



ePrescribe Setup Guide

For Dentrix

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Introduction & Setup

ePrescribe allows you to submit prescriptions to pharmacies online. The ePrescribe features of Dentrix are available as an add-on. To get this add-on, you must purchase a license to enable ePrescribe in Dentrix. 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. You can download and print this document from the Resource Center at www.dentrix.com

This chapter covers several topics about how to activate ePrescribe and set up locations and users to use ePrescribe. The first four items below are tasks that you must perform in Dentrix before you begin configuring ePrescribe:

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

These final tasks need to be done in ePrescribe after purchasing and enabling ePrescribe:

- Enabling Locations
- Adding Users
- Preparing for First-time Use
- Linking an ePrescribe Account
- Registering for EPCS
- Adding Sites in ePrescribe

Note: ePrescribe refers to locations (or clinics) as “sites.”

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, or
 - Call the Sales department at 866-624-4095.
2. Install Dentrix G6.6 or later. To take advantage of all the functionality described in this guide, you must install the latest version of Dentrix.
3. Have passwords enabled and set up in Dentrix.

Important: If a provider has been signed up with ePrescribe previously and already has an active Electronic Prescribing of Controlled Substances (EPCS) account through 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

The steps in this section must be completed with the help of an ePrescribe Adoption Specialist or Dentrix Customer Support.

To activate ePrescribe

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

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

2. Under Practice **Information**, click **Edit**.

The **Practice Information** dialog box appears.

3. Under ePrescribe, click **Setup ePrescribe**.

The **ePrescribe settings** dialog box appears.

4. Select the **Activate** check box.
5. Send an email message to the Customer Support department with the value in the **DB Key** field.
6. From the email message you receive back from Customer 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 Dentrrix 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 Dentrrix, 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 Practice Information

You must configure your practice information in Dentrrix to use ePrescribe.

To configure practice information

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

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

2. Do the following:
 - a. Next to your practice information, click **Edit**.

The Practice **Information** dialog box appears.

- b. Verify that the following information is entered: **Title**, **Street**, **City**, **ST**, **Zip**, **Phone**, and **Fax**.

Important: These options are required to use ePrescribe.

- c. Click **OK**.
- d. Click the **Administrative Contact** search button.

The **Select Provider/Staff** dialog box appears.

- e. Select the provider or staff member you want to name the administrative contact for your practice, and then click **OK**.

Note: Only those providers and staff members who have a phone number with an area code are listed. Also, the title for this duty appears under the selected provider or staff member on the Practice Organization List.

- f. Click the **HIPAA Officer** search button.

The **Select Provider/Staff** dialog box appears.

- g. Select the provider/staff member who will act as your practice's HIPAA officer, and then click **OK**.
- h. Type your account number in the **Bank Deposit Number** field.

Note: Your account number prints on your deposit slips automatically.

- i. Type the number of the month that your fiscal year begins. (The default is 1.)
- j. Select one of the following options:
- **Use Practice Info on Statements** - Prints your practice name and address on billing statements. This is the default.
 - **Use Provider Info on Statements** - Prints a patient's primary provider's name and address on billing statements.

- k. Click **OK**.

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

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

2. Under **Providers**, 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
- User ID & 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.

Adding Users

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.

To add a user

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

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

- 1a. Under **Practice Information**, click **Edit**.

The **Practice Information** dialog box appears.

2. Under **ePrescribe**, click **Administer**, and in the **Practice Details** dialog box click **Enable** to enable your practice and upload your practice information.

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

3. Click **Users**.

The **Users** page appears.

ID	Name	Status
JOE1	Dentist Dr., Joe	Confirmed

License
Allowed Providers: 5 In Use: 1 Available: 4 Expires: 11/16/2012

4. Click **Add**.

The **User Details** page appears.

Practice: Murray Dental DEA License: AH8649634

User: Prov15LN, Prov15FN DEA Lic. Expiration: >>

User Type: Staff DEA Schedule: II ☐ III ☐ IV ☐ V ☐

Administrator: ☒ State License: 11017

Email: something@dental.org State Lic. Expiration:

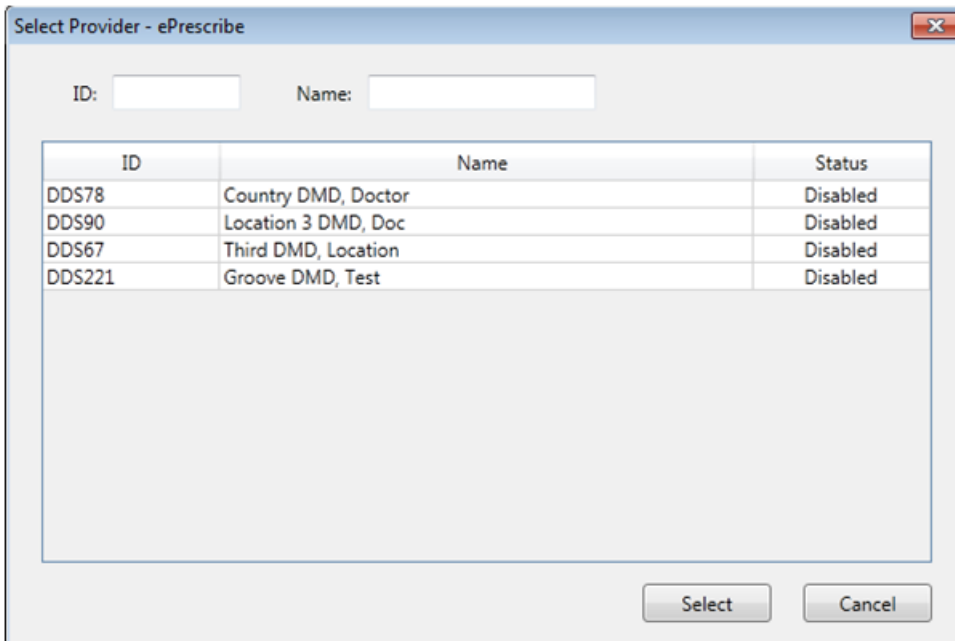
Upload Status: No upload needed State Lic. State:

NPI:

Disable Save Cancel

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.

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



The dialog box titled "Select Provider - ePrescribe" contains two input fields at the top: "ID:" and "Name:". Below these is a table with three columns: "ID", "Name", and "Status". The table lists four providers, all with a status of "Disabled". At the bottom right of the dialog are two buttons: "Select" and "Cancel".

ID	Name	Status
DDS78	Country DMD, Doctor	Disabled
DDS90	Location 3 DMD, Doc	Disabled
DDS67	Third DMD, Location	Disabled
DDS221	Groove DMD, Test	Disabled

6. Select the provider you want to make an administrator from the list, and then click **Select**.
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 **Save**.


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 9. That provider must, instead, link his or her EPCS account to ePrescribe as explained in "Linking an ePrescribe Account" on page 37. 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

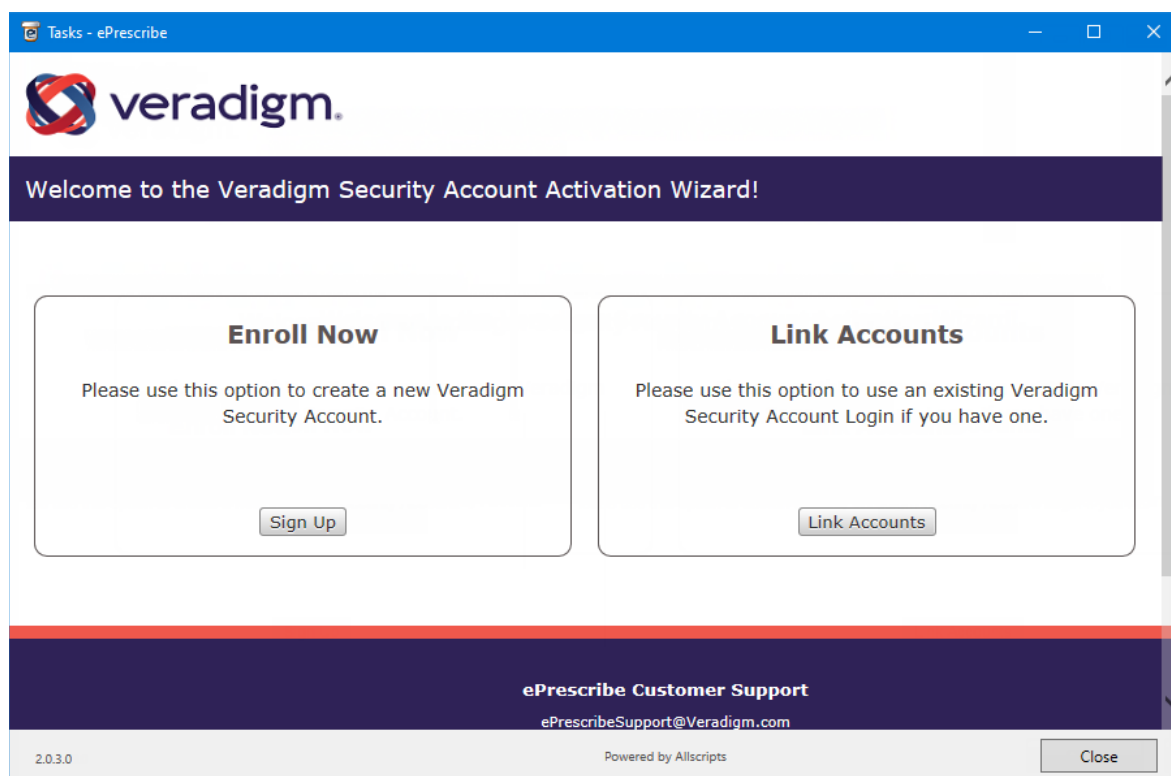
The first time a user who has been enabled to use ePrescribe opens ePrescribe, he or she must go through an identity verification process and accept the End User License Agreement (EULA) for Veradigm (formerly Allscripts) ePrescribe. Providers who prescribe medications must complete additional identity 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 with a user account that has been enabled to use ePrescribe. Then, from the Office Manager, click the **Electronic Rx 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.

Tasks - ePrescribe

veradigm

Create New Account

PERSONAL INFORMATION

* First Name

Middle Name

* Last Name

* Personal Email

USER CREDENTIALS & SECURITY

* Username

* Password

* Confirm Password

Rules Must have between 8 (min) and 25 (max) characters and any three of the following:

- One (1) upper case character
- One (1) lower case character
- One (1) special character
- One (1) number


Select Security Questions Provide Answers

What was your childhood nickname? *

In what city did you meet your spouse/significant other? *

What is the name of your favorite childhood pet? *

ACKNOWLEDGEMENT

Captcha  Type the Captcha code here *

☐ I have reviewed my registration entries

2.0.3.0 Powered by Allscripts

3. Complete the form.

Notes:

- Providers must use their own personal email addresses.
- After you specify a user name, when you click outside the box, a green check mark appears if that user name is available.

4. Click **Submit**.

A message appears, stating that your shield account is set up.

5. Close and reopen ePrescribe (in task mode).

One of the following occurs:

- If you are logged in as a prescriber, the Welcome to Veradigm - ePrescribe page appears. Proceed to step 6.
- 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 5 under “Finishing ePrescribe Setup.”

6. Read the instructions for verifying your identity.

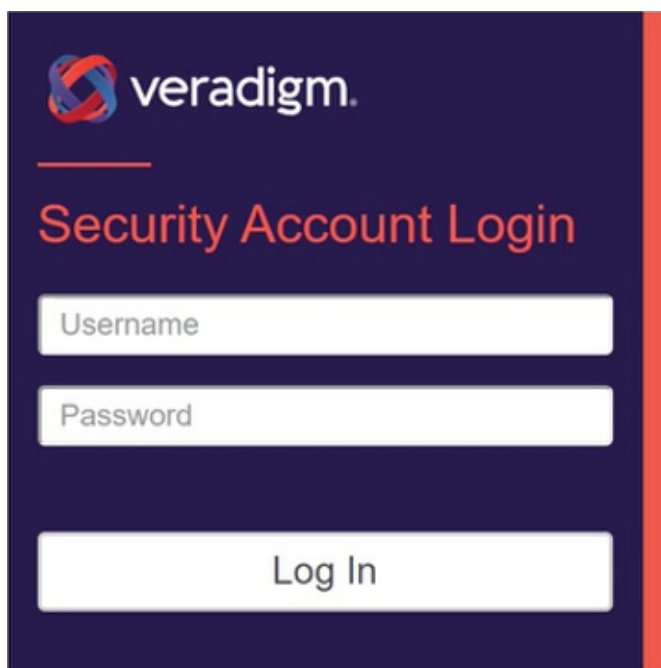
Important: To verify your identity through ID.me, you must have the following:

- 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 and be able to receive text messages.
- Make sure you have the ID.me Authenticator app installed on your smart phone or tablet and have the proper identification, and then c
- The ID.me Authenticator app (which is used for two-factor authentication) installed on your smart phone or tablet. You can download this app from the Apple Store or Google Play.
- Veradigm (formerly Allscripts) security account credentials. These credentials are the login ID and password that are associated with the provider’s ePrescribe user account.
- A personal or a private email address. A group or shared email is not allowed.
- A valid driver’s license, a state ID, a passport, or a passport card. Alternatively, you can answer questions about your credit history.
- A Social Security Number.

