for e-Prescription

Patient Pharmacy List Clinic Pharmacy List Master Pharmacy List Pharmacy Directory

Search Criteria

Name (starts with): Type:

City (starts with): State: Zip Code: Search Within:

Search Directory

ECS	Name	Address	Phone	Fax	Type
	Abbeville Community Health Center	1009 Charity Street Abbeville, LA 70510	(337) 893-3443	(337) 893-3439	Retail
*	Abbotsford Pharmacy	206 N. 4th St. Abbotsford, WI 54405	(715) 721-6068	(715) 316-0021	Retail
	ABTSTG	100 ABBOTT PARK RD AP5 NE ABBOTT PARK, PA 80064-6335	(888) 857-0668	(724) 743-9167	
	ABTSTG - 10.6	100 ABBOTT PARK RD AP5 NE ABBOTT PARK, PA 80064-6335	(888) 857-0668	(724) 743-9167	Retail
	AJH	1245 Highland Avenue	(215) 481-4319	(215) 481-4434	Retail
*	Ascript Rx- Addison, TX	Abington, PA 19001 17051 N Dallas Pkwy #110	(214) 643-6287	(888) 816-9765	Retail
*	Ascript Rx	Addison, TX 75001 17051 N Dallas Pkwy #110	(214) 643-6287	(888) 816-9765	Retail
*		Addison, TX 75001			

* = EPCS Permitted

Pharmacies in RED - Print or Fax only ☐ Add to Patient Pharmacies

Name	Enter the desired pharmacy name. If you enter a partial name, the system will return possible pharmacies that begin with your entry.
City	Enter the desired city name. If you enter a partial name, the system will return possible pharmacies that begin with your entry. NOTE: when searching for City and State, both are required.
State	Enter the standard two-character state Identifier. NOTE: when searching for City and State, both are required.
Zip Code	Enter the Zip Code of the area you want to search. This field takes preference of the City and State fields when performing the search.
Search Within	<p>This field becomes available when you enter a Zip Code. Select a specific search radius from the dropdown menu:</p> <ul style="list-style-type: none"> • 5 Miles • 10Miles • 25 Miles • 50 Miles <p>The system will return the Pharmacy locations within the specified radius relative to the selected Zip Code. <i>Blank</i> (no radius specified) is the system default.</p>
Type	<p>Specify the desired type of Pharmacy from the dropdown menu:</p> <ul style="list-style-type: none"> • All • Retail • Mail Order • Specialty



	<ul style="list-style-type: none">• Long Term Care <i>Retail</i> is the system default.
Search Directory	This button becomes available when you enter filter criteria. Select it to generate the Surescripts Pharmacy Directory list based on your selected filter criteria.

The ECS column will contain a **red asterisk** for those pharmacies that support electronic prescriptions for controlled substances.

Pharmacy Service Level Rules

Prior to sending messages to a pharmacy, the software is required to verify that the pharmacy can accept that message.

The following rules apply to Cancel Prescriptions (Cancel Rx) and New Prescriptions (New Rx):

- The software will not allow sending a new prescription message to a pharmacy that does not have the correct service level to support **New Rx**.
- The software will not allow sending a cancel prescription message to a pharmacy that does not have the correct service level to support **Cancel Rx**.
- The software will not allow prescribing of a controlled substance to a pharmacy that does not have the correct service level to support **EPCS**.



Dr. First Drug Checking

When the medication is a controlled substance and the eRx and *Pharmacy* fields are completed, then a pre-validation check with the Provider's state, Pharmacy NCPDP ID and Prescription data is submitted to the Dr. First's EPCS Gold Web services system. The data is verified against the most current federal and state laws for the drug, prescriber, and pharmacy states and that all the required data is entered for the prescription. Depending on the type of controlled substance drug, additional information may be requested on the screen with prompts displaying in red. These messages are:

- GHB code – The “GHB: Notes must include medication requires additional notes!” red prompt will display on the screen for the user to enter the required data.

The user will have to enter a reason in the *Notes to Pharmacist* field of why the provider is prescribing the drug.

- NADEAN code – “NADEAN: nnnnnnnnn *Must include your Narcotics Addiction DEA number!” red prompt will display on the screen to the user to enter the required data.

Electronic Prescribing



The field will be pre-populated with this provider's NADEAN number from the provider table. If blank, then the user will need to enter this provider's Narcotics Addiction DEA number. This field contains validation requiring a maximum of 9 characters and that the number entered must have two (2) letters and seven (7) numbers. Any other combination will generate an error.

- Additional Error codes that could display upon returning from the Dr. First Drug Check. The following messages will display:

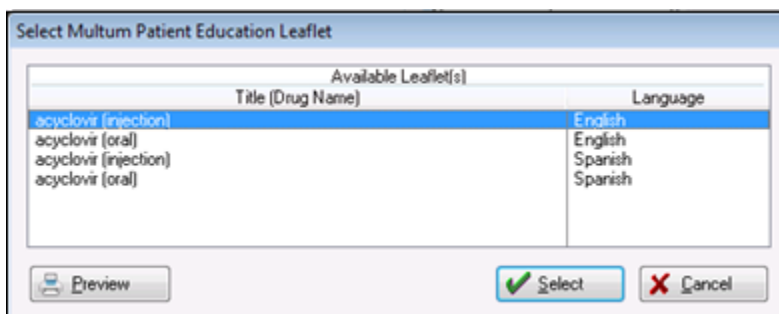
604	NDCID for Drug is not found in EPCS
611	EPCS cannot prescribe Controlled Substance for Prescriber State
612	EPCS cannot prescribe Controlled Substance for Pharmacy State
613	EPCS State cannot prescribe Substance of Affiliate Scheduled Level
614	EPCS Pharmacy State cannot prescribe Substance of Affiliate Scheduled Level
609	Pharmacy is not found in EPCS for NCPDPID
610	Pharmacy not enabled for CS
616	Invalid Pharmacy State Code
617	Invalid Prescriber State Code
618	Unable to calculate schedule



The error data will be updated into the Prescription database table fields and the eRx box on the prescription will be unchecked. The user will not be able to submit the prescription electronically until the prescription is corrected and has no errors.

Medication Leaflet button

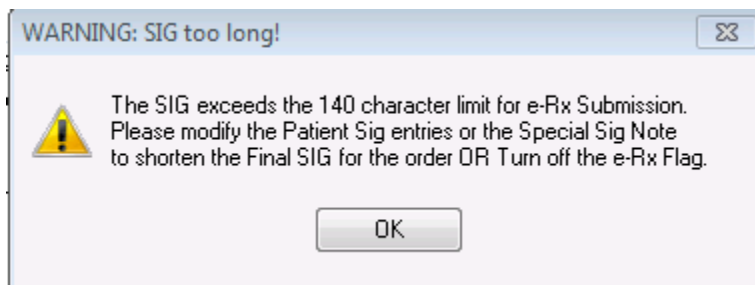
Selecting the *Medication Leaflet* button will prompt the user to select the education leaflets language. Then users may click either the *Review* or *Select* button to print the medication education sheet.



When the OK button on the *Prescriptions* window is clicked, multiple processes occur:

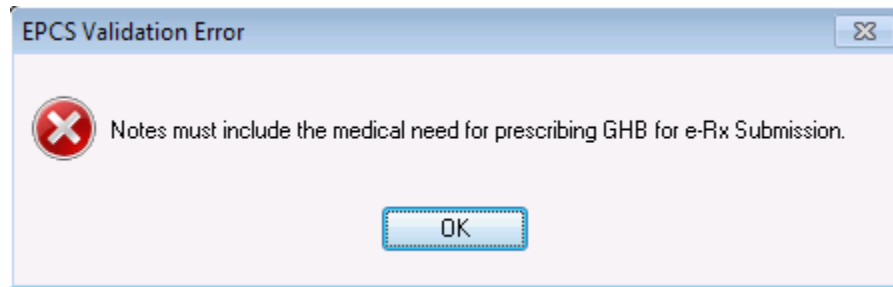
If the e-Rx box is checked and no pharmacy is selected, whenever the user clicks the *OK* button it will automatically take the user to the *Pharmacy* lookup window for the user to select one.

The *SIG* field is validated by number of characters. If the prescription is marked eRx and the *SIG* field exceeds 140 characters, the following message displays:



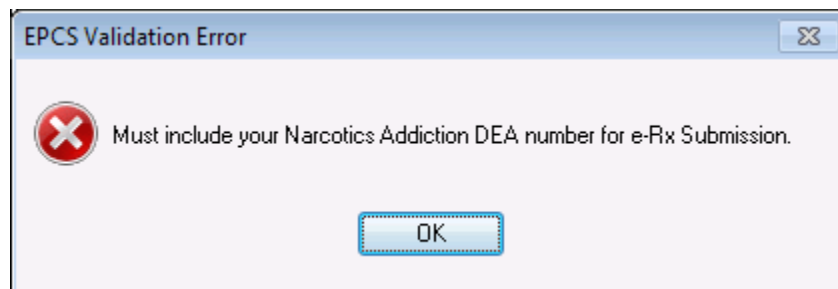
The *Drug to Drug*, *Drug to Allergy*, and *Drug to Disease* functions will run and display any interactions that apply. If GHB code message displays for this prescription, the user will have to enter a reason in the *Notes to Pharmacist* field of why the provider is prescribing the drug. This field is validated that at least 5 characters is entered for the notes or the user will receive the following error.

Electronic Prescribing

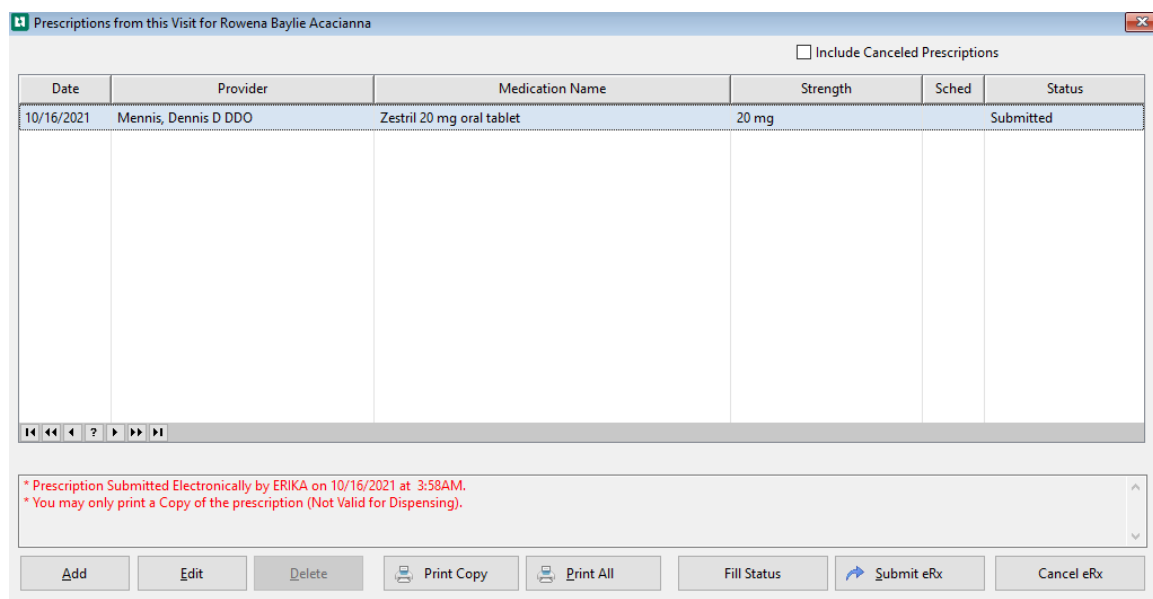


If an error occurs, the system will not let the user out of the entry window until data is entered.

If a NADEAN code displays for this prescription, validation will be completed to ensure that a 9-character number is entered in this field. If an error occurs, the system will not let the user out of the entry window until data is entered; otherwise, the following error will display:



The *Prescription* will be added and display in the browse window as the example shown below:





The Prescription database table will be updated, and the AUDIT tab will display the Created By user, date, and time and Completed By user, date and time fields.

- a) A Medication History Record will be added
- b) The System Auditing tables will be updated.
- c) The PHI Auditing table will be updated.
- d) The status will display:
 - “Pending – eRx” displays in red” – if prescription has an error. When that prescription is highlighted on the browse window, the error displays at the bottom of the browse window.
 - “Pending – eRx” if a non-controlled substance.
 - “Pending – eRx (EPCS)” if a controlled substance.
 - “Pending” if the e-Rx box was not checked.

Change button (Enter Visit Prescriptions)

Change button will be used for the following:

- When the prescription has not been submitted electronically or printed the following occurs:
 - If a *Provider User*, with *Prescribing Provider User Access*, then the entry fields open up to allow the *Provider User* to make any changes to the prescription.
 - The *Prescription* database table will be updated, and the *Audit* tab will display the *Changed By* user, date, and time fields.
 - The *System Auditing* tables will be updated.
 - The *PHI Auditing* table will be updated.
 - For a *Provider User*, without *Prescribing Provider User Access*, this button title will change to read *Review*. If the record is opened then it will display *Medication*, *Sig* & *Notes* entry fields disabled, and the users will not be allowed to make any changes to these fields. The only option available to this user is the *Medication Leaflets* button.
 - For a *Clinician User*, this button title will change to read *Review*. If the record is opened then it will display the *Medication*, *Sig* & *Notes* entry fields as disabled and the user will not be allowed to make any changes to these fields. The only option available to this user is the *Medication Leaflets* button.
- If the prescription has been submitted electronically or printed:
 - Regardless of the user type, all entry fields will be disabled except for the *Medication Leaflets* button and no changes are allowed. The user will have to cancel the medication with a reason why, notify the pharmacy and re-enter it as a new prescription.

The *Drug Interaction and Allergy Warning* message will only display when an interaction warning is given for the medication.



Delete button (Enter Visit Prescriptions)

Delete button will be used to cancel the prescription but not actually delete it from the database as follows:

- If the status of the prescription is Submitted or *Printed*, then the following occurs:
 - When the *Delete* button is clicked the screen will display:

- Once this screen is completed, the prescription will be cancelled but not actually deleted from the database in compliance with regulatory requirements.
 - The *Prescription* database table will be updated, and the *AUDIT* tab will display the *Canceled By* user, date and time fields updated.
 - The *System Auditing* tables will be updated.
 - The *PHI Auditing* table will be updated.
- The prescription will disappear from this browse window unless the *Include Canceled Prescriptions* box is checked.

If the status of a prescription is still *Pending* or *Pending e-Rx* then it will allow the prescription record to be deleted from the database.

Cancel eRx button (Enter Visit Prescriptions)

If the prescriber selects to cancel a prescription it results in a Cancel message sent from EHOM to the Pharmacy. If the pharmacy can't find the prescription, they may send a message back to the prescriber stating that the electronic cancel did not occur.

For further information please see the following section: [eRx Cancel](#).

Electronic Prescription Submission window

Prescriptions are submitted the same as the EMR Charting licensed users. See this same section above for detailed instructions.

Electronic Prescribing



View Patient Chart

The *Prescription* tab on the *View Chart* allows new prescriptions to be viewed when created from a Renewal Request even though it was not attached to any visit.

View Patient Chart (Gerri Attrick / All Organizations)

Date	Medication	Sched	Provider	Pharmacy	Status
5/29/2020	Acetaminophen 500 mg oral tablet		Bates, Christine Anne MD	CVS Pharmacy # 984	Canceled
5/29/2020	Accolate 20 mg oral tablet		Bates, Christine Anne MD	CVS Pharmacy # 984	Canceled
5/29/2020	Bacitracin 500 units/g topical ointment		Bates, Christine Anne MD	CVS Pharmacy # 984	Canceled
5/29/2020	Acetaminophen 160 mg/5 mL oral liquid		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted
5/29/2020	Acetaminophen 500 mg oral tablet		Bates, Christine Anne MD		Canceled
6/04/2020	Cyclobenzaprine 5 mg oral tablet		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted
6/04/2020	Cromolyn 5.2 mg/inh nasal spray		Bates, Christine Anne MD		Pending - eRx
6/04/2020	Desloratadine 5 mg oral tablet		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted
6/04/2020	Desipramine 100 mg oral tablet		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted
6/04/2020	Detrol LA 4 mg oral capsule, extended rele		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted
6/04/2020	Doxycycline hyclate 100 mg oral tablet		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted
6/04/2020	Docusate sodium 50 mg oral capsule		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted
6/04/2020	Diphenhydramine 50 mg oral tablet		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted
6/04/2020	Diovan HCT 80 mg-12.5 mg oral tablet		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted
6/04/2020	Diflucan 150 mg oral tablet		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Pending
6/04/2020	Ampicillin 500 mg oral capsule		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted
6/04/2020	AmLODIPine 2.5 mg oral tablet		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted
6/04/2020	Amitriptyline 25 mg oral tablet		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted
6/04/2020	Azithromycin 250 mg oral tablet		Bates, Christine Anne MD	SSTEST!#\$%'()*+,-./:;=?@	Submitted

* Prescription Canceled by STUDENT on 5/29/20 at 9:53AM

View Print Rx Fill Status

Users are able to:

- View any *Prescription* for the patient (Read Only)
- Print a *Medication Leaflet* from the medication
- Print a *Copy* of the prescription that has the Watermark “Copy – Not for Dispensing” included on the print.
- Cancel eRx..... <<<<<Describe functionality here>>>>> NCPDA-367 describes the change



System Audit Events for Prescribing Medications

Security Parameters, PHI Audit Trail Settings

Security Parameters and *PHI Audit Trail Settings* audit records are required to support the *System Auditable Event* records. If the client is licensed to do Electronic Prescriptions to Surescripts Network, the software will automatically enable the *Add/Update/Delete/View* functionality for all prescriptions being entered. Users do not have the ability to turn it on or off. A disclaimer is displayed to notify the user of this information on the window shown below.

Administer Security System Settings

Security Auditing Additional Options

System Audit Log Settings PHI Audit Trail Settings

PHI Auditing Level

☐ NONE - No PHI Audit Trail Data Captured

☒ Add / Update / Delete

☐ Add / Update / Delete / View

Electronic Prescribing Disclaimer:
Full PHI Auditing (Add/Update/Delete/View) of Medications Order records is enabled by default and cannot be disabled when licensed for Electronic Prescribing.

Audit Log Data Retention Options

Audit Retention Days: Last Audit Purge:

Next Audit Purge Date: 10/08/2015 By User:

File Locations Fax / E-Mail DB Connect Setup OK Cancel

System Auditable Event

The software will create System Auditable Event records that include the following:

- *Date* and *time* of the event,
- *Type* of event,
- *Identity* of the person taking the action,
- *Outcome* of the event (success or failure)
- The *Application Version* on each record for the following activity:

Action	Event Type	Affected Data
Added	Prescription Created	Patient Prescription
Changed	Prescription Updated	Patient Prescription
Viewed	Prescription Viewed	Patient Prescription
Canceled	Prescription Canceled	Patient Prescription

Electronic Prescribing



Deleted	Prescription Deleted	Patient Prescription
Printed-1 st time	PHI Export	Patient Prescription
Reprint (after 1 st print)	PHI Export	Re-Print Prescription for reason:
Printed Copy (Submit/Controlled Substance Re-Print)	PHI Export	Patient Prescription Copy
Print All	PHI Export	Visit Prescription
Submitted	Prescription Submitted	Prescription Submitted Electronically

Audit events when Electronic Controlled Substance medications are being prescribed.

