

Electronic Refill Requests

Path: Quick-Launch task bar > E Quick-Launch > Rx Refill

Refill a request for a new e-Prescription from the ePrescribe window. When a pharmacy sends a request, the request is added to the ePrescription log automatically.

Monitor incoming renewal requests using the E Quick-Launch button on the Patient Dashboard taskbar, approve or deny the request, and send a response message to the pharmacy.

To review renewal requests:

1.To open the e-Prescription window, click the *Refill Rx* button (next to the E) on the Patient Dashboard.

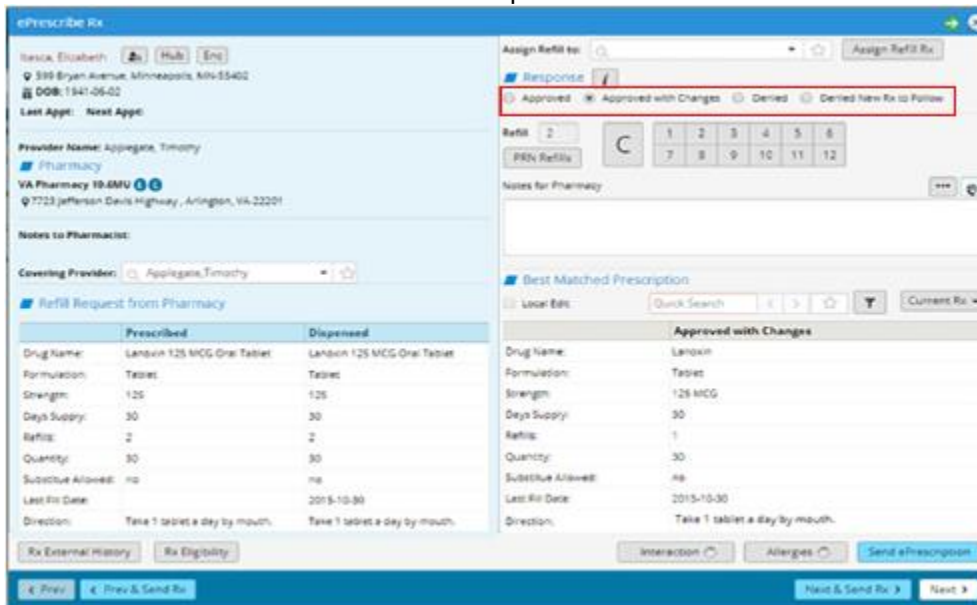
The E displays for practices using Surescripts e-prescribing. The total number of renewal requests from the pharmacy displays on the Refill Rx button (next to the E).

The e-Prescription window displays.

2.Select the provider.

3.Double-click in the list to open a refill request.

The ePrescribe Rx window opens:

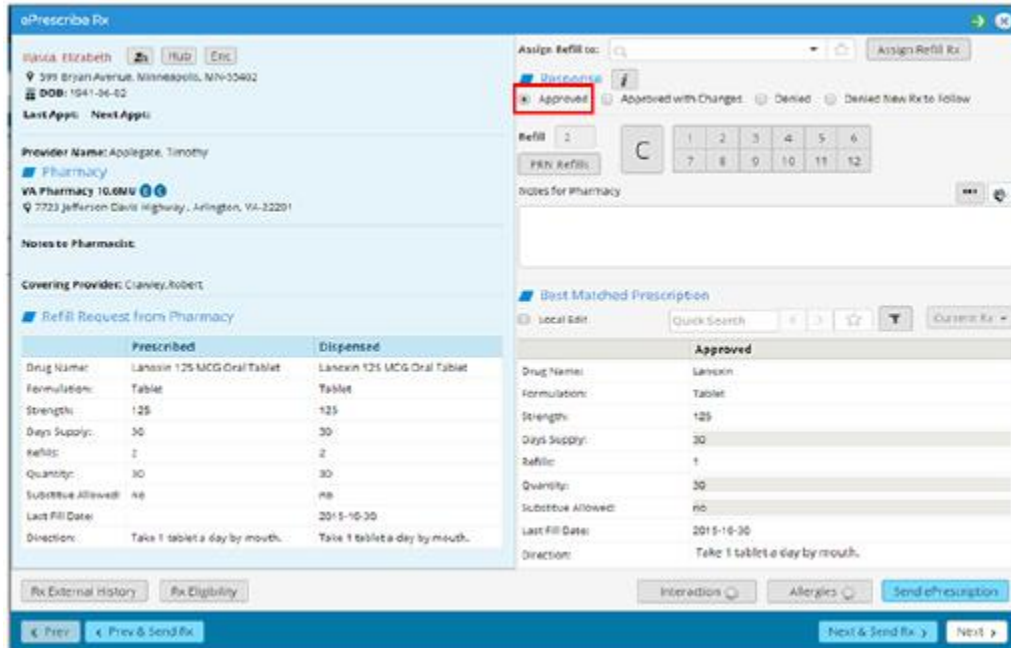


4.Indicate the response in the Response pane:

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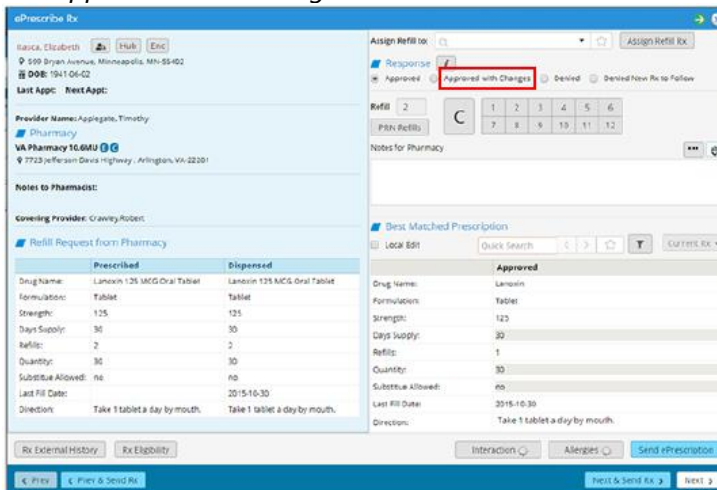
Help Hub > Home > [Informed Prescribing \(Browser\)](#) > [Prescribing with eCW](#) > [Electronic Refill Requests](#)

- Approved** - to accept the refill request and update the patient history, select the *Approved* radio button:



Note: On Approved responses, only the number of refills can be changed.

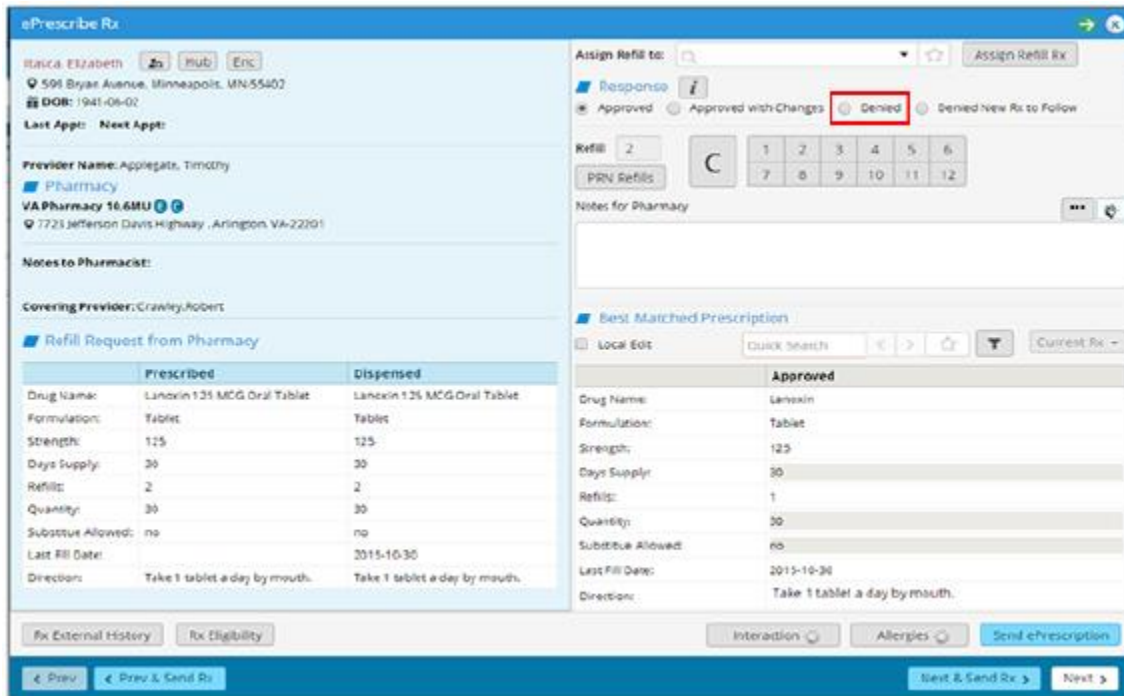
- Approved with Changes** - to approve a prescription with changes, select the *Approved with Changes* Radio button:



