

Cerner Flash

Ambulatory: New Public AMB Med Refill Auto-Text Phrase

October 25, 2021

New Public Auto-Text Phrase Overview

Enhancement: A new Public Auto-Text Phrase (dot phrase) is now available and will allow users to pull in pertinent information when sending a medication refill request to the Clinical Pool and/or Provider. The information within the auto-text template includes the patient's preferred pharmacy, previous and next visit dates, allergies, medications, etc.

New Public Auto-Text Phrases
.ambmedrefill - Ambulatory Med Refill

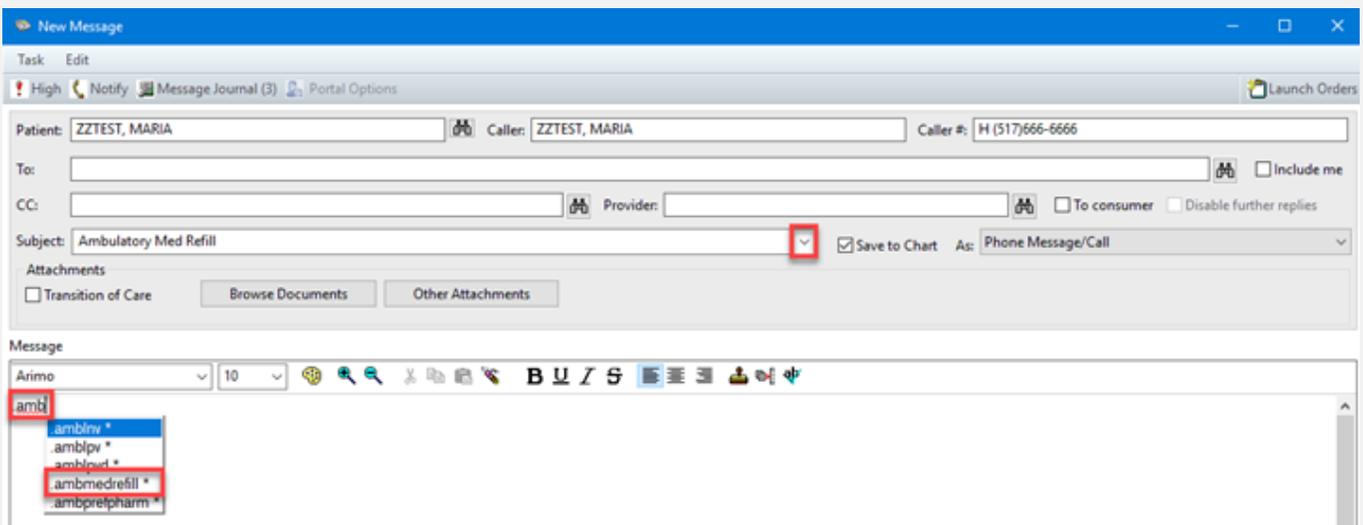
Positions Impacted: All Ambulatory Staff.

Recommendations for Use: Since the auto-text pulls pertinent info from the chart, it is recommended for use for all medication refills, regardless of method of refill (patient call in or electronic request from pharmacy) and meant to be used by anyone processing a med refill (front desk or clinical staff).

