OUTPATIENT PHARMACY

TECHNICIAN'S USER MANUAL

Version 7.0
December 1997

(Revised May 2009)

Department of Veterans Affairs
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
05/09	9, 25-28, 40, 44	PSO*7*305	The following changes are included in this patch. • Automate refill processing. • Switch between Release Date and Fill Date display on Medication Profile. • "CMOP Status" renamed to "Processing Status" and included on all duplicate drug messages. (G. Tucker, PM; S. B. Scudder, Tech Writer)
12/08	37a-37f	PSO*7*303	Added text for Tricare functionality. (M. Anthony, PM; G. O'Connor, S. B. Scudder, Tech Writers)
08/08	4, 41, 47, 50, 53, 54	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. • The Service Connected question has been updated. • Original provider comments no longer being carried over to renewal orders has been noted. (S. Templeton, PM; S. B. Scudder, Tech Writer)
10/07	27, 36-38	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 Release Notes. (E. Williamson, PM; S. Krakosky, Tech Writer)

(This page included for two-sided copying.)

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.
Fill/Rel Date Disply [RDD] LAST RELD column.	Switch between displaying the FILL DATE column and the

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 1: Processing a Prescription

This chapter describes the option and processes used in processing prescriptions.

Patient Prescription Processing
[PSO LM BACKDOOR ORDERS]

The *Patient Prescription Processing* option is used to process outpatient medication orders from OERR V. 3.0. This option uses List Manager features that allow the pharmacy technician to perform the following actions on a prescription without leaving this option.

- Enter a new Rx
- Refill
- Copy (new)
- Renew
- Reprint

- Release
- Order a partial
- Pull early from suspense
- Show a profile
- View activity log (new)

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.

The CPRS Auto Refill field can be updated using the *Pharmacy Systems Parameter Edit* [PSS MGR] option. This parameter works in conjunction with the PSOUATRF security key.

- When the CPRS Auto Refill field is set to YES and the PSOAUTRF security key has been assigned to at least one user, all refills placed in CPRS by the provider are processed and suspended with the next fill date and all routing is set to Mail automatically.

- When the CPRS Auto Refill field is set to NO or if the PSOAUTRF security key is not assigned, the manual refill process is required.

If the auto refill process fails, the order will not be processed and will require manual refilling. A MailMan message will be sent to the holders of the PSOAUTRF key describing the reason for not filling the auto refill. All of the refill activity, manual or automatic, is recorded in the Activity Log entry notes.

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.

If the verification site parameter is turned on, prescriptions entered by the technician will be non-verified and must be verified by the pharmacist. If the verification site parameter is turned off the label is queued to print as though the pharmacist has entered it unless the prescription causes a critical drug interaction. In which case, the prescription will be non-verified and must be verified by the pharmacist.

Actions are displayed in the action area of the screen. Actions with a parenthesis ( ) around them are invalid actions for that order. A double question mark (??) displays all the actions available, including the Outpatient Pharmacy hidden actions described in "Chapter 2: List Manager". If one of the hidden actions is selected and it is invalid, a message will display in the message window. Outpatient Pharmacy hidden actions are displayed with the letters OP next to the action.

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 appears asking if the user wants to update the address.

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))".

Entering a New Order

If a double question mark (??) is entered at the "Select Action" prompt, the following hidden actions will 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     QU   Quit
RN    Renew (OP)           DN   Down a Line          LS   Last Screen
DC    Discontinue (OP)     RD   Re Display Screen     FS   First Screen
RL    Release (OP)         PT   Print List           GO   Go to Page
RF    Refill (OP)          PS   Print Screen         +    Next Screen
PP    Pull Rx (OP)         >    Shift View to Right  -    Previous Screen
IP    Inpat. Profile (OP)  <    Shift View to Left   ADPL Auto Display(On/Off)
RS    Reprint Sig Log      SL   Search List          UP   Up a Line
CM    Manual Queue to CMOP RDD  Fill/Rel Date Disply
```

First, a patient is selected.

Example: Entering a New Order

```
Select Pharmacy Technician's Menu Option: PATient Prescription Processing
Select PATIENT NAME: OPPATIENT16,ONE       4-3-41    000246802    YES    SC
VETERAN
Patient is enrolled to receive ScripTalk 'talking' prescription labels.

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

[Patient Information Screen skipped]

Although "Quit" is the default at the "Select Action" prompt shown on the Patient Information screen, <**Enter**> at this prompt quits the screen and displays the Medication Profile. This Medication Profile includes any Non-VA Med orders documented via the CPRS GUI package.

```
Medication Profile            Jun 12, 2001 14:12:21        Page:    1 of    1
OPPATIENT16,ONE
  PID: 000-24-6802                            Ht(cm): 177.80 (02/08/1999)
  DOB: APR 3,1941 (60)                        Wt(kg): 90.45 (02/08/1999)


                                                        ISSUE  LAST REF DAY
 #  RX #          DRUG                            QTY ST DATE   FILL REM SUP


------------------------------------ACTIVE----------------------------------
 1 503904$        AMPICILLIN 250MG CAP            80 E  05-25 05-25   0  10
 2 503886$        DIGOXIN (LANOXIN) 0.2MG CAP     60 A> 05-07 05-07   5  30
-----------------------------------DISCONTINUED-----------------------------
 3 503902         ACETAMINOPHEN 500MG TAB         60 DC>05-22 05-22   3  30


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

Typing in the letters "NO" at the "Select Action" prompt creates a new order.

Example: Entering a New Order (continued)

