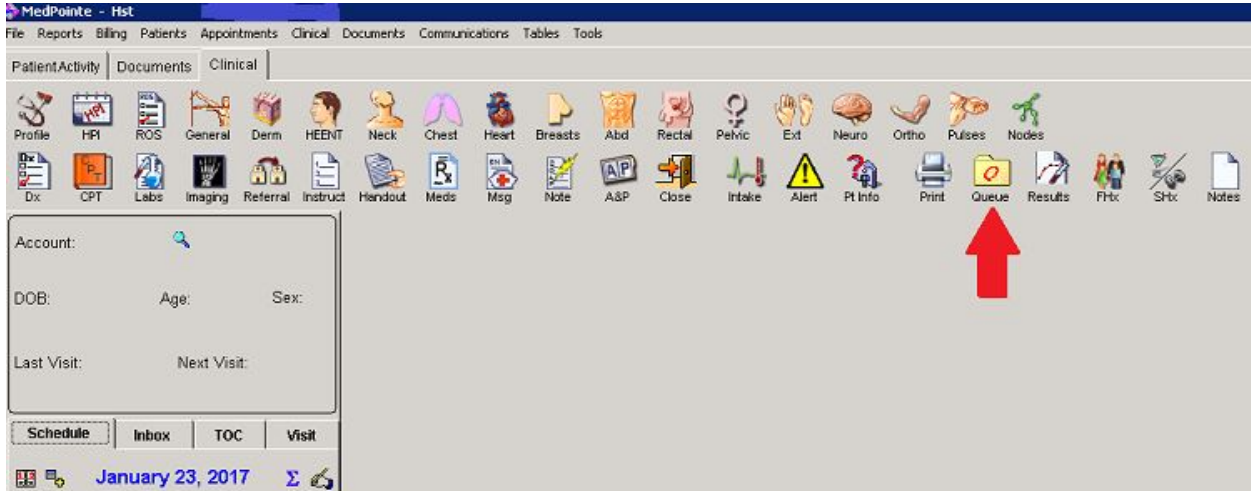


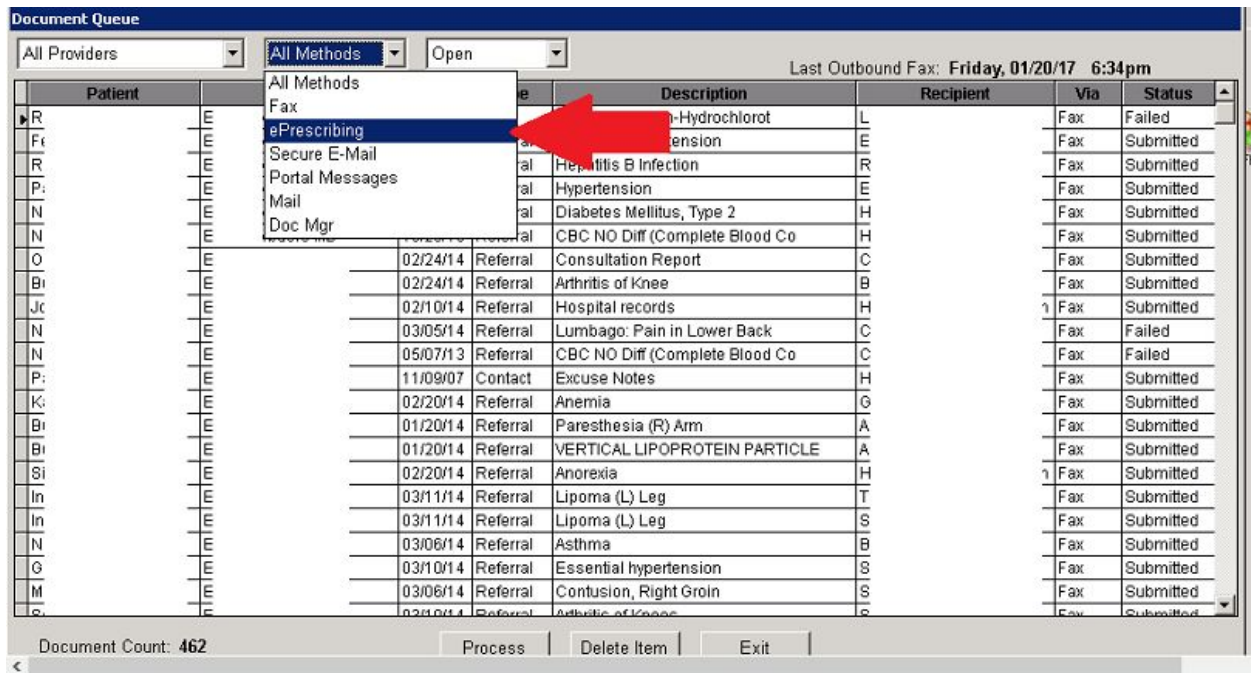
Electronic Refill Requests-Follow-up

Check **Queue Folder** daily to make sure scripts are going through as expected.

From Clinical screen, click on **Queue Folder** icon. (If this icon isn't visible, click on a patient in schedule and it will become available.)



From **Document Queue** window, change **All Methods** drop down box to **ePrescribing**.



All current **Open** scripts will be listed. You can narrow search by choosing **Provider** from drop down box. You can check on status of open scripts.

Document Queue

All Providers | ePrescribing | Open

Last eRx Sent: Friday, 01/20/17 6:29pm
Last eRx Complete: Friday, 01/20/17 6:37pm

Patient	Provider	Date	Type	Description	Recipient	Via	Status
M	Unspecified	05/09/14	Refill	IBUPROFEN 600 MG TABLET	CVS	eRx	Submitted
Y	Unspecified	02/28/14	Refill	ONDANSETRON HCL 4 MG TABLET	Ecke	eRx	Submitted
C	Unspecified	02/28/14	Refill	FOLBIC TABLET	CVS	eRx	Submitted
J	Unspecified	02/28/14	Refill	LOSARTAN-HCTZ 100-25 MG TAB	CVS	eRx	Submitted
Y	E	02/27/14	Script	Hydroxyzine HCl	Walgreens	eRx	Submitted
S	Unspecified	02/27/14	Refill	FLUTICASONE PROP 50 MCG SPRAY	CVS	eRx	Submitted
