



Tips & Tricks Weekly



RX Change Request & RX Canceled Denied Tasks

DID YOU KNOW?

Hey there! Here are some tips and tricks to make your life easier. Today's topic is **RX Change Request** and **RX Cancel Denied** tasks. These tasks are generated at the pharmacy and sent to Touchworks task lists when the pharmacy identifies that there is a problem. This could be related to changes needed or questions about their prescribed medication. When these tasks are clicked on, the RX Change Request dialog box opens with the mini-chart on the right side, making it easy to work with the med from the dialog box. Let's look at the RX Change Request dialog box and explore the options to handle these requests. Then we will address Rx Cancel Denied tasks.

Click the task to open the dialog box. The requested change or request for information from the pharmacy appears here.

You can right-click the med in the mini-chart to work with the med if the options on the left are not appropriate or available.

If you are able to use the options on the left side to make the changes, send the changes by using the "Change Approved" button below. If you have to use the mini chart to apply the changes you can still dismiss the task with one of the options in the "Keep Original" button.

PRO-TIP: Setting the refills to 90 days helps prevent these tasks as well as Rx Renew Request tasks!

PRO-TIP: Rx tabs instead of capsules to save the patient money on their prescription.

If you need assistance with this please call the HelpDesk @ 423-282-6122

Remember, never remove tasks!

EXTRA! EXTRA!
REFILLS FOR MAINTENANCE MEDS MUST BE REVIEWED AND RE-FILLED EVEN IF ON ACUTE VISIT

Rx Cancel Denied task

In the case of a Rx Cancel Denied task, these are notification tasks that can be reassigned to other users or providers. If the task is not needed you can just click the "Done" button.