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Note: The *Approved with Changes* option is not available as a response for controlled substance refill requests.

- **Denied** - to refuse the refill request, click the *Denied* radio button:



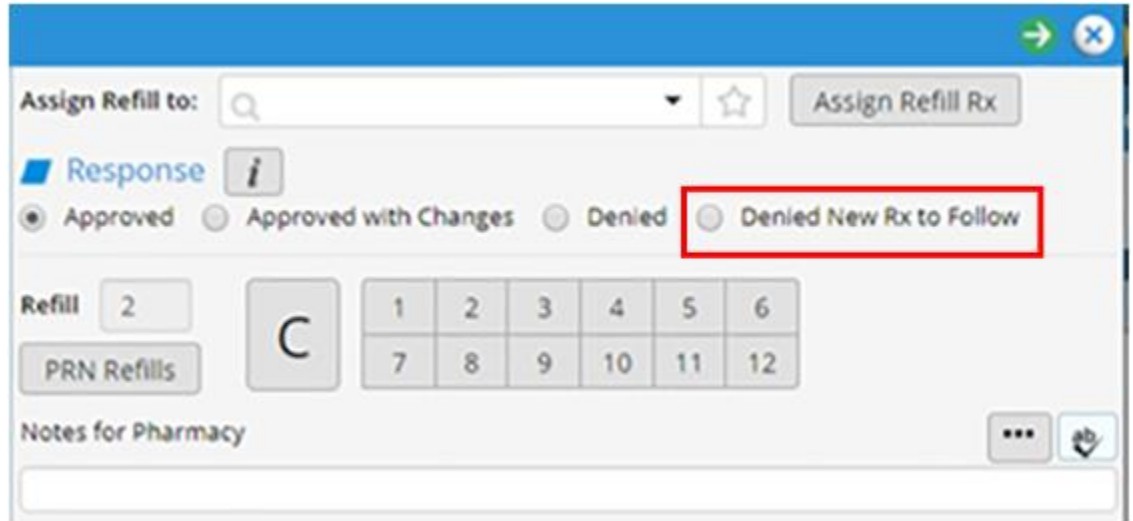
The screenshot shows the ePrescribe Rx interface for a patient named Elizabeth Masca. The 'Response' section has four radio buttons: 'Approved', 'Approved with Changes', 'Denied', and 'Denied New Rx to Follow'. The 'Denied' option is selected and highlighted with a red box. Below this, there is a 'Refill' section with a calendar and a 'Notes for Pharmacy' field. A 'Best Matched Prescription' section shows a comparison between the prescribed and dispensed medications, both being Lanexin 125 MCG Oral Tablet. The 'Send ePrescription' button is visible at the bottom right.

	Prescribed	Dispensed
Drug Name:	Lanexin 125 MCG Oral Tablet	Lanexin 125 MCG Oral Tablet
Formulation:	Tablet	Tablet
Strength:	125	125
Days Supply:	30	30
Refills:	2	2
Quantity:	30	30
Substitute Allowed:	no	no
Last Fill Date:		2015-10-30
Direction:	Take 1 tablet a day by mouth.	Take 1 tablet a day by mouth.

- Usually the provider will deny the prescription for someone who needs an appointment, no longer is under the provider's care etc. You must choose a reason for denial.

