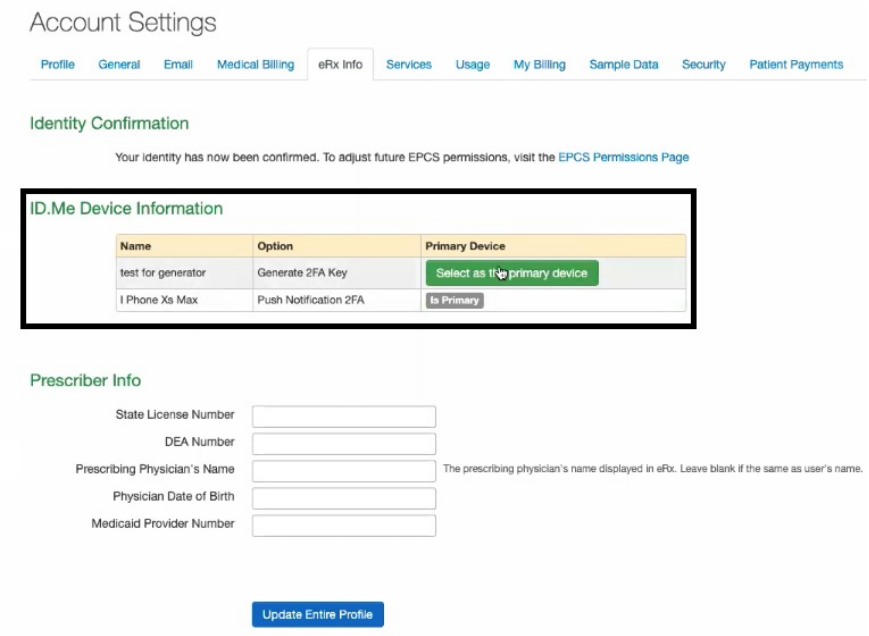
Electronically Prescribing Controlled Substances with ID.me in DrChrono

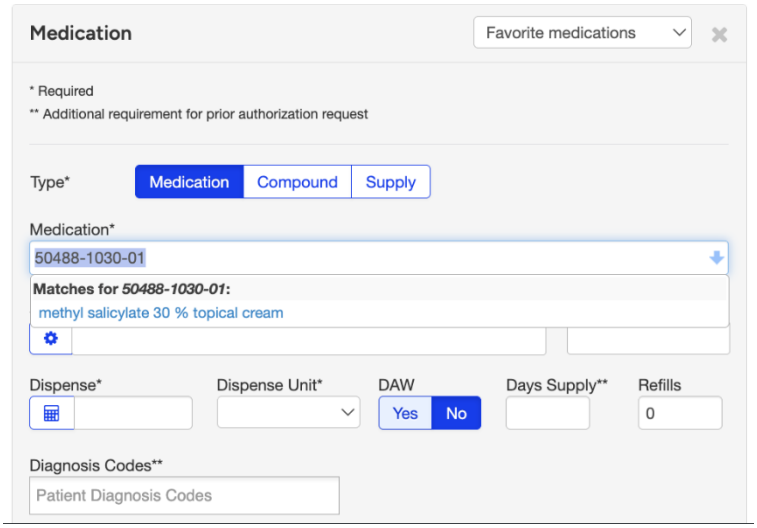
Last modified on 08/17/2026 4:39 pm EDT

Once you have had your identity verified through ID.me and been approved in DrChrono, you can send electronic prescriptions for controlled substances (EPCS). With ID.me there are two ways you can perform multi-factor authentication (MFA) to send prescriptions: a push notification or a code generator.

Under **Account** > **Provider Settings** > **eRx Info** you can see which option of 2-factor authentication (2FA/MFA) is set up for your account. You can set up both types, but only one can be used as the primary device. For further information on adding or changing devices, please see our resources and ID.me's support information.



Searching for Medications by NDC



The Send eRx screen supports searching for medications by National Drug Code (NDC), in addition to searching by drug name. Users could already search by NDC when adding items in the billing tab of the clinical note, the

appointment modal, and the live claims feed — this same capability is now available when creating a prescription.

