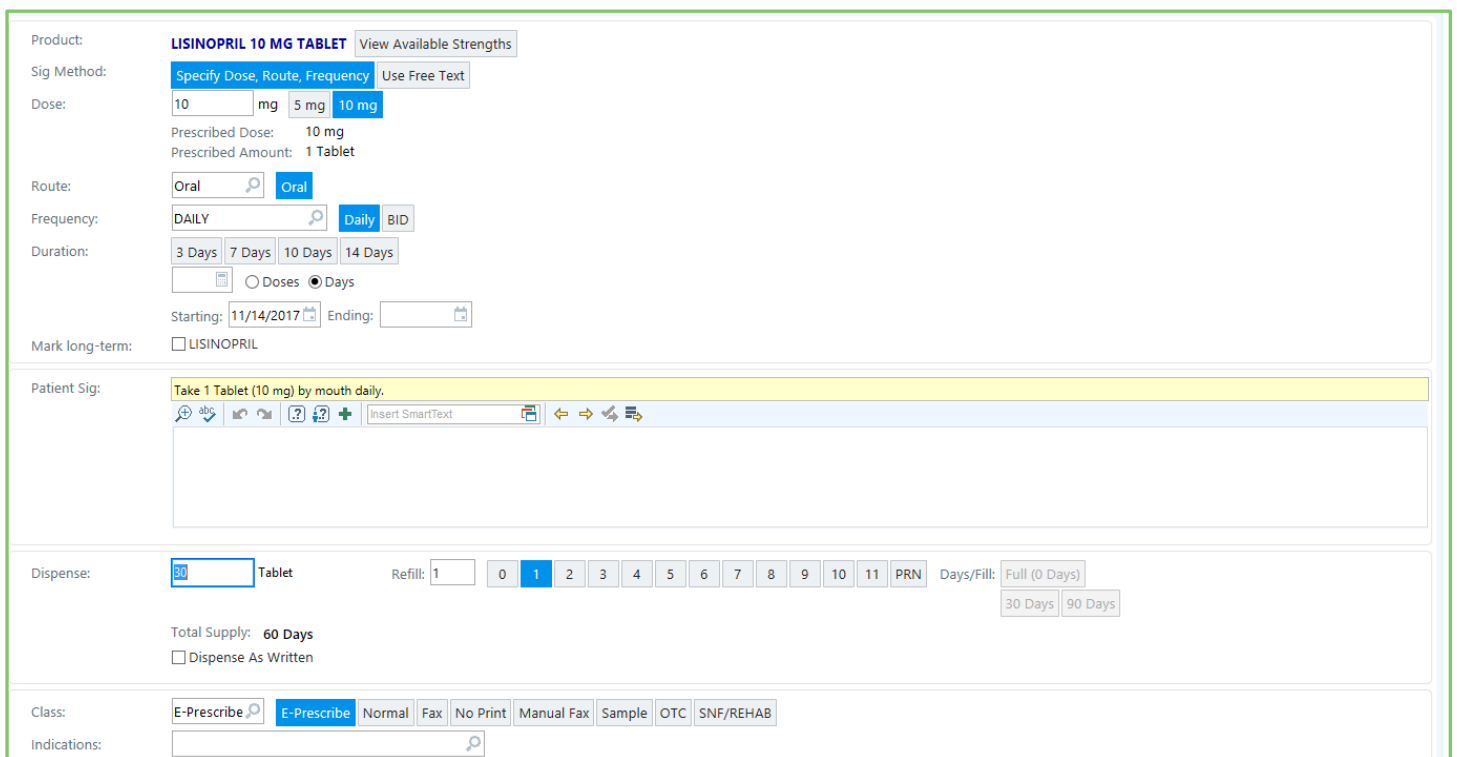


Troubleshooting E-Prescribing Issues

E-prescribing has become a best practice in health care because it helps care teams and pharmacies coordinate to properly “fill” a prescription order. We’re working to improve the compliance rate for physician’s e-prescribing for inpatients on discharge. This helps to provide a more coordinated discharge experience and potentially increase patient convenience while reducing complications and readmission. It also supports our overall goal of creating a safer, more seamless experience for patients.

The Federal government’s Meaningful Use criteria require a minimum 10% e-prescribe rate for discharge prescription orders. We’re asking all providers to e-prescribe for all patients as often as possible. To assist in this effort, effective this Monday, November 20, your discharge medication reconciliation screen will default to E-Prescribe. Sometimes when E-prescribing you may encounter a alert indicating something is wrong or you may later get a inbasket warning indicating that the the E-prescribing failed.

Below is a view of a prescription with no inline alerts. Notice that the new behavior has the E-prescribing button automatically defaulted instead of the Normal (print) button . When this order is signed, since it meets all of the prescription requirements, it will be sent electronically to the pharmacy that was chosen.



