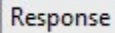
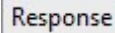
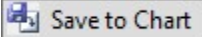
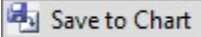
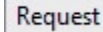



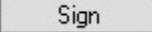
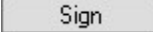
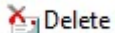
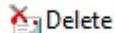


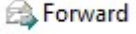
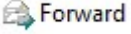
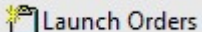
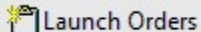
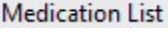
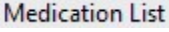
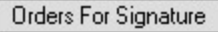
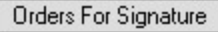


This Quick Reference Guide (QRG) reviews how to Process Electronic Medication Refill requests.

### Common Buttons & Icons

|   |                                    |  |                                    |
|---|------------------------------------|--|------------------------------------|
|    | <b>Response tab</b>                |    | <b>Response tab</b>                |
|    | <b>Save to Chart button</b>        |    | <b>Save to Chart button</b>        |
|    | <b>Request tab</b>                 |   | <b>Request tab</b>                 |
|    | <b>Modify icon</b>                 |   | <b>Modify icon</b>                 |
|    | <b>Sign button</b>                 |    | <b>Sign button</b>                 |
|    | <b>Delete button</b>               |    | <b>Delete button</b>               |
|    | <b>Reject icon</b>                 |   | <b>Reject icon</b>                 |
|   | <b>Forward button</b>              |   | <b>Forward button</b>              |
|  | <b>Launch Orders button</b>        |  | <b>Launch Orders button</b>        |
|  | <b>Medication List tab</b>         |  | <b>Medication List tab</b>         |
|  | <b>Orders For Signature button</b> |  | <b>Orders For Signature button</b> |

### Process or Reject a Request

➤ From the message pool:

**STEP 1:** Right-click the request; then click **Assign Item** .

**STEP 2:** Double-click the request.

**STEP 3:** Review the refill request details.

**STEP 4:** Click the **Response** tab.

**STEP 5:** Delete <Add Text>.

**STEP 6:** Type /health.

**STEP 7:** Press [Enter] or double-click /healthfinch .

**NOTE:** When a pharmacy sends an electronic refill request, Healthfinch scrubs the chart for data relevant to the request, including guidance. Data in red text is out of Healthfinch protocol. Data in green is within protocol.

**STEP 8:** Click **Save to Chart** .

### To Process the Request As Is:

- STEP 1:** Click the **Request** tab.
- STEP 2:** Click the **Modify** icon; then click **Same Medication, Different Dose or Formulation** .
- An order with all details matching the request displays.
- STEP 3:** Right-click the order; then click **Ordering Physician** .
- STEP 4:** Enter the **Physician name**.
- STEP 5:** Click Patient Care Protocol, Cosign Required under Communication type.
- STEP 6:** Click **OK**.
- STEP 7:** Click **Sign**.
- The Electronic Prescription Preview window displays.
- STEP 8:** Click **Sign**.
- You return to the request in Message Center.
- STEP 9:** Click **Delete**.

**NOTE:** It is best practice to delete the refill request when you are finished to keep the inbox tidy.

### To Reject the Request and Propose a New Order:

- STEP 1:** Click the **Request** tab.
- STEP 2:** Click the **Reject** icon.
- STEP 3:** Enter the **Reject** reason.
- NOTE:** You can choose a canned reason from the drop-down menu or enter free text.
- STEP 4:** Click **Sign**.
- STEP 5:** Click **Forward**.
- STEP 6:** Enter the provider's name in the **To field**.
- STEP 7:** Click **Launch Orders** .
- STEP 8:** Click the **Medication List** tab.
- STEP 9:** Right-click the order for the requested medication.
- STEP 10:** Hover over **Renew**; then choose the appropriate supply and number of refills.
- The Ordering Physician window displays.
-

**STEP 11:** Click **Proposal**.

**STEP 12:** Enter the Physician name.

**STEP 13:** Click **Proposal, Cosign Required** under Communication type.

**STEP 14:** Click **OK**.

**STEP 15:** Verify that the correct pharmacy displays in the **Send To** field.

**STEP 16:** Click **Orders For Signature** .

**STEP 17:** Click **Sign**.

- You return to the refill request message.

**STEP 18:** Select the **Delete** check box.

**STEP 19:** Click **Send**.

**NOTE:** It is best practice to delete the refill request when you are finished to keep the inbox tidy.