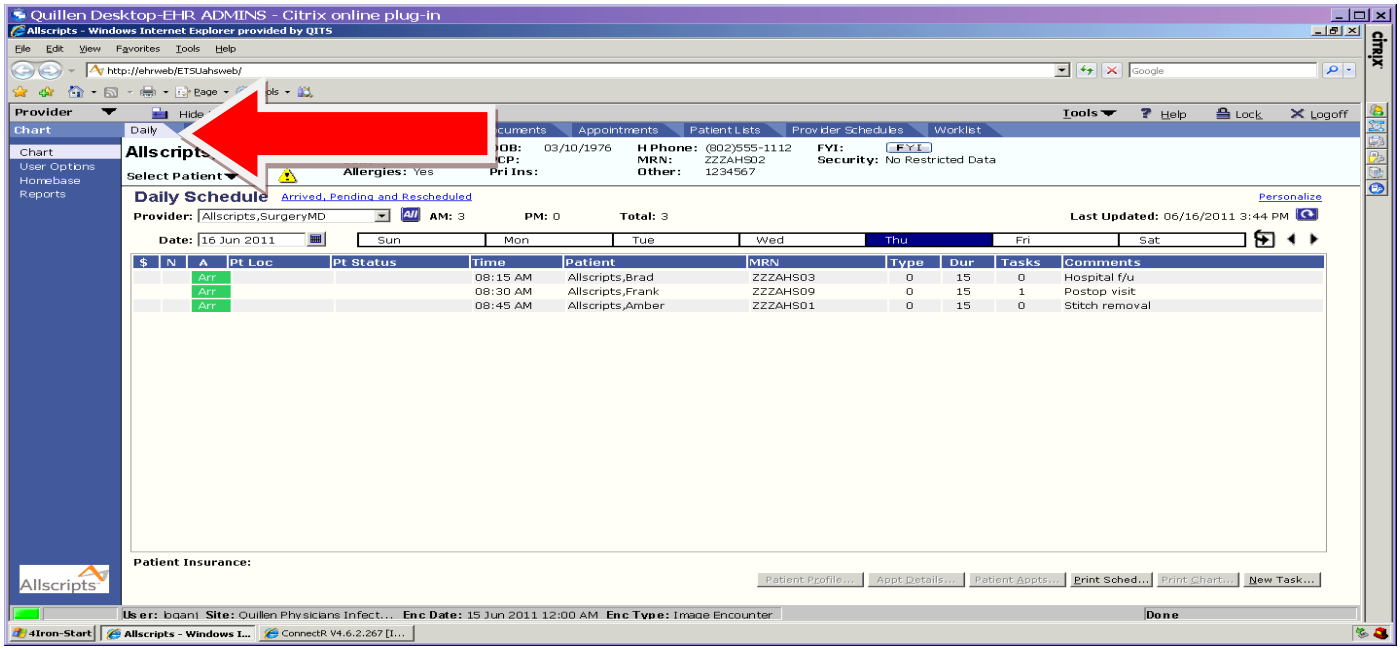
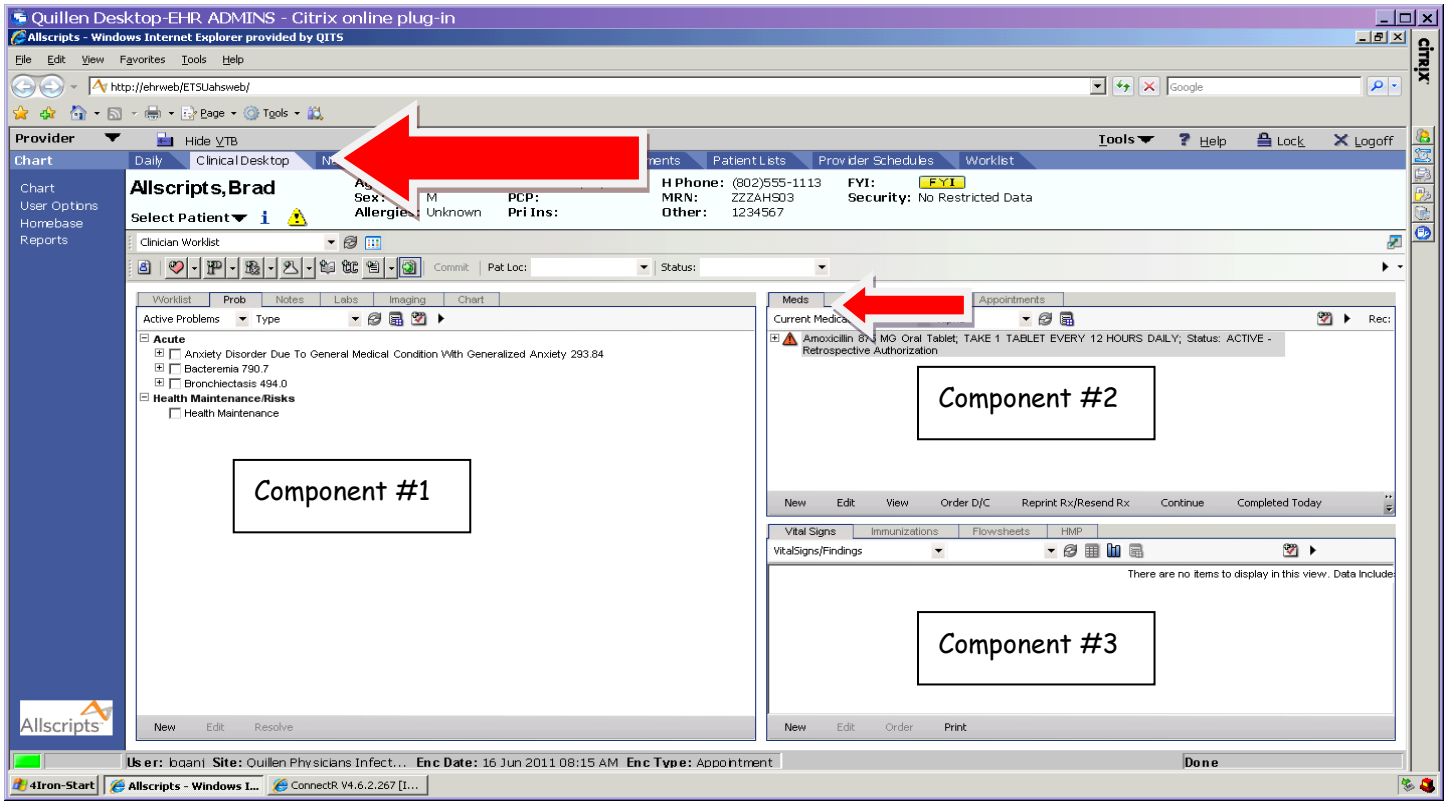
E-prescribing in Allscripts



When you first log into Allscripts, your desktop will open onto the Daily Schedule page. This should automatically pull in your schedule for the current date. If you are e-prescribing a medication for a patient who is currently in the office, you will access their "chart" by <u>double clicking</u> on their name from your daily schedule.

