






To: All WRS Users
From: WRS Development Team
Date: 12/5/2019
Re: Updates to the WRS Health System

WRS Health is proud to announce the release of several new features created from the continued feedback and requests of our user community. Below is an explanation of new and updated items, along with directions for use.

Items in this Release (Click to View)

	<u>New - Prescribe on Behalf of Feature</u>
	<u>Enhanced - Medication Refill Logs</u>
	<u>New - Drug History Consent</u>



Prescribe on Behalf of (POBO)

New functionality has been added that allow a **Prescribing Provider** (“provider”) to delegate the task of responding to electronic medication refills to another staff member by officially designating them as their **Prescribing Agent** (“agent”).



Why It's Important?

Prescribe on Behalf of allows frequent and repetitive medication refill tasks to be removed from the provider's workload and formally be handled by a supporting team member. When used in conjunction with practice refill protocols the function may save provider time and increase efficiency in the medication refill process.



General Permission Resource Restrictions Schedule Universities Medical Schools

Professional Organizations Hospital Affiliates Academic Appointments **Electronic Routing**

Electronic Routing Setup

Prescribe On-Behalf-Of

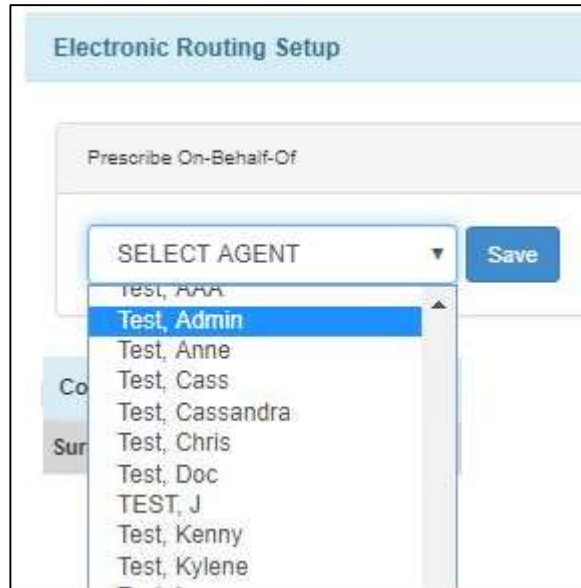
SELECT AGENT Save

Setup & Workflow

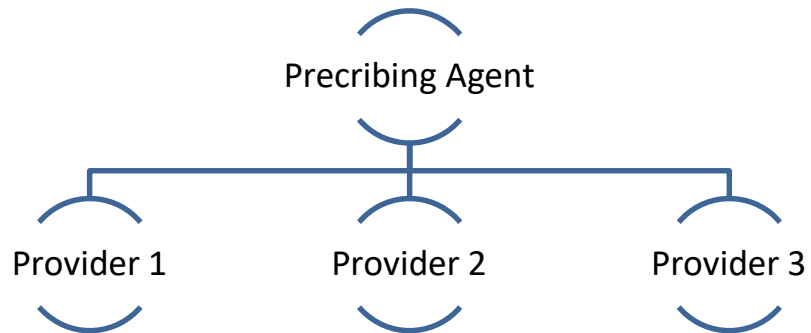
To enable this function the provider needs to perform a one-time step to authorize another user as their agent. This authorization then allows the user to view and respond to electronic medication refill tasks in their own refill queue that were originally only available to the provider.

To setup an agent, the provider must go to **Resource Management>[User Name]>Electronic Routing>Prescribing Agent** and select the agent from the dropdown list of practice users. The agent does not need to have an active DEA Number to be selected.

Note that currently a provider can have only one agent at a time this may be expended in the future.



In addition, any practice user can be selected as a agent by multiple providers.



A popup legal disclaimer is triggered when the provider selects an agent. The provider must accept the disclaimer to finalize the selection of their agent.

