

Sending Non-Controlled Prescriptions as a Delegate

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[How Delegates Send Prescriptions](#) | [Managing eRx Delegate Access](#) | [Frequently Asked Questions](#)

Additional resources

- [Setting Up eRx Delegates for Non-Controlled Substance Prescriptions](#)

How Delegates Send Prescriptions

Once a staff member has been designated as an eRx delegate, they can send non-controlled substance prescriptions on behalf of their assigned providers.

For Delegates (Staff Members):

1. Access the patient's chart as you normally would
2. Navigate to **Send eRx** section
3. Create the prescription for a non-controlled substance
4. Send the prescription electronically

What the System Records:

The prescription will clearly show:

- **Who sent it:** Your name (the delegate)
- **On whose behalf:** The provider's name
- **Date and time:** When the prescription was sent

Example Display: "[Staff Member Name] sent eRx on behalf of [Provider Name]"

For Providers:

You can review all prescriptions sent by your delegates through:

- The patient's medication list
- The eRx audit log
- Standard prescription reports

The audit log maintains complete records showing both the delegate who sent the prescription and the provider on whose behalf it was sent.

Managing eRx Delegate Access

Removing Delegate Access

For Providers:

1. Go to Account Settings → eRx Info tab
2. Uncheck the box next to the staff member's name
3. The change takes effect immediately

For Practice Administrators:

1. Go to Account → Staff Members
2. Select the staff member
3. Disable the Enable eRx delegate setting
4. Click Save staff account

When a staff member's delegate capability is disabled, they are automatically removed from all providers' delegate lists.

Re-enabling Delegate Access

If a staff member who was previously a delegate has their capability re-enabled:

1. The staff member will automatically reappear in the provider's delegate selection list
2. If the provider had previously selected them as a delegate, that selection is **automatically restored**
3. The staff member can immediately resume sending prescriptions on behalf of their assigned providers

This ensures continuity when staff members return from leave or when delegate permissions are temporarily suspended and then restored.

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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