SAN MATEO BHRS

Avatar Reference Guide

for

InfoScriber

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INFOSCRIBER

A. What is Infoscriber?

Infoscriber is a secure and confidential web-based system that allows MD's (other eligible prescribing clinicians) to:

- write and transmit electronic prescriptions to the pharmacy
- change medication orders; add medications; discontinue medications
- re-order medications; taper and/or titrate medications
- record allergies
- record over the counter medications and medications prescribed by a non BHRS MD
- view current medications and medication history
- receive/review standard reports regarding a client's medication
- provide medication communications for other care team members

B. Who Can Access Infoscriber Information?

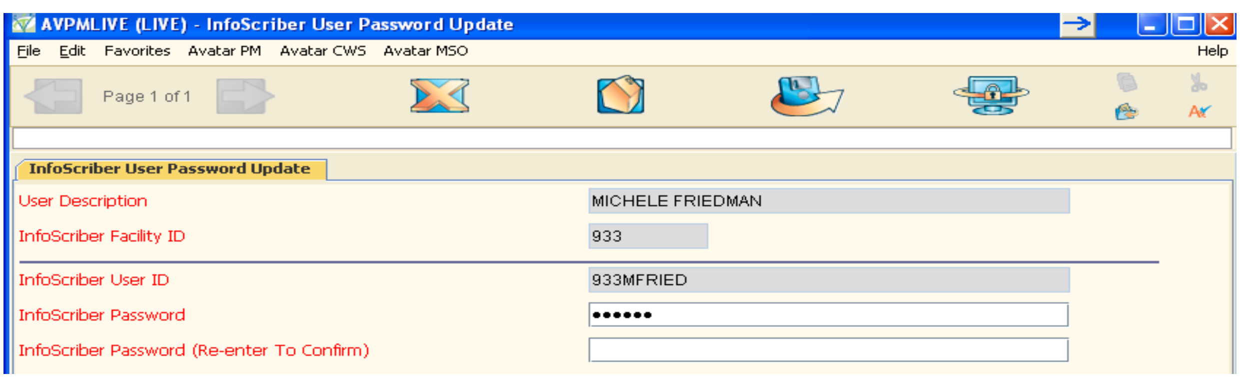
MD/Interns/Residents
RN/NP/NP Interns
Designated BHRS Look Up Users (EPA, Access)

C. How Do I Gain Access to Infoscriber?

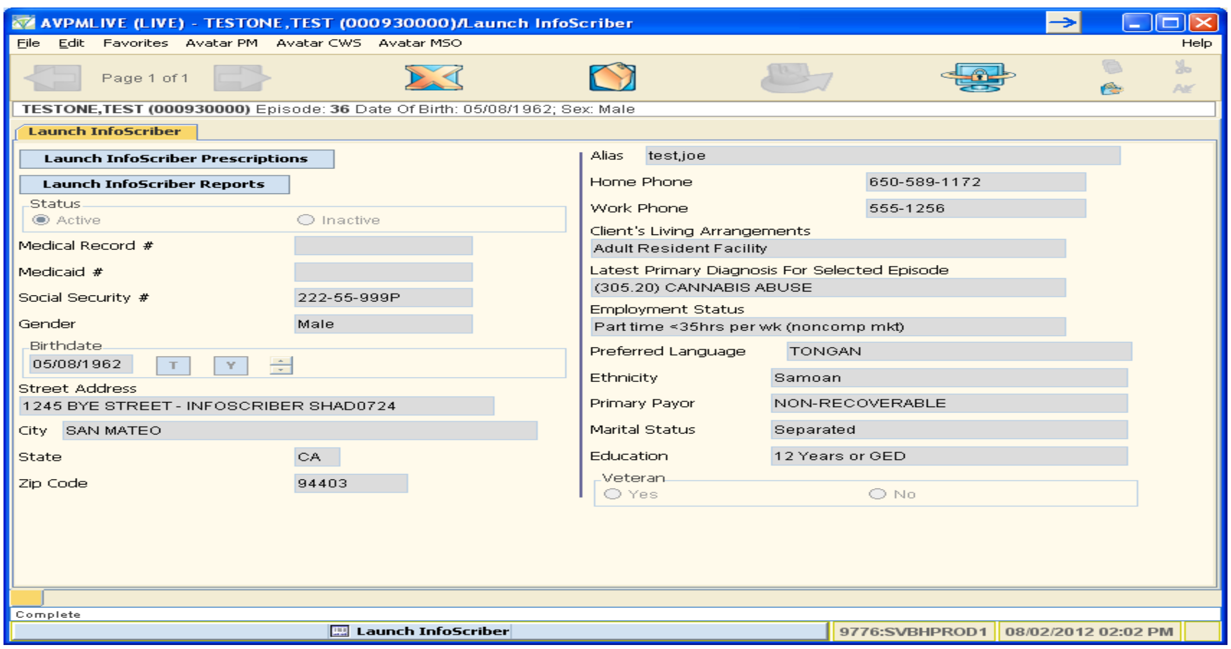
First, you must have an Avatar account! Please refer to http://www.smchealth.org/avataraccess if you do not yet have Avatar access.

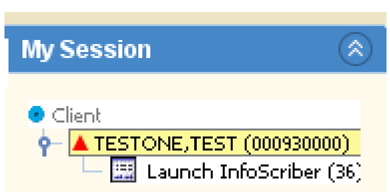
1. You must have an Avatar account, (user name/password), and sign the required forms to request an Infoscriber account. **Next take the Infoscriber training**.
2. You will receive an e-mail with your Infoscriber User ID and Password.
3. Then link your Infoscriber account to your Avatar account. Set-up is a one time process; you will be able to launch Infoscriber directly from your Avatar CWS menu.
4. **Path to Link Infoscriber to Avatar**:

Go to Avatar CWS→ Infoscriber→ **Infoscriber User Password Update**→ Enter *Your* Infoscriber User ID and then *Your* Infoscriber Password. You must enter your Infoscriber password a second time; then Submit .



5. Launch Infoscriber directly:
   - You can also ***Launch Infoscriber*** **directly from any client open in My Session or My Caseload** by right clicking on the client name and then clicking on the option for Avatar CWS, then click Infoscriber→ Launch Infoscriber.
   - If you have no client names in your caseload or session:
     Click on *Avatar CWS* → *Infoscriber* → *Launch Infoscriber* → *Select Client* by entering the Client's ID Number or Name→ if the client has multiple episodes, an *Episode Selection* screen appears for you to select the correct Episode for which you are prescribing. (For the screen shot below, Episode 36, South County Adult was selected)
   - The Launch Infoscriber window appears displaying **Client Demographics**.
   - As a way to prevent errors and prescribe for the wrong client, ***use the "rule of 3"*** to check that the client's information is correct. The first check is at the top of the window **(1)**, the second check is above the Launch Infoscriber Tab **(2)** and the third check is the Client's Name **(3)** is HIGHLIGHTED (active) in My Session. For any incorrect, updates or changes to a Client's Demographics, complete the Avatar Update Client Data form (Appendix 2).





6. From the screen above, you can select to **Launch Infoscriber Prescriptions (A)** or **Infoscriber Reports (B)**.
   Before you click **(A)** Launch Infoscriber Prescriptions, please be sure you review and understand the information on the next page.

D. Ethics: Your Infoscriber Password, User Role and Responsibilities:

- The Infoscriber Password that will be sent to you is YOUR signature, as is, YOUR Avatar Password.
- Maintain ***Confidentiality*** of the Client's Avatar and Infoscriber information. No one has Access to your Avatar and Infoscriber passwords; once your Infoscriber password is linked to Avatar *YOU* are able to view and use all options in Infoscriber *not* available to other clinicians at your program.
- **NEVER** give out your password, it is a HIPAA violation, there are sanctions.
- **It is your responsibility to comply with obtaining Co- Signature (s) for your work, if required. If you are an MD Resident without a license/DEA, you must print out the medication order and give to your Attending/Supervisor to sign, then manually fax to the pharmacy.**
- *Check* for an ***Avatar*** **Consent for Treatment** and ***Avatar Verification of Consent to Medication*** that are ***current*** for the medication (s) being prescribed and/or that the client is already taking. *Check* that there are ***current Avatar*** **Releases of Information,** *check* that ***Client Demographics*** and ***Client Relationships are current in Avatar*****;** ask the Admin at your program to update if needed**.**

E. HELP?

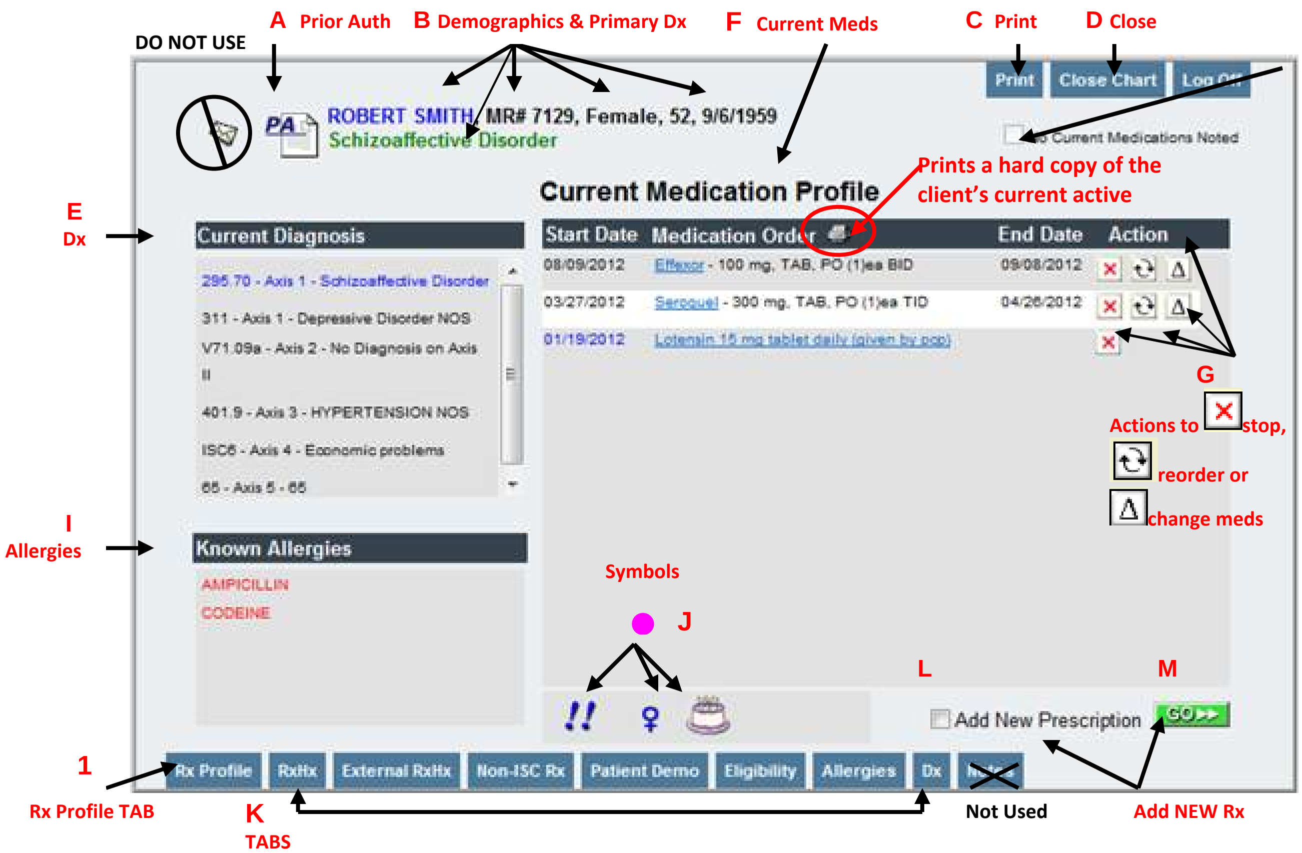
If you need help or have questions about Infoscriber, contact the ISD Help Desk, Monday through Friday from 8:00a to 5:00p. If you need to add a pharmacy that is not in the current pharmacy selection list, you can also contact ISD Help.

Call the ISD Service Desk: 650-573-3400

Fill out the online ISD Help ticket request:
http://isdservicerequest.co.sanmateo.ca.us/genrequest.do

F. Launch Infoscriber Prescriptions:

Once you Launch Infoscriber Prescriptions, the default window is the ***Rx Profile Tab*** window which is considered the **Infoscriber Homepage**. Most work originates from this window. **You can perform multiple actions on multiple medications at the same time**! This example shows a current client.



<u>Rx Profile Tab Descriptions</u>:

DO NOT USE the ***<u>envelope icon</u>*** **!** Use ISD Help for support.

<u>PA</u> **(A) –** for ordering medications that require ***Prior Authorization***, see Pages 33- 34.

<u>Client Identifiers</u> **(B) –** includes Client ***<u>Name</u>*** in *blue*; ***<u>MR#</u>***; ***<u>Sex</u>***; ***<u>Age</u>***; ***<u>Birth Date</u>***; and ***<u>Client Diagnosis</u>*** in *green* below the Client Name.

<u>Print</u> **(C) –** To print a hard copy of the client's ***current active*** orders, click on the printer icon circled in red.
There are 3 important Infoscriber Print features connected to ***Print*** described on Pages 20- 21.

<u>Close Chart</u> **(D)** - **Closes the chart for the current client.**

<u>Check Box for No Current Medication Noted</u> **(H)** indicates the *Client is **not** taking meds.*

<u>Current Diagnosis</u> **(E)** – ***Primary Active Diagnosis*** is ***blue***; a click on the blue diagnosis code/description will link to the Dx Tab. The scroll bar shows all other diagnoses.

Current Medication Profile **(F)** – includes **S**tart **D**ate; **M**edication **O**rder; **E**nd **D**ate; and **(G)** ***Action(s):*** Medications with **- Discontinued/Stopped**; with **- Re-ordered**; with **- Changed**.

Known Allergies **(I)** – shows Known Allergies. This symbol means interactions were not checked because the Infoscriber system does not recognize the drug or remedy entered.

Symbols ***(J)*** -

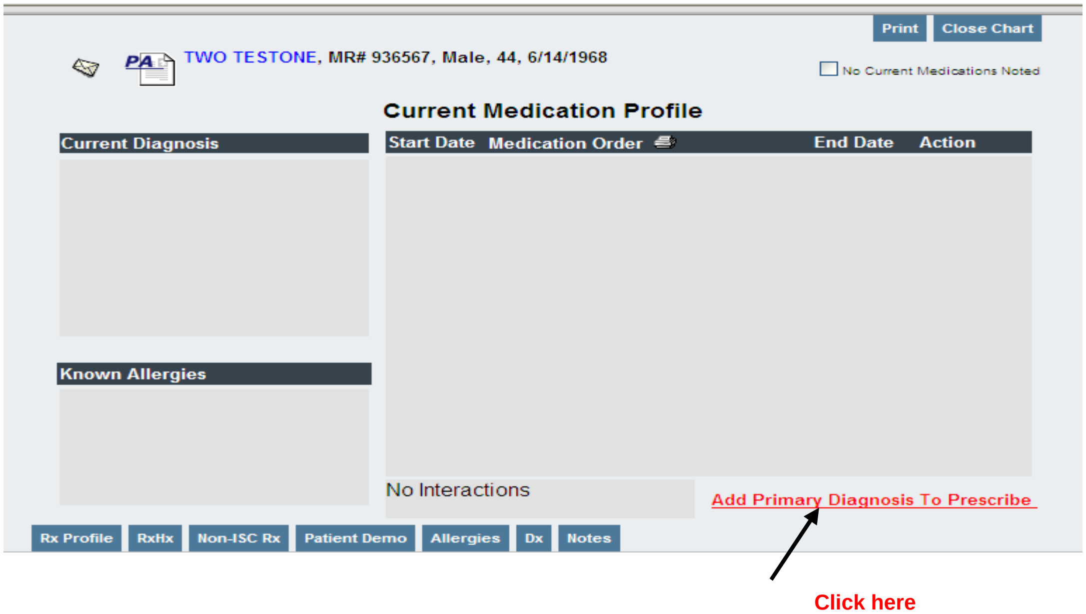
- **Exclamations !!!** – indicates a ***drug to drug or drug to food interaction alert!***
- **A in RED** – indicates a ***medication alert with a cross reaction!***
- **Skull** – indicates this client is a ***possible overdose or suicide risk****!* (This status can be changed in the client Demographics Tab).

Drug Interaction **!!!**	If there is a drug to drug/drug to food interaction with the currently prescribed medications, one, two or three exclamation marks will appear at the bottom center of the screen indicating the severity of the interaction. You can click on the exclamation mark(s) and the interactions will appear for your review.
Possible Overdose /Suicide Risk	If it has been **indicated in the patient demographics** that the patient is a *possible* overdose (suicide) risk, a skull and crossbones will appear at the bottom of the screen.
	Indicates a medication alert due to a ***cross reaction***.
Possible Pregnancy or Lactation Alert ♀	If the client is a ***female***, you can view **possible pregnancy** or ***lactation alerts*** by clicking on the female symbol at the bottom of the page.
	If the system does not recognize a ***non-med drug or remedy entry***, then drug to drug/drug to food interactions ***are not* checked.**
	This icon is **not** activated for San Mateo County. Birthday cake symbol indicates an age-based prescribing guideline exists.

