

DOCUMENTATION

Asendar™ Prescription Module User Guide

For prescribers and clinic staff who send prescriptions to a partner compounding pharmacy, and for the patients who follow each fill and ask for refills. Voshell's Pharmacy is the first pharmacy partner, so the screens and examples name Voshell's.

The Asendar Prescription Module lets a prescriber send a prescription from a patient's chart to a partner compounding pharmacy, and lets the patient follow each fill and ask for refills from their own Asendar account. Status from the pharmacy flows back to both of them. Voshell's Pharmacy, a compounding pharmacy in Baltimore, is the first pharmacy partner, so the screens and examples in this guide name Voshell's.

This guide has two parts. Go straight to yours:

You are	Read
A prescriber, or clinic staff who work with prescriptions	Part 1: Prescriber
A patient	Part 2: Patient

Every screen in this guide comes from the Asendar staging site, connected to the Voshell's sandbox, with a synthetic demo clinic: Voshell's Demo Clinic, the prescriber Dana Demoprescriber and the patient Avery Testpatient. No real patient, prescriber or order appears anywhere in it.

Before you start

- **Your clinic turns the module on.** A clinic connected to Voshell's shows **Connected to Voshell's Pharmacy** on every patient's **Prescriptions** tab. Without it, prescriptions are written and tracked in Asendar as before, with no pharmacy sending.
- **Pharmacy details are needed once.** Voshell's needs the prescriber's NPI and practice address, and the patient's legal name, date of birth and shipping address. If they are already on file, Asendar does not ask again.
- **A sent prescription is locked.** Once sent, it cannot be edited or deleted. A change is a new prescription.

Part 1: Prescriber

1. Open a patient's prescriptions

1. Sign in to Asendar.
2. Open **Patients** (or **Clinic Patients**) from the menu and choose the patient.
3. Select the **Prescriptions** tab.

The tab lists every prescription with its **Refills**, the date it was **Prescribed**, its **Run Out Date** and its **Status**. A prescription filled through the pharmacy carries a **VOSHELL'S** mark over its status. A prescription written but not yet sent shows **ACTIVE** and a **Send to Voshell's** button.

Asendar

← Back Avery Testpatient
voshells.patient@demo.local

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Prescriptions
Manage patient prescriptions and track refills
Connected to Voshell's Pharmacy (sandbox) + Add Prescription

Medication	Refills	Prescribed	Run Out Date	Status
Progesterone 250 mg/mL cream · Qty 30 Apply 1 gram to the inner wrist once daily...	2 left	Oct 13, 2026	Jan 11, 2027	ACTIVE Send to Voshell's
Ondansetron ODT 4 mg orally disintegrating tablet · Qty 12 Let 1 tablet dissolve on the tongue 30 min...	1 of 1 left	Oct 7, 2026	Dec 6, 2026	VOSHELL'S Shipped
Hydroxocobalamin 5 mg/mL injection · Qty 4 Inject 1 mL into the muscle once a week.	0 of 1 left	Aug 24, 2026	Oct 19, 2026 Renewal visit recommended (5 days)	VOSHELL'S Delivered
Ketamine HCl 100 mg troche · Qty 6 Dissolve 1 troche between cheek and gum...	2 of 3 left	Aug 16, 2026	Dec 14, 2026	VOSHELL'S Delivered

A patient's Prescriptions tab, connected to Voshell's.

2. Read a prescription's status and timeline

Select the arrow next to a sent prescription to open it. The top line shows **Refills remaining**, the **Voshell's product** and the date it was **Sent**. Below that, each fill (the **New prescription** and each **Refill requested by patient**) has its own order number, Rx number and timeline:

1. Voshell's is confirming
2. Rx confirmed
3. Order received
4. In pharmacy
5. Ready to ship
6. Shipped
7. Delivered

Each step shows the date and time Voshell's reported it.

The screenshot displays the Asendar interface with a sidebar on the left containing a menu icon and the name 'Asendar'. The main content area shows a list of medications:

- Ondansetron ODT**: 4 mg orally disintegrating tablet - Qty 12. Let 1 tablet dissolve on the tongue 30 mi... 1 of 1 left, Oct 7, 2026. Dec 6, 2026. VOSHELL'S Shipped.
- Hydroxocobalamin**: 5 mg/mL injection - Qty 4. Inject 1 mL into the muscle once a week. 0 of 1 left, Aug 24, 2026. Oct 19, 2026. VOSHELL'S Delivered. A red circle highlights 'Renewal visit recommended (5 days)'.
- Ketamine HCl**: 100 mg troche - Qty 6. Dissolve 1 troche between cheek and gu... 2 of 3 left, Aug 16, 2026. Dec 14, 2026. VOSHELL'S Delivered.

