



MERCK

**MD CONTACT THROUGH
PIONEER RX**



EVERSANA™

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1 Patient Intake in Pioneer Rx

- On the **Incoming Documents** Tab, click on the respective document to open the prescription.

Incoming Documents
 Queue: Current Documents

Incoming Documents - 50 Records | Last 30 Days

Drag a column header here to group by that column.

<input type="checkbox"/>	CreatedOn	Document Name	Description	Source	Category	Pages
<input checked="" type="checkbox"/>	2/21/2025 10:27 AM	LAGEVRI04		Imported		1
<input type="checkbox"/>	2/21/2025 10:27 AM	LAGEVRI04		Imported		1
<input type="checkbox"/>	2/21/2025 10:27 AM	LAGEVRI03		Imported		1
<input type="checkbox"/>	2/21/2025 10:27 AM	LAGEVRI02		Imported		1
<input type="checkbox"/>	2/21/2025 10:27 AM	LAGEVRI01		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI03		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI01		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI03		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI04		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI04		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI03		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI02		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI01		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI04		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI03		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI02		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI01		Imported		1
<input type="checkbox"/>	2/20/2025 9:36 AM	LAGEVRI04		Imported		1
<input type="checkbox"/>	2/20/2025 9:35 AM	LAGEVRI03		Imported		1
<input type="checkbox"/>	2/20/2025 9:35 AM	LAGEVRI02		Imported		1
<input type="checkbox"/>	2/20/2025 9:35 AM	LAGEVRI01		Imported		1
<input type="checkbox"/>	2/20/2025 9:35 AM	LAGEVRI01		Imported		1
<input type="checkbox"/>	2/20/2025 9:35 AM	LAGEVRI04		Imported		1
<input type="checkbox"/>	2/20/2025 9:35 AM	LAGEVRI03		Imported		1
<input type="checkbox"/>	2/20/2025 9:35 AM	LAGEVRI02		Imported		1
<input type="checkbox"/>	2/20/2025 9:35 AM	LAGEVRI01		Imported		1
<input type="checkbox"/>	2/20/2025 9:35 AM	LAGEVRI04		Imported		1
<input type="checkbox"/>	2/20/2025 9:35 AM	LAGEVRI03		Imported		1
<input type="checkbox"/>	2/20/2025 9:35 AM	LAGEVRI01		Imported		1

Process - F2 Combine - F3

- On the right side of the screen, click on **<Choose Document Category>** and change it to **<New Rx>**.

Edit Incoming Documents

Selecting a category for this document will update the edit area for that category.

The selected status will determine which incoming document queue the document will be located. Saving the document with 'Complete' status will attach the document to the given employee.

Status Types Required Information: Received - No information | Categorized - Category | Action Needed - Category & Name | Complete - Category, Name & Owner

Physician Order/Prescription

Address (Street): 200 North Pole
City (State):
Phone (Area): 212-565-8996

Medication Orders

Drug: Labetalol 200mg
Qty: 4 capsules (12h x 5 days)

Physician: John Smith
Address: 343 Main Street
City: New York
Phone: 212-564-7878

Category: <Choose Document Category>

Type: Account
Compound Item
Employee
Facility

Name: New Rx
Use Suggested

Description: Patient
Prescriber
Reconciliation
Retail Item
Rx
Rx Item
Supplier
Third Party

Status:

- Choose the **Origin** as **<Fax>**.

Edit Incoming Documents

Selecting a category for this document will update the edit area for that category.

The selected status will determine which incoming document queue the document will be located. Saving the document with 'Complete' status will attach the document to the given entity.

Status Types Required Information: Received - No information | Categorized - Category | Action Needed - Category & Name | Complete - Category, Name & Owner

Category: New Rx
Type: New Rx
Name: LAGEVRI02
Description: Use Suggested Name
Status: Categorized
Patient: Search for a Patient
Address: [?]
Phone: [?]
Drivers License: [?]
Allergy: [?]
Other Med: [?]
Image from Scanner: [?]
Profile: [?]
Edit Patient: [?]

Rx to Renew: (Leave empty for new Rx)

1	Search for an Rx
2	Search for an Rx
3	Search for an Rx
4	Search for an Rx
5	Search for an Rx
6	Search for an Rx
7	Search for an Rx
8	Search for an Rx
9	Search for an Rx
10	Search for an Rx
11	Search for an Rx
12	Search for an Rx

- Search for the respective patient by entering the **patient's last name** or **date of birth**, found on the prescription.

Edit Incoming Documents

Selecting a category for this document will update the edit area for that category.

The selected status will determine which incoming document queue the document will be located. Saving the document with 'Complete' status will attach the document to the given entity.

Status Types Required Information: Received - No information | Categorized - Category | Action Needed - Category & Name | Complete - Category, Name & Owner

Category: New Rx
Type: New Rx
Name: LAGEVRI02
Description: Use Suggested Name
Status: Categorized
Patient: Search for a Patient
Address: [?]
Phone: [?]
Drivers License: [?]
Allergy: [?]
Other Med: [?]
Image from Scanner: [?]
Profile: [?]
Edit Patient: [?]

Rx to Renew: (Leave empty for new Rx)

1	Search for an Rx
2	Search for an Rx
3	Search for an Rx
4	Search for an Rx
5	Search for an Rx
6	Search for an Rx
7	Search for an Rx
8	Search for an Rx
9	Search for an Rx
10	Search for an Rx
11	Search for an Rx
12	Search for an Rx

- If the patient is not found, click on the **pencil icon** to create a new patient.

Edit Incoming Documents

Selecting a category for this document will update the edit area for that category.

The selected status will determine which incoming document queue the document will be located. Saving the document with 'Complete' status will attach the document to the given entity.

Status Types Required Information: Received - No information | Categorized - Category | Action Needed - Category & Name | Complete - Category, Name & Owner

Category: New Rx
Type: New Rx
Name: LAGEVRI02
Description: Use Suggested Name
Status: Categorized
Patient: Search for a Patient
Address: [?]
Phone: [?]
Drivers License: [?]
Allergy: [?]
Other Med: [?]
Image from Scanner: [?]
Profile: [?]
Edit Patient: [?]