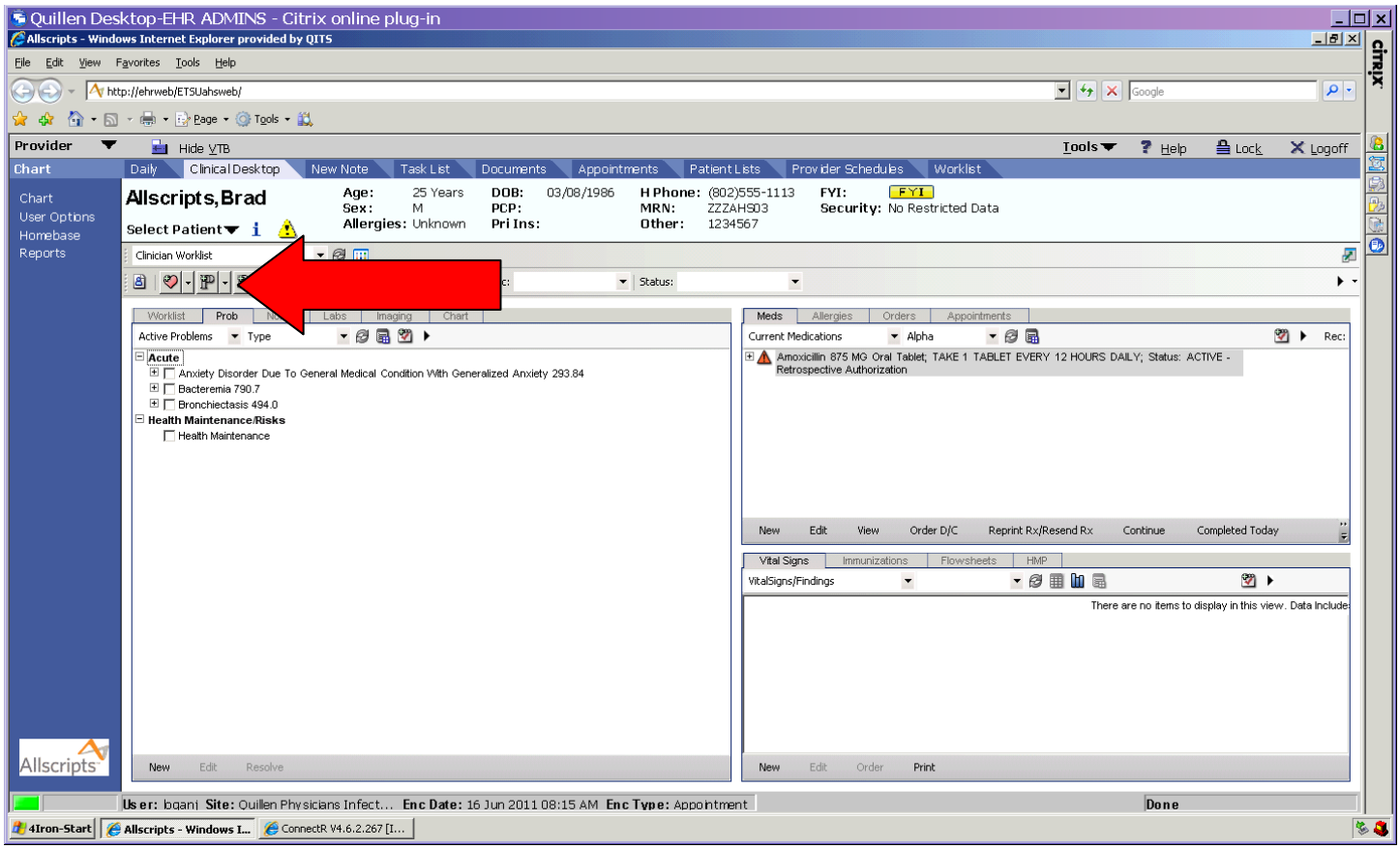


Double clicking on the patient's name takes you to the next tab on your horizontal tool bar (the HTB). This is the Clinical Desktop, and this is basically the patient's electronic chart. There are three components on this page, and the 2nd component is where you will view the patient's medications. If no medications have been e-prescribed (or pre-loaded into the patient's chart), then this field will be empty.

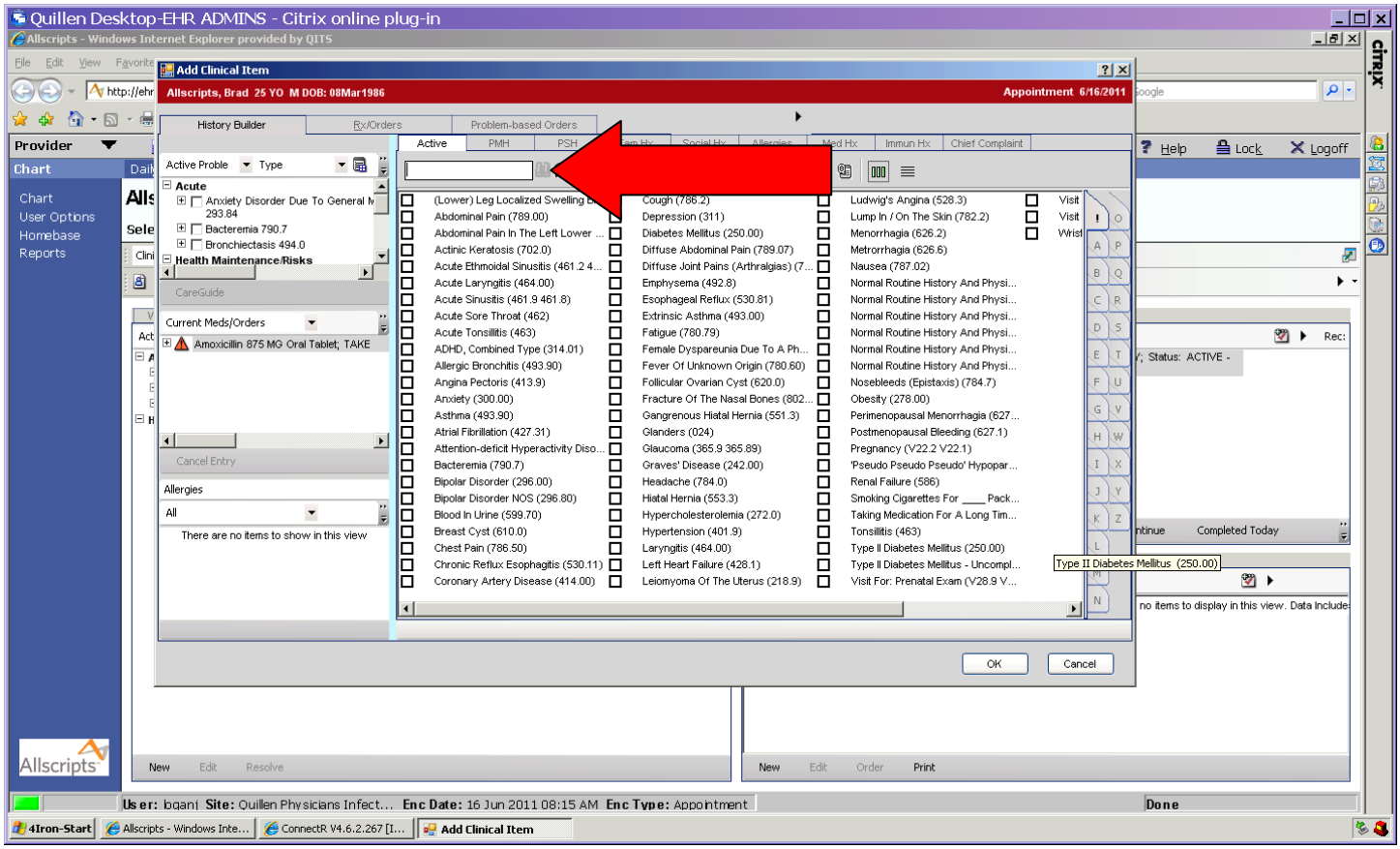
To order a medication on a patient, you will first need to add an Active Problem. Allscripts will not allow you to order anything, whether it is a medication, lab or immunization, without attaching it to an active problem. So, let's say that our patient has an active problem of diabetes, for which you want to order Lantus.

The toolbar which is located at the top of the first component is called the Clinical Toolbar,

 and it contains a series of icons which is where you will add your active problem(s) and order your meds.

