

# Phyaura eScript Service Feature Guide

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## Overview

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eScript is one of the healthcare industry's leading electronic prescribing solutions. It enables your practice to manage prescriptions using electronic transmission between your office and the pharmacy and substantially reduces phone calls and faxes to your office. That's true electronic prescribing. eScript manages both new prescriptions and renewals and is the only e-prescribing solution that involves the patient in the prescribing process for greater patient satisfaction.

Using eScript, prescribers can write prescriptions and authorize refills for both online and offline patients. In addition, the service presents options for medication strength/form and generic or brand alternatives, as part of the workflow. Prescriptions are transmitted securely to virtually any pharmacy in the US (electronically or through eScript's fax servers), are screened automatically for drug interactions, and are reviewed for formulary compliance prior to submission.

eScript helps promote patient safety through its link to health plan claims and formulary information via RxHub. The service enables prescribers to view the patient's prior medication history in real-time, and see potential adverse interactions with on-screen alerts. It also delivers formulary information at the point of prescribing, thus helping manage patients' healthcare costs by presenting options associated with the lowest patient co-payment.

The eScript Renewals Manager feature automates prescription renewal requests electronically. To enable this automation, eScript connects to the SureScripts® network—the network used by retail pharmacies to securely exchange prescription information online with physician practices. You can authorize or deny renewal requests online in seconds instead of consuming time and resources in fax and telephone communications with pharmacies.

Staff members may prepare prescriptions or patient renewal requests and route them to a provider for approval, or they may authorize and transmit prescriptions under appropriate protocols. eScripts may be sent in three ways:

1. New prescriptions or faxed renewals are entered into eScript and printed or sent to pharmacies
2. Electronic renewals are processed through the eScript Renewal Manager
3. Prescriptions may be attached to a provider's response to a patient message

The eScript Favorites feature allows you to store your frequently used formulary-preferred medications (along with specific strength, form, route, etc.) and prescribe them more accurately and quickly. You can add, edit, and delete from your Favorites list as you see fit. Favorites can also be added ad-hoc while in the process of prescribing.

When you prescribe with eScript, the information automatically becomes part of the patient's online health record. To ensure you have a complete paper record of prescribing activity, you can print all eScripts – either one at a time, or in batch – to add to patient charts.

### **eScript benefits include:**

- Increased patient safety through reduced typos
- Decreased fax and telephone workflow issues, especially when using electronic renewals
- Increased speed of prescribing using Favorites and increased consistency as staff use the Favorites for each provider in your practice
- Reduced patient prescription costs, and reduced callbacks about formulary issues, by adding generic and common formulary preferred drugs to your Favorites list
- Ability to view and print all eScript activity

## What's Inside

This Feature Guide provides an overview of the eScript application. In this Guide you'll find:

- A detailed navigational overview
- Instructions for all users that identify the steps you'll take to:
  - Compose eScripts
  - Use Favorites and Free-Text Medications
  - Run Activity Reports
  - Print Patient Medication Lists
  - Use the eScript Status Area
  - Manage Provider Signatures

This Feature Guide also includes the following appendices, which include detail appropriate for all prescribers:

- Appendix A – Formulary Options
- Appendix B – eScript Glossary
- Appendix C – eScript Frequently Asked Questions
- Appendix D – eScript Favorites: Frequently Asked Questions
- Appendix E – eScript Favorites: Clinical Stories

### Special Content for Ohio Prescribers

To comply with Ohio Board of Pharmacy prescribing regulations, Ohio users have slightly different workflows when prescribing in eScript. Specifically, Ohio prescribers must enter their password credentials before finalizing the prescribing workflow. Where appropriate, we have highlighted this difference in this guide with an 'Ohio Prescribers Only' note. Additionally, the following sections of this guide apply only to Ohio prescribers:

- Internet Explorer Browser Setup for Ohio Board of Pharmacy
- Firefox Browser Setup for Ohio Board of Pharmacy

## How Can We Help?

Phaura is ready to support you every step of the way as you use the service. You can request assistance, propose suggestions, or submit comments by any of the following methods:

- Use the 'Contact' link at the bottom of your Home page to send a secure message directly to our Customer Support organization. You can also call our toll-free number and speak to one of our Customer Support representatives from 4:30 am to 5:00 pm Pacific Standard Time. Call 1-866-RELAY-ME (1-866-735-2963) and select option 1.

# Navigating eScript

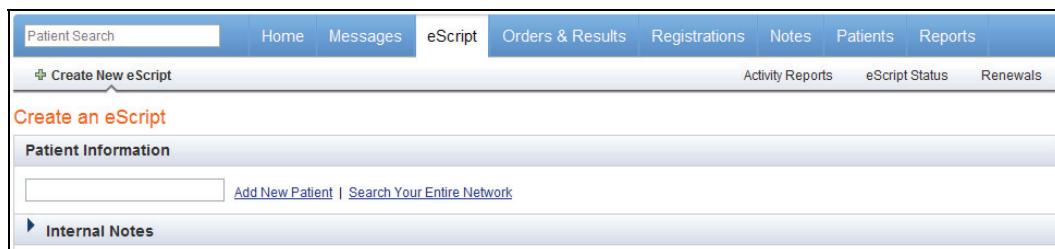
## Accessing eScript

The eScript service provides multiple navigation paths to access eScript. Depending on your workflow, you can access this application as follows:

### Global Navigation Bar

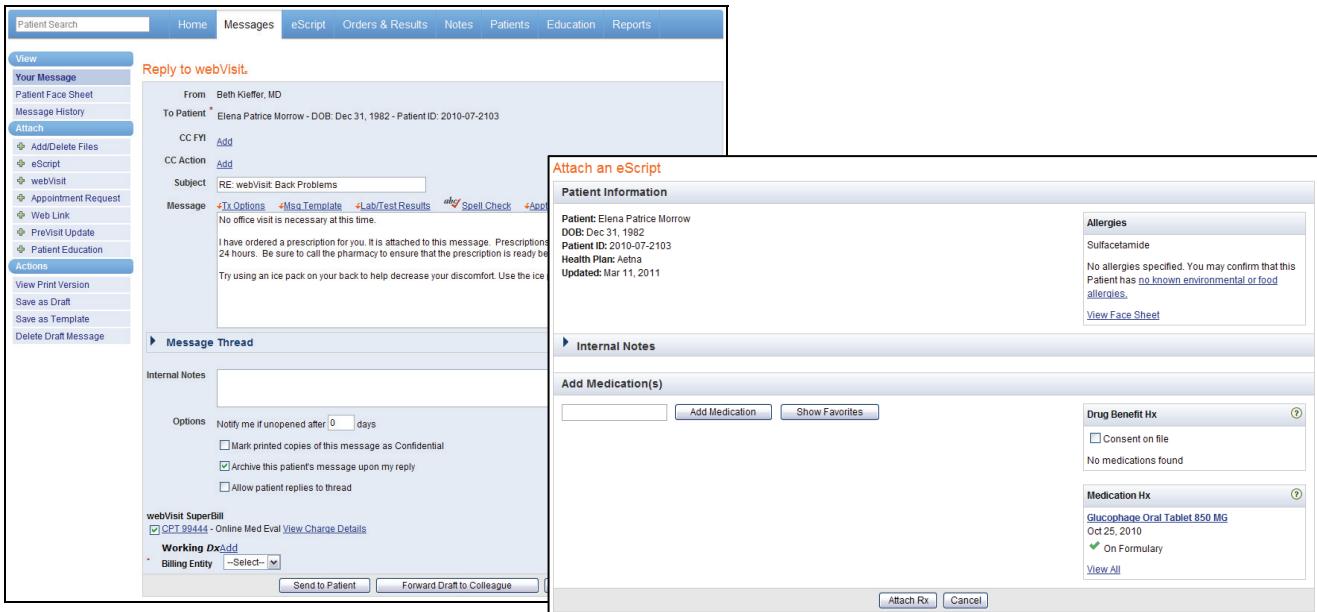
Click **eScript** in the global navigation bar, and if necessary, click **Create New eScript** on the secondary navigation bar.

Navigation options on the secondary bar include Create New eScript, Activity Reports, eScript Status, and Renewals. The secondary navigation bar is 'sticky,' meaning the service remembers the last item you selected and will return there automatically. For instance, if the last item you selected was 'Renewals,' the service displays the Renewal Manager automatically. If the last item you selected was 'Activity Reports,' the eScript Activity Report page displays automatically.



### Patient Messaging

When messaging a patient (sending a lab/test result, responding to a webVisit, etc.), click **eScript** under the Attach menu in the vertical navigation panel. The service launches the Attach an eScript workflow automatically, with the patient's information in context.



eScript allows providers to prescribe Schedule II medications using a 'print only' workflow. Federal regulations prohibit electronic transmission of prescriptions for Schedule II medications; therefore, eScript does not enable attachment of these prescriptions in patient messaging workflows.

## YGWJdhRecord

On the *Medications* tab of a patient's eScript Record, you can select one or more previously prescribed medications and launch eScript directly from the health record with the patient and medication data in context. Using this access method, you may re-prescribe medications or renew medications.

To re-prescribe or renew, click the checkbox(es) next to the desired medication(s), and click **Prescribe**. Complete required fields on the Enter Medication Details screen and click **Save**.

The screenshot shows the YGWJdhRecord interface. At the top, there is a navigation bar with links for Patient Search, Home, Messages, eScript, Orders & Results, Notes, Patients, Education, and Reports. Below this, a patient summary section displays Name: Kelly Martin, Online; Home: (415)556-1212; Work: (510)556-5656; Mobile: (415)556-2323; Patient ID: A4567895; Email: kmartin@yahoo.net; Gender: Female; Date of Birth: Mar 9, 1979; Health Plan: Aetna; Health Plan Id: A4567895. To the right is a small photo of the patient and edit buttons. Below the summary is a menu bar with Chart, Reports, Administrative, Summary, Messages, Notes, Problems & Proc., Medications, Allergies, Orders & Results, Vital Signs, Immunizations, Family & Social Hx, and Files. The Medications tab is selected. On the left, a list of medications shows 'Lipitor' checked and 'Bicillin C-R (1200000)' unselected. On the right, a modal dialog box titled 'Enter Medication Details' is open, prompting for details like Patient Name (Kelly Martin), Medication Name (Lipitor), Strength/Form (Oral Tablet 10 MG - L1 Preferred), Quantity (90), SIG (1 tablet orally daily), and Refills (1). It also includes fields for Note to Pharmacist, My Notes, and various prescription options like Substitution Permissible and New Rx. At the bottom are Save, Save & Add Another, and Cancel buttons.

