

Refills

Approve or decline refills, get them signed and sent, and see what really reached the pharmacy. Approving is not sending.

Page manual · For Providers, Owners, Managers, Nurses · aminova.health/university/refills

1. THE PAGE AT A GLANCE

Refills is where refills get approved, signed and sent, and where you see what really reached the pharmacy. Along the top are **Requests** and **New Refill**. Below are four numbers, the filters, and the queue, with the refill you opened beside it.

A note above the numbers says whether your clinic is connected to the e-prescribing network. If it isn't, refills can still be approved here, but each one has to be phoned or faxed by a person.

Peak Vitality Clinic Growth Plan

Refills Approve or decline a refill, sign it onto the e-Prescribing network, and see what actually reached the pharmacy

Requests + New Refill

This clinic is not connected to the e-Prescribing network
Refills can be approved and recorded here, but nothing can be transmitted and no pharmacy can report back. Every approved refill has to be phoned or faxed by a person.

Daily "refills due soon" notice
The daily "refills due soon" notice is on and went out within the last day.

Needs action 93 To sign 0 Sent 0 Patient asked 0

All 93 Needs action 93 Awaiting signature Sent On hold Requests Due soon, not requested 71

Refill Queue 93 refills

Search patients...

APPROVED — SOMEONE MUST SEND IT · 7

Levi Lewis Testosterone Cypionate · 200 mg/mL Awaiting send 99d over

Brian Flores Tirzepatide · 5 mg Awaiting send 53d over

Miles Williams Semaglutide · 2.5 mg Awaiting send 79d over

Nancy Torres Semorelin · 0.3 mg Awaiting send 36d over

Jennifer Lee Awaiting send

Refill Details Patient: Wyatt Anderson

Semaglutide Due 73d overdue
2.5 mg · Injectable · Qty 4 pens
Dr. Maya Chen Wyatt Anderson Tailor Made Compounding
30d supply

ASKED FOR SIGNED & SENT COLLECTED
A supply is running out. Nobody has asked for this yet.

Last fill 2026-06-17 Next due 2026-07-17 Days supply 30d

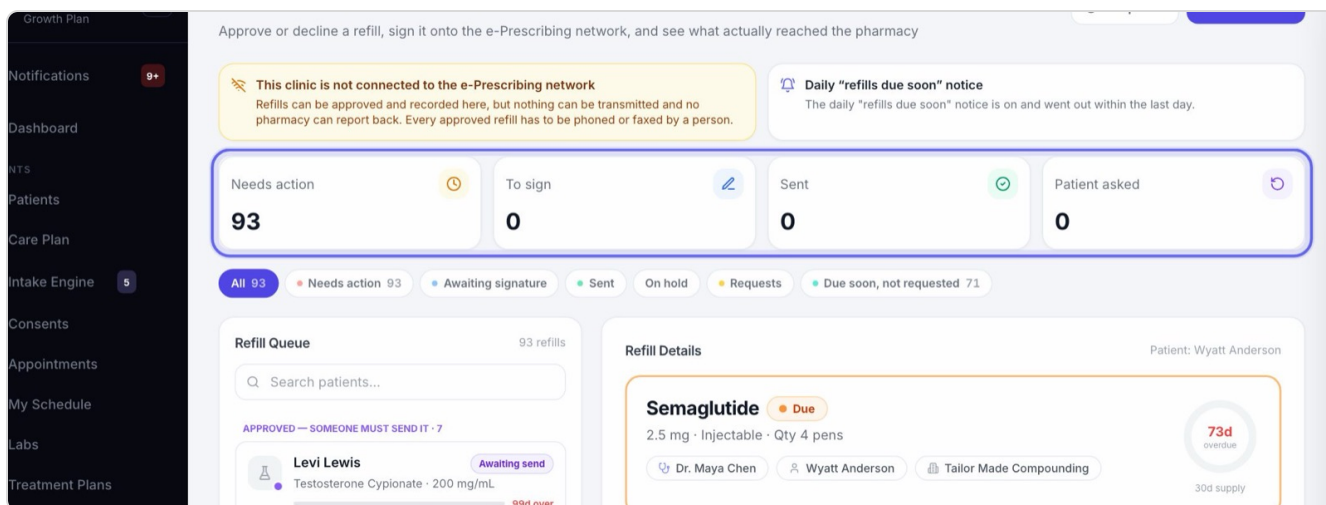
Supply left 73d overdue Pharmacy Tailor Made Compounding Approved Not yet

PRESCRIPTION AUTHORIZATION

Refills: the queue on the left, the open refill on the right.

