Pharmacy Reengineering (PRE)

Inbound ePrescribing (IEP) 3.1

User Manual

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Revision History

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06/15/2020	3.0	PSO*7.0*610: • Added NOTE to indicate a minor change in the display of the **Station ID** drop-down list in the **Reports** tab • Updated Title page, Revision History, and Footers	Liberty ITS J. Smith, TW
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Unit 1. Introduction to Inbound ePrescribing

This unit provides the purpose and organization of the Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) solution and a list of acronyms and abbreviations.

Organization of the Inbound ePrescribing User Guide

The PRE IEP user guide is comprised of the following sections:

- Unit 1 – Introduction to Inbound ePrescribing: Discusses general PRE Inbound ePrescribing information.
- Unit 2 - Inbound ePrescribing Web-Based Application: Outlines the IEP web-based application and capabilities, including Pharmacy Management, Track/Audit, Reports, and User Management functions.
- Unit 3 – Inbound eRx VistA Outpatient Pharmacy: Discusses the VistA OP eR_x Holding Queue and capabilities, including eR_x validation, search, sort, hold, acceptance, remove, and rejection.
- Unit 4 - Refill Requests and Responses: Discusses the Refill Requests and Responses. The Refill Requests function is used by pharmacists to generate and send an outbound Refill Request. After a Refill Request has been sent to the external provider, the provider will be able to send a Refill Response back to the requesting Pharmacy.
- Unit 5 - Cancel Rx Requests and Responses: Discusses the Cancel R_x Request and Response. The Cancel R_x Request is sent by the external/non-VA Provider for an original New R_x, so it is not processed and dispensed by VA Pharmacy. Upon successfully canceling a New R_x, the VA Pharmacy sends back a Cancel R_x Response.

Inbound ePrescribing Overview

The PRE IEP functionality addresses a longstanding need for the Department of Veterans Affairs (VA) to be able to receive and process prescriptions from external providers. This enhancement moves the VA towards increased efficiency and improved customer satisfaction.

Purpose

The purpose of PRE IEP is to enable the VA to receive and subsequently process electronic prescriptions (eR_xs) from outside of VA. This user guide serves as a guide and useful reference for VA Pharmacy Users, Systems Administrators, Managers, and other VA staff to assist in accessing, navigating, and performing tasks associated with the PRE IEP web-based application and the Veterans Health Information Systems and Technology Architecture (VistA) Outpatient Pharmacy (OP) eR_x Holding Queue.

Overview

To improve on its ability to deliver Veterans their medications as quickly and efficiently as possible, the Veterans Health Administration (VHA), Patient Care Services (PCS), and Pharmacy Benefits Management (PBM) requested a new capability as part of the PRE program to receive inbound eR_xs from an external provider (e.g., a doctor not associated with the VA, medical staff at a Department of Defense (DoD) military treatment facility, etc.).

Overall, PRE IEP provides:

- Improved efficiency. More efficient use of VA pharmacy resources and non-VA provider resources based on:
  - Fewer transcribing/translation errors
  - Clear/error-free communications
  - Time saved not having to communicate back and forth regarding the content of a prescription
- Improved Veteran/beneficiary satisfaction. Makes the existing manual processing easier, more efficient, and more effective through the automation of the prescription process by:
  - Reducing the risk of loss of paper R_xs
  - Enabling more secure communication of R_x data
  - Providing timelier dispensing of R_xs prescribed by non-VA providers
- Improved patient safety: Reduces transcription errors
- Improved data accuracy: Provides enhanced functionality within VistA OP that improves the accuracy and use of the data it collects

By automating data transmission from providers to the VA, and between other pharmacies, the need for VA pharmacy personnel to manually input R_x data from non-VA providers is largely eliminated, reducing the chance for data to be entered incorrectly or missed.

Specific elements of what is included in PRE IEP include:

- Receiving and processing inbound eR_xs, where "inbound" refers to the ordering of medication or medical related supplies for a VA patient by a non-VA provider; to be filled at a VA pharmacy.
- Pharmacy Service is not responsible for filling prescriptions for non-expendable medical equipment.
- Pharmacy Service may dispense refills for expendable supplies upon receipt of requests from patients with continuing eligibility for a period not to exceed one year from the date of the last signed order.
- Expendable stock items may include: catheters, colostomy sets, ileostomy sets and/or supplies, plastic and rubber gloves, skin preparations and powders, urinal bags and drainage supplies, incontinence supplies, etc.
- Electronically receiving and processing outpatient prescriptions only, including prescriptions created for a VA patient upon discharge from a non-VA hospital to be filled on an outpatient basis by a VA pharmacy.
- Receiving and processing inbound eR_xs from non-VA providers that currently prescribe medications and medical-related supplies for Civilian Health and Medical Program of the VA (CHAMPVA) beneficiaries and which are currently handled by the Meds by Mail (MbM) program.
- Sending outbound electronic notifications from a VA pharmacy that received an inbound eR_x, to the non-VA provider that originally sent the eR_x.

The following areas are not included in PRE IEP:

- VA providers generating eR_xs at one VA Medical Center (VAMC) location to be electronically transmitted to and processed by (filled, dispensed, etc.) a different VAMC location's pharmacy.
- Initiating outbound eR_xs (generation of an eR_x by a VA provider to be filled at a non-VA pharmacy).
- Electronic receipt and processing of any VA or non-VA inpatient medication orders.
- Electronic receipt and processing of any VA or non-VA orders for Durable Medical Equipment (DME), such as wheel chairs.
- Electronic receipt and processing of R_x refill requests from a VA patient's non-VA Electronic Health Record (EHR) system.
- Electronic transfers of prescriptions from any non-VA pharmacy to a VA pharmacy.
- Electronic transfers of prescriptions from a VA pharmacy to a non-VA pharmacy.
- The ability for the VA to request an Electronic Prior Authorization (ePA) form and authorization from a provider.

The following are out of an eR_x user's control, which requires validation by Pharmacists.

- Patient: eR_xs can be sent for any patient, including Veterans or non-Veterans.
- Provider: eR_xs can be sent by any provider, whether VA authorized or not.
- Drugs: VA has no control over the drug, nor the name of drug sent to VA.
- SIG: VA has no control over directions that are sent to VA.
- All information coming to the VA is controlled by the EHR system which is what the provider is using to send information to the VA. VA has no control over the process.

User Interfaces

There are two user interfaces associated with IEP, including the following:

- IEP Web-Based Application
- Inbound eR_x VistA Outpatient Pharmacy

Inbound ePrescribing Web-Based Application

The IEP web-based application is used by Pharmacy Users, Administrators, Pharmacy Managers, and PBM Admin personnel. It has tab displays for the following:

- Home
- Pharmacy Management
- Track/Audit
- Reports
- User Management
- Help

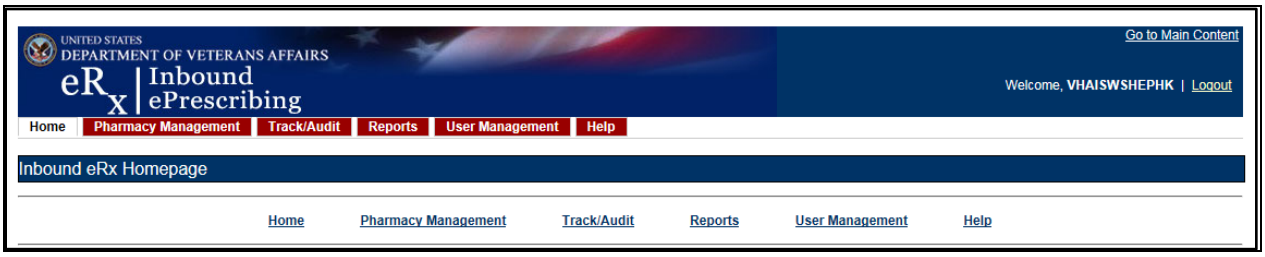


Figure 1-1: Inbound ePrescribing Web-based Application

The IEP web-based application is discussed in more detail in Unit 2 - Inbound ePrescribing Web-Based Application.

Inbound eR$_x$ VistA Outpatient Pharmacy

The Inbound eR$_x$ VistA Outpatient Pharmacy display screens include VistA screens that are used by VA Pharmacists and Technicians to validate and process eR$_x$s.

The eR$_x$ Holding Queue is discussed in more detail in Unit 3 - Inbound eRx VistA Outpatient Pharmacy.

Inbound ePrescribing Workflow

The IEP workflow is illustrated in the figure and described below.

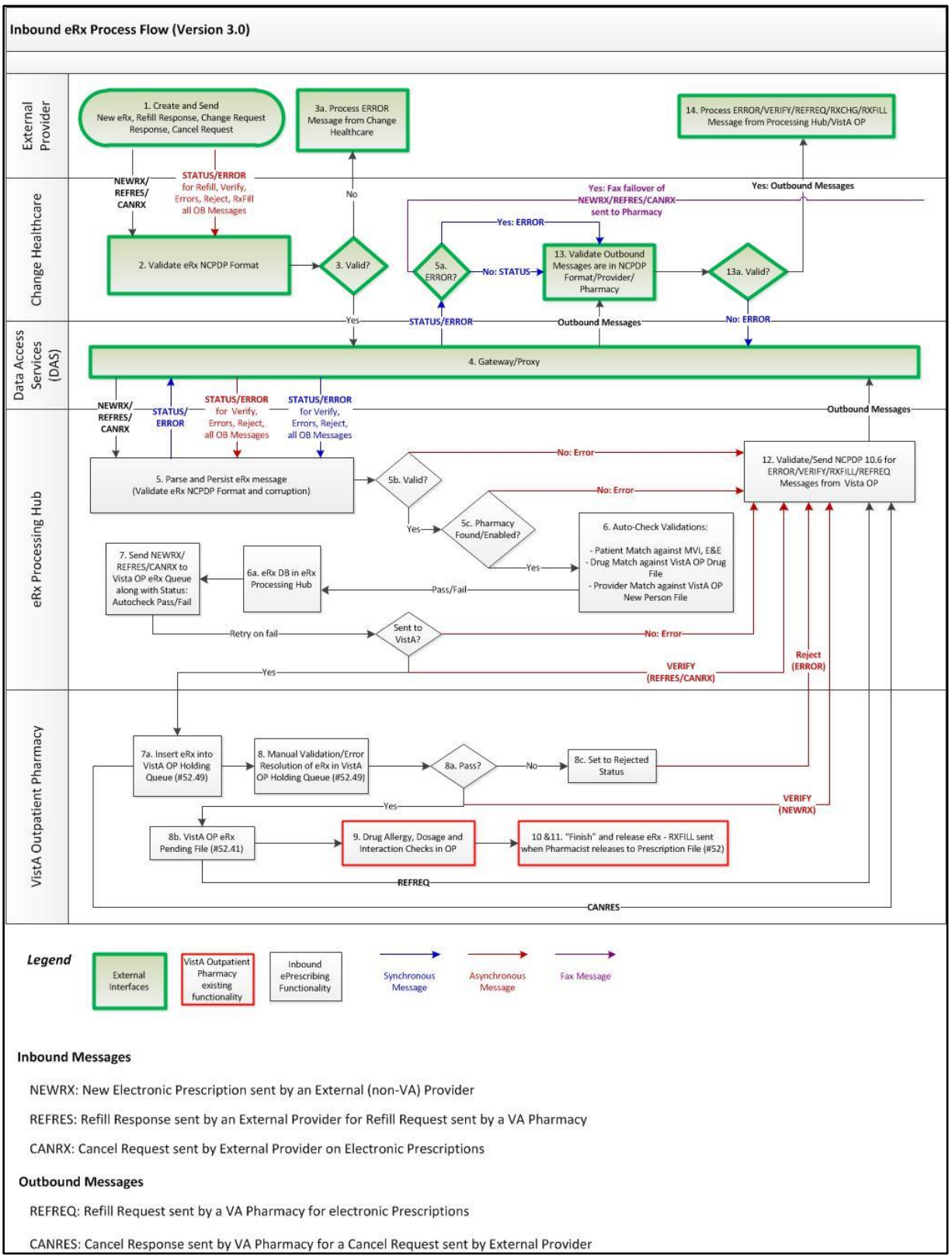


Figure 1-2: Inbound ePrescribing Process Flow

1. eR_xs are sent from an external provider to SureScripts and/or Change Healthcare (CH). CH provides commercial ePrescribing solutions and, for the purposes of the IEP implementation, serves as a gateway to all participating ePrescribing providers nationwide.
2. CH verifies and transmits eR_x transactions to/from SureScripts and/or an external provider's EHR system and the IEP system.
3. The eR_xs are routed from CH to the IEP Processing Hub via the Data Access Service (DAS) external gateway. DAS and CH communicate using https requests over a secured network.
4. In the IEP Processing Hub, auto-checks occur on the eR_xs for Patient, Provider, and Drug/SIG. The Master Veteran Index (MVI) is used for patient checking, depending on the data set that is sent by the Prescriber for that patient. For patient Enrollment and Eligibility (E&E) checks, the Enrollment System (ES) is utilized. The ES assists Veterans to enroll for VA healthcare benefits and is the core application that feeds other VA systems with E&E data. The E&E check is optional and can be turned on or off for each site. Patient Registration is also confirmed against the instance of the receiving pharmacy.
5. The Drug Name is matched against the local Drug File first, the VA Product Name next and then the National Drug Code (NDC), depending on which it matches first on. As a note, auto-checks can be incorrect therefore the data must also be validated against the original eR_x data sent (Please refer to the Validate Drug/SIG section).
6. The IEP web-based GUI allows users to view and generate reports on the auto-check results in the Processing Hub, as well as manage VA pharmacy information, and search for and print an eR_x.
7. Once the eR_x has completed all auto-checks in the IEP Processing Hub, the original prescription, as well as the outcomes of all the auto-checks (patient, provider, and drug), are transmitted to VistA OP. VistA Link is used for the provider and drug checks against the VistA OP system.
8. The VistA OP's IEP Holding Queue allows for the initial validation and acceptance of an eR_x before being transmitted to Pending Outpatient Orders file for additional order checks and then final dispensing.
9. A Refill Renewal Request transaction is originated by the pharmacy. This transaction is for requesting approval for additional refills of a prescription once the original number of refills has been dispensed. A Refill Renewal Response is sent by the prescriber to the pharmacy in response to a request to refill a prescription. The response indicates whether the Refill Renewal Request has been accepted or denied.
10. A Cancel R_x Request message is used to notify the pharmacy that a previously sent prescription should be cancelled and not filled. The message is originated by the prescriber system as a Cancel R_x Request message. The Cancel R_x Response message is sent from the pharmacy to the prescriber system in response to a Cancel R_x Request message.
11. Patient Centric View is a dashboard view, in addition to the Traditional View of the eR_x Holding Queue, to provide the user the ability to view the eR_x records that are in actionable statuses and that are grouped by Patients. The user can further select and view only the patients who have new prescriptions in one of the actionable statuses. The user

can also jump to the Outpatient side and navigate back to the Holding Queue when there is a Pending Order for the selected patient. Each site can configure the number of lookback days to view the patient/prescription records that are still actionable statuses in the Holding Queue.

Inbound ePrescribing Architecture

The IEP architecture is illustrated in the below figure, which depicts the different programs/applications that IEP interfaces with.

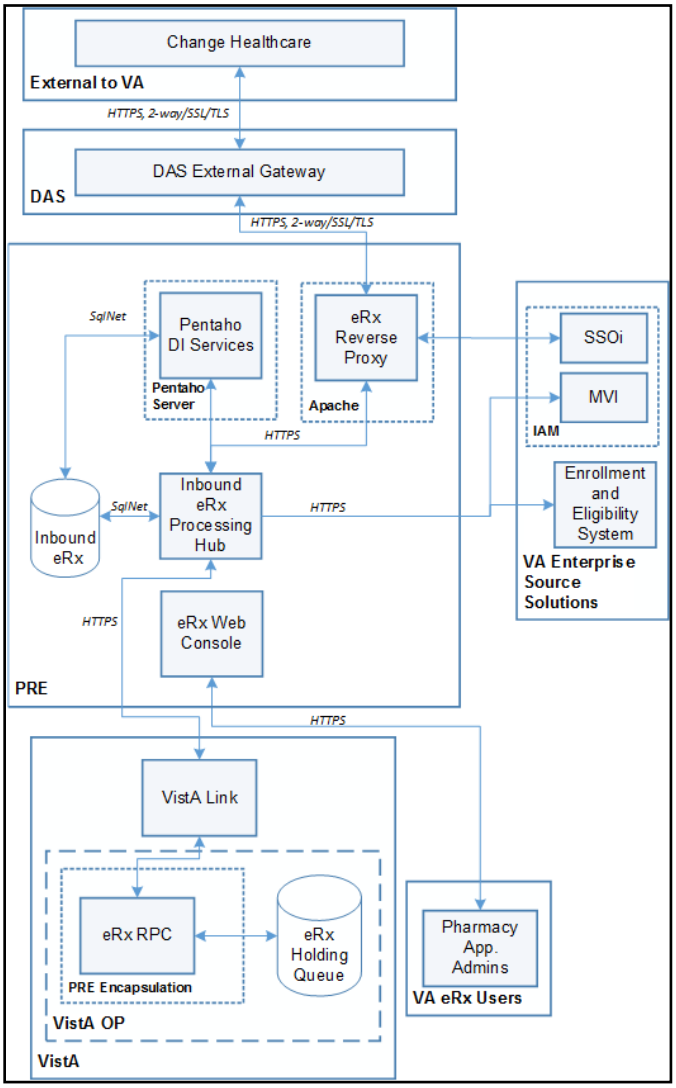


Figure 1-3: Inbound ePrescribing Architecture

Roles and Capabilities

IEP roles and tasks are described in this section as primary and secondary users. Primary users include VA Pharmacy Users. Secondary users include System Administrators, VA Pharmacy Managers, VA PBM personnel, Non-VA Providers, and External Pharmacy personnel. The

following sections provide an overview of primary and secondary user roles and their capabilities within IEP.

VA users have the capability of performing eR_x-related tasks in the IEP web-based application and in the VistA OP eR_x Holding Queue module. Specific tasks for each component are described in more detail in Unit 2. Inbound ePrescribing Web-Based Application and Unit 3 Inbound eRx VistA Outpatient Pharmacy.

The primary users of IEP are VA Pharmacy Users. Secondary user roles of this functionality include:

- Administrator – VA Local and National System Administrators.
- Pharmacy Manager – VA Pharmacy Management to include VA management, hospital director, under sec, etc., or anyone outside pharmacy that will need to know how many and what is the cost of the project.
- PBM Admin – All VA PBM personnel, including management.
- Non-VA Providers – Submit inbound requests to VA and review statuses sent from VA.

Details of the roles and capabilities for each user in the IEP web-based application and the VistA eRx Holding Queue are outlined in the tables below. Users with the ability to add/update a pharmacy may only add/update pharmacies for the site(s) in which the user is assigned to. Any user that is not assigned to MbM sites cannot view the Track/Audit records of MbM sites.

Table 1: Inbound ePrescribing Web-Based Application User Roles & Capabilities

User Role	Functionality
Administrator	Full Control, access to all tabs
Pharmacy Management	Home Pharmacy Management Track/Audit Reports Help
PBM Administrator	Home Pharmacy Management Track/Audit Reports Help
Pharmacy Users	Home Track/Audit Reports Help
Default VA User (Read Only)	Home Reports Help

Table 2: Inbound eRx VistA Holding Queue User Roles & Capabilities

VistA Security Key	PSD RPH	PSO ERX ADV TECH	PSO ERX TECH	PSO ERX VIEW
Validate Patient	X	X	X	
Validate Provider	X	X	X	
Validate Drug/SIG	X	X	X	
Accept Validation	X	X		
Accept eRx	X	X		
Reject	X	X	X	
Remove	X	X	X	
Hold	X	X	X	
Un Hold	X	X	X	
Search/Sort	X	X	X	X
Print	X	X	X	X
Message View	X	X	X	X
Ack – Refill Response	X	X	X	
eRx Change Request	X	X	X	
Refill Request (OP)	X	X	X	
Ack – Rx Cancel	X	X		
Ack – Inbound Refill Error	X	X	X	

NOTE: When a user is assigned more than one VistA security key, the key with least access overrides the other keys assigned. For example, when a user is granted both PSDRPH and PSO ERX VIEW keys, access will drop to the level of the least access offered by PSO ERX VIEW key and the broader access of PSDRPH will be ignored.

Help Desk

For issues with the IEP web-based application that cannot be resolved by this manual or the site administrator, please contact the Enterprise Service Desk (ESD) at 1-855-673-4357 and reference “VistA - Pharmacy: Outpatient Pharmacy.”

Help Desk Ticket Instructions

To submit a Help Desk ticket:

1. Select the “Your IT” icon on your desktop.

Figure 1-4: YourIT Desktop Icon

The homepage displays.

2. Select **Incident**.

NOTE: Do not select "Incidents" under the Self-Service section. Scroll to the Incident section. If the Incident section is collapsed, select **Incident** to expand the section.

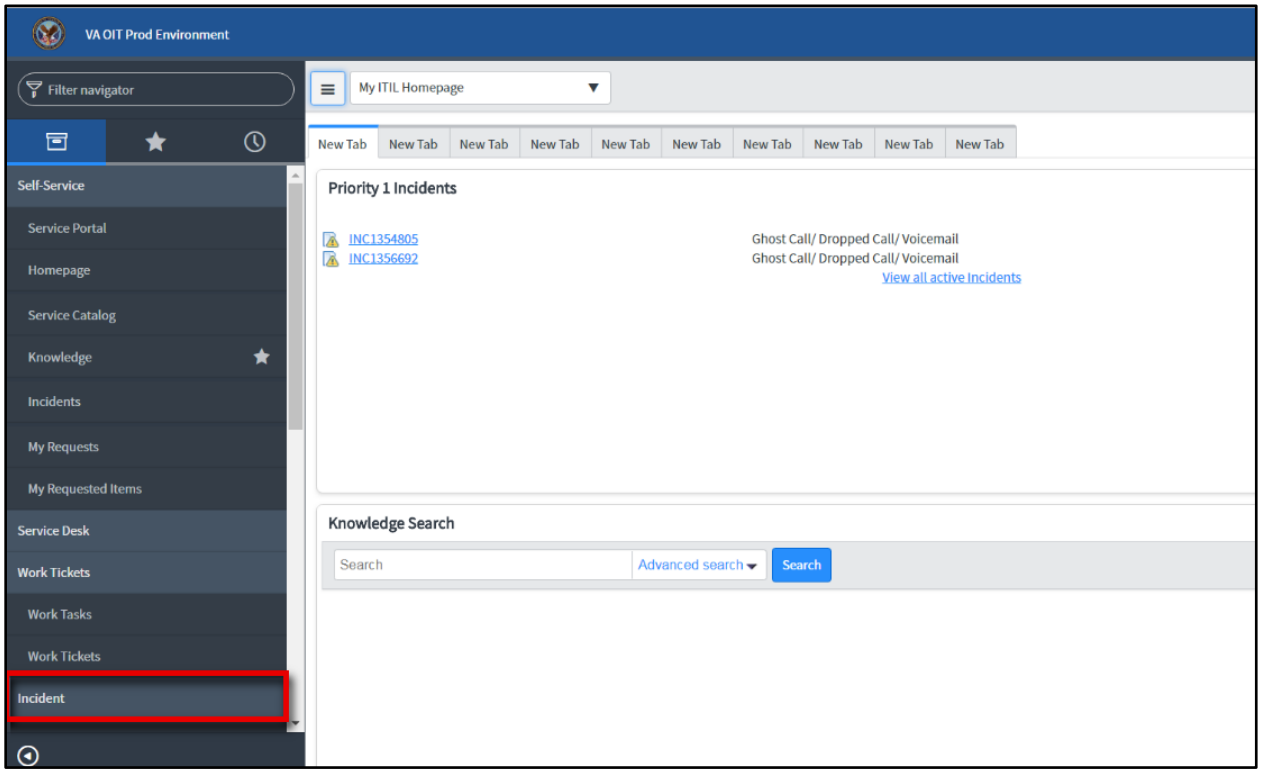


Figure 1-5: Incident Section

3. Select **Create New**.

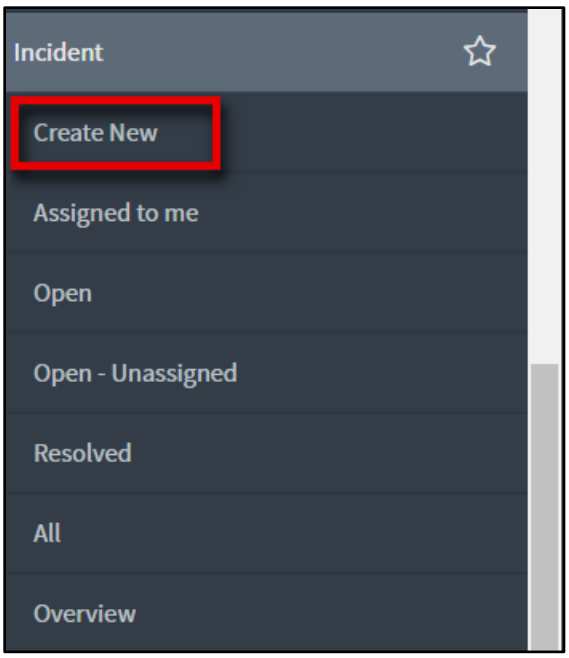


Figure 1-6: Create New

4. Populate the required fields.

NOTE: In the "Category" field, select "Enterprise Application" from the dropdown.

NOTE: In the "Enterprise Application" field, enter "VistA – Pharmacy: Outpatient Pharmacy."

Figure 1-7: Category and Enterprise Application Required Fields

5. Select **Submit**.

Figure 1-8: New Incident

Fax Failover

When Change Healthcare attempts to send an eRx to a pharmacy, but VA Inbound eRx Processing Hub does not send an NCPDP STATUS message back before the request times out, a "FAX failover" occurs. Change Healthcare delivers the eRx message via FAX using the FAX number on record of the destination pharmacy. A failover to FAX is a rare occurrence. VA Pharmacies need to process eRx records received via FAX as non-electronic Rxs. There will be

no record of these FAX messages in either the Inbound eR_x Processing Hub or the VistA OP Holding Queue.

Unit 2. Inbound ePrescribing Web-Based Application

Inbound ePrescribing Web-Based Application Overview

This section provides an overview of the Inbound ePrescribing web-based application.

Purpose

The Inbound ePrescribing (IEP) web-based application provides eR_x management, administration, and monitoring capabilities.

Access Requests

The user should contact the supervisor or the administrator assigned at their local site for managing the application for questions on access to the IEP web-based application and/or modifications to user roles/permissions.

Accessing the Application

To access the production Inbound eRx application go to this URL in your browser:

https://vaausappiep221.aac.va.gov/inbound/

A Personal Identification Verification (PIV) card is required to access the application, using the following steps:

1. On the VA Single Sign-on screen, select the **Sign In with VA PIV Card** icon.

Figure 2-1: VA Single Sign-on

2. In the "Select a Certificate" dialog, select the desired certificate and then select **OK**.

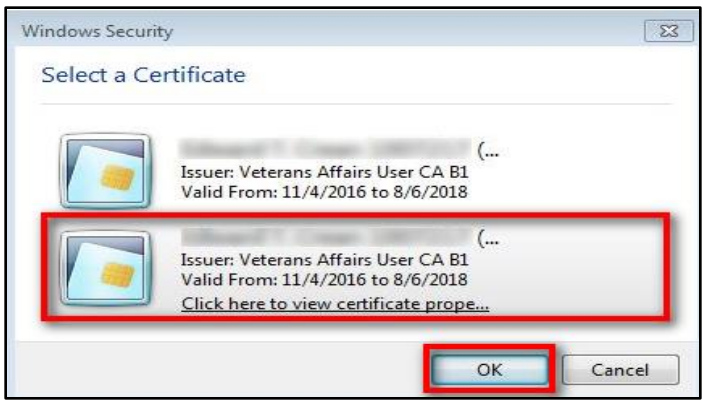


Figure 2-2: Select a Certificate

3. In the "ActivClient Login" dialog, enter the Personal Identification Number (PIN) in the "PIN" text box and select **OK**.

Figure 2-3: Active Client Login

4. A warning message displays. Select **Accept**.

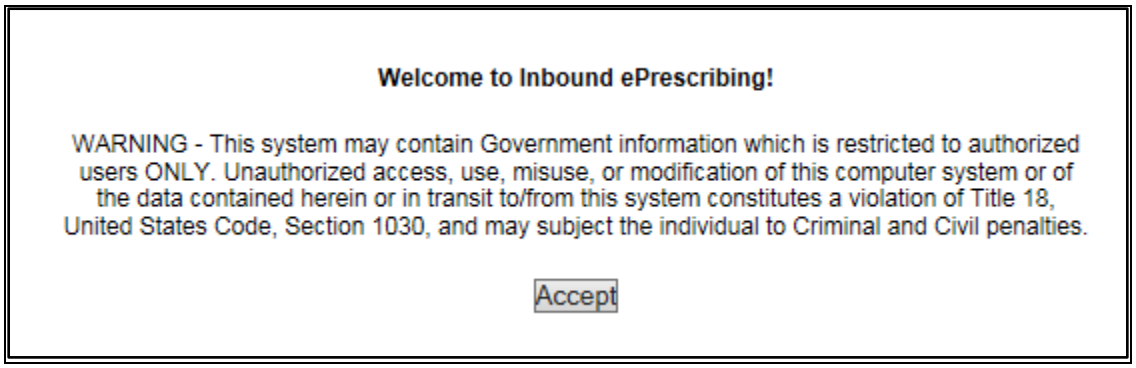


Figure 2-4: Warning Message

When authentication and authorization is successful, the application home screen displays.

Figure 2-5: Home Screen

Screen Navigation and Description

The following figure outlines the key areas of the screen layout. Brief descriptions of the screen layout are provided below:

1. On the top-right of the screen is a Go to Main Content link for Section 508 purposes to allow a user to be directed to the main content on the screen.
2. The logged-in user's VA User ID and logout link displays on the right side of the banner.
3. Below the banner, the main tabs display for accessing the screens within the application.
4. The name of the screen displays below the main tabs.
5. The bottom of the screen also contains links to the main tabs.

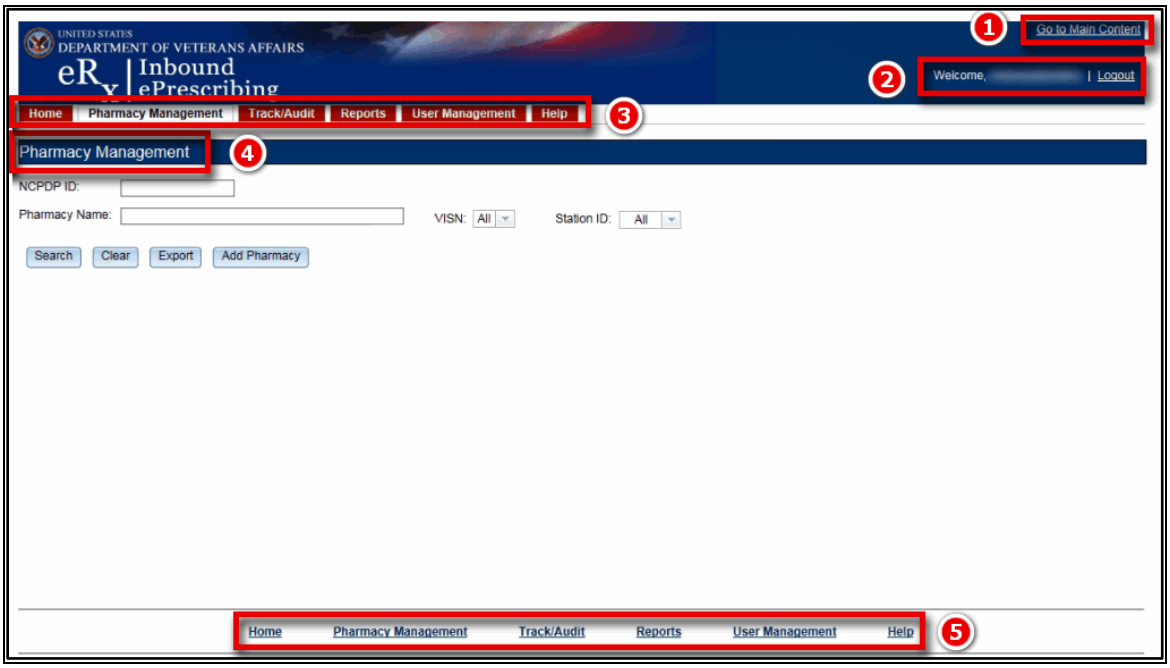


Figure 2-6: Web-Based Application Screen Layout

Only the menu bar tabs that the user has access to display. Access to the tab displays or screens is granted or restricted by roles assigned to the user by the administrator. For additional information, please refer to the Roles and Capabilities section in this guide.

The tabs include:

- **Home**/Inbound eR_x Homepage – All Users
- **Pharmacy Management** – Administrators, Pharmacy Managers, and PBM Admin
- **Track/Audit** – Administrators, Pharmacy Managers, PBM Admin, and VA Pharmacy Users
- **Reports** – All Users
- **User Management** – Administrators
- **Help** – All Users

Inbound eR_x Homepage

The Inbound eR_x Homepage is displayed when successful login authentication and verification is completed. The Inbound eR_x Homepage is always accessible by selecting the **Home** tab in the menu bar. The Home screen is accessible to all user roles. However, only the tabs authorized for the user's role are displayed.

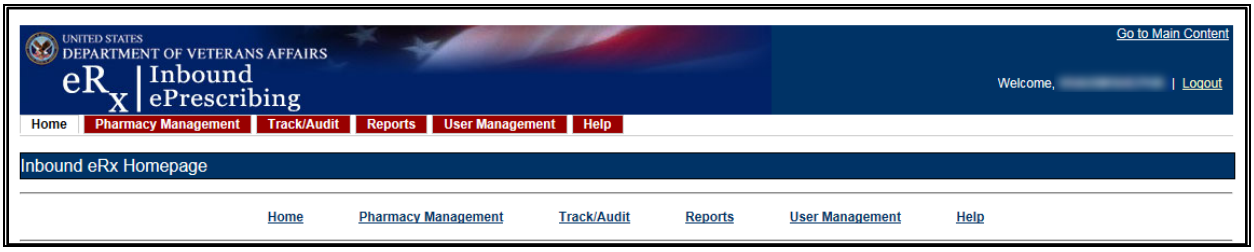


Figure 2-7: Home Screen

Pharmacy Management

To access the Pharmacy Management screen, select the **Pharmacy Management** tab in the menu bar. The Pharmacy Management screen displays the Pharmacy Management table that provides information about pharmacies and allows Administrators and Pharmacy Managers to search for, add, and edit pharmacies. Users can also enable/disable the receiving of prescriptions targeted for a particular pharmacy.

NOTE: The search filters default to "All" in the VISN field. The user must select the **Search** button for information to populate.

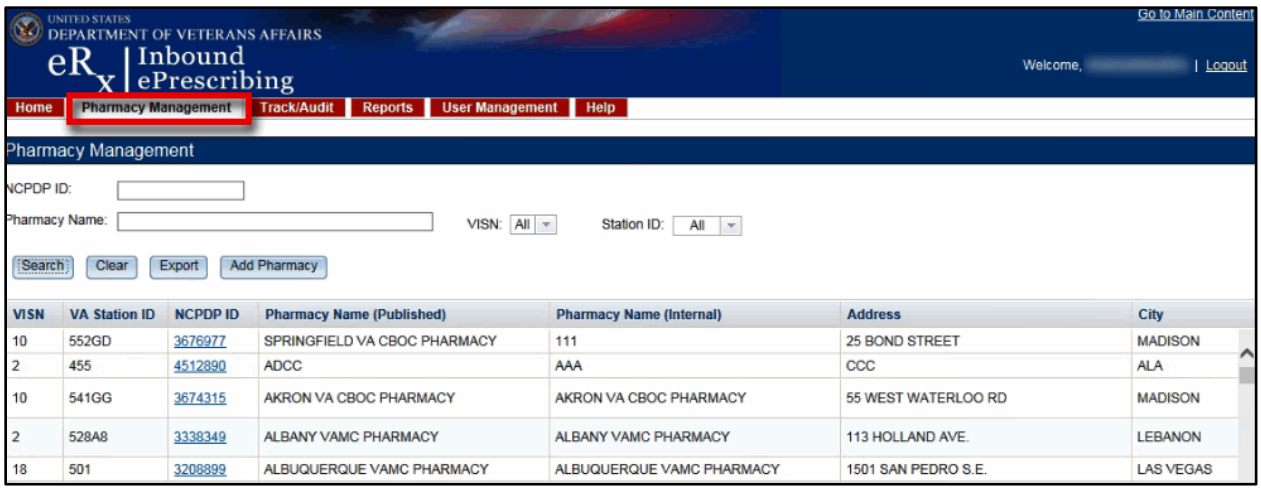


Figure 2-8: Pharmacy Management Screen

Track/Audit

To access the Track/Audit eR$_x$ screen, select the **Track/Audit** tab in the menu bar. The Track/Audit eR$_x$ screen that displays allows users view eR$_x$s and their related messages.

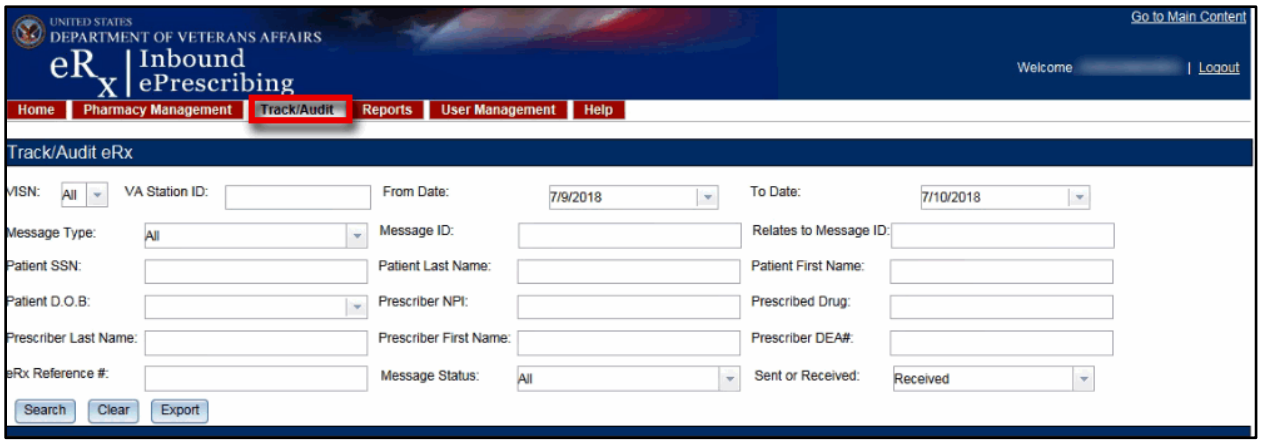


Figure 2-9: Track/Audit Screen

Reports

To access the Reports screen, select the **Reports** tab in the menu bar. The Reports screen provides all users with the ability to run and view a Summary Report.

The system uses the comma-separated value (.CSV) format. Users can view reports using a third-party tool, such as Microsoft Excel.

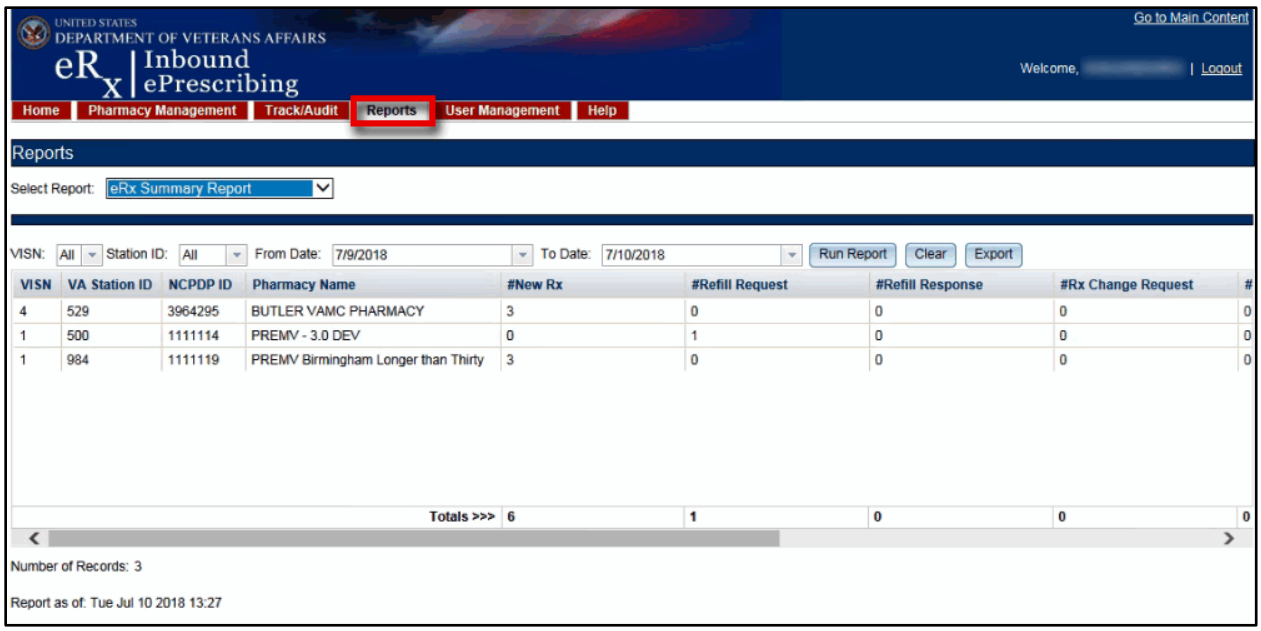


Figure 2-10: Reports Screen

User Management

To access the User Management screen, select the **User Management** tab in the menu bar. The User Management screen provides Administrators with the ability to add users, enable/disable users, and modify user roles. This screen only displays for users with Administrator access.

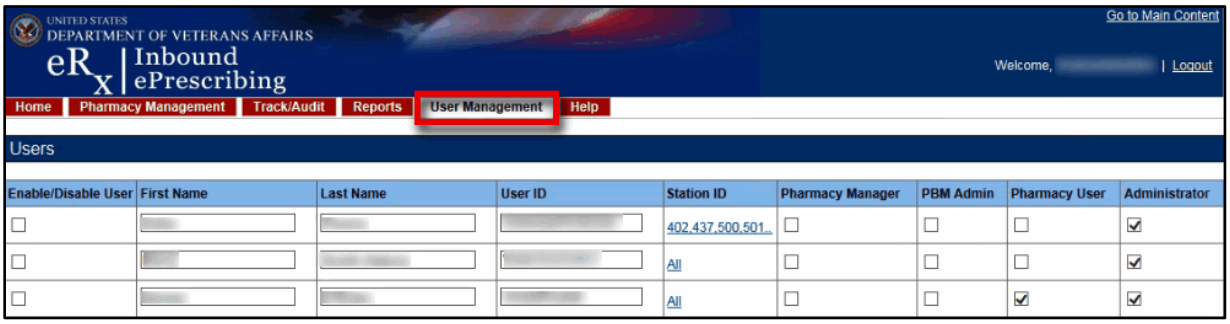


Figure 2-11: User Management Screen

Help Page

To access the Help page, select the **Help** tab in the menu bar. The Help page provides help topics and production support information.

Figure 2-12: Help Tab

When the **Help** tab is selected, the Help Page displays in a new window.

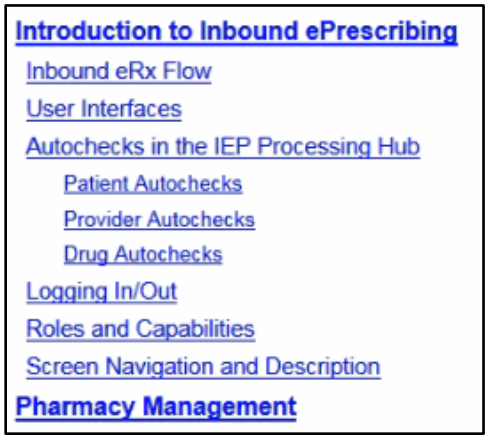


Figure 2-13: Help Page

Inbound ePrescribing Web-based Application Capabilities

The following sections provide descriptions of the IEP web-based application's capabilities within each tab.

Pharmacy Management

The Pharmacy Management screen displays the Pharmacy Management table. The default view displays all VA pharmacies. Actions available to users include:

- Searching for a Pharmacy
- Adding a Pharmacy
- Updating a Pharmacy

Searching for a Pharmacy

Users can search for a pharmacy from the Pharmacy Management screen. The default view lists all VA pharmacies.

To search for a pharmacy:

1. Enter the NCPDP ID (if known).
2. Enter the Pharmacy Name.
3. Select the desired VISN number from the "VISN" drop down.
4. Select the desired Station ID from the "Station ID" drop down. If viewing All VISNs, the user is unable to select a Station ID. To select a specific Station ID, the VISN must be selected.
5. Select **Search**.

The Pharmacy Management table displays results for the selected search criteria.

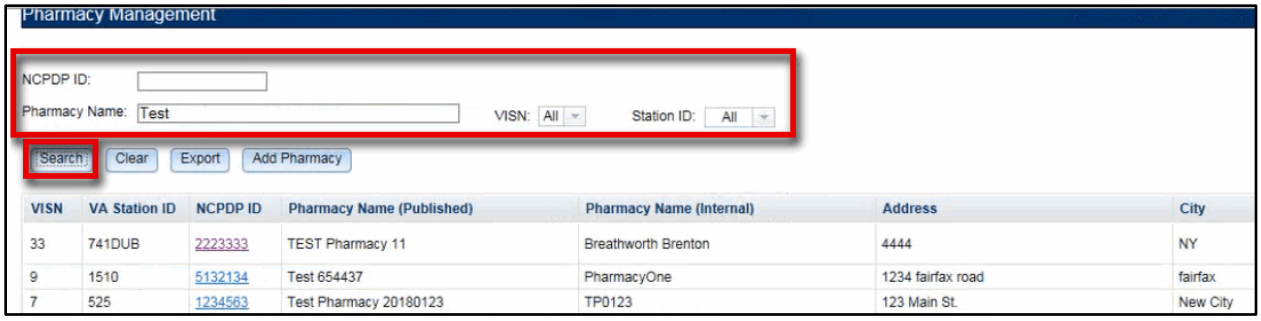


Figure 2-14: Search for a Pharmacy

Adding a Pharmacy

To add a new pharmacy, please contact the ESD at 1-855-673-4357 and reference "VistA - Pharmacy: Outpatient Pharmacy."

