

Prescription Queue

Last Modified on 09/03/2024 1:39 pm EDT

Overview of Prescription Queue

Along with the new Identity Proofing via ID.me, a Prescription Queue has been added. This queue will display Electronically Prescribed Controlled Substances (EPCS) as well as non-controlled substances. It will eliminate the need for the prescriber to complete the 2FA/FOB process for each individual prescription and enable a single approval for a batch of prepared prescriptions related to a single patient. This process has passed DEA 1311 requirements and certification for Batch EPCS Approvals.

IMPORTANT: Electronically Prescribed Controlled Substances (EPCS) can only be sent from the Prescription Queue with an ID.me EPCS Credential. Please see the documentation on the ID.me Integration for more information. Non-controlled prescriptions may be queued and sent without this credential.

Prerequisites and Role Setup

To begin using the Prescription Queue, the following settings need to be edited:

Role settings:

1. Contact **Customer Success** to initiate enrollment
2. Steps to complete enrollment with ID.me found [here](#)
3. Role Setup/Security Screen:
 1. **EMR > General > User Setup > Identity Proofing** with access granted appropriately
4. User Setup:
 1. Select Tooltip "Identity Proofing via ID.me"
 2. Create a new account or login with existing ID.me login information

Accessing the Prescription Queue

This queue is accessible within a **Patient Chart** under **Medications** as well as the Prescription **My Tasks** list.

Follow these instructions to access this new feature:

Patient Chart within EMR

1. Within the **EMR Portal** select patient or search for a patient.

The screenshot displays the EMR Patient Charts interface. On the left, there is a navigation pane with 'My Tasks' (Communication, Orders, Superbill, SOAP Notes, eDocuments, Prescription, Reminder, Patient Portal, Fax, Case Mgmt., NYSED) and a calendar for February 2021. The main area shows the 'Patient Charts' view for Tuesday, Feb 2, 2021. It lists multiple resources with patient entries: Adams, Jo Ann (62y), Allen, Bobby E. (89y), Grant, Anna (109y) (highlighted in yellow), and Blake, Kyle (29y). Below this is a 'Hospital Rounds' section with a search bar containing 'test pat' and a search icon. The search results table is shown below:

Patient ID	Name	DOB	Gender
9796	Patient, Test	01/01/1989	Female
24832	test, patient	07/19/1975	Male
24976	Test, Patient	07/19/1975	Unknow
9792	Test, Patient	05/05/1989	Male

4 results

2. Click on the **Prescriptions/Medications** chart tab.

Adams, Jo Ann Born 22-Jun-1958(62y) Gender Female

lems

Search for Patient x

Patient Photograph

Patient AMP

Allergies
Aspirin
Codeine

Medications
Lyrica 75 mg capsule
ondansetron HCl 4 ...

