



Job Aid



PrescribelT® Integration in PEI

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Introduction

Prescribers enabled with PrescribeIT® can send electronic prescriptions directly from their Electronic Medical Record (EMR) to the patient's pharmacy of choice. Pharmacies that are PrescribeIT® enabled can receive and process these electronic prescriptions, eliminating the need for paper prescriptions to be exchanged.

In Prince Edward Island (PEI), your pharmacy can receive new and reauthorized electronic prescriptions from PrescribeIT®.

Other features such as sending Authorization Requests or Clinician Communications through PrescribeIT® are not available due to EMR limitations in PEI. When a feature is not available, you will see an error if you attempt to use it. This is expected and will not affect your ability to process prescriptions.

Overview of the PrescribelT® Workbench

When PrescribelT® is activated in your pharmacy, a new PrescribelT tab appears at the top of PharmaClik Rx.

This tab contains four main sub-tabs:

1. **To Do** – houses incoming messages from prescribers. In PEI, this is the primary tab you'll use.
2. **Sent** – houses outgoing messages from your pharmacy. In PEI, EMR systems cannot consume these messages but a record of them will still appear in this tab.
3. **Completed** – houses completed activities for the day such as Void or Cancelled Rx transactions.
4. **Mail** – houses Clinician Communications. In PEI, this feature is not available due to EMR limitations.



Overview of the PrescribelT® Workbench continued...

The following buttons are available in To Do:

1. **Quick Filter** – filters transactions by type. In PEI, only New Rx Requests and Renewal Rx Requests are received.
2. **Get Orders** – retrieves messages from PrescribelT® on demand. Messages are automatically pulled every 5 minutes.
3. **Process** – processes the highlighted prescription.
4. **Search** – used to search for deferred prescriptions (i.e., prescriptions not assigned to a pharmacy). This feature is not available in Prince Edward Island.

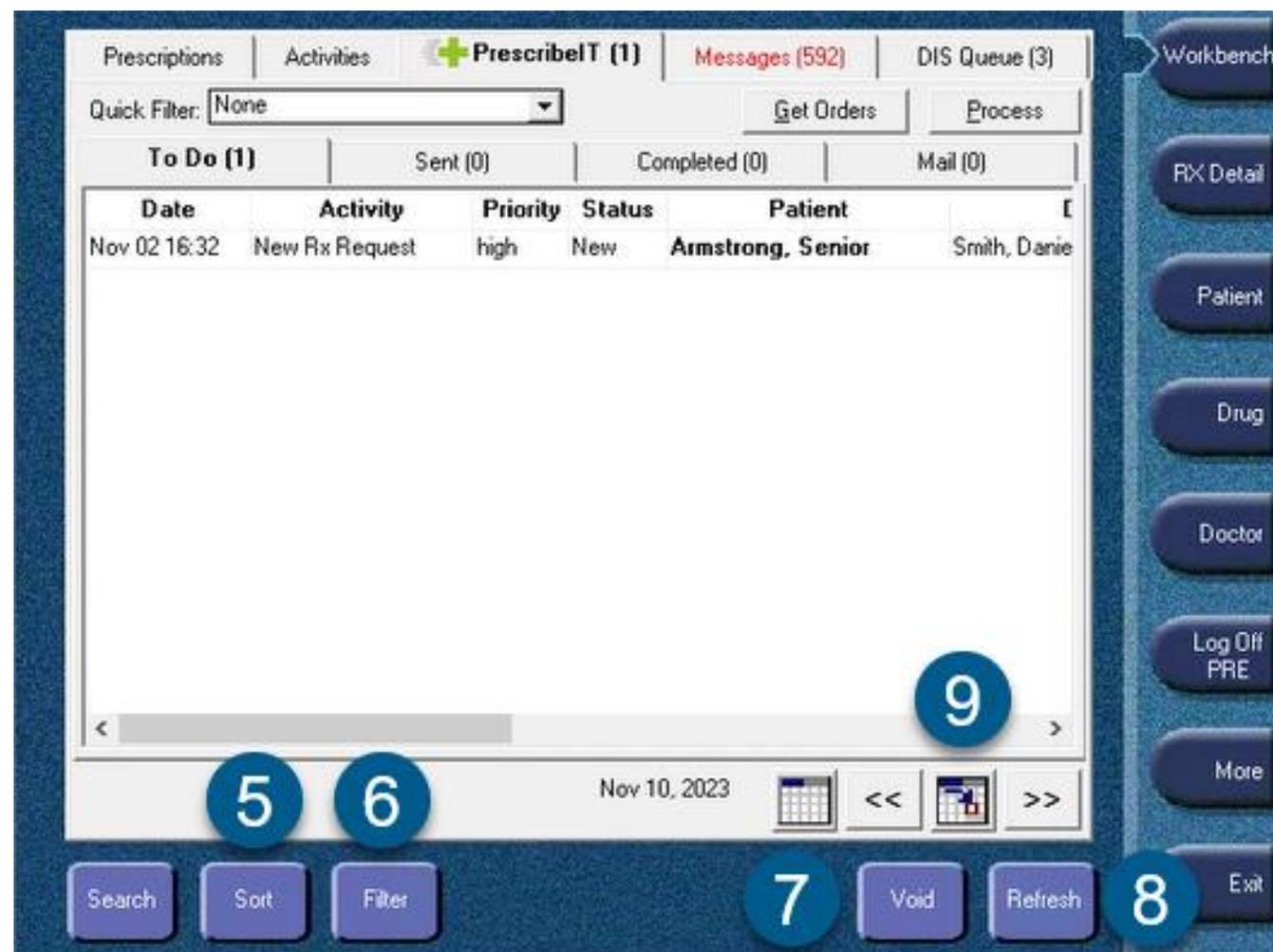
The screenshot displays the PrescribelT® Workbench interface. At the top, there are tabs for 'Prescriptions', 'Activities', and '+ PrescribelT (1)'. A 'Message' button is highlighted with a blue circle '2'. Below the tabs is a 'Quick Filter' dropdown menu set to 'None', with a 'Get Orders' button (circled '2') and a 'Process' button (circled '3'). The main area shows a 'To Do (1)' list with columns for Date, Activity, Priority, Status, and Patient. A single entry is visible: Nov 02 16:32, New Rx Request, high, New, Armstrong, Senior, Smith, Danie. A search bar at the bottom left is circled '4'. The bottom right contains 'Void' and 'Refresh' buttons. A vertical sidebar on the right includes buttons for 'Workbench', 'RX Detail', 'Patient', 'Drug', 'Doctor', 'Log Off PRE', 'More', and 'Exit'.

Date	Activity	Priority	Status	Patient
Nov 02 16:32	New Rx Request	high	New	Armstrong, Senior Smith, Danie

Overview of the PrescribelT® Workbench continued...

The following buttons are available in To Do:

- 5. Sort** – sorts transactions by column.
- 6. Filter** – filters transactions by keywords.
- 7. Void** – available in the To Do and Sent tabs. Removes prescriptions or messages sent in error. A reason must be entered to complete the Void.
- 8. Refresh** – refreshes the screen.
- 9. Calendar** – changes the view to daily, weekly, or monthly view. The left and right arrow buttons change the view to the previous or next day.



