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

Last modified on 09/29/2026 10:57 am EDT

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 prescriptions must be sent directly by the provider. Non-controlled substance prescriptions may be sent by authorized eRx delegates. This ensures compliance with prescribing regulations and maintains the highest standards of patient safety and accuracy.

Additional resources

Setting Up eRx Delegates for Non-Controlled Substance Prescriptions	Sending Non-Controlled Prescriptions as a Delegate

Actions staff can perform on behalf of providers

Staff users who access a provider's account using the practice group dropdown can create draft prescriptions for provider review and signature to send.

- By default, staff users have **read-only access** to the Send eRx feature when acting on behalf of a provider.
- **Exception:** If the staff member has been designated as an eRx delegate, they can send non-controlled substance prescriptions electronically on behalf of the provider.
- The eRx audit log reflects both:
  - The staff member (delegate) who sent the prescription
  - The **provider** on whose behalf it was sent

Actions staff cannot perform on behalf of providers

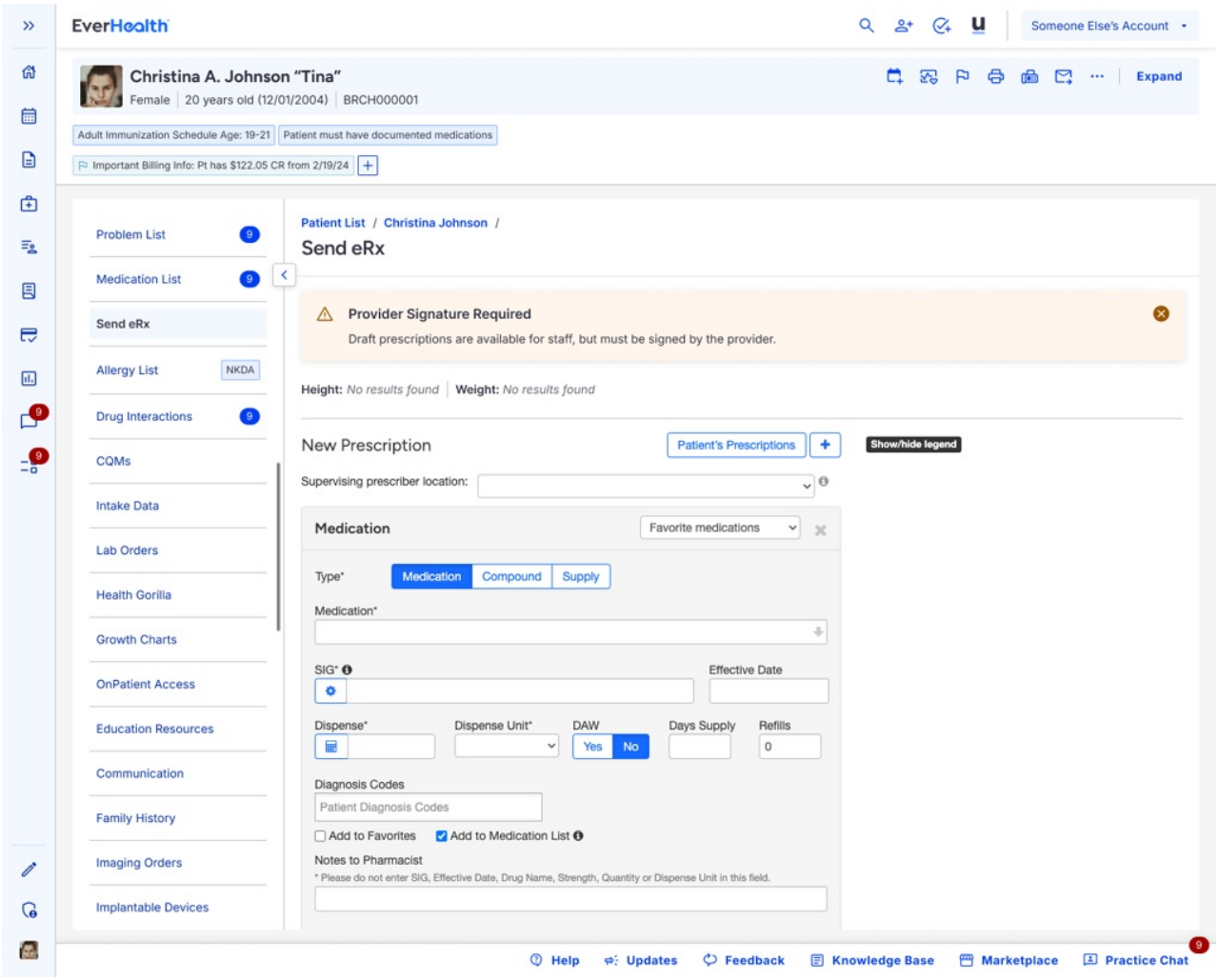
Staff users acting on behalf of providers (using the practice group dropdown):

- Cannot send controlled substance prescriptions under any circumstances
- Cannot send any prescriptions unless they are explicitly assigned as an eRx delegate for that provider
- Cannot complete RxChange, RxNew, or RxCancel requests on behalf of a provider

eRx delegates are unable to complete RxRenewal or pharmacy refill requests on behalf of the provider.

