



*H2H Solutions, Inc.*  
[www.h2hsolutions.com](http://www.h2hsolutions.com)

# **H2H Digital Rx**

## **User Manual**

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**Version: 3.1**

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## 1. Introduction

- Digital Rx is an internet delivered application that allows the physicians to send safe and secure prescriptions electronically to the patient's choice of pharmacy.
- Digital Rx provides physicians with real-time access to patient's prescription history, active medications, drug-drug interactions, drug-allergy interactions, drug-food interactions, insurance specific formulary and insurance benefit information which will help the physicians to efficiently provide the quality and cost-effective care to their patients.
- Digital Rx is an easy-to-use application that incorporates the most recent features for health care professionals. The application can be accessed using any internet connected device having a valid browser (Microsoft Edge, Google Chrome, Firefox, Safari, Opera, etc.)
- Digital Rx can be accessed in stand alone as well as in integrated modes. Each mode has its own benefits, which are explained below.

## 2. Registration Process for Standalone and Integrated Users

1. The registration process for Standalone and Integrated users will be on the administration side, after which they will login to the DRx application.
2. Registration process with identity verification for eRx and EPCS refer to the links below.
  - eRx ID Proofing document [link](#).
  - EPCS ID Proofing document [link](#).

## 3. Stand Alone Access to Digital Rx

### Stand Alone Access to Digital Rx:

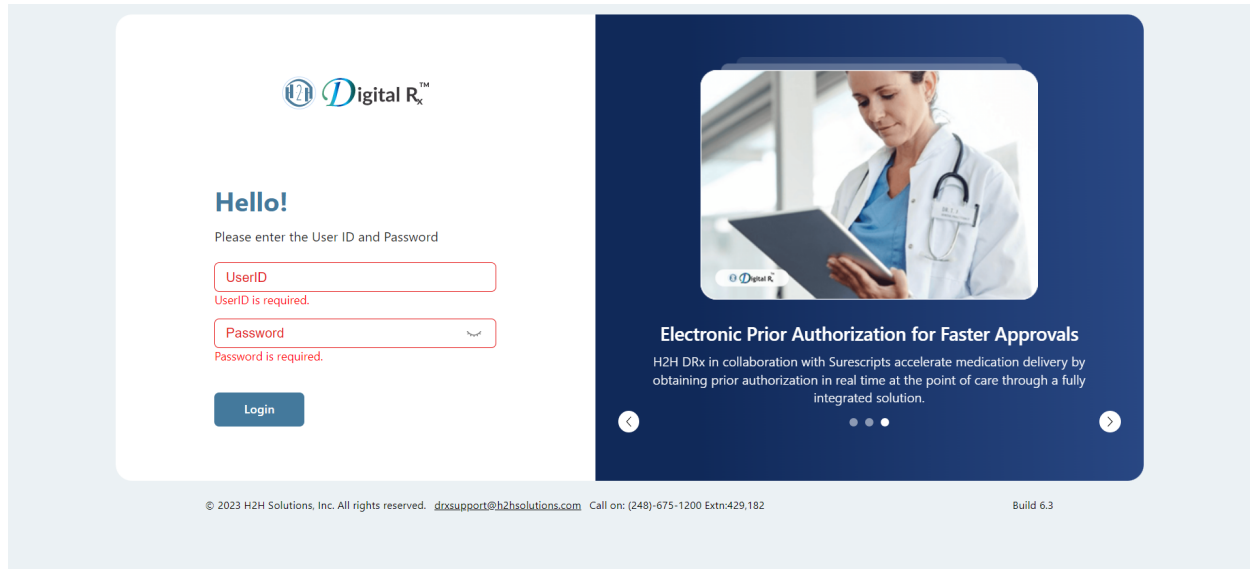
- This mode describes how to gain access to the Digital Rx system for prescribers at care locations with "Stand-alone" Digital Rx access. At these care locations, Digital Rx will not get integrated into a larger EMR (Electronic Medical Record), EHR (Electronic Health Record), or MAR (Medicine Administration Record) system. Each prescriber will have a unique user ID and an individual password.

### Note:

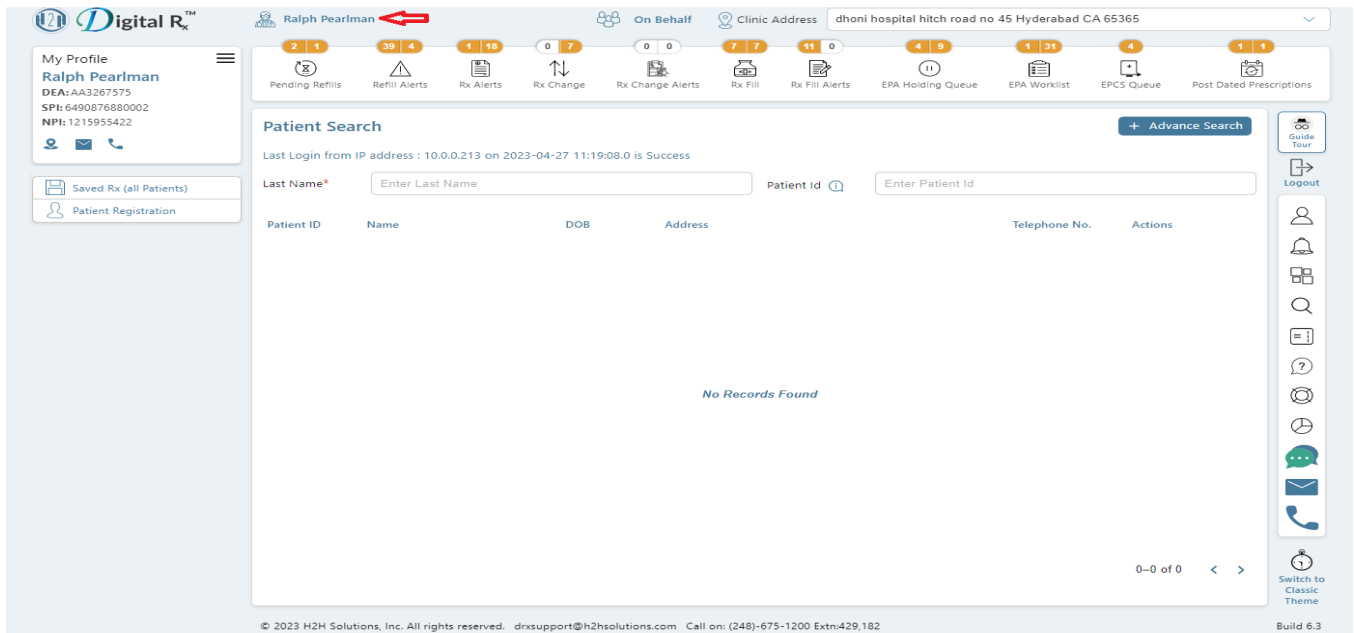
- Prescriber who sees patients and uses Digital Rx at more than one location, must use a different user ID for each location. However, when signed in with any of the user IDs, prescriber can select any care location within the practice at which prescriber is defined within Digital Rx. The same password can be used at multiple locations if the prescriber wishes to. Digital Rx prompts the prescribers to change their password for every 60 days.

## How to Login to Digital Rx?

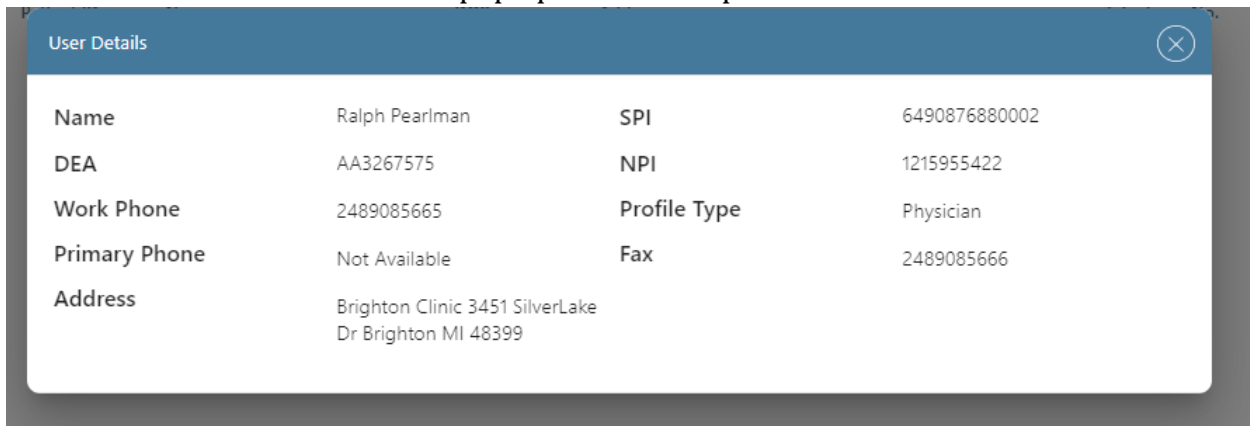
1. Use the link <https://www.h2hdigitalrx.com/app/> to direct the Digital Rx application.
2. In case of forgotten user ID or password, reach out to support team at [drxsupport@h2hsolutions.com](mailto:drxsupport@h2hsolutions.com)
3. Enter the **User Id** and **Password**.
4. Click on the **Login** button.



5. The **Patient Search** screen will be displayed. Prescriber's name will appear on the prescriber information bar with a hyperlink.
6. Click on the name to see the prescriber details.



7. **User Details** window will pop up with all the profile information.



8. If a prescriber is trying to prescribe at more than one location using Digital Rx, make sure the correct location is selected from the drop-down menu.

The screenshot displays the Digital Rx user interface. At the top left is the Digital Rx logo. The user's name, Ralph Pearlman, is shown in the top navigation bar. To the right of the name is the 'On Behalf' section, which includes a 'Clinic Address' dropdown menu currently set to 'dhoni hospital hitch road no 45 Hyderabad CA 65365'. Below the navigation bar is a dashboard with several alert icons and their counts: Pending Refills (2), Refill Alerts (39), Rx Alerts (1), Rx Change (0), Rx Change Alerts (7), Rx Fill (7), Rx Fill Alerts (11), EPA Holding Queue (4), EPA Worklist (9), EPCS Queue (1), and Post Dated Prescriptions (31). On the left side, there is a 'My Profile' section for Ralph Pearlman, listing his DEA, SPI, and NPI numbers, along with buttons for 'Saved Rx (all Patients)' and 'Patient Registration'. The main area is titled 'Patient Search' and includes a search bar with 'Last Name' and 'Patient Id' fields. Below the search bar, there is a table with columns for Patient ID, Name, DOB, Address, Telephone No., and Actions. The table currently shows 'No Records Found'. On the right side, there is a vertical sidebar with icons for 'Guide Tour', 'Logout', and other navigation options.

## 4. Integrated Access to Digital Rx

- Digital Rx has been successfully integrated with numerous EMR and practice management applications using one of the 3 available technical models.
- The integration partners will have the option to private-label Digital Rx, where we will customize the application to present physicians with a similar look and feel to their existing EMR system. The requirement for accessing Digital Rx in the integrated model is to have access to the internet with an appropriate web browser (Edge, Safari, Chrome, Firefox, etc.).

The 3 integration options include:

- 3.1. One-time Demographic Upload
- 3.2. One-way Interface
- 3.3. Two-way Interface

### 4.1. One-time Demographic Upload

- Inexpensive
- Loads all the existing patients and physicians' data into the Digital Rx
- Utilize published web-based system services to perform the upload

### 4.2. One-way Interface

- Patient data and Physician data managed within the EMR are automatically updated in the Digital Rx as being View-only, eliminating the synchronization between the two systems.

### 4.3. Two-way Interface

- Data pertaining to the Medication History, allergies, eligibility, formularies, recent prescriptions, etc can all be exchanged seamlessly between Digital Rx and the EMR or the practice management system, ensuring that the patient records are up to date and comprehensive.
- The two-way interface can be done in a real time mode, or via regularly sequenced batch transactions that can be scheduled to take place during off-peak hours.
- Accessing Digital Rx in integrated mode through any of the EMR systems will have one or more "E-Prescribe" links or buttons to prescribe. In this case the system uniquely identifies the login information and the location from which they are prescribing. Authentication will happen in the back end and there is no need to separately provide the identity credentials to Digital Rx.

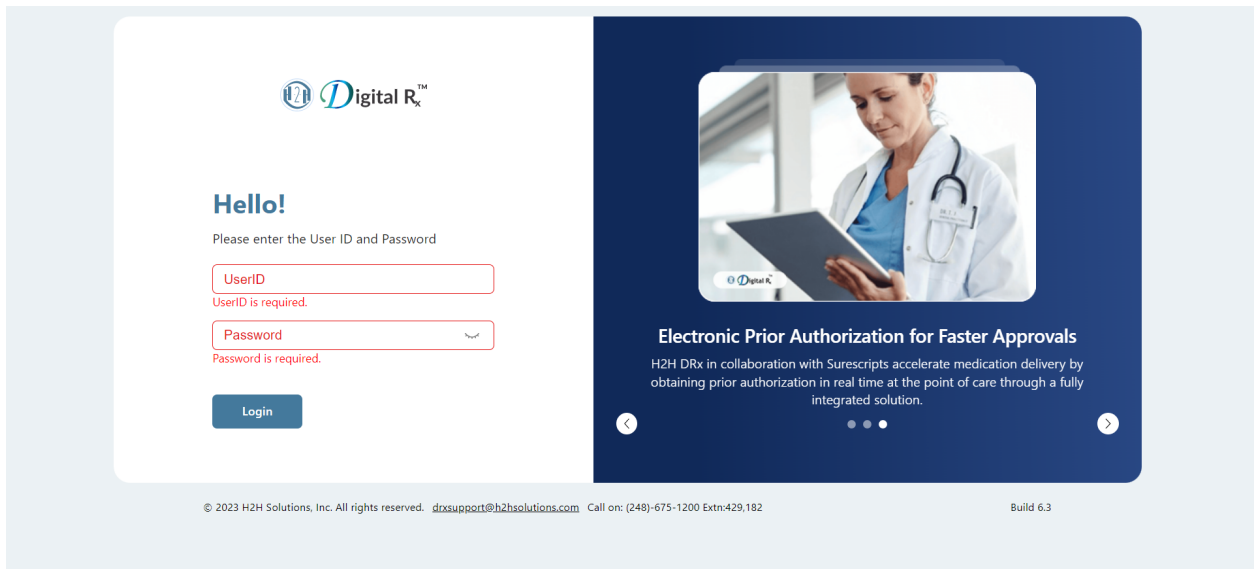
## 5. Patient Registration

- For standalone practitioners, patients must be registered with Digital Rx before writing the prescriptions.

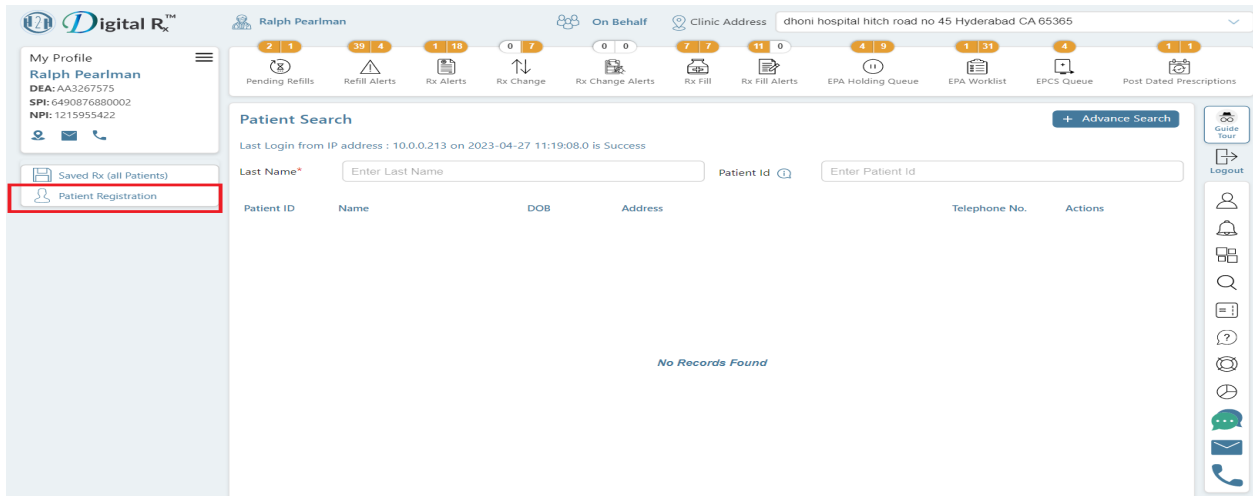
### 5.1. Register a Patient in Standalone Digital Rx

To register a patient in Digital Rx, one must have a valid Digital Rx User ID and Password.

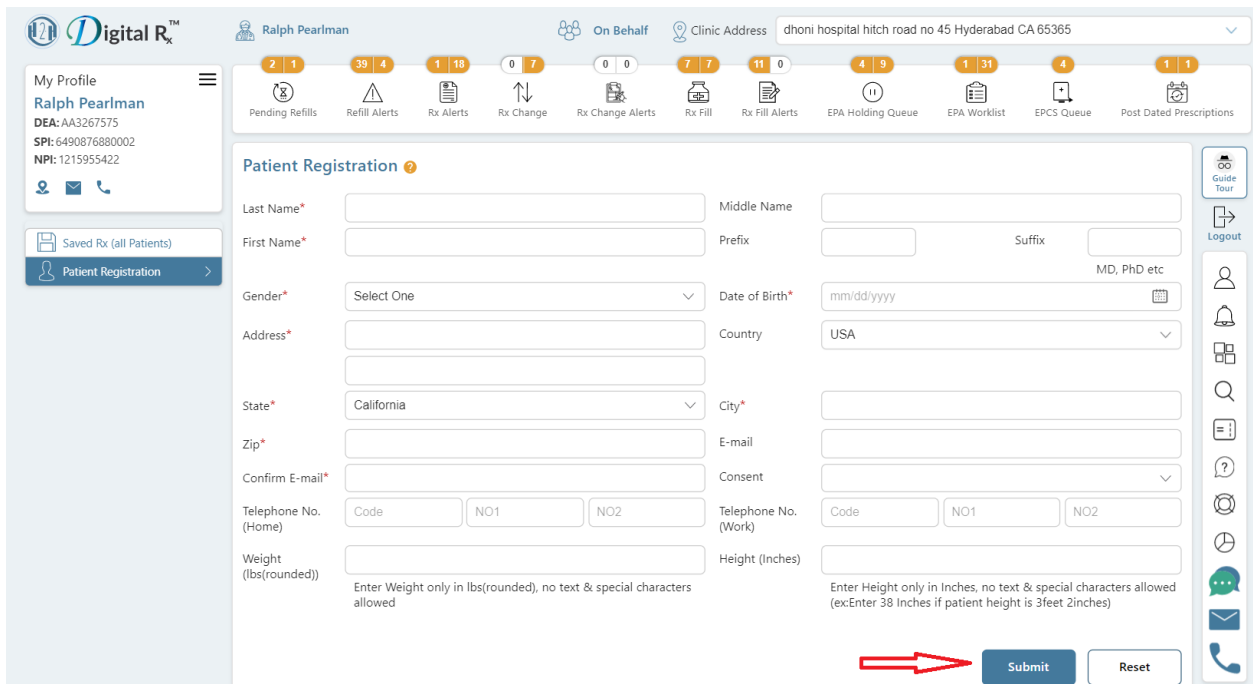
1. Login to **Digital Rx** by providing the User ID and password.



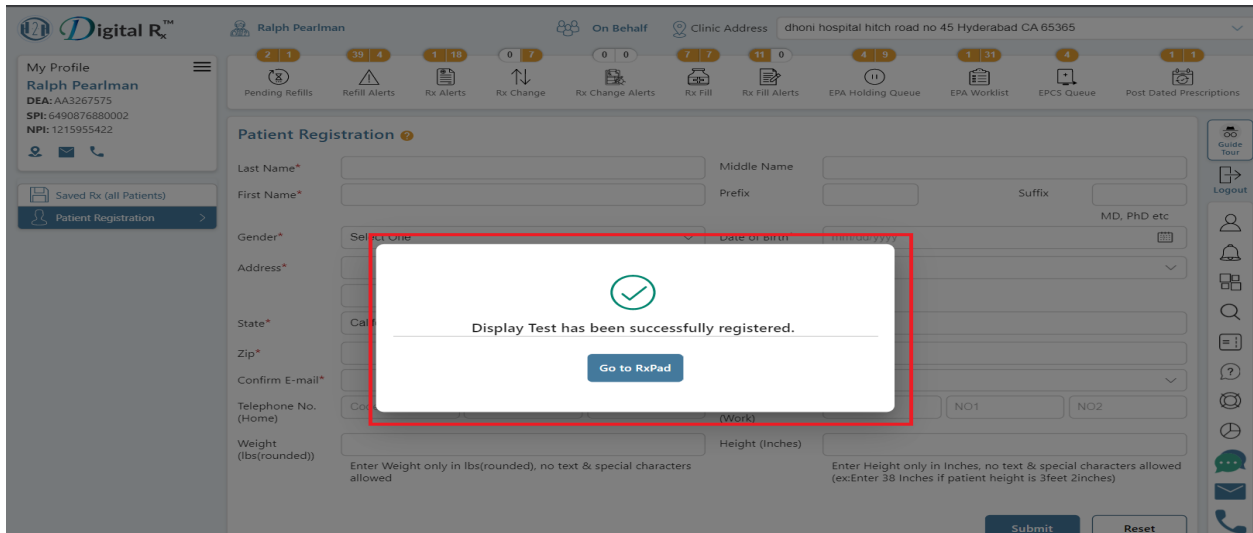
2. The **New Prescription** screen will be displayed by default when the application is accessed.
3. Click on **Patient Registration** on the top left corner under the **Patient Search** tab.



4. Click on **Patient Registration** in the left panel under the **Patient Search** tab.
5. The **Patient Registration** screen will be displayed with all the required fields.

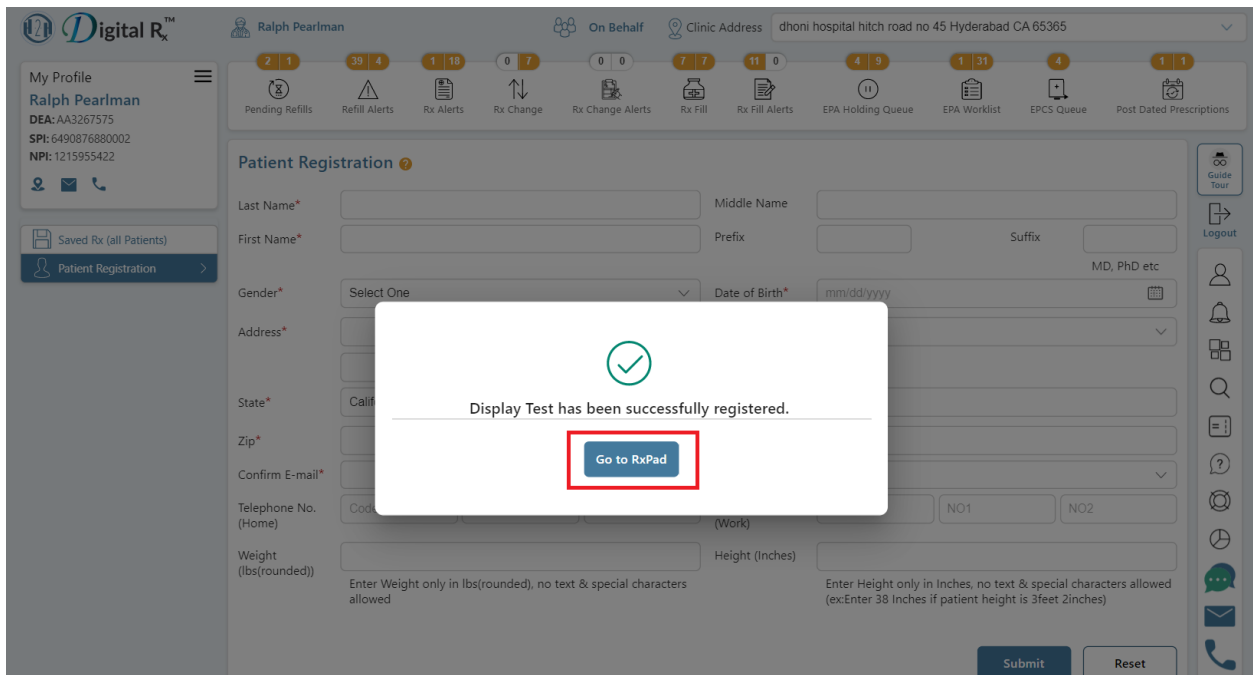


6. Fill out the information in the appropriate fields. Fields marked with (\*) are mandatory.
7. Click on **Submit** button after filling out the required fields.



8. The patient registration screen will display the message that the patient has been successfully registered along with the **GoToRxpad** button.

9. Click on the **GoToRxpad** button from pop up to prescribe the newly added patient.



## 5.2. Register a Patient in Integrated Mode in Digital Rx

- In integrated mode, the patient registration will be done at the EMR side, and the practitioner does not have to enter the patient information manually. All the patient information will be pushed from the EMR database to the Digital Rx Database.

## 6. Prescription Workflows

### 6.1. How Patient Selection Works

1. To search patients, enter patient name or Patient ID.
2. Click on the **Search** button.
3. Select the patient from the search result.

**My Profile**  
**Ralph Pearlman**  
 DEA: AA3267575  
 SPI: 6490876880002  
 NPI: 1215955422

**Patient Search** + Advance Search

Last Name\*  Patient Id

Patient ID	Name	DOB	Address	Telephone No.	Actions
Ba80836f...	Lisa Addington	08/02/1989	ji, , Hyderabad, AK, 11222	2484193401	Rx Pad
BNFT006	Winston Addington	01/09/1985	178 Paradise Crescent, , Royal Palm Beach, FL, 33411	3334675467	Rx Pad
Ba80836...	Winston Addington	03/14/1940	30335 W 13 MILE RD, , FARMINGTON HILLS, MI, 483...	2484916515	Rx Pad
WNAD001	Winston Addington	03/14/1940	178 Paradise Crescent, , Royal Palm Beach, FL, 33411		Rx Pad

### 6.2. How to Write a Prescription

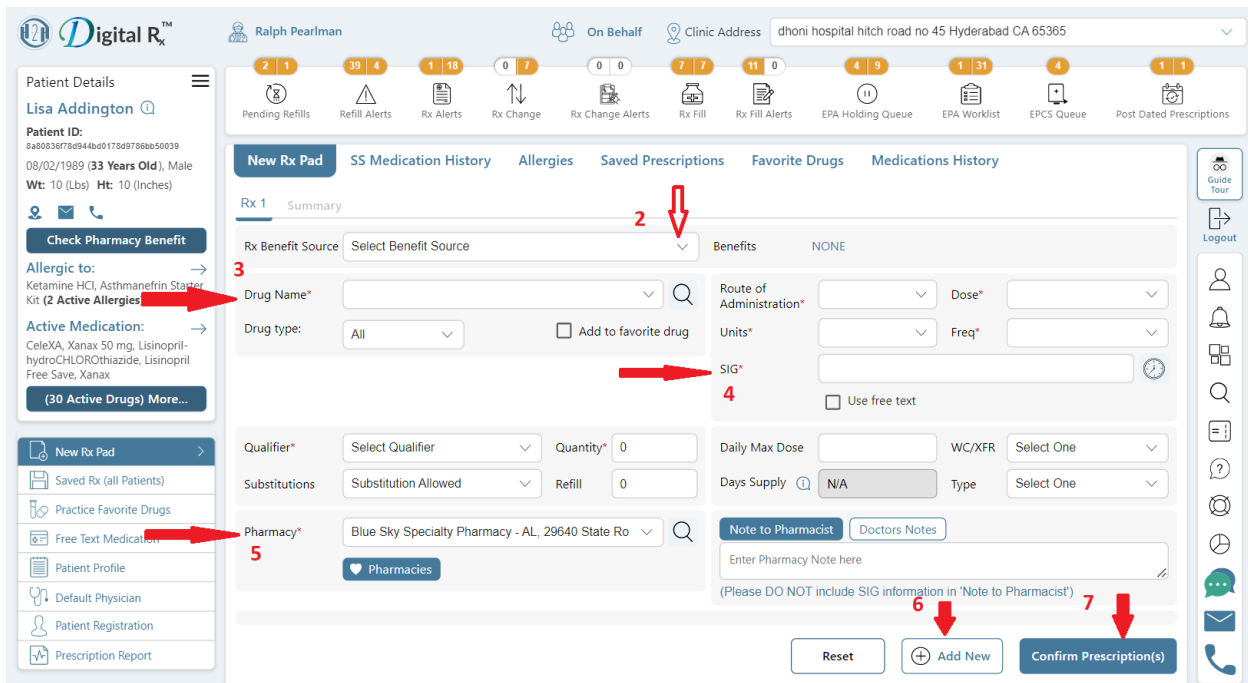
1. Select the patient to whom you want to prescribe medication.
2. Select the benefit source from the dropdown.
3. Select the Drug.
  - 3.1 Choose the drug by selecting from:
    - Formulary List
    - Predefined Prescriber Favourites

- Predefined Practice Favourites
- Saved Prescriptions Previously defined for the patient
- Patient’s Medication History
- Outside the formulary by using **“Free Text”**

3.2 Check the formulary status of the selected drug and incorporate the information from the Pharmacy Benefit Manager (PBM) if any into the decision process of selecting the most effective means of providing the drug to the patient.