LAC Admin Access	Security Administration Event	EPCS Logical Access Control Initiated
Interop Parameters Dr. First	Security Administration Event	DrFirst EPCS functions enabled/disabled
EMR Parameter EPCS Enabled	Security Administration Event	EPCS Functions Enabled/Disabled
User Account EPCS Signing Access	User Account Security	User Account Granted/Revoked EPCS Prescription signing Access
User Account LAC Administrator	User Account Security	User Account Granted/Revoked EPCS Administrator Access
Security Parameters Auditing	Security Administration Event	Audit Log Settings Modified
Dr. First UI Signing Event	Prescription Signing	EPCS Prescription Signing Initiated



Provider Registration

Overview

New Providers that will be e-prescribing will need to register with Surescripts. This can be completed through the Enter *Provider* window, Rx tab:

The screenshot shows the 'Enter Provider' window with the 'Rx' tab selected. The 'Electronic Prescribing' section contains fields for 'Prescriber ID' (9491258843-001), 'Specialty Code' (GP), and 'Mid-Level Provider ID'. A 'Register with Surescripts' button is located below these fields. The 'Service Levels' section has checkboxes for 'New Rx', 'Cancel Rx', 'Rx Refill Requests', 'Rx Change Requests', 'Controlled Substance Rx', 'Rx Fill Status', and 'Rx Fill Status Indicator Change'. The 'Narcotics Addiction DEA Number' field contains 'C04236483'. The 'Prescription Oversight Required?' checkbox is checked. The 'Supervising Physician' field contains 'ALQUIST' and 'Alquist, Todd'. The 'Charting Signature Required?' checkbox is unchecked. The 'Default e-Rx Fill Status Notifications' dropdown is set to 'All Fill Statuses'. At the bottom, the 'Medical Type' section has radio buttons for 'Internal' (selected), 'External', and 'Inactive'. 'Save' and 'Cancel' buttons are at the bottom right.

If the provider is not already registered with Surescripts, the **Register with Surescripts** button will become active once a number of fields on the General tab are entered:

Electronic Prescribing



The required fields include the following

- First Name
- Last Name
- Address
- City
- State
- Zip Code
- Phone
- Fax
- NPI

Once all fields are entered, click the *Register with Surescripts* button on the Rx tab. At that point the data will transmit to Surescripts where the registration process is completed. Surescripts will return specific provider information on the Rx tab and the required fields on the General tab will become read-only.

Once the registration is complete, any updates to the required General tab fields must be done by Net Health Technical client Services team. Please contact them at:

- Support Office: **1-844-464-9348, Option #3**
- E-mail: ehocmed-support@nethealth.com



Prescription Fill Status

Overview

The patient's fill status is viewable from the *Prescriptions from this Visit* window for both EMR and non-EMR clients:

Prescriptions from this Visit for Rowena Baylie Acacianna

☐ Include Canceled Prescriptions

Date	Provider	Medication Name	Strength	Sched	Status
10/16/2021	Mennis, Dennis D DDO	Zestril 20 mg oral tablet	20 mg		Submitted

Navigation: Add, Review, Print Copy, Print All, **Fill Status**, Submit eRx

Prescriptions are created from the "Orders" Tab in the EMR and cannot be added or deleted here. Click "Review" to view or print.

* Prescription Submitted Electronically by ERIKA on 10/16/2021 at 3:58AM.
 * You may only print a Copy of the prescription (Not Valid for Dispensing).

Highlight the desired medication line and click the *Fill Status* button to display the following window:

eRx Fill Status History

Prescription Fill Status for: Margaret Adelia Bery Devereaux

Medication: Azithromycin 100 mg/5 mL oral liquid, 100 mg/5 mL

Date	Time	Pharmacy	Fill Status	Fill Note	Reason
7/14/2021	11:24AM	Brooklyn @ Gates Pharmacy	Dispensed		Generic Substitution - A modification of the product prescribed to a
7/14/2021	11:23AM	Brooklyn @ Gates Pharmacy	Partially Dispensed		Regulatory Days Supply Limitation
7/14/2021	11:22AM	Brooklyn @ Gates Pharmacy	Transferred		

Provided the pharmacy communicates back to you and your provider has specified on the prescription that fill statuses are to be sent, the prescription's status will be displayed in the browse.

The default status for electronic prescriptions can be set through the *Enter Provider* window:

Electronic Prescribing



The *Default e-Rx Fill Status Notification* dropdown selections will establish the default *Fill Status*; however, this field can be changed on a prescription-by-prescription basis as the provider is writing the medication.



Printing Prescriptions

Overview

The software has the ability to print prescriptions of controlled substances submitted electronically per the DEA regulations.

- When a provider successfully submits an electronic prescription for a controlled substance, but wants to print a copy as well, **the software** has the capability to print a paper copy with a watermark - “Copy – Not for Dispensing”. The watermark will notify the pharmacy and ensure the printed copy is not used to obtain the prescription.

Printing/Faxing Electronic Prescriptions

Users that have a *Clinician Code* or *Provider Code* as part of their security profile will have access to print a prescription through the *Prescription* button located within the *EMR Charting Workspace* or on the *Visit Entry* windows.

Date	Provider	Medication Name	Strength	Sched	Status
10/16/2021	Mennis, Dennis D DDO	Zestril 20 mg oral tablet	20 mg		Submitted

Prescriptions are created from the "Orders" Tab in the EMR and cannot be added or deleted here. Click "Review" to view or print.

* Prescription Submitted Electronically by ERIKA on 10/16/2021 at 3:58AM.
 * You may only print a Copy of the prescription (Not Valid for Dispensing).

Buttons: Add, Review, Print Copy, Print All, Fill Status, Submit eRx

Print Rx button

Select the *Print Rx* button to print the highlighted prescription on script paper. This record will have a status of *Pending*. Once the script is printed:

- The *Status* will be changed to *Printed*.
- The *Prescription* will be identified as *Printed* within the database.
- The System Auditing information will be updated.
- The faxing option will be turned off and not permitted for the scripts. Also, any options to print multiple copies or export to a file are not permitted.

Electronic Prescribing



- The script will display a watermark on the print.
- A red message will display on the browse window showing the prescription was previously printed and the user, date, and time.
- The *System Auditing* information will be updated.



Print Copy button

The *Print Rx* button is relabeled to *Print Copy* if the medication highlighted has a Printed or Submitted status.

Date	Provider	Medication Name	Strength	Sched	Status
10/16/2021	Mennis, Dennis D DDO	Zestril 20 mg oral tablet	20 mg		Submitted


Prescriptions are created from the "Orders" Tab in the EMR and cannot be added or deleted here. Click "Review" to view or print.

* Prescription Submitted Electronically by ERIKA on 10/16/2021 at 3:58AM.
 * You may only print a Copy of the prescription (Not Valid for Dispensing).

Buttons: Add, Review, Print Copy, Print All, Fill Status, Submit eRx

The user will be able to print a copy of the prescription with the “*Copy-Not for Dispensing*” watermark on the printed copy. The software does not allow the user to sign or store a signature on this printed prescription. The prescriber must provide a wet signature on this printed copy.

NOTE: Printing a second copy of a script without the watermark is not allowed; the *Print Preview* window has had the following options removed:

- *Print one* icon  on the top tool bar of the *Print Preview* window
- Options to select multiple copies from the *Report Destination* window

Report Destination

General Options Export

PRINT SINGLE PAGE

Copies: 1 2 3

☐ Collate copies
☒ Reverse order
☐ Print both sides

Page Options

☒ 1up (1 pages / page)
☐ 2up (2 pages / page)
☐ 4up (4 pages / page)

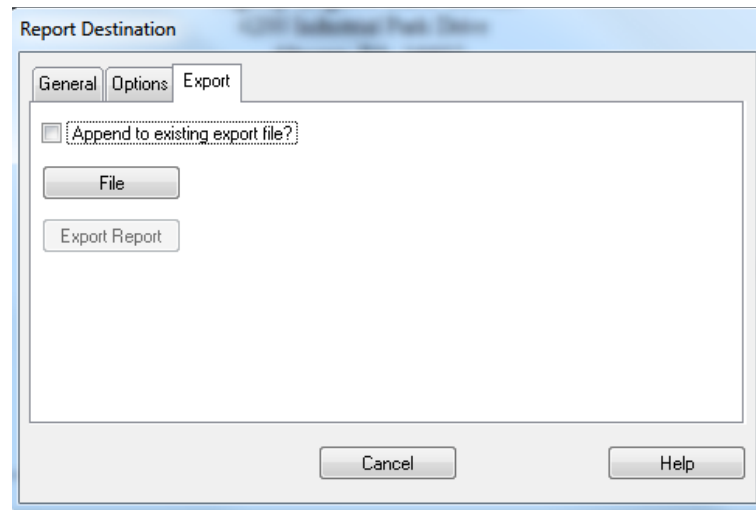
Borders

☒ None
☐ Boxed
☐ Separated

Buttons: Print, Print & Remain, Cancel, Select Printer, Help



- Option to print to a file from the *Report Destination* window



- The System Auditing information will be updated.



Print All button

Select the *Print All* button to print all prescriptions on script paper that have a status of *Pending*. Once the script is printed:

- The *Prescription* will be identified as *Printed* within the database.
- The *System Auditing* information will be updated.
- Prescriptions with any other status will not be included with the group of prescriptions to be printed. To reprint a prescription, the user will have to do each prescription individually with the *Print Copy* button.

Date/Time: 2/17/2015 12:51PM Name: Katie Barr-Thedor 812 Kenilworth Ave Buena Vista, CA 15934	Integritas Occ Med & Urgent Care Clinic 2600 Garden Road Suite 112 Monterey, CA 93940 Mennis, Dennis T MD DEA# Lic# CA8576
DOB: 9/17/1982	
Rx: Lisinopril - Zestril 1 tablet orally once a day.	10 mg
Dispense: Ninety(90) tablets Refills: None	Void After: 3/03/2015
Signature: _____ Bates, Christine A. MD	
DEA#: 123456789123456789 Lic#: CAMD58676	<input type="checkbox"/> Dispense as Written <input type="checkbox"/> May Substitute <input checked="" type="checkbox"/> Work Comp
Payer: Liberty Mutual 330 Liberty Blvd Boston, MA 23144	Policy: ASH3490808 Claim:



- NOTE: The software does not permit a controlled substance prescription which has been submitted to the Dr. First TFA *Signing User Interface* to be transmitted by Fax.
- If the pharmacy notifies a practitioner that an electronic prescription was not successfully delivered to the pharmacy, the software will not allow resubmission or printing a prescription after it has been transmitted through the *Rx Admin Console*. The workflow will require the user to go into the *EMR Charting Workspace* or *Visit Entry* window, cancel the original prescription and create a new one.
- If the transmission of an electronic prescription for controlled substances fails for any reason, the software will not allow the prescription to be resubmitted or printed after it has been transmitted through the *Rx Admin Console*. The workflow will require the user to go into the *EMR Charting Workspace* or *Visit Entry* window, cancel the original prescription and create a new one.



Prescription Renewal (formally Refill)

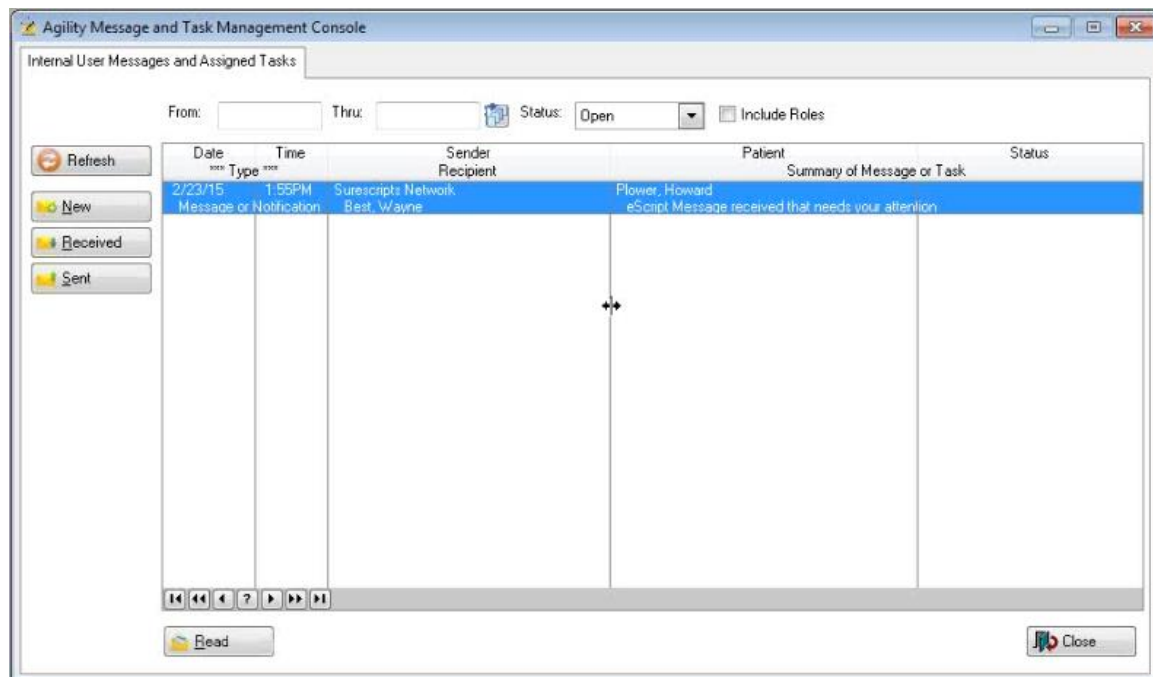
Renewal Requests from Surescripts

Renewal Requests are generated from Surescripts and are sent to the software. These are created as messages to a specific Provider and can be accessed from the Task/Message

Icon  or the RX Admin Console Icon  on the Top Tool bar.

The examples described below will be from the Task/Message icon.

The Renewal Request comes through the Gateway and displays as follows:



The provider will open the record and the task/message displays as follows:

Electronic Prescribing



Review Received Message or Task

Message or Notification

From User: Surescripts Network Date: 2/23/15 Time: 1:55PM

Fwd From: Date: Time:

Recipient: Best, Wayne

Reference: Flower, Howard
Prescription Refill Request

Summary: eScript Message received that needs your attention

Comments:

Action Options:

Responses: Ack Decline Forward Complete and Close

Status: New (Unread)

Done Cancel

The user will click the *Respond to Electronic Prescribing Message* button and the following window will display:

Rx Renewal Request

Pharmacy

Name and Address: Shollenberger Pharmacy
2002 S. McDowell Blvd Ext
Petaluma, CA 94954

Phone: 707 984-5571
Fax: 707 988-4744

Pharmacist:
Agent:

Patient

ID: - None Given -

Name and Address: Zachary Delaplaine
901 Sauvblanc Blvd
Petaluma, CA 94952

DOB: 12/01/2010 Male Phone:

Prescription

Date Written: 6/07/2021
Prescriber Order No: 1234567935
Medication: BD 3mL syringe 25G x 1
Dispense: 100 Each
Substitution Allowed: YES Refills: 2
Prescribed by: Dennis Mennis, DDO
SIG: Use as directed every 6 hours
Notes: Supply - 100 syringes please

Administrator Tool Response Cancel

Electronic Prescribing



The left side of the window will display the Renewal Request Prescription sent from the Pharmacy. The Right side will try to match up to the Patient and a previously submitted prescription in the software for this medication.

If the patient cannot be found the window will display beside this lookup in red 'NOT FOUND'. The user will look up, find, and select the correct patient from the software if possible, see [Locate patients](#).

The software Prescription area will display for a matching prescription previously submitted. If not found, then this area will be blank and will display beside the lookup in red 'NOT FOUND'.

The user clicks on the *Response* button to respond to the request. The following screen will display:

Rx Renewal Response

Rx Reference: 791b48969d2b43eca5ff110833c2586e4f5
Patient: Will E. Light
Medication: Avalide 150 mg-12.5 mg oral tablet
Dispense: 30 Tablet

Refills Requested 1

Note from the Pharmacist

Approve

☒ Approve Request This dispensing plus additional Refills (1 Total)

Deny

☐ Deny Request Reason Denied

☐ Replace Request with NewRx

Note to the pharmacist:

☐ Dispense as Written ☒ Substitution Allowed

☒ Preview the New Prescription before Submitting the Response

Review



There are 4 possible responses that can be sent back to the Pharmacy:

- **Approved** - Approve Request and specify the number of refills. The only fields that can be updated are:
 - Refills Qualifier
 - Number of refills
 - Date written.

If any other items need to be added or changed, then use one of the other response types.

- **Deny Request** - Deny Request along with a reason.
- **Replace Request with New Rx** - If this option is selected and the provider clicks *Submit Response*, they will get a prescription wizard to select the new medication.

NOTE: The pharmacy will send a *Follow Up Request* if the prescriber has not responded to a *Rx Renewal Request* in a timely manner (typically 48 hours). The application will ensure that the prescriber is responding the latest request from the pharmacy



When processing a controlled substance Renewal Request the Approve Request will be disabled and not allowed to be used for these scenarios:

- Prescriber is not authorized to send EPCS messages. They must use the DNTF response and then use the prescription to be printed workflow.
- Pharmacy is not authorized to receive controlled substance prescriptions electronically. The prescriber will be redirected to the workflow to print the prescription.
- Patient or Prescriber data missing that is required.
- GHB or NADEAN# requirements have to be sent as DNTF because the *Notes to Pharmacy* field cannot be sent in a Renewal Request.



Rx Renewal Response for Controlled Substances

The screenshot shows a software window titled "Rx Renewal Response". It contains the following fields and options:

- Rx Reference:** d74b3e836ba94819a17ec0af2f7166bc719
- Patient:** Zachary Delaplaine
- Medication:** Cotempla XR-ODT 17.3 mg oral tablet, disintegrating, extended release
- Dispense:** 30 Tablet
- Refills Requested:** 1
- Note from the Pharmacist:** A text area containing "Instruct the patient or caregiver on the appropriate administration instructions".
- Approve:** A radio button labeled "Approve Request". To its right, a red message states: "Refill Request Approvals for Controlled Substances cannot be transmitted electronically at this time. For Approvals use 'Replace' response below."
- Deny:** A radio button labeled "Deny Request" next to a "Reason Denied" dropdown menu.
- Replace:** A radio button labeled "Replace Request with New Rx" which is currently selected.
- Note to the pharmacist:** An empty text area.
- Dispense as Written:** A selected radio button.
- Substitution Allowed:** An unselected radio button.
- Preview the New Prescription before Submitting the Response:** A checked checkbox.
- Buttons:** "Review" (with a magnifying glass icon), "Submit Response" (highlighted with a blue border), and "Cancel".

