



DoseSpot™

User Guide

Prescribing Application

Version 2.6
May 2022



Table of Contents

Table of Contents	2
Updates.....	5
Spring 2022	5
Winter 2022	5
Summer 2021	5
Winter 2021	5
Summer 2020	5
Overview.....	6
Patient List	7
Add New Patient.....	7
Patient Features	8
Patient Details	8
Patient Information.....	9
Edit Patient Information.....	9
Patient Allergy Information.....	10
Add Known Allergy.....	10
No Known Allergies.....	10
Manage Patient’s Preferred Pharmacy.....	11
Add Patient Pharmacy.....	11
Remove Patient Pharmacy	12
Check Insurance Eligibility.....	12
Check Medication History	12
Show Medication History	12
Drug and Allergy Interactions.....	13
Active Medications List	15
Inactive Medications List.....	19
Prescribing Features	21
Add New Prescription	21
Add New Medication	21
Add New Supply.....	24



Add New Compound.....	26
Add New Compiled Compound	27
Save As Favorite.....	29
Edit Favorites.....	30
Specialty Favorites	31
Pending Medications List	31
Send Electronic Prescription (NewRx)	31
Print Prescription (NewRx).....	31
Print without Pharmacy	32
Change Prescription Pharmacy.....	33
Add Patient Reported Prescription.....	33
Add Simple	34
Add Detailed	34
Check Insurance Formulary.....	35
PIN	36
Add PIN.....	36
Edit PIN.....	37
Add PIN from TFA activation workflow.....	38
Prescribing Agent.....	39
Proxy	40
Reporting	41
View Reports	41
Access Reports Page	41
View Report.....	41
Notifications.....	43
Transmission Errors	43
Refills.....	44
Frequently Asked Questions.....	45
Where do I view my refill requests?	45
What is a transmission error?	45
Why am I receiving a security validation error?.....	45



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Can I check which pharmacy a prescription was sent to? 45

Why are my prescriptions not printing? 45

Why am I not receiving my refill requests from a pharmacy? 45

Why can't I find a pharmacy?..... 45

What is the difference between refill and reorder?..... 46



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.

Find A Patient
 To search for a patient, enter the patient's name and click **Search**. The table will display any results that match the search query.

My Recent Patients
 Click **Add New Patient** to navigate to add a new patient to the Clinic

Click **Show Recent Patients** to load recently viewed patients from the clinic

Name	Age	Gender	Birth Date
Kara Whiteside	66 yrs	Female	Oct 11, 1952

Recent patients and search results will be displayed in the Patient List table. Click **View** to navigate to the patient's Patient Details page.

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.

Add Patient

Prefix: Prefix | First Name*: Selena | Address Line 1*: 23230 Port

Middle Name: R | Address Line 2: Address Line 2

Last Name*: Kyle | Suffix: Suffix | City*: Akron | State*: Ohio | Zip Code*: 44306

Date of Birth*: 10/11/1966 | Gender*: Female | Phone Type 1*: Cell | Phone Number 1*: 7818889898

Medical Record Number: | Phone Type 2: | Phone Number 2: XXX-XXX-XXXX

Height: 65 | Height Unit: in | Phone Type 3: | Phone Number 3: XXX-XXX-XXXX

Weight: 150 | Weight Unit: lb

Hospice / Terminally Ill

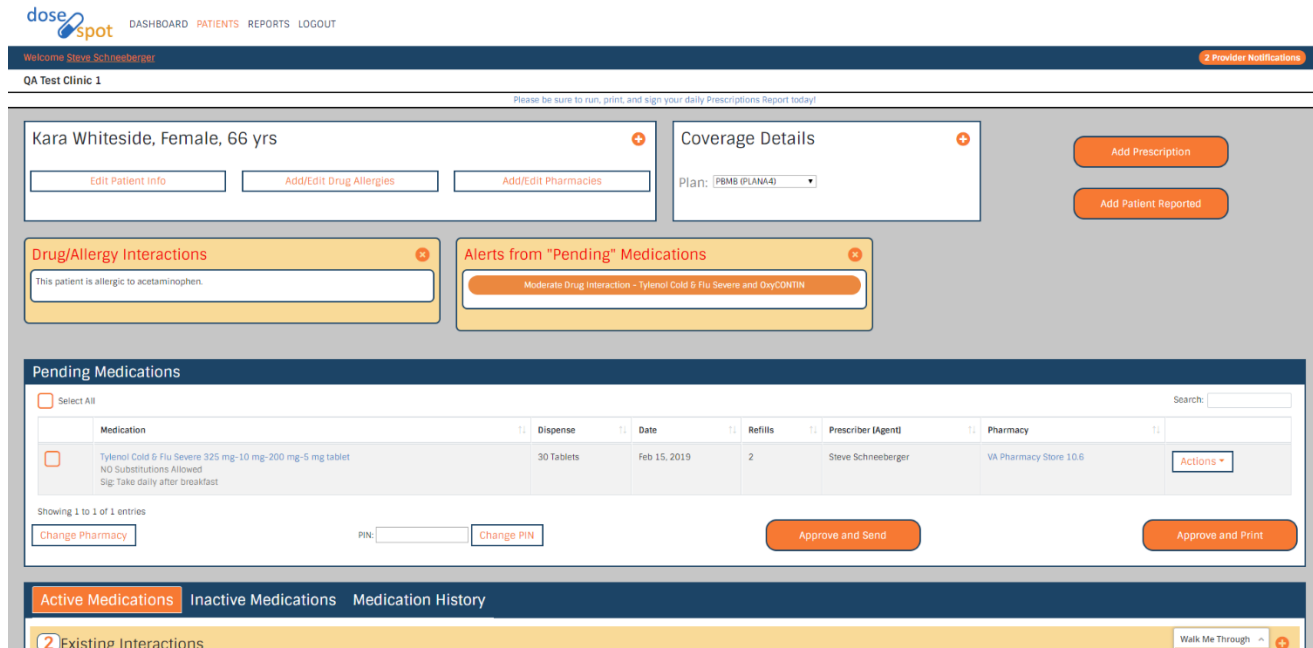
Save | Cancel

To add a new patient, fill in the required fields (marked with a *) and click **Save**. This will add the new patient to the user's clinic and bring you to the Patient Details page.

Patient Features

Patient Details

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



QA Test Clinic 1

Welcome Steve Schneeberger

2 Provider Notifications

Please be sure to run, print, and sign your daily Prescriptions Report today!

Kara Whiteside, Female, 66 yrs

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

Coverage Details

Plan: FBMB (PLAN#4)

Add Prescription

Add Patient Reported

Drug/Allergy Interactions

This patient is allergic to acetaminophen.

Alerts from "Pending" Medications

Moderate Drug Interaction - Tylenol Cold & Flu Severe and OxyCONTIN

Pending Medications

Select All Search:

Medication	Dispense	Date	Refills	Prescriber (Agent)	Pharmacy	Actions
Tylenol Cold & Flu Severe 325 mg-10 mg-200 mg-5 mg tablet NO Substitutions Allowed Sig: Take daily after breakfast	30 Tablets	Feb 15, 2019	2	Steve Schneeberger	VA Pharmacy Store 1.0.6	Actions

Showing 1 to 1 of 1 entries

Change Pharmacy PIN: Change PIN Approve and Send Approve and Print

Active Medications Inactive Medications Medication History

2 Existine Interactions Walk Me Through

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

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
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Edit Patient Information

To edit a patient’s demographic information, click “Edit Patient Info.” Edit the desired fields and click “Save.”

Edit Patient Information
✕

Reset Fields

Prefix	First Name*	Address Line 1*		
<input type="text" value="Prefix"/>	<input type="text" value="Kara"/>	<input type="text" value="23230 SEAPORT"/>		
Middle Name		Address Line 2		
<input type="text" value="Middle Name"/>		<input type="text" value="Address Line 2"/>		
Last Name*	Suffix	City*	State*	Zip Code*
<input type="text" value="Whiteside"/>	<input type="text" value="Suffix"/>	<input type="text" value="AKRON"/>	<input type="text" value="Ohio"/>	<input type="text" value="44306"/>
Date of Birth*	Gender*	Phone Type 1*	Phone Number 1*	
<input type="text" value="10/11/1952"/>	<input type="text" value="Female"/>	<input type="text" value="Cell"/>	<input type="text" value="(330) 554-7754"/>	
Medical Record Number		Phone Type 2	Phone Number 2	
<input type="text"/>		<input type="text"/>	<input type="text" value="XXX-XXX-XXXX"/>	
		Phone Type 3	Phone Number 3	
		<input type="text"/>	<input type="text" value="XXX-XXX-XXXX"/>	

Save

Close

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

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

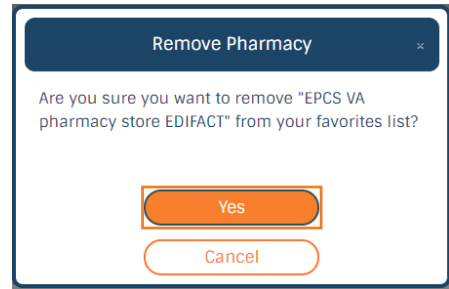
- Results that match the specified parameters will be displayed in the Pharmacy Results table. To add a pharmacy to the patient’s preferred pharmacies, hover over and click on the desired pharmacy.