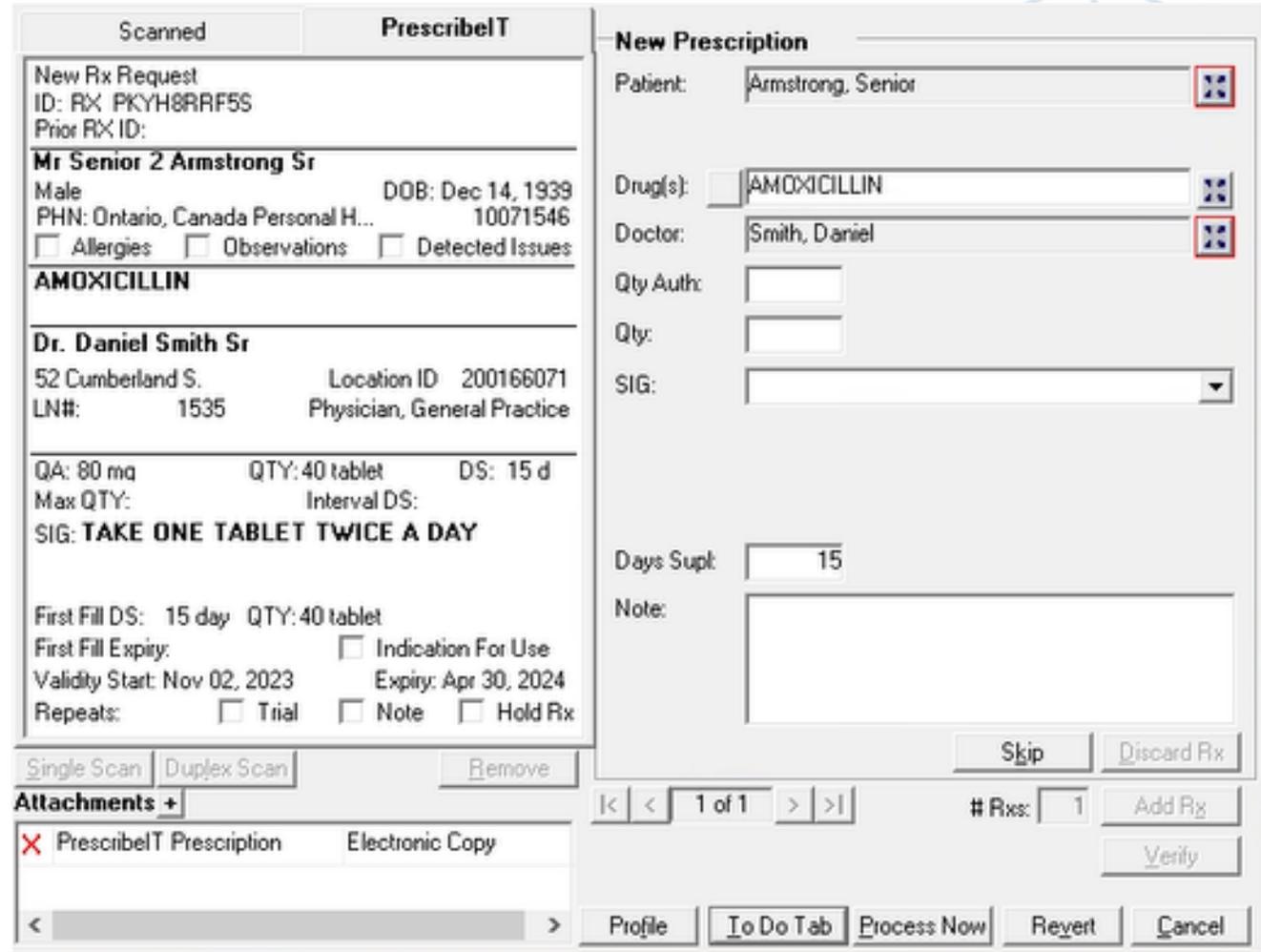
Overview of the PrescribelT® New Prescription Window

After a prescription is processed from the PrescribelT® To Do tab, the New Prescription window opens with information pre-populated from PrescribelT®.

On the left side, an image of the PrescribelT® prescription is displayed for data entry. The type of request (New or Renewal) is indicated at the top along with the RX ID assigned by PrescribelT®.

At the bottom, an electronic copy of the PDF prescription is attached and cannot be removed. If additional information such as Allergies, Observations, Detected Issues, Indications, or Notes are in the PDF, a checkmark appears in the applicable checkbox.

For more information, see [PrescribelT® New Prescription Window Overview](#).



Scanned	PrescribelT	
New Rx Request ID: RX PKYH8RRF5S Prior RX ID:		
Mr Senior 2 Armstrong Sr Male DOB: Dec 14, 1939 PHN: Ontario, Canada Personal H... 10071546 <input type="checkbox"/> Allergies <input type="checkbox"/> Observations <input type="checkbox"/> Detected Issues		
AMOXICILLIN		
Dr. Daniel Smith Sr 52 Cumberland S. Location ID 200166071 LN#: 1535 Physician, General Practice		
QA: 80 mg QTY: 40 tablet DS: 15 d Max QTY: Interval DS: SIG: TAKE ONE TABLET TWICE A DAY		
First Fill DS: 15 day QTY: 40 tablet First Fill Expiry: <input type="checkbox"/> Indication For Use Validity Start: Nov 02, 2023 Expiry: Apr 30, 2024 Repeats: <input type="checkbox"/> Trial <input type="checkbox"/> Note <input type="checkbox"/> Hold Rx		
Single Scan	Duplex Scan	Remove
Attachments +		
X PrescribelT Prescription Electronic Copy		
< >		

New Prescription	
Patient:	Armstrong, Senior
Drug(s):	AMOXICILLIN
Doctor:	Smith, Daniel
Qty Auth:	
Qty:	
SIG:	
Days Supl:	15
Note:	
Skip Discard Rx	
< < 1 of 1 > >	
# Rxs:	1 Add Rx
Verify	
Profile To Do Tab Process Now Revert Cancel	

Processing a PrescribelT® Prescription

The process to fill a PrescribelT® prescription is like a regular prescription except the patient and prescriber must be synced to the PrescribelT® registry first.

1. Navigate to the **PrescribelT Workbench To Do** tab.
2. Highlight the prescription.
3. Select **Process**. The New Prescription window opens.



TIP: Once a PrescribelT® prescription is processed from the New Prescription window, it can be identified on the Prescriptions Workbench by a checkmark in the PrescribelT® column . Select the checkbox in the column header to view only PrescribelT® prescriptions.

4. Sync the patient and/or prescriber to the PrescribelT® registry, if not already done. Syncing is only required once per patient or prescriber. For more information, see [Syncing Patients to the PrescribelT® Registry](#) and [Syncing Prescribers to the PrescribelT® Registry](#).
5. Complete the fields in the New Prescription window based on the information in the PrescribelT® prescription displayed on the left.
6. Continue processing the prescription as per usual process.