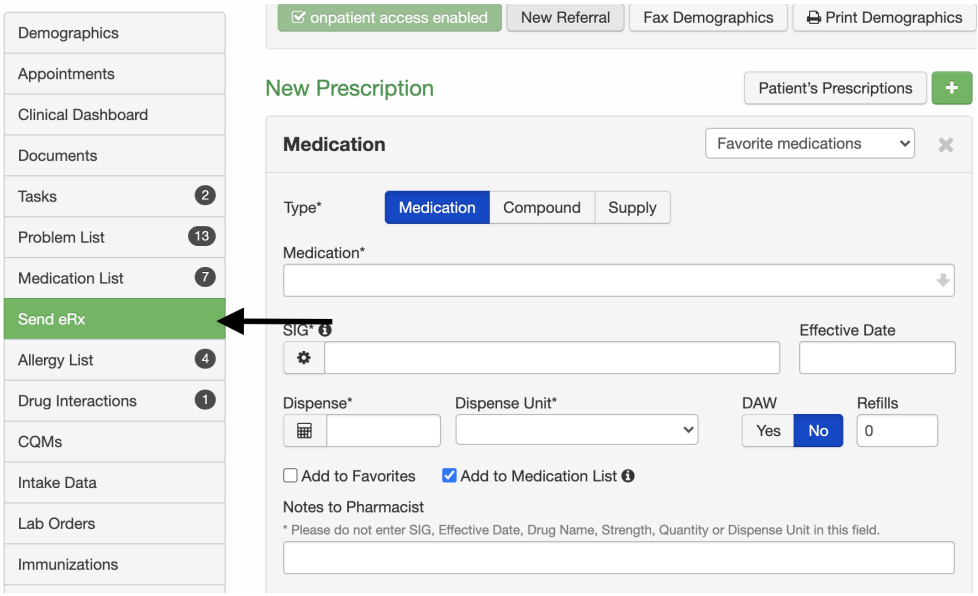
When a valid NDC is entered in the medication search field, DrChrono maps the input NDC to its representative NDC and returns the matching dispensable drug so it can be selected, using the following mapping logic:

- Input NDC → Representative NDC → Dispensable Drug in search results

> Typing a valid NDC into the medication search bar on the Send eRx screen will return the relevant dispensable drug(s) for you to select, just as searching by drug name does.

