



DoseSpot™

# User Guide

Prescribing Application

Version 2.12.0  
January 2025

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## Updates

### January 2025

Added updated process for Identity Proofing.

### October 2024

Included information in add patient allergy section about enhancement.

### March 2024

Minor spelling and formatting adjustments.

### Fall 2023

[Maintenance header](#): Included information about the new maintenance header.

### Spring 2023

[Prescribing Features/Add New Prescription](#): New note about common note feature; removed references to Detox/NADEA requirements; updated screenshot; DaysSupply now a required field

## Overview

This user guide is a detailed reference of the patient and prescribing features in the DoseSpot Prescribing Application.

It will demonstrate how to add the prescribing and prescription data that is needed to create and maintain patient demographics and medication information. Patient information will automatically transfer from your EHR to the DoseSpot Application, which you will access through your EHR. This demographic information is used to match the patient with their insurance company and is ultimately the basis for Eligibility, Formulary, and Medication History function.

## Patient List

After a clinician successfully logs in to the Prescribing Application, they are brought to the Patient List page. This page allows users to search for a patient within their clinic, view a list of their recent patients, and add a new patient to their clinic.

The screenshot shows the Patient List page with the following annotations:

- Change Clinic:** A callout box points to the "Change" button next to the "Staging Sweep Clinic" header, stating: "If a clinician is in multiple clinics, they can change the clinic by clicking 'Change' and selecting the desired clinic from the drop-down list."
- Search:** A callout box points to the search bar, stating: "To search for a patient, enter the patient's name (min: 2 characters) and click 'Search'. The table will display any results that match the search query." The search bar contains the text "kara".
- Show Recent Patients:** A callout box points to the "Show Recent Patients" button, stating: "Click 'Show Recent Patients' to load recently viewed patients from the clinic".
- Add New Patient:** A callout box points to the "Add New Patient" button, stating: "Click Add New Patient to navigate to add a new patient to the Clinic".
- View Patient:** A callout box points to the "View" button in the patient table, stating: "Recent patients and search results will be displayed in the Patient List table. Click 'View' to navigate to the patient's Patient Details page."

Name	Age	Gender	Birth Date	
Kara Whiteside	66 yrs	Female	Oct 11, 1952	View

## Add New Patient

Users in the DoseSpot Prescribing Application can add new patients to their clinics by clicking "Add New Patient" in the Patient List page and entering their demographic information through the Add Patient form. This demographic information is used to match the patient with their insurance company and is the basis for Eligibility, Formulary, and Medication History functions. Once the patient is created in DoseSpot, their profile will be saved for future use. **Note:** proxy users and prescribing agents can add new patients **on behalf of** a prescribing clinician.

The screenshot shows the Add Patient form with the following annotations:

- Save:** A callout box points to the "Save" button, stating: "To add a new patient, fill in the required fields (marked with a \*) and click 'Save'. This will add the new patient to the user's clinic and bring you to the Patient Details page."

The form includes fields for:

- Prefix, First Name\*, Middle Name, Last Name\*, Suffix
- Address Line 1\*, Address Line 2, City\*, State\*, Zip Code\*
- Date of Birth\*, Gender\*, Primary Phone Type\*, Primary Phone Number\*, Phone Type 2, Phone Number 2, Phone Type 3, Phone Number 3
- Medical Record Number, Height, Height Unit, Weight, Weight Unit
- Hospice / Terminally Ill checkbox

# Patient Features

## Patient Details

The Patient Details page is the starting place for using most of DoseSpot ePrescribing features.

The screenshot shows the DoseSpot Patient Details page for a patient named Kara Whiteside, Female, 66 yrs. The page includes a navigation bar with links to DASHBOARD, PATIENTS, REPORTS, and LOGOUT. The patient's name and age are displayed at the top, along with buttons to edit patient info, drug allergies, and pharmacies. A coverage details section shows the plan as PBMS (PLAN4). There are buttons to add a prescription and add patient reported medications. Below these are sections for drug/allergy interactions and alerts from pending medications. A pending medications table lists one medication: Tylenol Cold 6 Flu Severe 325 mg-10 mg-200 mg-5 mg tablet, with 30 tablets dispensed on Feb 15, 2019. The table includes columns for medication, dispense, date, refills, prescriber, and pharmacy. At the bottom, there are tabs for Active Medications, Inactive Medications, and Medication History, and a section for Existing Interactions.

dosespot DASHBOARD PATIENTS REPORTS LOGOUT

Welcome Steve Schmeberger 2 Provider Notifications

QA Test Clinic 1 Please be sure to run, print, and sign your daily Prescriptions Report today!

Kara Whiteside, Female, 66 yrs

Edit Patient Info Add/Edit Drug Allergies Add/Edit Pharmacies

Coverage Details

Plan: PBMS (PLAN4)

Add Prescription Add Patient Reported

Drug/Allergy Interactions

This patient is allergic to acetaminophen.

Alerts from "Pending" Medications

Moderate Drug Interaction - Tylenol Cold 6 Flu Severe and OxyCONTIN

Pending Medications

Select All Search:

Medication	Dispense	Date	Refills	Prescriber (Agent)	Pharmacy	
Tylenol Cold 6 Flu Severe 325 mg-10 mg-200 mg-5 mg tablet NO Substitutions Allowed Sig: Take daily after breakfast	30 Tablets	Feb 15, 2019	2	Steve Schmeberger	VA Pharmacy Store 10.6	Actions

Showing 1 to 1 of 1 entries

Change Pharmacy PIN: Change PIN Approve and Send Approve and Print

Active Medications Inactive Medications Medication History

2 Existing Interactions Walk Me Through

Here you can:

- Edit a patient's information.
- Add and send a new prescription.
- Check a patient's insurance eligibility and formulary information.
- Review medication history.
- Add patient reported medications.
- Add patient allergies.
- Add a preferred pharmacy.

## Patient Information

The top left of the patient details page contains the patient's demographic information. It also contains information about the patient's drug allergies, and their preferred pharmacy.

To view Patient information, click the "+" icon on the top left to expand the section.

Kara Whiteside, Female, 66 yrs

Edit Patient Info

Add/Edit Drug Allergies

Add/Edit Pharmacies

DOB:

Oct 11, 1952

Tylenol

VA Pharmacy Store 10.6

Address:

23230 SEAPORT AKRON, OH 44306

Address:

2800-1 Crystal Dr  
Arlington, VA 22202

Patient Phone Number(s):

(330) 554-7754

Phone:

(703) 515-4445

Fax:

(703) 414-5556

Specialties:

Long-Term Care Pharmacy, Retail,  
EPCS

## Edit Patient Information

To edit a patient's demographic information, click "Edit Patient Info". Edit the desired fields and click "Save".

Edit Patient Information

Reset Fields

Prefix

Prefix

First Name\*

Rick

Address Line 1\*

716 Main Street

Middle Name

Middle Name

Address Line 2

2nd Floor

Last Name\*

Johnson

Suffix

Suffix

City\*

Waltham

State\*

Massachusetts

Zip Code\*

02451

Date of Birth\*

01/24/2001

Gender\*

Male

Primary Phone Type\*

Cell

Primary Phone Number\*

(781) 444-4444

Medical Record Number

Phone Type 2

Home

Phone Number 2

(781) 777-5577

Height

00.00

Height Unit

Phone Type 3

Phone Number 3

XXX-XXX-XXXX

Weight

140

Weight Unit

lb

Save

Close

☐ Hospice / Terminally Ill

## Patient Allergy Information

One of the key features of DoseSpot is the ability to alert prescribers of any potential allergy interactions when prescribing. The default patient setting is “No drug allergy information”. All added drug allergies are displayed both in the Patient Information section and under Current Drug Allergies in the Add Drug Allergy section.

### Add Known Allergy

1. From the Patient Details page, click “Add/Edit Drug Allergies” in the Patient Information section. This will open the Add Drug Allergy section.

2. In the Add Drug Allergy form, complete the following fields.
  - Name\* (select a drug from the autocomplete drop-down, or type in a free-text allergy)
  - Status\* (Active or Inactive)
  - Reaction Type\* (Allergy or Adverse Reaction)
  - Reaction
  - Onset Date

**Note:** required fields are marked with a red asterisk (\*) in the form.

3. Click “Save” to add the allergy to the Patient’s Current Drug Allergies list.

The autocomplete drop-down will display if the allergy is a common allergy, uncommon allergy, or other branded allergy

### No Known Allergies

If a patient has no known allergies, check “No Known Allergies” in the Add Drug Allergy form. This will update the Current Drug Allergies list to display “No Known Allergies” and hide the Add Drug Allergy form.

## Manage Patient's Preferred Pharmacy

### Add Patient Pharmacy

- From the Patient Details page, click "Add/Edit Pharmacies" in the Patient Information section. This will open the Manage Patient's Pharmacies section.
- Search for a pharmacy using the Pharmacy Search form. You can search for pharmacies by:
  - Pharmacy's address, name, specialty, and/or phone/fax (enter at least one field and click "Search")
  - Patient's address (by clicking "Search By Patient")

**Manage Patient's Pharmacies**

**Current Pharmacies**

VA Pharmacy Store 10.6  
2800-1 Crystal Dr  
Arlington, VA 22202  
(703) 515-4445  
Fax: (703) 414-5556  
Retail, Long-Term Care Pharmacy  
EPCS  
☒ Set As Default

**b. SEARCH BY PATIENT**

☐ EPCS

Name:

Address:

City:

State:

Zip Code:

Specialty:

Phone:

Fax:

**RESET FIELDS**

**a. SEARCH**

**CLOSE**

- Results that match the specified parameters will be displayed in the Pharmacy Results table. To add a pharmacy to the patient's preferred pharmacies, hover over and click on the desired pharmacy.

Pharmacy Results		
<b>VA Pharmacy Store 10.6</b> 2800-1 Crystal Dr Arlington, VA 22202 (703) 515-4445 Fax: (703) 414-5556 Retail, Long-Term Care Pharmacy EPCS	<b>EPCS VA Pharmacy Store</b> 2800 Crystal drive 10th floor Arlington, VA 22203 (703) 921-2121 Fax: (703) 921-3245 Retail, 24 Hour Pharmacy EPCS	<b>EPCS VA pharmacy store EDIFACT</b> 2800 Crystal drive 10th floor Arlington, VA 22203 (703) 921-2121 Fax: (703) 921-3245 Retail EPCS

- The pharmacy will be added to the Current Pharmacies list. To set a pharmacy as default, check "Set As Default" corresponding to the pharmacy.

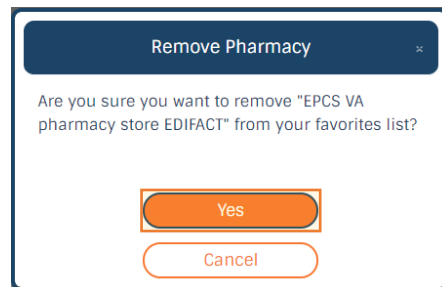
**Manage Patient's Pharmacies**

**Current Pharmacies**

VA Pharmacy Store 10.6  
2800-1 Crystal Dr  
Arlington, VA 22202  
(703) 515-4445  
Fax: (703) 414-5556  
Retail, Long-Term Care Pharmacy  
EPCS  
☒ Set As Default

## Remove Patient Pharmacy

In the Current Pharmacies list, click the “x” corresponding to the pharmacy in the Current Pharmacies list. A popup will appear to confirm the action. Click “Yes” to remove the pharmacy from the patient’s Current Pharmacies.



