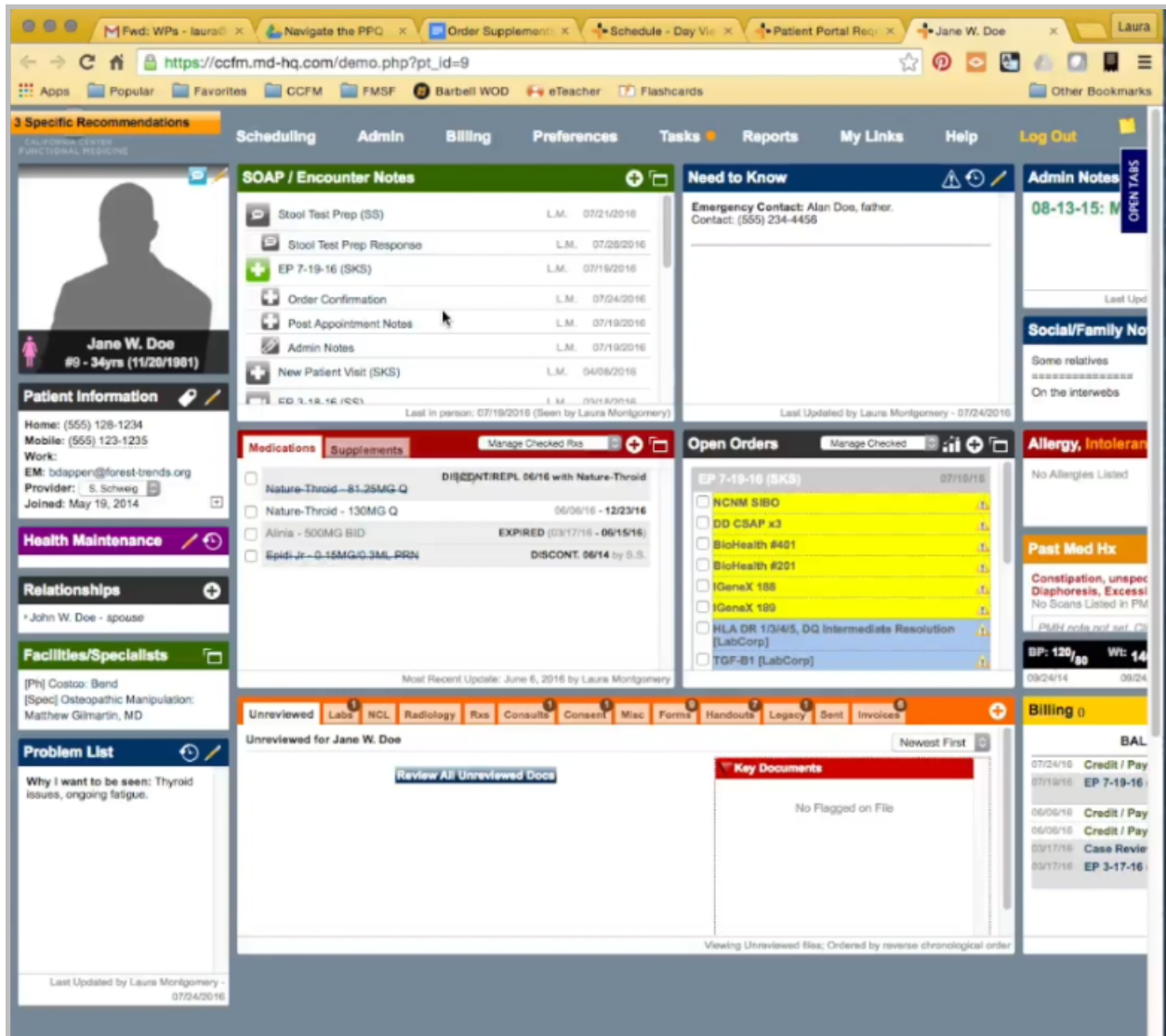


Back-end Systems: Using the EHR: Part Three - Ordering Supplements

When a message comes into the portal from a patient requesting to order supplements, click to open the chart.



Here, we want to check on a few things. First, we want to see if there are any other open encounters. In this case, there is one. If there is an open encounter that has other supplements in it, we want to put all the supplements together in one encounter.

The screenshot displays a medical software interface for a patient named Jane W. Doe. The main content area shows a SOAP note for an office visit on 07/19/2016. The note includes a list of supplements, lab results, and a list of ordered items. The 'Charges / Payments' section shows a balance of \$0.00.

Patient Information: Jane W. Doe, #9 - 34yrs (11/20/1981)

SOAP Note:

S:

- List any supplements or homeopathic remedies you are currently using (including strength and frequency):
 - Japanese Knotweed 10 caps TID
 - Ca's Claw 4 caps QID
 - Elouthro tincture 1 tap BID
 - Ashwagndha 1000mg at HS
 - Bolouke 1 cap daily
 - mof-1 1 cap daily
 - Vitamin D 5000 IU daily (just started after seeing my LOW Vitamin D)
 - Vitamin c 1000mg daily
 - zinc 30 mg daily
 - Vitamin E 400 IU daily
 - Hyaluronic acid 70 mg daily
 - Floramycas 1 cap daily

O:

Significant updates since your last appointment:

Moving into month 4 of Buhner Protocol. Overall still feeling the same: low energy, lethargy, headaches, poor sleep, brain fog, histamine issues, gut issues. After about 2 and 1/2 months on protocol, I felt like I was feeling slightly better. The night sweats stopped. I was sleeping a bit better. My gut seemed less problematic. Maybe less brain fog. But in beginning of July, I started feeling crappy again. I'm noticing that I feel the worst on days 20-30 of my menstrual cycle. Very poor sleep and agitated. Feels like histamine stuff, but who knows? Maybe driven by estrogen??? I also started taking the Bolouke Lumbrokinase in the beginning of July so not sure if that has made me feel worse.

Overall, I am feeling discouraged about my health. I'm tired all of the time and don't feel like doing much many days. I work so hard to get healthy. All of the pills. The healthy diet. Avoiding histamine foods. Avoiding FODMAP foods. I do coffee enemas. I avoid overdoing it. But I'm still feeling crappy. It's disheartening. I just want my life back.

Quest 6-17-16

7/6/2016 (JC)

MYCOPLASMA PNEUMONIAE ANTIBODY (IGG) 1.41 H

MYCOPLASMA PNEUMONIAE ANTIBODY (IGM) 337

PARATHYROID HORMONE, INTACT 82 H

CALCIUM 8.9

CALCIUM, IONIZED 4.8

B. henselae IgG Abs <1:64

B. henselae IgM Abs <1:20

B. quintana IgG Abs <1:64

B. quintana IgM Abs <1:20

VITAMIN D, 25-OH, TOTAL, IA 26 L

VITAMIN D, 1,25 (OH)2, TOTAL 61 1

VITAMIN D3, 1,25 (OH)2 61

VITAMIN D2, 1,25 (OH)2 <8

A:

Lyme

Suspected Babesia, sweats

SIBO

Histamine intolerance

Elevated PTH, low Vit D, Ni Ca2+

P:

Given the elevated parathyroid hormone, I suggest that you start taking higher dose vitamin D, 10,000 per day for the next six weeks. Also, start taking a food-based calcium supplement, 500-750 mg daily.

Assessment Progress:

- Find OX to Assign -
- Prim. Allergy to other foods (Z91.018 - ICD10)
- Constipation, unspecified (K59.00 - ICD10)
- Intestinal parasitism, unspecified (B82.9 - ICD10)

Plan Rx / Orders / Vaccines:

- ORD NCNM SIBO
- ORD DD CSAP x3
- ORD BioHealth #401
- ORD BioHealth #201
- ORD iGeneX 188
- ORD iGeneX 189
- ORD HLA DR 1/3/4/5, DQ Intermediate Resolution [LabCorp]
- ORD TGF-B1 [LabCorp]

Charges / Payments:

DD CSAP x3	\$345.00
BioHealth #401 (pre 7-18-16)	\$222.00
HLA DR 1/3/4/5, DQ Intermediate Resolution [LabCorp]	\$199.00
TGF-B1 [LabCorp]	\$99.00
MMP-9 [LabCorp]	\$59.00
ACA (IgA, IgG, IgM), Quant [LabCorp]	\$149.00
ADH and Osmolality [LabCorp]	\$79.00
MSh [LabCorp]	\$79.00
Ventipuncture	\$7.00
Credit / Payment (+)	-\$2073.00
BALANCE:	-\$0.00

Save **Save & Sign** **Exit**

Upload MP3 and add to dictation queue

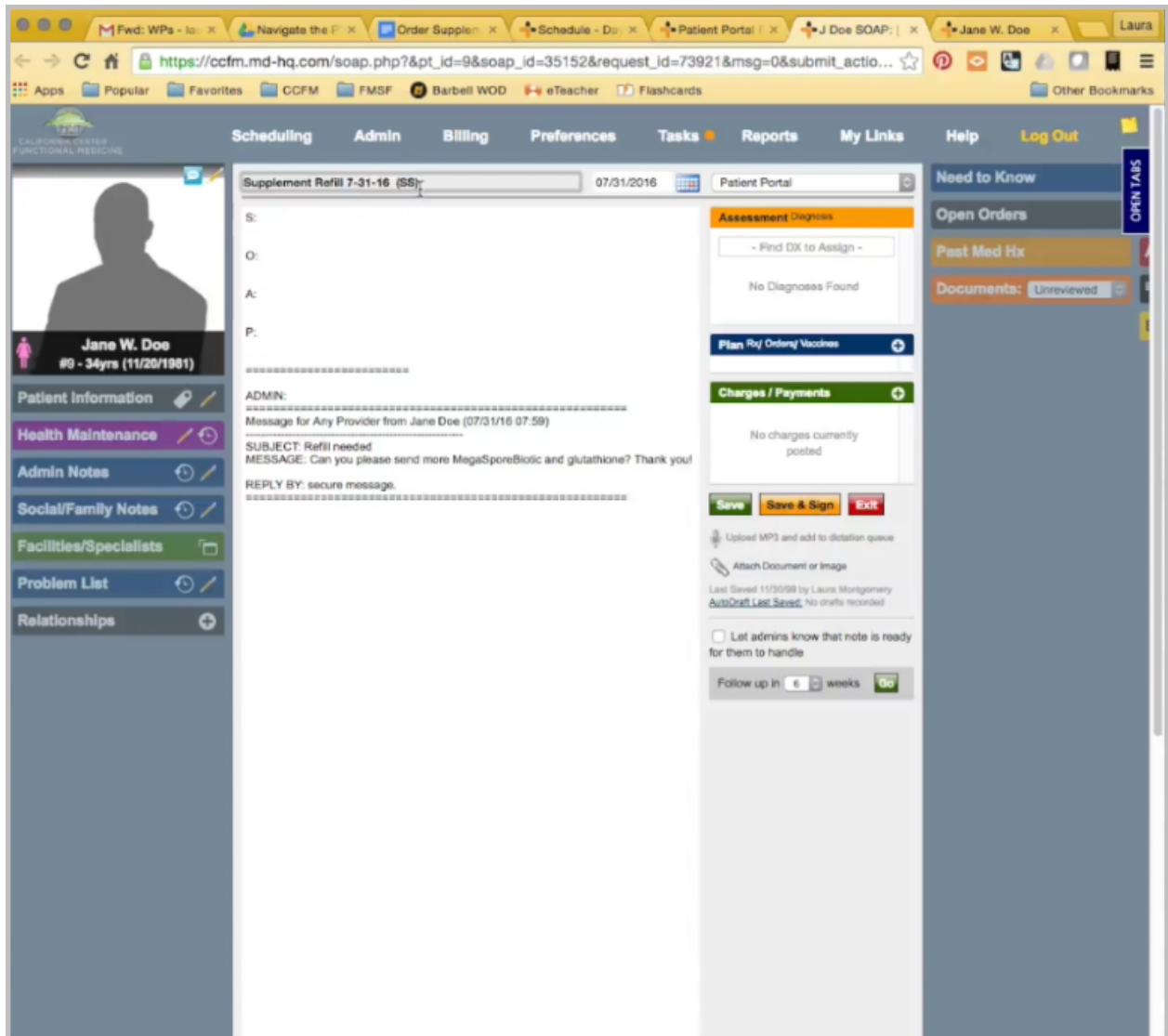
Attach Document or Image

Last Saved: 07/24/16 by Laura Montgomery
AutoDraft Last Saved: 06/22/16 16:37:06

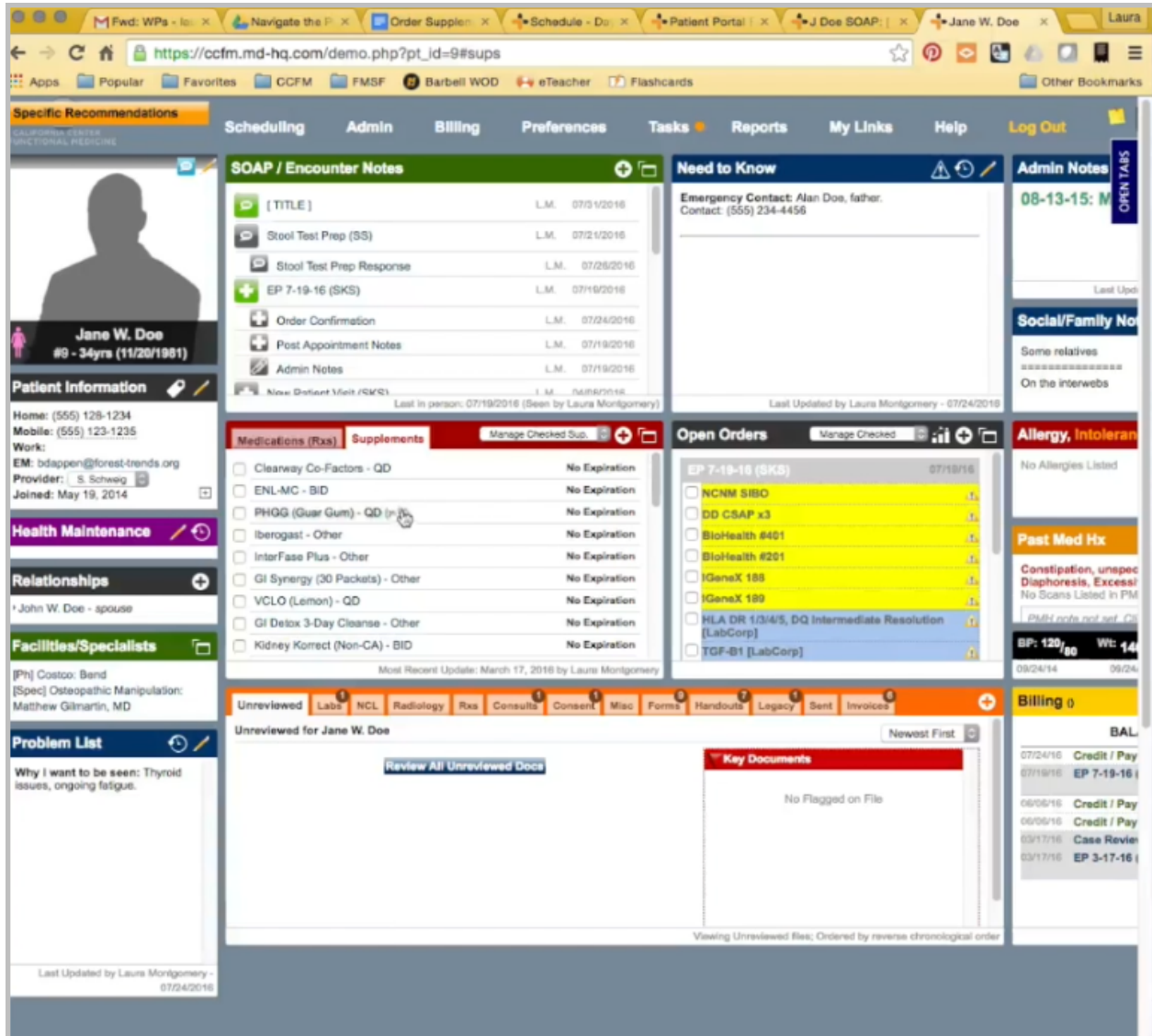
Let admins know that note is ready for them to handle

Follow up in: 6 weeks **Go**

In this case, when I open here, I see that this has all actually been ordered because there is a zero balance, so this is just waiting on the clinician to sign. I also want to check and make sure the credit card is not expired, and if the patient was over 65, I would make sure there was a Medicare opt-out on file.



