DoseSpot^{TM}

User Guide

Prescribing Application

Version 2.6
May 2022

Table of Contents

Updates

Spring 2022

Check Medication History: New instructions for adding a medication to a prescription or the active medication list from medication history

Add New Prescription: New note about NADEA number requirements for drugs used in detox; new note about ICD and CDT diagnosis codes; new Add New Compiled Compound section

Winter 2022

Prescribing Features: New Specialty Favorites

Summer 2021

Check Insurance Eligibility: Coverage details display Payer ID, BIN, and PCN

Add New Prescription: Patient directions field expanded to 1000 characters

PIN: New section

Winter 2021

Add New Prescription: New favorites screen and new urgency indicator

Edit Favorites: New functionality

Summer 2020

Adding New Patients: Height and Weight fields have been added and may be required for patients under 18

Overview

This User Guide is a detailed reference of the patient and prescribing features in the DoseSpot Prescribing Application.

It will demonstrate how to add the prescribing and prescription data that is needed to create and maintain patient demographics and medication information. Patient information will automatically transfer from your HER to the DoseSpot Application, which you will access through your HER. This demographic information is used to match the patient with their insurance company and is ultimately the basis for Eligibility, Formulary, and Medication History function.

Patient List

After a clinician successfully logs in to the Prescribing App, they are brought to the Patient List page. This page allows users to search for a patient within their clinic, view a list of their recent patients, and add a new patient to their clinic.

Add New Patient

Users in the DoseSpot Prescribing Application can add new patients to their clinics by clicking "Add New Patient" in the Patient List page and entering their demographic information through the Add Patient form. This demographic information is used to match the patient with their insurance company and is the basis for Eligibility, Formulary, and Medication History functions. Once the patient is created in DoseSpot, their profile will be saved for future use. **Note:** Proxy Users and Prescribing Agents can add new patients **on behalf of** a Prescribing Clinician.

Patient Features

Patient Details

The Patient Details page is the starting place for using most of DoseSpot ePrescribing features.

Here you can:

- Edit a patient's information
- Add and send a new prescription
- Check a patient's insurance eligibility and formulary information
- Review medication history
- Add patient reported medications
- Add patient allergies
- Add a preferred pharmacy

980 Washington Street · Suite 330 · Dedham, MA 02026 · phone: 1-888-847-6814 · www.dosespot.com

Patient Information

The top left of the patient details page contains the patient's demographic information. It also contains information about the patient's drug allergies, and their preferred pharmacy.

To view Patient information, click the "+" icon on the top left to expand the section.

Kara Whiteside, Female, 66 yrs

| Edit Patient Info | Add/Edit Drug Allergies | Add/Edit Pharmacies |

DOB:
Oct 11, 1952

Address:
23230 SEAPORT AKRON, OH 44306

Patient Phone Number(s):
(330) 554-7754

Tylenol

VA Pharmacy Store 10.6

Address:
2800-1 Crystal Dr
Arlington, VA 22202

Phone:
(703) 515-4445

Fax:
(703) 414-5556

Specialties:
Long-Term Care Pharmacy, Retail, EPCS

Edit Patient Information

To edit a patient's demographic information, click "Edit Patient Info." Edit the desired fields and click "Save."

Patient Allergy Information

One of the key features of DoseSpot is the ability to alert prescribers of any potential allergy interactions when prescribing. The default patient setting is "No drug allergy information." All added drug allergies are displayed both in the Patient Information section and under Current Drug Allergies in the Add Drug Allergy section.

Add Known Allergy

1. From the Patient Details page, click "Add/Edit Drug Allergies" in the Patient Information section. This will open the Add Drug Allergy section.

2. In the Add Drug Allergy form, complete the following fields.
   - Name* (select a drug from the autocomplete drop-down, or type in a free-text allergy)
   - Status* (Active or Inactive)
   - Reaction Type* (Allergy or Adverse Reaction)
   - Reaction
   - Onset Date

   Note: Required fields are marked with a red asterisk (*) in the form.

3. Click "Save" to add the allergy to the Patient's Current Drug Allergies list.

No Known Allergies

If a patient has no known allergies, check "No Known Allergies" in the Add Drug Allergy form. This will update the Current Drug Allergies list to display "No Known Allergies" and hide the Add Drug Allergy form.

Manage Patient's Preferred Pharmacy

Add Patient Pharmacy

1. From the Patient Details page, click "Add/Edit Pharmacies" in the Patient Information section. This will open the Manage Patient's Pharmacies section.
2. Search for a pharmacy using the Pharmacy Search form. You can search for pharmacies by:
   a. Pharmacy's Address, Name, Specialty, and/or Phone/Fax (enter at least one field and click "Search")
   b. Patient's Address (by clicking "Search By Patient)

3. Results that match the specified parameters will be displayed in the Pharmacy Results table. To add a pharmacy to the patient's preferred pharmacies, hover over and click on the desired pharmacy.

4. The pharmacy will be added to the Current Pharmacies list. To set a pharmacy as default, check "Set As Default" corresponding to the pharmacy:

Remove Patient Pharmacy

In the Current Pharmacies list, click the "x" corresponding to the pharmacy in the Current Pharmacies list. A popup will appear to confirm the action. Click "Yes" to remove the pharmacy from the patient's Current Pharmacies.

Remove Pharmacy ×

Are you sure you want to remove "EPCS VA pharmacy store EDIFACT" from your favorites list?
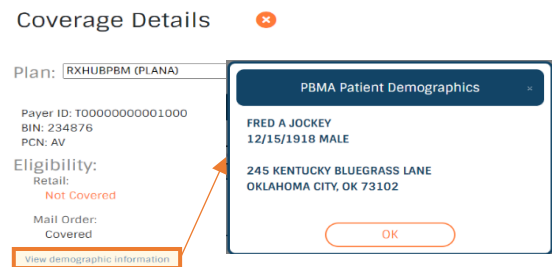
Yes

Cancel
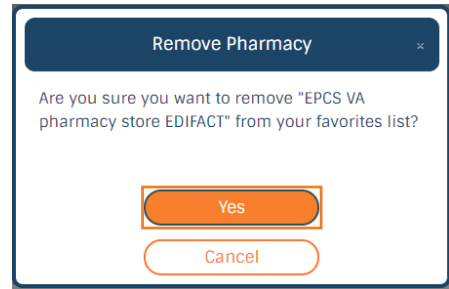
Check Insurance Eligibility

The patient's insurance eligibility and plan details are in the top right of the Patient Details page in the Coverage Details section. The coverage details display a patient's Payer ID, BIN, and PCN.

To view information on the retail and mail order coverage, select the plan from the drop down list and click the "+" on the top right corner.

To view patient demographics, click "View demographic information."

Coverage Details

Plan: RXHUBPBM (PLANA)

Payer ID: T00000000001000
BIN: 234876
PCN: AV

Eligibility:
Retail:
Not Covered

Mail Order:
Covered

View demographic information

PBMA Patient Demographics ×

FRED A JOCKEY
12/15/1918 MALE

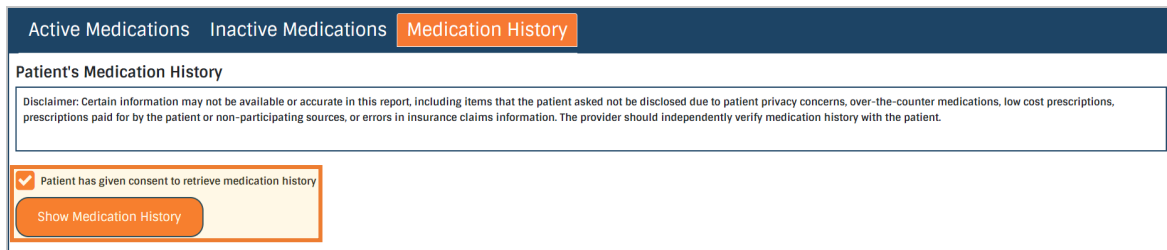245 KENTUCKY BLUEGRASS LANE
OKLAHOMA CITY, OK 73102

OK

Check Medication History

This feature provides a quick way to review a patient's medication history. It is useful for making informed point of care decisions and for preventing any potential medication misuse.