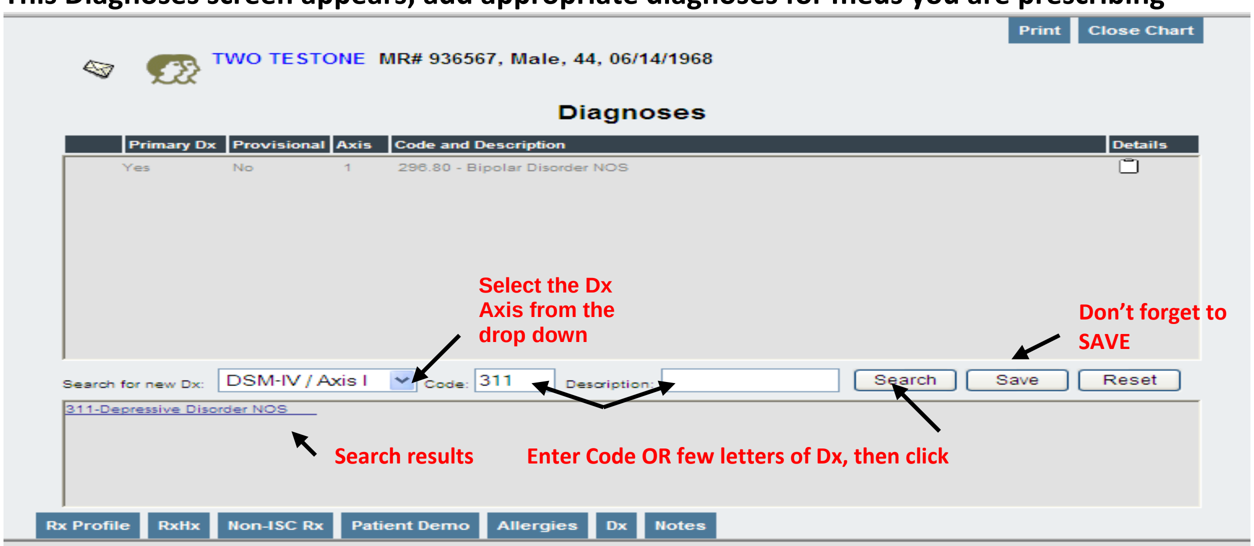
Tabs **(K)** - ***Rx History; Non Infoscriber Medications; Patient Demographics; Allergies; Diagnosis; (Notes- Not currently used) are described on pages 25 through 32.***

Add NEW Prescription **(L)** - *Click* this box and then ***GO*** **(M).**

This Rx Profile Tab window is an example for a new client. In order to prescribe, a primary diagnosis must be entered



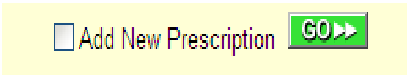
This Diagnoses screen appears; add appropriate diagnoses for meds you are prescribing



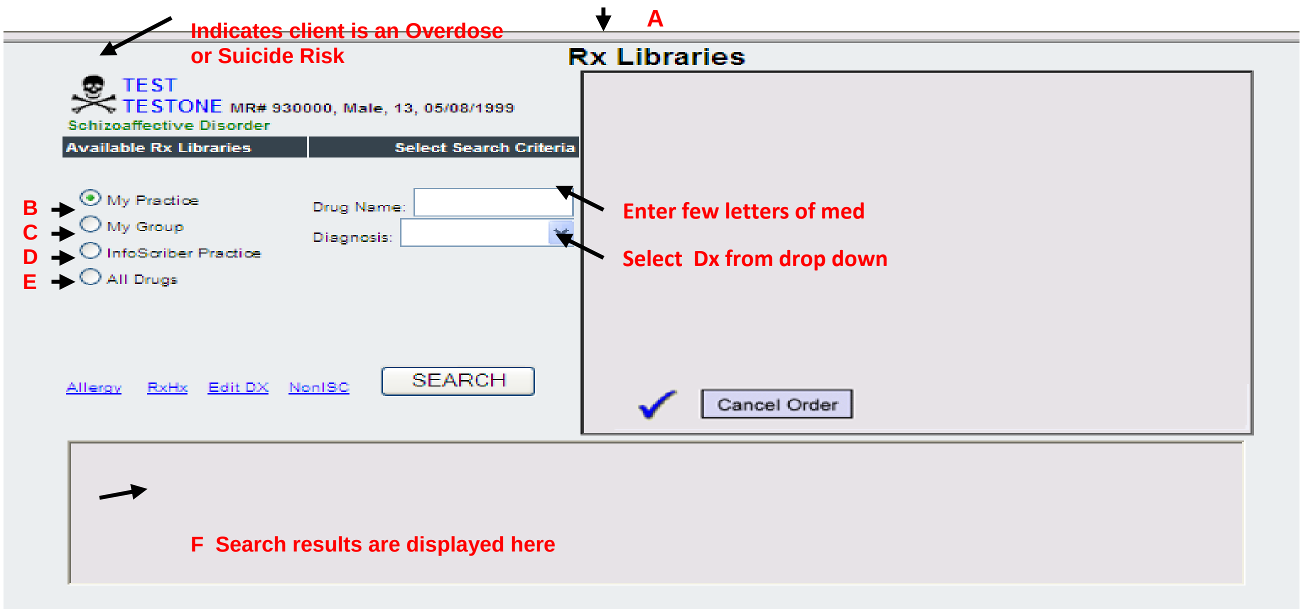
As you continue to complete the Infoscriber tabs for Allergies, Non-Infoscriber meds, Demographic information re: client's overdose/suicide risk, veteran status, pregnancy and pharmacy preference they will become part of the client's Infoscriber and Rx history and will populate the Rx Profile Screen.

G. Prescribing a NEW Medication (without Custom Order)

1. At the *bottom right* of the ***Rx Profile*** *Tab, click* on ***Add New Prescription***, then *click* ***GO***.



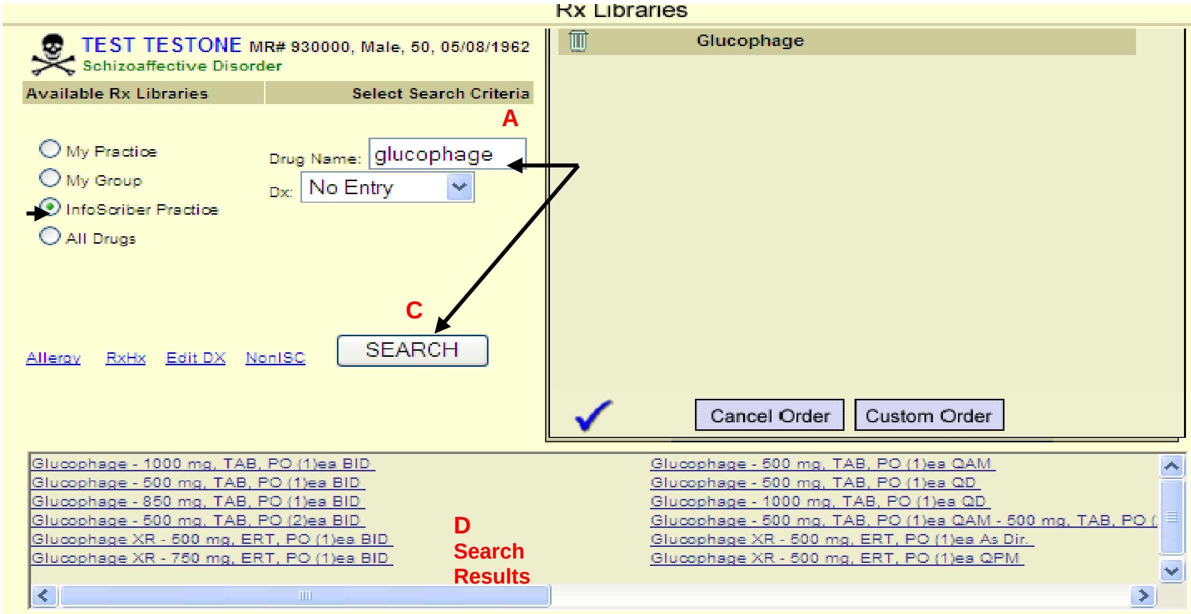
2. The ***Rx Libraries*** **(A)** *window* appears whenever you **ADD** a ***NEW*** *medication.*



Infoscriber builds the Rx Library automatically by monitoring *how* medications are prescribed *over time* for *specific diagnoses*. To prescribe a new med you must select a library, most commonly used are **(C)** and **(D).** When you change a med, you have the option to select a library if you want to.

The **benefit** in using the Rx Libraries is in effectiveness and efficiency- you can view common medications/doses and frequency per the practice of other prescribers and select what fits for your client.

(B) My ***Practice***	Lists only medication and dose results that have been prescribed specifically by ***you*** in the past, most common ways first.
(C) My ***Group***	Lists only medication and dose results that have been prescribed by a ***doctor at a BHRS clinic in the past***, most common ways first.
(D) ***Infoscriber Practice***	Lists only medication and dose results that have been prescribed by ***any clinic in any state that uses Infoscriber,*** most common ways first.
(E) ***All Drugs***	The ***All Drugs*** library is automatically searched If you search from any of the first three libraries (above). The ***All Drugs*** search lists all FDA approved drugs *without* dose; results will appear at the *end of the list* **(F).** Use *Custom Order* to assign dose.



1. New practitioner working at Total Wellness: the ***drug name*** (Glucophage) was entered in the ***Drug Name*** field **(A)**.

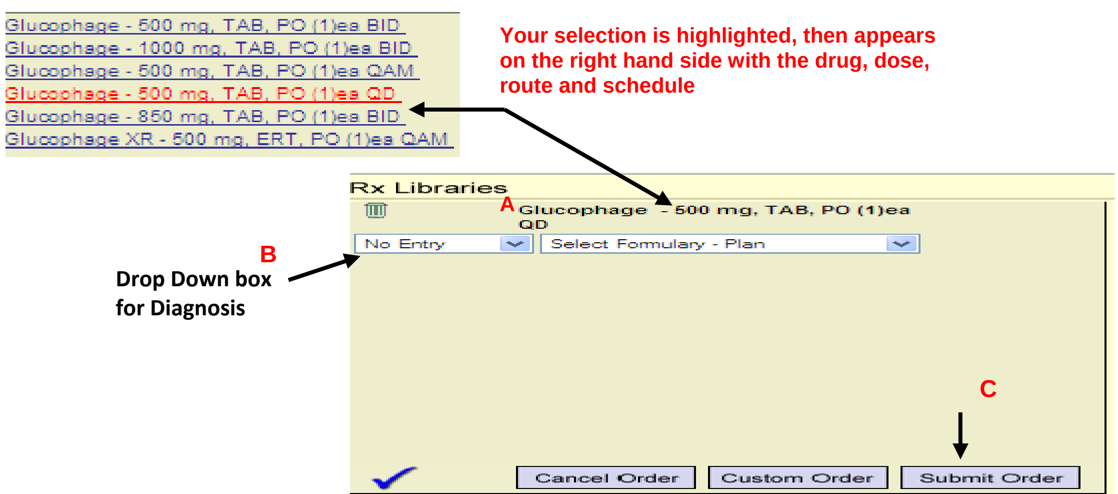
2. ***Infoscriber Practice*** **(B)** was selected from the Rx Libraries to see the Glucophage medication doses prescribed by other practitioners who use Infoscriber.

3. *Click* ***Search*** **(C)** to view all ***results*** of the search in field **(D)**.

All medications that match the Drug Search Glucophage appear.

4. Click to select the ***desired medication***.

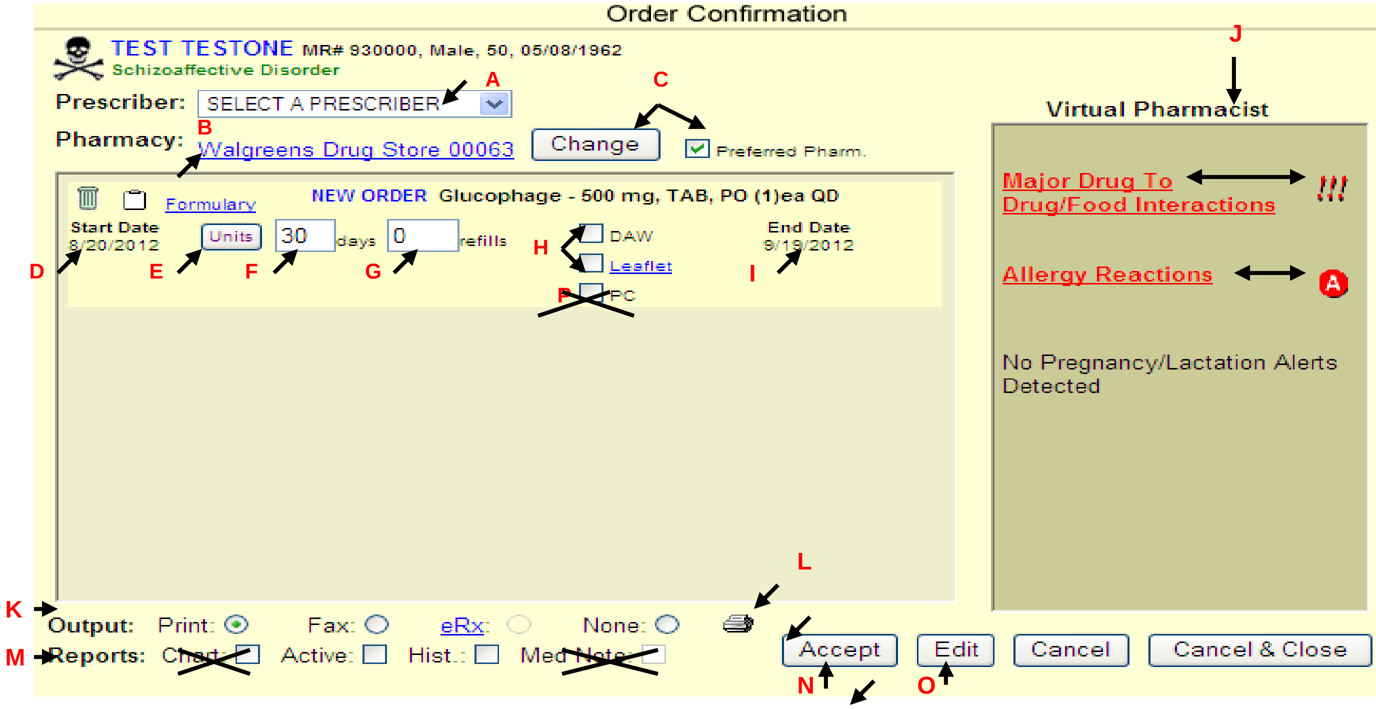
The selected medication is highlighted and now displays on the right side of the screen.



5. To the left of the medication Glucophage **(A)** is a drop down box to select the Diagnosis **(B)** that *this* medication is being prescribed to treat. If the correct diagnosis is not on the list, see page 32.

6. *Click* ***Submit Order*** **(C)** **if the medication is accurate.** If the *Submit Order* button is not visible, make sure a *diagnosis* for the medication has been selected.

Once the *medication order* is submitted, the ***Order Confirmation*** window appears:



7. *Select* a ***Prescriber*** **(A)** from the drop down box. If you are an established MD you will be listed as the prescriber by default. If you are not authorized to prescribe medication and/or are acting on behalf of an authorized prescriber, i.e. RN, then *select* the appropriate *prescriber/supervisor from the drop down*.

8. *Verify* that the ***Pharmacy*** **(B)** ***is correct***. See Pages 22- 23 or page 29 if you need to change the Pharmacy **(C).**

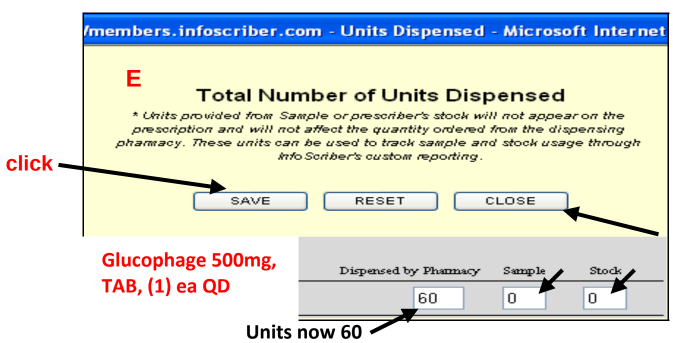
9. *Verify* the ***Start Date*** **(D)**, which is the *date you are ordering*.

10. You can *change* the ***number of days*** **(F)** the prescription is intended to last or number of ***refills*** **(G)**, if necessary. *Click* the field for the item you want to change and enter the new number.

11. *Click* the ***DAW*** **(H)** to *add* a **Dispense as Written** instruction to the prescription, if applicable.

12. *Click* ***Leaflet*** **(H)** to include a ***patient education leaflet*** with the printed prescription. (This is not frequently used; the med information from the pharmacy is mostly used).

13. If needed, when you *click* **(E)** Units the pop up screen below appears to customize the ***number of units to dispense***. *Type* a ***new number*** for *how many* to be ***Dispensed*** and if from the ***Pharmacy, Sample***, or from ***Stock.*** You must then *click* ***Save*** and then *click* ***Close.***



14. The ***End Date*** **(I)** should match with the number of days the prescription is intended to last **(F)**.

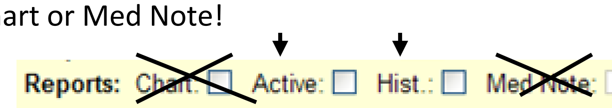
15. The ***Virtual Pharmacist* (J)** checks for *drug interactions*, *allergy reactions* and *pregnancy alerts* **at the point of prescribing.** When a drug interaction is detected, the warning is highlighted. Interaction warnings appear in order of severity with the most severe listed first. This information is updated monthly by Infoscriber. *Click* on the ***warning*** to read the interactions.

16. The check box for ***PC* (P)** is for ***Patient Informed Consent*** and is **NOT** used by San Mateo BHRS**. Please use the Avatar Verification of Consent to Medication** (go to Avatar CWS→ Consents).

17. *Select* the ***Appropriate Output* (K)**

Print	Prints a hard copy for the client to take into the pharmacy. Also used when meds require co-sign of supervisor (no license and/or DEA). Can use for Schedule 3- 5 meds. Must print, sign, then manually fax to pharmacy.
Fax	Faxes prescription via Infoscriber directly to the pharmacy. Can use when pharmacy is not set up for eRx or for Schedule 3-5 drugs.
eRx	Electronically sends the prescription directly to the pharmacy's computer. Can be used by RN for MD's verbal re-order. **eRx option is used most frequently.** Not able to select this option for Schedule 2 or Schedule 3-5 meds, or if pharmacy not set up to receive eRx, the option will be grey.
None	Allows you to enter the prescription into Infoscriber without actually sending it out to a pharmacy. Use for Schedule 2; prescription is written on tamper resistant pad and given to client to be filled by the pharmacy.

18. To ***print*** supportive documents, *click* ***Active*** for a report showing the *client's current active medications*, *click* ***History*** for a report showing the ***most recent orders*** that were written. DO ***NOT*** use Chart or Med Note!



NOTE: When the prescription is printed, all ***Schedules*** are *written out* (ie. Every Morning instead of QAM) and all ***Units*** will list both Alpha and Numerical quantities (ie. 30 (thirty).

19. *Click* ***Accept Order***  if the prescription is complete and satisfactory.

20. ***The order is now complete!***

PLEASE NOTE:

The descriptions for ***Order Confirmation*** and ***Accept an Order*** are the same for the functions of *prescribing new*, *adding*, *re-ordering*, *discontinuing* and/or for *custom medication* orders. Please refer back to pages 12 and 13, # 7 through 20 when directed.

