



OUTPATIENT PHARMACY

MANAGER'S USER MANUAL

Version 7.0
December 1997

(Revised May 2013)

Department of Veterans Affairs
Product Development

Revision History

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

Date	Revised Pages	Patch Number	Description
05/13	i, ii, ix-xiii, 68-68b , 79-79b , 117-118 , 126-126d , 181 , 182 , 187 , 249-249b , 292o-292pb , 292q , 299-302	PSO*7*391	Updated Revision History Updated Table of Contents Modified [PSO PROVIDER EDIT], [PSO PROVIDER ADD], and [PSO PROVIDER INQUIRE] Added [PSORXDL] option Modified [PSO EXPIRE INITIALIZE] Modified [PSO RELEASE REPORT] Modified [PSO LMOE FINISH]. New security key named "PSDRPH" introduced Added Changes to Processing a Prescription section Added Hash Counts and DEA Certification section. Added two System Error messages Updated Index (Niha Goyal, PM; John Owczarzak, Tech Writer)
01/2013	i-iv vii-xiii 10, 13, 131 6, 8, 42, 83, 84, 85a, 85c, 85d, 88, 122u, 122w, 122z, 122bb, 122jj, 122zz, 136, 149, 157, 161, 165, 166, 167, 169, 175, 188, 200, 202, 243, 288 34a-34d 122a1-122a2 122bbb, 122ccc, 122ddd 137, 161, 169a 249-250 293-298 299-302	PSO*7*390	Updated Revision History Updated Table of Contents Added new option Check Drug Interaction Added Creatinine Clearance (CrCL) and Body Surface Area (BSA), when available, to the header area of Patient and Medication Profile displays Added new option Check Drug Interaction Added information regarding clinic orders Added drug allergy changes Update Hidden Actions Fix page numbering Update Glossary Update Index (G. Tucker, PM; S. Heiress, Tech Writer)

Date	Revised Pages	Patch Number	Description
09/12	i- iia, ix, xi, 169a – 169d, 175 – 177b, 187, 195a, 292s	PSO*7*386	Updated TOC Added section on HOLD and UNHOLD functionality. Updated Flagging and Unflagging Pending Orders. Updated Activity Log for HOLD/UNHOLD comments. Added PSO TECH ADV key information. (Niha Goyal, PM; John Owczarzak, Tech Writer)
03/12	i, 59, 62, 195a-195b, 248a-248b, 268, 269, 270, 270a – 270b, 293 – 297	PSO*7*354	Add an option to the Maintenance menu Added Site Parameter Added Domain Name Server (DNS) and mail tracking information A file named PHARMACY AUTOMATED DISPENSING DEVICES added. A new multiple named OPAI added to DISPENSING SYSTEM PRINTER sub-file. Added the acronym and definition of ADD and OPAI to the Glossary (Niha Goyal, PM; John Owczarzak, Tech Writer)
02/2012	i-ii, iia-iib, v-xi, 12, 18, 30-31, 107, 126a-126b, 128, 133, 150, 150a-150n, 159, 198, 204-206, 209-211, 211a-211b, 212-213, 213a-213b, 215-216, 218, 218a-218b, 219-220, 220a-220b, 221-222, 222a-222b, 223-226, 226a-226b, 227-229, 229a-229b, 230-233, 234-236, 236a-236b, 237, 237a-237b, 238-240, 242-243, 244a-244b, 245-246, 276-277, 277a-277b, 278, 292s-292t, 293-297, 300-301	PSO*7*385	Removed incorrect listing of View Additional Reject Info (ARI) action Added new actions Submit Multiple Actions (SMA) and Suspense Date Calculation (SMA) Added new option View ePharmacy Rx (VER) Added TRICARE and CHAMPVA examples of rejects on a new order Corrected earlier formatting errors Added signature alert Corrected typos Updated Service Code values Updated changed security key names Updated name of TRICARE CHAMPVA Bypass/Override Report Updated screen shots related to patch changes Updated wording based on reviewer feedback Added CHAMPVA functionality Added separate section to list changes to security keys Updated wording for ¾ Days Supply Hold Added rounding functionality for ¾ Days Supply Hold Added CHAMPVA to Glossary (S. Spence, PM; C. Smith, Tech Writer)

Chapter 13: Label/Profile Monitor Reprint	59
Label Profile Monitor Reprint	59
Chapter 14: Implementing and Maintaining Outpatient Pharmacy	59
Maintenance (Outpatient Pharmacy)	59
Site Parameter Enter/Edit	60
Edit Provider	68
Add New Providers	68
Queue Background Jobs	68a
Autocancel Rx's on Admission	69
Bingo Board Manager (BM)	69
<i>Enter/Edit Display</i>	70
<i>Auto-Start Enter/Edit</i>	72
<i>Print Bingo Board Statistics</i>	72
<i>Print Bingo Board Wait Time</i>	73
<i>Purge Bingo Board Data</i>	74
<i>Start Bingo Board Display</i>	74
<i>Stop Bingo Board Display</i>	75
Edit Data for a Patient in the Clozapine Program	75
Enter/Edit Clinic Sort Groups	75
Initialize Rx Cost Statistics	76
Edit Pharmacy Intervention	77
Delete Intervention	77
Auto-delete from Suspense	77
Automate Internet Refill	78
Delete a Prescription	79
Expire Prescriptions	79
Manual Auto Expire Rxs	80
Prescription Cost Update	80
Purge Drug Cost Data	80
Purge External Batches	81
Recompile AMIS Data	81
Chapter 15: Using the Medication Profile	82
Medication Profile	82
Medication Profile: Short Format	82
Medication Profile: Long Format	84
Medication Reconciliation	85
Medication Profile and Refill	85a
Chapter 16: About the Output Reports Menu	86
Output Reports	86
Action Profile (132 COLUMN PRINTOUT)	87
Alpha Drug List and Synonyms	90
AMIS Report	90
Bad Address Reporting Main Menu	91

<i>Bad Address Suspended List</i>	91
<i>List Prescriptions Not Mailed</i>	92
CMOP Controlled Substance Rx Dispense Report	92
Commonly Dispensed Drugs.....	92
Cost Analysis Reports	93
<i>Clinic Costs</i>	93
<i>Division Costs by Drug</i>	93
<i>Drug Costs</i>	93
<i>Drug Costs by Division</i>	93
<i>Drug Costs by Division by Provider</i>	93
<i>Drug Costs by Provider</i>	93
<i>High Cost Rx Report</i>	93
<i>Patient Status Costs</i>	94
<i>Pharmacy Cost Statistics Menu</i>	94
<i>Provider by Drug Costs</i>	94
<i>Provider Costs</i>	94
<i>Request Statistics</i>	94
Daily AMIS Report	94
Drug List By Synonym.....	95
Free Text Dosage Report.....	96
Inactive Drug List.....	96
Internet Refill Report.....	97
List of Patients/Prescriptions for Recall Notice	107
List Prescriptions on Hold	108
Management Reports Menu	109
<i>Daily Management Report Menu</i>	110
<i>Date Range Recompile Data</i>	111
<i>Initialize Daily Compile</i>	111
<i>Monthly Management Report Menu</i>	112
<i>One Day Recompile Data</i>	113
<i>Purge Data</i>	113
<i>Medication Profile</i>	113
<i>Monthly Drug Cost</i>	113
<i>Narcotic Prescription List</i>	113
<i>Non-Formulary List</i>	114
<i>Non-VA Meds Usage Report</i>	114
<i>Poly Pharmacy Report</i>	117
<i>Released and Unreleased Prescription Report</i>	117
Prescription List for Drug Warnings	117

Chapter 17: Using the Pharmacy Intervention Menu 119

Pharmacy Intervention Menu	119
Enter Pharmacy Intervention	119
Edit Pharmacy Intervention	119
Print Pharmacy Intervention.....	120
Delete Intervention	120
View Intervention.....	120