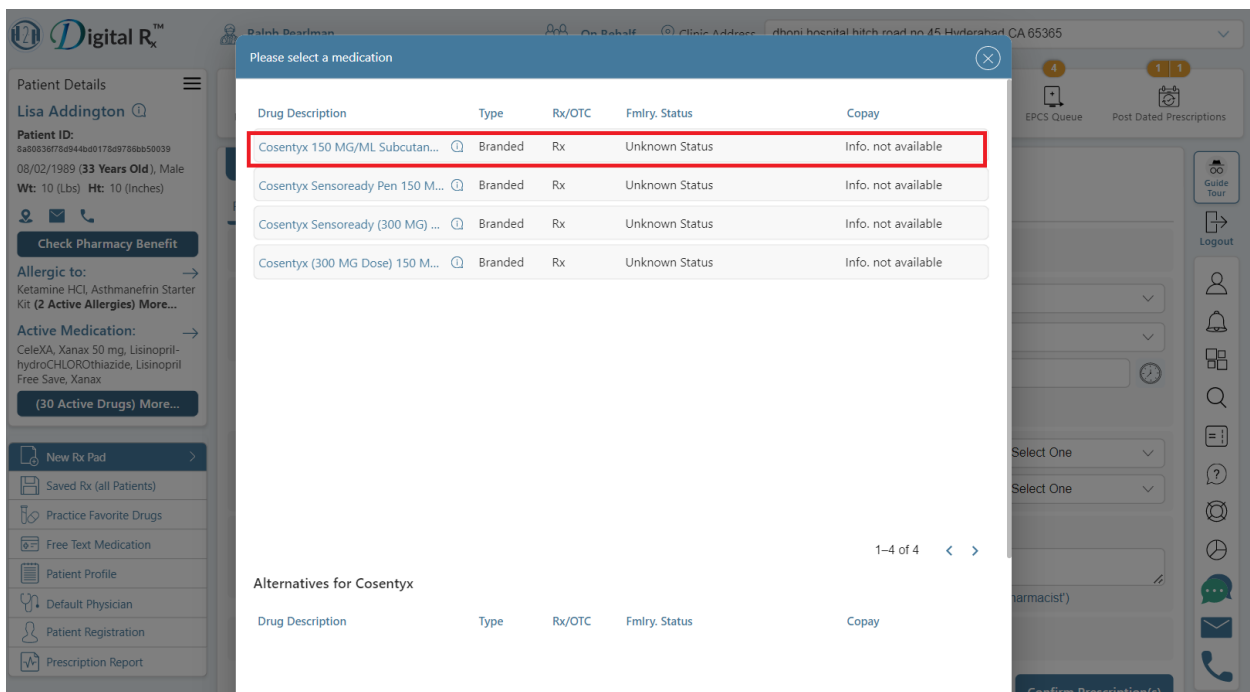
3.3 Consider therapeutic alternatives.

4. Specify the **SIG information** like delivery method, dosage, units, schedule, qualifier, quantity, substitution allowance etc.
5. Select the pharmacy to send the prescription.
6. Click on the **Add New** button, if you want to add one more medication to the patient.



❖ **Use free text:** The prescriber can click the **“use free text”** button to enter the directions for taking medication manually.

- ❖ **Add To Favourite Drug List:** The prescriber can add the drug as his favourite drug.
- ❖ **Formulary Status:** A formulary is a list of prescription drugs that are covered by a specific health care plan. A formulary can contain both name-brand and generic drugs.
- ❖ **Co-pay:** The co-payment is the percentage of the claim that the insured accepts to pay out of pocket, irrespective of the amount of the claim.
- ❖ **Note to Pharmacist:** Prescriber will write a note to the pharmacist related to that prescription.
- ❖ **Doctor Note:** Prescriber will write a note for internal reference.
- ❖ **Reset:** Click on the **Reset** button to reset the prescription.
- ❖ **Drug selection**



7. Click on the **Confirm Prescription** button once the medications are entered and there are no changes to edit.

## 6.3. Prescription Summary Screen

1. Verify any **drug - drug** and **drug - allergy interactions** present for the prescribing medications by clicking on the respective buttons.
2. Once everything is finalized, select the checkboxes right before **Rx No** field and choose the appropriate option.
3. Click on the **Send to Pharmacy** button, to send the prescription to the pharmacy.
4. Click on the **Send and Print** button to send and print the prescription.
5. Click on the **Save** button to save the prescription.
6. Click on the **Print** button to print the prescription.

**Note:** Print option will be available based on the state regulations. If the state allows to print the prescription it will be enabled otherwise the **Print** button will not work.

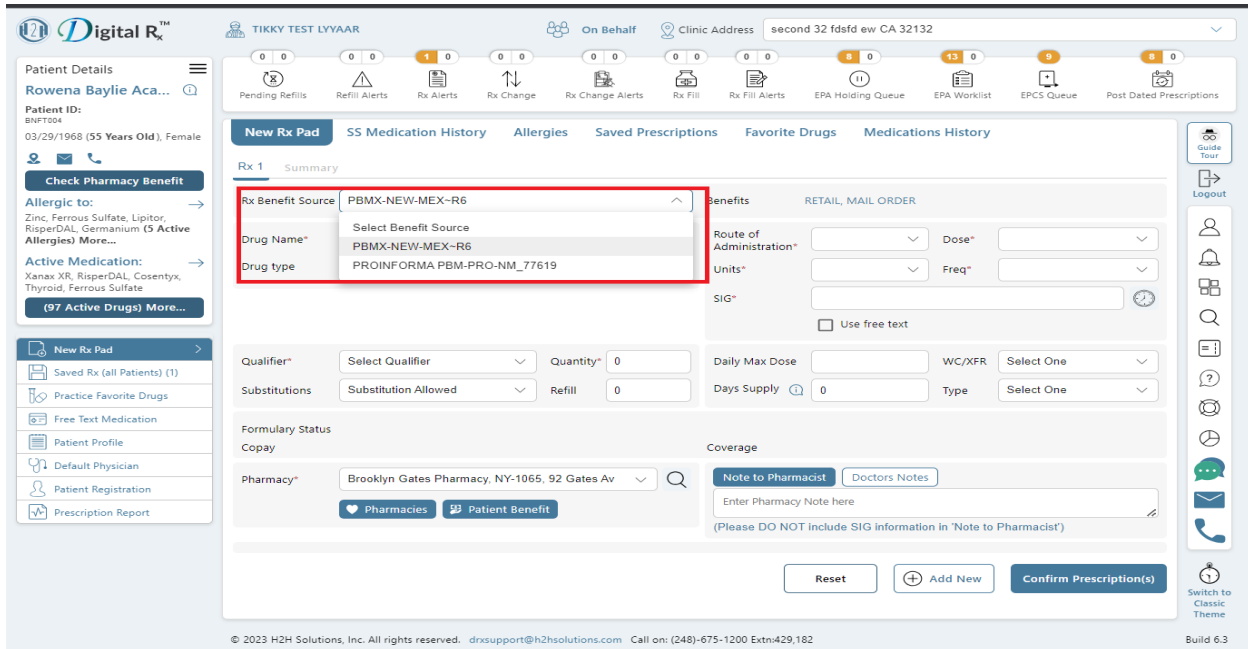
7. Click on the **Add to Medication History** button to add the drugs to the medication history.
8. To modify the prescription, click on Rx tabs to view and edit .

The screenshot displays the Digital Rx interface for a patient named Lisa Addington. The main content area shows a prescription summary for 'Cosentyx 150 MG/ML Subcutaneous Solution Prefilled Syringe'. The prescription details include: Rx No 1, Rx Date 04/27/2023, Fmly. Status Unknown Status, Co-Pay Info. not available, SIG Inject 1 ML as directed, Qualifier Milliliter, Quantity 10, No. Of Refills 0, Substitutions Substitution Allowed, and Pharmacy Blue Sky Specialty Pharmacy - AL. Below the prescription details are buttons for 'Adverse Effects', 'Drug to Food Interactions', and 'Patient Education'. At the bottom of the screen, there are several action buttons: '\* Remove', 'Save', 'Print', 'Send & Print', '\* Add to Medication History', and 'Send to Pharmacy'. Red arrows and numbers 1 through 7 are overlaid on the image to highlight specific features: 1 points to the 'Show' button for Allergy and Drug Interactions; 2 points to the 'Rx No' checkbox; 3 points to the 'Send to Pharmacy' button; 4 points to the 'Send & Print' button; 5 points to the 'Save' button; 6 points to the 'Print' button; 7 points to the '\* Add to Medication History' button.

## 6.4. How to Select the Benefit Source

1. While prescribing, if a patient has more than one source of payment support for medications, select the benefit source for the current prescription before selecting the

drug. Each benefit source has its own formulary, preferred versions of drugs, co-pay cost structure for different drug options, and other related factors that can affect prescribing decisions.



- To select the benefit source, on the new prescription screen at the top of the prescribing area, click on the Rx Benefit Source Field, to display a dropdown list of benefit sources for the patient if any. Select the desired benefit source from the dropdown if present. Text displays to the right of the selection field summarizes the benefits provided. Possible values include: “**NONE**”, or any combination of “**RETAIL**” “**MAIL ORDER**”, and “**LONG TERM CARE**”. DRx will present prescribing information specific to the benefit source selection.

## 6.5. How to Select the Drug

After selecting the patient and the required benefit source, select the drug from:

- Formulary List
- Predefined prescriber favourites list
- Predefined practice favourites list
- Previously defined saved prescriptions list of the patient
- Patients Medication History

□ Outside of the formulary by Free Text Writing

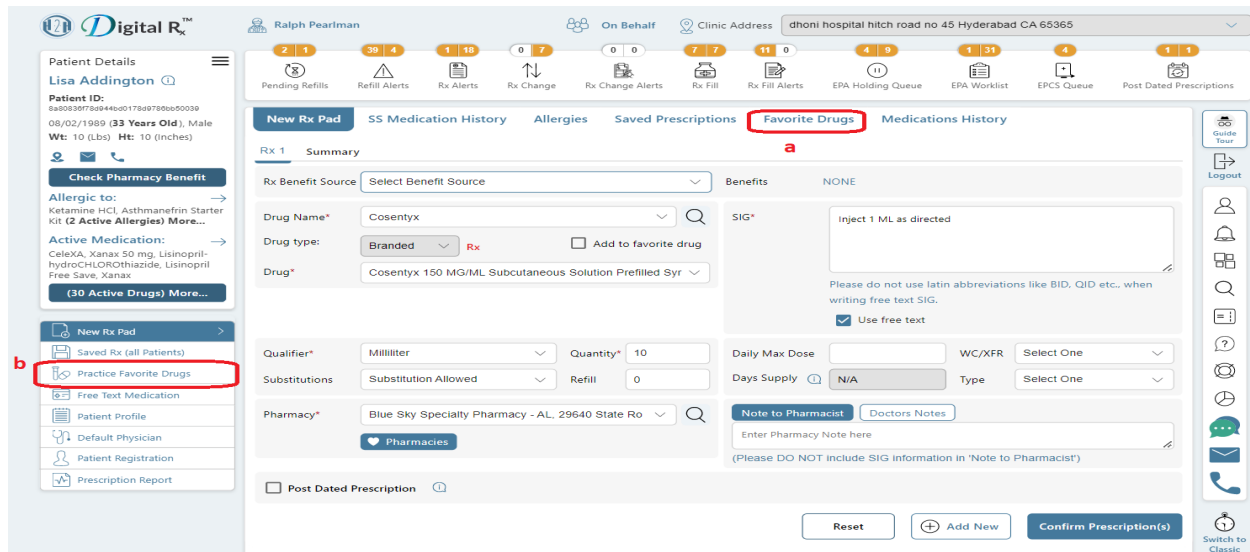
3. In case of prescribing multiple prescriptions for a patient, complete the prescription process from one of the above sources first before selecting prescriptions from another source. One cannot work with selections from the formulary list, prescriber favourites, practice favourites, or saved patient prescriptions together.

## 6.6. How to Select the Drug from Formulary

1. Type three or more letters of the drug name in the Drug Search field then click the **Drug Search** button to display a list of drugs and dosages matching.
2. Type four or more letters to display a dropdown list of the matching drug names and then double click on the drug name to select the desired dosage ones.
3. Click on the desired drug from the list, the information of that selected drug will be incorporated into the **New Prescription** Screen.

## 6.7. How to Select the Drug from Prescriber or Practice Favorites

1. Select one of the methods that follow:
  - a. On the horizontal tab row below the patient information band, click the **Favourite Drugs** to select from a list of stored prescriber favourites.
  - b. Click on **Practice Favourite Drugs** link on the top left which will display the list of drugs in alphabetical manner.



1. Click on the alphabet letter at the top of the display area to display the list of drugs starting with that alphabet. To see the complete list of drugs in alphabetical manner, click on **ALL**.
2. Select the checkbox on the left side of the desired prescription from the list of drugs.
3. To select another saved favourite, follow **Step 2** and **Step 3**.
4. After selecting all the saved favourites, click on the **Confirm Prescription(s)** button.

**Practice Favorite Drugs**

3

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All 2

Search by: Enter Drug name

Drug Description	SIG	Quantity	Refills	Rx/OTC	Fmlry. Status	Copay
<input type="checkbox"/> Adderall 5 MG Oral Tablet	1 TABLET TWICE DAILY	30	2	Rx	Unknown Status	Info. not available
<input type="checkbox"/> Calan SR 120 MG Oral Ta...	1 TABLET DAILY	1	1	Rx	Unknown Status	Info. not available
<input type="checkbox"/> Calcium Polycarbophil 6...	1 TABLET TWICE DAILY A...	30	0	OTC	Unknown Status	Info. not available
<input type="checkbox"/> Cerezyme 200 UNIT Intra...	4.000 UNITS EVERY 2 WE...	0	0	Rx	Unknown Status	Info. not available
<input type="checkbox"/> Cervidil 10 MG Vaginal L...	1 PER VAGINA 1 TIME O...	1	0	Rx	Unknown Status	Info. not available
<input type="checkbox"/> Crestor 40 MG Oral Tablet	1 TABLET DAILY	1	1	Rx	Unknown Status	Info. not available
<input type="checkbox"/> Crestor 40 MG Oral Tablet	1 TABLET DAILY	1	1	Rx	Unknown Status	Info. not available
<input type="checkbox"/> Crestor 40 MG Oral Tablet	1 TABLET DAILY	1	1	Rx	Unknown Status	Info. not available
<input type="checkbox"/> Crestor 40 MG Oral Tablet	1 TABLET DAILY	1	1	Rx	Unknown Status	Info. not available
<input type="checkbox"/> Crestor 40 MG Oral Tablet	1 TABLET DAILY	1	1	Rx	Unknown Status	Info. not available

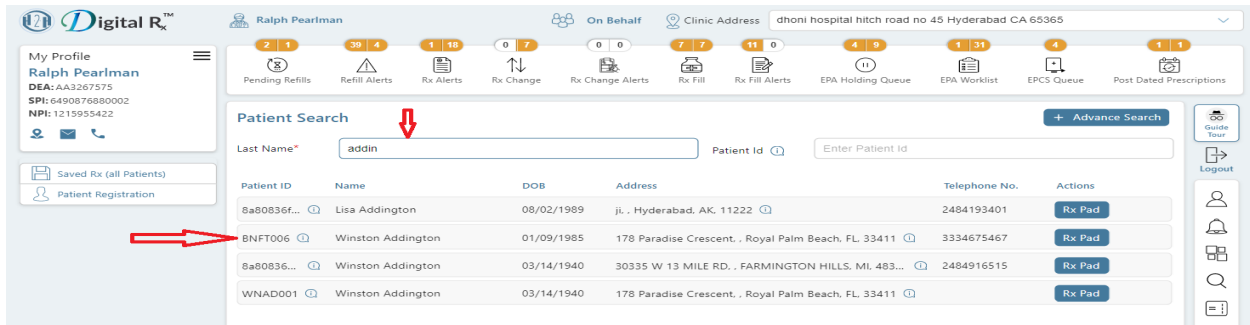
5

Back to NewRx Delete **Confirm Favorite Drug(s)** 1-10 of 552 < >

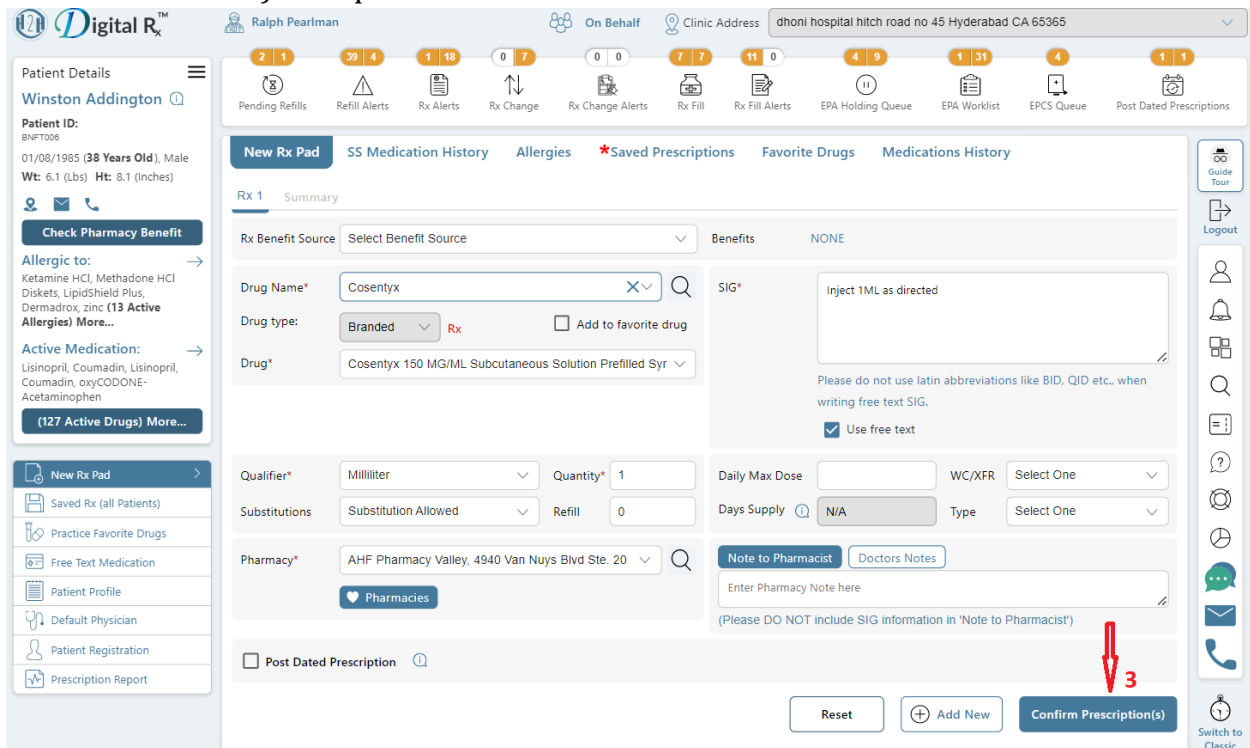
## 6.8. How to Save the Prescription

A prescriber always has an option to save the prescription for a patient for possible completion and transmission later. These are the steps to save the prescription:

1. Select a patient.

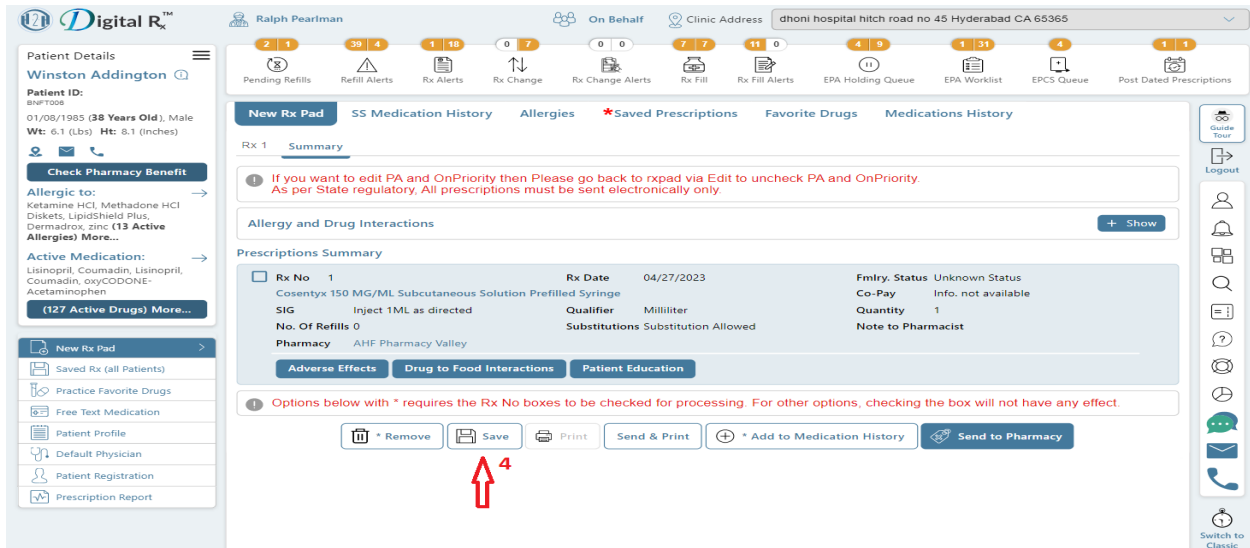


2. Enter the prescription details (benefit source, drug, complete the SIG and quantity information) as required.

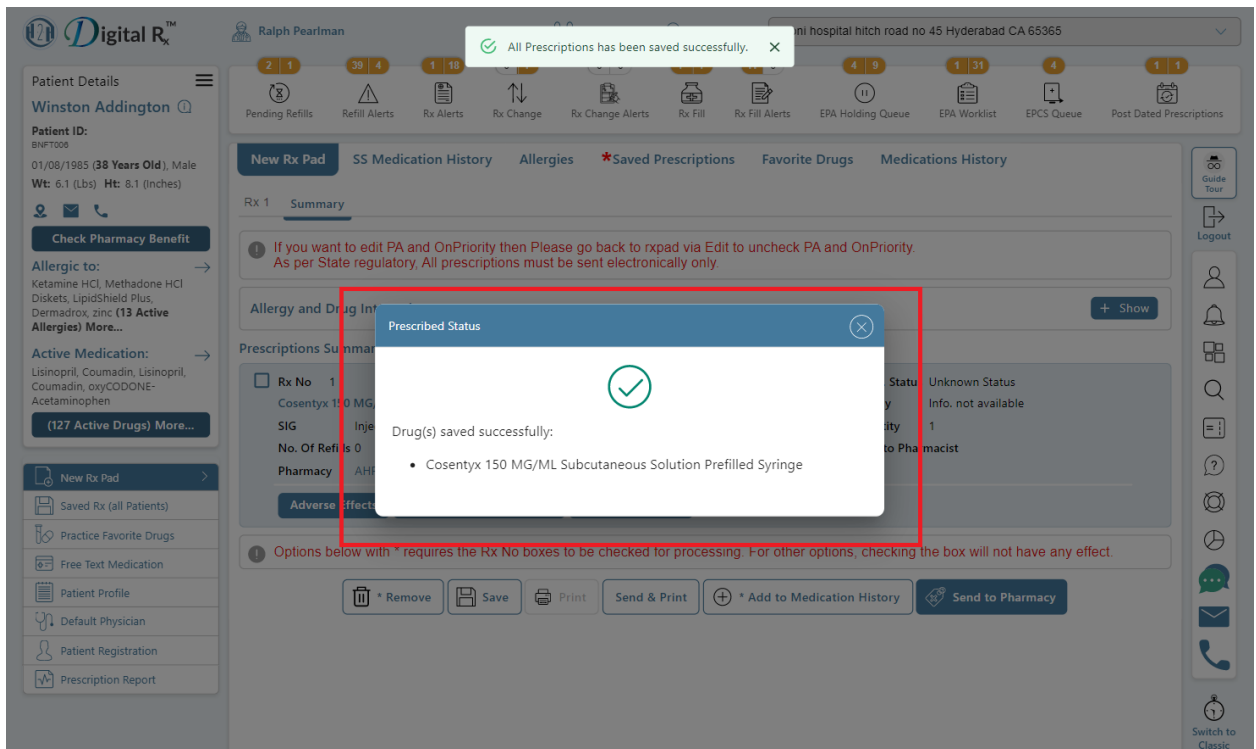


3. Click on **Confirm Prescription**. The confirm prescription view will be displayed.

4. Click on the **Save** button to save the existing prescription to the saved prescription tab.



5. A prescription status dialog pop up will appear which displays the listings of the prescription or prescriptions that were saved.
6. Click on **Close** to continue.



## 6.9. How to Select the Drug from the Saved Prescription

1. Select the patient to prescribe.
2. Click on the **Saved Prescriptions** tab to display the list of prescriptions saved for that patient.

The screenshot shows the Digital Rx interface for a patient named Winston Addington. The 'Saved Prescriptions' tab is selected and highlighted with a red box. The interface includes a navigation menu on the left, a top navigation bar with various alerts and queues, and a main form area for creating or editing a prescription. The form includes fields for Drug Name, Drug type, Route of Administration, Dose, Units, Freq, SIG, Qualifier, Quantity, Substitutions, Refill, Days Supply, and Pharmacy. There are also buttons for 'Reset', 'Add New', and 'Confirm Prescription(s)'.

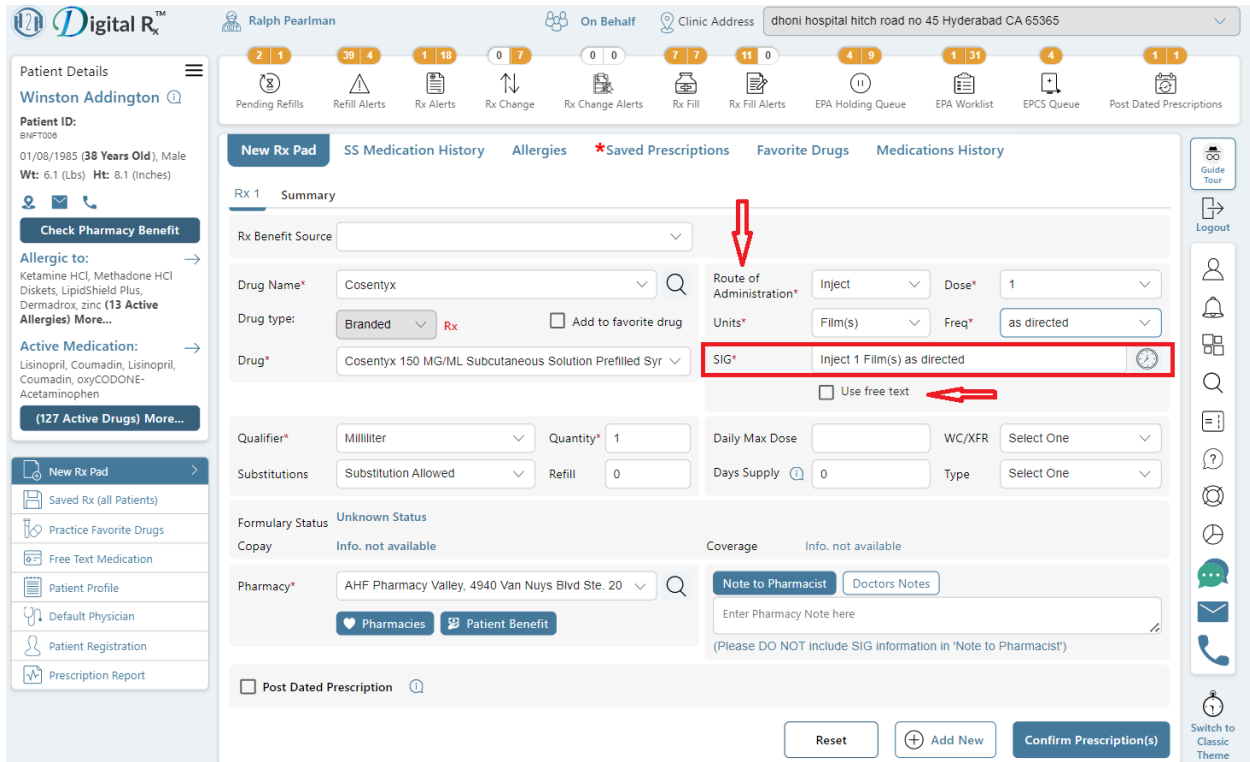
3. Select the medication to prescribe from the list by clicking on the checkboxes to the left.
4. Click on the **Confirm Prescription(s)** button.

The screenshot shows the Digital Rx interface for a patient named Winston Addington. The interface includes a top navigation bar with the user's name (Ralph Pearlman) and clinic address. Below this is a dashboard with various notification icons. The main content area is divided into several tabs: New Rx Pad, SS Medication History, Allergies, Saved Prescriptions (active), Favorite Drugs, and Medications History. The 'Saved Prescriptions' tab displays a table of prescriptions with columns for Drug Description, SIG, Date, Pharmacy, Physician, Fmlry. Status, and Copy. Two rows are selected, indicated by red checkboxes and a red box around the first two rows. Below the table, a message states '2 rows selected' and there are two buttons: 'Delete' and 'Confirm Prescription(s)'. A red arrow points to the 'Confirm Prescription(s)' button. The interface also includes a sidebar on the left with patient details and a vertical toolbar on the right with various icons.

Drug Description	SIG	Date	Pharmacy	Physician	Fmlry. Status	Copy
<input checked="" type="checkbox"/> Cosentyx 150 M...	Inject 1ML as di...	04/27/2023	AHF Pharmacy ...	Ralph Pearlman	Unknown Status	Info. not available
<input checked="" type="checkbox"/> Fetzima 120 MG...	Take 1/4 capsul...	04/20/2021	RITE AID-GILME...	Ralph Pearlman	Unknown Status	Info. not available
<input type="checkbox"/> Fetzima 40 MG ...	Take 1/4 tablet(...	04/20/2021	RITE AID-GILME...	Ralph Pearlman	Unknown Status	Info. not available
<input type="checkbox"/> Fetzima 120 MG...	Take	03/16/2021	VA Pharmacy	Ralph Pearlman	Unknown Status	Info. not available
<input type="checkbox"/> Lisinopril 20 MG...	1 TABLET DAILY	03/16/2021	VA Pharmacy	Ralph Pearlman	Unknown Status	Info. not available
<input type="checkbox"/> Lisinopril 40 MG...	Swish	02/01/2021	Rapid-Rx Online...	Ralph Pearlman	Unknown Status	Info. not available

## 6.10. How to Specify SIG Information

1. Whenever a drug has been selected, Digital Rx automatically retrieves the default SIG information which can be edited.
2. All the formulary drug list, saved prescriptions of a patient and practice favourite prescriptions includes a default SIG.



3. SIG information from the formulary drug list does not include any information about **Route Of Administration/Delivery, Dose, Quantity, Units, Frequency, and Refill** count. These must be specified by the prescriber manually to complete the prescription.
4. The user can enter the SIG information in the SIG field by clicking on the **use free text** button.

