General Questions

Can Rcopia interface with EMR systems?

Yes! Rcopia is able to interface with most EMR and Practice Management systems. If you are an Rcopia user, please contact support to find out more 888.271.9898 ext.167

I keep getting reminded that my patient has no allergy information, how can I get rid of this warning?

Simply search for the patient in question, then select the patient's name from the search results. After selecting the patient, you are directed to the **Prescribe a Medication** screen. Below the different entry fields, and the medication history, click on **Allergies**. Here you can enter the patient's allergies, or simply click the link **Indicate 'No Known Drug Allergies (NKDA)'** if the patient has no known medication allergies. Click **Done with Allergies** and you should no longer receive the warning.

How can I find an out-of-state pharmacy without having to know the address?

Easy! Simply search for the pharmacy using the Zip Code, and maybe the name of the pharmacy. Entering less search criteria is sometimes better as the results will give you more options to choose from.

Can DrFirst Rcopia be used on a Palm Pilot, or other handheld devices?

Yes! Rcopia will work on both Palm OS devices and PocketPC's. For supported models, please contact out Helpdesk at 888.271.9898 ext.167

Will Rcopia alert me of drug interactions with other drugs and/or a patient's allergies?

Yes, Rcopia will alert you if there is an interaction between a medication you are trying to prescribe, and a medication the patient is currently on (or that has just been prescribed). Also, Rcopia will alert you of any interactions between a medication and a patient's allergies.

What platform is Rcopia available on?

There are four different versions of Rcopia. There is RcopiaWeb, the Rcopia MiniBrowser, RcopiaPalm, and RcopiaPocketPC.

RcopiaWeb is a web-based application meaning you have to have a web browser (Internet Explorer, Firefox, Netscape) and an internet connection, preferably high-speed. RcopiaWeb runs on full-size PCs and tablet PCs.

The MiniBrowser is also a web-based application, but is formatted for handheld devices. Devices should have either a WiFi connection or data connection via Verizon Wireless, Sprint, Cingular etc. Devices should also be running a Palm OS or Windows Mobile OS, and have a capable web browser.

RcopiaPalm is handheld-based application. This program runs locally on Palm OS handhelds such as the Tungsten and Treo models. RcopiaPocketPC is also a handheld-based application. This program runs locally on PocketPC's.

For more information, and complete device compatibility, please review our product information online at https://erx.drfirst.com/erx/enhanced/prodInfo.htm

Rcopia Web

What happens if I forget my password or login information?

If you have tried 3 times the system will lock you out. To retry you must wait 10 minutes. If you have you confirmed your username/password with office manager or Administrator and it is still not allowing you access please contact DrFirst at 877-231-9898 ext 167 to have the password reset.

Can I use Netscape as well as Internet Explorer to access my Rcopia account?

Rcopia will work for both Netscape and Internet Explorer. The minimum requirements are that Internet Explorer is 5.0 or higher and Netscape is 4.X or higher. Both software need to have 128 bit encryption in order to run.

How can I add other providers and staff to my practice?

You can register colleagues by logging onto the Member Area screen and clicking "Your Settings". Click on "Register a colleague" and fill out required fields denoted by a red star. The account will then be created. If you are creating a new Provider account, you will need to fax a copy the Provider's DEA and medical license to us at 240-331-9195 to verify the account. We can then enable the account for Rcopia.

How can I go from using the Web to the PDA?

A provider can use both Web and PDA. To download the Rcopia PDA software, enter the Members Area and enter Download Dock, then Download Software. Click on Rcopia for Palm, or PocketPC Version # Build #. Save the file to your desktop and run the application based on the instructions provided on this page.

What do I do if I cannot find a patient in my database?

If your office practice management (billing and scheduling) system is not integrated with Rcopia, you can quickly add new patients by selecting "Add New Patient" in the Select a Patient page of Rcopia. If your office system *is* integrated with Rcopia, enter the patient in that application and it should be transferred to Rcopia.

Make sure you fill out the required fields: first name, last name, date of birth, home phone number, gender and zip code. Click "Submit" at the bottom of the page to add the patient to your database.

Why does the pharmacy say they did not receive my prescription?

There are several possibilities: a) the pharmacy fax machine is not working properly, is out of paper, or the pharmacy staff is not checking the machine; b) the fax did not go through our system properly or the pharmacy may have changed their fax number; c) the provider did not actually send the prescription to the pharmacy (for example, they created the prescription but did not sign and send it). For possibilities a) and b), DrFirst checks to make sure that the prescription was successfully sent to the pharmacy. We will contact you if we cannot resolve the problem ourselves. For option c), check in the Prescription Report to see what the status of the prescription is. Does it say signed or does it say pending? If it does not say signed and sent, it did not get sent to a pharmacy. If it says that it is signed, contact the DrFirst Helpdesk with the prescription number and we can track the status of the prescription.