Below the medications, it shows 'Refills remaining 2 of 3' for 'Voshell's product Ketamine HCl 100 mg troche' sent Aug 16, 2026. A timeline for a 'Refill requested by patient' (Delivered) is shown with steps: Voshell's is confirming, Rx confirmed, Order received (Sep 16, 3:21 PM), In pharmacy (Sep 17, 2:09 PM), Ready to ship (Sep 18, 9:21 AM), and Shipped (Sep 18, 2:09 PM). The USPS tracking number 9400111899223310042388 is provided.

A second timeline for a 'New prescription' (Delivered) is shown with steps: Voshell's is confirming (Aug 16, 2:24 PM), Rx confirmed (Aug 17, 4:33 AM), Order received (Aug 17, 5:02 AM), In pharmacy (Aug 17, 2:09 PM), Ready to ship (Aug 18, 9:21 AM), and Shipped (Aug 18, 2:09 PM). The USPS tracking number 9400111899223310042001 is provided.

A purple circular logo with a brain icon is in the bottom right corner.

The timeline for a sent prescription and its refill.

Once a fill ships, the carrier and tracking number appear under its timeline. Select the tracking number to open the carrier's tracking page.

The screenshot displays the Asendar interface with a sidebar on the left containing a menu icon and the name 'Asendar'. The main content area shows a table of medications:

Medication	Refills	Prescribed	Run Out Date	Status
Progesterone 250 mg/mL cream - Qty 30 Apply 1 gram to the inner wrist once dall...	2 left	Oct 13, 2026	Jan 11, 2027	ACTIVE Send to Voshell's
Ondansetron ODT 4 mg orally disintegrating tablet - Qty 12 Let 1 tablet dissolve on the tongue 30 mi...	1 of 1 left	Oct 7, 2026	Dec 6, 2026	VOSHELL'S Shipped

Below the table, it shows 'Refills remaining 1 of 1' for 'Voshell's product Ondansetron 4 mg ODT' sent Oct 7, 2026. A timeline for a 'New prescription' (Shipped) is shown with steps: Voshell's is confirming (Oct 7, 2:24 PM), Rx confirmed (Oct 8, 4:33 AM), Order received (Oct 8, 5:02 AM), In pharmacy (Oct 8, 2:09 PM), Ready to ship (Oct 9, 9:21 AM), and Shipped (Oct 9, 2:09 PM). The USPS tracking number 9400111899223310043310 is provided.

Below the timeline, it shows 'Hydroxocobalamin' (5 mg/mL injection - Qty 4, 0 of 1 left, Aug 24, 2026, Oct 19, 2026, VOSHELL'S Delivered, Renewal visit recommended (5 days)) and 'Ketamine HCl' (100 mg/mL troche - Qty 6, 2 of 3 left, Aug 16, 2026, Dec 14, 2026, VOSHELL'S Delivered).

A purple circular logo with a brain icon is in the bottom right corner.

A shipped fill with its USPS tracking link.

Note. You do not need to refresh anything. Voshell's notifies Asendar as each step happens, and Asendar also checks for updates when you open the page.

3. Write a new prescription for the pharmacy

1. On the patient's **Prescriptions** tab, select **Add Prescription**.
2. Under **Fill through Voshell's Pharmacy**, choose the product from the **Voshell's product** list (the Voshell's catalog) and check the **Dispense unit**. Asendar fills in **Medication Name**, **Strength** and **Form** from the catalog product.
3. Check **Strength** and **Form** and correct them to read the way you want the patient to see them, for example **250 mg/mL** and **cream**. See [Open items](#).
4. Enter the **Quantity** (for example 30), the **Dosage Instructions (SIG)**, the **Refills** and the **Days Supply** (for example 30).
5. Save the prescription.

The screenshot shows a modal window titled "Add New Prescription" with a close button (X) in the top right corner. Below the title is a subtitle: "Create a new prescription for this patient. The run-out date will be automatically calculated based on quantity, refills, and dosage." The form is divided into several sections. The first section, "Fill through Voshell's Pharmacy", contains a dropdown menu for "Voshell's product" (selected: "Progesterone 250mg/ml Cream") and a dropdown for "Dispense unit" (selected: "Gram"). Below this is a note: "Days supply is required for Voshell's. Refills are capped at 5. You review and send it from the Prescriptions list." The next section contains four input fields: "Medication Name *" (filled with "Progesterone 250mg/ml Cream"), "Strength *" (filled with "250 mg ml"), "Form *" (filled with "gram"), and "Quantity *" (filled with "e.g., 30"). Below these is a text area for "Dosage Instructions (SIG) *" with the example text "e.g., Take 1 tablet by mouth twice daily". A small note below the text area says "Used to calculate daily dose for run-out date estimation". The final section contains two input fields: "Refills" (filled with "0") and "Days Supply *" (filled with "e.g., 30"). A note at the bottom right of this section states: "If provided, this will be used for run-out calculation instead of dosage".

