Clinical Process for Electronic Renewal Requests

****When filling prescriptions, please refill per the CLINIC PRESCRIPTION MEDICATION REFILL STANDING ORDER****

Patient and Prescription found in EHR

1. The Rx Renewal Request displays on the Task List. *Single click* on the task to highlight it and to display additional details in the Comments section.
2. **Double Click** on the task to display the Script Message.

3. From the Script Message you can select **GRANT** or **REFUSE**.
1. If a Pharmacy submits a request for a refill and the system cannot find a patient match in the EHR, the user must find the match. The **PATIENT INFO IN EHR** will be blank in the request.

2. **To find the patient in EHR** click on **PATIENT INFO IN EHR**

3. **Search for the patient. Highlight the patient, and select OK**

4. **Select **GRANT** or **REFUSE** from the Script Message.**
Prescription/Drug NOT found in EHR

1. If a Pharmacy submits a request for a refill and the system cannot find a DRUG match in the EHR, the user must find the match. The DRUG NAME IN TOUCHWORKS will be blank in the request.

2. To find the correct drug in the EHR click on DRUG NAME IN TOUCHWORKS

3. Search for the appropriate Prescription/Drug. Highlight the drug and select OK. Then select GRANT or REFUSE from the Script Message.
**Patient has not been seen in EHR**

1. If a RX Renewal request comes through and the patient has not been seen in EHR, the chart must be abstracted first prior to renewing the medication.

2. Navigate to the patient’s CLINICAL DESKTOP.

3. Click on the “P” on the clinical toolbar

4. Select the PMH tab.
   a. Add the appropriate histories

5. When the Encounter Selector appears select Chart Update from the New Encounter section
6. Next select the **Allergies** tab  
   a. Add Allergies as appropriate.  
   b. If no Allergies, select **No Known Drug Allergies**

   ![Allergies Tab](image)

7. Next select the **Med Hx**  
   a. Search for and add Current Medications

   ![Med Hx Tab](image)

   ![Add Medication](image)

   ![Edit Medication](image)

   b. Once the Medication is added in the middle window on the left side, **right click** on the medication and select **Edit** to add the SIG.
Patient has not been seen in EHR (cont)

c. Add details as appropriate.

d. Once details are added select:
   i. **Save and Close ACI** if there are no more medications to add
   ii. **Save and Return to ACI** if there are more medications to add

8. Next add the Patient’s Pharmacy
   a. Click on the 'i' from the Patient Banner

   ![Select Patient](image)

   b. Locate the Pharmacy Section and click on the Binoculars.

   ![Pharmacy](image)

   c. Search for the pharmacy. Highlight the pharmacy and select **Okay** when complete

9. ****When the information has been added, the Physician will refill the order****