tebra | Fullscript®

From visit to refill

8 ways Tebra + Fullscript improves adherence

We live in a world where patients forget the details of their supplement plan the minute they leave the exam room. That's why **only 46% of patients complete their first supplement order** ("first fill").[1]

It's not that patients don't care, it's that they're not being set up for success. Supplement workflows are often a mess, scattered across multiple platforms and printouts.

The Fullscript + Tebra integration brings supplement care into one, single workflow. Now you share protocols, send portal messages, and keep patients on track between visits — all in one place.

Here are 8 practical ways to put it to work for you and your patients.

[1] Treatment adherence in integrative medicine: Comprehensive literature review and industry insights, Fullscript

Start small: Build supplements into your next visits

1 Send the protocol before the patient leaves, right from the chart

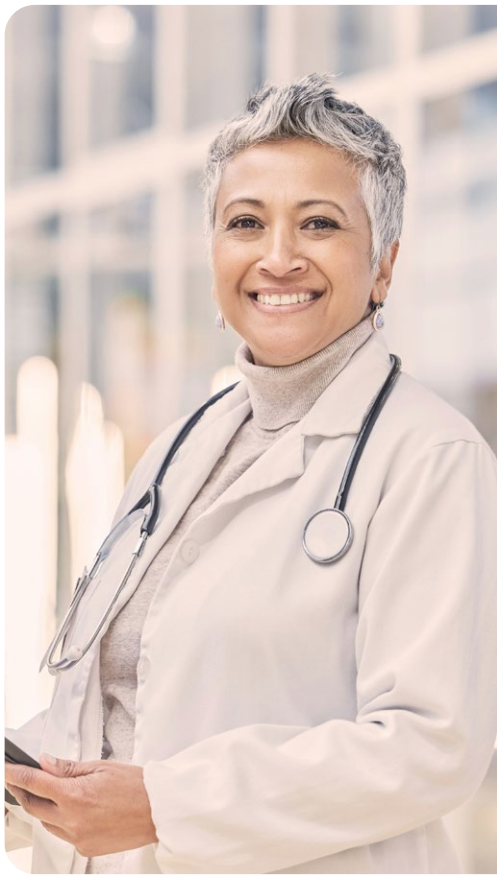
The perfect moment to send a protocol? When you're already in the chart, wrapping up the visit.

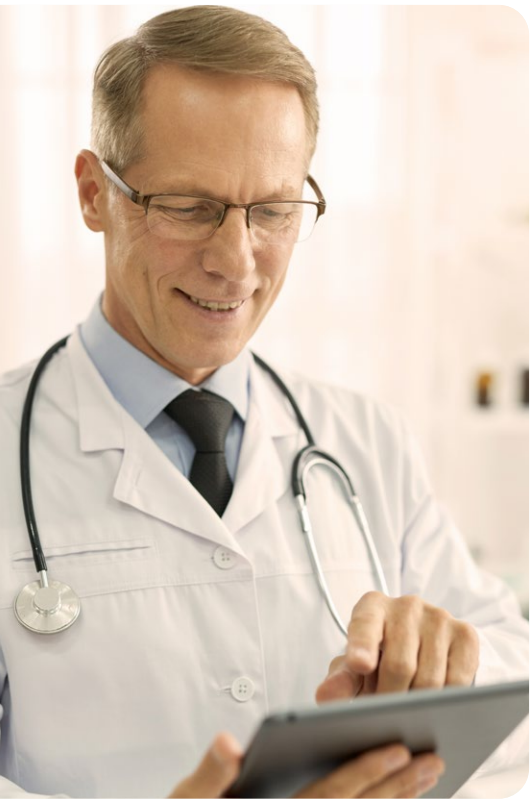
IN YOUR NEXT VISIT

Start	Choose one patient this week where supplements are clearly part of the plan.
Do	Build and send the protocol while you're still in the chart, before the patient leaves the room.
Save	Add a one-sentence portal summary (and save that wording as a template for next time) so the plan is crystal clear when they get home.

