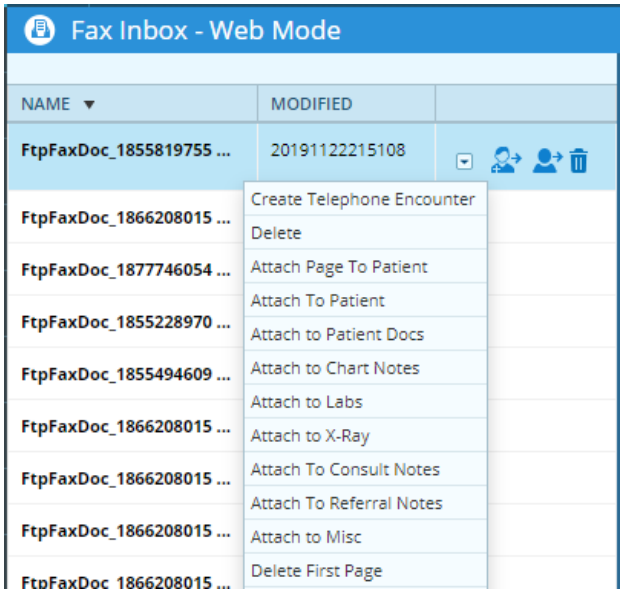
How to Attach Faxes (refill requests) to Telephone Encounters

The overall goal is to reduce duplicate refill requests and to combine as much communication into a single document as possible. Med records will verify ePrescription logs & combine refills received into a single telephone encounter to reduce duplicates for a single patient.

1. Select the down arrow on the Correct Fax in the inbox.



2. Click the *Create Telephone Encounter* option.
3. On telephone encounter, Select Patient.
4. Enter reason as *Refills*
5. Verify that provider is the PCP & pharmacy matches requesting facility

