



# EHR Go Guide to Pharmacy Medication Order Processing

## Introduction

The pharmacist plays a critical role in ensuring safe medication use. In EHR Go, inpatient and prescription medication orders are processed through the Pharmacy section of any patient chart. Pharmacy processing enables the pharmacist to review, edit, and verify medication orders. In addition, pharmacy labels can also be generated and prescription medications can be refilled.

It's important to note that medication orders can be reviewed and edited in the Health section of the chart as well, but the pharmacy acceptance (verification) and label generation is only available in the Pharmacy section. This guide does not cover medication order entry. Please see *EHR Go Guide to the Orders Tab* for information on adding new medication orders.

Medication orders can only be accepted as part of the pharmacy processing if they have a status of **non-verified** (for inpatient) or **not filled** (for prescription). The "Accept" action button will not be visible for orders with any other status. Your instructor may need to set up the medication orders of the chart accordingly in advance.

## Additional resources

Please refer to the *EHR Go Guide to the Orders Tab* for more information on adding new medication orders. Faculty may view the *EHR Go Guide to Changing the Medication Order Status* for more details on preparing a chart for order verification.

## FAQs about medication order processing

1. **Why isn't 'Accept' an option in the Inpt or Rx processing section?**
  - a. Ensure you're in the Pharmacy section when looking at the medication order (not the Health section). Pharmacist verification is only available for medication orders with a status of "Non-verified" (for inpatient) or "Not Filled" (for outpatient). Your instructor may need to update the medication status to enable this function.



## 2. Can I edit a medication order before choosing Accept?

- a. Yes. All fields of the medication order may be edited. You may also choose to discontinue an existing medication order and enter a new order for significant changes.

## 3. Why am I not seeing the option to generate a label?

- a. Ensure you're in the Pharmacy section when looking at the medication order (not the Health section). The label can only be generated for Active medication orders. A non-verified or non-filled order must be 'Accepted' to become Active. Once the order is Active, the 'Generate Label' button will appear.

## Accessing the Pharmacy section of the chart

After launching the EHR for any patient chart, select the Pharmacy section on the left side of the screen:

The screenshot shows the EHR interface for a patient named Helen Green. The left sidebar has the 'Pharmacy' tab selected and circled in red. The main content area displays the 'Patient Profile' section, which includes patient information and a table of encounters.

**Patient Profile**

| NAME         | CONTACT INFORMATION  | PATIENT LANGUAGE | PATIENT RACE/ ETHNICITY |
|--------------|--|------------------|-------------------------|
| Green, Helen | 517-555-8698 (Home) 563-555-3215 (Work) 517-555-7062 (Emergency Contact) 517-555-7060 (Mobile) | English          | White or Caucasian      |

**Encounters**

| DATE             | LOCATION            | PROVIDER           | STATUS   | DESCRIPTION   |
|------------------|---------------------|--------------------|--|---|
| 08/09/2018 08:12 | General Hospital    | Kerry West, MD     | Admitted<br>Accepted as transfer from ER. Admit for 24-hour observation. Stable condition.   | Transfer from ER, admit for 24-hour observation on Med-Surg unit. Further observation, treatment and education. |
| 08/09/2018 05:12 | General Hospital ER | Manuel Bachman, MD | Discharged<br>Patient stabilized in ER. Transferred to Med-Surg unit under care of Dr. West. | Patient transferred to Med-Surg unit in stable condition for observation.                                       |

The tabs in the Pharmacy section include:



**Patient Profile:** Summary of the patient’s information including diagnosis, allergies, vitals, lab data, alerts and more. This is the same information found on the Overview tab of the Health section. The amount of data will vary depending on the patient.

**Med Profile:** A comprehensive list of all the patient’s medications including scheduled medications, infusion, prescription, and home med categories.

**Rx Processing:** Review and verify prescription (outpatient) medications and generate a label.

**Inpt Processing:** Review and verify scheduled and infusion medications and generate a label.

## Inpatient medication order verification and labels

To verify the inpatient medications (including scheduled medications and infusion), select the **Inpt Processing** tab. Inpatient medications with a status of ‘Non-Verified’ are pending review by the pharmacist.