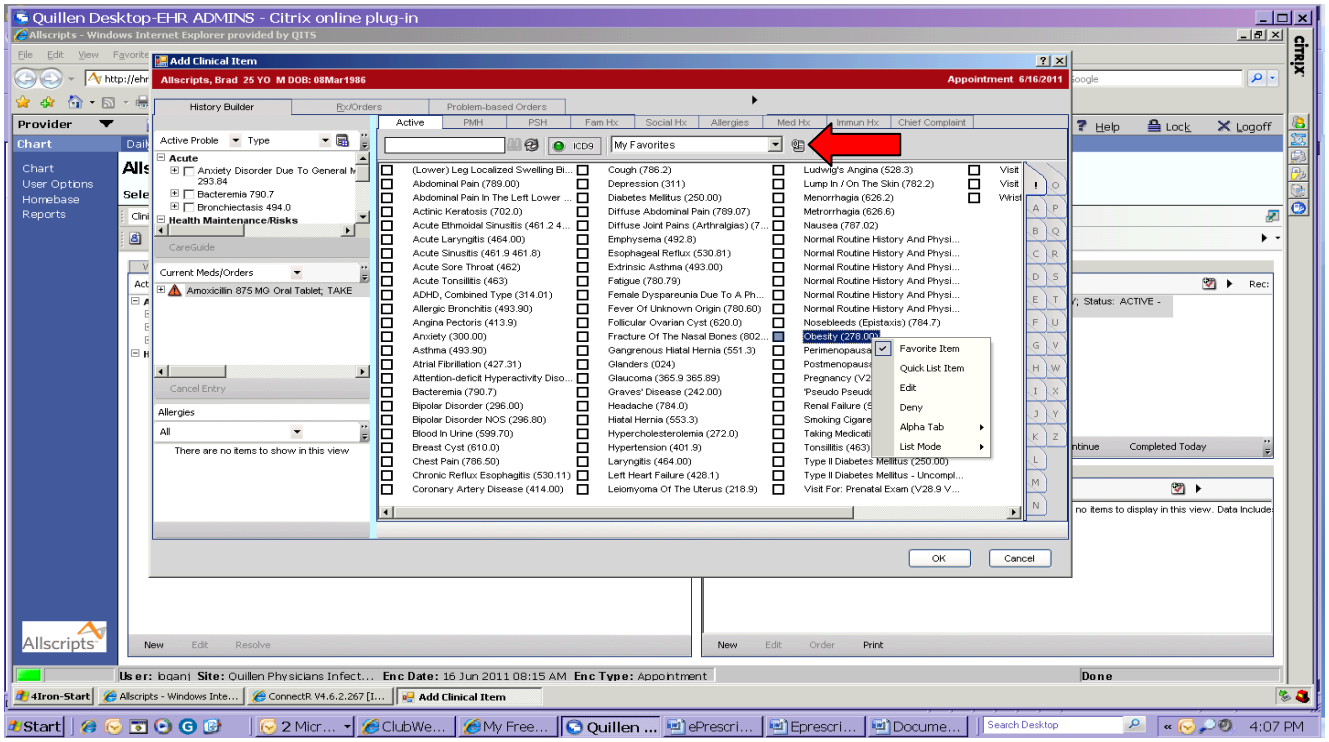


Clicking on the "P" icon will take you to the Add Clinical Item screen, referred to as the ACI.

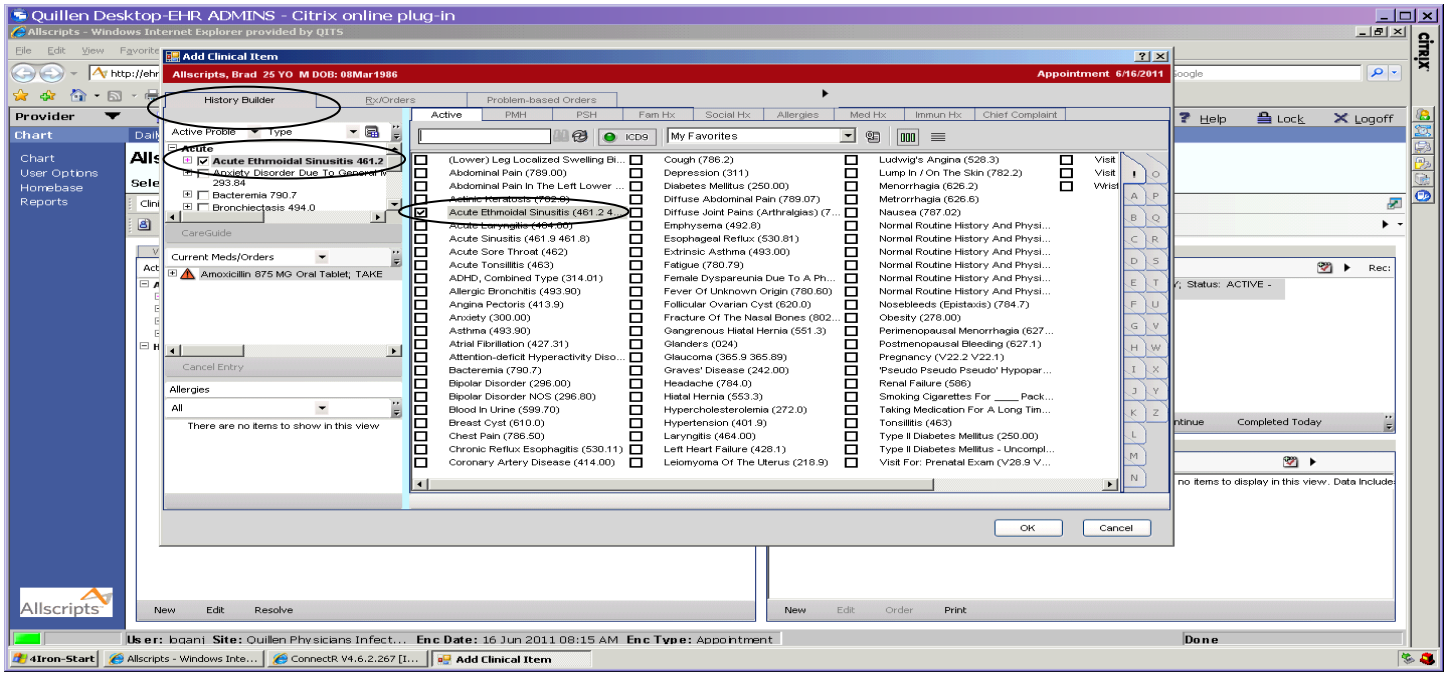


Notice that there are 3 tabs along the top of this screen—the History Builder, Rx/Orders, and Problem-based Orders. The History Builder tab has secondary tabs of Active, Past Medical History, Past Surgical History, Family Hx, Social Hx, and so on. The Active tab is where you will add the patient's Active Problem. The search field located underneath the word "active" (see red arrow above) is where you will type in the patient's problem.

There are a few things that we need to mention regarding searching in the ACI. When you begin typing the active problem, the items that pull up (before you hit "enter" or click on the binoculars) are being pulled from your Favorites list. Favorites are set up in Allscripts based upon your specialty, but you can add Favorites (or remove them) once you begin working in the system. If, after you have typed out the word, you still don't see the item that you're looking for, click on the binoculars, or hit the "enter" key. This will pull in everything from the master list, and it will give you a LOT of choices, most of the time. For this reason, it is highly suggested that you begin to set up your Favorites list in each section—the Active problems, PMH, PSH, Family Hx, etc.—as soon as possible, as this will greatly speed up the process of searching for common diagnoses.



Setting favorites is easy. Simply right click on the item and choose "Favorite Item." You can also save items to a Quick List the same way. Favorites hold approximately 200 items per section (PMH, PSH, etc.) and Quick Lists hold about 50 items per section. To access your Quick List, click on the  icon (next to your "My Favorites" field—see red arrow above) as soon as you click onto a new tab.



To choose the active problem for your patient, check the box next to the item. It will automatically populate into the History Builder section on the left.

Now, once you have added your active problem, you can order your medication. Click on the Rx/Orders tab at the top of the screen. This automatically takes you to the Rx secondary tab.

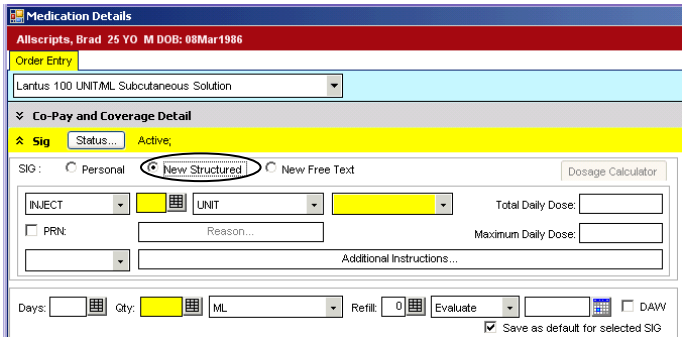
To order a medication, make sure that your active problem is highlighted in the History Builder section, and then type your medication into the search field and hit "enter" (or click the binoculars).