## 6.11. How Does Drug - Drug and Drug - Allergy Interactions Work

1. After selecting the drug or drugs to prescribe, click Confirm Prescription(s), Prescriptions confirmed will appear on the middle of the screen. Also, for each drug that is getting prescribed, there will be some interactions which the patient may be allergic to. The information related to those interactions will be displayed as well with highlighted colours.
  - When Digital Rx can check for any interactions and if there are no such interactions it will display the below messages:
    - “Allergy Interactions: No Known Drug Allergy interactions”
    - “Drug Interactions: No Known Drug to Drug Interactions”

- Also, if Digital Rx can find drug-allergy or drug-drug interactions, it will display the comprehensive information from the drug database. In case of free text medication or prescribed a non-formulary drug, the application will display the below messages:
  - “Allergy Interactions: Interactions cannot be checked for free text drugs”**
  - “Drug Interactions: Interactions cannot be checked for free text drugs”**

The screenshot displays the Digital Rx application interface for a patient named Winston Addington. The interface includes a sidebar with patient details and navigation options, a top navigation bar with various status indicators, and a main content area. The main content area is divided into several sections: a 'New Rx Pad' section with a warning message, an 'Allergy and Drug Interactions' section (highlighted with a red box), and a 'Prescriptions Summary' section. The 'Allergy and Drug Interactions' section contains the following text:

**Allergy and Drug Interactions** Show

Allergy Interactions: No Known Drug Allergy Interactions

Drug Interactions:

**1 Ferrous Sulfate Oral Tablet Delayed Release 325 (65 Fe) MG & Calcium Carbonate Antacid Oral Tablet Chewable 500 MG:** Taking Ferrous Sulfate Oral Tablet Delayed Release 325 (65 Fe) MG and Calcium Carbonate Antacid Oral Tablet Chewable 500 MG together may reduce the effects of Ferrous Sulfate Oral Tablet Delayed Release 325 (65 Fe) MG in treating anemia. **Severity Level: MODERATE**

**REFERENCES:** 1. Hall GJL et al. Med J Aust 2:95(1969). 2. Rastogi SP et al. Kid Int 8:417(1975). 3. Ekenved G et al. Scand J Haematol (suppl 28):65(1976). 4. Coste JF et al. CURR THER RES 22:205(1977). 5. O'Neil-Cutting MA et al. JAMA 255:1468(1986).

**2 Ferrous Sulfate Oral Tablet Delayed Release 325 (65 Fe) MG & Calcium Carbonate Oral Tablet 1250 (500 Ca) MG:** Taking Ferrous Sulfate Oral Tablet Delayed Release 325 (65 Fe) MG and Calcium Carbonate Oral Tablet 1250 (500 Ca) MG together may reduce the effects of Ferrous Sulfate Oral Tablet Delayed Release 325 (65 Fe) MG in treating anemia. **Severity Level: MODERATE**

The 'Prescriptions Summary' section shows a prescription for Rx No 1, dated 04/27/2023, for Cosentyx 150 MG/ML Subcutaneous Solution Prefilled Syringe. It includes details such as the pharmacy (AHF Pharmacy Valley), quantity (1), and status (Unknown Status).

## 6.12. Patient Education Information

Information to support patient education is provided within Digital Rx. After selecting and confirming the drug to be prescribed for a patient, in the New Prescription page, there is a with the name Patient Education. Click on Patient Education and the information about it will be displayed as a pop-up. On the pop-up window click on print to get a copy of the patient information printed.

The screenshot displays the Digital Rx interface for a patient named Winston Addington. The top navigation bar includes various alert and queue indicators. The main content area shows the 'New Rx Pad' and 'SS Medication History' tabs. A red alert message is visible: 'If you want to edit PA and OnPriority then Please go back to rxpad via Edit to uncheck PA and OnPriority. As per State regulatory, All prescriptions must be sent electronically only.' Below this, the 'Allergy and Drug Interactions' section is shown, followed by a 'Prescriptions Summary' table. The table lists a prescription for 'Cosentyx 150 MG/ML Subcutaneous Solution Prefilled Syringe' with a date of 04/27/2023. At the bottom of the prescription details, the 'Patient Education' button is highlighted with a red box. The interface also includes a sidebar with patient details and a right-hand navigation menu.

## 6.13. Pharmacy Selection

1. **Retail Pharmacies** – that operate from store fronts.
2. **Mail Order Pharmacies** – that operate from non-retail facilities and accept only mail-order, fax, or electronic prescriptions (no walk-ins).
3. **Long Term Care Pharmacies** – specialized pharmacies serving patients in long term care facilities such as nursing homes, assisted or extended-care facilities, and retirement homes. Services are generally available only to residents of the facility and are available 24 hours a day.
4. **Fax Only Pharmacies** – these are pharmacies of any of the above three service types, that are not connected to the Surescripts electronic prescription information exchange but that have been added to the Digital Rx pharmacy list at user request for easy fax communication from within Digital Rx.
5. The list includes most pharmacies across the United States.
6. When searching for a retail pharmacy, finding a pharmacy near the patient is a priority. For this reason, you must select a state to narrow the list of pharmacies displayed.

7. When selecting only by state the list can still be quite long. You can further narrow the search by entering all or part of the pharmacy name, all or part of a city, or a zip code.
8. If the patient has a particular pharmacy in mind and has the phone number, you can enter the phone number to quickly find the pharmacy location they want.

- When searching for a mail-order pharmacy, the physical location of the pharmacy is usually not important, so use of the State selector is optional.
- The pharmacies available in the **drop-down list** are **patient specific**.
- The pharmacies available in the **Favorite Pharmacies** are **physician specific**.

## 6.14. How to Select the Pharmacy

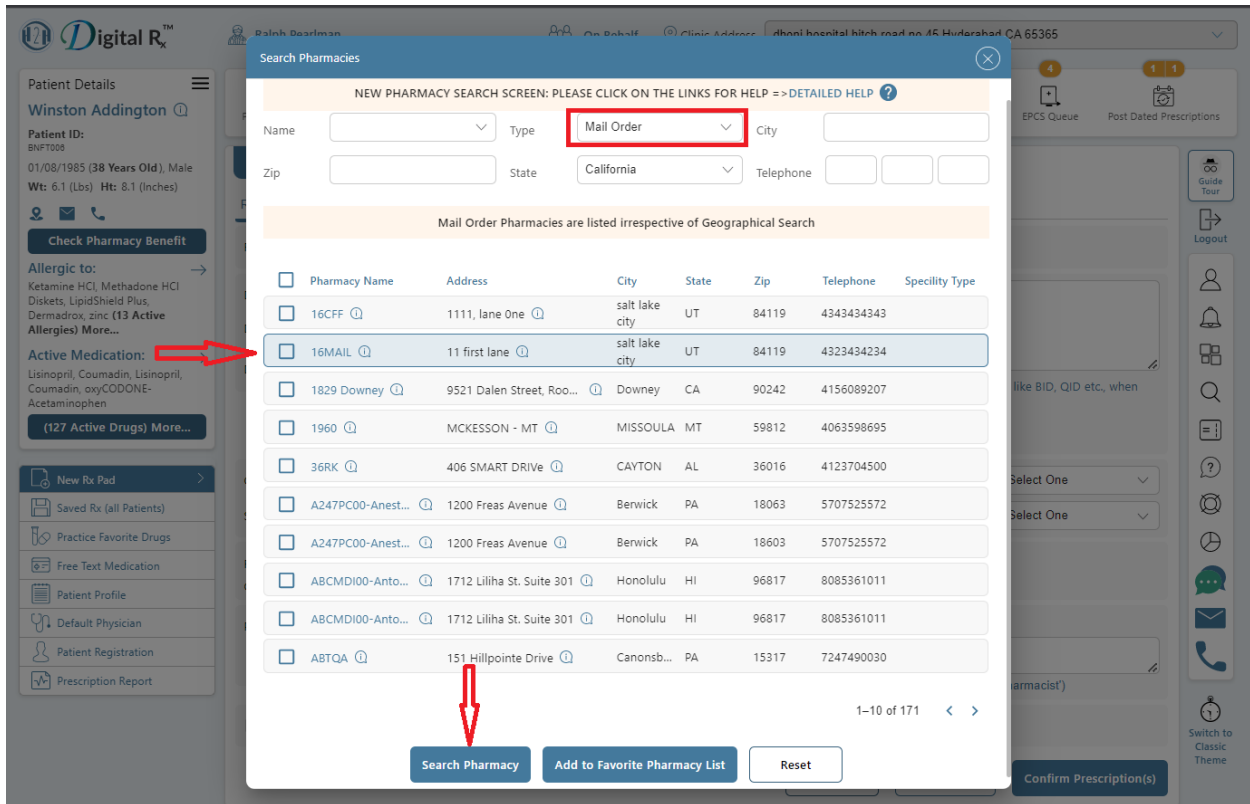
1. After completing the steps of how to write a prescription, now select the correct pharmacy at the bottom of the **New Prescription** screen. The selected pharmacy will be displayed in the pharmacy field.
2. If the selected pharmacy is correct, click on **Confirm Prescription(s)**.

- To view and select from a drop-down list of pharmacies which are recently used by a patient, click on the pharmacy drop-down and choose the pharmacy to send the prescription.
- To search for a complete list of Surescripts pharmacies, click on the **Search Pharmacy** button, which will display the **New Pharmacy Search** screen.

## 6.14.1. How to Search for a Mail-order or Fax only Pharmacy

- Click on the **Search Pharmacy** button and a **New Pharmacy Search Screen** will appear.
- In the **New Pharmacy Search** Screen, on the right-hand side, there is a drop-down for the Type field.
- Click on the drop-down and then select **Mail order** or **Fax only**.

- Mail-order pharmacies will be listed irrespective of their geographical location
- To narrow down the list of pharmacies to be displayed, complete the other selection fields appearing on the search window.
- Click on **Search Pharmacy** to get the desired results.
- Select one pharmacy from list of pharmacies.

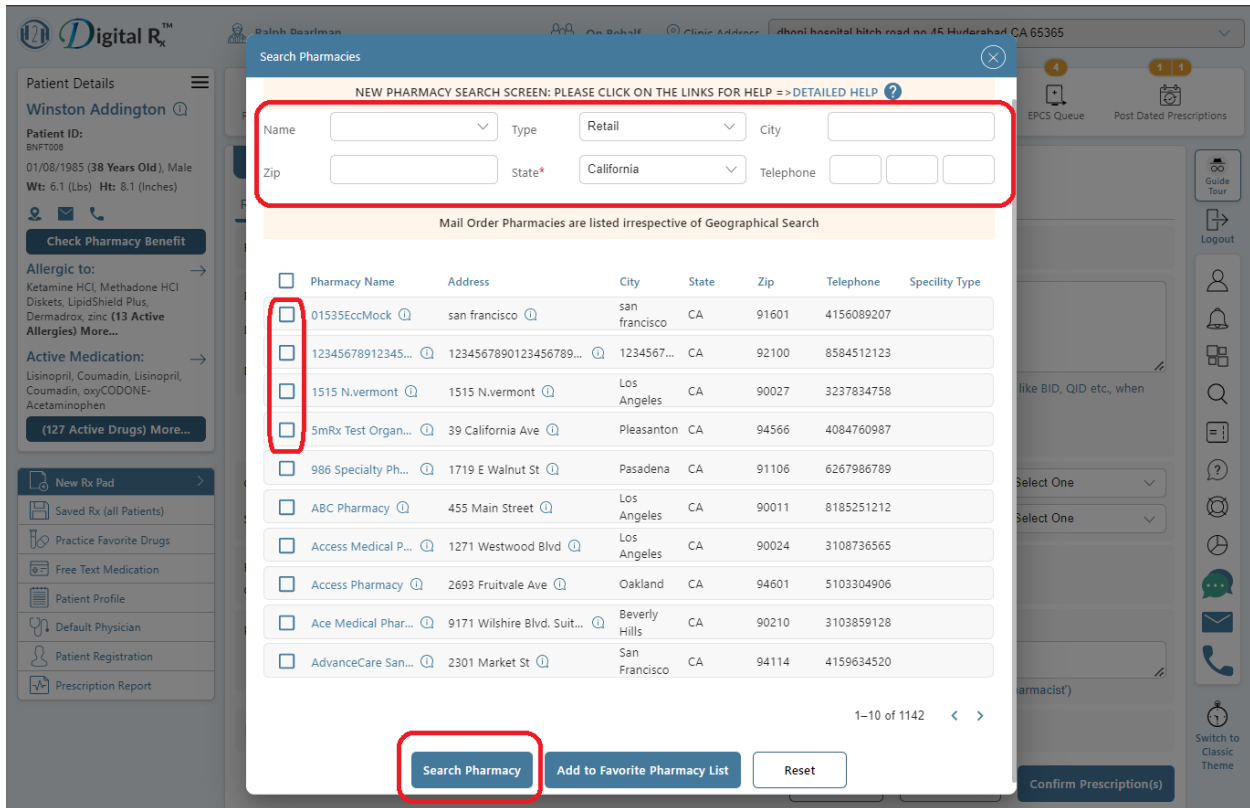


- Fax-only pharmacies are the ones which are manually added by the Digital Rx team based on the request of the prescriber and these pharmacies will not be part of Surescripts Network.
- As the name suggests, when the prescriber tries to click on the send to pharmacy button, the prescriptions to these pharmacies will be sent via fax.

## 6.14.2. How to Search for a Retail Pharmacy

1. If a patient has not received any prescription using Digital Rx, it means they have not yet set the preferences for the pharmacies to be stored. Use the pharmacy search function to identify the pharmacy they would like to use.
2. Click on the **Search Pharmacy** button in the **New Prescription** screen and the pharmacy search screen will appear.

3. To search for the **Retail** pharmacy, click on the drop-down beside the type of field and then select the retail option from the drop-down.
4. Click on the drop-down beside the state and then select the correct state. Selection of **State** is mandatory when searching for a retail pharmacy. There are other fields to enter additional information to narrow down the search results.
5. Type one or more letters of the pharmacy name in the **Name** field.
6. Type one or more letters of the city name where the pharmacy is in the **City** field.
7. Type one or more digits of the zip code in the **Zip** field. Type one or more digits of the phone number in the **Telephone No.** field.
8. Click on the **Search Pharmacy** to display a list of pharmacies.
9. Select one pharmacy from the list of pharmacies.
10. Selected pharmacy will display in the pharmacy field in the **Confirm Prescription(s)** view.



11. The newly selected pharmacy will be displayed under the drop-down list of pharmacies for easy selection in future.

12. Click on **Add Favourite Pharmacy List** button to add the pharmacy to the favourite list.

## 6.15. Confirm Prescription

The final step in the process is to review the prescription summary and confirm the order before it is sent to the pharmacy. This is also a point in the prescription writing process at which Digital Rx provides easy access to patient education information.

1. Click on **Confirm Prescription(s)**, a window will be displayed on which review the following:

The screenshot displays the 'New Rx Pad' interface for patient Winston Addington. The interface includes a top navigation bar with various alert icons (Pending Refills, Refill Alerts, Rx Alerts, Rx Change, Rx Change Alerts, Rx Fill, Rx Fill Alerts, EPA Holding Queue, EPA Worklist, EPCS Queue, Post Dated Prescriptions) and a patient summary section. The main area is titled 'Rx 1 Summary' and contains the following fields:

- Rx Benefit Source:** [Dropdown]
- Drug Name\*:** Cosentyx
- Drug type:** Branded, Rx, Add to favorite drug
- Drug\*:** Cosentyx 150 MG/ML Subcutaneous Solution Prefilled Syr
- SIG\*:** Inject 1 Film(s) as directed
- Qualifier\*:** Milliliter
- Quantity\*:** 1
- Daily Max Dose:** [Dropdown]
- WC/XFR:** Select One
- Substitutions:** Substitution Allowed
- Refill:** 0
- Days Supply:** 0
- Type:** Select One
- Formulary Status:** Unknown Status
- Copay:** Info. not available
- Coverage:** Info. not available
- Pharmacy\*:** 12345678912345678912345678912345678, 1234
- Note to Pharmacist:** [Text area]
- Doctors Notes:** [Text area]
- Post Dated Prescription:** [Checkbox]

At the bottom right of the interface, the **Confirm Prescription(s)** button is highlighted with a red box.

2. Any drug interactions or allergy warnings displayed above the medication listings.
3. To review general information about the medication prescribed, click on the **Patient Education** button.

- To make changes or modify a composed prescription, click on Edit which will return to the composing view.

The screenshot displays the Digital Rx interface for a patient named Winston Addington. The interface includes a top navigation bar with various status indicators (e.g., Pending Refills: 2, Refill Alerts: 39, Rx Alerts: 1, Rx Change: 0, Rx Change Alerts: 0, Rx Fill: 7, Rx Fill Alerts: 11, EPA Holding Queue: 4, EPA Worklist: 9, EPCS Queue: 1, Post Dated Prescriptions: 1). The main content area shows the 'Rx 1' summary, which includes a warning about editing PA and OnPriority, an 'Allergy and Drug Interactions' section with a 'Show' button, and a 'Prescriptions Summary' table. The 'Prescriptions Summary' table lists the following details:

Rx No	Rx Date	Fmlry. Status
1	04/27/2023	Unknown Status

Below the table, there are buttons for 'Adverse Effects', 'Drug to Food Interactions', and 'Patient Education'. A red arrow points to the 'Patient Education' button. At the bottom of the interface, there are buttons for 'Remove', 'Save', 'Print', 'Send & Print', 'Add to Medication History', and 'Send to Pharmacy'.

## 6.16. How to Send a Prescription to A Listed Pharmacy

The pharmacy search list includes both Surescripts and non-Surescripts pharmacies at user request to facilitate fax delivery of prescriptions. Click **Send to Pharmacy**. Digital Rx sends the prescription(s) electronically (or by fax to listed non-Surescripts pharmacies).

## 6.1.7. How to Print a Prescription

If a patient prefers to have one or more prescriptions to be printed, the prescriber can click on **Print** or **Send And Print**. In case of printing a prescription selection of a pharmacy is not required.

**Note:** As per regulatory mandates for some states this print button will not work.

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Build 6.3

## 6.18. How to Save a Prescription

A prescription can be saved for later use for a given patient.

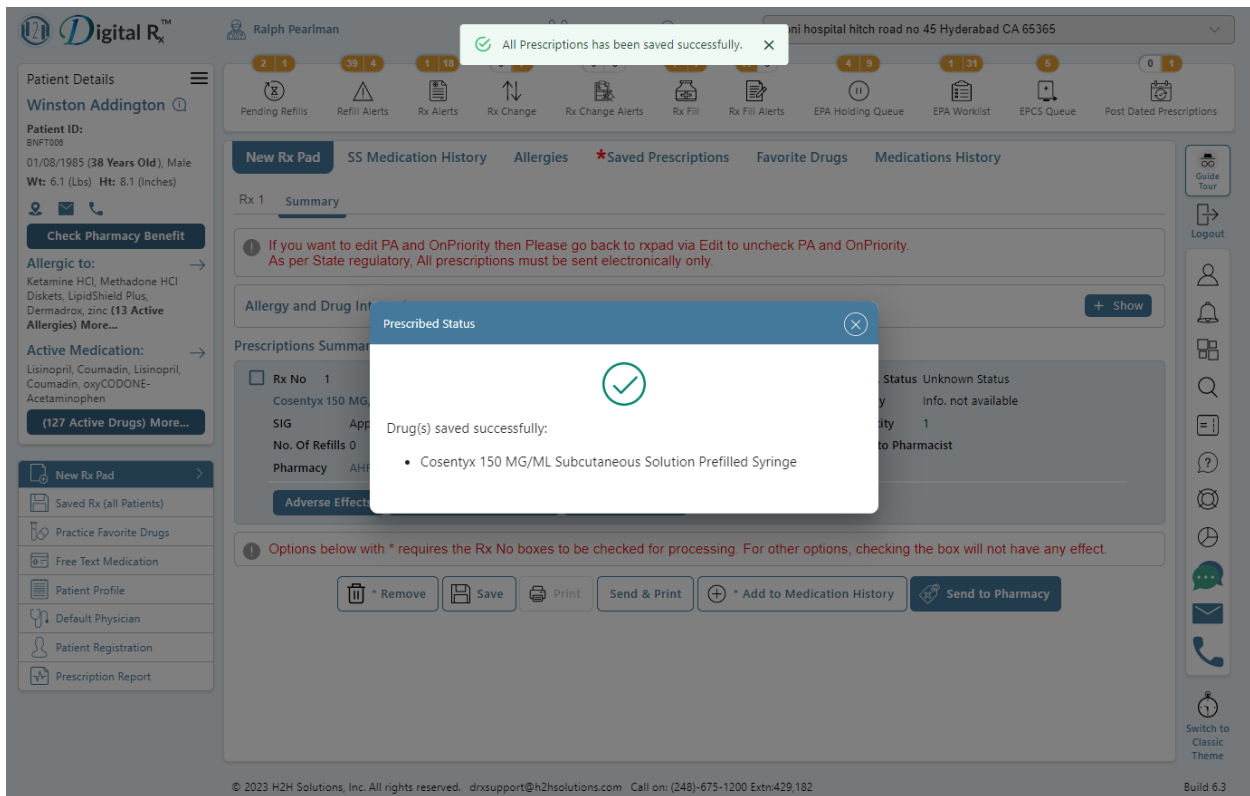
1. Search for the patient and select the patient.
2. Enter the benefit source, drug, complete SIG, and quantity information as a part of the prescription writing process
3. Click on **Confirm Prescription(s)**. The confirm prescription view will be displayed.

The screenshot displays the Digital Rx interface for a patient named Winston Addington. The main area is the 'New Rx Pad' for 'Rx 1 Summary'. The drug is 'Cosentyx 150 MG/ML Subcutaneous Solution Prefilled Syr'. The form includes fields for 'Drug Name', 'Drug type', 'Drug\*', 'Route of Administration', 'Dose', 'Units', 'Freq', 'SIG', 'Qualifier', 'Quantity', 'Substitutions', 'Refill', 'Pharmacy', 'Daily Max Dose', 'WC/XFR', 'Days Supply', and 'Type'. At the bottom right, there are buttons for 'Reset', 'Add New', and 'Confirm Prescription(s)'. A red arrow points to the 'Confirm Prescription(s)' button, which is labeled with the number '3'. The footer contains copyright information: '© 2023 H2H Solutions, Inc. All rights reserved. drxsupport@h2hsolutions.com Call on: (248)-675-1200 Extn:429,182' and 'Build 6.3'.

4. Click on **Save** button.

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5. A **Prescription Status** dialog displays listing the prescription or prescriptions that are saved.
6. Click **Close** to continue.



## 6.19. How to Inactive a Prescription

If a patient is no longer taking medication, the information can be noted in the patient medication history by inactivating the prescription.

1. Select the patient and the **New Prescription Screen** will be displayed, click on the **Medications History** tab to display the medication history view.

The screenshot displays the Digital Rx interface for a patient named Winston Addington. At the top, there are navigation tabs: 'New Rx Pad', 'SS Medication History', 'Allergies', '\*Saved Prescriptions', 'Favorite Drugs', and 'Medications History' (which is highlighted with a red box). Below the tabs, there is a form for adding or editing a medication. The form includes fields for 'Drug Name\*', 'Drug type', 'Route of Administration\*', 'Dose\*', 'Units\*', 'Freq\*', 'SIG\*', 'Qualifier\*', 'Quantity\*', 'Substitutions', 'Refill', 'Pharmacy\*', 'Daily Max Dose', 'WC/XFR', 'Days Supply', and 'Type'. There are also buttons for 'Reset', 'Add New', and 'Confirm Prescription(s)'. On the right side, there is a vertical toolbar with icons for 'Guide Tour', 'Logout', 'Profile', 'Alerts', 'Grid', 'Search', 'Info', 'Help', 'Calendar', 'Messages', 'Email', and 'Phone'. At the bottom, there is a footer with copyright information and a 'Build 6.3' label.

2. Select the check box next to each medication the patient is no longer using.
3. Then click the **Inactive Drug(s)** button at the bottom of the view.

**Medications History**

Drug Description	SIG	Date	Type	Status	Physician	Active	Actions
<input checked="" type="checkbox"/> Lisinopril 10 MG Oral Tabl...	1 TABLET DAILY	04/28/2023	NEWRX	E*S	Rose Jessica	Y	
<input type="checkbox"/> Coumadin 2.5 MG Oral Ta...	1 TABLET DAILY	04/26/2023	NEWRX	P*S	A Johna	Y	
<input type="checkbox"/> Lisinopril 2.5 MG	1 TABLET DAILY	04/26/2023	NEWRX	P*S	CLERK LEE	Y	
<input type="checkbox"/> Coumadin 1 MG Oral Tabl...	1 TABLET DAILY	04/25/2023	NEWRX	P*S	spark ven	Y	
<input type="checkbox"/> oxyCODONE-Acetaminop...	Instill 1 tablet(s) as neede...	04/25/2023	NEWRX	P*S	spark ven	Y	
<input type="checkbox"/> Cosentyx 150 MG/ML Su...	Inject 2 ML as directed	04/24/2023	NEWRX	P*S	tester test	Y	
<input type="checkbox"/> Fetzima 120 MG Oral Cap...	Take 2 capsule(s) every 24...	04/24/2023	NEWRX	P*S	Test herk	Y	
<input type="checkbox"/> Valium 2 MG Oral Tablet	1 TABLET TWICE DAILY	04/23/2023	NEWRX	P*S	mand steve	Y	
<input type="checkbox"/> Lisinopril 5 MG Oral Tablet	Take 1 tablet(s)	04/14/2023	NEWRX	E*S	Rose Jessica	Y	

Buttons: Update Drug, **Inactivate Drug(s)**, Confirm Reprint/Refax, Confirm Cancellation(s), Confirm Prescription(s)

4. Provide a reason for inactivating the prescription either by selecting from the **“Reason for inactivation”** drop-down list or click **use free text** and then type a reason for inactivation in the **“Free text reason”** field.
5. Click on the **Submit** button.

**Medication Inactivation**

Drug Name: Lisinopril 10 MG Oral Tablet

Reason for inactivation:

Free text reason:

Use free text

**Submit**

6. The **Active Medications** view of the **Medications History** screen redisplay.

## 6.20. How to Modify SIG of an Existing Prescription

The only aspect of an existing prescription to change in the prescription history is the SIG, only by providing a strong reason for the change.

1. Select the patient and the New Prescription screen will be displayed, click on the Medications History tab to display the medication history view.

The screenshot shows the Digital Rx interface for a patient named Winston Addington. The 'Medications History' tab is selected and highlighted with a red box. The main area displays a form for editing a prescription (Rx 1). The form includes fields for Rx Benefit Source, Drug Name, Drug type, Route of Administration, Dose, Units, Freq, SIG, Qualifier, Quantity, Substitutions, Refill, Pharmacy, and Daily Max Dose. There are also buttons for 'Reset', 'Add New', and 'Confirm Prescription(s)'. A 'Note to Pharmacist' field is visible at the bottom of the form.

2. Select the required drug from the medication history.
3. Click on **Update Drug**. The drug update view will be displayed.

**Patient Details**  
**Winston Addington**  
 Patient ID: BNFT008  
 01/08/1985 (38 Years Old), Male  
 Wt: 6.1 (Lbs) Ht: 8.1 (Inches)

**Check Pharmacy Benefit**

**Allergic to:**  
 Ketamine HCl, Methadone HCl Diskets, LipidShield Plus, Dermadox, zinc (13 Active Allergies) More...

**Active Medication:**  
 Lisinopril, Coumadin, Lisinopril, Coumadin, oxyCODONE-Acetaminophen  
 (127 Active Drugs) More...

**Medications History**

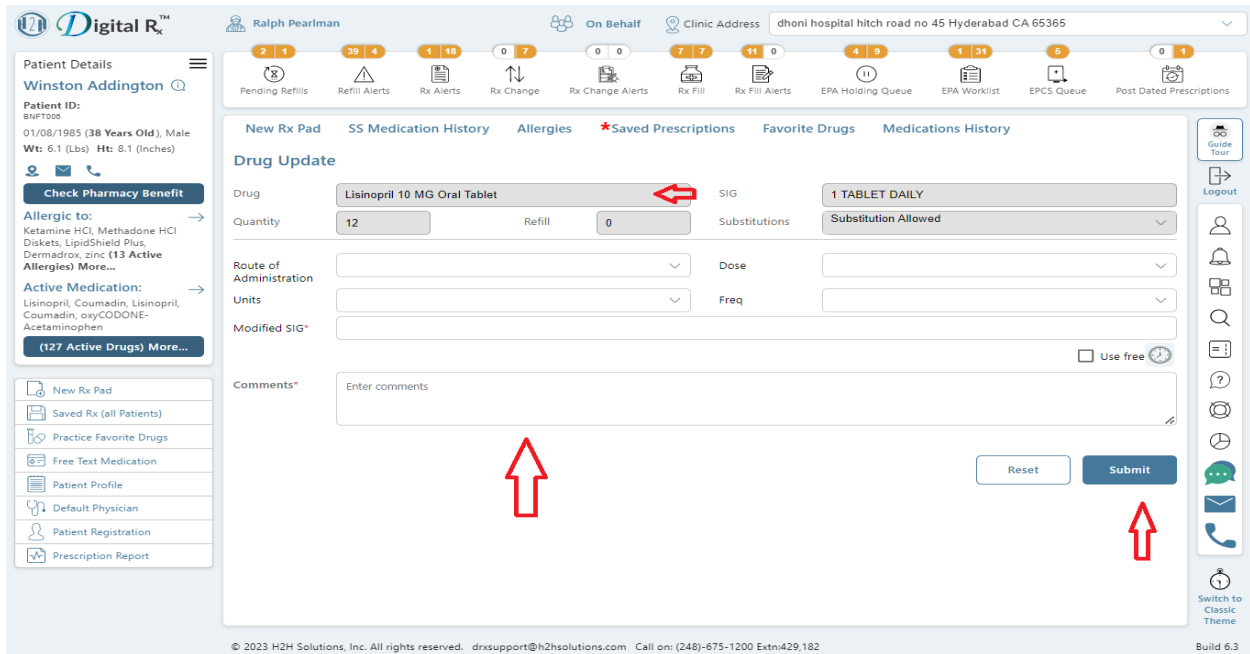
Drug Description	SIG	Date	Type	Status	Physician	Active	Actions
<input type="checkbox"/> Lisinopril 10 MG Oral Tabl...	1 TABLET DAILY	04/28/2023	NEWRX	E*S	Rose Jessica	Y	
<input type="checkbox"/> Coumadin 2.5 MG Oral Ta...	1 TABLET DAILY	04/26/2023	NEWRX	P*S	A Johna	Y	
<input type="checkbox"/> Lisinopril 2.5 MG	1 TABLET DAILY	04/26/2023	NEWRX	P*S	CLERK LEE	Y	
<input type="checkbox"/> Coumadin 1 MG Oral Tabl...	1 TABLET DAILY	04/25/2023	NEWRX	P*S	spark ven	Y	
<input type="checkbox"/> oxyCODONE-Acetaminop...	Instill 1 tablet(s) as neede...	04/25/2023	NEWRX	P*S	spark ven	Y	
<input type="checkbox"/> Cosentyx 150 MG/ML Su...	Inject 2 ML as directed	04/24/2023	NEWRX	P*S	tester test	Y	
<input type="checkbox"/> Fetzima 120 MG Oral Cap...	Take 2 capsule(s) every 24...	04/24/2023	NEWRX	P*S	Test herk	Y	
<input type="checkbox"/> Valium 2 MG Oral Tablet	1 TABLET TWICE DAILY	04/23/2023	NEWRX	P*S	mand steve	Y	
<input type="checkbox"/> Lisinopril 5 MG Oral Tablet	Take 1 tablet(s)	04/14/2023	NEWRX	E*S	Rose Jessica	Y	

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**Update Drug** Inactivate Drug(s) Confirm Reprint/Refax Confirm Cancellation(s) Confirm Prescription(s)

● Free Text Prescriptions ● Error/Failed Prescriptions ● Obsolete Prescriptions

4. Go to **SIG** field to change SIG information.
5. Enter the reason for the change in the **Comments** box.
6. Click on the **Submit** button.



