



OUTPATIENT PHARMACY

PHARMACIST'S USER MANUAL

Version 7.0
December 2007

(Revised December 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
12/08	41-42 , 99-100 , 103a-103b	PSO*7*303	Added Nutritional Supplement and Tricare functionality (PSO*7*303). (M. Anthony, PM; G. O’Connor, S. B. Scudder, Tech Writers)
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"> • The Environmental Indicator, “Environmental Contaminant,” has been replaced with “Southwest 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. • Flag/unflag functionality has been added. • The ability to discontinue both pending and active orders for the same drug has been noted. (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.)

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).

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Chapter 1: Introduction

The Outpatient Pharmacy (OP) software provides a way to manage the medication regimen of veterans seen in the outpatient clinics and to monitor and manage the workload and costs in the Outpatient Pharmacy. The Pharmacy Ordering Enhancements (POE) project (patch PSO*7*46 for Outpatient Pharmacy) improves the flow of orders between Inpatient and Outpatient Pharmacy as well as between Computerized Patient Record System (CPRS) and backdoor pharmacy.

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.

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 <i>Archiving</i> 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 PSOLCKCLOZ.

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

Allergy Indicator

Screen Title → Patient Information Feb 09, 2006 16:31:03 Page: 1 of 2

Header Area {
 OPPATIENT17, 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
 +

List Area (Scrolling region) {
 Eligibility: SERVICE CONNECTED 50% to 100% SC%: 70
 RX PATIENT STATUS: SC LESS THAN 50%
 Disabilities:
 1313 TWIN OAKS LANE HOME PHONE: 555-555-8361
 ANYVILLE CELL PHONE:
 ALABAMA 12345 WORK PHONE:
 Prescription Mail Delivery: Regular Mail

Message Window {
 Allergies
 Verified: PEANUTS,
 + Enter ?? for more actions

Action Area {
 EA Enter/Edit Allergy/ADR Data PU Patient Record Update
 DD Detailed Allergy/ADR List EX Exit Patient List
 Select Action: Quit//

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)-----									
	GINKO 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 →

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 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							
#	RX #	DRUG	ISSUE QTY ST	LAST DATE	REF FILL	DAY 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" prompt 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 [<]	Move the screen to the left if the screen width is more than 80 characters.
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] automatically.	Toggles the menu of actions to be displayed/not displayed
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 prescription 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 <i>Update Patient Record</i> 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 Pharmacist Menu

The options on the *Pharmacist Menu* are intended for use by pharmacists.

Example: Accessing the *Pharmacist Menu*

```
Select OPTION NAME: PSO USER1          Pharmacist Menu
Outpatient Pharmacy software - Version 7.0
```

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

- *Bingo Board User ...*
- *Change Label Printer*
- *Change Suspense Date*
- *DUE Supervisor ...*
- *Enter/Edit Clinic Sort Groups*
- *External Interface Menu ...*
- *Medication Profile*
- *Pharmacy Intervention Menu ...*
- *Print from Suspense File*
- *Process Drug/Drug Interactions*
- *Pull Early from Suspense*
- *Queue CMOP Prescription*
- *Release Medication*
- *Return Medication to Stock*
- *Rx (Prescriptions) ...*
- *Update Patient Record*
- *Verification ...*

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Chapter 4: Using the Bingo Board

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

Bingo Board User

[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. Enter the ticket number and at the next prompt enter each of the prescription numbers for that patient.

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, remove the name or ticket number 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: OPCLERK28,FOUR      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: <Enter>
```

Chapter 5: 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>
```

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Chapter 6: Changing the Suspense Date

This chapter describes the *Change Suspense Date* option.

Change Suspense Date

[PSO PNDCHG]

This option allows the suspense date to be changed for a specific prescription or all prescriptions for a patient. The new suspense date will become the fill/refill date automatically. The opportunity is also given 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.



