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Educating Your Patients on E-Prescribing

A key to successful e-prescribing is getting your patients engaged

Explaining E-Prescribing to Your Patients

The following questions and answers will help you explain e-prescribing to your patients in an easy and understandable way.

- **What is e-prescribing?**

Instead of writing your prescription on a piece of paper, we will use a computer system to send the prescription directly to your pharmacy.

- **How does it work?**

Electronic prescriptions are sent to your pharmacy using a private, secure and closed network. Your prescription information is not sent over the open internet or as an e-mail.

- **Can the prescription be sent to any pharmacy?**

Yes. You choose which pharmacy will receive your prescription. Today, virtually all Arizona pharmacies accept electronic prescriptions.

- **What are the benefits of e-prescribing?**

Electronic prescriptions are fast and convenient. You won't have to make an extra trip to drop off your prescription at the pharmacy.

Electronic prescriptions have other benefits. Storing information about your medications electronically can help our office keep track of your medications and may help to prevent allergic reactions and drug-to-drug interactions. Our system may be able to help us suggest generic and other medicines with lower out-of-pocket costs for you.

Additional Benefits of E-Prescribing (for your patients):

- It's **SAFE** and **SECURE**
- Improves your quality of care
- Electronic prescriptions are easier to read and understand
- Prescription handwriting errors are lowered by 50% or more
- Controlled substance prescriptions can now also be sent electronically
- We can check the formulary in advance, to make sure that your medication is covered
- If the pharmacy doesn't have the medication, some prescriptions can be transferred to a nearby pharmacy
- No worrying about losing a paper prescription
- An electronic prescription is saved in your chart
- Shorter wait times at the pharmacy
- Electronic prescriptions eliminate an unnecessary trip to the pharmacy, if it is too early to be filled



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Tips to Share With Your Patients

Advise your patients that with e-prescribing, there will be changes in how they will fill new prescriptions and how they request refills.

New Prescriptions

- **Choose a pharmacy where your prescriptions should be sent.** It is recommended that only one pharmacy be selected so your pharmacist can help to prevent drug-to-drug interactions.
- **Allow 10-20 minutes for the prescription to arrive at the pharmacy.** Electronic prescriptions are usually +2transmitted quickly. Once the pharmacy receives your prescription, they will also need time to fill it.
- When you arrive at the pharmacy, **let the pharmacist know that your prescription was sent electronically** from our office. Ask your pharmacy if it is their policy to fill your prescriptions as soon as they receive it or if they wait until after you've arrived at the pharmacy.

Refill Prescription

- **Call your pharmacy** instead of calling us when you need to get more refills on your prescription. The pharmacy will send an electronic request to our office.
- Plan ahead! Electronic refill requests can happen quickly, but like other types of requests, prescriptions with zero refills **may take up to seven (7) days** to get approval.

Patients Still Wanting a 'Piece of Paper'?

Try giving them a handout with a message similar to the one below. Some prescribers have had success in using a "prescription pad" with a message advising their patients regarding e-prescribing.

To Our Patients:

We are now using electronic prescribing to improve the safety, security and accuracy of your prescriptions. **This note is a reminder that we sent an electronic prescription to your pharmacy.**

Please allow 10-20 minutes for the prescription to arrive at the pharmacy. When you arrive at the pharmacy, let the pharmacist know that your prescription was sent electronically.

If you need a refill of your prescription, please call your pharmacy. If authorization is needed, your pharmacy will contact our office.

Available Resources For Providers

Health Current can help providers by answering questions regarding e-prescribing. Email erx@healthcurrent.org or call us at (602) 688-7200.