



# **OUTPATIENT PHARMACY**

## **PHARMACIST'S USER MANUAL**

Version 7.0  
December 2007

(Revised November 2009)



## 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
11/09	vii, 130-132, 145-146	PSO*7*324	<p>The following changes are included in this patch.</p> <ul style="list-style-type: none"> <li>Alerts for a discontinued CMOP prescription.</li> </ul> <p>(E. Wright, PM; R. Sutton, S. B. Gilbert, Technical Writers)</p>
10/09	v-vii, 12, 27-29, 33, 35, 37, 39, 41, 43, 49, 133, 135, 145-146	PSO*7*326	<p>The Social Security Number was removed from print outs given to patients. The patient lookup has been expanded to include the ability to look up by prescription number or wand a barcode with the prescription from many options. TOC chapter numbering was corrected.</p> <p>(E. Wright, PM; S. B. Gilbert, Tech Writer)</p>
08/09	All	PSO*7*320	<p>The following changes are included in this patch.</p> <ul style="list-style-type: none"> <li>Remote Data prompt, notification, and screen has been added.</li> <li>A hidden action, DR [Display Remote] has been added.</li> <li>"THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES" prints at the end of the Pull Early from Suspense report.</li> </ul> <p>(G. Tucker, PM; S. B. Scudder, Tech Writer)</p>

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

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```

1 7/11/08@10:13:11 ORIGINAL OPHPARM,ONE
Comments: Submitted to ECME:PULLED FROM SUSPENSE(NDC:00024-0303-06)-E PAYABLE
2 7/30/08@14:32:17 REFILL 1 OPHPARM,TWO
Comments: Submitted to ECME:PULLED FROM SUSPENSE(NDC:00024-0303-06)-E REJECTED
3 7/30/08@14:55:56 REFILL 1 OPHPARM,TWO
Comments: Submitted to ECME:REJECT WORKLIST-E PAYABLE

ECME REJECT Log:
# Date/Time Rcvd Rx Ref Reject Type STATUS Date/Time Resolved
=====
1 7/30/08@14:32:16 REFILL 1 M/I Dispense As RESOLVED 7/30/08@14:55:40
Comments: AUTOMATICALLY CLOSED (CLAIM RE-SUBMITTED)
2 7/30/08@14:32:16 REFILL 1 REFILL TOO SOON RESOLVED 7/30/08@14:55:40
Comments: AUTOMATICALLY CLOSED (CLAIM RE-SUBMITTED)

Enter ?? for more actions

Select Action:Quit//

```

## MailMan Message for Open/Unresolved Rejects

When prescriptions remain on the Third Party Payer Reject - Worklist over the specified number of days, the system will send a Mailman Message. This message will be sent to a new PSO REJECTS BACKGROUND MESSAGE mail group. Those users needing access to this information will need to be added manually to this mail group

The specified number of days referred to above is the number of days an uncommented reject can remain on the reject worklist without being included in the nightly reject worklist alert mail message. The number of days are defined in the EPHARMACY SITE PARAMETERS file (#52.86) in the REJECT WORKLIST DAYS field.

The following are the criteria for generating a Mailman message regarding a rejected claim:

- Prescription is active,
- Prescription is unreleased,
- Claim is on the Reject Worklist for specified number of days or greater, and
- Claim has no comments added within date range.

Adding a comment to the reject will automatically reset the clock for the alert. The specified number of days will be site configurable and stored in EPHARMACY SITE PARAMETER file (#52.86). The initial patch default setting will be five (5) days; however, the site will be able to reset the parameter between one (1) and thirty (30) to generate the alert message. MailMan message will be sent as a Priority message, and there will be a separate MailMan message for each division. The following is an example of the message:

```

Subj: ePharmacy - OPEN/UNRESOLVED REJECTS LIST for ALBANY ISC [#2680833]
07/25/08@11:52 53 lines
From: OUTPATIENT PHARMACY PACKAGE In 'IN' basket. Page 1 *New*
-----

```

The prescriptions listed below are third party electronically billable and can not be filled until the rejection is resolved. No action to resolve the rejection has taken place within the past 1 days.

Please use the THIRD PARTY PAYER REJECTS WORKLIST option to resolve the rejection or add a comment to the rejection.

Unresolved rejects will not be sent to CMOP or the local print queue for filling. They will continue to show on the rejects list until acted upon.

# RX/FILL	PATIENT(ID)	DRUG	FILL DATE	REJECT DATE
1 100805/1 Reason: 79 :Refill Too Soon	IBSCDC,TWO(2828)	SIMETHICONE 40MG TAB	6/5/08	6/5/08
2 101149/0 Reason: 75 :Prior Authorization Required COMMENT: JUN 09, 2008@18:04:35 - Automatically transferred due to Override for reject code. (PHARM,ONE)	OPPATIENT,TH(7789)	DIAZEPAM 10MG S.T.	6/9/08	6/9/08
3 100928/0 Reason: 31 :Submission Clarification Code COMMENT: JUN 23, 2008@15:02:11 - Transferred by OPECC. (OPECC,ONE)	IBPATIENT,QFO(567)	ETHACRYNIC ACID 50MG S.	5/7/08	6/23/08

Enter RETURN to continue or '^' to exit:

## Alerts for Discontinued CMOP Prescription

### Discontinued by a Background Process

When a CMOP prescription with a status of Transmitted or Retransmitted is discontinued by a background process to the Outpatient Pharmacy options, e.g. CPRS or Registration V. 5.3 packages, an email will be sent to the PSX EXTERNAL DISPENSE ALERTS mail group. If no recipients are defined in the new mail group, the message will be sent to PSXCMOPMGR key holders stating that a prescription was just discontinued and that the CMOP status for the discontinued prescription was either Transmitted or Retransmitted.

```

Subj: TROY - DC Alert on CMOP Rx 123456789 TRANSMITTED [#90494]
03/03/09@17:37 8 lines
From: POSTMASTER In 'IN' basket. Page 1 *New*
-----
Rx #: 123456789 Fill: 0
Patient: OUTPATIENT,DCONE (6660)
Drug: TAMOXIFEN CITRATE 10MG TABS
Rx Status: DISCONTINUED BY PROVIDER
Processing Status: TRANSMITTED to CMOP on 02/27/09
Provider: OPPROVIDER, PROV

***** Please contact CMOP or take appropriate action *****

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

```

### Discontinued by a Foreground Pharmacy Process

When a CMOP prescription with a status of Transmitted or Retransmitted is discontinued by a foreground Pharmacy process due to a duplicate drug scenario that would trigger the duplicate to be discontinued, then the Processing Status field of the duplicate drug message is highlighted to alert the user.

```
-----
Duplicate Drug A AND Z OINTMENT in Prescription: 123456789

                Status: Active                               Issued: 11/27/09
Processing Status: Transmitted to CMOP on 11/27/09
                SIG: APPLY 1 TUBE TO AFFECTED AREA TWICE A DAY
                QTY: 1                                       # of refills: 5
                Provider: OPPROVIDER, PROV                 Refills remaining: 5
                                                         Last filled on: 11/27/09
                                                         Days Supply: 5
-----

Discontinue RX # 123456789?
```

In the above example, the line “Processing Status: Transmitted to CMOP on 11/27/09” is bold.

### 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> 0
Comments:

Rx # 400693          06/27/03          #1
OPPATIENT16,ONE

AS DIR ON AFFECTED AREA

ADHESIVE TAPE WATERPROOF 1IN ROLL
OPPROVIDER30,TWO          OPPHARMACIST4,THREE
# of Refills: 2
```

## 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.

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