Medication history displays a list of the patient's previously prescribed medications. The list also includes medications prescribed by other providers.

Show Medication History

1. In the Patient Details page, click the "Medication History" tab toward the bottom of the page.
2. Check "Patient has given consent to retrieve medication history" and click "Show Medication History."

Active Medications   Inactive Medications   Medication History

Patient's Medication History

Disclaimer: Certain information may not be available or accurate in this report, including items that the patient asked not be disclosed due to patient privacy concerns, over-the-counter medications, low cost prescriptions, prescriptions paid for by the patient or non-participating sources, or errors in insurance claims information. The provider should independently verify medication history with the patient.

☑ Patient has given consent to retrieve medication history

Show Medication History

3. The page will load the patient's medication history list. The list can be sorted by Last Fill Date, Dispense, Refills, or Medication Name.

Active Medications	Inactive Medications	**Medication History**

Patient's Medication History

Disclaimer: Certain information may not be available or accurate in this report, including items that the patient asked not be disclosed due to patient privacy concerns, over-the-counter medications, low cost prescriptions, prescriptions paid for by the patient or non-participating sources, or errors in insurance claims information. The provider should independently verify medication history with the patient.

Show 10 ⌄ entries   Search: _____

Medication	Dispense	Refills Remaining	Last Fill Date	
LORazepam 2 mg tablet Supply of 30 days	60	0	Apr 12, 2022	Actions ▾
Flulaval Quadrivalent vaccine 0.5 ML prefilled syringe Supply of 0 days	1	0	Apr 10, 2022	Actions ▾
Vimpat 50 mg tablet Supply of 35 days	100	0	Mar 28, 2022	Actions ▾
Vimpat 50 mg tablet Supply of 35 days	100	0	Mar 28, 2022	Actions ▾
Cotempla XR-ODT 17.3 mg tablet Supply of 30 days	30	0	Mar 9, 2022	Actions ▾
buspirone HCL 10 mg tablet Supply of 30 days	60	1	Feb 22, 2022	Actions ▾

Note: If your patient acknowledges that they are actively taking a medication found in the Medication History list, you can add the medication to the Active Medications list via the "Action" button. If the medication can be found in DoseSpot's database, you will have the option to add a Prescription or a Patient Reported Medication. If not, only the Add Patient Reported button will appear. Clicking this will bring you to Step 3 of the Add Patient Reported or Add Prescription workflow.

Actions ▾
Add Patient Reported
Add Prescription

Drug and Allergy Interactions

DoseSpot will automatically check for Drug–Drug and Drug–Allergy Interactions between new and existing medications and provide advisory information on the Patient Details page at the time of prescribing. Drug–Allergy Interactions and Drug–Drug Interactions from pending medications are displayed below the Patient Information section.

Fred A Jockey, Male, 99 yrs   ⊕

Add/Edit Drug Allergies   Add/Edit Pharmacies

Coverage Details   ⊕

Plan: PBMA ▾

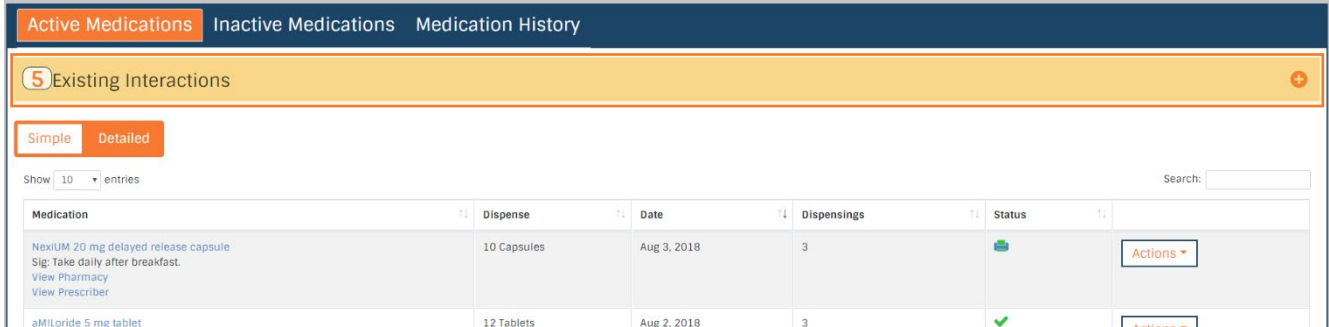Add Prescription

Add Patient Reported

Drug/Allergy Interactions   ⊗
This patient is allergic to acetaminophen.

Alerts from "Pending" Medications   ⊗
Minor Drug Interaction - Tylenol and Lomotil

There is also a highlighted bar across the Active Medication List noting the number of interactions within existing/active medications. Click on the "+" icon to expand the list to show the different interactions.
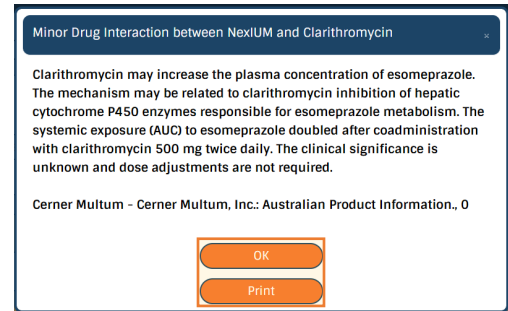

The severity of the Drug–Drug Interaction (Minor, Moderate, Severe) is depicted by the color of the alert. Alerts are ordered by the severity of the interactions, with the most severe at the top of the list.

To learn more about specific drug interactions, click on the alert. This will open a pop up with the relevant information as it relates to the interaction. Click "OK" to close the pop up and return to the Patient Details page. Click "Print" to open a new tab with a printer-friendly version of the information.
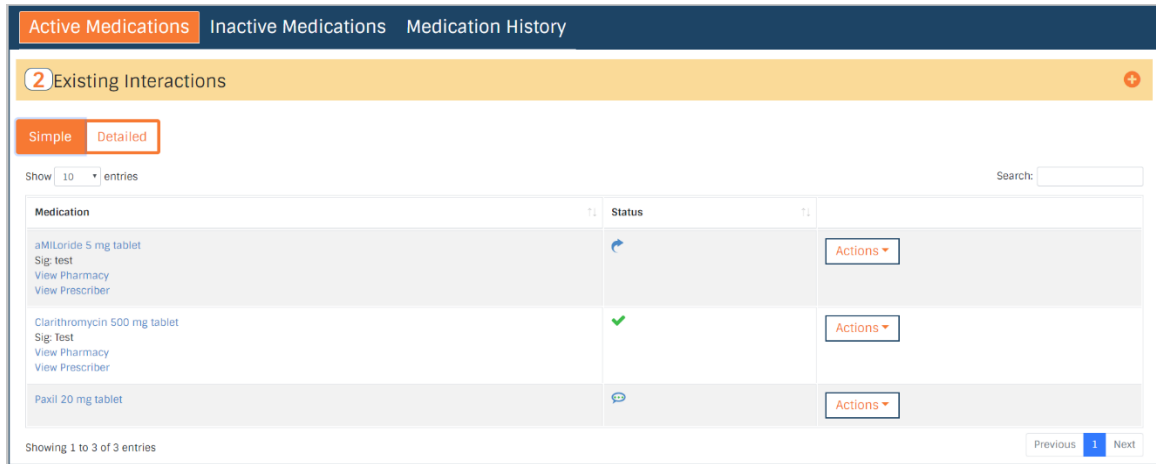
Active Medications List

