

# Requesting Prescription Renewals

Amalgamated Process

July 2018

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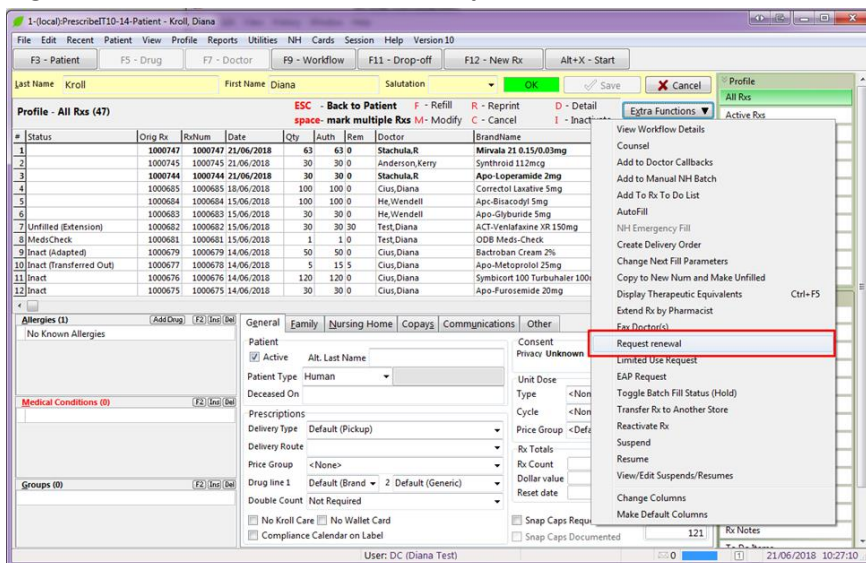
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## Amalgamated Process for Requesting Prescription Renewals

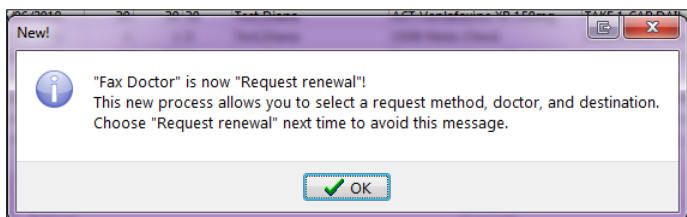
In Kroll Version 10 Service Pack 14 requesting prescription renewals from providers (Doctor Authorization Fax Doctor, Doctor Callbacks, and Electronic Prescription Requests) have been amalgamated into one streamlined process named **Request Renewal**.

### Requesting Renewals by Fax (Fax Doctor/ Doctor Authorization Report)

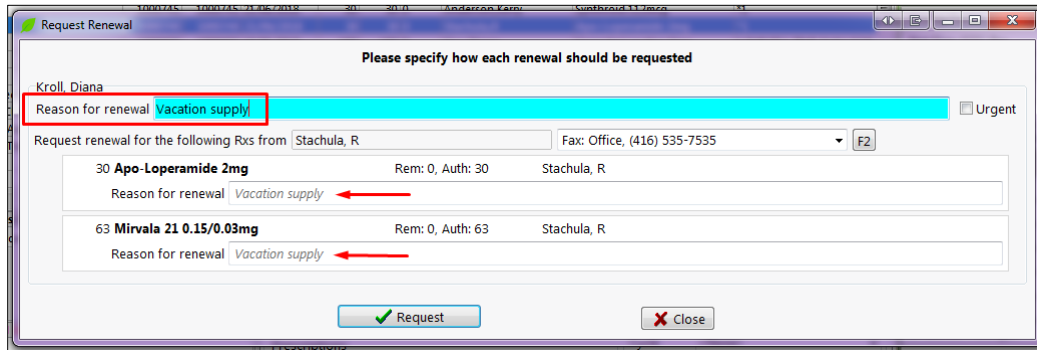
1. Navigate to the patient's medication profile and tag the prescriptions to be faxed for renewal by hitting the spacebar.
2. Right click on the mouse and select **Request Renewals** or select **Extra Functions > Request Renewal**.



**NOTE:** The Fax Doctor(s) option is still available for selection in the list of Extra Functions. Selecting this option will display an informational warning message and the user will be brought to the new prescription Renewal window.



