# **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**).

So	chedu	ıle	Clir	nical	Patients Reports	Billin	g Accour	t Help	\$ X							Search	
0	Ju	1	<b>v</b> 2	2020	PATIENT Patient List	oday	2 Refresh	🔒 Print Appts			*	Jul 19 2020 - Jul 25	₩		Daily	Exam Rooms	Doctor V
Su	Мо	Tu	We	Th	Consent Forms Patient Flags	Sun 7.	(19 <b>x</b>	Mon 7/20	) ×	Tue 7/21	×	Wed 7/22	х	Thu 7/23 🛛 🛪		Fri 7/24	sat
28	29	30	1	2	Patient Groups												
5	6	7	8	9 .	Send Email												
12	13	14	15	16	Send Referral												

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

Demographics		Chart ID:			Primary Provider:		K Parker, MD	New Referral				
ppointments		Phone:	<u>(555) 555-1234</u>				Date Added:		Apr. 14, 2023	Apple Health Ap		Data
		Email:	jenny.adele.harris@	gmail.com		Last		Scheduled Appt:	Apr. 14, 2023	(		
linical Dashboard	🖶 🖨 🏧	Address:	123 Example Stree	t, Sample C	ity, 55555 (	Z	Next	Scheduled Appt:	Apr. 14, 2023			
ocuments												
ligibility	CDS: Adult Im	munization Schedule Ac	ac: 27-49									
asks O	ODS. Adult III	intunization Schedule Ag	ge. 27-49									
151.5												
-	Flags: None											
	Flags: None											
Problem List 3	Flags: None Active Medica	ation Orders								+ Add Medication	Ð	Print
roblem List 3 ledication List 6 end eRx	-	ation Orders		Rxnorm	Dispense	Refills	SIG (	Order Type	Date ↑	+ Add Medication	Ð	Print
oblem List 3 edication List 5 end eRx lergy List 3	Active Medica			<b>Rxnorm</b> 667448	Dispense	Refills	SIG (	Order Type				
edication List 5 end eRx lergy List 4	Active Medica	apsule			Dispense	Refills	SIG 0	Order Type	Date î	Updated		
roblem List 3 tedication List 5 end eRx llergy List 4 rug Interactions 1	Active Medica Medication Cranberry or al ca	apsule înh nasal spray		667448	Dispense	Refills	SIG	Order Type	Date↑ 04/14/2023+	Updated 04/14/2023	0	1
Aroblem List 3 Addication List 5 eend eRx Jllergy List 4	Active Medica Medication Cranberry oral co Fionase 50 mcg/ Mirena 52 mg int	apsule înh nasal spray	nded release	667448 1797933	<b>Dispense</b> 30.000	Refills 2		Order Type	Date 1 04/14/2023+ 04/14/2023+	Updated 04/14/2023 04/14/2023	0	1

**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.

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

Medication List	5	Active Medication Orders							+ Add Medication	A Print List
Send eRx		Active Medication Orders								
Allergy List	4	Medication	Rxnorm	Dispense	Refills	SIG	Order Type	Date ↑	Updated	
Thorgy List	-	Cranberry oral capsule	667448					04/14/2023+	04/14/2023	0 🖉 💼
Drug Interactions	0	Flonase 50 mcg/inh nasal spray	1797933					04/14/2023+	04/14/2023	3
CQMs		Mirena 52 mg intrauterine device	807283					04/14/2023+	04/14/2023	0 🖉 💼
Intake Data		ZyrTEC-D 5 mg-120 mg oral tablet, extended release	1014583	30.000	2		Electronic eRx Sent	03/05/2013 - 04/01/2013	04/14/2023	3
Intake Data		12 Hour Nasal	1000990	20.000			Electronic eRx Sent	02/21/2013 - 05/20/2013	04/14/2023	3
Lab Orders										
Immunizations		Re-send Selected Medications Archive Selected Medica	ations							

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.

Medication 1	Benefits X	
Type* Medication Compound Supply	Display Benefits Alternatives Copay Coverage	
Medication*	To get prescription benefits, please check errors below:	
Cranberry oral capsule	prescriber: DoesNotExist: Prescriber matching query does not exist.	
N/A: U Generic OTC		
SIG*  Effective Date		
✿         1x/ day         06/25/2024	Prior Authorization:	
7 / 1000		
Dispense* Dispense Unit* DAW Days Supply Refills	Initiate Standard Request Initiate Urgent Request	
T Capsule V Yes No 30 0		
Diagnosis Codes		
Patient Diagnosis Codes		
Patient Diagnosis Codes		
Add to Favorites Add to Medication List I		
Notes to Pharmacist		
* Please do not enter SIG, Effective Date, Drug Name, Strength, Quantity or Dispense Unit in this field.		
Select Pharmacy 2		
•		
Name / Location / Phone / NCPDP ID 🤤 Q Show Favorites Patient's Preferred		Mail Order Retail Other < 5 mile(s) -
Mission Community Pharmacy		Add to Your Favorite Pharmacies
		Add to Patient's Preferred Pharmacies
♀ 161 Main St. , Mission, SD 57555 ↓ +1.605.856.2120		
Fax: +1.605.856.2149		
Retail		

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.

Edit Prescription     Start over	Print Prescription						
Prescription Summary							
One Supervisor	SAFEWAY #25-0705						
<ul> <li>DEA Number: AP9010001</li> <li>Clinic One 90001 1ST AVE, Washington, DC, 20000</li> <li>503-906-6300</li> <li>Date written (UTC): 09/23/2016</li> </ul>	<ul> <li>♀ 570 SHORELINE BLVD. MOUNTAIN VIEW, CA 94043</li> <li>♥ +1.650.961.4851</li> <li>■ Fax: +1.650.961.5273</li> <li>③ Retail</li> </ul>						

# Drug-Drug & Drug-Allergy Interactions

Risk	Severity	Drug 1	Drug 2	Interaction Summary
			<ul> <li>No drug interactions found</li> </ul>	

# Medication List

1 Claritin 10 mg oral tablet				
2 milligram(s) oral every 7 days as needed	Dispense: 1	PUC: Tablet	DaW: No	Refills: 0
Notes to Pharmacist:				

# **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

#### Medication Prescribed Details

Drug Description: tamoxifen 10 mg oral tablet Quantity Unit of Measure: Tablet Quantity Value: 2 SIQ: 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

**Renewal Request Details** 

# Height: 4'3" recorded on 24 day(s) ago Last Appointment Date: Upcoming Appointment Date: 2022-02-26 Medication Dispensed Details

Weight: 62.00 LBS recorded on 24 day(s) a

Address: 2222, EPCS Lane, Irvine, CA 92618

Prescriber Details

Prescriber Name:

Phone:

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

#### Your Response

Response Approve Replace ODeny

#### Total Fills

2



### 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