MedicalDirector® CLINICAL

Practice Incentives Program (PIP) eHealth Incentive

Requirement 4 - Electronic Transfer of Prescriptions
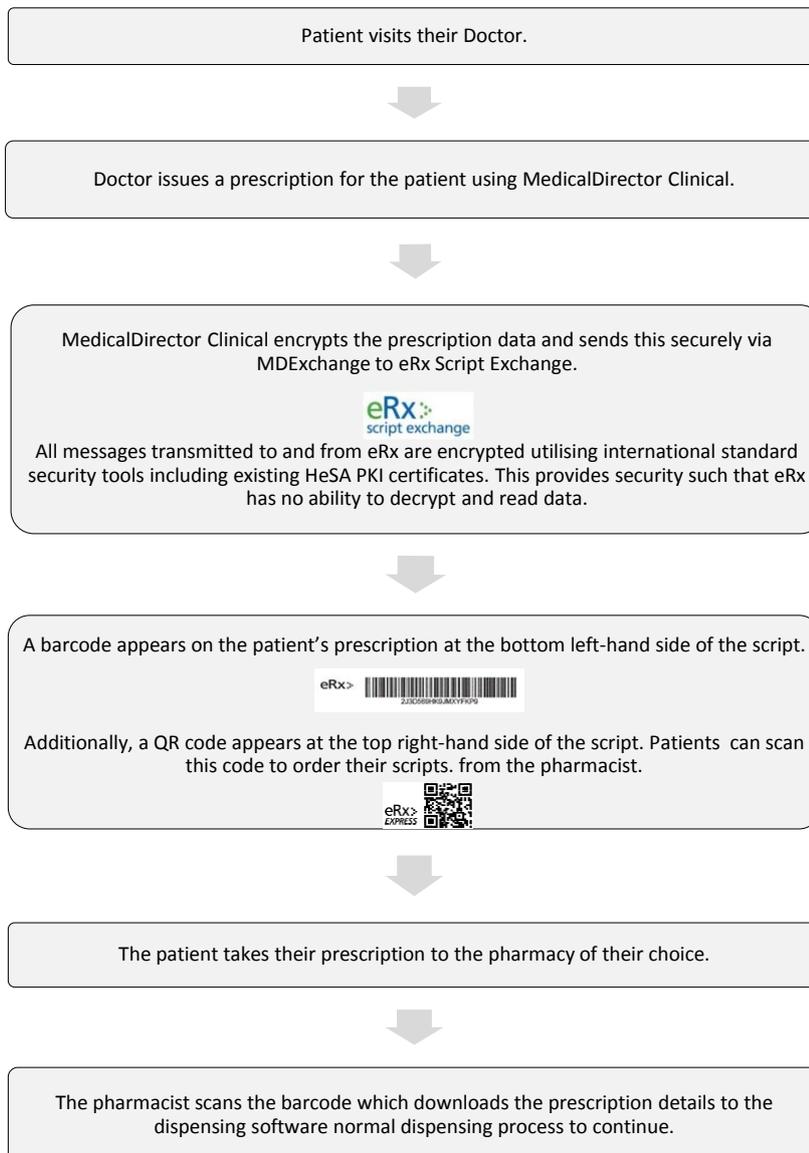
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Electronic Transfer or Prescriptions (eTP)

The practice must ensure that the majority of their prescriptions are sent electronically to a Prescription Exchange Service (PES)[1]

What is ePrescribing?

ePrescribing in MedicalDirector Clinical is currently facilitated by eRx Script Exchange, an Australia-wide Internet-based gateway allowing prescriptions to be sent electronically and securely between practitioners and pharmacies. It has been developed to improve patient safety by ensuring that the information on a patient's prescription arrives exactly as intended. ePrescribing functionality is installed automatically with MedicalDirector Clinical, and must be configured manually.

How ePrescribing Works

Patient visits their Doctor.

Doctor issues a prescription for the patient using MedicalDirector Clinical.

MedicalDirector Clinical encrypts the prescription data and sends this securely via MDExchange to eRx Script Exchange.

eRx script exchange

All messages transmitted to and from eRx are encrypted utilising international standard security tools including existing HeSA PKI certificates. This provides security such that eRx has no ability to decrypt and read data.

A barcode appears on the patient's prescription at the bottom left-hand side of the script.

eRx>

Additionally, a QR code appears at the top right-hand side of the script. Patients can scan this code to order their scripts. from the pharmacist.

eRx> EXPRESS

The patient takes their prescription to the pharmacy of their choice.

