

Use of Fullscript for Supplement Recommendations

Patients can order supplements directly from their healthcare practitioners through **Fullscript**. The **Fullscript** platform can be utilized by providers to optimize, dispense, and manage patient treatment plans regarding supplements. The system is integrated into Duly’s Epic to allow providers to apply recommendation protocols to their patients directly through their email. This tip sheet walks through how to access **Fullscript** and utilize these supplement recommendations in a patient encounter.

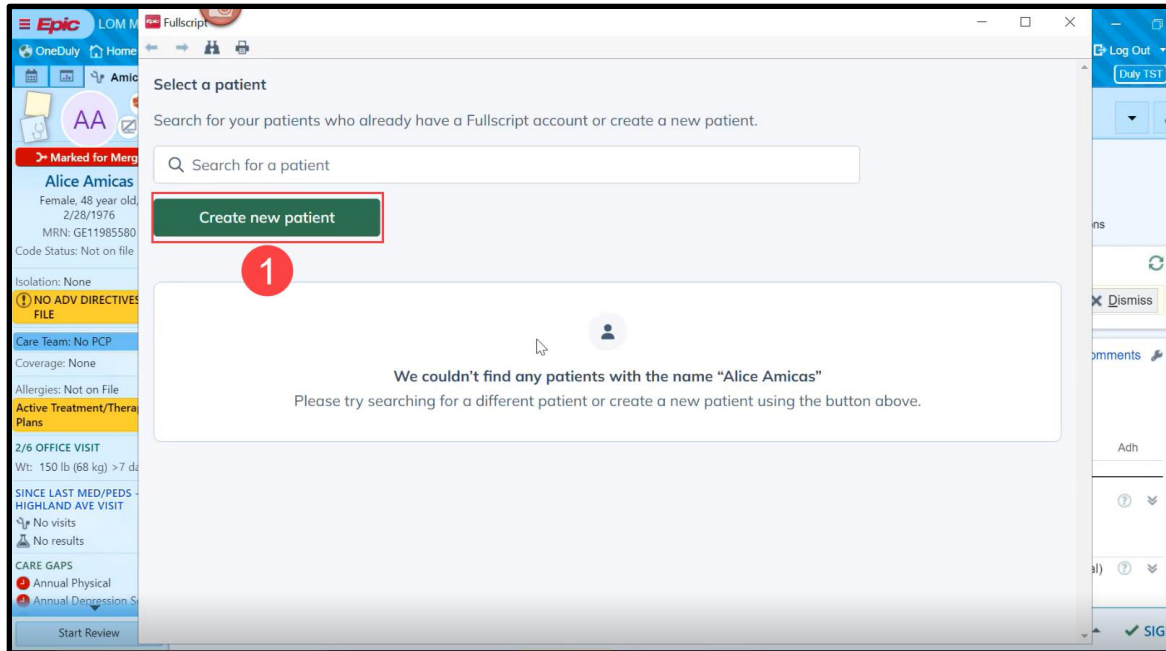
Table of Contents_Toc190167674

Creating a New Patient In Fullscript.....	2
Applying FullScript Protocols to a Patient Encounter	3
Applying FullScript Protocols to a MyChart Encounter.....	6
Applying FullScript Protocols to an Orders Only Encounter	10
Reviewing Protocols Recommendations Issued Through Fullscript	13

Creating a New Patient in Fullscript

If a patient has not yet been established in Fullscript, they will need to be created when the Fullscript window is launched in Epic. This allows providers to ensure the patient's email address is correct for sending recommendations.

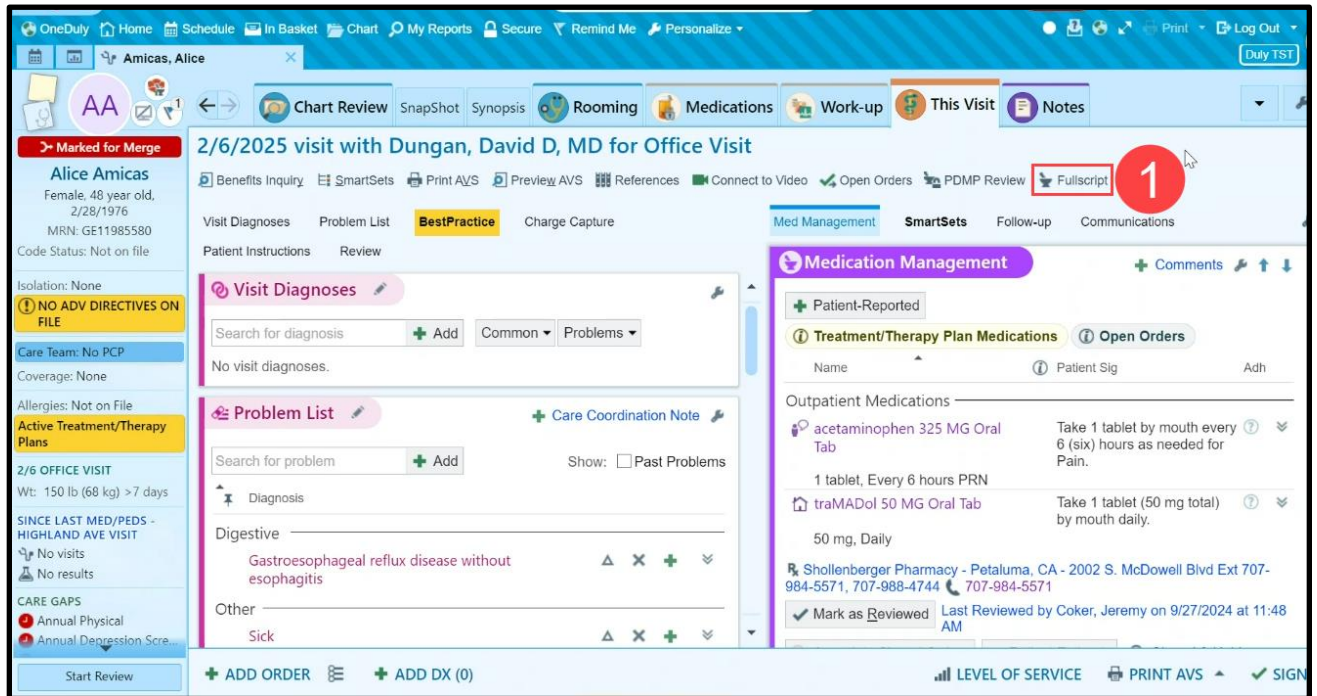
1. After launching the **Fullscript** activity in Epic through a patient encounter, MyChart encounter, or Orders Only encounter, you can search for a patient in the search box or create a new patient by clicking on **Create new patient**.



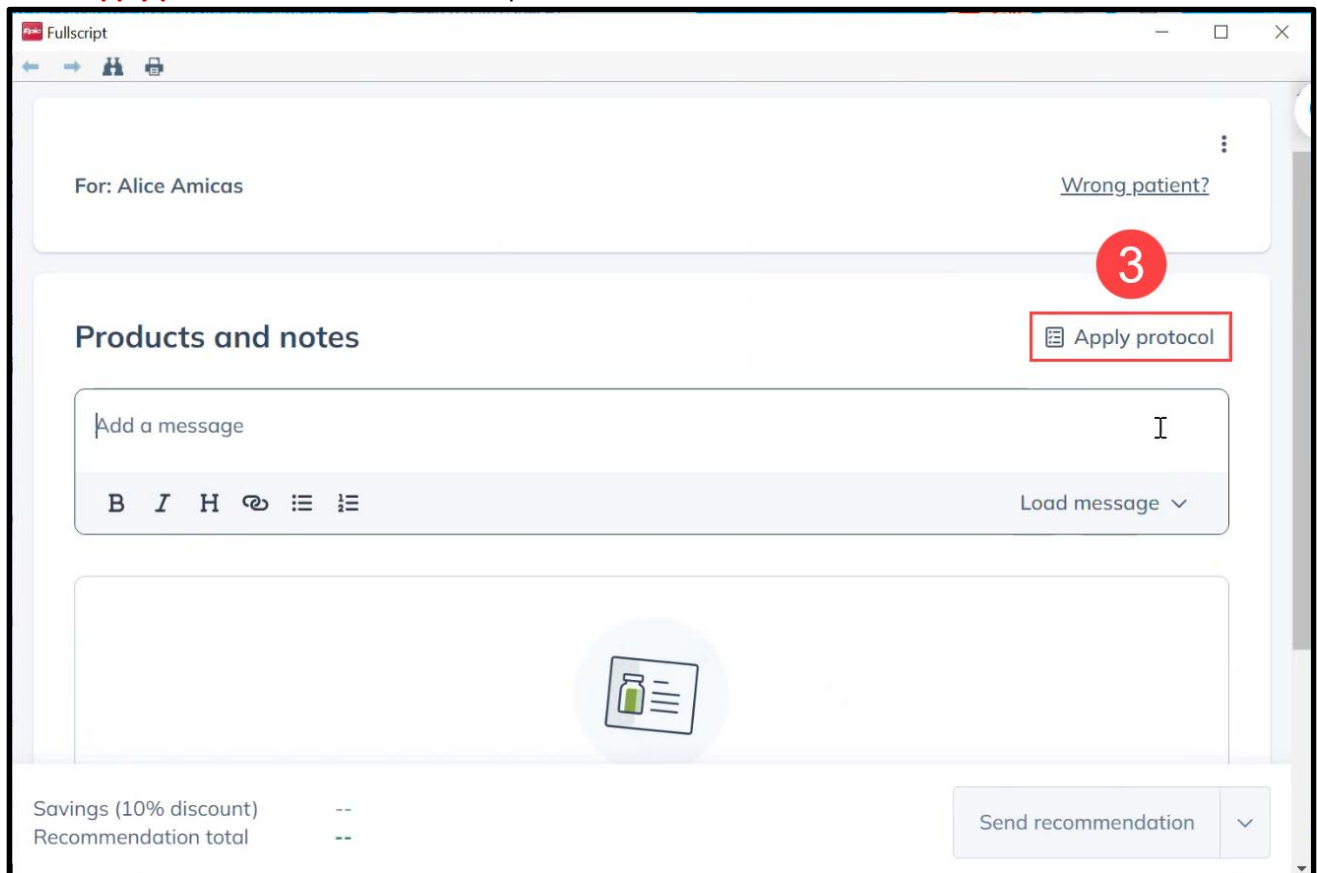
2. Enter the patient's information using their **email address** and optional **phone number**. Patients will receive information about their supplements through email.
3. Click **Create and start recommendation**.