NOTE: The pharmacy must be pre-registered as a pharmacy in ePharmacy. ePharmacy is supported by CH therefore ePharmacy registration adds the pharmacy to the same CH Pharmacy Directory (*NCPDP ID required) utilized by Inbound eRx. For IEP, CH must also enable eRx support for the pharmacy through the IEP web-based application.

Updating a Pharmacy

To update information for a VA pharmacy, please contact the ESD at 1-855-673-4357 and reference "VistA - Pharmacy: Outpatient Pharmacy."

Disable eRx

To completely halt a specific Pharmacy from receiving ePrescriptions, please contact the ESD at 1-855-673-4357 and reference "VistA - Pharmacy: Outpatient Pharmacy."

NOTE: If a pharmacy is to be disabled for a long duration, a request must be made to CH. Note that the ESD will route the ticket to an IEP administrator to assist with this step. CH can switch the pharmacy to fax only or turn off eRx delivery (electronic or fax) completely.

Temporarily Disable eRx

In case where a site needs to halt receiving ePrescriptions temporarily, use Disable eRx/Enable eRx fields.

Disabling a pharmacy allows users the ability to temporarily disable the pharmacy from receiving eRxs in the event of a natural or facility disaster, maintenance, or move. This disables the pharmacy from receiving New eRxs, but outbound messages still go back to the external provider via CH. The pharmacy is disabled on the Processing Hub, but no changes are made in CH.

NOTE: The enable/disable in the Processing Hub is for a temporary disable, which will also allow outgoing messages (rejection messages for any new eRxs still in process) to continue flowing from VistA. Additionally, incoming messages will still flow from CH to the Processing Hub for the pharmacy, however an error message will be returned to the provider saying that Inbound eRx messaging is currently not available. In these cases, CH will then send a fax of the eRx to the pharmacy.

To temporarily disable a pharmacy:

1. Search for the desired pharmacy.
2. From the Pharmacy Management table, select the hyperlink for the desired pharmacy to edit in the "NCPDP ID" column.

VISN	VA Station ID	NCPDP ID	Pharmacy Name (Published)	Pharmacy Name (Internal)	Address	City
19	436GH	2764555	BILLINGS VA CBOC PHARMACY	BILLINGS VA CBOC PHARMACY	1775 SPRING CREEK LANE	LEAVENWORTH
19	436	2764339	COLUMBIA FALLS VA CBOC PHARMACY	COLUMBIA FALLS VA CBOC PHARMACY	400 VETERANS DRIVE	LEAVENWORTH
16	436	2706553	MONTANA VAMC PHARMACY	MONTANA VAMC PHARMACY	3687 VETERANS DRIVE	LEAVENWORTH

Figure 2-15: NCPDP ID Column Hyperlinks

The Edit Pharmacy screen displays. At the top of the screen is a Warning Message with text notifying the user that any change made here will not updated the pharmacy in Change Healthcare's published pharmacy directory. Selecting the **Return to Pharmacy Management** button returns the user to the Pharmacy Management screen.

3. Select **No** from the "Inbound eRx Enabled" drop down.

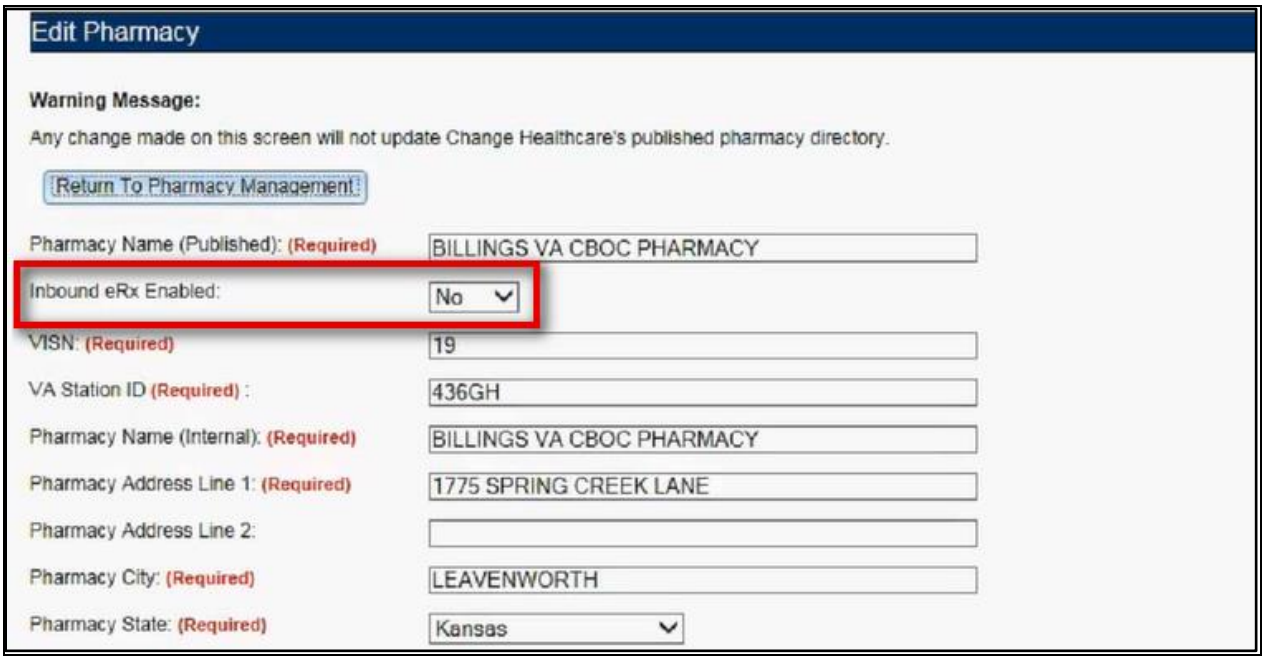


Figure 2-16: eRx Enabled Drop Down

4. At the bottom of the Edit Pharmacy screen, select **Update** to save all changes. The date that the fields were modified displays in the "Updated Date" field.

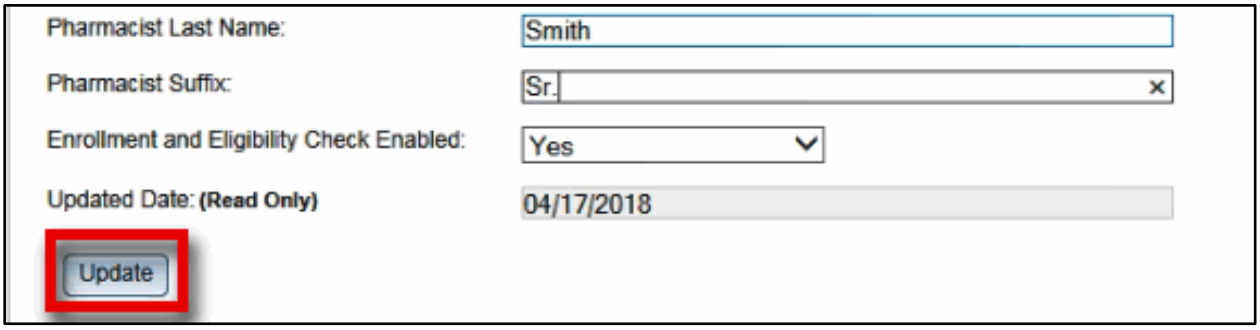


Figure 2-17: Update Pharmacy Information

Enable eRx

The pharmacy can be enabled once it is ready to receive eRxs again. To enable a pharmacy select **Yes** from the "Inbound eRx Enabled" drop down on the Edit Pharmacy screen and select the **Update** button.

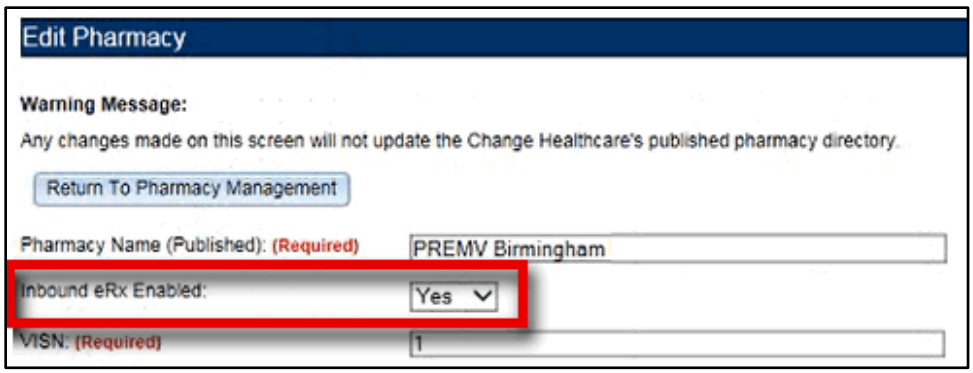


Figure 2-18: Enable/Disable Pharmacy

NOTE: If a pharmacy is not enabled and a prescription comes in for that pharmacy, an error message is sent back to the provider's EHR system to notify the provider that the pharmacy is not currently receiving eRxs.

Enrollment and Eligibility Check

The Enrollment and Eligibility (E&E) check may be enabled or disabled for individual pharmacies. This option is provided so each pharmacy may decide whether to turn the E&E check on or off depending on whether the patients whose eRxs are filled at the pharmacy are enrolled in the E&E system. For example, MbM does not currently have any patient enrolled with the E&E system.

To ensure the Enrollment and Eligibility Check is enabled for a pharmacy, select the desired pharmacy from the Pharmacy Management table and ensure **Yes** displays in the "Enrollment and Eligibility Check Enabled" field.

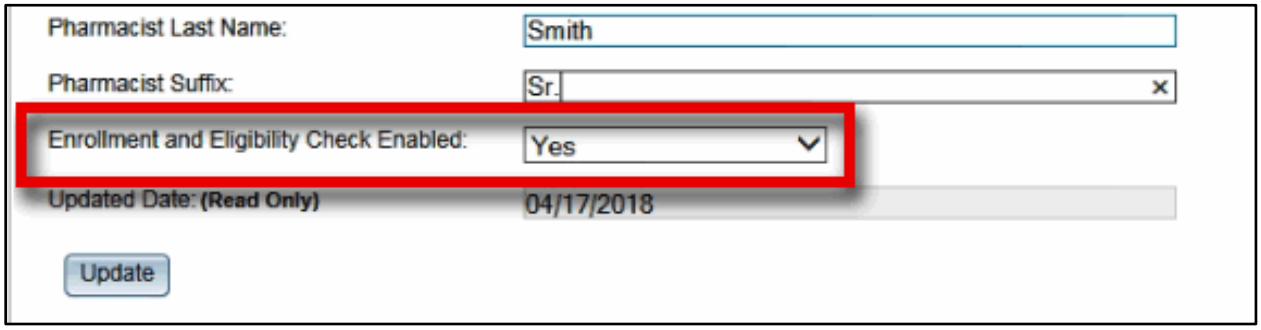


Figure 2-19: Enrollment and Eligibility Check Enabled

If the Enrollment and Eligibility Check is not enabled for a pharmacy, the Patient Auto Check Status displays as "EandE_CHECK_NOT_PERFORMED" on the Track/Audit screen.

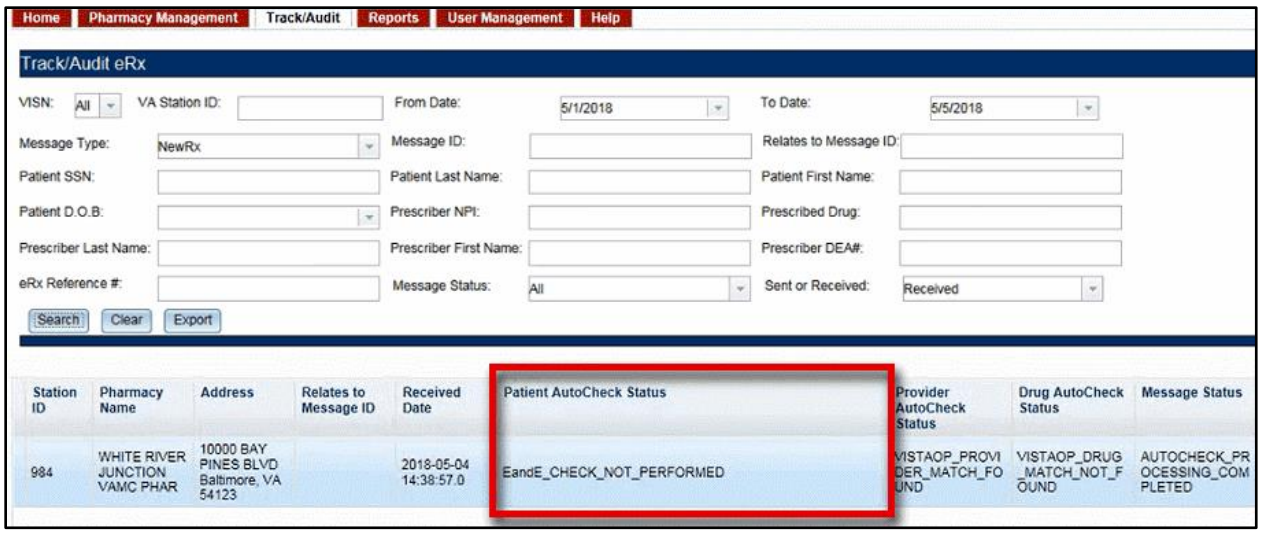


Figure 2-20: Track/Audit – Enrollment and Eligibility Check Not Performed

Track/Audit

The Track/Audit screen allows users to search for eR$_x$ messages and track prescriptions and provides the ability to view and print the details of a prescription.

When the user initially enters the Track/Audit page, the default date range is two days (the current date and the previous date).

NOTE: If a user is not assigned to one of the MbM station IDs, that user cannot see any records related to MbM station IDs.

Searching for a Message

To search for a message:

1. Select the desired search criteria from the drop downs and enter search keywords in the text fields. The search criteria are listed in the table below.

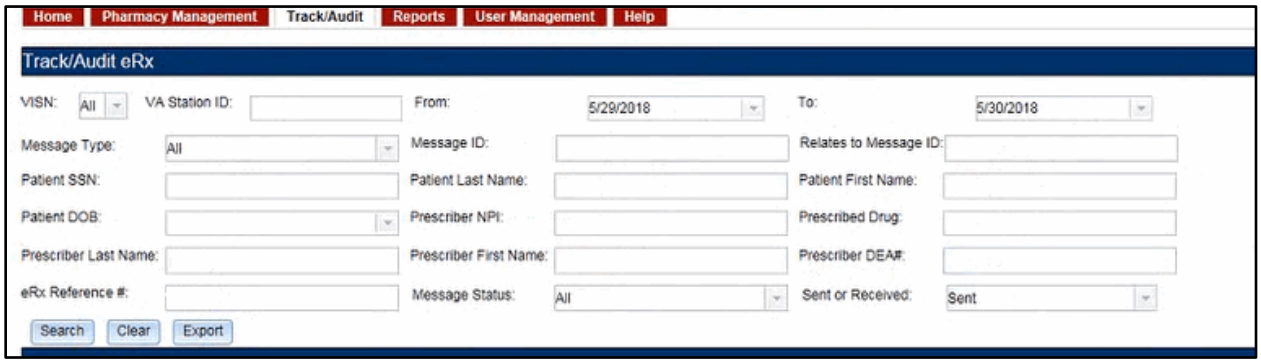


Figure 2-21: Track/Audit Search Criteria

Table 3: Track/Audit Search Criteria Descriptions

Search Field	Field Type	Description	Drop Down Options
VISN	Drop Down	VISN number that a VA pharmacy is associated with	All VISNs, each VISN number
VA Station ID	Text	Station ID of the VA pharmacy	N/A
From	Text or Calendar Drop Down	Beginning date. Choose From date for the date range search, select date from calendar or type date	N/A
To	Text or Calendar Drop Down	End date. Choose To date for a date range search; select the date from the calendar or enter a date in MM/DD/YYYY format	N/A
Message Type	Drop Down	Type of the NCPDP message type	All, CancelRx, CancelRxResponse, Error, NewRx, RefillResponse, RefillRequest, Status, Verify
Message ID	Text	Prescription message ID (generated by Change Healthcare for incoming eR_xs)	N/A
Relates to Message ID	Text	To search for messages related to a Message ID	N/A
Patient SSN	Text	Patient Social Security Number	N/A
Patient Last Name	Text	Patient last name	N/A
Patient First Name	Text	Patient first name	N/A
Patient DOB	Text or Calendar Drop Down	Patient date of birth	Calendar/Enter DOB in MM/DD/YYYY format
Prescriber NPI	Text	Prescriber National Provider Identifier (NPI)	N/A
Prescribed Drug	Text	Drug prescribed from the eR_x	N/A
Prescriber First Name	Text	First name of prescriber	N/A
Prescriber Last Name	Text	Last name of prescriber	N/A
Prescriber DEA #	Text	Drug Enforcement Administration (DEA) number of prescriber	N/A

Search Field	Field Type	Description	Drop Down Options
Message Status	Drop Down	Processing Hub message status	Auto-check Processing Completed, VistA OP Delivery Successful, VistA OP Delivery Retries Exceeded, Auto check in Progress, Pharmacy Inbound eRx Not Enabled, Pharmacy Unknown
eRx Reference #	Text	Unique, internal VA reference # assigned to all messages	N/A
Sent or Received	Drop Down	Select Sent (Outbound) or Received (Inbound) messages	Received, Sent

2. Select **Search** to execute the search.

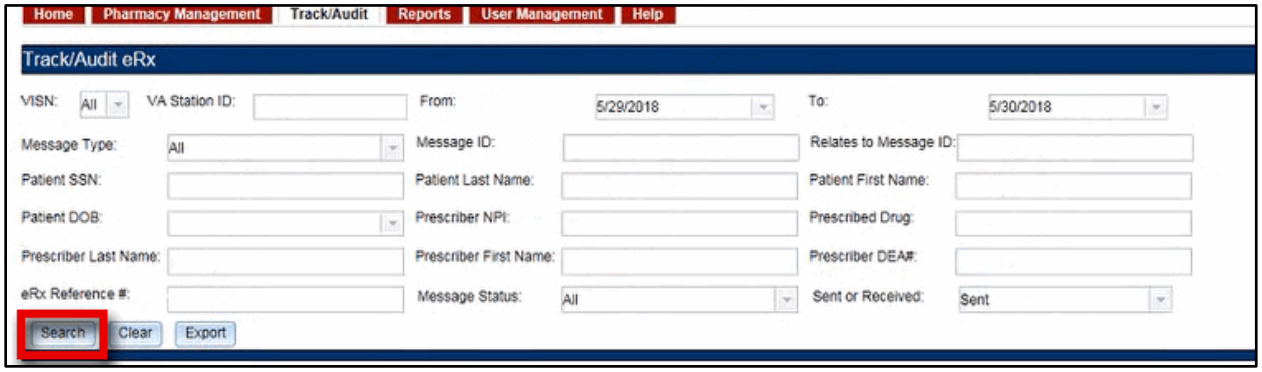
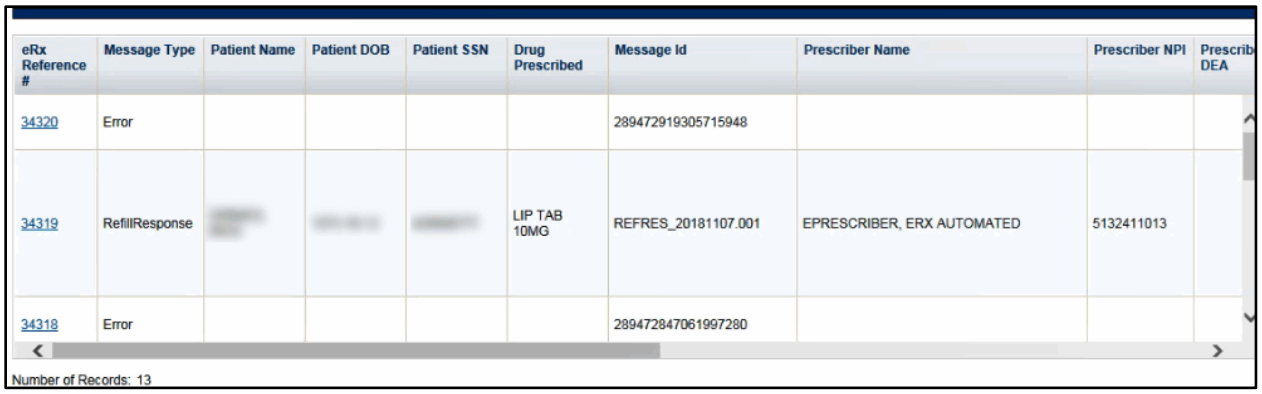


Figure 2-22: Track/Audit eRx Search

The search results display in the table. The total number of records in the search results display at the bottom of the table.



eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescrib DEA
34320	Error					289472919305715948			
34319	RefillResponse				LIP TAB 10MG	REFRES_20181107.001	EPRESCRIBER, ERX AUTOMATED	5132411013	
34318	Error					289472847061997280			

Number of Records: 13

Figure 2-23: Search Results

The Search Results fields and descriptions are listed in the table below.

Table 4: Search Results Fields & Descriptions

Field	Description
eRx Reference #	Unique, internal VA reference # assigned to all messages as a hyperlink
Message Type	Type of message
Patient Name	First and last name of the patient
Patient DOB	Date of birth for the patient
Patient SSN	Social security number of the patient
Drug Prescribed	Drug prescribed to the patient
Message Id	Identification of the message
Prescriber Name	First and last name of the prescriber
Prescriber NPI	National Provider Identifier for the prescriber
Prescriber DEA	Identifier assigned to prescriber by United States Drug Enforcement Administration
VISN	VISN that the VA pharmacy is associated with
Station ID	Station ID of the VA pharmacy
Pharmacy Name	Internal VA pharmacy name
Address	Address of VA pharmacy
Relates to Message ID	Lists message related to a particular Message ID as a hyperlink
Received Date	Date that the eRx was received by VA
Patient AutoCheck Status	Results of system patient auto-validation check
Provider AutoCheck Status	Results of system provider auto-validation check
Drug AutoCheck Status	Results of system drug auto-validation check
Message Status	Current status of the message

Export Search Results

From the **Track/Audit** tab, users have the capability of exporting the search results. Exports are in .CSV format and can be viewed in Microsoft Excel.

To export the search results:

1. Select the **Export** button.

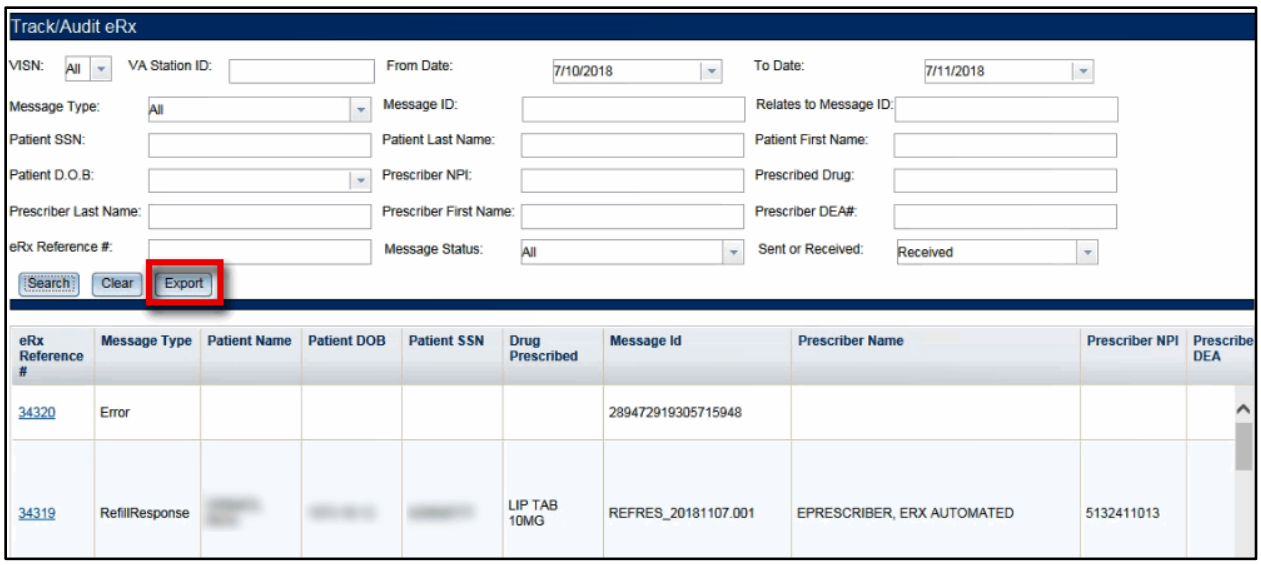


Figure 2-24: Export Search Results

A prompt displays asking to Open or Save the results.

2. Select **Open** to view the results.
3. To save the results, select **Save**. The system displays a Save As dialog. Users should navigate to a location on their system to save the file.

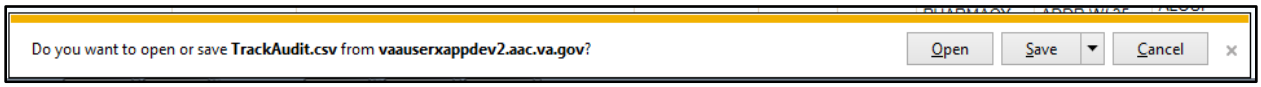


Figure 2-25: Track/Audit Export Prompt (after clicking Export buttons)

Inbound/Outbound Message Detail

Inbound/outbound message detail information is reviewed and managed under the **Track/Audit** tab.

To access the detail screen of a message, select the hyperlink in the "eRx Reference #" column.

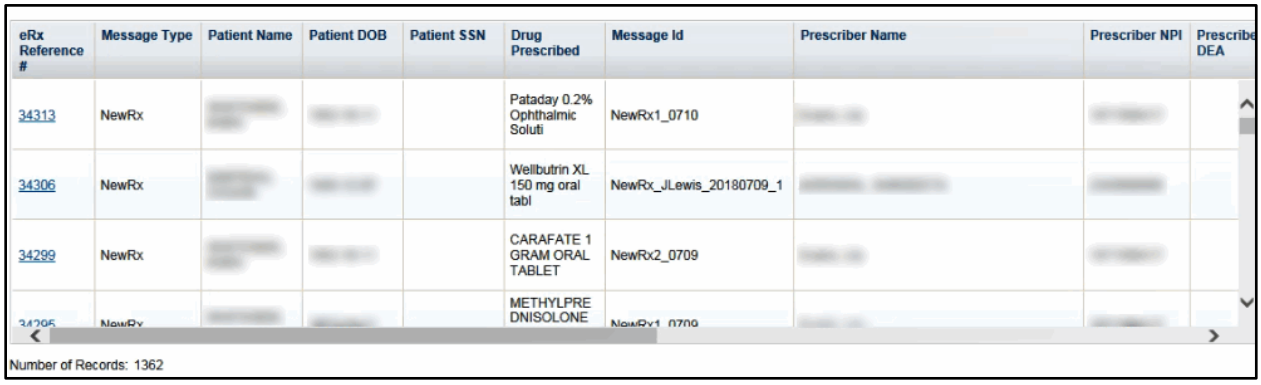


Figure 2-26: Track/Audit Grid View

The message details display. Each message detail screen includes the following buttons:

- **Return to Search**: Return to the search results screen.

- **Show Related Messages**: Displays all sent and received eRx messages that are related to the displayed message.
- **Print**: Print the eRx message details.

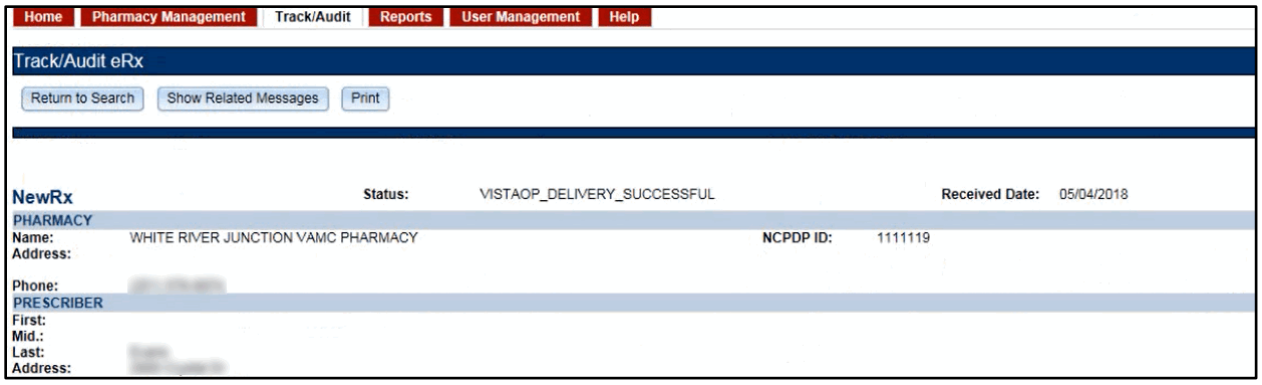


Figure 2-27: Message Details

If the **Show Related Messages** button is selected, any sent and received messages that are related to the current message display based on the Message ID linkage. For example, Related Messages for a Refill Response should, at minimum, display the related Refill Request and the New Rx for which the refill was requested. Related messages also include related Status, Verify, and/or Error Messages, if applicable. Related messages display in descending order of received date. The most recent message is at the top of the list, and the New Rx message is at the bottom. Select the eRx message number to view message details.

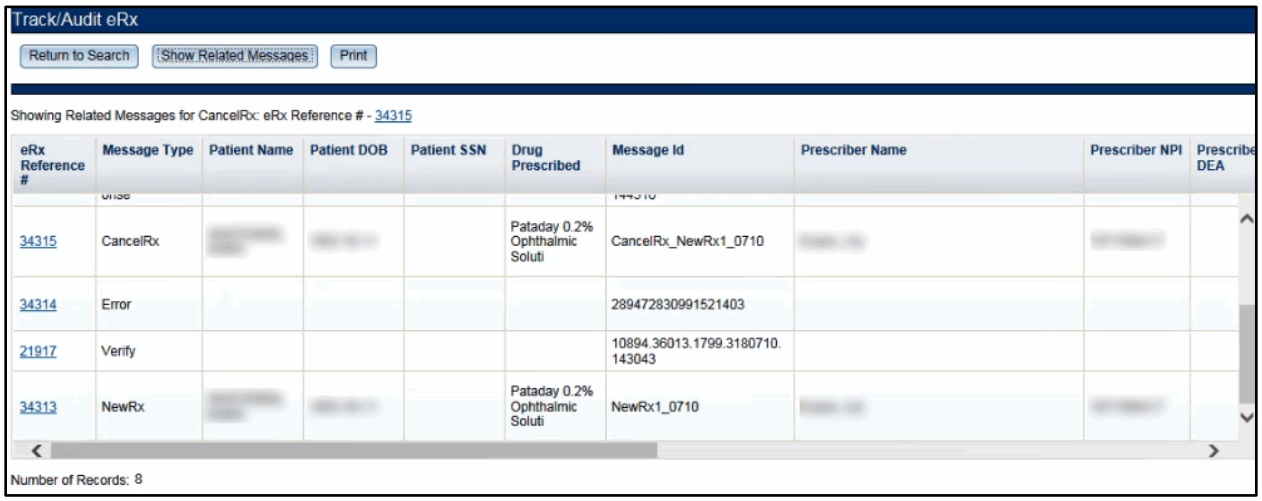


Figure 2-28: Related Messages

New Rx Message

The New Rx detail screen displays the new eRx from an external provider.

To access the New Rx detail screen, select the hyperlink in the “eRx Reference #” column.

Track/Audit eRx

VISN: All | VA Station ID: | From Date: 7/1/2018 | To Date: 7/12/2018

Message Type: NewRx | Message ID: | Relates to Message ID:

Patient SSN: | Patient Last Name: | Patient First Name:

Patient D.O.B: | Prescriber NPI: | Prescribed Drug:

Prescriber Last Name: | Prescriber First Name: | Prescriber DEA#:

eRx Reference #: | Message Status: All | Sent or Received: Received

Search | Clear | Export

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescribe DEA
34313	NewRx				Pataday 0.2% Ophthalmic Soluti	NewRx1_0710			
34306	NewRx				Wellbutrin XL 150 mg oral tabl	NewRx_JLewis_20180709_1			
34299	NewRx				CARAFATE 1 GRAM ORAL TABLET	NewRx2_0709			

Figure 2-29: eRx Reference # Hyperlink

The details of the New Rx message display.

Track/Audit eRx

Return to Search | Show Related Messages | Print

NewRx Status: VISTAOP_DELIVERY_SUCCESSFUL Received Date: 05/04/2018

PHARMACY
Name: WHITE RIVER JUNCTION VAMC PHARMACY NCPDP ID:
Address:
Phone:

PRESCRIBER
First:
Mid.:
Last:
Address:
NPI: FAX:
Phone:
Agent:
DEA: State Lic:

PATIENT
First:
Mid.:
Last:
Address: SSN:
DOB: Gender: M

PRESCRIPTION
Drug Prescribed: LIPITOR TAB 10MG
NDC:
Quantity: 30
Potency Unit Cd: Tablet Dosing Unit Days Supply: Date Written: 05/02/2018
Drug Form:
Drug Strength:
Refills: 0
SIG: W
Orig Ref Num:
PON: CORE NEWRX 1
eRx Ref Num: 22296
Message ID: NewRx_AP_0504_RJ
Rel to Msg ID:
Dispense Notes: 0 = No Product Selection Indicated
Comments:
Plan ID: RxGRP:
RxBIN#: RxPCN:

Figure 2-30: Track/Audit Detail Screen for New Rx Message Type

NOTE: ‘Dispense Notes’ label is now replaced by ‘Substitutions’.

Refill Request

Refill Request Message details can be viewed under the **Track/Audit** tab.

Track/Audit eRx

VISN: All | VA Station ID: | From Date: 5/1/2018 | To Date: 7/12/2018

Message Type: RefillRequest | Message ID: | Relates to Message ID:

Patient SSN: | Patient Last Name: | Patient First Name:

Patient D.O.B: | Prescriber NPI: | Prescribed Drug:

Prescriber Last Name: | Prescriber First Name: | Prescriber DEA#:

eRx Reference #: | Message Status: All | Sent or Received: Sent

Search | Clear | Export

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescribe DEA
3320	RefillRequest				BUPROPION 75MG TAB	442.520824681.881.3180706.102318			MV228
3319	RefillRequest				BUPROPION 75MG TAB	442.520824681.881.3180706.102318			MV228
3318	RefillRequest				METHYLPREDNISOLONE ACETATE	442.217.4924.3180711.143429			BE943

Figure 2-31: Refill Request Search and Search Results

Select an eRx Reference number to display the Refill Request message detail screen.

RefillRequest Status: OB_MSG_SEND_COMPLETED Received Date: 07/11/2018

PHARMACY
Name: CHEYENNE VAMC Pharmacy NCPDP ID: 1111127
Address: 2360 E. PERSHING BLVD
LEAVENWORTH, KS 660481065
Phone: (555) 555-5555

PRESCRIBER
First:
Mid.:
Last:
Address:
NPI: FAX:
Phone:
Agent:
DEA: State Lic:

PATIENT
First:
Mid.:
Last:
Address: SSN:
DOB: Gender: F

PRESCRIPTION
Drug Prescribed: BUPROPION 75MG TAB
NDC: 60505015809
Quantity: 60
Potency Unit Cd: Tablet Dosing Unit Days Supply: 30 Date Written: 07/11/2018
Drug Form: Tablet Dosage Form
Drug Strength: 1 Milligram
Refills: 1
SIG: TAKE 1 TABLET TWICE A DAILY
Orig Ref Num: 4409
PON:
eRx Ref Num: 3320
Message ID: 442.520824681.881.3180706.102318
Rel to Msg ID: refillrequestAL
Dispense Notes: 1 = Substitution Not Allowed by Prescriber
Comments: MAY CAUSE DIZZINESS
Plan ID: RxGRP:
RxBIN#: RxPCN:

MEDICATION DISPENSED
Drug Dispensed: BUPROPION HCL 75MG TAB
NDC: 00378043301
Quantity: 60
Potency Unit Cd: Unspecified Days Supply: 30 Date Written: 07/11/2018
Drug Form:
Drug Strength:
Refills: 1
SIG: TAKE ONE TABLET BY MOUTH ONCE DAILY FOR 30 DAYS
Dispense Notes: 1 = Substitution Not Allowed by Prescriber
Comments:

Figure 2-32: Refill Request Details Screen

NOTE: 'Dispense Notes' label is now replaced by 'Substitutions'.

Refill Response

Refill Response Message details can be viewed under the **Track/Audit** tab.

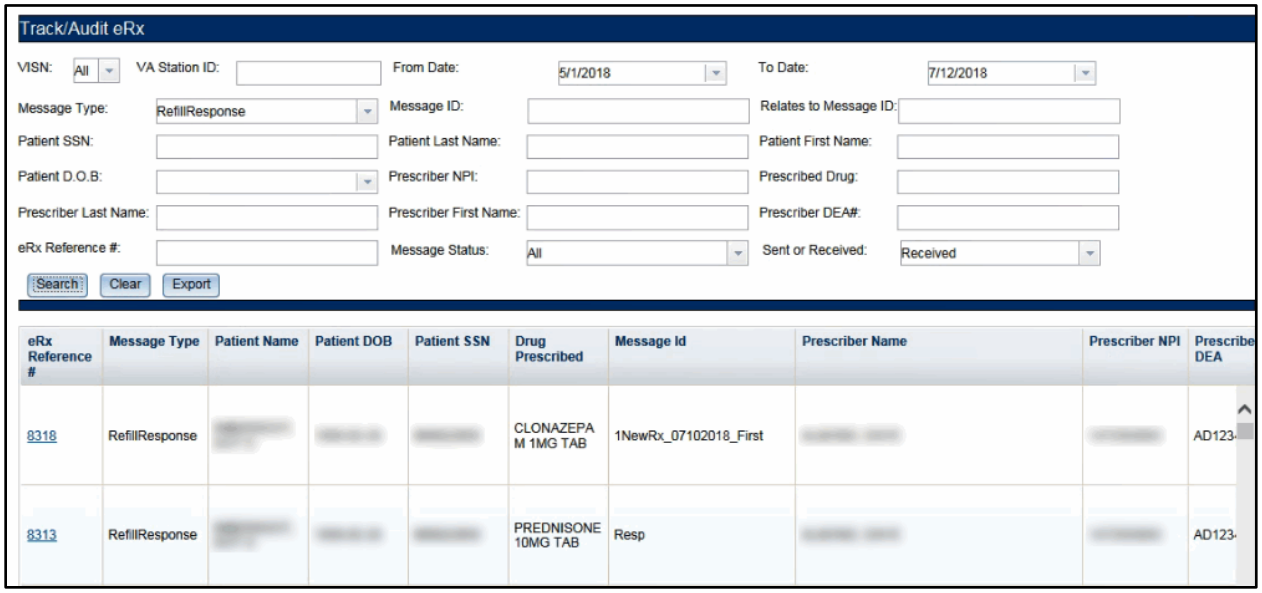


Figure 2-33: Refill Response Search and Search Results

Select an eR$_x$ Reference number to display the Refill Request message detail screen.

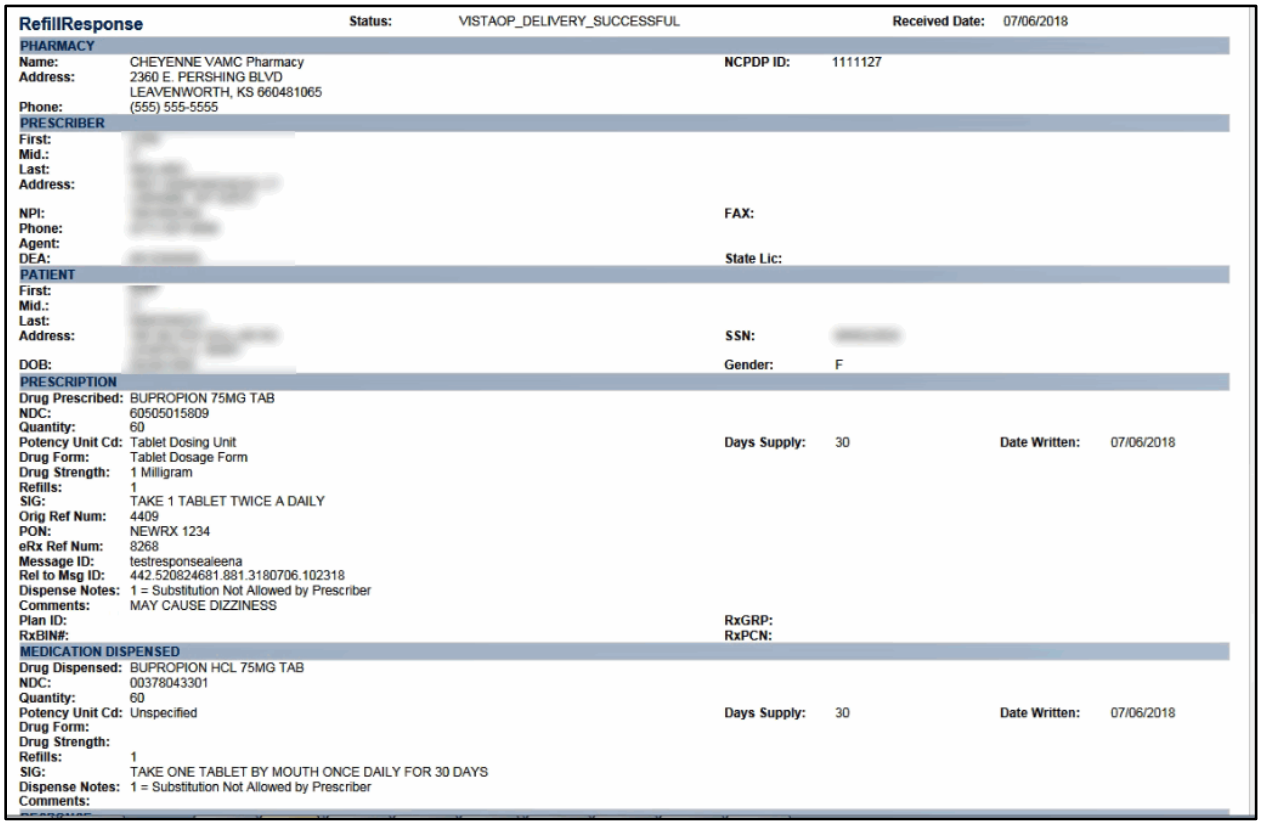


Figure 2-34: Refill Response Detail Screen

NOTE: 'Dispense Notes' label is now replaced by 'Substitutions'.

Cancel Rx

The Inbound Cancel Rx Request message details can be viewed under the **Track/Audit** tab.

Track/Audit eRx

VISN: All | VA Station ID: | From Date: 6/1/2018 | To Date: 7/12/2018

Message Type: CancelRx | Message ID: | Relates to Message ID:

Patient SSN: | Patient Last Name: | Patient First Name:

Patient D.O.B: | Prescriber NPI: | Prescribed Drug:

Prescriber Last Name: | Prescriber First Name: | Prescriber DEA#:

eRx Reference #: | Message Status: All | Sent or Received: Received

Search | Clear | Export

eRx Reference #	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Message Id	Prescriber Name	Prescriber NPI	Prescribe DEA
34315	CancelRx				Pataday 0.2% Ophthalmic Soluti	CancelRx_NewRx1_0710			
34310	CancelRx				CARAFATE 1 GRAM ORAL TABLET	CancelRx_NewRx2_0709			
34296	CancelRx				METHYLPRE DNISOLONE ACETATE 40M	CancelRx_NewRx1_0709			

Figure 2-35: Cancel Rx Search and Search Results

Select an eR$_x$ Reference number to display the Cancel Rx detail screen.

CancelRx **Status:** VISTAOP_DELIVERY_SUCCESSFUL **Received Date:** 07/11/2018

PHARMACY

Name: CHEYENNE VAMC Pharmacy **NCPDP ID:** 1111127
Address: 2360 E. PERSHING BLVD
LEAVENWORTH, KS 660481065
Phone: (555) 555-5555

PRESCRIBER

First:
Mid.:
Last:
Address:
NPI: **FAX:**
Phone:
Agent:
DEA: **State Lic:**

PATIENT

First:
Mid.:
Last:
Address: **SSN:**
DOB: **Gender:** F

PRESCRIPTION

Drug Prescribed: CLONAZEPAM 1MG TAB
NDC: 603294921
Quantity: 60
Potency Unit Cd: Tablet Dosing Unit **Days Supply:** 30 **Date Written:** 06/25/2018
Drug Form: Tablet Dosage Form
Drug Strength: 1 Milligram
Refills: 0
SIG: TAKE 1 TABLET TWICE A DAILY
Orig Ref Num:
PON: NEWRX 1234
eRx Ref Num: 8443
Message ID: Can_4NewRx_07112018
Rel to Msg ID: 4NewRx_07112018
Dispense Notes: 1 = Substitution Not Allowed by Prescriber
Comments: MAY CAUSE DIZZINESS
Plan ID: **RxGRP:**
RxBIN#: **RxPCN:**

REQUEST

Chg Rx Stat Flg:

REQUEST

Chg Req Type:
Req Ref Num:

Figure 2-36: Cancel Rx Detail Screen

NOTE: ‘Dispense Notes’ label is now replaced by ’Substitutions’.

Cancel Rx Response

The Cancel Rx Response message details can be displayed under the **Track/Audit** tab.