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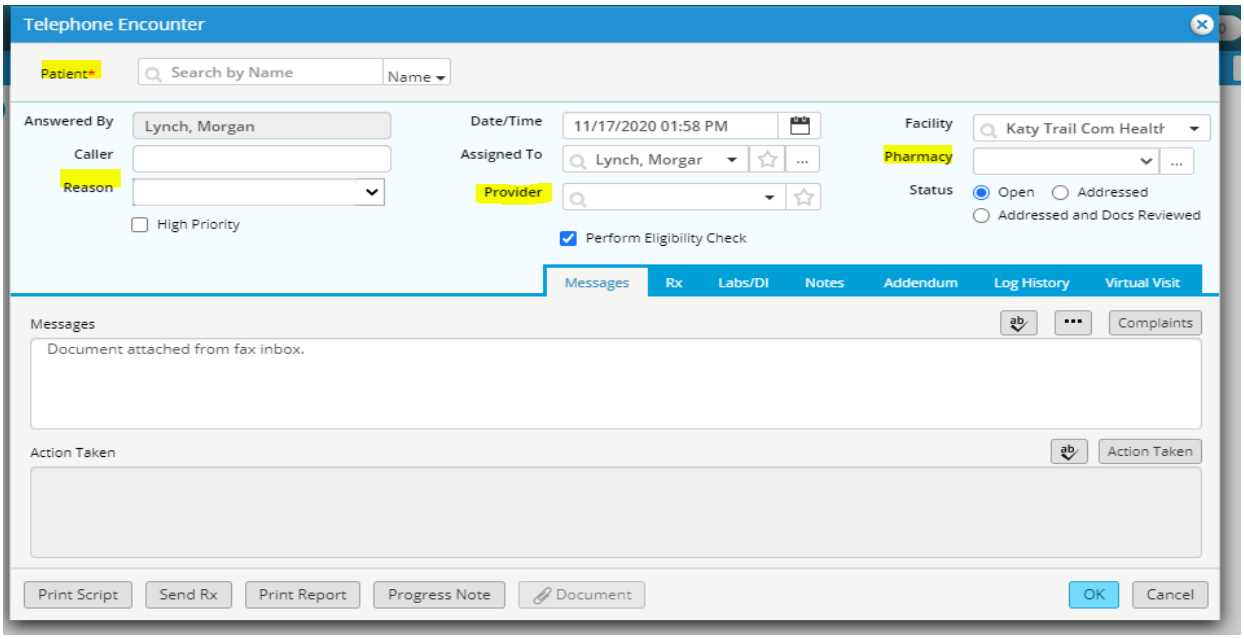
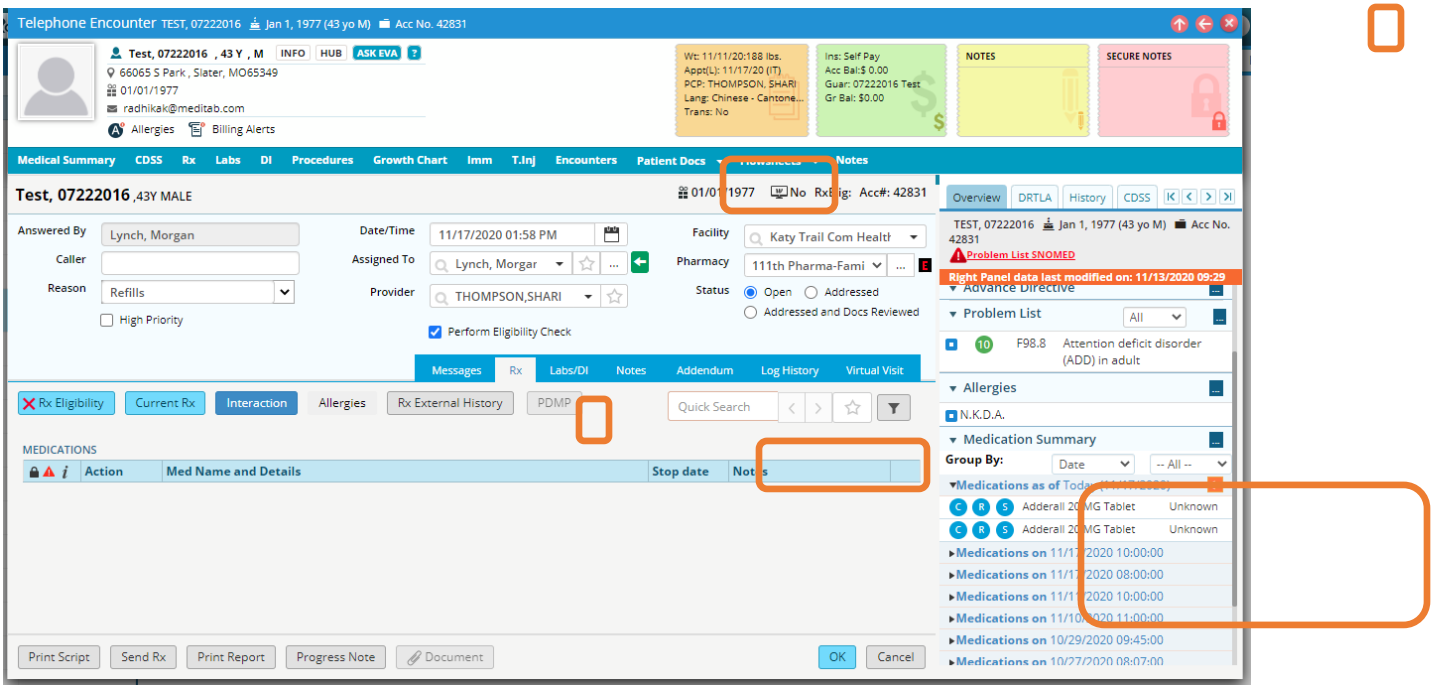


6. Open the ICW- Right chart panel by selecting the left/right arrow at the top of the telephone encounter
7. On the ICW, look for *medication summary* in the Overview tab.
8. Change the group by to *date*
9. Look for the medication that is being requested.