NOTE: Approval Response for Renewal requests of controlled substances are not allowed under Surescripts. Users must select the Replace Request with New Rx option



Rx Renewal Response Preview

Rx Renewal Response

Rx Reference: d74b3e836ba94819a17ec0af2f7166bc719
Patient: Zachary Delaplaine
Medication: Cotempla XR-ODT 17.3 mg oral tablet, disintegrating, extended release
Dispense: 30 Tablet

Refills Requested 1

Note from the Pharmacist
Instruct the patient or caregiver on the appropriate administration instructions

Approve
☐ Approve Request

Refill Request Approvals for Controlled Substances cannot be transmitted electronically at this time. For Approvals use "Replace" response below.

Deny
☐ Deny Request

Reason Denied

☒ Replace Request with NewRx

Note to the pharmacist:

☒ Dispense as Written
☐ Substitution Allowed

☒ Preview the New Prescription before Submitting the Response

Review

Submit Response

Cancel

Preview the New Prescription before Submitting the Response: Check this box to review all relevant information about the prescription you would like to submit. The system default is to have this checkbox selected. The following window will open in *Read-only* mode.

Electronic Prescribing



Electronic Prescription Submission for

Review eRx Information

Rx Ref: Date Written: 10/26/2021

Patient: Winston B
178 Paradise
Royal Palm Beach, FL 33411
USA
Date of Birth: 3/14/1940 Sex: Male

Medication: Fosamax Plus D 70 mg-5600 intl units oral tablet

Quantity: 4 Form: Tablet
Refills: 2 Substitutions: Substitution Allowed

Special Instruct: Take 1 tablet by mouth once weekly in the morning; take with
12+ ounces of only water at least one half-hour before any
meal or beverage.

Notes:

Prescriber: Obie Zac Newbie Sr
Phone: (888) 325-6672

Pharmacy: Rx Online Pharmacy NCPDP ID:8455475
52 Lukens Dr
NewBeach, DE 19720
USA
Phone: (888) 424-1147 Fax: (888) 421-6650

OK Cancel



Electronic Prescribing

After the response is selected then the user clicks on the *Submit Response* button and the user will be redirected to the DrFirst UI TFA Signing window displayed below:

The screenshot shows the 'EPCS 2-Factor Signing' window. At the top, there's a header with the EPCSGold logo and a title bar. Below the header, the window is titled 'Controlled Substance Prescription Signing Screen'. It contains patient and prescriber information, a table of pending controlled substance prescriptions, and a section for two-factor authentication (TFA) signing. The patient information includes Name (Howard Plover), Address (76 Deertake Rd, Philadelphia, 19103), Gender (Male), and Birthdate (05/20/1970). The prescriber information includes Name (Wayne Best), Address (1351 K Street, Washington, DC, 20003), Phone ((814)941-7006), DEA# (DC3456459), and NPI (4513223451). The table of pending controlled substance prescriptions has columns for Medication Prescribed, Quantity, Refills, Note to Pharmacist, Pharmacy, and Order #, Date. The first row shows Oxycodone HCL 20 mg tablet, 30, 0, a note to warn the patient of potential hypotension, CA Pharmacy 10 6MU, 65432 Cabernet Turn, Sonoma, CA, 95476, and Order 89, Written 02/23/2015. The TFA section includes a dropdown for 'Choose your Device from list' (vSMT08478326) and a 'Sign and Send' button.

Medication Prescribed	Quantity	Refills	Note to Pharmacist	Pharmacy	Order #, Date
<input checked="" type="checkbox"/> Oxycodone HCL 20 mg tablet Sig: Take 1 tablet twice a day with plenty of water.	30	0	Please warn patient of potential hypotension. Blood pressure should be monitored.	CA Pharmacy 10 6MU 65432 Cabernet Turn, Sonoma, CA, 95476 NCPDP ID: 9911557	Order 89 Written 02/23/2015

The following windows show a Renewal Request requiring a prescriber's NADEAN # and error conditions.

The screenshot shows the 'Agility Message and Task Management Console' window. It has a title bar and a menu bar. The main area is titled 'Internal User Messages and Assigned Tasks'. It includes a search bar with 'From:' and 'Thru:' fields, a 'Status' dropdown set to 'Open', and an 'Include Roles' checkbox. On the left, there are buttons for 'Refresh', 'New', 'Received', and 'Sent'. The main table has columns for Date, Time, Sender, Recipient, Patient, Summary of Message or Task, and Status. The first row shows a message from 'Surescripts Network' to 'Best, Wayne' on 2/23/15 at 2:15PM, with the patient 'Whiteside, Kara' and the summary 'eScript Message received that needs your attention'. At the bottom, there are navigation buttons (Back, Forward, etc.) and a 'Read' button.

Date	Time	Sender	Recipient	Patient	Summary of Message or Task	Status
2/23/15	2:15PM	Surescripts Network	Best, Wayne	Whiteside, Kara	eScript Message received that needs your attention	

The user will click the *Read* button and the Message will open.

Electronic Prescribing



Review Received Message or Task

Message or Notification

From User: **Surescripts Network** Date: 2/23/15 Time: 2:15PM

Fwd From: Date: Time:

Recipient: Best, Wayne

Reference: Whiteside, Kara
Prescription Refill Request

Summary: eScript Message received that needs your attention

Comments:

Action Options:

Respond to Electronic Prescribing Message

Responses: Ack Decline Forward Complete and Close

Status: New (Unread) Done Cancel

Then the user will click on the Respond to Electronic Prescribing Message button to find out the reason for the message.

Rx Renewal Request

Pharmacy

Name and Address: Shollenberger Pharmacy
2002 S. McDowell Blvd Ext
Petaluma, CA 94954

Phone: 707 984-5571
Fax: 707 988-4744

Pharmacist: Agent:

Patient

ID: - None Given -

Name and Address: Cosmo Knott
123 Address
City, ST 38514

DOB: 12/24/1980 Male Phone:

Rx Reference: be3fe8efc414f1c9aa871281300be577e6

As Dispensed **As Written**

Date Written: 11/09/2021 Last Filled: 11/09/2021

Prescriber Order No: 2291787019

Medication: Avelox 400 mg oral tablet

Dispense: 5 Tablet

Subst. Allowed: YES Refills Requested: 1

Prescribed by: Tyler Andal, II

SIG: 1 tablet orally once a day, for 5 days.

Notes:

Prescription

Date Written: 11/09/2021

Prescriber Order No: 1234567960

Medication: Avelox 400 mg oral tablet

Dispense: 5 tablet

Subst. Allowed: YES Refills: 0

Prescribed by: Tyler Andal, II

SIG: 1 tablet orally once a day, for 5 days.

Notes:

Administrator Tool Response Cancel

Electronic Prescribing



The following screens display examples of possible scenarios that may be encountered when submitting a Renewal Request.

Enter a valid NADEAN # for this practitioner and click the *Done* button.

After the *Done* button is pressed then a final preview screen of the Prescription displays:

Prescribed By: Bates, Christine A, MD		Diagnosis:	
General eRx Review Audit		* = Required	
Medication: * Bacampicillin			
Generic Name: bacampicillin View Drug Info			
Drug Strength: * 400 mg tablet Med Product			
Prescription / Provider Dispensing Instructions			
Dispense Qty: <input type="text" value="21"/> *		Form: <input type="text" value="tablet"/> *	
Number of Refills: <input type="text" value=""/>		<input checked="" type="checkbox"/> Substitution Allowed	
*Patient Sig			
Take How Much: <input type="text" value="1"/> to <input type="text" value="0"/> tablet		<input type="text" value=""/>	
Route / Method: <input type="text" value="orally"/>		Dosage Calc (mg/day)	
Frequency: <input type="text" value="twice a day"/>		Special Circum: <input type="text" value=""/>	
For How Long: <input type="text" value="10"/> day <input type="text" value=""/>			
SIG 41		<input type="text" value="1 tablet orally twice a day, for 10 days."/>	
Additional SIG:		<input type="text" value=""/>	
Allergies:		<input type="text" value="The patient has No Known Allergies as of 7/19/2016."/>	
Note to Pharmacist		<input type="text" value=""/>	
NADEAN: <input type="text" value=""/> * Must include your Narcotics Addiction DEA number!			
Pharmacy/ <input type="text" value="GIANT"/>		Giant Eagle Pharmacy	
<div> Sign <input type="text" value="Christina Bates"/> Medication Labellet <input checked="" type="checkbox"/> OK <input checked="" type="checkbox"/> Cancel </div>			

When the user clicks the **OK** button, then the Dr. First TFA Signing window is launched as displayed below:

EPCS 2-Factor Signing

Controlled Substance Prescription Signing Screen

[Exit](#)

Patient: 23230 Seaport Kara Whiteside Akron, , 44306 Gender: Female Birthdate: 10/11/1952		Prescriber: 1361 K Street, Apt 204 Wayne Best Washington, DC, 20003 Agility Urgent Care Center DEAF# DC2450459 NPI: 4513223451	
---	--	--	--

Exit

Pending Controlled Substance Prescriptions

	Medication Prescribed	Quantity	Refills	Note to Pharmacist	Pharmacy	Order #, Date
<input checked="" type="checkbox"/>	Buprenorphine-naloxone 2 mg-0.5 mg sublingual tablet. Sig: 1 tablet sublingually 3 times a day, Place tablet under tongue until it is dissolved. Do not swallow whole.	90	3	NADEAN: 123456789 These are notes for the NewRx to Follow...	CA Pharmacy 10.6MU 55432 Cabernet Turn, . Sonoma, CA, 95476 NCPDP ID :9911557	Order 91 Written 02/23/2015

By completing the two factor authentication protocol at this time, you are legally signing the selected prescription(s) and authorizing the transmission of the above information to the pharmacy for dispensing. The two factor authentication protocol may only be completed by the practitioner whose Name and DEA registration number appears above.

Choose your Device from list

(VSMT86479328) Andrew's C ▾

Enter your signing passphrase

***| |

Enter the pin from your OTP token

Exit

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Electronic Prescribing



Once this is completed the prescription Renewal Request will be sent to Surescripts.

If the pharmacy that sent the Renewal Request cannot accept electronic controlled substance prescriptions, then the following error message will be displayed and the Dr. First TFA Signing window will not display. The user will be re-directed to the print prescription workflow.



When the user clicks the OK button then the user will be taken back to the Prescription window and the e-Rx box is unchecked. The user will be required to print the prescription.

The following example is a Renewal Request that cannot be linked to an existing prescription:

The user will click the *Response* button to continue with this request.

Electronic Prescribing



Rx Reference: REFREQ 2.5 EPCS (PRN)
Patient: Julia Smith
Medication: Percocet 10 mg-325 mg Tab
Dispense: 50 Tablet
30 Days Supply
Refills Requested PRN

Note from the Pharmacist
Patient has existing liver condition.

Approve
☒ Approve Request ☒ this dispensing plus [dropdown] additional Refills (1 Total)

Deny
☐ Deny Request Reason Denied [dropdown]
☐ Deny Request and Submit New Prescription

Note to the pharmacist:

☒ Dispense as Written ☐ Substitution Allowed

Administrator Tool Submit Response Cancel

Because this was a Renewal Request for an unmatched medication in the software, whenever the user clicks on the *Submit Response* button the following message displays to the user before proceeding with the process.

Agility eScript WARNING!

Agility is unable to update the medication history on the patient's chart to reflect continuation of this medication. You must complete that step manually.
Do you wish to send a Refill Response that approves this request?

Yes No

If the user responds with Yes then the following screen will display:

Electronic Prescribing



Rx Renewal Response

Rx Reference: be3fe8e1fc414f1c9aa871281300be577e6
Patient: Cosmo Knott
Medication: Avelox 400 mg oral tablet
Dispense: 5 Tablet

Refills Requested 1

Note from the Pharmacist

Approve

☒ Approve Request This dispensing plus additional Refills (1 Total)

Deny

☐ Deny Request Reason Denied

☐ Replace Request with NewRx

Note to the pharmacist:

☐ Dispense as Written ☒ Substitution Allowed

☒ Preview the New Prescription before Submitting the Response

Review

The user must select one of the Deny Request options before they can continue. There is also an error that must be corrected before anything else can be done.

When the user clicks on the button the following error message will display:



The screenshot shows a software window with a header bar containing a red square icon with a white 'N' and a red exclamation mark icon. Below the header, the following information is displayed:

Rx Reference:	REFREQ 2.5 EPCS
Patient:	Julia Smith
Medication:	Percocet 10 mg-325 mg Tab
Dispense:	50 Tablet
	30 Days Supply
Refills Requested	Unspecified

Below this information is a section labeled "Note from the Pharmacist". A modal dialog box titled "EPCS Refill Request Validation Errors" is open, displaying the following message in red text:

Cannot approve Refill Request due to the following errors in the Request:
* Pharmacy is not certified for EPCS.

The dialog box has a "Close" button at the bottom right.

Because of the error the user will select the *Deny Request and Create New Prescription* (DNTF) radio button so that a prescription can be printed.

The user can also select the *Deny Request* radio button and enter the reason. Then they will need to enter a telephone call visit through the software and enter a new prescription. If the user selects the DNTF option, then a message is sent back to the pharmacy and the window will display allowing the user to print the prescription.

The user will be returned back to the Medication Order window (screen below) and the e-Rx or pharmacy fields are disabled from any entry.

Electronic Prescribing



Medication Order (Select Any Medication) for (Ricardo P. Montevideo)

Medication: **PredniSONE 5 mg oral tablet**

Generic Name: predniSONE

Drug Strength: 5 mg tablet

Dispense Type: Prescription ☒ Substitution Allowed

Prescription / Provider Dispensing Instructions

Dispense Qty: 24 * Form: tablet *

Number of Refills:

• Patient Sig

Take How Much: 1 to 0 tablet

Route / Method: orally (mg/day)

Frequency: Special Circum:

For How Long: day Stop Date:

SIG 1 tablet orally.

Additional SIG:

Note to Pharmacist

☐ e-Rx Pharmacy: 6445547 Lawrence Academy Rx 10.6

e-Rx Fill Status Notification:

Associate Problem:

E&M Risk Level: ☐ Minimal ☐ Low ☒ Moderate ☐ High ☐ Create Patient Education Leaflet

Sign * = Required Done Skip

The user clicks the *Done* button and the following message displays:



Electronic Prescribing



Prescription for Ben Adrill

Prescribed By: **Bates, Christine A, MD** Diagnosis:

General **Audit** * = Required

Medication: * Bacampicillin
Generic Name: bacampicillin View Drug Info
Drug Strength: * 400 mg tablet Med Product

Prescription / Provider Dispensing Instructions

Dispense Qty: * Form: tablet *
Number of Refills: ☒ Substitution Allowed

*Patient Sig

Take How Much: to tablet *
Route / Method: orally * Dosage Calc (mg/day)
Frequency: twice a day * Special Circum: *
For How Long: day *
SIG: 1 tablet orally twice a day, for 10 days.
41
Additional SIG:
Allergies: The patient has No Known Allergies as of 7/19/2016.
Note to Pharmacist:
Pharmacy:

Sign Christine A Bates Medication Leaflet OK Cancel

When the user clicks the OK button, the following window displays so the prescription can be printed:

Print a Medication Script

Void Alter Date:

☒ Preview the Prescription

Select your Print or Fax options using the toolbar above

This Medication cannot be Electronically Signed

Pharmacy:
Mail Order Pharmacy 10.6MU NOCS

Print Cancel

The printed prescription contains the Rx Reference number as required by Surescripts.

Electronic Prescribing



Date: 2/23/2015

Mail Order Pharmacy 10.6MU NOCS
1629-90 Supply Ln
Saint Louis, MO 63105

Julia Smith DOB: 5/14/1988
26525 Adams Street
Apt# 203
Los Angeles, CA 90001

Percocet 10/325 oral tablet

Dispense: Fifty(50) tablets Dispense as Written

Patient Instructions: 1 tablet orally as needed for pain. Take with food.

Refills: ~~None~~ Void After: 3/09/2015

RxReference: REFREQ 2.5 EPCS

Best, Wayne -
4200 Industrial Park Drive
Altoona, PA 16602
814 941-7006

If the *RX Admin Console* icon is accessed the window displayed below is an example of where the user completes the Renewal Requests.

Electronic Prescribing



Review ePrescribing Messages

Items in RED need immediate attention

Provider: Best, Wayne

Displaying messages dated: thru: 3/13/2015 Status: All

Received		Type	Message Details	Status
Date	Time			
2/18/15	11:27AM	Status		Pending
2/18/15	12:28PM	Refill Request	RE: Prescription for Howard Plower - Best	Pending
2/18/15	2:23PM	Refill Request	RE: Prescription for Howard Plower - Dr. Wayne Best	Pending
2/18/15	2:24PM	Refill Request	RE: Prescription for Ms Debra Tucker - Mr. Alex Alexander	Pending

Navigation:

Buttons: Administrator's Tools Forward Message Select Close

Once a message is selected then the Renewal Request displays. The user continues with the process by clicking on the *Response* button and the same windows as described above will display.

Rx Renewal Request

Pharmacy

Name and Address: Shollenberger Pharmacy
2002 S. McDowell Blvd Ext
Petaluma, CA 94954

Phone: 707 984-5571
Fax: 707 988-4744

Pharmacist:
Agent:

Patient

ID: - None Given -

Name and Address: Cosmo Knott
123 Address
City, ST 38514

DOB: 12/24/1980 Male Phone:

Rx Reference: be3fe8e1fc414f1c9aa871281300be577e6

As Dispensed **As Written**

Date Written: 11/09/2021 Last Filled: 11/09/2021

Prescriber Order No: 2251787019

Medication: Avelox 400 mg oral tablet

Dispense: 5 Tablet

Subst. Allowed: YES **Refills Requested** 1

Prescribed by: Tyler Andai, II

SIG: 1 tablet orally once a day, for 5 days.

Notes:

Follow Up Request:

ID: Cosmo Knott
123 Address
City, ST 38514

DOB: 12/24/1980 Male Phone:

Prescription

Date Written: 11/09/2021

Prescriber Order No: 1234567960

Medication: Avelox 400 mg oral tablet

Dispense: 5 tablet

Subst. Allowed: YES Refills: 0

Prescribed by: Tyler Andai, II

SIG: 1 tablet orally once a day, for 5 days.