Applying Fullscript Protocols to a Patient Encounter

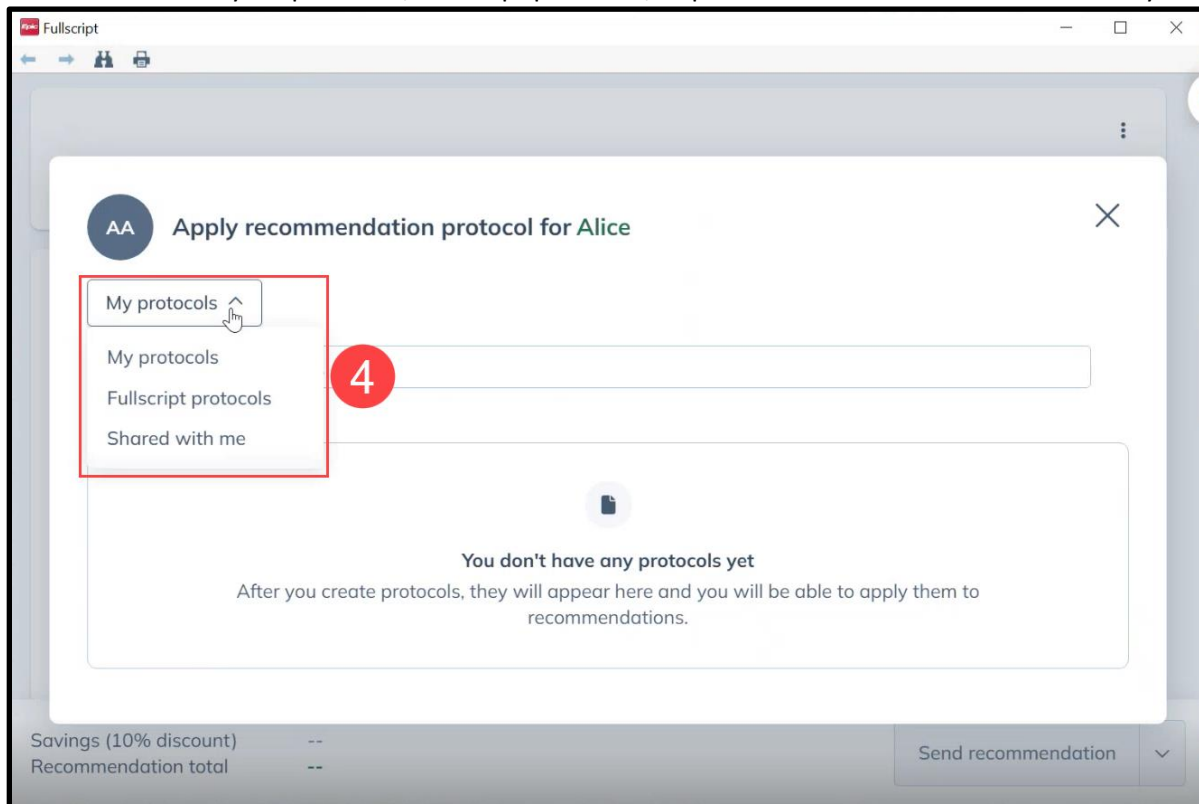
1. From the patient's Office Visit Encounter, navigate to the **This Visit** tab, click the  **Fullscript** icon in the toolbar to launch **Fullscript** in a new window.



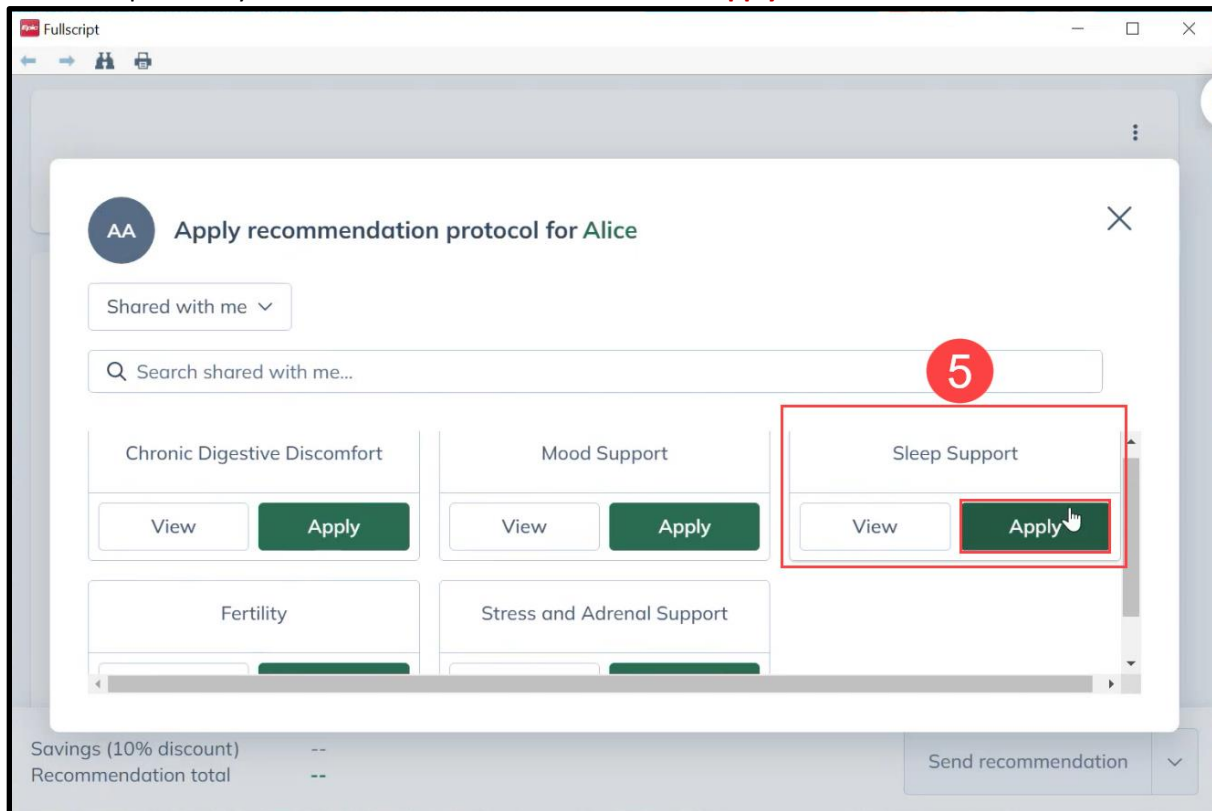
2. If your patient is not yet established in Fullscript, see the previous steps on how to register a new patient.
3. Select **Apply protocol** to browse available protocol recommendations.