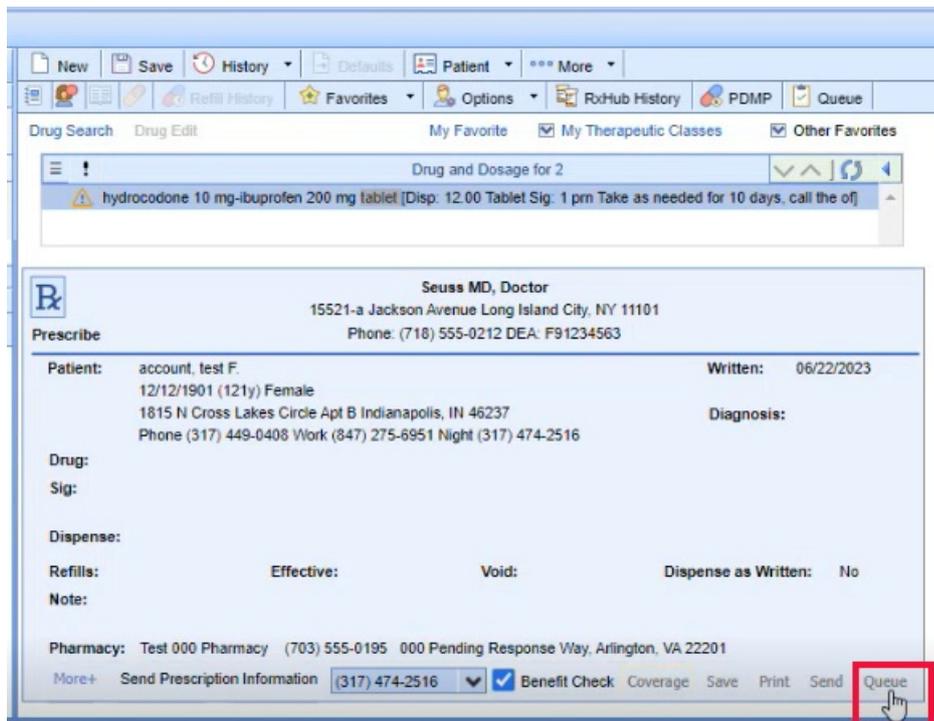
Problems
No active problems

Vitals

Chart Tabs

- Summary
- History
- Vitals
- Exams
- Medications
- Superbill
- Problem List
- SOAP Notes

- The prescriptions chart tab opens up to the Prescription Details/Rx Pad. This allows users to immediately add a patient reported medication or prescribe a new medication using the same process as has been used in the past. Rather than Click the Send button, users may select Queue at the bottom right of the prescription Details/Rx Pad to add it to the Prescription Queue to be reviewed, signed and sent later in a batch.

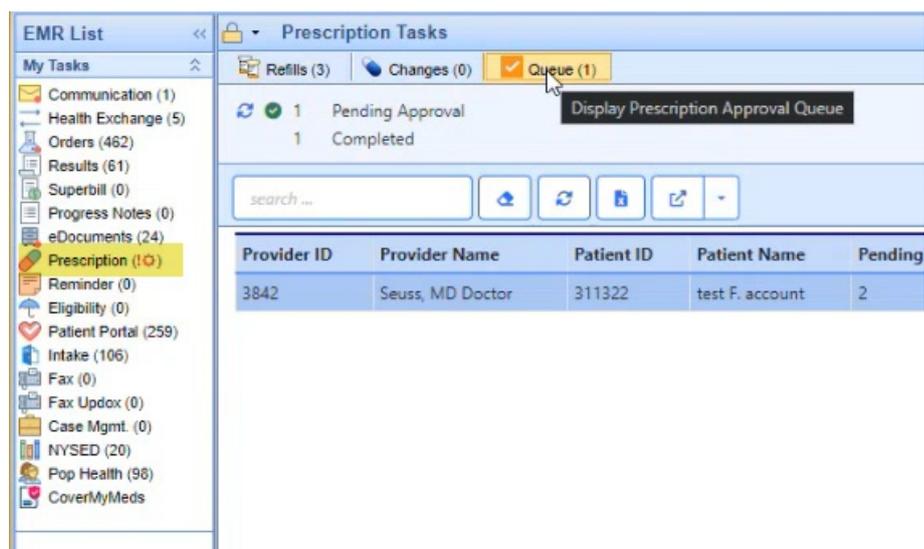


4. Once the prescriber is ready to review all items within the Prescription **Queue**, Select the *Queue* button on the Prescription bar.



My Tasks List under Prescriptions

1. Under My Tasks, select Prescriptions
2. Select Queue on the toolbar



Screen Definitions for Prescription Queue

Patient Prescription Queue

1. **Provider:** To view this Provider's queue
2. **Scheduled:** To view EPCS drugs
3. **Non-scheduled:** To view non-controlled drugs
4. **Interactions:** To view all tabs in Interactions area including Drug Interactions, Allergy Interactions, Patient Education, Patient Guidelines, Provider Guidelines, Web Links and Interaction Comments as applicable. If an area is not applicable, that tab will not appear here.
5. **All:** To view all medications for this patient regardless of Prescriber. This will not allow sign off/send for other providers
6. **Reload:** To refresh screen
7. **Sign:** To electronically sign all prescriptions marked as "Ready to Sign" in the queue. The number of prescriptions marked will be listed in parenthesis.
8. **Send:** To Send all prescriptions marked as "Ready to Send" in the queue. The number of prescriptions marked will be listed in parenthesis.
9. **Cancel:** To Cancel out of screen
10. **Interactions:** To quickly view Drug Interactions and Disease Interactions
11. **Provider Setup:** Opens Provider Setup screen for quick troubleshooting
12. **Patient Setup:** Opens Patient Setup screen for quick troubleshooting
13. **Ready to Sign:** Check to mark prescription to electronically sign in Step 7.
14. **Ready to Send:** Check to mark prescription to electronically send in Step 8.