Notes:

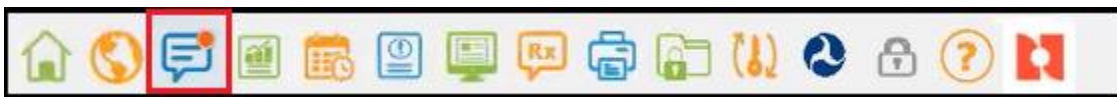
Buttons: Administrator Tool Response Cancel



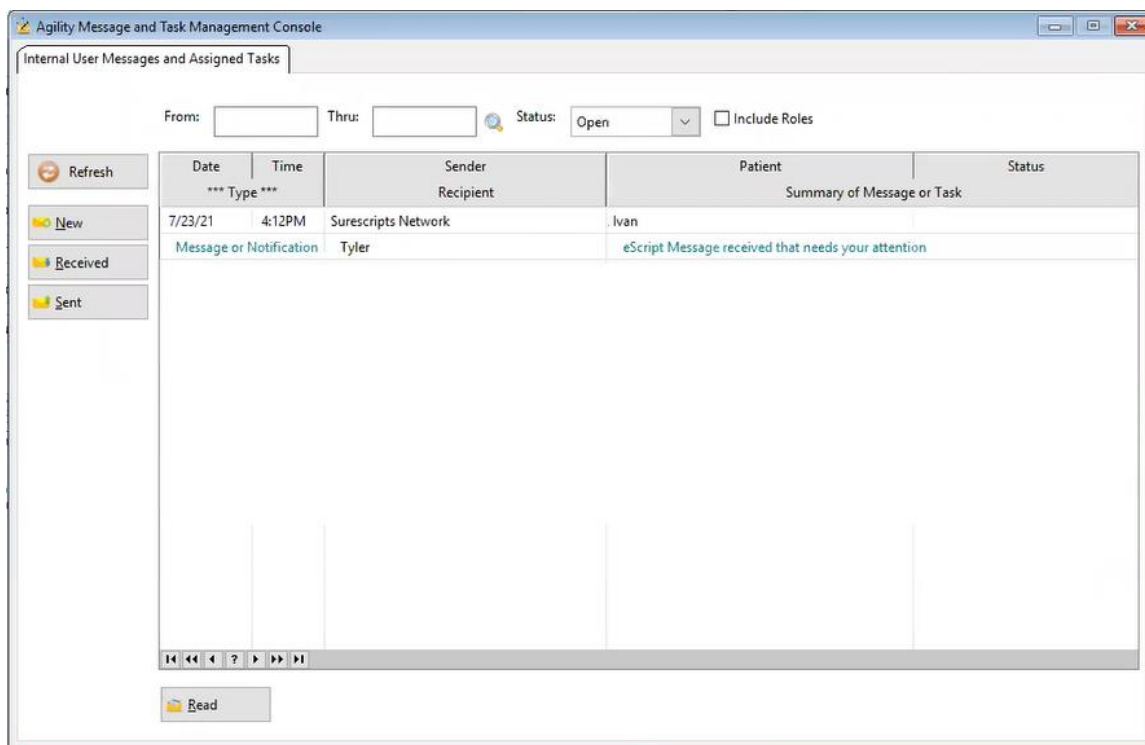
Rx Cancel

If the prescriber selects to cancel a prescription it results in a Cancel message sent from EHOM to the Pharmacy. If the pharmacy can't find the prescription, they may send a message back to the prescriber stating that the electronic cancel did not occur.

Click the *Review Messages and Task* icon to review messages.



The following window will display:





Select the message and the following window displays:

Review Received Message or Task

Message or Notification

Message Audit

From User: Surescripts Network Date: 7/23/21 Time: 4:12PM

Fwd From: Date: Time:

Recipient: Tyler

Reference: Ivan

Summary: eScript Message received that needs your attention

Comments:

Action Options

Responses: Ack Decline Forward Complete and Close

Status: New (Unread) Done Cancel

This window will display relevant specifics about the e-RX request. Prescribers may respond by clicking the *Respond to Electronic Prescribing Message* button. The following window will display:



Cancel Rx Response Acknowledgement

Msg ID: a10424ff274d45e5a5843dc67a57230e
Date/Time Received: 7/23/2021 4:12PM

Message Details

Patient:	Mr. Ivan	Birth Date:	12/15/1965	Gender:	Male
Prescriber:	Tyler AB				
Medication:	Augmentin 500 mg-125 mg oral tablet				
Pharmacy:	Shollenberger Pharmacy				
Status:	Denied				
Denial Reason:	Patient is unknown to the pharmacy.				
Response Note:	Medicine out of stock				

Suggested Actions: Acknowledge the Message

Administrator Tool

To complete the response, click the *Acknowledge* button. The system will document your response on the *Review Received Message or Task* window and on the Audit record.

There are seven (7) Denial Reasons that may be sent:

- Patient is unknown to the Pharmacy
- Patient never under Provider care
- Unable to Cancel Rx. Rx transferred. Include available pharmacy contact information
- Unable to Cancel Rx. Prescription not found at pharmacy
- Request already responded to by another means (e.g., Phone or Fax)
- Unable to cancel prescription; prescription was transferred to another pharmacy
- Unable to Cancel Rx. Please contact pharmacy

Note: If an electronic prescription is cancelled, the status will indicate that as *Canceled* – eRx. Otherwise, the status will be *Canceled*. When receiving *Rx Cancel Response* messages, if the status of the Rx Cancel is Denied, the status on the associated prescription is *E-Cancel Denied*.



Controlled Substance Reporting

EPCS Daily Audit Reporting tab

When the *Dr. First Interop Parameter* flag is enabled this tab becomes available. Additionally, an *Automation Schedule* record is created to run these reports daily.

Administer Security System Settings

Security **Auditing** Additional Options

System Audit Log Settings PHI Audit Trail Settings **EPCS Daily Audit Reporting**

EPCS Certification requires that Audit Log Reports and a Prescription Log be automatically generated on a daily basis and maintained for a period of at least 2 years. Agility will automatically generate these reports for you and automatically purge reports that are more than 2 years old.

What time of day would like this task to run? 01:00AM

Audit Log Data Retention Options

Audit Retention Days: 720 Last Audit Purge:

Next Audit Purge Date: 3/07/2017 By User:

File Locations Fax / E-Mail DB Connect Setup OK Cancel

The *Time of Day to Run* field allows the user to change the timing of when this function runs so that it does not interfere with other scheduled events (backups, etc.).



System Auditable Events

The software will create *System Auditable Event* records for data that is being entered for prescriptions. It will include the following:

- Date of & time of the event,
- Type of event,
- Identity of the person taking the action,
- Outcome of the event (success or failure)
- Application version on each record

The following activity will trigger creation of the Audit Records:

Action	Event Type	Affected Data
Added	Prescription Created	Patient Prescription
Changed	Prescription Updated	Patient Prescription
Viewed	Prescription Viewed	Patient Prescription
Canceled	Prescription Canceled	Patient Prescription
Deleted	Prescription Deleted	Patient Prescription
Printed-1st time	PHI Export	Patient Prescription
Reprint (after 1st print) non controlled substance	PHI Export	Re-Print Prescription for reason: xxxxxxxxxxxx
Printed Copy (Submit/Controlled Substance)	PHI Export	Patient Prescription Copy
Print All	PHI Export	Visit Prescription
Submitted	Prescription Submitted	Prescription Submitted Electronically
LAC Admin Access	Security Administration Event	EPCS Logical Access Control Initiated
Interop Parameters Dr. First	Security Administration Event	DrFirst EPCS Functions Enabled/Disabled
EMR Parameter EPCS Enabled	Security Administration Event	EPCS Functions Enabled/Disabled
User Account EPCS Signing Access	User Account Security	User Account Granted/Revoked EPCS Prescription signing Access
User Account LAC Administrator	User Account Security	User Account Granted/Revoked EPCS Administrator Access

Electronic Prescribing



Security Parameters Auditing	Security Administration Event	Audit Log Settings Modified
Dr. First UI Signing Event	Prescription Signing	EPCS Prescription Signing Initiated

These stored audit records are protected from unauthorized deletion or modifications.



EPCS Audit Event Report

A *Database Integrity Log* is currently accessible from the *View System Audit Log* window. The button is in the lower left of the window and is titled the *Audit Log Integrity Report*. This report captures any changes made to the database tables outside of the application (for example an SQL query). This report will be part of the automated reports that are generated each day for the *System Administrator* and *Prescribing Providers* to review.

Sample System Audit Log Integrity Report

The software will generate an *Audit Event Report* each day for any activity containing any auditable events pertaining to *EPCS Prescriptions*, *Access to the application*, and *Administration of EPCS parameter settings*. This report can be run from the *Admin.exe* program under the *Auditing NAV bar*, using the *View System Audit Log* window. This report will be part of the automated reports that are generated each day for the *System Administrator* and *Providers* to review.

This report will be accessible only to user accounts that have Security Admin Access rights enabled. It will not be accessible to any other users through the Admin.exe.

Once the report is run, one of two outcomes is possible:

1. No Intrusions to the software were detected.

Date: 03/19/2015 Time: 10:39AM		Agility 10.7 QA System Audit Log Integrity Report EPCS Daily Analysis		Page: 1
Event Transaction	Date / Time	Event Type	Generated by User	Workstation
Audit Log Integrity Verified (No audit log entries detected as altered or deleted from outside the system)!				



2. Unauthorized changes the database from outside the system were detected.

Date: 03/13/2017

Time: 4:13PM

Net Health Altoona Development Team

System Audit Log Integrity Report

Generated by, T K

Page: 1

Event Transaction	Date / Time	Event Type	Generated by User	Workstation
0000021866	2017-03-13T11:56:39-04:00	User Login/Logout	Wilkins, Todd K Jr	ALTLT0176
Description: User Login Successful				
System Component: ADM 10.14.2		Application Component: System.Login\User.Login		
<div>* Warning: System Audit Log entry altered outside of the application!</div>				
	Before	After		
Event Trx:	0000021866	0000021866		
Event Type:	User Login/Logout	User Login/Logout		
System Component:	ADM 10.14.2	ADM 10.14.2		
Application Component:	System.Login\User.Login	System.Login\User.Login		
Execution Thread:	0000000001	0000000001		
Description:	User Login Successful	User Login Successful		
Outcome:	1	0		
Employee Number:				
User Number:				
User Code:				
Workstation:	ALTLT0176	ALTLT0176		
Event User:	2012912605	2012912605		
Event Date:	3/13/2017	3/13/2017		
Event Time:	11:56AM	11:56AM		
Audit Date (UTC):	3/13/2017	3/13/2017		
Audit Time (UTC):	3:56PM	3:56PM		
Integrity Hash:	04FA735DE5F46B851AB7522747684975F35BAF9D	04FA735DE5F46B851AB7522747684975F35BAF9D		
Sequence Hash:	B30E73EE1ACEF90E63FFDA4B8A1546455788CEB	B30E73EE1ACEF90E63FFDA4B8A1546455788CEB		

If data has been compromised, the general nature of the intrusion is described in red in the top panel. Details of the change are described in the lower panel. It consists of the left column listing all of the log fields as well as two columns to indicate before and after data. The data which has been altered is in red text. Records that are completely deleted will display only one column but will indicate the missing record as a transaction number in the both the upper and lower. The system will display one full page for each missing transaction.

The report will contain the following information for *EPCS Prescribing Practitioner* users:

- Date of the event
- Time of the event
- Type of Event
 - Attempted unauthorized access
 - Successful unauthorized access
 - Attempted unauthorized modification of information
 - Attempted unauthorized destruction of information
 - Successful unauthorized modification of information
 - Successful unauthorized destruction of information
 - Interference with application operations
 - Attempted interference to audit trail functions



- Successful interference to audit trail functions
- Log on activity
- Log off activity
- Failed Log on attempt
- EPCS Provider status changes (Enabled, Disabled)
- Prescription Status
 - Creation of prescription
 - Alteration of prescription
 - Indication of readiness for Signing
 - Submitted
 - Deletion of prescription
- Audit Log changes
- Identity of the person taking the action
- Outcome of the event (success or failure)



System Event Audit Report

Date: 03/19/2015

Net Health Agility - Test Database

Page: 4

System Event Audit Report

Generated by Biller, Melissa

Date / Time	Workstation	Generated by User	Event Type	Outcome
2015-03-12T10:16:40-04:00	ALTLT0146	Biller, Melissa	User Login/Logout	Success
<div>DescriptionUser Login Successful</div> <div>System Component: AGILITY 10.07.50308Application Component: System.Login:UserLogin</div>				
2015-03-12T10:16:32-04:00	ALTLT0146	N/A	System Start/Stop	Success
<div>DescriptionApplication Startup</div> <div>System Component: AGILITY 10.07.50308Application Component: Main</div>				
2015-03-12T09:39:10-04:00	JSHEILDS	Biller, Melissa	Security Administration Event	Success
<div>DescriptionAudit Log Accessed</div> <div>System Component: ADM 10.07.50308Application Component: ViewSystemAuditLog</div>				
2015-03-12T09:39:05-04:00	JSHEILDS	Biller, Melissa	System Start/Stop	Success
<div>DescriptionApplication Shutdown</div> <div>System Component: AGILITY 10.07.50308Application Component: Main</div>				
2015-03-12T09:39:05-04:00	JSHEILDS	Biller, Melissa	User Login/Logout	Success
<div>DescriptionUser Logout Successful</div> <div>System Component: AGILITY 10.07.50308Application Component: System:Logout</div>				
2015-03-12T09:38:56-04:00	JSHEILDS	Biller, Melissa	Prescription Updated	Success
<div>DescriptionPatient Prescription</div> <div>System Component: AGILITY 10.07.50308Application Component: RequestRxElectronicSubmission</div> <div>Affected Patient ID: 59</div>				
2015-03-12T09:38:56-04:00	JSHEILDS	Biller, Melissa	Prescription Submitted	Success
<div>DescriptionPrescription Submitted Electronically</div> <div>System Component: AGILITY 10.07.50308Application Component: RequestRxElectronicSubmission</div> <div>Affected Patient ID: 59</div>				
2015-03-12T09:38:25-04:00	JSHEILDS	Biller, Melissa	Security Administration Event	Success

Automated Generation of EPCS Daily Audit Reports

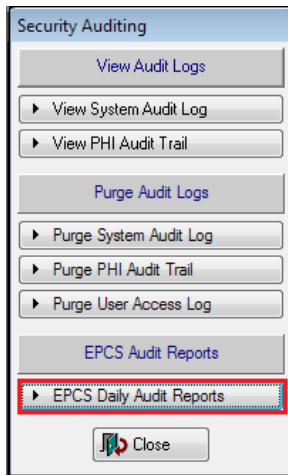
Automated Batch Reporting must be set up to generate the required daily *Audit Reports* for all prescribing providers.

- *System Event Audit Report*
- *System Audit Log Integrity Report*
- *Daily Prescription Log*

These three reports will be run every night and be accessible through both the *Admin.exe* and *Agility.exe*.

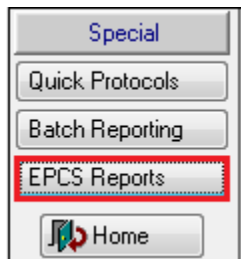
Through Admin.exe

Under the *Security Auditing* NAV bar menu, select the button titled *EPCS Daily Audit Reports*. It is only available for *System Administrators* and *Prescribing Provider* users.

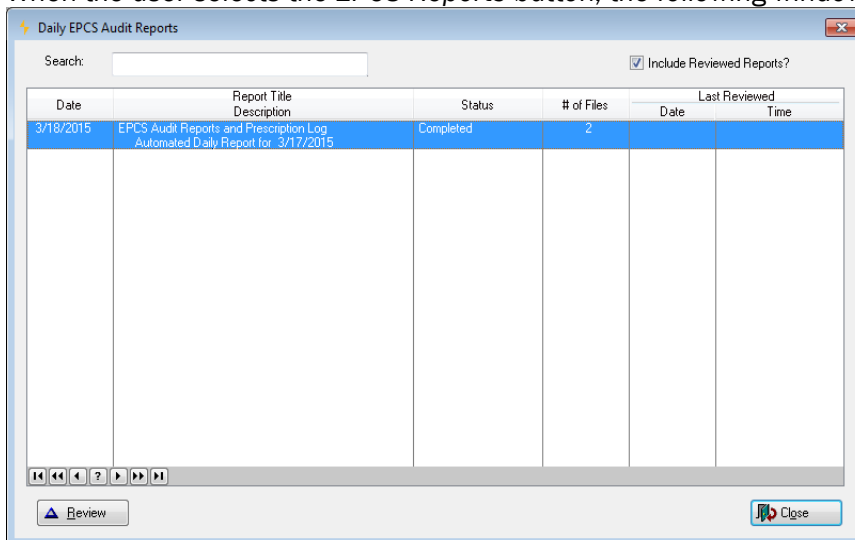


Through Agility .exe

Under the *Reporting* NAV bar menu, *Special* section, select the button titled *EPCS Reports*. If a user also has *Automated Batch Reports*, then the users' "My Reports" button will no longer display in this same spot. Users will need to use the software tool bar icon to view their reports. This button will be available only for *Prescribing Provider* users.

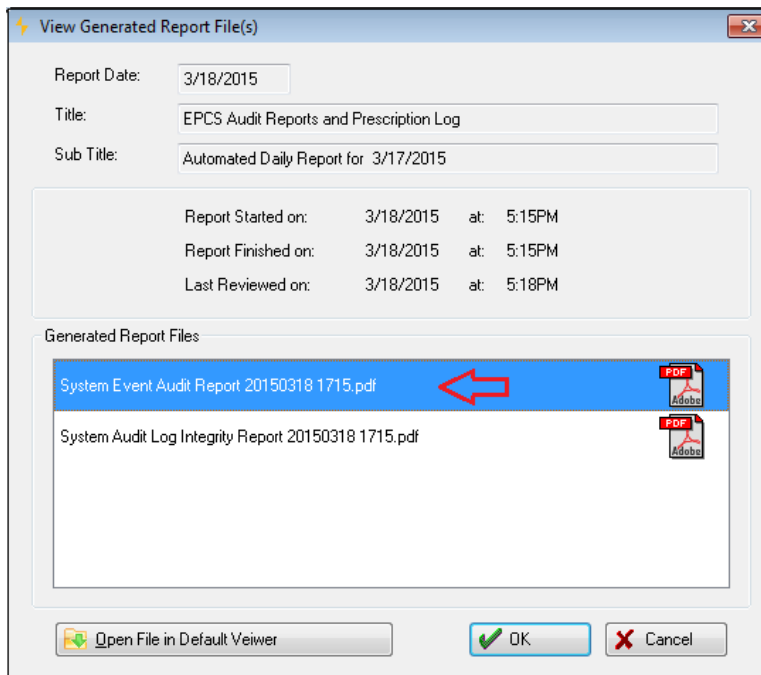


When the user selects the *EPCS Reports* button, the following window will display:





Users may highlight the line to be reviewed and click the *Review* button. The following window will display:



Each report that ran for the day will display. Users may open selected reports in the PDF viewer to review. There may not be a *Prescription Log* if there was no prescription activity on that day.

Prescriber Prescription Log Reporting

The software will generate a log of all *Controlled Substance Prescriptions* issued by a *Practitioner*; the log is readily retrievable from all other records, upon request. Under the *Reporting* NAV bar menu, *Clinic Activity* section, select the button titled *Prescription Log*. There will not be any options for *Clinic* or *Company* on this report because they do not apply.

Electronic Prescribing



The image shows a vertical menu titled "Reporting". It contains several buttons: "Clinic", "Company", "Clinic Activity", "Visits Recon", "Cash Recon", "Visits Log", "Prescription Log" (highlighted with a red rectangle), "Pending Results", "Scheduling", "No Shows", "Letters / Lists ...", "Provider Practice.", and "Employee Health..".

