



iPrescribe

Training Manual

Updated: 4/23/2019



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Accessing iPrescribe

To access iPrescribe, open the application from a mobile device. The application can be installed on iOS or Android mobile devices such as smart phones and tablets.

You can download iPrescribe from the app store after which you can open the app and tap **Sign In** to access the login screen.

Standalone User

If you completed registration for iPrescribe through DrFirst's self-registration or with the assistance of DrFirst, you are considered a standalone user.

As a standalone user, you and your colleagues are responsible for uploading and maintaining your own data as necessary within iPrescribe. This includes patient records, allergies, medications, etc.

Partner User

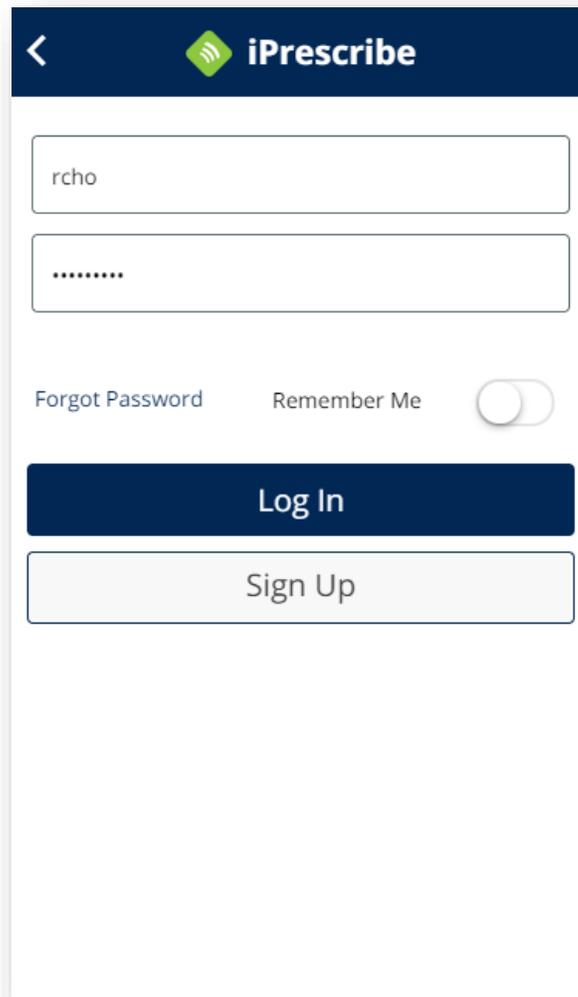
If you have been granted access to iPrescribe through one of DrFirst's partners, you are considered a partner user.

As a partner user, the information you can add, access, and edit in iPrescribe will be dependent on your EMR's integration settings. For example, most partner users will not be able to create and edit patient information through iPrescribe.

Logging In

Enter your username and password. This information should be provided to you by DrFirst after you complete on-boarding or by your EMR if you are a partner user.

Tap **Log In** to proceed.



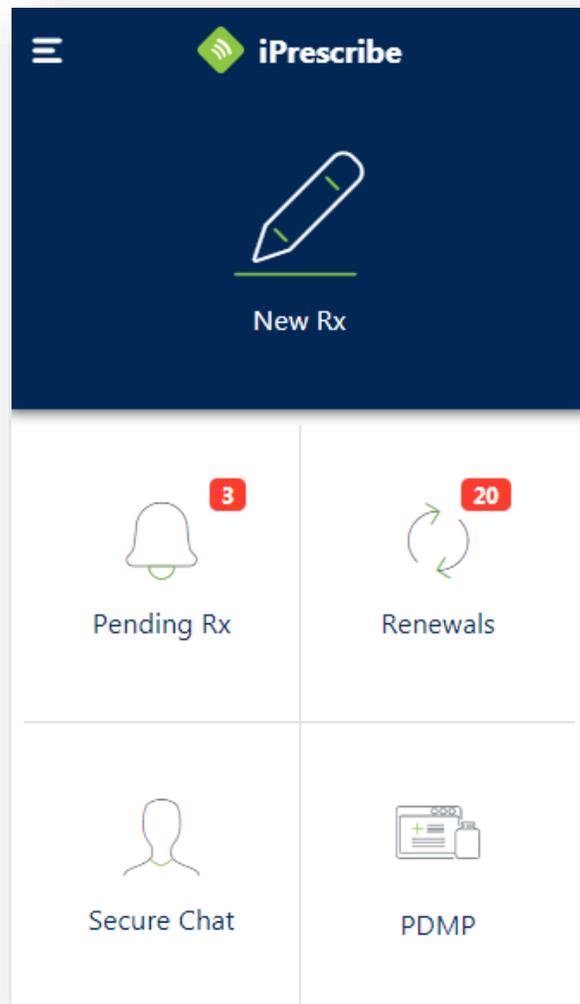
If you are unable to remember your password, you can use the **Forgot Password** link to trigger a reset email. Please see the [Frequently Asked Questions](#) section of this manual for additional details and the [Support Team Contact](#) section for assistance.

There is a **Remember username** option to have the username saved within the application. This will allow the username to automatically load the next time the login screen is accessed.

Once logged in, the dashboard will appear with the below options:

- **New Rx** – Create a new prescription and work with patient profiles.
- **Pending Rx** – Access pending prescriptions that need to be signed off on and sent to a pharmacy.
- **Renewals** – Access renewal requests for patients and quickly approve or deny.
- **Secure Chat** – Securely communicate with patients or colleagues.
- **PDMP** – Access PDMP (Prescription Drug Monitoring Program) checking.

Please Note: **Secure Chat** and **PDMP** features require separate setup. **PDMP** checking may not be supported in your state. See the [PDMP \(Prescription Drug Monitoring Program\)](#) section of this manual for more information.



Tapping the menu icon in the top left corner will display different options in the application.

Roles

Provider: Any user that will be prescribing on his / her own license. May be a physician, chiropractor, physician assistant, nurse practitioner, dentist, etc.

Clinical Staff: Member type that allows a user to create prescriptions that the provider will later sign. Can add / edit patient medication / allergy lists in addition to act on functions detailed in Non-Clinical role type.

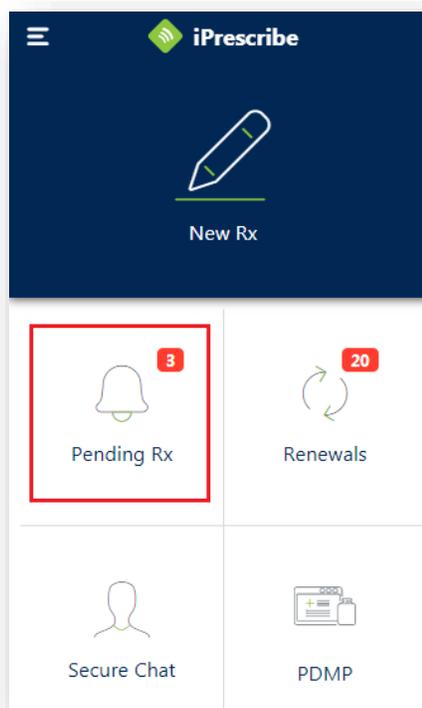
Non-Clinical Staff: Member type that allows a user to add patients to the practice, edit patient demographics, designate patient default pharmacy, and view the prescription report.

Provider Agent: Staff user with elevated permissions to send legend prescriptions on behalf of a provider. See the [Provider Agent](#) section of this manual for more information.

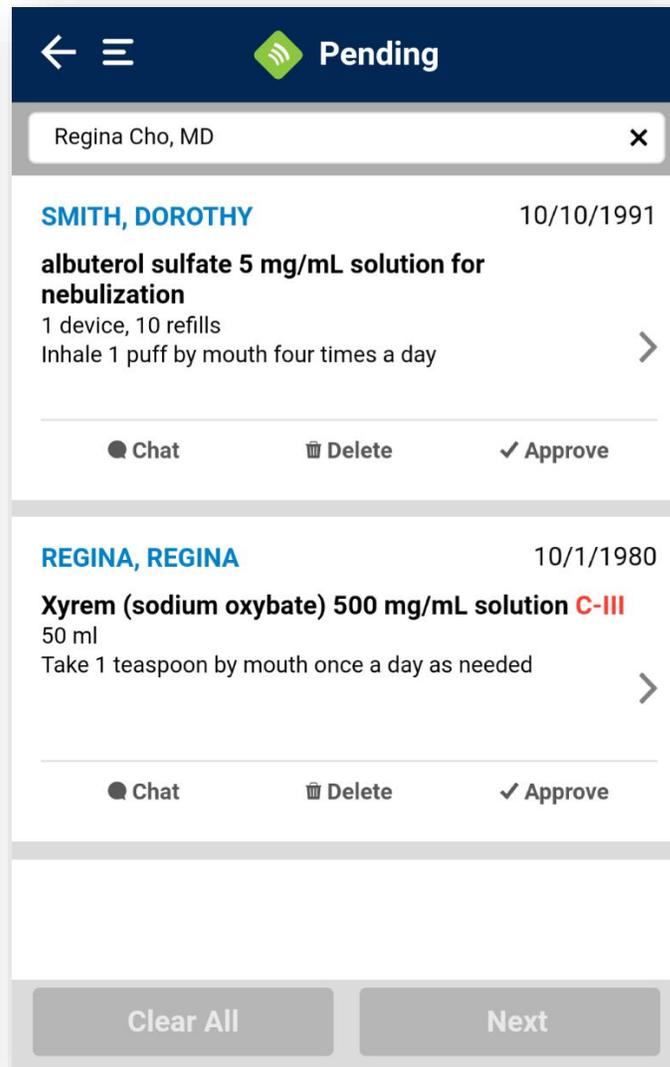
Pending Prescriptions

Any prescription that has been queued up by a provider or a staff member and has yet to be signed and sent is considered a pending prescription.

Up to 10 pending prescriptions can be processed at a time within iPrescribe. To access these, tap on **Pending Rx** on the dashboard as shown below.



If logged in as a provider, the list will default to only prescriptions in your pending queue. You are able to view other providers' pending prescriptions as well.



After clicking into **Pending Rx**, you may choose to **Approve** or **Delete** any pending prescriptions by tapping the appropriate option.

Any prescriptions that a provider chooses to **Approve** will be transmitted electronically. Any prescriptions that a provider chooses to **Delete** will be removed from the pending list.

You also have the ability to open up a chat with the patient by tapping the **Chat** option. This is safe and secure chat messaging through DrFirst's Backline application (separate setup required). The patient will receive a notification that they have a secure message.

After you have made your selection(s), tap the **Next** button in the lower right-hand corner to process the prescription(s) as indicated.

← ≡ Pending

Regina Cho, MD ×

SMITH, DOROTHY 10/10/1991

albuterol sulfate 5 mg/mL solution for nebulization

1 device, 10 refills
Inhale 1 puff by mouth four times a day ➤

Chat Delete Approve

REGINA, REGINA 10/1/1980

Xyrem (sodium oxybate) 500 mg/mL solution C-III

50 ml
Take 1 teaspoon by mouth once a day as needed ➤

Chat Delete Approve

Clear All **Next** 2

Providers will need to enter their signature password and tap the **Sign & Send** button to authorize the prescription(s).

←  **Signature**

.....

Sign & Send

Remember signature password

[Forgot Password?](#)

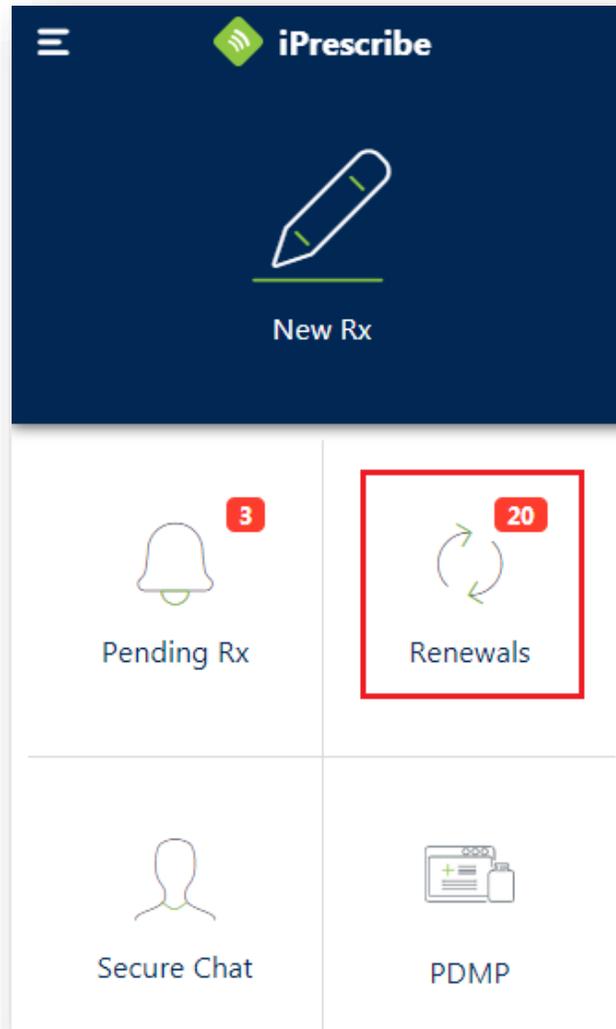
You will authorize the following Rx

Smith, Dorothy (10/10/1991)
albuterol sulfate concentrate 5 mg/mL(0.5 %) solution for nebulization

Regina, Regina (10/1/1980)
Xyrem 500 mg/mL oral solution **C-III**

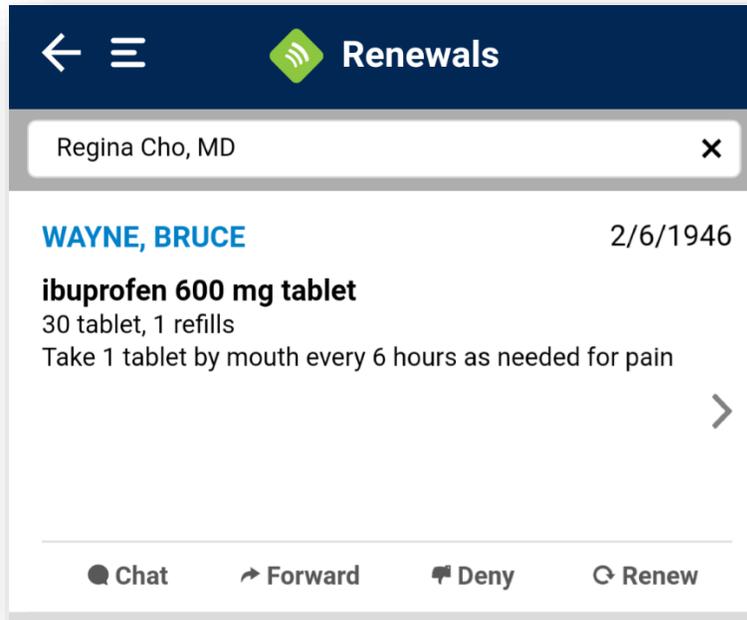
Renewal Requests

Any renewal requests for patients sent by a pharmacy to a provider's practice can be accessed by tapping on **Renewals** from the dashboard.

