

Prescription management and refill requests

Automates prescription refill requests by validating patient information, checking medication history, and processing approvals to reduce manual pharmacy calls and streamline medication management for dermatology patients.

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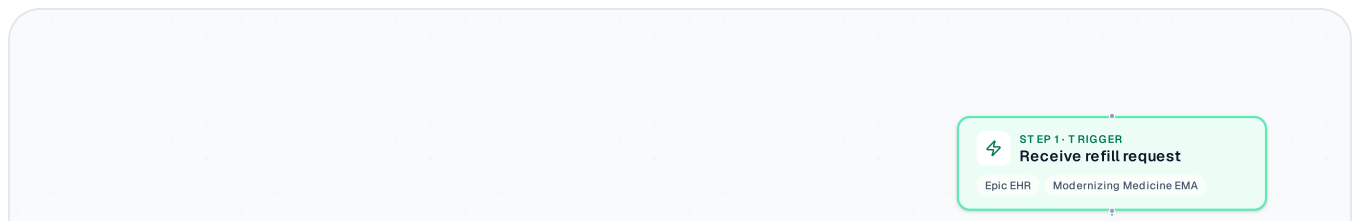
WORKFLOW TRIGGER



Patient submits prescription refill request through patient portal or pharmacy sends electronic refill request

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Receive refill request

Patient portal or pharmacy system sends refill request with patient ID, medication details, and prescription number. System captures and

validates the incoming request format.

AI Business OS

Epic EHR

Modernizing Medicine EMA

2

 ACTION

Validate patient information

Cross-reference patient demographics and verify active status in the dermatology practice. Pull current medication list and prescription history from EHR.

Epic EHR

Cerner PowerChart

3

 ACTION

Check medication history

Review prescription date, remaining refills, last fill date, and dosage instructions. Verify the medication is dermatology-related and within refill window.

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 DECISION

Determine approval pathway

Route to automatic approval if standard refill criteria are met, or flag for provider review if medication requires reassessment, side effect monitoring, or has special restrictions.

Epic EHR

5

 ACTION

Process provider review

Send flagged requests to dermatologist dashboard with patient chart summary and recommendation notes. Track provider response and approval status.

Epic EHR

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6

 ACTION

Send prescription authorization

Transmit approved prescription electronically to pharmacy with updated instructions. Update patient EHR with refill record and remaining authorization count.

Epic EHR

Cerner PowerChart

7

 OUTPUT

Notify completion status

Send confirmation message to patient through portal and update pharmacy on prescription status. Generate refill report for practice management review.

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Outputs

- Electronic prescription sent to pharmacy

AI Business OS

- Patient notification of refill status
- Updated medication record in EHR
- Provider review queue for complex cases



Key Metrics

- Average refill processing time
- Percentage of auto-approved vs manual review requests
- Patient satisfaction scores for prescription management



Tools & Integrations

- Epic EHR
- Modernizing Medicine EMA
- Cerner PowerChart

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