DENTRIX ENTERPRISE

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ePRESCRIBE TASK GUIDE

(Setup & Usage for Versions up to 11.0.2)

Publication Date

February 2020

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Introduction & Setup

ePrescribe allows you to submit prescriptions to pharmacies online. The ePrescribe features of Dentrix Enterprise are available as an add-on. To get this add-on, you must purchase a license to enable ePrescribe in Dentrix Enterprise. The online access to ePrescribe is a third-party service provided by Veradigm (formerly Allscripts). This guide will help you understand how to set up and use the ePrescribe features of Dentrix Enterprise. You can download and print this document from the Resource Center at www.dentrixenterprise.com.

This chapter covers the following topics about how to activate ePrescribe and set up clinics and users to use ePrescribe.

- Meeting the Pre-requisites
- Activating ePrescribe
- Configuring Clinic Information
- Configuring Provider Information

Important: All of the tasks above should be completed before a trainer starts the training with your office.

- Enabling Clinics
- Adding Users
- Preparing for First-time Use
- Linking an ePrescribe Account
- Registering for EPCS
- Welcome Message

Meeting the Pre-requisites

Before you attempt any setup and configuration of ePrescribe, you must meet the following pre-requisites:

1. Purchase ePrescribe licenses:
   - Call your sales manager.
   - Call the sales department at 866-624-4095.
2. Install Dentrix Enterprise 7.0 or later. To take advantage of all the functionality described in this guide, you must install the latest version of Dentrix Enterprise (11.0.2 is the current version at the time of writing this guide).

* Make sure these requirements are met before a trainer starts the training with your office.

Important: If a provider has been signed up with ePrescribe previously and already has an active Electronic Prescribing of Controlled Substances (EPCS) account through Zentry (formerly Verizon) or ID.me, that provider must link his or her EPCS account to ePrescribe instead of signing up for an account. The provider will need his or her Veradigm (formerly Allscripts) security account credentials, which are the login ID and password associated with the provider's ePrescribe user account.

Activating ePrescribe

You must be logged on to the Central clinic as an administrator to activate ePrescribe. Also, the steps in this section must be completed with the help of Dentrix Enterprise Technical Support.

Important: Do not log on as the "Enterprise" user to activate ePrescribe.

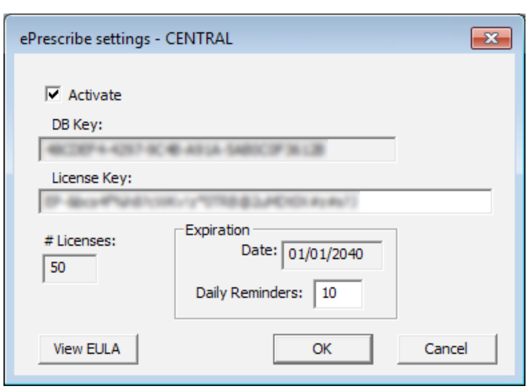
To activate ePrescribe

1. In the Office Manager, from the **Maintenance** menu, point to **Practice Setup**, and then click **Clinic Resource Setup**.

   The **Clinic Resource Setup** dialog box appears.
2. Under **Clinic Information**, click **Edit**.

   The **Clinic Information** dialog box appears.
3. On the **Subscriptions** tab, click **Setup ePrescribe**.

   The **ePrescribe settings** dialog box appears.

4. Select the **Activate** check box.
5. Send an email message to the Support department with the value in the **DB Key** field.

6. From the email message you receive back from support, copy the license key into the **License Key** field.

   The **# Licenses** and **Expiration Date** fields are populated automatically.

7. In the **Daily Reminders** field, type the number of days before the license expires that you want to be notified of the upcoming expiration.

   Important: The daily reminders should be set to 90 days.

8. Click **OK**.

9. Read the ePrescribe Customer License Agreement (EULA) that appears, and then click **I Agree**.

Important: Pursuant to the EULA, providers who are set up to use ePrescribe are responsible for all activity performed while logged in to Dentrix Enterprise and ePrescribe using their respective user accounts. This includes, but is not limited to, activities performed when a provider shares his or her login credentials with someone else or when a provider leaves himself or herself logged in to Dentrix Enterprise, thus allowing someone else to access ePrescribe as that provider. The following is a relevant portion of the EULA:

> You may allow any number of non-practitioner users to use ePrescribe, but only in support of Your legal and professional use and provided further that You agree that You are responsible for such users' compliance with all the terms of this Agreement.

* Complete the activation before a trainer starts the training with your office.

Configuring Clinic Information

You must be logged on to the Central clinic to configure the information of all clinics that will use ePrescribe. You can log on as the "Enterprise" user to complete the steps in this section.

To configure clinic information

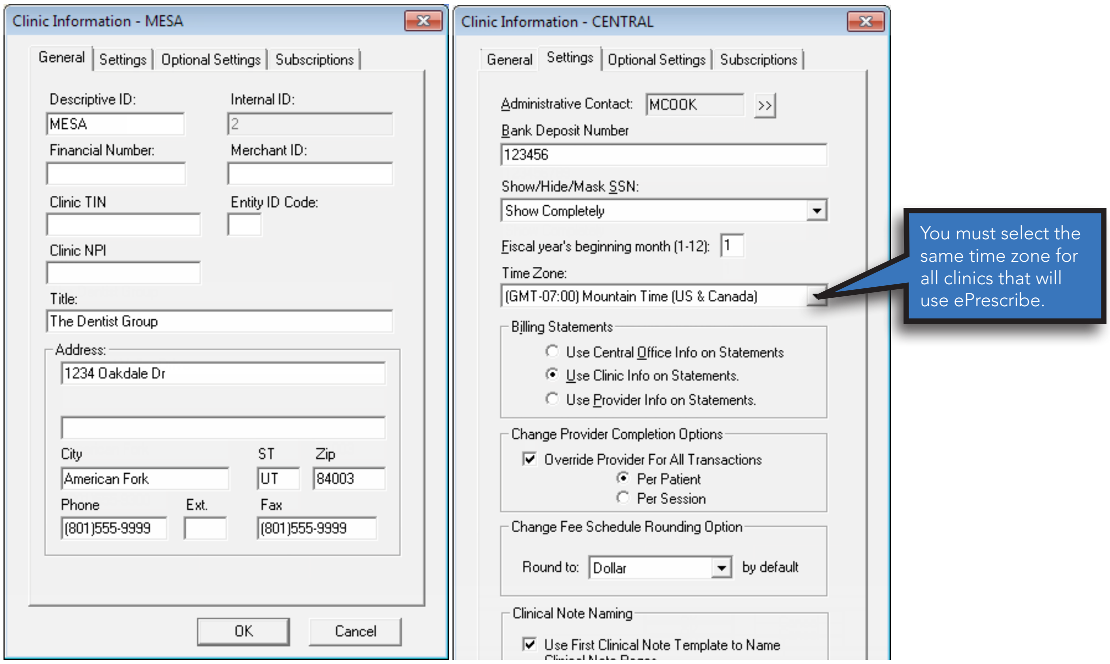
1. In the Office Manager, from the **Maintenance** menu, point to **Practice Setup**, and then click **Enterprise Setup**.

   The **Enterprise Setup** dialog box appears.

2. For all clinics that you want to enable to use ePrescribe, do the following:

   a. Select a clinic, and then click **Edit**.

      The **Clinic Information** dialog box appears.



b. Verify that hat the following information is entered:

- **General tab** – The **Title**, **Street**, **City**, **ST**, **Zip**, **Phone**, and **Fax**.
- **Settings tab** – The **Time Zone**.

Important: These options are required to use ePrescribe.

c. Click **OK**.

* Complete the clinic configuration before a trainer starts the training with your office.

Configuring Provider Information

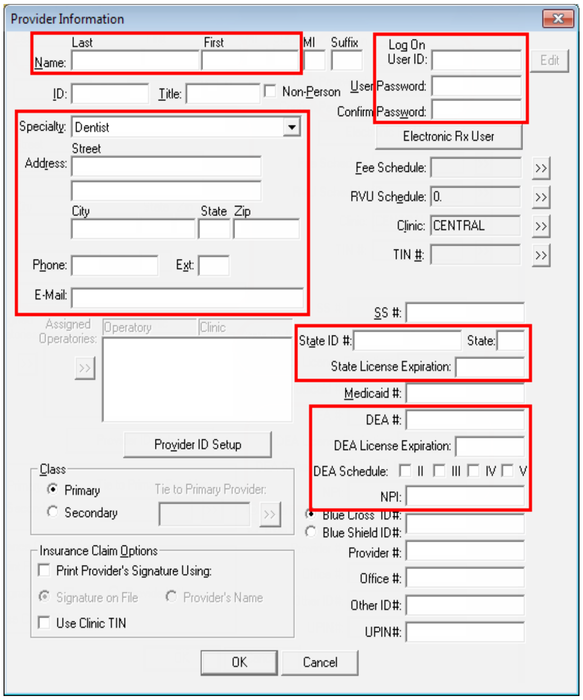
You must configure information for all providers who you want to enable to use ePrescribe.

To configure provider information

1. Do one of the following:
   - In the Office Manager, from the **Maintenance** menu, point to **Practice Setup**, and then click **Enterprise Setup**. The **Enterprise Setup** dialog box appears. Select a clinic that you have configured to use ePrescribe, and then click **Clinic Resource Setup**.
   - Log on to a clinic that you have configured to use ePrescribe. Then, in the Office Manager, from the **Maintenance** menu, point to **Practice Setup**, and then click **Clinic Resource Setup**.

   The **Clinic Resource Setup** dialog box appears.
2. Under **Provider(s)**, select a provider, and then click **Edit**.

   The **Provider Information** dialog box appears.



3. Verify that the following information is entered:
   - Last Name
   - First Name
   - Log on User ID
   - Log on User Password & Confirm Password
   - Specialty
   - Address (City, State, Zip)
   - Phone
   - E-Mail

     Important: A provider you register for ePrescribe will receive an email confirmation of the registration at the **E-Mail** address entered.

   - State ID #
   - State
   - State License Expiration
   - DEA #
   - DEA License Expiration
   - DEA Schedule
   - NPI

   Important: These options are required to use ePrescribe.

4. Click **OK**.

* Complete the provider configuration before a trainer starts the training with your office.

Enabling Clinics

For the clinics whose information you have configured to use ePrescribe, you must also enable those clinics to use ePrescribe. You must be logged on to the Central clinic to enable clinics to use ePrescribe.

Note: A trainer can assist you with this task.

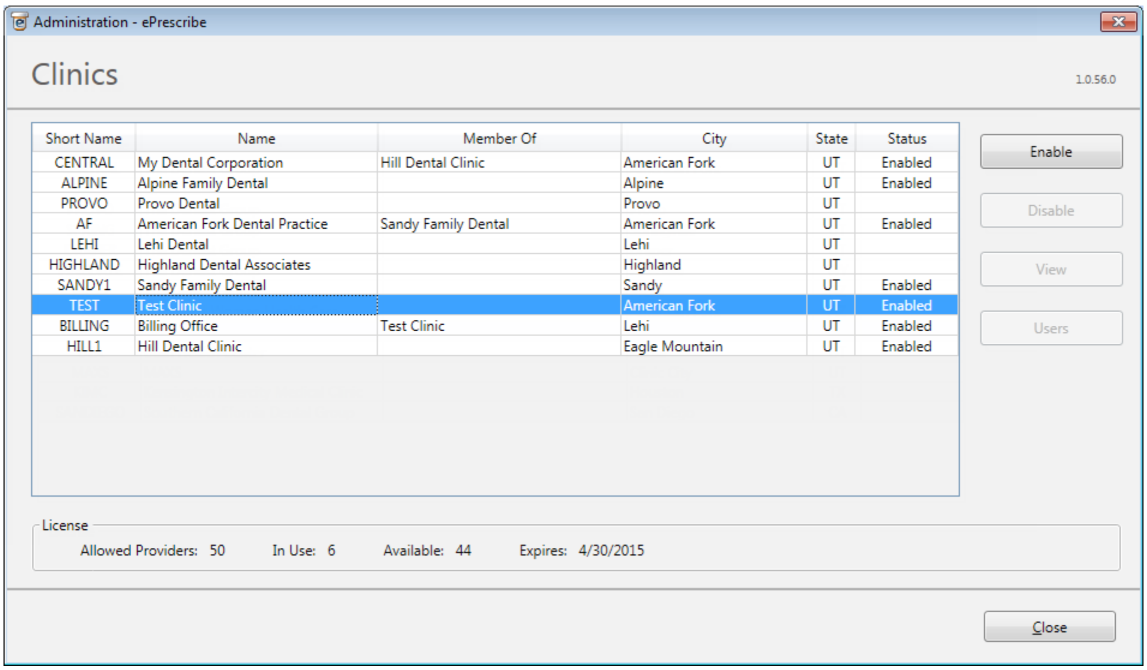
To enable clinics

1. While logged on to the Central clinic, in the Office Manager, from the **Maintenance** menu, point to **Practice Setup**, and then click **Clinic Resource Setup**.

   The **Clinic Resource Setup** dialog box appears.

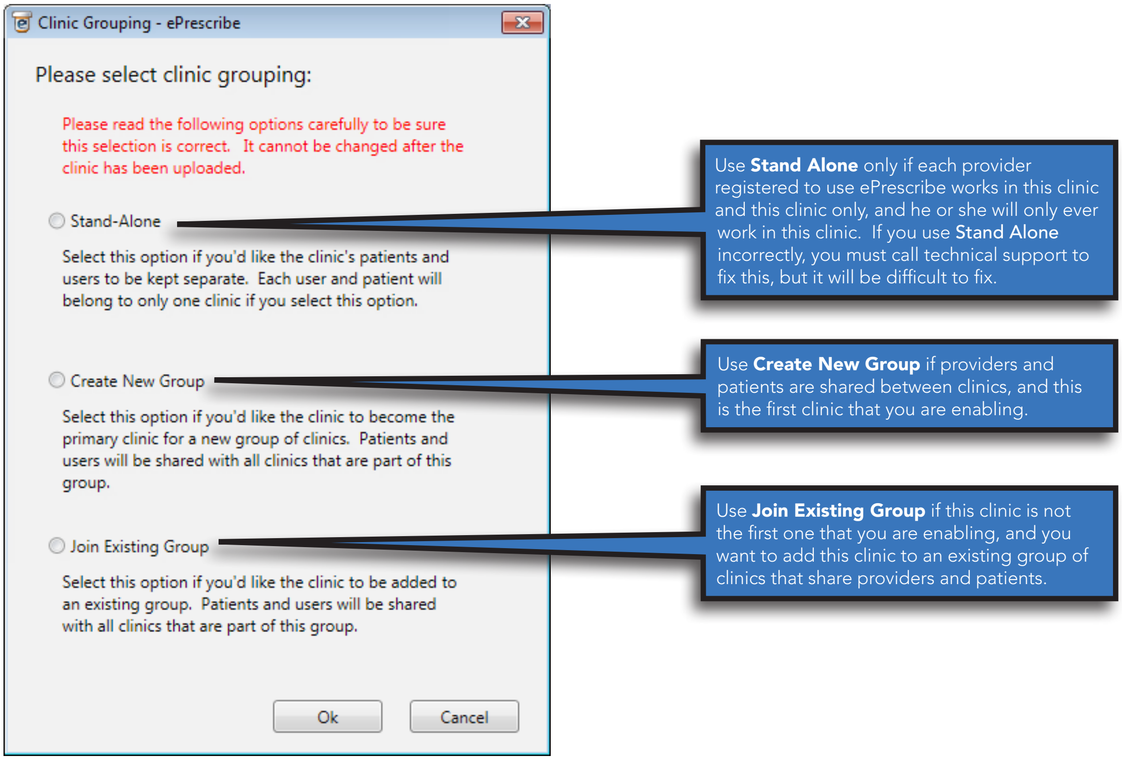
2. Click **Electronic Rx Admin**.

   The **Administration - ePrescribe** window opens and displays the **Clinics** page.



3. Select the clinic that you want to enable, and then click **Enable**.

   The **Clinic Grouping - ePrescribe** dialog box appears.



4. Select the desired clinic grouping:
   - **Stand-Alone** – The clinic's patients and users will be kept separate. Each user and patient will belong to only one clinic.

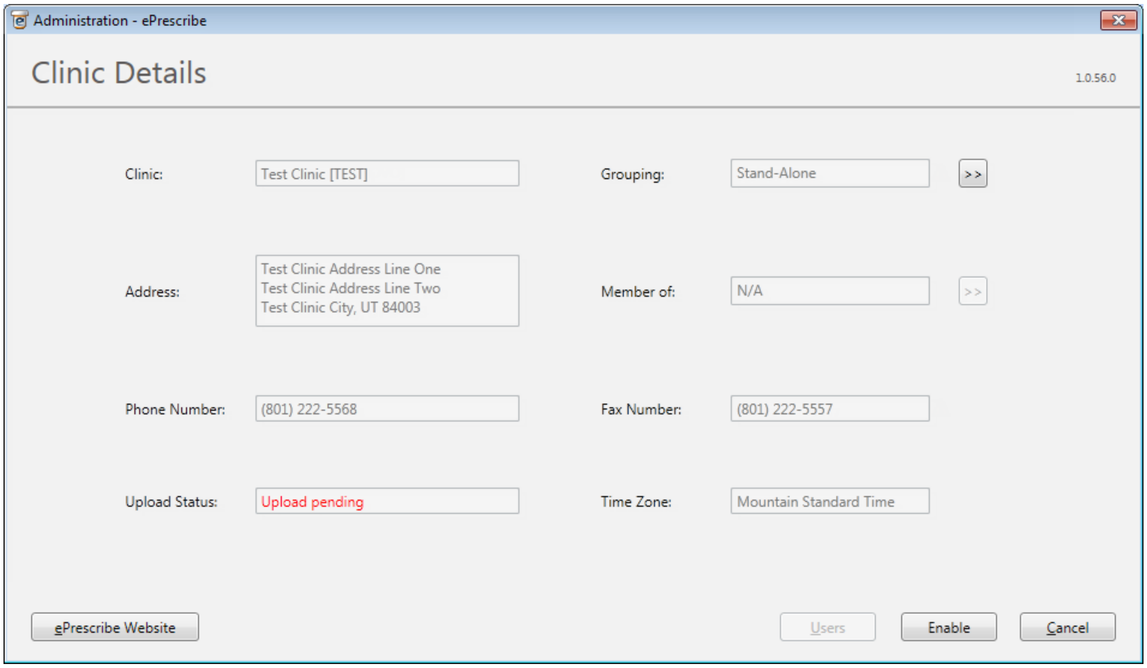
     Important: Do not use the stand-alone option if any providers in the clinic work in other clinics. This could affect Meaningful Use reporting adversely.
   - **Create New Group** – The clinic will become the primary clinic for a new group of clinics. Patients and users will be shared with all clinics that are part of this group.
   - **Join Existing Group** – The clinic will be added to an existing group created previously using the **Create New Group** option. Patients and users will be shared with all clinics that are part of the group.
5. Click **Ok**.

   A confirmation message appears.
6. Click **Yes**.

   If you selected the **Join Existing Group** option in step 4, a reminder message appears.

   Important: For each clinic that you join to an existing group and enable for ePrescribe from Dentrix Enterprise, you must add that clinic as a site from ePrescribe. A stand-alone clinic or the primary clinic of a group that you enable for ePrescribe from Dentrix Enterprise is added automatically as a site in ePrescribe. If a user attempts to open ePrescribe while logged in to a clinic that has not been added as a site in ePrescribe, an error message appears, and the user will not be able to use ePrescribe until the clinic is added as a site. For more information, refer to the "Adding Sites in ePrescribe" section in this chapter.
7. Click **OK**.

   The **Clinic Details** page opens.



Important: A yield symbol indicates that required data has not been entered. If this symbol appears next to the **Address**, **Phone Number**, **Fax Number**, or **Time Zone** box, close ePrescribe, enter the appropriate clinic information, and then return to this point.

8. If you selected the **Join Existing Group** option in step 4, click the **Member of** search button to select the primary clinic of the group that this clinic belongs to.
9. Click **Enable**.
10. Repeat steps 3–9 for all other clinics that you want to enable to use ePrescribe.

Adding Users

You must be logged on to the Central clinic to add a user to ePrescribe. A user can be a provider, someone who can prescribe on behalf (POB) of a credentialed provider, or another type of staff member.

Be aware that the first time a user who can prescribe attempts to use ePrescribe, he or she must complete an identity verification process through Veradigm (formerly Allscripts; the third-party vendor that provides the ePrescribe services), which consists of filling out an online form. For more information about this process, see "Opening ePrescribe" in the Usage chapter.

Additionally, if a user can prescribe controlled substances, he or she must complete a registration process for Electronic Prescribing of Controlled Substances (EPCS). For information about this process, see "Registering for EPCS" in this chapter.

Note: A trainer can assist you with adding users.

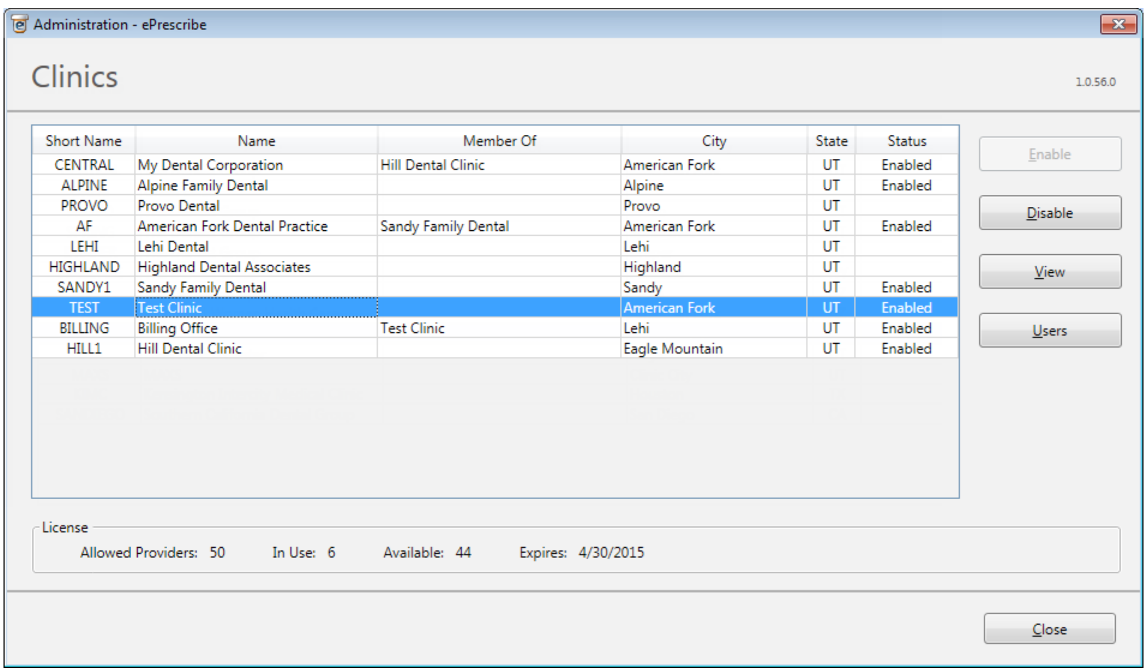
To add a user

1. While logged on to the Central clinic, in the Office Manager, from the **Maintenance** menu, point to **Practice Setup**, and then click **Clinic Resource Setup**.

   The **Clinic Resource Setup** dialog box appears.

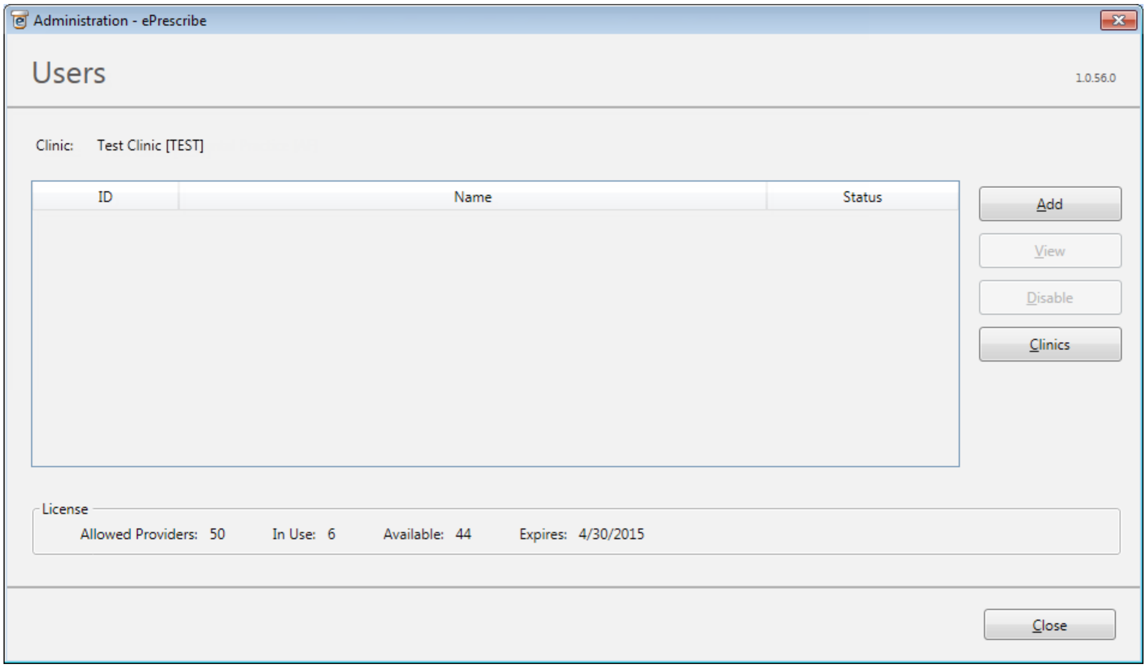
2. Click **Electronic Rx Admin**.

   The **Administration - ePrescribe** window opens and displays the **Clinics** page.



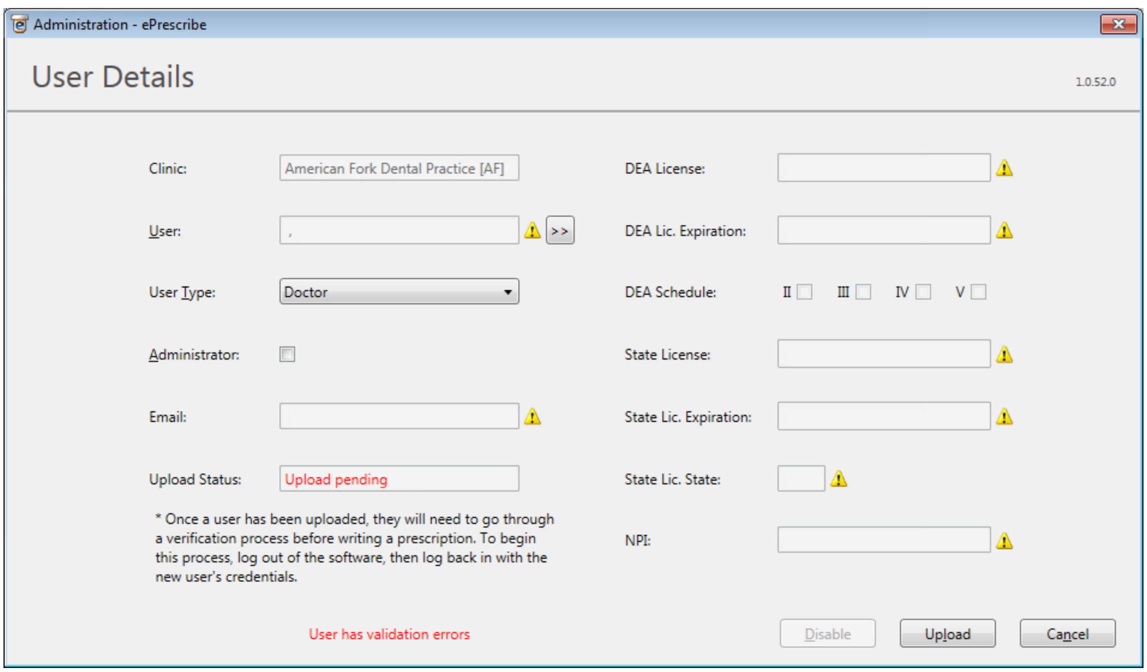
3. Select a clinic.
4. Click **Users**.

   The **Users** page opens.

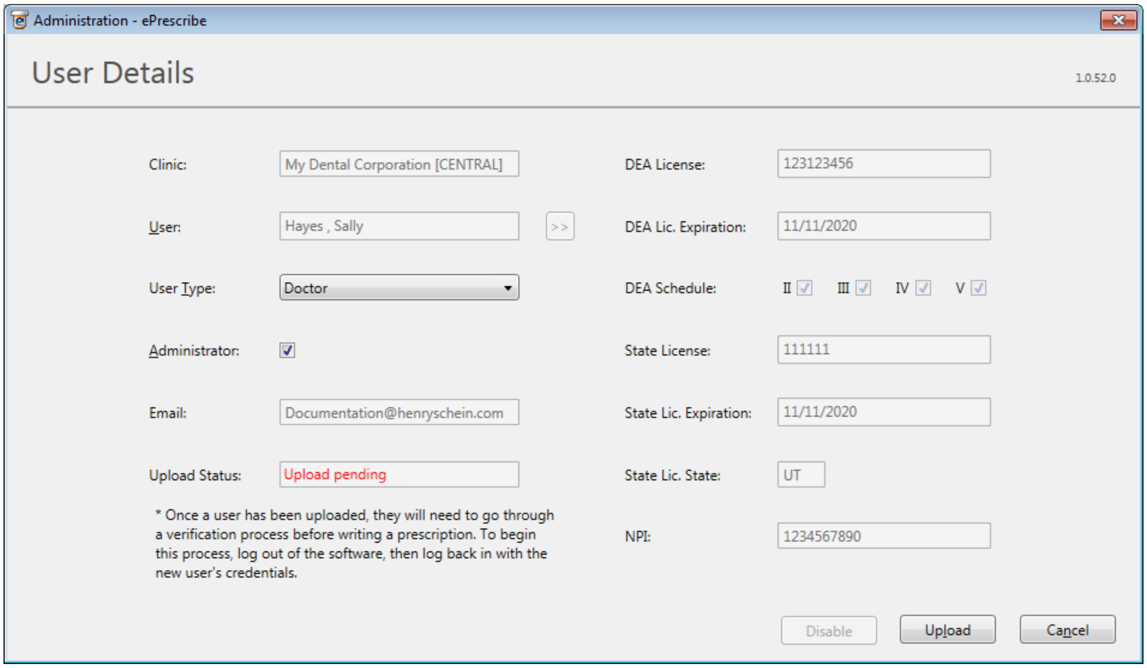


5. Click **Add**.

   The **User Details** page opens.