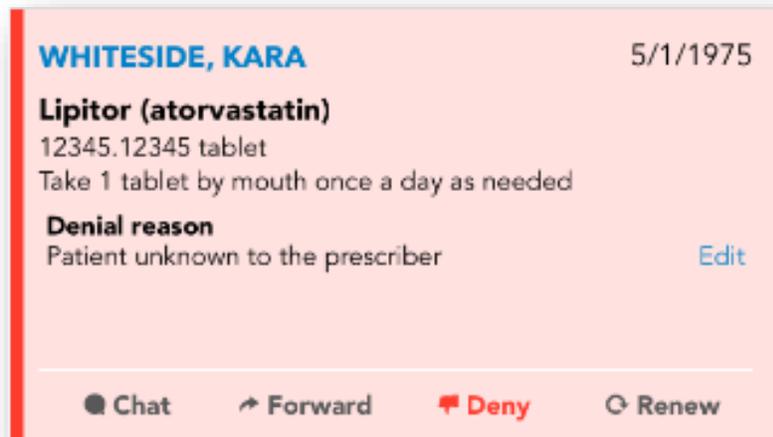


Users have the ability to **Deny**, **Forward**, or **Renew** renewal requests.

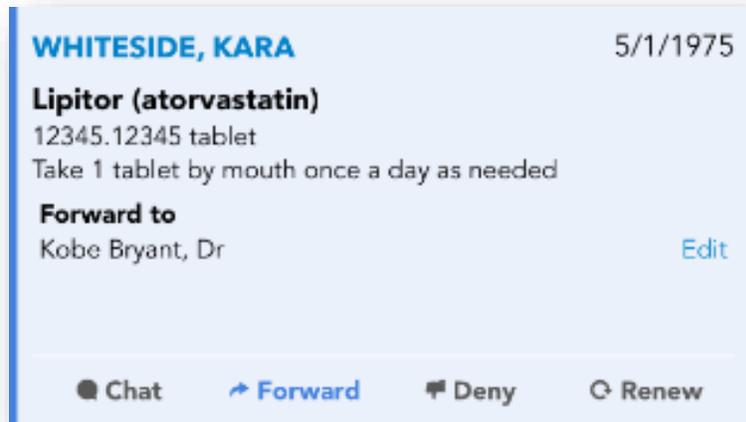
If logged in as a provider, the list will default to only prescriptions in your pending queue. You are able to view other providers' pending prescriptions as well.



- **Deny** – This allows you to deny the renewal request. You must enter a reason for the denial. After tapping **Deny**, tap on the reason field and select from a list of pre-populated reasons.



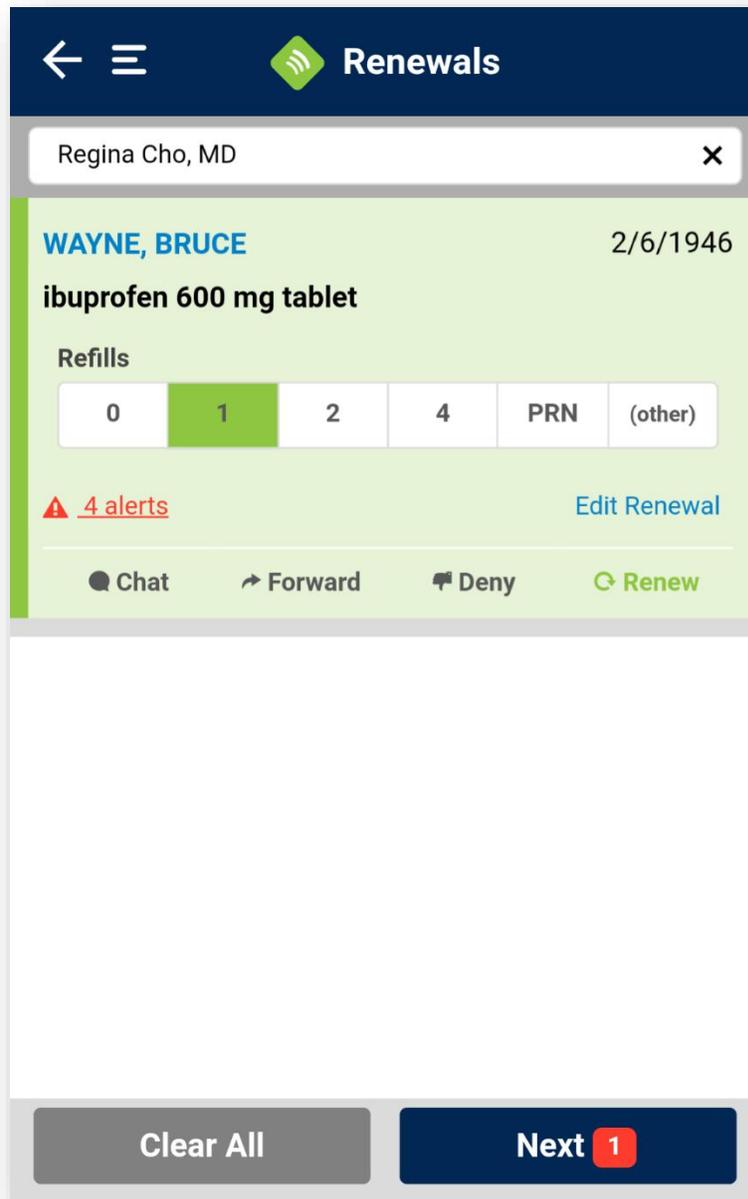
- **Forward** – Allows you to forward a renewal request to another provider within your practice. After tapping **Forward**, tap the provider box to select from a list of providers in your practice.



- **Renew** – Allows you to approve the renewal request. After tapping **Renew**, select the appropriate number of refills (if applicable).



After selecting an action, you will need to tap on the **Next** button in the lower right-hand corner to sign off on the renewal(s).



Once the signature password is entered on the next screen, tap the **Sign & Send** button to complete the action(s).

Signature

.....

Sign & Send

Remember signature password

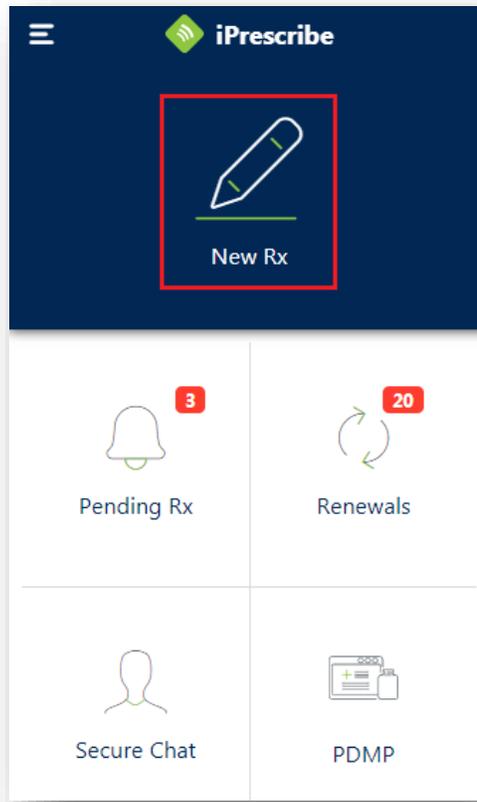
[Forgot Password?](#)

You will authorize the following Rx
WAYNE, BRUCE (2/6/1946)
ibuprofen 600 mg tablet

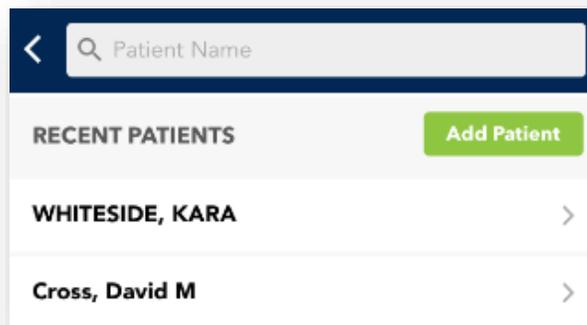
Patient Management

Creating a patient or searching for an existing one within iPrescribe can be done from the **New Rx** option on the dashboard.

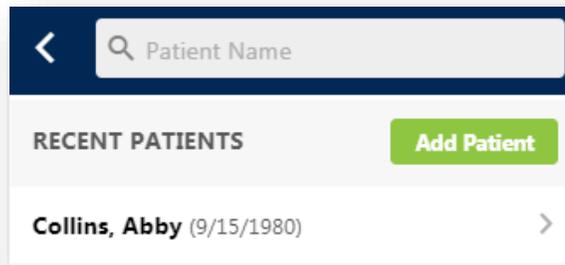
Please Note: If you are a partner user, you may only have access to searching existing patients from in EMR. You may not have the ability to create or modify patient information.



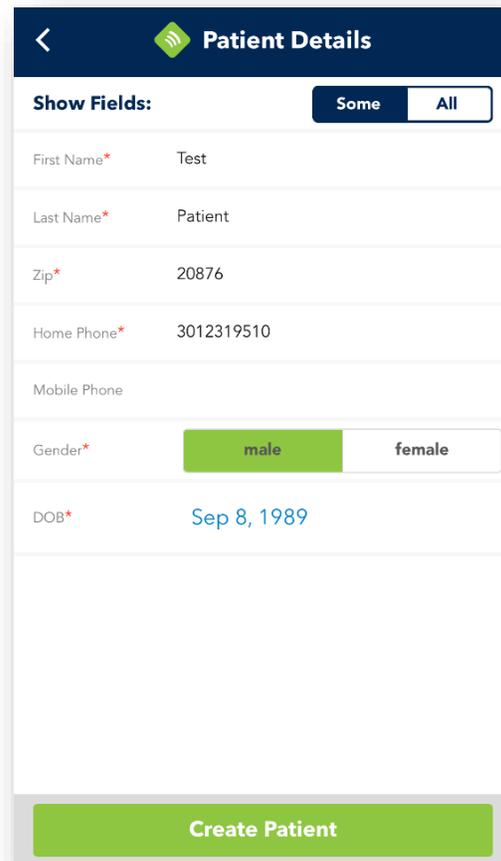
You will be able to select a patient, choose from recent patients, or create a new patient.



- **Recent Patients** – To select a recent patient, tap on their name from the recent list.
- **Patient Search** – To search for a patient, begin typing their name within the search box. You will see that a list of applicable patients displays as you continue typing in your search information.



- **New Patient** – To add a new patient into the application, the green **New Patient** button will navigate to a new screen to fill in information.
 - You will need to enter six required fields at minimum, which are noted with red asterisks. These include:
 - **First Name**
 - **Last Name**
 - **Date of Birth**
 - **Zip Code**
 - **Home Phone Number**
 - **Gender**
 - You may toggle between **Some** and **All** in the top right corner to either display only the required fields, or all demographic fields.
 - Once you have entered all of the patient’s information, tap **Create Patient**.

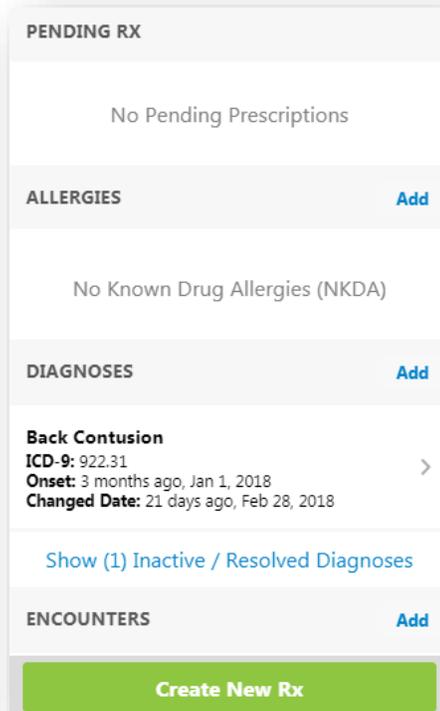
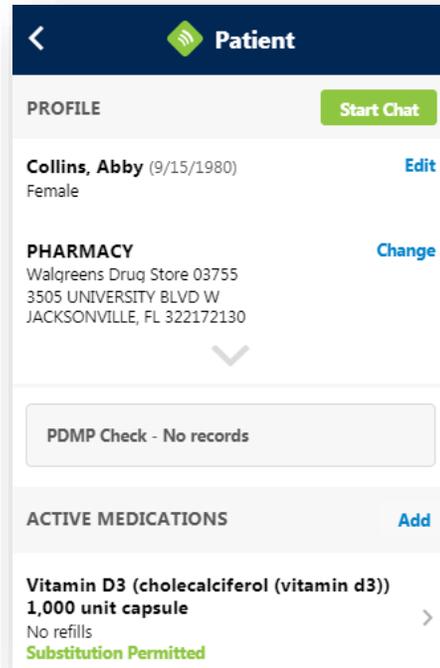


Please Note: Address 1 is not marked with an asterisk but is required in order to electronically send controlled substances. We recommend entering this for all patients as a best practice.