Pharmacy Results		
VA Pharmacy Store 10.6 2800-1 Crystal Dr Arlington, VA 22202 (703) 515-4445 Fax: (703) 414-5556 Retail, Long-Term Care Pharmacy EPCS	EPCS VA Pharmacy Store 2800 Crystal drive 10th floor Arlington, VA 22203 (703) 921-2121 Fax: (703) 921-3245 Retail, 24 Hour Pharmacy EPCS	EPCS VA pharmacy store EDIFACT 2800 Crystal drive 10th floor Arlington, VA 22203 (703) 921-2121 Fax: (703) 921-3245 Retail EPCS

- 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.

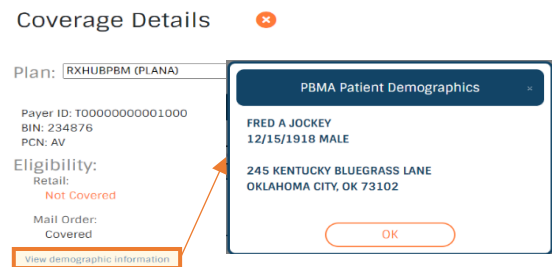


Check Insurance Eligibility

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.”



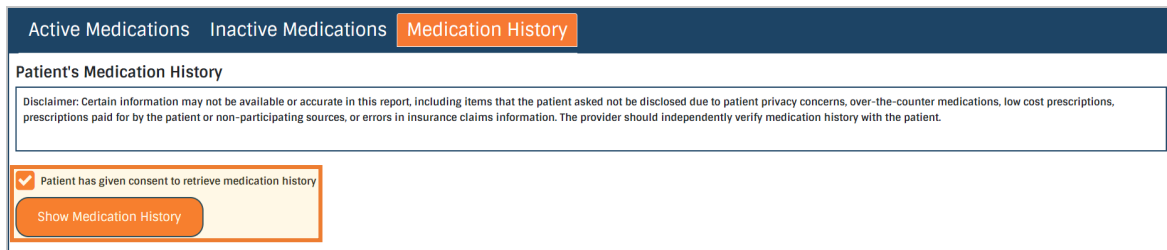
Check Medication History

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.”



- 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 to 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	Actions
LOrazepam 2 mg tablet Supply of 30 days	60	0	Apr 12, 2022	Actions
Flulaval Quadrivalent vaccine 0.5 ML pre-filled 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
bupirone 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 +

Coverage Details +

Plan: PBMA v

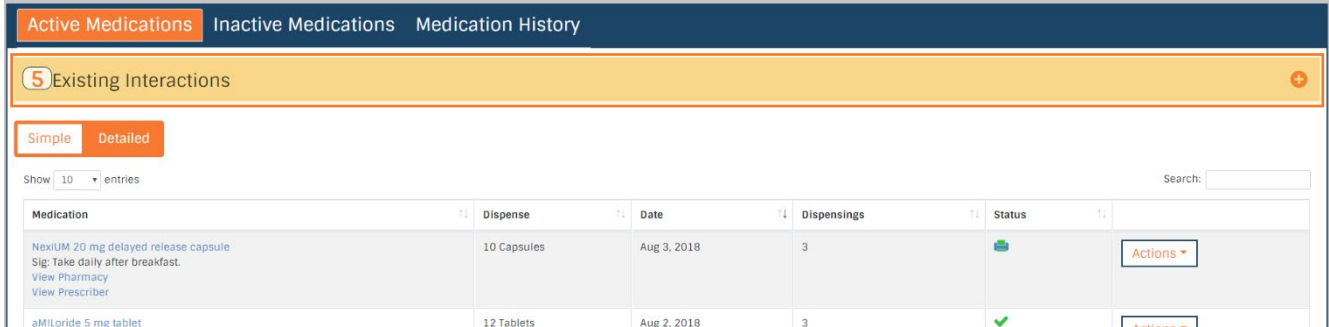
Drug/Allergy Interactions x

This patient is allergic to acetaminophen.

Alerts from "Pending" Medications x

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.

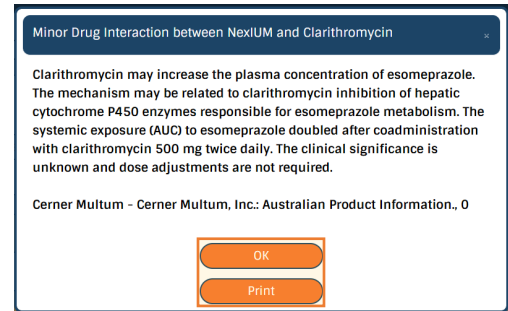


The screenshot shows the 'Active Medications' tab selected. A yellow bar at the top indicates '5 Existing Interactions'. Below this, there are tabs for 'Simple' and 'Detailed'. A search bar is present. A table lists medications with columns for Medication, Dispense, Date, Dispensings, and Status. Two rows are visible: one for NexiUM 20 mg delayed release capsule and one for aMiloride 5 mg tablet. An 'Actions' dropdown menu is visible next to the NexiUM entry.

Medication	Dispense	Date	Dispensings	Status
NexiUM 20 mg delayed release capsule Sig: Take daily after breakfast. View Pharmacy View Prescriber	10 Capsules	Aug 3, 2018	3	
aMiloride 5 mg tablet	12 Tablets	Aug 2, 2018	3	

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.

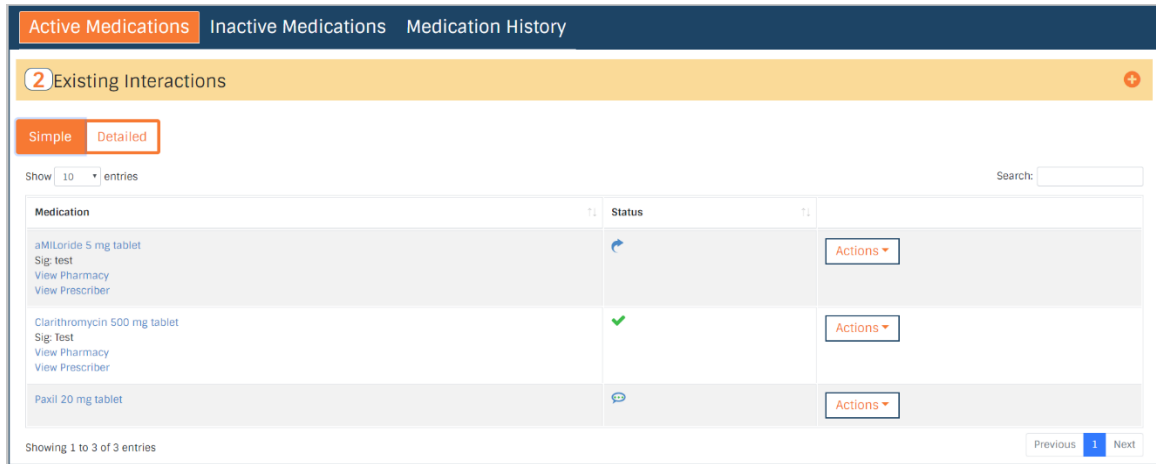


The pop-up window is titled 'Minor Drug Interaction between NexiUM and Clarithromycin'. It contains the following text: 'Clarithromycin may increase the plasma concentration of esomeprazole. The mechanism may be related to clarithromycin inhibition of hepatic cytochrome P450 enzymes responsible for esomeprazole metabolism. The systemic exposure (AUC) to esomeprazole doubled after coadministration with clarithromycin 500 mg twice daily. The clinical significance is unknown and dose adjustments are not required.' Below the text, it says 'Cerner Multum - Cerner Multum, Inc.: Australian Product Information, 0'. At the bottom, there are two buttons: 'OK' and 'Print'.