A readable formatted log report for all controlled substance prescriptions issued by a practitioner for both electronic and printed prescriptions display. This report will be accessible only to user accounts that have the *Prescribing Provider Access* flag enabled. It will not be accessible to any other users.

Select the *Prescription Log* button and the following window displays:

The image shows a window titled "Provider Prescription Log". It has a "Report Options" tab. The "Report From:" field is set to "9/01/2016" and the "Thru Date:" field is set to "9/30/2016". Under "Prescription Option", there are four radio buttons: "Controlled Substances Only", "Non-Controlled Substances", "All Prescriptions", and "All Prescriptions & Med Orders" (which is selected). To the right, under "Report By", there are two dropdown menus: "1) Patient Name" and "2) None". Below these, the "Provider:" field shows "Christine A. Bates MD". The "Report Title:" field is "Provider Prescription Log" and the "Subtitle:" field is "All Prescriptions & Med Orders". At the bottom, there are buttons for "Memorize", "Preview Report" (checked), "Print", and "Cancel". A "More Options" panel is visible on the right side of the window.

Users have the following selection options:

- Date Range entry for specified period
 - Filters and includes any prescriptions within the date range for the *Type of Prescriptions* selected.
 - Any prescriptions added, changed, or canceled within this date range will be displayed on the report.
- *Type of Prescription*



- Controlled Substance prescriptions
 - Non-Controlled Substance Prescriptions
 - All Prescriptions
 - All Prescriptions and Med Orders
- The *Provider* field - a selectable option for the report will create a page break for each *Practitioner*. If no *Provider* is selected, the report will include all *Providers* with their prescriptions activity that occurred within the date range.
- There are two *Report By* fields to allow selection of the following sort options:
 - Patient name
 - Drug Description
 - Prescription Date of issuance

NOTE: If “All Prescription and Med Orders” is selected, the choices for *Report By* changes to the following

Option 1: Drug Description or Patient Name

Option 2 when Option 1 is Drug Description: None or Patient Name

Option 2 when Option 1 is Patient Name: None or Drug Description

- Provide a .csv formatted file option with the following requirements:

Agility Exported Data File

Save File To:

☒ My Secure File Folder

☐ Other File Folder

Agility requires the following information for your file export request. Some entries below may not be changed depending upon your system's Security Settings or Agility program requirements.

NOTICE: This file will be stored in your Secure File Folder

Folder: C:\Agility 10_07 Feb\Agilitydata\UserData\2012912532

File Name: STUDENT-20150310-VISITCAT

File Type: Comma Delimited (.csv)

OK Cancel

- The software allows memorizing this report to be used in the batch reporting for automation.
- The report displays the following data fields:
 - Prescription Practitioner name: Last name, suffix, first name middle initial, suffix format and NPI#.
 - Patient name: Last name, first name, middle initial, and DOB.
 - Drug / Medication Name, Strength, Form & Quantity prescribed
 - Schedule # for controlled substances

Electronic Prescribing



- Prescription date of and Prescription Time of the activity in HH:MM am/pm format (activity = created, modified, canceled, deleted, printed, electronically submitted).
- Pharmacy Name, NCPDPID, Address, City, State, Zip code and Phone number. (Printed only for prescriptions).
- How the Medication is provided to the Patient: Administered in-house: Dispensed in-houses; Over-the-Counter.
- Status: created, modified, canceled, deleted, printed, or electronically submitted. Included are the date and time created, modified, canceled, deleted, printed, digital signed, electronically submitted in MM/DD/YYYY format.
 - Administered – Administered Date and Time
 - Completed – Completed Date and Time
 - Pending – Date and Time

The *Daily Automated Prescription Log* will contain only *Controlled Substance Prescription Activity* for that day for each *Provider* and will page break between *Providers*. This report may be set up on a schedule and automated through the Automated Batch Reporting function.

Sample Report Example:

Provider Prescription Log					Reporting for the Period: 9/01/2013 Thru 9/30/2016
Net Health Altoona Development Team					Reporting by Drug Description, None
All Prescriptions & Med Orders					Provider: Christine A. Bates MD NPI: 0123456789
Patient	Drug Name	Sched	Date/Time	Pharmacy	Status
Adriell, Ben DOB: 01/13/1965	Elodolac 300 mg oral capsule 60 capsule		06/22/2016 8:52AM	Giant Eagle Pharmacy NCPDPID: 1001 Main Street Greensburg, PA 15601 831-657-4300	Printed - eRx as of: 06/22/2016 9:29AM
Adriell, Ben DOB: 01/13/1965	Acetaminophen 500 mg tablet 100		11/10/2015	Over-the-Counter	Submitted as of: 11/10/2015 4:07PM
Adriell, Ben DOB: 01/13/1965	Acetaminophen 80 mg/0.8 mL Liquid 1 Dropper 80 mg/0.8 mL liquid 1		11/10/2015	Over-the-Counter	Submitted as of: 11/10/2015 4:11PM
Adriell, Ben DOB: 01/13/1965	Amoxicillin 500 mg tablet 30		11/11/2015	Over-the-Counter	Submitted as of: 11/11/2015 1:18PM
Adriell, Ben DOB: 01/13/1965	Medication Dispense Order 10 mg Tablet 30		06/22/2016 8:40AM	Dispensed in-house	Submitted as of: 06/22/2016 8:40AM
Adriell, Ben DOB: 01/13/1965	Medication Dispense Order 20 mg Tablet 20		06/22/2016 8:42AM	Administered in-house	Canceled as of: 06/23/2016 1:00PM
Adriell, Ben DOB: 01/13/1965	Medication Dispense Order 1.5 mg Tablet 20		06/22/2016 8:49AM	Dispensed in-house	Submitted as of: 06/22/2016 8:49AM
					4:23PM



TWO-FACTOR AUTHENTICATION

Legacy Drug Setup – Currently limited to use in State of Ohio

To ensure positive identification of a prescriber using electronic prescription, the software employs two-factor authentication (TFA) during entry of all Medication Orders. The difference between the two TFA methods is:

- For legacy drugs where the two-factor identification (TFA) is required, the user is prompted during the ordering of the medication.
- For electronic controlled substances the two-factor identification (TFA) is required, whenever the user submits the prescriptions to Surescripts.

While a number of devices could be used for legacy drug TFA, the software requires both a bar code and a user password to allow the medication ordering of prescriptions for the State of Ohio and any other state that might require TFA for non-scheduled drug electronic prescribing. The prescriber must have two credentials to pass positive identification, the correct bar code, and the correct password for legacy drugs.

The following section deals with legacy drug electronic prescribing and TFA processes. Both credentials are attached to the individual prescriber user accounts as part of the setup process (described below). We recommend this be the responsibility of the client's administrative security users. Bar codes and passwords are securely stored within the database by using encryption.

Authentication Rules

In order to use electronic prescriptions, there are a few setup steps within the software that force the software to require two-factor authentication. From the software home NAV bar:

1. Select **Setup / Admin**
2. Select **EMR Params** to display the [Set up EMR Parameters] Window
3. Click the **PRESCRIPTIONS tab**, which will display two sub-tabs.
4. Click the **AUTHENTIFICATIONS RULES FOR PRESCRIPTION HANDLING tab**



Set Up EMR Parameters

General | Note Sections | Security / Confidentiality | **Prescriptions** | Automation | Drug Interactions | Other Rules | Other

Business Rules for Prescription Handling | **Authentication Rules for Prescription Handling**

- ☐ Require provider authentication when placing Medication Orders in the EMR (e.g. Ohio)
Two-Factor Authentication using Password and Barcode Reader Device
- ☐ Require authentication when Administering a Medication (e.g. Ohio)
Two-Factor Authentication using Password and Barcode Reader Device
- ☐ Require authentication when Dispensing a Medication (e.g. Ohio)
Two-Factor Authentication using Password and Barcode Reader Device
- ☒ Require provider authentication to submit Controlled Substance Prescriptions electronically
Two-Factor Authentication using Password and Hard / Soft Token Device

Note: The default prescription printer must be set up for each clinic individually. This must be done by the System Administrator in the Clinic Setup area.

OK Cancel

Four options are available to control the method of *Provider Authentication*.

- The first check box turns on the *Medication Orders TFA Authentication* which is required for Ohio. A bar code reader device scans a badge, and a password is entered for all medication orders entered through the EMR. This method will only be available for *EMR* licensed clients.
- The second check box will force the user to provide Two-Factor Authentication when Administering a Medication. This check box is defaulted to unchecked.
- The second check box will force the user to provide Two-Factor Authentication when Dispensing a Mediation. This check box is defaulted to unchecked.
- The fourth check box allows for Controlled Substance Prescriptions to be submitted electronically and a *TFA Authentication* process is required. The provider must use a hard/soft token device to enter the *Two Factors* whenever the prescriptions are submitted electronically. This field is disabled until the *Interop Parameters* have the *Dr. First Enabled* flag turned on. Once the *Interop Parameter* has that flag switched on then the above second check box will be available on this parameter.

NOTE: Under the BUSINESS RULES FOR PRESCRIPTION HANDLING tab, there are additional rules for prescriptions. In particular, some states require specific fields to be printed. In the case of Ohio, the format is contained within a *user defined* prescription printing template that is selected as part of a table. This template contains the required fields as mandated by the state of Ohio for prescriptions that are printed.

Electronic Prescribing



Set Up EMR Parameters

General | EMR Note Sections | Security / Confidentiality | Prescriptions | Automation | Drug Interactions | Other

Business Rules for Prescription Handling | Authentication Rules for Prescription Handling

- ☐ Automatically Sign Prescriptions during the Charting Process (does not apply to Scheduled Medications)
- ☐ Automatically Print Prescriptions during the Charting Process (applies to All Medications)
- ☐ Allow Electronic Signatures on Scheduled Med Scripts (does not apply to auto-signing or group printing)
- ☐ Display Eligibility and Formulary Benefit Information during the Prescription Writing Process

Default Medication Substitution Rule


☐ Dispense Medication as Written ☒ Pharmacist May Substitute an Equivalent

- ☒ Print Payer Information at the bottom of Script for Workers' Comp Medication Prescriptions
- ☒ Print "Work Comp" on Script to Inform Pharmacist when Item is a Workers' Comp Prescription

Void After Days: 14 (default number of days after which script becomes void - blank if not applicable)

- ☒ Preview when Printing Prescriptions (if unchecked, prescriptions will go directly to the printer without review)

Scripts per Page: 1 (print 1, 2 or 3 scripts per page when printing group of prescriptions)

Script Template: 1  OHIO Required Prescription Template

- ☒ Include Diagnosis Description on Prescription Scripts
- ☐ Automatically Sign Orders for Durable Medical Equipment (applies to DME's only)

Note: The default prescription printer must be set up for each clinic individually. This must be done by the System Administrator in the Clinic Setup area.

OK Cancel

Clicking the table icon will display the [Prescriptions Print Format Templates] window where you may select a particular template that will be employed for each prescription that is printed.

Electronic Prescribing



Prescription Template

General | Template | Preview

Template Text

Standard Tags

- Prescription Date
- Prescription Time
- Patient ID
- Patient Name & Address
- Patient Name
- Patient Address
- Patient Date of Birth
- Patient Age
- Clinic Name
- Clinic Address
- Clinic Name and Address
- Clinic Phone
- Clinic Fax
- Physician Name and Address
- Physician Name
- Physician Address
- Physician Phone
- Physician Fax
- Physician State License No.
- Physician DEA No.
- Physician NPI No.
- Medication Name
- Medication Strength
- Dispense Quantity & Form
- Dispense Quantity
- Dispense Form
- Number of Refills
- Sig Instructions
- Note to Pharmacist

To Insert a "Tag" place the cursor in the Template Text area where you want it to appear then double-click on the tag in the list above.

Date: [Date]

[ClinicName]
[ClinicAddress1]
[ClinicAddress2]
[ClinicAddress3]
[ClinicPhone]

[PatientName] DOB: [PatDOB]

[PatientAddress1]
[PatientAddress2]
[PatientAddress3]

[MedicationName]

Dispense: [Dispense] [Sub Allow/DAW]

Patient Instructions
[Sig]

Refills: [Refills] Void After: [Void Date]

[ProviderName] - [Prv State Lic. No.]

Prescriber's Signature

DEA#

Note to Pharmacist

Use this template as the default for prescriptions?

OK Cancel

The Ohio template is shown above as an example. This feature allows specific information to be included on the prescription depending upon the individual state requirements. Staying with our example, Ohio requires the printed prescription to say, "Substitutions Allowed", or "Dispense as Written" in text, not abbreviated or not as a checkbox. Clients will need to build individual prescription templates and include the field tags as necessary.



Register Credentials

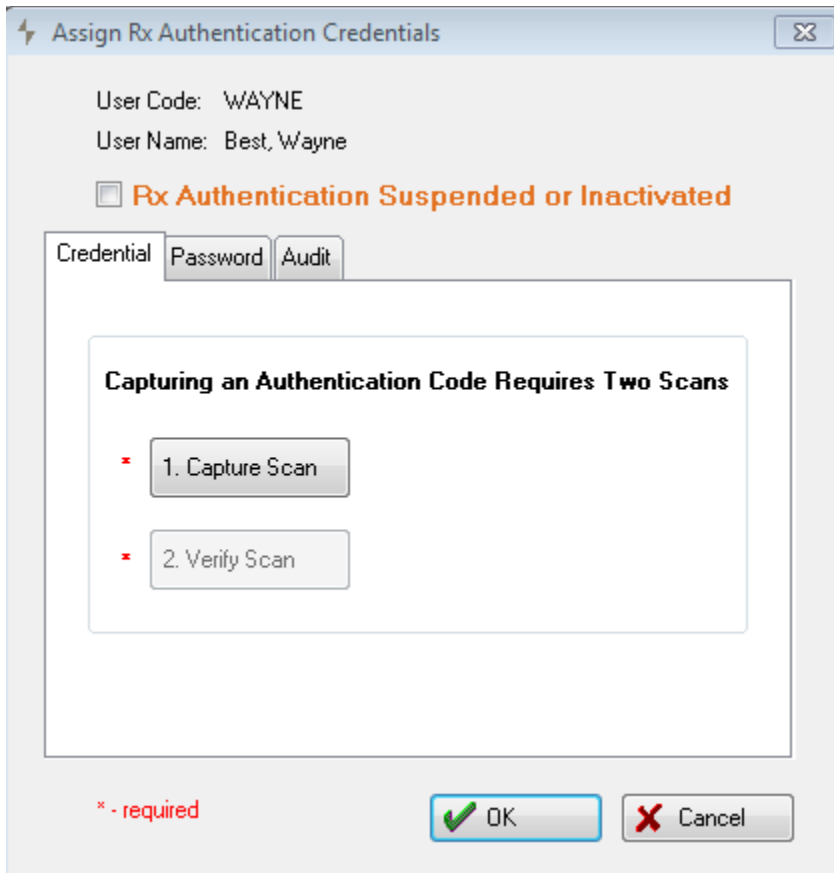
Bar Code Registration

When using a bar code scanner for positive identification (two factor authentication), there must be a bar code registered for each individual prescriber. When a prescriber writes a medication order and two-factor authentication is required, his bar code badge will be scanned to compare that code to one that is on file which was previously entered and attached to his user account. In addition, the use of bar codes requires that the actual code cannot be reproducible, for example it must be copy protected.

To register bar codes within the software.

1. Select **Setup / Admin**
2. Select **User Codes** to display the [Change User Account] window.
3. Click the **ROLES** tab.
4. Click the **EMR CHARTING** sub-tab. Through the medication ordering setup process, this user has prescribing provider access, as noted with the checkbox below.

5. Click the **e-Rx Authentication Credentials** button to display the [Assign Rx Authentication Credentials] window. This window defaults to the CREDENTIAL sub-tab.



The dialog box is titled "Assign Rx Authentication Credentials". It displays the following information:

- User Code: WAYNE
- User Name: Best, Wayne
- ☐ Rx Authentication Suspended or Inactivated

Below this information are three tabs: "Credential", "Password", and "Audit". The "Credential" tab is selected.

Inside the "Credential" tab, there is a section titled "Capturing an Authentication Code Requires Two Scans". It contains two steps, each with a red asterisk indicating it is required:

1. Capture Scan
2. Verify Scan

At the bottom of the dialog, there is a red asterisk followed by the text "- required". To the right of this are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon).

This is the window that allows you to register the bar code which is unique to this prescriber. The code will be scanned twice: once to enter it and a second time to verify it. Both codes must match to create a valid bar code credential.



Password Registration

Click the PASSWORD tab to record the second identifier and the following window will display:

The screenshot shows a software window titled "Assign Rx Authentication Credentials". At the top, it displays "User Code: STUDENT" and "User Name: Bates, Christine". Below this is a checkbox labeled "Rx Authentication Suspended or Inactivated". There are three tabs: "Credential", "Password", and "Audit", with "Password" currently selected. The "Password" tab contains two input fields: "Assign Password:" and "Confirm Password:", both marked with a red asterisk to indicate they are required. Below these is a section titled "Password" containing three options: a checkbox for "Authentication Password Never Expires", an "Expiration Date:" field showing "3/03/2017", and a checkbox for "Require change at next login". At the bottom left, a red asterisk is followed by the text "required". At the bottom right are "OK" and "Cancel" buttons.

Using this window, you may enter the prescriber's individual password. The password will be entered once to capture the code, and a second time to verify it. Both passwords must match to be valid. You may also assign password expiration rules. If a prescribing provider's E-Rx password is set to expire within 30 days as displayed above, the user will be prompted from the login screen, upon clicking "Login" with a warning their E-Prescribing password is set to expire.

NOTE: This is not the login password. This password is for medication ordering only.



Change a password

There are a number of ways a Provider may be prompted to change their password.

1. By choice, selecting yes on the password expiration warning.



Select Yes to reset your password. The Change Rx Authentication Password window will display.

Select No to enter the application and skip the password reset.

2. Password expires based on the System parameter that identifies the number of days until a password expires. At login:



Select **OK** to enter your new password. The Change Rx Authentication Password window will display.

3. An Administrator selects the checkbox to "Require change at next login".



Select **OK** to enter your new password. The Change Rx Authentication Password window will display.



4. An Administrator selects the checkbox “Rx Authentication Suspended or Inactivated”.



Select **OK** to enter your new password. The “Require change at next login” checkbox will be automatically checked, and the Change Rx Authentication Password window will display.

Additionally, any Provider that is suspended will be prevented from ordering an electronic prescription at the time the order is placed. A warning message will display indicating that the Provider’s credentials have been suspended.



The Change Rx Authentication Password window.

Change Rx Authentication Password

User Code: TODD

User Name: Wilkins, Todd Jr

Rx Authentication Password

New Password:

Confirm New Password:

Note: You must enter and confirm a new Rx Authentication password.

Enter your new password and then confirm it below.

Select **OK** to continue to the software.

Select **Cancel** to exit the software.



