

# ePrescribe Medications and Controlled Substances for Providers

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**State law requires all prescribers to electronically transmit all prescriptions (eRx),** including those for controlled substances, as of January 1<sup>st</sup>, 2023. Federal law has the same requirements with very limited exceptions. Providers will now electronically prescribe controlled substances (EPCS) to a patient’s preferred pharmacy at discharge. As required by the federal Drug Enforcement Agency, the ePrescribing system relies on double-authentication to prevent misuse and verify enrollment in the program.

## Enrollment requirements to EPCS:

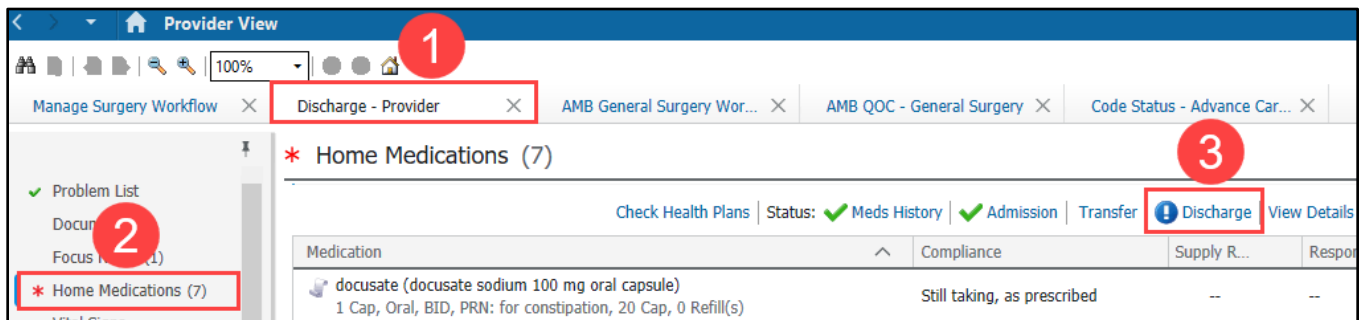
- Download the **Google Authenticator app** on your smartphone.
- Complete a face-to-face meeting with the enrollment representative for ID verification.
- Must bring a valid driver’s license and your smartphone to the enrollment meeting.

**Note:** Google Authenticator is specific to the individual’s smartphone, and re-enrollment will need to occur anytime a new phone is obtained or the Google Authenticator app is deleted from the phone.

## Prescribing Within a Discharge Medication Reconciliation

To access the discharge medication reconciliation to prescribe:

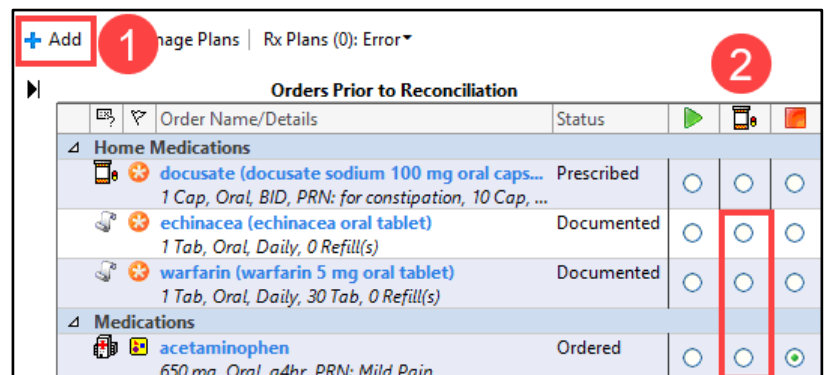
1. Navigate to the Discharge – Provider MPage within the Provider View.
2. Select the Home Medications component.
3. Click the Discharge hyperlink.



## Adding a New Prescription

To add a new prescription when completing a discharge medication reconciliation:

1. Click **Add** to search and add a new prescription.
- OR**
2. Select the **Create New Rx** option (middle column) **ONLY** if a prescription is needed from a hospital medication (🏥 icon) or a home medication that’s been documented, but not previously prescribed (📄 icon).
    - a. Do **NOT** click the Create New Rx option for a home medication that has been previously prescribed (📄 icon). Instead, right-click and Renew the prescription.



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## Renewing a Prescription

To renew a prescription that has been previously prescribed when completing a discharge medication reconciliation:

1. Right click on the prescription and select **Renew**.
  - a. A pill bottle icon indicates a prescription.
2. Select a supply and refill amount, or select Other, and complete the required fields.