In Prince Edward Island, only New Rx Requests and Renewal Rx Requests can be received by pharmacies. For additional details on processing these requests, see [Processing a New Rx Request](#) and [Processing a Renewal Rx Request](#).

Dispense Notifications

While Dispense Notifications are sent to PrescribeIT® upon filling a PrescribeIT® prescription, these notifications cannot be processed by the EMR system in PEI at this time. You will however see a Dispense Notification record added to the PrescribeIT® Sent tab.

Date	Activity	Priority	Status	Pal
Nov 02 07:34	Dispense Notification		Completed	Info, Way
Nov 02 07:41	Authorization Request	normal	Void	Info, Way

Syncing Patients to the PrescribelT® Registry

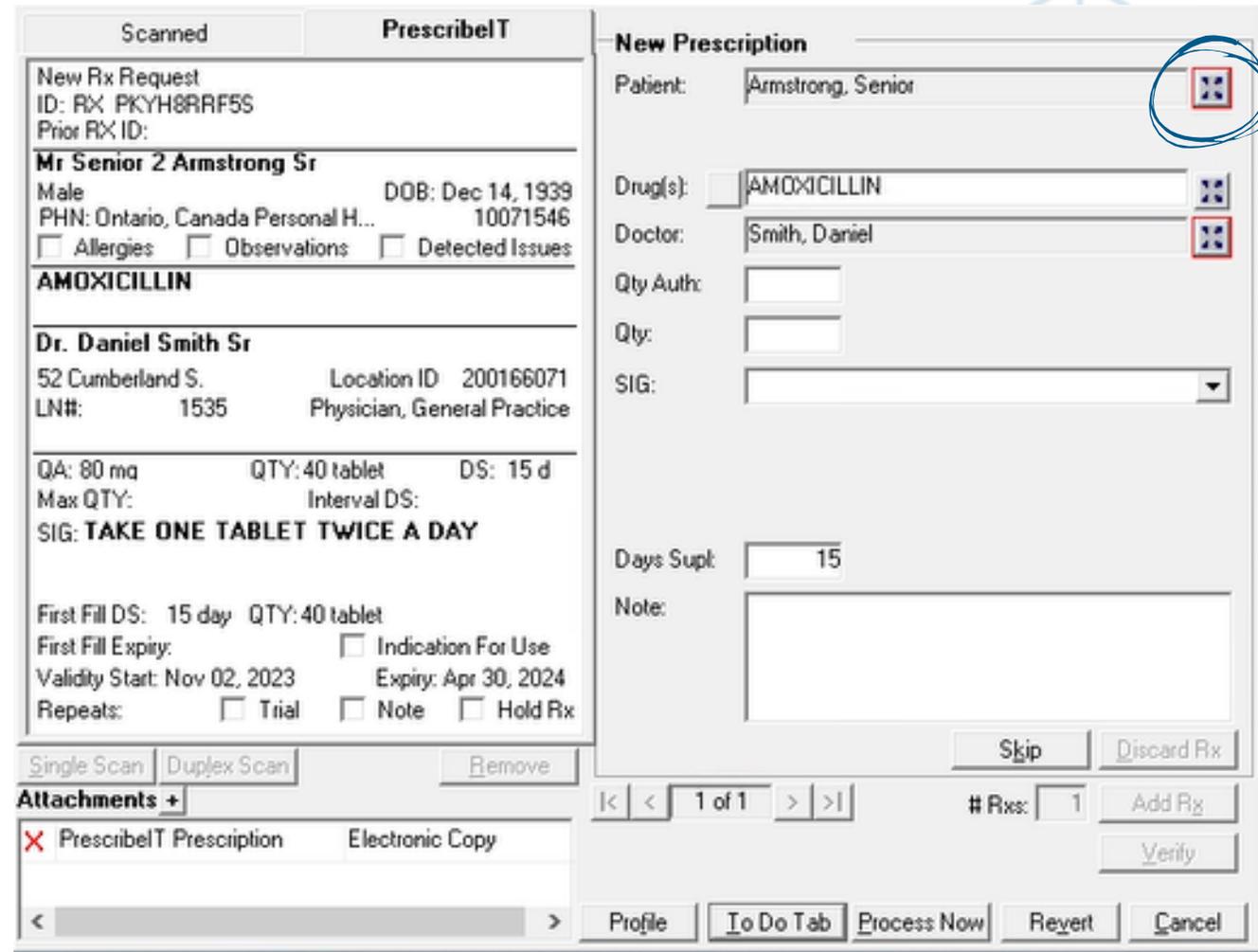
You can tell a Patient Folder is not synced to the PrescribelT® registry in two ways:

- The Rx Request in the PrescribelT To Do tab displays the patient's name in **bold**.
- A red box appears beside the Patient field in the New PrescribelT® Prescription window.

Select the links below for information on how to sync different types of patients:

- [New patient to your pharmacy](#)
- [Existing patient](#)

You can also update information for an existing patient using information from the PrescribelT® Registry. For more information, see [Updating Patient Records](#).



The screenshot displays the PrescribelT interface. On the left, the 'Scanned' tab shows a 'New Rx Request' for 'Mr Senior 2 Armstrong Sr' with details like DOB (Dec 14, 1939) and PHN (10071546). Below this, the medication 'AMOXICILLIN' is listed with dosage 'QA: 80 mg', quantity 'QTY: 40 tablet', and duration 'DS: 15 d'. The doctor is 'Dr. Daniel Smith Sr'. On the right, the 'New Prescription' window is open, showing the patient name 'Armstrong, Senior' in a field with a red box and a sync icon. The drug is 'AMOXICILLIN', the doctor is 'Smith, Daniel', and the quantity is '15'. The 'Days Supt' is set to '15'. At the bottom, there are buttons for 'Skip', 'Discard Rx', 'Add Rx', 'Verify', 'Profile', 'To Do Tab', 'Process Now', 'Revert', and 'Cancel'.

Syncing Prescribers to the PrescribelT® Registry

You can tell a Doctor Folder is not synced to the PrescribelT® registry in three ways:

- The Rx Request in the PrescribelT To Do tab displays the doctor's name in bold.
- A red box appears beside the Doctor field in the New PrescribelT® Prescription window.
- A PrescribelT icon  is not visible in the Doctor Folder.