Hello Faculty. Pharmacy Preview Session currently in progress. Don't forget Close your session to save your work. Close Session

Patient: Helen Green  
General Hospital  
DOB: 08/13/1966 51 yo F  
MR#: MR71064  
Admit Date: 08/09/2018 08:12  
▲ Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries

Discovery  
Health  
Pharmacy  
Patient Profile  
Med Profile  
Rx Processing  
Inpt Processing  
Account  
Management

### Inpt Processing

| ORDER ITEM   | ROUTE            | FREQUENCY          | STATUS       | WHEN             |
|--|------------------|--------------------|--------------|------------------|
| Famotidine 20 MG Oral Tablet [Peprid] - Dose: 20 mg  | By Mouth (PO)    | DAILY (0800)       | Non-Verified | 8/09/2018 08:12  |
| Airvalr Diskus 250/50 Dry Powder Inhaler, 60 ACTUAT - Dose: 1 Puff                                   | Inhalation (INH) | Q12H (0800 - 2000) | Non-Verified | 08/09/2018 08:12 |
| albuterol 0.09 MG/ACTUAT 200 ACTUAT Metered Dose Inhaler - Dose: 2 Puffs                             | Inhalation       | AS DIRECTED PRN    | Non-Verified | 08/09/2018 08:12 |
| Xopenex 0.31 MG (levalbuterol hydrochloride 0.36 MG) per 3 ML Inhalant Solution - Dose: 0.31 mg/3 mL | Inhalation (INH) | Q4H                | Non-Verified | 08/09/2018 05:43 |
| Lorazepam 2 MG/ML Injectable Solution [Alivan] - Dose: 1 mg  | Intravenous (IV) | PRN Q6H            | Non-Verified | 08/09/2018 05:42 |
| albuterol 2.5 MG per 0.5 ML Concentrate for Inhalant Solution - Dose: 2.5 mg                         | Inhalation (INH) | AS DIRECTED PRN    | Complete     | 08/09/2018 05:42 |



Select one of the Non-Verified orders to review. Choose Edit if you'd like to make changes to the order (see next section for more information on editing orders). Once you approve the medication order, select **Accept** then **Yes** to confirm.

A screenshot of the EHR Go software interface. The top header shows patient information: Patient: Helen Green, General Hospital; DOB: 08/13/1964, 51 yo F; MR#: MR71064; Admit Date: 03/11/2016 10:58; and allergies: Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries. A search bar is on the right. The left sidebar contains navigation options: Discovery, Health, Pharmacy (highlighted), Patient Profile, Med Profile, Rx Processing, Inpatient Processing (with a right arrow), Account, and Management. The main content area is titled "Inpatient Processing Details" and contains a form with the following fields: Date: 03/11/2016 10:58; Category: Scheduled Meds; Author: Kerry West, MD; Provider: Kerry West, MD; Medication: Famotidine 20 MG Oral Tablet [Peppid]; Alternate name: (empty); Barcode ID: 1040945BD1; Quantity: 20 mg; Route: By Mouth (PO); Order Details: (empty); Frequency: DAILY (0800); Schedule: Every 1 days; Status: Non-Verified; Starts on: 03/11/2016 10:58; Ends on: 03/13/2016 11:57. At the bottom right of the form are four buttons: ACCEPT, EDIT, CLOSE, and NEXT.

The order status of the medication is now Active. Select **Label** to generate the pharmacy label. Note: the barcode included in this label can also be found on the barcode sheet provided under Step 1: Get Materials before launching the patient chart.



**Patient:** Helen Green  
General Hospital

**DOB:** 08/13/1966 51 yo F  
**Admit Date:** 08/09/2018 08:12

**MR#:** MR71064  
▲ Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries

### Inpt Processing Details

|                 |                                       |
|-----------------|---------------------------------------|
| Date:           | 08/09/2018 08:12                      |
| Category:       | Scheduled Meds                        |
| Author:         | Kerry West, MD                        |
| Provider:       | Kerry West, MD                        |
| Medication:     | Famotidine 20 MG Oral Tablet [Pepcid] |
| Alternate name: |                                       |
| Barcode ID:     | 1040945BD1                            |
| Dose:           | 20 mg                                 |
| Route:          | By Mouth (PO)                         |
| Order Details:  |                                       |
| Frequency:      | 1 (QD) (800)                          |
| Status:         | Active                                |
| Starts on:      | 08/09/2018 08:12                      |
| Ends on:        | 08/11/2018 08:11                      |

EDIT LABEL DISCONTINUE CLOSE NEXT

Enter data for the additional label fields if desired: Manufacturer/Lot #, Expiration/Discard After, and Directions. You can also add Aux Labels by selecting the from the dropdown and flag the medication as a controlled substance, if needed. The preview will update as you add additional label fields. Once done, click **Generate**.