7. Close ePrescribe.

Important: When you create your ID.me account, you’ll need to take pictures for identification, so you’ll need to complete the remaining steps in this chapter from your smart phone or tablet.

8. Using the Google Chrome or Microsoft Edge browser on your smart phone or tablet, go to eprescribe.allscripts.com.



9. Use your ePrescribe user name and password (created in steps 1-4) to log in to the Veradigm website. The **Welcome to Veradigm - ePrescribe** page appears.

10. Tap Continue.

The **Security Account Login** page appears.

11. Enter your ePrescribe username and password that you just created in steps 1-4, and then tap Log In.

Creating an ID.me Account

After creating your Veradigm security account, you'll need to create an ID.me account (if you don't already have one) and link it to the Veradigm security account you just created.

Note: You will use these same ID.me account steps if you link to an existing ePrescribe account or register for EPCS, so this "Creating an ID.me Account" section is referenced again in those later sections of this guide.

After logging in to your ePrescribe security account, the following page appears.



Credential Service Provider (CSP) Accounts

Provider	Provider Account ID	Assurance Level
<div>Connect to ID.me</div>		

1. Do one of the following:

- If you already have an ID.me account, select the account from the list and then tap **Connect to ID.me**. Skip all the way to step ????? where you will give consent to ID.me to use your camera for a selfie photo.
- If you do not have an ID.me account, create one:
 - a. Tap **Connect to ID.me**.

The **Create an ID.me account** page appears.

Create an ID.me account

If you already have an ID.me account, do not create a new one. [Sign in to your existing account.](#)

* Indicates a required field

Email*

Enter your personal email address

Password*

Enter password

Confirm Password*

Reenter password

☐ **Remember me**
For your security, select only on your devices.

☐ I accept the ID.me [Terms of Service](#) and [Privacy Policy](#) *

Create account


OR

[View more options](#)

- b. Enter your email address in the **Email** box, enter a password in the **Password** and **Confirm Password** boxes, and select the **I accept the ID.me Terms of Service and Privacy Policy** check box.
- c. Tap **Create account**.

The **Confirm Your Email Address** page appears.

CONFIRM YOUR EMAIL ADDRESS



We sent an email to
laurie.olson11131@allscripts.com.

Click the link in our email

Check your inbox for an email from **hello@id.me**
and click the link inside to confirm your email
address.

If you do not receive an email within 10 minutes,
check your spam folder and verify it hasn't been
blocked.

[Why do I need to confirm my email?](#)

OR

Enter the 6-digit code from the email

Confirmation Code

Confirm code

Didn't receive the email?

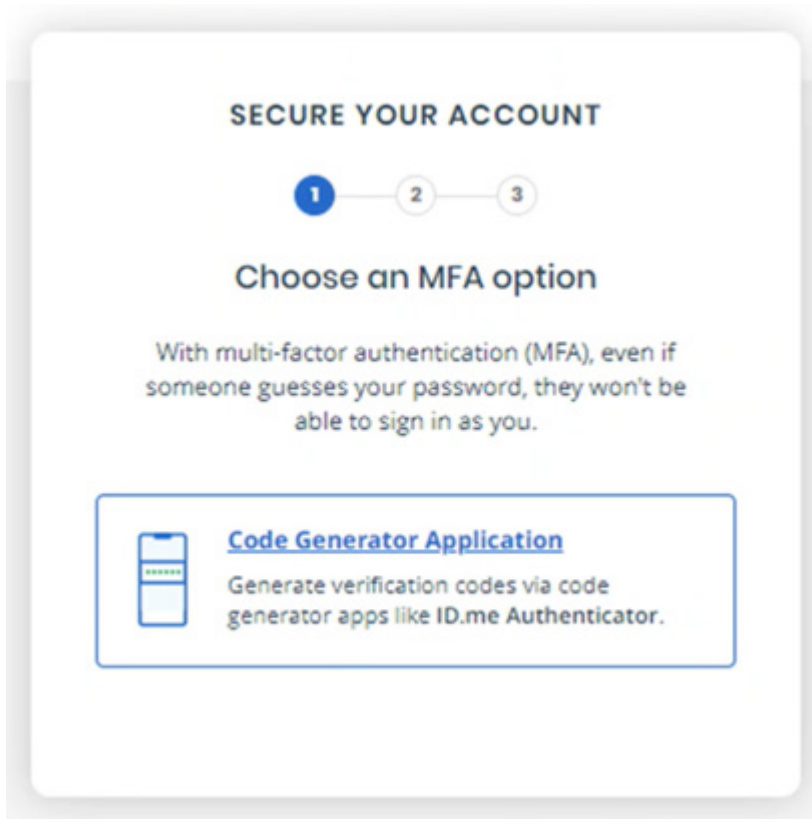
Resend my verification

d. Do one of the following:

- Tap the link in the confirmation email you received.
- Under **Confirmation Code**, enter the 6-digit confirmation code from the email you received.

e. Tap **Confirm Code**.

In ePrescribe, the **Secure Your Account** page appears and displays the multi-factor authentication (MFA) options.



2. Set up multi-factor authentication:
 - a. Tap the **Code Generator Application** box.

The enrollment options appear.

The screenshot shows a mobile app interface titled "SECURE YOUR ACCOUNT". At the top, there is a progress indicator with three steps: 1, 2 (highlighted in blue), and 3. Below this, the heading "Download an Authenticator app" is displayed, followed by the instruction "Choose how to receive a link to download the ID.me Authenticator app". There are two main options: "Text message" (with a checkmark icon) and "Email" (with an envelope icon). Below these, there is a section for "Your phone number" with a dropdown menu for country codes (currently showing the US flag) and a text input field. An "OR" separator is present. Below the separator, the text "Already have one? Open the app and choose one of the following options" is shown. There are two more options: "Scan QR Code" (with a QR code icon) and "Enter Secret Key" (with a four-digit code icon). At the bottom, there is a "Go back" link and a blue "Continue" button.

- b. Enter your phone number or email address.

A link to download the ID.me authenticator app will be sent to the phone number or email address you provided.

- c. Under **Enter the 6-digit code**, enter the code to confirm the MFA device.

Tip: Under **Name your device**, it is also recommended to type a descriptive name for your MFA device.

SECURE YOUR ACCOUNT

1 — 2 — **3**

Confirm your device

Please check your code generator app and enter the 6-digit code to complete securing your account.

Enter the 6-digit code *

792772

Name your device

My device

[Go back](#) **Continue**

- d. Tap **Continue**.

The **Your account is now secure** screen appears.

YOUR ACCOUNT IS NOW SECURE

You have secured your account with multi-factor authentication using a code generator application.

Visit [ID.me My Account](#) to view and manage multi-factor authentication settings.

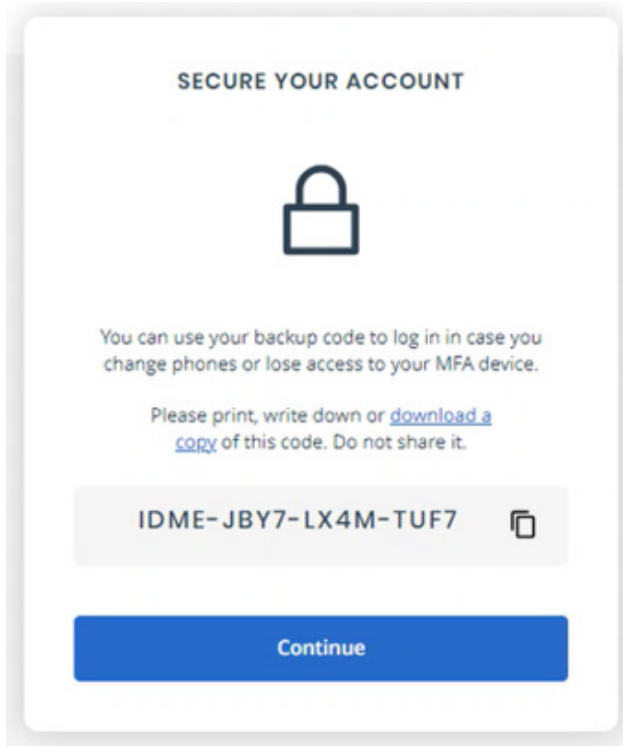
Recovery code

A recovery code can be used in the event you lose access to your multi-factor authentication device.

[Generate recovery code](#)

Continue

- e. Tap **Generate recovery code** to have ID.me generate a one-time recovery code you can use if you ever need to recover access to your account in the event that you change or lose your smart device. A recovery code is required any time you change your multi-factor authentication.



Note: If you previously had a different ID.me recovery code, it is not longer valid; use this new code instead. A new recovery code is generated automatically after the previous code is used.

Tip: Save or write down this recovery code (and date generated) in a safe place where you can access it later, such as in a file on another device or in the cloud. recovery code each time.


- f. Tap **Continue**.


The **Verify Your Identity** page appears.


VERIFY YOUR IDENTITY

We'll need permission to use details from your credit profile and other public sources to verify your identity. This will not affect your credit score.

Choose a verification method

 [Upload photos of your license or state ID](#)
Upload photos of your driver's license or state ID, and enter your social security number.

 [Upload a photo of your passport](#)
Upload a photo of your passport and enter your social security number.

 [Upload photos of your passport card](#)
Upload photos of your passport card and enter your social security number.

3. Complete the identity proofing steps:
 - a. Under **Choose a verification method**, tap the box that corresponds to how you want to verify 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**
 - b. At the **Consent** screen, tap **Continue**.

Consent for ID.me to collect Biometric Data and Sensitive Personal Information

CONSENT FOR ID.ME TO COLLECT BIOMETRIC INFORMATION AND SENSITIVE PERSONAL INFORMATION

In the event of any discrepancy between a non-English version of this document and the English version of this document, the English version shall prevail in all respects.

BIOMETRIC INFORMATION PRIVACY STATEMENT

ID.me will not sell, rent, or trade your Biometric Information, and after verification you may request we delete your Biometric Information. Your Biometric Information will only be used by ID.me to verify your identity in accordance with the guidelines published by the National Institute for Standards and Technology or as required for the prevention of fraud. ID.me will transfer your Biometric Information to our third party partners only when required by a subpoena, warrant, or other court ordered legal action.

Notice and Consent

This Notice and Consent for the collection of Biometric Information, Personal Information and Sensitive Personal Information ("Consent") describes how ID.me

☒ I acknowledge that I have received, read, and agreed to these terms

Continue

[Cancel](#)

- c. If the **Biometric Information Privacy Statement** page opens, read the policy, select the check box to acknowledge that you understand, and then tap **Continue**.

The **Take photos of your identity document** screen appears.

VERIFY YOUR IDENTITY

1 — 2 — 3 — 4 — 5

Take photos of your identity document

Enter a mobile phone number, then we'll text you a link to take photos of your identity document.

Identity Document

Driver's License or State ID [Change document](#)

Mobile Phone Number

+

Your smartphone must have a camera and a web browser.

