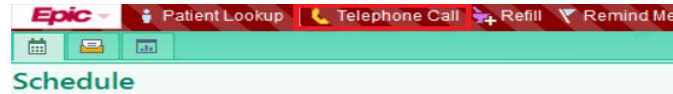
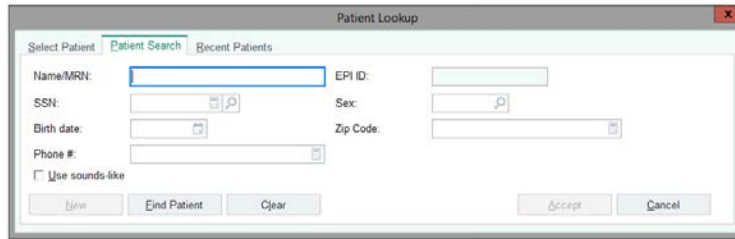


Documenting a Medication Refill Request (Call Center)

- Once logged into EPIC, select the **Telephone Call** button at the very top.



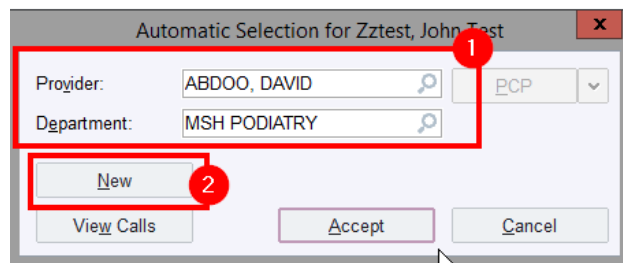
- Search for and select the appropriate patient record.



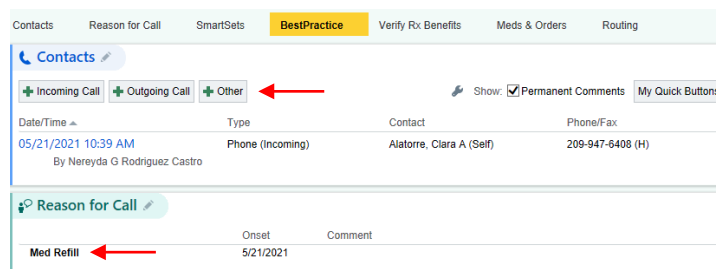
- Within the encounter pop up, select the **Provider** and THEIR PRIMARY department.

⚠ Please do not use GVHC Call Center as the Encounter level department; this will cause the prescription to fail and an RX Error message to be routed to the provider and their care team

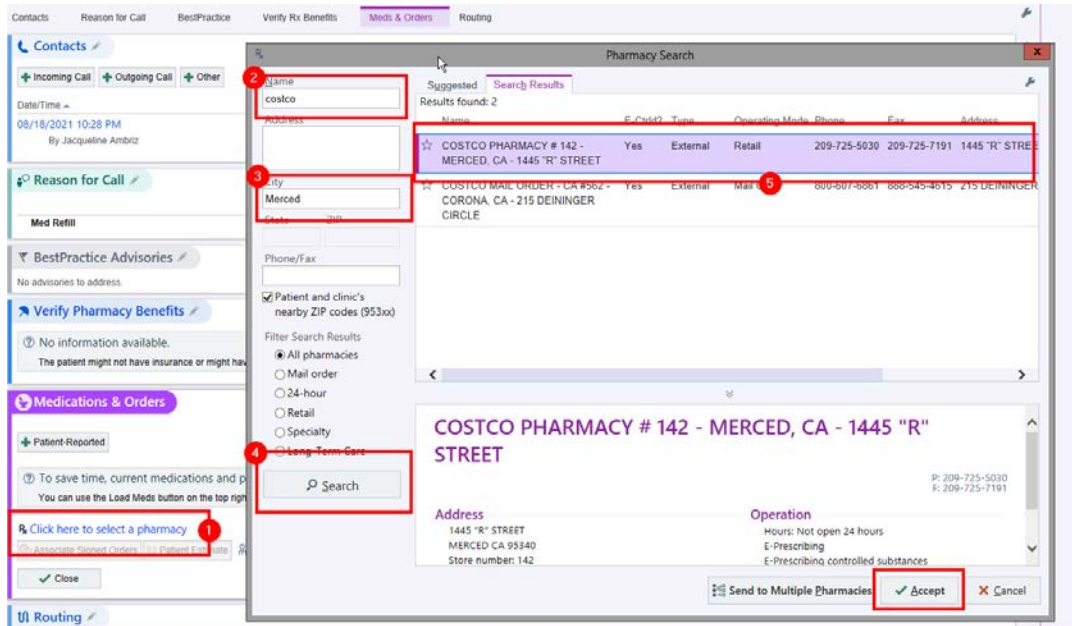
- Click **New** to create a new encounter



- Document the call details, by completing the contact section:
 - Indicate **incoming call**, **outgoing call** or **other** for pharmacy.
 - Document the details as needed.
 - Type in Med Refill in the **Reason for Call** section.