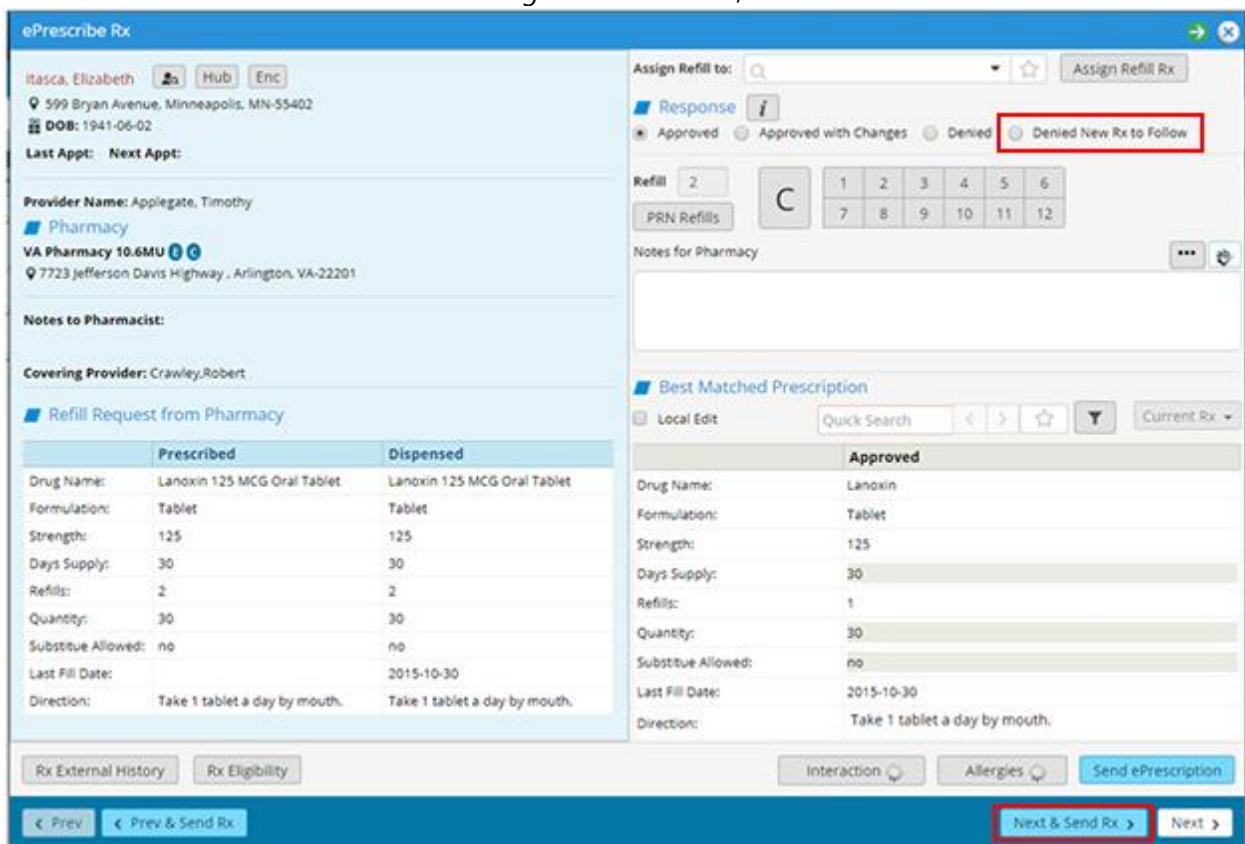
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- Denied New Rx to Follow** - to indicate that the request is denied and that a new drug will be prescribed:



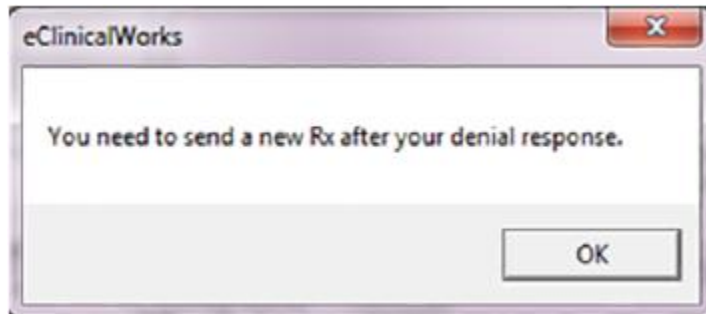
To deny the request and indicate that a new Rx will follow:

1. Select the *Denied New Rx Changes* radio button, and click *Next & Send Rx*:



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The Denied response is sent to the pharmacy via Surescripts, and a message displays reminding the prescriber to send a new prescription:



2. Click OK.

A message displays asking if a Telephone Encounter should be created to send a New Rx:



3. Click Yes.

The Telephone Encounter window opens. The prescriber can then select a different medication and send it to the pharmacy via Surescripts.