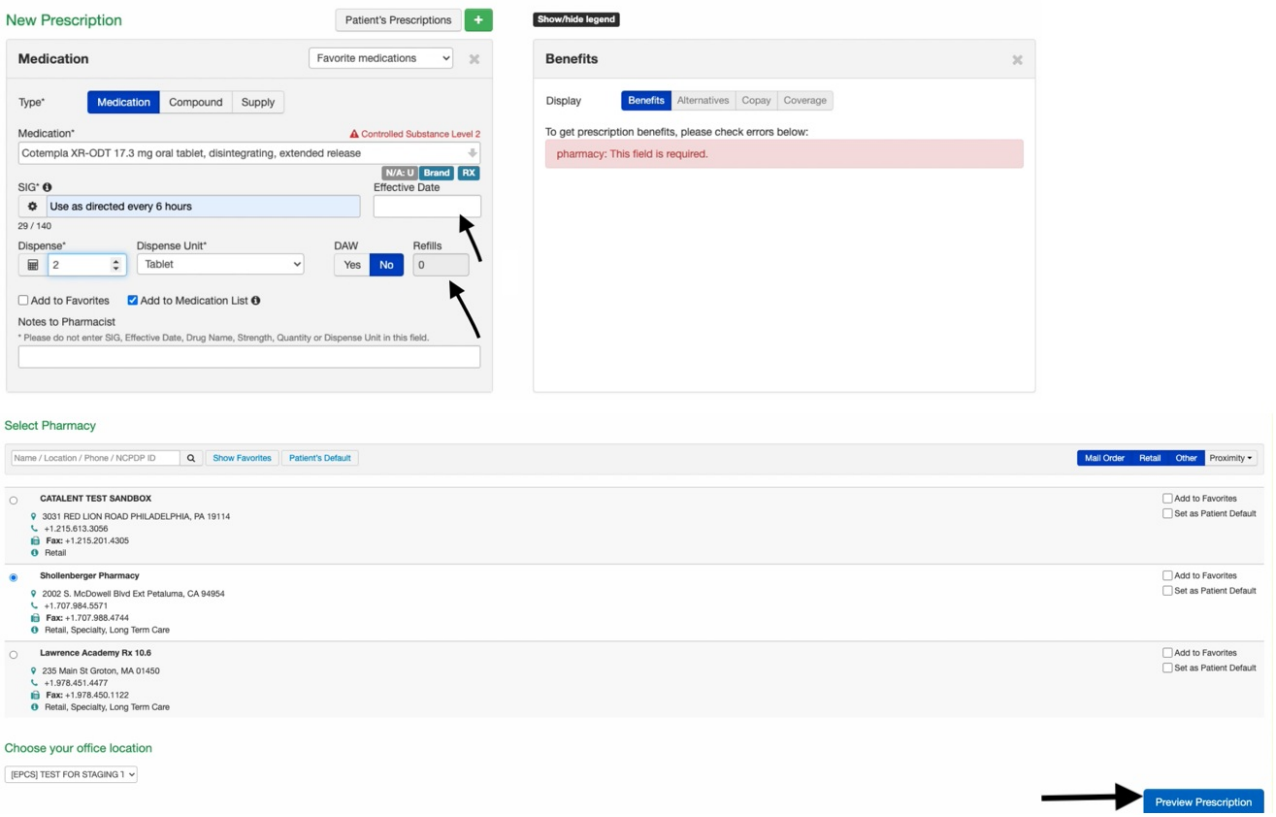
Push Notification

1. Navigate to the patient chart and go to the **Send eRx** section.

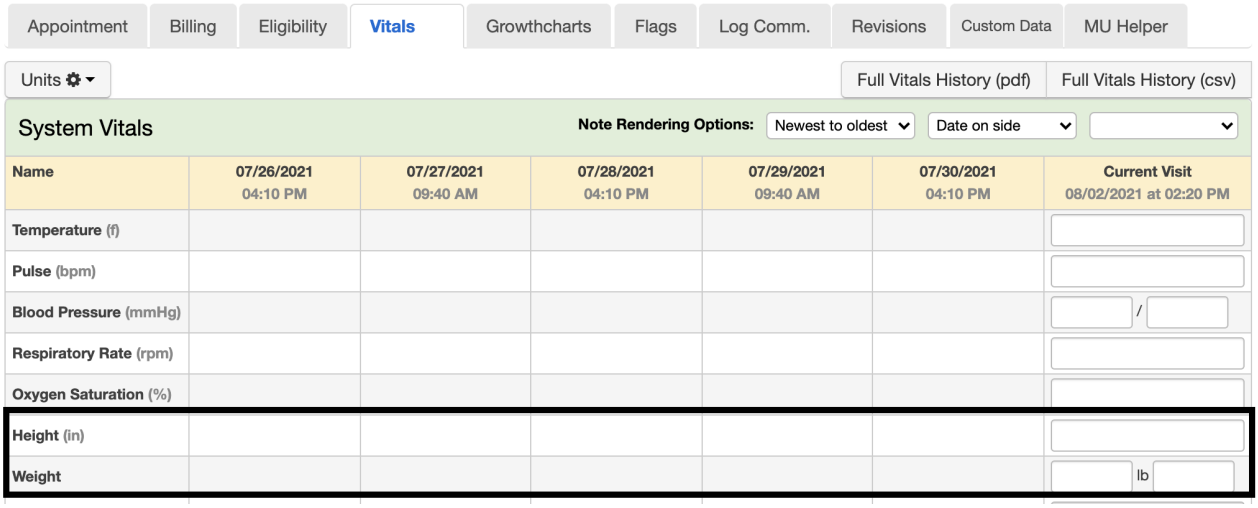


Note: Before sending a prescription, please ensure you have the patient's complete address, date of birth, and gender recorded in the patient's chart.

