NEW BRAND-NAME PRESCRIPTIONS

**Set up favorites for frequently prescribed medications**
- For the medications you prescribe most frequently, set up favorites/preferences in your eRx/EMR system.

**Indicate dispense as written (DAW)**
- If a brand-name medication is required and a substitution is not appropriate, indicate dispense as written (DAW) on the eRx, fax, telephonic, or hardcopy prescription. Indicating DAW disallows a pharmacy substitution without prescriber approval.

**Prescribe the maximum supply allowed by insurance**
- If appropriate, prescribe the maximum supply allowed by the patient’s insurance (typically 90 days) for patient convenience and savings.

**Explain why the medication was selected**
- Inform patients why the medication was prescribed. If the pharmacy suggests a substitution, patients should discuss the appropriateness of the substitution with their prescriber and pharmacist.

**Maximize patient out-of-pocket savings**
- Provide commercially insured patients with copay savings cards and advise them to activate the cards prior to arriving at the pharmacy.

**Support patient adherence**
- Explain to patients the importance of adhering to therapy.
- Inform patients that some pharmacies can place ongoing prescriptions on automatic refill, if appropriate.
- Advise patients to sign up for text/email refill reminders, if this service is available.
- Recommend patients inquire about “medication synchronization” (when the pharmacist coordinates the refill of multiple medications so patients can pick them up on a single day each month).

REFILLS OF BRAND-NAME PRESCRIPTIONS

**Check patient medication**
- Ask patients to bring their current medications into the office to ensure they are taking what was prescribed.

**Check refill/substitution requests**
- If the original prescription was written with DAW indicated, the refill authorization must also indicate DAW—or the refill may be automatically substituted with a generic.
  - Consider writing a new prescription/eRx vs a refill authorization/eRx.
- If a substitution is being requested for a refill, clarify who is requesting the change (pharmacy or insurance) and the reason for the requested substitution.

**Send refill requests via your EMR/EHR system**
- Utilizing EMR/EHR systems can improve office recordkeeping because of digital tracking.