OUTPATIENT PHARMACY

MANAGER'S USER MANUAL

Version 7.0
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Department of Veterans Affairs
Office of Information & Technology
Office of Enterprise Development

Revision History

Each time this manual is updated, the Title Page lists the new revised date and this page describes the changes. If the Revised Pages column lists "All," replace the existing manual with the reissued manual. If the Revised Pages column lists individual entries (e.g., 25, 32), either update the existing manual with the Change Pages Document or print the entire new manual.

Date	Revised Pages	Patch Number	Description
12/08	39, 117, 197a-h, 249-251	PSO*7*303	Added Nutritional Supplement and a Tricare processing section. (M. Anthony, PM; G.O'Connor, S. B. Scudder, Tech Writers)
08/08	ix-x, 4, 39-40, 43-45, 115-116, 163, 165, 165a-d, 169-171, 173, 173a-d, 180, 249, 251	PSO*7*225	The following changes are included in this patch. • The Environmental Indicator, "Environmental Contaminant," has been replaced with "Southwest Asia Conditions" or "SW Asia Conditions". • "Was treatment related to PROJ 112/SHAD?" has been added, along with PROJ 112/SHAD references. • The Service Connected question has been updated with current wording. • Original provider comments no longer being carried over to renewal orders has been noted. • Flag/unflag functionality has been added. • The ability to discontinue both pending and active orders for the same drug has been noted. • The *Rx (Prescriptions)* menu has been updated in the documentation to reflect the existing menu. (S. Templeton, PM; S. B. Scudder, Tech Writer)
06/17	57, 77-78	PSO*7*288	Update for the new menu option [Pharmacy Patient Non-VA Meds Report/Clean-up]. (A. Scott, PM, T. Dawson, Tech Writer)
05/08	vii-ix, 82, 250-251	PSO*7*294	Included description of Medication Reconciliation. (S. Templeton, PM, D. Dertien, Tech Writer)
04/08	183-184	PSO*7*281	Update for the ePharmacy Phase 4 Iteration II project. For more information, see the *ePharmacy/ECME Enhancements Release Notes for PSO*7*281*. (M. Anthony, PM, M. Anthony, Tech Writer)
10/07	143-144, 183-193, 195-199	PSO*7*260	Included updates for the ePharmacy Phase 4 project. For more information, see the *ePharmacy/ECME Enhancements Release Notes*. (S. Spence, S. Krakosky, Tech Writer)
10/07	All	PSO*7*264	Re-numbered pages; removed headers and section breaks. Incorporated changes for FY07Q4 release; for specific updates, see the *Outpatient Pharmacy FY08 Q4 Release Notes*. (E. Williamson, PM; S. Krakosky, Tech Writer)

(This page included for two-sided copying.)

Preface

This user manual describes the functional characteristics of Outpatient Pharmacy V. 7.0. It is intended for pharmacists and technicians who are familiar with the functioning of Outpatient Pharmacy in a Veterans Affairs Medical Center (VAMC).

(This page included for two-sided copying.)

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Chapter 1: Introduction

The Outpatient Pharmacy V. 7.0 package:

- Provides a method for managing the medications given to veterans who have visited a clinic or who have received prescriptions upon discharge from the hospital.
- Automatically generates prescription labels, and prints refill request forms.
- Medication histories are kept online to permit checks for potential interactions.
- Profiles can be generated to assist the clinician in managing the patient's medication regimen.
- Management reports aid the pharmacy in controlling inventory and costs.

The primary benefits to the veteran are the assurance that he or she is receiving the proper medication and the convenience of obtaining refills easily. The clinicians and pharmacists responsible for patient care benefit from a complete, accurate, and current medication profile available at any time to permit professional evaluation of treatment plans. Utilization, cost, and workload reports provide management cost controlling tools while maintaining the highest level of patient care.

A number of site parameters allow the individual Department of Veterans Affairs Medical Center (VAMC) to customize the package to meet local needs.

Documentation Conventions

This *Outpatient Pharmacy V. 7.0 Manager's User Manual* includes documentation conventions, also known as notations, which are used consistently throughout this manual. Each convention is outlined below.

Convention	Example
Menu option text is italicized.	There are eight options on the *Archiving* menu.
Screen prompts are denoted with quotation marks around them.	The "Dosage:" prompt displays next.
Responses in bold face indicate user input.	Select Orders by number: (1-6): **5**
<Enter> indicates that the Enter key (or Return key on some keyboards) must be pressed. **<Tab>** indicates that the Tab key must be pressed.	Type **Y** for Yes or **N** for No and press **<Enter>**. Press **<Tab>** to move the cursor to the next field.
Indicates especially important or helpful information.	Up to four of the last LAB results can be displayed in the message.
Indicates that options are locked with a particular security key. The user must hold the particular security key to be able to perform the menu option.	This option requires the security key PSOLOCKCLOZ.

Getting Help

?, ??, **???** One, two or three question marks can be entered at any of the prompts for online help. One question mark elicits a brief statement of what information is appropriate for the prompt. Two question marks provide more help, plus the hidden actions, and three question marks will provide more detailed help, including a list of possible answers, if appropriate.

Related Manuals

The following manuals are located on the VistA Documentation Library (VDL) at: http://www.va.gov/vdl.

Main Package Documentation:

- *Outpatient Pharmacy V. 7.0 Release Notes*
- *Outpatient Pharmacy V. 7.0 Manager's User Manual*
- *Outpatient Pharmacy V. 7.0 Pharmacist's User Manual*
- *Outpatient Pharmacy V. 7.0 Technician's User Manual*
- *Outpatient Pharmacy V. 7.0 User Manual – Supplemental*
- *Outpatient Pharmacy V. 7.0 Technical Manual/Security Guide*

Additional Documentation:

Additional documentation related to specific projects is also located on the VDL. For example, there may be several different Release Notes documents, which apply to specific projects. Also, there may be several sets of "Change Page" documents, which apply to changes made only for a specific package patch.

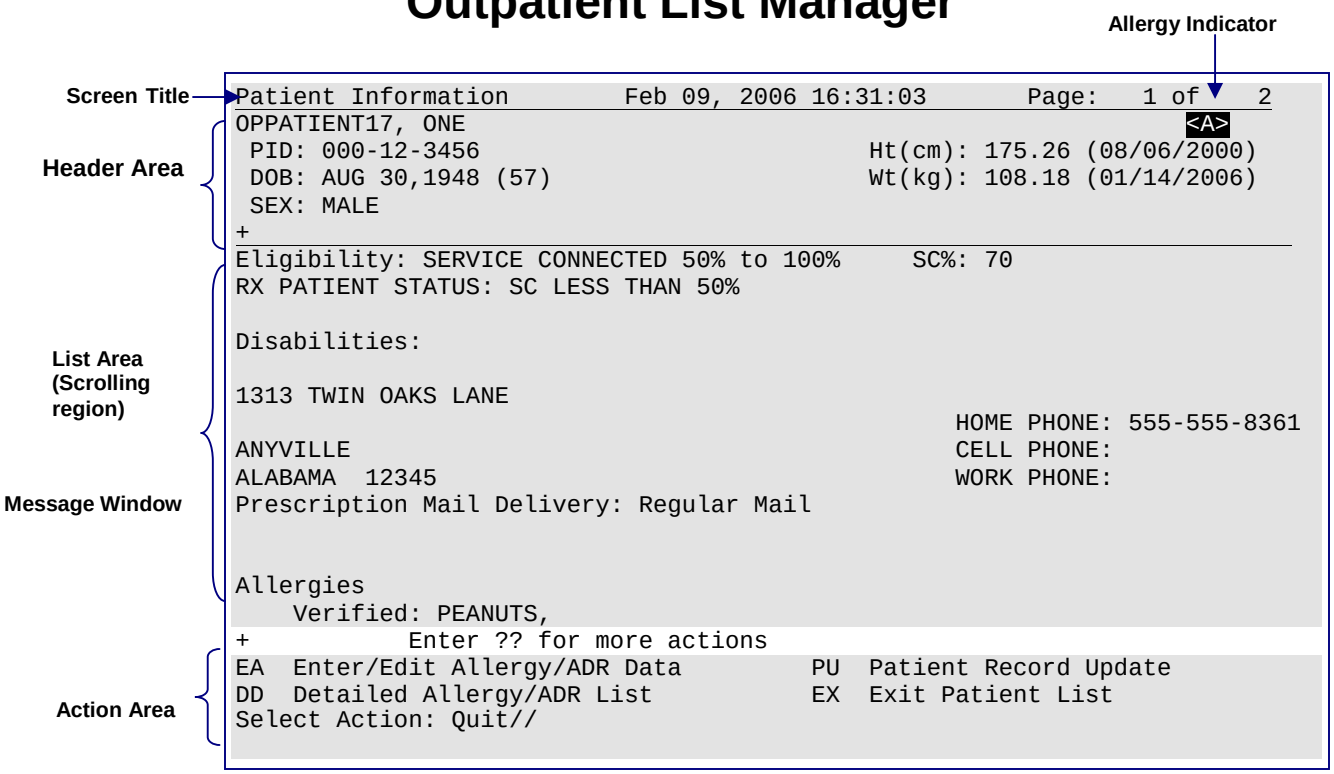
Chapter 2: List Manager

The screen displayed when processing an order has changed dramatically from the previous version of Outpatient Pharmacy (e.g., v. 6.0). The new screen was designed using List Manager.

This new screen gives more information and easier accessibility to vital reports and areas of a patient's chart.

Please take the time to read over the explanation of the screen and the actions that can now be executed at the touch of a key. This type of preparation before attempting to use List Manager will reduce the time and effort needed to become skilled in order processing with this new version of List Manager.

Outpatient List Manager



Screen title: The screen title changes according to what type of information List Manager is displaying (e.g., Patient Information, Medication Profile, New OP Order (ROUTINE), etc.).

Allergy indicator: This indicator displays when there has been information entered into the ALLERGY field for the patient. The indicator displays "NO ALLERGY ASSESSMENT" if there is no allergy assessment for the patient.

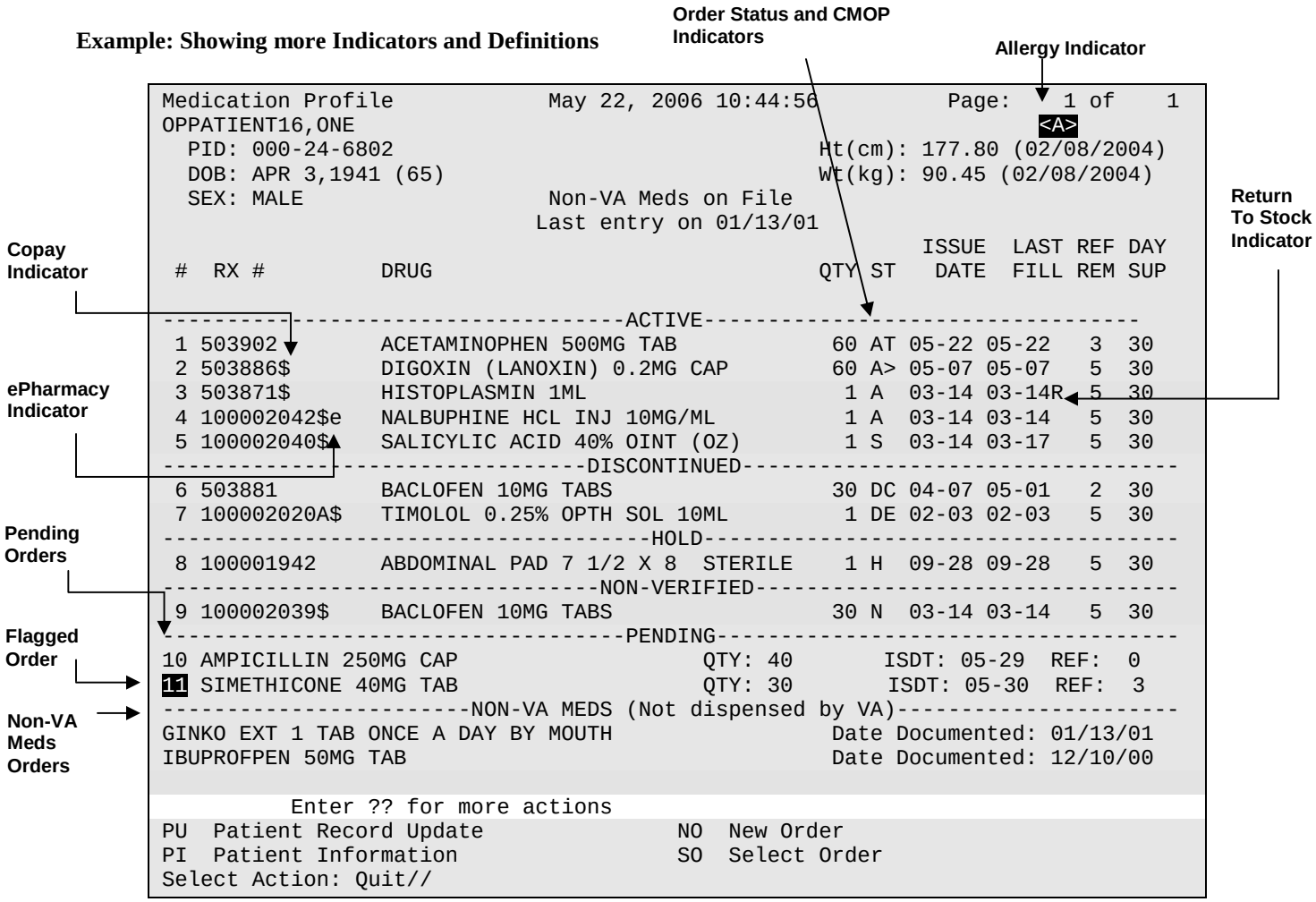
Header area: The header area is a "fixed" (non-scrollable) area that displays patient information.

List area: (scrolling region) This area scrolls (like the previous version) and displays the information on which action can be taken.

Message window: This section displays a plus (+) sign, minus (-) sign, or informational text (i.e., Enter ?? for more actions). If a plus sign is entered at the action prompt, List Manager will "jump" forward a page. If a minus sign is displayed and entered at the action prompt, List Manager will "jump" back a screen. The plus and minus signs are only valid actions if they are displayed in the message window.

Action area: A list of actions display in this area of the screen. If a double question mark (??) is entered at the "Select Item(s)" prompt, a "hidden" list of additional actions that are available will be displayed. Outpatient Pharmacy hidden actions are displayed with the letters (OP) next to the action.

Example: Showing more Indicators and Definitions



All orders are sub-grouped by like statuses and then listed alphabetically within the sub-group.

Order Status: The current status of the order. These statuses include:

A	Active
S	Suspended
N	Non-Verified or Drug Interactions
H	Hold or Provider Hold
E	Expired
DC	Discontinued or Discontinued by Provider
DE	Discontinued (Edit)

A "B" will be appended to the above statuses if the Bad Address Indicator was set and there was no active temporary address at the time of the last label activity.

CMOP Indicators: There are two separate indicators when the drug in an order is marked for Consolidated Mail Outpatient Pharmacy (CMOP) processing. This indicator is displayed after the Order Status if applicable.

>	Drug for the prescription is marked for CMOP
T	Displayed when the last fill is either in a Transmitted or Retransmitted CMOP state. (This indicator can overwrite the ">" indicator.

Copay Indicator: A "$" displayed to the right of the prescription number indicates the prescription is copay eligible.

ePharmacy Indicator An 'e' displayed to the right of the prescription number indicates that the prescription is electronic third-party billable.

Return to Stock Indicator: An "R" displayed to the right of the Last Fill Date indicates the last fill was returned to stock.

Pending Orders: Any orders entered through Computerized Patient Records System (CPRS), or another outside source, that have not been finished by Outpatient Pharmacy.

Non-VA Meds Orders: Any over the counter (OTC) medications, herbal supplements, medications prescribed by providers outside the VA, and medications prescribed by the VA, but purchased by the patient at an outside pharmacy are displayed here. Non-VA Meds orders cannot be placed or updated in Outpatient Pharmacy. The user can input information about a patient's use of Non-VA Meds only through CPRS. However, the user can use either CPRS or Outpatient Pharmacy menu options to view Non-VA Meds data in a patient's medical records.

Third Party Rejects Any prescriptions that are rejected by third-party payers because of Refill Too Soon (code 79) or Drug Utilization Review (DUR - code 88) are displayed in this section.

Example: Showing Rejected Prescriptions

```
Medication Profile         August 12, 2006@12:35:04          Page:    1 of    1
OPPATIENT16,ONE                                                        <A>
  PID: 000-24-6802                                  Ht(cm): 177.80 (02/08/2005)
  DOB: APR 3,1941 (65)                              Wt(kg): 90.45  (02/08/2005)
  SEX: MALE
                                                     ISSUE   LAST  REF  DAY
#  RX #          DRUG                                QTY ST  DATE  FILL REM  SUP

----------------REFILL TOO SOON/DUR REJECTS (Third Party)----------------------
1 51368009$e     DIGOXIN (LANOXIN) 0.05MG CAP        90 A>  02-16 02-16  3  90
2 51360563e      OXYBUTYNIN CHLORIDE 15MG SA TAB    180 S>  02-15 05-06  0  90
----------------------------------ACTIVE--------------------------------------
3 100003470e     ABSORBABLE GELATIN FILM              1 A   11-04 11-04  5  31
4 100003461      ACETAMINOPHEN 650MG SUPPOS.         10 A>  11-04 11-04  1  10
5 100003185e     ALBUMIN 25% 50ML                     2 A   08-01 08-01  5   5
-------------------------------------DISCONTINUED-------------------------------
6 100003530     ANALGESIC BALM 1 POUND                1 A   01-08 01-08  3  90
7 100003400     APPLICATORS, COTTON TIP STERILE      10 A   09-23 09-23  5  31


+         Enter ?? for more actions
PU  Patient Record Update               NO  New Order
PI  Patient Information                 SO  Select Order
Select Action: Next Screen//
```

Using List Manager with Outpatient Pharmacy

List Manager is a tool designed so that a list of items can be presented to the user for an action.

For Outpatient Pharmacy, the List Manager does the following:

- Allows the pharmacist or technician to browse through a list of actions
- Allows the pharmacist or technician to take action against those items
- Allows the user to select an action that displays an action or informational profile
- Allows the user to select a different action without leaving an option.

Entering Actions

Actions are entered by typing the name(s), or synonym(s) at the “Select Item(s)" prompt. In addition to “the various actions that may be available specific to a particular option, List Manager provides generic actions applicable to any List Manager screen. A double question mark (??) may be entered at the “Select Action”for a list of all actions available. The following is a list of generic List Manager actions with a brief description. The synonym for each action is shown in brackets following the action name. Entering the synonym is the quickest way to select an action. Outpatient Pharmacy hidden actions are displayed with the letters (OP) next to the action.

Action	**Description**
Next Screen [+]	Move to the next screen (may be shown as a default).
Previous Screen [-]	Move to the previous screen.
Up a Line [UP]	Move up one line.
Down a Line [DN]	Move down one line.
Shift View to Right [>]	Move the screen to the right if the screen width is more than 80 characters.
Shift View to Left [<] characters.	Move the screen to the left if the screen width is more than 80
First Screen [FS]	Move to the first screen.
Last Screen [LS]	Move to the last screen.

Action	Description
Go to Page [GO]	Move to any selected page in the list.
Re Display Screen [RD]	Redisplay the current.
Print Screen [PS]	Prints the header and the portion of the list currently displayed.
Print List [PL]	Prints the list of entries currently displayed.
Search List [SL]	Finds selected text in list of entries.
Auto Display (On/Off) [ADPL]	Toggles the menu of actions to be displayed/not displayed automatically.
Quit [QU]	Exits the screen (may be shown as a default).

Outpatient Pharmacy Hidden Actions

The Outpatient Pharmacy hidden actions will display with the previous hidden actions once a completed or finished order is selected and a double question mark (??) is entered at the “Select Action:” prompt.

The following hidden actions appear on the Medication Profile screen and can only be applied to one order at a time.

Action	Description
Activity Logs [AL]	Displays the Activity Logs.
Copy [CO]	Allows the user to copy and edit an order.
DIN	Displays available drug restriction/guideline information for the Dispense Drug and Orderable Item associated with the selected medication order.
Hold [HD]	Places an order on a hold status.
Other OP Actions [OTH]	Allows the user to choose from the following sub-actions: Progress Note [PN], Action Profile [AP], Print Medication Instructions [MI], Display Orders' Statuses [DO], or Non-VA Meds Report [NV].

Action	Description
Patient Information [PI]	Shows patient information, allergies, adverse reactions, and pending clinic appointments.
Pull Rx [PP]	Action taken to pull prescription(s) early from suspense.
Reprint [RP]	Reprints the label.
View Reject [REJ]	Allows the user to view and resolve the Refill Too Soon or Drug Utilization Review returned by the third party payer for a specific prescription/fill claim.
Unhold [UH]	Removes an order from a hold status.
Verify [VF]	Allows the pharmacist to verify an order a pharmacy technician has entered.

Speed Actions

These Outpatient Pharmacy actions are referred to as “speed actions” and appear on the Medication Profile screen. These actions can be applied to one or more orders at a time.

Action	Description
Reprint [RP]	Reprints the label.
Renew [RN]	A continuation of a medication authorized by the provider.
Refill [RF]	A second or subsequent filling authorized by the provider.
Reprint Signature [RS]	Reprints the signature log.
Discontinue [DC]	Status used when an order was made inactive either by a new order or by the request of a physician.
Release [RL]	Action taken at the time the order is filled and ready to be given to the patient.
Pull Rx [PP]	Action taken to pull prescription(s) early from suspense.
Inpat. Profile [IP]	Action taken to view an Inpatient Profile.
CM	Action taken to manually queue to CMOP.

Other Outpatient Pharmacy ListMan Actions

Action	Description
Exit [EX]	Exit processing pending orders.
AC	Accept.
BY	Bypass.
DC	Discontinue.
ED	Edit.
FN	Finish.

Other Screen Actions

Action	Description
Edit/Enter Allergy/ADR Data [EA]	Provides access to the Adverse Reaction Tracking package to allow entry and/or edit of allergy adverse reaction data for the patient. See the Adverse Reaction Tracking package documentation for more information on allergy/ADR processing.
Detailed Allergy Display [DA]	Displays a detailed listing of the selected item from the patient's allergy/ADR list. Entry to the Edit Allergy/ADR Data action is provided with this list also.
Patient Record Update [PU]	Allows editing of patient data such as SSN, birth date, address, phone, and outpatient narrative. Patient data can also be updated using the *Update Patient Record* menu option. If implementing Other Language Modifications, either can be used to set a patient's other language preference.
New Order [NO]	Allows new orders to be entered for the patient.
Exit Patient List [EX]	Exit patient’s Patient Information screen so that a new patient can be selected.

Chapter 3: Using the *Outpatient Pharmacy Manager* Menu

This manual describes options available on the *Outpatient Pharmacy Manager* menu. This menu should be assigned to supervisors, package coordinators, and members of the Automated Data Processing (ADP)/Information Resources Management Service (IRMS) staff.

Example: Accessing the *Outpatient Pharmacy Manager* menu

```
Select OPTION NAME: PSO MANAGER       Outpatient Pharmacy Manager
Outpatient Pharmacy software - Version 7.0
```

The following options are available on the *Outpatient Pharmacy Manager* menu.

- *Archiving…*
- *Autocancel Rx's on Admission*
- *Bingo Board...*
- *Change Label Printer*
- *Clozapine Pharmacy Manager...*
- *Copay Menu…*
- *DUE Supervisor...*
- *Enter/Edit Clinic Sort Groups*
- *External Interface Menu...*
- *Label/Profile Monitor Reprint*
- *Maintenance (Outpatient Pharmacy)...*
- *Medication Profile*
- *Output Reports...*
- *Pharmacy Intervention Menu...*
- *Process Drug/Drug Interactions*
- *Release Medication*
- *Return Medication to Stock*
- *Rx (Prescriptions)...*
- *ScripTalk Main Menu...*
- *Supervisor Functions...*
- *Suspense Functions...*
- *Update Patient Record*
- *Verification...*

(This page included for two-sided copying.)

Chapter 4: Using the Archive Menu Option

This chapter describes the options on the *Archiving* menu.

This menu is locked with the PSOA PURGE key. The PSOA PURGE key should be assigned to all persons responsible for performing these functions.

Archiving

[PSO ARCHIVE]

The *Archiving* menu is used to build a data warehouse and manage resources by saving prescription data to external storage devices like tape, disk, or CD-ROM and then purging old prescriptions, typically those that have expired more than a year ago.

There are eight options on the *Archiving* menu:

- *Find*
- *Save to Tape*
- *Tape Retrieval*
- *Archive to File*
- *File Retrieval*
- *Purge **> Out of order: Unavailable*
- *List One Patient's Archived Rx's*
- *Print Archived Prescriptions*

Find

[PSO ARCHIVE FIND]

This option identifies prescriptions that have expired or have been canceled before the selected date; the default date given to the user is 360 days ago. As the *Find* option runs, it prints a dot on the screen for each prescription identified.

Save to Tape

[PSO ARCHIVE TAPE SAVE]

The *Save to Tape* option records all information about the archived prescriptions gathered by the *Find* option to magnetic tape. The tape must be opened for variable length records. The first part of the tape holds an index that lists alphabetically all patients for whom prescriptions are recorded on the tape and, for each patient, a list of his or her prescriptions.

Tape Retrieval

[PSO ARCHIVE TAPE RETRIEVE]

The *Tape Retrieval* option reads information from the tape and prints a summary of all prescriptions for the selected patient. This printed copy should be directed to a printer with 132-column width. Because the retrieval option reads the index first to find the patient, the tape must be rewound before each retrieval. It should be emphasized that this retrieval simply prints the information about the prescriptions. It does not restore this information to the on-line database.

Archive to File

[PSO ARCHIVE FILE SAVE]

The *Archive to File* option records all information about the archived prescriptions gathered by the *Find* option to a Host File Server (HFS) file. The first part of the file holds an index that alphabetically lists all patients for whom prescriptions are recorded and, for each patient, a list of his or her prescriptions. With the proper file name convention (e.g., ARC0797.TMP, ARC0897.TMP, etc.). These files can be grouped and stored on any medium on the operating system for long-term storage. Subsequently, the file can be deleted from the system, in effect producing a manageable data warehouse and freeing up system resources.

Any file name may be chosen for the archiving file. However, it is suggested that a naming convention be used to group the files for easier retrieval

Example: Archive to File

```
Select Outpatient Pharmacy Manager Option: ARCHiving

Select Archiving Option: ARCHIve to File



13 Rx'S will be archived. Ok to continue Y/N? NO// YES YES

Do you want a hardcopy of your archived prescriptions? NO// <Enter>


Host File Server Device: [Select Host File Server Device]
HOST FILE NAME: [Enter the unique name for the file.]


Recording information.............

Select Archiving Option:
```

File Retrieval

[PSO ARCHIVE FILE RETRIEVE]

This option reads information from the HFS file and prints a summary of all prescriptions for the selected patient. This printed copy should be directed to a printer with 132-column width. It should be emphasized that the file must be copied from the long-term storage medium back onto the system and that this retrieval simply prints the information about the prescriptions. It does not restore this information to the on-line database.

Example: File Retrieval

```
Select Archiving Option: FILE Retrieval



Host File Server Device: [Select Host File Server Device]
HOST FILE NAME: [Enter the unique name for the file.]



Output Device: [Select Print Device]


Do you want to print the file index? YES
&^NEW
OPPATIENT10,ONE%000987654^4541C,5107A,
OPPATIENT6,ONE%000135790^5269A,
OPPATIENT16,ONE%000246802^4713,
OPPATIENT17,ONE%000123456^628,629,630,631,981B,
OPPATIENT2,ONE%000234567^4778,
OPPATIENT29,ONE%000876543^916A,
OPPATIENT31,ONE%000357901^4631,
OPPATIENT11,ONE%000468024^450,
!


Enter Patient Name : OPPATIENT17,ONE    01-01-09     000123456     NO     NSC
VETERAN


THE FOLLOWING SCRIPTS WERE ARCHIVED FOR :


OPPATIENT17,ONE (000123456) - 628,629,630,631,981B,

OPPATIENT17,ONE                                      ID#: 000123456      ELIG:

456 STREET                                              DOB: 08-30-1948
PHONE: 5556789
CARBON HILL
ALABAMA   32423
CANNOT USE SAFETY CAPS.
DISABILITIES:

REACTIONS: UNKNOWN
```

----------report continues----------

Example: File Retrieval (continued)

```
                            RX RETRIEVAL FOR OPPATIENT17,ONE
07/17/07  PAGE 1


Rx: 628  DRUG: ACETAMINOPHEN W/CODEINE 15MG TAB            TRADE NAME: QTY: 90
30 DAY SUPPLY
       SIG: T1 TAB 23D PRN
    LATEST: JUN 8,2007              # OF REFILLS: 5  REMAINING: 5    PROVIDER:
OPPROVIDER30,TWO
    ISSUED: JUN 8,2007                    CLINIC: DR. ALBANY          DIVISION:
GENERAL HOSPITAL
    LOGGED: JUN 8,2007                   ROUTING: Window            CLERK CODE:
OPCLERK2,FOUR
   EXPIRES:                                  CAP: NON-SAFETY            STATUS:
Active
    FILLED: JUN 8,2007  PHARMACIST:             VERIFYING PHARMACIST:
LOT #:
     NEXT: JUN 28,2007                    COPAY TYPE: PSO NSC RX COPAY NEWCOPAY
TRANSACTION #:
   REMARKS: New Order Created due to the editing of Rx # 479


                            RX RETRIEVAL FOR OPPATIENT17,ONE
07/17/07  PAGE 2


Rx: 629       DRUG: ACETAMINOPHEN W/CODEINE 15MG TAB             TRADE NAME:
QTY: 90     30 DAY SUPPLY
       SIG: T1 TAB 23D PRN
    LATEST: JUN 8,2007              # OF REFILLS: 5  REMAINING: 5    PROVIDER:
OPPROVIDER30,TWO
    ISSUED: JUN 8,2007                    CLINIC: DR. ALBANY          DIVISION:
GENERAL HOSPITAL
    LOGGED: JUN 8,2007                   ROUTING: Window            CLERK CODE:
OPCLERK2,FOUR
   EXPIRES:                                  CAP: NON-SAFETY            STATUS:
Active
    FILLED: JUN 8,2007  PHARMACIST:                       VERIFYING PHARMACIST:
LOT #:
     NEXT: JUN 28,2007                    COPAY TYPE: PSO NSC RX COPAY NEWCOPAY
TRANSACTION #:
   REMARKS: New Order Created due to the editing of Rx # 479
```

```
LABEL LOG
#     DATE          REFERENCE    PRINTED BY                      COMMENT
==============================================================================
1     JUN 8,2007    ORIGINAL     OPCLERK2,FOUR                From RX number 629
```

[This report has been abbreviated to save space.]

Purge *Temporarily Out of Order*

[PSO ARCHIVE PURGE]

NOTE: This option is inactivated until further notice.

When active, this option deletes all archived prescriptions from the PRESCRIPTION file. On platforms other than PCs, the journaling of the prescription global should be disabled before running this option and then enabled again after the purge is completed.

List One Patient's Archived Rx's

[PSO ARCHIVE LIST RX'S]

This option displays the basic patient statistics and the prescription numbers and dates of archiving for all archived prescriptions for the selected patient.

```
Select Archiving Option: LIST One Patient's Archived Rx's


Show archived prescriptions for:    OPPATIENT,TEN   OPPATIENT,TEN
YES     SC VETERAN

DEVICE: HOME//  <Enter> GENERIC INCOMING TELNET


OPPATIENT,TEN                           ID#:   000-12-3499
4 ABBEY LANE                            DOB:   04-04-1944
LIVERPOOL                               PHONE: 555-5678
NEW YORK  12202                         ELIG:  EMPLOYEE

ARCHIVED: 09/10/06 - 100001174,
          01/06/07 - 100001229,100001232,

 Please press RETURN to continue
```

Print Archived Prescriptions

[PSOARINDEX]

This option allows the user to print a list of archived prescriptions from the PHARMACY ARCHIVE file.

Chapter 5: Autocanceling

This chapter describes the option for canceling prescriptions for patient who are admitted as inpatients.

Autocancel Rx's on Admission

[PSO AUTOCANCEL1]

Using the *Autocancel Rx's on Admission* option, a job can be tasked every night to cancel the outpatient prescriptions of patients who were admitted three (3) days previous. Enter the desired time to queue the job to run. The time set for the job to run can also be edited with this option. The job should be set to run at a time between 5:30 p.m. and 11:30 p.m. (or as convenient for the site).

```
Select Outpatient Pharmacy Manager Option: Autocancel Rx's on Admission

                          Edit Option Schedule
    Option Name: PSO AUTOCANCEL
    Menu Text: Autocancel on Admission                  TASK ID: 1090241
  ____________________________________________________________________________

  QUEUED TO RUN AT WHAT TIME: JUN 27,2007@12:02

DEVICE FOR QUEUED JOB OUTPUT:

 QUEUED TO RUN ON VOLUME SET:

      RESCHEDULING FREQUENCY: 1D

             TASK PARAMETERS:

            SPECIAL QUEUEING:

_____________________________________________________________________________
s        SAVE
n        NEXT PAGE
r        REFRESH


COMMAND:                                    Press <PF1>H for help    Insert
```

(This page included for two-sided copying.)

Chapter 6: Using the Bingo Board Menu

This chapter describes the options available on the *Bingo Board* menu.

Bingo Board

[PSO BINGO BOARD]

Pharmacy management uses the *Bingo Board* menu to control the bingo board functions. The bingo board notifies a patient that the prescription has been filled. This is accomplished by displaying the patient's name or a number on monitors located in the pharmacy and non-pharmacy (i.e., cafeteria) waiting areas.

The first prompts upon entering Outpatient Pharmacy are to enter the division and label printer. If more than one group has been defined, a prompt to enter a display group will appear. If only one group is defined, it is automatically selected and no prompt appears. If no display group is defined, it is assumed that the site is not set up to run bingo board.

The following options are available on the *Bingo Board* menu:

- *BM* *Bingo Board Manager*
- *BU* *Bingo Board User*

Bingo Board Manager (BM)

[PSO BINGO MANAGER]

The necessary options to set up the bingo board can be accessed through the *Bingo Board Manager* menu. Before data entry can begin, the division must be defined when entering the software package. Divisions are manager defined, but should be consistent with local policies in order to keep the statistical data relevant. At least one division must be defined.

After the division has been defined, the display parameters must be defined through the *Enter/Edit Display* option. The display group is a uniquely defined location where the patient data will be displayed. As with the division parameter, at least one display group must be defined.

Names now display differently on the bingo board. Names and ticket numbers can be displayed alphabetically in one column, and new names to the board will appear in reverse video for a user-defined amount of time. The user enters the time when creating a display group and it is stored in the GROUP DISPLAY file.

IRMS must set up a dedicated device to be used for the bingo board. Only devices with the sub-type C-VT can be entered at the “DISPLAY DEVICE” prompt. A DEC VT-220 with a coaxial output connected to a cable ready TV monitor is all that is needed on the hardware side.

The following options are available on the *Bingo Board Manager* menu:

- *Enter/Edit Display*
- *Auto-Start Enter/Edit*
- *Print Bingo Board Statistics*
- *Print Bingo Board Wait Time*
- *Purge Bingo Board Data*
- *Start Bingo Board Display*
- *Stop Bingo Board Display*

Enter/Edit Display

[PSO BINGO ENTER/EDIT DISPLAY]

This option allows locations where the patient data will be displayed to be uniquely defined. Either a new display group name or the name of an existing group to edit or delete can be entered.

If the name is chosen at the "NAME/TICKET" prompt, the "TICKET #" prompt will not appear when a new patient is entered in the *Enter New Patient* option.

The display cannot be changed from name to ticket when patients are already in the Group Display. All patients must be purged using the *Purge Bingo Board Data* option for that Group Display. After the data is purged, the NAME/TICKET field must be edited using this option. Then the patient can be re-entered and ticket numbers assigned.

Example: Enter/Edit Display

```
Select Bingo Board Manager Option: Enter/Edit Display

Select GROUP DISPLAY NAME: MAIN
  Are you adding 'MAIN' as a new GROUP DISPLAY (the 3RD)? Y  (Yes)

NAME: MAIN// <Enter>  [The name of the Display Group.]
NAME/TICKET: NAME  NAME  [Select either Name or Ticket # to display.]
MESSAGE:
  1>WEST CLINIC VAMC
  2>[This is a free text field. The message will appear on the screen for the users to view.]
EDIT Option: <Enter>
TWO COLUMN DISPLAY: Y  YES  [Display names/ticket #'s in one or two column.]
DISPLAY WAIT TIME: Y  YES  [Average display waiting time.]
NORMAL WAIT TIME: 10  [Normal wait time (in minutes) is entered by the site.]
DISPLAY SETUP HELP TEXT: Y  YES

In order to automatically start and stop the bingo board monitor,
a dedicated device must be setup by your IRM Service

Once a dedicated device is setup, the bingo board can be scheduled
to automatically start and/or stop at user-defined times.
```

----------example continues----------

Example: Enter/Edit Display (continued)

```
Enter 'NO' at the DISPLAY SETUP HELP TEXT prompt to not display this help text.

DISPLAY DEVICE: ?   [Device dedicated by IRMS for bingo board setup.]
     Only devices with Sub-type starting with "C-VT" are allowed.
 Answer with DEVICE NAME, or LOCAL SYNONYM, or $I, or VOLUME SET(CPU), or SIGN-
ON/SYSTEM DEVICE, or FORM CURRENTLY MOUNTED
DISPLAY DEVICE: [Select print device.]
AUTO-START DISPLAY DEVICE: Y  YES   [Sets the display group to automatically start.]
Do you want to initialize auto-start now? NO// Y  YES
Enter Start Time: ?

Enter time as HH:MM in 12 hour format (For example, '8:00' or '8:00AM).

Enter Start Time: 9:30am   [Start time for the display group.]
Enter Stop Time: 4:00pm   [Stop time for the display group.]
```

A time that is at least two minutes in the future must be entered at the “QUEUED TO RUN AT WHAT TIME” prompt.

The software will convert it to today’s date with the time entered. For example, to queue it to run later today and the current time is 8:00am, a time like 9:30am can be entered. It will default to today’s date. To queue for tomorrow, enter a time like **T+1@00:00am/pm**. For example, to queue it for 8:30am and the current time is 3:00pm, **T+1(or tomorrow's date)@8:30am** must be entered.

If the local Outpatient Pharmacy only runs Monday-Friday, enter **D@00:00am/pm** (with D representing "Days of the Week) at the “RESCHEDULING FREQUENCY” prompt. For example, to queue it to run at 7:45am Monday through Friday, enter **D@7:45am**.

Auto-Start Enter/Edit
[PSO BINGO INITIALIZE]

This option is used to change the start and stop times of the display groups that have been set up to automatically start and/or stop each day. The scheduling time and frequency can also be changed using this option.

Example: Auto-Start Enter/Edit

```
Select Bingo Board Manager Option: Auto-Start Enter/Edit

You want to edit Display Group(s) Start/Stop times? NO// Y  YES
Select GROUP DISPLAY NAME: MAIN
Enter Start Time: 3:00AM// <Enter>
Enter Stop Time: 4:00PM// <Enter>

Select GROUP DISPLAY NAME:
```

See the *Enter/Edit Display* option for an example of the auto-start screen.

Print Bingo Board Statistics
[PSO BINGO REPORT PRINT]

With this option, a report can be generated covering a date range that can be sorted by single division or all divisions. Date ranges in the future are not allowed. The start date must be a date that precedes the end date.

The Bingo Board Report includes totals on number of patients, waiting time, and average waiting time.

```
Select Bingo Board Manager Option: Print
    1    Print Bingo Board Statistics
    2    Print Bingo Board Wait Time
CHOOSE 1-2: 1  Print Bingo Board Statistics


Start Date:   060907  (JUN 09, 2007)

Ending Date:  070907  (JUL 09, 2007)

Report all Divisions? N// Y  YES
DEVICE: HOME// [Select print device.]


No data found for TROY division for this date range

No data found for ALBANY division for this date range

No data found for JAN division for this date range

No data found for VAL division for this date range

               B I N G O   B O A R D  R E P O R T   JUL 09, 2007
     REPORT PERIOD:  JUN 09, 2007  through  JUL 09, 2007

     ____________________________________________________________________
     | DIVISION:  All Divisions         DATE:                           |
     |                                         (Time In Minutes)         |
     |  TIME PERIOD   # PATIENTS SERVED   TOT WAIT TIME     AVG WAIT TIME |
     |                                                                   |
     |                                                                   |
     |  Total             0                 0.00                         |
     ____________________________________________________________________
```

Print Bingo Board Wait Time
[PSO BINGO REPORT WAIT TIME]

This option allows a report to be printed that sorts the entries in the PATIENT NOTIFICATION (Rx READY) file by Display Group, then Wait Time. This report can be used to keep track of the bingo board activity for a given day. To keep a permanent record of this activity, this report can be printed each day, preferably at the end of the day. The following are definitions of the items found on this report.

Field	Description
Name	The name of the patient. For a patient with multiple entries, his/her name is printed only once.
Time In	The time that the patient's name was entered in the computer.
Time Out	The time that the patient's name was entered on the bingo board monitor.
Rx#	The prescription number.
Wait Time	The amount of time it took to fill the prescription. It is the difference between Time In and Time Out. For orders with more than one prescription, the wait time is the same for each.
Display	The Display Group that the entries were entered under. Multiple site hospitals may have multiple display groups set up to coincide with each site.
Total	A summation of all the Wait Times in the PATIENT NOTIFICATION (Rx READY) file. It includes the wait time of the patients with multiple entries. For example, if it took 3 minutes to fill each of the three prescriptions for OPPATIENT23,ONE, the Total function sums up the Wait Time as though it took 9 minutes.
Count	The number of Wait Time entries. It counts the number of wait time entries for each prescription, not each patient.
Mean	The average or middle value of the Wait Time range of values.
Minimum	The least Wait Time value in the range.
Maximum	The greatest Wait Time value in the range.
Dev. (Deviation)	A relative number which signifies the overall departure from the average.

If this report is not printed each day, data may be lost because many sites purge the PATIENT NOTIFICATION (Rx READY) file each morning.

Example: Print Bingo Board Wait Time

```
Select Bingo Board Option: BM  Bingo Board Manager

                  BINGO BOARD CONTROL PANEL

Select Bingo Board Manager Option: PRINT
    1    Print Bingo Board Statistics
    2    Print Bingo Board Wait Time
CHOOSE 1-2: 2  Print Bingo Board Wait Time
DEVICE: [Select Print Device]

                                    (report follows)

BINGO BOARD WAIT TIME PRINTOUT                MAY 21,2007  15:34    PAGE 1
                                TIME      TIME                         WAIT
NAME                              IN       OUT         Rx#            TIME
---------------------------------------------------------------------------

        DISPLAY: WAITING ROOM
OPPATIENT30,ONE                 1503      1504         2004342           1
                                1503      1504         2004343           1
                                1503      1504         2004345           1
                                1509      1512         2004346           3
OPPATIENT14,ONE                 1509      1512         2004350           3
                                1509      1512         2004354           3
OPPATIENT23,ONE                 1509      1512         2002744           3
                                1509      1512         2006376           3
                                1509      1512         2006377           3
OPPATIENT19,ONE                 1524      1527         2002403           3
                                1524      1527         2006034           3
OPPATIENT26,ONE                 1524      1527         2002365           3
                                1524      1527         2002573           3
                                                                     -----
TOTAL                                                                   33
COUNT                                                                   13
MEAN                                                                     3
MINIMUM                                                                  1
MAXIMUM                                                                  3
DEV.                                                                     1
```

Purge Bingo Board Data
[PSO BINGO PURGE]

With this option all entries can be deleted from the PATIENT NOTIFICATION (Rx READY) file.

It is recommended that data be purged each day. However, if data is not purged, it will not affect the accuracy of the bingo board statistics.

> If this option is used before the end of the workday, all data will be lost except the statistical data on those prescriptions already picked up.

Start Bingo Board Display
[PSO BINGO START]

The *Start Bingo Board Display* option has been changed so that the bingo board can be started without tying up a terminal or requiring the user who starts it to have multiple sign-on capability. A site parameter has been added to indicate whether a dedicated device has been reserved. If so, the user is prompted to enter the device name. If a dedicated device is set up, the user is able to automatically start or stop the board via TaskMan. The user is also prompted for a Display Group that is saved as a site parameter. This option requires working with local IRMS to complete its setup.

Use this option to start the bingo board display. If there are no prescription entries yet, the message typed in the GROUP DISPLAY will cycle. When the entries begin, the message will be displayed and held for a period of time, then pages of numbers or names will be displayed until all the names have been shown. Then the cycle starts over.

The terminal that executes the option may or may not be the display terminal.

Stop Bingo Board Display
[PSO BINGO STOP]

This option is used to stop the bingo board display. The bingo board can be stopped and started as often as desired. It must be stopped if any changes are made to the display group currently being used. This option can be accessed from any terminal.

When the display is stopped and “Yes” entered at the purge prompt, a second prompt displays and allows either all of the display groups or a specific display group to be selected for purging.

Bingo Board User (BU)

[PSO BINGO USER]

The *Bingo Board User* menu enables use of the bingo board display. The options on this menu allow a patient's name or a number to be displayed, entered, or removed from the bingo board display located in the pharmacy area.

When the routing for an order is set to "Window", the entering of prescription orders stores information in the bingo board PATIENT NOTIFICATION (Rx READY) file. For new, renew, pull early from suspense, refill orders, barcode refill/renew, and finish process for orders entered via CPRS, the date and time is captured when the order is stored in this file. The same occurs for partials, except the time is captured when a prescription number is entered.

Releasing the prescription places the name or ticket number of the patient on the bingo board monitor if a display group exists and stores data in the WAITING TIME file. The options on this menu are used to manually enter, display, or remove a patient's name or number from the monitor.

The following options are available on the *Bingo Board User* menu:

- *Enter New Patient*
- *Display Patient's Name on Monitor*
- *Remove Patient's Name from Monitor*
- *Status of Patient's Order*

Enter New Patient

[PSO BINGO NEW PATIENT]

Use this option to manually enter the name of a new patient on the bingo board. Each prescription number for the patient's order must also be entered.

A "Ticket #" prompt displays if ticket number was chosen as the method of display in the *Enter/Edit Display* option on the *Bingo Board Manager* menu. The ticket number will be entered first, and at the next prompt each of the prescription numbers for that patient will be entered.

Display Patient's Name on Monitor

[PSO BINGO DISPLAY PATIENT]

Use this option to begin displaying the name or number of a patient whose prescription is ready. The message, "PRESCRIPTIONS ARE READY FOR:" has been added as fixed text to the display screen.

Remove Patient's Name from Monitor
[PSO BINGO DELETE PATIENT]

After the patient picks up the prescription, the name or ticket number can be removed from the display either manually or through the barcode reader.

It is recommended that a patient's name be removed from the monitor as soon as the prescription is picked up.

Status of Patient's Order
[PSO BINGO STATUS]

This option enables checking of the number of prescriptions a patient has ready, the division, time in/time out, and the prescription number(s). There are four possible statuses:

Status	Description
Pending	Active order input via CPRS that is in the PENDING OUTPATIENT ORDERS file.
Being Processed	Order that is in the PATIENT NOTIFICATION (Rx READY) file, but not displayed.
Ready For Pickup	Order that is in the PATIENT NOTIFICATION (Rx READY) file and is being displayed.
Picked Up	Order that has been picked up.

Example: Status of Patient's Order

```
Select Bingo Board User Option: Status of Patient's Order

Enter Patient Name: OPPATIENT17,ONE       08-30-48    000123456    NO   NSC
VETERAN

        OPPATIENT17,ONE has the following orders for 10/31/06

Being Processed: ***Entered on OCT 31, 2006***
     Division: GENERAL HOSPITAL            Time In: 10:27    Time Out:
     Rx #: 500416,

Pending:
     Orderable Item: ACETAMINOPHEN              Provider: OPPROVIDER24,TWO
     Entered By: OPPHARMACIST28,THREE           Time In: 10/31/06@06:46
     Drug: ACETAMINOPHEN 325MG TAB UD           Routing: MAIL

Ready For Pickup:
     Division: GENERAL HOSPITAL   Time In: 10:36    Time Out: 10:46
     Rx #: 1022731,

Enter Patient Name:
```

(This page included for two-sided copying.)

Chapter 7: Changing the Label Printer

This chapter describes the *Change Label Printer* option.

Change Label Printer

[PSO CHANGE PRINTER]

This option allows the user to change the printer to which labels are printed.

```
Select Outpatient Pharmacy Manager Option: Change Label Printer
Select LABEL PRINTER: LABELPRT2//  <Enter> LABELPRT2

OK to assume label alignment is correct? YES//<Enter>
```

(This page included for two-sided copying.)

Chapter 8: Controlling the Dispensing of Clozapine

This chapter describes the options available through Outpatient Pharmacy for dispensing Clozapine.

Clozapine Pharmacy Manager

[PSOL MANAGER]

This option requires a security key, PSOLOCKCLOZ.

Use this menu to control the dispensing of Clozapine. The following options are available on this menu:

- *Display Lab Tests and Results*
- *Edit Data for a Patient in the Clozapine Program*
- *List of Override Prescriptions*
- *Register Clozapine Patient*

The manufacturer requires this dispensing information for Clozapine patients. All members of the Clozapine treatment team must be entered as users on the local system and must be given this key. All pharmacists who have the ability to override the lockouts in this option must also hold the key. These pharmacists should be identified by the pharmacy service representative of the Clozapine treatment team.

The following step must be taken before a prescription for Clozapine can be entered. If this information is missing, Clozapine prescriptions cannot be entered.

Any physician writing a prescription for Clozapine must have a DEA number or VA number entered in the NEW PERSON file. These can be added through the *Add New Providers* option on the *Supervisor's* menu. This must be done before the prescription is entered. The DEA or VA number cannot be entered during the new prescription entry process. With the release of YS*5.01*90, providers must also hold the YSCL AUTHORIZED security key.

When an order is placed, the system checks for the provider's DEA number or VA number first. If the provider does not have either, the following warning displays:

```
Provider must have a DEA# or VA#" to write prescriptions for clozapine
```

If the provider has either the DEA number or the VA number, then the software checks for the assignment of the YSCL AUTHORIZED key. If the provider has a DEA or VA number, but does not hold the YSCL AUTHORIZED key, the following warning displays:

```
Provider must hold YSCL AUTHORIZED key to write prescriptions for clozapine
```

Prescriptions for Clozapine are for 7-day, 14-day, or 28-day supply and allow zero to three refills, depending on patient-defined criteria. For a Clozapine prescription, the total daily dose must be entered. If the prescription is for pills to be taken at intervals, enter a number equal to the pill strength times the number of pills per day. If the prescription is for a dose pack, enter the daily dose specified by the dose pack. This entry should be between 12.5 and 900, in increments of 12.5 mg/day. If it is not, a prompt will display asking for the dosage to be confirmed.

Display Lab Tests and Results

[PSOLAB LIST]

With this option, lab test results for patients receiving Clozapine can be displayed and monitored. This option should be assigned to all appropriate pharmacists. Monitoring lab test results is required by the Circular 10-90-059 regarding patient management protocol for the use of Clozapine and should be run as specified in the circular. Date ranges for prescription fills should be 7, 14, or 28 days and ranges for lab tests should be at least 30 days.

Edit Data for a Patient in the Clozapine Program

[PSOL EDIT]

Use this option to edit data for a patient who has already been enrolled in the Clozapine treatment program. It is typically used to re-register a patient whose treatment has been discontinued and who has rejoined the program.

Local users cannot edit Patient Status within the Clozapine module.

There are two statuses, Pre-Treatment and Active Treatment, that can be selected. Two other statuses, Treatment on Hold and Discontinued, are set by the background job and require the patient to be re-registered.

The Pre-Treatment status is for a registered patient, but who has never received a prescription. If after four weeks (28 days prior to the start date listed for the data collection) the patient does not receive a prescription, the patient status is changed to Discontinued by the background job and the patient must be re-registered.

Patch YS*5.01*90 allows for a monthly prescription as well as weekly and bi-weekly. The Active status is for a patient that has had a prescription within the last 7, 14, or 28 days. If the most recent prescription is over 56 days old, the patient status is now automatically discontinued and the patient must be re-registered.

Sex, race, and ZIP Code should be registered for each patient through Medical Administration Service (MAS)/Business Management Office.

List of Override Prescriptions

[PSOLIST OVERRIDES]

As described in Circular 10-90-059, a list of the Clozapine prescriptions entered can be generated by overriding the lockout. This option should be assigned to appropriate pharmacists and should be run weekly.

Register Clozapine Patient

[PSOL REGISTER PATIENT]

This option is used to register patients authorized to receive Clozapine by VHA's National Clozapine Coordinating Center (NCCC). Data required by manufacturers of the drug Clozapine is entered into the PHARMACY PATIENT file through this option. Patients registered in this program must have a ZIP code, date of birth, race, and sex entered in the PATIENT file.

Messages for Clozapine Drug Selection

When the Clozapine drug has been selected, the following messages are introduced for dispensing Clozapine according to the scenarios shown in the examples below.

All messages are processed through communication with the Mental Health patch YS*5.01*90.

The "NEUTROPHIL MATURITY, MEAN (ANC) results" verbiage shown in these examples is for illustration only. This can vary, depending on the site definition for ANC calculation.