W	Unspecified	02/27/14	Refill	AMLODIPINE BESYLATE 5 MG TAB	CVS	eRx	Submitted
W	Unspecified	02/27/14	Refill	LISINAPRIL 40 MG TABLET	CVS	eRx	Submitted
B	Unspecified	02/27/14	Refill	MELOXICAM 15 MG TABLET	CVS	eRx	Submitted
H	Unspecified	02/27/14	Refill	IBUPROFEN 800 MG TABLET	CVS	eRx	Submitted
F	Unspecified	02/27/14	Refill	LABELALOL HCL 200 MG TABLET	Ecke	eRx	Submitted
W	Unspecified	02/27/14	Refill	FUROSEMIDE 20 MG TABLET	CVS	eRx	Submitted
Y	Unspecified	02/27/14	Refill	VIT D2 1.25 MG (50,000 UNIT)	CVS	eRx	Submitted
S	Unspecified	02/27/14	Refill	DONEPEZIL HCL 5 MG TABLET	CVS	eRx	Submitted
P	Unspecified	02/27/14	Refill	DIAZEPAM 10 MG TABLET	Ecke	eRx	Submitted
L	E	02/25/14	Script	Ramipril	CVS	eRx	Submitted
L	E	02/25/14	Script	Amlodipine	CVS	eRx	Submitted
L	E	02/25/14	Script	Doxycycline Hyclate	CVS	eRx	Submitted
L	E	02/25/14	Script	Singulair	CVS	eRx	Submitted
L	E	02/25/14	Script	Azithromycin	CVS	eRx	Submitted
B	Unspecified	02/20/14	Refill	METOPROLOL TARTRATE 25 MG TAB	CVS	eRx	Submitted
L	Edwin A. Buique MD	02/19/14	Script	Azithromycin	CVS	eRx	Submitted

Document Count: 31 | Process | Delete Item | Exit

Be sure to check if any scripts have **Failed** by changing drop down from Open to Failed.