## Additional Access Options from the YGWJdhRecord

<p>The Actions dropdown menu includes options like - Select -, New Colleague Message, New eScript (which is highlighted), New Note, New Order, New Patient Message, New Referral, and several network-related links: Add Provider Link, Find Duplicates, Search Your Entire Network, Share This Patient Health Record, Synchronize Health Record (CCD), and View/Print Health Record.</p>	<p>The Active Medications list shows three entries: Glucophage - Oral Tablet 500 MG QTY: 30 Tablet(s) 1 tablet per day with meal; Ibuprofen - Oral Tablet 200 MG QTY: 60 Tablet(s) 1 tablet orally every 6 hours; and Lipitor - Oral Tablet 20 MG QTY: 30 Tablet(s) 1 tablet orally daily.</p>
<p>From any page in a selected patient's eScript Record, use the actions drop-down to select <b>New eScript</b>. eScript launches with the patient's data in context, and when you've completed the prescription, the service will return you to the patient's Chart Summary view automatically.</p>	<p>From the Chart Summary view of the patient's eScript Record, click the <b>New eScript</b> link above the Active Medications module. eScript launches with the patient's data in context, and when you've completed the prescription, the service will return you to the patient's Chart Summary view automatically.</p>

## Documentation

If your organization has licensed Documentation (Progress Notes), you can launch eScript from a progress note's Plan tab, with the patient's data in context. Click the **New Prescription** link (in the Orders, Prescriptions, Referrals module) and complete the prescription. When you've completed the prescription, the service will return you to the Plan tab in the progress note automatically.

The screenshot shows the 'Note' window with the 'Plan' tab selected. At the top, there is a 'Selected Template: - None -' dropdown. Below it, tabs for 'Subjective', 'Objective', 'Assessment', 'Plan', and 'Billing' are visible, with 'Plan' being the active tab. A large 'Free text area' is present for notes. Under 'Quality of Care', it says 'No quality of care measures specified' with a link to 'Add Quality of Care Measure'. In the 'Smoking Cessation Counseling Required for this Patient (Tobacco User)' section, there are three checkboxes: 'Advised patient to stop tobacco use', 'Discussed tobacco cessation medications', and 'Discussed tobacco cessation strategies'. Under 'Orders, Prescriptions, Referrals', it says 'None specified' with links to 'New Order', 'New Prescription', and 'New Referral'. Finally, under 'In-Office Procedures and Immunizations', it says 'No procedures and immunizations specified' with links to 'New Procedure' and 'New Immunization'.

## Creating an eScript

In general, creating an eScript in this service requires that you interact with three screens: the eScript form, the Medication Search form, and the Medication Details form. This section describes these three screens.

### eScript Form

The Create an eScript workflow allows you to compose a new eScript using a sectioned form, which expands as you add data. The form uniquely displays options based on logged in user, data included in the patient's health record, and the type(s) of medications included in the prescription. Sections display as follows:

#### Patient Information

This section displays patient demographic and health plan data. Some workflows (such as accessing eScript from a patient's eScript Record) populate the Patient Information section automatically. When this information is not pre-populated, you can search for and select the patient or add a new patient record.

If the selected patient has multiple Drug Benefit coverages, the service displays this information in the Patient Information section as well. Use the radio buttons to select the Drug Benefit coverage to apply to the prescription.

Patient Information		
Patient Beatrice Hernandez DOB 02/21/1975 Updated Jun 28, 2010 <a href="#">View Face Sheet</a>		
Drug Benefit <input checked="" type="radio"/> Caremark <input type="radio"/> Medco <input type="radio"/> Express Scripts <a href="#">View Drug Benefit Patient Info</a>		

eScript is certified through RxHub to connect to Medco, Caremark, and Express Scripts for real-time drug benefit eligibility, formulary display, and drug history display. If one or more of these pharmacy benefit managers is used to manage the drug benefit for a health plan, then eligibility, formulary, and drug history will display – providing prescribers with real-time data to reduce the likelihood of drug interactions and promote cost-effective drug therapy.

The Patient Information section also includes an allergies panel, which lists allergies specified in the patient's health record, if any. If the patient has no medication or no environmental/food allergies specified, you may confirm this information by clicking the 'Reconfirm Status' links. The allergies panel also includes a link allowing you to view the patient's face sheet(condensed version of the patient's health record).

### Select Provider

This section displays only for staff members. When a staff member is composing a prescription on behalf of a provider, he or she will use the dropdown in this section to specify the provider.

### Internal Notes

Adding Internal Notes to an eScript is optional. By default, this section of the form is collapsed unless a note has been added to the eScript. Expand or collapse the Internal Notes section manually by clicking the arrow to the left of the Internal Notes heading. To add a note, simply type a free text note into the text area and click Add Note.

**Create an eScript**

<b>Patient Information</b>	
Patient: Kelly Martin DOB: Mar 9, 1979 Patient ID: Health Plan: Aetna Updated: Mar 11, 2011	
<b>Allergies</b>	
Ampicillin, Penicillin Animal Dander, Grasses <a href="#">View Face Sheet</a>	
<b>Select Provider</b>	
Provider * <input type="text" value="Beth Kieffer - Waterside Hospital &amp; Health Centers"/>	
<b>Internal Notes</b>	
Karen Moore on Mar 21, 2011 1:30 PM: Pt lost Lipitor prescription while on vacation. I'm prescribing a limited amount. Pt will see Dr. Kieffer on Friday.  <input type="text"/> <a href="#">Add Note</a>	

## Add Medication(s)

The Add Medications section provides both functional and navigational options. Search for a medication name by entering the name in the search field and clicking Add Medication. Access medications you've saved to your personal Favorites list by clicking Show Favorites.

If available, the patient's Drug Benefit History displays above the Medication History (on the right side of the Add Medications section). Both history listings will include formulary status if available. With the exception of any Schedule II medications, you can add a medication listed in either the Drug Benefit History or Medication History lists to this eScript, just click the medication name.

Selected medications display in the Add Medications section. You have the option to Delete the entry or Edit the Medication Details using the links provided to the upper right of any listed medication entry. Interaction alerts will display at the bottom of the listed medication. Hover over the Drug / Allergy / Problem highlights to review alert details.

## Send Script

The Send Script section allows you to specify where the script will be transmitted using the Pharmacy, Patient's Inbox, or Printer radio buttons. Display of these options is conditional. For example, the Patient's Inbox option does not display for offline patients, and only the Printer option displays for prescriptions containing Schedule II medications.

The pharmacy panel is conditional as well and provides a search workflow if the patient does not have a preferred or last used pharmacy on record. The Patient Pharmacy History panel displays the last five pharmacies to which this patient's previous prescriptions transmitted, if any. You can select a pharmacy by clicking the pharmacy name in the history panel.

The screenshot shows the 'Add Medication(s)' and 'Send Script' sections of a prescription interface. In the top left, there's a search bar, 'Add Medication' button, and 'Show Favorites' button. Below that, a list of medications is shown, with 'Lipitor (PFIZER US) - OR TABS 10 MG' selected. To its right are 'Delete' and 'Edit' links. The 'Drug Benefit Hx' section shows 'Consent on file' and 'No medications found'. The 'Medication Hx' section shows a history entry for 'Lipitor Oral Tablet 10 MG' from Nov 11, 2010, marked as 'L1 Preferred'. In the 'Send Script' section, the 'Pharmacy' radio button is selected. The 'This eScript Will Be Sent To' panel lists 'WALGREEN DRUG STORE #00890' with address '135 POWELL ST SAN FRANCISCO, CA 94102-2203' and contact info 'Phone: (415) 391-7222 Fax: (510) 654-6340'. The 'Patient Pharmacy Hx' panel lists 'WALGREEN DRUG STORE #00890' and 'Walgreens Mail Order - Orlando'. At the bottom are buttons for 'Preview Rx', 'Forward to Colleague', 'Send Rx', and 'Cancel'. A checkbox for 'Print copy for Patient's chart' is also present.

The Print copy for Patient's chart checkbox is sticky, meaning the service will remember your last used preference for printing, and will check/uncheck the box automatically the next time you create an eScript.

Action buttons allow you to preview the prescription before sending, forward the prescription to a colleague for review, send the prescription immediately (to pharmacy, patient's inbox, or printer), or you can cancel the prescription.

## Medication Search Form

The Medication Search form provides a convenient way to search for and select medications using a simple three-column format. Select the desired drug from the first column to the left. Then, the center and right columns populate with pertinent Strength/Form and Summary & Alternatives information (e.g., generic, brand, and cost data if available).

The "Did You Mean..." feature, displayed below the medication search field, detects common misspellings or abbreviations and prompts you to click the name of the correctly spelled medication to finalize the search.

If you select a medication that has a generic or other alternative medication available, the service displays these options in the Summary & Alternatives panel. Formulary and cost information also displays in the Summary & Alternatives panel if the patient's health plan has opted to share this data.

### Important Interaction Screening Note

eScript performs interaction screenings at the Medication Search step in the prescribing workflow and displays highlighted alerts below the selected medication in the Summary & Alternatives panel. If the medication you select raises one or more interaction alerts, hover your mouse pointer over the highlighted alert(s) to review.

If appropriate, you may disregard the alert and click Next to continue with the prescribing workflow. However, if the alert type and level places your patient at risk, you may search for and select an alternate medication.

eScript default interaction screening levels apply to all ePrescribing areas of the service (eScript, Renewal Manager, and eScript Records). However, your Practice Administrator has privileges to raise or lower the interaction alert levels from within the Settings & Administration area of the service. If adjusted, the raised or lowered alert levels will apply at the practice level and will affect all prescribers in your practice.

The screenshot shows the Medication Search dialog box. In the search bar, 'Liptor' is typed, and a suggestion 'Did you mean...Lipitor?' is shown. A checkbox 'Include OTC' is checked. The results are presented in three columns:

1. Medication	2. Strength/Form	3. Summary & Alternatives
ANTICONVULSANTS Anticonvulsants - Misc. ○ Levitracetam	Oral Tablet 10 MG - ✓ L1 Preferred	Lipitor Oral Tablet 20 MG - ✓ L1 Preferred
ANTIHYPERTERPIDEMICS HMG CoA Reductase Inhibitors ○ Atorvastatin Calcium (Unavailable generic) ● Lipitor	Oral Tablet 20 MG - ✓ L1 Preferred	Drug Med Allergy N/A Problem N/A Next »
CARDIOVASCULAR AGENTS - MISC. Impotence Agents ○ Vardenafil HCl ● Levitra	Oral Tablet 40 MG - ✓ On Formulary	Cost Data Retail patient pay: \$30 for 30 days supply, mail order patient pay: \$40 for 90 days supply, specialty pharmacy patient pay: \$65 for 30 days supply, long-term care patient pay: \$90 for 90 days supply Formulary Information Maximum 12 fills each year. Patient pay information
MULTIVITAMINS	Oral Tablet 80 MG - ✓ On Formulary	

At the bottom are 'Close' and 'Next' buttons.

## Medication Details Form

The Medication Details form allows you to specify important data regarding the prescribed medication. This form includes both required and optional fields. You must enter the Strength/Form, Quantity, SIG, and number of Refills.

The SIG drop-down field includes standard SIGs from the Medi-Span drug database that display in short, English phrasing. Not all medications include SIG data. If the medication you've chosen does not have a SIG, you may enter a free-text SIG.

If the selected medication has an age, weight, or age/weight SIG available, the pop-in also displays a Weight field. For weight-calculated SIGs, you will enter the patient's current weight in pounds or kilograms. The SIG calculates based on the weight data. If the patient's weight is included in his or her eScript Record, the service will populate the weight field automatically.

On this screen, you may also optionally:

- Enter a note to the pharmacist in the text area.
- Use the radio buttons, to select Substitution Permissible or Dispense as Written and New Rx or Renewal.
- Indicate Start Date and End Date for this medication as well as include a Health Record Comment.
- Using the checkbox at the upper right, save this medication and its details to your Favorites list.