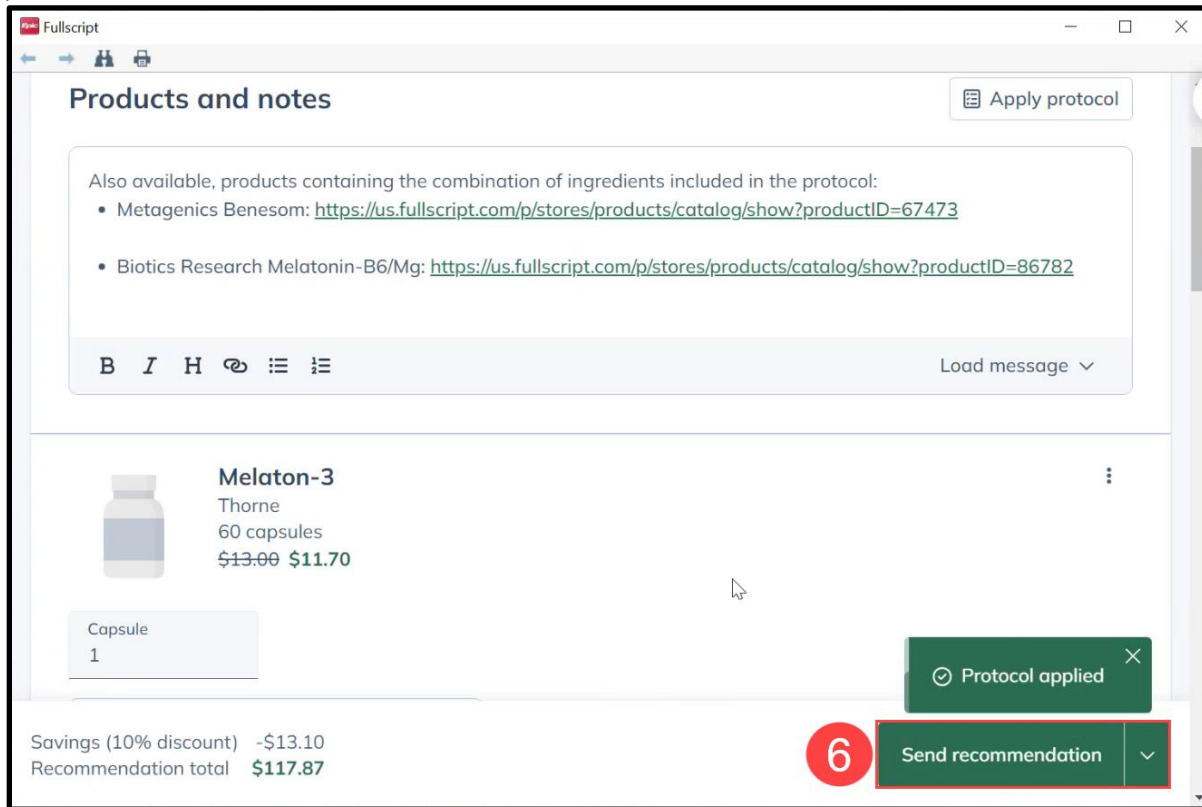
4. You can search for your protocols, Fullscript protocols, or protocols that have been shared with you.



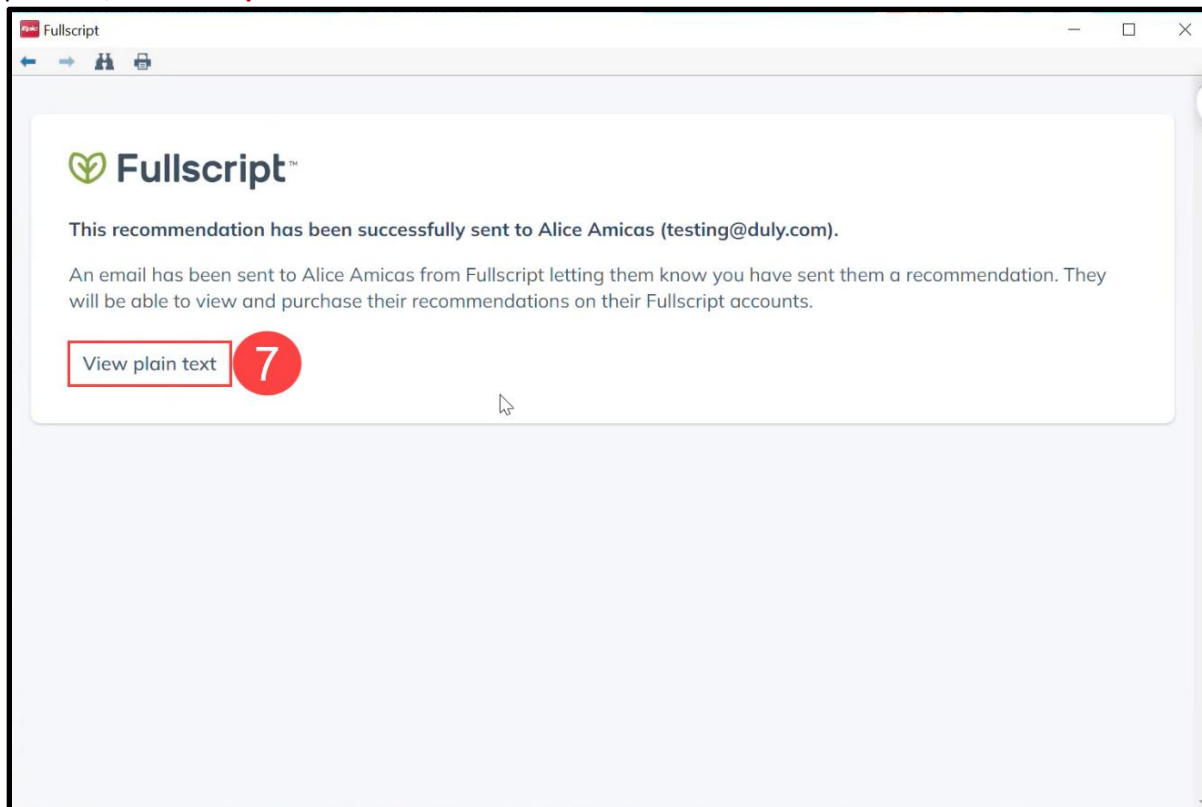
5. Select the protocol you would like to recommend and click **Apply**.



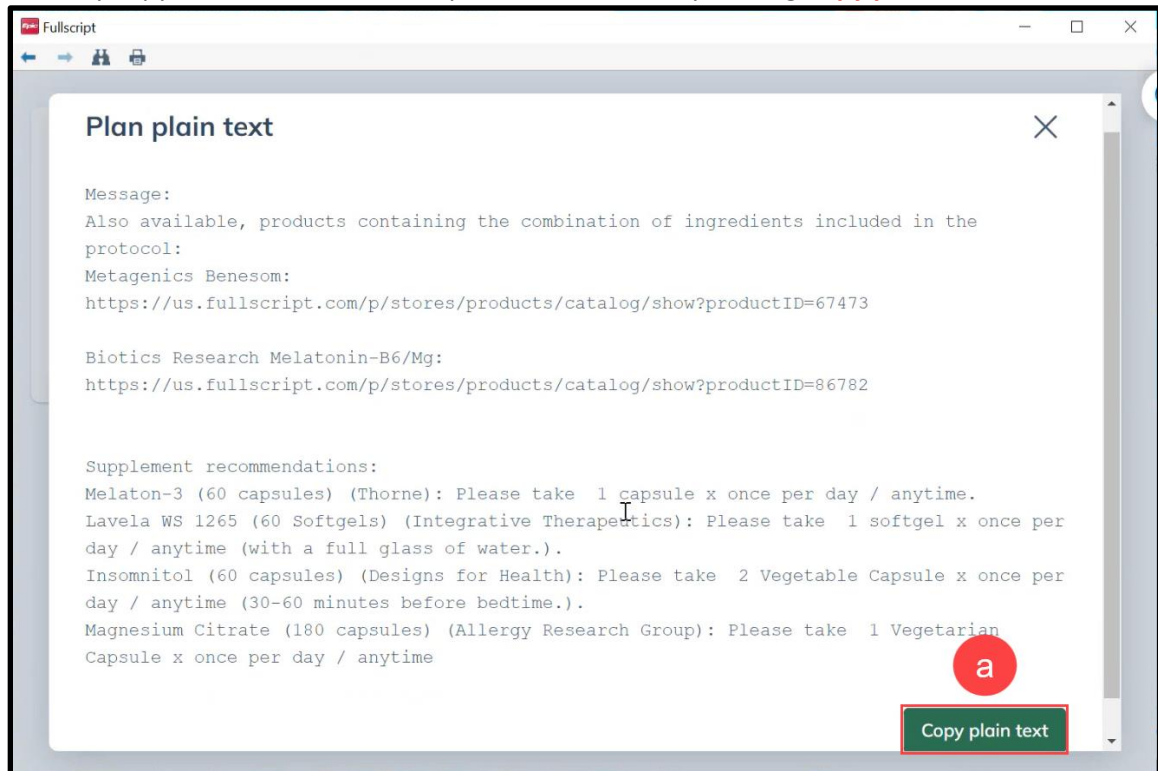
6. After reviewing the product details, click **Send recommendation**. This sends the recommendation to the patient's email address.



7. Fullscript will display that the recommendation has been sent to the patient. To view the text of the selected protocol, click **View plain text**.