Chapter 18: Processing Drug/Drug Interactions	121
Process Drug/Drug Interactions.....	121
Allergy/ADR Order Checks (PSO*7*251)	122bbb
Chapter 19: Releasing Medication	123
Release Medication	123
Changes to Releasing Orders function - Digitally Signed Orders Only	126
Changes to Releasing Orders Function - ScripTalk®	126c
Changes to Releasing Orders Function – Signature Alert.....	126c
Changes to Releasing Orders Function – HIPAA NCPDP Global.....	127
Chapter 20: Returning Medication to Stock.....	129
Return Medication to Stock.....	129
Chapter 21: Processing a Prescription	131
Rx (Prescriptions).....	131
Patient Prescription Processing	132
<i>Duplicate Drug Order Check.....</i>	<i>132d</i>
<i>CPRS Order Checks.....</i>	<i>134a</i>
<i>Entering a New Order.....</i>	<i>135</i>
<i>Editing an Order.....</i>	<i>152</i>
<i>Editing an ePharmacy Order.....</i>	<i>157</i>
<i>DAW/NDC Edit.....</i>	<i>160</i>
<i>Using the Copy Action.....</i>	<i>161</i>
<i>Copying an ePharmacy Order.....</i>	<i>166</i>
<i>Holding and Unholding a Prescription.....</i>	<i>169a</i>
<i>Renewing a Prescription.....</i>	<i>170</i>
<i>Renewing an ePharmacy Order.....</i>	<i>172</i>
<i>Flagging and Unflagging Pending Orders.....</i>	<i>175</i>
Barcode Rx Menu.....	178
<i>Barcode Batch Prescription Entry.....</i>	<i>178</i>
<i>Check Quality of Barcode.....</i>	<i>178</i>
<i>Process Internet Refills.....</i>	<i>179</i>
Complete Orders from OERR	181
<i>Flagging and Unflagging Pending Orders.....</i>	<i>187</i>
<i>Changes to Finishing Pending Orders Process - Digitally Signed Orders Only.....</i>	<i>191</i>
<i>Finishing an Order from OERR with Multiple Institutions.....</i>	<i>191</i>
<i>Finishing an ePharmacy Order.....</i>	<i>192</i>
<i>Activity Log.....</i>	<i>193</i>
Discontinue Prescription(s)	196
Edit Prescriptions.....	197
ePharmacy Menu	198
<i>Ignored Rejects Report.....</i>	<i>198</i>
<i>ePharmacy Medication Profile (View Only).....</i>	<i>200</i>
<i>NDC Validation.....</i>	<i>203</i>
<i>ePharmacy Medication Profile Division Preferences.....</i>	<i>204</i>
<i>ePharmacy Site Parameters.....</i>	<i>204</i>

<i>Third Party Payer Rejects - View/Process</i>	207
<i>Third Party Payer Rejects - Worklist</i>	211
<i>TRICARE CHAMPVA Bypass/Override Report</i>	219
<i>View ePharmacy Rx</i>	244a
MailMan Message for Open/Unresolved Rejects.....	245
Alerts for Discontinued CMOP Prescription.....	246
List One Patient's Archived Rx's	247
Manual Print of Multi-Rx Forms.....	247
Reprint an Outpatient Rx Label.....	248
Signature Log Reprint	249
View Prescriptions.....	249
Restrictions to Providers on Controlled Substances Orders	249
Chapter 22: ScripTalk® ‘Talking’ Prescription Labels	250
ScripTalk Main Menu.....	250
ScripTalk Patient Enter/Edit.....	251
Queue ScripTalk Label by Barcode.....	251
Queue ScripTalk Label by Rx#	252
ScripTalk Reports.....	252
<i>ScripTalk Audit History Report</i>	252
<i>Report of ScripTalk Enrollees</i>	253
Reprint a non-voided Outpatient Rx Label.....	254
Set Up and Test ScripTalk Device	255
<i>ScripTalk Device Definition Enter/Edit</i>	255
<i>Print Sample ScripTalk Label</i>	256
<i>Test ScripTalk Device</i>	257
<i>Reinitialize ScripTalk Printer</i>	257
Chapter 23: Using the Supervisor Functions Menu	258
Supervisor Functions	258
Add New Providers	258
Daily Rx Cost	258
Delete a Prescription.....	259
Edit Provider.....	259
Initialize Rx Cost Statistics	259
Inter-Divisional Processing	259
Inventory	260
Look-up Clerk by Code.....	260
Monthly Rx Cost Compilation	260
Patient Address Changes Report	260
Pharmacist Enter/Edit.....	263
Purge Drug Cost Data.....	263
Recompile AMIS Data	263
Site Parameter Enter/Edit	264
View Provider.....	271
Chapter 24: Using the Suspense Functions	273
Suspense Functions	273
Auto-delete from Suspense.....	273

Change Suspense Date	274
Count of Suspended Rx's by Day	274
Delete Printed Rx's from Suspense.....	275
Log of Suspended Rx's by Day (this Division)	275
Print from Suspense File	275
Pull Early from Suspense	278
Queue CMOP Prescription	278
Reprint Batches from Suspense.....	279
Chapter 25: Updating a Patient's Record	281
Update Patient Record	281
Chapter 26: Verifying Prescriptions	285
Verification.....	285
List Non-Verified Scripts	286
Non-Verified Counts	287
Rx Verification by Clerk	287
Verification through Patient Prescription Processing.....	288
Verifying ePharmacy Orders	292
<i>Process Order Checks</i>	292e
<i>Rx Verification by Clerk</i>	292m
Chapter 27: CPRS Order Checks: How They Work	292o
Introduction	292o
Hash Counts and DEA Certification	292o
Order Check Data Caching.....	292q
Chapter 28: Error Messages.....	292q
Error Information.....	292r
Two Levels of Error Messages.....	292r
Chapter 29: Security Keys.....	292s
New or Modified Security Keys.....	292s
<i>PSO TRICARE/CHAMPVA</i>	292s
<i>PSO TRICARE/CHAMPVA MGR</i>	292s
<i>PSO TECH ADV</i>	292s
Glossary.....	293
Index.....	299

Edit Provider

[PSO PROVIDER EDIT]

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

Add New Providers

[PSO PROVIDER ADD]

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

PSO*7*391 modified these three options, *Edit Provider* [PSO PROVIDER EDIT], *Add New Providers* [PSO PROVIDER ADD], and *View Provider* [PSO PROVIDER INQUIRE] to include the DETOX/MAINTENANCE ID NUMBER field (#53.11) and the DEA EXPIRATION DATE field (#747.44) of the NEW PERSON file (#200) as part of the screen along with the DEA# field (53.2).

Example: [PSO PROVIDER ADD]

```
Provider: PROVIDER, TEST

AUTHORIZED TO WRITE MED ORDERS: YES    DEA#: TP4578893
VA#: 1122                               DETOX/MAINTENANCE ID NUMBER: AX1234567

DEA EXPIRATION DATE: DEC 09, 2017

STREET ADDRESS 1: 13th St              CITY: Chyenne
STATE: WYOMING                          ZIP CODE: 82009
```

Example: [PSO PROVIDER EDIT]

```
Provider: PROVIDER, TEST

AUTHORIZED TO WRITE MED ORDERS: YES    DEA#: TP4578893
VA#: 1122                               DETOX/MAINTENANCE ID NUMBER: AX1234567

DEA EXPIRATION DATE: DEC 09, 2017

STREET ADDRESS 1: 13th St              CITY: Chyenne
STATE: WYOMING                          ZIP CODE: 82009
```

Example: [PSO PROVIDER INQUIRE]

```
Name: PROVIDER, TEST
Initials: TP
NON-VA Prescriber:                      Tax ID:
Exclusionary Check Performed:           Date Exclusionary List Checked:
On Exclusionary List:
Exclusionary Checked By:
Authorized to Write Orders: Yes
Requires Cosigner: No                   DEA#: TP4578893
Detox/Maintenance ID#: AX1234567       DEA Expiration Date: Dec 09, 2017
Class:                                  VA#: 1122
Type: Unknown                           NPI#:
```

Remarks:
Synonym(s): IK
Service/Section: INFORMATION OFFICE

Address: 13th St
Chyenne, WYOMING 82009

Queue Background Jobs

[PSO AUTOQUEUE JOBS]

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

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

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

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

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

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

(This page included for two-sided copying.)