5. Within the Medication Section, confirm the patient's preferred pharmacy. Click on the hyperlink to update the patient pharmacy, if needed.



The screenshot shows the 'Pharmacy Search' window in a medical software interface. The window is divided into several sections:

- Search Fields:** Includes 'Name' (containing 'costco'), 'City' (containing 'Merced'), and a 'Search' button.
- Filter Search Results:** Includes a checked option for 'Patient and clinic's nearby ZIP codes (953xx)', and radio buttons for 'All pharmacies', 'Mail order', '24-hour', 'Retail', and 'Specialty'.
- Search Results:** A table with 2 results:

Name	E-Check?	Type	Operating Mode	Phone	Fax	Address
COSTCO PHARMACY # 142 - MERCED, CA - 1445 "R" STREET	Yes	External	Retail	209-725-5030	209-725-7191	1445 "R" STREET
COSTCO MAIL ORDER - CA #562 - CORONA, CA - 215 DEININGER CIRCLE	Yes	External	Mail	800-507-8861	888-545-4615	215 DEININGER
- Details for Selected Pharmacy:** Shows details for 'COSTCO PHARMACY # 142 - MERCED, CA - 1445 "R" STREET', including address, operation hours, and a star icon.
- Action Buttons:** Includes 'Send to Multiple Pharmacies', 'Accept', and 'Cancel'.

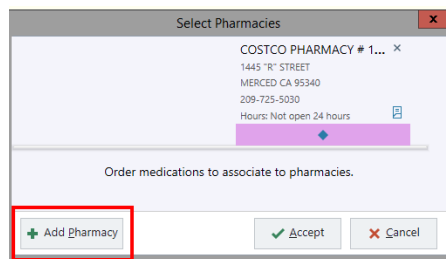
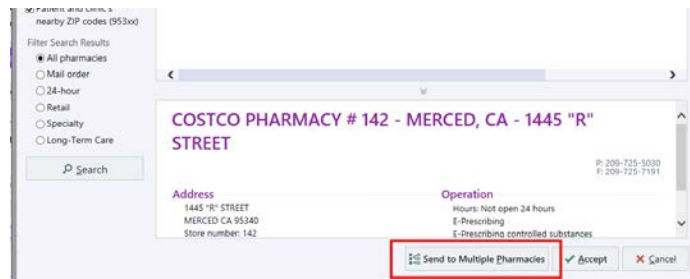
Numbered callouts in the image indicate the following steps:

1. Click on the hyperlink 'Click here to select a pharmacy' in the Medications & Orders section.
2. Enter 'costco' in the Name field.
3. Enter 'Merced' in the City field.
4. Click the Search button.
5. Click the star icon next to the first search result to select it as the preferred pharmacy.

1. Select the hyperlink to add or update the existing pharmacy.
2. In the Name field, enter the pharmacy name.
3. Specify City to limit your search result.
4. Click Search to find all matching pharmacies.
5. Select the appropriate pharmacy (use the star icon to set as their preferred pharmacy, when appropriate).
6. Click Accept to save and close.



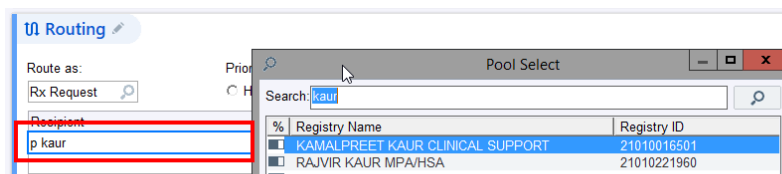
TIP: To add to multiple pharmacies, click the Send to Multiple Pharmacies button. Click Add Pharmacy button and repeat the steps above for each pharmacy.



- To route the request to the provider support team, go to **Routing Section**, enter team's name in the **Recipient** field.

