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

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

➢ Healthfinch uses the medication protocol criteria, as well as patient data, to recommend an action to be taken on the renewal request.

- Once an order is proposed in Cerner, either automatically through an interface or manually by the Centralized Refill Team, relevant patient and renewal request data is sent to Healthfinch via an Interface. Click [here](#) to learn more about the process.

Healthfinch Embedded Refill Messages

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

STEP 2: Prescription messages sent from the **Centralized Refill Team** include detailed messages for action to be taken prior to medication refill.

  ▪ These messages could be requesting the ordering of labs and/or scheduling of an appointment, which would be sent to the clerical pool (if applicable)

NOTE: Scroll down in the message to see Healthfinch Embedded refill protocol details.

STEP 3: Once **decision support recommendations have been met**, clinical staff can refill medications and/or **order** laboratory tests, if part of the AMB JPP.

  ▪ If **decision support recommendations have not been met**, clinical staff will **propose** medication refill and/or laboratory test to the provider.

  ▪ From the refill message, select Launch Orders and search for the applicable order within Amb JPP. The full process for using AMB JPP can be found [here](#).

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