Patient Summary Screen

Once the patient is selected or created, users will be taken to the patient summary page from which they can view data and actions for the patient. The screen is separated into the following sections:

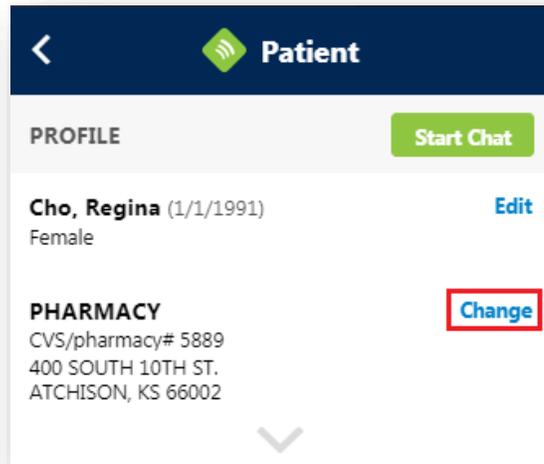
- **Patient Name and Demographics** – Displays patient demographic information. A more complete view (including phone number and formulary information) can be accessed by tapping the down arrow.
- **Pharmacy** - Add or edit patient default pharmacy.
- **PDMP Check** – Allows for PDMP checking if your account is enabled.
- **Active Medications** - Add or edit active medication details.
- **Pending Rx** - Act on pending prescriptions for the patient.
- **Allergies** - Add or edit patient allergy information.
- **Diagnoses** - Add or edit patient diagnosis information.
- **Encounters** - Add or edit patient encounter dates.



Select a Pharmacy

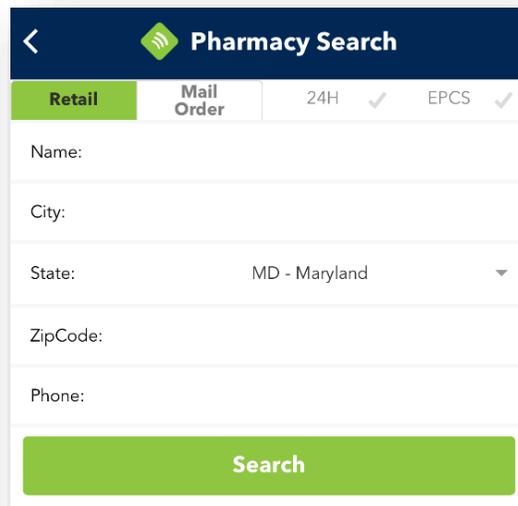
After creating a new patient, you will be taken to their record and land on the patient summary screen. You will need to select a pharmacy before you can create a prescription.

- To select a pharmacy, tap **Change** to the right of the pharmacy section.



The screenshot shows the 'Patient' summary screen. At the top, there is a back arrow and a 'Patient' title with a green icon. Below this is a 'PROFILE' section with a 'Start Chat' button. The patient's name is 'Cho, Regina (1/1/1991)' and her gender is 'Female'. There is an 'Edit' link next to the name. The 'PHARMACY' section is highlighted with a red box around the 'Change' button. The pharmacy address is 'CVS/pharmacy# 5889, 400 SOUTH 10TH ST., ATCHISON, KS 66002'. A downward arrow is visible at the bottom of the screen.

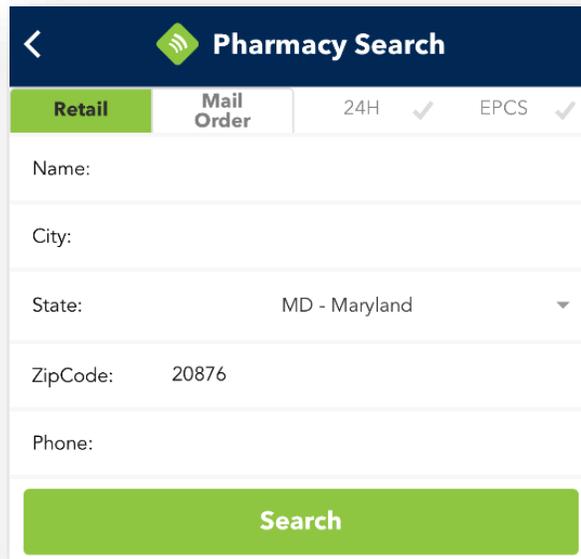
- Next, the **Pharmacy Search** will be launched.



The screenshot shows the 'Pharmacy Search' screen. At the top, there is a back arrow and a 'Pharmacy Search' title with a green icon. Below this are filter options: 'Retail' (selected), 'Mail Order', '24H' (checked), and 'EPCS' (checked). There are input fields for 'Name:', 'City:', 'State:' (set to 'MD - Maryland'), 'ZipCode:', and 'Phone:'. A green 'Search' button is at the bottom.

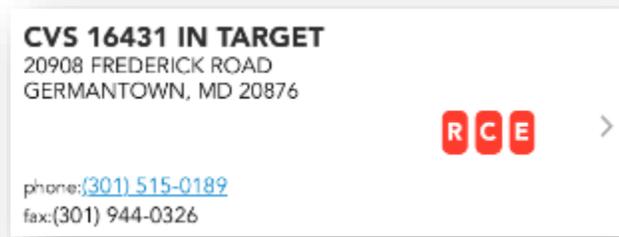
- Enter the appropriate information, such as Zip Code / State or Pharmacy Name and city. Remember, when searching for a pharmacy, less is more.
- Additionally, the search can be filtered to specific types of pharmacies by selecting the options along the top: **Retail, Mail Order, 24H, EPCS**.

- Once the search fields are filled in, tap **Search**.



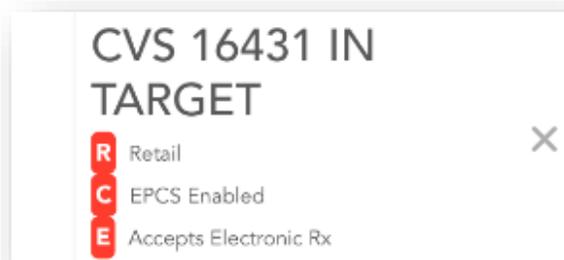
The screenshot shows a mobile application interface for a pharmacy search. At the top, there is a dark blue header with a back arrow, a green pharmacy icon, and the text "Pharmacy Search". Below the header, there are two tabs: "Retail" (highlighted in green) and "Mail Order". To the right of the tabs are two filters: "24H" with a checkmark and "EPCS" with a checkmark. The form contains several input fields: "Name:", "City:", "State:" (with a dropdown menu currently showing "MD - Maryland"), "ZipCode:" (with the value "20876"), and "Phone:". At the bottom of the form is a large green button labeled "Search".

- Once your results display, tap on the pharmacy you wish to choose to add it to the patient record.



The screenshot shows a search result card for "CVS 16431 IN TARGET". The address is "20908 FREDERICK ROAD, GERMANTOWN, MD 20876". On the right side, there are three red boxes containing the letters "R", "C", and "E", followed by a right-pointing arrow. At the bottom left, the phone number is "(301) 515-0189" and the fax number is "(301) 944-0326".

- The codes on the right-hand side, such as **R**, **C**, and **E**, indicate the pharmacy type. Simply tap them to see a description.



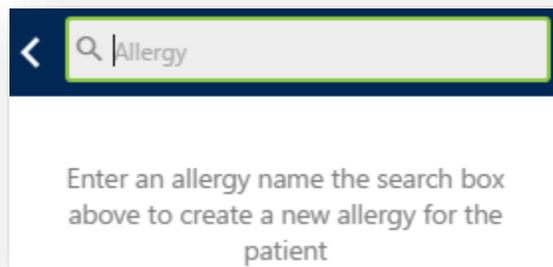
The screenshot shows a modal window with a close button (X) in the top right corner. The title is "CVS 16431 IN TARGET". Below the title, there are three red boxes with letters "R", "C", and "E", each followed by a description: "Retail", "EPCS Enabled", and "Accepts Electronic Rx".

Adding an Allergy

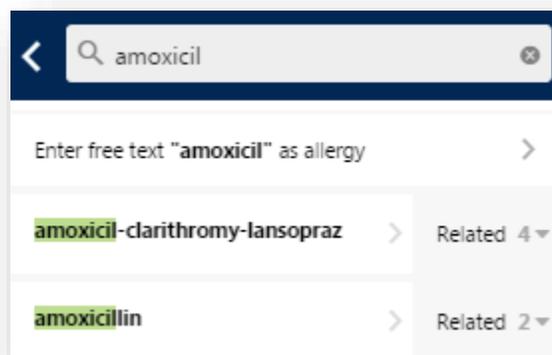
Providers and Clinical Staff have the ability to manage allergies within iPrescribe. From the patient summary screen, you can indicate **No Known Drug Allergies (NKDA)** by tapping on the link, or search for an allergy by tapping **Add**.



- Search for the medication you wish to add as an allergy. You will see that results begin to display as you type.



- After typing in the search, tap on the correct medication name to select it. Related medications can also be viewed by tapping on the **Related** dropdown.



- Next, enter an onset date (if applicable), and choose a reaction. Please note that the system defaults to an **unspecified** reaction. However, you can choose from pre-populated reactions or enter a reaction at the bottom of the screen.
- When finished, tap the **Create Allergy** button.

The screenshot shows a mobile application interface for adding an allergy. The title bar is dark blue with a white back arrow and a green Wi-Fi icon, followed by the text "Allergy Details". Below the title bar, the word "amoxicillin" is displayed in bold. The "ONSET DATE" section contains three rows, each with a label (Year, Month, Day) and a dropdown menu set to "Not Specified". The "REACTIONS" section lists several options with toggle switches: "unspecified" (checked), "anaphylaxis", "angioedema", "difficulty breathing", "myalgia", and "nausea" (all unchecked). At the bottom of the form is a large green button with the text "Create Allergy".

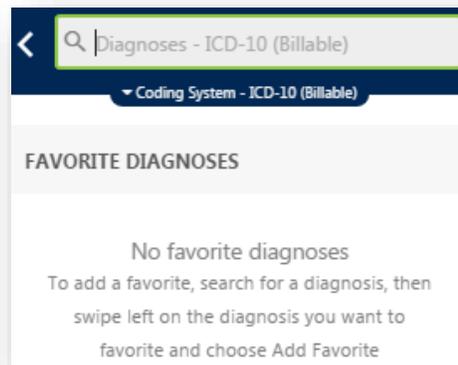
Adding a Diagnosis

Users have the ability to manage diagnoses within iPrescribe.

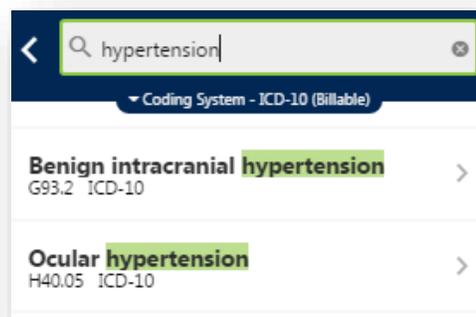
- You can indicate **No Known Diagnosis** by pressing on the link shown below, or search for a diagnosis by tapping **Add**.



- Search for the diagnosis that you wish to add to the patient's record by entering in the description or the applicable diagnosis code. You can select the coding system you wish to use below the search box. You will see results begin to display as you type.



- Tap on the correct diagnosis to select it.



- Next, enter an onset date (if applicable), and tap **Create Diagnosis**.

Diagnosis Details

Essential (primary) hypertension

ONSET DATE

Year

Month

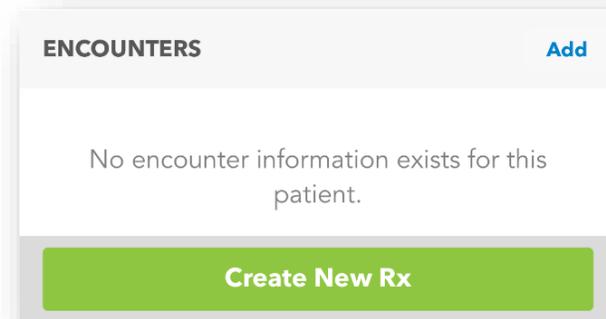
Day

Create Diagnosis

Adding an Encounter

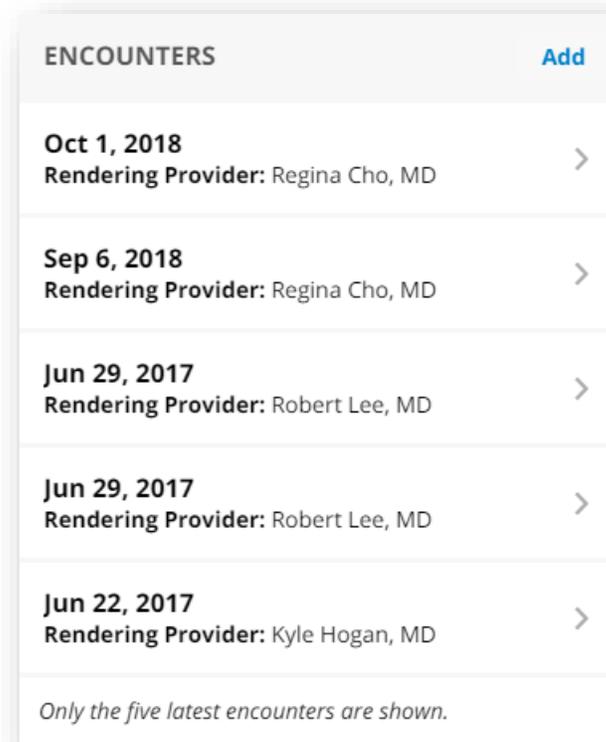
Within iPrescribe, users can mark an encounter with a patient.