The screenshot displays an e-prescribing form for LISINAPRIL 10 MG TABLET. Key elements include:

- Product:** LISINAPRIL 10 MG TABLET (with a 'View Available Strengths' link).
- Sig Method:** Specify Dose, Route, Frequency (highlighted in blue) and Use Free Text.
- Dose:** 10 mg (with 5 mg and 10 mg options).
- Route:** Oral (with a search icon and 'Oral' button).
- Frequency:** DAILY (with a search icon and 'Daily'/'BID' buttons).
- Duration:** 3 Days, 7 Days, 10 Days, 14 Days (with 'Doses' and 'Days' radio buttons).
- Starting/Ending:** 11/14/2017 (with a calendar icon).
- Mark long-term:** LISINAPRIL.
- Patient Sig:** Take 1 Tablet (10 mg) by mouth daily. (with a rich text editor).
- Dispense:** 30 Tablet (with a search icon), Refill: 1 (with 0-11 and PRN buttons), Days/Fill: Full (0 Days), 30 Days, 90 Days.
- Total Supply:** 60 Days, Dispense As Written.
- Class:** E-Prescribe (highlighted in blue), Normal, Fax, No Print, Manual Fax, Sample, OTC, SNF/REHAB.
- Indications:** (with a search icon).

What Happens if...?

1. A medication was sent to the incorrect pharmacy or you meant to choose a different order class on some of the medications but did not kept them defaulted as E-prescribe.
 - a. Best Practice is to always check all parts of the order before selecting sign.
 - b. Call the pharmacy that the e-prescriptions were incorrectly sent and inform them that the medications will not be needed.

- c. To correct, edit the order within the order reconciliation activity and modify the prescription correcting any details necessary.

Pharmacy WAL-MART PHARMACY 444 - SPRINGFIELD, MO - 3315 SOUTH CAMPBELL

ANTIHYPERTENSIVES, ACE INHIBITORS

lisinopril (PRINIVIL) 10 mg tablet Take 1 Tablet (10 mg) by mouth daily., Disp-30 Tablet, R-1
 Refills: 1 ordered Pharmacy: WAL-MART PHARMACY 444 - SPRINGFIELD, MO - 3315 SOUTH CAMPBELL

New(Edit)

- 2. A Schedule II narcotic medication was ordered as E-Prescribe
 - a. If you do not SureScript privileges to order narcotics as e-prescribe then an inline alert will appear warning you that this medication will not be e-prescribed.
 - b. If you continue on without addressing the issue, the prescriptions will print instead of being sent electronically.

Class:

This medication will not be e-prescribed. Invalid items: DEA number Details...
 The authorizing provider does not have a DEA number on file.

Indications:

- 3. An inline alert appears indicating an invalid Pharmacy
 - a. Check to make sure the a pharmacy is selected and that pharmacy accepts electronic prescriptions denoted by E* prefix in the name.
 - b. If you continue on without addressing the issue, the prescriptions will print instead of being sent electronically.

Total Supply: 60 Days
 Dispense As Written

This medication will not be e-prescribed. Invalid items: Pharmacy Details...

- 4. An inline alert appears indicating demographic information is missing.
 - a. Most likely you will not be able to correct this issue on your own. Select either **Normal** to print or **Fax** to still send electronically instead of E-Prescribe.
 - b. If you continue on without addressing the issue, the prescription will fail in the interface and an error message will appear in your InBasket. To correct, you will either need to phone in the prescriptions or redo order reconciliation selecting either **Normal** to print or **Fax** to send electronically.
 - c. Call Help Desk to have ticket entered to correct demographic issue.

Dispense As Written

Class:

This medication will not be e-prescribed. Invalid items: Provider Details...
 The following provider demographic information is missing: Department address line 1

Indications:

5. An inline alert appears indicating that you are not an e-prescribing provider.
 - a. If you receive this alert, your privileges either have not been set up or they are expired.
 - b. Select either **Normal** to print or **Fax** to still send electronically instead of E-Prescribe. Additionally, you can send to an internal pharmacy and it will still count as E-prescribe.
 - c. If you continue on without addressing the issue, the prescriptions will print instead of being sent electronically.
 - d. Call Help Desk to have ticket entered to correct your privileges.

Dispense As Written

Class: E-Prescribe E-Prescribe Normal Fax No Print Manual Fax Sample OTC SNF/REHAB

ⓘ This medication will not be e-prescribed. Invalid items: [Provider](#) [Details...](#)

You are not set up as an e-prescribing provider. To e-prescribe, select a pharmacy that is part of your organization or contact your system administrator.

Indications:

6. I have E-Prescribing errors in my InBasket.
 - a. Errors in you InBasket indicate that the prescription that was attempted to be sent electronically did not meet the minimum requirements as part of NCPDP 10.6 specifications.
 - b. Phone the Pharmacy listed in the error to inform them of the patients prescriptions.
 - c. Call Help Desk to have ticket entered to correct the build that is causing the error.

↑ **AmbQuery - Other (64)**

BestPractice (64)

~~Cosign - Clinic Orders (3)~~

↑ **E-Prescribing Error (4)**

~~HH Discharge (2)~~

Media Manager (1)

Message

An error occurred while processing the e-prescribing message.
 The message was not sent electronically to the requested pharmacy. Contact the pharmacy about the new prescription.
 Failed to send message.
 Send return value: -1
 Error Detail: 900-1 errors validating against SureScripts Xml 10.6mu2.xsd

Pharmacy

Wal-Mart Pharmacy 141 - FORT SMITH, AR - 8301 ROGERS AVENUE
 8301 ROGERS AVENUE FORT SMITH AR 72903
 Phone: 479-452-3695 Fax: 479-484-7601
 Not a 24 hour pharmacy; exact hours not known

Patient Demographics

Patient Name	Sex	DOB	SSN	Address	P
					4
					4