## 6.21. How to Reprint or Re-fax a prescription

If a prescription was previously printed or faxed, follow these steps to **reprint** or **refax** the prescription.

The screenshot shows the 'New Rx Pad' form with the following fields and options:

- Patient Details:** Winston Addington, Patient ID: BNFT008, 01/08/1985 (38 Years Old), Male, Wt: 6.1 (Lbs), Ht: 8.1 (Inches).
- Navigation:** New Rx Pad, SS Medication History, Allergies, Saved Prescriptions, Favorite Drugs, Medications History.
- Form Fields:**
  - Rx Benefit Source: Select Benefit Source
  - Benefits: NONE
  - Drug Name\*: [Dropdown]
  - Route of Administration\*: [Dropdown]
  - Dose\*: [Dropdown]
  - Drug type: All
  - Units\*: [Dropdown]
  - Freq\*: [Dropdown]
  - SIG\*: [Text Field]
  - Qualifier\*: Select Qualifier
  - Quantity\*: 0
  - Substitutions: Substitution Allowed
  - Refill: 0
  - Pharmacy\*: AHF Pharmacy Valley, 4940 Van Nuys Blvd Ste. 20
  - Buttons: Note to Pharmacist, Doctors Notes
  - Buttons: Reset, Add New, Confirm Prescription(s)

1. Select the patient to prescribe and then click on the **Medication History** tab, it will display the patient's medical history with all the active prescriptions.
2. Select the check box to the left of one or more prescriptions to confirm.
3. Click **Confirm Reprint/Refax** to reprint and refax the prescription. Digital Rx repeats the print, fax or print and fax action by which the prescription was previously communicated.

The screenshot shows the 'Medications History' table with the following columns and data:

Drug Description	SIG	Date	Type	Status	Physician	Active	Actions
<input type="checkbox"/> Lisinopril 10 MG Oral Tabl...	1 TABLET DAILY	04/28/2023	NEWRX	E*S	Rose Jessica	Y	[Print] [Fax]
<input type="checkbox"/> Coumadin 2.5 MG Oral Ta...	1 TABLET DAILY	04/26/2023	NEWRX	P*S	A Johna	Y	[Print] [Fax]
<input type="checkbox"/> Lisinopril 2.5 MG	1 TABLET DAILY	04/26/2023	NEWRX	P*S	CLERK LEE	Y	[Print] [Fax]
<input type="checkbox"/> Coumadin 1 MG Oral Tabl...	1 TABLET DAILY	04/25/2023	NEWRX	P*S	spark ven	Y	[Print] [Fax]
<input type="checkbox"/> oxyCODONE-Acetaminoph...	instill 1 tablet(s) as neede...	04/25/2023	NEWRX	P*S	spark ven	Y	[Print] [Fax]
<input type="checkbox"/> Cosentyx 150 MG/ML Su...	Inject 2 ML as directed	04/24/2023	NEWRX	P*S	tester test	Y	[Print] [Fax]
<input type="checkbox"/> Fetzima 120 MG Oral Cap...	Take 2 capsule(s) every 24...	04/24/2023	NEWRX	P*S	Test herk	Y	[Print] [Fax]
<input type="checkbox"/> Valium 2 MG Oral Tablet	1 TABLET TWICE DAILY	04/23/2023	NEWRX	P*S	mand steve	Y	[Print] [Fax]
<input type="checkbox"/> Lisinopril 5 MG Oral Tabl...	Take 1 tablet(s)	04/14/2023	NEWRX	E*S	Rose Jessica	Y	[Print] [Fax]

Buttons at the bottom: Update Drug, Inactivate Drug(s), **Confirm Reprint/Refax**, Confirm Cancellation(s), Confirm Prescription(s).

## 7. How to Add Prescriptions to Patient's Medication History

Prescriptions written using Digital Rx will be automatically added to the patient's medication history. The below instructions describe how to manually add prescriptions which were written outside of Digital Rx when a patient is taken to their electronic medication history without issuing a new prescription.

1. Select the patient to whom the prescription needs to be sent.
2. Select the benefit source from the drop-down if any.
3. Select the drug.
4. Specify the SIG information like delivery method, dosage, units, schedule, qualifier, quantity, substitution allowance etc.
5. Select the pharmacy to send the prescription by choosing from the list of pharmacies by clicking on the **Search Pharmacy** button.
6. If one more medication needs to be prescribed to the patient, click on the **Next Prescription(s)** button.
7. Once the medications are entered and there are no changes to edit, click on the **Confirm Prescription(s)** button.
8. At the Confirm Prescription view, click on the **Add to Medication History** button instead of clicking on the **Send to Pharmacy** button or **Send and Print** or **Print**.

## 8. How to Work with Patient's Medication History

Select the patient to prescribe and then click on the Medication History tab, it will display the patient's medical history with all the active prescriptions.

Perform any of the below actions by selecting the checkboxes of one or more displayed prescriptions.

Click on Confirm Prescription(s) to display prescription information on the confirmation view of the New Prescription screen and then:

- Review drug-allergy and drug-drug interaction information.
- Click Adverse Effects, Drug to Food Interactions or Patient Education to access the information.

Click on **Inactivate drugs** to inactivate a prescription. The Medication Inactivation view displays. Select a reason for inactivation from the provided list of drop-down or click use free

text then type your own reason in the Free text reason field. Click **Submit** to inactivate the prescription.

**Note:** this only creates a record in Digital Rx regarding the change in status for this prescription. No communication is sent to the pharmacy or patient during this process.

Click **Confirm Cancellation(s)** to send a cancellation message to the pharmacy to which the original prescription was sent. This prevents filling of the prescription by the patient if it has not yet been filled and cancels any refills that had been authorized for the prescription. Note: this does not send any communication to the patient.

Click **Update Drug** to modify the SIG information on a prescription. The selected prescription displays on the Drug Update view. Modify the SIG as desired, type the required comment explaining the reason for the change, then click **Update**.

Click **Confirm Reprint/Refax** to reprint and/or refax the prescription. Digital Rx repeats the print, fax or print and fax action by which the prescription was previously communicated. Try any of the following without selecting the checkboxes:

- Click **Active Medication(s)** or Complete History.
- Click on the **printer** icon at the right end of a prescription to reprint a prescription.
- Click the **arrow** on a column heading to sort the prescriptions list by that characteristic.
- Status** Column: hover cursor over the values in the column to view help text explaining the recent history and status of each prescription.

## 9. SS Medication History

Surescripts Medication History equips healthcare providers who care for patients with access to a patient's medication history across providers, as part of the medication reconciliation process at the point of care. To provide this service, Surescripts securely connects to a patient's medication history data stored in the databases of community pharmacies and pharmacy benefit managers. Surescripts then presents that data to healthcare providers through their certified software vendor

Surescripts requires that healthcare providers obtain all necessary patient consents, including those required by all applicable federal and state laws and regulations, prior to electronically

accessing a patient's medication history. Surescripts also permits patients to opt out of participating in the Medication History service; requests to opt out should be directed to the patient's healthcare provider.

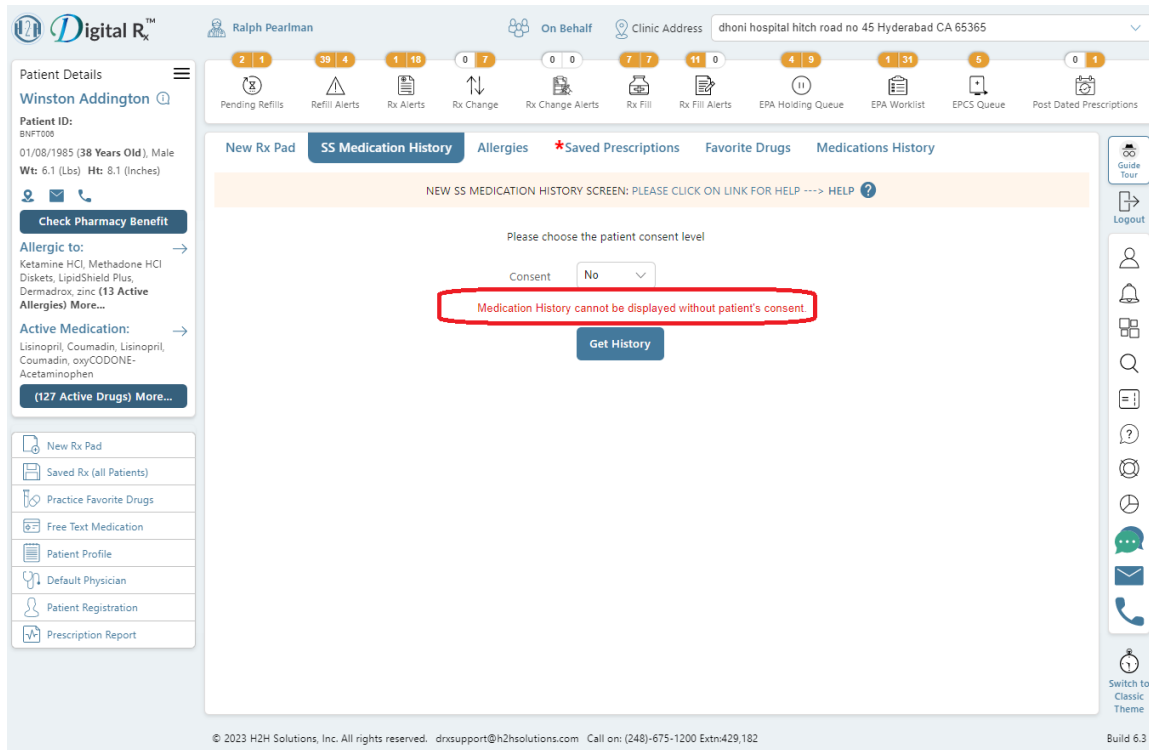
Below are the screens that helps in understanding the functionality and flow of SS Medication History:

1. When the prescriber clicks on the **"SS Medication History"** tab from Prescriber Menu, the screen below gets invoked with the Patient's consent level drop-down field and **"Yes"** & **"No"** as values to choose.
2. When the prescriber selects Patient's **Consent** level value as **"No"** from drop-down.

The screenshot displays the Digital Rx interface for a prescriber. The top navigation bar includes the Digital Rx logo, the prescriber's name (Ralph Pearlman), and the clinic address (dhoni hospital hitch road no 45 Hyderabad CA 65365). Below the navigation bar, there are several status indicators for various tasks: Pending Refills (2), Refill Alerts (39), Rx Alerts (4), Rx Change (1), Rx Change Alerts (16), Rx Fill (0), Rx Fill Alerts (7), EPA Holding Queue (7), EPA Worklist (7), EPCS Queue (11), and Post Dated Prescriptions (0). The main navigation menu includes 'New Rx Pad', 'SS Medication History' (highlighted with a red box), 'Allergies', 'Saved Prescriptions', 'Favorite Drugs', and 'Medications History'. The 'SS Medication History' section is currently active, showing a form for adding a new prescription. The form includes fields for 'Rx Benefit Source', 'Drug Name', 'Drug type', 'Qualifier', 'Substitutions', 'Pharmacy', 'Route of Administration', 'Dose', 'Units', 'Freq', 'SIG', 'Daily Max Dose', 'Days Supply', and 'Type'. A 'Consent' dropdown menu is visible, currently set to 'NONE'. The form also includes a 'Note to Pharmacist' field and a 'Doctors Notes' field. At the bottom of the form, there are buttons for 'Reset', 'Add New', and 'Confirm Prescription(s)'. The footer of the interface includes the copyright notice: © 2023 H2H Solutions, Inc. All rights reserved. drxsupport@h2hsolutions.com Call on: (248)-675-1200 Extn:429,182 and the version number: Build 6.3.

The screenshot displays the Digital Rx interface for a patient named Winston Addington. The left sidebar contains patient details, including ID, date of birth, gender, weight, and height, along with buttons for 'Check Pharmacy Benefit', 'Allergic to', and 'Active Medication'. The main area shows the 'SS Medication History' tab selected. A message at the top of the main area reads: "NEW SS MEDICATION HISTORY SCREEN: PLEASE CLICK ON LINK FOR HELP ----> HELP ?". Below this, a prompt asks the user to "Please choose the patient consent level". A dropdown menu is set to "No", and a "Get History" button is visible below it. Red arrows point to the "No" dropdown and the "Get History" button.

3. Click on the **Get History** button.
4. An error message will display on the screen stating that **“Medication history cannot be displayed without Patient consent”**.



5. When the prescriber selects the patient's consent level value as “**Yes**” from drop-down, upon selecting patient’s consent level value as “**Yes**” below grid shows-up with patient drug history and benefit source. Source qualifier column shows the records with the following:
  - P2 - Pharmacy/Fills
  - PY - Payer/PBM
6. At the bottom of the grid, you would see a button called “**Back to Medication History**” to go back to the SS Medication history screen

The screenshot shows the Digital Rx interface for a patient named Winston Addington. The top navigation bar includes the user name 'Ralph Pearlman', 'On Behalf', and 'Clinic Address: dhoni hospital hitch road no 45 Hyderabad CA 65365'. Below this is a row of alert icons with counts: Pending Refills (2), Refill Alerts (39), Rx Alerts (1), Rx Change (0), Rx Change Alerts (0), Rx Fill (7), Rx Fill Alerts (7), EPA Holding Queue (11), EPA Worklist (4), EPCS Queue (9), and Post Dated Prescriptions (0). The main content area is titled 'New Rx Pad' and 'SS Medication History'. It features a table with columns: Drug, Source, Date, Physician, Pharmacy, Fmlry. Status, and Copay. A 'Sort' button is located in the table header. The table currently displays 'No Records Found'. A red box highlights a 'Back to SS Medication History' button at the bottom of the table area. The left sidebar contains patient details for Winston Addington, including his ID, date of birth (01/08/1985), gender (Male), weight (6.1 Lbs), and height (8.1 Inches). It also lists his allergies and active medications. The bottom of the screen includes a disclaimer and copyright information: '© 2023 H2H Solutions, Inc. All rights reserved. drxsupport@h2hsolutions.com Call on: (248)-675-1200 Extn:429.182 Build 6.3'.

## 10. Status Codes of a Prescription

The **Medications History** screen displays both active and inactive prescriptions of a patient. The **Status** column indicates the method and outcome of the attempt on how the prescription has communicated with the pharmacy, or how the prescription was added to the patient medications history manually.

## 10.1. Possible Status Codes of a Prescription

Status Code	Meaning
E*S	Prescription sent to Pharmacy Successfully (New Rx/Refill(approved/Denied))
E*P	Prescription Pending at the Pharmacy end (New Rx/Refill(approved/Denied))
E*E	Prescription is Errored Out (New Rx/Refill(approved/Denied))
P*S	Prescription Printed Successfully
F*S	Prescription Faxed Successfully
F*P	Faxed Prescription Pending
T*E	Transaction Failed Electronically and Printed
A*S	Prescription got added to Medication History tab with Add to Medication History Function
E*S*R	Cancel Rx Request sent to Pharmacy
E*S*P	Cancel Rx Request Pending at Pharmacy
E*S*C	Cancel Rx Request Approved by Pharmacy
E*S*D	Cancel Rx Request Denied by Pharmacy
E*S*E	Cancel Rx Request Errored Out

## 11. Refills Functionality

### 11.1. Prescriber Registration for Refill Service

To receive and take necessary action on refill requests electronically, firstly the prescriber must be enabled for this service level in Digital Rx. There will not be any additional fee or charge from the Digital Rx side for enabling this service level. The prescriber must reach out to their EMR vendor or Digital Rx Support team to get this service enabled.

### 11.2. Refill Workflow

Upon enabling the Refill service level, the prescriber will start receiving the electronic prescription refill requests from the respective pharmacies and the received requests will be

under the pending refills or pending refill alerts link which will be displayed on the prescriber information band above the prescriber's name on Rx pad.

The numbers enclosed in the brackets after the Pending Refills link indicates the number of normal refills in pending state. The numbers enclosed in the brackets after the Pending Refill Alerts link indicates how many refill requests have issues that must be addressed before they can be processed. The response to a refill request is transmitted directly back to the pharmacy at which the patient requests the refill.

## 11.3. How to Work with Refill Requests

1. Click on **Rx Refills** tab, (or) **Pending Refills** link which will be displayed on the prescriber information band above the prescriber's name on Rx pad.

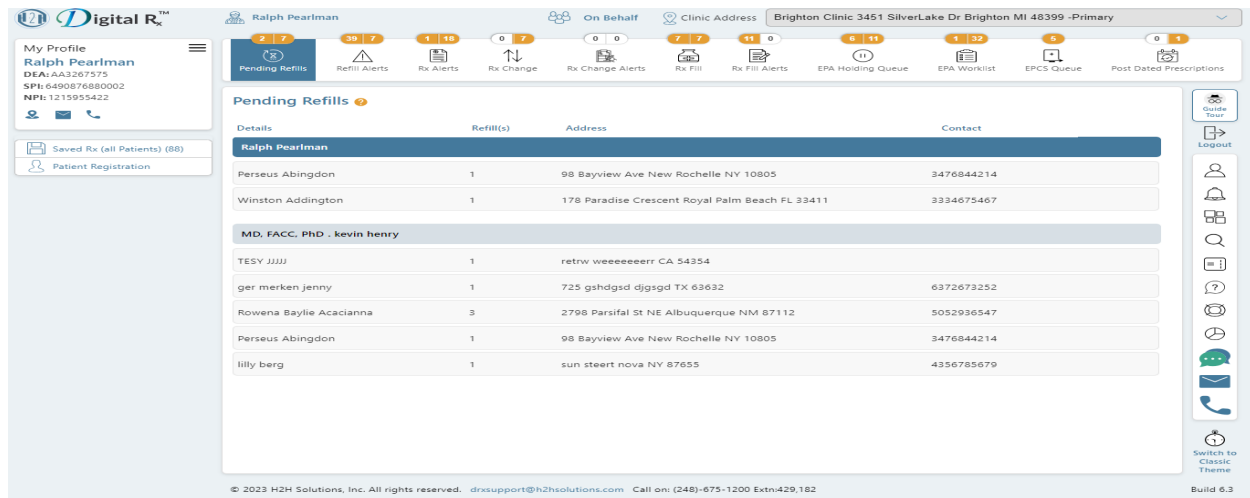
The Refills Authorization screen will be displayed. Each record on the screen corresponds to a patient with one or more refill requests pending.

The screenshot displays the Digital Rx interface for a prescriber named Ralph Pearlman. At the top, there is a navigation bar with several status indicators: Pending Refills (2 | 1), Refill Alerts (39 | 4), Rx Alerts (1 | 18), Rx Change (0 | 7), Rx Change Alerts (0 | 0), Rx Fill (7 | 7), Rx Fill Alerts (11 | 0), EPA Holding Queue (4 | 9), EPA Worklist (1 | 31), EPSC Queue (5), and Post Dated Prescriptions (0 | 1). The 'Pending Refills' link is highlighted with a red box. Below the navigation bar, the 'New Rx Pad' section is active, showing a form for entering prescription details. The form includes fields for Rx Benefit Source, Drug Name, Drug type, Route of Administration, Dose, Units, Freq, SIG, Daily Max Dose, WC/XFR, Days Supply, and Type. There is also a 'Note to Pharmacist' field and a 'Pharmacies' button. The bottom of the screen shows 'Reset', 'Add New', and 'Confirm Prescription(s)' buttons.

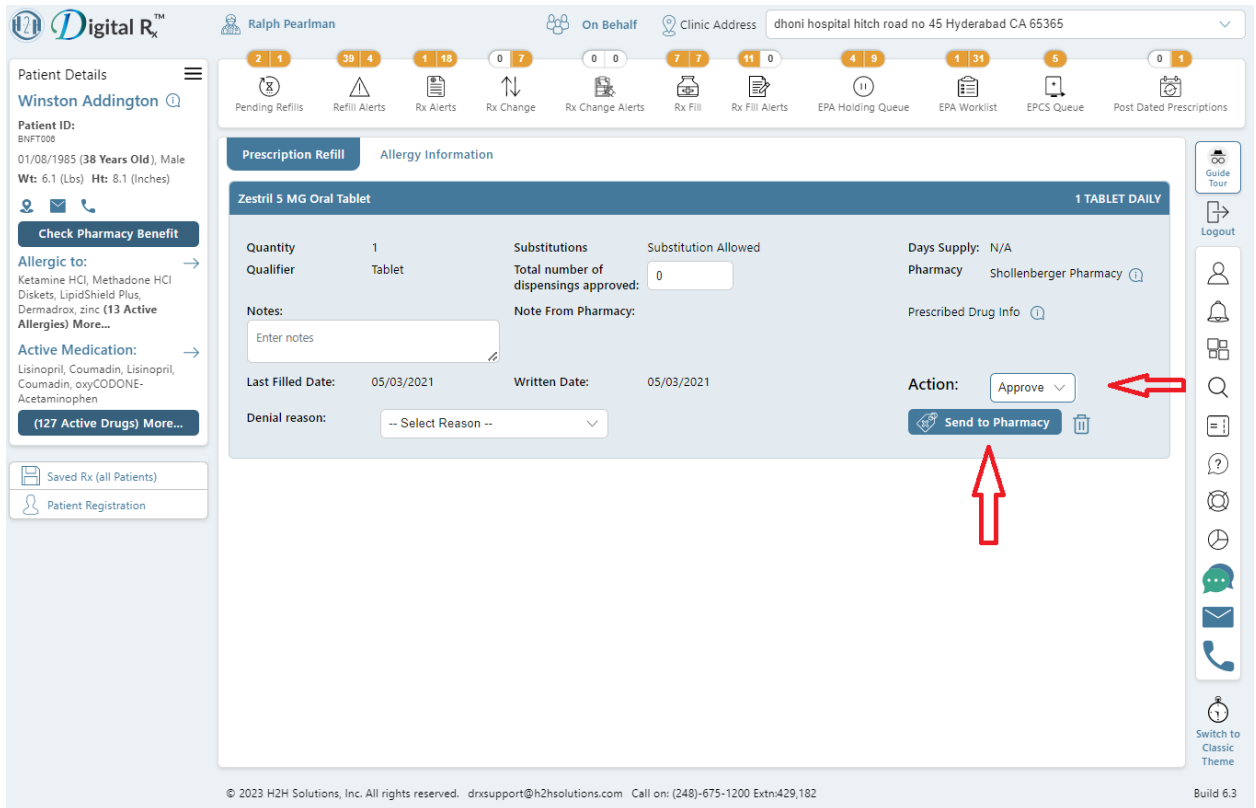
- **Pending Refill Alerts (X, Y):**  
X indicates how many refills are processed by the **current physician** and

Y indicates how many refills are processed by the **On Behalf**.

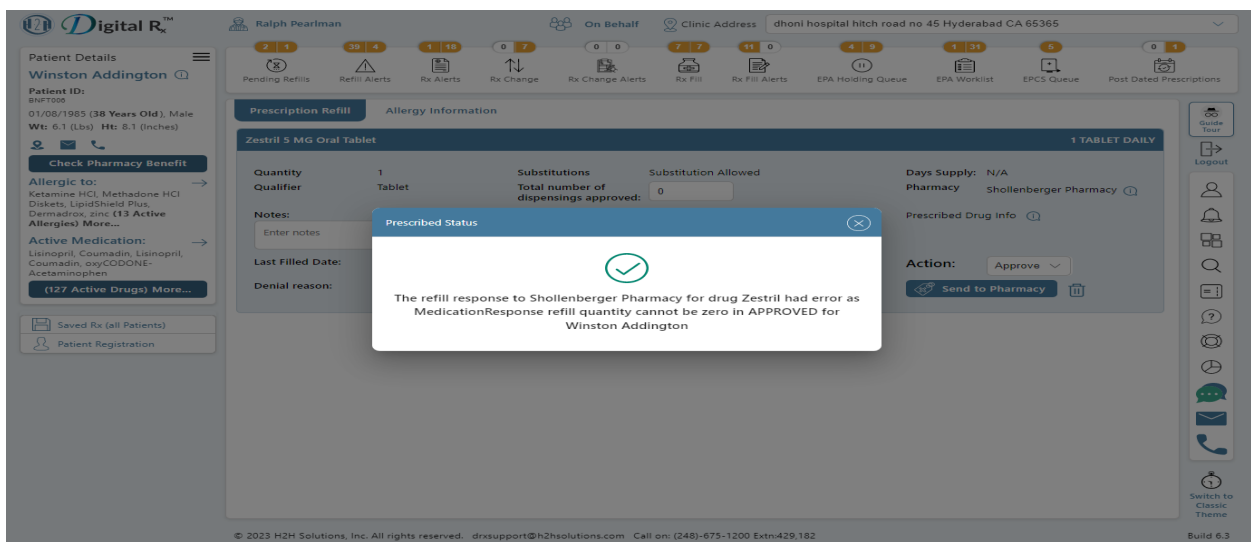
2. Click on any of the patient's names to work with refill requests. The Prescription Refill view of the Refills Authorization screen will be displayed.



3. Respond to the refill request by choosing any one of the following:
4. If prescriber is going with **Approved** action:
  - 4.1. Prescriber selects the **Approved** action to authorize refill requests.
  - 4.2. Click **Send to Pharmacy**. A message communicating the selected Action will be sent to the pharmacy.
  - 4.3. This prescription will be added in **Medication History**.



#### 4.4. A prescription status window will display and indicate that “Refill Drugs Approved And Sent Electronically”.



#### 5. If prescriber is going with **Replace** action:

- 5.1. Prescriber selects the **Replace** action in the refill action.
  - 5.2. Click on the **Send to Pharmacy** button.
  - 5.3. It will be redirected to the **New Rx** screen.
  - 5.4. Prescribe the drug and click on the **Confirm Prescription(s)** button.
  - 5.5. This prescription will be added in the **EPA Holding Queue** for further EPA process.
6. If prescriber is going with **Denied** action:
- 6.1.1. Prescriber selects the **Denied** action in the refill action.
  - 6.1.2. Select the most accurate reason for denial of the refill from the drop-down list in the **Denial reason** field.
  - 6.1.3. Click on the **Delete** button.
  - 6.1.4. The prescription will not be available anymore.

The screenshot displays the 'Prescription Refill' screen for a patient named Winston Addington. The medication is Zestril 5 MG Oral Tablet, with a quantity of 1 and a frequency of 1 TABLET DAILY. The 'Action' dropdown is set to 'Denied'. A red box highlights the 'Denial reason' dropdown menu, which is open and shows options like 'Patient Unknown to the Prescriber' and 'Patient never under Prescriber care'. Red arrows point to the 'Send to Pharmacy' button and the 'Denial' dropdown.

7. Click on the **Send to Pharmacy** button. A message communicating the selected **Action** will be sent to the pharmacy.

## 11.4. Update Digital Rx with Outside Refill Information

If a refill request received within Digital Rx has been dealt outside of Digital Rx by manually sending a fax, through a phone call, or by sending a renewal request to another pharmacy, then delete the pending refill request in Digital Rx to indicate the refill request has been handled:

1. Display the refill request as described above.
2. At the Prescription Refill view of the **Refills Authorization** screen, click **Delete** to delete the pending request.

## 12. Refill Alerts Functionality

If a refill request comes from a pharmacy and does not match exactly with the patient data, or the matching prescription is not found in the patient's history etc., Digital Rx creates a refill alert for such refill requests and the prescribers or other staff can take appropriate action.

### 12.1. How to Work with Refill Alerts

- Click on **Pending Refill Alerts**. The Refill Alerts screen will be displayed.
- Click on the patient name you want to process.

Patient	Drug	Alert Description	Alert Date
Perseus Abingdonee	Augmentin ES-600 600-42.9 MG/...	Patient Not Matched	05/11/2021
Perseus Abingdonee	Augmentin ES-600 600-42.9 MG/...	Patient Not Matched	05/11/2021
a Allen	Lipitor 10 MG Oral Tablet	Original Rx Not Matched.	09/03/2020
ag Allen	Lipistart Oral Powder	Patient Not Matched	08/24/2020
ab Allen	Lipistart Oral Powder	Patient Not Matched	08/20/2020
ar Allen	Lipistart Oral Powder	Patient Not Matched	08/20/2020
ab Allen	Lipistart Oral Powder	Patient Not Matched	08/20/2020
ah Allen	Lipistart Oral Powder	Original Rx Not Matched.Patient ...	08/20/2020
af Allen	Lipistart Oral Powder	Patient Not Matched	08/20/2020
at Allen	Lipistart Oral Powder	Original Rx Not Matched.Patient ...	08/20/2020

For a **“Patient Not Matched”** alert, a pop-up displays the patient’s name or names defined to Digital Rx most closely matching the name reported by the pharmacy.

- Click the patient’s name if the correct patient record displays. A Prescription Refill view of the Refills Authorization screen displays.
- For an **“Original Rx Not Matched. Drug Not Matched with Original New Rx”** alert, the Prescription Refill view of the Refills Authorization screen displays.