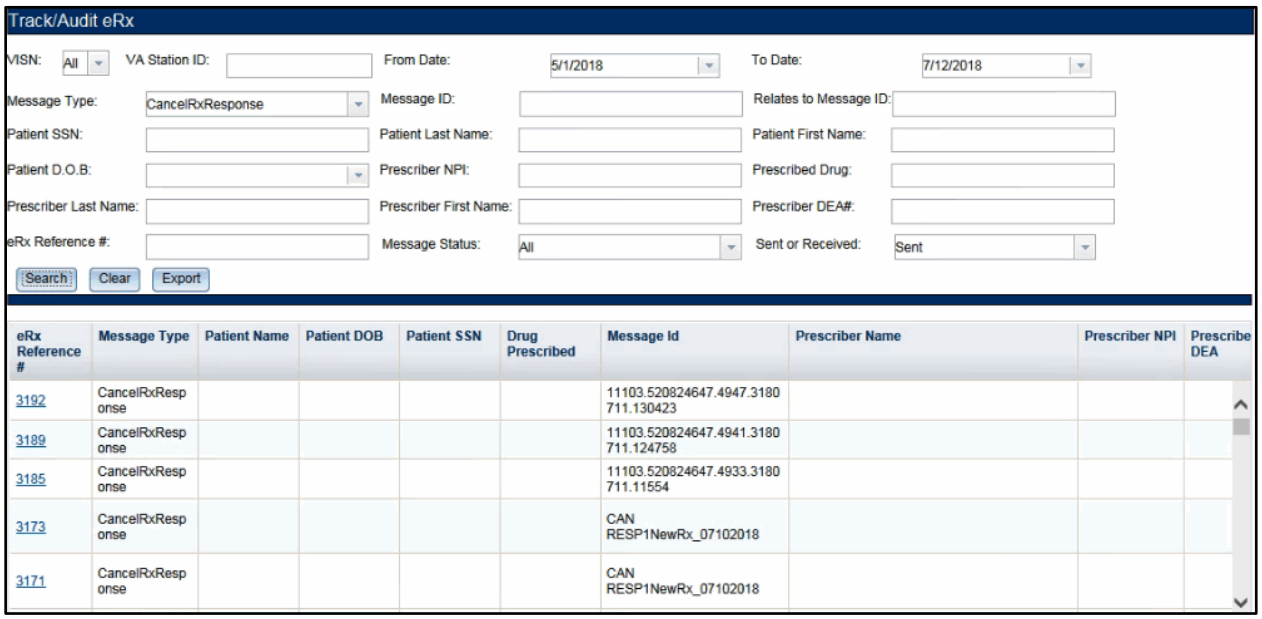


Figure 2-37: Cancel Rx Response Search and Search Results

The Cancel Rx Response detail screen displays.

CancelRxResponse Status: OB_MSG_SEND_COMPLETED Received Date: 07/11/2018

PHARMACY
Name:
Address:
NCPDP ID: 1111127
Phone:

PRESCRIBER
First:
Mid.:
Last:
Address:
NPI:
FAX:
Phone:
Agent:
DEA:
State Lic:

PATIENT
First:
Mid.:
Last:
Address:
SSN:
DOB:
Gender:

PRESCRIPTION
Drug Prescribed:
NDC:
Quantity:
Potency Unit Cd:
Days Supply:
Date Written:
Drug Form:
Drug Strength:
Refills:
SIG:
Orig Ref Num: 8443
PON: NEWRX 1234
eRx Ref Num: 3192
Message ID: 11103.520824647.4947.3180711.130423
Rel to Msg ID: Can_4NewRx_07112018
Dispense Notes:
Comments:
Plan ID:
RxGRP:
RxBIN#:
RxPCN:

RESPONSE
Status: Approved
Reason Code:
Reason:
Note: First Fill:7/11/18, Last Fill:7/11/18, Refills Remaining:0
Resp Ref Num:

REQUEST
Chg Req Type:
Req Ref Num:

Figure 2-38: Cancel Rx Response Detail Screen

NOTE: ‘Dispense Notes’ label is now replaced by ’Substitutions’.

Error Messages

At multiple points in the process, an Error transaction can be generated. Outbound Error Messages are sent when an eR_x record that is NCPDP corrupted is received, when the receiving Pharmacy is not one of the VA pharmacies configured in the Inbound eR_x system, or when an eR_x record with a Written or Effective Date older than or equal to 365 days is received. A Reject transaction exercised by a Pharmacy user in the VistA Holding Queue is also sent outbound in the same format as an NCPDP Error Message.

Inbound Errors for VistA may be received under situations such as, the Prescriber’s EHR system is unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

To access the Error message detail screen, select the hyperlink in the “eRx Reference #” column.

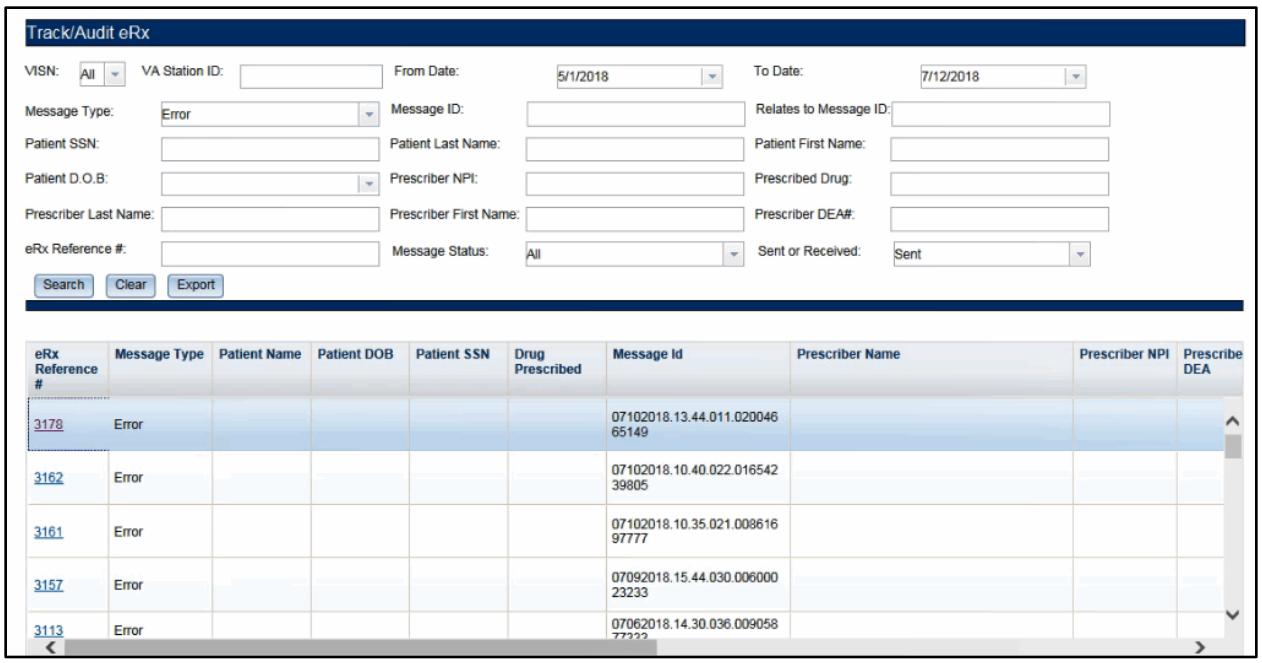


Figure 2-39: Error Message Search and Search Results

The Error message detail screen displays the error message details sent and received by the Processing Hub.

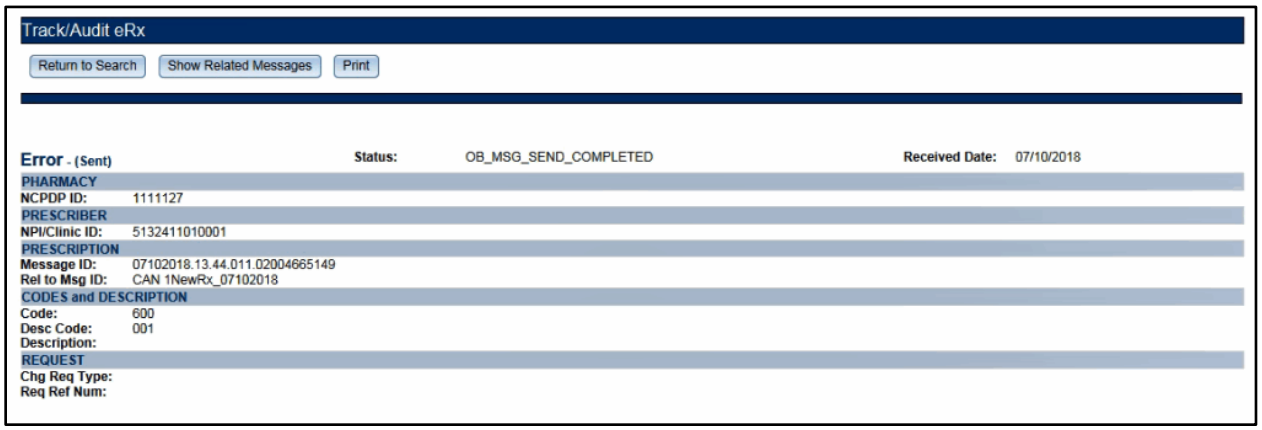


Figure 2-40: Error Message Detail Screen

NOTE: Codes and Description section: Includes the Code, Description Code, and Description in the message. Refer to Table 24: Remove Reason Codes (New Rx Message Only) in Appendix B.

Verify Messages

The Verify message confirms delivery of a message to its final destination. The Verify message is an NCPDP transaction that indicates the acceptance of the request. This message is used to communicate the data content status of a transaction. Verify Messages sent from VistA or the Transaction Hub are Outbound Verify Messages. Verify Messages received from Change Healthcare and/or an External Provider's EHR system are Inbound Verify Messages.

To access the Verify message detail screen, select the hyperlink in the "eRx Reference #" column.

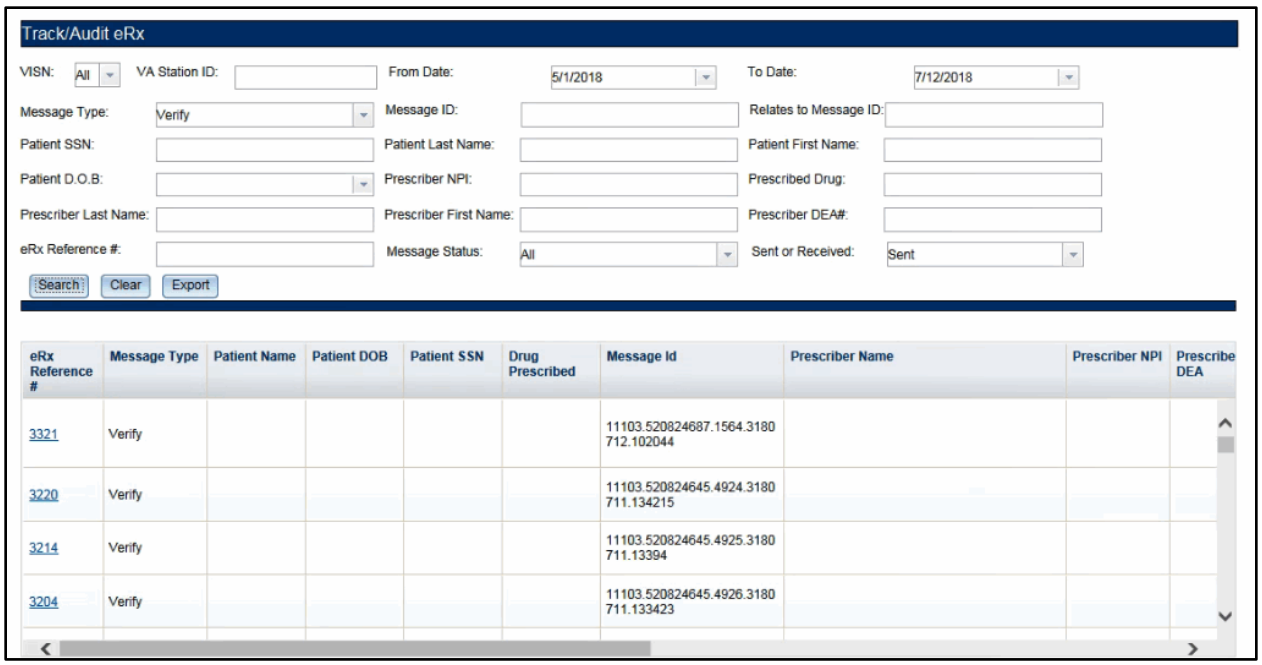


Figure 2-41: Verify Message Search and Search Results

The Verify message detail screen displays the verify message details sent by the Processing Hub.

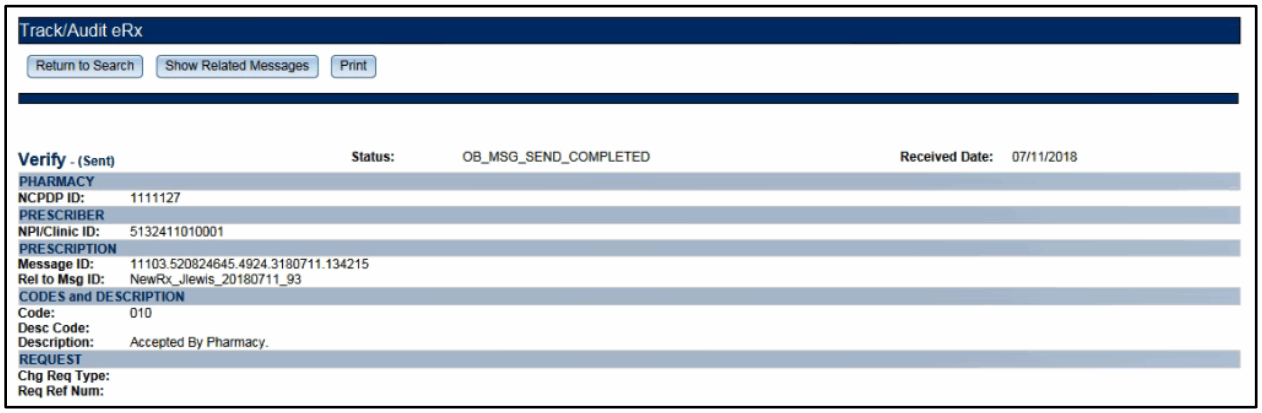


Figure 2-42: Verify Message Detail Screen

NOTE: Codes and Description section: Includes the Code, Description Code, and Description in the message. Refer to Table 25: NCPDP Error Codes in Appendix C.

Status Messages

The Status message is used to relay acceptance of a transaction back to the sender. The Status message is an NCPDP transaction that indicates the acceptance of the request. For Inbound eR$_x$ web-based application, Inbound Status messages are received from Change Healthcare and Outbound Status messages are sent from the Transaction Hub.

To access the Status message detail screen, select the hyperlink in the "eR$_x$ Reference #" column.

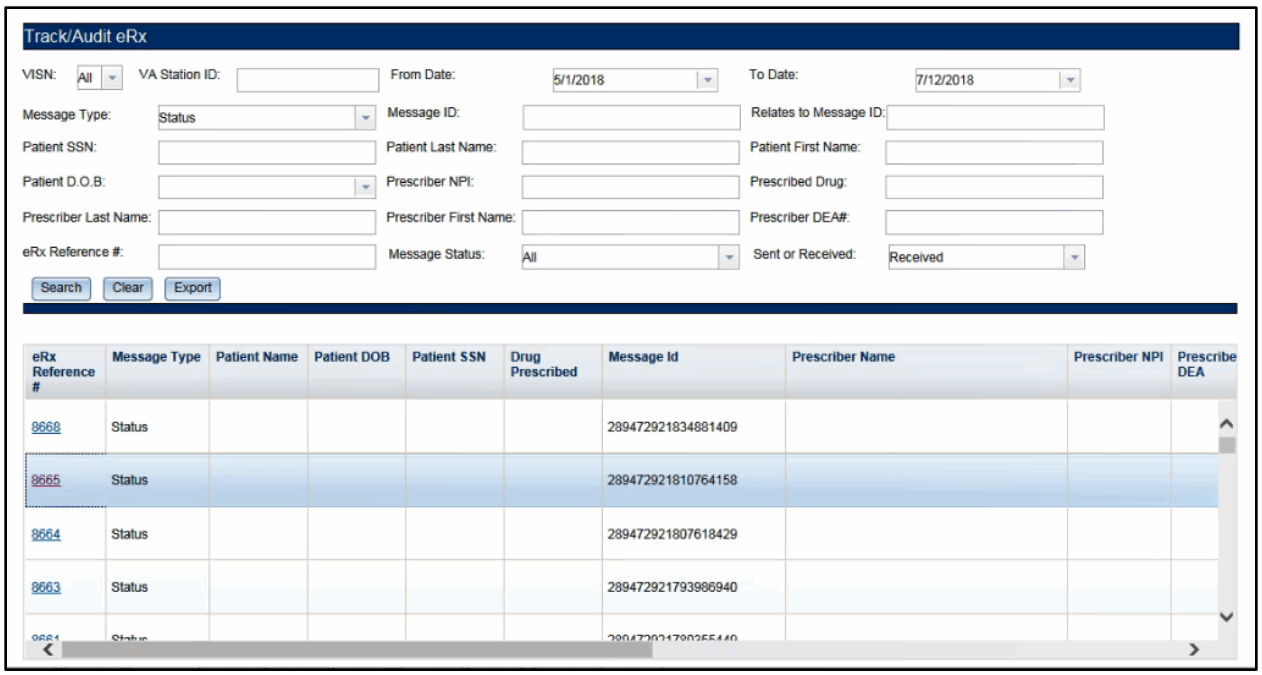


Figure 2-43: Status Message Search and Search Results

The Status message detail screen displays the status message details received by the Processing Hub.

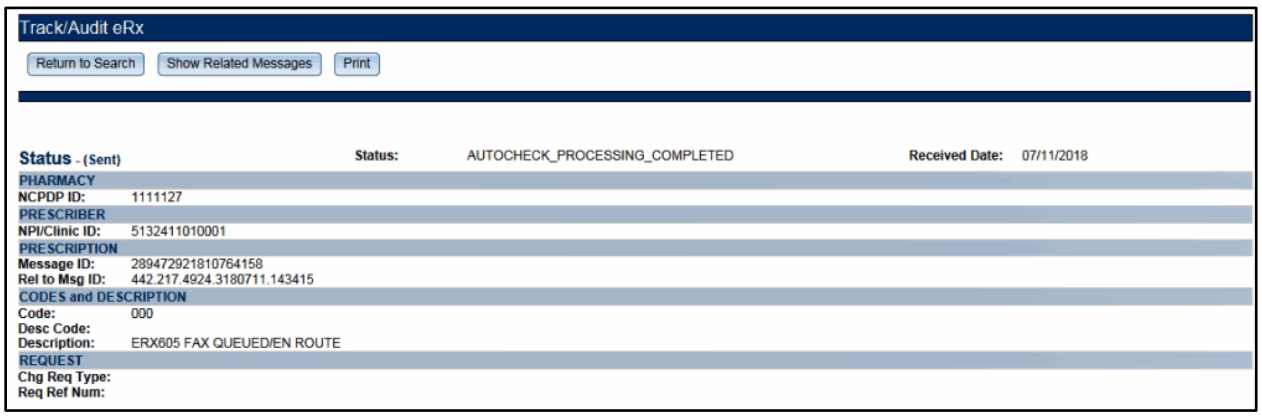


Figure 2-44: Status Message Detail Screen

NOTE: Codes and Description section: Includes the Code, Description Code, and Description in the message. Refer to Table 25: NCPDP Error Codes in Appendix C.

Reports

The **Reports** tab is used to generate high-level reports. From the **Reports** tab, users can generate, view, and export the following reports:

- Summary Report New Rx Only
- Auto Check Details Report
- Reject Reasons Report

- eRx Summary Report

When the user initially views any of the Reports pages, the default date range is two days (the current date and the previous date).

NOTE: The **Station ID** drop-down list was redesigned to display and select **ALL** stations only when **ALL** is selected from the **VISN** drop-down.

However, when a user selects a specific **VISN** number, the **Station ID** list will populate all the station numbers that match the VISN number.

Summary Report New R_x Only

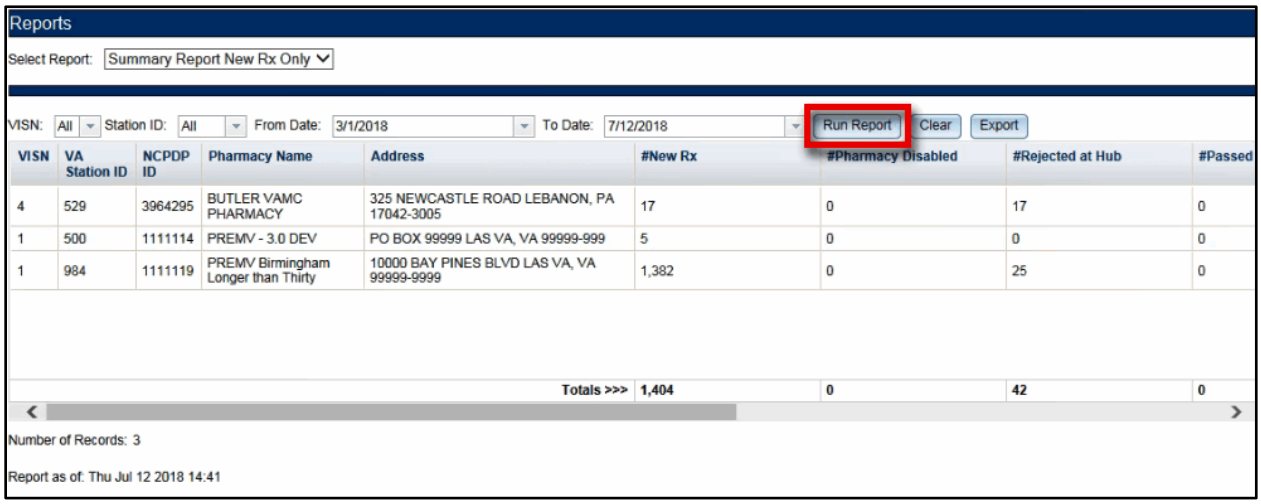
The Summary Report – New R_x Only provides a summary of eR_x auto-validation checks for only new R_xs. To run a New R_x Summary Report:

1. From the Reports screen, select **Summary Report New R_x Only** from the "Select Report" drop down.

Figure 2-45: Summary Report New R_x Only Drop Down Selection

2. Select the desired VISN from the "VISN" drop down. The drop down contains each VISN number as well as an **ALL** selection to select all VISNs.
3. To narrow the search by VA Station ID, select the Station ID for the report.
4. Select the date range from the Calendar drop down for the report or enter a date using the MM/DD/YYYY format.
5. Select the **Run Report** button to generate the report.

The Summary Report New R_x Only displays.



VISN	VA Station ID	NCPDP ID	Pharmacy Name	Address	#New Rx	#Pharmacy Disabled	#Rejected at Hub	#Passed
4	529	3964295	BUTLER VAMC PHARMACY	325 NEWCASTLE ROAD LEBANON, PA 17042-3005	17	0	17	0
1	500	1111114	PREMV - 3.0 DEV	PO BOX 99999 LAS VA, VA 99999-999	5	0	0	0
1	984	1111119	PREMV Birmingham Longer than Thirty	10000 BAY PINES BLVD LAS VA, VA 99999-9999	1,382	0	25	0
				Totals >>>	1,404	0	42	0

Figure 2-46: New R_x Summary Report

Beneath the generated report, a total number of records displays. The totals for each column display at the bottom of the page, along with a "Report As of:" date and time stamp.

NOTE: The report displays counts under the columns for the selected date range based on the status of the records in the system during the selected date range.

Reports can be viewed in the web application or they can be exported. For additional information on exporting reports, please go to the Export Reports section in this unit of the User Guide.

The New R_x Only Summary Report fields are described in the table below.

Table 5: New R_x Only Summary Report Columns

Field	Description
VISN	Pharmacy VISN number
VA Station ID	VistA pharmacy identification number
NCPDP ID	National Council for Prescription Drug Programs (NCPDP) identification number
Pharmacy Name	VistA pharmacy name
Address	Pharmacy Address
#New Rx	Number of New eR_xs
#Pharmacy Disabled	Number of Pharmacy Disabled errors
#Rejected at Hub	Number of eR_xs rejected at the Processing Hub
#Passed Auto check	Number of eR_xs that passed auto check criteria
#Failed Auto check	Sum of eR_xs that failed Patient, Provider, and Drug Auto checks
#Rejected by Pharmacy	Number of eR_xs rejected by the pharmacy
#Rx Filled	Number of RxFill messages received by the Processing Hub from VistA
#Accepted by Pharmacy	Number of eR_xs that have been accepted by the Pharmacy into VistA Pending/Outpatient

Auto Check Details Report

The Auto Check Details Report provides details of the auto-checks performed by the hub side. To run an Auto Check Details Report:

1. From the Reports screen, select **Auto Check Details Report** from the "Select Report" drop down.

Figure 2-47: Auto Check Details Report Drop Down Selection

2. Select the desired VISN from the "VISN" drop down. The drop down contains each VISN number as well as an **ALL** selection to select all VISNs.
3. To narrow the search by VA Station ID, select the Station ID for the report.
4. Select the date range from the Calendar drop down for the report or enter a date using the MM/DD/YYYY format.
5. Select the **Run Report** button to generate the report.

The Auto Check Details Report displays.

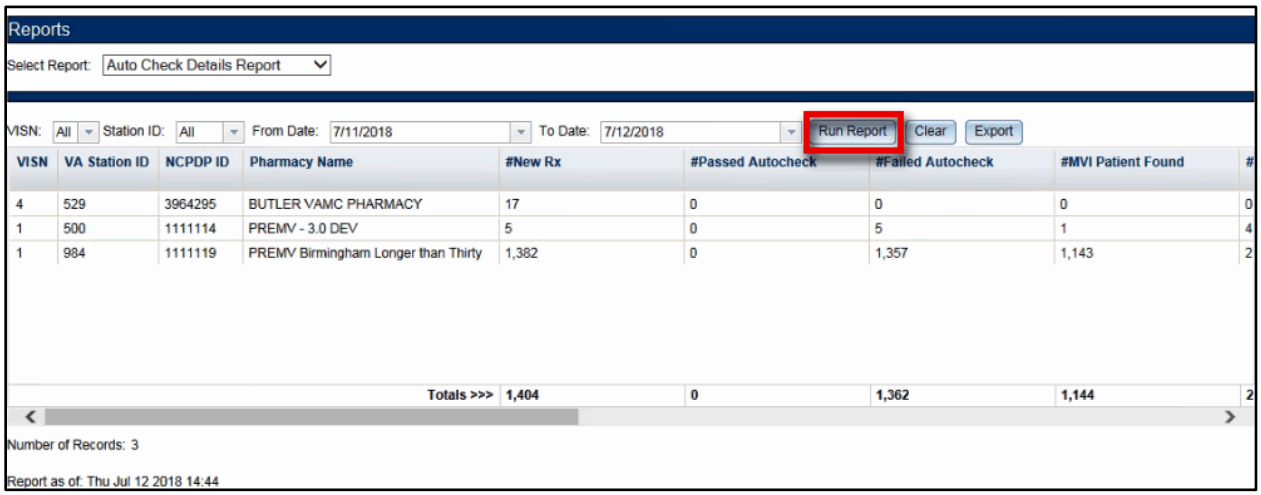


Figure 2-48: Auto Check Details Report

Beneath the generated report, a total number of records displays. The totals for each column display at the bottom of the page, along with a "Report As of:" date and time stamp.

NOTE: The report displays counts under the columns for the selected date range based on the status of the records in the system during the selected date range.

Reports can be viewed in the Web Application or they can be exported. For additional information on exporting reports, please go to the Export Reports section in this unit of the User Guide.

The Auto Check Details Report fields are described in the table below.

Table 6: Auto Check Details Report Columns

Field	Description
VISN	Pharmacy VISN number
VA Station ID	VistA pharmacy identification number
NCPDP ID	National Council for Prescription Drug Programs (NCPDP) identification number
Pharmacy Name	VistA pharmacy name
#New Rx	Number of New eR_xs
#Passed Auto check	Number of eR_xs that passed auto check criteria

Field	Description
#Failed Auto check	Sum of eR_xs that failed Patient, Provider, and Drug Auto checks
#MVI Patient Found	Number of eR_xs in which the MVI Patient Found auto check passed
#MVI Patient Not Found	Number of eR_xs in which the MVI Patient was Not Found, therefore auto check failed
#E&E Enrolled/Eligible	Number of eR_xs in which E&E Enrolled/Eligible auto check passed
#E&E Not Enrolled/Eligible	Number of eR_xs in which the Patient was Not E&E Enrolled/Eligible, therefore auto check failed
#Patient Not Enrolled at Site	Number of eR_xs in which the Patient was Not Enrolled at the Site, therefore auto check failed
#Drug Match Found	Number of eR_xs in which a Drug Match was Found, therefore auto check passed
#Drug Match Failed	Number of eR_xs in which the Drug Match Failed, therefore auto check failed
#Provider Match Found	Number of eR_xs in which a Provider Match was Found, therefore auto check passed
#Provider Match Failed	Number of eR_xs in which the Provider Match Failed, therefore auto check failed

Reject Reasons Report

The Reject Reasons Report provides details of eR_x Rejections. To run a Reject Reasons Report:

1. From the Reports screen, select **Reject Reasons Report** from the "Select Report" drop down.

Figure 2-49: Reject Reasons Report Drop Down Selection

2. Select the desired VISN from the "VISN" drop down. The drop down contains each VISN number as well as an **ALL** selection to select all VISNs.
3. To narrow the search by VA Station ID, select the Station ID for the report.
4. Select the date range from the Calendar drop down for the report or enter a date using the MM/DD/YYYY format.
5. Select the **Run Report** button to generate the report.

The Reject Reasons Report displays.

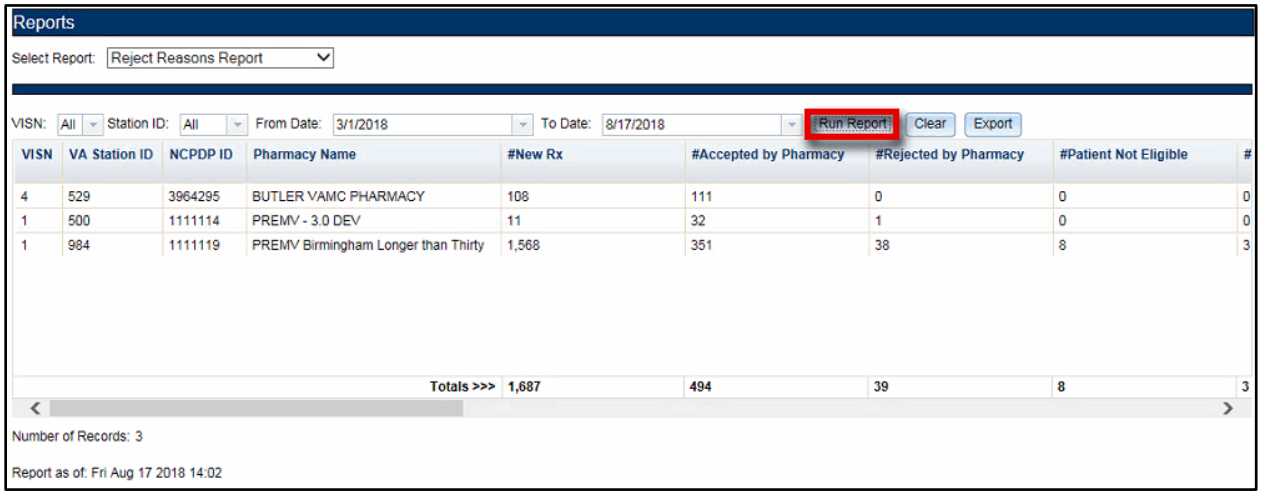


Figure 2-50: Reject Reasons Report

Beneath the generated report, a total number of records displays. The totals for each column display at the bottom of the page, along with a "Report As of:" date and time stamp.

NOTE: The report displays counts under the columns for the selected date range based on the status of the records in the system during the selected date range.

Reports can be viewed in the Web Application or they can be exported. For additional information on exporting reports, please go to the Export Reports section in this unit of the User Guide.

The Reject Reason Report fields are described in the table below.

Table 7: Reject Reason Report Columns

Field	Description
VISN	Pharmacy VISN number
VA Station ID	VistA pharmacy identification number
NCPDP ID	National Council for Prescription Drug Programs (NCPDP) identification number
Pharmacy Name	VistA pharmacy name
#New Rx	Number of New eRxs
#Accepted by Pharmacy	Number of Inbound messages – (minus) number of failures and rejections – (minus) number filled
#Rejected by Pharmacy	Number eRxs rejected by the pharmacy
#Patient Not Eligible	Number of Patient Not Eligible rejections
#Cannot Resolve Patient	Number of Cannot Resolve Patient rejections
#Provider Not Eligible	Number of Provider Not Eligible rejections
#Cannot Resolve Provider	Number of Cannot Resolve Provider rejections
#Not Eligible for Refills	Number of Drug Not Eligible for Refills rejections

Field	Description
#Non Formulary	Number of Non Formulary rejections
#Duplicate Rx	Number of rejections due to duplicate Rx
#Invalid Qty	Number of rejections due to an Invalid Quantity entered
#Duplicate Therapy Class	Number of rejections due to Duplicate Therapy Class
#CS Not Allowed	Number of rejections due to CS Not Allowed
#Contact Pharmacy (ERR01)	Multiple errors, please contact the pharmacy
#Incorrect Pharmacy	Number of rejections due to Incorrect Pharmacy
#Contact Pharmacy (ERR03)	Incorrect Pharmacy

eRx Summary Report

The eRx Summary Report provides a summary of eRx auto-validation checks. To run an eRx Summary Report:

1. From the Reports screen, select **eRx Summary Report** from the "Select Report" drop down.

Figure 2-51: eRx Summary Report Drop Down Selection

2. Select the desired VISN from the "VISN" drop down. The drop down contains each VISN number as well as an **ALL** selection to select all VISNs.
3. To narrow the search by VA Station ID, select the Station ID for the report.
4. Select the date range from the Calendar drop down for the report or enter a date using the MM/DD/YYYY format.
5. Select the **Run Report** button to generate the report.

The eRx Summary Report displays.

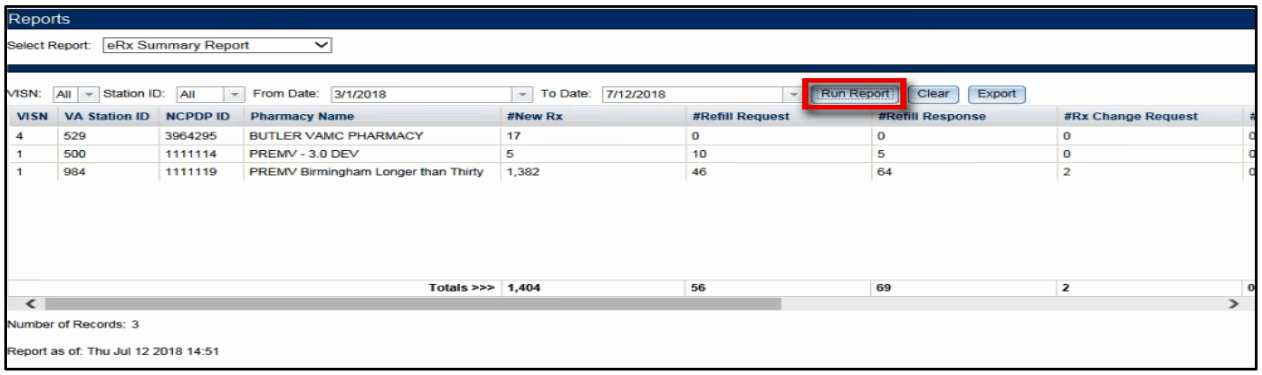


Figure 2-52: eRx Summary Report

Beneath the generated report, a total number of records displays. The totals for each column display at the bottom of the page, along with a "Report As of:" date and time stamp.

NOTE: The report displays counts under the columns for the selected date range based on the status of the records in the system during the selected date range.

Reports can be viewed in the Web Application or they can be exported. For additional information on exporting reports, please go to the Export Reports section in this unit of the User Guide.

The eRx Summary Report fields are described in the table below.

Table 8: eRx Summary Report Columns

Field	Description
VISN	Pharmacy VISN number
VA Station ID	VistA pharmacy identification number
NCPDP ID	National Council for Prescription Drug Programs (NCPDP) identification number
Pharmacy Name	VistA pharmacy name
#New Rx	Number of New eRxs
#Refill Request	Number of refill requests
#Refill Response	Number of refill responses
#Rx Change Request	Number of changed Rx requests
#Rx Change Response	Number of changed Rx responses
#Rx Cancel Request	Number of cancelled Rx requests
#Cancel Rx Response	Number of cancelled Rx responses
#RxFill	Number of RxFill messages received by the Processing Hub from VistA

Export Reports

From the **Reports** tab, users may export a report to a .CSV format.

To Export a report:

1. Select the **Export** button.

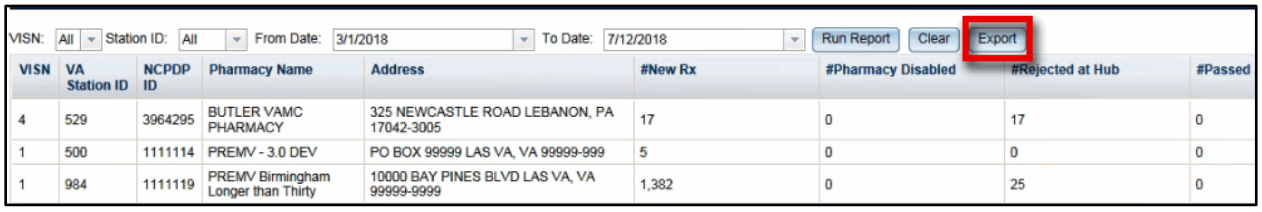


Figure 2-53: Export Report buttons

A prompt displays asking to Open or Save the report.

2. Select **Open** to view the report.
3. To save the report, select **Save**. The system displays a Save As dialog. Navigate to a location on your system to save the file.

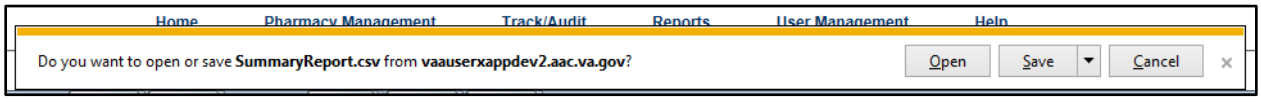


Figure 2-54: Summary Report Export Prompt (after clicking Export button)

User Management

The User Management screen allows Administrators to add new users to one or more sites (Station ID), enable users, disable users, modify user roles and existing user records by assigning them to one or more sites. This screen will only display for users with Administrator access.

The User Management screen currently displays the list of all users that are added to this system along with their roles and privileges. Please note the user list is currently sorted by First Name.

Add New User

System Administrators have the ability to add new users from the User Management screen.

To add a new user:

1. Enter the new user's User ID, First Name, and Last Name.

Figure 2-55: Add User - User ID, First Name, Last Name

2. Select the new user's role(s). Multiple roles may be selected by holding <**Ctrl**> while selecting more than one role.

Figure 2-56: Add User - Select User Roles

3. Select the Station ID(s) for the user to have access to. Use the drop down menu to display the Station ID selection.

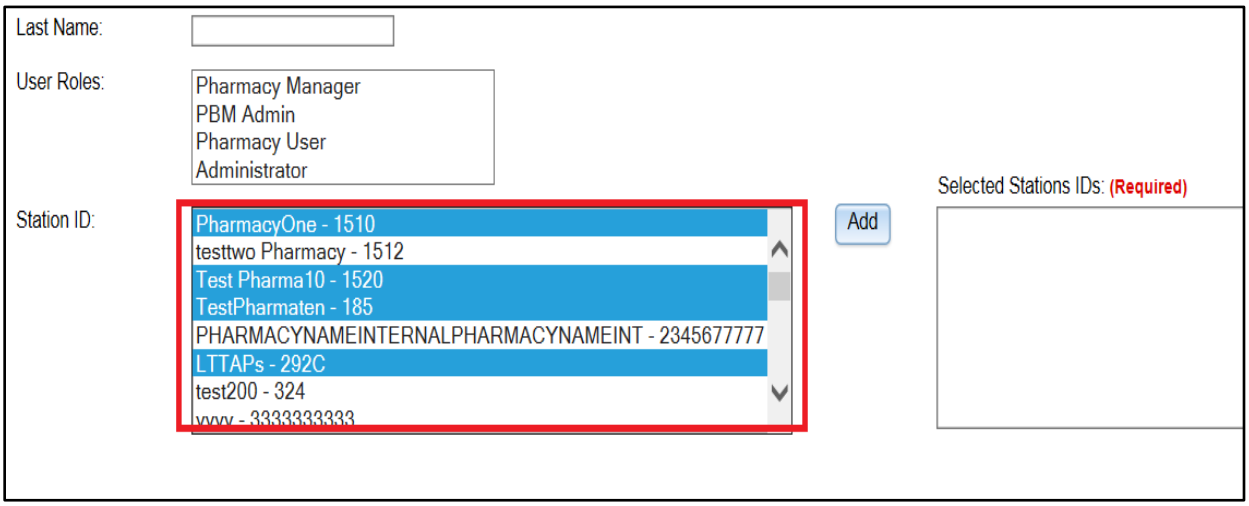


Figure 2-57: Add User – Select Station ID

4. Select the **Add** button to add the selected Station ID to the "Selected Station IDs" box. To remove Station IDs from the "Selected Station IDs" box, select the **Remove** button.

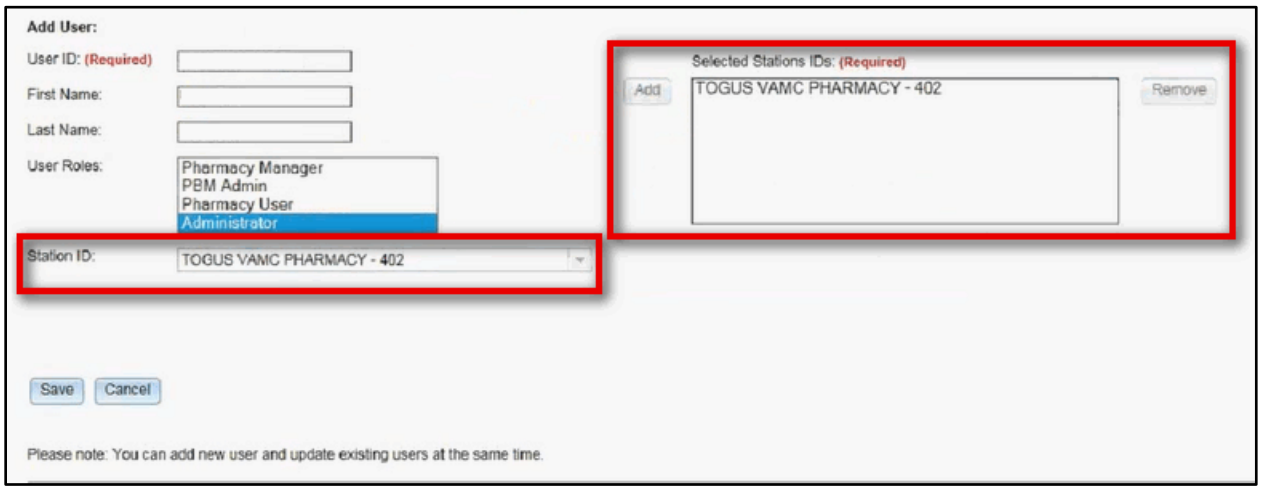


Figure 2-58: Add User – Add and Remove Station ID

When a user is assigned to a Station ID, they are only able to see other users and information within that Station ID. For example, in the User Management table they will only see users also assigned to that Station ID and under Pharmacy Management, they will only see information for pharmacies within that Station ID.

If "All" is selected from the "Station ID" field and added to the "Selected Station IDs" box, the user will have access to all Station IDs. Additional Station ID values cannot be added if "All" has been selected. If a user attempts to add additional values an error message will display.

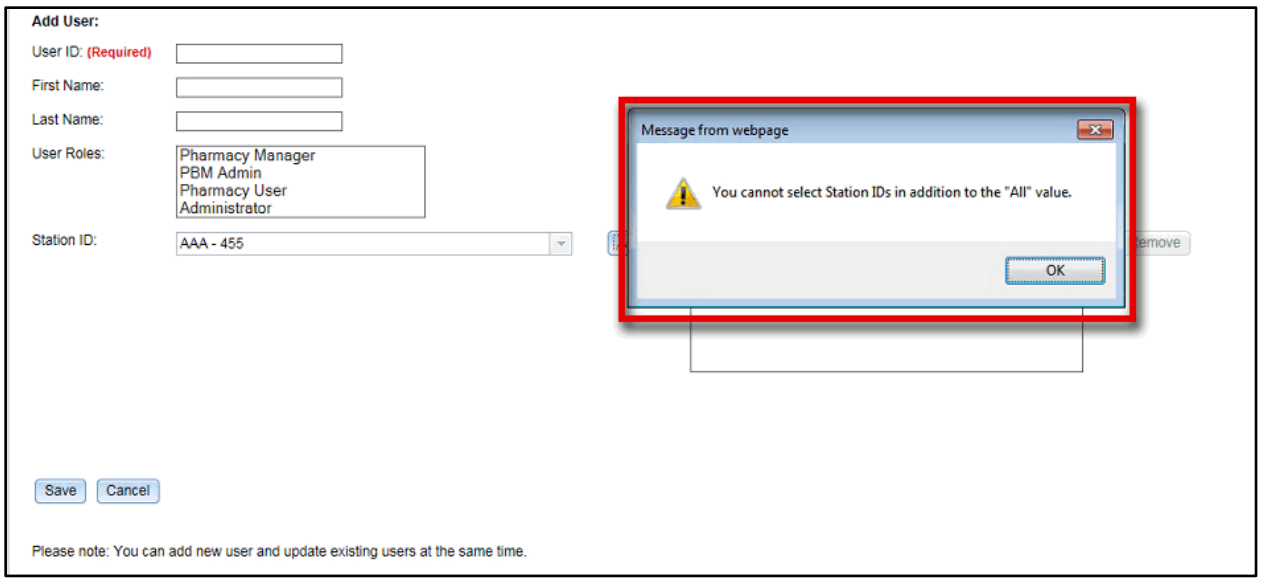


Figure 2-59: All Selection Error Message

5. Select **Save** to add the new user to the users list. To cancel adding a new user, select **Cancel**.

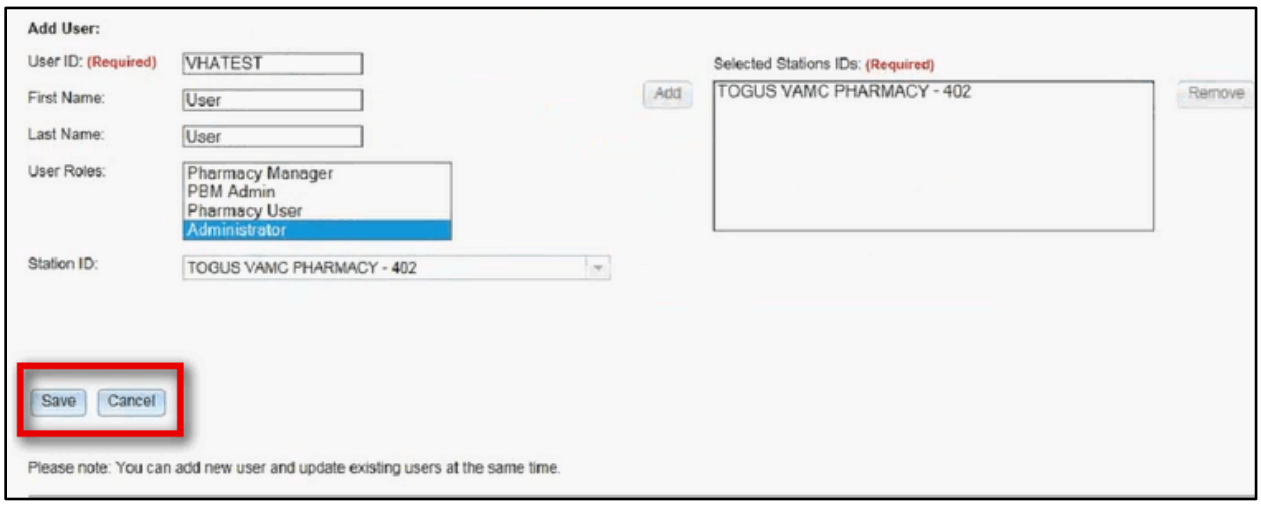


Figure 2-60: Add User - Save and Cancel

Modify User Roles

System Administrators have the ability to modify user roles from the User Management screen. User roles include:

- Pharmacy Manager
- PBM Admin
- Pharmacy User
- Administrator

For further information on user roles and capabilities, please refer to the Roles and Capabilities section of this guide.