Example: View of Queue Background Jobs Screen

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

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

-----

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

DEVICE FOR QUEUED JOB OUTPUT:

QUEUED TO RUN ON VOLUME SET:

      RESCHEDULING FREQUENCY: 1D

      TASK PARAMETERS:

      SPECIAL QUEUEING:

-----

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

Autocancel Rx's on Admission

[PSO AUTOCANCEL1]

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

Bingo Board Manager (BM)

[PSO BINGO MANAGER]

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

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

Automate Internet Refill

[PSO AUTO REFILL INITIALIZE]

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



This option requires the PSOAUTRF key.

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

Example: Automate Internet Refills – no security key held

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

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

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

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



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

Example: Automate Internet Refills – Setting up the background job

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

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

-----

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

DEVICE FOR QUEUED JOB OUTPUT:

QUEUED TO RUN ON VOLUME SET:

    RESCHEDULING FREQUENCY: 24H
        TASK PARAMETERS:

        SPECIAL QUEUEING:

-----

COMMAND:
```

Delete a Prescription

[PSORXDL]

Using this option, a prescription status can be changed to deleted. This is only a change in status, not a removal of data. Deleted prescriptions do not appear on any profiles.



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

Expire Prescriptions

[PSO EXPIRE INITIALIZE]

This option initializes a daily job that will mark any prescription as expired that has yesterday as an expiration date. This option currently runs as a nightly job. PSO*7*391 modified the option to check for the Institutional DEA 'expiration date'. If the expiration date is within 30 calendar days or past expiration, then a mail message will be generated and sent to PSDMGR key holders.

Example: Institutional DEA Certification Expiration Date within 30 Days

```
Subj: 500:Institutional DEA Expiration Date is about to expire [#140331]
03/20/12@11:57 3 lines
From: POSTMASTER In 'IN' basket. Page 1 *New*
-----
Please update Institutional DEA Certification Date. Will expire on
3/24/12.

*****
```

Example: Institutional DEA Certification Past Expiration Date

```
Subj: 500:Institutional DEA Expiration Date has expired [#140333]
03/20/12@12:08 3 lines
From: POSTMASTER In 'IN' basket. Page 1 *New*
```

```
-----
Please update Institutional DEA Certification Date. Expired on 2/19/12.
*****
```

(This page included for two-sided copying.)

(This page included for two-sided copying.)

Poly Pharmacy Report

[PSO POLY]

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

Released and Unreleased Prescription Report

[PSO RELEASE REPORT]

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

PSO*7*391 modified [PSO RELEASE REPORT] to add CS as a selection to the input. The drug name and CS schedule was added to the output.

Example: [PSO RELEASE REPORT] CS Selection and CS Schedule

```
Do you want ONLY Unreleased Prescriptions? NO//
Include (C)S Rx only, (N)on CS Rx only, or (B)oth (C/N/B): B// Controlled
Substances Rxs Only

Select controlled substance schedules

    Select one of the following:

        1          SCHEDULES I - II
        2          SCHEDULES III - V
        3          SCHEDULES I - V
Select Schedule(s): 3//
```

Prescription List for Drug Warnings

[PSO RX LIST]

This report lists all prescriptions that have been finished with a particular medication(s) within a given date range.

This new option has been placed under the Output Reports [PSO OUTPUTS] menu and uses a sort template PSO DRUG WARNINGS.

Example: Prescription List for Drug Warnings – Input

```
** To avoid undesired wrapping of the output data, **
** please enter '0;256;999' at the 'DEVICE:' prompt. **

EXCLUDE DECEASED PATIENTS (Y/N) Y// ES
START WITH DIVISION: FIRST//
START WITH DRUG: FIRST//
* Previous selection: FINISH DATE/TIME from Oct 25,2009 to Oct
```

27,2009@24:00

START WITH FINISH DATE/TIME: Oct 25,2009// (OCT 25, 2009)
GO TO FINISH DATE/TIME: Oct 27,2009// (OCT 27, 2009)
DEVICE: GENERIC INCOMING TELNET

Before continuing, please set up your terminal to capture the detailed report data. On some terminals, this can be done by clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. This report may take a while to run.

Press Return to Continue:

The output of this report is in a delimited output format suitable for export to MS Excel and includes data from original prescription fills, refills, partial fills, and Consolidated Mail Outpatient Pharmacy (CMOP) fills. The report output is sorted primarily by patient name and secondarily by prescription number.

Each fill of the prescription is printed on a separate line preceded by a "HEADER" line containing patient demographic information. Each prescription detail line starts with a double backslash followed by an identifier to denote the type of fill (ORIGINAL, REFILL, PARTIAL, or CMOP).

Example: Prescription List for Drug Warnings – Output

```
\\HEADER\^RX #^DRUG NAME^PATIENT^SSN^ADDRESS 1^ADDRESS 2^ADDRESS  
3^CITY^STATE^ZIP^PHONE (HOME)^PHONE (WORK)^PHONE (CELL)^DECEASED?  
\\ORIGINAL\^RX #^ISSUE DATE^FILL DATE^RELEASED DATE/TIME^EXPIRATION  
DATE^LOT #^NDC^DIVISION^PHARMACIST^PROVIDER^RETURNED TO STOCK^PATIENT  
STATUS^QTY PER DAY^# OF REFILLS^MAIL/WINDOW  
\\REFILL\^RX #^REFILL DATE^RELEASED DATE/TIME^QTY PER DAY^LOT#^NDC^  
DIVISION^RETURNED TO STOCK^PROVIDER^PHARMACIST NAME^MAIL/WINDOW  
\\PARTIAL\^RX #^PARTIAL DATE^RELEASED DATE/TIME^NDC^LOT #^QTY PER DAY  
^DIVISION^ RETURNED TO STOCK^PROVIDER^PHARMACIST NAME^FILLING PERSON^  
REMARKS^MAIL/WINDOW  
\\CMOP\^RX #^TRANSMISSION NUMBER^SEQUENCE #^NDC SENT^NDC RECEIVED^RX  
INDICATOR^STATUS^CANCELLED DATE/TIME^CANCELLED REASON^RESUBMIT STATUS^  
DATE SHIPPED^CARRIER^PACKAGE ID  
  
