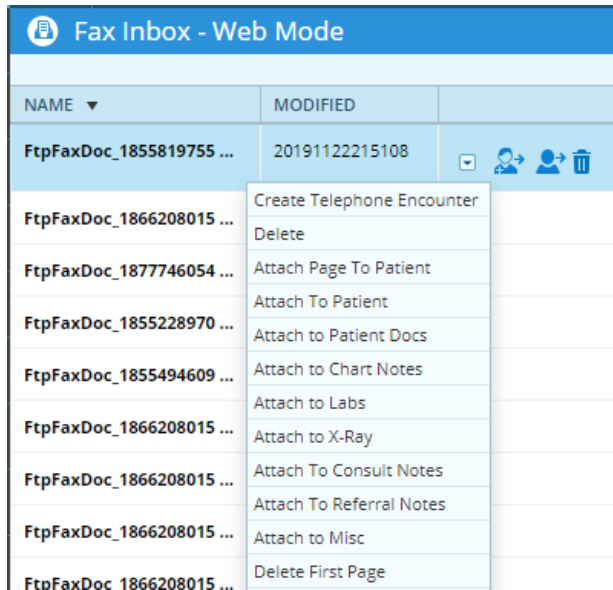


How to Attach Faxes (refill requests) to Telephone Encounters

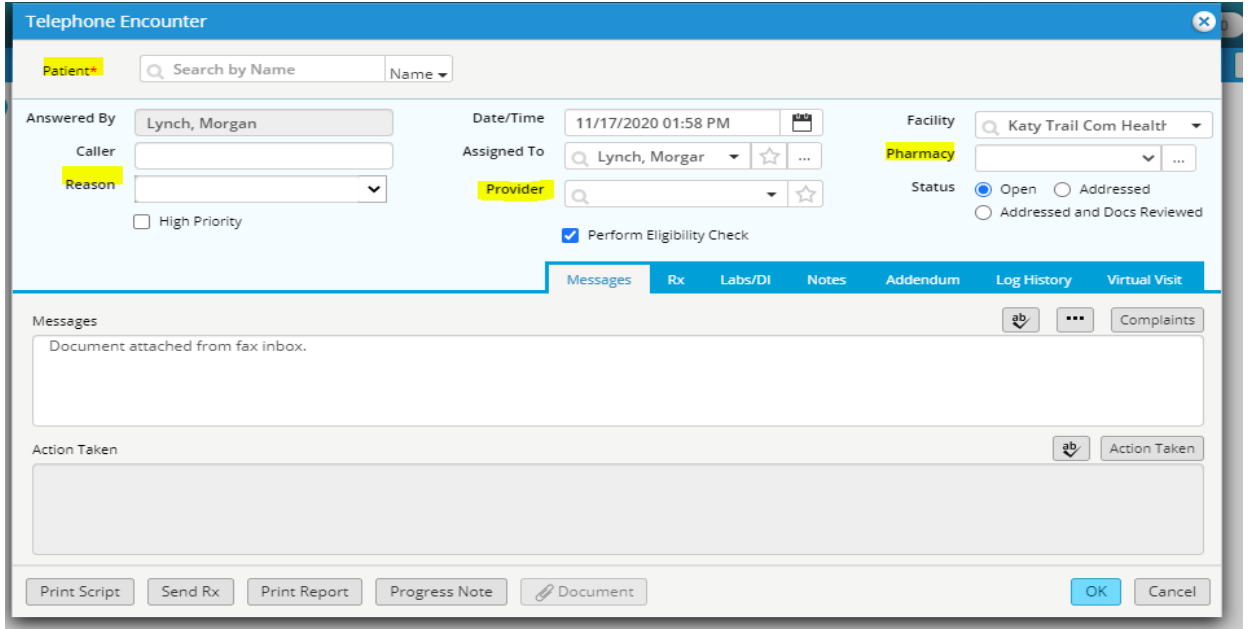
The overall goal is to reduce duplicate refill requests and to combine as much communication into a single document as possible. Med records will verify ePrescription logs & combine refills received into a single telephone encounter to reduce duplicates for a single patient.