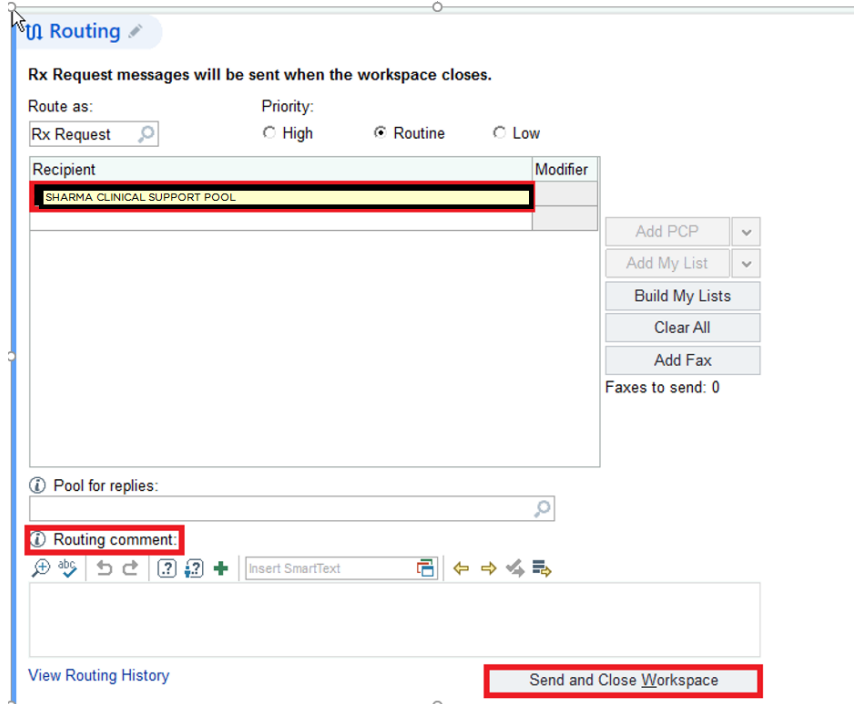


TIP: To select a pool, enter "P" at the beginning of the search criteria



- In the routing comment section, document the following items below.

- Medication(s) being requested
- Last scheduled visit with provider
- Next scheduled visit with provider
- Any additional comments.



Routing

Rx Request messages will be sent when the workspace closes.

Route as: Rx Request Priority: High Routine Low

Recipient	Modifier
SHARMA CLINICAL SUPPORT POOL	

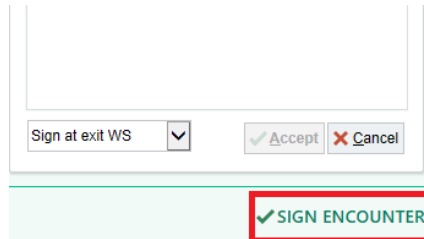
Faxes to send: 0

Pool for replies: _____

Routing comment: _____

View Routing History **Send and Close Workspace**

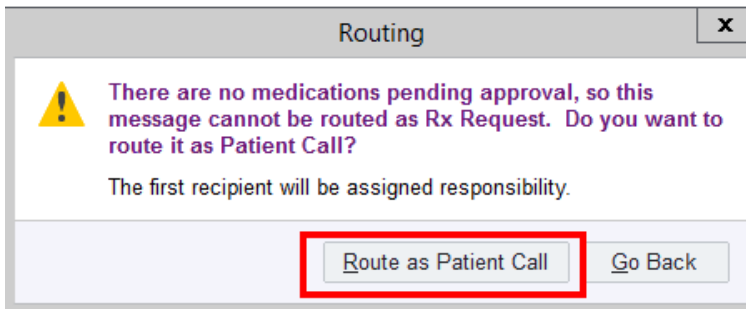
8. Click **Sign the Encounter**



Sign at exit WS

SIGN ENCOUNTER

9. Click Route as Patient Call on popup. Once the support teams reviews the messages and preps the medication the message can be routed as Rx Request.




Routing [X]

! There are no medications pending approval, so this message cannot be routed as Rx Request. Do you want to route it as Patient Call?

The first recipient will be assigned responsibility.

Route as Patient Call

10. If a No Notes warning appears, bypass and click Sign Encounter again. The support team will create and addendum to update the encounter with their action.

 **Recommended**

No notes were written in this encounter. If this encounter was created in error, update the Reason for Visit to Error. This will convert the encounter to an Erroneous Encounter at the end of the day.

Sign at exit WS

If the following recommended warning appears, click sign encounter to proceed.