

SET UP GUIDE

Dentrix ePrescribe

Table of Contents

What to Expect	3
Things You'll Need	3
Pre-Requisites	3
Activating ePrescribe	5
Setting up eRx Users	5
Account Creation	6
1st Identity Proofing For Non-EPCS Access (CFR T21 §1311.105)	8
Password Setup	9
NPI Verification	10
Electronic Prescription of Controlled Substances Setup	10
Grant EPCS Access	11
2nd Identity Proofing for EPCS Access	11
Enable EPCS/Second Factor Approval	16
Verify EPCS Registration was Successful	17
Write a prescription within 24 hours to finalize your setup	17
Contact Information	18

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Please read and follow the instructions carefully.

What to Expect

Average Setup Time: 2.5 Hours

1. Pre-Requisites (10 – 90 minutes)
2. Activate ePrescribe (5 Minutes)
3. Setting up ePrescribe Users (20 Minutes)
4. Account Creation (15 Minutes)
5. 1st Identity Proofing For Non-EPCS Access (30 Minutes)
6. NPI Verification (5 Minutes)
7. EPCS Setup (45 Minutes)
 - a. Grant EPCS Access (15 Minutes)
 - b. 2nd Identity Proofing for EPCS Access (30 Minutes ea. Provider)
8. Enable EPCS/Second Factor Approval (30 Minutes)
9. Verify EPCS Registration was Successful (5 Minutes)
10. Instructions on how to write a Prescription

Things You'll Need

1. A Desktop/Laptop with [Internet Explorer 11](#)
2. Providers DEA License [[CFR T21 §1306.03\(a\)\(1\)](#)]
3. Providers Individual NPI (NOT the practice NPI) [[CFR T21 §1306.03\(a\)\(1\)](#)]
 - a. You can find the Providers individual NPI on this website:
<https://nppes.cms.hhs.gov/NPPESRegistry/NPIRegistrySearch.do?subAction=reset&searchType=ind>
4. State License [[CFR T21 §1306.03\(a\)\(1\)](#)]
5. Cell phone that can receive text messages (One Time Password Device) [[CFR T21 §1311.115\(3\)](#)]
6. A Non-Prescribing Staff Admin for Multiple Provider Practices [[CFR T21 §1311.125\(a\)](#)]

Pre-Requisites

1. Updates
 - a. Ensure that your version of Dentrix is 15.2.239.0 or higher
 - i. To Verify, Open Office Manager > Click **Help** > **About Dentrix**. The version must be 15.2.239.0 or higher, if not please contact Dentrix 1.800.336.8749 to schedule a time to upgrade to the appropriate version.
 - b. Verify that ePrescribe is up to date
 - i. Office Manager > Click Help > About Dentrix > Check for Updates > Only Select ePrescribe Updates > Click Install. Once installed Close the updater.
 - ii. If you do not see an ePrescribe update then it is already installed
2. Enable Secure Passwords
 - a. Video Tutorials on how to Setup Secure Passwords
 - i. Step One: Enabling Passwords <https://youtu.be/PZarJxfppWE>
 - ii. Step Two: Changing them to Secure <https://youtu.be/h189vn9f3CQ>
 - b. For assistance with enabling secure passwords please contact Dentrix at 1.800.336.8749.

3. Enter Practice Fax

- a. Open Office Manager > **Maintenance** > **Practice Setup** > **Practice Resource Setup**. The Practice Resource Setup dialog box will appear. Under Practice Information Click **Edit** > Type in practice fax number.

Practice Resource Setup

Practice Information

Dentrix Dental Practice
727 E Utah Valley Drive, # 500

American Fork, UT 84003
(801)763-9300

Administrative Contact: DDS1
HIPAA Officer: DDS2
Fiscal Year: January
Bank #:

Edit

Operatories

1	OP-1	New
2	OP-2	Edit
3	OP-3	Delete
4	OP-4	
5	OP-5	
6	OP-6	
7	OP-7	
8	OP-8	

Provider(s)

ID	Name	Status	
DDS1	Smith, Dennis	Primary	New
DDS2	Smith Junior, Dennis	Primary	Edit
DDS3	Cook, Maria	Primary	Inactivate
ENDO	Evans, Erica	Primary	
HYG1	Hayes, Sally	Secondary	
ORTH	Oliverson, Oscar	Primary	
PEDO	Childs, Brenda	Primary	
PERI	Pearson, Paula	Primary	
SURG	Sorensen, Steve	Primary	

