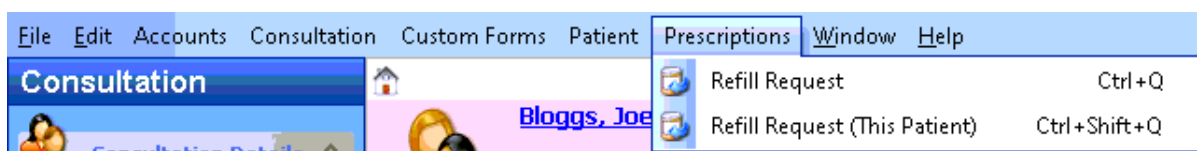


Reasons to use Prescription Refill Requests:

- Quick to use; Structured format, Recorded in the Patient's chart. [\[Prescriptions > Refills\]](#)
- Pippo Patient Portal – Repeat Prescription refills are added directly as Refill Requests and payment is taken in advance.
- Appointment Alerts are displayed on this window allowing you to catch a patient when they ring in for a refill e.g. to book an appointment for blood test etc.
- Assigned HCP is notified of all requests. [\[Notifications\]](#) but all users can view all Refill Requests from Prescription Viewer. [\[Control Panel\]](#)
- Use Prescription Refill Report for auditing.

Add Refill Request

To add a Prescription Refill request, select [Prescriptions > Refill Requests](#) or if you have the patient's chart open, select [Prescriptions > Refill Requests \(This Patient\)](#).



Search for the patient by clicking the ellipsis button.



Assign to will default to the Patients GMS Doctor for GMS patients otherwise to their Default HCP.

The screenshot shows the 'Refill Request' form. It includes fields for 'Patient' (set to 'Bloggs, Joe'), 'Assign to' (set to 'Brian Smith'), 'Refill Count' (with radio buttons for N/A, 1, 2, 3, 4, 5, 6, 9, 12), 'Nominated Pharmacy' (with a 'Select...' link), and 'Additional Notes' (a text area). A yellow alert bar at the top indicates '1 Alert' and '1 Medium'.

Click [Select](#) to choose the patients pharmacy or if a healthmail prescription has already been sent for the patient the last pharmacy will be displayed.

The screenshot shows the 'Nominated Pharmacy' field with a 'Test Pharmacy' link next to it.

Add any additional notes for the doctor if necessary.

The screenshot shows the 'Additional Notes' field with a sample note: 'Patient requested this prescription urgently as they want to collect it at 3pm today from the Pharmacy.'

Select the drugs that the patient is requesting a refill of.

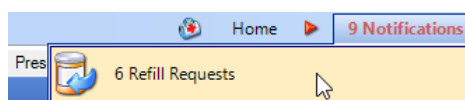
	QT	Drug	Status	Next Issue	Started	Type	Dur	Rem
Standard								
<input checked="" type="checkbox"/>	30	SONA COD LIVER OIL CAPSULES - COD LIVER OIL	Active	31/01/2025	01/01/2025	Repeat	30	5
Long Term								
<input checked="" type="checkbox"/>	30	VITAMIN D3 ELEMENTS 1000 UNITS TABLETS - COLECALCIFERO...	Active	30/05/2025	30/05/2025	Repeat	30	2
PRN (As Needed)								
<input type="checkbox"/>	28	PARACETAMOL 500MG	Active	30/05/2025	30/05/2025	Repeat	7	6

☐ Charge Now

If you use Billink, you can check **Charge Now** and click OK. The **Add Charge** window will be displayed allowing you to send the patient a Billink sms.

Prescription Viewer > Refill Requests

All refill requests added in the practice or requested via the patient's Pippo Portal are displayed in [My Control Panel > Prescription Viewer > Refills](#). Notifications will be updated for the **Assign to** doctor. Clicking the refill notification will open the **Refill Requests** for this doctor.



The requested drugs will be highlighted and the refill request is displayed at the bottom.