To modify user roles:

1. From the users list, locate the user and select the checkbox(es) for the desired user role(s).

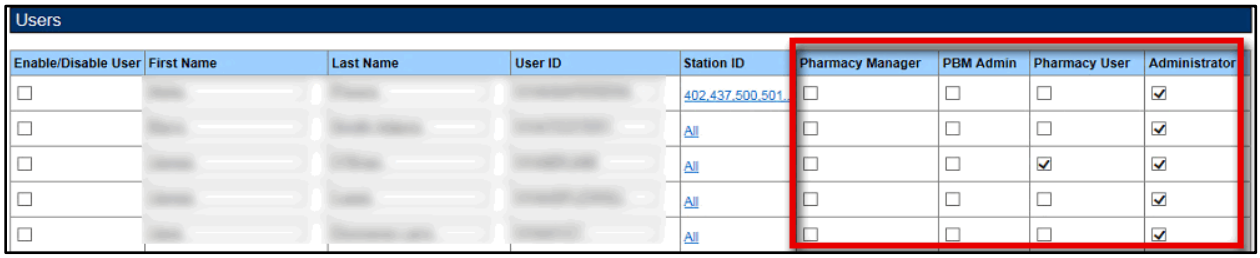


Figure 2-61: Select User Roles

2. Select **Save** at the bottom of the screen.

A message displays indicating that the user was updated successfully.

The Administrator may also select **Cancel** to cancel modifying user roles.

NOTE: ‘Users’ screen/page title is now replaced by ‘User Management’.

Enable/Disable Users

Users can be disabled and/or re-enabled to use the web application. To update a user’s access to the application, locate the user in the User Management table and select the checkmark in the **Enable/Disable** column. Select **Save** from the bottom of the screen to update the user’s access.

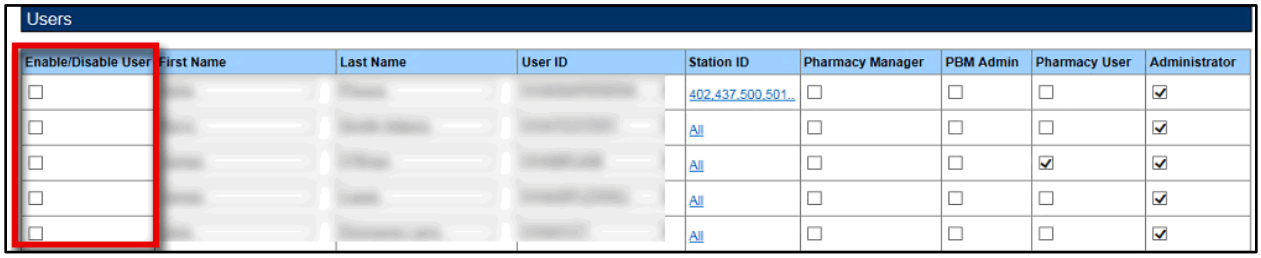


Figure 2-62: User Management Table – Enable/Disable User

NOTE: ‘Users’ screen/page title is now replaced by ‘User Management’.

When a user is disabled, their information is greyed in the User Management table. To modify the user’s access again, select the checkbox in the **Enable/Disable** column again.

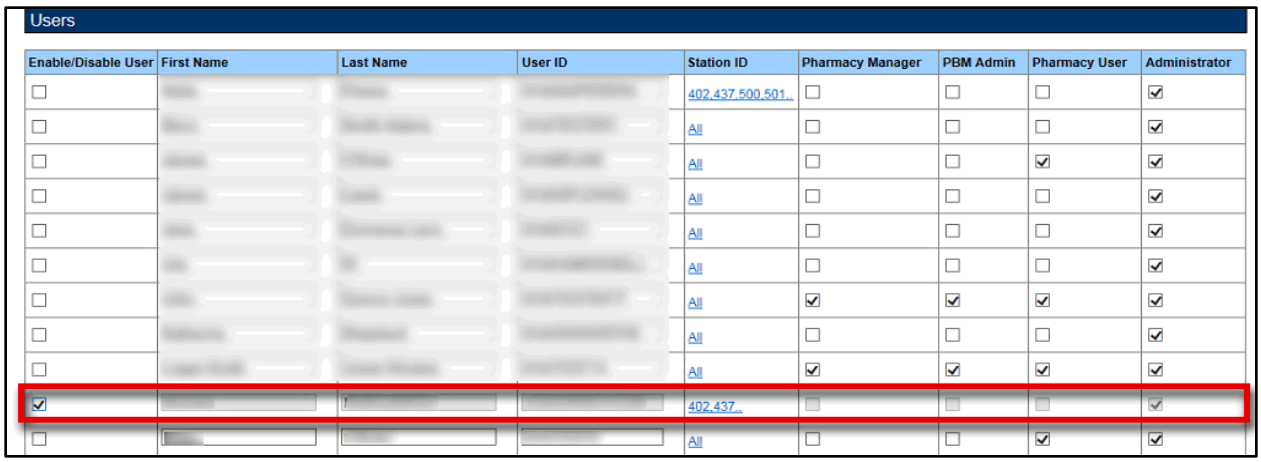


Figure 2-63: User Disabled

NOTE: 'Users' screen/page title is now replaced by 'User Management'.

If a user that has been disabled attempts to log in to the application, they will receive an error message.

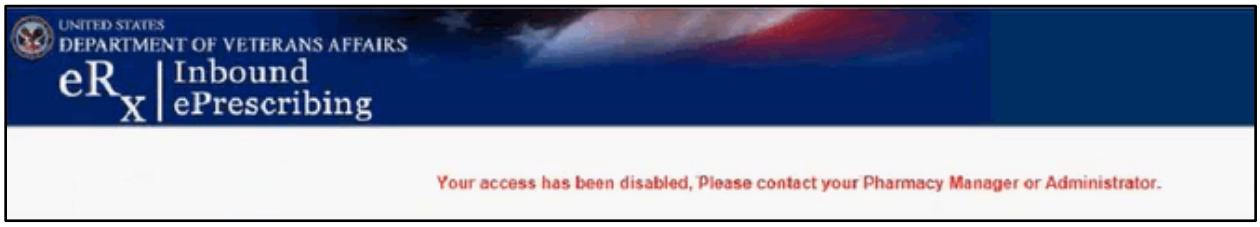


Figure 2-64: User Disabled Error Message

Unit 3. Inbound eR$_x$ VistA Outpatient Pharmacy

Introduction

Inbound eR$_x$ VistA Outpatient Pharmacy is comprised of two sections:

- Inbound eR$_x$ VistA Holding Queue
- Inbound eR$_x$ VistA Outpatient Profile (Complete Orders from OERR and Patient Prescription Processing)

Purpose of Inbound eR$_x$ VistA Holding Queue

The eR$_x$ Holding Queue allows for validation and review eR$_x$s by VA Pharmacy users prior to the eR$_x$ being added to the VA record and merging with the existing outpatient functionality. For the New R$_x$ message type, VA Pharmacy users can validate patient, provider, drug/SIG information. Additionally, users can accept, hold, un hold, print, reject, or remove an eR$_x$ from the Holding Queue after it has been received by VistA from the eR$_x$ Processing Hub. The users can also work with Refill Responses and Cancel Requests, which are described in this guide.

Message Types in the Holding Queue

The message types in the Holding Queue include:

- New R$_x$
- Refill Request
- Refill Response
- Cancel Request
- Cancel Response
- Inbound Error

New R$_x$ Message Type

NEWRX message is the NCPDP 10.6 format for New Electronic Prescription sent by an external (non-VA) provider.

Refill Request Message Type

REFREQ message is the NCPDP 10.6 format for Refill Request sent by a VA Pharmacy for electronic Prescriptions (referred to as Renewal Request within VA).

Refill Response Message Type

REFRES message is the NCPDP 10.6 format for Refill Response sent by an External Provider for Refill Request sent by a VA Pharmacy.

Cancel Rx Request Message Type

CANRX message is the NCPDP 10.6 format for Cancel Rx Request sent by External Provider on Electronic Prescriptions.

Cancel Rx Response Message Type

CANRES message is the NCPDP 10.6 format for Cancel Rx Response sent by VA Pharmacy for a Cancel Request sent by External Provider.

Inbound Error Message Type

ERROR message is the NCPDP 10.6 format for Inbound Error message received in VistA under situations such as, the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

Inbound vs. Outbound Messages

Inbound messages are those that are sent by the external (non-VA) Providers and are received in the Holding Queue. New Rx, Refill Response, Cancel Request and Inbound Error are Inbound messages.

Outbound messages are those that are sent by VA pharmacies to the external Provider's EHR system. Refill Request and Cancel Response are Outbound messages.

Accessing the eR$_x$ Holding Queue

The eR$_x$ message is transmitted from the Processing Hub to VistA OP and stored in the eR$_x$ Holding Queue.

Traditional View vs. Patient Centric View

Traditional View

To access the Traditional View of the eR$_x$ Holding Queue follow this navigation path:

Core Applications >> Outpatient Pharmacy Manager >> (select Division) >> Rx (Prescriptions) ... >> Complete Orders from eRx [PSO ERX FINISH]

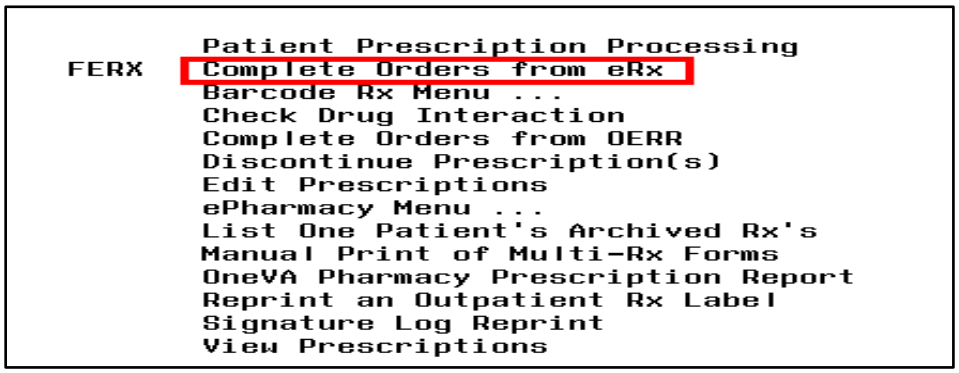


Figure 3-1: Complete Orders from eRx Menu Option

Select **Rx Prescription Received Date**.

```
Select Rx (Prescriptions) <TEST ACCOUNT> Option: ferx  Complete Orders from eRx

     Select one of the following:

          PT         PATIENT(Grouped)
          RX         PRESCRIPTION RECEIVED DATE
          E          EXIT

Select By: (PT/RX): PT// RX
```

Figure 3-2: Select Rx

The first screen that displays upon accessing the eR$_x$ Holding Queue is the Holding Queue list view screen.

```
PSO ERX HOLDING QUEUE          Feb 09, 2019@00:06:07          Page:    1 of    7
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 30 (Jan 10, 2019)
     Patient              DOB       Drug                    Provider     STA Rec Date
1.   TEST,PATIENT1        #/#/##    METHYLPREDNISOLONE AC TEST,DR1     I   1/17/19
2.   TEST,PATIENT1        #/#/##    B COMPLEX-VITAMIN C-F TEST,DR2     I   1/17/19
3.   TEST,PATIENT1        #/#/##    METHYLPREDNISOLONE AC TEST,DR1     I   1/17/19
4.   TEST,PATIENT2        #/#/##    ONDANSETRON HCL 8MG T TEST,DR2     I   1/17/19
5.   TEST,PATIENT3        ##/##/## QUINIDINE GLUCONATE I TEST,DR1     I   1/17/19
6.   TEST,PATIENT3        ##/##/## QUINIDINE GLUCONATE 8 TEST,DR1     I   1/17/19
7.   TEST,PATIENT3        ##/##/## 000046042495          TEST,DR1     I   1/17/19
8.   TEST,PATIENT3        ##/##/## SODIUM TETRADECYL 1%  TEST,DR1     I   1/17/19
9.   TEST,PATIENT3        ##/##/## PENTAZOCINE 50MG + NA TEST,DR1     I   1/17/19
10.  TEST,PATIENT3        ##/##/## CHLORPROMAZINE* 50MG/ TEST,DR1     I   1/17/19
11.  TEST,PATIENT3        ##/##/## AMINACRINE 1:500 SOLN TEST,DR1     I   1/17/19
12.  TEST,PATIENT3        ##/##/## AAAAMINACRINE 1:500 S TEST,DR1     N   1/17/19
13.  TEST,PATIENT3        ##/##/## TEST DRUG             TEST,DR1     I   1/17/19
14.  TEST,PATIENT3        ##/##/## CALCIUM CHLORIDE 100M TEST,DR1     I   1/17/19
15.  TEST,PATIENT3        ##/##/## 2% ACETIC ACID* IN BU TEST,DR1     I   1/17/19
+         Enter ?? for more actions
SI Select Item            SO Sort Entries
SR Search Queue           MV Message View
Select Action:Next Screen//
```

Figure 3-3: eRx Holding Queue List View

eRx Holding Queue List View

The eR$_x$ Holding Queue List columns include the patient's name (Patient), date of birth of the patient (DOB), the prescribed drug from the external provider (Drug), the prescribing physician's name (Provider), the status of the eR$_x$ (STA), and the date that the eR$_x$ was received by VistA (Rec Date). At any given time, 999 eR$_x$ records are displayed in the Holding Queue List View with actionable statuses of "N", "I", "W", or with one of the Hold codes, RXN, RXW, RXD, RXF, CAO, CAH, CAR, CAP, or the Inbound Error in RRE status. The records are sorted by Received Date with oldest records first. Please refer to Appendix B in this guide for additional information on the various statuses in the list.

The following actions are available from the eRx Holding Queue List:

- <**SI**> **Select Item** can be entered to select an item in the Enter a Number prompt. Additionally, the record # can be entered without selecting SI at the "Select Action: Next Screen//" prompt.

- <**SR**> **Search Queue** can be entered to search for an eR_x based on a variety of search criteria. Refer to the Searching eRxs section for additional information.
- <**SO**> **Sort Entries** can be entered to sort the list. Refer to the Under Patient Centric View, the user can use the following Search options:
    - Patient Name
    - Date of Birth
    - eRx Reference Number
    - Sorting eRxs based on message type
- <**MV**> **Message View** can be entered to display various message types.

Message View

Message View, <**MV**>, is an action in the Holding Queue. When the user enters <**MV**>, the system prompts the user to select the message type. By selecting the message type, the user can view all of the messages in the various statuses for the selected message type in the order of date received, with the newest records displayed first.

```
PSO ERX HOLDING QUEUE          Feb 09, 2019@00:06:07          Page:    1 of    7
PSO ERX HOLDING QUEUE
                        ERX LOOK-BACK DAYS: 30 (Jan 10, 2019)
     Patient              DOB      Drug                    Provider     STA Rec Date
1.   TEST,PATIENT1        #/#/##   METHYLPREDNISOLONE AC TEST,DR1     I   1/17/19
2.   TEST,PATIENT1        #/#/##   B COMPLEX-VITAMIN C-F TEST,DR2     I   1/17/19
3.   TEST,PATIENT1        #/#/##   METHYLPREDNISOLONE AC TEST,DR1     I   1/17/19
4.   TEST,PATIENT2        #/#/##   ONDANSETRON HCL 8MG T TEST,DR2     I   1/17/19
5.   TEST,PATIENT3        ##/##/## QUINIDINE GLUCONATE I TEST,DR1     I   1/17/19
6.   TEST,PATIENT3        ##/##/## QUINIDINE GLUCONATE 8 TEST,DR1     I   1/17/19
7.   TEST,PATIENT3        ##/##/## 000046042495          TEST,DR1     I   1/17/19
8.   TEST,PATIENT3        ##/##/## SODIUM TETRADECYL 1%  TEST,DR1     I   1/17/19
9.   TEST,PATIENT3        ##/##/## PENTAZOCINE 50MG + NA TEST,DR1     I   1/17/19
10.  TEST,PATIENT3        ##/##/## CHLORPROMAZINE* 50MG/ TEST,DR1     I   1/17/19
11.  TEST,PATIENT3        ##/##/## AMINACRINE 1:500 SOLN TEST,DR1     I   1/17/19
12.  TEST,PATIENT3        ##/##/## AAAAMINACRINE 1:500 S TEST,DR1     N   1/17/19
13.  TEST,PATIENT3        ##/##/## TEST DRUG             TEST,DR1     I   1/17/19
14.  TEST,PATIENT3        ##/##/## CALCIUM CHLORIDE 100M TEST,DR1     I   1/17/19
15.  TEST,PATIENT3        ##/##/## 2% ACETIC ACID* IN BU TEST,DR1     I   1/17/19
+          Enter ?? for more actions
SI Select Item            SO Sort Entries
SR Search Queue           MV Message View
Select Action:Next Screen//
```

Figure 3-4: Message View

Actionable and Non-Actionable eR_x Records

There are two types of Inbound eR_x records: Actionable records and Non-Actionable records.

Actionable Records are those that are displayed in the eRx Holding Queue List View. Actionable records include:

- New R_x (status in New, In Process, Hold, and Wait)
- Cancel R_x Request
- Refill Response (Denied, Denied New R_x to Follow, Refill Response Failed)
- Refill Response – Approved with Changes (when there is a change to the provider data)
- Inbound Errors related to Refill Requests

Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. Non-Actionable records include:

- Refill Request
- Refill Response – Approved
- Refill Response – Approved with Changes (change to drug data only)
- Inbound Errors related to Cancel Responses

For additional information on Actionable and Non-Actionable eR_x Status Codes, please refer to the tables in Appendix B.

eR_x Default Lookback Days

A new field, ERX DEFAULT LOOKBACK DAYS file (#10.2), has been added to the OUTPATIENT SITE file (#59), which contains the number of days the user would like to look back before loading the Holding Queue's list view or completing a Search (SR) or Sort (SO). This is a configurable field that can be updated with the desired value by the local site's VistA Admin. The addition of this new configurable field facilitates increased processing speed in the eR_x Holding Queue.

```
   LAST PRESCRIPTION # ISSUED:
   DEFAULT ERX CLINIC: OUTPT/
   ERX DEFAULT LOOKBACK DAYS: 150          IB SERVICE/SECTION:
   RELATED INSTITUTION:                    NPI INSTITUTION:
CPRS ORDERING INSTITUTION:
```

Figure 3-5: eR_x Default Lookback Days

- The number of eRx records displayed in the Holding Queue's list view is based on the ERX DEFAULT LOOKBACK DAYS file (#10.2) configured in OUTPATIENT SITE file (#59).
- By default, the ERX DEFAULT LOOKBACK DAYS field is blank, so the software will go back to 365 days.
- ERX LOOK-BACK DAYS label along with the value and datestamp are displayed both in the Traditional View and the Patient Centric View of the eRx Holding Queue, in the Header section.
- If the Pharmacy user would like to see eR_x records received from older dates, s/he can use the Search (SR) option and select the 'Received Date Range' (#3), to retrieve those records.

NOTE: Refer to the Implementation Guide – Inbound ePrescribing (PSO*7.0*p508) on the VA Documentation Library (VDL) for details on configuring the ERX DEFAULT LOOKBACK DAYS for a site.

Patient Centric View

The Patient Centric View allows users to view eR_xs grouped by patient. This view makes it easier to view the eR_x records in the Holding Queue when there is a high volume of records. Patient Centric View displays the actionable eR_x records per patient. It allows the user to easily identify the message types that are in outstanding or actionable statuses, such as, N, I, W, H**,

RXN, RXW, RXD, RXF, CAO, CAH, CAR, CAP, CAX, CAF and Inbound Error in RRE status. It also displays the last user information, which identifies which actionable eR_x records have been worked on and/or whom to contact when there is a problem with one or more records.

Once the user selects a patient from the Patient Centric View, the prescription view displays. The prescription view is the same as the List View in the Traditional view, however only the actionable eR_x records display for the selected patient.

To access Patient Centric View, enter <**PT**>.

```
Terminal Type set to: C-VT100

You have 313 new messages.
Select OPTION NAME: PSO ERX FINISH       Complete Orders from eRx
Complete Orders from eRx
Outpatient Pharmacy software - Version 7.0

Division: 984  OneVA Pharmacy  984

          You are logged on under the OneVA Pharmacy division.

Select LABEL PRINTER: HOME//   HOME

OK to assume label alignment is correct? YES//

Bingo Board Display: WAITING ROOM//

     Select one of the following:

          PT          PATIENT(Grouped)
          RX          PRESCRIPTION RECEIVED DATE
          E           EXIT

Enter response: PT//
```

Figure 3-6: PT – Patient (Grouped)

Select an option to filter the Patient Centric View by specific actionable status.

```
Select By: (PT/RX): PT//   PATIENT(Grouped)

     Select By: Status

A      All
1      New
2      In Process
3      Wait
4      Hold
5      CCR

Enter response: A//
```

Figure 3-7: Patient Centric View Filters – Select by Status

While accessing the Patient Centric View, the user may select one of the following to filter the display results by specific actionable statuses:

- <**A**> All – Patients with eR_x records in all Actionable statuses in the Holding Queue.
- <**1**> New – Patients with eR_x records in New status in the Holding Queue.
- <**2**> In Process – Patients with eR_x records in In Process status in the Holding Queue.
- <**3**> Wait – Patients with eR_x records in Wait status in the Holding Queue.
- <**4**> Hold – Patients with eR_x records in one of the Hold statuses in the Holding Queue.
  - If a user enters <**4**> Hold, the user must then select to filter by <**S**> for a single Hold status or <**A**> for all hold codes.

```
Select By: (PT/RX): PT//   PATIENT(Grouped)

     Select By: Status

  A      All
  1      New
  2      In Process
  3      Wait
  4      Hold
  5      CCR

Enter response: A// 4  HOLD

     Select one of the following:

          S          SINGLE CODE
          A          ALL HOLD CODES

Enter response: ▌
```

Figure 3-8: Patient Centric View Filters – Hold

If the user enters <**S**> to filter the display results by a single Hold status, they must then select the desired Hold status to filter by.

```
     Select one of the following:

          S         SINGLE CODE
          A         ALL HOLD CODES

Enter response: SINGLE CODE
Select eRx Status: ??

   Choose from:
    ###          HPT     PATIENT NOT FOUND
    ###          HPD     PROVIDER NOT FOUND
    ###          HNF     NON-FORMULARY DRUG THAT NEEDS APPROVAL
    ###          HSO     INSUFFICIENT STOCK
    ###          HDI     DRUG-DRUG INTERACTION
    ###          HAD     ADVERSE DRUG INTERACTION
    ###          HBA     BAD ADDRESS
    ###          HPC     PROVIDER CONTACTED
    ###          HPA     PRIOR APPROVAL NEEDED
    ###          HOR     OTHER REASON
    ###          HPP     PATIENT CONTACTED
    ###          HPR     HOLD DUE TO PATIENT REQUEST
    ###          HQY     QUANTITY OR REFILL ISSUE

Select eRx Status:
```

Figure 3-9: Patient Centric View – Hold Statuses

For additional details on Hold statuses, please refer to Table 17: Holding Queue Status Codes & Descriptions for New Rx Message Type.

- <**5**> CCR – Patients with Change R_x Response, Cancel R_x Request and/or actionable Refill Response in the Holding Queue.
  - If a user enters <**5**> CCR, the user must then select to filter by <**S**> for a single CCR status, or <**A**> for all actionable CCR statuses.

```
Select By: (PT/RX): PT//   PATIENT(Grouped)

     Select By: Status

  A      All
  1      New
  2      In Process
  3      Wait
  4      Hold
  5      CCR

Enter response: A// 5  CCR

     Select one of the following:

          S         SINGLE CODE
          A         ALL CCR CODES

Enter response: A//
```

Figure 3-10: Patient Centric View Filter – CCR

If the user enters <**S**> to filter the display results by a single CCR status, they must then select the desired CCR status to filter by.

```
Enter response: A// 5  CCR

     Select one of the following:

          S         SINGLE CODE
          A         ALL CCR CODES

Enter response: A// SINGLE CODE
Select eRx Status: ??

   Choose from:
    ###          RXD - REFILL RESPONSE DENIED/DNTF
    ###          RXN - REFILL RESPONSE - NEW
    ###          RXF - REFILL RESPONSE FAILED
    ###          RXW - REFILL RESPONSE WAITING
    ###          CAO - CANCEL PROCESS COMPLETE
    ###          CAH - CANCEL COMPLETED IN HOLDING QUEUE
    ###          CAR - CANCEL REQUEST RECEIVED
    ###          CAF - CANCEL PROCESS FAILED
    ###          CAP - CANCEL PAPER RX OR FAXED RX
    ###          CAX - CANCEL RESPONSE FROM VISTA UNSUCCESSFUL

Select eRx Status:
```

Figure 3-11: Patient Centric View – CCR Statuses

Once the user makes a selection:

- If the site has not configured ERX DEFAULT LOOKBACK DAYS, a list of patients who have Actionable eRx records in the Holding Queue for the last 365 days will display by design. See Figure 3-12.
- If a user selects options <1>, <2>, <3>, or <4> to filter by status, a list of patients displays if the patient has Actionable eRx records under the selected status within the number of days set as the ERX DEFAULT LOOKBACK DAYS. For example, if the ERX DEFAULT LOOKBACK DAYS is set to a value of 30 and a user selected <1> New when filtering the Patient Centric View, the patient(s) displayed should have had a new record received within the last 30 days. See Figure 3-13.

```
PSO ERX PATIENT CENTRIC VIEW  Feb 08, 2019@16:51:01          Page:    1 of    1
                    Patient Centric View
                ERX LOOK-BACK DAYS: Default value 365 (Feb 08, 2018)
    ERX PATIENT         DOB          ED  LOCKED BY        NW WT IP HD CCR OTH TOT
1.  TEST,PATIENT1       ##/##/####   22  TEST,USER1        3  1  3  0  12   2  21
2.  TEST,PATIENT2       ##/##/####   22                     1  0  3  0   1   0   5
3.  TEST,PATIENT3       ##/##/####   22                    33  0 28  1   0   0  62
4.  TEST,PATIENT4       ##/##/####   21                     0  0  2  0   0   0   2
5.  TEST,PATIENT5       ##/##/####   14  TEST,USER2        1  0  3  0   0   0   4
6.  TEST,PATIENT6       ##/##/####   14                     0  0  2  0   0   0   2
7.  TEST,PATIENT7       ##/##/####   14  TEST,USER3        0  0  3  0   0   0   3
8.  TEST,PATIENT8       ##/##/####    9                     0  1  1  0   0   0   2


          Enter ?? for more actions
SP SELECT PATIENT          SO SORT ENTRIES
SR SEARCH QUEUE            MV Message View
Select Item(s): Quit//
```

Figure 3-12: Non-Configured ERX LOOK-BACK DAYS Field

```
PSO ERX PATIENT CENTRIC VIEW  Feb 08, 2019@16:51:01          Page:    1 of    1
                        Patient Centric View
                      ERX LOOK-BACK DAYS: 30 (Jan 09, 2019)
    ERX PATIENT         DOB          ED  LOCKED BY         NW WT IP HD CCR OTH TOT
1.  TEST,PATIENT1       ##/##/####   22  TEST,USER1         3  1  3  0  12   2  21
2.  TEST,PATIENT2       ##/##/####   22                      1  0  3  0   1   0   5
3.  TEST,PATIENT3       ##/##/####   22                     33  0 28  1   0   0  62
4.  TEST,PATIENT4       ##/##/####   21                      0  0  2  0   0   0   2
5.  TEST,PATIENT5       ##/##/####   14  TEST,USER2         1  0  3  0   0   0   4
6.  TEST,PATIENT6       ##/##/####   14                      0  0  2  0   0   0   2
7.  TEST,PATIENT7       ##/##/####   14  TEST,USER3         0  0  3  0   0   0   3
8.  TEST,PATIENT8       ##/##/####    9                      0  1  1  0   0   0   2


          Enter ?? for more actions
SP SELECT PATIENT         SO SORT ENTRIES
SR SEARCH QUEUE           MV Message View
Select Item(s): Quit//
```

Figure 3-13: Configured ERX LOOK-BACK DAYS Field

The table below outlines the columns visible in the Patient Centric View.

Table 9: Patient Centric View

Column Label	Description
ERX PATIENT	Name of the patient sent on the New prescription
DOB	eR_x patient's date of birth
ED	The number of days elapsed since the oldest eR_x that is still in an actionable status was received for that patient
LOCKED BY	Name of the current user that applied lock on the patient record successfully
NW	Number of New R_xs
WT	Number of eR_xs in WAIT status. WAIT status displays if all validations have been performed, but the eR_x has not been Accepted (AC).
IP	Number of eR_xs In Process
HD	Number of eR_xs on Hold
CCR	Cancel Request, Change Request, and Refill Response records in Actionable statuses
OTH	Inbound Error related to Refill Request (Status – RRE)
TOT	Total number of eR_xs in Actionable Statuses

- If an eRx patient does not have user name displayed in the LOCKED BY column, this means that the patient's eRx record is available to the user.
- Under columns NW, IP, HD, WT, CCR, and OTH the maximum count displayed is 99, even if the patient has more actionable eR_x records, which the TOT (Total) column would indicate.
- Under the TOT column, the maximum count displayed is 999, even if the patient has more than 999 items in actionable status.
- Patient Centric View displays up to 999 records.

- Patient Centric View records are sorted by Elapsed Days, in descending order.

To select a patient to view the eRxs associated with them, select the patient record number. A list of actionable eRx records display.

```
PSO ERX HOLDING QUEUE          Feb 08, 2019@17:12:04          Page:    1 of    1
PSO ERX HOLDING QUEUE
                        ERX LOOK-BACK DAYS: 30 (Jan 09, 2019)
     Patient             DOB      Drug                    Provider     STA Rec Date
1.   TEST,PATIENT1       #/#/##   METHYLPREDNISOLONE AC TEST,DR1     I   1/17/19
2.   TEST,PATIENT1       #/#/##   B COMPLEX-VITAMIN C-F TEST,DR2     I   1/17/19
3.   TEST,PATIENT1       #/#/##   METHYLPREDNISOLONE AC TEST,DR1     I   1/17/19
4.   TEST,PATIENT1       #/#/##   MUPIROCIN 2% OINTMENT TEST,DR1     CAO 1/24/19
5.   TEST,PATIENT1       #/#/##   MUPIROCIN 2% OINTMENT TEST,DR1     N   2/6/19


          Enter ?? for more actions
SI Select Item            SO Sort Entries
SR (Search Queue)         MV (Message View)
Select Action:Quit//
```

Figure 3-14: Patient eRx List

To view the details of an eRx, select the record number.

```
eRx Holding Queue Display      Jul 23, 2018@14:06:21          Page:    1 of    2
eRx Patient: [redacted]
eRx Reference #: 33992

NEWRX
eRx Status: WAIT

eRx Patient: [redacted]                                   DOB: [redacted]
Vista Patient[v]: [redacted]                              DOB: [redacted]

eRx Provider: [redacted]                                  NPI: [redacted]
Vista Provider[v]: [redacted]                             NPI: [redacted]

eRx Drug: BACTROBAN 2% OINTMENT
eRx Qty: 0.9525    eRx Refills: 5    eRx Days Supply:     eRx Date: JUN 28, 2018
eRx Sig: Apply twice a day to skin in affected area.

Vista Drug[v]: MUPIROCIN 2% OINT
Vista Qty: 22              Vista Refills: 0           Vista Days Supply: 90
+          Enter ?? for more actions
VP VALIDATE PATIENT       VM VALIDATE PROVIDER      VD VALIDATE DRUG/SIG
P  Print                  RJ Reject                 AC Accept eRx
H  Hold                   UH Un Hold                RM Remove eRx
Select Action:Next Screen//
```

Figure 3-15: eRx Details Screen

Users may complete the validation actions from here, just as they would in the Traditional View. If validation actions are started on New Rx message types, but not Accepted, the Status of the eRx displays as “I” for In Process. In the example below, just the patient was validated, therefore the eRx is still In Process.

```
PSO ERX HOLDING QUEUE          Feb 08, 2019@17:12:04          Page:    1 of    1
PSO ERX HOLDING QUEUE
                        ERX LOOK-BACK DAYS: 30 (Jan 09, 2019)
     Patient              DOB      Drug                    Provider     STA Rec Date
1.   TEST,PATIENT1        #/#/##   METHYLPREDNISOLONE AC TEST,DR1      I   1/17/19
2.   TEST,PATIENT1        #/#/##   B COMPLEX-VITAMIN C-F TEST,DR2      I   1/17/19
3.   TEST,PATIENT1        #/#/##   METHYLPREDNISOLONE AC TEST,DR1      I   1/17/19
4.   TEST,PATIENT1        #/#/##   MUPIROCIN 2% OINTMENT TEST,DR1      CAO 1/24/19
5.   TEST,PATIENT1        #/#/##   MUPIROCIN 2% OINTMENT TEST,DR1      N   2/6/19


          Enter ?? for more actions
SI Select Item            SO Sort Entries
SR (Search Queue)         MV (Message View)
Select Action:Quit//
```

Figure 3-16: eRx List with Updated Status – I

In the Patient Centric View, if an eRx status changes one actionable status to another, the eRx total remains the same, but the totals for various statuses are updated. In the example below, the first record displays three New Rxs and three eRxs that are In Process, and a total of 21 eRxs.

```
PSO ERX PATIENT CENTRIC VIEW  Feb 08, 2019@16:51:01          Page:    1 of    1
                        Patient Centric View
                        ERX LOOK-BACK DAYS: 30 (Jan 09, 2019)
    ERX PATIENT         DOB          ED  LOCKED BY        NW WT IP HD CCR OTH TOT
1.  TEST,PATIENT1       ##/##/####   22  TEST,USER1       3  1  3  0  12   2  21
2.  TEST,PATIENT2       ##/##/####   22                    1  0  3  0  1    0   5
3.  TEST,PATIENT3       ##/##/####   22                   33  0 28  1  0    0  62
4.  TEST,PATIENT4       ##/##/####   21                    0  0  2  0  0    0   2
5.  TEST,PATIENT5       ##/##/####   14  TEST,USER2       1  0  3  0  0    0   4
6.  TEST,PATIENT6       ##/##/####   14                    0  0  2  0  0    0   2
7.  TEST,PATIENT7       ##/##/####   14  TEST,USER3       0  0  3  0  0    0   3
8.  TEST,PATIENT8       ##/##/####    9                    0  1  1  0  0    0   2


          Enter ?? for more actions
SP SELECT PATIENT         SO SORT ENTRIES
SR SEARCH QUEUE           MV Message View
Select Item(s): Quit//
```

Figure 3-17: Patient Centric View

If an eRx status changes from New to In Process, the numbers for the various statuses are updated while the eRx total remains the same, as seen in the first record in the example below. There are now two New Rxs, four eRxs In Process, and still a total of 21 eRxs.

```
PSO ERX PATIENT CENTRIC VIEW  Feb 08, 2019@20:20:08          Page:    1 of    1
                        Patient Centric View
                        ERX LOOK-BACK DAYS: 30 (Jan 09, 2019)
    ERX PATIENT         DOB          ED  LOCKED BY        NW WT IP HD CCR OTH TOT
1.  TEST,PATIENT1       ##/##/####   22                    2  1  4  0  12   2  21
2.  TEST,PATIENT2       ##/##/####   22                    1  0  3  0  1    0   5
3.  TEST,PATIENT3       ##/##/####   22                   33  0 28  1  0    0  62
4.  TEST,PATIENT4       ##/##/####   21                    0  0  2  0  0    0   2
5.  TEST,PATIENT5       ##/##/####   14  TEST,USER1       1  0  3  0  0    0   4
6.  TEST,PATIENT6       ##/##/####   14                    0  0  2  0  0    0   2
7.  TEST,PATIENT7       ##/##/####   14  TEST,USER2       0  0  3  0  0    0   3
8.  TEST,PATIENT8       ##/##/####    9                    0  1  1  0  0    0   2
```

Figure 3-18: Patient Centric View – Updated Actionable Status to another Actionable Status

In the Patient Centric View, if an eRx status changes an actionable Status to a non-actionable status, the eRx total decreases by one and the totals for various statuses are also updated. In the example below, record 1, the WT column has updated from one eRxs to zero eRxs, therefore updating the total column from 21 to 20.

```
PSO ERX PATIENT CENTRIC VIEW  Feb 08, 2019@20:20:08          Page:    1 of    1
                          Patient Centric View
                       ERX LOOK-BACK DAYS: 30 (Jan 09, 2019)
    ERX PATIENT         DOB          ED  LOCKED BY         NW WT IP HD CCR OTH TOT
1.  TEST,PATIENT1       ##/##/####   22                     2  0  4  0  12   2  20
2.  TEST,PATIENT2       ##/##/####   22                     1  0  3  0   1   0   5
3.  TEST,PATIENT3       ##/##/####   22                    33  0 28  1   0   0  62
4.  TEST,PATIENT4       ##/##/####   21                     0  0  2  0   0   0   2
5.  TEST,PATIENT5       ##/##/####   14  TEST,USER1         1  0  3  0   0   0   4
6.  TEST,PATIENT6       ##/##/####   14                     0  0  2  0   0   0   2
7.  TEST,PATIENT7       ##/##/####   14  TEST,USER2         0  0  3  0   0   0   3
8.  TEST,PATIENT8       ##/##/####    9                     0  1  1  0   0   0   2
```

Figure 3-19: Patient Centric View Total Updated

eRx Holding Queue Summary Screen for New Rx Message Type

A user can select a record from the eRx Holding Queue List View by both typing <**SI**> and the record number or by typing the record number itself. The first screen displayed is the Summary Screen, which displays information about the original eRx from the external provider and matched VistA information (if any).

On this screen, the header contains the eRx Patient Name and eRx Reference #, which is an internal VA reference number assigned for tracking the eRx. Below the header is information received from the external provider for the patient, provider, and the drug/SIG. Where applicable, VistA information displays below the eRx information.

```
eRx Holding Queue Display      Mar 26, 2018@11:45:16          Page:    1 of    3
eRx Patient: [redacted]
eRx Reference #: 20716

NEWRX
eRx Status: IN PROCESS

eRx Patient: [redacted]                                        DOB: [redacted]
Vista Patient[v]: [redacted]                                   DOB: [redacted]

eRx Provider: [redacted]                                       NPI: 1871598417
Vista Provider: [redacted]                                     NPI: 1871598417

eRx Drug: PRIMIDONE 50 MG ORAL TABLET
eRx Qty: 180        eRx Refills: 0     eRx Days Supply: 90  eRx Date: MAR 26, 2018
eRx Sig: take 1 tablet by oral route 2 times a day for 90 days

Vista Drug: PRIMIDONE 50MG TAB
Vista Qty: 180              Vista Refills: 0            Vista Days Supply: 90
+          Enter ?? for more actions
VP VALIDATE PATIENT         VM VALIDATE PROVIDER        VD VALIDATE DRUG/SIG
P  Print                    RJ Reject                   AC Accept eRx
H  Hold                     UH Un Hold                  RM Remove eRx
Select Action:Next Screen//
```

Figure 3-20: Summary Screen Page 1

Press <**Enter**> to display Page 2 of the Summary Screen, which contains eRx notes, applicable Allergy information, and Diagnosis information displayed in a compressed format.

```
eRx Holding Queue Display      Mar 26, 2018@11:45:21          Page:    2 of    3
eRx Patient: [redacted]
eRx Reference #: 20716
+

eRx Notes:


Allergies: No Allergy Assessment

      Remote:
Adverse Reactions:
Primary Dx:    (ICD10 A04.8)  OTHER SPECIFIED BACTERIAL INTESTINAL INFECTIONS

Secondary Dx: (ICD10 G00.9)  BACTERIAL MENINGITIS, UNSPECIFIED

Primary Dx:    (ICD10 I01.8)  OTHER ACUTE RHEUMATIC HEART DISEASE

Secondary Dx: (ICD10 J01.11)  ACUTE RECURRENT FRONTAL SINUSITIS
          Enter ?? for more actions
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx
Select Action:Quit//
```

Figure 3-21: Summary Screen Page 2

If the VistA information for the patient, provider, or drug is not linked, the display would be as shown below:

- VistA Patient: NOT LINKED
- VistA Provider: NOT LINKED
- VistA Drug: NOT LINKED

VistA information displayed includes allergies. If the patient has no known allergies, "NKA" displays in the Allergies section.

```
PSO ERX PATIENT VALIDATION     Mar 22, 2018@14:08:39          Page:    1 of    2
eRx Patient: [redacted]
eRx Reference #: 20622
+
Home Phone:                    Cell Phone:
-------------------------------------------------------------------------------
Status: NOT VALIDATED
Vista Patient: [redacted]                          DOB: [redacted]
Sex: FEMALE                                        SSN: [redacted]
Addr: [redacted]
City: [redacted]                St: GEORGIA                    Zip: 30276
Home Phone: [redacted]                Cell Phone:

Eligibility: SERVICE CONNECTED 50% to 100%
Pharmacy Narrative:

Allergies: NKA

      Remote:
Adverse Reactions:
          Enter ?? for more actions
P  Print                   H  Hold                    UH Un Hold
E  Edit                    AV Accept Validation       RJ Reject
Select Item(s): Quit//
```

Figure 3-22: Patient with No Known Allergies

If the VistA patient has known allergies, verified allergies display in the Allergies section.

```
PSO ERX PATIENT VALIDATION     Jul 17, 2018@15:57:28          Page:    1 of    2
eRx Patient: [redacted]
eRx Reference #: 11203
+
Status: NOT VALIDATED
Vista Patient: [redacted]                                  DOB: [redacted]
Sex: MALE                                                  SSN: [redacted]
Addr: [redacted]
City: ATLANTA
St: GEORGIA                                                Zip: 30315
Home Phone:                                                Cell Phone:

Eligibility:
Pharmacy Narrative:

Allergies
    Verified: CALCITONIN, SALMON, SALICYLAMIDE,
      Remote:

Adverse Reactions
          Enter ?? for more actions
P  Print                  H  Hold                    UH Un Hold
E  Edit                   AV Accept Validation       RJ Reject
Select Item(s): Quit//
```

Figure 3-23: VistA Patient with Known Allergies

eRx Actions

- Manual Validation:
  - <**VP**> Validate Patient
  - <**VM**> Validate Provider
  - <**VD**> (Validate Drug/SIG) - Note that this action will not be available unless a VistA patient has been linked, as indicated with parenthesis around the action.
- <**AC**> Accepting eRxs in the eRx Holding Queue: Action is not available until the validation of the eRx Patient, provider, and drug/SIG have been completed. Also note that the <**AC**> action will not be available if the eRx is on Hold.
- <**RJ**> Rejecting eRxs in the eRx Holding Queue.
- <**P**> Printing in the eRx Holding Queue: Displays all details of an eRx and allows the user to select a local printer and print the eRx.
- <**H**> Placing eRxs on Hold in the eRx Holding Queue.
- <**UH**> Un Hold eRx in the eRx Holding Queue.
- <**RM**> Removing eRxs in the eRx Holding Queue Removes eRx from the main list display and prevents further processing of the eRx.
- <**??**> For hidden actions.

For more details on the above actions, please refer to the sections identified in this guide.

NOTE: From the Summary Screen, users cannot edit any of the VistA information. The validate screens contain the option for editing the VistA information. For further information on editing and validating VistA information for an eRx, please refer to the Manual Validation section of this guide.

Jump to OP

The Jump to OP <**JO**> hidden action allows the user to navigate to Complete Orders from OERR, from the eRx Holding Queue Summary screen. Once the user has completed reviewing on the Outpatient side, the user is navigated back to the same Summary screen in which <**JO**> was initiated from.

The Jump to OP <**JO**> hidden action allows the user to navigate to Complete Orders from OERR only if the following conditions are true:

a. The Rx record is a New Rx message type only.
b. The VistA Patient is already matched to an eRx Patient under the Validate Patient <**VP**> action.
c. The matched VistA Patient has a current pending line entry on the Outpatient side.

