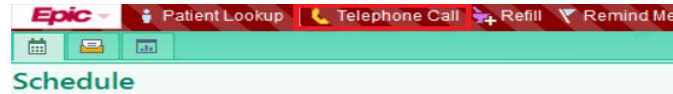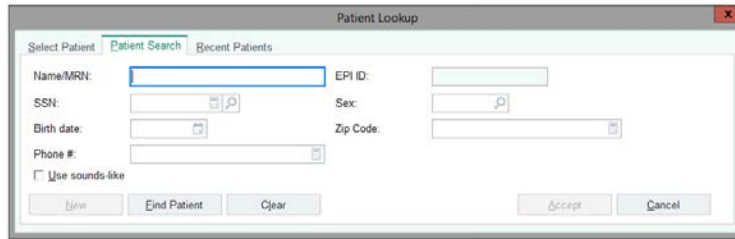# Documenting a Medication Refill Request

(Call Center)

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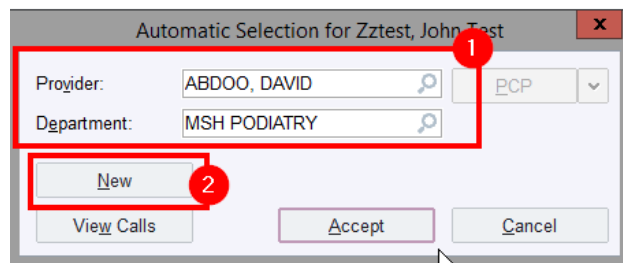

2. Search for and select the appropriate patient record.

3. 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**
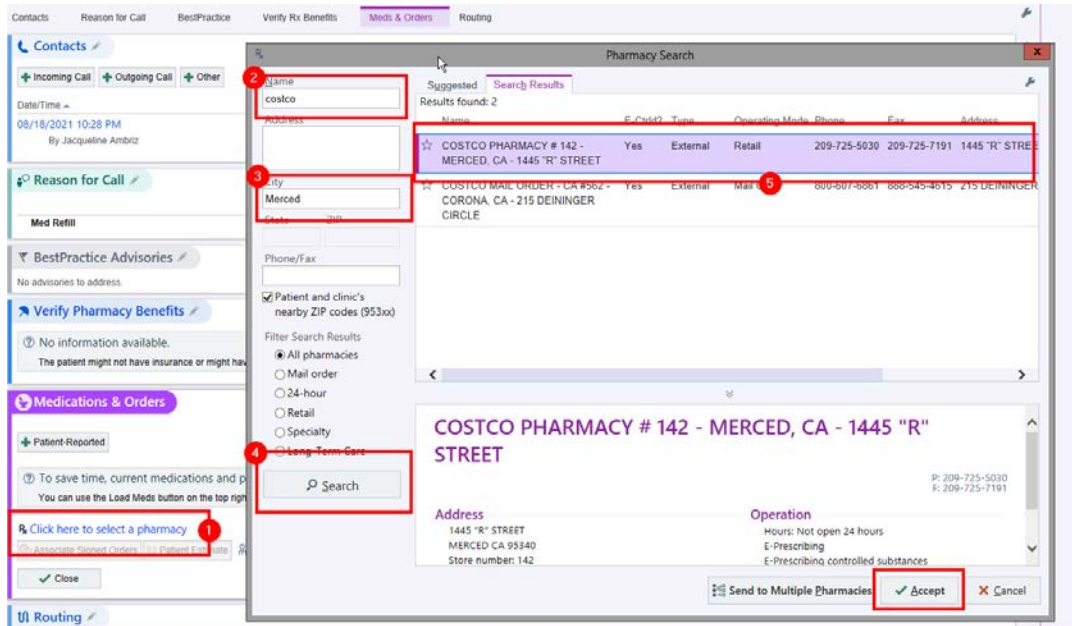
   a. Click **New to create a new encounter**

4. 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.

Date: 8/18/2021
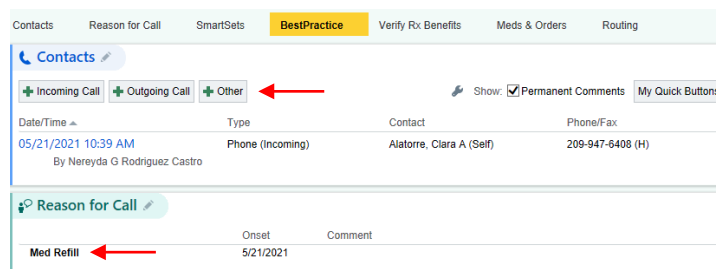
5. Within the Medication Section, confirm the patient's preferred pharmacy. Click on the hyperlink to update the patient pharmacy, if needed.

