Setting Up eRx Delegates for Non-Controlled Substance Prescriptions

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Additional resources

- Sending Non-Controlled Prescriptions as a Delegate
- eRx Delegation (Video)

DrChrono offers an eRx Delegate feature that allows providers to designate staff members to send electronic prescriptions for non-controlled substances on their behalf. This feature helps reduce the administrative time providers spend reviewing and sending routine prescriptions, while maintaining appropriate oversight and compliance.

What is an eRx Delegate?

An eRx delegate is a staff member who has been authorized by a provider to send non-controlled substance prescriptions electronically without requiring the provider to manually approve each prescription.

- Use of the e-Rx Delegation feature is the responsibility of the prescribing provider and their practice. Regulations governing prescription delegation vary by state, and DrChrono does not provide guidance on compliance requirements. Providers and practices are responsible for ensuring compliance with all applicable laws before enabling and using this feature.
- eRx delegates can only send non-controlled substance prescriptions. Controlled substances require direct provider authorization and EPCS (Electronic Prescribing for Controlled Substances) credentials. This ensures compliance with DEA regulations and maintains the highest standards for controlled substance prescribing.

How It Works

The eRx delegate system uses a two-step setup process:

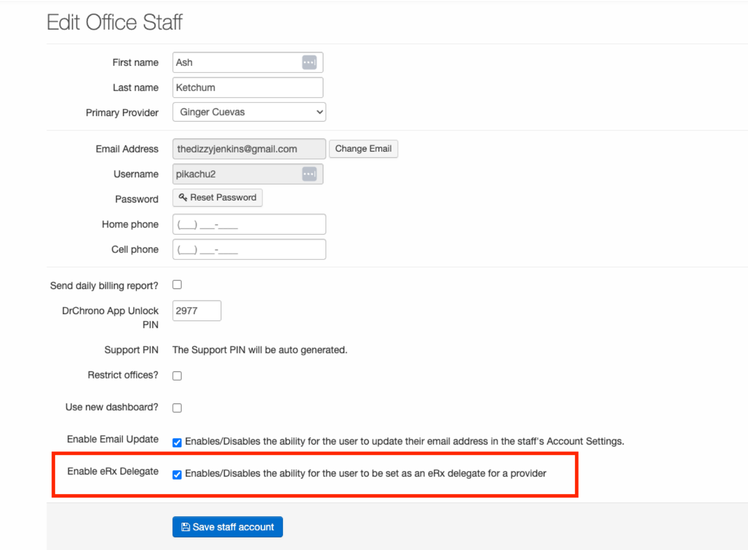
1. **Staff members** must enable their eRx delegate capability in their account settings

2. **Providers** select which eligible staff members can act as their delegates

Once configured, delegates can send non-controlled substance prescriptions on behalf of their assigned providers. The system clearly tracks who sent the prescription and on whose behalf, maintaining complete transparency and audit trails.

Setting Up eRx Delegates

Step 1: Staff Member Enables eRx Delegate Capability



Staff members who wish to serve as eRx delegates must first enable this setting in their account.

For Practice Administrators Adding or Managing Staff:

1. Navigate to Account → Staff Members
2. Select the staff member you want to enable as a potential delegate (or create a new staff account)
3. Locate the Enable eRx delegate setting
4. Toggle the setting to Enabled
5. Click Save staff account to save the changes

Default Setting: The eRx delegate setting is disabled by default for new staff accounts.

What This Means:

- **Enabled:** The staff member will appear as an available option for providers to select as their delegate
- **Disabled:** The staff member will not appear in any provider's delegate selection list

> Enabling this setting does not automatically make the staff member a delegate. Providers must still select them individually from their own settings