**Enter Medication Details**  Save As Favorite

Patient Name Andrew Martin

Medication Name \* Zithromax Z-Pak

Strength/Form \* Oral Tablet 250 MG - Not Covered

Quantity \* 6

Weight 105

SIG \* 2 tablets orally daily for 3 days

Refills \* None

Note to Pharmacist

Substitution Permissible  
 Dispense As Written  
 New Rx  
 Renewal

Start Date 3/21/2011

End Date 3/25/2011

Medication will be marked inactive after end date.

Health Record Comments  
Not visible to pharmacist.

## Create an eScript

The eScript application provides an efficient process for creating electronic prescriptions. Where appropriate, the service saves you time by pre-populating data from the patient's eScript record, providing a Favorites option, and by displaying previously used pharmacy data. Follow the instructions below to create an eScript and transmit it as follows:

- **Pharmacy:** Prescription sent directly to pharmacy of choice either electronically or via fax.
- **Patient's Inbox:** Patient receives a secure message in his or her eScript inbox and selects a pharmacy to fill prescription. This option displays only if you selected an 'online' patient.
- **Printer:** Prescription directed to a local printer.

1. Access eScript using any of the methods detailed in the *Accessing eScript* overview in this guide.

2. The Create an eScript page displays. In certain workflows, the patient's data will be pre-populated in the Patient Information pane. If the patient's data is not pre-populated select the patient record by one of the following methods:

- a) In the patient field and select the patient from the Recent Patient list.
- b) If the patient is not on the Recent Patient list, type the first few letters of the patient's first or last name or the Patient ID. The type-ahead feature enables you to select the appropriate patient name from the search result list.

Patient Information		
Grace	Add New Patient   Search Your Entire Network	
Grace McSwain	Female	Beth Kieffer
Mar 10, 1967	Online	PI: 2010-07-2102

If the patient does not appear on the search results list, check the spelling or Patient ID. If you entered this information correctly, click **Add a New Patient** and follow the instructions provided to add the patient. If your organization is part of an affiliation, you may also choose to **Search Your Entire Network** to search for this patient's record in affiliated entities.

- i 3. In the Patient Information section, review the **Allergies** panel. This panel lists allergies specified in the patient's health record, if any. If the patient has no medication or no environmental/food allergies specified, you may confirm this information by clicking the **Reconfirm Status** links.
4. If you are a staff member, select the appropriate provider from the **Select Provider** dropdown. Providers will not see this section.
5. You may optionally add an internal note to this prescription. Click the blue arrow to expand the **Internal Note** panel, enter the text of the note, and click **Add Note**. The note will be visible in the eScript Status area (as a 'hover over' icon) and will be visible to a colleague if you forward this prescription to a colleague for review.

Patient Information	
Patient: Rebecca Brookgreen	Allergies
DOB: Jan 1, 1977	Penicillin
Patient ID: 2009-11-0201	No allergies specified. You may confirm that this
Health Plan: CIGNA HealthCare	Patient has <u>no known environmental or food</u>
Updated: Jul 30, 2009	<u>allergies</u> .
<a href="#">View Face Sheet</a>	

Select Provider	
Provider *	Beth Kieffer - Waterside Hospital & Health Centers

Internal Notes	
<a href="#">Add Note</a>	

- Under the Add Medication(s) section, in the Drug Benefit Hx panel, click the box to the left of **Consent on file**, if appropriate.
- To search for a specific medication, enter all or part of the medication name and click **Add Medication**.

- The eScript Drug Search screen displays in a three-column format. Select the desired drug from the first column to the left. Then, the center and right columns will display pertinent Strength/Form and Summary & Alternatives information (e.g., generic and brand data). When you have identified the appropriate medication and strength/form, click **Next**.

- The enter Medication Details screen displays. Enter the **Quantity**, **SIG**, and number of **Refills**.

If the medication you've chosen does not have a SIG in the dropdown, you may enter a free-text SIG.

If the selected medication has an age, weight, or age/weight SIG available, the pop-in also displays a **Weight** field.

You may optionally enter a **Note to Pharmacist** adjust **Substitute Permissible / Dispense as Written** settings. Additionally, you may enter **Start Date** and **End Date** for this medication. If included, the end date controls the 'inactive' flag in the patient's record. Finally, you may optionally enter **Health Record Comments**

Click **Save** or **Save & Add Another**.

10. The Create an eScript form displays with the selected medication and details under the **Add Medication(s)** section.

At this point, you may add another medication by searching, selecting from Favorites, or selecting from history, or you may send the prescription.

11. In the Send Script section, select the appropriate transmission method for this eScript (Pharmacy, Patient's Inbox, Printer). Selections available may be dependent upon the patient's online/offline status or the inclusion of a Schedule II medication.
12. In this scenario, we selected Pharmacy. If the patient has a pharmacy on record (last used or preferred) and you want to use this pharmacy, click **Send Rx**. If you want to select another pharmacy or a new pharmacy, click the **Change Pharmacy** (or **Search for Pharmacy**) link.

13. In this scenario, we'll search for and select a new pharmacy. In the Find a Pharmacy pop-in, the 'Near ZIP code' field is auto-populated with the patient's residential ZIP code. You may search for either Local or Mail Order pharmacies using the tabs at the top of the search panel.

On the selected tab, enter search criteria and click **Search**.

Entering too much information may not produce the desired search results. For example, entering ZIP code, pharmacy name, and city will find only pharmacies that match all the criteria. It often produces better results to enter **less** data.

14. Select the desired pharmacy by clicking the Pharmacy name.
15. The pharmacy populates the Send Script section of the form. You may optionally **Print a copy** of the prescription for the patient's chart by clicking the checkbox above the action buttons.
16. Click **Send Rx** to send the eScript immediately, or click **Forward to Colleague** if the eScript requires review.

The screenshot shows a search interface titled 'Find a Pharmacy'. It includes fields for 'Local' or 'Mail Order' selection, 'Pharmacy Name', 'Phone or Fax Number', 'City', 'State' (set to CA - California), and 'Near ZIP Code' (set to 94102). A 'Search' button is present. Below the search bar is a list of pharmacies with their names, addresses, and contact information:

Pharmacy Name	Address	Phone	Fax
DAY OWL REXALL DRUG	490 POST ST #311 SAN FRANCISCO, CA 94102	(415) 981-1090	(510) 654-6340
ELLIS PHARMACY #2508	468 ELLIS ST SAN FRANCISCO, CA 94102	(415) 441-5088	(510) 654-6340
KECKS BROEMMEL PHARMACY			

17. **OHIO PRESCRIBERS ONLY:** After clicking Send Rx, you must enter the same **Password** used when logging into the service and click **Confirm**. Due to prescribing regulations specific to Ohio, this password-re-entry step will be required for all eScripts before the prescription is sent.

A dialog box titled 'Confirm your password' asks for a password. It contains a checked checkbox labeled 'Password' and a masked password field. A reminder message at the bottom states: 'Reminder: The Ohio State Board of Pharmacy requires you to print an eScript Activity Report daily. The report should be verified and manually signed by the prescriber and maintained for three years.' Buttons for 'Confirm' and 'Cancel' are at the bottom.

When the prescription transmits, the service displays confirmation of transmission.

A confirmation dialog box displays a large checkmark icon. The text reads: 'Your eScript for Kara Thorpe has been sent to: DAY OWL REXALL DRUG'. Below this, it says 'A message has also been sent to this patient about this eScript.' A 'Go To Patient Chart' button is at the bottom.

# Prescribe Using eScript Favorites

eScript Favorites allows you to store your frequently used formulary-preferred medications (along with specific strength, form, route, etc.) and prescribe them more accurately and quickly. Follow the instructions below to use Favorites when creating a prescription.

1. Access eScript using any of the methods detailed in the *Accessing eScript* overview in this guide.
2. The Create an eScript page displays. In certain workflows, the patient's data will be pre-populated in the Patient Information pane. If the patient's data is not pre-populated select the patient record by one of the following methods:
  - a) In the patient field and select the patient from the Recent Patient list.
  - b) If the patient is not on the Recent Patient list, type the first few letters of the patient's first or last name or the Patient ID. The type-ahead feature enables you to select the appropriate patient name from the search result list.

If the patient does not appear on the search results list, check the spelling or Patient ID. If you entered this information correctly, click **Add a New Patient** and follow the instructions provided to add the patient. If your organization is part of an affiliation, you may also choose to **Search Your Entire Network** to search for this patient's record in affiliated entities.

3. If you are a staff member, select the appropriate provider from the **Select Provider** dropdown. Providers will not see this section.
4. You may optionally enter **Internal Notes** to accompany the eScript.
5. Under the Add Medication(s) panel, click **Show Favorites**.
6. The eScript Favorites screen appears showing all your current medication Favorites in alphabetical order.

Information for each Favorite includes:

- Medication Name
- Strength/Form
- SIG
- Quantity
- Formulary Information (if available)
- New Rx or Renewal
- Number of Refills

From this screen you may:

- Add New Favorite
- Display a list of all your medication Favorites by clicking ALL on the Rolodex bar (default) or click a letter to display only medications starting with a particular letter.
- Click the name of a Favorite medication to select
- Click Edit to modify prescription
- Click Delete to delete medication from Favorites list

7. Once you have selected a medication, it displays on the eScript summary page. On the Send Script panel, select a delivery option by clicking one of radio buttons to the right. Options include:

**Pharmacy:** Prescription is sent directly to pharmacy included under the 'This eScript Will Be Sent To' panel.

**Patient's Inbox:** Patient receives a secure message in his or her service inbox and selects pharmacy to fill prescription. This option displays only if you selected an online patient.

**Printer:** Prescription directed to a local printer in your practice.

8. Click **Send Rx.**

9. **OHIO PRESCRIBERS ONLY:** Re-enter your service Password and click **Confirm**.



10. The service displays confirmation that the prescription has been sent to the pharmacy. From this screen, you can Create a New eScript or Create a follow-up message about this patient.



Schedule II medications are restricted from entry into the Favorites list.

# Prescribing Free-Text Medications

eScript provides the option for prescribers to enter free-text medications when prescribing. If this option is enabled for your organization, prescribers will enter the Medication Name, Strength/Form, Quantity, Quantity Form, SIG, and number of Refills for the medication. Follow the instructions below to prescribe a free-text medication.

1. Access eScript using any of the methods detailed in the *Accessing eScript* section of this guide.
2. The Create an eScript page displays. In certain workflows, the patient's data will be pre-populated in the Patient Information pane. If the patient's data is not pre-populated select the patient record by one of the following methods:
  - a) In the patient field and select the patient from the Recent Patient list.
  - b) If the patient is not on the Recent Patient list, type the first few letters of the patient's first or last name or the Patient ID. The type-ahead feature enables you to select the appropriate patient name from the search result list.
3. If you are a staff member, select the appropriate provider from the **Select Provider** dropdown. Providers will not see this section.
4. You may optionally enter **Internal Notes** to accompany the eScript.
5. Under the Add Medication(s) panel, click **Add Medication**.
6. On the Medication Search pop-in, click **Add Free Text Medication**.
7. On the Medication Details pop-in, complete each of the required fields indicated with a red asterisk (e.g., Medication Name, Strength/Form, etc.).