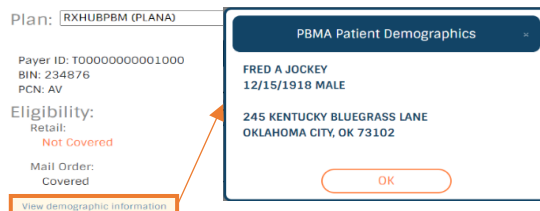
## Check Insurance Eligibility

The patient’s insurance eligibility and plan details are in the top right of the Patient Details page in the Coverage Details section. The coverage details display a patient’s Payer ID, BIN, and PCN.

To view information on the retail and mail order coverage, select the plan from the drop-down list and click the “+” on the top right corner.

To view patient demographics, click “View demographic information”.

### Coverage Details



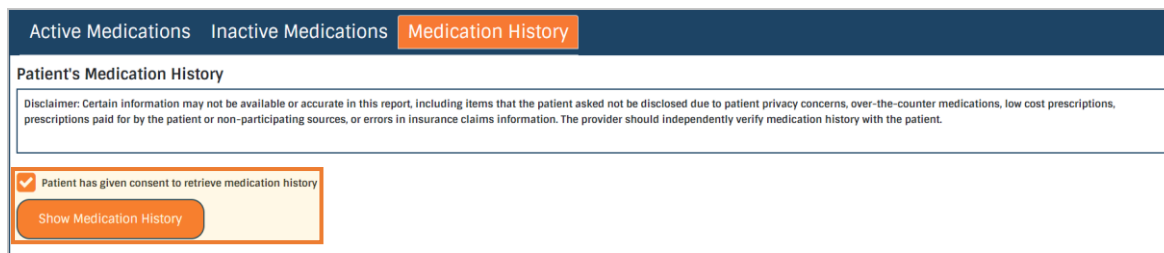
## Check Medication History

This feature provides a quick way to review a patient’s medication history. It is useful for making informed point of care decisions and for preventing any potential medication misuse.

Medication history displays a list of the patient’s previously prescribed medications. The list also includes medications prescribed by other providers.

## Show Medication History

1. In the Patient Details page, click the “Medication History” tab toward the bottom of the page.
2. Check “Patient has given consent to retrieve medication history” and click “Show Medication History”.



- The page will load the patient's medication history list. The list can be sorted by last fill date, dispense amount, remaining refills, or medication name.

Active Medications
Inactive Medications
**Medication History**

**Patient's Medication History**

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, prescriptions paid for by the patient or non-participating sources, or errors in insurance claims information. The provider should independently verify medication history with the patient.

Show 10 entries
Search:

Medication	Dispense	Refills Remaining	Last Fill Date	Actions
LORazepam 2 mg tablet Supply of 30 days	60	0	Apr 12, 2022	Actions
Flulaval Quadrivalent vaccine 0.5 ML prefilled syringe Supply of 0 days	1	0	Apr 10, 2022	Actions
Vimpat 50 mg tablet Supply of 35 days	100	0	Mar 28, 2022	Actions
Vimpat 50 mg tablet Supply of 35 days	100	0	Mar 28, 2022	Actions
Cotempla XR-ODT 17.3 mg tablet Supply of 30 days	30	0	Mar 9, 2022	Actions
buspirone HCL 10 mg tablet Supply of 30 days	60	1	Feb 22, 2022	Actions

**Note:** if your patient acknowledges that they are actively taking a medication found in the Medication History list, you can add the medication to the Active Medications list via the “Action” button. If the medication can be found in DoseSpot’s database, you will have the option to add a prescription or a patient reported medication. If not, only the add patient reported button will appear. Clicking this will bring you to Step 3 of the Add Patient Reported or Add Prescription workflow.

Actions

Add Patient Reported
Add Prescription

## Drug and Allergy Interactions

DoseSpot will automatically check for drug–drug and drug–allergy interactions between new and existing medications and provide advisory information on the Patient Details page at the time of prescribing. Drug–allergy Interactions and drug–drug interactions from pending medications are displayed below the Patient Information section.

Fred A Jockey, Male, 99 yrs
Add/Edit Drug Allergies
Add/Edit Pharmacies

Coverage Details
Plan: PBMA
Add Prescription
Add Patient Reported

**Drug/Allergy Interactions**

This patient is allergic to acetaminophen.

**Alerts from "Pending" Medications**

Minor Drug Interaction - Tylenol and Lomotil

There is also a highlighted bar across the Active Medication list noting the number of interactions within existing/active medications. Click on the “+” icon to expand the list to show the different interactions.

The screenshot shows the 'Active Medications' tab selected. A yellow bar at the top indicates '5 Existing Interactions' with a plus icon. Below this are 'Simple' and 'Detailed' view buttons. A 'Show 10 entries' dropdown is present. A table lists medications with columns for Medication, Dispense, Date, Dispensings, and Status. The first entry is 'NexIUM 20 mg delayed release capsule' with 3 dispensings and a status icon. The second entry is 'aMiloride 5 mg tablet' with 3 dispensings and a green checkmark status icon. An 'Actions' button is visible next to the first entry.

Medication	Dispense	Date	Dispensings	Status
NexIUM 20 mg delayed release capsule Sig: Take daily after breakfast. <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a>	10 Capsules	Aug 3, 2018	3	
aMiloride 5 mg tablet	12 Tablets	Aug 2, 2018	3	

The severity of the drug–drug interaction (minor, moderate, severe) is depicted by the color of the alert. Alerts are ordered by the severity of the interactions, with the most severe at the top of the list.

To learn more about specific drug interactions, click on the alert. This will open a pop up with the relevant information as it relates to the interaction. Click “OK” to close the pop up and return to the Patient Details page. Click “Print” to open a new tab with a printer-friendly version of the information.

The pop-up window has a title bar 'Minor Drug Interaction between NexIUM and Clarithromycin'. The text inside states: 'Clarithromycin may increase the plasma concentration of esomeprazole. The mechanism may be related to clarithromycin inhibition of hepatic cytochrome P450 enzymes responsible for esomeprazole metabolism. The systemic exposure (AUC) to esomeprazole doubled after coadministration with clarithromycin 500 mg twice daily. The clinical significance is unknown and dose adjustments are not required.' At the bottom, it says 'Cerner Multum - Cerner Multum, Inc.: Australian Product Information, 0'. There are 'OK' and 'Print' buttons at the bottom right.

## Active Medications List

The patient's Active Medications list is the main source for reviewing a patient's situation either before, during or after an appointment/consult. Here, the user can search for medications and filter medications by columns. There are two views: **Simple** and **Detailed**.

### Simple View

Active Medications

Inactive Medications

Medication History

2 Existing Interactions

Simple

Detailed

Show 10 entries

Search:

Medication	Status	
<div>aMiloride 5 mg tablet</div> <div>Sig: test</div> <div>View Pharmacy</div> <div>View Prescriber</div>		<div>Actions</div>
<div>Clarithromycin 500 mg tablet</div> <div>Sig: Test</div> <div>View Pharmacy</div> <div>View Prescriber</div>		<div>Actions</div>
<div>Paxil 20 mg tablet</div>		<div>Actions</div>

Showing 1 to 3 of 3 entries

Previous

1

Next

### Detailed View

The detailed view shows additional prescription details, including dispense, date, and number of dispensings.

Active Medications			Inactive Medications	Medication History
2 Existing Interactions				
Simple Detailed				
Show 10 entries Search:				
Medication	Dispense	Date	Dispensings	Status
aMiloride 5 mg tablet Sig: test <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a>	12 Tablets	Aug 2, 2018	3	
Clarithromycin 500 mg tablet Sig: Test <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a>	123 Tablets	Aug 2, 2018	3	
Paxil 20 mg tablet	20 Capsules		3	
Showing 1 to 3 of 3 entries Previous 1 Next				

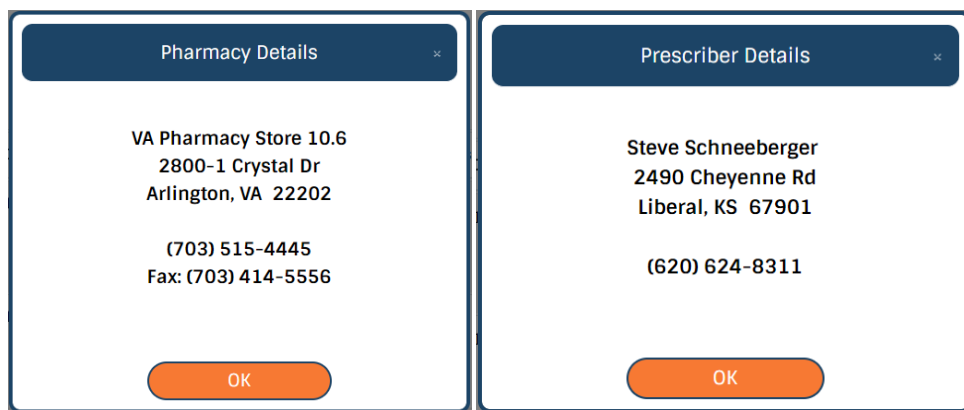
## The user can do the following in the Active Medications List:

### View Drug Monographs

Click on the medication name to open a new tab with the drug monograph. This is only available if drug monographs are enabled in the clinic's configurations.

### View Pharmacy and Prescriber Details

In the medication column, click "View Pharmacy" or "View Prescriber" to open a pop up with the corresponding demographic details (address and phone number(s)). Click "OK" to close the pop up and return to the Patient Details page.



### View Past Prescriptions

In the Medication column, click "View Past Prescriptions" to open the Past Prescriptions section. Here, the user can view details on the past prescriptions of the selected medication.

Medication	Dispense	Date	Dispensings	Status	
NexIUM 20 mg delayed release capsule Sig: Take daily after breakfast. <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a> <a href="#">View Past Prescriptions</a>	10 Capsules	Aug 7, 2018	3		<a href="#">Actions</a>






Past Prescriptions					
Show 10 entries	Search:				
Medication	Dispense	Date	Dispensings	Status	
NexIUM 20 mg delayed release capsule Sig: Take daily after breakfast. <a href="#">View Pharmacy</a> <a href="#">Reprint Prescription</a>	10 Capsules	Aug 2, 2018 02:08 PM	3		<a href="#">Actions</a>
NexIUM 20 mg delayed release capsule Sig: Take daily after breakfast. <a href="#">View Pharmacy</a> <a href="#">Reprint Prescription</a>	10 Capsules	Aug 5, 2018 12:49 PM	3		<a href="#">Actions</a>

Showing 1 to 2 of 2 entries

Previous 1 Next

## View Prescription Status

### Status Key

Status	
	<b>Sending:</b> Prescription is en route to pharmacy
	<b>eRx Sent:</b> Prescription has successfully reached pharmacy
	<b>Printed:</b> Prescription printed
	<b>Self Reported:</b> Medication was self-reported by patient to prescriber
	<b>Pharmacy Verified:</b> The pharmacy has confirmed the medication

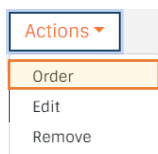
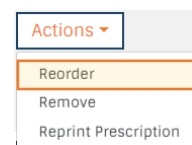
The Sending, eRx Sent, and Pharmacy Verified status types are all statuses in the process of sending a prescription to the pharmacy. **Sending** means DoseSpot is in the process of sending the prescription to the pharmacy. **eRx Sent** means that DoseSpot has successfully sent the prescription to the pharmacy, and **Pharmacy Verified** means that the pharmacy has confirmed that they have received the prescription. The time between **eRx Sent** and **Pharmacy Verified** varies depending on the pharmacy.