- The Request Renewal form will be displayed for the patient. At the top, there will be displayed an optional Reason for Renewal. Typing in a reason in this field will add an identical reason for any other prescriptions on the Renewal Form.



**Request Renewal**

Please specify how each renewal should be requested

Kroll, Diana

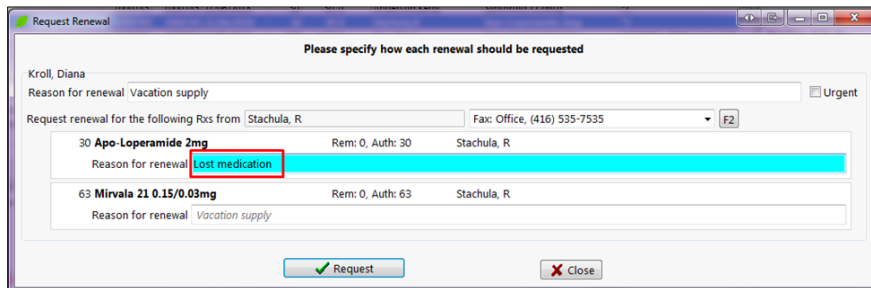
Reason for renewal: Vacation supply  Urgent

Request renewal for the following Rx's from: Stachula, R Fax: Office, (416) 535-7535 F2

30 Apo-Loperamide 2mg	Rem: 0, Auth: 30	Stachula, R
Reason for renewal: Vacation supply		
63 Mirvala 21 0.15/0.03mg	Rem: 0, Auth: 63	Stachula, R
Reason for renewal: Vacation supply		

Request Close

- To add a different reason for any prescription, simply type a new reason in the prescription specific 'Reason for Renewal' field.



**Request Renewal**

Please specify how each renewal should be requested

Kroll, Diana

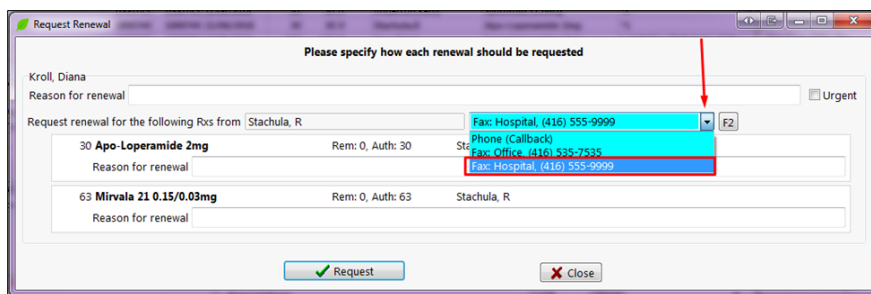
Reason for renewal: Vacation supply  Urgent

Request renewal for the following Rx's from: Stachula, R Fax: Office, (416) 535-7535 F2

30 Apo-Loperamide 2mg	Rem: 0, Auth: 30	Stachula, R
Reason for renewal: Lost medication		
63 Mirvala 21 0.15/0.03mg	Rem: 0, Auth: 63	Stachula, R
Reason for renewal: Vacation supply		

Request Close

- To change the location in which Fax Authorization is to be sent, click on the drop down menu beside the Doctor's name and select the correct location/fax number.



**Request Renewal**

Please specify how each renewal should be requested

Kroll, Diana

Reason for renewal:  Urgent

Request renewal for the following Rx's from: Stachula, R Fax: Hospital, (416) 555-9999 F2

30 Apo-Loperamide 2mg	Rem: 0, Auth: 30	Stachula, R
Reason for renewal:		
63 Mirvala 21 0.15/0.03mg	Rem: 0, Auth: 63	Stachula, R
Reason for renewal:		

Request Close

**NOTE:** If the doctor's other location(s) do not have a fax number(s) associated, it will not be available from the drop down as a fax location.