Rx to Renew: (Leave empty for new Rx)

1	Search for an Rx
2	Search for an Rx
3	Search for an Rx
4	Search for an Rx
5	Search for an Rx
6	Search for an Rx
7	Search for an Rx
8	Search for an Rx
9	Search for an Rx
10	Search for an Rx
11	Search for an Rx
12	Search for an Rx

- Enter the following details from the prescription:

- 1. Patient Name** (First and Last)
- 2. Patient's Address** (City, State, and ZIP Code)
- 3. Patient's Phone Number**
- 4. Notification Number** (Select or enter the phone number where text messages should be sent)
- 5. Patient's Date of Birth**
- 6. Patient's Gender**
- 7. Patient's Allergies**

- Click <**Save and Close**>

Quick Search: Search for a Patient

Common Profile Rx History Patient Links Facilities Categories HIPAA Emergency Contacts Documents Item Preferences Overrides Escript Alias RxLocal

Name (Last, First) [Red box 1]

Primary Address [Red box 2]

Street: [Red box 2]

City: [Red box 2]

State: [Red box 2]

ZIP Code: [Red box 2]

Country: USA

Phone Numbers [Red box 3]

Primary: Other [Red box 3]

Ext: [Red box 3]

Email: [Red box 3]

Notification #: [Red box 4]

Notification: Ask Patient? [Red box 4]

Refill / Renew: Auto Fill [Red box 4]

Date of Birth: Enter a date [Red box 5]

Gender: <Choose> [Red box 6]

Allergies: Ask Patient? [Red box 7]

Other Medications: Ask Patient? [Red box 7]

Conditions: Ask Patient? [Red box 7]

Facility: [Red box 7]

Default Priority: <Choose> [Red box 7]

Delivery Method: <None> [Red box 7]

Third Party: Active Legend

Name	Use	Start Date	Expiration Date	End Date	BIN	PCN	Cardholder Name	Cardholder ID	Group Number
[Empty table body]									

Identification Demographics Insurance Loyalty

License: MO Expiration Date: [Red box 5]

SSN: [Red box 5]

Alternate ID: [Red box 5]

External ID: [Red box 5]

Image from Scanner

Comments (pop-up during the fill process)

Patient Status: Active Status Changed Date: Sync Status: Not Enrolled

Save & Close - F12 Cancel - ESC

- Click <**Save & Next**>

Incoming Documents Wizard

Edit Incoming Documents

Selecting a category for this document will update the edit area for that category.

The selected status will determine which incoming document queue the document will be located. Saving the document with 'Complete' status will attach the document to the given entity.

Status Types Required Information: Received - No information | Categorized - Category | Action Needed - Category & Name | Complete - Category, Name & Owner

Category: New Rx Type: New Rx

Name: LAGEVR02 Use Suggested Name - New Rx - NewRx_20250221

Description: [Red box 1]

Status: Complete

Patient: Halfner, Steve Address: 200 N Pole Saint Louis, MO 63141 Phone: (333) 233-3333 DOB: 1/1/1955

Drives License: No Allergy: No Known Allergies Other Med: Ask Patient

Image from Scanner

Profile Edit Patient

Rx to Renew: (Leave empty for new Rx)

1	2	3	4	5	6
Search for an Rx	Search for an Rx	Search for an Rx	Search for an Rx	Search for an Rx	Search for an Rx

Physician Order/Prescription

Patient Name (Last, First): Santa Claus Order Date: 02/05/25

Address (Street): 200 North Pole DOB: 1/1/55

City: St Louis State: MO Zip: 63141 Patient Height (cm): Patient Weight (kg):

Home Phone: 573-566-9998 Cell Phone:

ICD-10:	1)	2)	3)
Description:	1)	2)	3)

Allergies: ☐ None Specify: ASA

Back - F2 Print Document - F3 Change Groupings - F4 Trash - F5 Split Document - F6

Save & Next - F12 Cancel - ESC

- On the right side of the screen of the **Incoming Documents** Tab, click <**Prescription Priority Fill Requests**> to open the **Fill Requests** Tab.

The screenshot shows the 'Incoming Documents' interface. At the top, there's a header with 'Queue: Current Documents' and 'Last 30 Days'. Below this is a table with columns: CreatedOn, Document Name, Description, Source, Category, and Pages. The table lists various documents, mostly from 'LAGEVIRIO1' and 'LAGEVIRIO3'. On the right side, there's a sidebar with buttons: 'Priority Fill Requests' (highlighted with a red box), 'Incoming Documents', 'New', 'Alerts', 'Task List', 'My Tasks', 'Shared', and 'Everyday'.

- Click on the respective *patient's fill request* to open their **Rx page**.

The screenshot shows the 'Fill Requests' interface. At the top, there's a header with 'Fill Requests - 1770 Records' and 'Last 90 Days'. Below this is a table with columns: Request On, Days Supply, Method, Rx Number, Rx Status, Last Fill Date, Patient, Facility, Item, Prescriber, Requested Priority, Fill Comment, Promise Time, and Queued By. The table lists various fill requests. A red box highlights a specific fill request for 'Hafner, Steve' with Rx Number 145094, Rx Status 'On Hold', and Last Fill Date '02/20/2025'.

- On the Rx page, click on the **pencil icon** to open the patient's profile.

The screenshot shows the 'Rx page' for 'Steve Hafner'. The top section contains patient information: 'Patient: Hafner, Steve', 'Address: 200 N Pole Saint Louis, MO 63141', 'Phone: (333) 333-3333', 'DOB: 1/1/1955', and 'Phone: (333) 333-3333'. Below this is a 'Written By' section with a search bar for a prescriber. The bottom section is a 'Physician Order/Prescription' form for 'LAGEVIRIO2' (Lamivudine) 200mg capsules, 4 capsules q12h x 5 days. The form includes fields for 'Dispense', 'Image', 'DUR/More', 'Workflow/Claims', and 'Rx Edit'. A red box highlights the 'pencil icon' in the top right corner of the Rx page.

