



How to Work with Prescription Module

- [Overview](#)
- Access [Prescription Module](#)
- [Prescribe](#) a New Medication
- [Manage Medications](#) (Current, Discontinued, Cancelled, Renewed)
- Handle [Renewal Requests](#) from Pharmacy
- Handle [Change Requests](#) from Pharmacy
- [Pending](#) Medications
- View [Rx History](#)
- Record [Allergies](#)
- [Favorite Medications](#) List
- Assign [Permissions](#)
- Prescriber [Configuration \(EPCS, PDMP\)](#)
- Avail [Prescription Benefits](#)
- [Reports](#)
- Access [Prescription Module \(Dashboard\)](#)
- [Glossary](#) - Familiarize yourself with Terminologies Used in Prescription Module

Proprietary Notice Information: This document provides information about the new features with the upcoming upgrade release. The content in this document is provided for informational purposes only, and the information herein is subject to change without notice. This document also does not guarantee the delivery of these new features in anyway whatsoever. While every effort has been made to ensure that the information contained within this document and the features and changes described are accurate, IHCS cannot and does not accept any liability for errors, or omissions arising from the use of this information.

Any questions regarding the release notes should be addressed to support@insynchcs.com or call 877-346-7962 for customer service.

OVERVIEW

[BACK](#)

InSync allows you to prescribe medications for patients visiting your practice. Using the prescription module, you can perform all the following workflows:

- Prescribe a New Medication
- Manage Current Medications
- Renew Medications
- Refill Medications
- Change Medications as Suggested by Pharmacy
- Cancel Rx
- Discontinue Medications
- View Rx History
- Record Allergies
- Avail Prescription Benefits
- Manage Admin Level Settings
- Assign Permissions based on the Roles
- Export Reports and Event Logs
- Prescribe EPCS (Electronic Prescription for Controlled Substance) Drugs

Each workflow and step by step details are explained in this document.

ACCESS PRESCRIPTION MODULE

[BACK](#)

The prescription module can be accessed from either the Facesheet or Encounter.

On the Facesheet, expand the Medications panel and click the ‘Prescribe’ button to access the Prescribe Medications screen.

Facesheet

WHITESIDE, KARA 10/11/1952 67 Yr (F)

Encounter Details (21 Encounter(s))

Medications Prescribe Manage

Date	Medication	Days	Qty
04/22/2020	Lisinopril 20mg Oral tablet	30	30 Tablet
04/16/2020	Discount Drug Mart On-the-Go Lancet 30G		1 as directed
04/16/2020	Disalcid 500mg Tablet		1 Tablet
04/15/2020	Disalcid 750mg Tablet		1 Tablet
04/15/2020	Disalcid 500mg Tablet		1 Tablet

Total Number of Records: 93

First < 1 2 3 > Last

When the encounter is in session, access the Medications/Allergies section, and click the ‘Prescribe’ button to access the Prescribe Medications screen.

Chief Complaints/HPI Problem List Vitals **Medications/Allergies** History ROS Immunizations Health Maintenance Results/Orders Queue Physical Exam Diagnosis Treatment P

Medications/Allergies

WHITESIDE, KARA 10/11/1952 67 Yr (F) 04/20/2020 12:14 PM John (Policy #: 5464313131)

Allergies

Medications

Medications Notes: Medications Notes Pankaj222

Active Discontinued Cancelled Review Medications not ordered Does not take Medications Prescribe Manage Reconcile

Prescribed Medication(s)

Prescribed on	Medication	Sig	Dispense	Refills	Prescriber
Record not found.					

Current Medication(s)

Prescribed on	Medication	Sig	Dispense	Refills	Prescriber
11/07/2019 07:32 AM	Liothyronine Sodium (T3), USP	1 Tablet as directed	1 Gram		Bhatt, Kandarp
10/21/2019 01:36 AM	Lisinopril 10mg Tablet	1 Tablet as directed	1 Tablet		Bhatt, Kandarp

You can also prescribe the medications from the Treatment Plan section. When the encounter is in session, access the Treatment Plan section, expand the Medications panel and click the 'Prescribe' button to access the Prescribe Medications screen.

** Note: Please ensure you have configured Medications section in Treatment Plan.*

On the Dashboard > eRx section, locate the Pending option. You will be able to see a list of pending medications. On the Pending Medications screen, click the Rx icon from the grid to transmit the medication.

The screenshot shows the 'Clinical Dashboard' interface. At the top, there are several navigation tabs: 'MT Status' (New 0 | Unmapped 0), 'Fax' (Unread 0 | Download), 'eRx Status' (Pending 0 | Renewal 0 | Change 0), and 'eResult' (New 0 | Abnormal 0). The 'eRx Status' tab is highlighted with a red box. Below the navigation bar is the 'Visit Overview' section, which includes dropdown menus for 'Facility' (InSync Facility), 'Visit Profile' (Provider Schedules), and 'Resources' (Smith, Brian (P)). A message below these dropdowns states: 'There are no appointments scheduled for today for this Facility/Profile combination.' On the right side of the dashboard, there is a 'To Do' list with 'Unread (5)' and a list of items with 'From' and 'Smith, I' visible.

PRESCRIBE A NEW MEDICATION

[BACK](#)

When you click the Prescribe button from the Facesheet or Encounter, it opens the Prescribe Medications screen. Locate the patient and prescriber details on the top of the screen.

The screenshot shows the 'Prescribe Medications' interface. At the top, it displays patient details: Whiteside, Kara, 10/11/1952 (67 Year(s), Male), Address: 23230 SEAPORT, Akron, OH, 44306. Prescriber: ERWAY, MARK A, DNPAPRN-CNP. Below this are tabs for Prescribe, Manage, Refill (15), Pharmacy Change (2), Pending, and Reports. The main area is divided into several sections: Medication selection (Testosterone 20% Cream Compounding Kit), Dosage (1 Milliliter), Frequency, Days Supply, Quantity (1), Dispense Form, and Refill (0). A 'Current Medications' table lists:

Prescribed Date	Medication	Sig
10/15/2019	Lisinopril 40mg Tablet	1 Tablet as directed (1 Qty)
10/04/2019	Prevacid 30mg Delayed-Release Capsule	Test
10/04/2019	Prevacid 30mg Delayed-Release Capsule	1-3 Tablet undefined (15 Days 30 Qt...)

 An 'Allergy' section shows 'Peanut Family' with a 'Major' severity. At the bottom, a grid lists current medications: Mineral Ice Gel, Lisinopril 10mg Tablet, and OxyContin 40mg Extended-Release Tablet, each with its schedule, quantity, unit, and prescriber information.

- Choose Patient’s Health Plan:** Click the Request Eligibility button to choose a patient’s health plan.
- View Patient’s Current Medications:** Locate the patient’s current medications, along with the sig details on the right side. You may want to see them before prescribing a new medication. Use the maximize icon to view any completed details regarding current medications.

If you want to prescribe a medication from your current medications list, click the Select icon and the medication will appear in the Drafts list grid below.

- Diagnosis:** The Dx codes recorded in the software will appear in the Diagnosis drop down list. You can select the one for which you are prescribing a medication.
- Favorites:** Click in this field to view your favorite medications. There are 2 ways to add medications to your favorite list.
 - Click the orange wheel icon next to Favorites.
 - Prescribe a medication once and click the gray star icon in the grid to add a medication to your favorite for future use. Favorite medications will appear with a yellow star next to them within the grid.

5. **Select Medication:** There are 2 ways to select a medication.
 1. Start typing in the medication name and select an appropriate medication from the list.
 2. Start typing in the medication name and click the magnifier icon. A list of matching medications appears with Formulary Status, Brand/Generic, Drug/Supply, and NDC details. You can then choose the appropriate medication from the list.

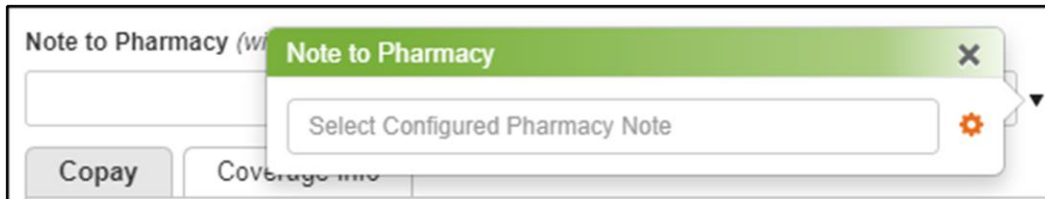
** Note: The EPCS drugs entry will appear in orange color in grid.*

Drug Name	Formulary Status	Brand/Generic	Drug/Supply	NDC
Oxytrol for Women 3.9mg/24hr Transdermal Patch	6	Unknown	Brand	Drug 000239637
Oxymorphone Hydrochloride 10mg Tablet	2	Not Preferred	Generic	Drug 000540284
OxyContin 20mg Extended-Release Tablet	2	Not Preferred	Brand	Drug 590110420
OxyContin 80mg Extended-Release Tablet	2	Not Preferred	Brand	Drug 590110480
Oxymetazoline Hydrochloride USP	6	Not Preferred	Generic	Drug 519273205
Oxymorphone Hydrochloride 5mg Tablet	2	Not Preferred	Generic	Drug 000540283
Oxybenzone USP	6	Not Preferred	Generic	Drug 519274394
Oxybutynin Chloride 10mg Extended-Release Tablet	6	Not Preferred	Generic	Drug 003786610
Oxybutynin Chloride 15mg Extended-Release Tablet	6	Not Preferred	Generic	Drug 621750272
Oxybutynin Chloride 5mg Extended-Release Tablet	6	Not Preferred	Generic	Drug 003786605
Oxybutynin Chloride 5mg Tablet	6	Not Preferred	Generic	Drug 006034975
Oxybutynin Chloride 5mg/5ml Solution	6	Not Preferred	Generic	Drug 605056008
Oxybutynin Chloride 5mg/5ml Syrup	6	Not Preferred	Generic	Drug 001210671
Oxybutynin Chloride USP	6	Not Preferred	Generic	Drug 519272455
Oxycodone Hydrochloride 100mg/5mL Concentrated Solution	2	Not Preferred	Generic	Drug 683080020

Total Number of Records: 62

6. On the prescription screen, InSync’s software will display the **Recommended Dose** on the right side. The **Alternatives** tab displays a list of alternative medications if you want to prescribe from that list.
7. **Dosage Details:** Once the medication is highlighted, select the dosage details.
8. **Sig:** Instructions are auto generated as per the dosage, unit, route and frequency of medication. You can also change instructions as desired.
 - a. **Do Not Fill Until:** If you do not want a pharmacy to refill medications before a specific date, select that date from this field.
 - b. **Sig Instructions to Pharmacy (language):** Choose the language (English or Spanish) from this drop-down to send the Pharmacy Notes.