Example 1: Patient not registered (or not eligible) in the Clozapine program

```
Now doing drug interaction and allergy checks.  Please wait...

Permission to dispense clozapine has been denied. Please contact the
Director of the VA National Clozapine Coordinating Center
(Phone: 214-857-0068 Fax: 214-857-0339).
```

Example 2: Patient discontinued from the Clozapine program

```
Now doing drug interaction and allergy checks.  Please wait...


*** This patient has been discontinued from the clozapine treatment program ***
*** and must have a new registration number assigned ***

Permission to dispense clozapine has been denied. Please contact the
Director of the VA National Clozapine Coordinating Center
(Phone: 214-857-0068 Fax: 214-857-0339).
```

Example 3: Clozapine Patient with no LAB work in the past 7 days or if labs are available which have not been entered in VistA, the site will receive the following warning

```
Now doing drug interaction and allergy checks.  Please wait...

Permission to dispense clozapine has been denied. If the results of the latest
Lab Test drawn in the past 7 days show WBC>3000/mm3 and ANC>1500/mm3 and
you wish to dispense outside the FDA and VA protocol WBC/ANC limits, document
your request to Director of the VA National Clozapine Coordinating Center
(Phone: 214-857-0068 Fax: 214-857-0339) for a one-time override permission.

A CBC/Differential including WBC and ANC Must Be Ordered and Monitored on a
Twice weekly basis until the WBC STABILIZES above 3500/mm3 and ANC above
2000/mm3 with no signs of infection.

Also make sure that the LAB tests, WBC and ANC are set up correctly in the
Mental Health package using the CLOZAPINE MULTI TEST LINK option.
```

If the patient has paper documentation to prove laboratory tests were done (for example, outside the VA system) and the results were within accepted limits, the NCCC can authorize a onetime override. After the NCCC has received and approved this documentation, the following message will display.

Example 4: Onetime override authorized by NCCC

```
Now doing drug interaction and allergy checks.  Please wait...

Permission to dispense clozapine has been authorized by NCCC

Override reason being: NCCC AUTHORIZED

Do you want to override and issue this prescription? N//
```

Example 5: When the Patient's WBC <3500 (range 3000 to 3500 for overriding)

```
Now doing drug interaction and allergy checks.  Please wait...

*** Most recent WBC and NEUTROPHIL MATURITY, MEAN (ANC) results ***
     performed on JUL 27,2006 are:

     WBC: 3100
     ANC: 1900

*** Last Four WBC and ANC results were:
                                        WBC    ANC
     05/20/2006@14:53        Results: 4900 - 2800
     05/27/2006@14:53        Results: 1900 - 2500
     06/27/2006@14:53        Results: 3900 - 2500
     07/27/2006@15:06        Results: 3100 – 1900

Override reason being: LAST WBC RESULT < 3500
```

Up to four of the last LAB results can be displayed in the message.

Example 6: When the Patient's WBC is above range but ANC <2000 (range 1500 to 2000 for overriding)

```
Now doing drug interaction and allergy checks.  Please wait...

*** Most recent WBC and NEUTROPHIL MATURITY, MEAN (ANC) results ***
     performed on JUL 26,2006 are:

     WBC: 3900
     ANC: 1900

*** No previous results to display ***

Override reason being: LAST ANC RESULT < 2000

Do you want to override and issue this prescription? N//
```

In Example 6, previous LAB results did not exist.

Example 7: Patient meets all criteria

```
Now doing drug interaction and allergy checks.  Please wait...

*** Most recent WBC and NEUTROPHIL MATURITY, MEAN (ANC) results ***
     performed on JUL 27,2006 are:

     WBC: 3900
     ANC: 2000

CLOZAPINE dosage (mg/day) ? :  (12.5-3000):
```

Chapter 9: Handling Copay Charges

The copay status of a prescription is determined at the time of entry and re-evaluated every time a fill for that prescription is released. A prescription will be designated as exempt from copay under the following conditions:

- ✓ The drug is marked as a supply item, nutritional supplement or for investigational use.
- ✓ The Rx Patient Status assigned to the prescription is exempt from copayment.
- ✓ The veteran is copay exempt based on income.
- ✓ The medication prescribed is used in the treatment of:
    - A Service Connected (SC) condition
    - Combat Veteran (CV)
    - Vietnam-era herbicide/Agent Orange (AO) exposure
    - Ionizing Radiation (IR) exposure
    - Southwest Asia Conditions
    - Shipboard Hazard and Defense (SHAD)
    - Military Sexual Trauma (MST)
    - Cancer of the Head and/or Neck (HNC)

The copay status of a prescription is re-evaluated whenever a fill is released. Various actions can occur based on changes to the criteria that determine the copay status of a prescription, including no action, automatic copay status reset, or a MailMan message generated detailing missing information required for user follow up.

Once a veteran meets the designated annual copayment cap, subsequent fills for any prescriptions dispensed will not be charged a copay. Any fills for copay-eligible prescriptions entered after the cap is reached are not billed and are identified as potential charges. If editing the Days Supply of an Rx or returning an Rx fill to stock results in the total copayment of the veteran to fall below the annual cap, Integrated Billing (IB) software shall initiate a copay charge for any fill that was identified as a potential charge until the annual cap is once again reached.

A user will be prompted to respond to any medication copay exemption questions that apply to the patient when entering a new prescription. Responses entered for the medication copay exemption questions are stored with the prescription and display as default values when an order is renewed, copied, or edited in such a way that a new order is created.

If none of the copay exemptions listed apply, the order is released as a copay prescription with no questions asked. (See “Patient Prescription Processing-New Order Entry,” for a complete order entry example.)

Example: Entering an Rx for a patient with no applicable medication copay exemptions

```
Do you want to enter a Progress Note? No// <Enter>  NO

Rx # 559157            10/23/06
OPPATIENT24,ONE               #30
TAKE ONE TABLET BY MOUTH EVERY DAY

NIACIN (NIASPAN-KOS) 500MG SA TAB
OPPROVIDER,ONE            OPPHARMACIST,ONE
# of Refills: 11
Is this correct? YES//
```

If any medication copay exemptions apply to a patient when entering a new prescription, the applicable questions are displayed for the user to respond “Yes” or “No.” The responses will be used to determine the copay status of the prescription. The prescription fill will not generate a copay charge when released if at least one of the responses is “Yes.” Responses are required.

Example: An order with medication copay exemptions, but no responses entered

```
Rx # 3754648           10/24/06
OPPATIENT24,ONE               #30
APPLY SMALL AMOUNT TO AFFECTED AREA TWICE A DAY

HYDROCORTISONE 1% CREAM
OPPROVIDER,ONE            OPPHARMACIST,ONE
# of Refills: 11
       SC Percent: 30%
     Disabilities: NONE STATED

Was treatment for Service Connected condition? NO <Enter>
Was treatment related to Combat? NO <Enter>
Was treatment related to Agent Orange exposure? NO <Enter>
Was treatment related to service in SW Asia? NO <Enter>
Was treatment related to PROJ 112/SHAD? NO <Enter>
Was treatment related to Military Sexual Trauma? NO <Enter>
Was treatment related to Head and/or Neck Cancer? NO <Enter>
Is this correct? YES// <Enter>
```

All Service Connected and Environmental Indicators that apply will be asked regardless of a previously entered “Yes” response. SC will be asked for SC 0-100%, but copay charges will continue to be formulated in the same manner.)

```
Was treatment for a Service Connected condition? NO <Enter>
Was treatment related to Combat? NO <Enter>
Was treatment related to Agent Orange exposure? N// Y
Is this correct? YES//
```

A dollar sign is displayed next to the copay prescription number if the copay status is billable.

Example: Billable Copay Status

```
Medication Profile            Oct 24, 2006@15:14:58     Page:    1 of    1
OPPATIENT24,ONE
  PID: 000-34-5678P                          Ht(cm): _______ (______)
  DOB: DEC 2,1921 (85)                       Wt(kg): _______ (______)

----------------------------------ACTIVE----------------------------------
1 559163    FOSINOPRIL NA 20MG TAB              30 A> 10-24 10-24  11  30
2 559157$   NIACIN (NIASPAN-KOS) 500MG SA TAB   30 A> 10-23 10-23  11  30
```

No Copay
Copay

```
          Enter ?? for more actions
PU  Patient Record Update              NO  New Order
PI  Patient Information                SO  Select Order
Select Action: Quit//
```

Copay Menu

[PSOCP MENU]

Users with access to this menu option can exempt an Rx Patient Status from copayment or CHAMPUS billing, reset a prescription's copay status, cancel some or all charges for a prescription, and enter/edit responses to medication exemption questions prompted at order entry.

The following options are available on the *Copay Menu:*

- *CHAMPUS Billing Exemption*
- *Exempt Rx Patient Status from Copayment*
- *Reset Copay Status/Cancel Charges*

CHAMPUS Billing Exemption

[PSOCP CHAMPUS EXEMPTION]

Use this option to select a patient category (Rx Patient Status) to exempt from any CHAMPUS billing.

Example: CHAMPUS Billing Exemption

```
Select Copay Menu Option:  CHAMPUS Billing Exemption

Select RX PATIENT STATUS NAME:    ZZPOW

EXEMPT FROM CHAMPUS BILLING: ?
     Answer YES if this Rx Patient status is to be exempt from Champus billing.
     Choose from:
       0        NO
       1        YES
EXEMPT FROM CHAMPUS BILLING:
```

Exempt Rx Patient Status from Copayment
[PSOCP EXEMPTION]

This option allows users to exempt an Rx Patient Status from copayment. A prescription assigned an Rx Patient Status that has been set as exempt from copay will not be charged a copay. A warning is displayed describing the consequences of taking this action and then the user is asked to confirm the change.

Example: Exempt Rx Patient Status from Copayment

```
Select RX PATIENT STATUS NAME: Inpatient

EXEMPT FROM COPAYMENT: NO// Y  YES
                            **** WARNING ****
By setting the Exempt from Copayment for the Rx Patient Status of
INPATIENT to 'YES', every prescription entered
with this Rx Patient Status will NOT be charged a Copayment.

A mail message will be sent to PSORPH and PSO COPAY Key holders informing
them of your change.

Are you sure you want to do this? Y// <Enter> ES

Setting INPATIENT Rx Patient Status to Exempt from Copayment.
```

The warning displayed when removing the copay exemption from an Rx Patient Status differs slightly.

Example: Warning Message

```
By setting the EXEMPT FROM COPAYMENT for the Rx Patient Status of
OPT NSC to 'NO', prescriptions entered with this Rx
Patient Status from this point on will NOT be exempt from Copayment.
```

A MailMan message is sent to the holders of the PSO COPAY and PSORPH keys whenever the copay exemption status of an Rx Patient Status is changed.

Example: MailMan Message

```
Subj: Exempt from Copayment  [#4072] 18 Oct 06 16:29  3 lines
From: OUTPATIENT PHARMACY  In 'IN' basket. Page 1  *New*
-------------------------------------------------------------------------------
The INPATIENT Rx Patient Status has been marked as
Exempt from Copayment by OPPHARMACIST3,THREE.
Every prescription with this Rx Patient Status will not be charged a Copayment.

Enter message action (in IN basket): Ignore//
```

The text differs slightly when the copay exemption is removed.

Example: Copay Exemption Removed

```
The Exempt from Copayment status has been removed from the
OPT NSC Rx Patient Status by OPPHARMACIST3,THREE.
Prescriptions entered with this Rx Patient Status will not be exempt from
Copayment.
```

Reset Copay Status/Cancel Charges

[PSOCP RESET COPAY STATUS]

This option combines and enhances the functionality of the previous *Remove Copay Charge* and *Reset Copay Status* options. Three basic functions can be performed with this option:

- The prescription's copay status can be reset.
- Responses to the medication exemption questions can be entered or changed.
- All or selected copay charges can be cancelled.

The actions allowed depend on the copay status of the patient and that of the selected prescription. The user needs to know the prescription number to be changed when accessing this option.

Reset Copay Status

Two methods can be used to change the copay status of a prescription directly. The first method is illustrated below. By entering "Yes" at the "Do you want to reset the status to NO COPAYMENT?" prompt and entering a reason for the reset, the prescription's copay status is changed from COPAY to NO COPAYMENT.

Example: Change the Copay Status

```
Select PRESCRIPTION RX #: 559157       NIACIN (NIASPAN-KOS) 500MG SA TAB

Rx # 559157 is a Copay prescription
```

The reset prompt displays only if there are no exemption flags set to 'Yes.'

```
Do you want to reset the status to NO COPAYMENT? N// YES
Select Reason for Reset : ??

      Choose from:
   1           RX REFUSED
   2           RX NEVER RECEIVED
   3           RX RETURNED/DAMAGED (MAIL)
   4           ENTERED IN ERROR
   5           RX CANCELLED
   6           INPATIENT/PASS
   7           INVESTIGATIONAL DRUG
   8           RX DELETED
   9           EMPLOYEE
   10          CNH - 3 DAY
   11          PATIENT DECEASED
   12          SUPPLY ITEM
   13          BEDSIDE MEDICATIONS
   14          ELIGIBILITY INCORRECT
   15          CHANGE IN ELIGIBILITY
   16          RX EDITED
   21          RX COPAY INCOME EXEMPTION
   33          AGENT ORANGE RELATED
   34          IONIZING RAD RELATED
   35          SOUTHWEST ASIA RELATED
   37          MILITARY SEXUAL TRAUMA
   38          COPAY CAP REACHED
   39          CANCER OF HEAD/NECK
   40          PHARMACY AUTO CANCELLED
```

Example: Change the Copay Status

```
   44           COMBAT VETERAN
   45           RX FOR FORMER POW
   46           RX FOR UNEMPLOYABLE VETERAN
   47           KATRINA AFFECTED VETERAN
   48          PROJECT 112/SHAD

Select Reason for Reset : 15 CHANGE IN ELIGIBILITY
```

The change is recorded in the Copay Activity Log for this prescription.

Example: Copay Activity Log

```
Copay Activity Log:
#   Date        Reason                Rx Ref         Initiator Of Activity
==============================================================================
1   10/24/06    COPAY RESET           ORIGINAL       OPPROVIDER9,TWO
Comment: CHANGE IN ELIGIBILITY   Old value=Copay   New value=No Copay
```

Resetting the copay status does not involve canceling any incurred copay charges. The new copay status applies to future fills only. Any past charges billed will not be cancelled automatically. The canceling of copay charges is independent of the reset function.

Enter/Edit Medication Exemption Question Responses

The second way a user can directly reset the copay status of a prescription is to use the *Reset Copay Status/Cancel Charges* option to enter or edit any existing responses to the medication exemption questions displayed during order entry. Only those medication exemptions that apply to the patient for which the prescription is written can be modified. Any existing response to an exemption question displays to the user after entering the prescription number and the user is asked about entering or editing any copay exemption flags.

In the following screen example, *Reset Copay Status*, the <50% SC, Agent Orange (AO) exposure, PROJ 112/SHAD, and Military Sexual Trauma (MST) medication exemptions apply to the veteran for which Rx# 3754533 has been entered. SC, AO, and SHAD exemption defaults of “No” display because values already exist. The MST exemption does not display because a response has never been entered.

Prompts display for Service Connected and all Environmental Indicators that are flagged for the veteran in Enrollment.

The user is prompted to respond to “Do you want to enter/edit any copay exemption flags?” If the user responds “Yes”, each medication exemption that applies to the veteran will be presented for editing. All three medication copay exemptions are presented for editing, including the MST exemption for which a response did not exist. “Yes” is entered for the MST exemption question and a system message indicates that the copay status of the Rx is reset to No Copay by this action.

Example: Reset Copay Status

```
Select Copay Menu Option: RESET Copay Status/Cancel Charges

Select PRESCRIPTION RX #:    3754533     HYDROCORTISONE 1.0% CREAM

Rx # 3754533 is a Copay prescription <Current copay status of Rx> appears.

The following exemption flags have been set:
SC:   No      <If any exemption flags have values they will be displayed after the copay status
AO:   No


Do you want to enter/edit any copay exemption flags? Y// <Enter> ES

Was treatment for a Service Connected condition? N// <Enter> O

Was treatment related to Agent Orange exposure? N// <Enter> O

Was treatment related to PROJ 112/SHAD? N// <Enter> O

Was treatment related to Military Sexual Trauma?// YES

Editing of exemption flag(s) has resulted in a copay status change.
The status for this Rx will be reset to NO COPAY.

Do you want to cancel any charges(Y/N)? N <This prompt appears only if this Rx has incurred any charges.
```

The Copay Activity Log for this order shows the record of the change.

Example: Copay Activity Log

```
 Copay Activity Log:
#   Date        Reason                Rx Ref         Initiator Of Activity
================================================================================
1   10/24/06    COPAY RESET          Refill 2       OPPROVIDER9,TWO
   Comment: MILITARY SEXUAL TRAUMA RELATED  Old value=Copay   New value=No copay
```

NOTE

The copay status of an Rx will not be reset from a “No” Copay to Copay status based strictly on a response to a medication exemption question.

Cancel Charges

A user can select to remove all or specific charges for a prescription fill. If the user chooses to cancel a specific charge, a list of fills/refills is displayed showing the fill reference and release date. Any charge that has already been cancelled or any fill that has not been billed due to the veteran meeting the annual copay cap will be identified.

Example: Cancel Copay Charges

```
Do you want to cancel any charges(Y/N)? Y   <This prompt appears only if this
                                             Rx has incurred any charges.

(A)ll or (S)elect Charges? (A/S): S
1. Original fill    (05/01/06)
2. Refill #1        (6/10/06)
3. Refill #2        (7/12/06)      (Charge Cancelled)
4. Refill #3        (8/15/06)
5. Refill #4        (9/23/06)     (Potential Charge *)

* Potential charge indicates fill was not billed due to the annual cap.
If cancelled, this fill will not be considered for future copay billing.

Select 1:-5: 5

Do you wish to continue (Y/N)? Y
```

Typing a "??" at the "Select Reason for Reset or Charge Cancellation" prompt lists the same reasons displayed previously in the "Reset Copay Status" section. Once the reason for the change is entered, a summary of all the actions taken on the prescription is displayed.

Example: Summary of Actions

```
Editing of exemption flag(s) has resulted in a copay status change.
The status for this Rx will be reset to NO COPAY.

Select Reason for Reset or Charge Cancellation : 1  RX REFUSED
Copay status reset due to exemption flag(s)

The following exemption flags have been changed:
EC: Yes
MST: Yes
Rx # 3754533 – Refill 3 copay charge cancelled

Select PRESCRIPTION RX #:
```

The Copay Activity Log shows the canceled charge as REMOVE COPAY CHARGE.

Example: Copay Activity Log

```
Copay Activity Log:
#   Date        Reason                Rx Ref         Initiator Of Activity
================================================================================
1   11/02/06    REMOVE COPAY CHARGE  Refill 3       OPPROVIDER9,TWO
Comment: RX REFUSED
```

Potential Charges and Partial Charges

In this example, the prescription is for a 90-day supply. When Refill #2 was released, the veteran met his annual copay cap and the fill was not billed. An entry is made in the Copay Activity Log to document when a prescription fill is not billed due to the annual copay cap. A fill is identified as a potential charge when NO BILLING was performed.

Example: Copay Activity Log for No Bill

```
Rx Activity Log               Oct 23, 2006 @13:53:02          Page:    1 of    1
OPPATIENT9,ONE
  PID: 000-76-5432P                                Ht(cm): 169.55 (03/06/2006)
  DOB: NOV 18,1950 (55)                            Wt(kg): 125.45 (03/06/2006)

Rx #: 459166   Original Fill Released: 03/12/06
Routing: Mail      Finished by: OPPHARMACIST27,THREE

Copay Activity Log:
#   Date        Reason               Rx Ref         Initiator Of Activity
==============================================================================
1   10/23/06    ANNUAL CAP REACHED   REFILL 2       OPPHARMACIST15,THREE
Comment:  NO BILLING FOR THIS FILL
```

The list of fills associated with this order, as seen in the *Reset Copay Status/Cancel Charges* option, would show Refill #2 as a Potential Charge.

Example: Reset Copay Status/Cancel Charges for Potential Charge

```
      1. Original fill    (03/06/06)
      2. Refill #1        (05/24/06)
      3. Refill #2        (10/23/06)           (Potential Charge *)

* Potential charge indicates fill was not billed due to the annual cap.
If cancelled, this fill will not be considered for future copay billing.
```

If the same Refill #2 is released and the veteran reaches the annual copay cap after the first 30 days of the 90-day supply is billed, the Copay Activity Log will indicate that the veteran was partially billed due to the annual cap.

Example: Copay Activity Log

```
Copay Activity Log:
#   Date        Reason               Rx Ref         Initiator Of Activity
==============================================================================
1   10/26/06    ANNUAL CAP REACHED   REFILL 2       OPPHARMACIST15,THREE
       Comment:  PARTIAL BILLING FOR THIS FILL
```

Refill #2 will not be identified as having a potential charge because partial billing was done.

Example: Reset Copay Status/Cancel Charges for Partial Charge

```
      1. Original fill    (03/06/06)
      2. Refill #1        (05/24/06)
      3. Refill #2        (10/23/06)
```

If Refill #2 is cancelled, the partial charge (for 30 day supply) is cancelled and the remaining 60-day supply that was not charged is removed from consideration for future copay billing. Only one entry is entered in the Copay Activity Log.

Example: Copay Activity Log

```
       Copay Activity Log:
#   Date        Reason               Rx Ref         Initiator Of Activity
==============================================================================
1   10/26/06    ANNUAL CAP REACHED   REFILL 2       OPPHARMACIST15,THREE
       Comment:  PARTIAL BILLING FOR THIS FILL
2   10/29/06    REMOVE COPAY CHARGE  REFILL 2       OPPHARMACIST15,THREE
       Comment: RX REFUSED
```

Once a potential charge has been cancelled, it will be dropped from the list of incurred charges that are displayed.

IB-initiated Medication Copay Charge

There are times when the medication copay status of a prescription can be changed by a background process. In this example, another prescription for the same veteran was returned to stock, dropping copayments below the annual cap. Integrated Billing (IB) goes through all of the prescriptions looking for any that were not billed a copay because the annual cap was reached. IB initiates a copay charge against any such prescriptions that are found until the copay cap is again reached.

Example: An IB-initiated Medication Copay Charge

```
Rx Activity Log               Nov 05, 2006@17:18          Page:    1 of    1
OPPATIENT9,ONE
  PID: 000-76-5432P                                 Ht(cm): 169.55 (03/06/2006)
  DOB: NOV 18,1950 (55)                             Wt(kg): 125.45 (03/06/2006)

Rx #: 3754328   Original Fill Released: 10/09/06
Routing: Window      Finished by: OPPHARMACIST1,THREE

Copay Activity Log:
#   Date        Reason               Rx Ref         Initiator Of Activity
==============================================================================
1   10/09/06    ANNUAL CAP REACHED   ORIGINAL       OPPHARMACIST1,THREE
Comment:  NO BILLING FOR THIS FILL
2   10/09/06    IB-INITIATED COPAY   ORIGINAL       OPPHARMACIST1,THREE
Comment: FULL CHARGE
```

Chapter 10: Evaluating Drug Usage

This chapter describes the options on the *DUE Supervisor* menu.

DUE Supervisor

[PSOD SUPERVISOR]

This menu provides options to create a questionnaire based on the criteria of a Drug Usage Evaluation and print an answer sheet for the provider's use in answering the questionnaire. The answer sheet can be printed and distributed to the clinic so that the provider may complete it when ordering a medication being evaluated. An answer sheet can also be generated (optional) when a patient's Action Profile prints, if the profile contains a medication being evaluated. The provider's responses can be entered into the DUE ANSWER SHEET file.

The following options are available on the *DUE Supervisor* menu:

- *1 Enter a New Answer sheet*
- *2 Edit an Existing Answer Sheet*
- *3 Create/Edit a Questionnaire*
- *4 Batch Print Questionnaires*
- *5 DUE Report*

Enter a New Answer Sheet

[PSOD CREATE ANSWER SHEET]

In this option, the user enters answers to a DUE Questionnaire. This creates an answer sheet entry in the DUE ANSWER SHEET file. These answer sheets can be kept online for statistical and/or compliance studies. Answer sheets are stored in the file using a sequence number. This number is automatically generated by the computer and should be written on the hard copy of the answer sheet immediately so that it can be used later in editing or deleting the entry.

Edit an Existing Answer Sheet

[PSOD EDIT ANSWER SHEET]

Edit a DUE Answer Sheet entry using this option. Ordinarily, the sequence number is available when editing the Answer Sheet; however, the user can search the file if the provider, drug, or questionnaire is known by typing ^S at the "SEQUENCE NUMBER" prompt. The search displays all of the entries containing the combination of provider, drug, or questionnaire used in the search.

Create/Edit a Questionnaire

[PSOD DUE BUILD QUESTIONNAIRE]

To create a questionnaire, first select one or more drugs being evaluated. After selecting the drugs, create a set of questions to be used on the questionnaire. These questions do not have to be added to the DUE QUESTION file since they are being added through this option. The questionnaire must be marked as "Active" and "Active for Profiles" for the Answer Sheet to automatically print with the Action Profiles. A summary can be printed for the questionnaire using the *DUE Report* option. For this reason, when creating a questionnaire, the user should strive to make each question a yes, no, or unknown type question. Questions having a free text or numeric type answer are ignored in the summary.

The PRINT DUE QUESTIONNAIRE site parameter needs to be set to "YES" for the questionnaire to print with the Action Profile.

Batch Print Questionnaires

[PSOD BATCH PRINT QUESTIONNAIRE]

To print a blank form of a selected questionnaire, enter the number of copies and a printer device. These questionnaire answer sheets can be distributed to providers to complete when ordering medications being evaluated.

DUE Report

[PSOD DUE SORT AND PRINT]

This report displays entries from the DUE ANSWER SHEET file. A summary of this report is available, showing the number of answer sheets, number of questionnaires, and a breakdown of all yes/no/unknown type questions. This breakdown shows each question number and the number of times it was answered yes/no/unknown, or unanswered. For this reason, when creating a questionnaire, the user should strive to make each question a yes, no, or unknown type question. Questions having a free text or numeric type answer are ignored in the summary.

Chapter 11: Enter/Edit Clinic Sort Groups

This chapter describes the *Enter/Edit Clinic Sort Groups* option.

Enter/Edit Clinic Sort Groups

[PSO SETUP CLINIC GROUPS]

This option enables the user to identify a group of clinics that will print together for the action/informational profiles.

Example: Enter/Edit Clinic Sort Groups

```
Select Pharmacist Menu Option: ENTer/Edit Clinic Sort Groups

Select Clinic Sort Group: ?
 Answer with OUTPATIENT CLINIC SORT GROUP NAME
Choose from:
   CLINIC 1
   CLINIC 2

     You may enter a new OUTPATIENT CLINIC SORT GROUP, if you wish
     Answer must be 3-30 characters in length.
Select Clinic Sort Group: CLINIC 3
  Are you adding 'CLINIC 3' as
    a new OUTPATIENT CLINIC SORT GROUP (the 6TH)? Y  <Enter> (Yes)
NAME: CLINIC 3// <Enter>
Select SORT GROUPS: ?
 Answer with SORT GROUP SORT GROUPS
     You may enter a new SORT GROUP, if you wish
     Enter name of clinic to be included in the sort group.
 Answer with HOSPITAL LOCATION NAME, or ABBREVIATION
 Do you want the entire 122-Entry HOSPITAL LOCATION List? N  (No)
Select SORT GROUPS: 2 EAST
  Are you adding '2 EAST' as a new SORT GROUP (the 1ST for this OUTPATIENT
CLINIC SORT GROUP)? Y  (Yes)
Select SORT GROUPS: <Enter>
```

(This page included for two-sided copying.)

Chapter 12: External Interface Menu

This chapter describes the options on the *External Interface Menu*.

This menu is locked with the PSOINTERFACE lock. The PSOINTERFACE key should be assigned to all persons responsible for performing these functions.

External Interface Menu

[PSO EXTERNAL INTERFACE]

This menu contains the following options for using an external interface device.

- *Purge External Batches*
- *Reprint External Batches*
- *View External Batches*

Purge External Batches

[PSO INTERFACE PURGE]

This option purges entries from the PHARMACY EXTERNAL INTERFACE file.

Example: Purge External Batches

```
Select External Interface Menu Option: Purge External Batches
Enter cutoff date for purge of External Interface file:  022807  (FEB 28, 2007)

Purge entries that were not successfully processed?  NO// <Enter>

Purge queued to run in background.

Select External Interface Menu Option:
```

Reprint External Batches
[PSO INTERFACE REPRINT]

This option enables the reprinting of labels for batches of prescriptions that have been sent to the external interface.

Example: Reprint External Batches

```
Select External Interface Menu Option: Reprint External Batches

Enter a date/time range to see all batches sent to the External Interface.

Start date/time: 022807  (FEB 28, 2007)

End date/time: 030707  (MAR 07, 2007)

Gathering batches, please wait...


 BATCH    QUEUED TO PRINT ON:           PATIENT:         ALBANY
-------------------------------------------------------------------------------

  1       FEB 28,2007@08:06:14          OPPATIENT12,ONE
  2       FEB 28,2007@08:10:56          OPPATIENT12,ONE
  3       FEB 28,2007@08:19:20          OPPATIENT22,ONE
  4       FEB 28,2007@08:38:17          OPPATIENT28,ONE
  5       FEB 28,2007@08:50:32          OPPATIENT9,ONE
  6       FEB 28,2007@09:15:35          OPPATIENT9,ONE
  7       FEB 28,2007@09:33:48          OPPATIENT18,ONE
  8       FEB 28,2007@09:39:31          OPPATIENT1,ONE
  9       FEB 28,2007@10:36:51          OPPATIENT10,ONE
  10      FEB 28,2007@13:37:24          OPPATIENT4,ONE
  11      FEB 28,2007@13:46:07          OPPATIENT8,ONE

Select Batch(s) to reprint:  (1-11): 5,6

Batches selected for Reprint are:

Batch 5 Queued for FEB 28,2007@08:50:32 by OPPHARMACIST4,THREE
Batch 6 Queued for FEB 28,2007@09:15:35 by OPPHARMACIST4,THREE

Before Reprinting, would you like a list of these prescriptions? N// <Enter> O

Are you sure you want to Reprint labels? Y// <Enter> YES..

Select LABEL DEVICE: [Select Print Device]


LABEL(S) QUEUED TO PRINT!


Select External Interface Menu Option:
```

View External Batches
[PSOINTERFACE VIEW]

With this option the user can view batches of prescriptions that have printed from the external interface.

Example: View External Batches

```
Select External Interface Menu Option: View External Batches

Enter a date/time range to see all batches sent to the External Interface.

Start date/time: 022807  (FEB 28, 2007)

End date/time: 030707  (MAR 07, 2007)

Gathering batches, please wait...
```

```
 BATCH    QUEUED TO PRINT ON:           PATIENT:        BROWNS PLACE
-------------------------------------------------------------------------------
  1       FEB 28,2007@08:06:14          OPPATIENT12,ONE
  2       FEB 28,2007@08:10:56          OPPATIENT12,ONE
  3       FEB 28,2007@08:19:20          OPPATIENT22,ONE
  4       FEB 28,2007@08:38:17          OPPATIENT28,ONE
  5       FEB 28,2007@08:50:32          OPPATIENT9,ONE
  6       FEB 28,2007@09:15:35          OPPATIENT9,ONE
  7       FEB 28,2007@09:33:48          OPPATIENT18,ONE
  8       FEB 28,2007@09:39:31          OPPATIENT1,ONE
  9       FEB 28,2007@10:36:51          OPPATIENT10,ONE
  10      FEB 28,2007@13:37:24          OPPATIENT4,ONE
  11      FEB 28,2007@13:46:07          OPPATIENT8,ONE

Select Batch(s) to reprint:  (1-11): 5,6

Batches selected for Viewing are:

Batch 5 Queued for FEB 28,2007@08:50:32 by OPPHARMACIST4,THREE
Batch 6 Queued for FEB 28,2007@09:15:35 by OPPHARMACIST4,THREE

Print list to the screen or to a printer:  (S/P): Screen// <Enter>

Enter RETURN to continue or '^' to exit: <Enter>
```

```
RX #              NAME -> OPPATIENT9,ONE                    BATCH 5
-------------------------------------------------------------------------------
2820              NADOLOL 40MG TAB                          ACTIVE

Enter RETURN to continue or '^' to exit: <Enter>
```

```
RX #              NAME -> OPPATIENT9,ONE                    BATCH 6
-------------------------------------------------------------------------------
2821              MICONAZOLE NITRATE 2% LOT 60ML            ACTIVE
END OF LIST
```

(This page included for two-sided copying.)

Chapter 13: Label/Profile Monitor Reprint

This mini-chapter defines the option for handling printer malfunctions.

Label Profile Monitor Reprint

[PSO B]

When a printer malfunction occurs, up to 1000 (or more depending on the Label Profile Monitor Max site parameter) damaged labels or profiles can be reprinted. Enter the failed output device name and the last usable label or profile.

Chapter 14: Implementing and Maintaining Outpatient Pharmacy

Maintenance (Outpatient Pharmacy)

[PSO MAINTENANCE]

The *Maintenance (Outpatient Pharmacy)* menu contains the options that are used for implementing and maintaining the Outpatient Pharmacy software. These options are:

- *Site Parameter Enter/Edit*
- *Edit Provider*
- *Add New Providers*
- *Queue Background Jobs*
- *Autocancel Rx's on Admission*
- *Bingo Board Manager ...*
- *Edit Data for a Patient in the Clozapine Program*
- *Enter/Edit Clinic Sort Groups*
- *Initialize Rx Cost Statistics*
- *Edit Pharmacy Intervention*
- *Delete Intervention*
- *Auto-delete from Suspense*
- *Delete a Prescription*
- *Expire Prescriptions*
- *Manual Auto Expire Rxs*
- *Pharmacy Patient Non-VA Meds Report/Clean-up*
- *Prescription Cost Update*
- *Purge Drug Cost Data*
- *Purge External Batches*
- *Recompile AMIS Data*

Site Parameter Enter/Edit

[PSO SITE PARAMETERS]

This option is used to establish and edit parameters for the Outpatient Pharmacy software application. The following table lists each parameter and its corresponding description. These fields are contained in either the OUTPATIENT SITE file or the PHARMACY SYSTEM file.

Site Parameter	Description
NAME	This field contains the name of the site.
MAILING FRANK STREET ADDRESS	This field is used for the address of the outpatient site.
AREA CODE	This field is used for the area code of the outpatient site.
PHONE NUMBER	This field is used for the telephone number of the outpatient site.
MAILING FRANK ZIP+4 CODE	This field is used for the zip code of the outpatient site. This field will allow zip+4 format (excluding the "-")
SITE NUMBER	This field is used to show the site/station number.
NCPDP NUMBER	This field is the site-specific National Council for Prescription Drug Programs number (NCPDP), formerly referred to as the National Association of Boards of Pharmacy Number (NABP).
MAILING FRANK CITY	This field is used for the city in which the outpatient site is located.
MAILING FRANK STATE	This field is used to show the state in which the outpatient site resides.
MAILING COMMENTS	This field will be printed on the laser labels mailing address label. It can contain anything the site deems appropriate (i.e. whether mailing is "Forwarding service requested" or "Address service requested", etc.)
INACTIVE DATE	This date will indicate that the Outpatient Site is no longer active, and cannot be selected through the Outpatient Pharmacy options.
HOLD FUNCTION?	This site parameter is used to determine if the ‘Hold’ function will be used at the medical facility.
SUSPENSE FUNCTION?	This site parameter will be used to determine if the ‘Suspense’ feature will be used at the medical facility.
CANCEL DRUG IN SAME CLASS	Prescriptions with duplicate classes can only be discontinued if this site parameter is set to ‘Yes’ and if the Rx has not been put on hold through CPRS.
REFILL INACTIVE DRUG RXS	This will be used to determine if inactive drugs will be used to refill active prescriptions.
ASK METHOD OF PICKUP	This field will be used to determine if method of pickup will be asked for window prescriptions.
PASS MEDS ON PROFILE	This field is used to determine if pass medication within specified date range will be listed on profiles.
PROFILE `SORT BY’ DEFAULT	This field will be used to determine the sort order of medications on profiles.
COPIES ON NEW	This field will be used to determine the number of copies for labels to print.

Site Parameter	Description
DRUG CHECK FOR CLERK	This field is used to determine if the duplicate drug warnings should be shown for non-pharmacist.
FEE BASIS SUPPORT	This field is used to determine if fee basis prescriptions are processed.
MULTI RX REQUEST FORM	This field is used to determine if the multiple prescription request forms are printed with medication labels.
BARCODES ON REQUEST FORMS	This field is used to determine if barcodes are printed on profiles, labels, and multi request forms.
BARCODES ON ACTION PROFILES	This field is used to indicate if barcodes are to print with the action profiles. The printer used must be setup or have barcode capabilities for the barcodes to print. Contact IRM to help determine which printers have barcode capabilities.
VERIFICATION	This field is used to determine if prescriptions entered by a non-pharmacist are placed in a non-verified status.
DISPLAY GROUP	This field is used to determine which bingo board display screen will be shown on the waiting room monitor.
SCREEN PROFILES	This field is used to determine if profiles are displayed when refilling and renewing medications.
EDIT PATIENT DATA	This field is used to determine if editing of patient data will be allowed.
EDIT DRUG	This field will be used to determine if drugs can be changed during prescription edit.
RENEWING RX'S ALLOWED	This field will be used to determine if renewing of medications will be allowed.
PASS MEDS CANCEL	This field is used to determine if pass medications are to be cancelled.
AUTO SUSPEND	This field is used to determine if medication that is refilled or renewed before the next possible fill date is to be placed in suspense automatically.
SHALL COMPUTER ASSIGN RX #S	This field is used to determine if the computer will auto generate prescription numbers.
PROFILE WITH NEW PRESCRIPTIONS	This field is used to determine if medication profiles are printed when new medication is ordered.
SLAVED LABEL PRINTING	This field will be used to allow printing of RX labels without being able to queue to a printer. This parameter is primarily for slaved printing of RX labels. If 'yes' is the answer the prompt or action to be taken on the label will include the '/PRINT' action.
METHADONE PROGRAM	This field will be used to determine if the site has a methadone program and if a particular drug should be prompted for.
METHADONE DRUG	This field will be used to show what drug is being used if the site has a methadone program.
DAYS TO PULL FROM SUSPENSE	This field will be used to pull a patient's medication from suspense for a specified number of days. The day range is from 0 to 10.
DAYS TO PULL SUSPENDED CS CMOP	This field will be used to pull a patient's controlled substances from suspense for CMOP medications for a specified number of days. The range is between 0 and 10.

Site Parameter	Description
NEW LABEL STOCK	This field will be used to determine which medication label stock will be used.
EXTERNAL INTERFACE	This field allows sites to alter the characteristics of the external interface. The Set of Codes field have the following values: 0 - the external interface is off 1 - send all drugs to the external interface; print labels locally 2 - send all drugs to the external interface; don't print labels locally 3 - send only marked drugs to the external interface; don't print labels locally 4 - send only marked drugs to external interface and print labels through VistA.
DISPENSING SYSTEM PRINTER	This field identifies the name of the printer(s) that, when selected, and the interface is in use, an HL7 message is generated to the dispensing system.
BLANK LABEL BETWEEN PATIENTS	This field will determine if a blank label should print between patients on the label printers.
VERIFYING PHARMACIST ON LABELS	This site parameter will determine if the name of the verifying pharmacist or the name of the person who made the order request will print on the Rx label. If the parameter is set to Yes the verifying pharmacist name will print.
AUTOMATED DISPENSE	This field will determine what version of the automated dispense machine this site is running. If the machine is older than HL7 V.2.4, enter letter O, if HL7 V.2.4 has been installed, enter 2.4.
FILE RELEASE DATE/TIME	This field is used to indicate if the release date/time is to be filed for the prescription dispensed by an external interface.
ENABLE MASTER FILE UPDATE	This field will determine if the automated dispense machines are ready to receive HL7 V.2.4 messages.
DISPENSE DNS NAME	This is the DNS computer name of the automated dispensing machine that is used for this outpatient site division.
DISPENSE DNS PORT	Enter the DNS port number associated with the automated dispense machine for this outpatient pharmacy site division.

The CPRS ORDERING INSTITUTION field in the OUTPATIENT SITE file allows multiple Institutions to be entered for the local site. If more than one Institution is entered for a site, the user can select the appropriate Institution when using the *Complete Orders from OERR* option and complete Pending Orders from clinics that are associated with the specific Institution selected.

Site Parameter	Description
CPRS ORDERING INSTITUTION	This field is used when completing orders from CPRS. If there is only one Institution entry, then when completing orders from CPRS under this Outpatient site, only those orders from that Institution will be shown. If there is more than one entry, then the Institution will be prompted for when completing orders from CPRS, and only those orders associated with that Institution selected will be shown.
RELATED INSTITUTION	Institution associated with the site.
LOGICAL LINK	This is a pointer to the Logical Link file (#870). This link is used to transmit messages to an external (client) application. This field is not filled in when messages are exchanged between DHCP applications on the same system. This field will be used as the Logical Link for the prescription if there is a Clinic associated with the prescription, and the Institution derived from that Clinic has an entry in this CPRS ORDERING INSTITUTION multiple with an associated Logical Link.
NPI INSTITUTION	This is the institution or division that has the National Provider Identifier (NPI) value for this Outpatient Site. No two Outpatient Site entries in this file should point to the same INSTITUTION file entry. (Note that the RELATED INSTITUTION field differs from this field and is the parent institution which may be the same for any or all of the Outpatient Site entries.)
LABEL/PROFILE MONITOR MAX	Maximum number of label/profiles to be stored in the Label/Profile Monitor list for each printer device. The default and minimum value for this number is 1000. Each time the printer is used an entry is made in the Label/Profile monitor and if the monitor holds more entries than specified by this parameter, the oldest entry is deleted.
NARCOTICS NUMBERED DIFFERENTLY	This field is used to determine if narcotics will be numbered differently from other medications/supplies.
NARCOTIC LOWER BOUND	This field is used to determine what prescription numbers narcotics are to start with if narcotics are numbered differently from other prescriptions/supplies.
NARCOTIC UPPER BOUND	This field is used to determine the highest prescription number used for narcotics if this type of medication is numbered differently from other medications/supplies.
LAST NARCOTIC NUMBER ISSUED	This field is used to indicate last number issue d for narcotic medications.
PRESCRIPTION # LOWER BOUND	This field is used to enter the lowest prescription number for this site.
PRESCRIPTION # UPPER BOUND	This field is used to enter the highest prescription number for this site.
LAST PRESCRIPTION # ISSUED	This field is used to store the last RX number used.
IB SERVICE/SECTION	Select the appropriate entry in the Service/Section file (#49) that is to be used for the Pharmacy Copayment/Integrated Billing procedures.

Site Parameter	Description
NARRATIVE FOR COPAY DOCUMENT	This field contains information from the site regarding the copayment procedures for the patient to follow upon receipt of the copay document. For example, information may include a telephone number to call regarding billing inquiries, a payment mailing address, etc.
NARRATIVE REFILLABLE RX	This field contains information from the site regarding procedures for the patient to obtain a refill of his refillable medication. May include the address, phone number, etc. that will assist the patient.
NARRATIVE NON-REFILLABLE RX	This field contains information from the site regarding procedures for the patient to obtain a new prescription for his non-refillable medication. This field may contain address, phone number, etc that will assist the patient.
CHARGE LOCATION	This field is a pointer to the Hospital Location File (#44). Multi-division sites should populate this field for each division. This data could be obtained from the Business Office of the Medical Center.

The CHARGE LOCATION field is used to group charges in the COTS billing system according to the type of service.

IMPORTANT

Entering and defining the Charge Locations is crucial to the success of this function. Initially, however, a unique Outpatient Pharmacy Location must be entered in the HOSPITAL LOCATION file by Registration or Scheduling. It is recommended that the Location be coordinated with the Medical Center's business office. A Charge Location should be defined for every division currently in the OUTPATIENT SITE file, which means that there could be multiple hospital locations or one location for all divisions.

If a Charge Location is not defined for a particular division, Outpatient Pharmacy will search all active divisions in the OUTPATIENT SITE file for a Charge Location entry and use the first one it finds. If the PFSS switch is ON and no Charge Locations are defined in any divisions, the information will not be passed on to IB or the COTS billing system and no charge takes place.

Information in the CHARGE LOCATION field cannot be deleted, but it can be replaced with entry of another Charge Location.

Site Parameter	Description
SCRIPTALK DEVICE	This field contains a pointer to the ScripTalk printer device in the device file.
SCRIPTALK AUTO-PRINT SETTINGS	Set this to 'A' to have a ScripTalk label automatically print for ScripTalk-enrolled patients whenever their regular medication label prints. Set to 'M' if ScripTalk labels will be printed manually.
DEFAULT OUTPATIENT SITE	The outpatient site (and parameters) which will be used for ward order entry. An entry in this field will bypass the site selection prompt when entering outpatient from OE/RR.
ADMISSION CANCEL OF RXS	This field is used to determine if outpatient medication will be cancelled after 72 hours of an admission to the medical center.
EXEMPT WARD FROM AUTOCANCEL	For all of the WARD LOCATIONS entered, prescriptions for patients on these wards will not be canceled by the Autocancel RX's on Admission Outpatient Pharmacy system job.
DAYS PRINTED RX STAYS IN 52.5: 7	This field contains the number of days printed prescriptions are to remain in the RX SUSPENSE file when running the Delete From Suspense File option. The number of days to remain may be from 7 to 90.
POLYPHARMACY W/ACTION PROFILE	This field is used to determine if a polypharmacy report prints with action profile across all divisions.
INTERDIVISIONAL PROCESSING	This field is used to indicate if interdivisional processing is to occur.
DIVISION PROMPT ASKED	This field is used to indicate if the 'Division' prompt is to be asked.
REFILL/RENEW DIVISION	This field is used to indicate the refill/renew division for multi divisional sites.
PROCESS AUTO REFILLS FOR INPAT	This flag should be set to Yes, only if the site wants the scheduled AUTO REFILL [PSO AUTO REFILL] option to process refills for patients who are currently an inpatient. The AUTO REFILL job defaults to NO unless the site has this flagged as YES.
PROCESS AUTO REFILLS FOR CNH	This flag should be set to Yes, only if the site wants the scheduled AUTO REFILL [PSO AUTO REFILL] option to process refills for CNH patients. The AUTO REFILL job defaults to NO unless the site has this flagged as YES.

The following example displays all of the prompts that are possible with the *Site Parameter Enter/Edit* option. The prompts displayed at each site will depend upon that site's settings.

Example: Site Parameter Enter/Edit - all fields

```
Select Maintenance (Outpatient Pharmacy) Option: SITE Parameter Enter/Edit

Select SITE NAME: ALBANY    500
Would you like to see all site parameters for this division? Y// NO

NAME: ALBANY// <Enter>
MAILING FRANK STREET ADDRESS: 114 ANYSTREET AVE// <Enter>
AREA CODE: 555// <Enter>
PHONE NUMBER: 555-1234// <Enter>
MAILING FRANK ZIP+4 CODE: 55555// <Enter>
SITE NUMBER: 123// <Enter>
```

Example: Site Parameter Enter/Edit - all fields (continued)

```
NCPDP NUMBER: <Enter>
MAILING FRANK CITY: ANY CITY// <Enter>
MAILING FRANK STATE: ANY STATE// <Enter>
MAILING COMMENTS: <Enter>
INACTIVE DATE: <Enter>
HOLD FUNCTION?: NO// <Enter>
SUSPENSE FUNCTION?: YES// <Enter>
CANCEL DRUG IN SAME CLASS: YES// <Enter>
REFILL INACTIVE DRUG RXS: YES// <Enter>
ASK METHOD OF PICKUP: YES// <Enter>
PASS MEDS ON PROFILE: YES// <Enter>
PROFILE `SORT BY' DEFAULT: DATE// <Enter>
COPIES ON NEW: YES// <Enter>
DRUG CHECK FOR CLERK: YES// <Enter>
FEE BASIS SUPPORT: YES// <Enter>
MULTI RX REQUEST FORM: YES// <Enter>
BARCODES ON REQUEST FORMS: BOTH// <Enter>
BARCODES ON ACTION PROFILES: YES// <Enter>
VERIFICATION: YES// <Enter>
DISPLAY GROUP: OUTPATIENT// <Enter>
SCREEN PROFILES: YES// <Enter>
EDIT PATIENT DATA: YES// <Enter>
EDIT DRUG: YES// <Enter>
RENEWING RX'S ALLOWED: YES// <Enter>
PASS MEDS CANCEL: NO// <Enter>
AUTO SUSPEND: YES// <Enter>
SHALL COMPUTER ASSIGN RX #S: YES// <Enter>
PROFILE WITH NEW PRESCRIPTIONS: NO// <Enter>
SLAVED LABEL PRINTING: YES// <Enter>
METHADONE PROGRAM: NO// <Enter>
METHADONE DRUG: METHADONE SOLUTION (METHADOSE)// <Enter>
DAYS TO PULL FROM SUSPENSE: 2// <Enter>
DAYS TO PULL SUSPENDED CS CMOP: <Enter>
NEW LABEL STOCK: YES// <Enter>
EXTERNAL INTERFACE: SEND ALL ORDERS AND PRINT LABEL
         // <Enter>
Select DISPENSING SYSTEM PRINTER: <Enter>
BLANK LABEL BETWEEN PATIENTS: <Enter>
VERIFYING PHARMACIST ON LABELS: YES// <Enter>
AUTOMATED DISPENSE: HL7 V.2.4// <Enter>
FILE RELEASE DATE/TIME: YES// <Enter>
ENABLE MASTER FILE UPDATE: <Enter>
DISPENSE DNS NAME: <Enter>
DISPENSE DNS PORT: <Enter>
Select CPRS ORDERING INSTITUTION: TROY// <Enter>
  CPRS ORDERING INSTITUTION: TROY// <Enter>
  LOGICAL LINK: <Enter>
Select CPRS ORDERING INSTITUTION: <Enter>
RELATED INSTITUTION: ALBANY// <Enter>
NPI INSTITUTION: <Enter>
LABEL/PROFILE MONITOR MAX: 1000// <Enter>
NARCOTICS NUMBERED DIFFERENTLY: YES// <Enter>
NARCOTIC LOWER BOUND: 10000// <Enter>
NARCOTIC UPPER BOUND: 99999// <Enter>
PRESCRIPTION # LOWER BOUND: 100000999// <Enter>
PRESCRIPTION # UPPER BOUND: 500000000// <Enter>
IB SERVICE/SECTION: PHARMACY// <Enter>
```

Example: Site Parameter Enter/Edit - all fields (continued)

```
NARRATIVE FOR COPAY DOCUMENT: <Enter>

The copay narrative displays here.

  Edit? NO//
NARRATIVE REFILLABLE RX:
**************************************************************************
The narrative for refillable RXs displays here.

**************************************************************************

  Edit? NO// <Enter>
NARRATIVE NON-REFILLABLE RX:. . .
       . . .

The narrative for non-refillable RXs displays here.

==========================================================================

  Edit? NO// <Enter>
LOGICAL LINK: <Enter>
PROCESS AUTO REFILLS FOR INPAT: NO// <Enter>
PROCESS AUTO REFILLS FOR CNH: NO// <Enter>
```

```
Outpatient System Parameters

DEFAULT OUTPATIENT SITE: JAN// <Enter>
ADMISSION CANCEL OF RXS: YES// <Enter>
Select EXEMPT WARD FROM AUTOCANCEL: NHCU// <Enter>
DAYS PRINTED RX STAYS IN 52.5: 7// <Enter>
POLYPHARMACY W/ACTION PROFILE: <Enter>

Currently 'INTERDIVISIONAL' processing 'is' allowed.
    Do you want to change this? : N// <Enter>  O

 This question involves the following prompt:

'RX is from another division.  Continue? (Y/N)'

Do you want this prompt to appear
whenever an action is attempted on the prescription: Y// <Enter> ES


Do you want all refill request forms to be processed
at a particular division?: Y// <Enter> ES

Choose REFILL division: Cindy//  <Enter>   043

Initialization of 'INTERDIVISIONAL PROCESSING' is complete.

Select SITE NAME:
```

Edit Provider

[PSO PROVIDER EDIT]

Edit existing provider entries in the NEW PERSON file with this option.

Add New Providers

[PSO PROVIDER ADD]

This option allows new providers to be added. The provider's name is already in the file if the name entered at the "Enter NEW PERSON's name" prompt is repeated and the screen returns to the menu. The *Edit Provider* option must be used in this case to change existing provider entries.

Queue Background Jobs
[PSO AUTOQUEUE JOBS]

This option is used to queue all background jobs. Once the *Queue the Background Jobs* option is selected, the option automatically pre-selects the jobs. Entering "E" for exit cannot exit the option. To exit a specific job and go on to the next one, an up arrow (^) must be entered. The background jobs are as follows:

- Autocancel Rx's on Admission
- Nightly Rx Cost Compile
- Nightly Management Data Compile
- Compile AMIS Data (NIGHT JOB)
- Expire Prescriptions
- Auto-delete from Suspense

A date and time at least two minutes in the future must be entered. The jobs should be set to run at a time convenient for the site.

Respond only to the following prompts. All others will be left blank.

QUEUED TO RUN AT WHAT TIME: This is the date/time desired for this option to be started by TaskMan.

RESCHEDULING FREQUENCY: If this field is blank then the job will run only once.

Example: View of Queue Background Jobs Screen

```
Select Maintenance (Outpatient Pharmacy) Option: Queue Background Jobs

If time to run option is current do not edit.
                           Edit Option Schedule
    Option Name: PSO AUTOCANCEL
    Menu Text: Autocancel on Admission                    TASK ID: 1090241
  ____________________________________________________________________________

  QUEUED TO RUN AT WHAT TIME: JUN 27,2007@12:02

DEVICE FOR QUEUED JOB OUTPUT:

 QUEUED TO RUN ON VOLUME SET:

      RESCHEDULING FREQUENCY: 1D

             TASK PARAMETERS:

            SPECIAL QUEUEING:

____________________________________________________________________________



COMMAND:                                        Press <PF1>H for help    Insert
```

Autocancel Rx's on Admission

[PSO AUTOCANCEL1]

Use the *Autocancel Rx's on Admission* option to task a job every night to cancel the outpatient prescriptions of patients who were admitted 3 days ago. Enter the time desired to queue the job to run. Using this same option the user can also edit the time set for the job to run. The job should be set to run at a time between 5:30 p.m. and 11:30 p.m. (or when convenient for the site).