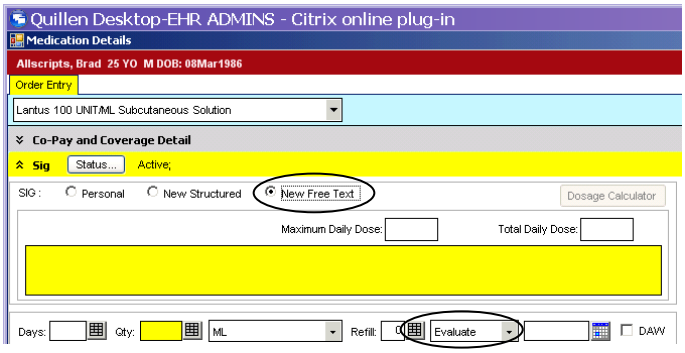
Check the box next to the appropriate medication, and your Medication Details screen will appear. This is where you will enter the dosage, quantity and pharmacy. Please note that the only fields that are REQUIRED to be filled out on this page are highlighted in yellow.

Once you have filled in all of the required fields, you will be able to click off the screen and finish your order. However, there are a lot of other options on this screen that we would like to go over briefly.

If your active problem was highlighted, then the Link to: field should automatically have populated with your active problem. If you did not highlight the problem, then this field will be in yellow, and you will need to click on the drop down arrow and choose the appropriate selection. Note that if you get to this point, and you have forgotten to add an active problem, then you will need to close out of this screen, and go back and add an active problem. (By the way, choosing the Health Maintenance option, which is available on every patient, is rarely an acceptable choice, as insurance will not pay for the majority of meds if it is linked to a Health Maintenance diagnosis.)

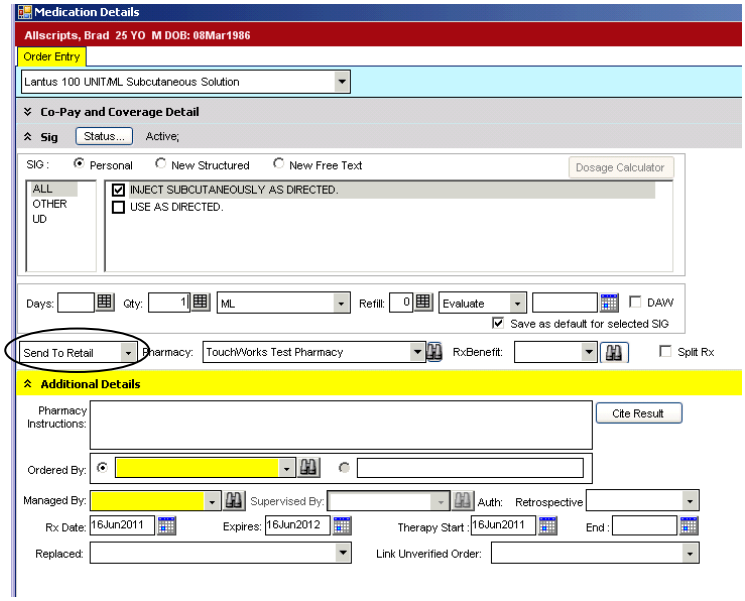
Most of the medications will have several common "sigs" preloaded, from which you can choose. However, you do also have two other options; the New Structured and the New Free Text.

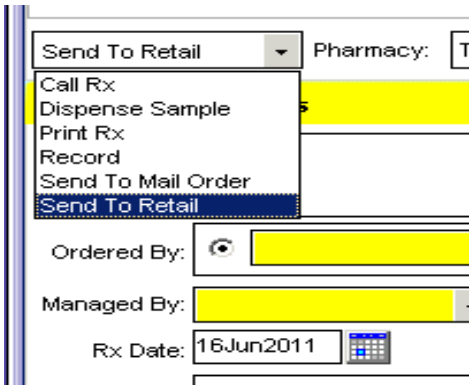




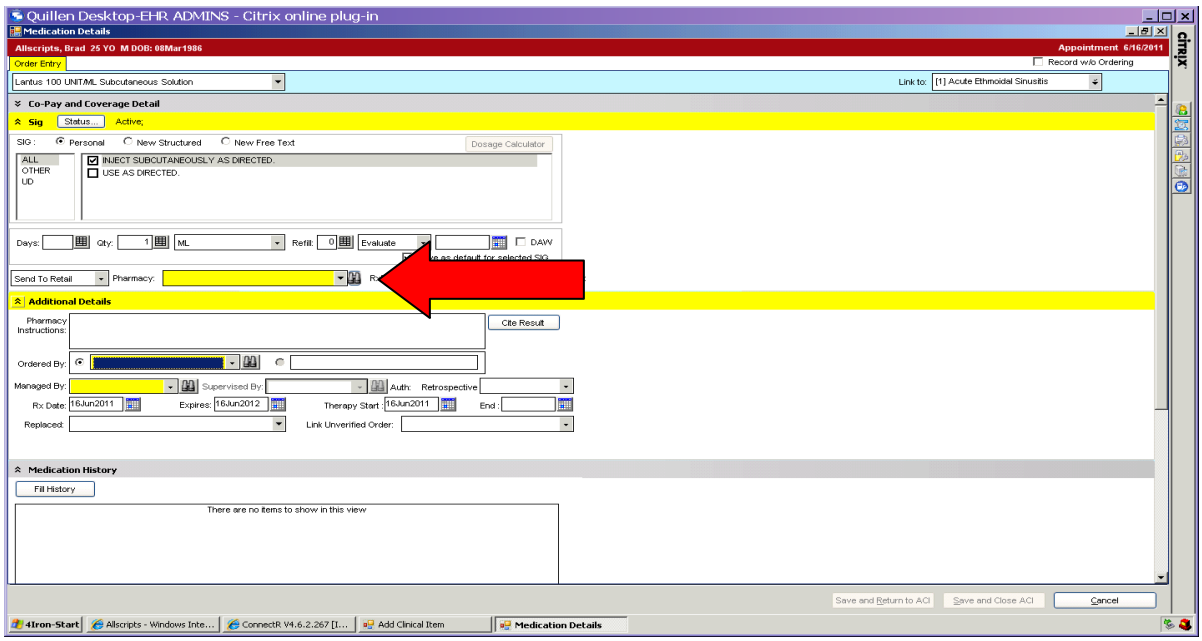
The New Structured option will give you some basic choices, from which you can choose a specific dosage, and the New Free Text radio button allows you to free text your sig.

The field that is populated with the word "Evaluate" is where you can indicate if a medication is an on-going med that you will want to renew, or if it is a one-time prescription. The choices here are "Evaluate," "Complete" and "Renew." Leaving it at "evaluate" means that it will remain an "active" medication until you manually complete it. Choosing "complete" means that the medication will become "inactive" on the date that you put in the following field. It is CRUCIAL that if you decide to use this field, that you remember to put in an appropriate date, as just leaving it at "complete" with an <u>empty</u> date field will "complete" the med on the current date, and it will NOT go to the pharmacy.