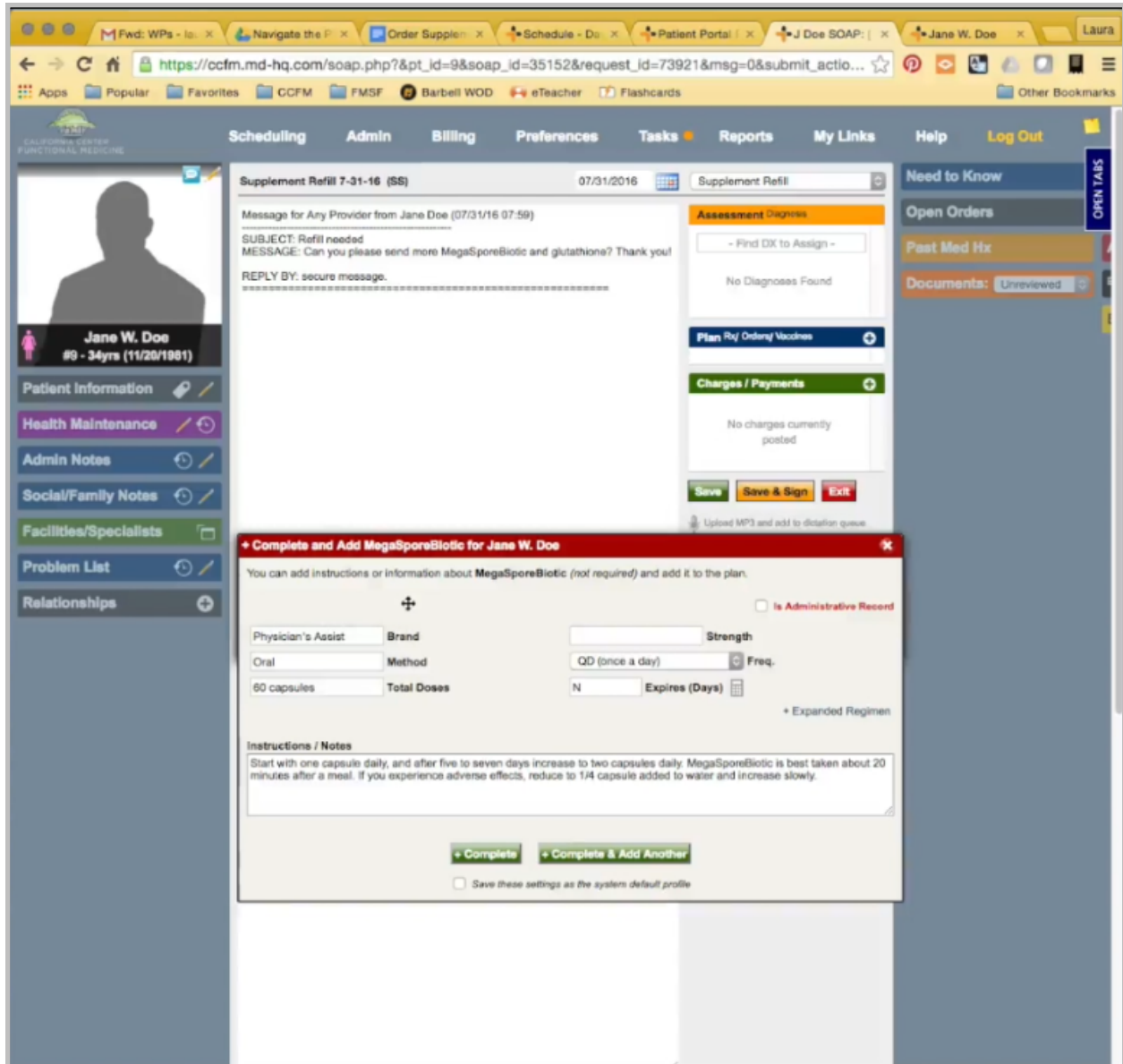
Now, from the portal, I'll start a note. Supplement refill, today's date, and the clinician of record initials. It's a supplement refill, and I delete everything above message.



The screenshot displays a patient portal for Jane W. Doe. The main content area is divided into several sections:

- SOAP / Encounter Notes:** A list of notes including Stool Test Prep (5S), Stool Test Prep Response, EP 7-19-16 (SKS), Order Confirmation, Post Appointment Notes, Admin Notes, and a New Defiant Malt (RMS).
- Medications (Rx):** A list of medications with checkboxes and expiration dates, all marked as "No Expiration".
- Supplements:** A list of supplements with checkboxes and expiration dates, all marked as "No Expiration". The first item is PHGG (Guar Gum) - QD.
- Open Orders:** A list of orders for EP 7-19-16 (SKS), including items like NCNM SIBO, DD CSAP x3, BioHealth #401, BioHealth #201, iGeneX 188, iGeneX 189, HLA DR 1/3/4/5, DQ Intermediate Resolution (LabCorp), and TGF-B1 [LabCorp].
- Need to Know:** Emergency Contact: Alan Doe, father. Contact: (555) 234-4456.
- Admin Notes:** 08-13-15: M
- Relationships:** John W. Doe - spouse
- Facilities/Specialists:** [Ph] Costco: Bend; [Spec] Osteopathic Manipulation: Matthew Gilmarin, MD
- Problem List:** Why I want to be seen: Thyroid issues, ongoing fatigue.
- Billing:** A list of billing entries with dates and descriptions like "Credit / Pay" and "Case Review".

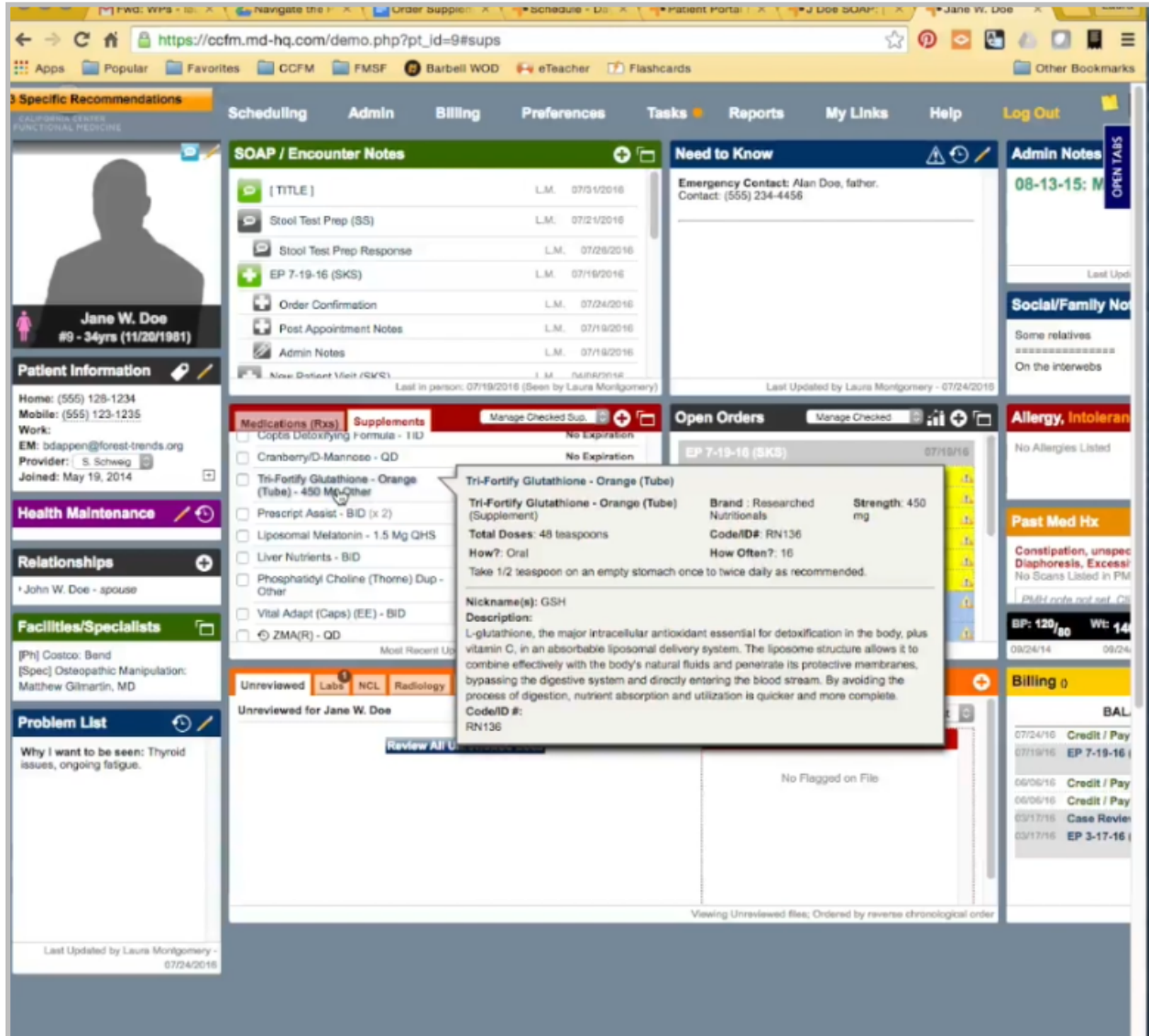
The first supplement she is asking for is MegaSporeBiotic, so I go back to her chart, click on the Supplements tab. I'm just going to review the information here to make sure that a clinician has recommended MegaSporeBiotic for her in the past. It is listed here, so it has been recommended. I'm just going to briefly read the dosing instructions.



Okay, back to the chart. In the Plan Box, I want to add supplement. Type it in. Here, I want to check two things. First, I look at the dosing instructions to make sure they match. The dosing instructions when I add to the Plan Box here will always pull from the default system profile that is set up for this supplement. If the clinician has recommended the supplement with different instructions, those instructions would display here instead of the default system one.

Unfortunately, when you add to the Plan Box, the default system instructions always generate here, so every time the patient reorders the supplement, the instructions have to be changed if they are different. These are the same, so I'll leave that alone.

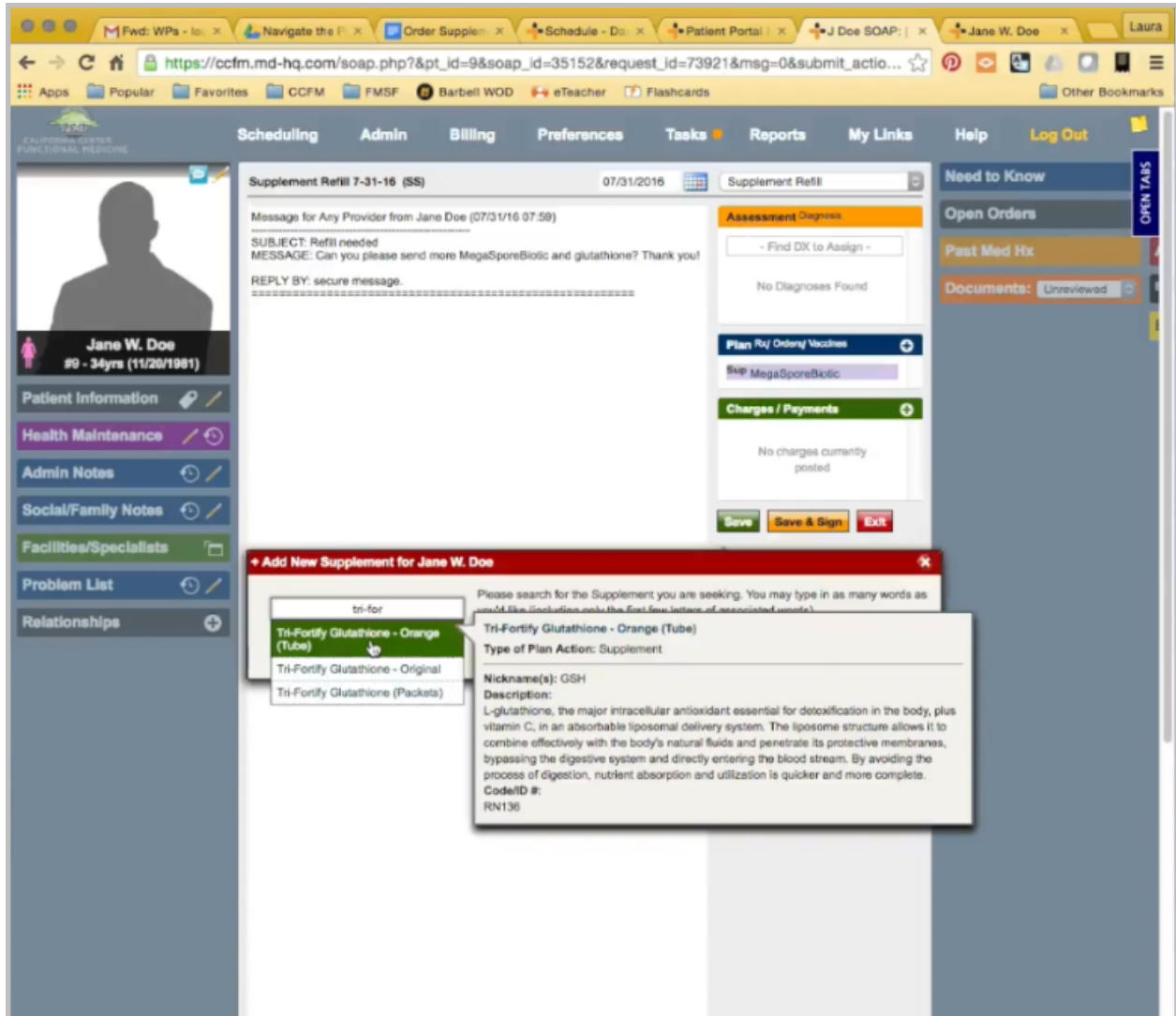
The other thing I am checking here is if there is an N or a Y. The N indicates that clinicians do not need to approve of these supplement refills, so admin staff can handle this entire encounter without the clinician ever needing to sign off on it.



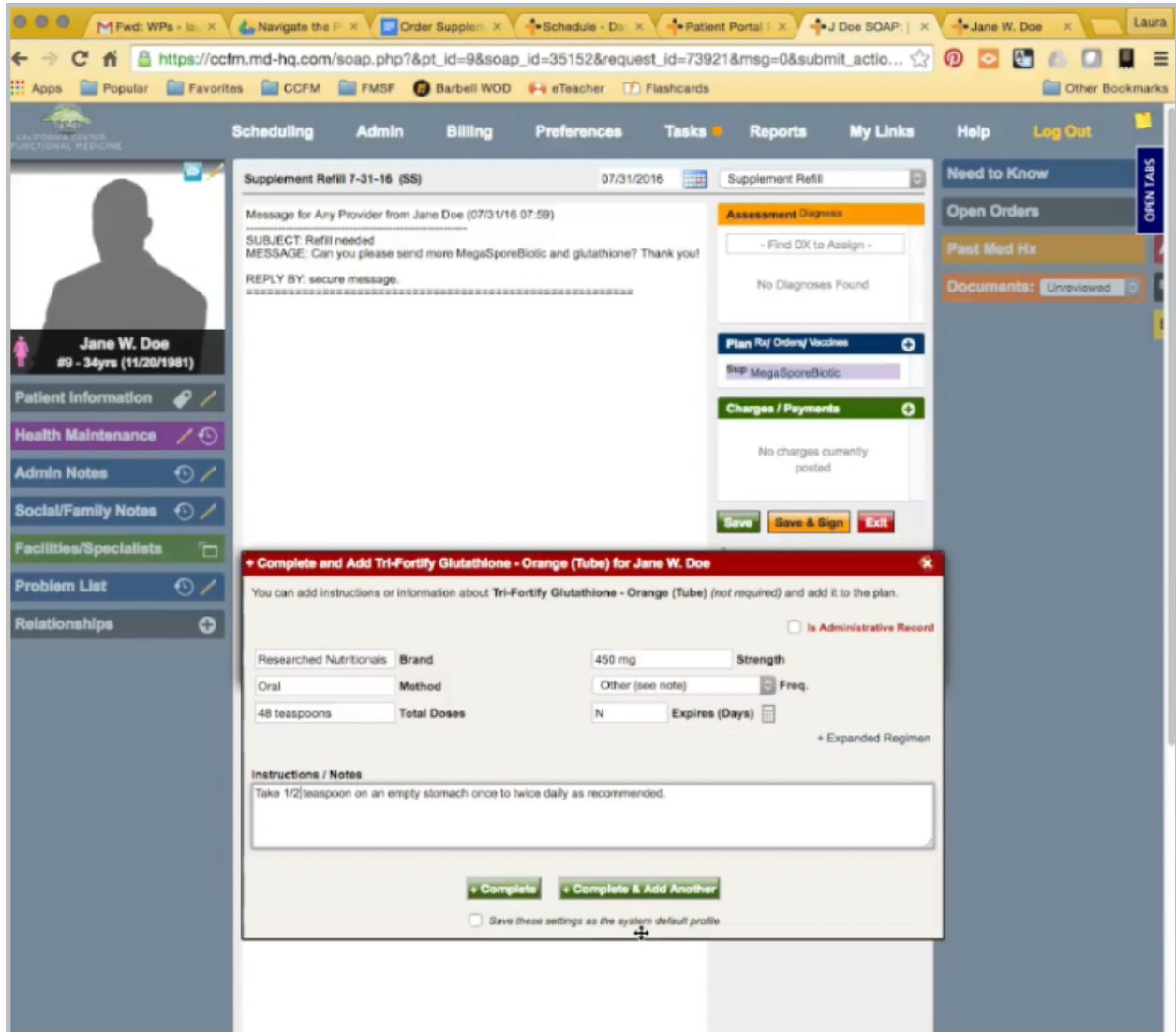
The screenshot displays a medical software interface for a patient named Jane W. Doe. The interface includes a navigation menu at the top with options like Scheduling, Admin, Billing, Preferences, Tasks, Reports, My Links, Help, and Log Out. The main content area is divided into several sections:

- SOAP / Encounter Notes:** A list of notes including Stool Test Prep (SS), Stool Test Prep Response, EP 7-19-16 (SKS), Order Confirmation, Post Appointment Notes, and Admin Notes.
- Need to Know:** Emergency Contact: Alan Doe, father. Contact: (555) 234-4456.
- Admin Notes:** 08-13-15: M
- Medications (Rxs) / Supplements:** A list of supplements including CoQ10 Ubiquinol Formula - 110, Cranberry/D-Mannose - QD, Tri-Fortify Glutathione - Orange (Tube) - 450 Mg Other, Prescript Assist - BID (x 2), Liposomal Melatonin - 1.5 Mg QHS, Liver Nutrients - BID, Phosphatidyl Choline (Thorne) Dup - Other, Vital Adapt (Caps) (EE) - BID, and ZMA(R) - QD.
- Open Orders:** EP 7-19-16 (SKS) 07/19/16.
- Tri-Fortify Glutathione - Orange (Tube) (Supplement) details:**
 - Brand: Researched Nutritionals
 - Strength: 450 mg
 - Total Doses: 48 teaspoons
 - Code/ID#: RN136
 - How?: Oral
 - How Often?: 16
 - Nickname(s): GSH
 - Description: L-glutathione, the major intracellular antioxidant essential for detoxification in the body, plus vitamin C, in an absorbable liposomal delivery system. The liposome structure allows it to combine effectively with the body's natural fluids and penetrate its protective membranes, bypassing the digestive system and directly entering the blood stream. By avoiding the process of digestion, nutrient absorption and utilization is quicker and more complete.
 - Code/ID #: RN136
- Unreviewed:** Unreviewed for Jane W. Doe. Review All Unreviewed.
- Problem List:** Why I want to be seen: Thyroid issues, ongoing fatigue.
- Facilities/Specialists:** JPH Costco Band, JSpec Osteopathic Manipulation, Matthew Gilmarin, MD.
- Relationships:** John W. Doe - spouse.
- Health Maintenance:**
- Patient Information:** Jane W. Doe, #9 - 34yrs (11/20/1981). Home: (555) 128-1234, Mobile: (555) 123-1235, Work: (555) 123-1235. EM: bdappen@forest-trends.org, Provider: S. Schwag, Joined: May 19, 2014.
- Medications (Rxs):** Manage Checked Sup. No Expiration.
- Open Orders:** Manage Checked. EP 7-19-16 (SKS) 07/19/16.
- Allergy, Intoleran:** No Allergies Listed.
- Past Med Hx:** Constipation, unspec Diaphoresis, Excess. No Scans Listed in PM. BP: 120/80, Wt: 140. 09/24/14, 09/24/14.
- Billing:** BAL. 07/24/16 Credit / Pay, 07/19/16 EP 7-19-16, 06/06/16 Credit / Pay, 05/05/16 Credit / Pay, 03/17/16 Case Review, 02/17/16 EP 3-17-16.

Here, I can do Complete and add another. Next, she is asking for glutathione. There are many glutathiones in our system, so when I come here, I'm just going to check and see which one I find. Here's a Tri-Fortify, and that is the only one. If the patient had two glutathiones, I would need to check with her to see which one she wanted.

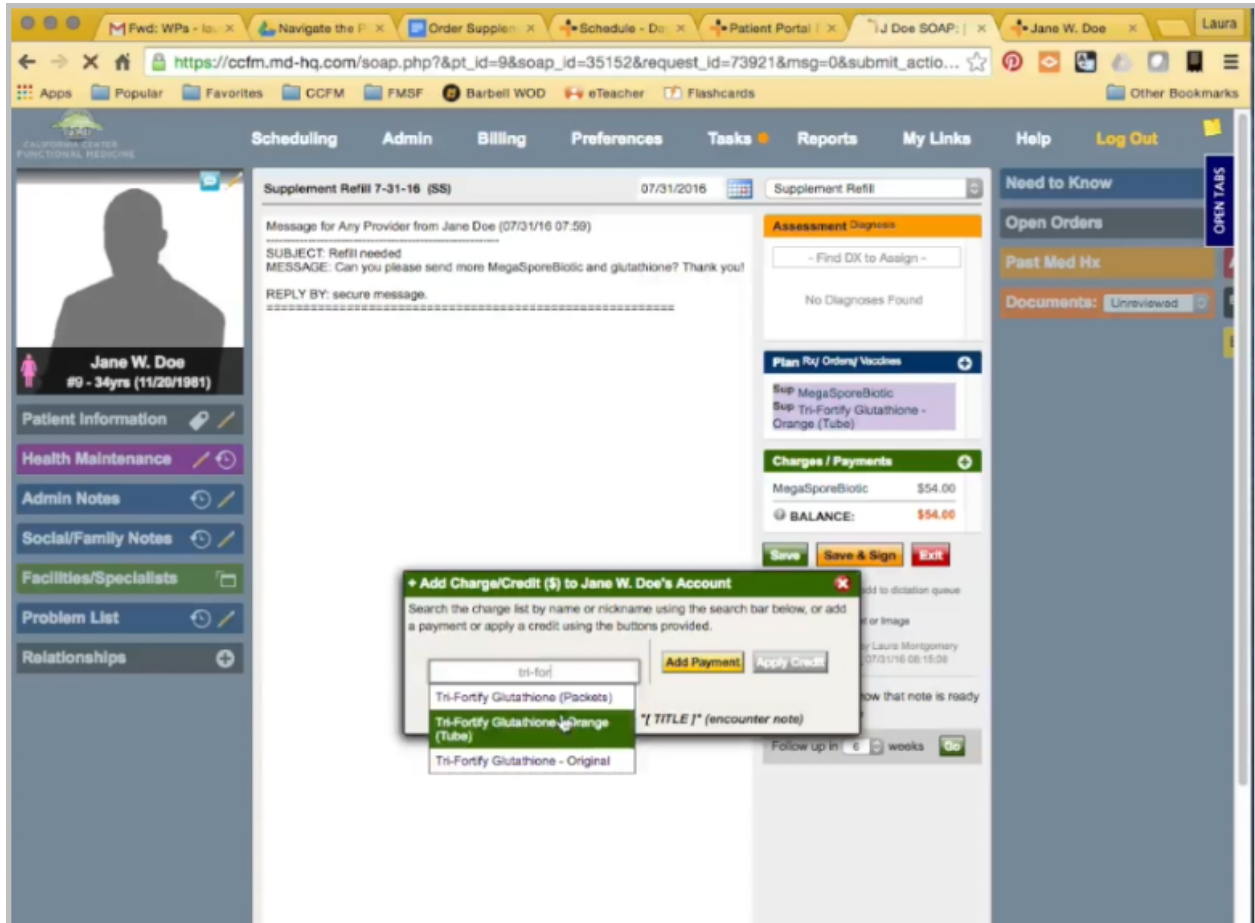


Again, I'm going to hover just to read the instructions. Go back to the note. I want to be careful to select the exact supplement that it says here. This was an orange tube. I want to make sure I select the orange tube. These instructions are different, so instead of one, it needs to be one-half.

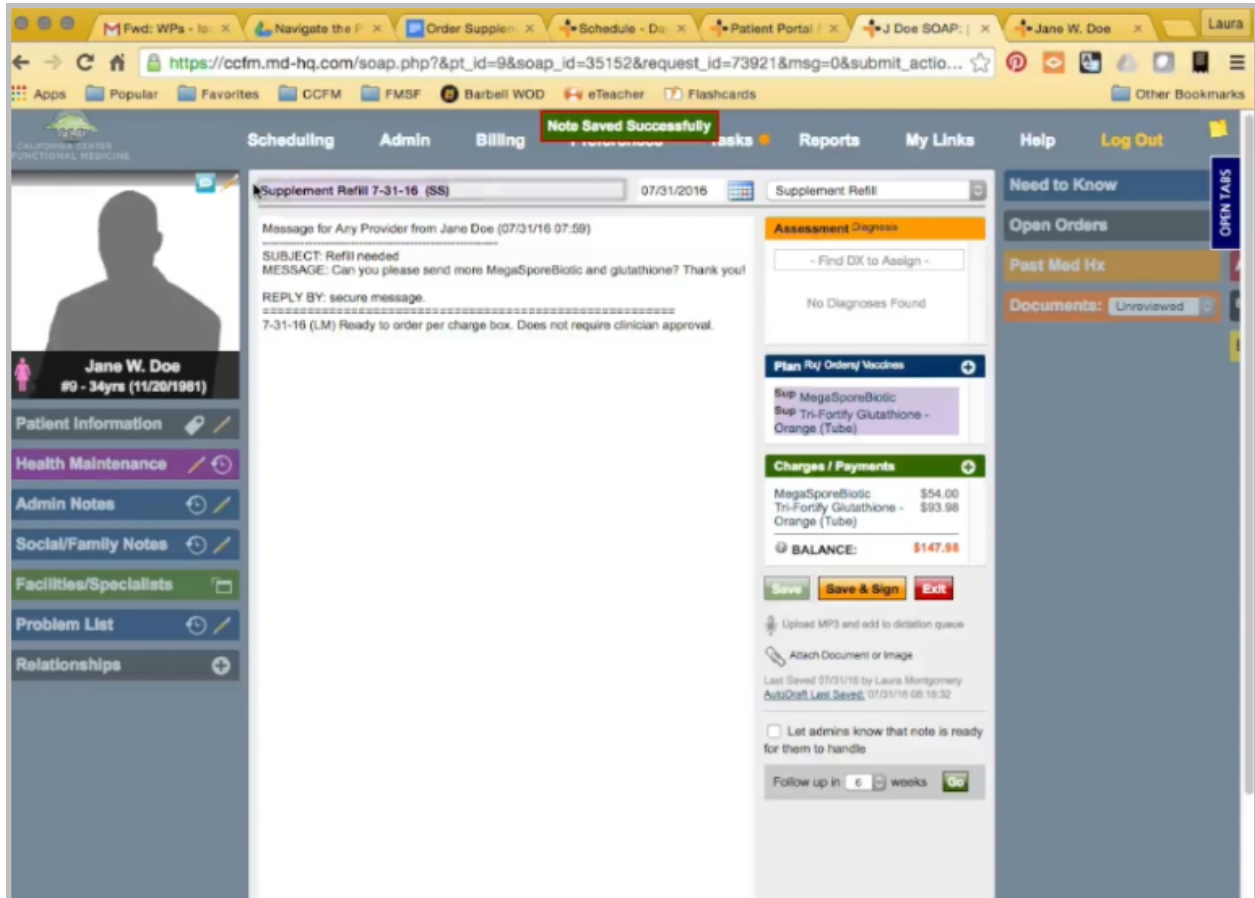


I just want to be careful not to checkmark this box here. If I checkmark the box, the system default profile is changed for everyone in the system, and I don't want to do that. I only want to change her instructions.

There is a note here, which also doesn't require approval, and that's the last supplement she is asking for, so I'll just complete it.



Then, I want to add to the Charge Box. The supplements added here, the name should match exactly to the Plan Box name. You can always change the quantity if the patient is requesting more than one. That's it.

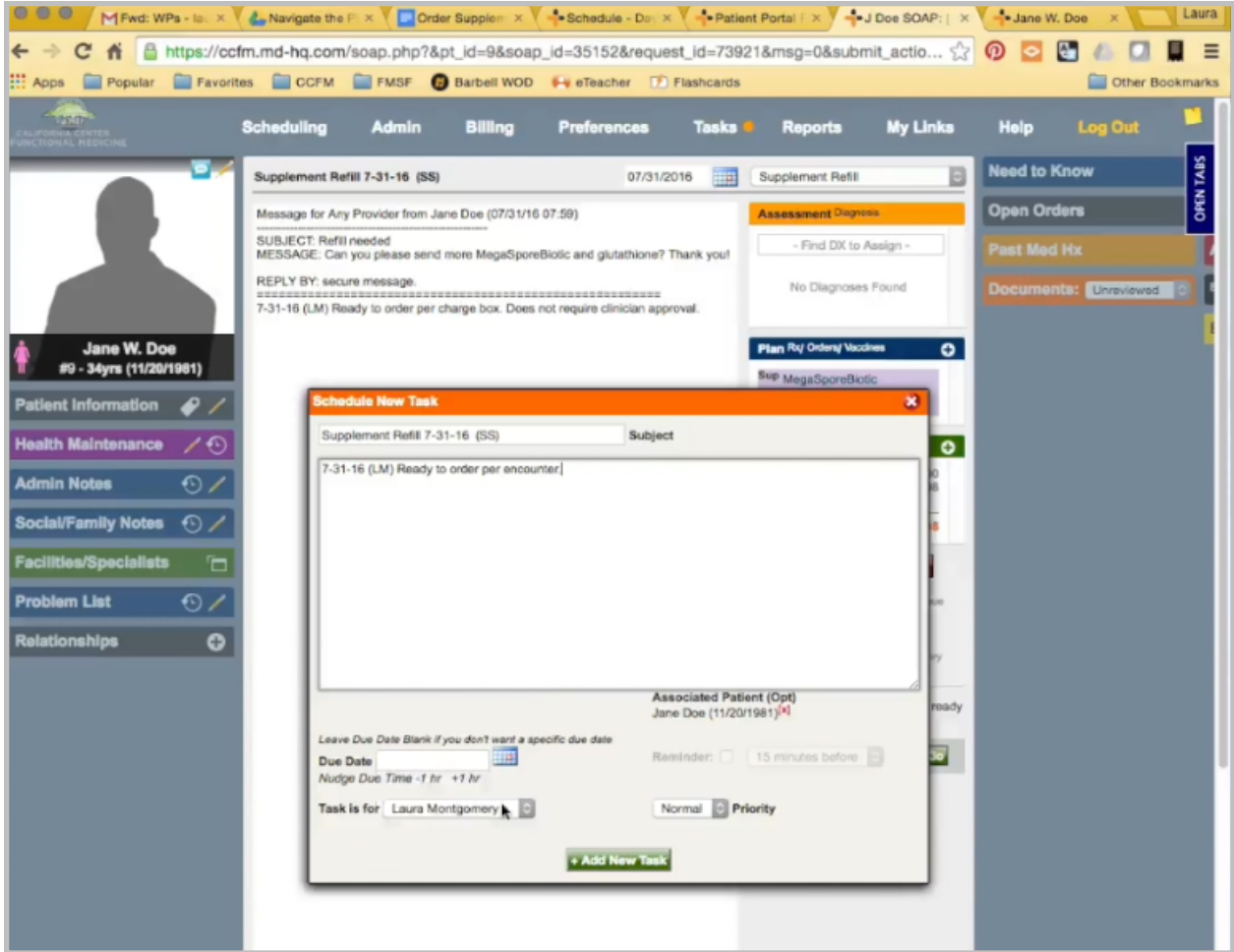


The screenshot shows a web browser window with the URL https://ccfm.md-hq.com/soap.php?&pt_id=9&soap_id=35152&request_id=73921&msg=0&submit_actio.... The browser tabs include 'Fwd: WPs', 'Navigate the P...', 'Order Suppl...', 'Schedule - D...', 'Patient Portal', 'J Doe SOAP:', and 'Jane W. Doe'. The user 'Laura' is logged in.