Bingo Board Manager (BM)

[PSO BINGO MANAGER]

Through the *Bingo Board Manager* menu the user can access the necessary options to set up the bingo board. Before data entry can begin, the division must be defined when entering the software package. Divisions are manager defined, but should be consistent with local policies in order to keep the statistical data relevant. At least one division must be defined.

After defining the division, define the display parameters through the *Enter/Edit Display* option. The display group is a uniquely defined location where the patient data will be displayed. As with the division parameter, at least one display group must be defined.

The following options are available on the *Bingo Board Manager* menu:

- *Enter/Edit Display*
- *Auto-Start Enter/Edit*
- *Print Bingo Board Statistics*
- *Print Bingo Board Wait Time*
- *Purge Bingo Board Data*
- *Start Bingo Board Display*
- *Stop Bingo Board Display*

Enter/Edit Display

[PSO BINGO ENTER/EDIT DISPLAY]

Unique locations where the patient data will be displayed can be defined with this option. Enter a new display group name or the name of an existing group to edit or delete.

If the name is chosen at the “NAME/TICKET” prompt, the “TICKET #” prompt will not appear when a new patient is entered in the *Enter a New Patient* option.

The display cannot be changed from name to ticket when patients are already in the Group Display. All patients must be purged using the *Purge Bingo Board* option for that Group Display. After the data is purged, the user must edit the NAME/TICKET field using this option. Then the patient can be re-entered and assigned ticket numbers.

Only devices with the sub-type C-VT can be entered at the “DISPLAY DEVICE” prompt. A DEC VT-220 with a coaxial output connected to a cable ready TV monitor is all that is needed on the hardware side.

Example: Enter/Edit Display

```
Select Bingo Board Manager Option: Enter/Edit Display


Select GROUP DISPLAY NAME: MAIN
  Are you adding 'MAIN' as a new GROUP DISPLAY (the 3RD)? Y  (Yes)


NAME: MAIN// <Enter>  [The name of the Display Group.]
NAME/TICKET: NAME  NAME  [Select either Name or Ticket # to display.]
MESSAGE:
  1>WEST CLINIC VAMC
  2>[This is a free text field. The message will appear on the screen for the users to view.]
EDIT Option: <Enter>
TWO COLUMN DISPLAY: Y  YES   [Display names/ticket #'s in one or two column.]
DISPLAY WAIT TIME: Y  YES   [Average display waiting time.]
NORMAL WAIT TIME: 10   [Normal wait time (in minutes) is entered by the site.]
DISPLAY SETUP HELP TEXT: Y  YES

In order to automatically start and stop the bingo board monitor,
a dedicated device must be setup by your IRM Service.

Once a dedicated device is setup, the bingo board can be scheduled
to automatically start and/or stop at user-defined times.

Enter 'NO' at the DISPLAY SETUP HELP TEXT prompt to not display this help text.

DISPLAY DEVICE: ?   [Device dedicated by IRMS for bingo board setup.]
     Only devices with Sub-type starting with "C-VT" is allowed.
 Answer with DEVICE NAME, or LOCAL SYNONYM, or $I, or VOLUME SET(CPU), or
     SIGN-ON/SYSTEM DEVICE, or FORM CURRENTLY MOUNTED
DISPLAY DEVICE: [Select print device.]
AUTO-START DISPLAY DEVICE: Y  YES   [Sets the display group to automatically start.]
Do you want to initialize auto-start now? NO// Y  YES
Enter Start Time: ?

Enter time as HH:MM in 12 hour format (For example, '8:00' or '8:00AM).


Enter Start Time: 9:30am   [Start time for the display group.]
Enter Stop Time: 4:00pm   [Stop time for the display group.]
```

At the "QUEUED TO RUN AT WHAT TIME" prompt a time must be entered that is at least two minutes in the future. The software will convert it to today's date with the time entered. For example, if the time is 8:00am, to queue it for later today 9:30am can be entered. It will default to today's date. To enter a time for it to queue tomorrow, “T+1@00:00am/pm” must be entered. For example, if the time is 3:00pm, to queue it for 8:30am, “ T+1(or tomorrow's date)@8:30am” must be entered.

Auto-Start Enter/Edit
[PSO BINGO INITIALIZE]

This option is used to change the start and stop times of the display groups that have been set up to automatically start and/or stop each day. The scheduling time and frequency can also be changed using this option.

Example: Auto-Start Enter/Edit

```
Select Bingo Board Manager Option: AUTO-Start Enter/Edit

You want to edit Display Group(s) Start/Stop times? NO// Y  YES
Select GROUP DISPLAY NAME: MAIN
Enter Start Time: 3:00AM// <Enter>
Enter Stop Time: 4:00PM// <Enter>

Select GROUP DISPLAY NAME: <Enter>
```

See the *Enter/Edit Display* option for an example of the auto-start screen.]

Print Bingo Board Statistics
[PSO BINGO REPORT PRINT]

A report is generated covering a date range that can be sorted by single division or all divisions. Date ranges in the future are not allowed. The start date must be a date that precedes the end date.

The Bingo Board Report includes totals on number of patients, waiting time, and average waiting time.

Print Bingo Board Wait Time
[PSO BINGO REPORT WAIT TIME]

This option allows printing of a report that sorts the entries in the PATIENT NOTIFICATION (Rx READY) file by Display Group, then Wait Time. This report can be used to keep track of the bingo board activity for a given day. To keep a permanent record of this activity, this report can be printed each day, preferably at the end of the day. The following are definitions of the items found on this report.

Field	Description
Name	The name of the patient. For a patient with multiple entries, his/her name is printed only once.
Time In	The time that the patient's name was entered in the computer.
Time Out	The time that the patient's name was entered on the bingo board monitor.
Rx#	The prescription number.
Wait Time	The amount of time it took to fill the prescription. It is the difference between Time In and Time Out. For orders with more than one prescription, the wait time is the same for each.
Display	The Display Group that the entries were entered under. Multiple site hospitals may have multiple display groups set up to coincide with each site.
Total	A summation of all the Wait Times in the PATIENT NOTIFICATION (Rx READY) file. It includes the wait time of the patients with multiple entries. For example, if it took 3 minutes to fill each of the three prescriptions for OPPATIENT23,ONE, the Total function sums up the Wait Time as though it took 9 minutes.
Count	The number of Wait Time entries. It counts the number of wait time entries for each prescription, not each patient.
Mean	The average or middle value of the Wait Time range of values.
Minimum	The least Wait Time value in the range.
Maximum	The greatest Wait Time value in the range.
Dev. (Deviation)	A relative number which signifies the overall departure from the average.

Data may be lost if this report is not printed each day, because many sites purge the PATIENT NOTIFICATION (Rx READY) file each morning.

Example: Print Bingo Board Wait Time

```
Select Bingo Board Option: BM  Bingo Board Manager

                  BINGO BOARD CONTROL PANEL

Select Bingo Board Manager Option: PRINT
    1    Print Bingo Board Statistics
    2    Print Bingo Board Wait Time
CHOOSE 1-2: 2  Print Bingo Board Wait Time
DEVICE: [Select Print Device]
       report follows
BINGO BOARD WAIT TIME PRINTOUT                MAY 21,1997  15:34    PAGE 1
                                TIME      TIME                          WAIT
NAME                              IN       OUT         Rx#             TIME
---------------------------------------------------------------------------

        DISPLAY: WAITING ROOM
OPPATIENT30,ONE                 1503      1504         2004342            1
                                1503      1504         2004343            1
                                1503      1504         2004345            1
                                1509      1512         2004346            3
OPPATIENT14,ONE                 1509      1512         2004350            3
                                1509      1512         2004354            3
OPPATIENT5,ONE                  1509      1512         2002744            3
                                1509      1512         2006376            3
                                1509      1512         2006377            3
OPPATIENT19,ONE                 1524      1527         2002403            3
                                1524      1527         2006034            3
OPPATIENT26,ONE                 1524      1527         2002365            3
                                1524      1527         2002573            3
                                                                      -----
TOTAL                                                                    33
COUNT                                                                    13
MEAN                                                                      3
MINIMUM                                                                   1
MAXIMUM                                                                   3
DEV.                                                                    1
```

Purge Bingo Board Data
[PSO BINGO PURGE]

With this option, the user can delete all entries from the PATIENT NOTIFICATION (Rx READY) file.

It is recommended that data be purged each day. However, if data is not purged, it will not affect the accuracy of the bingo board statistics.

IMPORTANT

If this option is used before the end of the workday, all data will be lost except the statistical data on those prescriptions already picked up.

Start Bingo Board Display
[PSO BINGO START]

Use this option to start the bingo board display. If there are no prescription entries yet, the message typed in the GROUP DISPLAY will cycle. When the entries begin, the message will be displayed and held for a period of time, then pages of numbers or names will be displayed until all the names have been shown. Then the cycle starts over.

The terminal that executes the option may or may not be the display terminal.

Stop Bingo Board Display
[PSO BINGO STOP]

Use this option to stop the bingo board display. The bingo board can be stopped and started as often as desired. It must be stopped if any changes are made to the display group currently being used. This option can be accessed from any terminal.

When the display is stopped and "Yes" answered to the purge prompt, a second prompt appears and allows all of the display groups or a specific display group to be selected for purging.

Edit Data for a Patient in the Clozapine Program
[PSOL EDIT]

Use this option to edit data for a patient who has already been enrolled in the Clozapine treatment program. It is typically used to re-register a patient whose treatment has been discontinued and who has rejoined the program.

There are two statuses, Pre-Treatment and Active Treatment, which can be selected. Two other statuses, Treatment on Hold and Discontinued, are set by the background job and require the patient to be re-registered.

The Pre-Treatment status is for a patient registered but never receiving a prescription. If after four weeks (28 days prior to the start date listed for the data collection) the patient does not receive a prescription, the patient status is changed to Discontinued by the background job and the patient must be re-registered.

The Active status is for a patient that has had a prescription within the last 7 or 14 days. If the most recent prescription is over 14 days old, the patient status is changed to Treatment on Hold by the background job and the patient must be re-registered.

Sex, race, and ZIP Code should be registered for each patient through Medical Administration Service (MAS) or the Business Management Office.

Enter/Edit Clinic Sort Groups

[PSO SETUP CLINIC GROUPS]

This option enables a group of clinics to be identified that will print together for the action/informational profiles.

Example: Enter Clinic Sort Group

```
Select Maintenance (Outpatient Pharmacy) Option: ENT
    1    Enter/Edit Clinic Sort Groups
    2    Enter/Edit Local Drug Interaction
CHOOSE 1-2: 1  Enter/Edit Clinic Sort Groups

Select Clinic Sort Group: ?
 Answer with OUTPATIENT CLINIC SORT GROUP NAME
Choose from:
   CLINIC 1
   Clinic 2
     You may enter a new OUTPATIENT CLINIC SORT GROUP, if you wish
     Answer must be 3-30 characters in length.
Select Clinic Sort Group: CLINIC 3
  Are you adding 'CLINIC 3' as
    a new OUTPATIENT CLINIC SORT GROUP (the 6TH)? Y  (Yes)
NAME: Clinic 1// <Enter>
Select SORT GROUPS: ?
 Answer with SORT GROUP SORT GROUPS
     You may enter a new SORT GROUP, if you wish
     Enter name of clinic to be included in the sort group.
 Answer with HOSPITAL LOCATION NAME, or ABBREVIATION
 Do you want the entire 122-Entry HOSPITAL LOCATION List? N  (No)
Select SORT GROUPS: 2 EAST
  Are you adding '2 EAST' as a new SORT GROUP (the 1ST for this OUTPATIENT
CLINIC SORT GROUP)? Y  (Yes)
Select SORT GROUPS: <Enter>
```

Initialize Rx Cost Statistics

[PSO COSTINIT]

This option allows the manager to initialize the system to automatically compile cost data for one day or a range of days.

Note: The default date is today plus 1 at 1:00 a.m. (T+1@01:00). The date on the screen represents either a default date/time if the option has never been queued, or the current date/time this option is queued to run.

Edit Pharmacy Intervention

[PSO INTERVENTION EDIT]

Use this option to edit an already existing entry in the APSP INTERVENTION file.

Delete Intervention

[PSO INTERVENTION DELETE]

This option can be used to delete an intervention from the APSP INTERVENTION file. An intervention can be deleted only on the same day that it was entered.

Auto-delete from Suspense

[PSO PNDEL]

The *Auto-delete from Suspense* option is the same option as the V. 6.0 *Delete from Suspense File* option. This option allows the user to delete from the file the records of all the prescriptions that have already been printed prior to the user specified number of days. This specified number of days must be set from 7 to 90 days at the "DAYS PRINTED RX STAYS IN 52.5" prompt in the *Site Parameter Enter/Edit* option. The task is set to run every 7 days at the user specified time. The user may also re-queue or de-queue this task using this option. Once a prescription is deleted from suspense, it cannot be reset for reprinting. This option will delete based on the date the prescription was printed from suspense, not the original suspense date. The reason for using the print date is that one batch may print on a certain day with prescriptions with different original suspense dates. This job will therefore never delete only part of a printed batch.

Automate Internet Refill

[PSO AUTO REFILL INITIALIZE]

This option initializes a job that will automatically process the refill requests placed via the Internet.

This option requires the PSOAUTRF key.

The following warning is displayed if the user does not hold the key.

Example: Automate Internet Refills – no security key held

```
Select Maintenance (Outpatient Pharmacy) Option: AUTOMATE Internet Refill
You must hold the PSOAUTRF key to run this option!
```

Internet refills are processed for all active divisions defined in the OUTPATIENT SITE file that have pending refill entries in the PRESCRIPTION REFILL REQUEST file. The *Automate Internet Refill* option uses the same criteria (prompting) that is used for the *Process Internet Refill* option. However, instead of the user responding to the prompts, the criteria is automatically set up by the software as follows:

Prompt/Criteria	Pre-set Value
FILL DATE:	TODAY
MAIL/WINDOW:	MAIL
Will these refills be Queued or Suspended?	SUSPENDED
PROCESS AUTO REFILLS FOR INPAT?	NO (but site parameter overrides)
PROCESS AUTO REFILLS FOR CNH?	NO (but site parameter overrides)

Scheduling the background job includes setting a time and the job's rescheduling frequency.

These fields should be left blank: DEVICE FOR QUEUED JOB OUTPUT, QUEUED TO RUN ON VOLUME SET, TASK PARAMETERS, and SPECIAL QUEUEING.

Example: Automate Internet Refills – Setting up the background job

```
Select Maintenance (Outpatient Pharmacy) Option: AUTOMATE Internet Refill

                           Edit Option Schedule
    Option Name: PSO AUTO REFILL
    Menu Text: Automate Internet Refill                  TASK ID: 173872
  ------------------------------------------------------------------------

  QUEUED TO RUN AT WHAT TIME: AUG 7,2007@16:40

DEVICE FOR QUEUED JOB OUTPUT:

 QUEUED TO RUN ON VOLUME SET:

      RESCHEDULING FREQUENCY: 24H
```

```
             TASK PARAMETERS:

            SPECIAL QUEUEING:

____________________________________________________________________________

COMMAND:
```

Delete a Prescription

[PSORXDL]

Using this option a prescription status can be changed to deleted. Deleted prescriptions do not appear on any profiles.

A released prescription can only be deleted after it has been returned to stock.

Expire Prescriptions

[PSO EXPIRE INITIALIZE]

This option initializes a daily job that will mark any prescription as expired that has yesterday as an expiration date.

Manual Auto Expire Rxs

[PSO MANUAL AUTO EXPIRE]

This job needs to be run only if expired prescriptions are showing up as active orders on the Orders tab in CPRS. This could happen if the *Expire Prescriptions* option was not queued as a daily task *AND* those prescription(s) were never accessed/viewed in *Patient Prescription Processing* option.

Sites that have not queued the Expire Prescriptions job on the daily task schedule should do so by selecting the *Queue Background Jobs* option from the Maintenance (Outpatient Pharmacy) menu option, making an entry in the Edit Option Schedule template for the *Expire Prescriptions* option and scheduling it to run daily.

Pharmacy Patient Non-VA Meds Report/Clean-up

[PSOZ NON-VA MEDS REP/CLEAN]

This option is used to run a report of erroneous Non-VA Meds entries in the Pharmacy Patient file (#55) and clean up these entries.

The following options are available on the *Pharmacy Patient Non-VA Meds Report/Clean-up* menu:

- Pharmacy Patient Erroneous Non-VA Meds Report
- Clean up Pharmacy Patient Non-VA Meds data

Prescription Cost Update

[PSO RXCOST UPDATE]

This option updates prescription costs in the DRUG COST file by generic drug name. Costs can be updated on refills and partials as well. Updates can be made only as far back as one year plus 120 days.

Purge Drug Cost Data

[PSO PURGE DRUG COST]

To purge drug cost data from the DRUG COST file, enter a starting and ending date. Then choose to run this job immediately or queue it.

Example: Purge Drug Cost Data

```
Select Maintenance (Outpatient Pharmacy) Option: PURGE Drug Cost Data

Purge Cost Data Starting: FEB 2007// <Enter> (FEB 2007)
Purge Cost Data Ending: 3/97  (MAR 2007)

Are you sure you want to purge cost data
from 02/00/07 to 03/00/07? NO// Y  YES

Do you want this option to run IMMEDIATELY or QUEUED? Q// <Enter> UEUED
Requested Start Time: NOW// <Enter> (MAY 06, 2007@10:31:23)
Task #223079 QUEUED.
```

Purge External Batches
[PSO INTERFACE PURGE]

This option purges entries from the PHARMACY EXTERNAL INTERFACE file.

Example: Purge External Batches

```
Select External Interface Menu Option: Purge External Batches
Enter cutoff date for purge of External Interface file:  022807  (FEB 28, 2007)

Purge entries that were not successfully processed?  NO// <Enter>

Purge queued to run in background.

Select External Interface Menu Option: <Enter>
```

Recompile AMIS Data
[PSO AMIS RECOMPILE]

To gather Automated Management Information System (AMIS) data from various sources, use this option. It is recommended that this job should be queued to run during off-peak hours (or at a time that is convenient for the site).

The month/day/year may be specified for a current month report, but only month and year can be specified for reports of past months.

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Chapter 15: Using the Medication Profile

This chapter describes the Medication Profile, its different formats, and how it can be used in patient care.

Medication Profile

[PSO P]

The Medication Profile displays a profile of all prescriptions on file for a particular patient. The prescription display includes all Non-VA Med orders also. The user may view this information directly on the screen or request it to be printed. The medication profile is available in two formats: short or long.

Medication Profile: Short Format

The short format displays the following information:

- patient name
- last four digits of the patient's SSN
- eligibility
- reactions
- prescription number
- Sig
- quantity
- last fill date
- address
- DOB
- narrative
- prescriptions
- drug name
- Status
- issue date
- refills remaining.

The short report format of the fields for Non-VA Med orders include the drug name or orderable item name, dosage, schedule and date documented.

The short format displays the status in an abbreviated form. The following is an explanation of the codes:

Code	Status/Description
A	Active
B	Bad Address Indicated
DC	Discontinued
E	Expired
H	Hold
N	Non Verified
P	Pending due to drug interactions
S	Suspended
$	Copay eligible
E	third-party electronically billable
R	Returned to stock prescription (next to last fill date)

Example: Medication Profile – Short Format

```
Select PATIENT NAME:    OPPATIENT,THREE        3-5-9    000006578     NO
NSC
VETERAN     OPPATIENT,THREE
WARNING : ** This patient has been flagged with a Bad Address Indicator.
LONG or SHORT: SHORT// SHORT
Sort by DATE, CLASS or MEDICATION: DATE// <Enter>

All Medications or Selection (A/S): All// <Enter>
DEVICE: HOME// [Select Print Device]  GENERIC INCOMING TELNET
```

```
OPPATIENT,THREE                          ID#:   0279

321 PECAN STREET                         DOB:   DEC 29,1968
TESTING 2
ANYTOWN                                PHONE: 5554325455
TEXAS  12345                            ELIG:  SC LESS THAN 50%
                                         SC%:   40
CANNOT USE SAFETY CAPS.

WEIGHT(Kg):                              HEIGHT(cm):
DISABILITIES:

ALLERGIES:_____________________________________________________________

ADVERSE REACTIONS:_____________________________________________________


Enter RETURN to continue or '^' to exit: <Enter>
```

```
Outpatient prescriptions are discontinued 72 hours after admission

                    Medication Profile Sorted by ISSUE DATE
                                                          REF
 Rx#         Drug                                      ST REM  Issued  Last Fill
-------------------------------------------------------------------------------
 300486      ACE BANDAGE 4 INCH                         A   5 10-17-06 10-17-06
     QTY: 1             SIG: USE LOOSELY ON AFFECTED AREA AS NEEDED
$100002342   AMOXICILLIN 250MG CAP                     A   3 10-10-06 10-10-06
     QTY: 15            SIG: TAKE ONE CAPSULE BY BY MOUTH QAM\QPM\Q4D&Q6D~Q12D
                             TAKE ONE | EVERY | TWO ~ THREE & FOUR \ FIVE \TAB
$100002343   SIMETHICONE 40MG TAB                     DC   3 10-10-06 10-10-06
     QTY: 15            SIG: CHEW ONE TABLET BY BY MOUTH QAM\QPM!Q4D&Q6D~Q12D
                             TAKE ONE|| EVERY | TWO ~~THREE ~ AND &&FOUR&HHHH
                             \\ FIVE \TAB
```

Medication Profile: Long Format

The long format displays all information contained on the short format as well as the following additional fields:

- physician's name
- fill date
- dates of refills/partial fills
- whether the prescription was filled at the pharmacy window or by mail
- clerk code
- total allowable refills
- which division filled it

The long report format of the fields for Non-VA Med orders include the start date, CPRS order #, status, documented by, order check(s), override reason, override provider, and statement of explanation.

Example: Medication Profile – Long Format

```
Select PATIENT NAME:    OPPATIENT,ONE        8-5-19    666000777     NO     NSC
VETERAN     OPPATIENT,ONE
WARNING : ** This patient has been flagged with a Bad Address Indicator.
LONG or SHORT: SHORT// LONG
Sort by DATE, CLASS or MEDICATION: DATE// <Enter>

All Medications or Selection (A/S): All// <Enter>
DEVICE: HOME// [Select Print Device]  GENERIC INCOMING TELNET

OPPATIENT,ONE                           ID#:   0777
     (TEMP ADDRESS from AUG 28,2006 till (no end date))
LINE1                                   DOB:   AUG 5,1919
ANYTOWN                                 PHONE: 555-1212
TEXAS  77379                            ELIG:  NSC
CANNOT USE SAFETY CAPS.


WEIGHT(Kg):                              HEIGHT(cm):
DISABILITIES:

ALLERGIES:_____________________________________________________________

ADVERSE REACTIONS:_____________________________________________________

Enter RETURN to continue or '^' to exit: <Enter>

Outpatient prescriptions are discontinued 72 hours after admission
```

```
                     Medication Profile Sorted by ISSUE DATE


Rx #:  100001968Ae               Drug: LOPERAMIDE 2MG CAP
  SIG: TAKE TWO CAPSULES BY MOUTH EVERY DAY
  QTY: 60              # of Refills: 5       Issue/Expr: 12-15-05/06-16-06
  Prov: OPPROVIDER16,TWO   Entry By: 10000000013 Filled: 01-14-06 (M)
  Last Released:                              Original Release:
  Refilled: 02-19-04 (M)      Released:
  Remarks:
  Division: ALBANY (500)                 Active              4 Refills Left
```

----------example continues----------

Example: Medication Profile – Long Format (continued)

```
-------------------------------------------------------------------------------
                        Non-VA MEDS (Not Dispensed by VA)
GINKO BILLOBA TAB
  Dosage: 1 TABLET
  Schedule: ONCE A DAY
  Route: MOUTH
  Status: Discontinued (10/08/03)
  Start Date: 09/03/03     CPRS Order #: 12232
  Documented By: OPCLERK21,FOUR on 09/03/03
  Statement of Explanation: Non-VA medication not recommended by VA provider.
```

```
ACETAMINPHEN 325MG CT
  Dosage: 325MG
  Schedule:
  Route:
  Status: Active
  Start Date: 09/03/03     CPRS Order #: 12234
  Documented By: OPCLERK21,FOUR on 09/03/03
  Statement of Explanation: Non-VA medication recommended by VA provider
                            Patient wants to buy from Non-VA pharmacy
```

Medication Reconciliation

The Medication Reconciliation product (patch PSO*7*294) introduces the components necessary to build four tools useful for medication reconciliation. The product utilizes Health Summary components and Text Integrated Utility (TIU) data objects to create a list of current medications. Medication Reconciliation also leverages the Remote Data Interoperability (RDI) software to include medication data from other sites.

For a complete list of functionality, please refer to the Medication Reconciliation Implementation Guide.

Chapter 16: About the Output Reports Menu

This chapter describes the options on the *Output Reports* menu.

Output Reports

[PSO OUTPUTS]

The *Output Reports* menu generates a variety of management reports. These reports contain current medication profiles, utilization, cost, and workload information that help management maintain the highest level of patient care.

The following reports and menus are available on the *Output Reports* menu:

- *Action Profile (132 COLUMN PRINTOUT)*
- *Alpha Drug List and Synonyms*
- *AMIS Report*
- *Bad Address Reporting Main Menu ...*
- *CMOP Controlled Substance Rx Dispense Report*
- *Commonly Dispensed Drugs*
- *Cost Analysis Reports ...*
- *Daily AMIS Report*
- *Drug List By Synonym*
- *Free Text Dosage Report*
- *Inactive Drug List*
- *Internet Refill Report*
- *List Prescriptions on Hold*
- *Management Reports Menu ...*
- *Medication Profile*
- *Monthly Drug Cost*
- *Narcotic Prescription List*
- *Non-Formulary List*
- *Non-VA Meds Usage Report*
- *Poly Pharmacy Report*
- *Released and Unreleased Prescription Report*

Action Profile (132 COLUMN PRINTOUT)

[PSO ACTION PROFILE]

This option provides a list of a patient's active prescriptions, the expired and canceled prescriptions that may be renewed, and any Non-VA Med orders documented via the CPRS GUI application. Each prescription is followed by a place for the provider to indicate the action, renew or discontinue. This profile can be printed for an individual patient, for all patients with appointments in a clinic, all patients in all clinics, or for a clinic group.

In addition, a polypharmacy report can be printed with the action/informational profile. To get this report, answer **Yes** to the "POLYPHARMACY W/ACTION PROFILE" prompt in the *Site Parameter Enter/Edit* option to turn on this site parameter. This profile can be printed in an 80- or 132-column format. The Action Profile must be sent to a printer.

Barcodes may not show up on the action profile if the site parameters have not been set up for them.

If a prescription is for a drug marked for lab monitoring, the most recent lab result will be printed.

Copay affects the output report for this option. The letters SC (service connected) and NSC (non-service connected) will print on the same line as the RENEW/MD line only if the veteran is rated service connected less than 50% and the prescription is not a supply item. This allows the physician to indicate (circle) the correct veteran eligibility so that the veteran may be charged a copay for the prescription, if applicable.

This report now displays **BAD ADDRESS INDICATED** if the patient has a bad address indicator. Also, if a temporary address has no end date, the following text is now displayed: "(Temp address from XXX 99,9999 till (no end date))".

If the prescription has been returned to stock, the letter (R) will appear next to the last fill date.

Example: Action Profile Report

```
Select Output Reports Option: action Profile (132 COLUMN PRINTOUT)
Action or Informational (A or I): A// I  Informational
By Patient, Clinic or Clinic Group (P/C/G): P// <Enter> atient
Do you want this Profile to print in 80 column or 132 column: 132// <Enter>
Select PATIENT NAME: OPPATIENT,TEN  OPPATIENT,TEN           SC VETERAN

Profile Expiration/Discontinued Cutoff:  (0-9999): 120// <Enter>
DEVICE: [Select Print Device]  GENERIC INCOMING TELNET
```

```
Informational Rx Profile                        Run Date: JUL 11,2007   Page: 1
Sorted by drug classification for Rx's currently active and for those Rx's that have been inactive less than 120 days.
Site: VAMC ALBANY (500)
-----------------------------------------------------------------------------------------------------------------------------------
 Name  : OPPATIENT,TEN        ID#: 3456
 DOB   : APR 4,1944           Address  : 4 ANYSTREET DR.
                                        ANYCITY, NEW YORK  12345
                              Phone    : 723-5678

WEIGHT(Kg):                              HEIGHT(cm):
DISABILITIES:

ALLERGIES: ASPIRIN-DRUG, METRONIDAZOLE 250MG TAB, METRONIDAZOLE PWDR, PENICILLIN
,

ADVERSE REACTIONS:

-----------------------------------------------------------------------------------------------------------------------------------
Medication/Supply                                                                    Rx#
     Status       Expiration  Provider

                     Date
Classification: CN101 - OPIOID ANALGESICS

 ACETAMINOPHEN AND CODEINE 30MG              Qty: 40 for 31 Days          100003
273  Active        07-16-2007 OPPROVIDER,ONE

                   COSIGNER: OPPROVIDER,FOUR
         Sig: TAKE 2 TABLETS BY BY MOUTH EVERY SU FOR 10 DAYS WITH FOOD
          Filled:  06-15-2007  Past Fills: 06-15-2007
          Remaining Refills: 0               Clinic: INFIRMARY
                         Price: $1.48

--------------------------------PENDING ORDERS--------------------------------

Drug: ASPIRIN BUFFERED 325MG TAB
 Eff. Date: 10-04-2000Qty: 10           Refills: 3  Prov: OPPROVIDER,ONE
 Sig: TAKE 1 CAP,ORAL BY BY MOUTH TWICE A DAY

Drug: HYDROCHLOROTHIAZIDE 50MG
 Eff. Date: 10-04-2000Qty: 10           Refills: 3  Prov: OPPROVIDER,ONE
 Sig: TAKE 2 TAB BY BY MOUTH TWICE A DAY
```

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Example: Action Profile with the Polypharmacy Report

```
Select Outpatient Pharmacy Manager Option: Output Reports


Select Output Reports Option: Action Profile (132 COLUMN PRINTOUT)
Action or Informational (A or I): A// <Enter>   Action
Do you want generate a Polypharmacy report?: NO// YES
Minimum Number of Active Prescriptions:  (1-100): 7// <Enter>
By Patient, Clinic or Clinic Group (P/C/G): P// ?

Enter 'P' to print by patient
      'C' for printing by clinic
      'G' for printing by clinic group
      'E' to exit process

     Select one of the following:

          P         Patient
          C         Clinic
          G         Clinic Group
          E         Exit


By Patient, Clinic or Clinic Group (P/C/G): P// G  Clinic Group
Select Clinic Sort Group: WEST CLINIC
FOR DATE: 021007  (FEB 10, 2007)
Profile Expiration/Discontinued Cutoff:  (0-9999): 120// <Enter>
Select a Printer: [Select Print Device]
DO YOU WANT YOUR OUTPUT QUEUED? NO// <Enter>  (NO)

Select Clinic Sort Group: <Enter>
```

Alpha Drug List and Synonyms

[PSO ALPHA]

This report lists all drugs in alphabetical order by generic name. Any existing synonyms for each drug are listed in lowercase letters under the generic name.

AMIS Report

[PSO AMIS]

This report lists prescription statistics that are required by the VA Central Office. For a multidivisional site, the print device will report each division's statistics on a separate page with the grand totals on the last page. This report must be printed on a 132-column printer.

Month/day/year may be specified for a current month report, but only month and year can be specified for reports of past months.

Bad Address Reporting Main Menu
[PSO BAI REPORT]

The Bad Address Reporting Main Menu provides the following options:

- *Bad Address Suspended List*
- *List Prescriptions Not Mailed*

Bad Address Suspended List
[PSO BAI SUSPENDED]

This option identifies prescriptions for veterans with either Bad Address Indicated, Do Not Mail, for Foreign Address, as well as no active temporary address, giving the user the opportunity to be proactive regarding prescriptions that when Printed or Pulled Early from Suspense, would be unable to be mailed.

Example: Bad Address Suspended List Report

```
Select Output Reports Option: Bad Address Reporting Main Menu

Select Bad Address Reporting Main Menu Option: Bad Address Suspended List

This option shows unprinted suspended prescriptions for the following:

- BAD ADDRESS INDICATOR set in the PATIENT file (#2) and no active temporary
address
- DO NOT MAIL set in the PHARMACY PATIENT file (#55)
- FOREIGN ADDRESS set in the PATIENT file (#2) and no active US temporary
address


     Select one of the following:

          B         Bad Address Indicator
          D         Do Not Mail
          F         Foreign
          A         All

Print for Bad Address Indicator/Do Not Mail/Foreign/All (B/D/F/A): A// <Enter>
All

Ending suspense date: 08.15.07  (AUG 15, 2007)

   You are logged in under the ALBANY division.

Print only those Rx's suspended for this division? Yes//  <Enter>  YES
DEVICE: HOME//   [Select Print Device]
```

Example: Bad Address Suspended List Report (continued)

```
Suspense BAI/DO NOT MAIL/FOREIGN ADRESS report - division = ALBANY PAGE: 1
for suspense dates through AUG 15, 2007                              B/D/F
-----------------------------------------------------------------------------

OPPATIENT,NINETYFIVE   (00-6666)
AUG 13, 2007    Rx#: 100002466  AMOXICILLIN 250MG CAP                D

OPPATIENT,SEVEN   (00-0175)
JUL 02, 2007    Rx#: 100002097  PLACEBO TAB                          B


NOTE: B=BAD ADDRESS INDICATOR  D=NO NOT MAIL  F=FOREIGN ADDRESS

End of Report.
Press Return to continue:
```

List Prescriptions Not Mailed

[PSO BAI NOT MAILED]

This option provides a report of prescriptions with a routing of Mail that were not mailed due to a bad address.

CMOP Controlled Substance Rx Dispense Report

[PSO CMOP CS RX DISPENSE REPORT]

This report provides a log of controlled substance prescriptions dispensed by a CMOP. This report can be sorted by release date or alphabetically by drug name. It displays the Release Date, Patient Name, Prescription Number, CMOP Status, and CMOP facility at which the prescription was filled. This report is designed to print on a 132-column printer and it is recommended that the printing be queued.

Commonly Dispensed Drugs

[PSO COMMON]

This report lists the drugs with the greatest number of fills during a selected period of time. For multidivisional sites, the print device will report each division's statistics on a separate page.

Cost Analysis Reports
[PSO COMMON]

This menu contains twelve different reports of cost analysis using existing data. Data for these reports are already compiled, so they print relatively quickly.

Clinic Costs
[PSO CLINIC COSTS]

This report contains data on all the prescriptions filled during the user specified time period for a specific clinic or for clinics.

Division Costs by Drug
[PSO DIV COSTS BY DRUG]

This report contains data on all prescriptions filled during a user specified period of time for one or more pharmacy divisions at a single site.

Drug Costs
[PSO DRUG COSTS]

This report contains data on all prescriptions filled during a user specified time period for a specific drug or all drugs on file.

Drug Costs by Division
[PSO COST BY DIVISION]

This report contains data on all prescriptions filled during a user specified period of time at a specific pharmacy division or for all pharmacy divisions.

Drug Costs by Division by Provider
[PSO COST DIVISION BY PROVIDER]

This report contains drug costs during a user specified period of time sorted by division or divisions and within the division by provider.

Drug Costs by Provider
[PSO COST BY PROVIDER]

This report contains data on all prescriptions filled during a specified period of time sorted by a drug or all drugs for each provider.

High Cost Rx Report
[PSO HI COST]

This report lists all prescriptions filled during the specified time period that cost more than the user specified dollar limit.

Patient Status Costs
[PSO COST BY PATIENT STATUS]

This report displays data on all prescriptions filled during a user specified period of time for a specific patient status.

Pharmacy Cost Statistics Menu
[PSO COST STAT MENU]

This menu contains options for pharmacy cost statistics data.

Pharmacy Statistics
[PSO COST STATISTICS]

This report contains cost information and other statistics for all prescriptions filled during a user specified period of time.

Sort Statistics By Division
[PSO COST STATS BY DIVISION]

This report sorted by division contains cost information and other statistics for all prescriptions filled during a user specified period of time.

Provider by Drug Costs

[PSO COST PROVIDER BY DRUG]

This report sorted by provider displays data on all prescriptions filled for each drug during a user specified period of time.

Provider Costs

[PSO COST PER PROVIDER]

This report displays the total prescription and cost data for prescriptions sorted by provider for a user specified period of time.

Request Statistics

[PSO REQ STATS]

This report displays the total number of requests for service, average cost for each request, and average number of fills per request for a user specified period of time.

Daily AMIS Report

[PSO DAILY AMIS]

This report contains Automated Management Information System (AMIS) data for a selected day, month, and quarter. Output includes daily, monthly, and quarter AMIS totals.

Drug List By Synonym

[PSO SYNONYM]

This report lists all active drugs in alphabetical order by synonym. The drug is listed once for each synonym.

Free Text Dosage Report

[PSO DOSAGE REPORT]

This report provides a list of drugs for prescriptions having a Dosage Ordered entry that is free text or a dosage that results in the calculation of the number of tablets. This report is designed to help identify all such entries so that sites can determine if these dosages should be added to the Local Possible Dosages in the DRUG file, which would make them selectable during the medication order entry process.

Example: Free Text Dosage Report

```
Run Date: NOV 13,2006                                              Page 1
                    Free Text Dosage Entry Report
               for the Period: APR 27,2006 to NOV 13,2006
Drug                                    Free Text Entry                   Count
    Provider:Count
-------------------------------------------------------------------------------
ACETAMINOPHEN AND CODEINE 30MG (342)    3 TABLETS                          3
    OPPROVIDER24,TWO:3

ALCOHOL PREP PADS (3718)                1 PAD                              2
    OPPROVIDER13,TWO:2
                                        PAD                                1
    OPPROVIDER13,TWO:1

AMINOPHYLLINE 500MG SUPP  (3422)        1 SUPPOSITORY(IES) 500MG           1
    OPPROVIDER13,TWO:1

ASPIRIN BUFFERED 325MG TAB (280)        1625MG                             2
    OPPROVIDER24,TWO:2
                                        975MG                              3
    OPPROVIDER24,TWO:2 OPPROVIDER13,TWO:1
```

Inactive Drug List

[PSO INACTIVE]

This report lists those drugs on file that have been inactivated.

VA FileMan sorts this report. If the user does not have VA FileMan experience, it is strongly recommended that the local IRMS staff be contacted before running this report.

Internet Refill Report

[PSO INTERNET REFILL REPORT]

This option generates a list of all Internet Refill prescriptions sorted by Patient, Date, or Result for one division or for all. This report can be printed in detail or summary format.

Example: Internet Refill Report – Detailed report, sorted by patient

```
Select Output Reports Option:  Internet Refill Report

You may select a single or multiple DIVISIONS,
or enter ^ALL to select all DIVISIONS.

DIVISION:    ALBANY  500     ALBANY

ANOTHER ONE: <Enter>

Beginning Date: 06.27.07  (JUN 27, 2007)

Ending Date: 08.16.07  (AUG 16, 2007)


     Select one of the following:

          P         Patient
          D         Date
          R         Result

Sort by Patient/Date/Result (P/D/R): R// Patient


     Select one of the following:

          D         Detail
          S         Summary

Print Detail/Summary report (D/S): S// Detail

Do you want this report to print in 80 or 132 column format: 80// <Enter>

DEVICE: HOME// [Select Print Device]
```

----------example continues----------

Example: Internet Refill Report – Detailed report, sorted by patient (continued)

```
INTERNET REFILL REPORT BY PATIENT - Detail   AUG 16,2007 15:29:56   PAGE: 1
Not Filled - For date range JUN 27, 2007 through AUG 16, 2007 for ALBANY

Patient                      Rx #        Date
                    Reason
-------------------------------------------------------------------------------
OPPATIENT,ELEVEN (0359)     100002461   08/10/07
                    Patient Died on AUG 10, 2007
                            100002461   08/21/07
     Total transactions for patient = 1
OPPATIENT,NINETEEN (0000)   10064       07/26/07
                    Cannot refill Rx # 10064 Rx is in DISCONTINUED status
                            100002419   07/20/07
                    Cannot refill Rx # 100002419
                            100002421   08/02/07
                    Cannot refill Rx # 100002421
                            100002422   08/03/07
                    Cannot refill Rx # 100002422
     Total transactions for patient = 4
OPPATIENT,FOUR (0358)       10065       07/26/07
                    Cannot refill Rx # 10065 Narcotic Drug
     Total transactions for patient = 1
OPPATIENT,ONE (0285)        100002435   07/30/07
                    Cannot refill Rx # 100002435
     Total transactions for patient = 1
OPPATIENT,SEVEN (0117)      100002432   07/30/07
                    Cannot refill Rx # 100002432
     Total transactions for patient = 1
OPPATIENT,TWO (0270)        100002424   07/26/07
                    Cannot refill Rx # 100002424
     Total transactions for patient = 1

Total transactions for date range JUN 27, 2007 through AUG 16, 2007 = 9

Press Return to continue: <Enter>

** END OF REPORT **
```

Example: Internet Refill Report – Summary report, sorted by patient

```
Select Output Reports Option:  Internet Refill Report

You may select a single or multiple DIVISIONS,
or enter ^ALL to select all DIVISIONS.

DIVISION:    ALBANY  500     ALBANY

ANOTHER ONE: <Enter>

Beginning Date: 06.27.07  (JUN 27, 2007)

Ending Date: 08.16.07  (AUG 16, 2007)


     Select one of the following:

          P         Patient
          D         Date
          R         Result

Sort by Patient/Date/Result (P/D/R): R// Patient


     Select one of the following:

          D         Detail
          S         Summary

Print Detail/Summary report (D/S): S// Summary
DEVICE: HOME// [Select Print Device]
```

```
INTERNET REFILL REPORT BY PATIENT - Summary  AUG 16,2007 15:30:26   PAGE: 1
For date range JUN 27, 2007 through AUG 16, 2007 for ALBANY

Patient                             Filled       Not Filled     Total
-------------------------------------------------------------------------------
OPPATIENT,ELEVEN (0359)             0            1              1
OPPATIENT,NINETEEN (0000)           2            4              6
OPPATIENT,FOUR (0358)               0            1              1
OPPATIENT,ONE (0285)                1            1              2
SURPATIENT,EIGHTYFIVE (0356)        1            0              1
OPPATIENT,SEVEN (0117)              0            1              1
OPPATIENT,TWO (0270)                0            1              1

COUNT:                              4            9              13

Press Return to continue: <Enter>

** END OF REPORT **
```

Example: Internet Refill Report – Detailed report, sorted by date

```
Select Output Reports Option:  Internet Refill Report

You may select a single or multiple DIVISIONS,
or enter ^ALL to select all DIVISIONS.

DIVISION:    ALBANY  500     ALBANY

ANOTHER ONE: <Enter>

Beginning Date: 06.27.07  (JUN 27, 2007)

Ending Date: 08.16.07  (AUG 16, 2007)

     Select one of the following:

          P         Patient
          D         Date
          R         Result

Sort by Patient/Date/Result (P/D/R): R// Date


     Select one of the following:

          D         Detail
          S         Summary

Print Detail/Summary report (D/S): S// Detail

Do you want this report to print in 80 or 132 column format: 80// <Enter>

DEVICE: HOME//   [Select Print Device]
```

```
INTERNET REFILL BY DATE -  Detail        AUG 16,2007@15:30          PAGE: 1
Not Filled - For date range JUN 27, 2007 through AUG 16, 2007 for ALBANY

Patient                      Rx #        Date
                    Reason
-------------------------------------------------------------------------------
JUL 20, 2007
OPPATIENT,NINETEEN (0000)     100002419
                    Cannot refill Rx # 100002419
Count: 1

JUL 26, 2007
OPPATIENT,TWO (0270)          100002424
                    Cannot refill Rx # 100002424
OPPATIENT,FOUR (0358)         10065
                    Cannot refill Rx # 10065 Narcotic Drug
OPPATIENT,NINETEEN (0000)     10064
                    Cannot refill Rx # 10064 Rx is in DISCONTINUED status
Count: 3

JUL 30, 2007
OPPATIENT,SEVEN (0117)        100002432
                    Cannot refill Rx # 100002432
OPPATIENT,ONE (0285)          100002435
                    Cannot refill Rx # 100002435
Count: 2
```

----------example continues----------

Example: Internet Refill Report – Detailed report, sorted by date (continued)

```
AUG 02, 2007

Press Return to continue,'^' to exit: <Enter>
```

```
INTERNET REFILL BY DATE -  Detail        AUG 16,2007@15:30          PAGE: 2
Not Filled - For date range JUN 27, 2007 through AUG 16, 2007 for ALBANY

Patient                        RX #        RESULT/REASON
-------------------------------------------------------------------------------
OPPATIENT,NINETEEN (0000)     100002421   Cannot refill Rx # 100002421
                     Cannot refill Rx # 100002421
Count: 1

AUG 03, 2007
OPPATIENT,NINETEEN (0000)     100002422   Cannot refill Rx # 100002422
                     Cannot refill Rx # 100002422
Count: 1

AUG 10, 2007
OPPATIENT,ELEVEN (0359)       100002461   Patient Died on AUG 10, 2007
Count: 1


Total transactions for date range JUN 27, 2007 through AUG 16, 2007 = 9

Press Return to continue: <Enter>

** END OF REPORT **
```

Example: Internet Refill Report – Summary report, sorted by date

```
Select Output Reports Option:  Internet Refill Report

You may select a single or multiple DIVISIONS,
or enter ^ALL to select all DIVISIONS.

DIVISION:    ALBANY  500     ALBANY

ANOTHER ONE:

Beginning Date: 06.27.07  (JUN 27, 2007)

Ending Date: 08.16.07  (AUG 16, 2007)


     Select one of the following:

          P         Patient
          D         Date
          R         Result

Sort by Patient/Date/Result (P/D/R): R// Date


     Select one of the following:

          D         Detail
          S         Summary

Print Detail/Summary report (D/S): S// Summary
DEVICE: HOME// [Select Print Device]
```

```
INTERNET REFILL BY DATE - Summary        AUG 16,2007@15:31          PAGE: 1
For date range JUN 27, 2007 through AUG 16, 2007 for ALBANY

Date Processed                      Filled       Not Filled     Total
-------------------------------------------------------------------------------
JUN 28, 2007                        1            0              1
JUL 17, 2007                        1            0              1
JUL 20, 2007                        0            1              1
JUL 23, 2007                        1            0              1
JUL 26, 2007                        0            3              3
JUL 30, 2007                        0            2              2
AUG 02, 2007                        0            1              1
AUG 03, 2007                        0            1              1
AUG 10, 2007                        0            1              1
AUG 15, 2007                        1            0              1

COUNT:                              4            9              13

Press Return to continue: <Enter>

** END OF REPORT **
```

Example: Internet Refill Report – Detailed report, sorted by result

```
Select Output Reports Option:  Internet Refill Report

You may select a single or multiple DIVISIONS,
or enter ^ALL to select all DIVISIONS.

DIVISION:    ALBANY  500     ALBANY

ANOTHER ONE: <Enter>

Beginning Date: 06.27.07  (JUN 27, 2007)

Ending Date: 08.16.07  (AUG 16, 2007)

     Select one of the following:

          P         Patient
          D         Date
          R         Result

Sort by Patient/Date/Result (P/D/R): R// Result


     Select one of the following:

          D         Detail
          S         Summary

Print Detail/Summary report (D/S): S// Detail

Do you want this report to print in 80 or 132 column format: 80// <Enter>

DEVICE: HOME// [Select Print Device]
```

```
INTERNET REFILL REPORT BY RESULT - Detail    AUG 16,2007@15:31      PAGE: 1
Not Filled - For date range JUN 27, 2007 through AUG 16, 2007 for ALBANY

Patient                        Rx #        Date
                    Reason
-------------------------------------------------------------------------------

OPPATIENT,SEVEN (0117)        100002432   07/30/07
                    Cannot refill Rx # 100002432

OPPATIENT,TWO (0270)          100002424   07/26/07
                    Cannot refill Rx # 100002424

OPPATIENT,ONE (0285)          100002435   07/30/07
                    Cannot refill Rx # 100002435

OPPATIENT,FOUR (0358)         10065       07/26/07
                    Cannot refill Rx # 10065 Narcotic Drug

OPPATIENT,ELEVEN (0359)       100002461   08/10/07
                    Patient Died on AUG 10
```

----------example continues----------

Example: Internet Refill Report – Detailed report, sorted by result (continued)

```
OPPATIENT,NINETEEN (0000)     10064       07/26/07
                    Cannot refill Rx # 10064 Rx is in DISCONTINUED status
                              100002419   07/20/07
                    Cannot refill Rx # 100002419
                              100002421   08/02/07
                    Cannot refill Rx # 100002421
                              100002422   08/03/07
                    Cannot refill Rx # 100002422

Total transactions for date range JUN 27, 2007 through AUG 16, 2007 = 9

Press Return to continue: <Enter>

** END OF REPORT **
```

Example: Internet Refill Report – Summary report, sorted by result

```
Select Output Reports Option:  Internet Refill Report

You may select a single or multiple DIVISIONS,
or enter ^ALL to select all DIVISIONS.

DIVISION:    ALBANY  500     ALBANY

ANOTHER ONE: <Enter>

Beginning Date: 06.27.07  (JUN 27, 2007)

Ending Date: 08.16.07  (AUG 16, 2007)


     Select one of the following:

          P         Patient
          D         Date
          R         Result

Sort by Patient/Date/Result (P/D/R): R// Result


     Select one of the following:

          D         Detail
          S         Summary

Print Detail/Summary report (D/S): S// Summary
DEVICE: HOME//   [Select Print Device
```

```
INTERNET REFILL REPORT BY RESULT - Summary   AUG 16,2007@15:31      PAGE: 1
For date range JUN 27, 2007 through AUG 16, 2007 for ALBANY

Result                        Count
-------------------------------------------------------------------------------
Filled                        3
Not Filled                    9


Total:                        12

Press Return to continue: <Enter>

** END OF REPORT **
```

List Prescriptions on Hold

[PSO HOLDRPT]

This report lists prescriptions that have a hold status.

Management Reports Menu

[PSO MGMT REPORT MENU]

With this menu the user can compile data for daily or monthly management reports. When the data has been compiled, the reports can be viewed on screen (132 columns) or printed on a 132-column printer.

Important

Before printing the first management report, the *Initialize Daily Compile* option must be run. This option compiles past management data for a user specified date range and then queues a job to run every morning at 1:00 a.m. to compile the previous day's data.

This menu contains the following options:

- *Daily Management Report Menu ...*
- *Date Range Recompile Data*
- *Initialize Daily Compile*
- *Monthly Management Report Menu ...*
- *One Day Recompile Data*
- *Purge Data*

Daily Management Report Menu
[PSO MGMT REPORT DAILY MENU]

This menu contains the following options for printing the daily management reports:

- *All Reports*
- *Cost of Prescriptions*
- *Count of Prescriptions*
- *Intravenous Admixture*
- *Type of Prescriptions Filled*

All Reports
[PSO MGMT REPORTS ALL DAILY]

This option prints all of the daily management reports for Outpatient Pharmacy that includes the Intravenous Admixture, Cost of Prescriptions, Prescription Count, and Type of Prescriptions Filled reports. They can be printed for a specific division or for all divisions if the site is multidivisional.

Cost of Prescriptions
[PSO MGMT REPORT RX COSTS]

This report contains the average cost and total cost for staff prescriptions, fee prescriptions, all prescriptions, equivalent fills, methadone prescriptions (if a methadone program exists), and participating pharmacies prescriptions.

Count of Prescriptions
[PSO MGMT REPORT RX COUNTS]

This report contains the total number of prescriptions filled during the specified month(s). It contains the patient category, number of equivalent fills, total prescriptions, total methadone prescriptions (if a methadone program exists), and patient requests.

Intravenous Admixture
[PSO MGMT REPORT IV]

This report contains the total, average cost for piggybacks and syringes, L.V.P., T.P.N., and Chemotherapy used for outpatients only. A grand total for each month is also provided.

Type of Prescriptions Filled
[PSO MGMT REPORT TYPE OF RX]

This report contains the total number of prescriptions filled by fee and staff physicians, new and refill prescriptions, prescriptions sent by mail or dispensed at the window, prescriptions filled by participating pharmacies, and investigation drug prescriptions.

Date Range Recompile Data
[PSO MGMT RPT RANGE COMPILE]

The management data for a user specified date range could be compiled/recompiled with this option. The data must be recompiled if prescription data has changed for prescriptions filled or refilled before today.

Initialize Daily Compile
[PSO MGMT RPT DAILY COMPILE]

This option queues a job to run every day at 1:00 a.m. to compile the previous day's management reports data. It also compiles the management data for a specific date range. When initializing the compiling of data prior to yesterday's date, the default date will be either today plus 1 at 1:00 a.m. (T+1@01:00) if the option has never been queued or the date and time this option has already been queued to run.

This option must be run to initialize the compiling of management report data before the management reports are printed.

Monthly Management Report Menu
[PSO MGMT REPORT MONTHLY MENU]

This menu contains options for printing the monthly management reports. The monthly management reports can be printed for previous months, but not the current month. The options are:

- *All Reports*
- *Cost of Prescriptions*
- *Count of Prescriptions*
- *Intravenous Admixture*
- *Type of Prescriptions Filled*

All Reports
[PSO MGMT MONTHLY ALL REPORTS]

Print all of the monthly management reports with this option. These reports include the Intravenous Admixture, Cost of Prescriptions, Count of Prescriptions, and Type of Prescriptions Filled reports.

Cost of Prescriptions
[PSO MGMT MONTHLY RX COSTS]

This report contains the average and total cost for staff prescriptions, fee prescriptions, all prescriptions, equivalent fills, methadone prescriptions (if a methadone program exists), and participating pharmacies prescriptions.

Count of Prescriptions
[PSO MGMT MONTHLY RX COUNTS]

This report contains the total number of prescriptions filled during the specified month(s). It includes the patient category, number of equivalent fills, total prescriptions, total methadone (if methadone program exists), and patient requests.