My Control Panel

- Refill Request
- Open Chart
- Assign Task
- Refresh
- Action
- Close
- Appointments
- Waiting Room
- Patient Maintenance
- Consultation
- Reports
- Communication
- My Control Panel

Refill Requests

Name: Bloggs, Joe DOB: 22/12/1933 Payment:

Address: Ad1, Ad2 Phone: M: 0879000000

	QT	Drug	Status	Next Issue	Started	Type
Standard						
<input checked="" type="checkbox"/>	30	SONA COD LIVER OIL CAPSULES - COD LIVER OIL	Active	31/01/2025	01/01/2025	Repeat
Long Term						
<input checked="" type="checkbox"/>	30	VITAMIN D3 ELEMENTS 1000 UNITS TABLETS - COLECALCIFERO...	Active	30/05/2025	30/05/2025	Repeat
PRN (As Needed)						
<input type="checkbox"/>	28	PARACETAMOL 500MG	Active	30/05/2025	30/05/2025	Repeat

Refill count requested: 12
Medications Requested:
SONA COD LIVER OIL CAPSULES
VITAMIN D3 ELEMENTS 1000 UNITS TABLETS
Created By: Brian Smith

Click **Print** to continue and press **Healthmail Rx** to send the prescription to the patient's pharmacy.

If any medications are in review these will have to be re-issued before they can be printed. Click **Reissue** to re-issue the drug(s).

Refill Requests

Name: Test, Prescription3 DOB: 31/12/2000
Address: ad1, ed2, F91D7VC Phone:

HCP: Paul Johnson

Requested At	Patient	Refill Type	DOB	No. of Refills	HCP	Drug	Status	Next Issue	Started	Type	Dur	Item	Indication	Iss
13/05/2020	Test, Prescription3	GMS	31/12/2000	3	Paul Johnson	QUETIAPINE 25 MG / 5 ML ORAL SUSPENSION - QUETIAPINE 25	In Review			Repeat	30	0		25/04
20/05/2020	Test, Prescription2	GMS	05/05/1997	1	Paul Johnson	CAG PLUS	In Review			Repeat	30	0		25/04
20/05/2020	Test, Prescription3	GMS	31/12/2000	3	Paul Johnson	ACCOLATE ASTRA ZENeca 20 MG TABLETS - ZAFIRLUKAST 20MG	In Review			Repeat	30	0		25/04
20/05/2020	Test, Prescription3	GMS	31/12/2000	3	Paul Johnson	ACCLURO 30 MG TABLETS - QUINAPRIL 30MG	In Review			Repeat	30	0		25/04
20/05/2020	Test, Prescription2	GMS	05/05/1997	1	Paul Johnson	PARACETAMOL TABS 500MG - PARACETAMOL 500MG	Active	20/05/2020	20/05/2020	Repeat	30	6		
20/05/2020	Test, Prescription2	GMS	05/05/1997	1	Paul Johnson	ACTISORB 19 CM X 10.5 CM DRESSINGS	Active	20/05/2020	20/05/2020	Repeat	30	1		
20/05/2020	Test, Prescription3	GMS	31/12/2000	3	Paul Johnson	ADAPTIC 7.5 CM X 7.5 CM DRESSINGS	Active	30/04/2019	31/05/2019	Repeat	30	2		30/04
20/05/2020	Test, Prescription3	GMS	31/12/2000	3	Paul Johnson	VITAMIN C VEDECAPS MEDISOURCE 1 G CAPSULES - ASCORBIC	Active	20/05/2020	20/05/2020	Repeat	30	6		

Buttons: Add, Print, Re-Issue

Click **Add** to add a new medication (if required).

Buttons: Add, Print, Re-Issue

To delete a prescription request if added in error, highlight the refill request and click the **Delete** button. Click **Yes** to continue.

Prescription Refill

Delete Selected Refill Request?

Buttons: Yes, No

The **Complete** button should only be used if you printed the prescription from the patient's chart. This will mark the request as completed and remove it from the Refill List. If the request came from Pippo, the patient will be notified that their prescription has been sent to the pharmacy.

To open the patient's chart, select the refill request and click **Open Chart**.



My Control Panel

Refill Request

- Open Chart
- Assign Task

Action

- Close

The patient’s refill requests are displayed in the **Refills** tab in Prescriptions. You can mark them as completed or declined by clicking by using these buttons.  

Only complete a prescription when you have printed it separately in Prescriptions.



Reporting

Use the Prescription Refill Details report for auditing.

Prescriptions	Prescription Refill Details
---------------	-----------------------------

Prescription Refills

Prescription Refills

Date

☒ Requested ☐ Modified

From

23/06/2025

To

30/06/2025

Status

Filled

Assigned To

Patient

OK

Cancel