Care360 ePrescribing Frequently Asked Questions

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Care360 EHR

What is Care360 EHR?

Care360 EHR is the next generation of functionality developed in Care360 Labs & Meds that enables providers in the ambulatory setting to create, manage and disseminate a complete clinical picture of the patient. The key differentiator of the solution is that it is not designed to replace practice workflow (like a majority of the EMRs in the market); it is designed to facilitate clinical transactions and enhance clinical workflow by providing only the key clinical capabilities needed by the provider. The ultimate goal is to deliver an easy-to-use, affordable web-based solution that offers anywhere anytime access and can be up and running in minimal amount of time.

What are the current capabilities of Care 360 EHR?

Along with special features available for women's health providers, Care360 EHR offers a wide range of standard capabilities, including:

- Electronic lab order and results management
- Secure clinical messaging
- ePrescribing and medication management
- Clinical documentation tools
- Document management, imaging, scanning, and support
- Patient encounter documentation (SOAP Notes, history management, vitals and progress notes)
- Secure mobile access via our iPad®, iPhone® and Smartphone apps
- Personal health record (PHR) integration
- Patient contact reminders
- Clinical decision support
- Support for creating radiology orders, ordering lab tests, and receiving results electronically
- Enhanced reporting and informatics
- Optional practice management module
- Multi-system interoperability
- A nationwide network of more than 200,000 physicians in 80,000 physician offices
- Electronic management of scanned and imported paper documents
- Electronic recording and tracking of patient demographics, history and health status
- Longitudinal patient reports of lab and med history, and practice-wide informatics reports (by syndrome, diagnosis, and more)

What if I need additional equipment for my office?

We cannot include hardware in the grant program. However, Quest Diagnostics has developed a partnership with Hewlett-Packard (HP) to meet the unique hardware needs of small physician practices.

To support EHR adoption, HP offers flexible financing options from HP Financial Services to help practices move forward with implementation until ARRA subsidies are received. HP also offers hardware services to support a seamless EHR installation or upgrade, including end-to-end assessment and implementation.

How do I get started?

To learn more, do either of the following:

- Call to speak directly with a sales representative 888.835.3409
- Go to http://care360.questdiagnostics.com/Healthcare-Software-Get-Started.cfm

Care360 ePrescribing

What should I do if I can’t see the entire screen, or some of the buttons?

Do any of the following to improve your Care360 experience:

- Verify that the screen resolution is set to 1024x768 by doing the following:
    1. Right-click on the desktop, and then click Properties.
    2. From the Display Properties dialog box, click the Settings tab.
- To set the text size, from your browser toolbar, click View > Text Size > Medium.
- Turn off all toolbars by doing the following:
    1. From your browser, click View > Toolbars.
    2. Clear the checkboxes for any third party toolbars.
- Make the Windows taskbar smaller if it is larger than standard by doing the following:
    1. Right-click on the taskbar, then click Properties.
    2. Uncheck Lock the taskbar*,* then click OK*.*
    3. Place your cursor over the top edge of the taskbar, and then click and drag to reduce the size.
- Verify that your computer’s font size is set to Normal by doing the following:
    1. Right-click on the desktop, and then click Properties.
    2. From the Display Properties dialog box, click Appearance.
    3. At Font size, click Normal.

Why can’t I approve a prescription?

If the Approve button is grayed out, do the following:

1. Check to make sure the medication is selected.
2. Make sure a provider is selected.

If the Approve button is not visible, contact the help desk at 1.800.697.9302. We will check your access level and further troubleshoot the issue.

Why can’t I deny a prescription?

If the Deny button is not visible, contact the help desk at 1.800.697.9302. We will check your access level and further troubleshoot the problem.

If a transmission error appears when you deny a prescription, call the help desk to have the prescription deleted.

Why am I receiving prescription renewal requests by fax?

The following are possible reasons for receiving prescription renewals by fax:

- Prior Authorizations. These are requests from the insurance company (to the provider) for further clinical information. Insurance companies use this information to determine if the prescribed medication is covered.
- Renewal Requests for CII-CV Medications. Not all pharmacies fax requests. SureScripts discourages pharmacies from sending the renewal requests for CII-CV meds electronically since they cannot be responded to electronically.
- Requests for Clarification on an Rx. Pharmacies will call or fax questions about electronic Rxs received. For example: "The patient was taking Metoprolol bid and this NEWRX is qd. Is this correct?"
- Requests for Change to an Rx. Pharmacies will call or fax requests to change medication. For example:

  "Boniva is not covered; Fosamax is. Can the patient have an Rx for Fosamax?"

