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Thank you for performing EPCS. This document is a compilation of questions that have come from end users throughout Northern Light Health.

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## Questions

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## Answers

### What if I get a new device?

- Contact NL help desk at 1-888-827-7728 or 973-7728, choose option 3. The help desk will assist you in setting up your new token, whether it be a hard token or on your cell phone.

### What if I lose or break my token?

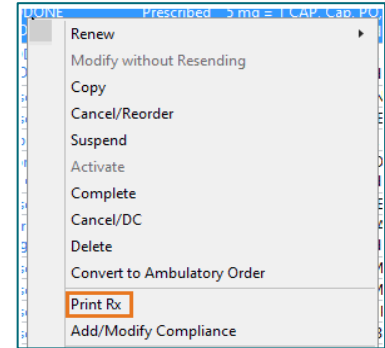
- Each Member Organization (MO) has tokens and a facility plan in place for this scenario. Please reach out to your local leadership for direction.

### What happens if I forget my token?

- NL Health has recommended that each Member Organization (MO) have tokens and a facility plan in place for this scenario. Please reach out to your local leadership for assistance.
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### What do we do if Cerner is down?

- Refer to the [IS System Status](#) intranet page.
- The ePrescribing mandate permits paper prescriptions when technical problems are encountered, such as the EMR being down.
- If you are required to print/write a paper prescription, it **must indicate** that an attempt was made to ePrescribe to a specific pharmacy, the date and time of attempt, and the fact that the attempt failed. The printed version will contain this information, handwritten prescriptions will require these details to be written on the Rx.



### What do we do if Imprivata is down?

- Refer to the [IS System Status](#) intranet link.
- The ePrescribing mandate permits paper prescriptions when technical problems are encountered, such as the EMR being down.
- If you are required to print/write a paper prescription, it **must indicate** that an attempt was made to ePrescribe to a specific pharmacy, the date and time of attempt, and the fact that the attempt failed.

### Can I have Imprivata ID installed on my phone plus have a hard token?

- Yes, contact your Credentialing office if you would like a second license.

### What do I do if the pharmacy is down?

- It can take up to an hour to receive a message regarding the failed sending of a prescription. There are no immediate notifications that Surescripts or the pharmacy has gone offline. Instead, Cerner will attempt to send it three times, at 15-minute intervals. After the third failure, a message is sent to either the practice pool or the NL Health help desk pool that the prescription failed to transmit. Notification of the rejected prescription may not be received until the following business day.
- If there is concern about a prescription being received by a pharmacy prior to the patient leaving, it is best to call the pharmacy and confirm receipt.
- Right-click the order and select **Print RX**.

### What if I have to reset my network password?

- Once your network password is reset, it will be updated to other applications where a password is required.
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### What if I need to cancel a prescription, do I have to call the pharmacy?

- When a provider cancels a prescription, pharmacies on SCRIPT 2017.07.01 will receive electronic notification. An alternate method of notification will be used for those on an older version. Providers will receive an alert of the failure and can call the pharmacy to notify the pharmacy of the cancelled prescription. Pharmacies that can accept electronic cancellations locally include: Walgreens, Walmart, and CVS.

Original order entered and electronically signed by TEST, EPCSTEST1 on 12/18/2019 at 8:33 EST.  
Pharmacy Department  
multivitamin (Fliststones Multivitamins oral tablet, chewable)

History	Details	Comments	Results	Ingredients	Pharmacy	Compliance History	Additional Info
Ordered As	Fliststones Multivitamins oral tablet, chewable						
Start Date/Time	12/18/2019 8:33 EST						
Stop Date/Time	12/18/2019 8:38 EST						
Order ID	3384945119						
New Rx	Delivered To Pharmacy: 12/18/2019 8:57 EST						
Cancel Request	Error: 12/18/2019 8:57 EST						
	Routed To Pharmacy: 12/18/2019 8:57 EST						

**Note:** The Cancel Error is visible in the Order Information window on the Additional Info tab.

### Why am I getting monthly reports in my Message Center of my EPCS documents?

- This is a Cerner generated report which lists all your EPCS orders for the previous month. This gives you an opportunity to review for any fraudulent activity. This is required by law.
- If you would like to follow up on any activity, create a Help Desk ticket and it will be assigned to the Security Department.