

# DOSESPOT GENERAL FAQs

## Q4 2022



### FOR CLIENTS

#### Preface:

As an integrated software system, our DoseSpot technical teams can provide limited service and support to our end users.

We work with system identification numbers (such as clinic, clinician, patient, prescription IDs, etc.) versus personal identifiers to keep patient-identifying data private. Working directly with end-user providers and prescribers runs the risk of providing patient details to our support team that they would otherwise not need.

Additionally, as an integrated software system, troubleshooting with DoseSpot support will often require details or technical information that an end user cannot provide. Every DoseSpot integration is unique and has different requirements, software permissions, and configurations based on our direct client's needs.

The best support experience and fastest resolution will come directly from the organization providing DoseSpot for your use.

#### FAQs:

##### **Q: How is a patient added into DoseSpot?**

We can utilize an API call to add a patient to DoseSpot. When a patient is added, DoseSpot will create a Patient ID for that patient and return the ID in the response of the add patient call. That patient will then be added to the clinic that was used to obtain the access token. Any clinician in that clinic will then be able to access that patient.

A clinic group can be set up if multiple clinics share the same patient records. Assigning a clinic to a clinic group allows clinicians to see patients across multiple clinics. With this configuration, clinicians do not have to be added to every clinic that a client may have to see patients that were created in other clinics. Patients can be shared across all clinics within the clinic group.

We also have several API calls that can be used to search for a patient and the option to enable patients to be searched in our Admin Console.

The following fields will be required when adding a patient to DoseSpot:

- First Name
- Last Name
- Date of Birth
- Address (including street, city, state, zip code)
- Primary Phone number and type
- Primary Fax

### **Q: How is a clinician added into DoseSpot?**

Clinicians can be added to DoseSpot directly from the Admin Console or through an API call. A clinician will then be assigned a unique DoseSpot clinician ID. If added through the admin console, we will load the newly created clinician record and the ID will be displayed on that page. If added via API, this ID will be returned in the API response from DoseSpot when a clinician is added. Clinician IDs can be searched in the admin console or via an API call. This ID can then be attached to multiple clinics which will allow the user to access each clinic. We also have an API call that will allow for edits to be made to existing clinicians or edits can be made directly from the admin console.

The following fields will be required when adding a clinician into DoseSpot:

- First Name
- Last Name
- Date of Birth
- Address (including street, city, state, zip code)
- Primary Phone number and type
- Primary Fax
- NPI Number (required for prescribing clinician role)
- DEA Number (required for a prescribing clinician that will be sending out controlled substances)

### **Q: What is required for a clinician to write prescriptions for controlled substances using DoseSpot software?**

A clinician will need to complete the identity proofing process (IDP) and set up two-factor authentication to be enabled to send out controlled substance prescriptions. DoseSpot uses DUO for two-factor authentication and can use the clinician's cell phone or a FOB token as the TFA device.

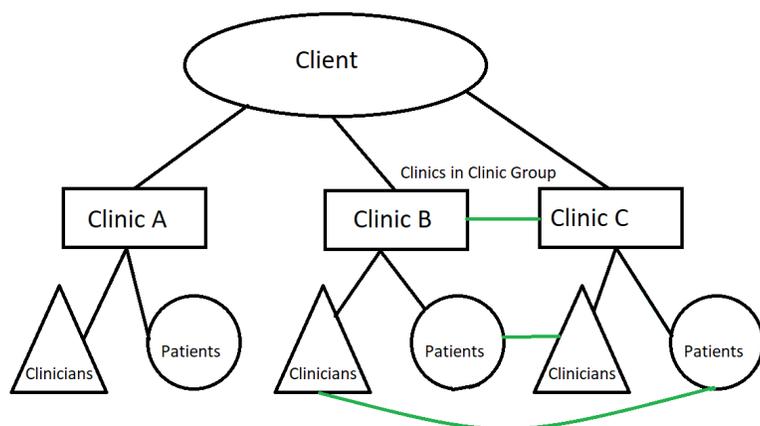
Any clinician can create a controlled substance prescription in DoseSpot, but only a clinician who has completed the above steps can approve and send that prescription.

If a non-EPCS prescriber attempts to send out a controlled substance, the approve and send button will be greyed out, and the clinician will not be able to press the button with an error

banner displayed at the top, letting the user know they are not enabled to approve controlled substances.

### **Q: How are clinicians and patients stored in DoseSpot?**

The company signing up with DoseSpot is the client. The client can set up one or more clinics. Clinicians can be assigned to multiple clinics and will have access to any clinic they are associated with. If a clinician attempts to access a clinic they are not associated with, the connection will fail. Patients are owned by the clinic they are created in and can be accessed by any clinician in that clinic. With a clinic group in place, patients can be accessed by any clinician associated with any clinic that is a part of that clinic group.



