

# Job Aid



# PrescribeIT® 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®.

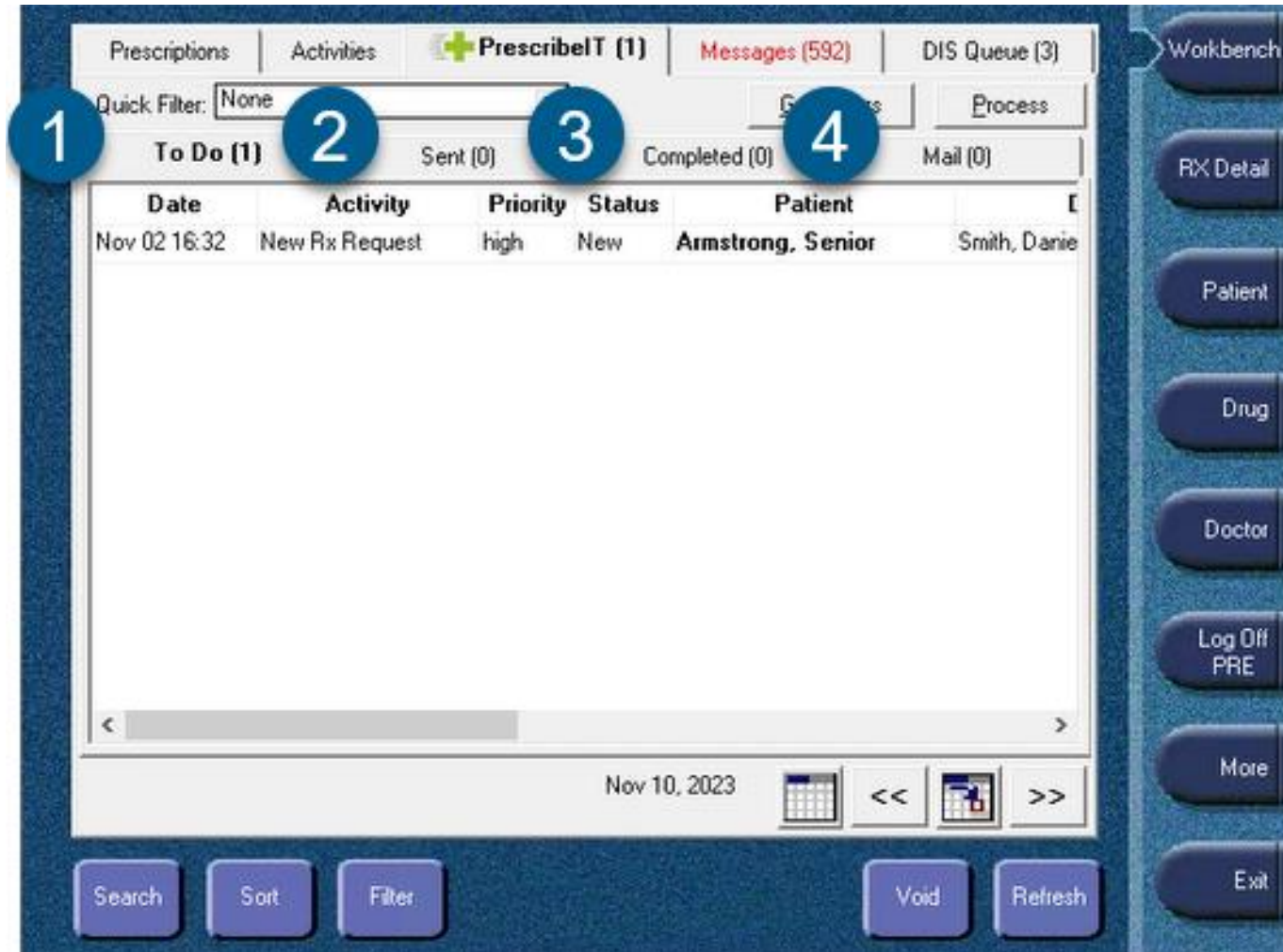
**Other features such as sending Authorization Requests or Clinician Communications through PrescribeIT® are not available due to EMR limitations in PEI.** When a feature is not available, you will see an error if you attempt to use it. This is expected and will not affect your ability to process prescriptions.