Add New Prescription, filled through Voshell's Pharmacy.

Note. Days Supply is required for Voshell's, and refills are capped at 5. Saving does not send anything to the pharmacy. You review and send it from the Prescriptions list (step 4).

Asendar confirms **Prescription Created**, and the new prescription appears on the list as **ACTIVE**, with a **Send to Voshell's** button.

The screenshot shows the Asendar interface for a patient named Avery Testpatient. The 'Prescriptions' tab is selected, displaying a list of medications. A notification on the right states 'Prescription Created: The prescription has been created successfully.'

Medication	Refills	Prescribed	Run Out Date	Status	Action
Progesterone 250mg/ml Cream 250 mg/mL cream · Qty 30 Apply 1 gram to the skin once daily at be...	2 left	Oct 13, 2026	Jan 11, 2027	ACTIVE	Send to Voshell's
Progesterone 250 mg/mL cream · Qty 30 Apply 1 gram to the inner wrist once dail...	2 left	Oct 13, 2026	Jan 11, 2027	ACTIVE	Send to Voshell's
Ondansetron ODT > 4 mg orally disintegrating tablet · Qty 12 Let 1 tablet dissolve on the tongue 30 mi...	1 of 1 left	Oct 7, 2026	Dec 6, 2026	VOSHELL'S Shipped	
Hydroxocobalamin > 5 mg/mL injection · Qty 4 Inject 1 mL into the muscle once a week.	0 of 1 left	Aug 24, 2026	Oct 19, 2026 Renewal visit recommended (5 days)	VOSHELL'S Delivered	
Ketamine HCl > 100 mg/10mL troche · Qty 6	2 of 3	Aug 16,	Dec 14, 2026	VOSHELL'S	

The saved prescription, ready to send.

4. Review and send it

Sending is confirm first: nothing goes to the pharmacy until you have seen exactly what it will receive and attested to it. The prescriber who wrote the prescription is the one who sends it.

1. On the new prescription, select **Send to Voshell's**.
2. The review screen, **Send to Voshell's Pharmacy**, shows exactly what Voshell's will receive:
 - **Prescription:** the **Product**, the **Quantity** with its dispense unit (for example **30 grams**), the **Days supply**, the **Refills** and the **Directions**.

- **Patient and shipping:** the patient's name, date of birth, sex, phone and shipping address. Select **Edit** to correct them.
 - If any of your own or the patient's pharmacy details are missing, the review screen asks for them here.
3. Read it through. If anything in the prescription is wrong, select **Cancel**, correct the prescription and send again.
 4. Tick the attestation: **I am the prescriber, I reviewed this prescription, and I authorize Voshell's Pharmacy to fill it.**
 5. Select **Send to Voshell's**.

Send to Voshell's Pharmacy [Close]

Review exactly what Voshell's will receive. Once sent, the prescription is locked; a change is a new prescription.

Prescription	
Product	Progesterone 250mg/ml Cream
Quantity	30 grams
Days supply	30
Refills	2
Directions	Apply 1 gram to the skin once daily at bedtime

Patient and shipping	Edit
Avery Testpatient	
Born 1985-04-12 · Female · 4105550101	
100 Demo St, Baltimore, MD 21229	

☐ I am the prescriber, I reviewed this prescription, and I authorize Voshell's Pharmacy to fill it.