ELECTRONIC PRESCRIPTION ADMINISTRATION

Overview - Electronic Prescribing

The software has been certified to send and receive electronic prescription messages on the Surescripts Pharmacy Information Exchange Network. Prescribing providers can send prescriptions they write directly to the patient's chosen pharmacy via the Surescripts network as long as that pharmacy is a member of the Surescripts network. Additionally, pharmacies can communicate patient requests for prescription refills directly to the prescribing provider. Both the electronic prescribing messages used by the software and the pharmacies are kept in lists that must be checked periodically to ensure messages are flowing properly between the prescribing providers and the pharmacies. This is the responsibility of the Net Health Electronic Prescription Message Administrator.

Electronic Prescription Message Administrator's "Role"

The Electronic Prescription Message (eScript) Administrator's primary responsibilities are to monitor the electronic prescription messages for error or Renewal Request messages and to work with prescribing providers to correct errors in electronic prescription messages. This role is governed by a user "rights" option which is set up by the Net Health Security Administrator in the User Account Code setup window on the ROLES, ADMINISTRATIVE tab. The Surescripts Administrator role provides user access to tools for monitoring and managing the electronic prescription messages for the clinic. It is a requirement of the Surescripts network that these rights are to be given to one user per clinic per shift. You should have at least two eScript Administrators, so that one can cover for the other when on vacation or absent.

It is vitally important that your eScript Administrators are fully trained in their responsibilities and are diligent in performing their duties. While these duties should not be cumbersome or time consuming, failure to perform them properly can have broad implications for your organization, both medically and legally. Furthermore, failure to operate in accordance with the Surescripts provider agreement may result in the provider's being prevented from participating in the network.

The remainder of this document provides the basic reference information required by the Electronic Prescription Message Administrator in order to perform his or her duties in a timely and effective manner.



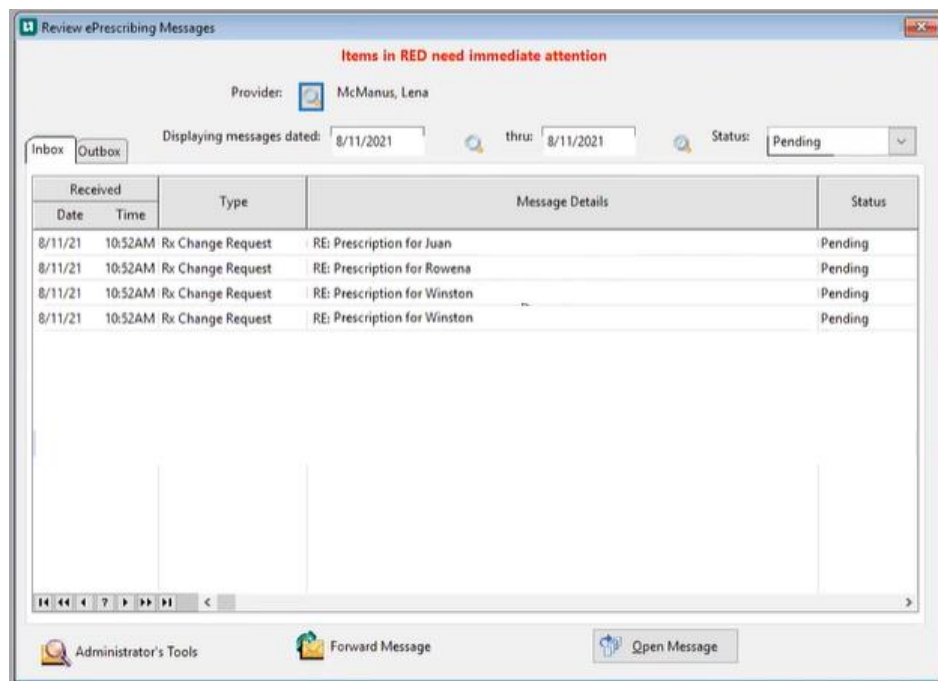
Electronic Prescription Message Inbox & Outbox

Several types of messages are used for electronic prescriptions. Some are received by the software and some are sent by the software. Incoming and outgoing messages are stored separately in an Inbox and an Outbox. The “Outbox” contains new prescription, cancel prescription, Renewal response and prescription change response messages sent by the prescribers. Renewal Requests, Fill Statuses, Prescription Change Requests, Cancel Responses from the pharmacies and error messages from the Surescripts network are entered in the Inbox.

The software alerts the eScript Administrator when new messages are received (that require attention) by changing **the color of the Rx icon** on the top toolbar button from black to a **red Rx**. This button provides access to the *Electronic Prescription Message Inbox and Outbox* as well as administrative tools for correcting errors and re-submitting corrected messages.



The screen below is displayed by clicking the Rx button on the toolbar. It contains the Inbox/Outbox views of electronic prescription messages for your clinic.





Notice that the Inbox items are displayed on the first tab, and the Outbox items are displayed on the second tab.

On the Inbox screen above, you can see that there are two messages, both of which are listed as being “Error” type messages in the Error column. The Status column shows the status. In this case, these messages are marked as Completed, meaning that they have been dealt with. All messages are permanently stored in the system, and you can view messages for a specific date range and/or status. The default when you first open the Rx mailbox is view new, unread messages.

In the Outbox display below, you see three outgoing messages of the type “New Rx” (new prescription). The Status of two of these is marked as Error (User), meaning there is a problem that needs to be dealt with. The third one is shown as submitted.



Message Types and Statuses

InBox Message Types and Statuses

The following tables contain the complete list of message types and possible processing statuses for all messages that appear in the Inbox and Outbox views.

Message Type	Description / Purpose
Rx Renewal Request *	See the section RxRenewal
Rx Change Request	Pharmacy request to change the prescription. This message has seven (7) variations (See RxChange Messages)
Rx Cancel Response *	See the section e-Rx cancel
Rxfill	* Pharmacy informs the provider that a prescription has been dispensed, partially dispensed, transferred or not dispensed. The prescriber may specify on the prescription what types of Fill Status are being requested to return
ERROR *	* Notification that an error was encountered
STATUS	Network message indicating delivery status of a prescription message
VERIFY	Network message

* This type of message REQUIRES action be taken by a User.

Status	Meaning
Receiving	Message is currently being received and stored
Received	Message is ready for user action
Completed	Message has been handled by the user



ERROR (User)	A user correctable data error was found in a message
ERROR (Comm)	A communications error occurred while receiving a message
ERROR (Fatal)	A system error occurred while processing the message

Note that all ERROR messages should be investigated and dealt with promptly.

Outbox Message Types and Statuses

Message Type	Description / Purpose
NewRx	New prescription sent from Prescriber to a Pharmacy
RxRenewal Response	See the section RxRenewal
RxChange Response	See RxChange Messages
RxCancel Request	Cancel Prescription. See the section e-Rx cancel
Renewal Response	Message created in response to a Renewal Request

Status	Meaning
Submitted **	** Request has been submitted by user
Pending **	** Message is being built
Ready	Message is ready for processing
Processing **	** Message is being prepared for transmission
Processed	Message is ready for transmission
Sending **	** Message is being transmitted
Sent	Message has been Transmitted
Verified	Message has been received by the pharmacy
ERROR (User)	A user correctable error was found in the message
ERROR (Comm)	A communications error occurred while sending the message
ERROR (Fatal)	A system error occurred while processing the message

** Outbound messages that remain at this status for more than a few minutes may indicate an undetected processing error and should be investigated promptly. All Outbound messages with an ERROR status should be investigated and dealt with as well.



Rx Change Messages

Rx Change is a new message type that EHOM must support in the NCPDP version 2017071. The Rx Change is initiated by the pharmacy and will be an Inbound message. The message will show up in the Prescriber's Inbox. The Prescriber will need to take action on the Rx Change message. The prescriber's response will initiate a Rx Change Response message to be sent back to the pharmacy.

As per the NCPDP Standard version 2017071 manual: *"A prescription change request indicates the desire on the part of the pharmacy to alter or clarify a new prescription or an existing "fillable" prescription or validation of prescriber credentials. The pharmacy may request a substitution, alert of a therapeutic or drug utilization review interchange, which may require the change of a new prescription recently processed. It may also be utilized to request a prescriber to review the drug requested and obtain a prior authorization from the payer for the prescription."*

The Rx Change message has seven (7) different types resulting in potentially different workflows. For five types, the workflow is very similar.

The seven (7) different types are:

1. Generic Substitution Request
2. Therapeutic Interchange /Substitution
3. Drug Use Evaluation
4. Out of Stock
5. Script Clarification
6. Prior Authorization Required
7. Prescriber Authorization



Rx Change Request Window

When selecting one of the ePrescribing Rx Change messages from the Review ePrescribing Messages window, an Rx Change request window will display. The Rx Change message from the Pharmacy is either requesting additional information and/or action from the Prescriber.

The workflow for processing the Generic Substitution, Therapeutic Interchange/Substitution, Drug Use Evaluation, Out of Stock and Script Clarification is very similar. The pharmacy will send the Rx Change message when there is a situation that warrants a potential change to the prescription written by the prescriber. The pharmacy will explain in the notes why they are suggesting the change and will provide from 1 to 10 options for the prescriber. The prescriber may choose one of those options by taking the action of Approve, or they may choose one of the options, but make a change to that option by taking the action of Approve with Changes, or the prescriber may choose to Deny the request for Change, which will result in the pharmacy filling the prescription as originally written.

When responding to the Rx Change message, the Rx Change Request window will be displayed, showing the prescription as originally written, the prescription that it matched to within the database, and the options being suggested by the pharmacy. This window has two tabs:

1. **Prescription** - This tab gives the provider all of the relevant information about the prescription request as well as an opportunity to review the prescription information and locate missing patients / and or prescriptions. If the patient is unknown or unverified, see [Locate patients](#).

Electronic Prescribing



Rx Change Request

Pharmacy
Name: Brooklyn @ Gates Pharmacy
Address: 92 Gates Ave, Brooklyn, NY 11238
Phone: 347-425-1221
Fax: 347-425-1200
Pharmacist: Agent:

Description of Change: Therapeutic Interchange/Substitution - A modification of the product prescribed to a preferred product choice.
Reason For Request: The original medication was a brand drug that is not on the patient's formulary as there is a generic on the market - so please substitute the

Prescription **Suggested Alternatives**

Patient
ID: - None Given -
Name and Address: Rowena Baylie Acacianna, 2798 Parsifal St NE, Albuquerque, NM 87112
DOB: 3/29/1968 Female Phone: 505-292-6547
Date Written: 8/11/2021 Last Filled:
Prescriber Order No: 6daa4250a542461b8159fb8125b9d14
Medication: Zestril 20 mg tablet
Dispense: 30 Tablet, 30 Days Supply
Subst. Allowed: NO Refills Requested: 1
Prescribed by: Lena McManus
SIG: Take 1 tablet by mouth once per day for 30 days
Notes:

Original Prescription

Patient
ID: Rowena Baylie Acacianna
Name and Address: 2798 Parsifal St NE, Albuquerque, NM 87112
DOB: 3/29/1968 Female Phone:
Prescription **Not found**
Date Written:
Prescriber Order No:
Medication:
Dispense:
Subst. Allowed: Refills: 0
Prescribed by:
SIG:
Notes:

Administrator Tool **Response** **Cancel**

1. **Suggested Alternatives** – This tab displays up to nine (9) alternative substitutions for the Provider to consider and/or select.

Electronic Prescribing



Rx Change Request

Pharmacy

Name and Address: Brooklyn @ Gates Pharmacy
92 Gates Ave
Brooklyn, NY 11238

Phone: 347 425-1221
Fax: 347 425-1200

Pharmacist:
Agent:

Description of Change: Therapeutic Interchange/Substitution - A modification of the product prescribed to a preferred product choice.

Reason For Request: The original medication was a brand drug that is not on the patient's formulary as there is a generic on the market - so please substitute the

Prescription | **Suggested Alternatives**

Medication	Quantity	Refills
LISINOPRIL 20 MG TABLET	30 Tablet	1 refills
Take 1 tablet by mouth once per day for 30 days		
LISINOPRIL 10 MG TABLET	60 Tablet	1 refills
Take 2 tablets by mouth once per day for 30 days		
CAPTAPRIL 25 MG TABLET	30 Tablet	1 refills
Take 1 tablet by mouth once per day for 30 days		
BENAZEPRIL HCL 40 MG TABLET	30 Tablet	1 refills
Take 1 tablet by mouth once per day for 30 days		
FOSINOPRIL SODIUM 20 MG TABLET	30 Tablet	1 refills
Take 1 tablet by mouth once per day for 30 days		
QUINAPRIL 20 MG TABLET	30 Tablet	1 refills
Take 1 tablet by mouth once per day for 30 days		

SIG: Take 1 tablet by mouth once per day for 30 days

Original Prescription

Patient

ID:

Name and Address: Rowena Baylie Acacianna
2798 Parsifal St NE
Albuquerque, NM 87112

DOB: 3/29/1968 Female Phone:

Prescription | **Not found**

Date Written:

Prescriber Order No:

Medication:

Dispense:

Subst. Allowed: Refills: 0

Prescribed by:

SIG:

Notes:

Response **Cancel**

When users click the Response button, the following window displays:



Rx Change Response

Rx Reference: da34987ae8384dc5a29403d966927cad526
 Patient: Rowena Baylie Acacianna
 Medication: Zestril 20 mg tablet
 Dispense: 30 Tablet
 30 Days Supply

Description of Change: Therapeutic Interchange

Reason for Request: The original medication was a brand drug that is not on the patient's formulary as there is a generic on the market - so

Note from the Pharmacist

☒ Approve Request ☐ Approve w/Changes ☐ Deny Request

Medication		
LISINAPRIL 20 MG TABLET	30 Tablet	1 refills
Take 1 tablet by mouth once per day for 30 days		
LISINAPRIL 10 MG TABLET	60 Tablet	1 refills
Take 2 tablets by mouth once per day for 30 days		
CAPTAPRIL 25 MG TABLET	30 Tablet	1 refills
Take 1 tablet by mouth once per day for 30 days		
BENAZEPRIL HCL 40 MG TABLET	30 Tablet	1 refills
Take 1 tablet by mouth once per day for 30 days		

Reason Denied

Note to the pharmacist:

☒ Preview the New Prescription before Submitting the Response

Review

The Medication suggestions are listed in the order that the pharmacy specified, with the top choice being what they feel is the preferred choice.

There are three possible responses:

- **Approve** the request
- **Approve** with Changes
- **Deny** the request

Approve

- The user must select one of the suggested medications. Selecting the Approve means that the prescriber is approving exactly as the pharmacy has suggested.

Approve Request with Changes

- The user must select one of the suggested medications.
- When Approving with Changes, the following occurs:
 - Users will be presented with the E-Prescribing Order Wizard.
 - All of the information for the selected medication, pharmacy, and the patient is displayed.



- Users may edit any of the information except for the patient information and the pharmacy information.
- The prescription must be signed by the Provider
- The new prescription is written, and the patient medication list is updated.

Deny

- When denying the request:
 - The response will not be submitted until either a denial reason is selected from the dropdown or a denial reason is entered as free text.

Electronic Prescribing



With respect to the following Rx Change message:

Prior Authorization.

The Prior Authorization Required message is used by the pharmacist when the payer that will be paying for the medication requires a prior authorization be received. The prescriber must contact the payer and must justify the reason for the medication and if justified in the opinion of the payer, the payer may issue a Prior Authorization Number (sometimes referred to as the "auth"). The prescriber will reply to the Rx Change message with the "auth" number, if one has been issued.

This window has two tabs:

1. **Prescription** - This tab gives the provider all of the relevant information about the prescription request as well as an opportunity to review the prescription information and locate missing patients / and or prescriptions. If the patient is unknown or unverified, see [Locate patients](#).

The screenshot shows a software window titled "Rx Change Request". It has two tabs: "Prescription" (selected) and "COB". The "Prescription" tab displays the following information:

- Pharmacy:** Brooklyn @ Gates Pharmacy, 92 Gates Ave, Brooklyn, NY 11238. Phone: 347-425-1221, Fax: 347-425-1200. Pharmacist: Agent: (blank).
- Description of Change:** Prior Authorization Required - A request to obtain prior authorization before dispensing.
- Reason For Request:** (blank).
- Patient Information:**
 - ID: - None Given -
 - Name and Address: Juancarlosguadalupapaploapan Franciscolisandroculacan Usumacintacoatzacoalcosniltepecvera Junior, 27732 West Alameda Potholeladen Street, Apt 425-B, Rancho Cucamonga, CA 917011515.
 - DOB: 6/21/2004, Male, Phone: 707 521-4577.
- Prescription Details:**
 - Date Written: 8/11/2021, Last Filled: (blank).
 - Prescriber Order No: 6daa4250a542461b8159bf8125b9d14.
 - Medication: Magic Mouthwash Diphenhydramine 12.5 mg/5 mL.
 - Dispense: 900 Milliliter, 30 Days Supply.
 - Subst. Allowed: YES, Refills Requested: 1.
 - Prescribed by: Lena McManus.
 - SIG: Swish and spit 15 mL orally for 1 minute every 12 hours.
 - Notes: Patient requested peppermint flavoring if possible. Please provide appropriate documentation to patient for how to use this product, including not swallowing solution. A child-resistant package also.
- Original Prescription:** (This section is currently empty, showing "Not found" for Patient, Prescription, and Phone).

At the bottom of the window, there are buttons for "Administrator Tool", "Response", and "Cancel".

2. **Coordination of Benefits (COB)** – This tab allows the Pharmacy to provide Coordination of Benefits information about the payer requiring the authorization in order to obtain a prior authorization number needed to complete the request.

Electronic Prescribing



Rx Change Request

Pharmacy

Name and Address: Brooklyn @ Gates Pharmacy
92 Gates Ave
Brooklyn, NY 11238

Phone: 347 425-1221
Fax: 347 425-1200

Pharmacist: Agent:

Description of Change: Prior Authorization Required - A request to obtain prior authorization before dispensing.

Reason for Request:

Prescriber COB

Payer Information

Payer Name: PHARMACEUTICAL LITE FOR MEDICARE AND MED
Payer Phone:

Patient Insurance Information

Cardholder Name: Juancarlosguadalupepaploapan Usuracini
Relationship to Insured:
Member ID: HEREISACARDHOLDERIDTESTINGMAXLEN
Group ID: THISGROUPIDISATTHEMAXIMUMLENGTH
Group Name: THISISALONGPCNUMBER TOTESTMAXLENGTH

Original Prescription

Patient

ID:
Name and Address:
DOB:
Phone:

Prescription Not found

Date Written:
Prescriber Order No:
Medication:
Dispense:
Subst. Allowed: Refills: 0
Prescribed by:
SIG:
Notes:

Administrator Tool Response Cancel

Additionally, when the Provider selects the *Response* button, the following window displays allowing them to provide a prior authorization number and approve the request.



There are two possible responses:

- **Approve** the request
- **Deny** the request

Approve

- When approving the request, users may enter an authorization number, but are not required to do so.

Deny

- When denying the request:
 - Users will not be able to enter an authorization number.
 - The response will not be submitted until either a denial reason is selected from the dropdown or a denial reason is entered as free text.



