



## Top 10 “How to Maximize the Value of e-Prescribing”

### **1 Communicate prescription fill-time expectations to your staff and patients.**

- Let your patients know that you have sent their prescriptions electronically, because it is a safer method that helps prevent misinterpretations and ensures greater accuracy.
- Your script will arrive securely into the pharmacy’s computer system if the pharmacy is connected to the SureScripts Electronic Prescribing Network, or by fax if the pharmacy is not connected.
- In general, pharmacies try to fill prescriptions within one hour of receiving them, no matter how they are received.

### **2 Ensure that each patient’s information is current and accurate and confirm the pharmacy of choice for each of your patients at check in.**

- Set up a regular system using reception staff or another technique to ensure your patient data is correct prior to the patient’s scheduled appointment.
- Ensure that you identify the preferred pharmacy and correct store location for each patient when the patient checks in at the reception desk.
- It is essential to have correct patient data within your practice software – particularly date of birth – when submitting prescriptions to pharmacy.
- Correct patient mailing address is necessary if you are sending a mail order script

### **3 A great first step is to focus on handling prescription renewal requests from the pharmacy.**

- This process will save your staff the most time by quickly and substantially reducing the number of pharmacy telephone calls and faxes.

### **4 Check for requests for prescription renewals from pharmacies periodically throughout the day and respond within 24 hours.**

- Pharmacies, as a general rule, will expect your reply to a request for renewals within 24 hours, barring holidays and weekends. If they do not see a response within that time, they may send additional requests by phone call or fax. By designating specific staff members to respond to the renewal request, your office will minimize the chance of pharmacists making the same request multiple times. It is recommended that there always be back-up staff to handle absences or departures.

## **5 Follow DEA regulations by refraining from prescribing schedule II drugs electronically.**

- Prescriptions for Schedule II drugs can never be sent electronically. Pharmacies will reject new prescriptions and renewal responses that contain Schedule II drugs. Schedule III through V drugs will automatically be sent by fax transmissions through e-prescribing. This restriction is federally mandated by the DEA (i.e., not state to state).

## **6 Keep your e-Prescribing vendor informed about any problems.**

- Keep your support department in the loop, which helps to ensure that problems can be fixed quickly, even eliminating future issues so as not to impede your office workflow.
- Designate a central person to be responsible for calling in all support issues so that multiple people are not calling in the same issue.

## **7 Locate PCs, PDAs and laptops within easy reach of the prescribers to maximize usage.**

- Ensure that access to the e-prescribing system is convenient for prescribers at the time they do the actual writing to get maximum usage and advantage.

## **8 Direct patients to call their pharmacies for prescription renewal requests.**

- Change your office voice message to remind patients that they should request prescription renewals that require your authorization by calling their pharmacists, not your practice. This can reduce the workflow burden significantly for you and your staff.  
"For your safety and convenience, our office is now using an electronic prescription system. Please call your pharmacy directly to process your medication renewal request. Thank you!"

## **9 Designate two electronic prescribing champions within your practice.**

- These champions will maintain office morale while staff members become comfortable with the new technology and start experiencing significant efficiency and safety gains. Champions will be instrumental to teaching new employees how to use the E-prescribing system.

## **10 Designate one primary person or team to integrate frequent checking of the renewal inbox into their workflow and to check the Pending Prescriptions folder at the end of the day.**

- This person will streamline the process by checking incoming requests from pharmacies, pull charts and recommend whether to approve or deny the request(s). The physician or authorized prescribers, then, has only to provide final approval or rejection.