INTERNAL: How to Activate a Provider's eRx Feature Upon Registration

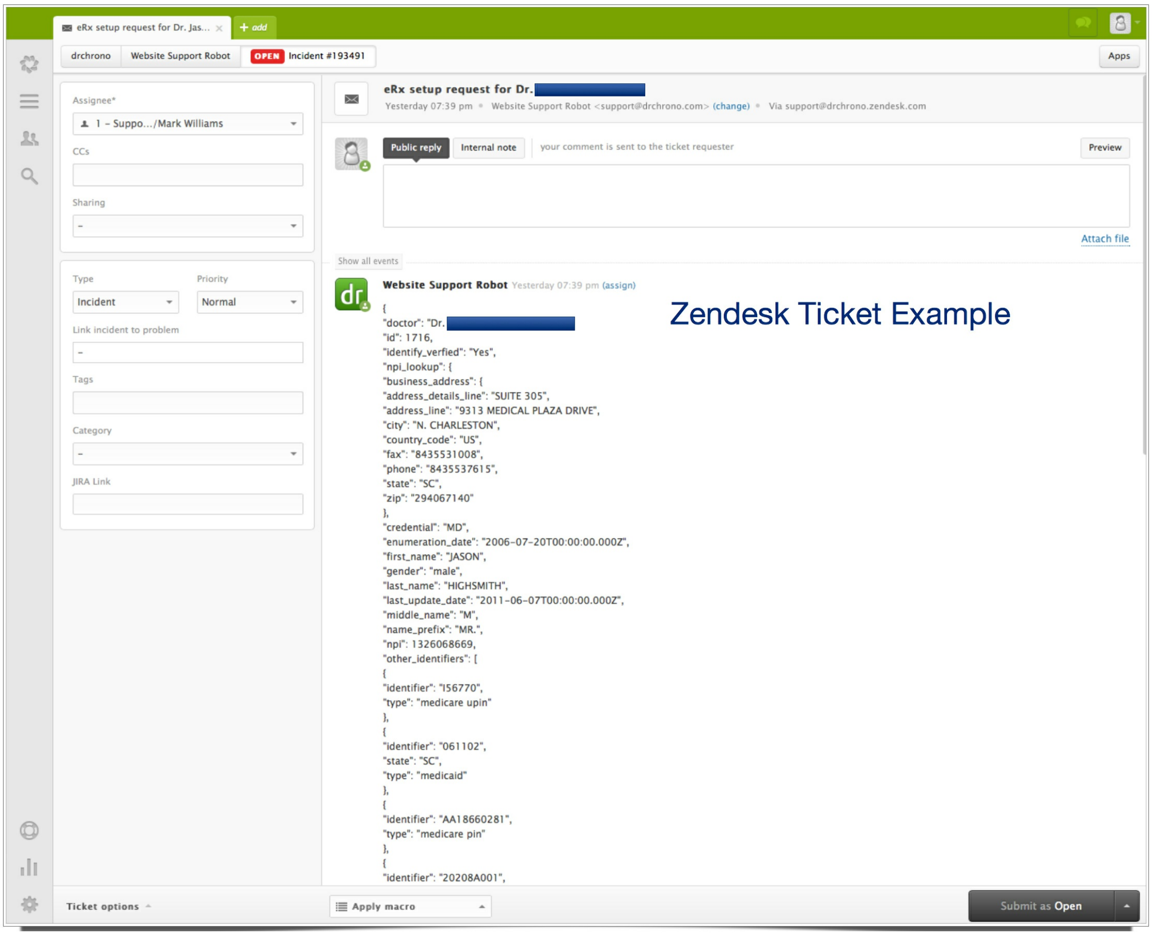
07/24/2024 5:50 pm EDT

Follow the steps below to learn how to activate a provider's eRx.

Please Note: The provider **must** first fill out the eRx information from within their account before this process can start. This is not something you can do for them. If you need help directing the provider with where to start click here.