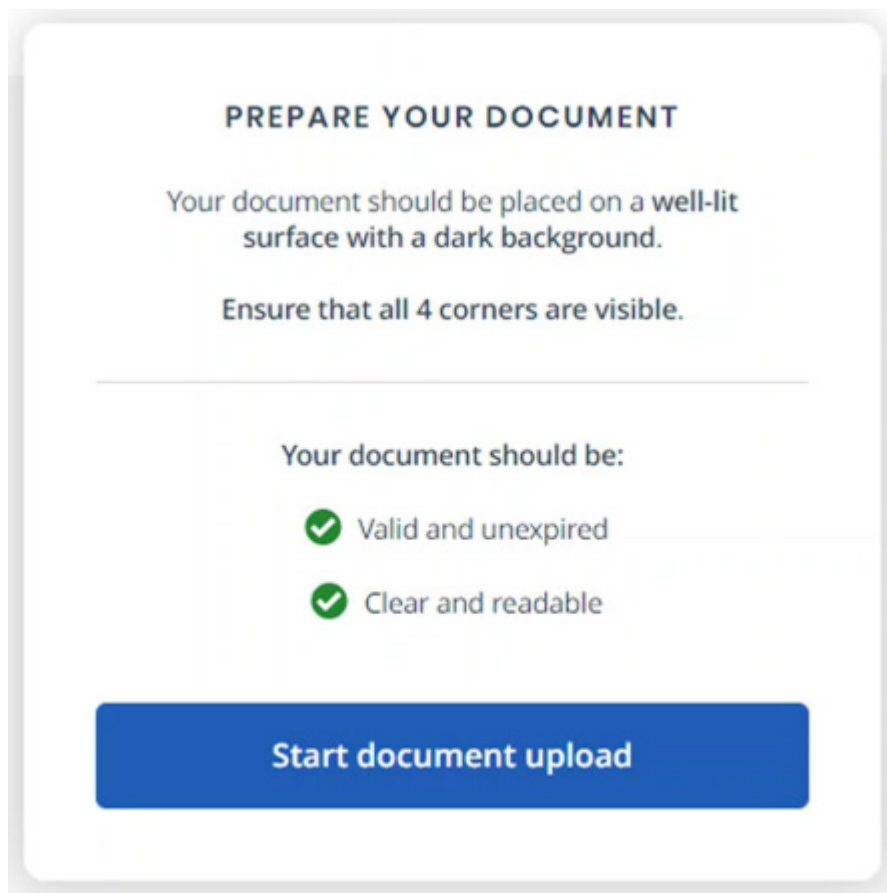
By entering your phone number, you agree to receive notifications through text message or voice calls during sign-in attempts in order to protect your account.

Continue

[I don't have a smartphone](#)

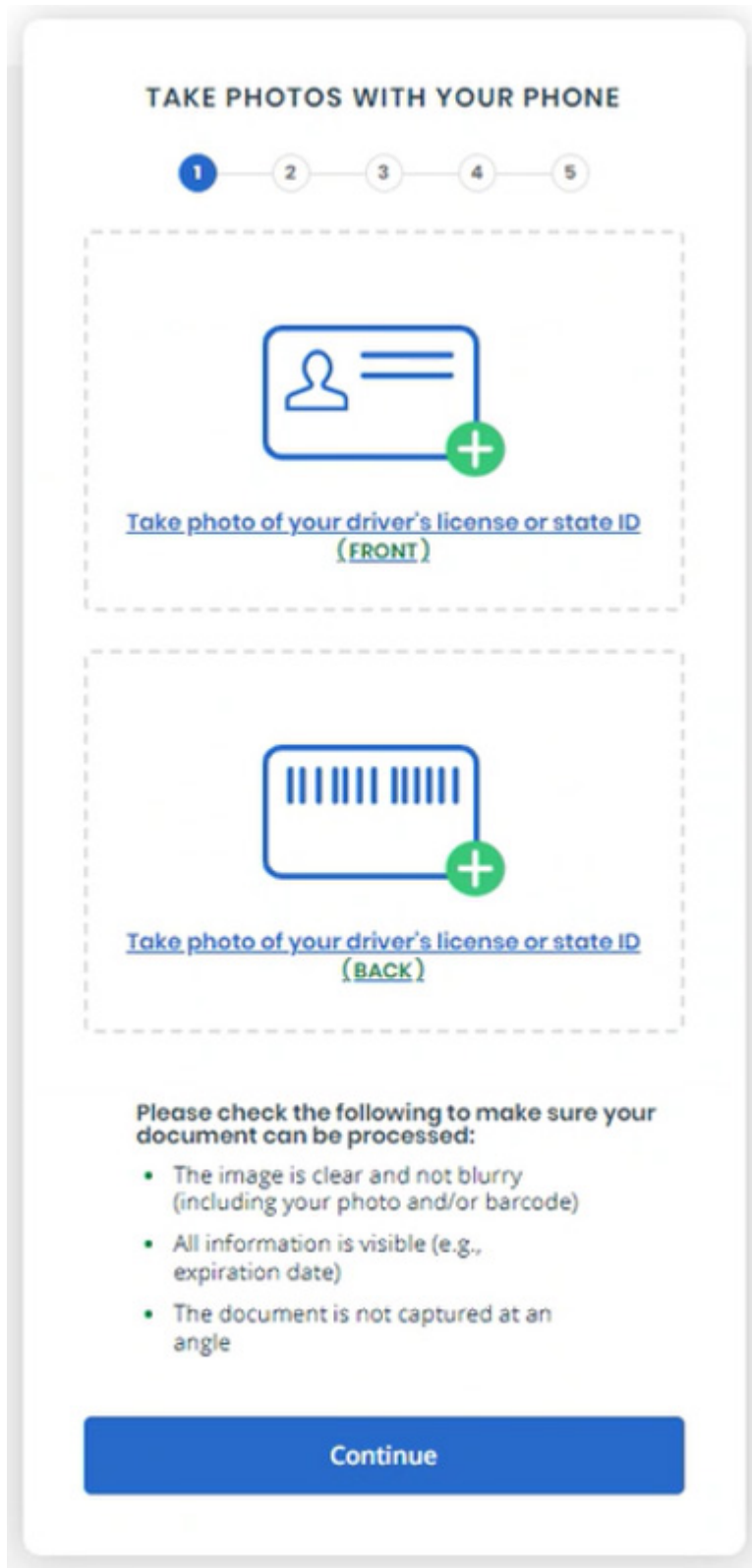
- d. Enter your mobile phone number. The number must be registered to you under your full legal name, and the phone must be able to receive text messages.
- e. Tap **Continue**.
- f. If a message appears asking if this is your email address, tap **Yes**.

ID.me displays the following screen where you can begin to take photos of your license.



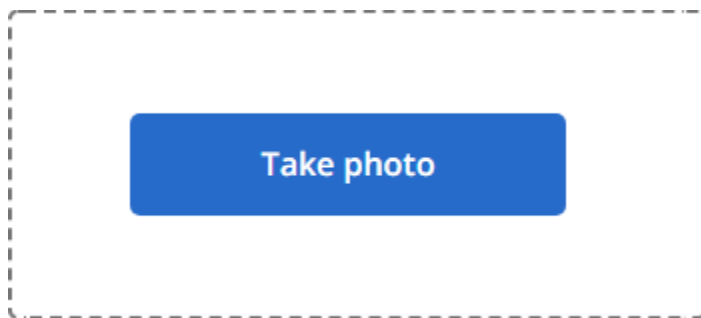
- g. Tap **Start document upload**.

The browser opens and displays the **Take Photos With Your Phone** page.

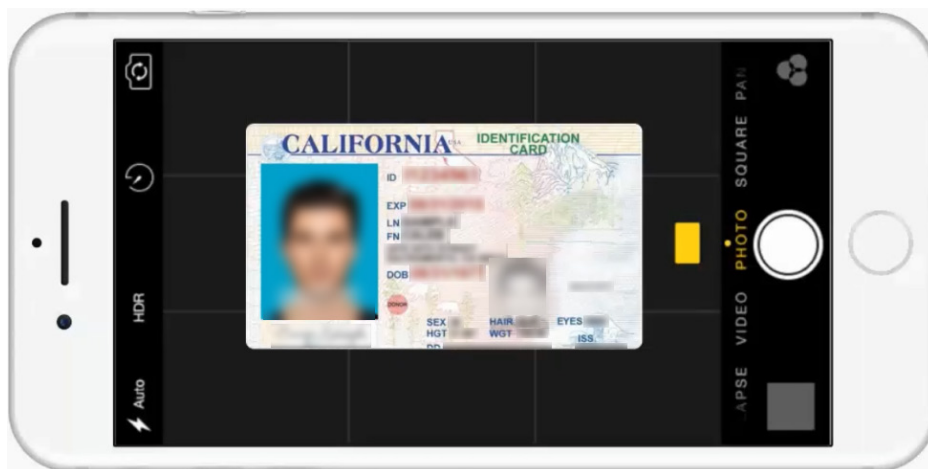


- h. In the upper box, tap **Take photo of your driver's license or state ID (FRONT)** to take a photo of the front of your license.

The option to take a photo appears.



- i. Tap **Take Photo**.
- j. Use your device's camera to take a picture of the front of your license.




The resulting photo appears.

TAKE PHOTOS WITH YOUR PHONE

1 — 2 — 3 — 4 — 5

Take photo of your driver's license or state ID

Choose a photo of the front side of your document. Then click "Continue" to proceed.



[Take a different photo](#)

Please check the following to make sure your document can be processed:

- The image is clear and not blurry (including your photo and/or barcode)
- All information is visible (e.g., expiration date)
- The document is not captured at an angle

Continue

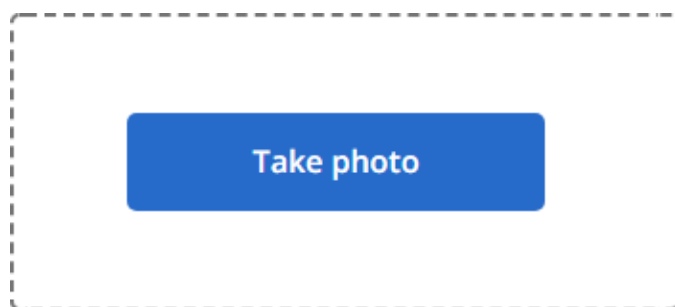
Back

k. Tap **Continue**.

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

l. In the lower box, tap the **Take photo of your driver's license or state ID (BACK)** link to take a photo of the back of your license.

The option to take a photo appears.



- m. Tap **Take photo**.
- n. Use your device's camera to take a picture of the back of your license.



The resulting photo appears.

TAKE PHOTOS WITH YOUR PHONE

1

2


3

4

5

Take photo of your driver's license or state ID

Choose a photo of the back side of your document. Then click "Continue" to proceed.



Take a different photo

Please check the following to make sure your document can be processed:

- The image is clear and not blurry (including your photo and/or barcode)
- All information is visible (e.g., expiration date)
- The document is not captured at an angle

Continue

Back

- o. Tap **Continue**.

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

TAKE PHOTOS WITH YOUR PHONE

1 — 2 — 3 — 4 — 5

NORTH CAROLINA IDENTIFICATION CARD
NOT FOR FEDERAL IDENTIFICATION

DOE

Take a different photo (front)

Class C: Any noncommercial single vehicle with a GVWR of less than 26,001 pounds. A vehicle towing a vehicle which has a combined GVWR of less than 26,001 pounds operated by a driver 18 yrs. or older.

RESTRICTIONS: A. NO LAWFUL STATUS. LOCAL PROHIBIT. EXP. 06/20/2020
A. CONNECTIVE LENSES

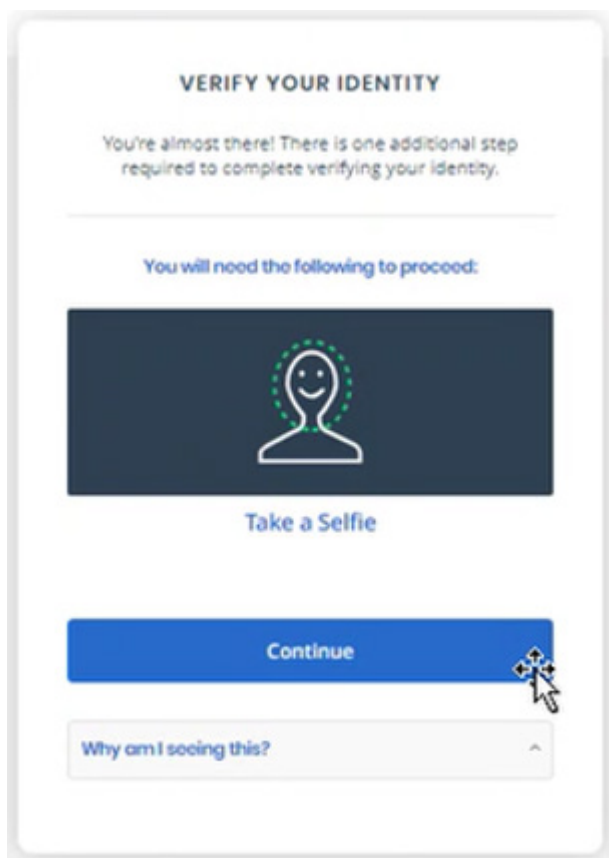
ENDORSEMENTS: NONE

Take a different photo (back)

Submit your photos

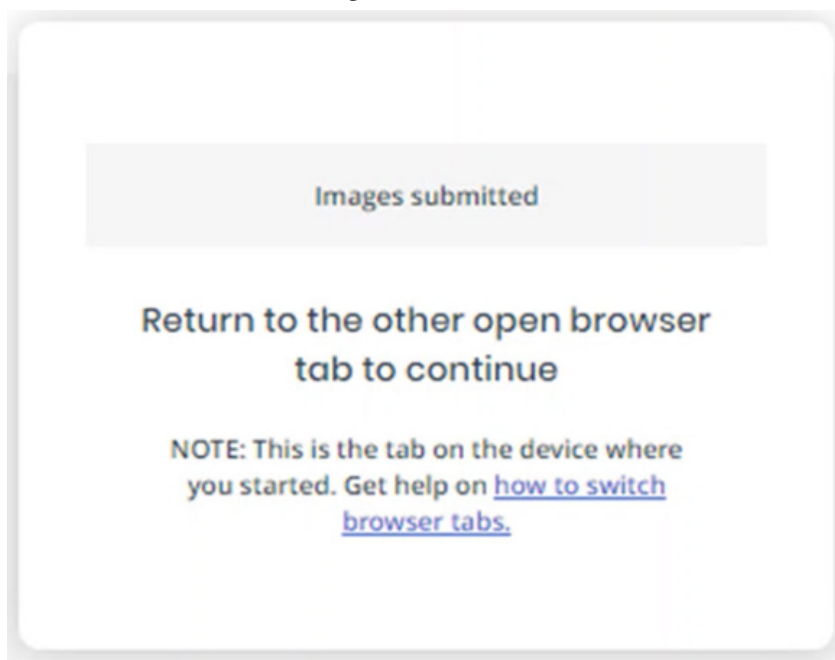
- p. If the photos of your license are clearly displayed on your device, tap **Submit your photos** to upload the photos.