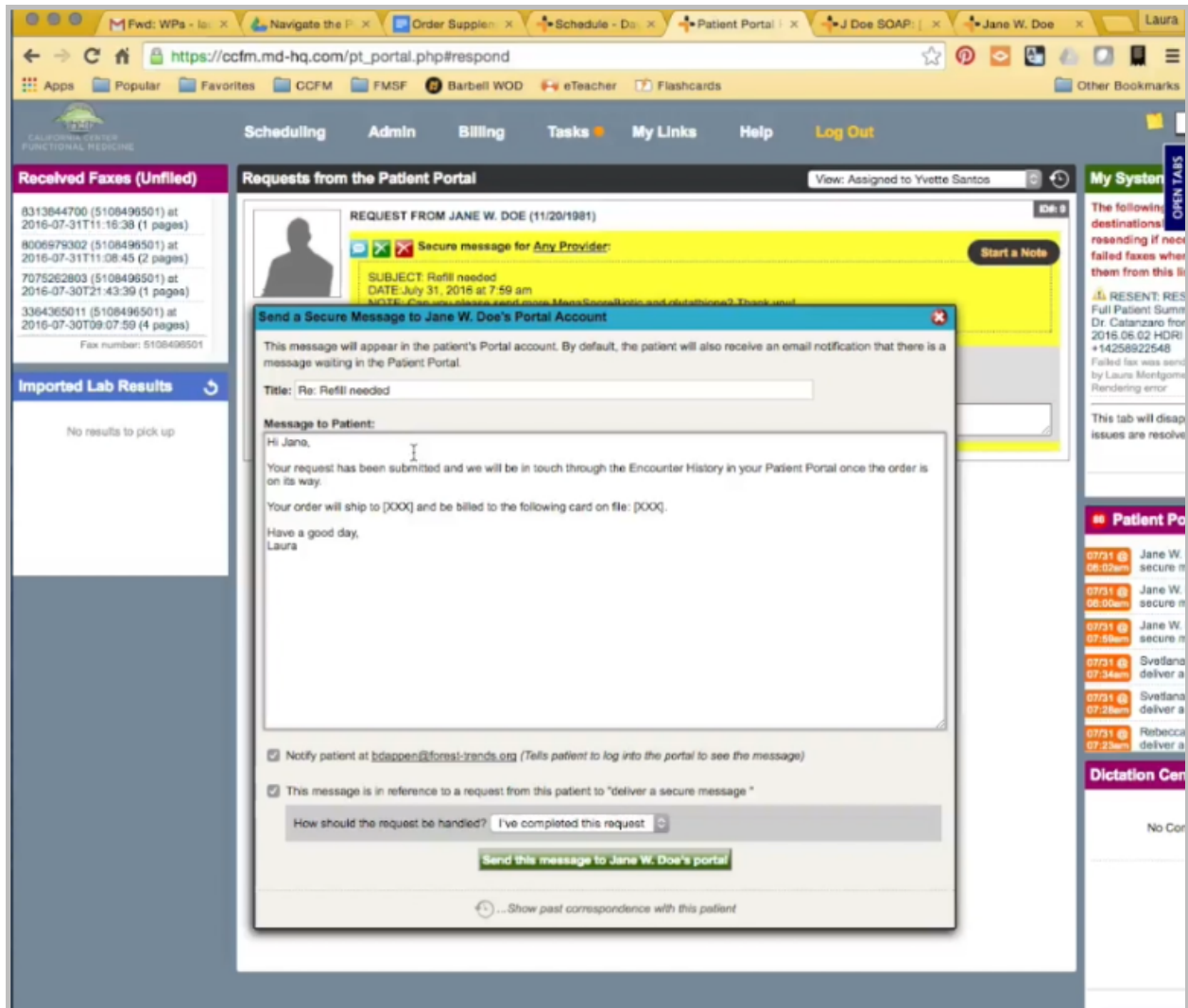
The software interface has a top navigation bar with 'Scheduling', 'Admin', 'Billing', 'Tasks', 'Reports', 'My Links', 'Help', and 'Log Out'. A 'Note Saved Successfully' notification is visible. The main content area shows a message from Jane W. Doe dated 07/31/2016. The message subject is 'Refill needed' and the message body says: 'Can you please send more MegaSporeBiotic and glutathione? Thank you! REPLY BY: secure message. 7-31-16 (LM) Ready to order per charge box. Does not require clinician approval.'

On the left, the patient profile for Jane W. Doe is shown, including 'Patient Information', 'Health Maintenance', 'Admin Notes', 'Social/Family Notes', 'Facilities/Specialists', 'Problem List', and 'Relationships'. On the right, there are sections for 'Assessment / Diagnosis' (No Diagnoses Found), 'Plan (by Order) / Vaccines' (listing MegaSporeBiotic and Tri-Fortify Glutathione - Orange (Tube)), and 'Charges / Payments' (listing MegaSporeBiotic at \$54.00 and Tri-Fortify Glutathione - Orange (Tube) at \$93.98, with a total balance of \$147.98). There are also buttons for 'Save', 'Save & Sign', and 'Exit', and a 'Follow up in' field set to 6 weeks.

Since these do not require clinician approval, I'm ready to send them on to be charged and ordered, so I'll just put my stamp, ready to order per Charge Box. It does not require clinician approval. Save the note.

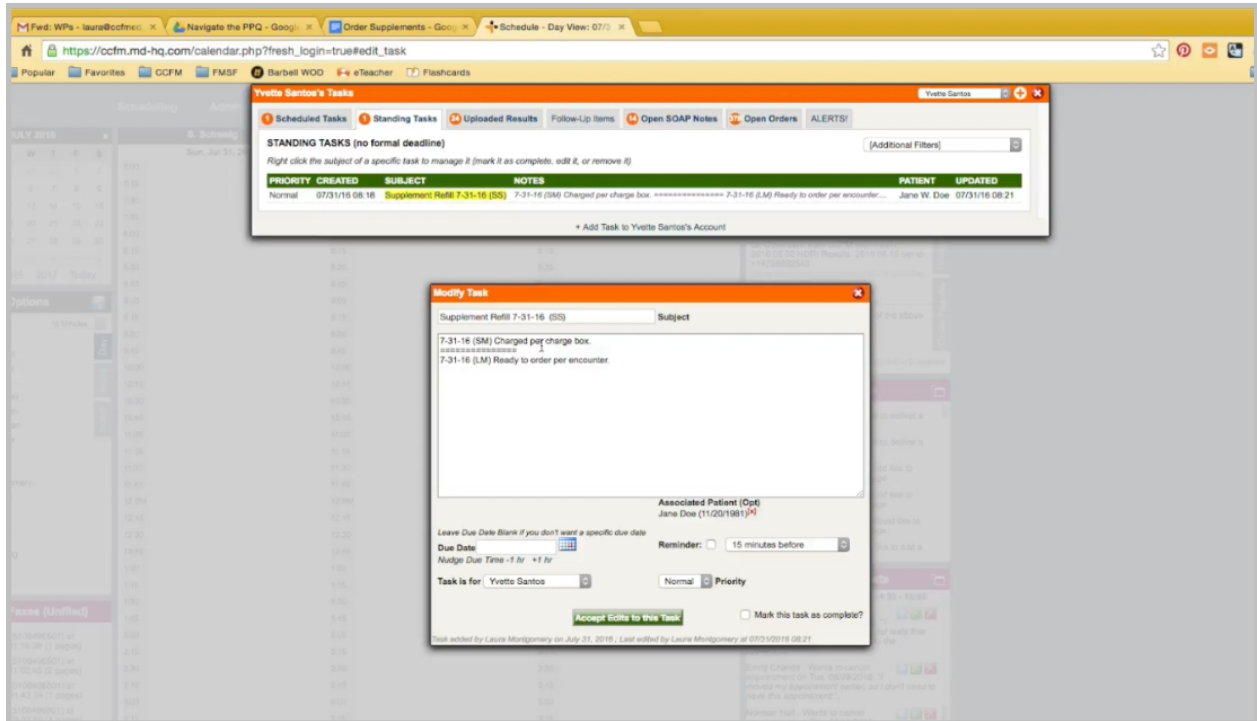


You need to create a task for this. With my stamp, ready to order per encounter, and send it on to be charged.



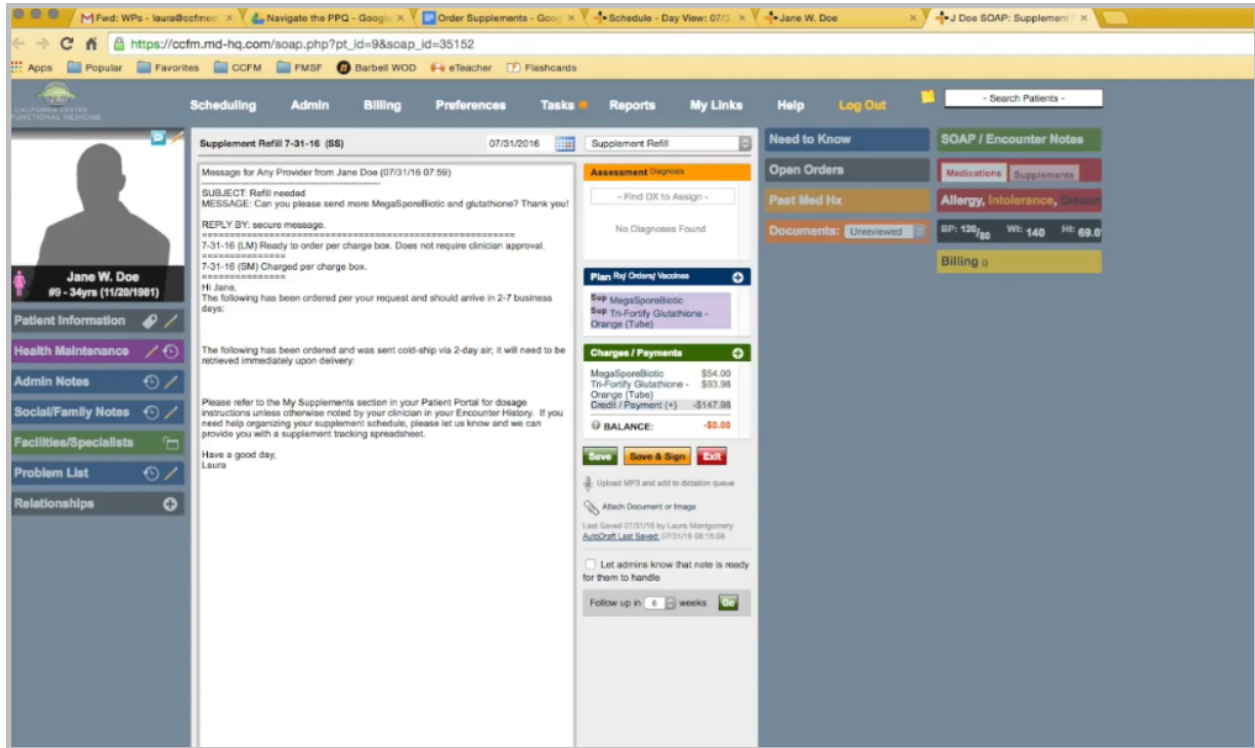
Now, from the patient's chart, I'm going to copy just the street name, not their full address. Go back to her message in the portal, and let her know that we received her request. Once everything has been ordered, she will get a message in her encounter history.

Then, I'm going to put the street name here and also the credit card that is on file. That way, she does have at least a small window of opportunity to let us know if that is no longer correct information. Then, send that message to her.



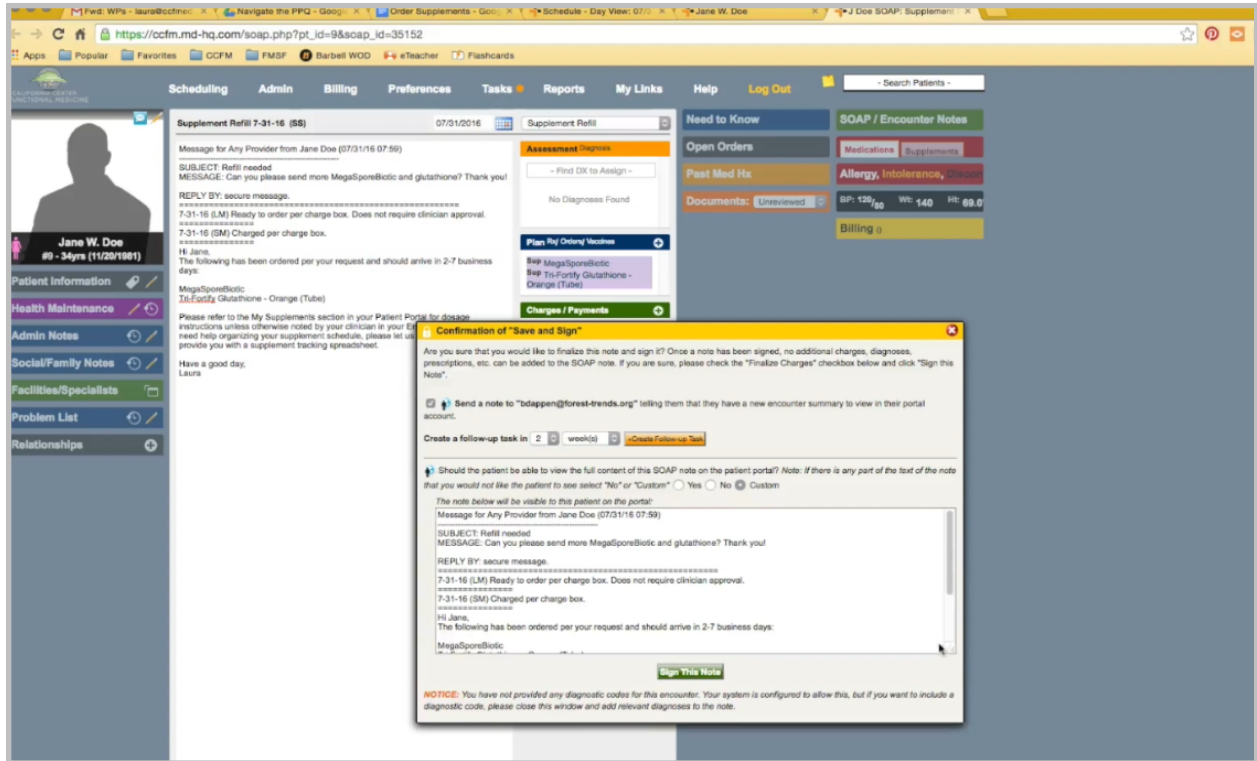
Once admin staff gets the task back from Billing, it will indicate that everything was charged and ordered. Click on the patient's name to open the chart, and click to open the encounter.

Just verify there were no other notes here. Everything was ordered.

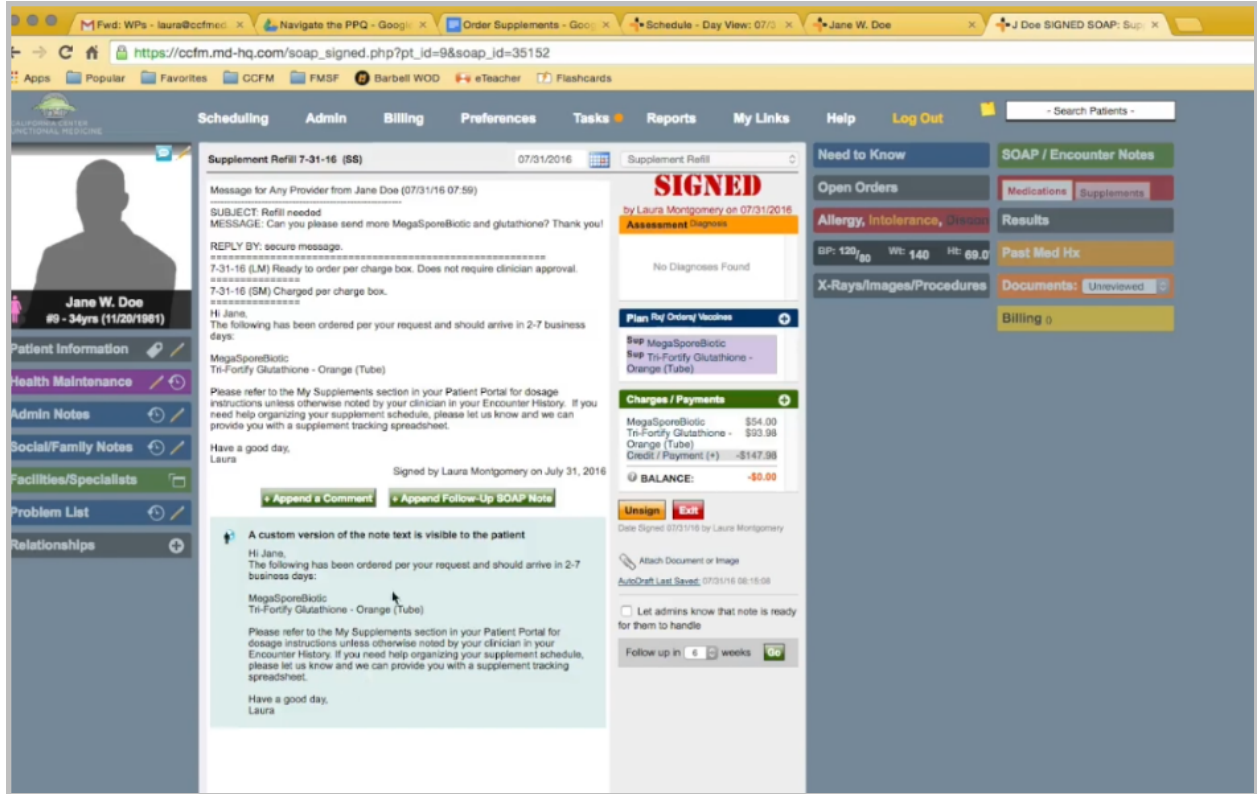


I'm going to draw a line, and I'm just going to write a message here confirming to the patient. I'll copy what was ordered, paste that here, and remove the prices.