With respect to the following Rx Change message:

Prescriber Authorization.

The Prescriber Authorization message is sent by the pharmacy to the prescriber when the pharmacy needs to verify / validate one or more specific pieces of information about the prescriber before filling prescriptions. There are 12 different requests that the pharmacy can send to the prescriber.

This window has two tabs:

1. **Prescription** - This tab gives the provider all of the relevant information about the prescription request as well as an opportunity to review the prescription information and locate missing patients / and or prescriptions. If the patient is unknown or unverified, see [Locate patients](#).

The screenshot shows the 'Rx Change Request' window with the 'Prescription' tab selected. The window is divided into two main sections: 'Pharmacy' and 'Original Prescription'. The 'Pharmacy' section includes fields for Name and Address (Brooklyn @ Gates Pharmacy, 92 Gates Ave, Brooklyn, NY 11238), Phone (347-425-1221), Fax (347-425-1200), Pharmacist, and Agent. The 'Original Prescription' section includes fields for Patient ID (None Given), Name and Address (Angelyne Delaplaine, 901 Sauvblanc Blvd, Petaluma, CA 94952), DOB (9/01/2012), Gender (Female), Phone (413-776-0938), Date Written (8/11/2021), Last Filled, Prescriber Order No (6daa4250a542461b8159fb08125b9d14), Medication (LORazepam 2 mg tablet), Dispense (60 Tablet), Subst. Allowed (YES), Refills Requested (2), Prescribed by (Lena McManus), SIG (Take 1 tablet orally twice a day), and Notes. The 'Original Prescription' section also includes fields for Patient ID, Name and Address, DOB, Gender, Phone, Date Written, Prescriber Order No, Medication, Dispense, Subst. Allowed, Refills (0), Prescribed by, SIG, and Notes. The 'Original Prescription' section has a status of 'Not found'.

2. **Information Requested** – This tab allows the Provider to ask up to ten (10) questions.

Electronic Prescribing



Additionally, when the Provider selects the *Response* button, the following window displays:



There are two possible responses:

- **Approve** the request
- **Deny** the Request

Approve

- When approving the request:

The system will require you to enter several pieces of information. Each Prescriber Authorization request may contain up to 10 different requests for verification/validation of information by the prescriber. There will be 1 panel for each request received by the pharmacy. The user will need to answer each request. The user will navigate through the requests by using the *BACK* and *NEXT* buttons.

 - Once all information is entered, the *Submit Response* button will become active. Click *Submit Response*.

Deny

- When denying the request:
 - The response will not be submitted until either a denial reason is selected from the dropdown or a denial reason is entered as free text.



NOTE: The pharmacy is to send a *Follow Up Request* if the prescriber has not responded to a *Rx Change Request* in a timely manner (typically 48 hours). The software will ensure that the user is responding to the most recent *Rx Change Request* received.



Locating Unknown Patients for Rx Change and Rx Renewal Request

This function will allow the prescriber to review and respond to a message for the situation whereby the patient is unknown.

The screenshot shows the 'Rx Change Request' window. The 'Pharmacy' section at the top includes 'Brooklyn @ Gates Pharmacy' with address '92 Gates Ave, Brooklyn, NY 11238', phone '347 425-1221', and fax '347 425-1200'. The 'Description of Change' is 'Therapeutic Interchange/Substitution - A modification of the product prescribed to a preferred product choice.' The 'Reason For Request' is 'The original medication was a brand drug that is not on the patient's formulary as there is a generic on the market - so please substitute the'. The 'Prescription' tab is active, showing 'Suggested Alternatives'. The 'Patient' section on the left lists 'Unknown Baylie Acacianna' with address '2798 Parsital St NE, Albuquerque, NM 87112', DOB '3/29/1968', and phone '505 292-6547'. The 'Original Prescription' section on the right shows a 'Patient' lookup that failed, indicated by a red box around the text 'Not found' next to a magnifying glass icon. The 'Prescription' section on the right shows 'Zestril 20 mg tablet' with a '30 Tablet, 30 Days Supply' dispense. The 'Response' button is highlighted at the bottom right.

If the patient cannot be found the window will display beside this lookup in red text a message that reads: **NOT FOUND**. To find the patient, click the magnifying glass icon beside the patient lookup to display the following window:



Search:

Patient Demographics from the Pharmacy

Unknown Baylie Acacianna
2798 Parsifal St NE
Albuquerque, NM 87112
Phone: 505 292-6547

Birthdate: 3/29/1968 Sex: FEMALE

Patient Name	Birthdate	Gender	Phone	Patient ID
Acacianna, Rowena	3/29/1968	FEMALE	000 000-0000	3218

Demographics Select Cancel

The browse list offers some suggestions that you could select as the correct patient's name. Select the correct patient by either double clicking on the highlighted name or clicking *Select*. The following three warning windows for *Name*, *Date of Birth*, and *Gender*. An example is shown below:

eScript

The selected Patient's Name is not an exact match to the patient information sent by the Pharmacy!
Are you sure you have selected to correct Patient?

Yes No

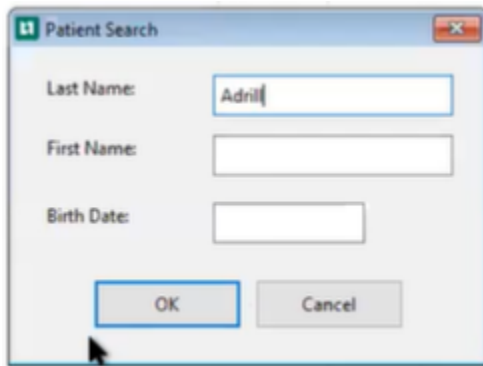
Clicking Yes will return you to the Rx Change or Renew Request window where the prescriber can complete the request. If additional searching is required, click No and the *Select Patient* window will once again display.

To do an additional search, click the arrow beside the *Search* box.

Search:



The following window will display for you to enter additional known patient information. Click **OK** to display more patient name possibilities in the *Select Patient* browse.

A screenshot of a 'Patient Search' dialog box. It has a title bar with a green icon and a close button. The dialog contains three text input fields: 'Last Name' with 'Adrii' entered, 'First Name' (empty), and 'Birth Date' (empty). At the bottom are 'OK' and 'Cancel' buttons. A mouse cursor is pointing at the 'OK' button.

If the correct patient cannot be found, click *Cancel* to return to the request window.

NOTE: If the prescription request sent by the pharmacy finds multiple possible patients as a match, a message will display on the *Request* window in red text: **Verify Patient Information**. Click the magnifying glass icon beside the patient lookup to display the *Select Patient* window to select and verify the correct patient.



Electronic Prescription Messages

The software supports several types of electronic prescription messages. The “NewRx” message is used when sending a prescription to a pharmacy. The Renewal Request and Re Renewal fill Response messages are used for refills requested for a patient by their pharmacist. Error messages signal a problem that prevented a prescription message from being delivered to the pharmacy. It also provides information needed to resolve the problem.

Prescription messages contain several individual parts called “elements”, each providing a portion of the information needed to describe the prescription. These elements are referred to as the message header, the patient, the physician, the pharmacy, and the medication elements. Error messages have only a header element, which contains information about a prescription message and the error encountered while being processed.

Error Messages

*** IMPORTANT ***

Error messages mean an electronic prescription message could not be delivered to the pharmacy. It is vitally important for the eScript Administrator to recognize and resolve errors as quickly as possible.

While, hopefully, an infrequent occasion, many different kinds of errors can occur and result in a prescription message. All error messages received from the Surescripts network are addressed to the prescribing provider and that provider receives a notification that a message has been received for him. In order to free physicians from concerning themselves with prescription message errors, the software also creates a task in the messaging and tasking system for the eScript Administrator whenever an error message is received. Each error message is related to one and only one Outbound prescription message and provides information about the error encountered when the system attempted to process or deliver that prescription message. Errors can be categorized as either communications errors or data errors. It is the eScript Administrator’s job to examine the type of error and to determine the course of action needed to eliminate the cause.

1. **Communication Errors.** This type of error means a prescription message could not be delivered due to some condition on the network. A code and description of the error are sent as part of the error notification message.

This type of error is not correctable from within the software. The eScript Administrator should first contact his/her local network support services, Net Health Technical Support or Surescripts support depending upon the nature of the specific error.

2. **Data Errors.** This type of error indicates the electronic prescription message has missing information or contains an invalid piece of information. These errors are correctable within the software. The key to resolving these issues is recognizing the source of the bad data. Administrative tools are provided in the software, and a comprehensive list of errors, the likely location of the data, and suggested actions for resolution is found at the end of this guide.



Correcting Errors

All Error messages are located in the prescription messages Inbox only. The *Message Details* column contains a summary description of the prescription message that caused the error and when it was sent. All error corrections are made from the Inbox list, depending upon the Error message types. Note that each error message in the Inbox will have a corresponding prescription message in the Outbox showing a status of ERROR (...).

NOTE: The eRx administrator should consult with the prescribing provider when resolving errors and making changes to the prescriptions because of legal implications of a non-physician user doing this task. It is expected that the physician will approve any change needed to an eRx message so legality should not be an issue but should be in your process and procedures. As an alternative the eRx admin should note what data causes the error and simply acknowledge the error message. After correcting the data in error in the software, have the prescribing provider cancel the original prescription and generate a new order. The software runs all possible data validity checks at the time of submitting the prescription so very few errors should occur.

If the prescription is a controlled substance the eRx administrator will not be able to resubmit this for the physician because of the required TFA digital signature. These will have to be done by the prescribing physician.

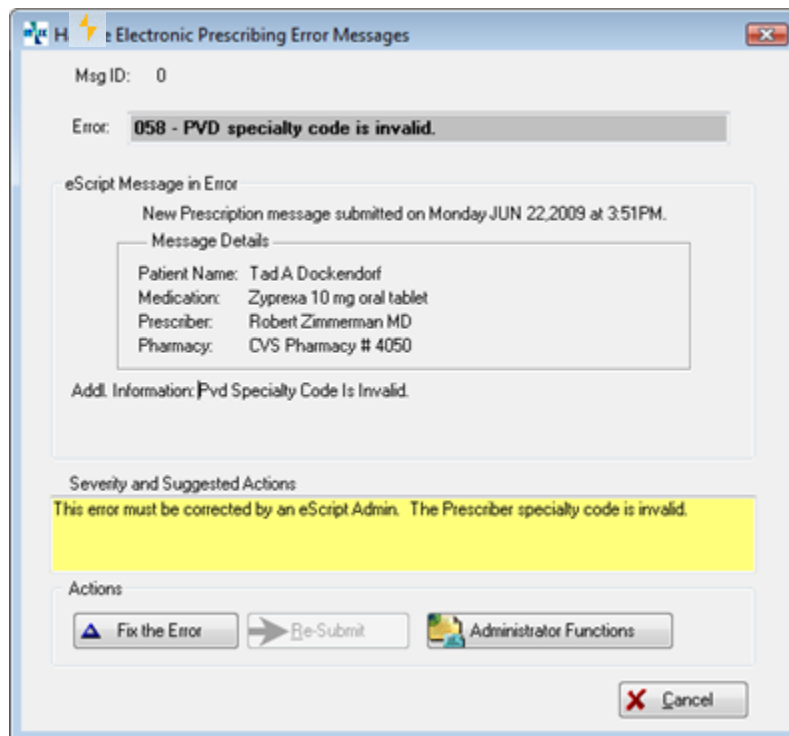
Received Date	Time	Type	Message Details	Status
2/18/15	11:27AM	Status		Pending
2/18/15	12:28PM	Refill Request	RE: Prescription for Howard Plower - Best	Pending
2/18/15	2:12PM	Refill Request	RE: Prescription for Howard Plower - Dr Wayne Best	Pending
2/18/15	2:24PM	Refill Request	RE: Prescription for Ms Debra Tucker - Mr. Alex Alexander	Pending
6/01/15	9:18AM	Error	RE: NewRx message sent on MON, MAY 11, 2015 at 3:59PM	Pending



To make a correction, start by highlighting the error on the Inbox list and clicking the *Select* button to call up the Electronic Prescribing Error Handling Window.

NOTE: If the prescription is a controlled substance the eRx administrator will not be able to resubmit this script for the physician because of the required TFA digital signature. These will have to be done by the individual prescribing physician.

Error Handling Window



This window contains the code and description of the error found. The description of the error usually includes an indication of which message element contains the error, the most common of which are **PTT** – Patient Element, **PVD** – Physician Element, and **DRU** – Medication. (In the example above, the physician has an invalid specialty code.) Find the error code in the Error Code List at the end of this guide. Use the Location and Actions columns to determine what needs to be done to correct the error. Important details that identify the specific prescription that caused the error message are also found here. In the example above an error was found in a prescription message sent June 22nd at 3:31 PM. The prescription was written by Dr. Zimmerman for patient Tad Dockendorf and the medication prescribed was Zyprexa.

This window contains the *Fix the Error* button that calls up maintenance functions for setup tables in the software that may need to be modified to correct data for this message. In this example, it will access the Provider (prescribers) list, because the error code indicates the data that caused the error is located in the provider record. Simply select the prescriber's



provider record from the list, correct the data indicated, save the provider record, close the list, then click the *Re-submit* button. You are done.

Refer to the Help screens for further information about how to maintain or correct the master table record for which a data error was encountered.

NOTE: The eRx Administrator should, at a minimum, have “Full Access” permissions in the User Account setup for the Demographics data so that they can correct these errors. Access to the Clinics/Entities and Provider tables may be useful, but not required. Information in those tables change less frequently than patient demographics. As a workaround the eRx administrator has the access needed to edit information in the Electronic Prescription Message tables if need be. Once they have corrected the information, they should give the data errors to a user so they can make the necessary updates the software master tables.



The Administrator's Tool

If the *Fix the Error* button fails to fix the problem, or the error code listed indicates you must change a message element, then use the *Administrator Tools* button to access the Administrator Tool and make corrections to the message elements. The window below is the Administrator Tool's Main window. It contains the message Header element with buttons for access to all other message elements. Complete message details are here for use during technical support calls with Net Health.

This button is only available for editing if the user has Electronic Prescribing Admin privileges. If the user does not have the Electronic Prescribing Admin privileges the info on the windows is read-only.

All field labels displayed in **Red** on this, and other element windows denote data fields that must be valid for an electronic prescription message to be accepted and delivered by the Surescripts network. These are the data fields that will most often cause data error messages to be returned from Surescripts.

Most REQUIRED data fields for the Patient and Physician elements come directly from the software master tables. These master tables will usually be the source of data errors and are where most data correction will take place. They should be handled using the *Fix the Error* button described above. It is unlikely that Type or Qualifier codes will cause an error, but if they do, this Administrator Tool is the only way to correct them. Likewise, any data errors in the Medication element must be modified directly in the message element using this tool.



Each message element window that follows works in the same manner. A **red label** denotes a required piece of information. Make any changes needed to correct the data in these entry fields. Fields not used by the software for electronic prescribing messages do not allow data entry and can be ignored. Each window contains an *Apply* button to save your changes. Clicking the *Cancel* button discards any change(s) and returns to the Main Element window. Use the *Re-Submit* button on the Main Element window to resubmit the corrected prescription message.

WARNING... Never add data to an empty, non-required, entry field in a message element unless instructed to do so by Net Health Technical Support personnel.

PTT- Patient Element

The screenshot shows a 'Patient Information' window with the following fields and data:

- Identifier 1: Type:
- Identifier 2: Type:
- Name and Address**
- Prefix:
- First Name:** Zachary
- Middle Name:
- Last Name:** Delaplaine
- Suffix:
- Sex: M Birth Date: 12/01/2010
- Vitals Taken: 10/05/2021
- Height: 130 cm
- Weight: 28.1 kg
- Address 1: 901 Sauvblanc Blvd
- Address 2:
- City, State, Zip: Petaluma CA 94952
- Country: US
- Email Address:
- Phone & Extension: Phone 1: TE, Phone 2: , Phone 3: , Phone 4: , Phone 5: , Phone 6: , Phone 7: , Phone 8:
- Buttons: Apply, Cancel

The data for the Patient element comes from the Patient Demographics table. The patients' Name, Sex, and Birth Date are required data for non-controlled substances. The Patient's address is also required for controlled substance prescriptions. The software includes Patient identifiers and address information to aid in locating a patient in the software. Identifier1 is always internal patient number. Identifier2 contains your primary patient identifier.



PRV – Physician Element

Physician Information

Prescriber Supervisor Agents

Prescribing Provider

Name Fields

Prefic:

First:

Middle:

Last:

Suffix: Specialty Code:

Identifiers

4808391465001

ID 1: Type:

ID 2: Type:

ID 3:

Address Fields

Clinic Name:

Address 1:

Address 2:

City, State, Zip:

Country:

Email Address:

Phone & Extention

Phone 1: Qualifier:

Phone 2: Qualifier:

Phone 3: Qualifier:

Phone 4: Qualifier:

Phone 5: Qualifier:

Phone 6: Qualifier:

Phone 7: Qualifier:

Phone 8: Qualifier:

This message element uses data from 3 different software tables. Prescriber data comes from the Provider table, Supervisor data is from the Billing Physician table, and the Agents data comes from the User table. Prescriber and Supervisor data changes can be made using the *Fix the Error* button on the Error Handling Window. The Electronic Prescription message is then resubmitted from there.

The prescriber portion identifies the provider who wrote the prescription. The Supervisor portion of this element is used when the prescribing provider is required to have prescription oversight. The prescriber and supervisor tabs each contain the same types of data fields and the same data requirement rules apply to each. The agent portion of this element contains the submitting the username when an electronic prescription message is NOT submitted by the prescribing or supervising provider. Any errors on this agent tab should be referred to Net Health Technical Support.

One of the required physician identifiers, the Surescripts ID, is not accessible for modification. Errors in this ID must be referred to Net Health Technical Support. The software uses up to 3 additional identifiers - the prescriber's NPI number, DEA number and State License Number (which is required by some states). If the prescription is a non-controlled substance, then an NPI number is required. If the prescription is a controlled substance, then an NPI and DEA number are required.

Should you need to make changes with the admin tool you must re-submit the message from the main element window with this tool.



DRU – Medication Element

As Prescribed

Medication Information

[STD] Prescriber Order No. 388 Date Written: 4/01/2013
Pharmacy Reference No. RxRef # REFREQ 2.4 Last Filled:

As Prescribed

Drug Description: Accuneb 1.25MG/3ML Inhalant Solution

Product Code: 49502069303 Qualifier: ND

Drug Strength: Units: Dosage Form:

Drug DB Code: 352051 Qualifier: SBD

Dispense Quantity: 75.555 Units: C28254 Days Supply:

Refill Quantity: 2 Refill Qualifier: P

Substitutions: ☒ Yes ☐ No (NewRx only)

Directions (SIG): Inhale one unit every 4-6 hours via nebulizer or as necessary for wheezing

Prescription Note: Patient has discontinued use of other inhalers.

