

The Healthfinch Embedded Refill Management application is a rules-based optimization solution designed to automate the approval process for prescription renewal requests. Once an order is proposed in Cerner, relevant patient and renewal request data are sent to Embedded Refills. The system then applies medication protocol criteria along with patient data to recommend an appropriate action for the renewal request.

## Introduction

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](#).

Once an order is proposed in Cerner (either automatically through a Surescripts interface or manually by a support team member), Cerner sends relevant patient and renewal request data to Healthfinch via an Application Programming Interface. Healthfinch uses the medication protocol criteria as well as patient data to recommend an action to be taken on the renewal request.

This flyer describes Embedded refills, how it affects medication refill messages, and steps needed by providers to process medication refill messages with embedded data. For messages containing Healthfinch Embedded Refills data:

- When all protocol criteria have been met, prescription refills are sent concurrently to the retail pharmacy for refill, and the provider for co-signature. Co-signature is not required prior to these refills.
- When protocol requirements have not been met, a Centralized Refill team member will either, propose the order to the provider or forward it to a clinical pool for review. These orders will continue to require clinical/provider team action. To learn more about the Centralized Refill Teams Healthfinch process click [here](#).

## Healthfinch Embedded Refill Messages

Healthfinch protocol data is embedded in a medication refill message using /Healthfinch auto text. The only true process change for providers is the data will appear at the top of the refill message when proposed by the Centralized refill team to provider.

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

Please review [Healthfinch Data in Red below](#). Medication proposed in the event refill is appropriate ▼

gabapentin 300 mg oral capsule  
Neurology: Anticonvulsants - gabapentin  
Requested Sig: TAKE ONE CAPSULE BY MOUTH THREE TIMES A DAY  
Last ordered by Regina BLAUVELT FNP: 07/07/2022 QTY: 270, Refills: 3, Sig: 1 cap, po, three times daily (changed but equivalent)  
**X - Medication cannot be delegated.**

**Protocol Elements**

Last visit:	visit in NL Internal Medicine Bangor with BLAUVELT FNP, REGINA A	06/14/2023
Next visit:	visit in NL Internal Medicine Bangor with BLAUVELT FNP, REGINA A	06/27/2024
CrCl	110	06/19/2023
Depression Screening	Taken	06/14/2023

**Health Catalyst Embedded Refills, Reference: 563651645241, 06/23/2023 4:54:21 PM EDT**

**\*\* On hold pending signature \*\***  
Order: gabapentin (gabapentin 300 mg oral capsule) 1 CAP PO Three Times Daily  
Qty: 270 CAP Duration: 90 Days Refills: 3  
Substitutions Allowed Route To Pharmacy - Northern Light Pharmacy State Street

**STEP 1:** Navigate to **Message Center**.

**STEP 2:** Prescription messages in **Orders to Approve** folder are messages in which prescription refills have met protocol and the Centralized Refill Team has sent to retail pharmacy using **Patient Care Protocol, Cosign Required**. If the existing request was modified in any way, there is a **Modify and Order** line in this folder. Most common example is when a retail pharmacy sends an electronic request, and the original prescription is modified with more refills or dispense amount has changed.

Type	Patient Name	Order/Plan Name	Details	Order Comment	Order Action
Cosign Orders	TESTING, HEALTHFINCH C	cyclobenzaprine (cyclobenzaprine 5 mg oral tablet)	= 1 TAB, PO, Three Times Daily, # 90 TAB, 1 Refill(s), P...	General Recomm...	Modify
Cosign Orders	TESTING, HEALTHFINCH C	cyclobenzaprine (cyclobenzaprine 5 mg oral tablet)	= 1 TAB, PO, Three Times Daily, # 90 TAB, 1 Refill(s)...	General Recomm...	Order
Cosign Orders	TESTING, HEALTHFINCH C	atorvastatin (atorvastatin 20 mg oral tablet)	= 1 TAB, PO, Daily, # 30 TAB, 0 Refill(s), Pharmacy: S...		Order
Cosign Orders	TESTING, HEALTHFINCH C	warfarin (warfarin 2.5 mg oral tablet)	= 1 TAB, PO, Daily, # 30 TAB, 0 Refill(s), Pharmacy: S...		Order
Cosign Orders	TESTING, HEALTHFINCH A	metFORMIN (metFORMIN 500 mg oral tablet)	= 1 TAB, PO, Twice Daily, # 60 TAB, 0 Refill(s), Phar...		Order
Cosign Orders	TESTING, HEALTHFINCH C	atorvastatin (atorvastatin 20 mg oral tablet)	= 1 TAB, PO, Daily, # 30 TAB, 0 Refill(s), Pharmacy: S...		Order
Cosign Orders	TESTING, MR PROD J	Basic Metabolic Panel	BLOOD, Routine, Order for Future Visit, *Est. Start: ...		Order
Cosign Orders	TESTING, MR PROD J	Magnesium Level	BLOOD, Routine, Order for Future Visit, *Est. Start: ...		Order