### Fill Status

For Pharmacy Verified prescriptions, clicking on the Pharmacy Verified button gives more information on the prescription, including Fill Status: **FullFill**, **PartialFill**, **NoFill**.

## Order/Reorder Medication

From the Actions dropdown list, select “Reorder” to make a copy of a printed or electronic prescription and move the copy to the Pending Medications list.



If the medication is patient-reported, select “Order” from the Actions dropdown list. This will open Step 3 of the Add Prescription workflow. Add or edit any prescription details and click “Save Prescription” to add the prescription to the Pending Medications list.

## Remove Medication

From the Actions dropdown list, select “Remove”. This will open a popup asking for a reason for removing the medication. Select a reason and click “OK”.

If cancel, completed, or discontinued was selected, the medication will move to the Inactive Medications list.

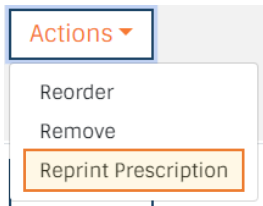
**Note:** if discontinued was selected, the user must provide a comment describing why the medication was discontinued.



## Edit Patient Reported Medication

From the Actions dropdown list, select “Edit” to open Step 3 of the Add Patient Reported Medication workflow. Make any edits and click “Save Medication”.

## Reprint Prescription



From the Actions dropdown list, select “Reprint Prescription” to open a new window with a printer-friendly version of the prescription.

## Inactive Medications List

The patient's Inactive Medication list displays a list of the patient's medications that have been cancelled, discontinued, and/or completed. These are medications that had been moved from the patient's Active Medications list. Here, the user can Search for medications and filter medications by columns.

There are two views: **Simple** and **Detailed**.

### Simple View

Active Medications Inactive Medications Medication History		
Simple Detailed		
Show 10 entries		Search:
Medication	Status	
aMiloride 5 mg tablet Sig: test <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a>	⊙	<a href="#">Actions</a>
Amoxicillin 250 mg capsule Sig: Test <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a> <a href="#">View Past Prescriptions</a>	⊙	<a href="#">Actions</a>
Clarithromycin 500 mg tablet Sig: Test <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a>	✕	<a href="#">Actions</a>
Amoxapine 150 mg tablet Sig: Take one daily after breakfast. <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a>	✕	<a href="#">Actions</a>
Lipitor 40 mg tablet Sig: Test <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a>	✕	<a href="#">Actions</a>
Showing 1 to 5 of 5 entries		Previous 1 Next

### Detailed View

The detailed view shows additional prescription details, including dispense, date, and number of dispensings.

Active Medications

Inactive Medications

Medication History

Simple

Detailed

Show 10 entries

Search:

Medication	Dispense	Date	Dispensings	Status	
aMiloride 5 mg tablet Sig: test <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a>	12 Tablets	Aug 2, 2018	3		<a href="#">Actions</a>
Amoxicillin 250 mg capsule Sig: Test <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a> <a href="#">View Past Prescriptions</a>	100 Capsules	Aug 2, 2018	3		<a href="#">Actions</a>
Clarithromycin 500 mg tablet Sig: Test <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a>	123 Tablets	Aug 2, 2018	3		<a href="#">Actions</a>
Amoxapine 150 mg tablet Sig: Take one daily after breakfast. <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a>	100 Tablets	Aug 8, 2018	3		<a href="#">Actions</a>
Lipitor 40 mg tablet Sig: Test <a href="#">View Pharmacy</a> <a href="#">View Prescriber</a>	20 Tablets	Aug 2, 2018	3		<a href="#">Actions</a>

Showing 1 to 5 of 5 entries

Previous

1

Next

**The user can do the following in the Inactive Medications List:**

## View Drug Monographs

Click on the medication name to open a new tab with the drug monograph. This is only available if Drug Monographs are enabled in the clinic's configurations.

## View Pharmacy and Prescriber Details

In the Medication column, click "View Pharmacy" or "View Prescriber" to open a pop up with the corresponding demographic details (address and phone number[s]). Click "OK" to close the pop up and return to the Patient Details page.

Pharmacy Details

VA Pharmacy Store 10.6  
2800-1 Crystal Dr  
Arlington, VA 22202  
  
(703) 515-4445  
Fax: (703) 414-5556

OK

Prescriber Details

Steve Schneeberger  
2490 Cheyenne Rd  
Liberal, KS 67901  
  
(620) 624-8311

OK

## View Past Prescriptions

In the Medication column, click "View Past Prescriptions" to open the Past Prescriptions section. Here, the user can view details on the past prescriptions of the selected medication.

Amoxicillin 250 mg capsule  
Sig: Test  
View Pharmacy  
View Prescriber  
View Past Prescriptions

100 Capsules

Aug 2, 2018

3

✓

Actions ▾

Past Prescriptions

Show 10 entries

Medication	Dispense	Date	Dispensing	Status	
Amoxicillin 250 mg capsule Sig: Test	100 Capsules	Aug 4, 2018 07:19 PM	3	✓	Actions ▾
Amoxicillin 250 mg capsule Sig: Test	100 Capsules	Aug 4, 2018 05:34 PM	3	✓	Actions ▾

Showing 1 to 2 of 2 entries

Previous 1 Next

## View Medication Status

### Status Key

Status	
✗	Prescription discontinued
✓	Prescription completed
✗	Cancel requested
✗	Cancel denied
✗	Cancel approved

## Reorder Medication

From the Actions dropdown list, select "Reorder" to make a copy of the medication and move the copy to the Pending Medications list.

## Move to Active List

From the actions dropdown list, select "Move to Active List". This will move the medication to the Active Medications list.

Actions ▾

Reorder  
Move To Active List

# Prescribing Features

## Add New Prescription

To begin the three-step process of adding a new prescription, click the “Add Prescription” button in the upper right hand corner of the Patient Details page.

The screenshot shows the Patient Details page for Fred A Jockey, Male, 99 yrs. It includes buttons for 'Add/Edit Drug Allergies' and 'Add/Edit Pharmacies'. On the right, there is a 'Coverage Details' section with a 'Plan' dropdown set to 'PBMA'. In the top right corner, there are two orange buttons: 'Add Prescription' and 'Add Patient Reported'. Below the patient information, there is an 'Alerts from "Pending" Medications' section showing a 'Minor Drug Interaction - Tylenol and Lomotil'.

There are three types of prescriptions that a clinician can add: Medication, Supply, and Compound.

## Add New Medication

### Step One

Search for a medication by typing in the name of the medication. An autocomplete dropdown will be triggered if the user enters a string of three or more characters. Select the medication from the autocomplete drop-down list.

**Note:** there are two possible ways drug searches could appear: Ibuprofen (oral - capsule) or Ibuprofen Oral Capsule. This depends on which drug database the clinic is set up with: LexiComp or MediSpan.

The screenshot shows the 'Add Prescription' dialog box, Step 1. It has three tabs: 'Medication', 'Supply', and 'Compound'. The 'Medication' tab is selected. The 'Step 1' section has two search fields. The first field is for 'Search for a Diagnosis by name or ICD10 to select it.' The second field is for 'Search for a medication by name, then click the medication name to select it.\*'. Below the second field, a dropdown list shows several 'Nexium' options. On the right side of the dialog, there is a 'My Favorites' section.

The user also has the option to select a medication from the “My Favorites” list, if the user has any saved favorites. This will bring the user directly to Step 3 of the workflow.

This screenshot is similar to the previous one but highlights the 'My Favorites' list on the right side of the dialog. The list contains three items: 'Demo Favorite - Demeclocycline (oral - tablet) 150 mg', 'DiagMedTest - Vicks 44 Cold & Cough LiquiCaps (oral - capsule) 30 mg-60 mg', and 'perk - Percocet (oral - tablet) 325 mg-10 mg'. Each item has a small orange icon next to it. The 'Step 1' search fields and tabs are also visible.

**Note:** if diagnosis is enabled in the clinic’s configurations, the user has the option to select a diagnosis for the prescription. ICD diagnosis codes can support up to two diagnoses per prescription. CDT diagnosis codes can support one diagnosis code per prescription. **A diagnosis is required if the clinician is adding an EPCS prescription.**

## Step Two

Select the desired strength for the medication. Only the legal variations of the drug will be available to prevent any errors.

## Step Three

Fill in the prescription details by completing the following fields:

- Effective Date
- Patient Directions\* (1000 characters)
- Dispense\*
- Dispense Unit\*
- Refills\*
- Days Supply\*
- No Substitutions (check if substitutions are not allowed)
- Urgent
- Pharmacy Notes (click the “+” icon next to Show Pharmacy Notes to show the field)
  - Common pharmacy notes can be added from the dropdown menu in the pharmacy notes section

**Note:** EPCS prescriptions require an Effective Date. Required fields are marked with a red asterisk (\*) in the form.

Add Prescription

Medication

Supply

Compound

Step 3

Search for a CDT by name or code to select it.

Current medication: Nexium (oral - delayed release capsule)™

Change

Current strength: 20 mg

Change

Pharmacy Information

VA Pharmacy Store 10.6

2800-1 Crystal Dr

Arlington, VA

Change

☐ Mail To Patient

Effective Date

Today

Patient Directions\*

Dispense\*

Dispense Unit\*

Refills\*

Days Supply \*

Capsule

No Substitutions

Urgent

Show Pharmacy Notes

Save As Favorite

Save Prescription

Dosing Calculator

Reset

DOSAGE:

mcg/kg/day

WEIGHT:

lb

FREQUENCY:

per day

MED AMOUNT:

mcg

PER VOLUME:

ml

DOSE:

mcg

LIQUID DOSE:

ml

Plan Selected For This Medication

PBMX (FLORIDA-WEB)

REFRESH

Formulary Status

Formulary Status:

On-Formulary/Non-Preferred

REFRESH

Alternatives:

RABEprazole 20 mg oral delayed release tablet

Formulary Status

Preferred Level 1

Copay

Tier 2 of 5

If the patient has eligibility information saved, formulary information will display on the screen. This includes formulary status, copay details, and alternative medications if applicable. This gives the user the option to select any alternative medications if desired.

For patients with no eligibility information, a link may be included to a GoodRx coupon that can be used. This link is to an external site.

Click “Save Prescription” to add the prescription to the patient’s Pending Medications list.

## Add New Supply

### Step One

Search for a supply by typing in the name of the medication. An autocomplete drop-down will be triggered if the user enters a string of three or more characters. Select the supply from the autocomplete drop-down list. This will automatically load Step 2 of the workflow.

If the supply does not appear in the autocomplete drop-down, enter the supply as a free-text entry and click “Next” to go to Step 2.

The user also has the option to select a supply from the “My Favorites” list, if the user has any saved favorites. This will bring the user to Step 2 of the workflow with the saved prescription details.

**Note:** if diagnosis is enabled in the clinic’s configurations, the user has the option to select a diagnosis for the prescription.