**Prescription Label**

**Live Preview:**

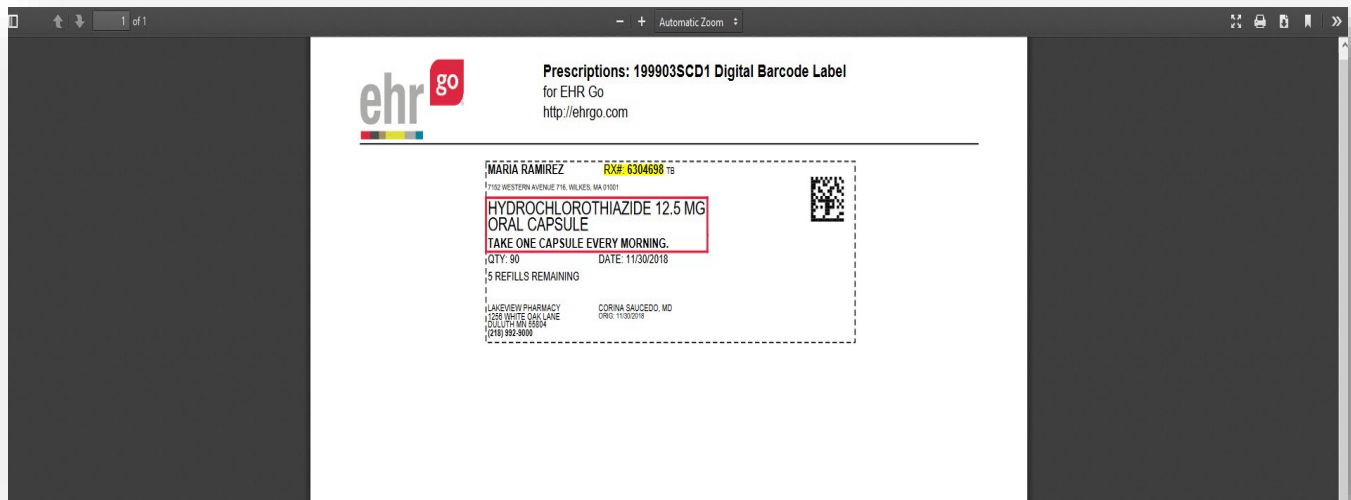
MARIA RAMIREZ **RX#: 6304698** TB  
7152 WESTERN AVENUE 716 WILKES, MA 01001  
**HYDROCHLOROTHIAZIDE 12.5 MG ORAL CAPSULE**  
NDC  
**TAKE ONE CAPSULE EVERY MORNING.**

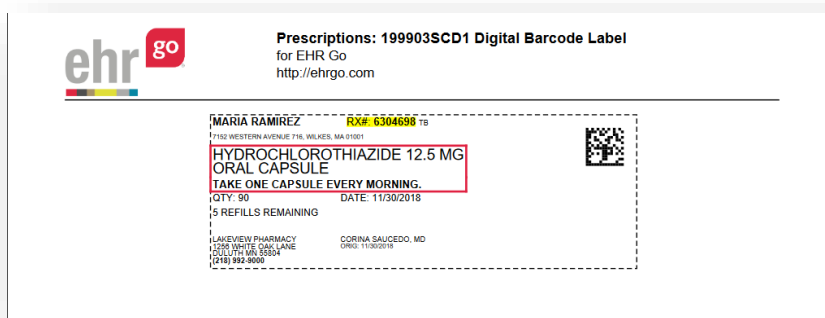
QTY: 90 DATE: 11/30/2018  
5 REFILLS REMAINING  
USE BEFORE:  
LAKEVIEW PHARMACY CORINA SAUCEDO, MD  
1225 WHITE OAK LANE DULUTH MN 55804 ORIG: 11/30/2018  
(218) 992-9000

Manufacturer/Lot #: \_\_\_\_\_  
Expiration/Discard After: \_\_\_\_\_  
Aux Labels: Select an aux label  
Controlled Substance:  Yes  No  
Directions: Take one capsule every morning.  
Label Type: Letter (8.5 x 11 in)

GENERATE CLOSE

A separate browser tab will open with the label. Right-click and choose **Save as** to save the label as a PDF. The label may also be printed by right-clicking and choosing Print.

