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 | Actions providers cannot perform on behalf of another provider



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, who use the practice group dropdown to access the provider's account, can only createdraft prescriptions for providers to sign and send. Staff users have read-only access to the **Send eRx** feature.

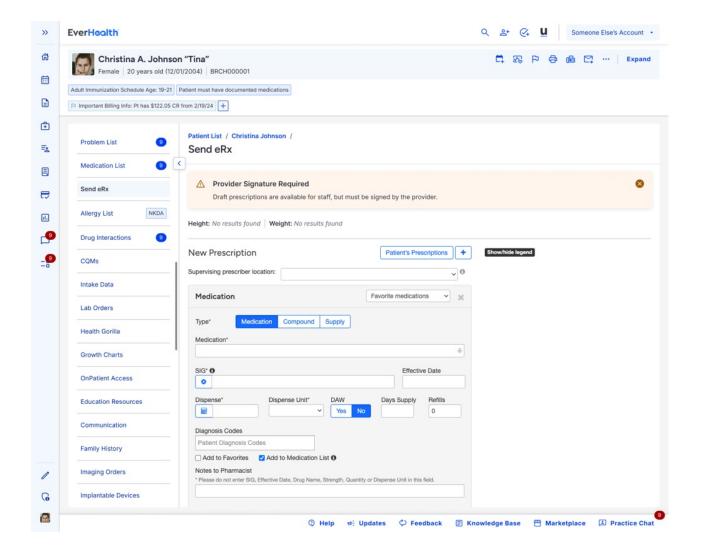
The eRx reflects the provider who sent, printed, or faxed the prescription in the Audit Log.

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.



Actions providers cannot perform on behalf of another provider

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