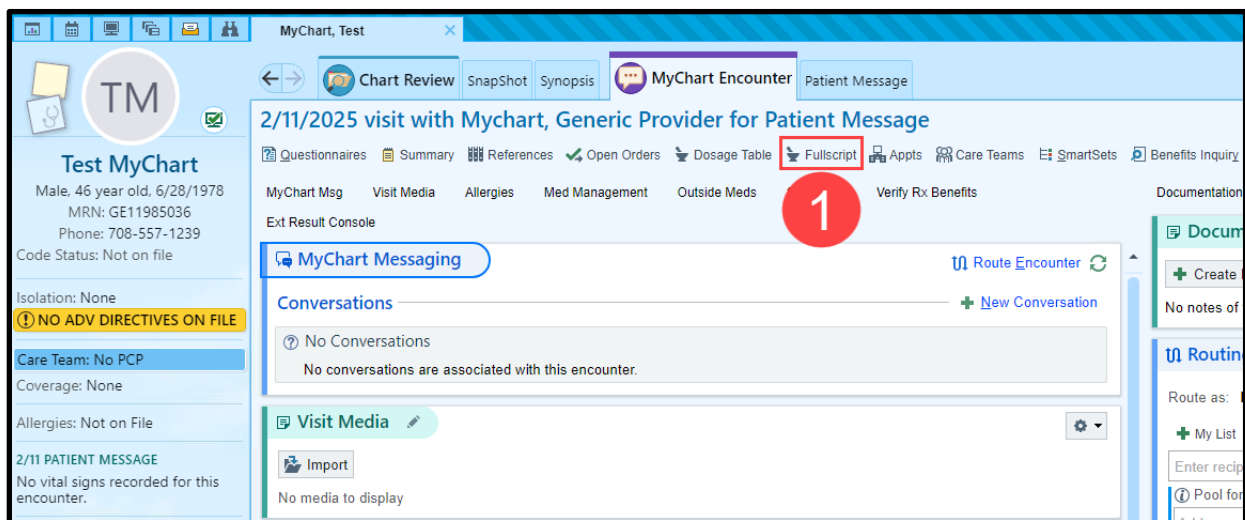


- a. You may copy the text version of the protocol if needed by clicking **Copy plain text**.

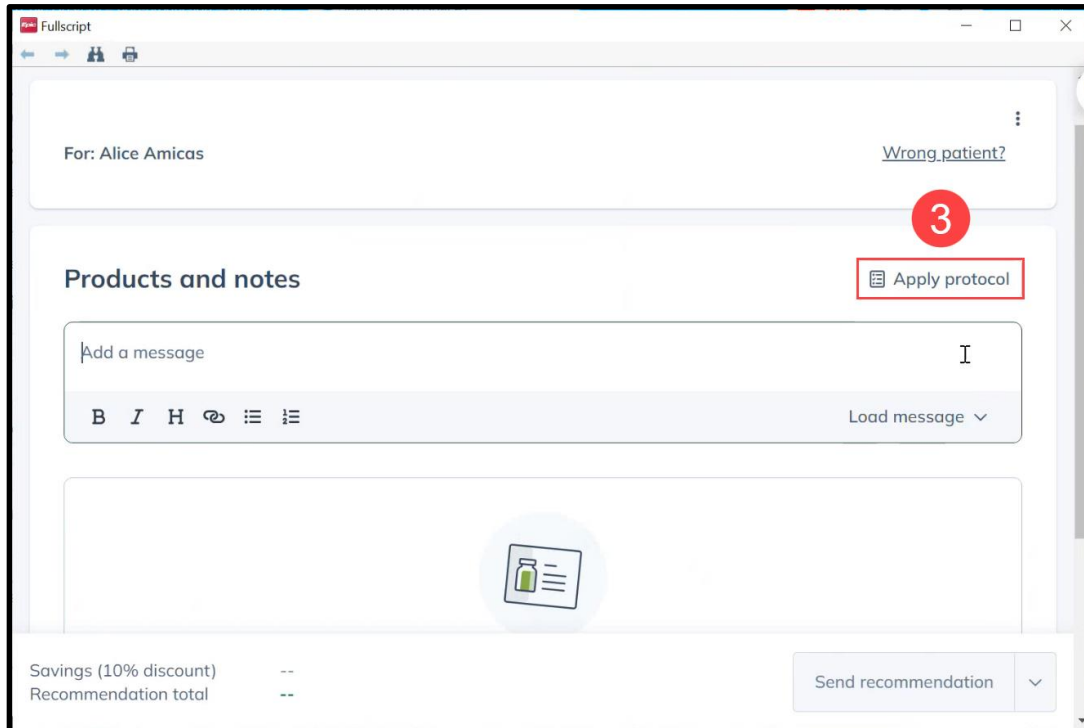


Applying Fullscript Protocols to a MyChart Encounter

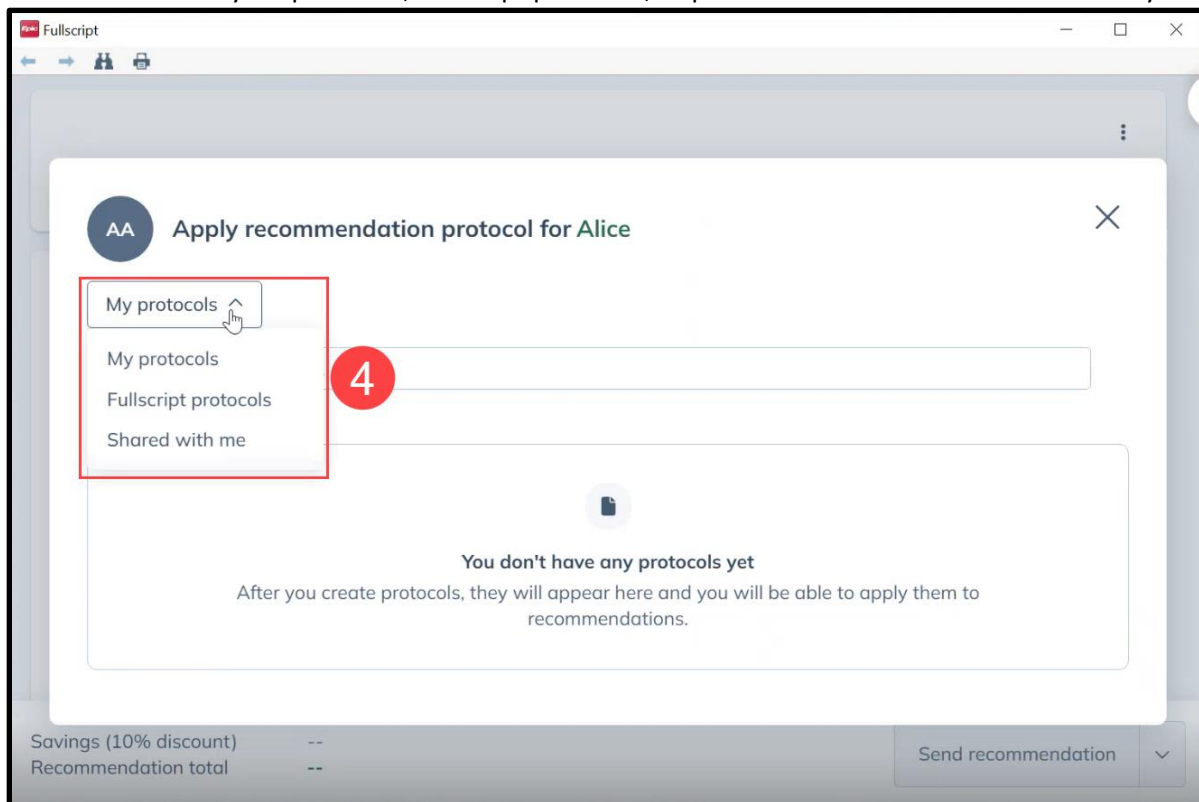
1. From the patient's MyChart encounter, click the **Fullscript** icon in the toolbar to launch Fullscript in a new window.



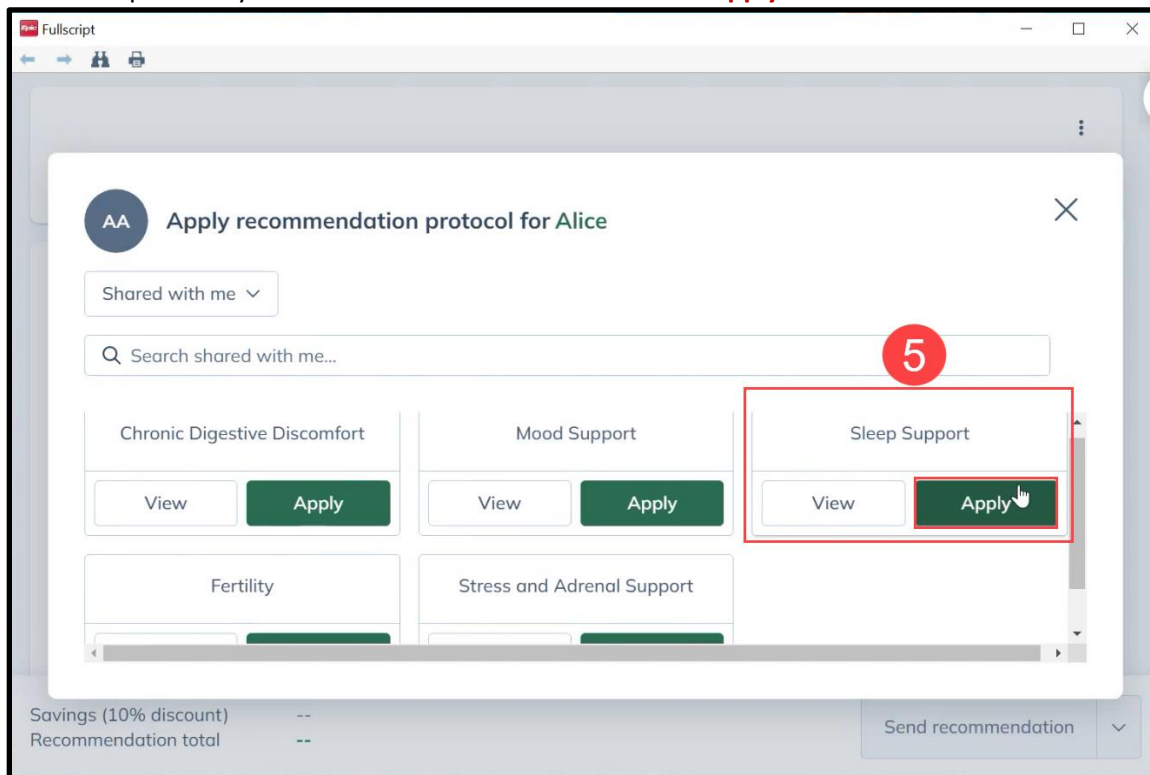
2. If your patient is not yet established in Fullscript, see the previous steps on how to register a new patient.
3. Select **Apply protocol** to browse available protocol recommendations.



