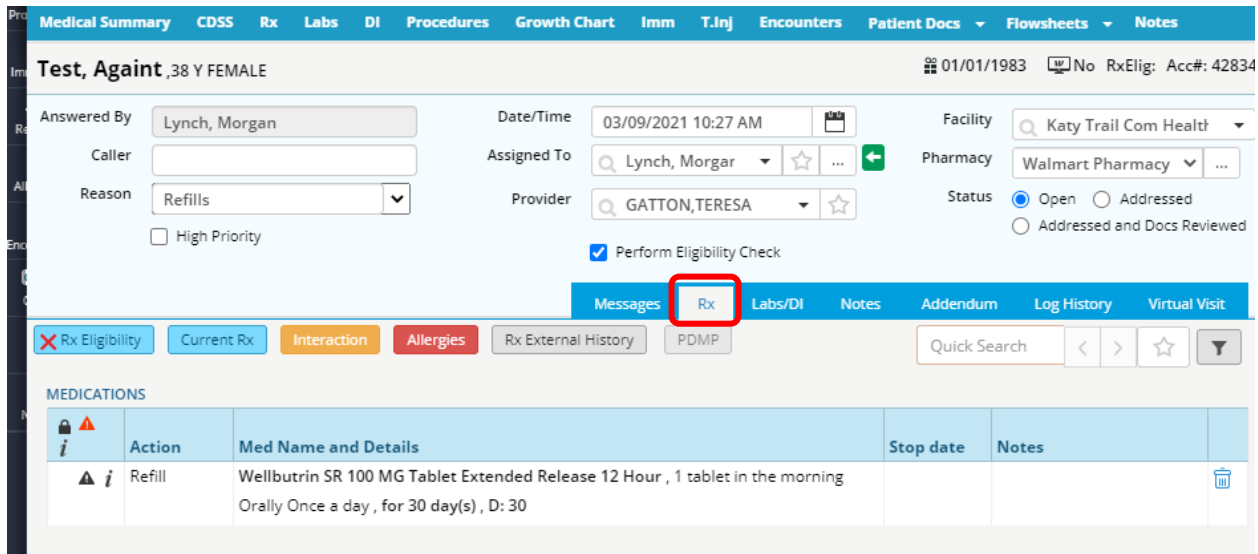


All prescription changes, refills, starts and denials should be done electronically through the RX tab of the telephone encounter (TE). Staff should never type on a paper document and fax back as this will not reflect actions taken within the patient’s prescription history.

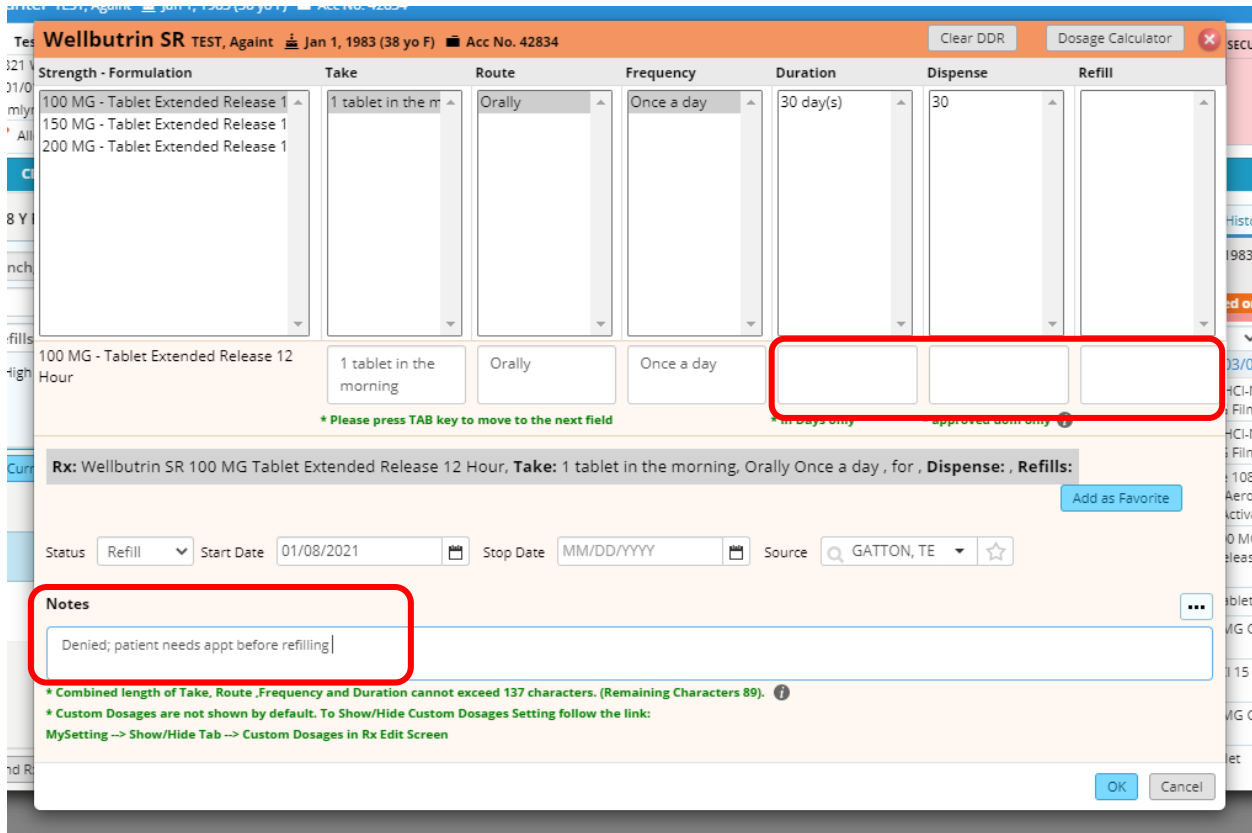
1. Open the TE & select the RX tab
  - a. If medication is not listed, add the medication through the Quick search or from the medication tab on the right chart panel