- At the bottom of the patient summary screen, within the **Encounter** section, press **Add**.



- Enter the responsible provider, encounter date, and mark transition of care (if applicable). Then, tap **Create Encounter**.

iPrescribe will display the five most recent encounters.



Adding Active Medications

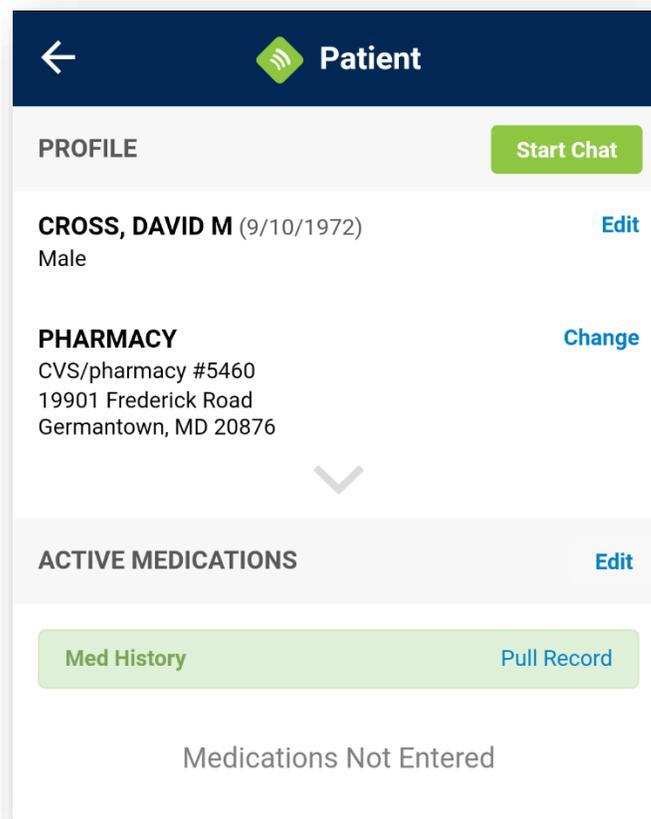
Users have the ability to reconcile medications and build the active medications list within iPrescribe.

The first method is to pull up to 2 years of medication history using in app functionality, and the second method is by manually adding in a medication.

Medication History

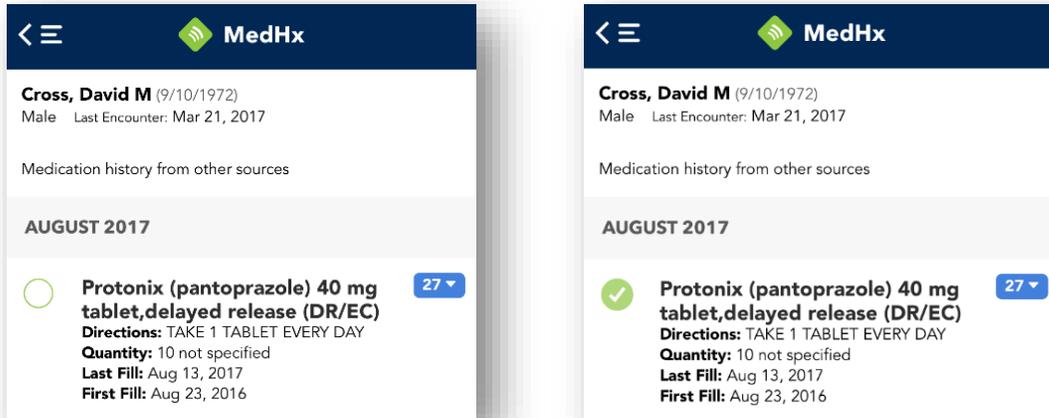
Information is gathered from SureScripts through payer information and pharmacy fill data.

- On the Patient Summary screen, scroll down to the Active Medications section.

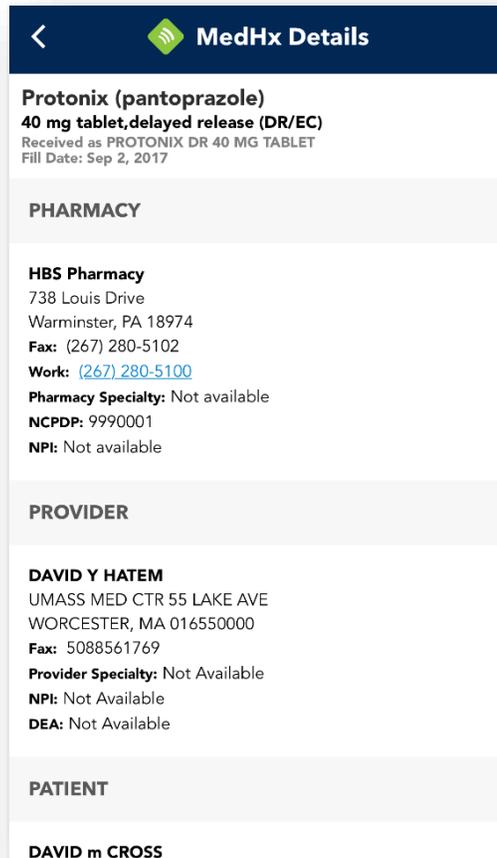


- In the **Med History** section, tap the **Pull Record** link.
- Users have the ability to view up to one year of history. This information is gathered from SureScripts and comes from payer information and pharmacy fill data.

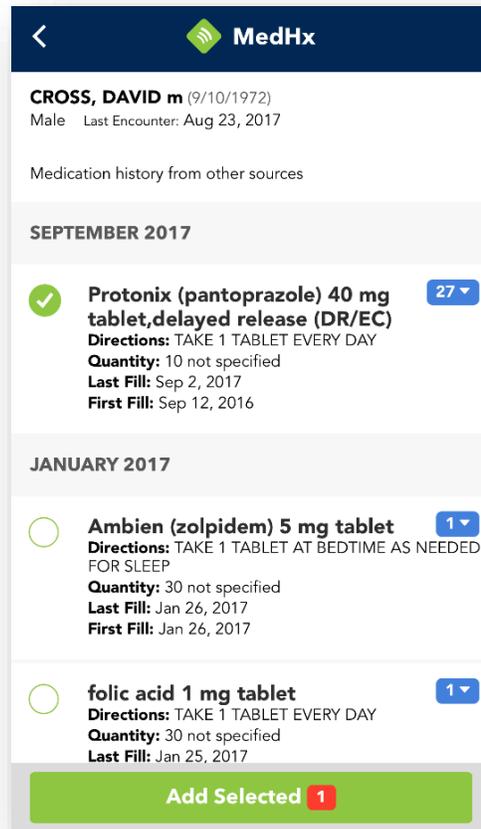
- Users can quickly add medications to the active list by tapping the green circle to select medications. The selection will be confirmed with a green check mark.



- If you click on the name of a medication, a detailed view will display.



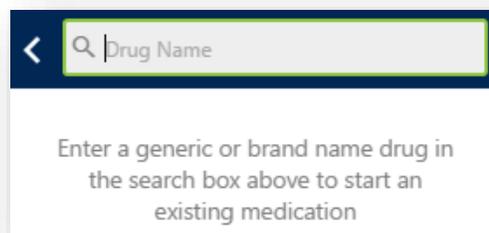
- You can use the **Add Selected** button at the bottom of the MedHx screen to process all marked medications.



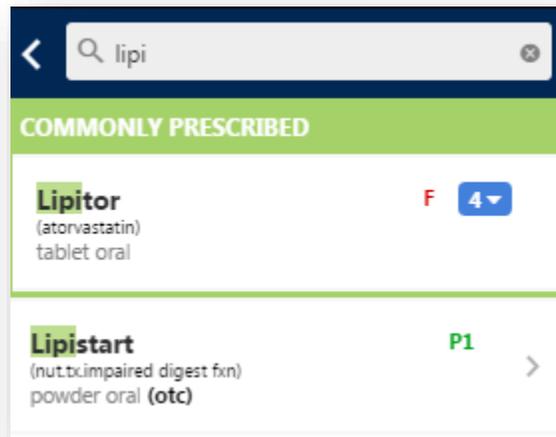
Manage Medications

If any medications are not displayed within medication history, or you need to add in an OTC medication the patient is taking, you can tap **Add** from the patient summary screen.

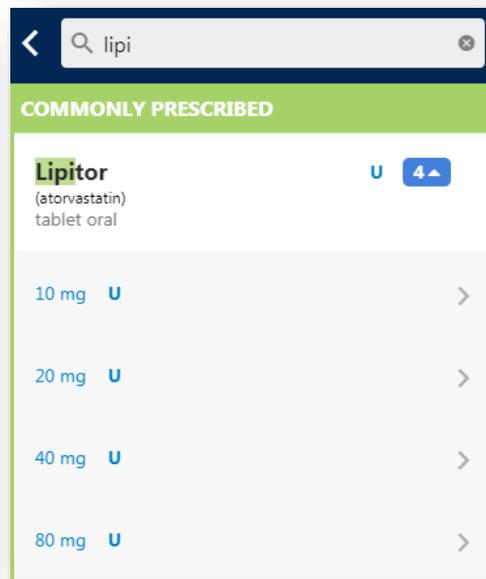
- Users will then be prompted to search for the medication.



- Type the name of the medication you wish to find within the search box. As you begin typing, a list of applicable medications will display. With our SmartSuite logic, commonly prescribed medications will display first.
- Tap the name of the medication you wish to select.



- Choose the strength to add it to the patient record.



- You have the ability to add it to the list as is or provide additional information such as sig, quantity, and duration. Additional information is not required but always recommended in order to have the most up-to-date record.

Medication Reconciliation

When prescribing in iPrescribe, a prescription will be added to the **Active Medications** list of the patient profile as a prescription is sent to the pharmacy.

However, if the same medication is already listed in the active list, users will encounter the **Medication Reconciliation** screen. This allows users to decide what should happen to the already listed version of the medication as well as the newer medication that was prescribed.

Medication Reconciliation

You have prescribed a drug that is already on the patient's active medication list. Please choose how the existing medication should be updated with the new prescription's dosing.

NEW PRESCRIPTION

Vitamin D3 1,000 unit capsule
30 capsule, No refills
Take 1 capsule By Mouth once a day
Substitution Permitted

Add Ignore

EXISTING MEDICATIONS

Vitamin D3 1,000 unit capsule
60 capsule, 3 refills
Take 1 capsule By Mouth once a day
Substitution Permitted

Keep Stop

Clear All Submit 2 of 2

The available action options are:

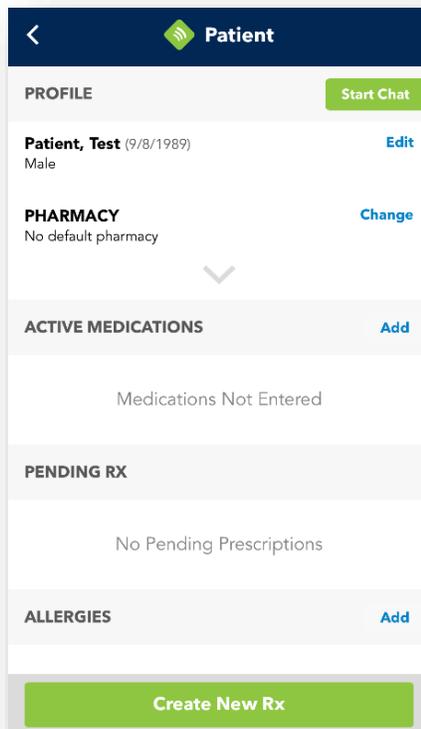
- **Add:** Apply the new dosing to the medication list.
- **Ignore:** Do not apply the new dosing to the medication list.
- **Stop:** Remove existing dosing from medication list, but keep in medication history.
- **Keep:** Retain the existing dosing on the medication list.

Create a New Prescription

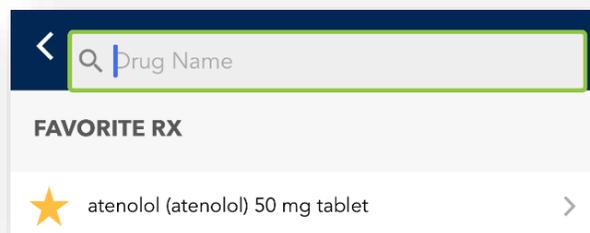
Clinical Staff members have the ability to queue up prescriptions for providers. However, only a provider can sign and send a prescription.

Once you have selected a patient (as previously demonstrated through the **New Rx** function on the dashboard), you can begin prescribing.

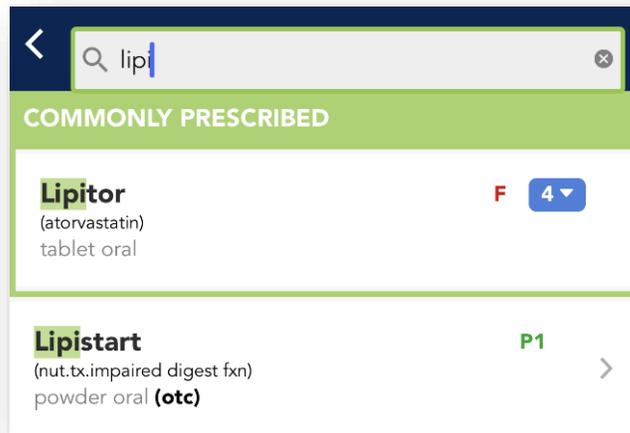
- At the bottom of the Patient Summary screen, tap the **Create New Rx** button.