The patient's Active Medications list is the main source for reviewing a patient's situation either before, during or after an appointment/consult. Here, the user can search for medications and filter medications by columns. There are two views: **Simple** and **Detailed**.
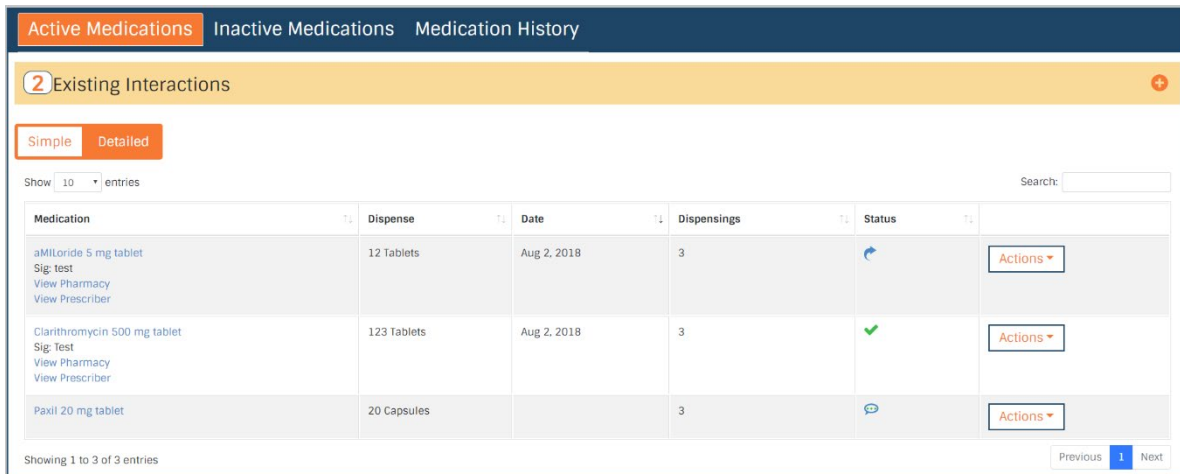
Simple View

Detailed View

The detailed view shows additional prescription details, including dispense, date, and number of dispensings.
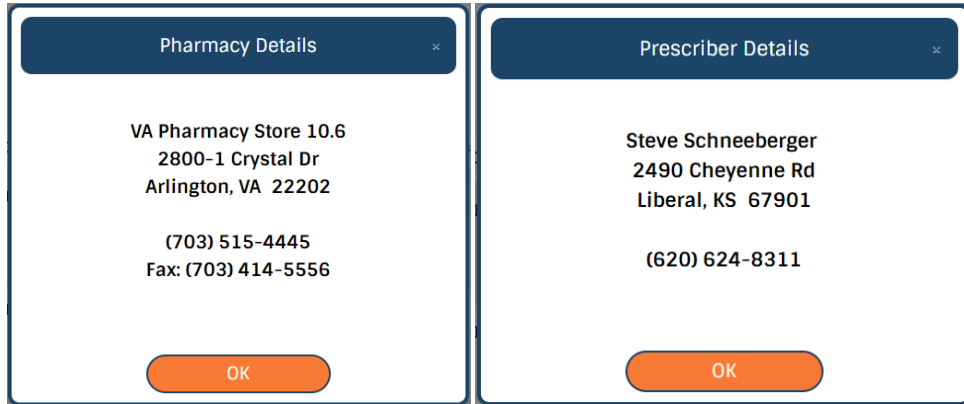
The user can do the following in the Active Medications List:

View Drug Monographs

Click on the medication name to open a new tab with the drug monograph. This is only available if Drug Monographs are enabled in the clinic's configurations.

View Pharmacy and Prescriber Details

In the Medication column, click "View Pharmacy" or "View Prescriber" to open a pop up with the corresponding demographic details (address and phone number(s)). Click "OK" to close the pop up and return to the Patient Details page.

View Past Prescriptions

In the Medication column, click "View Past Prescriptions" to open the Past Prescriptions section. Here, the user can view details on the past prescriptions of the selected medication.

View Prescription Status

Status Key

The Sending, eRx Sent, and Pharmacy Verified status types are all statuses in the process of sending a prescription to the pharmacy. **Sending** means DoseSpot is in the process of sending the prescription to the pharmacy. **eRx Sent** means that DoseSpot has successfully sent the prescription to the pharmacy, and **Pharmacy Verified** means that the pharmacy has confirmed that they have received the prescription. The time between **eRx Sent** and **Pharmacy Verified** can sometimes varies depending on the pharmacy.

Order/Reorder Medication

From the Actions dropdown list, select "Reorder" to make a copy of a printed or electronic prescription and move the copy to the Pending Medications list.
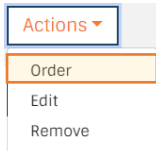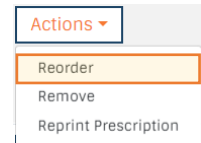
If the medication is patient-reported, select "Order" from the Actions dropdown list. This will open Step 3 of the Add Prescription workflow. Add or edit any prescription details and click "Save Prescription" to add the prescription to the Pending Medications list.

Remove Medication

From the Actions dropdown list, select "Remove." This will open a popup asking for a reason for removing the medication. Select a reason and click "OK."

If Cancel, Completed, or Discontinued was selected, the medication will move to the Inactive Medications list.

Note: If Discontinued was selected, the user must provide a comment describing why the medication was discontinued.
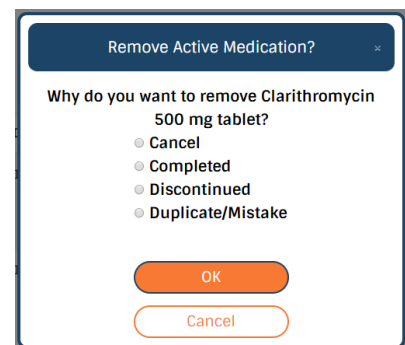
Edit Patient Reported Medication

From the Actions dropdown list, select "Edit" to open Step 3 of the Add Patient Reported Medication workflow. Make any edits and click "Save Medication."

Reprint Prescription
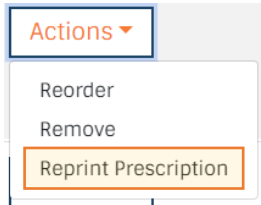
From the Actions dropdown list, select "Reprint Prescription" to open a new window with a printer-friendly version of the prescription.

Inactive Medications List

The patient's Inactive Medication list displays a list of the patient's medications that have been cancelled, discontinued, and/or completed. These are medications that had been moved from the patient's Active Medications list. Here, the user can Search for medications and filter medications by columns.

There are two views: **Simple** and **Detailed**.

Simple View

Detailed View

The detailed view shows additional prescription details, including dispense, date, and number of dispensings.

The user can do the following in the Inactive Medications List:

View Drug Monographs

Click on the medication name to open a new tab with the drug monograph. This is only available if Drug Monographs are enabled in the clinic's configurations.

View Pharmacy and Prescriber Details

In the Medication column, click "View Pharmacy" or "View Prescriber" to open a pop up with the corresponding demographic details (address and phone number[s]). Click "OK" to close the pop up and return to the Patient Details page.

View Past Prescriptions

In the Medication column, click "View Past Prescriptions" to open the Past Prescriptions section. Here, the user can view details on the past prescriptions of the selected medication.

View Medication Status

Status Key

Status	
⊗	Prescription discontinued
⊘	Prescription completed
✖ (blue)	Cancel requested
✖ (red)	Cancel denied
✖ (green)	Cancel approved

Reorder Medication

From the Actions dropdown list, select "Reorder" to make a copy of the medication and move the copy to the Pending Medications list.