Do **NOT** use the **Create New Rx** option (middle column ) for a prescription.

**Note:** If the Create New Rx column is selected on a prescription, a cancellation request is automatically sent for the original prescription, even though the provider is not intending to cancel the medication. This causes confusion for the pharmacy and may result in an error message being sent to the provider’s Message Center. To avoid this, always right-click and select Renew on a prescription that has previously been prescribed.

To add special instructions to the patient:

1. Click on Notes for Patient.
2. Type notes, as needed.
3. Click Reconcile and Sign or Sign And Print to sign order and finish the Discharge Medication Reconciliation.

If a controlled substance has been signed, the Re-authentication window will open.

- Open the Google Authenticator app on smartphone and enter the 6-digit one-time passcode.
  - A new pass code is generated every 30 seconds.
  - If the code begins to blink or turn colors, wait for a new code to be generated.

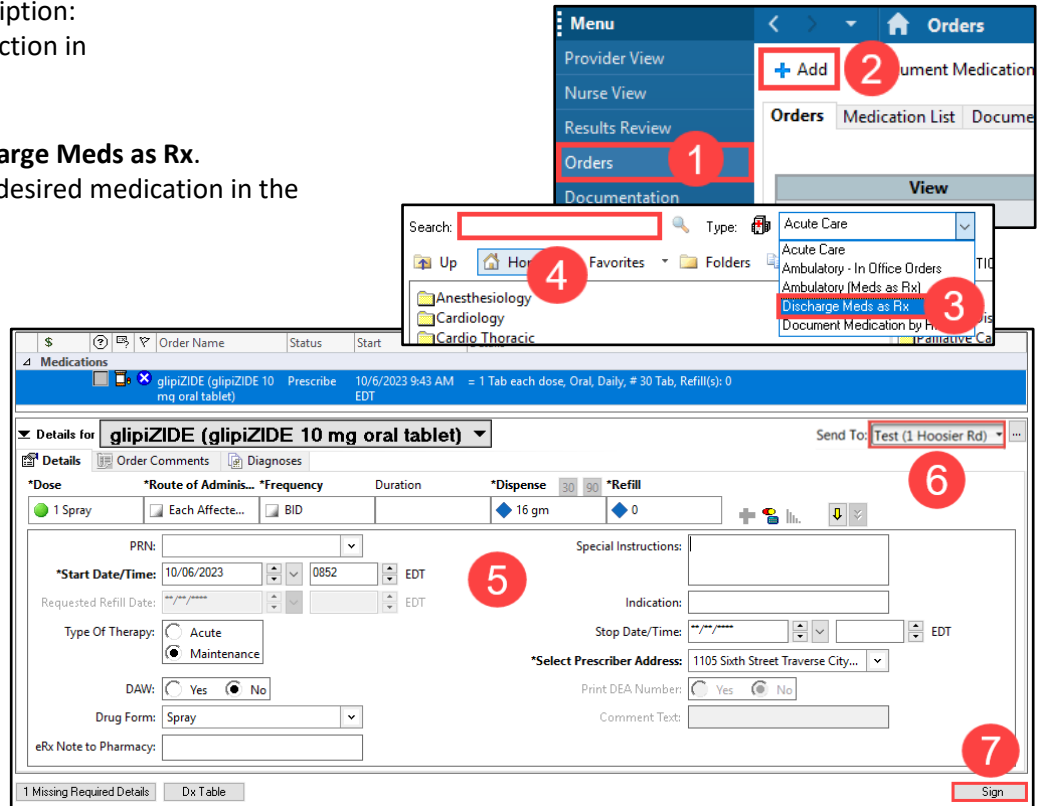
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### Prescribing Outside a Discharge Medication Reconciliation

When ordering a discharge prescription:

1. Navigate to the **Orders** section in the dark blue Menu.
2. Click **Add**.
3. Change the Type to **Discharge Meds as Rx**.
4. Search for and select the desired medication in the Search field.
5. Review and modify any order details, as needed. Add any notes to the eRx pharmacy and any special instructions for the patient.
6. If the preferred pharmacy has been entered, it will default in the **Send To:** Field.
7. Click **Sign**.