H. <u>Re- Order a Medication</u>:

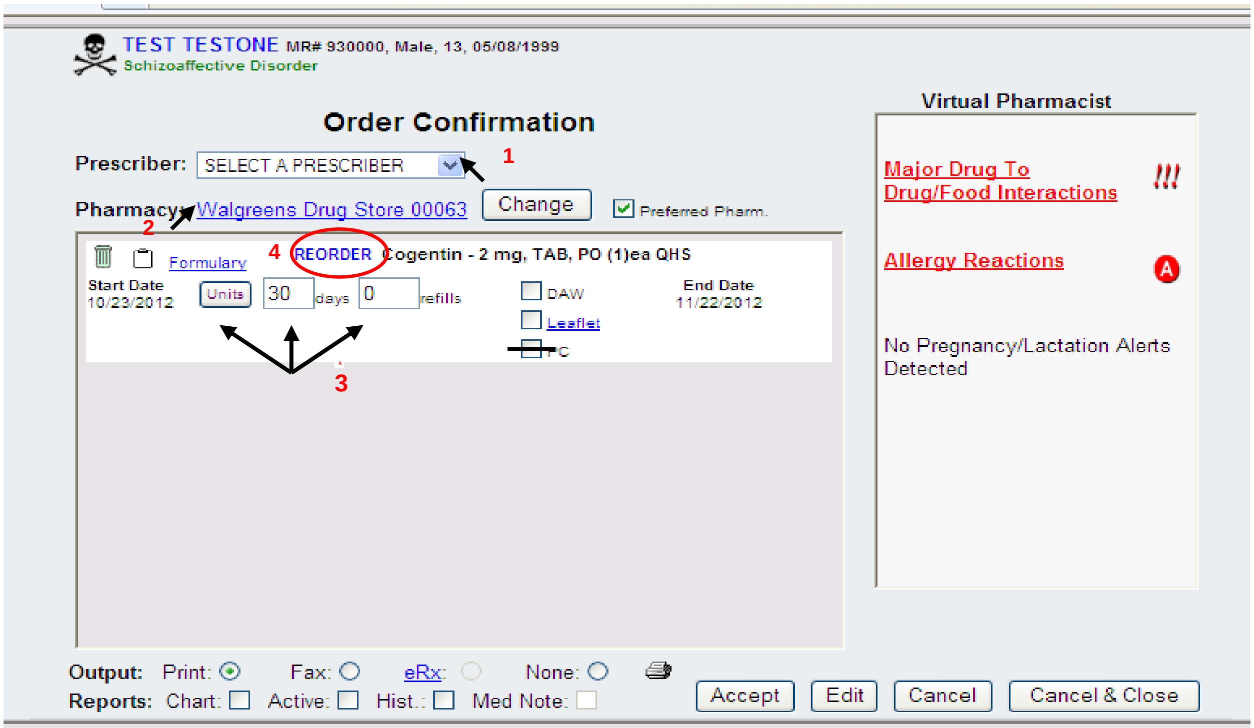
From the ***client's Rx Profile*** tab,

Click ***Re-order Action***  for the desired medication(s), *click* . The ***Order Confirmation screen appears.***

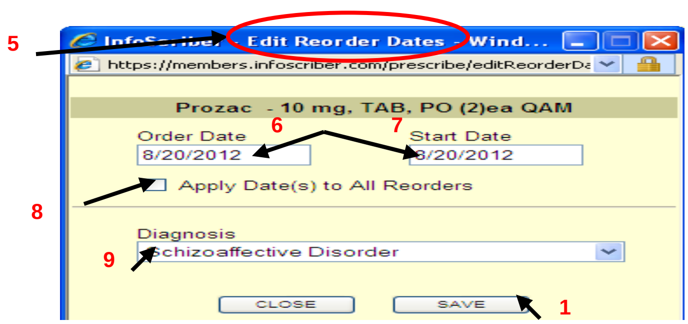
***Select yourself as the prescriber* (1)**. ***Verify* the pharmacy (2)**. To change the pharmacy, see pages 22-23 or page 29. *Change* the *number* of Units **(3)**, Days, or Refills, if appropriate.

Follow the directions for order confirmation and Accept Order, pages 12- 13, # 9-20 for all meds being re-ordered.

Re- Order Meds Screen



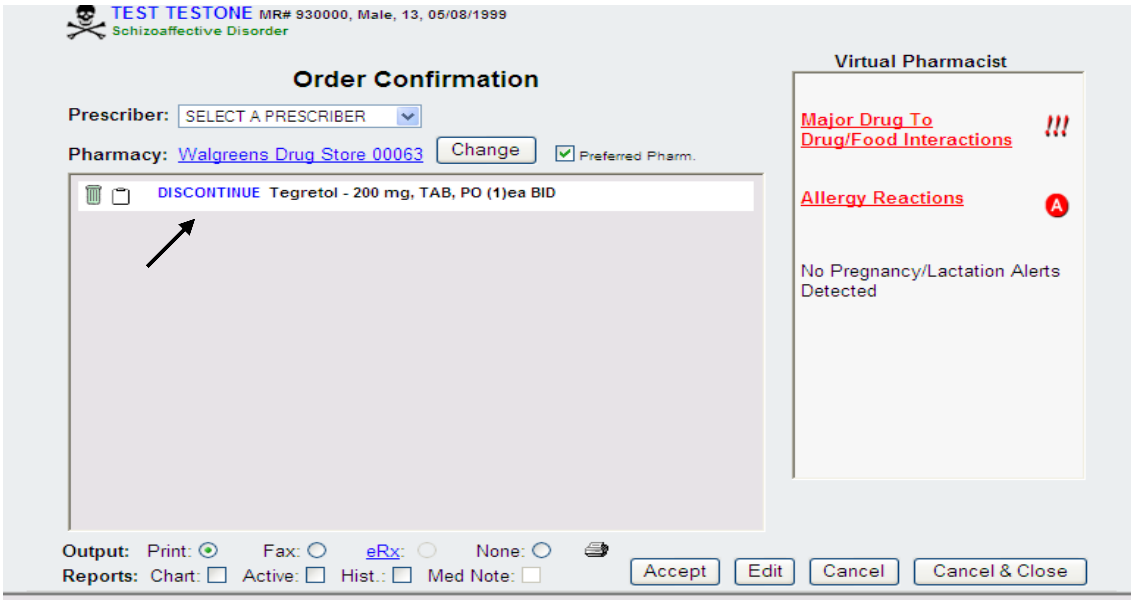
Click the *blue* ***RE- ORDER link* (4)** circled in red above so that the ***Edit Re-order Dates*** pop up screen **(5)** appears so you can *edit* the ***Order Date* (6)** or ***Start Date* (7)**, or ***Diagnosis* (9) if needed**



For a *refill* or a *reorder*, ***Edit*** means that when the order date listed is **not** the **correct re-order date**, you can *change* the date to reflect the *actual date* the medication was re-ordered and then click to indicate if you want this changed date to apply for all re-orders **(8)**. Click, **SAVE (10)** to get back at the Order Confirmation Screen and follow the steps per pages 12-13 to Confirm, Accept and Submit the order.

I. <u>Discontinue a Medication</u>:

From the Rx Profile Tab, *click* the ***Discontinue Action*** button for the desired medication. You can click multiple Discontinue Action buttons to discontinue more than one medication. *Click*
The ***Order Confirmation*** screen appears.
Follow the steps per pages 12- 13 to Confirm, Accept and Submit the order.

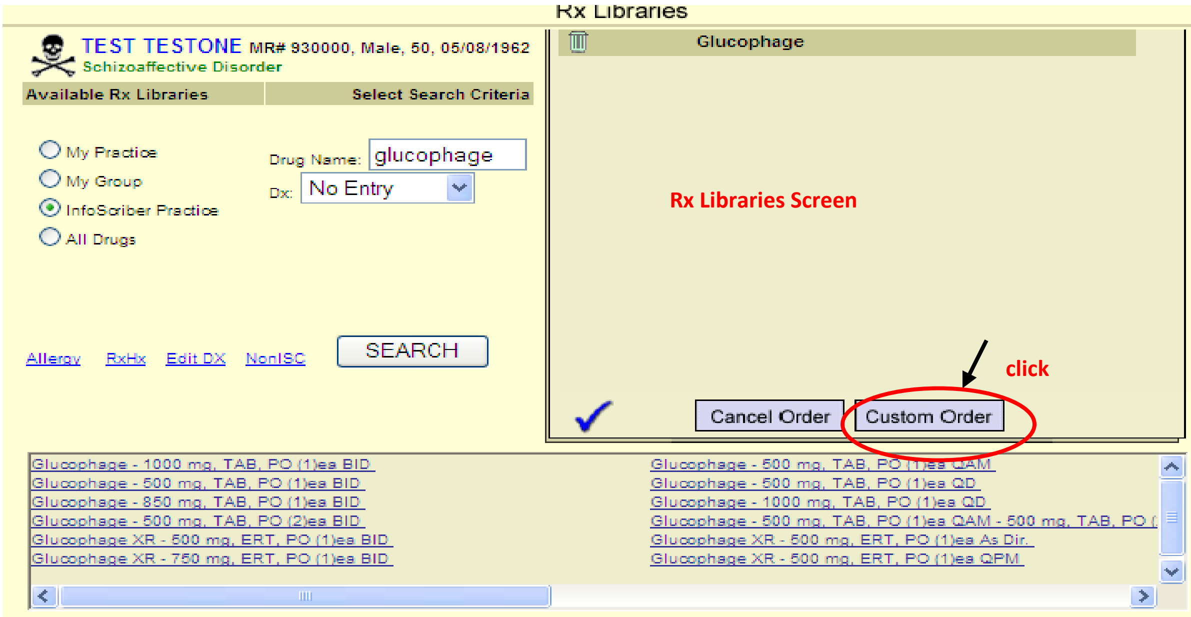


IMPORTANT
You must discontinue and start a new medication order if you desire to change any part of a prescription *after* pressing the **Accept Order button**. This includes changes in the SIG or changes in the refill number.

J. <u>Custom Order</u>: ADD NEW/CHANGE

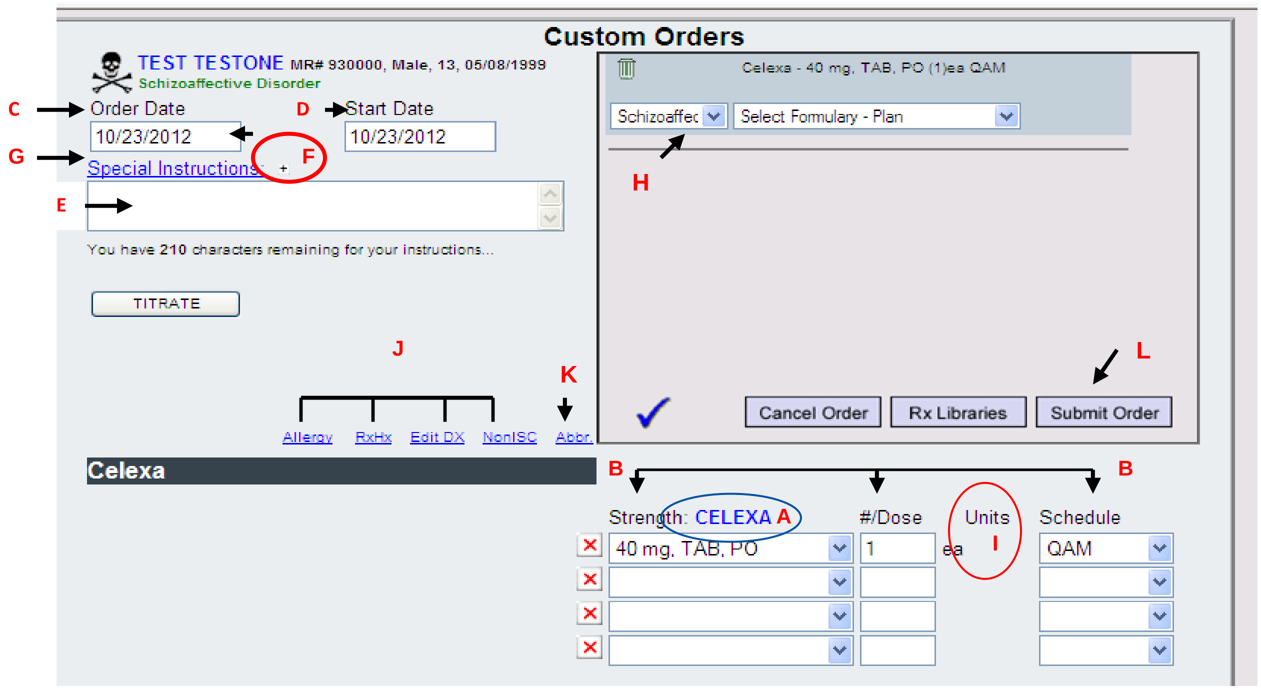
You select **Custom Orders** to ***modify*** a *NEW medication* **or *change*** a ***schedule*** for a *current* medication. To use Custom Order when adding a **new** med, enter the drug name, select the library, search, choose the medication from the search results so that it is highlighted and appears on the right hand side of the screen. Click to select the diagnosis that you're prescribing medication for from the drop down.

*For a **NEW** medication, Glucophage, select **Custom Order*** from the Rx Libraries screen to ***modify*** the prescription. The Custom Order Screen as shown on the next page appears.

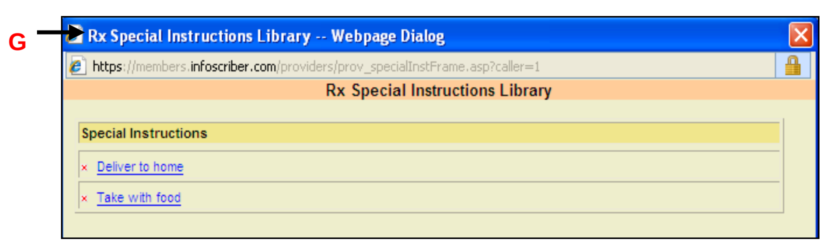

Rx Libraries
TEST TESTONE MR# 930000, Male, 50, 05/08/1962
Schizoaffective Disorder
Available Rx Libraries
Select Search Criteria
My Practice
My Group
InfoScriber Practice
All Drugs
Drug Name: glucophage
Dx: No Entry
Allergy
RxHx
Edit DX
NonISC
SEARCH
Glucophage
Rx Libraries Screen
click
Cancel Order
Custom Order
Glucophage - 1000 mg, TAB, PO (1)ea BID
Glucophage - 500 mg, TAB, PO (1)ea BID
Glucophage - 850 mg, TAB, PO (1)ea BID
Glucophage - 500 mg, TAB, PO (2)ea BID
Glucophage XR - 500 mg, ERT, PO (1)ea BID
Glucophage XR - 750 mg, ERT, PO (1)ea BID
Glucophage - 500 mg, TAB, PO (1)ea QAM
Glucophage - 500 mg, TAB, PO (1)ea QD
Glucophage - 1000 mg, TAB, PO (1)ea QD
Glucophage - 500 mg, TAB, PO (1)ea QAM - 500 mg, TAB, PO (
Glucophage XR - 500 mg, ERT, PO (1)ea As Dir.
Glucophage XR - 500 mg, ERT, PO (1)ea QPM

To ***CHANGE*** an already prescribed medication, *Cogentin*, you *click* on the ***Change Order*** action button(s) for the desired medication(s) from the Rx Profile Tab and then *Click* . You are brought to the ***Custom Order Screen***.

The Custom Order screen is the same for a new medication, change, modify medication and taper/titrate medication order.

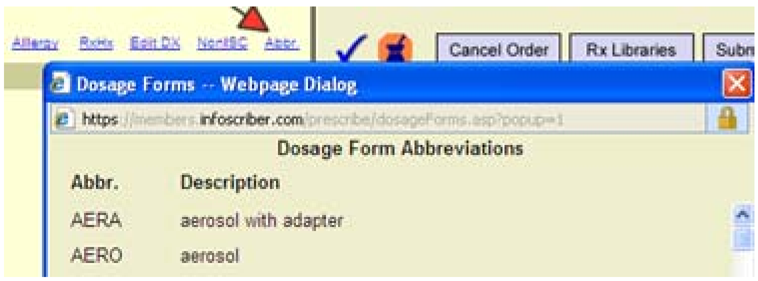


1. *Click* on the ***Medication Name***, **(A)**. It appears at the bottom of the screen with entry boxes to *modify* the medication **s**trength, **d**ose and **s**chedule **(B)**.
2. *Verify* that the *Order Date* **(C)** and *Start Dates* **(D)** are accurate. If you want to *change* the Order Date and/or Start Date, *click* inside the white date field. Then *select* a different date from the calendar pop up.
3. *Type* any ***Special Instructions*** **(E)** in the Text field. Special instructions are included in the prescription order sent to the pharmacy and appear on the bottle given to the client.
To *add Special Instructions* as a *favorite* and *create your own Special Instructions Library*, *type* the Special Instructions into the text field, then *click* the ***small +*** **(F)**.
To access saved *Special Instructions, click* on the ***blue*** *hyperlink Special Instructions* title **(G)**.



4. *Select* the ***Diagnosis*** **(H)** from the drop down that this medication is being prescribed to treat.
5. *Select* a new ***Strength*** **(B)** from the drop down, if applicable.
6. *Enter* a ***Number*** for a different quantity of each individual ***Dose*** **(B)**, if applicable.

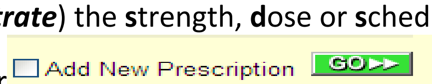
7. *Click* on ***Units*** **(I)** to *prescribe* a medication in a form other than pill, capsule, or tablet. Choose from the following dosing units: ***mg, ml, units, cc,*** or ***each*** from the Units drop down menu (to the right of #/Dose).
8. *Select* a new ***Schedule*** **(B)** from the drop down, if applicable.
9. Repeat steps 2 to 8 to *customize* other medications, if applicable.
10. You can click the *blue title hyperlink* **(J)** to access Allergy, RxHx, Edit Dx, and Non ISC (Non-Infoscriber Medications) Tabs, if needed.
11. ***Abbr*** **(K)** is a link that provides definitions for the most commonly used ***Dosage Forms Abbreviations***.



