

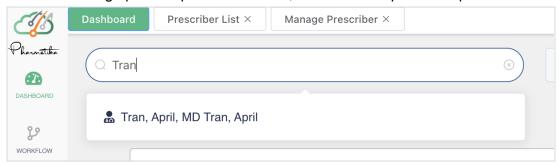
# **Provider Portal User Manual**

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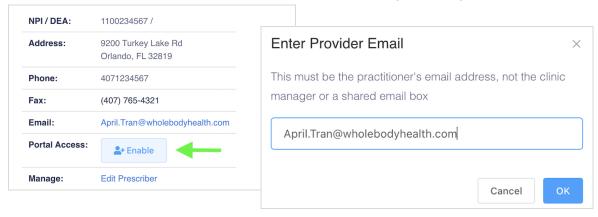
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# **Creating a New Provider Account**

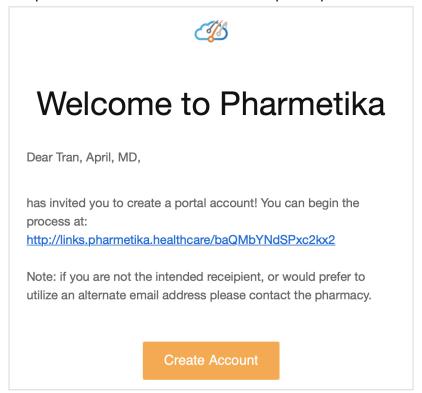
To initiate setting up a new provider account, search for the provider's profile in ION.



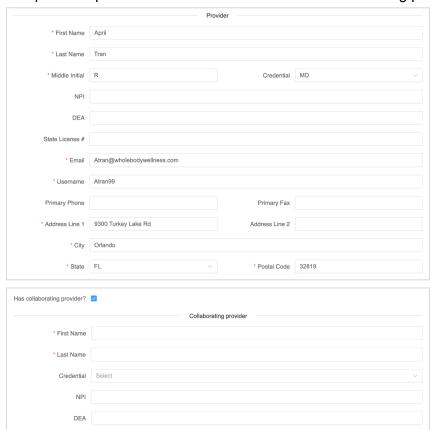
Select "Enable" In the "Portal Access" section. The Pharmacy will verify the email address.



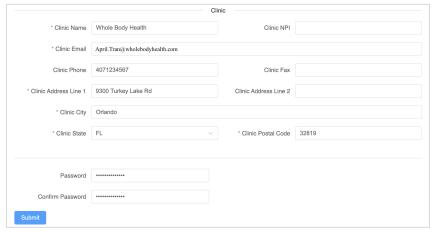
The provider will receive an email to set up their portal account.



Complete the provider and clinic sections. Add a Collaborating provider if applicable.

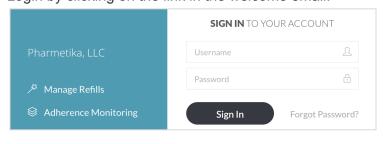


Submit to receive a welcome email with a link to login.



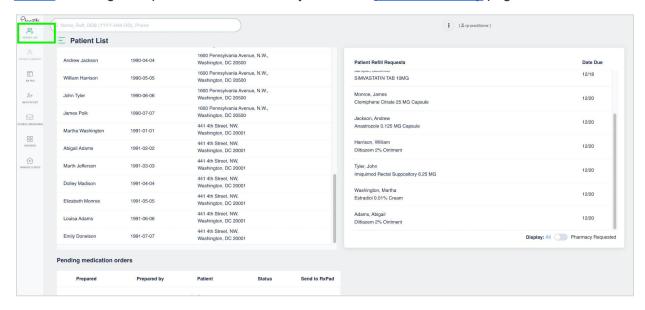
# **Logging In to your Account**

Login by clicking on the link in the welcome email.