Intravenous Admixture
[PSO MGMT MONTHLY IV]

This report contains the total and average cost for piggybacks and syringes, L.V.P., T.P.N., and Chemotherapy, plus the grand total for each month.

Type of Prescriptions Filled

[PSO MGMT MONTHLY TYPE OF RX]

This report contains the number of prescriptions filled by fee and staff physicians, new and refill prescriptions, prescriptions sent by mail or dispensed at the window, prescriptions filled by participating pharmacies, and investigational drug prescriptions.

One Day Recompile Data

[PSO MGMT REPORT MONTHLY MENU]

The management data for a user specified day can be compiled/recompiled with this option.

Purge Data

[PSO MGMT DATA PURGE]

Delete data from the OUTPATIENT PHARMACY MANAGEMENT DATA file with this option. The default starting date will always be the first date in the file.

Medication Profile

[PSO P]

This report is the same as the “Medication Profile” described in “Chapter 15: Using the Medication Profile”.

Monthly Drug Cost

[PSO MONTHLYCOST]

This report lists the monthly drug costs and can be printed for a selected drug or all drugs. This report must be printed on a 132-column printer.

Narcotic Prescription List

[PSO NARC]

This report lists the quantity, provider, fill date, patient, and patient ID for each prescription for narcotic drugs filled during the specified time period. This report must be printed on a 132-column printer.

Non-Formulary List
[PSO NONFORM]

This report lists all active drugs that have been designated as non-formulary. Non-formulary drugs are those that have not been approved for routine use by the Pharmacy and Therapeutics Committee of the medical center. These items can be dispensed under special circumstances when approved by the designated authority.

Non-VA Meds Usage Report
[PSO NON-VA MEDS USAGE REPORT]

This report lists the patient's Non-VA medical orders that are documented via the CPRS GUI package. The Patient Name, Order Status, Orderable Item, Date Documented, or Order Checks are the available sorting criteria for this report. (When sorting by Order Checks, the Non-VA Med orders with Order Checks will print before any Non-VA Med orders without Order Checks. When sorting by Status, the Active Non-VA Med orders will be displayed before the Inactive Non-VA Med orders.) It is an 80-column report available for printing to the screen or to a print device.

Example: Non-VA Meds Usage Report

```
Select Outpatient Pharmacy Manager Option: OUTPut Reports

Select Output Reports Option: NON-VA Non-VA Meds Usage Report
FROM DATE DOCUMENTED: 11.08.03  (NOV 08, 2003)

TO DATE DOCUMENTED: 02.06.04  (FEB 06, 2004)

    Enter the SORT field(s) for this Report:

       1 - PATIENT NAME
       2 - ORDERABLE ITEM
       3 - DATE DOCUMENTED
       4 - STATUS
       5 - ORDER CHECKS

    Or any combination of the above, separated by comma,
    as in these examples:
       2,1  - BY ORDERABLE ITEM, THEN BY PATIENT NAME
      5,1,4 - BY ORDER CHECKS, THEN BY PATIENT NAME, THEN BY STATUS

SORT BY: PATIENT NAME// 1

     SORT BY PATIENT NAME

     You may select a single or multiple PATIENTS,
     or enter ^ALL to select all PATIENTS.

     PATIENT: OPPATIENT3,ONE  OPPATIENT3,ONE        2-23-54
     PATIENT: OPPATIENT18,ONE OPPATIENT18,ONE       1-11-70
     PATIENT:

DEVICE: HOME// <Enter>
```

Example: Non-VA Meds Usage Report (continued)

```
Non-VA Meds Usage Report                                          Page:   1
Sorted by PATIENT NAME
Date Range: 10/29/2003 - 02/06/2004            Run Date: Feb 06, 2004@13:51:08
-------------------------------------------------------------------------------
OPPATIENT3,ONE (ID:6789)                     Patient Phone #: 555-555-5555
     Non-VA Med: ACIVICIN
  Dispense Drug:                                     Dosage: 2 ML
        Schedule: 3-4 TIMES A DAY                  Med Route: INTRAMUSCULAR
          Status: ACTIVE                         CPRS Order #: 12510
  Documented By: OPCLERK10,FOUR              Documented Date: 11/06/2003
          Clinic: 161 - LAB                       Start Date: 01/01/2003

Statement/Explanation: Medication prescribed by Non-VA provider. PATIENT WANTED
                       TO BUY FROM WALGREENS BECAUSE OF COPAY.

     Non-VA Med: IMIPRAMINE
  Dispense Drug: IMIPRAMINE 50MG TAB                 Dosage: 50MG
        Schedule: FOUR TIMES A DAY AFTER MEALS      Med Route: MOUTH
                  & AT BEDTIME
          Status: DISCONTINUED on 12/20/2003     CPRS Order #: 12514
  Documented By: OPCLERK16,FOUR              Documented Date: 11/20/2003
          Clinic: 161 - LAB                       Start Date: 11/01/2003


OPPATIENT18,ONE (ID: 6789)                   Patient Phone #:
     Non-VA Med: RANITIDINE
  Dispense Drug: RANITIDINE 150MG TAB                Dosage: 300MG
        Schedule: EVERY OTHER DAY                  Med Route: MOUTH
          Status: ACTIVE                         CPRS Order #: 12593
  Documented By: OPCLERK1,FOUR               Documented Date: 12/18/2003
          Clinic: 285 - DIABETIC                  Start Date: 12/18/2003

 Order Check #1: Duplicate drug class order: HISTAMINE ANTAGONISTS (NIZATIDINE
                 CAP,ORAL  150MG TAKE TWO CAPSULES EVERY MORNING AND TAKE TWO
                 CAPSULES EVERY EVENING WITH FOOD  [ACTIVE])
      Override Reason: Doctor's Therapy
      Override Provider: OPPROVIDER21,TWO

Statement/Explanation: Non-VA medication not recommended by VA provider
===============================================================================
Total: 2 patients and 3 orders.
```

Non-VA Meds are automatically discontinued when a Date of Death has been entered for a patient. In the event a Date of Death is entered in-error and subsequently deleted, the Non-VA Meds will be automatically reinstalled to an active status if they were active before they were discontinued.

Poly Pharmacy Report
[PSO POLY]

This report lists a patient or patients with a selected minimum amount of prescriptions within a selected number of days. The Non-VA Med orders are included in the amount of prescriptions and are displayed, after all of the medications distributed by the VA, on this report. Only active prescriptions show on this report. The class column of this report is the drug classification from the DRUG file.

Released and Unreleased Prescription Report
[PSO RELEASE REPORT]

This report lists released and unreleased prescriptions by date range. The start date default is the date the package is installed and the end date default will be the current date.

Chapter 17: Using the Pharmacy Intervention Menu

This chapter describes the options in the *Pharmacy Intervention Menu*.

This menu is locked with the PSORPH key.

Pharmacy Intervention Menu

[PSO INTERVENTION MENU]

The *Pharmacy Intervention Menu* option enables the user to enter, edit, print, delete, or view interventions in the APSP INTERVENTION file.

The following options are available on this menu:

- *Enter Pharmacy Intervention*
- *Edit Pharmacy Intervention*
- *Print Pharmacy Intervention*
- *Delete Intervention*
- *View Intervention*

Enter Pharmacy Intervention

[PSO INTERVENTION NEW ENTRY]

When it is necessary to interrupt the filling of a prescription to contact the provider in order to change, clarify, or cancel the prescription, use this option to add a new intervention entry into the APSP INTERVENTION file.

Edit Pharmacy Intervention

[PSO INTERVENTION EDIT]

Use this option to edit an already existing entry in the APSP INTERVENTION file.

Print Pharmacy Intervention

[PSO INTERVENTION PRINTOUT]

A captioned report of pharmacy interventions for a certain date range can be printed with this option. The report prints out on normal width paper and it can be queued to print at a later time.

The “subtotal” on this report represents the number of interventions for a specific type of intervention where the recommendation for the intervention was accepted. The “total” is the sum of all interventions in which the recommendation was accepted.

The “sub count” on this report is the number of interventions for a specific type of intervention over the specific date range. The “count” is the total number of all interventions over the specific date range.

Delete Intervention

[PSO INTERVENTION DELETE]

This option can be used to delete an intervention from the APSP INTERVENTION file. An intervention can be deleted only on the same day that it was entered.

View Intervention

[PSO INTERVENTION VIEW]

This option displays pharmacy interventions in a captioned format. More than one intervention can be viewed at a time.

Chapter 18: Processing Drug/Drug Interactions

This chapter describes the option used for processing drug interactions.

Process Drug/Drug Interactions

[PSO INTERACTION VERIFY]

This option can be used to process information for medications that have been marked as a drug/drug interaction. This allows prescriptions with drug/drug interactions to be processed, deleted, or bypassed. An assigned signature code, which will not appear on the screen, must be entered to complete any of these actions. It will then be verified or non-verified. The *Electronic Signature Code Edit* option can be found under the *User's Toolbox* menu in Kernel V. 8.0.

When processing a drug/drug interaction, the profile will list the status of the interacting drug orders as pending (P).

(This page included for two-sided copying.)

Chapter 19: Releasing Medication

This chapter describes the option used for releasing medications.

Release Medication

[PSO RELEASE]

The *Release Medication* option is used at the time the prescription is filled and ready to be given to the patient. Inventory is decreased, certain fields in the file are updated, and a copay is generated if the action is applicable to the prescription. With this option, prescriptions can be batch processed. Communication is made with the Integrated Funds Control, Accounting and Procurement (IFCAP) and Integrated Billing (IB) software to generate copay charges. IFCAP and IB software handle patient billing, tracking of charges, and payment received.

The copay status of a prescription is re-evaluated whenever a fill is released. Various actions can occur based on changes to the criteria that determine the copay status of a prescription. The actions that may result at the time a fill is released are described below.

1. **No action is taken.** No changes to the criteria that determine copay status of a prescription have occurred.

2. **The copay status of the prescription is automatically reset and an entry is placed in the Copay activity log.**

   Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay.

3. **The copay status of the prescription is automatically reset, an entry is placed in the Copay activity log, and a MailMan message is generated detailing missing information required for user follow up.**

   Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay. The patient has been documented as being exposed to Southwest Asia Conditions during Persian Gulf War service since the last fill. A MailMan message will be generated informing the user that the 'Is this Rx for treatment related to service in SW Asia?' question must be addressed and documented using the *Reset Copay Status/Cancel Charges* option.

4. **A MailMan message is generated detailing missing information required for user follow-up.**

   Example: A veteran is documented as having Agent Orange exposure. Refill #2 for a prescription entered into the system before the new medication copay exemptions took effect on January 1, 2002 is released. The prescription is copay eligible. A MailMan message will be generated informing recipients that the 'Is this Rx for treatment of Vietnam-Era Herbicide (Agent Orange) exposure?' question must be addressed. The copay status of the Rx may change based on the response entered using the *Reset Copay Status/Cancel Charges* option.

   If a MailMan message is generated at the time a prescription fill is released, the recipients of the message will be the provider of record, the pharmacy user who finished the order, and holders of the PSO COPAY key. The message lists the patient name, prescription number, and medication ordered, current copay status, and applicable copay exemption questions that need addressing to determine the prescription's copay status. The *Reset Copay Status/Cancel Charges* option must be used to enter the responses to the medication copay exemption questions listed in the MailMan message. If responses are not entered for the applicable medication copay exemption questions, any subsequent refills when released for this prescription and possibly other prescriptions for this patient will continue to generate the same MailMan message.

Example: MailMan Message

```
Subj: PRESCRIPTION QUESTIONS REVIEW NEEDED (500)  [#30364] 10/11/05@19:56
35 lines
From: OUTPATIENT PHARMACY PACKAGE  In 'IN' basket. Page 1
-------------------------------------------------------------------------------

OPPATIENT29,ONE  (6543P)    CHEYENNE VAM&ROC
Eligibility: SC LESS THAN 50%     SC%: 20
             REIMBURSABLE INSURANCE

Disabilities: ARTHRITIS-10%(SC), FOREARM CONDITION-5%(NSC),
              FOREARM CONDITION-4%(NSC), BENIGN EYE GROWTH-0%(NSC),
              LOSS OF FIELD OF VISION-20%(SC),

Rx# 101906 (1)    COPAY
ALBUTEROL SO4 0.083% INHL 3ML

Due to a change in criteria, additional information listed below is needed
to determine the final VA copay and/or insurance billable status for this Rx
so that appropriate action can be taken by pharmacy personnel.

Is this Rx for a Service Connected Condition?

Is this Rx for treatment related to service in SW Asia?

This message has been sent to the provider of record, the pharmacist who
finished the prescription order, and all holders of the PSO COPAY key.

Enter RETURN to continue or '^' to exit: <Enter>
```

----------example continues----------

Example: MailMan Message (continued)

```
Subj: PRESCRIPTION QUESTIONS REVIEW NEEDED (500)  [#30364]   Page 2
-------------------------------------------------------------------------------

Providers:
Please respond with your answer to the question(s) as a reply to this
message. The prescription will be updated by the appropriate staff.

Staff assigned to update the Prescription responses:
Please use the RESET COPAY STATUS/CANCEL CHARGES option to enter the responses
to the questions above, which may result in a Rx copay status change and/or
the need to remove VA copay charges or may result in a charge to the patient's
insurance carrier.

Note: The SC question is now asked for Veterans who are SC>49% in order to
determine if the Rx can be billed to a third party insurance. These Veterans
will NOT be charged a VA copay.

Supply, nutritional, and investigational drugs are not charged a VA copay but
could be reimbursable by third party insurance.

Enter message action (in IN basket): Ignore//
```

An annual copayment cap is applied to patients in specific priority enrollment groups. Once a patient reaches the annual copayment cap, no further medication copay charges will be billed for the calendar year. An entry to that effect is made to the Copay Activity Log. The '$' indicator remains next to the prescription number to indicate that the prescription is still copay eligible.

Integrated Billing software keeps track of all prescription fills not billed due to the annual cap.

Example: Copay Activity Log When Annual Cap Reached

```
Copay Activity Log:
#   Date        Reason                Rx Ref         Initiator Of Activity
==============================================================================
1   10/23/01    ANNUAL CAP REACHED   ORIGINAL       OPPHARMACIST11,THREE
Comment:  NO BILLING FOR THIS FILL
```

If a patient falls below the annual copayment cap for whatever reason (e.g. prescription fill is returned to stock and copay charges cancelled), the Integrated Billing package can initiate copay charges to bring the patient back up to the annual copayment cap. Integrated billing software will go back and bill a copay charge for those fills previously not charged due to the annual cap, bringing the patient's total copayment up to the cap. Whenever this occurs an entry will be placed in the Copay activity log.

Example: Copay Activity Log With IB-Initiated Charge

```
Copay Activity Log:
#   Date        Reason                Rx Ref         Initiator Of Activity
==============================================================================
1   10/23/01    ANNUAL CAP REACHED   ORIGINAL       OPPHARMACIST11,THREE
Comment:  NO BILLING FOR THIS FILL
2   10/23/01    IB-INITIATED COPAY   ORIGINAL       OPPHARMACIST11,THREE
Comment: PARTIAL CHARGE
```

If a prescription is not in a releasable status, the user will be given an error message, such as:

- Prescription has a status of (status) and is not eligible for release.
- Prescription was deleted.
- Improper barcode format.
- Non-existent prescription.

Copay is not charged for a partial fill.

*****Important*****
This is a mandatory function that must be used by the pharmacy.

Changes to Releasing Orders function - Digitally Signed Orders Only

The release function in the *Patient Prescription Processing* option has been modified with patch PSO*7*131 to require that all digitally signed orders for Schedule II controlled substances (CSII orders) be released through the *Outpatient Rx's* option in the *Controlled Substances* (CS) menu. If DEA/PKI is activated and an order is digitally signed, the user will be advised that the order must be released through the *Outpatient Rx's* option in the *Controlled Substances* (CS) menu. The same message will display if a user attempts to release a digitally signed CSII order during Speed Release or when using the *Release Medication* option.

At this time the functionality for entering and processing digitally signed orders is part of a pilot project limited to only one site. System-wide implementation of this functionality requires further study and modifications.

Changes to Releasing Orders Function - ScripTalk®

The release function in the *Patient Prescription Processing* option has been modified to display a message to the user when the site is using a Bingo Board and when the patient is enrolled in ScripTalk®. This message will alert the user that the patient is enrolled in ScripTalk® and may need to have a verbal announcement that the prescription(s) is ready, instead of a visual announcement.

Example: Releasing Medication to a ScripTalk® Patient

```
       Prescription Number 400693 Released
       No Refill(s) to be Released
       No Partial(s) to be Released

OPPATIENT16,ONE added to the WAITING display.
This patient is enrolled in ScripTalk and may benefit from
a non-visual announcement that prescriptions are ready.

Press Return to Continue:
```

Changes to Releasing Orders Function – HIPAA NCPDP Global

The release function has been modified with patch PSO*7*148 to perform National Drug Code (NDC) validation for ePharmacy prescriptions. These changes also affect the Controlled Substance prescription release, which is performed through the Controlled Substances package.

The user releasing the third-party electronically billable prescription will be prompted for the NDC for the drug being dispensed to the patient. The NDC code previously retrieved when the prescription was finished will be presented as the current (default) NDC for the prescription. The other possible values that the user will be able to choose from are:

- NDC field value in the DRUG file, if valid and different than the current prescription NDC.
- LAST LOCAL NDC field value in NDC BY OUTPATIENT SITE sub-file in the DRUG file for the division filling the prescription, if valid and different that the current prescription NDC.
- NDC CODE field values in the SYNONYM sub-file in the DRUG file, if valid and different that the current prescription NDC.

If the NDC dispensed is not on the list to select, the user must contact the ADPAC or other designated person to add the NDC in a synonym multiple for that drug in the DRUG file.

If the NDC code selected matches the current NDC in the prescription no further NDC processing is required. However, if the user selects a different NDC, the following steps will occur:

1. Outpatient Pharmacy V. 7.0 will instruct the Electronic Claims Management Engine (ECME) to reverse the previous claim for the previous NDC code and submit a new claim for the newly selected NDC code.

2. The newly selected NDC code will be saved in the LAST LOCAL NDC field in NDC BY OUTPATIENT SITE sub-file in the DRUG file for the division filling the prescription.

The following examples show the new prompt for NDC validation during the release process.

Example: Releasing an ePharmacy Order – Selecting Default NDC

```
Select Outpatient Pharmacy Manager Option: RELEASE Medication

Enter PHARMACIST: OPPHARMACIST4,THREE

Enter/Wand PRESCRIPTION number: 100003853
```

```
NDC: 00580-0277-10// ?

Select one of the following valid NDC code(s) below:

           1 - 00580-0277-10

NDC: 00580-0277-10// <Enter> 00580-0277-10
       Prescription Number 100003853 Released
       No Refill(s) to be Released
       No Partial(s) to be Released

Press Return to Continue:
```

Example: Releasing an ePharmacy Order – Selecting Different NDC

```
Select Outpatient Pharmacy Manager Option: RELEASE Medication

Enter PHARMACIST: OPPHARMACIST4,THREE

Enter/Wand PRESCRIPTION number: 100003853
```

```
NDC: 00580-0277-10// ?

Select one of the following valid NDC code(s) below:

           1 - 00580-0277-10
           2 - 00580-0277-14

NDC: 00580-0277-10//  2 00580-0277-14

Prescription 100003853 successfully submitted to ECME for claim generation.

Claim Status:
Reversing and Rebilling a previously submitted claim...
Reversing...
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
Resubmitting...
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Waiting to process response
E PAYABLE

       Prescription Number 100003853 Released
       No Refill(s) to be Released
       No Partial(s) to be Released
```

Chapter 20: Returning Medication to Stock

This chapter describes the option used for returning medication to stock.

Return Medication to Stock

[PSO RETURNED STOCK]

This option is used when a prescription has been released, but has been refused, not picked up, or not given to the patient for some reason. Comments can be entered to explain why the medication was returned to stock.

A prescription can only be returned to stock if the prescription status is Active, Discontinued, or Expired. If the prescription is not released, there is no need to return it to stock. This function increases the inventory so that a more current level is maintained by the Outpatient Pharmacy package and removes the copay charge if it is applicable to the prescription. It is highly recommended that this option be used.

When an ePharmacy prescription is returned to stock, the software checks to see if it has a PAYABLE claim. If so, a request is sent to ECME to electronically reverse the claim with the third party payer. Also, if the prescription contains any unresolved DUR or REFILL TOO SOON reject, it will be marked resolved with the reason 'Prescription Returned To Stock'.

If a copay charge is removed by returning a prescription fill to stock, an entry will be placed in the Copay activity log documenting the action.

Example: Copay Activity Log

```
Copay Activity Log:
#   Date        Reason                Rx Ref         Initiator Of Activity
==============================================================================
1   11/21/01    REMOVE COPAY CHARGE  REFILL 1       OPPHARMACIST9,THREE
Comment: RX REFUSED Returned to stock
```

If an **original fill** is returned to stock and reprinted, it can be released again. If a **refill** is returned to stock, the refill is deleted so the patient will not lose it.

(This page included for two-sided copying.)

Chapter 21: Processing a Prescription

This chapter describes the menu and options used in processing prescriptions.

Rx (Prescriptions)

[PSO RX]

The *Rx (Prescriptions*) menu allows the pharmacist to manipulate information that pertains to prescriptions. Actions are taken on prescriptions via this menu. Some previous options, such as renew, refill, edit, release, are now actions in the *Patient Prescription Processing* option found on this menu. Also, data now must be entered for the individual fields that are used to build a Sig.

Default values are also displayed for possible dosages, schedules, med routes, and patient instructions. When possible, default quantities are calculated using data entered into specific fields during medication order entry.

The following options are available on this menu:

- *Patient Prescription Processing*
- *Barcode Rx Menu ...*
- *Complete Orders from OERR*
- *Discontinue Prescription(s)*
- *Edit Prescriptions*
- *ePharmacy Menu ...*
- *Third Party Payer Rejects - View/Process*
- *Third Party Payer Rejects - Worklist*
- *List One Patient's Archived Rx's*
- *Manual Print of Multi-Rx Forms*
- *Reprint an Outpatient Rx Label*
- *Signature Log Reprint*
- *View Prescriptions*

Patient Prescription Processing
[PSO LM BACKDOOR ORDERS]

This option is used to process outpatient medication through OERR V. 3.0. The *Patient Prescription Processing* option is found on the *Outpatient Pharmacy Manager Menu* and the *Pharmacist Menu* under the *Rx (Prescriptions)* option. This option uses List Manager features to allow the outpatient pharmacy manager and pharmacist to perform the following actions on a prescription without leaving this option.

- Enter a new Rx
- Discontinue
- Edit
- Refill
- Renew
- Hold
- Unhold
- Order a partial
- Release
- Reprint
- Copy
- Verify a prescription
- Show a profile
- View activity log
- Pull early from suspense

When a new drug order is processed (new, renewal, finish, verify, copy, or an edit that creates a new order), order checks are performed. These include checking for duplicate drug, duplicate drug class, drug-drug interaction, and drug-drug allergy.

With Patch PSO*7*233, when a name is selected, if the patient's address is flagged with a Bad Address Indicator, a warning message is displayed. If the user has proper authorization (i.e., the PSO SITE parameter "EDIT PATIENT DATA" is set to Yes or the user holds the new PSO ADDRESS UPDATE security key), a prompt displays asking if the user wants to update the address.

Following the installation of patches PSO*7*207 and OR*3*238 (Remote Data Interoperability (RDI) trigger patch), order checks will be made using additional data from the Health Data Repository Interim Messaging Solution (HDR-IMS) and the HDR-Historical (HDR-Hx). This will contain both Outpatient orders from other VAMCs as well as from Department of Defense (DoD) facilities, if available. All remote prescription statuses will be included in order checking for a new order being processed from within backdoor Outpatient Pharmacy and for new orders being placed by CPRS or by Inpatient Medications. Any remote Outpatient order that has been expired or discontinued for 30 days or less will be included in the list of medications to be checked.

For the *Patient Prescription Processing*, if a temporary address has no end date, the following text is displayed in the Status column: "(Temp address from XXX 99,9999 till (no end date))".

The check for remote data availability is performed upon entering the patient's profile, rather than on each order, to ensure that both remote data and local data are used for order checking.

Note: Once the above patches have been installed, a new comment for remote order checks, "`Now doing remote order checks. Please wait...`" has been added to the screen. The previous comment, "`Now doing order checks. Please wait…` " is replaced by: "`Now doing drug interaction and allergy checks. Please wait...`"

The following will not be included in order checks (after patch PSO*7*243):

- Prescriptions with a status of "DELETED" in the STATUS field in the PRESCRIPTION file from a remote facility
- Prescriptions with a missing expiration date, unless the ISSUE DATE field of the PRESCRIPTION file is within the past year

Remote order checking added (after patch PSO*7*243):

- For drug class when orders are placed for locally defined drugs
- Allergy Analgesic class order checks only match against the specific 5-character class if the class begins with "CN10"

If for any reason remote order checks cannot be performed, the following message displays:

```
Remote data not available - Only local order checks processed.
```

Note: For remote order checking, if the remote order does not have a VA PRODUCT file VUID, then it will not be included in drug-drug order checks. However, future patches are planned to send/receive the drug class to the HDR, and then it will be possible to use non-standardized remote orders for duplicate drug class checks.

This option also prompts for International Classification of Diseases--9th edition (ICD-9) Diagnosis Codes (maximum of eight). Along with the PROVIDER key, the VistA Outpatient Pharmacy application evaluates the IBB Clinical Indicator Data Capture (CIDC) Insurance Switch to determine if CIDC prompts appear. This allows sites to choose whether to collect CIDC data.

These new ICD-9 Diagnosis Code prompts only appear when the:

1. User entering the prescription holds the PROVIDER key.
2. IBB CIDC Insurance Switch is set to 'YES'. (Yes = Prompt user for ICD-9 Diagnosis Codes)

User response to the ICD-9 Diagnosis Code prompts is optional.

This option is also found on the *Pharmacy Technician's Menu*, but with limited actions. A pharmacy technician can only enter a new order, refill, copy, renew, reprint, release, order a partial, or pull early from suspense.

When an order is an ePharmacy order (determined to be third party billable), the billing data is sent to ECME when an order is finished. ECME sends a message back to Outpatient Pharmacy displaying the status of the claim. This message displays for new, edited, copied, and renewed ePharmacy orders.

```
Is this correct? YES// <Enter>
 -Rx 100003869A has been discontinued...

Prescription 100003919 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
E PAYABLE
```

Entering a New Order

Actions display in the action area of the screen. Actions with parentheses ( ) around them are invalid actions for that order. A double question mark (??) displays all the actions available, including the Outpatient Pharmacy actions described in the section "Using List Manager." If an invalid hidden action option is selected, a message will display in the message window. Outpatient Pharmacy hidden actions are displayed with the letters OP next to the action.

Example: Entering a New Order

```
Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

          Orders to be completed for all divisions: 14

Do you want an Order Summary? No// <Enter>
```

A summary list of the number of pending orders can be displayed by Division or by each Clinic within the Division where the user is signed on. This is helpful when completing batch orders. In this example, an individual patient name is entered.

```
          Patient Prescription Processing
          Barcode Rx Menu ...
          Complete Orders from OERR
          Discontinue Prescription(s)
          Edit Prescriptions
          List One Patient's Archived Rx's
          Manual Print of Multi-Rx Forms
          Reprint an Outpatient Rx Label
          Signature Log Reprint
          View Prescriptions

Select Rx (Prescriptions) Option: PATient Prescription Processing
Select PATIENT NAME: OPPATIENT16  OPPATIENT16,ONE        04-03-41    000246802
 YES     SC VETERAN
Patient is enrolled to receive ScripTalk ‘talking’ prescription labels.

Eligibility: SC
RX PATIENT STATUS: SERVICE CONNECTED//  <Enter>
```

A detailed explanation of the different parts of the screen can be found under in Chapter 2: List Manager. The Patient Information screen is displayed on two screens; however, only the second screen is shown in this example.

Example: Entering a New Order (continued)

```
Patient Information           May 22, 2006 10:44:38          Page:    2 of    2
OPPATIENT16,ONE
  PID: 000-24-6802                                Ht(cm): 177.80 (02/08/2004)
  DOB: APR 3,1941 (60)                            Wt(kg): 90.45 (02/08/2004)
  SEX: MALE
+
Allergies:
    Remote: ASPIRIN, NON-OPIOID ANALGESICS
Adverse Reactions:

          Enter ?? for more actions
EA  Enter/Edit Allergy/ADR Data         PU  Patient Record Update
DD  Detailed Allergy/ADR List           EX  Exit Patient List
Select Action: Quit// <Enter>
 ---------------------------------example continues-------------------------------------
```

Although the default option is “Quit” at the “Select Action” prompt, pressing the Enter key here quits the Patient Information screen and displays the Medication Profile. This Medication Profile includes any Non-VA Med orders documented via the CPRS GUI application.

```
Medication Profile            May 22, 2006 10:44:56          Page:    1 of    1
OPPATIENT16,ONE
  PID: 000-24-6802                                Ht(cm): 177.80 (02/08/2004)
  DOB: APR 3,1941 (60)                            Wt(kg): 90.45 (02/08/2004)
  AGE: 60                     Non-VA Meds on File
                             Last entry on 01/13/03
                                                            ISSUE  LAST REF DAY
 #  RX #         DRUG                                 QTY ST  DATE  FILL REM SUP

------------------------------------ACTIVE----------------------------------
 1 503902        ACETAMINOPHEN 500MG TAB               60 A> 05-22 05-22   3  30
 2 503886$       DIGOXIN (LANOXIN) 0.2MG CAP           60 A> 05-07 05-07   5  30
-----------------------------------PENDING-----------------------------------
 3 AMPICILLIN 250MG CAP                    QTY: 40       ISDT: 05-29  REF:  0
------------------------NON-VA MEDS (Not dispensed by VA)------------------------
GINKO EXT 1 TAB ONCE A DAY BY MOUTH                    Date Documented: 01/13/03
IBUPROFPEN 50MG TAB                                    Date Documented: 12/10/02
TERFENADINE TAB 200 MILIGRAMS
    MIX ½ CUP PDR & 6 OZ WATER & DRINK 1 MIXED CUP
                                                       Date Documented: 03/17/02



          Enter ?? for more actions
PU  Patient Record Update               NO  New Order
PI  Patient Information                 SO  Select Order
Select Action: Quit//
```

If a double question mark (??) had been entered at the above “Select Action” prompt, the following hidden actions would display in the action area. Actions that apply only to outpatient orders are followed by (OP).

```
The following actions are also available:
RP   Reprint (OP)         OTH  Other OP Actions     LS   Last Screen
RN   Renew (OP)           DN   Down a Line          FS   First Screen
DC   Discontinue (OP)     RD   Re Display Screen    GO   Go to Page
RL   Release (OP)         PT   Print List           +    Next Screen
RF   Refill (OP)          PS   Print Screen         -    Previous Screen
PP   Pull Rx (OP)         >    Shift View to Right  ADPL Auto Display(On/Off)
IP   Inpat. Profile (OP)  <    Shift View to Left   UP   Up a Line
RS   Reprint Sig Log      SL   Search List
CM   Manual Queue to CMOP QU   Quit
Select Action: Quit// OTH   OTH
                      --- Other OP Actions ---
```

----------example continues----------

Typing in the letters **NO** creates a new order.

Example: Entering a New Order (continued)

```
Medication Profile            May 22, 2006 10:44:56          Page:    1 of    1
(Patient information is displayed here.)
:
:

          Enter ?? for more actions
PU  Patient Record Update               NO  New Order
PI  Patient Information                 SO  Select Order
Select Action: Quit// NO   New Order

Eligibility: SC
RX PATIENT STATUS: SERVICE CONNECTED//  <Enter>
DRUG: ACETAMINOPHEN
  Lookup: GENERIC NAME
     1   ACETAMINOPHEN 1000MG TABLET          CN100
     2   ACETAMINOPHEN 160MG/5ML LIQUID          CN103
     3   ACETAMINOPHEN 325MG TABLET          CN103         INFECTIOUS DISEASE
   RESTRICTED TO
     4   ACETAMINOPHEN 650MG SUPPOS.          CN103
     5   ACETAMINOPHEN AND CODEINE 30MG          CN101
Press <RETURN> to see more, '^' to exit this list, '^^' to exit all lists, OR
CHOOSE 1-5: 1     1000MG TABLET          CN100

--------------------------------------------------------------------------------
     *** SAME CLASS *** OF DRUG IN RX #46309525 FOR ACETAMINOPHEN 500MG TAB
CLASS: CN103
            Status: Active                              Issued: 09/21/05
               SIG: TAKE ONE TABLET BY MOUTH EVERY SIX(6) HOURS AS NEEDED
               QTY: 360                          # of refills: 3
          Provider: PROVIDER, ONE            Refills remaining: 3
                                                Last filled on: 09/21/05
                                                   Days Supply: 90
-------------------------------------------------------------------------------
Discontinue RX # 46309525? NO -Prescription was not discontinued...
```

The system checks the medication selected for any duplicate drugs or classes, interactions, or allergies that are noted in the patient's local and remote record. This also includes any local Non-VA Meds. See the following example of local and remote order checking.

Example: Entering a New Order (continued)

```
Now doing remote order checks. Please wait...

-------------------------------------------------------------------------------------
     *** SAME CLASS *** OF DRUG IN REMOTE RX FOR ASPIRIN 325MG BUFFERED TAB
>> CHEYENNE VAMROC
CLASS: CN103
              Rx #: 712996
            Status: ACTIVE                              Issued: 09/21/05
               SIG: TAKE ONE TABLET BY MOUTH EVERY DAY
               QTY: 30
          Provider: PROVIDER, TWO            Refills remaining: 11
                                                Last filled on: 09/21/05
                                                   Days Supply: 30
Press Return to continue...<Enter>
Now doing drug interaction and allergy checks.  Please wait...
```

If the new order is for Clozapine, there are additional restrictions for filling a prescription. See "Chapter 8: Controlling the Dispensing of Clozapine" for more information.

```
A Drug-Allergy Reaction exists for this medication and/or class!
Drug: ACETAMINOPHEN 325MG TAB
Drug Class: CN103 NON-OPIOID ANALGESICS (REMOTE SITE(S))
Do you want to Intervene? Y// NO
```

If the drug or orderable item is edited, PROVIDER key users may be prompted for the appropriate ICD-9 Diagnosis Codes. User response is optional.

If prompted for ICD-9 Diagnosis Codes, the user can enter partial names and ICD-9 Diagnosis Code numbers or a valid Diagnosis Code number or name.

Example: Entering a New Order (continued)

```
Select Primary ICD-9 Code: neuropathy
     1   NEUROPATHY  337.1     AUT NEUROPTHY IN OTH DIS
     2   NEUROPATHY  356.2     HERED SENSORY NEUROPATHY
     3   NEUROPATHY  356.8     IDIO PERIPH NEURPTHY NEC
     4   NEUROPATHY  356.9     IDIO PERIPH NEURPTHY NOS
     5   NEUROPATHY  377.33     NUTRITION OPTC NEUROPTHY
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5: 3  356.8     IDIO PERIPH NEURPTHY NEC
Select Secondary ICD-9 Code: diabetes
     1   DIABETES  250.01     DIABETES MELLI W/0 COMP TYP I     COMPLICATION/CO
MORBIDITY
     2   DIABETES  250.11     DIABETES W KETOACIDOSIS TYPE I     COMPLICATION/CO
MORBIDITY
     3   DIABETES  250.21     DIABETES W HYPEROSMOLAR TYPE I     COMPLICATION/CO
MORBIDITY
     4   DIABETES  250.31     DIABETES W OTHER COMA TYPE I     COMPLICATION/CO
MORBIDITY
Press <RETURN> to see more, '^' to exit this list,
OR CHOOSE 1-4: 1  250.01     DIABETES MELLI W/0 COMP TYP I     COMPLICATION/COMORBIDITY
Select Secondary ICD-9 Code: <Enter>
VERB: <Enter> TAKE
```

The list of available possible dosages display after order checks is linked to the drug ordered. The user can choose from the list or use free text to enter the dosage. Confirmation of the selected (or entered) dosage is required to confirm that it is correct.

```
Available Dosage(s)
       1. 250MG
       2. 500MG
       3. 1000MG
Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 3 500MG
You entered 500MG is this correct? Yes// <Enter> YES
```

For numeric dosages, the Dispense Units Per Dose value is calculated based on the strength of the dosage ordered divided by the strength of the medication ordered. For example, the 500 mg dosage ordered requires two 250 mg capsules. The Dosage Ordered is re-displayed after the Dispense Units to allow the entry to be verified.

```
DISPENSE UNITS PER DOSE(CAPSULES): 2// <Enter> 2
Dosage Ordered: 500MG
    ---------------------------------example continues-------------------------------------
```

If a Route has not been associated with the Dispense Drug, the default Route of PO or Oral will be displayed. A different Route can be entered or it can be deleted at this point if needed. The Route is not required to complete a prescription. If the abbreviation entered is in the stored list of possible routes, the entry will be expanded in the Sig.

Example: Entering a New Order (continued)

```
ROUTE: PO// <Enter>   ORAL      PO  MOUTH
```

or

```
ROUTE: PO// @ <Enter to delete>
```

A default schedule associated with the drug ordered is displayed. The default can be accepted or a different free text schedule can be entered. Free text entries cannot contain more than two spaces or be more than twenty characters long. Entries will be compared against a list of common abbreviations and expanded if the entry matches. Any entry not found in the list of common abbreviations will be displayed in the Sig as entered.

```
Schedule: QID// <Enter> (FOUR TIMES A DAY)
```

The LIMITED DURATION field is used only when a medication should be taken for a limited period of time. Days are assumed for numeric entries. Follow the number with an “H” to specify hours or an “M” to specify minutes.

Do not use the LIMITED DURATION field for Days Supply.

```
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 10 (DAYS)
```

The CONJUCTION field is used to join dosing sequences in complex orders. Entries are limited to AND, THEN, or EXCEPT. For concurrent doses, use AND; for example, “Take 1 tablet every morning AND take 2 tablets at bedtime.” For consecutive doses, use “THEN”; for example, “Take 2 tablets daily for one week THEN take 1 tablet for five days.” For any dosing sequence that is not routine, use “EXCEPT”; for example, “Take 1 tablet every day EXCEPT take no tablets Wednesday.” See Appendix B for additional examples.

```
CONJUNCTION: <Enter>
```

Any entry in the PATIENT INSTRUCTIONS field will first be checked to see if it contains any abbreviations that can be expanded. The entry will be added to the end of the Sig, after the dosing information, and the entire Sig will be displayed.

```
PATIENT INSTRUCTIONS: WF                WITH FOOD

(TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD)

OTHER PATIENT INSTRUCTIONS: WF          CON ALIMENTO
```

----------example continues----------

Two optional fields, OTHER LANGUAGE PREFERENCE and PMI LANGUAGE PREFERENCE in the PHARMACY PATIENT file, store if a patient has another language preference and if the patient's PMI sheets should print in English or Spanish at the CMOP. The CMOP functionality was requested for future CMOP use. When printing locally from Outpatient Pharmacy this parameter is not used. These fields are accessed through the *Update Patient Record* option and the protocol Patient Record Update [PSO PATIENT RECORD UPDATE]. If the other language preference is indicated for a patient, the user will be prompted to enter OTHER PATIENT INSTRUCTIONS after selecting the PATIENT INSTRUCTIONS field to enter/edit. If a quick code is entered at the OTHER PATIENT INSTRUCTIONS prompt, the expansion entered at the OTHER PATIENT INSTRUCTIONS EXPANSIONS will print on the prescription label.

A default value for Days Supply based on patient status is displayed. A default quantity is calculated when possible. See Appendix B for more information on this calculation.

Example: Entering a New Order (continued)

```
DAYS SUPPLY:  (1-90): 30// 10
QTY ( CAP ) : 80// <Enter> 80
```

Pharmacy Data Management (PDM) V. 1.0 patch PSS*1.0*61 added the NON REFILLABLE ("F") code to values for the DEA SPECIAL HDLG field of the DRUG file (#50). No refills will be allowed for any Outpatient Pharmacy prescription for a drug that contains an "F" in that field.

```
COPIES: 1// <Enter> 1
# OF REFILLS:  (0-11): 11// 0
PROVIDER:    OPPROVIDER4,TWO
CLINIC:    OUTPT NURSE GREEN TEAM
MAIL/WINDOW: WINDOW// <Enter>  WINDOW
METHOD OF PICK-UP: <Enter>
REMARKS: <Enter>
ISSUE DATE: TODAY// <Enter>   (MAY 30, 2006)
FILL DATE:  (5/30/2006 - 6/9/2006): TODAY//  <Enter>  (MAY 30, 2006)
Nature of Order: WRITTEN// ??

                              Require        Print     Print on
  Nature of Order Activity   E.Signature   Chart Copy   Summary
  ------------------------   -----------   ----------   --------
  WRITTEN                                                   x
  VERBAL                          x            x           x
  TELEPHONED                      x            x           x
  SERVICE CORRECTION
  POLICY                                       x           x
  DUPLICATE
  SERVICE REJECT                  x            x

Nature of Order: WRITTEN//  <Enter> W
WAS THE PATIENT COUNSELED: NO// Y  YES
WAS COUNSELING UNDERSTOOD: NO// Y  YES
```

----------example continues----------

An option to add a progress note has been added. If “Yes” is entered at this prompt, the progress note entry will begin after the order information has been displayed and confirmed. The order is redisplayed, along with information on any service-connected disabilities on record.

Example: Entering a New Order (continued)

```
Do you want to enter a Progress Note? No// <Enter>

Rx # 503906            05/30/01
OPPATIENT25,ONE                 #80
TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD

AMPICILLIN 250MG CAP
OPPROVIDER1,TWO           OPPHARMACIST4,THREE
# of Refills: 11

         SC Percent: 40%
       Disabilities: NONE STATED

Was treatment for Service Connected condition? NO
```

To determine if the order should be charged copay, eligible copay exemptions for the order are displayed one at a time. The user is asked if the order is being prescribed for the first service-connected condition displayed. If yes is entered at this point, the fill is set for No Copay and no other exemption questions are asked. Otherwise, the next eligible exemption is displayed and the question repeated. In the following example, the patient has reported exposure to herbicides during Vietnam-era service.

```
Was treatment related to Agent Orange exposure? NO
Is this correct? YES//  <Enter>
Another New Order for OPPATIENT25,ONE? YES//
```

Entering a new order with Local or Free-Text Dosage

The software checks the medication selected for any interactions or allergies noted in the patient's record, which includes any Non-VA Meds. The next prompts shown will be the new fields used to build a Sig. The list of available possible dosages shown after order checks is linked to the drug ordered. One of the dosages listed may be chosen or a different, free text dosage may be entered. Confirmation of the dosage is required and the value entered is displayed again to allow the user to confirm that it is correct.

Medications with non-numeric dosages, such as ointments and creams, will display non-numeric possible default dosages. Because the dosage is non-numeric, values for dispense units per dose and quantity cannot be calculated.

Example: Entering a New Order with Local or Free-Text Dosage

```
DRUG:    TYLENOL #3  ACETAMINOPHEN AND CODEINE 30MG         CN101
         ...OK? Yes//   (Yes)
Now doing order checks.  Please wait...
Available Dosage(s)
       1. 1 TABLET
       2. 2 TABLET(S)
       3. 3 TABLET(S)

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 2 2 TABLET(S)
You entered 2 TABLET(S) is this correct? Yes// <Enter> YES
OTHER LANGUAGE DOSAGE: DOS TABLETA(S)
```

----------example continues----------

The OTHER LANGUAGE DOSAGE field is only prompted for if a local or free- text dosage is entered and the patient has been identified as having another language preference.

For local or free-text dosages, the Dispense Units Per Dose and Dosage Ordered are not prompted for.

The optional field, OTHER LANGUAGE PREFERENCE in the PHARMACY PATIENT file, stores if a patient has another language preference. This field is accessed through the *Update Patient Record* option and the protocol Patient Record Update. If the other language preference is indicated for a patient, the user will be prompted to enter OTHER LANGUAGE DOSAGE.

If a Route has not been associated with the Dispense Drug, the default Route of PO or Oral will be displayed. A different Route can be entered or it can be deleted at this point if needed. The Route is not required to complete a prescription. If the abbreviation entered is in the MEDICATION ROUTES file, the entry will be expanded in the Sig based on the OUTPATIENT EXPANSION field.

Example: Entering a New Order with Local or Free-Text Dosage (continued)

```
ROUTE: PO// <Enter>   ORAL      PO  MOUTH
```

or

```
ROUTE: PO// @ <Enter to delete>
```

A default schedule associated with the Orderable Item of the drug ordered is displayed at the "Schedule:" prompt. The default can be accepted or a different free text schedule can be entered. Free text entries cannot contain more than two spaces or be more than twenty characters long. Entries will be compared against a list of common abbreviations, first in the ADMINISTRATION SCHEDULE file and then in the MEDICATION INSTRUCTION file, and expanded if the entry matches. Any entry not found in the list of common abbreviations will be displayed in the Sig as entered.

```
Schedule: QID// <Enter> (FOUR TIMES A DAY)
```

The LIMITED DURATION field is used only when a medication should be taken for a limited period of time. Days are assumed for numeric entries. The user should follow the number with a "H" to specify hours or a "M" to specify minutes.

NOTE: Do not use this field for Days Supply.

```
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 90 (DAYS)
```

The CONJUCTION field is used to join dosing sequences in complex orders. Entries are limited to AND, THEN, or EXCEPT. AND is used for concurrent doses, such as "Take 1 tablet every morning AND take 2 tablets at bedtime." THEN is used for consecutive doses, such as "Take 2 tablets daily for one week THEN take 1 tablet for five days." EXCEPT is used to describe any dosing sequence that is not routine, such as "Take 1 tablet every day EXEPT take no tablets Wednesday." See Appendix B for examples.

```
CONJUNCTION: <Enter>
```

Any entry in the PATIENT INSTRUCTIONS field will first be checked to see if it contains any abbreviations that can be expanded. The entry will be added to the end of the Sig, after the dosing information, and the entire Sig will be displayed.

```
PATIENT INSTRUCTIONS: WF                WITH FOOD
(TAKE 2 TABLETS BY MOUTH FOUR TIMES A DAY FOR 90 DAYS WITH FOOD)
OTHER PATIENT INSTRUCTIONS: WF          CON ALIMENTO
```

----------example continues----------

Patch PSS*1*47 adds two optional fields, OPTHER LANGUAGE PREFERENCE and PMI LANGUAGE PREFERENCE in the PHARMACY PATIENT file that stores if a patient has another language preference and what language their PMI sheets should print at the CMOP. These fields are accessed through the *Update Patient Record* option and the protocol Patient Record Update. If the other language preference is indicated for a patient, the user will be prompted to enter OTHER PATIENT INSTRUCTIONS after selecting the PATIENT INSTRUCTIONS field to enter/edit. If a quick code is entered at the OTHER PATIENT INSTRUCTIONS prompt, the expansion entered at the OTHER PATIENT INSTRUCTIONS EXPANSIONS will print on the prescription label.

A default value for Days Supply based on patient status is displayed. A default quantity is NOT calculated for local and free-text dosages. See Appendix B for more information on QUANTITY calculations.

Example: Entering a New Order with Local or Free-Text Dosage (continued)

```
DAYS SUPPLY:  (1-90): 30// 90
QTY ( CAP ):   720
```

The remaining prompts have not changed.

```
COPIES: 1// <Enter> 1
# OF REFILLS:  (0-1): 1// 1
PROVIDER:    OPPROVIDER4,TWO
CLINIC:    OUTPT NURSE GREEN TEAM
MAIL/WINDOW: WINDOW// <Enter>  WINDOW
METHOD OF PICK-UP: <Enter>
REMARKS: <Enter>
ISSUE DATE: TODAY// <Enter>   (MAY 30, 2006)
FILL DATE:  (5/30/2006 - 6/9/2006): TODAY//  <Enter>  (MAY 30, 2006)
Nature of Order: WRITTEN//  <Enter> W
WAS THE PATIENT COUNSELED: NO// Y  YES
WAS COUNSELING UNDERSTOOD: NO// Y  YES
```

----------example continues----------

An option to add a progress note has been added. If “Yes” is entered at this prompt, the progress note entry will begin after the order information has been displayed and confirmed. The order is redisplayed, along with information on any service-connected disabilities on record.

Example: Entering a New Order with Local or Free-Text Dosage (continued)

```
Do you want to enter a Progress Note? No// <Enter>

Rx # 503908            05/30/01
OPPATIENT25,ONE                  #80
TAKE 2 TABLETS BY MOUTH FOUR TIMES A DAY FOR 90 DAYS WITH FOOD

ACETAMINOPHEN AND CODEINE 30MG
OPPROVIDER1,TWO           OPPHARMACIST4,THREE
# of Refills: 1


         SC Percent: 40%
       Disabilities: NONE STATED

Was treatment for Service Connected condition? NO

Is this correct? YES//
```

```
Another New Order for OPPATIENT25,ONE? YES//
```

View of Rx

```
OP Medications (ACTIVE)       May 30, 2006 16:48:05          Page:    1 of    3
OPPATIENT29,ONE                                                        <A>
  PID: 000-87-6543                                  Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                             Wt(kg): 79.09 (06/07/2000) f

                Rx #: 503908
 (1) *Orderable Item: ACETAMINOPHEN TAB
 (2)            Drug: ACETAMINOPHEN AND CODEINE 30MG
                Verb: TAKE
 (3)         *Dosage: 2 TABLET(S)
   Oth. Lang. Dosage: TRE TABLETA(S)
             *Route: ORAL
          *Schedule: QID
          *Duration: 10D (DAYS)
 (4)Pat Instructions: WITH FOOD
  Other Pat. Instruc: CON ALIMENTO
                 SIG: TAKE 2 TABLET(S) BY MOUTH FOUR TIMES A DAY FOR 90 DAYS
                      WITH FOOD
 (5)  Patient Status: SERVICE CONNECTED
```

Entering a new order --ePharmacy (third party billable)

For patients who have active third party insurance and have the appropriate eligibility requirements, the software will submit electronic claims to their insurance companies when prescriptions for billable drugs are ordered.

After a WINDOW order is entered and finished, the billing data is sent to the Electronic Management Claims Engine (ECME). ECME sends a message back to Outpatient Pharmacy displaying the status of the claim. For MAIL orders, the communication between Outpatient Pharmacy and ECME occurs either during the Local Mail Label Print or during the CMOP transmission.

The following example shows the creation of a new WINDOW order starting with the "DRUG:" prompt.

Example: Entering a New Order for ePharmacy Billing

```
DRUG: PREDNISONE
  Lookup: GENERIC NAME
     1   PREDNISONE 1MG TAB           HS051
     2   PREDNISONE 20MG S.T.           HS051
     3   PREDNISONE 5MG TAB           HS051
CHOOSE 1-3: 3  PREDNISONE 5MG TAB         HS051
Now doing order checks.  Please wait...
```

```
Previously entered ICD-9 diagnosis codes: <Enter>

Select Primary ICD-9 Code: <Enter>
VERB: TAKE
Available Dosage(s)
       1. 20MG
       2. 40MG

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 1 20MG

You entered 20MG is this correct? Yes//  <Enter> YES
VERB: TAKE
DISPENSE UNITS PER DOSE(TABLET): 1// <Enter>  1
Dosage Ordered: 20MG

NOUN: TABLET
ROUTE: PO// <Enter>
     1   PO  ORAL (BY MOUTH)      PO
     2   PO  ORAL      PO
CHOOSE 1-2: 2  ORAL      PO  BY MOUTH
Schedule: TID (THREE TIMES A DAY)
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 10 (DAYS)
CONJUNCTION: <Enter>
PATIENT INSTRUCTIONS: WF
WITH FOOD
```

----------example continues----------

Example: Entering a New Order for ePharmacy Billing (continued)

```
 (TAKE ONE TABLET BY BY MOUTH THREE TIMES A DAY FOR 10 DAYS WITH FOOD)

DAYS SUPPLY:  (1-90): 30// <Enter>
QTY ( TAB ) : 30// <Enter> 30
COPIES: 1// <Enter> 1
# OF REFILLS:  (0-5): 5// <Enter>
PROVIDER: OPPROVIDER4,TWO
CLINIC: <Enter>
MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
REMARKS: <Enter>
ISSUE DATE: TODAY//  <Enter> (NOV 02, 2005)
FILL DATE:  (11/2/2005 - 11/3/2006): TODAY// <Enter>  (NOV 02, 2005)
Nature of Order: WRITTEN//   <Enter>     W
WAS THE PATIENT COUNSELED: NO// YES
WAS COUNSELING UNDERSTOOD: NO// YES

Do you want to enter a Progress Note? No//  <Enter> NO

Rx # 100003840         11/02/05
OPPATIENT,FOUR                     #30
TAKE ONE TABLET BY BY MOUTH THREE TIMES A DAY FOR 10 DAYS WITH FOOD

PREDNISONE 5MG TAB
OPPROVIDER4,TWO            OPPHARMACIST4,THREE
# of Refills: 5


Is this correct? YES// <Enter> YES
```

```
Prescription 100003840 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Gathering claim info
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Waiting to process response
E PAYABLE

Another New Order for OPPATIENT,FOUR? YES// NO
```

----------example continues----------

View of RX:

```
Medication Profile            Nov 02, 2005@07:33:29          Page:    1 of    1
OPPATIENT,FOUR
  PID: 000-01-1322P                                  Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                              Wt(kg): _______ (______)
  SEX: MALE
                                                            ISSUE  LAST REF DAY
 #  RX #         DRUG                                  QTY ST  DATE  FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 1  100003840e   PREDNISONE 5MG TAB                     30 A> 11-02 11-02   5  30
```

Denotes ePharmacy Rx

```
          Enter ?? for more actions
PU  Patient Record Update                NO  New Order
PI  Patient Information                  SO  Select Order
Select Action: Quit//
```

If a new order is rejected due to a Drug Utilization Review (DUR) or Refill Too Soon, the prescription will be marked as “REJECTED”, and the user will have the opportunity to resolve the reject before continuing.