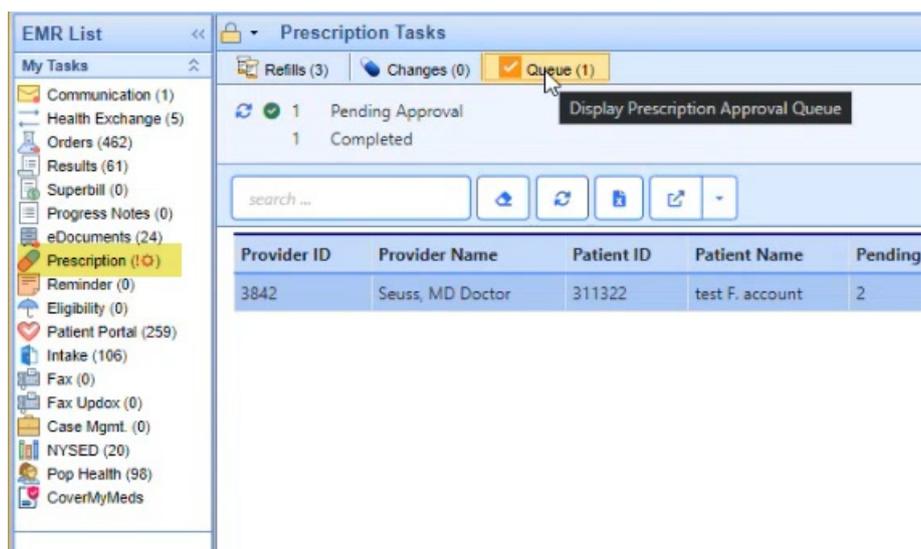
The screenshot shows a web browser window titled "Patient Prescription Queue - Google Chrome". The interface is divided into several sections:

- Patient Section:** Displays patient information for "311322 account, test F 12/12/1901 Female". Callout 11 points to a user icon in the top right corner.
- Prescriber Section:** Displays information for "Doctor Seuss MD". Callout 12 points to a user icon in the top right corner.
- Prescription 1:** "Oxycodone 10 mg-ibuprofen 200 mg tablet - Schedule II". Callout 10 points to a dropdown menu with options for "Drug Interactions" and "Disease Interactions". Callout 13 points to a "Ready to Sign" checkbox.
- Prescription 2:** "Tylenol 8 Hour 650 mg tablet, extended release". Callout 14 points to a "Ready to Send" checkbox.
- Navigation Bar:** Located at the bottom, it contains buttons for "Provider", "Scheduled", "Non-scheduled", "Interactions", "All", "Reload", "Sign (0)", "Send (0)", and "Cancel". Callouts 1-6 are placed above the first six buttons, and callouts 7-9 are placed above the last three buttons.

Screen Definitions for Prescription My Task List

Prescription My Task List

1. Under My Tasks, select **Prescriptions**
2. Select *Queue* on the toolbar



- **Prescription Status List:** To view Prescriptions by status such as *Pending Approval*, *Completed*, etc.
- **Search:** To search this Provider's queue
- **Clear:** To clear search criteria
- **Refresh List:** To refresh the list view
- **Export to Excel:** Export results to an Excel file
- **Portal Opener:** Opens portal
- **Options Dropdown:** Lists links to
 - Open Patient in EMR
 - Open Patient in iScheduler
 - Open Patient Setup
 - Open Provider Setup

Batch Prescription Functionality

This functionality requires use of the Prescription Queue.

Introducing a streamlined solution to expedite Electronic Prescriptions for Controlled Substances (EPCS) within OfficeEMR. Addressing the time-consuming nature of meeting DEA requirements, we're implementing batch processing for EPCS scripts. This enhancement allows practices utilizing the prescription queue feature to optimize efficiency when creating prescriptions (e.g., EPCS maintenance medications) that have strict regulations preventing refills.