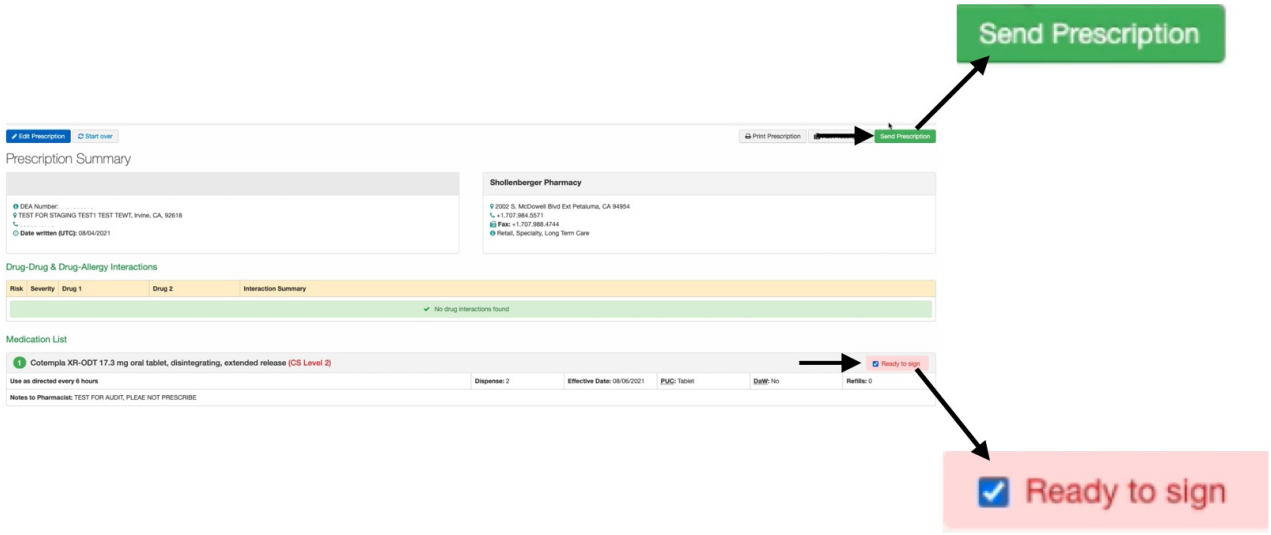
2. Enter the prescription information. By default, the refills will be 0. The effective date must be the current date or a date in the future. When finished, click **Preview Prescription**.



Note: Height and weight will be included in the prescription to the pharmacy. However, they are not required. This information can be entered in the **System Vitals** section of the appointment. DrChrono pulls the latest measurements to include in the prescription.