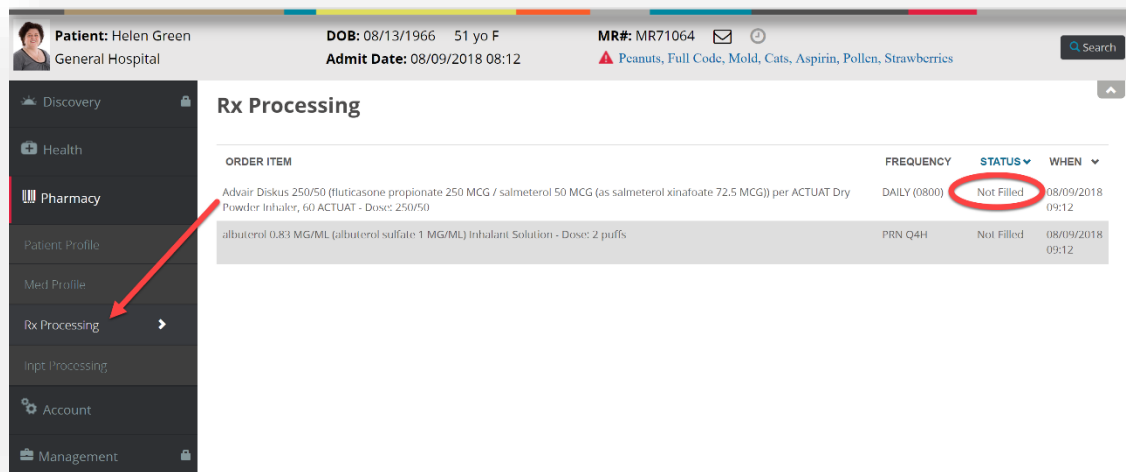




If desired, repeat the process for any remaining inpatient medications. Note that the labels will be different whether the medication is a scheduled medication or an infusion.

## Prescription medication order verification and labels

To verify the prescription medications, select the **Rx Processing** tab. Prescription medications with a status of 'Not Filled' are pending review by the pharmacist.





Select one of the Not Filled orders to review. Choose Edit if you'd like to make changes to the order (see next section for more information on editing orders). Once you approve the medication order, select **Accept** then **Yes** to confirm.

The order status of the medication is now Active. Select **Label** to generate the pharmacy label.

Enter data for the additional label fields if desired: Manufacturer/Lot #, Expiration/Discard After, and Directions. You can also add Aux Labels by selecting the from the dropdown and flag the medication as a controlled substance, if needed. The preview will update as you add additional label fields. Once done, click **Generate**.

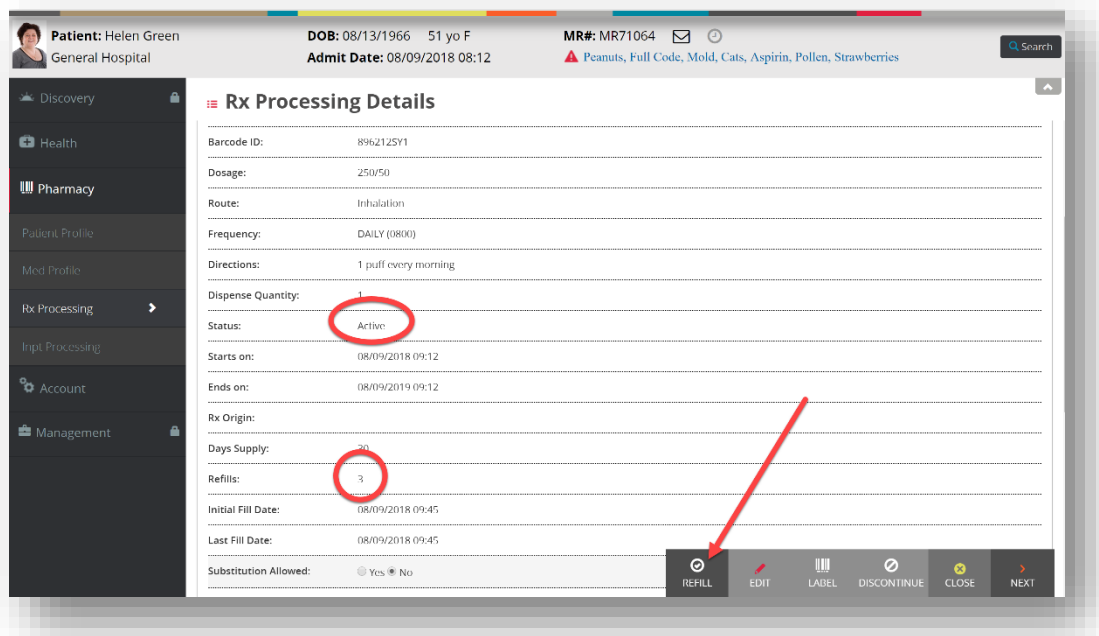
A separate browser tab will open with the label. Right-click and choose **Save as** to save the label as a PDF. The label may also be printed by right-clicking and choosing Print. Repeat the process for any remaining not filled prescription medications.