The e-prescription logs will include two entries:

- A Denied response to the Renewal Request
- A New Rx generated from the Telephone Encounter

Note: The Best Matched functionality is intended to capture the prescription details in a format that conforms to the eClinicalWorks medication structure.

If this drug is not found in the local database, this information displays in red; select the best match:

- Click Select Rx to select the best match from the local database.

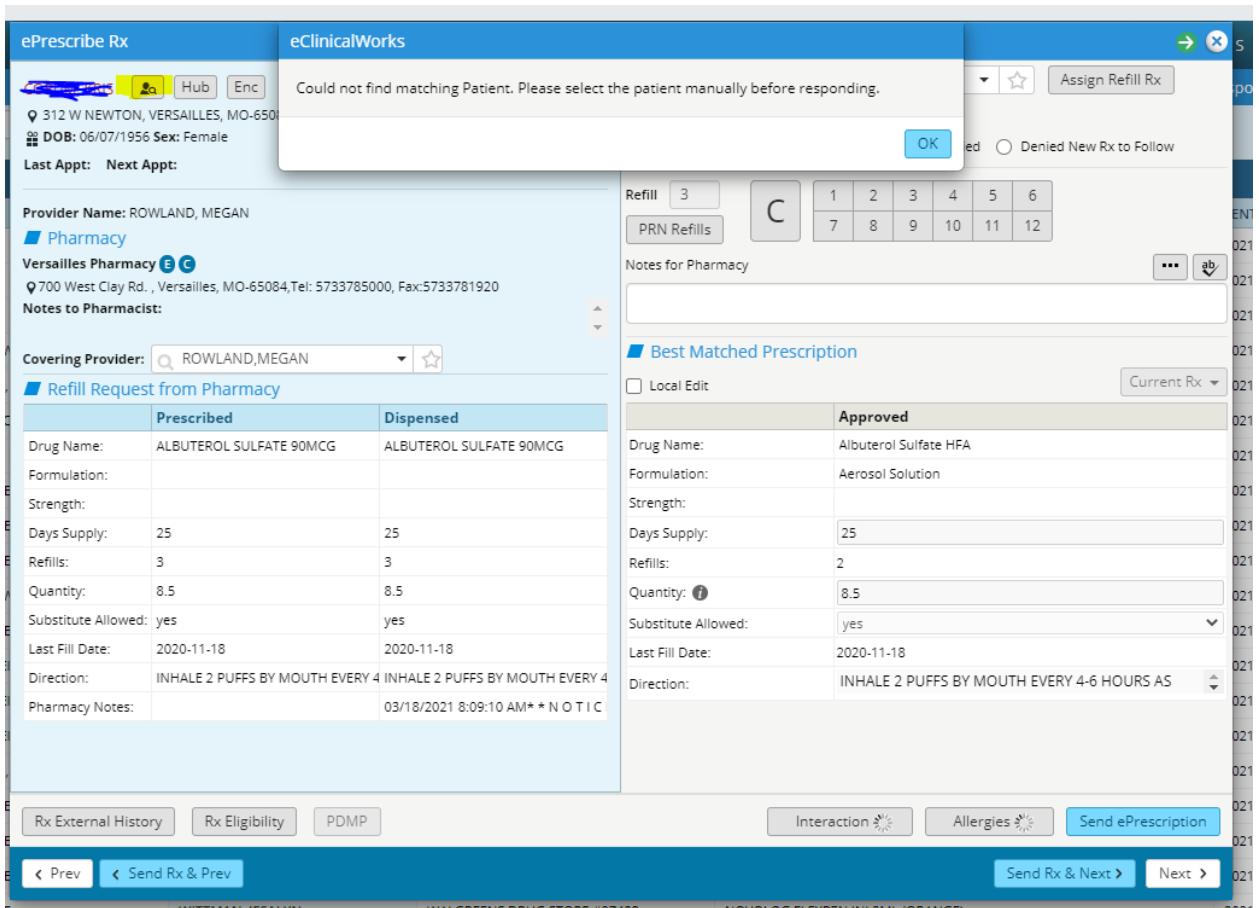
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- Click *Cur Rx* to view the patient's current prescriptions and select the best match from that list.