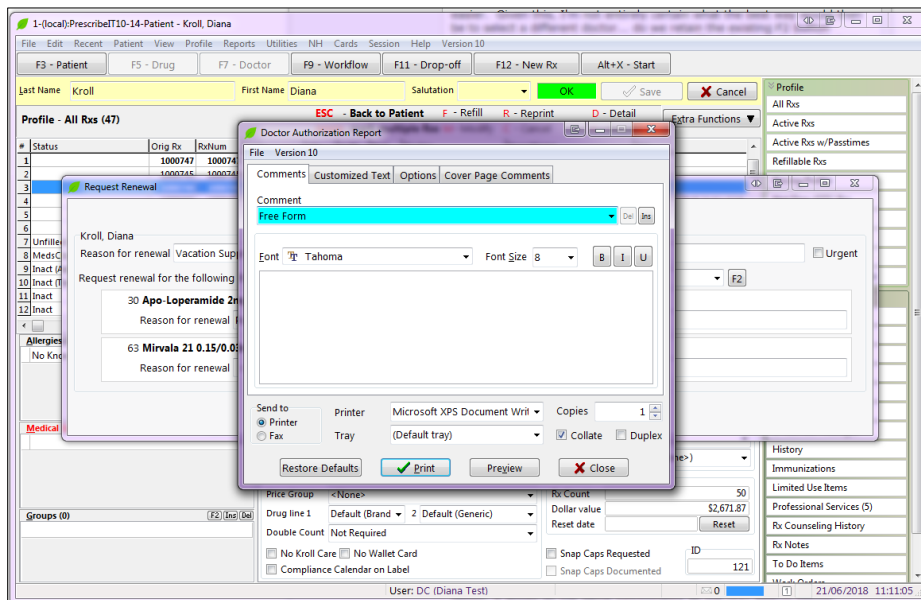
- To select a different prescriber altogether (family physician, etc.) select the drop down and choose the prescriber.

**RX Doctor:** This would be the prescribing doctor.

**Family Doctor:** If the patient has a family physician indicated on their F3 card, this option is available for selection and is where the renewal will be faxed to.

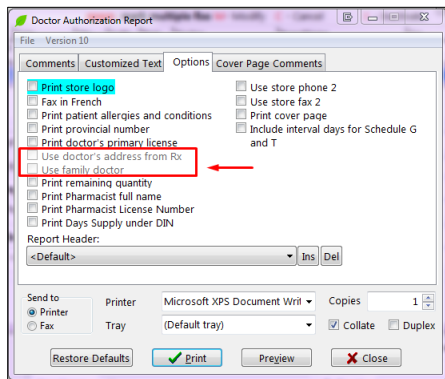
**Select Other Doctor:** This will allow the selection of a different prescriber other than RX Doctor or Family Doctor via F7 search.

- Once the correct doctor and location are selected, click **Request** and the 'Doctor Authorization' form will display.



**NOTE:** In the options tab of the report, **Use Doctor's Address from Rx** and **Use Family Doctor** have been disabled. In the Previous Renewal Request Form the user is able to change the doctor before launching the report.

8. Proceed to Print or Fax the report as usual.



**Prescription Authorization Request**

To: Dr. Stachula, R.  
1221 The Queensway  
Toronto ON  
M6M 0M0  
Tel: (416) 555-5555  
Fax: (416) 555-9999

From: Kroll Test Pharmacy 1  
220 Duncan mill Rd  
Toronto ON  
M3B 3J5  
Tel: (416) 383-1010  
Fax: (416) 383-0001  
Pharmacist: DC

Patient: Kroll, Diana  
220 Duncan Mill Rd  
Toronto ON M3B 3J5

DOB: 23-Jan-1991

**CONFIDENTIAL**

Rx1000747	<b>Mirvala 21 0.15/0.03mg TAB</b> Generic Name: Desogestrel/Ethinyl Estradiol DIN: 02110246 - USE AS DIRECTED	Last Fill 21-Jun-2018 Disp Qty 63	Days Supply: 63	Approved Qty _____ Repeats _____
	Reason for renewal: Vacation Supply			
Rx1000744	<b>Apo-Loperamide 2mg CPL</b> Generic Name: Loperamide HCl DIN: 02212005 TAKE 1 TABLET ONCE DAILY	Last Fill 21-Jun-2018 Disp Qty 30	Days Supply: 30	Approved Qty _____ Repeats _____
	Reason for renewal: Lost Medication			

Prescriber Name (print name) \_\_\_\_\_ ID # \_\_\_\_\_  
 Prescriber Signature \_\_\_\_\_ Date \_\_\_\_\_

