E-Prescribing Support Protocol

Practices that experience challenges when e-prescribing with pharmacies often report one of the two situations described below. If you encounter similar issues please use this sheet to help report and resolve.

Issue 1: A patient or pharmacy calls and reports that they did not receive a prescription that your practice sent using your electronic prescribing software.

■ **Possible Causes:**

- The prescription may have arrived to the pharmacy's fax instead of their computer. Reasons for this include — the prescription is a controlled substance, there has been a temporary loss of connectivity, or the pharmacy is not yet enabled to e-prescribe.
- If the pharmacy is inexperienced with e-prescribing, the staff member may not have adequately checked their pharmacy system for the successfully delivered prescription.
- The prescription may have been successfully received but "on hold" due to an out-of-stock medication, an interruption during dispensing, or other issue. A simple miscommunication between pharmacy staff members to the patient, or to your office, may have reported it as "not received".
- A technical issue with your electronic prescribing system, the pharmacy's system, or network connectivity may have returned an error on the prescription's transmission.

■ **What to Do:**

1) To ensure that the patient's needs are taken care of, provide the pharmacy with the verbal order for the prescription so it can be dispensed immediately.
2) Review your prescribing software for any errors that may indicate that the prescription was not successfully delivered and to confirm that it was sent to the correct pharmacy.
3) If the prescription was successfully delivered, ask the pharmacy to ensure that — in the future — they review their computer system, fax and all points within their workflow before calling for a verbal order.
4) Call your prescribing system vendor to report the incident and open a support case to reduce the chance of a future occurrence.

Issue 2 : A pharmacy sends requests for prescription refills to your practice by fax even though you know it is capable of sending the requests electronically.

■ **Possible Causes:**

- The directory information a pharmacy has on file for you may not match the information your vendor originally used to set you up to e-prescribe, making it difficult to send a refill request to you electronically.
- The request is for a controlled medication, which can only be responded to by fax or phone.
- You may have decided to replace the refill request with a new prescription, and did not clear the original request with a 'deny' and/or 'new script to follow' response. The pharmacy has faxed to try and get a response.
- You may have waited longer than 24 hours to respond to the request and the pharmacy has faxed it to try and get your response.

■ **What to Do:**

1) Respond to the faxed refill request to ensure that your patient's request is taken care of.
2) Contact your technology vendor to ensure that your setup information reflects the correct address, phone, fax, and other information for your practice (information should match that on your prescription pad).
3) If you feel that the issue is frequent enough to be a problem, file a report with your technology vendor using the name, location, and phone number of the pharmacy. Or report via the Web at **www.surescripts.com/refillsupport**.

Please note: It's important that you let your technology vendor know about any issue that may make it difficulty e-prescribing with pharmacies to reduce the chance of a reoccurrence.

For additional resources, visit **www.surescripts.com**

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