DISCLAIMER

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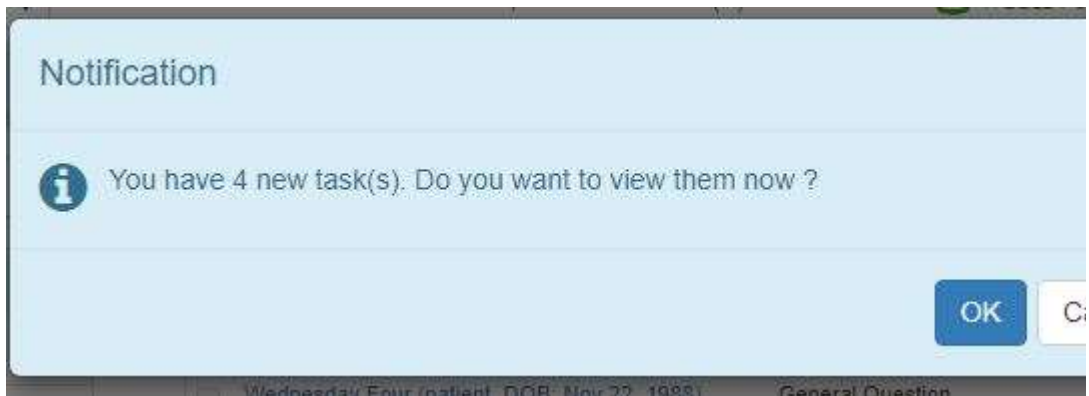
A record of this designation is then shown under the prescriber's **Electronic Routing** tab and on the agent's **Permissions** tab in **Resource Management**.

Import External Clinical Data ?	Check for Yes <input type="checkbox"/>
ICD Management ?	Check for Yes <input checked="" type="checkbox"/>
CPT Management ?	Check for Yes <input checked="" type="checkbox"/>
EMR & Medication Admin ?	Check for Yes <input checked="" type="checkbox"/>
Template Clone Tool ?	Check for Yes <input checked="" type="checkbox"/>
EPCS Access ?	Check for Yes <input type="checkbox"/>
CoverMyMeds PA Management ?	Check for Yes <input type="checkbox"/>
Clinical Reports ?	Check for Yes <input checked="" type="checkbox"/>
ON-BEHALF-OF PRESCRIBING AGENTS	
Admin Test is the prescribing agent of Dr. Doc Test, enabled on 06/06/2019 10:48	



Workflow

Upon designation, the agent can view and act on all refill requests sent to the provider's Task Queue. Following all established practice refill protocols, the agent can respond appropriately to each request from a pharmacy. The electronic request can only be modified to address number of refills allowed.



The interface shows a sidebar on the left with a "New" button and sections for "Emails" (Inbox, Sent, Deleted) and "Tasks" (Active, Completed, Created). The main area is titled "Active (4)" and contains a table of tasks. Above the table are "SELECT ALL" and "Mark as completed" options.

	NAME	STATUS	TYPE	ASSIGNED BY	DATE
<input type="checkbox"/>	A refill renewal request has been assigned to you	Created	Refill Request	System User	06/0
<input type="checkbox"/>	A refill renewal request has been assigned to you	Created	Refill Request	System User	06/0
<input type="checkbox"/>	Test, Ajax's test available for review.	Created	Patient Order	System User	08/2
<input type="checkbox"/>	Test, Jocelyn's test available for review.	Created	Patient Order	System User	08/2

New ▾

Emails

- Inbox
- Sent
- Deleted

Tasks

- Active
- Completed
- Created

ACTIVE

A refill renewal request has been assigned to you

TYPE

ASSIGNED BY

ASSIGNED TO

REASSIGN TO

ASSIGNED ON

PATIENT REFERENCED

TEXT

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A- A

A refill renewal request has been assigned to you.