### Step Two

Fill in the prescription details by completing the following fields:

- Effective Date
- Patient Directions\* (1000 characters)
- Dispense\*
- Dispense Unit\*
- Refills\*
- Days Supply\*
- No Substitutions (check if substitutions are not allowed)
- Urgent

- Pharmacy Notes (click the “+” icon next to Show Pharmacy Notes to show the field)
  - o Common pharmacy notes can be added from the dropdown menu in the pharmacy notes section

**Note:** required fields are marked with a red asterisk (\*) in the form.

Insert Common Note: ▼

Pharmacy Notes

Add Prescription

Medication
Supply
Compound

Step 2

Search for a CDT by name or code to select it.

Current supply: Wheelchair Cushion Miscellaneous Change

Pharmacy Information  
VA Pharmacy Store 10.6  
2800-1 Crystal Dr  
Arlington, VA Change

☐ Mail To Patient ⚠  
Effective Date  
 Today

Patient Directions\*

Dispense\* Dispense Unit\* Refills\* Days Supply\*

Show Pharmacy Notes + ☐ No Substitutions ☐ Urgent

★ Save As Favorite Save Prescription

Dosing Calculator Reset

DOSAGE:  mcg/kg/day  
WEIGHT:  lb  
FREQUENCY:  per day  
MED AMOUNT:  mcg  
PER VOLUME:  mL  
DOSE:  mcg  
LIQUID DOSE:  mL

Plan Selected For This Medication  
PBMX (FLORIDA-WE8) REFRESH

Formulary Status  
Formulary Status:  
Unknown REFRESH ?  
NDC not found

If the supply is a free-text entry, the clinician must confirm that the prescription is not for a controlled substance. Check the checkbox next to “This is not a controlled substance” and click “Save Prescription”.

Medication
Supply
Compound

Step 2

Search for a CDT by name or code to select it.

Current supply: wheelchair Change

Pharmacy Information  
VA Pharmacy Store 10.6  
2800-1 Crystal Dr  
Arlington, VA Change

☐ Mail To Patient ⚠  
Effective Date  
 Today

Patient Directions\*

Dispense\* Dispense Unit\* Refills\* Days Supply\*

Show Pharmacy Notes + ☐ No Substitutions ☐ Urgent

☐ This is not a controlled substance

★ Save As Favorite Save Prescription

Click “Save Prescription” to add the prescription to the patient’s Pending Medications list.

## Add New Compound

### Step One

Enter a free-text compound and click “Next”.

The user also has the option to select a supply from the “My Favorites” list, if the user has any saved favorites. This will bring the user to Step 2 of the workflow with the saved prescription details.

**Note:** if diagnosis is enabled in the clinic’s configurations, the user has the option to select a diagnosis for the prescription.

### Step Two

Fill in the prescription details by completing the following fields:

- Effective Date
- Patient Directions\* (1000 characters)
- Dispense\*
- Dispense Unit\*
- Refills\*
- Days Supply\*
- No Substitutions (check if substitutions are not allowed)
- Urgent
- Pharmacy Notes (click the “+” icon next to Show Pharmacy Notes to show the field)
  - Common pharmacy notes can be added from the dropdown menu in the pharmacy notes section

**Note:** required fields are marked with a red asterisk (\*) in the form.

Add Prescription

Medication
Supply
Compound

Step 2

Search for a CDT by name or code to select it.

Current compound: test coumpound
Change

Pharmacy Information

VA Pharmacy Store 10.6  
2800-1 Crystal Dr  
Arlington, VA
Change

☐ Mail To Patient

Effective Date
Today

Patient Directions\*

Dispense\*
Dispense Unit\*
Refills\*
Days Supply \*

Select...

Show Pharmacy Notes +
☐ No Substitutions
☐ Urgent

☐ This is not a controlled substance

★ Save As Favorite
Save Prescription

The clinician must also confirm that the prescription is not for a controlled substance. Check the checkbox next to “This is not a controlled substance”.

Click “Save Prescription” to add the prescription to the patient’s Pending Medications list.

## Add New Compiled Compound

### Step One

Search for a compound ingredient by typing in the name of the ingredient. An autocomplete dropdown will be triggered if the user enters a string of three or more characters. Select the ingredient from the autocomplete drop-down list.

If the compound ingredient does not appear in the autocomplete drop-down, enter the compound ingredient as a free-text entry and click “Next” to go to Step 2.

Add Prescription

Medication

Supply

Compound

Step 1

Current diagnosis: Other problems related to medical facilities and other health care

Change

×

Build a custom compound from one or more ingredients. Search for a medication and select it, or enter a free text ingredient with strength then click the plus sign to add to the compound in the right hand panel. Free text ingredients must not be controlled. Once all ingredients have been specified, name the compound and click 'Build Compound'.

Ingredient\*

Vitamin C (oral - tablet)

×

Current strength\* 250 mg

Change

Dispense\*

1

Dispense Unit\*

Capsule

+

My Favorites

prescriber fav 1 - compound04182202

prescriberfav2 - compound04182

The user also has the option to select a medication from the “My Favorites” list, if the user has any saved favorites. This will bring the user directly to Step 5 of the workflow.

**Note:** if diagnosis is enabled in the clinic’s configurations, the user has the option to select a diagnosis for the prescription.

Add Prescription

Medication

Supply

Compound

Step 1

Current diagnosis: Other problems related to medical facilities and other health care

Change

×

Build a custom compound from one or more ingredients. Search for a medication and select it, or enter a free text ingredient with strength then click the plus sign to add to the compound in the right hand panel. Free text ingredients must not be controlled. Once all ingredients have been specified, name the compound and click 'Build Compound'.

Ingredient\*

Vitamin C (oral - tablet)

×

Current strength\* 250 mg

Change

Dispense\*

1

Dispense Unit\*

Capsule

+

My Favorites

prescriber fav 1 - compound04182202

prescriberfav2 - compound04182

## Step Two

Select the desired strength, dispense unit, and dispense unit amount for the ingredient. Only the legal variations of the drug will be available to prevent any errors.

**Add Prescription**

Medication | Supply | Compound

**Step 1**

Current diagnosis: Other problems related to medical facilities and other health care [Change](#)

Build a custom compound from one or more ingredients. Search for a medication and select it, or enter a free text ingredient with strength then click the plus sign to add to the compound in the right hand panel. Free text ingredients must not be controlled. Once all ingredients have been specified, name the compound and click 'Build Compound'.

Ingredient\*  
Vitamin C (oral - tablet)

Current strength\* 250 mg [Change](#)

Dispense\* 1 Dispense Unit\* Capsule

**My Favorites**

- prescriber fav 1 - compound04182202
- prescriber fav 2 - compound04182

## Step Three

Add ingredients to compiled compound. The favorites tab will disappear and be replaced by the compiled compound screen.

**Add Prescription**

Medication | Supply | Compound

**Step 1**

Current diagnosis: Other problems related to medical facilities and other health care [Change](#)

Build a custom compound from one or more ingredients. Search for a medication and select it, or enter a free text ingredient with strength then click the plus sign to add to the compound in the right hand panel. Free text ingredients must not be controlled. Once all ingredients have been specified, name the compound and click 'Build Compound'.

Ingredient\*  
Vitamin C (oral - tablet)

Current strength\* 250 mg [Change](#)

Dispense\* 1 Dispense Unit\* Capsule

**My Favorites**

- prescriber fav 1 - compound04182202
- prescriber fav 2 - compound04182

## Step Four

Repeat steps one through three until every ingredient has been added. Ingredients can be removed by selecting the (-) next to the ingredient on the right part of the add prescription tab. When all ingredients have been added, name and build the compound.

**Add Prescription**

Medication | Supply | Compound

**Step 1**

Current diagnosis: Other problems related to medical facilities and other health care [Change](#)

Build a custom compound from one or more ingredients. Search for a medication and select it, or enter a free text ingredient with strength then click the plus sign to add to the compound in the right hand panel. Free text ingredients must not be controlled. Once all ingredients have been specified, name the compound and click 'Build Compound'.

Ingredient\*

Dispense\* 1 Dispense Unit\* Select...

**Build a Compound**

Vitamin C (oral - tablet) 250 mg - 1 Capsule

Name your compound\*

[Clear All](#) [Build Compound](#)

## Step Five

Fill in the prescription details by completing the following fields:

- Effective Date
- Patient Directions\* (1000 characters)
- Dispense\*
- Dispense Unit\*
- Refills\*
- Days Supply\*
- No Substitutions (check if substitutions are not allowed)
- Urgent
- Pharmacy Notes (click the “+” icon next to Show Pharmacy Notes to show the field)
  - Common pharmacy notes can be added from the dropdown menu in the pharmacy notes section.

Insert Common Note: ▼

Pharmacy Notes

- Select...
- Acute Pain
- Hospice
- Non-Acute Pain
- PDMP reviewed
- Shipping

**Note:** required fields are marked with a red asterisk (\*) in the form.

☐ Medication
 ☐ Supply
 ☐ Compound

### Step 2

Search for a Diagnosis by name or ICD10 to select it.

Current compound: Compiled 145

[Change](#)

- ethambutol 400 mg oral tablet - 25 Milliliters
- deferasirox 360 mg oral tablet - 25 Milliliters

#### Pharmacy Information

Pharmacy: VA Pharmacy Store 10.6 2800-1 Crystal Dr Arlington, VA

[CHANGE](#)

☐ Mail To Patient

Effective Date

[Today](#)

Patient Directions\*

Dispense\*

Dispense Unit\*

Refills\*

Days Supply

Show Pharmacy Notes [+](#)

☐ No Substitutions

☐ Urgent

★ Save As Favorite

Save Prescription

Click “Save Prescription” to add the prescription to the patient’s Pending Medications list.

## Save As Favorite

Saving a prescription as a favorite saves all entered prescription details. Clinicians can access their favorites through the My Favorites list in Step 1 of the Add Prescription workflow. This will take the clinician directly to Step 3 to edit any prescription details and submit the form. To save a prescription as a favorite:

1. In the final step of the Add Prescription workflow, fill in prescription details.
2. Click the Star icon next to “Save As Favorite” and click “Save Prescription”.

☐ Show Pharmacy Notes
 ☐ No Substitutions
 ☒ Save As Favorite

Save Prescription

- A pop up will appear. Enter a nickname for the favorite and click “OK”. If you would like to save this as a Master Favorite, add an asterisk (\*) to the beginning of the nickname.
- The prescription will be added to the Pending Medications list, and a copy of the prescription will be saved as a favorite.

Add Favorite

Please enter a nickname for this to be added to your Favorites List:

\*Favorite 1

Cancel OK

## Edit Favorites

Favorites can be edited from the “Add prescription” workflow by clicking the pencil next to the favorited medication. Clinicians can make changes to the prescription amount, refills, title, direction, and pharmacy notes. Clinicians can also use this window to delete any favorites that they no longer want. Proxy and prescribing agents will see three sections in their favorites window: My Favorites, Clinic Favorites, and On Behalf Of Favorites.

Add Prescription

Medication Supply Compound

Step 1

Search for a Diagnosis by name or ICD10 to select it.

