

### Cerner PowerChart Ambulatory EDUCATION

### **Overview of Message Center Medication Renewals and Refills**

When a patient or pharmacy calls to request a refill, users can easily document the request as an Inbox renewal request message and forward it to the appropriate provider for approval. Similarly, providers can create and sign their own refills or approve, modify, or refuse refill requests that are called in.

Some clinics might choose to receive electronic renewal requests directly from external pharmacies. If the site is using this functionality, the following additional message types might be displayed:

- **eRx Renewal:** This message type displays when a renewal request for an order placed within PowerChart is received, and a patient match has been determined based off the patient associated to the original order.
- **eRx Non-match:** This message type displays when a renewal request is received, and the system is unable to determine the correct patient. This type can occur when the original order is not placed within PowerChart.
- **eRx Suspect Match:** This message type displays when a renewal request is received, the original order was not placed within PowerChart, and a single patient match is found based on the Last Name, Gender, Date of Birth, and Zip Code sent by the pharmacy system. This type of match is not considered as reliable as a match based off the original order, and the clinic might require users to verify the correct patient has been selected before proceeding with the acceptance of the renewal.
- **eRx Routing Errors:** This message type displays when a new order or renewal acceptance or rejection notification has been sent to the pharmacy, but a problem has occurred in the transmission of the message.
  - The three types of error messages that might occur are:
    - Unable to communicate with pharmacy.
    - Prescription routing temporarily unavailable.
    - Prescription too long for pharmacy system.

### Approving a Refill Request or New Order Proposal

To approve a refill request or new medication order proposal:

- 1. Open the request or proposal in the appropriate folder in the Inbox Summary of Message Center.
- 2. Review the request(s) and click Accept All or Accept All and Next.
  - a. Accept All accepts all proposals contained in the message and allows users to reply to or forward the message.
    - i. The **Response** tab with newly accepted refill details opens after selecting **Accept All**. The user can then add an addendum, reply to, or forward the message.

b. Accept All & Next accepts all proposals contained in the message, automatically replies to, or forwards the message, deletes the message, and moves to the next message in the inbox.	Proposed Orders (1/1) Documents (1/1) Review (1/1) General Messages (2/2) Renewal Requests (0/1) Work Items (2) Saved Documents Paper Based Documents Reminders Documents to Dictate (2/2) Notifications	Request Response ** On hold pending signatur Proposed Renew: metFORMI Details: = 1 Tab each dose, Orr Proposed By: AmbrnIpn, 19 On Send To: Do Not Send: given t		Ο Ο Δ
	Sent Items Trash Notify Receipts	03	a 2	b Accept All and Next



## Cerner PowerChart Ambulatory EDUCATION

#### **Approving Individual Requests**

To accept individual orders within a refill request:

- 1. Click **Accept** (green checkmark) in the Request tab of the message.
  - a. To modify the order before signing, click the **Accept with Modify** icon (white triangle) which will lead to another window for modification and signature.
- 2. Click **Sign** to sign the request.
- 3. Click **Cancel** to cancel and not sign the request at that time.

Request	Response	
•••	On hold pending signature **	
Propos	ed Renew: metFORMIN (metFORMIN 500 mg oral tablet)	0
Details	: = 1 Tab each dose, Oral, BID, # 180 Tab Refill:  🗸	0
Propos	ed By: Ambrnlpn, 19 On 2/17/2022 10:32 AM EST	Δ
Court T	De Net See de river to potient en	(a)
Send I	0: Do Not Send: given to patient 👻	
Request Response		
A #0 1 11	P 1 4 44	
Con noid pe	Inding signature **	
Proposed Kepew	metFORMIN (metFORMIN 500 mg oral tablet)	
Froposed Reflews		
Details: = 1 Tab	each dose, Oral, BID, # 180 Tab Refill: 3	0
Details: = 1 Tab Proposed By: Ar	each dose, Oral, BID, # 180 Tab Refill: 3 ~ nbrnlpn, 19 On 2/17/2022 10:32 AM EST 2	3
Details: = 1 Tab Proposed By: Ar Send To: Do Not	each dose, Oral, BID, # 180 Tab Refill: 3 ~ nbrnlpn, 19 On 2/17/2022 10:32 AM EST Send: given to patient •	3

### Approving Requests from an External Pharmacy

To approve a refill request sent by an external pharmacy:

- Open the refill request from the appropriate folder in the Inbox Summary of Message Center.
- Review the request in the Request tab of the message to change the number of refills or add a note to the pharmacy as needed.
- 3. Click Accept All or Accept All & Next to approve the request.
- 4. To accept individual requests, click **Accept** in the Request tab.
- 5. The **Accept with Modify** icon can be used to modify order details as needed.