*Optional:*

- You may enter a note to the pharmacist in the text area.
- Using the radio buttons, you may also optionally select **Substitution Permissible** or **Dispense as Written** and **New Rx** or **Renewal**.
- You may indicate **Start Date** and **End Date** for this medication as well as include a **Health Record Comment**.
- Using the checkbox at the upper right, you may save this free-text medication to your Favorites list.

8. Click **Save**.

Recent Patients		
Andrew Martin	Male	Beth Kieffer, Waterside Hospital & ... PI: 2354-2657
Jun 30, 2001	Online	
Beatrice Katherine Herman...	Female	Beth Kieffer PI: 2008-06-0301
Feb 21, 1975	Online	
Betty Landis	Female	Beth Kieffer PI: 2010-07-2101
Mar 10, 1967	Online	
Christina Washington	Female	Beth Kieffer, Waterside Hospital & ... PI: A-4569854
Nov 18, 1962	Offline	
Gary Watson	Male	Beth Kieffer, Waterside Hospital & ... PI: 2009-10-06
Jan 01, 1967	Online	

Enter Medication Details	
Patient Name	Gary Watson
Medication Name *	Neulasta
Interaction alerts and formulary are not available for text entered medications.	
Strength/Form *	6 mg
Quantity *	10
Quantity Form *	Syringe
SIG *	Inject contents of one syringe subcut
Refills *	2
Note to Pharmacist	My Notes
<input checked="" type="radio"/> Substitution Permissible	
<input type="radio"/> Dispense As Written	
<input checked="" type="radio"/> New Rx	
<input type="radio"/> Renewal	
Start Date	<input type="text"/>
End Date	<input type="text"/>
Medication will be marked inactive after end date.	
Health Record Comments Not visible to pharmacist.	
<input type="button"/> Save <input type="button"/> Save & Add Another <input type="button"/> Cancel	



Because this entry is an uncoded (non-NDC) medication, the service will not provide interaction alerts or formulary information. Additionally, if the prescription is for a Schedule II drug, Federal regulations prohibit electronic transmission. All prescriptions for Schedule II drugs must be sent to the printer.

9. The medication and details populate the Add Medications panel. eScript includes a Note to the Pharmacist automatically, which states, 'The details of this medication were entered as free text.'

If the patient's pharmacy data is correct, click **Send Rx**. Otherwise, click the **Change/Find Pharmacy** to search for and select a pharmacy, then click **Send Rx**.

The screenshot shows the eScript software interface. On the left, the 'Add Medication(s)' panel displays a list of medications, including 'Neulasta (6 mg)'. It includes fields for quantity, substitution, and notes. On the right, there are two sections: 'Drug Benefit Hx' and 'Medication Hx', both showing no results. Below these, the 'Send Script' panel shows the selected pharmacy ('WALGREEN DRUG STORE #00890') and options to preview or send the prescription.

10. **OHIO PRESCRIBERS ONLY:** Re-enter your service Password and click **Confirm**.



The service displays confirmation that the prescription has been sent to the pharmacy.

The screenshot shows the eScript software interface with a confirmation message: 'Your eScript for Gary Watson has been sent to: WALGREEN DRUG STORE #00890'. Below the message are two buttons: 'Create New eScript' and 'Create a Followup Message about Gary Watson'.

# eScript Activity Reporting

The eScript Activity Report provides a convenient way to review prescribing activity in your practice. Follow the instructions below to generate a report.

**Special Note for Ohio Prescribers:** OAC 4729-5-01 (N) requires positive identification of the prescriber for all prescriptions. To comply with this regulation when using the service, you are required to run an eScript Activity Report. The prescriber must manually sign and maintain the report for three years.

1. Click **eScript** in the global navigation bar. In the secondary navigation bar, click **Activity Reports**, if necessary.



2. The eScript Activity Report screen displays. You can either run a report that will list all eScripts since the last time the report was generated, or enter a custom date range for eScript activity (e.g., the last 7 days or the last 30 days). If you select a custom date range, select the beginning and ending dates from the pop-in calendars.

Use the drop-down and check box options (Practice, Provider, Patient, Rx Type, etc.) to select the remaining criteria for your report.

To enhance reporting efficiency, you may optionally choose to save the view (i.e., reporting criteria you have selected) as your default by clicking the checkbox at the bottom of the reporting criteria options.

Click **Run Report**.



To obtain a copy of the eScript Activity Report for the last 72 hours, click **Quick Report – 3 days** in the upper right corner. This report displays in a format identical to that of the eScript Activity Report.

**eScript Activity Report** Quick Report - 3 days

Date: Custom Date Range  
MM/DD/YEAR to MM/DD/YEAR

Practice: All Practices  
Dr. Beth Kieffer's Practice  
Waterside Hospital & Health Centers

Provider: All Providers  
Dr. Beth Kieffer's Practice  
Dr. William Conway  
Beth Kieffer MD

Patient: Patient Name/MRN

Patient Status: All Statuses

Sent By: All Senders

Sent To: All

Transmittal Status: All

Transmittal Method: All

New  
 Processed Pharmacy renewal requests  
 Processed Patient renewal requests  
 Denials

Health Plan: Choose  
Medication: Choose

Display only Schedule II Medications  
 Save this view as my default

**Run Report**

3. The View eScript Activity Report Results screen displays the results for the date range selected. To view the report details, click **View** copies of the eScript(s). If you choose not to view the report, click **Cancel**.

**View eScript Activity Report Results**

Results Options The results for the criteria you specified consists of 23 eScripts.  
[View copies of the eScript\(s\)](#)

**Cancel**

The eScript Activity Report displays in a new browser window. When appropriate, the service displays the following for Transmittal Status and Transmittal Method:

### Transmittal Status

*Complete* = Transmission successfully sent to the pharmacy or patient

*Being Sent* = Currently in transmission

*In Customer Support* = Waiting in the transmission queue or fax failure being resolved by Support

*Resolved Offline* = Resolved by confirming issue with pharmacy and contacting practice to suggest a resolution

### Transmittal Method

*Electronic* = Sent electronically through SureScripts network

*Fax* = Sent via fax

*Print* = Sent to local printer

eScript Activity Report																		
			Export to CSV		Print Report		Close											
eScript Activity Report for Oct 1 2010 12:00AM to Apr 1 2011 12:00AM																		
23 eScript(s)																		
Beth Kieffer, MD	Date	Provider	Patient	Rx Type	Rx	Qty	SIG	Refills	DAW	Sent By	Sent To	Transmittal Status	Transmittal Method	Schedule II				
1 Mar 21 2011 9:36AM	Beth Kieffer, MD	Robert Walton	New	Azithromycin OR TABS 250 MG (s)	6 Tablet	2 tablets orally on the first day, then 1 tablet daily for 4 days	0	No	Karen Moore	ACE PHARMACY 1-415-731-3535	In Customer Support	Electronic	No					
2 Mar 17 2011 10:42AM	Beth Kieffer, MD	Adams Grauel	New	Glucosamine HCl OR TABS 1000 MG (s)	60 Tablet	1 tablet orally daily after a meal	2	No	Beth Kieffer, MD	1560 PHARMACY UNITED DRUG 1-818-240-4971	Complete	Fax	No					
3 Mar 17 2011 9:44AM	Beth Kieffer, MD	Adams Grauel	New	Glucosamine HCl OR TABS 1000 MG (s)	60 Tablet	1 tablet orally daily after a meal	2	No	Beth Kieffer, MD	1560 PHARMACY UNITED DRUG 1-818-240-4971	In Customer Support	Fax	No					
4 Mar 17 2011 9:33AM	Beth Kieffer, MD	Kara Thorpe	New	Ambien OR TABS 10 MG (s)	15 Tablet	1 po PRN hs for sleep	1	No	Beth Kieffer, MD	Printed	Complete	Print	No					
5 Mar 16 2011 4:56PM	Beth Kieffer, MD	George Yang	New	Avandia OR TABS 4 MG (s)	90 Tablet	1 tablet orally daily	3	No	Beth Kieffer, MD	ALAMEDA UNITED DRUGS #1504 1-510-522-2552	In Customer Support	Electronic	No					
I have verified the above prescriptions issued in my name.																		
Physician Signature _____ Date _____																		

If applicable, the Activity Report also includes a Transmission Activity Report for prescriptions sent from the patient inbox. Note the Transmission Activity Report indicates the Transmittal date (date the patient completes the final step in transmitting the script the provider has created to the pharmacy).

eScript Transmission Activity Report (sent from patient inbox) for Oct 1 2010 12:00AM to Apr 1 2011 12:00AM																
0 eScript(s)			Date	Provider	Patient	Rx Type	Rx Qty	SIG	Refills	DAW	Sent By	Sent To	Transmittal Status	Transmittal Method	Transmittal Date	Schedule II

- You may export this report to a CSV (comma separated value) format file. At the upper left of the report window, click **Export to CSV**. To print this report, click **Print Report**. To close the report display window, click **Close**.

## Printing Patient Medication Lists

1. Access eScript using any of the methods detailed in the *Accessing eScript* section of this guide.
2. The Create an eScript page displays. In certain workflows, the patient's data will be pre-populated in the Patient Information pane. If the patient's data is not pre-populated select the patient record by one of the following methods:
  - a) In the patient field and select the patient from the Recent Patient list.
  - b) If the patient is not on the Recent Patient list, type the first few letters of the patient's first or last name or the Patient ID. The type-ahead feature enables you to select the appropriate patient name from the search result list.

The screenshot shows the 'Create an eScript' interface. At the top is a search bar with placeholder text and links for 'Add New Patient' and 'Search Your Entire Network'. Below is a table titled 'Recent Patients' with columns for Name, DOB, Gender, Status, and Description. A yellow highlight surrounds the row for Beatrice Katherine Hernandez, indicating it is selected. Buttons at the bottom right include 'Preview Rx' and 'Forward to Colleague'.

3. At the bottom of the eScript's Medication Hx panel click the **View All** link.

This screenshot shows the 'Add Medication(s)' screen. On the left is a search bar and buttons for 'Add Medication' and 'Show Favorites'. To the right are two panels: 'Drug Benefit Hx' (which is currently empty) and 'Medication Hx'. The 'Medication Hx' panel lists medications with their details: 'Lipitor Oral Tablet 10 MG' (Feb 11, 2011, L1 Preferred), 'Ibuprofen Oral Tablet 600 MG' (Oct 27, 2010, Non Formulary). At the bottom of this panel is a 'View All' link. Navigation buttons at the bottom include 'Send Script', 'Pharmacy', 'Patient's Inbox', and 'Printer'.

4. The patient's medication list displays. The report displays an alphabetized list of *active* medications, followed by an alphabetized list of *inactive* medications.

Click **Print Only Active** for a list of current medications or **Print All Medications** for a comprehensive list of all the patient's medications on record.

Click **Close** to close the pop-in window.

This screenshot shows the 'Patient Medication List' pop-up window. It displays patient information: Beatrice Katherine Hernandez, DOB Feb 21, 1975, Patient ID, and Health Plan: Aetna. Below is a table titled 'Prescribe' with columns for Drug, Medication Details, Currently Taking?, Source, and Action. The table lists two medications: 'Ibuprofen' (Oral Tablet 600 MG, QTY: 60 Capsule(s), 1 tablet orally 3 times a day, Non Formulary) and 'Lipitor' (Oral Tablet 10 MG, QTY: 10 Tablet(s), 1 tablet orally daily, Preferred). Buttons at the bottom include 'Print Only Active', 'Print All Medications', and 'Close'.