- Verify the patient information that is populated on the screen.
- Click **<Save & Close>**

Common Profile Rx History Patient Links Facilities Categories HIPAA Emergency Contacts Documents Item Preferences Overrides Escrip Alias Rx Local

Third Party Workers' Comp Cash A/R / Autopay Medical

Third Parties: Filter: Active Legend

Name Use Start Date Expiration Date End Date BIN PCN Cardholder Name Cardholder ID Group Number

Identification Demographics Options Loyalty

Drivers License: MO Expiration Date:

MBI:

SSN:

Alternate ID: Other

Identification Expiration Date:

External ID:

Legacy ID:

Image from Scanner

Critical Comments (pop-up during the fill process)

Patient Status: Active Status Changed Date: 2/21/2025 10:32 AM Sync Status: Not Enrolled

Save & Close - F12 Cancel - ESC

- Next, enter the *prescriber details* on the **Rx page**. Search the prescriber using the **NPI Number** provided in the prescription.
- Click on the **pencil icon** to open the prescriber's profile

Edit Rx - 0 - Steve Hafner - M - DOB: 1/1/1955 - Phone: (333) 333-3333

Quick Search: Search for an Rx

Common Patient Education Interactions Fill History Profile Care Plan Overrides Documents Rx Audit Messages

Patient: Hafner, Steve Address: 200 N Pole Saint Louis, MO 63141 Phone: (333) 333-3333 DOB: 1/1/1955 (70)

Written By: Supervisor: Search for a Prescriber

Written: 2/21/2025 Expire: Enter a date

Type: Specific Drug Origin: Fax

Item: Search for an Rx Item

Quantity: 0 Refills: 0

DAW Auto Cycle PRN For Pain

ICD10: Search or Press Enter for Patient Diagnosis

Directions (Sig Codes or Text or [Literal Text]):

Dispense [1] Image [2] DUR/More [3] Workflow/Claims [4] Rx Edits [5] Fill Audit [6]

Scan 82.0% Zoom Select

Home Phone: 573-566-9998 Cell Phone:

ICD-10: 1) 2) 3) Description: 1) 2) 3)

Allergies: None Specify: ASA

MEDICATION ORDERS

Drug: Lagevrio 200mg Sig: 4 caps q12h x 5 days Refills: 0

Dispense 30 Day Supply

I certify that the therapy(ies) described above is/are medically necessary and that the information provided above is accurate to the best of my knowledge. I also attest that I have obtained the patient's affirmative authorization to release the above information and such other personal information as may be necessary to EVERANA and/or its agents.

Physician Name (print): John Smith Phone no: 314-564-7878

Physician (street): 343 Main Street

Address (city, st, zip): St Louis MO 63021 Fax no:

License #: NPI # 8569741236

Substitution Permitted John Smith Dispense as Written

Date: 2/5/25

LAGEVRI02

- Verify the prescriber information that is populated on the screen.
- Click **<Save & Close>**

Common | Renew Requests | Categories | Documents | Item Preferences | Overrides | Provider Catalog Data

Name (Last, First): Jones, George
 Prescriber Type: M.D.
 Print Name: Dr. George Jones
 Prescriber Group: Premiere Hospital

Primary Address
 Street:
 City: Saint Louis
 State: MO
 ZIP Code: 63101 Country: USA

Phone Numbers
 Primary: 314 - 564-7878 Ext:
 Primary Fax: - - Ext:

Email:
 Web Site:
 Marketer: Search for an Employee

License Numbers
 DEA:
 NPI: 1451451451
 UPIN:
 State: MO
 Medicaid (N/A):
 DPS:

Classification: <None>
 Specialization: <None>
 Prescribes For: Search for a Prescriber
 Renew Method: <None>
 Surescripts SPI:
 Direct Address:
 Alternate ID:
 External ID:
 Legacy ID:

Preferences
☐ Do Not Email
☐ Do Not Phone
☐ Do Not Fax
 Send Renewal Request Days Before Supply Ends

Critical Comments (pop-up during the fill process)

Prescriber Status: Active Status Changed Date: 2/5/2025 3:47 PM

Save & Close - F12 Cancel - ESC

- Next, enter the supervising physician's name (if mentioned in the prescription)

Edit Rx - 0 - Steve Hafner - M - DOB: 1/1/1955 - Phone: (333) 333-3333

Quick Search: Search for an Rx

Common | Patient Education | Interactions | Fill History | Profile | Care Plan | Overrides | Documents | Rx Audit | Messages

Patient: Hafner, Steve
 Address: 200 N Pole Saint Louis, MO 63141
 Phone: (333) 333-3333 DOB: 1/1/1955 (70)

Written By:
 Address:
 Phone:
 Supervisor: Search for a Prescriber

Written: 2/21/2025 Expire: Enter a date

Type: Specific Drug Origin: Fax
 Item: Search for an Rx Item
 Quantity: 0 Refills: 0
☐ DAW ☐ Auto ☐ Cycle ☐ PRN ☐ For Pain

ICD10: Search or Press Enter for Patient Diagnosis
 Directions (Sig Codes or Text or [Literal Text]):

Dispense [1] Image [2] DUR/More [3] Workflow/Claims [4] Rx Edits [5] Fill Audit [6]

Home Phone: 573-566-9998 Cell Phone:

ICD-10: 1) 2) 3)
 Description: 1) 2) 3)

Allergies ☐ None Specify: ASA

MEDICATION ORDERS
 Drug: Lagevrio 200mg
 Sig: 4 caps q12h x 5 days
 Refills: 0
 Dispense 30 Day Supply

I certify that the therapy(ies) described above is/are medically necessary and that the information provided above is accurate to the best of my knowledge. I also attest that I have obtained the patient's affirmative authorization to release the above information and such other personal information as may be necessary to EVERISANA and/or its agents.

Physician Name (print) John Smith Phone no. 314-564-7878
 Physician (street) 343 Main Street
 Address (city, st, zip) St Louis MO 63021 Fax no.
 License # NPI # 8569741236
 John Smith
 Disperse as Written
 Date: 2/5/25

LAGEVIRIO2

- Enter the following **Drug information:**

1. **Written date**
2. **Item Number** (00006505509)
3. **Quantity** and **Refills** (mentioned in the prescription)
4. **DAW** (check mark the box if Dispense as Written mentioned)
5. **ICD10 Code** (mentioned in the prescription)
6. **Directions** (LAG)

Quick Search: Search for an Rx

Common Patient Education Interactions Fill History Profile Care Plan Overrides Documents Rx Audit Messages

Patient: Hafner, Steve
Address: 200 N Pole Saint Louis, MO 63141
Phone: (333) 333-3333 DOB: 1/1/1955 (70)

