

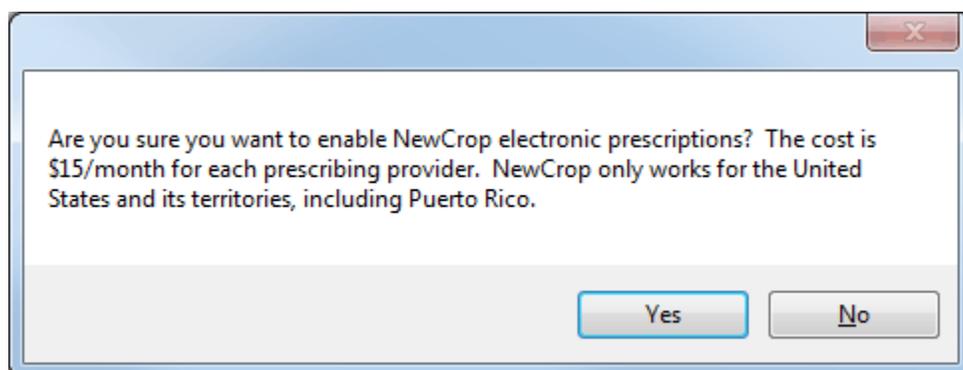
Using Electronic Prescriptions (eRx)

In order to send Electronic Prescriptions, upgrade to Version 14.2 or higher. Electronic Prescriptions only work in the United States and its territories, including Puerto Rico.

Cost

The cost is \$15/month (subject to change) per prescribing provider for the basic version or \$40/month for comprehensive version (with EPCS access), which will be charged automatically the month (ACH only, month-to-month agreement) that you start sending prescriptions. If you ever need to stop using electronic prescriptions, you must call Practice-Web to cancel, or the monthly fee will continue to be charged. An annual fee of \$80 per provider is charged separately by PayPal/NewCropRx. Separate identity-proofing by Verizon is required for all providers with EPCS access.

Enable Electronic Prescriptions: Electronic Prescription must to be configured and activated by Practice-Web support before enabling it within the software. Then in the Chart module click the **eRx** button.

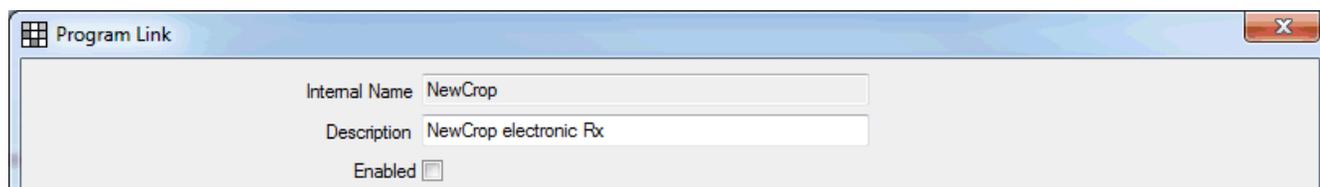


Click Yes to begin sending electronic prescriptions and open the interface.

Disabling Electronic Prescriptions

Electronic prescriptions should be disabled if you want to stop using the feature, or if enabled by mistake. If you disable electronic prescriptions, you should also call Practice-Web to cancel or the monthly fee will continue to be charged.

In the Main Menu, click Setup, Program Links, then double click NewCrop electronic Rx.



Uncheck the Enabled box.

Basic and Comprehensive version comparison

	Comprehensive Drug List	Indexed Healthplans & Pharmacies	RxHub & SureScripts	Drug Interaction Checks	Formulary Checking	Patient Leaflets & Herbals
Basic version	Yes	Yes	Yes	No	No	No
Comprehensive version*	Yes	Yes	Yes	Yes	Yes	Yes

How it Works

ERx is a separate interface. Each new prescription starts with a pending status. The status changes to complete once the prescription is approved. Completed prescriptions are automatically copied to the patient's Medication List and Progress Notes every time you open the Chart module.

Providers

Every prescription must have a Provider. The provider shows in the upper right of the Compose Rx window; the staff shows in the upper left.

- If the currently logged on user is associated in Security with a provider, then that provider is used.
- If the currently logged on user is associated with an Employee, not a provider, then the patient's primary provider is used.

Employees are treated as 'nurse' and have the ability to write prescriptions on behalf of the provider. The provider is ultimately responsible to create and transmit prescriptions. In order to block an employee from writing permissions, remove the **Rx Create Permission** from their Security profile.

EHR Users

The eRx - Comprehensive version is required for Meaningful Use.

- CPOE medication orders
- Electronic Prescriptions
- Drug-Drug and Drug-Allergy Interaction Checks
- Formulary checking.

Providers: For electronic prescriptions to count towards the numerator in Measure Calculations, the user logged on to Practice-Web must be a Provider with an EHR key.

Clinics

If Clinics are enabled and a clinic has been assigned to the currently selected patient on the Patient Edit window, that clinic is used when the prescription is sent and is associated to a unique LocationID (ClinicNum) within the eRx account. If clinics are disabled, or the patient does not have an assigned clinic, then the prescription is sent using the practice information and is associated to LocationID "0" within the eRx account.

Useful Resources for eRx

- **Video:** Click on Admin tab while in NewCropRx page.
 - Orientation Video Part 1
https://secure.newcropaccounts.com/Help/Videos/Pages/NC_Orientationvideo.htm
 - Orientation Video Part 2
https://secure.newcropaccounts.com/Help/Videos/Pages/NC_Orientationvideo_Part2.htm
- **Read Me First Documentation:** Click on Admin tab.
 - How to Write a Prescription:
 - Administrative Page Functions:
 - Online Help for each screen (click the links at the bottom of each screen)
 - Popup Help: Display help information in a new window.
 - Help: Show help information at the bottom of the current screen.
 - Reference Manual: A complete listing of all Help pages:
- **YouTube:** <http://www.youtube.com/watch?v=olhFWnVqtlc&list=PLC2E55B597A88C7F9&index=1>

Hints

- Use the tabs across the top of the interface to move through the system.
 - When you launch from Practice-Web, the doctor/staff is passed to eRx.
 - Compose Rx: Where each new prescription begins.
 - Med Entry: Enter a medication without prescribing.
 - Patient Details: General patient information. Usually pre-filled.
 - Diagnoses: Patient diagnoses and past medical history. Used for drug disease checking.
 - Admin: Training materials, health plan and pharmacy lists.