9. **Pharmacy Notes:** Enter the notes to send to the pharmacy. You can also choose the notes from your configured list. Use the orange wheel icon to configure the notes as needed.



10. **Allergy:** Locate the patient's allergies on the right side of the prescription screen. Click the icon to add new allergies.

11. **Save:** Once you enter the medication name in the Medication field, InSync's software automatically saves that medication to the system. You can view the saved medication in the grid. In case you change any default details, you need to click the Save button to apply the latest changes.

12. **Save & Next:** Once you add the medications that you want to prescribe, click Save & Next. This will take you to the new screen to transmit those medications to the pharmacy.

Medication	Sch	Days	Qty	Unit	Refill	Sig	Prescriber
Mineral Ice Gel	6		3	Gram	0	1-3 Gram as directed as required	APPLEGATE, TIMOTHY
Lisinopril 10mg Tablet	6		1	Tablet	0	1 Tablet as directed (1 Qty)	ERWAY, MARK
OxyContin 40mg Extended-Release Tablet	2		1	Tablet	0	1 Tablet as directed (1 Qty)	ERWAY, MARK
Testosterone 20% Cream Compounding Kit	3		1	Milliliter	0	1 Milliliter as directed	ERWAY, MARK

Pharmacy	Address	Phone	Fax	e-Rx / 24-Hrs
Test 000 Pharmacy 10.6MU	000 Pending Response Way, Arlington, VA 22201	703-205-1295	703-205-1235	24
Food City #605	1205 North Eastman Rd. Crown Point Ctr, Kingsport, TN 37664	423-247-1961	423-247-1962	

On the above screen, review the medications that you are going to prescribe. You can also modify the medications details during the review by clicking the Edit icon .

13. Interactions: You will see interactions, in the Drug-Drug, Drug-Allergy, Drug-Disease and Food Caution sections.

Note: There is a configuration available on the Prescriber Configuration screen if you want to show the interactions panel expanded or collapsed by default when you land on this screen. Also, if you want to restrict the users for major/moderate interactions before they proceed further, it can be done from the configuration screen.

14. Pharmacy: Choose the appropriate pharmacy from a list to transmit the medications. Click the gray star icon to add that pharmacy in patient’s favorite pharmacy list.

15. Review & Transmit Rx: Once reviewed, click this button to transmit the medications to pharmacy.

- 💡 If you do not want to prescribe the medication (electronically) at this stage and just want to add it in the patient’s current meds list, click the **Add to Current Medications List** button.
- 💡 You can also print the medications list at the time of adding them by clicking the **Print & Add to Current Medications List** button.

Prescribe Medications Tampa Facility

Home << Whiteside, Kara 10/11/1952 (67 Year(s), Male) Address: 23230 SEAPORT, Akron, OH, 44306
 Phone #: 330-554-7754 Last Appointment: 07/19/2019 05:15 PM Next Appointment: Weight: 444 lbs 4 oz


Prescriber: ERWAY, MARK A, DNPAPRN-CNP
 Phone #: 814-887-5029
 Supervisor: APPLGATE, TIMOTHY

Patient Details		Prescriber Details		Pharmacy Details	
Patient Name :	Whiteside, Kara	Prescriber Name :	ERWAY, MARK	Pharmacy Name :	Test 000 Pharmacy 10.6MU
Sex :	Male	Address :	Prob Nark Road, Bayport, MN, 55003	Address :	000 Pending Response Way, Arlington, VA, 22201
DOB :	10/11/1952	NPI :	1565879875	Contact :	703-205-1295 (P) / 703-205-1235 (F)
Address :	23230 SEAPORT, Akron, OH, 44306	DEA :	XA9685741		
		License :	05181992		
		Contact :	959-648-6152 (P) / 589-366-4896 (F)		

Medications	Sch	Unit	Qty	Refill	Days	DAW	Date Written	Diagnosis	Pharmacy	Prescriber
<input checked="" type="checkbox"/> Mineral Ice Gel Sig: 1-3 Gram as directed as required Note to Pharmacy: Please provide sig instructions in English(US)	Ⓢ	Gram	3	0		No	02/13/2020		Test 000 Pharmacy 10.6MU	APPLGATE, TIMOTHY
<input checked="" type="checkbox"/> Lisinopril 10mg Tablet Sig: 1 Tablet as directed (1 Qty) Note to Pharmacy:	Ⓢ	Tablet	1	0		No	02/13/2020		Test 000 Pharmacy 10.6MU	ERWAY, MARK
<input checked="" type="checkbox"/> OxyContin 40mg Extended-Release Tablet Sig: 1 Tablet as directed (1 Qty) Note to Pharmacy:	Ⓢ	Tablet	1	0		No	02/13/2020		Test 000 Pharmacy 10.6MU	ERWAY, MARK
<input checked="" type="checkbox"/> Testosterone 20% Cream Compounding Kit Sig: 1 Milliliter as directed Note to Pharmacy:	Ⓢ	Milliliter	1	0		No	02/13/2020		Test 000 Pharmacy 10.6MU	ERWAY, MARK

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

DEA # XA9685741 Hard Token Authy Phone App Enter OTP:

💡 If you want to change the pharmacy for all medications at the same time, click the 'Change Pharmacy' button. If you want to change the pharmacy for a specific medication, click the  icon to change the pharmacy for that medication only.

16. Transmit Rx: Click this button to transmit the prescription to a selected pharmacy.

17. Transmit & Print Rx: Click this button to transmit and print the prescription at the same time.

18. Print: Click this button to print the prescription.

PRESCRIBE EPCS (ELECTRONIC PRESCRIPTION FOR CONTROLLED SUBSTANCE) DRUGS

[BACK](#)

When prescribing EPCS drugs, the provider will see the following screen when transmitting the medication.

Prescribe Medications Tampa Facility

Home < Whiteside, Kara 10/11/1952 (67 Year(s), Male) Address: 23230 SEAPORT, Akron, OH, 44306
 Phone #: 330-554-7754 Last Appointment: 07/19/2019 05:15 PM Next Appointment: Weight: 444 lbs 4 oz

Prescriber: ERWAY, MARK A, DNPAPRN-CNP
 Phone #: 814-887-5029
 Supervisor: APPLGATE, TIMOTHY

Patient Details		Prescriber Details		Pharmacy Details	
Patient Name :	Whiteside, Kara	Prescriber Name :	ERWAY, MARK	Pharmacy Name :	Test 000 Pharmacy 10.6MU
Sex :	Male	Address :	Prob Nark Road, Bayport, MN, 55003	Address :	000 Pending Response Way, Arlington, VA, 22201
DOB :	10/11/1952	NPI :	1565879875	Contact :	703-205-1295 (P) / 703-205-1235 (F)
Address :	23230 SEAPORT, Akron, OH, 44306	DEA :	XA9685741		
		License :	05181992		
		Contact :	959-648-6152 (P) / 589-366-4896 (F)		

[Change Pharmacy](#)

Medications	Sch	Unit	Qty	Refill	Days	DAW	Date Written	Diagnosis	Pharmacy	Prescriber
<input checked="" type="checkbox"/> OxyContin 40mg Extended-Release Tablet	2	Tablet	1	0		No	02/13/2020		Test 000 Pharmacy 10.6MU	ERWAY, MARK

Sig : 1 Tablet as directed (1 Qty)
 Note to Pharmacy :

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

DEA #

The provider can choose the DEA# from the drop-down list.

To transmit the medication, either choose 'Hard Token' option or 'Authy Phone App'.

Upon choosing the Authy Phone App option, you must enter OTP generated on your phone before it is timed out. Additionally, you click the bell icon to receive a notification on your phone. You can then approve or deny the request from your phone.

MANAGE MEDICATIONS

[BACK](#)

The Manage Medications tab enables you to access a patient's current, discontinued, and cancelled medications. When you discontinue or cancel a medication from the Current Medications tab, they appear in the respective tabs.