Cancel **Send to Voshell's**

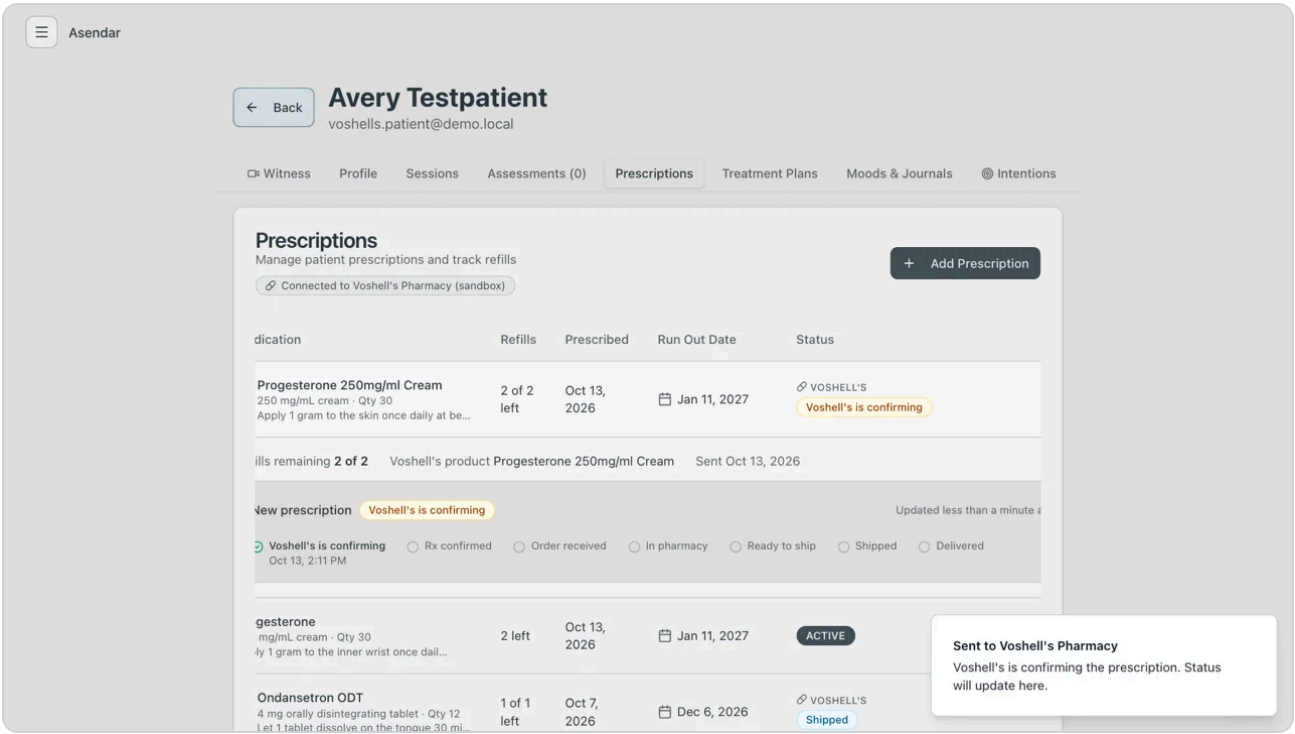
The review screen: exactly what Voshell's will receive.

Important. Once sent, the prescription is locked. It cannot be edited or deleted. A change is a new prescription.

5. After you send

Asendar confirms **Sent to Voshell's Pharmacy**, and the prescription's status reads **Voshell's is confirming**. As the Voshell's team confirms and fills it, each step of the

timeline (section 2) comes back to Asendar on its own, on your Prescriptions tab and on the patient's Medicines page.



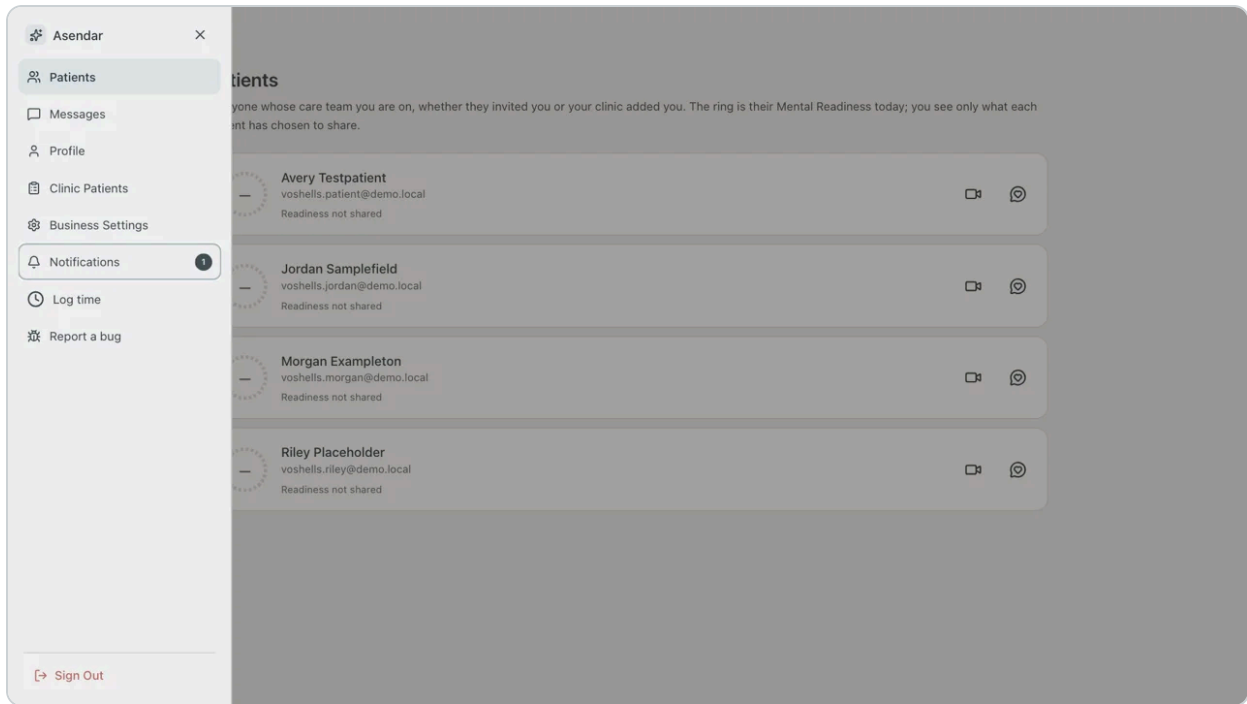
Sent: Voshell's is confirming.