\\HEADER\^301188^PREDNISONE 20MG S.T.^SURPAT,RODNEY^666000148^123  
^^^TROY^NEW YORK^12180^^^N  
\\ORIGINAL\^301188^9/25/07^9/25/07^9/25/07 15:10:33^9/25/08^^^TROY^  
PHARNAM,DAVID^DOCNAM,SUZY^^SC LESS THAN 50%^2^11^W  
\\REFILL\^301188^11/14/07^11/14/07 11:09:40^2^^^TROY^^PHARNAM,DAVID^  
DOCNAM,SUZY^W  
\\CMOP\^301188^179^1^11/18/07 10:22^11/18/07 11:17^2^TRANSMITTED^^^  
11/19/07^^  
\\HEADER\^100002832^PREDNISONE 20MG S.T.^TRAPATNM,STEVE^ 666000187^12345  
^^^TROY^NEW YORK^12180^518-472-4307^^^N  
\\ORIGINAL\^100002832^2/8/10^2/8/10^2/8/10 15:16:51^2/9/11^^00009-0165-02  
^EXT^TESTMAN,PHARM^TESTMAN,PROV^^SC LESS THAN 50%^1^11^W  
\\PARTIAL\^100002832^2/8/10^2/8/10 15:16:51^^^1^EXT^^TESTMAN,PHARM  
^TESTMAN,PROV^^W
```

Chapter 1: Using the Pharmacy Intervention Menu

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



This menu is locked with the PSORPH key.

Pharmacy Intervention Menu

[PSO INTERVENTION MENU]

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

The following options are available on this menu:

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

Enter Pharmacy Intervention

[PSO INTERVENTION NEW ENTRY]

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

Edit Pharmacy Intervention

[PSO INTERVENTION EDIT]

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

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

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

Copay is not charged for a partial fill.

*****Important*****

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

Changes to Releasing Orders function - Digitally Signed Orders Only

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

A new security key named "PSDRPH", was introduced by the Controlled Substances patch PSD*3*76 that authorizes pharmacists to finish/verify digitally signed Schedule II-V CS orders placed via CPRS.

When processing a digitally signed pending order, the integrity of the original order placed in CPRS is now being checked to ensure that the data fields listed below are not altered from the time the order is signed in CPRS and later selected for processing in backdoor pharmacy. This is done by passing the data elements listed below to a Kernel Application Programming Interface (API), Integration Control Registration (ICR) #3539 along with the CPRS hash count provided by ICR #5709. The Kernel API compares these two hash values and returns an "OK" if the pending order is unaltered; otherwise, a "-1^error code^error message" is returned.

Example: "-1^89802016^Mismatched digital signature hash values."

The following fields are used in the hash check:

- Date of Issuance
- Full Name and Address of the Patient
- Drug Name
- Quantity Prescribed
- Directions for Use
- Prescriber Name
- Prescriber Address (site address)
- Prescriber DEA / VA Registration Number
- Order Number (CPRS)

The Kernel API will also check for the validity of the DEA certificate. If the certificate is revoked or expired, the API will return the appropriate error code. If the error code is related to hash mismatch, or the DEA certificate is revoked, the following events will be triggered during pending order processing:

- The order will be auto discontinued.
- First line of the pending order screen will have the message "Digital Signature Failed: Corrupted (Hash mismatch)" or "Certificate revoked" concatenated with "Order Auto Discontinued", and the message will be highlighted.
- The status bar of the screen will have the message "Signature Failed: Corrupted (Hash mismatch)" or "Certificate revoked."

A mail message will be generated to the holders of the PSDMGR key notifying that the order has been auto-discontinued (similar to the example listed below). If the discontinuation is due to a hash mismatch as a result of altering one of the fields listed above, the mail message will show the altered fields with the discrepancies as shown in the following example.

Example: Mail Message of Discontinuation Due to Hash Mismatch

```

Subj: DIGITALLY SIGNED NEW ORDER AUTO DISCONTINUED  [#196353]
      03/20/12@17:1024 lines
From: POSTMASTER  In 'IN' basket.   Page 1  *New*

-----

Following order was auto discontinued when finishing a pending order
due to Corrupted (Hash mismatch) - 89802016

Division      : GREELEY CLINIC
CPRS Order #  : 5587651
Issue Date    : MAR 7,2012
Patient       : TEST,PATIENT (0908)
Address       : P.O. BOX 31
               LAPORTE, CA 95981
Drug          : CODEINE SULFATE 60MG TAB
Dosage Ordered: 120(MG)
Dosage Form   : TABLETS
Quantity      : 54
Provider      : TEST,PROVIDER
DEA#          : TA1234563
Site Address  : 2360 E PERSHING BLVD
               2360 East Pershing Boulevard
               CHEYENNE

Differences in CPRS and Pharmacy Pending File

Data Name          CPRS File          Pharmacy Pending File
-----
QTY PRESCRIBED    15                               30

```

If the error code is related to 'certificate expired', the pending order will be processed (will not be auto-discontinued), and a notification will be sent to the provider with the message "DEA certificate expired. Renew your certificate."

The following changes have been made for finishing a CS order:

- When finishing a pending CS order, if the user does not hold the new PSDRPH security key, the order will be marked as 'Non-Verified'. To verify a 'Non-Verified' CS order, the PSDRPH security key is now required. To discontinue a pending CS order, the PSDRPH security key is now required.
- The pending order screen will now display the provider's DEA/VA #, the DETOX# (if available), and the site address.
- When finishing a new pending CS order, the dosage, provider name, or the number of refills will not be allowed editing; however, the user will be allowed to select other possible dosages for the same drug if available. If the changes to the dispense drug results in creating a new order, the user will be notified by the message " Digitally Signed Order - No such changes allowed." If pharmacy wants to make such changes, then they have to discontinue (DC) the pending order and start a new order. However, the user will be allowed to select other possible dosages for the same drug that does not change the prescribed dosage.
- When finishing a new pending CS order, the day supply or the quantity will not be allowed to increase but can be decreased. If the day supply is decreased, the number of refills will also be adjusted accordingly depending on the drug setup (maximum refills, not refillable, etc). The quantity may be auto-calculated to a higher quantity by the system only when the dosage remains the same, but the dispense drug strength is changed – i.e. 2mg tablets #30 is changed to 1mg tablets, the Sig is updated, and the system changes the quantity to 60. A manual change to a higher quantity is not allowed.
- When finishing a pending CS order or verifying a CS order by the PSDRPH key holder, any edit to some of the key fields, such as dispense drug, dosage, dispense units, issue date, day's supply, quantity or number of refills, will now be captured and stored in the activity log.

Note: In patch PSO*7*99, a change was made for pending orders not to recalculate the quantity for CS drugs on selecting a different strength of the same drug and resulting in the same prescribed dosage. This change is removed in patch PSO*7*391.

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 – Signature Alert

With Patch PSO*7*385, the release function in the *Patient Prescription Processing* option has been modified to display a message to the user when an ECME-billable prescription is being released as a window fill. This message will alert the user that the patient’s signature must be obtained. The user is not required to press <Enter> to continue or respond to the alert in any other manner.

Example: Releasing an ePharmacy Window Fill

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

ePharmacy Rx - Obtain Signature
```

(This page included for two-sided copying.)

Complete Orders from OERR

[PSO LMOE FINISH]

When a clinician has created an order for a patient, the pharmacist needs to finish and verify the order. This option is used to finish orders entered into the patient record via Order Entry Results Reporting (OERR) V. 3.0. This option uses the List Manager features. PSO*7*391 added a new sort selection, 'CS' to the Complete Orders from OERR, enabling users to select digitally signed pending CS orders separately.

The user may select orders by patient, route, priority, clinic, flag, or controlled substances. If Clinic is selected, the user may then choose to select by Clinic or Clinic Sort Group. In any sort, orders are completed on a first-in/first-out basis by patient. Clinic Sort Groups can be added or edited in the *Enter/Edit Clinic Sort Groups* option, found under the *Maintenance (Outpatient Pharmacy)* menu option. Orders entered before implementation of patch PSO*7*46 (Pharmacy Ordering Enhancements (POE)) must have the fields used to build the Sig filled in before processing can be completed.



Enter “E” at the “Select By:” prompt to stop processing orders.

If a temporary address has no end date, the following text is now displayed: “(Temp address from XXX 99,9999 till (no end date))”.

For ePharmacy orders, after an order is finished, the billing data is sent to ECME, which sends a message back to Outpatient Pharmacy displaying the status of the claim. For an example, see “Finishing an ePharmacy Order” in this section.

Example: Finishing an Order from OERR

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

      Orders to be completed for all divisions: 16

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

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

Select Rx (Prescriptions) Option: Complete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for
finishing orders entered through CPRS. Select the Institution for which to
finish orders from. Enter '?' to see all choices.