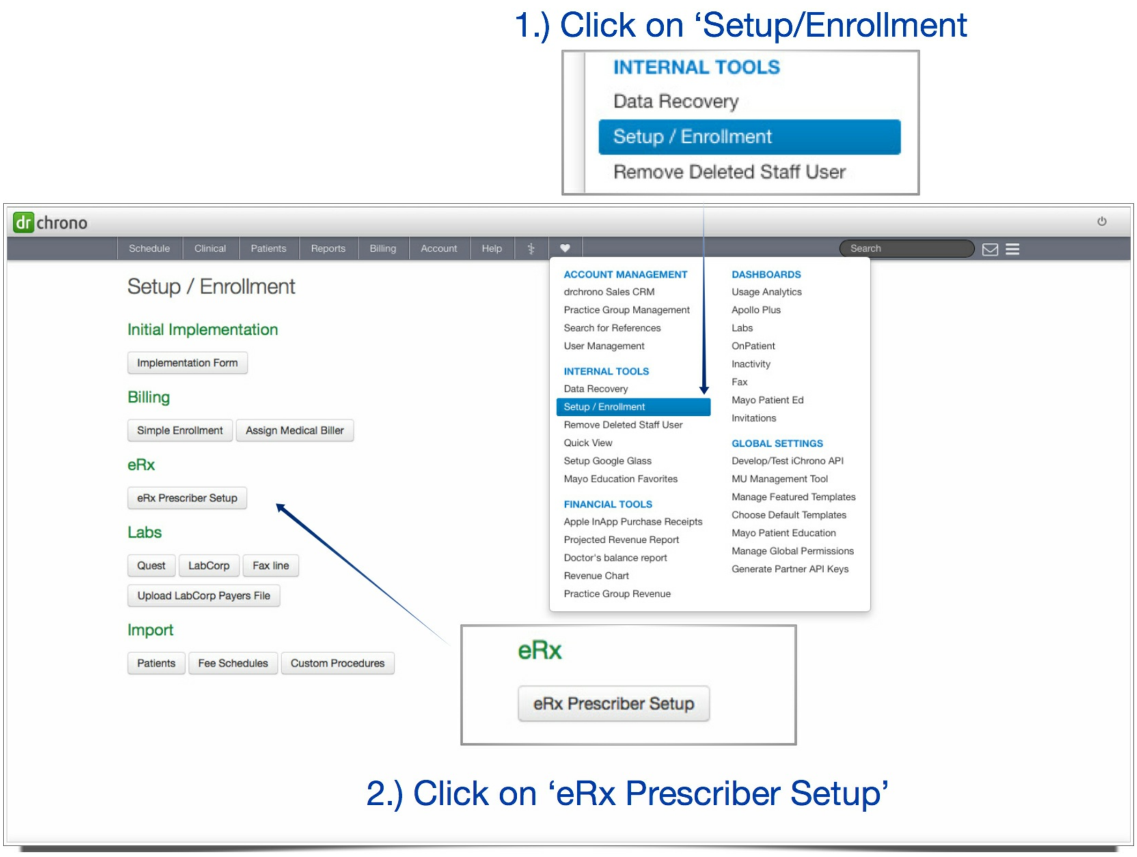
1.) Log in to both your DrChrono and Zendesk account.

2.) Once the doctor has filled out the required eRx info from their account an automated ticket will be created in Zendesk with the subject line **"ID.me eRx setup request for [Doctor's Name]"**



3.) Hover your cursor over the Swords icon in CRM and select "Setup/Enrollment" from the drop down list.

4.) Under the eRx section click on "eRx Prescriber Setup"