Scanned	PrescribelT	New Prescription
New Rx Request ID: RX PKYH8RRF5S Prior RX ID:		Patient: <input type="text" value="Armstrong, Senior"/>
Mr Senior 2 Armstrong Sr Male DOB: Dec 14, 1939 PHN: Ontario, Canada Personal H... 10071546 <input type="checkbox"/> Allergies <input type="checkbox"/> Observations <input type="checkbox"/> Detected Issues		Drug(s): <input type="text" value="AMOXICILLIN"/>
AMOXICILLIN		Doctor: <input type="text" value="Smith, Daniel"/>
Dr. Daniel Smith Sr 52 Cumberland S. Location ID 200166071 LN#: 1535 Physician, General Practice		Qty Auth: <input type="text"/> Qty: <input type="text"/> SIG: <input type="text"/>
QA: 80 mg QTY: 40 tablet DS: 15 d Max QTY: Interval DS: SIG: TAKE ONE TABLET TWICE A DAY		Days Supt: <input type="text" value="15"/> Note: <input type="text"/>
First Fill DS: 15 day QTY: 40 tablet First Fill Expiry: <input type="checkbox"/> Indication For Use Validity Start: Nov 02, 2023 Expiry: Apr 30, 2024 Repeats: <input type="checkbox"/> Trial <input type="checkbox"/> Note <input type="checkbox"/> Hold Rx		<input type="button" value="Skip"/> <input type="button" value="Discard Rx"/>
<input type="button" value="Single Scan"/> <input type="button" value="Duplex Scan"/> <input type="button" value="Remove"/>		<input type="button" value="1 of 1"/> <input type="button" value="Add Rx"/>
Attachments + <input checked="" type="checkbox"/> PrescribelT Prescription <input type="checkbox"/> Electronic Copy		<input type="button" value="Verify"/>
<input type="button" value="Profile"/> <input type="button" value="To Do Tab"/> <input type="button" value="Process Now"/> <input type="button" value="Revert"/> <input type="button" value="Cancel"/>		

Syncing Prescribers to the PrescribelT® Registry continued...

When syncing a prescriber, at minimum, the **CPR-ID** and **Location ID** must be copied over from the PrescribelT® registry to PharmaClik Rx. Additional fields may be copied over as desired.

For existing prescribers, do not copy over the license number (LN #) from the PrescribelT® registry. The LN # does not correspond to the billing number required for claim adjudication.

Select the links below for information on how to sync different types of prescribers:

- [New prescriber \(no existing Doctor Folder\)](#)
- [Existing prescriber](#)

You can also update information for an existing prescriber using information from the PrescribelT® Registry. For more information, see [PrescribelT® Registry Compare Overview](#).



TIP: You can copy/update up to 4 addresses in the Doctor Folder. Use the left and right arrow buttons at the bottom to navigate to the appropriate addresses on both sides before copying information over.

PrescribelT™ Provider Registry Compare

PharmaClik Rx

Last Name: Smith
First Name: Daniel
Practitioner Identifier: College of Physicians and Surgeons PEI

LN #: 1520
CPR-ID: 200166072
Status: Active
Specialty:
Addr Line 1: 52 Cumberland S.
Addr Line 2:
City: Burton
Province: Prince Edward Island
Postal Code: C4W 1J5
Country: Canada
Phone: (416) 789-7889
Mobile:
Fax: (289) 333-0296
E-mail:
Location ID: 200166071
Location Status: Active

PrescribelT™

Smith
Daniel
Prince Edward Island, Canada College of Physicians and Surgeons License Number (peicpsln)
1535
200166072
Active
Physician, General Practice
100 Pei Test Road
Charlottetown
Prince Edward Island
C1E 1Z4
Canada
(902) 787-1111
(902) 787-0001
200166071
Active

Address: k < 1 of 4 > >|

Revert

Select All

Search OK Cancel

Overview of Drug Information from PrescribelT®

A prescriber has the option to use a **Code Description** or **Text Description** to send drug information as part of a PrescribelT® transaction.

Code Descriptions

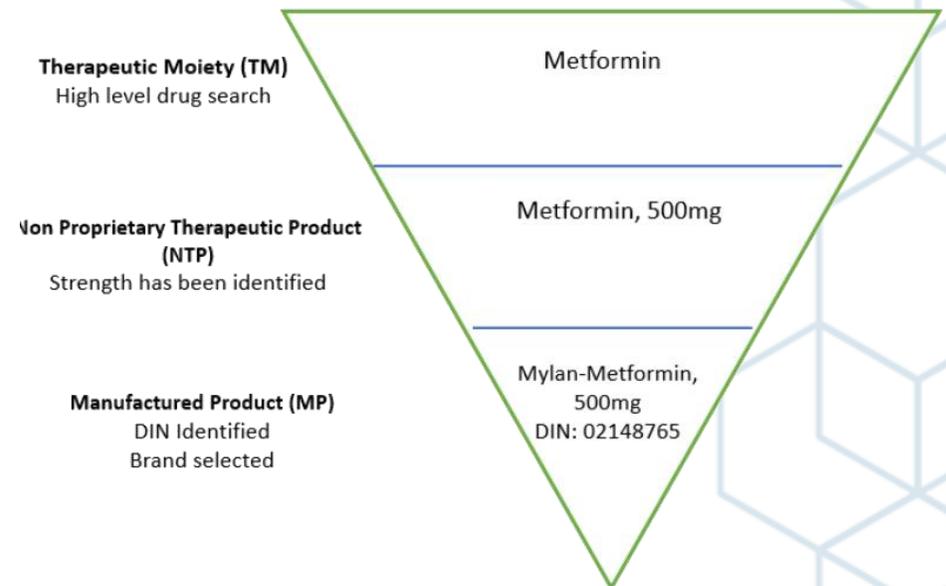
A Code Description can be a DIN, NPN, or CCDD. There are 3 types of CCDD codes that vary by the level of detail they contain:

- Active ingredient (**TM**)
- Product name, strength, and form (**NTP**)
- Unique identifier (e.g., DIN, NPN) (**MP**)

Depending on the code used, you may have to search for and select the appropriate drug to process the prescription from the New Prescription window.

Text Descriptions

When a text description is sent, you may need to adjust the drug search criteria to locate the appropriate drug for processing.