# Using the eScript Status Area

The eScript Status area is user role sensitive. It provides different actions depending upon whether your role is that of a provider or a staff member in the service. The following identifies eScript Status actions and workflows for both user roles.

## Access eScript Status Area

Both providers and staff members access the Status area in the same way. From your Home page, click **eScript** in the global navigation bar. In the secondary navigation bar, click **eScript Status**, if necessary.

The secondary navigation bar is 'sticky,' meaning the service remembers the last item you selected and will return there automatically. For instance, if the last item you selected was 'Renewals', the service displays the Renewal Manager automatically. If the last item you selected was 'Activity Reports,' the eScript Activity Report page displays automatically.



## Provider Actions

### Filter Display

The eScript Status page displays a list of '*Sent – Not Yet-Approved*' eScripts by default. Using the drop-down and free-text options at the top of the eScript Status page, you may filter the list by:

- Practice
- eScript Status (Pending, Sent – Not Yet Approved, or Approved by Prescriber)
- Patient Name
- Date Range (Today, Previous Day, Previous Week, Previous Month, Previous 3 Months, or Custom Date Range)

If necessary, select display filters and click **View**. You can sort the displayed eScripts by clicking the column headers.

eScript Status					
All Practices	Sent - Not Yet Approved	Patient Name			
Previous Week			<input type="button" value="View"/>		
<input type="button" value="Mark as Approved"/>					
<input type="checkbox"/> eScript	Creation Date	Sent by	Provider	Delivery Method	
<input type="checkbox"/> Robert Walton, Mar 11, 1982 Azithromycin OR TABS 250 MG	3 minutes ago	Karen Moore	Beth Kieffer	ACE PHARMACY 2505 NORIEGA ST	

### View Detail

To review an eScript's History Detail, click the **Medication Name** below the patient's name.

You may optionally view a Medication Brochure for the prescribed medication and/or Print a Copy of the prescription for the patient's chart using the options provided in the left navigation panel.

Click **Close** to return to the eScript Status page.

eScript History Detail	
View	Patent: Robert Walton
Medication Brochure	Drug: Azithromycin OR TABS 250 MG
Actions	Prescription Date: Mar 21, 2011 9:36 AM
<input type="button" value="Print Copy of Rx for Chart"/>	Quantity: 6 SIG: 2 tablets orally on the first day, then 1 tablet daily for 4 days Refills: 0 Dispense As Written: No Renewal: No Prescribing Provider's name: Beth Kieffer, MD Pharmacy: ACE PHARMACY, 2505 NORIEGA ST, SAN FRANCISCO, CA, 94122-4126 Pharmacy Phone: 1-415-731-3535 Rx to Pharmacy: Fax
<input type="button" value="Close"/>	

## Approve eScripts

To approve eScripts sent on your behalf, click the checkboxes to the left of one or more eScripts. You may also click the checkbox to the left of the eScript heading (just below the Mark as Approved button) to select all eScripts on the displayed list. When you've selected the eScripts, click **Mark as Approved**.

Mark as Approved					
<input type="checkbox"/> eScript	Creation Date	Sent by	Provider	Delivery Method	
<input checked="" type="checkbox"/> Robert Walton, Mar 11, 1982 <a href="#">Neulasta (6 mg)</a>	1 hour(s) ago	Karen Moore	Beth Kieffer	ACE PHARMACY 2505 NORIEGA ST	
<input checked="" type="checkbox"/> Anna McKnight, May 7, 1957 <a href="#">Glucosamine HCI OR TABS 1000 MG</a>	1 hour(s) ago	Karen Moore	Beth Kieffer	ACE PHARMACY 2505 NORIEGA ST	
<input type="checkbox"/> Beatrice Hernandez, Feb 21, 1975 <a href="#">Lipitor OR TABS 10 MG</a>	2 hour(s) ago	Karen Moore	Beth Kieffer	ELLIS PHARMACY #2508 468 ELLIS ST	

The service removes approved eScripts from the list immediately. The eScripts are now included under the 'Approved by Prescriber' list. You can view the Approved list by adjusting the status drop-down and clicking View.

All Practices	Sent - Not Yet Approved	Patient Name			
Previous Week					
<b>View</b>					
<b>Mark as Approved</b>					
<input type="checkbox"/> eScript	Creation Date	Sent by	Provider	Delivery Method	
<input type="checkbox"/> Beatrice Hernandez, Feb 21, 1975 <a href="#">Lipitor OR TABS 10 MG</a>	2 hour(s) ago	Karen Moore	Beth Kieffer	ELLIS PHARMACY #2508 468 ELLIS ST	

## Staff Member Actions

### Filter Display

The eScript Status page provides several filters for the display. Use the Practice, Provider, Status, Patient Name, and Date Range options at the top of the page to select the filter and click **View**. You can sort the results by clicking the headers at the top of any column.

Status dropdown options for staff members include the following options:

- Pending (prescriptions forwarded to a colleague inbox)
- Sent – Not Yet Approved (transmitted, but not yet approved by a provider)
- Approved by Prescriber

The screenshot shows the 'eScript Status' window. At the top, there are dropdown menus for 'All Practices', 'All Providers', 'Pending', and a search bar for 'Patient Name'. Below these are buttons for 'Previous Week' and 'View'. Further down are 'Send eScript' and 'Delete eScript' buttons. A table lists a single prescription: 'Christina Washington, Nov 18, 1962' (Creation Date), 'Karen Moore' (Last Modified by), 'Beth Kieffer' (Provider), and 'A C M C PHARMACY 3506 BREAKWATER CT' (Delivery Method). The medication name 'Flurazepam HCI OR CAPS 15 MG' is also listed.

	Creation Date	Last Modified by	Provider	Delivery Method
<input type="checkbox"/> eScript	1 minute ago	Karen Moore	Beth Kieffer	A C M C PHARMACY 3506 BREAKWATER CT
Christina Washington, Nov 18, 1962 Flurazepam HCI OR CAPS 15 MG				

### Send, Delete, and Review eScripts

In this scenario, we selected *Pending* eScripts. In this view, you can select an eScript from the list and use the action buttons at the top of the list to either **Send eScript** or **Delete eScript** without review.

This screenshot is similar to the previous one, but the first row in the table is highlighted with a yellow background, indicating it is selected. The 'eScript' checkbox is checked, and the 'Send eScript' and 'Delete eScript' buttons are visible above the table.

	Creation Date	Last Modified by	Provider	Delivery Method
<input checked="" type="checkbox"/> eScript	1 minute ago	Karen Moore	Beth Kieffer	A C M C PHARMACY 3506 BREAKWATER CT
Christina Washington, Nov 18, 1962 Flurazepam HCI OR CAPS 15 MG				

You may optionally view and act upon a pending eScript by clicking the Medication Name below the patient name. This launches the Create an eScript window where you have all standard options for managing the eScript (**Preview Rx**, **Forward to Colleague**, **Send Rx**, **Delete**).

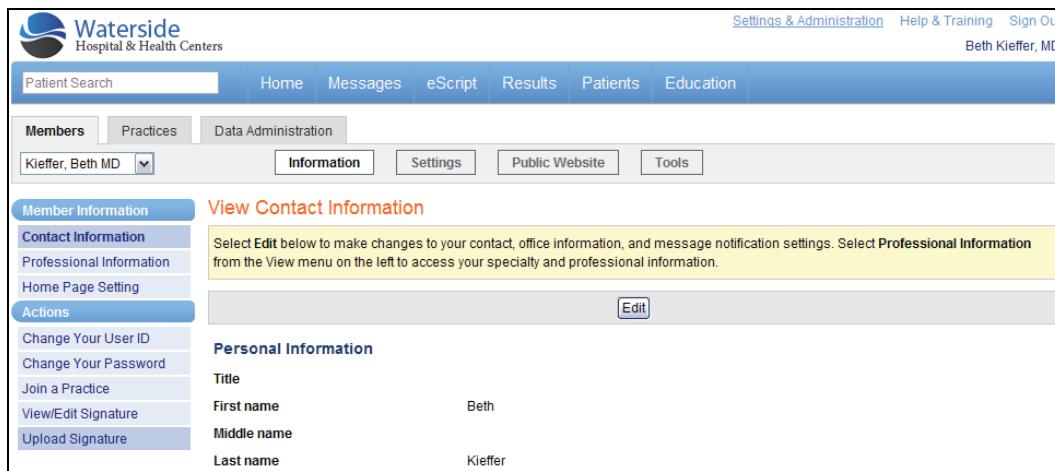
If you choose not to act upon the pending eScript, click **eScript Status** in the secondary navigation bar to return to your previous view and/or select an alternate view.

If you select the 'Sent – Not Yet Approved' or 'Approved by Prescriber' views from the status dropdown, the service will allow you to review the prescription details and/or print a copy for the patient's chart (click the **Medication Name** below the patient's name); however, you may not send or delete eScripts from these views.

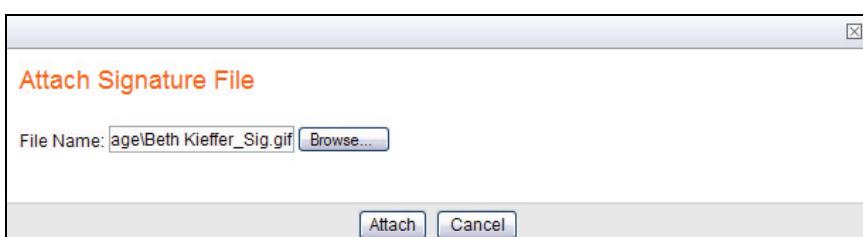
# Uploading Provider Signature Files

Providers must have a signature saved to the service in order to prescribe or renew medications. The service supports upload of signature files in GIF or JPEG formats with a maximum image pixel size of 400x80 pixels. Follow the instructions below to upload a signature file.

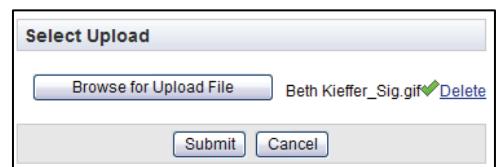
1. At the upper right of any screen in the service, click the **Settings & Administration** link.
2. By default, the service displays the Members tab, which defaults to the logged-in user. If you are uploading a file for another user, select the user from the Member dropdown. On the vertical navigation panel, click **Upload Signature**.



3. On the Upload Signature page, click **Browse for Upload File**.
4. On the Attach Signature File page, click **Browse** and browse to the location where you've saved the signature file on your local hard drive or other media. Click the file name to select the file.
5. Click **Attach**.



6. The file name you selected appears. Click **Submit**.



The signature displays and will be attached to all prescriptions sent out by the provider. You may edit or remove the signature file in the future using the **View/Edit Signature** option in the vertical navigation panel.



## Using Mouse to Write Signature

If you don't have a signature file available, the service allows you to save a signature 'written' with your mouse. Follow the instructions below to create and save the signature.

1. At the upper right of any screen in the service, click the **Settings & Administration** link.
2. By default, the service displays the Members tab. On the vertical navigation panel, click **View/Edit Signature**.

