e-Script Holding Queue Overview

The e-Script Holding Queue enables you to view and process Surescripts orders that do not have an associated MRN.
**e-Script Holding Queue Window**

To access the e-Script Holding Queue window, select **Tools > e-Script Holding Queue**.

The following describes the fields on the e-Script Holding Queue window.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
<td>Last name of the patient whose prescription you want to view</td>
</tr>
<tr>
<td>First Name</td>
<td>First name of the patient whose prescription you want to view</td>
</tr>
<tr>
<td>Address</td>
<td>Street of patient's address</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Patient's date of birth</td>
</tr>
<tr>
<td>7-Digit Phone</td>
<td>Patient's phone number</td>
</tr>
<tr>
<td>Gender</td>
<td>Patient's gender</td>
</tr>
<tr>
<td>City</td>
<td>City of patient's address</td>
</tr>
<tr>
<td>State</td>
<td>State of patient's address</td>
</tr>
<tr>
<td>Zip Code</td>
<td>Zip code of patient's address</td>
</tr>
<tr>
<td>Filter</td>
<td>Select to filter the queue based on the criteria you entered</td>
</tr>
<tr>
<td>Prescriber Last Name</td>
<td>Last name of the patient's prescriber</td>
</tr>
<tr>
<td>Prescriber First Name</td>
<td>First name of the patient’s prescriber</td>
</tr>
<tr>
<td>Drug Name</td>
<td>Name of the prescribed drug</td>
</tr>
<tr>
<td>Received Date</td>
<td>Date the system received the prescription</td>
</tr>
<tr>
<td>Show Aged</td>
<td>Select to show e-scripts that are no longer in On-File Workflow based on the eScript Aging Settings.</td>
</tr>
</tbody>
</table>

**Note:** Aged prescriptions display in red in the Results List.

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**Results List**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Store</td>
<td>Name of the store</td>
</tr>
<tr>
<td>Patient Name</td>
<td>Last and first name of the patient</td>
</tr>
<tr>
<td>Gender</td>
<td>Gender of the patient</td>
</tr>
<tr>
<td>DOB</td>
<td>Patient's date of birth</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------------------------------------------------------</td>
</tr>
<tr>
<td>Street</td>
<td>Patient's street address</td>
</tr>
<tr>
<td>City, State, Zip</td>
<td>City, state, and zip code of the patient's address</td>
</tr>
<tr>
<td>Phone</td>
<td>Patient's phone number</td>
</tr>
<tr>
<td>Prescribed Drug</td>
<td>Name of the prescribed drug</td>
</tr>
<tr>
<td>Prescriber</td>
<td>First and last name of the prescriber</td>
</tr>
<tr>
<td>Received Date</td>
<td>Date the system received the prescription</td>
</tr>
<tr>
<td>Notes</td>
<td>Notes associated with the prescription</td>
</tr>
</tbody>
</table>

Choose to display the highlighted prescription on the e-Script Holding Queue search window.

**Notes:**

If you select an aged prescription (displaying in red), the system displays the prescription information, but you cannot process it.

If you select a prescription from another location, you must autotransfer the prescription before you can process it.

Select to display more results.

Select to display the Central Database Search window.

Select to display the Store Selection window where you can select the remote store you want to search.
e-Script Holding Queue Patient Search Window

To access the e-Script Holding Queue patient search window, select the prescription you want to process from the e-Script Holding Queue window.

The following describes the fields on the e-Script Holding Queue patient search window.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region</td>
<td>Region in which this out-patient pharmacy is located</td>
</tr>
<tr>
<td>MRN Prefix</td>
<td>Location ID for the MRN</td>
</tr>
<tr>
<td>Note:</td>
<td>For regions other than NCA (Northern California) and SCA (Southern California) this field is not required.</td>
</tr>
<tr>
<td>MRN</td>
<td>Patient's medical record number</td>
</tr>
<tr>
<td>Last Name</td>
<td>Last name of the patient whose prescription you want to process</td>
</tr>
<tr>
<td>First Name</td>
<td>First name of the patient whose prescription you want to process</td>
</tr>
<tr>
<td>Rx.com ID</td>
<td>ID from the central prescriber vendor.</td>
</tr>
<tr>
<td>Patient Name</td>
<td>Last name and first name of the patient</td>
</tr>
<tr>
<td>MRN</td>
<td>Patient's medical record number</td>
</tr>
<tr>
<td>Address</td>
<td>Patient's address</td>
</tr>
<tr>
<td>Phone</td>
<td>Patient's phone number</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Patient's date of birth</td>
</tr>
<tr>
<td>Gender</td>
<td>Patient's gender</td>
</tr>
<tr>
<td>Multiple Birth</td>
<td>Indicates if the patient is a twin, triplet, etc.</td>
</tr>
</tbody>
</table>

Select to display the Patient Information window, where you can edit patient information.

Select to display the Order Entry Rx/Tx window, where you can view details for the order and check the status of orders the patient may have at other pharmacies throughout your chain.

Select to access the Open Orders Review window, where you can view the prescription(s) currently in Workflow for the selected patient.

Note: If the patient has prescriptions in Workflow, the system
enables this button. Otherwise, the button is disabled.

### Information From Prescriber

**Prescription Information**

- Prescription information received from the prescriber
- You can scroll to view additional information.

**View Hardcopy**

- Select to view the system-generated hard copy for the prescription.

### Prescriber Notes

**Complete**

- Select to send the prescription to Prescription Entry.