Locating a Drug Using a Text Description

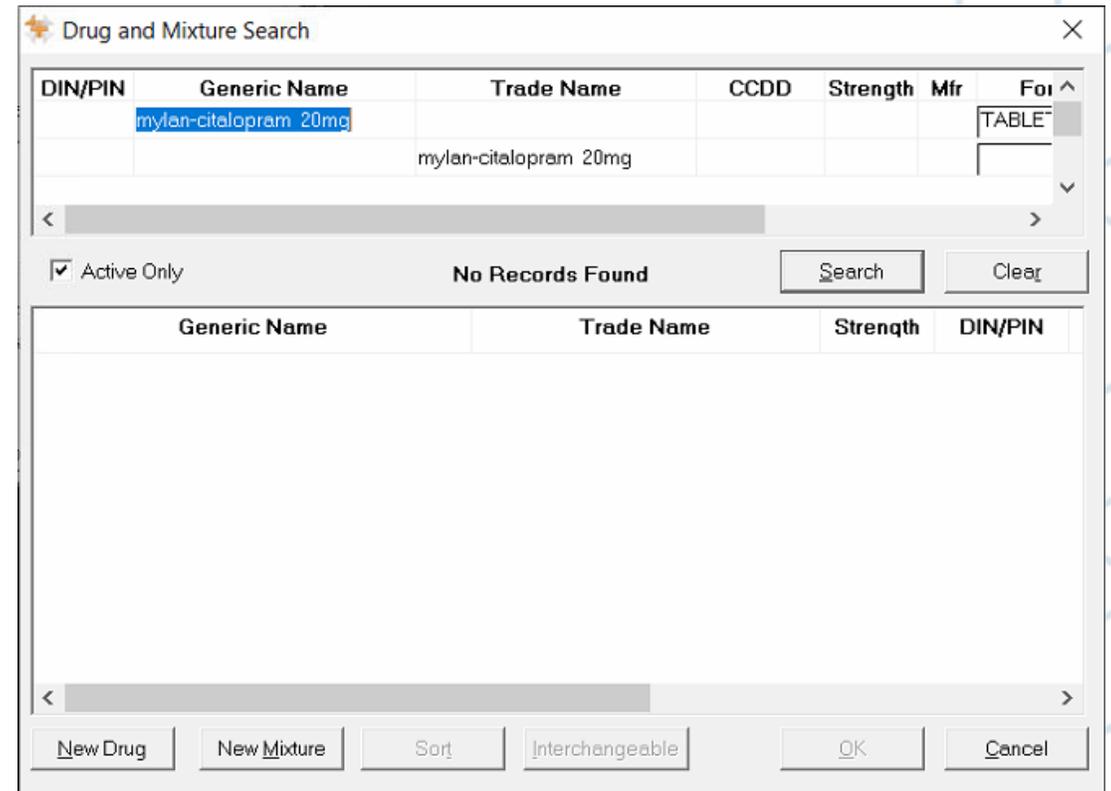
If a drug text description was used in a PrescribeIT® prescription, you may need to clear the text from the Drug Search window and enter the search criteria manually.

To search for a drug using a text description:

1. Process the prescription from the **PrescribeIT Workbench To Do** tab. The New Prescription window opens.
2. Select the expander button  beside the **Drug** field. The Drug and Mixture Search window opens.
3. Depending on how the text description was entered, the strength may be appended to the Generic and Trade Names, resulting in no search results. If this is the case:
 - a. Select **Clear**.
 - b. Re-enter the search criteria. Ensure to place the strength and name in the designated fields in the Search window.
 - c. Select **Search**.
4. Select the appropriate drug in the results section.
5. Select **OK**.



TIP: Move the Search window so it doesn't overlap the Drug field in the New Prescription window. This allows you to reference the text description after you've cleared it.



DIN/PIN	Generic Name	Trade Name	CCDD	Strength	Mfr	For
	mylan-citalopram 20mg					TABLE
		mylan-citalopram 20mg				

Active Only No Records Found Search Clear

Generic Name	Trade Name	Strength	DIN/PIN
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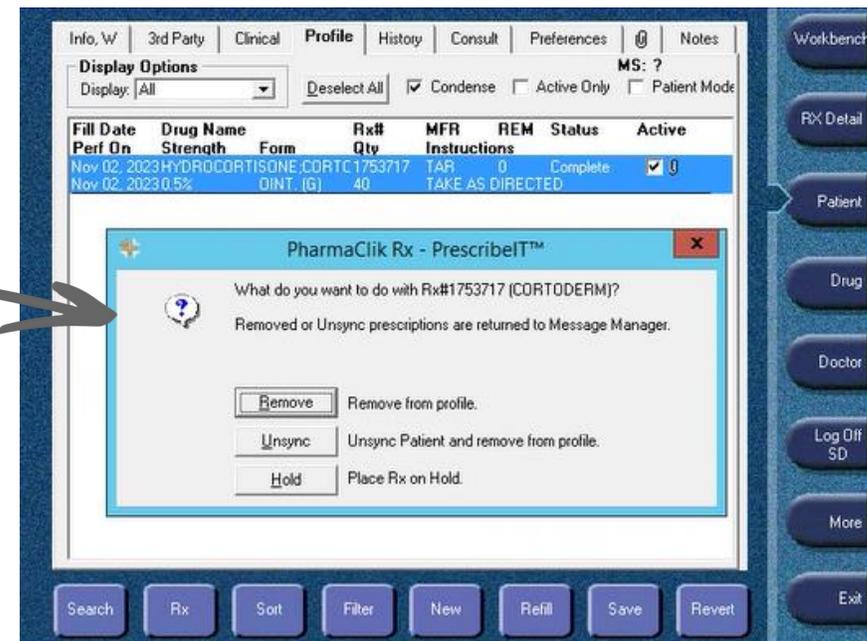
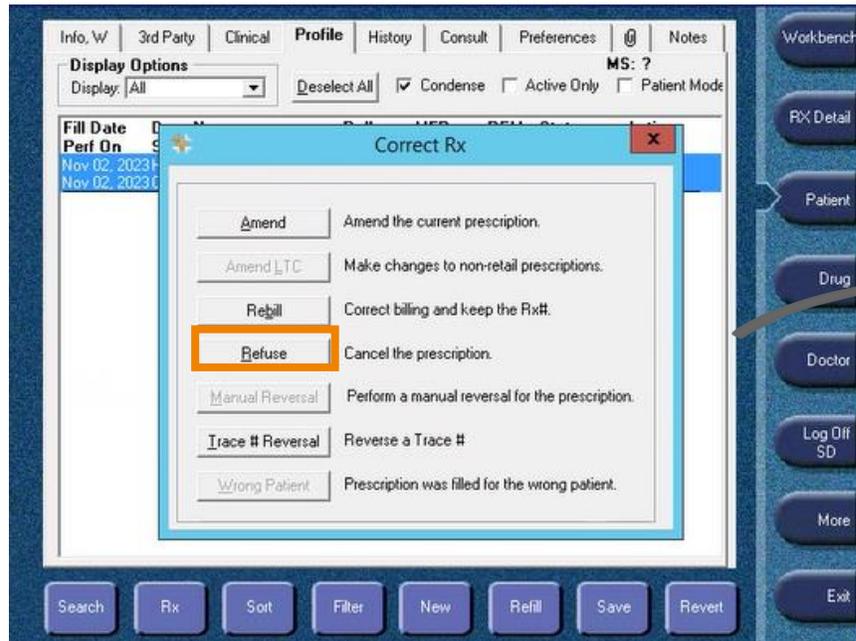
New Drug New Mixture Sort Interchangeable OK Cancel

Correcting a PrescribelT® Prescription

If you are refusing the first PrescribelT® prescription in a chain, you will be given options to remove the prescription from Profile, unsync the patient and remove the prescription from Profile, or place it on Hold. If the prescription is removed from Profile, it is returned to the PrescribelT To Do tab.