6. Click the **User** search button >> to select a provider or a staff member.



Important: A yield symbol indicates that required data has not been entered. If this symbol appears next to the **Email**, **DEA License**, **DEA Lic. Expiration**, **State License**, **State Lic. Expiration**, **State Lic. State**, or **NPI** box, close ePrescribe, enter the appropriate provider information, and then return to this point.

7. Select the **Administrator** check box if the user is to be an administrator of ePrescribe.

   Note: If your organization has multiple providers who prescribe controlled substances, it is recommended that you have a user who is not one of those providers be an ePrescribe administrator.

8. Click **Upload**.

Important: After you enable a provider's user account to use ePrescribe, if the provider has been signed up with ePrescribe previously and already has an active Electronic Prescribing of Controlled Substances (EPCS) account through Zentry (formerly Verizon) or ID.me, skip "Preparing for First-time Use" on page 12. That provider must, instead, link his or her EPCS account to ePrescribe as explained in "Linking an ePrescribe Account" on page 16. The provider will need his or her Veradigm (formerly Allscripts) security account credentials, which are the login ID and password associated with the provider's ePrescribe user account.

Preparing for First-time Use

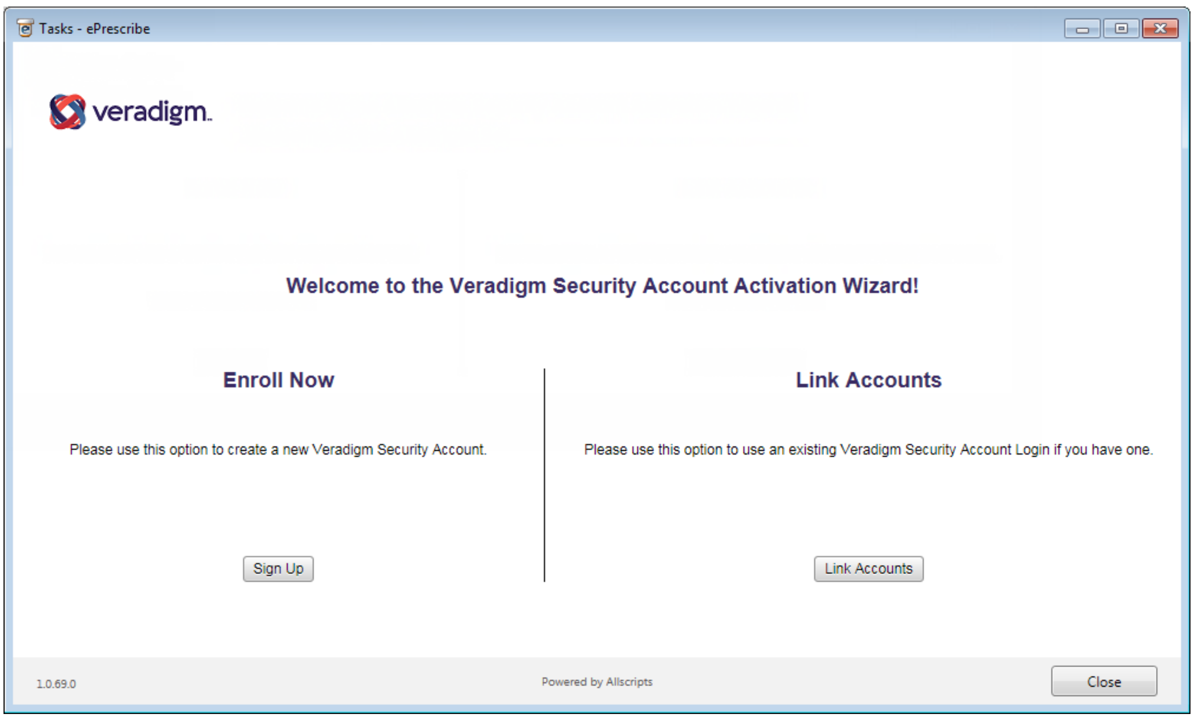
The first time a user who has been enabled to use ePrescribe opens ePrescribe, he or she must go through an identity verification process and accept the End User License Agreement (EULA) for Veradigm (formerly Allscripts) ePrescribe. Providers who prescribe medications must complete additional identity verification steps.

Also, providers who prescribe controlled substances must complete the identity verification process explained in this section before they can register for Electronic Prescribing of Controlled Substances (EPCS) as explained in "Registering for EPCS" in this chapter.

To prepare for first-time use

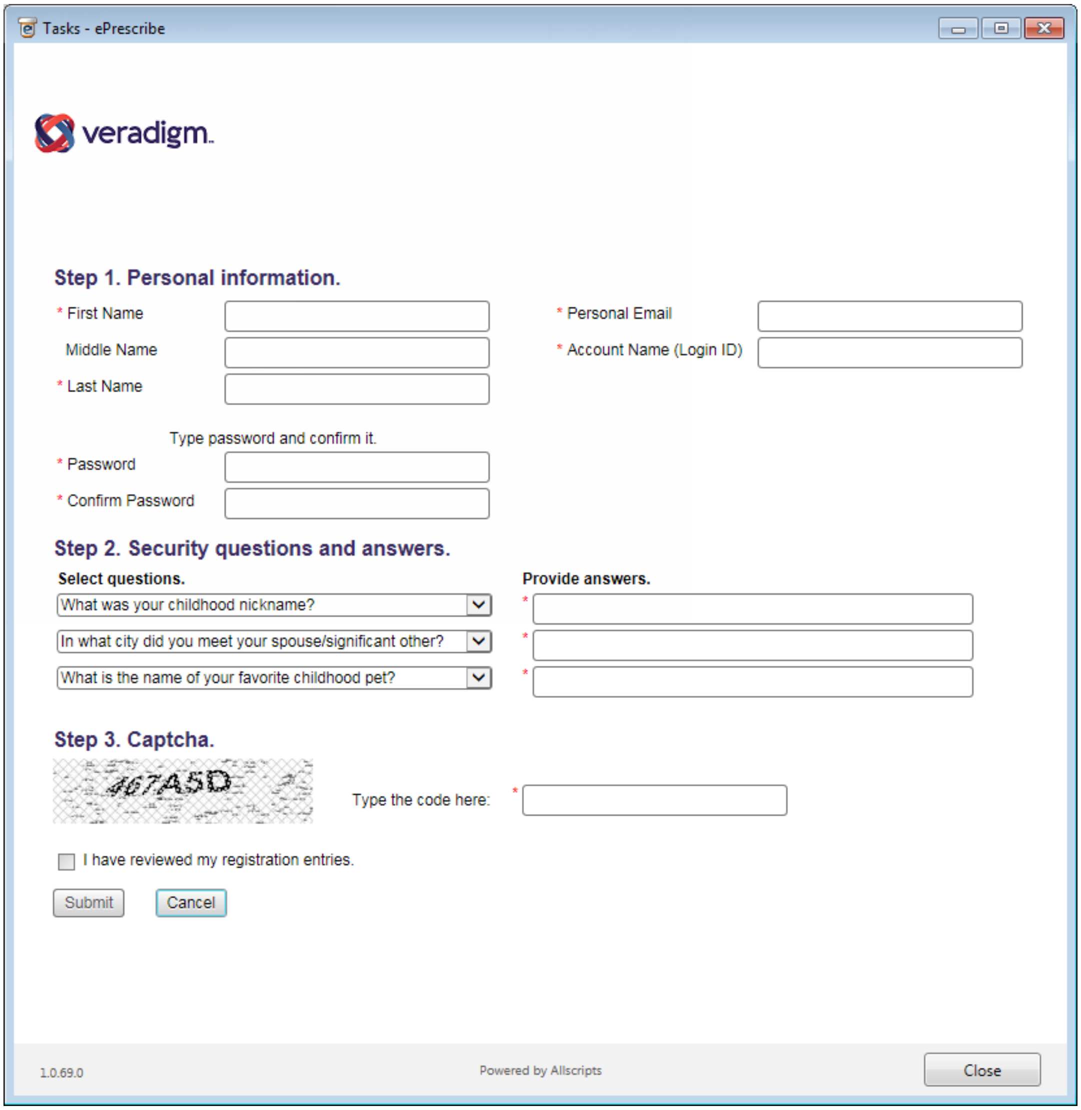
1. Log in to Dentrix Enterprise with a user account that has been enabled to use ePrescribe. Then, from the Office Manager, click the **ePrescribe Task Mode** button  on the toolbar to open ePrescribe.

   If you have not used ePrescribe yet, the **Welcome to the Veradigm Security Account Activation Wizard!** page appears.



2. Click **Sign Up**.

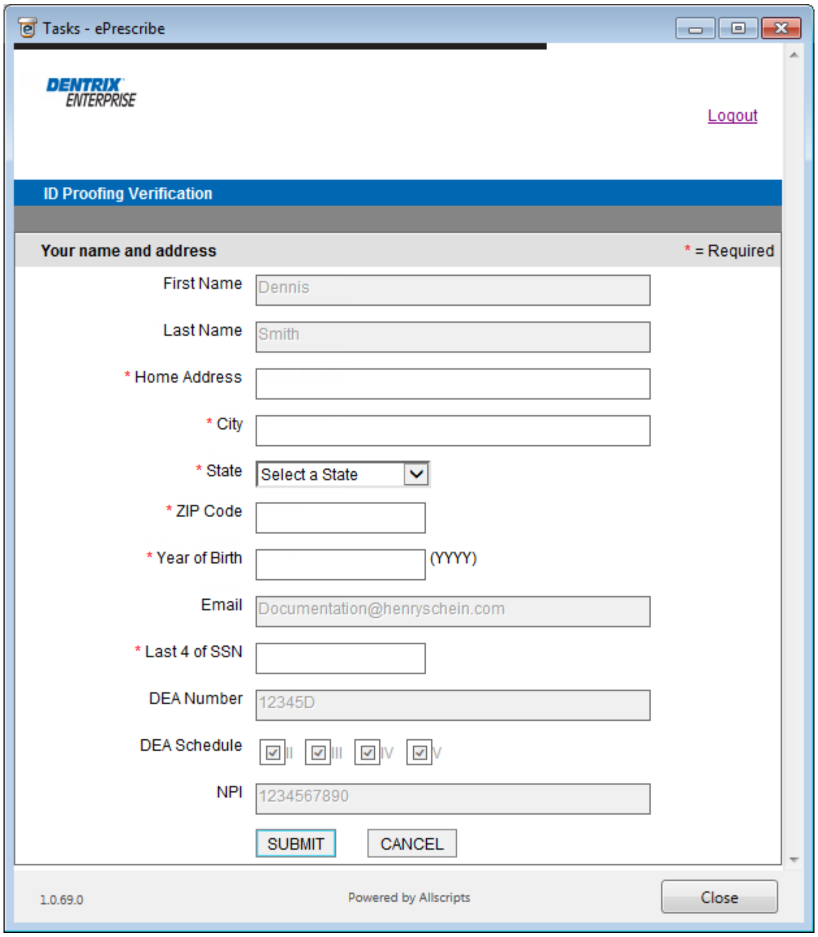
   The Veradigm security account information page appears.



3. Fill out the form, and then click **Submit**.

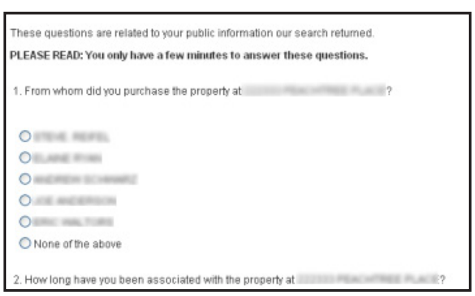
   One of the following occurs:

   - If you are logged in as a prescriber, the **ID Proofing Verification** page appears. Proceed to step 4.
   - If you are logged in as a non-prescriber (staff or prescribe-on-behalf user), the **End User License Agreement** page appears. Skip to step 8.



4. Fill out the form, and then click **Submit**.
5. On the message that appears, to confirm that you want to proceed to the next part of the identity verification process, click **Go to Next Step**.

   The **IDology Questions** page appears.



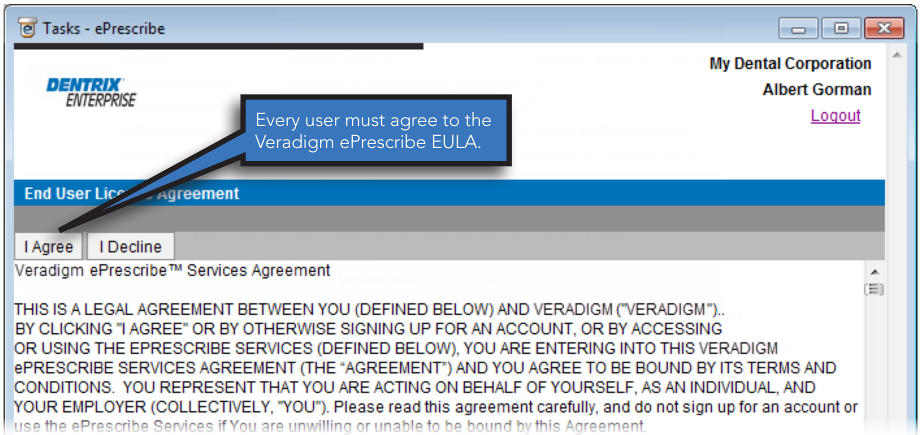
6. Answer the five questions regarding your life, and then click **Done**.

   Important:

   - The five questions regarding your life must be answered within a few minutes.
   - If you close the window before the verification process is complete, you will have to print, fill out, and manually submit the form.

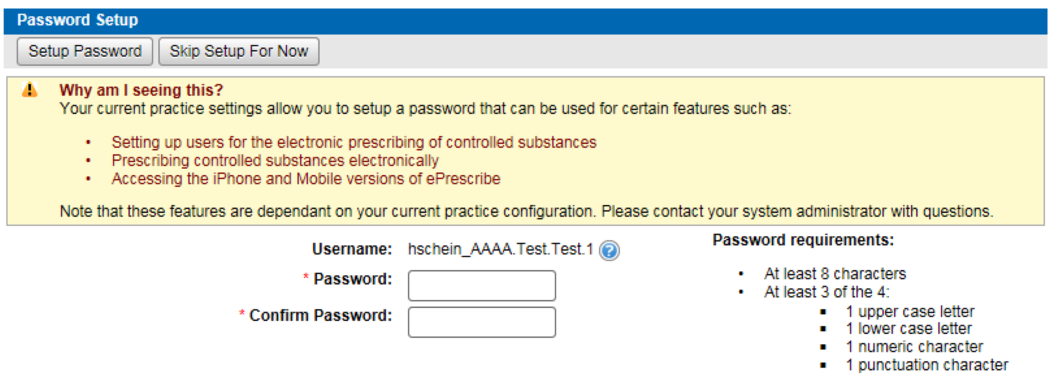
   If the questions are not answered correctly, the program will ask you to try again. If the questions are all answered correctly, a congratulations message appears.
7. After successfully completing the verification steps, click **Next**.

The **End User License Agreement** page appears.



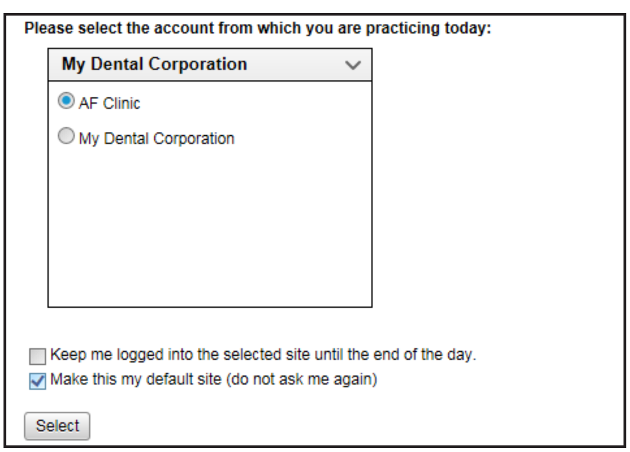
8. Review the agreement, and then click **I Agree**.

   If the **Password Setup** page appears, proceed to the next step; otherwise, skip to step 10.



9. If you need to set up users to prescribe controlled substances electronically, or if you need to prescribe controlled substances electronically, enter a password in the **Password** and **Confirm Password** boxes, and then click **Setup Password**.

   If you have multiple sites (clinics) set up in ePrescribe (as explained in "Adding Sites in ePrescribe" on page 65), the site selection page appears.



10. Select a site.

11. Select any of the following check boxes as needed:
    - **Keep me logged into the selected site until the end of the day** – When you click **Select**, for the rest of the day, ePrescribe will not prompt you to select a site.
    - **Make this my default site (do not ask me again)** – When you click **Select**, ePrescribe will always log you in to the selected site and will never again prompt you to select a site.

    Note: With neither check box selected, ePrescribe will prompt you to select a site each time you open that module from Dentrix Enterprise.

12. Click **Select**.

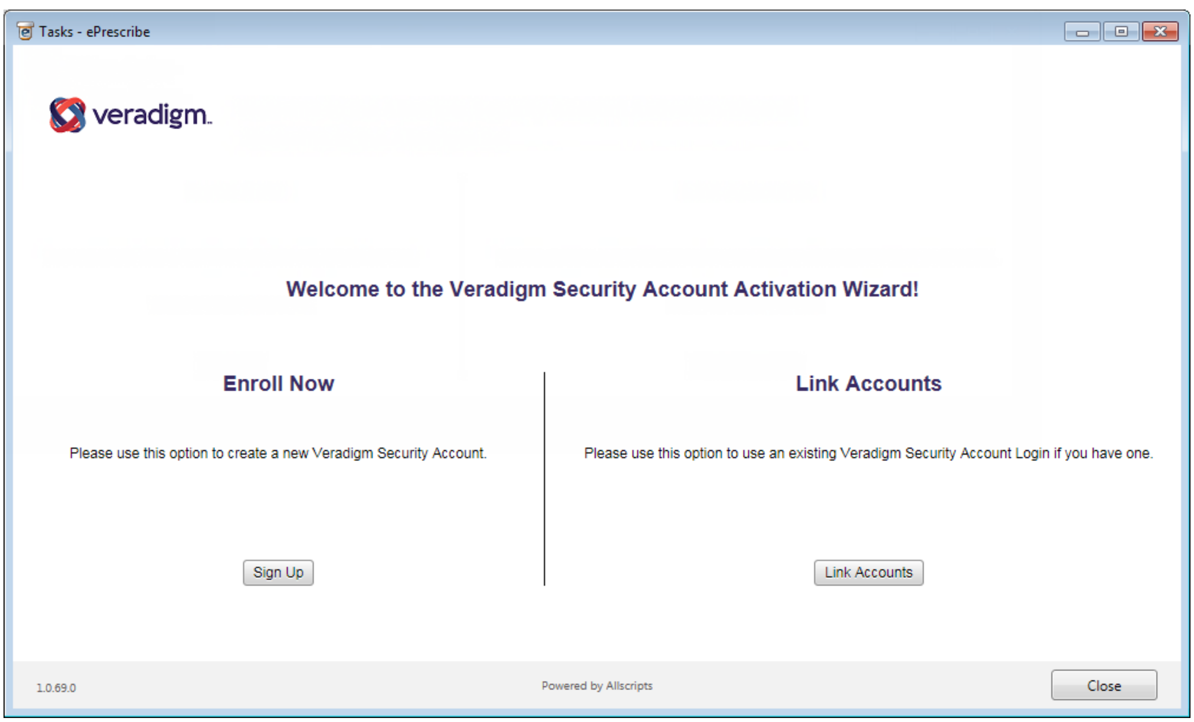
Linking an ePrescribe Account

After you enable a provider's user account to use ePrescribe, if the provider has been signed up with ePrescribe previously and already has an active Electronic Prescribing of Controlled Substances (EPCS) account through Zentry (formerly Verizon) or ID.me, that provider must link his or her EPCS account to ePrescribe. The provider will need his or her Veradigm (formerly Allscripts) security account credentials, which are the login ID and password associated with the provider's ePrescribe user account.

To link an ePrescribe account

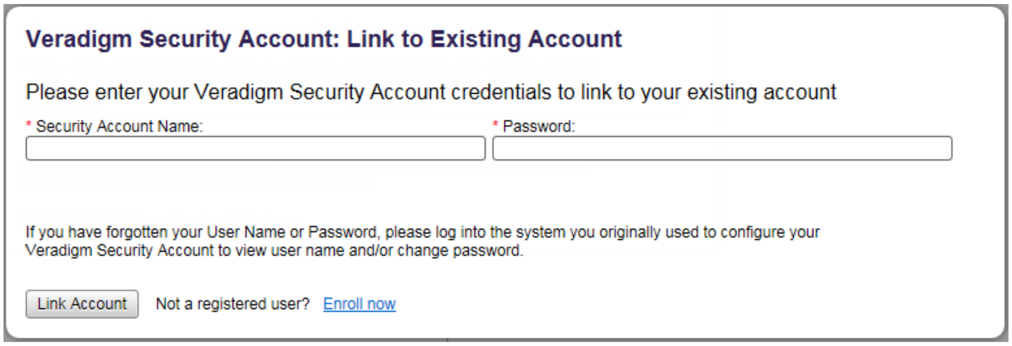
1. Log in to Dentrix Enterprise with a user account that has been enabled to use ePrescribe. Then, from the Office Manager, click the **ePrescribe Task Mode** button on the toolbar to open ePrescribe.

   If you have not used ePrescribe yet, the **Welcome to the Veradigm Security Account Activation Wizard!** page appears.



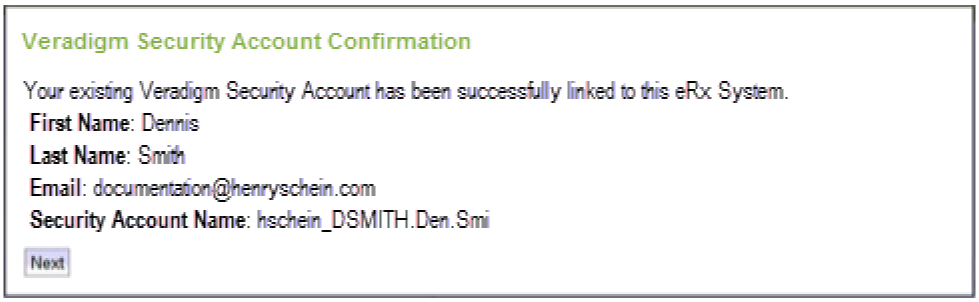
2. Click **Link Accounts**.

   The **Veradigm Security Account: Link to Existing Account** page appears.



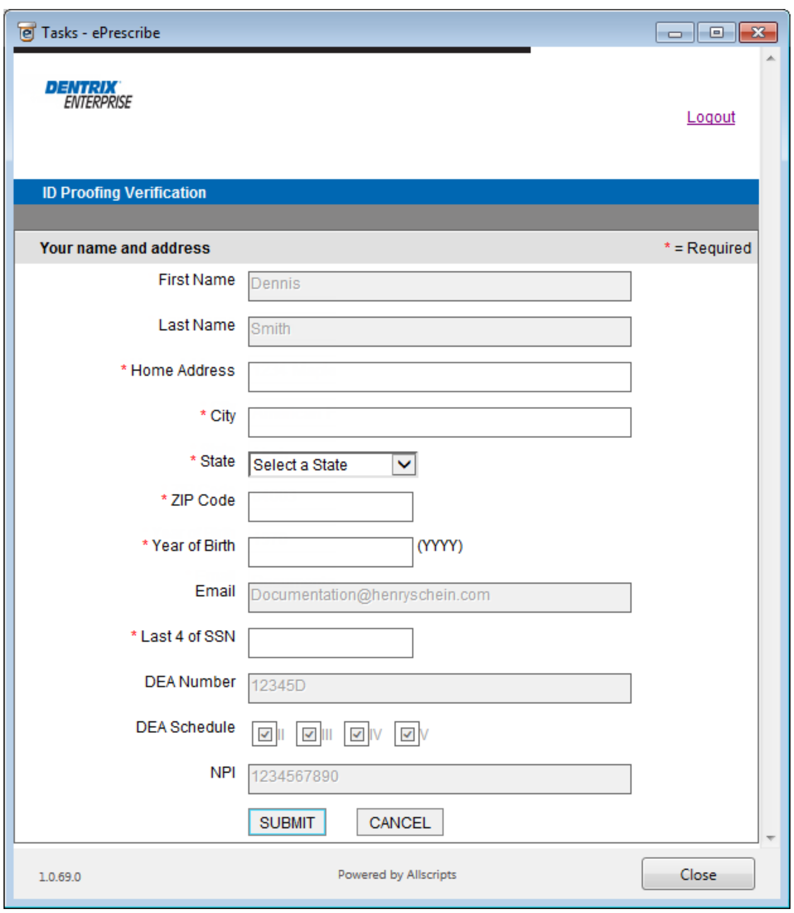
3. Enter the correct credentials in the **Security Account Name** and **Password** boxes.
4. Click **Link Account**.

   A confirmation message that contains some basic account information appears.



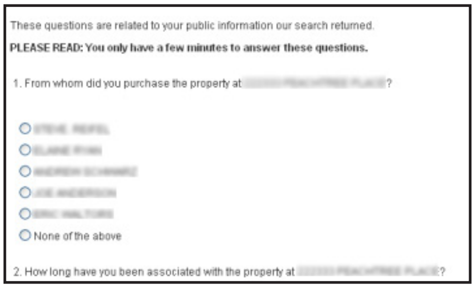
5. Click **Next**.

   The **ID Proofing Verification** page appears.



4. Fill out the form, and then click **Submit**.
5. On the message that appears, to confirm that you want to proceed to the next part of the identity verification process, click **Go to Next Step**.

   The **IDology Questions** page appears.



6. Answer the five questions regarding your life, and then click **Done**.

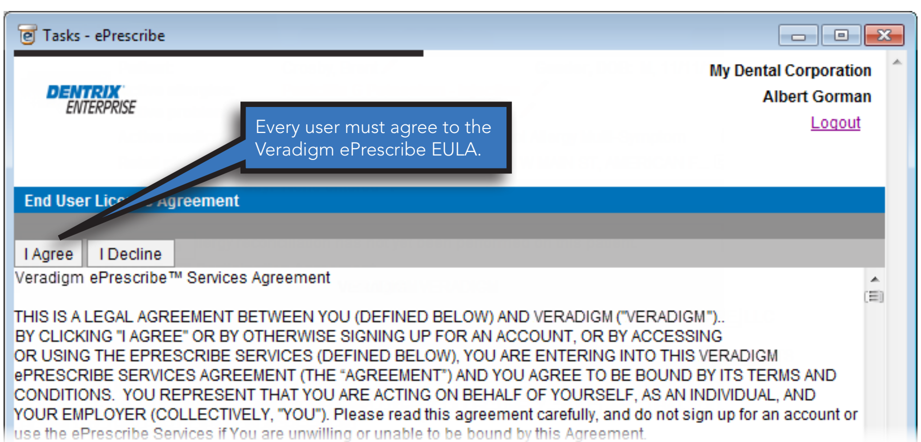
   Important:

   - The five questions regarding your life must be answered within a few minutes.
   - If you close the window before the verification process is complete, you will have to print, fill out, and manually submit the form.

   If the questions are not answered correctly, the program will ask you to try again. If the questions are all answered correctly, a congratulations message appears.

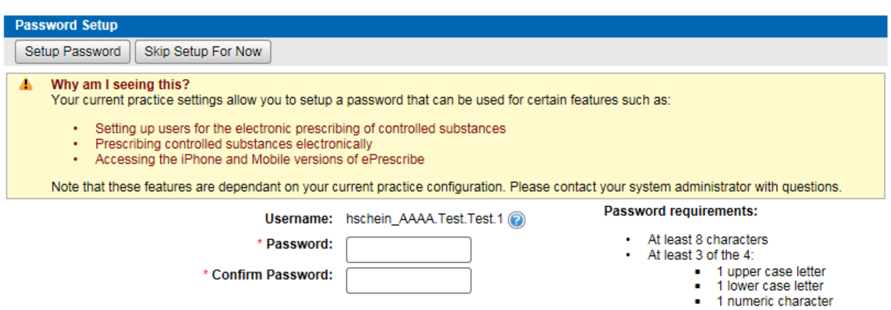
7. After successfully completing the verification steps, click **Next**.

   The **End User License Agreement** page appears.



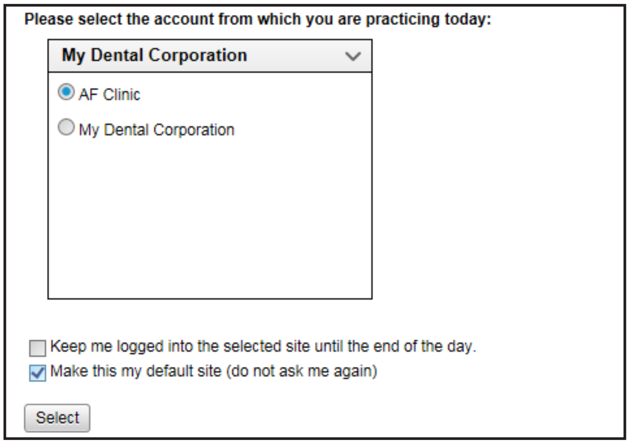
8. Review the agreement, and then click **I Agree**.

   If the **Password Setup** page appears, proceed to the next step; otherwise, skip to step 10.



9. If you need to set up users to prescribe controlled substances electronically, or if you need to prescribe controlled substances electronically, enter a password in the **Password** and **Confirm Password** boxes, and then click **Setup Password**.

If you have multiple sites (clinics) set up in ePrescribe (as explained in "Adding Sites in ePrescribe" on page 65), the site selection page appears.



