Physician Orders and Script

Medication Information

Who Can Enter Orders?

It is important to understand how workflow may be affected with implementation of the Script interface. If non-licensed staff enters orders into ECS, this process requires evaluation. Script is electronic prescribing. This means the electronic message sent to pharmacy replaces the faxed copy. Because of this change, only persons who can legally take orders can be saving them in ECS. Non-licensed staff may continue entering orders into ECS but instead of saving the entries they must put the entries on 'Hold'. A nurse is then required to review the 'Held' entries for accuracy before saving them.

Split Orders

Some orders need to be sent to pharmacy as one order even though at the facility we need them separate for administration. An example of this is the Medrol Dosepak. These orders must be separated on the eMAR for administration purposes while pharmacy must track this as one order (for billing purposes). This need created the phenomena of 'Split Orders' in ECS. The template guides users through entering multiple segments for a single medication. When the order is saved a single Script message is created and sent to pharmacy while each segment is saved as a separate entry in ECS so they appear properly on the administration record. There are several template buttons in the Medication Templates access screen that walk users through entering this type of order.

Compounded Medications

Some facilities utilize medications that are compounded at the pharmacy. These medications do not have NDC codes and are not included in the Medi-Span database. Entering these orders requires a unique template to address the needs for the interface. ECS cannot determine when it is a narcotic or contains narcotic ingredients because the compound does not exist in the Medi-Span database. The templates for compound orders require the nurse to address whether the medication is or is not a narcotic. When the nurse attests the order is not a narcotic the order is sent electronically. When the nurse attests the compound is a narcotic ECS presents a fax form for the nurse to fax to pharmacy. There are several Non-Formulary templates on the Medication Templates access screen that will walk users though writing this type of order. If a facility has some common non-formulary

medications, those can be added to the list a user can choose from. Users can always choose "other" and type in any medication they choose as well.

Narcotic Medications

At this time all new narcotic orders must be faxed to pharmacy. When these are entered into the system a fax form appears for the nurse to print, sign, and send to pharmacy. When narcotics are reordered or cancelled, these messages can be sent electronically. The only exception is Schedule II meds cannot be resupplied electronically through ECS.

Sample Fax Form

Order Flags and Administration Instructions

There are a few items that can be entered in a physician order that have special meaning in the Script messages to pharmacy. It's important that users use these flags and administration instructions when appropriate. In most templates, the administration instructions and other flags will be presented between entering the physician and pharmacy in the order.

Do Not Fill

In cases where a user is writing an order but wants to indicate the medication does not need to be filled, they can choose "Do Not Fill" from the instructions list. Including this in the message will alert the pharmacy that they do not need to fill this med. Even though a new order has "Do Not Fill" in it, if that medication needed to be resupplied from the MAR, the resupply message will not include that flag.

Pharmacy Note

Users can send a note to the pharmacy by entering that into the medication order. When they are presented with the instruction and flag list, there is an option for "Pharmacy Notes". The maximum characters that can be sent for a pharmacy note is 210. If the note exceeds 210 characters, the user will get a validation failure and the message will not be sent electronically.

STAT

If the pharmacy needs to know that the medication delivery is urgent or should be expedited, users can include the STAT word in the order. This word could be included in the list of flags, or a user may have to choose Administration Instructions, and will find "STAT" in the list of instructions that can be included. By including this in the entry, the urgency code in the Script message will indicate the urgency to pharmacy.

No Substitutions

If a prescriber indicates that substitutions of a medication are not allowed, that can be indicated in the order to pharmacy. In the list of flags and instructions, one of the options is "No Substitutions". If a user includes that in a NewRx to pharmacy, it will include the no substitutions flag.

Refills

The number of refills can be added to an order that is not open ended. If the order has a duration or a start and stop date specified, and the user documents the number of refills, that will get send to pharmacy in the script message. If the order is open ended, meaning no duration or stop date, then by default the refills are 99, and the user is not able to change this.