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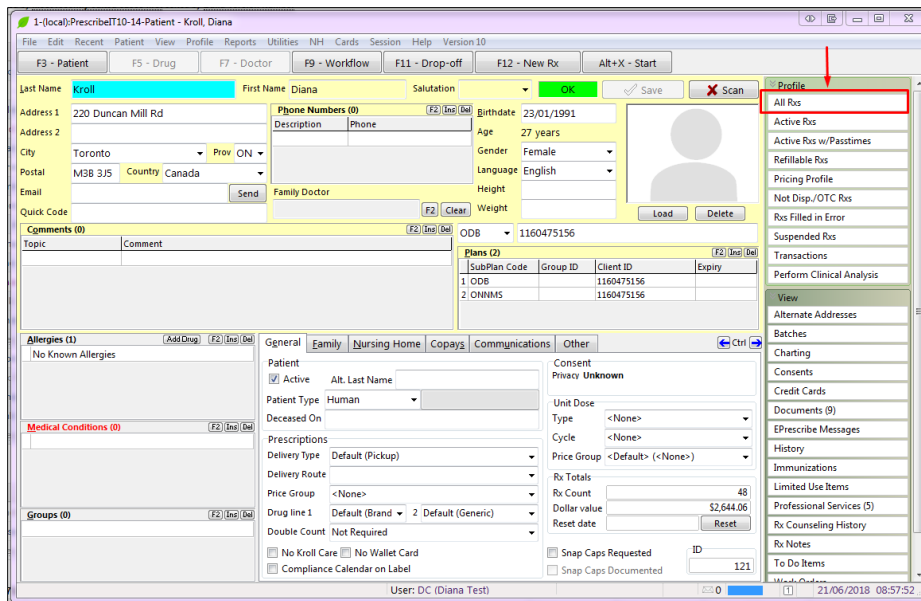
Printed on: 21/06/2018 11:24:34 Page 1

**NOTE:** If the doctor has indicated that they do not accept Fax Renewals and it is recorded on the Doctor's F7 card, a warning icon will be displayed beside the fax locations in the drop down menu of the Request Renewals form.

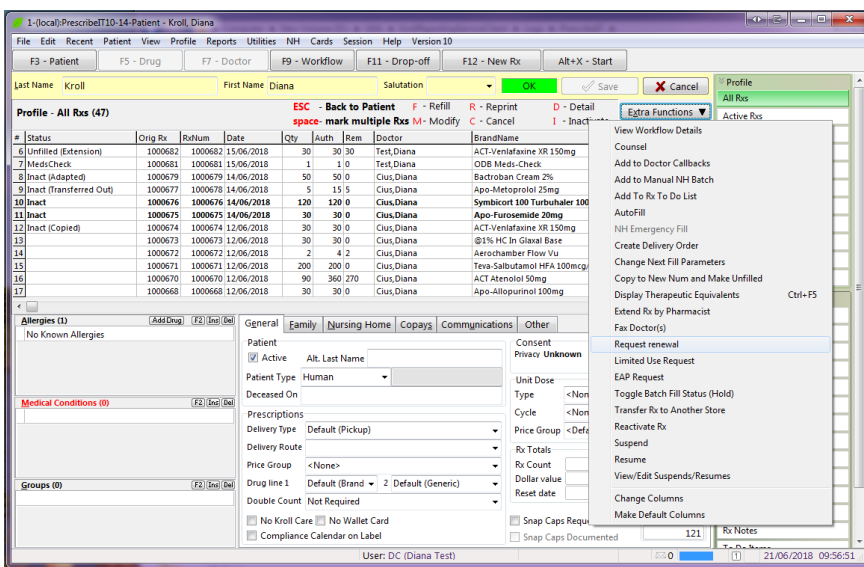
## Requesting Renewals- Multiple Prescriptions and Mixed Methods

Regardless of the originating prescribing doctor or the method for requesting the renewal a user can select as many prescriptions in any combination for renewal.