2. WHERE THINGS STAND

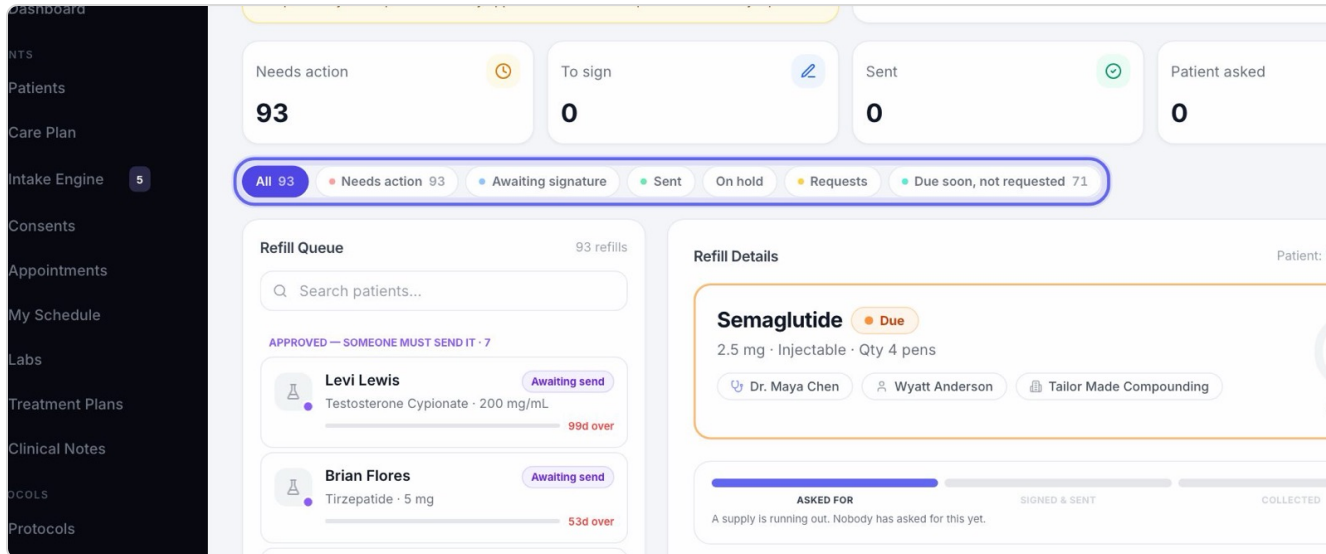
Needs action, **To sign**, **Sent** and **Patient asked**. Click a number to see that list.



Four numbers: what needs action, to sign, sent, and what patients asked for.

3. FILTER THE QUEUE

1. **Needs action:** someone has to do something next.
2. **Awaiting signature:** approved, and waiting for a prescriber to sign and send it.
3. **Sent:** gone to the pharmacy, electronically or by hand. **On hold:** paused.
4. **Requests:** what patients asked for. **Due soon, not requested:** running low, and nobody has asked yet.
5. **Set refill clocks** shows only when prescriptions brought in from another system are waiting for a start date.



The filters, each with how many it holds.

4. PATIENT REQUESTS

1. Click **Requests**. The number on it is how many patients are waiting on a decision.
2. Each card shows the patient, when they asked, the medicine and dose, and any note they wrote.
3. Tags warn you about a controlled drug, **Labs overdue**, how many refills are left, or **Rx expired**.

4. Press **Sign to approve** or **Decline**. Only people allowed to approve refills see these buttons. Everyone else sees that a prescriber must decide.

5. READ THE WHOLE REQUEST

Click a request card to open it in full: **Refills left**, **Rx expires**, **Controlled**, **Days supply**, **Last fill** and **Pharmacy**.

If the prescription has expired or has no refills left, approving is blocked and it tells you to write a renewal instead. Approve or decline from here, or press **Close**.

