

# eRx Refill Requests

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## Overview

Pharmacies send refill requests electronically through DrChrono. These requests appear in your Message Center, accessible via the envelope icon in the upper-right corner of your DrChrono account.

Once you open a request, you can review the prescription details and choose to approve, replace, or deny it.



Height and weight are included in the prescription sent to the pharmacy, but are not required fields.

## Before You Begin

Before responding to any refill request, confirm the following information is recorded in the patient's chart:

- Patient's complete address
- Date of birth
- Gender

## Responding to a Refill Request

Open the refill request from your Message Center to view the full prescription details, including pharmacy information, prescriber details, patient details, and medication information. Select one of the three response options below.

### Approve

Use this option to approve the refill as originally prescribed.

- Adjust the Total Fills field if needed.
- Optionally add a note for the pharmacy (up to 70 characters).
- Click Approve to submit.

### Replace

Use this option to substitute the original prescription with a new medication.

- Select Replace.
- Enter the new prescription details, including medication, SIG, dispense quantity, and total fills.
- Click Preview Prescription to review.
- On the next page, click Send Prescription to complete the request.

### Deny

Use this option to decline the refill request.

- Select Deny.
- Enter a Denial Reason (required).
- Click Deny to submit.

**New eRx Renewal Request for Zachary**  
From: Shollenberger Pharmacy Tuesday, March 22, 2022 4:58 PM

**Request Log**  
Original request: received on March 22, 2022 4:58 PM

**Pharmacy Details**  
Pharmacy Name: Shollenberger Pharmacy  
Address: 2002 S. McDowell Blvd Ext, Petaluma, CA 94954  
Phone:

**Prescriber Details**  
Prescriber Name:  
Address: 2222, EPCS Lane, Irvine, CA 92618  
Phone:  
Weight: 62.00 LBS recorded on 24 day(s) ago  
Height: 4'3" recorded on 24 day(s) ago  
Last Appointment Date:  
Upcoming Appointment Date: 2022-02-26

**Patient Details** [View Patient Info](#)  
Name: Zachary  
Sex: M  
Date of Birth: 2010-12-01  
Address:  
Phone: Not available on prescription

**Medication Prescribed Details**  
Drug Description: tamoxifen 10 mg oral tablet  
Quantity Unit of Measure: Tablet  
Quantity Value: 2  
SIG: Use as directed every 6 hours  
Days Supply: None  
Substitutions: Allowed  
Effective Date:  
Date Prescribed: 2022-03-22  
Number of Refills Prescribed: 0  
Note: TEST FOR AUDIT, PLEASE NOT PRESCRIBE

**Medication Dispensed Details**  
Drug Description: tamoxifen 10 mg oral tablet  
Quantity Unit of Measure: Tablet  
Quantity Value: 2  
SIG: Use as directed every 6 hours  
Days Supply: None  
Substitutions: Allowed  
Effective Date:  
Date Requested: 2022-03-22  
Note: TEST FOR AUDIT, PLEASE NOT PRESCRIBE

**Your Response**  
Response  
 Approve  
 Replace  
 Deny

**Total Fills**  
2

**Renewal Request Details**  
Total Fills Requested: 2  
Note from Pharmacy: TEST FOR AUDIT, PLEASE NOT PRESCRIBE

**Your Response**  
Response  
 Approve  
 Replace  
 Deny

**Total Fills**  
2

**Note for Pharmacy**  
0 / 70

Update Patient Medications

## Patient Demographics Mismatch Warnings

When DrChrono detects a discrepancy between the patient's current chart information and the details in the RxRenewal request, certain response options will be restricted to protect patient safety.

### Case 1: Demographic Information Has Changed

If any of the following patient demographic fields have been updated in the patient's chart since the original request was sent, the Approve option will be disabled:

- First name
- Last name
- Date of birth
- Sex
- Address


You will see the following warning

The Approve button will be grayed out and unavailable. Review the patient’s chart to resolve the discrepancy before proceeding.

## Case 2: Date of Birth Mismatch


If the patient’s date of birth in DrChrono does not match the date of birth in the RxRenewal request, both the Approve and Replace options are disabled. Only the Deny option remains available.

You will see the following warning:

 Date of Birth doesn’t match the patient details in the RxRenewal request. You can only deny this request. Please send a new prescription after denying.

Both the Approve and Replace buttons will be grayed out and disabled. To proceed:

- Select Deny and provide a denial reason.
- After denying, create a new eRx prescription for the medication directly from the patient’s chart.

 A date of birth mismatch typically indicates that the patient’s demographic information was updated in DrChrono after the original refill request was received. Always verify the patient’s chart before sending a new prescription.

## Viewing Refill Request History

You can track all refill activity in the Renewals & Refill Requests section within the patient’s chart via Medication > Renewal & Refill Requests

The Status column reflects any Replace or Deny actions taken.

To navigate back to the original refill request in your Message Center, click the envelope icon next to the relevant entry.

Eligibility		Renewal & Refill Requests						
Problem List <span>12</span>		<b>Date Received</b>	<b>Medication</b>	<b>SIG</b>	<b>Pharmacy</b>	<b>Status</b>	<b>Response Note</b>	
Allergy List <span>3</span>		Aug 6, 2023	Vitaspire oral tablet	1 unit(s) inhalation 3 times a day as needed x1 month	Shollenberger Pharmacy	Replace by Provider		
Medication List <span>741</span>		Jun 7, 2023	Condylox 0.5% topical gel	0.1 milliliter(s) compounding every 18 hours after every meal x2 doses	Shollenberger Pharmacy	Approved by Provider		
Send eRx		Jun 7, 2023	Dilaudid 4 mg oral tablet	1 each 3 times a day	Shollenberger Pharmacy	Replace by Provider		
Lab Orders		Jun 7, 2023	Condylox 0.5% topical gel	0.1 milliliter(s) compounding every 18 hours after every meal x2 doses	Shollenberger Pharmacy	Approved by Provider		
Imaging Orders		Jun 7, 2023	Condylox 0.5% topical gel	0.1 milliliter(s) compounding every 18 hours after every meal x2 doses	Shollenberger Pharmacy	Denied by Provider	Denied the request	

## Follow-Up Refill Requests

Pharmacies may send follow-up refill requests if an initial request has not been responded to. These appear in your Message Center alongside the original request. The Request Log within each request shows when the original and any follow-up requests were received.

### Follow-up eRx Renewal Request for Zachary Delaplaine

**From:** Shollenberger Pharmacy    **Wednesday, August 04, 2021 5:15 PM**

#### Request Log

**1st follow-up request:** received on August 04, 2021 5:20 PM

**Original request:** received on August 04, 2021 5:15 PM