10. Select a site.

11. Select any of the following check boxes as needed:

- **Keep me logged into the selected site until the end of the day** – When you click **Select**, for the rest of the day, ePrescribe will not prompt you to select a site.
- **Make this my default site (do not ask me again)** – When you click **Select**, ePrescribe will always log you in to the selected site and will never again prompt you to select a site.

Note: With neither check box selected, ePrescribe will prompt you to select a site each time you open that module from Dentrix Enterprise.

12. Click **Select**.

13. The Admin grants EPCS privileges to the provider. For more information, see "Step 1 — To turn on EPCS (Admin)" on page 20 (for multiple providers) or "Step 1 — To turn on EPCS" on page 43 (for a one provider).

14. The Admin sets up the provider as an Approver. For more information, see "Step 3 (Admin) — To set up the Approver" on page 41 (for multiple providers) or "Step 3 — To set up approval" on page 63 (for one provider). If there are already two Approvers, you can skip this step.

15. An Approver approves the EPCS signing privilege for the provider. For more information, see "Step 4 (Approver) — To approve Providers" on page 41 (for multiple providers) or "Step 4 — To approve" on page 63 (for one provider).

Note: For a provider whose account is being linked, steps 9–10 must be completed even if that account has EPCS turned on; it is only the EPCS registration process that is skipped. Also, this allows the provider to use the same OTP device on another account.

Registering for EPCS

Each doctor who prescribes controlled substances electronically must complete a one-time registration for Electronic Prescribing of Controlled Substances (EPCS). ID.me is the Credential Service Provider (CSP) that providers will use to register for EPCS.

The following sections explain the registration process according to the number of providers who will prescribe controlled substances:

- ID.me Requirements
- Multiple Providers
- One Provider

ID.me Requirements

A provider must be prepared with the following to register for an EPCS account through ID.me:

- Have a smartphone or tablet with iOS 10.3 or later, or Android 6 or later. The smart device must also have a camera and Web browser.
- Install the ID.me Authenticator app (which is used for two-factor authentication) on the smart device. You can download this app from the Apple Store or Google Play.
- Have Veradigm (formerly Allscripts) security account credentials, which are the login ID and password associated with the provider's ePrescribe user account.
- Have a personal or a private email address. A group or shared email is not allowed.
- Have a valid driver's license, a state ID, a passport, or a password card.
- Have a Social Security number.

Multiple Providers

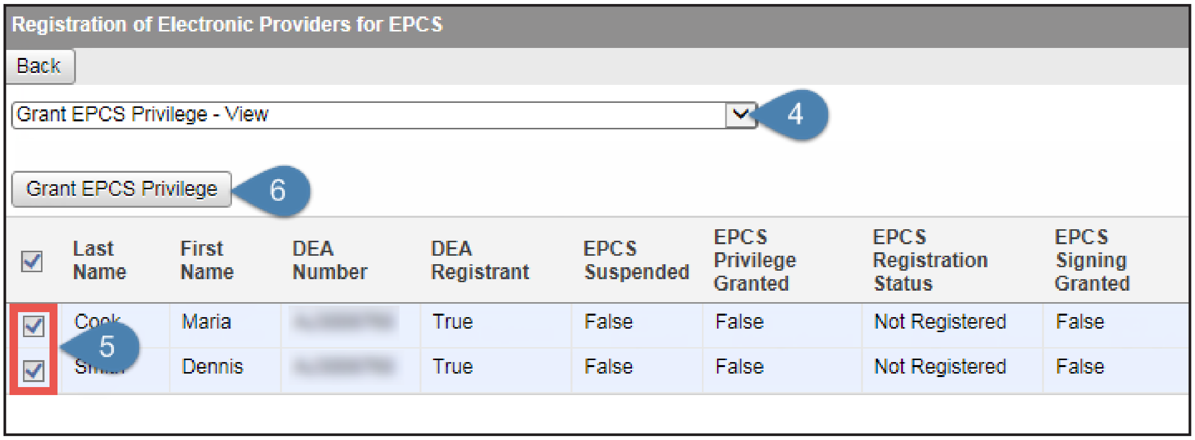
If you have multiple providers who use ePrescribe to prescribe controlled substances, the following three individuals are required to complete the EPCS registration (two of the three must be DEA registrants):

- **Admin** – Turns EPCS on for the Providers. Cannot be a DEA registrant.
- **Provider** – Goes through the identity proofing. Is a DEA registrant.
- **Approver** – Approves a Provider other than him or herself. Is a DEA registrant. (Providers approve each other.)

Step 1 — To turn on EPCS (Admin)

Prior to a Provider beginning the registration process, the Admin must do the following:

1. Log in to Dentrix Enterprise as the Admin. Then, in the Office Manager, click the **ePrescribe Task Mode** toolbar button to open ePrescribe in "task mode."
2. Click the **Settings** tab.
3. Click the **Manage EPCS** link.



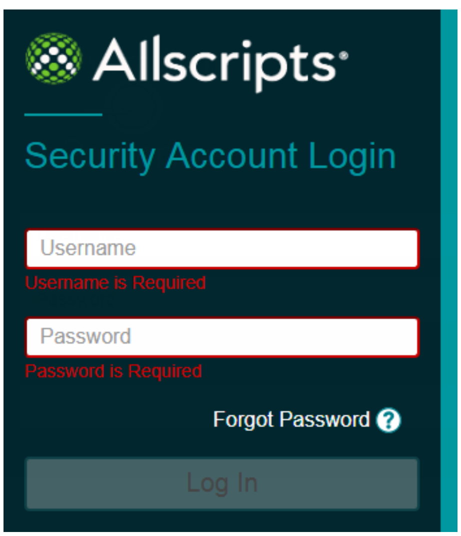
4. From the list at the top, select **Grant EPCS Privilege - View**.
5. Select the check boxes next to the Providers to whom you are granting EPCS privileges.
6. Click **Grant EPCS Privilege**.
7. Close ePrescribe to log out. The Providers (from step 5) must also log out of ePrescribe.

Step 2 — To prove your identity (Provider)

After the Admin completes the first steps, each Provider does the following to register for EPCS:

1. Log in to Dentrix Enterprise as the Provider, and then open ePrescribe as explained in "Opening ePrescribe" in the Usage chapter.
2. On the right, under **Urgent Message**, click the **Start EPCS Registration** link.

   The **Security Account Login** page appears. (Alternatively, you can access the **Security Account Login** page by navigating to http://bit.ly/AllscriptsIndividualEPCS in your Web browser.)

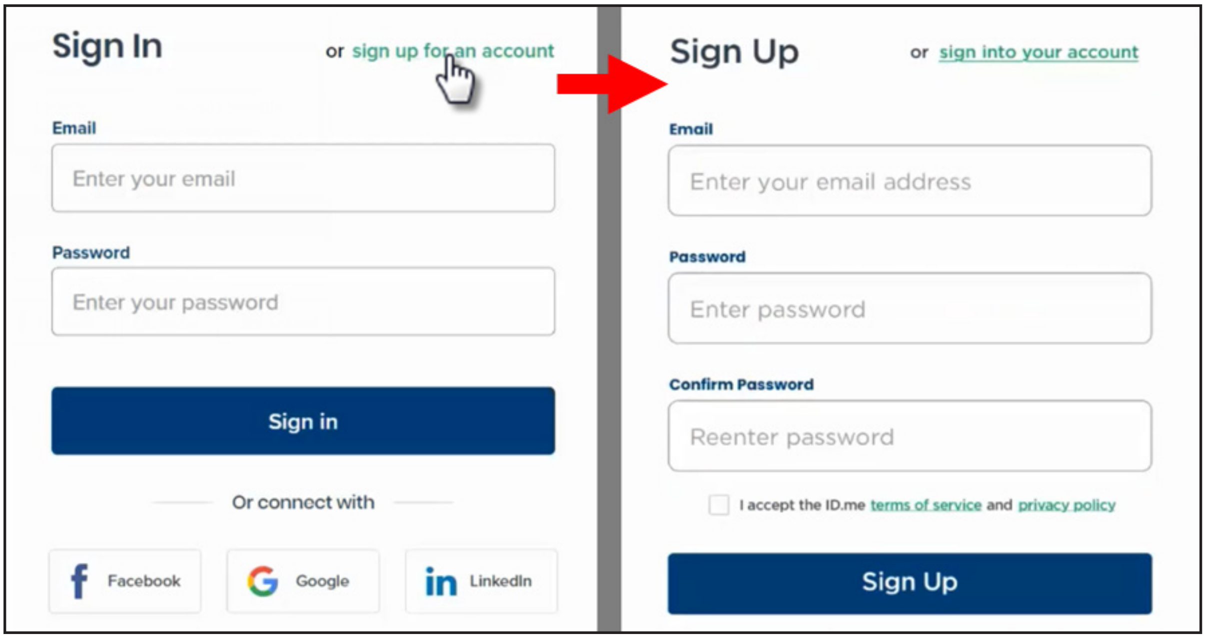
3. Enter your Veradigm (formerly Allscripts) security account credentials, and then click **Log In**.

   If you have an active EPCS account through Zentry (formerly Verizon), the **CSP Accounts** page appears; otherwise, skip to step 5.

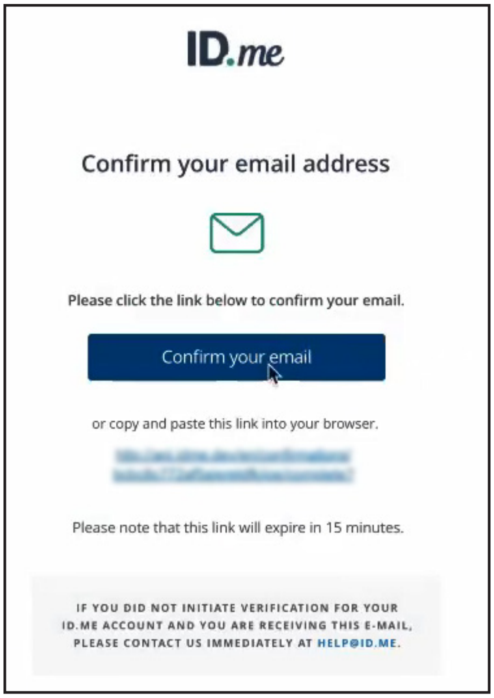
The details of your current EPCS account appear for your reference.

4. Click **Connect to ID.me**.

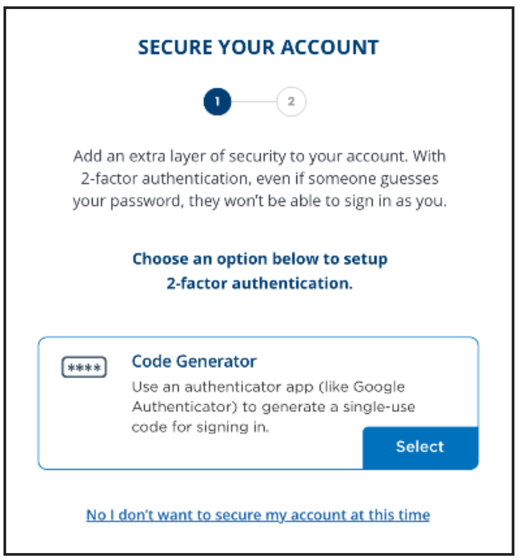
   The ID.me **Sign In** page appears.



5. Create an ID.me account:
   a. Click the **sign up for an account** link to switch to the **Sign Up** page.
   b. Enter your personal email address in the **Email** box.
   c. Enter a password in the **Password** and **Confirm Password** boxes.
   d. Select the **I accept the ID.me terms of service and privacy policy** check box.
   e. Click **Sign Up**.
   f. Open the confirmation email message that you receive, and then click **Confirm your email**.

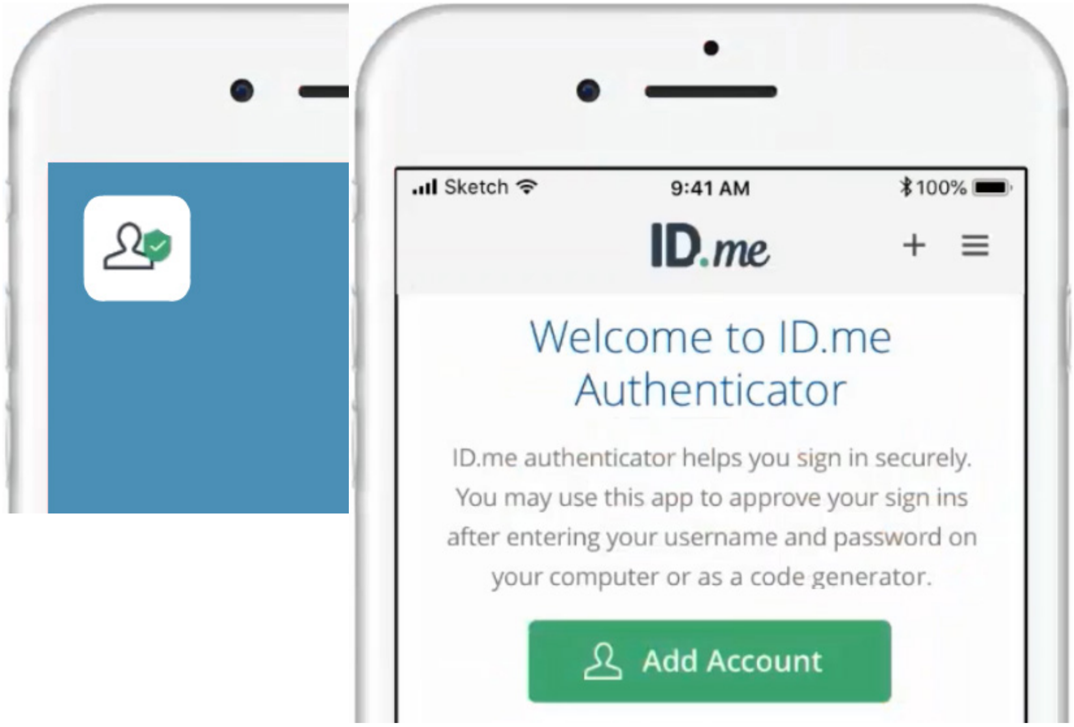


The **Secure Your Account** page appears.



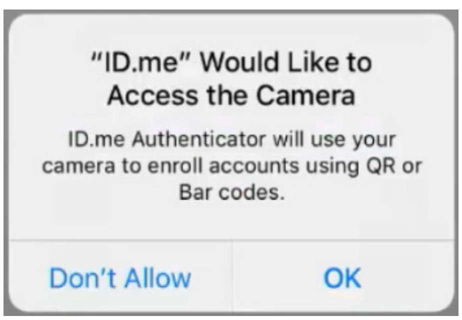
6. Set up two-factor authentication:
   - a. Click the **Code Generator** box.

     Details about scanning a QR code appear.
   - b. Open the ID.me Authenticator app on your smart device.



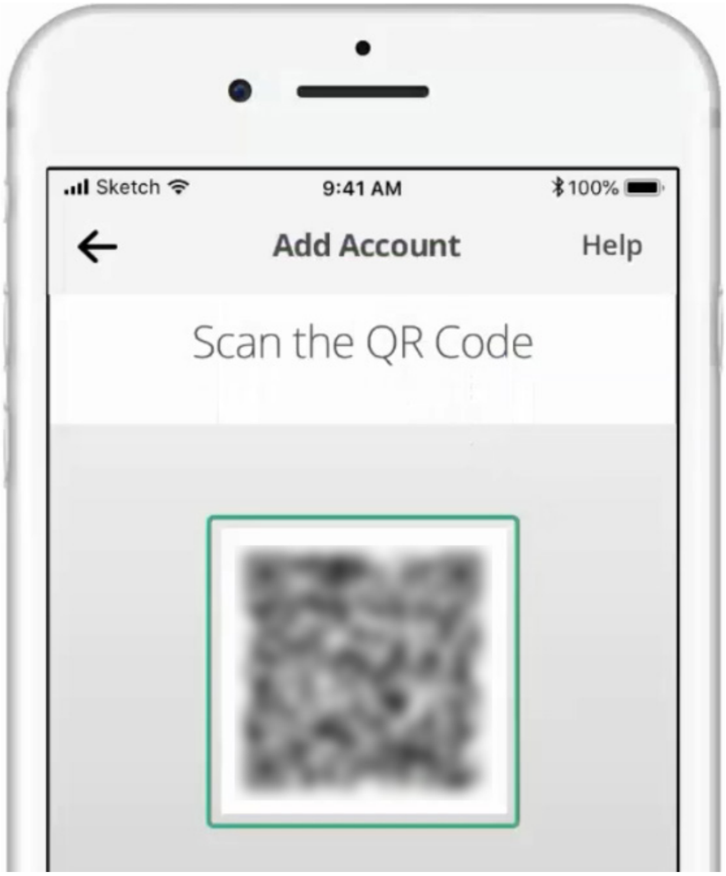
c. Tap **Add Account**.

A message appears.

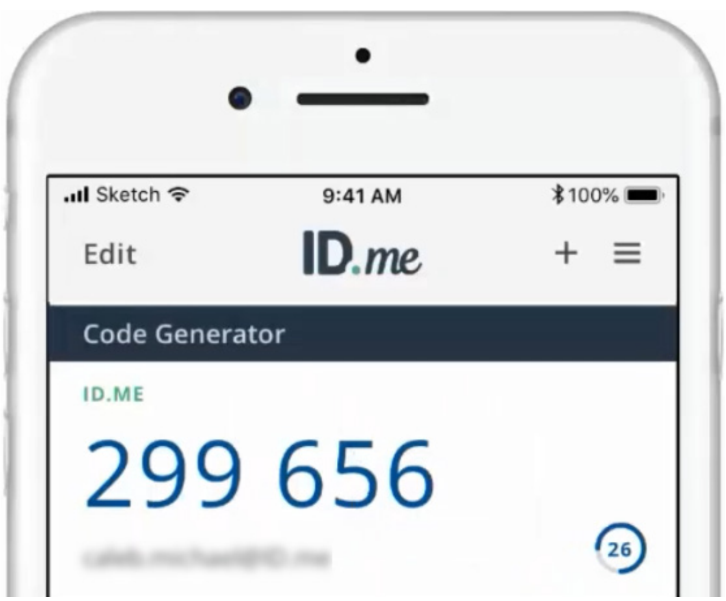


d. Tap **OK** to allow ID.me Authenticator to have access to your device's camera.

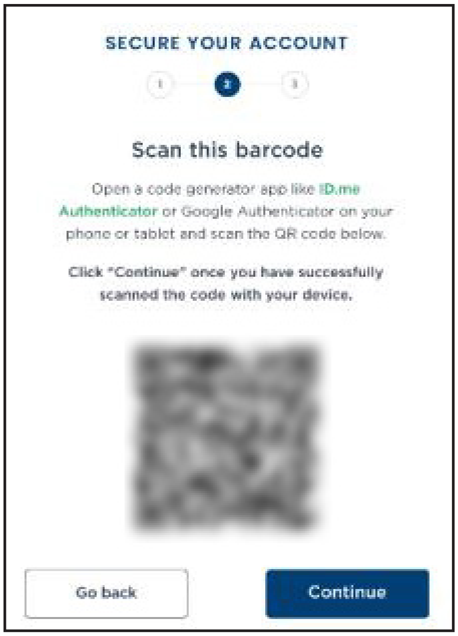
e. Point your device's camera at the QR code being displayed in the ePrescribe window.



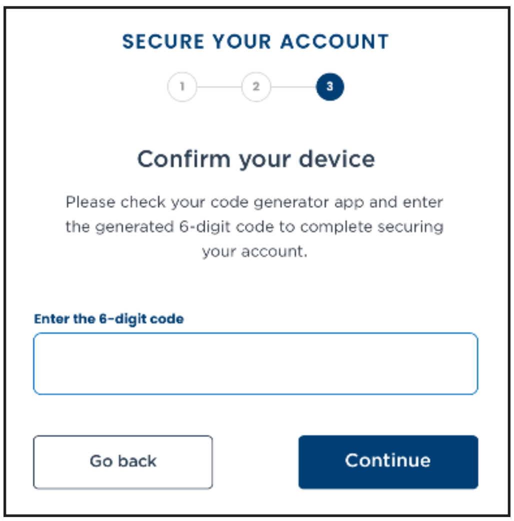
A code is generated and appears on your device.



f. In the ePrescribe window, on the **Secure Your Account** page, click **Continue**.

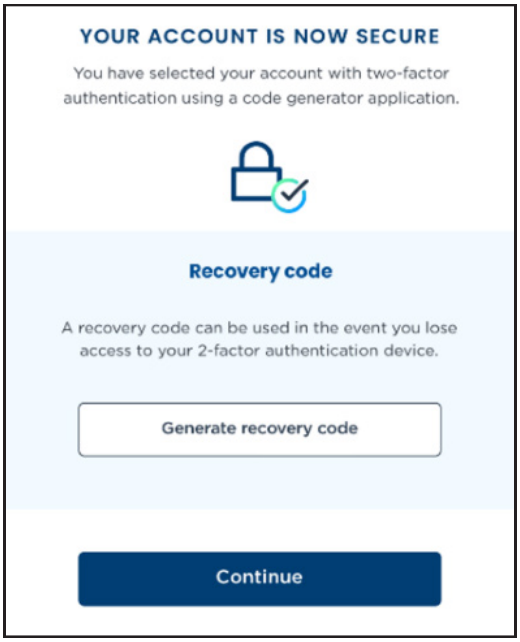


The options to confirm your device appear.



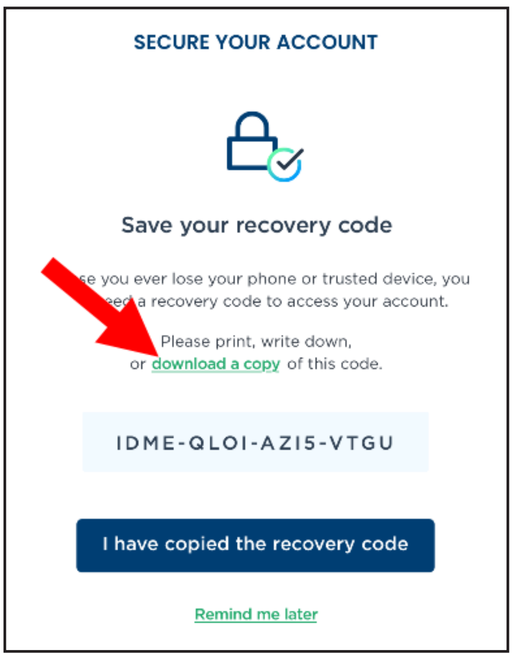
g. In the **Enter the 6-digit code** box, enter the code from your smart device, and then click **Continue**.

The **Your Account Is Now Secure** page appears.



h. Click **Generate recovery code**.

The generated recovery code appears.

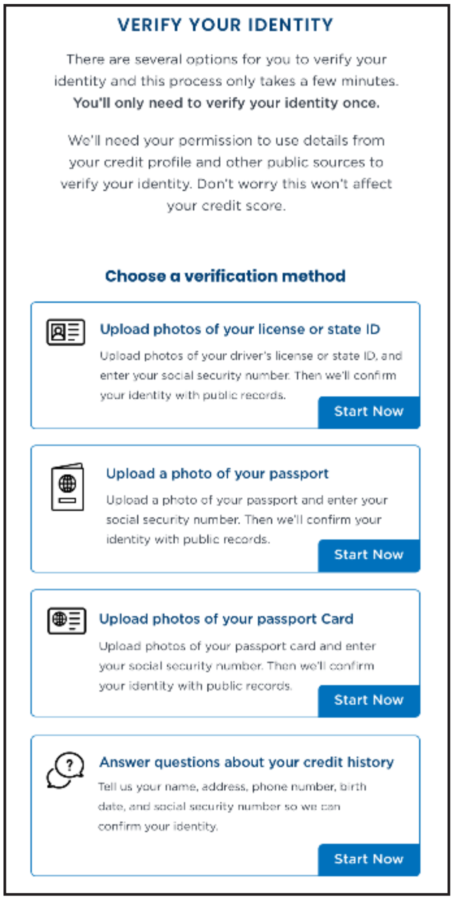


i. Click the **download a copy** link to save the recovery code as .pdf file in a safe storage location.

Note: This recovery code is a one-time use code that allows you to access your account in the event that you lose your smart device. A recovery code is required any time you change your multi-factor authentication. A new recovery code will be generated automatically after the previous code is used. You must download and save the new recovery code each time.

j. Click **I have copied the recovery code**.

The **Verify Your Identity** page appears.



7. Complete the identity proofing steps:

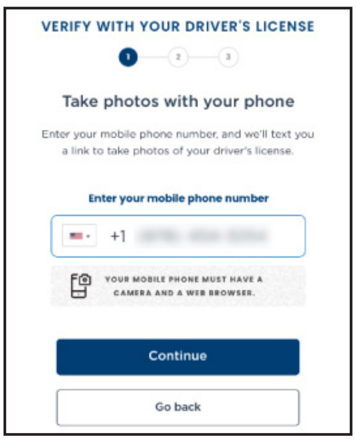
   a. Under **Choose a verification method**, click the box that corresponds to how you want to prove your identity. For the purposes of this guide, the uploading of license photos is explained, but the following methods are available:

   - **Upload photos of your license or state ID**
   - **Upload a photo of your passport**
   - **Upload photos of your passport Card**
   - **Answer questions about your credit history**

   The next verification page appears.

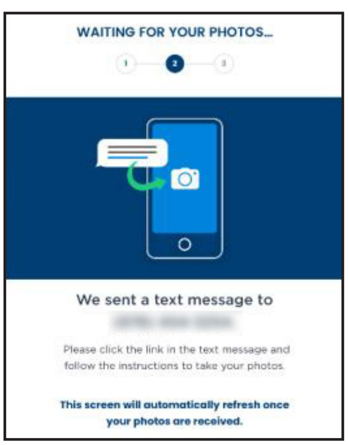
b. Click **Take photo with your phone**.

The next verification page appears.

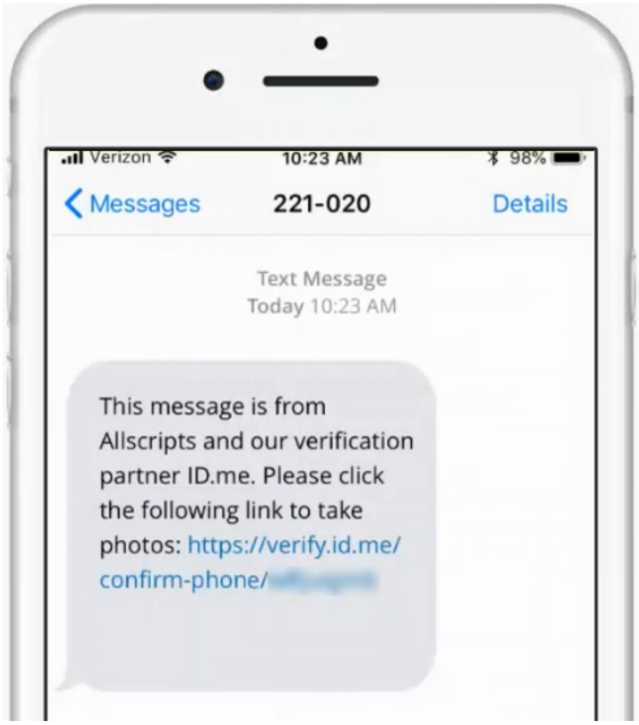


c. Enter your mobile phone number (the number must be registered to you under your full legal name), and then click **Continue**.

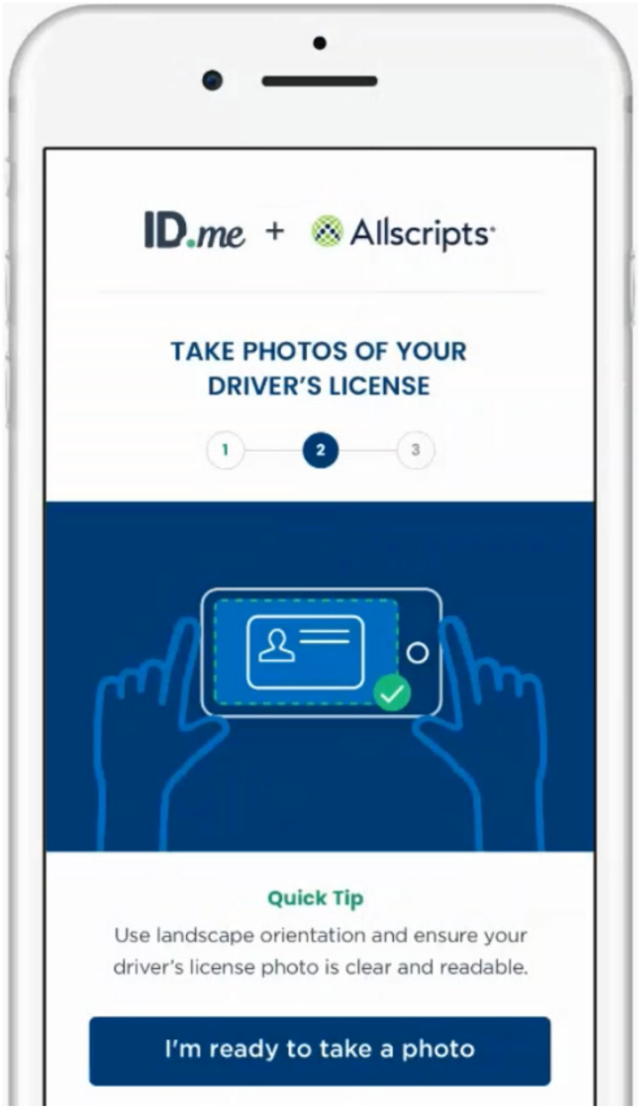
A message appears.



d. On your smart device, tap the link in the text message that you receive from ID.me.