4.Click *Send ePrescription*.

To view the e-Prescription Log of the prescriptions sent to pharmacies, refill requests that have been received from pharmacies, and responses to refill requests from physicians, refer to [e-Prescription Logs](#).

- **Issues – cannot find matching Patient. Please select the patient manually before responding.** This usually happens because the patient name comes across differently then what we have in our system. Just click on the patient look up and choose correct patient.



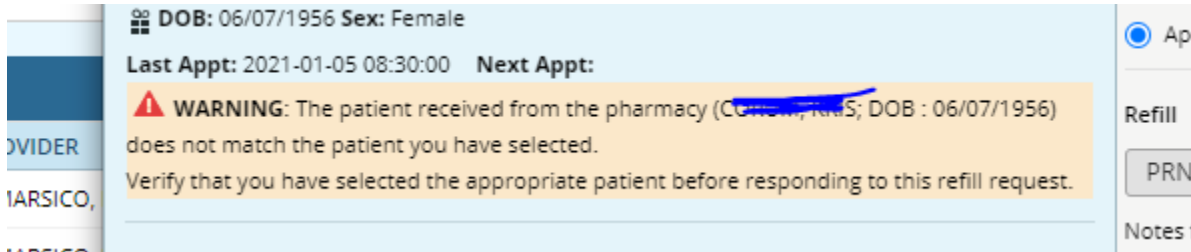
The screenshot shows the eClinicalWorks interface for a patient's prescription. A modal dialog box is open with the message: "Could not find matching Patient. Please select the patient manually before responding." The interface includes fields for patient information, provider details, and a comparison between the prescribed and best matched prescription.

	Prescribed	Dispensed
Drug Name:	ALBUTEROL SULFATE 90MCG	ALBUTEROL SULFATE 90MCG
Formulation:		
Strength:		
Days Supply:	25	25
Refills:	3	3
Quantity:	8.5	8.5
Substitute Allowed:	yes	yes
Last Fill Date:	2020-11-18	2020-11-18
Direction:	INHALE 2 PUFFS BY MOUTH EVERY 4	INHALE 2 PUFFS BY MOUTH EVERY 4
Pharmacy Notes:		03/18/2021 8:09:10 AM* * N O T I C

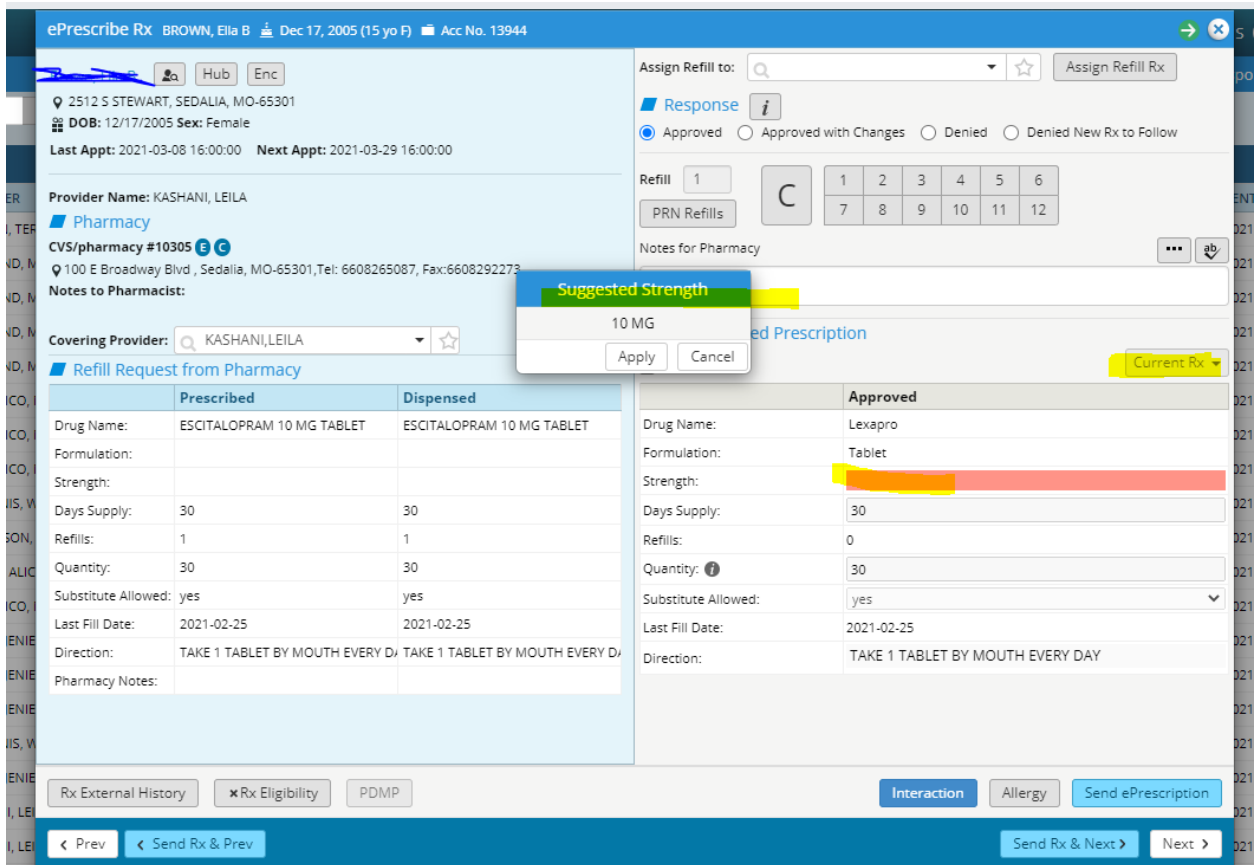
	Approved
Drug Name:	Albuterol Sulfate HFA
Formulation:	Aerosol Solution
Strength:	
Days Supply:	25
Refills:	2
Quantity:	8.5
Substitute Allowed:	yes
Last Fill Date:	2020-11-18
Direction:	INHALE 2 PUFFS BY MOUTH EVERY 4-6 HOURS AS