Move to Active List

From the actions dropdown list, select "Move to Active List." This will move the medication to the Active Medications list.
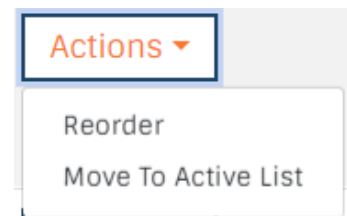
Prescribing Features

Add New Prescription

To begin the three step process of adding a new prescription, click the "Add Prescription" button in the upper right hand corner of the Patient Details page.
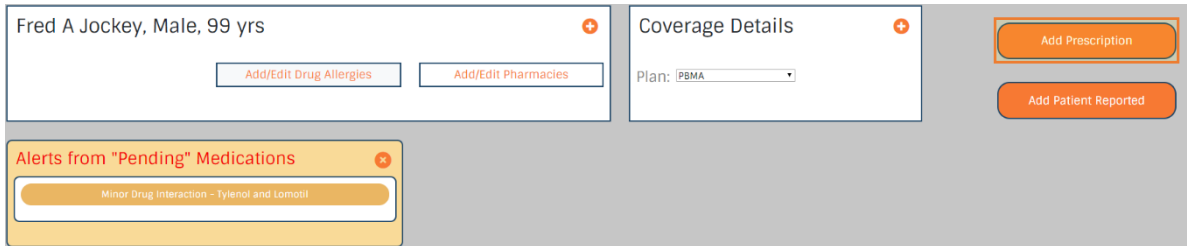
There are three types of prescriptions that a clinician can add: Medication, Supply, and Compound.

Add New Medication

Step One

Search for a medication by typing in the name of the medication. An autocomplete dropdown will be triggered if the user enters a string of three or more characters. Select the medication from the autocomplete drop-down list.
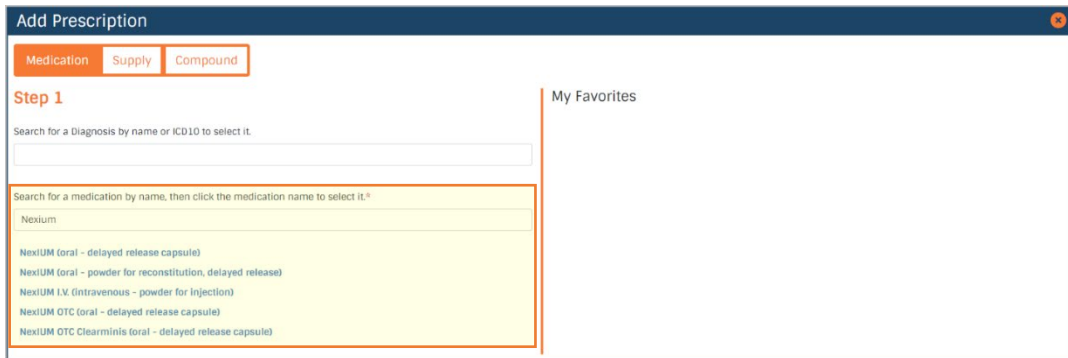
The user also has the option to select a medication from the "My Favorites" list, if the user has any saved favorites. This will bring the user directly to Step 3 of the workflow.
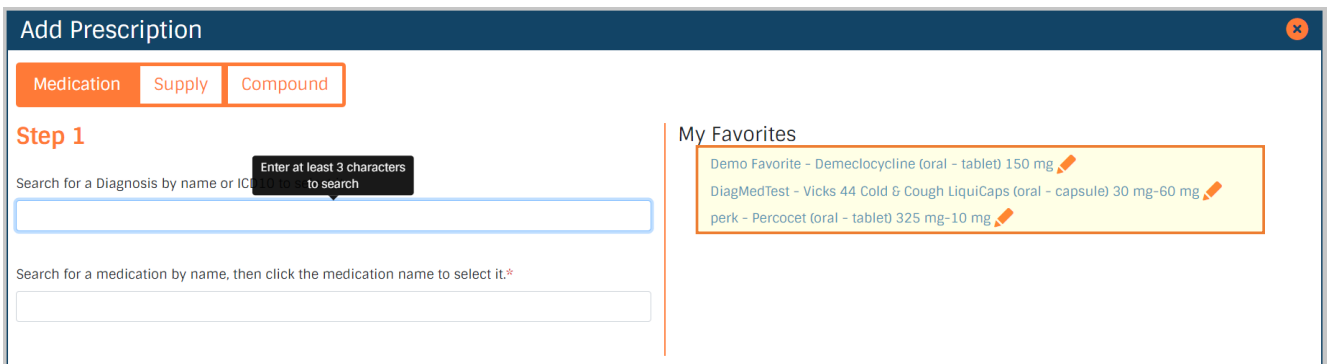
Note: If diagnosis is enabled in the clinic's configurations, the user has the option to select a diagnosis for the prescription. ICD diagnosis codes can support up to two diagnoses per prescription. CDT diagnosis codes can support one diagnosis code per prescription. **A diagnosis is required if the clinician is adding an EPCS prescription.**

Step Two

Select the desired strength for the medication. Only the legal variations of the drug will be available to prevent any errors.
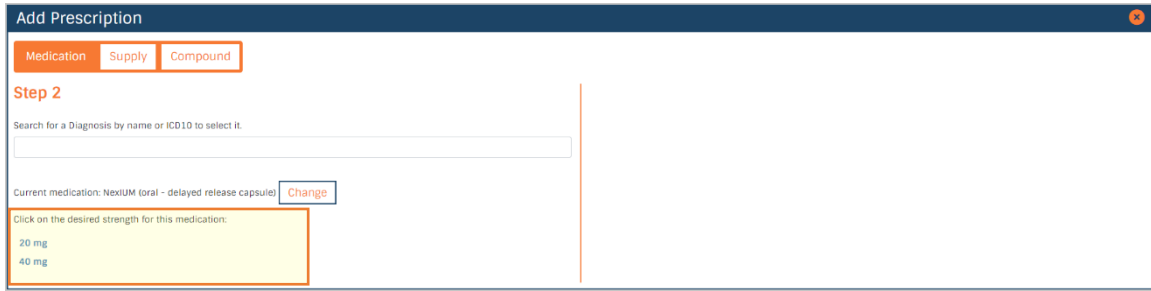
Step Three

Fill in the prescription details by completing the following fields:
- Effective Date
- Patient Directions* (1000 characters)
- Dispense*
- Dispense Unit*
- Refills*
- Days Supply
- No Substitutions (check if substitutions are not allowed)
- Pharmacy Notes (click the "+" icon next to Show Pharmacy Notes to show the field)

Note: EPCS prescriptions requires an Effective Date and Days Supply
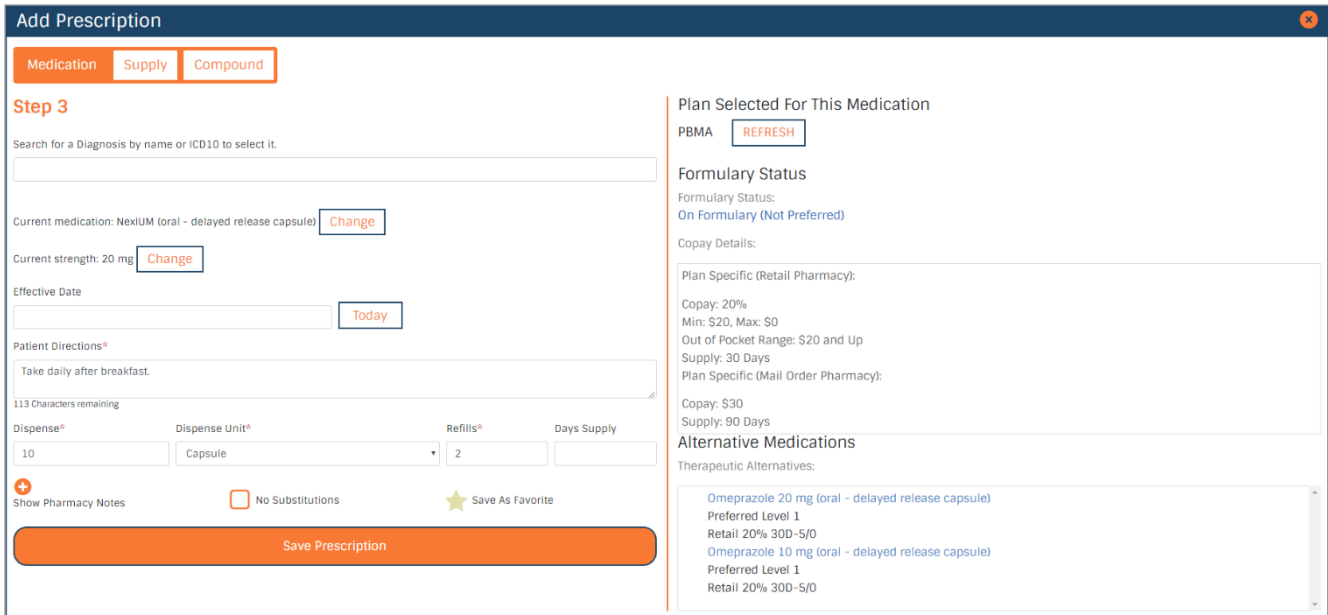
Note: Required fields are marked with a red asterisk (*) in the form.