Written By: Jones, George, M.D.
Address: 343 Main St Saint Louis, MO 63101
Phone: (314) 564-7878 1451451451
Supervisor: Search for a Prescriber

Written: 2/21/2025

Type: Specific Drug Origin: Fax

Item: Search for an Rx Item

Quantity: 0 Refills: 0

☐ DAW ☐ Auto ☐ Cycle ☐ PRN ☐ For Pain

ICD10: Search or Press Enter for Patient Diagnosis

Directions (Sig Codes or Text or { Literal Text }):

Dispense [1] Image [2] DUR/More [3] Workflow/Claims [4] Rx Edits [5] Fill Audit [6]

Physician Order/Prescription

Patient Name (Last, First): Santa Claus Order Date: 02/05/25

Address (Street): 200 North Pole DOB: 1/1/55

City St Louis State MO Zip 63141 Patient Height (cm): Patient Weight (kg):

Home Phone: 573-566-9998 Cell Phone:

ICD-10: 1) 2) 3)
Description: 1) 2) 3)

Allergies: Specify: ASA

MEDICATION ORDERS

Drug: Lagevrio 200mg

Stap q12h x 5 days

Refills: 0

Disp: 30 Day Supply

I certify that the therapy(ies) described above is/are medically necessary and that the information provided above is accurate to the best of my knowledge. I also attest that I have obtained the patient's affirmative authorization to release the above information for other personal information as may be necessary to EVERSANA and/or its agents.

Physician Name (print) John Smith Phone no. 314-564-7878

Physician (street) 343 Main Street

Address (city, st, zip) St Louis MO 63021 Fax no.

License # 8569741236

LAGEVRI02

- Next, click <**Dispense**> Tab.

Quick Search: Search for an Rx

Common Patient Education Interactions Fill History Profile Care Plan Overrides Documents Rx Audit Messages

Patient: Hafner, Steve
Address: 200 N Pole Saint Louis, MO 63141
Phone: (333) 333-3333 DOB: 1/1/1955 (70)

Written By: Jones, George, M.D.
Address: 343 Main St Saint Louis, MO 63101
Phone: (314) 564-7878 1451451451
Supervisor: Search for a Prescriber

Written: 2/21/2025 Expire: Enter a date

Type: Specific Drug Origin: Fax

Item: Search for an Rx Item

Quantity: 0 Refills: 0

☐ DAW ☐ Auto ☐ Cycle ☐ PRN ☐ For Pain

Dispense [1] Image [2] DUR/More [3] Workflow/Claims [4] Rx Edits [5] Fill Audit [6]

Physician Order/Prescription

Patient Name (Last, First): Santa Claus Order Date: 02/05/25

Address (Street): 200 North Pole DOB: 1/1/55

City St Louis State MO Zip 63141 Patient Height (cm): Patient Weight (kg):

Home Phone: 573-566-9998 Cell Phone:

ICD-10: 1) 2) 3)
Description: 1) 2) 3)

Allergies: ☐ None Specify: ASA

MEDICATION ORDERS

Drug: Lagevrio 200mg

- Verify the drug information on the screen.
- Update **Priority** by selecting **<Pending Rx Transfer>**.

Edit Rx - 0 - Steve Hafner - M - DOB: 1/1/1955 - Phone: (333) 333-3333

Quick Search:

Common Patient Education Interactions Fill History Profile Care Plan Overrides Documents Rx Audit Messages

Patient: Hafner, Steve
Address: 200 N Pole Saint Louis, MO 63141
Phone: (333) 333-3333 DOB: 1/1/1955 (70)

Written By: Jones, George, M.D.
Address: 343 Main St Saint Louis, MO 63101
Phone: (314) 564-7878 1451451451
Supervisor: Search for a Prescriber

Written: 2/5/2025 Expire: 2/5/2026

Type: Specific Drug Origin: Fax

Item: Lagevrio 200 Mg Cap (eua)

Quantity: 40 EA Refills: 0

☒ DAW ☐ Auto ☐ Cycle ☐ PRN ☐ For Pain

ICD10: U09.9 Post COVID-19 condition, unspecified

Directions (Sig Codes or Text or [Literal Text]):
LAG
Take 4 capsules by mouth every 12 hours for 5 days

Dispense [1] Image [2] DUR/More [3] Workflow/Claims [4] Rx Edits [5] Fill Audit [6]

Primary: Cash
Secondary:

Item: Lagevrio 200 Mg Cap (eua) (00006-5055-09) (Active)
AWP: \$1,196.64 MAC: \$0.00 BOH / EOH: -278 / -278
Quantity: 40 PS: 40 EA Remaining: 0 0 EA
DS: 5
DAW: 1 - Substitution Not Allowed b Labels: 1
Lot: Exp: Enter a date Do Not Use After:

RPh: Josh Weidler Filled: 2/21/2025
Priority: Pending Rx Transfer Alert: <None>
Pricing: Use Pricing Rules *Default AWP 20%

Comments:

Submitted Paid
Base: \$1,435.97 \$0.00
Fee: \$9.99 \$0.00
Subtotal: \$1,445.96 \$0.00
Tax: \$0.00 \$0.00
Total: \$1,445.96 \$0.00
Last Price: \$1,445.96 \$0.00
U&C: \$0.00 \$0.00
Copay: \$0.00 \$0.00
Remit: \$0.00 \$0.00
Total Paid: \$0.00 \$0.00
Cost: \$1,196.64 \$1,196.64
Rebate: \$0.00 \$0.00
Net Cost: \$1,196.64 \$1,196.64
GP: \$249.32 (\$1,196.64)
DIR: \$0.00 \$0.00
Net Profit: (\$1,196.64)
☒ Apply Discounts/Markups

Apply Template - F3 Fill Requested Waiting for Data Entry

- Next, click **<Rx Edits>** Tab.

