



Prescriber Portal Instructions

The OSRX Prescriber Portal was developed to allow our prescribers and their staff to quickly and easily submit, manage, view, track and refill prescriptions online. The instructions below outline in detail how to begin utilizing the many game-changing features our portal has to offer – ranging from submitting large multi-patient orders in mere minutes to monitoring the status of your Rx from receipt to delivery.



Submitting a Single-Patient Rx

1. **Click the eRx Button**
2. **Add a New Patient**
3. **Enter Patient's Contact & Shipping Info** (*if shipping to patient's home*)
 - Select **urgent** if surgery date is in next 7 days
 - Type the surgery date in the notes section
4. **Select the Desired Medication, Quantity & Dosing Instructions**
 - You can add multiple medications to a single prescription
 - You can create customized medication combos to expedite future prescriptions
5. **Click Submit - We'll Take it from Here**
 - You can also save the order to be reviewed and submitted later

Submitting a Multi-Patient Rx

1. **Click the Multi-Order Management Button**
2. **Select Delivery Preference & Enter Payment Information**
3. **Input Patient Info OR Upload Surgery Schedule/List of Patients** (see example below)
4. **Select the Desired Medication, Quantity & Dosing Instructions**
 - You can create customized medication combos to expedite future prescriptions
5. **Click Submit - We'll Take it from Here**
 - You can also save the order to be reviewed and submitted later

Still have questions? Check out our *instructional video* on your portal homepage.

Export your surgery schedule/patient list from your EMR to a **CSV file**. The file must have the following 10 data fields, and the **spelling of the headings must match the examples below precisely**.

	A	B	C	D	E	F	G	H	I	J	K	L
1	First Name	Last Name	DOB	Gender	Phone	Address	City	State	Zipcode	Allergies		
2	TESTpatient1	test1V2	7/18/1980	M	012-345-9871	test address 1	SAN DIEGO	CA	22434	Androgens; Bacitracin; NKDA		
3	TESTpatient2	test2V2	9/24/1978	M	012-345-9872	test address 2	SAN DIEGO	CA	91945	Aminoglycosides; Androgens		
4												
5												
6												
7												
8												
9												
10												
11												
12												

Your .CSV file must include each of these 10 data fields and the spelling of each heading must match this example exactly.

The order of the headings does not need to match this example.

Viewing Rx Status & Delivery Tracking

1. **Click the "Order Status" Button**
2. **Select the Prescription(s) You Wish to View**
 - Click "*View Detail*" button for Rx tracking number
3. **Use the Processing Status Code to Determine Current Status of Rx**
 - Review our list of [Rx Status Terminologies & Definitions](#) on page 3

Understanding Key Rx Terminology

The OSRX Prescriber Portal gives you the ability to track the status of each Rx – from initial processing to shipping to delivery – using the Rx processing terminology detailed below. Each Rx displays a unique status update that indicates its position in the queue.

OSRX Processing Terminology	Definitions of OSRX Processing Terminology
Rx Received	Rx received by OSRX
Rx Received—Bill Dr./Ship Pt.	Rx received by OSRX—bill directly to practice and ship directly to patient (secured account)
Rx Received Payment Required	Rx received by OSRX—patient payment is required prior to shipping medication (unsecured account)
Rx Processing	Prescription is being inputted in our system
Rx Patient Payment Hold	Processing cannot be completed until patient remits payment for medication
Rx Processed	Prescription has been inputted, fully processed and is being filled
Rx Shipped	Prescription has shipped
Rx on Hold	Prescription is on hold due to unresponsive patient, or patient has requested we hold the prescription

Managing Refills & Saved Prescriptions

1. Click the **“List Pending eRx”** Button to:
 - Review and approve patient **refill requests**
 - Review, manage and submit previously **saved prescriptions**

Receiving Notifications & Alerts

- When OSRX sends a prescriber a message via the portal, an **email** will be automatically sent to the prescriber alerting him or her to view the new notification in the portal.
- The **Notifications** tab in the portal will turn yellow when a new message arrives. These messages must be manually deleted.

Email info@osrxpharmaceuticals.com for assistance. Our staff will respond promptly.