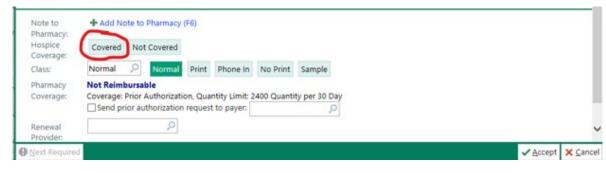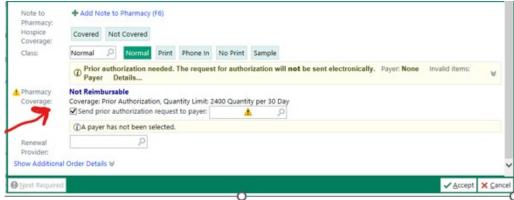**Tufts**Medicine
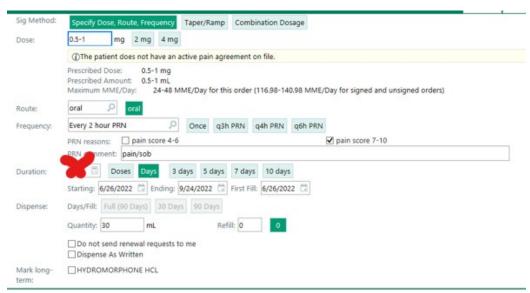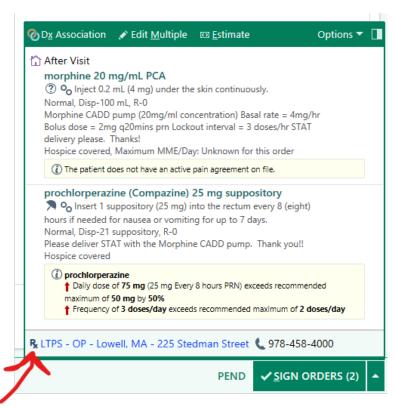
Guidelines for ordering medication

- When tiger texting for request for script signature, please provide the following information in the Tiger Text:
  - Patient name
  - Hospice diagnosis
  - Urgency of script (for instance stat, for today, for tomorrow…)

- Please be sure to enter a note to pharmacy that indicates when the delivery should occur and any other notes using the format below that begins with the current date, such as:
  - *9/22 – deliver to HPH tonight*
  - *9/22 – deliver tomorrow before 6pm*
  - *9/22 – urgent deliver tonight – patient aware of late delivery*

- When entering orders for script signature, please address hospice coverage (if we are ordering from LTPS, the medication should be related and covered).
  - Be sure to uncheck prior authorization box and clear the name of the pharmacy in that section, if any.

- Avoid using special characters in the note to pharmacy, like exclamation points, that trigger the "invalid characters" error. This error will prevent the prescription from being transmitted electronically to the pharmacy.

- Do not enter a duration.
  - As a final step, please check the pharmacy to ensure that it is the correct pharmacy (LTPS-OP).

- When re-ordering, please pay attention to the note to pharmacy and the pharmacy when entering a re-order as the re-order copies the previous script verbatim—for instance, if the patient was at the HPH and the previous script requested that the medication be sent to the HPH, that message will need to be changed to the patient's current address. Please also check in the status that "normal" is checked- otherwise, the prescription will not be transmitted electronically to the pharmacy.