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

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Chapter 7: 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. An answer sheet can also be printed for the provider's use in answering the questionnaire. The answer sheet can be 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 file can be searched 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 for 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, showing the number of answer sheets, number of questionnaires, and a breakdown of all yes/no/unknown type questions is available. 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 8: 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 a group of clinics to be identified 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 9: Using the 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

[PSO INTERFACE VIEW]

With this option, batches of prescriptions that have printed from the external interface can be viewed.

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		

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Chapter 10: 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)



For the *Patient Prescription Processing*, *Complete Orders from OERR*, and *Action Profile (132 COLUMN PRINTOUT)* options, 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))”.

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-----

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

Chapter 10a: Using the Medication Reconciliation Tools

This chapter describes the tools available to perform Medication Reconciliation functions via the CPRS Reports tab and CPRS Notes tab.

Medication Reconciliation

The Medication Reconciliation functions may be performed via the use of four tools. The tools utilize Health Summary components and Text Integrated Utility (TUI) data objects to create a list of current medications. These Medication Reconciliation tools also leverage the Remote Data Interoperability (RDI) software to include medication data from other sites.

Tool 1 is a Medication Reconciliation Profile health summary component. This report creates an alphabetical list of outpatient prescriptions, unit dose medications, documented non-VA medications, and remote VA medications. This summary can be used at transition points in a patient's care, (admission, discharge, etc.) to identify medications that need to be continued, new items to be ordered, old items to be discontinued, or orders that need to be changed.

Tool 2 is a Medication Worksheet component. This report provides a grid-formatted list of active and pending medications suitable for giving to a patient at a clinic visit or upon discharge from the hospital.

Tool 3 is a TIU data object provided as an alternative to the Medication Chart health summary process. The unique aspect of this object is that the list, generated for the patient, includes recently expired medications but not recently discontinued medications.

Tool 4 is a series of TIU data objects and health summary components that retrieve remote active medications and remote allergy/ADR data.

For a complete list of functionality, please refer to Medication Reconciliation Tools Implementation Guide. Upon completion of the steps listed in the Implementation Guide, users will be able to retrieve reports useful for Medication Reconciliation by selecting the newly created Health Summaries on the CPRS Reports tab or by using the newly created TIU templates and objects from the CPRS Notes Tab's Templates Drawer and/or any progress note titles in which they have been embedded.

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Chapter 11: 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* 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]

Using this option, an already existing entry in the APSP INTERVENTION file can be edited.

Print Pharmacy Intervention

[PSO INTERVENTION PRINTOUT]

Print a captioned printout of pharmacy interventions for a certain date range with this option. The report prints out on normal width paper and 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 on the screen. More than one intervention can be viewed at a time.

Chapter 12: Print from Suspense File

This chapter describes the *Print from Suspense File* option used for printing suspended prescriptions.

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 that date, 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.

Chapter 13: Processing Interactions

This chapter describes the option used for processing drug interactions.

Process Drug/Drug Interactions

[PSO INTERACTION VERIFY]

Using this option, information for medications that have been marked as a drug/drug interaction can be processed. This allows prescriptions with drug/drug interactions to be processed, deleted, or bypassed. To complete any of these actions, an assigned signature code, which will not appear on the screen, must be entered. 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).

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Chapter 14: Pull Early from Suspense

This chapter describes the option for pulling prescriptions early from the SUSPENSE file.

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. A label cannot be reprinted with the *Reprint Batches from Suspense* option if the prescription has been pulled early suspense. In addition, Method of Pickup can be edited. Also, there is no longer a "DELETE FROM SUSPENSE PROMPT." That prompt has been changed to "Pull Rx(s) and delete from Suspense." Yes must be answered to this prompt to pull the prescriptions, and they will always be deleted from suspense. 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.



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.

Chapter 15: Queue CMOP Prescription

This chapter describes the option for suspending prescriptions for mail-routed CMOP drugs.

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 Suspend 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.