Prescribe Medications Tampa Facility

Whiteside, Kara 10/11/1952 (67 Year(s), Male) Address: 23230 SEAPORT, Akron, OH, 44306
Prescriber: ERWAY, MARK A, DNP, APRN-CNP
Phone #: 330-554-7754 Last Appointment: 07/19/2019 05:15 PM Next Appointment: Weight: 444 lbs 4 oz
Phone #: 814-887-5029
Supervisor: APPLGATE, TIMOTHY

Prescribe Manage Refill 19 Pharmacy Change 2 Pending Reports

Current Medications Discontinued Cancelled

Prescriber Date Medication Dosage Unit Route Frequency
ERWAY, MARK DNP, APRN-CNP 02/13/2020 as directed as directed as directed

Days Supply Quantity Dispense Form Refill Sig PRN Add Cancel
 0

<input type="checkbox"/>	Prescribed on	Medication	Qty.	Unit	Days	Refill	Sig	Prescriber	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	10/15/2019	E Lisinopril 40mg Tablet	1	Tablet		0	1 Tablet as directed (1 Qty)	ERWAY, MARK	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	10/04/2019	E Prevacid 30mg Delayed-Release Capsule	30	Tablet	15	0	Test	APPLGATE, TIMOTHY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	10/04/2019	E Prevacid 30mg Delayed-Release Capsule	30	Tablet	15	0	1-3 Tablet undefined (15 Days 30 Qt...	APPLGATE, TIMOTHY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	10/04/2019	E Oxymetazoline Hydrochloride USP	1	Gram		0	1 Gram as directed (1 Qty)	APPLGATE, TIMOTHY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	10/04/2019	E Alprazolam 0.5mg Tablet	56	Tablet	14	0	1 Tablet by mouth 4 times daily bef...	APPLGATE, TIMOTHY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	10/04/2019	E Zantac 150mg Tablet	2	Tablet		0	1-2 Tablet as directed as required	APPLGATE, TIMOTHY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	10/04/2019	M Lisinopril 2.5mg Oral tablet*	2	Tablet		0	1-2 Tablet as directed as required	APPLGATE, TIMOTHY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	04/08/2019	E Zestril 10mg Tablet Updated	1.72	Tablet		0	1-2 Tablet as directed 6 times weekl...	APPLGATE, TIMOTHY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	04/08/2019	P Lipitor 40mg Tablet	0.33	Tablet		0	0.33/third Tablet as directed as req...	APPLGATE, TIMOTHY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	04/08/2019	P Zantac 150mg Tablet	2	Tablet		0	1-2 Tablet as directed as required	APPLGATE, TIMOTHY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	04/07/2019	P Mineral Ice Gel	3	Gram		0	1-3 Gram as directed as required	APPLGATE, TIMOTHY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	04/05/2019	P Lisinopril 2.5mg Oral tablet	2	Tablet		0	1-2 Tablet as directed as required	APPLGATE, TIMOTHY	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Total Number of Records: 26
*Medications with red asterisk sign are prescribed using free text entry. Such medications cannot be renewed.

Test 000 Pharmacy 10.6MU - 000 Pending Response Way, Arlington, VA, 22201 - Ph. 7032051295

Instant Renewal
Select
Print

Add Current Medication: Enter Prescriber Name, Date, Medication name, Dosage details and then click Add. The medication will appear in the following grid. Manually added medications appear with an asterisk sign adjacent to it. You cannot renew these medications.

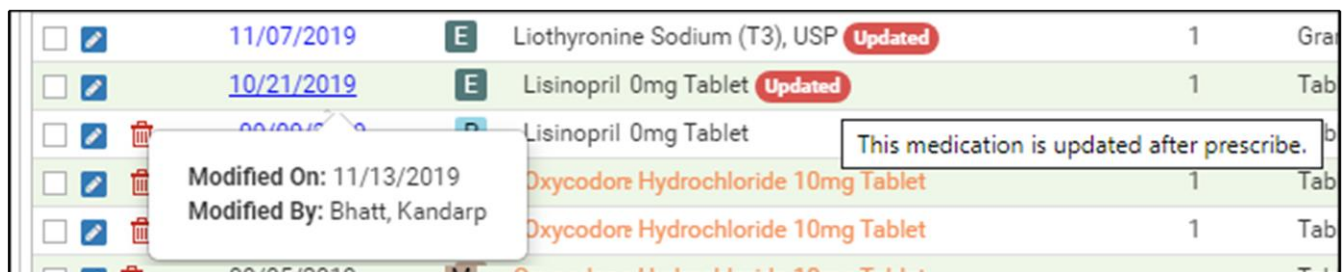
<input type="checkbox"/>	Prescribed on	Medication	Qty.	Unit	Days	Refill	Sig	Prescriber	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	02/13/2020	M Crocin*	7	as directed	7	0	as directed as directed as directed a...	CHOW, ALICE	<input checked="" type="checkbox"/>	<input type="checkbox"/>

1. Identify Electronic, Manual and Prescribed but not Transmitted Medications:

- E** - This icon indicates that the medication is added in current med list electronically.
- M** - This icon indicates that the medication is added manually.
- P** - This icon indicates that the medication is prescribed but not yet transmitted.

2. Update / Delete Medications:

- Click the Edit icon if you want to change the medication details. Also, upon editing the medication details, the date color for that medication will change to blue. Hover mouse pointer over the date to view details, such as Modified On and Modified By.



- The electronically prescribed medication will have an **Updated** tag after the medication name upon modifying the medication details.
- Click the Delete icon if you wish to delete the medication from the current med list. If the medication has been electronically prescribed medication, you cannot delete that it. Instead, cancel the prescription for that medication.

3. Discontinue / Cancel / Renew Medications:

- To discontinue medications, select one or more medications from the list (right side) and click the icon. The discontinued medication will then appear in the Discontinued tab.
- To cancel a medication, click the Cancel link for that medication.
- To renew medications, select one or more medications from the left side of the grid and click the Instant Renewal button. You can also change the pharmacy if you wish to.

- 4. **View Transaction details:** Click the info icon in the grid to view Rx transaction details for that medication.

Current Medication Details - Whiteside, Kara 10/11/1952 (67 Year(s), Male) ✕

Medication: Lisinopril 40mg Tablet
Sig: 1 Tablet as directed (1 Qty)
Note to Pharmacy:

Prescriber Name: ERWAY, MARK (NPI: 1565879875)
Address: 100 K ST, Bayport, MN 55003
Phone: 814-887-5029
Fax: 589-366-4896

Pharmacy Name: Test 000 Pharmacy 10.6MU (NCPDP: 0001060 NPI: 1356609333)
Address: 000 Pending Response Way, Arlington, VA 22201
Phone: 703-205-1295
Fax: 703-205-1235

Rx Transaction Details *You can print details only for failed transactions.

Date & Time	Status	Details
10/15/2019 09:21:11 AM	Sent	

Dosage:	1	Refill:	0
Unit:	Tablet (C48542)	Prescribed On:	10/15/2019
Route:	as directed	Prescribed By:	ERWAY, MARK
Frequency:		Modified On:	

HANDLE RENEWAL (REFILL) REQUESTS FROM PHARMACY

[BACK](#)

A pharmacy can send the medication renewal (refill) requests to the prescribing providers. When the refill requests are sent by the pharmacy, they appear in the Refill tab on the prescription screen with a number in the red bubble. The provider can accept or deny the refill request, or even deny the request and make necessary changes before sending it back to pharmacy.

Prescribe Medications Tampa Facility

Whiteside, Kara 10/11/1952 (67 Year(s), Male) Address: 23230 SEAPORT, Akron, OH, 44306
 Phone #: 330-554-7754 Last Appointment: 07/19/2019 05:15 PM Next Appointment: Weight: 444 lbs 4 oz
 Prescriber: ERWAY, MARK A, DNPAPRN-CNP Phone #: 814-887-5029
 Supervisor: APPLGATE, TIMOTHY

Prescribe Manage **Refill 19** Pharmacy Change 2 Pending Reports

Patient (DOB)	Request Date/Time	Medication	Prescriber (Location)	Pharmacy	
Whiteside, Kara (05/01/2010)	4/18/2019 4:26:24 AM	MUIPIROCIN 2% OINTMENT	ERWAY, MARK (Tampa Facility)	Test 000 Pharmacy 10.6MU	Accept Deny Deny With NewRx

Patient: Whiteside, Kara (DOB: 01/05/2010, Sex: M)
 Pharmacy: Test 000 Pharmacy 10.6MU, 000 Pending Response Way, Arlington, VA, 22201, Phone: 703-205-1295
 Prescriber: ERWAY, MARK, 100 K ST, Bayport, MN, 55003, Phone: 814-887-5029

Written Date: 02/01/2017
 Drug: MUIPIROCIN 2% OINTMENT
 Quantity: 22
 Refill: 2
 Potency Unit: Gram
 Substitutions: No
 Sig: 1st week test on arm. Then q 3 days to face. 2 then q 2 days x 2 then daily. 1/2 hour after wash and dry off face.
 Note to Pharmacy: Patient may need additional bandages.

Click this icon to map patient
Expand to view more details or to map the patient
To accept the refill details received from pharmacy, click Accept.
To deny the refill request, click Deny.
To deny the refill request with necessary changes, click Deny With NewRx.

1. Accept / Deny Refill Request:

- To accept refill details received from pharmacy, click Accept.
- To deny refill request, click Deny.
- To deny refill request with necessary changes, click **Deny with New Rx**.

2. **Map Patient:** If the patients name received from the pharmacy does not match with the corresponding data, click the + sign before the patient name and click the Edit icon to map it correctly.

HANDLE CHANGE REQUESTS FROM PHARMACY

[BACK](#)

Pharmacy may want to change the medication you have prescribed to the patient. In this case, pharmacy sends the change request to you that appears in the “Pharmacy Change” tab. You can accept or deny the change request received from pharmacy. Such requests from pharmacy appear in the Pharmacy Change tab.