### **Q: How does DoseSpot monitor for drug/allergy interactions?**

DoseSpot uses a coded drug and allergy database provided by Wolters Kluwer (Lexicomp). When prescriptions are added using the Lexicomp values (add coded prescription endpoint via API or through our UI), we use those values to check for potential interactions. If a prescriber has a pending prescription, an alert will show above the prescription, indicating the potential conflict before the prescriber approves and sends the prescription. If a patient has two active drugs with an interaction, that interaction will be shown in the active medication tab. Any interaction alert can then be clicked on, and more information about that interaction will be displayed.

### **Q: How does DoseSpot notify clients when new trigger events/updates occur within their DoseSpot instance?**

DoseSpot uses Push Notifications to communicate inside the software. Clients can set up an endpoint, and DoseSpot will send notifications when certain events are triggered. The following events will trigger a notification:

- *Confirmed Clinicians.* This notification will indicate when a clinician has been confirmed in our Admin Console.
- *Prescriber Notification Counts.* This notification will indicate a change to the prescriber's notification count at a single clinic and total sum level if they are associated with more than one clinic.
- *Prescription Status Changes.* PrescriptionResult will indicate a prescription has reached a final status of either PharmacyVerified or Error.
- *Medication Status Update.* MedicationStatusUpdates will indicate a change to patient predication status from the pharmacy.
- *Clinician Locked.* ClinicianLocked will indicated a clinician has failed login three times and is locked out of their account.
- *IDP Success.* IDPSuccess will indicate a clinician has completed IDP successfully.
- *TFA Activation.* TFAActivation will indicate a clinician has successfully activated Two-Factor Authentication.
- *TFA Deactivation.* TFADeactivation will indicate a clinician has successfully deactivated Two-Factor Authentication.

**Q: How does DoseSpot determine eligibilities and insurance information?**

DoseSpot partners with Surescripts to provide a clinician's the ability to pull insurance and eligibilities. Surescripts works with PBMs to collect insurance information. DoseSpot will send the patient's demographics to Surescripts, and if those demographics match, we will be able to pull back all insurance information (including multiple insurances if they are present). This insurance information can be used in conjunction with a pharmacy to see medication coverage, therapeutic alternatives, and prescription benefits.

DOSESPOT REPORTING FAQs

**Q: What reporting capabilities are included in our DoseSpot software?**

DoseSpot offers many different report types giving you the tools you need for comprehensive analysis, compliance, and patient and prescriber data management. By enabling the reporting role (in addition to another role), that clinician will be able to run reports directly in the UI. These reports will only include prescription information for that clinician.

Reports can also be run in the admin console. These reports can be filtered down to a single clinician in a clinic or include all clinicians from multiple clinics. These reports can be exported as a PDF or CSV file:

- *Prescription by Date Range.* These reports can be filtered by clinic, clinician, and/or prescription status. This is an important feature for management and quality control to check what prescriptions their clinicians write.

- *All Outstanding Transmission Errors.* These can be filtered by clinic/clinicians; they will show any transmission errors for clinicians that have not been resolved or ignored. Can help clients spot potential issues when clinicians are not responding to issues
- *All Outstanding Refill Requests.* These can be filtered by clinic/clinicians; will show any refills for clinicians that have not been approved or denied. This report is good for management to ensure clinicians respond to requests sent from the pharmacy.
- *EPCS Audit Trail.* A collection of controlled substance prescriptions; will include each status that the prescriptions progressed through the system (including ready-to-sign check and any errors).
- *EPCS Incident Report.* This report will include error/success for each step of IDP and TFA and any ready-to-sign attempt that failed.
- *Refill Responses Report.* Will show the responses (approved, denied, or replaced) to refill requests, including the comment added by the clinician. It can be used to see how clinicians are responding to refill requests initiated by the pharmacies.
- *Duplicate Patient Report.* This report uses the following fields to look for duplicate patients:
  - FirstName
  - Middle Name
  - Last Name
  - Date of Birth
  - Gender

This is a useful report to see if any patient records need to be merged.

- *MIPS.* Used for meaningful use or ONC reporting. This can be used by the client for meaningful use certification if needed.
- *Clinician Report.* Shows any new clinician added to the clinic(s) in the date range used in the report. This report can be used to see how many prescribers are being added.
- *Clinic Group.* This report will return the list of clinics and any clinic groups and billing groups attached to those clinics.
- *Billing Group.* This report returns a list of clinics and only the billing group for those clinics.
- *Meaningful Use 3 and Promoting Interoperability Reports.* This breaks down the prescriptions and shows the percentage sent electronically vs. printed. It can be used by the client for meaningful use certification if needed.