To utilize the Jump to OP action, enter <**??**> to view a list of hidden actions.

```
eRx Provider: EVANS,                                        NPI: 1871598417
Vista Provider[v]: EVANS,LILY                               NPI: 1871598417

eRx Drug: PATADAY 0.2% OPHTHALMIC SOLUTION
eRx Qty: 2.5       eRx Refills: 0    eRx Days Supply: 30  eRx Date: JUN 18, 2018
eRx Sig: 1 drop in both eyes once a day for 4 weeks, wait 10-15 minutes before
         contact lens insertion. Shake well.

Vista Drug[v]: CENTERPOINTLOCK DRAIN POUCH W/FILT #3897
+          Enter ?? for more actions
P  Print                  RJ Reject                 AC Accept eRx
H  Hold                   UH Un Hold                RM Remove eRx


The following actions are also available:
+    Next Screen          LS   Last Screen          Q    Quit
-    Previous Screen      GO   Go to Page           AD   Add Comment
UP   Up a Line            RD   Re Display Screen    ACK  Acknowledge
DN   Down a Line          PS   Print Screen
>    Shift View to Right  PL   Print List           JO   JUMP TO OP
<    Shift View to Left   SL   Search List
FS   First Screen         ADPL Auto Display(On/Off)

Type <Enter> to continue or '^' to exit: ▌
```

Figure 3-24: Jump to OP – Hidden Action

Enter the hidden Jump to OP <**JO**> action.

```
NEWRX
eRx Status: WAIT

eRx Patient: TUCKER,DEBRA                                   DOB: 11/19/79
Vista Patient[v]: TUCKER,DEBRA                              DOB: 11/19/79

eRx Provider: EVANS,                                        NPI: 1871598417
Vista Provider[v]: EVANS,LILY                               NPI: 1871598417

eRx Drug: PATADAY 0.2% OPHTHALMIC SOLUTION
eRx Qty: 2.5        eRx Refills: 0    eRx Days Supply: 30  eRx Date: JUN 18, 2018
eRx Sig: 1 drop in both eyes once a day for 4 weeks, wait 10-15 minutes before
         contact lens insertion. Shake well.

Vista Drug[v]: CENTERPOINTLOCK DRAIN POUCH W/FILT #3897
+          Enter ?? for more actions
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx
Select Action:Next Screen// JO   JO
Patient: TUCKER,DEBRA

Would you like to select a secondary filter? N//
```

Figure 3-25: JO Action Selected

If a user attempts to Jump to OP <**JO**> when a VistA Patient is not matched to an eRx Patient, an error message is received stating, "VistA patient has not been matched. Cannot jump to outpatient".

```
eRx Reference #: 34450

NEWRX
eRx Status: NEW RX

eRx Patient: INBERXCARL,SAM CARL                            DOB: 5/5/60
Vista Patient: NOT LINKED                                   DOB: N/A

eRx Provider: TEST PRESCRIBER,ERX AUTOMATED R               NPI: 1234567893
Vista Provider: NOT LINKED                                  NPI: N/A

eRx Drug: PREDNISONE 10MG TAB
eRx Qty: 30         eRx Refills: 0    eRx Days Supply: 30  eRx Date: JUL 18, 2018
eRx Sig: TAKE 1 TABLET A DAY ON EMPTY STOMACH

Vista Drug: PREDNISONE 10MG TAB
Vista Qty: 30              Vista Refills: 0           Vista Days Supply: 30
+          Enter ?? for more actions
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD (VALIDATE DRUG/SIG)
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx
Select Action:Next Screen// JO   JO
Vista patient has not been matched. Cannot jump to outpatient.
Type <Enter> to continue or '^' to exit:
```

Figure 3-26: JO Error – VistA Patient Not Matched

If a user attempts to Jump to OP <**JO**> from an eRx record that is not a New Rx Message Type, an error message is received stating, "Jumping can only be done on 'NewRx' messages".

```
eRx Reference #: 33668

CANCELRX
eRx Status: CANCEL PAPER RX OR FAXED RX

eRx Patient: TUCKER,DEBRA                                    DOB: 11/19/79
eRx Provider: EVANS,                                         NPI: 1871598417

eRx Drug: PATADAY 0.2% OPHTHALMIC SOLUTION
eRx Qty: 2.5        eRx Refills: 0     eRx Days Supply: 30  eRx Date: JUN 18, 2018
eRx Sig: 1 drop in both eyes once a day for 4 weeks, wait 10-15 minutes before
         contact lens insertion. Shake well.

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL PAPER RX OR FAXED RX
Requested By: EVANS,
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen// JO   JO
Jumping can only be done on 'NewRx' messages.
Type <Enter> to continue or '^' to exit:
```

Figure 3-27: JO Error – New Rx Messages Only

Once the user has completed reviewing on the Outpatient side, upon selecting <**Enter**> at the "Select Patient:" prompt, the user is navigated back to the same Summary screen in which <**JO**> was initiated from.

```
Medication Profile            Aug 13, 2018@15:03:59          Page:    1 of    1
TUCKER,DEBRA                                        <NO ALLERGY ASSESSMENT>
  PID: 872-34-1234                                    Ht(cm): _______ (______)
  DOB: NOV 19,1979 (38)                               Wt(kg): _______ (______)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)             BSA (m2): _______
                                                          ISSUE   LAST REF DAY
 #  RX #          DRUG                                QTY ST  DATE  FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 1 2719627$       DENILEUKIN DIFTITOX 300MCG/2ML       15 E  06-28 07-03   0  30
 2 & 2719733A$    LEVALBUTEROL HCL 0.63MG/3ML INJ       2 A  07-31 08-01   0  30
-----------------------------------DISCONTINUED-----------------------------------
 3 2719628$       SEVELAMER HCL 800MG TAB              15 DE 06-27 07-03   0  30
--------------------------------------HOLD--------------------------------------
 4 2719626$       OMEPRAZOLE 10MG SA CAP               15 H  06-28 07-03  11  30
-----------------------------------PENDING----------------------------------
 5 & LEVALBUTEROL HCL 0.63MG/3ML INJ      QTY: 2          ISDT: 07-31  REF:  2
 6 & LEVALBUTEROL HCL 0.63MG/3ML INJ      QTY: 2          ISDT: 07-30  REF:  0
          Enter ?? for more actions
PU  Patient Record Update                NO  New Order
PI  Patient Information                  SO  Select Order
Select Action: Quit//    QUIT
Select Patient:
```

Figure 3-28: JO "Select Patient" – Jump Back to Holding Queue eR$_x$ Summary Screen

Status History

The Status History <**SH**> hidden action displays the history of status changes on an eR$_x$ record within the Holding Queue. It does not include the initial status of the record.

```
+          Enter ?? for more actions
P   Print                    RJ Reject                    AC Accept eRx
H   Hold                     UH Un Hold                   RM Remove eRx


The following actions are also available:
+     Next Screen            LS   Last Screen             Q     Quit
-     Previous Screen        GO   Go to Page              AD    Add Comment
UP    Up a Line              RD   Re Display Screen       ACK   Acknowledge
DN    Down a Line            PS   Print Screen            SH    Status History
>     Shift View to Right    PL   Print List              JO    JUMP TO OP
<     Shift View to Left     SL   Search List
FS    First Screen           ADPL Auto Display(On/Off)

Type <Enter> to continue or '^' to exit:
```

Figure 3-29: Status History – Hidden Action

Enter the hidden Status History <**SH**> action to display the history of status changes.

```
+          Enter ?? for more actions
VP VALIDATE PATIENT          VM VALIDATE PROVIDER         VD VALIDATE DRUG/SIG
P   Print                    RJ Reject                    AC Accept eRx
H   Hold                     UH Un Hold                   RM Remove eRx
Select Action:Next Screen// SH    SH
-------------------------------------------------------------------------------
08/14/18@14:42      I        IN PROCESS
Entered By: [illegible]
Comments:

08/14/18@14:42:56   W        WAIT
Entered By: [illegible]
Comments:

Type <Enter> to continue or '^' to exit:
```

Figure 3-30: SH Action - Status Changes on eR$_x$ Record in Holding Queue

Comments are displayed where applicable (i.e. Hold, RJ, and RM statuses).

```
+          Enter ?? for more actions
VP VALIDATE PATIENT          VM VALIDATE PROVIDER         VD VALIDATE DRUG/SIG
P   Print                    RJ Reject                    AC Accept eRx
H   Hold                     UH Un Hold                   RM Remove eRx
Select Action:Next Screen// sh    SH
-------------------------------------------------------------------------------
07/31/18@08:53:53   PTT01    Patient not eligible
Entered By: [illegible]
Comments: Demo CANCELRX FOR REJECTED NEWRX

07/31/18@08:53:53   RJ       REJECTED
Entered By: [illegible]
Comments:

Type <Enter> to continue or '^' to exit:
```

Figure 3-31: Status History with Comment for Rejected eR$_x$

Patient-Level Record Lock

Note that when either the Summary screen or any of the validate screens of an eR$_x$ are open, all the eR$_x$s for that same patient in the Holding Queue are locked and inaccessible for other users to access until the lock is released (the screens are closed). This is referred to as a patient-level record lock.

The following message displays if a user attempts to access an eRx for the same patient that another user has opened.

```
TEST PHARMACIST, ERX  is editing orders for this patient (AUG 18,2017@14:59:09)
Type <Enter> to continue or '^' to exit:
```

Figure 3-32: Patient-Level Record Lock

Manual Validation

Prior to accepting an eRx <**AC**> and moving the eRx to Pending Outpatient Orders file, the VistA patient, provider, and drug/SIG must be validated. The eRx will then be further processed using Patient Prescription Processing [PSO LM BACKDOOR ORDERS] or Complete Orders from OERR [PSO LMOE FINISH].

The validation process begins by selecting one of the validate actions from the Summary screen.

NOTE: Before the Drug/SIG on an eRx can be manually validated, the eRx Patient must have a linked VistA patient. The <**VD**> (Validate Drug/SIG) action will have parenthesis around the action to signify this action is not available until a VistA patient is linked as illustrated in the figure below.

```
eRx Holding Queue Display      Nov 08, 2017@17:23:04          Page:    1 of    3
eRx Patient:
eRx Reference #: 10725

eRx Patient:                                                  DOB:
Vista Patient: NOT LINKED                                     DOB:

eRx Provider:                                                 NPI: 2445698197
Vista Provider: NOT LINKED                                    NPI: N/A

eRx Drug: MELPHAALAN 2MG TAB
eRx Qty: 60          eRx Refills: 0  eRx Days Supply: 30  eRx Date: NOV 08, 2017
eRx Sig: TAKE ONE TABLET BY MOUTH 2 FOR 5 DAYS

Vista Drug: NOT LINKED
Vista Qty: 60              Vista Refills: 0           Vista Days Supply: 30
Vista Sig:
 Pat Inst:
Hold Status:
+          Enter ?? for more actions
VP VALIDATE PATIENT       VM VALIDATE PROVIDER       VD (VALIDATE DRUG/SIG)
P  Print                  RJ Reject                  AC Accept eRx
H  Hold                   UH Un Hold                 RM Remove eRx
Select Item(s): Next Screen//
```

Figure 3-33: Summary Screen Actions

Validate Patient

The patient must be validated before an eRx can be accepted. Refer to Accepting eRxs in the eRx Holding Queue. Information about the Patient Validation screen and editing the patient information is described in the following sections.

To validate patient information, type <**VP**> VALDIATE PATIENT from the Summary screen. The Patient Validation screen displays and is described in the following sections.

```
+---------Enter ?? for more actions---------------------------------------
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx
Select Item(s): Next Screen// VP   VALIDATE PATIENT
```

Figure 3-34: Validate Patient

Patient Auto-Match in the Processing Hub

The following outlines the scenarios for a patient auto-match in the IEP Processing Hub before being sent down to VistA:

Patient Match - Primary Hub

1. MVI Check - receive ICN and SSN from MVI if successful:
   a. If SSN is sent on a New R_x, then the SSN will be used in the auto-match with the MVI along with Last Name, First Name, DOB, Gender, Address Line 1, and Home Telephone Number.
   b. If SSN is not sent on the New R_x, then the match will be done with MVI against Last Name, First Name, DOB, Gender, Address Line 1, and Home Telephone Number.
   c. Since only the Last Name, First Name, DOB, and Gender are mandatory on a New R_x, the match will be done against all the data pieces that are received.
   d. When a patient is successfully matched, the patient registration at the sites will be checked.
2. E&E Check - Then E&E Services is checked to see if the patient is both enrolled and eligible to their system to receive pharmacy benefits (This is done using ICN retrieved from MVI).

Patient Secondary Match in VistA

- Case 1: Patient Auto match successful (MVI record found, E&E check passed, and Patient Site Registration passed).
  a. Use the ICN received from MVI and check against the local Patient file entry; if passed, then link this VistA patient to eR_x Patient.
  b. If ICN check fails, use the SSN received from MVI and check against the local Patient file entry; if passed, then link this VistA patient to eR_x Patient.
- Case 2: MVI Match successful but E&E check failed at the Hub:
  a. Use the ICN received from MVI and check against the local Patient file entry; if passed, then link this VistA patient to eR_x Patient.
  b. If ICN check fails, use the SSN received from MVI and check against the local Patient file entry; if passed, then link this VistA patient to eR_x Patient.
- Case 3: MVI match unsuccessful at the Hub:
  a. No secondary match.

Patient Manual Validation Screen Overview

The header of the Patient Validation screen contains the eRx Patient Name and the eRx Reference #. Below the header is the eRx and VistA information for the patient, including any known allergies where applicable.

NOTE: The eRx Patient information is display-only and cannot be edited.

If a match was NOT found for the eRx Patient, the screen looks similar to the below figure. The Status field has "NOT VALIDATED", with "PATIENT NOT MATCHED" below the Status. No VistA patient information displays.

```
PSO ERX PATIENT VALIDATION     Jul 17, 2018@15:52:57          Page:    1 of    1
eRx Patient: [illegible]
eRx Reference #: 11141

eRx Patient: [illegible]                                  DOB: [illegible]
Sex: MALE                                                 SSN: [illegible]
Addr: [illegible]
City: TAMPA
St: FLORIDA                                               Zip: 34655
Home Phone: [illegible]                                   Cell Phone: [illegible]
-----------------------------------------------------------------------------
Status: NOT VALIDATED
PATIENT NOT MATCHED
Allergies:
Adverse Reactions:

          Enter ?? for more actions
P  Print                  H  Hold                  UH Un Hold
E  Edit                   AV Accept Validation     RJ Reject
Select Item(s): Edit//
```

Figure 3-35: Patient Validation Screen Display - Patient Not Validated/ Not Auto Matched

If a match is found, however, the patient has NOT been validated, the Summary screen looks similar to the below figure. The Status field has "NOT VALIDATED", with VistA information displaying, where applicable.

```
PSO ERX PATIENT VALIDATION     Jul 17, 2018@15:59:10          Page:    1 of    2
eRx Patient: [illegible]
eRx Reference #: 11203

eRx Patient: [illegible]                                   DOB: [illegible]
Sex: MALE                                                  SSN:
Addr:
City:
St:                                                        Zip:
Home Phone:                                                Cell Phone:
-----------------------------------------------------------------------------
Status: NOT VALIDATED
Vista Patient: [illegible]                                 DOB: [illegible]
Sex: MALE                                                  SSN: [illegible]
Addr: [illegible]
City: ATLANTA
St: GEORGIA                                                Zip: 30315
Home Phone:                                                Cell Phone:

Eligibility:
+          Enter ?? for more actions
P   Print                  H   Hold                  UH Un Hold
E   Edit                   AV Accept Validation      RJ Reject
Select Item(s): Next Screen//
```

Figure 3-36: Patient Validation Screen Display - Patient Not Validated / Patient Auto Matched

If the VistA patient has known allergies, verified allergies display in the Allergies section.

```
PSO ERX PATIENT VALIDATION     Jul 17, 2018@16:00:46          Page:    1 of    2
eRx Patient: [illegible]
eRx Reference #: 11203
+
Status: NOT VALIDATED
Vista Patient: [illegible]                                 DOB: [illegible]
Sex: MALE                                                  SSN: [illegible]
Addr: [illegible]
City: ATLANTA
St: GEORGIA                                                Zip: 30315
Home Phone:                                                Cell Phone:

Eligibility:
Pharmacy Narrative:

Allergies
    Verified: CALCITONIN, SALMON, SALICYLAMIDE,
      Remote:

Adverse Reactions
           Enter ?? for more actions
P   Print                  H   Hold                  UH Un Hold
E   Edit                   AV Accept Validation      RJ Reject
Select Item(s): Quit//
```

Figure 3-37: VistA Patient with Known Allergies

If the patient has been validated, the Status field above the VistA Patient contains "VALIDATED", with the user who performed the validation and date/timestamp.

```
PSO ERX PATIENT VALIDATION     Jul 17, 2018@16:01:24          Page:    1 of    2
eRx Patient: [redacted]
eRx Reference #: 11322

eRx Patient: [redacted]                                  DOB: [redacted]
Sex: FEMALE                                              SSN:
Addr: [redacted]
City: SENOIA
St: GEORGIA                                              Zip: 30276
Home Phone:                                              Cell Phone:
-----------------------------------------------------------------------------
Status: VALIDATED ([redacted] - MAR 22, 2018@10:16:02)
Vista Patient: [redacted]                                DOB: [redacted]
Sex: FEMALE                                              SSN: [redacted]
Addr: [redacted]
City: SENOIA
St: GEORGIA                                              Zip: 30276
Home Phone:                                              Cell Phone:

Eligibility: SERVICE CONNECTED 50% to 100%
+          Enter ?? for more actions
P   Print                  H   Hold                  UH  Un Hold
E   Edit                   AV  Accept Validation     RJ  Reject
Select Item(s): Next Screen//
```

Figure 3-38: Patient Validated

The actions at the bottom of the Patient Validation screen include:

- <**P**> Print – Prints display of the eRx for printing to network or local printer.
- <**H**> Hold – Places an eRx on hold.
- <**UH**> Un Hold – Removes an eRx from a Hold.
- <**E**> Edit – User edits if the information is empty or incorrect.
- <**AV**> Accept Validation – User accepts the validation if information is correct.
- <**RJ**> Reject – Rejects the eRx.

Edit Patient

1. Enter <**E**> Edit to edit the patient information.
2. If a VistA patient already exists for the eRx, the system displays a message confirming the edit.

```
A patient has already matched to a vista patient.
Would you like to edit the patient? NO//
```

Figure 3-39: Edit Patient on a VistA Match

3. If a VistA patient match does not exist, the system prompts to select a patient at the "Select Patient Name" prompt. The partial or full name of the patient, DOB or SSN can be entered.
4. Select the correct patient and press <**Enter**>.
5. A message displays confirming the patient selection. Enter <**Y**> Yes.
6. The select patient information populates the VistA Patient fields on the Patient Validation screen.

NOTE: A Warning Message displays if there is a DOB, Gender, and/or a SSN mismatch on the patient selected during the edit process.

```
****************************WARNING*******************************
SSN mismatch.
Date of Birth mismatch.
Gender mismatch.
******************************************************************
```

Figure 3-40: Mismatch Warning Message

Accept Patient Validation

Once the patient information has been edited and reviewed for accuracy, the validation needs to be accepted on the Patient Validation screen.

1. Select <**AV**> Accept Validation on the Patient Validation screen to accept the provider validation.
2. A message displays confirming whether to mark the patient as validated. Enter <**Y**> Yes.

If the validation is successful, a message displays indicating that the validation was updated.

The Status changes to "VALIDATED" on the Patient Validation screen, along with the user who performed the validation and date/timestamp.

```
Would you like to mark this patient as VALIDATED?
Enter Yes or No: NO// YES
Validation Updated!!
Type <Enter> to continue or '^' to exit:
```

Figure 3-41: Confirm Acceptance of Patient Validation

A "[v]" displays to the right of the VistA Patient field on the Summary screen.

```
eRx Holding Queue Display     Feb 10, 2019@22:04:22          Page:    1 of    3
eRx Patient: TEST,PATIENT
eRx Reference #: 388401
+

eRx Patient: TEST,PATIENT                                  DOB: 11/1/70
Vista Patient[v]: TEST,PATIENT                             DOB: 11/19/79

eRx Provider: TEST,PROVIDER                                NPI: 1225015175
Vista Provider[v]: TEST,PROVIDER                   NPI: 1225015175

eRx Drug: ACCUNEB 1.25 MG/3 ML NEB SOLUTION
eRx Qty: 75.555    eRx Refills: PRN  eRx Days Supply:     eRx Date: JAN 30, 2019
eRx Sig: Inhale 1 unit every 4-6 hours via nebulizer or as necessary for
         wheezing

Vista Drug[v]: ACETAMINOPHEN 325MG TAB
Vista Qty: 180             Vista Refills: 0           Vista Days Supply: 45
Substitutions? :YES
+         Enter ?? for more actions
VP VALIDATE PATIENT       VM VALIDATE PROVIDER      VD VALIDATE DRUG/SIG
P  Print                  RJ Reject                 AC Accept eRx
H  Hold                   UH Un Hold                RM Remove eRx
Select Action:Next Screen//
```

Figure 3-42: Patient Validation Complete: Summary Screen Indicator

Automatic Patient Validation

When a patient validation is accepted on one eRx and there are additional eRxs in the Holding Queue for the same patient, received on the same day, a message displays asking if the patient validation should be applied to the other eRxs. (Refer to the figure below.) If the user selects <**Y**> Yes, the system links and applies the patient validation for the eRxs currently in the Holding Queue for that patient.

The determination of the same patient is based on unique records from the ERX EXTERNAL PATIENT file (#52.46). The system will only validate the same patients on eRxs that are currently in the ERX HOLDING QUEUE file (#52.49) received at the time of the automatic patient validation. Patient validation will not be applied for eRxs received for that patient after the auto validation is applied. For example, if VA receives six eRxs for the same patient on the same day, the user will only have to validate the patient once. If eRxs are received later that same day, those eRxs will need to be revalidated.

```
This patient has other prescriptions for: Nov 08, 2017
Patient: [illegible]

    DRUG                        PROVIDER                        REC DATE
-------------------------------------------------------------------------------
1.) ACYCLOVIR 800MG TAB         [illegible]                     NOV 08, 2017
```

Figure 3-43: Automatic Patient Validation

To apply patient validation to other eRxs in the Holding Queue for the same patient, received on the same day:

1. The system asks the user if the previous validation should be applied to the other eRxs received for the patient.

```
Would you like to apply the above validation to these prescriptions?
Enter Yes or No: N//
```

Figure 3-44: Apply Patient Validation to Other eRxs

2. Enter **Y** for Yes to apply the validation to the other eRxs for the patient. After selecting **Yes**, the patient validation is applied to the other eRxs. As previously noted, any eRxs received after this action will not be validated.
3. A message displays indicating that the validation was updated.
4. A "[v]" displays to the right of the VistA Patient field on the Summary screen and the Status field changes to "VALIDATED" on the Patient Validation screen, along with the user who performed the validation and date/timestamp. This occurs for all the eRxs validated via the automatic patient validation process.
5. The statuses on all eRxs validated by the automatic patient validation process will change to "I" for In Process.

Validate Provider

The provider must be validated before an eRx can be accepted.

To validate provider information, from the Summary screen, type <**VM**> VALIDATE PROVIDER. The eRx Provider Validation screen displays.

```
+---------Enter ?? for more actions----------------------------------------
VP VALIDATE PATIENT        VM VALIDATE PROVIDER        VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                   AC Accept eRx
H  Hold                    UH Un Hold                  RM Remove eRx
Select Item(s): Next Screen// VM   VALIDATE PROVIDER
```

Figure 3-45: Summary Screen Action - Validate Provider

Information about the Validate Provider display and editing the provider information is described in the following sections.

Provider Auto-Match in the Processing Hub

The auto-match on an external provider is based upon the NPI of the prescriber coming in on the new eRx. The NPI is matched against the VistA instance's NEW PERSON file (#200) entry. If the NPI matches and if the Provider is marked 'Authorized to Write Meds' that is considered as a match. Upon successful match, the VistA provider is linked with the incoming provider's record in VistA.

Provider Manual Validation Screen Overview

The header of the Provider Validation screen contains the eRx Patient Name and the eRx Reference #. Below the header is the eRx and VistA information for the provider, where applicable.

NOTE: The eRx provider information is display-only and cannot be edited.

If a match was NOT found for the eRx provider, the screen looks similar to the below figure. The Status field has "NOT VALIDATED", with "PROVIDER NOT MATCHED" below the Status. No provider information displays.

```
PSO ERX PROVIDER VALIDATION   Jul 17, 2018@16:05:33          Page:    1 of    2
eRx Patient: [redacted]
eRx Reference #: 11127
+
NPI: [redacted]
DEA: [redacted]
State Lic:
Tel: [redacted]          Fax: [redacted]

Agent:


Supervisor:


-----------------------------------------------------------------------------
Status: NOT VALIDATED
PROVIDER NOT MATCHED

          Enter ?? for more actions
P  Print                  H  Hold                   UH Un Hold
E  Edit                   AV Accept Validation      RJ Reject
Select Item(s): Quit//
```

Figure 3-46: Provider Not Auto Matched / Not Validated

Edit Provider

To edit the provider information:

1. Press the <**E**> Edit action on the Provider Validation screen.
2. If no VistA provider information is in the system for the eR_x, the "Select Provider Name" prompt displays for searching for and selecting a provider.
   a. Enter either the partial name or full name of the provider or the NPI of the Provider, or DEA of the Provider at the "Select Provider Name" prompt. If multiple providers exist with the same name exist, a list of providers is provided with additional identifying information (e.g., middle initial, mail code, and title, where applicable, etc.).
   b. Select the provider.
3. If a VistA provider is currently linked for the eR_x, the system asks if the current provider should be modified.
   a. Enter <**Y**> Yes.
   b. Enter either the partial name or full name of the provider at the "Select Provider Name" prompt.
   c. Select the provider.

```
Select Item(s): Next Screen// E   Edit
Current Vista provider: TEST PRESCRIBER, ERX

Would you like to modify the current provider? NO//
```

Figure 3-47: Modify Current VistA Provider

4. Once the VistA provider is selected, the VistA provider fields populate on the Provider Validation screen, along with information whether the DEA of the Provider has expired or not.
5. The next step in in the provider validation process is to accept the validation, which is described in the next section.

NOTE: The text, "Expired", displays when the DEA # of the selected VistA Provider has expired in File #200.

```
NPI: ##########            DEA: BB####### (Expired)
Tel: ##########            Fax: ##########
```

Figure 3-48: Select Provider Warning for Expired DEA#

Accept Provider Validation

Once the correct provider has been selected and reviewed for accuracy, the next step is to accept the validation using the following steps.

1. Select <**AV**> ACCEPT VALIDATION on the Provider Validation screen to accept the provider validation.

NOTE: The following warning message displays upon selecting the validation if there is a DEA # and/or NPI mismatch.

```
******************************WARNING*******************************
Provider NPI Mismatch.
Provider DEA Mismatch.
********************************************************************
```

Figure 3-49: Select Provider Warning Message

A message displays confirming whether to mark the provider as validated.

2. Enter <**Y**> Yes.
3. If the validation is successful, a message displays indicating that the validation was updated. Type <**Enter**> to continue or '^' to Quit.

NOTE: If there are other eR_xs for the patient, written by the same provider, received on the same day for that patient, a message displays asking if the provider validation should be applied to those eR_xs. Refer to the Automatic Provider Validation section for more information.

- The Status field changes to "VALIDATED" on the Provider Validation screen and the user who accepted the validation and date/timestamp displays to the right of "VALIDATED".
- A "[v]" displays to the right of the VistA Provider field on the Summary screen.

```
PSO ERX PROVIDER VALIDATION   Jul 17, 2018@16:10:39          Page:    1 of    2
eRx Patient: [redacted]
eRx Reference #: 11203
+
NPI: [redacted]
DEA:
State Lic:
Tel: 8178870000              Fax:

Agent:
Supervisor:
-----------------------------------------------------------------------------
Status: NOT VALIDATED
Vista Provider: [redacted]
Address: [redacted]
         FORT WORTH, TEXAS 76102
NPI: [redacted]              DEA: [redacted]
Tel: [redacted]              Fax: [redacted]

          Enter ?? for more actions
P  Print                  H  Hold                    UH Un Hold
E  Edit                   AV Accept Validation       RJ Reject
Select Item(s): Quit//
```

Figure 3-50: Before Provider Validation (Validate Provider Screen)

```
PSO ERX PROVIDER VALIDATION    Jul 17, 2018@16:09:14          Page:    1 of    2
eRx Patient: [illegible]
eRx Reference #: 11322
+
NPI: [illegible]
DEA:
State Lic:
Tel: [illegible]                Fax:

Agent:
Supervisor:
-----------------------------------------------------------------------------
Status: VALIDATED ([illegible] - JUN 07, 2018@14:16:40)
Vista Provider: [illegible]
Address: [illegible]
         FORT WORTH, TEXAS 76102
NPI: [illegible]                DEA: [illegible]
Tel: [illegible]                Fax: [illegible]

          Enter ?? for more actions
P  Print                   H  Hold                    UH Un Hold
E  Edit                    AV Accept Validation       RJ Reject
Select Item(s): Quit//
```

Figure 3-51: After Provider Validation (Validate Provider Screen)

```
eRx Holding Queue Display     Feb 10, 2019@22:04:22          Page:    1 of    3
eRx Patient: TEST,PATIENT
eRx Reference #: 388401
+

eRx Patient: TEST,PATIENT                                DOB: 11/1/70
Vista Patient[v]: TEST,PATIENT                           DOB: 11/19/79

eRx Provider: TEST,PROVIDER                              NPI: 1225015175
Vista Provider[v]: TEST,PROVIDER                 NPI: 1225015175

eRx Drug: ACCUNEB 1.25 MG/3 ML NEB SOLUTION
eRx Qty: 75.555    eRx Refills: PRN  eRx Days Supply:     eRx Date: JAN 30, 2019
eRx Sig: Inhale 1 unit every 4-6 hours via nebulizer or as necessary for
         wheezing

Vista Drug[v]: ACETAMINOPHEN 325MG TAB
Vista Qty: 180             Vista Refills: 0           Vista Days Supply: 45
Substitutions? :YES
+         Enter ?? for more actions
VP VALIDATE PATIENT       VM VALIDATE PROVIDER      VD VALIDATE DRUG/SIG
P  Print                  RJ Reject                 AC Accept eRx
H  Hold                   UH Un Hold                RM Remove eRx
Select Action:Next Screen//
```

Figure 3-52: After Provider Validation (Summary Screen)

Automatic Provider Validation

When a provider validation is accepted on one eRx and there are additional eRx s in the Holding Queue for the same patient by the same provider, received on the same day, a message displays asking if the other eRxs for the patient written by the provider should be validated. If the user selects <**Y**> Yes, the system links and applies the provider validation for the eRxs currently in the Holding Queue for the patient by the same provider.

The determination of the same provider is based on unique records from the ERX EXTERNAL PERSON file (#52.48). The system only validates the same provider on eRxs that are currently in the ERX HOLDING QUEUE file (#52.49) for the same patient received on the same date. Provider validation is not applied for the same provider received after the auto validation is applied once. For example, if VA receives six eRxs for the same patient on the same day from the same provider, the user only has to validate the provider once; however, if eRxs are received after the automatic provider validation is applied (e.g., later that same day by that provider), the provider for those eRxs needs to be validated.

```
There are other prescriptions for this patient, written by this provider on
Nov 08, 2017
Provider: [illegible]
Patient: [illegible]

    DRUG                        PROVIDER                        REC DATE
-----------------------------------------------------------------------------
1.) ACYCLOVIR 800MG TAB         [illegible]                     NOV 08, 2017

Would you like to apply the above validation to these prescriptions?
Enter Yes or No: N// O
```

Figure 3-53: Automatic Provider Validation

To apply the provider validation to the other eRxs enter <**Y**> Yes. A message displays indicating that the validation was updated.

- The Status field on all the eRxs, where the provider validation has been applied, changes to "VALIDATED" on the Provider Validation screen and the user who accepted the validation and date/timestamp displays to the right of "VALIDATED".
- A "[v]" displays to the right of the VistA Provider field on the Summary screen.
- The statuses on all eRxs validated by the automatic provider validation process will change to "I" for In Process.

Validate Drug/SIG

The drug/SIG information on the eRx must be validated before an eRx can be accepted.

NOTE: A VistA patient must be linked (matched) before the Validate Drug/SIG action will be available.

To validate drug/SIG information for the eRx, type <**VD**> Validate Drug/SIG from the Summary screen. The Drug Validation screen displays and is described in the following sections.

```
+---------Enter ?? for more actions-----------------------------------------
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx
Select Item(s): Next Screen// VD   VALIDATE DRUG/SIG
```

Figure 3-54: Validate Drug / SIG

Drug Auto-Match in the Processing Hub

The pre-conditions for a drug auto-match in the Processing Hub are that the drug should be a one-to-one match, should not be a Compound, not a Controlled Substance, should be Active, not Investigational and should be marked for Outpatient use in the local DRUG file (#50).

First, the drug description on the new eR_x is matched against the Drug Generic Name entry in the VistA instance's DRUG file (#50). If successful, the match stops right here, and the drug is linked in VistA.

If the match is not successful, the drug description is then matched against the VA Product Name entry in the VistA instance's VA PRODUCT file (#50.68). Then a drug in local file for the matched VA Product Name is identified, which should satisfy the preconditions. If the match is successful, the drug is linked in VistA.

If the match is not successful, the NDC is used to match against the VistA instance's NDC/UPN file (#50.67). Using the VA Product Name identified at this step, a drug in the local file for the matched VA Product Name is identified, which should satisfy the preconditions. If the match is successful, the drug is linked in VistA.

NOTE: The NDC is an optional field and may or may not be included with the new eR_x. For a supply, if UPC is sent, it is not matched against the NDC/UPN file (#50.67). Only the Drug Description match is attempted.

Drug/SIG Manual Validation Screen Overview

The header of the Drug/SIG Validation screen contains the eR_x Patient Name and the eR_x Reference #. Below the header is the eR_x and VistA information for the drug/SIG, where applicable.

NOTE: The eR_x drug/SIG information is display-only and cannot be edited.

If a match was NOT found for the VistA drug, the screen looks similar to the below figure. The Status field has "NOT VALIDATED", with "NOT MATCHED" to the right of the VistA Drug field. The other VistA drug/SIG fields may or may not be populated.

```
PSO ERX DRUG VALIDATION        Feb 13, 2019@12:16:20          Page:    1 of    2
eRx Patient: TEST,PATIENT
eRx Reference #: 388245
+
Strength:
Potency Unit Code: Capsule Dosing Unit

Refills: 0                    Substitutions? : YES
eRx Sig: Take 1 capsule(s) every week by oral route for 90 days.
-------------------------------------------------------------------------------
Status: NOT VALIDATED

Allergies: No Allergy Assessment

      Remote:
Adverse Reactions:

 (1) Vista Drug: NOT MATCHED
 (2)          *Dosage:
+         Enter ?? for more actions
P  Print                  H  Hold                    UH Un Hold
E  Edit                   AV Accept Validation       RJ Reject
Select Item(s): Next Screen//
```

Figure 3-55: Drug Validation Screen Display - VistA Drug Not Validated / Not Auto Matched

If a VistA match was found for the drug, the screen looks similar to the below figure. The Status field has “NOT VALIDATED”, with VistA drug/SIG information displaying in the VistA Drug field (#1).

```
PSO ERX DRUG VALIDATION        Feb 13, 2019@12:16:20          Page:    1 of    2
eRx Patient: TEST,PATIENT
eRx Reference #: 388245
+
Strength:
Potency Unit Code: Capsule Dosing Unit

Refills: 0                    Substitutions? : YES
eRx Sig: Take 1 capsule(s) every week by oral route for 90 days.
-------------------------------------------------------------------------------
Status: NOT VALIDATED

Allergies: No Allergy Assessment

      Remote:
Adverse Reactions:

 (1) Vista Drug: ACETAMINOPHEN 325MG TAB
 (2)          *Dosage: 325
+         Enter ?? for more actions
P  Print                  H  Hold                    UH Un Hold
E  Edit                   AV Accept Validation       RJ Reject
Select Item(s): Next Screen//
```

Figure 3-56: Drug Validation Screen Display - VistA Drug Matched / Not Validated

Edit Drug/SIG

1. To edit the drug/SIG information, use the <**E**> Edit action on the Drug Validation screen.
2. If the VistA drug/SIG information has been linked for the eR_x, the edit drug/SIG sequence prompts the user to select a field or select All fields.
   - Select Item (s): Quit// E Edit
   - Which fields (s) would you like to edit? (1-10) or ‘A’ 11: A//

3. Under eR$_x$ Holding Queue >> Validate Drug/SIG screen >> Edit, if a drug is already matched in the hub, that drug is displayed at the 'select' prompt. The user is still allowed to change the drug by entering the drug name.
4. Under eR$_x$ Holding Queue >> Validate Drug/SIG screen >> Edit, if a drug is not matched in the hub, at the 'select' prompt, it is blank wherein the user can enter the drug name.
5. When a Yes/No confirmation is asked for the selected drug, if the user hits enter or selects '**No**', the control comes out of Edit mode back to VD screen.

NOTE: The eR$_x$ Drug/SIG information from the external provider displays throughout the edit drug/SIG process as reference.

```
Select DRUG GENERIC NAME: MELPHALAN 2MG TAB            AN100

You have selected: MELPHALAN 2MG TAB
Would you like to use this drug/supply?
Enter Yes or No: YES

eRx Drug: MELPHAALAN 2MG TAB
eRx Sig: TAKE ONE TABLET BY MOUTH 2 FOR 5 DAYS
eRx Notes: Authorizing refills. Patient must make appointment

Available Dosage(s)
       1. 2MG

Enter RETURN to continue or '^' to exit the list of dosages:
```

Figure 3-57: eRx Display during Edit Drug / SIG

6. Next, enter the Dosage. Either enter a free text dose or enter a question mark <**?**> to view a list of available dosages. The system prompts the user to confirm the selected dosage.
   a. Enter the Verb, Route, and Schedule.
   b. Patient Instructions are default/consistent instructions that come from the Orderable Item. VA Patient Instructions are auto populated when either a drug is auto matched or manually matched, or the drug's Pharmacy Order Item has an entry for those instructions. If it is blank, enter VA Patient Instructions. Or if it needs to be edited, use the 'Replace' function. Even abbreviated Patient Instructions from Medication Instruction files are allowed, which expand upon saving. This field holds the patient instructions for an eR$_x$. This field is transferred to the Pending Queue upon acceptance of an eR$_x$.
   c. Provider Comments are additional free text comments that the provider may enter. The VA Provider Comments field contains the eR$_x$ Notes from the external provider and can be edited by entering <**Replace**>. Even abbreviated Provider Comments from Medication Instruction files are allowed, which expand upon saving. This field is transferred to the Pending Queue upon acceptance of an eR$_x$.
   d. Enter Patient Status and edit the Patient Status as required. (Note that this field will be auto-populated for MbM, with the text "CHOICE", whenever applicable).
   e. Enter/edit VistA Quantity, VistA Days Supply, and VistA Refills as needed.

NOTE:

- The Vista Days Supply prompt is pre-populated with an auto-calculated value given to the user as a suggested value for the Days Supply prompt. This value is displayed as [DAYS SUPPLY:(1-90): 90//], with suggested value behind two forward slashes. This value is derived from the values entered by the user in the Quantity prompt, the Units Per Dose prompt, and the Schedule prompt. The auto-calculated value is the result of dividing the Quantity by the Units Per Dose, then dividing the resulting value by the Schedule (Units Per Dose/Quantity/Schedule). This auto-calculated value is only a suggested entry for the user. The user can enter any amount that fits within the Days Supply range supplied by the eRx software.
- When editing the Quantity field **after** the VistA drug has been linked, the Vista Quantity prompt is pre-populated with an auto-calculated value as a suggested value to the user. This value is displayed as [QTY:(1-90): 90//], with the suggested value behind two forward slashes. This value is derived from the values entered by the user in the Days Supply prompt, the Units Per Dose prompt, and the Schedule prompt. The auto-calculated value is the result of dividing the Days Supply by the Units Per Dose, then dividing the resulting value by the Schedule (Units Per Dose/Days Supply/Schedule). This auto-calculated value is only a suggested entry for the user. The user can enter any amount that fits within the Quantity range supplied by the eRx software.

f. Enter Routing. Either <**M**> for Mail or <**W**> for Window.

g. The system displays the Default eR_x Clinic setup by the site. If it is not configured, this field is blank. The user can select a clinic as required in either case.

NOTE: Setting up the Default eR_x Clinic is optional. Sites are encouraged to edit their OUTPATIENT SITE file (#59) to define the default eRx clinic. The following field is added to the OUTPATIENT SITE file (#59): DEFAULT ERX CLINIC field (#10).

Please reference the Implementation Guide – Inbound ePrescribing (PSO*7.0*p508) on the VA Documentation Library (VDL) at the following link for details on setting up the default eR_x clinic for a site.

Outpatient Pharmacy VDL URL: https://www.va.gov/vdl/application.asp?appid=90

h. Once all the drug/SIG fields have been edited and the drug/SIG sequence is complete, the edited information displays on the Drug Validation screen.

i. The next step is to accept the validation <**AV**>, which is described in the next section.

j. If you have to edit after this, you can pick the fields:
   - Select Item (s): Quit// E Edit
   - Which fields (s) would you like to edit? (1-10) or ‘A’ 11: A//

NOTE: If the Default eR_x Clinic is changed from the one that’s configured with the NPI Institution, of the receiving Pharmacy, the eR_x may not show up in OERR when processed. Refer

to the Implementation Guide – Inbound ePrescribing (PSO*7.0*p508) on the VA Documentation Library (VDL) for details on setting up the Default eRx Clinic for a site.

Additional Field-level Information:

- Potency Unit Code is displayed in the eRx Holding Queue >> Validate Drug/SIG screen >> Edit, along with the reference eRx information.
- eRx Quantity now displays up to 5 digits after the decimal in the eRx Holding Queue Summary Screen and VD >> Edit screen.
- VistA Quantity is displayed same as eRx Quantity if there are 2 digits after decimal places. If there are more than 2 digits after decimal places, VistA Quantity field is left blank so that the user can key in.
- eRx Days Supply now displays up to 999 in the eRx Holding Queue Summary Screen and VD >> Edit screen.
- VistA Days Supply is auto-calculated based on Units Per Dose, Quantity, and Schedule values. User can also key in a desired value in this field.
- eRx Refills now displays up to 99 in the eRx Holding Queue Summary Screen and VD >> Edit screen.
- VistA Refills allows a value between 0 and 11 only.
- VistA Refills is auto-populated based on Dispensing Units, Quantity, and Days Supply values.
    - For eRx Refills, if the eRx is sent with “PRN” as the qualifier with no value, “PRN” is displayed.
    - For eRx Refills, if a value is sent regardless of the Qualifier, then the value is displayed.
- Help text for VistA Quantity has been updated under eRx Holding Queue >> Validate Drug/SIG screen >> Edit.

Quantity/Days Supply work flow under Validate Drug/SIG >> Edit:

Scenario 1: The updated Quantity/Days Supply work flow works in the holding queue for only available dosages such as 40MG, 80MG and so on. The Quantity divided by schedule then divided by units per dose that gives the Days Supply value is working fine.

Available Dosage(s):

1. 40MG
2. 80MG

Scenario 2: Quantity/Days Supply auto-calculation doesn't work as above for the available dosages such as SMALL AMOUNT/LIBERAL AMOUNT, DROP/DROPS, TEASPOONFUL, PATCH etc. For these available dosages, Holding queue VD screen works as in current 3.0 functionality. CPRS also has the same logic, not auto-calculating Days Supply based on Quantity, Schedule and Units per dose.

There are 2 Available Dosage(s):

1. 1 DROP
2. 2 DROPS

There are 4 Available Dosage(s):

1. 1 TEASPOONFUL
2. 2 TEASPOONFULS
3. 1 TABLESPOONFUL

There are 3 Available Dosage(s):

1. LIBERAL AMOUNT
2. SMALL AMOUNT
3. MODERATE AMOUNT

Scenario 3: Quantity/Days Supply auto-calculation doesn't work for the drugs when there are no available dosages. Holding queue VD screen works as in current 3.0 functionality and CPRS also has the same logic, not auto-calculating Days Supply based on Quantity, Schedule and Units per dose.

There are NO Available Dosage(s).

Please Enter a Free Text Dose:

Accept Drug/SIG Validation

Once the VistA Drug/SIG information has been edited and reviewed for accuracy, the next step is to accept the validation <**AV**> on the Drug Validation screen. The system prompts the user to confirm the validation. After entering <**Y**> Yes, a message displays that the drug validation has been updated.

```
----------Enter ?? for more actions---------------------------
P  Print                    H  Hold                    UH Un Hold
E  Edit                     AV Accept Validation       RJ Reject
Select Item(s): Quit// AV   Accept Validation

Would you like to mark this drug as VALIDATED?
Enter Yes or No: YES// YES
Validation Updated!!
Type <Enter> to continue or '^' to exit: ▉
```

Figure 3-58: Confirm Acceptance of Drug / SIG Validation

The Status changes to “VALIDATED” on the Drug Validation screen, along with the user who performed the validation and date/timestamp. “[v]” also displays to the right of the VistA Drug field on the Summary screen.

```
PSO ERX DRUG VALIDATION        Feb 10, 2019@21:36:57          Page:    1 of    2
eRx Patient: TEST,PATIENT
eRx Reference #: 388245

eRx Drug: AAAAMINACRINE 1:500 SOLN (OZ)
Qty: 13                     Days Supply:              Date Written: JAN 16, 2019

Code List Qualifier: ORIGINAL QUANTITY
Drug Form:
Strength:
Potency Unit Code: Capsule Dosing Unit

Refills: 0                  Substitutions? : YES
eRx Sig: Take 1 capsule(s) every week by oral route for 90 days.
-------------------------------------------------------------------------------
Status: VALIDATED (TEST,USER - JAN 31, 2019@11:01:28)

Allergies: No Allergy Assessment

+         Enter ?? for more actions
P  Print                  H  Hold                   UH Un Hold
E  Edit                   AV Accept Validation      RJ Reject
Select Item(s): Edit//
```

Figure 3-59: Drug / SIG Validation Complete (Validate Drug / SIG Screen)

The modified VistA Drug/SIG information populates on the Drug/SIG Validation screen.