Screenshot of the Waterside Hospital & Health Centers website showing the 'View Contact Information' page for Beth Kieffer, MD. The 'Actions' menu on the left is highlighted, showing options like View/Edit Signature. The main content area shows personal information: Title (Beth), First name (Beth), Middle name ( ), Last name (Kieffer), and Suffix (MD). An 'Edit' button is visible above the form fields.

3. On the View Signature page, click **Edit**.
4. Use your computer mouse to 'write' the signature.

Hold the left mouse button down to create a line. You can begin a new line by releasing the left mouse button; click on white space outside of the text box; then, place the cursor where you want the next line to begin. Click **Clear Screen** to start over or **Clear Signature** to return to Step 3.

Screenshot of the 'Edit Signature' page for Beth Kieffer. The 'Actions' menu on the left is highlighted, showing View/Edit Signature. The main content area has a text box with the placeholder 'Use your mouse to "write" your signature inside the signature box.' Below the box is a handwritten signature 'Beth Kieffer'. At the bottom are three buttons: Save, Clear Signature, and Clear Screen.

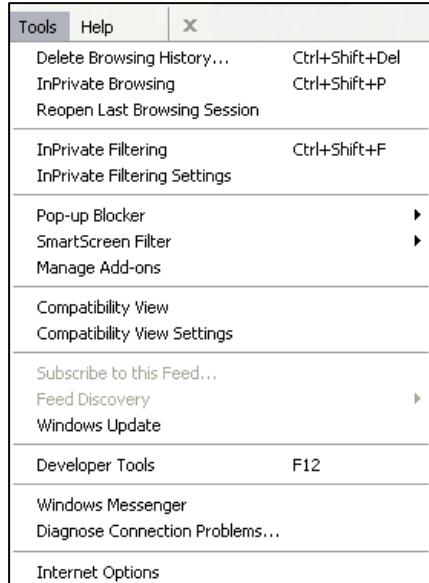
5. When the signature meets with your approval, click **Save**. The signature appears and will be attached to all prescriptions sent out by a provider. You may edit or remove the signature file in the future using the **View/Edit Signature** option in the vertical navigation panel.

# Internet Explorer Browser Settings for Ohio Board of Pharmacy

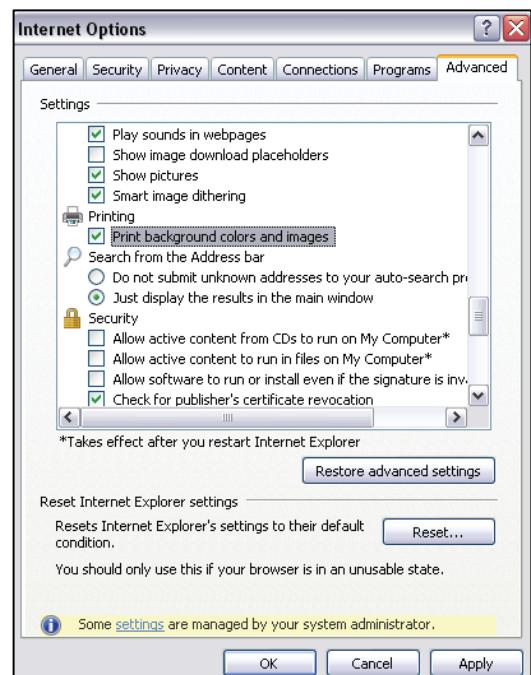
**OHIO PRESCRIBERS ONLY:** To comply with the Ohio State Board of Pharmacy regulations, must change your browser settings at each computer you will use for electronic prescribing. Failure to do so MAY CAUSE CONFUSION IN THE PHARMACY for written prescriptions and DELAY DISPENSING OF THE MEDICATION to the patient. This document provides instructions for changing browser settings to display the **COPY** watermark on the prescription chart copy and provides instructions for changing the header and footer browser settings for Internet Explorer users.

## Copy Watermark

1. Open Internet Explorer. On the toolbar, click **Tools** then select **Internet Options** at the bottom of the list.

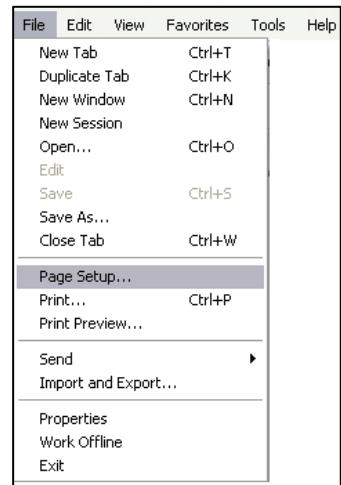


2. On the **Advanced** tab, scroll down to the **Printing** section. Place a checkmark next to **Print background colors and images**
3. Click **Apply**.
4. Click **OK**.



## Header/Footer

1. On the Internet Explorer toolbar, click **File** then click **Page Setup**.



2. If your organization uses Internet Explorer 6 or 7, follow the instructions in this step. If your organization uses Internet Explorer 8, please skip to step 3.

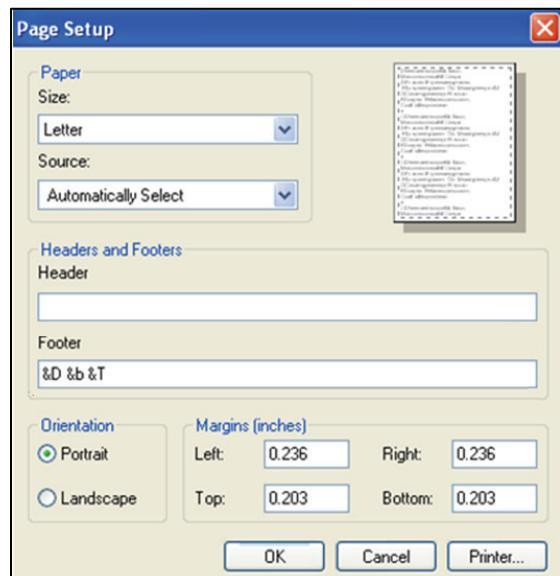
In IE 6 or 7, the Header should be BLANK (delete any text from this box). Enter the following string in the Footer:  
**&D &b &T** and click **OK**.

Symbol Definitions:

**&D** Date in long format (Monday, January 26, 2011)

**&b** Space holder for formatting

**&T** Time in 24 hour format



3. The remaining instructions apply only to users who have Internet Explorer 8. Use the drop down options to set all three Header options to 'Empty.'
4. Using the drop-down Footer options, select 'Custom.'
5. In the Custom box, enter: **&D &b &T** and click **OK**.

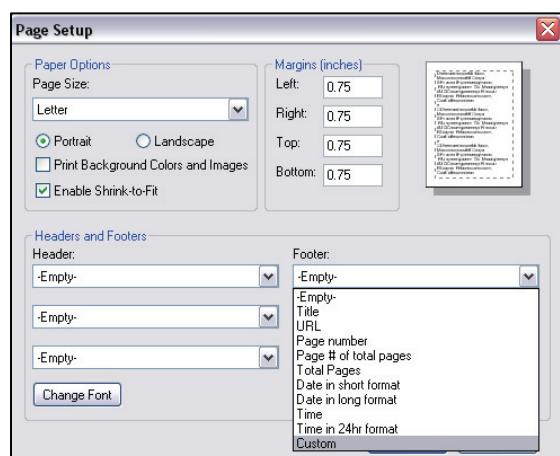
Symbol Definitions:

**&D** Date in long format (Monday, January 26, 2011)

**&b** Space holder for formatting

**&T** Time in 24 hour format

6. On the Page Setup window, click **OK**.

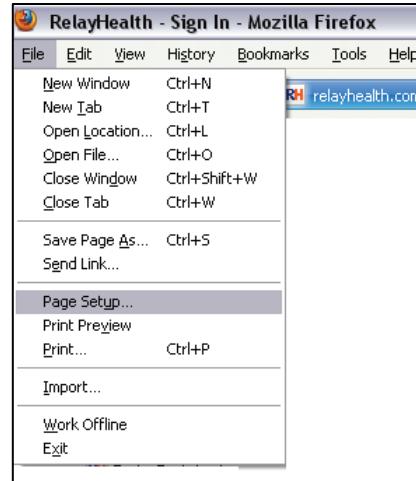


**Note:** The remaining two Footer drop-down options should be set to 'Empty.'

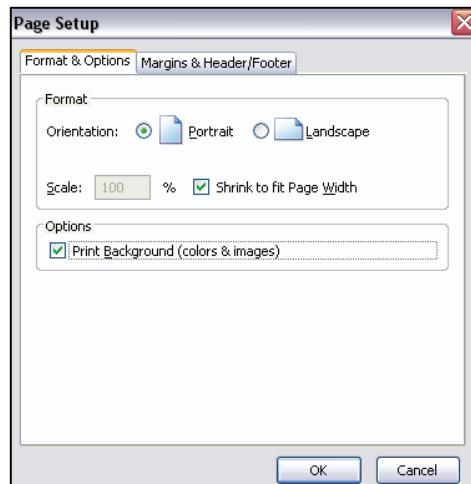
# Firefox Browser Settings for Ohio Board of Pharmacy

**OHIO PRESCRIBERS ONLY:** To comply with Ohio State Board of Pharmacy regulations you must change your browser settings at each computer you will use for electronic prescribing. Failure to do so MAY CAUSE CONFUSION IN THE PHARMACY for written prescriptions and DELAY DISPENSING OF THE MEDICATION to the patient. This section provides instructions for changing the Firefox browser settings to display the **COPY** watermark on the prescription chart copy and for changing the header and footer browser settings for Firefox users.

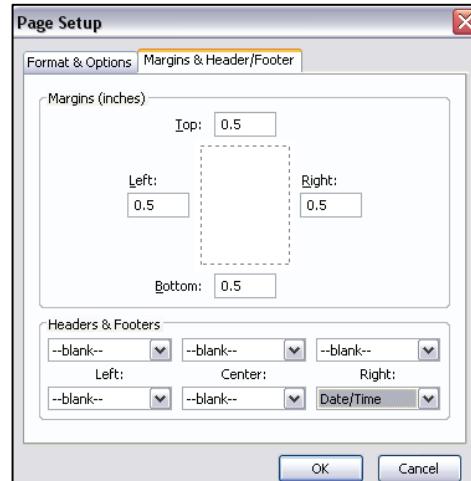
1. Open Firefox, and from the standard toolbar select **File** and then **Page Setup....**



2. On the Format & Options tab, check the box for Print Background (colors & images) and click OK.



3. Click the **Margins & Header/Footer** tab. All options under **Headers & Footers** should be set as **--blank--** with the exception of the bottom-right option, which should be defined as **Date/Time**. Click **OK** to apply the new settings.



## **Appendix A – Formulary Options**

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### **Drug Benefit Eligibility, Formulary Display, and Drug Benefit History Display**

eScript is certified through RxHub to connect to Medco, Caremark, and Express Scripts for real-time drug benefit eligibility, formulary display, and drug history display. If one of the above pharmacy benefit managers is used to manage the drug benefit for a health plan, eligibility, formulary, and drug history will display, providing physicians with real-time data to reduce the likelihood of drug interactions and promote cost effective drug therapy.

eScript and Renewal Manager will display multiple eligible drug benefit coverages. If a patient has multiple coverages, the service allows prescribers to select the appropriate formulary and drug benefit history using a radio button option. This provides prescribers with the ability to reference the appropriate formulary for drug benefit coverage.