When the images have been submitted, you'll be prompted to submit a "Selfie" to verify your identity.



- q. Tap **Take a Selfie**, take the selfie, and then tap **Continue**.

When you see the **Images submitted** screen below, you may need to switch back to an earlier browser tab or device before continuing.



The **Enter Your Social Security Number** page appears.

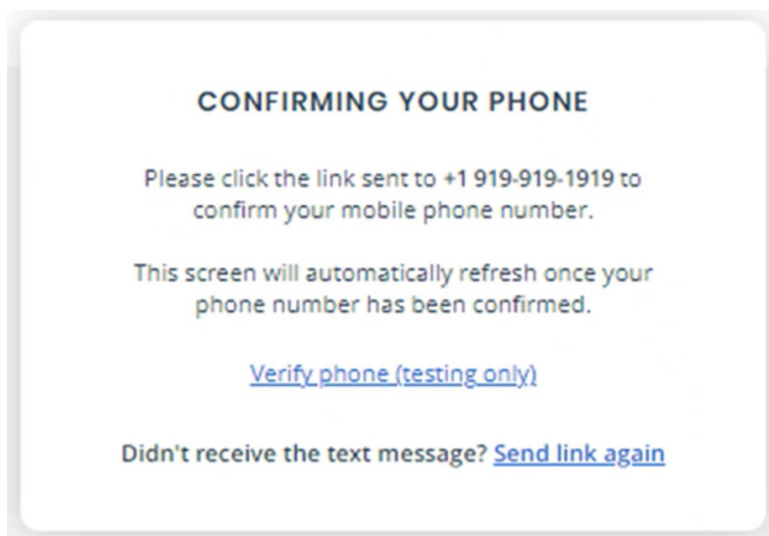
The screenshot shows a mobile app interface for identity verification. At the top, the title 'VERIFY YOUR IDENTITY' is centered. Below it is a progress indicator with five numbered circles (1-5), where circle 4 is highlighted in blue. The main heading 'Enter your Social Security number' is centered. Below this is a label 'Social Security Number (#####) *' followed by a text input field containing seven asterisks. A disclaimer text is centered below the input field: 'The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score.' At the bottom, there is a blue 'Back' link on the left and a blue 'Continue' button on the right.

- r. Enter your Social Security Number, and then tap **Continue**.

Your identity information appears for you to verify.

- s. Confirm that your information is correct, and then select the **The information I've provided is correct, and I accept the use of Fair Credit Reporting Act data to verify my identity** check box.
- t. Click **Yes**.

The **Confirming Your Phone** screen appears.



CONFIRMING YOUR PHONE

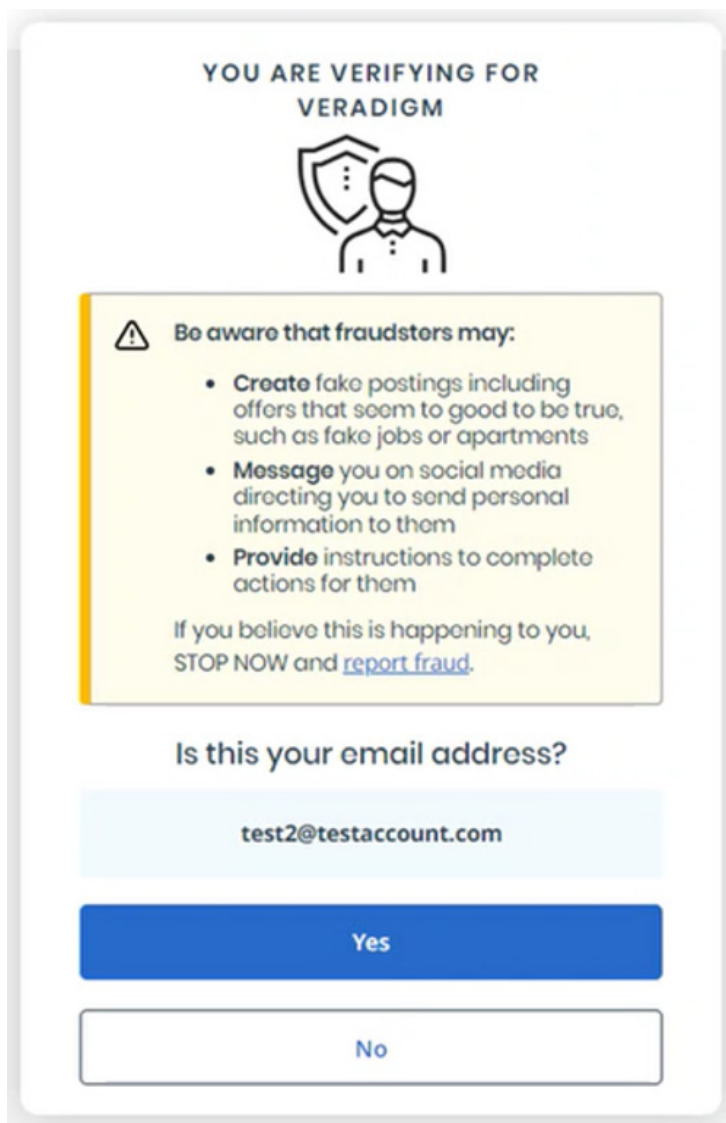
Please click the link sent to +1 919-919-1919 to confirm your mobile phone number.

This screen will automatically refresh once your phone number has been confirmed.


[Verify phone \(testing only\)](#)


Didn't receive the text message? [Send link again](#)

- u. Click **Verify phone**, and ID.me will send a test message to confirm your phone number. The **You Are Verifying for Veradigm** screen appears.



YOU ARE VERIFYING FOR VERADIGM



 **Be aware that fraudsters may:**

- **Create** fake postings including offers that seem too good to be true, such as fake jobs or apartments
- **Message** you on social media directing you to send personal information to them
- **Provide** instructions to complete actions for them

If you believe this is happening to you, STOP NOW and [report fraud](#).

Is this your email address?

test2@testaccount.com

Yes

No

- v. Verify that this is the email address you registered with ID.me, and then click **Yes**.

Notes:

- This step is necessary as a fraud prevention measure.
- If prompted to “Return to the other open browser tab to continue,” you may need to return to the original browser tab or device where you started Veradigm registration.

The **Authorize Veradigm** screen appears.

AUTHORIZE VERADIGM

Before we send you back to Veradigm, we need your permission to share your verified identity information.

Please note that only information obtained from the verification process will be shared.

Veradigm will receive:

✓ First Name	✓ Middle Name
✓ Last Name	✓ Phone
✓ Street	✓ City
✓ State	✓ Postal Code
✓ Birth Date	✓ Email

You can remove this access at any time by changing your ID.me account settings.

Allow

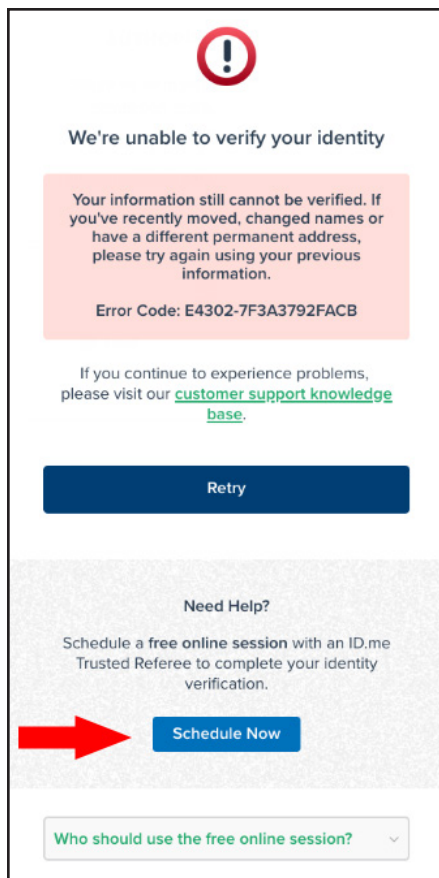
[Deny](#)

- w. Click **Allow**.

Important: If you click **Deny**, you'll need to repeat most of the account creation and ID verification process in this guide to set up ePrescribe.

Your ID.me account is now linked to your Veradigm (formerly Allscripts) security account, and you are logged out automatically.

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:

- i.) On your smart device, 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 your 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.

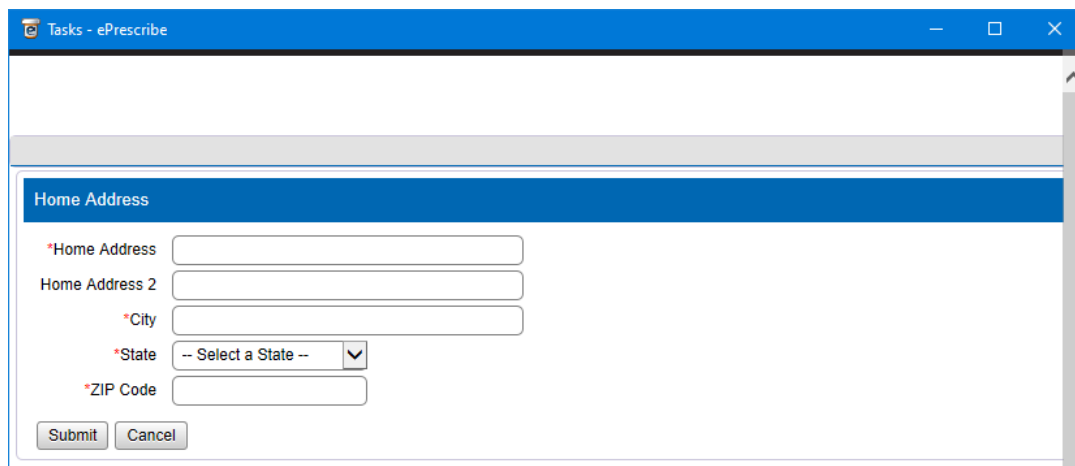
Finishing ePrescribe Setup

After your ID.me account is successfully created and linked to your Veradigm (formerly Allscripts) security account, you'll need to finish the ePrescribe setup.

1. Close and reopen ePrescribe using the web address eprescribe.allscripts.com.

Note: You will use the web address eprescribe.allscripts.com going forward to create prescriptions.

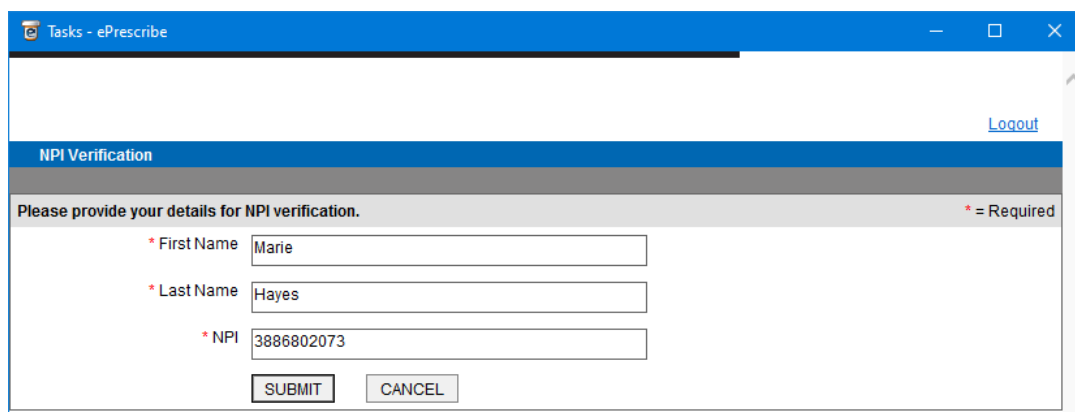
The **Home Address** page appears.