Chapter 16: 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: 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 for whatever reason (e.g. prescription fill is returned to stock and copay charges cancelled), a patient falls below the annual copayment cap, 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* 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* 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 Medications* 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 than the current prescription NDC.
- NDC CODE field values in the SYNONYM sub-file in the DRUG file, if valid and different than 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 file 50.

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 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 17: 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 if the 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: Returning Medication to Stock

```
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 18: Ordering/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 display 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 ...*
- *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 appears asking if the user wants to update the address. Also, for the *Patient Prescription Processing*, *Complete Orders from OERR*, and *Action Profile (132 COLUMN PRINTOUT)* options, if a temporary address has no end date, the following text is now displayed: "(Temp address from XXX 99,9999 till (no end date))".

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.

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.

When an order is an ePharmacy order (determined to be third party billable), the billing data is sent to the Electronic Management Claims Engine (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 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.

Example: Entering a New Order

```
Select Option: RX (Prescriptions)

      Orders to be completed for all divisions: 14

Do you want an Order Summary? No//
```

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,ONE  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>
-----example continues-----
```

A detailed explanation of the different parts of the screen can be found under “List Manager Options” at the beginning of this manual. The Patient Information screen displays the information on two pages. Only the second screen is shown in this example.

Example: Entering a New Order (continued)

Patient Information		May 22, 2001 10:44:38	Page:	2 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)			
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>					

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, 2001 10:44:56	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)						
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY 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	
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 (??) is entered at the above “Select Action” prompt, the following hidden actions 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		

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

Typing in the letters **NO** 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
      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 #: 712906
      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...
-----example continues-----
```



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
```

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.

```
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. The 500 mg Dosage Ordered will require two 250 mg capsules. The Dosage Ordered is re-displayed after the Dispense Units to allow the entry to be double-checked.

```
DISPENSE UNITS PER DOSE(CAPSULES): 2// <Enter> 2
Dosage Ordered: 500MG
```

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.

```
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// (FOUR TIMES A DAY)
-----example continues-----
```

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 an “H” to specify hours or an “M” to specify minutes.



Do not use the LIMITED DURATION field for Days Supply.

Example: Entering a New Order (continued)

```
LIMITED DURATION ( IN DAYS , HOURS OR MINUTES ) : 10 ( DAYS )
```

The CONJUNCTION 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 EXCEPT take no tablets Wednesday.” See Chapter 2 in the *User Manual - Supplemental* 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 TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD)
OTHER PATIENT INSTRUCTIONS : WF CON ALIMENTO
```

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 Chapter 2 in the *User Manual - Supplemental* for more information on QUANTITY calculations.

```
DAYS SUPPLY : ( 1-90 ) : 30 // 10
QTY ( CAP ) : 80 // <Enter> 80
```

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

Example: Entering a New Order (continued)

```
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, 2001)
FILL DATE: (5/30/2001 - 6/9/2001): TODAY// <Enter> (MAY 30, 2001)
Nature of Order: WRITTEN// <Enter> W
WAS THE PATIENT COUNSELED: NO// Y YES
WAS COUNSELING UNDERSTOOD: NO// Y YES
```

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.

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

Rx # 503906          05/30/01
OPPATIENT16,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?
```

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 it the first applies to the order. In this example, the user is first asked if the order is being prescribed for any of the service-connected conditions displayed. If yes had been entered at this prompt, the fill would have been set for No Copay and no other exemption questions would have been asked. In this 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 OPPATIENT16,ONE? YES//
```

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

Medications with non-numeric dosages, such as ointments and creams, will display non-numeric possible dosages as a default. Because the dosage is non-numeric, values for dispense units per dose and quantity cannot be calculated.

