WELFORD CHART NOTES
NEWSLETTER

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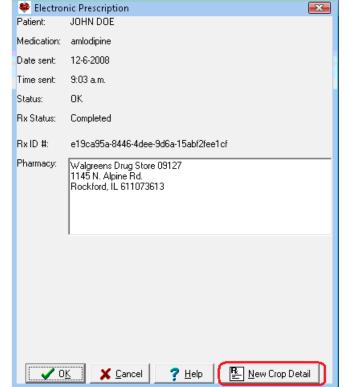
WHAT TO DO WHEN A PHARMACY FAILS TO RECEIVE YOUR ELECTRONIC PRESCRIPTION *(User's Manual, pgs. 1070-1071)*

When you send a prescription electronically, **Welford Chart Notes** logs this information so that you can track what happened. If the pharmacy calls you and states that a prescription failed to reach them that you remember sending electronically, here are the steps you can follow:

1. Press View\Prescription Log**Redisplay**.
2. Enter the date of the missing prescription as the **Begin Date** and **End Date**. Enter the name of the medication as the **Drug** and the name of the patient as the **Name**. Then press **OK**.
3. Double-click the prescription or press **Edit** to see the detailed information about it.
4. If the **Status** does not read "**Sent to pharmacy**" or the **Method** does not read "**Sent by modem**" then your prescription was not sent to the pharmacy.
5. If the **Status** and **Method** indicate that it was sent to the pharmacy, click **the ERx data** button. If this button is grayed out, then again that indicates that the prescription was not successfully sent electronically.
6. If you are able to press the **ERx data** button, read the description that appears. If the **Status** is not OK or the **Rx Status** is not Completed or the **Rx Id #** is blank, then the prescription was not successfully sent electronically.
7. If all of the above indicate that the prescription was sent electronically, press the **New Crop Detail** button. This takes you to New Crop's website where you can see further information about this particular electronic prescription.
8. The bottom half of the screen shows the date and time that the prescription was sent, the method, the name of the pharmacy, and the Status. If the Status is "Successful", then the prescription was successfully sent from Newcrop to the pharmacy. In this case, most likely the pharmacy has misplaced the prescription or was not looking for electronic prescriptions and therefore overlooked it. In this case, write a description of the situation to the left of the **Report Missing Rx** button and then press that button. SureScripts will investigate the situation and send you an e-mail informing you of the outcome of their investigation.
9. If the bottom half of the screen indicates that the prescription was not sent successfully, then you can press the **ReTransmit Batch** button to send the prescription again. There may have been some technical problem with the electronic transmission of the prescription

Print / Transmission Log

Please report any missing rx ASAP. "Success", below indicates the rx has been received by the pharmacy electronically. If you are told otherwise, please enter the pharmacist's name and full additional details so that we may fully investigate, then click 'Report Missing Rx'.

| Pharmacist R. Jones reports on 2/25/09 at 1005 that this was not received | | | | Report Missing Rx |

Date/Time / User	Route	Destination / PhoneNumber	Status	Detail
2/24/2009 10:22:06 AM	Electronic	HAPPY PHARMACY EAST STATE 750 Phone: 1234567890 EAST STATE ST ABNORMAL , IL 61108	Success	
2/24/2009 10:19:07 AM Charles Boyle	Electronic	HAPPY PHARMACY EAST STATE 750 Phone: 1234567890 EAST STATE ST ABNORMAL , IL 61108	Queued	

| RePrint Batch | ReTransmit Batch |

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On the other hand, if the information in step #4 through #6 indicates that you did not send the prescription electronically, there are a number of reasons this might be the case:

1. You may have in fact printed the prescription or faxed it or used some other method to produce it.
2. You may have pressed the **ERx – NewCrop\Send** button, but then pressed the <ESC> or **Cancel** button on the Newcrop Screen before filling in the prescription information on that screen.
3. You may have filled in the prescription information, but forgotten to place a checkmark to the left of the name of the medication, or forgotten to specify a Pharmacy to which to send the prescription.
4. You may have specified all of the above, but forgotten to press the **Instant Renewal** button. The prescription is not actually sent until you press this button. Users sometimes press the **Select** button or some other button on the screen by mistake, then leave the screen thinking that they have sent a prescription when in fact they have not.

In any of these cases, you can now press the **ERx-NewCrop\Send** button inside the Prescription Log in order to send the prescription electronically.

Here is some more information about the January, 2009 version which was not mentioned in that month's Newsletter.

JANUARY QUARTERLY UPDATE RELEASED
The January, 2009 Quarterly update includes new medications, diagnostic terms, drug interactions, drug dosing information, spelling words, drug-disease Alerts, Web Links, algorithms, medication test reminders, cross-reacting allergies, indications, and dozens of new patient education brochures. This update has over 7600 drug interactions with nearly 2900 references, over 11,800 Alerts, over 9900 Web Links, over 7600 Indications, and over 1500 Brochures, including new or revised Brochures on acute myocardial infarction, alvimopan, amebiasis, bendamustine, bevacizumab, clevidipine, chronic lymphocytic leukemia, endometriosis, food allergy, lamivudine, metformin-repaglinide, polycystic kidney disease, pseudomembranous colitis, tenofovir, varenicline, viral hepatitis, and others.

SEND US YOUR TIPS
If you have tips, shortcuts, questions, or suggestions for future newsletter topics, please send them to us at:

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