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**.

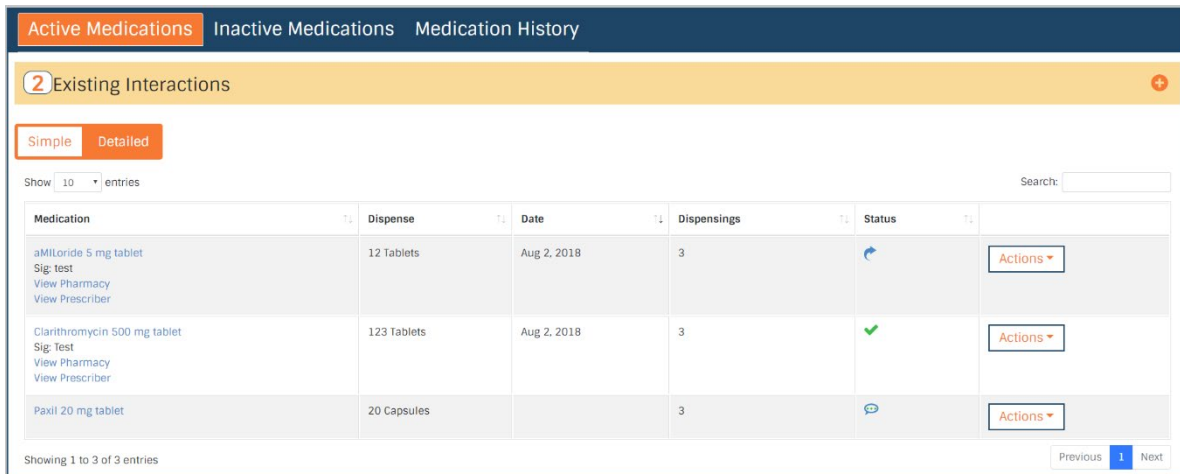
Simple View



Medication	Status	Actions
aMiloride 5 mg tablet Sig: test View Pharmacy View Prescriber		Actions ▾
Clarithromycin 500 mg tablet Sig: Test View Pharmacy View Prescriber		Actions ▾
Paxil 20 mg tablet		Actions ▾

Detailed View

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



Medication	Dispense	Date	Dispensings	Status	Actions
aMiloride 5 mg tablet Sig: test View Pharmacy View Prescriber	12 Tablets	Aug 2, 2018	3		Actions ▾
Clarithromycin 500 mg tablet Sig: Test View Pharmacy View Prescriber	123 Tablets	Aug 2, 2018	3		Actions ▾
Paxil 20 mg tablet	20 Capsules		3		Actions ▾

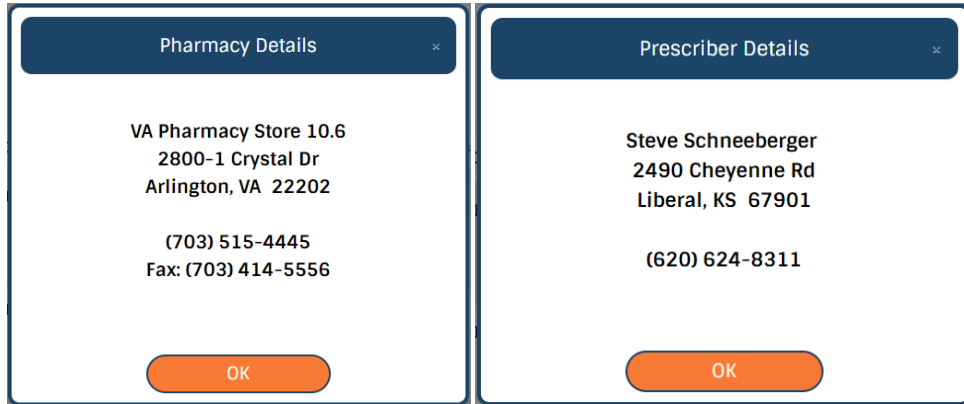
The user can do the following in the Active Medications List:

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.

Medication	Dispense	Date	Dispensings	Status	Actions
NexIUM 20 mg delayed release capsule Sig: Take daily after breakfast. View Pharmacy View Prescriber View Past Prescriptions	10 Capsules	Aug 7, 2018	3		Actions ▾

Past Prescriptions






Show 10 entries Search:

Medication	Dispense	Date	Dispensings	Status	Actions
NexIUM 20 mg delayed release capsule Sig: Take daily after breakfast. View Pharmacy Reprint Prescription	10 Capsules	Aug 2, 2018 02:08 PM	3		Actions ▾
NexIUM 20 mg delayed release capsule Sig: Take daily after breakfast. View Pharmacy Reprint Prescription	10 Capsules	Aug 5, 2018 12:49 PM	3		Actions ▾

Showing 1 to 2 of 2 entries Previous 1 Next

View Prescription Status

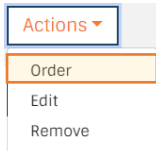
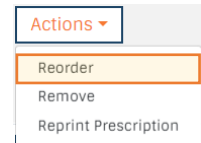
Status Key

Status	
	Sending: Prescription is en route to pharmacy
	eRx Sent: Prescription has successfully reached pharmacy
	Printed: Prescription printed
	Self Reported: Medication was self-reported by patient to prescriber
	Pharmacy Verified: The pharmacy has confirmed the medication

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.



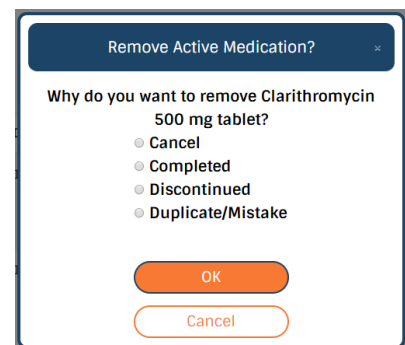
If the medication is patient-reported, select “Order” from the Actions dropdown list. This will open Step 3 of the Add Prescription workflow. Add or edit any prescription details and click “Save Prescription” to add the prescription to the Pending Medications list.

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.

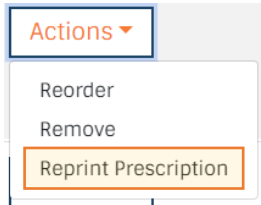
Note: If Discontinued was selected, the user must provide a comment describing why the medication was discontinued.



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

Active Medications			Inactive Medications	Medication History	
Simple		Detailed			
Show 10 entries					Search: <input type="text"/>
Medication		Status			
aMILoride 5 mg tablet Sig: test View Pharmacy View Prescriber		⊖	Actions ▾		
Amoxicillin 250 mg capsule Sig: Test View Pharmacy View Prescriber View Past Prescriptions		⊕	Actions ▾		
Clarithromycin 500 mg tablet Sig: Test View Pharmacy View Prescriber		✕	Actions ▾		
Amoxapine 150 mg tablet Sig: Take one daily after breakfast. View Pharmacy View Prescriber		✖	Actions ▾		
Lipitor 40 mg tablet Sig: Test View Pharmacy View Prescriber		✕	Actions ▾		

Showing 1 to 5 of 5 entries Previous 1 Next

Detailed View

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

Active Medications			Inactive Medications	Medication History	
Simple		Detailed			
Show 10 entries					Search: <input type="text"/>
Medication	Dispense	Date	Dispensings	Status	
aMILoride 5 mg tablet Sig: test View Pharmacy View Prescriber	12 Tablets	Aug 2, 2018	3	⊖	Actions ▾
Amoxicillin 250 mg capsule Sig: Test View Pharmacy View Prescriber View Past Prescriptions	100 Capsules	Aug 2, 2018	3	⊕	Actions ▾
Clarithromycin 500 mg tablet Sig: Test View Pharmacy View Prescriber	123 Tablets	Aug 2, 2018	3	✕	Actions ▾
Amoxapine 150 mg tablet Sig: Take one daily after breakfast. View Pharmacy View Prescriber	100 Tablets	Aug 8, 2018	3	✖	Actions ▾
Lipitor 40 mg tablet Sig: Test View Pharmacy View Prescriber	20 Tablets	Aug 2, 2018	3	✕	Actions ▾

Showing 1 to 5 of 5 entries Previous 1 Next

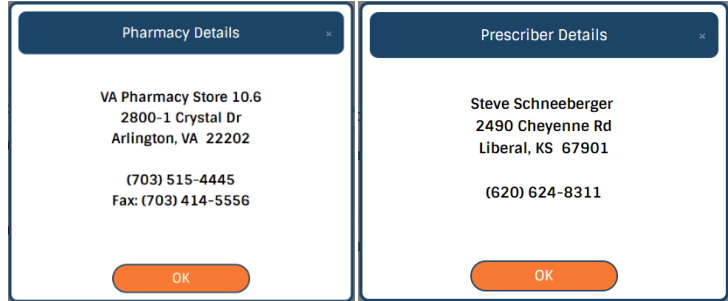
The user can do the following in the Inactive Medications List:

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.