6. Approve or decline a refill request

A patient with refills left requests the next fill straight from their Medicines page. It goes to Voshell's with no step for you, and the refill count goes down by one.

A patient with no refills left can ask you for more. You then get a notice:

1. A dot on the menu button means a notice is waiting. Open the menu: **Notifications** shows how many are unread. The notice reads **Refill request needs your approval**, and it opens the patient's Prescriptions tab.



The notice in the menu.

2. At the top of the patient's **Prescriptions** tab, **Refill requests waiting on you** shows the medicine, the patient's note and when they asked.
3. Choose **Refills to authorize** and add a **Note** if you want one.
4. Tick the attestation: **I am the prescriber, I reviewed this prescription, and I authorize Voshell's Pharmacy to fill it.**
5. Select **Approve and send**, or select **Decline**.

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voshells.patient@demo.local

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Refill requests waiting on you

This patient is out of refills. Approving sends a renewal to Voshell's Pharmacy with the refills you choose.

Hydroxocobalamin 5 mg/mL

Running low. Could I have a few more refills?"

Asked 1 minute ago

Refills to authorize

Note (optional)

1

Decline

Approve and send

☐ I am the prescriber, I reviewed this prescription, and I authorize Voshell's Pharmacy to fill it.

Prescriptions

Manage patient prescriptions and track refills

Connected to Voshell's Pharmacy (sandbox)

+ Add Prescription

Medication	Refills	Prescribed	Run Out Date	Status
Progesterone 250mg/ml Cream 250 mg/mL cream - Qty 30 Apply 1 gram to the skin once daily at be...	2 of 2 left	Oct 13, 2026	Jan 11, 2027	VOSHELL'S Voshell's is confirming
Progesterone 250 mg/mL cream - Qty 30 Apply 1 gram to the inner wrist once dall...	2 left	Oct 13, 2026	Jan 11, 2027	ACTIVE Send
Ondansetron ODT	1 of 1	Oct 7,		VOSHELL'S

A refill request waiting on the prescriber.

Approving writes a renewal: Asendar sends it to Voshell's as a new prescription with the refills you chose, and closes the old one. Asendar confirms **Approved and sent to Voshell's**, and the renewal starts at **Voshell's is confirming**, the same as any new prescription (section 5).

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Avery Iestpatient

voshells.patient@demo.local

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Prescriptions

Manage patient prescriptions and track refills

Connected to Voshell's Pharmacy (sandbox)

+ Add Prescription

Medication	Refills	Prescribed	Run Out Date	Status
Hydroxocobalamin 5 mg/mL injection - Qty 4 Inject 1 mL into the muscle once a week.	2 of 2 left	Oct 13, 2026	Jan 5, 2027	VOSHELL'S Voshell's is confirming
Progesterone 250mg/ml Cream 250 mg/mL cream - Qty 30 Apply 1 gram to the skin once daily at be...	2 of 2 left	Oct 13, 2026	Jan 11, 2027	VOSHELL'S Voshell's is confirming
Progesterone 250 mg/mL cream - Qty 30 Apply 1 gram to the inner wrist once dall...	2 left	Oct 13, 2026	Jan 11, 2027	ACTIVE Send
Ondansetron ODT 4 mg orally disintegrating tablet - Qty 12 Let 1 tablet dissolve on the tongue 30 mi...	1 of 1 left	Oct 7, 2026	Dec 6, 2026	VOSHELL'S Shipped
Hydroxocobalamin 5 mg/mL injection - Qty 4 Inject 1 mL into the muscle once a week.	0 of 1 left	Aug 24, 2026	Not calculated	VOSHELL'S Delivered
Ketamine HCl 100 mg troche - Qty 6 Dissolve 1 troche between cheek and gu...	2 of 3 left	Aug 16, 2026	Dec 14, 2026	VOSHELL'S Delivered

Approved and sent to Voshell's

The renewal is on its way to the pharmacy.

The renewal, sent to Voshell's.