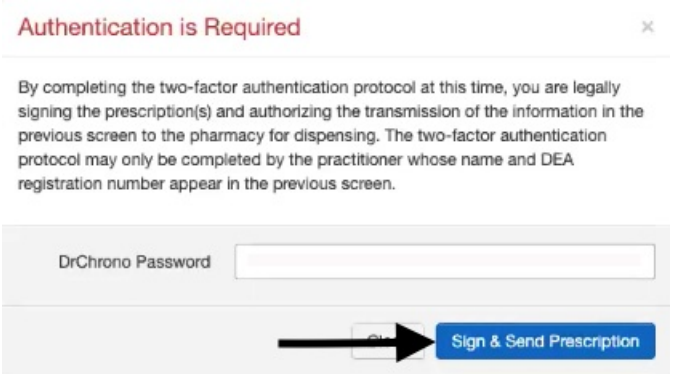


3. Review the prescription and click **Ready to Sign** the, **Send Prescription**.

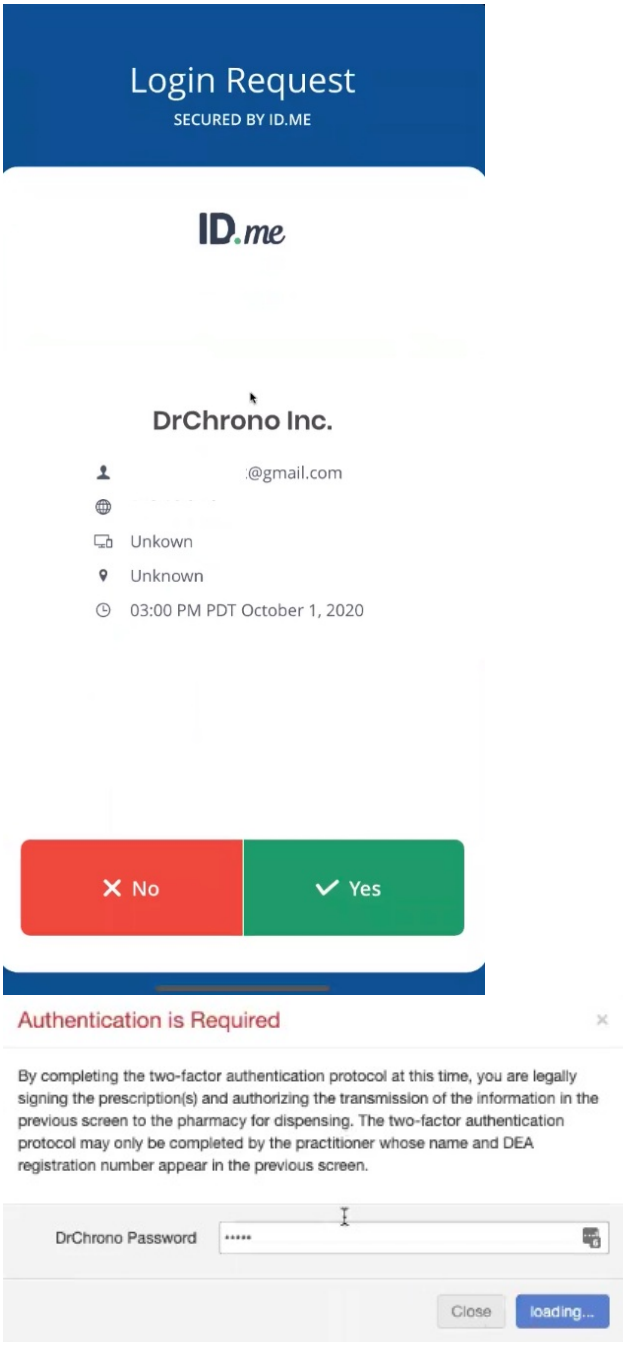


Note: A patient's address must be recorded in the chart to send a prescription.

4. Enter your **DrChrono Password** and click **Sign & Send Prescription**.



5. On your ID.me application, a request will be sent. Tap **Yes** to approve. In DrChrono, the prescription will load and send.