Enter at least 3 characters to search

Search for a medication by name, then click the medication name to select it.\*

My Favorites

- Demo Favorite - Demeclocycline (oral - tablet) 150 mg
- DiagMedTest - Vicks 44 Cold & Cough LiquiCaps (oral - capsule) 30 mg-60 mg
- perk - Percocet (oral - tablet) 325 mg-10 mg

**Note:** prescribers can view Clinic Favorites but cannot edit them. Proxy users and Prescribing Agents can view Clinic Favorites and On Behalf of Favorites but cannot make any edits. Clinic Favorites can only be edited by users in the Admin Console.

Edit Favorites

Search for a Diagnosis by name or ICD10 to select it.

Current medication: Demeclocycline (oral - tablet) [Change](#)

Current strength: 150 mg [Change](#)

Favorite Title

Demo Favorite

Patient Directions

test

Dispense Dispense Unit

1 Tablet

Refills Days Supply

1 11

Pharmacy Notes

acute pain sample

☒ No Substitutions

Save Favorite

Delete Favorite

Cancel

## Specialty Favorites

Clinics can have sets of Clinic Favorites grouped by specialty type. These favorites will appear for a clinician with the same specialty type. Clinicians will not see favorites of a different specialty type unless they are prescribing On Behalf Of another clinician. If a clinician prescribes On Behalf Of another clinician, they will instead see favorites based on the specialty of that clinician and not their own.

If a clinic favorite does not have a specialty set, all clinicians in the clinic will be able to see that favorite regardless of their specialty.

## Pending Medications List

Newly added prescriptions will appear in the patient's Pending Medications list. The Pending Medications list displays prescriptions that have not yet been sent to a pharmacy or printed by the clinician. Here, you can review prescription information, change prescription's pharmacy, as well as edit or delete the prescription.

## Send Electronic Prescription (NewRx)

When you are ready to send the prescription to the pharmacy

1. Select the medication(s) using the checkboxes corresponding to the medication
2. If the clinician has a PIN on file, enter the PIN in the PIN field
3. Click "Approve and Send". The prescription will be moved to the Active Medications list

Pending Medications

☒ Select All

Search:

	Medication	Dispense	Date	Refills	Prescriber	Pharmacy	
<input checked="" type="checkbox"/>	Nexium 20 mg delayed release capsule NO Substitutions Allowed Sig: Take daily after breakfast.	10 Capsules	Aug 3, 2018	2	Steve Schneeberger	VA Pharmacy Store 10.6 Arlington, VA	Actions

Showing 1 to 1 of 1 entries

Change Pharmacy

PIN: 

Change PIN

Approve and Send

Approve and Print

## Print Prescription (NewRx)

**Note:** popups must be enabled within your browser to print a print prescription

1. Select the medication(s) using the checkboxes corresponding to the medication.
2. If the clinician has a PIN on file, enter the PIN in the PIN field.
3. Click "Approve and Print". The printed prescription will open in a new window. The prescription will be moved to the Active Medications list.

Pending Medications

☒ Select All

Search:

	Medication	Dispense	Date	Refills	Prescriber	Pharmacy	
<input checked="" type="checkbox"/>	Nexium 20 mg delayed release capsule NO Substitutions Allowed Sig: Take daily after breakfast.	10 Capsules	Aug 3, 2018	2	Steve Schneeberger	VA Pharmacy Store 10.6 Arlington, VA	Actions

Showing 1 to 1 of 1 entries

Change Pharmacy

PIN: 

Change PIN

Approve and Send

Approve and Print

## Print without Pharmacy

**Note:** popups must be enabled within your browser to print a print prescription

If a pharmacy does not appear within the pharmacy search, you can print the prescription without selecting a pharmacy:

1. Select the prescription(s) using the checkboxes corresponding to the medication.
2. Click “Change Pharmacy”. This will open the Change Pharmacy popup.

Pending Medications

☒ Select All
 

Search:

	Medication	TI	Dispense	TI	Date	TI	Refills	TI	Prescriber	TI	Pharmacy	TI
<input checked="" type="checkbox"/>	Nexium 20 mg delayed release capsule NO Substitutions Allowed Sig: Take daily after breakfast.		10 Capsules		Aug 3, 2018		2		Steve Schneeberger		VA Pharmacy Store 10.6 Arlington, VA	

Showing 1 to 1 of 1 entries

Change Pharmacy

PIN: 

Change PIN

Approve and Send

Approve and Print

3. Select “No Pharmacy (for printing only)” and click “OK”.

Change Pharmacy

☒ No Pharmacy(for printing only)
 

SEARCH PHARMACIES

Pharmacy Name	City/State	Specialties	Is EPCS?
<input type="checkbox"/> VA Pharmacy Store 10.6	Arlington, VA	Retail, Long-Term Care Pharmacy	Yes

OK

CLOSE

4. The Pharmacy will change to “No Pharmacy Selected”. Click “Approve and Print”. The printed prescription will open in a new window. The prescription will be moved to the Active Medications list.

Pending Medications

☒ Select All
 

Search:

	Medication	TI	Dispense	TI	Date	TI	Refills	TI	Prescriber	TI	Pharmacy	TI
<input checked="" type="checkbox"/>	Nexium 20 mg delayed release capsule NO Substitutions Allowed Sig: Take daily after breakfast.		10 Capsules		Aug 3, 2018		2		Steve Schneeberger		No Pharmacy Selected	

Showing 1 to 1 of 1 entries

Change Pharmacy

PIN: 

Change PIN

Approve and Send

Approve and Print

## Change Prescription Pharmacy

There are three ways to open the Change Pharmacy modal

### From the Pending Medication List

1. Either:
  - a. Select the prescription(s) using the checkboxes corresponding to the medication and click the “Change Pharmacy” button, OR;
  - b. From the Action’s dropdown list, select “Change Pharmacy”.

**Pending Medications**

☐ Select All

	Medication	Dispense	Date	Refills	Prescriber	Pharmacy	
<input type="checkbox"/>	aMiloride 5 mg tablet Substitutions Allowed Sig: test	12 Tablets	Aug 8, 2018	2	Steve Schneeberger	VA Pharmacy Store 10.6 Arlington, VA	Actions ▾
<input checked="" type="checkbox"/>	aMiloride 5 mg tablet Substitutions Allowed Sig: test	12 Tablets	Aug 8, 2018	2	Steve Schneeberger	EPCS VA Pharmacy Store Arlington, VA	b. Actions ▾ Edit Delete Change Pharmacy Start Prior Auth

Showing 1 to 2 of 2 entries

a. PIN:

2. The popup will show a list of the patient’s preferred pharmacies. Select the desired pharmacy and click “OK”:

**Change Pharmacy**

☐ No Pharmacy(for printing only)

	Pharmacy Name	City/State	Specialties	Is EPCS?
<input type="checkbox"/>	Druglix	Minneapolis, MN		No
<input checked="" type="checkbox"/>	VA Pharmacy Store 10.6	Arlington, VA	Retail, Long-Term Care Pharmacy	Yes
<input type="checkbox"/>	EPCS VA Pharmacy Store	Arlington, VA	Retail, 24 Hour Pharmacy	Yes

**Note:** if the desired pharmacy is not shown, the user can search for and add a preferred pharmacy by clicking the “Search Pharmacies” button. See [\[Manage Patient’s Preferred Pharmacies\]](#) for more details.

### From the Add/Edit Prescription modal

1. From the Action’s dropdown list, select “Edit”.

**Pending Medications**

☐ Select All

	Medication	Dispense	Date	Refills	Prescriber	Pharmacy	
<input type="checkbox"/>	aMiloride 5 mg tablet Substitutions Allowed Sig: test	12 Tablets	Aug 8, 2018	2	Steve Schneeberger	VA Pharmacy Store 10.6 Arlington, VA	Actions ▾
<input checked="" type="checkbox"/>	aMiloride 5 mg tablet Substitutions Allowed Sig: test	12 Tablets	Aug 8, 2018	2	Steve Schneeberger	EPCS VA Pharmacy Store Arlington, VA	b. Actions ▾ Edit Delete Change Pharmacy Start Prior Auth

Showing 1 to 2 of 2 entries

a. PIN:

- Under the “Pharmacy Information” section, select “Change”. A list of the patient’s registered pharmacies will appear.

Medication Supply Compound

Step 3

Search for a CDT by name or code to select it.

Current medication: Nexium (oral - delayed release capsule)™ [Change](#)

Current strength: 20 mg [Change](#)

**Pharmacy Information**

Pharmacy: VA Pharmacy Store 10.6 2800-1 Crystal Dr Arlington, VA [CHANGE](#)

☐ Mail To Patient

Effective Date [Today](#)

Patient Directions\*

Dispense\* Dispense Unit\* Refills\* Days Supply

Capsule

Show Pharmacy Notes [+](#) ☐ No Substitutions ☐ Urgent

[★ Save As Favorite](#) [Save Prescription](#)

- Select the desired pharmacy and click “Save Prescription”.

## Add Patient Reported Prescription

To begin the process of adding a medication that is self reported by the patient, click the “Add Patient Reported” button in the upper right-hand corner of the Patient Details page.

Fred A Jockey, Male, 99 yrs [+](#)

[Add/Edit Drug Allergies](#) [Add/Edit Pharmacies](#)

**Coverage Details** [+](#)

Plan: PSMA [▼](#)

[Add Prescription](#)

[Add Patient Reported](#)

**Alerts from "Pending" Medications** [×](#)

Minor Drug Interaction - Tylenol and Lomotil

## Add Simple

1. Click on the “Simple” tab to trigger the Simple Patient Reported Medication workflow.
2. Search for a medication by typing in the name of the medication. An autocomplete drop-down will be triggered after the user enters a string of three or more characters. Select the medication from the autocomplete drop-down list.

Add Patient Reported Medication

Simple Detailed

Search for a medication by name, then click the medication name to select it.\*

Lipitor

Lipitor (oral - tablet)

Save

3. Click Save. The medication will be added to the Active Medications list.

Active Medications Inactive Medications Medication History

2 Existing Interactions

Simple Detailed

Show 10 entries Search:

Medication	Dispense	Date	Dispensings	Status	
Lipitor 10 mg tablet					Actions

## Add Detailed

1. Click on the “Detailed” tab to trigger the Detailed Patient Reported Medication workflow.
2. **Step 1:** Search for a medication by typing in the name of the medication. An autocomplete dropdown will be triggered after the user enters a string of 3 or more characters. Select the medication from the autocomplete dropdown list.

Add Patient Reported Medication

Simple Detailed

Step 1

Search for a medication by name, then click the medication name to select it.\*

Lipitor

Lipitor (oral - tablet)

3. **Step 2:** Select the strength for the medication.

Add Patient Reported Medication

Simple Detailed

Step 2

Current medication: Lipitor (oral - tablet) Change

Click on the desired strength for this medication:

- 10 mg
- 20 mg
- 40 mg
- 80 mg
- Unspecified

- Step 3:** Fill in the prescription details where applicable and click “Save Medication”. The medication will be added to the Active Medications list.

Add Patient Reported Medication

Simple

Detailed

Step 3

Current medication: Lipitor (oral - tablet) [Change](#)

Current strength: 10 mg [Change](#)

Date Prescribed

Patient Directions

Take daily after breakfast.

113 Characters remaining

Dispense

Dispense Unit

Refills

Days Supply

20

Tablet

2

Save Medication

Lipitor 10 mg tablet

Sig: Take daily after breakfast.

20 Tablets

3

Actions

## Check Insurance Formulary

DoseSpot will automatically check insurance formulary and medication tier status for the selected plan when preparing a new prescription.