Select CPRS ORDERING INSTITUTION: ALBANY// <Enter>      NY  VAMC  500

You have selected ALBANY.
After completing these orders, you may re-enter this option and select again.

      <There are 3 flagged orders for ALBANY>

Select By: (PA/RT/PR/CL/FL/CS/E): PATIENT// <Enter>

All Patients or Single Patient: (A/S/E): SINGLE// <Enter>
Select Patient: OPPATIENT16,ONE  OPPATIENT16,ONE      4-3-41      000246802
      YES      SC VETERAN
WARNING : ** This patient has been flagged with a Bad Address Indicator.

Do you want to see Medication Profile? Yes// <Enter>
```



The user may enter a question mark at the “Select Patient” prompt to get a list of patients with pending orders. A single patient may be selected for processing, or pending orders for all patients may be processed in sequence by the time of each order’s entry into the system.



Flagged orders will not be processed. They are not a part of any pending orders. To process flagged orders, you should enter **FL** at the “Select By” prompt. This ensures you will view all patients with flagged pending orders, allowing you to address their flagged orders; however, if you know which patients have flagged orders, you can access the flagged orders through the Medication Profile.



If the user answers **YES** to “Do you want to see Medication Profile?” and the patient has remote prescription(s), the following prompt appears.

```
REMOTE PRESCRIPTIONS AVAILABLE!
Display Remote Data? N//
```

If the user answers **YES** to “Display Remote Data?” then the “Remote Facilities Visited” screen appears, allowing the user to see what facilities the patient has prescriptions at and what those prescriptions are.

After the user answers the medication profile prompt, a warning displays if no allergy assessment has been made. The patient's eligibility and RX patient status also displays.

```

OPPATIENT16,ONE      4-3-41      000-24-6802
YES      SC VETERAN
      No Allergy Assessment!

Press Return to continue: <Enter>
Eligibility: SC
RX PATIENT STATUS: SERVICE CONNECTED// <Enter>
  
```

(The Patient Information and Medication Profile screens display next, but are not shown in this example.)

```

Pending OP Orders (ROUTINE)      March 13, 2008 16:31:33      Page:      1 of      2
-----
OPPATIENT16,ONE      <NO ALLERGY ASSESSMENT>
  PID: 000-24-6802      Ht(cm): 177.80 (02/08/2008)
  DOB: APR 3,1941 (66)      Wt(kg): 90.45 (02/08/2008)
-----
*(1) Orderable Item: ACETAMINOPHEN TAB      * Editing starred fields will
(2)      CMOP Drug: ACETAMINOPHEN 500MG TAB      create a new order
      Drug Message: NATL FORM
(3)      *Dosage: 500 (MG)
      Verb: TAKE
      Dispense Units: 1
      *Route: ORAL
      *Schedule: BID
(4) Pat Instruct:
      Provider Comments: ProvComments
      SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
(5) Patient Status: SERVICE CONNECTED
(6) Issue Date: MAR 13,2008      (7) Fill Date: MAR 13,2008
(8) Days Supply: 30      (9) QTY (TAB): 60
+      Enter ?? for more actions
BY Bypass      DC Discontinue      FL Flag/Unflag
ED Edit      FN Finish
Select Item(s): Next Screen//// FN Finish
  
```

After “Finish” is selected, the user is prompted to fill in any information missing from fields needed to complete the order.



If you attempt to process a flagged order, you are prompted “Unflag Order? NO//”. If you respond **YES**, enter comments to unflag the order and continue with processing. If you respond **NO**, you cannot process the order because it is still flagged.



If an order is sent from OERR without a Dispense Drug selected, and there is only one Dispense Drug tied to the Orderable Item, that drug will be inserted in the DRUG field (#2 on the screen). If there is more than one Dispense Drug tied to the Orderable Item, a “No Dispense Drug Selected” message will display in the DRUG field (#2 on the screen) and a Dispense Drug must be selected to complete/finish the order.

```

The following Drug are available for selection:
1. ACETAMINOPHEN 325MG
2. ACETAMINOPHEN EXTRA STR 500MG
  
```

If the user chooses to copy Provider Comments into the Patient Instructions, they will display on the end of both the Patient Instructions and the Sig.



If the patient has been identified as having another language preference, the Provider Comments will not be appended to the other language Sig.

Example: Finishing an Order from OERR (continued)

```
Provider Comments:
WITH A FULL MEAL
Copy Provider Comments into the Patient Instructions? No// Y YES

(TAKE ONE TABLET BY MOUTH TWICE A DAY WITH A FULL MEAL)

Rx # 503902          05/22/01
OPPATIENT16,ONE    #60
TAKE ONE TABLET BY MOUTH TWICE A DAY WITH A FULL MEAL

ACETAMINOPHEN 325MG TAB
OPPROVIDER4,TWO    OPPHARMACIST4,THREE
# of Refills: 3

Are you sure you want to Accept this Order? NO// Y YES
```

After an order is accepted, the user will be prompted to enter the missing information.

```
METHOD OF PICK-UP:
WAS THE PATIENT COUNSELED: NO// Y YES
WAS COUNSELING UNDERSTOOD: NO// Y YES

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

    SC Percent: 20%
    Disabilities:
KNEE CONDITION          10% - SERVICE CONNECTED
TRAUMATIC ARTHRITIS    10% - SERVICE CONNECTED
SEPTUM, NASAL, DEVIATION OF 0% - SERVICE CONNECTED
RESIDUALS OF FOOT INJURY 0% - SERVICE CONNECTED

This Rx has been flagged as: SC
Was treatment for Service Connected condition? YES// <Enter>
Press Return to Continue:
```

Flagging and Unflagging Pending Orders

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. Flag/Unflag functionality is only available for Pending new orders and Pending renewals; only holders of the PSORPH security key can flag or unflag an order.

Flagged orders will not be processed. When you have flagged orders to process from the *Complete Orders from OERR* option, you should enter **FL** at the “Select By” prompt (shown in the following example). This ensures you will view all patients with flagged pending orders, allowing you to address their flagged orders; however, if you know which patients have flagged orders, you can access the flagged orders through the Medication Profile.

The following provides examples of how to flag and unflag pending orders from a medication profile within the *Complete Orders from OERR* option.

Example: Finishing an Order from OERR

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

      Orders to be completed for all divisions: 16

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

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

Select Rx (Prescriptions) Option: COMPLETE Orders from OERR

There are multiple Institutions associated with this Outpatient Site for
finishing orders entered through CPRS. Select the Institution for which to
finish orders from. Enter '?' to see all choices.

Select CPRS ORDERING INSTITUTION: ALBANY//  <Enter>  NY  VAMC  500

You have selected ALBANY.
After completing these orders, you may re-enter this option and select again.

<There are 3 flagged orders for ALBANY>

Select By:  (PA/RT/PR/CL/FL/CS/E): PATIENT//  FL <Enter>

Do you want to see Medication Profile? Yes//  <Enter>
```

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
Do you want to send to External Interface Device? No// ?

Enter either 'Y' or 'N'.

Do you want to send to External Interface Device? No// NO
Comments:

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

AS DIR ON AFFECTED AREA

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

When reprinting, you can choose whether or not you want to resend to a dispensing device using an external interface. If you do choose to resend, then the prescription will be sent to the dispensing system, and an entry will be made in the label log. This documents that this was a reprint and also resent to the dispensing system device. If you do not resend the prescription to the dispensing device, then only one entry is made in the label log.

Signature Log Reprint

[PSO SIGLOG REPRINT]

This option allows the user to reprint the Signature Log for a prescription. The system will prompt for a prescription number and printer device. The user will receive a system confirmation that this log has been queued to print.