7. Prescriber troubleshooting

What you see	What to do
No Fill through Voshell's Pharmacy on Add Prescription, and no Connected to Voshell's Pharmacy on the tab	Your clinic is not connected to Voshell's. Ask your clinic Owner or Clinic Admin
Send to Voshell's is greyed out on the review screen	Tick the attestation first
The review screen asks for NPI, practice address or patient details	Voshell's needs them once. Fill them in; they are kept for next time
A sent prescription cannot be edited	That is by design. Write a new prescription for the change
The status has not moved past Voshell's is confirming	The Voshell's team has not confirmed it yet. Each step shows up on its own as they work
Strength or Form reads oddly after choosing a catalog product	Correct them before you save (section 3)
Anything else	Email support@asendar.com

Part 2: Patient

1. Open your Medicines page

1. Sign in to your Asendar account.
2. Open the menu and select **Medicines**.

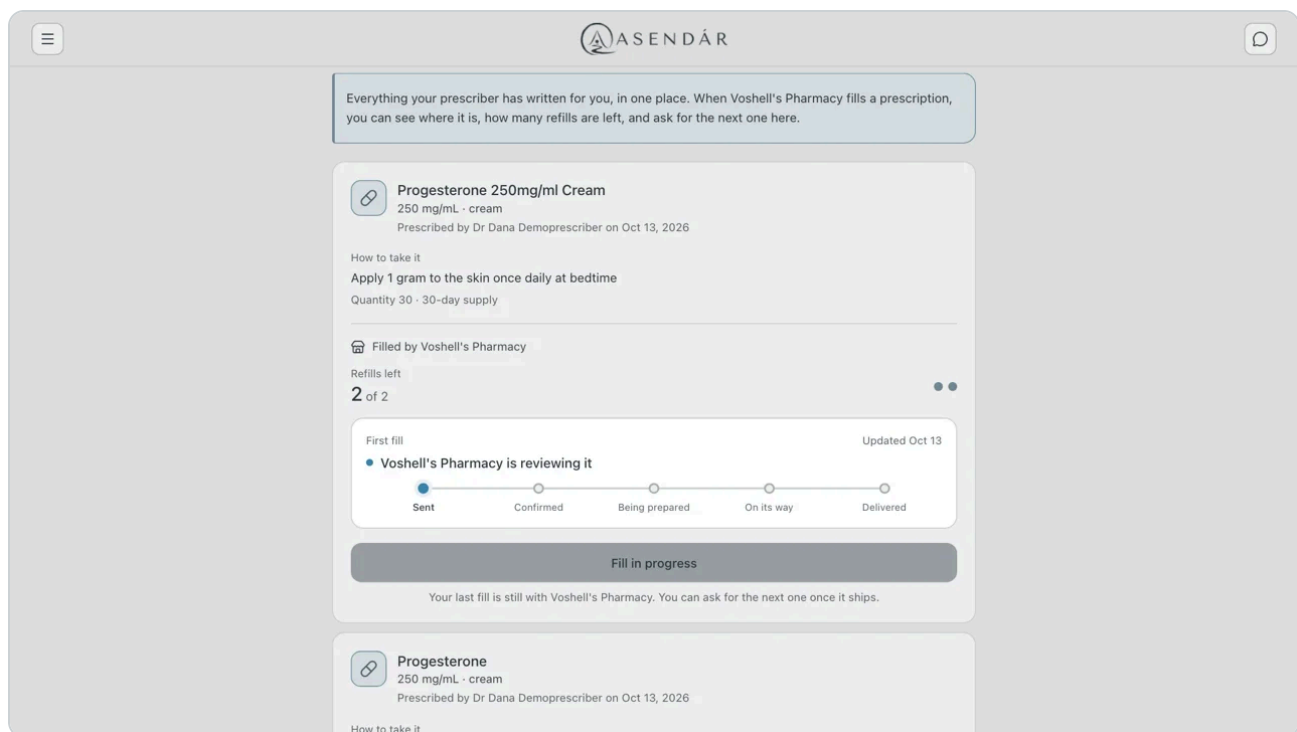
The page holds everything your prescriber has written for you, in one place. When Voshell's Pharmacy fills a prescription, you can see where it is, how many refills are left, and ask for the next one here.

2. Read a medicine card

Each prescription has its own card, in plain words:

- **What it is:** the medicine, its strength and its form.
- **Who prescribed it,** and when.
- **How to take it,** with the quantity and the days it lasts.
- **Filled by Voshell's Pharmacy,** when the pharmacy fills it.
- **Refills left,** for example **2 of 2**.

Prices and clinical detail are not shown on this page.



A medicine card on the Medicines page.