THE RESULT

Fewer post-visit messages asking, "What exactly am I supposed to take?"





2 Create go-to protocols and keep them in one place

If you see the same scenarios weekly, you shouldn't have to reinvent the plan every time.

IN YOUR NEXT VISIT

Start	Pick one common scenario you see over and over.
Do	Build a simple baseline protocol once.
Save	Save it so you can duplicate and personalize instead of starting from zero.

THE RESULT

Faster plan creation, fewer handoffs, and fewer "wait, what's the plan?" follow-ups.

3 New to supplements? Start with one repeatable use case

You don't need a full "supplement program" to get started. You just need one optimized protocol.

IN YOUR NEXT VISIT

Start	Pick one scenario you're already comfortable supporting with supplements.
Do	Use one basic protocol approach for 5–10 patients with relevant needs.
Save	Track the most common questions, then create a short standard explanation you can reuse.

THE RESULT

A low-lift on-ramp that builds confidence without creating more work.

Combine Fullscript with Tebra to boost adherence

56%

56% of providers cite "patients feeling overwhelmed" as a major barrier to treatment adherence.

4 Send patients simple, written instructions via your patient portal

Patients are more likely to follow plans they actually understand, with simple written instructions that back up what they heard in the visit.

IN YOUR NEXT VISIT

Start	Choose one patient you just sent a protocol to.
Do	Send a short portal note: what it's for, when to start, how to take it (three short lines).
Save	Use the wording to create a template so your team can reuse it.

THE RESULT

Fewer clarification pings after the visit and a clearer patient plan at home.

5 Add a day 5–7 check-in, so patients don't miss a dose

Most patients intend to follow the plan — they just hit snags early and don't always tell you.

BETWEEN VISITS

Start	Identify one patient who received a new protocol in the last week.
Do	Send a two-question portal check-in: "Any trouble getting started?" and "Any questions about timing or how you're doing with it?"
Save	Use the message as a template staff can send in a few clicks.

THE RESULT

Catch issues early instead of discovering them at the next visit.

6 Prevent refill gaps with regular nudges

"I ran out" shouldn't be the reason a plan stalls. Refill gaps create unnecessary symptoms, calls, and extra work.

BETWEEN VISITS

Start	Choose one patient you just sent a protocol to.
Do	Send a short portal note: what it's for, when to start, how to take it (three short lines).
Save	Use the wording to create a template so your team can reuse it.

THE RESULT

Fewer last-minute refill scrambles and fewer interruptions between visits.

Make protocols repeatable and consistent

7 Turn supplement education into a standard team workflow

Supplement care sticks when it's a shared workflow.

AS A TEAM

Start	Choose one standard explanation every patient should receive with a new protocol.
Do	Define roles: provider sends the protocol; staff uses a template for the portal summary and check-in.
Save	Document the steps that work best as a simple SOP (and keep the templates in one place).

THE RESULT

Less variation, fewer repeat explanations, and a workflow that's consistent across schedules and staff.

8 Pick and track one success signal

You don't need a dashboard full of metrics to see if this is working — just one clear signal.

AS A TEAM

Start	Choose one success signal: fewer portal questions, "I ran out" calls, or refill scrambles.
Do	Ask your team for one concrete example after a week.
Save	Use that win to make this the default workflow for the next group of patients.

THE RESULT

Adoption sticks because your team can feel and see the difference in their day – not just hear about it.

Turn one visit into your new supplement workflow

Fullscript adds supplement care to Tebra in a way that fits your existing workflow so that you can send protocols from the chart and reinforce them between visits through the portal.Start with one patient this week: send the protocol from the chart, follow it with a clear portal summary, and set a quick day 5–7 check-in to keep them on track between visits.

Not on Tebra's EHR solution?

Talk with your Tebra representative to get started

New to Fullscript?

Create your free Fullscript account to get started

> "Since refills are so easy for my patients, I now get orders 3 and 5 months after the appointment. It's wonderful to know that my patients are still. compliant months after I have last seen them."

Vincent Pedre, MD,
Fullscript user since 2013