

Setting Up eRx Delegates for Non-Controlled Substance Prescriptions

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Additional resources

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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.



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

Edit Office Staff

First name

Last name

Primary Provider

Email Address [Change Email](#)

Username

Password [Reset Password](#)

Home phone

Cell phone

Send daily billing report?

DrChrono App Unlock PIN

Support PIN The Support PIN will be auto generated.

Restrict offices?

Use new dashboard?

Enable Email Update Enables/Disables the ability for the user to update their email address in the staff's Account Settings.

Enable eRx Delegate Enables/Disables the ability for the user to be set as an eRx delegate for a provider

[Save staff account](#)

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 enabled 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.

Account Settings

Profile View General Email Medical Billing **eRx Info** Services Usage Sample Data Security Patient Payments Receipt Options

Month-end close

Register for eRx

Verify with ID.me

Prescriber Info

State License Number

DEA Number

Narcotics Addiction DEA Number (NADAEN)

Prescribing Physician's Name The prescribing physician's name displayed in eRx. Leave blank if the same as user's name.

Physician Date of Birth

Medical Provider Number

eRx Delegates*

*Delegating staff to send prescriptions may be restricted or prohibited by state law and professional regulations. You are responsible for ensuring that any delegation complies with all applicable laws, regulations, and organizational policies. By enabling this setting, you acknowledge that you have reviewed and understood your state's requirements and that you remain responsible for all prescriptions sent on your behalf.

Search by **Add Delegate**

Showing 5 of 5 records

<input type="checkbox"/>	Delegated Staff Member	Action
<input type="checkbox"/>	Roxanna MacLeod	Remove
<input type="checkbox"/>	Bobby Singer	Remove
<input type="checkbox"/>	Bela Talbot	Remove
<input type="checkbox"/>	Dean Winchester	Remove
<input type="checkbox"/>	Sam Winchester	Remove

Showing 5 of 5 records

Update Entire Profile

Sales only

Turn on salesperson sample data Turn on eRx sample data Turn on labs sample data

Feedback Knowledge Base Practice Chat

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.
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