Tool 5.1: Sample Workflow Diagrams

Figure 5.2

**Diagram:**
- Patient arrives
- Patient checks in
- Nurse checks schedule
- Pull chart
- Dr. Exam
- Prescription needed?
  - No
  - Patient leaves
  - Yes
  - Write paper prescription
    - Copy to patient
    - Copy to chart
    - Return chart

Figure 5.3a

**Diagram:**
- Patient visits provider
- Prescriber assesses patient
- In-office prescribing of meds
- Patient receives one or more prescriptions
- Staff retrieves patient chart
- Staff returns patient chart to file storage
- Physician adds note to chart and returns chart to staff
- Patient takes prescriptions to pharmacy
Figure 5.3b

1. **Patient needs a renewal**
   - Patient contacts Provider or Pharmacy

2. **Pharmacy**
   - Pharmacy determines need for renewal
     - Phone or Fax
     - Pharmacy receives approval
     - Pharmacy dispenses med
     - Patient picks up prescription

3. **Provider’s Office**
   - Clinic staff transcribes or retrieves request
     - Staff retrieves patient chart
     - Staff deposits message, fax and charts for prescriber approval
     - Prescriber retrieves documents & approves, changes or denies renewal or exception
     - Prescriber passes chart and prescriptions to staff
     - Staff files chart

   - Renewal approval is transmitted to pharmacy
Figure 5.4a

Provider's Office

Patient visits provider → Prescriber assesses patient → In-office prescribing of meds by entering order in e-Rx system → Prescription sent to pharmacy by e-Rx system * → Patient picks up meds at pharmacy

* Capacity to electronically transmit controlled substance prescriptions is not yet widely available at this time. Please check with your software vendor.

Figure 5.4b

Patient needs a renewal

Pharmacy determines need for renewal

Pharmacy sends electronic request for additional refills

Designated staff review requests in eRx system queue

Request meets protocol* for refill authorization?

Yes

Staff enter refill authorization (with notification to prescriber)

Refill response sent electronically

No

Prescriber checks task list and handles request (approve, reject, or reject with new Rx to follow)

Provider's Office

Pharmacy receives approval

Pharmacy dispenses meds

Patient receives prescription

* The legal status of staff participation in refill protocols may differ by state. See the “tip” box on refill protocols in Chapter 5.