

Healthfinch Embedded Refill Management application provides evidence-based protocols to support clinical decision-making related to prescription renewals. The application streamlines the prescription renewal process providing a faster turnaround time and increasing patient safety.

- The NLH Centralized Refill Team uses Healthfinch Embedded Refills as a part of their standard operational service. The policy that describes this teams' services can be found [here](#).

NOTE: A Frequently Asked Questions (FAQ) guide found [here](#) contains more information about the Healthfinch Embedded Refills solution.

Healthfinch Embedded Refill Messages

STEP 1: Navigate to the clerical pool in **Message Center**.

STEP 2: Within message center, messages from the Centralized Refill Team display pertaining to medication refills.

STEP 3: Typically, medication refill protocols defined by Embedded Refills Management require a patient Office Visit annually.

The Centralized Refill Team may forward messages to the clerical pools requesting visits be scheduled. Follow the current process to schedule those visits.

NOTE: Medication refill messages may appear differently due to the Centralized Refill Team's use of Healthfinch Embedded Refills services. However, the same process should be followed as in the current state when you receive a message to schedule an appointment.

From: [redacted] (NL Refill/PA Gorham)
To: NL Primary Care Gorham Combined Clerical Office Staff,
Sent: 06/12/2024 12:00:26 EDT
Subject: Schedule OV
Due Date/Time: 06/12/2024 16:20:00 EDT
Caller Name: [redacted]

Clerical: Please call the patient to schedule an office visit within 15 months from their last office visit. Thank you!

Addendum by [redacted] on June 12, 2024 11:59:59 EDT

**** Approved with modifications: ****
montelukast (MONTELUKAST 10 MG TAB[...]) TAKE ONE TABLET BY MOUTH ONE TIME DAILY
Qty: 90 TAB Days Supply: 90 Refills: 0
Substitutions Allowed Route To Pharmacy - Publix #0425 Spirit Lake Crossing
Signed by [redacted]

Entered by [redacted] on June 12, 2024 11:59:45 EDT
montelukast 10 mg oral tablet
Pulmonology: Leukotriene Inhibitors - montelukast
Requested Sig: TAKE ONE TABLET BY MOUTH ONE TIME DAILY
Last ordered by [redacted] 12/11/2023 QTY: 90, Refills: 1, Sig: see instructions , , (changed)
X - An office visit is overdue (performed 15 months ago, required every 12 months)
X - Unable to determine if patient is due for a renewal, please review.
X - Unable to determine if sig has changed, review required.

> - REFILL: 3 months (if warnings resolved) - RATIONALE: This is a courtesy refill. Patient is overdue for an office visit. This will be the last refill authorized.

Protocol Elements

Last visit: visit in NL Primary Care Gorham with [redacted]
Next visit: None
Health Catalyst Embedded Refills, Reference: 830265475977, 06/11/2024 4:24:18 PM EDT

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please [place a ticket](#) to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.