The screenshot shows the Digital Rx interface for a user named Ralph Pearlman. The top navigation bar includes a profile section, a status bar with various alert counts (e.g., Pending Refills: 2, Refill Alerts: 39), and a clinic address dropdown. The main content area is titled 'Pending Refill Alerts' and displays a form for a patient named Perseus Abingdonee. The form includes fields for Name, Patient ID, Age, Phone, Address, SSN, DOB, Gender, Written Date, Drug Description, SIG, Days Supply, Quantity, Note From Pharmacy, Substitutions, and Pharmacy. There are also fields for Last Filled Date, Medication Prescribed, Qualifier, Total number of dispensings approved, Note, and Denial Reason. At the bottom of the form are buttons for 'Back', 'Denied', 'Replace', and 'Approved'. The footer of the interface contains copyright information for H2H Solutions, Inc. and a 'Switch to Classic Theme' option.

## 13. Rx Alerts Functionality

- An Rx alert is an electronically generated notice to the prescriber that there may be a problem with a prescription, or some communication is required before the prescription can be processed by the pharmacy.
- All electronic communication between prescribers and pharmacies goes through Surescripts which acts as an intermediary. Digital Rx shows the status of communications for a patient’s prescriptions on the Medications History screen in the Status column.
- An Rx alert is created during the new prescription, refill, or prescription cancellation workflows when:

- Any attempted electronic communication to a pharmacy is not confirmed after a few automatic attempts. This can result from network congestion, or delays in the pharmacy’s computer system.
- A pharmacy or Digital Rx receives a communication but cannot process it for some reason.
- If information in a refill request received by Digital Rx from a pharmacy does not match with patient data or the original prescription, Digital Rx creates a Refill alert.
- There is a problem with the prescriber’s eligibility to send a prescription.
- Pending Rx Alerts are indicated on the row above the prescriber’s name by an exclamation point in a yellow triangle preceding the Rx Alerts link text. The numbers enclosed in the parentheses after the link text indicates the number of alerts which are in pending state.

## 13.1. How to Work with Rx Alerts

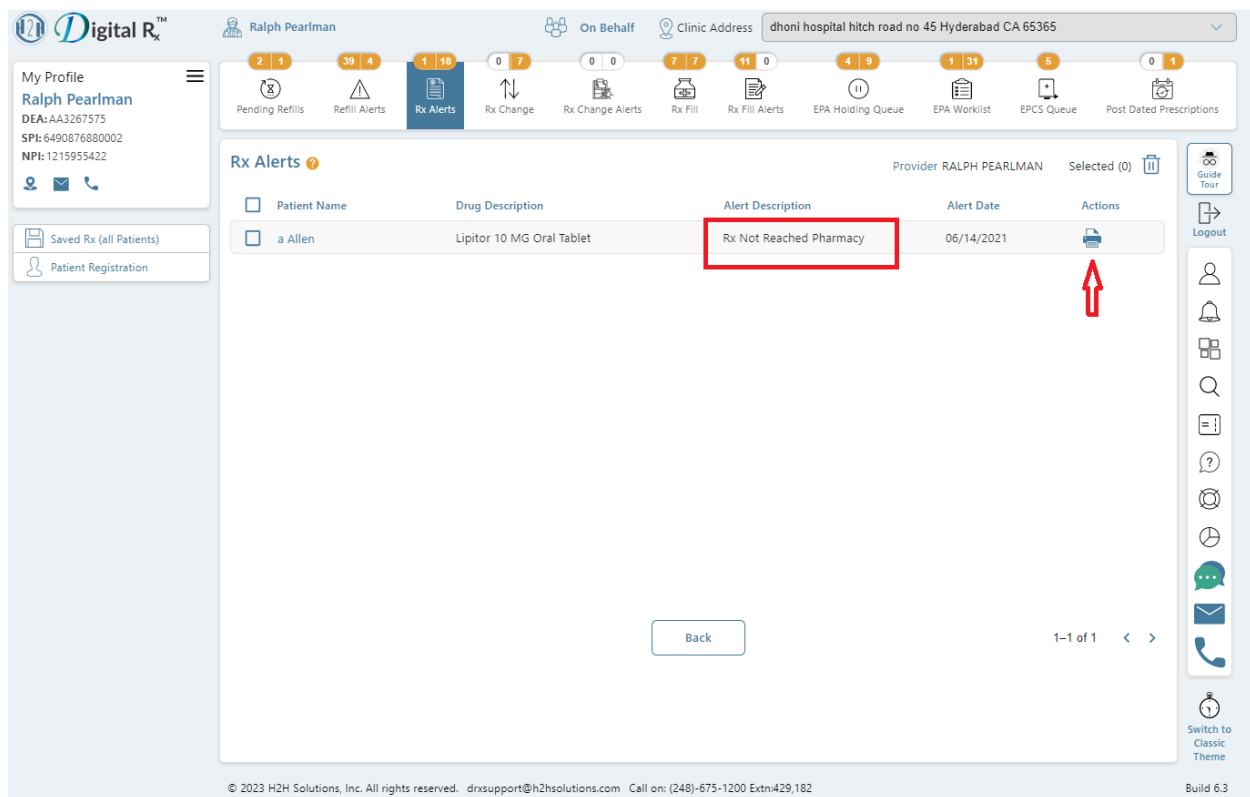
The screenshot shows the Digital Rx web application interface. At the top, there is a navigation bar with several icons and links. The 'Rx Alerts' link is highlighted with a red box. Below the navigation bar, there is a patient details section on the left, a main content area with a 'New Rx Pad' button, and a right sidebar with various utility icons. The main content area displays a form for creating a new prescription, including fields for drug name, dose, and pharmacy.

1. Click on **Rx Alerts**. The Rx Alerts screen will be displayed.

- **Rx Alerts (X, Y):**

X indicates how many Rx alerts are processed by the **current physician** and Y indicates how many Rx alerts are processed by the **On Behalf**.

2. Follow the below steps to print the prescription for hand delivery or manual faxing, If the **Alert Description** says, “**Rx Not Reached Pharmacy**”.
  - 2.1. Click the **Please Print this Prescription** link text near the right end of the prescription record. The prescriptions displayed on your screen are formatted for printing.
  - 2.2. Click the printer icon to print the prescription. The printer icon may be visible at the upper right corner of the prescription. Buttons for printing, saving the prescription to your computer and changing the view magnification display.



3. To delete the alert, click the **Delete** button.

The screenshot shows the Digital Rx interface for provider Ralph Pearlman. The top navigation bar includes the provider's name, clinic address, and various alert counts. The main content area displays a table of Rx Alerts. The first row is selected, and the patient name 'a Allen' is highlighted with a red box. A red arrow points to the Actions column for this row.

<input checked="" type="checkbox"/>	Patient Name	Drug Description	Alert Description	Alert Date	Actions
<input checked="" type="checkbox"/>	a Allen	Lipitor 10 MG Oral Tablet	Rx Not Reached Pharmacy	06/14/2021	

4. To view the alert, click the patient name.

My Profile  
Ralph Pearlman  
DEA: AA3267575  
SPE: 6490876880002  
NPI: 1215955422

2 1 Pending Refills  
39 4 Refill Alerts  
1 18 Rx Alerts  
0 7 Rx Change  
0 0 Rx Change Alerts  
7 7 Rx Fill  
11 0 Rx Fill Alerts  
4 3 EPA Holding Queue  
1 31 EPA Worklist  
5 EPCS Queue  
0 1 Post Dated Prescriptions

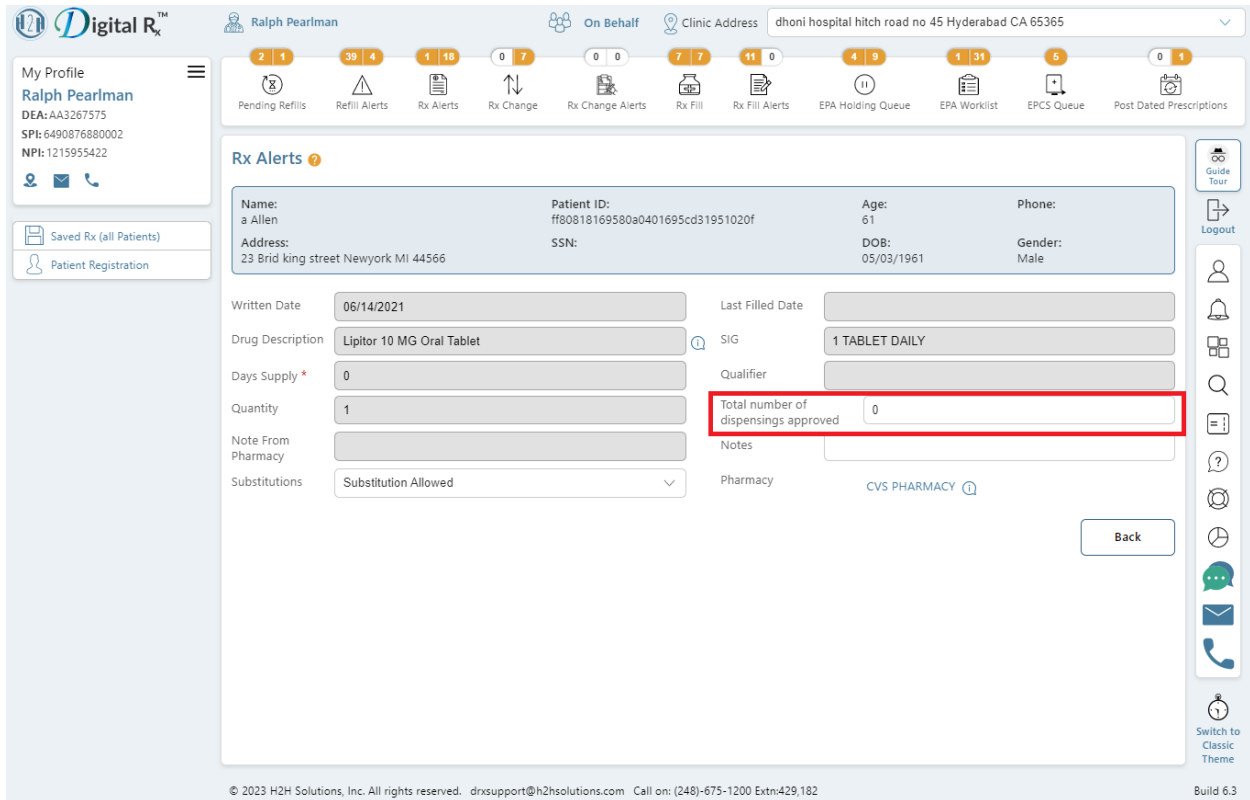
Rx Alerts  
Provider RALPH PEARLMAN Selected (0)

<input type="checkbox"/>	Patient Name	Drug Description	Alert Description	Alert Date	Actions
<input type="checkbox"/>	a Allen	Lipitor 10 MG Oral Tablet	Rx Not Reached Pharmacy	06/14/2021	

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5. The **Rx Alert** screen prescription view displays.



- To change the **Total number of dispensings approved** and/or type a note to the pharmacist in the **Note** field then click **Confirm Change**.

## 14. How to Set a Prescription as Urgent

The user can identify a prescription as **STAT** or **URGENT** by writing **STA T** or **URGENT** in the Note to Pharmacist field on any new or refill prescription. There is currently no standard software system by which pharmacies receive and respond to priority/urgency information about prescriptions. Pharmacies may adopt such practices as automatically scanning the content of prescriber notes to the pharmacist, but there is currently no Surescripts network requirement that they do so.

### 14.1. Steps to Identify a Prescription as Urgent

Proceed as described in Steps to write a prescription.

On the **New Prescription** screen, in the Note to Pharmacist field type **STAT** or **URGENT** and any additional note that might be helpful in communicating the patient's need to the pharmacist.

## 15. Cancel Rx Functionality

### 15.1. How to Electronically Cancel a Prescription

Firstly, Prescriber must be enabled for electronic prescription cancellations by Digital Rx. The pharmacy must be enabled for electronic prescription cancellation by their service provider.

- Select a patient. Click **Medications History**. The Medication History view displays, showing all currently active prescriptions for the patient.
- Click the **checkbox** by one or more prescriptions you wish to cancel.
- Click **Confirm Cancellation(s)**, the Cancel Prescriptions view will be displayed.

The screenshot displays the 'Medications History' view for patient Winston Barnaby A. The interface includes a top navigation bar with various status indicators (e.g., Pending Refills: 2, Refill Alerts: 39, Rx Alerts: 1, Rx Change: 0, Rx Change Alerts: 0, Rx Fill: 7, Rx Fill Alerts: 11, EPA Holding Queue: 4, EPA Worklist: 9, EPCS Queue: 1, Post Dated Prescriptions: 31, 6, 0). The 'Medications History' tab is selected and highlighted in red. Below the navigation bar, there is a table of active medications. The table has columns for Drug Description, SIG, Date, Type, Status, Physician, Active, and Actions. Three rows are highlighted in pink, and their checkboxes are also highlighted in red: 'Lipitor 20 MG Oral Tablet', 'Nerlynx 40 MG Oral Tablet', and 'RA Renewal Moisturizing'. At the bottom of the table, there are buttons for 'Update Drug', 'Inactivate Drug(s)', 'Confirm Reprint/Refax', 'Confirm Cancellation(s)', and 'Confirm Prescription(s)'. A red arrow points to the 'Confirm Cancellation(s)' button. A legend at the bottom indicates 'Free Text Prescriptions' (yellow), 'Error/Failed Prescriptions' (pink), and 'Obsolete Prescriptions' (orange).

- Type an optional note in the **Note** field describing the reason for the cancellation.
- To apply the same note to all prescriptions selected and displayed for cancellation, check the **Apply to All** box.
- If you have selected one or more prescriptions into this cancel prescriptions list in error, do this to remove them from this list and leave their status unchanged:
  - Click the **checkbox at the left** by each prescription you want to remove.
  - Click **Remove**.

- Click **Send CancelRx** to send a cancellation message to the pharmacy to which the original prescription was sent.
- This prevents filling of the prescription by the patient if it has not yet been filled and cancels any refills that had been authorized for the prescription.

The screenshot shows the 'Cancel Prescriptions' interface in Digital Rx. The patient details for Winston Barnaby A. are visible on the left. The main area shows a prescription for Adderall XR 20 MG Oral Capsule Extended Release 24 Hour. The 'Note to Pharmacist' field is highlighted with a red box. Below this field, the 'Apply to All' toggle is also highlighted with a red box. At the bottom of the interface, two red arrows point upwards towards the 'Send CancelRx' button.

**Note:** Confirming the Cancel Rx will not send any communication to the patient. A pop-up message will be displayed indicating whether the cancellation was received successfully or not.

## 15.2. How to Cancel a Prescription Manually or Inactivate the Drug form Medication History

If you as a prescriber are not enabled by Digital Rx for electronic prescription cancellation, or the pharmacy is not enabled for electronic prescription cancellation, you can cancel the prescription and update the patient's Medications History manually.

1. In Digital Rx, with the patient selected as if to write a new prescription, click the **Medications History** tab.

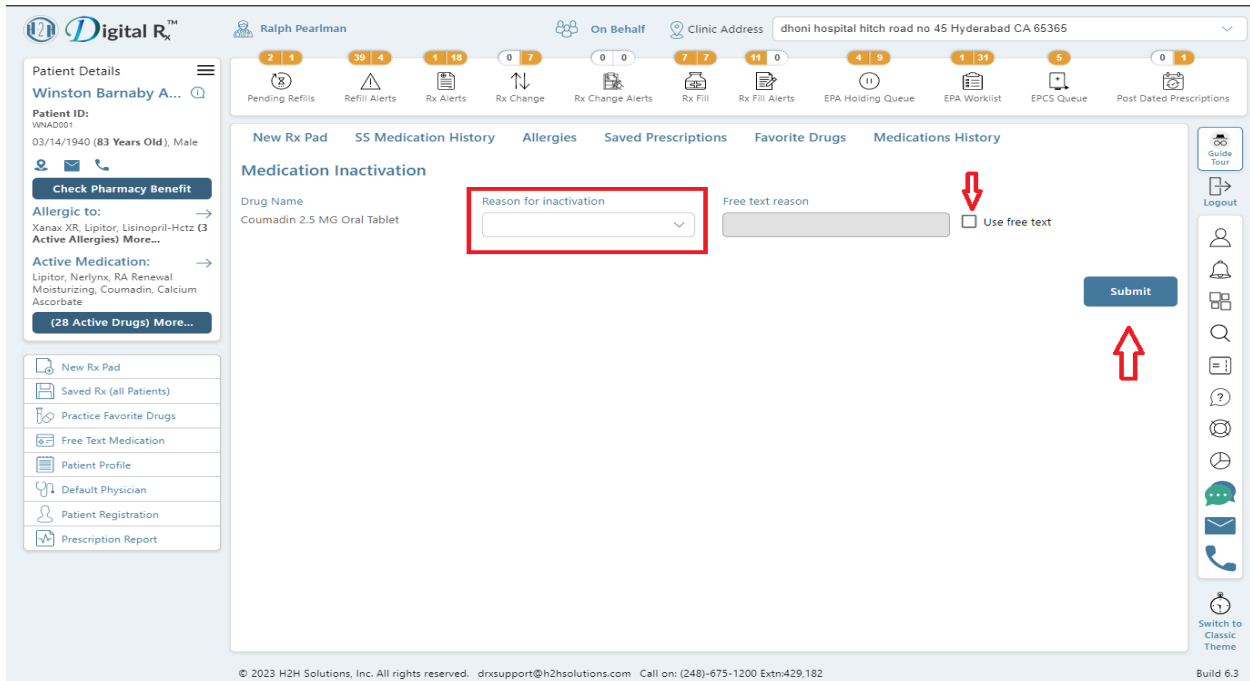
2. On the Medications History tab, click the check box to the left of one or more medications you want to manually cancel.
3. Then click **Inactivate Drugs**.

The screenshot shows the 'Medications History' section for patient Winston Barnaby A. The table below represents the data shown in the interface:

Drug Description	SIG	Date	Type	Status	Physician	Active	Actions
<input type="checkbox"/> Lipitor 20 MG Oral Tablet	1 TABLET DAILY	02/27/2023	ALERT	P'S	Rose Jessica	Y	
<input type="checkbox"/> Nerlynx 40 MG Oral Tablet	Take 1 capsule(s) as direct...	04/07/2022	NEWRX	T'E	kevin henry	Y	
<input type="checkbox"/> RA Renewal Moisturizing	Apply 1 as needed	04/07/2022	NEWRX	E'S	kevin henry	Y	
<input checked="" type="checkbox"/> Coumadin 2.5 MG Oral Tablet	1 TABLET DAILY	04/07/2022	NEWRX	E'S	kevin henry	Y	
<input type="checkbox"/> Calcium Ascorbate 500 M...	Take 1 Drop(s) as needed	04/07/2022	NEWRX	E'S	kevin henry	Y	
<input type="checkbox"/> Adderall XR 20 MG Oral C...	1 CAPSULE EVERY MORNI...	02/07/2022	NEWRX	E'S	rayon loiy	Y	
<input type="checkbox"/> Adderall XR 10 MG Oral C...	2 CAPSULES EVERY MOR...	02/07/2022	NEWRX	E'S	rayon loiy	Y	
<input type="checkbox"/> Cosentyx 150 MG/ML Su...	Inject 150 mg subcutaneo...	11/30/2021	NEWRX	E'S	Bella Aia	Y	
<input type="checkbox"/> Kuvan 100 MG Oral Table...	Inject 1 ML once a day	11/15/2021	NEWRX	E'S	Bella Aia	Y	

At the bottom of the interface, the 'Inactivate Drug(s)' button is highlighted with a red arrow, indicating the next step in the process.

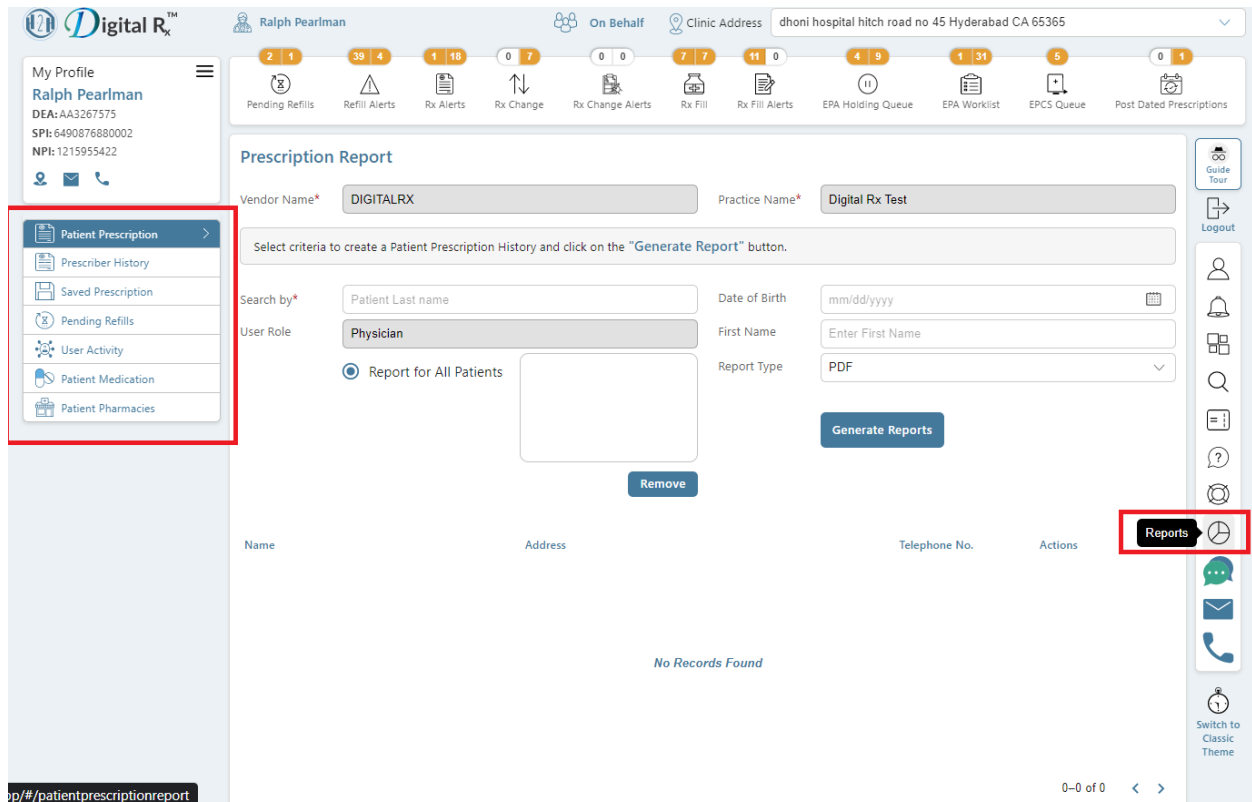
4. Complete the **Reason for inactivation** field or enter a **free text reason** for each prescription you are inactivating.
5. Then click **Submit**.



## 16. Reports Functionality

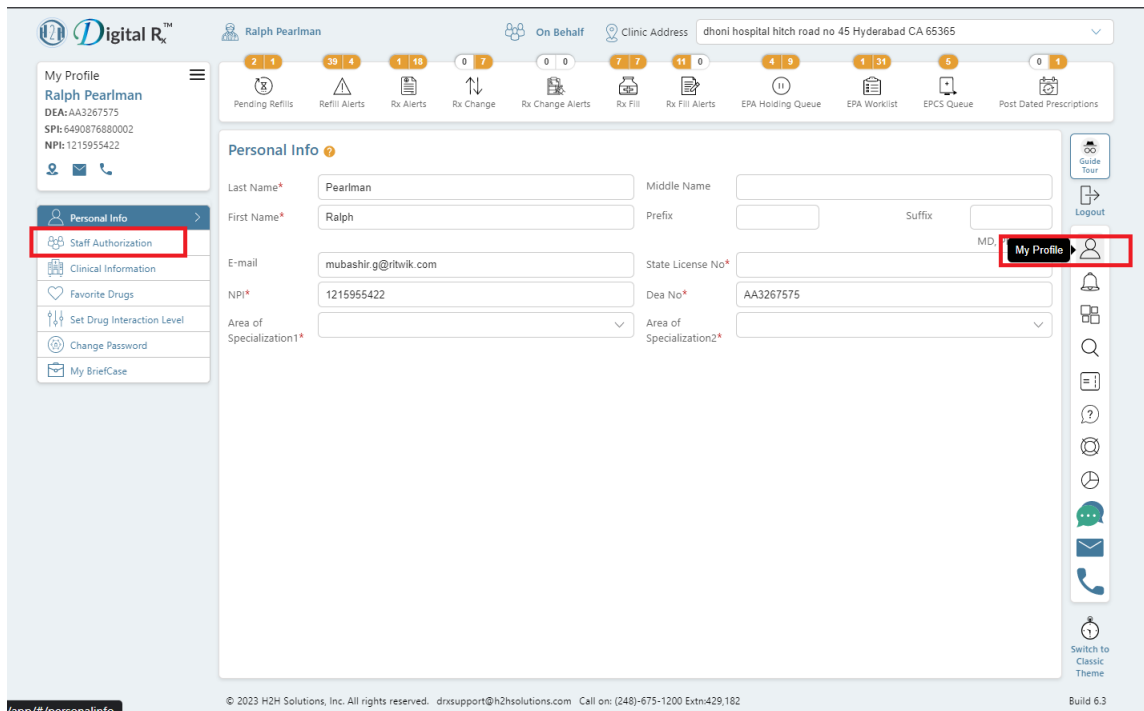
Digital Rx helps the prescribers by providing a wide range of reports, below are the list of reports that prescribers can have:

1. On the top button bar, click Reports. The left panel changes to display a button for each available report and the main area of the screen displays selection fields for the Patient Prescription History report.
2. On the left panel, click the button corresponding to the report you want to work with. A report definition screen displays for the selected report.
3. Complete selection fields on the report definition screen, then click Generate Report. A PDF report for the requested data displays.
4. Controls for viewing, printing, and saving the report to your computer appear at the top of the report. If controls are not immediately visible, move your cursor to the top middle of the report to display the functions buttons.



## 16.1. How to Grant Access to a Non-Clinical Staff Authority to Run Reports

- You must be logged in under a profile with prescribing authority to make these changes.
1. Click **My Profile** in the upper right area of any **Digital Rx** screen. The left panel changes to display a button for each available profile option, and the **Current Clinics** List displays in the main area of the screen.
  2. On the left panel, click **Staff Authorization**.



3. The **Authorized Staff** screen displays.
4. Click **Next** at the upper right corner of the staff list until the record for the desired staff person is displayed.
5. To grant authority to run reports, check the PR box and click **Update**.
6. The user may need to log off and log in anew for the changes to take effect.

My Profile  
**Ralph Pearlman**  
 DEA: AA3267575  
 SPI: 6490876880002  
 NPI: 1215955422

On Behalf Clinic Address: dhoni hospital hitch road no 45 Hyderabad CA 65365

2 | 1 Pending Refills  
 39 | 4 Refill Alerts  
 1 | 18 Rx Alerts  
 0 | 7 Rx Change  
 0 | 0 Rx Change Alerts  
 7 | 7 Rx Fill  
 11 | 0 Rx Fill Alerts  
 4 | 9 EPA Holding Queue  
 1 | 31 EPA Worklist  
 5 EPCS Queue  
 0 | 1 Post Dated Prescriptions

Staff Authorization

Search: Enter last name

Name	Profile	SP	EPA	EPM	OBN	OBR	OBPA
A Joseph	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Johna	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ADAMS GREEN	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ANTHONY TIMOTHY	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ATT Admin	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AUGUSTUS MICHAEL	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ab KCR Ab Trump	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abbrederis Jared	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adam Mke	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Add SPI Test	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Update Reset

1-10 of 2084

SP Save Prescription PR Print Reports EPA Edit Patient Allergy OBN On Behalf (NewRx) EPM Edit Patient Medication History OBR On Behalf (Refill)  
 OBPA On Behalf (ePA)

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## 16.2. Patient Prescription Report

Displays information about all prescriptions written for the patient through Digital Rx or added manually to the Digital Rx medication history, along with information about allergies, active medications, and prescriptions that have been saved for possible later use but not yet released.

### 16.2.1. How to Generate Patient Prescription History Report

1. On the top button bar, click **Reports**.
2. The left panel changes to display a button for each available report.  
 Click on the **Patient Prescription** history report.
3. In the **Last Name** field type one or more letters of the patient's last name and then click **Search**.

**My Profile**  
**Ralph Pearlman**  
 DEA: AA3267575  
 SPI: 6490876880002  
 NPI: 1215955422

**Prescription Report**

Vendor Name\* DIGITALRX Practice Name\* Digital Rx Test

Select criteria to create a Patient Prescription History and click on the "Generate Report" button.

Search by\* **addin** Date of Birth mm/dd/yyyy

User Role **Physician** First Name Enter First Name

Report for All Patients Report Type PDF

**Generate Reports**

Name	Address	Telephone No.	Actions
Lisa Addington	ji, Hyderabad, AK, 11222	2484193401	<b>Add</b>
Winston Addington	178 Paradise Crescent, Royal Palm Beach, FL, 33411	3334675467	<b>Add</b>
Winston Addington	30335 W 13 MILE RD, FARMINGTON HILLS, MI, 48334	2484916515	<b>Add</b>
Winston Addington	178 Paradise Crescent, Royal Palm Beach, FL, 33411		<b>Add</b>

1-4 of 4

4. Click the **Add** link to the right of the person's name for whom you would like to print the **Prescription History** report.
5. The name is added to the report list on the upper right side of the screen. To print a report for several members of the same family, click to add additional names from the list.
6. After selecting all desired names, click **Generate Report** under the list on the upper right side of the screen.

**Prescription Report**

Vendor Name\*  Practice Name\*

Select criteria to create a Patient Prescription History and click on the "Generate Report" button.

Search by\*  Date of Birth

User Role  First Name

Report for All Patients  Lisa Addington  
 Winston Addington

Report Type

Name	Address	Telephone No.	Actions
Lisa Addington	ji, Hyderabad, AK, 11222	2484193401	<input type="button" value="Add"/>
Winston Addington	178 Paradise Crescent, Royal Palm Beach, FL, 33411	3334675467	<input type="button" value="Add"/>
Winston Addington	30335 W 13 MILE RD., FARMINGTON HILLS, MI, 48334	2484916515	<input type="button" value="Add"/>
Winston Addington	178 Paradise Crescent, Royal Palm Beach, FL, 33411		<input type="button" value="Add"/>

7. The report displays on your screen. Move your cursor to the bottom right area of the report to display buttons for printing, saving to your computer and changing the zoom level of the report on your screen.