```
Medication Profile            May 22, 2001 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
 Processing Status: Released locally on 09/21/05@11:34:13  (Mail)
               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.

```
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
 Processing Status: Released locally on 09/21/05@11:34:13  (Mail)
               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...
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
```

Example: Using the Copy Action

```
Medication Profile           Jun 12, 2001 14:39:11        Page:    1 of    1
OPPATIENT16,ONE
  PID: 000-24-6802                              Ht(cm): 177.80 (02/08/1999)
  DOB: APR 3,1941 (60)                          Wt(kg): 90.45 (02/08/1999)


                                                    ISSUE  LAST REF DAY
 #  RX #         DRUG                          QTY ST  DATE  FILL REM SUP

-------------------------------------ACTIVE------------------------------------
 1 503904$       AMPICILLIN 250MG CAP           80 E  05-25 05-25   0  10
 2 503886$       DIGOXIN (LANOXIN) 0.2MG CAP    60 A> 05-07 05-07   5  30
 3 503916        NADOLOL 40MG TAB               60 A> 06-12 06-12  11  30
-----------------------------------DISCONTINUED--------------------------------
 4 503902        ACETAMINOPHEN 500MG TAB        60 DC>05-22 05-22   3  30




          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:  (1-4):3
```

The Order Number can be entered at the "Select Action" prompt instead of "SO".

Once an order is selected, the Copy action can be used.

```
OP Medications (ACTIVE)      Jun 12, 2001 14:42:17        Page:    1 of    2
OPPATIENT16,ONE
  PID: 000-24-6802                              Ht(cm): 177.80 (02/08/1999)
  DOB: APR 3,1941 (60)                          Wt(kg): 90.45 (02/08/1999)


             Rx #: 503916
 (1) *Orderable Item: NADOLOL TAB ***(N/F)***
 (2)       CMOP Drug: NADOLOL 40MG TAB ***(N/F)***
 (3)          *Dosage: 40 (MG)
              Verb: TAKE
     Dispense Units: 1
              Noun: TABLET
            *Route: ORAL
         *Schedule: BID
 (4)Pat Instructions:
               SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
 (5)  Patient Status: SERVICE CONNECTED
 (6)     Issue Date: 06/12/01             (7)  Fill Date: 06/12/01
     Last Fill Date: 06/12/01 (Window)
+         Enter ?? for more actions
DC  Discontinue          PR   Partial            RL   Release
ED  Edit                 RF   Refill             RN   Renew
Select Action: Next Screen// CO   COPY

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

After "CO" is entered, the heading on the screen changes to "New OP Order (COPY)" and the available actions are limited to "Accept" or "Edit".

(New Order (Copy) screen displays merged to save space)

Example: Using the Copy Action (continued)

```
New OP Order (COPY)           Jun 12, 2001 14:47:53        Page:    1 of    2
OPPATIENT16,ONE
  PID: 000-24-6802                              Ht(cm): 177.80 (02/08/1999)
  DOB: APR 3,1941 (60)                          Wt(kg): 90.45 (02/08/1999)
_____
        Orderable Item: NADOLOL TAB ***(N/F)***
   (1)       CMOP Drug: NADOLOL 40MG TAB ***(N/F)***
   (2) Patient Status: SERVICE CONNECTED
   (3)      Issue Date: JUN 12,2001            (4) Fill Date: JUN 12,2001
   (5) Dosage Ordered: 40 (MG)
                 Verb: TAKE
        Dispense Units: 1
                 Noun: TABLET
                Route: ORAL
             Schedule: BID
   (6)Pat Instruction:
                  SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
   (7)    Days Supply: 30                       (8)    QTY (TAB): 60
   (9)   # of Refills: 11                       (10)   Routing: WINDOW
  (11)        Clinic: OUTPT NURSE BLUE TEAM
  (12)        Provider: OPPROVIDER4,TWO         (13)    Copies: 1
  (14)         Remarks: New Order Created by copying Rx # 503916.
   Entry By: OPPROVIDER4,TWO                     Entry Date: JUN 12,2001 14:47:53

+          Enter ?? for more actions
AC   Accept                                  ED   Edit
Select Action: Next Screen// AC   Accept



   -----------------------------------------------------------------------------
   DUPLICATE DRUG NADOLOL 40MG TAB in Prescription: 503916

                Status: Active                       Issued: 06/12/01
     Processing Status: Released locally on 06/12/01@11:34:13  (Mail)
                   SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
                   QTY: 60                        # of refills: 11
              Provider: OPPROVIDER4,TWO      Refills remaining: 11
                                                Last filled on: 06/12/01
                                                   Days Supply: 30
   -----------------------------------------------------------------------------

   Discontinue Rx # 503916? YES

   Duplicate Drug will be discontinued after the acceptance of the new order.

   Now doing order checks.  Please wait...

   Nature of Order: WRITTEN// ??

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

Example: Copying an ePharmacy Order (continued)

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

Example: Copying an ePharmacy Order (continued)

```
--------------------------------------------------------------------------------
DUPLICATE DRUG PREDNISONE 5MG TAB in Prescription: 100003852

                Status: Active                        Issued: 11/04/05
     Processing Status: Released locally on 11/04/05@11:34:13  (Mail)
                   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
```