

Medication Renewals and Refills Guide for Providers

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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.

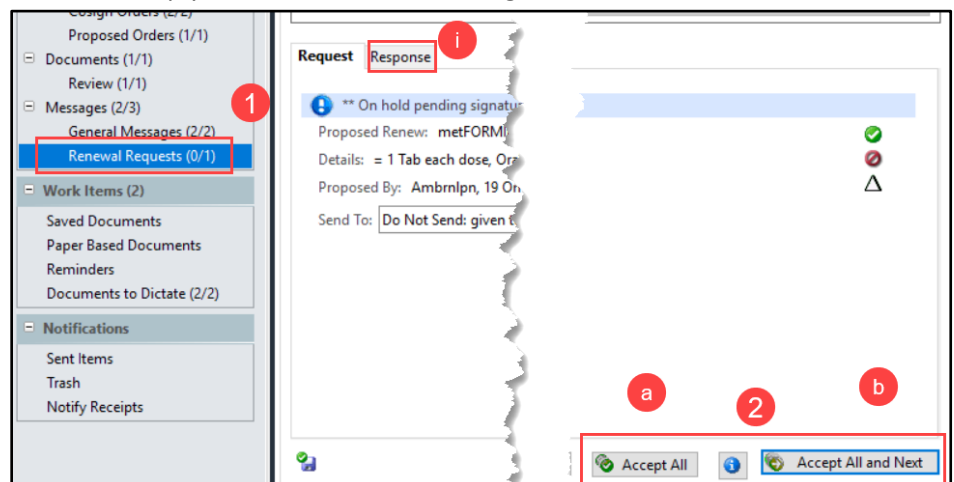
Some clinics might choose to receive electronic renewal requests directly from external pharmacies. If the site is using this functionality, the following additional message types might be displayed:

- **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.



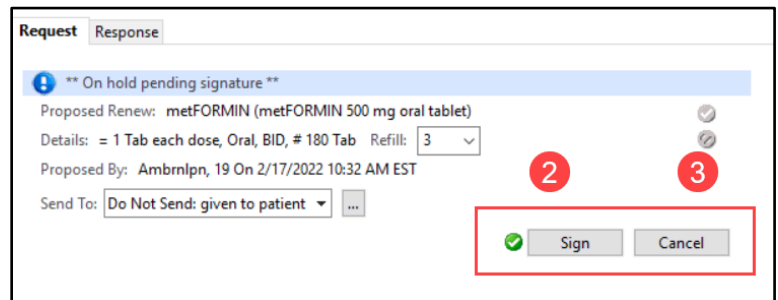
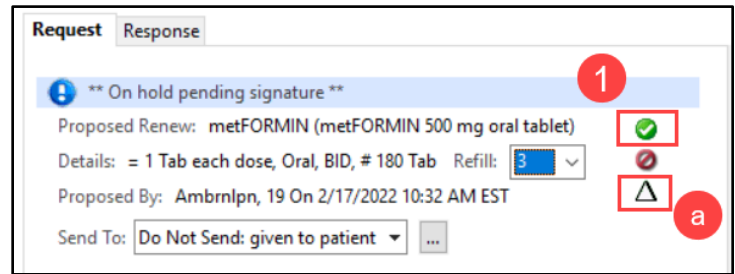
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Approving Individual Requests

To accept individual orders within a refill request:

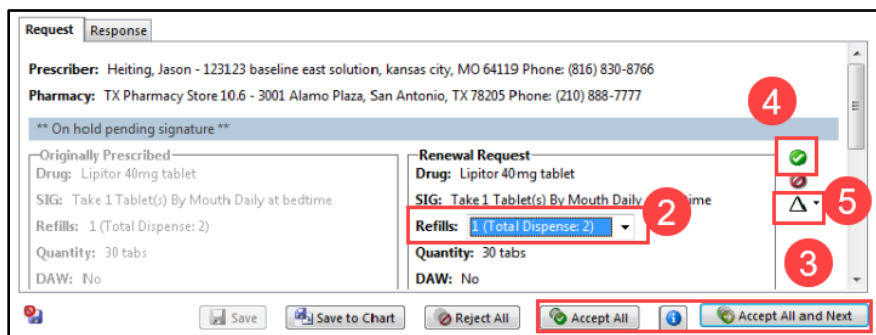
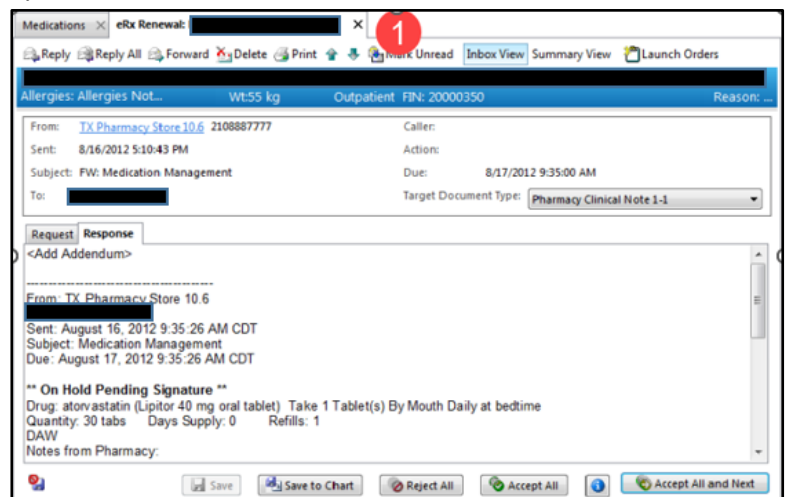
1. Click **Accept** (green checkmark) in the Request tab of the message.
 - a. To modify the order before signing, click the **Accept with Modify** icon (white triangle) which will lead to another window for modification and signature.
2. Click **Sign** to sign the request.
3. Click **Cancel** to cancel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



Approving Requests from an External Pharmacy

To approve a refill request sent by an external pharmacy:

1. Open the refill request from the appropriate folder in the Inbox Summary of Message Center.
2. 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.



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.

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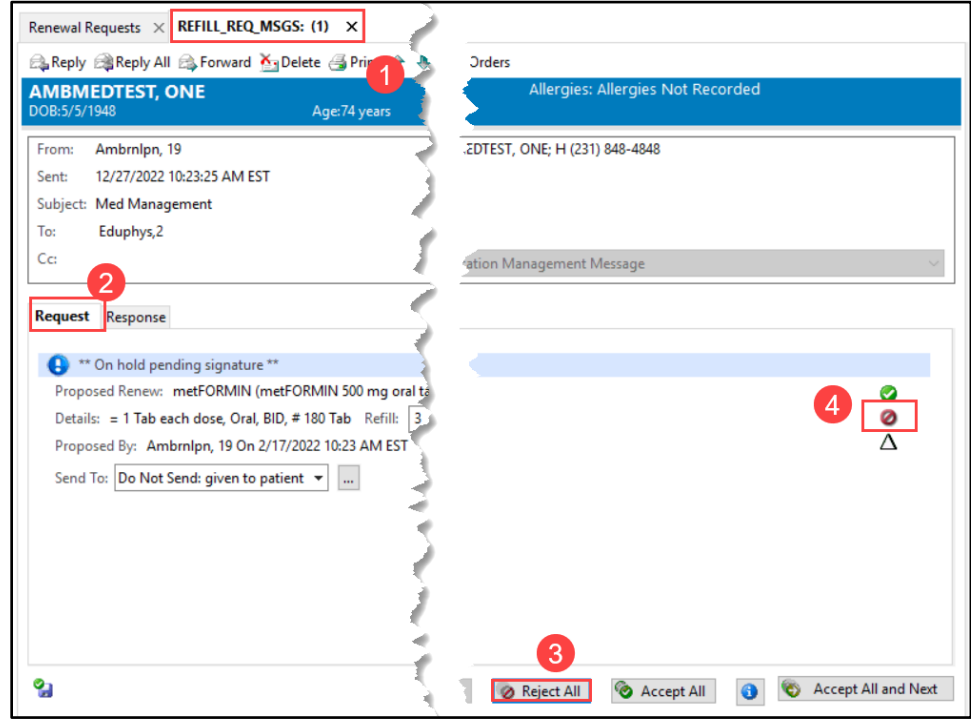
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Refusing a Refill Request

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

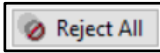
1. Open the refill request from the appropriate folder in the Inbox Summary of Message Center.
2. Review the **Request** in the Request tab.
3. Click **Reject All** to reject all proposals contained in the Message.
OR
4. Click the **Reject** icon to refuse an individual proposed order.