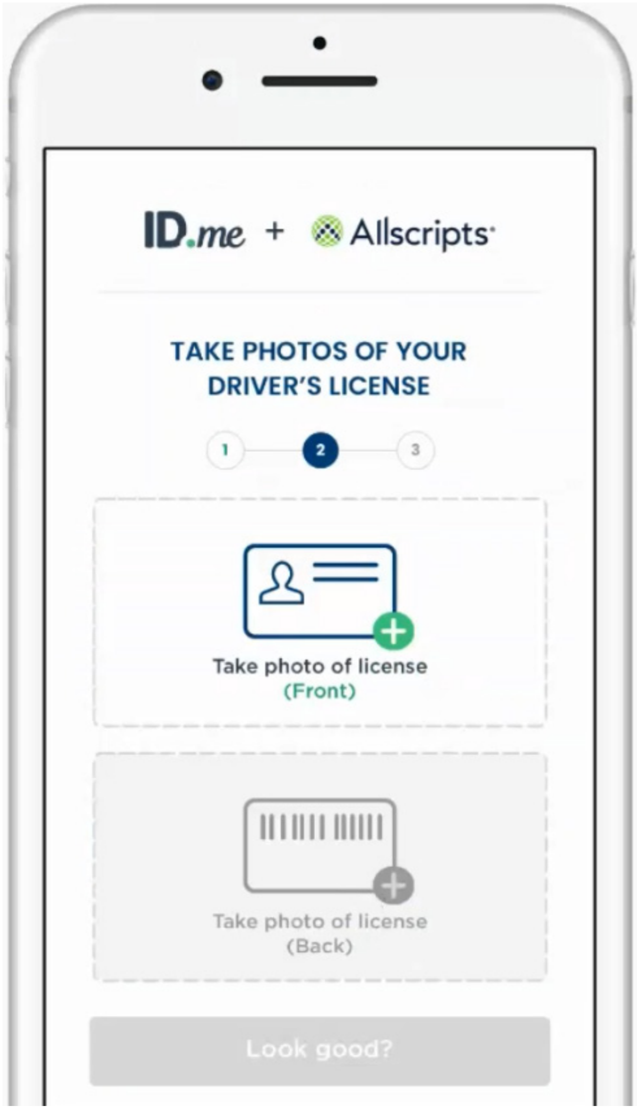


The device's browser opens and displays the **Take Photos of Your Driver's License** page.

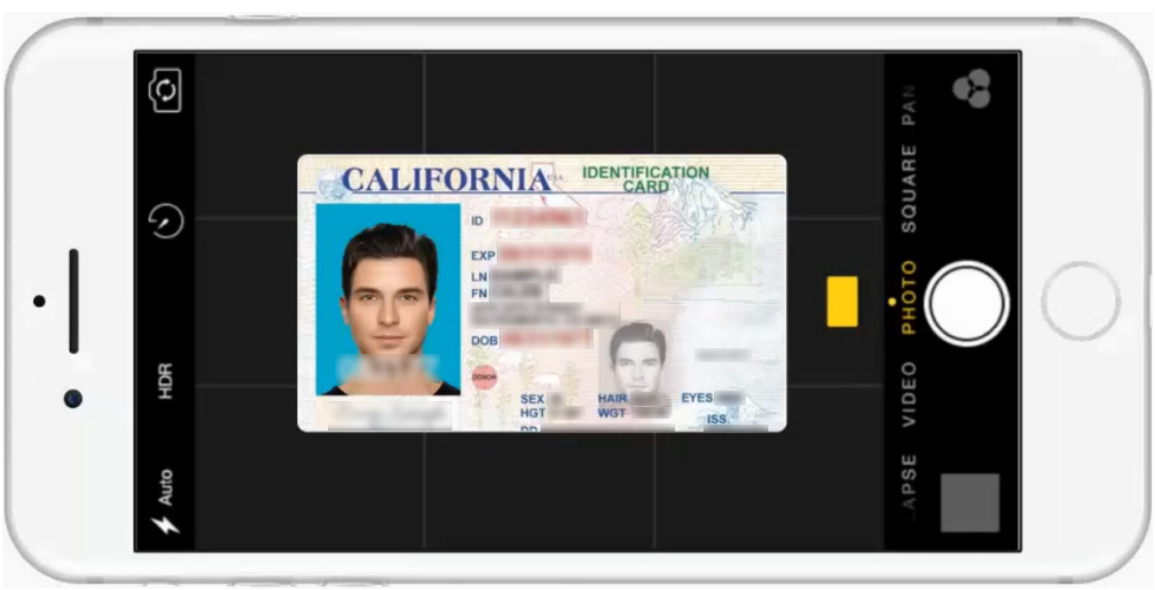


f. Tap **I'm ready to take a photo**.

The options for taking photos appear.



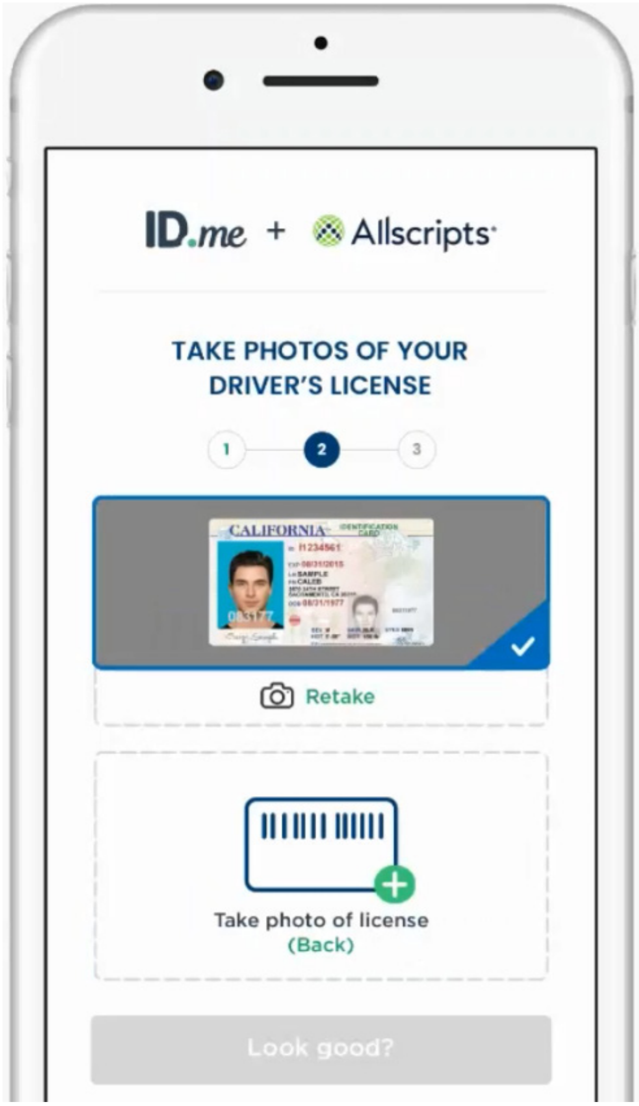
g. Tap **Take photo of license (Front)**, and then take a picture of the front of your license using your device's camera.



The resulting photo appears.

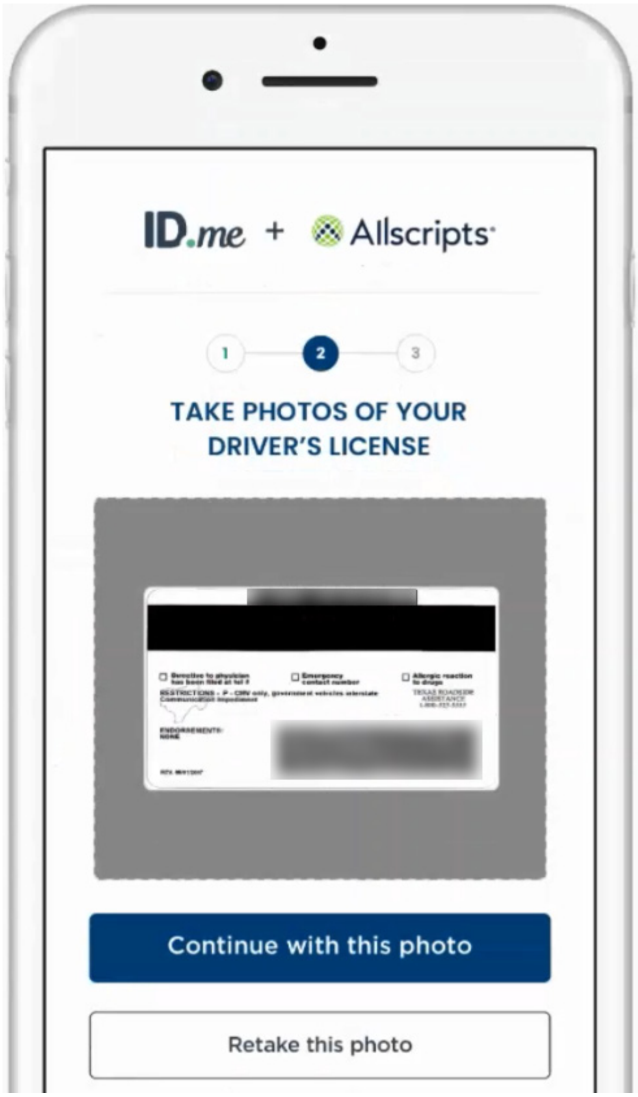
h. Tap **Continue with this photo**.

The upper box now displays the photo of the front of the license.



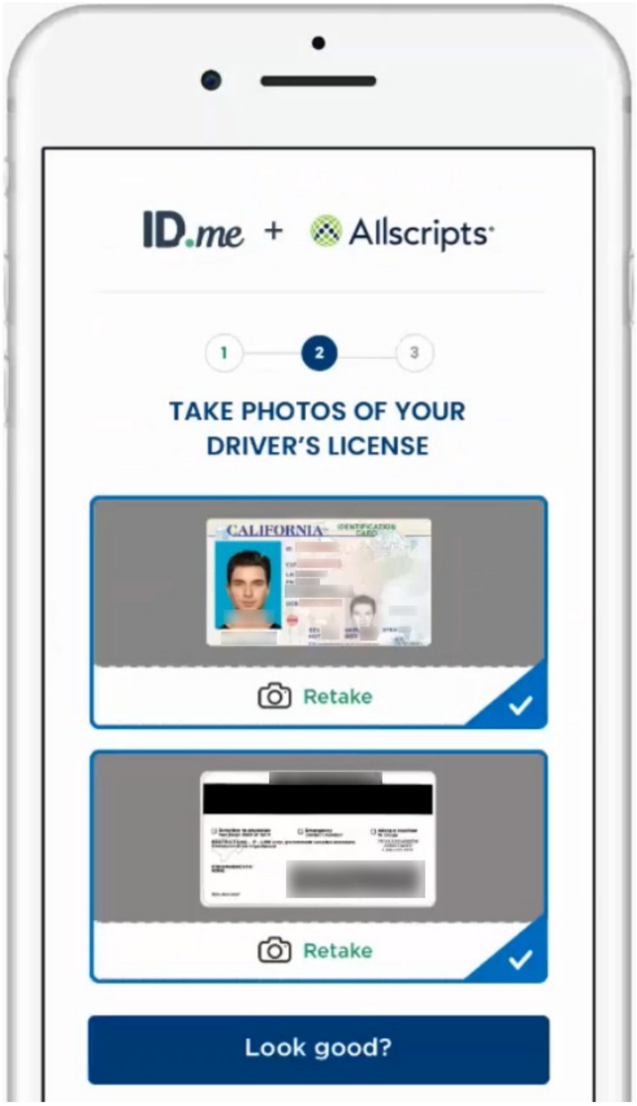
i. Tap **Take photo of license (Back)**, and then take a picture of the back of your license using your device's camera.

The resulting photo appears.



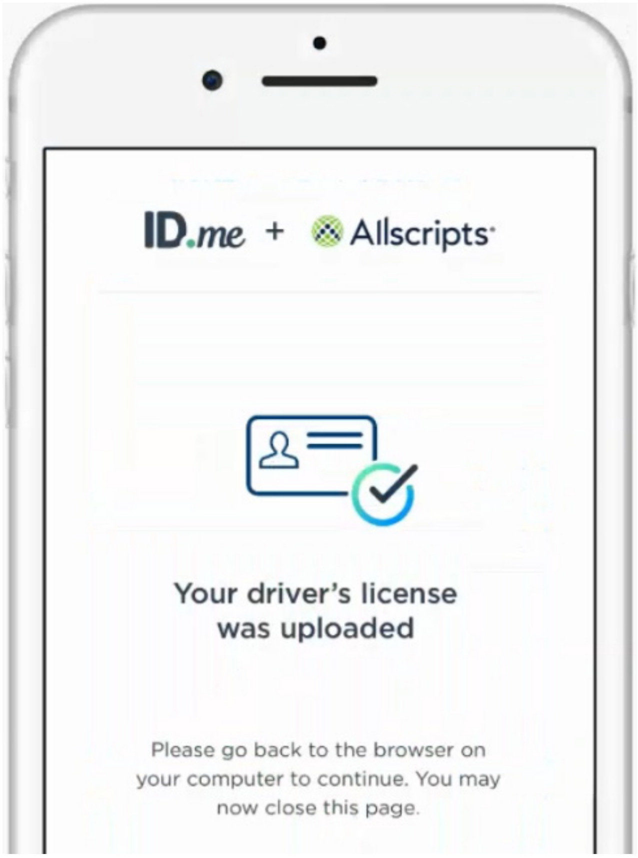
j. Tap **Continue with this photo**.

The lower box now displays the photo of the back of the license.

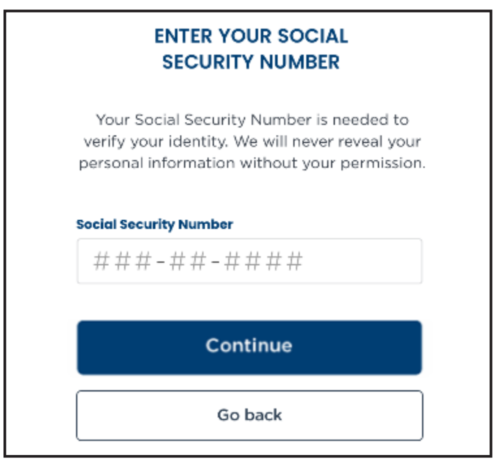


k. If the photos of your license are clearly displayed on your smart device, tap **Look good?** to upload the photos.

A message appears when the upload is complete.

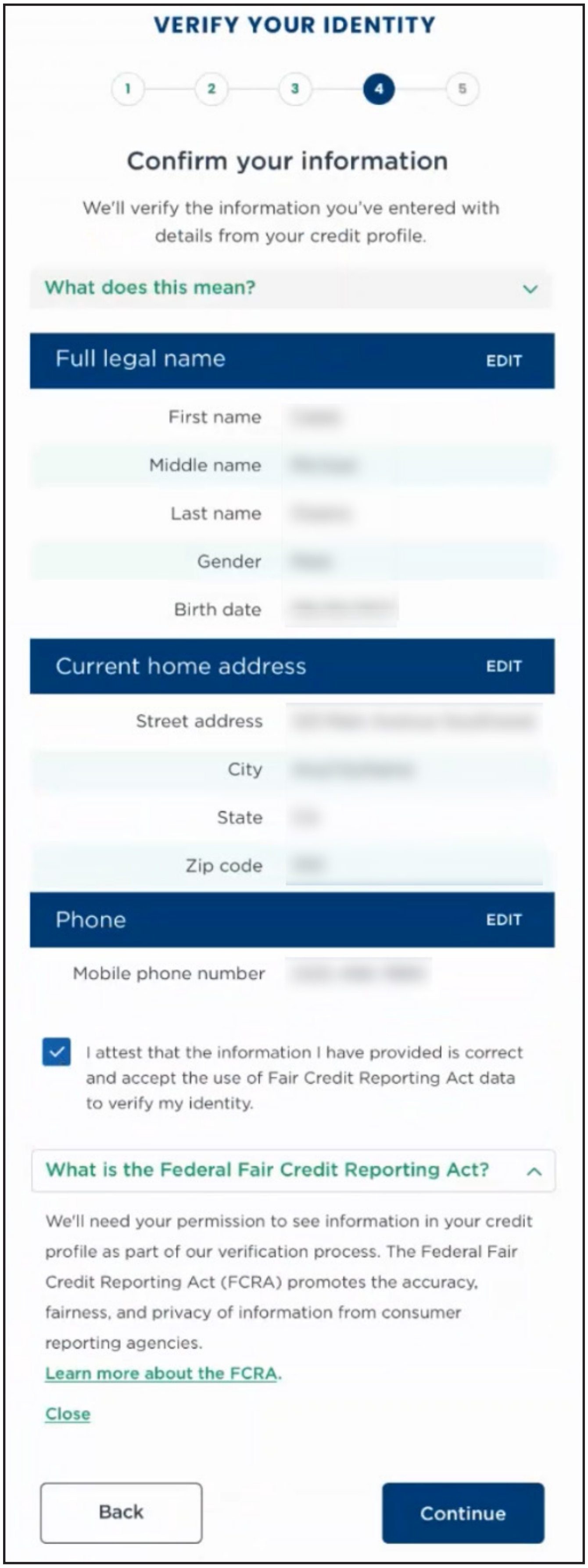


In the ePrescribe window, the **Enter Your Social Security Number** page appears.



1. Enter your Social Security number, and then click **Continue**.

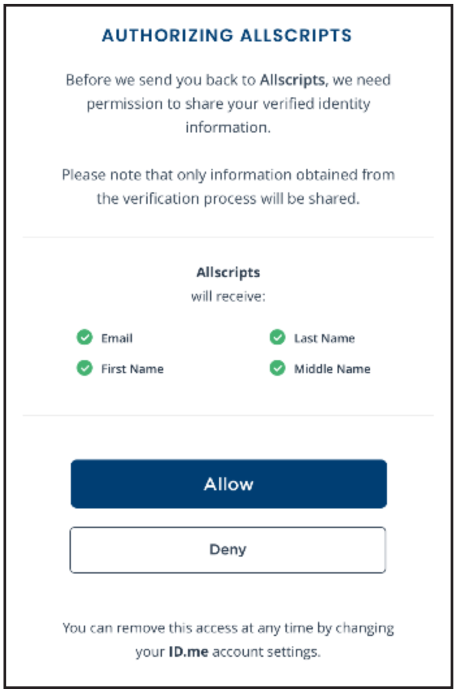
   Your registration information appears.


VERIFY YOUR IDENTITY
1
2
3
4
5
Confirm your information
We'll verify the information you've entered with details from your credit profile.
What does this mean?
Full legal name
EDIT
First name
Middle name
Last name
Gender
Birth date
Current home address
EDIT
Street address
City
State
Zip code
Phone
EDIT
Mobile phone number
I attest that the information I have provided is correct and accept the use of Fair Credit Reporting Act data to verify my identity.
What is the Federal Fair Credit Reporting Act?
We'll need your permission to see information in your credit profile as part of our verification process. The Federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information from consumer reporting agencies.
Learn more about the FCRA.
Close
Back
Continue

m. Confirm that your information is correct, and then select the **I attest that the information I have provided is correct and accept the use of Fair Credit Reporting Act data to verify my identity** check box.

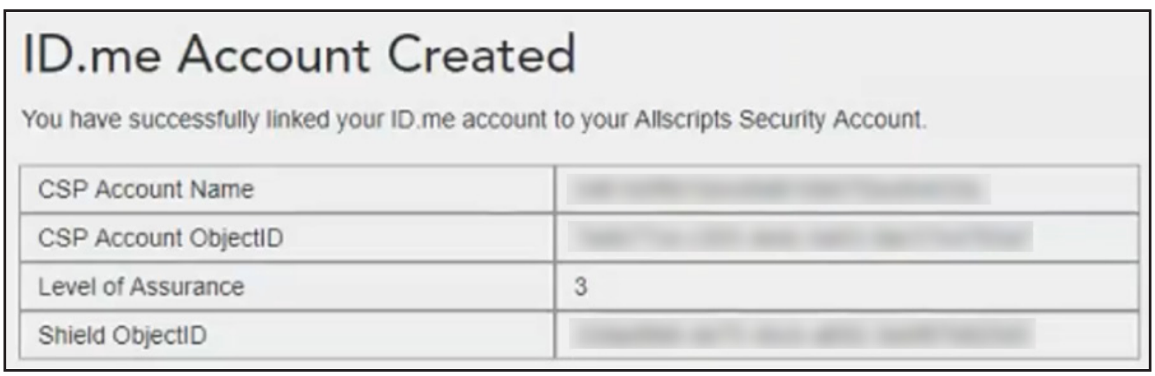
n. Click **Continue**.

The **Authorizing Allscripts** page appears.

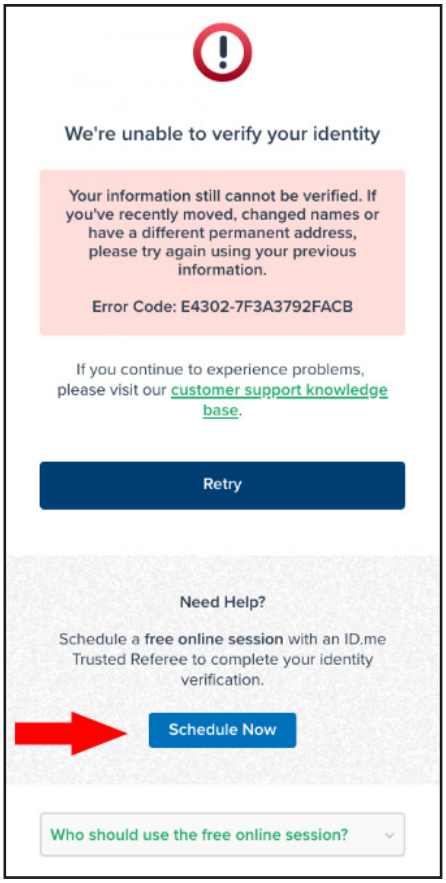


o. Tap **Allow**.

Your ID.me account is now linked to your Veradigm (formerly Allscripts) security account.



Important: If ID.me was not able to complete the identity proofing process, you will need to follow an alternate verification process, which involves completing a video conference with an ID.me representative (Trusted Referee) to confirm your identity.



Alternate verification process

If you receive a message stating that your identity could not be verified, do the following on your smart device:

i.) Click **Schedule Now**.

ii.) Click **Get Started**.

iii.) Select a preferred date and time, and then click **Continue**.

iv.) Confirm your personal information, and then click **Continue**.

v.) Select a primary and secondary identification document. Refer to https://help.id.me/hc/en-us/articles/360012933634-What-is-a-Primary-or-Secondary-Identification-Document- for information about acceptable primary and secondary documents.

vi.) Click **Continue**.

vii.) From your smart device, take and upload photos of your identification documents, and then tap **Continue**.

viii.) When your photos are received, in the ePrescribe window, enter your mobile phone number, and then click **Continue**.

ix.) On you smart device, click the link in the text message that you receive from ID.me, and then take a photo of yourself using the device's camera.

x.) Under **Selfie**, tap **Choose**.

xi.) Tap **Choose file**, and then select the photo that you took of yourself.

xii.) Tap **Submit Selfie**.

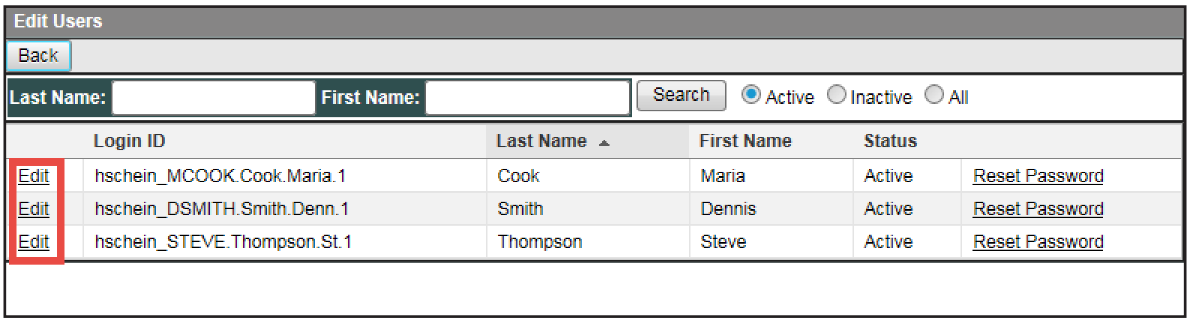
In the ePrescribe window, a confirmation that your video call appointment with an ID.me referee has been scheduled appears.

8. Close ePrescribe to log out.

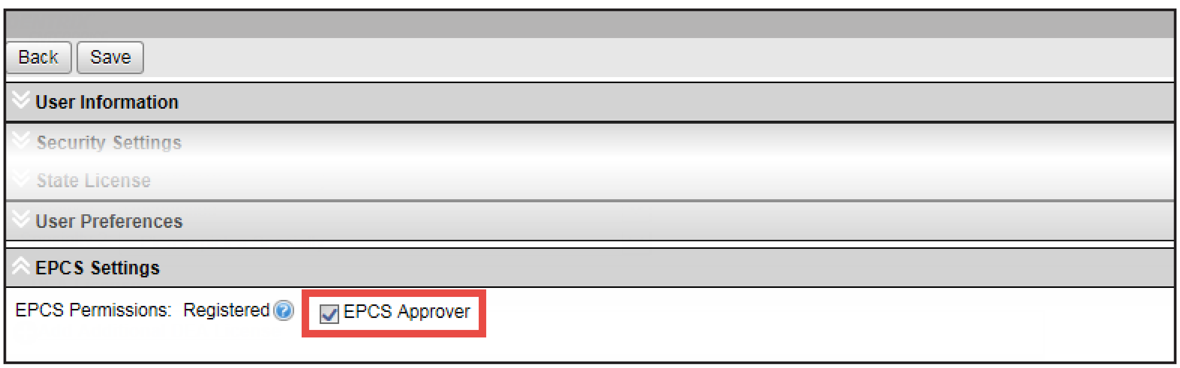
Step 3 (Admin) — To set up the Approver

The Admin must set up the permissions for the Approver. Do the following:

1. Log in to Dentrix Enterprise as the Admin. Then, in the Office Manager, click the **ePrescribe Task Mode** toolbar button to open ePrescribe in "task mode."
2. Click the **Settings** tab.
3. Click the **Edit Users** link.



4. Click the **Edit** link to the left of the Provider who will be the Approver.



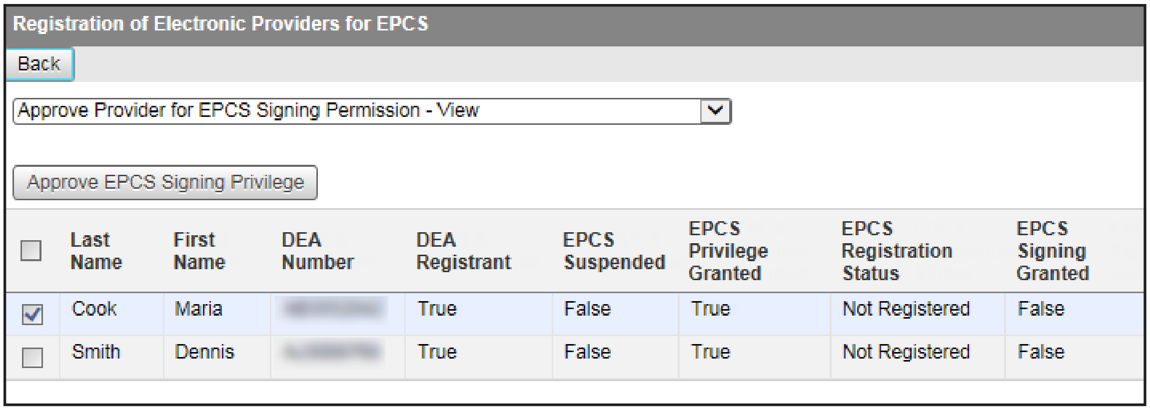
5. Scroll to the bottom. Under **EPCS Settings**, select the **EPCS Approver** check box.
6. Scroll back to the top, and click **Save**.
7. Close ePrescribe to log out.

Step 4 (Approver) — To approve Providers

After the Admin sets up an Approver's permissions, the Approver (who must be a DEA registrant) must do the following:

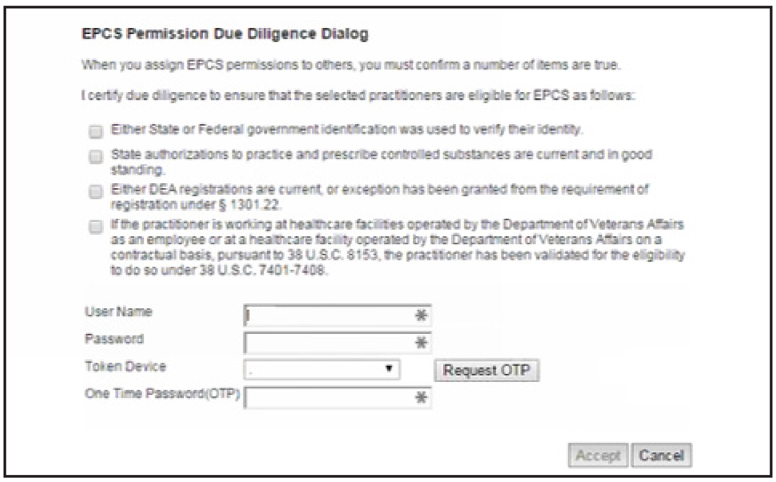
1. Log in to Dentrix Enterprise as the Approver, and then open ePrescribe as explained in "Opening ePrescribe" in the Usage chapter.
2. On the right, under **Urgent Message**, click the **Manage EPCS Approvals** link.

   A list of providers who have successfully completed registration appears.



3. Select the check box next to the Provider who you are approving for the signing of electronic prescriptions for controlled substances.
4. Click **Approve EPCS Signing Privilege**.

   The due diligence dialog box appears.



5. Review the information, and select all four check boxes.
6. Enter your Veradigm (formerly Allscripts) security account credentials in the **User Name** and **Password** boxes.
7. Select **Authenticator** from the **Token Device** list.
8. In the **One Time Password (OTP)** box, enter the OTP that you generate with the ID.me Authenticator app on your smart device.
9. Click **Accept**.
10. Close ePrescribe to log out.

Tip: To verify that EPCS registration has been completed for a Provider, so he or she can begin prescribing controlled substances, do the following:

1. Log in to Dentrix Enterprise as the Provider, and then open ePrescribe as explained in "Opening ePrescribe" in the Usage chapter.
2. To open your ePrescribe user profile, click the pencil icon next to the user name in the upper-right corner.
3. Scroll to the bottom, and verify that **EPCS Permission** has "ON" next to it. If it does, you have the necessary permission to prescribe, sign, and send electronic prescriptions for controlled substances.