## Refilling prescription medications

Any active prescription medication with refills remaining can be refilled. In the Pharmacy section, select **Rx Processing** then select the medication to be refilled.

Select **Refill** then **Yes** to confirm. The refills remaining will decrease by one.





If desired, generate a new pharmacy label as described in the previous section.

Medications with no refills remaining will automatically change to an Expired status and the refill option will no longer be available.

## Editing medication orders

For educational purposes, any of the fields in the medication order may be edited prior to accepting order. Ensure you're in the Rx Processing or Inpt Processing tabs of the Pharmacy section when selecting the order. Then choose **Edit**.



A screenshot of the EHR Go interface showing the "Rx Processing Details" screen. The top header includes patient information: "Patient: Helen Green, General Hospital", "DOB: 08/13/1966 51 yo F", "MR#: MR71064", and "Admit Date: 08/09/2018 08:12". A search bar is on the right. The left sidebar has a "Rx Processing" menu item circled in red. The main content area displays prescription details for Albuterol, including date, category, author, provider, medication name, display name, barcode ID, dosage, route, frequency, directions, dispense quantity, status, and start/end dates. At the bottom right, there are four buttons: "ACCEPT", "EDIT" (with a red arrow pointing to it), "CLOSE", and "NEXT".

Make any desired changes to the order fields and choose **Save**.

For significant changes involving the order type, dose, or drug, you may prefer to discontinue the original order and enter a new order. To do so, edit the original order and change the Status to **Discontinued** then select **Save**.

Patient: Helen Green  
General Hospital

DOB: 08/13/1966 51 yo F  
Admit Date: 08/09/2018 08:12

MR#: MR71064  
▲ Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries

### Order Edit

Medications: \* 630208SY2 albuterol 0.83 MG/ML (albuterol sulfate 1 MG/M... \* x

Display name: Albuterol

Dosage: \* 2 puffs

Route: \* Inhalation x

Frequency: \* PRN Q4H x

Directions: Using spacer, inhale 2 puffs every 4 hours as needed for shortness of breath or wheezing.

Dispense Quantity: 1

Status: \* **Discontinued** x

Start on Date/Time: 08/09/2018 09:12

End on Date/Time: 08/09/2019 09:11

Rx Origin: Please select rx origin

Days Supply: 30

Refills:  3

SAVE CANCEL

Then go to the Orders tab in the Health section and select **New**.