Edit Rx - 0 - Steve Hafner - M - DOB: 1/1/1955 - Phone: (333) 333-3333

Quick Search:

Common Patient Education Interactions Fill History Profile Care Plan Overrides Documents Rx Audit Messages

Patient: Hafner, Steve
Address: 200 N Pole Saint Louis, MO 63141
Phone: (333) 333-3333 DOB: 1/1/1955 (70)

Written By: Jones, George, M.D.
Address: 343 Main St Saint Louis, MO 63101
Phone: (314) 564-7878 1451451451
Supervisor: Search for a Prescriber

Written: 2/5/2025 Expire: 2/5/2026

Type: Specific Drug Origin: Fax

Item: Lagevrio 200 Mg Cap (eua)

Quantity: 40 EA Refills: 0

☒ DAW ☐ Auto ☐ Cycle ☐ PRN ☐ For Pain

ICD10: U09.9 Post COVID-19 condition, unspecified

Directions (Sig Codes or Text or [Literal Text]):
LAG
Take 4 capsules by mouth every 12 hours for 5 days

Dispense [1] Image [2] DUR/More [3] Workflow/Claims [4] Rx Edits [5] Fill Audit [6]

Primary: Cash
Secondary:

Item: Lagevrio 200 Mg Cap (eua) (00006-5055-09) (Active)
AWP: \$1,196.64 MAC: \$0.00 BOH / EOH: -278 / -278
Quantity: 40 PS: 40 EA Remaining: 0 0 EA
DS: 5
DAW: 1 - Substitution Not Allowed b Labels: 1
Lot: Exp: Enter a date Do Not Use After:

RPh: Josh Weidler Filled: 2/21/2025
Priority: Pending Rx Transfer Alert: <None>
Pricing: Use Pricing Rules *Default AWP 20%

Comments:

Submitted Paid
Base: \$1,435.97 \$0.00
Fee: \$9.99 \$0.00
Subtotal: \$1,445.96 \$0.00
Tax: \$0.00 \$0.00
Total: \$1,445.96 \$0.00
Last Price: \$1,445.96 \$0.00
U&C: \$0.00 \$0.00
Copay: \$0.00 \$0.00
Remit: \$0.00 \$0.00
Total Paid: \$0.00 \$0.00
Cost: \$1,196.64 \$1,196.64
Rebate: \$0.00 \$0.00
Net Cost: \$1,196.64 \$1,196.64
GP: \$249.32 (\$1,196.64)
DIR: \$0.00 \$0.00
Net Profit: (\$1,196.64)
☒ Apply Discounts/Markups

Apply Template - F3 Fill Requested Waiting for Data Entry

- Click <**+Add**> button

The screenshot displays the RxFlow application interface. At the top, the patient's information is shown: **0 - Steve Hafner - M - DOB: 1/1/1955 - Phone: (333) 333-3333**. Below this is a search bar and a navigation menu with options like Patient Education, Interactions, Fill History, Profile, Care Plan, Overrides, Documents, Rx Audit, and Messages. The main content area is divided into two sections. The left section shows the patient's details, including their name (Hafner, Steve), address (200 N Pole Saint Louis, MO 63141), and contact information. The right section displays a table of active prescriptions. The table has columns for Dispense [1], Image [2], DUR/More [3], Workflow/Claime [4], Rx Edit [5], and Fill Audit [6]. The table is currently empty, showing 0 records. A toolbar at the bottom of the table includes buttons for Rx Edit Status, Rx Edit, Changed On, and Changed By. The 'Add' button in the toolbar is highlighted with a red box.

- Select <**Intake – Data Entry**> and <**Intake – MD Contacted**>
- Click <**Save & Close**>

17 Records | Menu

Rx Edit	Action	Unblock Permission	Activate Permission	Resolve Permission	Block At	Revert to Rx Transaction Status
<input type="checkbox"/> Government Funded	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input type="checkbox"/> Intake - Benefits Coordination	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input type="checkbox"/> Intake - Benefits Verification	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input checked="" type="checkbox"/> Intake - Data Entry	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input type="checkbox"/> Intake - Initial Patient Contact	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input checked="" type="checkbox"/> Intake - MD Contacted	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input checked="" type="checkbox"/> Intake - Patient Contact Attempt	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input type="checkbox"/> Intake - Rx Denied	Block	Role Add	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	Waiting for Data Entry
<input type="checkbox"/> PA Sent	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input type="checkbox"/> Patient Text - Other Preferred Pharmacy	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input type="checkbox"/> Prior Authorization Approved Medical Necessity	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input type="checkbox"/> Prior Authorization Denied Medical Necessity	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input type="checkbox"/> Prior Authorization Request Medical Necessity	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input type="checkbox"/> Transfer - Amazon	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input type="checkbox"/> Transfer - GiftHealth	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input type="checkbox"/> Transfer - Other	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	
<input type="checkbox"/> Transfer - TruePill	Block	Rx Edit Manual Unblock	Rx Edit Manual Activate	Rx Edit Manual Resolve	Data Entry	

Save & Close - F12 Cancel - ESC

- Click on <Intake – MD Contacted>

Edit Rx - 0 - Steve Hafner - M - DOB: 1/1/1955 - Phone: (333) 333-3333

Quick Search: Search for an Rx

Common Patient Education Interactions Fill History Profile Care Plan Overrides Documents Rx Audit Messages

Patient: Hafner, Steve
Address: 200 N Pole Saint Louis, MO 63141
Phone: (333) 333-3333 DOB: 1/1/1955 (70)

Written By: Jones, George, M.D.
Address: 343 Main St Saint Louis, MO 63101
Phone: (314) 564-7878 1451451451
Supervisor: Search for a Prescriber

Written: 2/5/2025 Expire: 2/5/2025

Type: Specific Drug Origin: Fax
Item: Lagenrio 200 Mg Cap (eua)
Quantity: 40 EA Refills: 0
DAW: ☐ Auto ☐ Cycle ☐ PRN ☐ For Pain

ICD10: U09.9 Post COVID-19 condition, unspecified
Directions (Sig Codes or Text or [Literal Text]):
LAG
Take 4 capsules by mouth every 12 hours for 5 days

Dispense [1] Image [2] DUR/More [3] Workflow/Claims [4] Rx Edit [5] Fill Audit [6]

Active Rx Edits

2 Records Action: <Choose>

Rx Edit Status	Rx Edit	Changed On	Changed By
Tracking	Intake - MD Contacted	2/21/2025 10:38:08	Hirevus, Donald

Apply Template - F3 Fill Requested Waiting for Data Entry Next: Send to Pre-check Save & Continue - F12 Cancel - ESC

- Enter the **comment**, mentioning the reason as to what is wrong with the prescription.
- Click <Save>

Edit Rx Edit

Name: Intake - MD Contacted
Description: Intake - MD Contacted

Comments:

Rx Edit Status: Unblock

Rx Edit Settings

Default Action: Data Entry
Added: After Adjudication
On Cancel: Keep Existing Status
Activate Permission: Rx Edit Manual Activate
Unblock Permission: Rx Edit Manual Unblock
Ignore Permission: Rx Edit Manual Ignore
Clear Permission: <None - Clear Not Allowed>
Triggered By: None - Manual
Require Comment on Resolve: No
Revert Rx Transaction Status to: <None - Not Set>

Save - F12 Cancel - ESC

- Click on **<Save & Review>** button

Quick Search: Search for an Rx

Common Patient Education Interactions Fill History Profile Care Plan Overrides Documents Rx Audit Messages

Patient: Hafner, Steve
Address: 200 N Pole Saint Louis, MO 63141
Phone: (333) 333-3333 DOB: 1/1/1955 (70)

Written By: Jones, George, M.D.
Address: 343 Main St Saint Louis, MO 63101
Phone: (314) 564-7878 1451451451
Supervisor: Search for a Prescriber

Written: 2/5/2025 Expire: 2/5/2026

Type: Specific Drug Origin: Fax
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ICD10: U09.9 Post COVID-19 condition, unspecified
Directions (Sig Codes or Text or [Literal Text]):
LAG
Take 4 capsules by mouth every 12 hours for 5 days

Rx Edit Status	Rx Edit	Changed On	Changed By
Tracking	Intake - Data Entry	2/21/2025 10:38:08	Hrevus, Donald
Tracking	Intake - MD Contacted	2/21/2025 10:38:08	Hrevus, Donald

Apply Template - F3 Fill Requested Waiting for Data Entry Next: Send to Pre-check **Save & Continue - F12** Cancel - ESC

1. Click **<Unblock Blocking>**
2. Click **<Save Only>**

rio 200 Mg Cap (eua) - Steve Hafner - M - DOB: 1/1/1955 - Phone: (333) 333-3333

van Rx

ation Interactions Fill History Profile Care Plan Overrides Documents Rx Audit Messages

veve
Saint Louis, MO 63141
3333 DOB: 1/1/1955 (70)

orge, M.D.
St Saint Louis, MO 63101
7878 1451451451
ra Prescriber

ug Origin: Fax
100 Mg Cap (eua)
EA Refills: 0
☐ Cycle ☐ PRN ☐ For Pain

COVID-19 condition, unspecified
or Text or [Literal Text]:

mouth every 12 hours for 5 days

Action	Error	More Information
Block	Intake - Data Entry	Intake - Data Entry
Block	Intake - MD Contacted	Intake - MD Contacted

Unblock Blocking - F2 Save Only - F12 Cancel - ESC

1 2

Fill Requested Waiting for Data Entry Next: Save Only Save & Continue - F12

Note: Once all processes in **Pioneer RX** are completed, contact the doctor's office to inform them about the discrepancies in the prescription.

2 Outbound Call to the Provider

Attempt 1

Step 1: Initiating Outbound Communication

- Place an outbound call or send a fax to the provider. If calling, either speak with the provider (or someone at the office) or leave a voicemail.
- Use the "**MD Contact Outbound Phone Call to Provider Script**" from the Call Guide for the conversation.

Step 2: Handling Provider Requests

- If the provider prefers to annotate the prescription during the call, initiate a **warm transfer** to a pharmacist to complete the annotation.

Step 3: Documentation

- Record the call details as an **Rx Informational Comment** in the system.
- Update the **MD Contacted RxEdit** to reflect the outreach.

Note: *If placed on hold for more than **10 minutes**, disconnect the call and proceed with sending a fax.*

Attempt 2

Step 1: Determining Next Steps for Provider Contact

- If **successful outreach** has already been made to the prescriber (either by speaking with them or leaving a voicemail), send a **fax** to the provider.
- If **outreach was unsuccessful** on the first attempt, continue making follow-up calls using the "**MD Contact Outbound Phone Call to Provider**" script.

Step 2: Managing Hold Times

- If placed on hold for more than **10 minutes**, disconnect the call and proceed with sending a fax.

Step 3: Documentation

- Record the call and/or fax in **Pioneer** as an "**Rx Informational**" comment.
- Document each outreach attempt in **MD Contacted RxEdit** to maintain a record of communication efforts.

Attempt 3

Step 1: Determining Next Steps for Provider Contact

- If **successful outreach** has been made to the prescriber (either by speaking with them or leaving a voicemail), send a **fax** to the provider.
- If **outreach was unsuccessful** on the first or second attempt, continue making follow-up calls using the "**MD Contact Outbound Phone Call to Provider**" script.

Step 2: Managing Hold Times

- If placed on hold for more than **10 minutes**, disconnect the call and proceed with sending a fax.

Step 3: Documentation

- Record the call and/or fax in **Pioneer** as an "**Rx Informational**" comment.
- Document each outreach attempt in **MD Contacted RxEdit** to maintain a record of communication efforts.

Note

- *The patient's prescription will remain in the "**Intake-MD Contacted**" RxEdit until the issue is resolved.*
- *Outreach to the prescriber will be made **every business day** until a total of **three attempts** have been completed.*
- *After each outreach attempt, the following actions must be taken:*
 - **Reset** the **MD Contacted RxEdit** and add a new comment to document the outreach attempt.
 - **Record** each outreach attempt in **PioneerRx** under **Rx Informational Comments**.
- *If no response is received after **three outreach attempts**, resolve all **RxEdits** and discontinue the prescription.*

RxEdit in Pioneer Rx

- On the right side of the screen, click <RxEdit> under the **ToDo** Tab.