If the patient has eligibility information saved, formulary information will display on the screen. This includes formulary status, copay details, and alternative medications if applicable. This gives the user the option to select any alternative medications if desired.

For clinics on v6.1, prescribers have the option to mark prescriptions Urgent. This option is not visible for clients on v10.6.

Click "Save Prescription" to add the prescription to the patient's Pending Medications list.

Note: Certain controlled substances normally used for detox purposes will appear with a checkbox to denote whether the medication will be used for detox or not. To use these medications for detox, prescribers must have an NADEA number on file. Otherwise, they must check the box saying that the prescription is not intended for detox.

Add New Supply

Step One
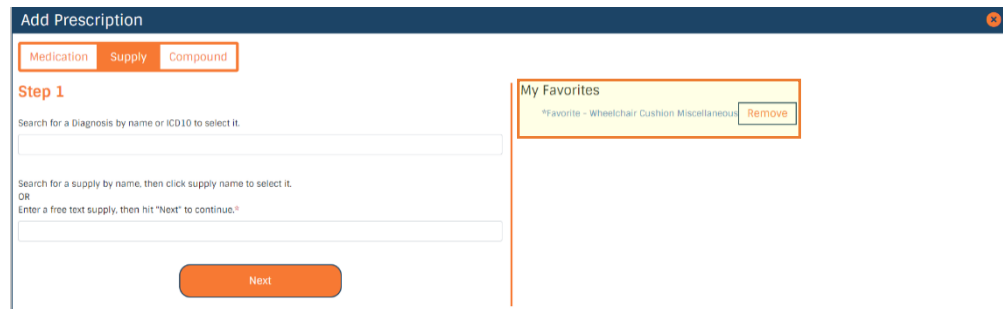
Search for a supply by typing in the name of the medication. An autocomplete drop-down will be triggered if the user enters a string of three or more characters. Select the supply from the autocomplete drop-down list. This will automatically load Step 2 of the workflow.

If the supply does not appear in the autocomplete drop-down, enter the supply as a free-text entry and click "Next" to go to Step 2.

The user also has the option to select a supply from the "My Favorites" list, if the user has any saved favorites. This will bring the user to Step 2 of the workflow with the saved prescription details.

Note: If diagnosis is enabled in the clinic's configurations, the user has the option to select a diagnosis for the prescription.

Step Two

Fill in the prescription details by completing the following fields:

- Effective Date
- Patient Directions* (1000 characters)
- Dispense*
- Dispense Unit*
- Refills*
- Days Supply
- No Substitutions (check if substitutions are not allowed)
- Pharmacy Notes (click the "+" icon next to Show Pharmacy Notes to show the field)

Note: Required fields are marked with a red asterisk (*) in the form.

If the supply is a free-text entry, the clinician must confirm that the prescription is not for a controlled substance. Check the checkbox next to "This is not a controlled substance" and click "Save Prescription."

Click "Save Prescription" to add the prescription to the patient's Pending Medications list.

Add New Compound

Step One

Enter a free-text compound and and click "Next."

Add Prescription

| Medication | Supply | Compound |

Step 1

Search for a Diagnosis by name or ICD10 to select it.

Enter a free text compound, then hit "Next" to continue.*

Test Compound

[Next]

The user also has the option to select a supply from the "My Favorites" list, if the user has any saved favorites. This will bring the user to Step 2 of the workflow with the saved prescription details.
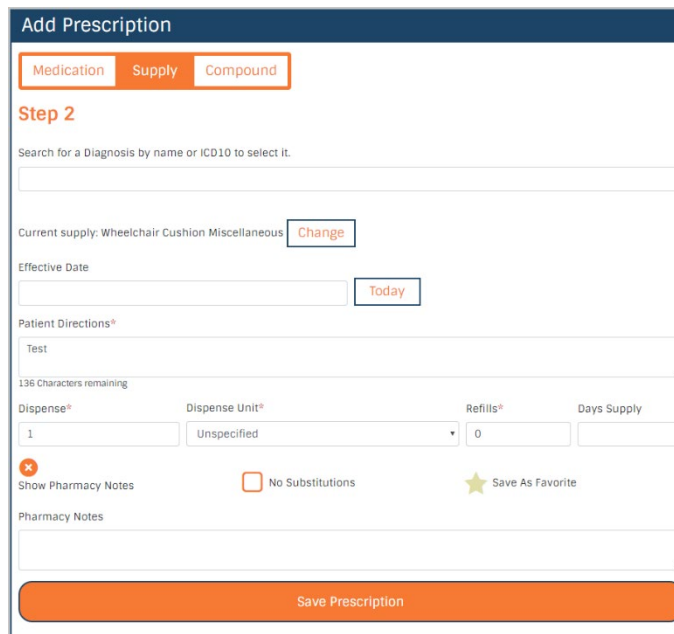
Note: If diagnosis is enabled in the clinic's configurations, the user has the option to select a diagnosis for the prescription.
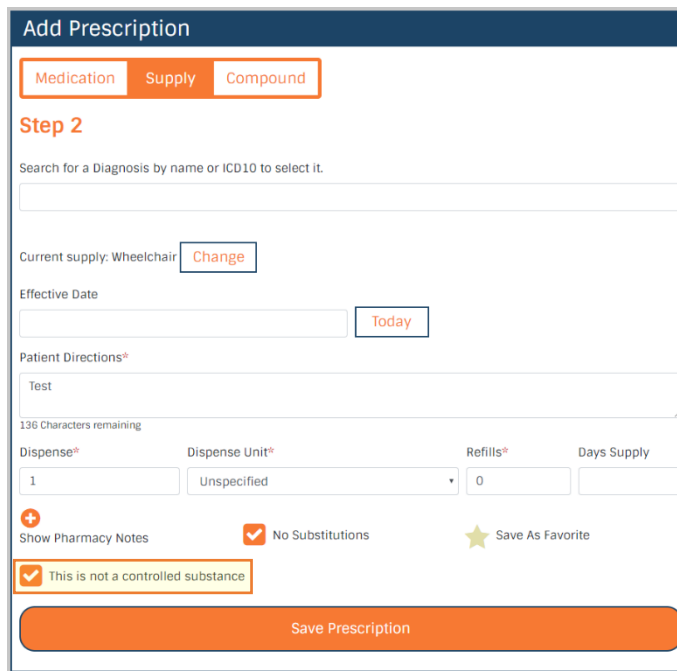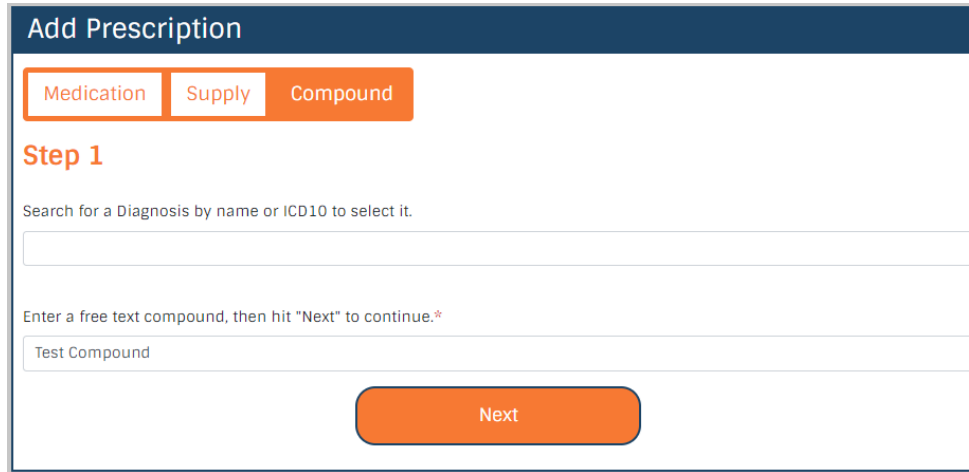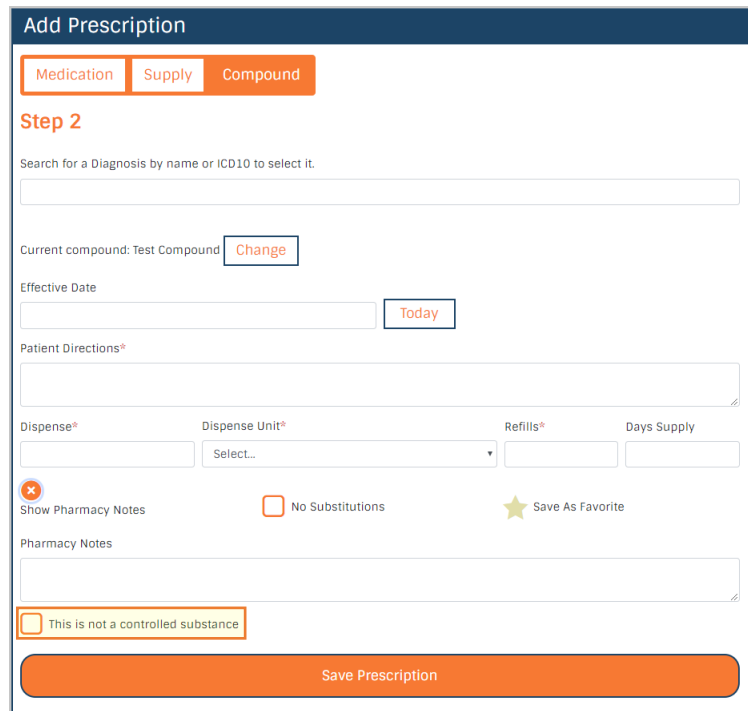
Step Two