3. Follow your order

Under **Refills left**, the card shows the latest fill (**First fill** or **Latest refill**) and where it is now, on a five-step track:

1. **Sent**
2. **Confirmed**
3. **Being prepared**

4. On its way

5. Delivered

Once it ships, the tracking number appears with a **Track package** button that opens the carrier's tracking page. Select **1 earlier order** (or however many there are) to see the fills before this one. Asendar also sends you a notice when your order is being prepared, when it ships and when it is delivered. Notices do not name your medicine.

4. Request a refill

When a prescription has refills left and the last fill has shipped, the card's button reads **Request a refill**.

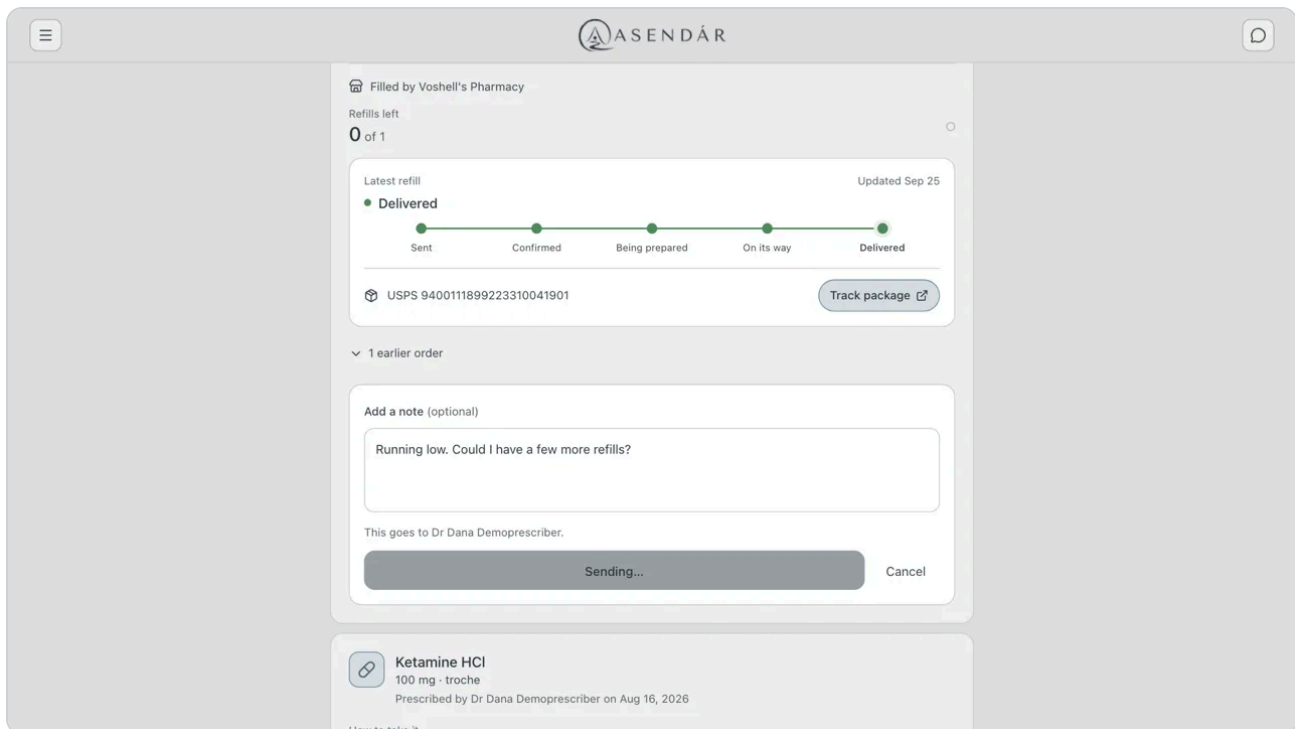
1. Select **Request a refill**.
2. The request goes straight to Voshell's Pharmacy. Asendar confirms it was sent and shows how many refills are left.

While a fill is still with Voshell's, the button reads **Fill in progress**, with **Your last fill is still with Voshell's Pharmacy. You can ask for the next one once it ships**. Voshell's works on one fill at a time for each prescription, so you can ask for the next one as soon as this one ships. The card in section 2 shows this state.