Steps for registering new provider for Electronic Prescription

Electronic Prescription must to be configured and activated by Practice-Web support before enabling it within the software. Then in the Chart module click the **eRx** button. Click Yes to begin sending electronic prescriptions and open the interface. Internet Explorer will open. If you do not see the interface, check the Windows taskbar to ensure that Internet Explorer is the focus.

Welcome to Electronic Prescribing!

It's what's next.....

Central City Pharm: 17 Fax: 24 Pend: 104

Select Patient Compose Rx Med Entry Pt. Details Pt. Notes Diagnoses Admin

West Clin/ Resources Alexander Fleming (logout) **Compose Rx** Designated Dr/Prescriber: **A. Fleming**

Progress Note Face Sheet Orders

Patient: **Dennis zzzRogers** DOB: 11/10/1960 Aetna Minnesota PPO: MN

Drug look-up Drug Search Doctor's List

3 letter min. 5 recommended Include obsolete drugs

Allergy / Intolerance Search

No Allergies have been entered.

Select **Current Medications for Dennis zzzRogers** Drug Review D / C

Rx Date	Stage	Drug	Sig	#	Refill	Doc / Loc Source	
11/15/07	<input type="checkbox"/>	Crestor 10 mg Tab	1 BID	60	0	Fleming new york	EDIT
11/01/07	<input type="checkbox"/>	Abilify 10 mg Tab	1 QD (Daily) *	30	0	Fleming new york	EDIT

Select

Instant Renewal

Select Pharmacy

Show Discontinued/Previous Medications Show Meds Cancelled in Mid-Process Show Pharmacy Communication
 Show Orders

Tinted Rx are external: entered via MedEntry or imported, source shown.

Welcome Tour Help People Help Prescription View

Internet 100%

Scroll down to the <I Agree> button to get started.

Welcome to NewCrop

This is your first log-in, and, therefore, you are being asked to accept the terms of the license agreement as displayed below. Your account

This is your first log-in, and, therefore, you are being asked to accept the terms of the license agreement as displayed below. Your account manager can provide copies for your review and answer any questions. Upon acceptance, you will not see this page again.

Note: You may be using NewCrop via another software system. If so, terms directly related to a business relationship such as payment terms will not apply. If you are accessing as a demo or as a business partner, only the confidentiality and intellectual property aspects apply.

Overall content of the agreements includes

- Your responsibilities as a medical professional
- Confidentiality, HIPAA, data security
- Appropriate uses of supplied proprietary information on drugs and formulary
- Access to electronic pharmacy and managed care networks

NewCrop is dedicated to providing the best possible product and service. We welcome comments and suggestions.

The following agreement includes

- HIPAA terms.**
- your responsibilities as a medical practitioner.**
- NewCrop's responsibilities as a provider of medical information and services.**
- protection of intellectual property.**

Please carefully review and....

- if presented in paper form, sign.**
- if presented on the screen, click "I Agree."**

Contact your account manager for any questions.

NewCrop™ Electronic Prescribing may be made available to you, the user, through a third party provider of healthcare-related content or services such as practice management or

I EXPRESS MY ACCEPTANCE OF AND AGREEMENT TO THE TERMS AND CONDITIONS OF THIS AGREEMENT BY CLICKING THE "I AGREE" BUTTON BELOW. IN SO DOING, I AGREE ON BEHALF OF MYSELF OR, IF APPLICABLE, MY EMPLOYER OR OTHER PRINCIPAL, TO BE BOUND BY THE TERMS OF THIS AGREEMENT TO THE SAME EXTENT AS IF I HAD PERSONALLY SIGNED A PRINTED COPY OF IT.

I Agree

BY INSTEAD CLICKING THE "I DO NOT AGREE" BUTTON, I SIGNIFY THAT I DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, THAT I WISH TO BE RETURNED TO THE PREVIOUS PAGE, AND THAT I UNDERSTAND THAT MY APPLICATION FOR ENROLLMENT WILL NOT BE CONSIDERED

I DO NOT AGREE

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THE MEDICAL LETTER ON DRUGS AND THERAPEUTICS

Free Trial available from NewCrop: Includes CME

March 20 – April 20, 2014

A free 30-day trial of The Medical Letter ("TML") is now available to NewCrop prescribers. Select "TML" above any NewCrop drug display to trigger a search for all content available from a comprehensive search of TML's complete on-line archive. TML can also be accessed directly from the bottom of any page.) After the trial-period, an optional, yearly subscription is \$60 per doctor, including Treatment Guidelines and extensive content beyond the print subscription; the usual cost is \$196.

The Medical Letter is a peer-reviewed bi-weekly publication which provides

1. Unbiased evaluation of FDA-approved drugs, with a special emphasis on new drugs.
2. Appraisal of new drugs for effectiveness, toxicity and cost, and discussion of possible alternatives.
3. Overviews of new non-drug treatment or a new diagnostic aid.
4. Access to archives from 1987.
5. Includes CME.

Also included is **Treatment Guidelines from The Medical Letter** which provides prescription drug information and drug class reviews. **Treatment Guidelines** is a peer-reviewed monthly publication which provides:

1. Quick reference charts for preferred drugs for treatment of a given disease.
2. Unbiased reviews of drug classes for treatment of some common disorders such as diabetes, hypertension, pain and insomnia.
3. Recommendations for first choice and alternative drugs with assessments of the drugs' effectiveness and safety.
4. Adverse effects, drug interactions, and conclusions with recommendations to make smart choices easily.

This is a limited offer. Start today. Contact rbarnes@newcroprx.com if you have any questions.

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Compose New Rx

Practice-Web Test Pharm: 0 Failed Rx: 0 Pend: 0 Prior Auth: Inc-0 Pend-0 New-0 Practice-Web Inc.

Select Dr./Staff Compose Rx Med Entry Pt. Details Pt. Notes Diag Admin

Practice-Web Test/Resources Test Provider Designated Dr/Prescriber: T. Prov

Prior Auth: Inc-0 Pend-0 New-0 Face Sheet Compose Rx

Patient: **John Doe** DOB: 11/11/1955 Gender: **Male**

Surescripts Benefit/Drug History: not available for this patient. PBM: SURESCRIPTS LLC

3 letter min. 5 recommended Include 'obsolete' drugs Insulin + Supplies

Allergy / Intolerance

No Allergies have been entered.