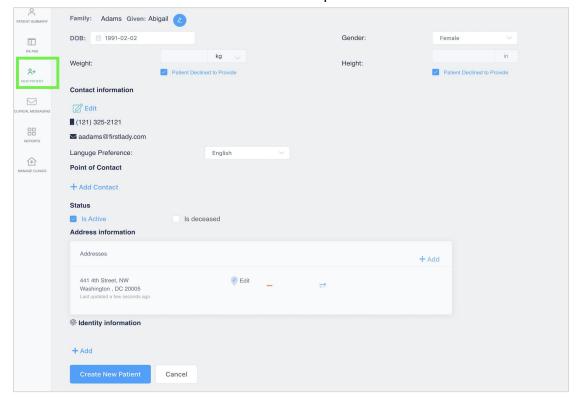
#### **Patient List**

The patient list page contains a list of clinic patients, <u>refill requests</u>, and <u>pending medication</u> <u>orders</u>. Clicking on a patient's name directs you to their <u>patient summary</u> page.



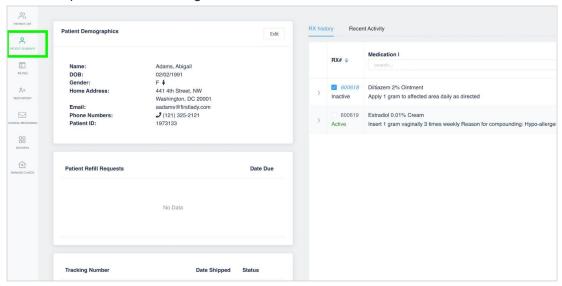
### **Creating a New Patient Profile**

Click the New Patient menu item to enter a new patient:

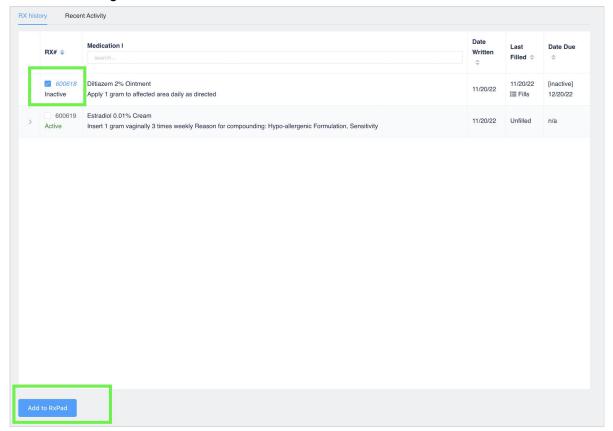


# **Patient Summary**

The patient summary page contains patient demographics, prescription history, refill requests, and all shipments and tracking numbers.

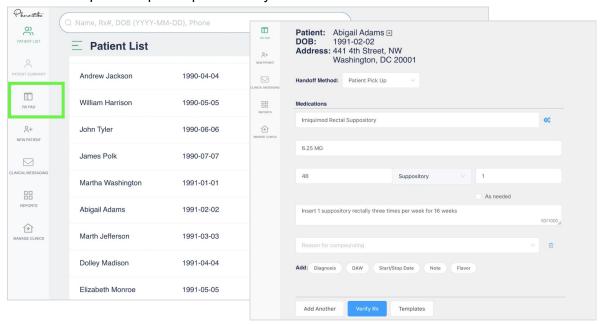


Quickly send a refill for any prescription in the Rx history by checking the white box next to the Rx# then clicking the "Add to RxPad" button below.



#### **RxPad**

Open the Rx Pad by clicking the menu item on the left, opening a refill request, or by adding items from a patient's prescription history to the Rx Pad.

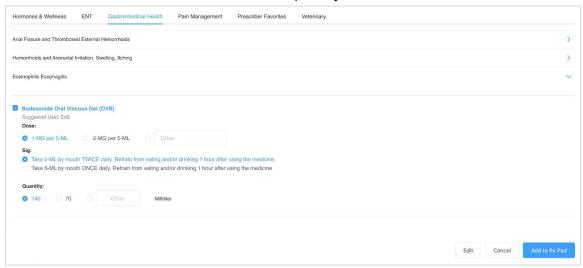


### Selecting a Medication from the Pharmacy Templates

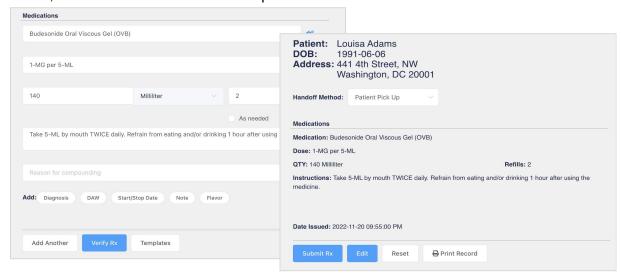
Quickly add medications by clicking the "Templates" button near the bottom of the RxPad.



