



NC CSRS

Clinical Alerts Guide

Clinical Alerts are notifications for prescribers indicating that a patient has met or exceeded one or more high-risk thresholds.

Alerts are meant to serve as a tool for healthcare providers by highlighting patient's dispensation trends to support informed clinical decision making.

Active Clinical Alerts

Opioid and Benzodiazepine Threshold

This alert is triggered when a patient receives an opioid and benzodiazepine dispensation with at least one (1) day overlap.

Prescriber & Dispenser Threshold

This alert is triggered when a patient fills controlled substance prescriptions written by 7+ prescribers and filled at 7+ pharmacies within 3 months.

Alert Notifications

AWARxE Dashboard



Clinical Alerts for your patients are viewable within your account via My Dashboard or by going to Menu > RxSearch > Patient Alerts to view a full list with the ability to filter by name, date, etc.

Patient Report



Clinical alerts will appear on a patient report with a flag and the name of the clinical alert the patient has met the criteria for.

Email Notification



On a monthly basis an email notification will be sent to prescribers with patients that have an alert trigger in the given time frame. The email will contain an aggregate overview of the specific alerts but will not contain patient information.

Frequently Asked Questions

What if I receive an alert for my patient?

- The alerts are for informational purposes only and do not override clinical decision making.
- Clinical alerts are a tool for healthcare providers to prompt supportive conversations with patients that may have an increased risk of overdose.

An alert I saw previously is gone, what does this mean?

- Clinical alerts may have an alert expiration after thirty days.
- After a clinical alert has expired the patient data can still be viewed on the patient report.

How often are clinical alerts updated?

- Clinical alert dashboard notifications and patient report notifications are updated daily.
- Email notifications are sent monthly, for enabled clinical alerts.

Resources

- [NCDHHS Mental Health, Developmental Disabilities, and Substance Use Services webpage](#)