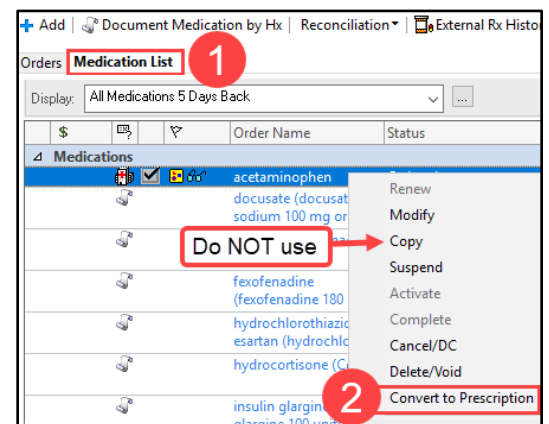
If a controlled substance has been signed, the Re-authentication window will open.

- Open the Google Authenticator app on smartphone and enter the 6-digit one-time passcode and click OK.
  - A new pass code is generated every 30 seconds.
  - If the code begins to blink or turn colors, wait for a new code to be generated.



**Note:** Providers are also able to convert a hospital medication to a prescription.

1. Navigate to the patient's Medication List within the dark blue Menu.
2. Right-click on a medication and select Convert to Prescription.
  - a. Do NOT copy an order.
3. Complete order details and click Sign.



## Documenting Exemptions When Not Using eRx

If the prescription is not prescribed electronically, a reason must be documented in the patient’s chart (ex: Office Note). There are Auto Texts available to document each of the following exemptions:

1. Patient does not know which pharmacy will be used to fill the Rx. Note that this exception may apply when the patient is being discharged to a LTC.
  - a. Name of AutoText: `.rx_on_Paper-Pharmacy_not_Known`
    - i. Text of AutoText: This patient is unsure of which pharmacy will be used to fill their prescriptions.
  
2. Rx to be filled out-of-state.
  - a. Name of AutoText: `.rx_on_Paper-Dispensed_Out-of-state`
    - i. Text of AutoText: Patient plans to fill this prescription out-of-state and therefore requires a paper prescription.
  
3. Technical Failure.
  - a. Name of AutoText: `.rx_on_Paper-Technical_Failure`
    - i. Text of AutoText: ePrescribing temporarily unavailable due to failure of technology (including EHR or internet access) or electrical system.

## eRx Status

Within the Medication List section of the dark blue Menu, a customized view can be added to display the eRx Status of prescribed medications.

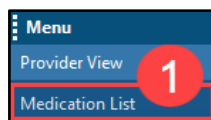
The eRx Status is based on the third-party’s responses and may display statuses such as:

- Routed to Pharmacy
- Delivered to Pharmacy
- Error
- Cancel
- Denied

Order Name	Status	eRx Status
Medications		
glimepiride (glimepiride 4 mg oral tablet)	Prescribed	Error
benazepril (benazepril 10 mg oral tablet)	Prescribed	Routed To Pharmacy
dexamethasone-tobramycin ophthalmic	Prescribed	Delivered To Pharmacy

To add this column:

1. Navigate to Medication List.
2. Click Customize View.
3. Select eRx Status and click Add to include eRx Status in \*Selected columns.
4. Use the arrows to move eRx Status to the desired order on the list.
5. Click Ok.



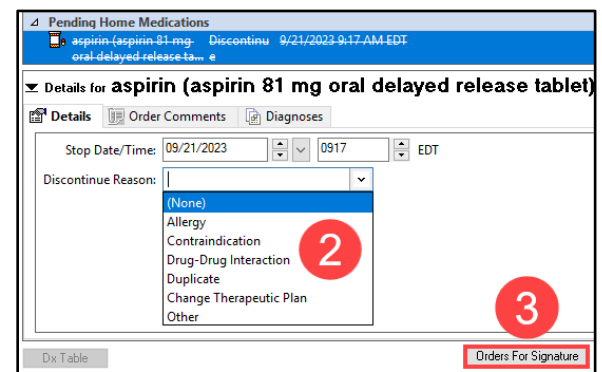
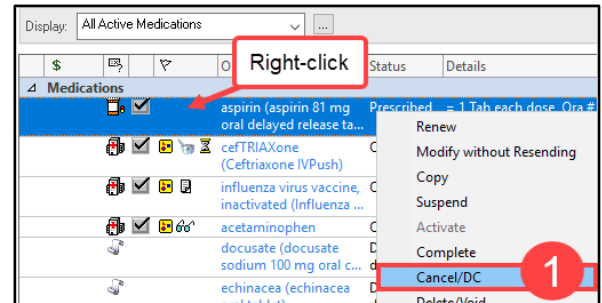
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## Changes to an eRx after ePrescribing

The cancel eRx functionality allows providers the ability to cancel electronic prescriptions through the EHR. If an eRx needs to be changed, the provider can cancel the prescription electronically and then add a new prescription. This functionality is **ONLY** available to providers.