List Inactive

Staff

ID	Name	Status	
MGR1	Taylor, Judy	Staff	New
OFC1	Jones, Susan	Staff	Edit

List Inactive

Close

4. Provider Information

- a. Office Manager > **Maintenance** > **Practice Setup** > **Practice Resource Setup** > Under Provider(s) **select Provider** > Click **Edit**. Enter the following Provider information:
- Email Address
 - DEA Number
 - DEA Schedule
 - State ID Number
 - State License Expiration
 - Providers Individual NPI

5. Admin Staff Information (In Multiple Provider Practices)

- a. Office Manager > **Maintenance** > **Practice Setup** > **Practice Resource Setup** > Under Staff select desired individual for Staff Admin > Click **Edit**. Enter the following Staff information:

i. Email Address

Activating ePrescribe

1. Office Manager > **Maintenance** > **Practice Setup** > **Practice Resource Setup** > Under Practice Information click **Edit** > in the ePrescribe section click **Setup**. An ePrescribe Settings dialog box will appear > Select **Activate** > Copy and Paste License Key from Welcome to ePrescribe email > Click **OK** > Click **I Agree** in End User License Agreement Dialog Box. > Click **Close**
2. For assistance with the license key please reach out to support for help.
 - a. <http://hseprescribe.com/setup/> > **Click to Chat**
 - b. Support Phone number 1.888.278.3685

Setting up eRx Users

1. Office Manager > **Maintenance** > **Practice Setup** > **Practice Resource Setup** > **Edit** > **Administer** > **Enable** > **Users** > Click **Add**
2. In the User Details dialog box > Select **Provider** from the User List > Select the **Administrator** box > Click **Upload**
 - a. Add a Staff Administrator if more than one provider will be prescribing in office. Click **Add** > Select **Staff Administrator** > Click **Upload** [[CFR T21 §1311.125\(a\)](#)]
 - b. If sections have a yellow warning icon the information is missing from the Practice Resource. Review requirements under Number Four of the Pre-Requisites section.

Administration - ePrescribe

User Details

1.0.52.0

Practice:	<input type="text" value="Dentrix ePrescribe Test"/>	DEA License:	<input type="text" value="BJ612534"/>
User:	<input type="text" value="Foley, Mathieu -"/> >>	DEA Lic. Expiration:	<input type="text" value="1/1/2020"/>
User Type:	<input type="text" value="Doctor"/>	DEA Schedule:	II <input checked="" type="checkbox"/> III <input checked="" type="checkbox"/> IV <input checked="" type="checkbox"/> V <input checked="" type="checkbox"/>
Administrator:	<input checked="" type="checkbox"/>	State License:	<input type="text" value="8675309"/>
Email:	<input type="text" value="mathieu.foley@henryschein.com"/>	State Lic. Expiration:	<input type="text" value="1/1/2020"/>
Upload Status:	<input type="text" value="Upload pending"/>	State Lic. State:	<input type="text" value="UT"/>
* Once a user has been uploaded, they will need to go through a verification process before writing a prescription. To begin this process, log out of the software, then log back in with the new user's credentials.		NPI:	<input type="text" value="1234567893"/>

Administration - ePrescribe

Practice Details

Practice: Phone Number:

Address: Fax Number:

Upload Status: Time Zone:

Administration - ePrescribe

Users

ID	Name	Status

License

Allowed Providers: In Use: Available:

Account Creation

1. As the provider, login to Office Manager > **Electronic Rx Task Mode**  > Click **Sign Up** > Fill out Required information
 - a. If you have already Fully setup ePrescribe at another location and would like to integrate that same account at this location follow the Linked Account instructions at <http://hseprescribe.com/setup/>

Welcome to the Allscripts Security Account Activation Wizard!

Enroll Now

Please use this option to create a new Allscripts Security Account.

(Activation code is required).

Link Accounts

Please use this option to use an existing Allscripts Security Account Login if you have one.

(Activation code is required).

Create New Account

Step 1. Personal information.

* First Name	<input type="text"/>	* Personal Email	<input type="text"/>
Middle Name	<input type="text"/>	* Account Name (Login ID)	<input type="text"/>
* Last Name	<input type="text"/>		

Type password and confirm it.

* Password	<input type="password"/>
* Confirm Password	<input type="password"/>

Step 2. Security questions and answers.

Select questions.	Provide answers.
<input type="text" value="In what city did you meet your spouse/significant other?"/>	<input type="text"/>
<input type="text" value="What is your youngest sibling's middle name?"/>	<input type="text"/>
<input type="text" value="What is the name of your favorite childhood pet?"/>	<input type="text"/>

Step 3. Captcha.

 Type the code here:

I have reviewed my registration entries.