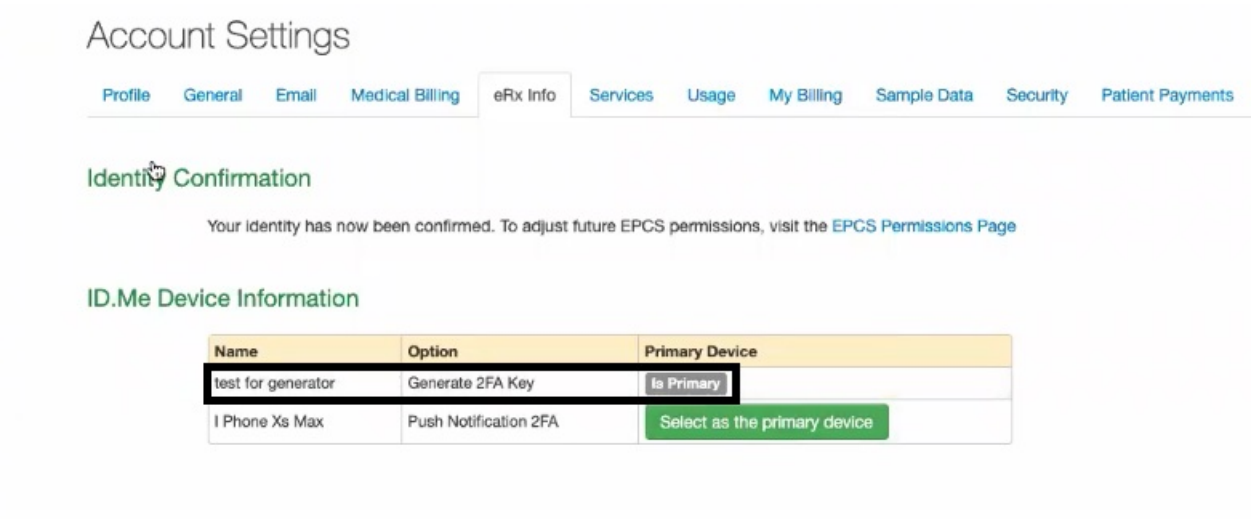


6. The controlled substance prescription will send. You can see the status in **Reports** > **Outgoing Prescriptions**.

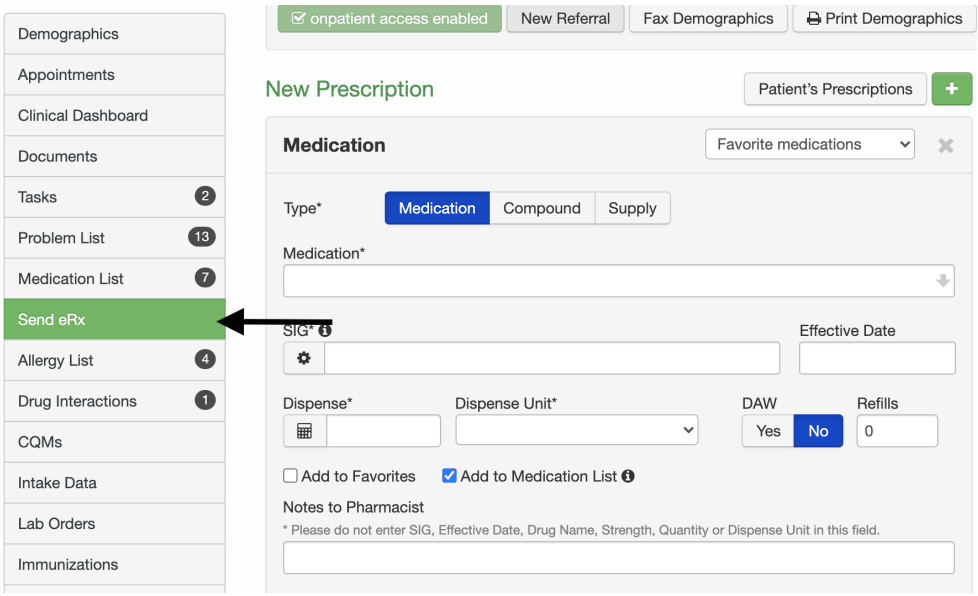


Code Generator

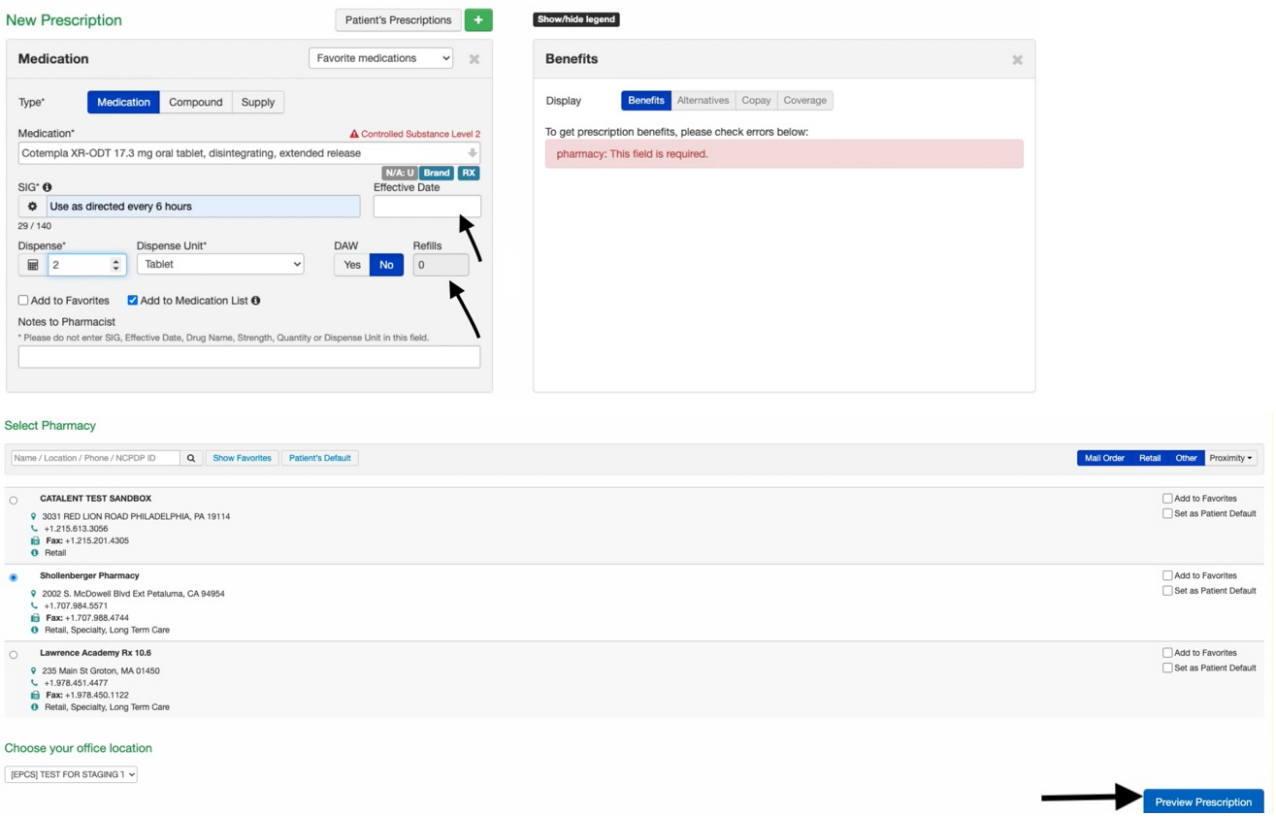
1. Select **Generate 2FA Key** as the primary device under **Account** > **Provider Settings** > **eRx Info**.