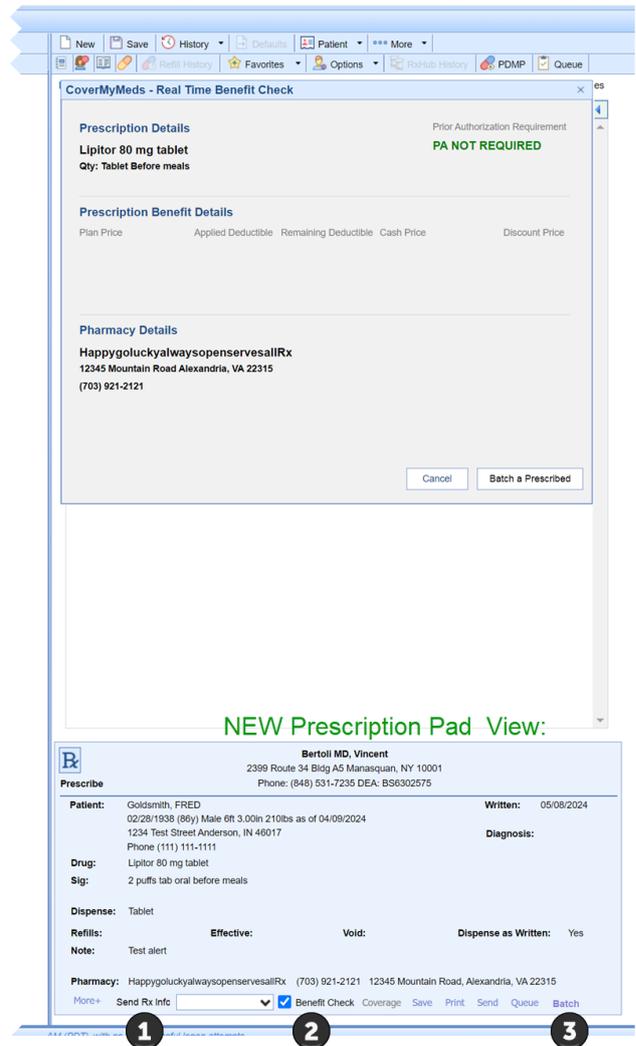
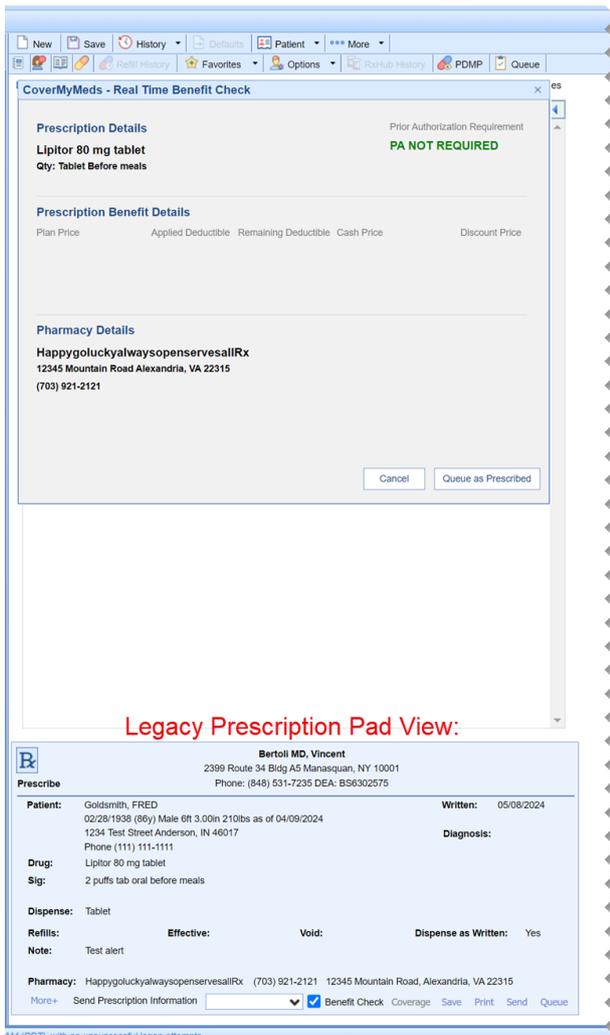
Current DEA regulations prevent refills for controlled substance maintenance medications and have limitations that only allow a 30-day supply for a single prescription and a maximum of 90 days to be written at one time. The current process means users must manually write and process three separate prescriptions.

Batch prescription functionality improves user efficiency by allowing the user to write the first prescription and then use the new Batch button to automatically create a series of three prescriptions from the initial EPCS prescription, each with a 30-day limit and sequential, non-overlapping effective dates. To utilize this new Batch prescription feature, practices must be using the [Prescription Queue for processing of EPCS prescriptions](#) (which means the EPCS provider must also be enrolled with IDme).

Note: Batch prescription functionality is intended to make EPCS prescribing more efficient, however it can be used with any prescription being submitted to the queue if refills are not appropriate.

Creating a series of 3 prescriptions as a Batch

Practice users that utilize IDme EPCS and the Prescription Queue will notice a new look. We have updated the screen to include a Batch option. This batch option button will streamline the creation of a series of 3 EPCS prescriptions as outlined below.