5. Ask your prescriber for more refills

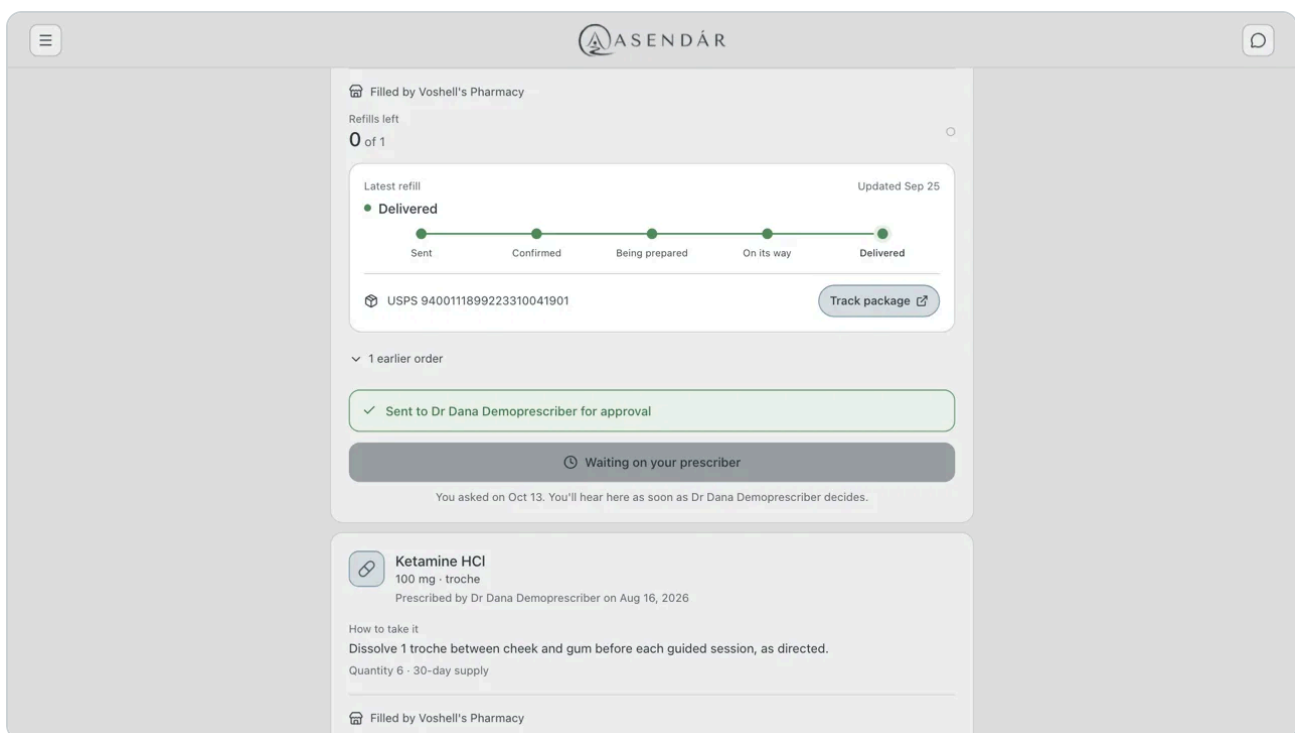
When a prescription has no refills left, the button reads **Ask my prescriber for more refills**.

1. Select **Ask my prescriber for more refills**.
2. Add a note if you want one, for example **Running low. Could I have a few more refills?** The screen shows who the request goes to.
3. Send it.



Asking the prescriber, with a note.

The card then shows **Sent to your prescriber for approval**, and the button reads **Waiting on your prescriber**. You will see the answer on this card as soon as your prescriber decides. If they approve, a new prescription goes to Voshell's and appears on your Medicines page, and you can follow it the same way (section 3).



Waiting on your prescriber.

6. Patient troubleshooting

What you see	What to do
The button reads Fill in progress	Your last fill is still with Voshell's. You can ask for the next one once it ships
The button reads Waiting on your prescriber	Your request is with your prescriber. The answer appears on the card
The card reads Refill through Voshell's instead of a refill button	Contact Voshell's Pharmacy directly for this prescription
A prescription is missing from Medicines	Ask your prescriber. The page shows prescriptions written for you in Asendar
Anything else	Email support@asendar.com

Open items

These are not finished yet. This guide will be updated as each one closes.

Item	Where it stands
Live ordering with Voshell's	The module runs against the Voshell's sandbox on staging. Production ordering is turned on per clinic when your go-live plan with Voshell's says so.
Pharmacy-Id	The pharmacy identifier Asendar sends with each order is pending from SiCompounding, Voshell's ordering system.
30 grams on the review screen	Fixed and verified on staging. The fix reaches production with the next app promotion.
Catalog prefill for Strength and Form	Choosing a catalog product prefills Strength as "250 mg ml" and Form as the dispense unit ("gram"), which reads oddly on the

Item	Where it stands
	patient's card. Correct them by hand before saving (Part 1, section 3) until a product decision is made.
Wide timelines	On a screen around 1440 pixels wide, an opened pharmacy timeline can run past the right edge of the table, so the last step and its Updated time are cut off. Scroll the table sideways.
Status timing	The Voshell's sandbox can move an order along within minutes, so a live session may already be further along than Voshell's is confirming .

Questions about this guide or the Prescription Module: support@asendar.com.