The screenshot shows the 'Prescribe Medications' window for 'Tampa Facility'. At the top, patient information for Whiteside, Kara (DOB 10/11/1952) is displayed. The 'Pharmacy Change' tab is active, showing a request from 'Test 000 Pharmacy 10.6MU' for 'LISINOPRIL 10 MG TABLET'. The prescriber is 'ERWAY, MARK (Tampa Facility)'. Below the request details, there are buttons for 'Rewrite', 'Deny', 'Accept', and 'Accept with Changes'. A table below shows the medication details: LISINOPRIL 20 MG TABLET, Sig: Take one tablet once a day, Quantity: 30, Refills: 3, DAW: No.

1. Accept/Deny Change Request:

- To deny pharmacy request and prescribe a new medication, click **Rewrite**.
- To deny pharmacy request, click **Deny**.

2. Access New Medication Requested by Pharmacy: Expand the record by clicking + sign to view a list of new medication requested by pharmacy instead of the medication you prescribed.

- To accept pharmacy request with new medication, click **Accept**.
- To accept pharmacy request with new medication, but different dose details, click **Accept with Changes**.

3. Map Patient: If the patients name received from the pharmacy does not match with the corresponding data, click the + sign before the patient name and click the Edit icon to map it correctly.

PENDING MEDICATIONS

[BACK](#)

When the provider saves medications on the prescription screen and does not transmit them to pharmacy, they appear in the Pending tab.

Patient	Date	Medication	Sig	Prescriber	Pharmacy
Whiteside, Kara	09/09/2019	OxyContin 40mg Extended-Release Tablet	1 Tablet as directed (1 Qty)	ERWAY, MARK	Test 000 Pharmacy 10.6MU
Whiteside, Kara	09/09/2019	Lipitor 40mg Tablet	1 Tablet as directed (1 Qty)	ERWAY, MARK	Test 000 Pharmacy 10.6MU
Whiteside, Kara	09/09/2019	OxyContin 10mg Extended-Release Tablet	1 Tablet as directed (1 Qty)	ERWAY, MARK	Test 000 Pharmacy 10.6MU
Whiteside, Kara	09/09/2019	Aspartic Acid Magnesium Salt (L) Dihydrate for Compounding	1 Gram as directed (1 Qty)	ERWAY, MARK	Test 000 Pharmacy 10.6MU
Whiteside, Kara	09/09/2019	Lipitor 10mg Tablet	1 Tablet as directed (1 Qty)	ERWAY, MARK	Test 000 Pharmacy 10.6MU
Whiteside, Kara	09/09/2019	Lisinopril 10mg Tablet	1 Tablet as directed (1 Qty)	ERWAY, MARK	Test 000 Pharmacy 10.6MU
Whiteside, Kara	09/09/2019	Lisinopril 10mg Tablet	1 Tablet as directed (1 Qty)	ERWAY, MARK	Test 000 Pharmacy 10.6MU
Whiteside, Kara	09/02/2019	Aleve 220mg Caplet	1 Tablet as directed (1 Qty)	ERWAY, MARK	Test 000 Pharmacy 10.6MU
Whiteside, Kara	08/29/2019	OxyContin 40mg Extended-Release Tablet	1 Tablet as directed (1 Qty)	ERWAY, MARK	Test 000 Pharmacy 10.6MU
Whiteside, Kara	08/29/2019	OxyContin 40mg Extended-Release Tablet	1 Tablet as directed (1 Qty)	ERWAY, MARK	Test 000 Pharmacy 10.6MU
Whiteside, Kara	08/27/2019	Lisinopril USP	1 Gram as directed (1 Qty)	ERWAY, MARK	Test 000 Pharmacy 10.6MU
Whiteside, Kara	08/27/2019	Lisinopril 10mg Tablet	1 Tablet as directed (1 Qty)	ERWAY, MARK	Test 000 Pharmacy 10.6MU

From the Pending tab, the provider can either delete the medication or complete the transmission process. To transmit medications from the Pending tab, click the icon from the right side of that medication entry.

Please note that you can view a patient’s pending medications for all prescribers if you choose ‘All Prescribers Review List’ option from the drop-down.

Select the ‘Show pending list for all patient’ check box to view pending medications list for all patients.

VIEW RX HISTORY

[BACK](#)

A patient’s complete Rx History can be accessed from the prescription screen. Locate the Rx History button on the prescription screen in the top right corner. You can pick the medications from the Rx History screen and add them to your active medications list.

Rx History Response
✕

Disclaimer : Certain information may not be available or accurate in this report, including items that the patient asked not be disclosed due to patient privacy concerns, over-the-counter medications, low cost prescriptions, paid for by the patient or non-participating sources, or errors in insurance claims information. The prescriber should independently verify medication history with the patient.

PBM Rx History 15
Pharmacy Rx History 2

Drug Description	Days Supply	Last Fill Date	Prescriber
<input type="checkbox"/> PHENYL CHLOR-TAN SUSPENSION	14	02/13/2020	
<input type="checkbox"/> ZITHROMAX 100 MG/5 ML SUSP	5	02/12/2020	
<input type="checkbox"/> POLYVIT/FLUORIDE 0.25 MG DRP	50	01/01/2020	
<input type="checkbox"/> LIPITOR 20 MG TABLET	15	02/13/2020	REED KRISTY
<input type="checkbox"/> PREVACID 30 MG CAPSULE DR	15	02/12/2020	REED KRISTY
<input type="checkbox"/> PROZAC 10 MG TABLET	30	02/11/2020	REED KRISTY
<input type="checkbox"/> CECLOR 250 MG PULVULE	30	02/10/2020	REED KRISTY
<input type="checkbox"/> NOVOLOG FLEXPEN SYRINGE	30	02/09/2020	REED KRISTY
<input type="checkbox"/> AMBIEN 10 MG TABLET	30	02/08/2020	REED KRISTY

Add to Current Medications

RECORD ALLERGIES

[BACK](#)

On the Prescribe Medications screen, you can view a list of recorded allergies. Severe allergies will appear in red. Click the icon to record the new allergy for that patient.

Manage Allergies
✕

Allergen*

Reaction

Severity

Date

Allergy/Intolerance

Allergy Type*

Note

Active

Add Cancel

** In 'Allergy Type', if any option other than 'Drug' is selected, then at the time of review, 'Drug-to-Drug' interaction will not be performed.

	Reported On	Allergen	Reaction	Severity	Allergy Type	Allergy/Intolerance
<input checked="" type="checkbox"/>	02/13/2020	Peanut Family		Major	Food	Allergy
<input checked="" type="checkbox"/>	09/03/2019	Sulfa/Sulfonamides			Drug	Allergy

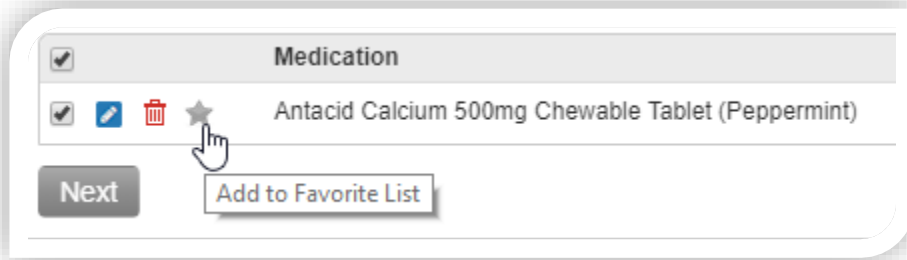
Total Number of Records: 2

1. Record details such as allergen, reaction, severity and select month, day, year, allergy intolerance, allergy type.
2. Enter any notes that you want to send to the pharmacy.
3. Click Add.

ADD MEDICATIONS TO FAVORITE LIST

[BACK](#)

Once you select the medication in the Medication field, it will appear in the following grid. You can then add that medication to your favorite list by clicking the gray asterisk as shown in the image below. Next time, when you access the prescription screen, you can prescribe the same medication quickly.



PHARMACY COMMUNICATION ERROR LOG

[BACK](#)

The medications that are not transmitted successfully to the pharmacy will appear on the Pharmacy Communication Error Log screen. Click the icon from the prescription screen to view the error log.

Pharmacy Communication Error Log								X
Medication	Written Date	Patient	Provider	Pharmacy	Pharmacy Response	Response Date	Type	
Disalcid 500mg Tablet	04/10/2019 7:29 PM	Martin, Mark (10/10/2006)	ERWAY, MARK	Community Clinical Pharmacy - Mesa,	Request timed out before pharmacy acknowledged the message.	04/11/2019 12:09 PM	NewRx	
Disalcid 500mg Tablet	04/10/2019 7:18 PM	Martin, Mark (10/10/2006)	ERWAY, MARK	Community Clinical Pharmacy - Mesa,	Request timed out before pharmacy acknowledged the message.	04/11/2019 11:58 AM	NewRx	

ASSIGN PERMISSIONS FOR PRESCRIBING MEDICATIONS

[BACK](#)

To use the prescription module, you must assign permissions to the users based on their roles.

When logged in to InSync, click the Practice Level Configuration icon from the Bookmarks on the Dashboard. Expand the e-Prescription Role by clicking the + sign.

1. Select Role and User from the drop-down list.

Practice Level Configuration

InSync ID:* Practice:*

- Practice
- Scheduler
- Encounter / Charting
- Billing
- Portal
- e-Prescription Role

Role:* User:* e-Prescription Role:* Is Manager

Role	User	E-Prescription Role	Manager
<input checked="" type="checkbox"/> <input type="checkbox"/>	Provider Parikh, utpal	midLevelPrescriber	No
<input checked="" type="checkbox"/> <input type="checkbox"/>	Provider STEWART, BARBARA	doctor	No
<input checked="" type="checkbox"/> <input type="checkbox"/>	Provider ELLICOTT, BENJAMIN	nurse	No
<input checked="" type="checkbox"/> <input type="checkbox"/>	Provider BRY, EDWARD	doctor	No
<input checked="" type="checkbox"/> <input type="checkbox"/>	Provider Gregg, Kelly	doctor	No

Note: You need to first save the details here and then will have to refresh the respective screen to experience the applied changes.