Example: Entering a New Order (continued)

```
DRUG:      HYDROCORTISONE 0.5% CREAM          DE200      VISN FORM; 30 GM/TUBE (IEN)
          ...OK? Yes//      (Yes)
Now doing order checks. Please wait...

Available Dosage(s)
  1. SMALL AMOUNT
  2. MODERATE AMOUNT
  3. LIBERALLY
  4. LARGE AMOUNT

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 2 MODERATE AMOUNT

You entered MODERATE AMOUNT is this correct? Yes// <Enter> YES
ROUTE: TOPICAL// <Enter> TOPICAL
```

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 happens 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: 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
E PAYABLE
```

Another New Order for OPPATIENT,FOUR? YES// NO

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
-----
#  RX #          DRUG          ISSUE  LAST REF DAY
  QTY ST  DATE  FILL REM SUP
-----
1  100003840e    PREDNISONE 5MG TAB    30 A> 11-02 11-02  5  30
-----
                                -ACTIVE-
-----

```

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 before continuing.

The following example shows a sample ECME transmission rejection, and how to resolve the rejection error.

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-Waiting for transmit
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
Group Name  : RXINS                      Contact: 800 555-5555
Cardholder ID: 000011322P                Group Number: 12454
-----

```

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 a New 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 used to construct the Sig 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 a New Order

```
OP Medications (ACTIVE)          May 30, 2001 16:48:05          Page:      1 of      3
OPPATIENT16,ONE                  <A>
  PID: 000-24-6802                Ht (cm): 177.80 (02/08/1999)
  DOB: APR 3,1941 (60)           Wt (kg): 90.45 (02/08/1999)
-----
                                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-----

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.

Edits to fields that are not starred (*), like Patient Instructions, will not create a new order. Note that the new Patient Instruction text now appears at the end of the Sig.

Example: Editing a New Order (continued)

```

OP Medications (ACTIVE)          May 30, 2001 16:54:25          Page:      1 of      3
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 #: 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//
  
```

When a starred field, like Dosage, is changed, a new order is created. The dispense units per dose and quantity are recalculated, if possible, and the new order includes a remark noting the original prescription number.

```

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>
  
```

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

Example: Editing a New Order (continued)

(Order screens are merged to display all fields)

```

New OP Order (ROUTINE)          May 30, 2001 17:11:44          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: AMPICILLIN CAP,ORAL *(N/F)*
(1) Drug: AMPICILLIN 250MG CAP *(N/F)*
(2) Patient Status: SERVICE CONNECTED
(3) Issue Date: MAY 30,2001      (4) Fill Date: MAY 30,2001
(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
:
(7) Days Supply: 10              (8) QTY (CAP): 120
(9) # of Refills: 0              (10) Routing: WINDOW
(11) Clinic: OUTPT NURSE GREEN TEAM
(12) Provider: OPPOVIDER4,TWO    (13) Copies: 1
(14) Remarks: New Order Created by editing Rx # 503908.
    Entry By: OPPOVIDER4,TWO      Entry Date: MAY 30,2001 17:11:44

This change will create a new prescription!
AC Accept                        ED Edit
Select Action: Edit// AC
  
```



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.

```

New OP Order (ROUTINE)          May 31, 2001 12:57:06          Page: 2 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)
+
(7) Days Supply: 30              (8) QTY (CAP): 120
(9) # of Refills: 0              (10) Routing: WINDOW
(11) Clinic: OUTPT NURSE GREEN TEAM
(12) Provider: OPPOVIDER4,TWO    (13) Copies: 1
(14) Remarks: New Order Created by editing Rx # 503910.
    Entry By: OPPOVIDER4,TWO      Entry Date: MAY 31,2001 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
  
```

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

Once changes are entered the screen redisplay 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.

