Manage the Prescription Refills Task Queues

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Users have a variety of options when managing the refill tasks queues. These various queues allow for distinct activities to take place in order to efficiently manage the workflow related to these requests. This article will discuss each queue in detail.

Refill Validation Update (2025)

Purpose

In response to a single report of a patient mismatch in a refill, additional validations were added to have the database ensure that refill in question matches the prescription's patient. In the event of a mismatch between the received request and outbound response, then an error occurs and the user will be unable to continue without resetting their screen, and then the user can attempt the refill again.

Unsolicited Refill Requests

Purpose

Unsolicited refill requests are requests that have been received but are not yet assigned to be approved or denied. A request will end up in this queue in the event that the request can not be automatically associated with a patient and/or a provider.

Guidance

It is recommended that practices designate one-to-many users to manage the Unsolicited list. This user or group of users would be responsible to associate a valid patient to the request. The user will also be responsible for assigning the request to a specific user to approve.

Configuration

To configure a user to have access to the Unsolicited queue, add the user to the 'RxRefills' User Group.

My Assigned Refill Requests

Purpose

The My Assigned refill requests are requests that have been specifically assigned to your user with the expectation that you will review and manage these requests. Managing a request may mean adding information, assigning the request to other users, approving, replacing, or denying the request

Guidance

It is recommended that users actively monitor and manage items in the My Assigned queue on a daily basis.

Configuration

Be sure that your user has the 'My Assigned' option selected in the Assignment Setup screen: Configure Refill Queues (Assignment Setup).

Pending Refill Requests

Purpose

The Pending refill requests are requests that are no longer unsolicited and are waiting to be managed by a user or a group of users. The items found in this list are based on the settings applied in the Assignment Setup screen for your user. Managing a request may mean adding information, assigning the request to other users, approving, replacing, or denying the request

Guidance

It is recommended that users actively monitor and manage items in the Pending queue on a daily basis. Items managed from this list are typically not assigned to your user directly but are associated with a provider that you may work with or on behalf of. F

Configuration

Be sure that your user has the 'Pending' option selected in the Assignment Setup screen: Configure Refill Queues (Assignment Setup). Also, be sure you have selected the correct providers that you work with or on behalf of in the Assignment Setup screen.

Completed Refill Requests

Purpose

The Completed refill requests are requests that have been approved, replaced, or denied in the last 7 days. The list will display completed requests assigned to you or ones associated with a provider that you work with or on behalf of.

Configuration

Be sure you have selected the correct providers that you work with or on behalf of in the Assignment Setup screen: Configure Refill Queues (Assignment Setup).