**Healthfinch Embedded Refill Management application is an optimization solution to assist in the prescription renewal process. The application streamlines the prescription renewal process providing a faster turnaround time and increasing patient safety.**

## Introduction

The NLH Centralized Refill Team currently uses Healthfinch Embedded Refills as a standard part of their operational service. The policy that describes this teams' services can be found here.

**NOTE:** **A Frequently Asked Questions (FAQ) guide found here contains more information about the Healthfinch Embedded Refills solution.**

## Healthfinch Embedded Refill Messages

**STEP 1:** Navigate to the clerical pool in **Message Center**.

**STEP 2:** In Message Center, there will be messages from the Centralized Refill Team pertaining to medication refills.

**STEP 3:** Typically, medication refill protocols defined by Embedded Refills require a patient Office Visit annually. The clinical team and/or Centralized Refill Team may forward messages to the clerical pools requesting visits be scheduled. Follow the current process to schedule those visits.

**STEP 4:** Medication refill messages may appear differently using the Centralized Refill Teams services (including Embedded Refills) and the same process should be followed: when requested, appointment should be scheduled and message deleted thereafter.