Document Queue

All Providers | ePrescribing | Open

Last eRx Sent: Friday, 01/20/17 6:29pm
Last eRx Complete: Friday, 01/20/17 6:37pm

Patient	Provider	Date	Type	Description	Recipient	Via	Status
M	Unspecified	05/09/14	Refill	IBUPROFEN 600 MG TABLET	CVS	eRx	Submitted
Y	Unspecified	02/28/14	Refill	ONDANSETRON HCL 4 MG TABLET	Ecke	eRx	Submitted
C	Unspecified	02/28/14	Refill	FOLBIC TABLET	CVS	eRx	Submitted
J	Unspecified	02/28/14	Refill	LOSARTAN-HCTZ 100-25 MG TAB	CVS	eRx	Submitted
Y	E	02/27/14	Script	Hydroxyzine HCl	Walgreens	eRx	Submitted
S	Unspecified	02/27/14	Refill	FLUTICASONE PROP 50 MCG SPRAY	CVS	eRx	Submitted
W	Unspecified	02/27/14	Refill	AMLODIPINE BESYLATE 5 MG TAB	CVS	eRx	Submitted
W	Unspecified	02/27/14	Refill	LISINAPRIL 40 MG TABLET	CVS	eRx	Submitted
B	Unspecified	02/27/14	Refill	MELOXICAM 15 MG TABLET	CVS	eRx	Submitted
H	Unspecified	02/27/14	Refill	IBUPROFEN 800 MG TABLET	CVS	eRx	Submitted
F	Unspecified	02/27/14	Refill	LABELALOL HCL 200 MG TABLET	Ecke	eRx	Submitted
W	Unspecified	02/27/14	Refill	FUROSEMIDE 20 MG TABLET	CVS	eRx	Submitted
Y	Unspecified	02/27/14	Refill	VIT D2 1.25 MG (50,000 UNIT)	CVS	eRx	Submitted
S	Unspecified	02/27/14	Refill	DONEPEZIL HCL 5 MG TABLET	CVS	eRx	Submitted
P	Unspecified	02/27/14	Refill	DIAZEPAM 10 MG TABLET	Ecke	eRx	Submitted
L	E	02/25/14	Script	Ramipril	CVS	eRx	Submitted
L	E	02/25/14	Script	Amlodipine	CVS	eRx	Submitted
L	E	02/25/14	Script	Doxycycline Hyclate	CVS	eRx	Submitted
L	E	02/25/14	Script	Singulair	CVS	eRx	Submitted
L	E	02/25/14	Script	Azithromycin	CVS	eRx	Submitted
B	Unspecified	02/20/14	Refill	METOPROLOL TARTRATE 25 MG TAB	CVS	eRx	Submitted
L	Edwin A. Buique MD	02/19/14	Script	Azithromycin	CVS	eRx	Submitted

Document Count: 31 | Process | Delete Item | Exit

Scripts that have failed need to be corrected and resent. **Right click** on the correct patient. A window will appear which will allow you to resend or check status.

* Note: Resending directly from this screen will send the script exactly as is. Script correction may be necessary. See following.

