



# **OUTPATIENT PHARMACY**

## **PHARMACIST'S USER MANUAL**

Version 7.0  
December 2007

(Revised August 2008)



## 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
08/08	vi-vii, 4, 39-40, 72, 79, 81, 81a-d, 85-87, 87a-d, 94, 119-120	PSO*7*225	The following changes are included in this patch. <ul style="list-style-type: none"> <li>• The Environmental Indicator, “Environmental Contaminant,” has been replaced with “Southwest Asia Conditions.”</li> <li>• “Was treatment related to PROJ 112/SHAD?” has been added.</li> <li>• The Service Connected question has been updated.</li> <li>• Original provider comments no longer being carried over to renewal orders has been noted.</li> <li>• Flag/unflag functionality has been added.</li> <li>• The ability to discontinue both pending and active orders for the same drug has been noted.</li> </ul> (S. Templeton, PM; S. B. Scudder, Tech Writer)
05/08	vi-vii, 30a-30b, 119-120	PSO*7*294	Added new Chapter 10a on Medication Reconciliation; updated Table of Contents, and index; Added Medication Reconciliation to index. (S. Templeton, PM; D Dertien, Tech Writer)
10/07	60-61, 69, 92, 96-101	PSO*7*260	Included updates for the ePharmacy Phase 4 project. For more information, see the <i>ePharmacy/ECME Enhancements Release Notes</i> . (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 <i>Outpatient Pharmacy FY07 Q4 Release Notes</i> . (E. Williamson, PM; S. Krakosky, Tech Writer)

*(This page included for two-sided copying.)*

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# Chapter 1: 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

Allergy Indicator

The screenshot shows the following content:

```

Patient Information      Feb 09, 2006 16:31:03      Page: 1 of 2
OPPACIENT17, ONE      <A>
PID: 000-12-3456      Ht(cm): 175.26 (08/06/2000)
DOB: AUG 30,1948 (52)      Wt(kg): 108.18 (01/14/2006)
SEX: MALE
+
Eligibility: SERVICE CONNECTED 50% to 100%      SC%: 70
RX PATIENT STATUS: SC LESS THAN 50%

Disabilities:
1313 TWIN OAKS LANE
ANYVILLE
ALABAMA 12345
Prescription Mail Delivery: Regular Mail
HOME PHONE: 555-555-8361
CELL PHONE:
WORK PHONE:

Allergies
Verified: PEANUTS,
+ 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//
  
```

Labels on the left side of the screenshot:

- Screen Title:** Points to the top line of the patient information.
- Header Area:** Points to the patient name and basic demographics.
- List Area (Scrolling region):** Points to the eligibility and address information.
- Message Window:** Points to the prescription mail delivery information.
- Action Area:** Points to the allergies and action menu.

**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**

**Order Status and CMOP Indicators**      **Allergy Indicator**

Medication Profile      May 22, 2006 10:44:56      Page: 1 of 1

OPPATIENT16,ONE      <A>

PID: 000-24-6802      Ht (cm): 177.80 (02/08/2004)

DOB: APR 3,1941 (65)      Wt (kg): 90.45 (02/08/2004)

SEX: MALE

Non-VA Meds on File

Last entry on 01/13/01

	#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP	
	-----ACTIVE-----									
	1	503902	ACETAMINOPHEN 500MG TAB	60	AT	05-22	05-22	3	30	
	2	503886\$	DIGOXIN (LANOXIN) 0.2MG CAP	60	A>	05-07	05-07	5	30	
	3	503871\$	HISTOPLASMIN 1ML	1	A	03-14	03-14R	5	30	
	4	100002042\$e	NALBUPHINE HCL INJ 10MG/ML	1	A	03-14	03-14	5	30	
	5	100002040\$▲	SALICYLIC ACID 40% OINT (OZ)	1	S	03-14	03-17	5	30	
	-----DISCONTINUED-----									
	6	503881	BACLOFEN 10MG TABS	30	DC	04-07	05-01	2	30	
	7	100002020A\$	TIMOLOL 0.25% OPTH SOL 10ML	1	DE	02-03	02-03	5	30	
	-----HOLD-----									
	8	100001942	ABDOMINAL PAD 7 1/2 X 8 STERILE	1	H	09-28	09-28	5	30	
	-----NON-VERIFIED-----									
	9	100002039\$	BACLOFEN 10MG TABS	30	N	03-14	03-14	5	30	
	-----PENDING-----									
	10	AMPICILLIN 250MG CAP		QTY: 40		ISDT: 05-29		REF: 0		
	11	SIMETHICONE 40MG TAB		QTY: 30		ISDT: 05-30		REF: 3		
	-----NON-VA MEDS (Not dispensed by VA)-----									
		GINKGO EXT 1 TAB ONCE A DAY BY MOUTH					Date Documented: 01/13/01			
		IBUPROFEN 50MG TAB					Date Documented: 12/10/00			

Enter ?? for more actions

PU Patient Record Update	NO New Order
PI Patient Information	SO Select Order

Select Action: Quit//

**Copay Indicator** →

**ePharmacy Indicator** →

**Pending Orders** →

**Flagged Order** →

**Non-VA Meds Orders** →

**Return To Stock Indicator** →

## Chapter 2: 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# 102006 (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: Using the Copy Action (continued)**

```

New OP Order (COPY)           Jun 04, 2001 15:51:32           Page: 1 of 2
OPPATIENT6,ONE
PID: 000-13-5790              Ht(cm): 175.26 (08/10/1999)
DOB: FEB 8,1922 (79)         Wt(kg): 75.45 (08/10/1999)
                                <A>
Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)**
(1) Drug: AMPICILLIN 250MG CAP ***(N/F)**
(2) Patient Status: OUTPT NON-SC
(3) Issue Date: JUN 4,2001      (4) Fill Date: JUN 4,2001
(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
  
```

Once the copied order is accepted, the previous order information displays.

```

-----
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
-----example continues-----
  
```

The new order information is displayed and, once verified, the old order is discontinued.

