

Get the Most Value out of Your Electronic Prescribing System

1. Communicate prescription fill-time expectations to your staff and patients

- a) Let your patients know that you have sent their prescriptions electronically, because it is a safer method that helps prevent misinterpretations and ensures greater accuracy.
- b) Your script will arrive securely into the pharmacy's computer system if the pharmacy is connected to the SureScripts Electronic Prescribing Network, or by fax if the pharmacy is not connected.
- c) In general, pharmacies try to fill prescriptions within one hour of receiving them, no matter how they are received.
- d) You can also call the DrFirst Marketing department at 888-271-9898, option 2 for a "We E-prescribe for Safety" poster which will help educate your patients.

2. Ensure that each patient's information is current and accurate and confirm the pharmacy of choice for each of your patients at check in

- a) Set up a regular system using reception staff or another technique to ensure your patient data is correct prior to the patient's scheduled appointment.
- b) Ensure that you identify the preferred pharmacy and correct store location for each patient when the patient checks in at the reception desk.
- c) It is essential to have correct patient data within your practice software – particularly date of birth – when submitting prescriptions to pharmacy.
- d) Correct patient mailing address is necessary if you are sending a mail order script



3. A great first step is to focus on handling prescription renewal requests from the pharmacy

- a) This process will save your staff the most time by quickly and substantially reducing the number of pharmacy telephone calls and faxes.

4. Check for requests for prescription renewals from pharmacies periodically throughout the day and respond within 24 hours

- a) Pharmacies, as a general rule, will expect your reply to a request for renewals within 24 hours, excluding holidays and weekends. If they do not see a response within that time, they may send additional requests by phone call or fax. By designating specific staff members to respond to renewal requests, your office will minimize the chance of pharmacists making the same request multiple times. It is recommended that there always be back-up staff to handle absences or departures.

5. Follow DEA regulations by refraining from prescribing schedule II-V drugs electronically

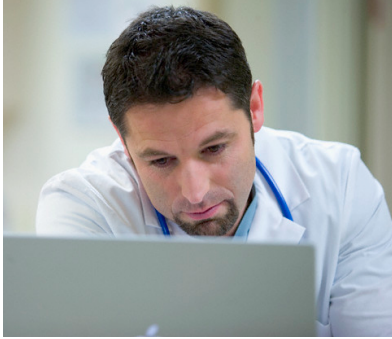
- a) Prescriptions for Schedule II drugs can never be sent electronically. Pharmacies will reject new prescriptions and renewal responses that contain Schedule II drugs. Schedule III through V drugs also cannot be sent electronically. You must print the prescription, sign it and then you may fax it manually to the pharmacy.. This restriction is federally mandated by the DEA (i.e., not state to state) as of 6/09..

6. Keep DrFirst informed about any problems

- b) By contacting our support department, you ensure that problems can be fixed quickly, even eliminating future issues so as not to impede your office workflow.
- c) We recommend you designate a central person to be responsible for calling in all support issues so that multiple people from your practice are not calling about the same issue.

6. **Locate desktops, PDAs and laptops within easy reach of the prescribers to maximize usage**

- a) Ensure that access to the e-prescribing system is convenient for prescribers at the time they do the actual writing to get maximum usage and advantage.



7. **Direct patients to call their pharmacies for prescription renewal requests**

- a) We recommend that you change your office voice message to remind patients that they should request prescription renewals that require your authorization by calling their pharmacists, not your practice. This can reduce the workflow burden significantly for you and your staff.

8. **Designate two electronic prescribing champions within your practice**

- a) These champions will maintain office morale while staff members become comfortable with the new technology and start experiencing significant efficiency and safety gains. Champions will be instrumental to teaching new employees how to use the e-prescribing system.

9. **Designate one primary person or team to integrate frequent checking of the renewal inbox into their workflow and to check the Pending Prescriptions folder at the end of the day**

- a) This person will streamline the process by checking incoming requests from pharmacies, pull charts and recommend whether to approve or deny the request(s). The physician or authorized prescribers, then, has only to provide final approval or denial.

Top Electronic Prescribing Best Practice Suggestions

1. **Can't find a patient by their last name?**

In order to search a patient based on their first name, just add a comma in front of their first name instead. For example, if the patient's name is John Smith, enter ,John and this will allow you to retrieve all patients with the name John.