Administration Instructions

Several pieces of the order are combined to form the order directions, or <SigText> in the Script message to pharmacy. The directions are made up of dose, route, frequency, time, etc. As a user is writing an order, they have the option of adding "Administration Instructions". This information also gets added to the full directions for that order. The maximum characters for directions in the Script message is 1000. If the directions go over 1000 characters, the electronic message will still get sent to the pharmacy. The directions can't be truncated, so in place of the actual directions, ECS will indicate to pharmacy that the directions went over 1000 characters. What is sent to pharmacy can be customized, and usually states something like, "Instructions > 1000 Characters. Facility Will Fax Directions". When the directions go over 1000 characters, the user saving the order will be presented with a message that says, "Directions are > 1000 characters, would you like a fax form?". The user will almost always want to click "Yes" to that question. When they click "Yes", a fax form for that order will generate with the full directions. That fax can be printed and faxed to the pharmacy.

Order Capture Method

Users can indicate how the order was received and send that to the pharmacy by including the order capture method. Some states require that this is sent with each order. Users have the option to choose "Order Capture Method" as they are writing an order. After selecting that option, they can choose "Entered by Prescriber", "Verbal Telephone Order", "Verbal In-Person Order", "Written Order", "Transcribed Verbal Order" and "Other Method". This information will be added to the order and sent to the pharmacy in the Script message.
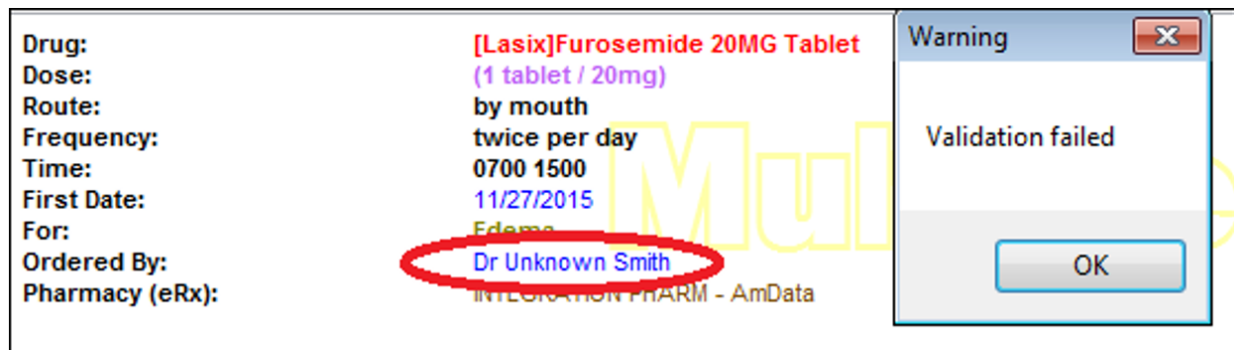
Sample Error Messages

Nursing staff may encounter error messages when entering Script Data into ECS. Below are a few messages they may receive when entering medication orders into ECS.

Free Typing an Ordering Physician

American Data requires ordering physicians to be entered in the system setup as the Script interface requires the physicians NPI, their phone and fax numbers, and other information. We realize there may be times when a consulting physician orders a medication and the ECS system administrator is unable to get the provider established in the system in a timely manner. In these instances, the nurse may free-type the ordering prescriber in the order. ECS provides the below error message as the order will not be electronically sent to pharmacy.
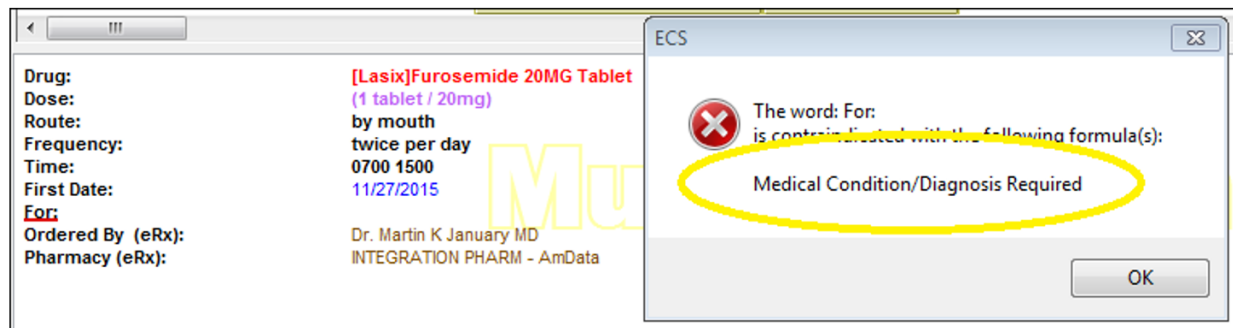
Sample Error-Message Not Valid

The nurse clicks 'OK' to this message and ECS presents the fax form. The nurse must print and fax the form to pharmacy as the order will not be sent electronically.