Current Medications for John Doe Takes No Meds

Select Pharmacy (Assign in Pt. Details or auto-assign via Transmit Page)

Discontinued / Previous Cancelled Mid-Process Pharmacy Communication
[Prior Authorizations](#)

Tinted Rx are external: entered via MedEntry or imported, source shown.

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Before creating a new prescription, add pharmacies used frequently by the patients

Adding Pharmacies in eRx

When using electronic prescriptions, there are a several ways to select the pharmacy.

Maintain a Master List of Pharmacies

As you add pharmacies to patients, the master list will automatically update. You can also add commonly used pharmacies directly to the list.

1. In eRx, click the Admin tab.
2. Under Lists, click Location Pharmacy List.
3. Click Add Pharmacy.
4. Search for the pharmacy by zip, phone, fax, name, or location information. Matching results will list.
5. Check the box next to pharmacies to add, then click Add Checked Pharmacies.

Assign a Preferred Pharmacy to a Patient

1. In eRx, click the Pt. Details tab.
2. Under Patient Pharmacies, click 'Click here' to add/update patient pharmacy list.
3. Choices from the Location Master List will show. You can also search for a pharmacy by name, address or phone. Matching results will list.
4. Check the box next to the patient's preferred pharmacy, then click Save Changes. Multiple selections are allowed.

Select Pharmacy at time of Transmission

1. Write the Prescription.
2. When you reach the Transmit Rx page, pharmacy options will list at the bottom.
3. Click Add Pharmacy.
4. Search for the pharmacy by zip, phone, fax, name, or location information. Matching results will list.
5. Click on the pharmacy name to select it.

General Information

On the Transmit Rx page:

- A green dot under the eRx column indicates the pharmacy can accept prescriptions electronically. A green dot surrounded by a C indicates the pharmacy can accept controlled substance prescriptions electronically.
- If there is no green dot in the eRx column, the prescription will be faxed to the pharmacy. The fax number must be listed or entered prior to transmission.

For more information about pharmacies in eRx, click Help in the eRx interface (bottom of page).

Doctor's List in eRx

In the Electronic Prescriptions interface you can create a list of frequently prescribed medications. This list is called the Doctor's List or Drug List.

Add a Medication to the Doctor's List

1. On the Compose Rx tab, type the first few letters of a brand or generic name and click Drug Search.
2. In the results, click on a blue link to select the drug tablet size or formulation.
3. On the Pending Rx window, enter the sig. In the middle of the window, check the box called 'Save this sig and add to Doctor's List'.

amoxicillin 125 mg chewable tablet
Usual adult 24 hour dose: 750.000 MG to 6000.000 MG
Renal adjustment recommended.

Enter sig before processing
[Request Prior Authorization](#) [mg/kg calculator](#)

1	tablet	by mouth	Select Frequency	#	Tablet	0
1			Select Frequency			Refills
1-2			as directed			0
1-3			DAILY			1
2-3			BID			2
0.33/third			TID			3
0.5/half			QID			4
0.5-1			Q1h WA			5
1.5			Q2h WA			6
2	<input type="checkbox"/> PRN	<input type="checkbox"/> DAW / DNS	Q2h			7
2.5			Q3h			8
3	<input type="checkbox"/> One Time		Q4h			9
4			Q4-6h			10
5			Q6h			11
6			Q8h			12
7			Q12h			
8			Q48h			
9			Q72h			
10			NIGHTLY			
11			QHS			
12			in A.M.			
15			EVERY OTHER DAY			

Available packaging
100 each BOTTLE

Days Supply

2nd rx
90 Day

Save Rx Cancel

4. Click Save Rx and then proceed with Writing the Prescription.

Select a Medication from the Doctor's List

1. On the Compose Rx tab, click Doctor's List. A new section will show on the window listing the provider's Favorites List.

Select	Favorites List: B. Albert	Close	Remove from List
<input type="checkbox"/>	amoxicillin (amoxicillin) (Show Brands) Aminopenicillin Antibiotic TML Monograph Leaflet Patient Ed -Espanol+		
<input type="checkbox"/>	amoxicillin 400 mg chewable tablet 1 tablet by mouth BID # 60 Tablet Refills=0		
<input type="checkbox"/>	Coumadin (warfarin) (Show Brands) Anticoagulants - Coumarin TML Monograph Leaflet Patient Ed -Espanol+ PDR BRIEF		
<input type="checkbox"/>	Coumadin 1 mg tablet 1 tablet by mouth DAILY # 30 Tablet Refills=0 Generic Available		

To remove unwanted saved sigs, go to Doctor's List. To share this list for multiple doctors:
Set up a test patient with all desired drugs left as Pending. Work down the list, checking Save Sig for each and leave as Pending. Log in as each doctor and repeat with the same patient. All prescriptions will now appear on each Doctor's List.

2. Click a blue link to select the drug then proceed with Writing the Prescription. To remove a drug, check the box next to it, then click Remove from List.

Creating Electronic Prescription

Prior to using Electronic prescription, customer account and payment information must be setup by Practice-Web support. In order to prescribe Controlled substances, Verizon ID-proofing for individual provider is required. Refer to the doc for [EPCS](#) activation

1. In the Chart module, click **eRx**. Internet Explorer will open with the Compose Rx tab selected. If you do not see the interface, check the taskbar to ensure that Internet Explorer is the focus.

Practice-Web Test Pharm: 0 Failed Rx: 0 Pend: 0 Prior Auth: Inc-0 Pend-0 New-0 Practice-Web Inc.

Select Dr./Staff Compose Rx Med Entry Pt. Details Pt. Notes Diag Admin

Practice-Web Test/Resources Test Provider Compose Rx Designated Dr/Prescriber: T. Prov

Prior Auth: Inc-0 Pend-0 New-0 Face Sheet

Patient: **John Doe** DOB: 11/11/1955 Gender: **Male**

Surescripts Benefit/Drug History: not available for this patient. PBM: SURESCRIPTS LLC

Drug Search Drug Sets/Compounds Doctor's List

3 letter min. 5 recommended Include 'obsolete' drugs Insulin + Supplies

Allergy / Intolerance memo

No Allergies have been entered.

Current Medications for John Doe Takes No Meds

Instant Renewal Select Pharmacy (Assign in Pt. Details or auto-assign via Transmit Page)

Discontinued / Previous Cancelled Mid-Process Pharmacy Communication

[Prior Authorizations](#)

Tinted Rx are external: entered via MedEntry or imported, source shown.

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2. In the Drug Search field, enter the medication name, then click **Drug Search**.

