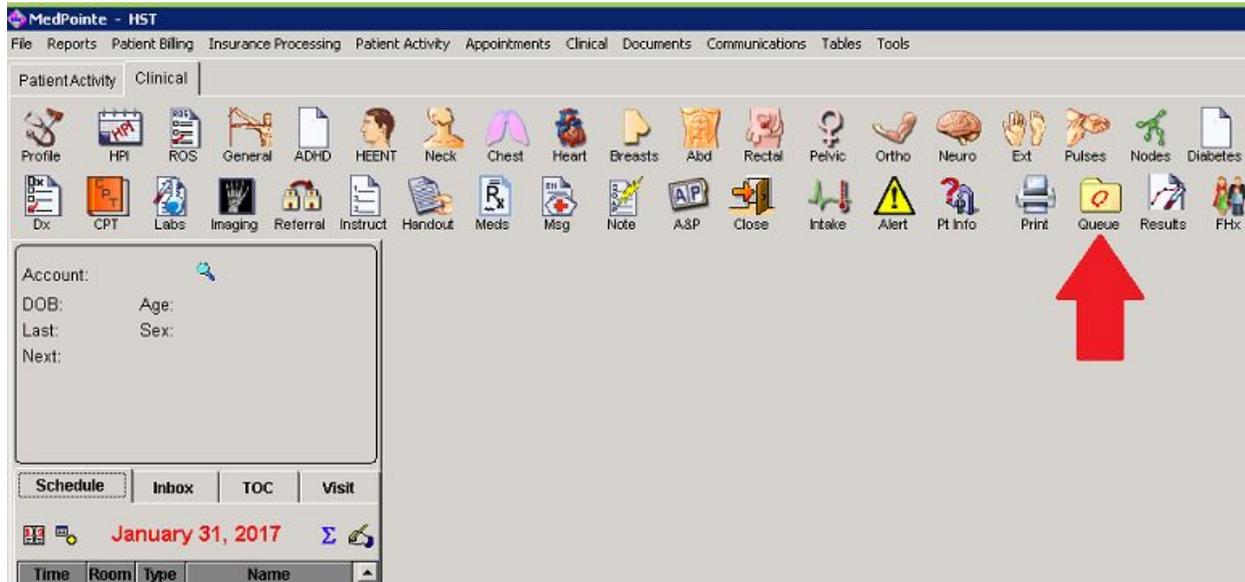


Document Queue

Document Queue should be checked at least once per day. (First and/or last part of the day is recommended).

Go to Clinical screen, **Queue Folder**.



From the **Document Queue** window, you may search by Provider, Method and Status.

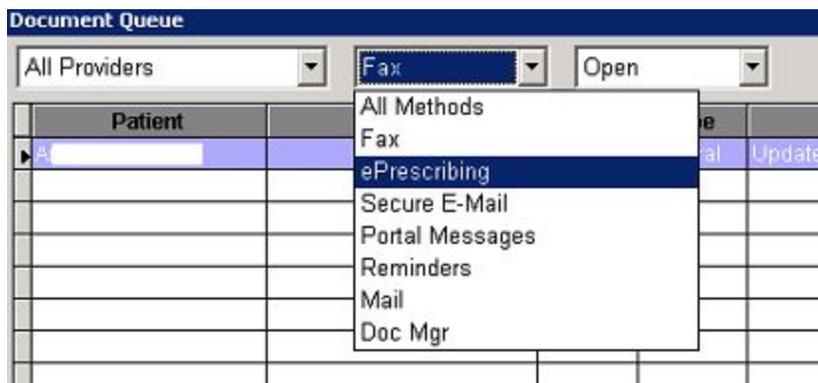
Document Queue								
All Providers		All Methods		Open				
Patient	Provider	Date	Type	Description	Recipient	Via	Status	
Unspecified	Howard Fi	,MD	11/16/05	Script	Script - Amoxicillin		Mail	Ready
Unspecified	Howard Fi	,MD	11/22/05	Script	Script - Amloride		Mail	Ready
Hoff, Anthony	Howard Fi	,MD	12/05/05	Script	Script - Amoxicillin Chewable	*Test Pharmacy*	Mail	Ready
Unspecified	Howard Fi	,MD	12/07/05	Script	Script - Amoxicillin	*Test Pharmacy*	Mail	Ready
Unspecified	Howard Fi	,MD	12/07/05	Script	Script - Robitussin AC	*Test Pharmacy*	Mail	Failed
Unspecified	Howard Fi	,MD	12/07/05	Script	Script - Naprosyn	*Test Pharmacy*	Mail	Ready
Unspecified	Howard Fi	,MD	12/07/05	Script	Script - Cipro	*Test Pharmacy*	Mail	Ready
Unspecified	Howard Fi	,MD	01/10/06	Script	Script - Cyclobenzaprine	*Test Pharmacy*	Mail	Ready
Unspecified	Howard Fi	,MD	01/10/06	Script	Script - Amloride	*Test Pharmacy*	Mail	Ready