**frameset**

1 / 8 | - 61% +

**Prescription History Report**

Vendor Name: DIGITALRX  
Practice Name: Digital Rx Test

Patient Name: Lisa Addington  
Date Of Birth: Aug 2, 1989

**Recent Pharmacy Information**  
Blue Sky Specialty Pharmacy - AL  
25048 State Road 193 Building 8 STE 106,Daphne,AL,36526  
Phone: 2516218499 Fax: 2516219950

**Allergies**

Allergy	Reaction
Asthma/inflin Starter Kit	Asthma
Ketamine HCl	Anemia

**Active Medication**

Drug Name	Prescriber Name	Sig	Qty	Rf(s)	Start Date
Robaxone	Rose Jessica	Take 3/4 capsule(s) as needed	10	0	Feb 13,23
Complet Oral Capsule 200-300-30MG	Rose Jessica	take 1 tablet daily	30	0	Mar 14,23

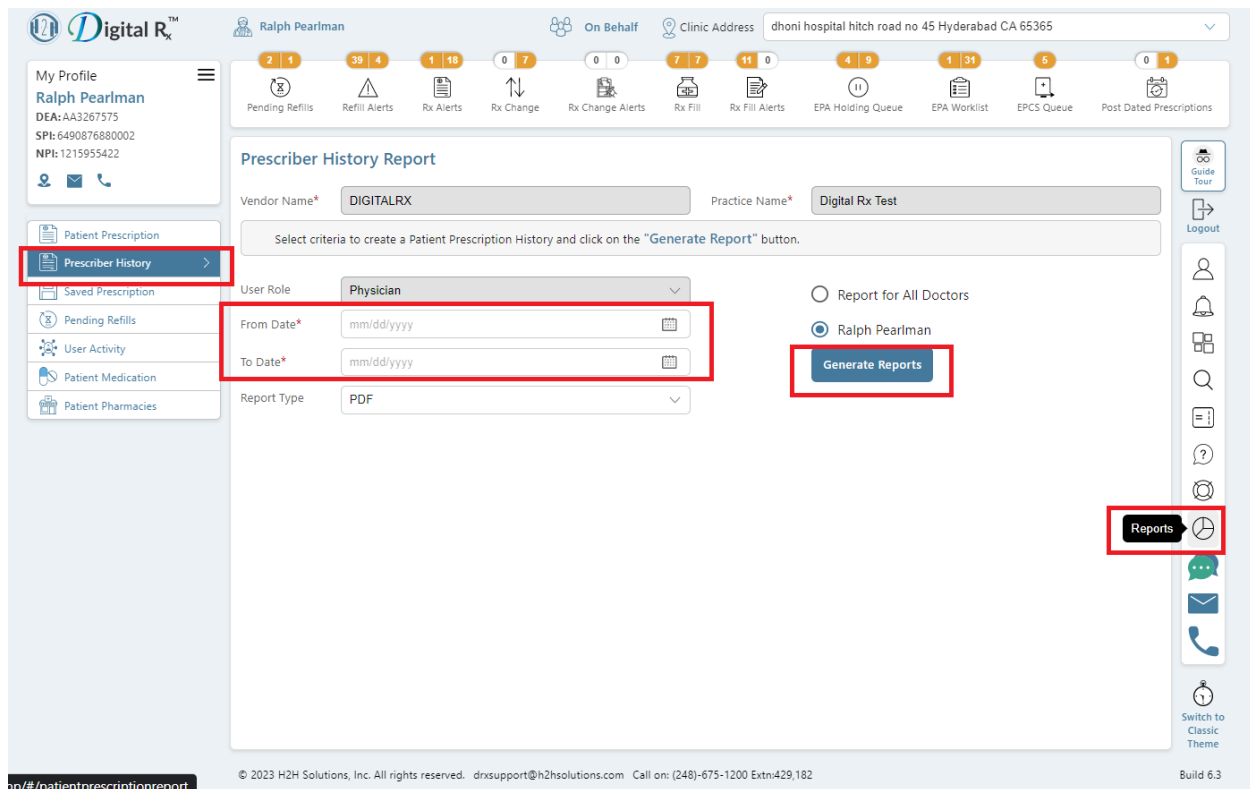
Back

## 16.3. Prescriber History Report

Produces a list of all prescribing activity for the currently logged in prescriber between two specified dates organized by patient. The report includes information about all prescriptions written for the prescriber’s patients through Digital Rx or added manually to the Digital Rx medication history.

### 16.3.1 How to Generate Prescriber History Report

1. On the top button bar, click **Reports**. The left panel changes to display a button for each available report.
2. On the left panel, click **Prescriber History**. The Prescriber History report definition screen displays with your prescriber’s name entered on the prescriber list on the right side.
3. In the **From** and **To** fields, select the date range to include in the report.
4. Then click **Generate Report**.



- The report displays on your screen. Move your cursor to the bottom right area of the report to display buttons for printing, saving to your computer, and changing the zoom level of the report on your screen.

The screenshot shows the Digital Rx interface for user Ralph Pearlman. The top navigation bar includes various alert and queue indicators. The main content area displays a 'Prescriber History Report' for 'frameset'. A red box highlights the bottom right corner of the report area, which contains a zoom level of 61%, a print icon, and a save icon. The report table lists various drugs, their pharmacy names, and prescription dates.

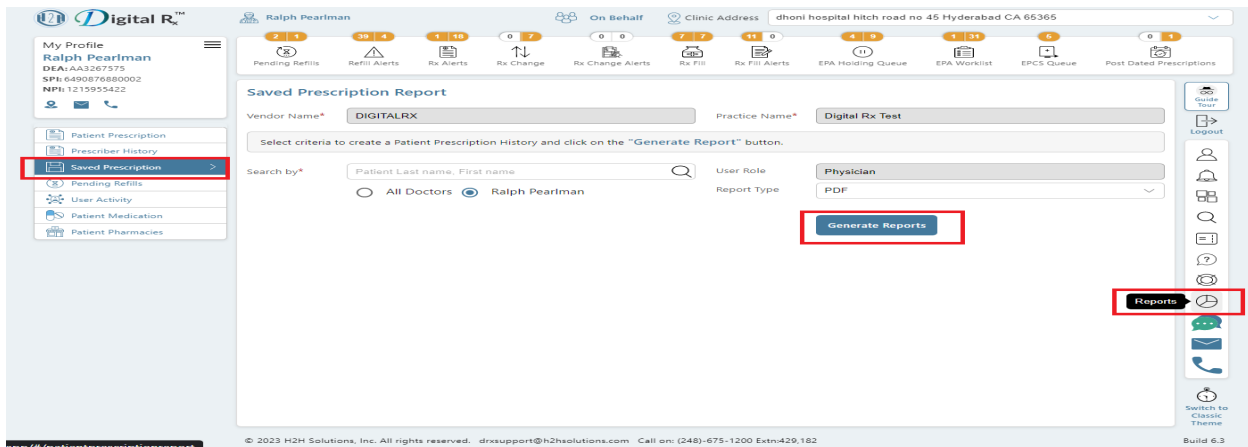
Drug	Pharmacy Name	Prescription Date
<b>Ela Additives</b>		
Scitalone HCl 100 MG Oral Tablet	OptumRx UAT (10.6-OM)	Sep 29, 2022 3:28 PM
Acetaminophen 80 MG Oral Tablet Chewable	CA Pharmacy 10.6MU	Sep 29, 2022 3:24 PM
Coventry 150 MG/ML Subcutaneous Solution Prefilled Syringe	CA Pharmacy 10.6MU	Sep 29, 2022 3:42 PM
Scitalone HCl 100 MG Oral Tablet	CA Pharmacy 10.6MU	Aug 26, 2022 1:08 PM
CalcKA 20 MG Oral Tablet	CA Pharmacy 10.6MU	Aug 4, 2022 5:06 PM
<b>Perseus Abingdon</b>		
Augmentin ES-600 600-42.9 MG/SML Oral Suspension Reconstituted	CA Pharmacy 10.6MU	Sep 7, 2022 7:24 AM
<b>Winston Additions</b>		
Listonipil 5 MG Oral Tablet	Rapid-Rx Online Pharmacy	Nov 24, 2022 7:00 PM
Apokyn 30 MG/SML Subcutaneous Solution Cartridge	Rapid-Rx Online Pharmacy	Nov 22, 2022 7:00 PM
Silenor 3 MG Oral Tablet	Medi-Blue Rapid Clinic (000)	Nov 21, 2022 7:00 PM
Coumadin 1 MG Oral Tablet	Yalaha Pharmacy	Nov 18, 2022 10:54 AM
Acetaminophen 650 MG/20.3ML Oral Solution	Brooklyn Gates Pharmacy	Aug 3, 2022 7:24 PM

## 16.4. Saved Prescriptions Report

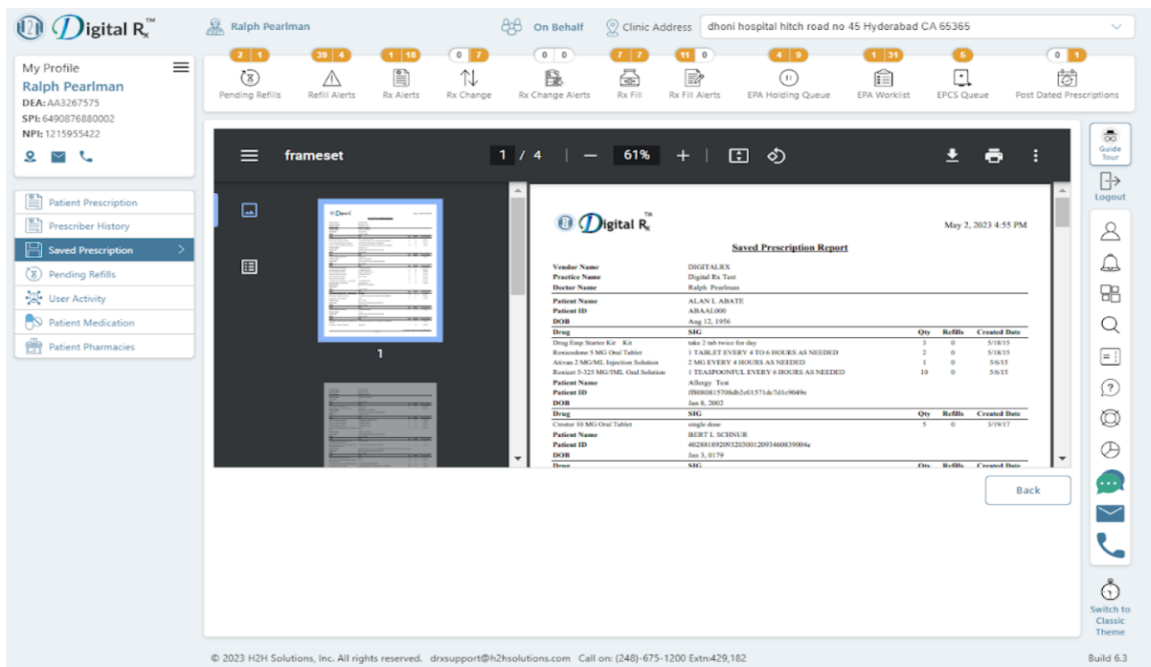
Lists all prescriptions written by the currently logged in prescriber through Digital Rx that have been saved for possible later use but not yet released.

### 16.4.1. How to Generate Saved Prescriptions Report

- On the top button bar, click **Reports**. The left panel changes to display a button for each available report.
- On the left panel, click **Saved Prescription**. The Saved Prescription report definition screen displays with your prescriber's name entered on the prescriber list on the right side.
- Click **Generate Report**.



4. The report displays on your screen. Move your cursor to the bottom right area of the report to display buttons for printing, saving to your computer, and changing the zoom level of the report on your screen.

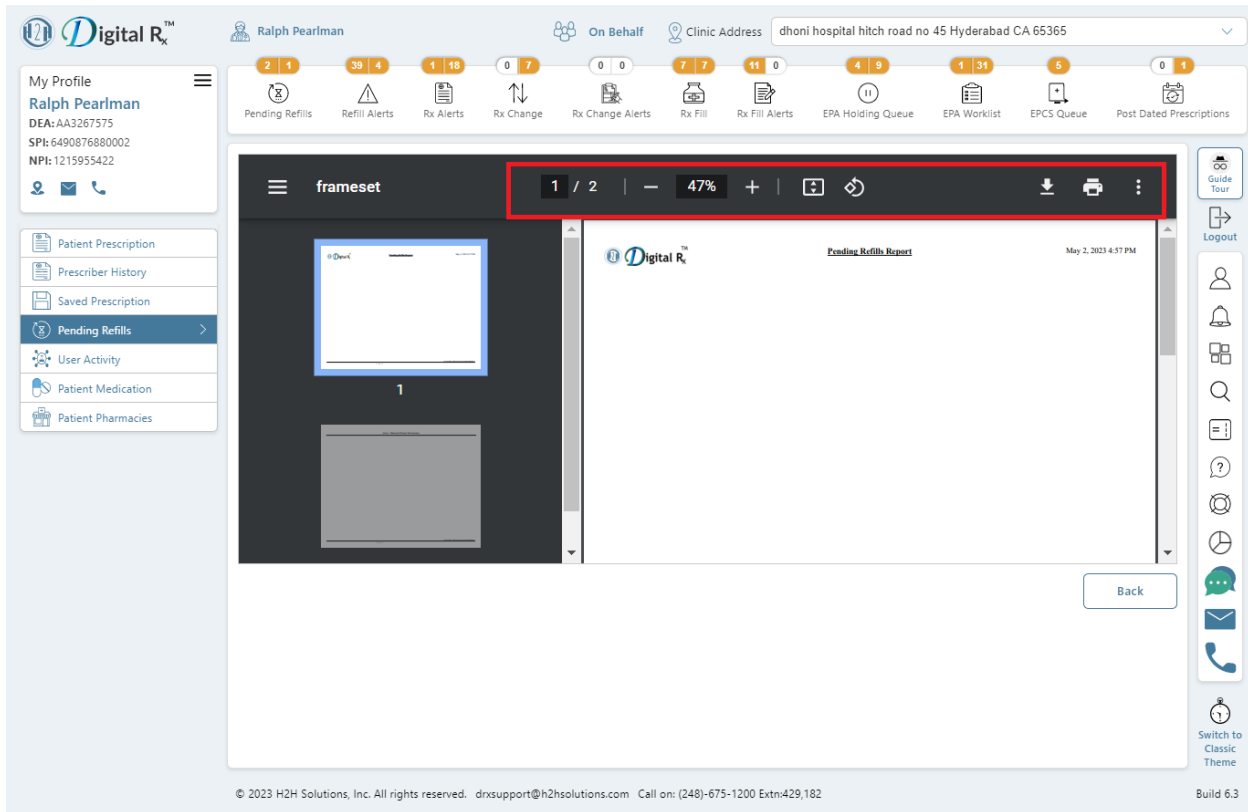
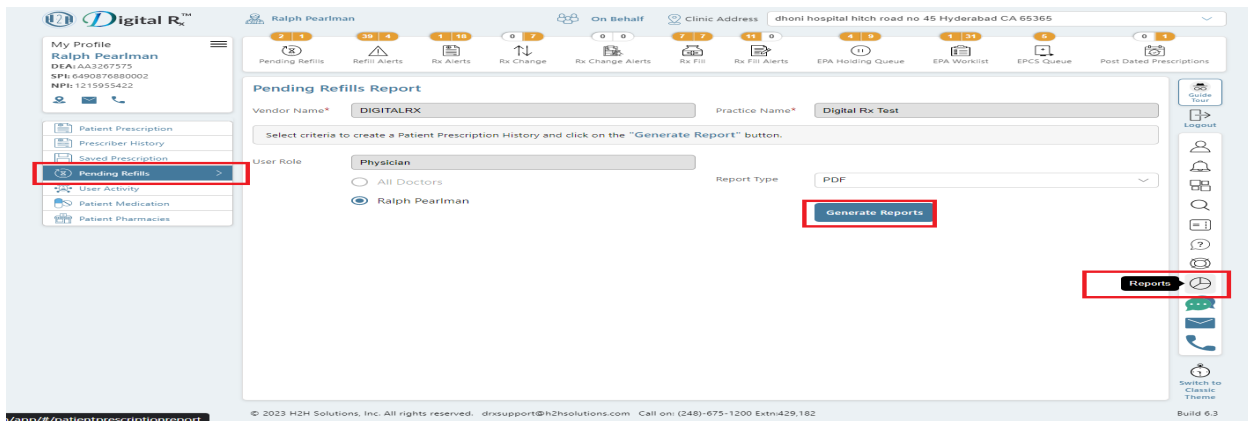


## 16.5. Pending Refills Report

Lists all pending refills for patients for whom the currently logged in prescriber is the primary doctor.

## 16.5.1. How to Generate Pending Refills Report

1. On the top button bar, click **Reports**. The left panel changes to display a button for each available report.
2. On the left panel, click **Pending Refills**. The Pending Refills report definition screen displays with your prescriber's name entered on the prescriber list on the right side.
3. Click **Generate Report**.



- The report displays on your screen. Move your cursor to the bottom right area of the report to display buttons for printing, saving to your computer, and changing the zoom level of the report on your screen.

## 16.6. User Activity Report

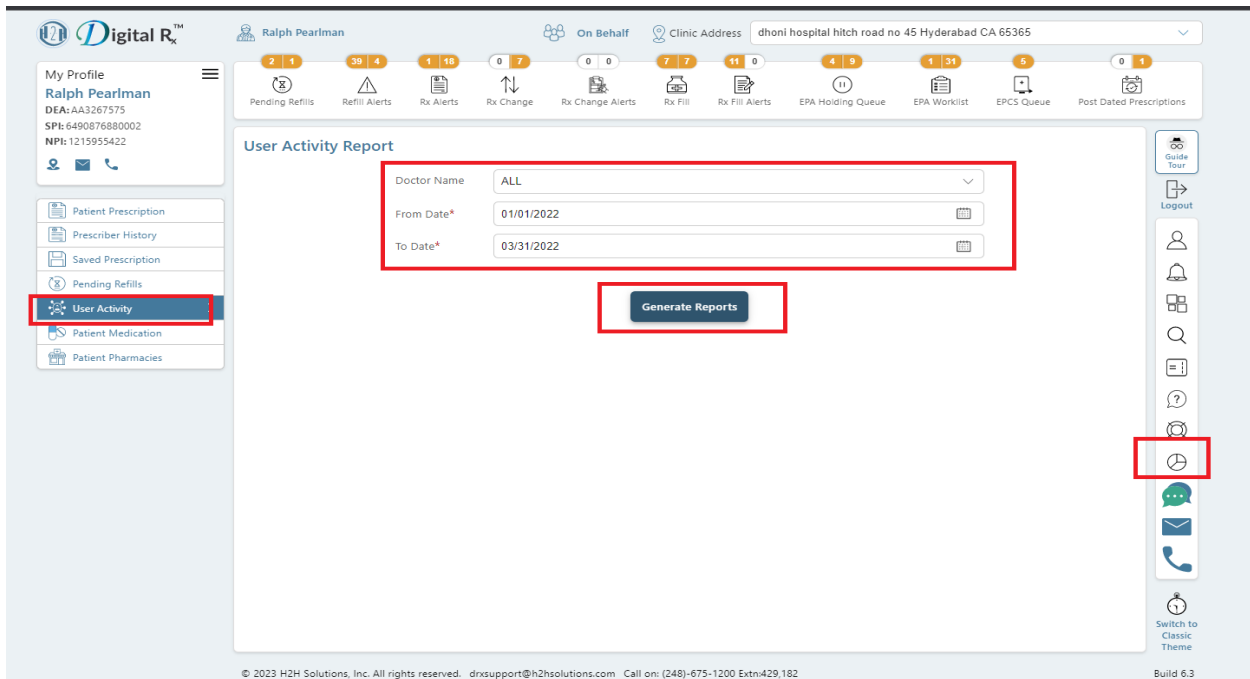
Prints a practice activity report listing the number of prescriptions generated by type (electronic, fax mail order, others, print), by prescriber.

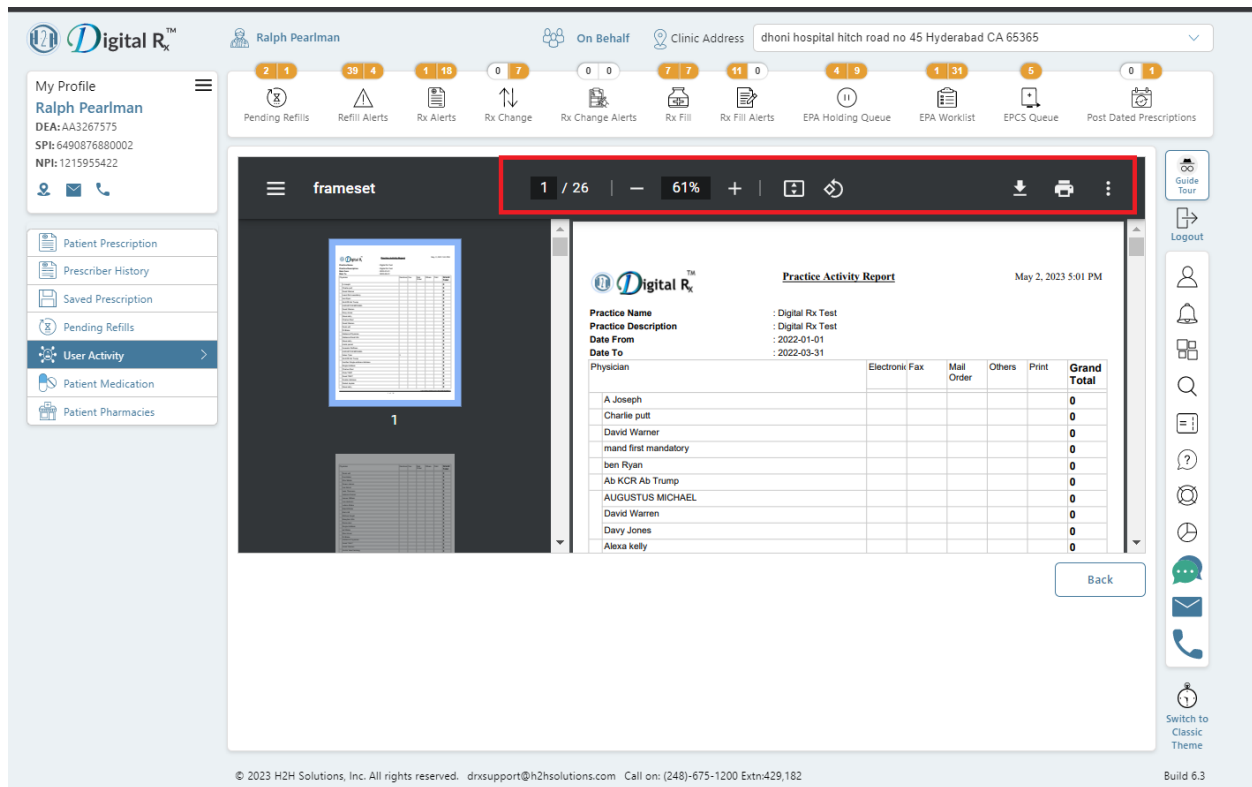
### 16.6.1. How to Generate User Activity Report

- On the top button bar, click **Reports**. The left panel changes to display a button for each available report.
- On the left panel, click **User Activity**. The User Activity report definition screen displays.
- In the **Doctor Name** field accept the default value **All** to produce a report for all doctors at the current location, or, to produce a report for a single doctor, click to select a doctor name from the drop-down list.
- Specify the date range in the **From** and **To** fields.
- Click **Generate Report**.

The screenshot displays the Digital Rx user interface for generating a User Activity Report. At the top, there is a navigation bar with various report icons and their counts. The left sidebar shows a menu with 'User Activity' selected. The main content area features a form for defining the report parameters: 'Doctor Name' is set to 'ALL', 'From Date' is '01/01/2022', and 'To Date' is '03/31/2022'. Below the form is a 'Generate Reports' button. In the bottom right corner of the report area, a zoom icon is highlighted with a red box.

- The report displays on your screen. Move your cursor to the bottom right area of the report to display buttons for printing, saving to your computer, and changing the zoom level of the report on your screen.





## 16.7. Patient Medication Report

For a selected drug, for all prescribers, list all patients receiving prescriptions for that drug within a specified date range.

### 16.7.1. How to Generate Patient Medication Report

1. On the top button bar, click **Reports**.
2. Click **Patient Medication**. The Patient Medication report definition screen displays.
3. In the **Drug Name** field specify the name of the drug for which you want report information.
4. Specify the date range in the **From** and **To** fields.
5. In the Report Type field select how you would like the date grouped. Select **Patient By Medication** to list patients in groups under each specific medication matching the Drug Name specified. For example, a medication available in different dosages would appear on the report as groups of patients with prescriptions for each of the different dosages.
6. Click **Generate Report**.

- The report displays on your screen. Move your cursor to the bottom right area of the report to display buttons for printing, saving to your computer, and changing the zoom level of the report on your screen.

The screenshot shows the Digital Rx interface with a Patient Medication Report. The report is titled "Patient Medication Report" and is dated "Jul 11, 2022 5:18 AM". It displays two medication entries for "Xanax XR Oral Tablet Extended Release".

**Medication 1: Xanax XR Oral Tablet Extended Release 24 Hour 0.5 MG**

Patient Name	Date of Birth	Physician Name	SIG	NewRx/Refill	Refills	Written Date
Perseus Abingdon	Aug 31, 2012	spark ven	1 TABLET DAILY	NEWRX	2	Mar 6, 2022
Winston Addington	Mar 13, 1945	kevin henry	Take 1 tablet(s) every three days	NEWRX	1	Jun 12, 2022
peter kivi	Jan 8, 1985	kevin henry	1 TABLET DAILY	NEWRX	0	Jun 30, 2022

**Medication 2: Xanax XR Oral Tablet Extended Release 24 Hour 1 MG**

Patient Name	Date of Birth	Physician Name	SIG	NewRx/Refill	Refills	Written Date
Winston Addington	Mar 13, 1945	mand steve	1 TABLET DAILY	NEWRX	1	
Perseus Abingdon	Aug 31, 2012	JENNY CARTIN	Take 2 tablet(s) every two hours as needed	NEWRX	1	
JENNY THOMAS	Jun 14, 1989	kevin henry	1 TABLET DAILY	NEWRX	1	

My Profile  
**Ralph Pearlman**  
DEA: AA3267575  
SPL: 649087680002  
NPI: 1215955422

Pending Refills 2 | 1  
Refill Alerts 39 | 4  
Rx Alerts 1 | 18  
Rx Change 0 | 7  
Rx Change Alerts 0 | 0  
Rx Fill 7 | 7  
Rx Fill Alerts 11 | 0  
EPA Holding Queue 4 | 11  
EPA Worklist 1 | 31  
EPCS Queue 5  
Post Dated Prescriptions 0 | 1

**Patient Medication Report**

Drug Name\*

From Date

To Date

Report Type **Patient By Medication**

**Generate Reports**

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## 16.8. Patient Pharmacies Report

Prints the pharmacy name and address for pharmacies used by one or more selected patients.

### 16.8.1. How to Generate Patient Pharmacies Report

1. On the top button bar, click **Reports**.
2. Click **Patient Pharmacies**. The Patient Pharmacies report definition screen displays.
3. In the **Last Name** field type one or more letters of the patient's last name.
4. Click **Search**. The lower half of the screen displays all names matching the search string entered for the current clinic location.
5. Click the **Add** link to the right of the person's name for whom you would like to print the **Patient Pharmacies** report.

The screenshot displays the 'Patient Pharmacies Report' interface. At the top, there's a user profile for Ralph Pearlman and a navigation menu on the left. The main area contains a form for generating a report. The form includes fields for Vendor Name (DIGITALRX), Practice Name (Digital Rx Test), Search by (add), Date of Birth, User Role (Physician), First Name, and Report Type (PDF). A 'Generate Reports' button is visible. Below the form is a table with columns for Name, Address, Telephone No., and Actions. The 'Add' buttons in the Actions column are highlighted with a red box. A red box also highlights the search field and the 'Add' button in the Actions column. A red box highlights the 'Add' button in the Actions column. A red box highlights the 'Add' button in the Actions column.

Name	Address	Telephone No.	Actions
Lisa Addington	ji, Hyderabad, AK, 11222	2484193401	Add
Winston Addington	178 Paradise Crescent, , Royal Palm Beach, FL, 33411	3334675467	Add
Winston Addington	30335 W 13 MILE RD, , FARMINGTON HILLS, MI, 48334	2484916515	Add
Winston Addington	178 Paradise Crescent, , Royal Palm Beach, FL, 33411		Add

- The name is added to the report list on the upper right side of the screen. To print a report for several members of the same family, click to add additional names from the list.
- After selecting all desired names, click **Generate Report**.

**My Profile**  
Ralph Pearlman  
DEA: AA3267575  
SPT: 6490876880002  
NPI: 1215955422

**Patient Pharmacies Report**

Vendor Name\* DIGITALRX Practice Name\* Digital Rx Test

Select criteria to create a Patient Prescription History and click on the "Generate Report" button.

