DrFirst
Unite the Healthiverse™

Contact DrFirst Support

To contact Support, go to the iPrescribe menu and select **Support,** or sign in to help.iprescribe.com to **Submit a request** or to start a support **Chat**.

iPrescribe
by DrFirst

iPrescribe Pocket Guide

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Sign In

1. Open the iPrescribe mobile app.
2. Enter username and password, then click **Login.**
3. Use **Need help logging in?** to reset a forgotten password.

Patient Search

Tap **New Rx** on dashboard.

1. **Recent Patients**: Tap name.
2. **Patient Search**: Search by partial first / last name.
3. **Add New Patient**: Create a patient profile.

Provider On-boarding

- Providers complete identity verification before prescribing.
- **EPCS** requires a reference to authorize (ID.me)/activation with an admin (Experian).

Set Default Pharmacy

Tap **Edit** next to Pharmacy on patient page.

2. Select Recents or Favorites, enter pharmacy name, and **Search.**
3. **Tap pharmacy** to select.

Manage Medications

See instructions below to manually add active medications to a patient record.

1. Tap **Add** on patient screen
2. **Type medication** to search. Results show as you type, common scripts on top.
3. **Tap medication** name.
4. **Tap strength.**

Add as-is or provide additional information.

Medication History

View up to one year of medication history through payer and pharmacy fill data. Use to add active medications to patient records.

1. Scroll to **Active Medications** on Patient Summary screen
2. Tap **Pull Record**
3. Tap **green circles** to select
4. Tap name of a **medication** to see detailed view
5. Tap **Add Selected** to finish

Renewal Requests

Tap **Renewals** on the dashboard to access renewal requests sent by a pharmacy to your practice.

Selection an action for each renewal request, then tap the **Next** button in the lower right-hand corner.

Enter signature password, and tap **Sign & Send** to authorize

Action Options:

- **Chat** launches DrFirst's Backline app for secure chat (if set up).
- **Forward** assigns the request to another provider in practice.
- **Deny** rejects a request. Enter a reason for denial.
- **Renew** approves a renewal request.

Pending Prescriptions

Tap **Pending Rx** on the dashboard to process up to 10 pending prescriptions at once.

Select the prescriptions you want to send, then tap the **Next** button in the lower right-hand corner.

Enter your signature password, then tap **Sign & Send** to authorize.

Action Options:

- **Chat** launches DrFirst's Backline app for secure chat (if set up).
- **Forward** assigns the request to another provider in practice.
- **Deny** rejects the request. Enter a reason for denial.
- **Renew** approves a renewal request.

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Adding an Encounter

Record patient visits; the five more recent display.

Scroll to the **Encounter** panel at the bottom of the patient screen.

1. Tap **Add**
2. Select a responsible provider and enter an encounter date.
3. Tap **Create Encounter** to save.

The new encounter shows in the panel.

Clinical Alerts

Ensure the below information is populated to support clinical alerts.

- **Active Medications**
- **Allergies**
- **Diagnoses**

Alerts appear during medication selection to notify you of a potential adverse event.

Adding an Allergy

From the patient summary screen, indicate **No Known Drug Allergies (NKDA)** by tapping the link, or search by tapping **Add**.

1. Search for medication to add as allergy. Results display as you type.
2. Tap on a medication to select it.
3. View related medications through the Related dropdown.
4. Enter onset date (if applicable), and choose a reaction.
5. Tap **Create Allergy** to complete.

Provider Agent Setup

Providers can approve staff to send non-controlled substances on their behalf. Providers still need to sign prescriptions to remove Signature required notifications. Providers can set up provider agents through the steps below.

1. From home screen, tap the **menu** icon (top left corner).
2. Tap **Settings**, then **Manage My Agents**.
3. Toggle staff users to add/remove provider agent privileges
4. Enter your signature password and tap **Approve Changes**

Check with your organization for any rules around this feature before enabling.

Adding a Diagnosis

From the Patient Summary screen, indicate **No Known Diagnosis** by tapping the link, or search for diagnosis by tapping **Add**.

1. Search for a diagnosis by entering a description or a diagnosis code. Results display as you type.
2. Change the coding system below the search box as needed.
3. Tap on a diagnosis to select it.
4. Enter onset date (if applicable).
5. Tap **Create Diagnosis** to complete.

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Starting and Sending a New Prescription

Clinical Staff members can queue prescriptions, but only providers can send a prescription (unless using provider agent workflow).

1. Tap **Create New Rx** button from a patient profile.
2. Search a medication by typing the name or select a favorite.
3. To select a dose, tap the desired number.
   Users can create custom prescriptions or choose a pre-populated Smart String option (commonly prescribed methods).
4. On sig page, update sig, duration, quantity, refills, substitution permitted, and directions to pharmacist.
   If sig needs to be updated, tap **edit.**
5. Tap **Continue** at bottom of page, and review on **Rx Review** screen.
6. Action Options:
   - **Sign and Send**
   - **Add to Favorites** to favor prescription and return to review
   - **Add to Pending** to save as pending prescription

9. Enter signature password, then tap **Sign & Send** button to complete.

Signing a Controlled Substance Prescription

Only providers who have completed EPCS on-boarding can send controlled substances through iPrescribe.

1. Follow steps from **Starting and Sending a New Prescription** section to write a prescription and continue onto the additional steps below.
2. Tap **Sign and Send**, then enter the workflow to complete two-factor authentication (within four minutes).
3. Confirm your identity on the disclaimer screen. Tap **Continue**.
4. Review the prescription, then tap **Approve** to continue.
5. On following screen:
   a. Select a **Token** from the dropdown
   b. Enter your Signing Passphrase
   c. Enter a **Token PIN** from the selected token
6. Tap **Sign** to complete sending prescription to the pharmacy

If iPrescribe and the soft token are on the same mobile device, providers must validate controlled substance prescriptions with a hard token or a soft token on a different device (per the DEA).

History

History allows you to check on sent prescriptions.

1. Tap **History** in the iPrescribe menu or on the patient profile screen.
2. Change provider and patient filters as necessary. Results default to logged-in provider and all patients.
3. Tap **Complete** or **Undelivered** to check sent or failed prescriptions.
4. Tap a prescription and scroll through page for details such as the **Transmission History** at the bottom.

iPrescribe Connect

Open **iPrescribe Connect** to call patients from the iPrescribe mobile app and display your default practice location number. View **iPrescribe Connect: Call patients from the app** at help.iprescribe.com for setup details.

After setting up iPrescribe Connect, each time you call a patient from the app, you can select **Call From Office** to mask your personal phone number from caller ID or place a **Direct Call** and display your personal phone number.