You may sort documents (alphabetically or by most recent date) by clicking on the column headers.

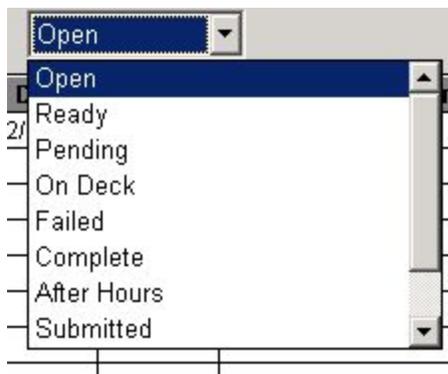
Patient	Provider	Date	Type	Description	Recipient	Via	Status
Are		12/09/16	Referral	Update Letter	Mi	Fax	Ready
Blé	Hc	,MD 08/12/11	Referral	Referral Letter	Di	Mail	Pending
Blé	Hc	,MD 08/12/11	Referral	Referral Letter	Di	Mail	Pending
Blé	Hc	,MD 08/12/11	Referral	Referral Letter	Di	Mail	Pending
Blé	Hc	,MD 11/25/11	Referral	Referral Letter	Jo	Mail	Pending
Blé	Hc	,MD 01/25/12	Referral	Referral Letter	Jo	Mail	Pending
Blé	Hc	,MD 02/02/12	Referral	Referral Letter	Jo	Mail	Pending
Blé	Hc	,MD 02/07/12	Referral	Referral Letter	Kl	Mail	Pending
Blé	Hc	,MD 04/16/12	Referral	Referral Letter	Fe	Mail	Pending
Ca		05/07/06	Referral	Referral Letter with PN		Mail	Pending
Ca		05/07/06	Referral	Referral Letter with PN		Mail	Pending

If someone is calling to check on the status of a document they haven't received, verify all information is correct, such as fax # or if script is being sent to the correct pharmacy.

Check Methods.



Check status.



** Your office may be set up to print **Mail** automatically. If not, highlight document, click Process**

Review scripts under **ePrescribing** method.

Be sure to check if any scripts have **Failed** by changing status drop down to Failed.

The screenshot shows the 'Document Queue' window. At the top, there are filters for 'All Providers', 'ePrescribing', and 'Open'. The main table lists documents with columns: Patient, Provider, Date, Description, Recipient, Via, and Status. A dropdown menu is open over the 'Status' column of a document, with 'Failed' selected and highlighted by a red arrow. The status options in the dropdown are: Open, Ready, Pending, On Deck, Failed, Complete, After Hours, and Submitted. At the bottom of the window, there is a 'Document Count: 31' and buttons for 'Process', 'Delete Item', and 'Exit'.

Scripts that have failed need to be corrected and resent. **Right click** on the correct patient. A window will appear which will allow you to resend or check status.

* Note: Resending directly from this screen will send the script exactly as is. Script correction may be necessary. See following.