The screenshot shows a web browser window titled "Tasks - ePrescribe". The main content area has a blue header bar labeled "Home Address". Below this, there are five input fields, each preceded by an asterisk indicating it is required: "Home Address", "Home Address 2", "City", "State" (a dropdown menu currently showing "-- Select a State --"), and "ZIP Code". At the bottom of the form are two buttons: "Submit" and "Cancel".

2. Enter your home street address, and then click **Submit**.

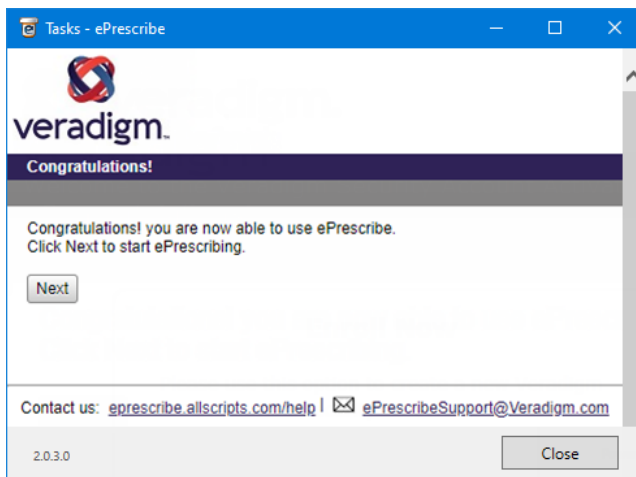
The **NPI Verification** page appears.



The screenshot shows a web browser window titled "Tasks - ePrescribe". The main content area has a blue header bar labeled "NPI Verification". Below this, there is a grey bar with the text "Please provide your details for NPI verification." and a legend "* = Required". There are three input fields, each preceded by an asterisk: "First Name" (containing "Marie"), "Last Name" (containing "Hayes"), and "NPI" (containing "3886802073"). At the bottom of the form are two buttons: "SUBMIT" and "CANCEL". A "Logout" link is visible in the top right corner of the page.

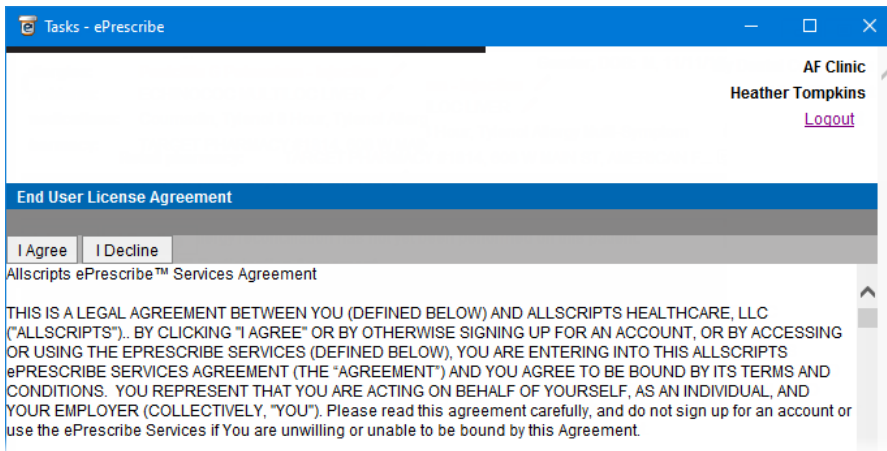
3. Verify that your name and NPI are correct, and then click **Submit**.

The **Congratulations!** page appears.



4. Click **Next**.

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



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

If the **Password Setup** page appears, proceed to the next step; otherwise, skip to step 16.

6. 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 set up in ePrescribe (as explained in “Adding Sites in ePrescribe” on page 47), the site selection page appears.

7. Select a site.
8. 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 Dentrrix.

9. Click **Select**.

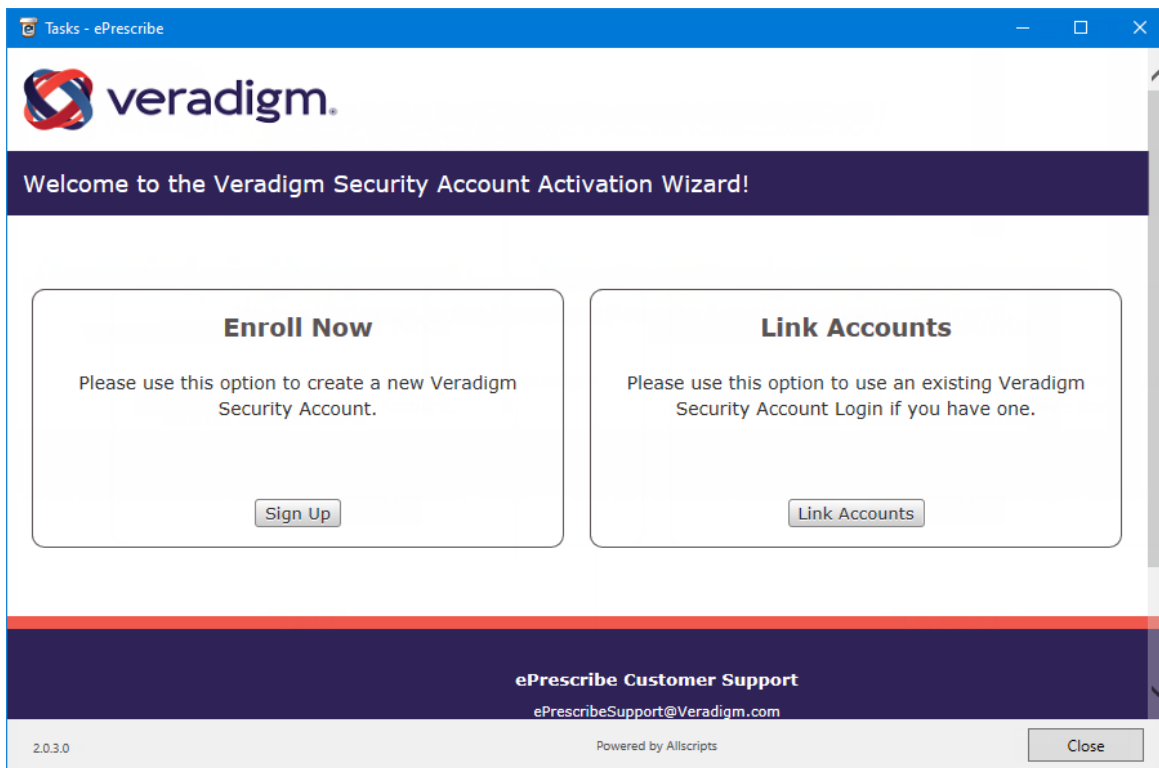
Linking an ePrescribe Account

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 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 the ePrescribe website at hseprescribe.com/access with a user account that has been enabled to use 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 **Home Address** page appears.

The screenshot shows a web browser window titled "Tasks - ePrescribe". The main content area has a blue header bar labeled "Home Address". Below this, there are five input fields: "*Home Address", "Home Address 2", "*City", "*State" (a dropdown menu showing "-- Select a State --"), and "*ZIP Code". Each field has a red asterisk indicating it is required. At the bottom of the form are two buttons: "Submit" and "Cancel".

6. Enter your home street address, and then click **Submit**.

The **NPI Verification** page appears.

The screenshot shows the "NPI Verification" page in the ePrescribe application. It has a blue header bar with the text "NPI Verification" and a "Logout" link in the top right corner. Below the header is a grey bar with the text "Please provide your details for NPI verification." and a red asterisk followed by "= Required". The form contains three input fields: "* First Name" (with the value "Marie"), "* Last Name" (with the value "Hayes"), and "* NPI" (with the value "3886802073"). Each field has a red asterisk indicating it is required. At the bottom are two buttons: "SUBMIT" and "CANCEL".

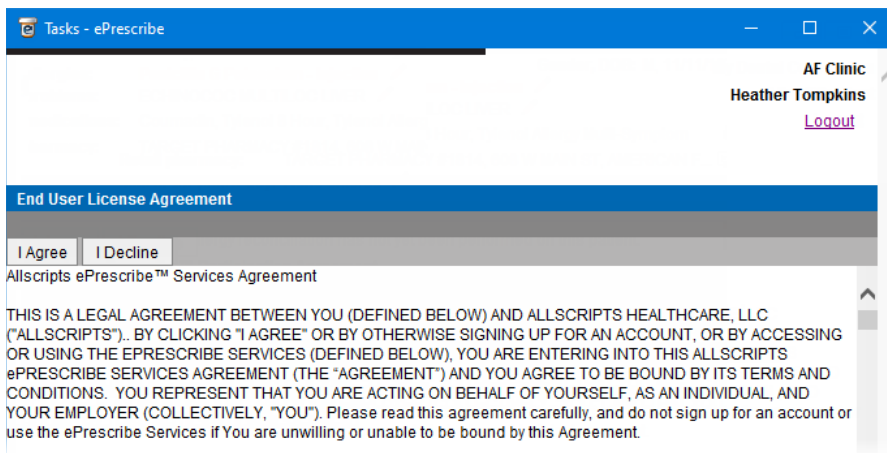
7. Verify that your name and NPI are correct, and then click **Submit**.

The **Congratulations!** page appears.

The screenshot shows the "Congratulations!" page in the ePrescribe application. It features the Veradigm logo at the top left. Below the logo is a blue header bar with the text "Congratulations!". The main content area has a grey bar with the text "Congratulations! you are now able to use ePrescribe. Click Next to start ePrescribing." Below this is a button labeled "Next". At the bottom, there is a footer section with contact information: "Contact us: eprescribe.allscripts.com/help | EPrescribeSupport@Veradigm.com". The version number "2.0.3.0" is displayed in the bottom left corner, and a "Close" button is in the bottom right corner.

8. Click **Next**.

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

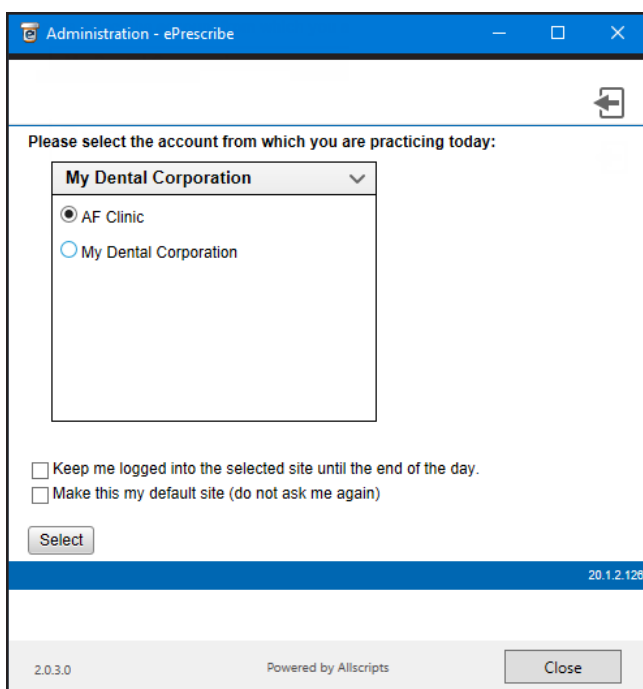


9. Review the agreement, and then click **I Agree**.

If the **Password Setup** page appears, proceed to the next step; otherwise, skip to step 17.

10. 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 set up in ePrescribe (as explained in “Adding Sites in ePrescribe” on page 47), the site selection page appears.



11. Select a site.

12. 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.

13. Click **Select**.

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:


- One Provider
- Multiple Providers

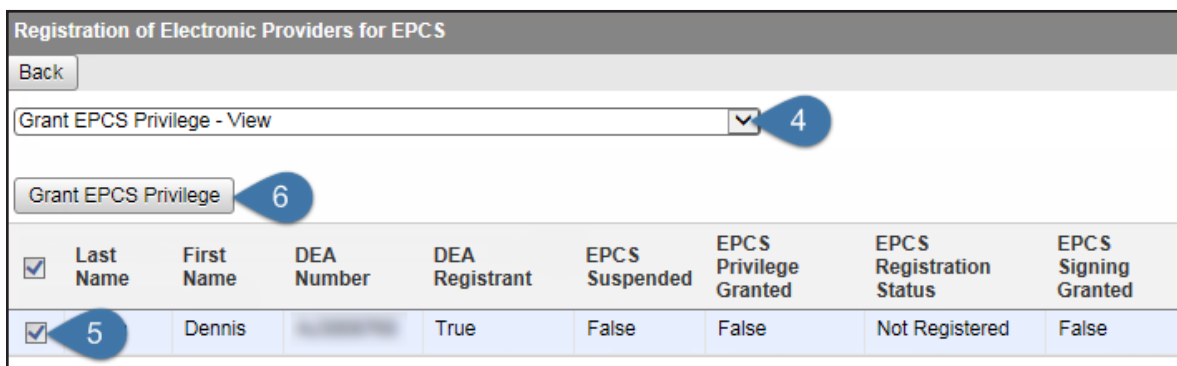
One Provider

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 Dentrrix. 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.