When you reach Step 3 of adding a new prescription, the right-hand side of your screen will provide the up-to-date formulary status based on the given medication name and dosage. This also gives the user the option to select any alternative medications if desired.

Add Prescription

Medication

Supply

Compound

Step 3

Search for a Diagnosis by name or ICD10 to select it.

Current medication: Nexium (oral - delayed release capsule) [Change](#)

Current strength: 20 mg [Change](#)

Effective Date

Today

Patient Directions\*

Take daily after breakfast.

113 Characters remaining

Dispense\*

Dispense Unit\*

Refills\*

Days Supply

10

Capsule

2

Show Pharmacy Notes

No Substitutions

Save As Favorite

Save Prescription

Plan Selected For This Medication

PBMA [REFRESH](#)

Formulary Status

Formulary Status:

On Formulary (Not Preferred)

Copay Details:

Plan Specific (Retail Pharmacy):

Copay: 20%

Min: \$20, Max: \$0

Out of Pocket Range: \$20 and Up

Supply: 30 Days

Plan Specific (Mail Order Pharmacy):

Copay: \$30

Supply: 90 Days

Alternative Medications

Therapeutic Alternatives:

Omeprazole 20 mg (oral - delayed release capsule)

Preferred Level 1

Retail 20% 300-5/0

Omeprazole 10 mg (oral - delayed release capsule)

Preferred Level 1

Retail 20% 300-5/0

## PIN

DoseSpot requires pins for all prescribing clinicians who wish to send controlled substances. They are optional for all other users.

### Add PIN

1. Click on the lock symbol in the upper corner, by the prescriber's name.

The screenshot shows the DoseSpot web application interface. At the top, there's a header with the DoseSpot logo and a welcome message: "Welcome PIN testgu". Below the header, there's a navigation bar with tabs for "Active Medications", "Inactive Medications", and "Medication History". The "Active Medications" tab is selected. Below the tabs, there's a section for "Simple" and "Detailed" views. The "Simple" view is selected, showing a table with columns for "Medication", "Dispense", "Date", "Dispensings", and "Status". The table is currently empty, displaying "No Active Medications".

2. Enter your desired four-digit PIN
  - a. **Note:** PINs cannot contain four repeating digits (i.e., 1111) or the string 1234
3. Reenter your pin and click "OK".

The screenshot shows a "Set PIN" dialog box. The title bar reads "Set PIN(Required for controlled substances and optional for others)". Inside the dialog, there are two input fields: "Please enter your 4 digit PIN:" and "Please confirm your 4 digit PIN:". Below the input fields are two buttons: "OK" and "Cancel".

## Edit PIN

1. Click on the lock symbol in the upper corner, by the prescriber's name

The screenshot shows the DoseSpot patient portal interface. At the top, the DoseSpot logo is on the left, and a 'Welcome PIN Testgu' message with a lock icon is in the center. On the right, there is a '0 Provider Notifications' badge. Below the header, the patient's name 'Rick Johnson, Male, 20 yrs' is displayed with a '+' icon. To the right of the name is a 'Coverage Details' section with a '+' icon and the text 'No eligible coverages found.' Below the name are two buttons: 'Add/Edit Drug Allergies' and 'Add/Edit Pharmacies'. To the right of these buttons are two orange buttons: 'Add Prescription' and 'Add Patient Reported'. Below this section is a tabbed interface with 'Active Medications', 'Inactive Medications', and 'Medication History'. The 'Active Medications' tab is selected. Below the tabs are two buttons: 'Simple' and 'Detailed'. Below these buttons is a 'Show 10 entries' dropdown and a 'Search:' input field. Below the search field is a table with columns: Medication, Dispense, Date, Dispensings, and Status. The table is currently empty, and the text 'No Active Medications' is displayed below it.

2. Enter your current four-digit PIN
  - a. if you have forgotten your pin, it must be reset from the admin console
3. Enter your new four-digit pin twice, then click okay

The screenshot shows a 'Change PIN' dialog box. It has a title bar with the text 'Change PIN' and a close button. The dialog contains three input fields with the following labels: 'Please enter your current 4 digit PIN:', 'Please enter your new 4 digit PIN:', and 'Please confirm your 4 digit PIN:'. Below the input fields are two buttons: 'OK' and 'Cancel'.

## Add PIN from TFA activation workflow

1. Click on the ! symbol in the upper corner, by the prescriber's name

dosespot

Welcome PIN testgu !

0 Provider Notifications

cw refills request 1

Rick Johnson, Male, 20 yrs +

Add/Edit Drug Allergies Add/Edit Pharmacies

Coverage Details +

No eligible coverages found.

Add Prescription Add Patient Reported

Active Medications Inactive Medications Medication History

Simple Detailed

Show 10 entries Search:

Medication	Dispense	Date	Dispensings	Status
Zestril 20 mg tablet Sig: fdsdfs <a href="#">View Pharmacy</a>	12 Tablets	Jul 22, 2021	23	<span style="color: #0070C0;">x</span>

Actions

2. From the activate TFA workflow, click "Set PIN"
3. Clinician will be moved to the Add PIN workflow. Upon completing, they will be returned to the TFA activation workflow

DUO Token Activation x

**Credential ID**

If you completed IDP and received a letter, you will have to enter your Reference Number. If you used the Experian OTP method, it will be displayed in a disabled state.

**Reference Number**

After entering your PIN and clicking the "Save" button, you should see a "Success" message. Immediately sync your token by clicking the shield icon near the Welcome Greeting.

**PIN**

Set PIN

Save

Cancel

## Prescribing Agent

A Prescribing Agent is a non-prescribing user type that can act on behalf of a Prescribing Clinician to manage prescriptions and print and/or send non-EPCS prescriptions.

Any prescriptions added or modified by a Prescribing Agent will include their name in the Prescriber column of the Pending Medications list.

Pending Medications

☐ Select All

Search:

	Medication	Dispense	Date	Refills	Prescriber (Agent)	Pharmacy	
<input type="checkbox"/>	Advil Junior Strength 100 mg tablet NO Substitutions Allowed 30 Days Supply Sig: TEST 123	100 Tablets	Feb 13, 2019	1	Steve Schneeberger (Prescribing Agent)	VA Pharmacy Store 10.6	Actions ▾
<input type="checkbox"/>	Advil Allergy Sinus 2 mg-200 mg-30 mg tablet Effective Date: Feb 13, 2019 NO Substitutions Allowed Sig: TEST	100 Tablets	Feb 13, 2019	2	Steve Schneeberger (Prescribing Agent)	VA Pharmacy Store 10.6	Actions ▾

Showing 1 to 2 of 2 entries

PIN:

Prescribing Agents can approve and send or print prescriptions on behalf of a Prescribing Clinician. The Prescribing Agent's information will be included in the prescription.

Steve EPCS Schneeberger

Prescribing Agent: Prescribing Agent

18 Crawford Street  
Needham, MA 02494

(781) 723-2123  
Fax: (234) 768-9888  
DEA#: AQ2321234

NPI#: 1508959719

Patient:  
Kara Whiteside (Female)  
DoB: Oct 11, 1952  
23230 Seaport 111  
Akron, OH 44306

Date: February 13, 2019 12:10:18 PM  
Effective Date: February 13, 2019

Advil Allergy Sinus 2 mg-200 mg-30 mg tablet  
\*\*100\*\* Tablets (One Hundred)

(330) 554-7755

Refills: \*\*2\*\*  
Sig: TEST

VA Pharmacy Store 10.6  
2800-1 Crystal Dr  
Arlington, VA 22202

(703) 515-4445  
Fax: (703) 414-5556

Signature: \_\_\_\_\_

Write 'No Substitutions' Here: \_\_\_\_\_

Interchange is mandated unless the practitioner indicates 'no substitution' in accordance with the law

Security Features: \* surrounds Quantity and Refill numbers, Quantity dispensed shows as text, the signature line is micro-printed with 'THIS IS AN ORIGINAL PRESCRIPTION' and is viewable under 5x or > magnification.

## Proxy

A Proxy user is a non-prescribing user type that can act on behalf of a Prescribing Clinician to add and edit prescriptions. Proxy users **cannot** send or print prescriptions.

Any prescriptions added or modified by a Proxy User will include their name in the Prescriber column of the Pending Medications list.

Pending Medications

☐ Select All
 Search:

	Medication	Dispense	Date	Refills	Prescriber (Agent)	Pharmacy	
<input type="checkbox"/>	Lisinopril 40 mg tablet Effective Date: Feb 13, 2019 NO Substitutions Allowed 25 Days Supply Sig: Test	50 Tablets	Feb 13, 2019	1	Steve Schneeberger (Proxy User)	VA Pharmacy Store 10.6	<div>Actions ▾</div>

Showing 1 to 1 of 1 entries  

Change Pharmacy

Proxy users can also reprint prescriptions in the patient's Active Medications List. The printed prescriptions cannot be used to prescribe new medications. A "Copy not for Dispensing" watermark will be displayed.

TEST Schnee  
 18 Crawford St  
 Needham, MA 02494  
  
 (620) 624-8311  
 Fax: (620) 624-8311  
 DEA#: AA9384754

NPI#: 1518417369

---

Patient:  
 Kara Whiteside (Female)  
 DoB: Oct 11, 1952  
 23230 Seaport  
 Akron, OH 44306  
  
 (330) 554-7754

Date: November 28, 2018 1:41:32 PM  
 Effective Date: November 28, 2018  
  
 Famotidine 20 mg tablet  
 \*\*234\*\* Tablets (Two Hundred Thirty Four)  
 Substitutions Allowed  
 Refills: \*\*3\*\*  
 Sig: Test  
 ICD: T33011S

VA Pharmacy Store 10.6  
 2800-1 Crystal Dr  
 Arlington, VA 22202  
  
 (703) 515-4445  
 Fax: (703) 414-5556

Signature: \_\_\_\_\_  
  
 Write 'No Substitutions' Here: \_\_\_\_\_  
 Interchange is mandated unless the practitioner indicates 'no substitution' in accordance with the law

Security Features: \* surrounds Quantity and Refill numbers, Quantity dispensed shows as text, the signature line is micro-printed with 'THIS IS AN ORIGINAL PRESCRIPTION' and is viewable under 5x or > magnification.

# Identity Proofing

## Verification Process & Data Privacy

DoseSpot partners with Experian for identity proofing. Experian is a third-party consumer-credit reporting company that works with DoseSpot to confirm a clinician's identity. They compare the information given to them with an individual's existing credit profile to confirm their identity. **No information provided during Identity Proofing is saved by DoseSpot.**

To ensure the highest level of security for ePrescribing, we recommend completing the Identity Proofing process as soon as possible. However, you will have the option to delay for up to 30 days to avoid any disruptions to your prescribing workflow. You'll need to provide the following documents to finish the process:

- Social Security Number
- Credit Card Number (no debit cards, please)
- Driver's License Number (highly encouraged)
- A Driver's License, ID Card, or Passport Booklet with a photo for facial recognition

## Steps to Complete IDP with Facial Recognition

1. After signing into your profile, you will be prompted to complete the "Identity Proofing Agreement," initiating the IDP process.
2. After clicking, the 'Notice and Acknowledgement' will appear. Read through the agreement, accept the terms, and click "Start" to continue.

