



Epic
Dr

Willow
Rx

Patient

Dr orders med

Is med an Antimicrobial (excluding Antiretrovirals) or Discharge med or EC med?

NO

YES

NO

Default order class to "Fill Today"

Provider selects order class "Fill Today" for each med that needs to be picked up by patient today

Default to "ePrescribe"

Med goes to "First Fill Review" queue

Med goes to "Clinical Review" queue

Rx starts filling meds on-site

Pharmacy marks "Customer is Waiting" and issues Waiter ticket to patient

RPPh reviews the profiled med

After Dr visit, patient goes to Pharmacy Drop Off line

Is med ready?

NO

YES

Patient waits for ticket to be called for checkout

Patient pulls Pick Up ticket and waits for ticket to be called for checkout

Patient requests meds via MyHealth, Pharmacy DROP OFF line, or customer service Prescription Refill Line