6. THE REFILL QUEUE

1. The **Refill Queue** is grouped by what needs doing first: failed sends, then ones waiting for a signature, ones someone must send, requests, and medicines running out. Sent, collected, on hold and declined come last.
2. Each row shows the patient, the medicine, its status, and a bar of the days of supply left.
3. Search by patient or medicine. Click a row to open it.

Peak Vitality Clinic
Growth Plan

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NTS

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Care Plan

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Consents

Appointments

My Schedule

Labs

Treatment Plans

Clinical Notes

ocols

Protocols

E-Prescriptions

Refills

Dr. Alex Rivera
Owner / Director

All 93 Needs action 93 Awaiting signature Sent On hold Requests Due soon, not request

Refill Queue 93 refills

Search patients...

APPROVED — SOMEONE MUST SEND IT · 7

- Levi Lewis** Awaiting send
Testosterone Cypionate · 200 mg/mL 99d over
- Brian Flores** Awaiting send
Tirzepatide · 5 mg 53d over
- Miles Williams** Awaiting send
Semaglutide · 2.5 mg 79d over
- Nancy Torres** Awaiting send
Sermorelin · 0.3 mg 36d over
- Jennifer Lee** Awaiting send
NAD+ · 100 mg/mL 72d over
- Andrew Jackson** Expired
Anastrozole · 0.25 mg 88d over
- Giselle Moore** Awaiting send
BPC-157 · 250 mcg 94d over

REQUESTED · 12

Refill Details

Semaglutide Due
2.5 mg · Injectable · Qty 4 pens
Dr. Maya Chen Wyatt Anderson

ASKED FOR
A supply is running out. Nobody has asked for this yet.

Last fill 2026-06-17 Next due 2026-07-17

Supply left 73d overdue Pharmacy Tailor Made C

PRESCRIPTION AUTHORIZATION
Refills remaining 1 / 1 Rx expires 2027-01-02

HOW THIS REACHES THE PATIENT
A supply is running out. Nobody has asked for the

CLINICAL NOTES
Add a note about this refill...
Save note

The queue, grouped by what needs doing first.

7. OPEN A REFILL

1. **Refill Details** shows the medicine, its status, the prescriber, the patient and the pharmacy, with a ring showing the days of supply left.
2. Under it are three steps: **Asked for**, **Signed & sent**, **Collected**. The line below says exactly where it is.
3. Then come the dates and **Prescription Authorization**: refills remaining, when it expires, and who approved and signed it. Click the name to see the signature.
4. Add a note under **Clinical Notes** and press **Save note**.

Semaglutide ● Due

2.5 mg · Injectable · Qty 4 pens

Dr. Maya Chen Wyatt Anderson Tailor Made Compounding

73d overdue
30d supply

ASKED FOR SIGNED & SENT COLLECTED

A supply is running out. Nobody has asked for this yet.

Last fill: 2026-06-17 Next due: 2026-07-17 Days supply: 30d

Supply left: 73d overdue Pharmacy: Tailor Made Compounding Approved: Not yet

PRESCRIPTION AUTHORIZATION

Where the refill is: asked for, signed and sent, collected.

8. WHAT THE STATUSES MEAN

1. **Due** or **Requested**: waiting for a prescriber to approve or decline.
2. **Awaiting signature**: approved. A prescriber signs it to send it.
3. **Awaiting send**: approved, and nothing here can send it. Phone or fax it, then confirm you did.
4. **Transmitted**: accepted by the e-prescribing network. **Acknowledged**: the pharmacy has answered.
5. **Sent by hand**: someone here confirmed they phoned or faxed it.
6. **Send failed**: the approval stands, but the send didn't go. The reason is shown, so you can try again.

9. APPROVING IS NOT SENDING

1. Press **Sign to approve**. Confirm your Team Member ID, then sign by drawing or typing your name.
2. Approving records your signed OK and uses up one of the prescription's refills.
3. It sends nothing to the pharmacy. Sending is the next step.
4. The button opens 14 days before the supply runs out, and only the prescriber named on the prescription can press it. Hover over it to see why it is waiting.

The buttons change with the refill. Approving comes first; sending comes after.

Tip. For a supplement from your own shelf, the button reads **Approve reorder**. Nothing goes to a pharmacy.