<input checked="" type="checkbox"/>	Last Name	First Name	DEA Number	DEA Registrant	EPCS Suspended	EPCS Privilege Granted	EPCS Registration Status	EPCS Signing Granted
<input checked="" type="checkbox"/>	Dennis			True	False	False	Not Registered	False

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 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.

Edit Users

[Back](#)

Last Name: First Name: [Search](#) ☒ Active ☐ Inactive ☐ All

	Login ID	Last Name	First Name	Status	
Edit	hschein_MCOOK.Cook.Maria.1	Cook	Maria	Active	Reset Password

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

[Back](#) [Save](#)

▼ **User Information**

Security Settings

State License

▼ **User Preferences**

▲ **EPCS Settings**

EPCS Permissions: Registered ☒ **EPCS Approver** ☒

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

Step 3 — To approve

After setting up the approval permission, do the following:

- Open ePrescribe as explained in “Opening ePrescribe” in the Usage chapter.
- On the right, under **Urgent Message**, click the **Manage EPCS Approvals** link.

If you have successfully completed registration, your name appears.

Registration of Electronic Providers for EPCS

[Back](#)

Approve Provider for EPCS Signing Permission - View

[Approve EPCS Signing Privilege](#)

<input type="checkbox"/>	Last Name	First Name	DEA Number	DEA Registrant	EPCS Suspended	EPCS Privilege Granted	EPCS Registration Status	EPCS Signing Granted
<input checked="" type="checkbox"/>	Cook	Maria		True	False	True	Not Registered	False

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

The due diligence dialog box appears.

EPCS Permission Due Diligence Dialog

When you assign EPCS permissions to others, you must confirm a number of items are true.

I certify due diligence to ensure that the selected practitioners are eligible for EPCS as follows:

- ☐ Either State or Federal government identification was used to verify their identity.
- ☐ State authorizations to practice and prescribe controlled substances are current and in good standing.
- ☐ Either DEA registrations are current, or exception has been granted from the requirement of registration under § 1301.22.
- ☐ If the practitioner is working at healthcare facilities operated by the Department of Veterans Affairs as an employee or at a healthcare facility operated by the Department of Veterans Affairs on a contractual basis, pursuant to 38 U.S.C. 8153, the practitioner has been validated for the eligibility to do so under 38 U.S.C. 7401-7408.

User Name:


Password:

Token Device:

One Time Password(OTP):

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.


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 Dentrax 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.

- Click the **Manage EPCS** link.

Registration of Electronic Providers for EPCS

Back

Grant EPCS Privilege - View 4


Grant EPCS Privilege 6

<input checked="" type="checkbox"/>	Last Name	First Name	DEA Number	DEA Registrant	EPCS Suspended	EPCS Privilege Granted	EPCS Registration Status	EPCS Signing Granted
<input checked="" type="checkbox"/> 5	Cook	Maria	[REDACTED]	True	False	False	Not Registered	False
<input checked="" type="checkbox"/>	Smith	Dennis	[REDACTED]	True	False	False	Not Registered	False

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

Step 2 (Admin) — To set up the Approver

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

- Log in to Dentrax as the Admin. Then, in the Office Manager, click the **ePrescribe Task Mode** toolbar button  to open ePrescribe in “task mode.”
- Click the **Settings** tab.
- Click the **Edit Users** link.

Edit Users

Back

Last Name: First Name: Search ☒ Active ☐ Inactive ☐ All

	Login ID	Last Name	First Name	Status	
Edit	hschein_MCOOK.Cook.Maria.1	Cook	Maria	Active	Reset Password
Edit	hschein_DSMITH.Smith.Denn.1	Smith	Dennis	Active	Reset Password
Edit	hschein_STEVE.Thompson.St.1	Thompson	Steve	Active	Reset Password

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

Back Save


▼ User Information

▼ Security Settings

State License

▼ User Preferences

▲ EPCS Settings

EPCS Permissions: Registered  ☒ EPCS Approver

- 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 3 (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 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.

<input type="checkbox"/>	Last Name	First Name	DEA Number	DEA Registrant	EPCS Suspended	EPCS Privilege Granted	EPCS Registration Status	EPCS Signing Granted
<input checked="" type="checkbox"/>	Cook	Maria	[REDACTED]	True	False	True	Not Registered	False
<input type="checkbox"/>	Smith	Dennis	[REDACTED]	True	False	True	Not Registered	False

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.

EPCS Permission Due Diligence Dialog

When you assign EPCS permissions to others, you must confirm a number of items are true.

I certify due diligence to ensure that the selected practitioners are eligible for EPCS as follows:

- ☐ Either State or Federal government identification was used to verify their identity.
- ☐ State authorizations to practice and prescribe controlled substances are current and in good standing.
- ☐ Either DEA registrations are current, or exception has been granted from the requirement of registration under § 1301.22.
- ☐ If the practitioner is working at healthcare facilities operated by the Department of Veterans Affairs as an employee or at a healthcare facility operated by the Department of Veterans Affairs on a contractual basis, pursuant to 38 U.S.C. 8153, the practitioner has been validated for the eligibility to do so under 38 U.S.C. 7401-7408.

User Name:


Password:

Token Device:

One Time Password(OTP):

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 Dentrrix 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.

Adding Sites in ePrescribe

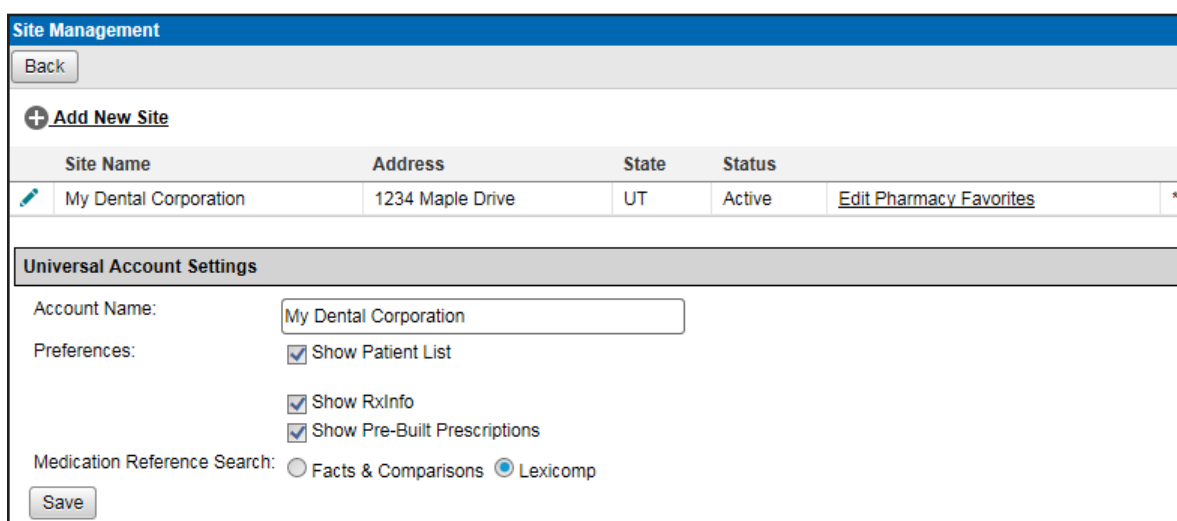
For each location that you join to an existing group and enable for ePrescribe from Dentrrix, you must add that location as a “site” from ePrescribe. A stand-alone location or the primary location of a group that you enable for ePrescribe from Dentrrix is added automatically as a site in ePrescribe.


Note: If a user attempts to open ePrescribe while logged in to a location 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 location is added as an ePrescribe site.

To add a site in ePrescribe

1. Log in to Dentrrix in the primary location 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 sites that have already been added in ePrescribe.



Site Name	Address	State	Status	
 My Dental Corporation	1234 Maple Drive	UT	Active	Edit Pharmacy Favorites *

Universal Account Settings

Account Name:

Preferences:

- ☒ Show Patient List
- ☒ Show RxInfo
- ☒ Show Pre-Built Prescriptions

Medication Reference Search: ☐ Facts & Comparisons ☒ Lexicomp

4. Click **Add New Site**.

The options for adding a new site become available.

Site Name:

Address:

City:

State:

ZIP Code:

Phone:

Fax:

Time Zone:

☐ Allow Allscripts Remote Access

☒ Perform Generic Equivalent Searches

☐ Show and apply Branded Rx Discount Offers

☐ Allow InfoScripts

☐ Allow Patient Informational Copy

☐ Allow Maximum Daily Dose

Printing Preference: ☒ 1Up ☐ 4Up

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
- Adding and Editing Patients
- Adding and Editing Allergies
- Adding and Editing Problems
- Entering New Prescriptions


Opening ePrescribe

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

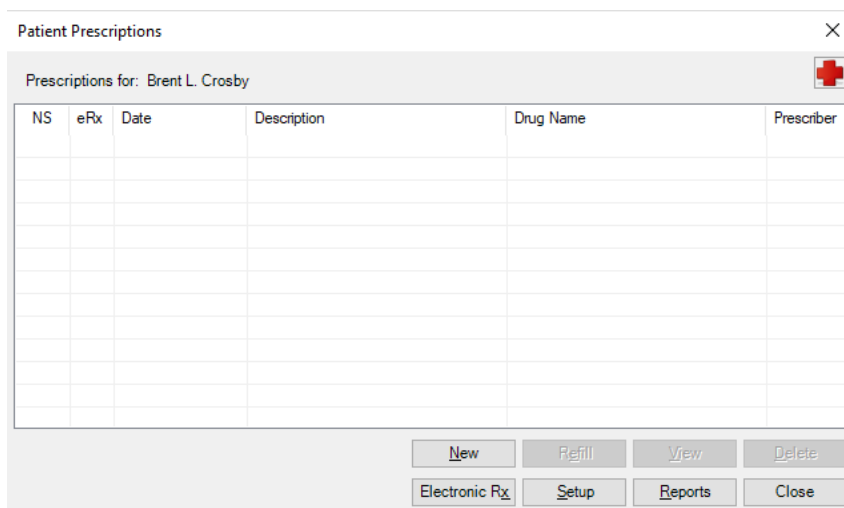
To open ePrescribe

1. Log in to Dentrix 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.
 - ePrescribe users are stored in the DDB_ERX_USER_BASE table of your Dentrix database.
2. From a patient-specific module (such as the Patient Chart, Ledger, Family File, Document Center, or Treatment Planner), select a patient, and then click the **Prescriptions** button .


The **Patient Prescriptions** dialog box appears.



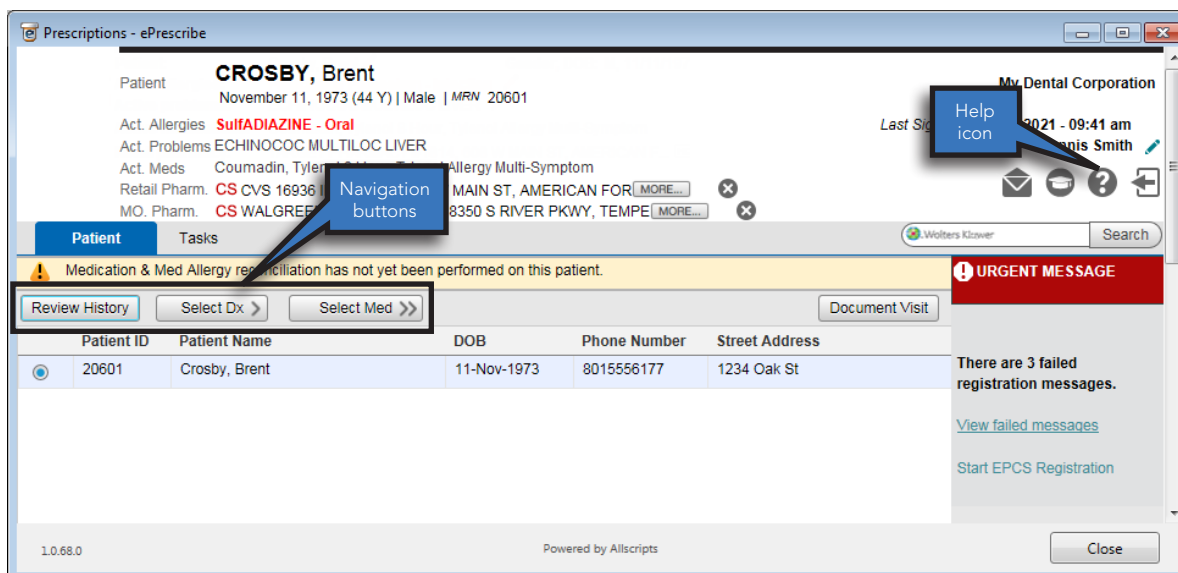
The screenshot shows the 'Patient Prescriptions' dialog box. At the top, it says 'Prescriptions for: Brent L. Crosby' next to a red cross icon. Below this is a table with columns: NS, eRx, Date, Description, Drug Name, and Prescriber. The table is currently empty. At the bottom of the dialog box, there are two rows of buttons. The first row contains 'New', 'Refill', 'View', and 'Delete'. The second row contains 'Electronic Rx' (which has a small pill icon next to it), 'Setup', 'Reports', and 'Close'.