Fill in the prescription details by completing the following fields:
- Effective Date
- Patient Directions* (1000 characters)
- Dispense*
- Dispense Unit*
- Refills*
- Days Supply
- No Substitutions (check if substitutions are not allowed)
- Pharmacy Notes (click the "+" icon next to Show Pharmacy Notes to show the field)

Note: Required fields are marked with a red asterisk (*) in the form.

The clinician must also confirm that the prescription is not for a controlled substance. Check the checkbox next to "This is not a controlled substance."

Add Prescription

| Medication | Supply | Compound |

Step 2

Search for a Diagnosis by name or ICD10 to select it.

Current compound: Test Compound [Change]

Effective Date [Today]

Patient Directions*

| Dispense* | Dispense Unit* | Refills* | Days Supply |
| | Select... | | |

Show Pharmacy Notes   No Substitutions   Save As Favorite

Pharmacy Notes

☐ This is not a controlled substance

[Save Prescription]

Click "Save Prescription" to add the prescription to the patient's Pending Medications list.

Add New Compiled Compound

Step One

Search for a compound ingredient by typing in the name of the ingredient. An autocomplete dropdown will be triggered if the user enters a string of three or more characters. Select the ingredient from the autocomplete drop-down list.

If the compound ingredient does not appear in the autocomplete drop-down, enter the compound ingredient as a free-text entry and click "Next" to go to Step 2.

The user also has the option to select a medication from the "My Favorites" list, if the user has any saved favorites. This will bring the user directly to Step 5 of the workflow.

Note: If diagnosis is enabled in the clinic's configurations, the user has the option to select a diagnosis for the prescription.

Step Two

Select the desired strength, dispense unit, and dispense unit amount for the ingredient. Only the legal variations of the drug will be available to prevent any errors.

Step Three

Add ingredient to compiled compound. The favorites tab will disappear and be replaced by the compiled compound screen.

Step Four

Repeat steps one through three until every ingredient has been added. Ingredients can be removed by selecting the (-) next to the ingredient on the right part of the add prescription tab. When all ingredients have been added, name and build the compound.

Step Five

Fill in the prescription details by completing the following fields:
- Effective Date
- Patient Directions* (1000 characters)
- Dispense*
- Dispense Unit*
- Refills*
- Days Supply
- No Substitutions (check if substitutions are not allowed)
- Pharmacy Notes (click the "+" icon next to Show Pharmacy Notes to show the field)
- Urgent

Note: Required fields are marked with a red asterisk (*) in the form.

Click "Save Prescription" to add the prescription to the patient's Pending Medications list.

Save As Favorite

Saving a prescription as a favorite saves all entered prescription details. Clinicians can access their favorites through the My Favorites list in Step 1 of the Add Prescription workflow. This will take the clinician directly to Step 3 to edit any prescription details and submit the form. To save a prescription as a favorite:

1. In the final step of the Add Prescription workflow, fill in prescription details.
2. Click the Star icon next to "Save As Favorite" and click "Save Prescription."

3. A pop up will appear. Enter a nickname for the favorite and click "OK". If you would like to save this as a Master Favorite, add an asterisk (*) to the beginning of the nickname.
4. The prescription will be added to the Pending Medications list, and a copy of the prescription will be saved as a favorite.

Add Favorite

Please enter a nickname for this to be added to your Favorites List:

*Favorite 1

Cancel

OK

Edit Favorites

Favorites can be edited from the "Add prescription" workflow by clicking the pencil next to the favorited medication. Clinicians can make changes to the prescription amount, refills, title, direction, and pharmacy notes. Clinicians can also use this window to delete any favorites that they no longer want. Proxy and prescribing agents will see three sections in their favorites window: My Favorites, Clinic Favorites, and On Behalf Of Favorites.

Edit Favorites

Search for a Diagnosis by name or ICD10 to select it.

Current medication: Demeclocycline (oral - tablet)

Change

Current strength: 150 mg   Change

Favorite Title

Demo Favorite

Patient Directions

test

Dispense	Dispense Unit
1	Tablet

Refills	Days Supply
1	11

Pharmacy Notes

acute pain sample

☑ **No Substitutions**

Add Prescription

Medication   Supply   Compound

Step 1

Search for a Diagnosis by name or IC[Enter at least 3 characters to search]

Search for a medication by name, then click the medication name to select it.*

My Favorites

Demo Favorite - Demeclocycline (oral - tablet) 150 mg ✏

DiagMedTest - Vicks 44 Cold & Cough LiquiCaps (oral - capsule) 30 mg-60 mg ✏

perk - Percocet (oral - tablet) 325 mg-10 mg ✏

Note: Prescribers can view Clinic Favorites but cannot edit them. Proxy users and Prescribing Agents can view Clinic Favorites and On Behalf of Favorites but cannot make any edits. Clinic Favorites can only be edited by users in the Admin Console.

Save Favorite

Delete Favorite

Cancel

Specialty Favorites

Clinics can have sets of Clinic Favorites grouped by specialty type. These favorites will appear for a clinician with the same specialty type. Clinicians will not see favorites of a different specialty type unless they are prescribing On Behalf Of another clinician. If a clinician prescribes On Behalf Of another clinician, they will instead see favorites based on the specialty of that clinician and not not their own.

If a clinic favorite does not have a specialty set, all clinicians in the clinic will be able to see that favorite regardless of their specialty.

Pending Medications List

Newly added prescriptions will appear in the patient's Pending Medications list. The Pending Medications list displays prescriptions that have not yet been sent to a pharmacy or printed by the clinician. Here, you can review prescription information, change prescription's pharmacy, as well as edit or delete the prescription.