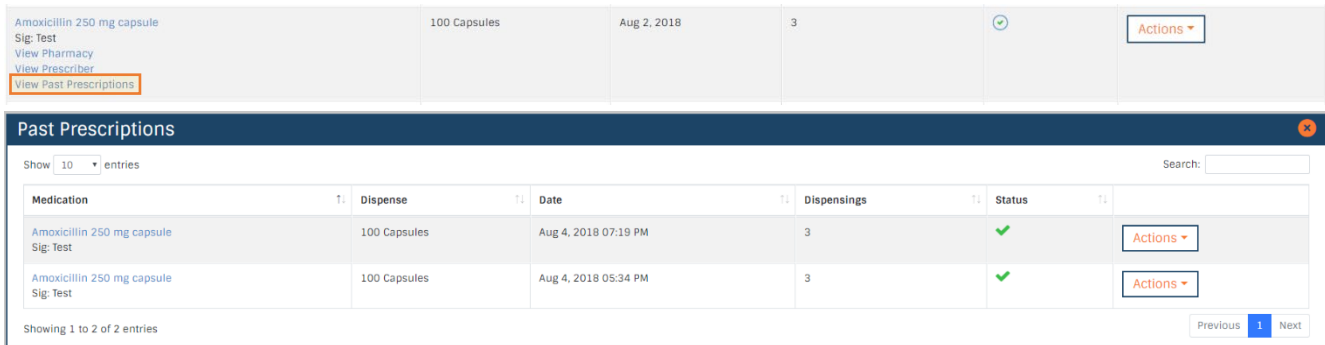
View Pharmacy and Prescriber Details

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

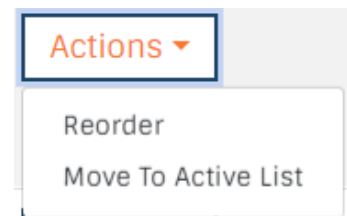
Status	
	Prescription discontinued
	Prescription completed
	Cancel requested
	Cancel denied
	Cancel approved

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

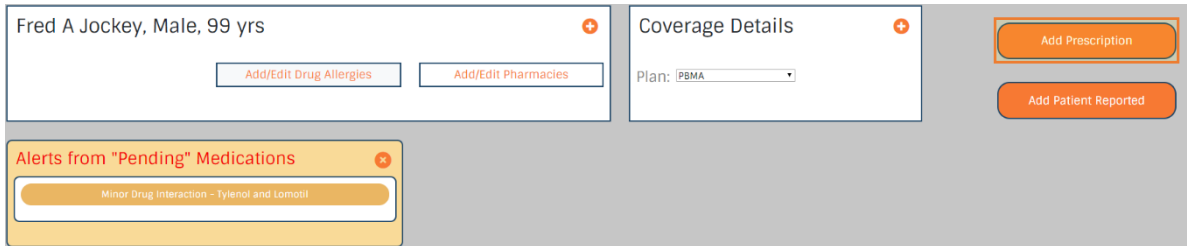
From the actions dropdown list, select “Move to Active List.” This will move the medication to the Active Medications list.



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.

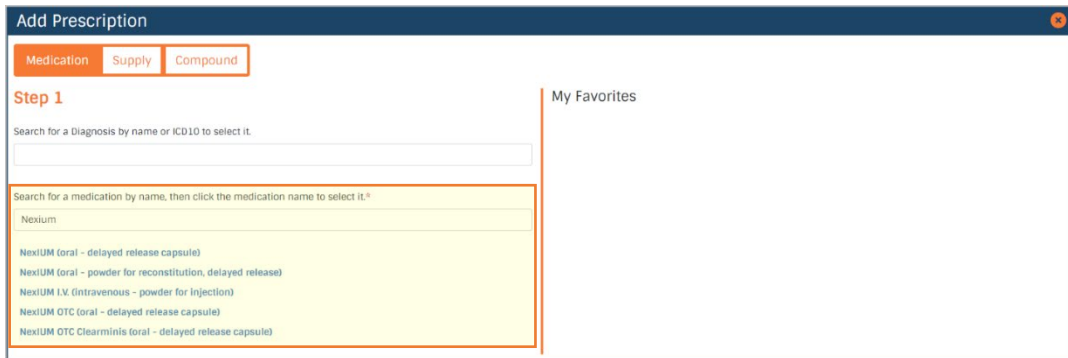


There are three types of prescriptions that a clinician can add: Medication, Supply, and Compound.

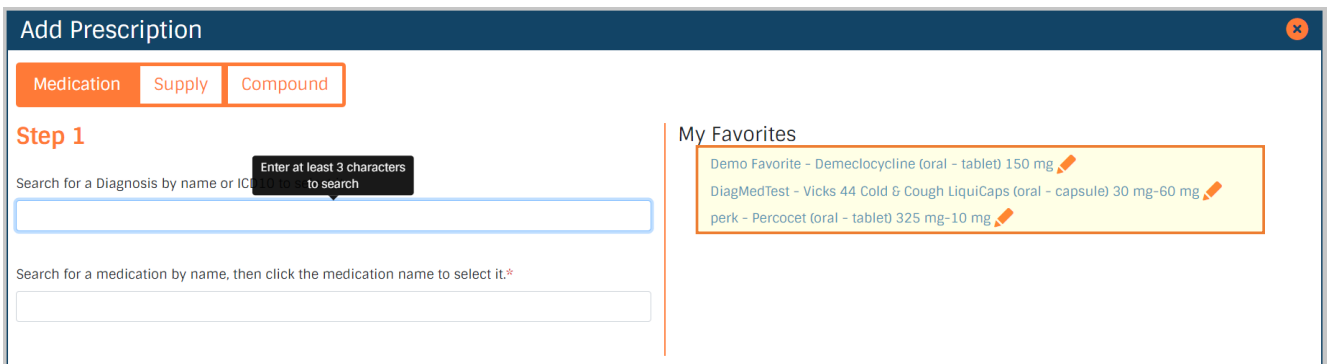
Add New Medication

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.



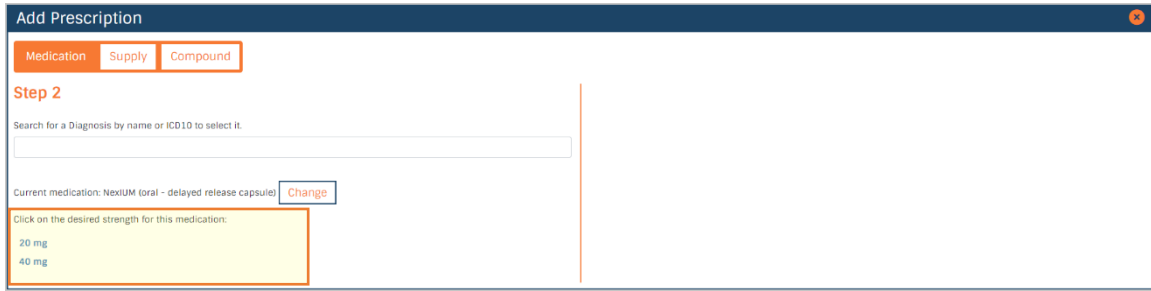
The user also has the option to select a medication from the “My Favorites” list, if the user has any saved favorites. This will bring the user directly to Step 3 of the workflow.



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.