Note: Once a user rejects a proposed order, yellow fields appear for the user to document the reason for refusal. This is a requirement.




Documenting Refusal

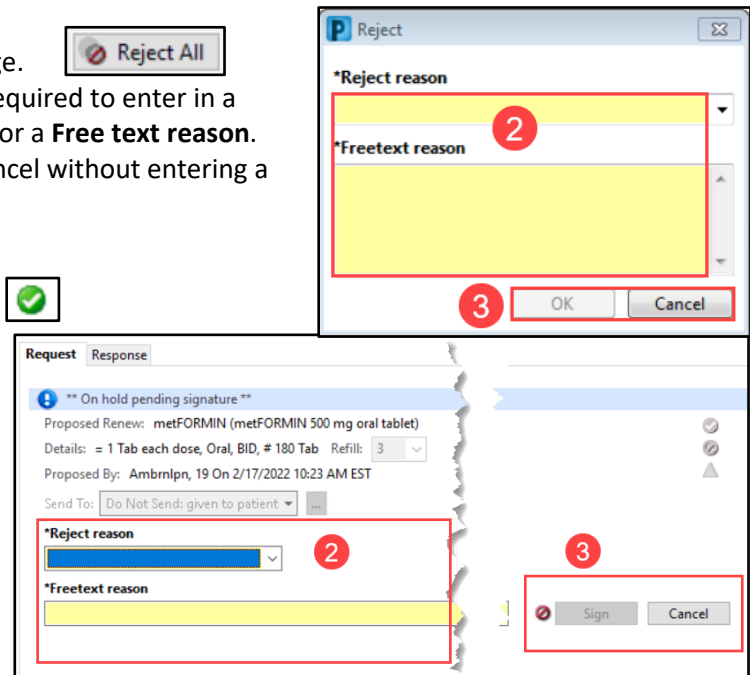
To document a refusal of a refill request containing proposed orders:

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.

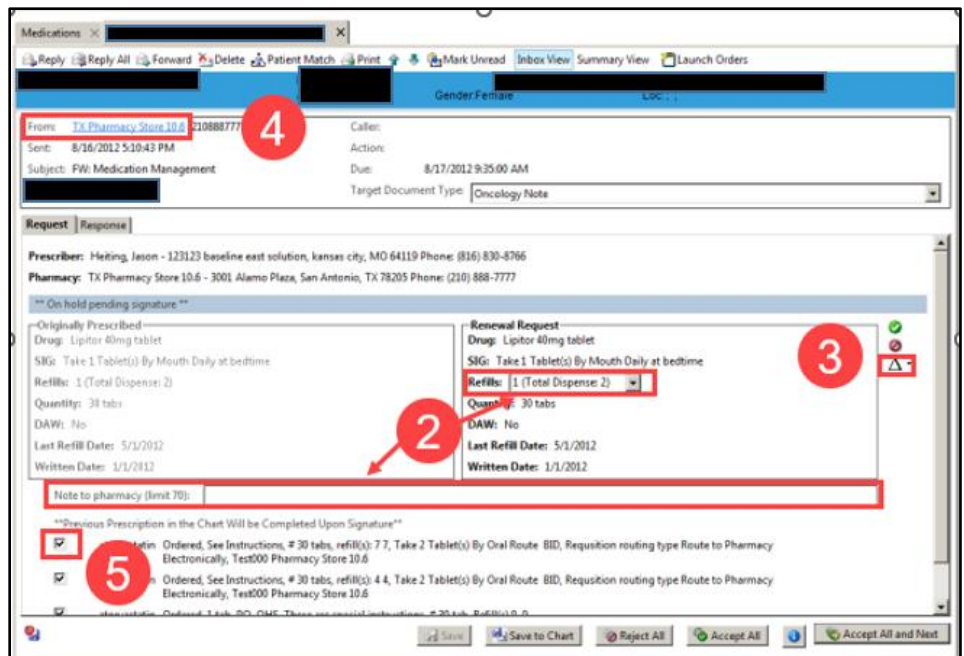


Viewing and Managing eRx Renewal Requests

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:

1. 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.
2. 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.
3. 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.