10. <u>If the medication is in the ICW tab-</u>

a. Go to patient HUB and click on Logs and select EPrescription log. The category will say All Sent Rx and you want to see if it was sent yet within the last 30 days. IF not then change the category to New Rx and see if it is in there. If not then choose refill requests. If it is in either of those categories then go back and cancel the telephone consult and delete refill request from faxes.
b. If it is not in the EPrescription log then you will need to check encounters to see if there was a telephone consult sent in regards to the medication within the last 30 days. If so then delete telephone consult and delete refill from faxes. ***Please add if open TE without specific medication, linking this request to that TE***
c. If the refill is in neither place then you will creat the phone consult and choose the medication in the Overview tab and click on the and assign to the correct provider and send them the telephone consult.

11. <u>If the medication is NOT in the ICW tab</u>-

a. Put a note in the text box "Name of medication is not on medication list. Please add." Send it to the PCP nurse

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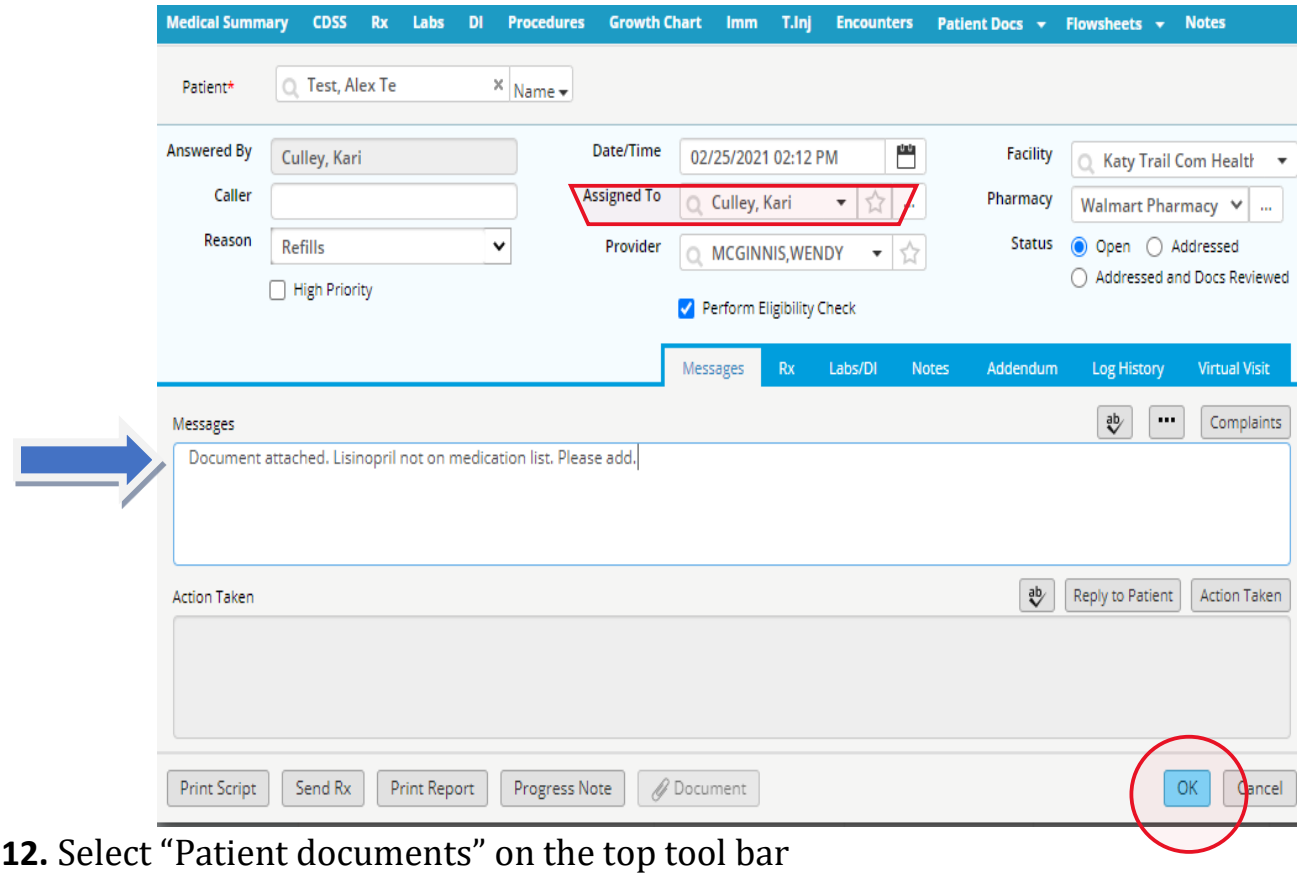
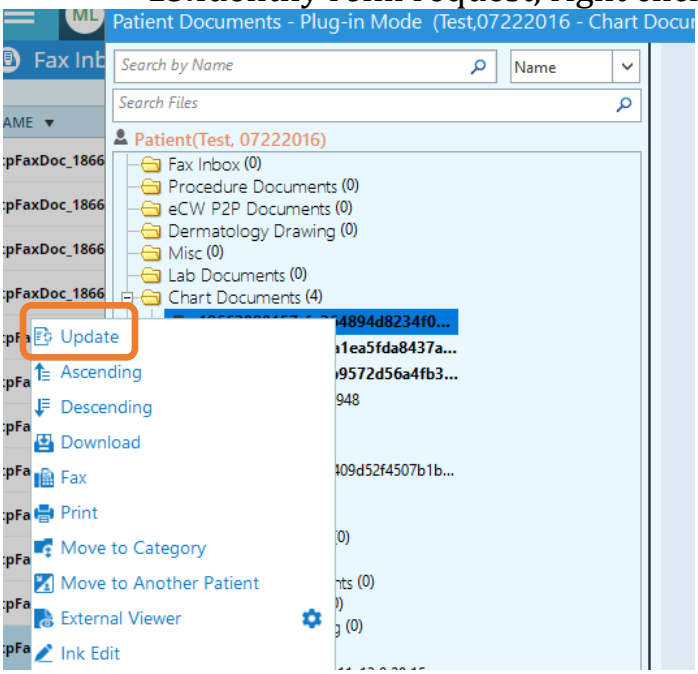