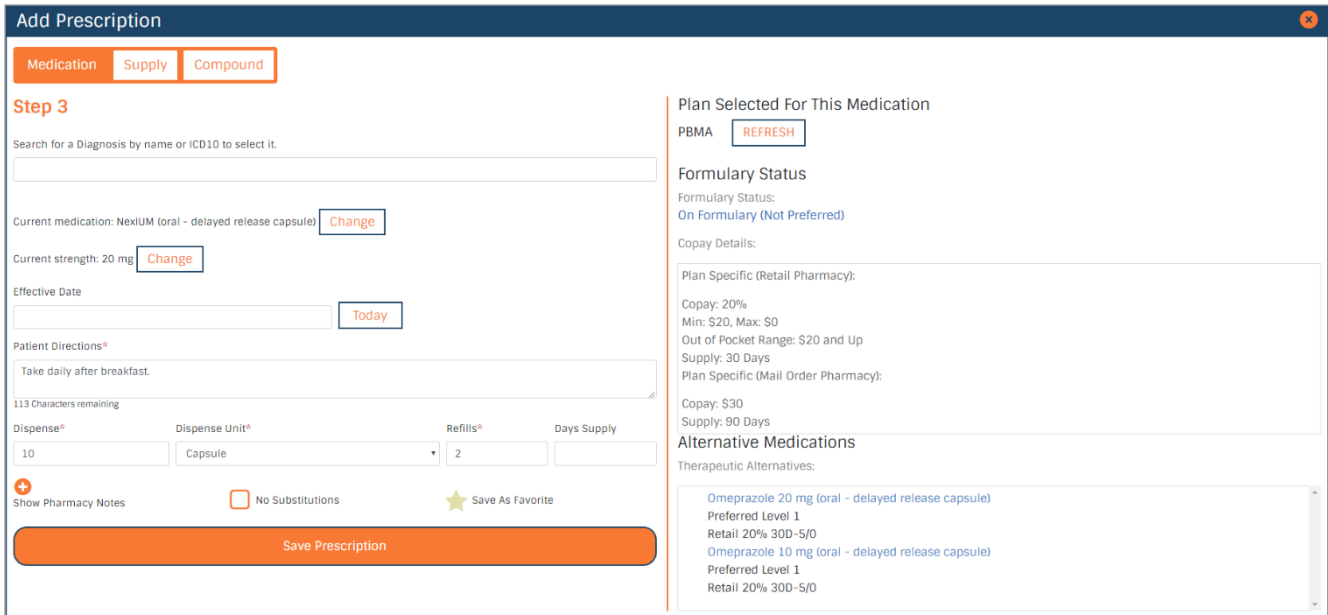


Step Three

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.

NADEAN: None

Prescription is not intended for detox

Add New Supply

Step One

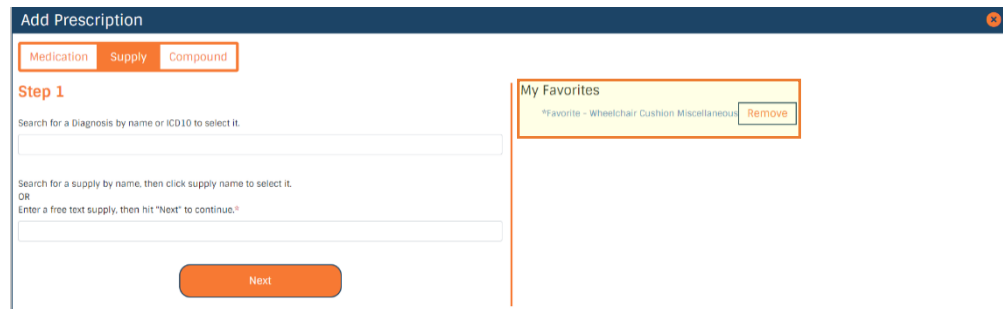
Search for a supply by typing in the name of the medication. An autocomplete drop-down will be triggered if the user enters a string of three or more characters. Select the supply from the autocomplete drop-down list. This will automatically load Step 2 of the workflow.

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 screenshot shows the 'Add Prescription' window with the 'Supply' tab active. Under 'Step 1', there are two search input fields. The first is for a diagnosis, and the second is for a supply name. Below the second input field, a list of suggestions is displayed: 'Wheelchair', 'Wheelchair Cushion Miscellaneous', 'Wheelchair Invalid Ring Miscellaneous', and 'Wheelchair Miscellaneous'. A 'Next' button is located at the bottom center of the form.

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.



This screenshot shows the same 'Add Prescription' window, but with a 'My Favorites' list on the right side. The list contains one entry: '*Favorite - Wheelchair Cushion Miscellaneous' with a 'Remove' button. The search input fields and the 'Next' button are also visible.

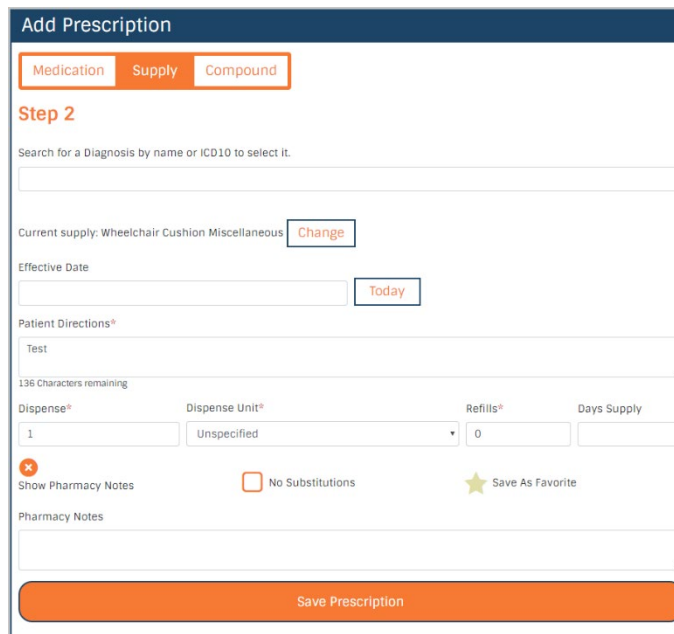
Note: If diagnosis is enabled in the clinic’s configurations, the user has the option to select a diagnosis for the prescription.

Step Two

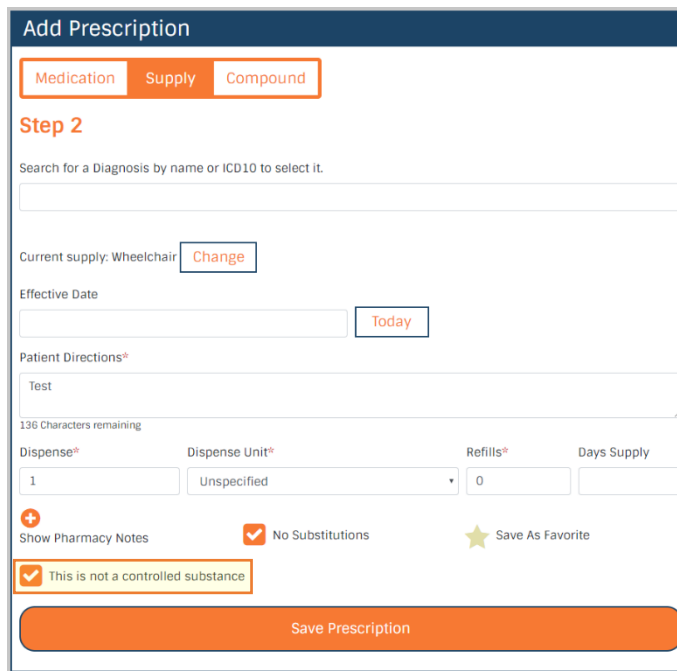
Fill in the prescription details by completing the following fields:

- 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.”

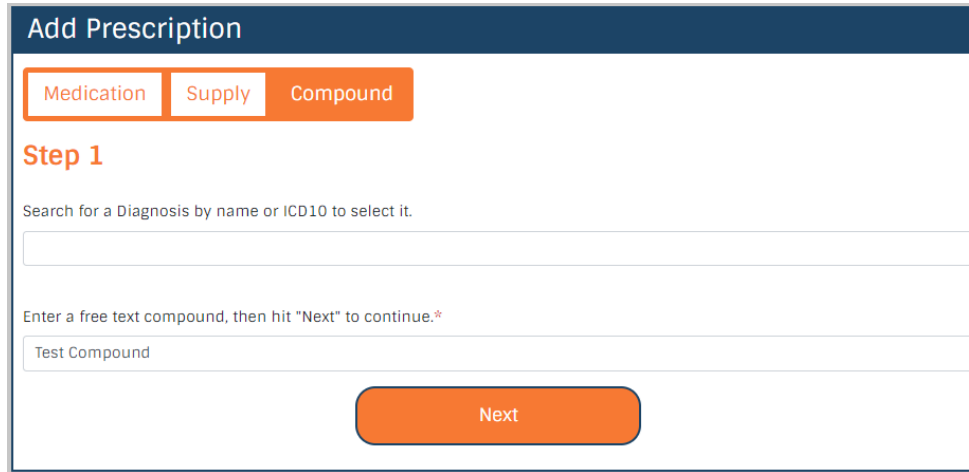


Click “Save Prescription” to add the prescription to the patient’s Pending Medications list.