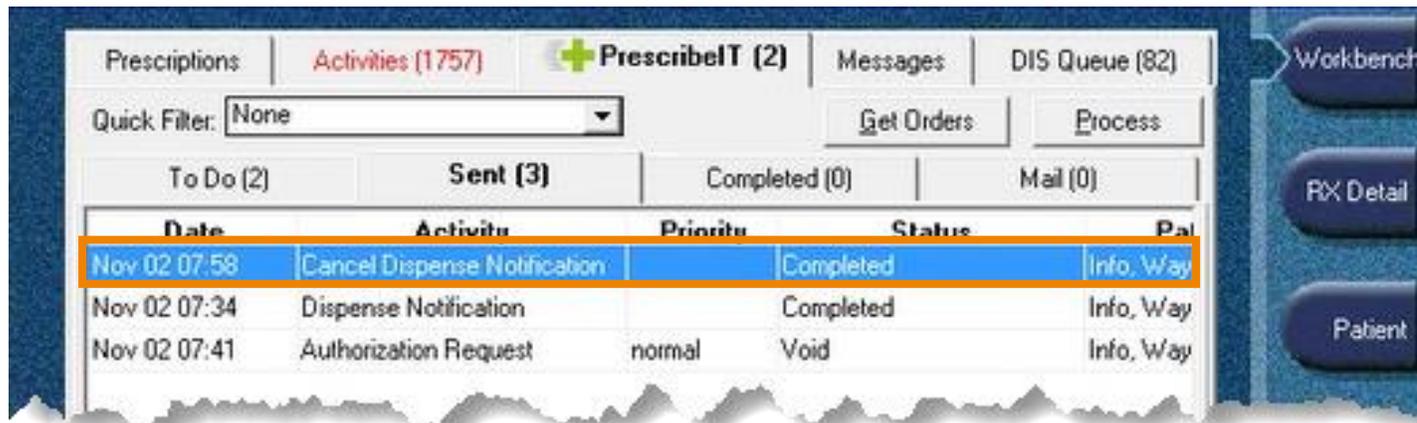
NOTE: The Unsync option is only available if this was the first PrescribelT® prescription processed for the patient. Use Unsync only if the patient was synced in error.



Correcting a PrescribeIT® Prescription continued...

The process to cancel or rebill a PrescribeIT® prescription is like a regular prescription except additional prompts appear during the cancellation process. In all cases, you will be prompted to specify a reason for cancelling the prescription.

In Prince Edward Island, Cancel Notifications are sent and appear in the PrescribeIT Sent tab. However, the Cancel Notification cannot be processed by the EMR system at this time.



Date	Activity	Priority	Status	Pat
Nov 02 07:58	Cancel Dispense Notification		Completed	Info, Way
Nov 02 07:34	Dispense Notification		Completed	Info, Way
Nov 02 07:41	Authorization Request	normal	Void	Info, Way

PrescribeIT™ Cancel Notification Reason

Cancel reason is required.

- Correction of financial billing
- Data entry correction
- Refilled too soon
- Patient Transferred medication elsewhere
- Patient refused medication - Rx logged
- Drug therapy problem - Additional consultation needed
- Duplicate therapy
- Need further consultation with Prescriber
- Return to stock - not picked up
- Other:

OK

PrescribeIT® Prescription PDF

The PrescribeIT® prescription PDF is automatically attached to the prescription once it's processed.

Viewing the PDF

To view the prescription PDF, open the attachment for the prescription and select "Image is not available. Press HERE to open file."

Printing the PDF

You have the option to print the PDF automatically or be prompted to do so when a PrescribeIT® prescription is processed. This preference is in **More > Pharmacy > Rx Detail > Print PrescribeIT® Prescription**. The printer for the PrescribeIT Prescription can be configured in **More > Pharmacy > System**.

For more information, see [Printing the PrescribeIT® Prescription PDF](#).

PrescribeIT™ Electronic Prescription

Patient

Mr Senior 2 Armstrong Sr

Gender: Male DOB: Dec 14, 1939 PHN: Ontario, Canada Personal Health Number 10071546

Address 1: 124 North 103rd Street Home: _____

Address 2: Apt 4e Phone: _____

City: Alberton Prov: PE Country: Canada Postal Code: C2N 7H8 Mobile: (555) 555-1212

Email: _____ Fax: _____

Allergy: _____ Height: _____ Eff Date: _____

Weight: _____ Eff Date: _____

Prescriber

Dr. Daniel Smith Sr

CPR-ID: 200186072 1535

Role: Doctor Specialty: Physician, General Practice

Organization: PEI Test Clinic 1 Location ID: 200186071

Address 1: 52 Cumberland S. Phone: (418) 789-7889

Address 2: _____ Mobile: _____

City: Burton Prov: PE Country: Canada Postal Code: C4W 1J5 Fax: (289) 333-0298

Email: _____

Prescription

Rx ID: RX_PKYH8RRF5S Written Date: Nov 2, 2023 Priority: **high**

Rx Validity Period Start Date: Nov 2, 2023 Expiry Date: Apr 30, 2024 Hold Rx: Prior Rx ID: _____

AMOXICILLIN

Strength: _____ Form: _____

SIG: TAKE ONE TABLET TWICE A DAY

QA: 80 mg QTY: 40 tablet DS: 15 d Repeats: _____ Max QTY: _____ Total DS: 15 day

Interval: _____ No Renewals: First Fill DS: 15 day QTY: 40 tablet Expiry: _____ Trial:

Indication For Use: _____ Treatment Type: CHRON

Pharmacy Instructions: _____

Note: _____

Detected Issues: _____ Over 25 DUR:

Category	Detail	Mitigation

PrescribeIT® Reports

You can generate reports to list PrescribeIT® patients and prescribers as well as gross profit data. For each report below, a **PrescribeIT®** checkbox can be selected in the Extended report criteria to generate this data.

Select the hyperlinks for more information about each report.

- [Patient List](#)
- [Doctor List](#)
- [Net Sales Analysis](#)
- [Gross Profit by Prescription](#)