10. THEN IT GETS SENT

1. If your clinic is connected and you are a prescriber, the signing window opens as soon as you approve, already filled in. Complete it there. If you are not a prescriber, it waits as **Awaiting signature** for one.
2. When the window closes, the page checks what reached the pharmacy. A refill still waiting to be signed offers **Open signing window**.
3. If your clinic isn't connected, phone or fax the prescription to the pharmacy. Then press **I sent it — mark it sent** and confirm. The patient is told it is on its way.
4. If a send failed, read the reason and press **Try the send again**.
5. When the patient has it, press **Mark collected**. The refill clock starts again from the fill date.
6. On a connected clinic, **Sync** at the top checks the network for anything that has come back.

11. DECLINE OR HOLD

1. **Decline** asks for a reason. It is recorded and sent to the patient.
2. **Hold** pauses a refill. Nothing happens until someone presses **Resume**.
3. A refill that has already gone to the pharmacy can't be held.

12. WHEN IT NEEDS A RENEWAL

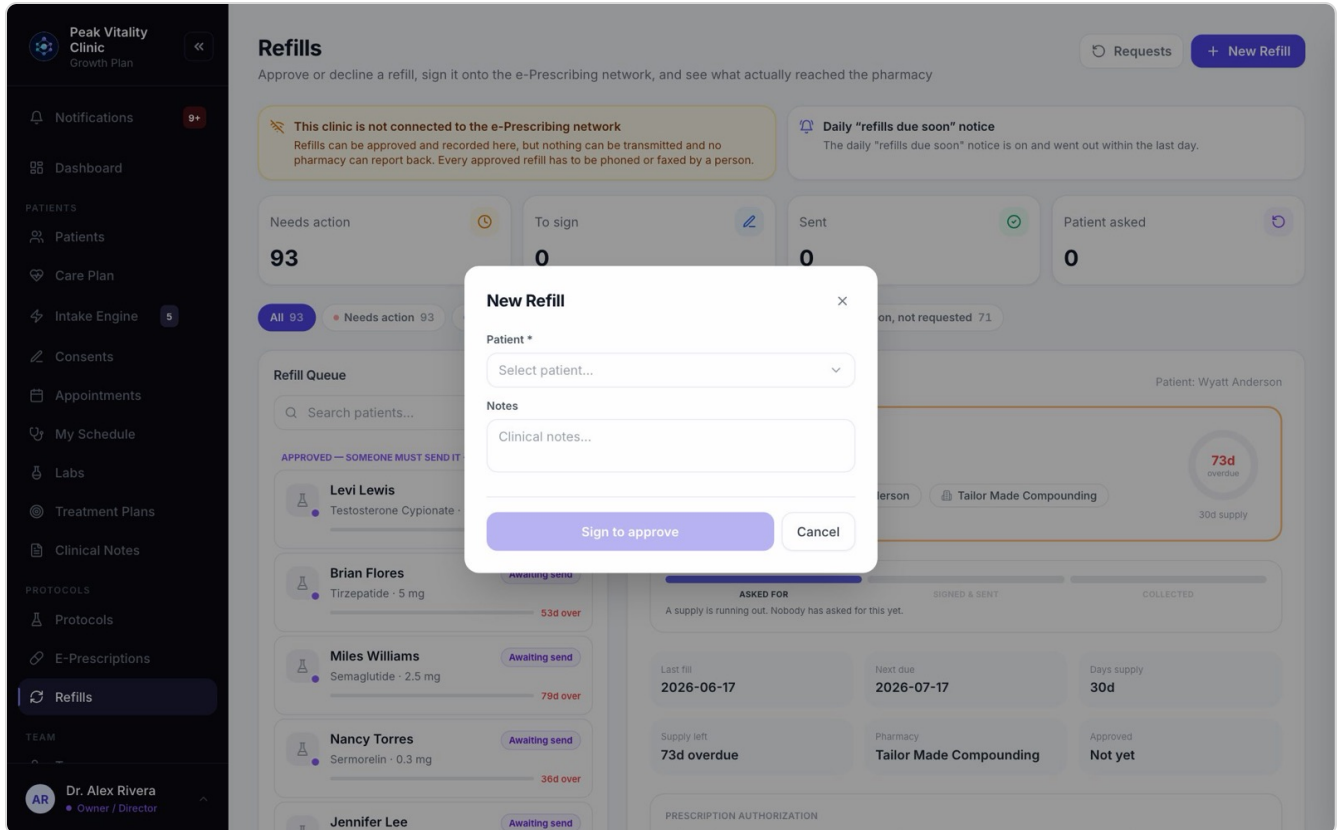
A refill marked **Expired** can't be refilled. It needs a new prescription.