NS	eRx	Date	Description	Drug Name	Prescriber

Buttons: New, Refill, View, Delete, Electronic Rx, Setup, Reports, Close

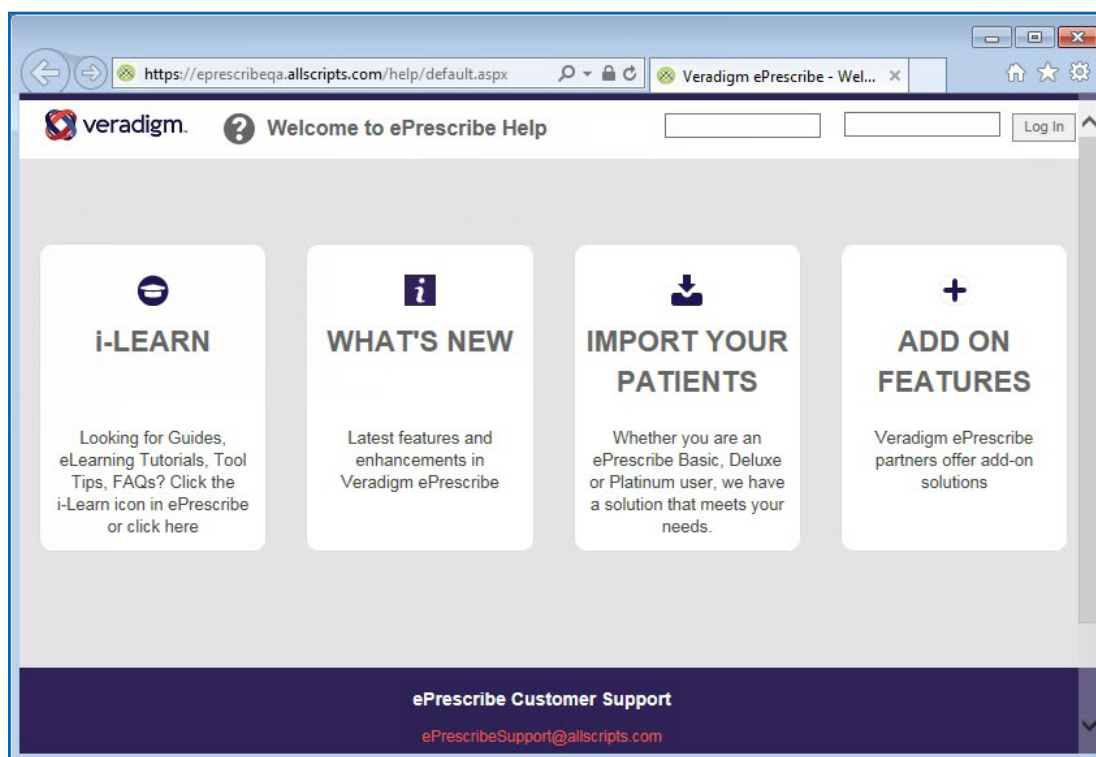
3. Click the **Electronic Rx** button .
4. If you are using ePrescribe in “Test Mode,” a dialog box will appear, indicating that ePrescribe is in Test Mode; click **OK** to continue. Otherwise, skip this step.

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.

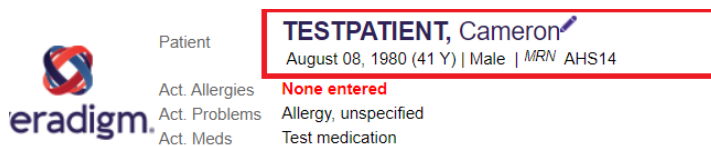


Editing Patients


You can edit patient demographic information in ePrescribe.

To edit a patient

1. With the ePrescribe module open, click the pencil icon next to the patient name you want to edit.



eradigm Patient

TESTPATIENT, Cameron 

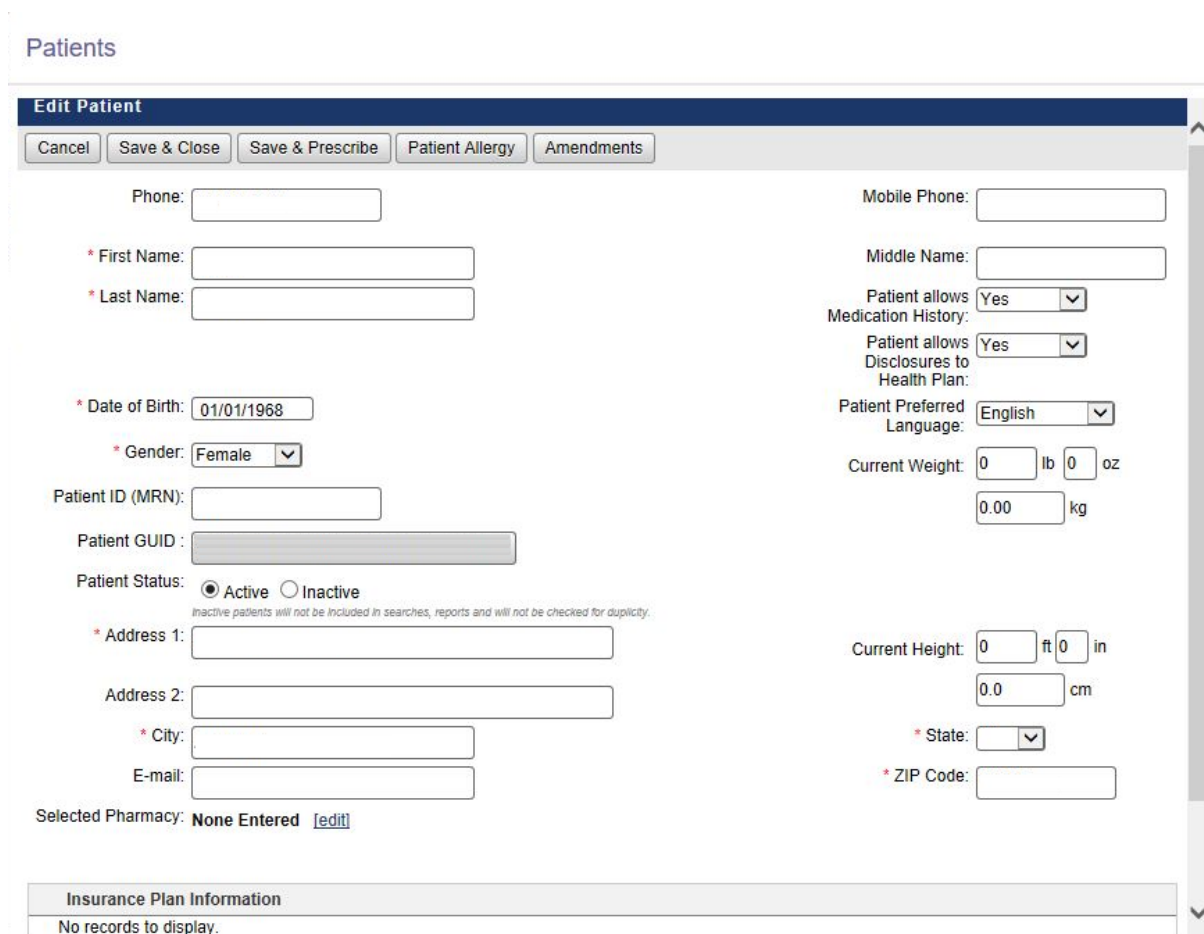
August 08, 1980 (41 Y) | Male | MRN AHS14

Act. Allergies None entered

Act. Problems Allergy, unspecified

Act. Meds Test medication

The **Edit Patient** screen appears.



Patients

Edit Patient

Cancel Save & Close Save & Prescribe Patient Allergy Amendments

Phone:

Mobile Phone:

* First Name:

Middle Name:

* Last Name:

Patient allows Medication History: Yes

Patient allows Disclosures to Health Plan: Yes

Patient Preferred Language: English

* Date of Birth: 01/01/1968

* Gender: Female

Current Weight: 0 lb 0 oz
0.00 kg

Patient ID (MRN):

Patient GUID:

Patient Status: ☒ Active ☐ Inactive
Inactive patients will not be included in searches, reports and will not be checked for duplicity.

* Address 1:

Current Height: 0 ft 0 in
0.0 cm

Address 2:

* City:

* State:

E-mail:

* ZIP Code:

Selected Pharmacy: None Entered [\[edit\]](#)

Insurance Plan Information

No records to display.

2. Click **Insurance Plan Information** at the bottom, and fill in the insurance plan information.
3. When finished, do any of the following:
 - Click **Save & Close** to save the information and close the window.
 - Click **Save & Prescribe** to save the information and open the prescription window.
 - Click **Patient Allergy** to add allergy information for the patient.

Adding and Editing Allergies

You can add and edit allergies for a patient in ePrescribe.

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.

Class/Medication	Reaction	Type	Active	Updated Date	
SulfADIAZINE - Oral	Hives	Allergy	Y	01/24/2018	Edit EIE

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.

Drug Name	Dosage Form	Route
Penicillin G Benzathine	Suspension	Intramuscular
Penicillin G Benzathine & Proc	Suspension	Intramuscular
Penicillin G Pot in Dextrose	Solution	Intravenous
Penicillin G Potassium	Solution Reconstituted	Injection
Penicillin G Potassium in D5W	Solution	Intravenous
Penicillin G Procaine	Suspension	Intramuscular
Penicillin G Sodium	Solution Reconstituted	Injection
Penicillin V Potassium	Solution Reconstituted	Oral

Date when allergy first noticed/reported: 1/24/2018 (mm/dd/yyyy)

☒ Allergy ☐ Intolerance

Reaction

- Abdominal pain
- Anaphylaxis**
- Anemia
- Arrhythmia
- Asthma
- Bradycardia
- Constipation
- Cough
- Decreased libido
- Depression

If Reaction not listed above, enter description below.

If you would like to enter more than one reaction for a Class or Medication, select (highlight) the first reaction from the list. Then hold down the Control Key (Ctrl) and continue to select other reactions. When done, click the Save button. All selected reactions will be associated to the Class or Medication selected.

- 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.

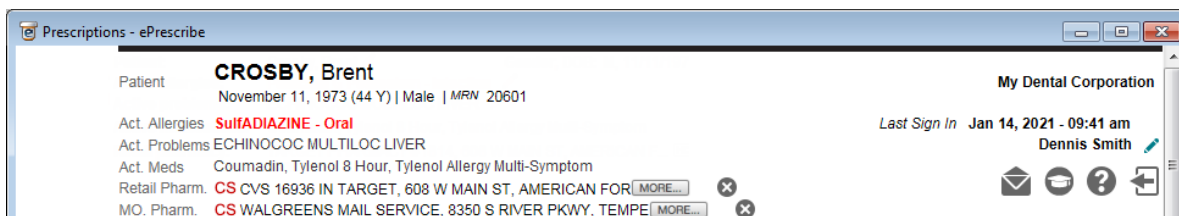
- b. Select whether this allergy is **Active** or **Inactive**.
 - c. Select a **Reaction**, or if the appropriate reaction is not listed, type a description in the field provided.
 - d. Select whether this is an **Allergy** or **Intolerance**.
 - e. Click **Save**.
 - f. Repeat steps a – e as needed.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

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.

