What is different? How does SureScripts change my current workflow?

New Prescriptions
The SureScripts workflow for transmitting a prescription is very similar to the existing “Fax prescription” workflow within RxStar. The primary difference between the “Fax” workflow and the “SureScripts” workflow is the label/name of the button used to “initiate” the transmission of the prescription information. When a RxStar user creates a new prescription that:

(1) **Is not** a controlled substance
(2) Is being sent to a Pharmacy “within” the SureScripts Network

A button entitled **[Submit Electronically]** is displayed “in the place of” the **[Fax]** button.
Demo: Electronically submit a new prescription to a pharmacy

Please double click the screen print below to see video demonstration.
Refill Requests

VUMC will receive and respond to electronic refill requests from pharmacies

A new workflow has been introduced to support the receipt of and processing of electronic requests for Refills. Pharmacies will begin sending electronic requests for prescription refills to VUMC prescribers. These electronic requests will be delivered to the “primary” StarPanel Message Basket of the respective prescribers. Electronic requests for refills will contain the phrase “Refill request message” in their header/subject line. The screen shot below depicts an example of an electronic refill request message.

The Sender (i.e. – From) will be set = ‘surescript’ for all SureScripts messages.

<table>
<thead>
<tr>
<th>Basket</th>
<th>From</th>
<th>Date/time</th>
<th>Read by</th>
<th>Stat.</th>
<th>MR#</th>
<th>Patient</th>
<th>Age</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Testing-MD</td>
<td>surescript</td>
<td>09/03 10:46</td>
<td></td>
<td></td>
<td>20124426</td>
<td>Ztest,</td>
<td>39YO</td>
<td>Refill request message The following is a direc...</td>
</tr>
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<td>Testing-MD</td>
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</table>

The subject line of SureScripts Refill Request Messages will always read:

Refill Request Message
The following is a direc...

SureScripts messages will also be displayed in purple font when received.
Upon opening an electronic refill request message, users will see a “form” like the one below. This form allows the user to respond electronically to the pharmacy’s refill request. Specific areas of interest on this form are:

| a. Refills | Is used to tell the pharmacy of the number of refills that should be allowed for this request |
| b. Approved? | Is used to notify the pharmacy of whether the prescription is “Approved” or “Denied” |
| c. Comments | Is used to communicate User Specific comments or feedback to the pharmacy |
| d. Send to Pharmacy | Is used to transmit the user’s response to the pharmacy |
| e. RxStar Prescription | Is used to open RxStar. Selecting this link will “start” the RxStar application. |
Demo: Electronically submit a response to a pharmacy’s Refill Request

Please double click the screen print below to see video demonstration.
PILOT SUPPORT TEAM - CONTACT INFORMATION

If you have questions regarding how to use SureScripts Functionality and/or concerns about whether a message that you transmitted was successful, please contact your PILOT Support team by:

1. For URGENT Issues / Questions / Concerns:
   Please call Walter Odom at: 294-6135

   Your feedback is very important to us. If you experience anything inhibiting your ability to use SureScripts functionality; please call. This includes; (a) system is not responding like I expected, (b) I am not exactly sure what steps I should be taking / what to do next, or (c) I am receiving complaints about this functionality from those I serve.

2. To submit Enhancement Suggestions and/or other general feedback:
   Please send an e-mail to all of the following colleagues;

   - Rachel Lassiter   rachel.lassiter@vanderbilt.edu
   - Alicia Law        alicia.hodge@vanderbilt.edu
   - Walter Odom       walter.odom@vanderbilt.edu

   Emailing the entire PILOT support team will improve our ability to follow up quickly.