DrFirst
Unite the Healthiverse™

Support Contact

To contact Support, please go to the iPrescribe menu and select **Support** or go to the help.drfirst.com to **Submit a request** or to initiate a Support **Chat**.

iPrescribe
by DrFirst

iPrescribe Pocket Guide

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Sign In

1. Open the iPrescribe app.
2. Enter username and password. Click **Login**.
3. Use **Forgot Password?** link to reset password if necessary

Patient Search

Tap **New Rx** on dashboard.

- **Recent Patients**: Tap name
- **Patient Search**: Search by partial first / last name
- **New Patient**: Create patient (may be disabled for some)

Provider On-boarding

1. Before prescribing, provider will complete identity verification; invitation arrives by email
2. An administrator will authorize the provider to prescribe controlled substance (provider will participate in this step)

Set Default Pharmacy

1. On **Patient Summary**, tap **Change** next to **Pharmacy**
2. Enter search, and tap **Search**
3. Tap on pharmacy to add

Manage Medications

See instructions below to manually add active medications to a patient record.

1. Tap **Add** on patient screen
2. Type medication to search. Results display as you type. Commonly prescribed medications display first.
3. Tap name of medication
4. Tap a strength

Add as is or provide additional information as needed.

Medication History

Displays up to one year of medication history through payer data and pharmacy fill data. This can be used to add active medications to patient records.

1. On Patient Summary screen, scroll to Active Medications
2. Tap **Pull Record**
3. Tap green circles to select
4. Tap name of a medication to see detailed view
5. Tap **Add Selected** to finish

Renewal Requests

Tap **Renewals** on the dashboard to access any renewal requests sent by a pharmacy to your practice.

1. Tap appropriate option per renewal request
2. Tap **Next** button in the lower right-hand corner
3. Enter signature password, and tap **Sign & Send** to authorize

Action Options:

- **Chat** launches DrFirst's Backline app for secure chat (if set up).
- **Forward** forwards request to another provider in practice.
- **Deny** rejects a request. You must enter a reason for denial.
- **Renew** approves a renewal request.

Pending Prescriptions

Tap **Pending Rx** on the dashboard to process up to 10 pending prescriptions at once.

1. Tap appropriate option per renewal request
2. Tap **Next** button in the lower right-hand corner
3. Enter signature password, and tap **Sign & Send** to authorize

Action Options:

- **Chat** will launch DrFirst's Backline app for secure chat (if set up).
- **Forward** will forward request to another provider in practice.
- **Deny** will reject request. You must enter a reason for denial.
- **Renew** will approve renewal request.

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Adding an Encounter

Record encounters for patient visits (displays five most recent encounters)

1. From patient screen, scroll to **Encounter** section (bottom of screen)
2. Tap **Add**
3. Select a responsible provider, and enter an encounter date
4. Tap **Create Encounter** to complete

Clinical Alerts

Ensure the below information is populated to support clinical alerts.

- **Active Medications**
- **Allergies**
- **Diagnoses**

Alerts appear during medication selection to notify you of a potential adverse event.

Adding an Allergy

From the patient summary screen, indicate **No Known Drug Allergies (NKDA)** by tapping the link, or search by tapping **Add**.

1. Search for medication to add as allergy. Results display as you type.
2. Tap on a medication to select it
3. View related medications through the Related dropdown
4. Enter onset date (if applicable), and choose a reaction
5. Tap **Create Allergy** to complete

Provider Agent Setup

Providers can approve staff to send non-controlled substances on their behalf. Providers still need to sign prescriptions to remove from their Signature required queue. Providers can set up provider agents through the steps below.

1. From dashboard, tap **menu** icon in top left
2. Tap **Settings**, and then **Manage My Agents**
3. Toggle staff users who should have provider agent privileges
4. Enter signature password, and tap **Approve Changes**

Please check with your organization for any rules around this feature before enabling.

Adding a Diagnosis

From the Patient Summary screen, indicate **No Known Diagnosis** by Tapping the link, or search for diagnosis by tapping **Add**.

1. Search for a diagnosis by entering a description or a diagnosis code. Results display as you type.
2. Change the coding system below the search box as needed
3. Tap on a diagnosis to select it
4. Enter onset date (if applicable)
5. Tap **Create Diagnosis** to complete

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Starting and Sending a New Prescription

Clinical Staff members can queue prescriptions, but only providers can send a prescription (unless using provider agent workflow).

1. Tap **Create New Rx** button from a patient profile
2. Search a medication by typing the name, or select a favorite
3. To select a dose, tap the desired number
4. Users can create custom prescriptions or choose a pre-populated Smart String option (commonly prescribed methods)
5. On sig page, update sig, duration, quantity, refills, substitution permitted, and directions to pharmacist as needed
6. If sig needs to be updated, tap **edit**
7. Tap **Continue** at bottom of page, and review on **Rx Review** screen
8. Action Options:
   a. **Sign and Send** to complete
   b. **Add to Favorites** to favor prescription and return to review
   c. **Add to Pending** to save as pending prescription
9. Enter signature password, then tap **Sign & Send** button to complete

History

The **History** allows you to check on sent prescriptions at your practice.

1. Tap **History** in the iPrescribe **menu** icon
2. Change provider and patient filters as necessary. Results will default to provider who is logged in and all patients.
3. Tap **Complete** or **Undelivered** to check sent or failed prescriptions
4. Tap a prescription and scroll through page for details such as the **Transmission History** at the bottom

Signing a Controlled Substance Prescription

Only providers who have completed EPCS on-boarding can send controlled substances through iPrescribe.

1. Follow steps from **Starting and Sending a New Prescription** section to write a prescription and continue onto the additional steps below
2. Once you tap **Sign and Send**, you will enter the workflow to complete two-factor authentication (within four minutes)
3. A disclaimer screen will appear on which you must confirm that you are the prescriber logged in. Tap **Continue** to confirm your identity.
4. Review the prescription, then tap **Approve** to continue.
5. On following screen:
   a. Select a **Token** from the dropdown
   b. Enter your Signing Passphrase
   c. Enter a **Token PIN** from the selected token
6. Tap **Sign** to complete sending prescription to the pharmacy

*A soft token **cannot** be used to validate controlled substance prescriptions if the soft token and iPrescribe are on the same mobile device (per the DEA).*

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