  "Rx is for 3 100mg gabapentin at bedtime. Can the patient have Rx for 1 300 mg gabapentin at bedtime?"
- Faxed Renewal Requests. If an electronic renewal request has not been responded to after 24 hours, the user will receive a faxed request.
- Renewal Requests from Mail Order Pharmacies. Medco, Caremark, Express Scripts, Prescription Solutions (Rx Solutions), Anthem, Liberty Mutual, Total E Medical, and other mail order pharmacies will send renewal requests by fax.
- Connectivity issues for SureScripts or a partner pharmacy. When there are connectivity issues, SureScripts will send a fax with a SureScripts logo in the far right corner. The connectivity issue could be specific to a provider/profile at the pharmacy, or chain-wide at a specific time.
- AUTO FAXES or IVF Faxing. There are some chains (such as CVS) with applications that allow patients to type their Rx number into an automated phone system. If there are no refills available, a fax is automatically sent. In other words, the request bypasses the pharmacy technicians/pharmacists.

  If you have a fax issue outside of the exceptions above, call the help desk at 1.800.697.9302.

Why did the pharmacy receive my electronic prescription by fax?

The prescription may be for a scheduled drug and is required to be sent by fax. If it is not, call the help desk at 1.800.697.9302.

Why do Schedule III-V medications default to Sample/Handwritten instead of fax?

Your state's regulations may mandate that Schedule III-V medications can no longer be sent by fax. We have made changes to our system to be compliant with this regulation.

Why am I unable to locate a medication or supply in Care360 Labs & Meds?

There are several reasons you may be unable to locate medications or supplies:

- You may need to search by the brand name. For example, “Syringes” may be found under “BD syringes”.
- You may need to search using fewer letters. For example, “met” instead of “metformin”.
- It is possible that the requested medications or supplies are not included in our list. Please contact the help desk at 1.800.697.9302 if you cannot locate a medication or supply after comprehensive searching.

How do I add a medication or supply to my Favorites list?

To add a medication or supply to your Favorites list, do one of the following:

- Click the Admin tab, select Favorite Meds/Supplies, and then do the following:
  1. At Search, select Meds or Supplies.
  2. Enter search criteria, then click Search.
  3. From the search results, select the medication or supply you want to specify as a favorite.
  4. From the Medication or Supply Details window, add additional prescription information, if desired.
  5. Click Add to Favorites.
- When writing a prescription, do the following:
  1. Search for and select a medication or supply.
  2. From the Prescription Details page, select or type Sig. information for the selected medication or supply, and then click Add to Favorites.

CAUTION: Limit favorite meds to 150 entries to prevent performance degradation.

How do I add a Patient’s Favorite Pharmacy?

To add a patient-level pharmacy favorite do the following:

- Search and select a patient
  1. Click the Edit/View Details button.
  2. Click the Manage button on the Patient Pharmacies Section Header.
  3. Search for a pharmacy and click the Add to Favorites button.
  4. Click the Save button

How do I remove a medication from a patient’s chart if they are no longer taking the medication?

You can deactivate a medication in a patient’s chart, in the following places: Medication History & Supplies, Active Medications in the Patient Summary and Active Medications from Write a Prescription.

- Medication History & Supplies:
  1. Search for a patient, or select a patient from the list of most-recently viewed patients.
  2. Select a patient to view their summary.
  3. From the Prescriptions tab, click Medication History & Supplies.
  4. Click the medication name.
  5. From the medication details, click Deactivate.

     Make one of the following choices: deactivate only the selected medication, deactivate all medications with the same name, or deactivate all medications with the same name and dosage. You also have the choice to specify an inactive reason by using the drop down menu.
  6. Click Submit. The medication is removed from the Active Medications list and its status is changed to Inactive. You can still view the medication from Medication History & Supplies.
- To remove a medication through the Active Medications list while writing a prescription, click on the X icon next to the medication you would like to deactivate.

  The selected medication is removed from the Active Medications list (along with all active medications with the same name and dosage), and its status is changed to Inactive. You can still view the medication from Medication History & Supplies.
- To remove a medication through the Active Medications list while viewing the patient’s summary, click on the X icon next to the medication you would like to deactivate.

  The selected medication is removed from the Active Medications list (along with all active medications with the same name and dosage), and its status is changed to Inactive. You can still view the medication from Medication History & Supplies.

What should I do when a prescription has been in “Pending Fax” status for an extended period of time?

Call the help desk at 1.800.697.9302. Our staff will determine the status of your fax and how to proceed.

How many characters can pharmacy notes contain?

Pharmacy notes can contain up to 210 characters. A message is displayed if you exceed the character limit.

