

E-prescribing and refills

One prescription from start to finish: written, signed, sent electronically or by fax, then refilled when the patient asks. Approving a refill is not sending it.

Feature manual · For Providers, Owners, Managers, Nurses · aminova.health/university/e-prescribing-and-refills

1. WHAT IT IS

A prescription's whole life in Aminova. You write it, sign it and send it to the pharmacy, electronically or by fax. Later the patient asks for a refill, a prescriber approves it, and it is signed and sent again.

Prescriptions live on the **E-Prescriptions** page. Refills live on the **Refills** page.

2. BEFORE YOU START

To send electronically, your clinic must be connected to the e-prescribing network and each prescriber registered on it. **E-Prescriptions**, then **Setup**, shows what is still missing. The e-prescribing setup guide walks through it.

Until then, you can still write and sign prescriptions, and send them to the pharmacy yourself.

3. WRITE IT

1. On **E-Prescriptions**, click **New Prescription**. You can also start one from a patient's Care Plan.
2. Pick the patient, the drug, the strength, the quantity, and the directions, called the **Sig**.
3. Pick the pharmacy under **Destination**. Your favorites show first.
4. Fill in **Indication / Diagnosis**. Every field with a star is needed before it can be sent.

Peak Vitality Clinic
Growth Plan

Search patient, drug, or indication...

All 95 | Active 86 | Pending | Refill Due | Draft 9 | Expired | To dispense | Controlled 13 | Archived

Levothyroxine
Patricia Wright
75 mcg | 3 | Sent

Sermorelin
Lisa Brown
15 mg/vial | 3 | Sent

Levothyroxine
Karen Robinson
75 mcg | 3 | Sent

NAD+ Injection
Elliot Miller
100 mg/mL | 3 | Sent

NAD+ Injection
Kevin Allen
100 mg/mL | 3 | Sent

BPC-157
Grant Jones
500 mcg/mL | 3 | Sent

View all · showing 6 most recent

New Prescription

Patient *
Search by name or ID...

Prescriber
Dr. Alex Rivera

Drug *
Select or type a compound...

Strength *
— select or type a drug first —

Quantity *
e.g. 30

Days Supply
30

Refills
3

Destination *
 Pharmacy | Dispense in-house
 Empower Pharmacy
Houston, TX

This pharmacy has no e-prescribing address on the network — pick it again from the search results, or send it by fax or phone. Sent to this pharmacy once you sign.

Indication / Diagnosis *
e.g. Hypogonadism, weight management, longevity (off-label)...

Protocol (optional)
None

Sig (Dosing Instructions) *
Enter dosing instructions... 0/1000

Note to pharmacist (optional)
Anything the pharmacist needs to know

Goes to the pharmacist · 0/210

Writing a prescription on E-Prescriptions.

4. CHECK IT

While you fill it in, the **Safety check** looks at the patient's recorded allergies, the drugs they are already on, and known dangerous pairs. Anything serious must be acknowledged before you go on.

For a controlled substance, run the state drug check with **PDMP** first. It shows the patient's controlled-substance history from your state's monitoring program.

5. SIGN IT

1. Press **Sign & send**. On a connected clinic, the signing window opens and the prescriber completes it there. A controlled substance also asks for their second factor.
2. When the window closes, you are told whether it was sent, is waiting for the network, or is still a draft.
3. **Save as Draft** keeps it unsent. It waits on the list as **Draft — not sent**.
4. Only a prescriber can sign, and nothing is sent until they do.

6. SENT ELECTRONICALLY

1. The prescription travels over the e-prescribing network to the pharmacy you picked.
2. Open it on **E-Prescriptions** to follow it: **Written**, **Sent**, **Received**, then **Filled** once the pharmacy reports it.
3. At first it reads **Signed and sent to the e-Prescribing network** while the pharmacy confirms. Then it reads **Confirmed by the pharmacy**, or, in red, **Not accepted by the pharmacy — not dispensed**, with the reason.

4. One the pharmacy turned down also shows under **Messages** as **Not accepted**. It has to be sent again.

The screenshot shows the Peak Vitality Clinic E-prescribing interface. The left sidebar contains navigation options: Notifications, Dashboard, PATIENTS (Patients, Care Plan, Intake Engine, Consents, Appointments, My Schedule, Labs, Treatment Plans, Clinical Notes), PROTOCOLS (Protocols, E-Prescriptions, Refills), and TEAM (Dr. Alex Rivera). The main area displays a list of prescriptions for various patients, including Levothyroxine, Sermorelin, and NAD+ Injection. A detailed view of a Levothyroxine prescription is shown on the right, including patient information, drug details, written and expiration dates, quantity, refills, clinical notes, and a transmission status timeline (Written, Sent, Received, Filled).

