

Question Asked	Answer Given
Is Kaiser one of the pharmacy's on the list?	iPrescribe leverages the Surescripts pharmacy network which is connected to virtually every single pharmacy in the nation. You should be able to find Kaiser pharmacies in iPrescribe.
Will phoned in prescriptions still be allowed?	Only if exception applies or for a schedule II drug in an emergency.
Will all the patients data need to be manually entered into the application? Or will that get pulled in from the management software?	iPrescribe Patient Finder feature will find and import most of your patient's information. If you need additional patients imported or a connection to your practice management system, please contact the DrFirst implementation team to discuss options.
How long is the patients Rx history stored?	In compliance with HIPAA rules and regulations, patient data associated with iPrescribe is stored for seven years.
What about multiple doctors in one office; do you need separate accounts or anything special?	Yes, each doctor will need an account.
Is it possible for one office with multiple prescribers to use the same account or do they need to purchase separate accounts?	Every iPrescribe user - clinical or non-clinical - needs to have their own username and password for audit and regulatory purposes.
What's the 2nd device if I use my phone?	For the second factor of authentication you can use another phone, tablet, desktop computer, or the physical token. Many users attach the physical token to their keyring for easy access.

Does iPrescribe work with our dental software, for example Dentrix?	No, iPrescribe is not integrated with dental EHRs
I don't understand the authentication! What a hassle	iPrescribe is constantly working on improving the method for authentication. Expect to have different methods of authentication in the future, including biometric options.
How much does this all cost?	Free for one year if downloaded prior to 3/31/22 and then \$10/month for one year if downloaded after 3/31/22 for Society members.
For EPCS, we cannot use the Symantec VIP that is on the same phone? I used that to get verified. Where can I get a fob?	The DEA rules and regulations state that the second factor should be separate from the prescribing device. As part of the iPrescribe registration process, users have the option of ordering a complimentary physical token. Contact our support team to order one.
Does staff have a different log in so they can't send Rx's fraudulently or by accident?	Every iPrescribe user - clinical or non-clinical - needs to have their own username and password for audit and regulatory purposes. Non-clinical staff will only be able to queue up scripts for the prescriber to sign.
Compounded scripts?	Compound scripts are an exception to the mandate.
If there are multiple providers in an office, can there be one office account with multiple users/dentists able to "sign and send" ? Or are there different accounts for each provider?	Every iPrescribe user - clinical or non-clinical - needs to have their own username and password for audit and regulatory purposes. Non-clinical staff will only be able

	to queue up scripts for the prescriber to sign.
If I prescribe antibiotics only, do I need to comply with this mandate? I prescribe Tylenol #3 very seldom	Yes, California is requiring all prescriptions need to comply with the mandate. Tylenol #3 is a controlled drug, so in order to continue prescribing Tylenol #3, you will need to register for EPCS.
Can you go over pricing for iPrescribe, and how one might go about getting a key fob?	The DEA rules and regulations state that the second factor should be separate from the prescribing device. As part of the iPrescribe registration process, users have the option of ordering a complimentary physical token. Contact our support team to order one.
Any idea how much this will cost?	See answers above.
Hey there - is there a code to access the deal?	There will be shortly. In interim, we will track all who download app and run names by Kristin for verification.
What about prescribing to Kaiser patients?	There should be no issue writing prescriptions for Kaiser patients through iPrescribe.
Please explain the secondary device verification.	The DEA rules and regulations state that the second factor should be separate from the prescribing device. As part of the iPrescribe registration process, users have the option of ordering a complimentary physical token. Contact our support team to order one.

<p>How long does it take for the identity verification process take? I've been waiting since 9/29 for the IAL-2 and LOA-3 verification process</p>	<p>May take 7-10 days; our team will work with you to help resolve issues.</p>
<p>Can patient info be entered on a separate device than the signer's device?</p>	<p>Yes. Your staff can enter the patient information on a device and signer can access the same information under one practice.</p>
<p>What is the fastest way to go through the multitude of available pharmacies? By zip?</p>	<p>State and zip and input from patient.</p>
<p>When a support staff puts an Rx in pending, does the Dr. get a notification?</p>	<p>Yes, you can turn on push notifications within the app to indicate new pending and renewals authorizations are waiting for approval.</p>
<p>Can office staff enter patient details from their computer, and all doctor has to do is approve from their computer or mobile phone? Does this solution work with desktop computers or only mobile phone?</p>	<p>iPrescribe is a mobile only solution. If you are in need of a desktop solution, DrFirst has additional web-based solutions that can help.</p>
<p>Does staff need a phone or can they do it on a desktop?</p>	<p>iPrescribe is a mobile only solution. If you are in need of a desktop solution, DrFirst has additional web-based solutions that can help.</p>
<p>Does this send the prescriptions to the CURES account?</p>	<p>CURES is automatically updated when a prescription is filled at the pharmacy. As such, when a prescription is sent from iPrescribe and filled at a pharmacy in CA, record of the fill will be sent to CURES.</p>
<p>Are there services which will assist in getting eRX?</p>	<p>Please read CDA memo handed out as part of presentation.</p>