The following example shows a sample ECME transmission rejection, and how to resolve the rejection.

Example: Handling a Rejected New Order for ePharmacy Billing

```
Prescription 999999 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Transmitting
E REJECTED
```

```
                *** REJECT RECEIVED FROM THIRD PARTY PAYER ***
   ---------------------------------------------------------------------
   Division : ALBANY                                      NPI#: 39393939
   Patient  : OPPATIENT,FOUR(000-01-1322P)  Sex: M      DOB: JAN 13,1922(83)
   Prescription : 99999999/0 - TESTOSTERONE (ANDROD   ECME#: 1234567
   Reject Type  : 88 - DUR REJECT received on FEB 27, 2006@10:58:25
   Payer Message: DUR Reject Error
   Reason       : ER (OVERUSE PRECAUTION)
   DUR Text     : ANDRODERM    DIS 5MG/24HR
   Insurance    : EMDEON                          Contact: 800 555-5555
   Group Name   : RXINS                        Group Number: 12454
   Cardholder ID: 000011322P
   ---------------------------------------------------------------------------
```

Example: Handling a Rejected New Order for ePharmacy Billing (continued)

```
     Select one of the following:

          O         (O)VERRIDE - RESUBMIT WITH OVERRIDE CODES
          I         (I)GNORE - FILL Rx WITHOUT CLAIM SUBMISSION
          Q         (Q)UIT - SEND TO WORKLIST (REQUIRES INTERVENTION)

(O)verride,(I)gnore,(Q)uit: Q// O  OVERRIDE
```

When a claim is rejected, typically the Payer provides a “Reason for Service Code”, which displays on the reject as “Reason”. The user can use this reason to then select which code is entered for “Professional Service Code” and “Result of Service Code”. To see a list of service codes, enter **?** at the specified prompt.

```
Reason for Service Code  : ER - OVERUSE PRECAUTION
Professional Service Code: RT       RECOMMENDED LABORATORY TEST
Result of Service Code   : 1G       FILLED, WITH PRESCRIBER APPROVAL

     Reason for Service Code  : ER - OVERUSE PRECAUTION
     Professional Service Code: RT - RECOMMENDED LABORATORY TEST
     Result of Service Code   : 1G - FILLED, WITH PRESCRIBER APPROVAL

     Confirm? ? YES// <Enter>

Prescription 99999999 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Waiting to process response
E PAYABLE
```

For Refill Too Soon rejects, the same choices apply.

Editing an Order

An asterisk or star (*) is shown in front of each field that will create a new order if it is changed. The Sig field cannot be edited directly, but it will change if the fields that are used to build it are edited.

When editing fields preceded by an asterisk (*) in an ePharmacy order (or electronically third party billable prescription), upon acceptance of the edited order the original prescription will be discontinued and a new order created. If the latest fill of the original order has not been released and is E Payable, the claim for that fill will be reversed. A new claim is submitted for the new prescription. For more information, see the example Editing an ePharmacy Order.

> Do not use the up-arrow (^) after editing one field to jump past the rest of the fields. Using just the up-arrow results in the changes just entered being deleted. The user must press **<Enter>** through *all* the order fields when editing to save the changes.

Example: Editing an Order

```
OP Medications (ACTIVE)       May 30, 2006 16:48:05          Page:    1 of    3
OPPATIENT29,ONE                                                        <A>
  PID: 000-87-6543                                  Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                             Wt(kg): 79.09 (06/07/2000) f

                Rx #: 503908
 (1) *Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
 (2)            Drug: AMPICILLIN 250MG CAP ***(N/F)***
 (3)         *Dosage: 500 (MG)
                Verb: TAKE
      Dispense Units: 2
                Noun: CAPSULES
              *Route: ORAL
           *Schedule: QID
           *Duration: 10D (DAYS)
 (4)Pat Instructions: with food
                 SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
                      WITH FOOD
 (5)  Patient Status: SERVICE CONNECTED
+         Enter ?? for more actions
DC   Discontinue          PR   Partial              RL   Release
ED   Edit                 RF   (Refill)             RN   Renew
Select Action: Next Screen// ED   Edit
Select fields by number:  (1-19): 4
PATIENT INSTRUCTIONS: WITH FOOD// WITH FOOD AVOIDING DAIRY FOODS
```

----------example continues----------

Changes to fields that are not starred (*), like Patient Instructions, will not create a new order. Note that the new Patient Instruction text appears at the end of the Sig.

Example: Editing an Order (continued)

```
OP Medications (ACTIVE)       May 30, 2006 16:54:25          Page:    1 of    3
OPPATIENT29,ONE                                                          <A>
  PID: 000-87-6543                                  Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                             Wt(kg): 79.09 (06/07/2000)

                Rx #: 503908
 (1) *Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
 (2)            Drug: AMPICILLIN 250MG CAP ***(N/F)***
 (3)         *Dosage: 500 (MG)
                Verb: TAKE
      Dispense Units: 2
                Noun: CAPSULES
               *Route: ORAL
           *Schedule: QID
           *Duration: 10D (DAYS)
 (4)Pat Instructions: WITH FOOD AVOIDING DAIRY FOODS
                 SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
                      WITH FOOD AVOIDING DAIRY FOODS
 (5)  Patient Status: SERVICE CONNECTED
+         Enter ?? for more actions
DC   Discontinue          PR   Partial              RL   Release
ED   Edit                 RF   (Refill)             RN   Renew
Select Action: Next Screen//
```

If a new order is created due to the editing of a field that affects copay, like Duration, the values previously entered display as defaults.

If editing the PATIENT STATUS field of a prescription results in a change to the copay status of that prescription, the copay status of the prescription is automatically updated and an entry made in the prescription Copay activity log.

```
+         Enter ?? for more actions
DC   Discontinue          PR   Partial              RL   Release
ED   Edit                 RF   Refill               RN   Renew
Select Action: Next Screen// E   Edit
Select fields by number:  (1-18): 5
PATIENT STATUS: OPT NSC// AUT
     1   AUTH ABS +96
     2   AUTH ABS -96
CHOOSE 1-2: 2  AUTH ABS -96
11 refills are greater than 0 allowed for AUTH ABS -96 Rx Patient Status.


The last fill has been released, do you want a reprint label? Y// NO

Patient Status field for this Rx has been changed from a COPAYMENT ELIGIBLE
patient status to a COPAYMENT EXEMPT patient status. The copay status of this Rx
will be automatically adjusted. If action needs to be taken to adjust charges
you MUST use the Reset Copay Status/Cancel Charges option.
```

----------example continues----------

If a starred field, like Dosage, is changed a new order will be created that will include a remark noting the original prescription number. Note that when the dosage is changed the dispense units per dose and quantity are recalculated.

Example: Editing an Order (continued)

```
Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 500// 750MG 750MG

You entered 750MG is this correct? Yes// <Enter> YES
VERB: TAKE//  <Enter> TAKE
DISPENSE UNITS PER DOSE (CAPSULE(S)): 3//  <Enter> 3
Dosage Ordered: 750MG
NOUN: CAPSULE(S)// <Enter> CAPSULE(S)
ROUTE: ORAL//  <Enter> ORAL
Schedule: QID//  <Enter>  (FOUR TIMES A DAY)
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 10D//  <Enter> 10D (DAYS)
CONJUNCTION: <Enter>
```

```
New OP Order (ROUTINE)        May 30, 2006 17:11:44          Page:    1 of    2
OPPATIENT29,ONE                                                        <A>
  PID: 000-87-6543                                  Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                             Wt(kg): 79.09 (06/07/2000)

      Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
  (1)           Drug: AMPICILLIN 250MG CAP ***(N/F)***
  (2) Patient Status: SERVICE CONNECTED
  (3)     Issue Date: MAY 30,2006            (4) Fill Date: MAY 30,2006
  (5) Dosage Ordered: 750 (MG)
                Verb: TAKE
      Dispense Units: 3
                Noun: CAPSULE(S)
               Route: ORAL
            Schedule: QID
           *Duration: 10D (DAYS)
  (6)Pat Instruction: WITH FOOD AVOIDING DAIRY FOODS
                 SIG: TAKE THREE CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10
                      DAYS WITH FOOD AVOIDING DAIRY FOODS
+         This change will create a new prescription!
AC   Accept                              ED   Edit
Select Action: Next Screen//
```

```
New OP Order (ROUTINE)        May 30, 2006 17:15:09          Page:    2 of    2
OPPATIENT29,ONE                                                        <A>
  PID: 000-87-6543                                  Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                             Wt(kg): 79.09 (06/07/2000)
+
  (7)    Days Supply: 10                      (8)   QTY (CAP): 120
  (9)   # of Refills: 0                       (10)  Routing: WINDOW
 (11)         Clinic: OUTPT NURSE GREEN TEAM
 (12)       Provider: OPPROVIDER4,TWO         (13)   Copies: 1
 (14)        Remarks: New Order Created by editing Rx # 503908.
   Entry By: OPPROVIDER4,TWO                  Entry Date: MAY 30,2006 17:11:44


          This change will create a new prescription!
AC   Accept                              ED   Edit
Select Action: Edit// AC
```

----------example continues----------

If the DAYS SUPPLY field is edited, the QTY field is recalculated. If the QTY field is edited, the DAYS SUPPLY field value does not change, but a message is displayed warning the user of the change and recommending that the value be checked.

Example: Editing an Order (continued)

```
New OP Order (ROUTINE)        May 31, 2006 12:57:06          Page:    2 of    2
OPPATIENT29,ONE                                                          <A>
  PID: 000-87-6543                                  Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                             Wt(kg): 79.09 (06/07/2000)
+
  (7)    Days Supply: 30                      (8)   QTY (CAP): 120
  (9)   # of Refills: 0                       (10)  Routing: WINDOW
 (11)         Clinic: OUTPT NURSE GREEN TEAM
 (12)       Provider: OPPROVIDER4,TWO        (13)   Copies: 1
 (14)        Remarks: New Order Created by editing Rx # 503910.
   Entry By: OPPROVIDER4,TWO                 Entry Date: MAY 31,2006 12:57:06









          Enter ?? for more actions
AC   Accept                              ED   Edit
Select Action: Edit// <Enter>  Edit
Select Field to Edit by number:  (1-14): 7
DAYS SUPPLY:  (1-90): 10// 7
```

Once changes are entered the screen redisplays with the changes and the order can be accepted or edited again. If the order is accepted, the prescription is checked for drug/drug interactions and, if none exist, prompts follow for nature of order and whether the patient was counseled.

```
Now doing drug interaction and allergy checks.  Please wait…

Nature of Order: WRITTEN// ??

                                Require        Print     Print on
  Nature of Order Activity   E.Signature   Chart Copy   Summary
  ------------------------   -----------   ----------   --------
  WRITTEN                                                   x
  VERBAL                          x            x           x
  TELEPHONED                      x            x           x
  SERVICE CORRECTION
  POLICY                                       x           x
  DUPLICATE
  REJECTED
  SERVICE REJECT                  x            x

Nature of Order: WRITTEN// <Enter>  WRITTEN
WAS THE PATIENT COUNSELED: NO// Y  YES
WAS COUNSELING UNDERSTOOD: NO// Y  YES
```

If the drug or orderable item is edited, PROVIDER key users may be prompted for the appropriate ICD-9 Diagnosis Codes. User response is optional.

If prompted for ICD-9 Diagnosis Codes, the user can enter partial names and ICD-9 Diagnosis Code numbers or a valid Diagnosis Code number or name.

```
Patient Information           Mar 23, 2004@10:14:45          Page:    1 of    2
OPPATIENT29,ONE                                                        <A>
  PID: 000-87-6543                                 Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                            Wt(kg): 79.09 (06/07/2000)
Eligibility: SC LESS THAN 50%     SC%: 10
RX PATIENT STATUS: SC LESS THAN 50%

Disabilities: BACK STRAIN-10% (SC), UPPER ARM CONDITION-0% (SC),
              CONDITION OF THE SKELETAL SYSTEM-0% (SC),

123 ANY STREET                                     HOME PHONE:
BIRMINGHAM                                         CELL PHONE:
ALABAMA                                            WORK PHONE:
Prescription Mail Delivery: Regular Mail
Allergies
    Verified: THEOPHYLLINE,
+         Enter ?? for more actions
EA  Enter/Edit Allergy/ADR Data         PU  Patient Record Update
DD  Detailed Allergy/ADR List           EX  Exit Patient List
Select Action: Next Screen// <Enter>
Select Primary ICD-9 Code: neuropathy
     1   NEUROPATHY  337.1     AUT NEUROPTHY IN OTH DIS
     2   NEUROPATHY  356.2     HERED SENSORY NEUROPATHY
     3   NEUROPATHY  356.8     IDIO PERIPH NEURPTHY NEC
     4   NEUROPATHY  356.9     IDIO PERIPH NEURPTHY NOS
     5   NEUROPATHY  377.33     NUTRITION OPTC NEUROPTHY
Press <RETURN> to see more, '^' to exit this list, OR CHOOSE 1-5: 3  356.8     IDIO
PERIPH NEURPTHY NEC
Select Secondary ICD-9 Code: diabetes
     1   DIABETES  250.01     DIABETES MELLI W/0 COMP TYP I     COMPLICATION/CO
MORBIDITY
     2   DIABETES  250.11     DIABETES W KETOACIDOSIS TYPE I     COMPLICATION/CO
MORBIDITY
     3   DIABETES  250.21     DIABETES W HYPEROSMOLAR TYPE I     COMPLICATION/CO
MORBIDITY
     4   DIABETES  250.31     DIABETES W OTHER COMA TYPE I     COMPLICATION/CO
MORBIDITY
     5   DIABETES  250.41     DIABETES W RENAL MANIFES TYP I     COMPLICATION/CO
MORBIDITY
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5: 1  250.01     DIABETES MELLI W/0 COMP TYP I     COMPLICATION/COMORBIDITY

Select Secondary ICD-9 Code:
```

Editing an ePharmacy Order

When editing fields preceded by an asterisk (*) in an ePharmacy order (or electronically third party billable prescription), upon acceptance of the edited order the original prescription will be discontinued and a new order created. If the latest fill of the original order has not been released and is E Payable, the claim for that fill will be reversed. A new claim is submitted for the new prescription.

If the original claim was E Payable, and edits are made to any of these fields – Provider, Qty, Days Supply, Division, Fill Date, NDC, or DAW Code – then the original payable claim is reversed and a new claim is submitted to ECME. If the original claim was rejected, then a reversal is not necessary, and a new claim is submitted to ECME.

```
Medication Profile            Nov 03, 2005@12:33:29          Page:    1 of    1
OPPATIENT,FOUR                                                        <A>
  PID: 000-01-1322P                                Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                            Wt(kg): _______ (______)
  SEX: MALE
                                                          ISSUE  LAST REF DAY
 #  RX #         DRUG                                QTY ST  DATE  FILL REM SUP

-------------------------------------ACTIVE-----------------------------------
 1  100003840e   PREDNISONE 5MG TAB                   30 A> 11-02 11-02   5  30




          Enter ?? for more actions
PU  Patient Record Update               NO  New Order
PI  Patient Information                 SO  Select Order
Select Action: Quit// 1
```

Press **<Enter>** twice to scroll to page 3 of the Medication Profile. Notice that a new field displays on the profile: DAW Code. DAW stands for "Dispense as Written" and refers to a set of ten NCPDP codes (0-9) that tells third party payers why a brand or generic product was selected to fill a prescription. When a new prescription is entered for a specific drug, the DAW code from the drug is stored in the PRESCRIPTION file (#52) for each fill. This field is solely being used for electronic billing purposes. It communicates to the third party payer that a drug has a special characteristic, which may prevent the payer from rejecting the claim. The available codes include:

Code	Description
0	NO PRODUCT SELECTION INDICATED
1	SUBSTITUTION NOT ALLOWED BY PRESCRIBER
2	SUBSTITUTION ALLOWED-PATIENT REQUESTED PRODUCT DISPENSED
3	SUBSTITUTION ALLOWED-PHARMACIST SELECTED PRODUCT DISPENSED
4	SUBSTITUTION ALLOWED-GENERIC DRUG NOT IN STOCK
5	SUBSTITUTION ALLOWED-BRAND DRUG DISPENSED AS A GENERIC
6	OVERRIDE
7	SUBSTITUTION NOT ALLOWED-BRAND DRUG MANDATED BY LAW
8	SUBSTITUTION ALLOWED-GENERIC DRUG NOT AVAILABLE IN MARKETPLACE
9	OTHER

The DAW Code default is 0 – No Product Selection Indicated, unless the DAW Code has been set for this drug at the DRUG file level.

Enter **21** to edit the field.

Example: Editing an ePharmacy Order (continued)

```
OP Medications (ACTIVE)       Nov 03, 2005@12:51:52          Page:    3 of    3
OPPATIENT,FOUR                                                          <A>
  PID: 000-01-1322P                                Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                            Wt(kg): _______ (______)

(19)      Counseling: YES                      Was Counseling Understood: YES
(20)     Refill Data
(21)        DAW Code: 0 - NO PRODUCT SELECTION INDICATED
   Entry By: OPPHARMACIST4,THREE                   Entry Date: 11/03/05 12:50:51









+         Enter ?? for more actions
DC   Discontinue          PR   Partial              RL   Release
ED   Edit                 RF   Refill               RN   Renew
Select Action: Next Screen// 21
```

```
DAW CODE: 0// ??

Answer with BPS NCPDP DAW CODE
   Choose from:
   0        NO PRODUCT SELECTION INDICATED
   1        SUBSTITUTION NOT ALLOWED BY PRESCRIBER
   2        SUBSTITUTION ALLOWED-PATIENT REQUESTED PRODUCT DISPENSED
   3        SUBSTITUTION ALLOWED-PHARMACIST SELECTED PRODUCT DISPENSED
   4        SUBSTITUTION ALLOWED-GENERIC DRUG NOT IN STOCK
   5        SUBSTITUTION ALLOWED-BRAND DRUG DISPENSED AS A GENERIC
   6        OVERRIDE
   7        SUBSTITUTION NOT ALLOWED-BRAND DRUG MANDATED BY LAW
   8        SUBSTITUTION ALLOWED-GENERIC DRUG NOT AVAILABLE IN MARKETPLACE
   9        OTHER


Dispensed As Written code. This information is used for electronic claim transmi
ssion to third party payers (insurance companies).


DAW CODE: 0// 5 - SUBSTITUTION ALLOWED-BRAND DRUG DISPENSED AS A GENERIC
Are You Sure You Want to Update Rx 100003853? Yes// <Enter>
```

The field is updated and displayed in the Medication Profile.

```
OP Medications (ACTIVE)       Nov 03, 2005@12:51:52          Page:    1 of    3
OPPATIENT,FOUR                                                          <A>
  PID: 000-01-1322P                                  Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                              Wt(kg): _______ (______)

(19)      Counseling: YES                      Was Counseling Understood: YES
(20)     Refill Data
(21)        DAW Code: 0 - NO PRODUCT SELECTION INDICATED
   Entry By: OPPHARMACIST4,THREE                     Entry Date: 11/03/05 12:50:51









+         Enter ?? for more actions
DC   Discontinue          PR   Partial              RL   Release
ED   Edit                 RF   Refill               RN   Renew
Select Action: Quit/
```

```
New OP Order (ROUTINE)        Nov 04, 2005@08:36:29          Page:    2 of    2
OPPATIENT,FOUR                                                          <A>
  PID: 000-01-1322P                                  Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                              Wt(kg): _______ (______)
+
  (7)    Days Supply: 30                     (8)   QTY (TAB): 30
  (9)   # of Refills: 5                      (10)  Routing: WINDOW
 (11)         Clinic:
 (12)       Provider: OPPROVIDER4,TWO                 (13)   Copies: 1
 (14)        Remarks: New Order Created by editing Rx # 100003840.
   Entry By: OPPHARMACIST4,THREE                 Entry Date: NOV 4,2005 08:36:06









          This change will create a new prescription!
AC   Accept                              ED   Edit
Select Action: Edit// AC   Accept
Nature of Order: SERVICE CORRECTION//   <Enter>     S
WAS THE PATIENT COUNSELED: NO// YES
WAS COUNSELING UNDERSTOOD: NO// YES

Do you want to enter a Progress Note? No//  <Enter> NO
```

```
Rx # 100003852         11/04/05
OPPATIENT,FOUR                      #30
TAKE ONE TABLET BY BY MOUTH FOUR TIMES A DAY FOR 30 DAYS WITH FOOD
AVOIDING DAIRY FOODS

PREDNISONE 5MG TAB
OPPROVIDER4,TWO            OPPHARMACIST4,THREE
# of Refills: 5


Is this correct? YES// <Enter> YES...
Claim has status E REJECTED.  Not reversed.

Prescription 100003852 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
E PAYABLE
```

Using the Copy Action

If a double question mark (??) had been entered at the “Select Action:”prompt, the following hidden actions would display in the action area.

```
The following actions are also available:
AL   Activity Logs (OP)   OTH  Other OP Actions     FS   First Screen
VF   Verify (OP)          REJ  View REJECT          GO   Go to Page
CO   Copy (OP)            DIN  Drug Restr/Guide (OP)LS   Last Screen
RP   Reprint (OP)         +    Next Screen          PS   Print Screen
HD   Hold (OP)            -    Previous Screen      PT   Print List
UH   Unhold (OP)          <    Shift View to Left   QU   Quit
PI   Patient Information  >    Shift View to Right  RD   Re Display Screen
PP   Pull Rx (OP)         ADPL Auto Display(On/Off) SL   Search List
IP   Inpat. Profile (OP)  DN   Down a Line          UP   Up a Line
```

Copy is a hidden action used to copy an order and edit any field.

Example: Copying an Order

```
Medication Profile            Jun 04, 2006 15:49:09          Page:    1 of    1
OPPATIENT6,ONE                                                          <A>
  PID: 000-13-5790                                  Ht(cm): 175.26 (08/10/2004)
  DOB: FEB 8,1922 (79)                              Wt(kg): 75.45 (08/10/2004)

                                                            ISSUE  LAST REF DAY
 #  RX #         DRUG                                  QTY ST  DATE  FILL REM SUP

-------------------------------------ACTIVE-----------------------------------
 1 503911$       AMPICILLIN 250MG CAP                   80 A  05-25 06-01   0  10
 2 503901        LISINOPRIL 10MG TAB                   150 A> 05-17 05-17   2  30

          Enter ?? for more actions
PU  Patient Record Update               NO  New Order
PI  Patient Information                 SO  Select Order
Select Action: Quit// SO   Select Order   [Or enter the order number here, e.g. 1]
Select Orders by number:  (1-2): 1
```

----------example continues----------

Remember that actions in parentheses, like Refill in this example, are not available for the order.

Example: Copying an Order (continued)

```
OP Medications (ACTIVE)       Jun 04, 2006 15:50:49          Page:    1 of    3
OPPATIENT6,ONE                                                          <A>
  PID: 000-13-5790                                  Ht(cm): 175.26 (08/10/2004)
  DOB: FEB 8,1922 (79)                              Wt(kg): 75.45 (08/10/2004)

                 Rx #: 503911$
 (1) *Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
 (2)            Drug: AMPICILLIN 250MG CAP ***(N/F)***
 (3)         *Dosage: 500 (MG)
                Verb: TAKE
      Dispense Units: 2
                Noun: CAPSULES
              *Route: ORAL
           *Schedule: QID
 (4)Pat Instructions: Prov Comments
   Provider Comments: Prov Comments
                 SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV COMMENTS
 (5)  Patient Status: OUTPT NON-SC
 (6)      Issue Date: 05/25/01               (7)  Fill Date: 06/01/01
+         Enter ?? for more actions
DC   Discontinue          PR   Partial              RL   Release
ED   Edit                 RF   (Refill)             RN   Renew
Select Action: Next Screen//CO   CO
```

Once “Copy” is entered, the heading on the screen changes to “New OP Order (COPY)” and the available actions are limited to “Edit” or “Accept.”

```
New OP Order (COPY)           Jun 04, 2006 15:51:32          Page:    1 of    2
OPPATIENT6,ONE                                                          <A>
  PID: 000-13-5790                                  Ht(cm): 175.26 (08/10/2004)
  DOB: FEB 8,1922 (79)                              Wt(kg): 75.45 (08/10/2004)

      Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
  (1)            Drug: AMPICILLIN 250MG CAP ***(N/F)***
  (2) Patient Status: OUTPT NON-SC
  (3)     Issue Date: JUN 4,2006             (4) Fill Date: JUN 4,2006
  (5) Dosage Ordered: 500 (MG)
                Verb: TAKE
      Dispense Units: 2
                Noun: CAPSULES
               Route: ORAL
            Schedule: QID
  (6)Pat Instruction: Prov Comments
                 SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV
                      COMMENTS
  (7)    Days Supply: 10                     (8)   QTY (CAP): 80
+         Enter ?? for more actions
AC   Accept                              ED   Edit
Select Action: Next Screen// AC   Accept
```

----------example continues----------

Once the copied order is accepted, the previous order information displays and the user is asked whether to discontinue the original order.

If the orderable item or drug is edited, PROVIDER key users may be prompted for the appropriate ICD-9 Diagnosis Codes. User response is optional.

If prompted for ICD-9 Diagnosis Codes, the user can enter partial names and ICD-9 Diagnosis Code numbers or a valid Diagnosis Code number or name.

```
Patient Information           Mar 23, 2004@10:14:45          Page:    1 of    2
OPPATIENT6,ONE                                                        <A>
  PID: 000-13-5790                                 Ht(cm): 175.26 (08/10/2004)
  DOB: FEB 8,1922 (79)                             Wt(kg): 75.45 (08/10/2004)

Eligibility: SC LESS THAN 50%     SC%: 10
RX PATIENT STATUS: SC LESS THAN 50%

Disabilities: BACK STRAIN-10% (SC), UPPER ARM CONDITION-0% (SC),
              CONDITION OF THE SKELETAL SYSTEM-0% (SC),
123 ANY STREET                                     HOME PHONE:
BIRMINGHAM                                         CELL PHONE:
ALABAMA                                            WORK PHONE:
Prescription Mail Delivery: Regular Mail
Allergies
    Verified: THEOPHYLLINE,
+         Enter ?? for more actions
EA  Enter/Edit Allergy/ADR Data         PU  Patient Record Update
DD  Detailed Allergy/ADR List           EX  Exit Patient List
Select Action: Next Screen// <Enter>
Select Primary ICD-9 Code: neuropathy
     1   NEUROPATHY  337.1     AUT NEUROPTHY IN OTH DIS
     2   NEUROPATHY  356.2     HERED SENSORY NEUROPATHY
     3   NEUROPATHY  356.8     IDIO PERIPH NEURPTHY NEC
     4   NEUROPATHY  356.9     IDIO PERIPH NEURPTHY NOS
     5   NEUROPATHY  377.33     NUTRITION OPTC NEUROPTHY
Press <RETURN> to see more, '^' to exit this list, OR CHOOSE 1-5: 3  356.8     IDIO
PERIPH NEURPTHY NEC
Select Secondary ICD-9 Code: diabetes
     1   DIABETES  250.01     DIABETES MELLI W/0 COMP TYP I     COMPLICATION/CO
MORBIDITY
     2   DIABETES  250.11     DIABETES W KETOACIDOSIS TYPE I     COMPLICATION/CO
MORBIDITY
     3   DIABETES  250.21     DIABETES W HYPEROSMOLAR TYPE I     COMPLICATION/CO
MORBIDITY
     4   DIABETES  250.31     DIABETES W OTHER COMA TYPE I     COMPLICATION/CO
MORBIDITY
     5   DIABETES  250.41     DIABETES W RENAL MANIFES TYP I     COMPLICATION/CO
MORBIDITY
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5: 1  250.01     DIABETES MELLI W/0 COMP TYP I     COMPLICATION/COMORBIDITY
Select Secondary ICD-9 Code:
```

ICD-9 Diagnosis Codes from copied, edited, or renewed prescriptions will carry forward as default answers.

Example: Copying an Order (continued)

```
-------------------------------------------------------------------------------
DUPLICATE DRUG AMPICILLIN 250MG CAP in Prescription: 503911

                Status: Active                          Issued: 05/25/01
                   SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV
                        COMMENTS
                   QTY: 80                       # of refills: 0
              Provider: OPPROVIDER4,TWO      Refills remaining: 0
                                                Last filled on: 06/01/01
                                                   Days Supply: 10
-------------------------------------------------------------------------------
Discontinue Rx # 503911? YES

Duplicate Drug will be discontinued after the acceptance of the new order.

Now doing order checks.  Please wait...

Nature of Order: WRITTEN// <Enter>        W
WAS THE PATIENT COUNSELED: NO// <Enter> NO

Do you want to enter a Progress Note? No// <Enter>  NO
```

The new order information is displayed and, if it is verified as correct, the old order is discontinued.

```
Rx # 503913            06/04/01
OPPATIENT6,ONE                #80
TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV COMMENTS

AMPICILLIN 250MG CAP
OPPROVIDER4,TWO           OPPHARMACIST4,THREE
# of Refills: 0

Is this correct? YES// <Enter>...
 -Rx 503911 has been discontinued...


       SC Percent: 10%
     Disabilities:
PROSTATE GLAND CONDITION                       10% - SERVICE CONNECTED
INGUINAL HERNIA                                 0% - SERVICE CONNECTED

Was treatment for Service Connected condition? NO// <Enter>

Is this correct? YES// <Enter>...
```

----------example continues----------

The Medication Profile screen is redisplayed at this point. The dollar sign next to the first prescription number means a copay charge is associated with that order.

Example: Copying an Order (continued)

```
Medication Profile            Jun 04, 2006 16:03:55          Page:    1 of    1
OPPATIENT6,ONE                                                        <A>
  PID: 000-13-5790                                  Ht(cm): 175.26 (08/10/2004)
  DOB: FEB 8,1922 (79)                              Wt(kg): 75.45 (08/10/2004)

                                                                ISSUE  LAST REF DAY
 #  RX #         DRUG                                   QTY ST  DATE  FILL REM SUP

-----------------------------ACTIVE-----------------------------------
 1 503913$       AMPICILLIN 250MG CAP                    80 A  06-04 06-04   0  10
 2 503901        LISINOPRIL 10MG TAB                    150 A> 05-17 05-17   2  30



          Enter ?? for more actions
PU  Patient Record Update               NO  New Order
PI  Patient Information                 SO  Select Order
Select Action: Quit// <Enter>

Label Printer: TELNET
LABEL: QUEUE/CHANGE PRINTER/HOLD/SUSPEND or '^' to bypass Q// <Enter>

LABEL(S) QUEUED TO PRINT


Select PATIENT NAME: <Enter>
```

The label displays the copay status of the prescription except for a partial fill.

Copying an ePharmacy Order

When copying an ePharmacy order, upon acceptance of the copied order the original prescription will be discontinued and a new order created. If the latest fill of the original order has not been released and is E Payable, the claim for that fill will be reversed. A new claim is submitted for the new prescription.

Example: Copying an ePharmacy Order

```
Patient Information          Nov 04, 2005@09:19:26          Page:    1 of    1
OPPATIENT,FOUR                                                      <A>
  PID: 000-01-1322P                                Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                            Wt(kg): _______ (______)
  SEX: MALE

Eligibility: NSC, VA PENSION
RX PATIENT STATUS: PENSION NSC

Disabilities:

123 ANY STREET                                     HOME PHONE:
BIRMINGHAM                                         CELL PHONE:
ALABAMA                                            WORK PHONE:
Prescription Mail Delivery: Regular Mail


Allergies:

Adverse Reactions:

          Enter ?? for more actions
EA  Enter/Edit Allergy/ADR Data         PU  Patient Record Update
DD  Detailed Allergy/ADR List           EX  Exit Patient List
Select Action: Quit// <Enter>   QUIT
```

```
Medication Profile             Nov 04, 2005@09:23:47         Page:    1 of    1
OPPATIENT,FOUR                                                      <A>
  PID: 000-01-1322P                                Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                            Wt(kg): _______ (______)
  SEX: MALE
                                                            ISSUE  LAST REF DAY
 #  RX #         DRUG                                   QTY ST  DATE  FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 1 100003852e    PREDNISONE 5MG TAB                      30 A> 11-04 11-04   5  30





PU  Patient Record Update               NO  New Order
PI  Patient Information                 SO  Select Order
Select Action: Quit// 1
```

```
Medication Profile            Nov 04, 2005@09:24:04          Page:    1 of    1
OPPATIENT,FOUR                                                        <A>
  PID: 000-01-1322P                                  Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                              Wt(kg): _______ (______)
  SEX: MALE
                                                               ISSUE  LAST REF DAY
 #  RX #         DRUG                                     QTY ST  DATE  FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 OP Medications (ACTIVE)       Nov 04, 2005@09:24:17          Page:    1 of    3
OPPATIENT,FOUR                                                        <A>
  PID: 000-01-1322P                                  Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                              Wt(kg): _______ (______)

                Rx #: 100003852e
 (1) *Orderable Item: PREDNISONE TAB
 (2)       CMOP Drug: PREDNISONE 5MG TAB
 (3)         *Dosage: 20 (MG)
                Verb: TAKE
      Dispense Units: 1
                Noun: TABLET
              *Route: ORAL
           *Schedule: QID
           *Duration: 30 (DAYS)
 (4)Pat Instructions: WITH FOOD AVOIDING DAIRY FOODS
                 SIG: TAKE ONE TABLET BY BY MOUTH FOUR TIMES A DAY FOR 30 DAYS
                      WITH FOOD AVOIDING DAIRY FOODS
 (5)  Patient Status: OPT NSC

          Enter ?? for more actions
DC   Discontinue          PR   Partial              RL   Release
ED   Edit                 RF   Refill               RN   Renew
Select Action: Next Screen// CO   CO
```

Once “Copy” is entered, the heading on the screen changes to “New OP Order (COPY)” and the available actions are limited to “Edit” or “Accept.”

```
New OP Order (COPY)           Nov 04, 2005@09:24:17          Page:    1 of    2
OPPATIENT,FOUR                                                        <A>
  PID: 000-01-1322P                                  Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                              Wt(kg): _______ (______)

      Orderable Item: PREDNISONE TAB
  (1)       CMOP Drug: PREDNISONE 5MG TAB
  (2) Patient Status: OPT NSC
  (3)      Issue Date: NOV 4,2005            (4) Fill Date: NOV 4,2005
  (5) Dosage Ordered: 20 (MG)
                Verb: TAKE
      Dispense Units: 1
                Noun: TABLET
               Route: ORAL
            Schedule: QID
           *Duration: 30 (DAYS)
  (6)Pat Instruction: WITH FOOD AVOIDING DAIRY FOODS
                 SIG: TAKE ONE TABLET BY BY MOUTH FOUR TIMES A DAY FOR 30
                      DAYS WITH FOOD AVOIDING DAIRY FOODS
+         Enter ?? for more actions
AC   Accept                             ED   Edit
Select Action: Next Screen// AC   Accept
```

```
-------------------------------------------------------------------------------
DUPLICATE DRUG PREDNISONE 5MG TAB in Prescription: 100003852

                Status: Active                          Issued: 11/04/05
                   SIG: TAKE ONE TABLET BY BY MOUTH FOUR TIMES A DAY FOR 30
                        DAYS WITH FOOD AVOIDING DAIRY FOODS
                   QTY: 30                        # of refills: 5
              Provider: OPPROVIDER4,TWO        Refills remaining: 5
                                                Last filled on: 11/04/05
                                                   Days Supply: 30
-------------------------------------------------------------------------------

Discontinue Rx # 100003852? YES

Duplicate Drug will be discontinued after the acceptance of the new order.

Now doing order checks.  Please wait...

Nature of Order: WRITTEN//   <Enter>     W
WAS THE PATIENT COUNSELED: NO// YES
WAS COUNSELING UNDERSTOOD: NO// YES

Do you want to enter a Progress Note? No//  <Enter> NO

Rx # 100003853         11/04/05
OPPATIENT,FOUR                     #30
TAKE ONE TABLET BY BY MOUTH FOUR TIMES A DAY FOR 30 DAYS WITH FOOD
AVOIDING DAIRY FOODS

PREDNISONE 5MG TAB
OPPROVIDER4,TWO            OPPHARMACIST4,THREE
# of Refills: 5


Is this correct? YES// YES...
Reversing prescription 100003852.

Claim Status:
Reversing and Rebilling a previously submitted claim...
Reversing...
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Waiting to process response
E REVERSAL ACCEPTED

 -Rx 100003852 has been discontinued...

Prescription 100003853 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
E PAYABLE
```

View of RX:

```
Medication Profile            Nov 04, 2005@09:25:14          Page:    1 of    1
OPPATIENT,FOUR
  PID: 000-01-1322P                                  Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                              Wt(kg): _______ (______)
  SEX: MALE
                                                                 ISSUE  LAST REF DAY
 #  RX #         DRUG                                     QTY ST  DATE  FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 1 100003853e    PREDNISONE 5MG TAB                        30 A> 11-04 11-04   5  30 ‡
```

```
          Enter ?? for more actions
PU  Patient Record Update               NO  New Order
PI  Patient Information                 SO  Select Order
Select Action: Quit//
```

Renewing a Prescription

This action allows the pharmacy manager, pharmacist, or pharmacy technician to process renewals for existing orders.

Example: Renewing a Prescription

[This example begins after an order is selected from the Medication Profile screen.]

```
OP Medications (ACTIVE)       Jun 04, 2006 16:14:40          Page:    1 of    3
OPPATIENT29,ONE                                                          <A>
  PID: 000-87-6543                                Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                           Wt(kg): 79.09 (06/07/2000)

                Rx #: 503910
 (1) *Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
 (2)            Drug: AMPICILLIN 250MG CAP ***(N/F)***
 (3)         *Dosage: 500 (MG)
                Verb: TAKE
      Dispense Units: 2
                Noun: CAPSULES
             *Route: ORAL
           *Schedule: QID
           *Duration: 10D (DAYS)
 (4)Pat Instructions: with food
                 SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
                      WITH FOOD
 (5)  Patient Status: SERVICE CONNECTED
+         Enter ?? for more actions
DC   Discontinue          PR   Partial              RL   Release
ED   Edit                 RF   (Refill)             RN   Renew
Select Action: Next Screen// RN   Renew
FILL DATE:  (6/4/2006 - 7/4/2006): TODAY// <Enter>  (JUN 04, 2006)
MAIL/WINDOW: WINDOW// <Enter>  WINDOW
METHOD OF PICK-UP:   <Enter>
Nature of Order: WRITTEN// <Enter>       W
WAS THE PATIENT COUNSELED: NO// <Enter> NO

Do you want to enter a Progress Note? No// <Enter>  NO

Now Renewing Rx # 503910   Drug: AMPICILLIN 250MG CAP

Now doing order checks.  Please wait...


503910A      AMPICILLIN 250MG CAP              QTY: 80
# OF REFILLS: 0  ISSUED: 06-04-01
SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD
FILLED: 06-20-01
ROUTING: WINDOW     PHYS: OPPROVIDER4,TWO

Edit renewed Rx ? Y// <Enter> ES
```

----------example continues----------

Example: Renewing a Prescription (continued)

(*To save space, only the second Prescription Renew screen is displayed in this example.)*

```
Prescription Renew            Jun 04, 2006 16:18:17          Page:    2 of    2
OPPATIENT29,ONE                                                          <A>
  PID: 000-87-6543                                  Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                             Wt(kg): 79.09 (06/07/2000)
+
                 SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
                      WITH FOOD
        Days Supply: 30
                QTY (CAP): 80
  (3)   # of Refills: 0
  (4)        Routing: WINDOW
  (5)         Clinic: OUTPT NURSE GREEN TEAM
  (6)       Provider: OPPROVIDER4,TWO
  (7)         Copies: 1
  (8)        Remarks: RENEWED FROM RX # 503910
   Entry By: OPPROVIDER4,TWO                    Entry Date: JUN 4,2006 16:16:27

          Enter ?? for more actions
AC   Accept                              DC   Discontinue
BY   Bypass                              ED   Edit
Select Item(s): Quit// ED   Edit  [Or enter the field(s), e.g., 1,5,7]

Select Field to Edit by number:  (1-8): 5
CLINIC: OUTPT NURSE GREEN TEAM //OUT
     1   OUTPT NURSE BLUE TEAM
     2   OUTPT NURSE GREEN TEAM
     3   OUTPT NURSE YELLOW TEAM
CHOOSE 1-3: 1  OUTPT NURSE BLUE TEAM
```

The user may renew more than one order on the same patient by typing the desired order numbers separated by a comma (for example:. 1,3,5).

```
Prescription Renew            Jun 04, 2006 16:24:32          Page:    2 of    2
OPPATIENT29,ONE                                                          <A>
  PID: 000-87-6543                                  Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                             Wt(kg): 79.09 (06/07/2000)
+
                 SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
                      WITH FOOD
        Days Supply: 30
                QTY (CAP): 80
  (3)   # of Refills: 0
  (4)        Routing: WINDOW
  (5)         Clinic: OUTPT NURSE BLUE TEAM
  (6)       Provider: OPPROVIDER4,TWO
  (7)         Copies: 1
  (8)        Remarks: RENEWED FROM RX # 503910
   Entry By: OPPROVIDER4,TWO                    Entry Date: JUN 4,2006 16:23:56

          Enter ?? for more actions
AC   Accept                              DC   Discontinue
BY   Bypass                              ED   Edit
Select Item(s): Quit// AC  Accept

RX# 503910A has been suspended until 06-20-01.
```

Original provider comments are not carried over to any renewals in Outpatient Pharmacy.

Renewing an ePharmacy Order

When renewing an ePharmacy order, upon acceptance of the renewed order the original prescription will be discontinued and a new order created. If the latest fill of the original order has not been released and is E Payable, the claim for that fill will be reversed. A new claim is submitted for the new prescription.

[This example begins after an order is selected from the Medication Profile screen.]

```
OP Medications (ACTIVE)       Nov 04, 2005@11:48:14          Page:    1 of    3
OPPATIENT,FOUR
  PID: 000-01-1322P                                   Ht(cm): _______ (______)
  DOB: NOV 12,1975 (29)                              Wt(kg): _______ (______)

              Rx #: 100003642$e
 (1) *Orderable Item: SIMETHICONE TAB,CHEWABLE
 (2)            Drug: SIMETHICONE 40MG TAB
 (3)         *Dosage: 40 (MG)
                Verb: CHEW
      Dispense Units: 1
                Noun: TABLET
              *Route: ORAL
           *Schedule: TID
 (4)Pat Instructions:
                 SIG: CHEW ONE TABLET BY BY MOUTH THREE TIMES A DAY
 (5)  Patient Status: OPT NSC
 (6)      Issue Date: 08/11/05              (7)  Fill Date: 08/11/05
      Last Fill Date: 08/11/05 (Window)
+         Enter ?? for more actions
DC   Discontinue          PR   Partial              RL   Release
ED   Edit                 RF   Refill               RN   Renew
Select Action: Next Screen//  RN   Renew
FILL DATE:  (11/4/2005 - 11/5/2006): TODAY// <Enter>  (NOV 04, 2005)
MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
Nature of Order: WRITTEN//    <Enter>    W
WAS THE PATIENT COUNSELED: NO//<Enter> NO

Now Renewing Rx # 100003642   Drug: SIMETHICONE 40MG TAB

Now doing order checks.  Please wait...


100003642A   SIMETHICONE 40MG TAB              QTY: 90
# OF REFILLS: 5  ISSUED: 11-04-05
SIG: CHEW ONE TABLET BY BY MOUTH THREE TIMES A DAY
FILLED: 11-04-05
ROUTING: WINDOW     PHYS: OPPROVIDER4,TWO

Edit renewed Rx ? Y// <Enter> ES
```

----------example continues----------

Example: Renewing an ePharmacy Order (continued)

(To save space, only the second Prescription Renew screen is displayed in this example.)

```
Prescription Renew            Jun 04, 2006 16:18:17          Page:    2 of    2
OPPATIENT,FOUR
  PID: 000-01-1322P                                  Ht(cm): _______ (______)
  DOB: NOV 12,1975 (29)                             Wt(kg): _______ (______)
+
         Days Supply: 30
                QTY (  ): 90
  (3)   # of Refills: 5
  (4)        Routing: WINDOW
  (5)         Clinic:
  (6)       Provider: OPPROVIDER4,TWO
  (7)         Copies: 1
  (8)        Remarks: RENEWED FROM RX # 100003642
   Entry By: OPPHARMACIST4,THREE                    Entry Date: NOV 4,2005
11:56:31

          Enter ?? for more actions
AC   Accept                              DC   Discontinue
BY   Bypass                              ED   Edit
Select Item(s): Quit// 5

CLINIC: 3EN
```

```
Prescription Renew            Jun 04, 2006 16:24:32          Page:    2 of    2
OPPATIENT,FOUR
  PID: 000-01-1322P                                  Ht(cm): _______ (______)
  DOB: NOV 12,1975 (29)                             Wt(kg): _______ (______)
+
         Days Supply: 30
                QTY (  ): 90
  (3)   # of Refills: 5
  (4)        Routing: WINDOW
  (5)         Clinic: 3EN
  (6)       Provider: OPPROVIDER4,TWO
  (7)         Copies: 1
  (8)        Remarks: RENEWED FROM RX # 100003642
   Entry By: OPPHARMACIST4,THREE                 Entry Date: NOV 4,2005 11:56:31

          Enter ?? for more actions
AC   Accept                              DC   Discontinue
BY   Bypass                              ED   Edit
Select Item(s): Quit// AC  Accept
       SC Percent: 40%
     Disabilities: NONE STATED

Was treatment for Service Connected condition? NO// <Enter>
```

Example: Renewing an ePharmacy Order (continued)

```
Reversing prescription 100003642.

Claim Status:
Reversing and Rebilling a previously submitted claim...
Reversing...
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Waiting to process response
E REVERSAL ACCEPTED

 -Rx 100003642 has been discontinued...
```

```
Prescription 100003642A successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Receiving response
E PAYABLE
```

Original provider comments are not carried over to any renewals in Outpatient Pharmacy.

Flagging and Unflagging a New Pending Order

Flagging a pending order allows you to prevent an order from processing and attach a note known as a flag to the pending order. After the flag has been addressed, you unflag the order, allowing it to be processed. Note that only new pending orders can be flagged.

The following provides examples of how to flag and unflag a pending order from a medication profile within *Patient Prescription Processing*.

If a pending order is flagged, the row number is highlighted on the Medication Profile screen (shown in the following example). Select the order to view the flag or to flag the new pending order.

Example: A Flagged Pending Order

```
Medication Profile            Mar 13, 2008@16:31:24          Page:    1 of    1
OPPATIENT16,ONE                                   <NO ALLERGY ASSESSMENT>
  PID: 000-24-6802                                  Ht(cm): 177.80 (02/08/2007)
  DOB: APR 3,1941 (66)                              Wt(kg): 90.45 (02/08/2007)
  SEX: MALE
                                                             ISSUE  LAST REF DAY
 #  RX #         DRUG                                  QTY ST  DATE  FILL REM SUP

------------------------------------ACTIVE------------------------------------
 1 100002518     PENICILLAMINE 250MG TAB                 31 A  02-29 02-29  5  31
-----------------------------------PENDING------------------------------------
 2 ACETAMINOPHEN 500MG TAB                QTY: 60          ISDT: 03-13  REF:  3
          Enter ?? for more actions
PU  Patient Record Update               NO  New Order
PI  Patient Information                 SO  Select Order
Select Action: Quit// SO Select Order
Select Orders by number:  (1-2): 2
```

From the Pending OP Orders screen, you can flag and unflag an order, as well as view the flagged reason. To flag the order, enter **FL** and then enter a “REASON FOR FLAG”, alert the proper individual that the flag has been added by pressing <**Enter**> to select the default name or entering a different user name and pressing <**Enter**>, and the flagging process is complete.

Example: Flagging an Order

```
REASON FOR FLAG: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE
DISPENSING.
Send alert to: PSOUSER,ONE//        BIRMINGHAM     ALABAMA     OP
PHARMACIST
          ... order flagged.
```

When an order is flagged, “FL-” is placed in front of “Pending OP Orders” in the upper left corner, and the flagged reason is listed below the patient identifying information.

Example: A Flagged Order

```
FL-Pending OP Orders (ROUTINE)March 13, 2008 16:31:33          Page:    1 of   2
OPPATIENT16,ONE                                      <NO ALLERGY ASSESSMENT>
  PID: 000-24-6802                                    Ht(cm): 177.80 (02/08/2007)
  DOB: APR 3,1941 (66)                                Wt(kg): 90.45 (02/08/2007)

Flagged by OPPHARM,TWO on 03/13/08@23:14:  DOUBLE CHECK WITH PATIENT FOR HEART
CONDITION BEFORE DISPENSING.

*(1) Orderable Item: ACETAMINOPHEN TAB            * Editing starred fields will
 (2)      CMOP Drug: ACETAMINOPHEN 500MG TAB        create a new order
       Drug Message: NATL FORM
 (3)        *Dosage: 500 (MG)
               Verb: TAKE
     Dispense Units: 1
             *Route: ORAL
          *Schedule: BID
 (4)   Pat Instruct:
  Provider Comments: ProvComments
                SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
 (5) Patient Status: SERVICE CONNECTED
 (6)     Issue Date: MAR 13,2008       (7) Fill Date: MAR 13,2008
 (8)    Days Supply: 30                (9)   QTY (TAB): 60
+         Enter ?? for more actions
BY  Bypass                DC  Discontinue         FL  Flag/Unflag
ED  Edit                  FN  Finish
Select Item(s): Next Screen// FL Flag/Unflag
```

To unflag an order, enter **FL** at the “Select Item(s)” prompt, and then enter your “COMMENTS”. When you press <**Enter**>, the order is no longer flagged.

Example: Unflagging an Order

```
FLAGGED: 03/13 23:14 by OPPHARM,TWO
          DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.
COMMENTS: CHECKED WITH PATIENT. NO HEART CONDITION.
          ... order unflagged.
```

At that point, the flag from the Medication Profile is removed, but the flagged/unflagged reason remains on the Pending OP Orders screen unless you reflag the order.

Example: An Unflagged Order

```
Pending OP Orders (ROUTINE)   March 14, 2008 09:16:33          Page:    1 of   2
OPPATIENT16,ONE                                      <NO ALLERGY ASSESSMENT>
  PID: 000-24-6802                                    Ht(cm): 177.80 (02/08/2007)
  DOB: APR 3,1941 (66)                                Wt(kg): 90.45 (02/08/2007)

Flagged by OPPHARM,TWO on 03/13/08@23:14:  DOUBLE CHECK WITH PATIENT FOR HEART
CONDITION BEFORE DISPENSING.
Unflagged by OPPHARM,TWO on 03/14/08@09:26:  CHECKED WITH PATIENT. NO HEART
CONDITION.

*(1) Orderable Item: ACETAMINOPHEN TAB            * Editing starred fields will
 (2)      CMOP Drug: ACETAMINOPHEN 500MG TAB         create a new order
       Drug Message: NATL FORM
 (3)        *Dosage: 500 (MG)
               Verb: TAKE
     Dispense Units: 1
             *Route: ORAL
          *Schedule: BID
 (4)   Pat Instruct:
  Provider Comments: ProvComments
                SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
 (5) Patient Status: SERVICE CONNECTED
 (6)     Issue Date: MAR 13,2008        (7) Fill Date: MAR 13,2008
 (8)    Days Supply: 30                (9)   QTY (TAB): 60
+         Enter ?? for more actions
BY  Bypass                DC  Discontinue          FL  Flag/Unflag
ED  Edit                  FN  Finish
Select Item(s): Next Screen//
```

After pending orders have been unflagged, they can be processed.

If you attempt to process a flagged order, you are prompted “Unflag Order? NO//”. If you respond **YES**, enter comments to unflag the order and continue with processing. If you respond **NO**, you cannot process the order because it is still flagged.

(This page included for two-sided copying.)

Barcode Rx Menu
[PSO BARCODE MENU]

Use this menu to batch barcode refills and renewals of prescriptions, and check the quality of the barcode print. The menu contains the following options:

- *Barcode Batch Prescription Entry*
- *Check Quality of Barcode*
- *Process Internet Refills*

Barcode Batch Prescription Entry
[PSO BATCH BARCODE]

Enter refills or renewals by batch entry using barcodes with this option.

Example: Barcode Batch Prescription Entry -- Refills

```
Select Barcode Rx Menu Option: Barcode Batch Prescription Entry

     Select one of the following:

          1         REFILLS
          2         RENEWS

Batch Barcode for: REFILLS// 1  REFILLS
Please answer the following for this session of prescriptions

FILL DATE:  (2/14/2007 - 12/31/2699): TODAY// <Enter>  (AUG 13, 2007)
MAIL/WINDOW: MAIL// <Enter> MAIL
Will these refills be Queued or Suspended ? S// <Enter> USPENDED
Allow refills for inpatient ? N// <Enter> O
Allow refills for CNH ? N// <Enter> O
WAND BARCODE: [Scan barcode]t
```

Check Quality of Barcode
[PSO BARCODE CHECK]

No action is taken on the prescription by using this option. Use this option to check the quality of printed barcodes or use it to practice using the barcode reader. After the barcode is scanned, the barcode number will echo back on the screen and screen will return to the "Read Barcode" prompt. No action is taken on the prescription by using this option.

The following are some common causes for failure of the barcode reader and how they can be corrected.

- Barcode too faint (change printer ribbon)
- Improper scanning (move the wand at a steady rate)
- Defective barcode reader (replace the reader)

Process Internet Refills
[PSO INTERNET REFILLS]

This option allows the pharmacist to process prescription orders entered on the Internet through My HealtheVet. The system will prompt the user for the information as shown in the following example. The user enters the appropriate response for each prompt by pressing **Enter** on the keyboard to accept the default setting for a prompt. The user must type the appropriate word or letter to enter a response contrary to the default.

The recommended usage of this option is three times a day to ensure the requested refills are processed in a timely manner. Or, the *Automate Internet Refill* option, located on the Maintenance (Outpatient Pharmacy) menu, may be set up to schedule a background job for automatically processing Internet refills.