Please complete the following agreement(s) in order to begin using DoseSpot:

[Identity Proofing Agreement](#)

Notice and Acknowledgement

We ask you to provide certain personal information to authenticate your identity prior to processing your subscription request. This information may include your name, home address, date of birth, phone number, Social Security Number, credit card number, driver's license number, ID image, photograph for facial recognition, and/or questions and your answers relating to your personal and financial credit history. This information is not sold or shared for cross-context behavioral advertising but is disclosed to our service provider to provide the authentication services. Your information is retained in accordance with the DoseSpot Terms of Service and as required under applicable laws.

☒ I hereby consent to the processing of my personal information as described in this Notice and certify that the information provided to authenticate my identity is true and accurate.

☐ I hereby agree and consent to the DoseSpot [Terms and Service](#)

☐ I hereby acknowledge that the DoseSpot Technology does not in any way provide or include medical advice and that I must use my independent professional medical judgment in determining the appropriate care and treatment for patients.

Start

Cancel

- When the disclaimer is finished, you will see the first step (left picture below) in the process. You will fill out your personal information and hit next. Please be mindful of what has a red asterisk and is mandatory for completing IDP.

Once “Next” is selected, you will see step 2 of the IDP. You will be asked four multiple-choice questions about your credit history. Select “Next” once completed.

**Identity Proofing**

**Step 1:**

To complete the identity proofing process, please enter in the following information below.

Sensitive personal information such as social security, credit cards, etc. are used solely for the identity proofing purposes. We do not retain this data at DoseSpot.

**Legal First Name\***

**Legal Middle Name**

**Legal Last Name\***

**Home Address\***

**City\***

**State\***

**Zipcode\***

**Date of Birth**

**Mobile Phone Number\***

☐ By checking this box, you agree to receive a one time password texts from Experian. Message and data rates may apply.

**Social Security Number\***

**Credit Card Number (No Debit Cards, Please)\***

**Driver's License Number**

\*Providing a driver's license number is highly encouraged as it increases pass rate.

**Next**  
**Back**  
**Cancel**

To complete the identity proofing process, please enter the following information. This information is used solely for the Experian identity proofing process and is not retained by DoseSpot.

According to your credit profile, you may have opened a mortgage loan in or around May 2021. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

☐ PARKWAY MTG  
☐ CIBK OF AMER  
☐ ROCK FINANCIAL CORP  
☐ INDEPENDENCE ONE  
☐ NONE OF THE ABOVE/DOES NOT APPLY

According to your credit profile, you may have opened a Home Equity Line of Credit type loan in or around May 2021. Please select the lender to whom you currently make your payments or made your payments.

☐ PRUDENTIAL HOME MORT  
☐ NORWEST BANK  
☐ CIBK OF AMER  
☐ INDEPENDENT MTG  
☐ NONE OF THE ABOVE/DOES NOT APPLY

According to your credit profile, you may have opened an auto loan in or around June 2019. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

☐ VOLVO FIN  
☐ TOYOTA MOTOR CREDIT CO  
☐ VOLKSWAGEN CREDIT  
☐ BMW FINANCIAL SVCS  
☐ NONE OF THE ABOVE/DOES NOT APPLY

You may have opened an auto loan or auto lease in or around June 2019. Please select the dollar amount range in which your monthly auto loan or lease payment falls. If you have not had an auto loan or lease with any of these amount ranges now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.

☐ \$145 - \$244  
☐ \$245 - \$344  
☐ \$345 - \$444  
☐ \$445 - \$544  
☐ NONE OF THE ABOVE/DOES NOT APPLY

**Next**  
**Restart**  
**Cancel**

- This brings us to the facial recognition step of IDP. Below, you will see the IDP Facial Recognition initiation pop-up (pictured left) and the text message sent to start the process (pictured right).

**Identity Proofing**

**IDP Facial Recognition:**

A link has been sent to your phone 3047688223 to commence with the Experian Facial Recognition Process. Select the link and follow the instructions set by Experian to complete this step of the IDP Facial Recognition process.

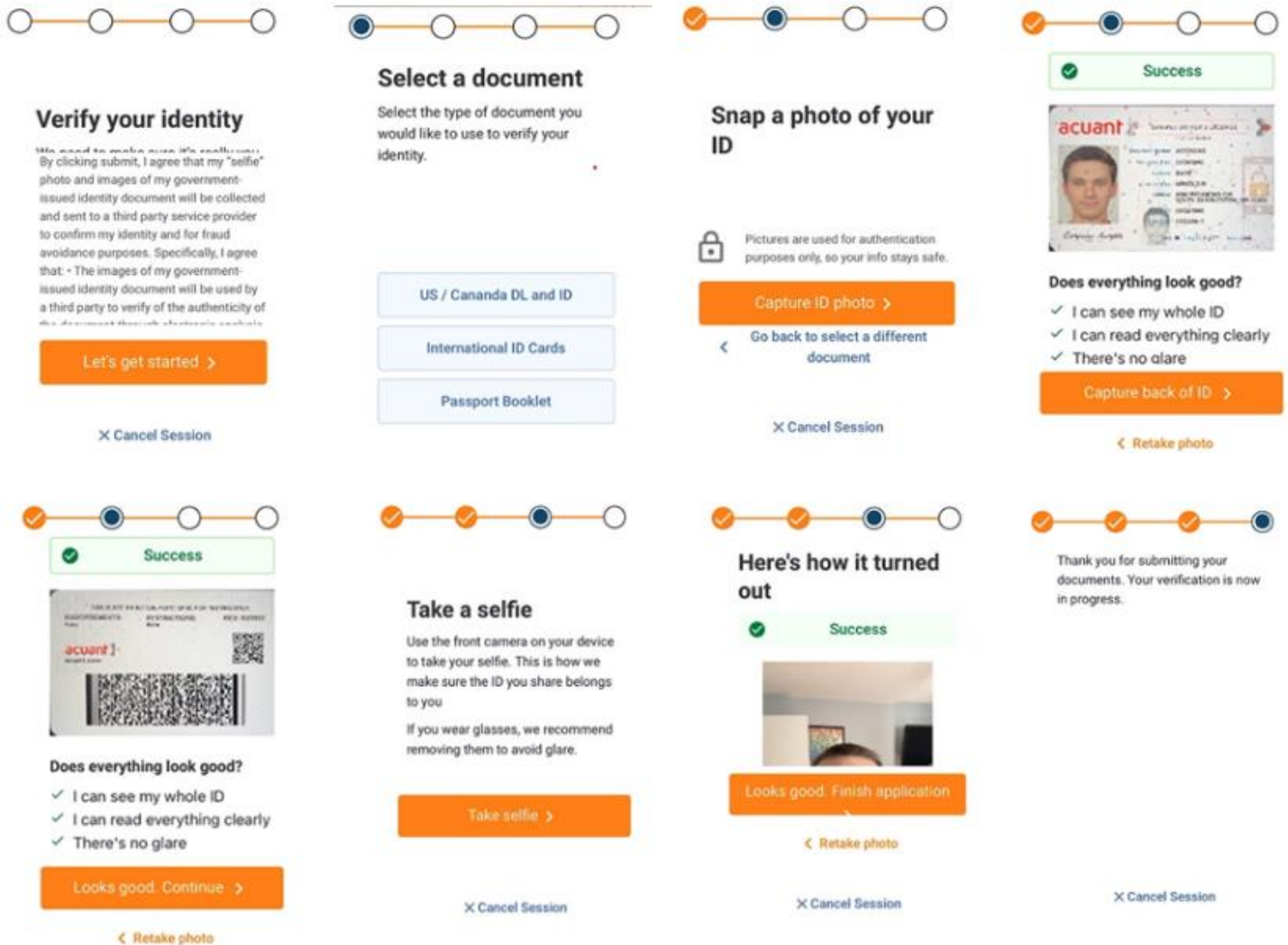
**Facial Proofing Status:** In-Progress

**Close**  
**Update Your Phone Number**

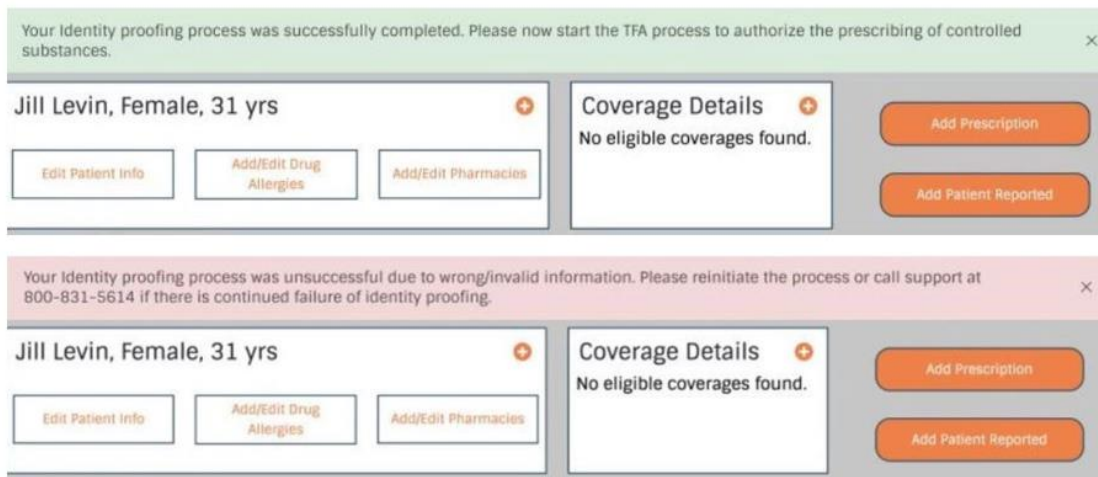
**Text Message**  
Today 4:09 PM

Please click this link to continue the ID Verification Process  
<https://webservice-da-na-id-verify-uat.a.apps.experian.com/urishortener/get-original?token=c77b0da3812040419beb93e21d9d4e38>

5. Below, you will see the steps that are needed to complete IDP Facial Recognition via cellphone.

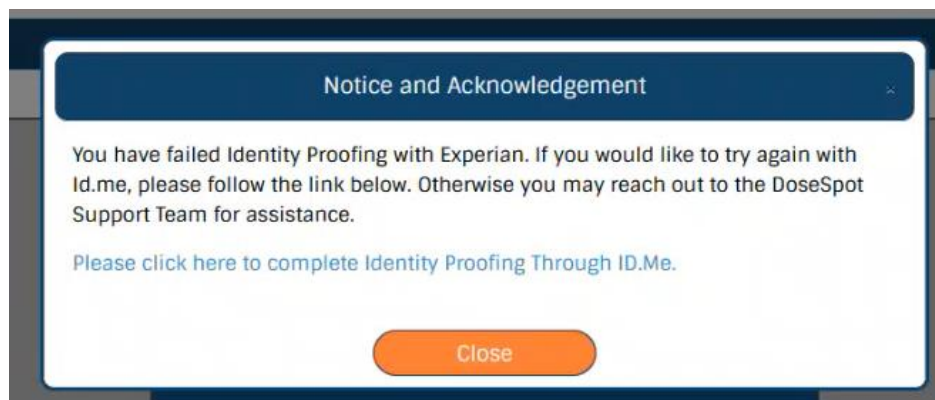


6. After facial recognition has been completed on your cell phone, you will see one of two banners at the top of your DoseSpot page.
  - a. The **green banner** shows a successful message that IDP has been completed.
  - b. The **red banner** shows a failed IDP.