Example: Editing a New Order (continued)

```
Now doing drug interaction and allergy checks. Please wait...
Nature of Order: WRITTEN// ??

Nature of Order Activity      Require      Print      Print on
-----                    E.Signature  Chart Copy  Summary
WRITTEN
VERBAL                        x           x           x
TELEPHONED                   x           x           x
SERVICE CORRECTION
POLICY                        x           x           x
DUPLICATE
SERVICE REJECT              x           x

Nature of Order: WRITTEN// <Enter> WRITTEN
WAS THE PATIENT COUNSELED: NO// Y YES
WAS COUNSELING UNDERSTOOD: NO// Y YES
```

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								
PID: 000-01-1322P		Ht (cm): _____ (_____)						
DOB: JAN 13,1922 (83)		Wt (kg): _____ (_____)						
SEX: MALE								
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
-----ACTIVE-----								
1	100003840e	PREDNISONONE 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:

<u>Code</u>	<u>Description</u>
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
  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
```

```
Select fields by number: (1-21): 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
sion 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

PREDNISONONE 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

```

This status refers to the original prescription.

This status refers to the newly created prescription.

Using the Copy Action

If a double question mark (??) is entered at the “Select Action” prompt above, the hidden actions below will 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 create a new order exactly like the original order. Any field of the new order can be edited. This action does not affect the status of the original order but the duplicate order checks will occur.

Example: Using the Copy Action

```

Medication Profile          Jun 04, 2001 15:49:09          Page:    1 of    1
OPPATIENT6,ONE                                     <A>
  PID: 000-13-5790                                Ht(cm): 175.26 (08/10/1999)
  DOB: FEB 8,1922 (79)                            Wt(kg): 75.45 (08/10/1999)
-----
#  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
  
```

Actions in parentheses, like Refill in the example below, are not available for the order.

```

OP Medications (ACTIVE)      Jun 04, 2001 15:50:49          Page:    1 of    3
OPPATIENT6,ONE                                     <A>
  PID: 000-13-5790                                Ht(cm): 175.26 (08/10/1999)
  DOB: FEB 8,1922 (79)                            Wt(kg): 75.45 (08/10/1999)
-----
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
  
```

-----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”.

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)
    
```

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

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.

Patient Information		Nov 04, 2005@09:19:26		Page: 1 of 1				
OPPATIENT, FOUR								
PID: 000-01-1322P		Ht (cm): _____ (_____)		<input type="button" value="A"/>				
DOB: JAN 13,1922 (83)		Wt (kg): _____ (_____)						
SEX: MALE								
Eligibility: NSC, VA PENSION								
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// <input type="button" value="Enter"/> QUIT								
Medication Profile		Nov 04, 2005@09:23:47		Page: 1 of 1				
OPPATIENT, FOUR								
PID: 000-01-1322P		Ht (cm): _____ (_____)		<input type="button" value="A"/>				
DOB: JAN 13,1922 (83)		Wt (kg): _____ (_____)						
SEX: MALE								
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY 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

#  RX #          DRUG          ISSUE  LAST REF DAY
          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 PREDNISONONE 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

PREDNISONONE 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					
#	RX #	DRUG	ISSUE QTY ST	LAST REF DATE	DAY 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, 2001 16:14:40          Page: 1 of 3
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 #: 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: Quit// RN Renew

FILL DATE: (6/4/2001 - 7/4/2001): TODAY// <Enter> (JUN 04, 2001)
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//
```

If the order is not edited, the order is renewed and the display returns to the Medication Profile screen.

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
  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

Prescription Renew          Jun 04, 2006 16:24:32          Page:    2 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)
+
          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.
```

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).



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: OP PROVIDER4,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: OP PROVIDER4,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
-----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: 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
(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//
  
```

** Editing starred fields will create a new order*

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)

Process Internet Refills

[PSO INTERNET REFILLS]

This option allows the pharmacist to process prescription orders entered on the Internet through My Health_eVet. 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.

Example: Process Internet Refills Screen

```
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 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**, regardless of the user's input at the "Process internet refills for all divisions?" prompt, only the refills for the user's division will be filled.

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 example below.

Example: Process Internet Refills for all Divisions?

```
Process internet refills for all divisions? NO// Y YES

Now refilling Rx# 100002310      Drug: CAPTROPRIIL  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, 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 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      0004246802
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 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. 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.

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

#  RX #          DRUG          QTY ST  ISSUE  LAST REF DAY
                                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: 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.]

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.