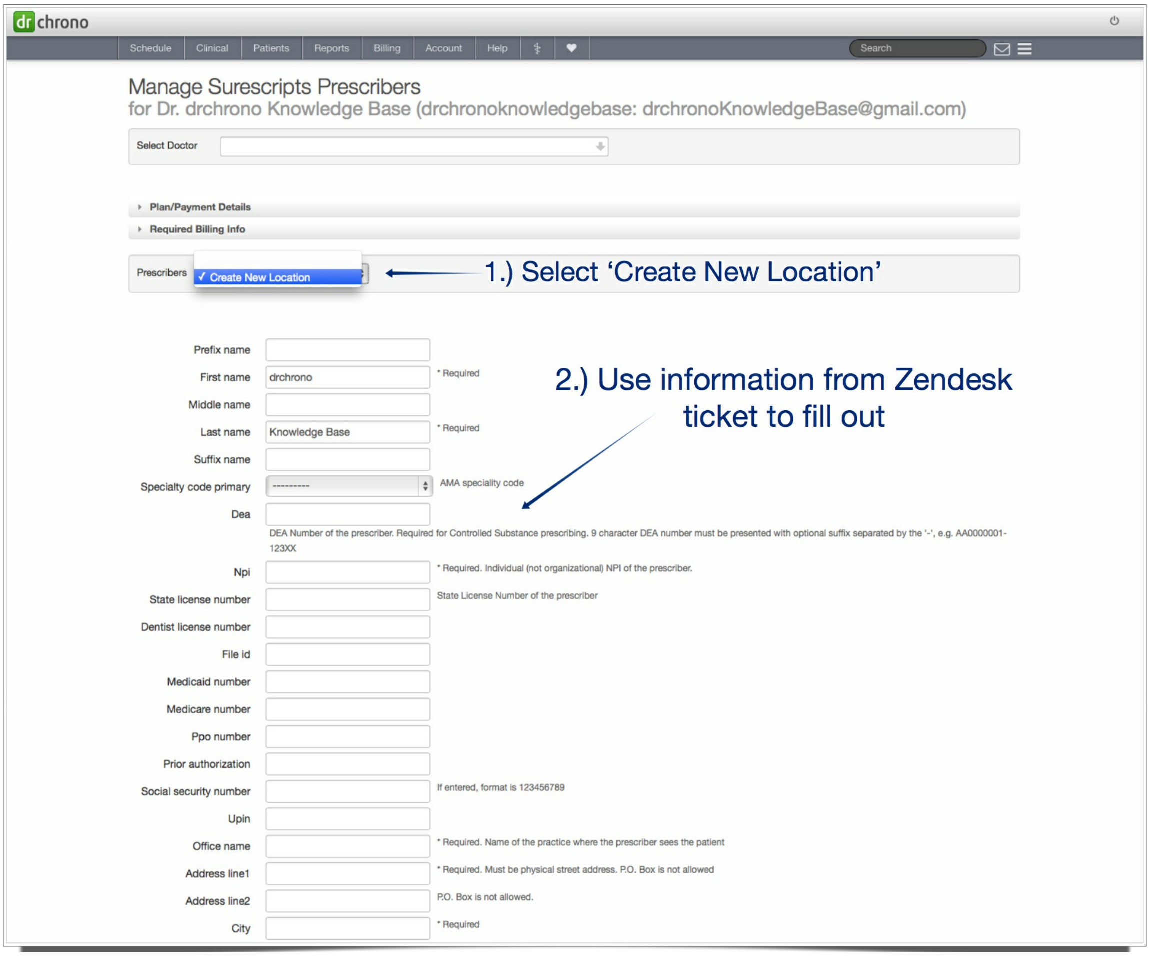
5.) Enter in the doctors name into the search field and choose from the drop down list.

6.) Click the "Prescribers" drop down > Choose "Create New Location' from the drop down list.

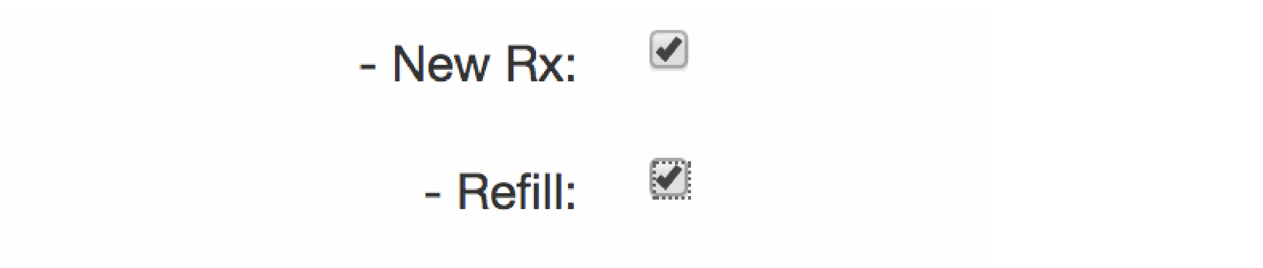
7.) Use the information from the Zendesk ticket to fill in all the given fields.