# 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:

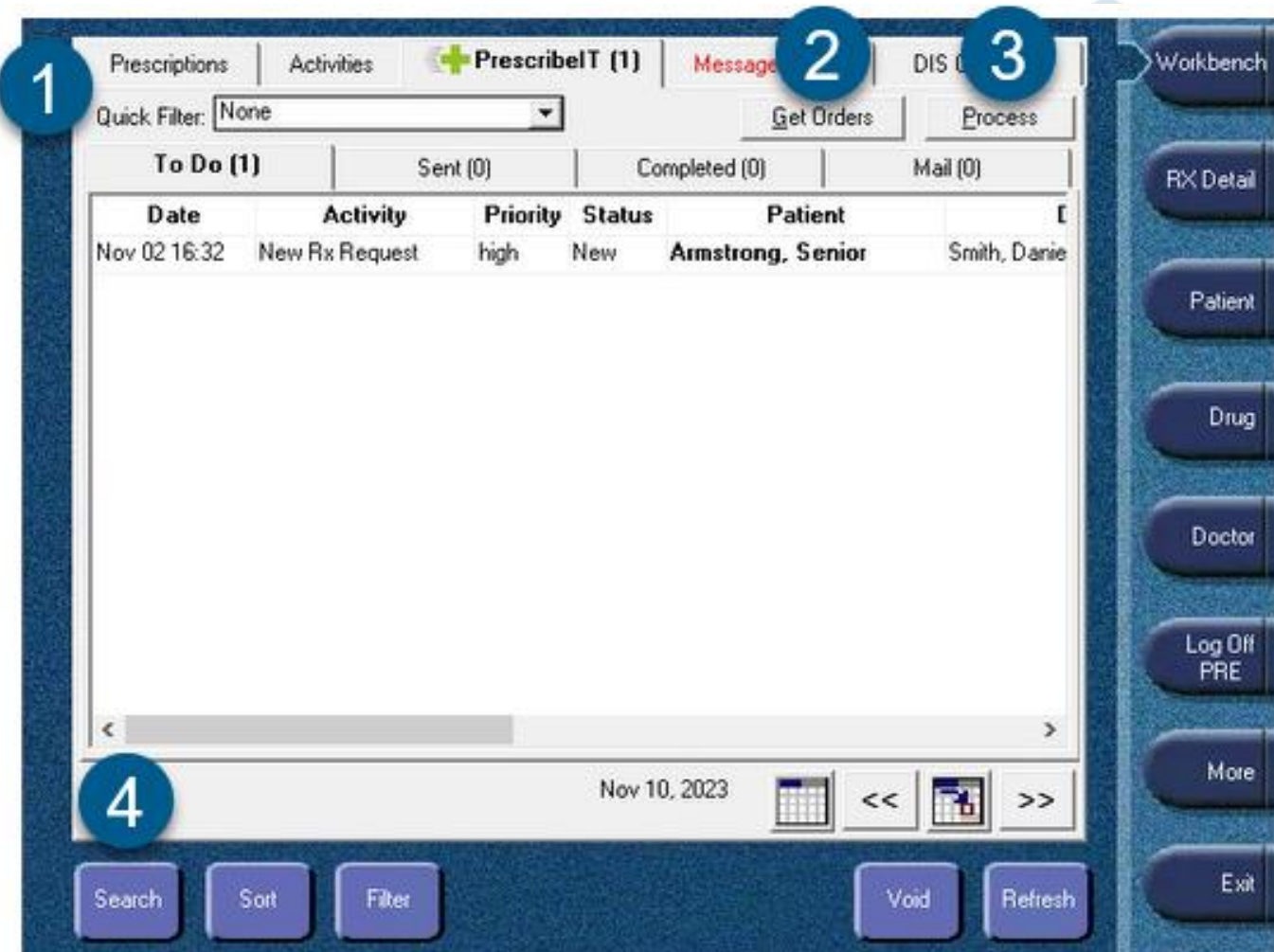
1. **To Do** – houses incoming messages from prescribers. In PEI, this is the primary tab you'll use.
2. **Sent** – houses outgoing messages from your pharmacy. In PEI, EMR systems cannot consume these messages but a record of them will still appear in this tab.
3. **Completed** – houses completed activities 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.

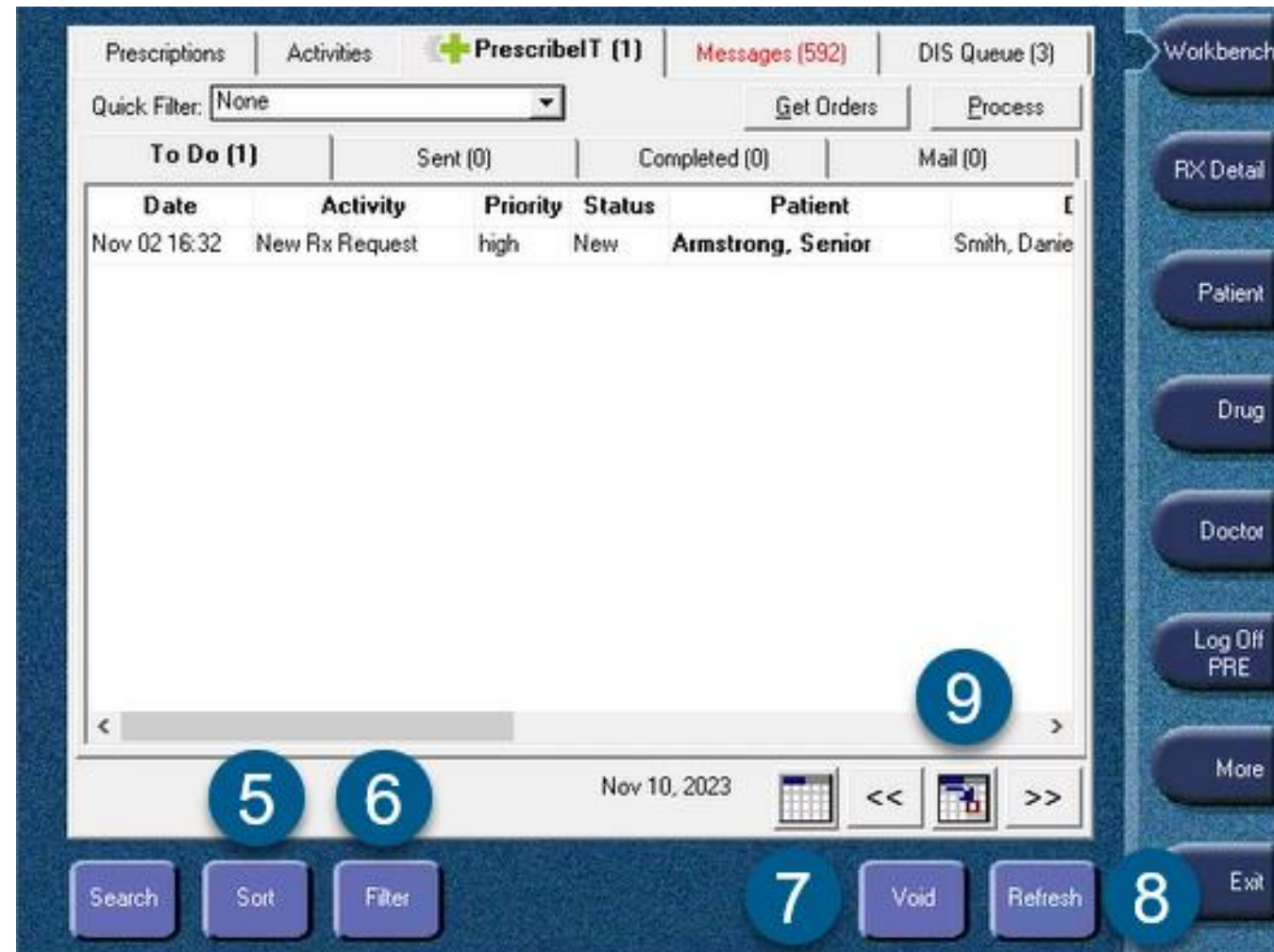




# Overview of the PrescribeIT® Workbench continued...

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 PrescribeIT® New Prescription Window

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

On the left side, an image of the PrescribeIT® 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 PrescribeIT®.