Select a medication, dose, instructions, and quantity. Then select "Add to Rx Pad".



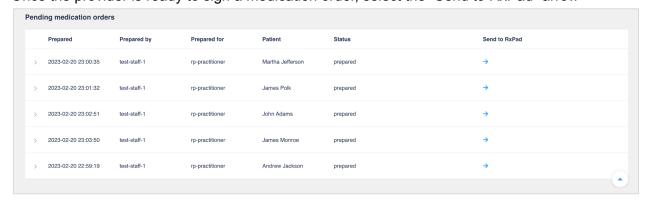
Add refills to the Rx, then click the "Verify Rx". Next you can submit the Rx, Edit it, Print a record, or Reset the Rx Pad to a blank pad.



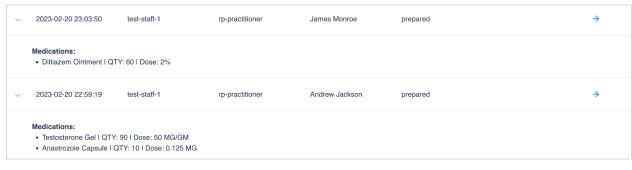
### **Pending Medication Orders**

All orders prepared by staff members who do not have the "can prescribe" or "can sign medication orders" permission settings will appear in this section. Also, orders prepared by office staff, other than the provider themselves, for controlled substance medications will require the provider to sign the order from this section.

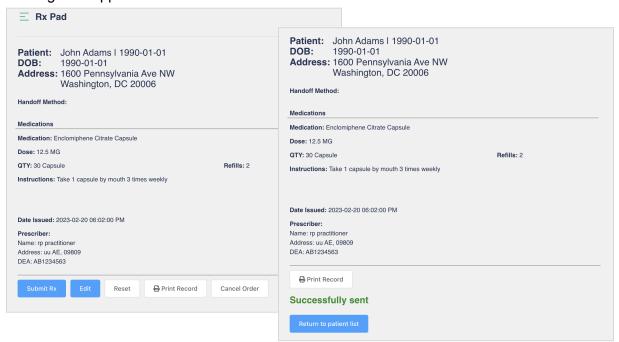
Once the provider is ready to sign a medication order, select the "Send to RxPad" arrow



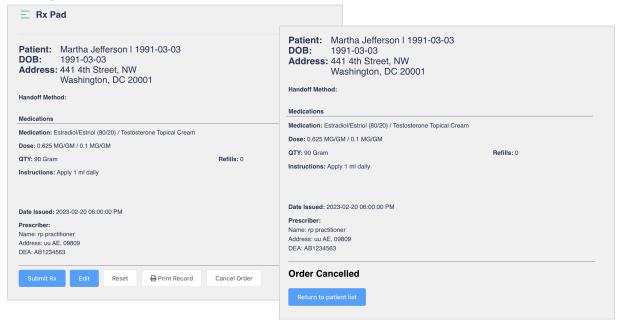
Expanding the order shows all medications that are part of the pending order.



If a provider approves an order, by clicking the "Submit Rx" button, a "successfully sent" message will appear.



If a provider denies an order, by clicking the "cancel order" button, an "order cancelled" message will appear.



### **Patient Refill Requests**

#### **Locating Refill Requests**

Refill Requests appear on the Patient List page as well as within a <u>patient summary</u> page. Refills on the <u>Patient List</u> page can be filtered by toggling the "All" or "Pharmacy requested" button.

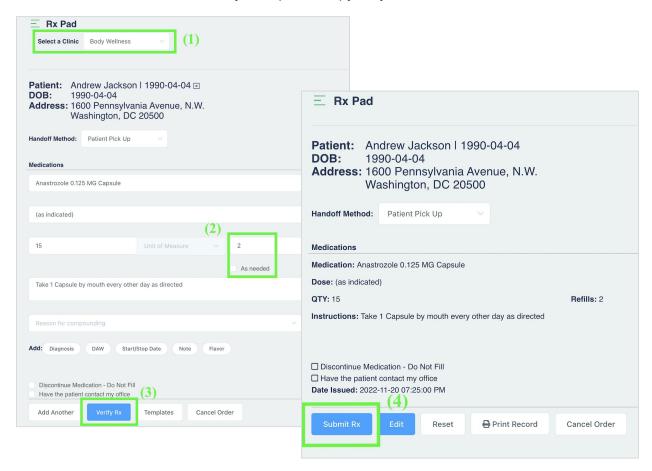
- All: An auto-generated request made after all refills are used on a prescription.
- Pharmacy Requested: the patient has asked the pharmacy to request a refill on a prescription.