Example: Reprinting a Signature Log

```
Select Rx (Prescriptions) Option: Signature Log Reprint
Reprint Signature Log for Prescription: 100002277A PREDNISONE 20MG S.T.
Select LABEL DEVICE: LEX2 LEX2$PRT Bay Pines
Signature Log Reprint queued
```

View Prescriptions

[PSO VIEW]

View the most complete information available for a specific prescription. The activity log lists the date, reason, prescription reference (Rx Ref), the initiator of the activity, and comments. The label log lists the date, prescription (Rx Ref), the person who printed it, and comments. Prescriptions with a deleted status cannot be viewed.

Restrictions to Providers on Controlled Substances Orders

As part of patch PSO*7*391, the Kernel patch XU*8*580 introduced new fields to the NEW PERSON file (#200). Apart from the DEA/VA requirement, DEA further classifies what CS schedule a provider is authorized to write. These new fields are:

- 55.1 SCHEDULE II NARCOTIC (S), [PS3;1]
- 55.2 SCHEDULE II NON-NARCOTIC (S), [PS3;2]
- 55.3 SCHEDULE III NARCOTIC (S), [PS3;3]
- 55.4 SCHEDULE III NON-NARCOTIC (S), [PS3;4]
- 55.5 SCHEDULE IV (S), [PS3;5]
- 55.6 SCHEDULE V (S), [PS3;6]

If one of the above fields is populated for a provider, then when placing a new order in backdoor pharmacy, the software will now check for the drug schedule with the provider privileges. If the provider does not have schedule II privileges, the software will display the following message:

"Provider not authorized to write Federal Schedule 2 prescriptions."

When placing an order for a CS Detoxification drug, the software will now check for a valid Detoxification number for the provider. If the provider does not have a Detoxification number, the software will display the following message:

"Provider must have a DETOX# to order this drug."

Prior to PSO*7*391, the default days supply for all drugs was based on Patient Rx Status. PSO*7*391 changes the default for CS schedule II drugs to be set to 30 (or to the current Patient Rx Status if lower than 30). The Integration Control Registration #3278 that returns day supply (DSUP^PSOSIGDS) is modified to return 30 for CS schedule II drugs.

(This page included for two-sided copying.)

5. Leave Both Pending (do nothing) ? : 4 ACTIVATE 1 and 2

The term 'Activate' has changed to 'Process' and the term 'Pending' has changed to 'Non-verified'.

See output with changes below:

```
Do you want to:
1. Cancel Rx #2476 DRUG: AMIODARONE 200MG TAB
2. Cancel Rx #2474 DRUG: WARFARIN 5MG TAB
3. Cancel Both 1 and 2
4. Process Both 1 and 2
5. Leave Both Non-Verified (do nothing) ? : 4 Process 1 and 2
```

The **List Non-Verified Scripts** [[PSO VRPT] option now includes Dosage Checks.

Sorted by Patient

```
Select Verification Option: LIST Non-Verified Scripts
Sort By Patient or Clerk: P// ATIENT
DEVICE: HOME// TELNET Right Margin: 80//

NON-VERIFIED PRESCRIPTIONS
AS OF JUN 25,2007@08:46:10
SORTED BY PATIENT
(# indicates Order Check)

Patient name                                     Page: 1
Rx #      Issued      Drug                                             Entry By
-----
PSOPATIENT, ONE
2467      06/25/07 #AMIODARONE 200MG TAB                    5

PSOPATIENT, TWO
2449      06/20/07 WARFARIN 5MG TAB                                5
2452      06/20/07 ASPIRIN 325MG EC TAB                            5
2456      06/20/07 INDOMETHACIN 25MG CAP                          5
2457      06/20/07 ENALAPRIL 5MG TAB                                5
2458      06/20/07 ACYCLOVIR 200MG CAP                             5
2459      06/20/07 BUPROPRION 150MG TAB,SA                        5
2461      06/20/07 TEMAZEPAM 15MG CAP                              5
```

Sorted by Clerk

```
NON-VERIFIED PRESCRIPTIONS
AS OF JUN 25,2007@13:09:34
SORTED BY CLERK
(# indicates Order Check)

Patient name                                     Page: 1
Rx #      Issued      Drug      CLERK-> PSOTECH,ONE
-----
PSOPATIENT, ONE
2473      06/25/07 #AMINOPHYLLINE 200MG TAB
```

Chapter 27: CPRS Order Checks: How They Work

Introduction

In CPRS, Order Checks occur by evaluating a requested order against existing patient data. Most order checks are processed via the CPRS Expert System. A few are processed within the Pharmacy, Allergy Tracking System, and Order Entry packages. Order Checks are a real-time process that occurs during the ordering session and is driven by responses entered by the ordering provider. Order Check messages are displayed interactively in the ordering session.

Order Checks review existing data and current events to produce a relevant message, which is presented to patient caregivers. Order Checks use the CPRS Expert System (OCX namespace), to define logical expressions for this evaluation and message creation. In addition to the expert system Order Checks have some hard-coded algorithms. For example, the drug-drug interaction order check is made via an entry point in the pharmacy package whereas Renal Functions for Patients 65 and Over is defined as a rule in the CPRS Expert System.

Hash Counts and DEA Certification

When processing a digitally signed pending order, the integrity of the original order placed in CPRS is now being checked to ensure that the data fields listed below are not altered from the time the order is signed in CPRS and later selected for processing in backdoor pharmacy. This is done by passing the data elements listed below to a Kernel Application Programming Interface (API), Integration Control Registration (ICR) #3539 along with the CPRS hash count provided by ICR #5709. The Kernel API compares these two hash values and returns an "OK" if the pending order is unaltered; otherwise, a "-1^error code^error message" is returned.

Example: "-1^89802016^Mismatched digital signature hash values."

The following fields are used in the hash check:

- Date of Issuance
- Full Name and Address of the Patient
- Drug Name
- Quantity Prescribed
- Directions for Use
- Prescriber Name
- Prescriber Address (site address)
- Prescriber DEA / VA Registration Number
- Order Number (CPRS)

The Kernel API will also check for the validity of the DEA certificate. If the certificate is revoked or expired, the API will return the appropriate error code. If the error code is related to hash mismatch, or the DEA certificate is revoked, the following events will be triggered during pending order processing:

- The order will be auto discontinued.

- First line of the pending order screen will have the message "Digital Signature Failed: Corrupted (Hash mismatch)" or "Certificate revoked" concatenated with "Order Auto Discontinued", and the message will be highlighted.
- The status bar of the screen will have the message "Signature Failed: Corrupted (Hash mismatch)" or "Certificate revoked."

A mail message will be generated to the holders of the PSDMGR key notifying that the order has been auto-discontinued (similar to the example listed below). If the discontinuation is due to a hash mismatch as a result of altering one of the fields listed above, the mail message will show the altered fields with the discrepancies as shown in the following example.

Example: Mail Message of Discontinuation Due to Hash Mismatch

```

Subj: DIGITALLY SIGNED NEW ORDER AUTO DISCONTINUED  [#196353]
      03/20/12@17:1024 lines
From: POSTMASTER In 'IN' basket.    Page 1  *New*

-----

Following order was auto discontinued when finishing a pending order
due to Corrupted (Hash mismatch) - 89802016

Division      : GREELEY CLINIC
CPRS Order #  : 5587651
Issue Date    : MAR 7,2012
Patient       : TEST,PATIENT (0908)
Address       : P.O. BOX 31
               LAPORTE, CA 95981
Drug          : CODEINE SULFATE 60MG TAB
Dosage Ordered: 120(MG)
Dosage Form   : TABLETS
Quantity      : 54
Provider      : TEST,PROVIDER
DEA#         : TA1234563
Site Address  : 2360 E PERSHING BLVD
               2360 East Pershing Boulevard
               CHEYENNE

Differences in CPRS and Pharmacy Pending File

Data Name          CPRS File          Pharmacy Pending File
-----
QTY PRESCRIBED    15                               30

```

If the error code is related to 'certificate expired', the pending order will be processed (will not be auto-discontinued), and a notification will be sent to the provider with the message, "DEA certificate expired. Renew your certificate."