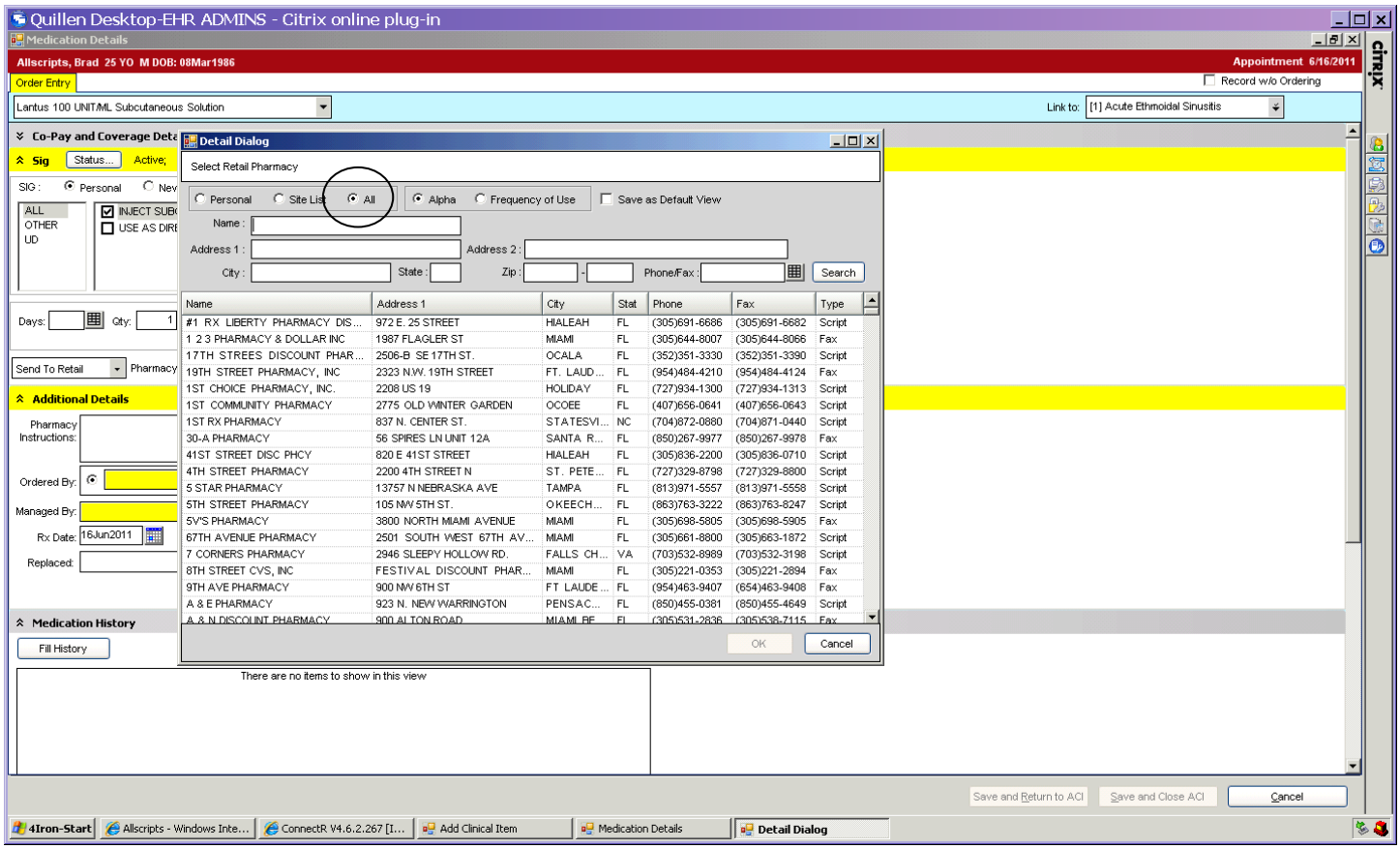




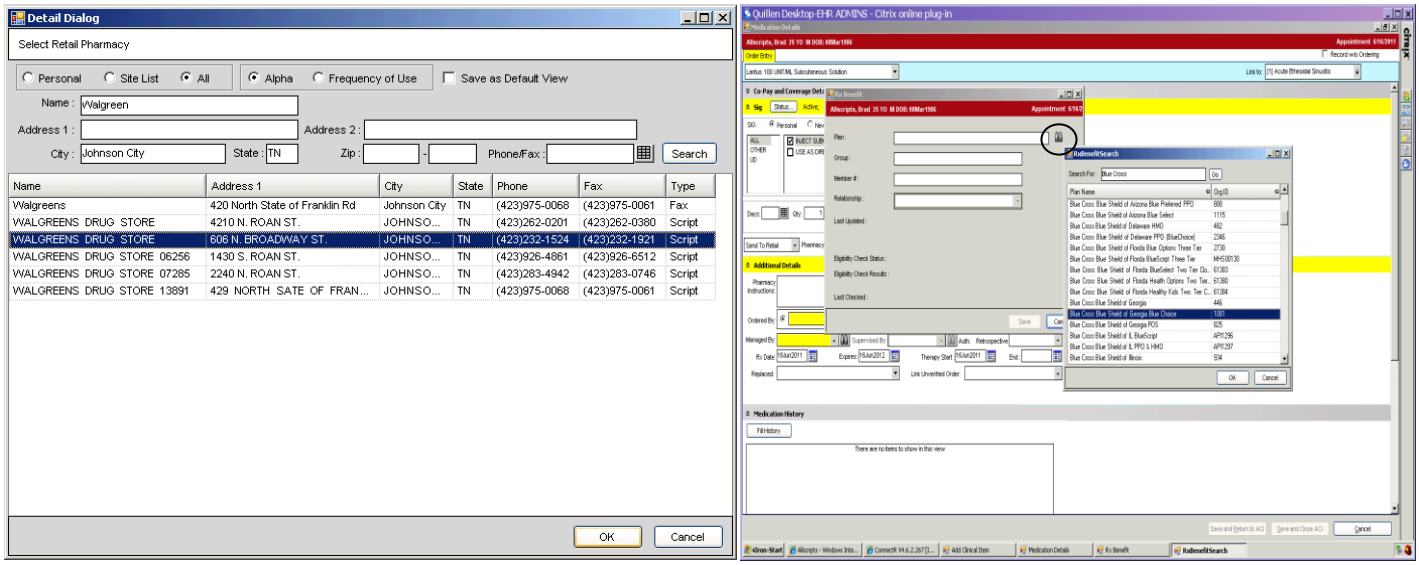
The **"Send to Retail"** field is the default for most of the medications; however, this can be changed to Call Rx, Dispense Sample, or Print Rx, to name a few. Medications that can't be sent electronically, like the scheduled drugs, will automatically default to the Print Rx option.



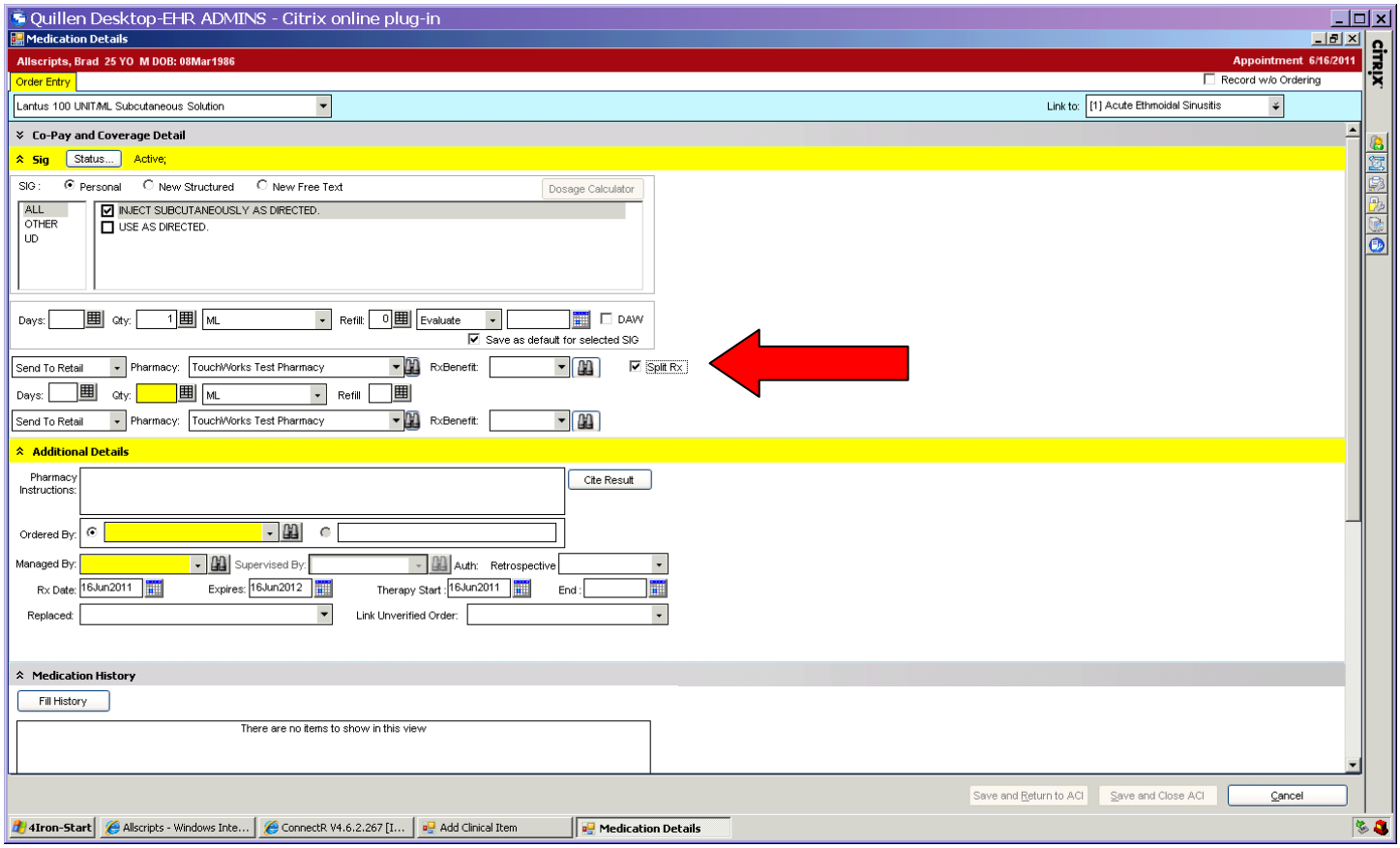
Pharmacy: If you are e-prescribing on patients who have not had their information pre-loaded into the system, you will probably need to add the pharmacy. To add a pharmacy, click on the binoculars next to the field, and choose the "All" radio button at the top of the page.