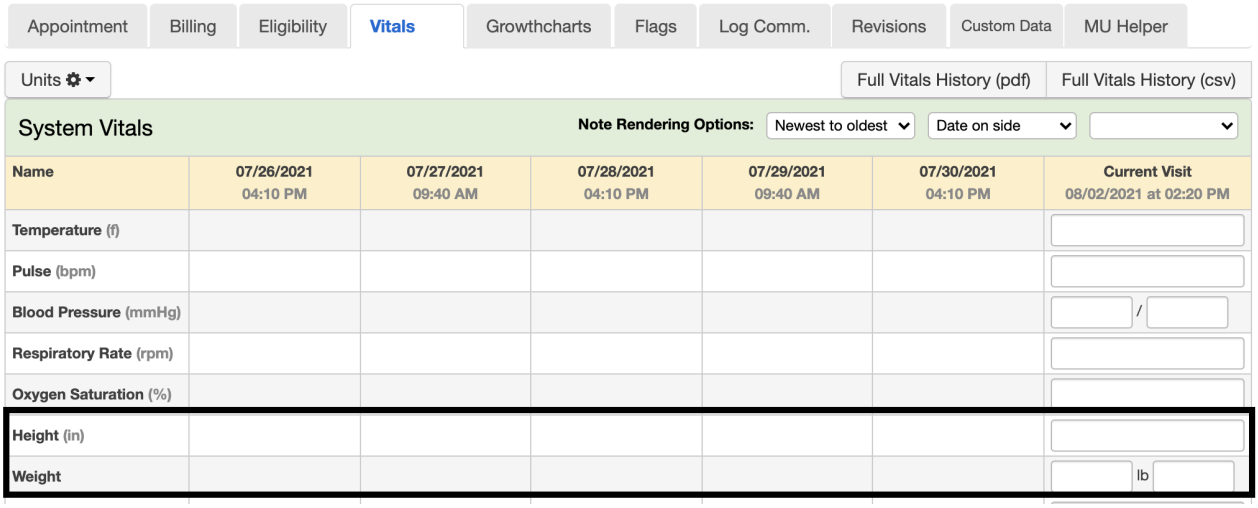
2. Navigate to the patient chart and go to the **Send eRx** section.