Patient: Helen Green  
General Hospital

DOB: 08/13/1966 51 yo F  
Admit Date: 08/09/2018 08:12

MR#: MR71064  
▲ Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries

### Orders

| CATEGORY               | ORDER ITEM   | FREQUENCY          | STATUS       | WHEN             |
|------------------------|--|--------------------|--------------|------------------|
| Prescriptions          | albuterol 0.83 MG/ML (albuterol sulfate 1 MG/ML) Inhalant Solution - Dose: 2 puffs   | PRN Q4H            | Discontinued | 08/09/2018 09:12 |
| Prescriptions          | Advair Diskus 250/50 (fluticasone propionate 250 MCG / salmeterol 50 MCG (as salmeterol xinafoate 72.5 MCG)) per ACTUAT Dry Powder Inhaler, 60 ACTUAT - Dose: 250/50 | DAILY (0800)       | Active       | 08/09/2018 09:12 |
| Dietetics              | Pharmacy Consult   | AS DIRECTED PRN    | Active       | 08/09/2018 08:13 |
| Screening/Measurements | Vital signs every 2 hours and PRN with continuous pulse ox X 8 hours, then every 4 hours and PRN.  | PRN Q4H            | Active       | 08/09/2018 08:13 |
| Diagnostics            | RT: Complete Spirometry testing, Compare to results from PCP 2 week ago.   | ONCE               | Active       | 08/09/2018 08:13 |
| Scheduled Meds         | Advair Diskus 250/50 Dry Powder Inhaler, 60 ACTUAT - Dose: 1 Puff  | Q12H (0800 - 2000) | Non-Verified | 08/09/2018 08:12 |
| Care                   | Continue previous orders from ER   | CONTINUOUS         | Active       | 08/09/2018 08:12 |
| Scheduled Meds         | albuterol 0.83 MG/ACTUAT 200 ACTUAT Metered Dose Inhaler - Dose: 2 Puffs   | AS DIRECTED PRN    | Non-Verified | 08/09/2018 08:12 |
| Therapy                | Teach patient how to use spacer with MDI   | AS DIRECTED        | Active       | 08/09/2018 08:12 |
| Scheduled Meds         | Famotidine 20 MG Oral Tablet [Pepstat] - Dose: 20 mg   | DAILY (0800)       | Active       | 08/09/2018 08:12 |
| Location               | Transfer from ER to Med-Surg unit  | ONCE               | Active       |                  |

NEW



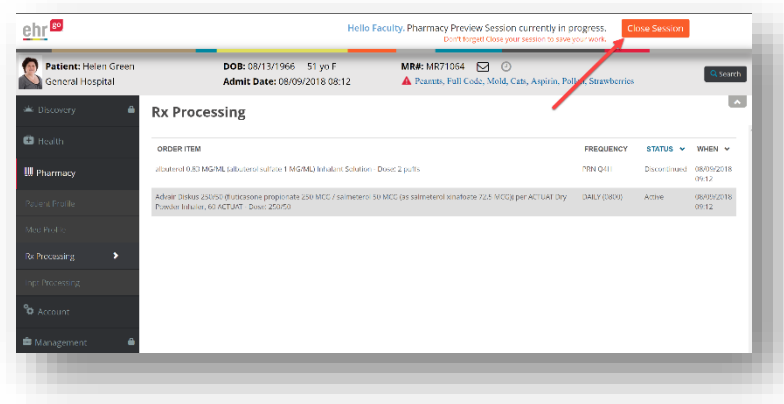
Enter the new order information. Refer to the *EHR Go Guide to Medication Orders* for more information. You may wish to use the Note section within the order to document how it was authorized by the prescriber (ex. phone authorization).

A screenshot of the EHR Go "Order Edit" interface. The top header shows patient information: "Patient: Helen Green, General Hospital", "DOB: 08/13/1964 51 yo F", "Admit Date: 03/16/2016 08:03", "MR#: MR71064", and allergies: "Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries". A search bar is in the top right. The left sidebar contains navigation options: Discovery, Health, Overview, Alerts, Problems, Vitals, Orders (selected), Meds, Notes, Care Plans, Labs, and Pharmacy. The main content area is titled "Order Edit" and contains a form with fields for Dispense Quantity (1), Status (Not Filled), Start on Date/Time (06/02/2016 15:22), End on Date/Time (06/02/2016 15:22), Days Supply (30), Refills (checked, 3), and Substitution Allowed (radio buttons for Yes and No, with No selected). Below the form is a "Notes" section with a table with columns for Date, Author, Comment, and Attachment. A note is added with Date "03/16/2016 15:22", Author "Martina Perez, PharmD", and Comment "Prescriber (Dr. Padma Amil) authorized new order by phone." There are "ADD" and "Add Comment" buttons. At the bottom right are "eRx" and "CANCEL" buttons.

Then select **eRx** or **Save** (depending on the type of medication order).

## Submitting your work

Your work in the patient chart is being tracked. When finished, select **Close Session** (do not hit back in your browser) to exit the chart and return to the activity details screen. Important! This is how your work is saved. Do not close your browser window or tab without clicking Close Session.



Go to **Step 3: Download Work** and select the session that you'd like to submit and click **Download** to generate your Progress Report for the session. Save the report and submit it to your instructor. Please see the separate guide on *Completing and Submitting Work* for more information.