

## ePrioritization Frequently Asked Questions

1. What happens if I send an order to a Harris Health pharmacy as “Fill Today”?
  - “Fill Today” meds will automatically appear in the pharmacy’s work queue. Pharmacy will begin filling the meds. The meds may or may not be ready when the patient arrives at the pharmacy. If the med is not ready, the patient will need to wait. The goal is one hour from the time the med is sent to the pharmacy.
2. What happens if I send an order to a Harris Health pharmacy as “ePrescribe”?
  - “ePrescribe” meds will NOT be filled but will be profiled in the patient’s pharmacy records. The patient may use MyHealth to request the med to be filled. The patient may also request the med by coming into the pharmacy or by calling the pharmacy refill line.
3. After I send an order to a Harris Health pharmacy as “Fill Today”, where should the patient go?
  - The patient should be instructed to go to the pharmacy’s **“DROP OFF”** line (if needed, patient will provide billing info, 90 day option, etc.).
4. When will the med be ready for patient pick up after I send an order to a Harris Health pharmacy as “Fill Today”?
  - The goal is one hour. However, it could fluctuate depending on the time of day.
5. If I do not select “Fill Today”, can the patient still pick up the med today?
  - Yes, the patient will need to come to the pharmacy to request the med and wait until the med is ready for pick up. If “Fill Today” is not selected, the pharmacy does not begin the filling process until the patient requests for the med.
6. What happens if I send an order to a retail pharmacy as “Fill Today”?
  - The med will be electronically sent to the retail pharmacy as it did previously in the past. Retail pharmacies are not affected.
7. What happens if I send an order to a retail pharmacy as “ePrescribe”?
  - The med will be electronically sent to the retail pharmacy as it did previously in the past. Retail pharmacies are not affected.
8. What type of meds will automatically default to “Fill Today” and which ones will default to “ePrescribe”?
  - To minimize the number of clicks, all Antimicrobials (with the exception of Antiretrovirals) has been configured to default to “Fill Today”. All other meds will default to “ePrescribe”. Your medical leadership owns the “Fill Today” list which currently includes only Antimicrobials (with the exception of Antiretrovirals).
  - All medications ordered from discharge and emergency areas will default to “Fill Today”.