2. **Quickly identify local pharmacies by utilizing the Pharmacy "Aliases" by clicking the edit link next to the pharmacy name:**

Ex. Instead of "CVS store #4444", change this to "CVS Main St"

3. **Fly through the "Enter Details Screen" by:**

Using the "Tab" key to skip around the fields.

4. **Save time from manually adding medications one by one to your "Active Meds" lists by:**

Clicking on the PBM/Pharmacy history link and activating the medications the first time you see a new patient.

5. **Do you have frequently used customized directions to patients regarding medication usage?**

Instead of manually entering comments in each time, utilize the "Custom Prescription Notes", under "Additional Options—Preferences User" to build a list of "favorite" comments/directions

6. **How can you speed up commonly used non-standard scripts such as sliding scales, tapered doses, and combinations of 2 medications?**

Take some time to build a list of these types of custom scripts and add us to your "Favorites" list. This will save you a lot of time over the long run! Also, you can rename your favorite list meds so that they are more distinctively recognizable by editing the script name! This can be done in Additional Options.

7. **Do you send a lot of single scripts per patient?**

Save a step by sending the prescription directly from the "Review Prescription" screen instead of the "Prescription Report" screen by turning the preference on in "Additional Options".

8. **Have your Staff update the patient demographics, the patient's preferred pharmacy, and revise the date of LOV (last office visit) when the patient checks in at the front desk:**
That way the record is ready when the patient gets to the exam room.
9. **Decrease incoming calls by changing your office automated message to say:**
"For your safety and convenience, our office is now using an electronic prescription system. Please call your pharmacy directly to process your medication renewal request. Thanks!"

Commonly Asked Questions

Why does my Password not work?

- Passwords are case sensitive. Check to see if your caps lock is on, if so turn it off.
- If you have tried to enter your password 3 or more times the system will lock you out. You must wait 5 minutes before attempting to sign onto Rcopia.
- Please confirm your username/password with your office manager/administrator (assuming your office keeps a list of user ID/passwords)

Why am I unable to print?

Do you have Pop-up Blockers enabled?

- In Internet Explorer click on *Tools, Pop-up Blocker, Pop-up Blocker Settings*
- Type *Drfirst.com* in the "Address of Web site to allow:" text box
- Click on the *Add* button

I am unable to locate a Pharmacy?

- Are you using the *All List* radio button to search all of e-prescribing?
- Limit your search criteria
- Only use first few letters of pharmacy and the city
- Search by phone number only

Please do not add Mail Order Pharmacies to the system. Eligibility is automatically checked if a patient has mail order pharmacy eligibility and this will display on the prescription details entry screen in e-prescribing.

Patient called and said the electronic prescription has not reached the pharmacy (Failed Fax Transmission)?

Verify your pending prescriptions report to ensure the prescription has been sent. Ask the pharmacist to check both the fax and computer queue. If your prescription does not arrive at the pharmacy, please use the *Contact Us* link in the blue toolbar and provide the following information to DrFirst:

- Practice ID
- Patient's name
- Prescription Serial #

I keep getting reminded that my patient has no allergy information, how can I get rid of this warning?

Enter the patient's record, click on *Manage Allergies*. Check that the chart has all known allergies to medications recorded. If there are no allergies, click on the *indicate 'No Known Drug Allergies (NKDA)'* link. Click on the *Done with Allergies* button.

How can I find an out-of-state pharmacy without having to know the address?

Search for the pharmacy using the zip code, state and/or perhaps the name. Remember, less is more when entering search criteria. If you do not know the zip code, you may use the city/state as search for out of town pharmacies.

Why does the pharmacy say they did not receive my prescription?

There are several possibilities:

1. The pharmacy fax machine is not working properly, is out of paper, or the pharmacy staff is not checking the fax machine
2. The provider did not actually send the prescription to the pharmacy, and it may still be in *pending prescriptions*. If the Prescriber did not send the prescription to the pharmacy, they need to check their pending prescriptions and act upon it accordingly.

What formulary information do you cover?

E-prescribing has formulary information for many of the major insurance carriers in the U.S. The formulary information allows us to provide formulary checking within e-prescribing, as well as suggesting formulary compliant alternatives for your patients.

What happens when I send a prescription to the pharmacy in error?

Click on *Prescription Report* in the blue toolbar. Select your name from the *Provider* list, today's date, *completed prescription* and *Display Report*. The prescription you sent will appear. Click on the *Void* link and the prescription will be voided in e-prescribing and a fax will be sent to the pharmacy asking them to void the prescription.