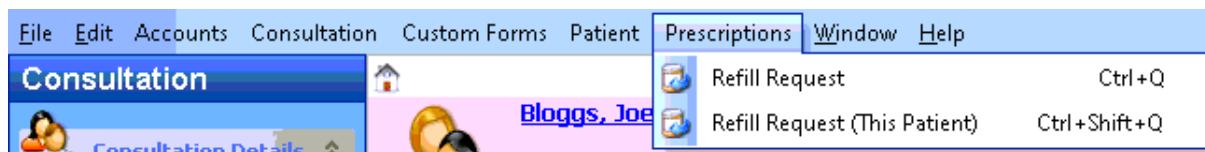


### Reasons to use Prescription Refill Requests:

- 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.

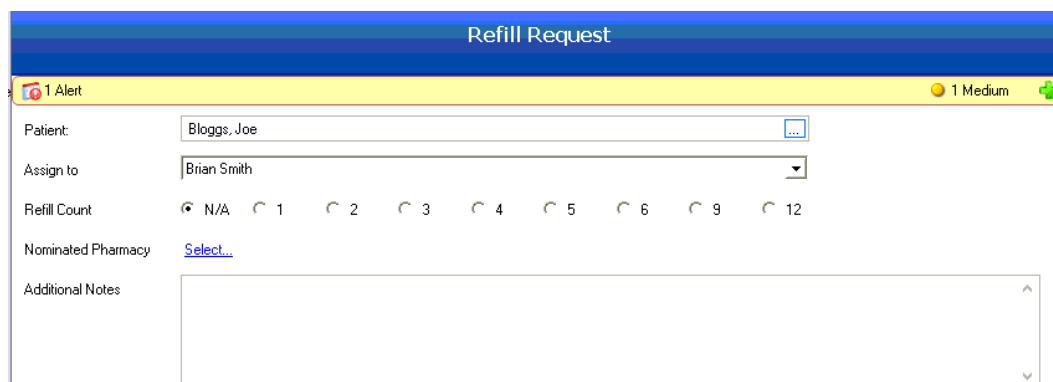
## Add Refill Request

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.



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.

[Nominated Pharmacy](#) [Test Pharmacy](#)

Add any additional notes for the doctor if necessary.

Additional Notes

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.

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

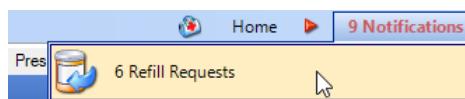
< >

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](#)
- [Viewer](#)
- Refills**
- [Action](#)
- [Close](#)

**Appointments**

**Waiting Room**

**Patient Maintenance**

**Consultation**

**Reports**

**Communication**

**My Control Panel**

**Refill Requests**

OT	Drug	Status	Next Issue	Started	Type
<input checked="" type="checkbox"/>	30 SONA COD LIVER OIL CAPSULES - COD LIVER OIL	Active	31/01/2025	01/01/2025	Repeat
<input checked="" type="checkbox"/>	30 VITAMIN D3 ELEMENTS 1000 UNITS TABLETS - COLECALCIFERO...	Active	30/05/2025	30/05/2025	Repeat
<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	Phone:	
Address:	ad1, ad2, F91D7VC				
HCP:	Paul Johnson				
Requested By:	Patient				
Patient Type:	DOB:				
No. of Meds:	HCP				
10/05/2020	Test, Prescription3				
05/05/2020	31/12/2000				
3	Paul Johnson				
20/05/2020	Test, Prescription2				
05/05/1997					
1	Paul Johnson				
20/05/2020	test, Prescription				
01/01/2015					
4	Paul Johnson				

**In Review**

30 QUETIAPINE 25 MG / 5 ML ORAL SUSPENSION - QUETIAPINE 25...	In Review		Repeat: 30	0		2/0/0
30 CMS PLUS	In Review		Repeat: 30	0		2/0/0
30 ACCOLATE ASTRA ZENECA 20 MG TABLETS - ZAPIRLUKAST 20MG	In Review		Repeat: 30	0		2/0/0
30 ACCUPRO 10 MG TABLETS - QUINAPROL 10MG	In Review		Repeat: 30	0		18/0/0

**Standard**

30 PARACETAMOL TABS 500MG - PARA-CETAMOL 500MG	Active	20/05/2020	20/05/2020	Repeat: 30	6		
60 ACTISORB 19 CM X 10.5 CM DRESSINGS	Active	20/05/2020	20/05/2020	Repeat: 30	1		
30 ADAPTIC 7.5 CM X 7.5 CM DRESSINGS	Active	20/06/2019	31/05/2019	Repeat: 30	2		10/0/0

**Long Term**

30 VITAMIN C VEGECAPS MEDISOURCE 1 G CAPSULES - ASCORBIC	Active	20/05/2020	20/05/2020	Repeat: 30	6		
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**Buttons:** Add, Print, Re-issue

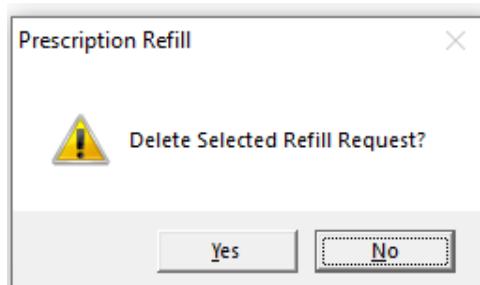
Click **Add** to add a new medication (if required).

**Add**

**Print**

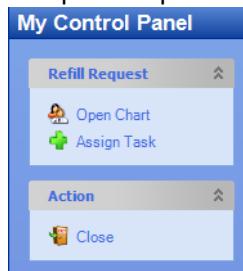
**Re-issue**

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



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**.



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.