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 [PrescribeIT® New Prescription Window Overview](#).

The screenshot displays the 'New Prescription' window in the PrescribeIT® software. The window is divided into two main sections: 'Scanned' and 'PrescribeIT'.

**Scanned Section:**

- 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  
☐ Allergies ☐ Observations ☐ 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: ☐ Indication For Use  
Validity Start: Nov 02, 2023 Expiry: Apr 30, 2024  
Repeats: ☐ Trial ☐ Note ☐ Hold Rx
- Buttons: Single Scan, Duplex Scan, Remove

**PrescribeIT Section:**

- Attachments +**  
☒ PrescribeIT Prescription Electronic Copy
- Buttons: Profile, To Do Tab, Process Now, Revert, Cancel

**New Prescription Section:**


- Patient: Armstrong, Senior
- Drug(s): AMOXICILLIN
- Doctor: Smith, Daniel
- Qty Auth:
- Qty:
- SIG:
- Days Supl: 15
- Note:
- Buttons: Skip, Discard Rx
- # Rxs: 1 Add Rx
- Verify

# 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.



| Prescriptions                                   | Activities (1756)     | <b>+ PrescribeIT (1)</b> | Messages                                  | DIS Queue (82)                         | Workbench                                |
|---|-----------------------|--------------------------|---|--|--|
| Quick Filter: <input type="text" value="None"/> |                       |                          | <input type="button" value="Get Orders"/> | <input type="button" value="Process"/> |  |
| To Do (1)                                       |                       | <b>Sent (2)</b>          | Completed (0)                             | Mail (0)                               | <input type="button" value="RX Detail"/> |
| Date  | Activity              | Priority                 | Status                                    | Pal                                    | <input type="button" value="Patient"/>   |
| Nov 02 07:34                                    | Dispense Notification | normal                   | Completed                                 | Info, Way                              |  |
| Nov 02 07:41                                    | Authorization Request | normal                   | Void                                      | Info, Way                              |  |



# Syncing Patients to the PrescribeIT® Registry

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

- The Rx Request in the PrescribeIT To Do tab displays the patient's name in **bold**.
- A red box appears beside the Patient field in the New PrescribeIT® 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 PrescribeIT® Registry. For more information, see [Updating Patient Records](#).

The screenshot displays the PrescribeIT software interface. On the left, the 'Scanned' tab shows a 'New Rx Request' for 'Mr Senior 2 Armstrong Sr'. The patient's name is in bold. Below this, the 'Dr. Daniel Smith Sr' is listed as the physician. The prescription details include 'AMOXICILLIN' with a quantity of 40 tablets and a duration of 15 days. The instructions are 'TAKE ONE TABLET TWICE A DAY'. The 'New Prescription' window on the right shows the patient field with a red box around it, indicating it is not synced. The drug is 'AMOXICILLIN', the doctor is 'Smith, Daniel', and the quantity is 15 days. The 'Patient' field in the New Prescription window is highlighted with a red box and a blue circle.

| Scanned   | PrescribeIT        |
|---|--------------------|
| <b>New Rx Request</b><br>ID: RX PKYH8RRF55<br>Prior RX ID:  |                    |
| <b>Mr Senior 2 Armstrong Sr</b><br>Male DOB: Dec 14, 1939<br>PHN: Ontario, Canada Personal H... 10071546<br><input type="checkbox"/> Allergies <input type="checkbox"/> Observations <input type="checkbox"/> Detected Issues   |                    |
| <b>AMOXICILLIN</b>  |                    |
| <b>Dr. Daniel Smith Sr</b><br>52 Cumberland S. Location ID 200166071<br>LN#: 1535 Physician, General Practice   |                    |
| QA: 80 mg QTY: 40 tablet DS: 15 d<br>Max QTY: Interval DS:<br>SIG: TAKE ONE TABLET TWICE A DAY  |                    |
| First Fill DS: 15 day QTY: 40 tablet<br>First Fill Expiry: <input type="checkbox"/> Indication For Use<br>Validity Start: Nov 02, 2023 Expiry: Apr 30, 2024<br>Repeats: <input type="checkbox"/> Trial <input type="checkbox"/> Note <input type="checkbox"/> Hold Rx |                    |
| Single Scan   | Duplex Scan Remove |
| <b>Attachments +</b><br>X PrescribeIT Prescription Electronic Copy  |                    |

**New Prescription**

Patient: Armstrong, Senior

Drug(s): AMOXICILLIN

Doctor: Smith, Daniel

Qty Auth:

Qty:

SIG:

Days Supt: 15

Note:

Skip Discard Rx


# Rxs: 1 Add Rx

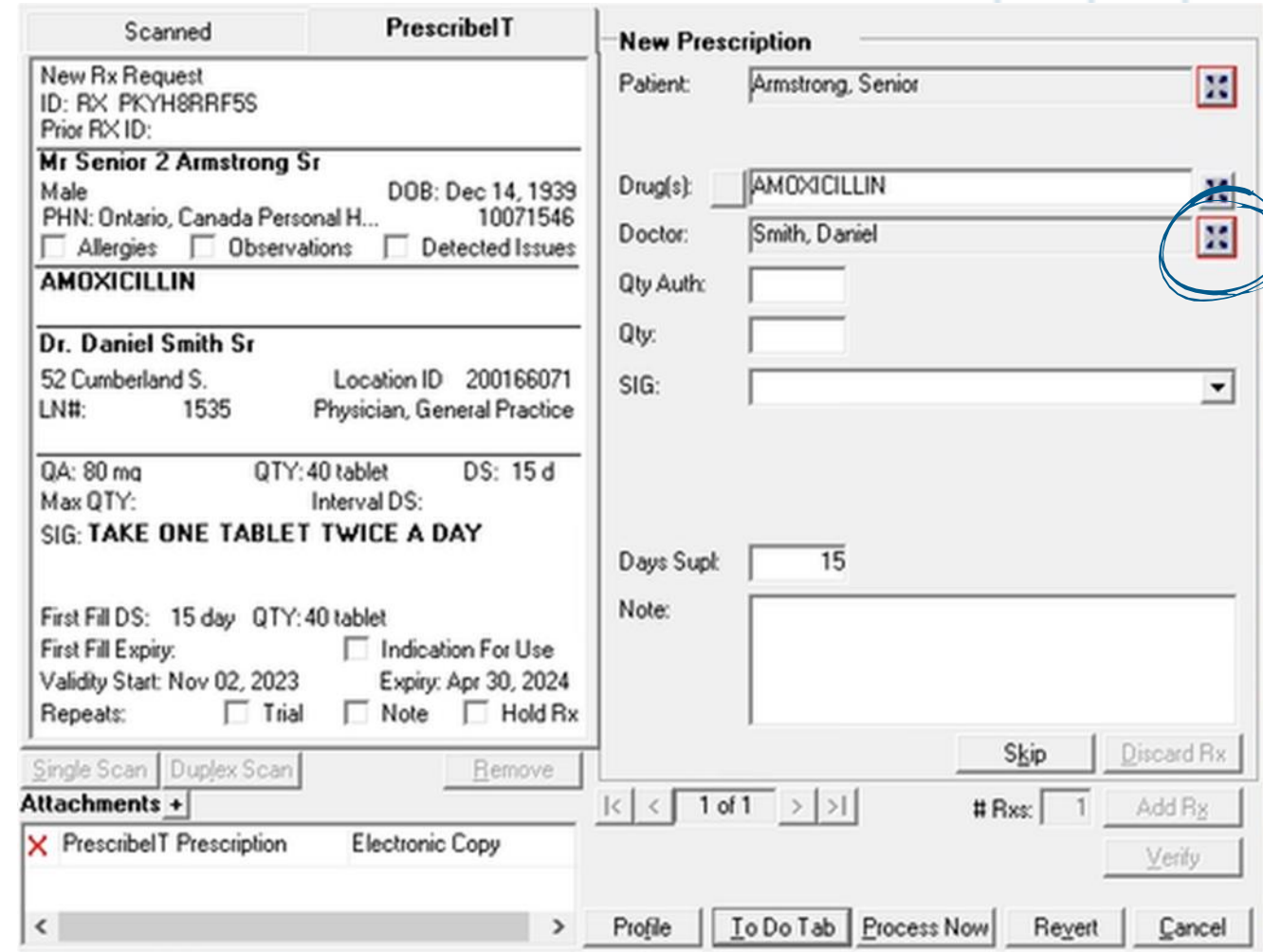
Verify

Profile To Do Tab Process Now Revert 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.



The screenshot displays the PrescribelT software interface. The 'New Rx Request' tab is active, showing patient information: **Mr Senior 2 Armstrong Sr**, Male, DOB: Dec 14, 1939, PHN: Ontario, Canada Personal H... 10071546. The drug is **AMOXICILLIN**. The doctor is **Dr. Daniel Smith Sr**, 52 Cumberland S., LN#: 1535, Location ID: 200166071, Physician, General Practice. The prescription details include: QA: 80 mg, QTY: 40 tablet, DS: 15 d, Max QTY: Interval DS: SIG: TAKE ONE TABLET TWICE A DAY. The 'First Fill DS: 15 day QTY: 40 tablet' and 'First Fill Expiry: Nov 02, 2023' are shown. The 'Validity Start: Nov 02, 2023' and 'Expiry: Apr 30, 2024' are also displayed. The 'Repeats' section includes checkboxes for Trial, Note, and Hold Rx. The 'New Prescription' window is open, showing the Patient: Armstrong, Senior, Drug(s): AMOXICILLIN, Doctor: Smith, Daniel, Qty Auth: [empty], Qty: [empty], SIG: [empty], Days Supl: 15, and Note: [empty]. The 'Doctor' field has a red box next to it, indicating it is not synced. The 'Skip' and 'Discard Rx' buttons are visible. The bottom of the window shows navigation buttons: Profile, To Do Tab, Process Now, Revert, and Cancel.

# Syncing Prescribers to the PrescribeIT® Registry continued...

When syncing a prescriber, at minimum, the **CPR-ID** and **Location ID** must be copied over from the PrescribeIT® 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 PrescribeIT® 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 PrescribeIT® Registry. For more information, see [PrescribeIT® 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.

PrescribeIT™ 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

**PrescribeIT™**

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: 1 of 4

Revert

Select All

Search

OK

Cancel

# Overview of Drug Information from PrescribeIT®

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

## Code Descriptions

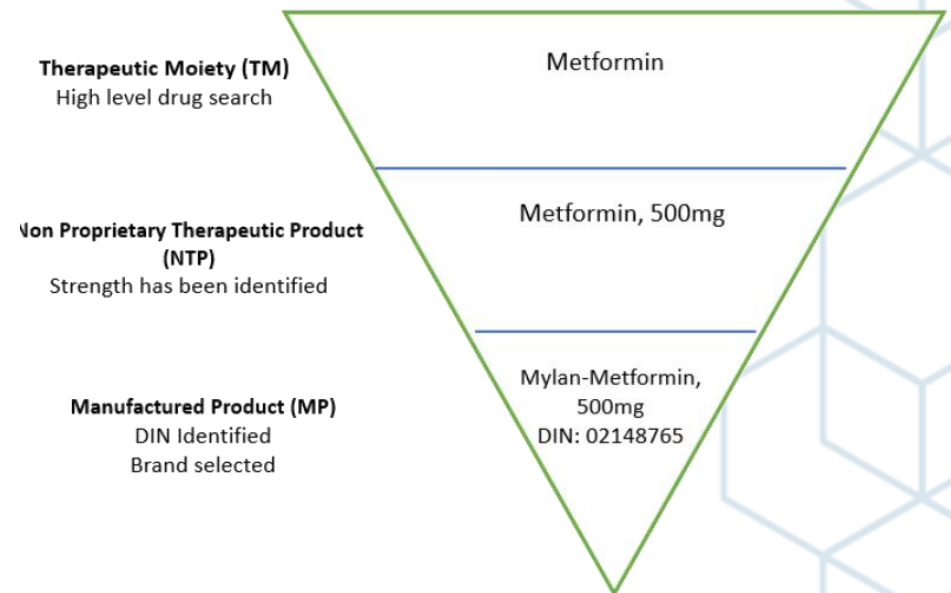
A Code Description can be a DIN, NPN, or CCDD. There are 3 types of CCDD codes that vary by the level of detail they contain:

- 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

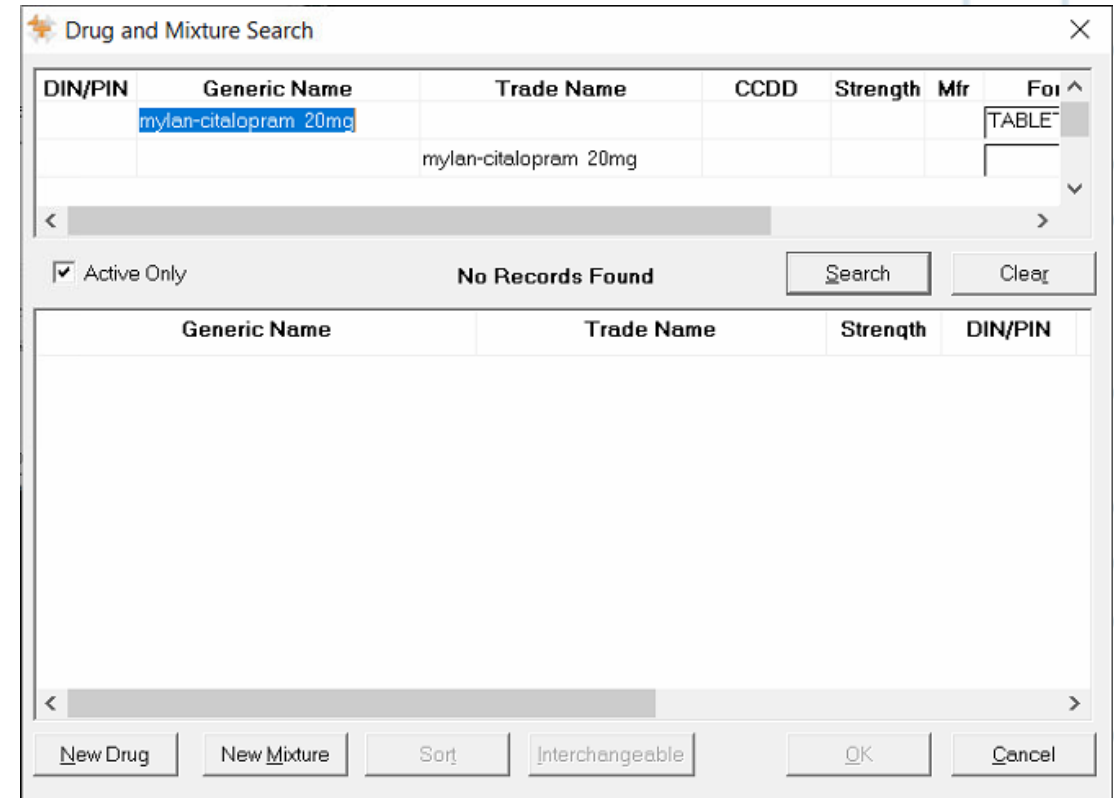
If a drug text description was used in a PrescribeIT® prescription, you may need to clear the text from the Drug Search window and enter the search criteria manually.

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 |                       |      |          |     | TABLET |
|         |                       | mylan-citalopram 20mg |      |          |     |        |

☒ Active Only      No Records Found      [Search]      [Clear]

| Generic Name | Trade Name | Strength | DIN/PIN |
|--------------|------------|----------|---------|
|--------------|------------|----------|---------|

[New Drug] [New Mixture] [Sort] [Interchangeable] [OK] [Cancel]