Drug Search

3 letter min. 5 recommended Include 'obsolete' drugs

3. The results will display. If using eRx - Comprehensive and you have attached an insurance Formulary to this patient, formulary information appears in the first column.

Drug Search Results [Close](#)

Coumadin (warfarin) (Show Brands)	TML Monograph Leaflet Patient Ed -Espanol+ Anticoagulants - Coumarin <input checked="" type="checkbox"/> PDR BRIEF
Preferred	Coumadin 1 mg tablet (Generic Available)
Preferred	Coumadin 10 mg tablet (Generic Available)
Preferred	Coumadin 2 mg tablet (Generic Available)
Preferred	Coumadin 2.5 mg tablet (Generic Available)
Preferred	Coumadin 3 mg tablet (Generic Available)
Preferred	Coumadin 4 mg tablet (Generic Available)
Not In Formulary	Coumadin 5 mg intravenous solution
Preferred	Coumadin 5 mg tablet (Generic Available)
Preferred	Coumadin 6 mg tablet (Generic Available)
Preferred	Coumadin 7.5 mg tablet (Generic Available)

[Click here if drug not found.](#)

4. Click on the medication to select it.

If using eRx - Comprehensive, the system will check for severe Drug-Drug or Drug-Allergy Interactions and display an alert if applicable. If an alert displays and you want to select a different medication, close the alert, then cancel and delete the order. Then repeat step 2 - 3.

The medication will be in a pending status.

Pending Rx Adjust Disp# only after completing Sig.

Coumadin (warfarin sodium)
[Full Prescribing Information](#)
[Boxed WARNING](#)

Coumadin 1 mg tablet Formulary: Preferred Dosing

Usual adult 24 hour dose: 0.409 MG to 10.000 MG

1	tablet	by mouth	Select Frequency	#	Tablet	0
---	--------	----------	------------------	---	--------	---

- 1
- 1-2
- 1-3
- 2-3
- 0.33/third
- 0.5/half
- 0.5-1
- 1.5
- 2
- 2.5
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 15

PRN DAW / DNS

 One Time

 Save this sig and add to Doctor's List

Select Frequency

- as directed
- DAILY
- BID
- TID
- QID
- Q1h WA
- Q2h WA
- Q2h
- Q3h
- Q4h
- Q4-6h
- Q6h
- Q8h
- Q12h
- Q48h
- Q72h
- NIGHTLY
- QHS
- in A.M.
- EVERY OTHER DAY

7 day

10 day

14 day

21 day

30 day

60 day

90 day

Days Supply

2nd rx

90 Day

Select packaging for pharmacist

- Available packaging
- 1 each BLIST PACK
- 100 each BLIST PACK
- 10 each BOTTLE
- 15 each BOTTLE

Refills

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12

Additional Sig: (will appear on rx label)

Pharmacist Message: (will NOT appear on rx label - no sig allowed)

Select Diagnosis ▼

- At a minimum select the Frequency. Other information defaults may automatically fill in. Edit as needed. For dosage and frequency, you may need to scroll up or down to find the value. Click **Save Rx**.

Pending Rx	Take Complete Rx to Review Page	Open Edit for Dosing						
Rx Date Stage	Drug	Sig	#	Refill	Doc / Loc Source			
03/03/14 InProc	Coumadin 1 mg tablet Preferred Hematological Agents Anticoagulants - Coumarin PDR	1 daily	30	0	B. Albert	EDIT		[X]

- Review the current medication order for accuracy.
 - To edit, click **EDIT**.
 - To remove the entire order, click [X].
 - To add another medication, repeat steps 2 - 4.

- When you are finished entering medications, click Take Complete Rx to Review Page to proceed with the transmission. *If using the eRx - Comprehensive version, the system will check for moderate Drug Interactions.*

Finish / Add to Current Meds				Return / Additional Rx			
Pending Rx							
Sch	Rx Date Stage	Drug	Sig	#	Refill	Doc / Loc Source	
<input checked="" type="checkbox"/>	03/07/14 InProc	Coumadin 1 mg tablet Usual daily adult dosage: 0.409 MG to 10.000 MG PDR	1 daily	30	0	B. Albert  	
Print Rx/Add to Current Meds				Transmit Rx			

- To transmit the prescription(s) electronically, click **Transmit Rx**.
To print the prescription(s) and save the medication to the eRx list of current medications, click **Print Rx/Add to Current Meds**.
To save the medication to the eRx list of current medications, click **Finish/Add to Current Meds**.

Rx(s) for transmission:						
Sch	Rx Date Stage	Drug	Sig	#	Refill	Doc / Loc Source
	03/03/14 InProc	Coumadin 1 mg tablet	1 tablet by mouth daily Substitution Allowed	30 Tablet	0	B. Albert Training Database 5216 S Welcome Way Happy Valley, OR 85118

[Click here](#) to specify mail-order/home-delivery for all the above Rx. [Return to Route Rx](#) to modify as needed.

[Complete Mail Order Information and FAQs](#)

[Transmit Rx/Add to Record](#)

- In the Pharmacy List, select the pharmacy to send the prescription(s) to.
- Click Transmit Rx/Add to Record to transmit the prescription.
- Visit the patient's Chart module to automatically copy the prescription into the patient's Medication List and Progress Notes.
EHR users: Check to make sure an RxNorm code is attached to the medication.

Make sure to periodically log in and check for rejected prescriptions so no prescriptions slip through the cracks.

Refer to the doc for [EPCS](#) activation

EHR: Formularies (EHR version only)

In order to meet this EHR Stage 1 or Stage 2 measure use eRx - Comprehensive version is required. A formulary is a list of prescription drugs that are covered by a specific health care plan. Insurance carriers are preloaded in eRx. Simply add carriers to your Account Healthplan/Formulary list, then attach each carrier to a patient. Once attached to a patient, automatic formulary checks will occur every time you Create a Prescription.

Add Insurance Carriers to Your Account List

1. In the Chart module, click eRx, then click the Admin tab in the upper right corner.

Relaxation Dental Pharm: 0 Failed Rx: 1 Pend: 1

Select Dr./Staff Compose Rx Med Entry Pt. Details Diagnoses **Admin**

[Relaxation Dental/Resources](#) Brian L. Albert **Administrative Functions** Designated Dr/Prescriber: **B. Albert**

Patient: **Johnb3 Smithb3** DOB: **9/1/1985** Gender: **Male**

Reports	Lists
Pharmacy Communications Log	Location Pharmacy List
Prescriber Report	Account Healthplan List
Geriatric Drug Usage Profile	Account Drug Set/Compound List

2. Under Lists, click Account Healthplan List.

Current Account Healthplan / Formulary List

[Add additional healthplans](#) (How to Search: see Help, below)

3. Click on Add additional health plans.
4. Check the boxes next to all insurance carrier(s) that are used by your patients, then click Add To List. All selected carriers should now list under the Current Account Health plan / Formulary List.