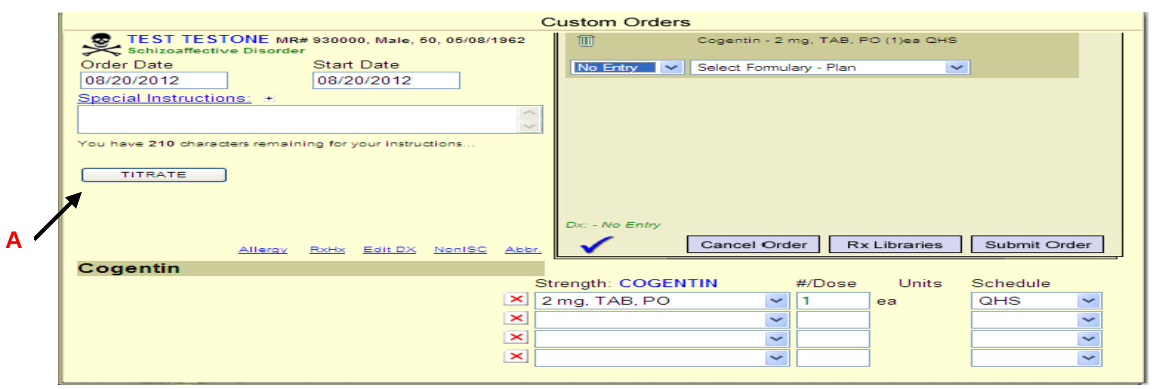
12. *Click* **Submit (L)**. ***If the Submit button is not visible, make sure you have selected a diagnosis for each medication.***
13. Once you *submit*, the ***Order Confirmation*** window appears for you to follow the same steps described on pages 12- 13. If there are any special instructions please see page 16 for how to enter/save them.

K. Custom Order: Titrate/Taper

You can *select* a ***current*** medication or ***add a new*** medication and gradually *decrease* (***Taper***) or *increase* (***Titrate***) the **s**trength, **d**ose or **s**chedule.

Select Δ or 

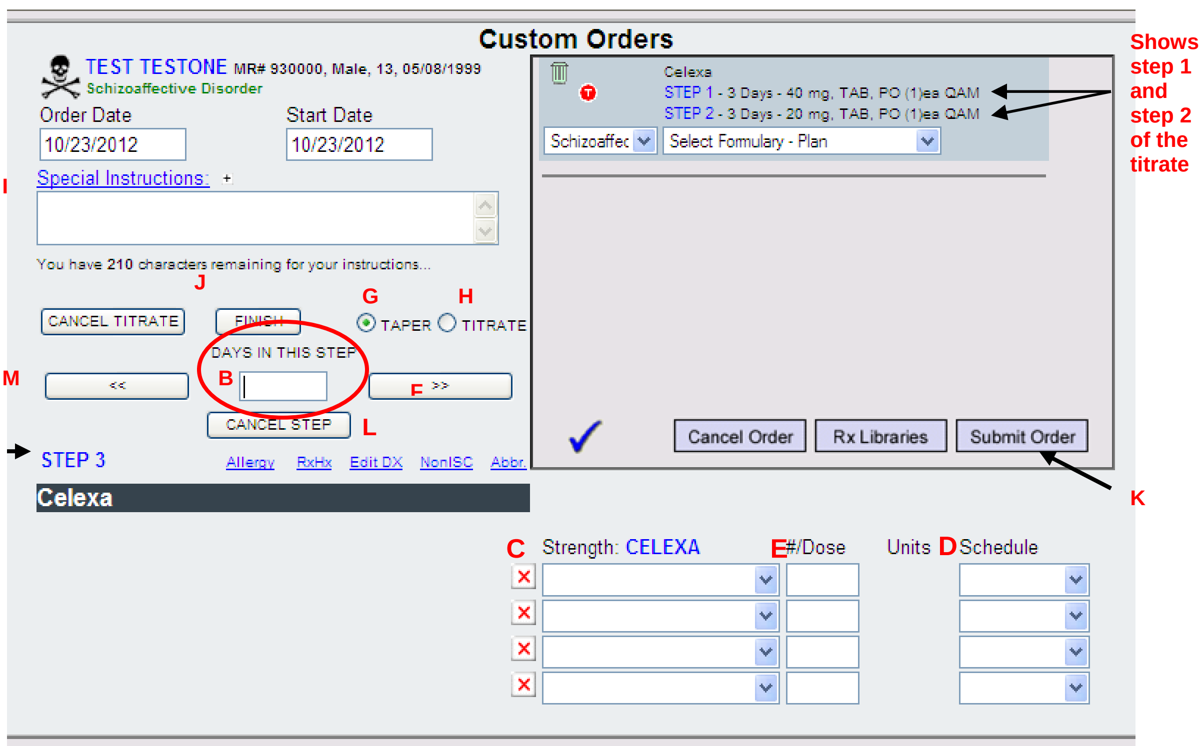
*Select **Custom Order***



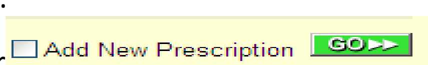
The ***Custom Order*** screen has a unique ***Titration Wizard*** **(A)**.
1. *Click* the ***Titrate*** button **(A)** to activate the wizard so that screen on the next page appears.
2. *Enter* the *number of days for the first step of the titration* **(B)** in the field below **Days in this Step**
3. *Choose* the *strength* **(C)** and *schedule* **(D)** from the drop down; to *change dose* **(E)**, *enter* the number in the **d**ose box.
4. *Choose* next, “>>” **(F)**
5. Repeat steps 2-4 for ***each titration step.***

6. *Click* either **(G)** ***Taper*** (*downward titration*) or **(H)** ***Titration*** (*upward titration*) when the titration steps are finished.
7. *Enter* any ***Special Instructions*** **(I)** in the text field, if applicable.
8. *Click* ***Finish*** **(J)** and the *Titration/Taper* steps for this medication are ***completed***.
9. *Click* ***Submit Order*** **(K)** and the ***Order Confirmation*** screen appears. Follow the steps per pages 12-13 to Confirm, Accept and Submit the order. If there are any special instructions please see page 16 for how to enter/save them.

NOTE: While completing the steps of a titration, to *cancel a step*, click **(L)** the ***Cancel Step*** button. To *move backwards* and see previous steps, *click* **(M)** the **"<<"** button.



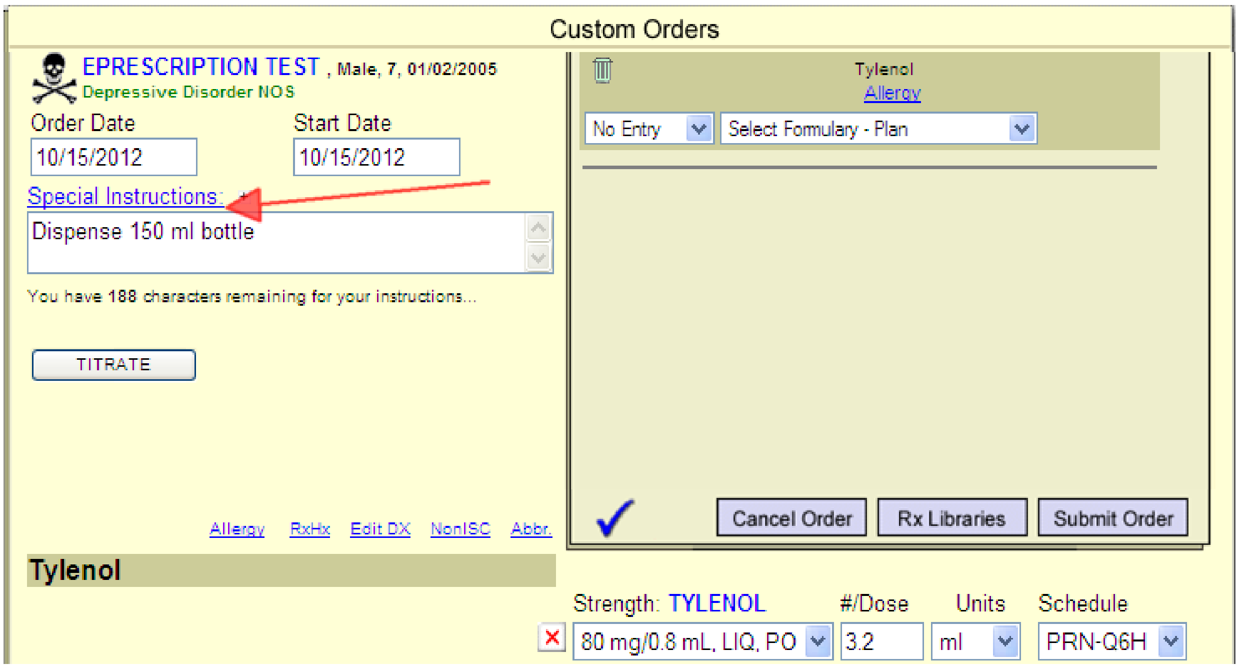
To Summarize:

1. *Select*  or 

2. Click Titrate Wizard, Custom Order Screen appears.
3. Enter # of Days for first step, see **B circled in red.**
4. Select Strength, and Schedule from drop down, Enter Dose, see **C, E, D.**
5. Click **F** to add another step, repeat # 3 and 4. Continue for as many steps necessary.
6. Select the Taper, **G** or Titrate, **H** button.
7. Add instructions, **I**, if applicable. If none, click **J**, Finish and then click **K**, Submit the order.
8. Follow the steps per pages 12- 13 to Confirm, Accept and Submit the order.

L. <u>Custom Order</u>: LIQUID MEDICATION ORDERS

For prescribers who may be writing prescriptions for oral liquid medication or injectable liquid medication, some of you have experienced confusion from pharmacies needing verification of such order. Infoscriber unfortunately blocks out the number "Dispensed by Pharmacy" field so pharmacies may call your office questioning the order because there is no quantity listed on the prescription.
As a workaround, please enter the dispense quantity information in the Special Instructions text box on the Custom Orders page.



M. IMPORTANT PRINT FUNCTIONS

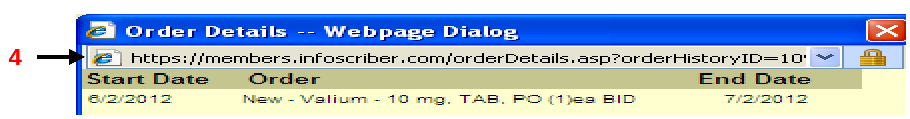
This is the Rx Profile Screen and you can only access the print functions below from this screen!

- When ***Print*** is selected, another screen, the ***Print Administration*** screen opens (see next page). The ***Print Administration*** screen shows a historical log of ***all prescribing events*** allowing you to select a medication order you want to ***re-print, re- fax, and/or re-send via e-Rx.*** (allows for additional copies of confirmed orders OR printing additional medication notes associated with orders). Each order is identified by the date and time of the prescribing event.
- The ***Last Method of Output*** (how the order was sent to the pharmacy) can also be viewed from the ***Print Administration*** screen. To the right of the Medication Order ID is the Order Entry Date **(1)**. To the right of the date, you can see the *output* **(2)** or how the order was sent. If **"NONE"** was chosen for the method of *output*, there is nothing indicated next to the date. (You can view *all* methods of *output* for *this* medication order through the **Prescriber's Desktop** screen, under **Security**: ***Duplicate Prescription Output*** Report - see page 31 for *Reports*).

If you select ***Print*** from the *other* tabs you can just print the information from *that* specific Tab!

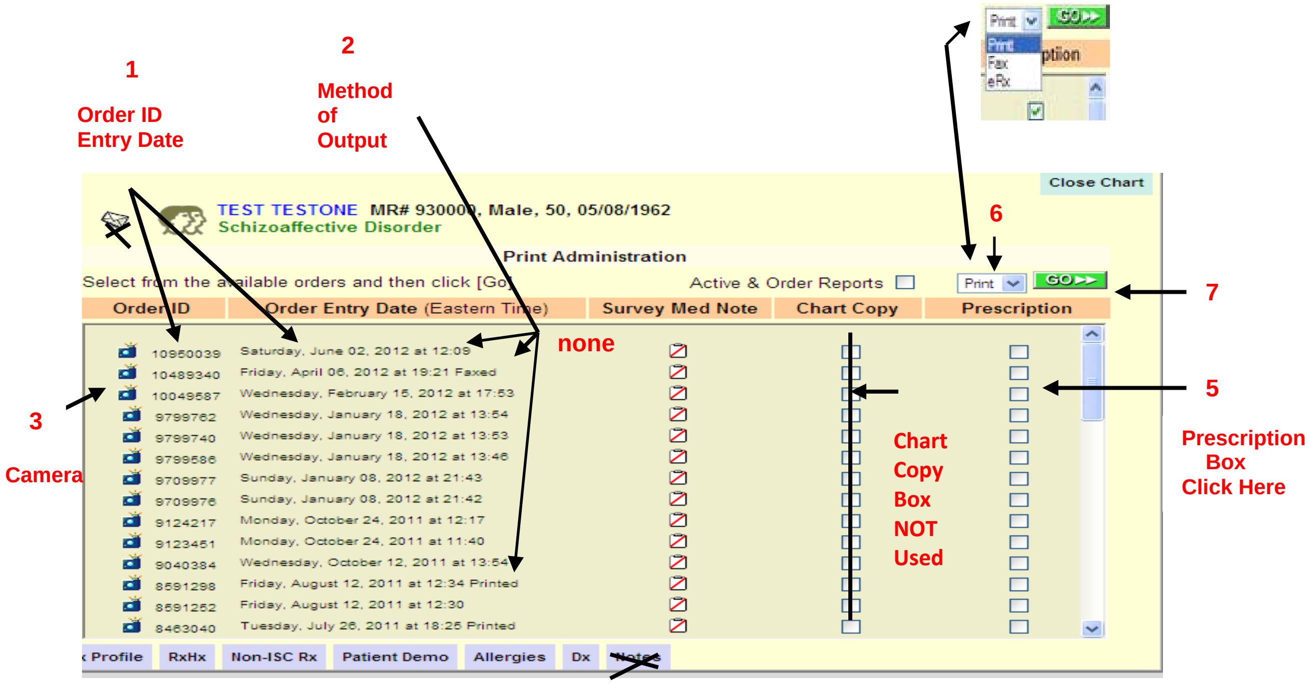
To verify you have selected the correct Rx that you want to ***re-print, re- fax, and/or re-send via e-Rx*** click on the camera **(3)**

An ***Order Details*** screen **(4)** appears so you can view details of the order.



If the details are correct, then check the Prescription Box for the order **(5)**
Select the action from the Print drop down **(6)** and then click GO **(7)**.

This is the **Print Administration** screen:



Select ***Print, Fax*** or ***eRx*** from the Print drop down **(6)** and *click* **GO (7)**

If you choose ***Fax*** or ***eRx*** before clicking ***GO*** a screen appears with an option to *change the pharmacy* to which you are faxing. You will see the listed pharmacy where the original order was sent. See Pages 22- 23 or page 29 for directions to change the pharmacy. Once you have the correct pharmacy, click the ***Send Fax*** or ***Send eRx*** button to *re-send*.

N. TRANSMISSION STATUS

You can view the **"Transmission Status"** of a medication order which will **only** appear if the transmission is in a ***pending*** or ***failed*** status. It will appear even if you are working in a Current Medication Profile for a different client! (e.g. you saw a client 30 minutes ago; the failed transmission status will appear in the Current Medication Profile screen of the client you are currently working in)!

Click on "***Pending/Failed" button*** **(C)** to see *which* transmission is "pending or failed". A new screen (below) shows: **D**ate **T**ransmitted; **C**lient; **P**harmacy; **M**ethod of **T**ransmission; and **S**tatus of the **T**ransmission. If the status shows ***"Failed",*** a **"re-send"** button appears and you can re-send the prescription.
The ***"re-send"*** button will *NOT* appear if the transmission is in "Pending" status.

You can also view the "Transmission Status" if you go to the **Prescribers Desktop** screen; scroll down in the **Daily Operations** section; then open the ***Transmission Log*** (must scroll to find).

O. CORRECTING A PHARMACY

If the default pharmacy is incorrect, *click* change **(C)** and the screen below appears

Select the correct pharmacy and then *click* to ***"Set as Patient's Default Pharmacy"*** button, if applicable.

Type in your search; I typed in Walgreens because the client told me he was going to a different Walgreens pharmacy than what is shown. The alternative pharmacy options appear below. Also see page 29.

	Pharmacy	Address	City, State	Zip	Phone
select	Walgreens 03706-CPMC, CA Campus	3838 California St. Suite #101 CPMC California Campus	San Francisco, CA	94118	(415) 750-1322
select	Walgreens 03707-CPMC, Pacific Campu	2100 Webster St., #105 CPMC Pacific Campus	San Francisco, CA	94115-2374	(415) 441-5742
select	Walgreens Drug Store 13640	500 Parnassus Ave I Level, Rm MU-005	San Francisco, CA	94143	(415) 504-8101
select	Walgreens 24hr 01327-Castro & 18th	498 Castro St.	San Francisco, CA	94114-2020	(415) 861-3136

This is a new pharmacy search feature; you can search for a pharmacy by mileage radius from either the client's home or from the clinic.