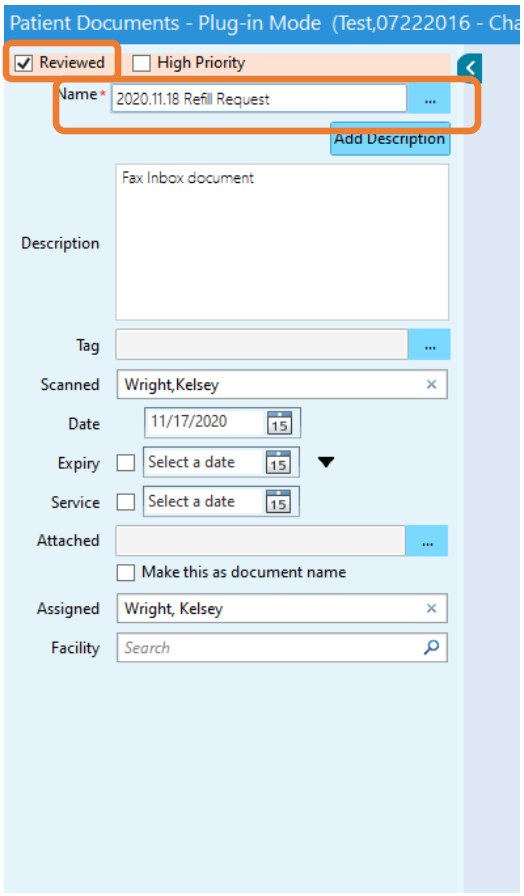
12. Select "Patient documents" on the top tool bar

13. Identify refill request, right click and select *Update*



14. Select "Reviewed" check box

15. Change description to match naming convention (2020.11.18 Refill Request)



16. Select "OK" and close and close document screen
17. Select "OK" and close telephone encounter
18. Delete fax from inbox

Missing Pharmacy- If the pharmacy is missing from the master list, you will want to add to the system.

