

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 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

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

The screenshot displays the EverHealth interface for a patient named Christina A. Johnson. The main content area is titled 'Send eRx' and features a prominent orange warning banner: 'Provider Signature Required. Draft prescriptions are available for staff, but must be signed by the provider.' Below this, the 'New Prescription' section includes a dropdown for 'Supervising prescriber location'. The 'Medication' section contains several input fields: 'Type' (with buttons for Medication, Compound, and Supply), 'Medication', 'SIG', 'Effective Date', 'Dispense', 'Dispense Unit', 'DAW' (Yes/No), 'Days Supply', and 'Refills'. There are also checkboxes for 'Add to Favorites' and 'Add to Medication List', and a 'Notes to Pharmacist' field. The footer of the interface includes navigation 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 (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

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

- Problem List
- Medication List
- Send eRx
- Allergy List (NKDA)
- 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 Yes No 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.