System indicators:

- A warning message appears in the header indicating the user is logged into another user's account
- A banner in the Send eRx section explains that full functionality requires returning to the user's own account or appropriate delegate permissions



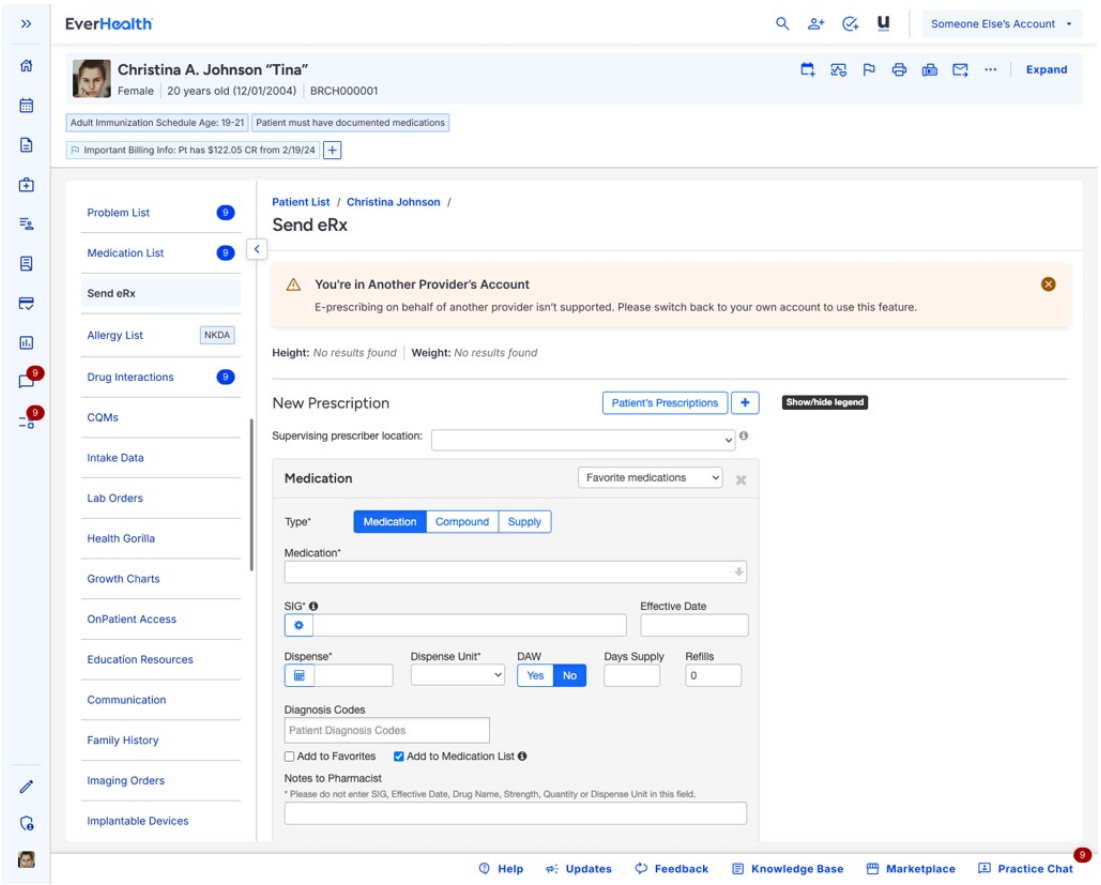
Actions providers cannot perform on behalf of another provider

Providers acting on behalf of another provider (using the practice group dropdown):

- Cannot send prescriptions (controlled or non-controlled) on behalf of another provider
- Cannot complete RxChange, RxNew, or RxCancel requests for another provider

System indicators:

- A warning message appears in the header indicating the user is logged into another user's account
- A banner in the Send eRx section instructs the user to return to their own account for full prescribing functionality


EverHealth
Someone Else's Account
Christina A. Johnson "Tina"
Female | 20 years old (12/01/2004) | BRCH000001
Expand
Adult Immunization Schedule Age: 19-21
Patient must have documented medications
Important Billing Info: Pt has $122.05 CR from 2/19/24
Problem List 9
Medication List 9
Send eRx
Allergy List NKDA
Drug Interactions 9
CQMs
Intake Data
Lab Orders
Health Gorilla
Growth Charts
OnPatient Access
Education Resources
Communication
Family History
Imaging Orders
Implantable Devices
Patient List / Christina Johnson /
Send eRx
You're in Another Provider's Account
E-prescribing on behalf of another provider isn't supported. Please switch back to your own account to use this feature.
Height: No results found | Weight: No results found
New Prescription
Patient's Prescriptions
Show/hide legend
Supervising prescriber location:
Medication
Favorite medications
Type* Medication Compound Supply
Medication*
SIG*
Effective Date
Dispense*
Dispense Unit*
DAW Yes No
Days Supply
Refills 0
Diagnosis Codes
Patient Diagnosis Codes
Add to Favorites
Add to Medication List
Notes to Pharmacist
* Please do not enter SIG, Effective Date, Drug Name, Strength, Quantity or Dispense Unit in this field.
Help
Updates
Feedback
Knowledge Base
Marketplace
Practice Chat 9