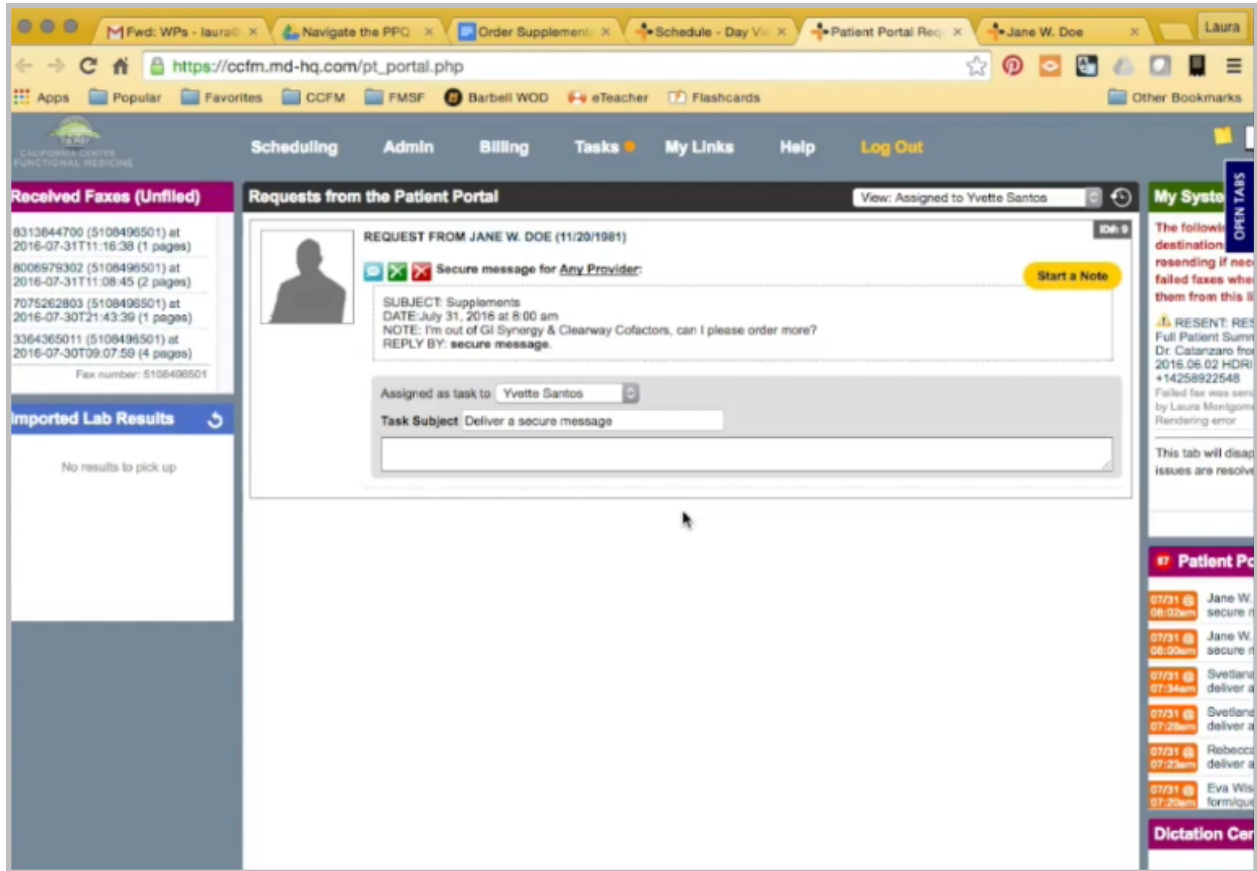
There are no cold-ship supplements, so I'll remove that from my message. Here, I'm going to send out a custom message, so I can Save and Sign. I do want to notify her there is a new message, and I'm going to make it custom.



Here, I basically want to remove her notes and all the admin notes so that what she will see is only the confirmation message here. Sign the note.

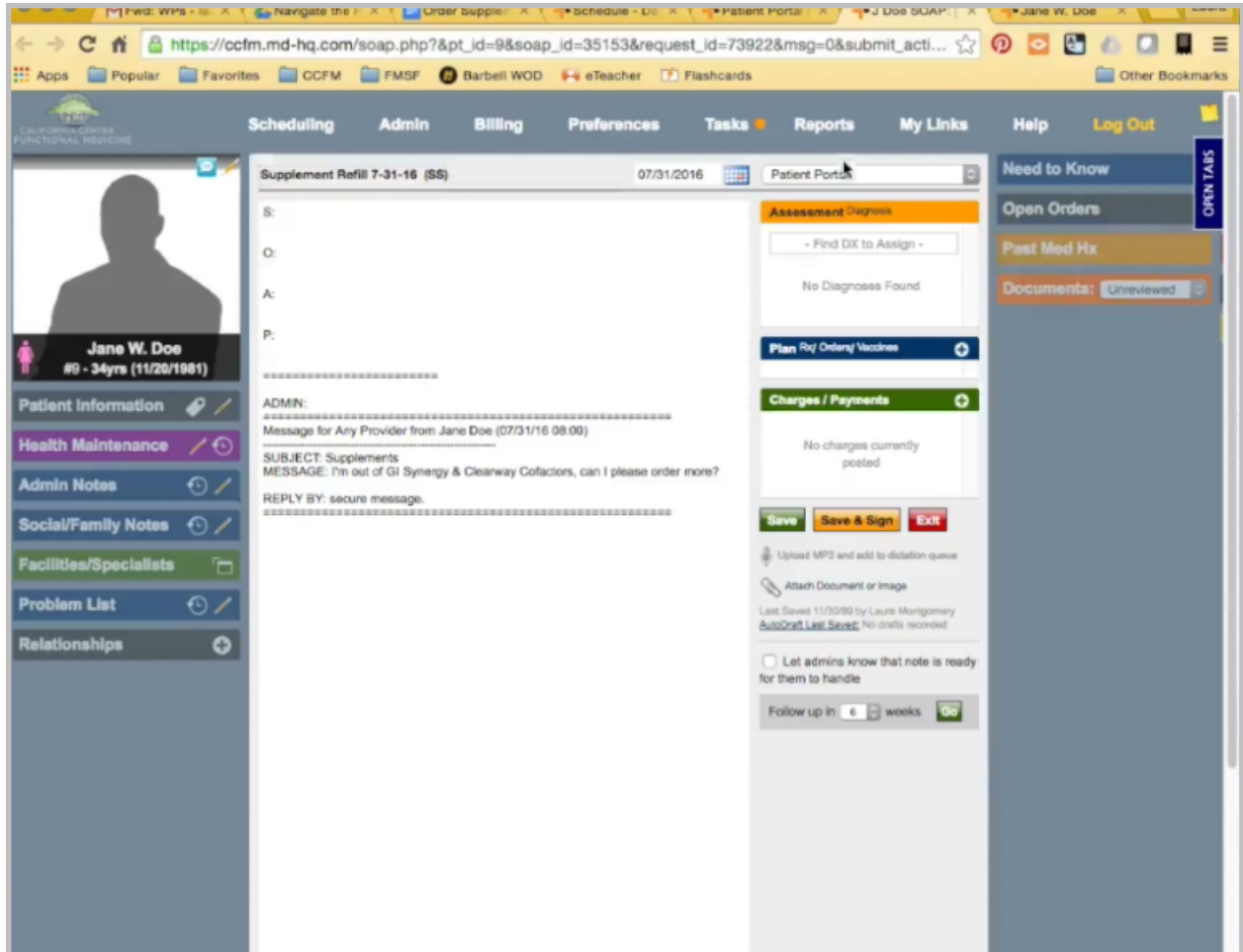


You'll see here, this is the only part of the note that she will see when she goes to her encounter history. I can close the chart and mark the task as complete.

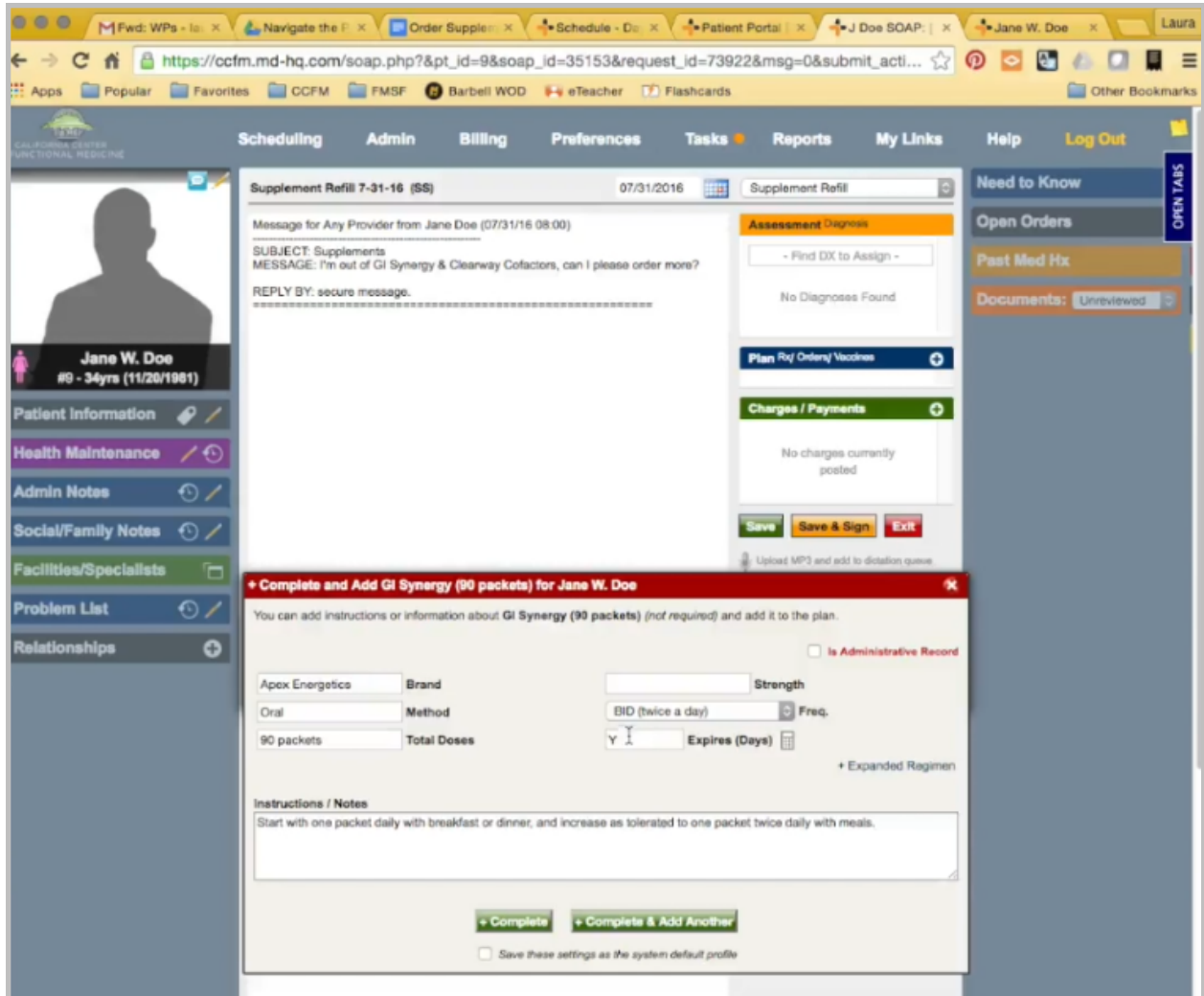


In our next example, we'll look at ordering supplements that do require clinician approval. First, I want to click to open the patient's chart, do all my checks. There are no open encounters that have supplements that haven't been ordered. Credit card on file has not expired.

Come back to the PPQ, and start a message.



Put my title, supplement refill. Delete this. In the chart, go see if she has had GI-Synergy.



The screenshot shows a web browser window with multiple tabs. The active tab is titled "J Doe SOAP: | x" and the address bar shows a URL from "ccfm.md-hq.com". The page header includes navigation tabs: "Scheduling", "Admin", "Billing", "Preferences", "Tasks", "Reports", "My Links", "Help", and "Log Out".

On the left, a patient profile for "Jane W. Doe" is visible, including her name, age (#9 - 34yrs), and date of birth (11/20/1981). Below this are various menu items like "Patient Information", "Health Maintenance", "Admin Notes", "Social/Family Notes", "Facilities/Specialists", "Problem List", and "Relationships".

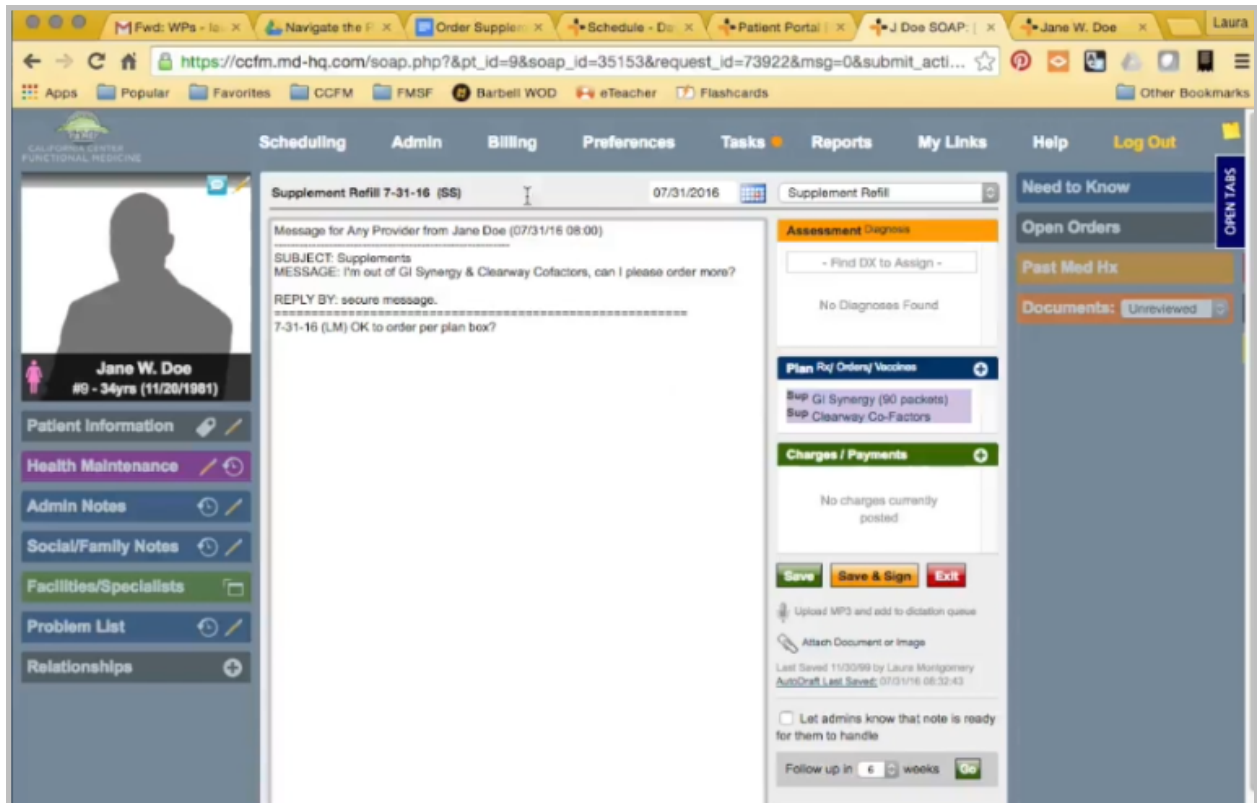
The main content area displays a "Supplement Refill 7-31-16 (SS)" message from Jane Doe dated 07/31/2016. The message text reads: "Message for Any Provider from Jane Doe (07/31/16 08:00) SUBJECT: Supplements MESSAGE: I'm out of GI Synergy & Clearway Cofactors, can I please order more? REPLY BY: secure message." To the right of the message are sections for "Assessment/Diagnosis" (with a "- Find DX to Assign -" button and "No Diagnoses Found" text), "Plan Rx/ Orders/ Vaccines" (with a refresh icon), and "Charges / Payments" (with "No charges currently posted" text). There are "Save", "Save & Sign", and "Exit" buttons at the bottom of this section.