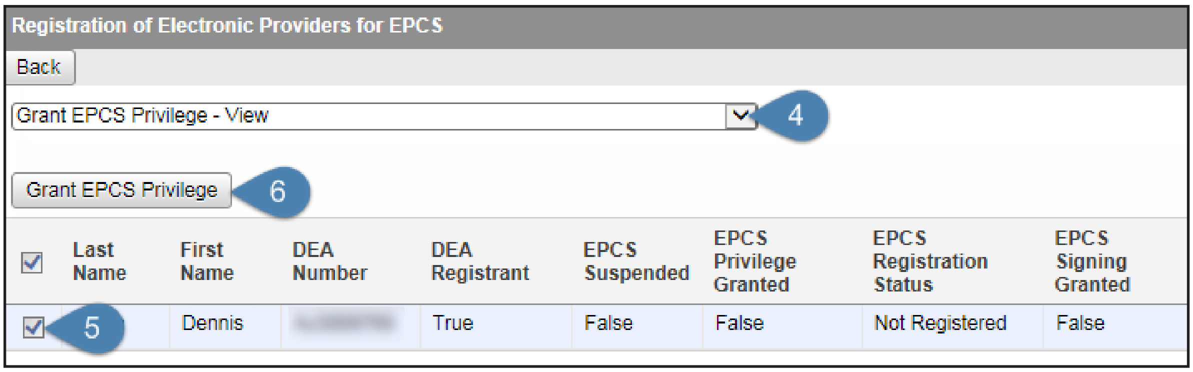
One Provider

If you have only one provider who uses ePrescribe to prescribe controlled substances, the Provider can complete the registration process (setup, identity verification, and approval).

Step 1 — To turn on EPCS

Prior to beginning the registration process, do the following:

1. Log in to Dentrix Enterprise. Then, in the Office Manager, click the **ePrescribe Task Mode** toolbar button to open ePrescribe in "task mode."
2. Click the **Settings** tab.
3. Click the **Manage EPCS** link.



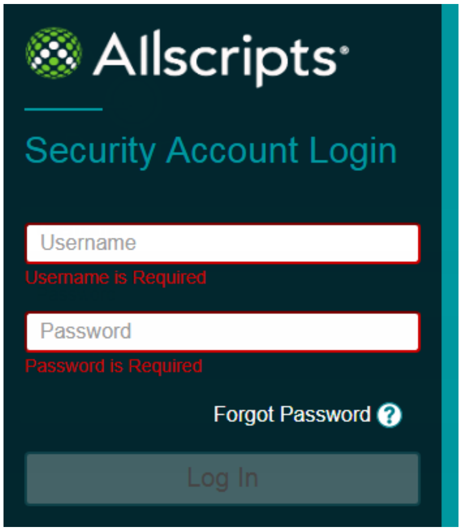
4. From the list at the top, select **Grant EPCS Privilege - View**.
5. Select the check box next to your name.
6. Click **Grant EPCS Privilege**.
7. Close ePrescribe to log out.

Step 2 — To prove your identity

After completing the first steps, do the following to register:

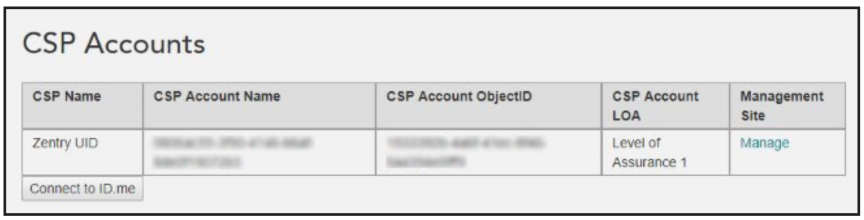
1. Open ePrescribe as explained in "Opening ePrescribe" in the Usage chapter.
2. On the right, under **Urgent Message**, click the **Start EPCS Registration** link.

   The **Security Account Login** page appears. (Alternatively, you can access the **Security Account Login** page by navigating to http://bit.ly/AllscriptsIndividualEPCS in your Web browser.)



3. Enter your Veradigm (formerly Allscripts) security account credentials, and then click **Log In**.

   If you have an active EPCS account through Zentry (formerly Verizon), the **CSP Accounts** page appears; otherwise, skip to step 5.



CSP Accounts

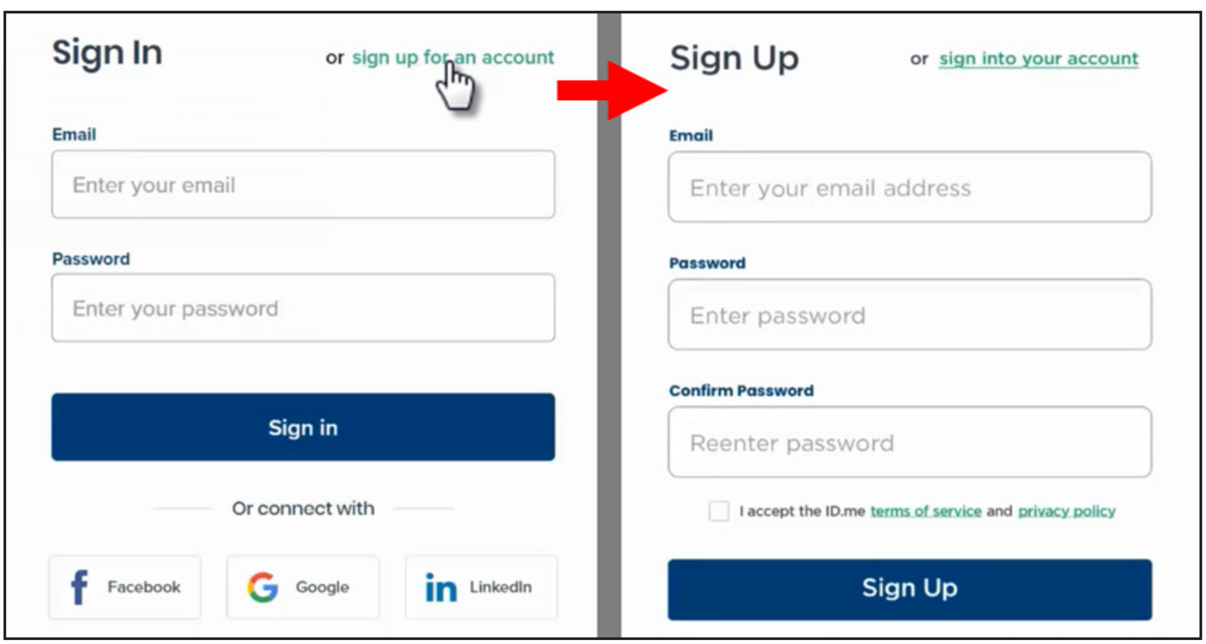
CSP Name	CSP Account Name	CSP Account ObjectID	CSP Account LOA	Management Site
Zentry UID	[illegible]	[illegible]	Level of Assurance 1	Manage

Connect to ID.me

   The details of your current EPCS account appear for your reference.

4. Click **Connect to ID.me**.

   The ID.me **Sign In** page appears.



5. Create an ID.me account:

   a. Click the **sign up for an account** link to switch to the **Sign Up** page.

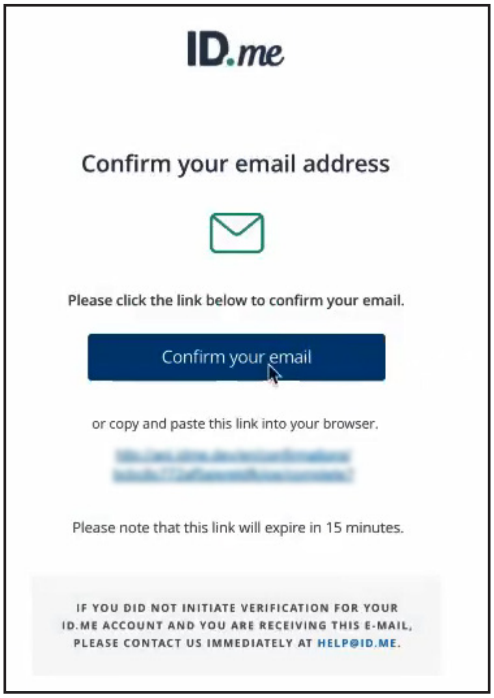
b. Enter your personal email address in the **Email** box.

c. Enter a password in the **Password** and **Confirm Password** boxes.

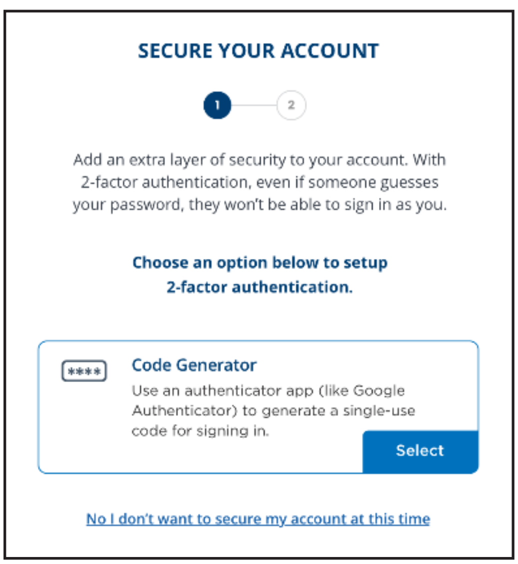
d. Select the **I accept the ID.me terms of service and privacy policy** check box.

e. Click **Sign Up**.

f. Open the confirmation email message that you receive, and then click **Confirm your email**.



The **Secure Your Account** page appears.

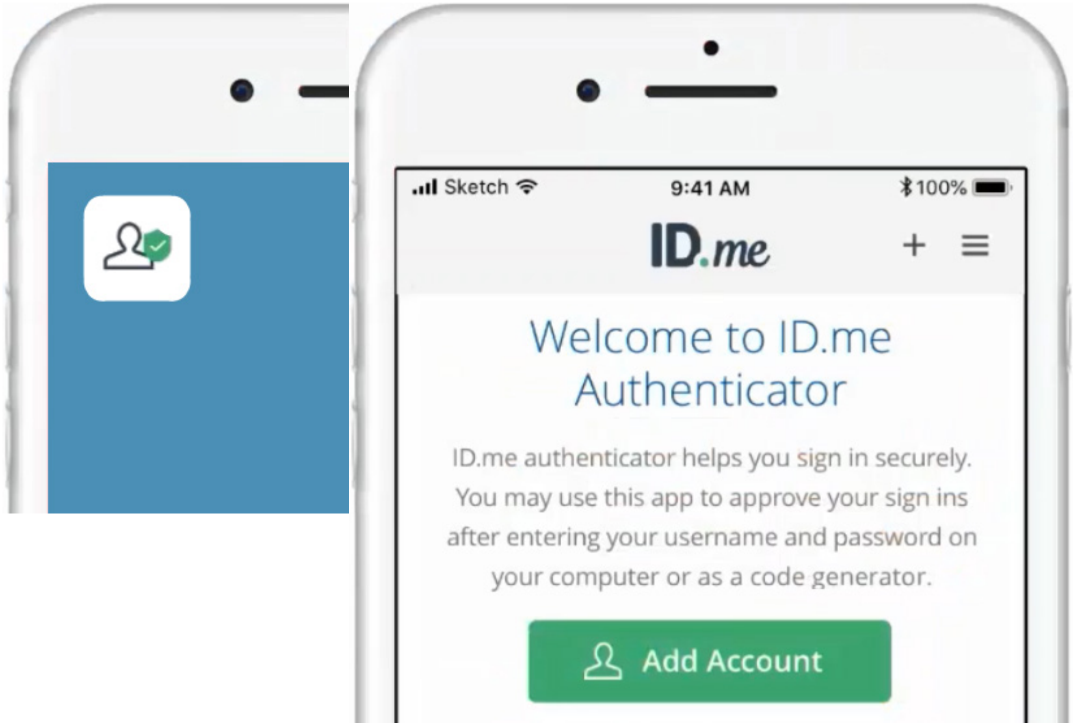


6. Set up two-factor authentication:

a. Click the **Code Generator** box.

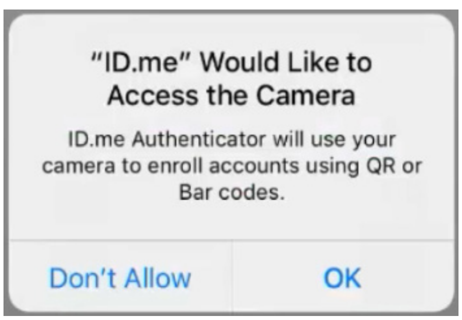
Details about scanning a QR code appear.

b. Open the ID.me Authenticator app on your smart device.



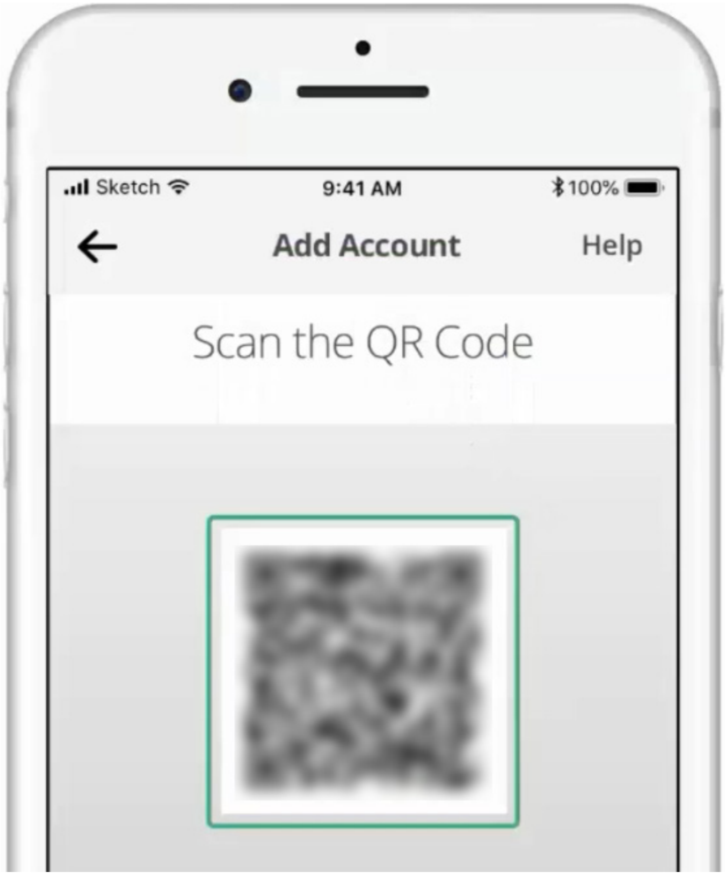
c. Tap **Add Account**.

A message appears.

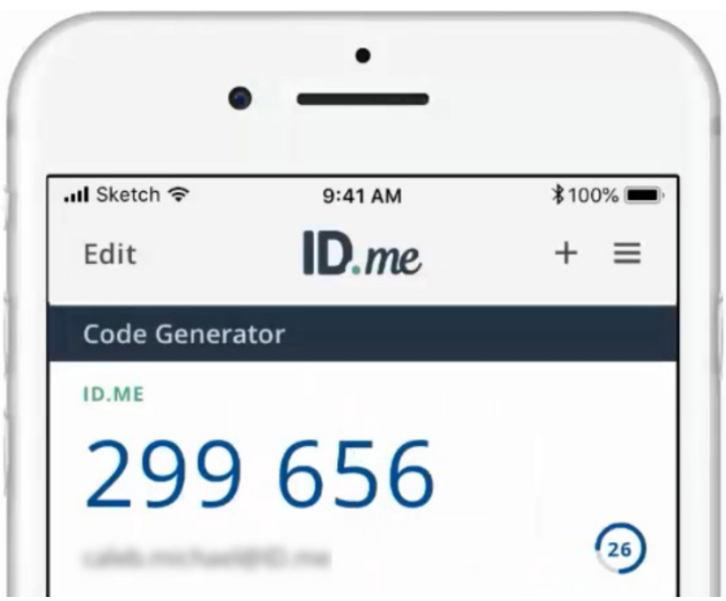


d. Tap **OK** to allow ID.me Authenticator to have access to your device's camera.

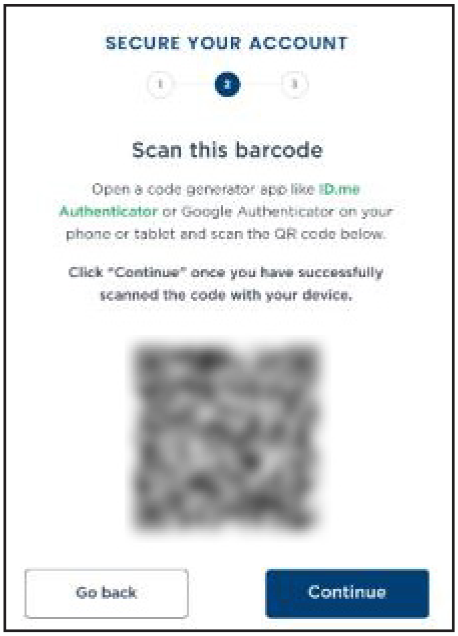
e. Point your device's camera at the QR code being displayed in the ePrescribe window.



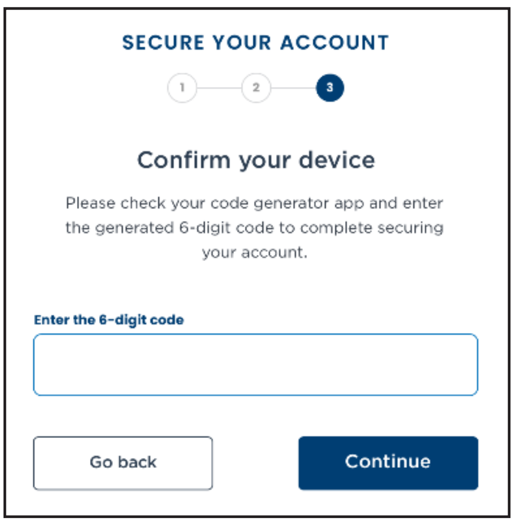
A code is generated and appears on your device.



f. In the ePrescribe window, on the **Secure Your Account** page, click **Continue**.

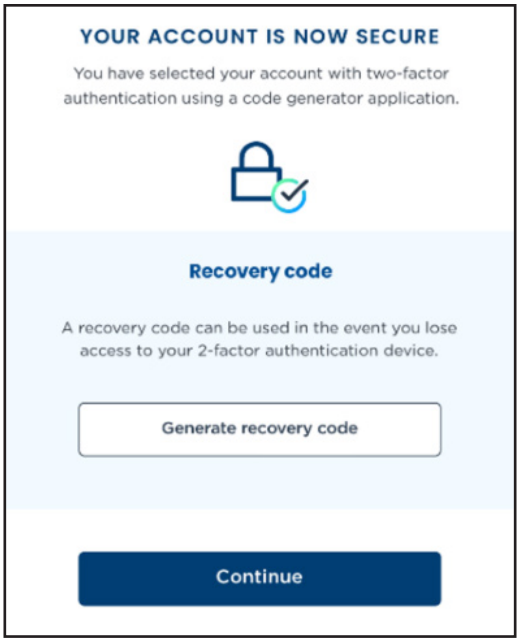


The options to confirm your device appear.



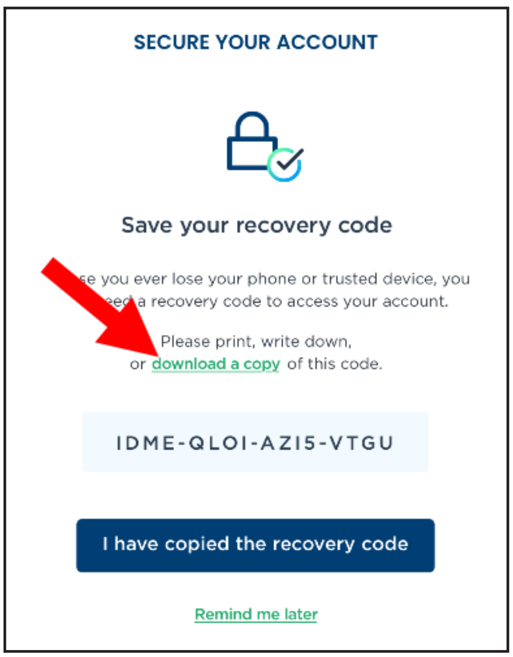
g. In the **Enter the 6-digit code** box, enter the code from your smart device, and then click **Continue**.

The **Your Account Is Now Secure** page appears.



h. Click **Generate recovery code**.

The generated recovery code appears.

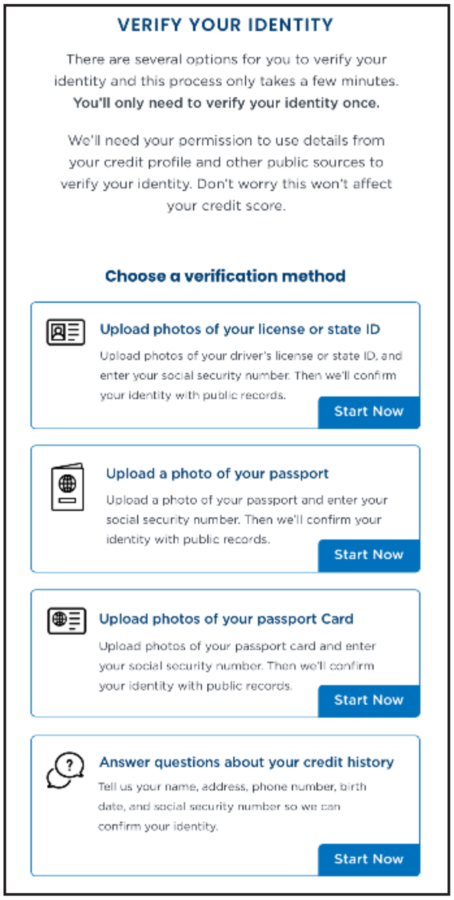


i. Click the **download a copy** link to save the recovery code as .pdf file in a safe storage location.

Note: This recovery code is a one-time use code that allows you to access your account in the event that you lose your smart device. A recovery code is required any time you change your multi-factor authentication. A new recovery code will be generated automatically after the previous code is used. You must download and save the new recovery code each time.

j. Click **I have copied the recovery code**.

The **Verify Your Identity** page appears.



7. Complete the identity proofing steps:

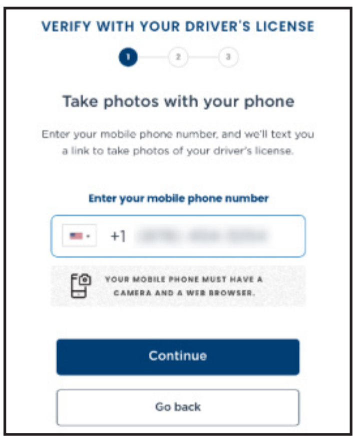
   a. Under **Choose a verification method**, click the box that corresponds to how you want to prove your identity. For the purposes of this guide, the uploading of license photos is explained, but the following methods are available:

      - **Upload photos of your license or state ID**
      - **Upload a photo of your passport**
      - **Upload photos of your passport Card**
      - **Answer questions about your credit history**

      The next verification page appears.

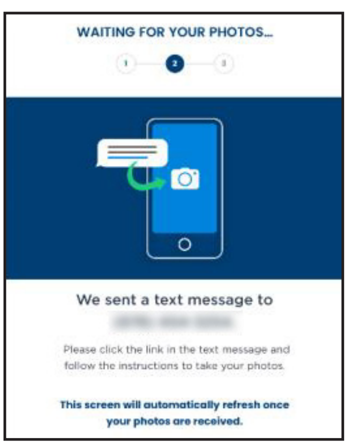
b. Click **Take photo with your phone**.

The next verification page appears.

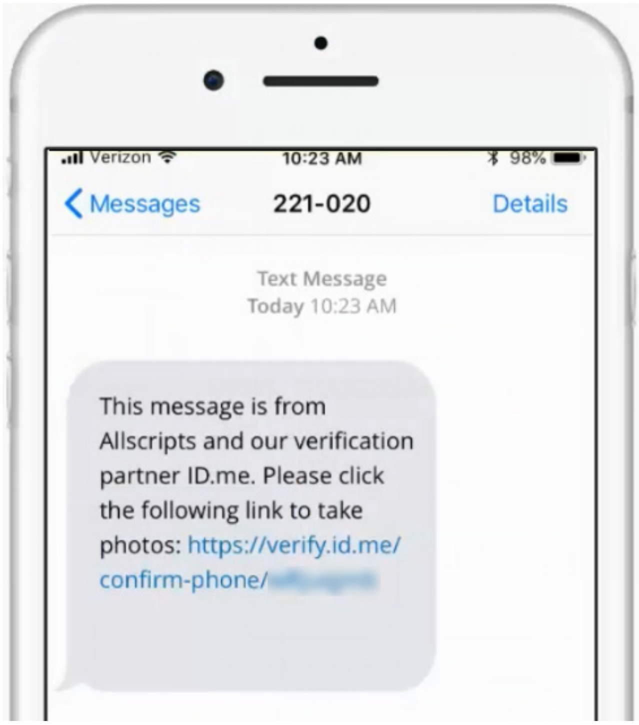


c. Enter your mobile phone number (the number must be registered to you under your full legal name), and then click **Continue**.

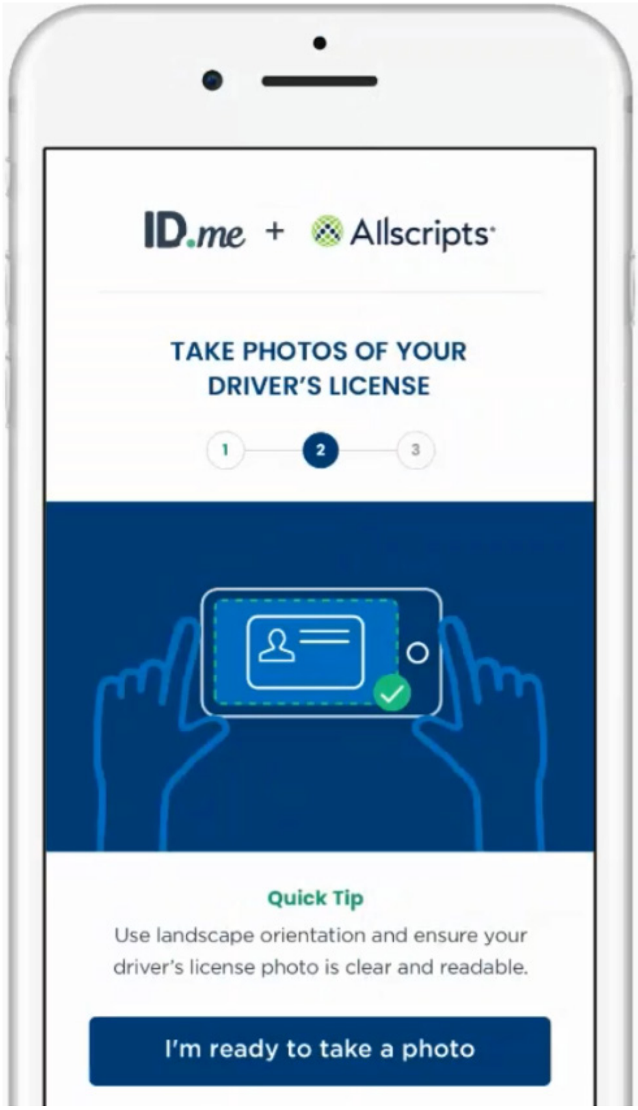
A message appears.



d. On your smart device, tap the link in the text message that you receive from ID.me.

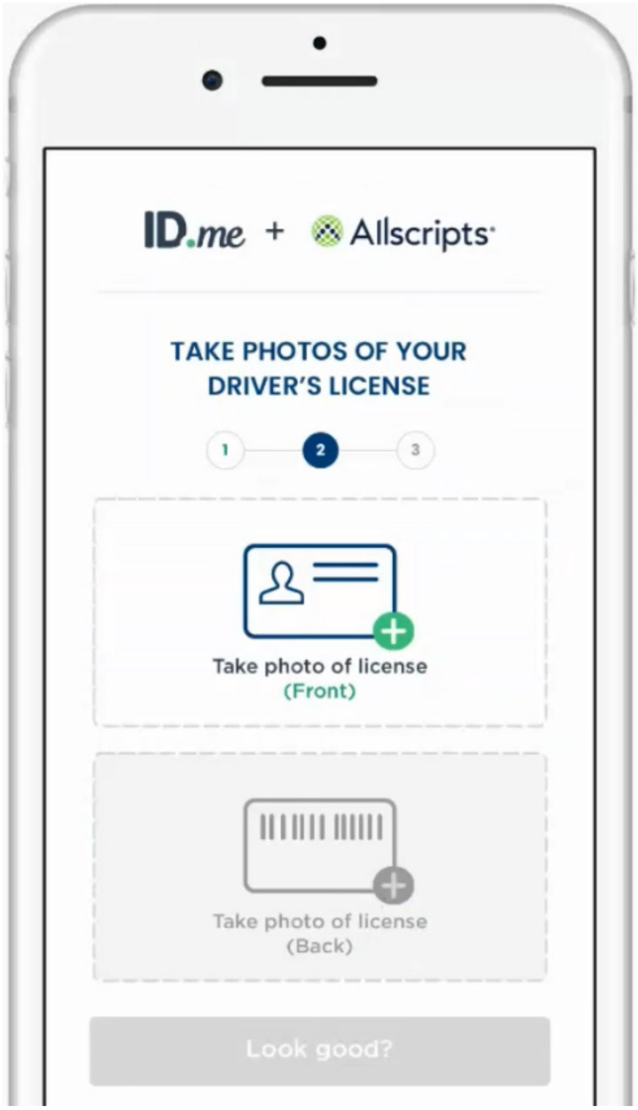


The device's browser opens and displays the **Take Photos of Your Driver's License** page.