Add New Compound

Step One

Enter a free-text compound and click “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

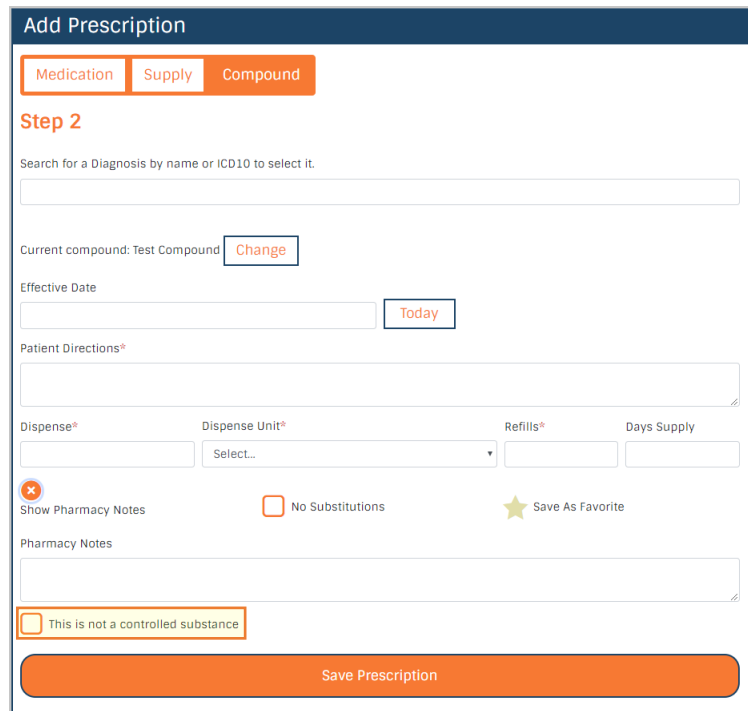
Fill in the prescription details by completing the following fields:

- 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.”

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.

Add Prescription

Medication | Supply | Compound

Step 1

Current diagnosis: Other problems related to medical facilities and other health care Change

Build a custom compound from one or more ingredients. Search for a medication and select it, or enter a free text ingredient with strength then click the plus sign to add to the compound in the right hand panel. Free text ingredients must not be controlled. Once all ingredients have been specified, name the compound and click 'Build Compound'.

Ingredient*
Vitamin C (oral - tablet)

Current strength* 250 mg Change

Dispense* **Dispense Unit***
1 Capsule

My Favorites
prescriber fav 1 - compound04182202
prescriberfav2 - compound04182

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.

Add Prescription

Medication | Supply | Compound

Step 1

Current diagnosis: Other problems related to medical facilities and other health care Change

Build a custom compound from one or more ingredients. Search for a medication and select it, or enter a free text ingredient with strength then click the plus sign to add to the compound in the right hand panel. Free text ingredients must not be controlled. Once all ingredients have been specified, name the compound and click 'Build Compound'.

Ingredient*
Vitamin C (oral - tablet)

Current strength* 250 mg Change

Dispense* **Dispense Unit***
1 Capsule

My Favorites
prescriber fav 1 - compound04182202
prescriberfav2 - compound04182

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.

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.

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.

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 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

Pending Medications

Select All
Search:

	Medication	Dispense	Date	Refills	Prescriber	Pharmacy	
<input checked="" type="checkbox"/>	Nexium 20 mg delayed release capsule NO Substitutions Allowed Sig: Take daily after breakfast.	10 Capsules	Aug 3, 2018	2	Steve Schneeberger	VA Pharmacy Store 10.6 Arlington, VA	Actions ▾

Showing 1 to 1 of 1 entries

PIN:

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.

Pending Medications

Select All
Search:

	Medication	Dispense	Date	Refills	Prescriber	Pharmacy	
<input checked="" type="checkbox"/>	Nexium 20 mg delayed release capsule NO Substitutions Allowed Sig: Take daily after breakfast.	10 Capsules	Aug 3, 2018	2	Steve Schneeberger	VA Pharmacy Store 10.6 Arlington, VA	Actions ▾

Showing 1 to 1 of 1 entries

PIN:

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.

Pending Medications

Select All Search:

Medication	Dispense	Date	Refills	Prescriber	Pharmacy	Actions
<input checked="" type="checkbox"/> Nexium 20 mg delayed release capsule NO Substitutions Allowed Sig: Take daily after breakfast.	10 Capsules	Aug 3, 2018	2	Steve Schneeberger	VA Pharmacy Store 10.6 Arlington, VA	Actions ▾

Showing 1 to 1 of 1 entries

PIN:

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

Change Pharmacy

No Pharmacy (for printing only)

Pharmacy Name	City/State	Specialties	Is EPCS?
<input type="checkbox"/> VA Pharmacy Store 10.6	Arlington, VA	Retail, Long-Term Care Pharmacy	Yes

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.

Pending Medications

Select All Search:

Medication	Dispense	Date	Refills	Prescriber	Pharmacy	Actions
<input checked="" type="checkbox"/> Nexium 20 mg delayed release capsule NO Substitutions Allowed Sig: Take daily after breakfast.	10 Capsules	Aug 3, 2018	2	Steve Schneeberger	No Pharmacy Selected	Actions ▾

Showing 1 to 1 of 1 entries

PIN:

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.”

The screenshot shows a table titled "Pending Medications" with columns: Medication, Dispense, Date, Refills, Prescriber, and Pharmacy. Two rows are visible, both for "aMiloride 5 mg tablet". The second row is selected with a checkbox. Below the table, there is a "Change Pharmacy" button highlighted in orange, along with a "Change PIN" button and an "Approve and Send" button. An "Actions" dropdown menu is also visible, with "Change Pharmacy" highlighted.

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

The screenshot shows a modal titled "Change Pharmacy". It has a "SEARCH PHARMACIES" button in the top right. Below is a table with columns: Pharmacy Name, City/State, Specialties, and Is EPCS?. Three pharmacies are listed: Druglix (Minneapolis, MN), VA Pharmacy Store 10.6 (Arlington, VA), and EPCS VA Pharmacy Store (Arlington, VA). The "VA Pharmacy Store 10.6" row is selected with a checkbox. At the bottom, there are "OK" and "CLOSE" buttons, with "OK" highlighted in orange.

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.

The screenshot shows the Patient Details page for "Fred A Jockey, Male, 99 yrs". It includes sections for "Add/Edit Drug Allergies", "Add/Edit Pharmacies", and "Coverage Details". On the right side, there are two buttons: "Add Prescription" and "Add Patient Reported", with the latter highlighted in orange. At the bottom, there is an "Alerts from 'Pending' Medications" section showing a "Minor Drug Interaction - Tylenol and Lomostil".

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.

Medication	Dispense	Date	Dispensings	Status	Actions
Lipitor 10 mg tablet					Actions

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.

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

Lipitor 10 mg tablet Sig: Take daily after breakfast.	20 Tablets	3	Actions ▾
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Check Insurance Formulary

DoseSpot will automatically check insurance formulary and medication tier status for the selected plan when preparing a new prescription.

