



Electronic Prescribing F.A.Q. (Frequently Asked Questions)

Eligibility and Formulary

Q: “Why isn’t my patient’s insurance and formulary information being displayed in the dropdown menu? I entered the correct demographic information.”

A: If formulary information is not displaying for your patients, (i.e. the display says “none”), there are a few possible causes:

1. The information doesn’t match what the insurance company has on file: double check that the patient’s information in your system matches the information on their insurance card. If it does match, we recommend that you ask if they have recently changed address or insurance companies. *For example, if you listed a patient as Bill and their legal name is William, then change the first name to reflect that.*
2. The patient may be insured by a non-participating PBM/Insurance. Some payers are not yet sharing information electronically.
3. If they have a mail order pharmacy such as Medco (*and you have verified that they do*), go to “Change” under their Default Pharmacy and change their pharmacy to the *global* office of the mail order pharmacy (**ALERT: Be careful- once the mail order pharmacy ships the medication they will not take it back and the patient will likely be responsible for paying for it even if they are not truly eligible**): Caremark (Scottsdale, AZ), ExpressScripts (Tempe, AZ), Prescription Solutions (Costa Mesa, CA) *Note, this is different than “Rx Solutions”, Medco (Las Vegas, NV)

Logging in

Q: “Why can’t I login?”

A: If you are having trouble logging in, you should check the following things:

1. Am I connected to the internet?
2. Did I type my username and password in correctly? (*If unsure, please contact your office manager*)
3. Is the CAPS Lock on?

Q: “I forgot my login password.”

A: First you should contact your office manager/DrFirst administrator or IT Specialist to reset it. If they are not available, you may contact DrFirst at (866) 263-6512 to get it reset. (Please have your credentials available as we will be verifying your information.)





Q: “I forgot my signature password”

A: Contact DrFirst at (866) 263-6512 to get it reset. (Please have your credentials available as we will be verifying your information.)

Q: “I remember my password, but now I’m locked out. What do I do?”

A: Wait 5 minutes until your account is unlocked and try again. (In case of an emergency, contact DrFirst at (866) 263-6512 and ask for an account unlock. (Please have your credentials available as we will be verifying your information.)

PDA/Handhelds

*NOTE: For users using our Pocket PCs with web capabilities, please start using our web-based PDA/handheld program made specifically for Rcopia users on the go. Please direct your handheld’s browser to <<<www.drfirst.com/pda>>> and enjoy ease of prescribing.

Q: “My PDA is frozen or extremely slow. What should I do? How do I reset it?”

A: If your PDA (*pocket/handheld computer/smartphone*) is frozen or running really slowly, try doing a soft reset:

- **For HP iPAQs:** use the stylus and poke the hole on the bottom left of the device.
- **For Palm and Dell devices:** the reset button is on the back. Press in and hold for three seconds. You should be able to see the screen change.
- **For the iPhone and iPod Touch:** hold the “Home” button (the button on the bottom of the screen) and the power button at the same time, until the screen turns black and the Apple logo appears.

Q: “My Full Update is taking forever. What should I do?”

A: This may be a problem for users who are attached to big practices and/or multiple practices. To counter this issue, for the:

- **HP iPAQ and the Dell AXiM:** go to *Start, Programs*, and select *Rcopia*.
- **For Palm:** go to *Applications* and then scroll down and select *Rcopia*. Sign in with your username and password, and go down to *Preferences* on the bottom left of the screen. Select *Preferences* again and change the “Idle Timeout” to 900 and the “Maximum number of Formularies” to 20. After this click “Save” on the bottom and try your full update again.



Q: “I can’t login in. The device is not taking my password. What should I do?”

A: This may happen because you just changed your password online and did not update it on the device. First try logging in with the old password. If this doesn’t work, you will need to do a full refresh of the program.

1. To accomplish this, type—without any spaces in between—“resetall” into the password area where you first log in.
2. The device will ask you: “Do you really want to delete all data?”
3. Select “Yes,” and it will take you back to the start screen.
4. Reopen Rcopia and enter your username and password exactly how you enter it online on the computer.
5. You’ll have to type in a few numbers and then it will ask you to do a full update before using Rcopia.
6. Perform a full update, preferably with your device sitting in its cradle, plugged into the computer. You should be all set!

Q: “I can’t connect to the Internet because my device isn’t connecting to the internet. What should I do?”