Press <**Enter**> to display Pages 2 and 3 of the Drug/SIG Validation screen.

```
eRx Holding Queue Display      Feb 10, 2019@22:04:22          Page:    1 of    3
eRx Patient: TEST,PATIENT
eRx Reference #: 388401
+

eRx Patient: TEST,PATIENT                                   DOB: 11/1/70
Vista Patient[v]: TEST,PATIENT                              DOB: 11/19/79

eRx Provider: TEST,PROVIDER                                 NPI: 1225015175
Vista Provider[v]: TEST,PROVIDER                  NPI: 1225015175

eRx Drug: ACCUNEB 1.25 MG/3 ML NEB SOLUTION
eRx Qty: 75.555    eRx Refills: PRN  eRx Days Supply:     eRx Date: JAN 30, 2019
eRx Sig: Inhale 1 unit every 4-6 hours via nebulizer or as necessary for
         wheezing

Vista Drug[v]: ACETAMINOPHEN 325MG TAB
Vista Qty: 180             Vista Refills: 0           Vista Days Supply: 45
Substitutions? :YES
+         Enter ?? for more actions
VP VALIDATE PATIENT       VM VALIDATE PROVIDER      VD VALIDATE DRUG/SIG
P  Print                  RJ Reject                 AC Accept eRx
H  Hold                   UH Un Hold                RM Remove eRx
Select Action:Next Screen//
```

Figure 3-60: Drug / SIG Validation Complete (Summary Screen)

Wait Status Flag 'W'

When the user completes validating Patient, Provider and Drug/SIG for an eR_x, the status of the prescription will change from I/In Process to W/Wait in the Holding Queue's list view.

NOTE: eRx records in W/Wait status can be retrieved using the current SR/Search and SO/Sort actions, by selecting Option 5. ERX STATUS.

```
eRx Holding Queue Display     Feb 10, 2019@22:04:22          Page:    1 of    3
eRx Patient: TEST,PATIENT
eRx Reference #: 388401
+

eRx Patient: TEST,PATIENT                                  DOB: 11/1/70
Vista Patient[v]: TEST,PATIENT                             DOB: 11/19/79

eRx Provider: TEST,PROVIDER                                NPI: 1225015175
Vista Provider[v]: TEST,PROVIDER                  NPI: 1225015175

eRx Drug: ACCUNEB 1.25 MG/3 ML NEB SOLUTION
eRx Qty: 75.555    eRx Refills: PRN  eRx Days Supply:     eRx Date: JAN 30, 2019
eRx Sig: Inhale 1 unit every 4-6 hours via nebulizer or as necessary for
         wheezing

Vista Drug[v]: ACETAMINOPHEN 325MG TAB
Vista Qty: 180             Vista Refills: 0           Vista Days Supply: 45
Substitutions? :YES
+         Enter ?? for more actions
VP VALIDATE PATIENT       VM VALIDATE PROVIDER      VD VALIDATE DRUG/SIG
P  Print                  RJ Reject                 AC Accept eRx
H  Hold                   UH Un Hold                RM Remove eRx
Select Action:Next Screen//
```

Figure 3-61: eRx Holding Queue Summary Screen with Validations Complete

```
40.  [illegible]  TRIFLUOPERAZINE HCL 5  [illegible]  I   3/12/18
41.  [illegible]  TRIFLUOPERAZINE HCL 5  [illegible]  I   3/12/18
42.  [illegible]  SIMVASTATIN 20MG TAB   [illegible]  N   3/12/18
43.  [illegible]  ALENDRONATE 10MG TAB   [illegible]  W   3/13/18
44.  [illegible]  ALENDRONATE 10MG TAB   [illegible]  I   3/13/18
45.  [illegible]  SIMVASTATIN 20MG TAB   [illegible]  I   3/13/18
46.  [illegible]  SIMVASTATIN 20MG TAB   [illegible]  I   3/14/18
47.  [illegible]  MAPROTILINE 50MG TAB   [illegible]  I   3/21/18
```

Figure 3-62: eRx Holding Queue List View with eRx Record in 'W' Status

Accepting eRxs in the eRx Holding Queue

The following conditions must be met, before an eRx can be accepted and transmitted to the Pending Queue for further processing:

1. The eRx cannot be on Hold. If the eRx is on Hold, the eRx status on the Holding Queue List has one of the Hold Status codes, and the Hold Status, Hold Reason, and the user who placed the eRx on hold is displayed on the Summary screen.
2. The eRx cannot have a status of 'Rejected' RJ, 'Removed' RM, or 'Processed' PR.
3. All validation steps, for patient, provider, and drug/SIG must be completed, including the <**AV**> Accept Validation action on the validate screens. For additional information on the validation steps, please refer to the Manual Validation section of this guide.

If a user attempts to accept an eRx where one or more of the conditions have not been met, an error message displays indicating that the eRx cannot be processed and the reason why.

```
+---------Enter ?? for more actions----------------------------------------
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx
Select Item(s): Next Screen// AC   Accept eRx

Errors encountered during processing:

1.) Patient has not been manually validated.
2.) Provider has not been manually validated.
3.) Drug has not been manually validated.

Cannot process eRx.
```

Figure 3-63: Accept eRx - Sample Validation Errors

After all the above pre-conditions have been met, to Accept an eRx <**AC**> from the Summary screen, complete the following steps.

From the Summary Screen, type <**AC**> Accept eRx.

```
+---------Enter ?? for more actions----------------------------------------
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx

Select Item(s): Next Screen// AC   Accept eRx
```

Figure 3-64: Accept eRxs

A message displays notifying the user that the eRx was sent to Pending Outpatient Orders for further processing.

```
Select Item(s): Next Screen// AC   Accept eRx

eRx #11430 sent to PENDING OUTPATIENT ORDERS!

Sending rxVerify Message to prescriber.
```

Figure 3-65: eRxs Sent to Pending Outpatient Orders

The user can then go to Complete Orders from OERR or Patient Prescription Processing to view the eRx information. Refer to the Complete Orders from OERR and Patient Prescription Processing section.

Rejecting eRxs in the eRx Holding Queue

Reject is used to remove the eRx from the eRx Holding Queue and send an NCPDP message back to the originating EHR system indicating that eRx has been rejected. Reject must be accompanied by a reject code/reason. To reject an eRx, complete the following steps:

1. From the Summary screen, type <**RJ**> Reject.
2. Enter <**Y**> Yes to confirm the reject.
3. Enter a reason for the rejection. The following reasons are available:

- PTT01 – Patient not eligible
- PTT02 – Cannot resolve patient
- PVD01 – Provider not eligible

- PVD02 – Cannot resolve provider
- DRU01 – Not eligible for refills
- DRU02 – Non-formulary drug
- DRU03 – Duplicate prescription found for this patient
- DRU04 – Invalid quantity
- DRU05 – Duplicate therapeutic class
- DRU06 – Controlled substances are disallowed
- ERR01 – Multiple errors, please contact the pharmacy
- ERR02 – Incorrect pharmacy
- ERR03 – Issues with prescription, please contact the pharmacy

4. Type additional comments as to why the eRx is being rejected and press <**Enter**>. These comments are optional.

```
Select Item(s): Next Screen// RJ   Reject
Would you like to 'Reject' eRx #7484? Y// YES
Select REJECT reason code:  ###   PTT02     Cannot resolve Patient
Additional Comments (Optional):

Rejection message sent.
Type <Enter> to continue or '^' to exit: ▌
```

Figure 3-66: Rejecting an eRx

Once the eRx is rejected, the details of the reject message will be available in the IEP Processing Hub as reference. Refer to the figure below.

Error - (Sent) **Status:** OB_MSG_SEND_COMPLETED **Received Date:** 11/08/2017

PHARMACY	
NCPDP ID:	1111114
PRESCRIBER	
NPI/Clinic ID:	6666666666
PRESCRIPTION	
Message ID:	10894.35788.162.3171108.165853
Rel to Msg ID:	PRAVEEN3_11062017
CODES and DESCRIPTION	
Code:	900
Desc Code:	
Description:	PVD01-Provider not eligible

Figure 3-67: Reject Message in Processing Hub

Printing in the eRx Holding Queue

From the Summary screen and from any of the validate screens, the <**P**> Print action is available to print the eRx.

1. Enter <**P**> Print.
2. Enter the Device (local or network printer) and press <**Enter**>.

The print display of the eRx prints to the selected printer.

```
************************PHARMACY INFORMATION***************************
WHITE RIVER JUNCTION VAMC PHARMACY
Address: 10000 BAY PINES BLVD

         Baltimore, WISCONSIN 54123
Tel:                        NCPDP: 1111119
*****************PRESCRIBER INFORMATION*******************************
Last: TEST
First: PATIENT
Mid:
Address: 123 MAIN ST
         CITY, STATE #####
NPI: ##########
DEA:
State Lic:

Tel: ##########
Fax:

Supervisor:
Agent Last Name:
Agent First Name:
Agent Middle Name:
*****************PATIENT INFORMATION***********************************
Last: PRESCRIBER
First: TEST
Mid:

SSN:                          Sex: FEMALE
Address:  1234 TEST ST
         CITY, STATE #####
DOB: MON ##, ####           Home:                    Plan ID:
*****************PRESCRIPTION INFORMATION******************************
eRx Drug: ONDANSETRON HCL 8MG TAB
Date Written: JAN 03, 2019
Qty: 90                     Days Supply: 30
Code List Qualifier: ORIGINAL QUANTITY
Drug Form: Capsule Dosage Form
Strength: Milligram

Refills: 0
Substitutions?: YES
SIG: TAKE ONE TABLET BY MOUTH THREE TIMES A DAY AS NEEDED FOR NAUSEA OR VOMITING

eRx Reference #: 388232                  Message ID: NewRx012_01172019
Substitutions?: YES
Comments:
******************************END OF eRx******************************
```

Figure 3-68: Print Display of eRx

Placing eRxs on Hold in the eRx Holding Queue

An eRx can be placed on hold for various reasons indicating that there is an issue with the eRx.

NOTE: If an eRx is placed on hold, the user can continue with all the available validate actions; however, the eRx cannot be accepted if an eRx is on hold.

1. To place an eRx on hold, type <**H**> Hold from the Summary screen or any of the validate screens.
2. Enter a hold reason from the available reasons. The following reasons are available:

- HPT - PATIENT NOT FOUND
- HPD - PROVIDER NOT FOUND
- HNF - NON-FORMULARY DRUG THAT NEEDS APPROVAL
- HSO - INSUFFICIENT STOCK
- HDI - DRUG-DRUG INTERACTION
- HAD - ADVERSE DRUG INTERACTION
- HBA - BAD ADDRESS
- HPC - PROVIDER CONTACTED
- HPA - PRIOR APPROVAL NEEDED
- HOR - OTHER REASON
- HPP - PATIENT CONTACTED
- HPR - HOLD DUE TO PATIENT REQUEST
- HQY - QUANTITY OR REFILL ISSUE

3. To view the available hold reasons, enter a double question mark <**??**> at the "Select HOLD reason code" prompt, refer to the figure below. The available hold reasons display.

```
----------Enter ?? for more actions--------------------------------
P  Print                    H  Hold                    UH Un Hold
E  Edit                     AV Accept Validation       RJ Reject
Select Item(s): Quit// H    Hold
Select HOLD reason code: ??

  Choose from:
   ###          HPT     PATIENT NOT FOUND
   ###          HPD     PROVIDER NOT FOUND
   ###          HNF     NON-FORMULARY DRUG THAT NEEDS APPROVAL
   ###          HSO     INSUFFICIENT STOCK
   ###          HDI     DRUG-DRUG INTERACTION
   ###          HAD     ADVERSE DRUG INTERACTION
   ###          HBA     BAD ADDRESS
   ###          HPC     PROVIDER CONTACTED
   ###          HPA     PRIOR APPROVAL NEEDED
   ###          HOR     OTHER REASON
   ###          HPP     PATIENT CONTACTED
   ###          HPR     HOLD DUE TO PATIENT REQUEST
   ###          HQY     QUANTITY OR REFILL ISSUE

Select HOLD reason code:
```

Figure 3-69: Hold eRx

4. Enter the reason code at the "Select HOLD Reason code:" prompt and press <**Enter**>.
5. A prompt displays asking for additional comments on the reason for the hold. These comments are optional. Either press <**Enter**> to complete the hold process or add comments and then press <**Enter**>.

```
Select HOLD reason code: HPT        PATIENT NOT FOUND
Additional Comments (Optional): RESEARCHING PATIENT INFORMATION
```

Figure 3-70: Select Hold Reason Code

The Hold Status, Hold Reason, and the user placing the eRx on hold display below the VistA Drug section on the Summary screen.

```
Hold Status: HPT - PATIENT NOT FOUND
Hold Reason: RESEARCHING PATIENT INFORMATION
Placed on hold by: TEST PHARMACIST, ERX
```

Figure 3-71: Hold Status and Reason

The hold status also displays in the "Status" column (STA) on the Holding Queue List screen.

```
     Patient                DOB      Drug                    Provider     STA Rec Date
1.   PATIENT,TEST                    SILDENAFIL CITRATE 10   TEST PRESCR  I   10/24/17
2.   ZZERXCTF,FLORENCE               METHYLPREDN ACETATE 4   PROVIDER,ER  I   10/24/17
3.   INBERXSRTESTPATA,F              ASPIRIN 325MG TAB                    I   11/1/17
4.   ZZXXXPRF,XXRRX                  METHYLPREDNISOLONE AC   PROVIDER,ER  N   11/8/17
5.                                   METHYLPREDNISOLONE AC   PROVIDER,ER  N   11/8/17
6.   INBERXSRTESTPATA,F              CEFIXIME 200MG TAB                   N   11/8/17
7.                                   MELPHAALAN 2MG TAB                   I   11/8/17
8.                                   BENAZEPRIL HCL 20MG T                N   11/8/17
9.   TEST,PATIENT                    TRIFLUOPERAZINE 5MG T                N   11/8/17
10.  PATIENT,BRUNO                   RISEDRONATE NA 35MG T                N   11/8/17
11.                                  ACETAZOLAMIDE 250MG T                N   11/8/17
12.                                  CETIRIZINE HCL 10MG T                HPT 11/8/17
13.                                  GAUZE PAD 2IN X 2IN S                N   11/8/17
14.                                  DIAPER ADULT MEDIUM                  N   11/8/17
15.                                  DIAPER PROTECTIVE UND                N   11/8/17
+          Enter ?? for more actions
SI Select Item            SO Sort Entries
SR Search Queue           MV Message View
Select Action:Next Screen//
```

Figure 3-72: Hold Status in Status Column

Un Hold eRx in the eRx Holding Queue

eRxs may be removed from a hold by typing <**UH**> Un Hold. Users who see the Un Hold function in parentheses ( ) are not able to remove an eRx from a hold.

```
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx
Select Item(s): Next Screen// UH   Un Hold

eRx removed from hold status, and placed to 'In Progress'.
Type <Enter> to continue or '^' to exit:
```

Figure 3-73: Un Hold eRx

NOTE: When a user exercises Un Hold option on an eRx record that is in one of the Hold statuses, if all the 3 validations (Patient, Provider and Drug/SIG), are complete, the eRx record's status changes to "W" (Wait).

When a user exercises Un Hold option on an eRx record that is in one of the Hold statuses, if all the 3 validations (Patient, Provider and Drug/SIG), are not complete, the eRx record's status changes to "I" (In Process).

Removing eRxs in the eRx Holding Queue

An eRx can be removed from the Holding Queue without sending a message back to the originating external provider. Sample scenarios include, but are not limited to, the patient requested that the eRx not be filled, or the user has been unable to contact the provider or patient for a significant amount of time.

To remove an eRx from the Holding Queue:

1. From the Summary screen, type <**RM**> Remove.
2. Enter a reason for the eRx removal. The following removal reasons are available:

- REM01 - Drug out of stock or on backorder and unavailable for processing
- REM02 - Patient was not able to pick up
- REM03 - Prescription canceled by Provider
- REM04 - Prescription processed manually
- REM05 - Provider will cancel this eRx and submit another
- REM06 - Unable to mail prescription and patient unable to pick up
- REM07 - Unable to contact patient
- REM08 - Unable to contact provider
- REM91 - Undefined system error
- REM92 - Other

3. Type additional comments as to why the eRx is being removed and press <**Enter**>. These comments are optional.

Once the eRx is removed, the status changes to "RM" and it no longer displays in the default Holding Queue List; however, the eRx can be accessed via the search action from the main Holding Queue List screen using one or more of the search criteria. Refer to the Searching eRxs section of this guide.

```
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx
Select Item(s): Next Screen// RM   Remove eRx
Would you like to 'Remove' eRx #1691? Y// YES
Select REMOVAL reason code: ###   REM01     Drug out of stock or on backorder and
 unavailable for processing
Additional Comments (Optional):
```

Figure 3-74: Removing an eRx

NOTE: If the Remove eRx function is in parentheses ( ), the user will not be able to remove an eRx. If the action is still attempted, the user receives a message that the action is not available.

Searching and Sorting in the eR$_x$ Holding Queue

Users can search and sort eR$_x$s in the Holding Queue. Searching and sorting eR$_x$s is described in the following sections.

Searching eR$_x$s

Searching and filtering of eR$_x$s is available by typing <**SR**> Search Queue at the "Select Action" prompt. The Search Queue screen displays. Users can search using one or more of the following search criteria in the Traditional View:

1. PATIENT NAME
2. DATE OF BIRTH
3. RECEIVED DATE RANGE
4. PROVIDER NAME
5. ERX STATUS
6. DRUG NAME
7. MESSAGE TYPE
8. ERX REFERENCE NUMBER

```
Select Action:Quit// sr   Search Queue


 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE RANGE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE
 8.) ERX REFERENCE NUMBER
```

Figure 3-75: Search Queue Actions

- The default search displays all eR$_x$s except <**RM**> Removed, <**RJ**> Rejected, or <**PR**> Processed items (unless the user searches by ERX STATUS and specifically selects one of these statuses. The display contains all eR$_x$s satisfying the search criteria. The list is refreshed depending on the action performed. After an action is performed, the user can return to the original filtered list.
- The number of eR$_x$ records displayed in the Holding Queue's list view is based on the ERX DEFAULT LOOKBACK DAYS file (#10.2) configured in OUTPATIENT SITE file (#59).
- By default, the ERX DEFAULT LOOKBACK DAYS field is blank, so the software will go back to 365 days.
- If the Pharmacy user would like to see eR$_x$ records received from older dates, s/he can use the Search (SR) option and select the 'Received Date Range' (#3), to retrieve those records.

Search eRx – Patient Name

Users can search by patient name. A search initiated with a partial patient name may return multiple patient names, from which one patient can be selected. Selecting a patient displays the eRxs for that patient.

To search by patient name:

1. From the eRx Holding Queue List screen, type <**SR**> Search Queue.
2. From the Search Queue, type **<1>** or PATIENT NAME.

```
Select Action:Quit// sr   Search Queue


 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE RANGE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE
 8.) ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 1  PATIENT NAME
```

Figure 3-76: Search Criteria - Patient Name

3. Type the full or partial name of the patient press <**Enter**>. If multiple patients exist for the search criteria entered, select the correct patient from the list provided.

```
Select ERX EXTERNAL PATIENT NAME: INBERXSRTESTPATA,FN
      1    INBERXSRTESTPATA,FN
      2    INBERXSRTESTPATA,FN
CHOOSE 1-2: 
```

Figure 3-77: Patient Name Search

4. A message displays indicating that the user can enter additional search criteria or press <**Enter**> to continue with the current search.

The search results display. To execute another search, enter ^ or **Quit** to exit the current search and return to the original Holding Queue List. The **SR** Search Queue action is in parentheses, indicating that the user must exit the current search to execute a new search.

```
PSO ERX HOLDING QUEUE          Nov 08, 2017@18:33:10          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Oct 09, 2017)
     Patient                DOB      Drug                    Provider     STA Rec Date
1.   INBERXSRTESTPATA,FN            ASPIRIN 325MG TAB                        11/1/17
2.   INBERXSRTESTPATA,FN            CEFIXIME 200MG TAB                       11/8/17

          Enter ?? for more actions
SI Select Item                SO Sort Entries
SR (Search Queue)             MV Message View
Select Action:Quit//
```

Figure 3-78: Search eRx by Patient Name Results

Search eRx – Date of Birth

To search by patient's date of birth:

1. From the eRx Holding Queue List screen, type <**SR**> Search Queue.
2. From the Search Queue Type <**2**> or DATE OF BIRTH.
3. Enter the date of birth and press <**Enter**>.

   A message displays indicating that the user can enter additional search criteria or press <**Enter**> to continue with the current search.

```
Select Action:Quit// sr   Search Queue


 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE RANGE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE
 8.) ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 2  DATE OF BIRTH
```

Figure 3-79: Search Criteria - Date of Birth

The search results in the following display:

```
PSO ERX HOLDING QUEUE          Nov 08, 2017@18:35:44          Page:    1 of    1
PSO ERX HOLDING QUEUE          ERX LOOK-BACK DAYS: 30 (Oct 09, 2017)

     Patient                   DOB     Drug                    Provider     STA Rec Date
1.                                     ACYCLOVIR 800MG TAB                  RJ  10/5/17
2.                                     ACYCLOVIR 800MG TAB                  RM  10/16/17
3.                                     AMLODIPINE 5 MG ORAL                 PR  10/17/17
4.                                     ACYCLOVIR 800MG TAB                  PR  11/8/17
5.                                     MELPHAALAN 2MG TAB                   I   11/8/17
6.                                     BENAZEPRIL HCL 20MG T                N   11/8/17

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Quit//
```

Figure 3-80: Search eRx by Date of Birth Results

Search eRx – Received Date Range

To search for an eRx by a received date range:

1. From the eRx Holding Queue List screen, type <**SR**> Search Queue.
2. Type <**3**> or RECEIVED DATE RANGE.

```
Select Action:Quit// sr   Search Queue


 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE RANGE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE
 8.) ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 3 RECEIVED DATE RANGE
```

Figure 3-81: Search Criteria - Received Date Range

3. Enter the beginning date and press <**Enter**>.
4. Enter the ending date and press <**Enter**>.
5. A message displays indicating that the user can enter additional search criteria or press <**Enter**> to continue with the current search.

```
Select one of the following search criteria:

Enter response: 3  RECEIVED DATE RANGE
Enter the beginning date: 11/08/2017
Enter the ending date: T//
```

Figure 3-82: Enter Beginning and Ending Date

The search results display.

```
PSO ERX HOLDING QUEUE          Nov 08, 2017@18:39:21          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Oct 09, 2017)
     Patient                DOB      Drug                     Provider     STA Rec Date
1.   ZZXXXPRFQQQQQQQQQQQ            METHYLPREDNISOLONE AC PROVIDERQQQ PR  11/8/17
2.   ZZXXXPRF,XXRRX                 METHYLPREDNISOLONE AC PROVIDER,ER N   11/8/17
3.                                  METHYLPREDNISOLONE AC PROVIDER.ER N   11/8/17
4.   INBERXSRTESTPATA.FN            CEFIXIME 200MG TAB                N   11/8/17
5.                                  ACYCLOVIR 800MG TAB               PR  11/8/17
6.                                  MELPHAALAN 2MG TAB                I   11/8/17
7.                                  BENAZEPRIL HCL 20MG T             N   11/8/17
8.   TEST,PATIENT                   TRIFLUOPERAZINE 5MG T             N   11/8/17
9.   PATIENT,BRUNO                  RISEDRONATE NA 35MG T             N   11/8/17
10.                                 ACETAZOLAMIDE 250MG T             N   11/8/17
11.                                 CETIRIZINE HCL 10MG T             HPT 11/8/17
12.                                 GAUZE PAD 2IN X 2IN S             N   11/8/17
13.                                 DIAPER ADULT MEDIUM               N   11/8/17
14.                                 DIAPER PROTECTIVE UND             N   11/8/17

          Enter ?? for more actions
SI Select Item            SO Sort Entries
SR (Search Queue)         MV Message View
Select Action:Quit//
```

Figure 3-83: Search eRx by Received Date Range

Search eRx – Provider Name

To search for an eR**x** by a provider:

1. From the eRx Holding Queue List screen, type <**SR**> Search Queue.
2. Type <**4**> or PROVIDER NAME.

```
Select Action:Quit// sr   Search Queue


 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE RANGE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE
 8.) ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 4  PROVIDER NAME
```

Figure 3-84: Search Criteria - Provider Name

3. Type the provider's name and press <**Enter**>.

```
Select one of the following search criteria:

Enter response: 4  PROVIDER NAME
Select PROVIDER: [illegible]          2445698197      CT9012345
```

Figure 3-85: Enter Provider Name

The search results display.

```
PSO ERX HOLDING QUEUE          Nov 08, 2017@18:41:03          Page:    1 of    1
PSO ERX HOLDING QUEUE
                          ERX LOOK-BACK DAYS: 30 (Oct 09, 2017)
     Patient              DOB       Drug                    Provider     STA Rec Date
1.   [illegible]          [illegible] MELPHAALAN 2MG TAB    [illegible]  I   11/8/17
2.   [illegible]          [illegible] BENAZEPRIL HCL 20MG   [illegible]  N   11/8/17
3.   TEST,PATIENT         [illegible] TRIFLUOPERAZINE 5MG   [illegible]  N   11/8/17
4.   PATIENT.BRUNO        [illegible] RISEDRONATE NA 35MG   [illegible]  N   11/8/17
5.   [illegible]          [illegible] ACETAZOLAMIDE 250MG   [illegible]  N   11/8/17
6.   [illegible]          [illegible] CETIRIZINE HCL 10MG   [illegible]  HPT 11/8/17

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Quit//
```

Figure 3-86: Search eRx by Provider

Search eRx – ERX Status

To search for an eRx by Status:

1. From the eRx Holding Queue List screen, type <**SR**> Search Queue.

2. Type <**5**> or ERX STATUS.
3. Enter the eR**x** status and press <**Enter**>.

```
Select Action:Quit// sr   Search Queue


 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE RANGE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE
 8.) ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 5 ERX STATUS
```

Figure 3-87: Search Criteria - ERX Status

The search results display.

```
PSO ERX HOLDING QUEUE          Nov 08, 2017@18:44:23          Page:    7 of    8
PSO ERX HOLDING QUEUE          ERX LOOK-BACK DAYS: 30 (Oct 09, 2017)

+    Patient                 DOB       Drug                    Provider      STA Rec Date
104. ZZCTERXD, DERICK MI               METHYLPREDNISOLONE AC PROVIDER,ER RJ  10/23/17
105. ZZCTERXD, DERICK MI               METHYLPREDNISOLONE AC PROVIDER,ER RJ  10/23/17
106. CHAZZCTERXD,DERICK                METHYLPREDNISOLONE AC PROVIDER,ER RJ  10/23/17
107. ZZDETESTING, BURGER               METHYLPREDNISOLONE AC PROVIDER,ER RJ  10/23/17
108. CHAZZCTERXD,DERICK                METHYLPREDNISOLONE AC PROVIDER,ER RJ  10/23/17
109. CHAZZCTERXD,DERICK                METHYLPREDNISOLONE AC PROVIDER,ER RJ  10/23/17
110. ZZERXCTF,FLORENCE                 METHYLPREDNISOLONE AC PROVIDER,ER RJ  10/23/17
111. ZZERXCTF,FLORENCE                 METHYLPREDN ACETATE 4 PROVIDER,ER RJ  10/23/17
112. ZZGEBHART,PATFLAGS                METHYLPREDNISOLONE AC PROVIDER,ER RJ  11/2/17
113. ZZXXXPRF,XXRRX                    METHYLPREDNISOLONE AC PROVIDER,ER RJ  11/2/17
114. ZZXXXPRFQQQQQQQQQQQ               METHYLPREDNISOLONE AC PROVIDER,ER RJ  11/6/17
115. ZZXXXPRFQQQQQQQQQQQ               METHYLPREDNISOLONE AC PROVIDERQQQ RJ  11/6/17
116. ZZXXXPRFQQQQQQQQQQQ               METHYLPREDNISOLONE AC PROVIDERQQQ RJ  11/6/17
117. ZZXXXPRFQQQQQQQQQQQ               METHYLPREDNISOLONE AC PROVIDERQQQ RJ  11/7/17
118.                                   ACETAMINOPHEN 325MG T             RJ  11/7/17

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Quit//
```

Figure 3-88: Search by eRx Status

For more information on the available statuses in the Holding Queue, refer to the tables in Appendix B.

Search eR$_x$ – Drug Name

To search for an eR$_x$ by Drug Name:

1. From the eR$_x$ Holding Queue List screen, type <**SR**> Search Queue.
2. Type <**6**> or DRUG NAME.
3. Type the name or partial name of the incoming eR$_x$ drug and press <**Enter**>.

```
Select Action:Quit// sr   Search Queue


 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE RANGE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE
 8.) ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 6 DRUG NAME
```

Figure 3-89: Search Criteria - Drug Name

The search results display.

```
PSO ERX HOLDING QUEUE          Nov 08, 2017@18:45:46          Page:    1 of    1
PSO ERX HOLDING QUEUE          ERX LOOK-BACK DAYS: 30 (Oct 09, 2017)

     Patient              DOB        Drug                    Provider     STA Rec Date
1.   [redacted]           [redacted] ACYCLOVIR 800MG TAB     [redacted]   RJ  10/5/17
2.   [redacted]           [redacted] ACYCLOVIR 800MG TAB     [redacted]   RM  10/16/17
3.   [redacted]           [redacted] ACYCLOVIR 800MG TAB     [redacted]   PR  11/8/17

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Quit//
```

Figure 3-90: Search eRx by Drug Name

Search eR$_x$ – Message Type

To search for an eR$_x$ by Message Type:

1. From the eR$_x$ Holding Queue List screen, type <**SR**> Search Queue.
2. Type <**7**> or MESSAGE TYPE.
3. Select the Message Type and press <**Enter**>.

```
Select Action:Quit// sr   Search Queue


 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE RANGE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE
 8.) ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 7  MESSAGE TYPE
```

Figure 3-91: Search Criteria - Message Type

The search results display.

```
PSO ERX HOLDING QUEUE          Feb 07, 2018@12:12:30          Page:    2 of    2
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 30 (Jan 08, 2018)

+    Patient                 DOB        Drug                    Provider     STA Rec Date
16.  [redacted]              [redacted] CARAFATE 1 GRAM ORAL    EPRESCRIBER  RRR 2/1/18
17.  [redacted]              [redacted] WELLBUTRIN XL 150 MG    EPRESCRIBER  RM  2/1/18
18.  [redacted]              [redacted] WELLBUTRIN XL 150 MG    EPRESCRIBER  RRN 2/2/18
19.  [redacted]              [redacted] WELLBUTRIN XL 150 MG    EPRESCRIBER  RRN 2/2/18
20.  [redacted]              [redacted] QUINAPRIL 10 MG ORAL    EPRESCRIBER  RRN 2/7/18
21.  [redacted]              [redacted] PROTONIX 40 MG ORAL G   EPRESCRIBER  RRN 2/7/18
22.  [redacted]              [redacted] AMLODIPINE 5 MG ORAL    EPRESCRIBER  RRR 2/7/18
23.  [redacted]              [redacted] PRIMIDONE 50 MG ORAL    EPRESCRIBER  RRN 2/7/18

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Quit//
```

Figure 3-92: Search by Message Type

Search eRx – eRx Reference Number

Users may also search for eRxs by eRx Reference Number. When searching by eRx Reference Number, the user may search by either inbound or outbound message types.

To search for an inbound eRx message type by eRx Reference Number:

1. From the eRx Holding Queue List screen, type <**SR**> Search Queue.
2. Type <**8**> or ERX REFERENCE NUMBER.
3. Enter the eRx Reference Number and press <**Enter**>.

```
Select Action:Quit// sr    Search Queue


 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE RANGE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE
 8.) ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 8  ERX REFERENCE NUMBER
Enter the eRx Reference number: 34752
```

Figure 3-93: Search Criteria – eRx Reference Number: Inbound

The search results display.

```
eRx Holding Queue Display      Aug 13, 2018@15:27:57          Page:    1 of    2
eRx Patient: [redacted]
eRx Reference #: 34752

NEWRX
eRx Status: PROCESSED

eRx Patient: [redacted]                                    DOB: [redacted]
Vista Patient[v]: [redacted]                               DOB: [redacted]

eRx Provider: [redacted]                                   NPI: [redacted]
Vista Provider[v]: [redacted]                              NPI: [redacted]

eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty: 360        eRx Refills: 1     eRx Days Supply: 90  eRx Date: AUG 01, 2018
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty
         stomach 1 hour before meals for 90 days

Vista Drug[v]: SUCRALFATE 1GM TAB
+          Enter ?? for more actions
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx
Select Action:Next Screen//
```

Figure 3-94: Search by eRx Reference Number Results – Inbound eRx Message Type

To search for an outbound eRx message type by eRx Reference Number:

1. From the eRx Holding Queue List screen, type <**SR**> Search Queue.
2. Type <**8**> or ERX REFERENCE NUMBER.
3. Enter the eRx Reference Number and press <**Enter**>. The "V" or "v" is required at the beginning of the eRx Reference number when searching for an outbound eRx message type.

```
Select Action:Quit// SR    Search Queue


 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE RANGE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE
 8.) ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 8  ERX REFERENCE NUMBER
Enter the eRx Reference number: V22345
```

Figure 3-95: Search Criteria – eRx Reference Number: Outbound

The search results display.

```
eRx Holding Queue Display      Aug 13, 2018@15:29:51          Page:     1 of     4
eRx Patient: [redacted]
eRx Reference #: V22345
------------------------------------------------------------------------------
REFILLREQUEST
eRx Status: REFILL REQUEST COMPLETE

***************************MEDICATION PRESCRIBED******************************
eRx Patient: [redacted]                                      DOB: [redacted]
Vista Patient: NOT LINKED                                    DOB: N/A

eRx Provider: [redacted]                                     NPI: [redacted]
Vista Provider: NOT LINKED                                   NPI: N/A

eRx Drug: TRANSDERM-SCOP 1.5 MG/72HR PATCH
eRx Qty: 30        eRx Refills: 1    eRx Days Supply:     eRx Date: AUG 13, 2018
eRx Sig: D

****************************MEDICATION DISPENSED***************************
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ Reject                  AC (Accept eRx)
H  Hold                    UH Un Hold                 RM Remove eRx
Select Action:Next Screen//
```

Figure 3-96: Search by eRx Reference Number Results – Outbound eRx Message Type

Under Patient Centric View, the user can use the following Search options:

1. Patient Name
2. Date of Birth
3. eRx Reference Number

Sorting eRxs

VA users can sort eRxs in the Holding Queue List. Sort parameters are retained at the user level when reentering the original list during the same session (i.e., when performing an action on an

eRx and then reentering the eRx list). The default sort order of the Holding Queue List is the following:

1. Date Received - Oldest date to Newest date.
2. Secondary sort by PATIENT NAME.

Additional sorting of eRxs is available by typing <**SO**> Sort Entries.

- The number of eRx records displayed in the Holding Queue's list view is based on the ERX DEFAULT LOOKBACK DAYS file (#10.2) configured in OUTPATIENT SITE file (#59).
- By default, the ERX DEFAULT LOOKBACK DAYS field is blank, so the software will go back to 365 days.
- If the Pharmacy user would like to see eRx records received from older dates, s/he can use the Search <**SR**> option and select the 'Received Date Range' (#3), to retrieve those records.

```
PSO ERX HOLDING QUEUE          Feb 07, 2018@12:12:21          Page:    1 of    2
PSO ERX HOLDING QUEUE
                          ERX LOOK-BACK DAYS: 30 (Jan 08, 2018)
     Patient                DOB      Drug                     Provider     STA Rec Date
1.   [redacted]             [redacted] N/A                      N/A          N   1/30/18
2.   [redacted]             [redacted] ORAL TABLET              EPRESCRIBER  RXN 1/30/18
3.   [redacted]             [redacted] PROTONIX 40 MG ORAL G    EPRESCRIBER  RXN 1/31/18
4.   [redacted]             [redacted] N/A                      N/A          N   1/31/18
5.   [redacted]             [redacted] PRIMIDONE 50 MG ORAL     EPRESCRIBER  RXN 1/31/18
6.   [redacted]             [redacted] PRIMIDONE 50 MG ORAL     EPRESCRIBER  RXN 1/31/18
7.   [redacted]             [redacted] PRIMIDONE 50 MG ORAL     EPRESCRIBER  RXN 1/31/18
8.   [redacted]             [redacted] PRIMIDONE 50 MG ORAL     EPRESCRIBER  RXN 1/31/18
9.   [redacted]             [redacted] N/A                      N/A          N   1/31/18
10.  [redacted]             [redacted] AMLODIPINE 5 MG ORAL     EPRESCRIBER  RXN 2/1/18
11.  [redacted]             [redacted] N/A                      N/A          N   2/1/18
12.  [redacted]             [redacted] PRIMIDONE 50 MG ORAL     EPRESCRIBER  RXN 2/1/18
13.  [redacted]             [redacted] N/A                      N/A          N   2/1/18
14.  [redacted]             [redacted] BUSPIRONE 15 MG ORAL     EPRESCRIBER  RXN 2/1/18
15.  [redacted]             [redacted] N/A                      N/A          N   2/1/18
+          Enter ?? for more actions
SI Select Item            SO Sort Entries
SR Search Queue           MV Message View
Select Action:Next Screen//
```

Figure 3-97: Sort Entries Action

eRxs can be sorted by only one criterion at a time. The sort criteria include:

- **Patient Name**: Sorted by Patient in ascending order (A-Z), and within Patient by Received Date with most recent first, and then by Provider in ascending order (A-Z)
- **Date of Birth**: By DOB, newest Received Date first, Patient Name ascending
- **Received Date Range:** Sorted by Received Date with most recent first and within Received Date by Patient in ascending order (A-Z), and then by Provider in ascending order (A-Z)
- **Provider Name**: Sorted by Provider in ascending order (A-Z), and within Provider by Received Date with oldest first, and then by Patient in ascending order (A-Z)
- **eRx Status:** Drug Name ascending
- **Drug Name:** Patient Name ascending, newest Received Date first

- **Message Type**

Sort eRx – Patient Name

To sort by patient:

1. From the eRx Holding Queue List screen, type <**SO**> Sort Entries.
2. Type <**1**> or PATIENT NAME.

```
Select Action:Next Screen// so   Sort Entries

 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE


Select one of the following sort criteria:

Enter response: 1
```

Figure 3-98: Sort by Patient Name

3. The sorted entries display Sorted by Patient in ascending order (A-Z), and within Patient by Received Date Range with most recent first, and then by Provider in ascending order (A-Z).

Sort eRx – Date of Birth

To sort by Date of Birth:

1. From the eRx Holding Queue List screen, type <**SO**> Sort Entries.
2. Type <**2**> or DATE OF BIRTH.

```
Select Action:Next Screen// so   Sort Entries

 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE


Select one of the following sort criteria:

Enter response: 2
```

Figure 3-99: Sort by Date of Birth

3. The entries display by DOB, newest Received Date first, Patient Name ascending.

Sort eRx – Received Date Range

To sort eRxs by received date (most recent date displays at top of sort results):

1. From the eRx Holding Queue List screen, type <**SO**> Sort Entries.

2. Type <**3**> or RECEIVED DATE RANGE.

```
Select Action:Next Screen// so   Sort Entries

 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE


Select one of the following sort criteria:

Enter response: 3
```

Figure 3-100: Sort by Received Date Range

3. The entries sort by Received Date with most recent first and within Received Date by Patient in ascending order (A-Z), and then by Provider in ascending order (A-Z).

Sort eR$_x$ – Provider Name

To sort eR$_x$s by provider name:

1. From the eRx Holding Queue List screen, type <**SO**> Sort Entries.
2. Type <**4**> or PROVIDER NAME.

```
Select Action:Next Screen// so   Sort Entries

 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE


Select one of the following sort criteria:

Enter response: 4
```

Figure 3-101: Sort Criteria - Sort by Provider

3. The entries sort by Provider in ascending order (A-Z), and within Provider by Received Date with oldest first, and then by Patient in ascending order (A-Z).

Sort eR$_x$ – ERX Status

To sort eR$_x$s by eR$_x$ Status:

1. From the eR$_x$ Holding Queue List screen, type <**SO**> Sort Entries.
2. Type <**5**> or ERX STATUS.

```
Select Action:Next Screen// so   Sort Entries


 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE



Select one of the following sort criteria:

Enter response: 5
```

Figure 3-102: Sort Criteria – Sort by eRx Status

3. The entries sort by Patient Name ascending, newest Received Date first.

Sort eRx – Drug Name

To sort eRxs by Drug Name:

1. From the eRx Holding Queue List screen, type <**SO**> Sort Entries.
2. Type <**6**> or DRUG NAME.

```
Select Action:Next Screen// so   Sort Entries


 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE



Select one of the following sort criteria:

Enter response: 6
```

Figure 3-103: Sort Criteria – Sort by Drug Name

3. The entries sort by Drug Name in ascending order.

Sort eRx – Message Type

1. From the eRx Holding Queue List screen, type <**SO**> Sort Entries.
2. Type <**7**> or MESSAGE TYPE.

```
Select Action:Next Screen// so   Sort Entries

 1.) PATIENT NAME
 2.) DATE OF BIRTH
 3.) RECEIVED DATE
 4.) PROVIDER NAME
 5.) ERX STATUS
 6.) DRUG NAME
 7.) MESSAGE TYPE

Select one of the following sort criteria:

Enter response: 7
```

Figure 3-104: Sort Criteria – Sort by Message Type

Complete Orders from OERR and Patient Prescription Processing

Following all the validation steps for patient, provider, and drug/SIG, and after the eRx has been accepted, the eRx advances to Pending Outpatient Orders file for further processing. The eRx is further finished using either Complete Orders from OERR or Patient Prescription Processing.

The "&" symbol indicates that an eRx was received from an external provider. eRx records without the "&" symbol are VA eRxs.

```
Medication Profile            Jul 20, 2018@10:52:29          Page:    1 of    2
[redacted]                                          <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                     Ht(cm): _______ (_______)
  DOB: [redacted]                                     Wt(kg): _______ (_______)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)              BSA (m2): _______
                                                              ISSUE   LAST REF DAY
 #  RX #          DRUG                                   QTY ST  DATE   FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 1 2719677A$      ACETAZOLAMIDE 250MG TAB                 60 A> 07-18 07-18   0  30
 2 2719586B       ALBUMIN 25% 50ML                         1 A  07-18 07-18   0  30
 3 & 2719571      BETAMETHASONE DIPRO AUGMENT 0.05% GEL     E  06-10 06-18   0  30
                                                     Qty: 15
 4 & 2719581      CARBACHOL OPHTH SOLN 1.5% 15ML          60 A  06-10 06-19   9  30
 5 & 2719585      CHLORAMBUCIL 2MG TAB                    30 A> 06-10 06-19  11  15
 6 2719572B$      METHYLPREDNISOLONE ACETATE 40MG/ML 1ML   A  07-18 07-18   0   1
                                                     Qty: 1
----------------------------------DISCONTINUED----------------------------------
+          Enter ?? for more actions
PU   Patient Record Update                NO   New Order
PI   Patient Information                  SO   Select Order
Select Action: Next Screen//
```

Figure 3-105: eRx Received from External Provider

The eRx information displays at the top of the screen under the Secondary header, as shown in the figure below in both Complete Orders from OERR and Patient Prescription Processing. The hidden Option EP is provided in Outpatient to print the eRx (see figure below).

```
  Provider Comments: good comments
       Instructions:
                SIG: INSTILL 2 DROPS IN BOTH EYES TWICE A DAY
 (5) Patient Status: SC
 (6)     Issue Date: MAR 1,2017        (7) Fill Date: OCT 19,2017
+---------Enter ?? for more actions-----------------------------------------
BY  Bypass                DC  Discontinue          FL  Flag/Unflag
ED  Edit                  FN  Finish
Select Item(s): Next Screen// ??

BY  Bypass                DC  Discontinue          FL  Flag/Unflag
ED  Edit                  FN  Finish


The following actions are also available:
EX   Exit (OP)            <   Shift View to Left   PS   Print Screen
PI   Patient Information  >   Shift View to Right  PT   Print List
DIN  Drug Restr/Guide (OP)ADPL Auto Display(On/Off) QT   Quit
EP   Print eRx            DN  Down a Line          RD   Re Display Screen
IN   Intervention Menu    FS  First Screen         SL   Search List
+    Next Screen          GO  Go to Page           UP   Up a Line
-    Previous Screen      LS  Last Screen

Type <Enter> to continue or '^' to exit:
```

Figure 3-106: Hidden Option EP / Print Display of eRx

The eR$_x$ information can be edited and either finished to process further for dispensing or discontinued as needed (such as a duplicate order, since it is not filtered in the eR$_x$ Holding Queue).

```
Pending OP Orders (ROUTINE)   Nov 08, 2017@18:18:52          Page:    1 of    5
                                                   <NO ALLERGY ASSESSMENT>
  PID:                                              Ht(cm): _______ (______)
  DOB:                                              Wt(kg): _______ (______)

eRx Accepted By:                    (NOV 08, 2017@18:11:26)
eRx Patient:                                          SSN:
                                                      DOB:

eRx Provider:                                         DEA:
                                                      NPI:

Address: 1234 Florida stBldg#500 Newton,INDIANA 23456

eRx Drug: ACYCLOVIR 800MG TAB
Qty: 60                  Days Supply: 30                 Refills: 0
eRx Sig: TAKE ONE TABLET BY MOUTH 2 FOR 5 DAYS
eRx Notes: Authorizing refills. Patient must make appointment

+          Enter ?? for more actions
BY  Bypass                DC  Discontinue          FL  Flag/Unflag
ED  Edit                  FN  Finish
Select Item(s): Next Screen//
```

Figure 3-107: eRx Display in Pending Queue - Page 1

Please refer to the user manuals available on the VA Documentation Library (VDL) for information on Complete Orders from OERR and Patient Prescription Processing.