```
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
```

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, 2001 11:01:29      Page: 1 of 3
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 #: 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>
```

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, 2001 11:02:51           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 #: 503904   Original Fill Released: 5/25/01
Routing: Window   Finished by: OPPHARMACIST4,THREE

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 Partial 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       OPPHARMACIST4,THREE
Comments: Label never queued to print by User

Label Log:
#  Date           Rx Ref           Printed By
=====
1  09/25/06   ORIGINAL       OPPHARMACIST31,THREE
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 displays 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:

```

Rx Activity Log                Jul 06, 2006 09:54:24                Page:    2 of    2
-----
OPPATIENT2,ONE
  PID: 000-23-4567                Ht(cm): 188.40 (12/02/00)
  DOB: DEC 14,1060 (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 12,1075 (29)          Wt(kg): _____ (_____)

Rx #: 100003861    Original Fill Released:
Routing: Window    Finished by: OPPHARMACIST4,THREE

ECME Log:
#   Date          Rx Ref          Initiator Of Activity
=====
1   5/16/07@14:40:40    ORIGINAL        OPPHARMACIST4,THREE
Comments: Submitted to ECME:WINDOW FILL(NDC:00058-2467-05)
2   5/16/07@14:40:40    ORIGINAL        OPPHARMACIST4,THREE
Comments: Billing quantity submitted through ECME: 25.000 (ML)
3   5/20/07@14:21:52    ORIGINAL        OPPHARMACIST4,THREE
Comments: Submitted to ECME:REJECT WORKLIST-DUR OVERRIDE CODES(AD/AS/1B)-E
REJECTED
4   5/20/07@14:21:52    ORIGINAL        OPPHARMACIST4,THREE
Comments: Billing quantity submitted through ECME: 25.000 (ML)

=====
Enter ?? for more actions

Select Action:Quit// <Enter>
  
```

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.

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 these options to view and handle rejected prescriptions:

- *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.

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:

# Rx#          PATIENT(ID)[^]          DRUG          REASON
  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>
```

Next, the user can choose to display either Unresolved, Resolved, or Both types of rejects.

```
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...

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

Example: Viewing and Resolving Open Rejects (continued)

```
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#: 17128842	
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	
<u>REJECT Information</u>		
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,REFILL TOO SOON		
Reason : ER (OVERUSE PRECAUTION)		
DUR Text : RETAIL		
<u>OTHER REJECTS</u>		
29 - M/I Number Refills Authorized		
39 - M/I Diagnosis Code		
<u>INSURANCE Information</u>		
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

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				
TRICARE - Non-DUR/RTS				
4	101359	OPTRICARE,ONE(7894)	BACLOFEN 10MG TABS	07 :M/I Cardholde
Payer Message:				
5	100924	ZEIGLER,TRICARE(4932)	LORAZEPAM 1MG TAB	07 :M/I Cardholde
Payer Message:				
OTHER REJECTS				
6	101173	IBPATIENT,ONE(9877)	FENOPROFEN 300MG CAP	08 :M/I Person Co
Payer Message:				
7	101130	OPPATIENT,ONE(4589)	CHLORAMBUCIL 2MG TAB NN	:Transaction R
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// 3
-----example continues-----

```

Hidden actions:

- **TRI (Show/Hide Tricare)** - When toggled to Show, Tricare Non-DUR/RTS rejects will be automatically displayed at the end of the listing. Toggling the TRI action to Hide will remove them from the screen.