Authorization Requests

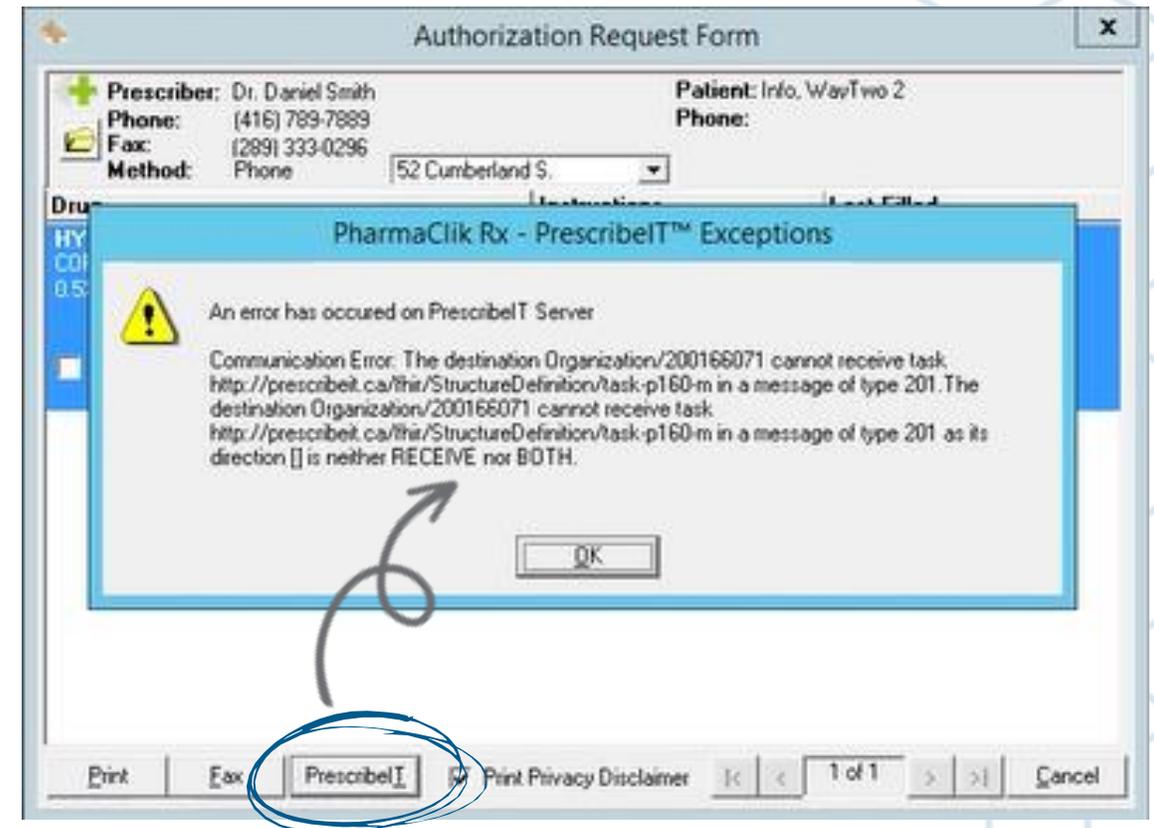
In Prince Edward Island, authorization requests **cannot** be sent via PrescribeIT® at this time.

If you select the PrescribeIT button from the Authorization Request Form window, the error to the right will appear. The following will be logged:

- In the **Patient Folder History** tab, a row will be added indicating that an Auth Request was sent.
- In the **PrescribeIT Sent** tab, a row will be added for the Authorization Request, but the Status will be Failed.

After selecting **OK** to the error, you can still select **Print** or **Fax** to send the authorization request.

*****This error is expected and does not require troubleshooting.*****

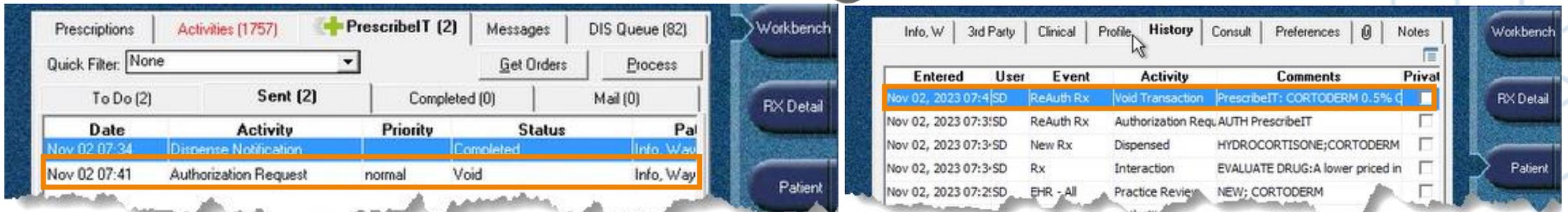


Voiding an Authorization Request

If you accidentally selected the PrescribeIT button for an Authorization Request, you should **Void** the Authorization Request from the **PrescribeIT Sent** tab. This helps maintain accurate patient History. Once the Void is complete, the following is logged:

- In the **PrescribeIT Sent** tab, the Status for the existing Authorization Request row will be updated to Void.
- In the **Patient Folder History** tab, another row is added indicating the Auth Request was voided.

Use the Print or Fax options to send an Authorization Request.



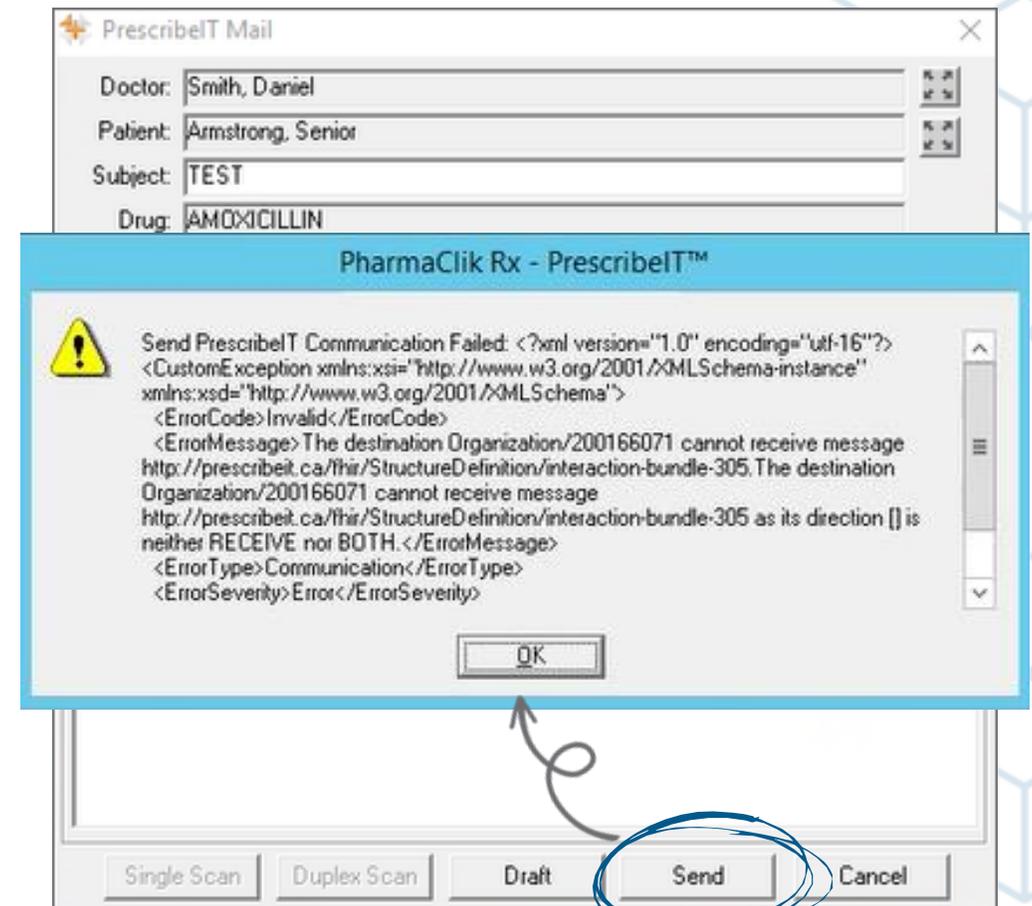
Clinician Communications

In Prince Edward Island, Clinician Communications **cannot** be sent via PrescribeIT® at this time.

