How to E-Prescribe Controlled Substances on TogetherCare

1) DUO multi-factor authentication (MFA) is being replaced with Imprivata MFA for E-prescribing of Controlled Substances in TogetherCare.

2) All providers who E-prescribe Controlled Substances in Epic MUST use Imprivata for prescription authentication.

3) Download the Imprivata app to your phones (scan appropriate QR code below).

4) You MUST be enrolled into the app by an enrollment supervisor IN PERSON. Supervised enrollment process is available during available office hours in room 1614 most weekdays. Next door to main Physicians Lounge. Ambulatory locations, dates, and locations to follow.

****Downloading the Imprivata app **_NOW_** to your phone will speed up the overall process****

***When launching the Imprivata ID app for the first time, answer **_YES to turn on notifications_** and **_YES to Enable Fast Access_**. Answer NO to Simplified E-Prescribing and NO to Automatic Signout. These options are not used within Trinity Health.

Supervised Enrollment Team:
Karl Desalvia, Michelle LaPoint, Tonya Martinez, Vonn Lee, Jay Casper

Imprivata ID is a fast and free method of performing second-factor (also known as two-factor) authentication for e-prescribing medications in EMR applications such as Epic. With the Imprivata ID app installed on your Android or Apple mobile phone, you will be prompted on your phone to approve medication orders after you enter your password on your computer.

Note: When launching the Imprivata ID app for the first time, answer YES to turn on notifications and YES to Enable Fast Access. Answer NO to Simplified E-Prescribing and NO to Automatic Signout. These options are not used within Trinity Health.

Troubleshooting
1. When launching the Imprivata ID app for the first time, answer YES to turn on notifications and YES to Enable Fast Access. Answer NO to Simplified E-Prescribing and NO to Automatic Signout. These options are not used within Trinity Health.

2. Do not delete the app from your phone unless instructed to or upon leaving Trinity Health. Deleting the app will require you to reenroll your phone or go through the supervised enrollment process (for EPCS users) again. Please work with your local Clinical Informatics or enrollment supervisor to troubleshoot issues and only delete the app when instructed to do so.

3. If you upgrade to a new phone or switch phones, you must re-enroll your new phone or go through the supervised enrollment process (for EPCS users) again. Please contact your local enrollment supervisor team first instead of calling the Service Desk. Trinity Information Services cannot reenroll you; only your local enrollment supervisors can do this if you are an EPCS user or you must do it yourself for non-EPCS users. A job aid is available from your local Clinical Informatics group.

4. If you are prompted to enable Location Services, Bluetooth or Health & Motion Activity, you have enabled the Simplified E-Prescribing and Automatic Signout features and that may lead to battery drain. Turn these features OFF inside the app settings.

5. Android EPCS users: Before going through EPCS supervised enrollment process, check the time on the phone and make sure that it matches the time on the enrollment supervisor's computer. These times must for enrollment and EPCS to work properly. For best results, make sure your phone is set to sync its time with your phone's carrier network (AT&T, Verizon, T-Mobile, etc.)

6. If you are not receiving notifications to approve orders on your phone, notifications are probably not enabled. Go to your phone's settings and within the Notifications section, ensure that Notifications for the Imprivata ID app are enabled. Other reasons why you may not be receiving notifications could be: poor cellular reception in your area and you are not connected to Wi-Fi or the enrollment of your phone no longer matches the

enrollment in your Imprivata user account. Contact your local enrollment supervisor (for EPCS users) or Clinical Informatics group for help. You can still approve orders without notifications, just unlock your phone and launch the Imprivata ID app.