Fill Rx - 145122 - Lagenvio 200 Mg Cap (eua) - Steve Hafner - M - DOB: 1/1/1955 - Phone: (333) 333-3333

Quick Search: Search for an Rx

Common Patient Education Interactions Fill History Profile Care Plan Overrides Documents Rx Audit Messages

Patient: Hafner, Steve
Address: 200 N Pole Saint Louis, MO 63141
Phone: (333) 333-3333 DOB: 1/1/1955 (70)

Written By: Jones, George, M.D.
Address: 343 Main St Saint Louis, MO 63101
Phone: (314) 567-7878 1451451451
Supervisor: Search for a Prescriber

Written: 2/5/2025 Expire: 2/5/2026

Type: Specific Drug Origin: Fax
Item: Lagenvio 200 Mg Cap (eua)
Quantity: 40 EA Refills: 0
DAW: Auto Cycle PRN For Pain

ICD10: U09.9 Post COVID-19 condition, unspecified
Directions (Sig Codes or Text or Literal Text):
LAG
Take 4 capsules by mouth every 12 hours for 5 days

Dispense [1] Image [2] DUR/More [3] Workflow/Claims [4] Rx Edit [5] Fill Audit [6]

Active Rx Edit (1)

2 Records | Action: <Choose> Collapse/Expand View: Default (Location)

Drag a column header here to group by that column

	Rx Edit Status	Intake - Data Entry	Changed On	Changed By	Comments
<input type="checkbox"/>	Non-blocking	Intake - MD Contacted	2/21/2025 10:36 AM	Donald Hrevus	Only written for a quantity of 20

Actions: Tools Search Reports Analysis ToDo

PR: TP: D6:1 PC: CQ: PS: FS: CK: TB: WP: WD: OD: RP:

Queue Transaction Review Script Alerts (0) Task List My Task... Shared... Everyone...

- Click on <Rx Edit Issue : Intake – MD Contacted>

Rx Edit Issues

Rx Edit Category: <Any>
Rx Edit Issue: <Any>
Rx Edit Status: Non-blocking

Filled/Transmitted On/After: 1/22/2025 Additional records as early as: 12/5/2023

1000 Records Collapse/Expand View: PioneerRx Recommended (Location)

Rx Edit Issue

- Rx Edit Issue: Caremark Bulk Purchase Restriction (20 items)
- Rx Edit Issue: DAIW Code & Dispensed Item Mismatch (1 item)
- Rx Edit Issue: Government Funded (8 items)
- Rx Edit Issue: Intake - Benefits Coordination (49 items)
- Rx Edit Issue: Intake - Benefits Verification (23 items)
- Rx Edit Issue: Intake - Data Entry (410 items)
- Rx Edit Issue: Intake - Initial Patient Contact (3 items)
- Rx Edit Issue: Intake - MD Contacted (48 items)**
- Rx Edit Issue: Intake - Patient Contact Attempt (2 items)
- Rx Edit Issue: Intake- Rx Denied (1 item)
- Rx Edit Issue: PA Sent (39 items)
- Rx Edit Issue: Package Size (14 items)
- Rx Edit Issue: Patient Education - Print + Electronic (58 items)
- Rx Edit Issue: Patient Text - Other Preferred Pharmacy (20 items)
- Rx Edit Issue: Prior Authorization Approved Medical Necessity (2 items)
- Rx Edit Issue: Prior Authorization Denied Medical Necessity (3 items)
- Rx Edit Issue: Prior Authorization Request Medical Necessity (3 items)
- Rx Edit Issue: Same Name Patient (43 items)
- Rx Edit Issue: Transfer - Amazon (89 items)
- Rx Edit Issue: Transfer - GiltHealth (5 items)
- Rx Edit Issue: Transfer - Other (150 items)
- Rx Edit Issue: Transfer - TrueFill (4 items)

- Select the respective case from the list.

1000 Records Collapse/Expand View: PioneerRx Recommended (Location)

Rx Edit Issue

	Rx Number	Rx Edit Status	Patient	Prescriber	Item	NDC	Date Filled	Changed On	Changed By	Comments
<input checked="" type="checkbox"/>	145122	Non-blocking	Hafner, Steve	Jones, George	Lagenvio 200 Mg Cap (eua)	0000555559	02/21/2025	2/21/2025 10:36 AM	Hrevus, Donald	Only written for a quantity of 20
<input type="checkbox"/>	144909	Non-blocking	Vest, Grant	Carron, David Lee	Zepbound 5 Mg/0.5 MI Pen	00002249580	02/18/2025	2/18/2025 1:55 PM	Vest, Shelly	02/18/2025 1:48 PM SV: 1st Attempt contact HCP for clarity on directions. Spoke w/Sarah she will s...
<input type="checkbox"/>	144766	Non-blocking	Vest, Matthew	Carron, David Lee	Zepbound 5 Mg/0.5 MI Pen	00002249580	02/14/2025	2/14/2025 4:25 PM	Vest, Shelly	02/14/2025 4:24 PM SV: 1st Attempt to contact MDO concerning directions
<input type="checkbox"/>	144745	Non-blocking	Johnson, Kayla	Buffett, Jimmy	Lagenvio 200 Mg Cap (eua)	0000555559	02/14/2025	2/14/2025 1:18 PM	Chavis-Martin, An...	02/14/2025 1:18 PM CM: Called MDO @ 555 555 5555 and spoke with Amanda. I stated Rx is for a...
<input type="checkbox"/>	144705	Non-blocking	Brown, Pepper	Buffett, Jimmy	Lagenvio 200 Mg Cap (eua)	0000555559	02/14/2025	2/14/2025 9:14 AM	Scott, Candida	02/14/2025 9:11 AM CS: Rx quantity and day supply is incorrect. 1st attempt: Called MDO @ (567)61...
<input type="checkbox"/>	144704	Non-blocking	Chavis-Martin, Imani	Buffett, Jimmy	Lagenvio 200 Mg Cap (eua)	0000555556	02/14/2025	2/14/2025 9:10 AM	Brookman, Aja	02/14/2025 9:09 AM AB:
<input type="checkbox"/>	144702	Non-blocking	james, kimberly	Buffett, Jimmy	Lagenvio 200 Mg Cap (eua)	0000555559	02/14/2025	2/14/2025 9:10 AM	glenn, lena	02/14/2025 9:08 AM LG: 2nd attempt-called MD @ 513-661-0000,advising RX was written for 3 day...
<input type="checkbox"/>	144435	Non-blocking	Jordan, Casey	Buffett, Jimmy	Lagenvio 200 Mg Cap (eua)	0000555559	02/14/2025	2/14/2025 8:58 AM	Blair, Morgan	02/14/2025 8:54 AM MB: Contacted MDO at 3141234567 and spoke to the MD. Advised him the pre...
<input type="checkbox"/>	144429	Non-blocking	Adams, Samuel	Buffett, Jimmy	Lagenvio 200 Mg Cap (eua)	0000555559	02/14/2025	2/14/2025 8:57 AM	Nelson, Gabrielle	02/14/2025 8:57 AM GN: 3rd attempt. OBC to MDO @ 567-512-1234 to obtain a new rx for the full d...
<input type="checkbox"/>	144678	Non-blocking	geneve, myra	Buffett, Jimmy	Lagenvio 200 Mg Cap (eua)	0000555559	02/13/2025	2/13/2025 2:48 PM	glenn, lena	02/13/2025 2:46 PM LG: 1st attempt, called MD @ 5555555555, unable to fill script. RX is written fo...
<input type="checkbox"/>	144656	Non-blocking	Alba, Idris	Buffett, Jimmy	Lagenvio 200 Mg Cap (eua)	0000555559	02/11/2025	2/11/2025 2:55 PM	Phelps, Robin	Rx: 02/11/2025 2:55PM RP: MDO sent a new rx into use to use instead of this one.
<input type="checkbox"/>	144629	Non-blocking	Brown, Carol	Larry, Cassandra	Lagenvio 200 Mg Cap (eua)	0000555559	02/11/2025	2/11/2025 10:44 AM	Townsend, Nicole	2nd attempt called spoke with tamara at the front desk she said dr will send over new rx with icd10 c...
<input type="checkbox"/>	144606	Non-blocking	Harris, Charlotte	Smith, John	Zepbound 2.5 Mg/0.5 MI Pen	00002250680	02/11/2025	2/11/2025 8:52 AM	Nelson, Gabrielle	02/11/2025 8:50 AM GN: Called MDO @ 314-567-7878 to advise the Rx they sent was non-formul...
<input type="checkbox"/>	144475	Non-blocking	asparagus, asparagus	Williams-Griffin, Dana	Lagenvio 200 Mg Cap (eua)	0000555559	02/10/2025	2/10/2025 2:17 PM	Phelps, Robin	