### **Mail Service Pharmacies**

Patients can specify pharmacies either during a renewal request process or after receiving a prescription in their eScript inboxes, and providers can specify pharmacies during a new prescription process. eScript has a standard solution for collecting appropriate prescription information for a mail service pharmacy. In addition, eScript displays any applicable mail order benefit.

### **Drug Utilization Review (DUR) Checking**

Medi-Span is the product name of the database and components licensed by eScript to provide drug information and interaction checking. The Facts and Comparisons company supplies Medi-Span.

## Appendix B – eScript Glossary

Term	Definition
Age Limit, Quantity Limit	This is a lesser-used formulary designation that places limits on the age of the patient or the quantity allowed.
Alternate therapy	Medco PBM includes alternate therapies in their formulary. This means that a medication may be associated to a completely different medication that has equivalent effectiveness but is not the same medication at the chemical level. Another way of achieving alternate therapy display is to have a general rule that displays the other medications in the same medication therapy class (defined by drug database) that are in formulary.
Brand or Brand Name Medication	A medication known by a pharmaceutical companies trademarked brand name that may be controlled by a patent so that no generics may be manufactured. After a brand is no longer controlled by a patent, a generic may be manufactured and sold, but a brand will also continue to be sold under the brand name. The pharmaceutical company receives the patent for having developed the medication, which allows the company to exclusively manufacture the medication for a period of time. A patent may be issued for a form of a medication, like controlled release (CR) or time released like Prozac weekly.
Controlled substances	DEA regulated medications listed on one of a few schedules (II-V). Schedule II prescriptions must be written or printed on DEA-supplied forms. Schedule III-V must be transmitted in writing or orally.
DDID	The unique identifier that MediSpan assigns to its medications and is inclusive of medication name, route, form, and strength.
DEA Number	Each provider interested in prescribing controlled substances must register for a DEA license with the Federal government and must provide the number on the prescription if a controlled substance is prescribed. Mail order pharmacies and other vendors sometimes use DEA numbers as identifiers.
Dispense As Written	This selection is the opposite of Substitution Permissible and means that the pharmacist must dispense the name of the medication that the prescriber specified.
Fill or Dispense	The pharmacist's act of preparing and providing the prescription to the patient.
First DataBank and Multum	These companies supply the other leading drug databases and components.
Form	Form refers to the physical form in which the medication is manufactured such as tablet, cap, controlled release cap, liquid, powder, or injectable solution. Each form has a different way of prescribing the SIG. If you prescribe a liquid to a child, the SIG might be one teaspoon twice a day.

Term	Definition
Formulary	To control healthcare costs for members of a health plan, the health plan usually specifies the medications that will be covered by the health plan and usually specifies the patient's contribution as a patient co-payment. For instance, if Lipitor is prescribed to a patient that has a health plan policy that covers Lipitor with a \$20 co-payment and Lipitor costs \$45 total. The patient will pay \$20 and the health plan will pay \$25. Providers may be influenced by formularies when a patient's medication may be expensive and there is an alternate medication that might cost less and provide similar results.
Formulary Status or Formulary Tier	A Formulary might be structured so that there are tiered co-payment amounts for each tier in a formulary. A two tier formulary usually means that each medication is either In Formulary and partially covered (patient pays co-payment) or it is Not in Formulary and it is not covered at all (patient pays full cost of medication). A three-tier formulary usually means that there is a preferred level of medications for a lower co-payment and a non-preferred level of medications for a higher co-payment. Then there is a level of medications not in formulary.
Generic or Generic Medication	A generic version of a brand name medication may be manufactured and sold once a brand name patent expires (usually seven years or more). The generic version of the brand name medication is the exact same chemical compound manufactured by a company that must use its assigned generic name. Each medication is assigned a generic name by the pharmaceutical company, which is registered with the federal government.
InfoScan	InfoScan is the product name of the existing formulary data licensed by eScript. It is supplied by MediMedia Corporation.
Mail Order Pharmacy	A mail order pharmacy is one in which a patient receives medications for a discount via mail. To send a prescription to a mail order pharmacy, one usually needs to provide a mailing address and billing information. Some health plans like WellPoint, Anthem and the PBMs have their own pharmacies for their members. Other retail pharmacies have mail order alternatives that any patient can use.
Medication class or therapy class	Various medications that treat similar conditions in a similar way. The determination of class is an academic or scientific process, which differs from a PBM's method of proposing alternate medications.
Medi-Span	Medi-Span is the product name of the database and components licensed by eScript to provide drug information and interaction checking. Facts and Comparisons company supplies Medi-Span.
NCPDP	NCPDP is the acronym for The National Council for Prescription Drug Programs, Inc. eScript licensed its pharmacy database one time and has since maintained a database of pharmacy data that derives primarily from NCPDP data with enhanced fax info plus text entered pharmacies with assigned identifiers. Each pharmacy location is assigned a unique NCPDP number. NCPDP also maintains and supplies data transmission standards called ScriptStandard.
NDC Code	This is a federally assigned code that provides the greatest level of codified detail on the medication and provides a common identifier for the medication. It is inclusive of manufacturer, packaging, medication name, route, form, strength and probably a few other items.

Term	Definition
New Prescription	The prescribing provider is prescribing the medication for the first time for the patient. The provider thinks of it as new because it has not been used by the patient before. The pharmacy has a different definition. It is a new prescription to the pharmacy if the patient has not had it filled at the pharmacy yet.
Over the counter (OTC)	A medication that you can buy without a prescription.
Pharmacy Benefit Manager (PBM)	Sometimes a health plan will contract with a PBM to manage medication costs for its health plan members. The PBM can be "at risk" for the costs of the medication benefits and sometimes the PBM can just administrate the benefits for a flat fee. Sometimes the PBM can also provide mail order prescription service through its regional pharmacy network. It all depends on the health plan and its contract. The major PBM's are Caremark (formerly CareMark and AdvancePCS), Medco Health Solutions (formerly Merck Medco) and Express Scripts Inc. (ESI).
Prescription	A prescription is a handwritten, orally transmitted, faxed or electronically transmitted legal record that meets state legal requirements in terms of composition, transmission method and formatting. It describes a medication and the process for administering the medication to a patient and is authorized by someone licensed to prescribe.
Prescription strength	A medication requiring a prescription.
Prior Authorization (PA, Prior Auth)	Prior Authorization is a workflow required in a formulary for certain expensive medications. It usually means that the prescribing provider needs to complete a form stating the other medications previously used to treat the patient and other extenuating circumstances. A medication in certain formularies may be of any tier and also Prior Auth. In the InfoScan formulary, Prior Auth appears as one of the tiers.
Quantity	The quantity of medication for a prescription must be specified and is the total amount to be dispensed or filled.
Refill (Fill again)	A prescription can be written with the right to get more refills. Usually a prescription expires in a year so that a year's worth of refills would be the upper limit. Prescribing providers usually write a prescription with two refills for two months worth if it is filled at a retail pharmacy. If a mail order pharmacy is used, the mail order pharmacy usually likes to direct the provider to write the prescription for 180 days if the provider is willing to do so.
Renewal	A renewal prescription is a prescription that the patient has taken before and that the pharmacy has filled before, but the prescription has no more refills and must be renewed by having the prescribing provider send a prescription to the pharmacy. Providers, staff, and patients sometimes refer to needing another prescription for the same med as a refill as in "I am out of refills and need more refills." What they don't say is that they need a renewal for more refills.

Term	Definition
Renewal Authorization or Renewal Auth	A clinical term meaning that the patient or pharmacy realizes that the patient has no more refills and requests that the prescribing provider authorize more refills.
Retail Pharmacy	A Retail Pharmacy is either a chain pharmacy (drug store) or an independent one where you can pick up medications. It is the opposite of a mail order pharmacy.
Route	The route is the entry point of the medication. PO is Latin for By Mouth or Oral. This is the most typical route. Other examples are subcutaneous (Injection under the Skin) or Transdermal (usually a patch). There are Latin versions of each route also, like OU for Both Eyes. By specifying a route for each med, the government controls the method that the medication was tested and the method that it should be taken. Since it is inferred that a tablet be taken by mouth, the provider doesn't have to write the route in the SIG.
Rx Hub	Rx Hub is an electronic switch point for prescription information. eScript will electronically transmit information to Rx Hub, which in turn will funnel it to the health plan or PBM that covers the individual and provide information back to the prescriber. The prescriber will know if the patient is eligible, whether the prescribed drug is covered by the health plan, and if so, at what level of co-payment. If a prescribed drug is not on the plan's formulary, a generic alternative will be suggested.
SIG	Latin for Instructions, the SIG is how often and how much of the medication should be taken. A provider will write a SIG in Latin. The SIG is hand translated into English by a pharmacist and placed on a prescription bottle label for the patient to read. A pharmacist must put exactly what the provider writes on the prescription and may add extra instructions. The SIG must include everything that is not inferred by the medication name, route, form and strength.
State License	Each type of provider is licensed in the state they practice and receives a license number that must appear on the prescription.
Step Therapy	This is a lesser-used formulary designation meaning that the medication can only be used if a previous medication was used and found not effective.
Strength	The strength of a medication is usually quantified in a measurement like 5 MG or .05% solution. The strength affects how the SIG is written and significantly affects the patient's response. An incorrect strength can result in serious consequences for certain medications.
Substitution Permissible	If a Brand Name is prescribed, the generic equivalent may be or must be substituted per state law. Each state has a different specific way of phrasing this. Examples are Voluntary Formulary Permitted or Interchange Mandated. The eScript service uses the phrasing required in each state.
SureScripts™	The SureScripts™ network allows for direct and secure electronic prescription transmission between a retail pharmacy and a physician's office.

## **Appendix C – eScript Frequently Asked Questions**

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### **Which medication may I prescribe using eScript? What if I cannot find a medication after searching the database?**

We monitor the development of new medications and incorporate all new drugs approved by the FDA into a database. Providers and clinical staff may search this database for the desired medication when creating eScripts for patients.

eScript will also allow prescribers to prescribe Schedule II medications using a 'print only' workflow and these medications will be included in the Patient Health Record (PHR) as well as interaction checks. Due to federal mandates, this feature includes a number of required restrictions. For example, Schedule II medications may not be added to a prescriber's Favorites list and will not be enabled for 'one click' prescribing from the Benefit History and eScript History displays. Due to federal restrictions on electronic transmission of Schedule II medication prescriptions, the service also restricts attaching these prescriptions within the patient messaging workflows and patients will not be able to request electronic renewal of these medications.

If you are unable to find the desired medication, please contact Customer Support for assistance.

### **In what instances would a generic of a brand medication be not selectable in eScript?**

If a medication's chemical name appears without a link, the formulation of the brands listed below it does not have a generic equivalent available on the market. Each formulation is listed under a separate generic heading.

### **How does the Include OTC checkbox work?**

When unselected, search results for prescription strength medications will exclude most over the counter medications (OTCs). Please note that commonly prescribed OTCs, such as insulins, glucose test strips, lancets, and syringes, are presented in all searches. When the include OTC checkbox is selected, you will find all possible results including common OTC medications such as over the counter strengths of ibuprofen or vitamins. Your Include OTC preference is saved until you change the checkbox or logout.