The screenshot shows the 'Document Queue' window with the following details:

- Filters: All Providers, ePrescribing, Failed
- Last eRx Sent: Friday, 01/20/17 6:29pm
- Last eRx Complete: Friday, 01/20/17 6:37pm
- Document Count: 374
- Buttons: Process, Delete Item, Exit

Patient	Provider	Date	Type	Description	Recipient	Via	Status
V	P	01/20/17	Script	Depo-Provera	W		Failed
M	P	01/20/17	Script	Lisinopril	W		Failed
N	P	01/20/17	Script	Tramadol	Ri		Failed
S	P	01/20/17	Script	Diflucan	Mi		Failed
B	E	01/18/17	Refill	NOVOLOG FLEXPEN SYRINGE	C		Failed
P	E	01/18/17	Script	Glucophage	Cl		Failed
V	E	01/18/17	Script	Omeprazole	W		Failed
A	E	01/18/17	Script	Gabapentin	Gr		Failed
M	E	01/17/17	Script	Depo-Provera	W		Failed
S	E	01/17/17	Script	Toprol XL	W		Failed
S	E	01/17/17	Refill	RISPERIDONE 4 MG TABLET	Gr		Failed
V	E	01/17/17	Refill	TRAZODONE HCL 100 MG TABLET	Gr		Failed
S	E	01/17/17	Script	Zolpidem	C		Failed
H	E	01/17/17	Script	Tizanidine	W		Failed
H	E	01/17/17	Script	Nicotine	Gr		Failed
P	E	01/17/17	Script	Nicotine	Gr		Failed
S	E	01/17/17	Script	Victoza 2-Pak	W		Failed
J	E	01/16/17	Refill	NOVOLOG FLEXPEN SYRINGE	C		Failed
H	P	01/16/17	Refill	AMLODIPINE 10MG TAB	H		Failed
J	E	01/13/17	Script	Tramadol	Ri		Failed
P	E	01/12/17	Refill	AMLODIPINE 10MG TAB	H		Failed
P	E	01/12/17	Refill	OMEPRAZOLE 20 MG CAPSULE DR	M		Failed

Choose eRX status, Document Queue Info will show reason script failed.

The 'Document Queue Info' window displays the following information:

- Date: 01/20/17
- Queued: 01/20/17
- Prv: P [redacted], NP
- User: P [redacted], FNP-C
- Patient: H A [redacted]
- Recipient: Green [redacted] Pharm
- Type: Script
- Message #: 1374.00087362
- Error Message: Bad NCPDP id = 1699

Go to patient's chart. Correct and resend script from chart.

File Reports Billing Patients Appointments Clinical Documents Communications Tables Tools

Clinical Patient Activity

Profile HPI ROS General Derm HEENT Neck Chest Heart Breasts Abd Rectal Pelvic Ext Ortho Neuro Pulses Nodes Results

Dx CPT Labs Imaging Referral Instruct Handout Meds Msg

Account: 11242
Patty Testpatient
DOB: Age: Sex: F
Last Visit: 11/14/03 Next Visit:
* No Pharmacy On File *

Schedule Inbox 1 TOC Visit

Notes EKG Other
All Notes Labs Radiology Consultant

Date	Type	Subject
06/08/12	Notes	Allergic rhinitis
01/27/12	Notes	Influenza
01/04/12	Notes	Notes
11/08/11	Other	Continuity of Care
09/28/11	Notes	Notes
03/18/08	Notes	Notes

Problems: **Meds** History
Maintenance One-Time Supp

Medications

Medication	Strength
Warfarin	2mg
Advil	200mg

Allergies & I

Medication

Patient Medication

Medication: 245864 One Time Supplies
Description: Warfarin
Strength: 2mg Form: Tablet
Diagnosis: Influenza

Per Dose: 1.00 Units: Tablet Route: Unspecified
Frequency: QD PRN MDD: 1.0
1 tablet once a day

Days Covered: 30 1 Month 3 Month 10 Days Other
Dispense: 30 Units: Tablet Refills Allowed: 5
 Dispense As Written Allow Substitution Of Form/Units
Provider: Other

Started: 09/19/12 Stopped: // Refilled: //

Note: (for internal purposes only) Sample Given

Add To Favorites Change Strength Change Sig
Save Print One-Time Cancel

Return to Document Queue.

Change drop down from Failed to **Submitted** to make sure script was successfully re-sent.

