Refilling a Medication
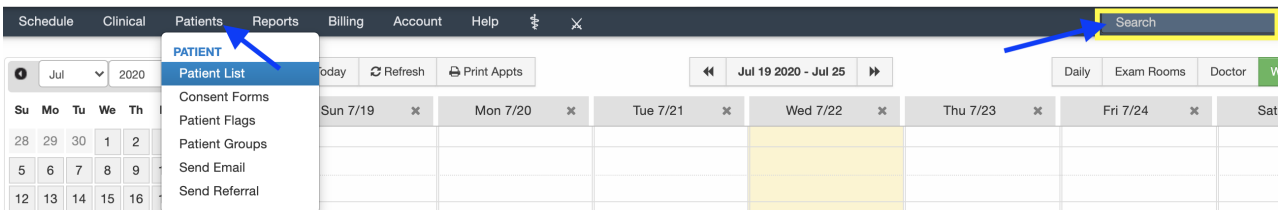
07/24/2024 7:50 pm EDT

There are two types of refills: via the medication list and refill requests from a pharmacy. Each method has its own process and we'll go over how to access each.

Refills via the Patient's Medication List

1. To create a refill via a new prescription, first, you need to access a patient's chart (**Patients** > **Patient List** or **Search**).

2. Once in the chart, select **Medication List** from the left-hand navigation bar. This will bring you to the patient's medication list.

Note: Before sending a prescription, please ensure you have the patient's complete address, date of birth, and gender recorded in the patient's chart.

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3. Check the box(es) next to the medication(s) you would like to refill and click **Resend Selected Medications**.

4. The prescription information will populate the fields on the New Prescription screen. You can make any changes if needed. Atfer choosing the pharmacy, click **Preview Prescription** at the bottom of the page.

5. After you hit Preview Prescription', you'll be brought to a confirmation page. Here, verify the information on the prescription, check the drug interactions, then hit **Send Prescription** in the upper right-hand corner. Your prescription will be sent to the pharmacy and your patient will be able to pick up the new medication.

Refill Requests from the Pharmacy

When the patient contacts the pharmacy to refill the meds and there are no refills left, the pharmacy will contact you through a refill request displayed in the message center.

To access your eRx requests, select the **Message Center** (

) from your DrChrono navigation bar.

Note: Your patient's pharmacy must be connected via Surescripts in order to deliver eRx requests.

Your **eRx Requests** will be listed on your left-hand messages navigation. Select **eRx Requests**, then you'll see a list of the requests the DrChrono EHR has received from the pharmacy.
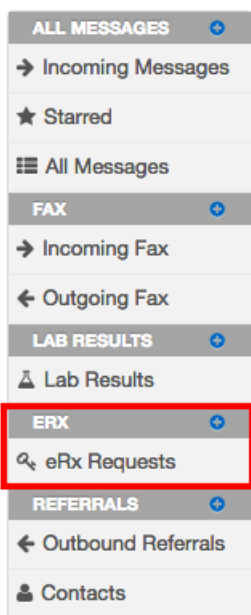
Click on the prescription to see the info.

		From	Title	Assigned to	Assigned by	Workflow	Created	▼ Updated
☐	☆	OSCO PHARMACY	RefillRequest for			Open	March 22, 2017, 3:07 p.m.	March 22, 2017, 3:07 p.m.

On each eRx request, you'll be able to approve, deny or make changes. For more detailed information see our article here.

♣ New eRx Renewal Request for Zachary

From: Shollenberger Pharmacy   **Tuesday, March 22, 2022 4:58 PM**

Request Log

Original request: received on March 22, 2022 4:58 PM

Pharmacy Details

Pharmacy Name: Shollenberger Pharmacy
Address: 2002 S. McDowell Blvd Ext, Petaluma, CA 94954
Phone:

Patient Details   [View Patient Info]

Name: Zachary
Sex: M
Date of Birth: 2010-12-01
Address:
Phone: *Not available on prescription*

Prescriber Details

Prescriber Name:
Address: 2222, EPCS Lane, Irvine, CA 92618
Phone:

Weight: 62.00 LBS recorded on 24 day(s) ago
Height: 4'3" recorded on 24 day(s) ago
Last Appointment Date:
Upcoming Appointment Date: 2022-02-26

Weight: 62.00 LBS recorded on 24 day(s) ago
Height: 4'3" recorded on 24 day(s) ago
Last Appointment Date:
Upcoming Appointment Date: 2022-02-26

Medication Prescribed Details

Drug Description: tamoxifen 10 mg oral tablet
Quantity Unit of Measure: Tablet
Quantity Value: 2
SIG: Use as directed every 6 hours
Days Supply: None
Substitutions: Allowed
Effective Date:
Date Prescribed: 2022-03-22
Number of Refills Prescribed: 0
Note: TEST FOR AUDIT, PLEAE NOT PRESCRIBE

Medication Dispensed Details

Drug Description: tamoxifen 10 mg oral tablet
Quantity Unit of Measure: Tablet
Quantity Value: 2
SIG: Use as directed every 6 hours
Days Supply: None
Substitutions: Allowed
Effective Date:
Date Requested: 2022-03-22
Note: TEST FOR AUDIT, PLEAE NOT PRESCRIBE

Renewal Request Details

Total Fills Requested: 2
Note from Pharmacy: TEST FOR AUDIT, PLEAE NOT PRESCRIBE

Your Response

Response
- ◉ Approve
- ○ Replace
- ○ Deny

Total Fills
[2]

Your Response

Response
- ◉ Approve
- ○ Replace
- ○ Deny

Total Fills
[2]

Note for Pharmacy
[   ]
0 / 70

Note for Pharmacy
[   ]
0 / 70

☑ Update Patient Medications

[Approve]