A red-bordered modal window titled "+ Complete and Add GI Synergy (90 packets) for Jane W. Doe" is open in the foreground. It contains a form with the following fields:

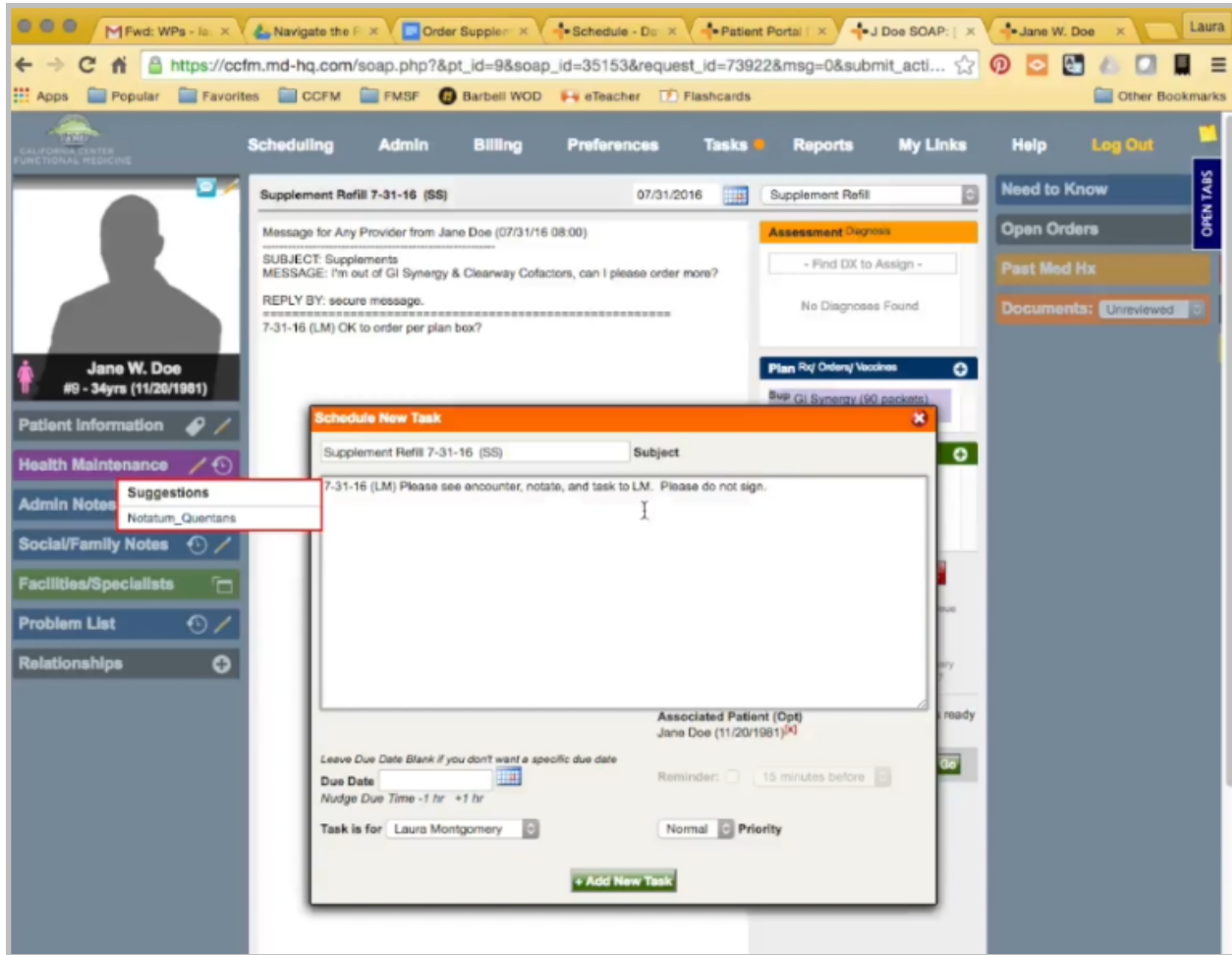
- Brand: Apex Energetics
- Strength: [empty]
- Method: Oral
- Freq: BID (twice a day)
- Total Doses: 90 packets
- Expires (Days): Y

 There is a checkbox for "Is Administrative Record" and a "+ Expanded Regimen" link. Below the form is a text area for "Instructions / Notes" containing the text: "Start with one packet daily with breakfast or dinner, and increase as tolerated to one packet twice daily with meals." At the bottom of the modal are two buttons: "+ Complete" and "+ Complete & Add Another", along with a checkbox "Save these settings as the system default profile".

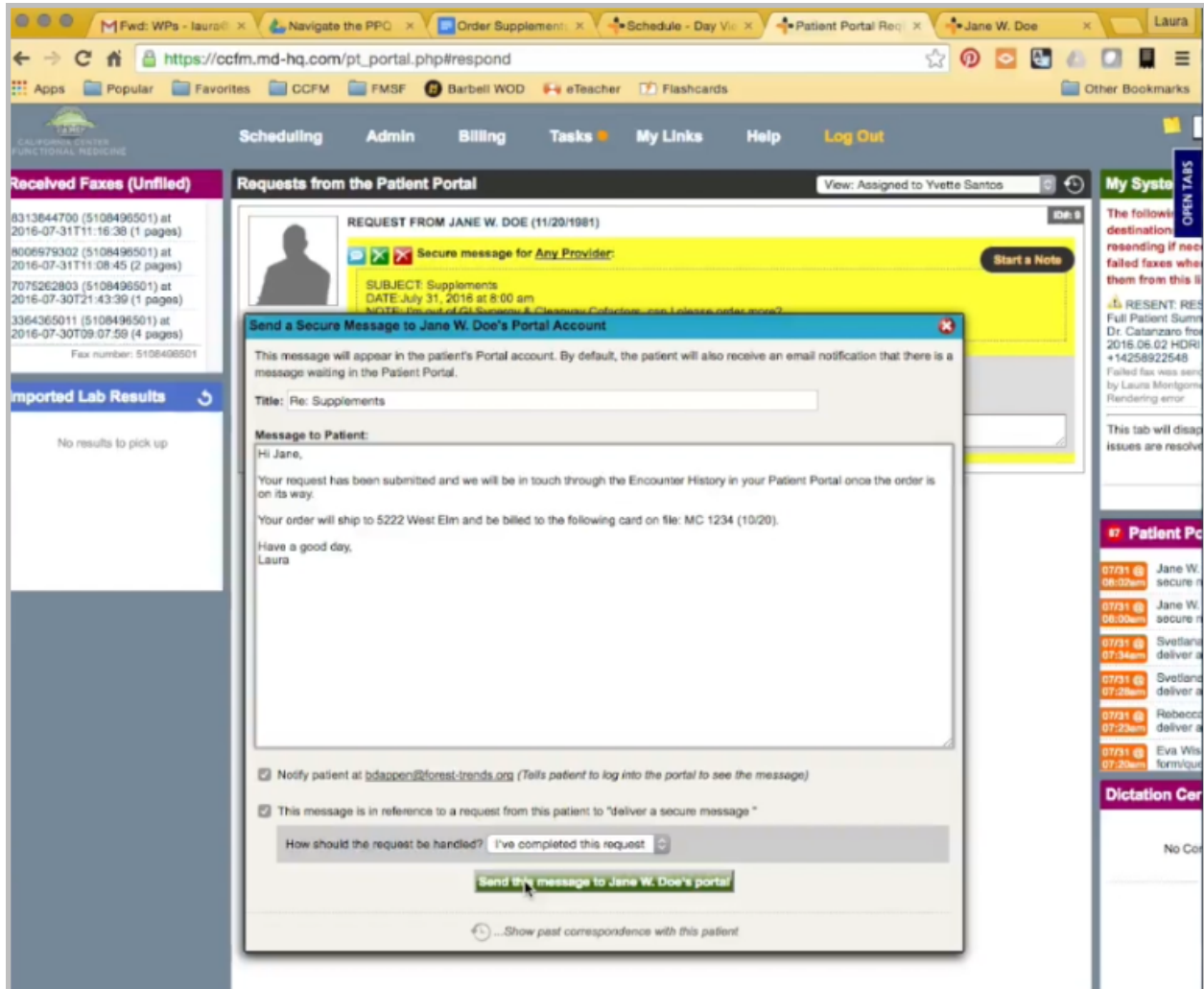
The instructions are the same, but this one does require clinician approval. I still want to add in all the other supplements she is requesting, so Clear Way Cofactors. Okay, the dose is the same. No approval required.



Because we have this one that requires approval, we need to send it to a clinician. This time, I'm going to put a message here if it is okay to order. I won't add any charges yet in case the clinician doesn't want the patient to continue.

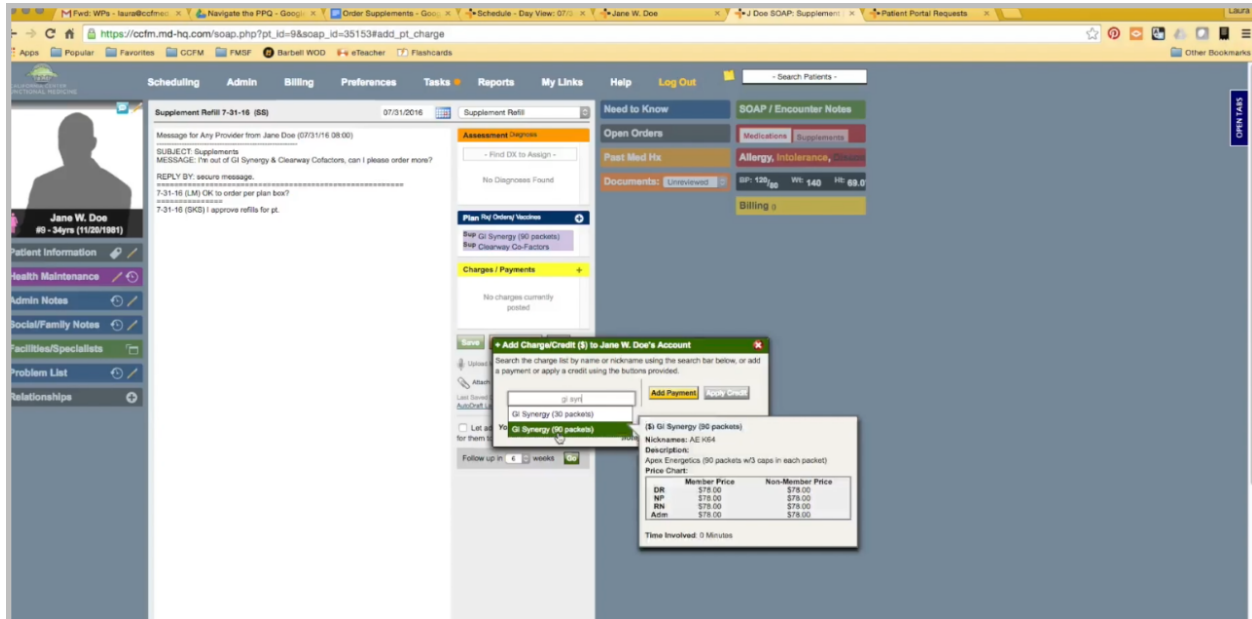


I need to copy the title and add a task. Then, I'm going to send it to the clinician asking them to review the encounter, notate, and task back to me but do not sign. Save. Close the encounter.



The next step is the same. I'm going to come back to the portal. Let her know the same message. I don't need to tell her that we have to wait on clinician approval. Copy her address and her credit card information, and that's it.

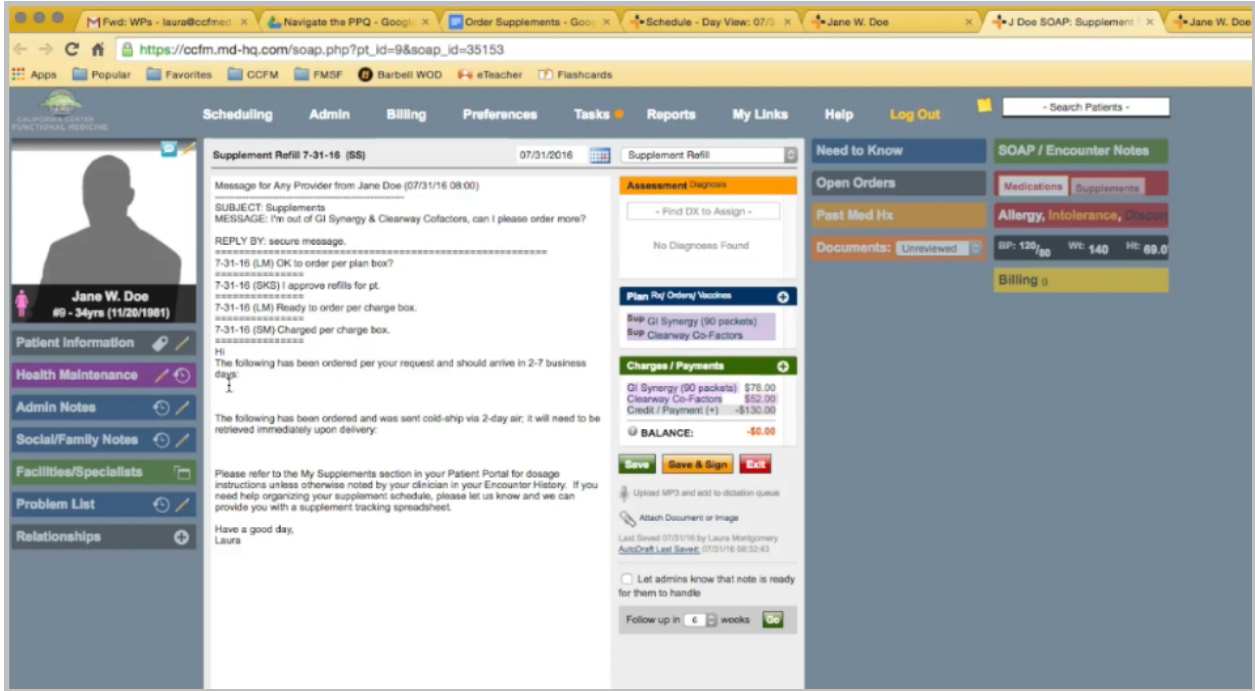
Once admin staff receives the task back from the clinician, click to open the chart. Go to the encounter. Refills have been approved.



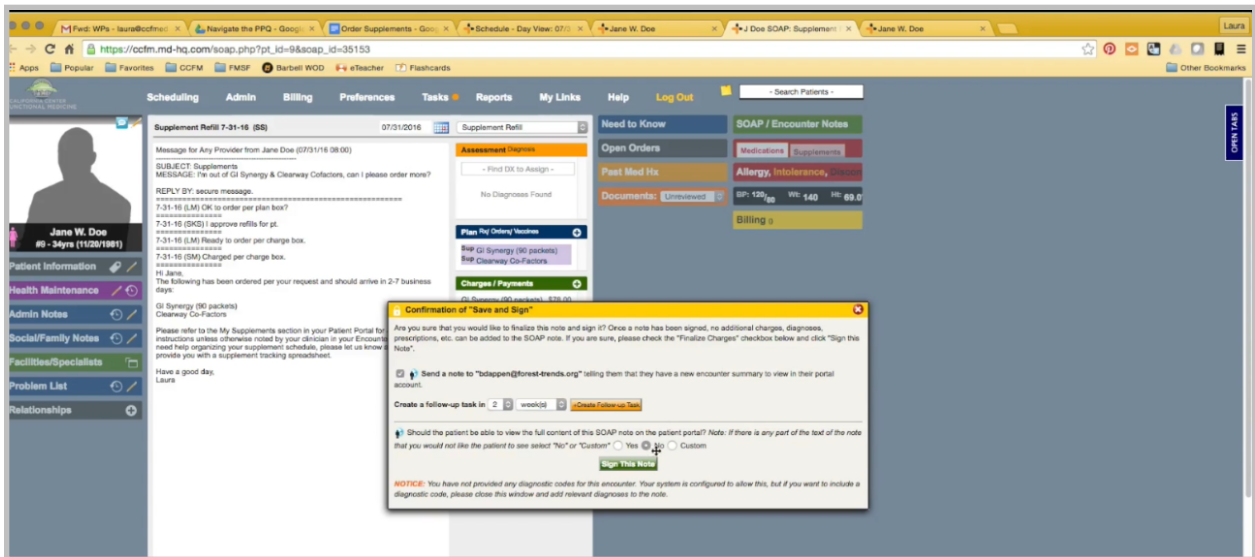
Now, I want to add the charges. Again, the name should match exactly how it is in the Plan Box, and I can change the quantity here.

From here, the steps are going to be the same. I'll send a note on that it is ready to be billed. Send it to Billing, and wait for it to come back.

Once I receive the task back from Billing that everything has been charged, I'll click to open her chart. Go to the encounter. Review and make sure there are no notes, and then I want to send the same custom message.



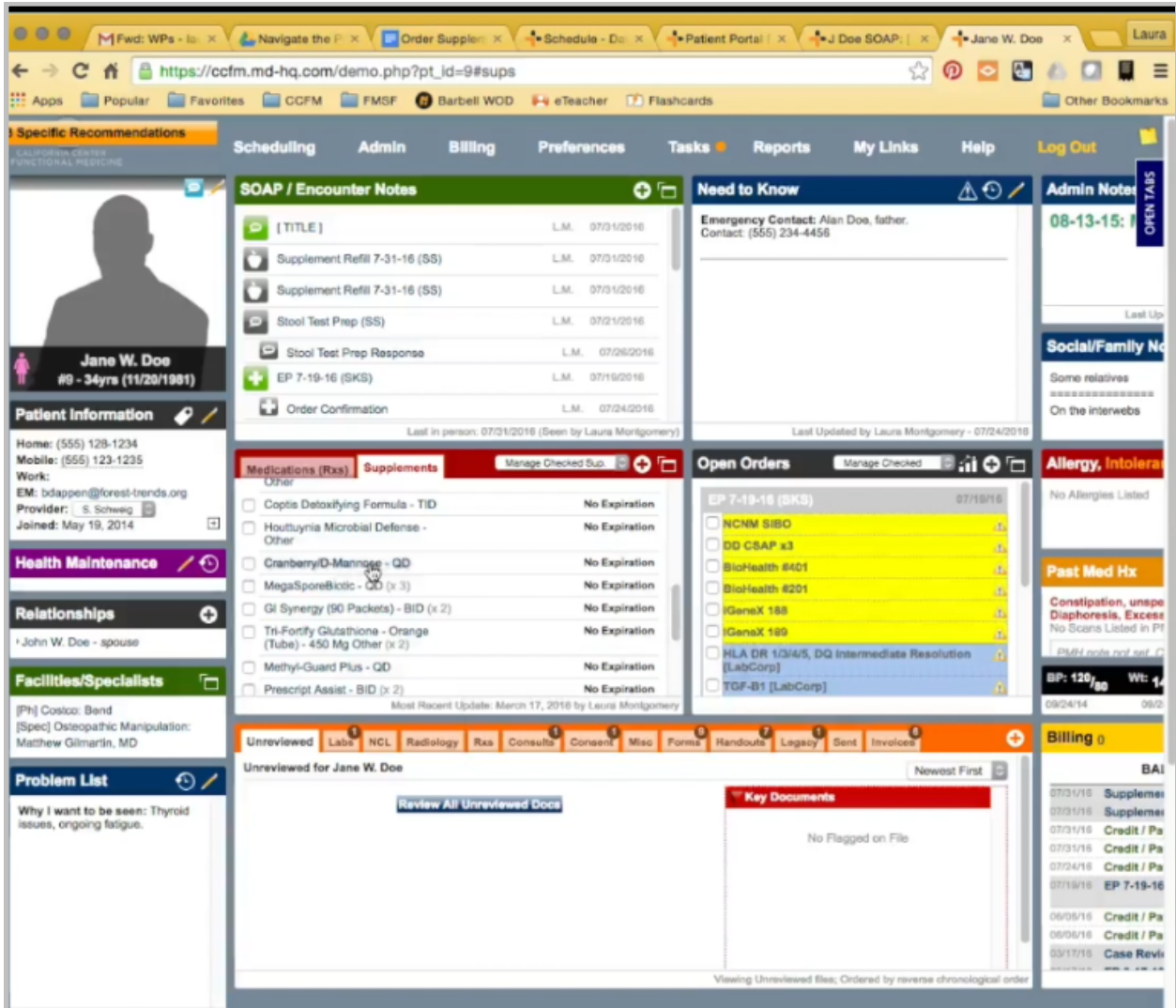
Highlight what was ordered.