Pharmacy Search by Radius

On the Order Confirmation screen, search for a pharmacy by selecting the mileage radius from the drop down and then select from either the client's home or from the clinic drop down. If no radius search criteria are selected, it will search the same way it currently does, looking for all pharmacies that have been previously uploaded into the system. Here is a view of the new search elements:

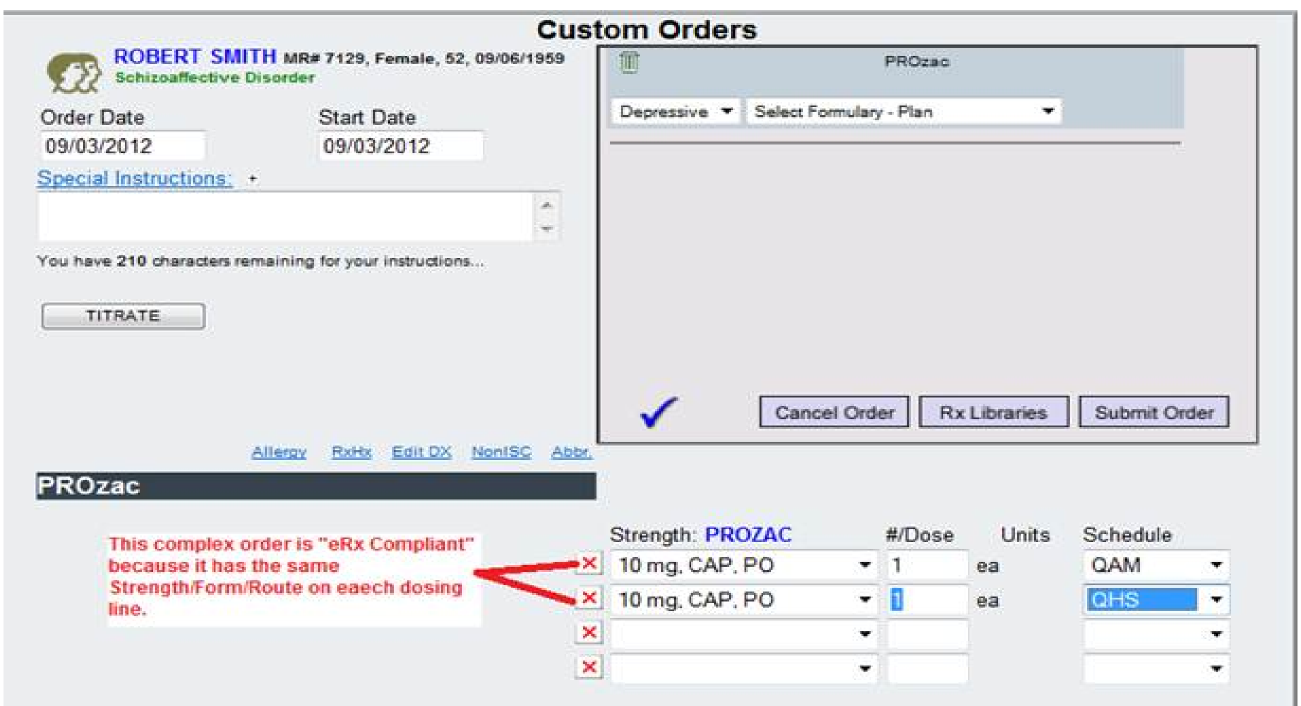
P. <u>Complex Orders to Pharmacy</u>

Ability to Send Some Complex Orders Electronically to Pharmacies

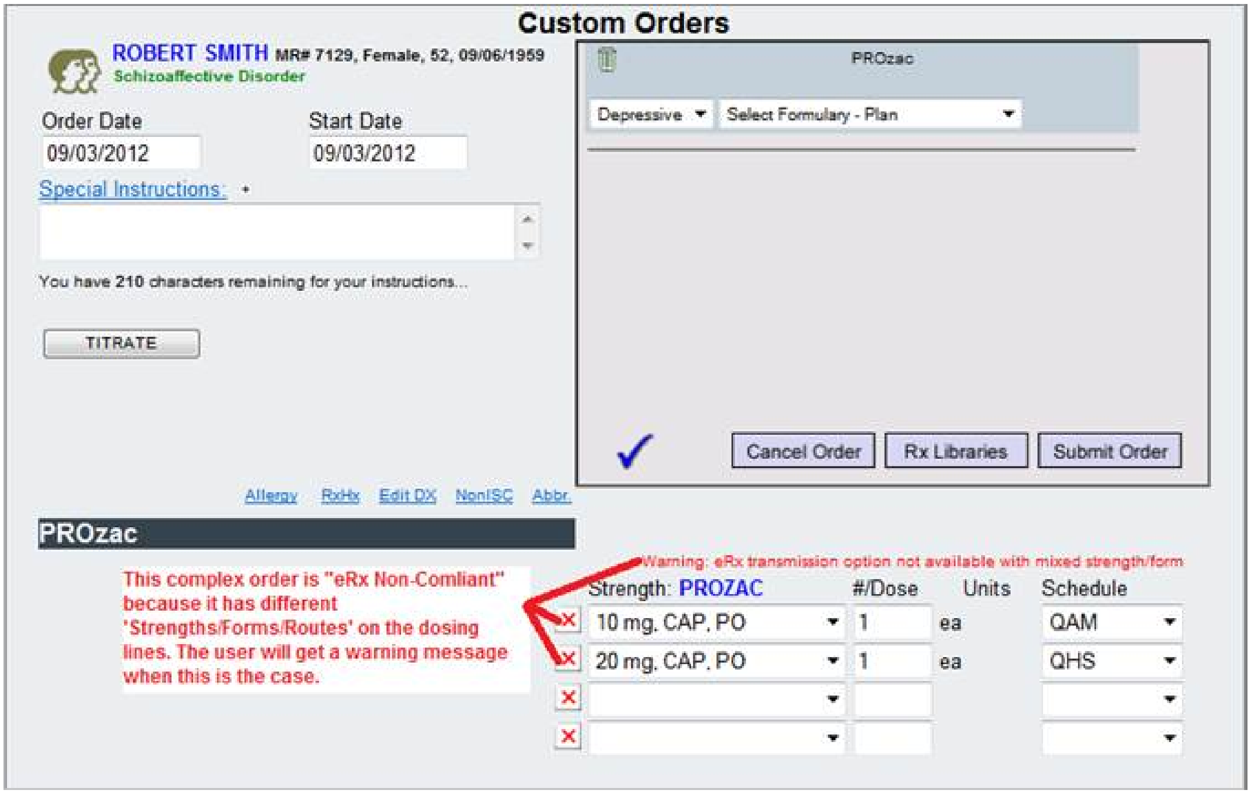
Up until now, when a prescription was written as a complex order (e.g., more than one line of dosing on the Custom Order screen), the prescription could not be sent electronically (e.g., "eRx). However, now if there is a different line of dosing containing the same 'Strength/Form/Route', the order can be sent electronically.

Below are two views: the first one is what we call an "eRx Compliant" complex order (and can be sent electronically) and the second one is what is called "eRx Non-Compliant" and cannot be sent electronically.

"eRx-Compliant"



"eRx Non-Compliant"



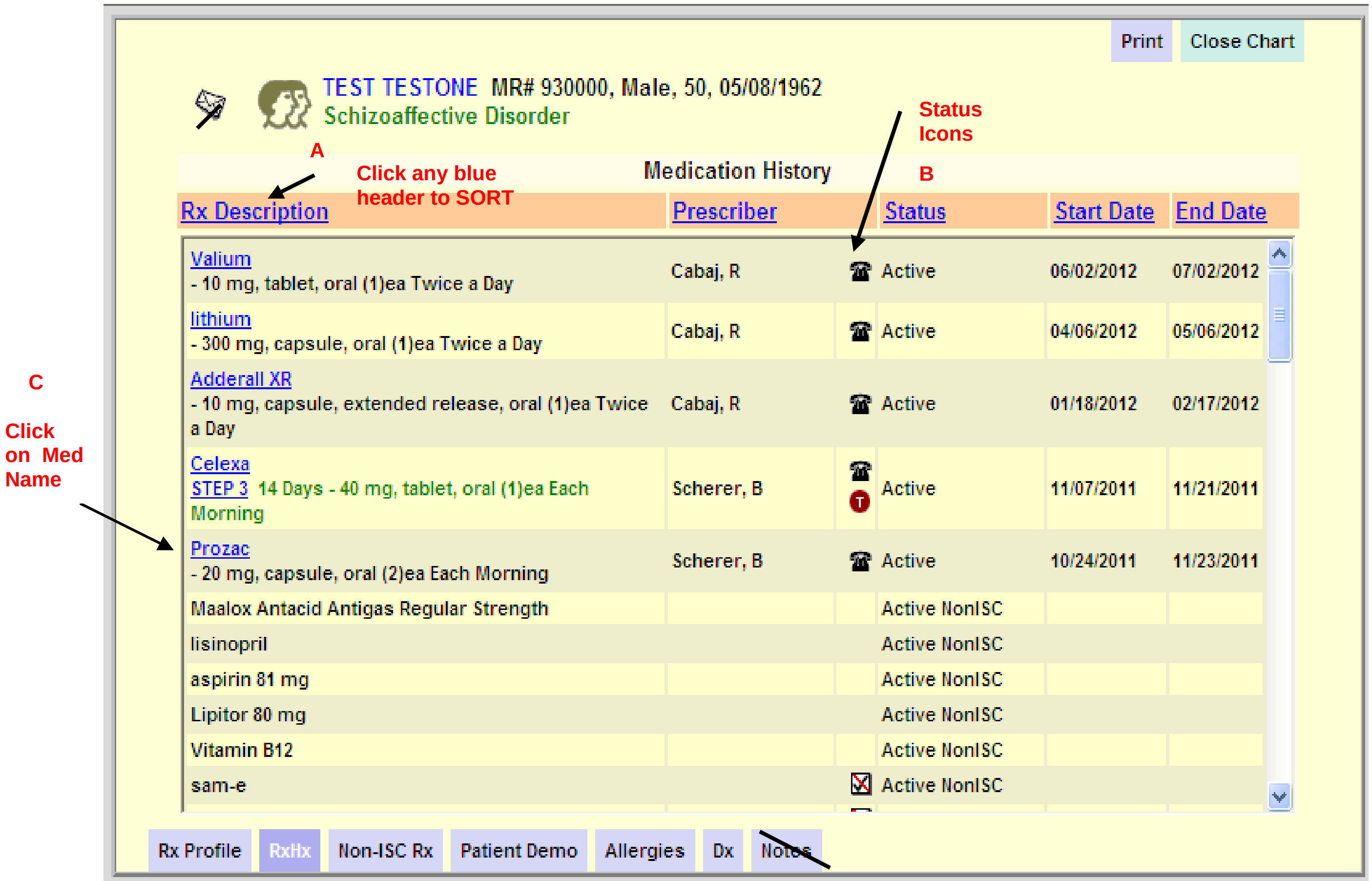
Q. TABS

1. Rx History Tab:

This tab displays a ***complete history of all medications*** in a client's profile, including both ***Infoscriber*** and ***Non-Infoscriber*** drugs.

Use this Tab when considering any changes or continuation of medications. Click on the *blue* column headings **(A)**, and columns can be sorted.

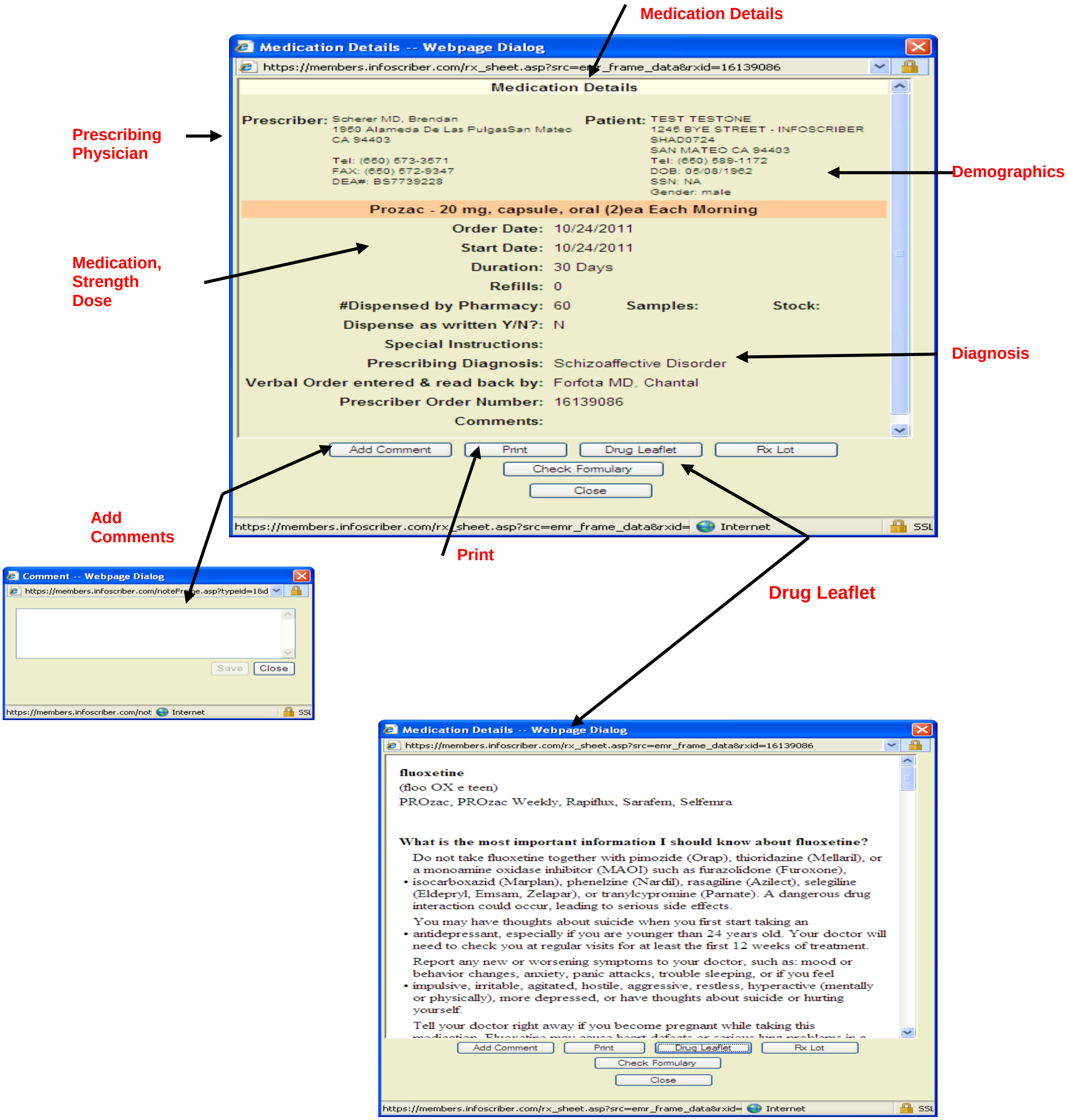
The Rx Hx Tab shows ***Rx Description***; ***Prescriber***; ***Status***: *Active/Inactive*; ***Start Date*** and ***End Date***.



The ***Status*** column **(B)** contains icons that describe more about the orders:

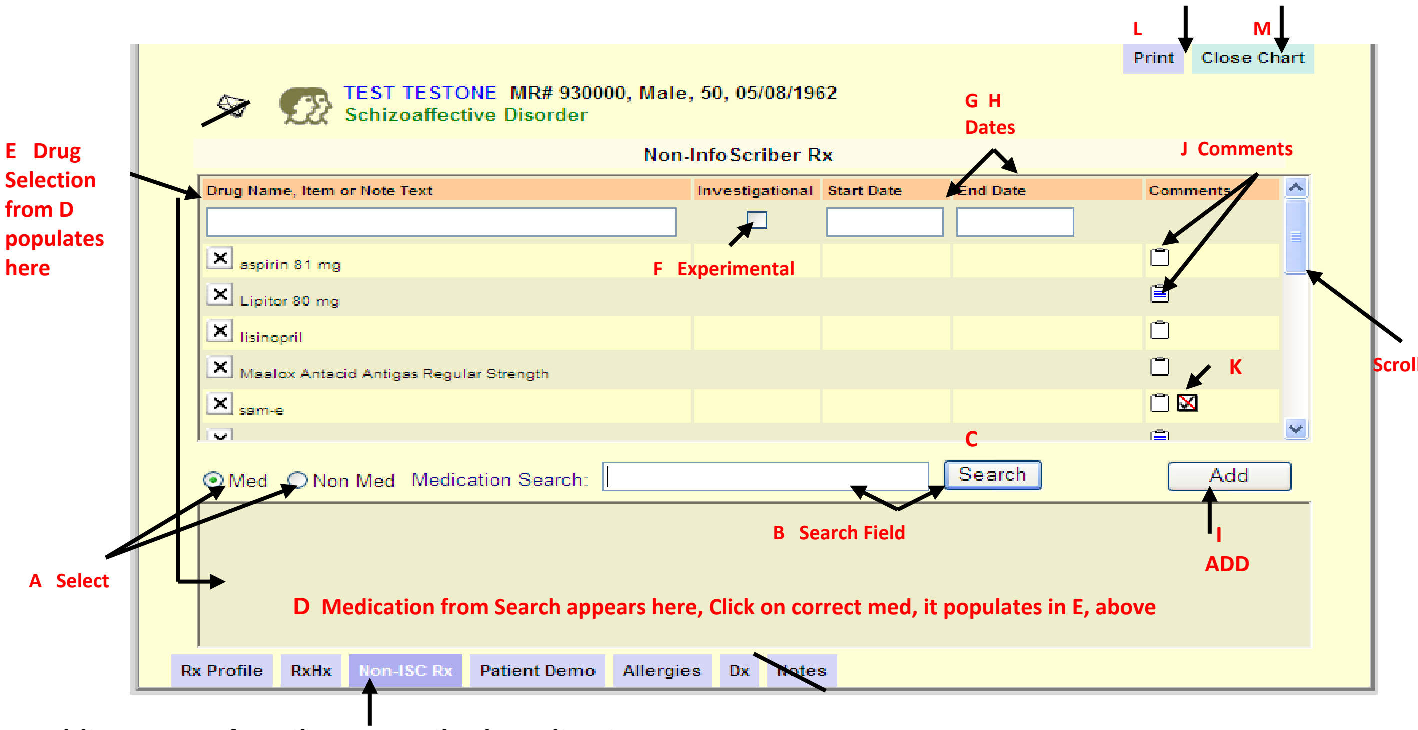
Telephone	Indicates that a prescriber's "agent" noted the prescription in the system rather than the prescriber.
Titration	Means the order was a Taper/Titration.
No Drug Interaction Check	Specifies that the "Virtual Pharmacist" is not checking it for interactions or allergies.
Note Pad icon	Indicates a practitioner has written a disposition note about the medication.

From screen previous page: If you *click* on the **name of a medication (C)** in *blue*, a pop up box called ***Medication Details*** provides details for *that* medication (*Prozac* is shown below), such as **D**ose, **S**trength, **D**iagnosis, limited **D**emographics, and **P**rescribing **P**hysician information. *Click* on ***Comment*** to *add comments*. *Click* on ***Print*** to *print what shows on the Medication Details* Screen.
*Click on **Drug Leaflet*** to *print* a ***medication education leaflet***.



2. Non ISC Rx Tab:

Non-ISC Rx, means a ***non- InfoScriber prescribed medication***. Medications from ***other non-BHRS prescribers*** or ***remedies purchased over the counter*** can be listed. *Search* for any drug interactions as new prescriptions are added in the Rx Profile.



Adding Non-Infoscriber Prescribed Medications:

- **(A)** *Select* ***Med*** or ***Non Med***.
- In the ***Medication Search*** field **(B)**, *type* the name or partial description for what you want to enter; then *click* ***Search*** **(C)**.

