Provider Process for Electronic Renewal Requests

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**.

4. If you need to look at previous notes, select **CANCEL** from the Script Message.

5. Navigate to the Patients **CLINICAL DESKTOP** and the patient’s **CHART VIEWER**

6. View appropriate documentation and then select **TASK LIST** from the Horizontal toolbar.

7. Double click on the task & select **GRANT** or **REFUSE** from the Script Message.
Patient NOT found in EHR

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.

![Image of Script Message -- Webpage Dialog]

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

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

![Image of Select Patient -- Webpage Dialog]

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.
1. If a RX Renewal request comes through and the patient has not been seen in EHR, the nurse/medical assistant needs to abstract the patient information prior to renewing the medication.

2. Once the patient has been abstracted, navigate to the patient’s CLINICAL DESKTOP. Locate the PROBLEMS tab.
   a. Change the drop down to Past Medical History

3. Under Past Medical History change the status to active.
   a. Right click on the condition and select “Change Status to Active”
   b. Commit the change.

4. Navigate to the TASK LIST. Double click on the task and select GRANT or REFUSE from the Script Message.
   a. For additional details please see the job aid for PRESCRIPTION AND PATIENT FOUND IN EHR.