

EPIC TRAINING



Refill Prescriptions Quick Start Guide

HOUSTON
Methodist[®]
LEADING MEDICINE



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Review a refill request from MyChart or an IVR

1. On the Dashboard, click **Initial Review** to see all of the patients who requested refills through MyChart or IVR, sorted by due times. Note that this work queue includes other first fill requests as well.
2. Open the patient whose refill you want to review and review his medication.
3. Click **Review** to indicate that your review is complete. The prescription moves to the next step in the filling process.

Request more refills

Sometimes patients request refills for prescriptions in person. The prescriptions might or might not have refills remaining.

If there are refills remaining, select the **Med Profile** tab, select the prescription to refill, and click **Fill**.

You can request additional refills from the clinician, both when there are no refills remaining and when there are refills remaining.

1. Click the arrow next to **Fill**, and then select **Request New Prescription**.
2. In the Request New Prescription window, review the provider or pool where the refill request will be sent.
3. Enter a comment to the provider, if necessary.
4. Review the refill request method.



For providers who don't use Epic or Surescripts, **Print** is selected automatically, as it is the only available refill request method.

5. Click **OK** to put the prescription in a work basket.
6. Optionally, edit clinical and dispense information for the prescription before submitting the request by opening **Rx Management** and editing the fields as needed. Note that you can perform this step only if you opened the patient from Front Counter.
7. Regardless of whether you edited information for the prescription, click **Accept**.
 - If the refill request method is set to **Electronic**, a **Refill Request** message is sent electronically to the provider you specified.
 - If the refill request method is set to **Print**, a refill request form is printed for you to fax to the provider.



Document refill approval



When the provider approves an electronic refill request, the patient's prescription automatically drops out of the Everything work queue.

1. When you get a call or fax approving additional refills, click **Everything** on the Dashboard.
2. Open the patient for whom you now have approval.
3. Click **Approve Request**.

Override next fill due date

Patients might need their next fill on a different date than expected. You can override the next fill due date to get their refill on track if they:

1. Lose their medication.
2. Vary their adherence.
3. Take a medication only seasonally, such as for allergies.
4. Use a PRN medication at a different rate than expected.

1. In the **Med Profile**, select the prescription for which you need to override the next fill due date.
2. Click the arrow next to **Refill Management** and select **Override Next Fill Date**.
3. Enter the date on which the next fill should be due in the window that appears, as well as any applicable comments.
4. Click **Accept**.



If you delete the next fill due date, the prescription is marked as profile-only.




Synchronize and automate refills

Schedule all a patient's refills to be picked up on the same day and automatically initiate them, to make it easier for the patient to stay on track with his therapy.

1. In the **Med Profile**, open the Refill Management window.
2. Click one or both of the following, depending on what you want to enroll the patient in. Doing so doesn't yet synchronize any prescriptions or automate any refills:
 - Click **Enroll in Med Sync** if a patient wants to pick up their refills on the same day
3. Specify the following information as needed:
 - If you enrolled the patient in Med Sync, set the patient's pickup schedule.
4. Click the check box in either or both of the following columns:
 - Click the check box in the **Sync** column next to a prescription to mark it for synchronization.
 - Click **Sync Fill** to adjust amounts for synchronized prescriptions.
5. Click **Accept**. The prescriptions now have their refills synchronized and automated as specified.



To find out whether a patient already participates in medication synchronization, check the patient header for the  (**MedSync**) icon. A reminder appears in the Prescription Composer when you either enter a new fill or refill a synchronized prescription for a participating patient.



If a patient varies their medication adherence, you can temporarily adjust their schedule by overriding the next fill due date. Doing so doesn't change the overall synchronization schedule or automatic refill settings for that patient. If you delete the date for a prescription enrolled in Auto Refill, doing so turns the automatic refills off for that prescription.



There might be situations in which a patient enrolled in Med Sync has at least one prescription with a synchronization schedule that no longer matches its next fill due date. To find these patients so that you can adjust their schedules, run the **RxAmb Expected MedSync Refills** Reporting Workbench report in Hyperspace.



For more information on running Reporting Workbench reports, refer to the [Run reports from the My Reports activity](#) topic.