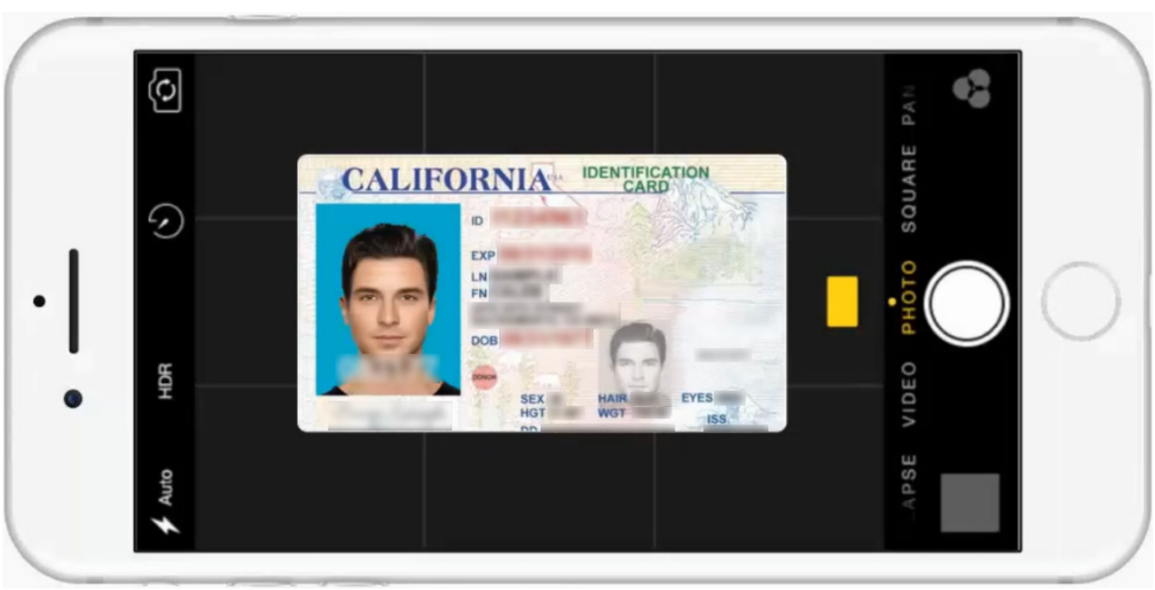


f. Tap **I'm ready to take a photo**.

The options for taking photos appear.



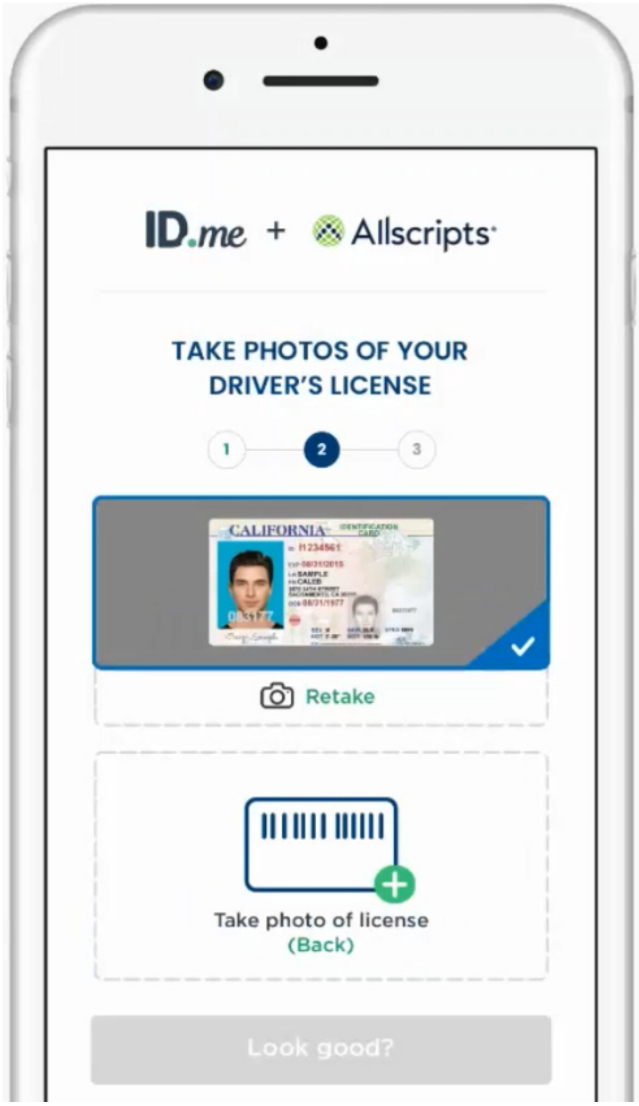
g. Tap **Take photo of license (Front)**, and then take a picture of the front of your license using your device's camera.



The resulting photo appears.

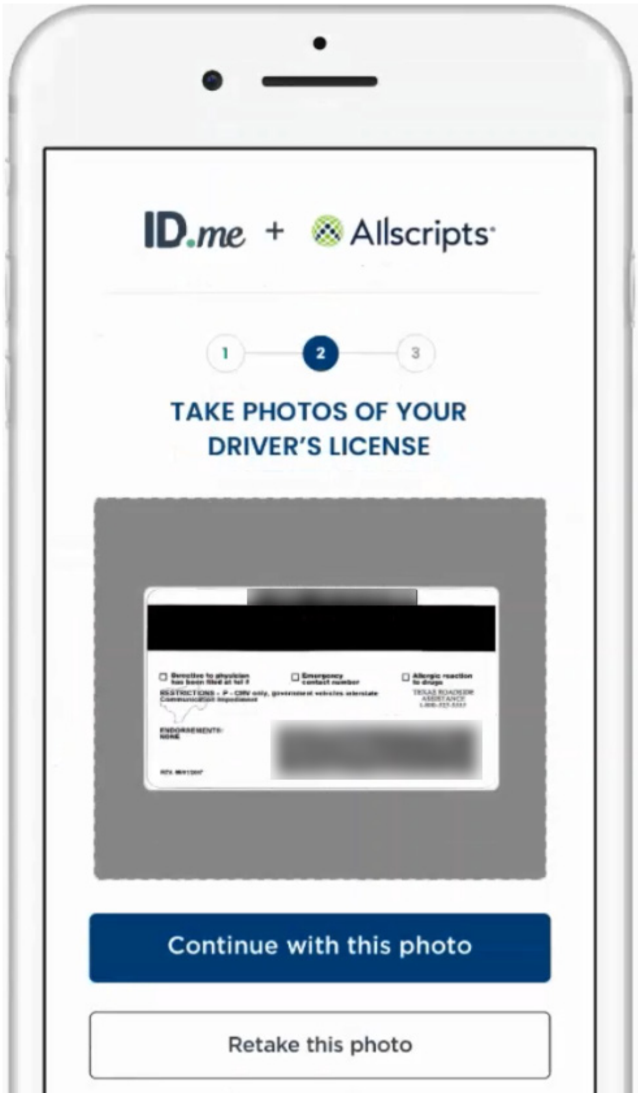
h. Tap **Continue with this photo**.

The upper box now displays the photo of the front of the license.



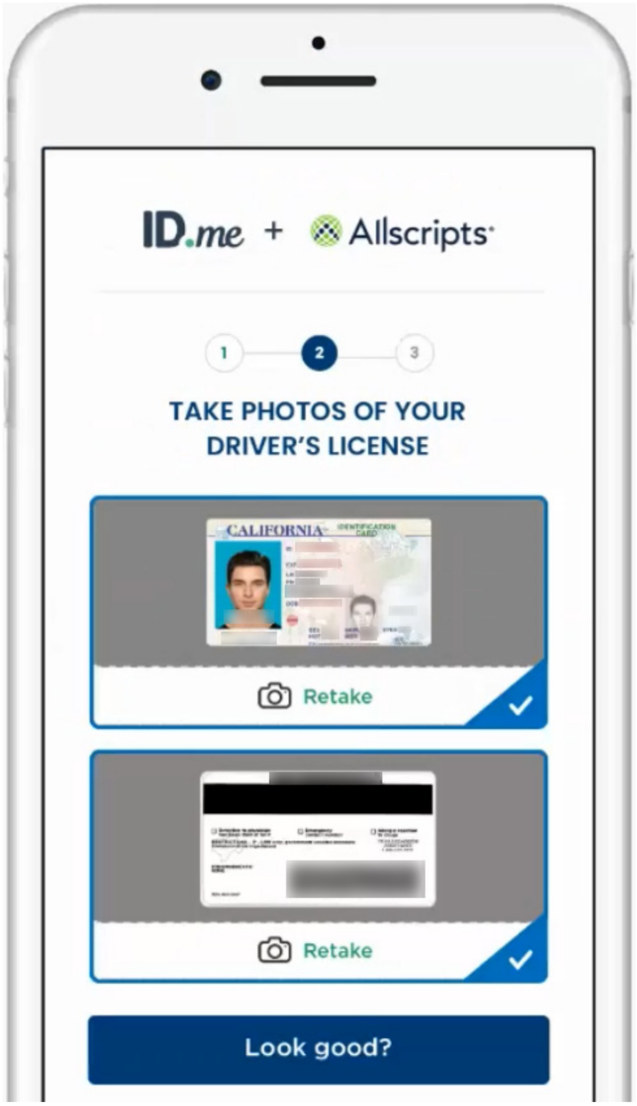
i. Tap **Take photo of license (Back)**, and then take a picture of the back of your license using your device's camera.

The resulting photo appears.



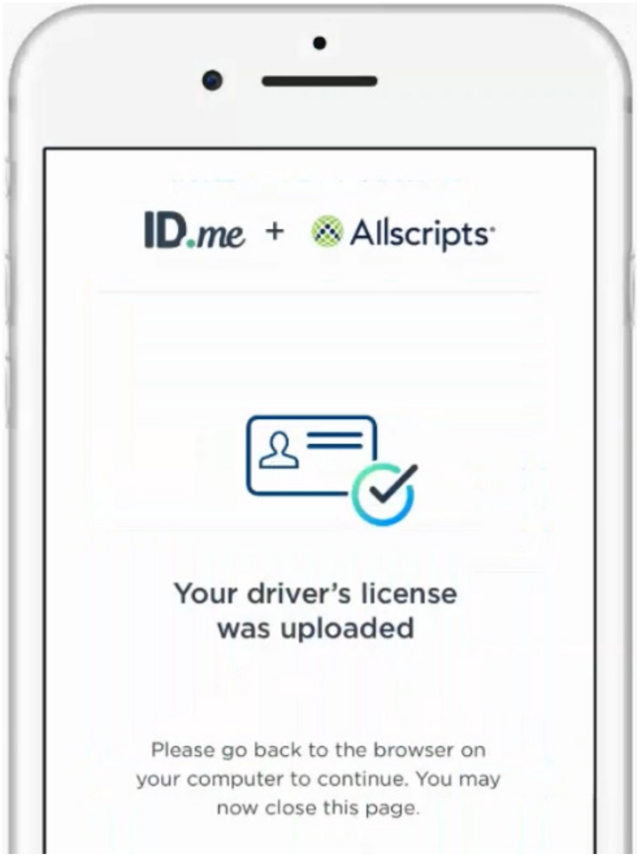
j. Tap **Continue with this photo**.

The lower box now displays the photo of the back of the license.

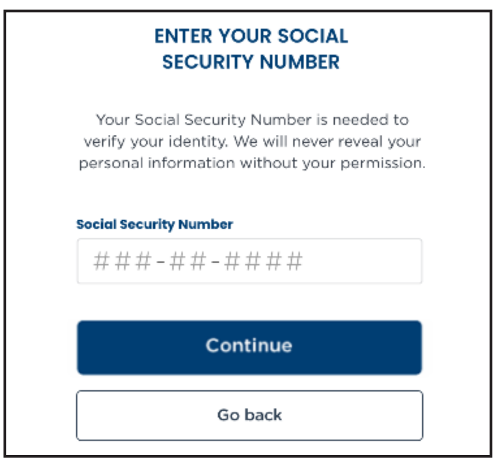


k. If the photos of your license are clearly displayed on your smart device, tap **Look good?** to upload the photos.

   A message appears when the upload is complete.

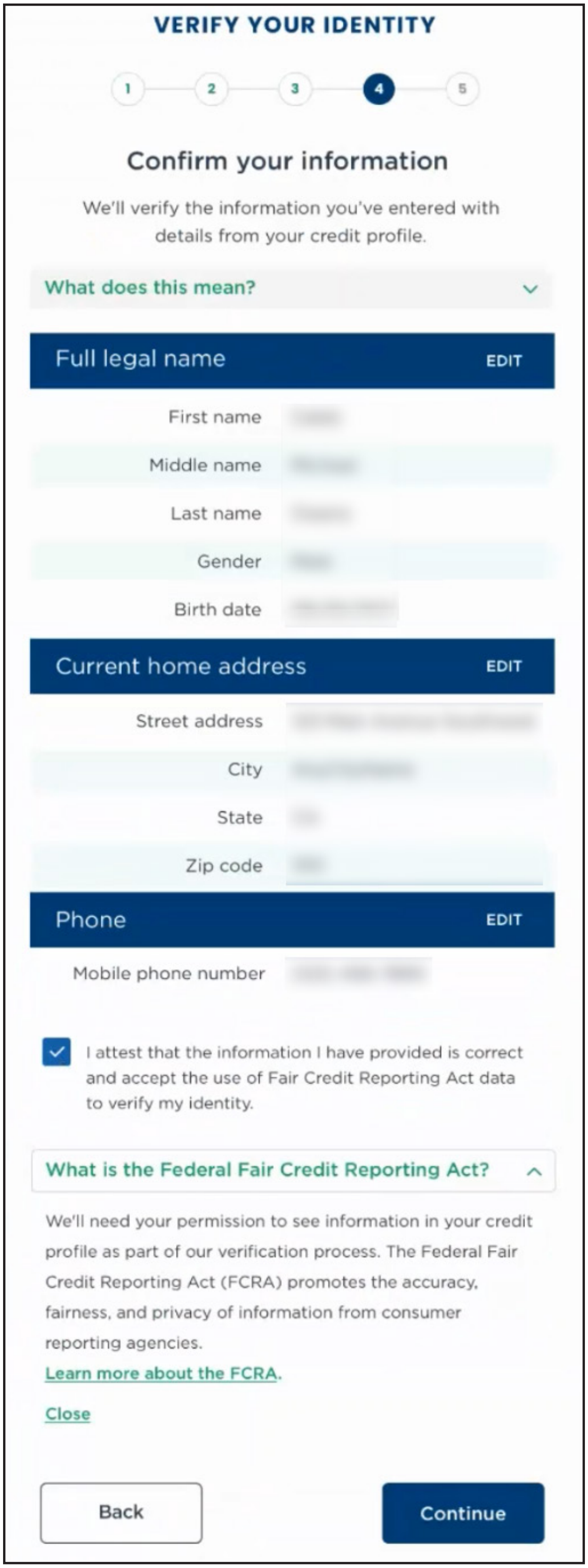


In the ePrescribe window, the **Enter Your Social Security Number** page appears.



1. Enter your Social Security number, and then click **Continue**.

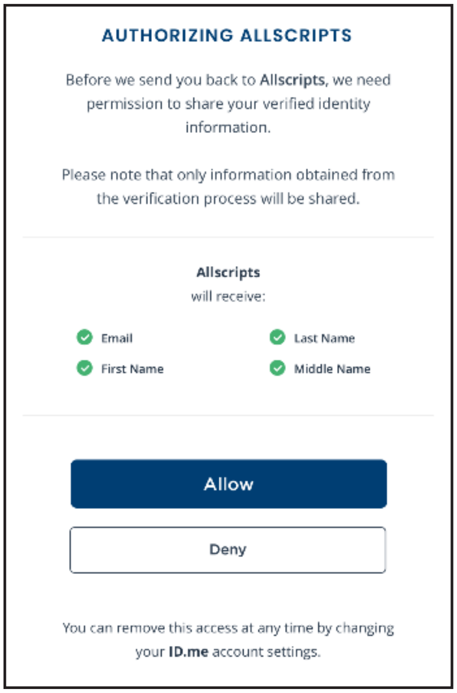
   Your registration information appears.


VERIFY YOUR IDENTITY
1
2
3
4
5
Confirm your information
We'll verify the information you've entered with details from your credit profile.
What does this mean?
Full legal name
EDIT
First name
Middle name
Last name
Gender
Birth date
Current home address
EDIT
Street address
City
State
Zip code
Phone
EDIT
Mobile phone number
I attest that the information I have provided is correct and accept the use of Fair Credit Reporting Act data to verify my identity.
What is the Federal Fair Credit Reporting Act?
We'll need your permission to see information in your credit profile as part of our verification process. The Federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information from consumer reporting agencies.
Learn more about the FCRA.
Close
Back
Continue

m. Confirm that your information is correct, and then select the **I attest that the information I have provided is correct and accept the use of Fair Credit Reporting Act data to verify my identity** check box.

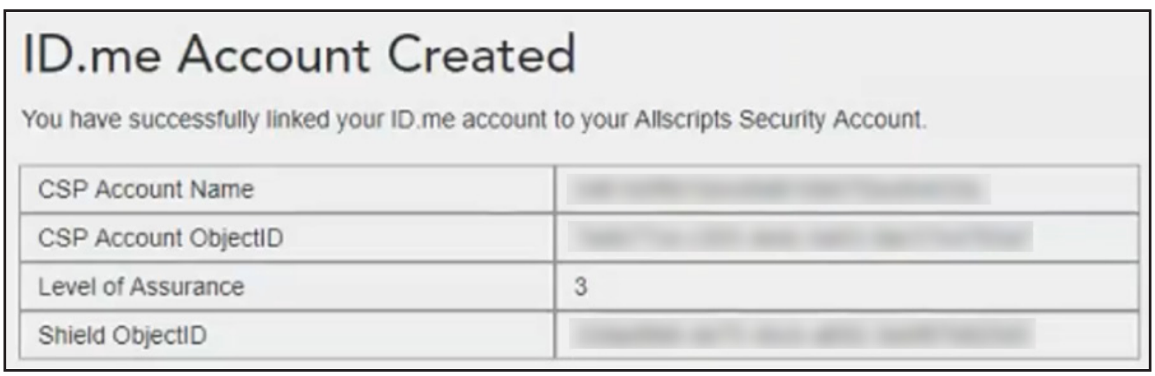
n. Click **Continue**.

The **Authorizing Allscripts** page appears.

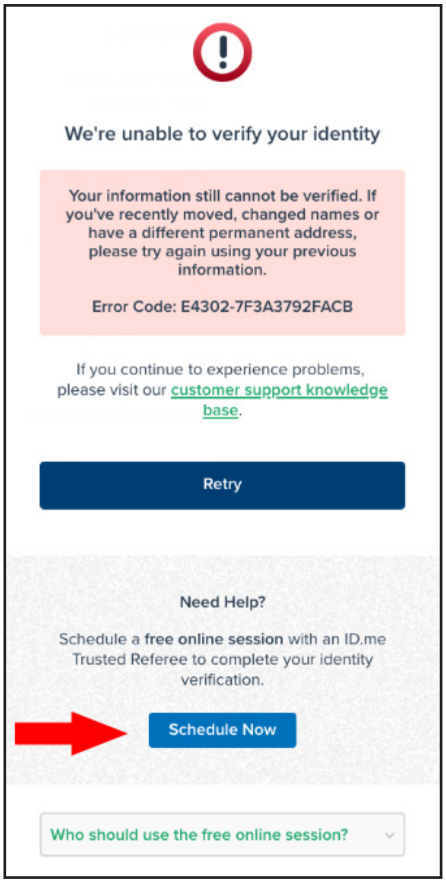


o. Tap **Allow**.

Your ID.me account is now linked to your Veradigm (formerly Allscripts) security account.



Important: If ID.me was not able to complete the identity proofing process, you will need to follow an alternate verification process, which involves completing a video conference with an ID.me representative (Trusted Referee) to confirm your identity.



Alternate verification process

If you receive a message stating that your identity could not be verified, do the following on your smart device:

i.) Click **Schedule Now**.

ii.) Click **Get Started**.

iii.) Select a preferred date and time, and then click **Continue**.

iv.) Confirm your personal information, and then click **Continue**.

v.) Select a primary and secondary identification document. Refer to https://help.id.me/hc/en-us/articles/360012933634-What-is-a-Primary-or-Secondary-Identification-Document- for information about acceptable primary and secondary documents.

vi.) Click **Continue**.

vii.) From your smart device, take and upload photos of your identification documents, and then tap **Continue**.

viii.) When your photos are received, in the ePrescribe window, enter your mobile phone number, and then click **Continue**.

ix.) On you smart device, click the link in the text message that you receive from ID.me, and then take a photo of yourself using the device's camera.

x.) Under **Selfie**, tap **Choose**.

xi.) Tap **Choose file**, and then select the photo that you took of yourself.

xii.) Tap **Submit Selfie**.

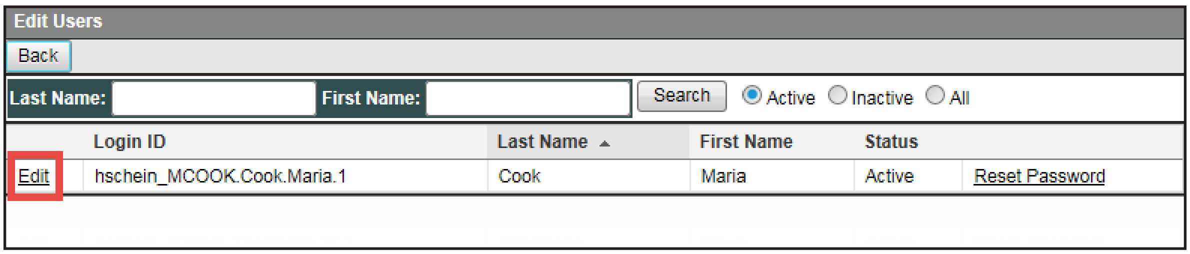
In the ePrescribe window, a confirmation that your video call appointment with an ID.me referee has been scheduled appears.

8. Close ePrescribe to log out.

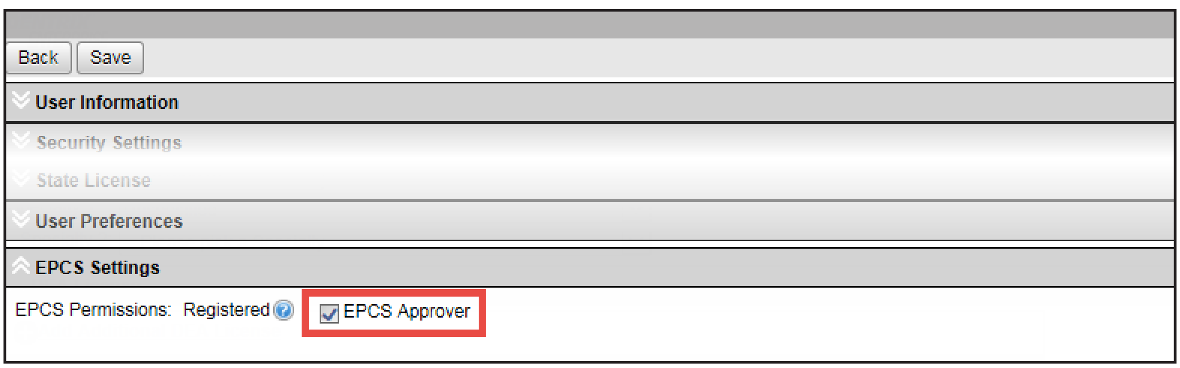
Step 3 — To set up approval

To set up the permissions for approval, do the following:

1. In the Office Manager, click the **ePrescribe Task Mode** toolbar  button to open ePrescribe in "task mode."
2. Click the **Settings** tab.
3. Click the **Edit Users** link.



4. Click the **Edit** link to the left of your name.



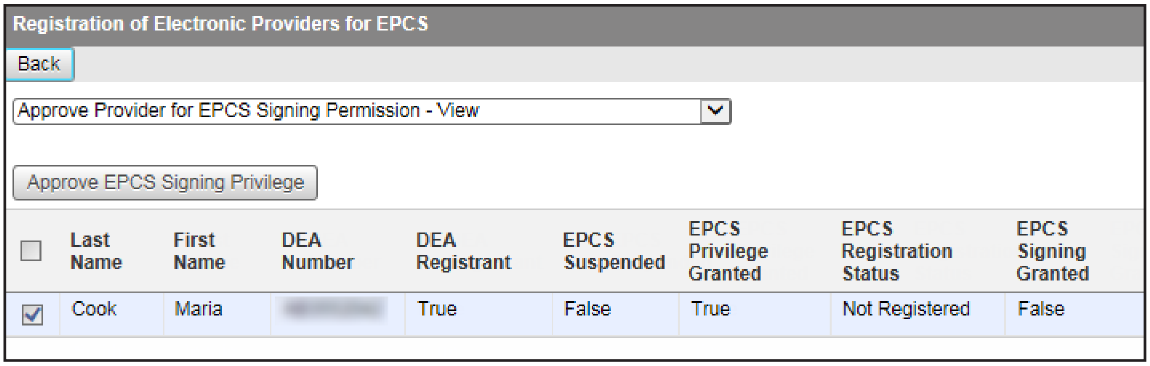
5. Scroll to the bottom. Under **EPCS Settings**, select the **EPCS Approver** check box.
6. Scroll back to the top, and click **Save**.
7. Close ePrescribe to log out.

Step 4 — To approve

After setting up the approval permission, do the following:

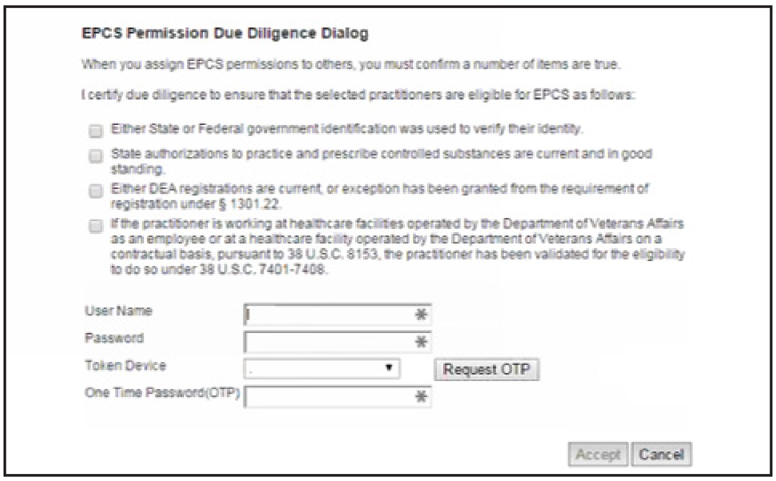
1. Open ePrescribe as explained in "Opening ePrescribe" in the Usage chapter.
2. On the right, under **Urgent Message**, click the **Manage EPCS Approvals** link.

   If you have successfully completed registration, your name appears.



3. Select the check box next to your name.
4. Click **Approve EPCS Signing Privilege**.

   The due diligence dialog box appears.



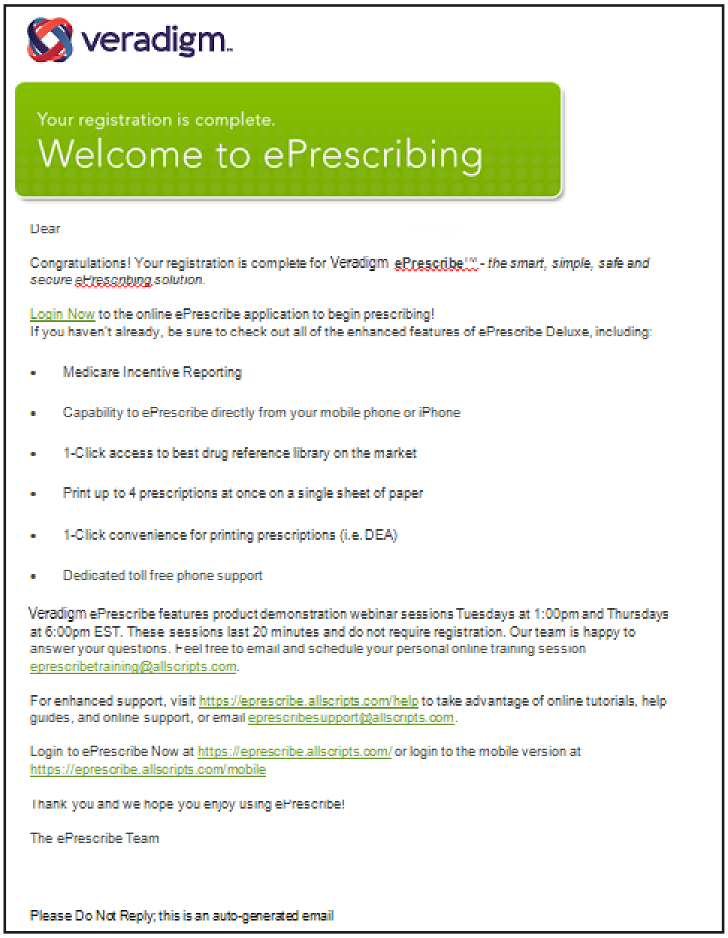
5. Review the information, and select all four check boxes.
6. Enter your Veradigm (formerly Allscripts) security account credentials in the **User Name** and **Password** boxes.
7. Select **Authenticator** from the **Token Device** list.
8. In the **One Time Password (OTP)** box, enter the OTP that you generate with the ID.me Authenticator app on your smart device.
9. Click **Accept**.
10. Close ePrescribe to log out.

Tip: To verify that EPCS registration has been completed, so you can begin prescribing controlled substances, do the following:

1. Open ePrescribe as explained in “Opening ePrescribe” in the Usage chapter.
2. To open your ePrescribe user profile, click the pencil icon next to the user name in the upper-right corner.
3. Scroll to the bottom, and verify that **EPCS Permission** has “ON” next to it. If it does, you have the necessary permission to prescribe, sign, and send electronic prescriptions for controlled substances.

Welcome Message

The following screen capture is a sample of the email message that you will receive, welcoming you to ePrescribing.


veradigm

Your registration is complete.

Welcome to ePrescribing

Dear

Congratulations! Your registration is complete for Veradigm ePrescribe™ - *the smart, simple, safe and secure ePrescribing solution.*

Login Now to the online ePrescribe application to begin prescribing!
If you haven't already, be sure to check out all of the enhanced features of ePrescribe Deluxe, including:

- Medicare Incentive Reporting
- Capability to ePrescribe directly from your mobile phone or iPhone
- 1-Click access to best drug reference library on the market
- Print up to 4 prescriptions at once on a single sheet of paper
- 1-Click convenience for printing prescriptions (i.e. DEA)
- Dedicated toll free phone support

Veradigm ePrescribe features product demonstration webinar sessions Tuesdays at 1:00pm and Thursdays at 6:00pm EST. These sessions last 20 minutes and do not require registration. Our team is happy to answer your questions. Feel free to email and schedule your personal online training session eprescribetraining@allscripts.com.

