

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

Last modified on 12/02/2025 1:01 pm EST

**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 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 shows the EverHealth patient chart for Christina A. Johnson "Tina". The interface includes a sidebar with various medical history sections (Problem List, Medication List, Allergy List, Drug Interactions, CQMs, Intake Data, Lab Orders, Health Gorilla, Growth Charts, OnPatient Access, Education Resources, Communication, Family History, Imaging Orders, Implantable Devices). The main content area is titled "Send eRx" and displays a warning banner: "Provider Signature Required. Draft prescriptions are available for staff, but must be signed by the provider." Below this, there's a "New Prescription" form with fields for Supervising prescriber location, Medication (Type, Name, SIG, Effective Date, Dispense, Dispense Unit, DAW, Days Supply, Refills), and Diagnosis Codes. The footer contains links for Help, Updates, Feedback, Knowledge Base, Marketplace, and Practice Chat.

## Actions providers cannot perform on behalf of another provider

Providers acting on behalf of another provider (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.

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EverHealth

Search

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Someone Else's Account

Christina A. Johnson "Tina"

Female | 20 years old (12/01/2004) | BRCH000001

Adult Immunization Schedule Age: 19-21

Patient must have documented medications

Important Billing Info: Pt has \$122.05 CR from 2/19/24

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Problem List

Medication List

Send eRx

Allergy List

Drug Interactions

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

Days Supply

Refills

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