Attach a Formulary to a Patient

1. In Practice-Web, select the patient, then open eRx.
2. Click the Pt. Details tab.
3. Click the appropriate dropdown and select the patient's insurance carrier. Only carriers added to the Current Health plan / Formulary list will show.

Healthplan/Insurance/Formulary

Medicare Part D: Self-Pay/No Insurance Selected

Primary: Self-Pay/No Insurance Selected

Secondary: Health Net Health Plan of Oregon: OR

Tertiary: Self-Pay/No Insurance Selected

Refer to Pt's insurance card to determine formulary. *An exact match is not needed.*

4. Click Save Insurance / Formulary.

The insurance carrier/formulary is now attached to this patient. eRx will automatically check the formulary whenever drugs are searched and indicate formulary status for all selected drugs.

EHR: CPOE Medication Orders

For EHR, medication orders for a certain percentage of patients or for a certain percentage of orders must be entered using CPOE. Computerized Provider Order Entry (CPOE) means that a licensed provider is entering the orders.

Create CPOE medication orders

To count as CPOE, the user Logged-On to Practice-Web when creating the order must be an EHR Provider with a key. There are two ways to create CPOE medication orders:

1. If using Electronic Prescriptions (eRx), create a prescription.
2. Create paper Prescriptions in Practice-Web.

Once created, orders list in the patient's Medication List, sorted by start date. All CPOE medication orders have a start date and instructions.

Calculation Options

For EHR Stage 1 MU there are 3 calculation options for this measure. Each option is represented by a row in the EHR dashboard and in Measure Calculations.

ProvOrderEntry

- Denominator: All patients with completed procedures during the reporting period who have a medication in their Medication List that is not 'none'.
- Numerator: How many of those patients have had at least one medication entered using CPOE.

CPOE_MedOrdersOnly:

- Denominator: All medication orders entered during the reporting period.
- Numerator: How many of the medication orders were entered using CPOE.

CPOE_PreviouslyOrdered: This calculation can only be used if, during the reporting period, a provider prescribes more than 100 medications, maintains a medication list of medications they did not order, and orders medications for less than 30 percent of patients with a medication in their medication list.

See <https://questions.cms.gov/faq.php?id=5005&faqId=3257>.

- Denominator: Patients the Provider has previously ordered a medication for.
- Numerator: How many of those patients have a CPOE medication order.

For EHR Stage 2 MU there is only one calculation, CPOE_MedOrders Only. It is calculated as stated above.

Some FAQs:

1. How to add frequently used prescriptions. [Create an Rx, in Edit mode, click Save this sig add to Doctors list, then click save Rx.](#)

To share this list for multiple doctors: Set up a test patient with all desired drugs left as Pending. Work down the list, checking Save Sig for each and leave as Pending. Log in as each doctor and repeat with the same patient. All prescriptions will now appear on each Doctor's List.

2. What is "Instant Renewal"? [This is for a provider to re-prescribe a medication in the current med list for a patient making no changes to the Rx.](#)

3. Is the memo in Compose Rx page used for communication to pharmacy? [No this is a place that you can pass over a note regarding a patient if you choose to.](#)

4. What does SureScripts Drug History provide? [It will show all Rxs a patient has filled and filed on their insurance no matter who the provider is.](#)

Detailed Explanation of pages:

demo Pharm: 7 Fax: 28 Pend: 10

Select Patient Compose Rx Med Entry Pt. Details Pt. Notes Diagnoses Admin

West Clini/Resources Alexander Fleming (logout) **Compose Rx** Designated Dr/Prescriber: A. Fleming

Progress Note Face Sheet Orders

Patient: DAVID BENSON DOB: 1/14/1971 Aetna Texas POS: TX

Done

These rx are in process / unfinished

Rx Date Stage	Drug	Sig	#	Refill	Doc / Loc Source		
12/28/07 InProc	Crestor 10 mg Tab Non Formulary	1 QD (Daily)	30	1	Fleming West Clini	EDIT	X

Drug Search Doctor's List Your most frequently used drugs

3 letter min. 5 recommended Include obsolete drugs

Allergy / Intolerance Search

Allergy	Severity	memo
Augmentin	Mild	

Current rx list

Select **Current Medications for DAVID BENSON** Drug Review D / C

Rx Date Stage	Drug	Sig	#	Refill	Doc / Loc Source		
<input type="checkbox"/> 12/04/07	Rosuvastatin 10 mg Tab	1 QD (Daily)	30	0	Dragseth	EDIT	<input type="checkbox"/>
<input type="checkbox"/> 12/04/07	Prednisone 10 mg Tab	1 QD (Daily)	20	0	Dragseth	EDIT	<input type="checkbox"/>

Multi select or click drug to renew

Send renewals directly to the pharmacy

Instant Renewal

Select Pharmacy

Show Discontinued/Previous Medications Show Meds Cancelled in Mid-Process Show Pharmacy Communication Show Orders

Tinted Rx are external: entered via MedEntry or imported, source shown.

See below for completing the sig

Calculates 30 day supply. Change as needed

Adjust # of days

Completing Sig.

Drug	Sig	#	Refill
Crestor 10 mg Tab	Take 1 tablet(s) by mouth QD (Daily)	30	0

7 day 10 day 14 day 21 day

Calculate Rx for # of days

When done

SAVE UNDO

Additional Sig: Appears on Rx label

Pharmacist Message: Does not appear on Rx label. Creates additional rx

2nd rx 90 Day One Time

Check liquids & tubes

Select packaging for pharmacist

Add to Doctor's Drug/Rx List

Adds drug & sig for reuse

Orientation view of the COMPOSE page. Refer to "How to Write a Prescription" on the ADMIN page for more details.

Patient: Penny Benson DOB: 10/19/1975

Formulary / insurance. Select in Pt. Details.