How many characters can office notes contain?

Office notes can contain up to 75 characters. Office notes will not appear on the prescription or be sent to the pharmacy. They are for internal office use only.

Is there a limit to how many favorite meds can be added?

Yes, you may add only 150 favorite meds per organization.

What do we do with renewals for providers who leave the practice?

If the provider is still in Care360 Labs & Meds, you can deny the prescription.

If the provider has been removed from Care360 Labs & Meds, call the help desk at 1.800.697.9302.

Can I print all my prescriptions on one page?

No, you must print each prescription individually.

What do I do when my patient arrives at the pharmacy, but the prescription is not there?

Fill out an issue form and fax it to the number on the form. If you do not have an issue form, you can find one in Help, FAQs and Forms or call the help desk at 1.800.697.9302 and we will fax one to you. The help desk staff need all the information requested on the form.

We have 5 calendar days in which to submit issues for missing prescriptions that are sent electronically.

How do I use the Duration field?

The Duration field is used to indicate how long a medication should be taken, or a supply should be used. It also tells the system how long to keep the medication in active status. Entering no value in this field keeps the medication active until you tell it otherwise.

A good use of this field would be when prescribing a non-maintenance medication such as an antibiotic.

Example: “Levaquin 500mq, one a day, quantity 7, duration 7.” After the 7th day Levaquin will no longer be in the patient’s Active Medications list, however, you can still see it in Medication History & Supplies as an inactive medication.

How do I use Manual Sig Entry

There is no longer a Use Manual SIG Entry check box available when prescribing medications.

• If a user wants to add free-text script instructions for a medication, they must click the option button next to Free Text SIG, and then type text in the box. If a user wants to enter information in the Dosage Amount and Frequency fields, they can do so by clicking the option button next to Dosage Amount. The Free Text SIG, Dosage Amount, and Frequency fields are always visible, but when one option button is clicked, the other field(s) are disabled. In addition, if a user types information in one of the option button text boxes, and then clicks a different option button, the information originally added is removed.

• When the Free Text SIG option button is clicked, the placeholder text “Enter SIG in English” displays.

What is a Potency Unit Code Descriptions (PUC)?

A Potency Unit Code (PUC) is a description that displays with the dispense amount of a medication. This will appear anywhere the renewal details appear, including the Action Items page, the edit renewals page, and the printed version of the renewal, based on the PUC received. For example in, atorvastatin 20 mg tablet; Take one per day; Dispense: 30 Tablet(s); 180 days supply, “Tablet(s)” is the potency unit code description.

For the medication history, what time span will the history cover?

The service supports up to 2 years from the date of request (ESI supports only 1 year).

What are the data elements included in the medication history?

Patient, Providers, Coordination of Benefits (Optional), Drugs, NDC, Label Name, Date of Issue (Written Date), and Last Demand (Last Fill) per drug returned.

Is there a way to note the patient has no active medications or I have not reviewed active medications with the patient?

From the patient summary, click View All in the Active Medications module. There are two options, “No Known Meds” and “Active Meds Not Yet Reviewed”.

Is there a way to exclude a Drug/Allergy from interaction checking?

From the Add Allergy/Adverse Reaction dialog box check Exclude This Allergy From Future Drug-Allergy Interaction Checking.

We gave a patient a medication while they were in the office; how can I document this?

If you administer a medication or vaccination in the office, search for and select the patient in Care360 Labs & Meds. From the patient summary, select Administer Medication in the Vaccinations module.

When the Add Administered Medication dialog box appears, fill in required and applicable fields.

If the medication was recognized as a vaccine, the vaccine box will automatically check. If it is not recognized, the box can be manually checked. This will automatically render a list of vaccine manufacturers to select from. The site will change to a required field; select from the drop down.

When adding a vaccine the manufacturer I need to select is not listed. How can I add it?

The list is provided by the CDC. It does not change based on the type of vaccine. If the manufacturer you require is not in the list, select Other manufacturer and then enter the information you would like to include. This will not add the manufacturer to Care360 Labs & Meds, but will display it in your patient’s record.

What is an Amendment Task used for?

This is used for documenting changes to a patient’s summary. In addition to documenting what information was changed, users can also capture who requested the change, and manage the task’s status. Users can add amendment tasks from all areas of the application where general tasks and patient contact reminder tasks can be added.

Can you tell me how the Medicare reimbursement works or how to apply for Medicare reimbursement?

For more information and documentation about the Medicare ePrescribing incentive, visit http://www.cms.hhs.gov/PQRI and select E-prescribing Incentive Program.

How do I contact the ePrescribing help desk?

Contact us at 1.800.697.9302.