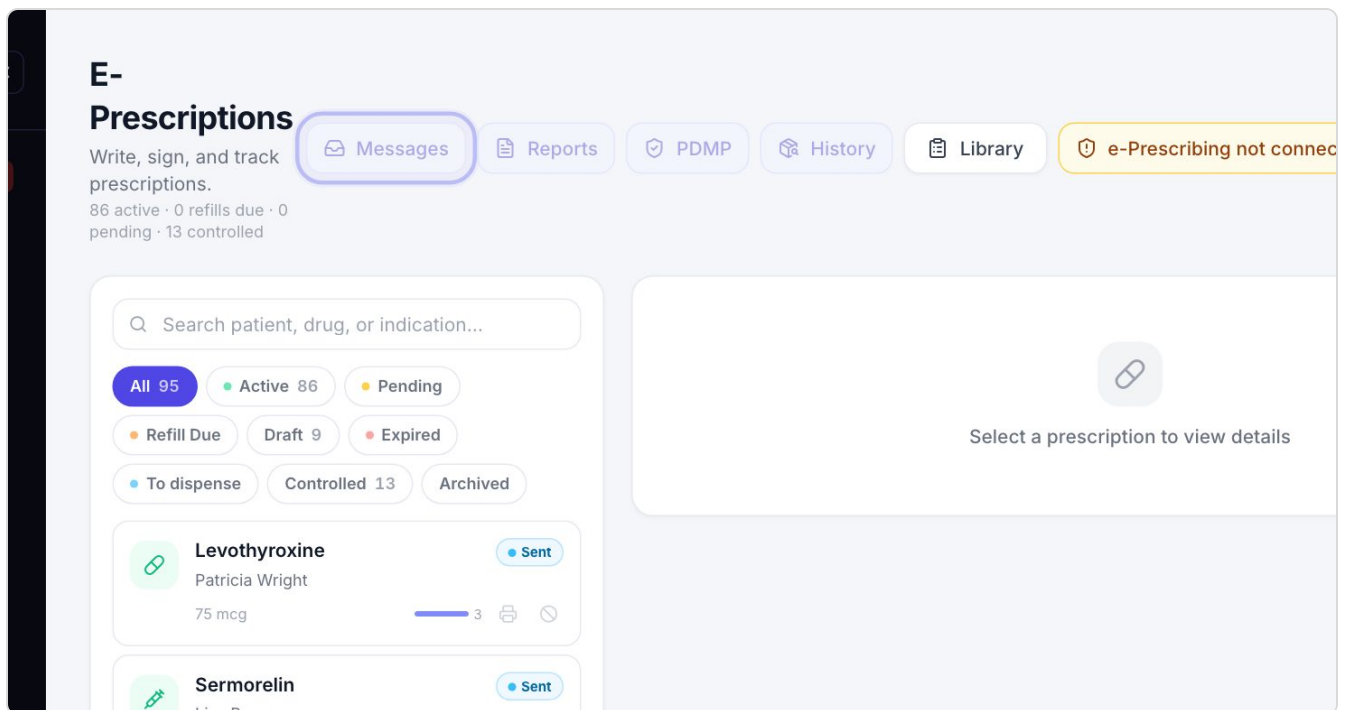
An opened prescription shows where it is: written, sent, received, filled.

7. OR SENT BY FAX OR PHONE

1. Some prescriptions can't go electronically: your clinic isn't connected yet, or the pharmacy can't take e-prescriptions. The form tells you when a pharmacy has to be phoned or faxed.
2. The printer icon on a prescription's row opens a copy ready to print or fax: a cover sheet and the prescription.
3. Controlled substances have stricter rules. A Schedule II faxed copy isn't valid; the pharmacy needs the original signed paper. Schedule III to V must be printed, signed by hand, then faxed.
4. If your clinic can't sign controlled substances here, the prescription offers **Prescribe externally**. Print it or get a fax copy, tick that you checked the state PDMP yourself, and press **Record as prescribed** so the chart stays right.

