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:

![Pharmacy section screenshot]

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.
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.

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

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.