

Cerner Flash

Ambulatory: Medication Renewal Requests from the Patient Portal **October 26, 2023**

Medication Renewal Requests from the Patient Portal Overview

Notification: McLaren's Marketing team will be sending out a notification to patients letting them know that they have the ability to send medication renewal requests to their Provider via their HealthLife patient portal.

- **Note:** *Patients have had the ability to send medication renewal requests via their HealthLife patient portal since 8/22/23. Marketing is now going to advertise this enhancement to our patients.*

Result: Providers and Clinical Staff may see an influx of medication renewal requests as patients begin to take advantage of this enhancement. The initial request from the patient will be routed to the clinic's Message Center Pool and will display within the Consumer Messages sub-folder.

Education: Please click the link below for step-by-step instructions on how to handle these requests:

- [AMB Job Aid_Cerner HealthLife Portal -Medication Renewal Request.pdf](#)