EPIC TRAINING

Review Electronic Prescriptions
Quick Start Guide

HOUSTON
Methodist®
LEADING MEDICINE

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Review work queues

To see a list of all patients with prescriptions that need to be addressed, click **Work Queue** at the top of the Pharmacy Dashboard. This general queue is useful for prioritizing all your work, while the twelve standard queues on the Pharmacy Dashboard can help you find prescriptions that require a specific follow-up action.

By default, prescriptions are sorted by priority. Patients waiting at the pharmacy have the highest priority (longest wait first) and then priority is assigned by due time for the prescription. The required follow-up and number of prescriptions appear in the **Reason** column for each patient.

- Click ⊙ next to a patient's name for an expanded view, which includes prescriptions to address.
- To begin working with a patient's prescriptions, double-click their name.

Review new electronic orders

Understand flags

Prescriptions with flags need some sort of follow-up. Prescriptions are grouped into work queues based on what kind of flags they have.

- Blocking flags stop prescriptions from moving to the next stage of filling. The status at which a given flag blocks the fill from advancing to the next stage of filling is configurable from flag to flag.
- Non-blocking flags should be resolved before the fill is sold, but they don't prevent a prescription from advancing to the next stage of filling.

Most flags are applied automatically. These flags alert you and other pharmacy staff that information is missing or that your review is needed.

Review new prescriptions from Hyperspace

Prescriptions entered in EpicCare appear on a patient's **Flagged Prescriptions** tab with a First Fill Review flag. Because this flag is a blocking flag, the prescriptions won't move to the next step of the filling process until you review them.

Review details of a prescription

The following are important elements of the **Rx Management** activity:

1. **Work Request:** Like a basket in the paper world, a work request keeps all of the prescriptions for a patient in one convenient bundle. All of the prescriptions in a work request move through statuses together.

> **!** If one prescription in a work request has a blocking flag, all of the prescriptions in that work request stay at that status until the flag is removed. The status at which prescriptions are blocked is configurable at both the pharmacy level and for individual flags. If you want to split a work request so that you can continue processing prescriptions that aren't blocked, refer to the [Move prescriptions to a separate work request](#) topic below.

> **!** The sig appears automatically for prescriptions from Surescripts, but discrete dose and frequency should be entered manually to ensure accurate dose warning information.

1. **Discrete dose, route, and frequency fields:** Prescription details are entered here and automatically combined to generate the sig. If you edit the discrete values, the sig changes to match.
2. **Dose warning bars:** These bars visually represent the standard single and daily dose ranges for the medication, and the black arrow indicates the current dose.
3. **Edit button:** If you need to edit prescription details, click ✏ in the right corner of the Provider Prescribed section.
4. **Information button:** To find the authorizing provider's contact information, click ⓘ.
5. **Rx serial #:** If your state requires that you specify serial numbers for controlled substances or other types of medication, enter the serial number for the medication here.
6. **Charging information:** The patient's insurance coverages appear here along with the cash price and acquisition cost for each med.

> **ⓘ** Some fields that appear gray are still editable. Simply click in them and start typing.

> **ⓘ** If a button is unavailable to you anywhere in Willow Ambulatory, hold your mouse over it to see a tooltip that explains why. You can also look for a tooltip anywhere you see ❓.

Decide whether to fill the prescription

After you've reviewed the prescription details, determine how to proceed.

1. To continue filling a Hyperspace prescription, click **Review**.

> ❗ When you discontinue prescriptions in Willow Ambulatory, they are also discontinued in Hyperspace. Discontinue a prescription only if you are sure the patient should never take the medication.

2. To cancel filling a prescription without discontinuing it, click **Cancel Fill**.

Review medication warnings

When you accept a prescription, the **Interactions** window appears if there are any medication warnings. You can choose to either add a flag or override all warnings.

See adjudication information

After you resolve any medication warnings, you can review the patient charge and cash price in the **Payment Summary** window. If adjudication was successful, click **Ok**.