2. **E-Prescription Role:** This drop-down list will show 4 types of roles. Each of the roles are explained below:


Doctor: This role will have full permissions for prescribing the medication.

Mid-Level Prescriber: This role will have permissions for prescribing the medication, however when the mid-level providers login to InSync, they will have to choose the Supervising Provider (with Doctor Role). When the medication is transmitted to Pharmacy, the Supervising Provider’s (Doctor’s) name will be printed on the prescription.

Nurse: This role also will have permissions for prescribing the medication, however when the Nurses logins to InSync, they will have to choose the Supervising Provider (with Doctor Role)

and Mid-level Provider. When the medication is transmitted to the Pharmacy, the Supervising Provider's (Doctor's) name will be printed on the prescription.

Restricted Nurse: The nurse with this role will not be able to transmit medications. However, they can prescribe a medication/s and save them in the Pending tab. When the provider, mid-level provider, or nurse logs in, they can review the medications and transmit them later.

Is Manager: When this check box is selected, the user will see the Provider Configuration icon  on the prescription screen. This will help the practice manager to configure some customized settings as per the provider's needs.

PRESCRIBER CONFIGURATION

[BACK](#)

The prescribers can configure some settings according to their requirement. They may want to show or hide some details during the prescribing process. This screen helps them to configure those settings as needed.

On the prescription screen, click the icon from the top right corner to access the Prescriber Configuration screen.

Prescribe Medications InSync Facility

WHITESIDE, KARA 11/10/1952 (67 Year(s), Female) Address: 23230 SEAPORT, Akron, OH, 44306
 Phone #: 330-554-7754 Last Appointment: 04/16/2020 11:00 AM Next Appointment: 04/23/2020 11:00 AM Weight: Prescriber: Smith, Brian , MD
Phone #: 908-704-2512

Prescriber Configuration

Hide Dose checking
 Show Doctor DEA on Print
 Show Doctor NPI on Print
 Show Mid-level DEA and NPI on Print
 Show Pharmacy Phone and Fax on Printed Rxs
 Show RxBenefit Checking
 Show Formulary
 Auto Discontinue Medications
 Capture Drug Benefit Card Information
 Include days supply and quantity in Sig
 Show Real Time Prescription Benefit (RTPB) Details
 Auto Save Medication upon Selection
 Enable Prescription Discount Card feature Automatically text prescription discounts to patients while prescribing medications

Show/Hide Tabs: Refill Pharmacy Change Reports ePA
 Show/Hide tabs on Rx History Response screen: Pharmacy Rx History PBM Rx History PDMP Rx History
 Staff / Mid-Level Can change Prescriber
 Doctor is allowed to change Prescriber

Drug Interaction Settings:

Hide All Less Severe Drug Interactions (Show Only Contraindicated)
 Show Food Precautions

Manage and Alerts

Drug to Drug Auto Expand On: <input type="checkbox"/> Major <input type="checkbox"/> Moderate	Alert On: <input type="checkbox"/> Major <input type="checkbox"/> Moderate
Food Caution Auto Expand On: <input type="checkbox"/> Major <input type="checkbox"/> Moderate	Alert On: <input type="checkbox"/> Major <input type="checkbox"/> Moderate
Drug to Allergy Auto Expand On: <input type="checkbox"/> Major	Alert On: <input type="checkbox"/> Major
Drug to Disease Auto Expand On: <input type="checkbox"/> Major	Alert On: <input type="checkbox"/> Major

Choose Printing Option for Prescription: 4.5" Letter (8.5" X 11") Letter (8.5" X 11") / 4

Choose Printing Option for EPCS: Default (Non EPCS) NJ State (EPCS)

Message that will appear on every printed Rx:

Some of the settings in the above screen are self-explanatory. The additional items are explained in the section below.

- **Hide Dose checking:** On the prescription screen, the recommended dose appears on the medication selection. After this option is checked, the Recommended Dose section will not appear on the screen.

- **Show Rx Benefit Checking:** Select this check box to view the Copay and Coverage info on the prescription screen.
- **Show Formulary:** On the prescription screen, the software displays drug formulary details next to the medication name when it is searched for. Once this option is checked, the formulary details will appear on the screen.
- **Auto Discontinue Medications:** Check this option if you want to discontinue a medication automatically after the entered Days' Supply.
- **Capture Drug Benefit Card Information:** Once this option is checked, the Drug Benefit Card option will appear on the prescription screen.
- **Show Real Time Prescription Benefit (RTPB) Details:** Select this check box if you want to enable this feature for your practice. Real Time Prescription Benefit feature is explained in detail later in this document.
- **Auto Save Medication upon Selection:** As soon as you type in medication name and select the medication, it will automatically be saved and appear in the grid without clicking the Save button.
- **Enable Prescription Discount Card Feature:** Select this check box if you want to enable this feature for your practice. Drug Discount Card feature is explained in detail later in this document.
- **Message that will appear on every printed Rx:** Enter the message that you want to print on the prescription. This message will be sent to the pharmacy.
- **Show / Hide Tabs on the Rx History Response Screen:** InSync's software allows you to access a patient's medication history in different ways. Select one or more history options from the list below. Accordingly, the history will appear on the Rx History screen.
 - Pharmacy Rx History
 - PBM Rx History
 - PDMP Rx History

If you don't want to view a specific history option on the Rx History screen, clear the check box for that history.

- **Staff / Mid-level can change prescriber:** Select this check box if you want the staff or mid-level prescribers to change the prescriber name while prescribing a medication. Prescriber drop-down will appear next to the Medication field on the prescriptions screen.
- **Doctor is allowed to change prescriber:** Select this check box if you want the staff or mid-level prescribers to change the prescriber name while prescribing a medication. Prescriber drop-down will appear next to the Medication field on the prescriptions screen.

Drug Interaction Settings


- **Hide All Less Severe Drug Interactions (Show Only Contraindicated):** Select this check box if you don't want to see an alert for moderate and minor interactions while prescribing a medication. In this case, the software will alert a clinician only for major interactions.
- **Show Food Precautions:** Select this check box if you want to view the interactions for Food Caution.

- **Auto Expand On**

Select the check boxes in this section when any major, moderate, or both, interactions are observed during the medication prescribing process. Additionally, if you want to keep the Interaction panel open on the prescription screen, you must select the check boxes in this section.

- **Restrict On**

When any major, moderate, or both, interactions are observed during the medication prescribing process and you want to validate before you proceed further, you must select the check boxes in this section.

 For 'Drug to Allergy' and 'Drug to Disease' interactions, Auto Expand and Restriction are not available for moderate interactions.

ELECTRONIC PRESCRIBING OF CONTROLLED SUBSTANCES (EPCS)

This section allows you to configure options to prescribe the EPCS drugs. If you want to configure the EPCS feature for your practice, please contact our customer support team.

Prescribe Medications Tampa Facility

White, Kara 10/11/1952 (67 Year(s), Male) Address: 23230 SEAPORT, Akron, OH, 44306
Phone #: 330-554-7754 Last Appointment: 07/19/2019 05:15 PM Next Appointment: Weight: 444 lbs 4 oz

Prescriber: ERWAY, MARK A, DNPAPRN-CNP
Phone #: 814-887-5029
Supervisor: APPLGATE, TIMOTHY

Prescriber Configuration

Electronic Prescribing of Controlled Substances (EPCS)

- Go to Web Store** Click to purchase hardware token from Exostar. This token will have to be used for EPCS prescription.
- Experian Proofing** Once hardware token is purchased, click this button for online proofing process with Exostar (third-party tool for EPCS prescription).
- Click to SCHEDULE** In case of failure of Experian Proofing, you can schedule an appointment with Exostar to complete the proofing process.
- Manage Account** Once proofing process is successfully completed, you can use this option to manage your account details such as Token Number, Mobile, Phone, and so forth.

EPCS Authentication

EPCS AUTHENTICATION

The EPCS (Electronic Prescription for Controlled Substance) Authentication section is used to acquire access to prescribe controlled substance drugs. Select a prescriber from the drop-down list who will allow access for EPCS drugs. Select any 2 prescribers from the list who should be able to prescribe EPCS drugs.

Prescribe Medications
Tampa Facility

◀ Whiteside, Kara 10/11/1952 (67 Year(s), Male) Address: 23230 SEAPORT, Akron, OH, 44306 Prescriber: ERWAY, MARK A, DNPAPRN-CNP
 Phone #: 330-554-7754 Last Appointment: 07/19/2019 05:15 PM Next Appointment: Weight: 444 lbs 4 oz Phone #: 814-887-5029
Supervisor: APPLGATE, TIMOTHY

Prescriber Configuration

Electronic Prescribing of Controlled Substances (EPCS)

EPCS Authentication

Select a Prescriber for whom EPCS Request is to be sent:

Select any 2 Prescriber from the below list who should grant EPCS Request:

Prescriber Name	Location	Role	DEA	EPCS Activated	EPCS Email	EPCS Status
<input checked="" type="checkbox"/> MARK ERWAY DNPAPRN-CNP - T...	Tampa Facility	Mid-Level-Doctor	XA9685741	No	shreya.patel@insynchcs.com	Granted
<input checked="" type="checkbox"/> MARK ERWAY DNPAPRN-CNP - T...	Tampa Facility	Mid-Level-Doctor	XA9685741	Yes	shreya.patel@insynchcs.com	Granted
<input type="checkbox"/> ALICE CHOW - Jacksonville Facili...	Jacksonville Facility	Mid-Level-Doctor	BS2132131	No	vatsal.prajapati@insynchcs.com	
<input type="checkbox"/> ALICE CHOW - Tampa Facility	Tampa Facility	Mid-Level-Doctor	BS2132131	No	vatsal.prajapati@insynchcs.com	
<input type="checkbox"/> ALICE CHOW - Tampa Facility	Tampa Facility	Doctor	FG1256788	Yes	nirali.patel@insynchcs.com	Granted

Once you send the EPCS request, the authorized person will allow or deny the request. Upon seeking approval from the authorized person, the prescribers selected in the above list will be able to prescribe EPCS drugs.

