

Providers & Clinical Staff

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Documenting clinical notes, orders, prescriptions, and completing encounters

Sending Electronic Prescriptions

PROVIDERS & CLINICAL STAFF | SENDING ELECTRONIC PRESCRIPTIONS | 🕒 15-MINUTE READ

After reading this article, you will be able to send electronic prescriptions, manage refill requests and use the ePrior Authorizations feature powered by CoverMyMeds.

Before You Begin



Who uses this: Providers send and sign all prescriptions. Clinical staff (RNs, MAs, etc.) may draft prescriptions for provider review and signature but cannot send independently.



REQUIREMENTS

Permission Needed: You'll need the **Access to eRx** permission enabled for your account

Registration Required: You must be registered for **eRx** (and **EPCS**, if applicable) in order to e-prescribe medications.

Overview

DrChrono's e-prescribing module allows providers to send prescriptions electronically to a patient's pharmacy directly from the patient chart or their clinical note – no paper, no fax, no separate system. Clinical staff can draft prescriptions for provider review, making the workflow more efficient without compromising prescriber accountability. For controlled substances, DrChrono supports EPCS with multi-factor authentication through ID.me. The platform also integrates with Bamboo Health to give prescribers real-time access to a patient's prescription drug monitoring data (PDMP) before a controlled substance is prescribed.

Sending a New Prescription

Prescriptions are sent from the patient chart. Clinical staff may draft the prescription; only the provider can sign and send it.



SUCCESS TIP:

For commonly prescribed medications and commonly paired medications, consider creating **eRx Favorites** and **Prescription Profiles**, respectively, to draft prescriptions quicker.

Electronically Prescribing Controlled Substances (EPCS)

For a full walkthrough of EPCS prescribing, see: [Electronic Prescriptions for Controlled Substances](#)

ePrior Authorizations using CoverMyMeds

Full walkthrough on ePA feature [here](#).

Managing Refill Requests

For a full walkthrough of managing refill requests, see: [eRx Refill Requests](#)

What Happens Next?

Once a prescription is sent, the patient's active medication list updates automatically and the pharmacy receives the order electronically. For controlled substances, the EPCS transmission serves as the legal prescription – no paper copy is required unless the pharmacy specifically requests one.

Troubleshooting

Q: The pharmacy says they didn't receive the prescription – what do I do?

A: Confirm the correct pharmacy was selected before sending by checking the prescription in the patient's Medication List. If the pharmacy is confirmed correct, use the Re-send Selected Medication option to retransmit. If the issue persists, contact the pharmacy directly to confirm their electronic prescribing capability.

Q: My EPCS authentication isn't going through – what do I check?

A: Confirm your MFA device is set up correctly under Account → Provider Settings → eRx Info. If you need to add or change your authentication device, see: [Adding or Changing a Device for MFA with ID.me](#)

Q: The PDMP report isn't loading for my patient – what's missing?

A: The report requires five patient demographics to run: First Name, Last Name, Phone Number, Date of Birth, and Zip Code. Verify all five are entered in the patient chart under the Important and Demographics tabs before attempting to run the report again.

Q: I received an error saying a drug is not supported when prescribing from the mobile or iPad app – what do I do?

A: Update the DrChrono app to the latest version in the App Store. This error is typically caused by an outdated version of the app.

Helpful Resources

eRx Setup

- [Setting Up eRx with ID.me](#)
- [Making Prescription Profiles / Favorite Prescriptions](#)

- [Working With Pharmacies](#)
- [eRx: What Do the Formulary Symbols Mean?](#)
- [How Do I Enter Days Supply in Prescriptions?](#)
- [Sending a Prescription with a Supervising Provider](#)
- [How Can I Print a Prescription?](#)

EPCS

- [Electronic Prescriptions for Controlled Substances \(EPCS\)](#)
- [EPCS: Do I Meet the Requirements?](#)
- [EPCS System Requirements](#)
- [EPCS Based on the DEA Schedule](#)
- [Electronically Prescribing Schedule III and IV Controlled Substances](#)
- [EPCS: Can I Send Multiple Schedule II Medications in a Prescription?](#)
- [Adding or Changing a Device for MFA with ID.me](#)
- [Prescribing Compound Medications](#)

PDMP

- [Setting Up Your Bamboo Health Integration](#)
- [Query of Prescription Drug Monitoring Program \(PDMP\)](#)

Refills

- [Refill Requests: What's New?](#)
- [Schedule III and IV Refill Maximums](#)



Still Need Help?

Chat with Amelia by clicking Help at the bottom of your screen in your DrChrono account – available 24/7.