Send Electronic Prescription (NewRx)

When you are ready to send the prescription to the pharmacy
1. Select the medication(s) using the checkboxes corresponding to the medication
2. If the clinician has a PIN on file, enter the PIN in the PIN field
3. Click "Approve and Send". The prescription will be moved to the Active Medications list

Print Prescription (NewRx)

Note: Popups must be enabled within your browser to print a print prescription

1. Select the medication(s) using the checkboxes corresponding to the medication.
2. If the clinician has a PIN on file, enter the PIN in the PIN field.
3. Click "Approve and Print." The printed prescription will open in a new window. The prescription will be moved to the Active Medications list.

Print without Pharmacy

Note: Popups must be enabled within your browser to print a print prescription

If a pharmacy does not appear within the pharmacy search, you can print the prescription without selecting a pharmacy:

1. Select the prescription(s) using the checkboxes corresponding to the medication
2. Click "Change Pharmacy." This will open the Change Pharmacy popup.

3. Select "No Pharmacy (for printing only)" and click "OK."

4. The Pharmacy will change to "No Pharmacy Selected." Click "Approve and Print." The printed prescription will open in a new window. The prescription will be moved to the Active Medications list.

Change Prescription Pharmacy

1. There are two ways to open the Change Pharmacy modal:
   a. Select the prescription(s) using the checkboxes corresponding to the medication and click the "Change Pharmacy" button, OR;
   b. From the Action's dropdown list, select "Change Pharmacy."

Pending Medications

	Medication	Dispense	Date	Refills	Prescriber	Pharmacy	
☐	aMILoride 5 mg tablet Substitutions Allowed Sig: test	12 Tablets	Aug 8, 2018	2	Steve Schneeberger	VA Pharmacy Store 10.6 Arlington, VA	Actions ▾
☑	aMILoride 5 mg tablet Substitutions Allowed Sig: test	12 Tablets	Aug 8, 2018	2	Steve Schneeberger	EPCS VA Pharmacy Store Arlington, VA	Actions ▾

Showing 1 to 2 of 2 entries

Edit
Delete
Change Pharmacy
Start Prior Auth

Change Pharmacy   PIN: Change PIN   Approve and Send

2. The popup will show a list of the patient's preferred pharmacies. Select the desired pharmacy and click "OK":

Change Pharmacy

☐ No Pharmacy(for printing only)   SEARCH PHARMACIES

	Pharmacy Name	City/State	Specialties	Is EPCS?
☐	Druglix	Minneapolis, MN		No
☑	VA Pharmacy Store 10.6	Arlington, VA	Retail, Long-Term Care Pharmacy	Yes
☐	EPCS VA Pharmacy Store	Arlington, VA	Retail, 24 Hour Pharmacy	Yes

OK
CLOSE

Note: If the desired pharmacy is not shown, the user can search for and add a preferred pharmacy by clicking the "Search Pharmacies" button. See [Manage Patient's Preferred Pharmacies] for more details.

Add Patient Reported Prescription

To begin the process of adding a medication that is self reported by the patient, click the "Add Patient Reported" button in the upper right hand corner of the Patient Details page.

Fred A Jockey, Male, 99 yrs   ➕

Add/Edit Drug Allergies   Add/Edit Pharmacies

Coverage Details   ➕

Plan: PBMA ▾

Add Prescription

Add Patient Reported

Alerts from "Pending" Medications   ✖

Minor Drug Interaction - Tylenol and Lomotil

Add Simple

1. Click on the "Simple" tab to trigger the Simple Patient Reported Medication workflow
2. Search for a medication by typing in the name of the medication. An autocomplete drop-down will be triggered after the user enters a string of three or more characters. Select the medication from the autocomplete drop-down list

3. Click Save. The medication will be added to the Active Medications list.

Add Detailed

1. Click on the "Detailed" tab to trigger the Detailed Patient Reported Medication workflow
2. **Step 1:** Search for a medication by typing in the name of the medication. An autocomplete dropdown will be triggered after the user enters a string of 3 or more characters. Select the medication from the autocomplete dropdown list.

3. **Step 2:** Select the strength for the medication.

4. **Step 3:** Fill in the prescription details where applicable and click "Save Medication." The medication will be added to the Active Medications list.

Check Insurance Formulary

DoseSpot will automatically check insurance formulary and medication tier status for the selected plan when preparing a new prescription.
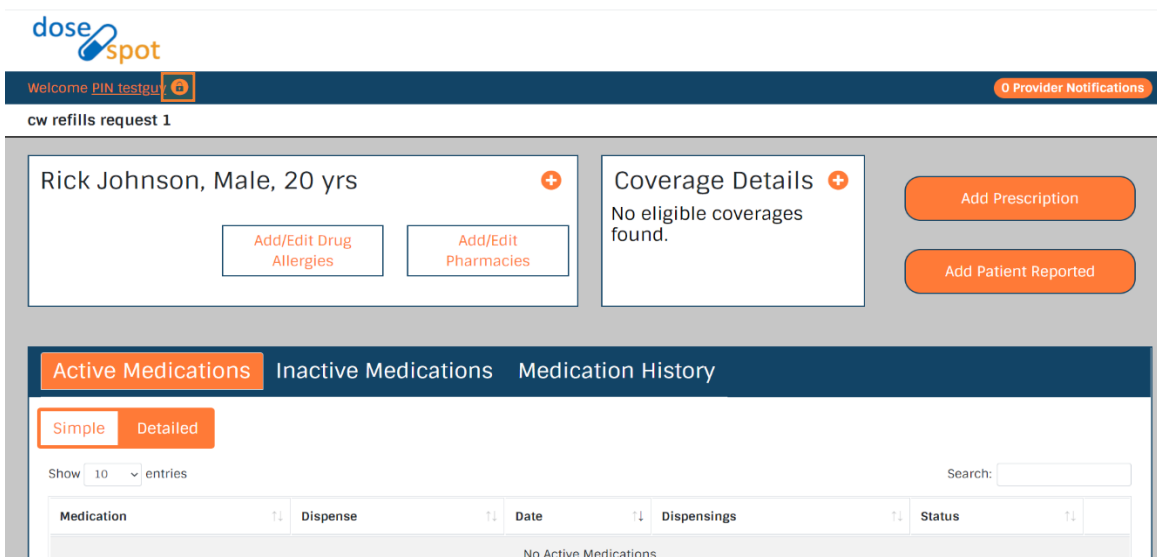
When you reach Step 3 of adding a new prescription, the right hand side of your screen will provide the up-to-date formulary status based on the given medication name and dosage. This also gives the user the option to select any alternative medications if desired.

PIN

DoseSpot requires pins for all prescribing clinicians who wish to send controlled substances. They are optional for all other users.

Add PIN

1. Click on the lock symbol in the upper corner, by the prescriber's name

2. Enter your desired four digit PIN
    a. **Note: PIN**s cannot contain four repeating digits (i.e., 1111) or the string 1234
3. Reenter your pin and click ok

©2020 PRN Software LLC. Confidential

Edit PIN

1. Click on the lock symbol in the upper corner, by the prescriber's name

2. Enter your current four digit PIN
   a. if you have forgotten your pin, it must be reset from the admin console
3. Enter your new four digit pin twice, then click okay

Add PIN from TFA activation workflow

1. Click on the ! symbol in the upper corner, by the prescriber's name

2. From the activate TFA workflow, click "Set PIN"
3. Clinician will be moved to the Add PIN workflow. Upon completing, the will be returned to the TFA activation workflow

Prescribing Agent

A Prescribing Agent is a non-prescribing user type that can act on behalf of a Prescribing Clinician to manage prescriptions and print and/or send non-EPCS prescriptions.

Any prescriptions added or modified by a Prescribing Agent will include their name in the Prescriber column of the Pending Medications list.

Prescribing Agents can approve and send or print prescriptions on behalf of a Prescribing Clinician. The Prescribing Agent's information will be included in the prescription.