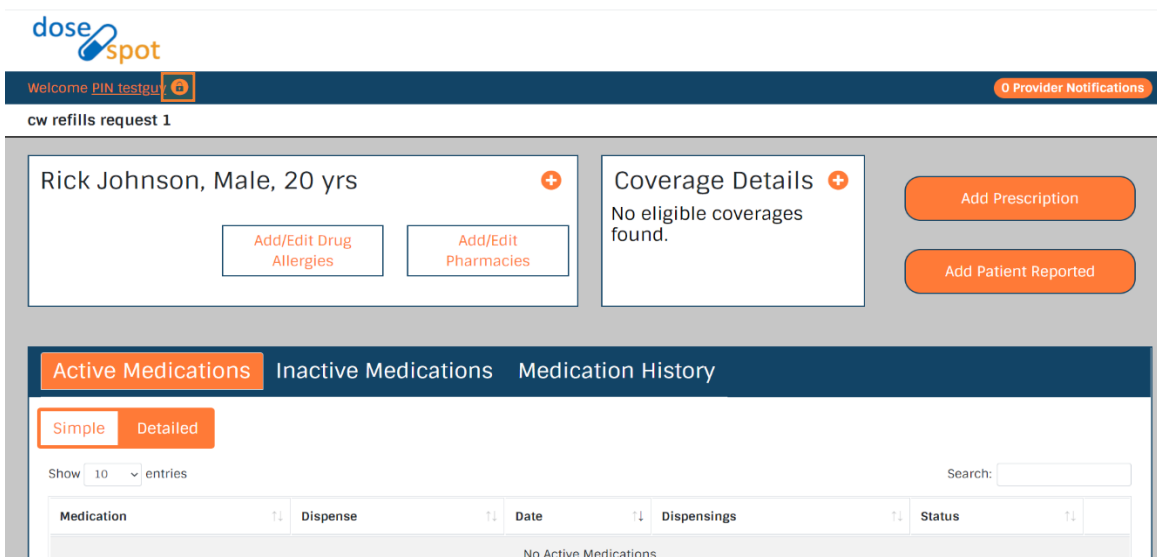
When you reach Step 3 of adding a new prescription, the right hand side of your screen will provide the up-to-date formulary status based on the given medication name and dosage. This also gives the user the option to select any alternative medications if desired.

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



The screenshot shows the DoseSpot interface for a patient named Rick Johnson. At the top, there is a navigation bar with the DoseSpot logo, a welcome message for 'PIN_testgu', and a notification bell icon. Below this, the patient's name and age are displayed: 'Rick Johnson, Male, 20 yrs'. There are two buttons: 'Add/Edit Drug Allergies' and 'Add/Edit Pharmacies'. To the right, there is a 'Coverage Details' section with a plus sign and the text 'No eligible coverages found.' Below this are two buttons: 'Add Prescription' and 'Add Patient Reported'. At the bottom, there is a tabbed interface for 'Active Medications', 'Inactive Medications', and 'Medication History'. The 'Active Medications' tab is selected, showing a search bar and a table with columns for Medication, Dispense, Date, Dispensings, and Status. The table is currently empty, with the text 'No Active Medications' at the bottom.

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

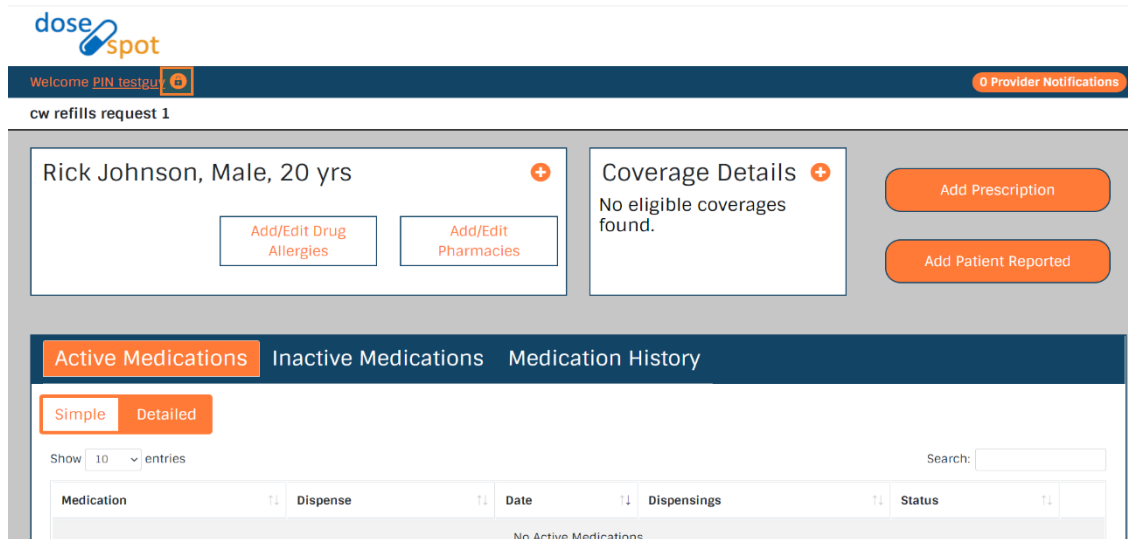
Set PIN(Required for controlled substances and optional for others) ✕

Please enter your 4 digit PIN:

Please confirm your 4 digit PIN:

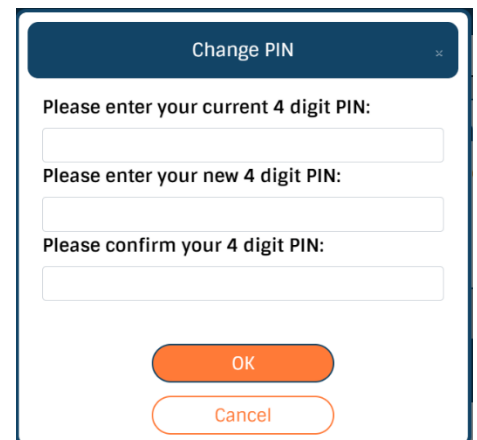
Edit PIN

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



The screenshot shows the DoseSpot interface for a patient named Rick Johnson, Male, 20 yrs. The page includes a navigation bar with the DoseSpot logo, a welcome message, and a notification bell. Below the patient name, there are buttons for 'Add/Edit Drug Allergies' and 'Add/Edit Pharmacies'. A 'Coverage Details' section indicates 'No eligible coverages found.' and includes buttons for 'Add Prescription' and 'Add Patient Reported'. At the bottom, there are tabs for 'Active Medications', 'Inactive Medications', and 'Medication History'. The 'Active Medications' tab is selected, showing a table with columns for Medication, Dispense, Date, Dispensings, and Status. The table is currently empty, displaying 'No Active Medications'.

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



The 'Change PIN' dialog box contains the following text and input fields:

Change PIN [Close]

Please enter your current 4 digit PIN:

Please enter your new 4 digit PIN:

Please confirm your 4 digit PIN:

OK

Cancel

Add PIN from TFA activation workflow

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

The screenshot shows the DoseSpot interface for a patient named Rick Johnson. At the top, there is a navigation bar with the DoseSpot logo, a welcome message for 'PIN_testgu', and a notification bell icon with '0 Provider Notifications'. Below the navigation bar, the patient's name and age are displayed: 'Rick Johnson, Male, 20 yrs'. There are buttons for 'Add/Edit Drug Allergies' and 'Add/Edit Pharmacies'. To the right, there is a 'Coverage Details' section stating 'No eligible coverages found.' and buttons for 'Add Prescription' and 'Add Patient Reported'. Below this, there are tabs for 'Active Medications', 'Inactive Medications', and 'Medication History'. The 'Active Medications' tab is selected, showing a table with columns for Medication, Dispense, Date, Dispensings, and Status. One medication is listed: 'Zestril 20 mg tablet' with a dispense of '12 Tablets' on 'Jul 22, 2021' and '23' dispensings. There is an 'Actions' button next to the medication entry.

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

DUO Token Activation
✕

Credential ID

If you completed IDP and received a letter, you will have to enter your Reference Number. If you used the Experian OTP method, it will be displayed in a disabled state.

Reference Number

After entering your PIN and clicking the "Save" button, you should see a "Success" message. Immediately sync your token by clicking the shield icon near the Welcome Greeting.

PIN

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.

Pending Medications

Select All
Search:

	Medication	Dispense	Date	Refills	Prescriber (Agent)	Pharmacy	
<input type="checkbox"/>	Advil Junior Strength 100 mg tablet NO Substitutions Allowed 30 Days Supply Sig: TEST 123	100 Tablets	Feb 13, 2019	1	Steve Schneeberger (Prescribing Agent)	VA Pharmacy Store 10.6	Actions ▾
<input type="checkbox"/>	Advil Allergy Sinus 2 mg-200 mg-30 mg tablet Effective Date: Feb 13, 2019 NO Substitutions Allowed Sig: TEST	100 Tablets	Feb 13, 2019	2	Steve Schneeberger (Prescribing Agent)	VA Pharmacy Store 10.6	Actions ▾

Showing 1 to 2 of 2 entries

Change Pharmacy
PIN: Set PIN
Approve and Send
Approve and Print

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.