If you send a Clinician Communication from the PrescribeIT Mail tab (New) or patient's Profile (Rx >  Mail), the error to the right will appear. The following will be logged:

- In the **PrescribeIT Mail** tab, a row will be added for the Clinician Communication, but the Status will be Failed.

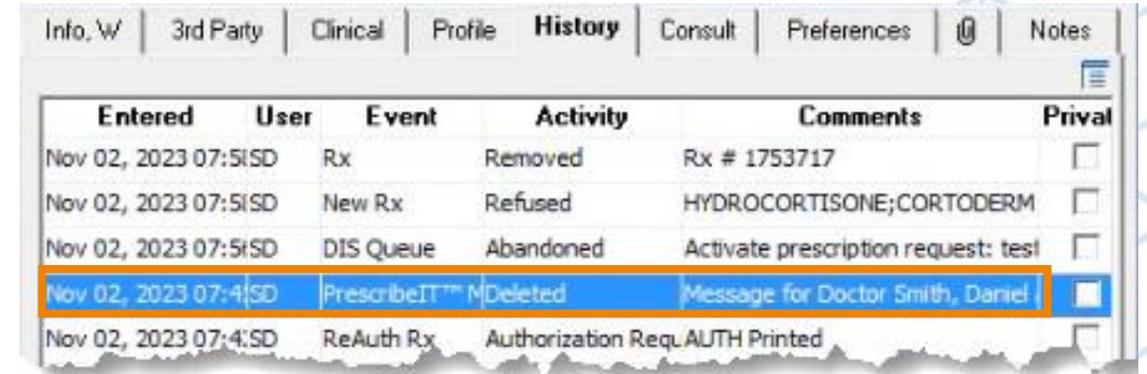
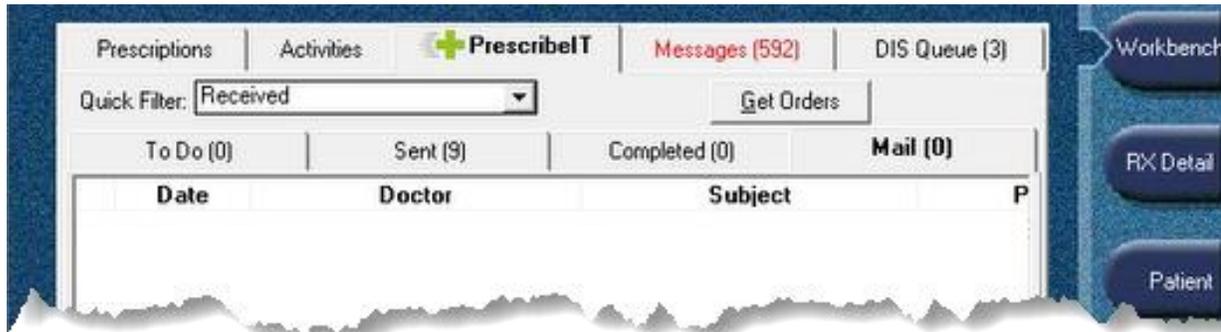
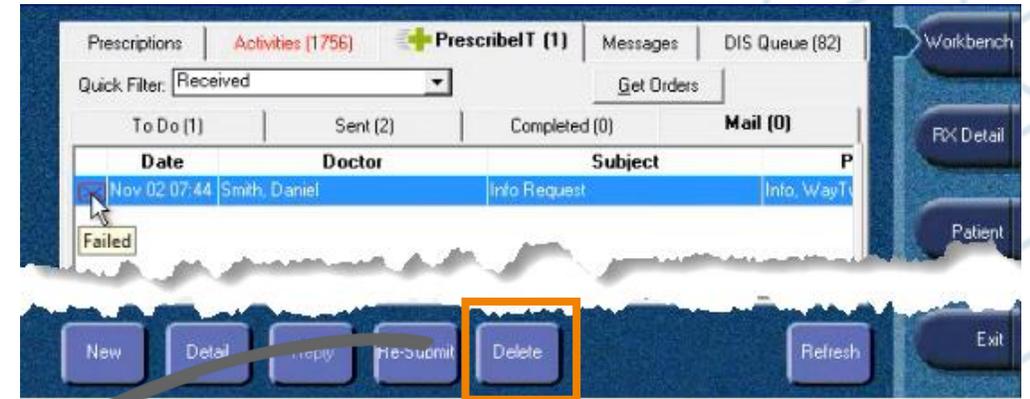
*****This error is expected and does not require troubleshooting.*****



Deleting Clinician Communications

If you accidentally sent a Clinician Communication, you should **Delete** it from the **PrescribeIT Mail** tab. This helps maintain accurate patient History. Once deleted, the following is logged:

- In the **PrescribeIT Mail** tab, the existing row for the Clinician Communication is removed.
- In the **Patient Folder History** tab, a row is added indicating the PrescribeIT® Mail was deleted.



Frequently Asked Questions

I accidentally created a duplicate Patient Folder when processing a PrescribeIT® prescription. What should I do?

Merge the Patient Folders. Duplicate Patient Folders can cause issues when processing future PrescribeIT® prescriptions. For steps on merging Patients, see [Introduction to Merging Patients](#).

Can I use the Mail tab on the PrescribeIT Workbench to send messages?

No. Currently, Clinician Communications are not supported by the EMR in Prince Edward Island.

A prescriber is no longer working at a PrescribeIT® enabled location. Can I unsync the Doctor Folder from this location?

Yes. You can inactivate the prescriber location from the Doctor Folder by deselecting the checkbox beside the Location ID. Depending on whether prescriptions have been filled for this Location ID, you will be given options to inactivate or remove the Location ID. If both options are available, choose **Inactivate** if the prescriber is still working at the location but not sending electronic prescriptions. Choose **Remove** if the prescriber no longer works at this location.



If you need to reactivate the location for that prescriber, select the same checkbox.

Frequently Asked Questions

I accidentally synchronized a patient incorrectly with the PrescribelT® registry. Can I unsync them?

If this was the patient's first transaction associated with their EMR Patient ID and the Location ID, an **Unsync** button is available from the New Prescription window. Select this button to unsync the patient and then proceed to sync the patient to the correct PrescribelT® registry record.

What happens if I receive a New Rx or Renewal Request for a drug that already exists on the Profile, but the prescription is enrolled in AutoFill?

If you process a PrescribelT® prescription for which an existing prescription is enrolled in AutoFill, you will be prompted with options on how to proceed with the prescription.

- **Refill** – refills the existing AutoFill prescription. The PrescribelT® prescription remains in the PrescribelT To Do tab. This option is not available if no refills remain on the existing prescription.
- **ReAuth** – reauthorizes the existing AutoFill prescription using the new PrescribelT® prescription. Any remaining refills are voided. The future AutoFill prescription on the Workbench is removed.
- **New Rx** – creates a new prescription using the PrescribelT® prescription. This creates a new prescription chain on the Profile.
- **Cancel** – neither the PrescribelT® prescription or AutoFill prescription is processed.