Search by\* add Date of Birth mmi/dd/yyyy

User Role Physician First Name First name Report Type PDF

Lisa Addington  
Winston Addington

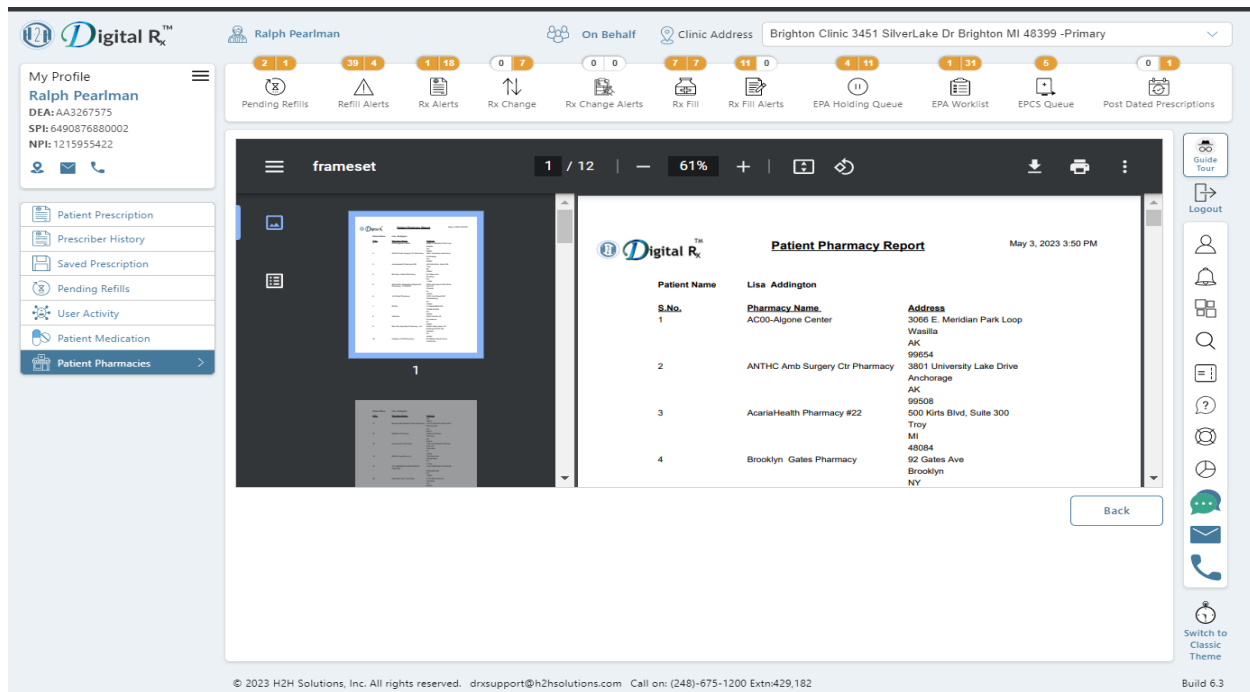
Remove

Generate Reports

Name	Address	Telephone No.	Actions
Lisa Addington	ji, Hyderabad, AK, 11222	2484193401	Add
Winston Addington	178 Paradise Crescent, Royal Palm Beach, FL, 33411	3334675467	Add
Winston Addington	30335 W 13 MILE RD., FARMINGTON HILLS, MI, 48334	2484916515	Add
Winston Addington	178 Paradise Crescent, Royal Palm Beach, FL, 33411		Add

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- The report displays on your screen. Move your cursor to the bottom right area of the report to display buttons for printing, saving to your computer and changing the zoom level of the report on your screen.



## 17. Pharmacy Benefit Information Functionality

Many patients have insurance coverage that helps pay for prescription medications. We refer to this as a pharmacy benefit. A given patient may have one or several pharmacy benefit providers or no pharmacy benefit providers.

### 17.1. Pharmacy Benefit Formularies

Digital Rx allows you to view a summary of the pharmacy benefits available for a patient for pharmacy benefit providers that participate in the Surescripts network. Provision of pharmacy benefit information depends on the complete and correct registration of the patient in the HER (electronic health record) system, or in Digital Rx (if you are using Digital Rx in stand-alone mode).

This registration allows retrieval of information regarding the patient from other providers on the Surescripts network. If a patient cannot be securely and uniquely identified due to incomplete address or other information, benefit information will not be available.

Information provided by a pharmacy benefit payer for a given patient can include:

- Names of the benefit source and health plan
- Eligibility insurance type

- Date range of coverage
- Payer name and type
- Patient name as registered with the payer
- Birth Date
- Gender
- Relation to insured
- Address
- Subscriber (insured) name
- Group ID and Group Name
- Details about the different types of pharmacies and pharmacy services covered including:
  - Retail pharmacy benefits
  - Mail Order pharmacy benefits
  - Long Term Care pharmacy benefits
  - Specialty pharmacy benefits

For each type of pharmacy, information provided may include:

- Whether or not there is a benefit available for that type of pharmacy
- Information about out of pockets costs for which the patient is liable
- Insurance type, health plan name
- Benefit date
- Payer name and type for that portion of the pharmacy benefit

## 17.2. How to Display Pharmacy Benefit Summaries

To display summaries of the pharmacy benefits available for a given patient.

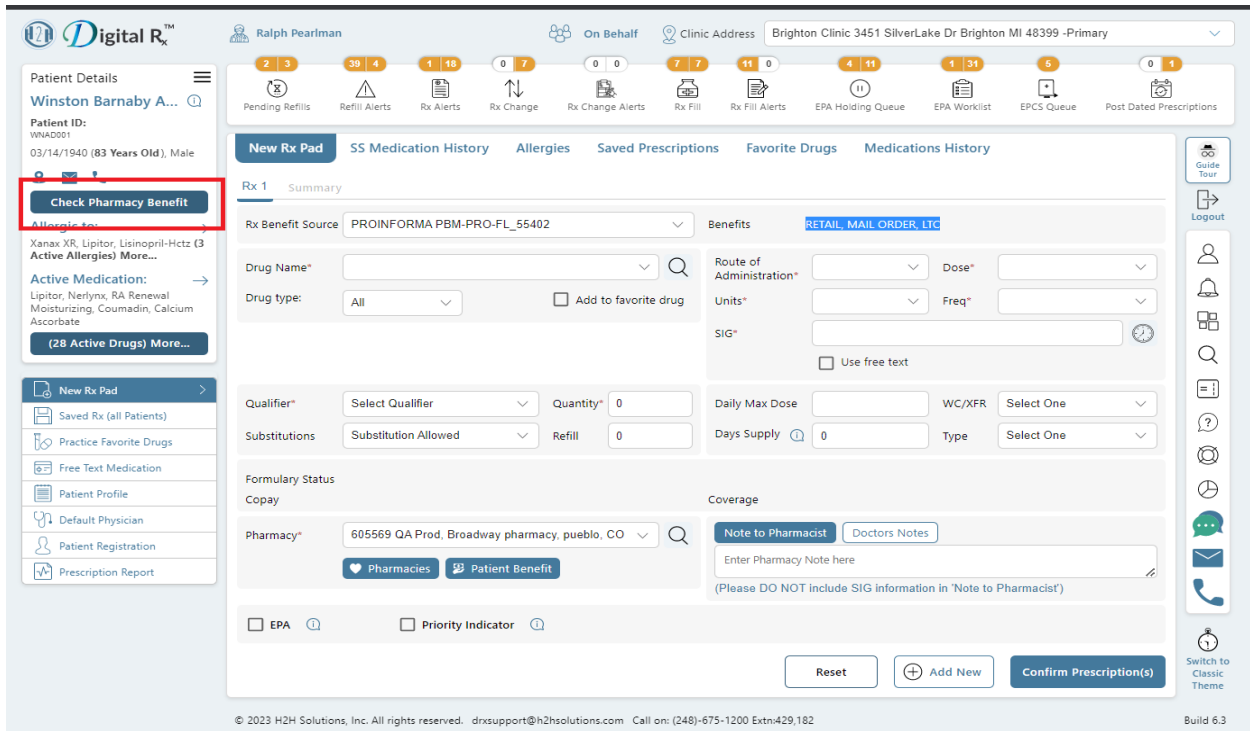
1. Select a patient.

The screenshot shows the Digital Rx user interface. At the top, there's a navigation bar with the user's name 'Ralph Pearlman', 'On Behalf', and 'Clinic Address: Brighton Clinic 3451 SilverLake Dr Brighton MI 48399 -Primary'. Below this is a dashboard with various alert icons and counts: Pending Refills (2), Refill Alerts (39), Rx Alerts (1), Rx Change (0), Rx Change Alerts (0), Rx Fill (7), Rx Fill Alerts (11), EPA Holding Queue (4), EPA Worklist (1), EPCS Queue (3), and Post Dated Prescriptions (0). The main section is 'Patient Search' with a search bar containing 'addin' and an 'Advance Search' button. Below the search bar is a table of search results:

Patient ID	Name	DOB	Address	Telephone No.	Actions
8a80836f...	Lisa Addington	08/02/1989	ji, Hyderabad, AK, 11222	2484193401	Rx Pad
BNFT006	Winston Addington	01/09/1985	178 Paradise Crescent, Royal Palm Beach, FL, 33411	3334675467	Rx Pad
8a80836...	Winston Addington	03/14/1940	30335 W 13 MILE RD, FARMINGTON HILLS, MI, 483...	2484916515	Rx Pad
WNAD001	Winston Addington	03/14/1940	178 Paradise Crescent, Royal Palm Beach, FL, 33411		Rx Pad

The second row of the table is highlighted with a red box. At the bottom of the interface, there's a footer with copyright information: '© 2023 H2H Solutions, Inc. All rights reserved. drxsupport@h2hsolutions.com Call on: (248)-675-1200 Extn:429,182' and 'Build 6.3'.

2. On the patient information band, at the right side, click on **Pharmacy Benefit**.



3. Digital Rx receives available pharmacy benefit information for the patient from the Surescripts network and displays it in a pop-up window.

Pharmacy Benefits
✕

**Pharmacy Benefit Source Name: PROINFORMA PBM**

Health Plan Name: PRO-FL_55402	Eligibility Insurance Type: Info. not available	Eligibility Benefit Date: 08/01/2017 - 12/31/2099	Payer name: Info. not available
Payer type: Info. not available	Patient Name: Ill, Winston, Barnaby, Addington	Birth Date: 03/13/1940	Gender: M
Relation to Insured: Self	Address: 178 Paradise Crescent Royal Palm Beach FL 334110124	Service Date: Info. not available	Profile Status: Patient Profile Modified
Subscriber Name: Winston, Barnaby, Addington	Group Id: MW55402	Group Name: A554-FL-02	

**Retail Benefits:**

Retail Pharmacy Benefits: Active Coverage	Retail out of pocket: Info. not available	Insurance type: Info. not available	Pharmacy Health Plan: Info. not available
Pharmacy Benefit Date: Info. not available	Pharmacy Payer name: Info. not available	Pharmacy Payer type: Info. not available	

**Mail Order Benefits:**

Mail Order Benefits: Active Coverage	Mail Order out of pocket: Info. not available	Mail Order insurance type: Info. not available	Mail Order Health Plan: Info. not available
Mail Order Benefit Date: Info. not available	Mail Order Payer name: Info. not available	Mail Order Payer type: Info. not available	Mail Order Pharmacy: Info. not available

**LTC Pharmacy Benefits:**

LTC Pharmacy Benefits: Active Coverage	LTC out of pocket: Info. not available	LTC insurance type: Info. not available	LTC Health Plan: Info. not available
LTC Benefit Date: Info. not available	LTC Payer name: Info. not available	LTC Payer type: Info. not available	

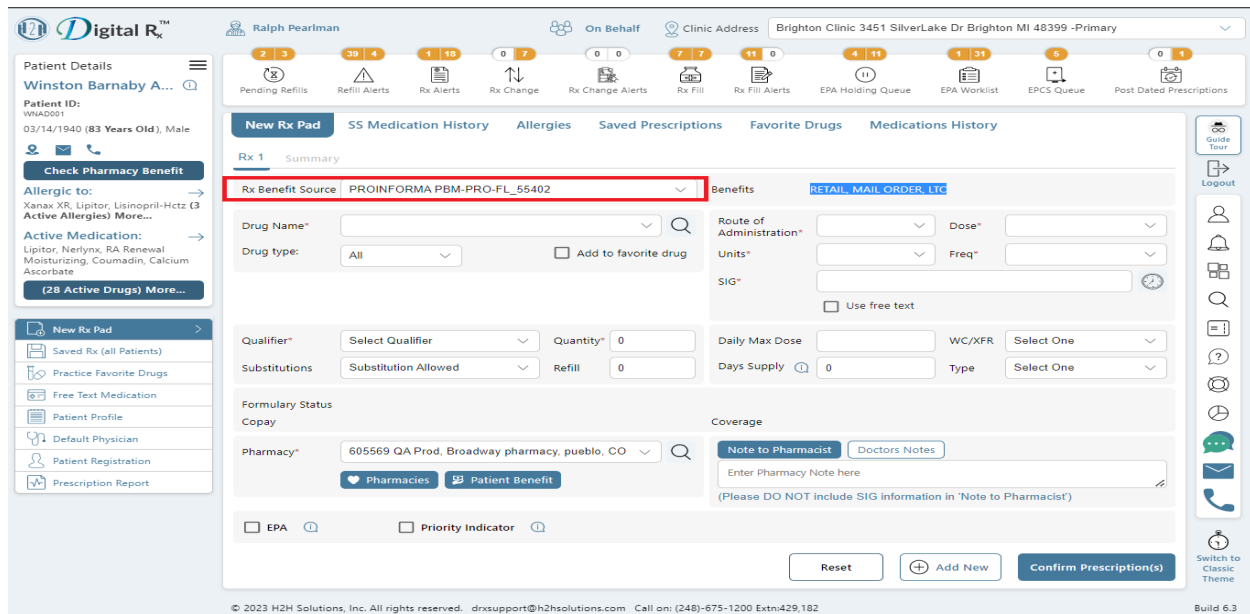
**Specialty Pharmacy Benefits:**

Specialty Pharmacy Benefits:	Specialty out of pocket:	Specialty insurance type:	Specialty Health Plan:
------------------------------	--------------------------	---------------------------	------------------------

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## 17.3. Selecting the Benefit Source

When writing a new prescription, after selecting the patient, the second step is to select the benefit source.



This makes formulary information from the selected benefit provider available to help inform the prescribing process.

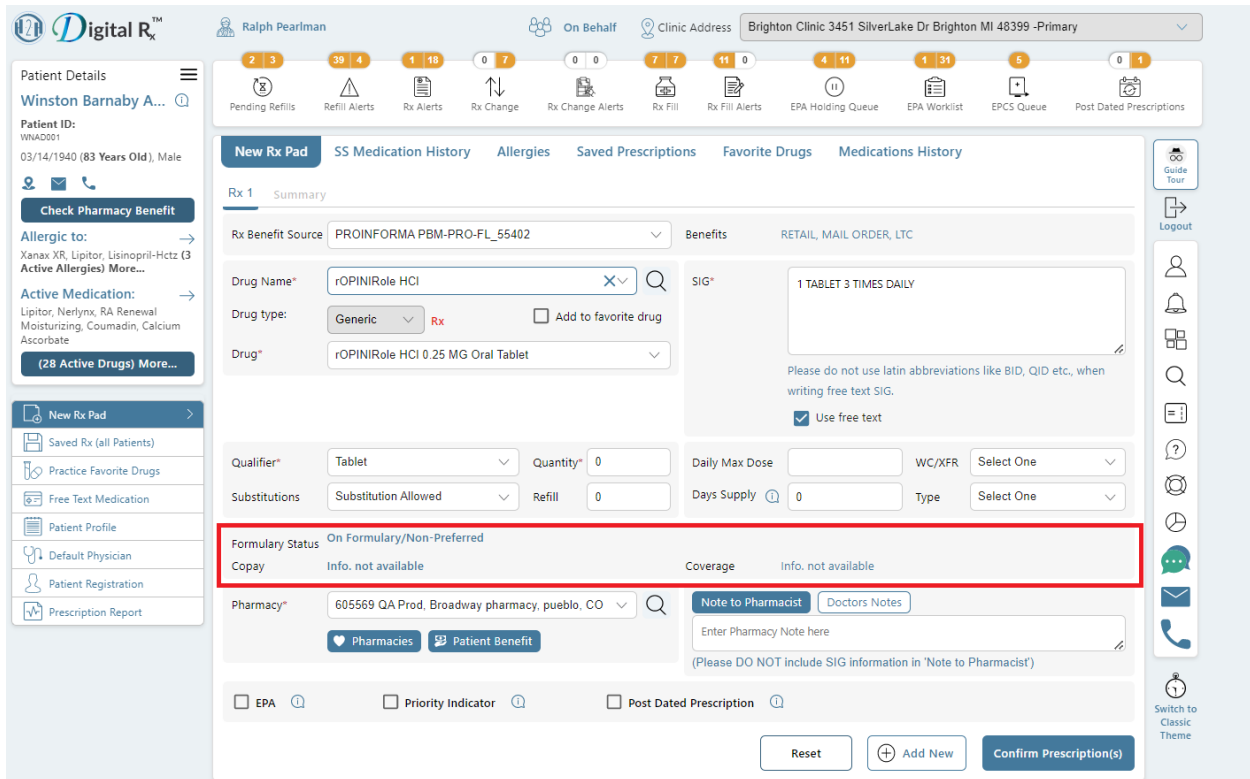
## 18. Pharmacy Benefit Formularies

A pharmacy benefit provider can provide a list, called a formulary, of what medications are covered. For each drug listed, the formulary can include information regarding:

- Coverage of brand versus generic versions
- Copay and coverage amount for each version
- Tier or category information grouping drugs a preferred (more or less covered financially by the insurer)
- Whether another drug must be tried first before prescribing a given drug for coverage to be provided
- Which drugs may require special advance authorization to use?

### 18.1. How to Find and Use Pharmacy Benefit Formulary Information

- There are five access points for additional pharmacy benefit formulary information on the **New Prescription** screen.



- Pharmacy Benefit Summary Text near the top middle of the patient information area, just to the right of the drop-down Rx Benefit Source selector. Text appears listing each type of pharmacy benefit provided. Possible pharmacy benefit types include:
  - Retail
  - Mail Order (MO)
  - Long Term Care (LTC)
  - Specialty
- **Formulary Status:** Indicates whether the currently selected drug is on the formulary of the currently selected pharmacy benefit source for the patient, and whether the drug is “preferred” by the payer.
- **Payer/PBM Specified Alternatives:** click this button to display a list of drugs therapeutically related to the currently selected drug which are included in the formulary of the currently selected pharmacy benefit source.

- **Copay:** Information about the copay required from the patient by the currently selected pharmacy benefit source for the currently selected drug is displayed. Information specific to different types of pharmacy and prescription coverage period may also be displayed.
- **Coverage:** Information about coverage provided.

## 19. On-behalf of Prescribing Functionality

- This functionality has been added which will allow a prescribing provider to delegate the task of responding to electronic medication refills to another staff member by officially designating them as their Prescribing Agent.

### Why is it Important?

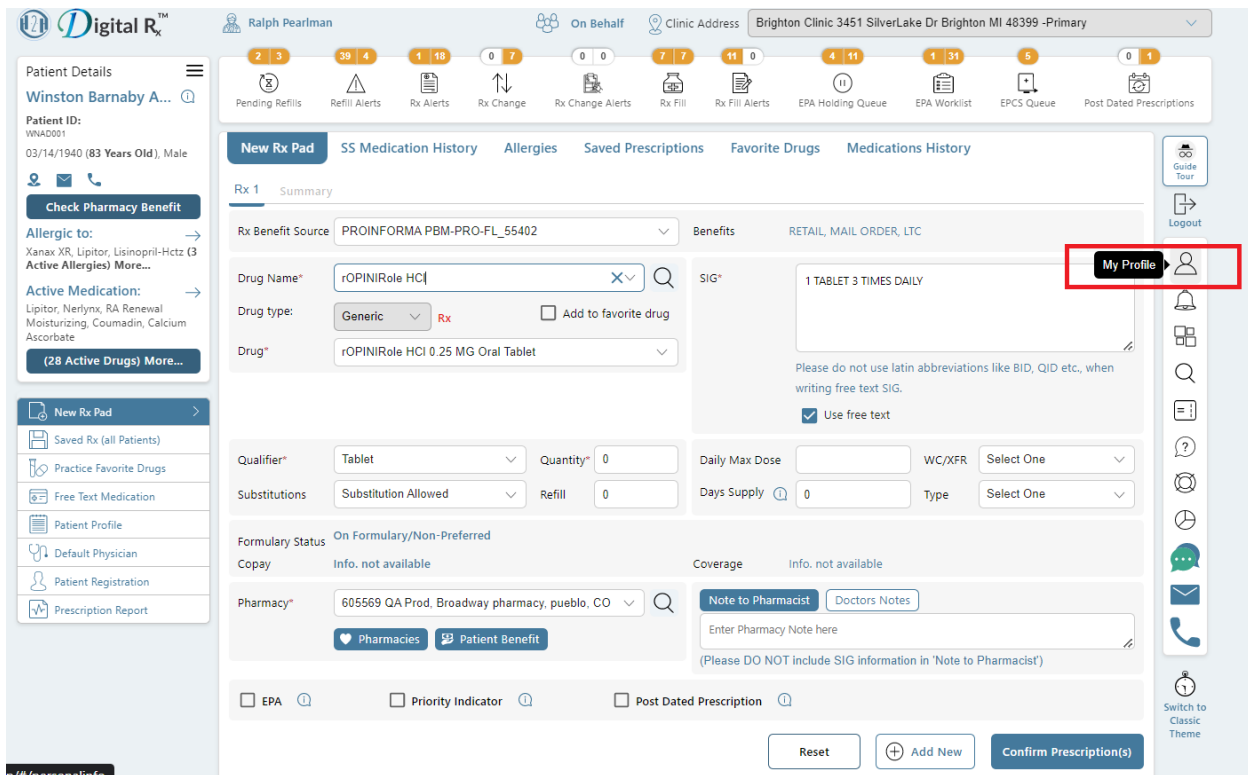
- Prescribing on Behalf allows frequent and repetitive medication refill tasks to be removed from the provider's workload and formally be handled by a supporting team member. When used in conjunction with practice refill protocols the function may save provider time and increase efficiency in the medication refill process.

### Setup & Workflow

- To enable this function the provider needs to perform a one-time step to authorize another user as their agent. This authorization then allows the user to view and respond to electronic medication refill tasks in their own refill queue that were originally only available to the provider.
- Depending on State, Federal, and local laws, a prescribing provider can authorize additional staff to prescribe for their patients on their behalf using Digital Rx. Digital Rx supports two levels of On behalf authorization.
  - On behalf of Refills Only
  - On behalf of New Prescriptions
  - On behalf of EPA
- Note: Enabling for On behalf of New Prescriptions will automatically include authority for On behalf of Refills as well.
- To set up an agent, the provider must go to **My Profile > Click on Staff Authorization** > Search and select the agent from the list of practice users and select the checkboxes **OBN** (On Behalf (NewRx)) and **OBR** (On Behalf (Refill)) to

grant the permissions > Click on **Update** button to save the changes applied. The user does not need to have an active DEA number to be selected.

1. The Provider will log into the application and choose **'My Profile'** found in the top right side this will take the user to the profile page.



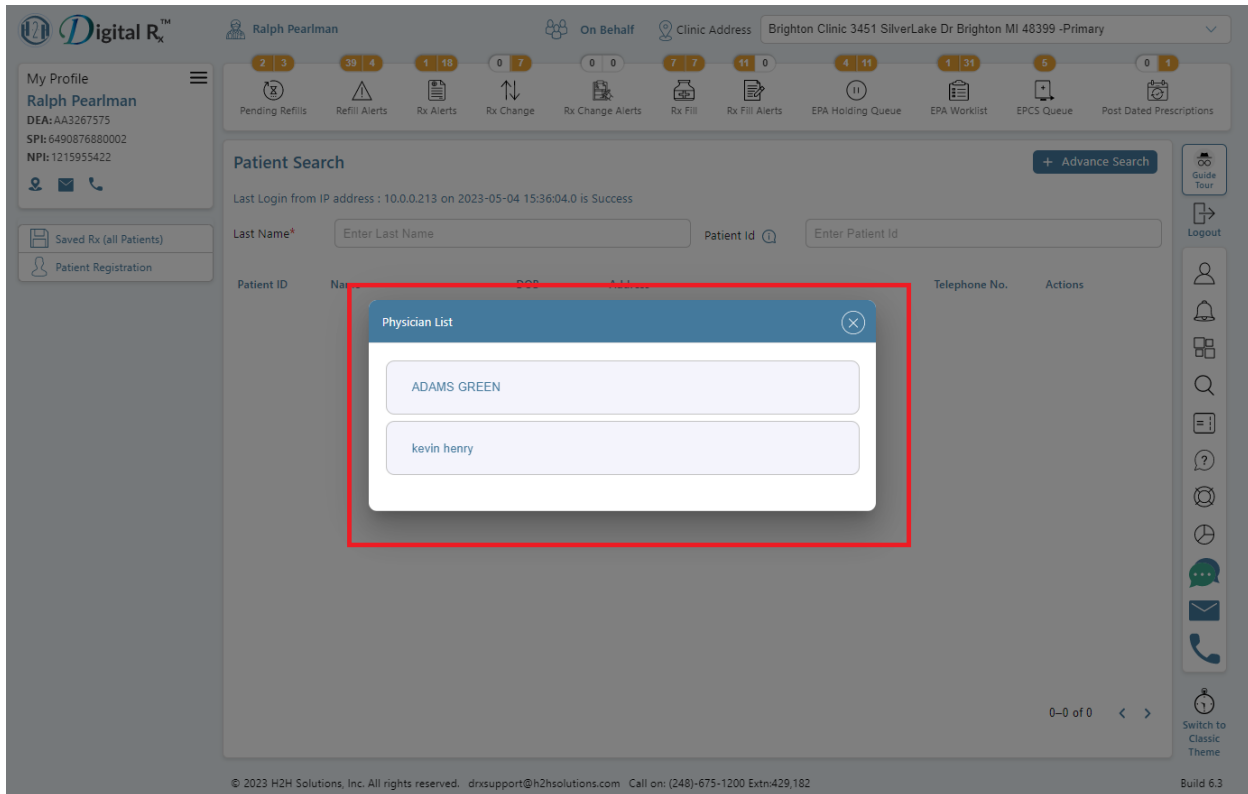
2. Inside the profile page on the left hand side menu click on **Staff Authorization** button.
3. The screen will display all Enrolled users in the practice with check boxes for OBN [On Behalf (NewRx)], OBR [On Behalf (Refill)] and OBPA [On Behalf (ePA)]. If the user will be sending refills on behalf of **ONLY**, click on OBR. If the User will be sending **New Rx** and **Refills**, click on the OBN check box and both will be enabled. Very Important you will be **DENIED** access to submit Prescriptions ON BEHALF OF if the proper boxes are not selected.
4. Now select the **Update** option found at the bottom middle section of the page.

Name	Profile	SP	PR	EPA	EPM	OBN	OBR	OBPA
A Joseph	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Johna	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ADAMS GREEN	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ANTHONY TIMOTHY	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ATT Admin	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AUGUSTUS MICHAEL	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ab KCR Ab Trump	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abbrederis Jared	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adam Mke	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Add SPI Test	Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Now the Provider Agent (The person sending on behalf of the Provider) can sign in as themselves and choose the link **On Behalf**.

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6. A pop-up window will appear, and you will be prompted to choose the Provider you are prescribing on behalf of.



7. The screen will now display the physician's name on whose behalf the user is working. Continue with the prescribing process and the confirm page will have the options to **'Send to pharmacy'**, **'Print'** etc. enabled for the user.  
**Note:** On Behalf of cannot send the EPCS prescriptions.

## 20. Electronic Prescribing of Controlled Substances

1. Electronic prescribing of controlled substances, or EPCS, is the electronic transmission of a prescription for a controlled substance to a pharmacy. Prescribers are encouraged to write and transmit prescriptions for controlled substances electronically to increase safety and security. By way of regulation pharmacists are permitted to receive, dispense, and archive the electronic prescriptions sent to them by the prescriber.
2. EPCS also creates Identity Proofing responsibilities for EHR vendors, prescribers, and pharmacies by requiring two-factor authentication, more robust audit trails and strict auditing procedures to comply with the DEA's Interim Final Rule regulating EPCS.

3. Controlled substances are drugs that have potential for abuse and dependence. These drugs are regulated by the federal Controlled Substance Act (CSA), which divides controlled substances into five categories called schedules.
4. Prescribing controlled substances electronically is not mandated by the federal government, states are still empowered to further regulate prescribing. In New York, EPCS is required by the Internet System for Tracking Overprescribing (I-STOP) law, which requires that all prescriptions for both legend drugs and controlled substances be sent electronically.

### **Provider Responsibilities:**

Under DEA Title 21, the provider is responsible for ensuring the safety of EPCS. To electronically prescribe controlled substances, the provider must register with the DEA and obtain a DEA number. Then they must retain sole possession of any two factor authentication tokens and must not share their password with any other person or prescribing entity. The same responsibilities stand for the practitioner when issuing either a controlled substance prescription via electronic means or a paper or oral prescription.

### **Requirements to get started with EPCS:**

- Certified EHR
- Identity Proofing
- Two - Factor Authentication

## **21. Enrollment with ID.me**

Identity Proofing is required for Providers who can prescribe scheduled drugs. To be able to prescribe for controlled substances, the provider/prescriber will have to register with ID. me for Identity proofing and Two-factor authentication. For getting registered with id.me, an enrolment link will be provided from the H2H side, below is the link:

<https://h2hdigitalrx.com/enrollment.html>.

- Click this [link](#) for steps to enrolling ID.me.

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## 22. RTF and RTPB

### ◆ Real-Time Formulary (RTF)

Real-Time Formulary delivers formulary information to the prescriber at the point of care via real time request and response message. This service eliminates the need for the provider vendor to download large formulary files from Surescripts on a weekly basis. The data provided through Real Time Formulary informs the prescriber of a medication's formulary status, payer-provided alternatives, coverage factors and co-pay details. Real Time Formulary data is intended to assist the prescriber in aligning their selected therapy with the patient's benefit plan.

### ◆ Real-Time Prescription Benefit (RTPB)

Real-Time Prescription Benefit delivers patient-specific benefit and cost information in the electronic workflow. This solution empowers prescribers, pharmacists, and technicians to address patient prescription cost concerns and make informed decisions that boost adherence and operational efficiencies.

RTF and RTPB provide value by driving medication adherence, lowering health care costs, and improving health outcomes and patient safety. By providing accurate, up-to-date, patient-specific information and cost-effective medication options, prescribers and patients can make informed decisions that reduce payment obstacles and improve medication adherence.

- Refer this [link](#) for RTF and RTPB documents.

## 23. Electronic Prior Authorization (EPA)

Electronic Prior Authorization (EPA) enables prescribers, pharmacists, and technicians to easily obtain prior authorizations so patients can start their medications sooner. When a prescription prior authorization (PA) is submitted electronically, patients get their medications faster and are more likely to adhere to their prescribed treatment.

As health systems continue to grow at a rapid pace, ensuring an Electronic Prior Authorization (EPA) solution is readily available will not only help reduce provider burden but may also benefit patient health. The adoption of Electronic Prior Authorization (EPA) decreases in time to therapy and, overall, an increase in patient medication adherence.