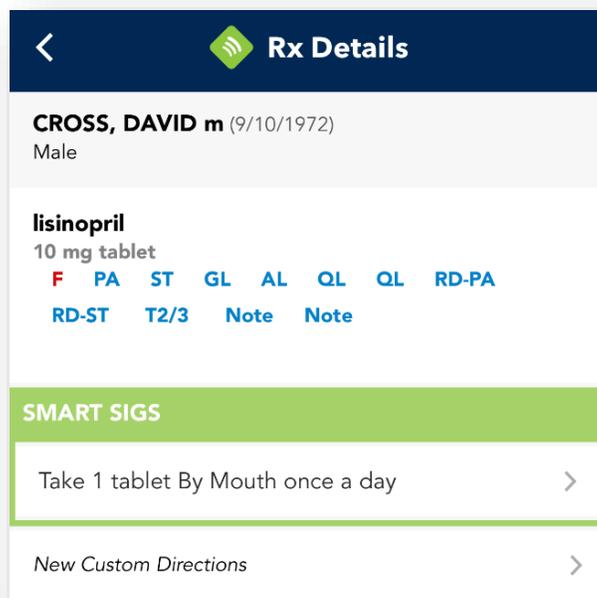
- You will be directed to where they can search for a given medication or choose from their favorites. When searching for a medication, you can search by either the brand or generic form of the medication.



- iPrescribe will present the search results below the search field. Within the results, a number dropdown will show available doses of the medication.
- Based on a patient's eligibility, there will be formulary codes presented to the right of the strength. These indicate if a drug is covered or preferred by a patient's payer.



- To select a dose, tap the number icon and choose the desired dose.
- Once a dose is selected, you will have the option to create a custom prescription sig or choose from a pre-populated list of Smart String options. Smart Strings are pre-populated sigs that are commonly prescribed for that medication.



- After selecting a Smart String option or entering in custom prescription directions, you will be taken to the sig page for the prescription.
- Here, you have the ability to update the sig, duration, quantity, refills, substitution permitted, patient directions, and directions to pharmacist.
 - If you also use Rcopia 4 (desktop access), you will see any pre-saved comments available for selection using the + option for the **Patient Directions** and **Comments to Pharmacist** fields.
- If the sig needs to be updated, tap **edit** to change the sig.
 - In edit mode, you can use the numbered options to select the duration (as applicable), quantity, and refills.
 - Then, specify between **Substitution Permitted** or **Dispense As Written**.

Rx Details

CROSS, DAVID m (9/10/1972)
Male

lisinopril
10 mg tablet

F PA ST GL AL QL QL RD-PA
RD-ST T2/3 Note Note

DURATION (DAYS)

7 10 14 30 90 (other)

QUANTITY*(tablet)

1 30 90 100 120 (other)

REFILLS*

0 1 3 5 PRN (other)

Continue

- Once the information is entered, tap **Continue** at the bottom of the page.

- On the next page, a user will be directed to the **Rx Review** screen to review the prescription. This will occur prior to creating a pending prescription or sending a prescription.
 - If changes need to be made, users can tap directly on the prescription to be taken back to the sig page.

The screenshot shows the 'Rx Review' screen with a dark blue header containing a back arrow and a green signal icon. The patient information section includes the name 'Cross, David M' with a birth date '(9/10/1972)' and 'Male'. The medication is 'lisinopril 10 mg tablet'. The directions are 'Take 1 tablet By Mouth once a day'. A table lists 'Quantity: 90 tablet', 'Refills: 1 refills', and 'Duration: 1 days'. Below this is a green 'Substitution Permitted' label. The pharmacy is 'RITE AID-9840 MAIN ST.' with address '9840 MAIN STREET, DAMASCUS, MD 208722040'. The prescriber is 'Regina Cho, MD' at 'MedChi Demo PDMP Practice'. At the bottom, there are two status boxes: 'PDMP Check - No records' and 'No clinical alerts' with a green checkmark.

Rx Review

Cross, David M (9/10/1972)
Male

lisinopril 10 mg tablet

Directions:
Take 1 tablet By Mouth once a day

Quantity:	Refills:	Duration:
90 tablet	1 refills	1 days

Substitution Permitted

RITE AID-9840 MAIN ST.
9840 MAIN STREET
DAMASCUS, MD 208722040

Regina Cho, MD
MedChi Demo PDMP Practice

PDMP Check - No records

✓ No clinical alerts

The screenshot shows three stacked action buttons. The top button is green and labeled 'Sign and Send'. The middle button is dark blue and labeled 'Add to Favorites'. The bottom button is blue and labeled 'Add to Pending'.

Sign and Send

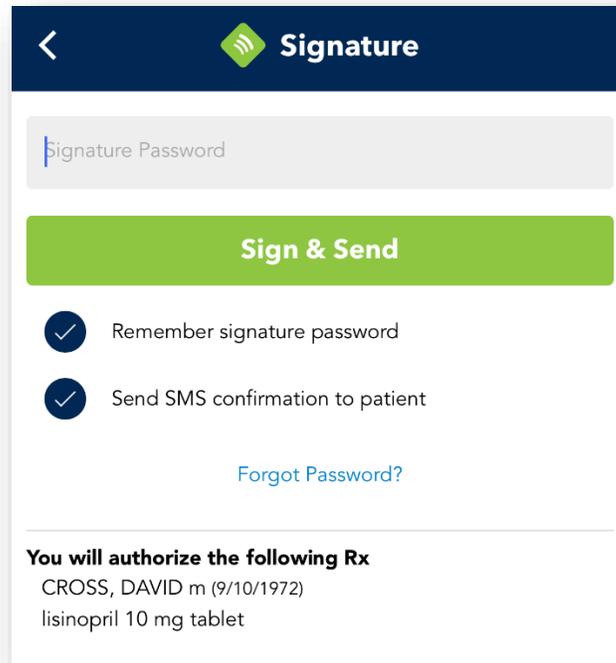
Add to Favorites

Add to Pending

- 
- After reviewing the prescription, simply tap **Sign and Send** to take action on the prescription, **Add to Favorites** to favor the prescription, or **Add to Pending** to save it as a pending prescription.

On the **Signature** screen, enter your signature password.

- Tap the **Sign & Send** button to complete the action.



<  **Signature**

Signature Password

Sign & Send

Remember signature password

Send SMS confirmation to patient

[Forgot Password?](#)

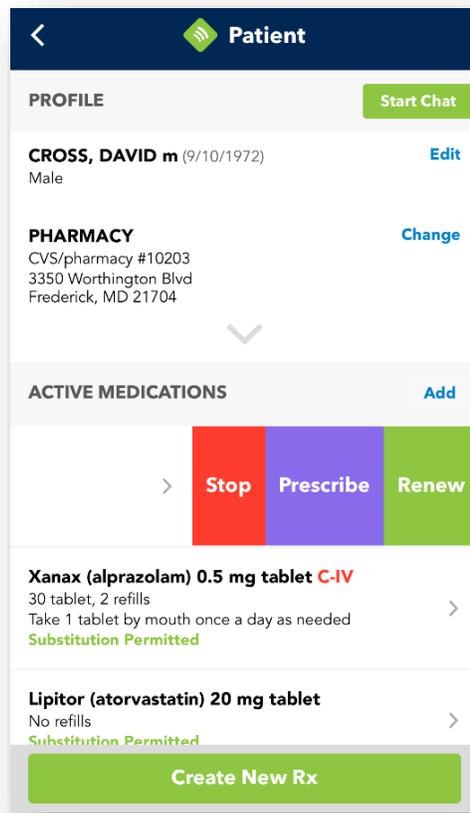
You will authorize the following Rx
CROSS, DAVID m (9/10/1972)
lisinopril 10 mg tablet

- To return back to the previous pages, select the back arrow in the top left-hand corner of the page.

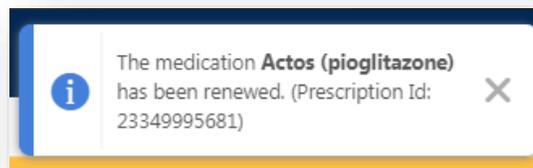
Renew an Active Medication

From the Medications list within the patient record, you can quickly renew medications.

- Find the medication you wish to renew in the Medications list.
- Swipe to the left on the medication to display the various action options.
- Tap **Renew**.

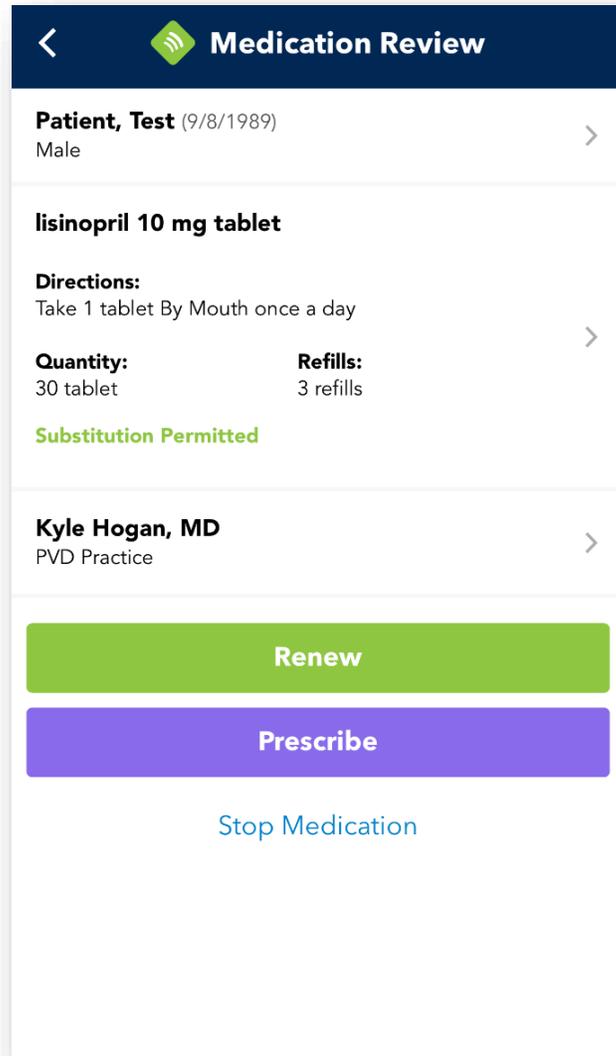


- You will receive a notification that the medication has been renewed and added to the pending list.



- You can also tap **Prescribe** to edit the prescription before sending or **Stop**, which will stop the active medication and move it to the inactive list.

- You can also tap on the prescription from the patient profile screen to see the swipe options on a separate screen.



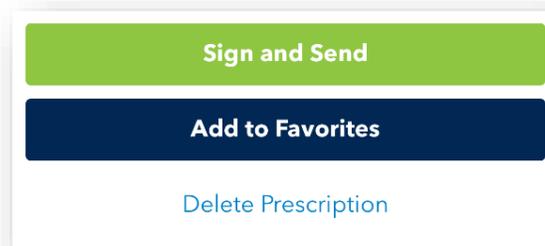
Sending a Controlled Substance

Only providers who have successfully completed EPCS on-boarding have the ability to send a controlled substance within iPrescribe. A clinical staff member may queue up the prescription for the provider to sign off on.

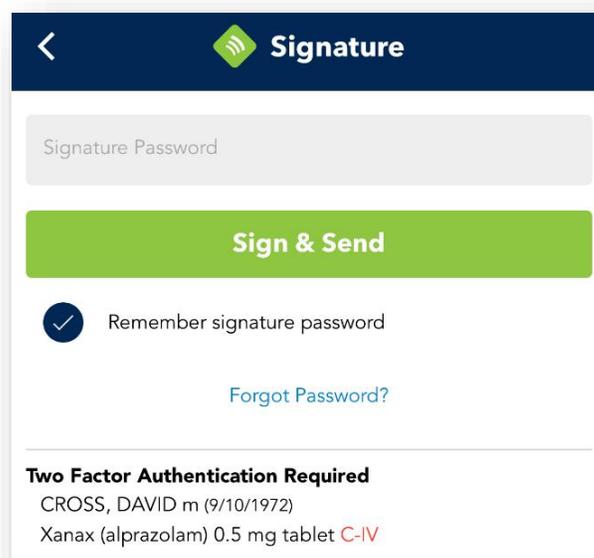
In order to send a controlled substance through iPrescribe, you will begin with the same steps to write a prescription as mentioned above. Then, you will need to have one of your EPCS tokens available and be able to enter your created passphrase.

Please Note: A soft token should not be used to validate controlled substance prescriptions if the soft token and iPrescribe are on the same mobile device (per DEA regulations).

- Once you have created a pending controlled substance prescription, tap the **Sign and Send** button.



- Next, enter your signature password, and tap the **Sign & Send** button.



- The following disclaimer screen will appear, and you must confirm that you are the prescriber logged in.
- Tap the **Continue** button to confirm your identity.

Kyle Hogan, MD
DEA #: AA1238965
12800 Middlebrook Road
Germantown, MD 20874

DISCLAIMER

By completing the two factor authentication protocol at this time, you are legally signing the selected prescriptions and are authorizing the transmission of the above information to the pharmacy for dispensing.

The two factor authentication protocol may only be completed by the practitioner whose Name and DEA registration number appears above.

I certify that I am Kyle Hogan, MD

Cancel **Continue**

- You will then review the prescription and tap **Approve**.