- b. Personal Information
 - i. Name
 - ii. Personal Email
 - iii. Desired Account Login
 - iv. Desired Password
 - 1. Eight Characters Long
 - 2. Upper Case Letters
 - 3. Lower Case Letters
 - 4. Punctuation Characters (!, ?, ., :, etc.)
 - 5. Numbers (1, 2, 3 etc.)
- c. Security Questions and Answers
 - i. Select 3 Security Questions and answer Questions
- d. Verify you are a real person

- i. Enter the Captcha Code
2. Select **I have reviewed my registration entries** > Click **Submit**
3. A window will open directing you to close ePrescribe > **Close ePrescribe.** > **Log out of Dentrax**

1st Identity Proofing For Non-EPCS Access ([CFR T21 §1311.105](#))

1. Login to Office Manager as Provider Click **the Electronic RX Task Mode Icon** 
 - a. If you cannot find the eRx Icon go to Office Manager > **Maintenance** > **Practice Setup** > **Practice Resource Setup** > **Edit** > **Administer** > **ePrescribe Website**

Your name and address

* First Name

* Last Name

* Home Address

* City

* State

* ZIP Code

* Year of Birth (YYYY)

* Email

* Confirm Email

* Last 4 of SSN

DEA Number Do not enter spaces or dashes; enter only letters and numbers.

DEA Schedule II III IV V

* NPI

- i. Fill out required information
 1. Name
 2. Home Address
 3. Year of Birth
 4. Email
 5. Last for of SSN
 6. DEA Information
 7. NPI Information
- ii. Click **Submit** > Select **Go to Next Step**

2. Provider will verify the requested information & answer the five ID Proofing Questions >Click **Submit**.
 - a. If provider Passes the ID Proofing click **Next**
 - b. If provider do **not** pass the background they are required to submit a Notarized Manual Registration to Allscripts for review. Notarized Forms can be sent via Fax or Email [\[CFR T21 §1311.05\]](#)
 - i. Fax – 1.919.800.6001
 - ii. Email – eprescribesupport@allscripts.com
 - iii. If you closed the page for the Manual Registration you can access it here: <https://erxnowregistration.allscripts.com/ManualForm.aspx>
 - iv. Manual Registrations may take 5-10 business days to pass. If you do not receive a confirmation email you can log into Dentrax as the provider and click on the ePrescribe Icon . If it was approved you will be prompted to create an account. If you need assistance you can contact us at 1.888.278.3685
3. Click **I Agree** to agree to the End User License Agreement

Password Setup

1. You will be prompted to create another password. Create a Secure Password & Confirm entry > Click **Setup Password**
 - a. Eight Characters Long
 - b. Upper Case Letters
 - c. Lower Case Letters
 - d. Punctuation Characters (!, ?, ., :, etc.)
 - e. Numbers (1, 2, 3 etc.)

2. Click **Submit** > A window will open directing you to close ePrescribe > **Close** ePrescribe.

NPI Verification

4. As the Provider Login to Office Manager > **Electronic Rx Task Mode** 
5. Read the End user License Agreement (EULA) > Click **I Agree**
6. Verify Providers Individual NPI > Click **Submit**
 - a. If the NPI Verification fails, fill out the NPI Manual Registration form and have it Notarized. Notarized Forms can be sent via Fax or Email [\[CFR T21 §1311.05\]](#)
 - i. Fax – 1.919.800.6001
 - ii. Email – eprescribesupport@allscripts.com
 - iii. If you closed the page for the Manual Registration you can access it here: <https://erxnowregistration.allscripts.com/ManualForm.aspx>
 - iv. Manual NPI Registrations may take 5-10 business days to pass. If you do not receive a confirmation email you can log into Dentrix as the provider and click on the ePrescribe Icon . If it was approved you will be prompted to create an account. If you need assistance you can contact us at 1.888.278.3685

The provider is now set up to prescribe non-controlled substance prescriptions. If the provider needs to send controlled substances please continue with the EPCS setup.

Electronic Prescription of Controlled Substances Setup

In practices where there are multiple providers the DEA requires that each provider designate at least two individuals aside from themselves to assist with the EPCS Setup. One of the individuals will be a Non Prescribing Staff Admin, the other is a Provider who is also registered with the DEA. Please make sure all providers have completed Account activation and NPI verification prior to continuing. [\[CFR T21 §1311.125\(a\)\]](#)

If you are a single provider practice, you do not need other individuals to help you with the setup and will perform the admin & provider steps listed below from the providers account.

Our ePrescribe Partner, Allscripts hosts [webinars](#) on how to setup EPCS every [Monday 8am EST](#), [Wednesday 6pm EST](#), & [Friday 1pm EST](#), until April 25th 2015.