The process for using Batch prescriptions is identical to using Queue but clicking 'Batch' is what causes a series of 3 of the prescription being written to be created for processing in the Prescription Queue. Therefore, when a user wants a series of 3 prescriptions for an EPCS or other 90-day prescription to be created the user will:

1. Create the first prescription for the patient the same way you currently create an EPCS prescription
2. Click on Batch to have iSalus create that specific prescription as a series of 3 prescriptions that are exact duplicates **except** the process will increment the Effective Date by 30 days on the two additional copies
3. If using the Real Time Benefit check that window will open for processing (just as it currently does when using the Queue option) and upon success the user will see a pop-up notification in the bottom right corner of their screen that the batch was successfully added to the Prescription Queue
4. Users can see the Batch prescription series in the Prescription Queue and process just as they currently do

CoverMyMeds - Real Time Benefit Check

Prescription Details Prior Authorization Requirement
PA NOT REQUIRED

Lipitor 80 mg tablet
Qty: **Twice before meals**

Prescription Benefit Details

Plan Price	Applied Deductible	Remaining Deductible	Cash Price	Discount Price

Pharmacy Details

HappygobuckyalwaysoptionsforallRx
12345 Mountain Road Alexandria, VA 22315
(703) 921-2121

Cancel **Check for Pharmacy** 3

Bertoli MD, Vincent
2099 Route 24 89th St Monticello, NY 14801
Phone: (848) 911-7235 DEA: B86930273

Prescribe

Patient: Goldsmith, FRED
002391938 (89y) Male on 3.69in 216lbs as of 04/09/2024
1234 Test Street Anderson, IN 46017
Phone: (111) 111-1111
Diagnosis:

Drug: Lipitor 80 mg tablet
Sig: 2 pills tab ora before meals

Dispense: Tablet
Refills: **Effective:** **Void:** **Dispense as Written:** Yes

Note: Test alert

Pharmacy: HappygobuckyalwaysoptionsforallRx (703) 921-2121 12345 Mountain Road, Alexandria, VA 22315

More+ **Send Rx Info** **Benefit Check** Coverage Save Print Send Queue **Sign** 2

devalisulhealthcare.com/officemd/screens/officemd/patient/PatientRxQueue/10200/Patient?timestamp=1715187086207&u1=lgferrer&u2=D19CF0618CDF4...

Patient

10200 Goldsmith, FRED 02/28/1938 Male
Home: (111) 111-1111 1234 Test Street
Work: ANDERSON, IN 46017 4 Primary Ins. Medicare Part B. (333) 333-3333
Secondary Ins. Anthem zz (333) 333-3333

Prescriber:

Alex Heinlein MD
EverHealth Medical Center
1234 Test Street Blue Springs, MO 64015
DEA: 88M8803632
NPI: 1316275365
Provider ID: 187
Prescriber ID: 1

Amoxipine 150 mg Tablet

1 Capsule, Sunst, Release 24 hr Every Day

Dispense	Dates	Pharmacy
30 Tablet	Written: 4/14/2024	Bannockburn Pharmacy
Refills: One Refills	Effective: 4/14/24	6798 Pyle Rd Bethesda, MD 20817
DAW: Yes	Void:	Phone: (301) 644-2418 Fax: (301) 644-2566

Rx #105937 (Alex Heinlein MD) Queued By: Sahmed on 02/22/2024 8:20AM Ready to Sign

Amoxipine 150 mg Tablet

1 Capsule, Sunst, Release 24 hr Every Day

Dispense	Dates	Pharmacy
30 Tablet	Written: 4/14/2024	Bannockburn Pharmacy
Refills: One Refills	Effective: 5/14/24	6798 Pyle Rd Bethesda, MD 20817
DAW: Yes	Void:	Phone: (301) 644-2418 Fax: (301) 644-2566

Rx #105937 (Alex Heinlein MD) Queued By: Sahmed on 02/22/2024 8:20AM Ready to Sign

Amoxipine 150 mg Tablet

1 Capsule, Sunst, Release 24 hr Every Day

Dispense	Dates	Pharmacy
30 Tablet	Written: 4/14/2024	Bannockburn Pharmacy
Refills: One Refills	Effective: 6/13/24	6798 Pyle Rd Bethesda, MD 20817
DAW: Yes	Void:	Phone: (301) 644-2418 Fax: (301) 644-2566

Rx #105937 (Alex Heinlein MD) Queued By: Sahmed on 02/22/2024 8:20AM Ready to Sign

All Reload