Example: Process Internet Refills Screen

```
Select Barcode Rx Menu Option: Process Internet Refills


                    Division: ALBANY


Please answer the following for this session of prescriptions

FILL DATE:  (1/28/2005 - 12/31/2699): TODAY// <Enter> (AUG 11, 2005)
MAIL/WINDOW: MAIL// <Enter> MAIL
Will these refills be Queued or Suspended? Q// S <Enter> USPENDED
Allow refills for inpatient ? N// <Enter> O
Allow refills for CNH ? N//<Enter> O
Allow early refills? N// <Enter> O

Process internet refill requests at this time? YES// <Enter> YES
Process internet refills for all divisions?  NO// <Enter> O
```

Users can process refills for their division or all divisions within a site. However, sites can set parameters in the PHARMACY SYSTEM file for the INTERDIVISIONAL PROCESSING and DIVISION PROMPT ASKED fields that control responses to user input on the Process Internet Refills screen. Note that site control parameters override any entries made by the user in the Process Internet Refills screen.

If the INTERDIVISIONAL PROCESSING parameter is set to **No**, only the refills for the user's division will be filled, regardless of the user's input at the "Process internet refills for all divisions?" prompt.

If the INTERDIVISIONAL PROCESSING parameter is set to **Yes** and the DIVISION PROMPT ASKED parameter is set to **No**, then the refill orders are processed for all divisions without any additional user input.

If the INTERDIVISIONAL PROCESSING parameter is set to **Yes** and the DIVISION PROMPT ASKED parameter is set to **Yes**, refills for the user's division will be processed without any additional input. If unprocessed refills outside the user's division exist, the "Continue?" prompt displays, allowing the user to confirm each refill, as shown in the following example.

Example: Process Internet Refills for all Divisions?

```
Process internet refills for all divisions?  NO// Y YES

Now refilling Rx# 100002310       Drug: CAPTROPRIL  100MG TABS

Qty: 60             Sig: TAKE ONE TABLET BY MOUTH TWICE A DAY

      Rx # 100002310 is for (ALBANY) division.
Continue? N// Y YES
```

This refill is outside the user's division.

If the user enters Yes at the "Continue?" prompt, the refill will be processed.

If the user enters No at the "Continue?" prompt, the refill will not process at this time, and the refill request will remain in the PRESCRIPTION REFILL REQUEST file. These refill requests may be processed later by a user in the same division, or any division, depending on the PHARMACY SYSTEM file parameters.

Refills processed successfully are flagged as FILLED in the RESULTS field of the PRESCRIPTION REFILL REQUEST file.

Refills not processed due to conditions such as: Rx Expired, Discontinued, On Hold, or Deleted, are flagged as NOT FILLED in the RESULTS field of PRESCRIPTION REFILL REQUEST file.

Complete Orders from OERR

[PSO LMOE FINISH]

When a clinician has created an order for a patient, the pharmacist needs to finish and verify the order. This option is used to finish orders entered into the patient record via Order Entry Results Reporting (OERR) V. 3.0. This option uses the List Manager features.

The user may select orders by patient, route, clinic, flag, or priority. Clinic or Clinic Sort Group can complete orders. In any sort, orders are completed on a first-in/first-out basis by patient. Clinic Sort Groups can be added or edited in the *Enter/Edit Clinic Sort Groups* option, found under the *Maintenance (Outpatient Pharmacy)* menu option. Orders entered before implementation of patch PSO*7*46 (Pharmacy Ordering Enhancements (POE)) must have the fields used to build the Sig filled in before processing can be completed.

Enter “E” at the “Select By:” prompt to stop processing orders.

If a temporary address has no end date, the following text is now displayed: “(Temp address from XXX 99,9999 till (no end date))”.

For ePharmacy orders, after an order is finished, the billing data is sent to ECME, which sends a message back to Outpatient Pharmacy displaying the status of the claim. For an example, see “Finishing an ePharmacy Order” in this section.

Example: Finishing an Order from OERR

```
Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

          Orders to be completed for all divisions: 16

Do you want an Order Summary? No//   <Enter> NO

          Patient Prescription Processing
          Barcode Rx Menu ...
          Complete Orders from OERR
          Discontinue Prescription(s)
          Edit Prescriptions
          ePharmacy Menu...
          List One Patient's Archived Rx's
          Manual Print of Multi-Rx Forms
          Reprint an Outpatient Rx Label
          Signature Log Reprint
          View Prescriptions

Select Rx (Prescriptions) Option: COMPlete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for
finishing orders entered through CPRS. Select the Institution for which to
finish orders from.  Enter '?' to see all choices.

Select CPRS ORDERING INSTITUTION: ALBANY// <Enter>    NY  VAMC  500

You have selected ALBANY.
After completing these orders, you may re-enter this option and select again.

      <There are 3 flagged orders for ALBANY>

Select By:  (PA/RT/PR/CL/FL/E): PATIENT// <Enter>

All Patients or Single Patient:  (A/S/E): SINGLE// <Enter>
Select Patient: OPPATIENT16,ONE  OPPATIENT16,ONE        4-3-41    000246802
  YES     SC VETERAN
WARNING : ** This patient has been flagged with a Bad Address Indicator.

Do you want to see Medication Profile? Yes// <Enter>
```

The user may enter a question mark at the “Select Patient” prompt to get a list of patients with pending orders. A single patient may be selected for processing, or pending orders for all patients may be processed in sequence by the time of each order’s entry into the system.

Flagged orders will not be processed. They are not a part of any pending orders. To process flagged orders, you should enter **FL** at the “Select By” prompt. This ensures you will view all patients with flagged pending orders, allowing you to address their flagged orders; however, if you know which patients have flagged orders, you can access the flagged orders through the Medication Profile.

After the user answers the medication profile prompt, a warning displays if no allergy assessment has been made. The patient’s eligibility and RX patient status also displays.

```
  OPPATIENT16,ONE        4-3-41    000-24-6802
  YES     SC VETERAN
     No Allergy Assessment!

Press Return to continue: <Enter>
Eligibility: SC
RX PATIENT STATUS: SERVICE CONNECTED// <Enter>
```

(*The Patient Information and Medication Profile screens display next, but are not shown in this example.)*

```
Pending OP Orders (ROUTINE)   March 13, 2008 16:31:33          Page:    1 of   2
OPPATIENT16,ONE                                        <NO ALLERGY ASSESSMENT>
  PID: 000-24-6802                                      Ht(cm): 177.80 (02/08/2008)
  DOB: APR 3,1941 (66)                                  Wt(kg): 90.45 (02/08/2008)

*(1) Orderable Item: ACETAMINOPHEN TAB            * Editing starred fields will
 (2)      CMOP Drug: ACETAMINOPHEN 500MG TAB        create a new order
       Drug Message: NATL FORM
 (3)        *Dosage: 500 (MG)
               Verb: TAKE
     Dispense Units: 1
             *Route: ORAL
          *Schedule: BID
 (4)   Pat Instruct:
  Provider Comments: ProvComments
                SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
 (5) Patient Status: SERVICE CONNECTED
 (6)     Issue Date: MAR 13,2008       (7) Fill Date: MAR 13,2008
 (8)    Days Supply: 30                (9)   QTY (TAB): 60
+         Enter ?? for more actions
BY  Bypass                DC  Discontinue          FL  Flag/Unflag
ED  Edit                  FN  Finish
Select Item(s): Next Screen//// FN Finish
```

After “Finish” is selected, the user is prompted to fill in any information missing from fields needed to complete the order.

If you attempt to process a flagged order, you are prompted “Unflag Order? NO//”. If you respond **YES**, enter comments to unflag the order and continue with processing. If you respond **NO**, you cannot process the order because it is still flagged.

If an order is sent from OERR without a Dispense Drug selected, and there is only one Dispense Drug tied to the Orderable Item, that drug will be inserted in the DRUG field (#2 on the screen). If there is more than one Dispense Drug tied to the Orderable Item, a “No Dispense Drug Selected” message will display in the DRUG field (#2 on the screen) and a Dispense Drug must be selected to complete/finish the order.

```
The following Drug are available for selection:
1. ACETAMINOPHEN 325MG
2. ACETAMINOPHEN EXTRA STR 500MG
```

If the drug list is empty, the user should select a new orderable item or the order can be discontinued.

```
Select Drug by number:  (1-2): 1
```

----------example continues----------

Drug interaction and allergy checks are now performed. If the patient does not have an allergy assessment, a warning is displayed. If the user continues with the order, the user will have to create an intervention.

```
Now doing drug interaction and allergy checks.  Please wait...

There is no allergy assessment on file for this patient.
You will be prompted to intervene if you continue with this prescription
Do you want to Continue?: N// YES


Now creating Pharmacy Intervention
for  POTASSIUM CHLORIDE 325MG ENSEAL

PROVIDER: OPPROVIDER4,TWO
RECOMMENDATION: ?
    Answer with APSP INTERVENTION RECOMMENDATION, or NUMBER
   Choose from:
   1            CHANGE DRUG
   2            CHANGE FORM OR ROUTE OF ADMINISTRATION
   3            ORDER LAB TEST
   4            ORDER SERUM DRUG LEVEL
   5            CHANGE DOSE
   6            START OR DISCONTINUE A DRUG
   7            CHANGE DOSING INTERVAL
   8            NO CHANGE
   9            OTHER

RECOMMENDATION: 2  CHANGE FORM OR ROUTE OF ADMINISTRATION

See 'Pharmacy Intervention Menu' if you want to delete this
intervention or for more options.

Would you like to edit this intervention ? N// <Enter> O
```

If the user chooses to copy Provider Comments into the Patient Instructions, they will display on the end of both the Patient Instructions and the Sig.

If the patient has been identified as having another language preference, the Provider Comments will not be appended to the other language Sig.

Example: Finishing an Order from OERR (continued)

```
Provider Comments:
WITH A FULL MEAL
Copy Provider Comments into the Patient Instructions? No//  Y   YES

(TAKE ONE TABLET BY MOUTH TWICE A DAY WITH A FULL MEAL)

Rx # 503902            05/22/01
OPPATIENT16,ONE               #60
TAKE ONE TABLET BY MOUTH TWICE A DAY WITH A FULL MEAL

ACETAMINOPHEN 325MG TAB
OPPROVIDER4,TWO           OPPHARMACIST4,THREE
# of Refills: 3

Are you sure you want to Accept this Order? NO// Y  YES
```

After an order is accepted, the user will be prompted to enter the missing information.

```
METHOD OF PICK-UP:
WAS THE PATIENT COUNSELED: NO// Y  YES
WAS COUNSELING UNDERSTOOD: NO// Y  YES

Do you want to enter a Progress Note? No// <Enter>  NO

       SC Percent: 20%
     Disabilities:
KNEE CONDITION                                    10% - SERVICE CONNECTED
TRAUMATIC ARTHRITIS                               10% - SERVICE CONNECTED
SEPTUM, NASAL, DEVIATION OF                        0% - SERVICE CONNECTED
RESIDUALS OF FOOT INJURY                           0% - SERVICE CONNECTED

This Rx has been flagged as: SC
Was treatment for Service Connected condition? YES// <Enter>
Press Return to Continue:
```

Flagging and Unflagging a New Pending Order

Flagging a pending order allows you to prevent an order from being processed and attach a note known as a flag to the pending order. After the flag has been addressed, you can unflag the order, allowing it to then be processed. Note that only new pending orders can be flagged.

Flagged orders will not be processed. When you have flagged orders to process from the *Complete Orders from OERR* option, you should enter **FL** at the "Select By" prompt (shown in the following example). This ensures you will view all patients with flagged pending orders, allowing you to address their flagged orders; however, if you know which patients have flagged orders, you can access the flagged orders through the Medication Profile.

The following provides examples of how to flag and unflag pending orders from a medication profile within the *Complete Orders from OERR* option.

Example: Finishing an Order from OERR

```
Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

          Orders to be completed for all divisions: 16

Do you want an Order Summary? No//   <Enter> NO

          Patient Prescription Processing
          Barcode Rx Menu ...
          Complete Orders from OERR
          Discontinue Prescription(s)
          Edit Prescriptions
          ePharmacy Menu...
          List One Patient's Archived Rx's
          Manual Print of Multi-Rx Forms
          Reprint an Outpatient Rx Label
          Signature Log Reprint
          View Prescriptions

Select Rx (Prescriptions) Option: COMPlete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for
finishing orders entered through CPRS. Select the Institution for which to
finish orders from.  Enter '?' to see all choices.

Select CPRS ORDERING INSTITUTION: ALBANY//   <Enter>   NY  VAMC  500

You have selected ALBANY.
After completing these orders, you may re-enter this option and select again.

      <There are 3 flagged orders for ALBANY>

Select By:  (PA/RT/PR/CL/FL/E): PATIENT// FL <Enter>

Do you want to see Medication Profile? Yes// <Enter>
```

After answering the “Medication Profile” prompt, a warning displays if no allergy assessment has been made. The patient’s eligibility and RX patient status also displays.

```
  OPPATIENT16,ONE        4-3-41    000246802
  YES     SC VETERAN
     No Allergy Assessment!

Press Return to continue: <Enter>
Eligibility: SC
RX PATIENT STATUS: SERVICE CONNECTED// <Enter>
```

If a pending order is flagged, the row number is highlighted on the Medication Profile screen (shown in the following example). Select the order to view the flag or to flag the new pending order.

Example: A Flagged Pending Order

```
Medication Profile            Mar 13, 2008@16:31:24          Page:    1 of    1
OPPATIENT16,ONE                                   <NO ALLERGY ASSESSMENT>
  PID: 000-24-6802                                  Ht(cm): 177.80 (02/08/2007)
  DOB: APR 3,1941 (66)                              Wt(kg): 90.45 (02/08/2007)
  SEX: MALE
                                                             ISSUE  LAST REF DAY
 #  RX #         DRUG                                  QTY ST  DATE  FILL REM SUP

------------------------------------ACTIVE------------------------------------
 1 100002518     PENICILLAMINE 250MG TAB                 31 A  02-29 02-29  5  31
------------------------------------PENDING-----------------------------------
 2 ACETAMINOPHEN 500MG TAB                QTY: 60          ISDT: 03-13  REF:  3
          Enter ?? for more actions
PU  Patient Record Update               NO  New Order
PI  Patient Information                 SO  Select Order
Select Action: Quit// SO Select Order
Select Orders by number:  (1-2): 2
```

From the Pending OP Orders screen, you can flag and unflag an order, as well as view the flagged reason. To flag the order, enter **FL** and then enter a “REASON FOR FLAG”, alert the proper individual that the flag has been added, and the flagging process is complete.

Example: Flagging an Order

```
REASON FOR FLAG: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE
DISPENSING.
Send alert to: PSOUSER,ONE//        BIRMINGHAM     ALABAMA     OP
PHARMACIST
          ... order flagged.
```

When an order is flagged, “FL-” is placed in front of “Pending OP Orders” in the upper left corner, and the flagged reason is listed below the patient identifying information.

Example: A Flagged Order

```
FL-Pending OP Orders (ROUTINE)March 13, 2008 16:31:33          Page:    1 of   2
OPPATIENT16,ONE                                      <NO ALLERGY ASSESSMENT>
  PID: 000-24-6802                                    Ht(cm): 177.80 (02/08/2007)
  DOB: APR 3,1941 (66)                                Wt(kg): 90.45 (02/08/2007)

Flagged by OPPHARM,TWO on 03/13/08@23:14:  DOUBLE CHECK WITH PATIENT FOR HEART
CONDITION BEFORE DISPENSING.

*(1) Orderable Item: ACETAMINOPHEN TAB            * Editing starred fields will
 (2)      CMOP Drug: ACETAMINOPHEN 500MG TAB        create a new order
       Drug Message: NATL FORM
 (3)        *Dosage: 500 (MG)
               Verb: TAKE
     Dispense Units: 1
             *Route: ORAL
          *Schedule: BID
 (4)   Pat Instruct:
  Provider Comments: ProvComments
                SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
 (5) Patient Status: SERVICE CONNECTED
 (6)     Issue Date: MAR 13,2008        (7) Fill Date: MAR 13,2008
 (8)    Days Supply: 30                (9)   QTY (TAB): 60
+         Enter ?? for more actions
BY  Bypass                DC  Discontinue         FL  Flag/Unflag
ED  Edit                  FN  Finish
Select Item(s): Next Screen// FL Flag/Unflag
```

To unflag an order, enter **FL** at the “Select Item(s)” prompt, and then enter your “COMMENTS”. When you press <**Enter**>, the order is no longer flagged.

Example: Unflagging an Order

```
FLAGGED: 03/13 23:14 by OPPHARM,TWO
          DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.
COMMENTS: CHECKED WITH PATIENT. NO HEART CONDITION.
          ... order unflagged.
```

At that point, the flag from the Medication Profile is removed, but the flagged/unflagged reason remains on the Pending OP Orders screen unless you reflag the order.

Example: An Unflagged Order

```
Pending OP Orders (ROUTINE)   March 14, 2008 09:16:33          Page:    1 of   2
OPPATIENT16,ONE                                        <NO ALLERGY ASSESSMENT>
  PID: 000-24-6802                                      Ht(cm): 177.80 (02/08/2007)
  DOB: APR 3,1941 (66)                                  Wt(kg): 90.45 (02/08/2007)

Flagged by OPPHARM,TWO on 03/13/08@23:14:  DOUBLE CHECK WITH PATIENT FOR HEART
CONDITION BEFORE DISPENSING.
Unflagged by OPPHARM,TWO on 03/14/08@09:26:  CHECKED WITH PATIENT. NO HEART
CONDITION.

*(1) Orderable Item: ACETAMINOPHEN TAB            * Editing starred fields will
 (2)      CMOP Drug: ACETAMINOPHEN 500MG TAB         create a new order
       Drug Message: NATL FORM
 (3)        *Dosage: 500 (MG)
               Verb: TAKE
     Dispense Units: 1
             *Route: ORAL
          *Schedule: BID
 (4)   Pat Instruct:
  Provider Comments: ProvComments
                SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
 (5) Patient Status: SERVICE CONNECTED
 (6)     Issue Date: MAR 13,2008        (7) Fill Date: MAR 13,2008
 (8)    Days Supply: 30                (9)   QTY (TAB): 60
+         Enter ?? for more actions
BY  Bypass                DC  Discontinue          FL  Flag/Unflag
ED  Edit                  FN  Finish
Select Item(s): Next Screen//
```

After pending orders have been unflagged, they can be processed.

If you attempt to process a flagged order, you are prompted “Unflag Order? NO//”. If you respond **YES**, enter comments to unflag the order and continue with processing. If you respond **NO**, you cannot process the order because it is still flagged.

Changes to Finishing Pending Orders Process - Digitally Signed Orders Only

Digitally signed orders will be identifiable by the “Digitally Signed Order’ message in reverse video on the message bar.

If the terminal in use is set up as a VT-100, there may be problems with this message display and the “Processing Digitally Signed Order” message. Updating the VistA terminal session to use VT-320 will avoid this problem.

The provider’s PKI certificate is re-validated when accessing a digitally signed order. If the validation check is unsuccessful, an error code is sent to the pharmacist and an entry is made in the Rx Activity Log. The error code type results in either the order being automatically rejected/discontinued or the pharmacist being given the choice to finish, bypass, or discontinue the order. Digitally signed prescriptions that have been discontinued cannot be reinstated. The Speed Discontinuation functionality no longer deletes unverified prescriptions.

Finishing an Order from OERR with Multiple Institutions

Multiple Institution entries can be added using the *Site Parameter Enter/Edit* option. If a site has multiple entries in the CPRS ORDERING INSTITUTION field, the user is prompted for an Institution when entering the *Complete Orders from OERR* option. After an Institution is selected, the Pending Orders shown for completion will be those Pending Orders from clinics that are associated with the Institution selected.

Example: Finishing an Order from OERR with Multiple Institutions

```
Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

          Orders to be completed for all divisions: 21

Do you want an Order Summary:? No// <Enter>  NO

Select Rx (Prescriptions) Option: COmplete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for
finishing orders entered through CPRS. Select the Institution from which to
finish orders. Enter '?' to see all choices.
```

```
Select CPRS ORDERING INSTITUTION: BIRMINGHAM, AL.// <Enter> BIRMINGHAM, AL.521

You have selected BIRMINGHAM, AL..
After completing these orders, you may re-enter this option and select again.

Select By:  (PA/RT/PR/CL/FL/E): PATIENT// PA
```

[See the previous example for completion of this option.]

Finishing an ePharmacy Order

After the user reviews the ePharmacy order and chooses to accept the order, the billing data is sent to ECME, which sends a message back to Outpatient Pharmacy displaying the status of the claim. The ECME section of the Activity Log is also updated.

```
Prescription 100003840 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Gathering claim info
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
E PAYABLE

Another New Order for OPPATIENT,FOUR? YES//
```

Activity Log

Multiple Activity Logs exist for a completed or finished order. Any single activity log or all activity logs can be viewed.

Use the hidden action (AL) to view the activity log once a completed or finished order is selected.

Example: Activity Log

```
OP Medications (ACTIVE)       Jun 08, 2006 11:01:29          Page:    1 of    3
OPPATIENT29,ONE                                                          <A>
  PID: 000-87-6543                                  Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                             Wt(kg): 79.09 (06/07/2000)

                Rx #: 503915
 (1) *Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
 (2)            Drug: AMPICILLIN 250MG CAP ***(N/F)***
 (3)         *Dosage: 750 (MG)
                Verb: TAKE
      Dispense Units: 3
                Noun: CAPSULE(S)
               *Route: ORAL
           *Schedule: QID
           *Duration: 10D (DAYS)
 (4)Pat Instructions: WITH FOOD AVOIDING DAIRY FOODS
                 SIG: TAKE THREE CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
                      WITH FOOD AVOIDING DAIRY FOODS
 (5)  Patient Status: SERVICE CONNECTED
+         Enter ?? for more actions
DC   Discontinue          PR   Partial              RL   Release
ED   Edit                 RF   (Refill)             RN   Renew
Select Action: Next Screen// AL
Select Activity Log by  number
1.  Refill      2.  Partial      3.  Activity     4.  Labels
5.  Copay       6.  ECME         7.  All Logs:  (1-7): 7// <Enter>
```

----------example continues----------

The prompt for the selection of the Activity Log depends on what type of prescription is selected. For example, if the prescription is an ePharmacy prescription, ECME displays as item #6. If the prescription is a CMOP prescription, CMOP displays as item #6.

Example: Activity Log (continued)

```
Rx Activity Log          Jun 08, 2006 11:02:51       Page:    1 of    2
OPPATIENT29,ONE
  PID: 000-87-6543                                  Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)                             Wt(kg): 79.09 (06/07/2000)

Rx #: 503904   Original Fill Released: 5/25/01
Routing: Window      Finished by: OPPROVIDER,ONE

Refill Log:
#  Log Date   Refill Date  Qty          Routing  Lot #       Pharmacist
=========================================================================
There are NO Refills For this  Prescription

Partial Fills:
#   Log Date   Date     Qty         Routing    Lot #        Pharmacist
=========================================================================
There are NO Partials for this Prescription

Activity Log:
#   Date        Reason         Rx Ref         Initiator Of Activity
=========================================================================
1   05/25/01                   ORIGINAL
Comments: Patient Instructions Not Sent By Provider.
2   05/25/01    PROCESSED      ORIGINAL       OPPROVIDER,ONE
Comments: Label never queued to print by User

Label Log:
#   Date        Rx Ref                    Printed By
=========================================================================
1   09/25/06    ORIGINAL                   OPPROVIDER,ONE
Comments: ScripTalk label printed
2   09/25/06    ORIGINAL                   OPPROVIDER,ONE
Comments: ROUTING=WINDOW (BAD ADDRESS)

Copay Activity Log:
#   Date        Reason         Rx Ref         Initiator Of Activity
=========================================================================
There's NO Copay activity to report

ECME Log:
#   Date/Time           Rx Ref          Initiator Of Activity
==============================================================================
1   11/30/05@18:38:29   ORIGINAL        OPPHARMACIST,ONE
Comments: No claim submission made.  Billing Determination was: DRUG NOT
BILLABLE.

                      [This shows an extended view of what is seen on the screen.]

          Enter ?? for more actions

Select Action:Quit// <Enter>
```

----------example continues----------

The Activity Logs will appear the same as the OP logs with the exception of the addition of a CMOP Event Log. Here is an example of a sample CMOP Event Log:

Example: Activity Log (continued)

```
Rx Activity Log             Jul 06, 1996 09:54:24          Page:    2 of    2
OPPATIENT2,ONE
  PID: 000-23-4567                                  Ht(cm):  188.40  (12/02/00)
  DOB: DEC 14,1960 (34)                             Wt(kg):  109.10  (12/02/00)

CMOP Event Log:
Date/Time             Rx Ref    TRN-Order      Stat             Comments
==============================================================================
09/17/00@1526         Ref 1     267-4            DISP    NDC: 1234TEST5678

CMOP Lot#/Expiration Date Log:
Rx Ref                Lot #               Expiration Date
==============================================================================
Ref 1                 1234TST              07/07/00

          Enter ?? for more actions

Select Action:Quit// <Enter>
```

If this were an ePharmacy prescription, the prompt will display as follows:

```
Select Activity Log by number
1.  Refill      2.  Partial      3.  Activity     4.  Labels
5.  Copay       6.  ECME         7.  All Logs:  (1-7): 7/// 6
```

For an ePharmacy prescription, the ECME Event Log displays before the CMOP Event Log.

Example: ECME Event Log of an ePharmacy prescription

```
Rx Activity Log               Nov 07, 2005@12:23:37          Page:    1 of    1
OPPATIENT,FOUR
  PID: 000-01-1322P                                  Ht(cm): _______ (______)
  DOB: NOV 12,1975 (29)                             Wt(kg): _______ (______)

Rx #: 100003861   Original Fill Released:
Routing: Window      Finished by: OPPHARMACIST4,THREE

ECME Log:
#   Date        Rx Ref         Initiator Of Activity
==============================================================================
1   11/07/05    ORIGINAL       OPPHARMACIST4,THREE
Comments: Submitted to ECME:REJECT WORKLIST-DUR OVERRIDE CODES(DD/M0/1B)-E
 PAYABLE

ECME REJECT Log:
#   Date/Time Rcvd      Rx Ref    Reject Type     STATUS     Date/Time Resolved
==============================================================================
          Enter ?? for more actions

Select Action:Quit// <Enter>
```

Discontinue Prescription(s)

[PSO C]

The *Discontinue Prescription(s)* option is used to either discontinue a prescription without deleting its record from the files, or reinstate a prescription discontinued by pharmacy.

Example: Discontinuing a prescription

```
Select Rx (Prescriptions) Option: DISCONTINUE Prescription(s)

Discontinue/Reinstate by Rx# or patient name:  (R/P): PATIENT NAME

Are you entering the patient name or barcode:  (P/B): Patient Name

Select PATIENT NAME: OPPATIENT16,ONE  OPPATIENT16,ONE        9-7-52    000246802
     YES     SC VETERAN

                                                                ISSUE  LAST REF DAY
    RX #         DRUG                                     QTY ST  DATE  FILL REM SUP
--------------------------------------------------------------------------------
-------------------------------------ACTIVE-------------------------------------
 1 100003218     AMPICILLIN 500MG CAP                      10 A  05-11 05-11   5  30
 2 100003238     PREDNISONE 5MG TAB                        30 A  05-30 05-30   3  10
 3 100003205$    TRIPROLIDINE & PSEUDOEPHEDRINE            10 A  05-01 05-01   5  31
----------------------------------DISCONTINUED----------------------------------
 4 100003216$    AMPICILLIN 10GM INJ. M.D.V.               30 DC 05-07 05-07   5  30
 5 100003214     PREDNISONE 1MG TAB                        30 DE 05-07 05-07   3  10
Press RETURN to continue: <Enter>

Discontinue all or specific Rx#'s?:  (A/S): SPECIFIC Rx's

ENTER THE LINE #:  (1-5): 2

Comments:  RESTRICTED/NF MED
Nature of Order: SERVICE CORRECTION// ??

                              Require        Print     Print on
  Nature of Order Activity   E.Signature   Chart Copy   Summary
  ------------------------   -----------   ----------   --------
  WRITTEN                                                   x
  VERBAL                          x            x           x
  TELEPHONED                      x            x           x
  SERVICE CORRECTION
  POLICY                                       x           x
  DUPLICATE
  SERVICE REJECT                  x            x

Nature of Order: SERVICE CORRECTION// SERVICE REJECT    R

Requesting PROVIDER: OPPROVIDER30,TWO //  <Enter>      TO
100003238  PREDNISONE 5MG TAB                       OPPATIENT16,ONE
                         Rx to be Discontinued

Press Return to Continue: <Enter>

OK to Discontinue? N// YES
```

When a prescription is discontinued, the software checks for any unresolved ECME rejections for that prescription. If a DUR REJECT or REFILL TOO SOON REJECT is found, it will be marked resolved with the reason PRESCRIPTION DISCONTINUED.

When an ePharmacy prescription is discontinued, the software checks for any unreleased fills with a PAYABLE claim. If found, a reversal request is sent to ECME, which forwards it on to the third party payer.

When a pending renewal order is discontinued, Outpatient Pharmacy verifies if there is an active prescription for the same drug. If an active prescription is found, you are prompted with "There is an active Rx for this pending order, Discontinue both (Y/N)?" If you respond **YES**, both the pending order and the active order are discontinued. If you respond **NO**, only the pending order is discontinued and the active order is not discontinued.

Edit Prescriptions

[PSO RXEDIT]

This option allows changes to be made to entered orders. Newly entered orders can be edited before release by typing in the corresponding field number. Previously entered orders can be edited by entering the prescription number, then specifying the field to be edited. An asterisk or star (*) is shown in front of each field that will create a new order if it is changed. See the section "Editing an Order" for an example.

When editing fields preceded by an asterisk (*) in an ePharmacy order (or electronically third party billable prescription), upon acceptance of the edited order the original prescription will be discontinued and a new order created. If the latest fill of the original order has not been released and is E Payable, the claim for that fill will be reversed. A new claim is submitted for the new prescription. See "Editing an ePharmacy Order" for an example of editing ePharmacy orders.

ePharmacy Menu
[PSO EPHARMACY MENU]

This menu is locked with the PSORPH key.

This menu allows the user to handle prescriptions rejected by a third party payer because of a Refill Too Soon or Drug Utilization Review (DUR) reason, and provides the following options:

- *Ignored Rejects Report*
- *ePharmacy Medication Profile (View Only)*
- *ePharmacy Medication Profile Division Preferences*
- *Third Party Payer Rejects - View/Process*
- *Third Party Payer Rejects - Worklist*

DURs can occur when a third party determines there are safety issues involved with an Rx claim submission, and they can be due to high dose, drug interaction, and excessive utilization. The third party payer returns an NCPDP rejection code of 88 to indicate a DUR.

Refill Too Soon rejections happen when a third party payer determines that a prescription is being processed too early compared to the last time the prescription was filled. This can occur for several reasons, including third party payer's policy differs from VA policy, patient receiving medication at another pharmacy, or the provider may have increased the dosage or frequency of the medication. The third party payer returns an NCPDP rejection code of 79 to indicate a Refill Too Soon.

Prescriptions rejected as DUR and Refill Too Soon are moved to the REFILL TOO SOON/DUR REJECTS (Third Party) section of the Medication Profile. The user must resolve a rejected prescription before other actions such as release, label print, renew, and refill, among others, can be performed on it. Actions may still be taken on these prescriptions through CPRS.

Ignored Rejects Report
[PSO IGNORED REJECTS REPORT]

This option gives the user the ability to run a report for third-party rejects that have been ignored and consequently closed by the pharmacy users.

The user can select one of the following parameters to filter the data in the report:

- **DIVISION**: Allows the user to select one, some or all divisions.
- **DATE RANGE**: Allows the user to select a date range.
- **SORT BY**: Allows the user to choose different fields to sort the report by. Any combination can be selected:
    - **PATIENT**: Allows the user to select a single, multiple or all patients.
    - **DRUG:** Allows the user to select a single, multiple or all drugs.
    - **USER:** Allows the user to select a single, multiple or all users that have ignored third party rejects.

Example: Ignored Rejects Report

```
Select ePharmacy Menu Option: IR  Ignored Rejects Report

You may select a single or multiple DIVISIONS,
or enter ^ALL to select all DIVISIONS.

DIVISION: ^ALL

BEGIN REJECT DATE: 030606  (MAR 06, 2006)

  END REJECT DATE: 061407  (JUN 14, 2007)

    Enter the SORT field(s) for this Report:

       1 - PATIENT
       2 - DRUG
       3 - USER

    Or any combination of the above, separated by comma,
    as in these examples:

       2,1  - BY PATIENT, THEN DRUG
      3,1,2 - BY USER, THEN BY PATIENT, THEN BY DRUG

SORT BY: PATIENT// 1,2

     SORT BY PATIENT
          THEN BY DRUG

You may select a single or multiple PATIENTS,
or enter ^ALL to select all PATIENTS.

PATIENT: ^ALL

You may select a single or multiple DRUGS,
or enter ^ALL to select all DRUGS.

DRUG: ^ALL

DEVICE: HOME// [Select Printer Device]
```

```
Ignored Rejects Report                                                Page:   1
Sorted by PATIENT, DRUG                         Division: ALBANY
Date Range: 03/06/2007 - 06/14/2007             Run Date: Jun 15, 2007@15:26:35
-------------------------------------------------------------------------------
Rx#            DRUG                 PATIENT             IGNORE DT IGNORED BY
-------------------------------------------------------------------------------
1192029A       SODIUM CHLORIDE 0.9% OPPATIENT,ONE(9999)  04/18/07  OPUSER,ONE
     Comments: PATIENT WAS RUNNING OUT OF DRUG.
Payer Message: NEXT RFL 041907,DAYS TO RFL 1,LAST FILL 112706 VIA MAIL,REFILL
               TOO SOON.
2990211        ALENDRONATE 70MG/75M OPPATIENT,TWO(0000)  05/20/07  OPUSER,ONE
     Comments: NEXT POSSIBLE FILL WAS TOO FAR OUT.
Payer Message: PLAN LIMIT EXCEEDED. NEXT POSSIBLE FILL: 05/29/2007

TOTAL: 2 Patients.
```

ePharmacy Medication Profile (View Only)
[PSO PMP]

Although the name indicates “ePharmacy Medication Profile”, this option can be used to list the medication profile for any patient on file. It will be used mostly by ePharmacy users for claims research purposes. This functionality is also available from the Reject Worklist through the Medication Profile (MP) action.

Example 1: Medication Profile with default view

```
Patient Medication Profile    Jun 04, 2007@19:22:16          Page:    1 of    1
OPPATIENT,ONE                                                        <A>
  PID: 000-12-5678                              HEIGHT(cm): 175.26 (11/21/2006)
  DOB: NOV 28,1946 (60)                         WEIGHT(kg): 108.18 (08/09/2007)
  SEX: MALE                                EXP/CANCEL CUTOFF: 120 DAY
                                                              ISSUE    LAST     REF  DAY
  # Rx#           DRUG [^]                            QTY ST  DATE     FILL     REM  SUP
  1 100004112e    ALBUTEROL INHALER                     1 A   04-21-07 04-21-07  11    7
  2 300483e       ALPRAZOLAM 0.25MG TABS               30 DC  06-14-07 06-14-07  11   30
  3 100004113e    AMITRIPTYLINE 10MG TAB               60 A   04-21-07 04-21-07  11   30
  4 100004075e    CABERGOLINE 0.5MG TAB                 7 E   05-18-05 05-18-05   6    7
  5 100004155     DESIPRAMINE 25MG                     90 S   02-23-07 02-11-07  11   90
  6 100004022$e   DIGOXIN 0.05MG/ML ELIX (60CC)        30 A   02-01-07 02-20-07  10   90
  7 100004081     METAPROTERENOL 5% SOLUTION 10ML      15 DC  06-02-07 06-03-07  11   15
  8 100004082     METAPROTERENOL 5% SOLUTION 10ML      10 DC  06-02-07 06-03-07  11   10
  9 100004083e    METAPROTERENOL 5% SOLUTION 10ML      15 A>  06-02-07 06-23-07  11   15
 10 100004079e    NICOTINE 10MG/ML SOLN NASAL SPRAY     1 A>  06-02-07 06-23-07  11   15
 11 100003298     SIMVASTATIN 20MG TAB                  5 DC  05-28-05 04-27-07   3   30
 12 100003298A    SODIUM CHLORIDE 0.9% NASAL SOLN(O     1 A   05-10-07 05-10-07  11   30
 13 100004070e    VALSARTAN 80MG TAB                    5 S   06-28-07 05-31-07  11   30
                                   PENDING (2 order)
 14 ALBUTEROL INHALER                                    RF  06-03-07            2   30
 15 AMITRIPTYLINE 10MG TAB                               RN  06-02-07            3   10
                       Non-VA MEDS (Not dispensed by VA) (1 order)
 16 TAMOXIFEN CITRATE 10MG TABS                     Date Documented: 06/04/07

          Enter ?? for more actions
CV  Change View           PI  Patient Information   SIG Show/Hide SIG
GS  Group by Status       PU  Patient Record Update
Select: Quit//
```

The following options are available as Hidden Menu actions on this screen.

DR	- Sort by Drug	LF	- Sort by Last Fill
RX	- Sort by Prescription	ID	- Sort by Issue Date

After selecting a prescription on this screen, the *REJ* option is available on the “RX View” screen’s hidden menu. This action displays third party reject information for the prescriptions with third party rejects.

The *CV (Change View)* option allows the user to change some characteristics of the screen above. The user can also save and/or delete preferences, which will be used every time the user runs the *Medication Profile* option or invokes it from the Reject Worklist. The users can have one set of preferences for each Division defined.

Example 2: Change View action

Enter CV at the “Select:” prompt to change the view preferences.

```
     OPPROVIDER,ONE's current default view (ALBANY):
     ----------------------------------------
     EXP/CANCEL CUTOFF  : 120 DAYS
     SORT BY            : DRUG NAME
     SORT ORDER         : ASCENDING
     DISPLAY SIG        : NO
     GROUP BY STATUS    : YES
     DISPLAY ORDER COUNT: YES

     Delete this default view? NO// <Enter>

EXP/CANCEL CUTOFF: 120// 120 DAYS
SORT BY: DR// DRUG NAME
SORT ORDER: ASCENDING// ASCENDING
DISPLAY SIG: OFF// OFF
GROUP BY STATUS: OFF// ON
DISPLAY ORDER COUNT: ON// OFF

Save as your default View? NO// YES

Saving...OK!
```

Example 3: Display SIG action

Enter SIG at the “Select:” prompt to toggle the Sig display on or off.

```
Patient Medication Profile    Jun 04, 2007@19:22:16          Page:    1 of    1
  PID: 000-12-5678                            HEIGHT(cm): 175.26 (11/21/2006)
  DOB: NOV 28,1946 (60)                       WEIGHT(kg): 108.18 (08/09/2007)
  SEX: MALE                              EXP/CANCEL CUTOFF: 120 DAY
                                                        ISSUE    LAST     DAY
  # Rx#           DRUG [^]                         QTY ST DATE     FILL     SUP
  1 100004112e    ALBUTEROL INHALER                  1 A  04-21-07 04-21-07   7
    SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
  2 300483e       ALPRAZOLAM 0.25MG TABS            30 DC 06-14-07 06-14-07  30
    SIG: TAKE 2 CAPSULES BY MOUTH TAKE
  3 100004113e    AMITRIPTYLINE 10MG TAB            60 A  04-21-07 04-21-07  30
    SIG: TAKE TWO BY MOUTH EVERY DAY
  4 100004075e    CEFOPERAZONE                       7 E  05-18-05 05-18-05   7
    SIG: TAKE 1 TABLESPOONFUL BY MOUTH Q4-6H AS NEEDED
  5 100004155     DESIPRAMINE 25MG                  90 S  02-23-07 02-11-07  90
    SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
  6 100004022$e   DIGOXIN 0.05MG/ML ELIX (60CC)     30 A  02-01-07 02-20-07  90
    SIG: 300 LB BY MOUTH EVERY FOUR HOURS
  7 100004081     METAPROTERENOL 5% SOLUTION 10ML   15 DC 06-02-07 06-03-07  15
    SIG: TAKE 1 TABLESPOONFUL BY MOUTH Q4-6H AS NEEDED
  8 100004082     METAPROTERENOL 5% SOLUTION 10ML   10 DC 06-02-07 06-03-07  10
    SIG: TAKE 2 TABLESPOONFUL BY MOUTH Q4-6H AS NEEDED
  9 100004083e    METAPROTERENOL 5% SOLUTION 10ML   15 A  06-02-07 06-23-07  15
    SIG: TAKE 3 TABLESPOONFUL BY MOUTH Q4-6H AS NEEDED
          Enter ?? for more actions
CV  Change View           PI  Patient Information   SIG Show/Hide SIG
GS  Group by Status       PU  Patient Record Update
Select: Quit//
```

ePharmacy Medication Profile Division Preferences
[PSO PMP SITE PREFERENCES]

This option allows the user to specify certain settings that will control how the *ePharmacy Medication Profile* option works for that user. Below is the list of settings that can be specified through this option:

- **EXP/CANCEL CUTOFF:** Indicates the maximum number of days for an expired and/or discontinued prescription to be cut from the profile.
- **SORT BY:** Indicates the default sorting column. The options are: Rx#, Drug Name, Issue Date or Last Fill Date.
- **SORT ORDER:** Indicates the order in which the column above will be sorted: Ascending or Descending.
- **DISPLAY SIG:** Indicates whether the SIG should be displayed under each prescription or if it should be hidden.
- **GROUP BY STATUS:** Indicates whether the list should be grouped by status (Active, Discontinued, Hold, etc…) or not.
- **DISPLAY ORDER COUNT:** Indicates whether the number of orders under each group should be displayed besides the group name. Example _____ACTIVE (3 orders)_____

```
Select ePharmacy Menu Option: PF  ePharmacy Medication Profile Division
Preferences

     ALBANY ISC's current default view:
     ----------------------------------
     EXP/CANCEL CUTOFF  : 200 DAYS
     SORT BY            : Rx#
     SORT ORDER         : ASCENDING
     DISPLAY SIG        : ON
     GROUP BY STATUS    : OFF
     DISPLAY ORDER COUNT: OFF

     Delete this default view? NO// <Enter>

EXP/CANCEL CUTOFF: 200// <Enter> DAYS
SORT BY: RX//  <Enter> Rx#
SORT ORDER: ASCENDING// ^EXP
EXP/CANCEL CUTOFF: 200// 120 DAYS
SORT BY: RX//  <Enter> Rx#
SORT ORDER: ASCENDING// <Enter>
DISPLAY SIG: ON// <Enter>
GROUP BY STATUS: OFF// <Enter>
DISPLAY ORDER COUNT: OFF//<Enter>

Saving...OK!
```

If the there is a set of preferences already on file for the division the user is logged under, the option to delete such preferences is presented to the user as seen above.

Third Party Payer Rejects - View/Process
[PSO REJECTS VIEW/PROCESS]

This option provides information about third party payer rejects that have clinical significance, such as DUR and Refill Too Soon. This option allows the user to:

- View and resolve open, or UNRESOLVED rejects
- View closed, or RESOLVED rejects

The user can choose to view rejects for one, multiple, or all Outpatient Pharmacy Divisions.

Example: Viewing and Resolving Open Rejects

```
Select ePharmacy Menu Option: VP  Third Party Payer Rejects - View/Process

You may select a single or multiple DIVISIONS,
or enter ^ALL to select all DIVISIONS.

DIVISION: ^ALL
```

The user can select one of the following selections to filter the data displayed:

- **DATE RANGE: Selects a date range (Default: Last 90 days).**

```
BEGIN REJECT DATE: T-90// <Enter>  (MAR 09, 2007)

END REJECT DATE: T// <Enter> (JUN 07, 2007)
```

- **PATIENT**: Selects a single patient, multiple patients, or all patients.
- **DRUG:** Selects a single drug, multiple drugs, or all drugs.
- **PRESCRIPTION NUMBER**: Selects a single prescription number, or multiple prescription numbers.
- **INSURANCE:** Selects a single insurance, multiple insurances, or all insurances.

```
     Select one of the following:

          D         DRUG
          R         Rx
          I         INSURANCE

By (P)atient, (D)rug, (R)x or (I)nsurance: P// INSURANCE

Enter the whole or part of the Insurance Company
name for which you want to view/process REJECTS.

  INSURANCE: EMDEON
ANOTHER ONE: <Enter>
```

----------example continues----------

Next, the user can choose to display either Unresolved, Resolved, or Both types of rejects.

Example: Viewing and Resolving Open Rejects (continued)

```
     Select one of the following:

          U         UNRESOLVED
          R         RESOLVED
          B         BOTH

(U)NRESOLVED, (R)RESOLVED or (B)OTH REJECT statuses: B// <Enter> BOTH
Please wait...
```

```
Rejects Processing Screen     Nov 21, 2005@08:27:37          Page:    1 of    1
Divisions: ALL
Selection: ALL REJECTS FOR EMDEON
  # Rx#          PATIENT(ID)[^]           DRUG                 REASON
  1 100003872    OPPATIENT,FOUR(1322P     A AND Z OINTMENT     DUR:
    Payer Message:
  2 100003873    OPPATIENT,FOUR(1322P     PHYTONADIONE 5MG TAB 79 :REFILL TOO SO
    Payer Message:
  3 100003873    OPPATIENT,FOUR(1322P     PHYTONADIONE 5MG TAB DUR:
    Payer Message:
  4 100003785    OPPATIENT,TEN(3222)      ALBUMIN 5% 250ML     DUR:
    Payer Message:
  5 100003882    OPPATIENT,TEN(3222)      ALBUTEROL INHALER    DUR:
    Payer Message:
  6 100003884    OPPATIENT,TEN(3222)      TEMAZEPAM 15MG CAP   DUR:
    Payer Message:




          Select the entry # to view or ?? for more actions
DR  Sort by Drug          RE  Sort by Reason        RX  Sort by Prescription
PA  Sort by Patient       RF  Screen Refresh        GI  Group by Insurance
Select: Quit//
```

----------example continues----------

The following options are available on this screen:

- PA – Sorts the list by the patient's last name.
- DR – Sorts the list by the drug name.
- RE – Sorts the list by the reject reason.
- RX – Sorts the list by Prescription number.
- RF – Refreshes the screen. (This selection retrieves DUR/ REFILL TOO SOON rejects that happened after the screen was originally populated.)
- GI – Groups the rejects by Insurance Company name.

The following two sets of characters denote the order in which the list is being ordered by: [^] for ascending and [v] for descending. The order inverses every time the user selects the same column that the list is already ordered by. Thus, if the list is currently ordered by Patient in an ascending order ([^]) and the user types “PA”, the list will be resorted in descending order and the order indicator will change to ([v])

The user selects a specific record to display all relevant information about the prescription and the claim submitted to the payer.

Example: Viewing and Resolving Open Rejects (continued)

```
Reject Information(UNRESOLVED)Nov 21, 2005@08:29:30          Page:    1 of    2
Division : ALBANY                                          NPI#: 1712884
Patient  : OPPATIENT,FOUR (000-01-1322P)  Sex: M            DOB: JAN 13,1922(83)
Rx#      : 100003873/0       ECME#: 0504455           Fill Date: Nov 15, 2005
Drug     : PHYTONADIONE 5MG TABS                       NDC Code: 00006-0043-68
_____________________________________________________________________________
REJECT Information___________________________________________________________
Reject Type   : 79 - REFILL TOO SOON received on NOV 15, 2005@14:13:51
Reject Status : OPEN/UNRESOLVED
Payer Message : NEXT RFL 111805,DAYS TO RFL 3,LAST FILL 101805 AT YOUR PHARM,REF
                ILL TOO SOON
Reason        : ER (OVERUSE PRECAUTION )
DUR Text      : RETAIL_______________________________________________________

OTHER REJECTS________________________________________________________________
29 - M/I Number Refills Authorized
39 - M/I Diagnosis Code______________________________________________________

INSURANCE Information________________________________________________________
Insurance     : EMDEON
Contact       : 1-800-555-5050
Group Name    : RXINS________________________________________________________
+         Enter ?? for more actions
VW  View Rx               IGN Ignore Reject        OVR Submit Override Codes
MP  Medication Profile    RES Resubmit Claim       CSD Change Suspense Date
Select: Next Screen// IGN   Ignore Reject
 ---------------------------------example continues-------------------------------------
```

These options are available on the screen above:

- VW (View) – Takes the user to the *View Prescription* option to review details for that prescription.
- MP (Medication Profile) – Invokes the patient’s list of medication.
- IGN (Ignore Reject) – Allows the user to close or resolve the DUR/REFILL TOO SOON Reject without resubmission to the payer. The user will be required to enter a free-text comment and his/her electronic signature.
- RES (Resubmit Claim) – Allows the user to re-submit the claim to the payer. This will automatically mark the reject resolved.
- OVR (Submit Override Codes) – Allows the user to re-submit the claim by entering NCPDP override codes, which shall trigger a new claim submission be sent to the payer.
- CSD (Change Suspense Date) – Allows the user to change the fill date for suspended prescriptions.

Hidden actions:

- COM (Add Comments) – Allows the user to add reject specific comments. This comments are local to the Reject Worklist and View/Process options and are not transmitted to ECME.
- CLA (Submit Clarif. Code) – Allows the user to re-submit a claim with Clarification Codes.
- ED (Edit Rx – hidden action) – Allows the user to edit the prescription.
- PA (Submit Prior Auth.) – Allows the user to re-submit a claim with Prior Authorization information.

Example: Viewing and Resolving Open Rejects (continued)

```
Enter your Current Signature Code:    SIGNATURE VERIFIED

Comments: Changed quantity

     When you confirm this REJECT will be marked RESOLVED.

     Confirm? ? NO// Y  YES             [Closing...OK]
```

The following is a sample of the ECME Activity Log update that occurs when a reject is resolved:

Example: ECME Activity Log entry: Reject Resolved

```
Rx Activity Log               Nov 21, 2005@09:43:33          Page:    3 of    3
OPPATIENT,FOUR
  PID: 000-01-1322P                                Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                            Wt(kg): _______ (______)
+
1   11/15/05@14:13:52   ORIGINAL        OPPHARMACIST4,THREE
Comments: Submitted to ECME:REJECT WORKLIST-DUR OVERRIDE CODES(DD/M0/1B)-E
 PAYABLE

ECME REJECT Log:
#   Date/Time Rcvd       Rx Ref    Reject Type      STATUS    Date/Time Resolved
==============================================================================
1   12/11/05@19:03:31    ORIGINAL    DUR            RESOLVED  12/12/05@16:45:21
Comments: CLAIM RE-SUBMITTED
2  5/30/06@19:13:57      REFILL 2    DUR            RESOLVED  5/31/06@15:58:32
Comments: CLAIM RE-SUBMITTED

          Enter ?? for more actions

Select Action:Quit//
```

Third Party Payer Rejects - Worklist
[PSO REJECTS WORKLIST]

This option gives the user the ability to process Third Party Payer Rejects for one, multiple, or all Outpatient Pharmacy Divisions. Only OPEN/UNRESOLVED rejects that have clinical significance, such as DUR and Fill Too Soon, are added to the Worklist. Once the reject is marked CLOSED/RESOLVED, it is automatically removed from the Worklist.

Example: Resolving Open Rejects

```
Select Rx (Prescriptions) Option: EPHARMACY Menu


   IR     Ignored Rejects Report
   MP     ePharmacy Medication Profile (View Only)
   PF     ePharmacy Medication Profile Division Preferences
   VP     Third Party Payer Rejects - View/Process
   WL     Third Party Payer Rejects - Worklist

Select ePharmacy Menu Option: WL  Third Party Payer Rejects - Worklist

You may select a single or multiple DIVISIONS,
or enter ^ALL to select all DIVISIONS.

DIVISION: ^ALL
```

```
Rejects Processing Screen     Nov 21, 2005@09:49:27          Page:    1 of    1
Divisions: ALL
Selection: ALL UNRESOLVED REJECTS
  # Rx#          PATIENT(ID)[^]           DRUG                  REASON
  1 100003521    OPPATIENT,TWELVE(5444)   ACETYLCYSTEINE 20% 3 79 :REFILL TOO SO
    Payer Message: PLAN = 8906    NEXT FILL: 20050429
  2 100003521    OPPATIENT,TWELVE(5444)   ACETYLCYSTEINE 20% 3 79 :REFILL TOO SO
    Payer Message: RTS – Rx: 9306343 DT: 31-MAR-2005 DS: 30 RD: 23-APRIL 2005
  3 100003872    OPPATIENT,FOUR(1322P)    A AND Z OINTMENT     DUR:
    Payer Message: DUR Reject Error
  4 100003873    OPPATIENT,FOUR(1322P)    PHYTONADIONE 5MG TAB DUR:
    Payer Message: DUR Reject Error
  5 100003557    OPPATIENT,ELEVEN(9898)   BISACODYL 5MG TAB    79 :REFILL TOO SO
    Payer Message: Refill Payable on or after 11-24-05
  6 100003681    OPPATIENT,ELEVEN(9898)   ALBUMIN 5% 250ML     79 :REFILL TOO SO
    Payer Message: Refill Payable on or after 11-29-05
  7 100003870    OPPATIENT,ELEVEN(9898)   ALBUTEROL INHALER    DUR:
    Payer Message: DUR Reject Error


          Select the entry # to view or ?? for more actions
DR  Sort by Drug          RE  Sort by Reason        RX  Sort by Prescription
PA  Sort by Patient       RF  Screen Refresh        GI  Group by Insurance
Select: Quit// 3
```

----------example continues----------

These options are available on the following screen:

- VW (View) – Takes the user to the *View Prescription* option to review details for that prescription.
- MP (Medication Profile) – Invokes the patient's list of medication.
- IGN (Ignore Reject) – Allows the user to close or resolve the DUR/REFILL TOO SOON Reject without resubmission to the payer. The user will be required to enter a free-text comment and his/her electronic signature.
- RES (Resubmit Claim) – Allows the user to re-submit the claim to the payer. This will automatically mark the reject resolved.
- OVR (Submit Override Codes) – Allows the user to re-submit the claim by entering NCPDP override codes, which shall trigger a new claim submission be sent to the payer.
- CSD (Change Suspense Date) – Allows the user to change the fill date for suspended prescriptions.

