

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 with the Centralized Refill Teams use of HealthFinch Embedded Refills services. The same process should be followed for when, in current state, you receive a message to schedule appointments.

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 or Clinical Informaticist. For any other questions please contact the Customer Support Center at:
207-973-7728 or 1-888-827-7728.