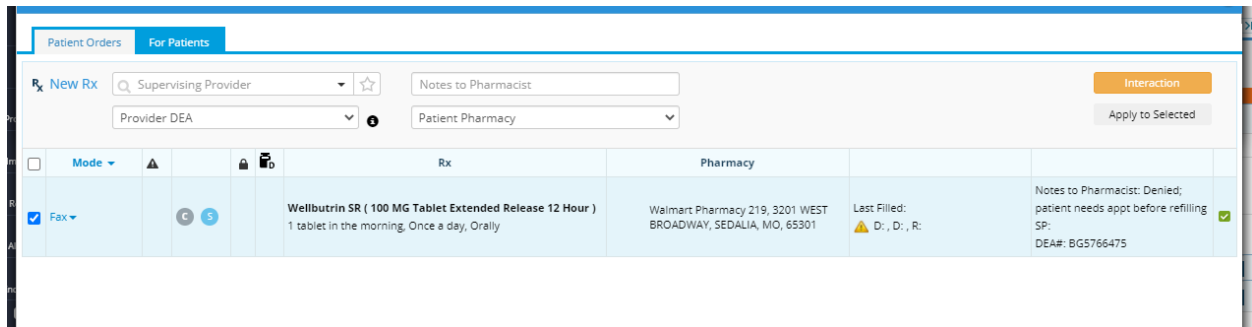
The screenshot shows a medical software interface for a patient encounter. The patient is identified as 'Test, Againt, 38 Y FEMALE' with a date of birth '01/01/1983' and account number '42834'. The encounter details include 'Answered By: Lynch, Morgan', 'Date/Time: 03/09/2021 10:27 AM', 'Caller: [empty]', 'Assigned To: Lynch, Morgar', 'Reason: Refills', 'Provider: GATTON, TERESA', 'Facility: Katy Trail Com Health', and 'Pharmacy: Walmart Pharmacy'. The 'Rx' tab is highlighted in a red box. Below the encounter details, there is a 'MEDICATIONS' table with one entry for 'Wellbutrin SR 100 MG Tablet Extended Release 12 Hour'.

Med Name and Details	Stop date	Notes
Wellbutrin SR 100 MG Tablet Extended Release 12 Hour , 1 tablet in the morning Orally Once a day , for 30 day(s) , D: 30		

2. Click once on the medication name to open the prescribing information.
3. Remove the DDR and add note to the pharmacy



4. Select *Send RX*
5. On the Send window, change the mode to *Fax*



6. Select *Send to fax*
7. Mark TE as Addressed