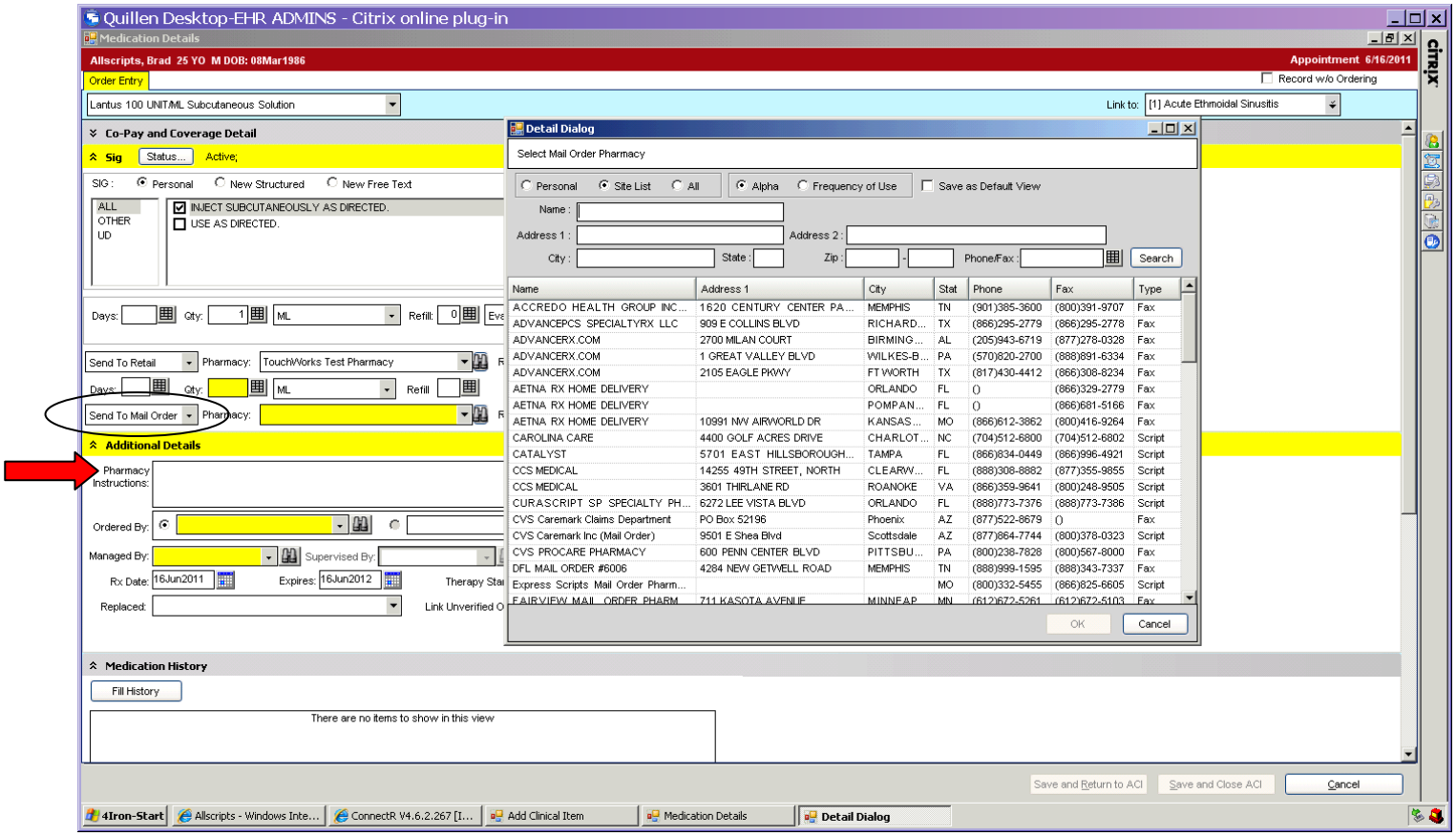
Type in the name (or part of the name) of the pharmacy, and then add a city, to help narrow your search. Click the "Search" button and then double click the desired pharmacy.



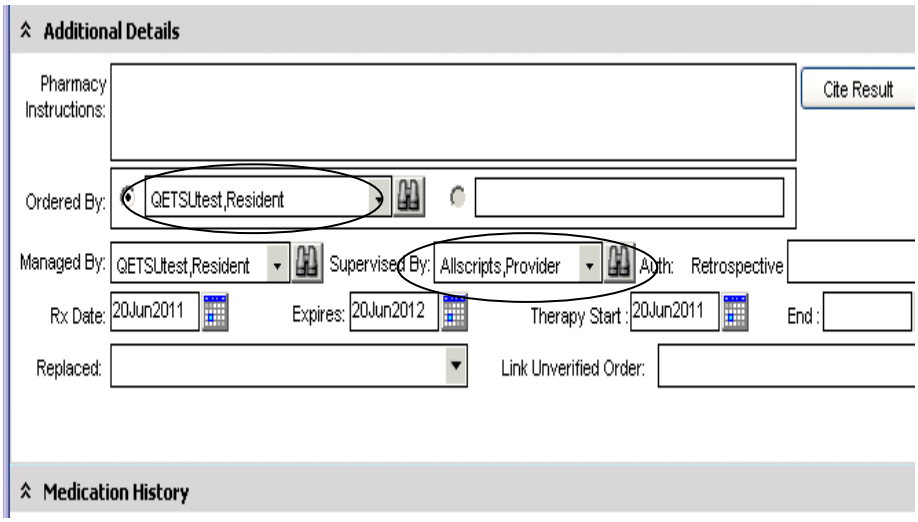
You can fill in the Rx/Benefit plan section (located next to the pharmacy field) the same way if you have that information available—click on the binoculars, and then click on the binoculars on the Rx Benefit screen to pull up your search field. Type in the name, click "Go," then highlight the desired plan, and click OK. If you have the group and membership numbers, you can just type those into the fields, choose a relationship, and then Save.