1. Right-click on the order and click **Cancel/DC** (Modify or Delete/Void should **NOT** be used).
2. Enter a Discontinue Reason.
3. Click Orders for Signature.



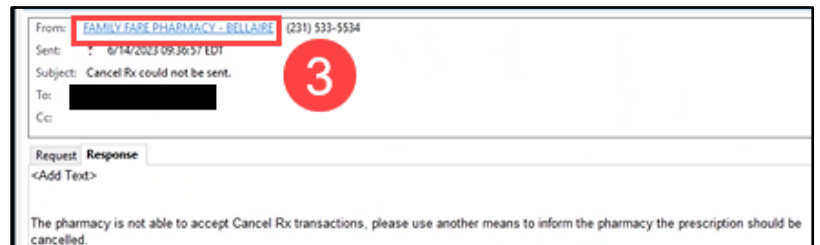
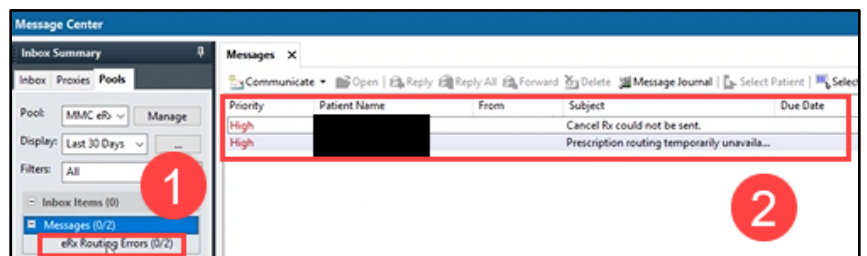
**Note:** If the external pharmacy does not receive the cancellation, the provider will receive notice in their Message Center inbox and/or receive a page indicating the need to contact the pharmacy directly.

## eRx Routing Error Message

When an eRx or cancellation does not route to the pharmacy properly, the provider will receive an eRx Routing Error message within the Message Center. Providers may also receive a page or email from the Help Desk alerting them to the routing error notification in their Message Center.

To respond to an eRx Routing Error message:

1. Select the eRx Routing Errors folder within the Message Center.
2. Double click on the message.
3. The message will indicate whether a new prescription or cancellation did not route correctly. Click the hyperlinked pharmacy name to see which prescription(s) had a routing error.



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- Navigate to the **Medication List** section of the dark blue Menu.
- View the eRX status.



Order Name	Status	eRx Status
glimepiride (glimepiride 4 mg oral tablet)	Prescribed	Error
benazepril (benazepril 10 mg oral tablet)	Prescribed	Routed To Pharmacy
dexamethasone-tobramycin ophthalmic	Prescribed	Delivered To Pharmacy

The pharmacy where the eRx was routed to will display in the medication Details column within the Orders or Medication List section of the dark blue Menu. More information about the pharmacy can be found within the order details of the prescription (right-click, select Order Information, and then select the Additional Information tab).

Order Name	Status	Details	eRx Status
ibuprofen (ibuprofen 600 mg oral tablet)	Prescribed	= 1 Tab each dose, Oral, q6hr, # 20 Tab, Refill(s): 0, Pharmacy Walmart Pharmacy 2338, 180, cm, 10/10/23 6:55:00 EDT, Height/Length Measured, 121.3, kg, 10/10/23 6:55:00 E...	Delivered To Pharmacy

**Note:**

- If a new prescription is not routed, the provider should call the pharmacy. The provider can print or call the prescription to the pharmacy if the patient is still on-site and would need to document the reason for not ePrescribing using the appropriate Auto Text listed above.
- If a cancel request is not routed and it was intended, the provider should call the pharmacy, inform the patient of the correct medication to pick up, or take another action the provider deems appropriate for the specific situation.
- If a cancel request was sent, but the medication was not cancelled intentionally, no other action is needed, and the provider can delete the message in the eRx Routing Error folder within the Message Center.