The screenshot shows the 'Document Queue' window with a menu bar (File, Reports, Billing, Patients, Appointments, Clinical, Documents, Communications, Tables, Tools). The window title is 'Document Queue'. Below the title bar, there are three dropdown menus: 'All Providers', 'ePrescribing', and 'Submitted'. To the right of these menus, it says 'Last eRx Sent: Monday, 01/23/17 9:50am' and 'Last eRx Complete: Friday, 01/20/17 6:37pm'. The main area is a table with columns: Patient, Provider, Date, Type, Description, Recipient, Via, and Status. The table contains 25 rows of prescription data, all with a status of 'Submitted'. At the bottom left, it says 'Document Count: 31'. At the bottom right, there are three buttons: 'Process', 'Delete Item', and 'Exit'.

Patient	Provider	Date	Type	Description	Recipient	Via	Status
Minor, Victoria	Unspecified	05/09/14	Refill	IBUPROFEN 600 MG TABLET	CVS W.Florida St.	eRx	Submitted
Yates, Louise	Unspecified	02/28/14	Refill	ONDANSETRON HCL 4 MG TABLET	Eckerd Groometown	eRx	Submitted
Christian, Wayne	Unspecified	02/28/14	Refill	FOLBIC TABLET	CVS Spring Garden	eRx	Submitted
Jones Sr, Lance	Unspecified	02/28/14	Refill	LOSARTAN-HCTZ 100-25 MG TAB	CVS E.Cornwallis Dr 24 Hr	eRx	Submitted
Yuille, Shalaya	Edwin Avbuere MD	02/27/14	Script	Hydroxyzine HCl	Walgreens Drug Store	eRx	Submitted
Simerly, Edward	Unspecified	02/27/14	Refill	FLUTICASON PROPR 50 MCG SPRAY	CVS W.Florida St.	eRx	Submitted
Wright, Bettye	Unspecified	02/27/14	Refill	AMLODIPINE BESYLATE 5 MG TAB	CVS Liberty Plaza	eRx	Submitted
Wright, Bettye	Unspecified	02/27/14	Refill	LISINAPRIL 40 MG TABLET	CVS Liberty Plaza	eRx	Submitted
Bradley, Pamela	Unspecified	02/27/14	Refill	MELOXICAM 15 MG TABLET	CVS E.Cornwallis Dr 24 Hr	eRx	Submitted
Hedgecock, Joshua	Unspecified	02/27/14	Refill	IBUPROFEN 800 MG TABLET	CVS/pharmacy #2532	eRx	Submitted
Fonville, Nathaniel	Unspecified	02/27/14	Refill	LABELALOL HCL 200 MG TABLET	Eckerd Northline Ave	eRx	Submitted
Williams, Linnie	Unspecified	02/27/14	Refill	FUROSEMIDE 20 MG TABLET	CVS Alamance	eRx	Submitted
Young, Corliss	Unspecified	02/27/14	Refill	VIT D2 1.25 MG (50,000 UNIT)	CVS E.Cornwallis Dr 24 Hr	eRx	Submitted
Stewart, Clarine	Unspecified	02/27/14	Refill	DONEPEZIL HCL 5 MG TABLET	CVS E.Cornwallis Dr 24 Hr	eRx	Submitted
Pressley, Dobeta	Unspecified	02/27/14	Refill	DIAZEPAM 10 MG TABLET	Eckerd Groometown	eRx	Submitted
Lloyd, Linelle	Edwin Avbuere MD	02/25/14	Script	Ramipril	CVS Alamance	eRx	Submitted
Lloyd, Linelle	Edwin Avbuere MD	02/25/14	Script	Amlodipine	CVS Alamance	eRx	Submitted
Lloyd, Linelle	Edwin Avbuere MD	02/25/14	Script	Doxycycline Hyclate	CVS Alamance	eRx	Submitted
Lathan, Jonita	Edwin Avbuere MD	02/25/14	Script	Singulair	CVS	eRx	Submitted
Latham, Johnny	Edwin Avbuere MD	02/25/14	Script	Azithromycin	CVS E.Cornwallis Dr 24 Hr	eRx	Submitted
Burton, Jean	Unspecified	02/20/14	Refill	METOPROLOL TARTRATE 25 MG TAB	CVS Alamance	eRx	Submitted
Long, Ashlyb	Edwin Avbuere MD	02/19/14	Script	Azithromycin	CVS Spring Garden	eRx	Submitted

Make sure to search **Complete** scripts when a patient or pharmacy calls to check on status.