Grant EPCS Access

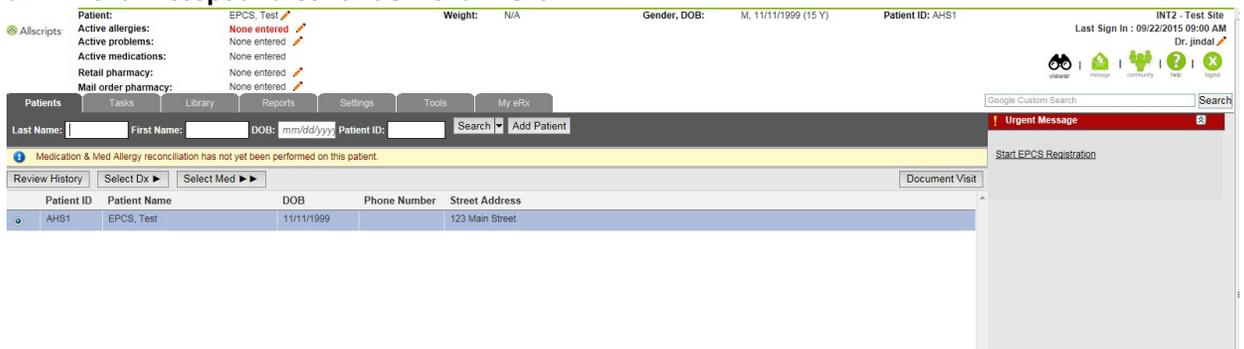
1. Login to **Office Manager** as Administrator > **Electronic RxTask Mode**  > Click **Settings Tab** > Select **Manage EPCS** > Click the **dropdown** and choose **Grant EPCS Privilege – View** > Select **Provider(s) to grant EPCS Privileges** so that they may begin their registration > Click **Grant EPCS Privilege** > Click **Back** > Close out of Dentrix



<input checked="" type="checkbox"/>	Last Name	First Name	DEA Number	DEA Registrant	EPCS Suspended	EPCS Privilege Granted	EPCS Registration Status	EPCS Signing Granted
<input checked="" type="checkbox"/>	Smith	JOhn	BP2817205	True	False	False	Not Registered	False

2nd Identity Proofing for EPCS Access

1. From Providers account Open **Office Manager** > **Electronic RxTask Mode**  > On the right hand side of the screen under Urgent Messages Click **Start EPCS Registration** link > Check **Agree**
 - a. Click **Accept and Continue** > Click **Next**

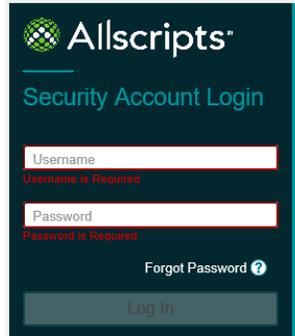


Medication & Med Allergy reconciliation has not yet been performed on this patient.

Patient ID	Patient Name	DOB	Phone Number	Street Address
AHS1	EPCS, Test	11/11/1999		123 Main Street

Access the Allscripts® CSP Management Site

1. Access the Allscripts® CSP Management as follows:
Security Account Login page is displayed.



2. Enter the **Security Account Name** and your Allscripts® Security Account password.
3. Review the CSP account details, and then click **Connect to ID.me**.



Results of this task

You are redirected to the ID.me sign up page.

ID.me account setup

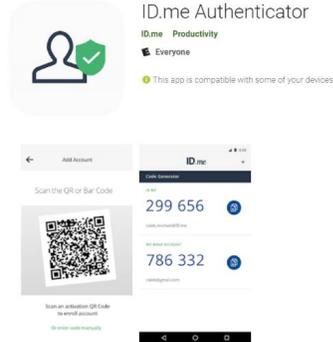
All prescribers must create a basic ID.me account and set up multi-factor authentication. The ID.me enrollment workflow guides you through the setup process and prompts you through the required steps. Individual prescribers must complete the online identity proofing process.

Create a basic account

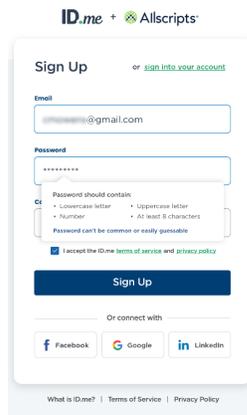
Set up and verify your login information to create an ID.me account.

Before you begin

You must have a smart phone or tablet with a functioning camera and browser. You must download the **ID.me Authenticator** application from the application store on your smart device.