- Click on **<Rx Edit>** Tab

Patient: Vest, Grant
Address: 612 S Maple Ln Bear Lake, UT 84563
Phone: (956) 223-3699 **DOB:** 5/25/1925 (99)

Written By: Carron, David Lee, F.N.P.
Address: 926 W State Highway 46 Spencer, IN 47460
Phone: (812) 829-2237 **MC6532027 1710552070**
Supervisor: Search for a Prescriber

Written: 2/18/2025 **Expire:** 2/18/2026

Type: Specific Drug **Origin:** Fax
Item: Zepbound 5 Mg/0.5 MI Pen
Quantity: 6 **ML** **Refills:** 0
☐ DAW ☐ Auto ☐ Cycle ☐ PRN ☐ For Pain

Primary: Cash
Secondary:

Item: Zepbound 5 Mg/0.5 MI Pen (00002-2495-80) (Active)
AWP: \$3,910.92 **MAC:** \$0.00 **BOH / EOH:** -100 / -100
Quantity: 6 **PS:** 0.5 ML **Remaining:** 0 0 ML
DS: 84
DAW: 0 - No Product Selection Indic **Labels:** 1
Lot: **Exp:** Enter a date **Do Not Use After:**

RPh: Josh Weidler **Filled:** 2/18/2025
Priority: Pending ACTICS **Alert:** <None>
Pricing: Use Pricing Rules ***Default AWP 20%***

	Submitted	Paid
Base:	\$4,693.10	\$0.00
Fee:	\$9.99	\$0.00
Subtotal:	\$4,703.09	\$0.00
Tax:	\$0.00	\$0.00
Total:	\$4,703.09	\$0.00
Last Price:		
U&C:	\$4,703.09	\$0.00
Copy:	\$0.00	
Remit:	\$0.00	
Total Paid:	\$0.00	
Cost:	\$3,910.92	\$3,910.92
Rebate:	\$0.00	\$0.00
Net Cost:	\$3,910.92	\$3,910.92
GP:	\$792.17	(\$3,910.92)
DIR:	\$0.00	
Net Profit:		(\$3,910.92)

☒ Apply Discounts/Markups

- Right click on **<Intake – MD Contacted>**
 - If the outreach is completed for the day, select **<Reset>**

Patient: Hafner, Steve
Address: 200 N Pole Saint Louis, MO 63141
Phone: (333) 333-3333 **DOB:** 1/1/1955 (70)

Written By: Jones, George, M.D.
Address: 343 Main St Saint Louis, MO 63101
Phone: (314) 564-7878 **1451451451**
Supervisor: Search for a Prescriber

Written: 2/5/2025 **Expire:** 2/5/2026

Type: Specific Drug **Origin:** Fax
Item: Lagenrio 200 Mg Cap (usa)
Quantity: 40 **EA** **Refills:** 0
☒ DAW ☐ Auto ☐ Cycle ☐ PRN ☐ For Pain

ICD10: U09.9 Post COVID-19 condition, unspecified
Directions (Sig Codes or Text or [Literal Text]):
 LAG
 Take 4 capsules by mouth every 12 hours for 5 days

Rx Edit Status	Intake - Data Entry	Changed On	Changed By
Tracking	Intake - MD Contacted	2/21/2025 10:38:08	Hervus, Donald

Context Menu Options:
 Set Non-Blocking
 Set Ignored
 Set Cleared
 Set Resolved
 Reset

- If the prescription issue is resolved without any additional outreach, select **<Set Resolved>** for each Rx Edit listed.

Patient: Hafner, Steve
Address: 200 N Pole Saint Louis, MO 63141
Phone: (333) 333-3333 **DOB:** 1/1/1955 (70)

Written By: Jones, George, M.D.
Address: 343 Main St Saint Louis, MO 63101
Phone: (314) 564-7878 **1451451451**
Supervisor: Search for a Prescriber

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Type: Specific Drug **Origin:** Fax
Item: Lagenrio 200 Mg Cap (usa)
Quantity: 40 **EA** **Refills:** 0
☒ DAW ☐ Auto ☐ Cycle ☐ PRN ☐ For Pain

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 Take 4 capsules by mouth every 12 hours for 5 days

Rx Edit Status	Intake - Data Entry	Changed On	Changed By
Tracking	Intake - MD Contacted	2/21/2025 10:38:08	Hervus, Donald

Context Menu Options:
 Set Non-Blocking
 Set Ignored
 Set Cleared
 Set Resolved
 Reset