Medicatio	etx Renewak	
ząrwepły		
Allergies	Allergies Not Wt:55 kg Outpatient FIN: 20000350 Rei	ison:
From:	TX Pharmacy Store 10.6 2108887777 Caller:	
Sent:	8/16/2012 5:10:43 PM Action:	
Subject	FW: Medication Management Due: 8/17/2012 9:35:00 AM	
To:	Target Document Type: Pharmacy Clinical Note 1-1	•
Reques	Response	
Add A	ddendum>	*
From: T Sent: A Subject Due: Au	X. Pharmacy, Store 10.6 ugust 16, 2012 9.35:26 AM CDT Medication Management gust 17, 2012 9:35:26 AM CDT	Е
** On H Drug: a Quantit DAW Notes fr	old Pending Signature ** orvastatin (Lipitor 40 mg oral tablet) Take 1 Tablet(s) By Mouth Daily at bedtime /; 30 tabs Days Supply: 0 Refills: 1 om Pharmacy:	-
<u>0</u>	🔄 Save 🖄 Save to Chart 🛛 🗞 Reject All 🔞 Accept All 📦 💽 Accept All and	Next



**Note:** The ability to accept a renewal for a controlled substance might depend on the user's access level at the facility for the encounter associated to the message. In addition, accepting controlled substance renewal requests for another provider is not supported.



## Cerner PowerChart Ambulatory EDUCATION

### **Refusing a Refill Request**

To refuse a refill request containing proposed orders from an internal user or pharmacy:

1.	Open the refill request from the appropriate folder in the Inbox Summary of Message	Renewal Requests       ×       REFILL_REQ_MSGS: (1) ×         Reply       Reply All       Forward       Solete         AMBMEDTEST, ONE       Age:74 years       Allergies: Allergies Not Recorded
	Center.	From: AmbrnIpn, 19
2.	Review the <b>Request</b> in the	Sent: 12/27/2022 10:23:25 AM EST
	Request tab.	To: Eduphys,2
3.	Click Reject All to reject all	Cc: ation Management Message
	proposals contained in the Message.	Request Response
4.	OR Click the <b>Reject</b> icon to refuse an individual proposed order.	Proposed Renew: metFORMIN (metFORMIN 500 mg oral ta Details: = 1 Tab each dose, Oral, BID, # 180 Tab Refill: 3 Proposed By: AmbrnIpn, 19 On 2/17/2022 10:23 AM EST Send To: Do Not Send: given to patient
No pro app doo	te: Once a user rejects a oposed order, yellow fields pear for the user to cument the reason for	3
rei	usal. This is a requirement.	😪 🔞 Reject All 🔞 Accept All 🚯 🗞 Accept All and Next

#### **Documenting Refusal**

To document a refusal of a refill request containing proposed orders:

- 1. Click **Reject All** in the **Response** tab of the message.
- 2. Once the **Reject** dialogue box opens, the user is required to enter in a codified reject reason from the **Reject reason** list or a **Free text reason**.
- 3. Click **OK** to save the reject reason or **Cancel** to cancel without entering a reject reason.

To document a refusal of an individual refill request:

- 1. Click Accept in the Request tab of the message.
- 2. Enter the refusal **Reject reason**.
- 3. Click **Sign** to accept the individual request or **Cancel** to cancel without signing the request.

**Note:** When rejecting a refill or order without an associated patient, a reason of Patient Unknown to Prescriber is automatically defaulted but can be changed.





### Cerner PowerChart Ambulatory EDUCATION

### Viewing and Managing eRx Renewal Requests

If a pharmacy electronically sends requests for medication renewals, an eRx renewal message notification will be created in Message Center. All requests for a particular patient will continue to display in a single message until that message has been acted upon.

To view and manage eRx Renewal Requests:

- Double-click the item to open it. If the message is an eRx Non-match or eRx Suspect Match requiring verification, the user may be prompted with a patient match dialog box.
- If the message contains proposals that have not yet been acted upon, the message will open to the **Request** tab with the renewal order details, original prescribing information, and any notes from the pharmacy displayed. The only detail that



may be altered without replacing the renewal is the refill field. Users may also add a note to the pharmacy.

- To alter details other than the refill amount, click the Replace icon. Select Same Medication, Different Dose or Formulation, or Different Medication. This opens PowerOrders and allows the user to make changes prior to acceptance.
- 4. To view additional information sent by the pharmacy, select the pharmacy name in the From field.
- 5. If a medication exists on the patient profile that matches the renewal request that is sent, it will be automatically completed when accepting the current renewal request. To keep the previous prescription on the patient's profile, deselect the check-box next to the medication.
- 6. Renewals may be accepted or rejected individually using the icons next to each item. In addition, all remaining renewals may be addressed using **Reject All**, **Accept All**, or **Accept All and Next** at the bottom of the message.
- 7. After all requests contained within the message have been accepted, rejected, or replaced, the message will default to the **Response** tab and will display the history of the actions that have occurred.