[Click here to view the renewal request.](#)

<p>TEST, ELLIS Sex: male SSN: 999999999 DOB: 01/28/1960 WRS ID: 002-35-5952 1 matthew street GOSHEN, NY 10924 Tel: (333) 333-3333</p> <p>Last Filled date: 06/06/2019</p>	<p>Pharmacy: NYC Pharmacy 10 6MU NCPDP: 1120188 NPI: 1013988328 88 Park Street, Brooklyn, NY 11201 Tel: (718)515-7181 Fax: (202)555-1111</p> <p>Prescriber: Doc Test, cgabge2, NPI 1266567894 Supervisor: Doc Test, cgabge2 WRS Implementation & Training 2004 Route 17M, Goshen, NY 10924-5210 Tel: (866)977-4367 Fax: (845)360-9699</p>
Medication Prescribed	
<p>Medication: Zestril 40 mg tablet For: 10 days Original Quantity: 10 Tablet(s) Sig: Take 1 tablet(s) by oral route , 1 time per day , for 10 days</p> <p><input type="checkbox"/> Dispense As Written Refills Quantity Qualifier: P Refills Quantity: 2 Written Date: 06/06/2019</p>	
Refill Renewal Request	
<p>Medication: Zestril 40 mg tablet Original Quantity: 10 Tablet(s) Sig: D</p> <p><input checked="" type="checkbox"/> Dispense As Written Total number of dispensings requested: <input type="text" value="1"/> Written Date: 06/06/2019</p> <p>Reason for Denial or Change: <input type="text"/></p> <p>Notes from Doctor: <input style="width: 100%;" type="text"/></p> <p style="text-align: center; margin-top: 10px;"> <input type="button" value="Deny"/> <input type="button" value="Save & Send"/> <input type="button" value="Close"/> </p>	

Refill Response was routed successfully to pharmacy

OK

New ▾

Completed

NAME	STATUS	TYPE	ASSIGNED BY	DATE
A refill renewal request has been assigned to you	Completed	Refill Request	System User	06/06/2019

Emails:

- Inbox
- Sent
- Deleted

Tasks:

- Active
- Completed
- Created

TEST, ELLIS
 Sex: male
 SSN: 999999999
 DOB: 01/28/1960
 WRS ID: 002-35-5952
 1 matthew street
 GOSHEN, NY 10924
 Tel: (333) 333-3333
 Last Filled date: 06/06/2019

Pharmacy: NYC Pharmacy 10.6MU
 NCPDP: 1120158
 NPI: 1013988328
 88 Park Street, Brooklyn, NY 11201
 Tel: (718)515-7181 Fax: (202)555-1111

Prescriber: Doc Test cgabge2, NPI 1266567894
 WRS Implementation & Training
 2004 Route 17M, Goshen, NY 10924-5210
 Tel: (866)977-4367 Fax: (845)360-9699

Refill Renewal Request

Medication: Zestril 40 mg tablet
 Original Quantity: (s)
 Sig: D
 Dispense As Written
 Total number of dispensings requested: 1
 Written Date: 06/06/2019

Refill Response - Approved

Medication: Zestril 40 mg tablet
 For: days
 Quantity: 10
 Qualifier: Tablet
 Sig: D
 Dispense As Written
 Total number of dispensings approved: 1

Close

The agent can **Save** and **Send** to accept the refill and electronically send the prescription “as is” to be refilled. The agent can also **Deny** a refill request if it does not meet with practice protocols. Deny will halt the refill request and allow the practice to address the reason. Once the refill has been **Accepted** or **Denied** and **Sent**, the provider can view all completed requests in their task queue and open any request to view the prescription in its entirety.



Note

WRS Health strongly advises that “Prescribe on-Behalf-of” (POBO) is used in conjunction with well-defined practice refill guidelines, directions, and protocols. All Prescribing Agents should be well-versed in these protocols and should be well-versed in the prescription refill process.