> 📄 If adjudication failed, refer to **Manage Adjudication Errors** for information about how to correct the error.

Distinguish between views

Flagged Prescription View

If you open a patient's chart from a work queue, the chart opens in the Flagged Prescriptions view. This view helps you focus on the issues that need to be addressed.

In this view, the **Flagged Prescriptions** tab appears instead of the 💊 **Rx Management** tab, and the work request appears as a row at the top of the screen. If you need to create a second work request or enter another prescription, you must close this view and open the Front Counter view.

Front Counter View

If you open a patient's chart from the Front Counter, it opens in the Front Counter view. In this view, you can easily enter prescriptions, allergies, demographics, and other information that needs to be recorded for new patients. The **Patient** tab is selected, and the work request appears at the bottom with an 🔹 icon.

This section is just a different representation of the work request that appears in the **Flagged Prescriptions** view. To review flagged prescriptions from this view, click the link next to the flag.

Review a patient's chart

Select the **Chart Review** tab to access detailed information from the patient's chart, including encounters, notes, and labs. There are some options that you'll have to access Chart Review from Hyperspace to see, such as:

1. Unreconciled external data from Care Everywhere.
2. Activity buttons and report links that jump to activities that aren't in Willow Ambulatory.
3. Links to reports that open in their own window.

Alternately, select the **SnapShot** tab to see the patient's recent visits, problem list, allergies, and current medications. More detailed reports are linked from this tab.

1. To see more information about an encounter, click its date.
2. To see more information about a medication, click its name.

Review a patient's prescription history

1. Select the **Med Profile** tab and choose which set of medications to review.
   a. **Recent Rx profile** shows prescriptions fillable at your pharmacy within the last six months.
   b. **Entire Rx profile** shows all prescriptions that have ever been fillable within the system pharmacies.
   c. **Medical record** shows all medications on record for this patient, including the full inpatient medication history.
2. Select the prescription you want to review and click **Prescription History** to see information on it, including how the prescription was entered into the system, when it was dispensed, and which pharmacist processed it.

> ⓘ To see more information about a specific fill, click its link. Within a fill report, you can click the links under Claim Adjudication History to see adjudication history.

Change the due time for a work request

Record a due time for work requests to help other pharmacy staff prioritize their work. The due time, waiting customer information, and comments appear in work queues for all pharmacy staff.

1. If you're in the Flagged Prescriptions view, open the Edit Work Request window. If you're in the Front Counter view, select the 🔴 **Rx Management** tab.
2. Enter the date and time when the prescriptions must be ready.

> ℹ️ Click **-1 hr** or **+1 hr** to quickly change the due time.

1. Indicate whether the customer is waiting. The work request icon changes from blue to red, "Waiting" is added to the due time, and the Ready at fields disappear.

> ❗ Enter any comments about the work request. Information you enter here appears in the **Comments** work queue column. Use comments to communicate with other pharmacy staff about the work request and remember to update it regularly.

Move prescriptions to a separate work request

If one script needs to stay at a certain status while the others are ready to move on, you can separate the scripts into different work requests.

1. Verify that the patient's chart is open in Front Counter view. If necessary, close the chart and reopen it from the Front Counter.
2. In the Work Requests section at the bottom of the screen, click **Move Fills…**.
3. Select a script to add it to a new work request.
4. Indicate that the patient is waiting and enter a pickup time and any comments about the script.
5. Click **Accept**. The scripts are separated into two work requests, and scripts without blocking flags move to the next stage of filling.

> ℹ️ If you ever need to reprint a ticket, open the work request and click 🖨️.

Look up an order by prescription number

If you need to find an order but know only the prescription number, you can look that order up in the system using Chart Search.

1. Log in to Hyperspace.
2. Using the "rx." mnemonic, enter the prescription number in Chart Search to open the corresponding order. For example, to open the order associated with prescription **ABC-12345**, enter **rx.ABC-12345**.