The screenshot shows a mobile application interface for EPCS. At the top, there is a dark blue header with a back arrow, the EPCS logo, and a 3-minute timer. Below the header, the patient's name and date of birth are displayed: **CROSS, DAVID m** (9/10/1972). This is followed by demographic information: Male, Last Encounter: Aug 23, 2017, and address: 6785 LAUGHALOT LANE, TRENTON, NJ 08608. Contact information includes home and mobile phone numbers: (623) 554-7784. A section titled **CONTROLLED SUBSTANCE** contains the prescription details: **Xanax (alprazolam) 0.5 mg tablet C-IV**, 30 tablet, 2 refills, with instructions to take 1 tablet by mouth once a day as needed. It also notes **Substitution Permitted**. Below this, it states **Pending since: 28 minutes ago**, **Date of Issuance: 09/08/2017**, **Serial #: st2-22637750**, and **Prepared By: Kyle Hogan, MD**. At the bottom, it lists **CVS/pharmacy #10203** and phone: (240) 699-0018. At the very bottom of the screen are two buttons: a grey **Deny** button and a green **Approve** button.

- Finally, you will need to select your token, enter your signing passphrase, and enter the one-time pin (OTP) from your EPCS token.
- Once this has been completed, tap **Sign** to complete sending the prescription to the pharmacy.

Please Note: You will have four minutes to sign and send the controlled substance before the signing process times out.

The screenshot shows the EPCS mobile application interface. At the top, there is a dark blue header with a back arrow, the EPCS logo, and a 3-minute timer. Below the header, there is a section for the OTP token, with a dropdown menu set to 'iPhone 7'. A password field is masked with dots, and a one-time pin (OTP) field contains the number '283849'. The main content area is divided into three sections: 'PATIENT', 'PRESCRIPTION', and 'CVS/pharmacy #10203'. The patient information includes the name 'CROSS, DAVID m' (DOB 9/10/1972), gender 'Male', last encounter 'Aug 23, 2017', address '6785 LAUGHALOT LANE, TRENTON, NJ 08608', and phone numbers. The prescription information includes the drug 'Xanax (alprazolam) 0.5 mg tablet C-IV', quantity '30 tablet, 2 refills', and instructions 'Take 1 tablet by mouth once a day as needed'. The status is 'Substitution Permitted'. The date of issuance is '09/08/2017', the serial number is 'st2-22637750', and the prescriber is 'Kyle Hogan, MD'. At the bottom, there are two buttons: 'Skip this Patient' and 'Sign'.

OTP Token* iPhone 7

..... 283849

PATIENT

CROSS, DAVID m (9/10/1972)
Male Last Encounter: Aug 23, 2017
6785 LAUGHALOT LANE
TRENTON, NJ 08608
home:(623) 554-7784
mobile:(623) 554-7784

PRESCRIPTION

Xanax (alprazolam) 0.5 mg tablet C-IV
30 tablet, 2 refills
Take 1 tablet by mouth once a day as needed
Substitution Permitted

Pending since: 28 minutes ago
Date of Issuance: 09/08/2017
Serial #: st2-22637750
Prepared By: Kyle Hogan, MD

CVS/pharmacy #10203
phone: (240) 699-0018

Skip this Patient **Sign**

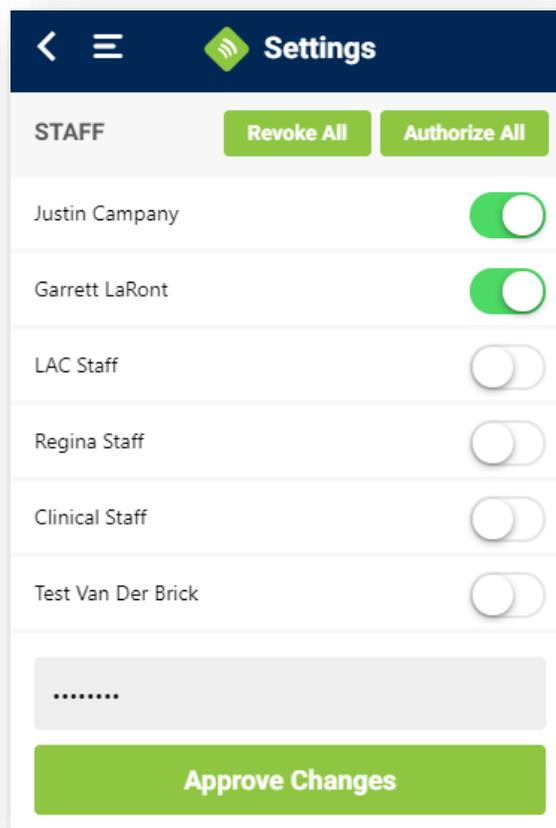
Provider Agent

Providers can give privileges to their clinical staff users in iPrescribe to act on legend prescriptions on their behalf. If a provider agent sends a prescription, the pharmacy will receive the prescription to begin filling after the provider agent confirms the action.

How to Set Up Provider Agents

To set up provider agents, providers can follow the steps below.

1. Tap into the **Settings** icon in the top left icon.
2. Under **Utilities**, tap on **Manage My Agents**.
3. Toggle the staff users who should be given provider agent privileges.

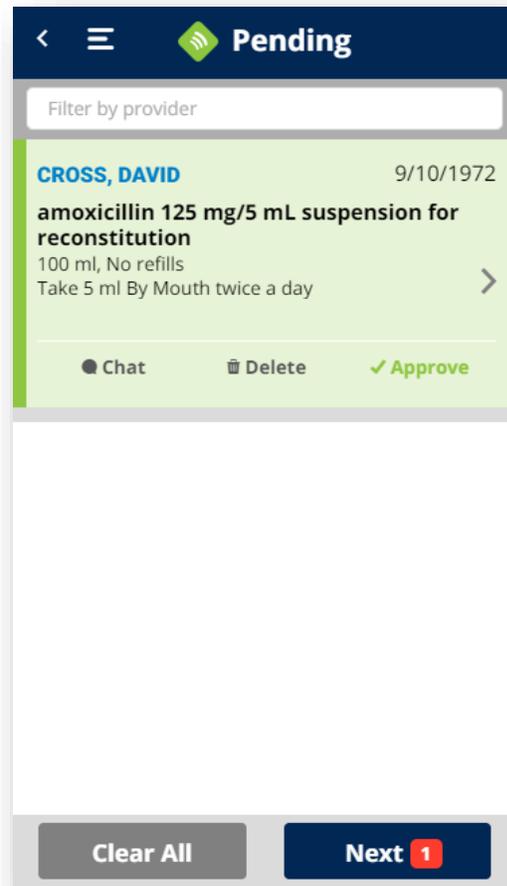
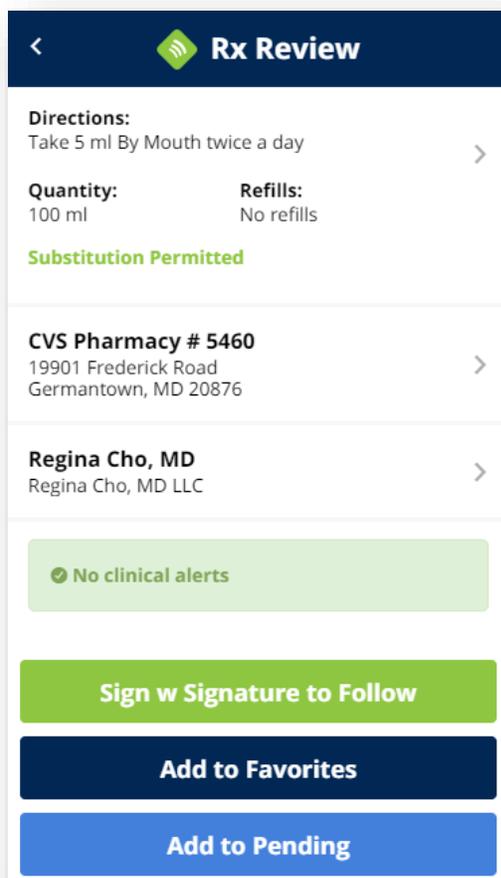


4. Enter your signature password.
5. Tap the **Approve Changes** button to save.
6. Return to this screen to revoke privileges from users as needed.

Provider Agent Workflow

Provider agents will follow the steps outlined in the [Create a New Prescription](#) section of this manual to create a prescription. Then, the below steps will take place to process the prescription.

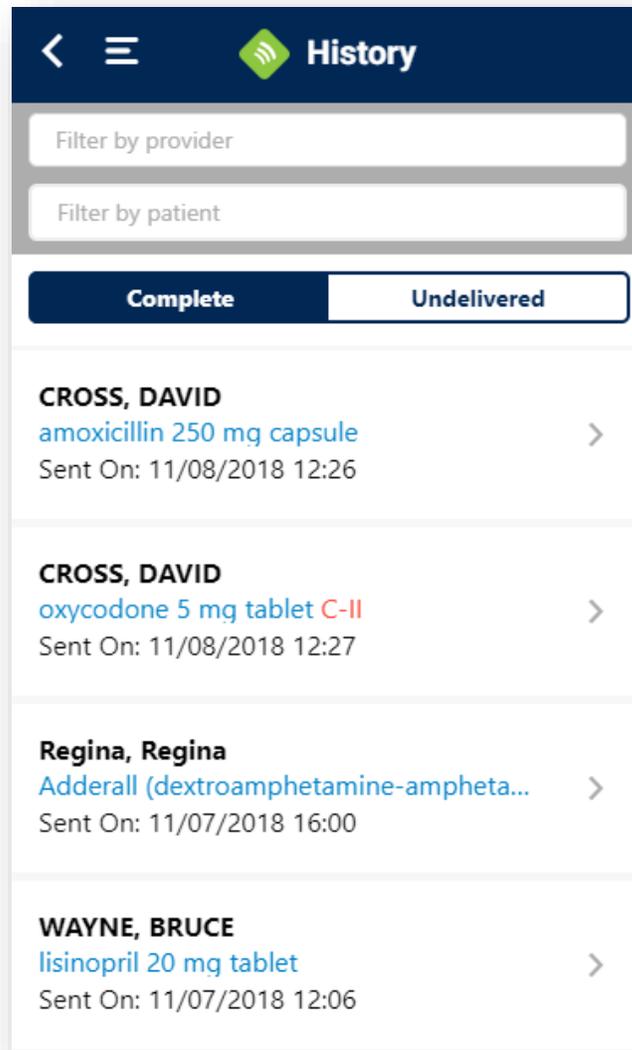
1. The provider agent will access the pending prescription from the prescription review screen, the patient's summary screen, or the pending prescriptions screen.
2. The provider agent can select option to process, which will depend on the screen.
 - a. The **Sign w Signature to Follow** button can be used from the prescription review screen or the patient's summary screen.
 - b. The **Approve** option and then the **Next** button can be used on the pending screen.
3. iPrescribe will transmit the prescription electronically.
4. Providers will receive pending notifications that prompt for their signature password to acknowledge all prescriptions sent by provider agents. This will serve as the provider's opportunity to view all prescriptions being sent under their name.



History

iPrescribe allows you to view recent prescriptions. To access the **History**, tap on the menu icon in the top left corner and tap **History**.

Prescriptions are listed in descending order with the most recent at the top. This screen offers filtering options to locate your sent prescriptions by provider, patient, or delivery status.



If you tap a specific prescription, you can review the details of the prescription.

The image displays two screenshots from a mobile application. The left screenshot is titled "Rx Review" and shows prescription details for a patient named David Cross. The right screenshot shows pharmacy information for CarePlus CVS and a clinical alert regarding the prescription.

Rx Review

Signed on 11/08/2018 12:26

CROSS, DAVID (9/10/1972)
Male

amoxicillin 250 mg capsule

Directions:
Take 1 capsule by mouth single dose as needed
take with a meal

Quantity:	Refills:	Duration:
14 capsule	1 refills	14 days

Primary Diagnosis:
ICD-10 D73.1 (Hypersplenism)

Serial #:
SB-23350095873

Comments To Pharmacist:
easy off cap, directions in Spanish

Pending Since:	Completed:
4 days ago, Nov 8, 2018	4 days ago, Nov 8, 2018

CarePlus CVS/pharmacy #2549
2666 Riva Road
Suite 110
Annapolis, MD 21401

Regina Cho, MD
E-prescribing Demo

1 Diagnoses

1 Allergies !

amoxicillin
Reaction: Acne, Acute pancreatitis, hives
Date Entered: 4 days ago, Nov 8, 2018
Onset: 4 days ago, Nov 8, 2018

2 Clinical Alerts !

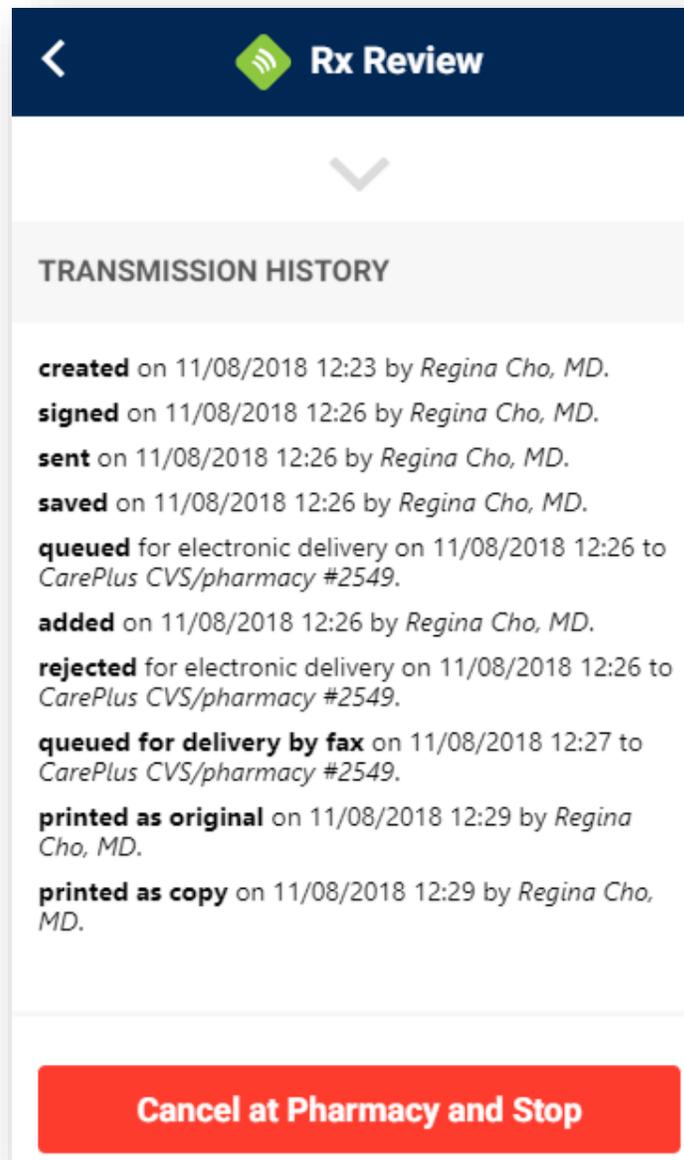
This medication was prescribed despite a warning that the dose might be outside of recommended limits.