Selecting a request from the queue enables you to approve or deny the request.

#### **Approving Refill Requests**

To approve a refill request:

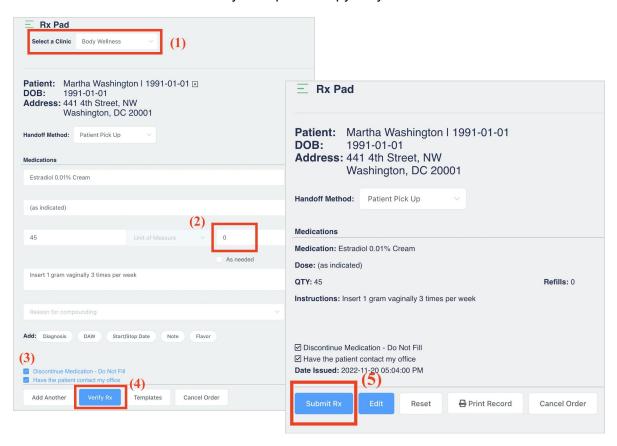
- 1. Select a Clinic from the dropdown
- 2. Enter the amount of refills authorized
  - a. Note: if "0" is entered in the refills field, the request will be sent to the pharmacy as DENIED. See <u>Denving Refill Requests</u> for more information.
- 3. Select the 'Verify Rx' button to move to the next screen
- 4. Select the 'Submit Rx' button to send the refill approval to the pharmacy
  - a. This screen allows you to print a copy for your records if desired.



#### **Denying Refill Requests**

To Deny a refill request:

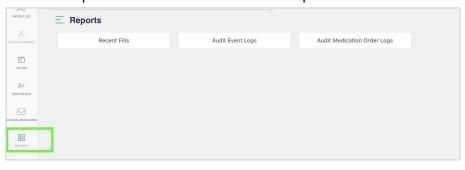
- 1. Select a Clinic from the dropdown
- 2. Enter '0' in the refills field
- 3. Select any optional messages if desired
- 4. Select the 'Verify Rx' button to move to the next screen
- 5. Select the 'Submit Rx' button to send the refill denial to the pharmacy
  - a. This screen allows you to print a copy for your records if desired.



# **Clinical Messaging - Coming Soon**

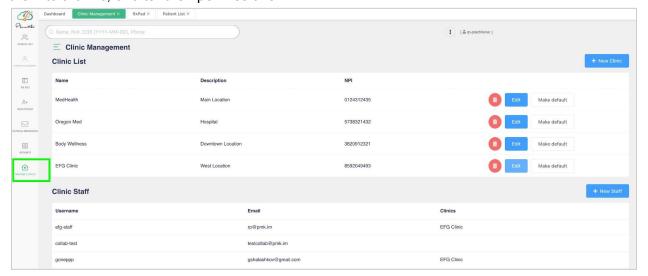
# **Reports**

Click the Reports menu item to run different reports.



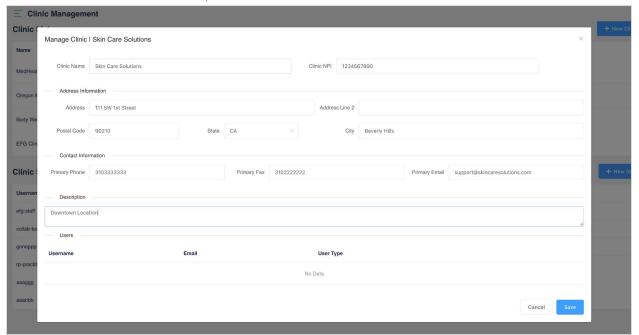
### **Manage Clinics**

Manage clinics and clinic staff from this page. Edit clinic information, designate a default clinic, and invite clinic staff users to a clinic. Clicking on Staff member will bring up options to invite them to a clinic, or alter their permissions



