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

Q: How do I show receipt of a drug/pharmacy card to obtain medication for a patient from a PAP via _TPC_ on the _"_Check on Receipt of Medication_"_ screen?
A: Depending on which medicine a patient may need and the PAP program it's associated with, medications can be obtained in multiple ways. For example, with Johnson and Johnson, depending on the medication, patients will be able to pick up medication at the doctor's office, a local or mail order pharmacy with a Pharmacy Card, or receive the medication directly at their homes. A letter may be provided to the patient/provider with details on how the medication(s) will be received. If a drug card is received, there are multiple ways to process this via _TPC._

Option 1: Enter the amount of medication that the patient would be picking up for the entire year and set the refill date to one year later.

Option 2: Enter the amount of medication that will be picked up the first time from the pharmacy by using the pharmacy card and establish a process with your patients to continue showing receipt of medication every 3 months for example.

Option 3: The request could be marked as closed to show drug card received, but the receipt and delivery of medication will not be tracked and accounted for, only the initial request.

Q: Is there a way to turn off the Medication Label Print prompt if my facility does not have the need to generate and print labels for medications?
A: Yes! Select Center Admin and Customize Center. Remove the checkmark from the "Hide the Print Bottle Label Prompt When Processing Messages" option. Click Save. If future medication labels are needed, this setting can be updated or labels can always be generated from the Medications screen by selecting the medication and select the Print Bottle Labels option in the Action Menu.

Check out more FAQs and Training Videos under _TPC_ Help!