



OPERATIONAL REDESIGN: RX REFILL OR RENEWAL

	Current Process	Improved Process	PMS/EHR System	Transition & Best Practice
RX REFILL OR RENEWAL				
Patient	Patient calls to request a prescription refill.			
Front Desk	Message taken. Request given to nurse.		Front desk sends electronic message to nurse with link to patient's file.	
	<i>Or</i>		<i>Or</i>	
	Call is routed directly to nurse with instructions to patient to leave message and nurse will return call.			Phones programmed to press # for Rx Refill
Nurse	Nurse pulls medical record, calls and confers with patient on renewal.		Nurse calls & confers with patient while reviewing current meds in patient electronic chart.	
	Nurse writes message to MD on sticky note and leaves chart with message on MD's desk.		Sends electronic message to MD with link to patient's file.	
Physician	MD Reviews medical file. MD flips through chart to find allergies, potential adverse reactions or complications & approves renewal		MD picks up electronic message, reviews request along with pt. file: allergies, adverse reactions, potential complications & prior meds are highlighted in patient's medical file.	
	MD returns chart to nurse with signature approval.		Physician agrees that Rx can be renewed & sends electronic fax renewal authorization to pharmacy from his computer; EHR updates patient record. Physician sends cc to nurse that renewal has been sent.	Prescriptions can also be handled via e-prescribe. Using Sure Scripts or Rx Hub, for example, Rx is sent electronically to pharmacy.
Nurse	Nurse sends Rx to Pharmacy via fax.		Steps Eliminated	
	Fax may need to be resent indicating duplicate if it doesn't go through due to incorrect number or fax line busy.			
	Nurse notes Rx refill in patient chart.			
	<i>Or</i>			<i>Or</i>
Physician	Physician denies renewal and leaves chart for nurse with sticky note requesting to see patient.		Physician denies renewal and sends electronic message to nurse requesting to see patient.	