To view further information than is displayed on this screen, you may tap into parts of the screen.

For example, tapping on the patient information will navigate you to the patient's profile. Tapping on any of the alert sections will expand and display that information.

At the bottom of the screen, you will be able to view the **Transmission History** of the prescription. This will provide information on the transmission of the prescription with timestamps.

Additionally, there is the ability to cancel a sent prescription. This will send a cancellation request to the pharmacy. The pharmacy can then not fill the prescription if it has not been filled already.



Change Requests (Rx Requests)

Pharmacies can electronically send back requests to change a prescription, which will then appear in the **Rx Requests** tab from the menu.

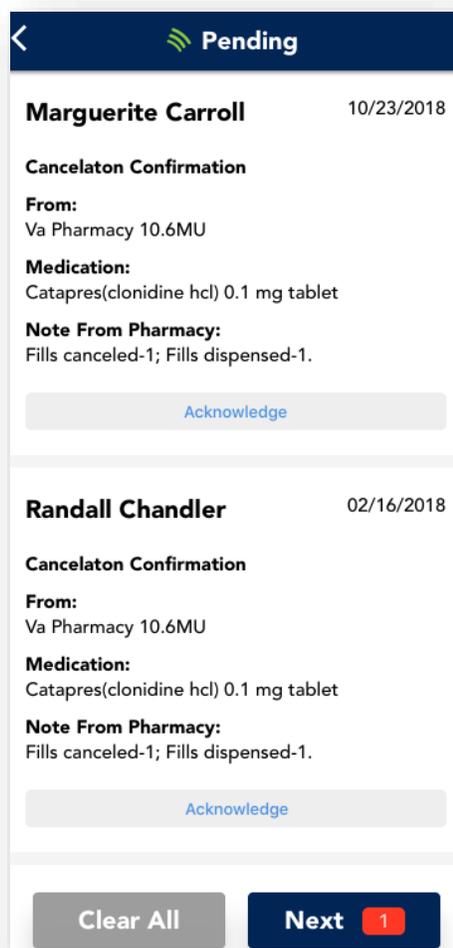
Once this notification is received, users are able to process changes requests.

Canceled Rxs

After a prescription has been canceled from iPrescribe (or Rcopia if you have desktop access), the pharmacy will be able to send notifications to confirm that a prescription was cancelled.

Once this notification is received, users are able to acknowledge this through the **Canceled Rxs** screen. This is accessible from the main menu.

Click the **Acknowledge** button per prescription, and then click the **Next** button to continue and process the action(s).



PDMP (Prescription Drug Monitoring Program)

iPrescribe allows for in-app PDMP checking to ensure that providers are able to prevent prescription drug abuse and adhere to any state requirements for PDMP checking.

Please Note: Some states do not allow for third party PDMP checking and require providers to check through their designated platforms. To check if we are able to support PDMP in your state and to see if your state currently mandates PDMP checking, please visit our [website](#).

Account Setup for PDMP Checking

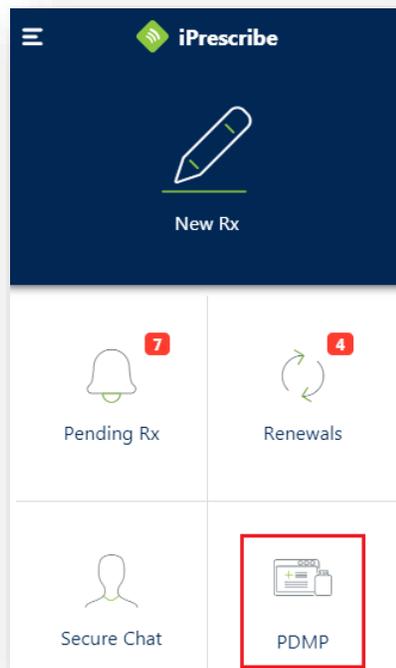
To find out more information or set up PDMP, fill in your details in the pop-up that appears after tapping on the **PDMP** icon or contact our 24/7 Support Team at **(866) 263-6512**.

If you are a partner user, please reach out to your EMR about gaining PDMP access.

You will need to already be set up with your state to check PDMP and will need to provide additional information for setup. The setup time will vary by state.

PDMP Checking in iPrescribe

The first screen from which you can access PDMP is from the main home screen.



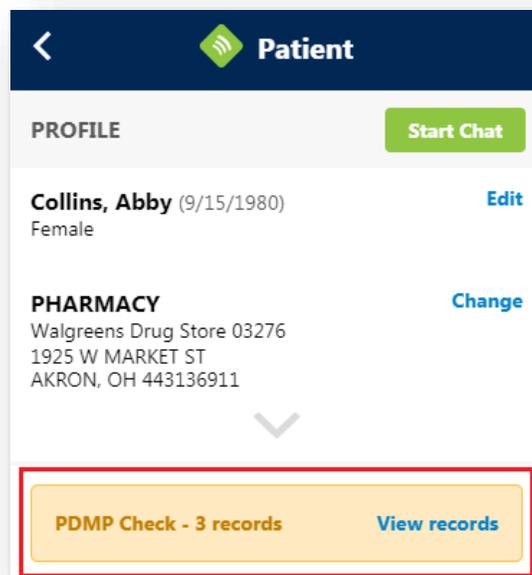
After tapping **PDMP**, you can use a patient's record that is already within iPrescribe or search for a patient who has not yet been added into iPrescribe by using the **New Patient** button.



The **New Patient** button will bring up a screen to enter demographic information similar to when adding a new patient record to iPrescribe. Searching a patient that has not yet been added will add a new record for them in iPrescribe for easier searching in the future.

The second location PDMP can be accessed is on the **Profile** section of a patient's record.

The box will be highlighted in orange to indicate that you have not yet checked the PDMP for this patient. To view any available results, click the **View records** link.



The third and final location for PDMP checking displays during the prescribing workflow from the **Rx Review** screen. This is before you add the prescription to your pending list or sign to send it to the pharmacy.

The screenshot shows the 'Rx Review' screen with the following information:

- Header:** A dark blue bar with a back arrow, a green signal icon, and the text 'Rx Review'.
- Patient Information:** 'Collins, Abby (9/15/1980)' and 'Female'.
- Medication:** 'amoxicillin 125 mg/5 mL suspension for reconstitution'.
- Directions:** 'Directions: Take 5 ml By Mouth twice a day' with a right-pointing arrow.
- Quantity and Refills:** 'Quantity: 100 ml' and 'Refills: No refills'.
- Substitution:** 'Substitution Permitted' in green text.
- Pharmacy:** 'Walgreens Drug Store 03276' with address '1925 W MARKET ST AKRON, OH 443136911' and a right-pointing arrow.
- Physician:** 'DR. Frank R Sorrentino, MD' with 'OH Location' and a right-pointing arrow.
- PDMP Check:** A yellow box with a red border containing 'PDMP Check - 3 records' and a blue link 'View records'.
- Clinical Alerts:** A green box with a checkmark and the text 'No clinical alerts'.

Once you click to view PDMP for the patient, this will display the results on a new screen. This will satisfy PDMP viewing requirements for your state.

If your state has NarxCare information, this will be displayed as well through a separate tab of information.

Tap the **Back** button to return to the previous screen.

HISTORY CHECK (DEMO)

Prescriber: Jr Frank MN Smith, FOOBOO 2013-09-25
Xalatan 0.005% Ophthalmic Solution Morphine Milligram Equivalence
30 days
Refills: 999
Per Day:
Total:

Prescriber: Jr Frank MN Smith, FOOBOO 2013-09-25
Oxycodone 0.005% Ophthalmic Solution Morphine Milligram Equivalence
30 days
Refills: 999
Per Day:
Total:

Prescriber: Jr Frank MN Smith, FOOBOO 2013-09-25
Oxycontin 0.005% Ophthalmic Solution Morphine Milligram Equivalence
30 days

Back

PDMP **NarxCare**

NARXCARE PORTAL
(External Website)

BOB TESTPATIENT, 118

Narx Report Resources

Date: 3/14/2018

TESTPATIENT, BOB

Risk Indicators

NARX SCORES			OVERDOSE RISK SCORE
Narcotic	Sedative	Stimulant	26 (Range 00)
351	251	000	

Explanation and Guidance

This NarxCare report is based on search criteria supplied and the data entered by the dispenser, pharmacy or the prescriber. NarxCare scores and reports are intended to aid, not replace, medical justification for providing or refusing to provide medications. The information on this report is not...

Graphs

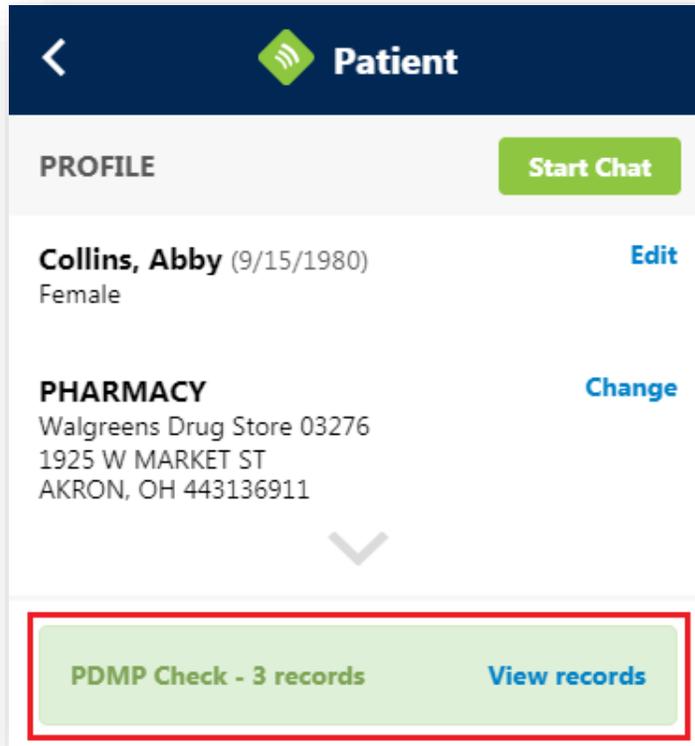
RX GRAPH Narcotic Buprenorphine Sedative

Morphine MgEq (MME)

Buprenorphine mg

Lorazepam MgEq (LME)

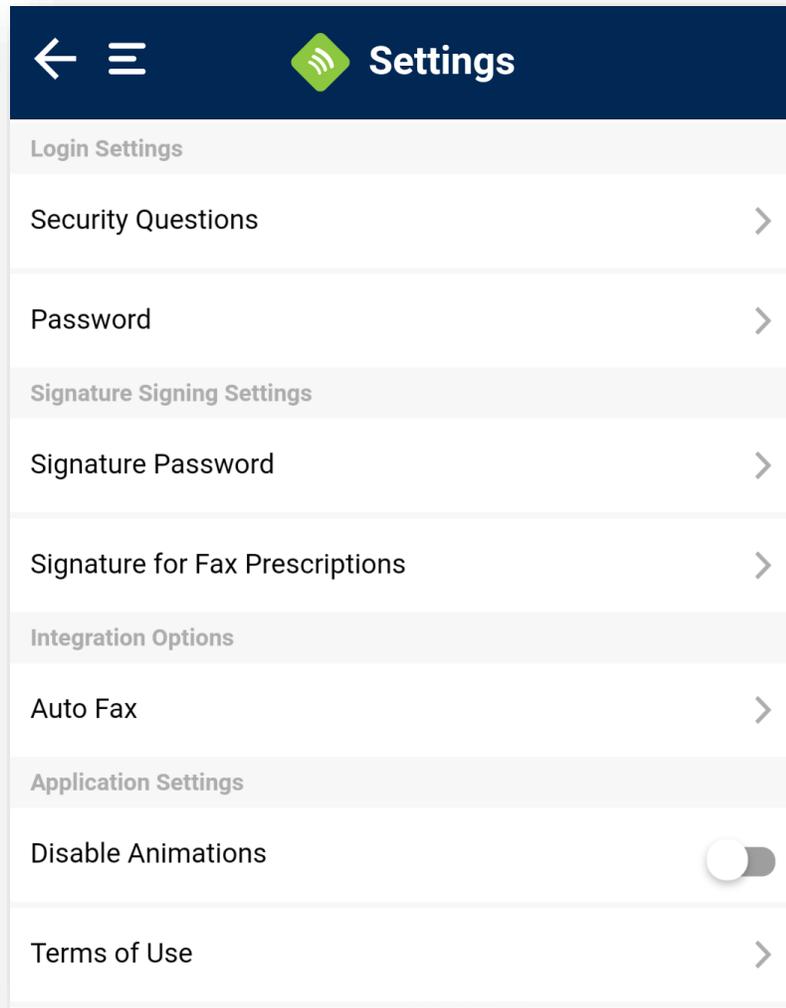
Once returned to the previous screen, you can verify that you have successfully checked PDMP through iPrescribe when the box is highlighted in green.