PDMP INTEGRATION

The PDMP Integration section will allow you to configure settings to view PDMP Rx History for the patient. You can click on the APPRISS Integration button in the below screen which will redirect you to the different screen where you will have to enter the details and submit them to APPRISS. Once your submitted details are approved by APPRISS, you can contact our customer support team for additional details and be able to view PDMP Rx History in the system.

Prescribe Medications

◀ **WHITESIDE, KARA** 10/11/1952 (67 Year(s), Female) **Address:** 23230 SEAPORT, Akron, OH, 44306
Phone #: 330-554-7754 **Last Appointment:** **Next Appointment:** **Weight:** 175 lbs

Prescriber Configuration

Electronic Prescribing of Controlled Substances (EPCS)

EPCS Authentication

PDMP Integration

APPRISS Integration

Click here to sign up for PDMP [prescription drug monitoring program] powered by APPRISS.

Once you enable PDMP Rx History option, this is how it will appear. You can access it by clicking the ‘Rx History’ button from the prescription screen.

Rx History Response

** Certain information may not be available or accurate in this report, including items that the patient asked not be disclosed due to patient privacy concerns, over-the-counter medications, low cost prescriptions, paid for by the patient or non-participating sources, or errors in insurance claims information. The prescriber should independent

Pharmacy Rx History

PBM Rx History

PDMP Rx History

Contact Appriss Support

Menu
Powered by NarxCare™

Kara Whiteside, 67F

Date: 4/24/2020

+ Kara Whiteside

– Risk Indicators

NARX SCORES

Narcotic	Sedative	Stimulant
424	390	122

Explanation and Guidance

OVERDOSE RISK SCORE

580

(Range 000-999)

Explanation and Guidance

ADDITIONAL RISK INDICATORS (3)

- ! >= 5 opioid or sedative providers in any year in the last 2 years
- ! >= 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years
- ! > 100 MME total and 40 MME/day average

Explanation and Guidance

– Graphs

RX GRAPH

Narcotic
 Buprenorphine
 Sedative
 Stimulant
 Other

PRESCRIPTION BENEFITS

[BACK](#)

InSync’s software allows you to perform the following workflows in eRx for prescription benefits:

- Electronic Prior Authorization (ePA)
- Real-Time Prescription Benefit (RTPB)
- Prescription Drug Monitoring Program (PDMP)
- Drug Discount Coupon

ELECTRONIC PRIOR AUTHORIZATION (EPA)

You can send a prior authorization request electronically. When you save the medication on the prescription screen, ePA button will appear in the grid.

<input checked="" type="checkbox"/>		Medication	Sch	Days	Qty
<input checked="" type="checkbox"/>		Celexa 20mg Tablet	6	90	90
<input checked="" type="checkbox"/>		Lisinopril 2.5mg Tablet	6	10	40
<input checked="" type="checkbox"/>		Lipitor 80mg Tablet	6	10	10
<input checked="" type="checkbox"/>		Altoprev 20mg Extended-Release Tablet	6	14	14
<input checked="" type="checkbox"/>		Zocor 20mg Tablet	6	10	10
<input checked="" type="checkbox"/>		Simvastatin 20mg Tablet	6	10	10
<input checked="" type="checkbox"/>		Citalopram Hydrobromide 20mg Tablet	6		1

ePA with gray background indicates that you have not yet sent ePA request to the payer.

ePA with white background indicates that request is sent to the payer and it is in progress now, either at payer end or at provider end.

ePA in green indicates that the request is processed by the payer and reverted to the provider, either the authorization request is accepted or rejected.

When you click the ePA button, a new ePA tab will appear with ‘Worklist’ and ‘Task History’ sections as shown in the following screens:

WHITESIDE, KARA 10/11/1952 (67 Year(s), Female) Address: 23230 SEAPORT, Akron, OH, 44306
 Phone #: 330-554-7754 Last Appointment: Next Appointment: Weight: 175 lbs

Prescriber: ERWAY, MARK A
 Phone #: 356-457-5476

Prescribe Manage Refill 8 Pharmacy Change 13 Pending Reports **ePA** Request Eligibility Rx History

Worklist Task History

Worklist

Task	Patient	DOB	Due	Created	Description
Prior Auth Closed	WHITESIDE, KARA	10/11/1952		03/11/2020	Lisinopril 2.5mg Tablet
Complete Prior Auth Criteria	SWIFT, JOHNATHAN	10/24/1979	10/10/2016 03:00:47 PM	03/11/2020	Aspirin 300mg Rectal Suppository
Complete Prior Auth Criteria	SWIFT, JOHNATHAN	10/24/1979	04/01/2017 03:00:47 PM	02/28/2020	Aspirin 300mg Rectal Suppository
Complete Prior Auth Criteria	MYLONGLASTNAMEISCRAZYATFORTYCHARSYU, BOBZIMBABWAYALPHAPAINUBERDOOBERNAME	04/01/2002	04/01/2017 03:00:47 PM	02/18/2020	Humira 40mg/0.8mL Pre-Filled Syringe Kit

Worklist: When the payer has sent the response for the ePA request and provider needs to work further on the request, then such authorizations will appear in this section.

WHITESIDE, KARA 10/11/1952 (67 Year(s), Female) Address: 23230 SEAPORT, Akron, OH, 44306
 Phone #: 330-554-7754 Last Appointment: Next Appointment: Weight: 175 lbs

Prescriber: ERWAY, MARK A
 Phone #: 356-457-5476

Prescribe Manage Refill 8 Pharmacy Change 13 Pending Reports **ePA** Request Eligibility Rx History


Worklist Task History

Task History

Process	Status	Provider	Patient	DOB	Created	Description
ePA Case	In Progress	ERWAY, MARK A ePA - PMP OH Facility	WHITESIDE, KARA	10/11/1952	03/11/2020	Lisinopril 2.5mg Tablet
ePA Case	Complete	ERWAY, MARK A ePA - PMP OH Facility	WHITESIDE, KARA	10/11/1952	03/11/2020	Celexa 20mg Tablet
ePA Case	In Progress	ERWAY, MARK A ePA - PMP OH Facility	WHITESIDE, KARA	10/11/1952	03/11/2020	Lisinopril 2.5mg Tablet
ePA Case	In Progress	ERWAY, MARK A ePA - PMP OH Facility	WHITESIDE, KARA	10/11/1952	03/05/2020	Citalopram Hydrobromide 20mg Tablet
ePA Case	In Progress	ERWAY, MARK A ePA - PMP OH Facility	WHITESIDE, KARA	10/11/1952	03/05/2020	Celexa 20mg Tablet
ePA Case	Complete	ERWAY, MARK A ePA - PMP OH Facility	WHITESIDE, KARA	10/11/1952	03/05/2020	Celexa 20mg Tablet

Task History: All the ePA requests that are in progress with the payer will appear in this section. Provider can click on any of these authorizations to view more details.

Configure ePA Option

Click the  icon from the top right corner of the prescription screen. On the Prescriber Configuration screen, select the ePA check box as shown in the screen below.

Prescribe Medications

◀ **WHITESIDE, KARA** 10/11/1952 (67 Year(s), Female) Address: 23230 SEAPORT, Akron, OH, 44306
Phone #: 330-554-7754 Last Appointment: Next Appointment: Weight: 175 lbs

Prescriber Configuration


- Hide All Less Severe Drug Interactions (Show Only Contraindicated)
- Show Food Precautions
- Hide Dose checking
- Show Doctor DEA on Print
- Show Doctor NPI on Print
- Show Mid-level DEA and NPI on Print
- Show Pharmacy Phone and Fax on Printed Rxs
- Show RxBenefit Checking
- Show Formulary
- Auto Discontinue Medications
- Capture Drug Benefit Card Information
- Include days supply and quantity in Sig
- Show Real Time Prescription Benefit (RTPB) Details
- Auto Save Medication upon Selection
- Enable Prescription Discount Card feature Automatically text prescription discounts to patients while prescribing medications

Show/Hide Tabs: Refill Pharmacy Change Reports ePA






Show/Hide tabs on Rx History Response screen: Pharmacy Rx History PBM Rx History PDMP Rx History

- Staff / Mid-Level Can change Prescriber

REAL-TIME PRESCRIPTION BENEFIT (RTPB)

When you save the medication, it appears in the grid. Locate the Real-Time Prescription Benefit (RTPB) icon  on the right-side.

To access the RTPB feature, make sure patient's health plan and pharmacy are selected. These are the primary requirements.

Refill	Sig	Prescriber	
0	1 Tablet as directed	CHOW, ALICE	    
0	1 Tablet as directed	CHOW	Request Real-Time Prescription Benefit (RTPB)



***Medications in red indicate that all the details are not captured for that medication.*

When you click the RTPB icon from the grid, the following screen will appear.