Athens Area Health Plan Select Georgia: GA

New Rxs checked against current meds, allergies & diagnoses

Display only Contraindicated/Most Severe interactions

Reviews performed: Drug-Drug: 2 found Drug-Allergy: 0 found Drug-Disease: 1 found

Drug/Drug Interaction	Drug Pair	
Moderate	Prozac 10 mg Cap with Lithium Carbonate 300 mg Tab	More Info
Moderate	Prozac 10 mg Cap with Abilify 10 mg Tab	More Info
Drug/Condition Alerts	Drug	ICD9 Disease
Absolute contraindication	Prozac 10 mg Cap	V22 Pregnancy

Usual next step

Proceed to Print / Transmit

Approve / Leave for Staff

Finish / Add to Current Meds

Return / Additional Rx

Processed as a single batch. Use check boxes to split

Pending Rx

	Rx Date Stage	Drug	Sig	#	Ref	Doc / Loc Source		
<input checked="" type="checkbox"/>	05/04/07 InProc	Prozac 10 mg Cap	1 QD (Daily)	30	0 One Time	Roberts		
<input checked="" type="checkbox"/>	05/04/07 InProc	Oxycodone 5 mg Tab	1 QD (Daily)	30	0	Roberts		

Drug review based on information from FirstDataBank. Last Updated: 4/7/2007

[Tour](#) [Help](#) [Popup Help](#)

Orientation View of the REVIEW Page. Refer to "How to Write a Prescription" on the Admin Page for more details.

atient: **Penny Benson** DOB: **10/19/1975**

Athens Area Health Plan Select Georgia: GA

Rx(s) for transmission:

Drug	Sig	#	Ref	Doc / Loc Source
Aldactone 25 mg Tab	1 BID	60	0	Roberts
Crestor 10 mg Tab	1 QD (Daily)	30	1	Roberts

[Click here](#) to specify mail-order/home-delivery for all the above Rx. Return to Route Rx to modify as needed.

For any pharmacy mail order.
Blue dot on the pharmacy list below denotes HMO mail or der.

Transmit Rx/Add to Record **All done!**

Add Pharmacy Find additional pharmacies.

Black = patient's pharmacies

Name	Address	Phone	erx	Fax
● CANDLER PRESCRIPTION CTR	5356 REYNOLDS ST SAVANNAH, GA 314056000	912-819-7272		
● FARLOW'S PHARMACY INC	971 LAKE LAND DR STE 101 JACKSON, MS 392164538	601-200-2900		
● Food City Pharmacy #425	Thompson Plaza 28093 US Hwy 119 S. Wilamson, KY 41503	606-237-1175		
● FRENCHS PHARMACY	365 S 4TH ST MORTON, MS 391173407	601-732-8821		
● NORTH COUNTY HLTH SVCS OCEANSIDE	408 CASSIDY ST OCEANSIDE, CA 92056	619-757-3004		
● Wal-Mart Pharmacy 5270	585 NORTH STATE STREET LINDON, UT 84042	801-785-8344	●	
● Walgreen Drug Store 03588	3000 S. Bristol St. Santa Ana, CA 927046707	714-427-3986	●	

Green = SureScripts pharmacies

● this patient's previous pharmacies (change on Pt. Detail) ● available mail-order ● SureScripts/Electronic pharmacy

Orientation View of the TRANSMIT Page. Refer to "How to Write a Prescription" on the Admin Page for more details.

Drug-Drug, Drug-Allergy Interaction Checks

In eRx - Comprehensive version, Drug-Drug and Drug-Allergy Interaction Checks are automated. You must contact Practice-Web to turn on this feature.

- Drug-Drug: Prescriptions are checked against current and pending medications listed on the Compose Rx page.
- Drug-Allergy: Prescriptions are compared to patient allergies listed on the Compose Rx page.

At this time, the patient's allergy and medication list in Practice-Web is not passed to eRx. However, the industry is moving towards an integrated approach, so allergies and medications entered by other providers or pharmacies may appear automatically in the eRx interface.

Allergy & Severe/Contraindicated Interactions

When searching for, then selecting a drug in eRx, the system automatically checks for allergy and contraindicated/most severe interactions. The alert looks like this:

Compose Page Drug Review	
Allergy	Drug
Penicillins	penicillin G benzathine 1,200,000 unit/2 mL IM Syringe

[Close](#)
Only allergies and contraindicated / most severe interactions are shown. Moderate interactions appear on the Review Page.

To cancel the order of a medication that has triggered an interaction alert:

1. Close the alert. The medication will still be "pending".
2. Click Cancel in the middle of the screen.
3. The medication will still be listed in the Pending Rx area. Click [X] to delete it.

All Interactions

If the system is set to check for all interactions, regardless of severity level, a summary of all interactions (drug-drug, drug-allergy, drug-disease) will show on the Review page. Click More Info to view complete information on a potential interaction.

- Contraindicated appears in red and indicates a predictably severe consequence of concurrent use of two drugs.
- Severe appears in yellow and indicates action may be required to reduce the risk of adverse reaction.
- Moderate appears in yellow and generally indicates a need to adjust medications.

<input type="checkbox"/> Display only Contraindicated/Most Severe interactions		
Reviews performed: Drug-Drug: 1 found Drug-Allergy: 1 found Drug-Disease: 0 found		
Patient Allergy	Drug	
Penicillins	Amoxil 125 mg chewable tablet	
Drug/Drug Interaction	Drug Pair	
Moderate	Amoxil 125 mg chewable tablet with Coumadin 1 mg tablet	More Info

Adding Allergies to eRx

In eRx, a patient's allergies are listed under the Compose Rx tab. eRx uses the allergies entered here when checking for Drug-Allergy Interactions. Allergies entered in Practice-Web (Patient's Allergy List) are not currently passed to eRx; you must manually enter them.

Allergy / Intolerance	
Allergy	Severity
Aspirin	
Penicillins	

memo

To add an allergy:

1. Click Allergy / Intolerance.

Allergy / Intolerance Close

Enter at least 3 letters of drug or non-drug allergy to search:

Common Allergies / Intolerance

[No Known Allergies](#) [Ace Inhibitors](#) [Bee Sting](#) [Codeine](#)
[No Known Drug Allergies](#) [Glutens](#) [Hay Fever](#) [House Dust](#)
[Latex](#) [Nuts](#) [Penicillins](#) [Statins](#)
[Sulfas](#) [Peanuts](#)

2. Enter all or part of the allergy (brand, ingredient, or drug category such as NSAID), then click Search For Allergy. You can also select a Common Allergy / Intolerance, or add a non-drug allergy if a match is not found.