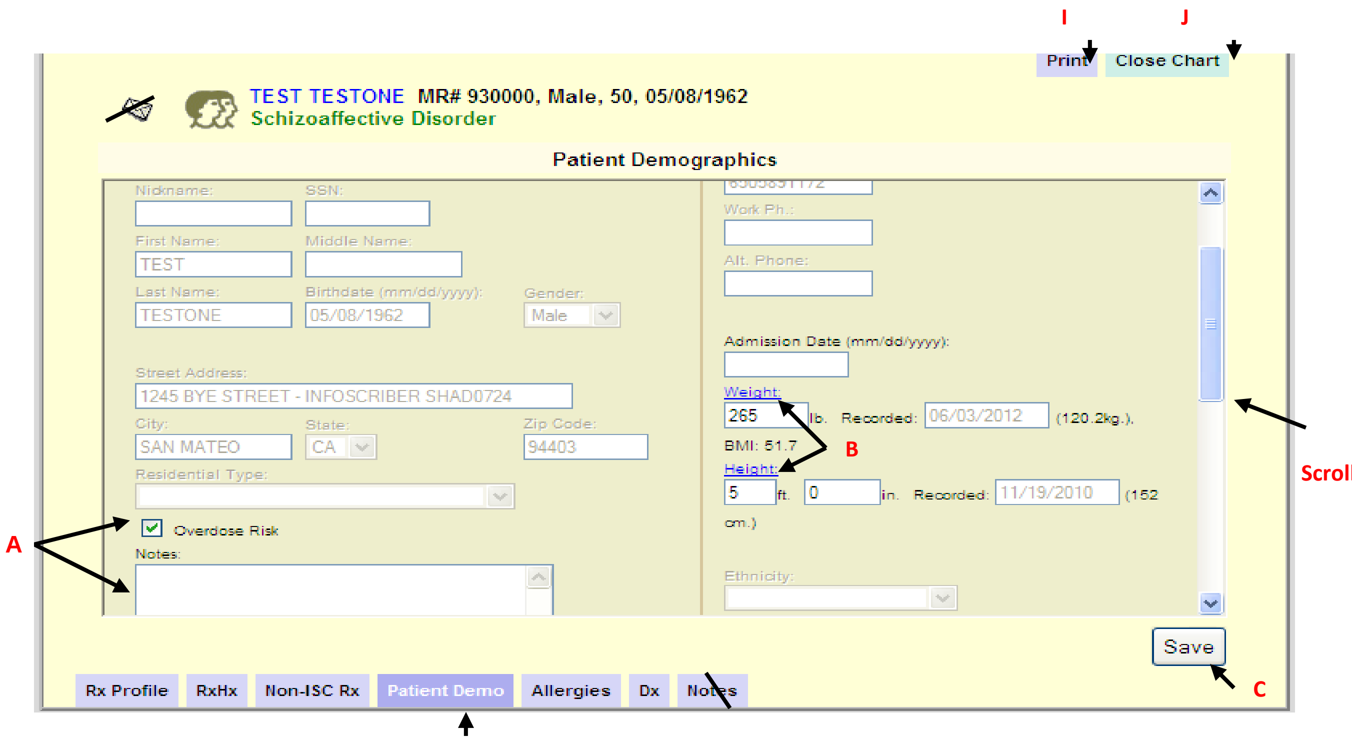
  A list of medications that meet your search criteria will appear at the bottom of the screen **(D)**.
- *Click* on the ***medicine you want to enter*** from the list at the bottom of the screen; it will then be ***added to the top*** into the ***Drug Name*** field **(E)**.
- If the drug or remedy was ***not*** found, it means the system does not recognize it. You can still add the drug or remedy but use the Non-Med option.
- *Click* the ***Investigational*** checkbox **(F)** if the drug is ***experimental***.
- Click the ***Start Date*** **(G)** field to *select a date*. Enter an ***End Date*** **(H)** *if applicable*. Then, *click* the ***Add*** button **(I)**.
- *Click* the ***White Tablet** icon* **(J)** in the *Comments* column, to record any *comments* about this drug.
- *Click* ***Print*** **(L)**, to ***print this screen***.
- *Click* ***Close*** **(M)**, to ***close this screen*** and default back to the *Rx Profile Tab*.

IMPORTANT

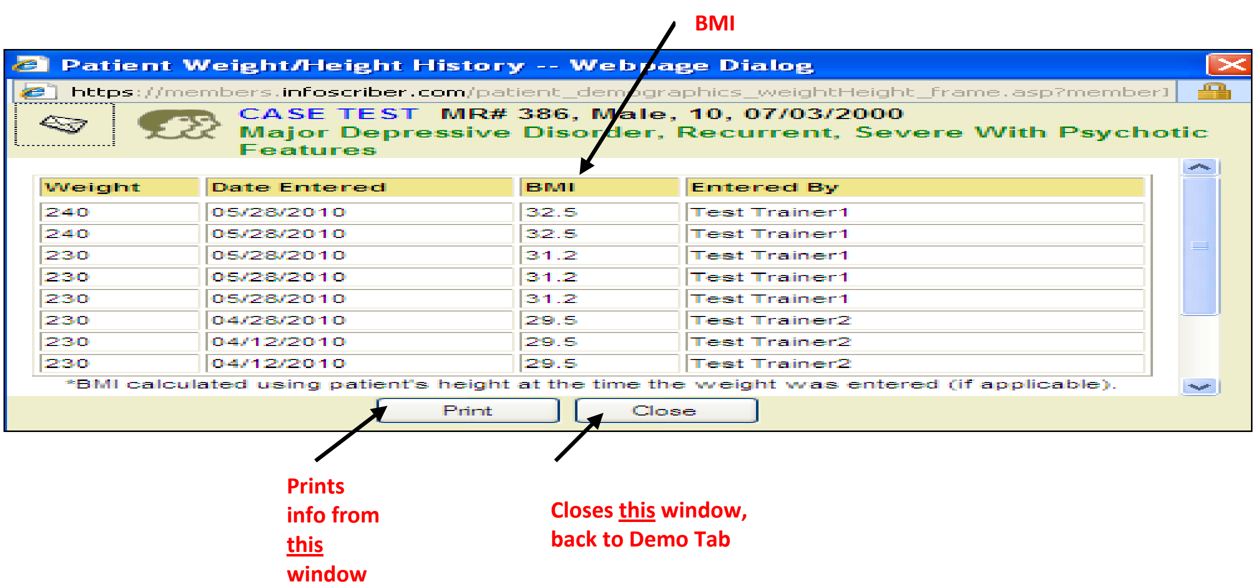
When a Non-Med entry is made, drug to drug/food interactions are *not* checked against a drug or remedy that the System does not recognize. This is indicated by a ***red checkmark in a white box*** ***to the right of the entry*** **(K)**. This appears on both the ***Non-ISC Tab*** and the ***Rx ProfileTab***.

3. Patient Demographics Tab:

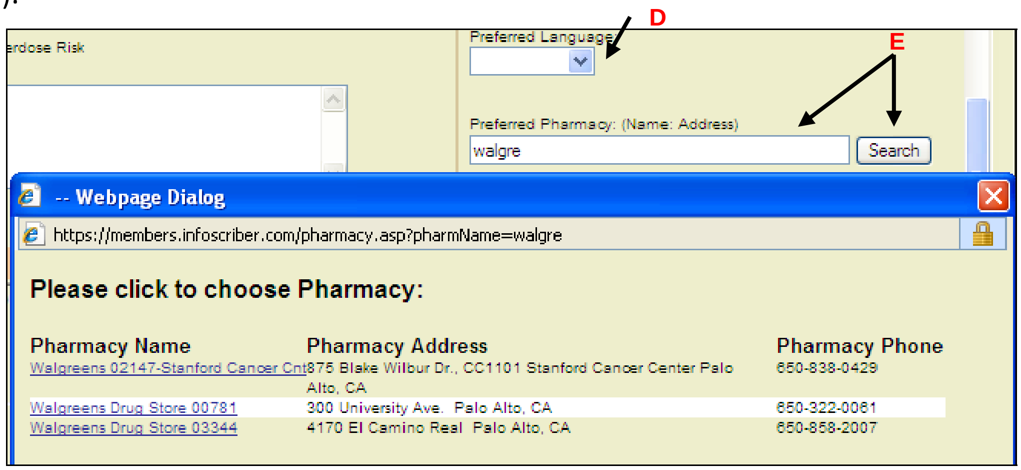
*Review **all*** fields on the ***Patient Demographics*** Tab. Use the scroll bar to view all of the client's information.
Click if the client is an ***Overdose Risk***- *write comments* in the ***Notes*** *field* **(A)**.
Record the client's ***Weight*** and ***Height*** **(B)**. *Click* ***SAVE*** **(C)**.



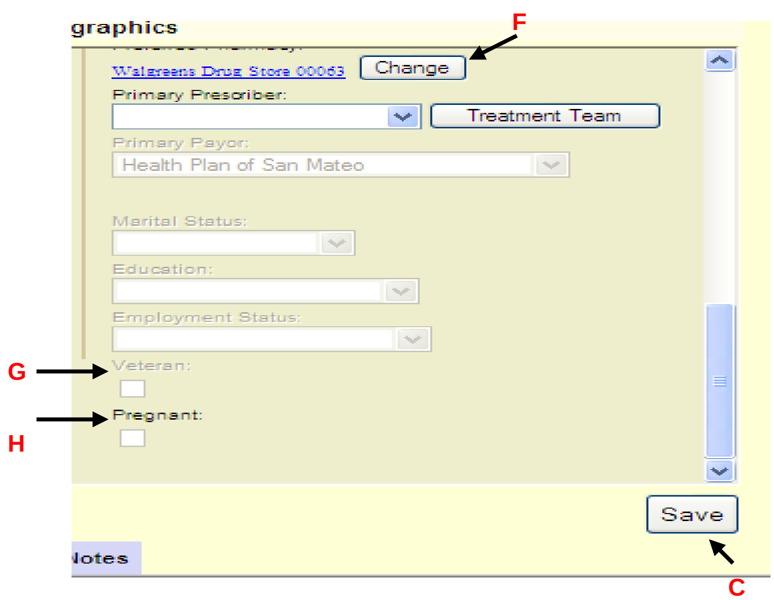
Once ***Weight*** and ***Height*** values are ***saved***, *click* on the ***blue Weight*** *or* ***Height label*** **(B)** *which is a hyperlink* to view a historic table, including BMI calculations.



As you scroll down the Demographic Tab, you can enter the ***client's preferred language*** **(D)**. If ***Spanish*** is selected, the ***patient education leaflet*** generated from the *Medication Order Confirmation* screen will be ***printed in Spanish***. (For any other selected preferred languages, the leaflet will print only in English).



To ***enter*** **(E)** or ***change*** the ***preferred pharmacy*** **(F)**, delete any incorrect text in the field. *Type in a partial name of the pharmacy* and *click* ***Search*** **(E)** to display pharmacies that match the partial name. *Click* ***Save*** **(C)** if you select and/or make any changes. The option to make a pharmacy change is also present on the Order Confirmation screen when you perform any medication action.



Click if the client is a ***Veteran*** **(G)** or ***Pregnant*** **(H),** if *applicable*.
Click ***Save*** **(C)** for any changes.

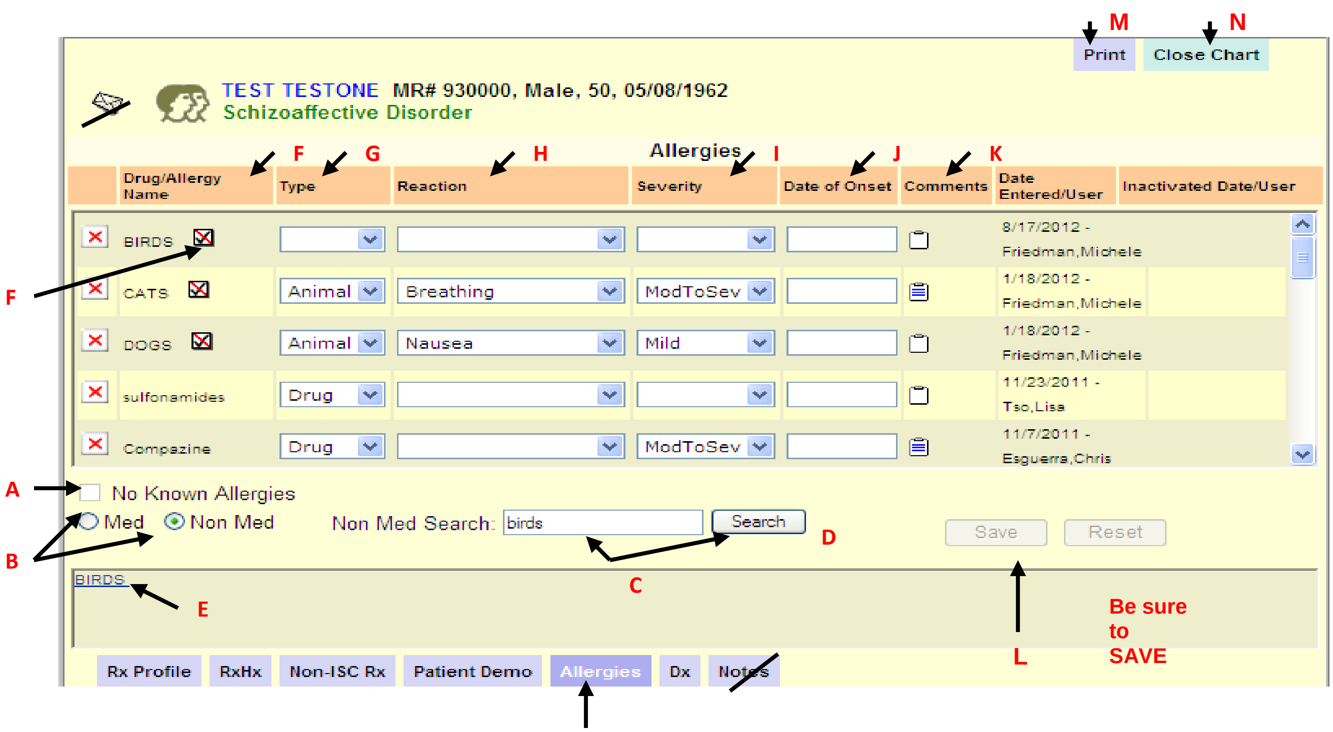
Click ***Print*** **(I)**, to ***print this screen*** (page 28). C*lick* ***Close*** **(J)**, to ***close this screen*** (page 28) and default back to the *Rx Profile Tab* .

You can enter all other updates to the client's demographics, such as *address* or *date of birth etc.* in the ***Update Client Data*** window in Avatar PM (also view "how to" in Appendix 1).

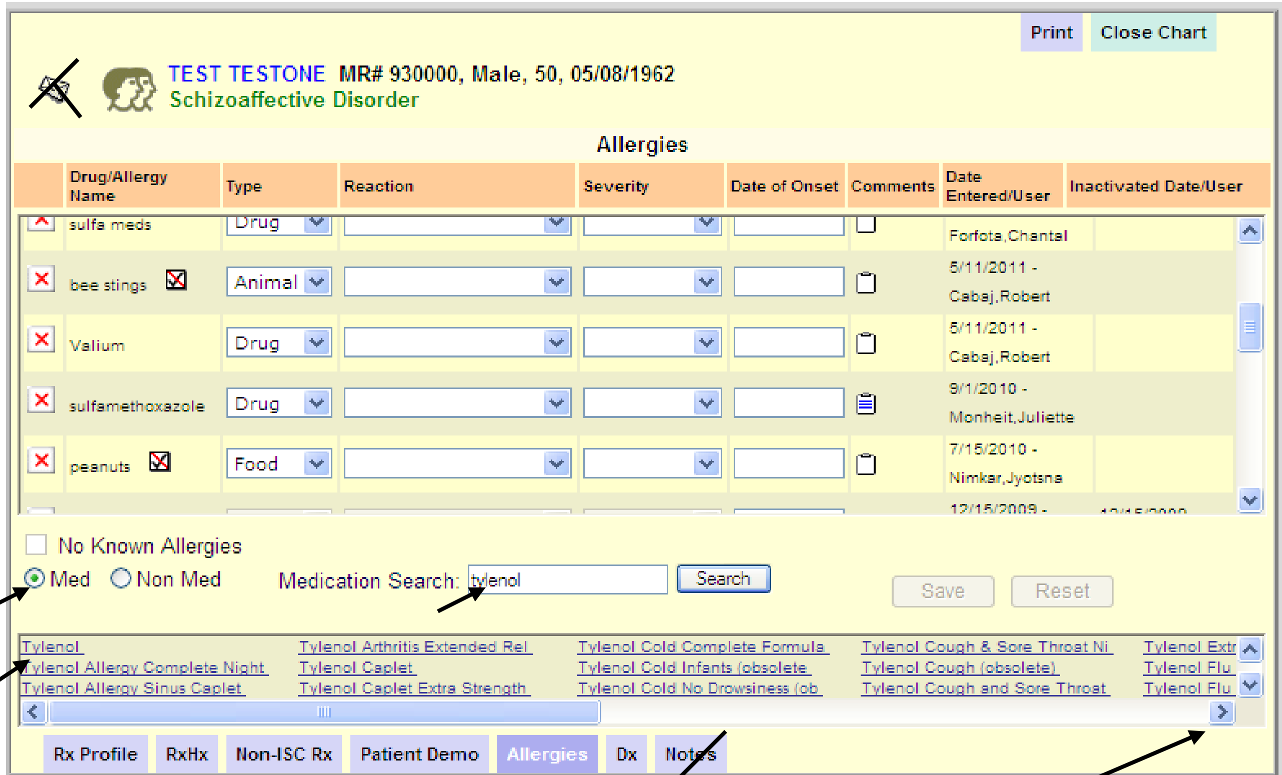
4. Allergies Tab:

This is the opening Allergies window.
Click ***No Known Allergies*** **(A)** if the client self reports to have none.
Indicate there **is** an allergy and the ***Type***: ***Medication or Non Medication*** **(B).**
Then, enter a few letters of the med or non-med allergy into the ***Medication Search*** *box* **(C)**, and *click* ***Search*** **(D)**.
Any *Search* ***Results*** **(E)** display in this field.
Click the ***correct allergy result***; what you select appears as a *new entry* in the column, ***Drug/Allergy Name*** **(F)**.
Complete the entry box for each of the next columns; *select* from the drop down options:

Type of Allergy **(G) -** animal drug, environment, food, latex, plant, other.
Reaction **(H) -** hives, itching, congestion, rash, red eye, cramps, chest pain, diarrhea, breathing, swallowing, dizziness, anxiety, flushed face, nausea, palpitations, swelling, respiratory distress, vomiting. (If there are *multiple* reactions, select the ***most severe reaction***).
Severity **(I) –** mild, mild to moderate, moderate, moderate to severe, severe.
Date of Onset **(J) –** *click inside the date box* and a calendar pops up to *select* the date.
Comments **(K) –** *click* on the *clipboard* to write any comments about the allergy.



In the screen shot above, a *Non-Med Allergy* ***"feathers"*** was first entered into the *Non Med Search* box and **NO results** were found.
"BIRDs" were then entered and the search results displayed in the area **(E)**.
Once *selected*, ***BIRDS*** *now appears* at the top in the ***Drug/Allergy Name*** *column*.
Select from the drop down options in ***each*** column, enter any ***comments***, if applicable, and then *click* **SAVE (L)**.
Click ***Print*** **(M)** to ***print this screen***.
Click ***Close*** **(N)** to ***close this screen*** and default back to the *Rx Profile Tab*.



Search Results

Scroll

The screen shot above shows a ***Med Allergy***.