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- Once you pick the correct patient you will get a warning – as long as it is the correct patient just proceed with the refill.

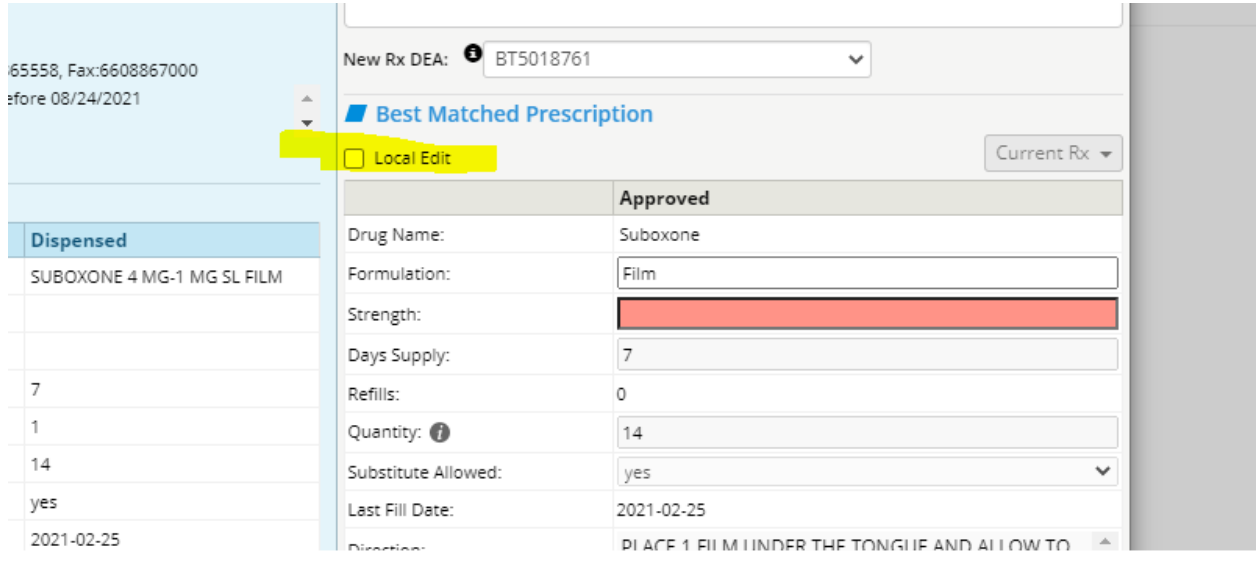


- Issue – red lines in the prescription indicating an issue with strength or other parts of the prescription.