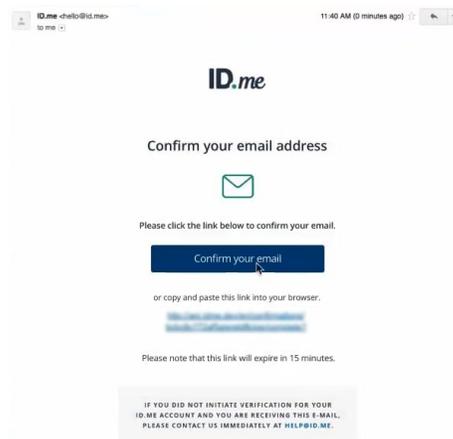
1. From your browser, enter your individual email address and create a password to sign up for an ID.me account.



2. Click **Sign Up**.

You are prompted to confirm your email address.

3. Go to the inbox for the email address that you provided during sign up, and then click **Confirm your email** in the email from ID.me.



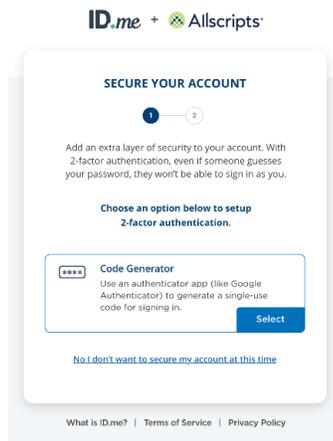
Your email is confirmed and your ID.me account is created.

Set up multi-factor authentication

Prescribers are required to verify their user credentials and secure their ID.me accounts using multi-factor authentication.

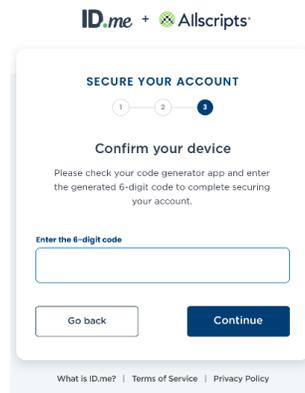
1. From the email confirmation window, return to the ID.me setup workflow on your browser to secure your account with multi-factor authentication.

2. Click **Select** to complete multi-factor authentication with the code generator.

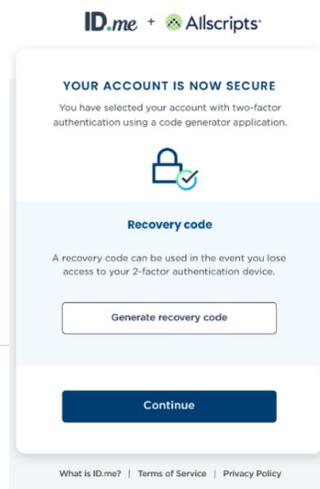


A Quick Response (QR) code is displayed.

3. Open the **ID.me Authenticator** application on your smart device.
4. Click **Add account**.
5. Click **OK** to allow ID.me access to your smart device camera.
6. Position your smart device camera on to the QR code on your browser.
The ID.me authenticator application automatically scans the QR code when it is in the proper position.
A code is generated and is displayed on your smart device.
7. From your browser, under the QR code that is displayed, click **Continue**.
8. Enter the 6-digit code from your smart device into the text box on your browser to confirm your device.



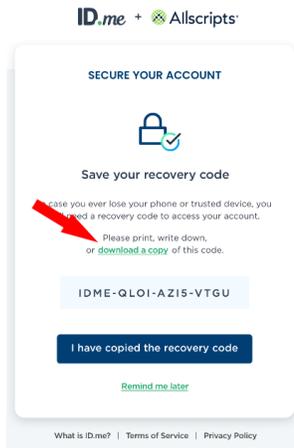
9. Click **Continue**.
- After multi-factor authentication is established, **Recovery code** is displayed.
10. Click **Generate recovery code**.



Attention:

Click **download a copy** and then save the recovery code .pdf to a safe storage location. This recovery code is a one-time use code that allows you to access your account in the event that you lose your smart device. A recovery code is required any time you change your multi-factor authentication. A new recovery code will automatically generate after the previous code is used. You must download and save the new recovery code each time.

11. After you save your recovery code, click **I have copied the recovery code**.



Multi-factor authentication setup is complete, and your account is secured.