The following changes have been made for finishing a CS order:

- When finishing a pending CS order, if the user does not hold the new PSDRPH security key, the order will be marked as 'Non-Verified'. To verify a 'Non-Verified' CS order, the PSDRPH security key is now required. To discontinue a pending CS order, the PSDRPH security key is now required.

- The pending order screen will now display the provider's DEA/VA #, the DETOX# (if available), and the site address.
- When finishing a new pending CS order, the dosage, provider name, or the number of refills will not be allowed editing; however, the user will be allowed to select other possible dosages for the same drug if available. If the changes to the dispense drug results in creating a new order, the user will be notified by the message " Digitally Signed Order - No such changes allowed." If pharmacy wants to make such changes, then they have to discontinue (DC) the pending order and start a new order. However, the user will be allowed to select other possible dosages for the same drug that does not change the prescribed dosage.
- When finishing a new pending CS order, the day supply or the quantity will not be allowed to increase but can be decreased. If the day supply is decreased, the number of refills will also be adjusted accordingly depending on the drug setup (maximum refills, not refillable, etc). The quantity may be auto-calculated to a higher quantity by the system only when the dosage remains the same, but the dispense drug strength is changed – i.e. 2mg tablets #30 is changed to 1mg tablets, the Sig is updated, and the system changes the quantity to 60. A manual change to a higher quantity is not allowed.
- When finishing a pending CS order or verifying a CS order by the PSDRPH key holder, any edit to some of the key fields, such as dispense drug, dosage, dispense units, issue date, day's supply, quantity or number of refills, will now be captured and stored in the activity log.

Note: In patch PSO*7*99, a change was made for pending orders not to recalculate the quantity for CS drugs on selecting a different strength of the same drug and resulting in the same prescribed dosage. This change is removed in patch PSO*7*391.

Order Check Data Caching

Data caching was recently added to improve the speed of order checks. Before data caching, order checks could be slow because each order check retrieved data from the other VISTA packages—even if the order checks used the same data. With data caching, the first order check in an ordering session retrieves data from other VISTA packages, uses the data to evaluate whether it should display a warning, and then stores the retrieved data in the ^XTMP("OCXCACHE" global for five minutes. The order checks that occur in the next five minutes can use the cached data, if it is the appropriate data, instead of retrieving data from the other packages. After five minutes, the cached data expires, and order checks must retrieve new data from the VISTA packages.

For example, before data caching was implemented, if an order check took 3 seconds to retrieve data from other VISTA packages, and there were 12 order checks, clinicians might wait 36 seconds to sign orders. With data caching, the first order check might take 3 seconds to retrieve the data, but subsequent order checks could use the cache and might take only .03 seconds each. That would be 3.33 seconds compared to 36 seconds. The numbers in this example are for illustration only and do not reflect real system speed. However, data caching should speed up order checks.

To avoid using all available disk space for storing data from order checks, there are several ways to clear the ^XTMP("OCXCACHE" global. ORMTIME removes data from the global when it runs. The suggested frequency for running ORMTIME is every 30 minutes, but not every siteruns it that frequently. Kernel clean up utilities also remove data from the cache when they run, which is usually every 24 hours. If needed, users that have access to the programmer's prompt can manually clear the cache from that prompt by using PURGE^OCXCACHE.

Chapter 28: Error Messages

Error Level	Error Message	Reason	Why message is being displayed.
System	No Enhanced Order Checks can be performed.	Vendor Database cannot be reached.	The connectivity to the vendor database has gone down. A MailMan message is sent to the G. PSS ORDER CHECKS mail group when the link goes down and when it comes back up.
System	No Enhanced Order Checks can be performed.	The connection to the vendor database has been disabled.	A user has executed the Enable/Disable Vendor Database Link [PSS ENABLE/DISABLE DB LINK] option and disabled the interface.
System	No Enhanced Order Checks can be performed	Vendor database updates are being processed	The vendor database (custom and standard data) is being updated using the DATUP (Data Update) process.
System	“Signed Failed-Order Auto Discontinued”	Hash Mismatch	Original digitally signed CS order placed in CPRS is checked to ensure data fields are not altered from the time the order is signed in CPRS and later selected for processing in backdoor pharmacy.
System	“DEA certificate expired. Renew your certificate.”	Validity of the DEA certificate.	Kernel API check for the validity of the DEA certificate. If certificate is revoked or expired, the API will return the appropriate error code.
Drug	Enhanced Order Checks cannot be performed for Local or Local Outpatient Drug: <DRUG NAME>	Drug not matched to NDF	The local drug being ordered/ or on profile has not been matched to NDF. Matching the drug to a VA Product will eliminate this message.
Drug	Order Checks could not be done for Remote Drug: <DRUG NAME>, please complete a manual check for Drug Interactions and Duplicate Therapy. Remote order indicator		If this error message is displayed, it means that the VA product that the local or remote drug being ordered/or on the local or remote profile does not have a GCNSEQNO or in rare cases, the GCNSEQNO assigned to the VA Product does not match up with a GCNSEQNO in the vendor database.
Drug	Enhanced Order Checks cannot be performed for Orderable Item: <OI NAME>	No active Dispense Drug found	Highly unlikely that this error would be seen. At the time the order check was being performed the orderable item did not have an active dispense drug associated.

Error Level	Error Message	Reason	Why message is being displayed.
Drug	Enhanced Order Checks cannot be performed for Orderable Item: <OI NAME>	No active, marked for IV Fluid Order Entry IV Additive/Solution found	The orderable item associate with an IV Fluid order did not have an active IV Additive/IV Solution marked for IV fluid order entry use at the time the order check was executed. This is another error the user will probably not see.

Error Information

The text in the error message and reason column will be displayed to the user. The type of error is displayed in column 1.

Two Levels of Error Messages

System When such an error occurs no drug interaction or duplicate therapy order checks will be performed. Other order checks that do not use the COTS database (FDB) will still be performed such as allergy/ADRs, duplicate drug (for outpatient only) and new CPRS order checks, etc.

Drug The second error level is for the drug and no drug interaction/duplicate therapy order checks will be performed for a specific drug. When you are processing an order, you may see a drug level error for a drug that is on the profile. This indicates that a drug interaction or duplicate therapy order check will not be performed for the drug in the order you are processing against this profile drug. Profile drug errors will only be shown once per patient session. So if you process several more orders, you will not see the error again. However, if you exit the option and at some later time reselect this patient to process new orders or take action on any existing orders, you will be shown the profile drug error once again.

If a drug level error occurs on the drug in the order you are processing, no profile drug errors will be displayed. No order checks (duplicate therapy or drug interaction) will occur for the processing drug (prospective drug). The only exception to this is when you are processing an IV order with multiple prospective drugs (i.e. multiple additives).