8. KEEP TRACK OF IT

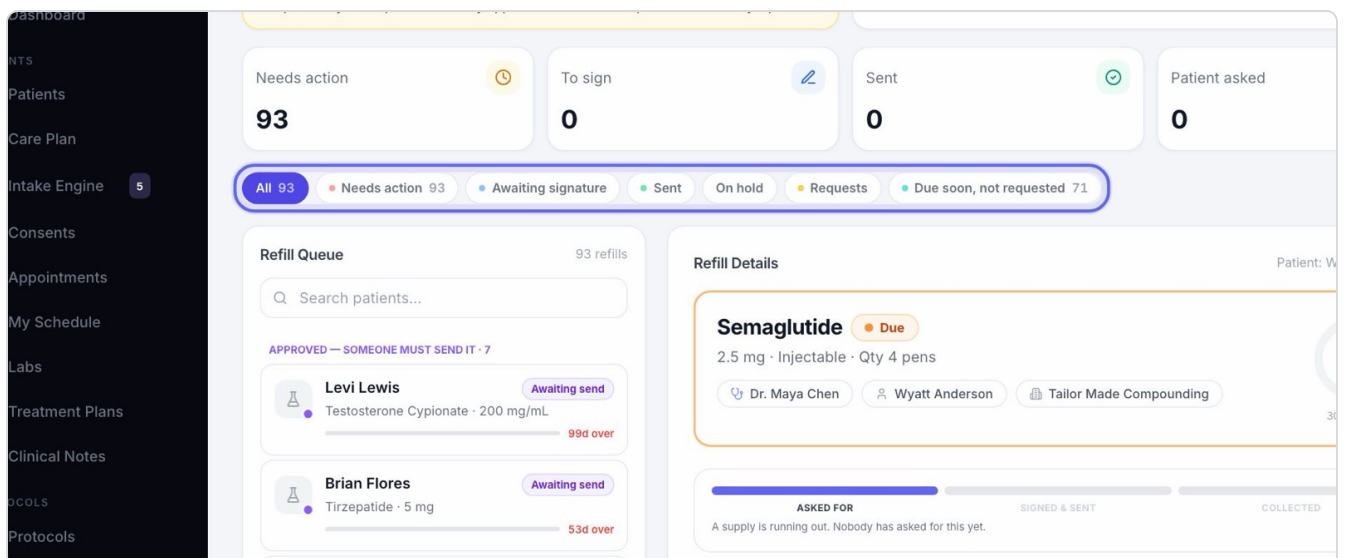
1. **Messages** on E-Prescriptions holds what pharmacies send back: requests to renew or change a prescription, and answers to cancellations.
2. To take a prescription back, press **Void**, sign, and give a reason. If it went electronically, a cancellation goes to the pharmacy first.
3. Until the pharmacy answers a cancellation, the medicine may still be handed out. Call the pharmacy if it must not be.



Messages holds what pharmacies send back.

9. THE PATIENT ASKS FOR A REFILL

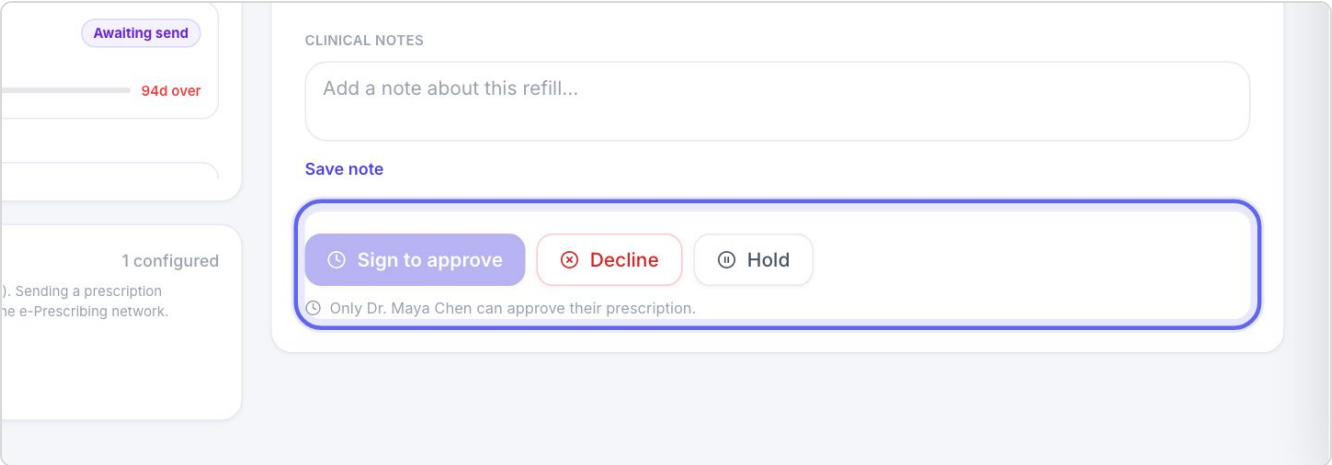
1. Patients ask for a refill in their app. The request lands on **Refills** under **Requests**.
2. Medicines running out in the next 14 days that nobody has asked for show under **Due soon, not requested**.
3. Your team can start one too, with **New Refill**.
4. A pharmacy asking you to renew a prescription comes to **Messages** on E-Prescriptions, not to Refills, if your clinic's registration includes those requests.