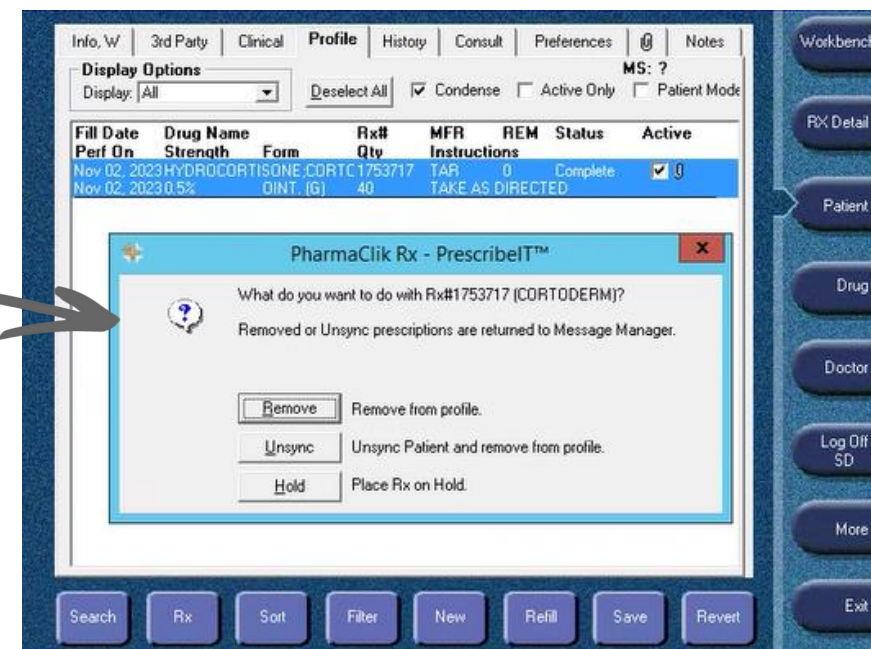
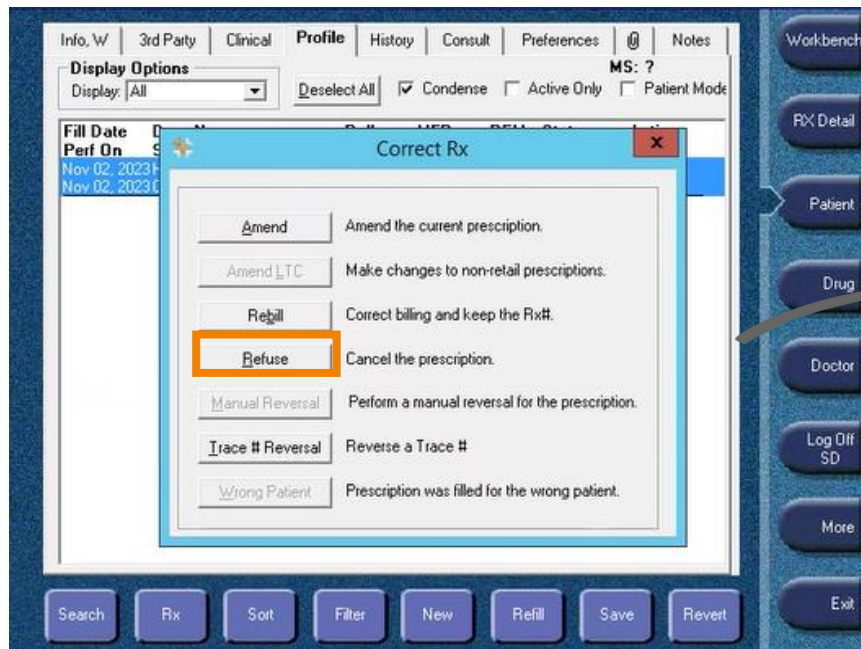


# Correcting a PrescribeIT® Prescription

If you are refusing the first PrescribeIT® 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 PrescribeIT To Do tab.



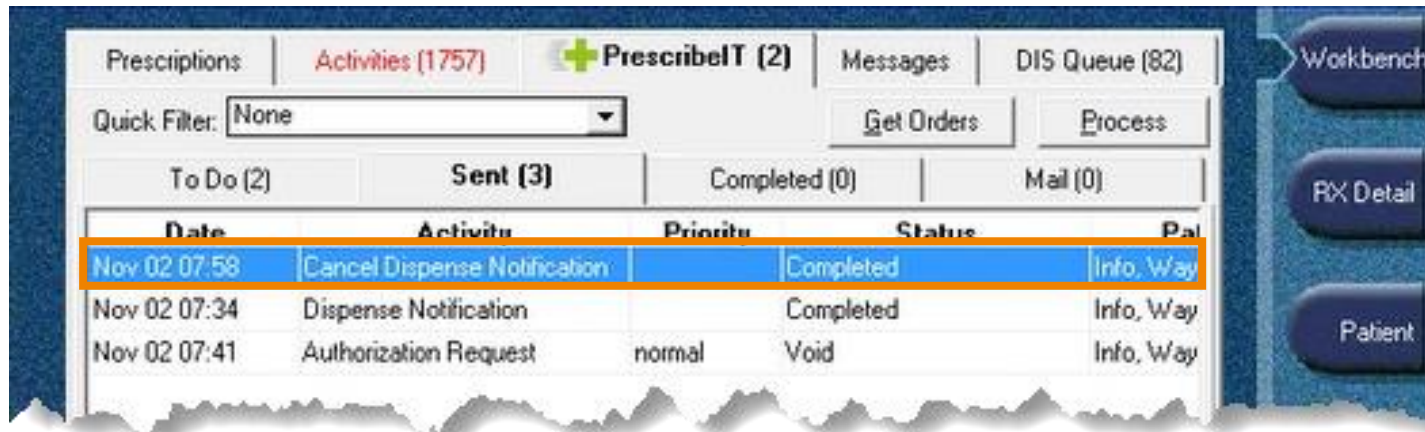
**NOTE:** The Unsync option is only available if this was the first PrescribeIT® prescription processed for the patient. Use Unsync only if the patient was synced in error.



# 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.



| Prescriptions      | Activities (1757)            | PrescribeIT (2) | Messages  | DIS Queue (82) |
|--------------------|------------------------------|-----------------|-----------|----------------|
| Quick Filter: None |                              | Get Orders      |           | Process        |
| To Do (2)          |                              | Sent (3)        |           | Completed (0)  |
| Mail (0)           |                              |                 |           |                |
| 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

# PrescribelT® Prescription PDF

The PrescribelT® 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 PrescribelT® prescription is processed. This preference is in **More > Pharmacy > Rx Detail > Print PrescribelT® Prescription**. The printer for the PrescribelT Prescription can be configured in **More > Pharmacy > System**.

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

### PrescribelT™ 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: (555) 555-1212  
City: Alberton Prov: PE Country: Canada Postal Code: C2N 7H8 Fax:  
Email: Height: Eff Date:  
Allergy: Weight: Eff Date:

#### Prescriber

##### Dr. Daniel Smith Sr

CPR-ID: 200166072 1535  
Role: Doctor Specialty: Physician, General Practice  
Organization: PEI Test Clinic 1 Location ID: 200166071  
Address 1: 52 Cumberland S. Phone: (416) 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

