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EHR and ePrescribing FAQs and Helpdesk Support for Sales Representatives

Q1) What is the purpose of the EHR helpdesk?	2
Q2) What is meant by “electronic prescribing product availability”?	2
Q3) What has Purdue done to get the information for new products/strengths such as Butrans® 7.5 mcg/hr into EHR systems?	2
Q4) Why would a product not be included in an electronic prescribing product list?	2
Q5) What should I do if an HCP wants to write Butrans 7.5 mcg/hr, but it does not show up in their EHR system?	2
Q6) What else can a Sales Representative do if they discover a customer does not have Butrans in their prescribing drug list?	3
Q7) What can be done if the HCP product data is behind schedule according to the EHR Timetable?	3
Q8) How do I report issues to the EHR helpdesk?	3
Q9) Why is it that two different practices using the same EHR system can receive a new product in their database at different times?	4
Q10) How long does it usually take to update new product information in an EHR system?	4
Q11) Is it possible for a physician’s practice to add a product to their database?	4
Q12) What should I do if I receive information from the HCP (update info, issues, etc.) on EHR systems?	4
Q13) What should I do if I hear about inaccurate information about Butrans in a customer’s EHR system?	4
Q14) Can we verify the product is listed and the dosing is correct?	5
Q15) How do HCPs use EHRs to prescribe controlled substances?	5
Q16) When can an HCP send a controlled substance prescription electronically?	5



Q1) What is the purpose of the EHR helpdesk?

The EHR helpdesk can answer your questions about the resources that have been made available to you, help you understand how to work with your approved HCP customers, and work with EHR vendors if drug updates are not occurring as expected. The EHR helpdesk is not set up to work directly with your HCP customers.

Q2) What is meant by “electronic prescribing product availability”?

Prescribers who utilize Electronic Health Records (EHRs) which have electronic prescribing (or “ePrescribing”) capabilities are limited by the drug lists provided by their EHR system vendor. In many systems, a product may not be able to be prescribed electronically if it is unavailable in this drug list.

Q3) What has Purdue done to get the information for new products/strengths such as Butrans® 7.5 mcg/hr into EHR systems?

We have communicated the relevant information for Butrans to the companies that supply the information to EHR vendors, and are working to assess and monitor the top 20 EHR systems to ensure our products are included in the update process. Practices should contact their EHR vendor if they have any questions regarding their specific process for adding new products.

Q4) Why would a product not be included in an electronic prescribing product list?

A product might not be included because the system has not been updated yet. New drug information is provided by the pharmaceutical manufacturer to the drug compendia companies who translate the drug label into drug information databases and supply them to EHR vendors and various health systems. In most cases, the drug compendia companies will release an update including the new product within 1-2 weeks of launch. These updates are provided to the EHR system vendor, who in turn provides them to the physician practice and health systems. The processing of those updates may or may not require effort on the part of the practice. The timeframe for a new product update to reach the prescriber’s product list will range from 2 weeks to 3 months.

Q5) What should I do if an HCP wants to write Butrans 7.5 mcg/hr, but it does not show up in their EHR system?

1. Explain to the customer that Purdue has made information on Butrans available to the companies that supply the information to EHR vendors, and each of these vendors has its own system update process which includes new drugs, strengths, etc
2. Explain to the customer that they can contact their EHR vendor to request an update to their system with Butrans product information. In some cases, the EHR vendor is responsible for the update within the practice’s system (“automatic”). In other cases, the practice is responsible for proactively updating their system (“practice-triggered”). Practice-triggered updates can involve a central IT department in a hospital or affiliated practice. In either case, the practice can obtain the appropriate instructions from their EHR vendor.
3. Asking questions such as these listed below may help you to understand the issue from your customer’s perspective and may help them obtain information on Butrans within their EHR systems.
 - a. Who handles updates to your practice’s EHR system?
 - b. When new products are added, do you have to wait for the regularly scheduled system updates or can you manually trigger an update of your EHR system?
 - c. Does your EHR system allow you to electronically prescribe a product before it is included in the system by manually entering the information that you would typically include on a paper prescription? You can contact your EHR vendor for more information on how to manually enter the information.
 - d. Does someone within your health system or practice have the ability to manually add a drug to the database? You may want to check with the person responsible for your EHR system to see if this is



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a possibility. The ability to manually prescribe a drug or enter a drug into the system for future use is available in some systems. See Q11.

- e. Some EHR systems allow for the entry of an NDC number for a product that is not included in the system. Does your system work that way?
4. Encourage your customers to reach out to their EHR vendor with their questions since the vendor will be the best source of accurate information with respect to each particular EHR system.
5. Finally, ask the customer if they would prescribe Butrans using a prescription pad until the EHR system is updated. Be sure to check in from time to time with the appropriate personnel in your customer's office on whether Butrans was added to their EHR system. Once it is added, be sure the HCPs and others in your customer's office are aware.

Q6) What else can a Sales Representative do if they discover a customer does not have Butrans in their prescribing drug list?

The first step is to determine the specific EHR system that is being used. The most reliable way to do this is to ask an appropriate member of the office staff to show you the login screen where this information is typically displayed. It is helpful if you can determine the name of the vendor, the system name, and version number. Verbal answers may be unreliable as they may refer to the vendor name (e.g., Allscripts), but not the system or version number. A single vendor may offer multiple systems so these specifics are important.