Clinical Info 1: Clinical Info 2:

Primary Diagnosis: Primary Diagnosis:

Secondary Diagnosis: Secondary Diagnosis:

Apply Cancel

All information for the Medication element comes from the Prescription table. Errors returned for data in this element and the corrections needed **MUST** be discussed with the prescribing provider. The prescriber should make any required changes to the prescription record using the *Fix the Error* button on the Error Handling window and resubmit the electronic message from there.

If this cannot be done you will need to make the changes directly to the electronic prescription message using this admin tool and to re-submit the message. In this case be sure the prescriber makes the corresponding changes to the prescription record for the patient.

Great care should be exercised when making changes to this message element. The Drug Description field contains the Medication, its Strength, and Dosage form. The Directions (SIG) usually contains “patient specific” instructions about how to take the prescribed medication. Any mistakes made in these areas could potentially cause patient harm.



As Dispensed

Medication Information (Read Only)

Prescriber Order No. 1234568031 Date Written:

Pharmacy Reference No. Last Filled:

As Prescribed / **As Dispensed**

Drug Description: Azithromycin 100 mg/5 mL oral liquid

Product Code: 00069311019 **Qualifier:** ND

Drug Strength: Units: Dosage Form:

Drug DB Code: 308459 **Qualifier:** SCD

Dispense Quantity: 30 **Units:** C28254 **Days Supply:**

Refill Quantity: 1 **Refill Qualifier:**

Substitutions: ☒ Yes ☐ No (NewRx only)

Directions (SIG): 1 teaspoon orally (by weight).

Prescription Note:

Clinical Info 1: **Clinical Info 2:**

Primary Diagnosis: **Primary Diagnosis:**

Secondary Diagnosis: **Secondary Diagnosis:**

Cancel

The tab *As Dispensed* will show the medication as dispensed, or in the case of the *Rx Renewal*, the way the pharmacist is requesting to dispense the medication.



COO – Patient Insurance Element

The dialog box titled "Patient Insurance Information" contains the following fields:

- Payer Name: PBMA
- Payer ID 1: T0000000001010 (Identifiers) / PayerID (Type)
- Payer ID 2: 003858 (Identifiers) / BINLocationNumber (Type)
- Cardholder Name: DOCKENDORF, TAD
- Cardholder ID: 123456789
- Group ID: AA5V

Buttons: Apply (with a green checkmark icon), Cancel (with a red X icon).

The COO – Insurance element contains a patient’s prescription coverage information and is used for prescriptions sent to mail order pharmacies only. It should rarely, if ever, need to be corrected. All information used in this prescription message element comes from data retrieved from the Surescripts network during the Insurance Eligibility Inquiry done at the time the patient’s visit is entered. Since this information is not modifiable elsewhere in the software you will always need to make changes within the admin window and re-submit the message from the main element window with this tool.



Pharmacy Element

The screenshot shows a 'Pharmacy Information' window with the following sections:

- Name and Address:**
 - Store Name: Shollenberger Pharmacy
 - Address 1: 2002 S. McDowell Blvd Ext
 - Address 2:
 - City, State, Zip: Petaluma CA 94954
 - Country: US
 - Email Address:
- Identifiers:**
 - 1655458 (NCPDP ID)
 - ID 1: 1655458
 - ID 2: 2124665896
 - ID 3:
- Type:**
 - NCPDP ID
 - NPI
- Pharmacist:**
 - Prefix:
 - First Name:
 - Middle Name:
 - Last Name:
 - Suffix:
- Pharmacist Agent:**
 - Prefix:
 - First Name:
 - Middle Name:
 - Last Name:
 - Suffix:
- Phone & Extension / Qualifiers:**
 - Phone 1: 7079845571 (TE)
 - Phone 2: 7079884744 (FX)
 - Phone 3:
 - Phone 4:
 - Phone 5:
 - Phone 6:
 - Phone 7:
 - Phone 8:

Buttons: Apply, Cancel

The Pharmacy Element is created with data from the Pharmacy table. Only Surescripts registered pharmacies are used for electronic prescriptions and those records are created from the Surescripts pharmacy directory. For this reason, errors in this data will be rare. Pharmacy data errors should be corrected by making changes to the pharmacy table within the Pharmacy setup in the software and the Electronic Prescription message resubmitted using the Error Handling Window.

Should you need to make changes with this admin tool you must re-submit the message from the main element window with this tool. The only required pharmacy identifier, the NCPDP ID, is not accessible for modification. Errors for this ID must be referred to Net Health Technical Support. All other required fields have red tags and can be changed here.



Code Tables

The following tables contain the coded values used in electronic prescription messages. Refer to these tables when making code corrections to coded data in the message elements with the Admin Tool.

Codes from the first two tables are generated by the program. If the data in the software appears to be set up correctly (for example, you have a telephone number set up properly), Contact Net Health Technical Support for help with these errors. (Refer to the Error table at the end of this document.)

Identifier Type Table (software Generated)

Code	Message Element	Meaning or Usage
FileID	Patient	Internal Patient Number
SocialSecurity	Patient	Social Security Number
MutuallyDefined	Patient	Primary Patient Identifier - this code is used with any of the following identifiers; Medical Record Number, Employee ID or Patient Index
SPI	Physician	Physician's Surescripts Network Identifier
NPI	Physician	Physician's NPI Number
DEANumber	Physician	Physician's DEA Number
StateLicenseNumber	Physician	Physician's State License Number

Phone Number Qualifier Table (software Generated - Any Message Element)

Meaning	Code
Main Telephone Number	TE
Fax Number	FX
Cellular Phone Number	CP
Work Phone Number	WP



Units of Measure Table (Medication Element)

These are the valid units of measure used by the Medication element. It is used to when you have a prescription message showing an error for invalid unit of measure.

Section 13.3

<https://www.ncdp.org/NCPDP/media/pdf/SCRIPT-Implementation-Recommendations.pdf>



eScript Error Codes List

This table provides a detailed listing of every error code that you may encounter, including the general description, the cause or location of the communication or data error, and the action needed to correct the error. Messages are grouped by general category, including communication/network errors, system errors requiring Net Health Technical Support, and data errors pertaining to the Provider, Patient or Medication. If another type of error is encountered, contact Net Health Support.

As a general rule when the Action Needed column specifies “Correct the data in the table” use the Electronic Message Error Handling Window’s *Fix the Error* button to make the correction and resubmit the message using that screen. If the action needed refers to the “Message Element” the correction must be made using the eScript Admin tool and the message re-submitted using that tool.

Error Code	Description	Cause or Location of Data Error	Action(s) Needed
Communications / Network Errors – Not User Correctable			
600	Communication problem, try again later	Problem with Surescripts network	Resubmit the electronic prescription, if the problem persists Fax the prescription and Contact Net Health Technical Support Immediately
601	Receiver unable to process, DO NOT RETRY	Problem with Pharmacy Network	Fax the prescription, Mark error as Completed
602	Receiver system error try again later	Problem with Surescripts network	Resubmit the message OR Fax the prescription, Mark error as Completed
900	Transaction Rejected DO NOT RETRY	ePrescribing message contained an error.	If accompanied by a 2nd error code indicating a data error, correct the data and re-submit the message.
Message Level Error - Not User Correctable			
000	SCRIPT Validation Error: See free text for description	Various - See additional text	Contact Net Health Technical Support
001	Sender ID not on file.	Gateway Communications Error	Contact Net Health Technical Support
002	Receiver ID not on file.	Gateway Communications Error	Contact Net Health Technical Support
003	Invalid password for sender.	Gateway Communications Error	Contact Net Health Technical Support
004	Invalid password for receiver	Gateway Communications Error	Contact Net Health Technical Support
005	No password on file for sender.	Gateway Communications Error	Contact Net Health Technical Support
006	No password on file for receiver.	Gateway Communications Error	Contact Net Health Technical Support
007	Internal processing error has occurred.	System Error	Contact Net Health Technical Support
008	Request timed out before response could be received.	Gateway Communications Error	Contact Net Health Technical Support



Error Code	Description	Cause or Location of Data Error	Action(s) Needed
Ø09	Required segment UIB is missing.	System Error	Contact Net Health Technical Support
Ø10	Required segment UIH is missing.	System Error	Contact Net Health Technical Support
Ø11	Required segment UIT is missing.	System Error	Contact Net Health Technical Support
Ø12	Required segment UIZ is missing.	System Error	Contact Net Health Technical Support
Ø13	Unknown segment has been encountered.	System Error	Contact Net Health Technical Support
Ø14	Too many UIB segments.	System Error	Contact Net Health Technical Support
Ø15	Too many UIH segments.	System Error	Contact Net Health Technical Support
Ø16	Too many UIT segments.	System Error	Contact Net Health Technical Support
Ø17	Too many UIZ segments.	System Error	Contact Net Health Technical Support
Ø18	Password is blank.	System Error	Contact Net Health Technical Support
Ø19	Too many segments.	System Error	Contact Net Health Technical Support
Ø20	Unknown data element encountered.	System Error	Contact Net Health Technical Support
Ø21	Unsupported version in message.	System Error	Contact Net Health Technical Support
Ø22	Unsupported release in message.	System Error	Contact Net Health Technical Support
Ø23	Error found in an unused field.	System Error	Contact Net Health Technical Support
Ø24	Message ending problem.	System Error	Contact Net Health Technical Support
Ø25	UIB trace number is invalid.	System Error	Contact Net Health Technical Support
Ø26	UIB initiator reference is invalid.	System Error	Contact Net Health Technical Support
Ø27	UIB control agency is invalid.	System Error	Contact Net Health Technical Support
Ø28	UIB sender identification is invalid.	System Error	Contact Net Health Technical Support
Ø29	UIB date is invalid.	System Error	Contact Net Health Technical Support
Ø30	UIB time is invalid.	System Error	Contact Net Health Technical Support
Ø31	UIB time offset is invalid.	System Error	Contact Net Health Technical Support
Ø32	UIB message is a duplicate	System Error	Contact Net Health Technical Support
Ø33	UIB test flag is invalid.	System Error	Contact Net Health Technical Support
Ø34	UIH message type is invalid.	System Error	Contact Net Health Technical Support
Ø35	UIH function is invalid.	System Error	Contact Net Health Technical Support
Ø36	UIH association code is invalid.	System Error	Contact Net Health Technical Support
Ø37	UIH prescription number is invalid.	System Error	Contact Net Health Technical Support
Ø38	UIH initiator reference is invalid.	System Error	Contact Net Health Technical Support
Ø39	UIH initiator reference identifier is invalid.	System Error	Contact Net Health Technical Support
Ø40	UIH control agency is invalid.	System Error	Contact Net Health Technical Support



Error Code	Description	Cause or Location of Data Error	Action(s) Needed
Ø41	UIH responder control reference is invalid.	System Error	Contact Net Health Technical Support
Ø42	REQ message function is invalid.	System Error	Contact Net Health Technical Support
Ø43	REQ reason code is invalid.	System Error	Contact Net Health Technical Support
Ø44	REQ reference is invalid.	System Error	Contact Net Health Technical Support
Ø45	REQ old password is invalid.	System Error	Contact Net Health Technical Support
Ø46	REQ new password is invalid.	System Error	Contact Net Health Technical Support
Ø47	RES response type is invalid.	System Error	Contact Net Health Technical Support
Ø48	RES response code is invalid.	System Error	Contact Net Health Technical Support
Ø49	RES reference is invalid.	System Error	Contact Net Health Technical Support
Ø5Ø	RES free text is invalid.	System Error	Contact Net Health Technical Support
Ø51	STS status code is invalid.	System Error	Contact Net Health Technical Support
Ø52	STS reject code is invalid.	System Error	Contact Net Health Technical Support
Ø53	STS free text is invalid.	System Error	Contact Net Health Technical Support
		System Error	
2Ø8	Sender no longer active.	System Error	Contact Net Health Technical Support
2Ø9	Receiver no longer active.	System Error	Contact Net Health Technical Support
		System Error	
220	Message is a duplicate	System Error	Contact Net Health Technical Support
PVD - Physician Element Errors			
Ø54	PVD provider type is invalid.	System Error	Contact Net Health Technical Support
Ø55	PVD reference is invalid.	System Error	Contact Net Health Technical Support
Ø56	PVD reference qualifier is invalid.	System Error	Contact Net Health Technical Support
Ø57	PVD agency qualifier is invalid.	N/A	N/A
Ø58	PVD specialty code is invalid.	Provider or Clinic	Correct the data in table and resubmit the message
Ø59	PVD prescriber last name is invalid.	Provider or Clinic	Correct the data in table and resubmit the message
Ø6Ø	PVD prescriber first name is invalid.	Provider or Clinic	Correct the data in table and resubmit the message
Ø61	PVD prescriber middle name is invalid.	Provider or Clinic	Correct the data in table and resubmit the message
Ø62	PVD prescriber name suffix is invalid.	Provider or Clinic	Correct the data in table and resubmit the message
Ø63	PVD prescriber name prefix is invalid.	N/A	N/A
Ø64	PVD prescriber postal code is invalid.	Provider or Clinic	Correct the data in table and resubmit the message
Ø65	PVD clinic name is invalid.	Clinic / General Tab	Correct the data in table and resubmit the message



Error Code	Description	Cause or Location of Data Error	Action(s) Needed
Ø66	PVD clinic street is invalid.	Clinic / General Tab	Correct the data in table and resubmit the message
Ø67	PVD clinic city is invalid.	Clinic / General Tab	Correct the data in table and resubmit the message
Ø68	PVD clinic country is invalid.	N/A	N/A
Ø69	PVD clinic postal code is invalid.	Clinic / General Tab	Correct the data in table and resubmit the message
Ø70	PVD clinic place qualifier is invalid.	N/A	N/A
Ø71	PVD clinic place name is invalid.	N/A	N/A
Ø72	PVD communication reference is invalid.	Provider or Clinic (Phone Number)	Correct the data in table and resubmit the message
Ø73	PVD communication qualifier is invalid.	Physician Element (Phone Qualifier)	Correct the data in the message element and resubmit the message. (See Table No. 999)
Ø74	PVD agent last name is invalid.	User Account Record	Contact Security Admin.
Ø75	PVD agent first name is invalid.	User Account Record	Contact Security Admin.
Ø76	PVD agent middle name is invalid.	User Account Record	Contact Security Admin.
Ø77	PVD agent name suffix is invalid.	User Account Record	Contact Security Admin.
Ø78	PVD agent name prefix is invalid.	N/A	N/A
PTT - Patient Element Errors			
218	COO - Patient Identifier is invalid		Contact Net Health Technical Support
Ø79	PTT patient relationship is invalid.	N/A	N/A
Ø80	PTT patient birth date is invalid.	Patient Demographics	Correct the data in table and resubmit the message
Ø81	PTT patient last name is invalid.	Patient Demographics	Correct the data in table and resubmit the message
Ø82	PTT patient first name is invalid.	Patient Demographics	Correct the data in table and resubmit the message
Ø83	PTT patient middle name is invalid.	Patient Demographics	Correct the data in table and resubmit the message
Ø84	PTT patient name suffix is invalid.	Patient Demographics	Correct the data in table and resubmit the message
Ø85	PTT patient name prefix is invalid.	Patient Demographics	Correct the data in table and resubmit the message



Error Code	Description	Cause or Location of Data Error	Action(s) Needed
Ø86	PTT patient gender is invalid.	Patient Demographics	Correct the data in table and resubmit the message
Ø87	PTT patient reference is invalid.	N/A	N/A
Ø88	PTT patient reference qualifier is invalid.	N/A	N/A
Ø89	PTT patient street is invalid.	Patient Demographics	Correct the data in table and resubmit the message
Ø90	PTT patient city is invalid.	Patient Demographics	Correct the data in table and resubmit the message
Ø91	PTT patient country is invalid.	N/A	N/A
Ø92	PTT patient postal code is invalid.	Patient Demographics	Correct the data in table and resubmit the message
Ø93	PTT patient place qualifier is invalid.	N/A	N/A
Ø94	PTT patient place name is invalid.	N/A	N/A
Ø95	PTT communication reference is invalid.	Patient Demographics (Phone Number)	Correct the data in table and resubmit the message
Ø96	PTT communication reference qualifier is invalid.	Patient Element (Phone Qualifier)	Correct the data in the message element and resubmit the message. (See Table No. 999)
DRU - Medication Element Errors			
125	DRU drug disposition code is invalid.	N/A	N/A
126	DRU drug name is invalid.	Medication Element	Correct the data in the Prescription and resubmit the message
127	DRU drug item number is invalid.	Medication Element	Correct the data in the Prescription and resubmit the message
128	DRU drug agency is invalid.	N/A	N/A
129	DRU drug agency qualifier is invalid.	N/A	N/A
130	DRU drug strength is invalid.	Medication Element	Correct the data in the Prescription and resubmit the message
131	DRU drug strength qualifier is invalid.	Medication Element	Correct the data in the message element and resubmit the message
132	DRU drug reference is invalid.	Medication Element	Correct the data in the message element and resubmit the message
133	DRU drug reference qualifier is invalid.	Medication Element	Correct the data in the message element and resubmit the message
134	DRU dosage quantity qualifier is invalid.	Medication Element	Correct the data in the message element and resubmit the message
135	DRU dosage quantity is invalid.	Medication Element	Correct the data in the Prescription and resubmit the message



Error Code	Description	Cause or Location of Data Error	Action(s) Needed
136	DRU dosage info qualifier is invalid.	Medication Element	Correct the data in the message element and resubmit the message
137	DRU dosage info is invalid.	Medication Element	Correct the data in the Prescription and resubmit the message
138	DRU dosage free text is invalid.	Medication Element	Correct the data in the message element and resubmit the message
139	DRU date time qualifier is invalid.	Medication Element	Correct the data in the message element and resubmit the message
140	DRU date time is invalid.	Medication Element	Correct the data in the message element and resubmit the message
141	DRU date time format qualifier is invalid.	Medication Element	Correct the data in the message element and resubmit the message
142	DRU substitution code is invalid.	Medication Element	Correct the data in the Prescription and resubmit the message
143	DRU refill quantity qualifier is invalid.	Medication Element	Correct the data in the message element and resubmit the message
144	DRU refill quantity is invalid.	Medication Element	Correct the data in the Prescription and resubmit the message
145	DRU clinical info qualifier is invalid.	Medication Element	Correct the data in the message element and resubmit the message
146	DRU clinical info level1 reference is invalid	Medication Element	Correct the data in the message element and resubmit the message
147	DRU clinical info level1 qualifier is invalid.	Medication Element	Correct the data in the message element and resubmit the message
148	DRU clinical info level2 reference is invalid.	Medication Element	Correct the data in the message element and resubmit the message
149	DRU clinical info level2 qualifier is invalid.	Medication Element	Correct the data in the message element and resubmit the message
150	DRU prior authorization reference is invalid.	N/A	N/A
151	DRU prior authorization qualifier is invalid.	N/A	N/A
152	DRU free text is invalid.	Medication Element	Correct the data in the message element and resubmit the message

SUMMARY

We hope that this guide has been helpful in utilizing the Electronic Prescription function of the software. Additional information can also be found in the Help files. If you have questions or need assistance, please contact Net Health Support at:

844-464-9348, Option 3 or
ehocmed-support@nethealth.com