For enhanced support, visit https://eprescribe.allscripts.com/help to take advantage of online tutorials, help guides, and online support, or email eprescribesupport@allscripts.com.

Login to ePrescribe Now at https://eprescribe.allscripts.com/ or login to the mobile version at https://eprescribe.allscripts.com/mobile

Thank you and we hope you enjoy using ePrescribe!

The ePrescribe Team

Please Do Not Reply; this is an auto-generated email

Adding Sites in ePrescribe

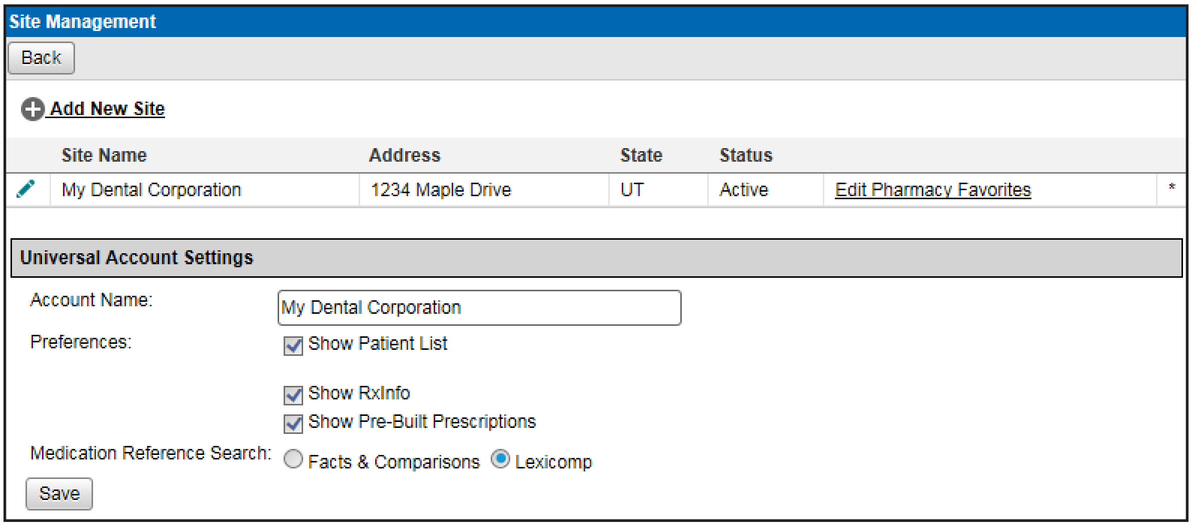
For each clinic that you join to an existing group and enable for ePrescribe from Dentrix Enterprise, you must add that clinic as a site from ePrescribe. A stand-alone clinic or the primary clinic of a group that you enable for ePrescribe from Dentrix Enterprise is added automatically as a site in ePrescribe.

Note: If a user attempts to open ePrescribe while logged in to a clinic that has not been added as a site in ePrescribe, an error message appears, and the user will not be able to use ePrescribe until the clinic is added as a site.

To add a site in ePrescribe

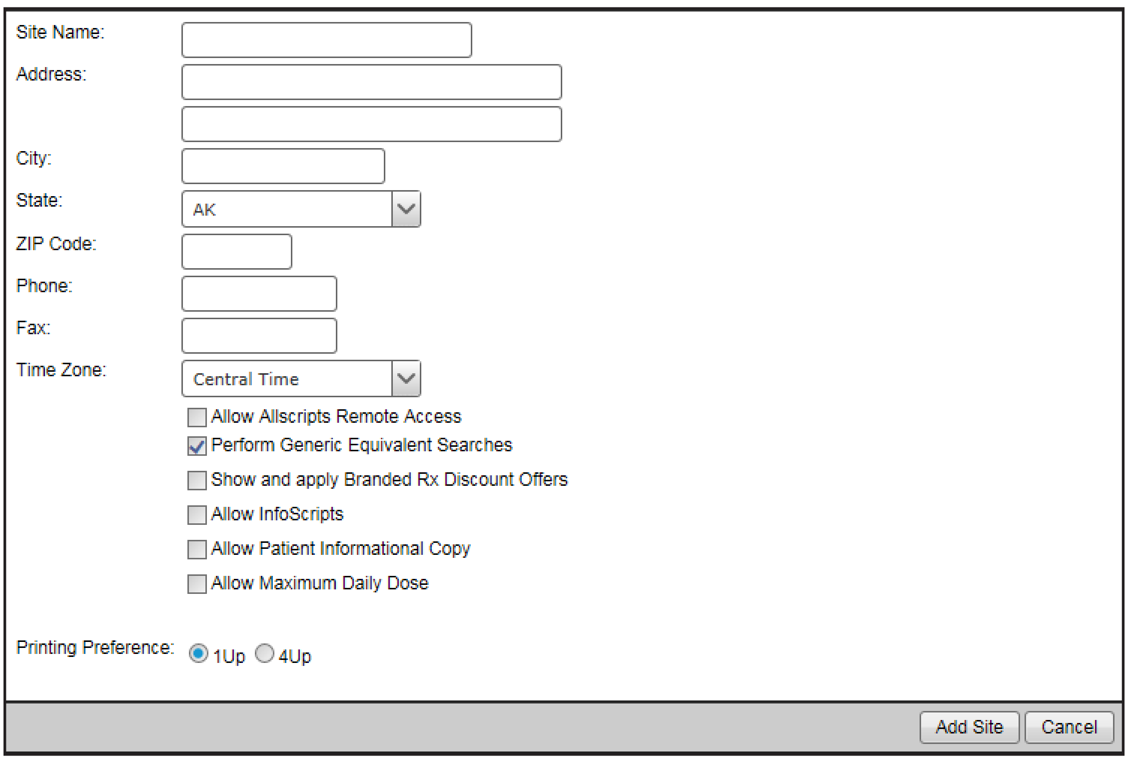
1. Log in to Dentrix Enterprise in the primary clinic of a group with a user account that has been enabled as an administrator for ePrescribe. Then, from the Office Manager, click the **ePrescribe Task Mode** button on the toolbar to open ePrescribe.
2. Click the **Settings** tab.
3. Click the **Site Management** link.

The **Site Management** page opens and displays a list of clinics that have already been added as sites in ePrescribe.



4. Click **Add New Site**.

   The options for adding a new site become available.



5. Set up the details for the site: name, address, phone number, fax number, time zone, general preferences, and printing preference.
6. Click **Add Site**.

   Note: Do not confuse the **Add Site** button with the **Save** button (in the lower-left corner), which is for the **Universal Account Settings** section of the page.

Usage

This chapter explains the workflow for opening ePrescribe and writing a prescription using ePrescribe. Hints on how to navigate through the ePrescribe module are also provided.

This chapter covers the following topics:

- Opening ePrescribe
- Entering New Prescriptions
- Adding and Editing Allergies
- Adding and Editing Problems
- Updating Patient Records

Opening ePrescribe

You can open the ePrescribe module from the Prescriptions module of Dentrix Enterprise so that you can prescribe medications and submit them electronically to the patient's pharmacy.

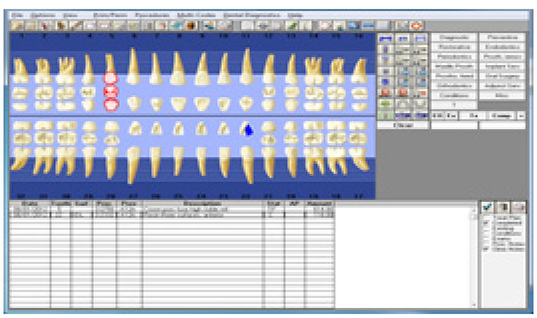
To open ePrescribe

1. Log in to Dentrix Enterprise with a user account that has been enabled to use ePrescribe.

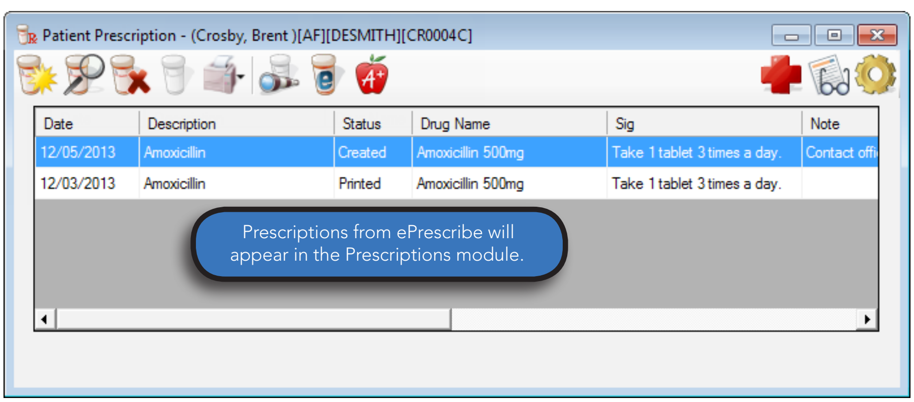
   Notes:

   - If this is the first time you are opening ePrescribe, for instructions on how to complete the initial identification verification process and agree to the terms and conditions in the EULA, see "Preparing for First-time Use" in the Setup chapter.
   - To set up users for ePrescribe, in the Office Manager, open the **Clinic Resource Setup** dialog box, and then click **Electronic Rx Admin** to open the **Administration - ePrescribe** window. On the **Clinics** screen, select a clinic, and then click **Users** to open the **Users** screen. For more information, refer to the "Setting up clinics and users for ePrescribe" topic in the Dentrix Enterprise Help.

2. From a patient-specific module (such as the Chart, Ledger, Family File, Document Center, or Treatment Planner), select a patient, and then click the **Prescriptions** button  (or, from the **File** menu, click **Prescriptions**).

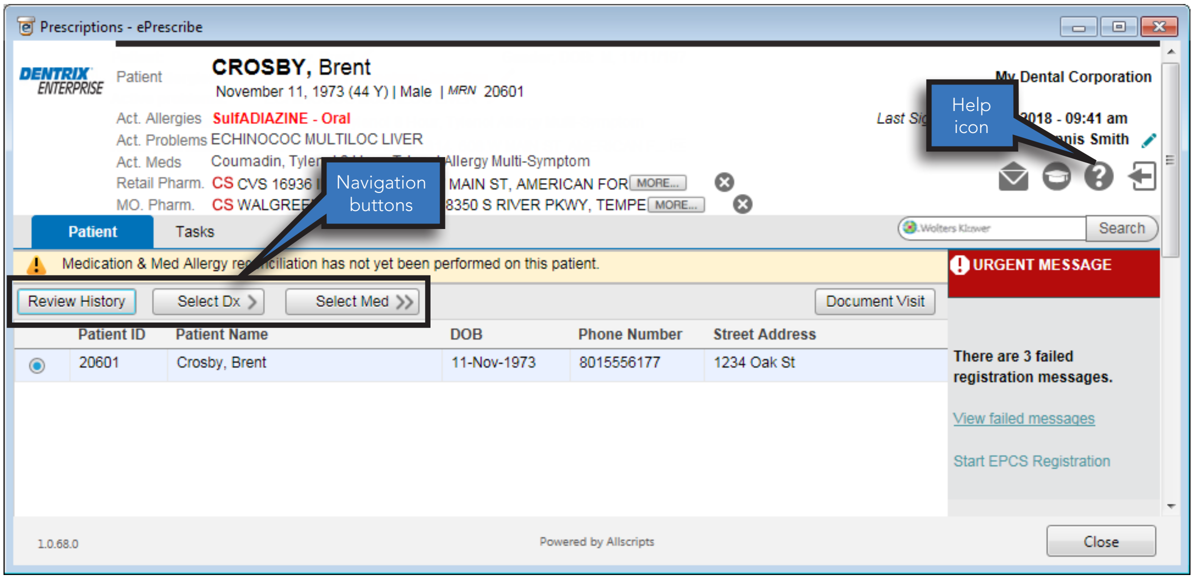
   

   The **Patient Prescriptions** dialog box opens.

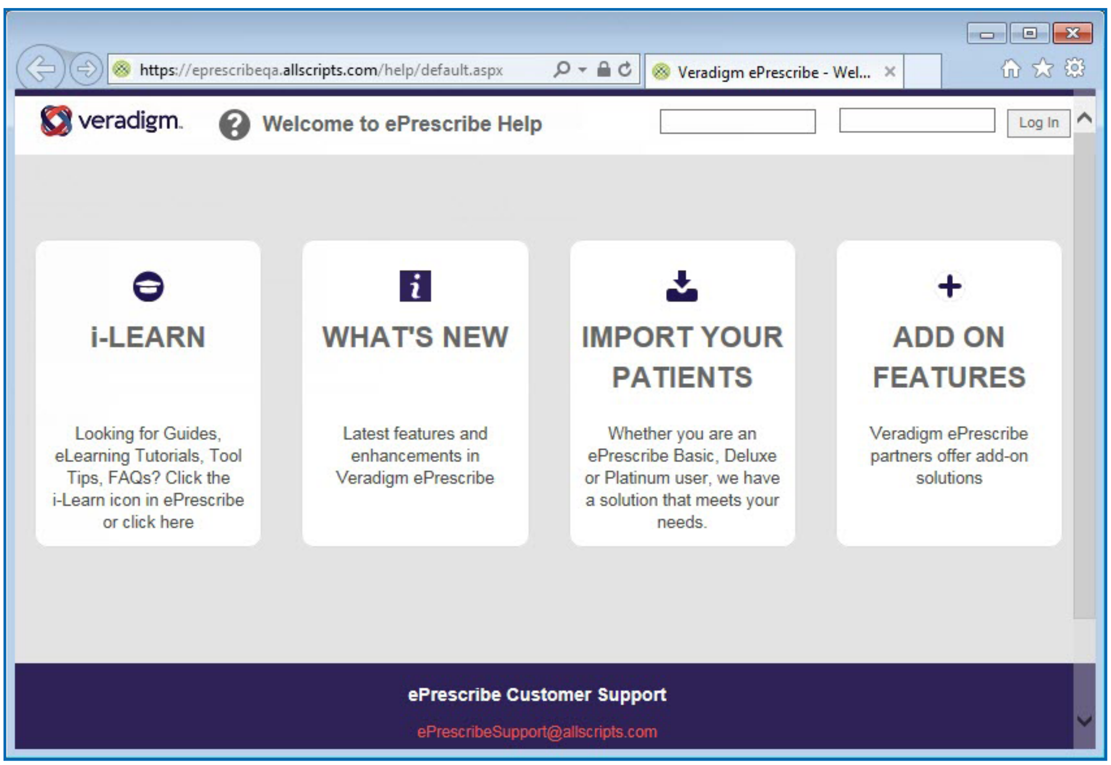
3. Click the **Electronic Rx** button .

   The ePrescribe module opens.



Tips:

- The navigation buttons are located toward the middle-left area of the window.
- Clicking the **Help** icon opens the Veradigm (formerly Allscripts) ePrescribe Help system in your Web browser.



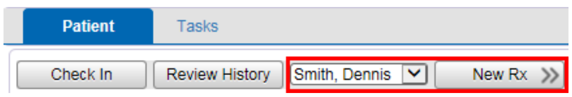
Entering New Prescriptions

You can enter a new prescription into ePrescribe, which you will be able to view in the Dentrix Enterprise Prescriptions module and the ePrescribe module.

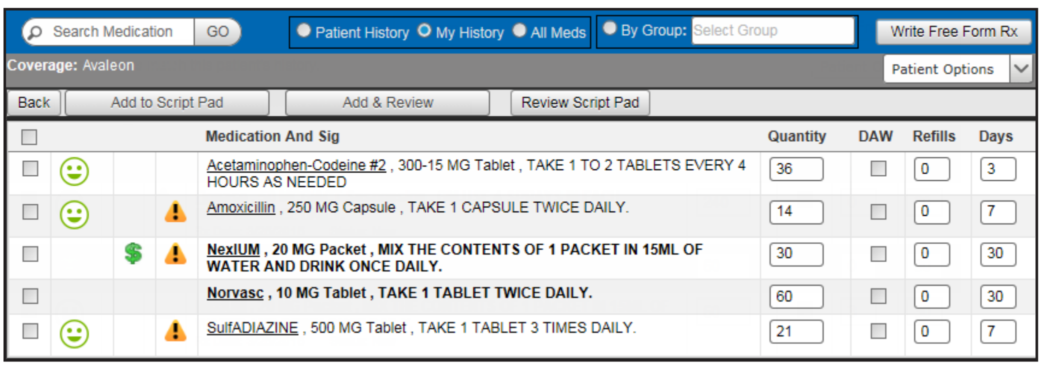
To enter a new prescription

Note: The steps that follow are based on a provider/doctor role. However, for a POB (prescribe on behalf) user role, what you actually see may differ.

1. With the ePrescribe module open, do one of the following:
   - If you are a provider, click **Select Med** >>.
   - If you are someone who prescribes on behalf (POB) of another, select the provider whom you are prescribing on behalf of, and then click **New Rx** >>.



The **Choose Medication** page opens.



Notes:

- The green, yellow, and red faces represent formulary indicators, which are based on the patient's insurance plan:
  - The green face indicates a preferred status.
  - The yellow face indicates an approved status.
  - The red face is indicates an unapproved status.

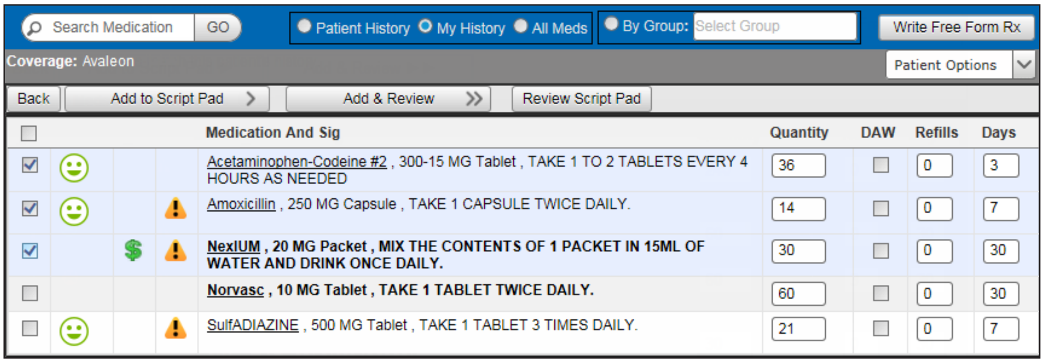
  Additionally, the number next to the faces represents levels of preference within a formulary.
- A yellow triangle represents a pre-emptive drug utilization review (DUR) warning:
  - Drug to drug interactions
  - Adverse reactions
  - Dosage checks
  - Duplicate therapies

2. Search for medications by using any of the following options:
   - **Patient History** – Search the medications prescribed previously for the patient.
   - **My History** – Search the medications that you have prescribed in the past.
   - **All Meds** – Search the entire medication database, which is maintained by Medi-Span.

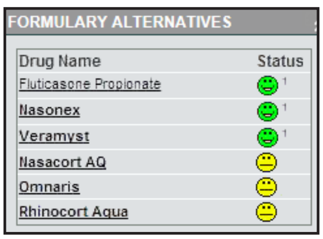
3. Do one of the following:

- If you are using the **Patient History** or **My History** search option, do the following:

  a. Select the check boxes of the desired prescriptions. Only complete prescriptions are available for selection.



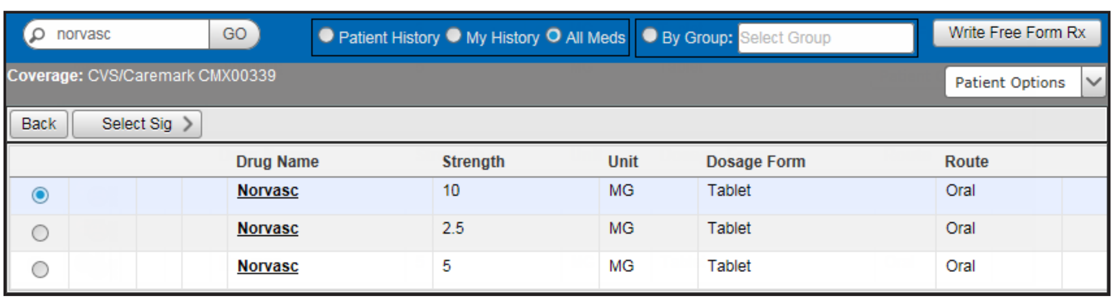
Note: If you select a medication with either a yellow or a red face, the **Formulary Alternatives** panel on the right may be populated, allowing you to choose an alternative medication, which may result in a lower co-payment for the patient.



  b. To the right of any medication name, you can change the **Quantity**, **DAW**, **Refills**, and/or **Days** as needed.

- If you are using the **All Meds** search option, do the following:

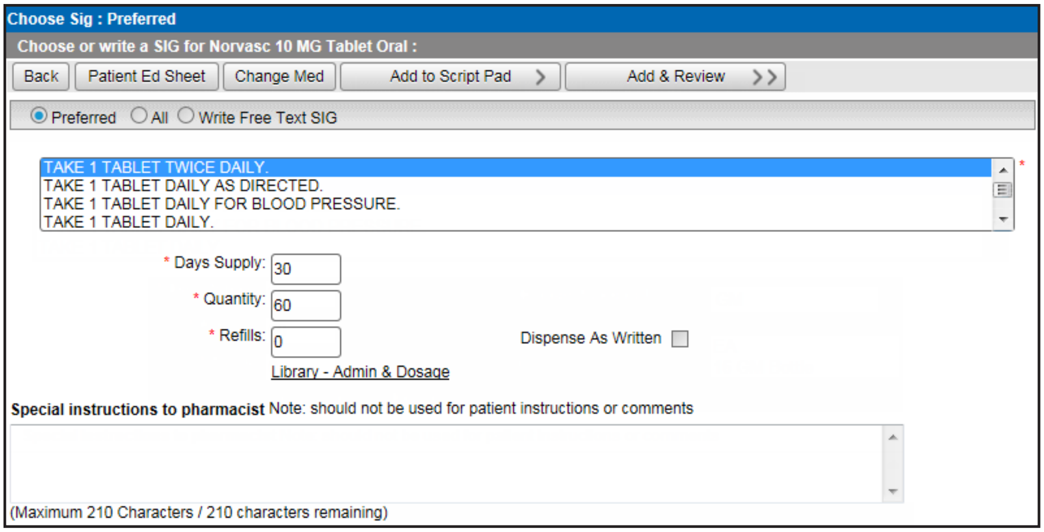
  a. Type a medication name in the **Search Medication** search field, and then click **GO**.



  b. Select the desired medication.

  c. Click **Select Sig** >.

  The **Choose SIG** page opens.



d. Select the appropriate sig for the medication being prescribed:

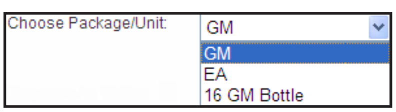
- **Preferred** – Displays a list of the common ways of prescribing this medication.
- **All** – Provides every generic option of prescribing a medication.
- **Write Free Text SIG** – Allows you to write complex directions or to write a sig that cannot be found for **Preferred** or **All**.

e. Set up the following options:

- **Days Supply** – Type the number of days needed for the prescription. Based on the sig and instructions, the correct **Quantity** is entered automatically. However, if your practice dispenses medication by quantity, type a **Quantity** to have the **Days Supply** entered automatically.

  Note: If the calculated quantity on the sig page is above 9,999, a quantity alert appears.

- **Refills** – Type the number of refills for this prescription.
- **Choose Package/Unit** – If this option is available, the list displays packages or units from the smallest to the largest package size.



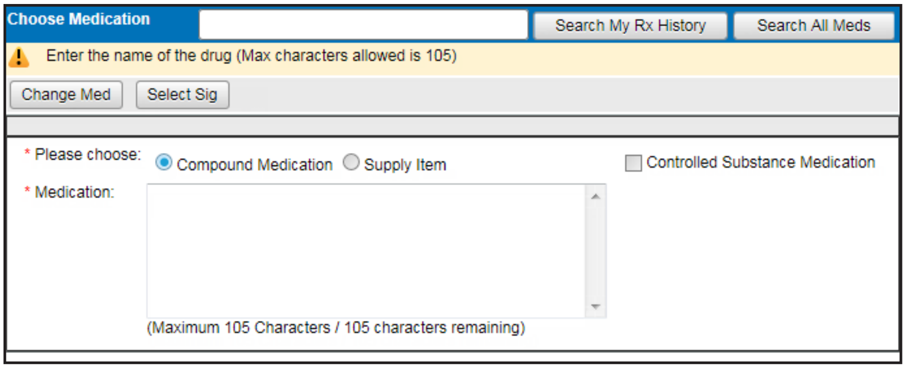
- **Dispense as Written** – Select this check box if no substitutes may be given at the pharmacy.
- **Library - Admin & Dosage** – Click this link to be directed to the Wolters Kluwer facts and comparisons library (Deluxe users only).
- **Special instructions to pharmacist** – Type any additional comments that you want to send with the prescription to the selected pharmacy. The pharmacy staff will be the only ones who see these comments as this is not for communication with the patient.

- To enter a free-form prescription (for a unique prescription), do the following:

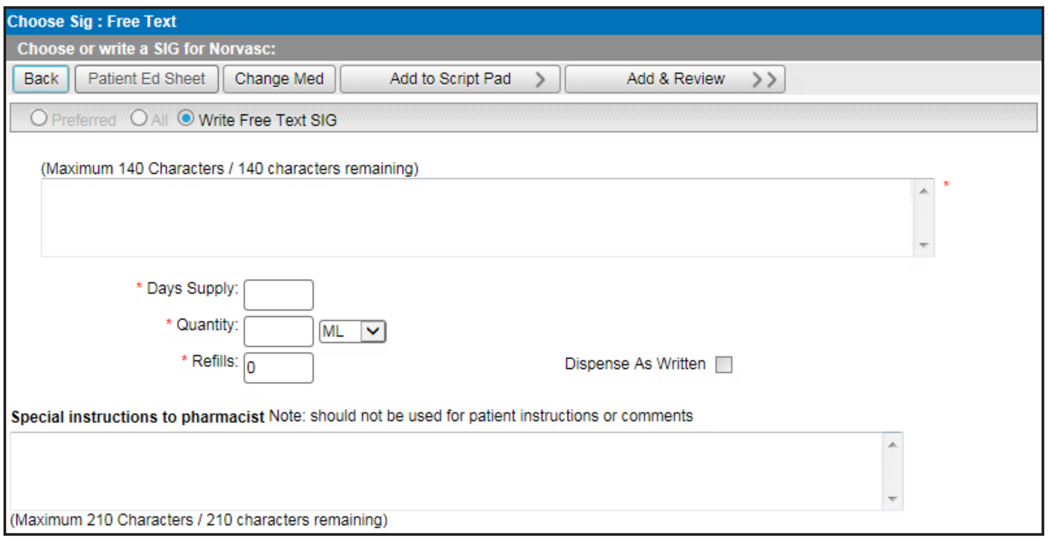
a. Click **Write Free Form Rx**.

b. Next to **Please choose**, select whether this is a **Compound Medication** or a **Supply Item**. If it is a compound medication, and it is a controlled substance, select the **Controlled Substance Medication** check box.

c. In the **Medication** field, type a medication. This field has a maximum limit of 105 characters.



d. Click **Select Sig**.

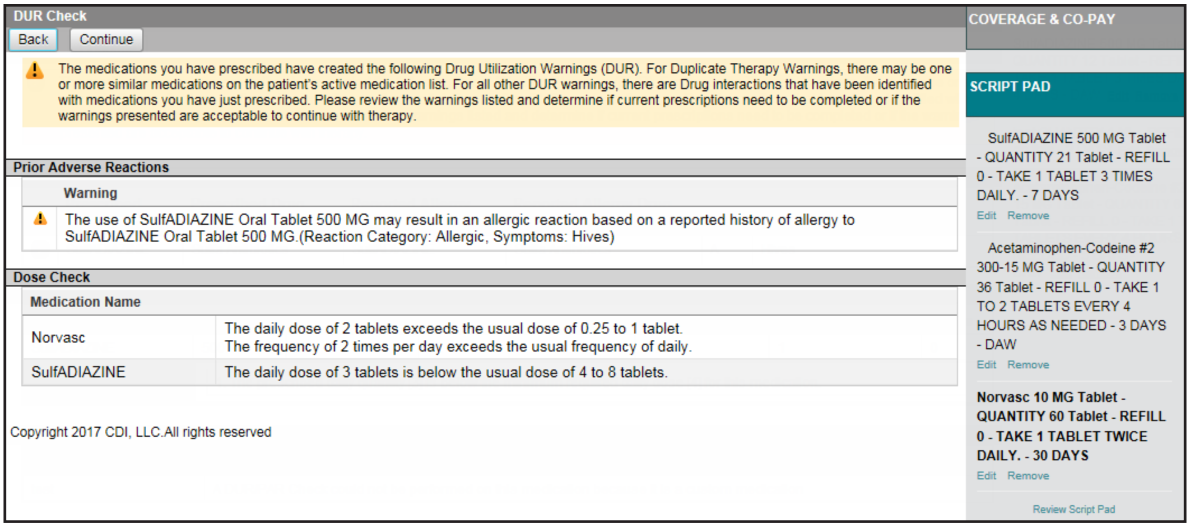


e. In the field, type a free-form prescription. This field has a maximum limit of 140 characters.

f. Set up the following options:

- **Days Supply** – Type the number of days needed for the prescription.
- **Quantity** – Type the quantity of this medication to dispense, and select the unit (such as ML) to dispense this medication in.
- **Refills** – Type the number of refills for this prescription.
- **Dispense as Written** – Select this check box if no substitutes may be given at the pharmacy.
- **Special instructions to pharmacist** – Type any additional comments that you want to send with the prescription to the selected pharmacy. The pharmacy staff will be the only ones who see these comments as this is not for communication with the patient.