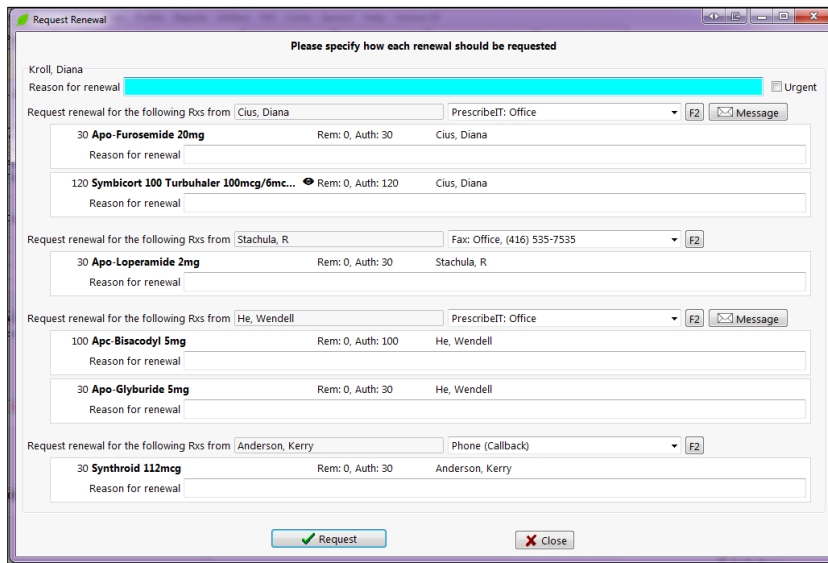
1. Navigate to the patient card and access the medication profile by selecting Shift + F3 or by selecting **All Rxs** in the right ribbon Menu.



2. Select the medication(s) that the patient wishes to have renewed by hitting the spacebar. Right click on the mouse or click **Extra Functions > Request Renewal**.



3. The 'Request Renewals' form displays.

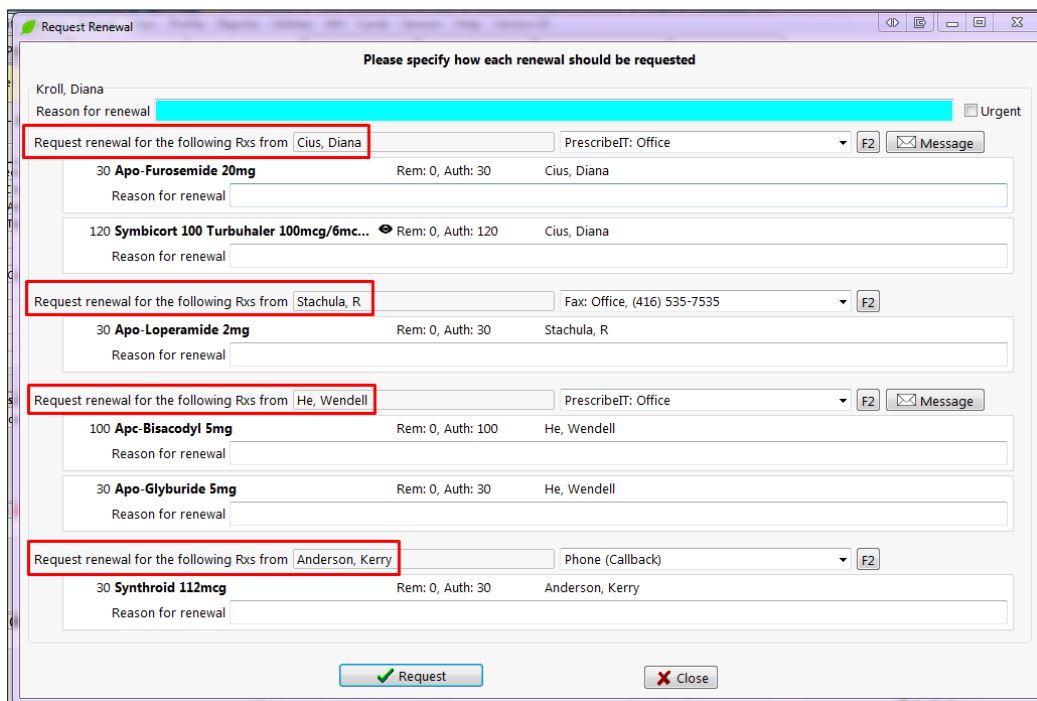


The screenshot shows a 'Request Renewal' window with the title 'Please specify how each renewal should be requested'. At the top, it lists 'Kroll, Diana' and a 'Reason for renewal' field. Below this, there are four sections, each representing a different prescriber:

