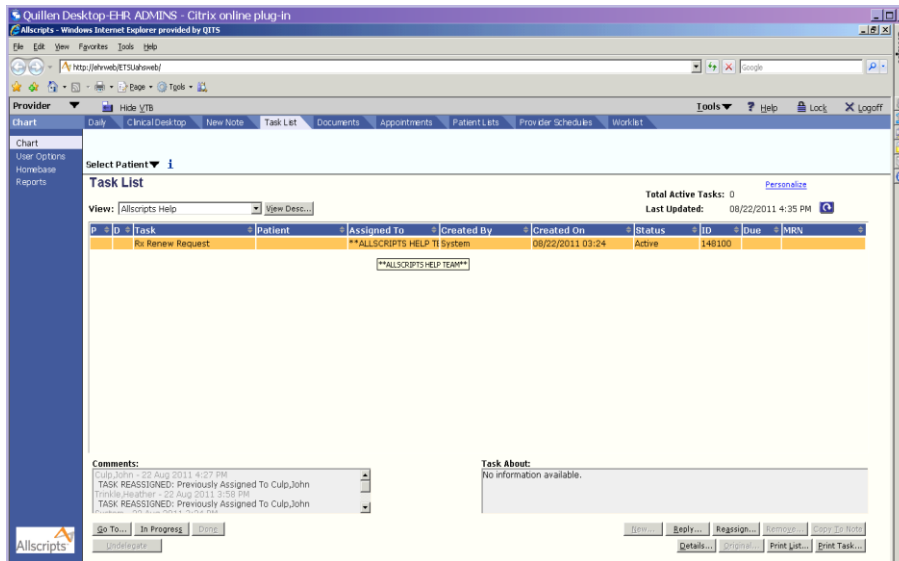


How to handle an Rx Renew Request without a name in the Patient Field



Occasionally, if a patient's medication is recorded in Allscripts as "history," but is not actually sent to the pharmacy, if the pharmacy does an automatic refill request through Allscripts, you may get a Rx Renew Request task that has no name in the Patient field. To fix this, double click on the task. The following box will open.

The "Patient Info in Request" field should have the patient's name, DOB and address, but the Patient Info in EHR field will be empty. Trying to grant or refuse this request without having the patient's name in this field will generate an error.

The screenshot shows a 'Script Message - Webpage Dialog' window. The 'Pharmacy' is 'WAL-MART PHARMACY' and the 'Phone' is '(423) 968-9559'. The 'Patient Info in Request' field is highlighted with a red arrow, showing the patient's name, DOB, and address. The 'Patient Info in EHR' field is empty. The 'Active Medications' field is also empty. The 'Rx Info from Pharmacy' section shows the drug 'METOPROLOL TART 50MG TAB', quantity '90', days supply '45', and refills '5'. The 'Written' date is '10 Nov 2010' and the 'SIG' is 'TAKE ONE TABLET BY MOUTH EVERY 12 HOURS'. The 'Rx Info in Response' section shows the drug 'METOPROLOL TART 50MG TAB', days supply '45', quantity '90', and refills '5'. The 'SIG' is 'TAKE ONE TABLET BY MOUTH EVERY 12 HOURS'. The 'Rx By' field is empty. The 'Message to Pharmacy' field is empty. The 'Problem' is 'N/A'. The 'Post Text to Current Note' checkbox is unchecked. The 'Grant', 'Refuse', and 'Cancel' buttons are visible at the bottom.

To fix this, click on the gray "Patient Info in EHR" button and search for your patient. Click OK, and the patient's name and address will flow into this field.

Select Patient -- Webpage Dialog

Org: ETSU [Personalize](#)

LastName,FirstName (full or partial)

Patient: allscripts, Name Include InActive

Patient	MRN	Other	SSN	DOB	Age	Sex	InA
Allscripts,Allison	ZZZAH502	1234567		10 Mar 1976	35Y	F	N
Allscripts,Amber	ZZZAH501	1234567		01 Sep 2010	11M	F	N
Allscripts,Betsy	ZZZAH504	1234567		18 Mar 1946	65Y	F	N
Allscripts,Brad	ZZZAH503	1234567		08 Mar 1986	25Y	M	N
Allscripts,Cameron	ZZZAH505	1234567		07 Mar 1991	20Y	F	N
Allscripts,Cameron	ZZZAH507	1234567		15 Mar 1956	55Y	M	N
Allscripts,Chris	ZZZAH506	1234567		10 Mar 1976	35Y	M	N
Allscripts,Diana	ZZZAH508	1234567		20 Mar 1936	75Y	F	N
Allscripts,Fiona	ZZZAH510	1234567		15 Mar 1956	55Y	F	N
Allscripts,Frank	ZZZAH509	1234567		05 Mar 1996	15Y	M	N
Allscripts,Kendra	ZZZAH512	1234567		03 Mar 2006	5Y	F	N
Allscripts,Kirk	ZZZAH511	1234567		04 Mar 2001	10Y	M	N
Allscripts,Mark	ZZZAH513	1234567		23 Feb 2011	5M	M	N

Script Message -- Webpage Dialog

Pharmacy: WAL-MART PHARMACY Phone: (423) 968-9559

Patient Info in Request:

Name: Address:

Name: Allscripts,Allison
 DOB: 10 Mar 1976
 Address: 34 Smith Wt. Road,
 Morrisville VT 12346
 MRN: ZZZAH502

Active Medications
 Hydrocodone-Acetamin
 Singulair 10 MG Oral T

Rx Info from Pharmacy:
 Drug: METOPROLOL TART 50MG TAB Qty: 90 DAW: N
 Days Supply: 45 Refills: 5
 By: JOHN CULP
 RX Id: 68645019059
 Last Fill: 07/22/2011

Written: 10 Nov 2010
 SIG: TAKE ONE TABLET BY MOUTH EVERY 12 HOURS

Drug Name in TouchWorks: Metoprolol Tartrate 50 MG Oral Tablet

Considerations and Disclosures: No Considerations and Disclosures

Active Allergies
 Kiwi
 Penicillins
 Tetanus Toxoid Fluid

Rx Info in Response:
 Drug: METOPROLOL TART 50MG TAB
 Days Supply: 45 Quantity: 90 Each
 Refills: 5 Total Fills: 6
 SIG: TAKE ONE TABLET BY MOUTH EVERY 12 HOURS

Rx By: All DAW

Message to Pharmacy:

Problem: N/A
 Post Text to Current Note

Fill the rest of the script out as normal, and click "Grant."