A: To turn your wireless on:

- **For the Dell:** it is the second button from the bottom on the left hand side of the unit.
- **For the HP iPAQ:** it is the little button on the bottom right side of the screen that looks like an antenna. Make sure that there is no red X on the WiFi Button, if there is, tap on that button and then tap on WiFi to enable wireless.
- **For the Palm:** tap on Prefs and then WiFi. The unit will show all available networks. Select your network and tap connect, at this point you should connect to your network. If encryption is necessary, a popup box will appear requesting that you enter the code.

Prescriptions

Q: “How can I find a prescription that I already sent? What if I want to delete or modify a prescription?”

A: You can either go to the “Prescription Report,” or if it’s for a single patient, go to “Select Patient,” find your patient, scroll all the way down to: “Pending Prescriptions for this Patient,” and select “[Show All Prescriptions]” for a complete list of all pending and completed prescriptions. To delete or modify the prescription, scroll all the way to the far right in the “Show All Prescriptions” section, select delete or modify and alter the prescription to fit your





needs. “Deleting” anything that has been sent in Rcopia doesn’t actually remove it from the database—it just hides it from view and records it as “deleted.”

Q: “The drug I want to prescribe is not in the system. How can I add it?”

A: DrFirst researches and incorporates new drugs into *Rcopia* every month at the end of the month. Please be patient, but if you do not see your drug in the system, you can send it through as a “Free Text Drug,” and/or send a add drug request to support@drfirst.com. (Note: *It is better to use a medication from the med list then to Free Text whenever possible in order to utilize the clinical alerts functionality.*)

Q: “The sig dropdowns don’t meet my needs. What should I do?”

A: DrFirst continually researches and develops new ways to make your time prescribing *Simple, Powerful, and Fast*. If the available dropdowns are not sufficient for the medication at hand, please use the “Directions to Patient” section and enter the sig as free text. This section functions the same as the dropdown sig does, but it gives the user more freedom to tailor the sig to match their specific directions. Please make sure you do not leave data entered in the dropdown SIG boxes and then put conflicting data in the “Directions to Patient” section.

Q: “The pharmacy says that my prescription didn’t go through. What should I do?”

A: There are a few reasons this may be the case:

1. First verify that the prescription has been sent. Go to the “Prescription Report,” or if it is for a single patient, go to “Select Patient,” find your patient, scroll all the way down to: “Pending Prescriptions for this Patient,” and make sure it is not still pending.
2. Try and resend it. Many times when a script does not go through, it is because the pharmacy may have mishandled it during a “training error” (i.e. their machine was not set up correctly; they were out of ink or paper and in resetting their machine, all the incoming prescriptions were erased; some pharmacies still need to *print out* electronically-received prescriptions and can lose the print-out).
3. If they still have not received the script and you have called to confirm, please contact DrFirst:
 - a. On the Prescription Report of completed prescriptions, click “sent” next to the patient’s name, and then click “Contact Us About this Prescription” on the upper right of the prescription image. If you cannot send us the message electronically, call DrFirst at (866)263-6512. Be sure to have the prescription handy. Customer Service will ask you questions about the script including the serial number, which



can be found along the bottom. It will be an “AA-“ or “BB-“ number – example: AA-5555555.

Q: “I got an alert/warning. What does this mean?”

A: As you prescribe, the system will show you clinical and formulary alerts when applicable.

- **Clinical Alerts:** When you receive an alert in **RED**, this indicates a clinical alert. *(Examples are: Drug/Drug Interaction, Drug/Allergy Interaction, Dose checking, and Duplicate Therapy.)*
***Note:** It is very important to make sure the patient's medication list is accurate and up-to-date to receive complete clinical alert checking.
- **Formulary Alerts:** When you receive an alert in **BLUE**, this indicates a formulary alert. *(Examples are: non-formulary drugs and drugs that offer a preferred alternative(s) with a lower copay for the patient.)* If you receive a formulary alert, you can switch to an alternative provided in the dropdown. Click the "Switch" button.
- **Prescribe Anyway:** You may also click the "Prescribe Anyway" button to continue to prescribe the alerted drug.
 - **"Prescribe Anyway"**- Creates the prescription despite the warning.
 - **"Cancel"**- Does not create the prescription and will return the user to the patient's homepage. This is used when the user decides not to prescribe the selected medication.

Q: “There is a prescription I voided and it still shows up. How do I get rid of it?”

A: **Show Voided Prescriptions:** To remove voided-prescription notifications, go to “Additional Options,” “Preferences—user,” go down to “Show voided prescriptions in reports,” and select “No.”

