

## Trax Requirements

### Overview

Trax is a web-based software used by eCare Pharmacy for order management. Trax accepts either automated notices from your EMR or notifications sent over via fax to prioritize order verifications. If EMR notifications are available from your EMR then you will be provided instructions on how to set that up and test. The software can also be utilized at your facility by both pharmacy and nursing staff. Training will be provided to both groups prior to go live.

Please read through the following requirements and return to the eCare Service Line Manger.

| Location Name | Phone # | Caller ID for Phone # | Fax # | Caller ID for Fax # |
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### Requirements

Please list the location(s), phone number(s) and fax number(s) of the nursing stations that will be working with eCare Pharmacy:

Please program speed dial numbers for eCare Pharmacy in those phones and fax machines:

Phone                      855-283-7279

Routine Fax              866-371-7310

STAT Fax                 855-268-3457

Additional fax numbers will need to be programmed for ED and Patient Discharge Consult Services if these options are within scope of your contract. These numbers will be provided to you by a member of the eCare Pharmacy implementation team.

Trax can be accessed either by Internet Explorer 11 or higher or Google Chrome. Please create shortcuts to our software at the pharmacy workstation(s) and nursing station PCs.

<https://www.averaerx.com>

## Trax Requirements continued

Each computer that will be accessing Trax needs to be registered:

1. Please create a shortcut on all PCs that will be accessing Trax with a link the software (most commonly pharmacists and RN stations).
2. Register each of those PCs for security (this is required for access).
  - <http://www2.anteil.com/Avera>
  - Navigate to this website from each PC. You will be prompted to enter state, site name and last name (“SD, Sioux Falls, Smith” for example)
3. The eCare Service Line Coordinator will distribute logins for the software. Your RN team can use their access to track orders and turnaround times, the process will be explained during training.

## User Accounts

The eCare Service Line Coordinator will distribute logins for the software. Your pharmacy team can use this as a tool to work collaboratively with our eCare pharmacists. In addition, there are some reporting capabilities available that may be beneficial to your team. In addition, your nursing team can use their access to track orders and turnaround times, the process will be explained during training.

**Nursing access:** Nursing access is generic and read-only. Usernames and passwords for nursing will be determined by the eCare Service Line Coordinator.

**Pharmacy access:** Please list each user and their preferred usernames. Passwords can be reset to user preference.

| Name of User | Role | Email | Preferred Username |
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Credentials will be provided by the eCare Service Line Coordinator.  
 You may contact [pharmacy@avelecare.com](mailto:pharmacy@avelecare.com) for additional assistance with your Trax setup and user accounts.