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Healthfinch Embedded Refill Management application is an optimization solution that helps automate the approval process for prescription renewal requests. Once an order is proposed in Cerner, Cerner sends relevant patient and renewal request data to Embedded Refills. Embedded Refills then uses the medication protocol criteria as well as patient data to recommend an action to be taken on the renewal request.

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## 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](#).

Once an order is proposed in Cerner (either automatically through a Surescripts interface or manually by the Centralized Refill Team), Cerner sends relevant patient and renewal request data to Healthfinch via an Application Programming Interface. Healthfinch uses the medication protocol criteria as well as patient data to recommend an action to be taken on the renewal request.

To learn more about the Centralized Refill Teams Healthfinch process click [here](#).

## Healthfinch Embedded Refill Messages

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

**STEP 2:** Prescription messages are sent from the **Centralized Refill Team** with a detailed message for action to be taken prior to medication refill. These messages could be requesting the scheduling of an appointment or the ordering of labs.

**STEP 3:** Once the decision support recommendations have been met, clinical staff can refill medications.

**STEP 4:** If the decision support recommendations have not been met, clinical staff will propose medication refill and/or laboratory test to the provider.

**STEP 5:** From forwarded medication refill message: select **Launch Orders**.

**STEP 6:** Search for: **AMB JPP**. Refill message will contain details on which laboratory is needed for the prescription the patient is requesting. Find the laboratory test in AMB JPP. The full process for using/ordering using AMB JPP can be found [here](#).

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