Modifying an eRx Renewal Request

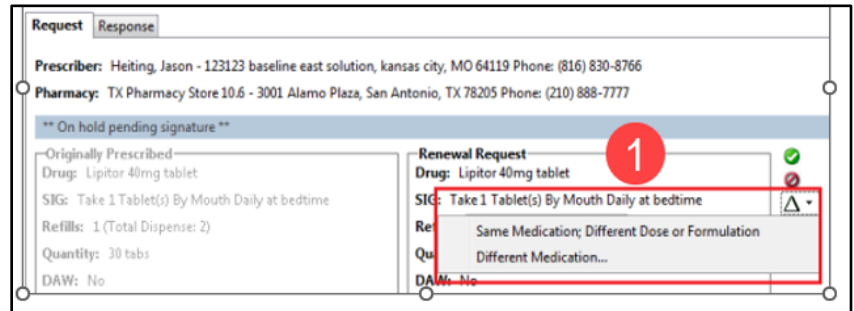
There are two options to modify an eRx request:

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

To modify a renewal request:

Same Medication; Different Dose or Formulation

1. 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.
2. 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.

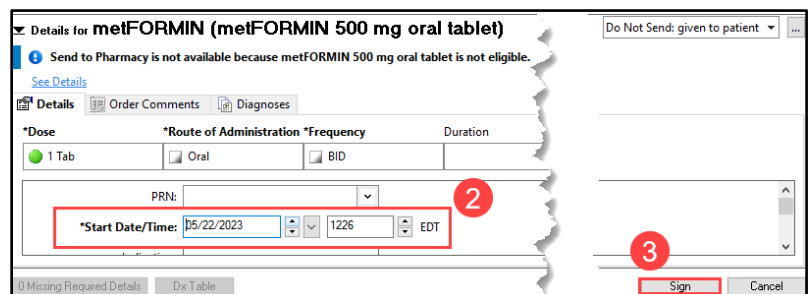
Different Medication

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**.



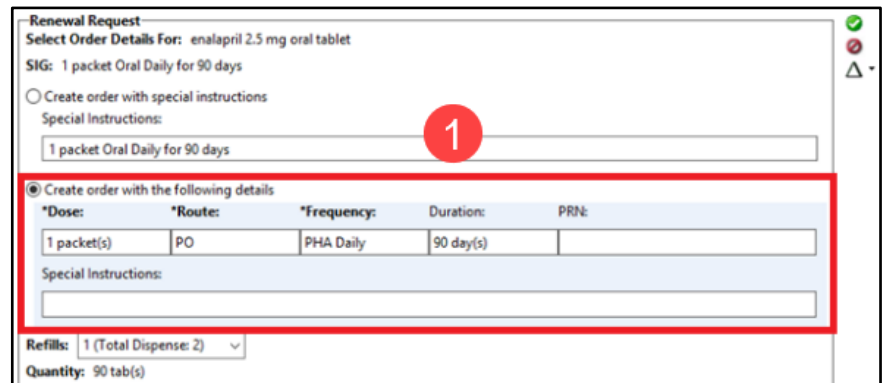
Medication Renewals and Refills Guide for Providers

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.



Renewal Request
 Select Order Details For: enalapril 2.5 mg oral tablet
 SIG: 1 packet Oral Daily for 90 days

Create order with special instructions
 Special Instructions:
 1 packet Oral Daily for 90 days

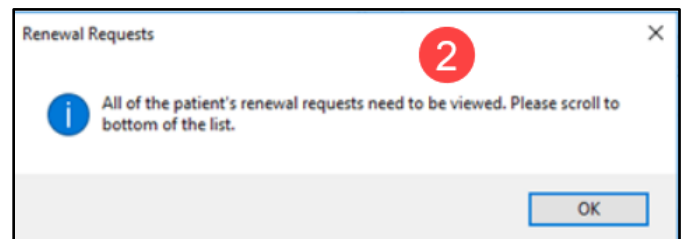
Create order with the following details

*Dose:	*Route:	*Frequency:	Duration:	PRN:
1 packet(s)	PO	PHA Daily	90 day(s)	

Special Instructions:

Refills: 1 (Total Dispense: 2)
 Quantity: 90 tab(s)

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**.



Renewal Requests

i All of the patient's renewal requests need to be viewed. Please scroll to bottom of the list.

OK