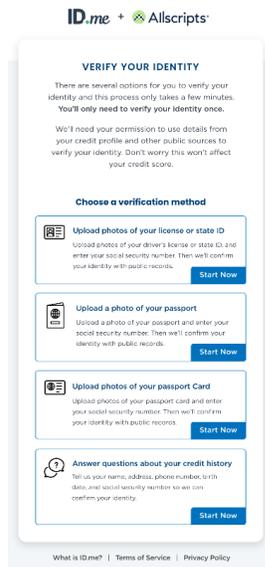
Identity proofing process

Individual prescribers are required to provide demographic data to verify their identity with ID.me and complete the ID.me enrollment process. Identity proofing is part of the ID.me enrollment process that enables organizations to affirm the identity of individual prescribers who are granted access to sensitive product functionality like Electronic Prescribing of Controlled Substances (EPCS).

Note:

Identity proofing is required by the DEA EPCS regulations for.

1. From your browser, click **Continue**.
2. Select one of the following methods to verify your identity.
 - **Upload photos of your license or state ID**
 - **Upload a photo of your passport**
 - **Upload photos of your passport Card**



- **Answer questions about your credit history**

Notice:

The following steps provide instructions for the **Upload photos of your license or state ID** verification method. Follow the guided prompts from ID.me to complete one of the other methods of verification.

3. In Upload photos of your license or state ID, click Start Now.

4. Click Take photo with your phone.

Note:

You can use either your smart phone or tablet with a functioning camera and browser.

5. Enter your mobile phone number, and then click Continue.

Note:

When you enter a mobile phone number, that number must be registered to you under your full legal name. ID.me sends a text message to your phone.

6. From your smart device, click the link in the text message from ID.me.

You are redirected to **TAKE PHOTOS OF YOUR DRIVER'S LICENSE** page on your smart device.

7. Click I'm ready to take a photo.

8. Click Take photo of license (Front), and then take a picture of the front of your license or state ID using your smart device camera.

9. Click Continue with this photo.

10. Click Take photo of license (Back), and then take a picture of the back of your license or state ID using your smart device camera.

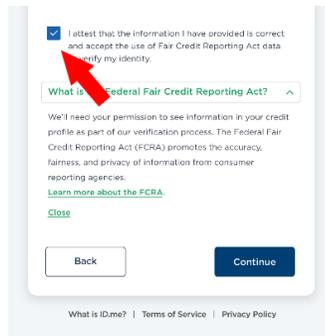
11. Click Continue with this photo.

12. Verify that your photos are clearly displayed on your smart device, and then click Look good?.

Your license or state ID is uploaded. Return to your browser to continue the identity proofing process.

13. On your browser, enter your social security number, and then click Continue.

14. Confirm your information on the next page, and then select Fair Credit Reporting Act (FCRA) Check box.



Note:

If your information is not accurate, you must use one of the alternative verification method.

15. Click Continue.

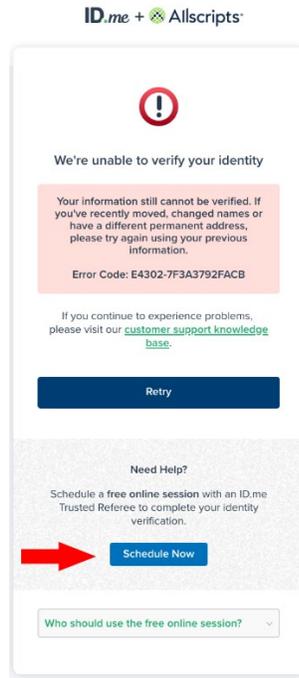
After the FCRA verification is complete, **Authorize Allscripts** is displayed.

Online proofing exceptions

In the event that your individual identity cannot be verified online, you are required to complete a video conference with an ID.me representative (*Trusted Referee*) to confirm your identity and complete the enrollment process.

Note:

These steps are only for users that fail to complete the online identity proofing workflow. You will only be prompted to complete these steps if necessary.



1. From your browser, click **Schedule Now**.
2. Click **Get Started**.
3. Select a preferred date and time, and then click **Continue**.
4. Confirm your personal information, and then click **Continue**.
5. Select a primary and secondary identification document.

Refer to the following link for information on acceptable primary and secondary documents.

6. Click **Continue**.
7. From your smart device, take and upload photos of your identification documents, and then click **Continue**.
8. Enter your mobile phone number, and then click **Continue**.

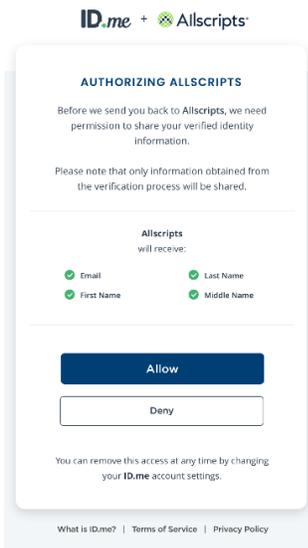
This screen automatically refreshes when your photos are received.