Document Queue

All Providers | ePrescribing | Failed | Last eRx Sent: Friday, 01/20/17 6:29pm | Last eRx Complete: Friday, 01/20/17 6:37pm

Patient	Provider	Date	Type	Description	Recipient	Via	Status
		01/20/17	Script	Depo-Provera			Failed
V	P	01/20/17	Script	Lisinopril	W		Failed
M	P	01/20/17	Script	Tramadol	Ri		Failed
N	P	01/20/17	Script	Diflucan	Mi		Failed
S	E	01/18/17	Refill	NOVOLOG FLEXPEN SYRINGE	C		Failed
B	E	01/18/17	Script	Glucophage	Cl		Failed
P	E	01/18/17	Script	Omeprazole	W		Failed
V	E	01/18/17	Script	Gabapentin	Gr		Failed
Al	E	01/17/17	Script	Depo-Provera	W		Failed
M	E	01/17/17	Script	Toprol XL	W		Failed
S	E	01/17/17	Refill	RISPERIDONE 4 MG TABLET	Gr		Failed
S	E	01/17/17	Refill	TRAZODONE HCL 100 MG TABLET	Gr		Failed
V	E	01/17/17	Script	Zolpidem	C		Failed
S	E	01/17/17	Script	Tizanidine	W		Failed
H	E	01/17/17	Script	Nicotine	Gr		Failed
H	E	01/17/17	Script	Nicotine	Gr		Failed
P	E	01/17/17	Script	Victoza 2-Pak	W		Failed
S	E	01/16/17	Refill	NOVOLOG FLEXPEN SYRINGE	C		Failed
Jk	E	01/16/17	Refill	AMLODIPINE 10MG TAB	H-		Failed
H	P	01/13/17	Script	Tramadol	Ri		Failed
Jk	E	01/12/17	Refill	AMLODIPINE 10MG TAB	H-		Failed
P	E	01/12/17	Refill	OMEPRAZOLE 20 MG CAPSULE DR	M		Failed

Document Count: 374 | Process | Delete Item | Exit

Choose eRX status, Document Queue Info will show reason script failed.

Document Queue Info

Date: 01/20/17 Queued: 01/20/17

Prv: P ,NP

User: P FNP-C

Patient: H A

Recipient: Green Pharm

Type: Script

Message # 1374.00087362

Bad NCPDP id = 1699

Go to patient's chart. Correct and resend script from chart.

Clinical Patient Activity

Profile HPI ROS General Derm HEENT Neck Chest Heart Breasts Abd Rectal Pelvic Ext Ortho Neuro Pulses Nodes Results

Dx CPT Labs Imaging Referral Instruct Handout Meds Msg

Account: 11242
Patty Testpatient
 DOB: Age: Sex: F
 Last Visit: 11/14/03 Next Visit:
 * No Pharmacy On File *

Schedule Inbox 1 TOC Visit

Notes EKG Other

All Notes Labs Radiology Consultant

Date	Type	Subject
06/08/12	Notes	Allergic rhinitis
01/27/12	Notes	Influenza
01/04/12	Notes	Notes
11/08/11	Other	Continuity of Care
09/28/11	Notes	Notes
03/18/08	Notes	Notes

Problems: **Meds** History

Maintenance One-Time Supp

Medications

Medication	Strength
Warfarin	2mg
Advil	200mg

Allergies & I

Medication

Patient Medication

Medication: 245864 One Time Supplies

Description: Warfarin

Strength: 2mg Form: Tablet

Diagnosis: **Influenza**

Per Dose: 1.00 Units: Tablet Route: Unspecified

Frequency: QD PRN MDD: 1.0

1 tablet once a day

Days Covered: 30 1 Month 3 Month 10 Days Other

Dispense: 30 Units: Tablet Refills Allowed: 5

Dispense As Written Allow Substitution Of Form/Units

Provider: Other

Started: 09/19/12 Stopped: // Refilled: //

Note: (for internal purposes only) Sample Given

Add To Favorites Change Strength Change Sig

Save Print One-Time Cancel

Return to Document Queue.

Change drop down from Failed to **Submitted** to make sure script was successfully re-sent.

The screenshot shows the 'Document Queue' window with a menu bar (File, Reports, Billing, Patients, Appointments, Clinical, Documents, Communications, Tables, Tools). The interface includes dropdown menus for 'All Providers', 'ePrescribing', and 'Submitted'. The status bar indicates 'Last eRx Sent: Monday, 01/23/17 9:50am' and 'Last eRx Complete: Friday, 01/20/17 6:37pm'. A table lists various prescriptions with columns for Patient, Provider, Date, Type, Description, Recipient, Via, and Status. All status entries are 'Submitted'. At the bottom, there are buttons for 'Process', 'Delete Item', and 'Exit', and a 'Document Count: 31' indicator.

