

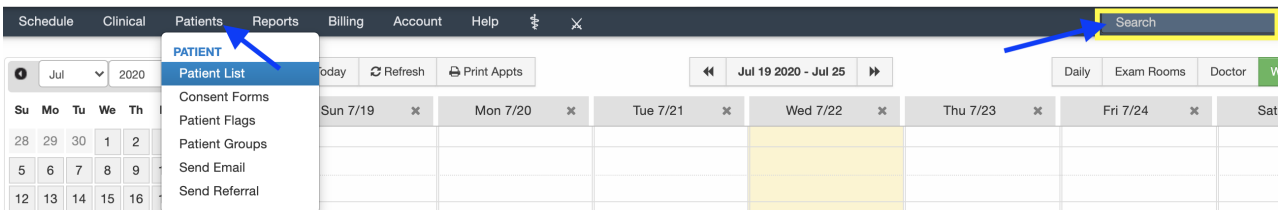
Refilling a Medication

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.

The screenshot shows a patient's chart for Jenny (Jen) Harris. The left-hand navigation bar has 'Medication List' selected. The main content area shows patient demographics, contact information, and a table of Active Medication Orders.

Active Medication Orders

<input type="checkbox"/>	Medication	Rxnorm	Dispense	Refills	SIG	Order Type	Date ↑	Updated	
<input type="checkbox"/>	Cranberry oral capsule	667448					04/14/2023+	04/14/2023	i edit trash
<input type="checkbox"/>	Flonase 50 mcg/inh nasal spray	1797933					04/14/2023+	04/14/2023	i edit trash
<input type="checkbox"/>	Mirena 52 mg intrauterine device	807283					04/14/2023+	04/14/2023	i edit trash
<input type="checkbox"/>	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	i edit trash
<input type="checkbox"/>	12 Hour Nasal	1000990	20.000			Electronic eRx Sent	02/21/2013 - 05/20/2013	04/14/2023	i edit trash

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**.

The screenshot shows the same medication list as above, but with the checkbox next to 'Cranberry oral capsule' checked. A red arrow points to this checkbox. Another red arrow points to the 'Resend Selected Medications' button at the bottom of the list.

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

The screenshot shows the 'Medication' and 'Benefits' panels. The 'Medication' panel includes fields for medication name (Cranberry oral capsule), SIG (1x/day), effective date (06/25/2024), quantity (7), and dispense unit (Capsule). The 'Benefits' panel shows a message: 'To get prescription benefits, please check errors below: prescriber: DoesNotExist: Prescriber matching query does not exist.' Below these panels is the 'Select Pharmacy' section with a search bar and a list of pharmacies. 'Mission Community Pharmacy' is selected. At the bottom right, a 'Preview Prescription' button is highlighted with a red arrow and the number 3.

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.

A horizontal bar containing five buttons: 'Edit Prescription' (blue), 'Start over' (blue), 'Print Prescription' (grey), 'Fax Prescription' (grey), and 'Send Prescription' (green).

Prescription Summary

<p>One Supervisor</p> <ul style="list-style-type: none"> DEA Number: AP9010001 Clinic One 90001 1ST AVE, Washington, DC, 20000 503-906-6300 Date written (UTC): 09/23/2016 	<p>SAFEWAY #25-0705</p> <ul style="list-style-type: none"> 570 SHORELINE BLVD. MOUNTAIN VIEW, CA 94043 +1.650.961.4851 Fax: +1.650.961.5273 Retail
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Drug-Drug & Drug-Allergy Interactions


Risk	Severity	Drug 1	Drug 2	Interaction Summary
<p>✓ No drug interactions found</p>				

Medication List

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

Refill Requests from the Pharmacy

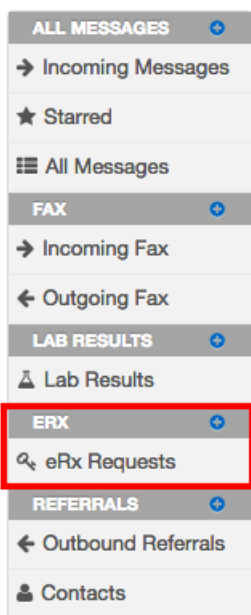
When the patient contacts the pharmacy to refill the meds and there are no refills left, the pharmacy will contact you through a refill request displayed in the message center.

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.

<input type="checkbox"/>	From	Title	Assigned to	Assigned by	Workflow	Created	Updated
<input type="checkbox"/>	 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, PLEASE 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, PLEASE NOT PRESCRIBE

Your Response

Response

- Approve
- Replace
- Deny

Total Fills

2

Renewal Request Details

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

Your Response

- Approve
- Replace
- Deny

Total Fills

2

Note for Pharmacy

0 / 70

Update Patient Medications

Approve

Note for Pharmacy

0 / 70