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- When it shows a suggested strength you can hit apply and move forward with the refill.
- If it does not give you any information and it is a current medication the patient is taking just hit the local edit button and current RX – find the medication and hit ok and it will fill in the missing information. Then send the prescription.



65558, Fax:6608867000
before 08/24/2021

New Rx DEA:

Best Matched Prescription

Local Edit Current Rx ▾

Approved	
Drug Name:	Suboxone
Formulation:	Film
Strength:	
Days Supply:	7
Refills:	0
Quantity: ?	14
Substitute Allowed:	yes ▾
Last Fill Date:	2021-02-25
Directions:	PLACE 1 FILM UNDER THE TONGUE AND ALLOW TO

Dispensed

SUBOXONE 4 MG-1 MG SL FILM
7
1
14
yes
2021-02-25

How to Refill Prescriptions on E Jellybean and associated issues

Current Rx PARISH, Anita Jan 23, 1963 (58 yo F) Acc No. 34989

Current Medication

Status	Name	Strength	Formulation	Take	Route	Frequency	Duration	Disp	Refills	Start Date	Stop Date
Unknown	Cipro	500 MG	Tablet	1 tablet	Orally	every 12 hrs	---	---	---	---	---
Unknown	Oxcarbazepine	---	---	---	---	---	---	---	---	12/08/2020	---
Unknown	Oxcarbazepine	300 MG	Tablet	1 tablet	Orally	Twice a day	30 days	60 Tablet	3	---	---
Unknown	Metformin HCl	500 MG	Tablet	1 tablet	Orally	Twice daily	30 day(s)	60	3	---	---
Unknown	Amitiza	24 MCG	Capsule	1 capsule with food and water	Orally	Twice a day	90 days	180 Capsule	3	---	05/08/2021
Unknown	Abilify	15 MG	Tablet	1 tablet	Orally	at bedtime	---	---	---	---	---
Unknown	VESIcare	10 MG	Tablet	1 tablet	Orally	Once a day	---	---	---	---	---
Unknown	Pantoprazole Sodium	40 MG	Tablet Delayed Release	1 tablet	Orally	twice daily	---	---	---	---	---
Unknown	Mirtazapine	7.5 MG	Tablet	1 tablet at bedtime	Orally	Once a day	---	---	---	---	---
Unknown	Methocarbamol	500 MG	Tablet	3 tabs as needed	Orally	three times a day	---	---	---	---	---
Unknown	Losartan Potassium	25 MG	Tablet	1 tablet	Orally	Once a day	---	---	---	---	---
Unknown	Meloxicam	15 MG	Tablet	1 tablet	Orally	Once a day	---	---	---	---	---
Unknown	HydrOXYzine Pamoate	25 MG	Capsule	1 capsule as needed	Orally	every 6 hrs	---	---	---	---	---
Unknown	Haloperidol	5 MG	Tablet	0.5 tablet in a.m. 1 tab at hs	Orally	daily	---	---	---	---	---
Unknown	Furosemide	20 MG	Tablet	1 tablet as needed	Orally	Once a day	---	---	---	---	---
Unknown	Estradiol	1 MG	Tablet	Take 2 tabs	Orally	Once a day	---	---	---	---	---
Unknown	Effexor XR	150 MG	Capsule Extended Release 24 Hour	1 capsule with food	Orally	Once a day	---	---	---	---	---
Unknown	Rosuvastatin Calcium	10 MG	Tablet	1 tablet	Orally	Once a day	---	---	---	---	---
Unknown	Gabapentin	300 MG	Capsule	1 capsule	Orally	at bedtime	---	---	---	---	---
Unknown	Abilify	2 MG	Tablet	1 tablet	Orally	in the morning	---	---	---	---	---
Taking	Linzees	145 MCG	Capsule	1 capsule at least 30 minutes before the first meal of the day on an empty stomach	Orally	Once a day	30	30	0	---	---
Taking	Amitiza	24 MCG	Capsule	1 capsule with food and water	Orally	Twice a day	30 day(s)	60	---	03/16/2021	04/15/2021

Ok