These options are available on the following screen:

- VW (View Rx) – Takes the user to the View Prescription option to review details for that prescription.
- ED (Edit) – Allows the user to edit the 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. This option is active for DUR rejects only.
- 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: Resolving Open Rejects (continued)

```

Reject Information(UNRESOLVED)Nov 21, 2005@09:51:15          Page: 1 of 1
Division : ALBANY                                           NPI#: 17128842
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: 00085-0006-04

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       :
DUR Text     :

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
ED Edit Rx          OVR Override Reject          CSD Change Suspense Date
Select: Quit// OVR Override Reject
  
```

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

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-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
=====
1   5/16/07@14:40:40      ORIGINAL           OPPHARMACIST4,THREE
Comments: Submitted to ECME:WINDOW FILL(NDC:00058-2467-05)
2   5/16/07@14:40:40      ORIGINAL           OPPHARMACIST4,THREE
Comments: Billing quantity submitted through ECME: 25.000 (ML)
3   5/20/07@14:21:52      ORIGINAL           OPPHARMACIST4,THREE
Comments: Submitted to ECME:REJECT WORKLIST-DUR OVERRIDE CODES(AD/AS/1B)-E
REJECTED
4   5/20/07@14:21:52      ORIGINAL           OPPHARMACIST4,THREE
Comments: Billing quantity submitted through ECME: 25.000 (ML)

ECME REJECT Log:
#   Date/Time Rcvd        Rx Ref              Reject Type         STATUS           Date/Time Resolved
=====
1   5/16/07@14:40:40      ORIGINAL           DUR                 RESOLVED
5/20/07@14:21:52
Comments: CLAIM RE-SUBMITTED

Enter ?? for more actions

Select Action:Quit//
```

Tricare Reject Processing

Tricare reject processing is explained in the *Outpatient Pharmacy Manager's User Manual*.

(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: OPPPATIENT2,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.

Chapter 19: 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. Patient records can also be updated while 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*
```

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

```

CITY: MADISON// <Enter> *
STATE: WISCONSIN
COUNTY: DANE
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:

Temporary Address:

TEMPORARY ADDRESS ACTIVE?: NO// <Enter> NO

Press Return to continue: <Enter>

PHONE NUMBER [CELLULAR]:
CNH CURRENT:
FEE HOSPITAL I.D.:
TEMPORARY ADDRESS ACTIVE?: NO//
REMARKS:

  >>PHARMACY PATIENT DATA<<

CAP:
MAIL:
MAIL STATUS EXPIRATION DATE:
DIALYSIS PATIENT:
NARRATIVE:
Eligibility: COLLATERAL OF VET.
Disabilities:
PATIENT STATUS: SERVICE CONNECTED//
COMMUNITY NURSING HOME:
NURSING HOME CONTRACT:
LAST DATE OF CONTRACT:
RESPITE PATIENT START DATE:
RESPITE PATIENT END DATE:
OTHER LANGUAGE PREFERENCE:
PMI LANGUAGE PREFERENCE:

```

Chapter 20: Verifying Prescriptions

This chapter describes the option and methods used for verifying prescriptions.

Verification

[PSO VER]

The *Verification* menu is used by pharmacists 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. Once 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 cannot be canceled, edited, or deleted through the usual options. If a non-verified prescription is autocanceled on admission, it can be reinstated, but it returns to the non-verified status.

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 of Non-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.)

      Date           # of           # of
      ----           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.

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 of 1996 (HIPAA)	A Federal law that makes a number of changes 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	<p>A prescription can have one of the following statuses.</p> <p>Active - A prescription with this status can be filled or refilled.</p> <p>Canceled - This term is now referred to throughout the software as Discontinued. (See Discontinued.)</p> <p>Discontinued - This status is used when a prescription was made inactive either by a new prescription or by the request of a physician.</p> <p>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.</p> <p>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.</p> <p>Expired - This status indicates the expiration date has passed.</p> <p>*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.</p> <p>Hold - A prescription that was placed on hold due to reasons determined by the pharmacist.</p> <p>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 <i>Verification</i> menu.</p> <p>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.</p> <p>Pending - A prescription that has been entered through OERR.</p> <p>Refill - A second or subsequent filling authorized by the provider.</p> <p>Suspended - A prescription that will be filled at some future date.</p>
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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