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).
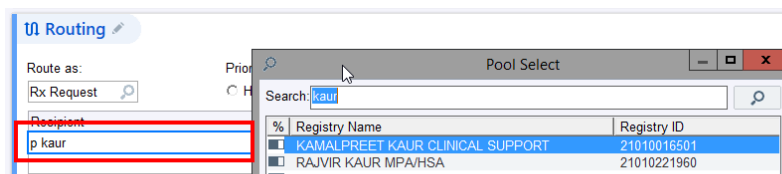6. Click Accept to save and close.

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.
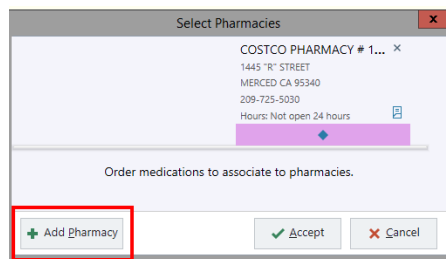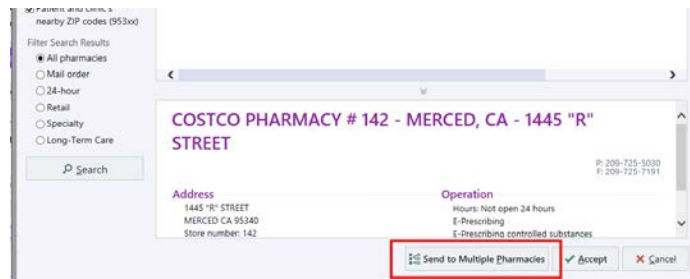
6. To route the request to the provider support team, go to **Routing Section**, enter team's name in the **Recipient** field.
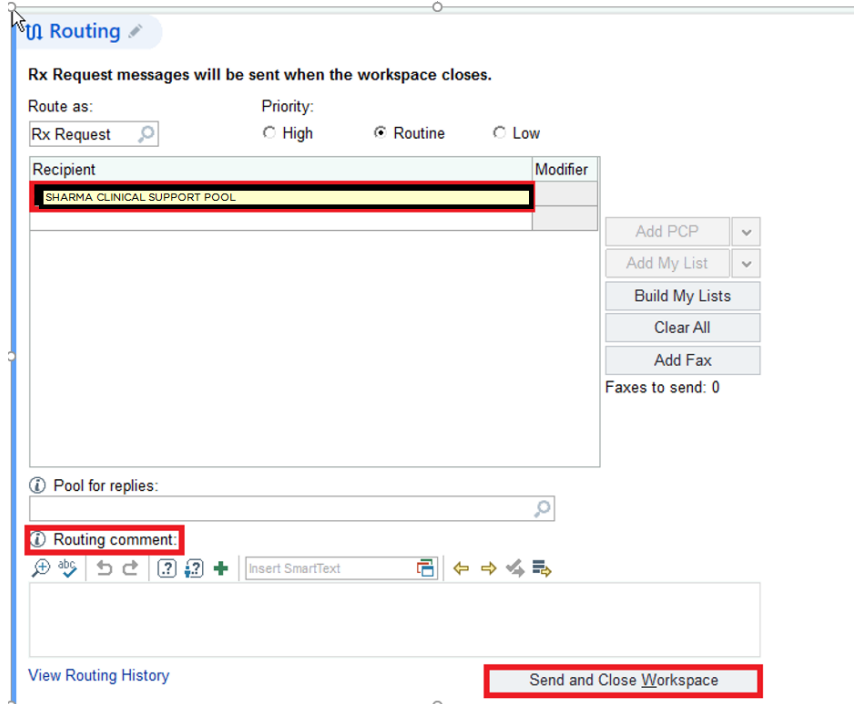
TIP: To select a pool, enter "P" at the beginning of the search criteria

7. In the routing comment section, document the following items below.
   - Medication(s) being requested
   - Last scheduled visit with provider
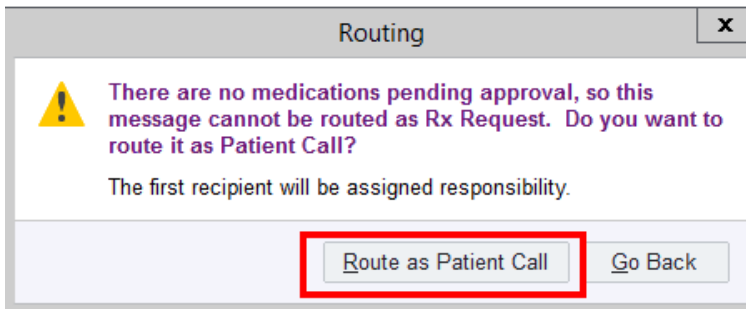   - Next scheduled visit with provider
   - Any additional comments.
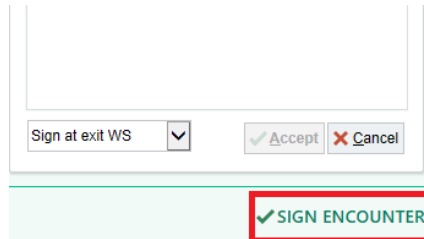
8. Click **Sign the Encounter**

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.

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.

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