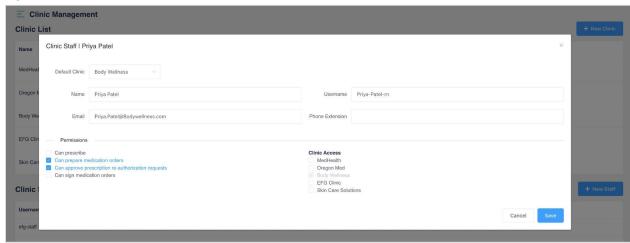
### Creating a New Clinic Profile

Create new clinics with the "New Clinic" button to the top right of the Clinic list. Creating new clinics allows larger medical groups to organize their patients and staff by locations (e.g., Skin Care Solutions just opened a Downtown Location so a New Clinic was created; staff that work at this location can be created or if staff work at multiple locations, and already have an account, can be invited to this new clinic).



### Creating a New Staff Profile and Setting Staff Permissions

Create new staff profiles with the "New Staff" button to the top right above the staff list. After entering the new staff information, hit the "Save" and the new user will receive an email with login and password information.



#### **Permissions:**

 Can prescribe: prepare and submit a non-controlled prescription on behalf of the
prescribing provider.
<b>Can prepare medication orders</b> : prepare prescriptions for the prescribing provider's review and approval.
Can approve prescription re-authorization requests: authority to approve non-controlled prescription reauthorization (refill) requests.
Can sign medication orders: Counterpart to "Can prepare medication orders" - this is permission to sign a prepared order (prescribe it).
permission to sign a prepared order (prescribe it).

[Only the prescribing provider can approve controlled prescriptions with the use of an authentication token. The provider will need to sign up for EPCS (Electronically Prescribed Controlled Substances) and receive a hard token in order to prescribe controlled substances.]

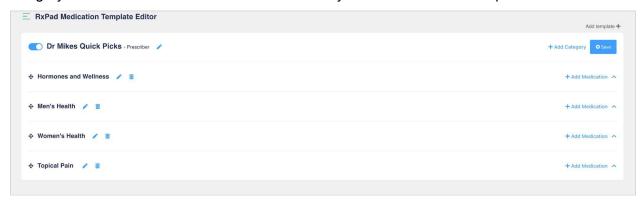
### **Template Editor - Prescriber Template**

### Editing the prescriber medication template

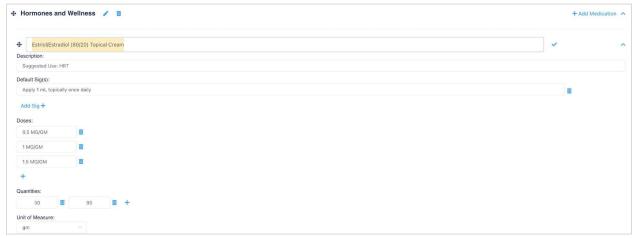
To edit or enable the prescriber template, click on Template Editor at the bottom left of the page.



At the top right, click on Add Template, select Prescriber. Click Add Category and name the category. Click the blue checkmark to add the entry. Click Save when complete.



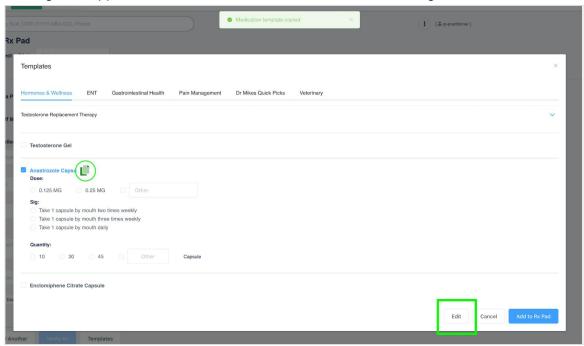
Select Add Medication to enter a medication to any template category. Add the desired information and click the blue checkmark to add the entry. Click Save when finished.



#### Adding favorite formulas to the prescriber template

To copy a medication from the pharmacy template and add it to the prescriber template, go to the pharmacy template (Rx Pad  $\rightarrow$  Templates) and find the medication you would like to add to the prescriber template.

Click the green copy icon next to the medication you want to copy; "Medication template copied" message will appear. Next Click on the edit button in the bottom right.



Click on the blue arrow and paste the medication into the desired category. Click Save when finished. You may add directions, quantities or new strengths before saving.