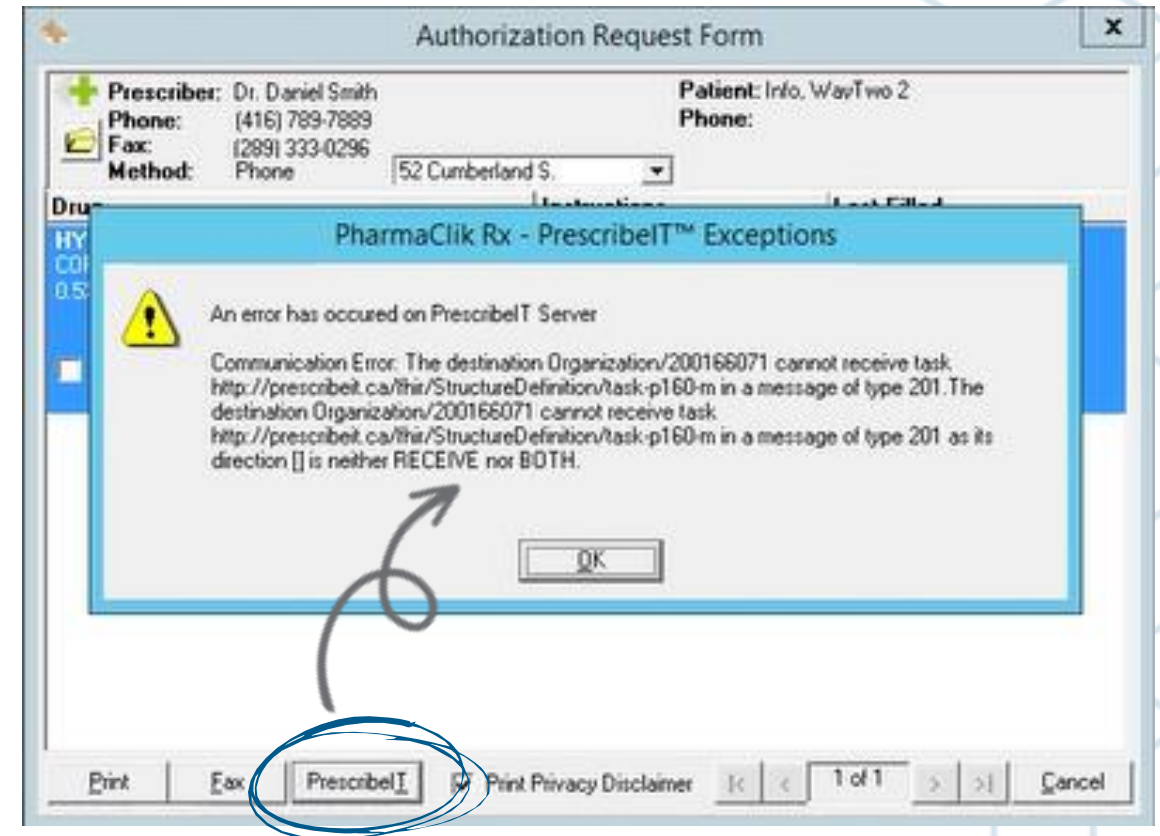
In Prince Edward Island, authorization requests **cannot** be sent via PrescribeIT® at this time.

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.\*\*\*



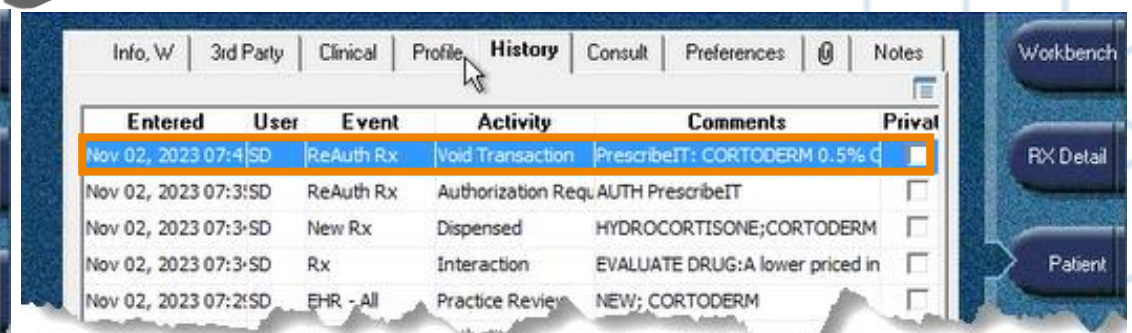
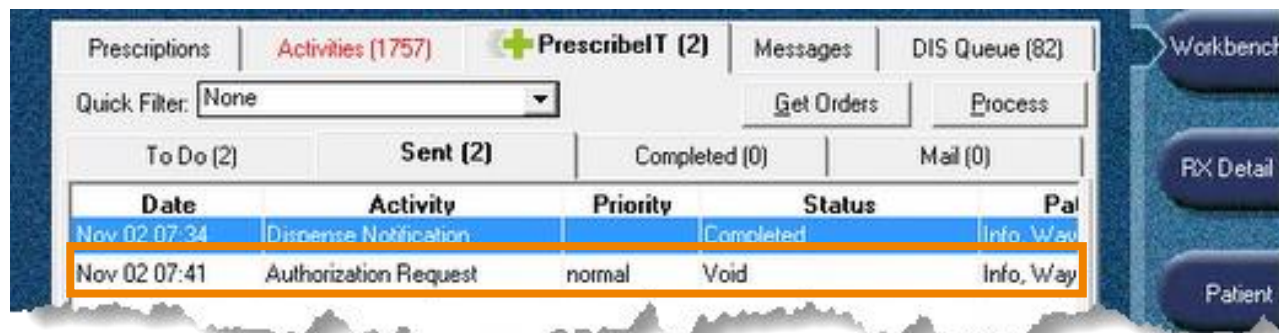


# Voiding an Authorization Request

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.