Please Note: You are required to verify the NPI # by clicking here. You **MUST** do this prior to saving the information.

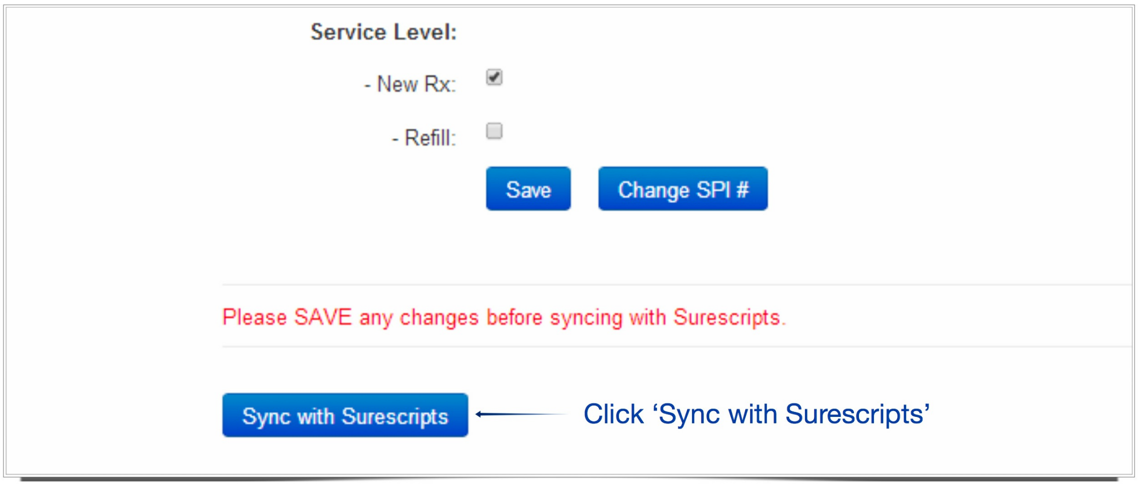
****When entering an Address there are no special characters allowed, or hyphens when entering in a phone/fax number.****



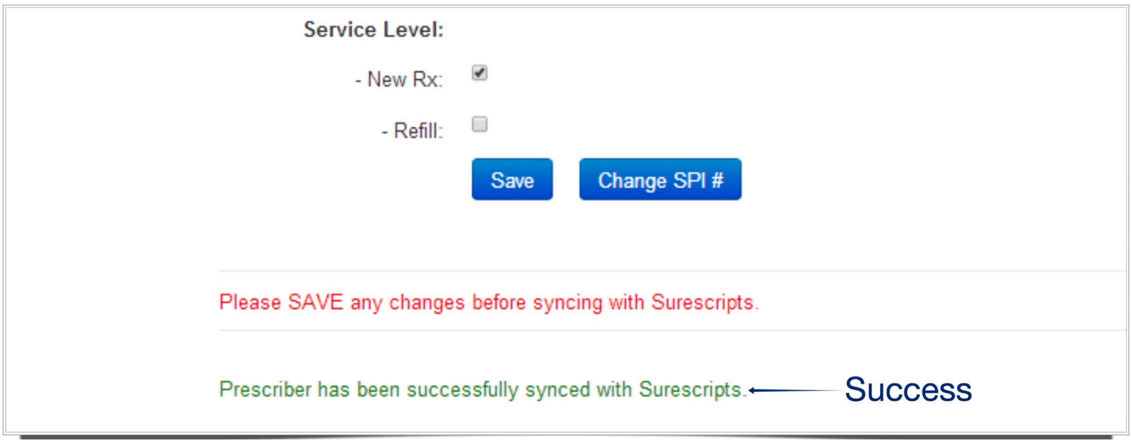
8.) At the bottom of the page check the box "New Rx" and "Refill" then click 'save'.



