Controlled Substance Refill Requests

07/24/2024 1:20 pm EDT

Controlled substance refill requests sent by pharmacies can be found in your message center (

) in the upper right corner of your DrChrono account.

In the request, you will have the ability to **Replace** or **Deny** the prescription. By default, **Deny** will always be selected when the request is generated in the message center. Height, weight, and recent appointment information will also be included in the request.

Note: Height and weight will be included in the prescription to the pharmacy. However, they are not required. This information can be entered in the **System Vitals** section of the appointment. DrChrono pulls the latest measurements to include in the prescription.

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.

To deny the request, select **Deny,** enter the **Denial Reason** (required) and click **Deny**.

Renewal Request Details

Number of Refills Requested: 1

Note from Pharmacy: Instruct the patient or caregiver on the appropriate administration instructions

Your Response

This medication is a controlled substance. You can only replace with a new eRx or deny it.

Response
○ Replace with new eRx
◉ Deny

Denial Reason

Denial Reason

Deny

To send the replacement prescription, select the **Replace with new eRx** button. Fill in the prescription information and click **Preview Prescription**.

Your Response

This medication is a controlled substance. You can only replace with a new eRx or deny it.

Response
- ● Replace with new eRx
- ○ Deny

Medication

Favorite medications ⌄ ✕

Type* [Medication] [Compound] [Supply]

Medication* ⚠ Controlled Substance Level 2

Cotempla XR-ODT 17.3 mg oral tablet, disintegrating, extended release ⬇

[N/A: U] [Brand] [RX]

SIG* ⓘ **Effective Date**

⚙ Place one whole tablet on the tongue and allow it to disintegrate

109 / 140

Dispense*	Dispense Unit*	DAW	Total Fills
▦ 32	Tablet ⌄	Yes / **No**	1

☐ Add to Favorites   ☑ Add to Medication List ⓘ

Notes to Pharmacist
* Please do not enter SIG, Effective Date, Drug Name, Strength, Quantity or Dispense Unit in this field.

Instruct the patient or caregiver on the appropriate administration instructions

[Patient's Prescriptions]

[Preview Prescription]

Note: When processing a controlled substance refill request, there are no options for refills. Instead, there is a **Total Fills** box. The **Total Fills** box will automatically fill to 1 for level 1 and 2 controlled substances. The **Effective Date** must be the current date or a date in the future. Clicking on **Patient's Prescription** will take to the **Outgoing Prescription Report** for the patient.

Next, check the **Ready to sign** box and click **Send Prescription**.

[Send Prescription]

☐ Ready to sign

Drug-Drug & Drug-Allergy Interactions

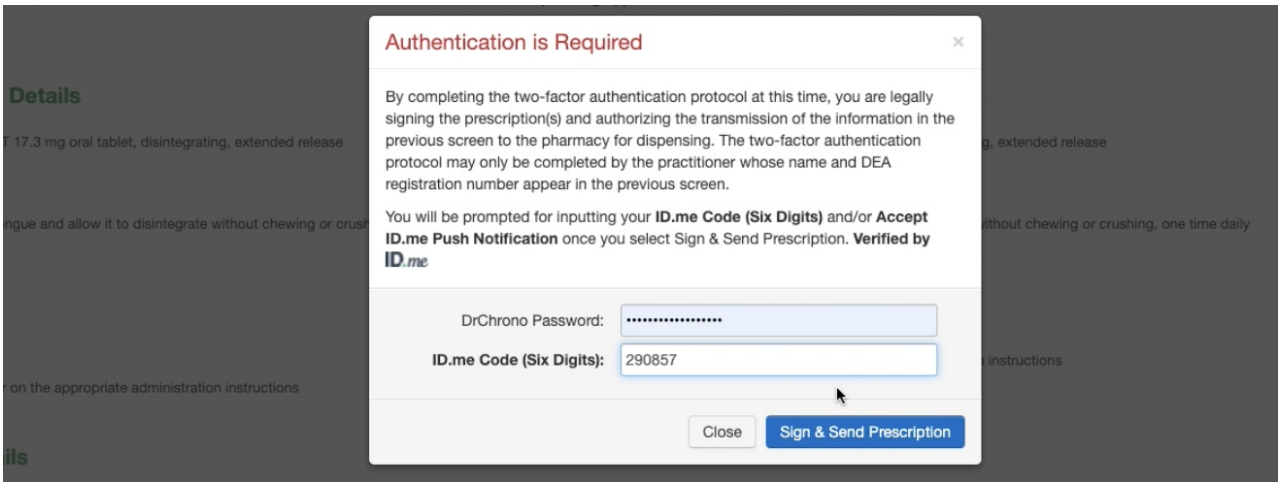| Risk	Severity	Drug 1	Drug 2	Interaction Summary
				✔ No drug interactions found