7. If your IDP fails, you can retry the process up to 3 times or contact your EHR or practice management support team for assistance. After the third failure, we will display the link to complete the workflow using ID.me. You can access the ID.me user guide [here](#).

**Note:** Once the ID.me verification is complete, it takes up to 24 hours for DoseSpot to update.



## Reporting

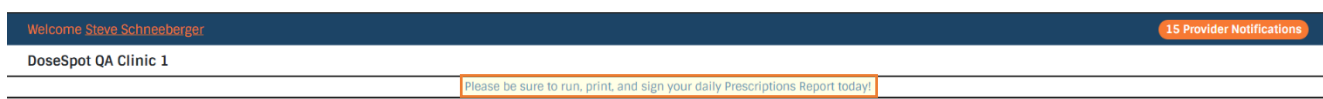
### View Reports

Clinicians who have “Reporting” enabled as a clinician role are able to run reports for their own actions in the Prescribing Application.

**Note:** reporting clinicians cannot view other clinician’s information. Only EPCS Coordinators with this functionality enabled can run reports for all clinicians within their clinic.

### Access Reports Page

- **If clinician is EPCS enabled, or in an OHIO clinic:** click the “Please be sure to run, print, and sign your daily Prescriptions Report today!” link in the page header.

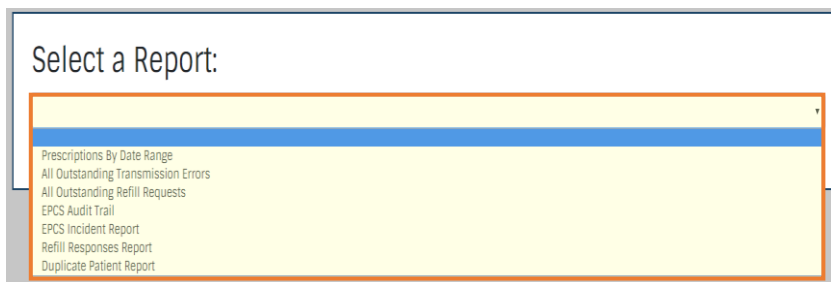


- **If clinician is not fully EPCS enabled, or not in an OHIO clinic:** click the “Click here to view your reports” link in the page header.
- **If Navigation Bar is enabled in the clinic configurations:** click the “REPORTS” tab in the navigation bar.



### View Report

1. Navigate to clinician’s Reports page.
2. From the drop-down list, select a report to view.



- The clinician can filter the report by different filters, such as date range and clinic (if clinician is in multiple clinics). Click “View Report” to load the report in the Prescribing Application.

Select a Report:

Prescriptions By Date Range

Clinic

Selected ALL

Start Date

11/7/2018

Prescription Status

Selected ALL

End Date

11/8/2018

PDF Export

CSV Export

View Report

Prescriptions By Date Range

07-November-2018 through 08-November-2018

Show 10 entries

Date UTC	Clinician Name	Agent Name	Patient ID	Patient Name / DOB	Drug Name	Dispense	Refills	Instructions	Subs	Schedule
11/7/2018 3:49:27 PM	Steve Schneebarger	Proxy User	292762	Fred Jockey / 12/15/1918	Tylenol (oral - capsules) 325 mg	20 Capsule(s)	3	Test	No	0
11/7/2018 3:21:58 PM	Steve Schneebarger		292762	Fred Jockey / 12/15/1918	Xanax (oral - tablet) 2 mg	10 Tablet(s)	0	Test	Yes	4
11/7/2018 3:24:00 PM	Steve Schneebarger		292762	Fred Jockey / 12/15/1918	Xanax (oral - tablet) 2 mg	10 Tablet(s)	0	Test	Yes	4
11/7/2018 3:18:08 PM	Steve Schneebarger		291622	Kara Whiteside / 10/11/1992	Rosuvastatin (oral - tablet) 20 mg	2 Tablet(s)	2	Test	No	0

Previous

Next

I hereby certify that I have reviewed the prescriptions on this report. Signature:\_\_\_\_\_ Date:\_\_\_\_\_

Report generated on: Thu, 08 Nov 2018 14:16:27 GMT

- The clinician has the option to export the report as PDF or CSV files. To do this, click “PDF Export” or “CSV Export”.

## Notifications

The clinician's Notifications page shows a summary of all the clinician's notifications, including transmission errors and pending prescriptions. If the clinician is enabled for refills and rxChange, the Notifications page also will also display any pending requests.

Click "View Details" to view more details about the notification in the Patient Details page.

**Notifications**

All Clinics ▾

- All Clinics
- DoseSpot QA Clinic 1
- DoseSpot QA Clinic 2

Users with access to multiple clinics can choose to filter notifications by clinic using the clinic drop down.

**3 Transmission Errors** +

**2 Pending Prescriptions** ×

Date Written	Patient Name	Age/Gender	Medication Name	Entered By	View
Nov 2, 2018	Kara Whiteside	66 yrs/F	Ambien 10 mg tablet		<a href="#">View Details</a>
Nov 1, 2018	TAD A DOCKENDORF	43 yrs/M	Abilify 10 mg tablet		<a href="#">View Details</a>

**1 Refill Requests** ×

Date Requested	Patient Name	Age/Gender	Medication Name	View
Sep 26, 2018	Kara Whiteside	66 yrs/F	tramadol 50 mg tablet Schedule IV	<a href="#">View Details</a>

**2 RxChange Requests** +

## Transmission Errors

Transmission errors notify the clinician of any prescription errors related to prescription pharmacy routing. Errors are displayed in the Patient Notifications section on the Patient Details page. Click the "+" icon on the top right to open the section.

The clinician has the option to print the prescription instead. To do this:

1. In the Transmission Errors table, click the "Print" button corresponding to the selected prescription.

**1 Patient Notifications** ×

**Transmission Errors**

Show 10 entries Search:

Medication	Dispense	Date	Refills	
Nextium 20 mg delayed release capsule	10 Capsules	Aug 7, 2018 04:47 PM	2	<a href="#">Print</a>

Showing 1 to 1 of 1 entries

Previous 1 Next

2. If the clinician has a PIN on file, enter the PIN and click “Confirm”. The printed prescription will open in a new tab.

1 Patient Notifications
✕

Transmission Errors

Show 10 entries
Search:

Medication	Dispense	Date	Refills	
Nexium 20 mg delayed release capsule	10 Capsules	Aug 7, 2018 04:47 PM	2	<div style="display: flex; align-items: center; justify-content: center;"> <span style="border: 1px solid #0070C0; padding: 2px 5px;">PIN: <input style="width: 80px;" type="text"/></span> <span style="border: 1px solid #0070C0; padding: 2px 5px; margin-left: 5px;">Confirm</span> </div>

Showing 1 to 1 of 1 entries
Previous 1 Next

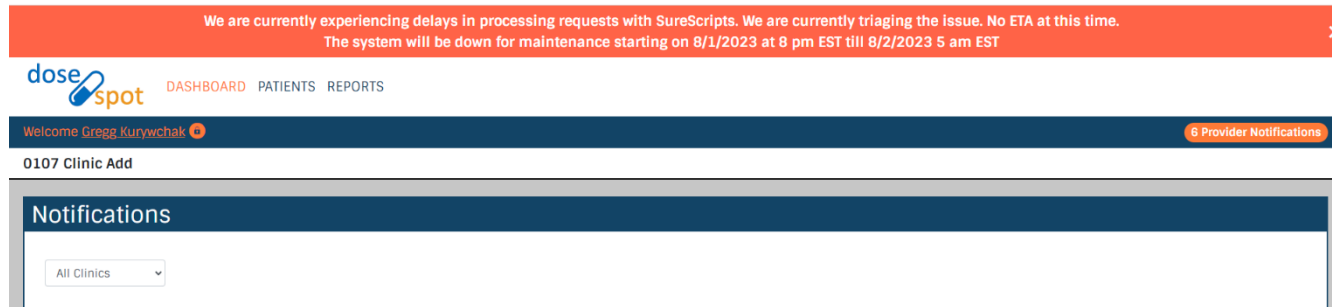
**Note:** popups must be enabled within your browser to print a print prescription.

## Refills

For more information, please refer to the Refills Supplemen Guide.

## Maintenance Header

The DoseSpot application will display a maintenance header at the top of the page for any known issues. It will only appear if there is an issue. The bar is sticky on all pages except the reports page.



The screenshot displays the DoseSpot application interface with a maintenance header. At the top, an orange banner contains the following text: "We are currently experiencing delays in processing requests with SureScripts. We are currently triaging the issue. No ETA at this time. The system will be down for maintenance starting on 8/1/2023 at 8 pm EST till 8/2/2023 5 am EST". Below the banner, the DoseSpot logo is visible on the left, and navigation links for "DASHBOARD", "PATIENTS", and "REPORTS" are on the right. A dark blue header bar shows a welcome message "Welcome Gregg Kurywachak" on the left and a "Provider Notifications" button on the right. Below this, the page title "0107 Clinic Add" is displayed. The main content area has a dark blue header labeled "Notifications" and a dropdown menu set to "All Clinics".

## Frequently Asked Questions

### Where do I view my refill requests?

Refill requests from the pharmacy can be found in the Patient Notifications section on the Patient Details page, and on the Clinician Dashboard page.

### What is a transmission error?

A transmission error occurs when the pharmacy does not receive the transmitted prescription. This is typically caused by a temporary loss of network connectivity on the pharmacy end. If a transmission error appears, click on the transmission error link located at the top right of the screen.

### Why am I receiving a security validation error?

If you receive a Security Validation Error please email [support@dosespot.com](mailto:support@dosespot.com).

### Can I check which pharmacy a prescription was sent to?

Yes, this information is viewable by clicking the Detailed tab on the medication list. Once the Detailed tab has been clicked, find the desired medication and click the View Pharmacy link.

### Why are my prescriptions not printing?

If a prescription does not appear after clicking the Approve & Print button, please go to your browser settings and allow popups. This should solve the issue.

### Why am I not receiving my refill requests from a pharmacy?

Pharmacies will begin sending refill requests electronically once a prescriber sends at least five (5) new prescriptions electronically through DoseSpot. This is mainly due to the fact that the pharmacies need time to update their prescriber directories once they recognize that you are using DoseSpot to send new prescriptions electronically. The amount of time varies by pharmacy.

### Why can't I find a pharmacy?

More than 95% of the nation's pharmacies are enabled for electronic prescribing including all of the major drug store chains (i.e., CVS, Walgreens, Walmart, Target, etc.). On occasion you may search for a pharmacy within DoseSpot and no results are provided. This may be due to a number of reasons, but the most important thing to understand is that if a pharmacy is not within DoseSpot then an electronic prescription cannot be sent to that pharmacy. Please proceed to print the prescription instead. For a full listing of all pharmacies connected to DoseSpot, please visit <http://surescripts.com/locate-e-subscribers/find-e-prescribing-pharmacies.aspx>

## What is the difference between refill and reorder?

A Refill is initiated by the pharmacy and the number of Refill Requests will be listed in the upper right hand corner of your screen.

The Reorder function can be used when a prescriber would like to "Reorder" the same medication for a patient. The prescription will automatically be entered into the "Patient's New Prescriptions (to be approved)" and the prescriber simply needs to click on the check box and then click "Approve & Send" or "Approve & Print".