Healthfinch Embedded Refill Management application is a rules-based optimization solution that helps automate the approval process for prescription renewal requests. Once an order is proposed in Cerner, Cerner sends relevant patient and renewal request data to Embedded Refills. Embedded Refills then uses the medication protocol criteria as well as patient data to recommend an action to be taken on 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 Programing 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.

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 anyway, 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.

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.

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.**