Tylenol was entered into the *Medication Search* box and all of the types of Tylenol appear in the *Search Results* area. *Select* the ***correct Tylenol***, and then follow the same process as described on the previous page. Notice there is a *horizontal scroll bar* to view ***additional Tylenol options*.**

Allergies can be ***discontinued;*** however, a previously saved Allergy will show an end date and the name of the individual who inactivated the allergy.

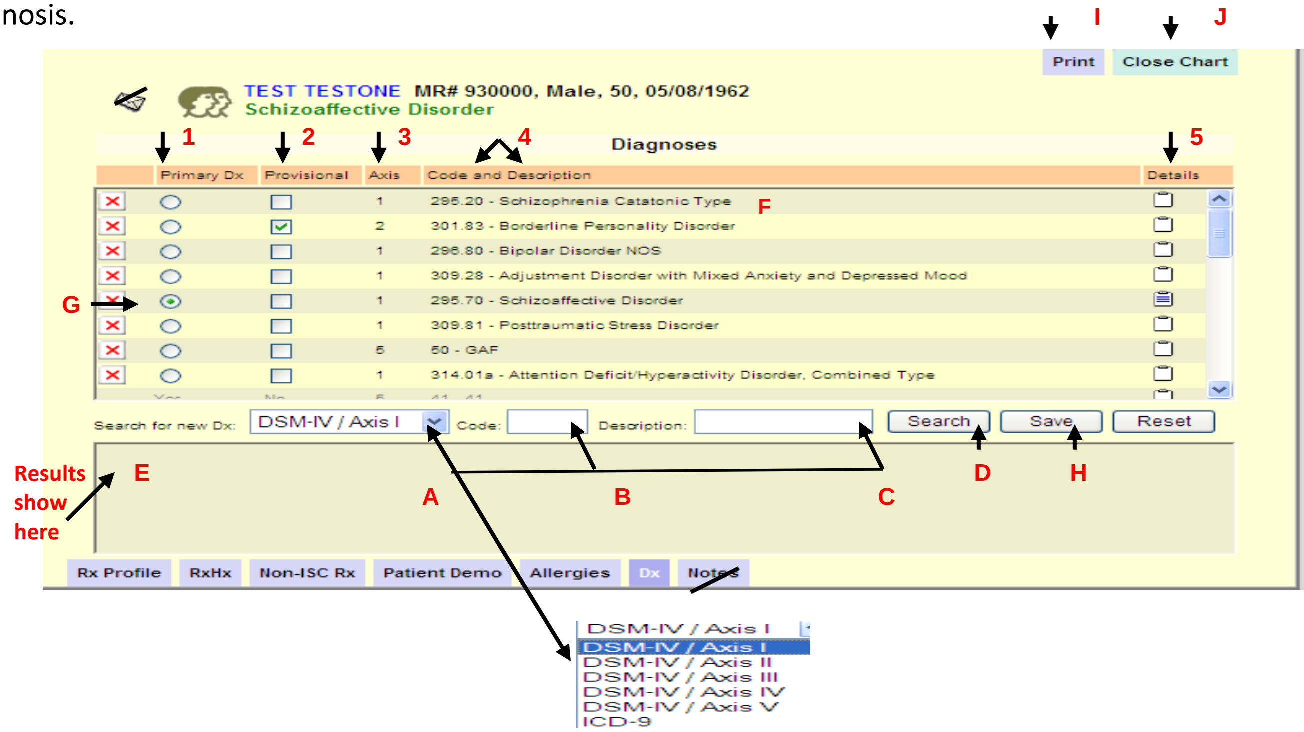
Be sure to SAVE!

5. <u>Diagnosis Tab</u>:

The ***Diagnosis*** Tab is for both ***Initial Diagnoses*** and ***Diagnoses Updates***. The *primary diagnosis* **(1)** is listed as well as any *provisional (or rule-out*) **(2)** diagnoses. You can add any *secondary Axis 1 diagnosis,* as well as*, diagnoses* for Axis *2*, Axis 3, Axis 4, and Axis 5.

The MD/NP can select either ICD-9 and DSM-IV diagnoses **(A)**, as well as, the Codes for each. The ***code*** and ***description*** is listed on the screen **(4)** including the ***Axis*** **(3)**.

Click on the ***clipboard*** to document Details **(5)** and/or any *notes* or *observations* regarding the diagnosis.



Creating an Additional Diagnosis:

- *Choose DSM-IV Axis* or *ICD-9* from the drop down list **(A).**
- *Type* in the ***Diagnosis Code*** you want to assign in the box marked **Code (B)**, ***or*** type in an ***abbreviated description of the diagnosis*** in the ***Description*** box **(C)**.
- *Click* ***Search*** **(D)**.
- *Click* the *correct Diagnosis* from the ***Results*** list **(E)**.
- The diagnosis is then transferred to the ***Diagnoses list*** at top of the screen **(F)**.
- *Repeat* the above steps for as many diagnoses as are appropriate for the patient.
- *Click* for ***Primary Dx*** next to the *appropriate diagnosis* **(G)**.
  NOTE: One diagnosis must be listed as primary to proceed
- *Click* any ***Provisional*** **(2)** diagnoses, if applicable.
- *Click* the ***clipboard Details*** **(5)** to *enter* any information related to a specific diagnosis. Information entered will appear on this tab and also under the specified diagnosis on the Current Medication Profile when the Rx Profile Tab is open.
- *Click, **Save*** **(H)**.

*Click **Print*** **(I)** to ***print this screen***.
*Click **Close*** **(J)** to ***close this screen*** and default back to the *Rx Profile Tab*.

<u>Notes Tab</u> - **CANNOT SELECT NOTES- IT IS NOT USED**.

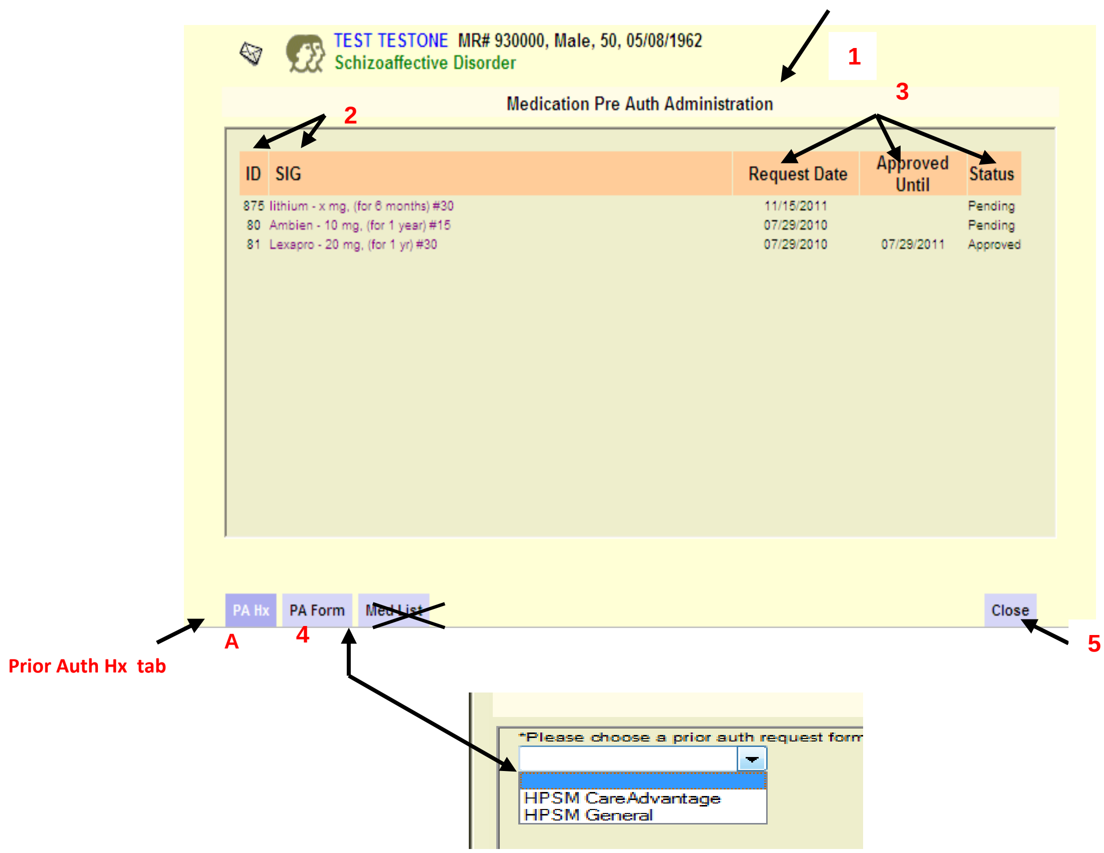
P. <u>Prior Authorization Request (PAR)</u> :

Please refer to this link to the BHRS Formulary for PAR requirements: e.g. *concurrent atypical antipsychotics* and *quantity restrictions* and other medication information: http://intranet.co.sanmateo.ca.us/health/mh/qi/smqi_files/page0002.htm

From the ***client's Rx Profile*** page, *click* on 

The Medication Pre Auth Administration screen opens to the PA HX tab **(A)** showing all previously saved PAR.

***History* of *Medication Pre Auth Administration* (1)**. It shows **(2) ID#; Medication Name/Dose/Amount; and (3) Request Date**; **Approved Until**; and **Status: Approved** or **Pending.**

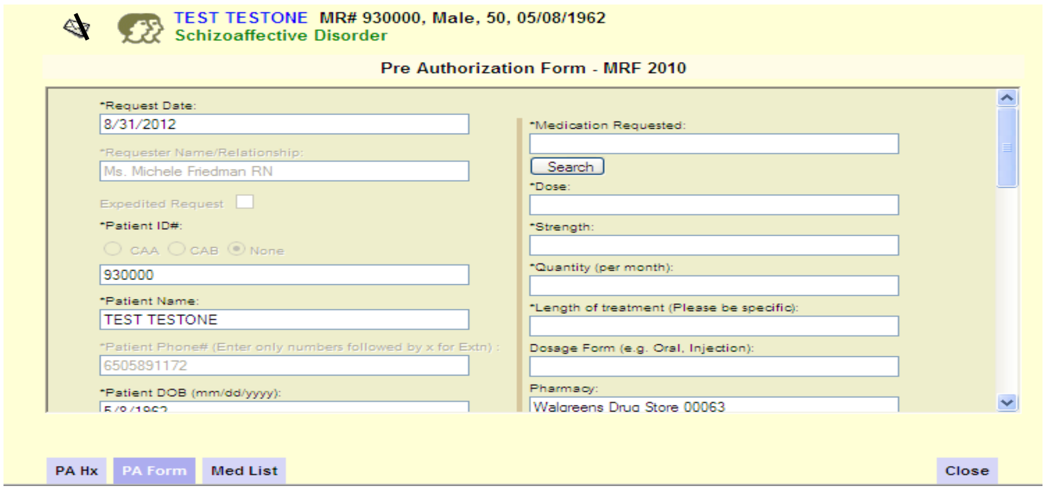


The ***PA Form Tab,* (4)** is to select the correct request form based on the primary payer. ***Which one to use?*** Either Health Plan of San Mateo Care Advantage (Managed Care) for Care Advantage members or Health Plan of San Mateo General for ACE/MCE; BHRS & HPSM M/Cal; Healthy Family/Kids. For Private Insurance/Part D Plans use other forms required by these entities.

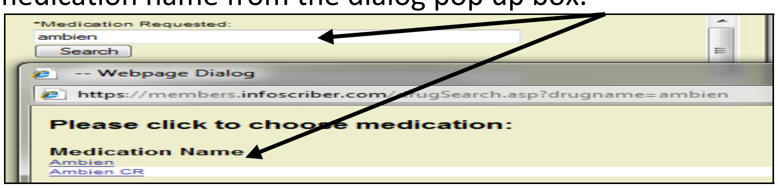
Complete the open fields; fields with asterisks are required (see next page).

- Client Avatar record ID may pre-populate or you may need to enter the appropriate client ID# based on the primary payer.
- Cannot edit certain fields, such as client name or client date of birth.
- Certain fields auto-populate, such as physician contact information based on program location or client's preferred pharmacy information.

- Grayed out fields will not allow an entry; they indicate that the field does not pertain to the form you selected. Ok to skip.
- Complete a **Brief Psychiatric Rating Scale (BPRS)** form by hand if one is needed for a concurrent atypical antipsychotic request. Form is located at: http://intranet.co.sanmateo.ca.us/health/mh/qi/medicalP&p/BPRSForm.doc



On the PAR form, for the ***Medication Requested*** field, *type* the *drug name*, *click* search and then select the desired medication name from the dialog pop up box.



Leave the ***Status*** as *Pending*, *click* ***Save and Print*** (a print preview for printing to your local printer appears; cancel Windows printing if you DO NOT want a print out).
Manually *sign* and ***fax*** the PA form to the fax number listed on the form!
***Once the PA request is approved, update the PA status information in Infoscriber*.**

The Med List tab is NOT used. The ***Close Tab*** **(5)** on the lower right closes the PAR options and returns you back to the ***Rx Profile*** screen.

IMPORTANT

Be sure to enter Special Instructions and details regarding the Dose, *especially cross titration,* Reasons for the med request, Other meds tried and failed and other pertinent history when you are requesting prior authorization. Some medications have *quanitity restrictions* in the BHRS Formulary. Be sure to copy any Special Instructions for dosing onto the PAR.

For example, Special Instructions for a med you are requesting may have a restriction of only 1 tab a day.
If your instructions state to “taper by giving (3) 5 mg tabs and not (1) 15 mg tab your request could get denied. However, if you explain clearly ***why*** you are tapering by using the (3) 5mg tabs the Pharmacy Benefit Manager will better understand the request and help to approve it, if applicable.

Clarity with Special Instructions is true for *quantity, dosage,* and *strength*; you must indicate how quickly you will be tapering one med and how quickly you will be adding/increasing the new med, always be sure to <u>select the correct dosage the med is available in!</u>

And remember, you <u>must print, sign</u> and <u>manually fax</u> the request to the correct fax number on the PAR form.

For reference the **BHRS Formulary** is located at:
http://intranet.co.sanmateo.ca.us/health/mh/qi/medicalP&P/BHRSFormularyUpdated.pdf

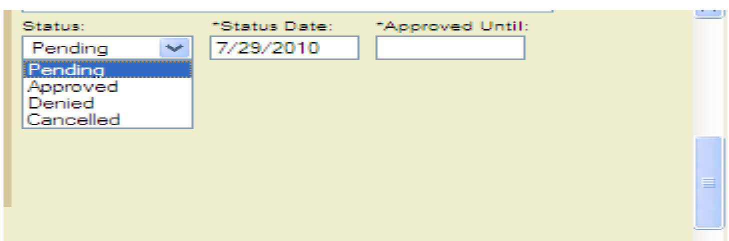
Update PAR Status:

From the ***client's Rx Profile*** tab, *click* 

The ***PA Hx*** tab lists all previously saved entries in Infoscriber.
Click the ***medication*** entry ***to be updated***.
*Scrol*l to the ***Status*** drop down, *select* the ***updated status***:

Approved; Pending; Denied; Cancelled.

If ***approved***, *enter* the ***approval status date*** and ***approved until date*** (expiration date).

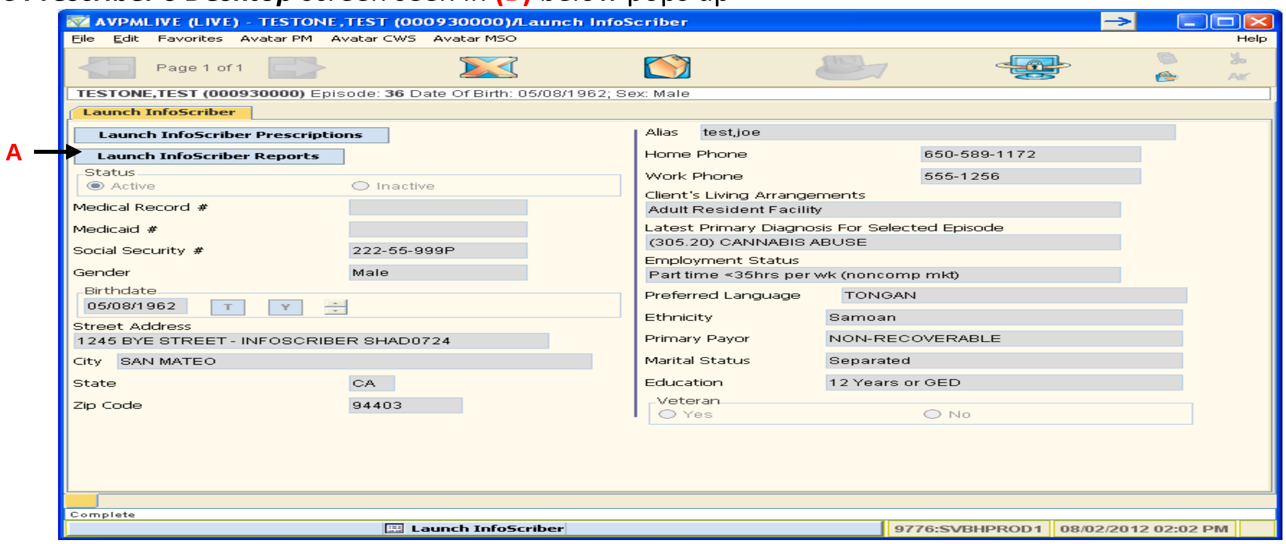


Scroll down, *click* ***SAVE & PRINT*** (cancel Windows printing if you do not want a print out).