The pharmacist scans the barcode which downloads the prescription details to the dispensing software normal dispensing process to continue.

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[1] Source: Medicare Practice Incentives Program eHealth Incentives Guidelines-February 2013

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Configuring ePrescribing in MedicalDirector Clinical

The following screen appears when you first log into MedicalDirector Clinical, and if you have clicked the 'Ask me later' button. If you click the **Yes** button, and you have *not* already registered for MDExchange, you will be prompted to set it up now. NOTE: Ensure you have an active Internet connection.

STEP 1: ePrecribing Participation Acceptance

When prompted, click the **Yes** button to participate.
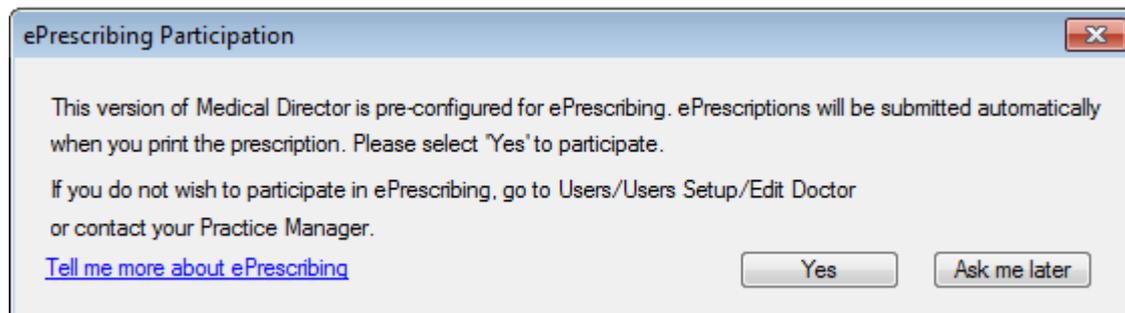
STEP 2: Registering for MDExchange

If your practice has already registered for MDExchange, please skip this step and proceed now to Step 3.

If you clicked **Yes** to the ePrescribing Participation prompt, the MDExchange Activation Registration prompt appears, as shown below.
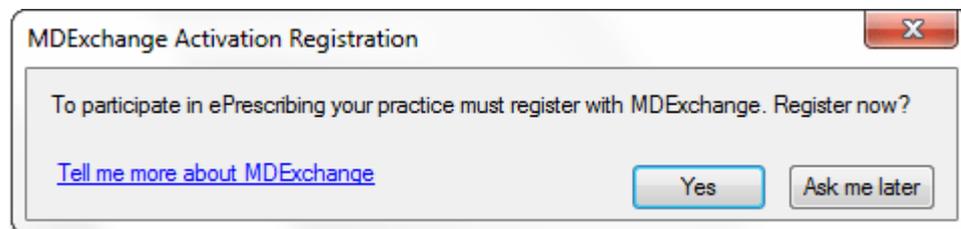
Alternatively:

1. From the MedicalDirector Clinical front screen, select **Tools > MDExchange > Registration Wizard**. The MDExchange Wizard Welcome screen appears.

2. Click the **Next** button to continue. The **MDExchange Licence Agreement** appears. Read the Licence agreement. If you agree to the Licence tick the **I have read and accepted the agreement** check box, and then click the **I Agree** button to continue. You will not be able to register until you have performed these actions.

3. The **MDExchange Server Connection Setup** window appears.
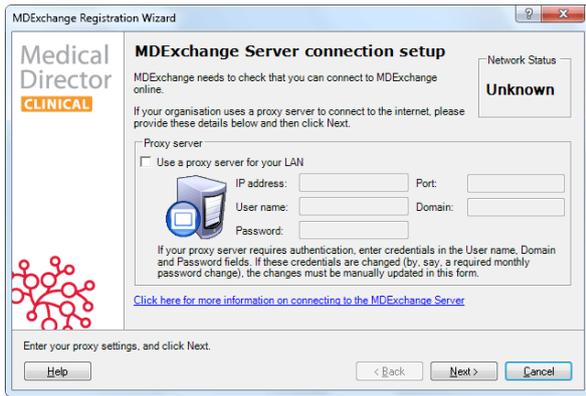
4. Click the **Next** button. A test for connectivity is now performed, as indicated in the upper-right of the window. Only when a connection has been established successfully will you be able to proceed with the MDExchange Registration Wizard.

5. The **Contact Details** window appears. The practice details will automatically be populated with those recorded in the Practice tab of MedicalDirector Clinical Options. Confirm that they are correct, and make changes as necessary. Note that changes made here are saved back to the Practice tab of MedicalDirector Clinical Options.