The screenshot shows the 'Document Queue' window with a menu bar. The window title is 'Document Queue'. Below the title bar, there are three dropdown menus: 'All Providers', 'All Methods', and 'Open'. The 'Open' dropdown menu is open, showing a list of options: 'Open', 'Ready', 'Pending', 'On Deck', 'Failed', 'Complete', 'After Hours', and 'Submitted'. The 'Complete' option is highlighted. The main area is a table with columns: Patient, Provider, Date, Type, Description, Recipient, Via, and Status. The table contains 8 rows of prescription data, all with a status of 'Ready'. A red circle highlights the 'Open' dropdown menu and the 'Complete' option.

Patient	Provider	Date	Type	Description	Recipient	Via	Status
Rushing, Emma	Edwin Avbuere MD	02/27/14	Script	eRx	Ready
Ferrell Jr, Robert	Edwin Avbuere MD	02/27/14	Script	eRx	Ready
Rabeh, Ali	Edwin Avbuere MD	02/27/14	Script	eRx	Ready
Pate, Debbie	Edwin Avbuere MD	02/27/14	Script	eRx	Ready
Nix, Aimee	Edwin Avbuere MD	10/27/13	Script	eRx	Ready
Nix, Aimee	Edwin Avbuere MD	10/27/13	Script	eRx	Ready
Oliver, Andrea	Edwin Avbuere MD	02/27/14	Script	eRx	Ready

Note: If all scripts show status as **Ready**, contact HST support for assistance.

Exit Queue Folder.

File Reports Billing Patients Appointments Clinical Documents Communications Tables Tools

Document Queue

All Providers All Methods Complete Last Outbound Fax: Mon

Patient	Provider	Date	Type	Description	Recipient
C	E	01/23/17	Script	Script - Ibuprofen	Wal
C	E	01/23/17	Script	Script - Famotidine	Wal
M	E	01/23/17	Script	Script - Tradjenta	Wal
M	E	01/23/17	Script	Script - Losartan	Wal
M	E	01/23/17	Script	Script - Voltaren	Wal
Ti	P	01/20/17	Script	Script - Tegretol	CVE
R	E	01/20/17	Script	Script - Lyrica	CVE
D	E	01/20/17	Script	Script - Fioricet	Wal
G	E	01/20/17	Script	Script - Tessalon Perles	Wal
G	E	01/20/17	Script	Script - Azithromycin	Wal
M	E	01/18/17	Referral	Sinusitis, acute	Eag
C	E	01/16/17	Referral	Cervical Spondylosis w/myelopa	Eag
Lr	E	01/19/17	Script	Script - Benzaclin	Wal
Pr	E	01/19/17	Referral	Leiomyoma of uterus	Mar
Lr	E	12/02/16	Referral	Right temporomandibular joint	Hick
Al	E	01/17/17	Script	Script - Depo-Provera	Wal
Q	E	01/11/17	Referral	Overactive Bladder	Allia
Ki	E	01/04/17	Referral	Hypertension	Gro
S-	E	01/05/17	Referral	Cough	Gro
C	E	01/05/17	Referral	Diabetes Mellitus, Type 2 unco	Leb
C	E	01/05/17	Referral	Diabetes Mellitus, Type 2 unco	Rus
C	E	01/05/17	Referral	Diabetes Mellitus, Type 2 unco	Per

Document Count: 193

Process Delete Item **Exit**