



## Leading the Way with PrescribeIT® PTS Open Mic Webinar Series Frequently Asked Questions

Find more information about the PTS Open Mic Webinar Series [here](#).  
[PrescribeIT Transactions](#) | [Preferences](#) | [Administration](#)

### PrescribeIT Transactions

#### 1. When processing a PrescribeIT transaction and opening the patient's Profile from the New Rx window, the ReAuth button is not always available. Why is that?

When opening the patient's **Profile** from the **New Rx** window for a PrescribeIT transaction, the **ReAuth** button is only available when there is no **Prior Rx ID**. As the **ReAuth** button is meant to link a new prescription to an existing prescription for the same medication, the **Prior Rx ID** prevents this as it's already linked to an existing prescription through PrescribeIT.



**Example 1. Prior Rx ID.** The prescriber sends your pharmacy a new prescription through PrescribeIT that has a **Prior Rx ID**. This could be a result of the prescriber responding to an Authorization Request, or that the patient has had the medication prescribed through PrescribeIT previously. This prescription cannot be linked to an existing prescription using the **ReAuth** button from the patient's Profile and must be processed as a new prescription.



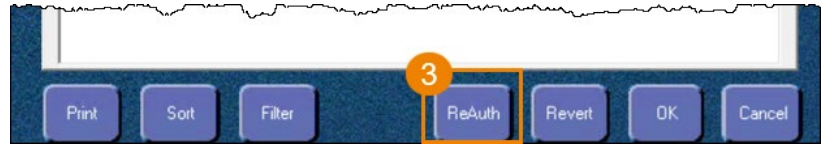
**Example 2. No Prior Rx ID.** The prescriber sends you a new prescription through PrescribeIT for a medication that has an existing prescription on the patient's Profile. The PrescribeIT transaction has no **Prior Rx ID**.

To process this prescription:

- From the **New Rx** window, select **Profile**. The patient's Profile opens.



2. Highlight the existing prescription that you want to link to the incoming PrescribeIT transaction.
3. Select **ReAuth**.
4. The patient's Profile closes to the **New Rx** window with the information from the previous prescription auto-populated.
5. Process the prescription as usual.



**2. How do I fill a PrescribeIT prescription for a medication that requires multiple strengths to get to the strength prescribed? For example, PREGABLIN 225 mg where PREGABLIN is only available in 150 mg and 75 mg.**

This PrescribeIT prescription would need to be divided into **two** prescriptions. To do this:

1. Process a prescription for the first strength required, using the PrescribeIT transaction.
2. Print the e-prescription attached to the PrescribeIT transaction.
3. Process a prescription for the second strength required, attaching the printed e-prescription.

For more information, see [Dispensing a Multi-Dose Prescription](#).

**3. Can I bypass the auto-population of information in the New Rx window from a PrescribeIT transaction? I want to print the prescription and enter the information in manually.**

No, there is no setting that allows that. When processing a PrescribeIT transaction, the **Doctor**, **Patient** and **Drug** information (if provided) is auto-populated into the **New Rx** window. You are responsible for entering the **QA**, **Qty** and **SIG**.

However, there is a preference that allows to you to indicate if you want the e-prescription to be printed once processed. With this preference, you can set the e-prescription to:

- Automatically print
- Not print
- Prompt to ask you for each PrescribeIT prescription processed.

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

**4. How can I cancel a PrescribeIT transaction that has already been processed?**

Cancelling PrescribeIT is done the same as cancelling a non-PrescribeIT prescription. When cancelling PrescribeIT prescription though, a PrescribeIT Cancel Notification needs to be sent to the prescriber.



## 5. Can Dispense Notifications be turned off?

No, a dispense notification cannot be turned off. These dispense notifications are used to inform prescribers that a dispense took place and is a great tool to promote medication compliance.

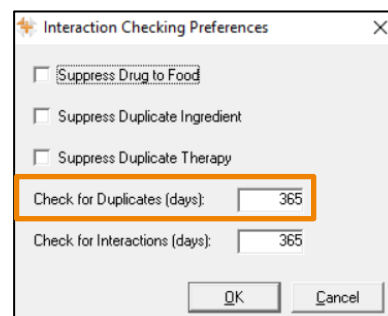
To learn more, see [Viewing Dispense Notifications in PrescribeIT](#).

## Preferences

### 6. How do I ensure that duplicate checking occurs for prescriptions dispensed in the last 365 days?

There is an Interaction Checking preference that allows you to indicate that you want PharmaClik Rx to check for duplicate prescriptions in the last 365 days.

To learn more about this preference and how to set it up, see [Setting Interaction Checking Preferences](#).

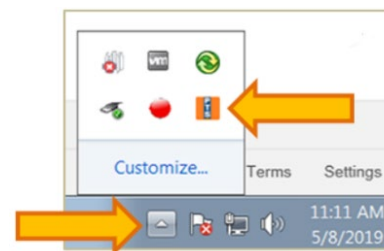


## Administration

### 7. Do I need to have my fax connected to PharmaClik Rx to receive PrescribeIT transaction?

No, your fax does not need to be connected to PharmaClik Rx to send and receive PrescribeIT transactions. PrescribeIT transactions are sent directly to your Workbench via the PTS Windows Services polling tool. If your pharmacy is receiving PrescribeIT paper prescriptions by fax, it means that the polling tool is not operating.

To learn more about how to troubleshoot, see PrescribeIT Prescriptions Received by Fax under the PrescribeIT section in our [Quick Tips](#).



### 8. Do I have to be on paperless workflow to use PrescribeIT?

No, paperless workflow is not a requirement to be PrescribeIT-enabled. To learn more about how paperless workflow and PrescribeIT integrate though, see [Paperless Workflow Changes with PrescribeIT](#).




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## 9. How do I provide information to my local doctors about my pharmacy being PrescribeIT enabled?

We have created preset letters for each banner and for independent pharmacies that are available for you to customize and send to your local prescribers to advise them that you are PrescribeIT-enabled. We recommend sending a letter to your frequent prescribers.

To access these preset letters, see the [PrescribeIT PTS Portal Page](#) under **Have you Signed Up?**

For additional resources to assist with PrescribeIT implementation, see the [Pharmacy Toolkit](#) from Infoway.



**Have you signed up?**

- ▶ **Don't be left behind!** Sign up today and lead the way for e-prescribing in your community - provide patients with safer and more effective medication management by connecting community-based prescribers with community pharmacies like your own.
- ▶ **To use PrescribeIT®**, your pharmacy needs to complete the sign up form. Activation and integration with PrescribeIT® is seamless.
- ▶ **Need assistance with agreement signing?** Click [here](#) to read how to sign agreements to complete your registration.
- ▶ **Let prescribers know!** Want to let prescribers in your area know that you've signed up for PrescribeIT? Let them know with a Letter to Prescribers.

IDA | Guardian | Medicine Shoppe | Remedy'sRx | Independent

## 10. Many of our local prescribers are not registered with PrescribeIT. Is the registration process difficult?

The process for registration is very easy! The prescriber must complete their agreements and complete training before PrescribeIT can be activated within their EMR system. McKesson PTS and Canada Health Infoway work closely to identify areas where there is a lack of PrescribeIT enabled prescribers (or low e-prescription volume).

If you have prescribers in mind that are not yet PrescribeIT enabled, you can provide them with a letter template (outlined in Q9) or you can email the prescriber information to [PTSActivateNotice@mckesson.ca](mailto:PTSActivateNotice@mckesson.ca). We'll be sure to relay this information to Canada Health Infoway for further investigation.