Allergy Detail Close

Adjust severity or enter additional information then save.

[aspirin](#) **Onset Date:**

Previous note may appear. Delete as needed and enter an additional note.

3. Click the dropdown to select the allergy severity level and onset date. Enter any notes.
4. Click Save Allergy. It will be added to the list.

Adding Medications to eRx

In eRx, a patient's current medications are listed under the **Compose Rx** tab. eRx uses the medications entered here when checking for Drug-Drug Interactions. When you write and transmit an e-prescription, the medication will automatically list here. However, medications entered directly in Practice-Web (Patient's Medication List) are not currently passed to eRx; you must manually enter them.

Select	Current Medications for Kim Gardner						Drug Review	D / C	
<input type="checkbox"/>	Rx Date	Drug	Sig	#	Refill	Doc / Loc / Source	EDIT		<input type="checkbox"/>
<input type="checkbox"/>	02/15/16	clindamycin 150 mg capsule replace	1 daily	30	0	B. Albert	EDIT		<input type="checkbox"/>
<input type="checkbox"/>	01/01/16	Coumadin 1 mg tablet replace			0	Jones	EDIT		<input type="checkbox"/>

If a patient's current medication is not listed:

1. Click the Med Entry tab.
2. If needed, change the provider in the upper left and enter the start date.
3. Enter the first few characters of the drug name, then click Drug Search.
4. Select the strength.
5. (optional)To enter more details about the med, click EDIT, select the information, then click Save Rx.
6. Click Select to Move to Current Meds in the upper left.

The medication will be added to the Current Medications list with a tan background to indicate it was added via the Med Entry tab.

To discontinue a current medication, check the pink Select box, then click D/C.
To change a current medication, click EDIT.

Setting Up Drug Formulary Checks

Drug formulary checking is only available in the comprehensive version of Electronic Rx (eRx).

Insurance: Insurance information from Practice-Web is not passed to eRx.

Required Setup: You must complete two steps to set up drug formulary checks:

1. Add health plans to your eRx Account Healthplan/Formulary list. Health plans are preloaded in eRx.
2. Attach health plans/formularies to patients.

If you cannot find the desired plan, try a different or shorter version of the name. Contact customersupport@newcroprx.com with the missing plan. Medimedia currently provides information for 3400 plans nationally and will endeavor to add any missing ones.

Once set up, checks will occur automatically when you Write and Transmit Prescriptions.

Add Health Plans to Your Account List

1. In the Chart module, click eRx to open the eRx interface.
2. Click the Admin tab in the upper right corner.

The screenshot shows the eRx interface for a patient named Johnb3 Smithb3. The top navigation bar includes 'Relaxation Dental', 'Pharm: 0 Failed Rx: 1 Pend: 1', and 'OpenDental'. Below this is a menu with 'Select Dr./Staff', 'Compose Rx', 'Med Entry', 'Pt. Details', 'Diagnoses', and 'Admin'. The 'Admin' tab is selected. The main content area shows 'Relaxation Dental/Resources', 'Brian L Albert', and 'Administrative Functions'. The 'Designated Dr/Prescriber' is 'B. Albert'. The patient information is 'Patient: Johnb3 Smithb3 DOB: 9/1/1985 Gender: Male'. Below this is a table with two columns: 'Reports' and 'Lists'. The 'Reports' column contains links for 'Pharmacy Communications Log', 'Prescriber Report', and 'Geriatric Drug Usage Profile'. The 'Lists' column contains links for 'Location Pharmacy List', 'Account Healthplan List', and 'Account Drug Set/Compound List'.

3. Under Lists, click Account Healthplan List.

The screenshot shows the 'Current Account Healthplan / Formulary List' section. It has a dark blue header with white text. Below the header is a link 'Add additional healthplans (How to Search: see Help, below)' and a button 'Delete from list'.

4. Click Add additional health plans.

Select and Add to Account List

Choices listed for your state are displayed. Use search box to find national accounts (General Motors, IBM,) or individual employers (Houston ISD, Friendly Local Bank, etc.)

<input type="checkbox"/>	Name	Address	City	State	Zip	Zip4	Phone
<input type="checkbox"/>	AIDS Drug Assistance Program Oregon	800 NE Oregon Street	Portland	OR	97232		8004226012
<input type="checkbox"/>	AllCare Health Plan	820 N.E. 7th Street	Grants Pass	OR	97526		5414714106
<input type="checkbox"/>	Asante Health System	2825 East Barnett Road	Medford	OR	97504		

5. Check the boxes next to all health plan(s) you want as options for patients, then click Add To List. By default, choices for your state are listed. You can also search for national accounts.

All selected health plans should now list under the Current Account Healthplan / Formulary List.

Attach a Health Plan/Formulary to a Patient

1. In Practice-Web, select the patient, then open eRx.
2. Click the Pt. Details tab.
3. Click the appropriate dropdown for the health plan (Primary, Secondary, etc.) then select the patient's health plan. Only plans added to the Current Healthplan / Formulary list will show.

Healthplan/Insurance/Formulary

Medicare Part D: Self-Pay/No Insurance Selected

Primary:

Secondary:

Tertiary: Self-Pay/No Insurance Selected

Refer to Pt's insurance card to determine formulary. *An exact match is not needed.*

4. Click Save Insurance / Formulary.

The health plan is now attached to this patient. eRx will automatically check the formulary whenever drugs are searched and indicate formulary status.

Troubleshooting -

Problem: When trying to transmit the prescription, receive message "Provider is not registered for the SureScripts network. Registration will be attempted. Allow 48 hours to complete. Scripts will be faxed."

Solution: When a provider first attempts to transmit a prescription, eRx automatically attempts to register the provider with Surescripts. The registration process takes 48 hours. Prescriptions will be put into a 'pending' status until registration is complete.

Problem: eRx button turns red.

This can occur when eRx is clicked in the toolbar, or when switching to the Chart module, causing Practice-Web to attempt a synch with eRx to automatically copy completed prescriptions into the patient's Medication List and Progress Notes.

Solution: The button turns red when Practice-Web has attempted to communicate with eRx and failed. It may be that communication failed for a random reason. First try reloading the Chart module to see if the problem fixed itself. If the problem continues, you need to determine what is causing the failure to communicate, then address it. Some common causes are listed below.