Your Feedback is Needed

During initial release **Prescribe on Behalf Of** is restricted to handle electronic refill requests only. In addition, prescribing providers can select only one agent. However, an agent may be assigned to more than one provider. WRS Health will not be implementing this module to EPCS (controlled medication) prescriptions or refill requests. Also, there is a limit of one agent per prescriber. This limit may be increased to multiple agents per provider in the future based on feedback from the user community.

We are looking to the entire WRS Health Provider community to help guide us in the future enhancement of this feature. Please let us know what you think, and we will ensure that all ideas will be discussed.



ELECTRONIC REFILL LOGS

WRS Health implemented functionality last year to address electronic Change and Cancel actions for Prescriptions. Along with these modules, the process for tracking electronic Refill Requests was enhanced as well.

Current Medications

- Flexeril 5 mg tablet & no refills
- omeprazole 40 mg capsule, delayed release
Take 1 capsule(s) by ORAL route, 1

Reconcile Move To...

ADD PRESCRIPTION / MEDICATION

Drug :

Drugs most frequently selected by you

- prednisone 5 mg tablet
- clarithromycin 500 mg tablet
- azelastine 137 mcg (0.1%) nasal spray
- fluticasone propionate 50 mcg/actuation

Medication : omeprazole 40 mg capsule, delayed release

Date	Action	Outcome
07/05/2019 11:24:AM	Route REFRES	Success
07/04/2019 10:10:AM	Receive REFREQ	Success
04/29/2019 12:53:PM	Reconcile	Success
04/29/2019 12:53:PM	Moved to Current Medications	Success
03/11/2019 1:26:PM	Route NEWRX	Success
03/11/2019 1:26:PM	Prescription created	Success

Electronic requests that have been approved/denied through the electronic module, via the task queue, by the provider will add in the next newly opened note, to the Medication Page>Previously Prescribed Medications and to the ORIGINAL prescribed medication. The action will be queued and can be accessed by the VIEW ALL ACTIONS module:

PREVIOUS PRESCRIPTIONS/ CURRENT MEDICATIONS

Previously Prescribed Medications

- fluticasone propionate 50 mcg/actuation
Inhale 2 spray(s) by Intranasal route

Rescribe Move To...

Current Medications

- Tylenol 325 mg tablet
Take 2 tablet(s) by oral route, every 4 hours
- fluticasone propionate 50 mcg/actuation
Inhale 2 spray(s) by Intranasal route

Medication : fluticasone propionate 50 mcg/actuation

Date	Action	Outcome
06/07/2019 10:57:AM	Receive REFRES Confirmation from Pharmacy	Success
06/07/2019 10:57:AM	Route REFRES	Success
06/06/2019 3:09:AM	Receive REFREQ	Success

There may be instances where an electronic refill request does not have an “original” prescription within the EHR platform (ie: original prescription was called

into the pharmacy and not documented in the EHR; the original prescription was sent from a different facility or EHR, like a clinic or hospital). The electronic refill request, if approved/denied through the electronic module, via the task queue, by the provider will still add in the next newly opened note, to the Medication Page>Previously Prescribed Medications, but will be as a stand-alone prescription. The action will be queued and can be accessed by the VIEW ALL ACTIONS module:



DRUG HISTORY

As a review, patient drug history can be accessed electronically if all the following steps have been completed, and as presented by the patient's PBM coverage. At this time, the history can only be obtained for patients that have this type of Pharmacy coverage.

- 1.) Make sure that the patient has signed the consent from **Patient Management> Directive> Consents>Drug History Consent**
- 2.) Make sure PBM coverage is verified which is done with a pending visit
- 3.) The verification process, through a scheduled appointment, will populate the drug history under Patient Management>Medications>Drug History and under the Drug History heading on the Medications Page.
- 4.) You can also manually attempt to obtain the eligibility and history within the note process: patient's note> medications page. Click get ELIGIBILITY and DRUG HISTORY button.

Certain information may not be available or accurate in this report, including 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.