

Non-Controlled Substance Prescription Limitations for Staff Acting on Behalf of Providers

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Actions staff can perform on behalf of providers | Actions staff cannot perform on behalf of providers

In DrChrono, all controlled or non-controlled prescriptions must be sent directly by the provider. This ensures compliance with prescribing regulations and helps maintain the highest standards of patient safety and accuracy.

Actions staff can perform on behalf of providers

Staff users, using the practice group dropdown to access the provider's account, can only create [draft prescriptions](#) for providers to sign and send. Staff users have read-only access to the **Send eRx** feature.

The eRx reflects the provider who sent, printed, or faxed the prescription in the **Audit Log**.

Actions staff cannot perform on behalf of providers

Staff users acting on behalf of providers (using the practice group dropdown) cannot send prescriptions or complete RxChange, RxNew, or RxCancel requests for another provider.

A warning message appears in the header above the menu bar, indicating that the user is logged into someone else's account.

A banner notification appears in the **Send eRx** section of the patient chart, informing users that to gain full access to the **Send eRx** functionality, they must return to their original user account.

The screenshot displays the DrChrono 'Send eRx' interface. On the left is a sidebar menu with options: Problem List (9), Medication List (9), Send eRx (selected), Allergy List (NKDA), Drug Interactions (9), CQMs, Intake Data, Lab Orders, Health Gorilla, Growth Charts, OnPatient Access, Education Resources, Communication, Family History, Imaging Orders, and Implantable Devices. The main header shows 'Patient List / Christina Johnson / Send eRx'. Below the header, a warning message is displayed in a red-bordered box: 'You are in another user's account. Sending eRx on behalf of another user is not supported. Please return to the user account you are logged in as to fully use the Send eRx feature.' Below the warning, the 'New Prescription' form is visible. It includes a 'Supervising prescriber location' dropdown, a 'Medication' section with tabs for 'Medication', 'Compound', and 'Supply', and a 'SIG*' field. The 'Medication' section also has a 'Favorite medications' dropdown and a 'Type*' dropdown. The 'SIG*' field has a 'Dispense*' dropdown, a 'Dispense Unit*' dropdown, a 'DAW' dropdown (Yes/No), a 'Days Supply' field, and a 'Refills' field (0). The 'Diagnosis Codes' section has a 'Patient Diagnosis Codes' field and checkboxes for 'Add to Favorites' and 'Add to Medication List'. The 'Notes to Pharmacist' section has a text area with a note: '* Please do not enter SIG, Effective Date, Drug Name, Strength, Quantity or Dispense Unit in this field.'