Press <**Enter**> to view Pages 2 and 5 of the order in the Pending Queue.

```
Pending OP Orders (ROUTINE)    Nov 08, 2017@18:20:27          Page:    2 of    5
                                                   <NO ALLERGY ASSESSMENT>
  PID:                                               Ht(cm): _______ (______)
  DOB:                                               Wt(kg): _______ (______)
+
Drug Form: Orally Disintegrating Tablet Dosage Form
Strength: Microgram per Fifteen Milliliters
Qty Qualifier: QUANTIFY SUFFICIENT
Potency Unit Code: International Unit

DAW Code: NO PRODUCT SELECTION INDICATED

Diagnosis Sequence: 1
Primary DX Qualifier: ICD-10-CM
Primary Dx Value: PRIMARYDIAGCODE.1

Secondary DX Qualifier: ICD-9-CM
Secondary Dx Value: SECOND.DIAGCODE.1
Diagnosis Sequence: 2
+          Enter ?? for more actions
BY  Bypass                  DC  Discontinue            FL  Flag/Unflag
ED  Edit                    FN  Finish
Select Item(s): Next Screen//
```

Figure 3-108: eRx Order in Pending Queue – Page 2

NOTE: The ‘Qty Qualifier’ label is now replaced by ‘Code List Qualifier’. The ‘DAW Code’ label is now replaced by ’Substitutions’.

```
Pending OP Orders (ROUTINE)    Nov 08, 2017@18:21:58          Page:    3 of    5
                                                   <NO ALLERGY ASSESSMENT>
  PID:                                               Ht(cm): _______ (______)
  DOB:                                               Wt(kg): _______ (______)
+
Primary DX Qualifier: ICD-9-CM
Primary Dx Value: PRIMARYDIAGCODE.2

Secondary DX Qualifier: ICD-10-CM
Secondary Dx Value: SECOND.DIAGCODE.2
-------------------------------------------------------------------------------
*(1) Orderable Item: ACYCLOVIR TAB
 (2)       CMOP Drug: ACYCLOVIR 800MG TAB
 (3)          *Dosage: 800 (MG)
                  Verb: TAKE
     Dispense Units: 1
                  Noun: TABLET
               *Route: MOUTH
            *Schedule: BID
+          Enter ?? for more actions
BY  Bypass                  DC  Discontinue            FL  Flag/Unflag
ED  Edit                    FN  Finish
Select Item(s): Next Screen//
```

Figure 3-109: eRx Order in Pending Queue - Page 3

```
Pending OP Orders (ROUTINE)   Nov 08, 2017@18:23:18          Page:    4 of    5
                                                   <NO ALLERGY ASSESSMENT>
  PID:                                               Ht(cm): _______ (______)
  DOB:                                               Wt(kg): _______ (______)
+
           *Duration: 4D (DAYS)
 (4)    Pat Instruct: TESTING
  Provider Comments: AUTHORIZING REFILLS. PATIENT MUST MAKE APPOINTMENT
       Instructions: TAKE 1 TABLET BID 4D
                SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY FOR 4 DAYS TESTING
 (5) Patient Status: SC
 (6)      Issue Date: NOV 8,2017          (7) Fill Date: NOV 8,2017
 (8)     Days Supply: 30                  (9)   QTY (TAB): 60
       Provider ordered 0 refills
(10)    # of Refills: 0                  (11)   Routing: MAIL
(12)          Clinic: ANGIO
(13)        Provider:
(14)          Copies: 1
(15)         Remarks:
+          Enter ?? for more actions
BY  Bypass                 DC  Discontinue          FL  Flag/Unflag
ED  Edit                   FN  Finish
Select Item(s): Next Screen//
```

Figure 3-110: eRx Order in Pending Queue - Page 4

```
Pending OP Orders (ROUTINE)   Nov 08, 2017@18:24:59          Page:    5 of    5
                                                   <NO ALLERGY ASSESSMENT>
  PID:                                               Ht(cm): _______ (______)
  DOB:                                               Wt(kg): _______ (______)
+
   Entry By:                                   Entry Date: 11/08/17

          Enter ?? for more actions
BY  Bypass                 DC  Discontinue          FL  Flag/Unflag
ED  Edit                   FN  Finish
Select Item(s): Quit//
```

Figure 3-111: eRx Order in Pending Queue - Page 5

NOTE:

- ‘eRx Date’ on Holding Queue Summary screen – Date when the eRx was received in the VistA Holding Queue.
- ‘Date Written’ on Validate Drug/SIG screen - Date when the eRx was received in the VistA Holding Queue.
- ‘Issue Date’ on OERR/Backdoor Orders Summary screen – Effective Date if sent by the provider; if not, it is Written Date, both as sent on the eRx.

- ‘Effective Date’ as sent on the eRx, is not displayed in the VistA Holding Queue or on web GUI.
- ‘Written Date’ displayed on Track/Audit screen on web GUI – Written Date as sent on the eRx.

Unit 4. Refill Requests and Responses

The Refill Request function is used by pharmacists to generate and send outbound Refill Requests (also referred to as Renewals within VA/VistA). The Refill Request message is sent to the external provider that originally sent the eRx into VistA. After a Refill Request has been sent to the external provider, the provider will be able to send a Refill Response back to the requesting Pharmacy.

The Pharmacy user is allowed to generate and send an outbound Refill Request when there are no more refills on the original prescription to fill or if the prescription is expired.

Generate Refill Requests from Outpatient Profile

To generate a Refill Request, navigate to the patient's Medication Profile in Complete Orders from OERR or Patient Prescription Processing. The Medication Profile displays all of the Rxs associated with the patient. To view a Refill Request:

1. Select the eRx.

```
Medication Profile            Jul 27, 2018@10:49:26          Page:    2 of    7
[redacted]                                          <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                     Ht(cm): _______ (______)
  DOB: [redacted] (44)                                Wt(kg): _______ (______)
  SEX: MALE                     Non-VA Meds on File    Last entry on 12/15/17
  CrCL: <Not Found> (CREAT: Not Found)             BSA (m2): _______
                                                              ISSUE  LAST REF DAY
 #  RX #          DRUG                                     QTY ST  DATE  FILL REM SUP
+
16 2719265        PROTAMINE SULFATE 10MG/ML INJ 5ML         90 E  02-07 02-07   0  90
17 2719263        QUINAPRIL 20MG TAB                        90 E  02-07 02-07   0  90
18 & 2719701      RISEDRONATE NA 5MG TAB                    60 A> 07-24 07-24   0  30
19 2719424A       SILDENAFIL CITRATE 100MG TAB              30 E> 06-04 06-04   0  30
20 2719508A       SUCRALFATE 1GM TAB                       360 A> 05-11 06-04   1  90
21 2719506        TRETINOIN 0.01% GEL 45GM                  45 E  05-10 05-10   0  30
----------------------------------DISCONTINUED----------------------------------
22 & 2719620      ACCU-CHEK COMFORT CV GLUCOSE SOLN  075.5 DC 06-29 07-02   0  30
23 2719512A       CAPTOPRIL 100MG TAB                        1 DC 05-11 05-11   1  25
24 2719302        CYCLOPHOSPHAMIDE 25MG TAB                 60 DC>02-27 02-27   0  30
+          Enter ?? for more actions
PU  Patient Record Update                NO  New Order
PI  Patient Information                  SO  Select Order
Select Action: Next Screen//
```

Figure 4-1: Select Rx from Medication Profile

2. Type Other to display additional actions.
3. Select <**RR**> Refill Request.
4. Indicate <**R**> Refill with Pre-Populated Value or <**C**> Refill and Change Quantity.

```
RR    eRx Refill Request

Select Item(s): RR    eRx Refill Request

Now renewing prescription #: 2719620
Patient: [illegible]
Drug/Supply: ACCU-CHEK COMFORT CV GLUCOSE SOLN


# of Refills: 0                Days Supply: 30       Quantity: 075.5

Generating refill/renewal request for Rx #: 2719620



     Select one of the following:

          R          REFILL WITH PRE-POPULATED VALUE
          C          CHANGE # OF REFILLS
          E          EXIT

Enter response: ▌
```

Figure 4-2: Generating Refill Request Actions

5. Enter **Yes** to send the Refill (renewal) Request.

```
Sending refill request for:

Patient: [illegible]
Patient Status: SC
Drug: ACCU-CHEK COMFORT CV GLUCOSE SOLN
Orderable Item: GLUCOSE TEST
# of Refills Requested: 1     Days Supply: 30       Quantity: 075.5

Would you like to send this refill (renewal) request to the prescriber
Enter Yes or No: N// YES

Renewal Request sent.
Type <Enter> to continue or '^' to exit: ▌
```

Figure 4-3: Refill Request Sent

NOTE: When an Outbound Refill Request is sent, if the user requested ‘n’ as the number of Refills using either option ‘R’ or option ‘C’, the NCPDP 10.6 Refill Request message will have a value of ‘n+1’ sent to the Provider.

The user is allowed to generate and send more than one Refill Request for the same eR_x. The history of all the requests sent, along with any responses or errors received within the last 30 days, is displayed at the time of generating a duplicate request.

```
Now renewing prescription #: 2719701
Patient: [illegible]
Drug/Supply: RISEDRONATE NA 5MG TAB


# of Refills: 0                Days Supply: 30       Quantity: 60

*********************************************************************

Previous Refill/Renewal Request Date/Time: Jul 24, 2018@15:12:02
Refill/Renewal Requested by: [illegible]
# of Refills Requested: 1

Refill/Renewal response Date/Time: JUL 24, 2018@15:12:09

Refill/Renewal response status: RRE

*********************************************************************

Total Number of Refill/Renewal requests in the last 30 days: 1


Are you sure you would like to send ANOTHER refill/renewal request? N//
```

Figure 4-4: Refill Request History

The new Refill Request generated in Outpatient Profile and sent by the Pharmacy user can be found in the Holding Queue in the Message View, displaying a status of RRN (Refill Request New).

```
PSO ERX HOLDING QUEUE          Mar 26, 2018@12:00:58          Page:    1 of   11
PSO ERX HOLDING QUEUE
                          ERX LOOK-BACK DAYS: 30 (Feb 24, 2018)
     Patient                DOB       Drug                    Provider     STA Rec Date
1.   [illegible]           [illegible] TRANSDERM-SCOP 1.5 MG   [illegible]  RRN 3/26/18
2.   [illegible]           [illegible] QUINAPRIL 10 MG ORAL    [illegible]  RRC 3/25/18
3.   [illegible]           [illegible] MUPIROCIN 2% OINTMENT   [illegible]  RRC 3/25/18
4.   [illegible]           [illegible] MUPIROCIN 2% OINTMENT   [illegible]  RRC 3/25/18
5.   [illegible]           [illegible] MUPIROCIN 2% OINTMENT   [illegible]  RRN 3/23/18
6.   [illegible]           [illegible] ALAWAY 0.025% OPHTHAL   [illegible]  RRC 3/23/18
7.   [illegible]           [illegible] MUPIROCIN 2% OINTMENT   [illegible]  RRC 3/23/18
8.   [illegible]           [illegible] ALAWAY 0.025% OPHTHAL   [illegible]  RRP 3/22/18
9.   [illegible]           [illegible] ALAWAY 0.025% OPHTHAL   [illegible]  RRR 3/22/18
10.  [illegible]           [illegible] MAPROTILINE 50MG TAB    [illegible]  RRC 3/21/18
11.  [illegible]           [illegible] TRANSDERM-SCOP 1.5 MG   [illegible]  RRN 3/21/18
12.  [illegible]           [illegible] TRANSDERM-SCOP 1.5 MG   [illegible]  RRE 3/20/18
13.  [illegible]           [illegible] XOPENEX 1.25 MG/3 ML    [illegible]  RRN 3/20/18
14.  [illegible]           [illegible] TRANSDERM-SCOP 1.5 MG   [illegible]  RRE 3/20/18
15.  [illegible]           [illegible] KENALOG-40 40 MG/ML V   [illegible]  RRN 3/19/18
+          Enter ?? for more actions
SI Select Item            SO Sort Entries
SR (Search Queue)         MV Message View
Select Action:Next Screen//
```

Figure 4-5: RRN in Holding Queue

Refill Request Precondition Checks and Warnings

There are a number of Refill Request warnings that may display at the time of the outbound Refill Request. For example, a warning displays when <**RR**> is being used on a non-eR$_x$ prescription.

```
                              --- Other OP Actions ---

PN    Progress Note (OP)
AP    Action Profile (OP)
MI    Print Medication Instructions
DO    Display Orders' Statuses
MG    Display FDA Medication Guide
RM    Reprint FDA Medication Guide
RR    eRx Refill Request

Select Item(s): RR   eRx Refill Request

eRx Refill request may not be used. This prescription is not an eRx.
Type <Enter> to continue or '^' to exit:
```

Figure 4-6: Refill Request Warning

A complete list of Refill Request Warnings can be found in Appendix D.

Refill Requests in the eR$_x$ Holding Queue

Outbound Refill Request messages sent from VistA Outpatient Profile are stored in the Holding Queue. They can be viewed using search criteria or in the <**MV**> Message View action. To view a Refill Request:

1. From the eR$_x$ Holding Queue List screen, type <**MV**> Message View.
2. Type <**RR**> Refill Request.

```
PSO ERX HOLDING QUEUE          ERX LOOK-BACK DAYS: 30 (Feb 24, 2018)

     Patient                DOB       Drug                      Provider     STA Rec Date
1.   [redacted]             [redacted] N/A                       N/A          N   1/30/18
2.   [redacted]             [redacted] ORAL TABLET               EPRESCRIBER  RXN 1/30/18
3.   [redacted]             [redacted] PROTONIX 40 MG ORAL G     EPRESCRIBER  RXN 1/31/18
4.   [redacted]             [redacted] N/A                       N/A          N   1/31/18
5.   [redacted]             [redacted] PRIMIDONE 50 MG ORAL      EPRESCRIBER  RXN 1/31/18
6.   [redacted]             [redacted] PRIMIDONE 50 MG ORAL      EPRESCRIBER  RXN 1/31/18
7.   [redacted]             [redacted] PRIMIDONE 50 MG ORAL      EPRESCRIBER  RXN 1/31/18
8.   [redacted]             [redacted] PRIMIDONE 50 MG ORAL      EPRESCRIBER  RXN 1/31/18
9.   [redacted]             [redacted] N/A                       N/A          N   1/31/18
10.  [redacted]             [redacted] AMLODIPINE 5 MG ORAL      EPRESCRIBER  RXN 2/1/18
11.  [redacted]             [redacted] N/A                       N/A          N   2/1/18
12.  [redacted]             [redacted] PRIMIDONE 50 MG ORAL      EPRESCRIBER  RXN 2/1/18
13.  [redacted]             [redacted] N/A                       N/A          N   2/1/18
14.  [redacted]             [redacted] BUSPIRONE 15 MG ORAL      EPRESCRIBER  RXN 2/1/18
15.  [redacted]             [redacted] N/A                       N/A          N   2/1/18
+          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR Search Queue             MV Message View
Select Action:Next Screen// MV   Message View
Select message type: RR  REFILLREQUEST
Select message type:
```

Figure 4-7: Message View Action and Refill Request

The Holding Queue displays all Refill Request messages, sorted by received date in descending order (newest requests first).

```
PSO ERX HOLDING QUEUE          Mar 27, 2018@15:18:46          Page:    1 of   12
PSO ERX HOLDING QUEUE
                          ERX LOOK-BACK DAYS: 30 (Feb 25, 2018)
     Patient                DOB       Drug                    Provider     STA Rec Date
1.   [redacted]             [redacted] BUSPIRONE 15 MG ORAL    [redacted]   RRC 3/27/18
2.   [redacted]             [redacted] CARAFATE 1 GRAM ORAL    [redacted]   RRP 3/27/18
3.   [redacted]             [redacted] WELLBUTRIN XL 150 MG    [redacted]   RRR 3/27/18
4.   [redacted]             [redacted] PRIMIDONE 50 MG ORAL    [redacted]   RRN 3/26/18
5.   [redacted]             [redacted] QUINAPRIL 10 MG ORAL    [redacted]   RRC 3/26/18
6.   [redacted]             [redacted] TRANSDERM-SCOP 1.5 MG   [redacted]   RRC 3/26/18
7.   [redacted]             [redacted] QUINAPRIL 10 MG ORAL    [redacted]   RRC 3/25/18
8.   [redacted]             [redacted] MUPIROCIN 2% OINTMENT   [redacted]   RRC 3/25/18
9.   [redacted]             [redacted] MUPIROCIN 2% OINTMENT   [redacted]   RRC 3/25/18
10.  [redacted]             [redacted] MUPIROCIN 2% OINTMENT   [redacted]   RRN 3/23/18
11.  [redacted]             [redacted] ALAWAY 0.025% OPHTHAL   [redacted]   RRC 3/23/18
12.  [redacted]             [redacted] MUPIROCIN 2% OINTMENT   [redacted]   RRC 3/23/18
13.  [redacted]             [redacted] ALAWAY 0.025% OPHTHAL   [redacted]   RRP 3/22/18
14.  [redacted]             [redacted] ALAWAY 0.025% OPHTHAL   [redacted]   RRR 3/22/18
15.  [redacted]             [redacted] MAPROTILINE 50MG TAB    [redacted]   RRC 3/21/18
+          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Next Screen//
```

Figure 4-8: Message View Displaying Refill Request Messages

The Refill Request message statuses are displayed in the "Status" column on the eR$_x$ Holding Queue. For Refill Request statuses, refer to Table 18: Holding Queue Status Codes & Descriptions for Refill Request Message Type in Appendix B.

NOTE: Refill Request messages are not in actionable statuses and so, they will not be displayed in the Holding Queue's list view. Users may view them only by using <**MV**> Message View action or using the <**SR**> Search criteria.

Refill Requests in the Holding Queue without a response or an error received for 2 weeks or more, will change status from RRN (Refill Request - New) to RRX (Refill Request Expired) in the Holding Queue.

Refill Responses in the eR$_x$ Holding Queue

When a Refill Response is received from an external provider for the Refill Request sent from VistA OP, the Refill Response message is first received by the Hub and is then sent to the VistA Holding Queue. The Refill Response message types include:

- Approved
- Approved with Changes
- Denied
- Denied, New Prescription to Follow

Refill Responses that are in actionable statuses are displayed in the Holding Queue's list view. For the full list of Refill Response statuses, refer to Table 19: Holding Queue Status Codes & Descriptions for Refill Response Message Type in Appendix B.

To view a Refill Response in the Holding Queue:

1. From the eR$_x$ Holding Queue List screen, type <**MV**> Message View.

2. Type <**RE**> Refill Response.

```
PSO ERX HOLDING QUEUE                ERX LOOK-BACK DAYS: 30 (Jul 01, 2018)
     Patient                  DOB        Drug                      Provider      STA Rec Date
1.   [illegible]              [illegible] QUINAPRIL 10 MG ORAL      [illegible]   RRC 3/25/18
2.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT     [illegible]   RRC 3/25/18
3.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT     [illegible]   RRC 3/25/18
4.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT     [illegible]   RRN 3/23/18
5.   [illegible]              [illegible] ALAWAY 0.025% OPHTHAL     [illegible]   RRC 3/23/18
6.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT     [illegible]   RRC 3/23/18
7.   [illegible]              [illegible] ALAWAY 0.025% OPHTHAL     [illegible]   RRP 3/22/18
8.   [illegible]              [illegible] ALAWAY 0.025% OPHTHAL     [illegible]   RRR 3/22/18
9.   [illegible]              [illegible] MAPROTILINE 50MG TAB      [illegible]   RRC 3/21/18
10.  [illegible]              [illegible] TRANSDERM-SCOP 1.5 MG     [illegible]   RRN 3/21/18
11.  [illegible]              [illegible] TRANSDERM-SCOP 1.5 MG     [illegible]   RRE 3/20/18
12.  [illegible]              [illegible] XOPENEX 1.25 MG/3 ML      [illegible]   RRN 3/20/18
13.  [illegible]              [illegible] TRANSDERM-SCOP 1.5 MG     [illegible]   RRE 3/20/18
14.  [illegible]              [illegible] KENALOG-40 40 MG/ML V     [illegible]   RRN 3/19/18
15.  [illegible]              [illegible] CARAFATE 1 GRAM ORAL      [illegible]   RRN 3/17/18
+          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Next Screen// mv   Message View
Select message type: re  REFILLRESPONSE
Select message type:
```

Figure 4-9: Message View Action

The eR$_x$ Holding Queue screen displays all Refill Response messages, sorted by received date in descending order (newest responses first).

```
PSO ERX HOLDING QUEUE        Jul 31, 2018@14:35:33        Page:    1 of    1
PSO ERX HOLDING QUEUE                ERX LOOK-BACK DAYS: 30 (Jul 01, 2018)
     Patient                  DOB        Drug                      Provider      STA Rec Date
1.   [illegible]              [illegible] XOPENEX 1.25 MG/3 ML      [illegible]   RXD 7/31/18
2.   [illegible]              [illegible] PATADAY 0.2% OPHTHALM     [illegible]   RXA 7/31/18
3.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT     [illegible]   RXC 7/31/18
4.   [illegible]              [illegible] TRANSDERM-SCOP 1.5 MG     [illegible]   RXC 7/31/18
5.   [illegible]              [illegible] RISPERIDONE 2MG TAB       [illegible]   CAN 7/30/18
6.   [illegible]              [illegible] QUINAPRIL 10 MG ORAL      [illegible]   RXD 7/30/18
7.   [illegible]              [illegible] CHLORAMBUCIL 2MG TAB      [illegible]   RXA 7/27/18
8.   [illegible]              [illegible] HYDROCHLOROTHIAZIDE 5     [illegible]   RXA 7/27/18
9.   [illegible]              [illegible] LIPITOR TAB 10MG          [illegible]   RXC 7/27/18
10.  [illegible]              [illegible] METHYLPREDNISOLONE AC     [illegible]   RXC 7/27/18

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Quit//
```

Figure 4-10: Holding Queue Displaying Refill Response Messages

Refill Request Message Details View

The Pharmacy user may select the Refill Request message to display from the Holding Queue to view the message details in the Message Details View.

```
eRx Holding Queue Display      Jul 27, 2018@11:13:04          Page:    1 of    3
eRx Patient: TEST1,PATIENT1
eRx Reference #: V22119

REFILLREQUEST
eRx Status: REFILL REQUEST - NEW

**************************MEDICATION PRESCRIBED******************************
eRx Patient: TEST1,PATIENT1                                  DOB: [redacted]
Vista Patient: NOT LINKED                                    DOB: [redacted]

eRx Provider: [redacted]                                     NPI: [redacted]
Vista Provider: NOT LINKED                                   NPI: [redacted]

eRx Drug: ACCUNEB 1.25 MG/3 ML NEB SOLUTION
eRx Qty: 75.555    eRx Refills: 0    eRx Days Supply:     eRx Date: JUL 27, 2018
eRx Sig: Inhale 1 unit every 4-6 hours via nebulizer or as necessary for
         wheezing

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-11: Refill Request – New

```
eRx Holding Queue Display      Jul 27, 2018@11:16:42          Page:    2 of    3
eRx Patient: TEST1,PATIENT1
eRx Reference #: V22119
+
****************************MEDICATION DISPENSED****************************
Vista Drug: ACCU-CHEK COMFORT CV GLUCOSE SOLN
Vista Qty: 075.5           Vista Refills: 0           Vista Days Supply: 30
VA Rx#: 2719620

************************REFILL REQUEST INFORMATION************************
Requested By: [redacted]
Request Date/Time: JUL 27, 2018@10:55:52
# of Refills Requested: 1

Refill Request Comments:
Comments By:
Comments Date/Time:

****************************MESSAGE HISTORY*******************************
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-12: Refill Request Medication Dispensed and Refill Request Information

```
eRx Holding Queue Display      Jul 27, 2018@11:18:46          Page:    2 of    3
eRx Patient: TEST1,PATIENT1
eRx Reference #: V22119
+
VA Rx#: 2719620

************************REFILL REQUEST INFORMATION*************************
Requested By: [illegible]
Request Date/Time: JUL 27, 2018@10:55:52
# of Refills Requested: 1

Refill Request Comments:
Comments By:
Comments Date/Time:

******************************MESSAGE HISTORY******************************
Request Reference #: V22119
New eRx Reference #: 34038
Response eRx Reference #:
          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Quit//
```

Figure 4-13: Refill Request Message History

The Message History segment displays message history with a reference to the original R_x. The Refill Request Reference # field displays a V, indicating that this was generated from VistA.

Refill Response Message Details View

When the user selects the Refill Response from the eR_x Holding Queue, the Refill Response details display in the Message Details View. It displays the content of the Refill Response, along with the relation to the Refill Request message, and the original New R_x message.

```
eRx Holding Queue Display      Jul 27, 2018@11:29:52          Page:    1 of    4
eRx Patient: [illegible]
eRx Reference #: 34398

REFILLRESPONSE - APPROVED
eRx Status: REFILL RESPONSE PROCESSED

**************************MEDICATION PRESCRIBED******************************
eRx Patient: [illegible]                                  DOB: [illegible]
Vista Patient: NOT LINKED                                 DOB: N/A

eRx Provider: [illegible]                                 NPI: [illegible]
Vista Provider: NOT LINKED                                NPI: N/A

eRx Drug: HYDROCHLOROTHIAZIDE 50 MG ORAL TABLET
eRx Qty: 30        eRx Refills: 5    eRx Days Supply: 30  eRx Date: JUL 17, 2018
eRx Sig: Take 1 tablet by oral.

************************REFILL RESPONSE INFORMATION************************
+         Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-14: Refill Response Message Details

NOTE: When an Inbound Refill Response is received, if the provider approved ‘n’ as the number of Refills, the Message Details view displays ‘n-1’ as the number of Refills approved. This is applicable to both Approved and Approved with Changes Refill Response Types.

The Refill Response Information section contains the Refill Response message type along with the response date and time and any additional notes and comments.

```
eRx Holding Queue Display      Jul 31, 2018@14:45:25          Page:    1 of    4
eRx Patient: [redacted]
eRx Reference #: 34732
+

eRx Drug: TRANSDERM-SCOP 1.5 MG/72HR PATCH
eRx Qty: 30        eRx Refills: 3    eRx Days Supply:     eRx Date: JUL 31, 2018
eRx Sig: Apply one patch to your skin on a hairless area behind one ear at
         least 4 hours before the activity to prevent nausea and vomiting.

************************REFILL RESPONSE INFORMATION*************************
APPROVED
Response Date/Time: JUL 31, 2018@11:44:56
Note: APPROVED REFILLRESPONSE

Refill Response Comments:
Comments By:
Comments Date/Time:

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-15: Refill Response Information

The Changed Items section indicates any fields that were changed and displays both the Refill Response and Refill Request values.

```
eRx Holding Queue Display      Jul 31, 2018@14:45:42          Page:    2 of    4
eRx Patient: [redacted]
eRx Reference #: 34732
+
Comments Date/Time:

********************************CHANGED ITEMS*********************************
Field: REFILL QUALIFIER
  Refill Request Value  : PHARMACY REQUESTED REFILLS
  Refill Response Value : ADDITIONAL REFILLS AUTHORIZED


***************************MEDICATION DISPENSED***************************
Vista Drug: SCOPOLAMINE 1.5MG PATCHES
Vista Qty: 30              Vista Refills: 0           Vista Days Supply: 15
VA Rx#: 2719730

************************REFILL REQUEST INFORMATION*************************
Requested By: [redacted]
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-16: Refill Response Changed Items and Medication Dispensed

The Message History section links the Refill Request and Refill Request Reference Number to the Refill Response and to the Original New Rx message.

```
eRx Holding Queue Display      Jul 31, 2018@14:46:09          Page:    3 of    4
eRx Patient: [redacted]
eRx Reference #: 34732
+
VA Rx#: 2719730

************************REFILL REQUEST INFORMATION*************************
Requested By: [redacted]
Request Date/Time: JUL 31, 2018@11:40:30
# of Refills Requested: 4

Refill Request Comments:
Comments By:
Comments Date/Time:

******************************MESSAGE HISTORY*********************************
Request Reference #: V22194
New eRx Reference #: 34722
Response eRx Reference #: 34732
           Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Quit//
```

Figure 4-17: Refill Request Information and Message History

Refill Response Process

Approved

When a Refill Response message type is Approved, it will not display in the List View screen. It can be found using <**MV**> Message View or <**SR**> Search. The status of the Approved Refill Response will be RXP (Refill Response Processed).

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@09:12:27          Page:    1 of    1
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)

     Patient                 DOB       Drug                    Provider     STA Rec Date
1.   [redacted]              [redacted] METHYLPREDNISOLONE AC   [redacted]   RXP 8/1/18
2.   [redacted]              [redacted] XOPENEX 1.25 MG/3 ML    [redacted]   RXD 7/31/18
3.   [redacted]              [redacted] PATADAY 0.2% OPHTHALM   [redacted]   RXA 7/31/18
4.   [redacted]              [redacted] MUPIROCIN 2% OINTMENT   [redacted]   RXC 7/31/18
5.   [redacted]              [redacted] TRANSDERM-SCOP 1.5 MG   [redacted]   RXC 7/31/18
6.   [redacted]              [redacted] RISPERIDONE 2MG TAB     [redacted]   CAN 7/30/18
7.   [redacted]              [redacted] QUINAPRIL 10 MG ORAL    [redacted]   RXD 7/30/18
8.   [redacted]              [redacted] CHLORAMBUCIL 2MG TAB    [redacted]   RXA 7/27/18
9.   [redacted]              [redacted] HYDROCHLOROTHIAZIDE 5   [redacted]   RXA 7/27/18
10.  [redacted]              [redacted] LIPITOR TAB 10MG        [redacted]   RXC 7/27/18
11.  [redacted]              [redacted] METHYLPREDNISOLONE AC   [redacted]   RXC 7/27/18

           Enter ?? for more actions
SI Select Item             SO Sort Entries
SR (Search Queue)          MV Message View
Select Action:Quit//
```

Figure 4-18: Message View and Refill Response Actions

The Refill Response details display the Refill Response Message type. In the below figure, the Refill Response Information segment indicates the Refill Response Message type is Approved.

```
eRx Holding Queue Display      Jul 27, 2018@11:29:52          Page:    1 of    4
eRx Patient: [redacted]
eRx Reference #: 34398

REFILLRESPONSE - APPROVED
eRx Status: REFILL RESPONSE PROCESSED

**************************MEDICATION PRESCRIBED******************************
eRx Patient: [redacted]                                   DOB: [redacted]
Vista Patient: NOT LINKED                                 DOB: N/A

eRx Provider: [redacted]                                  NPI: [redacted]
Vista Provider: NOT LINKED                                NPI: N/A

eRx Drug: HYDROCHLOROTHIAZIDE 50 MG ORAL TABLET
eRx Qty: 30        eRx Refills: 5    eRx Days Supply: 30  eRx Date: JUL 17, 2018
eRx Sig: Take 1 tablet by oral.

************************REFILL RESPONSE INFORMATION*************************
+         Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-19: Refill Response – Approved

When the user continues to scroll, the Refill Response Information section displays.

```
************************REFILL RESPONSE INFORMATION*************************
APPROVED
Response Date/Time: AUG 01, 2018@09:11:58
Note: APPROVED REFILLRESPONSE

Refill Response Comments: Approved Refill Response
Comments By: [redacted]
Comments Date/Time: AUG 01, 2018@09:14:57
```

Figure 4-20: Refill Response Information Section

On the Outpatient side, a pending line entry is added for the user to renew the Approved Refill Response.

```
Medication Profile              Aug 01, 2018@09:16:32          Page:    1 of    1
FLOUNDERS,FELICIA ANN                                   <NO ALLERGY ASSESSMENT>
  PID: 654-45-6654                                        Ht(cm): _______ (______)
  DOB: NOV 1,1960 (37)                                    Wt(kg): _______ (______)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)                 BSA (m2): _______
                                                                   ISSUE  LAST REF DAY
 #  RX #          DRUG                                     QTY ST  DATE  FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 1 & 2719732$     METHYLPREDNISOLONE ACETATE 40MG/ML 1ML    A  07-31 08-01   0   1
                                                        Qty: 1
 2 & 2719728$     OLOPATADINE HCL 0.1% OPH SOLN        02.5 A> 07-30 07-31   0  30
-------------------------------------PENDING------------------------------------
 3 & METHYLPREDNISOLONE ACETATE 40MG/ML 1ML
                                            QTY: 1            ISDT: 07-31  REF:  3


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

Figure 4-21: Medication Profile – Pending Line Entry

The Activity Log on OP side is updated to display the information that a pending response entry was added.

```
Rx Activity Log                    Aug 01, 2018@09:17:38          Page:    1 of    1
[redacted]                                                  <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                             Ht(cm): _______ (______)
  DOB: [redacted] (37)                                        Wt(kg): _______ (______)

Rx #: 2719732    Original Fill Released:
Routing: Mail       Finished by: [redacted]

Activity Log:
#   Date         Reason          Rx Ref          Initiator Of Activity
================================================================================
1   08/01/18     PATIENT INSTR.  ORIGINAL
Comments: Patient Instructions Sent By Provider.
2   08/01/18                     ORIGINAL        [redacted]
Comments: Electronic Refill Request sent to External Provider
3   08/01/18     PROCESSED       ORIGINAL        [redacted]
Comments: Label never queued to print by User
4   08/01/18                     ORIGINAL        PSOAPPLICATIONPROXY,PSO
Comments: Refill response from external provider - Approved.


          Enter ?? for more actions

Select Action:Quit//
```

Figure 4-22: Activity Log 1

```
Rx Activity Log                    Aug 01, 2018@09:19:20          Page:    3 of    0
[redacted]                                                  <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                             Ht(cm): _______ (______)
  DOB: [redacted] (37)                                        Wt(kg): _______ (______)
+
1   8/1/18@09:06:18      ORIGINAL        [redacted]
Comments:  ECME:MAIL FILL(NDC:00009-0280-32)-NO SUBMISSION THROUGH ECME

SPMP (State Prescription Monitoring Program) Log:
Date/Time        Fill Type    Exp. Type Bat#  Filename
================================================================================
There's NO Export Log for this prescription.

eRx Activity Log:
#   Date         Reason          Rx Ref          Initiator Of Activity
================================================================================
1 08/01/18 IERX ORIGINAL [redacted]
Comments: Electronic Refill Request sent to External Provider
2 08/01/18 IERX ORIGINAL PSOAPPLICATIONPROXY,PSO
Comments: Refill response from external provider - Approved.

          Enter ?? for more actions

Select Action:Quit//
```

Figure 4-23: Activity Log 2

The user may select the pending line entry to renew the Approved Refill Response and accept it.

```
[redacted]                                          <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                     Ht(cm): _______ (______)
  DOB: [redacted] (37)                                Wt(kg): _______ (______)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)             BSA (m2): _______
                                                              ISSUE   LAST REF DA
 #   RX #          DRUG                                QTY ST  DATE   FILL REM SU

-------------------------------------ACTIVE-------------------------------------
 1 & 2719732$     METHYLPREDNISOLONE ACETATE 40MG/ML 1ML    A  07-31 08-01    0
                                                        Qty: 1
 2 & 2719728$     OLOPATADINE HCL 0.1% OPH SOLN        02.5 A> 07-30 07-31    0  3
-------------------------------------PENDING------------------------------------
 3 & METHYLPREDNISOLONE ACETATE 40MG/ML 1ML
                                            QTY: 1            ISDT: 07-31  REF:  3


          Enter ?? for more actions
PU   Patient Record Update                 NO   New Order
PI   Patient Information                   SO   Select Order
Select Action: Quit// 3

Now Renewing Rx # 2719732   Drug: METHYLPREDNISOLONE ACETATE 40MG/ML 1ML
```

Figure 4-24: Pending Line Entry Selected

```
Prescription Renew            Aug 01, 2018@09:22:44          Page:    1 of    2
[redacted]                                          <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                     Ht(cm): _______ (______)
  DOB: [redacted] (37)                                Wt(kg): _______ (______)

                  Rx#: 2719732A
      Orderable Item: METHYLPREDNISOLONE INJ,SUSP
                Drug: METHYLPREDNISOLONE ACETATE 40MG/ML 1ML
      Patient Status: SC
  (1)      Issue Date: JUL 31,2018
  (2)       Fill Date: AUG 1,2018
                Verb: INJECT
              Dosage: 40MG
               Route: TOPICAL
            Schedule: BID
     Pat Instruction:
                 SIG: INJECT 40MG AFFECTED AREA TWICE A DAY
        Days Supply: 1
                 QTY (VI): 1
+         Enter ?? for more actions
AC   Accept                DC   Discontinue          FL   Flag/Unflag
BY   Bypass                ED   Edit
Select Item(s): Next Screen// AC
```

Figure 4-25: AC eR$_x$ Renewal

The eR$_x$ prescription on which Refills were requested and the Response has been processed, is now reinstated with the Response. The renewed R$_x$ displays in the Active section of the Medication Profile. The R$_x$ number has an "A" appended to the end, indicating this is the first refill. Subsequent refills include the next letter of the alphabet appended. (Ex: & 123456 to & 123456A; for next refill: & 123456A to & 123456B)

```
Medication Profile              Aug 01, 2018@09:24:17          Page:    1 of    1
FLOUNDERS,FELICIA ANN                                   <NO ALLERGY ASSESSMENT>
  PID: 654-45-6654                                        Ht(cm): _______ (_______)
  DOB: NOV 1,1980 (37)                                    Wt(kg): _______ (_______)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)                 BSA (m2): _______
                                                                  ISSUE   LAST REF DAY
 #  RX #          DRUG                                     QTY ST  DATE   FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 1 & 2719732A$    METHYLPREDNISOLONE ACETATE 40MG/ML 1ML    A  07-31 08-01    3   1
                                                        Qty: 1
 2 & 2719728$     OLOPATADINE HCL 0.1% OPH SOLN        02.5 A> 07-30 07-31    0  30

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

Figure 4-26: Renewed Rx Active

Once the Approved Refill Response is successfully renewed, the status of the Refill Response in the Holding Queue changes to RXC (Refill Response Completed).

```
PSO ERX HOLDING QUEUE           Aug 01, 2018@09:25:55          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)

     Patient                 DOB       Drug                    Provider     STA Rec Date
1.   FLOUNDERS,FELICIA A     11/1/80   METHYLPREDNISOLONE AC   EVANS,LILY   RXC 8/1/18
2.   TUCKER,DEBRA            11/10/79  XOPENEX 1.25 MG/3 ML    HOOVER,STAN  RXD 7/31/18
3.   FLOUNDERS,FELICIA A     11/1/80   PATADAY 0.2% OPHTHALM   EVANS,LILY   RXA 7/31/18
4.   ROSENSSON,TEAGUE        5/1/10    MUPIROCIN 2% OINTMENT   EVANS,LILY   RXC 7/31/18
5.   LI,CI                   10/10/23  TRANSDERM-SCOP 1.5 MG   EVANS,LILY   RXC 7/31/18
6.   GRIMES,RICK             10/12/73  RISPERIDONE 2MG TAB     EVANS,LILY   CAN 7/30/18
7.   GRIMES,RICK             10/12/73  QUINAPRIL 10 MG ORAL    EVANS,LILY   RXD 7/30/18
8.   THROWER,DAVID           2/22/55   CHLORAMBUCIL 2MG TAB    EVANS,LILY   RXA 7/27/18
9.   THROWER,DAVID           2/22/55   HYDROCHLOROTHIAZIDE 5   EVANS,LILY   RXA 7/27/18
10.  THROWER,DAVID           2/22/55   LIPITOR TAB 10MG        PROVIDER,ER  RXC 7/27/18
11.  THROWER,DAVID           2/22/55   METHYLPREDNISOLONE AC   EVANS,LILY   RXC 7/27/18

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Quit//
```

Figure 4-27: Refill Response RXC Status in Holding Queue

Select the record to view the Refill Response details screen.

```
eRx Holding Queue Display      Aug 01, 2018@09:26:53          Page:    1 of    4
eRx Patient: [redacted]
eRx Reference #: 34748

REFILLRESPONSE - APPROVED
eRx Status: REFILL RESPONSE COMPLETE

**************************MEDICATION PRESCRIBED******************************
eRx Patient: [redacted]                                    DOB: [redacted]
Vista Patient: NOT LINKED                                  DOB: N/A

eRx Provider: [redacted]                                   NPI: [redacted]
Vista Provider: NOT LINKED                                 NPI: N/A

eRx Drug: METHYLPREDNISOLONE ACETATE 40MG/ML INJ
eRx Qty: 1          eRx Refills: 2    eRx Days Supply: 1   eRx Date: AUG 01, 2018
eRx Sig: SHAKE WELL AND INJECT 1 ML (40MG) IM INTO MUSCLE IN CLINIC

************************REFILL RESPONSE INFORMATION*************************
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-28: Refill Response Details Screen

The status of the corresponding Refill Request will change to RRC (Refill Request Completed).

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@09:27:42          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
     Patient                  DOB       Drug                    Provider     STA Rec Date
1.   [redacted]               [redacted] METHYLPREDNISOLONE AC   [redacted]   RRC 8/1/18
2.   [redacted]               [redacted] MUPIROCIN 2% OINTMENT   [redacted]   RRC 7/31/18
3.   [redacted]               [redacted] TRANSDERM-SCOP 1.5 MG   [redacted]   RRC 7/31/18
4.   [redacted]               [redacted] XOPENEX 1.25 MG/3 ML    [redacted]   RRP 7/31/18
5.   [redacted]               [redacted] PATADAY 0.2% OPHTHALM   [redacted]   RRR 7/31/18
6.   [redacted]               [redacted] MUPIROCIN 2% OINTMENT   [redacted]   RRN 7/31/18
7.   [redacted]               [redacted] RISPERIDONE 2MG TAB     [redacted]   CAN 7/30/18
8.   [redacted]               [redacted] QUINAPRIL 10 MG ORAL    [redacted]   RRP 7/30/18
9.   [redacted]               [redacted] CHLORAMBUCIL 2MG TAB    [redacted]   RRP 7/27/18
10.  [redacted]               [redacted] HYDROCHLOROTHIAZIDE 5   [redacted]   RRR 7/27/18
11.  [redacted]               [redacted] LIPITOR TAB 10MG        [redacted]   RRC 7/27/18
12.  [redacted]               [redacted] METHYLPREDNISOLONE AC   [redacted]   RRC 7/27/18

          Enter ?? for more actions
SI Select Item             SO Sort Entries
SR (Search Queue)          MV Message View
Select Action:Quit//
```

Figure 4-29: Corresponding Refill Request – RRC in Holding Queue

Select the record to view the Refill Request details screen.

```
eRx Holding Queue Display      Aug 01, 2018@09:28:17          Page:    1 of    4
eRx Patient: [redacted]
eRx Reference #: V22213

REFILLREQUEST
eRx Status: REFILL REQUEST COMPLETE

**************************MEDICATION PRESCRIBED******************************
eRx Patient: [redacted]                                  DOB: [redacted]
Vista Patient: NOT LINKED                                DOB: N/A

eRx Provider: [redacted]                                 NPI: [redacted]
Vista Provider: NOT LINKED                               NPI: N/A

eRx Drug: METHYLPREDNISOLONE ACETATE 40MG/ML INJ
eRx Qty: 1          eRx Refills: 2    eRx Days Supply: 1   eRx Date: AUG 01, 2018
eRx Sig: SHAKE WELL AND INJECT 1 ML (40MG) IM INTO MUSCLE IN CLINIC

****************************MEDICATION DISPENSED*****************************
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ Reject                  AC (Accept eRx)
H  Hold                    UH Un Hold                 RM Remove eRx
Select Action:Next Screen//
```

Figure 4-30: Corresponding Refill Request Details Screen

The <**VP**>, <**VM**>, <**VD**>. and <**AC**> actions are in parentheses ( ), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

```
+          Enter ?? for more actions
Select Action:Next Screen// VM

>>>  VALIDATE PROVIDER may not be selected at this point.
Select Action:Next Screen//
```

Figure 4-31: Error - Validate Provider Action Not Available

Approved with Changes

Another Refill Response message type is Approved with Changes. This indicates the refill is approved: however, something must change prior to refill.

In some scenarios, the Refill Response message will display in the Holding Queue List View screen:

- If changes are only related to only the number of refills in the Drug segment, the pharmacist does not need to take any action in the Holding Queue, therefore the Refill Response message will not display in the Holding Queue List View.
- If the changes are related to the Provider or the Provider and number of refills, the Refill Response will display in the List View because the pharmacist will be required to validate the updates.

Changes to Number of Refills Only

When a Refill Response message type is Approved with Changes (number of refills only), it will not display in the List View screen. It can be found using <**MV**> Message View or <**SR**>

Search. The status of the Approved with Changes Refill Response will be RXP (Refill Response Processed).

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@12:05:36          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
     Patient                  DOB       Drug                    Provider     STA Rec Date
1.   [illegible]              [illegible] XOPENEX 1.25 MG/3 ML    [illegible]  RXP 8/1/18
2.   [illegible]              [illegible] METHYLPREDNISOLONE AC   [illegible]  RXC 8/1/18
3.   [illegible]              [illegible] XOPENEX 1.25 MG/3 ML    [illegible]  RXD 7/31/18
4.   [illegible]              [illegible] PATADAY 0.2% OPHTHALM   [illegible]  RXA 7/31/18
5.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT   [illegible]  RXC 7/31/18
6.   [illegible]              [illegible] TRANSDERM-SCOP 1.5 MG   [illegible]  RXC 7/31/18
7.   [illegible]              [illegible] RISPERIDONE 2MG TAB     [illegible]  CAN 7/30/18
8.   [illegible]              [illegible] QUINAPRIL 10 MG ORAL    [illegible]  RXD 7/30/18
9.   [illegible]              [illegible] CHLORAMBUCIL 2MG TAB    [illegible]  RXA 7/27/18
10.  [illegible]              [illegible] HYDROCHLOROTHIAZIDE 5   [illegible]  RXA 7/27/18
11.  [illegible]              [illegible] LIPITOR TAB 10MG        [illegible]  RXC 7/27/18
12.  [illegible]              [illegible] METHYLPREDNISOLONE AC   [illegible]  RXC 7/27/18

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Quit//
```

Figure 4-32: RXP Status in Holding Queue

The Refill Response details display the Refill Response Message type.

```
eRx Holding Queue Display      Aug 01, 2018@12:06:17          Page:    1 of    4
eRx Patient: [illegible]
eRx Reference #: 34751

REFILLRESPONSE - APPROVED WITH CHANGES
eRx Status: REFILL RESPONSE PROCESSED

**************************MEDICATION PRESCRIBED******************************
eRx Patient: [illegible]                                   DOB: [illegible]
Vista Patient: NOT LINKED                                  DOB: N/A

eRx Provider: [illegible]                                  NPI: [illegible]
Vista Provider: NOT LINKED                                 NPI: N/A

eRx Drug: XOPENEX 1.25 MG/3 ML INHALATION SOLUTION
eRx Qty: 2          eRx Refills: 2    eRx Days Supply: 90  eRx Date: AUG 01, 2018
eRx Sig: Inhale one unit every 4-6 hours via nebulizer or as necessary for
         wheezing.

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-33: Refill Response Details Screen

As the user continues to scroll, the Refill Response Information section indicates the Refill Response Message type is Approved with Changes.

```
************************REFILL RESPONSE INFORMATION*************************
APPROVED WITH CHANGES
Response Date/Time: AUG 01, 2018@12:04:24
Note: Approved With Changes DRUG SEGMENT

Refill Response Comments:
Comments By:
Comments Date/Time:
```

Figure 4-34: Refill Response Information Section

On the Outpatient side, a pending line entry will be added for the user to renew the Approved with Changes Refill Response.