4. Do one of the following:
   - To add a medication to your script pad (similar to a shopping cart at an online store) and continue prescribing, click **Add to Script Pad >**. You are returned to the **Choose Medication** page. Repeat steps 1–3 as needed to enter another prescription.
   - If you are done prescribing, to add a medication to your script pad and review your script pad for patient safety and accuracy, click **Add & Review >>**.
5. After you click **Add & Review**, if the **DUR Check** (Drug Utilization Review) page appears, read and respond to it appropriately. Otherwise, if there are no DUR warnings to show, the **DUR Warning** page does not appear, so skip this step.



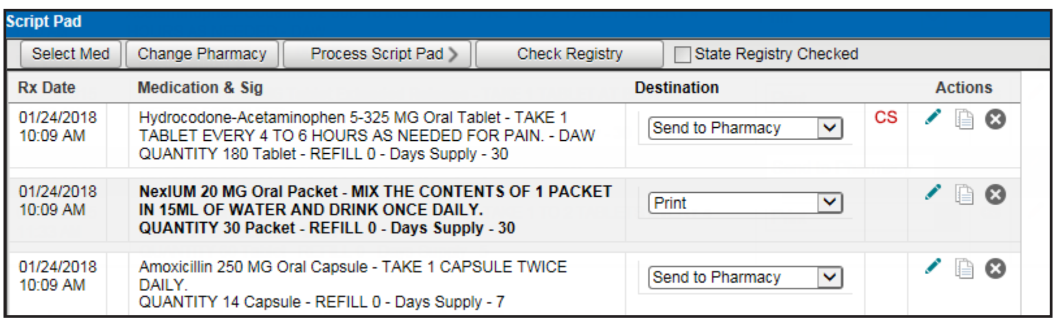
The **DUR Check** page displays all DUR warnings on one screen for all listed medications. The warnings are grouped by category (Prior Adverse Reaction, Duplicate Therapy, Drug to Drug Interaction, and so forth). Do the following:

a. Under **Script Pad** (on the right), for any of the prescriptions listed, click **Edit** to change the prescription or **Remove** to delete the prescription.

b. Click **Continue**.

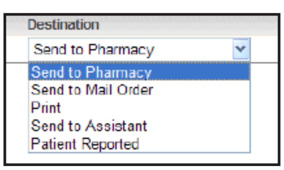
   Note: You cam click **Back** to go back and choose a different medication for the patient, if necessary.

The **Script Pad** page appears.



6. Review the listed prescriptions, and select the appropriate **Destination**.

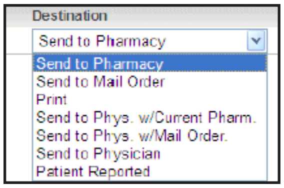
   For a provider



- **Send to Pharmacy** – Send the prescription to the retail pharmacy last used by the patient.
- **Send to Mail Order** – Send the prescription to the patient's mail order pharmacy.
- **Print** – Print the prescription for the patient (for any prescription with a Schedule II - V this is the default).
- **Send to Assistant** – Save the prescription and send a task to the assistant's Task List to be processed at a later time.

- **Patient Reported** – Record the prescription in the patient's medical record (does not print or send a prescription to the pharmacy).

For a prescribe on behalf of (POB)

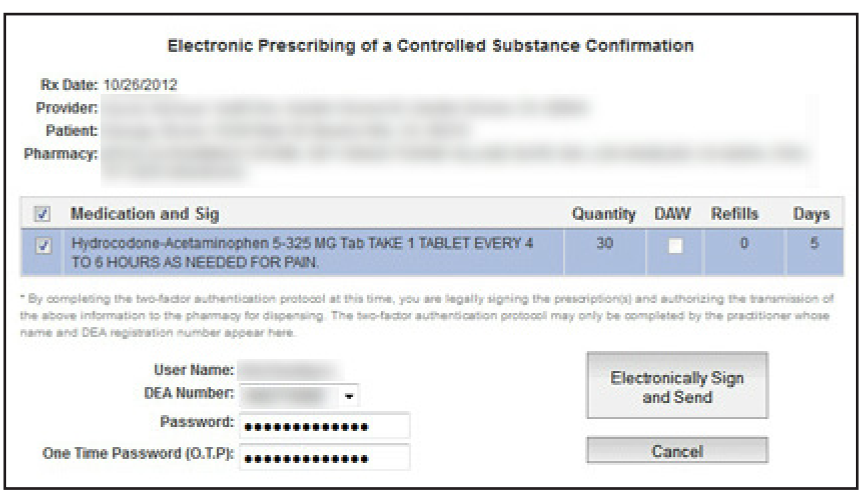


- **Send to Pharmacy** – Send the prescription to the retail pharmacy last used by the patient.
- **Send to Mail Order** – Send the prescription to the patient's mail order pharmacy.
- **Print** – Print the prescription for the patient (for any prescription with a Schedule II - V this is the default).
- **Send to Physician w/ Current Pharmacy** – Send the prescription to the physician with the current retail pharmacy selected (will show up in the doctor's Task List).
- **Send to Physician w/ Mail Order** – Send the prescription to the physician with the current mail order pharmacy selected (will show up in the doctor's Task List).
- **Send to Physician** – Send the prescription to the physician (will show up on the physician's **Tasks** tab).
- **Patient Reported** – Record the prescription in the patient's medical record (does not print or send a prescription to the pharmacy).

Note: You can also perform any of the following **Actions** for a prescription: edit, duplicate, and delete.

7. For provider's in New York, to indicate that you have checked the state registry, select the **State Registry Checked** check box.
8. If needed, do any of the following:
   - To add another medication, click **Select Med**.
   - To change the patient's selected pharmacy, click **Change Pharmacy**.
9. To save the medications within the patient's record, and send the prescriptions to the selected destinations, click **Process Script Pad**.

   If you are electronically sending any prescriptions for controlled substances to a pharmacy, the **Electronic Prescribing of a Controlled Substance Confirmation** dialog box appears. Proceed to step 10.



10. You must electronically sign any prescriptions for controlled substances that you want to electronically send to a pharmacy:
    a. Select the check boxes of the prescriptions that you want to be processed.

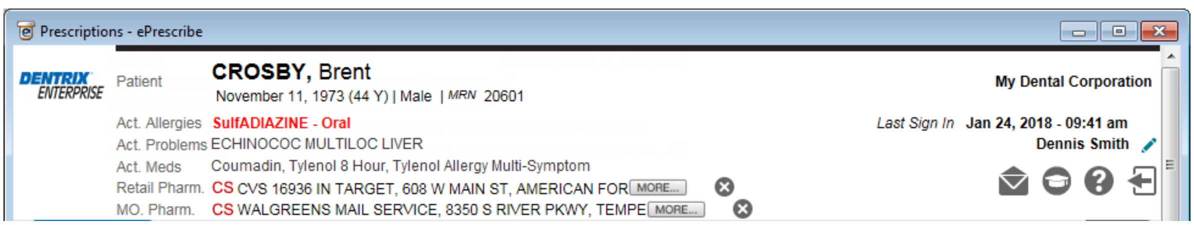
       Note: Your user name appears for your reference, and your DEA number is selected automatically.
    b. Enter your Veradigm (formerly Allscripts) security account credentials in the **User Name** and **Password** boxes.
    c. In the **One Time Password (O.T.P.)** box, enter the OTP that you generate with the ID.me Authenticator app on your smart device.
    d. Click **Electronically Sign and Send**.

Adding and Editing Allergies

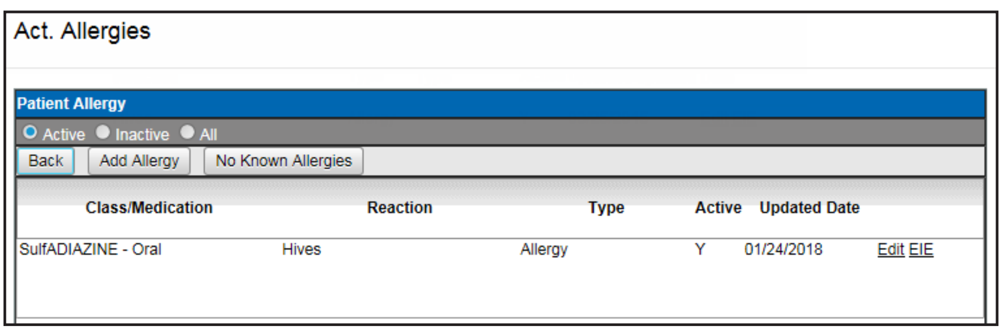
You can add and edit allergies for a patient in ePrescribe, which you will be able to view in the Dentrix Enterprise Prescriptions module and the ePrescribe module.

To add or edit an allergy

1. In ePrescribe, next to **Active allergies**, click the text "None entered" (or the text of any existing allergies).



The **Act. Allergies** dialog box appears.

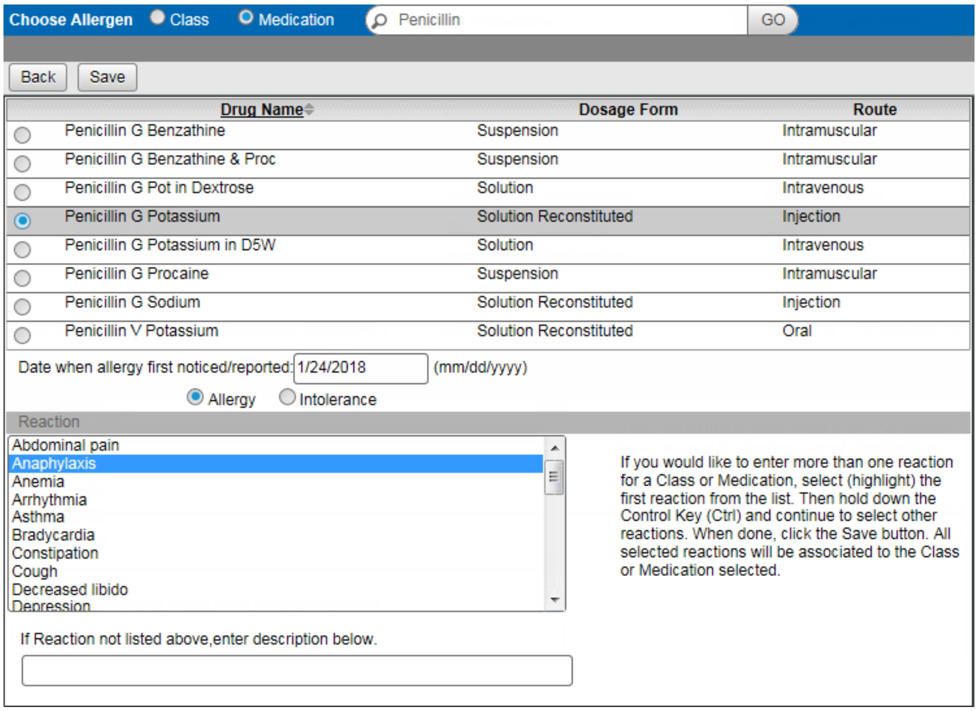


2. Add or edit an allergy, specify that there are no known allergies, or specify that an allergy was entered in error (EIE):

- **Add**

  a. Click **Add Allergy**.

  The search options appear.



  b. Select whether you want to search by **Class** or **Medication**.

  c. Type all or part of a class or medication that you want to search for in the **Search Class/Meds** search field, and then click **GO**.

  d. Select an item in the search results list

  e. Leave today's date, or enter the correct **Date when allergy first noticed/reported**.

  f. Select whether you are entering an **Allergy** or an **Intolerance**.

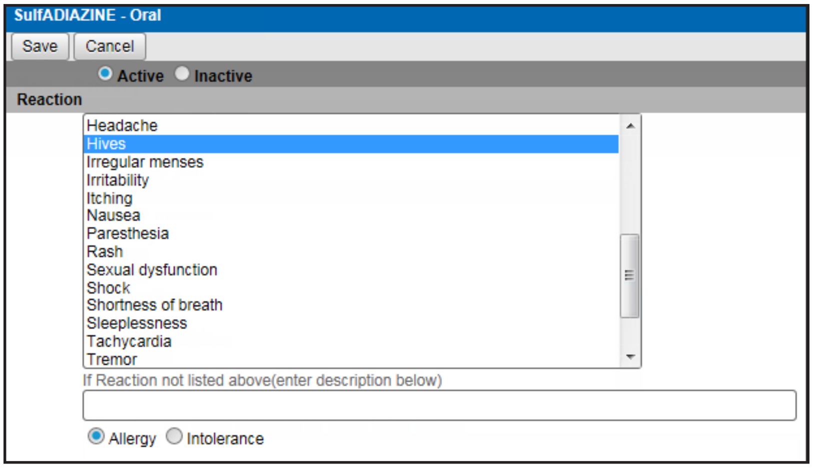
  g. Select the patient's **Reaction** to the specified allergen, or if the appropriate reaction is not listed, type a description in the field provided.

  h. Click **Save**.

  i. Repeat steps a–h as needed.

- **Edit**
  - **a.** Click an allergy's **Edit** link.

    The options for editing the allergy appear.



  - **b.** Select whether this allergy is **Active** or **Inactive**.
  - **c.** Select a **Reaction**, or if the appropriate reaction is not listed, type a description in the field provided.
  - **d.** Select whether this is an **Allergy** or **Intolerance**.
  - **e.** Click **Save**.
  - **f.** Repeat steps a – e as needed.

- **No known allergies**
  - **a.** Click **No Known Allergies**.
  - **b.** Click **Back** to close the **Act. Allergies** dialog box.

- **Entered in error**
  - **a.** Click an allergy's **EIE** link.
  - **b.** Repeat as needed.

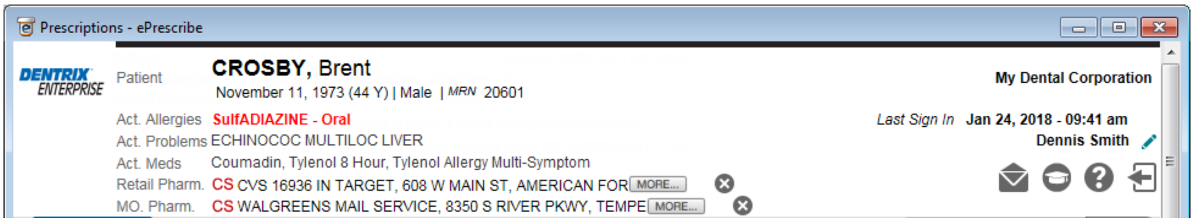
3. Click **Back** to close the **Act. Allergies** dialog box.

Adding and Editing Problems

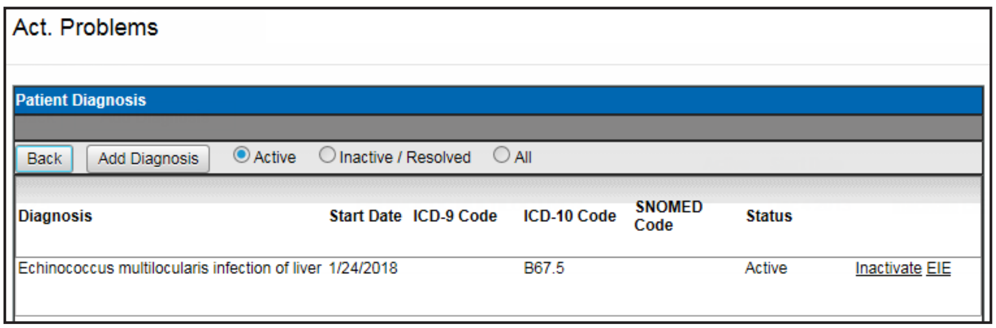
You can add and edit problems for a patient in ePrescribe, which you will be able to view in the Dentrix Enterprise Prescriptions module and the ePrescribe module.

To add or edit a problem

1. In ePrescribe, next to **Active problems**, click the text "None entered" (or the text of any existing problems).



The **Act. Problems** dialog box appears..

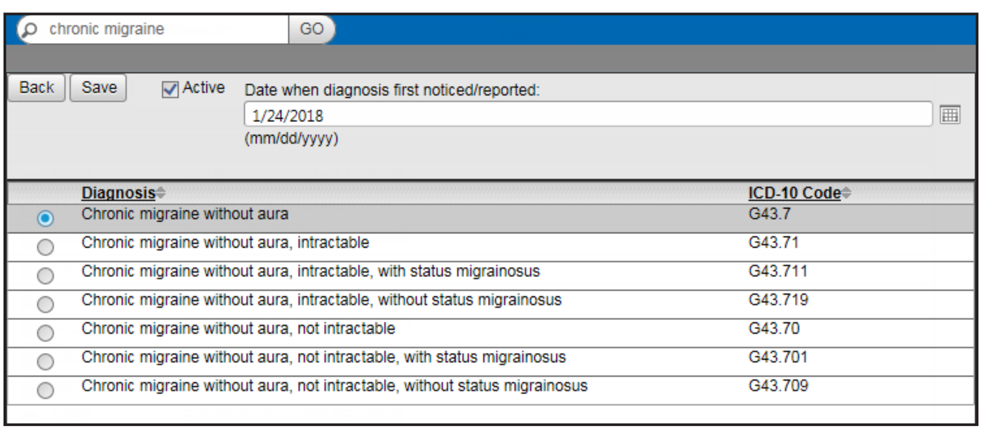


2. Add or inactivate a problem, or specify that a problem was entered in error (EIE):

- **Add**

  a. Click **Add Diagnosis**.

  The search options appear.



  b. Type all or part of a diagnosis that you want to search for in the **Search Diagnosis** search field, and then click **GO**.

  c. Select an item in the search results list

  d. If this is an active problem, select the **Active** check box.

  e. Leave today's date, or enter the correct **Date when diagnosis first noticed/reported**.

f. Click **Save**.

g. Repeat steps a–f as needed.

- **Inactivate**

a. Click a problem's **Inactivate** link.

Note: The problem's **Inactivate** link becomes unavailable.

ICD9 Code	Diagnosis	Active	Start Date	
122.5	ECHINOCOC MULTILOC LIVER	N	Dec 4 2013	Inactivate EIE

b. Repeat as needed.

- **Entered in error**

a. Click a problem's **EIE** link.

b. Repeat as needed.

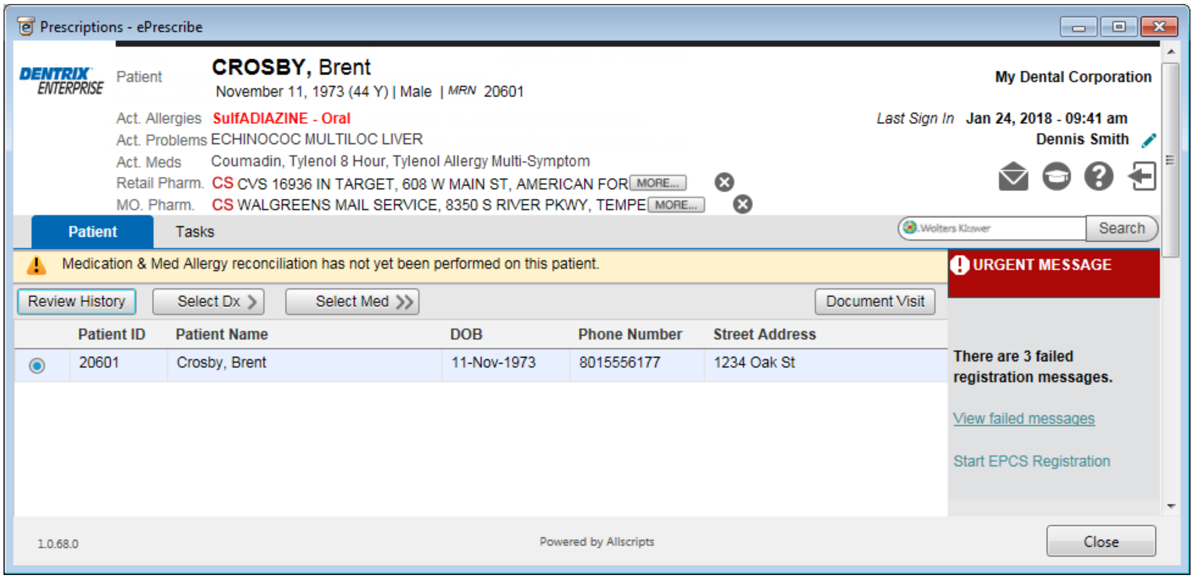
3. Click **Back** to close the **Act. Problems** dialog box.

Updating Patient Records

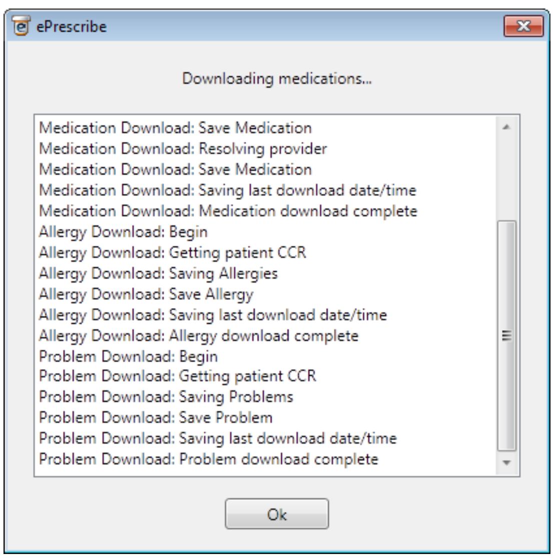
After you add medical alerts/problems, medications, and allergies for a patient in ePrescribe, you can choose to add any or none of them to the corresponding patient's record in Dentrix Enterprise.

To update a patient's record

1. After entering prescriptions, allergies, and/or problems, close ePrescribe.



A dialog box appears, showing the progress of the download.

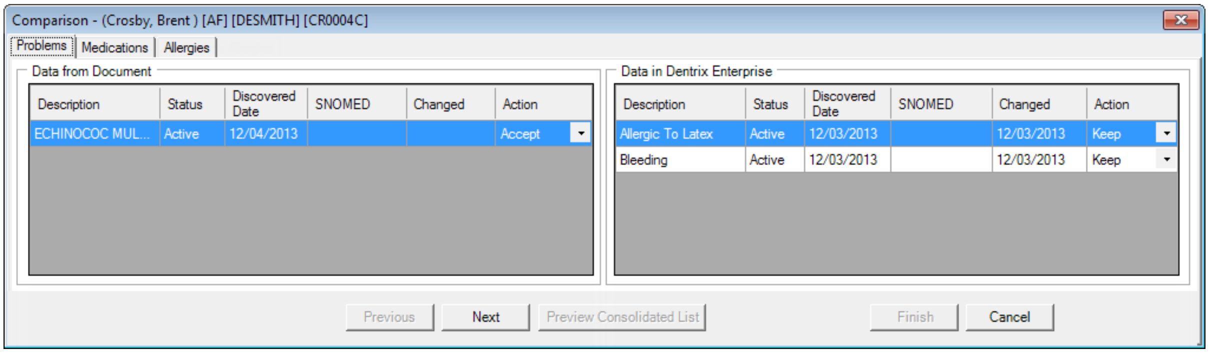


2. Click **Ok**.

   The **Comparison** dialog box appears with the **Problems** tab selected.

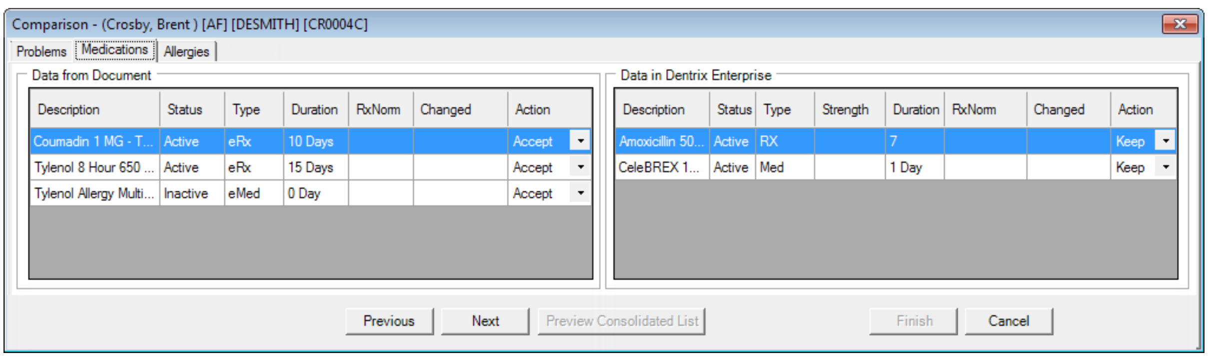
3. Reconcile data on the CCR document with data already in the patient's record in Dentrix Enterprise. You can click each tab or click **Previous** or **Next** to navigate between each tab. The following tabs are be available:

Problems



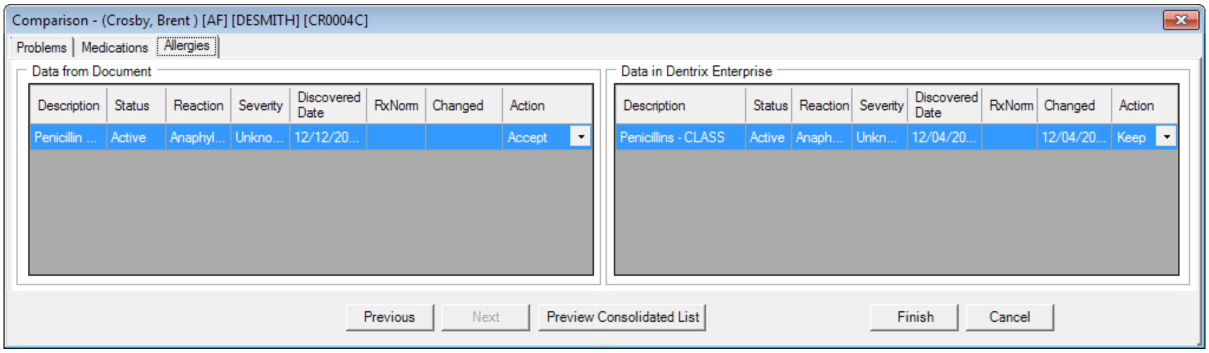
- **Data from Document** – The list displays the problems on the document that you can add to the patient's record. For each problem, select **Add To** Patient or **Do Not Add** from the **Action** list to specify whether you want to add or not add the problem to the patient's record.
- **Data in Dentrix Enterprise** – The list displays the problems that already exist in the patient's record. For each problem, select **Keep**, **Update**, **Inactivate**, or **Remove** from the **Action** list. Data that is removed from Dentrix Enterprise will be available only in an audit trail report.

Medications



- **Data from Document** – The list displays the medications on the document that you can add to the patient's record. For each medication, select **Add To Patient** or **Do Not Add** from the **Action** list to specify whether you want to add or not add the medication to the patient's record.
- **Data in Dentrix Enterprise** – The list displays the medications that already exist in the patient's record. For each mediation, select **Keep**, **Update**, **Inactivate**, or **Remove** from the **Action** list. Data that is removed from Dentrix Enterprise will be available only in an audit trail report.

Allergies

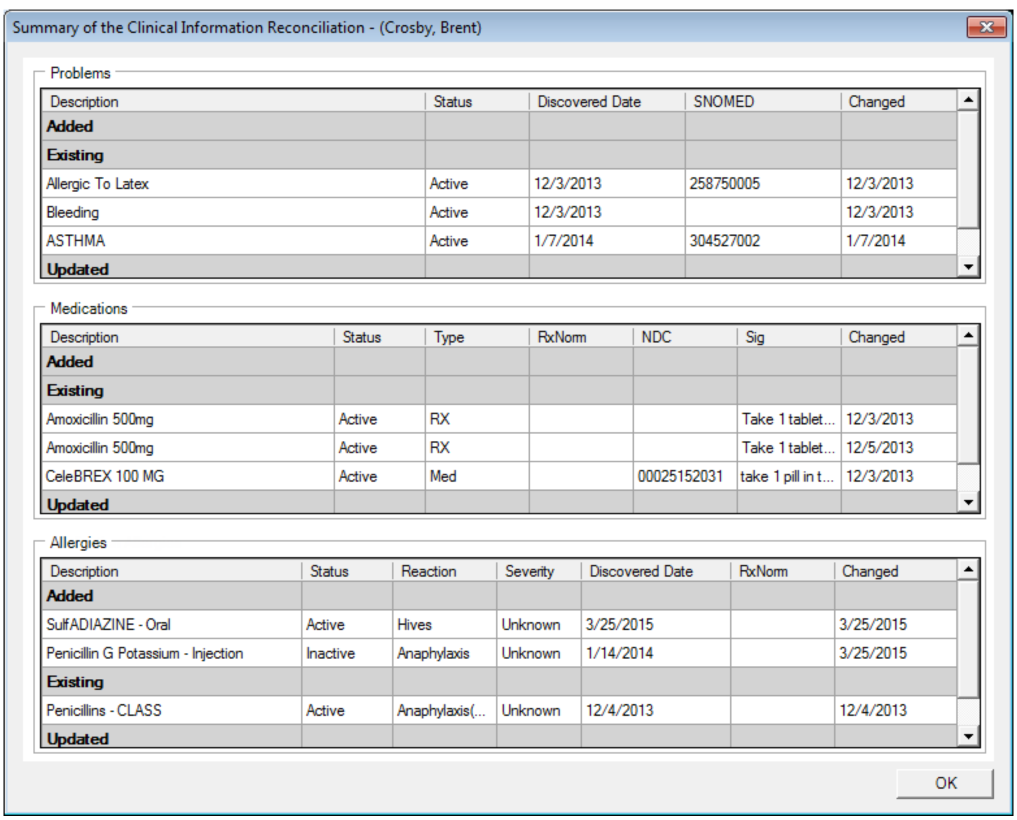


- **Data from Document** – The list displays the medication allergies on the document that you can add to the patient's record. For each allergy, select **Add To Patient** or **Do Not Add** from the **Action** list to specify whether you want to add or not add the allergy to the patient's record.
- **Data in Dentrix Enterprise** – The list displays the medication allergies that already exist in the patient's record. For each allergy, select **Keep**, **Update**, **Inactivate**, or **Remove** from the **Action** list. Data that is removed from Dentrix Enterprise will be available only in an audit trail report.

4. To view all the resulting changes to the problems, medications, and allergies (based on your selections on each tab), click **Preview Consolidated List**. Then, click **OK** to close the preview dialog box.
5. Click **Finish**.

   A confirmation message appears.
6. Click **Yes** to make the changes to the patient's record.

   A summary of the reconciliation appears.



7. Click **OK**.