

Addressing Electronic Prescription Errors

With Eclipsys 5.5, you can now submit prescriptions electronically for patients in ambulatory areas. Transmission errors and other issues are all addressed through the Inbox: Prescription (Rx) Task Section, not the Prescription Writer interface.

The screenshot displays the Eclipsys Gateway software interface for a patient named TRAINING03_JOAN. The interface includes a menu bar, a toolbar, and a main task list. The task list is filtered by 'Interval: Today' and shows a 'Task Alerts (1 Item)' section with a 'WARNING' for 'BRADY, MARSHA' regarding 'Duplicate Medication Therapy'. Below this is a 'Task Prescriptions(Rx) (10 Items)' section with a list of prescriptions including Nexium, Children's Tylenol, erythromycin, Chlorophage, Lipitor, Bactrim DS, Amoxicillin, cephalexin, famoprazole, and narsesamide. The interface also shows a 'Patient List' on the left and a 'Tasks/Commands' section at the bottom.

Rx Transmission Error: The prescription was not sent electronically to the pharmacy. Double click on the message to print the prescription for the patient.

Rx Verify Patient: If a patient wants to refill a prescription that was originally written on paper, you will see this message. Double click on this alert to match the prescription with the appropriate patient and visit.

Note: In order for the system to process the reprint correctly, you must choose the original visit when the prescription was written for the patient.

Eprescription errors will also update the ratios in the Prescription Writer:

The screenshot shows the Prescription Writer interface with a status bar at the bottom. The status bar displays 'Location: Business: 123 Sleepy Hollow Blvd., Ste. 10- New York, NY- 10812' and '0 Pending eRx' and '0 eRx Errors' highlighted in a red box. Below this, it shows 'Active User: testr' and 'Preferred Pharmacy: HappygoluckyalwaysopeenseveallRx'.

If the electronic prescription is submitted successfully, you will not receive any messages.