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

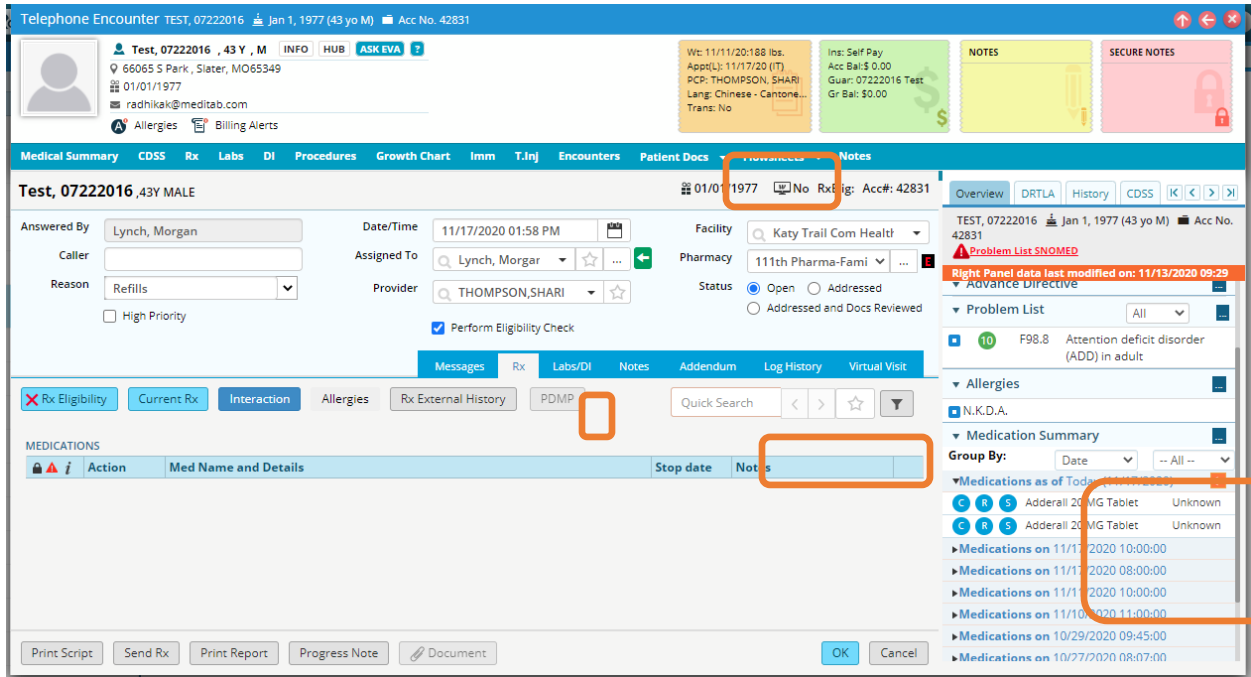


Fax Inbox - Web Mode	
NAME ▼	MODIFIED
FtpFaxDoc_1855819755 ...	20191122215108
FtpFaxDoc_1866208015 ...	
FtpFaxDoc_1877746054 ...	
FtpFaxDoc_1855228970 ...	
FtpFaxDoc_1855494609 ...	
FtpFaxDoc_1866208015 ...	
FtpFaxDoc_1866208015 ...	
FtpFaxDoc_1866208015 ...	
FtpFaxDoc_1866208015 ...	
FtpFaxDoc_1866208015 ...	

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




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. If the medication is in the ICW tab-

How to Attach Faxes (refill requests) to Telephone Encounters

- 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 create 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. If the medication is NOT in the ICW tab-

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

How to Attach Faxes (refill requests) to Telephone Encounters

Medical Summary CDSS Rx Labs DI Procedures Growth Chart Imm T.Inj Encounters Patient Docs Flowsheets Notes

Patient* Test, Alex Te Name

Answered By Culley, Kari Date/Time 02/25/2021 02:12 PM Facility Katy Trail Com Health

Caller Assigned To Culley, Kari Pharmacy Walmart Pharmacy

Reason Refills Provider MCGINNIS,WENDY Status Open Addressed Addressed and Docs Reviewed

High Priority Perform Eligibility Check

Messages Rx Labs/DI Notes Addendum Log History Virtual Visit

Messages Document attached. Lisinopril not on medication list. Please add.

Action Taken Reply to Patient Action Taken

Print Script Send Rx Print Report Progress Note Document **OK** Cancel

12. Select “Patient documents” on the top tool bar

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

Patient Documents - Plug-in Mode (Test,07222016 - Chart Docu

Fax In Search by Name Name

Search Files

Patient(Test, 07222016)

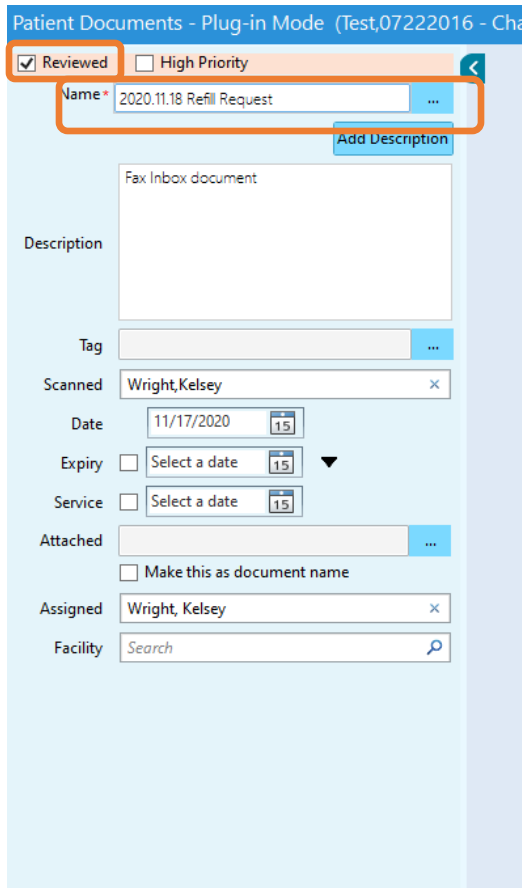
- Fax Inbox (0)
- Procedure Documents (0)
- eCW P2P Documents (0)
- Dermatology Drawing (0)
- Misc (0)
- Lab Documents (0)
- Chart Documents (4)