No Medication Indication (Diagnosis)

The electronic Script medication message requires an ICD10 diagnosis. What does this mean to nursing? This means a Medi-Span indication must be selected when entering a medication order. ECS has been enhanced to present only medical conditions that are linked to ICD10 codes when entering medication orders. The following error appears when a user attempts to save an order without an indication or with an indication that is free typed.
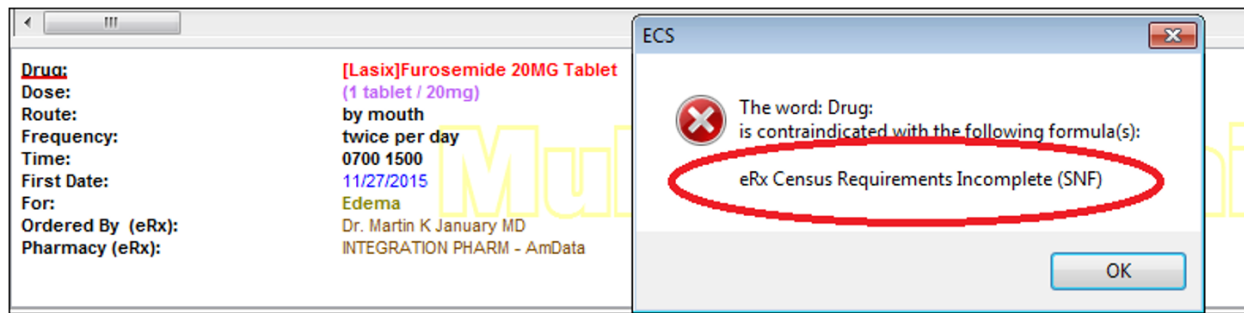
Sample Error-Diagnosis Required

The nurse selects OK to this message and selects an indication. The entry will not save until a valid indication is selected.

Census Not Complete

Nursing staff should always check the Census Requirements prior to entering medication orders (i.e. the yellow button on the access screen). In the event a nurse fails to do this check the below message appears when s/he attempts to save a medication order.

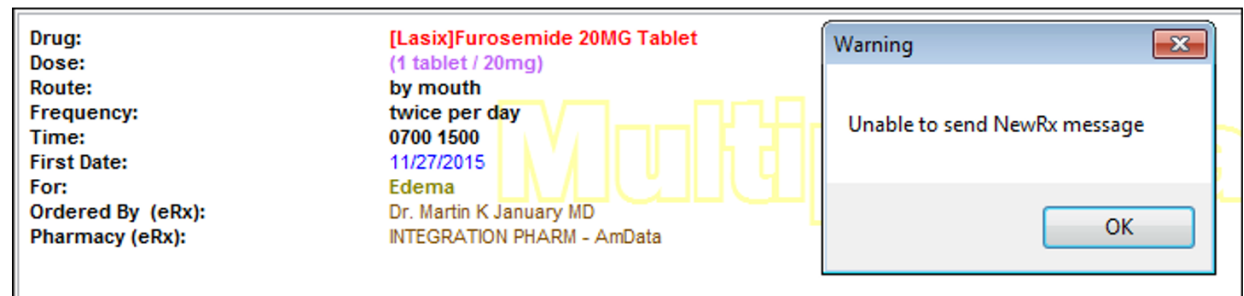### Sample Error – Census Requirements NOT Complete

The user selects 'OK'. The nurse must clear the medication order and complete the Census Requirements before medication orders save in ECS.

No Connectivity

There may be times with the internet may be down or the pharmacy system is down. When this happens, nursing receives the below message.

Sample Error –No Connectivity

When they select OK a fax form appears for staff to print and fax to pharmacy.