Example: Resolving Open Rejects (continued)

```
Reject Information(UNRESOLVED)Nov 21, 2005@09:51:15          Page:    1 of    1
Division : ALBANY                                          NPI#: 1712884
Patient  : OPPATIENT,FOUR(000-01-1322P)  Sex: M             DOB: JAN 13,1922(83)
Rx#      : 100003872/0       ECME#: 0504454           Fill Date: Nov 15, 2005
Drug     : A AND Z OINTMENT                            NDC Code: 00085-0096-04

REJECT Information
Reject Type   : 88 - DUR REJECT received on NOV 15, 2005@14:11:51
Reject Status : OPEN/UNRESOLVED
Payer Message : DUR Reject Error
Reason        : UNNECESSARY DRUG
DUR Text      : RETAIL

INSURANCE Information
Insurance     : EMDEON
Contact       :
Group Name    : RXINS
Group Number  : 12454
Cardholder ID : 000011322P

          Enter ?? for more actions
VW  View Rx               IGN Ignore Reject        OVR Submit Override Codes
MP  Medication Profile    RES Resubmit Claim       CSD Change Suspense Date
Select: Quit// OVR   Override Reject
 ---------------------------------example continues-------------------------------------
```

When a claim is rejected, typically the Payer provides a "Reason for Service Code", which displays on the reject as "Reason". The user can use this reason to then select which code is entered for "Professional Service Code" and "Result of Service Code".

Available codes for “Professional Service Code” include:

Code	Description
00	NO INTERVENTION
AS	PATIENT ASSESSMENT
CC	COORDINATION OF CARE
DE	DOSING EVALUATION/DETERMINATION
FE	FORMULARY ENFORCEMENT
GP	GENERIC PRODUCT SELECTION
M0	PRESCRIBER CONSULTED
MA	MEDICATION ADMINISTRATION
MR	MEDICATION REVIEW
P0	PATIENT CONSULTED
PE	PATIENT EDUCATION/INSTRUCTION
PF	PATIENT REFERRAL
PH	PATIENT MEDICATION HISTORY
PM	PATIENT MONITORING
R0	PHARMACIST CONSULTED OTHER SOURCE
RT	RECOMMENDED LABORATORY TEST
SC	SELF-CARE CONSULTATION
SW	LITERATURE SEARCH/REVIEW
TC	PAYER/PROCESSOR CONSULTED
TH	THERAPEUTIC PRODUCT INTERCHANGE

Available codes for “Result of Service Code” include:

Code	Description
00	NOT SPECIFIED
1A	FILLED AS IS, FALSE POSITIVE
1B	FILLED PRESCRIPTION AS IS
1C	FILLED, WITH DIFFERENT DOSE
1D	FILLED, WITH DIFFERENT DIRECTIONS
1E	FILLED, WITH DIFFERENT DRUG
1F	FILLED, WITH DIFFERENT QUANTITY
1G	FILLED, WITH PRESCRIBER APPROVAL
1H	BRAND-TO-GENERIC CHANGE
1J	RX-TO-OTC CHANGE
1K	FILLED, WITH DIFFERENT DOSAGE FORM
2A	PRESCRIPTION NOT FILLED
2B	NOT FILLED, DIRECTIONS CLARIFIED
3A	RECOMMENDATION ACCEPTED
3B	RECOMMENDATION NOT ACCEPTED
3C	DISCONTINUED DRUG
3D	REGIMEN CHANGED
3E	THERAPY CHANGED
3F	THERAPY CHANGED - COST INCREASE ACKNOWLEDGED
3G	DRUG THERAPY UNCHANGED
3H	FOLLOW-UP REPORT
3J	PATIENT REFERRAL
3M	COMPLIANCE AID PROVIDED

Example: Resolving Open Rejects (continued)

```
Professional Service Code: MR       MEDICATION REVIEW
Result of Service Code   : 1D       FILLED, WITH DIFFERENT DIRECTIONS

     Reason for Service Code  : NN - UNNECESSARY DRUG
     Professional Service Code: MR - MEDICATION REVIEW
     Result of Service Code   : 1D - FILLED, WITH DIFFERENT DIRECTIONS

     When you confirm, a new claim will be submitted for
     the prescription and this REJECT will be marked
     resolved.

     Confirm? ? YES// <Enter>

Prescription 100003872 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Waiting to process response
E PAYABLE
```

The following is a sample of the ECME Activity Log update that occurs when a reject is resolved.

Example: ECME Activity Log entry: Reject Resolved

```
Rx Activity Log               Nov 21, 2005@11:11:53          Page:    3 of    3
OPPATIENT,FOUR
  PID: 000-01-1322P                                Ht(cm): _______ (______)
  DOB: JAN 13,1922 (83)                            Wt(kg): _______ (______)
+
#   Date/Time           Rx Ref          Initiator Of Activity
==============================================================================
ECME Log:
1   11/15/05@14:08:35   ORIGINAL        OPPHARMACIST4,THREE
Comments: Submitted to ECME: WINDOW FILL(NDC: 00085-0096-04)
2   11/21/05@11:01:37   ORIGINAL        OPPHARMACIST4,THREE
Comments: Submitted to ECME: DUR OVERRIDE CODES(MR/NN/1D)

ECME REJECT Log:
#   Date/Time Rcvd       Rx Ref    Reject Type      STATUS    Date/Time Resolved
==============================================================================
1   12/11/05@19:03:31    ORIGINAL    DUR            RESOLVED  12/12/05@16:45:21
Comments: CLAIM RE-SUBMITTED
2  5/30/06@19:13:57      REFILL 2    DUR            RESOLVED   5/31/06@15:58:32
Comments: CLAIM RE-SUBMITTED

          Enter ?? for more actions

Select Action:Quit//
```

The following is an example of a prescription being resolved for prior authorization submission.

Example: Prior Authorization Submission

```
Reject Information(UNRESOLVED)Nov 21, 2005@09:51:15          Page:    1 of    1
Division : ALBANY                                        NPI#: 1712884
Patient  : OPPATIENT,FOUR(000-01-1322P)  Sex: M           DOB: JAN 13,1922(83)
Rx#      : 100003872/0       ECME#: 0504454          Fill Date: Nov 15, 2005
Drug     : A AND Z OINTMENT                           NDC Code: 00085-0096-04

REJECT Information
Reject Type   : 88 - DUR REJECT received on NOV 15, 2005@14:11:51
Reject Status : OPEN/UNRESOLVED
Payer Message : DUR Reject Error
Reason        : UNNECESSARY DRUG
DUR Text      : RETAIL

INSURANCE Information
Insurance     : EMDEON
Contact       :
Group Name    : RXINS
Group Number  : 12454
Cardholder ID : 000011322P

          Enter ?? for more actions
VW  View Rx               IGN Ignore Reject         RES Resubmit Claim
MP  Medication Profile    OVR Override DUR Reject   CSD Change Suspense
Select: Quit// ??
```

```
The following actions are also available:

COM  Add Comments         DN   Down a Line          PS   Print Screen
CLA  Submit Clarif. Code  >    Shift View to Right  PL   Print List
ED   Edit Rx              <    Shift View to Left   SL   Search List
PA   Submit Prior Auth.   FS   First Screen         ADPL Auto Display(On/Off)
+    Next Screen          LS   Last Screen          QU   Quit
-    Previous Screen      GO   Go to Page
UP   Up a Line            RD   Re Display Screen

Select: Quit// PA      Send Prior Auth.

  Prior Authorization Type: 0// ?

Choose from:
0        NOT SPECIFIED
1        PRIOR AUTHORIZATION #
2        ML-MEDICAL CERTIFIED
3        EPSDT
4        EXEMPT FROM COPAY
5        EXEMPT FROM RX LIMITS
6        FAMILY PLANNING
7        AFDC
8        PAYER DEFINED EXEMPTION
```

----------example continues----------

Example: Prior Authorization Submission (continued)

```
  Prior Authorization Type: 0// 1  PRIOR AUTHORIZATION #
Prior Authorization Number: 12345678901

     When you confirm, a new claim will be submitted for
     the prescription and this REJECT will be marked
     resolved.

     Confirm? ? YES// <Enter>

Prescription 787480 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
```

Example: Clarification Code Submission

The following is an example of a prescription being resolved for code clarification submission.

```
Reject Information(UNRESOLVED)Nov 21, 2005@09:51:15        Page:    1 of    1
Division : ALBANY                                          NPI#: 1712884
Patient  : OPPATIENT,FOUR(000-01-1322P)  Sex: M            DOB: JAN 13,1922(83)
Rx#      : 100003872/0       ECME#: 0504454          Fill Date: Nov 15, 2005
Drug     : A AND Z OINTMENT                           NDC Code: 00085-0096-04

REJECT Information
Reject Type   : 88 - DUR REJECT received on NOV 15, 2005@14:11:51
Reject Status : OPEN/UNRESOLVED
Payer Message : DUR Reject Error
Reason        : UNNECESSARY DRUG
DUR Text      : RETAIL

INSURANCE Information
Insurance     : EMDEON
Contact       :
Group Name    : RXINS
Group Number  : 12454
Cardholder ID : 000011322P

          Enter ?? for more actions
VW  View Rx               IGN Ignore Reject         RES Resubmit Claim
MP  Medication Profile    OVR Override DUR Reject   CSD Change Suspense
Select: Quit// ??
```

```
The following actions are also available:

COM  Add Comments         DN   Down a Line          PS   Print Screen
CLA  Submit Clarif. Code  >    Shift View to Right  PL   Print List
ED   Edit Rx              <    Shift View to Left   SL   Search List
PA   Submit Prior Auth.   FS   First Screen         ADPL Auto Display(On/Off)
+    Next Screen          LS   Last Screen          QU   Quit
-    Previous Screen      GO   Go to Page
UP   Up a Line            RD   Re Display Screen
```

----------example continues----------

Example: Clarification Code Submission (continued)

```
Select: Quit// CLA   Send Clarif. Code

Submission Clarification Code  : ?

Choose from:
0        NOT SPECIFIED
1        NO OVERRIDE
2        OTHER OVERRIDE
3        VACATION SUPPLY
4        LOST PRESCRIPTION
5        THERAPY CHANGE
6        STARTER DOSE
7        MEDICALLY NECESSARY
8        PROCESS COMPOUND
9        ENCOUNTERS
99       OTHER

Submission Service Code  : 3  VACATION SUPPLY

     When you confirm, a new claim will be submitted for
     the prescription and this REJECT will be marked
     resolved.

     Confirm? ? YES//  <Enter>

Prescription 787480 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
```

Example: Rejected Prescription –Adding Comments

The following is an example of comments added to a rejected prescription.

```
Select: Quit// ??

The following actions are also available:
COM  Add Comments         DN   Down a Line          PS   Print Screen
CLA  Submit Clarif. Code  >    Shift View to Right  PL   Print List
ED   Edit Rx              <    Shift View to Left   SL   Search List
PA   Submit Prior Auth.   FS   First Screen         ADPL Auto Display(On/Off)
+    Next Screen          LS   Last Screen          QU   Quit
-    Previous Screen      GO   Go to Page
UP   Up a Line            RD   Re Display Screen

Select: Quit// COM      Add Comments

Comment: ALREADY CALLED INSURANCE COMPANY AND THEY WILL GET
  BACK TO ME ON MONDAY.
```

```
Reject Information(UNRESOLVED)Nov 21, 2005@09:51:15          Page:    1 of    1
Division : ALBANY                                          NPI#: 1712884
Patient  : OPPATIENT,FOUR(000-01-1322P)  Sex: M             DOB: JAN
13,1922(83)
Rx#      : 100003872/0       ECME#: 0504454           Fill Date: Nov 15, 2005
Drug     : A AND Z OINTMENT                            NDC Code: 00085-0096-04

REJECT Information
Reject Type   : 88 - DUR REJECT received on NOV 15, 2005@14:11:51
Reject Status : OPEN/UNRESOLVED
Payer Message : DUR Reject Error
Reason        : UNNECESSARY DRUG
DUR Text      : RETAIL

COMMENTS
- JUN 2, 2007@2:30:10 – ALREADY CALLED INSURANCE COMPANY AND THEY WILL GET
  BACK TO ME ON MONDAY (OPUSER,ONE)

INSURANCE Information
Insurance     : EMDEON
Contact       :
Group Name    : RXINS
Group Number  : 12454
Cardholder ID : 000011322P

          Enter ?? for more actions
VW  View Rx               IGN Ignore Reject         RES Resubmit Claim
MP  Medication Profile    OVR Override DUR Reject   CSD Change Suspense
Select: Quit//
```

Tricare Reject Processing

The Third Party Payer Rejects - Worklist [PSO REJECTS WORKLIST] and Third Party Payer Rejects - View/Process [PSO REJECTS VIEW/PROCESS] options have been modified in the following manner:

1. Display of non-DUR/RTS rejects

- Non-DUR/RTS Tricare rejections will be segregated at the end of the displayed information. They will be denoted with a "TRICARE - Non-DUR/RTS" header. This header remains regardless of whether the GI - Group by Insurance action is toggled on or off. The Tricare section sorts in the same manner as the main sort for non-Tricare prescriptions (by Rx, drug, patient).

```
Insurance Rejects-Worklist    Aug 13, 2008@16:04:05          Page:    1 of    1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
  # Rx#          PATIENT(ID) [^]          DRUG                 REASON
  1 101238       ECMEIBTEST,ONE(5566)     MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
    Payer Message:
  2 100739       ECMEPAT,TWO(8887)        BENZTROPINE 2MG TAB  79 :REFILL TOO SO
    Payer Message:
  3 101960       OPTRICARE,ONE(4789)      ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
    Payer Message:
                              TRICARE - Non-DUR/RTS
  4 101980       OPTRICARE,ONE(4789)      DANTROLENE 25MG CAP  14 :M/I Eligibili
    Payer Message:









          Select the entry # to view or ?? for more actions
DR  Sort by Drug          RE  Sort by Reason        RX  Sort by Prescription
PA  Sort by Patient       RF  Screen Refresh        GI  Group by Insurance
Select: Quit//
```

- Tricare DUR/RTS rejects displays with all other DUR/RTS rejects. See the boxed text in the example below. Sequence 4 and 6 are rejects for the same prescription. Also note that in the following example GI - Group by Insurance action is toggled OFF.

```
Insurance Rejects-Worklist    Aug 13, 2008@16:10:22          Page:    1 of    1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
  # Rx#          PATIENT(ID) [^]          DRUG                 REASON
  1 101238       ECMEIBTEST,ONE(5566)     MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
    Payer Message:
  2 100739       ECMEPAT,TWO(8887)        BENZTROPINE 2MG TAB  79 :REFILL TOO SO
    Payer Message:
  3 101960       OPTRICARE,ONE(4789)      ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
    Payer Message:
  4 101981       OPTRICARE,ONE(4789)      ATENOLOL 100MG TAB   79 :REFILL TOO SO
    Payer Message:
                             TRICARE - Non-DUR/RTS
  5 101980       OPTRICARE,ONE(4789)      DANTROLENE 25MG CAP  14 :M/I Eligibili
    Payer Message:
  6 101981       OPTRICARE,ONE(4789)      ATENOLOL 100MG TAB   14 :M/I Eligibili
    Payer Message:



          Select the entry # to view or ?? for more actions
DR  Sort by Drug          RE  Sort by Reason        RX  Sort by Prescription
PA  Sort by Patient       RF  Screen Refresh        GI  Group by Insurance
Select: Quit//
```

When GI - Group by Insurance action is toggled ON, the header "TRICARE" displays, and this "TRICARE" section sorts alphabetically within RTS/DUR insurances. This Tricare section is separate from the Non-DUR/RTS section that displays at the end of the listing.

Example with GI action toggled on:

```
Insurance Rejects-Worklist    Aug 13, 2008@16:12:46          Page:    1 of    1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS GROUPED BY INSURANCE
  # Rx#          PATIENT(ID) [^]          DRUG                 REASON
                             BLUE CROSS BLUE SHIELD
  1 100739       ECMEPAT,TWO(8887)        BENZTROPINE 2MG TAB  79 :REFILL TOO SO
    Payer Message:
                                       TRICARE
  2 101960       OPTRICARE,ONE(4789)      ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
    Payer Message:
                              ZENITH ADMINISTATORS
  2 101238       ECMEIBTEST,ONE(5566)     MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
    Payer Message:

 4 101981       OPTRICARE,ONE(4789)      ATENOLOL 100MG TAB   79 :REFILL TOO SO
    Payer Message:
                             TRICARE - Non-DUR/RTS
  5 101980       OPTRICARE,ONE(4789)      DANTROLENE 25MG CAP  14 :M/I Eligibili
    Payer Message:
  6 101981       OPTRICARE,ONE(4789)      ATENOLOL 100MG TAB   14 :M/I Eligibili
    Payer Message:
          Select the entry # to view or ?? for more actions
DR  Sort by Drug          RE  Sort by Reason        RX  Sort by Prescription
PA  Sort by Patient       RF  Screen Refresh        GI  Group by Insurance
Select: Quit//
```

- The new TRI - Show/Hide Tricare toggle action has been added to the hidden menu on the Insurance Rejects screen. When toggled to Show, Tricare Non-DUR/RTS rejects will automatically display at the end of the listing. Toggling the TRI action to Hide will remove them from the screen.

Example with Tricare rejects displayed:

```
Insurance Rejects-Worklist    Aug 13, 2008@16:04:05          Page:    1 of    1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
  # Rx#          PATIENT(ID) [^]          DRUG                 REASON
  1 101238       ECMEIBTEST,ONE(5566)     MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
    Payer Message:
  2 100739       ECMEPAT,TWO(8887)        BENZTROPINE 2MG TAB  79 :REFILL TOO SO
    Payer Message:
  3 101960       OPTRICARE,ONE(4789)      ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
    Payer Message:
                              TRICARE - Non-DUR/RTS
  4 101980       OPTRICARE,ONE(4789)      DANTROLENE 25MG CAP  14 :M/I Eligibili
    Payer Message:









          Select the entry # to view or ?? for more actions
DR  Sort by Drug          RE  Sort by Reason        RX  Sort by Prescription
PA  Sort by Patient       RF  Screen Refresh        GI  Group by Insurance
Select: Quit// ??
The following actions are also available:
TRI  Show/Hide Tricare    FS   First Screen         PT   Print List
+    Next Screen          LS   Last Screen          SL   Search List
-    Previous Screen      GO   Go to Page           ADPL Auto Display(On/Off)
UP   Up a Line            RD   Re Display Screen    QU   Quit
DN   Down a Line          PS   Print Screen

Enter RETURN to continue or '^' to exit:
```

Example of Tricare rejects removed from display:

```
Insurance Rejects-Worklist    Aug 13, 2008@16:04:05          Page:    1 of    1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
  # Rx#          PATIENT(ID) [^]          DRUG                 REASON
  1 101238       ECMEIBTEST,ONE(5566)     MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
    Payer Message:
  2 100739       ECMEPAT,TWO(8887)        BENZTROPINE 2MG TAB  79 :REFILL TOO SO
    Payer Message:
  3 101960       OPTRICARE,ONE(4789)      ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
    Payer Message:









          Select the entry # to view or ?? for more actions
DR  Sort by Drug          RE  Sort by Reason        RX  Sort by Prescription
PA  Sort by Patient       RF  Screen Refresh        GI  Group by Insurance
Select: Quit// ??
The following actions are also available:
TRI  Show/Hide Tricare    FS   First Screen         PT   Print List
+    Next Screen          LS   Last Screen          SL   Search List
-    Previous Screen      GO   Go to Page           ADPL Auto Display(On/Off)
UP   Up a Line            RD   Re Display Screen    QU   Quit
DN   Down a Line          PS   Print Screen

Enter RETURN to continue or '^' to exit:
```

2. Processing of Tricare Rejections

- The Reject Information screen displays TRICARE in the header for the Reject Information section for DUR/RTS Tricare rejects, and the IGN - Ignore Reject action displays but is not selectable.

  In the following example the user entered IGN to ignore the RTS (79) reject. The system displayed “INVALID: TRICARE rejected Rxs may not be ignored” on the message bar because the reject is a Tricare refill-too-soon reject.

```
Reject Information(UNRESOLVED)Aug 13, 2008@16:41:59          Page:    1 of    1
Division : ALBANY ISC                                       NPI#: 5000000021
Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M                DOB: OCT 18,1963(44)
Rx#      : 101981/0          ECME#: 0113205           Fill Date: Aug 13, 2008
CMOP Drug: ATENOLOL 100MG TAB                          NDC Code: 66993-0220-57

REJECT Information (TRICARE)
Date/Time     : AUG 13, 2008@16:10:11
Reject(s)     : Refill Too Soon (79)
Status        : OPEN/UNRESOLVED - E REJECTED
```

----------example continues----------

```
OTHER REJECTS
14 - M/I Eligibility Clarification Code

INSURANCE Information
Insurance      : TRICARE
Contact        :
Group Name     : TRICARE PRIME
Group Number   : 123123
Cardholder ID  : SI9844532
          INVALID: TRICARE rejected Rxs may not be ignored.
VW  View Rx               IGN Ignore Reject         OVR Submit Override Codes
MP  Medication Profile    RES Resubmit Claim        CSD Change Suspense Date
Select: Quit// IGN  Ignore Reject
```

- For Non-DUR/RTS Tricare rejects, the FIL - Fill Rx action and the DC - Discontinue Rx action displays. If the prescription is payable, the user is allowed to fill the prescription and print the label. If not payable, a message will be displayed stating the prescription must have a payable status to be filled.

Example of Reject Information screen for non-DUR/RTS reject:

```
Reject Information (TRICARE)  Aug 13, 2008@16:39:14          Page:    1 of    1
Division : ALBANY ISC                                      NPI#: 5000000021
Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M               DOB: OCT 18,1963(44)
Rx#      : 101980/0          ECME#: 0113204           Fill Date: Aug 14, 2008
Drug     : DANTROLENE 25MG CAP                         NDC Code: 00149-0030-66

REJECT Information (TRICARE)
Date/Time     : AUG 13, 2008@15:41:30
Reject(s)     : M/I Eligibility Clarification Code (14)
Status        : OPEN/UNRESOLVED - E REJECTED

INSURANCE Information
Insurance      : TRICARE
Contact        :
Group Name     : TRICARE PRIME
Group Number   : 123123
Cardholder ID  : SI9844532



          Enter ?? for more actions
VW  View Rx               FIL Fill Rx               OVR Submit Override Codes
MP  Medication Profile    DC  Discontinue Rx        CSD Change Suspense Date
Select Item(s): Quit//
```

The following is an example of a user selecting to discontinue the prescription shown above. The user selects DC at the Select Item prompt and answers the normal discontinue prompts. When the user exits and re-enters the worklist, the discontinued prescription will be removed from the listing.

```
Select Item(s): Quit// DC   Discontinue Rx
Nature of Order: SERVICE CORRECTION//        S

Requesting PROVIDER: OPPHARM,ONE       OO
Claim has status E REJECTED.  Not reversed.


Reject Information (TRICARE)  Aug 13, 2008@16:53:40          Page:    1 of    1
Division : ALBANY ISC                                       NPI#: 5000000021
Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M                DOB: OCT 18,1963(44)
  # Rx#          PATIENT(ID) [^]          DRUG                 REASON
CMOP Drug: ATENOLOL 100MG TAB                          NDC Code: 66993-0220-57

REJECT Information (TRICARE)
Date/Time     : AUG 13, 2008@16:53:20
Reject(s)     : M/I Cardholder ID Number (07)
Status        : OPEN/UNRESOLVED - E REJECTED

INSURANCE Information
Insurance      : TRICARE
Contact        :
Group Name     : TRICARE PRIME
Group Number   : 123123
Cardholder ID  : SI9844532



          NO ACTION TAKEN.
VW  View Rx               FIL Fill Rx               OVR Submit Override Codes
MP  Medication Profile    DC  Discontinue Rx        CSD Change Suspense Date
Select Item(s): Quit//    QUIT



PA  Sort by Patient       RF  Screen Refresh        GI  Group by Insurance

Insurance Rejects-Worklist    Aug 13, 2008@16:53:52          Page:    1 of    1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
  # Rx#          PATIENT(ID) [^]          DRUG                 REASON
  1 101238       ECMEIBTEST,ONE(5566)     MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
    Payer Message:
  2 100739       ECMEPAT,TWO(8887)        BENZTROPINE 2MG TAB  79 :REFILL TOO SO
    Payer Message:
  3 101960       OPTRICARE,ONE(4789)      ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
    Payer Message:
                              TRICARE - Non-DUR/RTS
  4 101980       OPTRICARE,ONE(4789)      DANTROLENE 25MG CAP  14 :M/I Eligibili
    Payer Message:
  5 101985       OPTRICARE,ONE(4789)      ATENOLOL 100MG TAB   07 :M/I Cardholde
    Payer Message:





          Enter ?? for more actions
DR  Sort by Drug          RE  Sort by Reason        RX  Sort by Prescription
PA  Sort by Patient       RF  Screen Refresh        GI  Group by Insurance
Select: Quit//    QUIT
```

```
  # Rx#          PATIENT(ID) [^]          DRUG                 REASON
   MP     ePharmacy Medication Profile (View Only)
   PF     ePharmacy Medication Profile Division Preferences
   SP     ePharmacy Site Parameters
   VP     Third Party Payer Rejects - View/Process
   WL     Third Party Payer Rejects - Worklist

Select ePharmacy Menu Option:  Third Party Payer Rejects - Worklist

You may select a single or multiple DIVISIONS,
or enter ^ALL to select all DIVISIONS.

DIVISION: ALBANY ISC//     500     ALBANY ISC

ANOTHER ONE:
Please wait...



PA  Sort by Patient       RF  Screen Refresh        GI  Group by Insurance

Insurance Rejects-Worklist    Aug 13, 2008@16:54:57          Page:    1 of    1
Division  : ALBANY ISC
Selection : ALL UNRESOLVED REJECTS
  # Rx#          PATIENT(ID) [^]          DRUG                 REASON
  1 101238       ECMEIBTEST,ONE(5566)     MEDROXYPROGESTRONE 1 79 :REFILL TOO SO
    Payer Message:
  2 100739       ECMEPAT,TWO(8887)        BENZTROPINE 2MG TAB  79 :REFILL TOO SO
    Payer Message:
  3 101960       OPTRICARE,ONE(4789)      ACETAZOLAMIDE 250MG  79 :REFILL TOO SO
    Payer Message:
                              TRICARE - Non-DUR/RTS
  4 101980       OPTRICARE,ONE(4789)      DANTROLENE 25MG CAP  14 :M/I Eligibili
    Payer Message:









          Select the entry # to view or ?? for more actions
DR  Sort by Drug          RE  Sort by Reason        RX  Sort by Prescription
PA  Sort by Patient       RF  Screen Refresh        GI  Group by Insurance
Select: Quit//
```

- A person that resolves Tricare non-DUR/RTS rejects is dependent upon the type of reject. Dispense As Written (DAW) reject code 22 can be resolved by the pharmacy staff by editing the prescription and entering the appropriate DAW code which results in a claims resubmission. Other insurance related rejects (missing eligibility or cardholder ID number) are resolved by the Outpatient Pharmacy Electronic Claims Coordinator (OPECC). Once the rejection has been resolved, the Reject Information screen under the pharmacy reject worklist shows the status of the prescription as E PAYABLE. At this point the user may select the FIL action which will prompt for label print.

```
Reject Information (TRICARE)  Aug 27, 2008@17:16:27          Page:    1 of    1
Division : ALBANY ISC                                       NPI#: 5000000021
Patient  : OPTRICARE,ONE(666-55-4789)  Sex: M               DOB: OCT 18,1963(44)
Rx#      : 102059/0          ECME#: 0113288           Fill Date: Aug 27, 2008
Drug     : IMIPRAMINE 25MG TAB                         NDC Code: 00779-0588-30

REJECT Information (TRICARE)
Date/Time     : AUG 27, 2008@17:15:08
Reject(s)     : M/I Cardholder ID Number (07)
Status        : OPEN/UNRESOLVED - E PAYABLE

INSURANCE Information
Insurance      : TRICARE
Contact        :
Group Name     : TRICARE PRIME
Group Number   : 123123
Cardholder ID  : SI9844532



          Enter ?? for more actions
VW  View Rx               FIL Fill Rx               OVR Submit Override Codes
MP  Medication Profile    DC  Discontinue Rx        CSD Change Suspense Date
Select Item(s): Quit// FIL   Fill Rx
                    [Closing all rejections for prescription 102059:
                         07 - ...OK]


Print Label? ? YES//

Select LABEL PRINTER: HOME//   UCX/TELNET    Right Margin: 80//
```

- For rejects that remain in suspense, the user will be allowed to process the rejection as indicated above, however no labels will be printed until the prescription is pulled early or printed from suspense. Upon resolving the reject, the user will be notified of this information. CMOP prescriptions will function in the same manner.

(This page included for two-sided copying.)

List One Patient's Archived Rx's

[PSO ARCHIVE LIST RX'S]

This option shows the basic patient demographics and the prescription numbers and dates of archiving for archived prescriptions for this patient.

Manual Print of Multi-Rx Forms

[PSO LM MULTI-RX PRINT]

This option allows the user to reprint the Multi-Rx Refill Request form on laser label stock without having to reprint the entire prescription labels. The user will receive a system confirmation that this form has been queued to print.

Example: Manually Printing Multi-Rx Forms

```
Select Rx (Prescriptions) Option: MANual Print of Multi-Rx Forms

Enter patient to reprint Multi-Rx refill form for: OPPATIENT2,ONE

Select LABEL DEVICE: LEX2  LEX2$PRT  Bay Pines


Multi-Rx form queued to print
```

Reprint an Outpatient Rx Label
[PSO RXRPT]

The label reprint function allows a single label or many copies of the same label to be reproduced. When the patient is enrolled in ScripTalk®, a message is displayed to the user indicating this and prompting the user to use the ScripTalk® label for the prescription bottle.

Example: Reprinting an Outpatient Rx Label

```
Select Rx (Prescriptions) Option: REPRINT AN OUTPATIENT RX LABEL

Reprint Prescription Label: 400693       ADHESIVE TAPE WATERPROOF 1IN ROLL
Patient is a ScripTalk patient. Use ScripTalk label for prescription bottle.

Number of Copies? :  (1-99): 1// <Enter>
Print adhesive portion of label only? N// <Enter> O
Do you want to send to External Interface Device? No// ?

Enter either 'Y' or 'N'.

Do you want to send to External Interface Device? No//   NO
Comments:

Rx # 400693            06/27/03
OPPATIENT16,ONE                     #1

AS DIR ON AFFECTED AREA

ADHESIVE TAPE WATERPROOF 1IN ROLL
OPPROVIDER30,TWO            OPPHARMACIST4,THREE
# of Refills: 2
```

When reprinting, you can choose whether or not you want to resend to a dispensing device using an external interface. If you do choose to resend, then the prescription will be sent to the dispensing system, and an entry will be made in the label log. This documents that this was a reprint and also resent to the dispensing system device. If you do not resend the prescription to the dispensing device, then only one entry is made in the label log.

Signature Log Reprint
[PSO SIGLOG REPRINT]

This option allows the user to reprint the Signature Log for a prescription. The system will prompt for a prescription number and printer device. The user will receive a system confirmation that this log has been queued to print.

Example: Reprinting a Signature Log

```
Select Rx (Prescriptions) Option:  Signature Log Reprint

Reprint Signature Log for Prescription:    100002277A     PREDNISONE 20MG S.T.

Select LABEL DEVICE: LEX2  LEX2$PRT  Bay Pines

Signature Log Reprint queued
```

View Prescriptions
[PSO VIEW]

View the most complete information available for a specific prescription. The activity log lists the date, reason, prescription reference (Rx Ref), the initiator of the activity, and comments. The label log lists the date, prescription (Rx Ref), the person who printed it, and comments. Prescriptions with a deleted status cannot be viewed.

Chapter 22: ScripTalk® ‘Talking’ Prescription Labels

ScripTalk® is a registered trademark of En-Vision America.

The ScripTalk® software generates prescription labels with speech synthesized patient information. This project helps to increase a patient’s (individuals with visual impairments, dyslexia, and reading problems) ability to comply with their doctor’s orders. Audible prescription information also reduces prescription errors thereby reducing hospital/emergency room visits.

Using the ScripTalk® Talking Prescriptions involves the installation of a specialty printer that prints to microchip-embedded label stock. The label will have printed text on it, along with the microchip containing the contents of the label. Pharmacy or other designated staff will enroll patients to receive these labels and issue those patients a special reader. When the patient holds a ScripTalk® label near the reader and presses a button, the content of the label is read aloud.

If a patient is enrolled for ScripTalk® and a prescription is ordered under a division that has a ScripTalk® printer set-up for auto-print, then whenever a prescription is finished for that patient, a ScripTalk® bottle label is automatically queued to print at the same time as the VistA label. The VistA label (either the old format or the new laser label format) will have the drug name on the bottle label voided out with the text "XXXXXX SCRIPTALK RX XXXXXX" to alert the pharmacist to use the actual bottle label from the ScripTalk® printer.

The pharmacy should check each ScripTalk® label for accuracy by using the ScripTalk® reader to read the label aloud. The printer encodes the chip while printing the label, but nothing in or attached to VistA can see or tell if the label is valid.

ScripTalk Main Menu

[PSO SCRIPTALK MAIN MENU]

The options on this menu are used for the implementation as well as the maintenance of the various files for the ScripTalk® ‘talking’ software. These options allow the set up and testing of the ScripTalk® equipment, enter new patients or edit existing patients as receivers of the ‘talking’ prescription labels, and run various reports.

PT	*ScripTalk Patient Enter/Edit*
QBAR	*Queue ScripTalk Label by Barcode*
QRX	*Queue ScripTalk Label by Rx#*
RPT	*ScripTalk Reports...*
	Reprint a non-voided Outpatient Rx Label
PARM	*Set Up and Test ScripTalk Device...*

ScripTalk Patient Enter/Edit
[PSO SCRIPTALK PATIENT ENROLL]

This option allows the user to define a patient to receive ScripTalk® 'talking' prescription labels or to change a patient to not receive the labels.

Example: Enrolling a ScripTalk® Patient

```
Select ScripTalk Main Menu Option: PT  ScripTalk Patient Enter/Edit

Select PATIENT: OP
   1   OPPATIENT16,ONE 04-03-41     000246802       SC VETERAN
   2   OPPATIENT17,ONE 08-30-48     000123456       NON-VETERAN (OTHER)
CHOOSE 1-2: 1  OPPATIENT16,ONE  04-03-41     000246802       SC VETERAN
SCRIPTALK PATIENT? N// YES

REMINDER: CMOP does not fill ScripTalk prescriptions. Please select mail
status:  2 (DO NOT MAIL), 3 (LOCAL REGULAR MAIL) or 4 (LOCAL CERTFIED MAIL).
MAIL: 2  DO NOT MAIL

     Select one of the following:

          B         BLIND VETERAN
          L         LOW VISION

INDICATION: // BLIND VETERAN
```

The "MAIL:" prompt above is only displayed when the patient is set to a Consolidated Mail Outpatient Pharmacy (CMOP) status or does not have a mail status defined.

A progress note can be automatically placed in the ScripTalk® patient's chart to be signed when that patient is enrolled. To invoke this feature, ask the Text Integration Utility/Computerized Patient Record System (TIU/CPRS) coordinator at the site to create a note entitled "SCRIPTALK ENROLLMENT". The note contents will be "*Patient Name* was enrolled in ScripTalk today, and is now eligible to receive prescriptions with encoded speech-capable labels."

Queue ScripTalk Label by Barcode
[PSO SCRIPTALK MANUAL INTERNAL]

This option is used to queue a ScripTalk® label to print using the barcode number to identify the label.

Example: Queuing a ScripTalk® Label to Print by Barcode

```
Select ScripTalk Main Menu Option: QBAR  Queue ScripTalk Label by Barcode
Enter Barcode Rx#:
```

Queue ScripTalk Label by Rx#
[PSO SCRIPTALK MANUAL EXTERNAL]

This option is used to queue a ScripTalk® label to print using the prescription number to identify the label.

Example: Queuing a ScripTalk® Label to Print by Rx#

```
Select ScripTalk Main Menu Option: QRX  Queue ScripTalk Label by Rx#
Select PRESCRIPTION RX #: 400675B       ADHESIVE TAPE WATERPROOF 1IN ROLL

  Queuing ScripTalk label


Select PRESCRIPTION RX #: 12345
     1   12345       NIACIN 250MG SR CAP
     2   1234567A       DIGOXIN 0.05MG CAP
CHOOSE 1-2: 2  1234567A     DIGOXIN 0.05MG CAP
Patient not enrolled in ScripTalk program.


Select PRESCRIPTION RX #:
```

ScripTalk Reports
[PSO SCRIPTALK REPORTS]

This menu option contains two reports containing ScripTalk® patient information.

- *AUD ScripTalk Audit History Report*
- *WHO Report of ScripTalk Enrollees*

ScripTalk Audit History Report
[PSO SCRIPTALK AUDIT HISTORY]

The *ScripTalk Audit History Report* option prints a report that contains all ScripTalk® enrollment activity for a patient.

Example: ScripTalk Audit History Report

```
Select ScripTalk Reports Option: AUD  ScripTalk Audit History Report
Select PATIENT: OPPATIENT29,ONE     09-12-19     000876543       SC VETERAN

You may queue the report to print, if you wish.

DEVICE: HOME// <Enter>  GENERIC INCOMING TELNET
```

```
SCRIPTALK AUDIT HISTORY                 Date printed: JUN 24,2003     Page: 1

Name: OPPATIENT29,ONE    Currently enrolled: YES

                        Previous   Previous
  Date-Time Set          Status    Indication       Entered by
  -------------------   --------   -------------    --------------------

  Jun 16, 2003  08:09    YES       BLIND VETERAN    OPCLERK12,FOUR
  Jun 16, 2003  08:09    YES       LOW VISION       OPCLERK12,FOUR
  Jun 16, 2003  08:10    NO                         OPCLERK12,FOUR
  Jun 16, 2003  08:49    YES       LOW VISION       OPCLERK12,FOUR

** End of Report **
Press Return to continue:
```

Report of ScripTalk Enrollees

[PSO SCRIPTALK ENROLLEES]

The *Report of ScripTalk Enrollees* option provides a report of patients who are defined to receive ScripTalk® 'talking' prescription labels for their outpatient medications. Patients who have a "no" answer to the ScripTalk® patient prompt can be excluded from the report.

Example: Report of ScripTalk Enrollees

```
Select ScripTalk Reports Option: WHO  Report of ScripTalk Enrollees

Do you want to report only active enrollees? Y// <Enter> ES

You may queue the report to print, if you wish.

DEVICE: HOME// <Enter>  GENERIC INCOMING TELNET
```

```
Report of ScripTalk Enrollment          Date printed: Jun 24, 2003    Page: 1

Patient name              SSN
   Indication                                          Enrollment last updated
--------------            -----------                  -----------------------

OPPATIENT11,ONE           000-46-8024
   BLIND VETERAN                                        Jun 16, 2003@11:57:39

OPPATIENT9,ONE            000-76-5432
   LOW VISION                                           Jun 15, 2003@18:17:30

OPPATIENT6,ONE            000-13-5790
   LOW VISION                                           Jun 18, 2003@03:52:18

OPPATIENT29,ONE           000-87-6543
   LOW VISION                                           Jun 16, 2003@08:49:34
```

Reprint a non-voided Outpatient Rx Label
[PSO SCRIPTALK REPRINT VISTA LB]

This option allows the user to reprint an Outpatient Rx label for a ScripTalk® patient without voiding out the drug name.

When reprinting, you can choose whether or not you want to resend to a dispensing device, using an external interface. If you do choose to resend, then the prescription will be sent to the dispensing system, and an entry will be made in the label log. This documents that this was a reprint and also resent to the dispensing system device. If you do not resend the prescription to the dispensing device, then only one entry is made in the label log.

Example: Reprinting a non-voided Outpatient Rx Label

```
Select ScripTalk Main Menu Option: REprint a non-voided Outpatient Rx Label

Reprint Prescription Label: 400675B       ADHESIVE TAPE WATERPROOF 1IN ROLL
Patient is a ScripTalk patient. Use ScripTalk label for prescription bottle.

Number of Copies? :  (1-99): 1// <Enter>
Print adhesive portion of label only? N// <Enter> O
Do you want to send to External Interface Device? No// ?

Enter either 'Y' or 'N'.

Do you want to send to External Interface Device? No//   NO
Comments:

Rx # 400675B           06/17/03
OPPATIENT29,ONE          #1

  ON AFFECTED AREA AS DIR

ADHESIVE TAPE WATERPROOF 1IN ROLL
OPPROVIDER16,TWO              OPPHARMACIST24,THREE
# of Refills: 2

Select LABEL DEVICE: PRINTER #3

LABEL(S) QUEUED TO PRINT
```

Set Up and Test ScripTalk Device
[PSO SCRIPTALK SET-UP]

This menu option contains the options necessary to define, set up and test the ScripTalk® device, print a sample ScripTalk® prescription label, and reinitialize the printer.

- *ScripTalk Device Definition Enter/Edit*
- *Print Sample ScripTalk Label*
- *Test ScripTalk Device*
- *Reinitialize ScripTalk Printer*

ScripTalk Device Definition Enter/Edit

[PSO SCRIPTALK DEVICE DEF'N]

The *ScripTalk Device Definition Enter/Edit* option allows the user to define the ScripTalk® device for the division where it will be used and whether the labels should be automatically printed or will be queued for manual print. The printer must be installed and connected to the network server before using this option.

You may now tie a ScripTalk printer to a regular Pharmacy label printer(s) to control where the ScripTalk labels print for multi-divisions. A divisional ScripTalk device must be defined in order for the printer mapping functionality to work correctly. If there aren't any mapped printers, then the system defaults to the divisional printer.

Example: Defining the ScripTalk® Device

```
Select Set Up and Test ScripTalk Device Option: SCripTalk Device Definition
Enter/Edit

Define ScripTalk Printer by (D)ivision or (P)rinter mapping?:  (D/P): Division

Division: TROY    514
SCRIPTALK DEVICE: L8150$PRT// <Enter>
SCRIPTALK AUTO-PRINT SETTINGS: ?
     Enter 'A' if ScripTalk label printing should be automatic, "M" if label
     will be queued manually.
     Choose from:
       A        AUTO PRINT
       M        MANUAL PRINT
SCRIPTALK AUTO-PRINT SETTINGS: A  AUTO PRINT


Define ScripTalk Printer by (D)ivision or (P)rinter mapping?:  (D/P): Printer
Select LABEL PRINTER TO BE MAPPED: LBL$PRT1      Birmingham
PQ$:LBL$PRT1.TXT
  SCRIPTALK DEVICE: L8150$PRT      CIOFO Birmingham     PQ$: L8150$PRT.TXT
Select LABEL PRINTER TO BE MAPPED: LBL$PRT2      Tuscaloosa
PQ$:LBL$PRT2.TXT
  SCRIPTALK DEVICE: L8150$PRT      CIOFO Birmingham     PQ$: L8150$PRT.TXT
Select LABEL PRINTER TO BE MAPPED:

Define ScripTalk Printer by (D)ivision or (P)rinter mapping?:  (D/P):
```

If the device is defined for auto-print, and some patients are defined as ScripTalk® patients, then whenever a VistA label is queued, if the prescription belongs to a ScripTalk® patient, a ScripTalk® label should print at the same time.

Print Sample ScripTalk Label

[PSO SCRIPTALK SAMPLE LABEL]

After the printer is defined, a sample ScripTalk® label can be generated. The *Print Sample ScripTalk Label* option allows the user to print a test ScripTalk® label.

Example: Printing a sample ScripTalk® Label

```
Select Set Up and Test ScripTalk Device Option: PRint Sample ScripTalk Label
The following test data will be sent to the ScripTalk printer:

^XA
^FO250,700^XGE:RX.GRF^FS
^FO250,700^XGE:RX.GRF^FS
^AFR,20,10^FO531,50^FR^CI0^FD7305 N. MILITARY TRL  Exp: January 01,2002^FS
^AFR,20,10^FO503,50^FR^CI0^FDRX#82382787 January 01,2006  Fill 01 OF 01^FS
^AFR,20,10^FO475,50^FR^CI0^FDONE OPPATIENT23^FS
^AFR,20,10^FO447,50^FR^CI0^FDTAKE 1 CAPSULE THREE TIMES DAILY^FS
^AFR,20,10^FO419,50^FR^CI0^FD^FS
^AFR,20,10^FO391,50^FR^CI0^FD^FS
^AFR,20,10^FO363,50^FR^CI0^FD^FS
^AFR,20,10^FO335,50^FR^CI0^FDDr. TWO OPPROVIDER30 MD^FS
^AFR,20,10^FO279,50^FR^CI0^FDQTY: 24 TABS^FS
^AFR,20,10^FO251,50^FR^CI0^FDAMOXICILLIN 500MG CAP^FS
^RX01,ONE OPPATIENT23^FS
^RX02,AMOXICILLIN 500MG CAP^FS
^RX03,TAKE 1 CAPSULE THREE TIMES DAILY ^FS
^RX04,010101^FS
^RX05,00^FS
^RX06,020000^FS
^RX07,TWO OPPROVIDER30^FS
^RX08,2928993888^FS
^RX09,82382787^FS
^RX10, ^FS
^PQ1,0,1,Y
^XZ

Task Queued !

Select Set Up and Test ScripTalk Device Option:
```

If the printer did not print the label, check to make sure that the printer is closed very tightly. It may not have been closed completely after loading the labels.

If the printer printed a blank label or one that is extremely faint, use the *Reinitialize ScripTalk printer* option to reinitialize the printer. Then try printing the sample label again.

Once the sample label has printed, it is ready to be read by the reader. To read the label, place it near the face of the reader and hit the round power button on the reader. A series of ticks will be heard as the reader finds and retrieves the information on the label. Then the reader will begin speaking.

Test ScripTalk Device

[PSO SCRIPTALK TEST DEVICE]

The *Test ScripTalk Device* option can be used to send one Zebra Print Language (ZPL) test string to the ScripTalk® printer.

Example: Testing the ScripTalk® Device

```
Select Set Up and Test ScripTalk Device Option: TEst ScripTalk Device
Enter ZPL test string: ^AFR,20,10^FO475,50^FR^CI0^FDONE OPPATIENT23^FS

Task Queued!
```

Reinitialize ScripTalk Printer

[PSO SCRIPTALK REINITIALIZE]

The *Reinitialize ScripTalk Printer* option is used when the printer printed a blank label or one that is extremely faint. The user can reinitialize the printer and then try printing the label again.

Example: Reinitializing the Printer

```
Select Set Up and Test ScripTalk Device Option: ?

          ScripTalk Device Definition Enter/Edit
          Print Sample ScripTalk Label
          Test ScripTalk Device
          Reinitialize ScripTalk Printer

Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.

Select Set Up and Test ScripTalk Device Option: REinitialize ScripTalk Printer

Task Queued !
```

(This page included for two-sided copying.)

Chapter 23: Using the Supervisor Functions Menu

This chapter describes the *Supervisor Functions* menu options.

Supervisor Functions

[PSO SUPERVISOR]

The options on this menu are used for the implementation as well as the maintenance of the various files for the basic running of the Outpatient Pharmacy software. The following options are available on the Supervisor Menu:

- *Add New Providers*
- *Daily Rx Cost*
- *Delete a Prescription*
- *Edit Provider*
- *Initialize Rx Cost Statistics*
- *Inter-Divisional Processing*
- *Inventory*
- *Lookup Clerk by Code*
- *Monthly Rx Cost Compilation*
- *Patient Address Changes Report*
- *Pharmacist Enter/Edit*
- *Purge Drug Cost Data*
- *Recompile AMIS Data*
- *Site Parameter Enter/Edit*
- *View Provider*

Add New Providers

[PSO PROVIDER ADD]

This option allows new providers to be entered. If at the "Enter NEW PERSON's name" prompt the name entered is repeated and the display returns to the menu, the provider name entered is already in the file. The *Edit Provider* option must then be used to change existing provider entries.

Daily Rx Cost

[PSO COSTDAY]

This option is used to compile pharmacy daily costs.

Delete a Prescription

[PSO RXDL]

Using this option, a prescription status can be changed to deleted. Deleted prescriptions do not appear on any profiles.

released prescription can only be deleted after it has been returned to stock.

Edit Provider

[PSO PROVIDER EDIT]

Edit existing provider entries with this option in the NEW PERSON file.

If the inactive date given for the provider passes, the provider can no longer be used when entering a new prescription. However, the provider will still be available for refills beyond the inactivation date.

Initialize Rx Cost Statistics

[PSO COSTINIT]

This option allows the manager to initialize the system to automatically compile cost data for one day or a range of days.

The default date is today plus 1 at 1:00 a.m. (T+1@1:00). The date on the screen represents either a default date/time if the option has never been queued, or the current date/time this option has already been queued to run.

Inter-Divisional Processing

[PSO INTERDIV]

The user can permit or prevent processing between divisions with this option.

Inventory
[PSO INVENTORY]

Use to update the current inventory or set up a starting count of inventory for the pharmacy.

The ORDER UNIT file does not come with data. You must populate this file with your own data.

Look-up Clerk by Code
[PSO CLERK]

Identify the clerk by entering the identifying number. Clerk code-filing uses the internal identifying number of the clerk, which is determined at sign-on time and does not change.

Monthly Rx Cost Compilation
[PSO COSTMONTH]

Use this option to gather information for reports of monthly pharmacy costs.

Patient Address Changes Report
[PSO ADDRESS CHANGE REPORT]

This option provides a report that displays changes made to permanent and temporary mailing address information in the PATIENT file. Also, changes to the MAIL field and the MAIL STATUS EXPIRATION DATE field in the PHARMACY PATIENT file will be displayed. Changes can only be displayed if the edits were made using VA FileMan, and the Audit function was turned on for the field(s) at the time of the edit.

- For the PATIENT file, turn on auditing for:
  - STREET ADDRESS [LINE 1] field
  - ZIP+4 field
  - STREET ADDRESS [LINE 2] field
  - STREET ADDRESS [LINE 3] field
  - CITY field
  - STATE field
  - ZIP CODE field

- BAD ADDRESS INDICATOR field
- TEMPORARY ADDRESS ACTIVE? field
- TEMPORARY STREET [LINE 1] field
- TEMPORARY ZIP+4 field
- TEMPORARY STREET [LINE 2] field
- TEMPORARY STREET [LINE 3] field
- TEMPORARY CITY field
- TEMPORARY STATE field
- TEMPORARY ZIP CODE field
- TEMPORARY ADDRESS START DATE field
- TEMPORARY ADDRESS END DATE field

- For the PHARMACY PATIENT file, turn on auditing for:
    - MAIL field
    - MAIL STATUS EXPIRATION DATE field

Example: Patient Address Changes Report

```
Select Maintenance (Outpatient Pharmacy) Option: Patient Address Changes Report

This option provides a report that displays changes made to permanent and
temporary mailing address information in the PATIENT file (#2). Also changes
to the MAIL field (#.03) and the MAIL STATUS EXPIRATION DATE field (#.05)
in the PHARMACY PATIENT file (#55) will be displayed.
Changes can only be displayed if the edits were made using VA FileMan, and the
Audit function was turned on for the field(s) at the time of the edit.


Print report for a Single patient, or All patients:  (S/A): Single// <Enter>

Select PATIENT:    OPPATIENT24,ONE        12-2-16       000345678    NSC VETERAN


This report will be sorted by Date/time of edit.
A beginning and ending date must now be entered for the search.

Beginning Date: T-100  (JUL 23, 2002)

Ending Date: T  (OCT 31, 2002)
DEVICE: HOME// <Enter>   GENERIC INCOMING TELNET <Enter>


Address changes for OPPATIENT24,ONE   (34-5678)                          PAGE: 1
made between JUL 23, 2002 and OCT 31, 2002
-------------------------------------------------------------------------------

Date/time of edit: OCT 31, 2002@11:10:18
     Field edited: STREET ADDRESS [LINE 1]
        Edited by: OPPHARMACY4,THREE
  Option/Protocol: PSO LM BACKDOOR ORDERS/PSO PATIENT RECORD UPDATE
        Old Value: <no previous value>
        New Value: TEST ADDRESS LINE 1

Date/time of edit: OCT 31, 2002@11:10:21
     Field edited: STREET ADDRESS [LINE 2]
        Edited by: OPPHARMACY4,THREE
  Option/Protocol: PSO LM BACKDOOR ORDERS/PSO PATIENT RECORD UPDATE
        Old Value: <no previous value>
        New Value: TEST ADDRESS LINE 2

Date/time of edit: OCT 31, 2002@11:10:25
     Field edited: STREET ADDRESS [LINE 3]

Press Return to continue, '^' to exit:
```

Pharmacist Enter/Edit

[PSO RPH]

This option allows pharmacists to be identified to the system. Enter the name of the new pharmacist at the "Select Pharmacist" prompt. When the PSORPH key is shown as a default, press return. This enters the pharmacist into the file and gives him/her the PSORPH security key. To delete a pharmacist, enter the name, then enter an @ symbol at the "KEY" prompt and press return.

Purge Drug Cost Data

[PSO PURGE DRUG COST]

To purge drug cost data from the DRUG COST file enter a starting and ending date. Then choose to run this job immediately or queue it.

Example: Purge Drug Cost Data

```
Select Maintenance (Outpatient Pharmacy) Option: PURGE Drug Cost Data

Purge Cost Data Starting: FEB 1997// <Enter> (FEB 1997)
Purge Cost Data Ending: 3/97  (MAR 1997)

Are you sure you want to purge cost data
from 02/00/97 to 03/00/97? NO// Y  YES

Do you want this option to run IMMEDIATELY or QUEUED? Q// <Enter> UEUED
Requested Start Time: NOW// <Enter> (MAY 06, 1997@10:31:23)
Task #223079 QUEUED.
```

Recompile AMIS Data

[PSO AMIS RECOMPILE]

Gather AMIS data from various sources with this option. It is recommended that this job should be queued to run during off-peak hours or at a time that is convenient for the site.