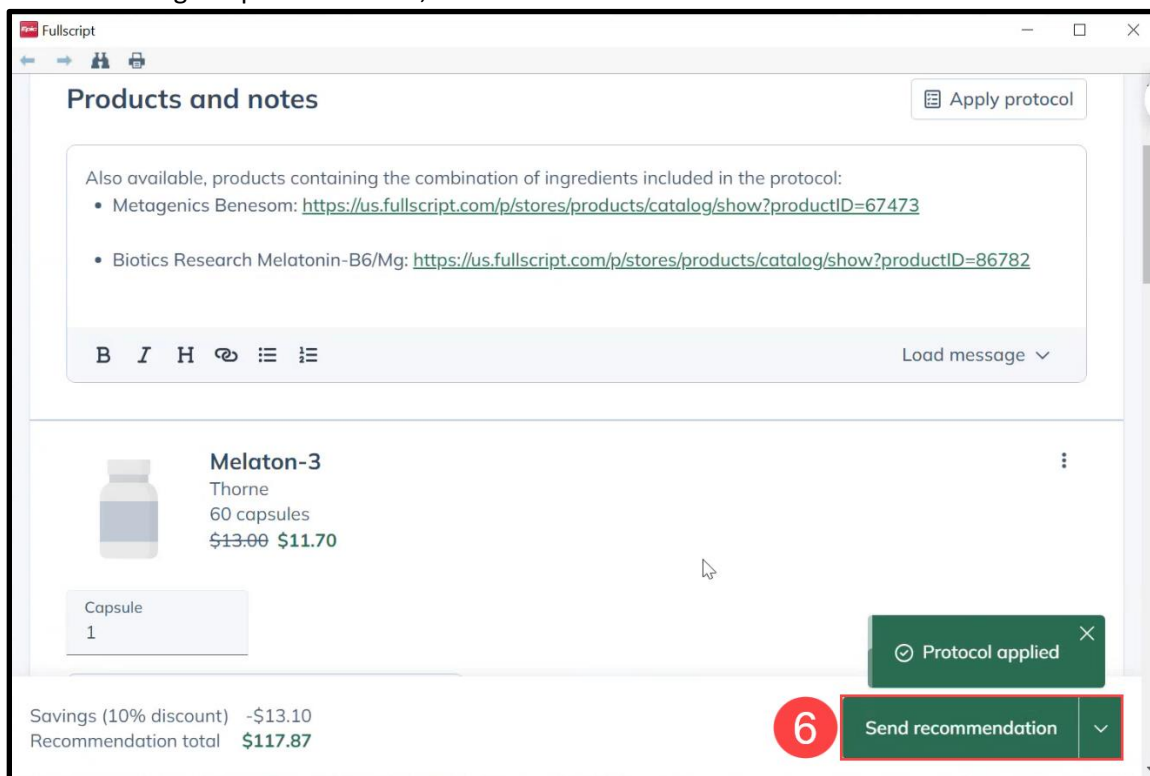
4. You can search for your protocols, Fullscript protocols, or protocols that have been shared with you.



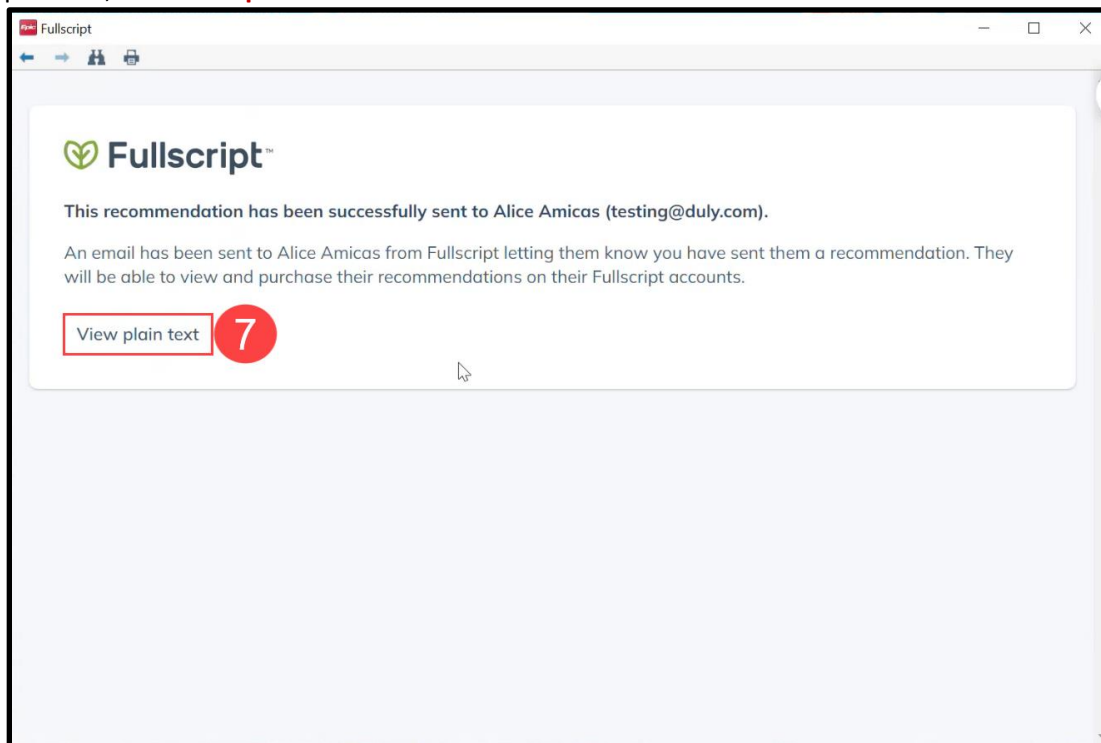
5. Select the protocol you would like to recommend and click **Apply**.



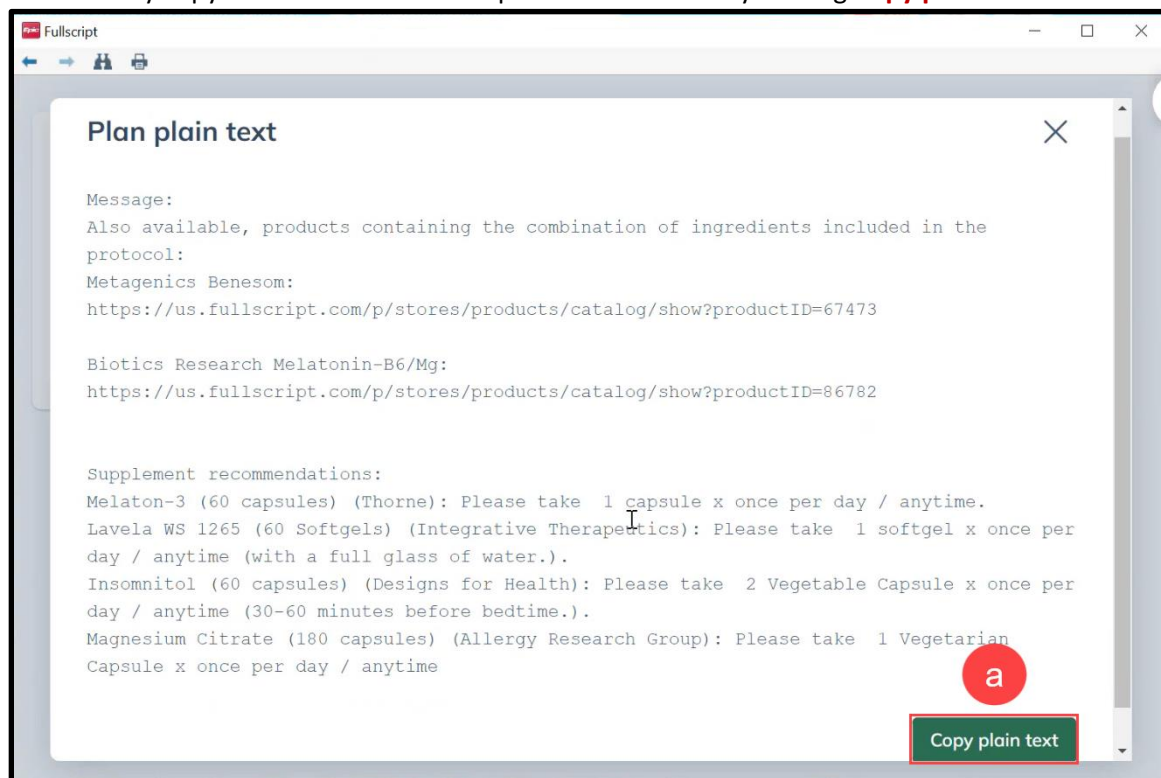
6. After reviewing the product details, click **Send recommendation**. This sends the recommendation to the patient.



