



## **TPC FAQs - Some of the most frequently asked technical support questions**

### **How do I process patient medication reorders?**

**A:** Typically, patient medications can be refilled by phone, fax via a refill form or even online through a provider portal. Be sure to select which option you prefer when processing the Reorder Patient Medication message. Check out the Reorder Reports in *TPC* to help with this process.

### **What Supplies are available in *TPC* and how do I generate applications for my patients?**

**A:** To view available supplies, go to Research and click Supplies. To add an item to track and process for a patient, go to Medications and Add Supply in the section under the Medication formulary. Search and select and continue the same process as you would for a medication.

### **How can I obtain sample letters to add to Custom Letters in *TPC*?**

**A:** Contact [tpc@vhcf.org](mailto:tpc@vhcf.org) and we would be happy to share sample letters from our library shared by fellow Medication Assistance Caseworkers.

Check out more FAQs and Training Videos under *TPC* Help or contact *TPC* staff!