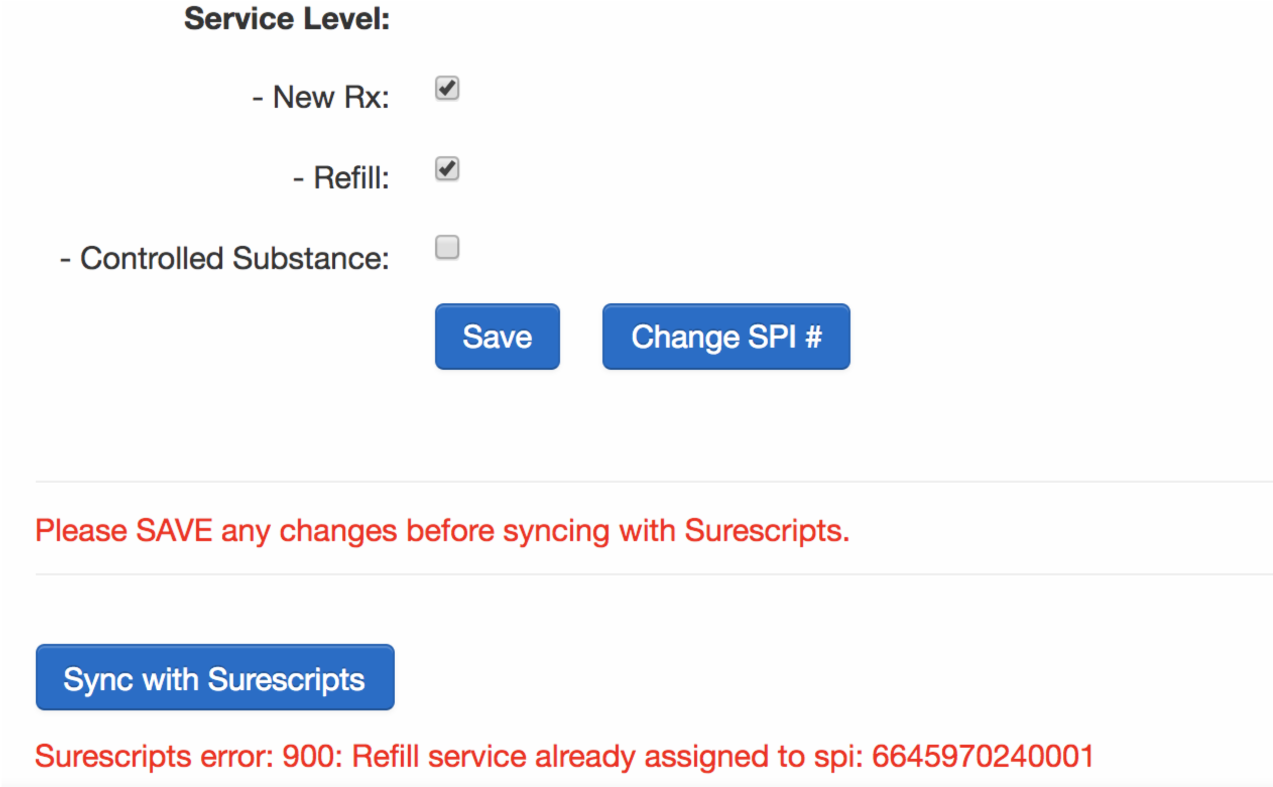
9.) Click the "Synchronize with Surescripts" button. If the information is incorrect, this option will not appear.



10.) A notification "Prescriber has been successfully synced with Surescripts" will appear.



11) Should you receive a SureScripts 900 error message please reach out to a customer support.



Customer Support workflow:

- Contact provider to verify if they want to maintain their e-prescribing relationship with their current vendor.
- If yes- please advise the provider that they will only be able to send NewRx from their DrChrono location, but they do have the option to receive faxed refills.
- If no -a ticket will need to be submitted to SureScripts to have the current location switched to DrChrono.