Save and Sign. Yes, send her notification. It is a custom message because, again, I want to get rid of all the messages except the actual order confirmation. I can close her chart and mark the task as complete.

The final example of a supplement order is when it is unknown if clinician approval is required or not. I'll click to open the patient's chart. There is no open encounter with unordered supplements. Credit card is not expired.

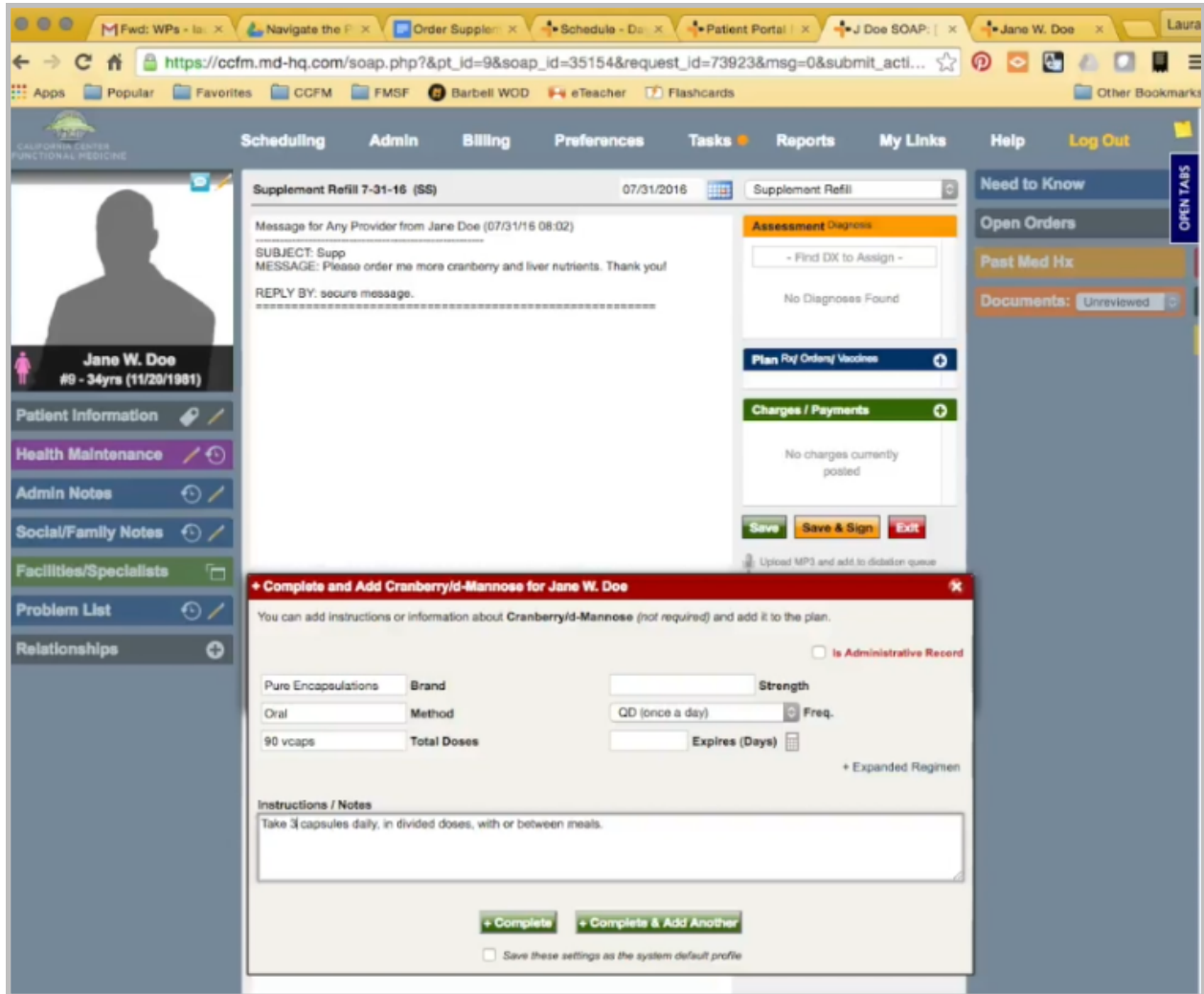
Start a note. Put my title and make it a supplement refill. Delete all of this.



The screenshot displays a medical software interface for a patient named Jane W. Doe. The interface is divided into several sections:

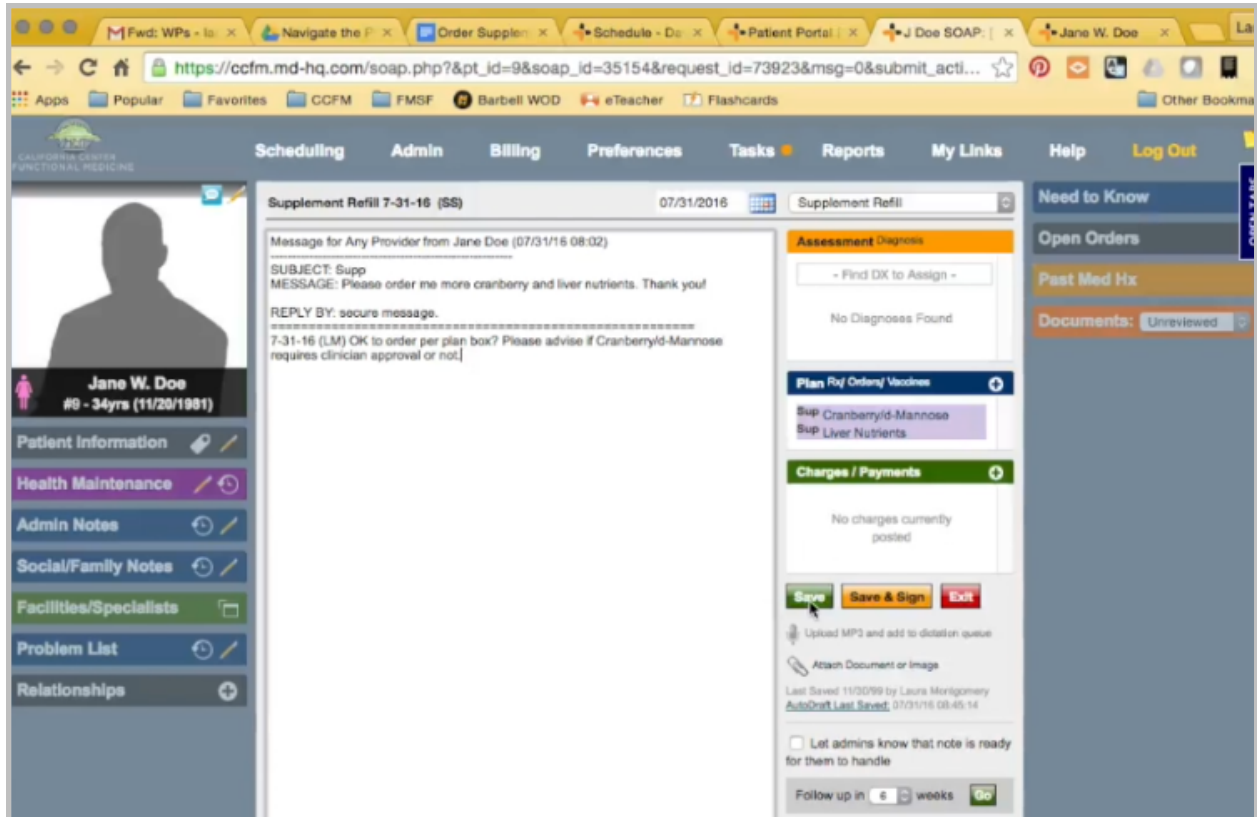
- Left Sidebar:** Contains patient information including name, age (34 years), gender (female), and contact details. It also lists relationships (John W. Doe - spouse) and facilities/specialists (Matthew Gilmartin, MD).
- Top Navigation:** Includes tabs for Scheduling, Admin, Billing, Preferences, Tasks, Reports, My Links, and Help. A 'Log Out' button is also present.
- SOAP / Encounter Notes:** A list of notes with titles like '[TITLE]', 'Supplement Refill 7-31-16 (SS)', 'Stool Test Prep (SS)', and 'EP 7-19-16 (SKS)'. Each note includes a date and initials (L.M.).
- Medications (Rx) / Supplements:** A list of supplements with checkboxes and expiration dates. The list includes:
 - Coptis Detoxifying Formula - TID
 - Houttuynia Microbial Defense - Other
 - Cranberry/D-Mannose - QD
 - MegaSporeBiotic - QD (x 3)
 - GI Synergy (90 Packets) - BID (x 2)
 - Tri-Fortify Glutathione - Orange (Tube) - 450 Mg Other (x 2)
 - Methyl-Guard Plus - QD
 - Prescript Assist - BID (x 2)
- Need to Know:** A section for emergency contact information: 'Emergency Contact: Alan Doe, father. Contact: (555) 234-4458'.
- Open Orders:** A list of orders for 'EP 7-19-16 (SKS)' with various checkboxes for items like NCM SIBO, DD CSAP x3, BioHealth #401, BioHealth #201, iGeneX 155, iGeneX 159, HLA DR 1/3/4/5, DQ Intermediate Resolution [LabCorp], and TGF-B1 [LabCorp].
- Right Sidebar:** Contains sections for 'Admin Notes', 'Social/Family No', 'Allergy, Intoleran', and 'Billing'.

She is asking for cranberry and Liver Nutrients, so Cranberry D-Mannose and the dosage, three capsules daily.



The screenshot shows a web browser window with multiple tabs. The active tab is a patient portal for Jane W. Doe. The main content area displays a message from Jane Doe dated 07/31/2016 with the subject 'Supp' and the message 'Please order me more cranberry and liver nutrients. Thank you!'. Below the message is a 'Supplement Refill 7-31-16 (SS)' form. The form includes fields for 'Pure Encapsulations', 'Brand', 'Strength', 'Method', 'Freq.', '90 vcaps', 'Total Doses', and 'Expires (Days)'. The frequency is currently set to 'QD (once a day)'. There are buttons for '+ Complete', '+ Complete & Add Another', and a checkbox for 'Save these settings as the system default profile'. A red modal window is open over the form, titled '+ Complete and Add Cranberryid-Mannose for Jane W. Doe', with a text area for 'Instructions / Notes' containing the text 'Take 3 capsules daily, in divided doses, with or between meals.'

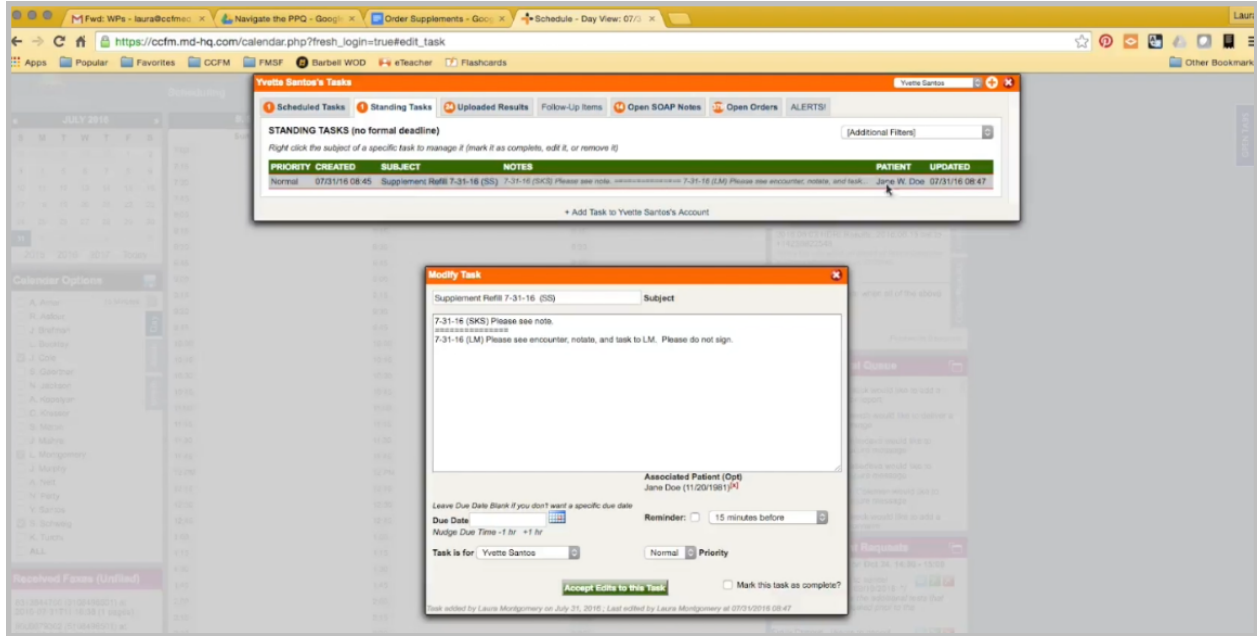
Okay, so two things here. I need to change this to three capsules daily, and it is not noted here about clinician approval being required or not. Liver Nutrients, here, one capsule. Okay.



In this case, I do need to check with the clinician, but I also want to know if this supplement requires approval in the future or not. Save.

From here, I'll follow the same steps as the previous encounter. Create a task. Send to the clinician. Close.

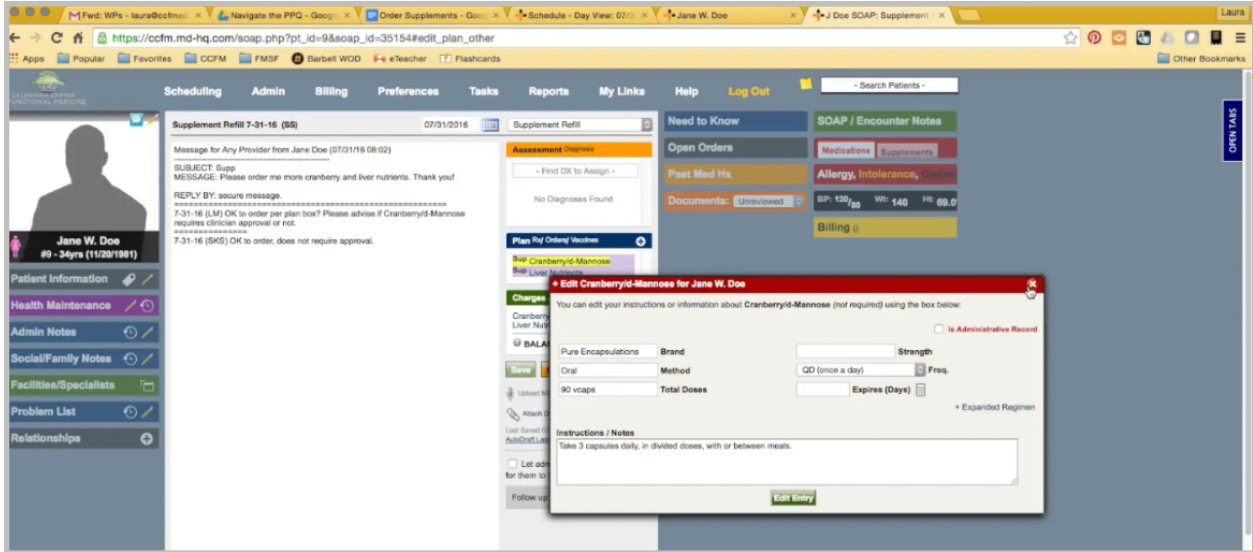
Copy her address. Again, the message to the patient here is the same regardless of the clinician approval. Send. Close the chart, and wait for it to come back.