Prescribe Medications ePA - PMP OH Facility

WHITESIDE, KARA 10/11/1952 (67 Year(s), Female) Address: 23230 SEAPORT, Akron, OH, 44306 Prescriber: ERWAY, MARK A
Phone #: 356-457-5476




Phone #: 330-554-7754 Last Appointment: Next Appointment: Weight: 175 lbs

Prescribe Manage Refill  Pharmacy Change  Pending Reports ePA Request Eligibility Rx History

Real Time Prescription Benefit

** Pricing/coverage data is a point in time calculation based upon the Quantity and Days Supply provided in the Request and may vary once the prescription is filled at the dispensing pharmacy. Any returned alternative information is informational only and not intended to replace clinical decisions.

Medication: Celexa 20 mg tablet

Pharmacy Type	Quantity	Days Supply	Plan Pay	Estimated Payment	OOP Applied	OOP Remaining	Deductible Applied	Deductible Remaining	Drug Status	Prior Auth	
Retail	30	30	157	135	135	665	25	130	Covered With Restrictions	Y	
90 Day At Retail	90	90	524	352	352	448	45	110	Covered With Restrictions	Y	
Mail	90	90	524	352	352	448	45	110	Covered With Restrictions	Y	

Alternative Medications

- Citalopram hydrobromide 20 mg tablet
- Paroxetine HCL 20 mg tablet
- Sertraline HCL 50 mg tablet
- Escitalopram 10 mg tablet
- Fluoxetine HCL 20 mg tablet

Total Number of Records: 5

On the Real Time Prescription Benefit screen, you will see the prescribed medication along with the list of alternate medications. You can compare the cost of medications to choose an appropriate one for the patient.

Expand the alternate medication by clicking the + icon. After you expand the alternate medication, you can compare the cost as shown in the screen below:

Real Time Prescription Benefit						
** Pricing/coverage data is a point in time calculation based upon the Quantity and Days Supply provided in the Request and may vary on clinical decisions.						
Medication: Celexa 20 mg tablet						
Pharmacy Type	Quantity	Days Supply	Plan Pay	Estimated Payment	OOP Applied	
Retail	30	30	157	135	135	
90 Day At Retail	90	90	524	352	352	
Mail	90	90	524	352	352	
Alternative Medications						
Citalopram hydrobromide 20 mg tablet						
Pharmacy Type	Quantity	Days Supply	Plan Pay	Estimated Payment	OOP Applied	
Retail	30	30	16.50	18.50	18.50	
90 Day At Retail	90	90	66	24	24	
Mail	90	90	66	24	24	
Total Number of Records: 5						

PRESCRIPTION DRUG MONITORING PROGRAM (PDMP) RX HISTORY

You can view the PDMP Rx History for the patient in the Rx History Response. On the Rx History Response screen, locate a new tab 'PDMP Rx History'.

Rx History Response

Disclaimer: Certain information may not be available or accurate in this report, including items that the patient asked not be disclosed due to patient privacy concerns, over-the-counter medications, low cost prescriptions, paid for by the patient sources, or errors in insurance claims information. The prescriber should independently verify medication history with the patient.

Rx Pharmacy Rx History 2

Rx PBM Rx History 15

Rx PDMP Rx History

[Menu](#) Contact Appriss Support

👤

Kara Whiteside, 67F

Narx Report

Resources

Powered by NarxCare™

Date: 3/11/2020

+ Kara Whiteside

- Risk Indicators

NARX SCORES

Narcotic	Sedative	Stimulant
424	390	122


OVERDOSE RISK SCORE

580
(Range 000-999)

ADDITIONAL RISK INDICATORS (3)

- ! >= 5 opioid or sedative providers in any year in the last 2 years
- ! >= 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years
- ! > 100 MME total and 40 MME/day average

Configure PDMP Rx History Option

Click the  icon from the top right corner of the prescription screen. On the Prescriber Configuration screen, select the **PDMP Rx History** check box as shown in the screen below.

Prescriber Configuration

- Hide All Less Severe Drug Interactions (Show Only Contraindicated)
- Show Food Precautions
- Hide Dose checking
- Show Doctor DEA on Print
- Show Doctor NPI on Print
- Show Mid-level DEA and NPI on Print
- Show Pharmacy Phone and Fax on Printed Rxs
- Show RxBenefit Checking
- Show Formulary
- Auto Discontinue Medications
- Capture Drug Benefit Card Information
- Include days supply and quantity in Sig
- Show Real Time Prescription Benefit (RTPB) Details
- Auto Save Medication upon Selection
- Enable Prescription Discount Card feature Automatically text prescription discounts to patients while prescribing medications


Show/Hide Tabs: Refill Pharmacy Change Reports ePA

Show/Hide tabs on Rx History Response screen: Pharmacy Rx History PBM Rx History **PDMP Rx History**

- Staff / Mid-Level Can change Prescriber

DRUG DISCOUNT COUPON

You can send drug discount coupons to patients.

To send the drug discount coupon to a patient's mobile number, click the  icon from the top right corner of the prescription screen and select the 'Enable Prescription Discount Card feature' check box as shown in the below screen.

Prescriber Configuration

- Hide All Less Severe Drug Interactions (Show Only Contraindicated)
- Show Food Precautions
- Hide Dose checking
- Show Doctor DEA on Print
- Show Doctor NPI on Print
- Show Mid-level DEA and NPI on Print
- Show Pharmacy Phone and Fax on Printed Rxs
- Show RxBenefit Checking
- Show Formulary
- Auto Discontinue Medications
- Capture Drug Benefit Card Information
- Include days supply and quantity in Sig
- Show Real Time Prescription Benefit (RTPB) Details
- Auto Save Medication upon Selection
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- Automatically text prescription discounts to patients while prescribing medications

Show/Hide Tabs: Refill Pharmacy Change Reports ePA
Show/Hide tabs on Rx History Response screen: Pharmacy Rx History PBM Rx History PDMP Rx History


Once you enable this feature, locate the Discount Coupon icon  on the prescription screen.

Prescribe Medications

WHITESIDE, KARA 10/11/1952 (67 Year(s), Female) Address: 23230 SEAPORT, Akron, OH, 44306
 Last Appointment: Next Appointment: Weight:

Prescribe Manage Refill 18 Pharmacy Change 2 Pending Reports ePA

Diagnosis: Select Favorites: Favorite Medications Lis Compound: Select Medication S

 Request Eligibility Rx H
Re Discount Coupon

Upon clicking the Discount Coupon icon, the following screen will appear:

Discount Coupon
✕

Send Pharmacy Discount Coupon To:

*** The discount coupon will be sent to the patient's mobile number shown in this field. You can change mobile number. To send drug benefit card details to pharmacy manually, click the Drug Benefit Card button.*

📱 Send To Patient

📄 Drug Benefit Card

On the Discount Coupon screen, there are 2 ways you send the discount to the patient.

1. Enter the patient's mobile number and click 'Send to Patient' button. The discount coupon will be sent to the patient's mobile number. Patient can show it to the pharmacy and receive the discount.
2. Click the Drug Benefit Card button to send the benefit details to a pharmacy manually. Upon clicking the Drug Benefit Card button, a pop up will appear as shown below:

Capture Drug Benefit Card Details
✕

RxBIN:

RxPCN:

RxGroup:

RxMember ID:

📄 Drug Benefit Card

Once you enable this feature, you can compare the medication prices at the nearby pharmacies.

Unit	Refill	Sig	Prescriber	
Tablet	0	1 Tablet as directed	CHOW, ALICE	🏠 🚫 \$ ↑ ↓ 📄
Tablet	0	1 Tablet as directed	CHOW, ALICE	🏠 🚫 \$ ↑ ↓ 📄
Tablet	0	1 Tablet as directed (1 Qty)	ERWAY, MARK	🏠 🚫 \$ ↑ ↓ 📄
Capsule	0	1 Capsule as directed	ERWAY, MARK	🏠 🚫 \$ ↑ ↓ 📄


Click the icon on the prescription screen in the grid to view price comparison of medication at pharmacies.

Price Comparison at Pharmacies (Simethicone125mg Softgel)			X
Pharmacy	Address	Price with Coupon	Q
ACME PHARMACY	2420 WEDGEWOOD DR, AKRON, OH, 443122497	9.06	
ACME PHARMACY	600 SOUTH AVENUE, TALLMADGE, OH, 442782825	9.06	
ACME PHARMACY	3235 MANCHESTER RD, AKRON, OH, 443191497	9.06	
ACME PHARMACY	2147 EAST AVE, AKRON, OH, 443141954	9.06	
ACME PHARMACY	3875 MASSILLON RD, GREEN, OH, 446857839	9.06	
AKRON GENERAL MEDICAL AMBULATORY CARE CENTER PHARMACY	1 AKRON GENERAL AVENUE, AKRON, OH, 44307	9.81	
AXESSPOINTE PHARMACY	1400 S ARLINGTON ST UNIT 38, AKRON, OH, 44306	9.06	
AXESSPOINTE PHARMACY BARBERTON	390 ROBINSON AVE STE E, BARBERTON, OH, 442033659	9.06	
AXESSPOINTE PHARMACY BROADWAY	676 S BROADWAY ST STE 105, AKRON, OH, 443111059	9.06	
BENZER PHARMACY	1549 BOETTLER RD STE B, UNIONTOWN, OH, 446857766	9.81	
CHILDREN'S HOSP MED CTR OF AKRON AMBULATORY CARE CTR PHARM	CONSIDINE PROFESSIONAL BLDG215 W. BOWERY ST., ROOM C3220, AKRON, OH, 44308	9.71	
COMMUNITY, A WALGREENS PHARMACY	375 S MAIN ST STE 108, AKRON, OH, 443111013	11.16	
COMPOUNDING PHARMACY OF GREEN	4016 MASSILLON RDSTE B, UNIONTOWN, OH, 44685	9.81	
CVS PHARMACY	1225 CANTON RD, AKRON, OH, 44312	10.94	
CVS PHARMACY	590 EAST MARKET ST, AKRON, OH, 44304	10.94	
CVS PHARMACY	780 BRITAIN RD, AKRON, OH, 44305	10.94	
CVS PHARMACY	762 ARLINGTON RDG, AKRON, OH, 44312	10.94	
Total Number of Records: 60			

SEND DRUG DISCOUNT COUPON ON PATIENT'S MOBILE NUMBER AUTOMATICALLY

You can send the drug discount coupon to the patient's mobile number automatically when you prescribe a medication. Make sure that you have correctly recorded the patient's mobile number in patient demographics. If you have recorded patient's mobile number, you don't need to click the discount coupon every time you prescribe a medication. The software will do it automatically for you if this feature is enabled.