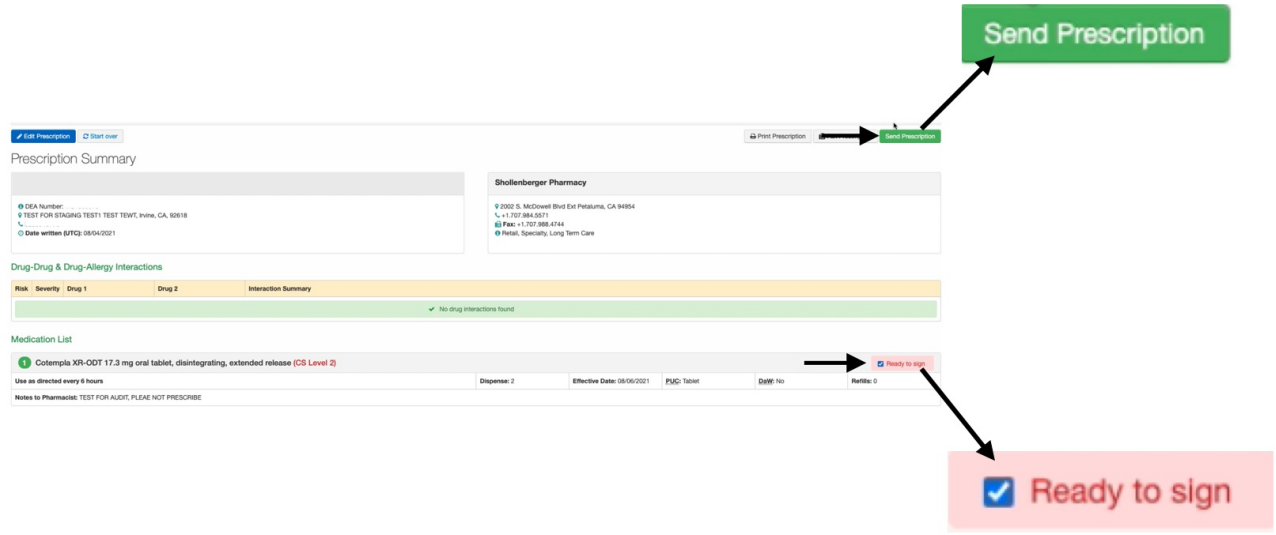
3. Enter the prescription information and click **Preview Prescription**.



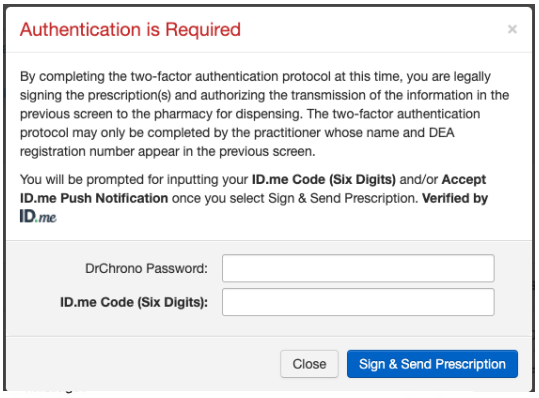
Note: For patients under 18, per NCPDP guidelines, DrChrono requires the height and weight to be recorded in the most recent appointment for pediatric patients in order for the prescription to be sent. This information can be entered in the **System Vitals** section of the appointment.

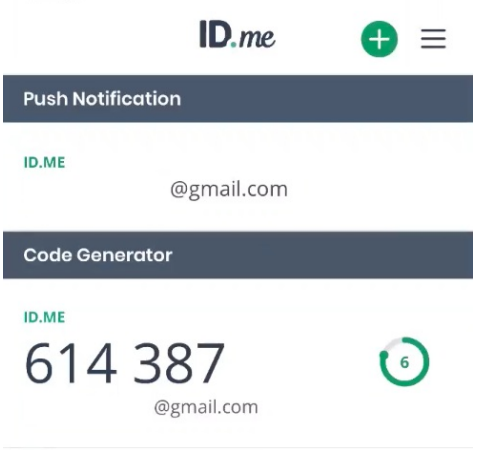


4. Review the prescription and click **Ready to Sign** then **Send Prescription**.



5. Enter your **DrChrono Password** and the **6 Digit Authentication Code** generated from the ID.me Authenticator app. and click **Sign & Send Prescription**.





6. The controlled substance prescription will send. You can see the status in **Reports** > **Outgoing Prescriptions**.