Step 2: Provider Selects Their eRx Delegates

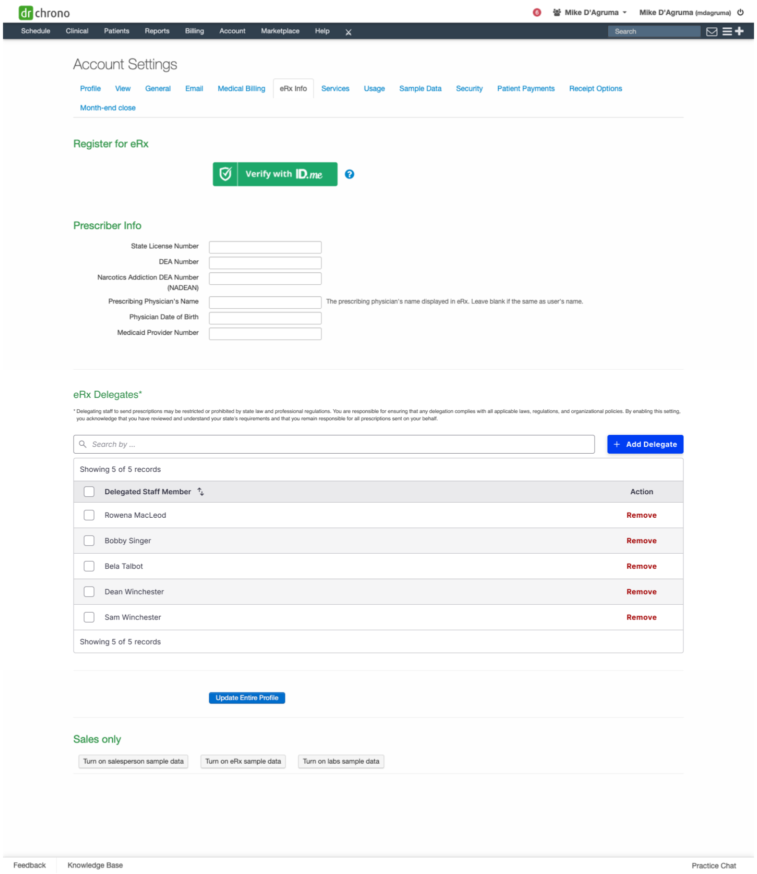
After staff members have enabled their eRx delegate capability, providers can choose which staff members will act as their delegates.

For Providers:

1. Navigate to **Account Settings → eRx Info** tab
2. You will see a list of all staff members who have enabled the eRx delegate setting
3. Use the search box to find specific staff members by name

4. Click the checkbox next to each staff member's name you want to designate as your delegate
5. Changes are saved automatically—no need to click a save button

Understanding the Delegate Table:



- **Search Functionality:** Type a staff member's name to quickly find them in the list
- **Sorting Options:** Click the sorting button to arrange names in alphabetical or reverse alphabetical order
- **Pagination:** If you have more than 30 eligible staff members, use the Next/Previous buttons to navigate through pages. Your selections are saved as you move between pages.
- **Select/Unselect All:** This button only affects the current page you're viewing

> - Only staff members with the "Enable eRx delegate" setting turned on will appear in your list
> - Each provider configures their own delegates independently
> - If you uncheck a staff member they will no longer be able to send prescriptions on your behalf
> - Changes take effect immediately

Frequently Asked Questions

Can delegates send controlled substance prescriptions?

No. eRx delegates can only send non-controlled substance prescriptions. Controlled substances require the provider to send the prescription directly using their EPCS credentials.

How many delegates can a provider have?

There is no limit to the number of delegates a provider can designate. You can select as many eligible staff members as needed to support your practice workflow.

Can a staff member be a delegate for multiple providers?

Yes. A staff member can be designated as a delegate for multiple providers within the practice. Each provider independently selects their own delegates.

What happens if a staff member leaves the practice?

When a staff member's account is deactivated or removed, they are automatically removed as a delegate for all providers. No additional action is required.

Can I see which prescriptions were sent by my delegates?

Yes. All prescriptions sent by delegates are clearly marked with both the delegate's name and your name (the provider). You can review these in the patient's medication list, the eRx audit log, and standard prescription reports.

Will patients know a delegate sent their prescription?

The prescription will show your name (the provider) as the prescriber. The delegation information is tracked internally for audit and compliance purposes but does not appear on the patient-facing prescription.

Can delegates modify or cancel prescriptions?

Delegates can perform the same prescription management actions as they could when creating draft prescriptions, but only for non-controlled substances. They cannot complete RxChange, RxNew, or RxCancel requests for controlled substances.

What if I want to temporarily suspend a delegate's access?

To suspend a delegate’s access, you have two options:

- In the provider view, uncheck the box next to the staff member to remove them from the delegate list.
- Alternatively, disable the **“Enable eRx delegate”** setting for that staff member in the office staff settings.