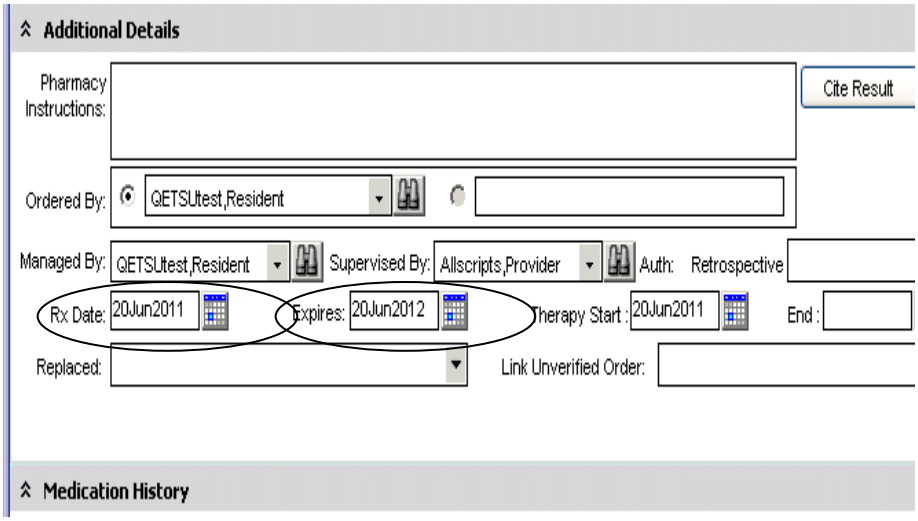
The **Split Rx** box allows you to split the order, so that you can provide the patient with a one-month supply from a local pharmacy, and send the remaining 11 months (or whatever) to a mail order pharmacy. To choose a mail order pharmacy for one of the scripts, change the "Send to Retail" field to "Send to Mail Order," and then click on the binoculars next to the Pharmacy field and choose the appropriate Mail Order Pharmacy.



The Additional Details section allows you to free text Pharmacy Instructions, and gives you the options to change the "Ordered by" and "Supervised by" fields. You can also add specific dates for the scripts in this section.

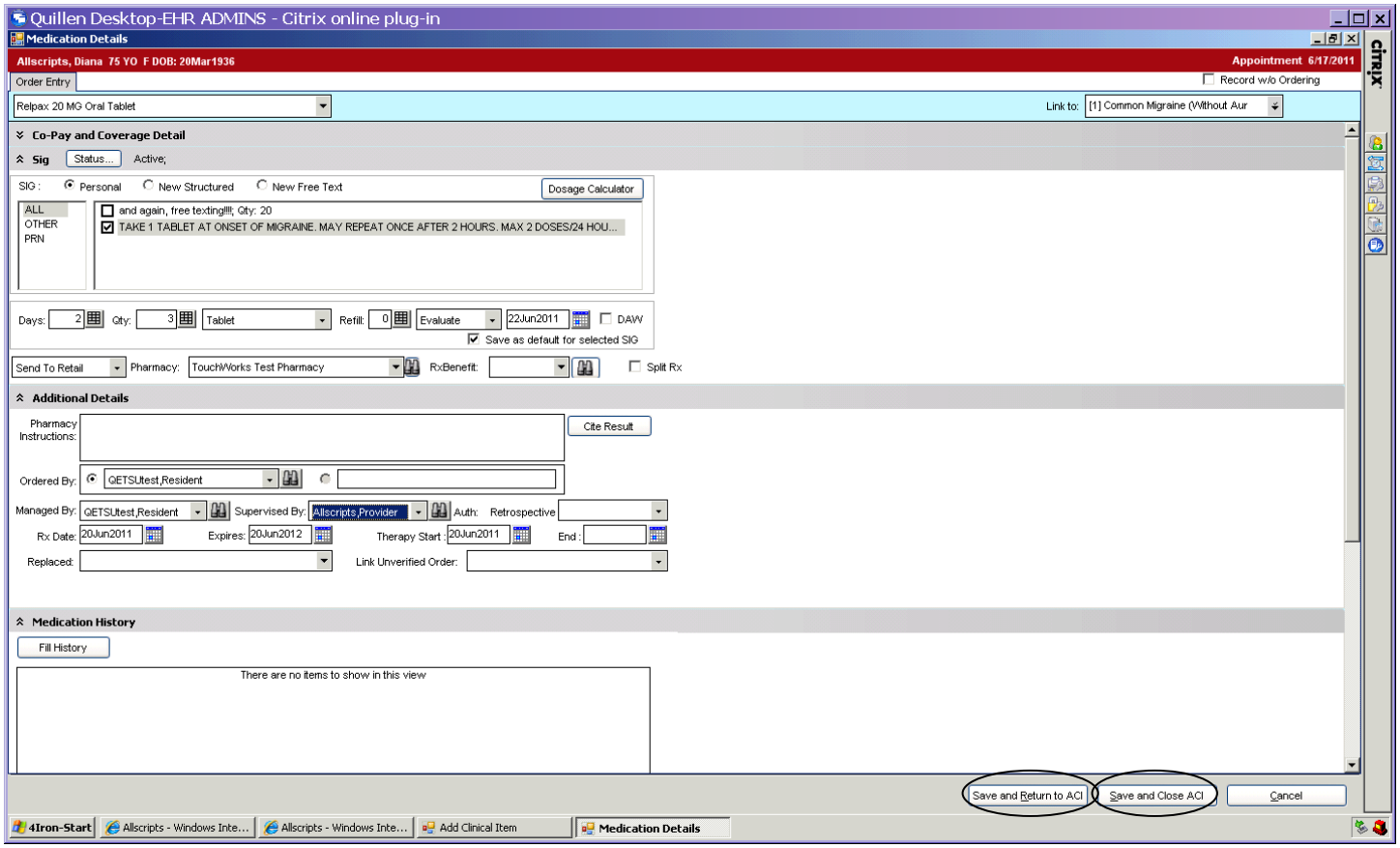


The Ordered by and Supervised by fields should prepopulate with your name, provided you are not a resident. Currently, if a resident is ordering medications, they need to have their preceptor's name in the Ordered by and Supervised by fields, as the MEAC residents do not currently have distinct DEA numbers. We are working on getting these numbers so that residents will be able to order under their own names, but at the moment, an attending's name will need to be in both of these fields.