<p>Please give some information on the desk top application.</p>	<p>10% discount or \$629/yr. (\$699/yr.) per provider. Rcopia with EPCS at the 10% discounted rate is \$719/yr.; one time \$75 per prescriber charge for ID proofing. Rcopia has one yr. medication history, integrated access to CA CURES, clinical decisions support for nine interactions such as drug to drug and drug to allergy; smart sig assistance, myBenefitCheck and ePA support.</p>
<p>I signed up with iPrescribe several weeks ago...the app said my information was going to "verified" to make sure I was who I said I was and etc. and to be patient. Wondering when I am going to hear back from them?</p>	<p>Current registration times are longer than average due to a wave of sign ups. You can email iprescribeReg@drfirst.com with any questions.</p>
<p>If we don't can't get iPrescribe through DrFirst (as an associate) what are our options. Is there a website CDA/ ADA provides?</p>	<p>See CDA memo provided as handout during webinar. Very helpful!</p>
<p>And how much is to sign up for DrFirst?</p>	<p>See above.</p>
<p>Can you review the log in process</p>	<p>Users will be asked to enter their username and password when logging in to iPrescribe.</p>
<p>Two phones necessary ? Fob instead?</p>	<p>The DEA rules and regulations state that the second factor should be separate from the prescribing device. As part of the iPrescribe registration process, users have the option of ordering a complimentary physical token. Contact our support team to order one.</p>
<p>2 questions:</p>	
<p>1. Would it measure pediatric doses?</p>	<p>Yes; yes</p>

Would it warn of drug interactions?	Yes, if there are medications in the active med list
What about Kaiser patients?	There should be no issue writing prescriptions for Kaiser patients through iPrescribe.
I have the app already but can't seem to find the pt. in pt finder. How do I access that page?	Please go to settings, Patient Finder and Enable it. Also see above for alternatives.
Can you have desk top and app?	iPrescribe is a mobile only solution. If you are in need of a desktop solution, DrFirst has additional web-based solutions that can help.
How is using this on a phone secure (HIPAA)?	As a Business Associate to the Covered Entities it serves, DrFirst takes HIPAA compliance seriously. Our Privacy Officer actively monitors all regulations to ensure DrFirst remains compliant with HIPAA guidelines. DrFirst's annual SOC 2 Type 2 audits include controls which cover HIPAA's 4 Rules: Privacy, Security, Enforcement and Breach Notification. DrFirst is actively pursuing HITRUST certification which includes formal validation of compliance against HIPAA Rules. We expect to obtain HITRUST certification in 2022.
Will DrFirst be integrating the program into dental software that we have all this information stored and can pull from? It is duplicate work.	Understood; we are in discussions with Henry Shein.

<p>I have signed up for iPrescribe by filling in the form and submitting it on the app. However, it's been several weeks and have not had a reply by iPrescribe. What should I do?</p>	<p>Current registration times are longer than average due to a wave of sign ups. You can email iprescribeReg@drfirst.com with any questions.</p>
<p>Just to clarify with the question above: are we mandated to register for a DEA license in order to access iPrescribe even if we don't prescribe controlled substances?</p>	<p>You only need to register with the DEA if you prescribe controlled substances.</p>
<p>What about alternate gender preferences?</p>	<p>iPrescribe currently only supports Male and Female genders.</p>
<p>Can one use both desktop and also app for phone?</p>	<p>iPrescribe is a mobile only solution. If you are in need of a desktop solution, DrFirst has additional web-based solutions that can help.</p>
<p>Can this app specify language for label and pharmacist consult?</p>	<p>You can indicate an alternate language preference and need to counsel to the pharmacy using the Comments to Pharmacist section at the bottom of the Rx Details screen</p>
<p>What about prescriptions to go to mail services?</p>	<p>iPrescribe pharmacy search allows you to search for retail and mail order pharmacies.</p>
<p>How about a Kaiser patient?</p>	<p>There should be no issue writing prescriptions for Kaiser patients through iPrescribe.</p>
<p>We have Kaiser Permanente here in southern Ca, how can we send the prescription to this corporation?</p>	<p>There should be no issue writing prescriptions for Kaiser patients through iPrescribe.</p>
<p>Can we download the app to my desktop or laptop at work, besides my cell?</p>	<p>iPrescribe is a mobile only solution. If you are in need of a desktop solution, DrFirst has</p>

	additional web-based solutions that can help.
Does it connect with Cures 2.0 and how do I set it up through the iPrescribe app?	Yes, it does connect with Cures 2.0. Please tap on the PDMP tile in the app to submit a request to the PDMP integration team who will send an email to you with the next steps to set up with CURES.
Does iPrescribe integrate with patient health history information since competing services offer this feature?	Yes. Once a patient profile is created, iPrescribe is able to find up to 12 months of Medication History for that patient. The provider can add those medications to the active medication list for quick prescribing, renewals, and to have an up-to-date med list for the patient. In addition, anything written in iPrescribe will also be able to be synced back with the EMR when the provider does a medication history pull within the EMR system so there is always a record. Quick Tip: for the patient profiles, we suggest that the provider enable Patient Finder (available in the settings). This will ensure you can find accurate Medication History and save you time from the manual entry of data.

I can't find the Pavilion's Pharmacy to write a new prescription.

Please try searching under CVS pharmacy, CVS and Pavilions pharmacies are under the same umbrella since being bought by Albertson's in 2018.