**Example: Using the Copy Action (continued)**

```

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: N
    
```

The Medication Profile screen is redisplayed at this point. The dollar sign after the first prescription number means that a copay charge is associated with that order. The default printer is displayed and the user can queue the label to print, change the default printer, or hold, suspend, or bypass printing.

```

Medication Profile          Jun 04, 2001 16:03:55          Page: 1 of 1
OPPATIENT6,ONE
  PID: 000-13-5790          Ht(cm): 175.26 (08/10/1999)
  DOB: FEB 8,1922 (79)     Wt(kg): 75.45 (08/10/1999)
<A>
-----ACTIVE-----
#  RX #          DRUG          QTY ST  ISSUE DATE  LAST REF DAY
-----
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>
    
```



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 12,1075 (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, 2001 16:18:17          Page:    2 of    2
OPPATIENT,FOUR
  PID: 000-01-1322P          Ht(cm): _____ (_____)
  DOB: NOV 12,1075 (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, 2001 16:24:32          Page:    2 of    2
OPPATIENT,FOUR
  PID: 000-01-1322P          Ht(cm): _____ (_____)
  DOB: NOV 12,1075 (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// AC Accept

  SC Percent: 40%
  Disabilities: NONE STATED

Was treatment for Service Connected condition? NO// <Enter>
```

```
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...
```



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 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.

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

#  RX #          DRUG          ISSUE  LAST REF DAY
          QTY ST  DATE    FILL REM SUP
-----
1 100002518     PENICILLAMINE 250MG TAB  31 A  02-29 02-29  5  31
-----
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: PSUSER,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	<b>&lt;NO ALLERGY ASSESSMENT&gt;</b>	
PID: 000-24-6802	Ht (cm): 177.80 (02/08/2007)	
DOB: APR 3, 1941 (66)	Wt (kg): 90.45 (02/08/2007)	
<b>Flagged</b> by OPPHARM, TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.		
<b>Unflagged</b> by OPPHARM, TWO on 03/14/08@09:26: CHECKED WITH PATIENT. NO HEART CONDITION.		
* (1) Orderable Item: ACETAMINOPHEN TAB		* <i>Editing starred fields will create a new order</i>
(2)	CMOP Drug: ACETAMINOPHEN 500MG TAB	
	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. Select either refills or renewals. Then fill in information for the prescriptions to be batch barcode, i.e., fill date, route, etc. Next, use a barcode wand to enter the barcodes for the prescriptions to be refilled or renewed.

## **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 the 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 the 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.

1. Barcode too faint (change printer ribbon)
2. Improper scanning (move the wand at a steady rate)
3. Defective barcode reader (replace the reader)

## Complete Orders from OERR [PSO LMOE FINISH]

When a clinician has created an order for a patient, the pharmacist then completes and verifies the order. The *Complete Orders from OERR* option is used to complete orders entered into the patient record through Order Entry Results Reporting (OERR) V. 3.0. This option uses the List Manager features.

Orders may be selected by patient, route, clinic, flag, or priority. “E” can be entered 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 the Electronic Management Claims Engine (ECME). ECME 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.

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

Do you want to see Medication Profile? Yes//
```

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



The user may enter a question mark at the “Select Patient” prompt to view 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.

**Example: Finishing an Order from OERR (continued)**

```

OPPATIENT16,ONE      4-3-41      000246802
YES      SC VETERAN

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
  PID: 000-24-6802           Ht(cm): 177.80 (02/08/2007)
  DOB: APR 3,1941 (66)      Wt(kg): 90.45 (02/08/2007)
-----
*(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.

**Example: Finishing an Order from OERR (continued)**

```
Select Drug by number: (1-2): 1
```

If the user chooses to copy Provider Comments into the Patient Instructions, they will be displayed 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.

```
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 500MG 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 attaches 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. They are not a part of any pending orders. 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. Entering any other selection at the “Select By” prompt when you have flagged orders means that those flagged orders will not be part of the batches,

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
-----
1 100002518  PENICILLAMINE 250MG TAB      31 A  02-29 02-29  5  31
-----
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: PSUSER,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 will result 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 will no longer delete unverified prescriptions.

## Finishing an Order from OERR with Multiple Institutions

Multiple Institution entries can be added using the *Site Parameter Enter/Edit* option. If the local site has multiple entries in the CPRS ORDERING INSTITUTION field the user will be prompted for an Institution when entering the *Complete Orders from OERR* option. After an Institution is selected, then the Pending Orders that will be 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/E): PATIENT// PA
```

*[See the previous example for completion of this option.]*

## Discontinue Prescription(s)

[PSO C]

This option is used either to discontinue a prescription without deleting its record from the files, or to 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

      RX #          DRUG                                QTY ST  ISSUE  LAST REF DAY
      -----
      -----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// ??

      Nature of Order Activity      Require      Print      Print on
      -----                     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: OPPOVIDER30,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 EXEDIT]**

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, the claim for that fill will be reversed. A new claim is created for the new prescription. See “Editing an ePharmacy Order” for an example of editing ePharmacy orders.

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