9. From your smart device, click the link in the text message from ID.me, and then take a photo of yourself using your smart device camera.
 10. Under **Selfie**, click **Choose**.
 11. Click **Choose file**, and then select the photo you took of yourself.
 12. Click **Submit Selfie**.
 13. Return to your browser to view your appointment confirmation.
- Your video call appointment with an ID.me referee is scheduled and confirmed.

Link ID.me account with Allscripts® Security Account

After you follow the authentication steps, you must link your ID.me account to your Allscripts® Security Account to complete the enrollment process.

Click **Allow**.

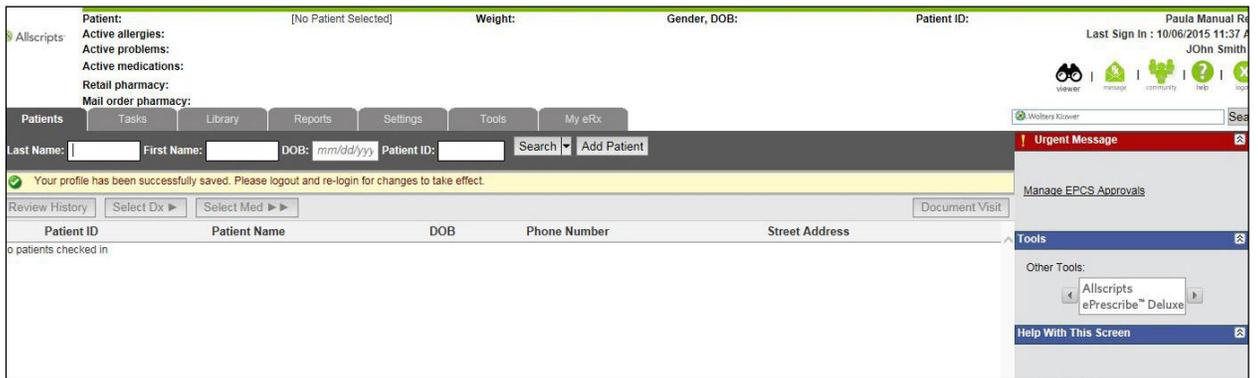


Results of this task

You are successfully enrolled in ID.me. Your ID.me account is secured, authenticated, and linked to your Allscripts® Security Account. You can now exit the **Allscripts® CSP Management Site**. Your smart device is configured as your multi-factor authentication method for use in Electronic Prescribing of Controlled Substances (EPCS) workflows.

Enable EPCS/Second Factor Approval

1. As the Administrator, open **Office Manager > Electronic Rx Task Mode**  > Click **Settings Tab** > Select **Edit Users** > Click **Edit** next to the provider who will be the EPCS Approver > Scroll to the bottom and click the **EPCS Approver** Checkbox > Click **Save** > Close Dentrix
2. **Open Office Manager** as the EPCS Approver Provider > On right hand side of screen click **Manage EPCS Approvals** under Urgent Messages > Select Provider(s) that you want to Approve EPCS for > Click **Approve EPCS Signing Privilege** Button > Review the Due Diligence Dialog, Check **all four (4) boxes** > Enter Username and Password > Generate One Time Password (OTP) > Enter into Token Field > Click **Accept** > **Log Out**



Paula Manual Reg
Last Sign In : 10/06/2015 11:37 AM
John Smith

Walters Kizer

Urgent Message

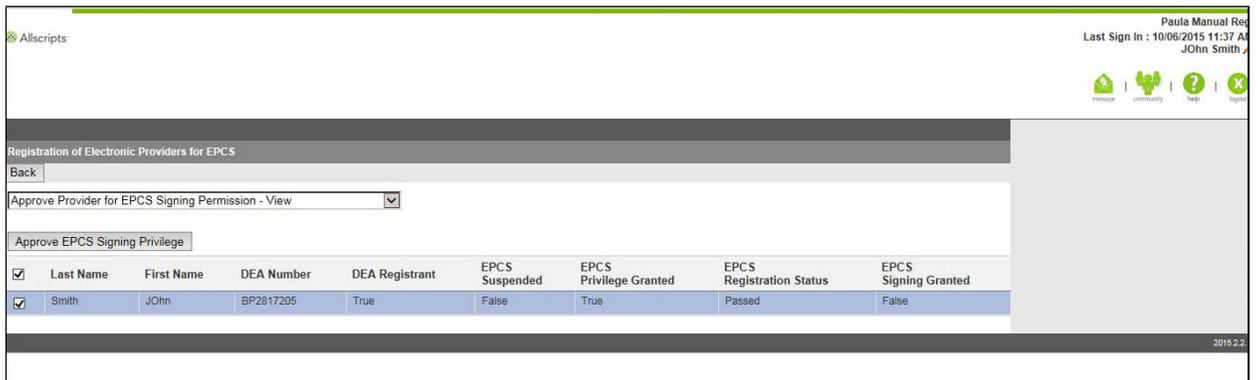
Manage EPCS Approvals

Tools

Other Tools:

Allscripts ePrescribe™ Deluxe

Help With This Screen



Paula Manual Reg
Last Sign In : 10/06/2015 11:37 AM
John Smith

Registration of Electronic Providers for EPCS

Back

Approve Provider for EPCS Signing Permission - View

Approve EPCS Signing Privilege

<input checked="" type="checkbox"/>	Last Name	First Name	DEA Number	DEA Registrant	EPCS Suspended	EPCS Privilege Granted	EPCS Registration Status	EPCS Signing Granted
<input checked="" type="checkbox"/>	Smith	John	BP2817205	True	False	True	Passed	False

2015.2.2

EPCS Permission Due Diligence Dialog

When you assign EPCS permissions to others, you must confirm a number of items are true.

I certify due diligence to ensure that the selected practitioners are eligible for EPCS as follows:

- Either State or Federal government identification was used to verify their identity.
- State authorizations to practice and prescribe controlled substances are current and in good standing.
- Either DEA registrations are current, or exception has been granted from the requirement of registration under § 1301.22.
- If the practitioner is working at healthcare facilities operated by the Department of Veterans Affairs as an employee or at a healthcare facility operated by the Department of Veterans Affairs on a contractual basis, pursuant to 38 U.S.C. 8153, the practitioner has been validated for the eligibility to do so under 38 U.S.C. 7401-7408.

User Name: *

Password: *

Token Device: ▼

One Time Password(OTP): *

Verify EPCS Registration was Successful

- From the Providers account Open **Office Manager > Electronic Rx Task Mode** > In the upper right hand corner next to your name click  > scroll to bottom of page, under EPCS Settings you will see that EPCS Permission is set to ON.

You can now prescribe and sign Controlled Substance Prescriptions.

○ Staff

Credentials

Title: Suffix:

NPI: *

Specialty 1: * ▼

Specialty 2: -- Please pick a Specialty -- ▼

DEA License

[+ Add Additional DEA License](#)

DEA License Number	Expiration Date	DEA Schedule : II	III	IV	V	Default DEA	
BP2817205	12/22/2020	<input checked="" type="checkbox"/>	Edit Delete				

State License

[+ Add Additional License](#)

State	License Number	Expiration Date	
GA	234234234234	12/22/2020	Edit Delete

User Preferences

Default Fax Location Site: ▼

[Edit Rx Favorites](#)

EPCS Settings

EPCS Permissions: On EPCS Approver

EPCS Approver: [Manage EPCS Approvals](#)

EPCS 2nd Factor Forms: [Manage Second Factor Forms](#)

Write a prescription within 24 hours to finalize your setup

1. Login to Dentrax as the provider
2. Open the Patient Chart and select a patient.

3. Click the **Prescriptions** button in the toolbar.
4. Click **Electronic RX** and the eRx window will appear.
5. Click **Select Med**. Type the medication name, and then select search parameters (Patient History, My History, All Meds).
6. Select the desired medication and strength combination.
7. Click **Select Sig**. You can write your own directions (write free text SIG), or you can select from Preferred directions.
8. Enter the day's supply, quantity, and number of refills.
9. Click **Add and Review**.
10. Click **Select Pharmacy** ensuring that CS is next to the pharmacy name, and then click **Process Script Pad**.

To write a prescription for a controlled substance

1. Select how you would like to receive the OTP.
2. Select **CS Medications**.
3. Enter your Shield password.
4. Press the button on the key fob token to generate the OTP.
5. Type OTP.
6. Click **Sign and Send Electronically**.

Congratulations! You have completed your setup of ePrescribe. You can find tutorials on the right hand side of the ePrescribe screen if you would like to learn more features of the eRx product.

Contact Information

If you require assistance, please contact the ePrescribe Team Support Hours are Monday – Friday 7-330 PM MST.

- Chat: <http://hseprescribe.com/setup/> > Click to Chat
- ePrescribe Support/Implementation: 1.888.278.3685
- Dentrix Support: 1.800.336.8749
- For instructions on Setting up eRx App Click here: <http://hseprescribe.com/setup/> ePrescribe App
- For instructions on Setting up this account at another location click here: <http://hseprescribe.com/setup/> > Link accounts