- Section 1 (Cius, Diana):** 'Request renewal for the following Rx's from Cius, Diana'. Prescriber: Office. Includes: 30 Apo-Furosemide 20mg (Rem: 0, Auth: 30) and 120 Symbicort 100 Turbuhaler 100mcg/6mc... (Rem: 0, Auth: 120).
- Section 2 (Stachula, R):** 'Request renewal for the following Rx's from Stachula, R'. Prescriber: Office, (416) 535-7535. Includes: 30 Apo-Loperamide 2mg (Rem: 0, Auth: 30).
- Section 3 (He, Wendell):** 'Request renewal for the following Rx's from He, Wendell'. Prescriber: Office. Includes: 100 Apc-Bisacodyl 5mg (Rem: 0, Auth: 100) and 30 Apo-Glyburide 5mg (Rem: 0, Auth: 30).
- Section 4 (Anderson, Kerry):** 'Request renewal for the following Rx's from Anderson, Kerry'. Prescriber: Phone (Callback). Includes: 30 Synthroid 112mcg (Rem: 0, Auth: 30).

At the bottom, there are 'Request' and 'Close' buttons.

The renewal form is separated based on the Original Prescribing Doctor.



This screenshot is identical to the one above, but with red rectangular boxes highlighting the text 'Request renewal for the following Rx's from [Prescriber Name]' in each of the four sections, demonstrating how the form is organized by prescriber.

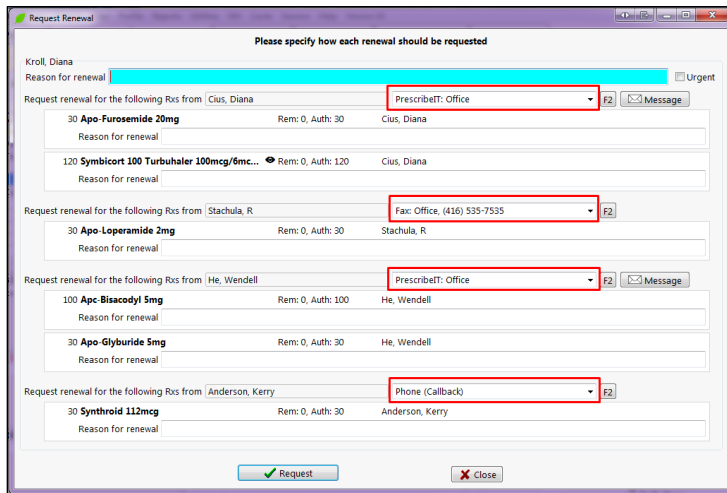
The prescriptions associated with a particular prescriber are listed directly underneath.

The method displayed for requesting the renewal is based on which methods are available for each prescribing Doctor.

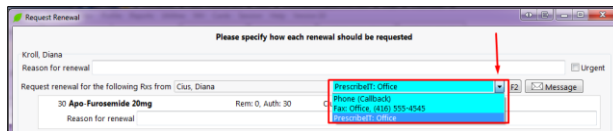


By default the first method will be Electronic, followed by Fax and finally Doctor Callback (phone).

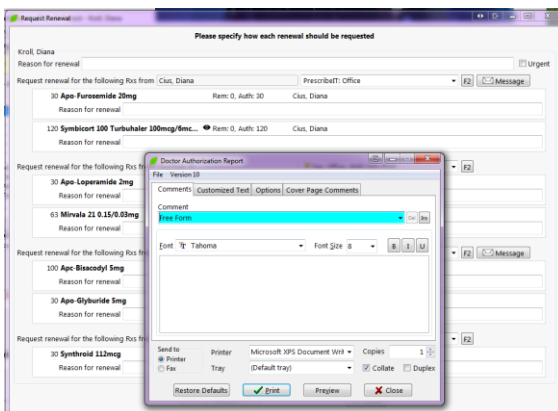
For example: If a prescriber allows both phone and fax renewals, but is not set up to receive electronic renewal requests, the default method displayed will be Fax.



- To change the destination doctor or the method for requesting the renewal, click on the arrow to display a drop down menu with other choices available.



- When all correct Doctors, Locations, and methods have been selected click **Request**.
- The Doctor Authorization report will launch.



Once the report is printed or faxed, the remainder of the prescription renewals will complete.

- The Electronic and Doctor Callback renewal requests will be displayed in the doctor callback queue located in the start screen.