Update

- Ascending
- Descending
- Download
- Fax
- Print
- Move to Category
- Move to Another Patient
- External Viewer
- Ink Edit

14. Select “Reviewed” check box

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



The screenshot shows a software interface for managing patient documents. At the top, there are checkboxes for 'Reviewed' (checked) and 'High Priority'. Below this is a 'Name' field containing '2020.11.18 Refill Request'. An 'Add Description' button is located to the right of the name field. The 'Description' field contains the text 'Fax Inbox document'. Other fields include 'Tag', 'Scanned' (Wright, Kelsey), 'Date' (11/17/2020), 'Expiry' (Select a date), 'Service' (Select a date), 'Attached', 'Assigned' (Wright, Kelsey), and 'Facility' (Search).

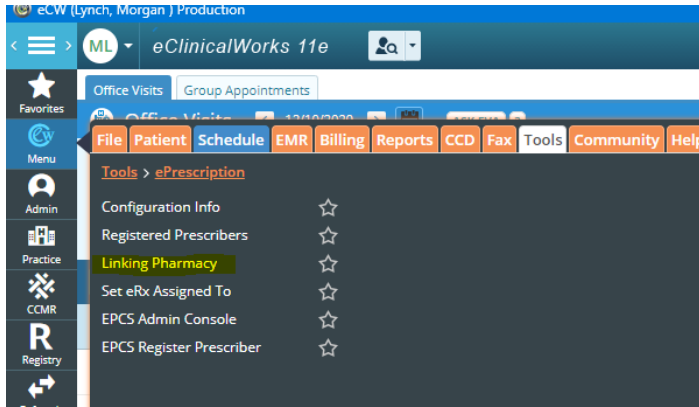
16. Select “OK” and close and close document screen

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)



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

Link to ePrescription Pharmacy Database

Local Pharmacy Database

Name City Service Level New

	E	C	M	NCPDPID	Name	Service Level	Addr1	Addr2	City	State	Zip	Phone No.	Fax No.	
<input type="checkbox"/>					#3036		710 W Main Street		Prince...	MO	64673		660-784-7730	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		5905748	*DAVILA CD PH...	NewRx,RefillRx,Can...	1423 GUADALUPE ST.	SUITE 105	SAN A...	TX	78207	210-242-4010	210-242-4011	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		3846649	@Pharmacy.co...	NewRx,RefillRx,Can...	5253 SE 82nd Ave		Portla...	OR	97266	503-477-8453	503-477-8416	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		3352806	1 Stop Pharmacy	NewRx,RefillRx,Can...	1220 Avenue P		Brookl...	NY	11229	718-336-2244	718-513-6991	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		5817056	103 Pharmacy	NewRx,RefillRx,Can...	2002 2nd Ave	Store 1	New Y...	NY	10029	212-410-4410	212-410-4414	<input type="checkbox"/>

Total Counts : 24554 Prev Page 1 of 4911 Next

ePrescription Pharmacy Database Source - Surescripts E-Prescribing Fax Only

Name City Service Level Link Unlink **Import**

	E	C	M	NCPDPID	Name	Service Level	Addr1	Addr2	City	State	Zip	Phone No.	Fax No.	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		4543028	Walgreens 10848-T...	NewRx,RefillRx,Can...	7900 FANNIN ST	7900 FANNIN STE...	HOUSTON	TX	770542944	7137971613	7137919482	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		4545438	Walgreens 11216 (S...	NewRx,RefillRx,Can...	11914 ASTORIA BLVD	MEMORIAL HER...	HOUSTON	TX	770896073	2814812434	2814812452	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		4500915	WALGREENS DRUG ...	NewRx,RefillRx,Can...	5560 WESLAYAN ST	BISSONNET and ...	HOUSTON	TX	770051942	7136679349	7136674414	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		4502779	WALGREENS DRUG ...	NewRx,RefillRx,Can...	5300 N BRAESWOO...	BRAESWOOD an...	HOUSTON	TX	770963307	7137211516	7137216527	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		4567383	WALGREENS DRUG ...	NewRx,RefillRx,Can...	6730 HILLCROFT ST	HILLCROFT and B...	HOUSTON	TX	770814804	7139886407	7139889482	<input type="checkbox"/>

Total Counts : 136 Prev Page 1 of 28 Next

OK Close



How to Attach Faxes (refill requests) to Telephone Encounters