Act. Problems

Patient Diagnosis

Back Add Diagnosis ☒ Active ☐ Inactive / Resolved ☐ All

Diagnosis	Start Date	ICD-9 Code	ICD-10 Code	SNOMED Code	Status
Echinococcus multilocularis infection of liver	1/24/2018		B67.5		Active Inactivate EIE

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.

chronic migraine GO

Back Save ☒ Active Date when diagnosis first noticed/reported: 1/24/2018 (mm/dd/yyyy)

Diagnosis	ICD-10 Code
<input checked="" type="radio"/> Chronic migraine without aura	G43.7
<input type="radio"/> Chronic migraine without aura, intractable	G43.71
<input type="radio"/> Chronic migraine without aura, intractable, with status migrainosus	G43.711
<input type="radio"/> Chronic migraine without aura, intractable, without status migrainosus	G43.719
<input type="radio"/> Chronic migraine without aura, not intractable	G43.70
<input type="radio"/> Chronic migraine without aura, not intractable, with status migrainosus	G43.701
<input type="radio"/> Chronic migraine without aura, not intractable, without status migrainosus	G43.709

- 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 <u>EIE</u>

- 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.

Entering New Prescriptions

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

	Medication And Sig	Quantity	DAW	Refills	Days
<input type="checkbox"/>	Acetaminophen-Codeine #2, 300-15 MG Tablet, TAKE 1 TO 2 TABLETS EVERY 4 HOURS AS NEEDED	36	<input type="checkbox"/>	0	3
<input type="checkbox"/>	Amoxicillin, 250 MG Capsule, TAKE 1 CAPSULE TWICE DAILY.	14	<input type="checkbox"/>	0	7
<input type="checkbox"/>	Nexium, 20 MG Packet, MIX THE CONTENTS OF 1 PACKET IN 15ML OF WATER AND DRINK ONCE DAILY.	30	<input type="checkbox"/>	0	30
<input type="checkbox"/>	Norvasc, 10 MG Tablet, TAKE 1 TABLET TWICE DAILY.	60	<input type="checkbox"/>	0	30
<input type="checkbox"/>	SulfADIAZINE, 500 MG Tablet, TAKE 1 TABLET 3 TIMES DAILY.	21	<input type="checkbox"/>	0	7

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 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
- 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.
 - Do one of the following:
 - If you are using the **Patient History** or **My History** search option, do the following:
 - Select the check boxes of the desired prescriptions. Only complete prescriptions are available for selection.

	Medication And Sig	Quantity	DAW	Refills	Days
<input checked="" type="checkbox"/>	Acetaminophen-Codeine #2, 300-15 MG Tablet, TAKE 1 TO 2 TABLETS EVERY 4 HOURS AS NEEDED	36		0	3
<input checked="" type="checkbox"/>	Amoxicillin, 250 MG Capsule, TAKE 1 CAPSULE TWICE DAILY.	14		0	7
<input checked="" type="checkbox"/>	NexlUM, 20 MG Packet, MIX THE CONTENTS OF 1 PACKET IN 15ML OF WATER AND DRINK ONCE DAILY.	30		0	30
<input type="checkbox"/>	Norvasc, 10 MG Tablet, TAKE 1 TABLET TWICE DAILY.	60		0	30
<input type="checkbox"/>	SulfADIAZINE, 500 MG Tablet, TAKE 1 TABLET 3 TIMES DAILY.	21		0	7

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.

Drug Name	Status
Fluticasone Propionate	Green face 1
Alasone	Green face 1
Veramyst	Green face 1
Alasacort AQ	Yellow face
Omnaris	Yellow face
Rhinocort Aqua	Yellow face

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

	Drug Name	Strength	Unit	Dosage Form	Route
<input checked="" type="radio"/>	Norvasc	10	MG	Tablet	Oral
<input type="radio"/>	Norvasc	2.5	MG	Tablet	Oral
<input type="radio"/>	Norvasc	5	MG	Tablet	Oral

- Select the desired medication.
- Click **Select Sig >**.

The **Choose SIG** page opens.

Choose Sig : Preferred

Choose or write a SIG for Norvasc 10 MG Tablet Oral :

Back Patient Ed Sheet Change Med Add to Script Pad > Add & Review >>

☒ Preferred ☐ All ☐ Write Free Text SIG

TAKE 1 TABLET TWICE DAILY
 TAKE 1 TABLET DAILY AS DIRECTED.
 TAKE 1 TABLET DAILY FOR BLOOD PRESSURE.
 TAKE 1 TABLET DAILY.

* Days Supply: 30
 * Quantity: 60
 * Refills: 0

Dispense As Written ☐

Library - Admin & Dosage

Special instructions to pharmacist Note: should not be used for patient instructions or comments

(Maximum 210 Characters / 210 characters remaining)

- 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**.
- 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.

Choose Package/Unit: GM
 GM
 EA
 16 GM Bottle

- **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.
- 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 >>**.
 - 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.

DUR Check		COVERAGE & CO-PAY
Back Continue		
<p> The medications you have prescribed have created the following Drug Utilization Warnings (DUR). For Duplicate Therapy Warnings, there may be one or more similar medications on the patient's active medication list. For all other DUR warnings, there are Drug interactions that have been identified with medications you have just prescribed. Please review the warnings listed and determine if current prescriptions need to be completed or if the warnings presented are acceptable to continue with therapy.</p>		
Prior Adverse Reactions		SCRIPT PAD
<p>Warning</p> <p> The use of SulfADIAZINE Oral Tablet 500 MG may result in an allergic reaction based on a reported history of allergy to SulfADIAZINE Oral Tablet 500 MG.(Reaction Category: Allergic, Symptoms: Hives)</p>		<p>SulfADIAZINE 500 MG Tablet - QUANTITY 21 Tablet - REFILL 0 - TAKE 1 TABLET 3 TIMES DAILY. - 7 DAYS Edit Remove</p> <p>Acetaminophen-Codeine #2 300-15 MG Tablet - QUANTITY 36 Tablet - REFILL 0 - TAKE 1 TO 2 TABLETS EVERY 4 HOURS AS NEEDED - 3 DAYS - DAW Edit Remove</p> <p>Norvasc 10 MG Tablet - QUANTITY 60 Tablet - REFILL 0 - TAKE 1 TABLET TWICE DAILY. - 30 DAYS Edit Remove</p> <p>Review Script Pad</p>
Dose Check		
Medication Name		
Norvasc	The daily dose of 2 tablets exceeds the usual dose of 0.25 to 1 tablet. The frequency of 2 times per day exceeds the usual frequency of daily.	
SulfADIAZINE	The daily dose of 3 tablets is below the usual dose of 4 to 8 tablets.	
Copyright 2017 CDI, LLC. All rights reserved		

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:

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

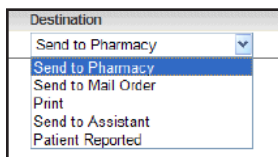
Note: You can click **Back** to go back and choose a different medication for the patient, if necessary.

The **Script Pad** page appears.

Script Pad				
Select Med Change Pharmacy Process Script Pad > Check Registry <input type="checkbox"/> State Registry Checked				
Rx Date	Medication & Sig	Destination	Actions	
01/24/2018 10:09 AM	Hydrocodone-Acetaminophen 5-325 MG Oral Tablet - TAKE 1 TABLET EVERY 4 TO 6 HOURS AS NEEDED FOR PAIN. - DAW QUANTITY 180 Tablet - REFILL 0 - Days Supply - 30	Send to Pharmacy	CS	
01/24/2018 10:09 AM	NexIUM 20 MG Oral Packet - MIX THE CONTENTS OF 1 PACKET IN 15ML OF WATER AND DRINK ONCE DAILY. QUANTITY 30 Packet - REFILL 0 - Days Supply - 30	Print		
01/24/2018 10:09 AM	Amoxicillin 250 MG Oral Capsule - TAKE 1 CAPSULE TWICE DAILY. QUANTITY 14 Capsule - REFILL 0 - Days Supply - 7	Send to Pharmacy		

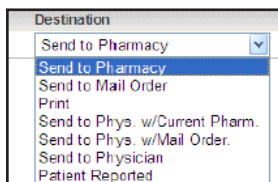
6. Review the listed prescriptions, and select the appropriate **Destination**.

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.

Electronic Prescribing of a Controlled Substance Confirmation

Rx Date: 10/26/2012
 Provider: [Redacted]
 Patient: [Redacted]
 Pharmacy: [Redacted]

<input checked="" type="checkbox"/> Medication and Sig	Quantity	DAW	Refills	Days
<input checked="" type="checkbox"/> Hydrocodone-Acetaminophen 5-325 MG Tab TAKE 1 TABLET EVERY 4 TO 6 HOURS AS NEEDED FOR PAIN.	30	<input type="checkbox"/>	0	5

* By completing the two-factor authentication protocol at this time, you are legally signing the prescription(s) and authorizing the transmission of the above information to the pharmacy for dispensing. The two-factor authentication protocol may only be completed by the practitioner whose name and DEA registration number appear here.

User Name: [Redacted]
 DEA Number: [Redacted]
 Password: [Redacted]
 One Time Password (O.T.P.): [Redacted]

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**.

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.

To update a patient's record

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

Prescriptions - ePrescribe

Patient: **CROSBY, Brent**
 November 11, 1973 (44 Y) | Male | MRN 20601

Act. Allergies: **SulfADIAZINE - Oral**
 Act. Problems: **ECHINOCOC MULTILOC LIVER**
 Act. Meds: **Coumadin, Tylenol 8 Hour, Tylenol Allergy Multi-Symptom**
 Retail Pharm: **CS CVS 16936 IN TARGET, 608 W MAIN ST, AMERICAN FOR** MORE...
 MO. Pharm: **CS WALGREENS MAIL SERVICE, 8350 S RIVER PKWY, TEMPE** MORE...

My Dental Corporation
 Last Sign In: Jan 14, 2021 - 09:41 am
 Dennis Smith

Wolters Kluwer Search

URGENT MESSAGE

There are 3 failed registration messages.
[View failed messages](#)
[Start EPCS Registration](#)

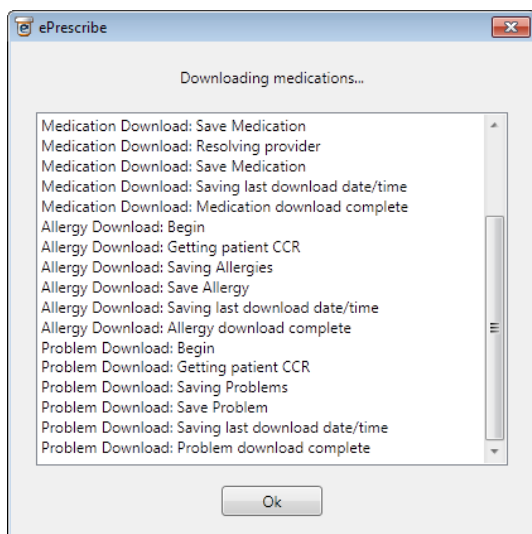
Medication & Med Allergy reconciliation has not yet been performed on this patient.

Review History Select Dx Select Med Document Visit

Patient ID	Patient Name	DOB	Phone Number	Street Address
20601	Crosby, Brent	11-Nov-1973	8015556177	1234 Oak St

1.0.68.0 Powered by Allscripts Close

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 Dentrrix. You can click each tab or click **Previous** or **Next** to navigate between each tab. The following tabs are 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 Dentrrix** – 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 Dentrrix 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 Dentrrix** – The list displays the medications that already exist in the patient's record. For each medication, select **Keep**, **Update**, **Inactivate**, or **Remove** from the **Action** list. Data that is removed from Dentrrix 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 Dentrrix** – 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 Dentrrix 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.

Summary of the Clinical Information Reconciliation - (Crosby, Brent)

Problems

Description	Status	Discovered Date	SNOMED	Changed
Added				
Existing				
Allergic To Latex	Active	12/3/2013	258750005	12/3/2013
Bleeding	Active	12/3/2013		12/3/2013
ASTHMA	Active	1/7/2014	304527002	1/7/2014
Updated				

Medications

Description	Status	Type	RxNorm	NDC	Sig	Changed
Added						
Existing						
Amoxicillin 500mg	Active	RX			Take 1 tablet...	12/3/2013
Amoxicillin 500mg	Active	RX			Take 1 tablet...	12/5/2013
CeleBREX 100 MG	Active	Med		00025152031	take 1 pill in t...	12/3/2013
Updated						

Allergies

Description	Status	Reaction	Severity	Discovered Date	RxNorm	Changed
Added						
SulfADIAZINE - Oral	Active	Hives	Unknown	3/25/2015		3/25/2015
Penicillin G Potassium - Injection	Inactive	Anaphylaxis	Unknown	1/14/2014		3/25/2015
Existing						
Penicillins - CLASS	Active	Anaphylaxis(...	Unknown	12/4/2013		12/4/2013
Updated						

OK

- Click **OK**.