Electronic Rx Renewal Requests

If a pharmacy and provider both participate in e-Prescribing, the pharmacy can send an electronic renewal request that is received via a Task list. From the Task, a user can Grant or Refuse a renewal request which will be sent back to the pharmacy. Once the request has been granted or refused, the task will auto complete.

Select the Tasks VTB and Task List HTB

Select the appropriate task view where Rx renewal requests will be received

Locate the Rx Renew Request task

Double click the task or single click and select the Go To... button in the lower left hand corner.

Review the message content sent from pharmacy in the Script Message dialog box

Verify Patient Info in Request matches the Patient Info in EHR.

If Patient Info in EHR field is blank, this means the incoming message was unable to find a patient match in the Allscripts database.

Click on the Patient Info in EHR button to manually search for your patient.
Verify the **Rx Info from Pharmacy** medication name matches the **Drug Name in Touchworks**

Click on **Drug Name in Touchworks** if a match is not found.

Edit fields in yellow as needed.

Click one of the following:

- **Grant** to approve the request
- **Refuse** to deny the request
- **Cancel** to leave the Script Message and respond at a later time.

**PLEASE NOTE:**

If DAW was selected for the original order, the system will not assume DAW for subsequent electronic renewal requests.

If appropriate, the user must select DAW in the Script Message box for any renewal request.
If refusing a renewal request, the user will be prompted to provide a reason.

Select an appropriate refusal reason including Other with Free Text option.

Click **Save**

**Monitor Print Queue:**

The Print Queue needs to be monitored for failed “Script” jobs. The Script jobs are listed along with the print and fax jobs in the Type column. A status of Complete means it reached the pharmacy. A status of Failed means it did not reach the outbound pharmacy.

**Transmission Failures:**

An **Rx Xmit Fail** task will arrive on the appropriate Task List for any prescriptions ordered by a physician registered for e-Prescribing that fail to reach the pharmacy.

Double click the task to view more details about the failed order.