1. Intermittent internet connection issues or internet down. To determine if it is an internet issue, in an internet browser go to google.com and refresh the page. If you can still see Google, you likely have an internet connection.
2. Hardware Firewall issue: If all computers connected to the hardware are experiencing the same issue, it could be a hardware firewall issue. If two workstations use the same networking components and one works while another does not, it is not a hardware issue. Instead see #3 below.
3. Software desktop firewall issue: Open specific ports, or add an exception to the software firewall for the Practice-Web application. Adding an exception for Practice-Web would also allow other communication from Practice-Web in the future (e.g. other web service communications as a result of new features).
4. Antivirus software: Add an exception to the Practice-Web application for the same reason stated in #3.
5. DNS: On the workstation with the error, open a web browser and type in "secure.newcropaccounts.com". If DNS is working, you will get an access forbidden message. Assuming your internet is working, if DNS is not working, you will see a 404 page not found message.
6. If you do not use electronic prescriptions, consider disabling the NewCrop program link in Setup, Program Links.

Problem: Error "Not Verified for eRx" appears when attempting to register with SureScript.

Solution: You may see this error if the NPI# entered was incorrect. Check that the NPI# used is the individual NPI and not the organizational NPI.

Problem: When eRx button is clicked, receive error: "a technical error has occurred and has been automatically reported to your EMR/PM vendor".

Solution: If you are using AVG and the AVG web tuneup plugin, it may be blocking the XML data from being sent to eRx. First try disabling the web tuneup plugin. If that doesn't work, try adding an exception in AVG. If that fails, you may need to remove AVG and use another antivirus solution.

Problem: Issues with CVS pharmacies and faxed renewal requests.

CVS has had intermittent issues with providers receiving faxed refill requests who have in the past successfully received electronic refill requests. A case was opened with SureScripts for investigation and it is now known that CVS has had database issues that is causing these faxes. If you know of providers that are receiving faxes from CVS, please send the name and NPI of the provider as well as an example of the faxed refill request (all PHI removed and the example must be from within the last 5 days).

Case comments from SureScripts:

If your providers are experiencing faxed refills please submit a case with an example and we will route to CVS to investigate and correct. If there are multiple providers, they may be listed in one case and we will review the traffic between the providers to determine if they were receiving electronic refill request prior to now.

Problem: Error when trying to transmit controlled substances: There was an error: url: <https://universalid.verizon.com/toolkit/index.php?/messagecenter/authorizeTransaction3932329> Date Time {"method":"completeTransaction"}1

Solution: Clear the cookies and cache in your browser. Shut down and try again.

Problem: Pharmacy claims they did not receive a transmitted controlled substance prescription:

Solution: Only pharmacies that are indicated with a C around a green dot can accept electronically transmitted controlled substances

 RITE AID - 710 EAST BROADWAY 10152	710 EAST BROADWAY SOUTH BOSTON, MA 021271504	617-269- 5788		617-269- 4462
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If the pharmacy indicates it can accept electronically transmitted controlled substance prescriptions, you should report the prescription as 'missing'.

Report a Failed or Missing Prescription

If you think a prescription failed to transmit electronically or a pharmacy or patient claims to have not received it, first research the issue, then if needed, report it to eRx.

Criteria to research a Missing Prescription:

- It must be electronically transmitted. SureScripts does not track faxed prescriptions.
 - It must be no more than 5 days from the write date of the prescription.
 - Mail order prescriptions: Allow 72 hours from transmission before reporting a prescription as failed or missing. Mail order pharmacies have 72 hours to update their database with prescriptions.
1. In eRx, Compose tab, click on the magnifying glass to the right of the current medication to view current details.

Select	Current Medications for Kim Gardner						Drug Review	D / C	
<input type="checkbox"/>	Rx Date	Drug	Sig	#	Refill	Doc / Loc / Source			
<input type="checkbox"/>	09/29/15	amoxicillin 500 mg capsule R	1 three times a day	30	0	B. Albert	EDIT		<input type="checkbox"/>

2. Scroll down to the Print / Transmission Log.

Print / Transmission Log				
Report Failed or "Missing" Prescriptions ASAP				
All reported issues will be researched. "Success" means that the pharmacy has received the prescription. If you are told it is missing, this most likely represents a pharmacy error.				
Report Failed Transmission		Report 'Missing' Prescription		
Date/Time (Central) / User	Route	Destination / PhoneNumber	Status	Detail
1/4/2013 10:36:48 AM	Electronic	NewCrop Test Pharmacy Phone: 7135551212 123 Main Houston, TX 77005	Failure	
1/4/2013 10:36:43 AM Jennifer Harvey MD	Electronic	NewCrop Test Pharmacy Phone: 7135551212 123 Main Houston, TX 77005	Queued	

Reading from bottom to top, check the Route (electronic, faxed, printed) and Status (queued, success, failure).

Report a Failed Transmission (Route = Electronic and Status = Failure)

Click Report Failed Transmission.

An e-mail will be automatically sent to eRx so they can research the reason for failure. When an explanation and outcome is determined, you will be notified.

Report a Missing Prescription

If a prescription status is 'success' but the pharmacy or patient claims to have no record of the prescription, report the prescription as 'Missing'.

1. Click on Report 'Missing' Prescription.

Print / Transmission Log	
Missing Prescription Report	
Contacted by patient or pharmacy? Pharmacy staff name?	*
<input type="text"/>	
What did the pharmacy or patient say?	*
<input type="text"/>	
Report Missing Rx	Cancel

2. Fill in the two required fields:

- Who reported to the provider or practice that the prescription is missing? Do not send PHI. If a pharmacist, please enter their name.
 - What did the pharmacy or patient say?
3. Click Report Missing Rx again to report it. An e-mail will automatically be sent to eRx so they can research the issue. When an explanation and outcome is determined, you will be notified.

Useful docs

[FAQ](#) doc

[EPCS activation](#) doc

Electronic Prescription Requirement in State of New York

Each individual practitioner, not the software vendor, is required by regulation to register their certified EPCS software application with BNE. See https://www.health.ny.gov/professionals/narcotic/electronic_prescribing/ for more compliance information.

Below is information that may be useful when registering Practice-Web:

- Copy of third party audit letter approving Practice-Web for e-prescribing of controlled substances:
- Name of the company providing the certified EPCS software application: Practice-Web
- Name of the certified EPCS software application: Practice-Web Software version 14.3 using NewCropRx Core 13 software prescribing application
- Version number of the certified EPCS software application: Version 14.3