7. Fullscript will display that the recommendation has been sent to the patient. To view the text of the selected protocol, click **View plain text**.



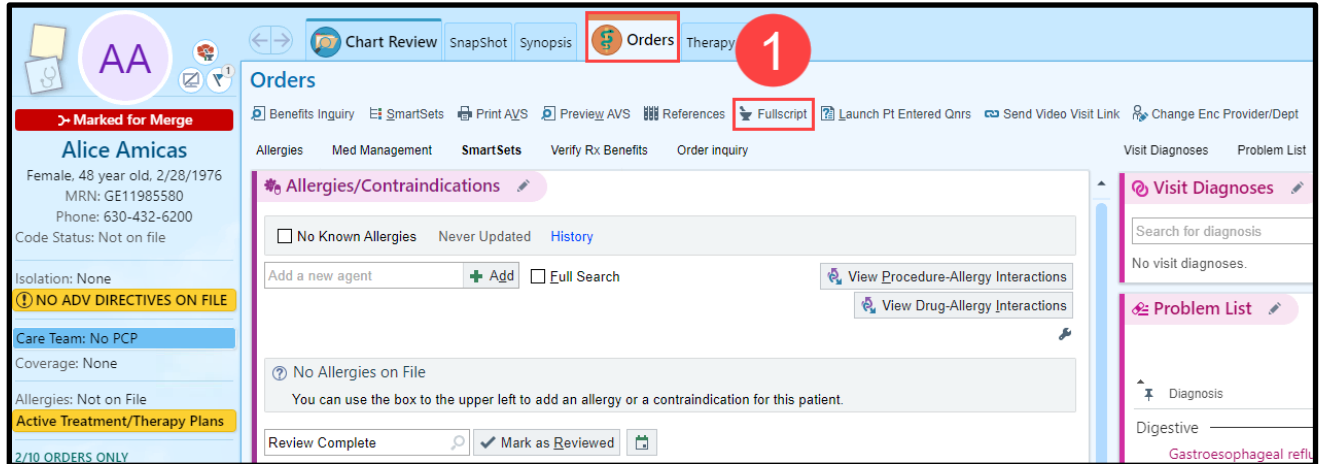
- a. You may copy the text version of the protocol if needed by clicking **Copy plain text**.



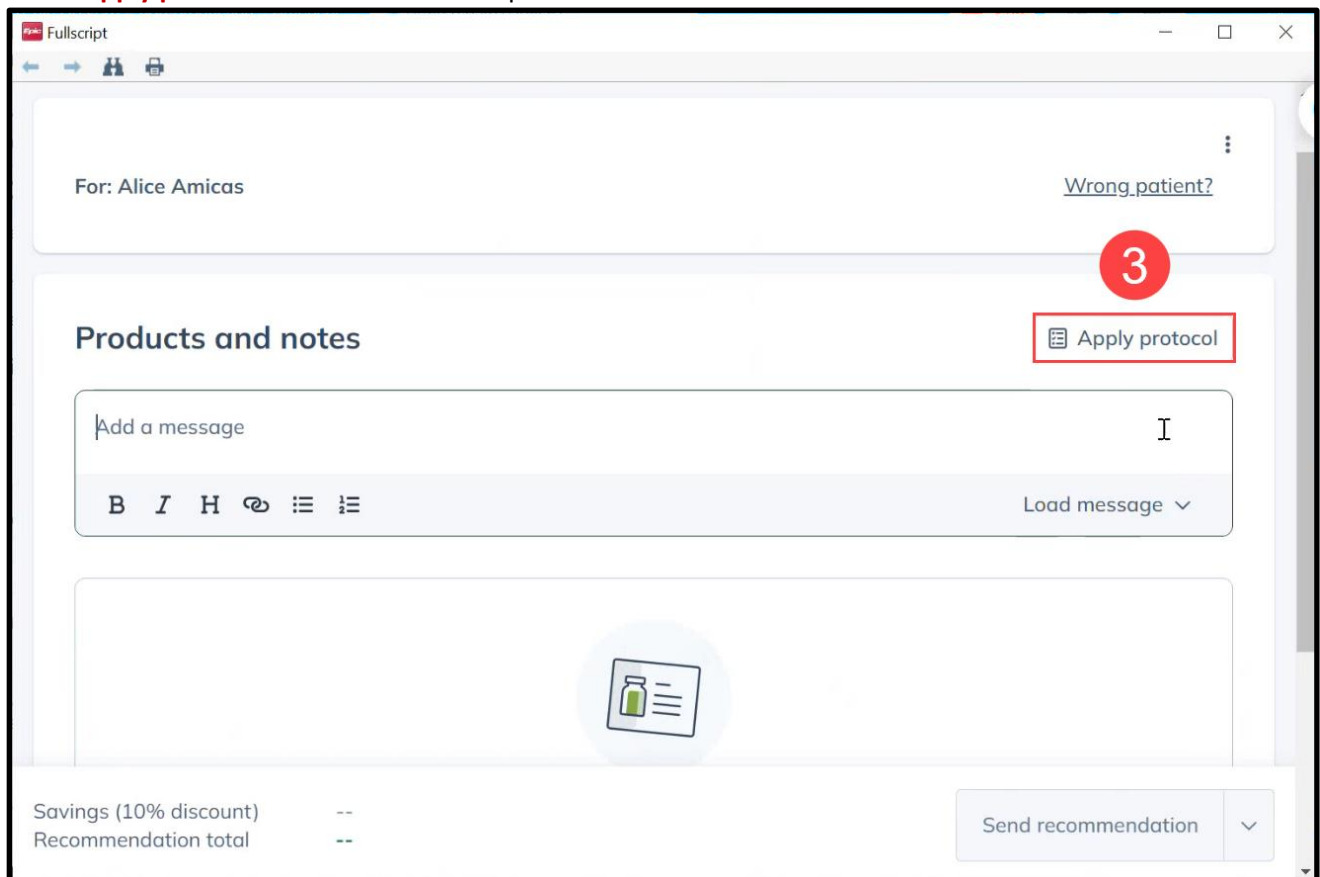
In a MyChart encounter, patients do not receive an After Visit Summary (AVS) displaying the information for their recommendation. If you would like this information to be sent to your patient, you can paste the copied plain text into a Patient Message.

Applying Fullscript Protocols to an Orders Only Encounter

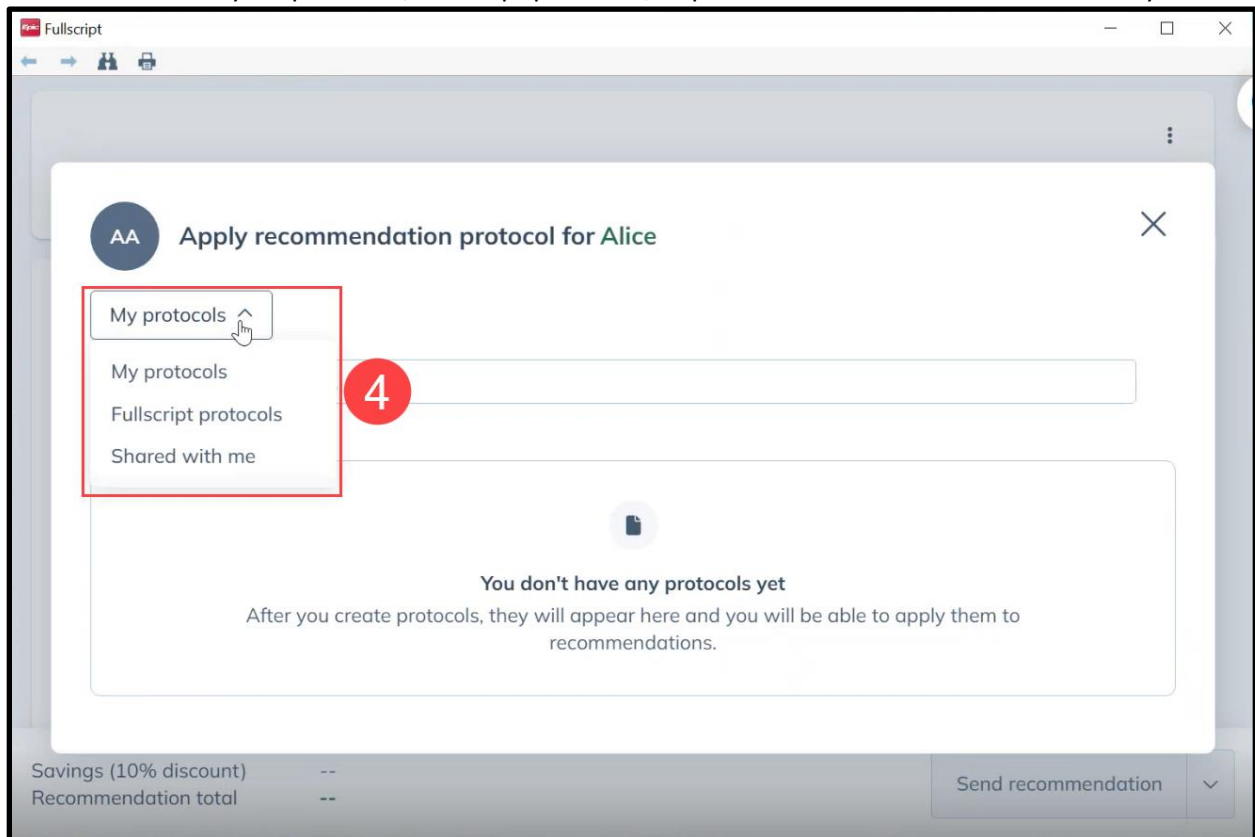
1. From the patient's Orders Only encounter, navigate to the **Orders** tab, click the  **Fullscript** icon in the toolbar to launch Fullscript in a new window.