Settings

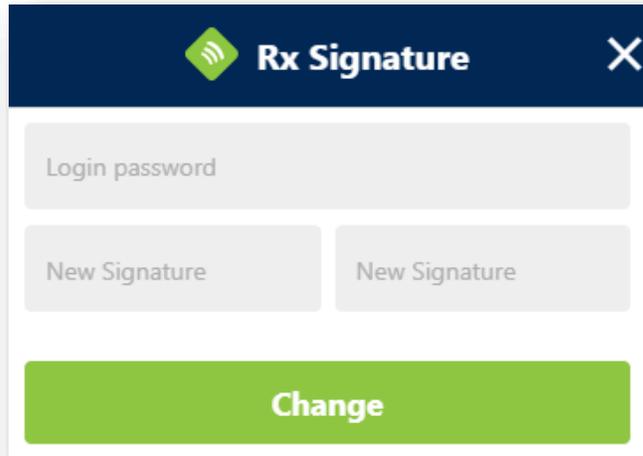
To access the **Settings**, tap on the menu icon in the top left corner, and tap **Settings**.

You can modify information that you entered when you first completed registration on the app as well as additional settings. A few settings are outlined in below while some are outlined in separate sections through this manual.



Signature Password

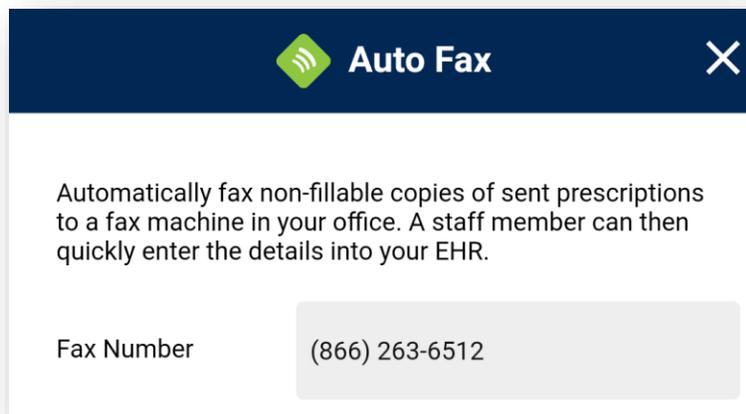
This password is used when sending all prescriptions. This can be reset by entering your login password to confirm the change and entering your new signature password into the remaining two fields.



The screenshot shows a dialog box titled "Rx Signature" with a close button (X) in the top right corner. The dialog contains a "Login password" input field, two "New Signature" input fields, and a green "Change" button at the bottom.

Auto-Fax

Setting up an auto-fax number will allow copies of your electronically sent prescriptions to be sent to a designated fax number.



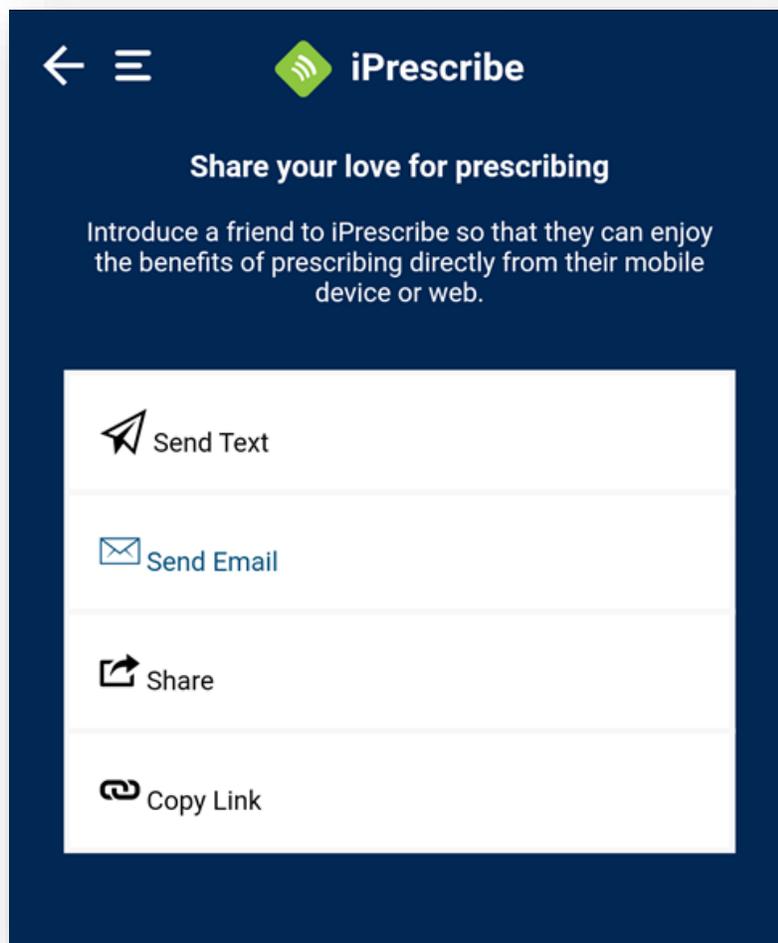
The screenshot shows a dialog box titled "Auto Fax" with a close button (X) in the top right corner. The dialog contains a text description: "Automatically fax non-fillable copies of sent prescriptions to a fax machine in your office. A staff member can then quickly enter the details into your EHR." Below the text is a "Fax Number" label and an input field containing the number "(866) 263-6512".

Invite Colleagues to iPrescribe

To invite colleagues to use iPrescribe as well, select the **Invite Your Friends** option from the menu. This will navigate you to a screen to invite through a text message, an email, a general share function, or a direct link.

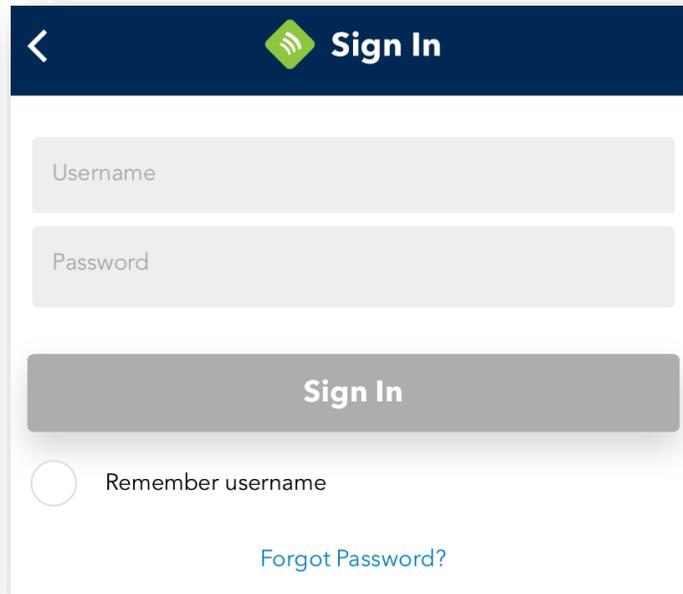
Any invited colleagues will receive a link to the self-registration portal where they can complete the setup process.

Please Note: Any invited user will be set up in the system in their own separate practice. They will not be able to share patients, prescriptions, or any other information with you. If your colleague works at the same practice as you and should have access to this as shared information, your colleague should contact our [Support Team](#) instead of using the invite link.



Forgot Your Password

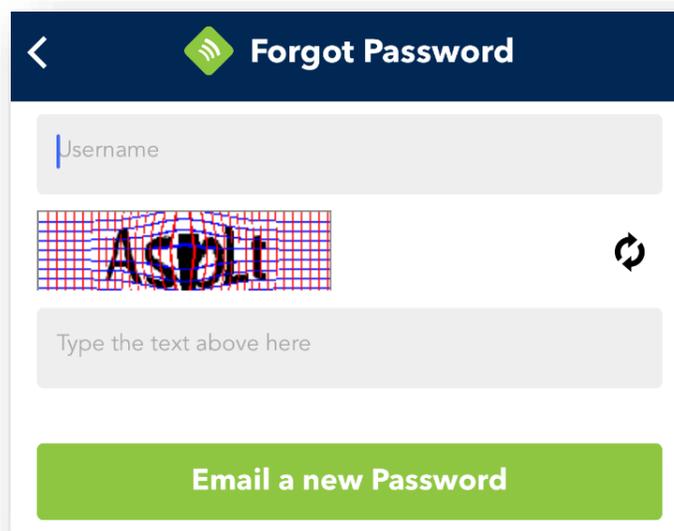
To recover a forgotten password, tap the **Forgot Password?** link on the login screen, and follow the instructions to reset your password.



The screenshot shows a mobile application interface for signing in. At the top, there is a dark blue header with a white back arrow on the left and a green diamond icon with a white signal symbol followed by the text "Sign In" in white. Below the header, there are two light gray input fields: the first is labeled "Username" and the second is labeled "Password". Below these fields is a wide, dark gray button with the text "Sign In" in white. Underneath the button is a radio button followed by the text "Remember username". At the bottom of the screen, there is a blue link that says "Forgot Password?".

On the following screen, you will be prompted to enter your username and complete the captcha.

Tap the **Email a new Password** button to send an email with a new temporary password.

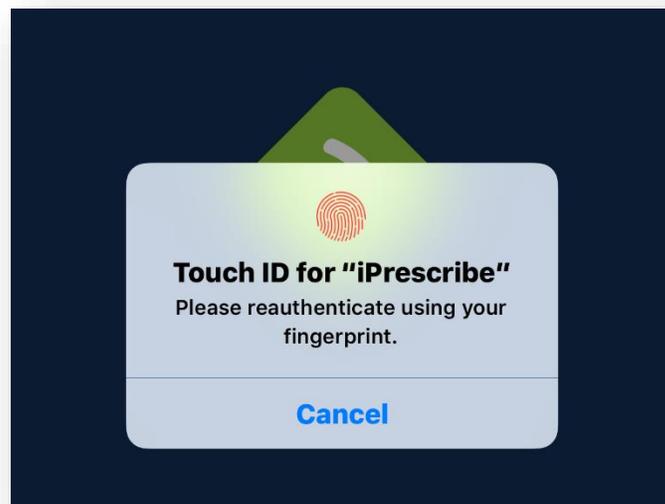


The screenshot shows a mobile application interface for the "Forgot Password" process. At the top, there is a dark blue header with a white back arrow on the left and a green diamond icon with a white signal symbol followed by the text "Forgot Password" in white. Below the header, there is a light gray input field labeled "Username". Below the input field is a captcha image showing the word "ASDLI" in a stylized font over a grid of red and blue lines. To the right of the captcha is a circular refresh icon. Below the captcha is another light gray input field with the placeholder text "Type the text above here". At the bottom of the screen, there is a wide, green button with the text "Email a new Password" in white.

Re-Authentication

You will not be required to re-authenticate your login information if it has been fewer than 12 hours since you have exited the app.

If you have an iOS device and have Touch or Face ID enabled, you can utilize this tool to log back into iPrescribe. Touch or Face ID can be used if it has been less than 12 hours since you exited the app. Below is a screenshot of what displays when you attempt to log back in using Touch or Face ID.



Push Notifications

If push notifications are enabled on your mobile device, you will receive push notifications for any pending prescriptions that need to be signed off on.

Frequently Asked Questions

Q: I forgot my login password. What do I do?

A: First, you can try the **Forgot Password?** link on the login screen to receive a temporary password to login.

If you are unable to reset your password through this link, you can also contact your office manager / DrFirst administrator or IT Specialist to reset the password. If they are not available, contact DrFirst to have it reset.

Please have your credentials available, as we will be verifying your information.

Q: I forgot my signature password. What do I do?

A: You can reset your signature password from the settings menu if you know your login password. Otherwise, contact DrFirst to have your signature password reset.

Please have your credentials available, as we will be verifying your information.

Q: I remembered my password, but now I'm locked out. What do I do?

A: Wait five minutes until your account is unlocked and try again. In case of an emergency, contact DrFirst and ask for an account unlock.

Please have your credentials available, as we will be verifying your information.

Q: I can't find a pharmacy in DrFirst. How do I add / delete a pharmacy?

A: To add or delete a pharmacy:

1. Click the Change Pharmacy link in the patient demographics section to search for a new default pharmacy.
2. When searching for pharmacies, less is more. If you fill out every field and something does not match, you will not get a result. Try searching with, for example, only the State and ZIP code or just the street name in the address while leaving the City field blank. It is rare that the pharmacy is not in the database.



Support Team Contact

If you have any questions or require assistance with any usage or account issues, you can contact your support resource or DrFirst's 24/7 Support Team.

Please Note: If you are a partner user, you should contact your EMR's support team.

If contacting DrFirst Support, please have your username / login name to help us expedite your service request. You can reach us through the below channels.

1. Call us 24/7 at (866) 263-6512.
2. Log in to your JIRA Service Desk account to submit an online support request.
3. Submit a request using iPrescribe's built-in support function by tapping on the **Support** menu option.



←  **Support**

General Questions

How do I add a new token for prescribing controlled substances?

Please verify your email address and phone number so we can contact you and provide the best support possible.

(301) 231-9510

rcho@sbx.akariobl.com

Message Us