Requests holds what patients asked for. Due soon, not requested holds medicines about to run out.

10. A PRESCRIBER APPROVES IT

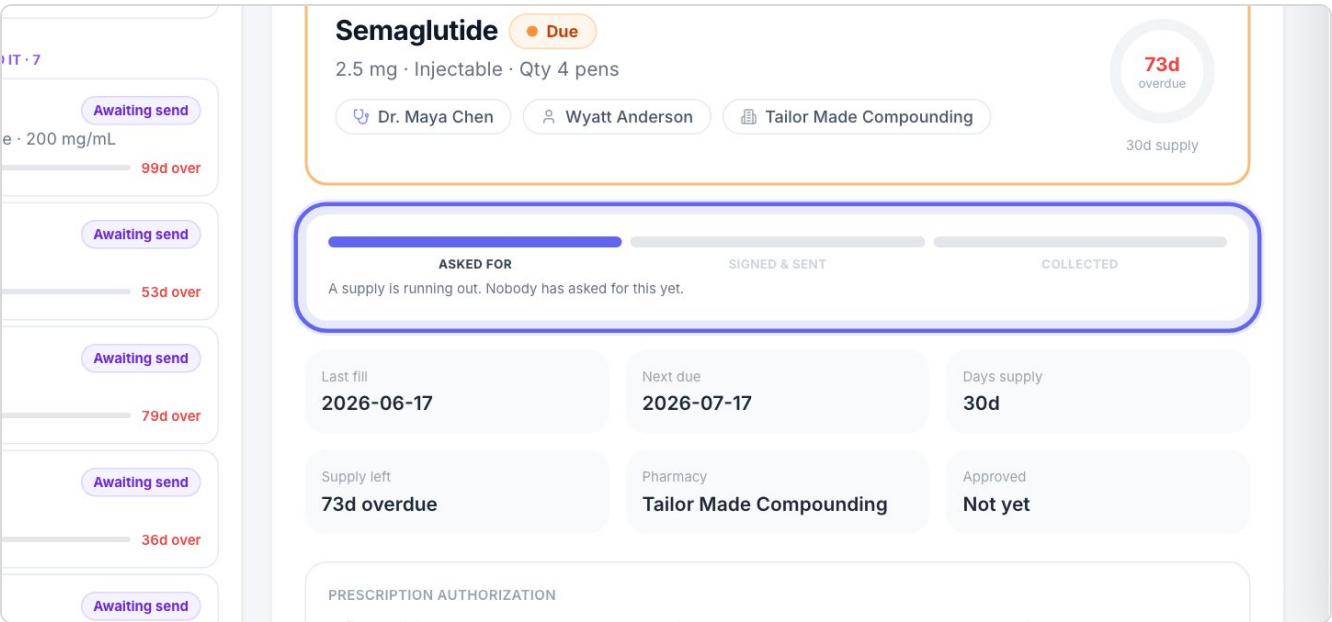
- 1. Open the refill and press **Sign to approve**. Confirm your Team Member ID and sign.
- 2. Approving records the OK and uses up one of the prescription's refills.
- 3. Approving is not sending. Nothing has gone to the pharmacy yet.
- 4. No refills left, or the prescription expired? It needs a renewal: a new prescription, written on E-Prescriptions.



Sign to approve records the OK. Sending comes after.

11. THEN IT IS SIGNED AND SENT

- 1. On a connected clinic, the signing window opens right after approving, already filled in. The prescriber completes it, and the refill moves to **Transmitted**.
- 2. Not connected? Phone or fax it to the pharmacy, then press **I sent it — mark it sent**. It moves to **Sent by hand**.
- 3. The steps on the refill show where it is: **Asked for, Signed & sent, Collected**.



The refill's three steps, and a line saying exactly where it is.

12. COLLECTED, AND ROUND AGAIN

When the patient has it, press **Mark collected** on the refill. The refill clock starts again from the fill date, and the medicine comes back to the queue when it runs low again.