EPIC TRAINING

Verify and Dispense Prescriptions
Quick Start Guide

HOUSTON
Methodist®
LEADING MEDICINE

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Complete pharmacist verification

1. Open the Ready to Verify work queue, and access prescription details one of the following ways.
   a. Scan the prescription label.
   b. Double-click a patient's row to open the chart, and then select a prescription under Work Requests.
2. Verify that the prescription matches the dispensed product.
3. To indicate that the dispensed product is correct, do one of the following:
   a. Scan the manufacturer barcode.
   b. Select the **Fill Verified** check box.
4. When you've reviewed all the prescriptions:
   a. Click **Accept** to close the patient's chart.
   b. If you're using a scanner, the patient's chart closes automatically.
5. The prescription status changes to **Ready to Dispense** and you can now process the sale.

ⓘ	If you need to send a fill back to the technician during verification to have a correction made, you can click **Reject Fill** and enter comments about what needs to be corrected. The system then puts the fill in the relevant work queue with a status of Rejected Fill, where a technician can see it and make the corrections as needed to get the fill back on track. A similar workflow can also be followed during clinical review. In that scenario, you would click **Request Revision** and enter the applicable comments. The system then sends the fill, now with the **Prescription Revision Needed flag** attached, to the relevant work queue for the technician to see and correct.

ⓘ	If you're filling a prescription in addition to verifying that fill, click the **Fill and Verify** button in the work request to mark the fill as both filled and verified.

Reprint a label

1. Select the **Med Profile** tab and select a prescription to reprint.
2. Click **Reprint** and then print the label.

Reroute a printer

If a printer is jammed, out of labels, or in need of a new ribbon, you might need to reroute labels to a working printer. Reroute labels only to a printer that can support the type of labels printed on the original printer.

1. Go to **Epic button > Tools > Printer Rerouting**.
2. Click **Add.**
3. In the **Rerouted printer** field, select the malfunctioning printer.
4. In the **Covering printer** field, select the replacement printer.
5. Click **OK,** and then accept the change.
6. When the malfunctioning printer is fixed, return to the Printer Rerouting window and delete the row for that printer. The rerouted labels are sent back to their original destination printer.