



ETCH Patient Portal Refill Request

Please make sure that you are going to the following address: <https://patientportal.etch.com>

Please Note: Do not use the browser back and forward page buttons; you must utilize the patient portal action buttons to navigate.

There are several assumptions that must be identified for the Refill Request Feature within the ETCH Patient Portal;

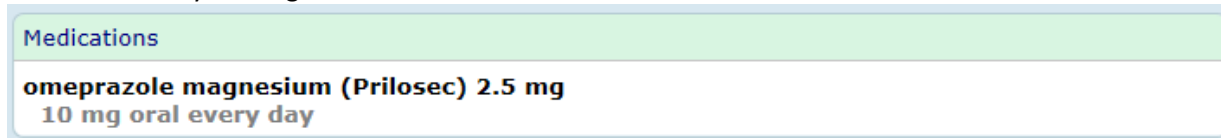
- A current prescription must already exist for the patient.
- The Refill Request Feature will only be available for those providers who are participating in this feature.

Here is a view of what the patient will see:



The medications available for Refill Request will be displayed in the medications section (in bold).

Select the medication by clicking on the bolded name.



The following screen will be displayed; select the "Request Renewal" button:

From this screen, you can view the details of the selected medication.
If you click on the "More Information About This Medication" link, you can view information for this medication such as possible side effects, etc... [Learn More](#)

omeprazole magnesium (Prilosec) 2.5 mg

Dose:	10 mg
Form:	Susp,Delayed Release For Recon
Route:	oral
How Often:	every day
Prescribed By:	Lightyear,Buzz, MD
Total Refills:	0
Last Updated:	Tue, Jun 18, 2019

[More Information About This Medication](#)

[Back to List of Medications](#)

Request Renewal

Print



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Next, complete the follow-up screens to finalize the request:

Request Renewal

Enter pharmacy and contact information to send a renewal request for the medication below.

You are requesting a prescription renewal for the following medication:

Medication: omeprazole magnesium (Prilosec)
Dose: 10 mg
Form: Susp,Delayed Release For Recon
Route: oral
How Often: every day
Prescribed By: Lightyear,Buzz, MD
Refills: 0

Continue

Confirm the pharmacy where the prescription can be sent:

Request Renewal

Enter pharmacy and contact information to send a renewal request for the medication below.

Please confirm your preferred pharmacy:

- A-Pediatric Associates of Franklin
- xxxNUS TEST PHARMACYxxx
- Other

Back

Continue



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The next question confirms your contact information in case more information is needed and provides an opportunity to enter any additional comments:

Request Renewal

Enter pharmacy and contact information to send a renewal request for the medication below.

Please select a contact phone number:

- MOM'S CELL Phone: 865-555-1212
- Other:

Comments

[Back](#)

[Submit](#)

The final screen will be a confirmation that the renewal has been requested:

Your renewal request has been entered for the medication listed below:

omeprazole magnesium (Prilosec)

After the provider has responded, and the prescription has been successfully sent to the pharmacy, you will receive an e-mail indicating that their Refill Request has been submitted.