Patient	Provider	Date	Type	Description	Recipient	Via	Status
M	Unspecified	05/09/14	Refill	IBUPROFEN 600 MG TABLET	CVS W.Florida St.	eRx	Submitted
Yc	Unspecified	02/28/14	Refill	ONDANSETRON HCL 4 MG TABLET	Eckerd Groometown	eRx	Submitted
C	Unspecified	02/28/14	Refill	FOLBIC TABLET	CVS Spring Garden	eRx	Submitted
Jc	Unspecified	02/28/14	Refill	LOSARTAN-HCTZ 100-25 MG TAB	CVS E.Cornwallis Dr 24 Hr	eRx	Submitted
Yl	E MD	02/27/14	Script	Hydroxyzine HCl	Walgreens Drug Store	eRx	Submitted
Sl	Unspecified	02/27/14	Refill	FLUTICASONE PROP 50 MCG SPRAY	CVS W.Florida St.	eRx	Submitted
Vv	Unspecified	02/27/14	Refill	AMLODIPINE BESYLATE 5 MG TAB	CVS Liberty Plaza	eRx	Submitted
Vv	Unspecified	02/27/14	Refill	LISINAPRIL 40 MG TABLET	CVS Liberty Plaza	eRx	Submitted
Bl	Unspecified	02/27/14	Refill	MELOXICAM 15 MG TABLET	CVS E.Cornwallis Dr 24 Hr	eRx	Submitted
H	Unspecified	02/27/14	Refill	IBUPROFEN 800 MG TABLET	CVS/pharmacy #2532	eRx	Submitted
Fc	Unspecified	02/27/14	Refill	LABETALOL HCL 200 MG TABLET	Eckerd Northline Ave	eRx	Submitted
Vv	Unspecified	02/27/14	Refill	FUROSEMIDE 20 MG TABLET	CVS Alamance	eRx	Submitted
Yl	Unspecified	02/27/14	Refill	VIT D2 1.25 MG (50,000 UNIT)	CVS E.Cornwallis Dr 24 Hr	eRx	Submitted
Sl	Unspecified	02/27/14	Refill	DONEPEZIL HCL 5 MG TABLET	CVS E.Cornwallis Dr 24 Hr	eRx	Submitted
Pl	Unspecified	02/27/14	Refill	DIAZEPAM 10 MG TABLET	Eckerd Groometown	eRx	Submitted
Ll	E MD	02/25/14	Script	Ramipril	CVS Alamance	eRx	Submitted
Ll	E MD	02/25/14	Script	Amlodipine	CVS Alamance	eRx	Submitted
Ll	E MD	02/25/14	Script	Doxycycline Hyclate	CVS Alamance	eRx	Submitted
Ll	E MD	02/25/14	Script	Singulair	CVS	eRx	Submitted
Ll	E MD	02/25/14	Script	Azithromycin	CVS E.Cornwallis Dr 24 Hr	eRx	Submitted
Bl	Unspecified	02/20/14	Refill	METOPROLOL TARTRATE 25 MG TAB	CVS Alamance	eRx	Submitted
Ll	Edwin Ayubwa MD	02/20/14	Script	Amoxicillin	CVS Spring Garden	eRx	Submitted

Make sure to search **Complete** scripts when a patient or pharmacy calls to check on status.

The screenshot shows the 'Document Queue' window with a dropdown menu open for the 'Status' column. The menu options are: Open, Ready, Pending, On Deck, Failed, Complete (highlighted), After Hours, and Submitted. A red circle highlights the 'Complete' option. The background table shows columns for Patient, Provider, Date, and Status.

Patient	Provider	Date	Status
R	E MD	02/27/14	Complete
F	E MD	02/27/14	Complete
R	E MD	02/27/14	Complete
P	E MD	02/27/14	Complete
N	E MD	10/27/14	Complete
N	E MD	10/27/14	Complete
O	E MD	02/27/14	Complete

Note: If all scripts show status as **Ready**, contact HST support for assistance.