Use the New Public Auto-Text Phrase

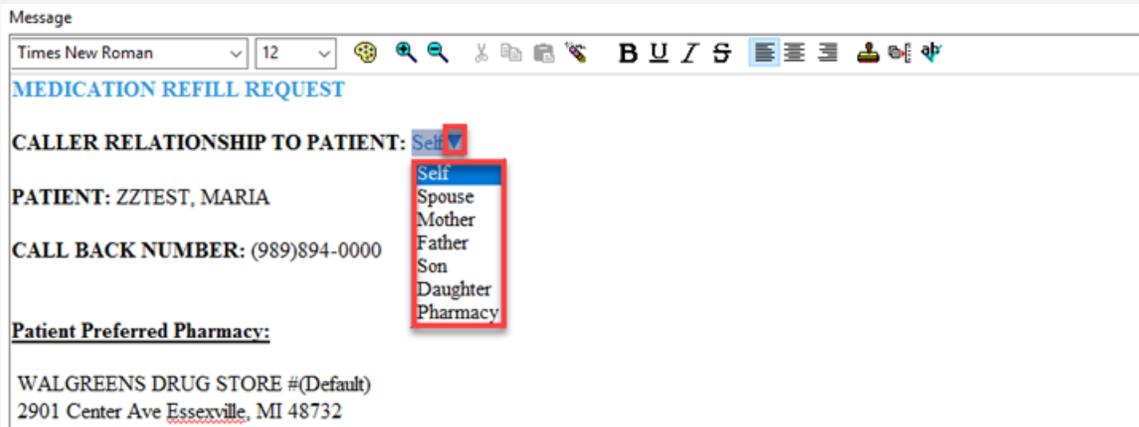
The below example outlines how users can insert the new auto-text into a message when a **patient calls in** requesting a medication refill.

- 1). When creating the message, in the **New Message** window:
 - a. Choose **Ambulatory Med Refill** from the **Subject** dropdown to bring in a blank message template.
 - b. Click within the Message field and begin to type **.amb**
 - c. Double-click **.ambmedrefill** from the list of options



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- 2). The auto-text template will display within the message.
- a. Select the appropriate option from the **Caller Relationship to Patient** dropdown (who is requesting the refill).



Message

Times New Roman 12

MEDICATION REFILL REQUEST

CALLER RELATIONSHIP TO PATIENT: Self

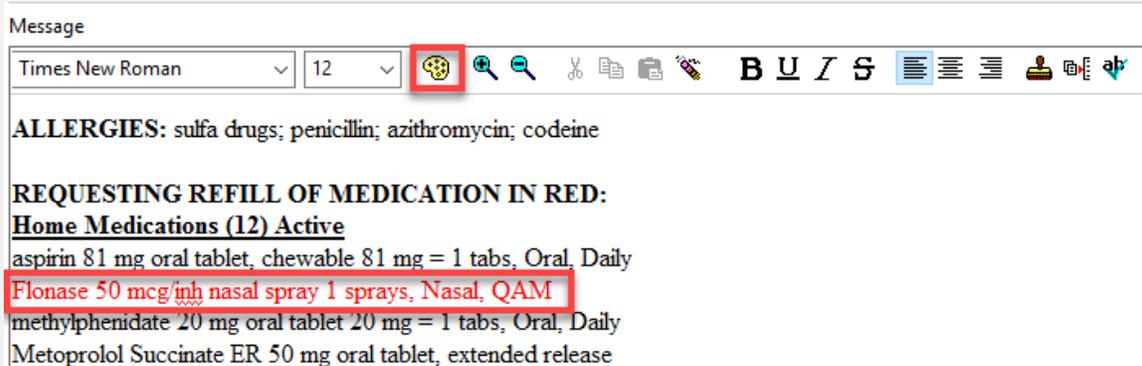
PATIENT: ZZTEST, MARIA

CALL BACK NUMBER: (989)894-0000

Patient Preferred Pharmacy:

WALGREENS DRUG STORE #(Default)
2901 Center Ave Essexville, MI 48732

- b. Under **Home Medications**, select the text of the medication that needs refilled and change the font color to **red**.



Message

Times New Roman 12

ALLERGIES: sulfa drugs; penicillin; azithromycin; codeine

REQUESTING REFILL OF MEDICATION IN RED:

Home Medications (12) Active

aspirin 81 mg oral tablet, chewable 81 mg = 1 tabs, Oral, Daily

Flonase 50 mcg/inh nasal spray 1 sprays, Nasal, QAM

methylphenidate 20 mg oral tablet 20 mg = 1 tabs, Oral, Daily

Metoprolol Succinate ER 50 mg oral tablet, extended release

- c. When complete:
 - **Front Office Staff** will send the message to the Clinical Pool where clinical staff can take action on the request.
 - **Clinical Staff** will **Launch Orders** and follow the **Medication Refill Request** workflow. The message will then be sent to the Provider to take the appropriate action.