**STEP 3:** Double-click message to take action: **Approve or Refuse**.

**STEP 4:** For messages in which Healthfinch Embedded refills has advised that a refill does not meet protocol, they will be proposed to the provider. For providers these proposals appear in the **Renewal Requests** folder. Double-click the message to open.

**STEP 5:** The message will open by default to the **Response** tab. To view the reasoning for message proposal, scroll down the message to find Healthfinch auto text data. Focus attention to **Red** and/or **Green** colors to the Healthfinch data. Any **Red** line suggests to the Centralized refill team that the refill in question does not meet protocol for multiple reason(s). These are proposed directly to provider or forwarded to clinical pool for review.

**Renewal Requests | REFILL\_REQ\_MSGS: (1) | X**

**PROMISEPOINT, JOSH**  
 Allergies: Allergies Not Recorded  
 COVID-19:

From: GUGGIEY, TEST 01, JOSHUA (Test Pool)  
 Sent: 04/19/2023 15:34:39 EDT  
 Subject: Med Management  
 To: TEST, EPCSS  
 Cc:

Request | **Response**

**Addendum by GUGGIEY, TEST 01, JOSHUA on April 19, 2023 15:32:25 EDT**

Adair Diskus 250 mcg-50 mg inhalation powder  
 Pulmonology, Anticholinergics & Corticosteroids 1  
 Requested Sig: 1 Puffs INHALATION Twice Daily  
 Last ordered by EPCSTEST5 TEST, 04/18/2023 QTY: 14, Refills: 0, Sig. see instructions . . (changed)  
 X - A duplicate request was processed on 04/19/2023  
 X - Unable to determine if patient is due for a renewal, please review.  
 X - Unable to determine if sig has changed, review required.  
 X - A qualifying visit was not found within the last 2 years of the patient record.  
 X - DBP, Heart Rate, and SBP were not found within the last 5 years of the patient record.  
 X - K was not found within the last 5 years of the patient record.

**Protocol Elements**

last visit:	None
next visit:	None
SBP	Not found
DBP	Not found
K	Not found
Heart Rate	Not found

**CARE GAPS IDENTIFIED - PATIENT IS DUE FOR:**  
 TSH for multiple medications including levothyroxine 25 mcg (0.025 mg) oral tablet (Recommended on 04/07/2023)  
 BMP for multiple medications including Adair Diskus 250 mcg-50 mg inhalation powder (Recommended on 04/07/2023)  
 CRCL for baclofen 10 mg oral tablet  
 LFT for atorvastatin 20 mg oral tablet

Health Catalyst Embedded Refills, Reference: 779329957116, 04/19/2023 8:18:53 AM EDT

**STEP 6:** Providers should review all lines to determine appropriateness of refill. Reviewing data within the message should not require entering the patient’s chart to review labs, office visits, or blood pressure/heart rate data. An important win with Healthfinch is reduced time searching the patients chart by provider and Centralized Refill Team.

**NOTE:** If there are questions or enhancements related to existing Medication Refill Grid, reach the Centralized Refill Team by submitting a ticket [here](#).

**STEP 7:** After Healthfinch data review, the Centralized Refill Team will take appropriate action if labs are needed. They will forward to local clinical pool for lab proposals or to clerical pools to schedule appointment. The Centralized Refill team will forward a message to the clerical pool for appointment and/or labs in need of scheduling.

**NOTE:** If a practice uses the Centralized Refill Team, the new approved medication refill protocol found [here](#).