Index

3

3/4 Days Supply Hold, 277

A

About the Output Reports Menu, 86
Action Profile, 87
Add New Providers, 68, 258
Alerts for Discontinued CMOP Prescription, 246
All Reports, 110, 112
Allergy/ADR Order Checks, 122bbb
Alpha Drug List and Synonyms, 90
AMIS Report, 90
Archive to File, 16
Archiving menu, 15
Autocancel Rx's on Admission, 21, 69
Auto-delete from Suspense, 77, 273
Auto-Start Enter/Edit, 25, 72

B

Barcode Batch Prescription Entry, 178
Barcode Rx Menu, 178
Batch Print Questionnaires, 52
Bingo Board Manager, 23
Bingo Board Manager (BM), 69
Bingo Board User (BU), 30

C

CHAMPUS Billing Exemption, 43
Change Label Printer, 33
Change Suspense Date, 274
Changing the Label Printer, 33
Check Drug Interaction, 34a
Check Quality of Barcode, 178
Clinic Costs, 93
Clozapine Pharmacy Manager, 35
CMOP Controlled Substance Rx Dispense Report, 92
Commonly Dispensed Drugs, 92
Complete Orders from OERR, 181
Controlling the Dispensing of Clozapine, 35
Coplay Menu, 43
Cost Analysis Reports, 93
Cost of Prescriptions, 110, 112
Count of Prescriptions, 110, 112
Count of Suspended Rx's by Day, 274
CPRS Order Checks, 134a

CPRS Order Checks: How They Work, 292o
Create/Edit a Questionnaire, 52

D

Daily AMIS Report, 94
Daily Management Report Menu, 110
Daily Rx Cost, 258
Date Range Recompil Data, 111
DAW Code, 157
DAW/NDC Edit, 160
DEA Certification, 292o
Delete a Prescription, 79, 259
Delete Intervention, 77, 120
Delete Printed Rx's from Suspense, 275
Discontinue Prescription(s), 196
Discontinued by a Background Process, 246
Discontinued by a Foreground Pharmacy Process, 246
Dispense as Written, 157
Display Lab Tests and Results, 36
Display Patient's Name on Monitor, 30
Division Costs by Drug, 93
Drug Costs, 93
Drug Costs by Division, 93
Drug Costs by Division by Provider, 93
Drug Costs by Provider, 93
Drug List By Synonym, 95
DUE Report, 52
DUE Supervisor, 51
Duplicate Drug Order Check, 132 d
DUR reject, 198

E

Edit an Existing Answer Sheet, 51
Edit Data for a Patient in the Clozapine Program, 36, 75
Edit Pharmacy Intervention, 77, 119
Edit Prescription(s), 197
Edit Provider, 68, 259
Enhanced dosing checks, 292
Enter a New Answer Sheet, 51
Enter New Patient, 30
Enter Pharmacy Intervention, 119
Enter/Edit Clinic Sort Groups, 53, 75
Enter/Edit Display, 24, 70
Entering Actions, 9

ePharmacy Medication Profile Division
 Preferences, 204
ePharmacy Menu, 198
ePharmacy Site Parameters, 204
Error Information, 292r
Error Messages, 292q
Evaluating Drug Usage, 51
Exempt Rx Patient Status from Copayment, 44
Expire Prescriptions, 79
External Interface Menu, 55

F

File Retrieval, 17
Find, 15
Flagging and Unflagging a New Pending Order,
 175, 187, 245
Free Text Dosage Report, 96

H

Handling Copay Charges, 41
Hash Counts, 292o
High Cost Rx Report, 93
Host Errors, 277

I

Ignored Rejects Report, 198
Implementing and Maintaining Outpatient
 Pharmacy, 59
Inactive Drug List, 96
Initialize Daily Compile, 111
Initialize Rx Cost Statistics, 76, 259
Inter-Divisional Processing, 259
Internet Refill Report
 detailed by date, 100
 detailed by patient, 97
 detailed by result, 103, 104
 summary by date, 102
 summary by patient, 99
 summary by result, 105
Intravenous Admixture, 110, 112
Introduction, 1
Inventory, 260

L

Label/Profile Monitor Reprint, 59
List Manager, 5
List Non-Verified Scripts, 286
List of Override Prescriptions, 37
List of Patients/Prescriptions for Recall Notice,
 107
List One Patient's Archived Rx's, 19, 247

300

List Prescriptions on Hold, 108
Log of Suspended Rx's by Day (this Division),
 275
Look-up Clerk by Code, 260

M

MailMan message for Open/Unresolved Rejects,
 245
Maintenance (Outpatient Pharmacy), 59
Management Reports Menu, 109
Manual Auto Expire Rxs, 80
Manual Print of Multi-Rx Forms, 247
Medication Profile, 82, 113
Medication Reconciliation, 85
Messages for Clozapine Drug Selection, 37
Monthly Drug Cost, 113
Monthly Management Report Menu, 112
Monthly Rx Cost Compilation, 260

N

Narcotic Prescription List, 113
NDC Validation, 203
New or Modified Security Keys, 292s
Non-Formulary List, 114
Non-VA Meds, 143
Non-VA Meds Usage Report, 10, 114
Non-Verified Counts, 287

O

One Day Recompile Data, 113
Order Check Data Caching, 292q
Other Outpatient Pharmacy ListMan Actions, 12
Other Rejects, 240
Other Screen Actions, 12
Outpatient Pharmacy Hidden Actions, 10

P

Patient Address Changes Report, 260
Patient Lookup, 14
Patient Prescription Processing, 132
Patient Status Costs, 94
Pharmacist Enter/Edit, 263
Pharmacy Cost Statistics Menu, 94
Pharmacy Intervention Menu, 119
Pharmacy Statistics, 94
Poly Pharmacy Report, 117
Prescription Cost Update, 80
Prescription List for Drug Warnings, 117
Print Archived Prescriptions, 20
Print Bingo Board Statistics, 25, 72

Print Bingo Board Wait Time, 27, 73
Print from Suspense File, 275
Print Pharmacy Intervention, 120
Print Sample ScripTalk Label, 256
Process Drug/Drug Interactions, 121
Process Internet Refills, 179
Process Order Checks, 292e
Processing a Prescription, 131
Processing Drug/Drug Interactions, 121
Provider by Drug Costs, 94
Provider Costs, 94
Pull Early from Suspense, 278
Purge, 19
Purge Bingo Board Data, 28, 74
Purge Data, 113
Purge Drug Cost Data, 80, 263
Purge External Batches, 55, 81

Q

Queue Background Jobs, 68a
Queue ScripTalk Label by Barcode, 251
Queue ScripTalk Label by Rx#, 252

R

Recompile AMIS Data, 81, 263
Refill Too Soon reject, 198
Register Clozapine Patient, 37
Reinitialize ScripTalk Printer, 257
Released and Unreleased Prescription Report, 117
Releasing Medication, 123
Remove Patient's Name from Monitor, 31
Report of ScripTalk Enrollees, 253
Reprint a non-voided Outpatient Rx Label, 254
Reprint an Outpatient Rx Label, 248
Reprint Batches from Suspense, 279
Reprint External Batches, 53, 55, 56
Request Statistics, 94
Reset Copay Status/Cancel Charges, 45
Returning Medication to Stock, 129
Rx (Prescriptions), 131
Rx Verification by Clerk, 287, 292m

S

Save to Tape, 15
ScripTalk Audit History Report, 252
ScripTalk Device Definition Enter/Edit, 255

ScripTalk Patient Enter/Edit, 251
ScripTalk Reports, 252
ScripTalk® Main Menu, 250
Security Keys, 292s
Set Up and Test ScripTalk Device, 255
SHAD, 41
Signature Log Reprint, 249
Site Parameter Enter/Edit, 60, 264
Sort Statistics By Division, 94
Speed Actions, 11
Start Bingo Board Display, 28, 74
Status of Patient's Order, 31
Stop Bingo Board Display, 29, 75
Supervisor Functions, 258
Suspense Functions, 273

T

Tape Retrieval, 16
Test ScripTalk Device, 257
Third Party Payer Rejects - View/Process, 207
Third Party Payer Rejects - Worklist, 211
TRICARE Bypass/Override Report, 219
TRICARE Eligible Outpatient Override Function, 232
TRICARE Reject Processing, 227
Type of Prescriptions Filled, 111, 113

U

Update Patient Record, 281
Using List Manager with Outpatient Pharmacy, 9
Using the Archive Menu Option, 15
Using the Bingo Board Menu, 23
Using the ScripTalk® Menu, 250
Using the Supervisor Menu, 258
Using the Suspense Functions, 273

V

Verification, 285
Verifying Prescriptions, 285
View External Batches, 57
View Intervention, 120
View Prescriptions, 249
View Provider, 271
Viewing and Resolving Open Rejects, 207