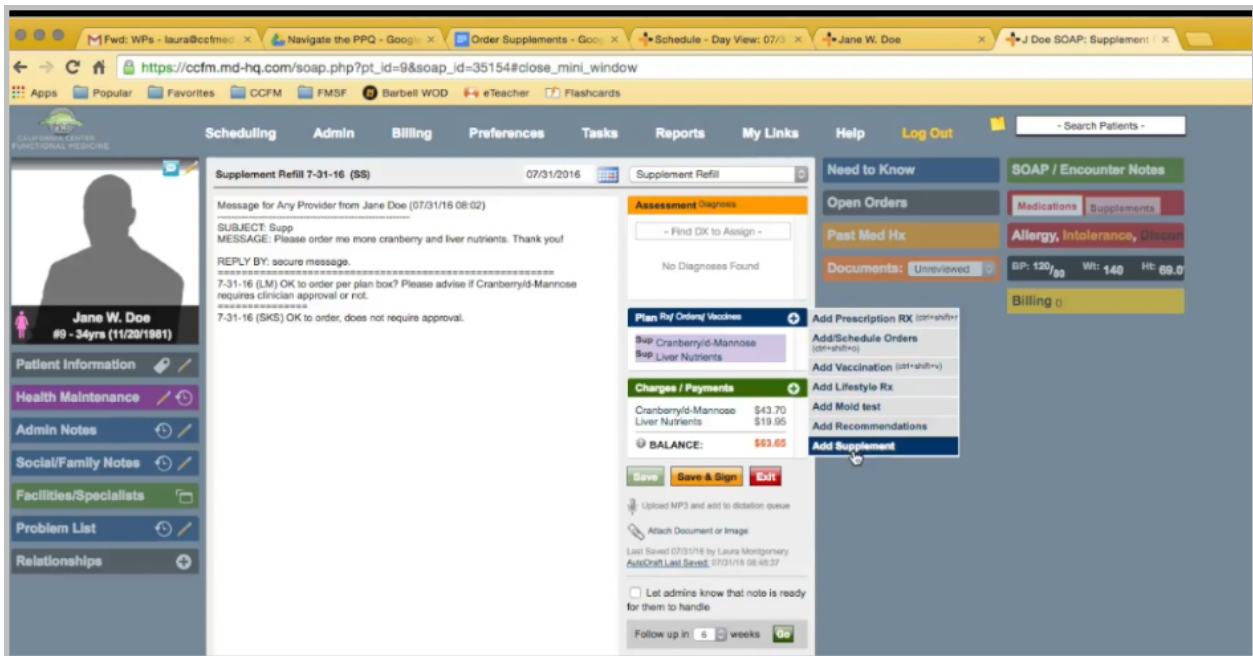
Once the task comes back from the clinician, click to open the chart. Click to open the encounter. This is okay to order, and it does not require approval.

I'm going to put this in the Charge Box. Again, the name needs to match exactly, and I can change the quantity here if the patient wanted more than one.

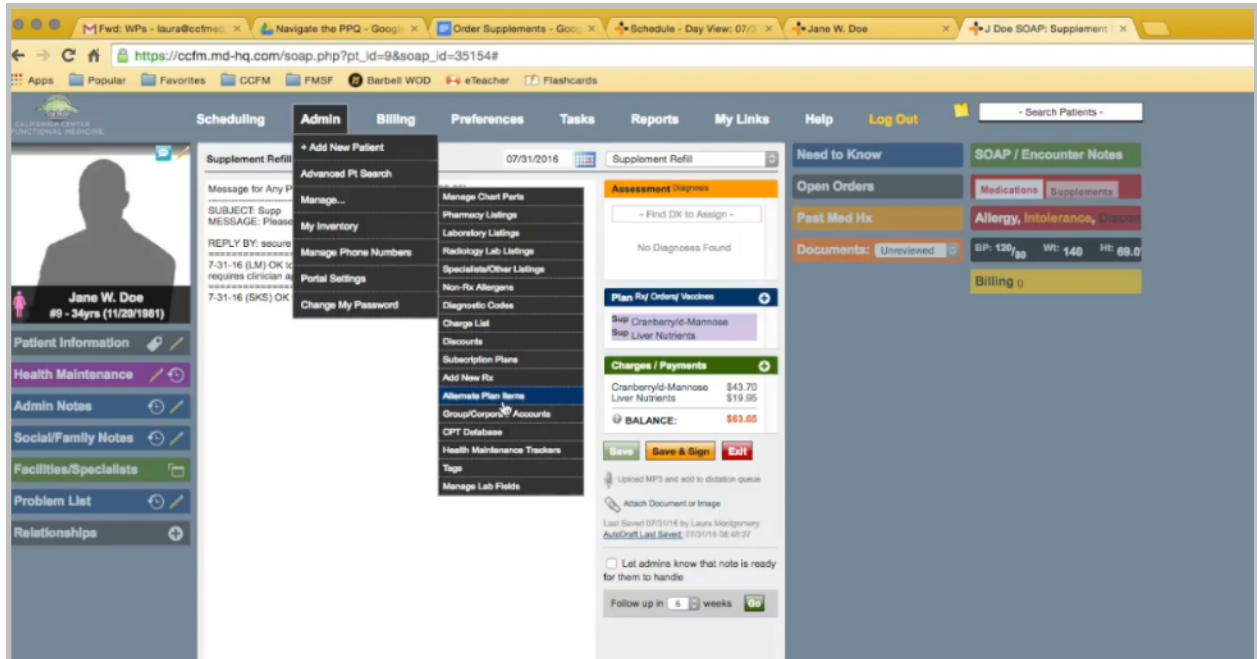
Now, we need to update the system so that everyone knows in the future this does not require approval.



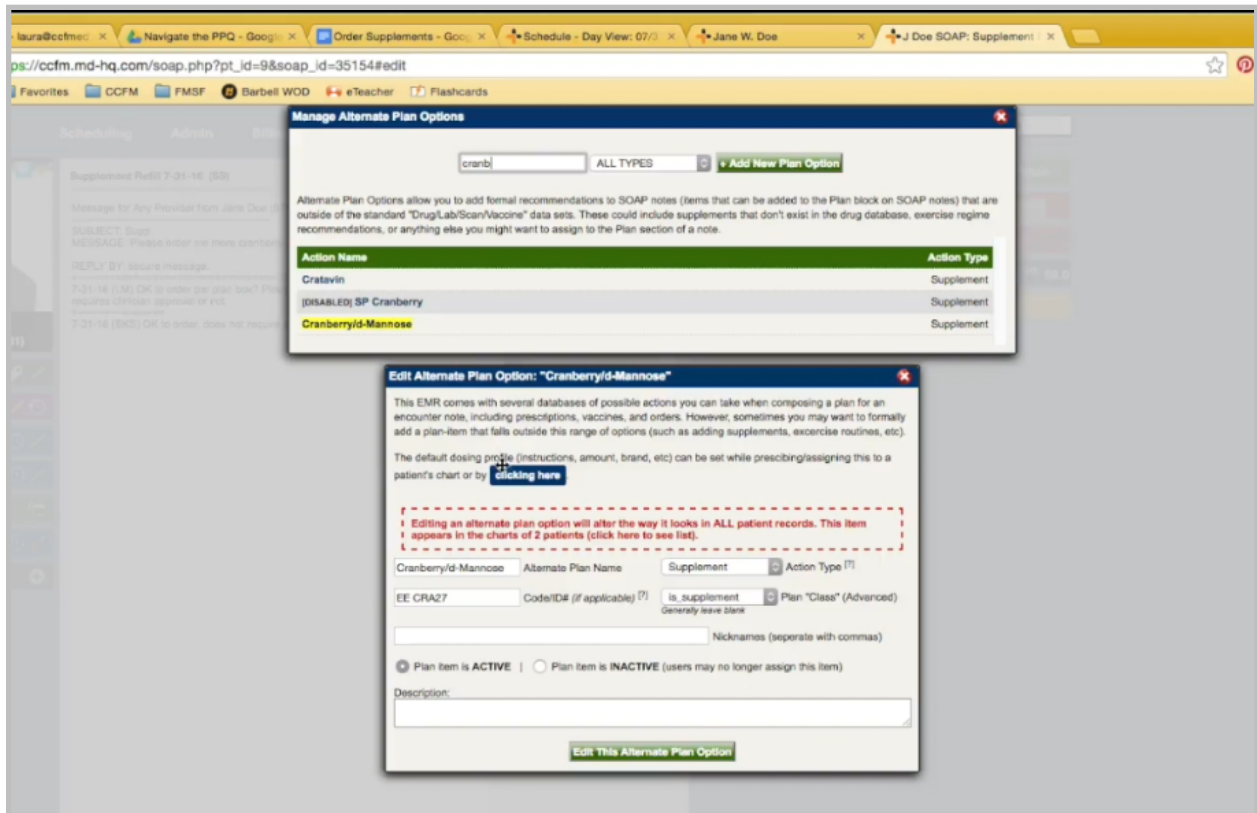
Because we already changed the dosage here from the default profile, we cannot do it in this Plan Box as is.



You can do one of two things to update the instructions. You can either click here, Add Supplement. Put “no.” Mark it to Save the Settings as Default, and then just close the box. Notice it doesn't add it to the plan again.

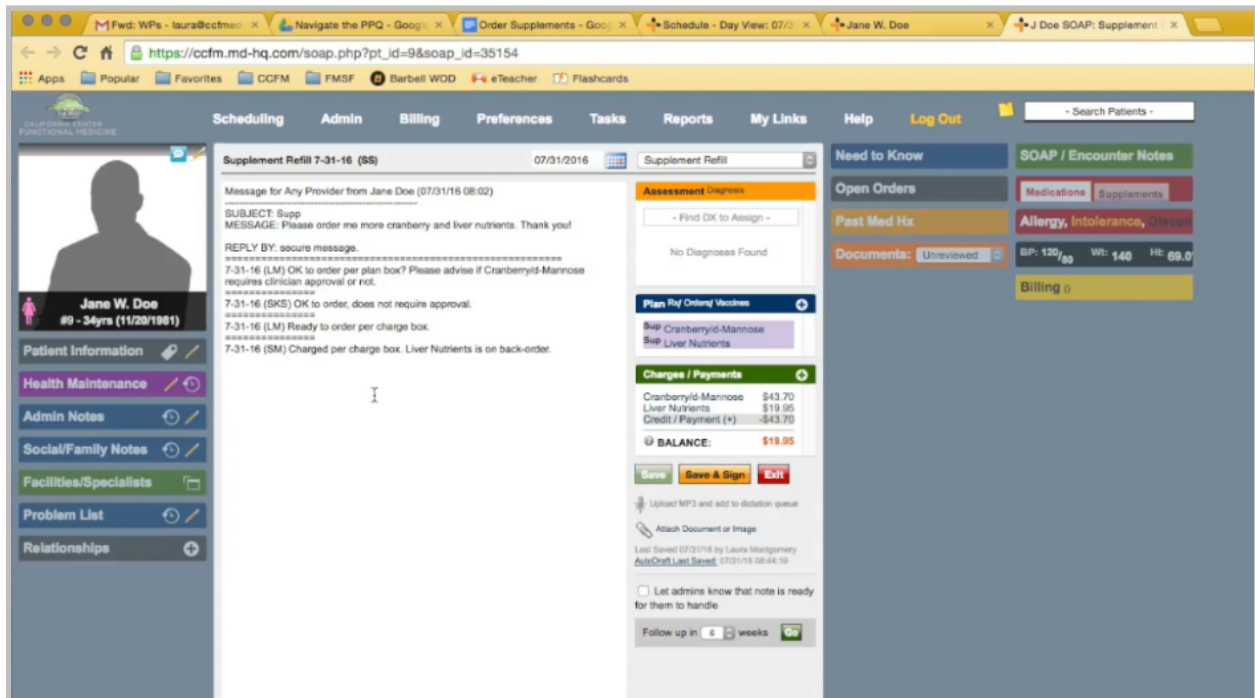


You can go into the Alternate Plan Items menu.



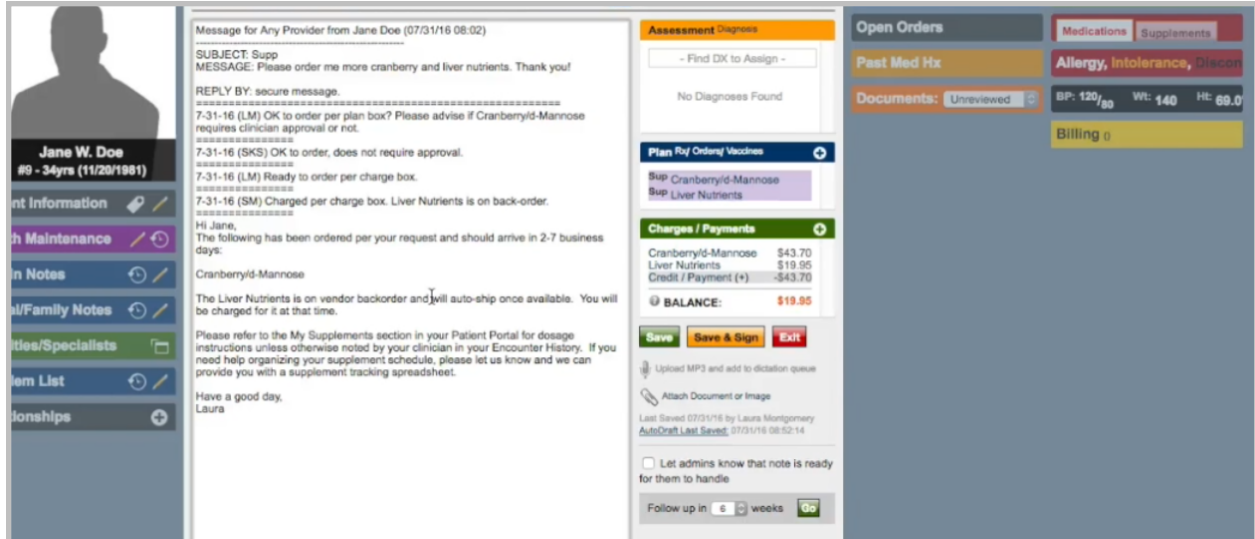
Pull it up, and you would edit here. I'm going to put it back to blank, since I'm not sure about this one.

Okay, now the rest is the same as the other ones. I need to put my line that it is ready to go. Save that. Now, I'll send it to Billing to be charged and ordered, and wait for the task to come back.



Once the task comes back that it has been charged and ordered, click to open the chart. Click to open the encounter. Here you're going to see it was charged and ordered except Liver Nutrients is on backorder.

We're going to follow the same type of procedure. Put the line. Put my message to the patient. Copy the supplements. Remove the price.



The screenshot displays a patient's medical record interface. On the left, a sidebar shows patient information for Jane W. Doe, #9 - 34yrs (11/20/1981), with tabs for Patient Information, Health Maintenance, In Notes, All/Family Notes, Allergies/Specialists, Item List, and Relationships. The main content area shows a message from Jane Doe dated 07/31/16 at 08:02. The message text is as follows:

Message for Any Provider from Jane Doe (07/31/16 08:02)
 SUBJECT: Supp
 MESSAGE: Please order me more cranberry and liver nutrients. Thank you!
 REPLY BY: secure message.
 7-31-16 (LM) OK to order per plan box? Please advise if Cranberryid-Mannose requires clinician approval or not.
 7-31-16 (SKS) OK to order, does not require approval.
 7-31-16 (LM) Ready to order per charge box.
 7-31-16 (SM) Charged per charge box. Liver Nutrients is on back-order.
 Hi Jane,
 The following has been ordered per your request and should arrive in 2-7 business days:
 Cranberryid-Mannose
 The Liver Nutrients is on vendor backorder and will auto-ship once available. You will be charged for it at that time.
 Please refer to the My Supplements section in your Patient Portal for dosage instructions unless otherwise noted by your clinician in your Encounter History. If you need help organizing your supplement schedule, please let us know and we can provide you with a supplement tracking spreadsheet.
 Have a good day,
 Laura

On the right side of the interface, there are several panels: 'Assessment - Diagnosis' with a search box and 'No Diagnoses Found'; 'Plan Rx/Orders/Vaccines' showing orders for 'Cranberryid-Mannose' and 'Liver Nutrients'; 'Charges / Payments' table with a balance of \$19.95; and 'Open Orders' with tabs for Medications, Supplements, Allergy, Intolerance, and Diet, and a 'Billing' button. A 'Documents' section shows 'Unreviewed' status. At the bottom right, there are 'Save', 'Save & Sign', and 'Exit' buttons, along with a 'Follow up in' field set to 6 weeks.

There is no cold ship, but I do need to make a note about the Liver Nutrients, so instead of listing them here that they will arrive in two to seven days, I have a separate message here to let her know they are on backorder. They'll automatically ship to her when they are ready again, and that's when they will be charged. Save and Sign.

Send her a notice. Make it custom. Remove all the messages except her order confirmation.

Billing has a separate way that they track all the backordered supplements, so I'm okay to complete the encounter and to mark the task as complete.