1. Go to Menu>Tools>ePrescription>Linking Pharmacy (recommend making this a favorite)

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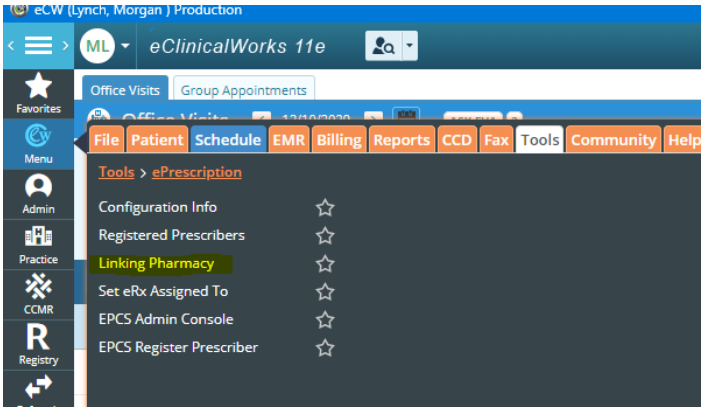
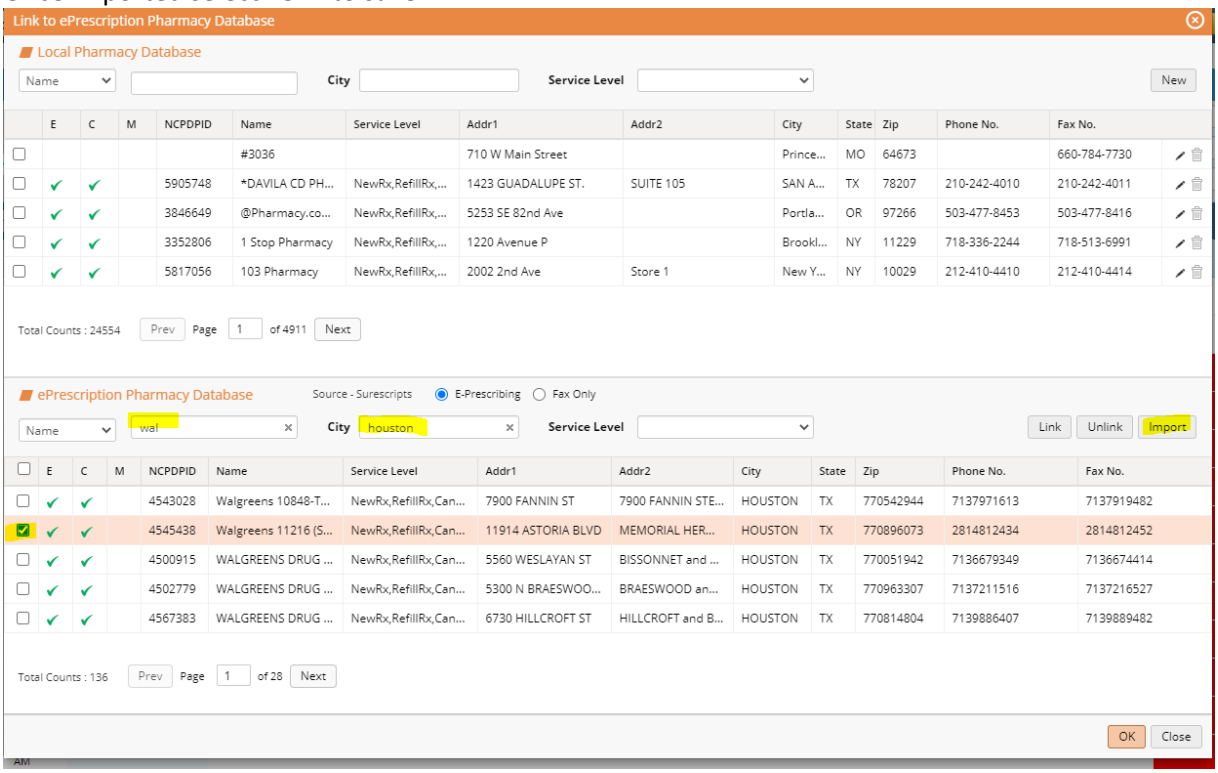
2. Search for the pharmacy in the bottom portion of the screen using pharmacy name & city.
3. Once found, Select the checkbox and then *Import*
4. Once Imported select "OK" to save