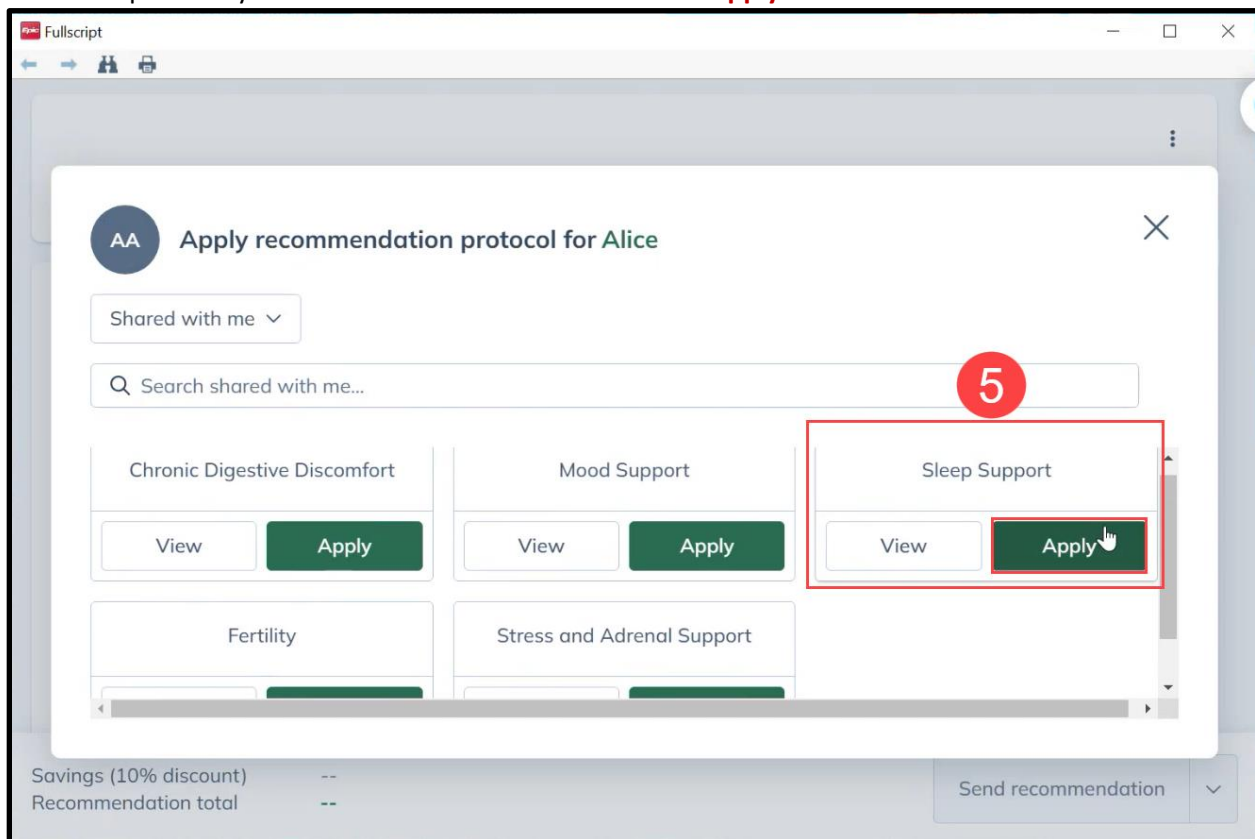
2. If your patient is not yet established in Fullscript, see the previous steps on how to register a new patient
3. Select **Apply protocol** to browse available protocol recommendations.



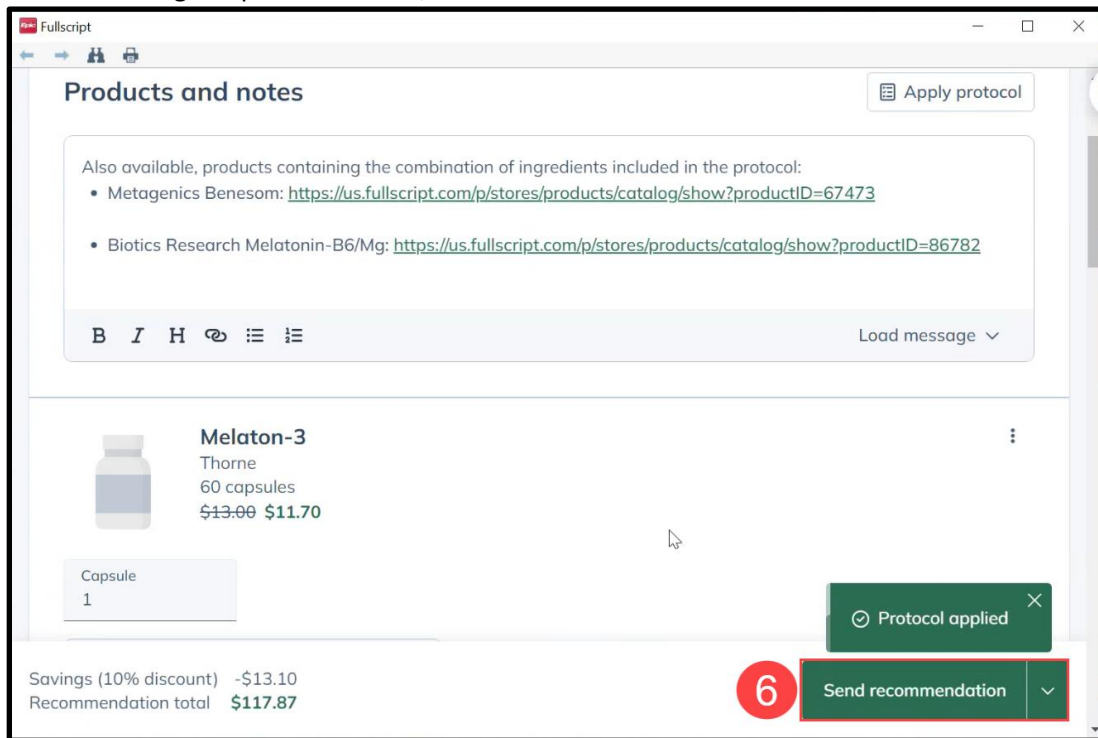
4. You can search for your protocols, Fullscript protocols, or protocols that have been shared with you.