Medication List

● Cotempla XR-ODT 17.3 mg oral tablet, disintegrating, extended release (CS Level 2)   ☐ Ready to sign

Place one whole tablet on the tongue and allow it to disintegrate without chewing or crushing, one time daily   Dispense: 30   Effective Date: PUC: Tablet   DaW: No   Refills: 1

Notes to Pharmacist: TEST FOR AUDIT, PLEAE NOT PRESCRIBE

[Send Prescription] [Edit Prescription]

You will be prompted to validate the prescription with two-factor authentication. Enter your DrChrono password and the code sent to your device and click **Sign & Send Prescription**.

Authentication is Required ✕

By completing the two-factor authentication protocol at this time, you are legally signing the prescription(s) and authorizing the transmission of the information in the previous screen to the pharmacy for dispensing. The two-factor authentication protocol may only be completed by the practitioner whose name and DEA registration number appear in the previous screen.

You will be prompted for inputting your **ID.me Code (Six Digits)** and/or **Accept ID.me Push Notification** once you select Sign & Send Prescription. **Verified by ID.me**

DrChrono Password: ••••••••••••••••

ID.me Code (Six Digits): 290857

Close   **Sign & Send Prescription**

Once the prescription is sent the refill request message will be archived.

Response sent successfully. Message will be archived.

OK
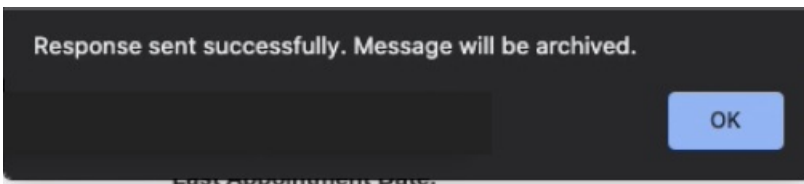
Upcoming Appointment Date: 2021-08-02

Medication Dispensed Details

Drug Description: Cotempla XR-ODT 17.3 mg oral tablet, dis

Quantity Unit of Measure: Tablet

Quantity Value: 30

SIG: Place one whole tablet on the tongue and allow it to disir

Days Supply: None

Substitutions: Not Allowed

Effective Date:

Date Requested: 2021-08-03

Note: Instruct the patient or caregiver on the appropriate adm

Within the patient's chart, you can view the **Renewals & Refill Requests**. The status will reflect the Replace or Deny actions. Clicking the envelope icon (

) will open the original refill request in the message center.

Status
Replace by Provider
Replace by Provider
No response

Renewal & Refill Requests

Date Received	Medication	SIG	Pharmacy	Status	Response Note
Aug 2, 2021	tamoxifen 10 mg oral tablet	Use as directed every 6 hours	Shollenberger Pharmacy	Replace by Provider	
Aug 2, 2021	Cotempla XR-ODT 17.3 mg oral tablet, disintegrating, extended release	Use as directed every 6 hours	Shollenberger Pharmacy	Replace by Provider	
Aug 2, 2021	Cotempla XR-ODT 17.3 mg oral tablet, disintegrating, extended release	Use as directed every 6 hours	Shollenberger Pharmacy	No response	

Pharmacies can also send follow-up refill requests.

Follow-up eRx Renewal Request for Zachary Delaplaine

From: Shollenberger Pharmacy   Wednesday, August 04, 2021 5:15 PM

Request Log

1st follow-up request: received on August 04, 2021 5:20 PM
Original request: received on August 04, 2021 5:15 PM