**Note:** For the eRx message types, users can choose to save the messages to the chart as a note automatically upon acceptance or rejection. Users may also choose to receive a warning when they are deleting a message that contains proposals from an internal user or pharmacy that have not yet been acted upon. These preferences are in the Message section of Manage Preferences.



0

Δ.

# Medication Renewals and Refills Guide for Providers

Cerner PowerChart Ambulatory EDUCATION

#### Modifying an eRx Renewal Request

There are two options to modify an eRx request:

 Same Medication: Different Dose or Formulation - This option is not available for scheduled medication refill requests.

\*\* On hold pending signature \*\*

SIG: Take 1 Tablet(s) By Mouth Daily at bedtime

-Originally Prescribed-

Quantity: 30 tabs

DAW: No

Drug: Lipitor 40mg tablet

Refills: 1 (Total Dispense: 2)

Prescriber: Heiting, Jason - 123123 baseline east solution, kansas city, MO 64119 Phone: (816) 830-8766 Pharmacy: TX Pharmacy Store 10.6 - 3001 Alamo Plaza, San Antonio, TX 78205 Phone: (210) 888-7777

-Renewal Request-

Re

Qu

DA

Drug: Lipitor 40mg tablet

SIC: Take 1 Tablet(s) By Mouth Daily at bedtime

Different Medication.

Same Medication: Different Dose or Formulation

Request Response

• Different Medication.

To modify a renewal request:

# Same Medication; Different Dose or Formulation

- Click Replace and select Same Medication; Different Dose or Formulation to open the medication list from inside the message. The order is on the scratch pad, ready to be reviewed.
- From the order scratchpad, modify any order details such as dose, route, and/or frequency.
- 3. To change the formulation of the order, select a new formulation from the Substitutable Orders box.

**Note:** If the formulation needs to be changed, select from the substitutable orders list first. Once the new formulation is selected, order sentences and prescription suggestions are refreshed appropriately.

#### **Different Medication**

- 1. Click Replace and select Different Medication.
- 2. Search for a new non-scheduled medication orderable item.
- 3. Complete any required order details and click Sign.

#### **Future Refill Requests**

To modify a renewal request to a future date:

- 1. In the Renew Request folder message, click the black triangle to accept the order with modifications.
- 2. Change the refill date to the appropriate future date.
- 3. Click Sign.

Request	Response	
Propos Details Propos Send T	Dn hold pending signature ** eed Renew: metFORMIN (metFORMIN 500 mg oral tablet) : = 1 Tab each dose, Oral, BID, # 60 Tab Refill: 0 v Led By: AmbrnIpn, 19 On 10/28/2022 9:27 AM EDT o: Do Not Send: given to patient v	Details for <b>metF</b> Send to Pharmar <u>See Details</u> Details     Details     Details     Details     Details     Details     Details     Details

▼ D 0 5	etails fo Send t	or <b>metFORMIN (met</b> to Pharmacy is not available bed	FORMIN 500 mg	oral tablet) ral tablet is not eligible		Do Not Send: given to patient 💌 🛄
<mark>ا 1</mark>	Details	📴 Order Comments 🛛 🚺 Dia	gnoses		1	
*De	ose	*Route of Admir	istration *Frequency	Duration	- A	
	1 Tab	🔄 Oral	🔲 BID		A	
		PRN:	•	2	₹.	^
	Ŀ	*Start Date/Time: 05/22/2023	• • 1226	EDT	<u>ک</u>	
0 Mi	ssing Req	quired Details Dx Table			7	Sign Cancel



### Cerner PowerChart Ambulatory EDUCATION

### **SIG Parsing**

To review electronic prescription renewals using SIG parsing:

1. Select the renewal request message in Message Center. The system opens the message and displays the SIG information as discrete order details.

Note: If the system was not able to parse or map all the discrete order details, it displays the MRD icon, and selects Create Order with Special Instructions option by default.

IG: 1 packet Oral D	aily for 90 days				
Create order with	special instruction	e			4
Special Instruction	special instruction	-			
- 1 nacket Oral Dai	he for 00 days				
I packet Oral Dai	ly for 90 days				
Create order with	the following deta	ils			L
*Dose:	*Route:	*Frequency:	Duration:	PRN:	
1 packet(s)	PO	PHA Daily	90 day(s)		
Special Instruction	HE .				

2. If there are multiple messages rolled into one message from the same pharmacy for the same patient and users want to accept all the renewals at once, users must first review each message. If users click Accept All or Accept All and Next, the system displays a message stating that all of the patient's renewal requests need to be reviewed.



- 3. When users select Create Order with the following details, click the Replace icon and select Same Medication; Different Dose or Formulation to open the medication list from inside the message. The Modal Order Entry Window displays with the discrete details for the orderable item added by default.
- 4. Click Sign.