Note: Month/day/year may be specified for a current month report, but only month and year can be specified for reports of past months.

Site Parameter Enter/Edit

[PSO SITE PARAMETERS]

This option is used to establish and edit parameters for the Outpatient Pharmacy software application. The following table lists each parameter and its corresponding description.

Site Parameter	Description
NAME	This field contains the name of the site.
MAILING FRANK STREET ADDRESS	This field is used for the address of the outpatient site.
AREA CODE	This field is used for the area code of the outpatient site.
PHONE NUMBER	This field is used for the telephone number of the outpatient site.
MAILING FRANK ZIP+4 CODE	This field is used for the zip code of the outpatient site. This field will allow zip+4 format (excluding the "-")
SITE NUMBER	This field is used to show the site/station number.
MAILING FRANK CITY	This field is used for the city in which the outpatient site is located.
MAILING FRANK STATE	This field is used to show the state in which the outpatient site resides.

The MAILING COMMENTS field is available for a site to enter any information that will show on the Mail Address label. For example, this free text entry might be “Forwarding service requested” or “Address service requested”. The comments will show after the MAIL field in the Mail Address Section of the label.

Site Parameter	Description
MAILING COMMENTS	This field will be printed on the laser labels mailing address label. It can contain anything the site deems appropriate (i.e. whether mailing is "Forwarding service requested" or "Address service requested", etc.)
HOLD FUNCTION?	This site parameter is used to determine if the 'Hold' function will be used at the medical facility.
SUSPENSE FUNCTION?	This site parameter will be used to determine if the 'Suspense' feature will be used at the medical facility.
CANCEL DRUG IN SAME CLASS	Prescriptions with duplicate classes can only be discontinued if this site parameter is set to 'Yes' and if the Rx has not been put on hold through CPRS.
REFILL INACTIVE DRUG RXS	This will be used to determine if inactive drugs will be used to refill active prescriptions.
ASK METHOD OF PICKUP	This field will be used to determine if method of pickup will be asked for window prescriptions.
PASS MEDS ON PROFILE	This field is used to determine if pass medication within specified date range will be listed on profiles.
PROFILE `SORT BY' DEFAULT	This field will be used to determine the sort order of medications on profiles.
COPIES ON NEW	This field will be used to determine the number of copies for labels to print.
DRUG CHECK FOR CLERK	This field is used to determine if the duplicate drug warnings should be shown for non-pharmacist.
FEE BASIS SUPPORT	This field is used to determine if fee basis prescriptions are processed.
MULTI RX REQUEST FORM	This field is used to determine if the multiple prescription request forms are printed with medication labels.
BARCODES ON REQUEST FORMS	This field is used to determine if barcodes are printed on profiles, labels, and multi request forms.

Site Parameter	Description
BARCODES ON ACTION PROFILES	This field is used to indicate if barcodes are to print with the action profiles. The printer used must be setup or have barcode capabilities for the barcodes to print. Contact IRM to help determine which printers have barcode capabilities.
DISPLAY GROUP	This field is used to determine which bingo board display screen will be shown on the waiting room monitor.
SCREEN PROFILES	This field is used to determine if profiles are displayed when refilling and renewing medications.
EDIT PATIENT DATA	This field is used to determine if editing of patient data will be allowed.
EDIT DRUG	This field will be used to determine if drugs can be changed during prescription edit.
RENEWING RX'S ALLOWED	This field will be used to determine if renewing of medications will be allowed.
PASS MEDS CANCEL	This field is used to determine if pass medications are to be cancelled.
AUTO SUSPEND	This field is used to determine if medication that is refilled or renewed before the next possible fill date is to be placed in suspense automatically.
SHALL COMPUTER ASSIGN RX #S	This field is used to determine if the computer will auto generate prescription numbers.
PROFILE WITH NEW PRESCRIPTIONS	This field is used to determine if medication profiles are printed when new medication is ordered.
SLAVED LABEL PRINTING	This field will be used to allow printing of RX labels without being able to queue to a printer. This parameter is primarily for slaved printing of RX labels. If 'yes' is the answer the prompt or action to be taken on the label will include the '/PRINT' action.
METHADONE PROGRAM	This field will be used to determine if the site has a methadone program and if a particular drug should be prompted for.
METHADONE DRUG	This field will be used to show what drug is being used if the site has a methadone program.
DAYS TO PULL FROM SUSPENSE	This field will be used to pull a patient's medication from suspense for a specified number of days. The day range is from 0 to 10.
DAYS TO PULL SUSPENDED CS CMOP	This field will be used to pull a patient's controlled substances from suspense for CMOP medications for a specified number of days. The range is between 0 and 10.
NEW LABEL STOCK	This field will be used to determine which medication label stock will be used.
EXTERNAL INTERFACE	This field allows sites to alter the characteristics of the external interface. The Set of Codes field have the following values: 0 - the external interface is off 1 - send all drugs to the external interface; print labels locally 2 - send all drugs to the external inter face; don't print labels locally 3 - send only marked drugs to the external interface; don't print labels locally 4 - send only marked drugs to external interface and print labels through VistA.
BLANK LABEL BETWEEN PATIENTS	This field will determine if a blank label should print between patients on the label printers.
VERIFYING PHARMACIST ON LABELS	This site parameter will determine if the name of the verifying pharmacist or the name of the person who made the order request will print on the Rx label. If the parameter is set to Yes the verifying pharmacist name will print.

The CPRS ORDERING INSTITUTION field in the OUTPATIENT SITE file allows multiple Institutions to be entered for the local site. If more than one Institution is entered for a site, the user can select the appropriate Institution when using the *Complete Orders from OERR* option and complete Pending Orders from clinics that are associated with the specific Institution selected.

Site Parameter	Description
CPRS ORDERING INSTITUTION	This field is used when completing orders from CPRS. If there is only one Institution entry, then when completing orders from CPRS under this Outpatient site, only those orders from that Institution will be shown. If there is more than one entry, then the Institution will be prompted for when completing orders from CPRS, and only those orders associated with that Institution selected will be shown.
RELATED INSTITUTION	Institution associated with the site.
LOGICAL LINK	This is a pointer to the Logical Link file (#870). This link is used to transmit messages to an external (client) application. This field is not filled in when messages are exchanged between DHCP applications on the same system. This field will be used as the Logical Link for the prescription if there is a Clinic associated with the prescription, and the Institution derived from that Clinic has an entry in this CPRS ORDERING INSTITUTION multiple with an associated Logical Link.
NPI INSTITUTION	This is the institution or division that has the National Provider Identifier (NPI) value for this Outpatient Site. No two Outpatient Site entries in this file should point to the same INSTITUTION file entry. (Note that the RELATED INSTITUTION field differs from this field and is the parent institution which may be the same for any or all of the Outpatient Site entries.)
AUTOMATED DISPENSE	This field will determine what version of the automated dispense machine this site is running. If the machine is older than HL7 V.2.4, enter letter O, if HL7 V.2.4 has been installed, enter 2.4.
FILE RELEASE DATE/TIME	This field is used to indicate if the release date/time is to be filed for the prescription dispensed by an external interface.
ENABLE MASTER FILE UPDATE	This field will determine if the automated dispense machines are ready to receive HL7 V.2.4 messages.
SCRIPTALK DEVICE	This field contains a pointer to the ScripTalk printer device in the device file.
SCRIPTALK AUTO-PRINT SETTINGS	Set this to 'A' to have a ScripTalk label automatically print for ScripTalk-enrolled patients whenever their regular medication label prints. Set to 'M' if ScripTalk labels will be printed manually.
LABEL/PROFILE MONITOR MAX 0	Maximum number of label/profiles to be stored in the Label/Profile Monitor list for each printer device. The default and minimum value for this number is 1000. Each time the printer is used an entry is made in the Label/Profile monitor and if the monitor holds more entries than specified by this parameter, the oldest entry is deleted.
NARCOTICS NUMBERED DIFFERENTLY	This field is used to determine if narcotics will be numbered differently from other medications/supplies.
NARCOTIC LOWER BOUND	This field is used to determine what prescription numbers narcotics are to start with if narcotics are numbered differently from other prescriptions/supplies.
NARCOTIC UPPER BOUND	This field is used to determine the highest prescription number used for narcotics if this type of medication is numbered differently from other medications/supplies.
LAST NARCOTIC NUMBER ISSUED	This field is used to indicate last number issue d for narcotic medications.
IB SERVICE/SECTION	Select the appropriate entry in the Service/Section file (#49) that is to be used for the Pharmacy Copayment/Integrated Billing procedures.

Site Parameter	Description
NARRATIVE FOR COPAY DOCUMENT	This field contains information from the site regarding the copayment procedures for the patient to follow upon receipt of the copay document. For example, information may include a telephone number to call regarding billing inquiries, a payment mailing address, etc.
NARRATIVE REFILLABLE RX	This field contains information from the site regarding procedures for the patient to obtain a refill of his refillable medication. May include the address, phone number, etc. that will assist the patient.
NARRATIVE NON-REFILLABLE RX	This field contains information from the site regarding procedures for the patient to obtain a new prescription for his non-refillable medication. This field may contain address, phone number, etc that will assist the patient.
CHARGE LOCATION	This field is a pointer to the Hospital Location File (#44). Multi-division sites should populate this field for each division. This data could be obtained from the Business Office of the Medical Center.

The CHARGE LOCATION field is used to group charges in the COTS billing system according to the type of service.

IMPORTANT

Entering and defining the Charge Locations is crucial to the success of this function. Initially, however, a unique Outpatient Pharmacy Location must be entered in the HOSPITAL LOCATION file by Registration or Scheduling. It is recommended that the Location be coordinated with the Medical Center's business office. A Charge Location should be defined for every division currently in the OUTPATIENT SITE file, which means that there could be multiple hospital locations or one location for all divisions.

If a Charge Location is not defined for a particular division, Outpatient Pharmacy will search all active divisions in the OUTPATIENT SITE file for a Charge Location entry and use the first one it finds. If the PFSS switch is ON and no Charge Locations are defined in any divisions, the information will not be passed on to IB or the COTS billing system and no charge takes place.

Information in the CHARGE LOCATION field cannot be deleted, but it can be replaced with entry of another Charge Location.

Site Parameter	Description
NCPDP NUMBER	This field is the site-specific National Council for Prescription Drug Programs number (NCPDP), formerly referred to as the National Association of Boards of Pharmacy Number (NABP).
PRESCRIPTION # LOWER BOUND	This field is used to enter the lowest prescription number for this site.
PRESCRIPTION # UPPER BOUND	This field is used to enter the highest prescription number for this site.
LAST PRESCRIPTION # ISSUED	This field is used to store the last RX number used.
INACTIVE DATE	This date will indicate that the Outpatient Site is no longer active, and cannot be selected through the Outpatient Pharmacy options.

Site Parameter	Description
LOGICAL LINK	This is a pointer to the Logical Link file (#870). This link is used to transmit messages to an external (client) application. This field is no t filled in when messages are exchanged between DHCP applications on the same system. This field will be used as the Logical Link for the prescription if there is no Clinic associated with the prescription, or if there is a Clinic associated with the prescription, but the Institution derived from that Clinic does not have an entry in the CPRS ORDERING INSTITUTION multiple with an associated Logical Link for that Outpatient Site entry.
DISPENSE DNS NAME	This is the DNS computer name of the automated dispensing machine that is used for this outpatient site division.
DISPENSE DNS PORT	Enter the DNS port number associated with the automated dispense machine for this outpatient pharmacy site division.
DISPENSING SYSTEM PRINTER	This field identifies the name of the dispensing system printer device. When the user selects this printer device and the external interface is in use, an HL7 message will be generated.

The following example displays all of the prompts that are possible with the Site Parameter Enter/Edit option. The prompts displayed at each site will depend upon that site's settings.

Example: Site Parameter Enter/Edit - all fields

```
Select Maintenance (Outpatient Pharmacy) Option: SITE Parameter Enter/Edit

Select SITE NAME: ALBANY    500
Would you like to see all site parameters for this division? Y// NO

NAME: ALBANY// <Enter>
MAILING FRANK STREET ADDRESS: 114 ANYSTREET AVE// <Enter>
AREA CODE: 555// <Enter>
PHONE NUMBER: 555-1234// <Enter>
MAILING FRANK ZIP+4 CODE: 55555// <Enter>
SITE NUMBER: 123// <Enter>
NCPDP NUMBER: <Enter>
MAILING FRANK CITY: ANY CITY// <Enter>
MAILING FRANK STATE: ANY STATE// <Enter>
MAILING COMMENTS: <Enter>
INACTIVE DATE: <Enter>
HOLD FUNCTION?: NO// <Enter>
SUSPENSE FUNCTION?: YES// <Enter>
CANCEL DRUG IN SAME CLASS: YES// <Enter>
REFILL INACTIVE DRUG RXS: YES// <Enter>
ASK METHOD OF PICKUP: YES// <Enter>
PASS MEDS ON PROFILE: YES// <Enter>
PROFILE `SORT BY' DEFAULT: DATE// <Enter>
COPIES ON NEW: YES// <Enter>
DRUG CHECK FOR CLERK: YES// <Enter>
FEE BASIS SUPPORT: YES// <Enter>
MULTI RX REQUEST FORM: YES// <Enter>
BARCODES ON REQUEST FORMS: BOTH// <Enter>
BARCODES ON ACTION PROFILES: YES// <Enter>
VERIFICATION: YES// <Enter>
DISPLAY GROUP: OUTPATIENT// <Enter>
SCREEN PROFILES: YES// <Enter>
EDIT PATIENT DATA: YES// <Enter>
EDIT DRUG: YES// <Enter>
RENEWING RX'S ALLOWED: YES// <Enter>
PASS MEDS CANCEL: NO// <Enter>
```

Example: Site Parameter Enter/Edit - all fields (continued)

```
AUTO SUSPEND: YES// <Enter>
SHALL COMPUTER ASSIGN RX #S: YES// <Enter>
PROFILE WITH NEW PRESCRIPTIONS: NO// <Enter>
SLAVED LABEL PRINTING: YES// <Enter>
METHADONE PROGRAM: NO// <Enter>
METHADONE DRUG: METHADONE SOLUTION (METHADOSE)// <Enter>
DAYS TO PULL FROM SUSPENSE: 2// <Enter>
DAYS TO PULL SUSPENDED CS CMOP: <Enter>
NEW LABEL STOCK: YES// <Enter>
EXTERNAL INTERFACE: SEND ALL ORDERS AND PRINT LABEL
         // <Enter>
Select DISPENSING SYSTEM PRINTER: <Enter>
BLANK LABEL BETWEEN PATIENTS: <Enter>
VERIFYING PHARMACIST ON LABELS: YES// <Enter>
AUTOMATED DISPENSE: HL7 V.2.4// <Enter>
FILE RELEASE DATE/TIME: YES// <Enter>
ENABLE MASTER FILE UPDATE: <Enter>
DISPENSE DNS NAME: <Enter>
DISPENSE DNS PORT: <Enter>
Select CPRS ORDERING INSTITUTION: TROY// <Enter>
  CPRS ORDERING INSTITUTION: TROY// <Enter>
  LOGICAL LINK: <Enter>
Select CPRS ORDERING INSTITUTION: <Enter>
RELATED INSTITUTION: ALBANY// <Enter>
NPI INSTITUTION: <Enter>
LABEL/PROFILE MONITOR MAX: 1000// <Enter>
NARCOTICS NUMBERED DIFFERENTLY: YES// <Enter>
NARCOTIC LOWER BOUND: 10000// <Enter>
NARCOTIC UPPER BOUND: 99999// <Enter>
PRESCRIPTION # LOWER BOUND: 100000999// <Enter>
PRESCRIPTION # UPPER BOUND: 500000000// <Enter>
IB SERVICE/SECTION: PHARMACY// <Enter>
NARRATIVE FOR COPAY DOCUMENT: <Enter>

The copay narrative displays here.

  Edit? NO//
NARRATIVE REFILLABLE RX:
*********************===================*******************************
The narrative for refillable RXs displays here.

**********************************************************************

  Edit? NO// <Enter>
NARRATIVE NON-REFILLABLE RX:. . .
       . . .

The narrative for non-refillable RXs displays here.

======================================================================

  Edit? NO// <Enter>
LOGICAL LINK: <Enter>
1.
```

View Provider
[PSO PROVIDER INQUIRE]

This option provides a way to quickly look up basic data for a single provider.

```
Select Supervisor Functions Option: VIEW Provider


Select Provider: OPPROVIDER,THREE  OPPROVIDER,THREE              TO
PROVIDER

Name: OPPROVIDER,THREE
Initials: TO
NON-VA Prescriber: No                   Tax ID:
Exclusionary Check Performed:           Date Exclusionary List Checked:
On Exclusionary List:
Exclusionary Checked By:
Authorized to Write Orders: Yes
Requires Cosigner: No                   DEA#
Class:                                  VA#
Type: Unknown                           NPI#
Remarks:
Synonym(s):   TO
Service/Section: PHARMACY

Select Provider:
```

(This page included for two-sided copying.)

Chapter 24: Using the Suspense Functions

This chapter describes the *Suspense Functions* menu options used for handling suspended prescriptions.

Suspense Functions

[PSOPND]

The *Suspense Functions* menu allows the user to print or delete various entries and print out statistics about entries in the RX SUSPENSE file. This file contains prescription labels that have been suspended for printing at a later time. Each prescription label has with it an associated suspense date which is the same as the fill or refill date.

There are eight *Suspense Functions* options that allow the user to manipulate the data in the RX SUSPENSE file:

- *Auto-delete from Suspense*
- *Change Suspense Date*
- *Count of Suspended Rx's by Day*
- *Delete Printed Rx's from Suspense*
- *Log of Suspended Rx's by Day (this Division)*
- *Print from Suspense File*
- *Pull Early from Suspense*
- *Reprint Batches from Suspense*

Auto-delete from Suspense

[PSO PNDEL]

The *Auto-delete from Suspense* option is the same as the V. 6.0 option *Delete from Suspense File*. This option allows deletion of the records of all the prescriptions that have already been printed prior to the user specified number of days. This specified number of days must be set from 7 to 90 days at the "DAYS PRINTED RX STAYS IN 52.5" prompt in the *Site Parameter Enter/Edit* option. The task is set to run every 7 days at the user specified time. The user may also re-queue or de-queue this task using this option. Once a prescription is deleted from suspense, it cannot be reset for reprinting. This option will delete based on the date the prescription was printed from suspense, not the date that it was originally suspended for. The reason for this is that one batch may print on a certain day with prescriptions with different original suspense dates. This job will therefore never delete only part of a printed batch.

Example: Auto-delete from Suspense

```
Select Suspense Functions Option: Auto-delete from Suspense
```

```
                          Edit Option Schedule
    Option Name: PSO PNDEL1
    Menu Text: Auto-delete from Suspense                TASK ID: 1091148
  ____________________________________________________________________________

  QUEUED TO RUN AT WHAT TIME: JUL 13,1997@01:00

DEVICE FOR QUEUED JOB OUTPUT:

 QUEUED TO RUN ON VOLUME SET:

      RESCHEDULING FREQUENCY: 8D

             TASK PARAMETERS:

            SPECIAL QUEUEING:

_____________________________________________________________________________


COMMAND:                                        Press <PF1>H for help    Insert
```

Change Suspense Date

[PSO PNDCHG]

This option allows the suspense date for a specific prescription or all prescriptions for a patient to be changed. The new suspense date will become the fill/refill date automatically. The user is also given the opportunity to delete a specific prescription, or all prescriptions for a patient, from suspense while in this option. If a refill is deleted from suspense that has not yet been printed, the refill information will be deleted from the prescription, and the various fill dates will be adjusted accordingly. This option does not produce a label.

Count of Suspended Rx's by Day

[PSO PNDCNT]

This option allows printing of a list showing the total number of prescriptions in the RX SUSPENSE file for every day in the specified time period.

This option can help the pharmacy anticipate the workload for particular days.

Delete Printed Rx's from Suspense

[PSO PNDPRI]

With this option printed prescriptions can be deleted from suspense manually. Basically, it does the same thing as the *Auto-delete from Suspense* option, but it prompts the user to delete a single prescription, all prescriptions for one patient, all prescriptions for a given date range, or all prescriptions that have printed in a batch.

A batch is the group of labels that printed for a particular Print from Suspense File job. For example, if for one day, the *Print from Suspense File* option is queued 3 times, three batches will be printed for that day. (See the *Print from Suspense File* option.)

If it is necessary to reset and reprint the suspense labels and only selected labels are wanted, those not wanted can be deleted from the batch. The deleted labels will not be reprinted as part of the batch.

Log of Suspended Rx's by Day (this Division)

[PSO PNDLOG]

Using this option, the manager can print a report by division of all suspended prescriptions sorted either by patient or identification number. The log contains the prescription number, patient name, drug name, type, and print status.

The *Log of Suspended Rx's by Day (this Division)* [PSO PNDLOG] option is updated to add a new column showing the B/D/F (Bad Address Indicator/ Do Not Mail/ Foreign Address) status of the prescription.

Print from Suspense File

[PSO PNDLBL]

This option allows the user to print labels from the RX SUSPENSE file. First, enter the “Print Through” date. Any prescriptions with a suspense date on or before the date entered will print. Additionally, if a patient has at least one prescription on or before the date entered, any other prescriptions for that patient that are in suspense will be printed for the site parameter specified number of days to be pulled from suspense.

For example, if today’s date is entered and Patient A has a prescription to be printed through the date entered, all of Patient A's prescriptions between the date entered plus the number of days set in the local site parameter will be printed. If there are no prescriptions for Patient A through the date entered, no labels will print.

Labels can be sorted by the patient name, the SSN, or the DEA Special Handling code. If sorted by DEA, the labels must then sort by patient name or SSN. Sorting by DEA will send the labels to the printer in three groups:

- **First group** – will contain all the prescriptions with drugs that contain an “A” (narcotics and alcoholics) or a “C“ (controlled substances-non narcotic) in the DEA Special Handling field.
- **Second group** – will contain all the prescriptions with drugs containing an “S” (supply) in the DEA Special Handling field.
- **Third group** – will contain all others. If a patient has prescriptions in suspense that fall in all three categories, that patient's labels will be printed three times, once in each group.

Only one job is tasked for all of the prescriptions in the batch; therefore, if the job is queued by mistake, only one tasked job must be undone. Any prescription that is put in suspense for the "Print Through Date" between the times the job was queued until the time it actually runs will be included in the job.

Labels for each job printed from suspense will be part of a batch. Each batch is identified by the Division, the user who queued the batch, and the date/time that the job was queued to begin.

Prescriptions pulled early from suspense will not be part of a batch, so they will not be able to be reprinted through the *Reprint Batches from Suspense* option.

A short profile for every patient for whom a label for a new prescription is being printed will also be printed if the local Profile with New Prescriptions site parameter is set to Yes.

If a patient has partial prescriptions with regular fills, only one set of trailing documents will print for that patient. (In V. 6.0 trailer documents were printed after each partial.)

If a prescription is determined to be an ePharmacy prescription (e.g., third party electronically billable), an electronic claim will be sent by ECME to the third party payer. The communication events between Outpatient Pharmacy and ECME are recorded in the ECME Log section of each prescription. The ECME log can be viewed in the patient Medication Profile screen (Activity Log option - AL) and also from the View Prescriptions option. If the claim submission returns a Refill Too Soon (79) or Drug Utilization Review (88) reject, the label is not printed for the prescription and it is moved to the Refill Too Soon/DUR section of the patient Medication Profile screen until the user resolves the reject. The prescription will also display on the Third Party Payer Reject worklist.

Pull Early from Suspense

[PSO PNDRX]

This option is used to pull a specific prescription or all prescriptions for a patient early. If a prescription is pulled early using this option, it will not be associated with any printed batch, and the user will not be able to reprint a label with the *Reprint Batches from Suspense* option. Since prescriptions that are pulled early from suspense do not belong to any printed batch and cannot be reprinted from suspense, there is no reason to leave them in suspense.

The user may also edit the “Method of Pickup”. For the prompt "Pull Rx(s) and delete from Suspense", the user should answer **YES** to pull the prescriptions, and they will always be deleted from suspense.

If the routing is changed to “Window” when pulling from suspense early and the bingo board is being used, those prescriptions will be sent to the bingo board.

If a prescription is determined to be an ePharmacy prescription (e.g., third party electronically billable), an electronic claim will be sent by ECME to the third party payer. The communication events between Outpatient Pharmacy and ECME are recorded in the ECME Log section of each prescription. The ECME log can be viewed in the patient Medication Profile screen (Activity Log option - AL) and also from the *View Prescriptions* option. If the claim submission returns a Refill Too Soon (79) or Drug Utilization Review (88) reject, the label is not printed for the prescription and it is moved to the Refill Too Soon/DUR section of the patient Medication Profile screen until the user resolves the reject. The prescription will also display on the Third Party Payer Reject worklist.

Queue CMOP Prescription

[PSO RX QUEUE CMOP]

The *Queue CMOP Prescription* option allows the users (including pharmacy technicians) to put mail-routed prescription(s) for CMOP drugs on suspense for CMOP.

Example: Queue CMOP Prescription

```
Select Suspense Functions Option: QUEUE CMOP Prescription
Enter the Rx # to queue to CMOP: 300486
```

If the prescription does not have a routing of mail, has already been released, or is not for a CMOP drug, and does not pass all the other normal checks for CMOP it will not be put on suspense for CMOP.

Reprint Batches from Suspense

[PSO PNDRPT]

This option enables the user to reset the RX SUSPENSE file so that labels in a batch that have already been printed once can be printed again. This option is useful if certain portions of the previously printed labels are unusable.

A prompt is shown for a date range, and within the date range entered all of the batches that have printed from suspense and all the labels associated with each batch are shown. Next, the user can choose to reprint any number of batches. Whichever batch or batches is chosen to reprint, only the labels printed with that batch will be reprinted in the same order they were printed originally. If a prescription or prescriptions have been deleted using the *Delete Printed Rx's from Suspense* option, it will be excluded from the batch to be reset and reprinted.

Prescriptions pulled early from suspense will not be part of a batch, so they will not be able to be reprinted through the Reprint Batches from Suspense option.

Chapter 25: Updating a Patient's Record

This chapter describes the option used for updating a patient's record.

Update Patient Record

[PSO PAT]

Use this option to update the patient information currently in the computer and to update patient records being viewed by using the *Patient Record Update* screen action. If implementing Other Language Modifications, use either to set a patient's other language preference.

In support of Registration patch DG*5.3*522, the Outpatient Pharmacy software provides for the automatic population of city, state, and county based on entry of a zip code.

Example: Updating a patient record

```
Select Outpatient Pharmacy Manager Option: UPDATE Patient Record

Select Patient:    OPPATIENT,ONE    12-4-53   000007890   YES     SC VETERAN

OPPATIENT, ONE                          ID#:   000-00-7890
4500 S MAIN ST                          DOB:   DEC 4,1953
ADDRESS LINE2
LINE 3 OF ADDRESS
MADISON                                 PHONE: 555-555-1653
WISCONSIN  53705                        ELIG:  SC LESS THAN 50%
                                        SC%:   10

WEIGHT(Kg):                              HEIGHT(cm):
DISABILITIES: ARTHRITIS-10% (SC), FOREARM CONDITION-5% (NSC),
              FOREARM CONDITION-4% (NSC), BENIGN EYE GROWTH-0% (NSC),
              LOSS OF FIELD OF VISION-20% (SC),

ALLERGIES:

ADVERSE REACTIONS:
```

If the PSO site parameter is set to allow editing of patient data, this prompt, "Do you want to update the Permanent address/phone? //N", is displayed. If the user enters "NO", then the software will not allow the user to update the permanent address and Bad Address Indicator fields.

```
Do you want to update the address/phone? N// Y  YES
 Update (P)ermanent address, (T)emporary, or (B)oth: BOTH// <Enter>
STREET ADDRESS [LINE 1]: 4500 S MAIN ST// 4800 S MAIN ST
STREET ADDRESS [LINE 2]: ADDRESS LINE2// <Enter>  ADDRESS LINE2
STREET ADDRESS [LINE 3]: LINE 3 OF ADDRESS// <Enter>  LINE 3 OF ADDRESS
ZIP+4: 53705// <Enter>  53705

     Select one of the following:

          1         MADISON*

CITY: MADISON// <Enter> *
STATE: WISCONSIN
```

```
COUNTY: DANE
PHONE NUMBER [RESIDENCE]: 555-555-1653// <Enter> 555-555-1653
PHONE NUMBER [WORK]:
    BAD ADDRESS INDICATOR: ? <Enter>

    Please enter 1 if the address is 'UNDELIVERABLE', 2 if the patient
    is 'HOMELESS', or 3 for 'OTHER' bad address reasons.
    Choose from:
    1        UNDELIVERABLE
    2        HOMELESS
    3        OTHER
Are you sure that you want to save the above changes? YES
Change saved.
```

Changes to the permanent address/Bad Address Indicator will not be saved until the prompt “Are you sure that you want to save the above changes?” is answered YES.

```
Press ENTER to continue: <Enter>

Temporary Address:


TEMPORARY ADDRESS ACTIVE?: NO//  <Enter> NO

Press Return to continue: <Enter>
PHONE NUMBER [CELLULAR]: <Enter>
CNH CURRENT: <Enter>
FEE HOSPITAL I.D.: <Enter>
REMARKS: <Enter>


     >>PHARMACY PATIENT DATA<<

CAP: <Enter>
MAIL: <Enter>
MAIL STATUS EXPIRATION DATE: <Enter>
DIALYSIS PATIENT: <Enter>
NARRATIVE: <Enter>
Eligibility: COLLATERAL OF VET. <Enter>
Disabilities: <Enter>
PATIENT STATUS: SERVICE CONNECTED// <Enter>
COMMUNITY NURSING HOME: <Enter>
NURSING HOME CONTRACT: <Enter>
LAST DATE OF CONTRACT: <Enter>
RESPITE PATIENT START DATE: <Enter>
RESPITE PATIENT END DATE: <Enter>
OTHER LANGUAGE PREFERENCE: <Enter>
PMI LANGUAGE PREFERENCE: <Enter>
```

Chapter 26: Verifying Prescriptions

This chapter describes the option and methods used for verifying prescriptions.

Verification

[PSO VER]

Pharmacists use the *Verification* menu to verify prescriptions with a non-verified status; obtain a listing of those remaining non-verified prescriptions; or calculate the number of non-verified prescriptions by entering the patient or the clerk.

The following options are available on the *Verification* menu:

- *List Non-Verified Scripts*
- *Non-Verified Counts*
- *Rx Verification by Clerk*

If the verification site parameter is set to "YES", new prescriptions entered by a non-pharmacist (i.e., someone who does not hold the PSORPH key) will be put in a non-verified status, entered into the non-verified orders file, and will not be made active (nor will labels be printed) until they are reviewed and verified by a pharmacist. When new and renewed prescriptions for a patient are verified, all labels for that patient will be printed together. If a patient has refills only, these labels will be printed as they are entered.

A pharmacist may choose to verify all entries made by a particular technician rather than all the prescriptions for an individual patient.

Prescriptions in a non-verified status can not be canceled, edited, or deleted through the usual options. If a non-verified prescription is auto canceled on admission, it can be reinstated, but it returns to the non-verified status.

Verifying an ePharmacy order is similar to finishing an order. For an example, see "Verifying ePharmacy Orders" at the end of the "Verification through Patient Prescription Processing" section.

List Non-Verified Scripts
[PSO VRPT]

This option allows the user to obtain a list of all scripts remaining in a status of 'Non-Verified' by either patient or entering clerk.

Example: Non-verified prescriptions (sorted by patient)

```
Select Outpatient Pharmacy Manager Option: Verification

Select Verification Option:  List Non-Verified Scripts
Sort By Patient or Clerk: P// <Enter> ATIENT
DEVICE: HOME//  [Select Print Device]

                             NON-VERIFIED PRESCRIPTIONS
                             AS OF JUL 16,2007@14:49:54
                                  SORTED BY PATIENT
                      (# indicates Critical Drug Interaction)
   Patient name                                                      Page: 1
Rx #         Issued    Drug                                          Entry By
-----------------------------------------------------------------------------

  OPPATIENT,FIVE
100001860A   04/01/04  ACETAMINOPHEN 1000MG TABLET                10000000028

  OPPATIENT,FOUR
100001591A   07/27/98  ASPIRIN BUFFERED 325MG TAB                       11733

  OPPATIENT,ONE
100001853    10/23/02  ERYTHRITYL TETRANIT. 10MG TAB              10000000022

  OPPATIENT,TWELVE
100001854    11/25/02  ACETAMINOPHEN 1000MG TABLET               10000000022
100001798A   04/19/99  INSULIN NPH U-100 INJ (PORK)                       100


Select Verification Option:
```

Non-Verified Counts
[PSO NVCNT]

This option allows the user to obtain a count of the number of prescriptions remaining in a status of non-verified.

Example: Total ofnNon-verified prescriptions

```
Select Verification Option:  NON-Verified Counts
DEVICE: HOME//  [Select Print Device]


                        NON-VERIFIED PRESCRIPTION COUNTS
                              JUL 16,2007@14:57:34

TOTAL NUMBER OF NON-VERIFIED PRESCRIPTIONS : 12

NUMBER OF PATIENTS WITH ONE OR MORE NON-VERIFIED PRESCRIPTIONS : 9

(NOTE: Total number of patients listed here may not always equal the number at
the bottom, since some patients at the bottom may be counted more than once,
possibly having non-verified Rx's entered on different days.)

                    # of                  # of
     Date     Non-verified Rx's    Different Patients
     ----     -----------------    ------------------

   07-27-98           1                     1
   05-18-99           2                     1
   06-22-00           2                     2

TOTAL                 5                     4

Enter RETURN to continue or '^' to exit:
```

Rx Verification by Clerk
[PSO VR]

This option verifies prescriptions in the non-verified status by entering the clerk.

Verification through Patient Prescription Processing

Prescriptions can be verified through the *Patient Prescription Processing* option. The following screen shows that the patient has already been chosen and the Patient Information screen is displayed. Sequence **92** in the Non-Verified section is being chosen to be verified.

```
Medication Profile            Oct 26, 2004@15:54:11          Page:    9 of    9
OPPATIENT,ONE                                                         <A>
  PID: 000-33-9521                                    Ht(cm): 175.26 (08/10/2004)
  DOB: OCT 10, 1970 (34)                              Wt(kg): 75.45 (08/10/2004)
SEX: MALE

                                                              ISSUE  LAST REF DAY
+
84 100476        PHENYTOIN 30MG CAP                  180 DC 04-02 04-02   0  90
85 101064A$      POVIDONE IODINE SCRUB (OZ)           12 DC 07-09 08-03   0  15
86 101427        PREDNISONE 1MG TAB                  180 DC 10-25 10-25   3  90
87 101152        PROBENECID 500MG TAB                180 DC 07-26 08-03   3  90
88 100307        QUININE SULFATE 200MG CAP           180 DC>02-22 02-22   3  90
89 100308        RIFAMPIN 300MG CAP                  180 DC 02-22 02-22   3  90
90 100561        SYRINGE 5CC                          90 DC 04-07 04-07   0  90
91 100626        VITAMIN A 25000 UNT CAP             180 DC>04-23 04-23   3  90
----------------------------------NON-VERIFIED--------------------------------
92 101435        CALCITRIOL 0.25MCG CAP               180 N> 10-26 10-26  3  90

+         Enter ?? for more actions
PU  Patient Record Update               NO  New Order
PI  Patient Information                 SO  Select Order
Select Action: Quit// 92
```

The prescription information displays, and **VF** for Verification is entered to begin the verification process.

```
OP Medications (NON-VERIFIED) Oct 26, 2004@18:01:44          Page:    1 of    2
OPPATIENT,ONE                                                          <A>
  PID: 000-33-9521                                    Ht(cm): 175.26 (08/10/2004)
  DOB: OCT 10, 1970 (34)                              Wt(kg): 75.45 (08/10/2004)

                Rx #: 101435
 (1) *Orderable Item: MAGNESIUM CITRATE LIQUID,ORAL
 (2)       CMOP Drug: CALCITRIOL 0.25MCG CAP
 (3)         *Dosage: 0.25 (MCG)
                Verb: TAKE
      Dispense Units: 1
                Noun:
              *Route: INTRAVENOUS SUBCUTANEOUS INTRATHECAL
           *Schedule: BID
 (4)Pat Instructions:
                 SIG: TAKE ONE IV SC INTH TWICE A DAY
 (5)  Patient Status: SC LESS THAN 50%
 (6)      Issue Date: 10/26/04               (7)  Fill Date: 10/26/04
      Last Fill Date: 10/26/04 (Window)
+         Enter ?? for more actions
DC   (Discontinue)        PR   (Partial)            RL   (Release)
ED   (Edit)               RF   (Refill)             RN   (Renew)
Select Action: Next Screen// VF
```

The system displays the verification screen. The user can respond Y to edit, N not to edit or P to display a profile. In this example, **Y** is entered to edit the prescription.

```
RX: 101435   PATIENT: OPPATIENT,ONE (000-33-9521)
STATUS: Non-Verified
      DRUG: CALCITRIOL 0.25MCG CAP
       QTY: 180     90 DAY SUPPLY
       SIG: TAKE ONE IV SC INTH TWICE A DAY
    LATEST: 10/26/2004              # OF REFILLS: 3  REMAINING: 3
    ISSUED: 10/26/04                    PROVIDER:
    LOGGED: 10/26/04                      CLINIC: NOT ON FILE
   EXPIRES: 10/27/05                    DIVISION: ALBANY ISC (500)
       CAP: NON-SAFETY                   ROUTING: WINDOW
  ENTRY BY: OPPROVIDER,ONE            VERIFIED BY:

PATIENT STATUS : SC LESS THAN 50%         COPIES : 1
EDIT:  (Y/N/P): N// Y
```

The prescription displays in edit mode.

```
OP Medications (NON-VERIFIED) Oct 26, 2004@18:04:46          Page:    1 of    2
OPPATIENT,ONE                                                          <A>
  PID: 000-33-9521                                   Ht(cm): 175.26 (08/10/2004)
  DOB: OCT 10, 1970 (34)                             Wt(kg): 75.45 (08/10/2004)

                Rx #: 101435
 (1) *Orderable Item: MAGNESIUM CITRATE LIQUID,ORAL
 (2)       CMOP Drug: CALCITRIOL 0.25MCG CAP
 (3)         *Dosage: 0.25 (MCG)
                Verb: TAKE
      Dispense Units: 1
                Noun:
             *Route: INTRAVENOUS SUBCUTANEOUS INTRATHECAL
           *Schedule: BID
 (4)Pat Instructions:
                 SIG: TAKE ONE IV SC INTH TWICE A DAY
 (5)  Patient Status: SC LESS THAN 50%
 (6)      Issue Date: 10/26/04               (7)  Fill Date: 10/26/04
      Last Fill Date: 10/26/04 (Window)
+         Enter ?? for more actions
DC   Discontinue          PR   (Partial)            RL   (Release)
ED   Edit                 RF   (Refill)             RN   (Renew)
Select Action: Next Screen// 1
```

By selecting the orderable item or drug, the user can edit and/or enter the ICD-9 Diagnosis Codes that apply to the prescription. The following shows **1** for orderable item was selected for editing, and the orderable item was not changed. The ICD-9 codes are entered and accepted.

```
OP Medications (NON-VERIFIED) Oct 26, 2004@18:04:46          Page:    1 of    2
OPPATIENT,ONE                                                          <A>
  PID: 000-33-9521                                   Ht(cm): 175.26 (08/10/2004)
  DOB: OCT 10, 1970 (34)                             Wt(kg): 75.45 (08/10/2004)

Current Orderable Item: MAGNESIUM CITRATE LIQUID,ORAL
Select PHARMACY ORDERABLE ITEM NAME: MAGNESIUM CITRATE//   MAGNESIUM CITRATE
 LIQUID,ORAL

Previously entered ICD-9 diagnosis codes:
          Primary:

Select Primary ICD-9 Code: 121.1  121.1     CLONORCHIASIS
         ...OK? Yes//  <Enter> (Yes)

Select Secondary ICD-9 Code: 121.2  121.2     PARAGONIMIASIS
         ...OK? Yes//  <Enter> (Yes)

Select Secondary ICD-9 Code: 121.3  121.3     FASCIOLIASIS
         ...OK? Yes//  <Enter> (Yes)

Select Secondary ICD-9 Code: <Enter>
Are You Sure You Want to Update Rx 101435? Yes//  <Enter> YES
```

Once the information is accepted, the prescription appears in Edit mode, and the verification process may begin again by entering VF.

```
OP Medications (NON-VERIFIED) Oct 26, 2004@18:06:05          Page:    1 of    2
OPPATIENT,ONE                                                          <A>
  PID: 000-33-9521                                   Ht(cm): 175.26 (08/10/2004)
  DOB: OCT 10, 1970 (34)                             Wt(kg): 75.45 (08/10/2004)

                Rx #: 101435
 (1) *Orderable Item: MAGNESIUM CITRATE LIQUID,ORAL
 (2)       CMOP Drug: CALCITRIOL 0.25MCG CAP
 (3)         *Dosage: 0.25 (MCG)
                Verb: TAKE
      Dispense Units: 1
                Noun:
             *Route: INTRAVENOUS SUBCUTANEOUS INTRATHECAL
           *Schedule: BID
 (4)Pat Instructions:
                 SIG: TAKE ONE IV SC INTH TWICE A DAY
 (5)  Patient Status: SC LESS THAN 50%
 (6)      Issue Date: 10/26/04               (7)  Fill Date: 10/26/04
      Last Fill Date: 10/26/04 (Window)
+         Enter ?? for more actions
DC   Discontinue          PR   (Partial)            RL   (Release)
ED   Edit                 RF   (Refill)             RN   (Renew)
Select Action: Next Screen// VF
```

The Verification screen appears and “NO” is entered for the edit prompt. By entering “Yes” to the Verify prompt, verification is completed and the prescription is moved from the Non-Verified section to the Active section of the Medication Profile.

```
RX: 101435   PATIENT: OPPATIENT,ONE (000-00-0659)
STATUS: Non-Verified
      DRUG: CALCITRIOL 0.25MCG CAP
       QTY: 180     90 DAY SUPPLY
       SIG: TAKE ONE IV SC INTH TWICE A DAY
    LATEST: 10/26/2004               # OF REFILLS: 3  REMAINING: 3
    ISSUED: 10/26/04                      PROVIDER:
    LOGGED: 10/26/04                      CLINIC: NOT ON FILE
   EXPIRES: 10/27/05                      DIVISION: ALBANY ISC (500)
       CAP: NON-SAFETY                    ROUTING: WINDOW
  ENTRY BY: OPPHARMACIST,ONE              VERIFIED BY:

PATIENT STATUS : SC LESS THAN 50%         COPIES : 1
EDIT:  (Y/N/P): N// NO
VERIFY FOR TEST,BA ? (Y/N/Delete/Quit): Y// <Enter>
```

Verifying ePharmacy Orders

Verifying an ePharmacy order is similar to finishing an order. After the user reviews the ePharmacy order and chooses to accept the order, the billing data is sent to ECME, which sends a message back to Outpatient Pharmacy displaying the status of the claim. The ECME section of the Activity Log is also updated.

```
RX: 101435   PATIENT: OPPATIENT,FOUR (000-01-1322P)
STATUS: Non-Verified
      DRUG: ENTEX CAP
       QTY: 10     10 DAY SUPPLY
       SIG: TAKE 25MG BY BY MOUTH EVERY DAY FOR 10 DAYS WITH FOOD
    LATEST: 11/05/2005              # OF REFILLS: 0  REMAINING: 0
    ISSUED: 11/05/2005                   PROVIDER:
    LOGGED: 11/05/2005                   CLINIC: NOT ON FILE
   EXPIRES: 11/15/2005                   DIVISION: ALBANY ISC (500)
       CAP: NON-SAFETY                   ROUTING: WINDOW
  ENTRY BY: OPPHARMACIST,ONE             VERIFIED BY:

PATIENT STATUS : SC LESS THAN 50%        COPIES : 1
EDIT:  (Y/N/P): N// NO
VERIFY FOR OPPHARMACIST4,THREE ? (Y/N/Delete/Quit): Y// <Enter>


Prescription 100003840 successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Gathering claim info
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
E PAYABLE

Another New Order for OPPATIENT,FOUR? YES//
```

Glossary

The following table provides definitions for common acronyms and terms used in this manual.

Acronym/Term	Definition
Action Profile	A list of all active and recently canceled or expired prescriptions for a patient sorted by classification. This profile also includes a signature line for each prescription to allow the physician to cancel or renew it.
Activity Log	A log, by date, of changes made to or actions taken on a prescription. An entry is made in this log each time the prescription is edited, canceled, reinstated after being canceled, or renewed. An entry will be made into this log each time a label is reprinted. A CMOP activity log will contain information related to CMOP dispensing activities.
Allergy/ADR Information	Includes non-verified and verified allergy and/or adverse reaction information as defined in the Adverse Reaction Tracking (ART) package. The allergy data is sorted by type (DRUG, OTHER, FOOD). If no data is found for a category, the heading for that category is not displayed.
AMIS	Automated Management Information System
Answer Sheet	An entry in the DUE ANSWER SHEET file. It contains the questions and answers of a DUE questionnaire. This term is also used to refer to the hard copy representation of a DUE ANSWER SHEET entry.
APSP	Originally Indian Health Service Pharmacy's name space now owned by the Outpatient Pharmacy software.
Bypass	Take no action on a medication order.
CMOP	Consolidated Mail Outpatient Pharmacy.
CPRS	Computerized Patient Record System. CPRS is an entry point in VistA that allows the user to enter all necessary orders for a patient in different packages (e.g., Outpatient Pharmacy, Inpatient Pharmacy, etc.) from a single entry point.
Critical	Interactions with severe consequences that require some type of action (finding facts, contacting prescribers) to prevent potential serious harm.
DEA	Drug Enforcement Agency
DEA Special Handling	The Drug Enforcement Agency special Handling code used for drugs to designate if they are over-the counter, narcotics, bulk compounds, supply items, etc.
DHCP	See VistA.
Dispense Drug	The Dispense Drug name has the strength attached to it (e.g., Acetaminophen 325 mg). The name alone without a strength attached is the Orderable Item name.

Acronym/Term	Definition
Dosage Ordered	After the user has selected the drug during order entry, the dosage ordered prompt is displayed.
Drug/Drug Interaction	The pharmacological or clinical response to the administration of a drug combination different from that anticipated from the known effects of the two agents when given alone.
DUE	Drug Usage Evaluation
Expiration/Stop	The date on which a prescription is no longer active. Typically, this date is 30 days after the issue date for narcotics, 365 days after the issue date for other medications and 365 days after the issue date for supplies.
Finish	Term used for completing orders from Order Entry/Results Reporting V. 3.0.
GUI	Acronym for Graphical User Interface.
Issue Date	The date on which the prescription was written. This date is usually, but not always, the same as the first fill date. This date cannot be later than the first fill date.
HFS	Host File Server.
Health Insurance Portability and Accountability Act of1996 (HIPAA)	A Federal law that makes a number ofchanges that have the goal of allowing persons to qualify immediately for comparable health insurance coverage when they change their employment relationships. Title II, Subtitle F, of HIPAA gives HHS the authority to mandate the use of standards for the electronic exchange of health care data; to specify what medical and administrative code sets should be used within those standards; to require the use of national identification systems for health care patients, providers, payers (or plans), and employers (or sponsors); and to specify the types of measures required to protect the security and privacy of personally identifiable health care information. Also known as the Kennedy-Kassebaum Bill, the Kassebaum-Kennedy Bill, K2, or Public Law 104-191.
JCAHO	Acronym for Joint Commission on Accreditation of Healthcare Organizations
Label/Profile Monitor	A file for each printer which records, in the order in which they were printed, the last 1000 labels or profiles printed on that printer. This allows a rapid reprint of a series of labels or profiles that were damaged by a printer malfunction or other event.
Local Possible Dosages	Free text dosages that are associated with drugs that do not meet all of the criteria for Possible Dosages.
Medication Instruction File	The MEDICATION INSTRUCTION file is used by Unit Dose and Outpatient Pharmacy. It contains the medication instruction name, expansion and intended use.

Acronym/Term	Definition
Medication Order	A prescription.
Medication Profile	A list of all active or recently canceled or expired prescriptions for a patient sorted either by date, drug, or classification. Unlike the action profile, this profile is for information only and does not provide a signature line for a physician to indicate action to be taken on the prescription.
Medication Routes File	The MEDICATION ROUTES file contains medication route names. The user can enter an abbreviation for each route to be used at the local site. The abbreviation will most likely be the Latin abbreviation for the term.
Med Route	The method in which the prescription is to be administered (e.g., oral, injection).
NCCC	Acronym for National Clozapine Coordinating Center.
Non-Formulary Drugs	The medications, which are defined as commercially available drug products not included in the VA National Formulary.
Non-VA Meds	Term that encompasses any Over-the-Counter (OTC) medications, Herbal supplements, Veterans Health Administration (VHA) prescribed medications but purchased by the patient at an outside pharmacy, and medications prescribed by providers outside VHA. All Non-VA Meds must be documented in patients' medical records.
Order	Request for medication.
Orderable Item	An Orderable Item name has no strength attached to it (e.g., Acetaminophen). The name with a strength attached to it is the Dispense drug name (e.g., Acetaminophen 325mg).
Partial Prescription	A prescription that has been filled for a quantity smaller than requested. A possible reason for a partial fill is that a patient is to return to the clinic in ten days but the prescription calls for a thirty-day supply. Partials do count as workload but do not count against the total number of refills for a prescription.
Payer	In health care, an entity that assumes the risk of paying for medical treatments. This can be an uninsured patient, a self-insured employer, or a health care plan or Health Maintenance Organization (HMO).
Pending Order	A pending order is one that has been entered by a provider through CPRS without Pharmacy finishing the order. Once Pharmacy has finished the order, it will become active.
Pharmacy Narrative	OUTPATIENT NARRATIVE field that may be used by pharmacy staff to display information specific to the patient.
Polypharmacy	The administration of many drugs together.

Acronym/Term	Definition
POE	Acronym for Pharmacy Ordering Enhancements (POE) project. Patch PSO*7*46 contains all the related changes for Outpatient Pharmacy.
Possible Dosages	Dosages that have a numeric dosage and numeric dispense units per dose appropriate for administration. For a drug to have possible dosages, it must be a single ingredient product that is matched to the DRUG file. The DRUG file entry must have a numeric strength and the dosage form/unit combination must be such that a numeric strength combined with the unit can be an appropriate dosage selection.
Prescription	This term is now referred to throughout the software as medication orders.
Prescription Status	A prescription can have one of the following statuses. **Active -** A prescription with this status can be filled or refilled. **Canceled -** This term is now referred to throughout the software as Discontinued. (See Discontinued.) **Discontinued -** This status is used when a prescription was made inactive either by a new prescription or by the request of a physician. **Discontinued (Edit) -** Discontinued (Edit) is the status used when a medication order has been edited and causes a new order to be created due to the editing of certain data elements. **Deleted -** This status is used when a prescription is deleted. Prescriptions are no longer physically deleted from the system, but marked as deleted. Once a prescription is marked deleted no access is allowed other than view. **Expired -** This status indicates the expiration date has passed. *Note: A prescription that was canceled or has expired more recently than the date specified by the cutoff date, typically 120 days in the past, can still be acted upon. **Hold -** A prescription that was placed on hold due to reasons determined by the pharmacist. **Non-verified -** There are two types of non-verified statuses. Depending on a site parameter, prescriptions entered by a technician do not become active until a pharmacist reviews them. Until such review, they remain non-verified and cannot be printed, canceled or edited except through the *Verification* menu. The second non-verified status is given to prescriptions when a drug/drug interaction is encountered during the new order entry or editing of a prescription. **Pending -** A prescription that has been entered through OERR. **Refill -** A second or subsequent filling authorized by the provider. **Suspended -** A prescription that will be filled at some future date.
Progress Notes	A component of Text Integration Utilities (TIU) that can function as part of CPRS.

Acronym/Term	Definition
Provider	The person who authorized an order. Only users identified as providers who are authorized to write medication orders may be selected.
Reprinted Label	Unlike a partial prescription, a reprint does not count as workload.
Questionnaire	An entry in the DUE QUESTIONNAIRE file. This file entry contains the set of questions related to a DUE as well as the drugs being evaluated.
Schedule	The frequency by which the doses are to be administered, such as Q8H, BID, NOW, etc.
Sig	The instructions printed on the label.
Significant	The potential for harm is either rare or generally known so that it is reasonable to expect that all prescribers have taken this information into account.
Speed Actions	See Actions.
Suspense	A prescription may not be able to be filled on the day it was requested. When the prescription is entered, a label is not printed. Rather, the prescription is put in the RX SUSPENSE file to be printed at a later date.
Third (3rd) Party Claims	Health care insurance claims submitted to an entity for reimbursement of health care bills.
Time In	This is the time that the patient's name was entered in the computer.
Time Out	This is the time that the patient's name was entered on the bingo board monitor.
TIU	Text Integration Utilities; a package for document handling, that includes Consults, Discharge summary, and Progress Notes, and will later add other document types such as surgical pathology reports. TIU components can be accessed for individual patients through the CPRS, or for multiple patients through the TIU interface.
Units per Dose	The number of Units (tablets, capsules, etc.) to be dispensed as a Dose for an order. Fractional numbers will be accepted for medications that can be split.
VistA	Acronym for Veterans Health Information Systems and Technology Architecture, the new name for Decentralized Hospital Computer Program (DHCP).
Wait Time	This is the amount of time it took to fill the prescription. It is the difference between Time In and Time Out. For orders with more than one prescription, the wait time is the same for each.

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