To send the drug discount coupon to a patient's mobile number automatically, you must enable the feature from the Prescriber Configuration screen noted below.

Click the  icon from the top right corner of the prescription screen and select the 'Automatically text prescription discounts to patients while prescribing medication' check box.

Prescriber Configuration

- Hide All Less Severe Drug Interactions (Show Only Contraindicated)
- Show Food Precautions
- Hide Dose checking
- Show Doctor DEA on Print
- Show Doctor NPI on Print
- Show Mid-level DEA and NPI on Print
- Show Pharmacy Phone and Fax on Printed Rxs
- Show RxBenefit Checking
- Show Formulary
- Auto Discontinue Medications
- Capture Drug Benefit Card Information
- Include days supply and quantity in Sig
- Show Real Time Prescription Benefit (RTPB) Details
- Auto Save Medication upon Selection
- Enable Prescription Discount Card feature
- Automatically text prescription discounts to patients while prescribing medications

Show/Hide Tabs: Refill Pharmacy Change Reports ePA

REPORTS

[BACK](#)

The prescribers can generate and export various reports, such as Event Log, Prescriber Report, Logic Access Audit Log, and EPCS Audit Log from this section.

Event Log Report Configuration:

- Prescriber: Select Prescriber
- Patient: [Empty]
- Date: 01/13/2020 To 02/13/2020
- Order By: Date Time, Descending

Event Log Table:

Location	Patient Name	Event Details	Event Date	Event User	Source IP	Event Result
Tampa Facility		Event log report generated.	2/13/2020 3:12:02 AM	ERWAY, MARK	10.3.0.55	Success
Tampa Facility		Supervisor status fetched.	2/13/2020 3:08:30 AM	ERWAY, MARK	10.3.0.55	Success
Tampa Facility		EPCS activation page viewed.	2/13/2020 3:03:22 AM	ERWAY, MARK	10.3.0.55	Success

ACCESS PRESCRIPTION MODULE FROM DASHBOARD

[BACK](#)

InSync introduces the enhanced version of pending, renewal, and pharmacy change requests under the eRx status queue.

PENDING REQUESTS

The pending medications requests can also be accessed from the Dashboard by clicking the Pending link under the eRx Status queue. You can search the specific pending medication requests using various search criteria, such as Prescriber, Supervisor, Schedule, and Patient.

Pending Medications						
Prescriber	Date	Medication	Sig	Prescriber	Supervisor	Pharmacy
<input type="checkbox"/> Whiteside, Kara	08/14/2019	Aleve 220mg Caplet	6 1 Tablet as directed (1 Qty)	ERWAY, MARK	APPEGATE, TI...	
<input type="checkbox"/> Whiteside, Kara	08/14/2019	Lisinopril 2.5mg Tablet	6 1 Tablet as directed (1 Qty)	ERWAY, MARK	APPEGATE, TI...	
<input type="checkbox"/> Whiteside, Kara	08/14/2019	Lisinopril 10mg Tablet	6 1 Tablet as directed (1 Qty)	ERWAY, MARK	APPEGATE, TI...	
<input type="checkbox"/> SWIFT, JOHNATHAN	08/14/2019	Aspirin 300mg Rectal Suppository	6 1 Suppository as directed (1 Qty)	ERWAY, MARK	APPEGATE, TI...	
<input type="checkbox"/> SWIFT, JOHNATHAN	08/14/2019	Aleve Arthritis 220mg Caplet	6 1 Tablet as directed (1 Qty)	ERWAY, MARK	APPEGATE, TI...	
<input checked="" type="checkbox"/> Whiteside, Kara	08/16/2019	Lisinopril 10mg Tablet	6 1 Tablet as directed (1 Qty)	ERWAY, MARK	APPEGATE, TI...	Test 000 Pharmacy 10...
<input checked="" type="checkbox"/> Whiteside, Kara	08/12/2019	Zestril 2.5mg Tablet	6 1 Tablet as directed (1 Qty)	ERWAY, MARK	APPEGATE, TI...	Test 000 Pharmacy 10...
<input checked="" type="checkbox"/> Whiteside, Kara	08/12/2019	Lipitor 20mg Tablet	6 1 Tablet as directed (1 Qty)	ERWAY, MARK	APPEGATE, TI...	Test 000 Pharmacy 10...
<input type="checkbox"/> Whiteside, Kara	08/12/2019	Zestril 30mg Tablet	6 1 Tablet as directed (1 Qty)	ERWAY, MARK	APPEGATE, TI...	Test 000 Pharmacy 10...
<input type="checkbox"/> Whiteside, Kara	08/12/2019	Lisinopril 20mg Tablet	6 1 Tablet as directed (1 Qty)	ERWAY, MARK	APPEGATE, TI...	Test 000 Pharmacy 10...

Total Number of Records: 10

- Click the Patient Name link to access more details of that patient, such as Patient Demographics, Facesheet, To Do, and Prescribe/Manage.
- Select the medications from the list and click the Prescribe Medication icon from the Header row to transmit all selected medications directly to the pharmacy. You will then be redirected to the Prescribe Medication screen.

Alternatively, you can also click the icon from the right side of each medication entry to transmit that medication individually.

- Click the Delete icon to delete the selected pending requests from the list.
- Click the Select/Change pharmacy icon to change the pharmacy for that medication.
- Medications for which pharmacies are not yet assigned will appear with an icon. Once you assign the pharmacy, the icon color will change to blue.

CHANGE REQUESTS

The pharmacy change requests can also be accessed from Dashboard by clicking the Change link under the eRx Status queue. On the Pharmacy Change Medications screen, you can view the list of pharmacy change requests which were received from the pharmacy.



- Click the icon to view a list of new medications requested by pharmacy instead of the medication you prescribed.
- Click the Edit icon to map the patient, if required.
- Select medications from the list and click the Accept button to accept the pharmacy request with new medications.
- Click the Accept with Changes button to accept pharmacy request with new medication but with different dose details.
- Click the Rewrite button to deny the refill request and generate the new prescription for the patient. Click the Deny button to deny the refill request received from the pharmacy.

GLOSSARY - FAMILIARIZE YOURSELF WITH TERMINOLOGIES USED IN PRESCRIPTION MODULE

[BACK](#)

To expedite the process of prescribing any medications, you must familiarize yourself with the terminology used in the prescription module.

1	Request Eligibility	Request real-time insurance eligibility for patient. When you access prescription module, first thing you do is, choose health plan for the patient. You can change the plan later, if required. The “Request Eligibility” button appears in the “Prescribe” tab.
2	Diagnosis	Record the diagnosis for which you are prescribing medication. In the “Prescribe” tab, choose the appropriate diagnosis from the drop-down list.
3	Favorite Medications	This feature lets you pick your favorite medications from the list to save your time. You can make the medication favorite after you prescribe it for the first time from the “Prescribe” tab.
4	Compound Medications Set	Configure and Prescribe Compound Medications by mixing individual ingredients together in the exact strength and dosage form as required by the patient.
5	Current Medications	Before you prescribe medication, look at the medications patient is currently taking. These are the medications you or any other provider may have prescribed in the past. You can record Current Medications from the “Manage” tab.
6	Alternatives	When you type in complete medication name, system populates a list of alternate medications. You can choose any of the alternate medications as a second option. Alternatives appear in the “Prescribe” tab. Make sure you have opted health plan for the patient.
7	Recommended Dose	When you type in complete medication name, system recommends the dose based on patient’s age and gender. Recommended Dose appears in the “Prescribe” tab.
8	Rx History	Patient may have taken medications in past from other providers. Use this option to access patient’s Rx history. Ensure that patient has not denied sharing Rx history from “Patient Details” screen.
9	 Pharmacy Communication Error Log	When pharmacies respond to prescriptions, they are captured on this screen. View pharmacy response on each medication having errors.
10	Sig Text + Frequency	Based on the dose details you select, Sig is printed for the patient.
11	Review & Transmit	When you save medications on the “Prescribe” tab and click Next, pointer is diverted to “Review & Transmit” page. You can then check the interactions, if any, and transmit the medications after review.

12	Manage Medications	Record the medications patient is currently taking.
13	Refill Requests	Manage refill requests sent by pharmacy.
14	Change Medications	Pharmacy may change your prescribed medication due to some reason and send back request with alternate medication for your approval.
15	Pending Medications	Medications only saved but not yet transmitted are stored as Pending Medications. Process them as and when required.
16	Admin Panel	Use Admin module for provider level permissions and EPCS setup.