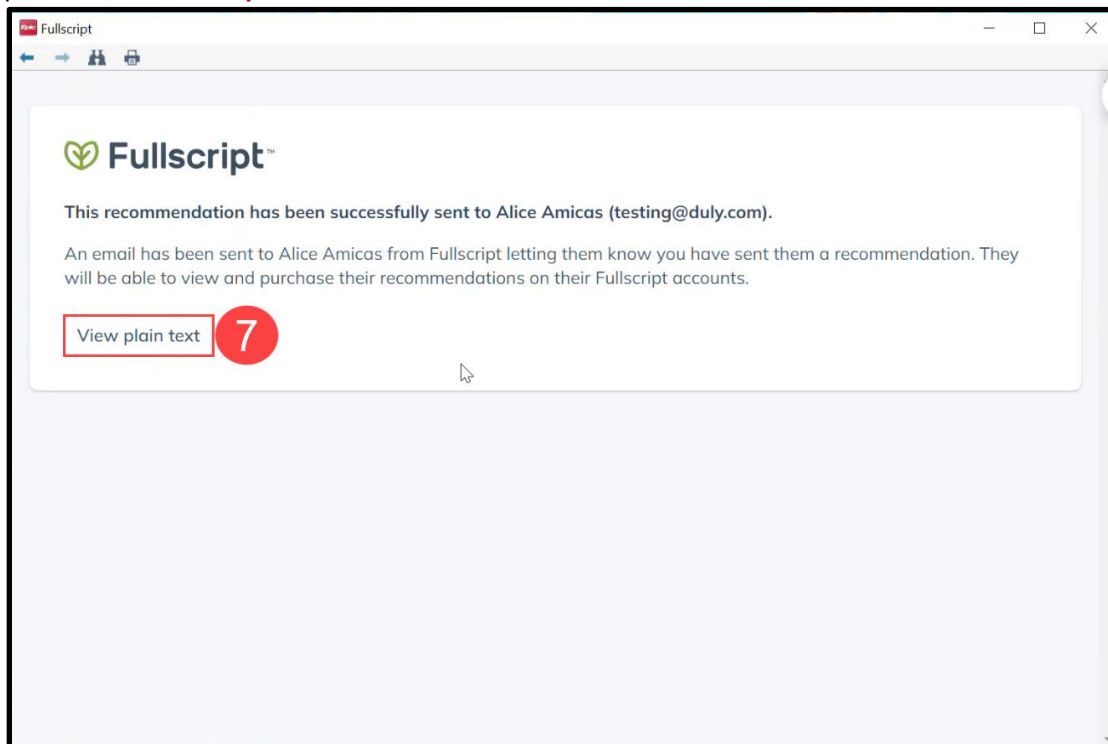
5. Select the protocol you would like to recommend and click **Apply**.



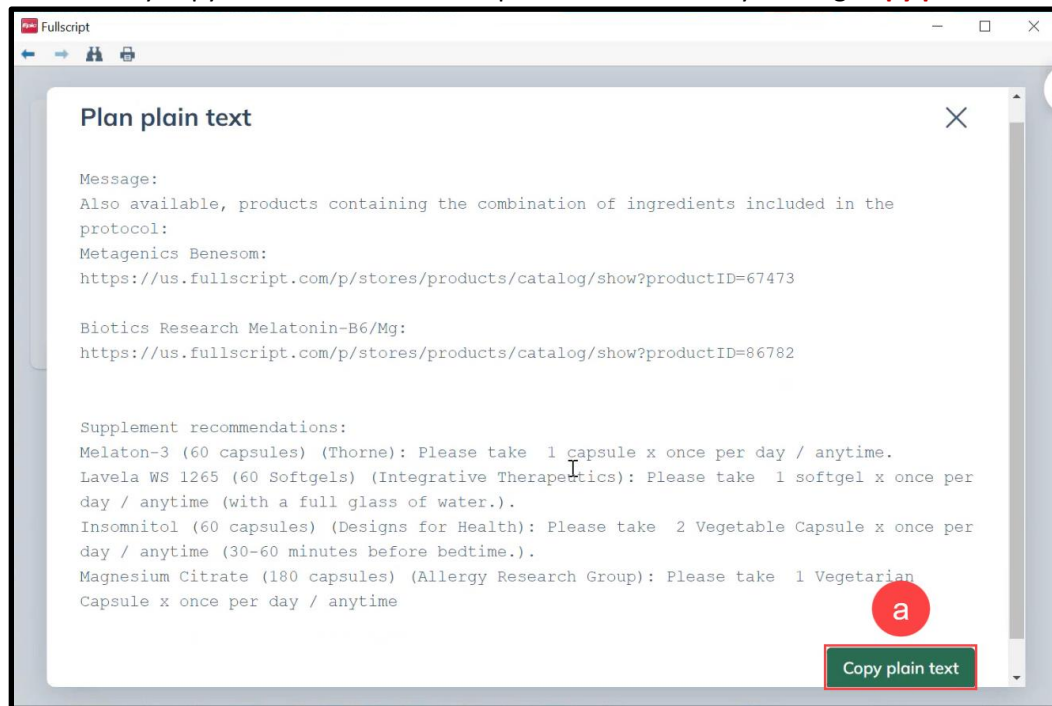
6. After reviewing the product details, click **Send recommendation**. This sends the recommendation to the patient.



7. Fullscript will display that the recommendation has been sent to the patient. To view the text of the selected protocol, click **View plain text**.



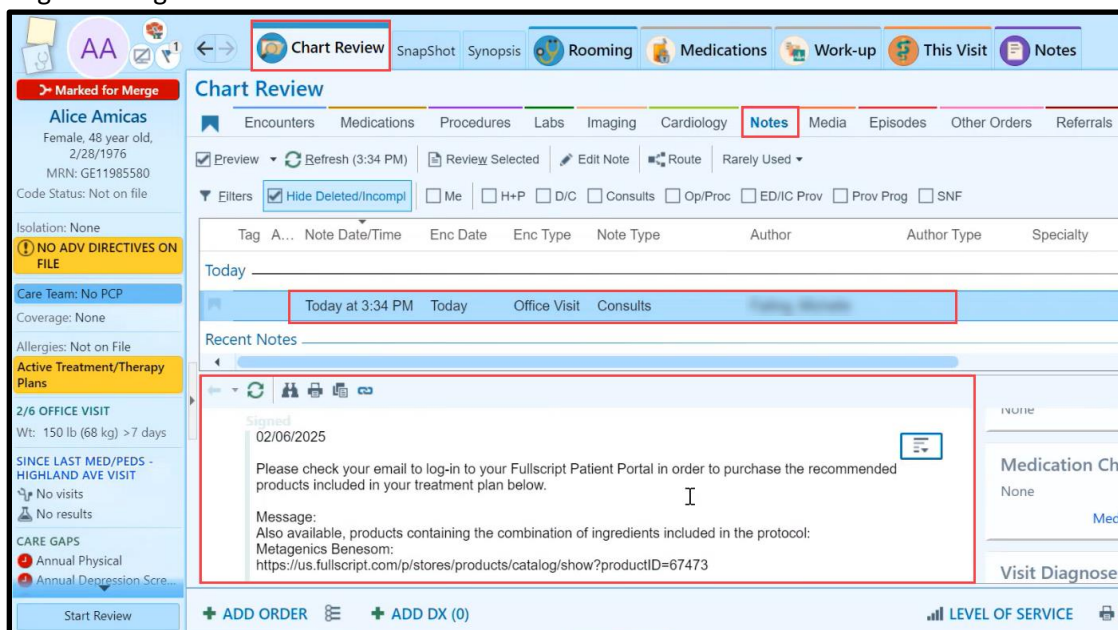
- a. You may copy the text version of the protocol if needed by clicking **Copy plain text**.



Reviewing Protocols Recommendations Issued Through Fullscript

Recommendations that have been sent to a patient through Fullscript can be viewed in **Chart Review** as well as in a patient's **After Visit Summary (AVS)** if Fullscript is used in a patient encounter. The AVS is not visible in MyChart encounters.

1. In the **Notes** tab of **Chart Review**, Fullscript recommendations will create a **Consults** note that can be viewed by single clicking on the **note**.



2. To see a patient's After Visit Summary in a patient encounter, from the **This Visit** tab, click **Preview AVS** from the toolbar.

The screenshot shows the Epic EMR interface for a patient encounter. The top navigation bar includes tabs for Chart Review, Snapshot, Synopsis, Rooming, Medications, Work-up, This Visit, and Notes. The 'This Visit' tab is active, showing a visit with Dungan, David D, MD for Office Visit on 2/6/2025. The toolbar includes buttons for Benefits Inquiry, SmartSets, Print AVS, and Preview AVS (highlighted with a red circle and the number 2). The main content area displays various clinical sections: Visit Diagnoses, Problem List, Level of Service, Medication Management, and Outpatient Medications. The patient information sidebar on the left includes details for Alice Amicas, a 48-year-old female, with MRN: GE11985580.

3. In an Orders Only encounter, click the **Preview AVS** button on the **Orders** tab.

The screenshot shows the Epic EMR interface for a patient encounter. The top navigation bar includes tabs for Chart Review, Snapshot, Synopsis, Orders, and Therapy Plans. The 'Orders' tab is active, showing an 'Allergies/Contraindications' section. The toolbar includes buttons for Benefits Inquiry, SmartSets, Print AVS, and Preview AVS (highlighted with a red circle and the number 3). The main content area displays the 'Allergies/Contraindications' section, which includes a search bar, a list of allergies, and a 'No Allergies on File' message. The patient information sidebar on the left includes details for Alice Amicas, a 48-year-old female, with MRN: GE11985580.

- a. The recommendation will be displayed.

The screenshot shows the Epic EMR interface for a patient encounter. The top navigation bar includes tabs for Chart Review, Snapshot, Synopsis, Rooming, Medications, Work-up, This Visit, and After Visit Summary. The 'After Visit Summary' tab is active, showing a 'Patient Instructions' section. The toolbar includes buttons for Chart Review, Snapshot, Synopsis, Rooming, Medications, Work-up, This Visit, and After Visit Summary. The main content area displays the 'Patient Instructions' section, which includes a message about checking email for log-in to the Fullscript Patient Portal, a list of recommended products, and a list of supplement recommendations. The patient information sidebar on the left includes details for Alice Amicas, a 48-year-old female, with MRN: GE11985580.