

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.

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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.

Last Name	Last name of the patient whose prescription you want to view
First Name	First name of the patient whose prescription you want to view
Address	Street of patient's address
Date of Birth	Patient's date of birth
7-Digit Phone	Patient's phone number
Gender	Patient's gender
City	City of patient's address
State	State of patient's address
Zip Code	Zip code of patient's address
	Select to filter the queue based on the criteria you entered.
Prescriber Last Name	Last name of the patient's prescriber
Prescriber First Name	First name of the patient's prescriber
Drug Name	Name of the prescribed drug
Received Date	Date the system received the prescription
Show Aged	Select to show e-scripts that are no longer in On-File Workflow based on the eScript Aging Settings . Note: Aged prescriptions display in red in the Results List.

Results List

Store	Name of the store
Patient Name	Last and first name of the patient
Gender	Gender of the patient
DOB	Patient's date of birth

Street	Patient's street address
City, State, Zip	City, state, and zip code of the patient's address
Phone	Patient's phone number
Prescribed Drug	Name of the prescribed drug
Prescriber	First and last name of the prescriber
Received Date	Date the system received the prescription
Notes	Notes associated with the prescription

Select

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.

Get More Results

Select to display more results.

Search Central

Select to display the Central Database Search window.

Search Remote

Select to display the Store Selection window where you can select the remote store you want to search.

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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.

Patient

Region	Region in which this out-patient pharmacy is located
MRN Prefix	Location ID for the MRN Note: For regions other than NCA (Northern California) and SCA (Southern California) this field is not required.
MRN	Patient's medical record number
Last Name	Last name of the patient whose prescription you want to process
First Name	First name of the patient whose prescription you want to process
Rx.com ID	ID from the central prescriber vendor.
Patient Name	Last name and first name of the patient
MRN	Patient's medical record number
Address	Patient's address
Phone	Patient's phone number
Date of Birth	Patient's date of birth
Gender	Patient's gender
Multiple Birth	Indicates if the patient is a twin, triplet, etc.
Patient File	Select to display the Patient Information window, where you can edit patient information.
Rx Profile	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.
Open Orders Review	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.

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