- Refer this [link](#) for EPA document.

## 24. Digital Rx Ticketing System

Ticketing system means to support and help you deal with any issues/incidents and managing the incidents from the moment they're captured through to their resolution.

The user can raise the incident tickets by using any of the options:

**Through Tickets Section (UI)**

Or

**Through Chatbot**

A ticket passes through multiple stages from the time it was created to the time it gets resolved.

### Different types of statuses:

- 1) **Created** – Ticket is generated.
  - 2) **Open** – Ticket registered and open in state.
  - 3) **In-Progress** – Status will change from open to In-Progress and assigned to the Support team.
  - 4) **Open with Support Team** - Status changed from In-Progress to Open with Support Team.  
Support team will look into the ticket and perform the required action.
  - 5) **Resolved** – Issue is solved.
  - 6) **Closed** – If the issue is solved, the status will change from Resolved to Closed.
- Refer this [link](#) for Ticketing System document.

## 25. Post Dated Prescription

Post Dated Prescription refers to a prescription that is prepared to be released to the pharmacy at a future date. These prescriptions remain valid for 12 months from the date of prescription.

- Refer this [link](#) for Post Dated Prescription document.

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## 26. Electronic Prescribing of Controlled Substances (EPCS) Queue

All the scheduled prescriptions should be queued up together so that they can be sent to the pharmacy at once by doing ID.me authentication.

- Refer this [link](#) for Electronic Prescribing of Controlled Substances (EPCS) Queue document.

## 27. Prescription Drug Monitoring Program (PMP/ PDMP)

A Prescription Monitoring Program (PMP) or Prescription Drug Monitoring Program (PDMP) is a state-operated database that tracks the prescription and dispensing of controlled substances, such as opioids. These programs provide healthcare providers with a valuable tool to monitor and manage patients' medication histories, helping to prevent overuse, abuse, and potential drug interactions. By accessing this data, providers can make more informed decisions, tailor treatment plans, and reduce the risk of opioid misuse, ultimately promoting better patient health outcomes while contributing to the larger effort to combat the opioid epidemic.

- Refer this [link](#) for the Prescription Drug Monitoring Program (PMP/PDMP) document.

## 28. How to Set Up Default Physician

1. Select a patient for whom the user wants to set the default physician.

The screenshot shows the Digital Rx user interface for Ralph Pearlman. At the top, there are navigation tabs for various alerts and queues: Pending Refills (2), Refill Alerts (39), Rx Alerts (1), Rx Change (0), Rx Change Alerts (7), Rx Fill (7), Rx Fill Alerts (11), EPA Holding Queue (4), EPA Worklist (1), EPCS Queue (3), and Post Dated Prescriptions (0). Below this is a 'Patient Search' section with a search bar containing 'addin' and a 'Patient ID' field. A table of search results is displayed below:

Patient ID	Name	DOB	Address	Telephone No.	Actions
8a80836f...	Lisa Addington	08/02/1989	ji, Hyderabad, AK, 11222	2484193401	Rx Pad
BNFT006	Winston Addington	01/09/1985	178 Paradise Crescent, Royal Palm Beach, FL, 33411	3334675467	Rx Pad
8a80836...	Winston Addington	03/14/1940	30335 W 13 MILE RD, FARMINGTON HILLS, MI, 483...	2484916515	Rx Pad
WNAD001	Winston Addington	03/14/1940	178 Paradise Crescent, Royal Palm Beach, FL, 33411		Rx Pad

The first row of the table is highlighted with a red border, and the 'Rx Pad' button in the 'Actions' column is also highlighted with a red box. The interface includes a sidebar with 'My Profile' for Ralph Pearlman, 'Saved Rx (all Patients)', and 'Patient Registration'. A footer at the bottom contains copyright information and a build number: © 2023 H2H Solutions, Inc. All rights reserved. dnxsupport@h2hsolutions.com Call on: (248)-675-1200 Extn:429,182 Build 6.3

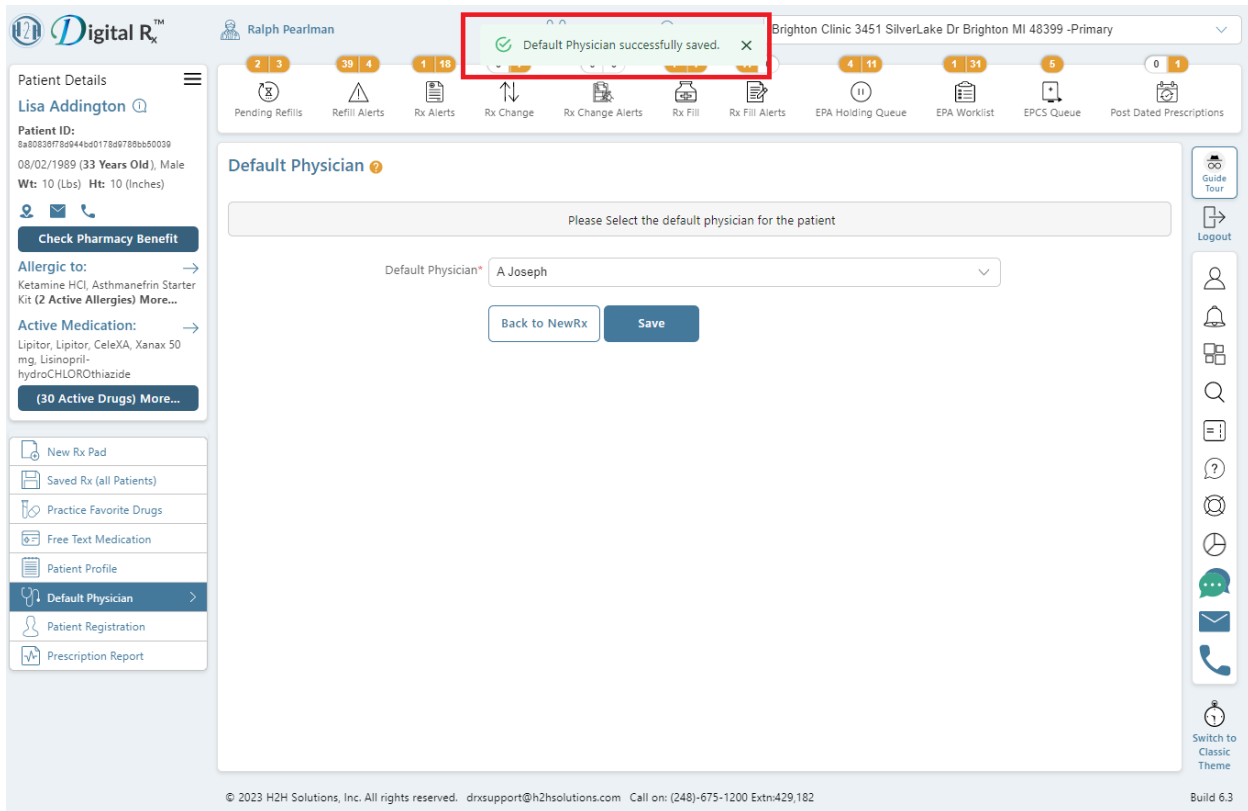
2. Click on the **Default Physician** link to set a default physician for the selected patient.

The screenshot shows the 'New Rx Pad' form for patient Lisa Addington. The interface includes a top navigation bar with various alert icons and a left sidebar with patient details and navigation options. The 'Default Physician' option in the sidebar is highlighted with a red box. The main form area contains fields for drug name, quantity, route of administration, and other prescription details.

3. It will ask to select the default physician from the dropdown for the selected patient.
4. Click on **Save** button.

The screenshot shows the 'Default Physician' selection screen. The text 'Please Select the default physician for the patient' is displayed above a dropdown menu. The dropdown menu is highlighted with a red box and contains the text 'A Joseph'. Below the dropdown menu are two buttons: 'Back to NewRx' and 'Save'. A red arrow points to the 'Save' button.

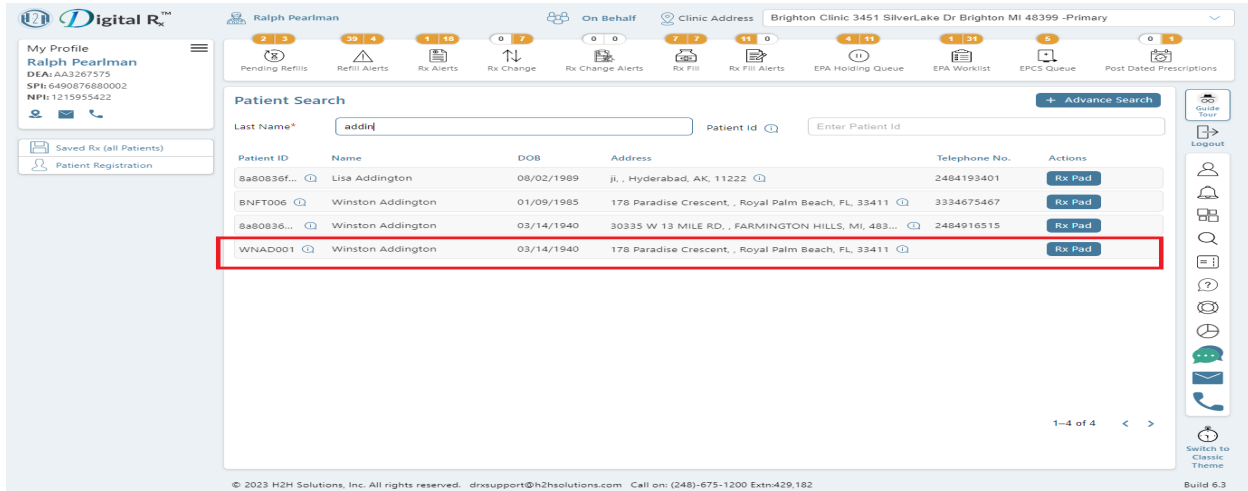
- Once the user saves the default physician, it will display a message indicating that **“Default Physician successfully saved”**.



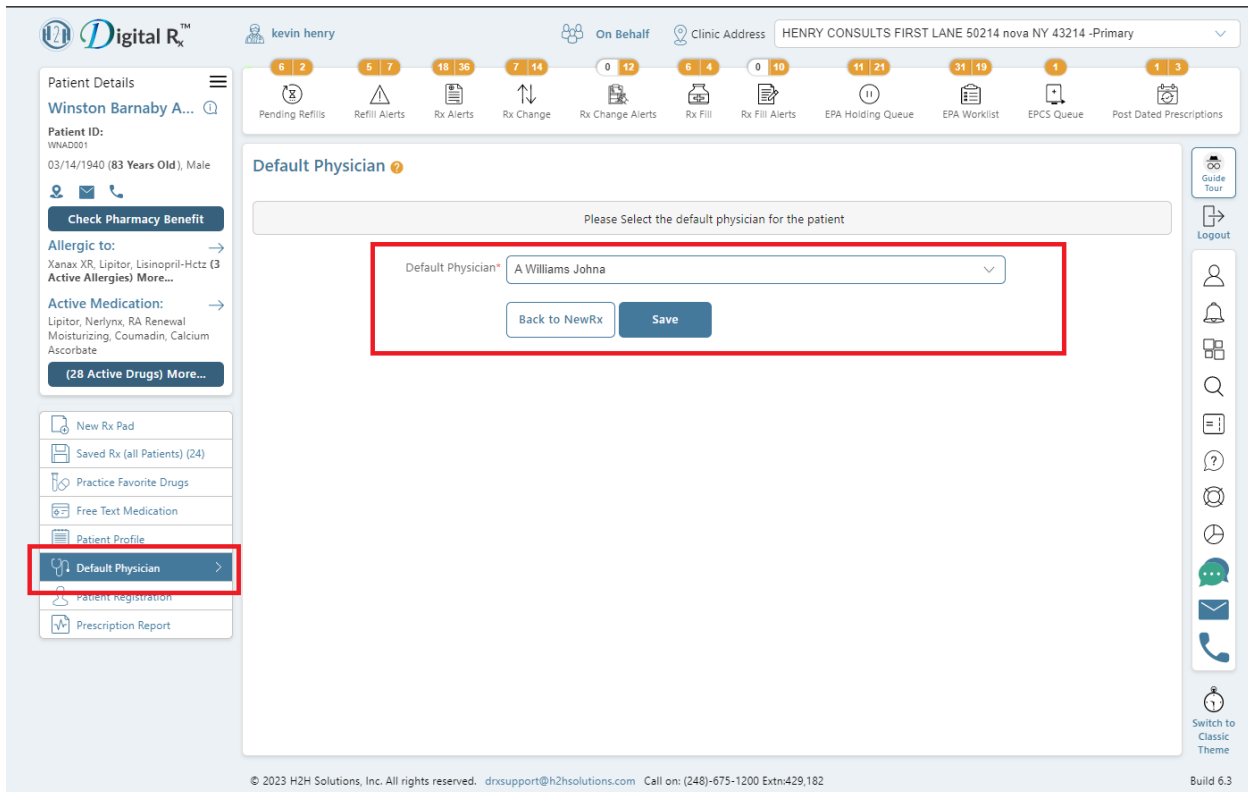
- **Use of Default Physician:** When a default physician has been assigned to a patient, lower profile users can easily fill a prescription on behalf of the default physician. It saves time in the case of refilling the prescription.

## 29. How to Set Up Supervisor Details

1. The lower profile user selects the patient to prescriber on behalf of the physician.



2. The lower profile user will get to see the supervisor details (default physician) from the drop-down list for a selected patient.



- The lower profile user will proceed with the default physician or can modify the physician's name for prescribing a prescription on behalf of the physician.
- Click on the **Confirm Prescription(s)** button.
- Click on the **Add to Medication History**.

The screenshot displays the Digital Rx interface for a patient named Winston Barnaby A. The interface includes a top navigation bar with user information (kevin henry) and clinic address (HENRY CONSULTS FIRST LANE 50214 nova NY 43214 -Primary). A dashboard shows various notification icons with counts. The main content area is titled 'Rx 1 Summary' and contains a warning message: 'If you want to edit PA and OnPriority then Please go back to rxpad via Edit to uncheck PA and OnPriority. As per State regulatory, All Controlled substance prescriptions must be sent electronically only.' Below this is a section for 'Allergy and Drug Interactions' with a '+ Show' button. The 'Prescriptions Summary' section shows details for Rx No 1: Lipitor 20 MG Oral Tablet, Rx Date 05/11/2023, Fmlyr. Status Unknown Status, Co-Pay Info. not available, SIG 1 TABLET DAILY, Qualifier Tablet, Quantity 10, No. Of Refills 0, Substitutions Substitution Allowed, and Pharmacy 605569 QA Prod. At the bottom, there are buttons for 'Adverse Effects', 'Drug to Food Interactions', and 'Patient Education'. A red box highlights the '+ \* Add to Medication History' button. Other buttons include 'Remove', 'Save', 'Print', 'Send & Print', and 'Send to Pharmacy'. A footer note states: 'Options below with \* requires the Rx No boxes to be checked for processing. For other options, checking the box will not have any effect.'

- Go to **Medication History** tab.
- The prescription will be created with the default physician name.

The screenshot displays the Digital Rx interface for a patient named Winston Barnaby A... The 'Active Medication(s)' table lists various drugs. The 'Nerlynx 40 MG Oral Tablet' entry is highlighted in pink, and its 'Physician' field is circled in red, showing 'kevin henry'. Other medications include Lipitor, RA Renewal Moisturizing, Coumadin, Calcium Ascorbate, Adderall XR, and Cosentyx.

Drug Description	SIG	Date	Type	Status	Physician	Active	Actions
Lipitor 20 MG Oral Tablet	1 TABLET DAILY	05/11/2023	NEWRX	A*S	kevin henry	Y	[Print]
Nerlynx 40 MG Oral Tablet	Take 1 capsule(s) as direct...	04/07/2022	NEWRX	T*E	kevin henry	Y	[Print]
RA Renewal Moisturizing	Apply 1 as needed	04/07/2022	NEWRX	E*S	kevin henry	Y	[Print]
Coumadin 2.5 MG Oral Ta...	1 TABLET DAILY	04/07/2022	NEWRX	E*S	kevin henry	Y	[Print]
Calcium Ascorbate 500 M...	Take 1 Drop(s) as needed	04/07/2022	NEWRX	E*S	kevin henry	Y	[Print]
Adderall XR 20 MG Oral C...	1 CAPSULE EVERY MORNI...	02/07/2022	NEWRX	E*S	rayon loiy	Y	[Print]
Adderall XR 10 MG Oral C...	2 CAPSULES EVERY MOR...	02/07/2022	NEWRX	E*S	rayon loiy	Y	[Print]
Cosentyx 150 MG/ML Su...	Inject 150 mg subcutaneo...	11/30/2021	NEWRX	E*S	Bella Aia	Y	[Print]
Kuvan 100 MG Oral Table...	Inject 1 ML once a day	11/15/2021	NEWRX	E*S	Bella Aia	Y	[Print]

- **Use of Supervisor Details:** As soon as the user with the lower profile selects the patient, the default physician for a selected patient is displayed. It helps to fill out the prescription on behalf of the physician and the prescription will be created with the name of the default physician.

## 30. Chatbot

DRx Chatbot is a conversational bot assisting DRx users with their most common queries. The idea is to serve DRx users with minimal query handling time and reduce support cycle. This chatbot acts as a bridge between Physicians and their assistants by providing information related to their queries. Chatbot also helps users to raise a service request to the support team for further assistance.

- Refer this [link](#) for Chatbot document.

**Patient Details**  
Winston Barnaby A...  
Patient ID: WNAD001  
03/14/1940 (83 Years Old), Male

**Check Pharmacy Benefit**

**Allergic to:**  
Xanax XR, Lipitor, Lisinopril-Hctz (3 Active Allergies) More...

**Active Medication:**  
Lipitor, Nerlynx, RA Renewal Moisturizing, Coumadin, Calcium Ascorbate  
(28 Active Drugs) More...

**Alerts:**  
Pending Refills: 6, 2  
Refill Alerts: 5, 7  
Rx Alerts: 18, 36  
Rx Change: 7, 14  
Rx Change Alerts: 0, 12  
Rx Fill: 6, 4  
Rx Fill Alerts: 0, 10  
EPA Holding Queue: 11, 21  
EPA Worklist: 31, 19  
EPCS Queue: 1  
Post Dated Prescriptions: 1, 3

**New Rx Pad** | SS Medication History | Allergies | Saved Prescriptions | Favorite Drugs | Medications History

**Rx 1 Summary**

Rx Benefit Source: PROINFORMA PBM-PRO-FL\_55402 | Benefits: RETAIL, MAIL ORDER, LTC

Drug Name\*: Lipitor | Drug type: Branded Rx | Add to favorite drug

Drug\*: Lipitor 20 MG Oral Tablet

SIG\*: 1 TABLET DAILY

Qualifier\*: Tablet | Quantity\*: 10 | Daily Max Dose: | WC/XFR: Select One

Substitutions: Substitution Allowed | Refill: 0 | Days Supply: 0 | Type: Select One

Formulary Status: Unknown Status | Copay: Info. not available | Coverage: Info. not available

Pharmacy\*: Select Pharmacy | Note to Pharmacist | Doctors Notes

Enter Pharmacy Note here

(Please DO NOT include SIG information in 'Note to Pharmacist')

EPA |  Priority Indicator |  Post Dated Prescription

Reset | Add New | Confirm Prescription(s)

**Right Sidebar:** Guide Tour, Logout, Profile, Notifications, Search, Help, Chat (highlighted), Phone, Switch to Classic Theme

# 31. Notification Center - Bell Icon

The bell icon gives the most recent notifications and latest updates on products.

This screenshot shows the 'New Rx Pad' interface for a patient named Winston Barnaby A... The form is for a prescription of Lipitor 20 MG Oral Tablet. A red box highlights the 'Notifications' bell icon in the top right corner of the form area. The interface includes a top navigation bar with various notification counts (e.g., 6, 2, 5, 7, 18, 38, 7, 14, 0, 12, 6, 4, 0, 10, 11, 21, 31, 19, 1, 1, 3) and a sidebar with patient details and navigation options.

This screenshot shows the 'Notifications' center in the Digital Rx interface. The list contains several notifications, including 'eRx Transaction Failed' and 'Post Dated eRx Transaction Failed'. The interface includes a top navigation bar with various notification counts and a sidebar with user profile information for Kevin Henry. The bottom of the page contains copyright information: © 2023 H2H Solutions, Inc. All rights reserved. drxsupport@h2hsolutions.com Call on: (248)-675-1200 Extn:429,182 Build 6.3

## 32. Help Section

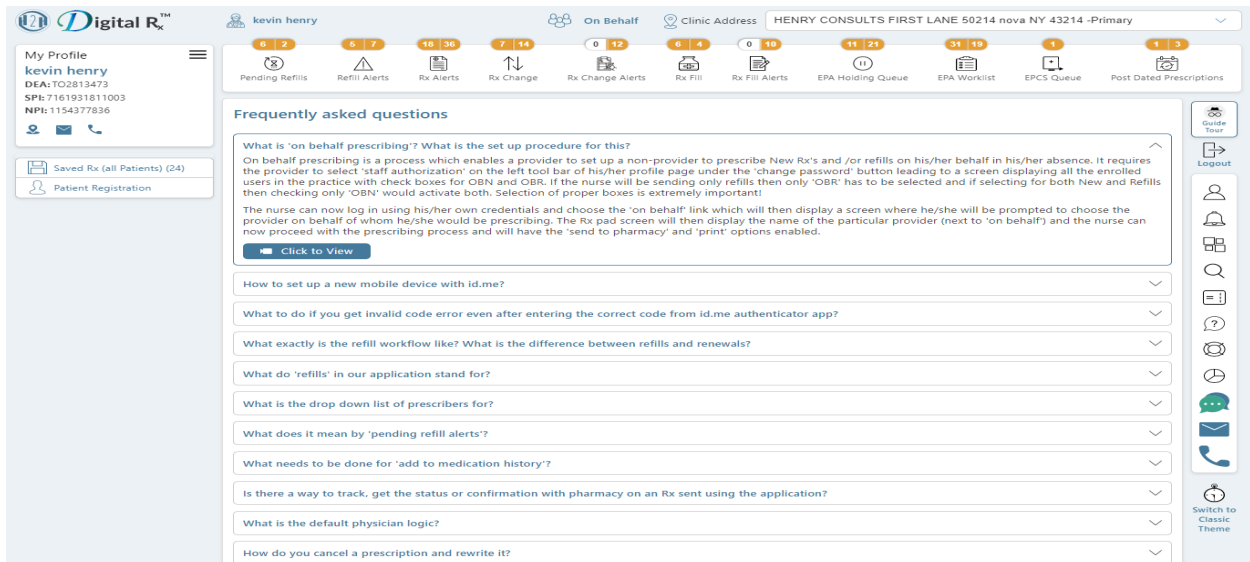
The screenshot displays the Digital Rx software interface for a patient named Winston Barnaby A. The interface includes a top navigation bar with various status indicators (e.g., Pending Refills: 6, 2; Refill Alerts: 5, 7; Rx Alerts: 18, 36; Rx Change: 7, 14; Rx Change Alerts: 0, 12; Rx Fill: 6, 4; Rx Fill Alerts: 0, 10; EPA Holding Queue: 11, 21; EPA Worklist: 31, 19; EPCS Queue: 1; Post Dated Prescriptions: 1, 3). The main content area is titled 'New Rx Pad' and contains fields for Rx Benefit Source (PROINFORMA PBM-PRO-FL\_55402), Drug Name, Drug type, Route of Administration, Dose, Units, Freq, SIG, Qualifier, Quantity, Substitutions, Refill, Daily Max Dose, WC/XFR, Days Supply, and Type. A 'Help' button is highlighted in a red box on the right side of the interface. The footer of the interface includes the text '© 2023 H2H Solutions, Inc. All rights reserved. drxsupport@h2hsolutions.com Call on: (248)-675-1200 Extn:429,182' and 'Build 6.3'.

It is a form of user assistance. The purpose of help section is to assist in using a software application, web application or operating system. However, it can also present information on a broad range of subjects.

## 33. FAQs Section

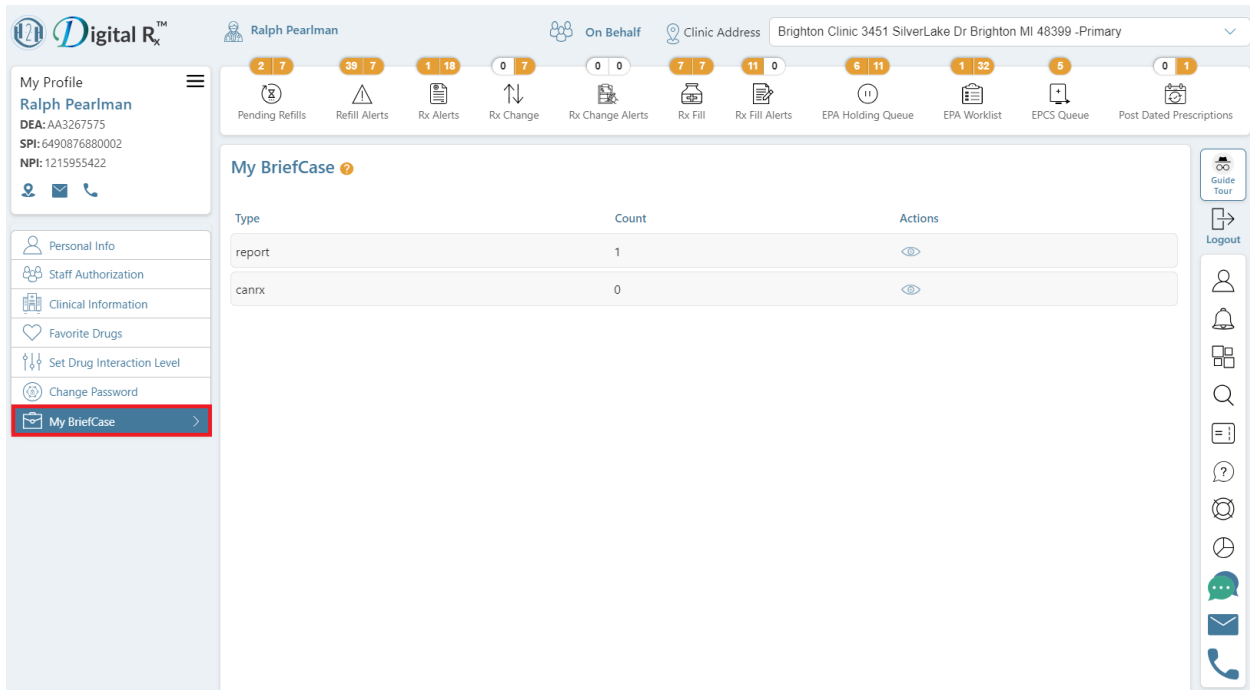
Patient ID	Name	DOB	Address	Telephone No.	Actions
No Records Found					

A FAQs section is where users can find answers to their questions and solutions to their problems. It is designed to resolve many common queries and make it simple for users to find the answers they are looking for.



## 34. My Briefcase Section

- If reports exceed the maximum pagination limit, then this report will be moved to **My Briefcase**.
- It will have **cancelRx** reports as well.
  - Mouse hover over the **My Briefcase** button.
  - Window will pop up with **canrx** and **report** links.



- If you click on the **report**, a list of reports will be displayed.
- Click on the pdf links to download the reports.

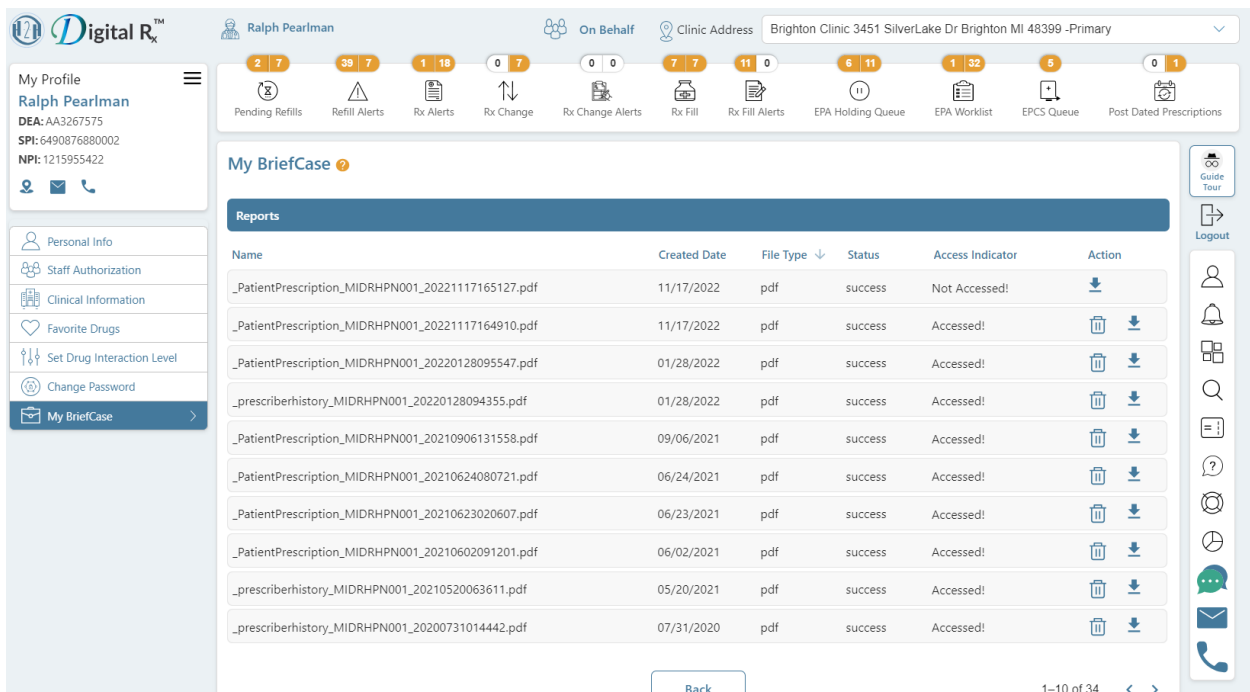


Figure 116

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## H2H DIGITAL Rx SUPPORT DESK

Send us an email at [drxsupport@h2hsolutions.com](mailto:drxsupport@h2hsolutions.com) or give us a call at **248-675-1200 ext. 429** if you need help. We are here to assist you and make the process go more smoothly.

 End of the Document