Proxy

A Proxy user is a non-prescribing user type that can act on behalf of a Prescribing Clinician to add and edit prescriptions. Proxy users **cannot** send or print prescriptions.

Any prescriptions added or modified by a Proxy User will include their name in the Prescriber column of the Pending Medications list.

Proxy users can also reprint prescriptions in the patient's Active Medications List. The printed prescriptions cannot be used to prescribe new medications. A "Copy not for Dispensing" watermark will be displayed.
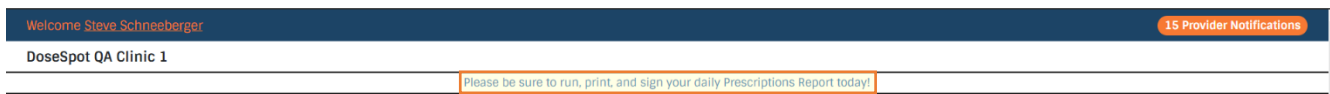
Reporting

View Reports

Clinicians who have "Reporting" enabled as a clinician role are able to run reports for their own actions in the Prescribing Application.
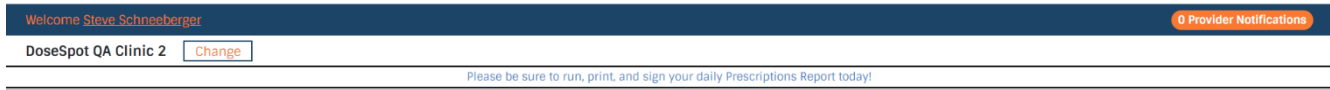
Note: Reporting clinicians cannot view other clinician's information. Only EPCS Coordinators with this functionality enabled can run reports for all clinicians within their clinic.

Access Reports Page

- **If clinician is EPCS enabled, or in an OHIO clinic:** click the "Please be sure to run, print, and sign your daily Prescriptions Report today!" link in the page header.

Welcome Steve Schneeberger   15 Provider Notifications
DoseSpot QA Clinic 1
                                    Please be sure to run, print, and sign your daily Prescriptions Report today!
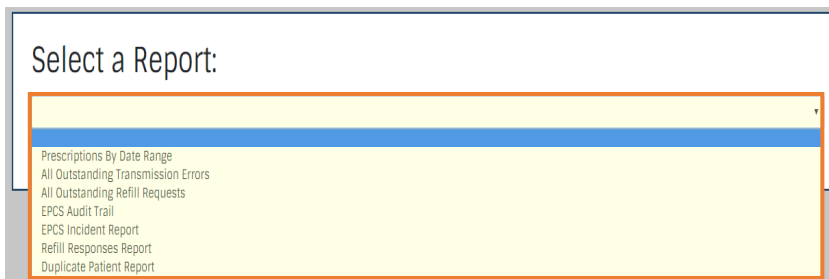
- **If clinician is not fully EPCS enabled, or not in an OHIO clinic:** click the "Click here to view your reports" link in the page header.

- **If Navigation Bar is enabled in the clinic configurations:** click the "REPORTS" tab in the navigation bar.

dosespot   DASHBOARD   PATIENTS   REPORTS   LOGOUT
Welcome Steve Schneeberger   0 Provider Notifications
DoseSpot QA Clinic 2   Change
                                    Please be sure to run, print, and sign your daily Prescriptions Report today!

View Report

1. Navigate to clinician's Reports page.
2. From the drop-down list, select a report to view.

Select a Report:

Prescriptions By Date Range
All Outstanding Transmission Errors
All Outstanding Refill Requests
EPCS Audit Trail
EPCS Incident Report
Refill Responses Report
Duplicate Patient Report

3. The clinician can filter the report by different filters, such as date range and clinic (if clinician is in multiple clinics). Click "View Report" to load the report in the Prescribing Application.

4. The clinician has the option to export the report as PDF or CSV files. To do this, click "PDF Export" or "CSV Export."

Notifications

The clinician's Notifications page shows a summary of all the clinician's notifications, including transmission errors and pending prescriptions. If the clinician is enabled for refills and rxChange, the Notifications page also will also display any pending requests.

Click "View Details" to view more details about the notification in the Patient Details page.

Transmission Errors

Transmission errors notify the clinician of any prescription errors related to prescription pharmacy routing. Errors are displayed in the Patient Notifications section on the Patient Details page. Click the "+" icon on the top right to open the section.

The clinician has the option to print the prescription instead. To do this:

1. In the Transmission Errors table, click the "Print" button corresponding to the selected prescription.

2. If the clinician has a PIN on file, enter the PIN and click "Confirm." The printed prescription will open in a new tab.
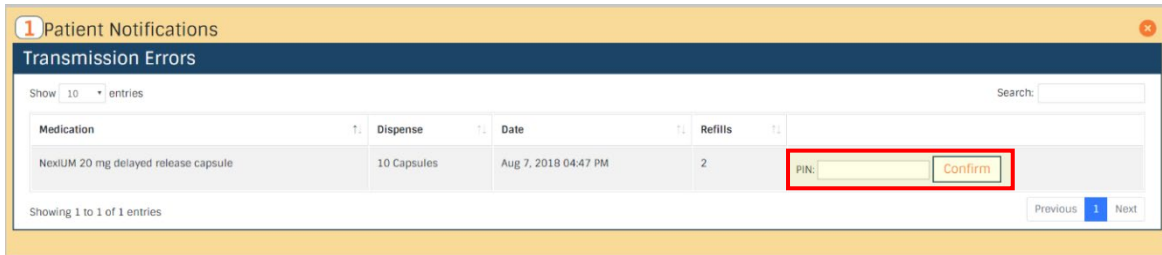
Note: Popups must be enabled within your browser to print a print prescription.

Refills

For more information, please refer to the Refills Supplement Guide.

Frequently Asked Questions

Where do I view my refill requests?

Refill requests from the pharmacy can be found in the Patient Notifications section on the Patient Details page, and on the Clinician Dashboard page.

What is a transmission error?

A transmission error occurs when the pharmacy does not receive the transmitted prescription. This is typically caused by a temporary loss of network connectivity on the pharmacy end. If a transmission error appears, click on the transmission error link located at the top right of the screen.

Why am I receiving a security validation error?

If you receive a Security Validation Error please email support@dosespot.com.

Can I check which pharmacy a prescription was sent to?

Yes, this information is viewable by clicking the Detailed tab on the medication list. Once the Detailed tab has been clicked, find the desired medication and click the View Pharmacy link.

Why are my prescriptions not printing?

If a prescription does not appear after clicking the Approve & Print button, please go to your browser settings and allow popups. This should solve the issue.

Why am I not receiving my refill requests from a pharmacy?

Pharmacies will begin sending refill requests electronically once a prescriber sends at least five (5) new prescriptions electronically through DoseSpot. This is mainly due to the fact that the pharmacies need time to update their prescriber directories once they recognize that you are using DoseSpot to send new prescriptions electronically. The amount of time varies by pharmacy.

Why can't I find a pharmacy?

More than 95% of the nation's pharmacies are enabled for electronic prescribing including all of the major drug store chains (i.e., CVS, Walgreens, Walmart, Target, etc.). On occasion you may search for a pharmacy within DoseSpot and no results are provided. This may be due to a number of reasons, but the most important thing to understand is that if a pharmacy is not within DoseSpot then an electronic prescription cannot be sent to that pharmacy. Please proceed to print the prescription instead. For a full listing of all pharmacies connected to DoseSpot, please visit http://surescripts.com/locate-e-subscribers/find-e-prescribing-pharmacies.aspx

What is the difference between refill and reorder?

A Refill is initiated by the pharmacy and the number of Refill Requests will be listed in the upper right hand corner of your screen.

The Reorder function can be used when a prescriber would like to "Reorder" the same medication for a patient. The prescription will automatically be entered into the "Patient's New Prescriptions (to be approved)" and the prescriber simply needs to click on the check box and then click "Approve & Send" or "Approve & Print."