Press **Go to Rx**. You are asked whether to take this refill off the page: **Dismiss & go** or **Keep & go**. Either way, the prescription form opens on E-Prescriptions with the medicine filled in. **Dismiss** on its own just takes it off the page.

13. START A REFILL YOURSELF

1. Click **New Refill** and pick the patient.

2. Under **Active medication to refill**, pick the medicine. Only ones within 14 days of running out can be picked; the rest say **Still full**.
3. **Refill to be sent** shows exactly what will go: the directions, quantity, days supply, refills left and pharmacy. None of it can be changed here. A change is a new prescription.
4. Add **Notes** if you like, then press **Sign to approve**.



New Refill: pick the patient, then a medicine that is running low.

14. RUNNING LOW, NOT ASKED

1. Open the **Due soon, not requested** filter.
2. It lists prescriptions running out in the next 14 days that nobody has asked to refill, with when each is due and how many refills remain.
3. If a patient doesn't get reminders, the row says so, so someone can reach out.
4. A prescription with no days supply has no date to count from. It shows **No refill date** until you set the days supply on the prescription.

15. SET REFILL CLOCKS

Prescriptions brought in from another system arrive without a start date, so they stay out of the queue. The **Set refill clocks** filter lists them.

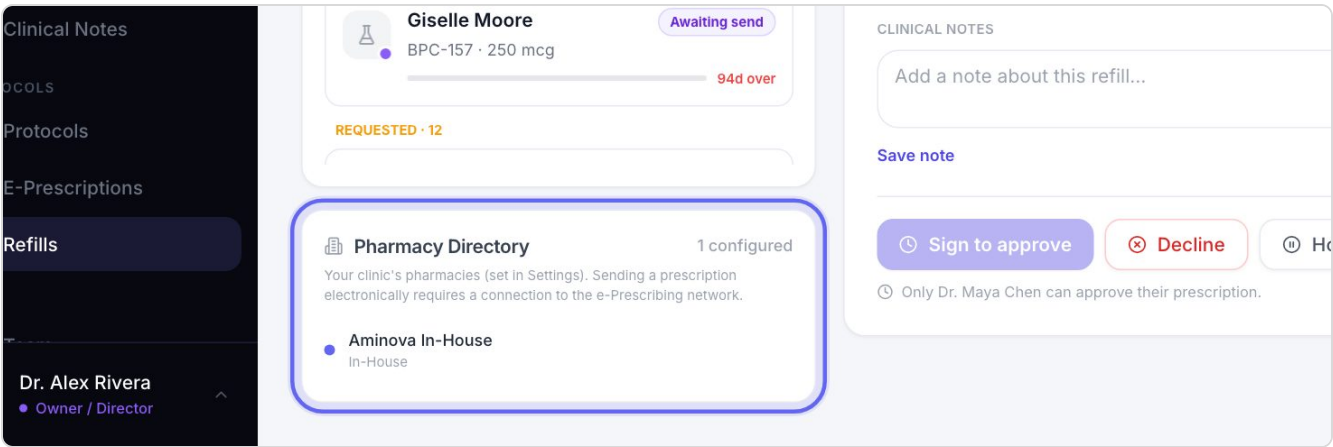
Enter the **Last fill** date and **Days supply** for each, or press **Paste from a spreadsheet** to fill the table for you. Pasting saves nothing. When the table is right, press the start button, for example **Start 3 refill clocks**, and they join the

queue.

16. PHARMACIES

The **Pharmacy Directory** card sits under the queue. Each refill goes to the pharmacy on its own prescription, shown as **Pharmacy** on the refill.

To keep the pharmacies you use most, star them on the **Pharmacy** page. They show first, as favorites, when you write a prescription.



The Pharmacy Directory card, under the queue.