### **Can I renew any medication for my patients?**

You may renew any medications prescribed using eScript, with the exception of Schedule II medications, which may not be renewed in the service. For all other medications, patients are prompted to send a medication renewal request to their provider when they have no refills for that medication remaining. Providers have the opportunity to renew the medication as is or to make adjustments as they see fit. You can use eScript to renew medication even if the patient has not used this service to request the renewal. For example, you may use it to authorize a renewal that came in electronically through Renewals Manager, or as a phone or fax request. For phone and fax requests, create an eScript to the patient, select the medication from the eScript Hx section of the main eScript page, mark it as a renewal, and send it for delivery to the preferred pharmacy.

### **Can I prescribe medication to any patient in this network?**

This system is designed to support providers and their established patients. Providers may prescribe medication for any patient that has a relationship with them or the provider's practice.

### **Can I electronically prescribe and renew medication for my patients who are not members of this service?**

Providers and their authorized staff may create and send prescriptions electronically for any patient regardless of their membership. From within eScript, you can use the 'Add a Patient' link under 'Step 1: Select Patient' when creating an eScript, and follow the eScript workflow to send a prescription directly to a pharmacy.

## **What Medications are included in the Medication Interaction Check?**

All medications in the patient's eScript History and any medications being newly prescribed in eScript are included in the interaction check. For patients with available Drug Benefit History, any medications that are listed and linked and any Schedule II medications are included in the interaction check.

## **What types of Medication Interaction Checks occur?**

eScript offers drug-drug, drug-allergy, drug-demographic and drug-diagnosis checking. Any current medications, medication allergies or diagnoses listed in the patient's Personal Health Record will be included in the interaction checking process.

## **Will I be notified if the medication I am prescribing does not comply with a patient's formulary?**

Yes. eScript displays a health plan oriented formulary during the eScript process if the patient has entered a health plan during registration, and if the health plan has enabled formulary display. Formulary information can come direct from the health plan or from Infoscan, an information service unaffiliated with health plans.

## **May I attach a prescription to any patient message?**

eScripts can be attached in response to patient messages including webVisit, appointment request, free text message, and lab/test result. Please note, due to federal legal restrictions, Schedule II medication prescriptions may not be attached to patient messages.

## **Can I send an eScript directly to a preferred pharmacy? Can I send an eScript directly to a patient?**

Yes. When you are creating an eScript outside of a patient message, you may send it to a pharmacy or to the patient's inbox. You may search for a pharmacy, or select from the patient's preferred pharmacy, or the last used pharmacy for the patient, if known. In order to assist prescribers in the process of verifying that the pharmacy listed is the correct location, the hub page will display the pharmacy phone number.

eScripts that providers generate for Schedule II medications follow a 'print only' workflow and are not transmitted electronically or faxed to pharmacies.

If you are attaching an eScript to a patient message, the eScript is sent directly to the patient inbox. The patient is then asked to select a pharmacy from the database, and the prescription is sent to that pharmacy. Note, eScripts sent to the patient inbox expire after 180 days. When a patient requests to renew a medication, they are required to specify a pharmacy before sending the request to you. When you renew the medication, the eScript is sent directly to the pharmacy specified by the patient.

## **Can members of my authorized staff send prescriptions to patients or pharmacies on my behalf?**

Yes. By assigning Rx Proxy to members of their staff, providers can authorize clinical staff to send prescriptions directly to patients on their behalf (to adjust permissions go to the Settings & Administration area of the application). The name of the staff member as well as the provider's name will appear in the Sender field of the message. In addition, staff members may prepare an eScript then forward the prescription to a provider for final review before sending it to the pharmacy or patient. Internal notes provide you with a detailed audit trail that becomes part of the prescription history.

## **Can I print a prescription for the patient's medical paper chart?**

Yes. "Printer-friendly" versions of all eScripts are available for inclusion in the patient's medical paper chart. The service provides a 'Print a copy for the patient's chart' checkbox under the 'Step 3: Send Script' area, or you may batch print all eScript reports for a given date range using eScript Activity Reports.

## **What is displayed in the eScript Hx section of the main eScript page?**

The eScript Hx section of the main eScript page displays all medications prescribed through eScript, by you, by providers and staff in your practice, and by other providers or staff connected to the patient. The panel includes the three most recent eScripts and a link to complete eScript history. Both the small panel view and the linked page to complete eScript history include formulary status.

## **What is displayed in the Drug Benefit Hx section of the main eScript page?**

If a patient's selected health plan supports it, eScript will automatically retrieve up to 50 medications in the medications claims history relating to drug benefit claims submitted on the patient's behalf. These will typically include most medications for which a drug benefit is provided. To protect patient privacy, you must indicate that patient consent to view these medications is on file by checking the box.

Medications will not be retrieved by the application in the following circumstances:

- The medications were prescribed more than a year ago
- The medications were very recently prescribed
- No claims were submitted for the medication
- The medication is sensitive (for example, anti-HIV drugs)
- The medication was prescribed less than a year ago, but before the first 50 medications retrieved
- Claims were submitted to a health plan or pharmacy benefit manager that does not support drug history retrieval.

## **Where can I look up the medication that I have previously prescribed?**

There are a number of options to view previous prescriptions. To find patients who have been prescribed a particular medication, navigate to the Patients, select the Build Patient Lists action, and specify the medication in the expanded search options. To view your eScript prescribing history for one patient, view the eScript History in the Message History section of the patient's Health Record.

If you want to view your eScript prescribing history for all patients, run an eScript Activity Report.

## **Will the medication I prescribe automatically be added to the patient's online Health Record?**

All medication prescribed using eScript, by you, by other providers in your practice, or by providers in other practices will be added to the patient's Health Record automatically.

## **What if I cannot find a pharmacy in the online pharmacy database?**

First, try searching for the pharmacy by location. Sometimes pharmacies change names or ownership. If you are still unable to find the pharmacy, use the "Add a Pharmacy" link to request that the desired pharmacy be added to the online database (no prescriptions will be sent until the pharmacy is confirmed by eScript).

## **Why is this pharmacy not supported?**

Some pharmacies, such as mail order pharmacies, have special requirements and will not accept prescriptions via this service. As approvals are obtained, these pharmacies will be made available. If you have questions, please contact Customer Support.

**Will I get a confirmation that the prescription or renewal authorization was received by the pharmacy?  
Will my patient be notified upon successful receipt of the prescription at the pharmacy?**

You may check the status of recent prescriptions at any time by selecting the Recent eScripts Report from the eScript tab. Most prescriptions are sent to the pharmacy within a very short time after prescription. In the very unusual case that a prescription is not transmitted to the pharmacy successfully, eScript's Customer Support team will notify you regarding the delay as soon as possible.

**Will I be notified if my patient fails to send a prescription I have provided to their pharmacy?**

You may review the patient's eScript History in the Message History section of their Health Record. The final location of the prescription is listed for each prescription. If any prescriptions are marked as sent to the patient (the patient's name is shown in the 'Rx To' field), the prescriptions have not been filled at a pharmacy. Alternatively, you may review the 'Transmission Activity' section of the eScript Activity Report and the Recent eScripts report. The Transmittal Date included in the Transmission Activity section of these reports indicates the date and time the patient sent the eScript to the pharmacy. Note: eScripts sent to patient inboxes expire after 180 days.

**How far back does the Drug Benefit History go?**

Drug Benefit History (if available) displays for the previous two years. The default effective date is the date of the transaction minus two years.

## **Appendix D – eScript Favorites: Frequently Asked Questions**

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### **How do I use eScript Favorites?**

As you create a new eScript, check the “Save As Favorite” checkbox on the Enter Medication Details screen. The medication, quantity, SIG, number of refills, and any Note to Pharmacist will be saved in your eScript Favorites list. To prescribe this medication later, click the “Show Favorites”; button on the Create eScript screen. Click the desired Favorite on the list that appears. Schedule II medications are restricted from addition to eScript Favorites at this time.

### **How can I edit and delete eScript Favorites?**

On the Create eScript screen, select a patient and click the “Show Favorites,” button. Mouse over the desired Favorite to display its Details on the right, then click either Edit or Delete.

### **How many eScript Favorites can I create?**

There is no limit to the number of eScript Favorites that each provider or staff member with Rx Proxy may create, and each provider in a practice maintains his or her own list of eScript Favorites.

### **How can a staff member use eScript Favorites?**

A staff member must have Rx Proxy to add, edit, or delete an eScript Favorite. Each provider maintains his/her own list of eScript Favorites. Clicking the “Show Favorites” button displays the Favorites belonging to the selected patient’s provider.

### **Why does the eScript Favorites list change from one patient to another?**

When creating an eScript for a patient, the Favorites list belonging to the selected patient’s provider displays. As a result, when an eScript user prescribes to patients with different providers, the Favorites list may change if each provider has different entries saved in his/her Favorites.

### **Why do I need to select a patient prior to viewing the Favorites list?**

The eScript page is designed so that prescribing is a three-step process beginning with the identification of a patient. Patient selection is the first step in eScript so that the service can display interaction alerts, formulary information, drug benefit history, and eScript history—all of which tie closely to managing a Favorites list.

## Appendix E – eScript Favorites: Clinical Stories

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### High Use Medication Regimes:

Do you consistently prescribe specific drugs for certain types of health conditions? If you do, using **eScript Favorites** can save you and your staff time.

Consider this scenario - you have several patients who are in their 40's and 50's who have elevated cholesterol levels. You have counseled lowering their cholesterol first through diet and exercise, but after a period of time, their cholesterol levels continue to be outside the desirable ranges. Pharmacological assistance in lowering their cholesterol levels is clinically indicated. Perhaps it is your practice to prescribe Lipitor 10 mg. 1 po QD (one pill by mouth, once a day) with 3 refills for all first time users. For first time users it is also your practice to request that the pharmacist re-enforce Rx administration and potential side effects.

Saving this medication regimen and pharmacist instructions in **eScript Favorites** can save you time when prescribing to other patients in the future.

### Formulary/Generics Use:

Is your practice encouraged or incentivized to prescribe medications associated with certain formularies and/or generics drugs? If so, using **eScript Favorites** can save you and your staff time.

Consider this scenario - you are treating several patients with asthma. To meet Pay for Performance initiatives, it is your practice to treat these patients with an inhaled steroid and a bronchodilator. You have many choices for inhaled steroids such as Aerobid, Azmacort, Pulmicort and Flovent and bronchodilators such as Proventil, Ventolin and albuterol.

To ensure that you and your staff use preferred generic (e.g., albuterol) or in formulary (e.g., Pulmicort, Flovent) medications, save these medications in **eScript Favorites**. Saving these medication regimes in **eScript Favorites** can save you time when prescribing to other patients in the future as well as help you meet your practice prescribing goals. Additionally, it can save your patients money by choosing lower cost medication alternatives.

### OTC Use:

Do you have preferred types of over-the-counter medications and products that you prescribe? If you do, using **eScript Favorites** can save you and your staff time.

Consider this scenario – do you have a preferred type of glucose test strips and lancets that you prescribe to all your diabetic patients? Rather than searching through the long list of over-the-counter test strip and lancets options, save the brand you like in **eScript Favorites** (e.g., One Touch Test Strips).

Saving these prescribed over-the-counter products in **eScript Favorites** can save you time when prescribing to other patients in the future.