Steve EPCS Schneeberger
Prescribing Agent: Prescribing Agent
 18 Crawford Street
 Needham, MA 02494

(781) 723-2123
 Fax: (234) 768-9888
 DEA#: AQ2321234 NPI#: 1508959719

Patient:
 Kara Whiteside (Female)
 DoB: Oct 11, 1952
 23230 Seaport 111
 Akron, OH 44306

(330) 554-7755

Date: February 13, 2019 12:10:18 PM
 Effective Date: February 13, 2019

Advil Allergy Sinus 2 mg-200 mg-30 mg tablet
 100 Tablets (One Hundred)

Refills: **2**
 Sig: TEST

VA Pharmacy Store 10.6
 2800-1 Crystal Dr
 Arlington, VA 22202

(703) 515-4445
 Fax: (703) 414-5556

Signature: _____

Write 'No Substitutions' Here: _____
 Interchange is mandated unless the practitioner indicates 'no substitution' in accordance with the law

Security Features: * surrounds Quantity and Refill numbers, Quantity dispensed shows as text, the signature line is micro-printed with 'THIS IS AN ORIGINAL PRESCRIPTION' and is viewable under 5x or > magnification.

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.

Pending Medications							
Medication	Dispense	Date	Refills	Prescriber (Agent)	Pharmacy		
<input type="checkbox"/> Lisinopril 40 mg tablet Effective Date: Feb 13, 2019 NO Substitutions Allowed 25 Days Supply Sig: Test	50 Tablets	Feb 13, 2019	1	Steve Schneeberger (Proxy User)	VA Pharmacy Store 10.6	<input type="button" value="Actions"/>	

Showing 1 to 1 of 1 entries

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.

TEST Schnee
 18 Crawford St
 Needham, MA 02494

(620) 624-8311
 Fax: (620) 624-8311
 DEA#: AA9384754

NPI#: 1518417369

Patient: Kara Whiteside (Female)
 DoB: Oct 11, 1952
 23230 Seaport
 Akron, OH 44306
 (330) 554-7754

Date: November 28, 2018 1:41:32 PM
 Effective Date: November 28, 2018

Famotidine 20 mg tablet
 234 Tablets (Two Hundred Thirty Four)
 Substitutions Allowed
 Refills: **3**
 Sig: Test
 ICD: T33011S

VA Pharmacy Store 10.6
 2800-1 Crystal Dr
 Arlington, VA 22202

(703) 515-4445
 Fax: (703) 414-5556

Signature: _____

Write 'No Substitutions' Here: _____
 Interchange is mandated unless the practitioner indicates 'no substitution' in accordance with the law

Security Features: * surrounds Quantity and Refill numbers, Quantity dispensed shows as text, the signature line is micro-printed with 'THIS IS AN ORIGINAL PRESCRIPTION' and is viewable under 5x or > magnification.

Reporting

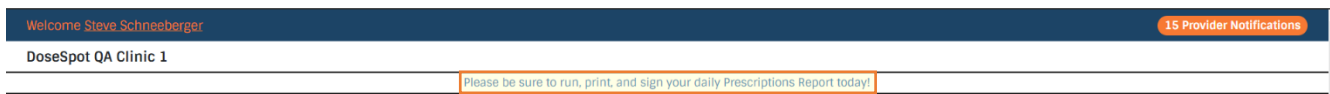
View Reports

Clinicians who have “Reporting” enabled as a clinician role are able to run reports for their own actions in the Prescribing Application.

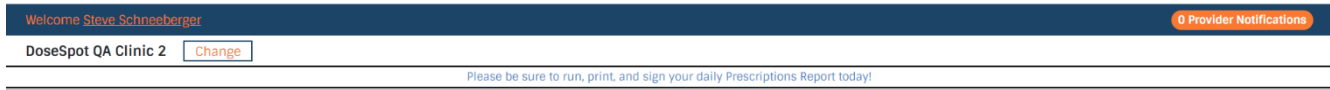
Note: Reporting clinicians cannot view other clinician’s information. Only EPCS Coordinators with this functionality enabled can run reports for all clinicians within their clinic.

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.

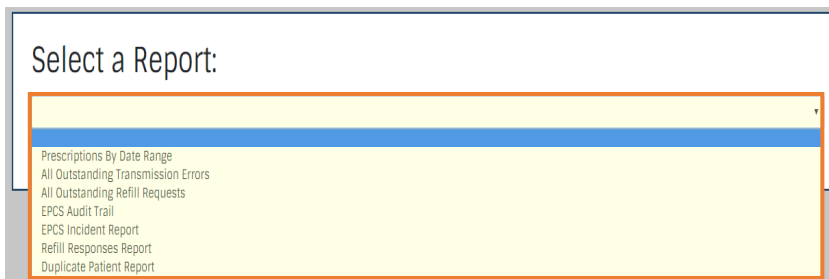


- **If clinician is not fully EPCS enabled, or not in an OHIO clinic:** click the “Click here to view your reports” link in the page header.
- **If Navigation Bar is enabled in the clinic configurations:** click the “REPORTS” tab in the navigation bar.



View Report

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



- 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.

Select a Report:

Prescriptions By Date Range ▼

Clinic: Start Date:

Prescription Status: End Date:

Prescriptions By Date Range

07-November-2018 through 08-November-2018

Show entries

Date (UTC)	Clinician Name	Agent Name	Patient ID	Patient Name / DOB	Drug Name	Dispense	Refills	Instructions	Subs	Schedule
11/7/2018 8:49:27 PM	Steve Schneebenger	Proxy User	292702	Fred Jockey / 12/15/1918	Tylenol (oral - Capsule) 325 mg	20 Capsule(s)	3	Test	No	0
11/7/2018 8:21:58 PM	Steve Schneebenger		292702	Fred Jockey / 12/15/1918	Kanax (oral - tablet) 2 mg	10 Tablet(s)	0	Test	Yes	4
11/7/2018 8:24:00 PM	Steve Schneebenger		292702	Fred Jockey / 12/15/1918	Kanax (oral - tablet) 2 mg	10 Tablet(s)	0	Test	Yes	4
11/7/2018 8:19:08 PM	Steve Schneebenger		291022	Kara Whiteside / 10/11/1992	Rosuvastatin (oral - tablet) 20 mg	2 Tablet(s)	2	TEST	No	0

Previous 1 Next

I hereby certify that I have reviewed the prescriptions on this report. Signature: _____ Date: _____

Report generated on: Thu, 08 Nov 2018 14:16:27 GMT

- 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.

Please be sure to run, print, and sign your daily Prescriptions Report today!

Notifications

All Clinics

- All Clinics
- DoseSpot QA Clinic 1
- DoseSpot QA Clinic 2

Users with access to multiple clinics can choose to filter notifications by clinic using the clinic drop down.

3 Transmission Errors
+

2 Pending Prescriptions
x

Date Written	Patient Name	Age/Gender	Medication Name	Entered By	View
Nov 2, 2018	Kara Whiteside	66 yrs/F	Ambien 10 mg tablet		View Details
Nov 1, 2018	TAD A DOCKENDORF	43 yrs/M	Abilify 10 mg tablet		View Details

1 Refill Requests
x

Date Requested	Patient Name	Age/Gender	Medication Name	View
Sep 26, 2018	Kara Whiteside	66 yrs/F	tramADol 50 mg tablet Schedule IV	View Details

2 RxChange Requests
+

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.

1 Patient Notifications
x

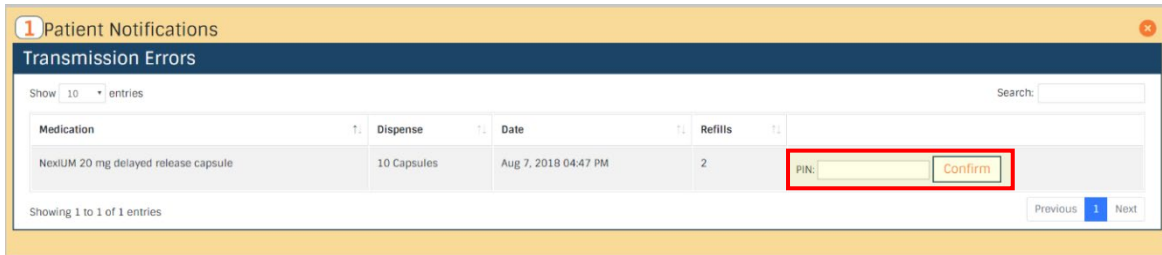
Transmission Errors

Show 10 entries
Search:

Medication	Dispense	Date	Refills	
NextIUM 20 mg delayed release capsule	10 Capsules	Aug 7, 2018 04:47 PM	2	Print

Showing 1 to 1 of 1 entries
Previous 1 Next

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."