How do I select a pharmacy for the patient?
You should associate a default pharmacy to a patient. You cannot have more than one default pharmacy associated to a patient at a time; however, you can change the pharmacy as many times as you'd like. In addition, Rcopia remembers every pharmacy used for each patient, and individual prescriptions can be sent to any of them by using a picklist. Select a pharmacy for the patient by clicking on the Pharmacy link located in the upper left hand side of the Rcopia screen, next to the patient's name.

The Pharmacy search screen allows you to enter different search criteria or allows you to register a new pharmacy. DrFirst maintains a pharmacy database of 60,000 pharmacies nationwide; however, you may find that some pharmacies are not included in our list.

Pharmacies are maintained on three different lists within Rcopia. Your favorite list is a practice specific list of frequently used pharmacies. This list can be created by clicking the "Favor" link next to the pharmacy search result at the bottom of the screen. The Practice list is based on the first three digits of your practice zip code and it also includes any pharmacies ever used by the practice; pharmacies that you create are also placed onto this list. The All list is our nationwide list of pharmacies, plus any pharmacies you created. Make sure you select which list is right for you, based on your needs. Once you have found the pharmacy you need, click on the link of the name of the pharmacy to attach it to the patient.

Can I do mail order prescriptions with Rcopia?
Yes. Rcopia supports Medco, Express Scripts, and Caremark

What formulary information do you cover?
We have formulary information for many of the major insurance carriers in the US, including most Blue Cross, Anthem, and Wellpoint plans, , Aetna, Mamsi, and others. The formulary information allows us to provide formulary checking within Rcopia, as well as suggesting formulary compliant alternatives for your patients.

Can I write pre-auth prescriptions in Rcopia?
Yes, although actual authorization must still be obtained directly through the payer. When pre-authorization is required of a drug, Rcopia will show "PA" next to the drug name. A formulary warning screen will display any specific notes that have been provided by the payer.

What happens when I send a prescription to the pharmacy, but send it in error and want to get it back?
Click on Prescription Report in the blue toolbar. Select your name from the Provider list, the date of today, the status of "Sent" and "Display Report". The prescription you sent should appear. Click on "Void" and the prescription will be voided in Rcopia. In addition, a fax will be sent to the pharmacy asking them to void the prescription you just sent.

As a staff member, how can I create a new prescription and save it for my provider?

A clinical staff member can select a patient and, in the Patient Summary Screen, create a new prescription in any of the usual ways: using the "Renew" or "Prescribe" links, the Favorites list, or the "Select a Medication for Prescription" box and typing in the medication's name. Select the desired provider, the dosage and sig information and click on "Ok" when you get to the review screen. Rcopia will send a confirmation from the Patient Summary screen noting that the prescription was created and put into the pending prescription list at the bottom of the Patient Summary screen or in the Prescription Report. You don't need to "save" the prescription. Your job is done and the provider needs to come and sign off on the prescription within the Prescription Report screen.

What is the difference between Manage Meds in the toolbar and adding meds into the patient summary?

Manage Meds in the toolbar (also available by clicking the "Medications" link on the patient summary screen) is where you add medications that the patient is currently taking-either from another provider or something you prescribed the patient in the past. The benefit of adding this information into Rcopia is that the system will check for drug-to-drug interactions, as well as it will allow you to quickly create refills for the patient, but adding them this way saves a couple of clicks, since you are not creating an actual prescription. Current medications are listed in the Patient Summary screen underneath the "Select Medication for Prescription" area. This Patient Summary screen is where you create *new prescriptions*.

What if I want to include prescription directions that aren't included in your drop down list of options such as a Z-PAK or other taper dose medications?

The direction or sig information screen in Rcopia has drop down menus that make it easy to prescribe medications. Sometimes, however, there are directions that do not fit within the confines of the drop down lists. One example is with drugs that have a tapered sig. In these instances, you can enter free text in the "Directions to Patient" text box. You can even create your own, custom sig list that will show up as a prescriber-specific list of drop downs. To create a custom "Directions to Patient" sig list, click on Additional Options in the blue toolbar. Click on Preferences--Users and then scroll down to the bottom of the page where there is a large text box for custom sigs. Type in the text you would like to include (a new line for each sig). Examples include:

Take every 4-6 hours
Take with bedtime
Take 2 pills for 10 days, then 1 pill for 4 days.

I cannot find the pharmacy I am looking for, how can I add the pharmacy to the list?

If you cannot find the desired pharmacy, make sure you are using broad search criteria, such as just the name of the pharmacy, or just the zip code. Also, make sure the correct state is selected. You can also select "any state" if you need to. The Rcopia default is to search in the state in which your practice is located. Finally make sure you have chosen the correct list to search. "All Lists" searches the entire DrFirst database of pharmacies that encompasses 95% of pharmacies in the country.

Finally, if you still cannot find a pharmacy, contact our Helpdesk at 888.271.9898 ext.167.