6. Click the **Next** button when you are ready to continue. The **Security Options - Location** window appears. Here you need to determine which type of Certificates you will use for the digital signing and encrypting of correspondence you send and receive via MDExchange. Select the certificate type using the appropriate option.

The default and recommended certificates are **MDExchange Certificates** (as shown above). Alternatively you can select HESA Certificates. Note that you cannot select HeSA tokens (i-Keys) for Practice encryption or signing because that would require the token to be constantly available (plugged in) to the server computer. You can edit the security options after MDExchange has been installed, via the MedicalDirector Clinical Front Screen > Tools > MDExchange > Security.

7. Once you have selected which certificates to use, click the **Next** button to confirm your selection and continue. The **Setup User Profiles** window appears.

Only practitioners in your MedicalDirector Clinical User Database are able to register for MDExchange. Here you have an opportunity to indicate which practitioners will not have access. For those that *do* have access, you can also specify how they will be listed in the MDExchange Public Database, and what signing certificate they will use for correspondence (via the advanced button).

The **Participation** drop-down menu indicates Public participation by default. To prevent this user from participating in MDExchange, select the Do Not Participate option. Should you wish this user to participate in MDExchange, you must select whether the user should be publicly or privately listed.

- o Being privately-listed in MDExchange means that the user is generated a Private ID. This user is added to the MDExchange public database and visible only to other registered users of MDExchange of their choosing, by giving them this private ID which is used as part of the search criteria for discovering that person. Note that the MDExchange system and functionality is only available to registered users.

- o Being publicly-listed in MDExchange means that the user will be added to the MDExchange public database and are visible to other registered users of MDExchange. Note that the MDExchange system and functionality is only available to registered users.

8. Click the **Advanced** button to specify if you select a HESA token as the signing certificate for a user, rather than the default, which is to use the practice's signing certificate.

9. Make changes as necessary for each user, and click the **Next** button on the Setup User Profiles window when you are ready to continue. The **Ready to Register** window appears. Click the **Back** button if you need to go back through MDExchange Registration Wizard to review your settings.

10. When you are ready to register MDExchange, click the **Register** button. The MDExchange Registration Wizard attempts to connect to the MDExchange server to validate and record your settings. You must have an active Internet connection for this process to succeed. You will be notified upon successful registration.

STEP 3: Configure ePrescribing – Practitioner Configuration

1. From the MedicalDirector Clinical front screen, select **User > Setup Users**. The **User Database** window appears.

2. Locate and double-click the record of the practitioner who you wish to enable ePrescribing for. The **Edit Doctor Details** window appears.

3. Select the **Enable ePrescribing** option to activate ePrescribing for this practitioner. If, after approximately 24 hours since enabling ePrescribing, the practitioner's ePrescribing status does not indicate that they are 'Registered', please contact MedicalDirector Customer Care for assistance on 1300 788 702.

4. There are two tick boxes shown under Enable ePrescribing;

   o **Receive dispense notifications – Ask Patient**: this is if you want to be prompted to ask the patient's permission each time you write a script

   o **Receive Dispense Notification – Don't ask Patient**: you will receive notifications, but will not be prompted to ask patient's permission for each script issued to the patient.

STEP 4: Configure ePrescribing – Patient Configuration

1. Within the Clinical Window (or via the Patient List – F10), open the Patient Details window

2. Select the **Pt Details** tab.

3. Within the ePrescribing section, there are levels of participation for each patient.

    o   Always receive notifications for this patient

    o   Ask consent on every prescription for this patient

    o   Never receive dispense notification for this patient

    o   Disable ePrescribing

An Example Script with Printed Barcode

Important Resources

o **eRx Script Exchange**

o **NEHTA PIP Implementation Overviews > Electronic Transfer of prescriptions**

o **Electronic prescribing and dispensing of medicines**

For links to further information, please visit: http://medicaldirector.com/Gp+Clinical/Gp+Cl+Ehealth/Links

Checklist

To ensure that your practice complies with Requirement 4 the following information must be ticked:

☐	Practice has configured ePrescribing in MedicalDirector Clinical. ePrescribing in MedicalDirector Clinical is currently facilitated by eRx Script Exchange. To see PIP eHealth Product Register for electronic transfer of prescription visit this site https://epipregister.NEHTA.gov.au/
☐	The majority of prescriptions are sent electronically to a prescription exchange service (e.g. eRx)