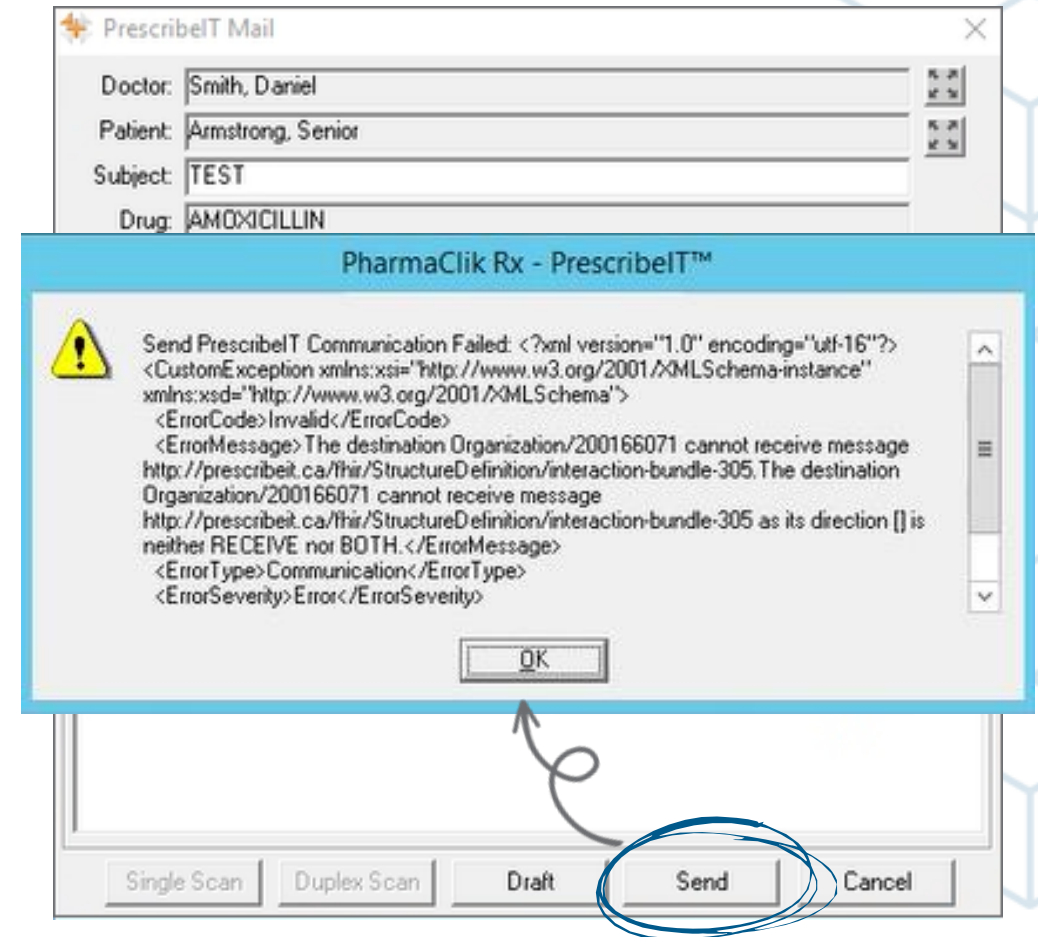
# Clinician Communications

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.

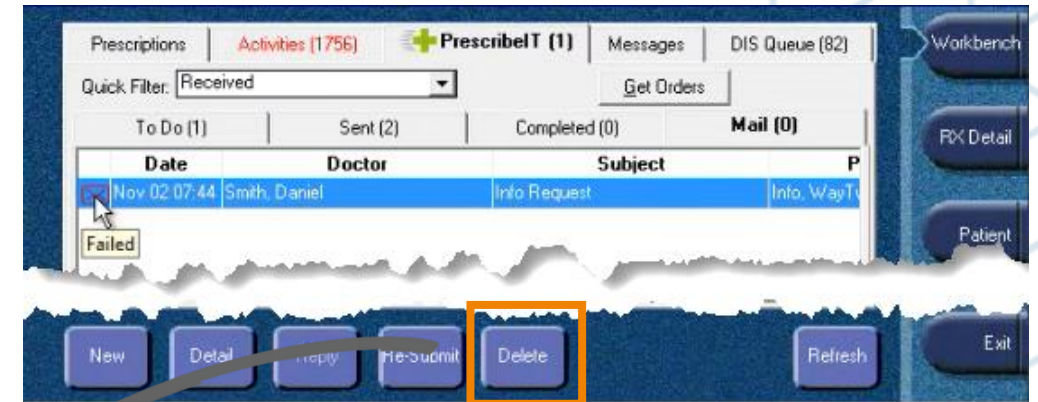
**\*\*\*This error is expected and does not require troubleshooting.\*\*\***



# 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.



| Entered            | User | Event        | Activity           | Comments                            | Privat                   |
|--------------------|------|--------------|--------------------|-------------------------------------|--------------------------|
| Nov 02, 2023 07:51 | SD   | Rx           | Removed            | Rx # 1753717                        | <input type="checkbox"/> |
| Nov 02, 2023 07:51 | SD   | New Rx       | Refused            | HYDROCORTISONE;CORTODERM            | <input type="checkbox"/> |
| Nov 02, 2023 07:51 | SD   | DIS Queue    | Abandoned          | Activate prescription request: test | <input type="checkbox"/> |
| Nov 02, 2023 07:41 | SD   | PrescribeIT™ | Deleted            | Message for Doctor Smith, Daniel    | <input type="checkbox"/> |
| Nov 02, 2023 07:41 | SD   | ReAuth Rx    | Authorization Req. | AUTH Printed                        | <input type="checkbox"/> |



# Frequently Asked Questions

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

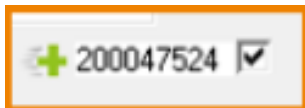
Merge the Patient Folders. Duplicate Patient Folders can cause issues when processing future PrescribelT® prescriptions. For steps on merging Patients, see [Introduction to Merging Patients](#).

**Can I use the Mail tab on the PrescribelT 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 PrescribelT® 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 PrescribeIT® 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 PrescribeIT® 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 PrescribeIT® 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 PrescribeIT® prescription remains in the PrescribeIT 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 PrescribeIT® prescription. Any remaining refills are voided. The future AutoFill prescription on the Workbench is removed.
- **New Rx** – creates a new prescription using the PrescribeIT® prescription. This creates a new prescription chain on the Profile.
- **Cancel** – neither the PrescribeIT® prescription or AutoFill prescription is processed.