Frequently, practice staff may say that they are using Surescripts for ePrescribing. While this is correct, all ePrescribing uses Surescripts to send a prescription to a pharmacy. Surescripts is not the EHR or ePrescribing source where the prescription is written. More inquiry will be needed.

Once this information is available, refer to the ***EHR Product Update Timetable*** to determine how updates are processed for that system and the typical update timeframe. With this information, you can project when the update can be expected.

Q7) What can be done if the HCP product data is behind schedule according to the EHR Timetable?

If the system in use is defined as "Practice Triggered" for updates, it will be important to determine the responsible party for those updates for this practice. For a large group practice, or a practice that is part of a larger health system, that may be an IT department. For smaller practices, it may be an administrative person in the practice, or an external consultant. Encourage your practice contact to log a support request for updated product data with their EHR vendor.

If the system is defined as having an "automatic" update process, the practice should submit a support request with their EHR vendor's customer service center to request the missing product. In some instances, a local person within the health system or practice may have the ability to manually add a product to the database. If this feature is available, it may be a reasonable temporary solution.

If the update appears to be overdue, report this to the EHR helpdesk by submitting the ***EHR Issue Identification Form*** found in the prescriber profile screen in Phoenix. This will help identify any problems with the update. The helpdesk maintains updated information on many systems beyond those on the timetable. Generally, the helpdesk responds within 1-2 business days.

Q8) How do I report issues to the EHR helpdesk?

Purdue has contracted with Point-of-Care Partners, an EHR expert-consulting firm. They staff a helpdesk and will respond to requests via email or telephone.



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The helpdesk will respond to your requests directly for you to communicate with the practice. For top systems, you can expect a response within two business days. If the issue is complicated or requires additional time to research, you will receive a response within two business days with the timing of an expected result.

When reporting questions to the helpdesk, please use the ***EHR Issue Identification Form*** found in the prescriber profile screen in Phoenix to submit requests to the helpdesk. At no time will the helpdesk contact the practice directly. The helpdesk is to help you address questions and issues.

Q9) Why is it that two different practices using the same EHR system can receive a new product in their database at different times?

If the practice is responsible for processing manual updates of the data, the sites may do this at different intervals (e.g., monthly, quarterly) or may not adhere to a schedule. Some IT support staff may not understand the importance of processing updates as they arrive. Even automatically updated systems may get updates at different times because the changes are phased in across different versions or locations.

Q10) How long does it usually take to update new product information in an EHR system?

There are hundreds of EHR systems, and each has its own process for updating new product information. These updates depend on the schedules established by each of the EHR vendors. Typically, it may take 1-3 months for the updates to occur.

Q11) Is it possible for a physician's practice to add a product to their database?

In some instances, a local person within the health system or practice may have the ability to manually add a product to the database. If this feature is available and the practice or health system has authorized someone to use it, this may be a reasonable temporary solution.

HCPs may have the ability to write a manual prescription. In many systems, this new drug can be saved as a favorite for future use. Some systems will restrict these prescriptions by allowing them to be printed only and not be sent electronically.

Q12) What should I do if I receive information from the HCP (update info, issues, etc.) on EHR systems?

Address issues with the availability of Butrans in EHR systems as outlined in the HCP discussion points in Q5. For all other issues, send a request to the helpdesk using the ***EHR Issue Identification Form*** found in the prescriber profile screen in Phoenix. Please note that the helpdesk will not be able to resolve all EHR issues and will not contact practices directly. For example, EHR vendors will not generally change the timing of their update process.

Q13) What should I do if I hear about inaccurate information about Butrans in a customer's EHR system?

If the information is not consistent with the label for Butrans, inform the customer of the correct information consistent with the product label. Obtain information from the customer on the EHR vendor and the specific version of their system that the customer uses.

The most reliable way to do this is to ask the appropriate office staff member to show you the login screen where this information is typically displayed. It is helpful if you can determine the name of the vendor, the system name, and version number. Verbal answers may be unreliable as they may refer to the vendor name (e.g., Allscripts), but not the system or version number. A single vendor may offer multiple systems so specifics can be important.

Immediately send this information to the helpdesk using the ***EHR Issue Identification Form*** found in Phoenix.



Q14) Can we verify the product is listed and the dosing is correct?

The helpdesk is monitoring the addition of products to systems centrally, but systems requiring actions at the practice are common and can't be monitored centrally. One way to verify that the customer's system is updated is to ask someone on the office staff to check the system's product listing, including dosing. Generally, customers have the ability to look up a product and its dosing in the system. Frequently, there is a test patient set up for testing electronic prescribing.

Q15) How do HCPs use EHRs to prescribe controlled substances?

HCPs using EHRs quickly fall into the workflow of using the system for all prescriptions, including controlled substances where allowed. Anytime a patient requests a paper prescription, or regulations don't allow an electronic prescription, a prescription can be printed in the office, signed by the physician, and given to the patient.

Q16) When can an HCP send a controlled substance prescription electronically?

Federal DEA regulations in place require both the HCP's system and the pharmacy system to be certified. The state also has to allow electronic transmission. It is important to understand the state regulations concerning scheduled drugs.