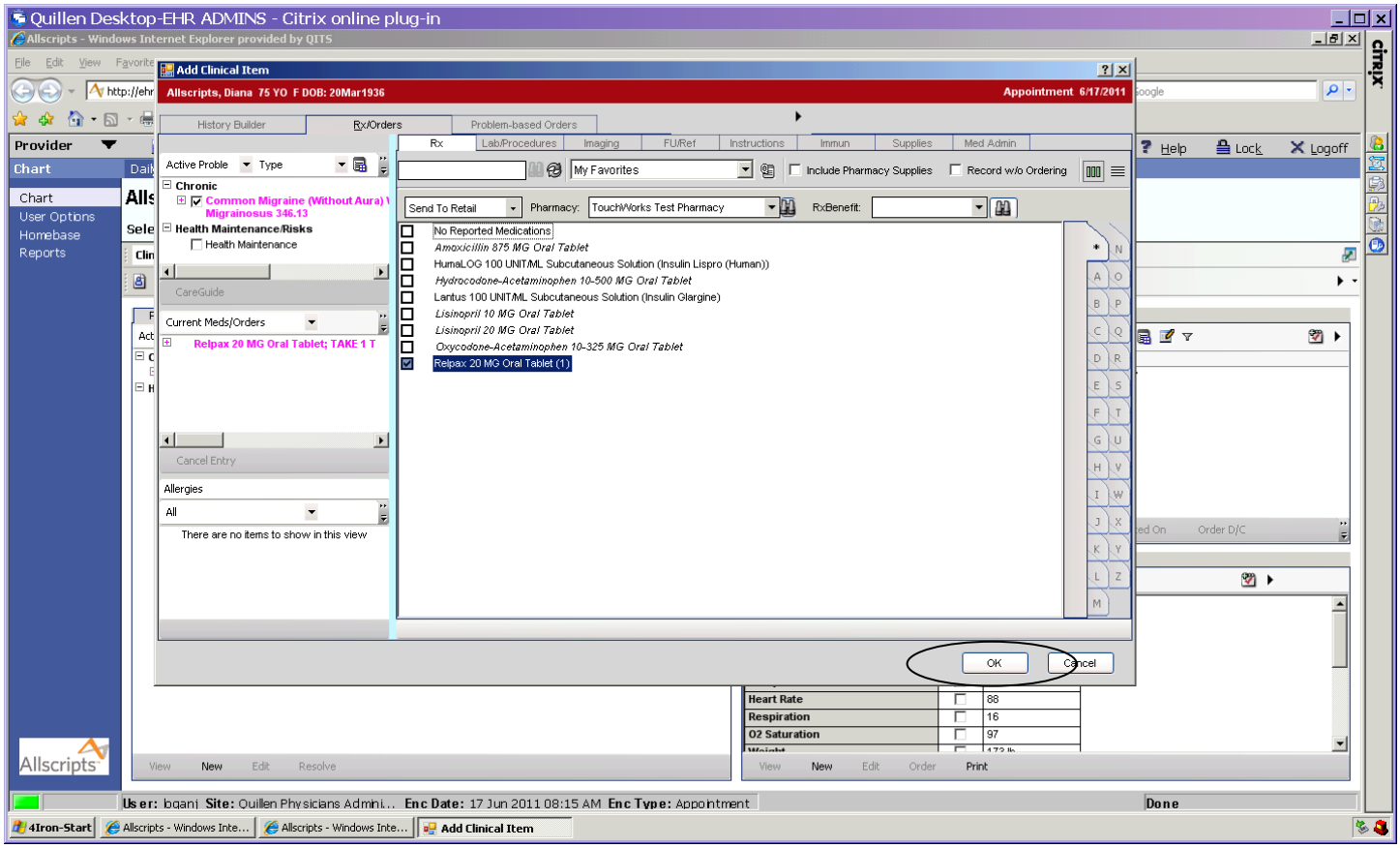


The Rx Date and Expires date are not in yellow, and therefore, do not need to be changed. However, if you have a patient who is on a pain contract, and you want to write 2 or 3 distinct scripts for, example, a one-month supply of a particular medication, you can do this by changing the dates in these fields to reflect the expiration date of the script. When these are printed out, the expiration date does print at the bottom of the page, and may be missed by the pharmacy, so it is suggested that you circle these dates before giving the script to the patient.

Scheduled drugs can not be electronically sent, but will need to be printed and signed. After a wet signature has been added, the schedule 3 through 5 drugs can be faxed to the pharmacy, but they can not be sent electronically through Allscripts. Schedule 2 drugs will need to be printed, wet signed and hand-carried by the patient to the pharmacy. Of note, since these drugs are not electronically submitted, they do not count toward the government reporting statistics.



Once all of the required fields have been filled in, the options of "Save and Return to ACI" and "Save and Close ACI" will become available. If you have finished entering prescriptions, you can choose "Save and Close ACI." If you have more prescriptions to order, choose the "Save and Return to ACI" option.



Once back in the ACI, you can view the medication that you have just entered in the History Builder section under Current Meds/Orders. It will be in pink, as it has not yet been saved. To save this, and send it on to the pharmacy, click OK and get back to the Clinical Desktop.

You can also view the medication from the Meds tab in the 2nd component of the desktop. Once you click the yellow "commit" button, you will get an encounter summary, which will detail everything that you are saving. If you are happy with the items listed, click Save and Continue, and your script will be sent electronically to the pharmacy.

Tasks

Task Lists—The last step in e-prescribing is the Task List, which is accessed from the Task List tab on your horizontal tool bar.

When you click on the Task List tab, you will automatically default to your MyActive Tasks list.

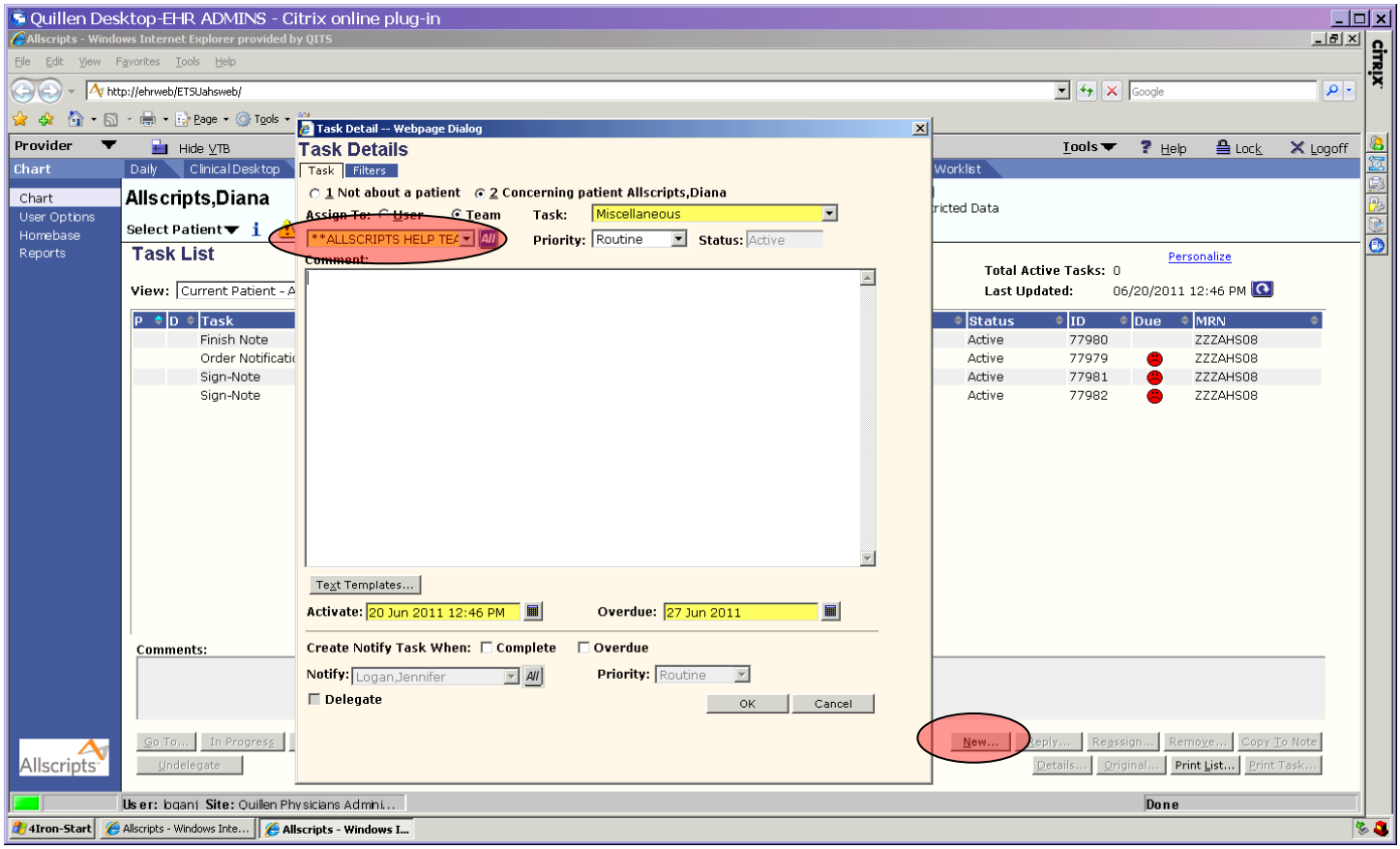
Once you begin sending scripts electronically, you will start getting Rx-related tasks, such as the Rx Renew Request (which comes directly from the pharmacy), the Rx Xmit Fail, (which comes in to your task list when the script fails in the system), and the Rx Change Request, which is generated from the pharmacy, and may include a request to substitute a generic drug. You will need to keep a close eye on your task list, even on the days when you aren't e-prescribing, as the Rx Renew Requests may come in at any time.

Working these tasks are easy. Simply double click on the task, and it will open up in a separate screen.

The Rx Renew Request contain all of the patient's demographic information (which we have removed from the above screen shot, as it was on a real patient), as well as the name of the medication, and the sig information from the previous prescription, which can be altered. The Rx Renew Request can be granted, refused or canceled directly from this screen.

Make sure to check your Task List at the end of every session, so you can ensure that all of the electronic prescriptions went through, and you can handle any Rx Renew Requests that may have come in from the pharmacies.

And if you have any questions, you can send us a task through Allscripts by clicking on the "New" button at the bottom of the screen and choosing "Allscripts Help Team" from the drop down list:



…or, you can call us at 282-6122, or send us an email at ehrhelp@getsu.org.