- To remove a voided medication *that the patient **HAS taken*** from the active medication list, click “stop” just to the right of the medication listing, and enter a reason for removing the drug from the active list.
- To remove a voided medication *that the patient has **NEVER taken*** from the active medication list, click “Manage Medications” on the blue menus at the top of the screen, and click “delete” to the right of the medication.

Pharmacies

Q: “I can’t find a pharmacy in DrFirst. How do I add/delete a pharmacy?”

A: To add or delete a pharmacy:

- Click the "Pharmacy" link in the patient demographics section to search for a new default pharmacy or click the "Change" link on the Enter Details screen of a prescription to change the pharmacy associated with that particular prescription.



- Choose a list from which to search. *Note:* DrFirst recommends using the “All Lists” option because that contains our entire nationwide list of pharmacies plus any pharmacies you have added to your Practice or Favorite List. You can set the default for which list you would like to search from under the "Preferences-User" in the "Options" menu.
- When searching for pharmacies, less is more... If you fill out every field and something does not match, you will not get a result so try searching with, for example, only the State and ZIP code, or just the street name in the address but leave the “City” field blank. It is rare that the pharmacy is not in the database, but common that someone in a hurry adds it as a new pharmacy anyway – and prescriptions cannot go electronically (*only by fax*) to pharmacies added by the practice.
- Only after you are certain a pharmacy is truly not in the database, you may add a pharmacy by clicking “Add a new pharmacy to the practice list” and enter the required data. (*ALERT: You will not be able to receive renewal requests electronically for pharmacies entered in manually into the system.*)

Printing

Q: “Why can’t I print?”

A: If you are not able to print, please check the following:

- Is your printer is turned on and ready to receive new printing jobs?
- Is your computer set up to print to that printer? Or is not defaulted to a different printer.
- Make sure your popup blocker is turned OFF.
 - In Internet Explorer, you can find this under “Tools,” “Pop-up Blocker,” “Turn Off Pop-up Blocker.”
 - For Firefox, you can find this under “Tools,” “Options,” “Content,” and uncheck “Block Pop-up Windows.”

Q: “How can I print more than one prescription per page?”

A: To print multiple prescription per page:

- Click to begin E-Prescribing
- Then go to “Additional Options,” at the top of the page
- Go to: “Preferences -- User
- Set Rcopia options for yourself and scroll down until you see: “Print at most [1] prescriptions on a single page.” (*Note: Sometimes 4 prescriptions will not fit well on a single page—we’re are currently working to improve this.*)

Q: “What sort of printer should I use?”



A: Any inkjet or laser printer (Like an HP, Epson, or Canon) should work great with DrFirst. Beware of using a Dot Matrix printer, as those won't work as well. (Note: DrFirst users writing prescriptions electronically with Rcopia now meet the Medicaid Tamper Proof requirement without special paper due to new modification-resistant printing of prescription information and microprinting text on original prescriptions in order to avoid improper prescription duplication. DrFirst Rcopia meets the Medicaid requirements through innovative features such as quantity fields which are bordered and spelled out as text, filler characters to prevent alterations to data fields, and microprinting to prevent copying.)

Q: “Every time I print multiple prescriptions, the last one(s) are getting cut off. What should I do?”

A: Click to begin E-Prescribing and then go to “Additional Options,” at the top of the page. Go to: “Preferences -- user: Set Rcopia options for yourself” and scroll down until you see: “Print at most __prescriptions on a single page” and change that value to 2.

Users

Q: “I have a new staff member. How do I get them access to DrFirst?”

A: To register a doctor/provider or a provider agent (*a nurse with Rx sending capabilities*) you must fill out the required paperwork and fax it in to DrFirst to (240) 331-9195. To obtain new paperwork, please call the DrFirst Registration department (888) 271-9898 Option 4.

- To register a new staff member who will not have the capability to *send* prescriptions, and provide them with access to Rcopia, you must have administrator privileges to our site. Please contact your office manager or another Rcopia “administrator” to set up a new staff member.
 - If you are the office manager/administrator, please login on www.DrFirst.com and click on “Manage Practice.” Click on the practice in which you would like to register the new user and go down to “User Registration Summary.” Scroll down until you see the blue font with the words: “Register New User,” and follow the prompts to create a new user. (**Note:** *remember, if your new user has a common last name, please add a number after the desired username in order to be able to create a new user, as there cannot be duplicate usernames in DrFirst.*)

***If you have any other questions or if you require additional assistance, please call DrFirst Customer Service at (866) 263-6512. Please have your DrFirst username/login name handy, in order for us to expedite your service requests.