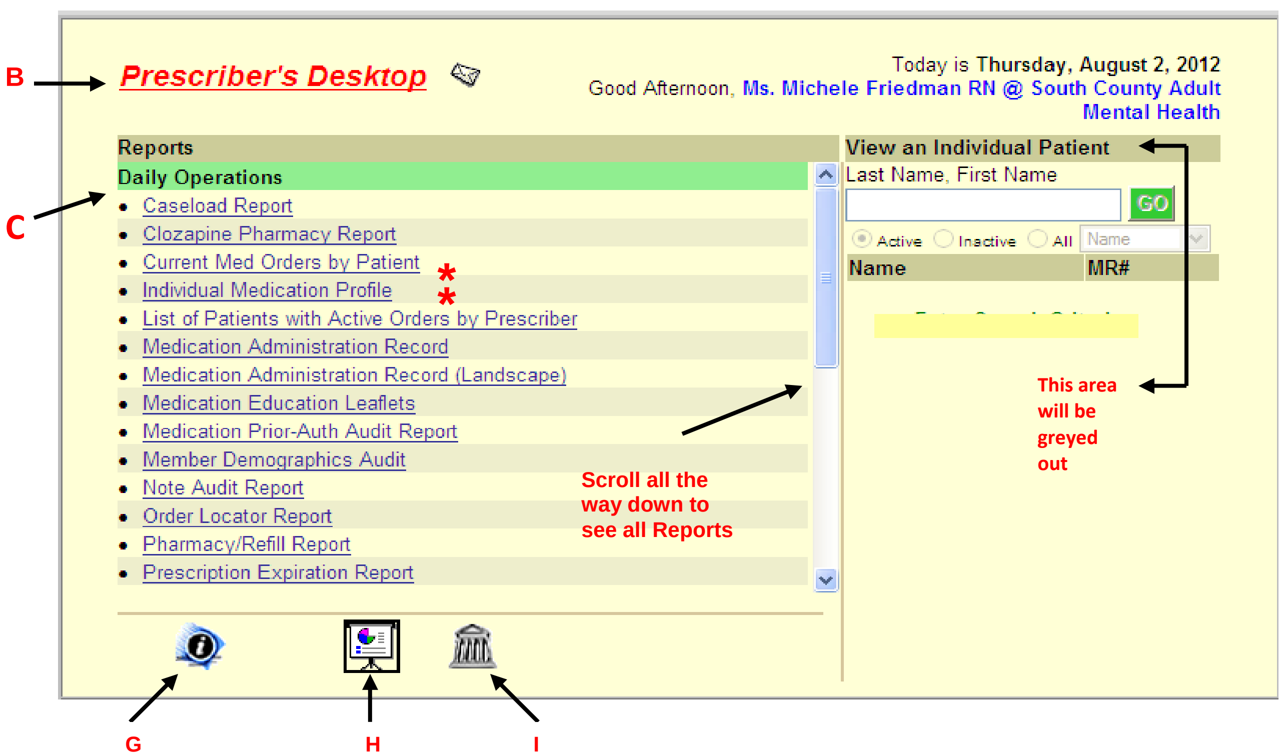
S. INFOSCRIBER REPORTS:

There are many useful Avatar Infoscriber Reports to manage workflow, improve organizational efficiency and assist with Quality Improvement initiatives.

From Avatar CWS→ Infoscriber→ *click* on *Launch Infoscriber*, then click on ***Launch Infoscriber Reports*** **(A)**. The ***Prescriber's Desktop*** screen seen in **(B)** below pops up



The ***Prescriber's Desktop*** **(B)** opens as the default screen and is also the screen that appears when you click the icon **(H)** ***Reports***. The first section ***Daily Operations*** **(C)** is highlighted in *green* and includes all of the reports below. As you continue to scroll, the next page shows available reports in the ***Quality Assurance*** **(J)** and ***Security*** **(K)** sections, (titles of each section are highlighted in *green)*.



J

Quality Assurance

- Diagnosis Report
- Dose Range Report
- Medication by Diagnostic Category
- Medication Sample/Stock Report
- Medication Volume Report
- Polypharmacy Report
- Relative Medication Cost Report
- Switching Scorecard

K

Security

- Duplicate Prescription Output
- Order Audit by Prescriber
- Order Audit Report
- Prescriber Agent Authorization Report

Run a Report:
To run a report click on the report, set any report parameters, as needed and you will get prompts to enter specific client ID information and then click GO 

Frequently Used Reports:

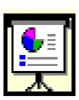
* ***Current Med Orders by Patient***: this report is a quick way to access an individual client's current medications and also to view the most recent prescribing events that have taken place.

* ***Individual Medication Profile***: this report shows a history of a specific client's medication regimen and is equal to information viewed from the client's Infoscriber Rx History screen. Click on the names of medications in this report to read any comments providers may have documented about the medication order.

Rx Transmission Log: this report shows the status of faxed or an eRx prescription sent to the pharmacy for any given day and indicates if the transmission was successful or failed. Information is updated every 20 minutes. Check this report regularly and click the Resend button to re-fax/re-send via eRx.

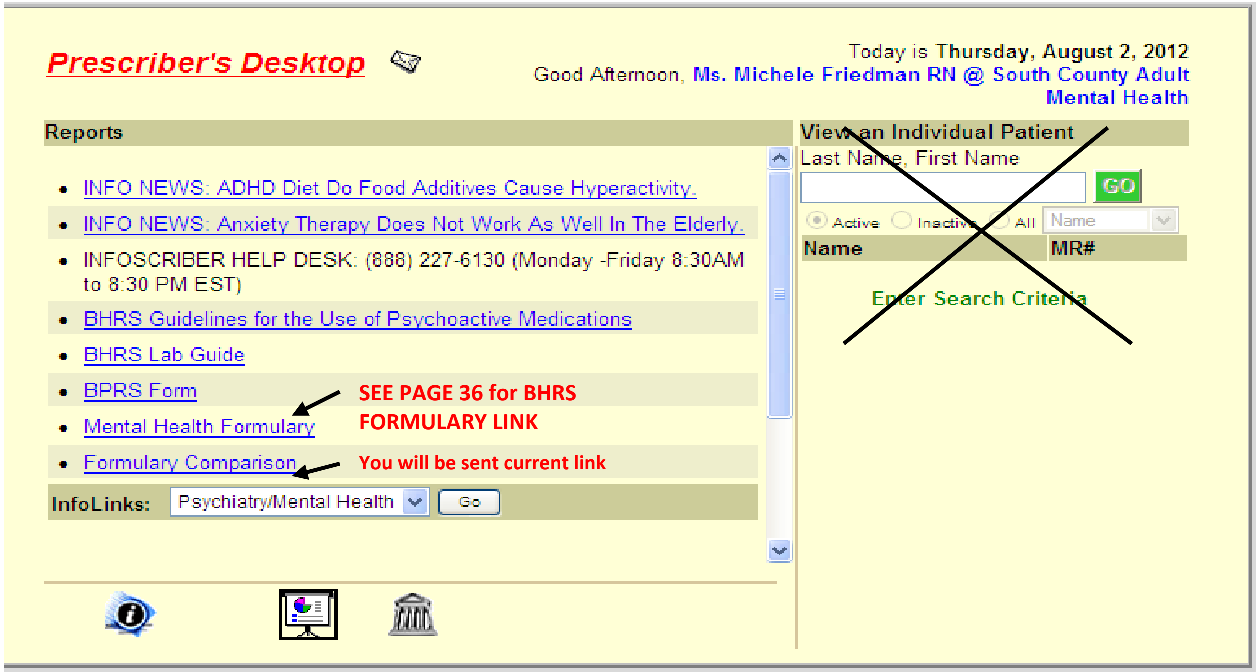
Prescriber Desktop Icons:

(G) ***News and Information*** is where BHRS posts information and communications. Relevant healthcare industry articles and news are searched. Infoscriber posts them in this section on a regular basis. Various links to the Web are in the InfoLinks section.



(H) Reports are where a list of reports you can generate in Infoscriber are displayed.

(I) Training Center launches a window that links to an online video that reviews "How to Prescribe in Infoscriber" (This is ***NOT*** the BHRS online Infoscriber training site).


Prescriber's Desktop
Today is Thursday, August 2, 2012
Good Afternoon, Ms. Michele Friedman RN @ South County Adult Mental Health
Reports
INFO NEWS: ADHD Diet Do Food Additives Cause Hyperactivity.
INFO NEWS: Anxiety Therapy Does Not Work As Well In The Elderly.
INFOSCRIBER HELP DESK: (888) 227-6130 (Monday -Friday 8:30AM to 8:30 PM EST)
BHRS Guidelines for the Use of Psychoactive Medications
BHRS Lab Guide
BPRS Form
Mental Health Formulary
Formulary Comparison
SEE PAGE 36 for BHRS FORMULARY LINK
You will be sent current link
InfoLinks: Psychiatry/Mental Health
Go
View an Individual Patient
Last Name, First Name
GO
Active
Inactive
All
Name
Name
MR#
Enter Search Criteria

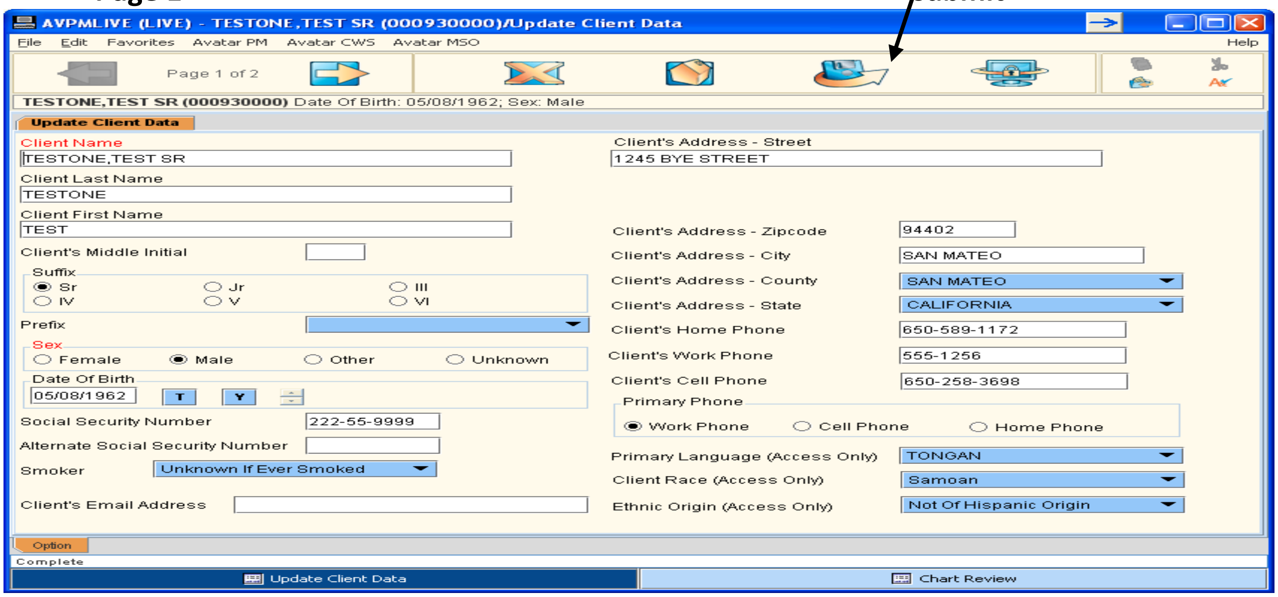
Appendix 1: UPDATE CLIENT DATA

Assure *Current and Accurate Client Data*

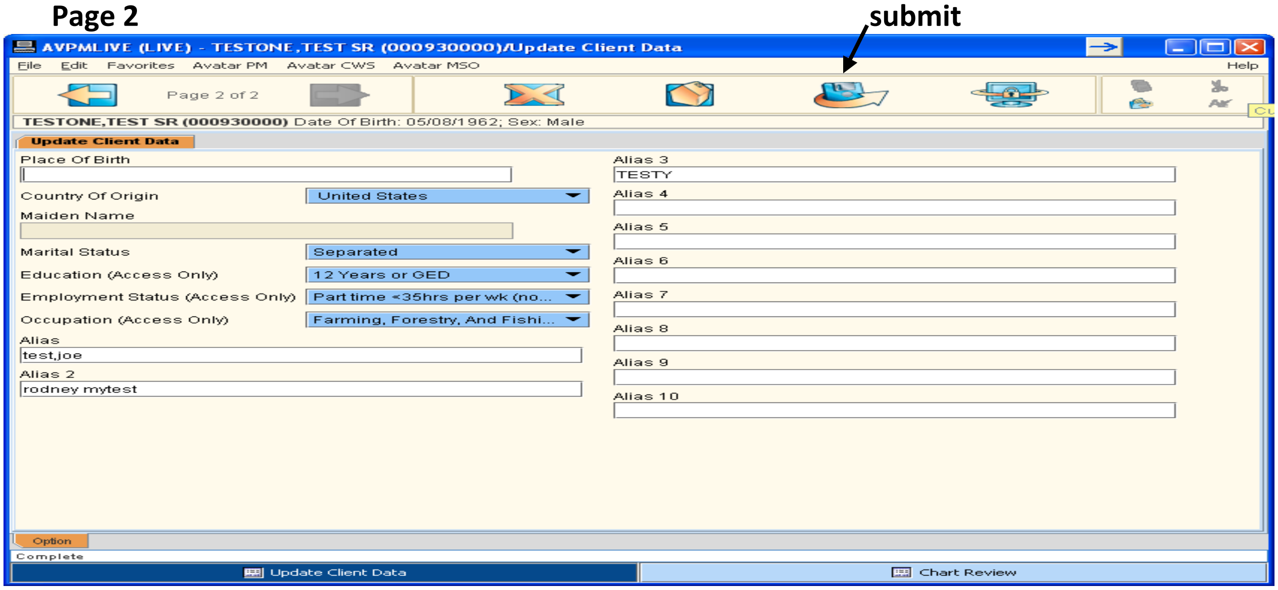
Generally Clients' demographic information is recorded by Admins but Prescribers/Clinicians also have a form to Update Client Data. The form has 1 Tab, 2 pages and is the same for both users.

Path:
Avatar PM→ Client Management→ Client Information→ Update Client Data *or*
Avatar CWS→ Other Chart Entry→ Update Client Data

Page 1 **submit**



Page 2 **submit**



Activate the client in My Session, Update Client Data on pages I and 2. Click Submit to save changes.

Appendix 2: INFOSCRIBER QUICK and EASY REFERENCE GUIDE

A. ORDER MEDICATIONS:

1. Click GO.
2. Select Search Library, type in drug name, click Search.
3. Select desired drug entry.
4. Repeat as necessary for multiple drugs.
5. Select Dx from drop down list under drug entry.
6. Click Submit Order ***OR***
7. If modification is needed, click Custom Order.
   Change strength (sig), dose, unit, schedule, if applicable. Enter Titration or Special Instruction, if applicable. Then Click Submit Order
8. From Order Confirmation screen, Verify Pharmacy is correct. If default pharmacy is incorrect, select correct one, click the blue Pharmacy hyperlink and click, "Set as Default Pharmacy".
9. Change number of refills, enter comments, if applicable. Check the Virtual Pharmacist for interactions/reactions.
10. Click Units, to customize the number of units to dispense, if applicable
11. Select Appropriate Output.
12. Accept Order

B. RE-ORDER/Refill MEDICATION:

1. Click on the Reorder action button(s)  for the desired medication(s).
2. Click GO
3. Change # of refills/quantities/comments/etc as needed
4. Submit Order ***OR***
5. If modification is needed, click Custom Order.
   Change strength (sig), dose, unit, schedule, if applicable. Enter Titration or Special Instruction, if applicable. Then Click Submit Order
6. From Order Confirmation screen, Verify Pharmacy is correct. If default pharmacy is incorrect, select correct one, click the blue Pharmacy hyperlink and click, "Set as Default Pharmacy".
7. Change number of refills, enter comments, if applicable. Check the Virtual Pharmacist for interactions/reactions.
8. Click Units, to customize the number of units to dispense, if applicable
9. Select Appropriate Output.
10. Accept Order

Appendix 3: Rx CHEAT SHEET GUIDE

BHRS QM and Pharmacy are in the process of updating and adding to this list. Once completed, the list will be sent out and then posted on the BHRS QM *intranet* and BHRS *website*. The BHRS Formulary, Tamper Resistant order form and BPRS are located on the county Intranet, Health System, Quality Management Page:
http://intranet.co.sanmateo.ca.us/health/mh/qi/smqi_files/page0002.html

Desired Rx	InfoScriber Input
Artane	trihexyphenidyl
Atarax	hydroxyzine
Compazine	prochlorperazine
Desyrel	trazodone
Dexedrine	Dexedrine Spansule
Elavil	amitriptyline
Etrafon	amitriptyline-perphenazine
Lactulose	strength - 10 g/15 ml syr
Luvox	fluvoxamine
Maalox	Maalox Regular Strength
Metamucil	3.4 g/11 g pwdr
Milk of Magnesia	8% Susp, PO (that's the common strength used)
Multivitamin	multivitamin -> Multiple Vitamins, tab
Multivitamin	Multivitamin-Minerals -> Therapeutic Multiple Vitamins with Minerals tab
Noctec	chloral hydrate
Prolixin	fluphenazine
Seroquel IR	Seroquel
Serzone	nefazodone
Sinequan	doxepin
Stelazine	trifluoperazine
Thorazine	chlorpromazine
Triavil	amitriptyline - perphenazine
Venlafaxin	venlafaxine, tab or ERT
Vitamin E	vitamin E -> 400 IU cap

Appendix 4: INFOSCRIBER FREQUENTLY ASKED QUESTIONS

1. I sent my Rx to the wrong pharmacy. How do I get the order to the correct pharmacy?

   Reorder the medication(s) and send it to the correct pharmacy. Have the clinical or admin staff call the wrong pharmacy to cancel/disregard the incorrect Rx.

2. The pharmacy that I need is not on the selection list. What do I do?

   Contact the ISD Help Desk at 573-3400 or email http://isdservicerequest.co.sanmateo.ca.us/genrequest.do with the pharmacy name, location, phone number if known, and one of the InfoScriber analysts will add the pharmacy to the database. If a prescription needs to be sent right away, then either call in the Rx or print it for the patient, and then notify the ISD Help Desk.

3. The Rx that I just sent has the wrong sig/quantity. How do I correct this?

   Discontinue the wrong entry and send the output to the pharmacy. Then enter in the correct information as a new prescription.

4. How do I see that the Rx order I sent out is successful?

   Launch InfoScriber Reports. Run the report called "Rx Transmission Log" for the desired criteria. The report shows the status of the transaction. Keep in mind that transactions will take some minutes due to transactions needing to be processed by multiple systems. For example, faxing Rx can take up to 45 minutes if the fax line at the pharmacy is busy and the system has to keep trying to send.

5. How do I resend the Rx order if the pharmacy said they never got the original one?

   Resending can be done either from the Print tab on the Rx Profile page of the client, or from the Rx Transmission Log report.
   From the Print tab, click the checkbox in the Prescription column for the desired order entry. Change the drop down selection from Print to either Fax or eRx and click the "Go" button. Verify or change the pharmacy destination as necessary. Click "Send Fax" or "Send eRx" button.
   From the Rx Transmission Log report, click the "Resend" button on the desired order. Verify or change the pharmacy destination as necessary. Click "Send Fax" or "Send eRx" button.

6. How do I tell what the drug strength abbreviation means?

   At the Custom Order page during prescribing, click on "Abbr." hyperlink under the Special Instructions box and Titrate button. A popup will appear with the list of abbreviation meanings.
   If viewing a drug order from a patient's Rx Profile, click on the medication name hyperlink. The medication detail popup will display the full description.