```
Medication Profile              Aug 01, 2018@12:22:32            Page:    1 of    1
TUCKER,DEBRA                                          <NO ALLERGY ASSESSMENT>
  PID: 672-34-1234                                      Ht(cm): _______ (______)
  DOB: NOV 19,1979 (38)                                 Wt(kg): _______ (______)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)              BSA (m2): _______
                                                              ISSUE  LAST REF DAY
 #  RX #          DRUG                                   QTY ST  DATE  FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 1 2719627$       DENILEUKIN DIFTITOX 300MCG/2ML          15 E  06-28 07-03   0  30
 2 & 2719733$     LEVALBUTEROL HCL 0.63MG/3ML INJ          2 A  07-31 08-01   0  30
----------------------------------DISCONTINUED----------------------------------
 3 2719628$       SEVELAMER HCL 800MG TAB                 15 DE 06-27 07-03   0  30
--------------------------------------HOLD--------------------------------------
 4 2719626$       OMEPRAZOLE 10MG SA CAP                  15 H  06-28 07-03  11  30
-------------------------------------PENDING------------------------------------
 5 & LEVALBUTEROL HCL 0.63MG/3ML INJ      QTY: 2            ISDT: 07-31  REF:  3

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

Figure 4-35: Medication Profile

Activity Log on OP side is updated to display the information that a pending response entry was added.

```
Rx Activity Log                    Aug 01, 2018@12:23:36          Page:    1 of    1
TUCKER,DEBRA                                                <NO ALLERGY ASSESSMENT>
  PID: 072-34-1234                                            Ht(cm): _______ (______)
  DOB: NOV 19,1979 (38)                                       Wt(kg): _______ (______)

Rx #: 2719733    Original Fill Released:
Routing: Mail       Finished by: CHALLAGUNDLA,PRAVEEN

Activity Log:
#   Date         Reason          Rx Ref          Initiator Of Activity
==============================================================================
1   08/01/18     PATIENT INSTR.  ORIGINAL
Comments: Patient Instructions Sent By Provider.
2   08/01/18                     ORIGINAL        CHALLAGUNDLA,PRAVEEN
Comments: Electronic Refill Request sent to External Provider
3   08/01/18     PROCESSED       ORIGINAL        CHALLAGUNDLA,PRAVEEN
Comments: Label never queued to print by User
4   08/01/18                     ORIGINAL        PSOAPPLICATIONPROXY,PSO
Comments: Refill response from external provider - Approved with changes.


          Enter ?? for more actions

Select Action:Quit//
```

Figure 4-36: Rx Activity Log 1

```
Rx Activity Log                    Aug 01, 2018@12:24:48          Page:    3 of    0
TUCKER,DEBRA                                                <NO ALLERGY ASSESSMENT>
  PID: 072-34-1234                                            Ht(cm): _______ (______)
  DOB: NOV 19,1979 (38)                                       Wt(kg): _______ (______)
+
1   8/1/18@10:02:07      ORIGINAL        CHALLAGUNDLA,PRAVEEN
Comments:  ECME:MAIL FILL(NDC:63402-0512-24)-NO SUBMISSION THROUGH ECME

SPMP (State Prescription Monitoring Program) Log:
Date/Time        Fill Type    Exp. Type Bat#  Filename
==============================================================================
There's NO Export Log for this prescription.

eRx Activity Log:
#   Date         Reason          Rx Ref          Initiator Of Activity
==============================================================================
1 08/01/18 IERX ORIGINAL CHALLAGUNDLA,PRAVEEN
Comments: Electronic Refill Request sent to External Provider
2 08/01/18 IERX ORIGINAL PSOAPPLICATIONPROXY,PSO
Comments: Refill response from external provider - Approved with changes.

          Enter ?? for more actions

Select Action:Quit//
```

Figure 4-37: Rx Activity Log 2

The user may select the pending line entry to renew the Approved with Changes Refill Response and accept it.

```
TUCKER,DEBRA                                          <NO ALLERGY ASSESSMENT>
  PID: 672-34-1234                                      Ht(cm): _______ (_______)
  DOB: NOV 10,1979 (38)                                 Wt(kg): _______ (_______)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)                BSA (m2): _______
                                                                 ISSUE   LAST REF DAY
 #  RX #          DRUG                                     QTY ST  DATE   FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 1 2719627$       DENILEUKIN DIFTITOX 300MCG/2ML            15 E  06-28 07-03   0  30
 2 & 2719733$     LEVALBUTEROL HCL 0.63MG/3ML INJ            2 A  07-31 08-01   0  30
----------------------------------DISCONTINUED----------------------------------
 3 2719628$       SEVELAMER HCL 800MG TAB                   15 DE 06-27 07-03   0  30
-------------------------------------HOLD---------------------------------------
 4 2719626$       OMEPRAZOLE 10MG SA CAP                    15 H  06-28 07-03  11  30
-------------------------------------PENDING------------------------------------
 5 & LEVALBUTEROL HCL 0.63MG/3ML INJ       QTY: 2            ISDT: 07-31   REF:  3

           Enter ?? for more actions
PU  Patient Record Update                 NO  New Order
PI  Patient Information                   SO  Select Order
Select Action: Quit// 5

Now Renewing Rx # 2719733   Drug: LEVALBUTEROL HCL 0.63MG/3ML INJ
```

Figure 4-38: Medication Profile – Pending Line Entry

```
      Orderable Item: LEVALBUTEROL SOLN,INHL ***(N/F)***
                Drug: LEVALBUTEROL HCL 0.63MG/3ML INJ ***(N/F)***
      Patient Status: SC
  (1)      Issue Date: JUL 31,2018
  (2)       Fill Date: AUG 1,2018
                Verb: INHALE
              Dosage: 1.25MG
               Route: INHALATION
            Schedule: 4QID
     Pat Instruction: PATIENT HAS DISCONTINUED USE OF OTHER INHALERS.
                 SIG: INHALE 1.25MG IN NEBULIZER BY INHALATION 4QID PATIENT HAS
                      DISCONTINUED USE OF OTHER INHALERS.
         Days Supply: 30
+          Enter ?? for more actions
AC    Accept                DC    Discontinue          FL    Flag/Unflag
BY    Bypass                ED    Edit
Select Item(s): Next Screen// AC    Accept
WAS THE PATIENT COUNSELED: NO// YES
WAS COUNSELING UNDERSTOOD: NO// YES

Do you want to enter a Progress Note? No//    NO
```

Figure 4-39: Accept eRx Renewal

The eRx on which Refills were requested and the Response has been processed, is now reinstated with the Response. The renewed Rx displays in the Active section of the Medication Profile. The Rx number has an "A" appended to the end, indicating this is the first refill. Subsequent refills include the next letter of the alphabet appended. (Ex: & 123456 to & 123456A; for next refill: & 123456A to & 123456B).

```
Medication Profile                Aug 01, 2018@12:29:34          Page:    1 of    1
TUCKER,DEBRA                                                <NO ALLERGY ASSESSMENT>
  PID: 072-34-1234                                            Ht(cm): _______ (______)
  DOB: NOV 19,1979 (38)                                       Wt(kg): _______ (______)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)                     BSA (m2): _______
                                                                      ISSUE   LAST REF DAY
 #  RX #          DRUG                                        QTY ST  DATE   FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 1 2719627$       DENTI FUKIN DIFTITOX 300MCG/2ML             15 E   06-28 07-03   0  30
 2 & 2719733A$    LEVALBUTEROL HCL 0.63MG/3ML INJ              2 A   07-31 08-01   3  30
-----------------------------------DISCONTINUED-----------------------------------
 3 2719628$       SEVELAMER HCL 800MG TAB                     15 DE  06-27 07-03   0  30
-------------------------------------HOLD---------------------------------------
 4 2719626$       OMEPRAZOLE 10MG SA CAP                      15 H   06-28 07-03  11  30


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

Figure 4-40: Renewed R_x Active in Medication Profile

Once the Approved with Changes Refill Response is successfully renewed, the status of the Refill Response in the Holding Queue changes to RXC (Refill Response Completed).

```
PSO ERX HOLDING QUEUE             Aug 01, 2018@12:32:10          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                  ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
     Patient                 DOB        Drug                     Provider     STA Rec Date
1.   TUCKER,DEBRA            11/19/79   XOPENEX 1.25 MG/3 ML     HOOVER,STAN  RXC 8/1/18
2.   FLOUNDERS,FELICIA A     11/1/80    METHYLPREDNISOLONE AC    EVANS,LILY   RXC 8/1/18
3.   TUCKER,DEBRA            11/19/79   XOPENEX 1.25 MG/3 ML     HOOVER,STAN  RXD 7/31/18
4.   FLOUNDERS,FELICIA A     11/1/80    PATADAY 0.2% OPHTHALM    EVANS,LILY   RXA 7/31/18
5.   ROGERSSON,TEAGUE        5/1/10     MUPIROCIN 2% OINTMENT    EVANS,LILY   RXC 7/31/18
6.   LI,CI                   10/10/23   TRANSDERM-SCOP 1.5 MG    EVANS,LILY   RXC 7/31/18
7.   GRIMES,RICK             10/12/73   RISPERIDONE 2MG TAB      EVANS,LILY   CAN 7/30/18
8.   GRIMES,RICK             10/12/73   QUINAPRIL 10 MG ORAL     EVANS,LILY   RXD 7/30/18
9.   THROWER,DAVID           2/22/33    CHLORAMBUCIL 2MG TAB     EVANS,LILY   RXA 7/27/18
10.  THROWER,DAVID           2/22/33    HYDROCHLOROTHIAZIDE 5    EVANS,LILY   RXA 7/27/18
11.  THROWER,DAVID           2/22/33    LIPITOR TAB 10MG         PROVIDER,ER  RXC 7/27/18
12.  THROWER,DAVID           2/22/33    METHYLPREDNISOLONE AC    EVANS,LILY   RXC 7/27/18


          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Quit//
```

Figure 4-41: Refill Response RXC Status in the Holding Queue

Select the record to view the Refill Response details screen.

```
eRx Holding Queue Display      Aug 01, 2018@12:34:41          Page:    1 of    4
eRx Patient: [redacted]
eRx Reference #: 34751

REFILLRESPONSE - APPROVED WITH CHANGES
eRx Status: REFILL RESPONSE COMPLETE

*************************MEDICATION PRESCRIBED******************************
eRx Patient: [redacted]                                    DOB: [redacted]
Vista Patient: NOT LINKED                                  DOB: N/A

eRx Provider: [redacted]                                   NPI: [redacted]
Vista Provider: NOT LINKED                                 NPI: N/A

eRx Drug: XOPENEX 1.25 MG/3 ML INHALATION SOLUTION
eRx Qty: 2          eRx Refills: 2    eRx Days Supply: 90  eRx Date: AUG 01, 2018
eRx Sig: Inhale one unit every 4-6 hours via nebulizer or as necessary for
         wheezing.

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-42: Refill Response Details Screen

The status of the corresponding Refill Request changes to RRC (Refill Request Completed).

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@12:33          Page:    1 of    1
PSO ERX HOLDING QUEUE
                          ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
     Patient                DOB        Drug                    Provider     STA Rec Date
1.   [redacted]             [redacted] XOPENEX 1.25 MG/3 ML    [redacted]   RRC 8/1/18
2.   [redacted]             [redacted] METHYLPREDNISOLONE AC   [redacted]   RRC 8/1/18
3.   [redacted]             [redacted] MUPIROCIN 2% OINTMENT   [redacted]   RRC 7/31/18
4.   [redacted]             [redacted] TRANSDERM-SCOP 1.5 MG   [redacted]   RRC 7/31/18
5.   [redacted]             [redacted] XOPENEX 1.25 MG/3 ML    [redacted]   RRP 7/31/18
6.   [redacted]             [redacted] PATADAY 0.2% OPHTHALM   [redacted]   RRR 7/31/18
7.   [redacted]             [redacted] MUPIROCIN 2% OINTMENT   [redacted]   RRN 7/31/18
8.   [redacted]             [redacted] RISPERIDONE 2MG TAB     [redacted]   CAN 7/30/18
9.   [redacted]             [redacted] QUINAPRIL 10 MG ORAL    [redacted]   RRP 7/30/18
10.  [redacted]             [redacted] CHLORAMBUCIL 2MG TAB    [redacted]   RRP 7/27/18
11.  [redacted]             [redacted] HYDROCHLOROTHIAZIDE 5   [redacted]   RRR 7/27/18
12.  [redacted]             [redacted] LIPITOR TAB 10MG        [redacted]   RRC 7/27/18
13.  [redacted]             [redacted] METHYLPREDNISOLONE AC   [redacted]   RRC 7/27/18

          Enter ?? for more actions
SI Select Item             SO Sort Entries
SR (Search Queue)          MV Message View
Select Action:Quit//
```

Figure 4-43: Refill Request RRC in the Holding Queue

Select the record to view the Refill Request details screen.

```
eRx Holding Queue Display      Aug 01, 2018@12:33:41          Page:    1 of    4
eRx Patient: TUCKER,DEBRA
eRx Reference #: V22216

REFILLREQUEST
eRx Status: REFILL REQUEST COMPLETE

**************************MEDICATION PRESCRIBED******************************
eRx Patient: TUCKER,DEBRA                                  DOB: 11/19/79
Vista Patient: NOT LINKED                                  DOB: N/A

eRx Provider: HOOVER,STANLEY THOMAS                        NPI: 3372611152
Vista Provider: NOT LINKED                                 NPI: N/A

eRx Drug: XOPENEX 1.25 MG/3 ML INHALATION SOLUTION
eRx Qty: 2          eRx Refills: 6     eRx Days Supply: 90  eRx Date: AUG 01, 2018
eRx Sig: Inhale one unit every 4-6 hours via nebulizer or as necessary for
         wheezing.

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ Reject                  AC (Accept eRx)
H  Hold                    UH Un Hold                 RM Remove eRx
Select Action:Next Screen//
```

Figure 4-44: Refill Request Details Screen

The <**VP**>, <**VM**>, <**VD**>. and <**AC**> actions are in parentheses ( ), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

```
+          Enter ?? for more actions
Select Action:Next Screen// VM

>>>  VALIDATE PROVIDER may not be selected at this point.
Select Action:Next Screen//
```

Figure 4-45: Error - Validate Provider Action Not Available

Changes to Provider Segment

In some scenarios, the Refill Response message will display in the Holding Queue List View screen. If the changes are related to the Provider or the Provider and number of refills, the Refill Response will display in the List View because the pharmacist will need validate the updates to the Provider.

When a Refill Response message type is Approved with Changes (Provider segment only or Provider and number of refills in the Drug segment), it will display in the List View screen. It can also be found using <**MV**> Message View or <**SR**> Search. The status of the Approved with Changes Refill Response will be RXN (Refill Response - New).

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@15:54:06          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
     Patient                  DOB       Drug                      Provider     STA Rec Date
1.   [illegible]              [illegible] QUINAPRIL 10 MG ORAL      [illegible]  RXD 7/30/18
2.   [illegible]              [illegible] RISPERIDONE 2MG TAB       [illegible]  CAO 7/30/18
3.   [illegible]              [illegible] WELLBUTRIN XL 150 MG      [illegible]  I   7/30/18
4.   [illegible]              [illegible] XOPENEX 1.25 MG/3 ML      [illegible]  RXD 7/31/18
5.   [illegible]              [illegible] METHYLPREDNISOLONE AC     [illegible]  CAO 7/31/18
6.   [illegible]              [illegible] ACYCLOVIR 800MG TAB       [illegible]  CAP 7/31/18
7.   [illegible]              [illegible] CARAFATE 1 GRAM ORAL      [illegible]  CAO 7/31/18
8.   [illegible]              [illegible] CARAFATE 1 GRAM ORAL      [illegible]  CAH 7/31/18
9.   [illegible]              [illegible] PROTONIX 40 MG ORAL G     [illegible]  CAH 7/31/18
10.  [illegible]              [illegible] TRANSDERM-SCOP 1.5 MG     [illegible]  N   7/31/18
11.  [illegible]              [illegible] MUPIROCIN 2% OINTMENT     [illegible]  N   7/31/18
12.  [illegible]              [illegible] PATADAY 0.2% OPHTHALM     [illegible]  HPT 7/31/18
13.  [illegible]              [illegible] CARAFATE 1 GRAM ORAL      [illegible]  RXN 8/1/18

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR Search Queue             MV Message View
Select Action:Quit//
```

Figure 4-46: RXN Status in Holding Queue List View

The Refill Response details display the Refill Response Message type.

```
eRx Holding Queue Display      Aug 01, 2018@15:55:20          Page:    1 of    4
eRx Patient: [illegible]
eRx Reference #: 34753

REFILLRESPONSE - APPROVED WITH CHANGES
eRx Status: REFILL RESPONSE - NEW

**************************MEDICATION PRESCRIBED******************************
eRx Patient: [illegible]                                    DOB: [illegible]
Vista Patient: NOT LINKED                                   DOB: N/A

eRx Provider: [illegible]                                   NPI: [illegible]
Vista Provider: NOT LINKED                                  NPI: N/A

eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty: 360        eRx Refills: 3    eRx Days Supply: 90  eRx Date: AUG 01, 2018
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty
         stomach 1 hour before meals for 90 days

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM VALIDATE PROVIDER      VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)               AC Accept eRx
H  (Hold)                  UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-47: Refill Response Details Screen

As the user continues to scroll, the Refill Response Information section indicates the Refill Response Message type is Approved with Changes.

```
************************REFILL RESPONSE INFORMATION*************************
APPROVED WITH CHANGES
Response Date/Time: AUG 01, 2018@15:53:18
Note: Approved With Changes provider SEGMENT

Refill Response Comments:
Comments By:
Comments Date/Time:
```

Figure 4-48: Refill Response Information Section

As the user continues to scroll, the Changed Items section displays the fields that were updated and the Refill Request and Response values within the changed fields.

```
********************************CHANGED ITEMS**********************************
Field: EXTERNAL PROVIDER
  Refill Request Value   : [illegible]
  Refill Response Value  : [illegible]

Field: REFILL QUALIFIER
  Refill Request Value   : PHARMACY REQUESTED REFILLS
  Refill Response Value  : ADDITIONAL REFILLS AUTHORIZED
```

Figure 4-49: Changed Items Section

When the user exercises <**VM**> Validate Provider on this response, if the user edits the Provider's information, the status of the record changes to RXW (Refill Response – Waiting).

When the user accepts the validation <**AV**> under <**VM**> Validate Provider, the status of the record changes to RXW (Refill Response – Waiting).

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@16:05:50          Page:    1 of    1
PSO ERX HOLDING QUEUE          ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)

     Patient                 DOB       Drug                    Provider     STA Rec Date
1.   [illegible]             [illegible] QUINAPRIL 10 MG ORAL    [illegible]  RXD 7/30/18
2.   [illegible]             [illegible] RISPERIDONE 2MG TAB     [illegible]  CAO 7/30/18
3.   [illegible]             [illegible] WELLBUTRIN XL 150 MG    [illegible]  I   7/30/18
4.   [illegible]             [illegible] XOPENEX 1.25 MG/3 ML    [illegible]  RXD 7/31/18
5.   [illegible]             [illegible] METHYLPREDNISOLONE AC   [illegible]  CAO 7/31/18
6.   [illegible]             [illegible] ACYCLOVIR 800MG TAB     [illegible]  CAP 7/31/18
7.   [illegible]             [illegible] CARAFATE 1 GRAM ORAL    [illegible]  CAO 7/31/18
8.   [illegible]             [illegible] CARAFATE 1 GRAM ORAL    [illegible]  CAH 7/31/18
9.   [illegible]             [illegible] PROTONIX 40 MG ORAL G   [illegible]  CAH 7/31/18
10.  [illegible]             [illegible] TRANSDERM-SCOP 1.5 MG   [illegible]  N   7/31/18
11.  [illegible]             [illegible] MUPIROCIN 2% OINTMENT   [illegible]  N   7/31/18
12.  [illegible]             [illegible] PATADAY 0.2% OPHTHALM   [illegible]  HPT 7/31/18
13.  [illegible]             [illegible] CARAFATE 1 GRAM ORAL    [illegible]  RXW 8/1/18

          Enter ?? for more actions
SI Select Item            SO Sort Entries
SR Search Queue           MV Message View
Select Action:Quit//
```

Figure 4-50: RXW Status in the Holding Queue

The user may select the record to view the Refill Response Details screen.

```
eRx Holding Queue Display      Aug 01, 2018@16:08:30          Page:    1 of    4
eRx Patient: [redacted]
eRx Reference #: 34753

REFILLRESPONSE - APPROVED WITH CHANGES
eRx Status: REFILL RESPONSE WAITING

*************************MEDICATION PRESCRIBED******************************
eRx Patient: [redacted]                                    DOB: [redacted]
Vista Patient: NOT LINKED                                  DOB: N/A

eRx Provider: [redacted]                                   NPI: [redacted]
Vista Provider[v]: [redacted]                              NPI: [redacted]

eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty: 360        eRx Refills: 3    eRx Days Supply: 90  eRx Date: AUG 01, 2018
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty
         stomach 1 hour before meals for 90 days

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC Accept eRx
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-51: Refill Response Details Screen

When the user accepts the Refill Response record using <**AC**>, the status of the record changes to RXP (Refill Response Processed), and it is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@16:10:08          Page:    1 of    1
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
     Patient                 DOB        Drug                    Provider     STA Rec Date
1.   [redacted]              [redacted] CARAFATE 1 GRAM ORAL    [redacted]   RXP 8/1/18
2.   [redacted]              [redacted] XOPENEX 1.25 MG/3 ML    [redacted]   RXC 8/1/18
3.   [redacted]              [redacted] METHYLPREDNISOLONE AC   [redacted]   RXC 8/1/18
4.   [redacted]              [redacted] XOPENEX 1.25 MG/3 ML    [redacted]   RXD 7/31/18
5.   [redacted]              [redacted] PATADAY 0.2% OPHTHALM   [redacted]   RXA 7/31/18
6.   [redacted]              [redacted] MUPIROCIN 2% OINTMENT   [redacted]   RXC 7/31/18
7.   [redacted]              [redacted] TRANSDERM-SCOP 1.5 MG   [redacted]   RXC 7/31/18
8.   [redacted]              [redacted] RISPERIDONE 2MG TAB     [redacted]   CAN 7/30/18
9.   [redacted]              [redacted] QUINAPRIL 10 MG ORAL    [redacted]   RXD 7/30/18
10.  [redacted]              [redacted] CHLORAMBUCIL 2MG TAB    [redacted]   RXA 7/27/18
11.  [redacted]              [redacted] HYDROCHLOROTHIAZIDE 5   [redacted]   RXA 7/27/18
12.  [redacted]              [redacted] LIPITOR TAB 10MG        [redacted]   RXC 7/27/18
13.  [redacted]              [redacted] METHYLPREDNISOLONE AC   [redacted]   RXC 7/27/18

          Enter ?? for more actions
SI Select Item             SO Sort Entries
SR (Search Queue)          MV Message View
Select Action:Quit//
```

Figure 4-52: RXP Status in Holding Queue

On the Outpatient side, a pending line entry is added for the user to renew the Approved with Changes Refill Response.

```
Medication Profile              Aug 01, 2018@16:13:24          Page:    1 of    1
WHITESIDE,KARA                                          <NO ALLERGY ASSESSMENT>
  PID: 455-40-6230                                        Ht(cm): _______ (______)
  DOB: DEC 11,1952 (65)                                   Wt(kg): _______ (______)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)                 BSA (m2): _______
                                                                  ISSUE  LAST REF DAY
 #  RX #          DRUG                                     QTY ST  DATE  FILL REM SUP

------------------------------------ACTIVE------------------------------------
 1 & 2719734$    SUCRALFATE 1GM TAB                       360 A> 07-31 08-01   0  90
-----------------------------------PENDING------------------------------------
 2 & SUCRALFATE 1GM TAB                     QTY: 360          ISDT: 07-31> REF:  4



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

Figure 4-53: Medication Profile – Pending Line Entry

Activity Log on OP side is updated to display the information that a pending response entry was added.

```
Rx Activity Log                    Aug 01, 2018@16:14:57          Page:    1 of    1
[redacted]                                                  <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                             Ht(cm): _______ (______)
  DOB: [redacted] (65)                                        Wt(kg): _______ (______)

Rx #: 2719734    Original Fill Released:
Routing: Mail       Finished by: [redacted]

Activity Log:
#   Date        Reason         Rx Ref         Initiator Of Activity
==============================================================================
1   08/01/18    PATIENT INSTR. ORIGINAL
Comments: Patient Instructions Sent By Provider.
2   08/01/18                   ORIGINAL       [redacted]
Comments: Electronic Refill Request sent to External Provider
3   08/01/18    PROCESSED      ORIGINAL       [redacted]
Comments: Label never queued to print by User
4   08/01/18                   ORIGINAL       PSOAPPLICATIONPROXY,PSO
Comments: Refill response from external provider - Approved with provider
changes.

          Enter ?? for more actions

Select Action:Quit//
```

Figure 4-54: Rx Activity Log 1

```
Rx Activity Log                    Aug 01, 2018@16:16:07          Page:    4 of    0
[redacted]                                                  <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                             Ht(cm): _______ (______)
  DOB: [redacted] (65)                                        Wt(kg): _______ (______)
+
==============================================================================
1 08/01/18 IERX ORIGINAL [redacted]
Comments: Electronic Refill Request sent to External Provider
2 08/01/18 IERX ORIGINAL PSOAPPLICATIONPROXY,PSO
Comments: Refill response from external provider - Approved with provider change

          Enter ?? for more actions

Select Action:Quit//
```

Figure 4-55: Rx Activity Log 2

The user may select the pending line entry to renew the Approved with Changes Refill Response and accept it.

```
[redacted]                                          <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                     Ht(cm): _______ (_______)
  DOB: [redacted] (65)                                Wt(kg): _______ (_______)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)             BSA (m2): _______
                                                              ISSUE  LAST REF DAY
 #  RX #          DRUG                                  QTY ST  DATE  FILL REM SUP
-------------------------------------ACTIVE-------------------------------------
 1 & 2719734$     SUCRALFATE 1GM TAB                     360 A> 07-31 08-01   0  90
-------------------------------------PENDING------------------------------------
 2 & SUCRALFATE 1GM TAB                    QTY: 360          ISDT: 07-31> REF:  4
```

```
          Enter ?? for more actions
PU   Patient Record Update                NO   New Order
PI   Patient Information                  SO   Select Order
Select Action: Quit// 2

Now Renewing Rx # 2719734    Drug: SUCRALFATE 1GM TAB
```

Figure 4-56: Renew Pending Line Entry

```
[redacted]                                          <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                     Ht(cm): _______ (_______)
  DOB: [redacted] (65)                                Wt(kg): _______ (_______)
+
                Route: BY MOUTH
             Schedule: BID
     Pat Instruction: --AVOID ANTACIDS--
                 SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY --AVOID ANTACIDS--
        Days Supply: 90
                 QTY (TAB): 360
            QTY DSP MSG: TAB
  (3)    # of Refills: 3
  (4)         Routing: MAIL
  (5)          Clinic: ANGIO
  (6)        Provider: [redacted]
  (7)          Copies: 1
  (8)         Remarks: RENEWED FROM RX # 2719734
   Entry By: [redacted]                    Entry Date: JUL 31,2018
          Enter ?? for more actions
AC    Accept                DC    Discontinue          FL    Flag/Unflag
BY    Bypass                ED    Edit
Select Item(s): Quit// AC    Accept
WAS THE PATIENT COUNSELED: NO// YES
WAS COUNSELING UNDERSTOOD: NO// YES
```

Figure 4-57: Accept Rx Renewal

The eRx prescription on which Refills were requested and the Response has been processed, is now reinstated with the Response. The renewed Rx displays in the Active section of the Medication Profile. The Rx number has an “A” appended to the end, indicating this is the first refill. Subsequent refills include the next letter of the alphabet appended. (Ex: & 123456 to & 123456A; for next refill: & 123456A to & 123456B).

```
Medication Profile              Aug 01, 2018@16:20:18          Page:    1 of    1
                                                        <NO ALLERGY ASSESSMENT>
  PID:                                                    Ht(cm): _______ (_______)
  DOB:                (65)                                Wt(kg): _______ (_______)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)                 BSA (m2): _______
                                                                 ISSUE   LAST REF DAY
 #  RX #          DRUG                                   QTY ST  DATE   FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 1 & 2719734A$   SUCRALFATE 1GM TAB                      360 A> 07-31 08-01    3  90


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

Figure 4-58: Renewed Rx in Active Section of the Medication Profile

Once the Approved with Changes Refill Response is successfully renewed, the status of the Refill Response in the Holding Queue changes to RXC (Refill Response Completed).

```
PSO ERX HOLDING QUEUE           Aug 01, 2018@16:22:19          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)

     Patient                 DOB        Drug                     Provider      STA Rec Date
1.                                      CARAFATE 1 GRAM ORAL                   RXC 8/1/18
2.                                      XOPENEX 1.25 MG/3 ML                   RXC 8/1/18
3.                                      METHYLPREDNISOLONE AC                  RXC 8/1/18
4.                                      XOPENEX 1.25 MG/3 ML                   RXD 7/31/18
5.                                      PATADAY 0.2% OPHTHALM                  RXA 7/31/18
6.                                      MUPIROCIN 2% OINTMENT                  RXC 7/31/18
7.                                      TRANSDERM-SCOP 1.5 MG                  RXC 7/31/18
8.                                      RISPERIDONE 2MG TAB                    CAN 7/30/18
9.                                      QUINAPRIL 10 MG ORAL                   RXD 7/30/18
10.                                     CHLORAMBUCIL 2MG TAB                   RXA 7/27/18
11.                                     HYDROCHLOROTHIAZIDE 5                  RXA 7/27/18
12.                                     LIPITOR TAB 10MG                       RXC 7/27/18
13.                                     METHYLPREDNISOLONE AC                  RXC 7/27/18


          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Quit//
```

Figure 4-59: RXC Status in the Holding Queue

Select the record to view the Refill Response details screen.

```
eRx Holding Queue Display      Aug 01, 2018@16:22:53          Page:    1 of    4
eRx Patient: [redacted]
eRx Reference #: 34753

REFILLRESPONSE - APPROVED WITH CHANGES
eRx Status: REFILL RESPONSE COMPLETE

*************************MEDICATION PRESCRIBED*****************************
eRx Patient: [redacted]                                    DOB: [redacted]
Vista Patient: NOT LINKED                                  DOB: N/A

eRx Provider: [redacted]                                   NPI: [redacted]
Vista Provider[v]: [redacted]                              NPI: [redacted]

eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty: 360        eRx Refills: 3    eRx Days Supply: 90  eRx Date: AUG 01, 2018
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty
         stomach 1 hour before meals for 90 days

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-60: Refill Response Details Screen

The status of the corresponding Refill Request changes to RRC (Refill Request Completed).

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@16:24:27          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
     Patient                  DOB        Drug                     Provider     STA Rec Date
1.   [redacted]               [redacted] CARAFATE 1 GRAM ORAL     [redacted]   RRC 8/1/18
2.   [redacted]               [redacted] XOPENEX 1.25 MG/3 ML     [redacted]   RRC 8/1/18
3.   [redacted]               [redacted] METHYLPREDNISOLONE AC    [redacted]   RRC 8/1/18
4.   [redacted]               [redacted] MUPIROCIN 2% OINTMENT    [redacted]   RRC 7/31/18
5.   [redacted]               [redacted] TRANSDERM-SCOP 1.5 MG    [redacted]   RRC 7/31/18
6.   [redacted]               [redacted] XOPENEX 1.25 MG/3 ML     [redacted]   RRP 7/31/18
7.   [redacted]               [redacted] PATADAY 0.2% OPHTHALM    [redacted]   RRR 7/31/18
8.   [redacted]               [redacted] MUPIROCIN 2% OINTMENT    [redacted]   RRN 7/31/18
9.   [redacted]               [redacted] RISPERIDONE 2MG TAB      [redacted]   CAN 7/30/18
10.  [redacted]               [redacted] QUINAPRIL 10 MG ORAL     [redacted]   RRP 7/30/18
11.  [redacted]               [redacted] CHLORAMBUCIL 2MG TAB     [redacted]   RRP 7/27/18
12.  [redacted]               [redacted] HYDROCHLOROTHIAZIDE 5    [redacted]   RRR 7/27/18
13.  [redacted]               [redacted] LIPITOR TAB 10MG         [redacted]   RRC 7/27/18
14.  [redacted]               [redacted] METHYLPREDNISOLONE AC    [redacted]   RRC 7/27/18

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Quit//
```

Figure 4-61: RRC Status in the Holding Queue

Select the record to view the Refill Request details screen.

```
eRx Holding Queue Display      Aug 01, 2018@16:24:58          Page:    1 of    4
eRx Patient: [redacted]
eRx Reference #: V22220

REFILLREQUEST
eRx Status: REFILL REQUEST COMPLETE

**************************MEDICATION PRESCRIBED******************************
eRx Patient: [redacted]                                    DOB: [redacted]
Vista Patient: NOT LINKED                                  DOB: N/A

eRx Provider: [redacted]                                   NPI: [redacted]
Vista Provider: NOT LINKED                                 NPI: N/A

eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty: 360        eRx Refills: 3    eRx Days Supply: 90  eRx Date: AUG 01, 2018
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty
         stomach 1 hour before meals for 90 days

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ Reject                  AC (Accept eRx)
H  Hold                    UH Un Hold                 RM Remove eRx
Select Action:Next Screen//
```

Figure 4-62: Refill Request Details Screen

The <**VP**>, <**VM**>, <**VD**>, <**Hold**>, <**UnHold**>, <**RJ**>, <**RM**>, and <**AC**> actions are in parentheses ( ), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

```
+          Enter ?? for more actions
Select Action:Next Screen// VM

>>>  VALIDATE PROVIDER may not be selected at this point.
Select Action:Next Screen//
```

Figure 4-63: Error - Validate Provider Action Not Available

Denied, New Prescription to Follow

Another Refill Response message type is Denied New Prescription to Follow (DNTF). This indicates the refill is denied, but a new R_x will follow.

When a Refill Response message type is Denied New R_x to Follow (DNTF), it will display in the List View screen. It can also be found using <**MV**> Message View or <**SR**> Search. The status of the DNTF Refill Response will be RXD (Refill Response Denied/DNTF).

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@18:52:07          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
     Patient                  DOB       Drug                     Provider     STA Rec Date
1.   [illegible]              [illegible] QUINAPRIL 10 MG ORAL   [illegible]  RXD 7/30/18
2.   [illegible]              [illegible] RISPERIDONE 2MG TAB    [illegible]  CAO 7/30/18
3.   [illegible]              [illegible] WELLBUTRIN XL 150 MG   [illegible]  I   7/30/18
4.   [illegible]              [illegible] XOPENEX 1.25 MG/3 ML   [illegible]  RXD 7/31/18
5.   [illegible]              [illegible] METHYLPREDNISOLONE AC  [illegible]  CAO 7/31/18
6.   [illegible]              [illegible] ACYCLOVIR 800MG TAB    [illegible]  CAP 7/31/18
7.   [illegible]              [illegible] CARAFATE 1 GRAM ORAL   [illegible]  CAO 7/31/18
8.   [illegible]              [illegible] CARAFATE 1 GRAM ORAL   [illegible]  CAH 7/31/18
9.   [illegible]              [illegible] PROTONIX 40 MG ORAL G  [illegible]  CAH 7/31/18
10.  [illegible]              [illegible] TRANSDERM-SCOP 1.5 MG  [illegible]  N   7/31/18
11.  [illegible]              [illegible] PATADAY 0.2% OPHTHALM  [illegible]  RXD 8/1/18
12.  [illegible]              [illegible] MUPIROCIN 2% OINTMENT  [illegible]  RXD 8/1/18

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR Search Queue             MV Message View
Select Action:Quit//
```

Figure 4-64: RXD Status in the Holding Queue List View

The Refill Response details display the Refill Response Message type.

```
eRx Holding Queue Display      Aug 01, 2018@18:53:19          Page:    1 of    4
eRx Patient: [illegible]
eRx Reference #: 34766

REFILLRESPONSE - DENIED, NEW PRESCRIPTION TO FOLLOW
eRx Status: REFILL RESPONSE DENIED/DNTF

**************************MEDICATION PRESCRIBED******************************
eRx Patient: [illegible]                                  DOB: [illegible]
Vista Patient: NOT LINKED                                 DOB: N/A

eRx Provider: [illegible]                                 NPI: [illegible]
Vista Provider: NOT LINKED                                NPI: N/A

eRx Drug: MUPIROCIN 2% OINTMENT
eRx Qty: 22        eRx Refills: 3    eRx Days Supply:     eRx Date: AUG 01, 2018
eRx Sig: 1st week test on arm. Then q 3 days to face x 2 then q 2 days x 2 then
         daily. 1/2 hour after wash and dry off face.

+          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-65: Refill Response Denied/DNTF Details Screen

In the below figure, the Refill Response Information segment indicates the Refill Response Message type is Denied, New Prescription to Follow.

```
************************REFILL RESPONSE INFORMATION*************************
DENIED, NEW PRESCRIPTION TO FOLLOW
Response Date/Time: AUG 01, 2018@18:51:58
Note: Patient never under Prescriber care

Refill Response Comments:
Comments By:
Comments Date/Time:

DENIED, NEW PRESCRIPTION TO FOLLOW reason code: AB
Code Description: Patient never under Prescriber care
```

Figure 4-66: Refill Response Information Section

On the Outpatient side, the eRx Prescription on which the Refill was requested will be auto-Discontinued (auto-DC).

```
Medication Profile              Aug 01, 2018@18:45:56          Page:    1 of    1
                                                        <NO ALLERGY ASSESSMENT>
  PID:                                                    Ht(cm): _______ (______)
  DOB:                (8)                                 Wt(kg): _______ (______)
  SEX: MALE
  CrCL: <Not Found> (CREAT: Not Found)                  BSA (m2): _______
                                                                  ISSUE   LAST REF DAY
 #  RX #          DRUG                                     QTY ST  DATE   FILL REM SUP
-------------------------------------ACTIVE-------------------------------------
 1 & 2719737$    MUPIROCIN 2% OINT                          22 A> 07-30 08-01   0  15

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

Figure 4-67: Medication Profile – eRx Before DNTF Refill Response

```
Medication Profile              Aug 01, 2018@18:54:57          Page:    1 of    1
                                                        <NO ALLERGY ASSESSMENT>
  PID:                                                    Ht(cm): _______ (______)
  DOB:                (8)                                 Wt(kg): _______ (______)
  SEX: MALE
  CrCL: <Not Found> (CREAT: Not Found)                  BSA (m2): _______
                                                                  ISSUE   LAST REF DAY
 #  RX #          DRUG                                     QTY ST  DATE   FILL REM SUP
----------------------------------DISCONTINUED----------------------------------
 1 & 2719737$    MUPIROCIN 2% OINT                          22 DC>07-30 08-01   0  15

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

Figure 4-68: Medication Profile – eRx After DNTF Refill Response

The Activity Log on OP side is updated to display that the eRx Prescription has been auto-Discontinued.

```
Rx Activity Log                    Aug 01, 2018@18:55:43          Page:    1 of    2
[redacted]                                                <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                           Ht(cm): _______ (______)
  DOB: [redacted] (8)                                       Wt(kg): _______ (______)
+
Routing: Mail      Finished by: [redacted]

Activity Log:
#   Date        Reason         Rx Ref         Initiator Of Activity
==============================================================================
1   08/01/18    PATIENT INSTR. ORIGINAL
Comments: Patient Instructions Sent By Provider.
2   08/01/18                   ORIGINAL       [redacted]
Comments: Electronic Refill Request sent to External Provider
3   08/01/18    PROCESSED      ORIGINAL       [redacted]
Comments: Label never queued to print by User
4   08/01/18                   ORIGINAL       PSOAPPLICATIONPROXY,PSO
Comments: Refill response from external provider - Denied, New prescription to
follow
5   08/01/18    DISCONTINUED   ORIGINAL       PSOAPPLICATIONPROXY,PSO
Comments: eRx discontinued by external prescriber
          Enter ?? for more actions

Select Action:Quit//
```

Figure 4-69: Activity Log 1

```
Rx Activity Log                    Aug 01, 2018@19:02:04          Page:    4 of    0
[redacted]                                                <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                           Ht(cm): _______ (______)
  DOB: [redacted] (8)                                       Wt(kg): _______ (______)
+
eRx Activity Log:
#   Date        Reason         Rx Ref         Initiator Of Activity
==============================================================================
1 08/01/18 IERX ORIGINAL [redacted]
Comments: Electronic Refill Request sent to External Provider
2 08/01/18 IERX ORIGINAL PSOAPPLICATIONPROXY,PSO
Comments: Refill response from external provider - Denied, New prescription to f

          Enter ?? for more actions

Select Action:Quit//
```

Figure 4-70: Activity Log 2

Once the DNTF Refill Response has successfully auto-Discontinued the eR_x Prescription in OP, the status of the Refill Response in the Holding Queue continues to display as RXD (Refill Response Denied/DNTF).

The status of the corresponding Refill Request will change to RRP (Refill Request Processed).

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@18:57:08          Page:    1 of    2
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
     Patient                  DOB      Drug                    Provider     STA Rec Date
1.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT [illegible] RRP 8/1/18
2.   [illegible]              [illegible] ACYCLOVIR 800MG TAB   [illegible] RRN 8/1/18
3.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT [illegible] RRP 8/1/18
4.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT [illegible] RRR 8/1/18
5.   [illegible]              [illegible] PATADAY 0.2% OPHTHALM [illegible] RRR 8/1/18
6.   [illegible]              [illegible] CARAFATE 1 GRAM ORAL  [illegible] RRC 8/1/18
7.   [illegible]              [illegible] XOPENEX 1.25 MG/3 ML  [illegible] RRC 8/1/18
8.   [illegible]              [illegible] METHYLPREDNISOLONE AC [illegible] RRC 8/1/18
9.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT [illegible] RRC 7/31/18
10.  [illegible]              [illegible] TRANSDERM-SCOP 1.5 MG [illegible] RRC 7/31/18
11.  [illegible]              [illegible] XOPENEX 1.25 MG/3 ML  [illegible] RRP 7/31/18
12.  [illegible]              [illegible] PATADAY 0.2% OPHTHALM [illegible] RRR 7/31/18
13.  [illegible]              [illegible] MUPIROCIN 2% OINTMENT [illegible] RRN 7/31/18
14.  [illegible]              [illegible] RISPERIDONE 2MG TAB   [illegible] CAN 7/30/18
15.  [illegible]              [illegible] QUINAPRIL 10 MG ORAL  [illegible] RRP 7/30/18
+          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Next Screen//
```

Figure 4-71: RRP Status in the Holding Queue

The <**VP**>, <**VM**>, <**VD**>, <**Hold**>, <**UnHold**>, <**RJ**>, <**RM**>, and <**AC**> actions are in parentheses ( ), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

```
+          Enter ?? for more actions
Select Action:Next Screen// VM

>>>  VALIDATE PROVIDER may not be selected at this point.
Select Action:Next Screen//
```

Figure 4-72: Error - Validate Provider Action Not Available

Denied

Another Refill Response message type is Denied. This indicates the refill request is denied.

When a Refill Response – Denied type is received in the Holding Queue, it is displayed in the List View in RXD status (Refill Response Denied/DNTF).

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@17:39:59          Page:    1 of    1
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
     Patient                    DOB       Drug                      Provider     STA Rec Date
1.   [illegible]                [illegible] QUINAPRIL 10 MG ORAL      [illegible]  RXD 7/30/18
2.   [illegible]                [illegible] RISPERIDONE 2MG TAB       [illegible]  CAO 7/30/18
3.   [illegible]                [illegible] WELLBUTRIN XL 150 MG      [illegible]  I   7/30/18
4.   [illegible]                [illegible] XOPENEX 1.25 MG/3 ML      [illegible]  RXD 7/31/18
5.   [illegible]                [illegible] METHYLPREDNISOLONE AC     [illegible]  CAO 7/31/18
6.   [illegible]                [illegible] ACYCLOVIR 800MG TAB       [illegible]  CAP 7/31/18
7.   [illegible]                [illegible] CARAFATE 1 GRAM ORAL      [illegible]  CAO 7/31/18
8.   [illegible]                [illegible] CARAFATE 1 GRAM ORAL      [illegible]  CAH 7/31/18
9.   [illegible]                [illegible] PROTONIX 40 MG ORAL G     [illegible]  CAH 7/31/18
10.  [illegible]                [illegible] TRANSDERM-SCOP 1.5 MG     [illegible]  N   7/31/18
11.  [illegible]                [illegible] MUPIROCIN 2% OINTMENT     [illegible]  N   7/31/18
12.  [illegible]                [illegible] PATADAY 0.2% OPHTHALM     [illegible]  RXD 8/1/18

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR Search Queue             MV Message View
Select Action:Quit//
```

Figure 4-73: RXD Status in the Holding Queue List View

Select the record to view the Refill Response details screen.

```
eRx Holding Queue Display      Aug 01, 2018@17:41:25          Page:    1 of    3
eRx Patient: [illegible]
eRx Reference #: 34761

REFILLRESPONSE - DENIED
eRx Status: REFILL RESPONSE DENIED/DNTF

*************************MEDICATION PRESCRIBED******************************
eRx Patient: [illegible]                                   DOB: [illegible]
Vista Patient: NOT LINKED                                  DOB: N/A

eRx Provider: [illegible]                                  NPI: [illegible]
Vista Provider: NOT LINKED                                 NPI: N/A

eRx Drug: PATADAY 0.2% OPHTHALMIC SOLUTION
eRx Qty: 2.5       eRx Refills: 2    eRx Days Supply: 30   eRx Date: AUG 01, 2018
eRx Sig: 1 drop in both eyes once a day for 4 weeks, wait 10-15 minutes before
         contact lens insertion. Shake well.

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-74: Refill Response Details Screen – Denied

As the user continues to scroll, the Refill Response Information section indicates the Refill Response Message type is Denied.

```
************************REFILL RESPONSE INFORMATION*************************
DENIED
Response Date/Time: AUG 01, 2018@17:39:20
Note: Patient unknown to the PrescriberPatient never under Prescriber carePA

Refill Response Comments:
Comments By:
Comments Date/Time:
```

Figure 4-75: Refill Response Information Section

There is no user intervention required on the Denied Refill Response other than acknowledging. For more information on how to acknowledge a record in actionable status, refer to Acknowledge: Hidden Action for Refill Response/Inbound Error section in this guide.

The <**VP**>, <**VM**>, <**VD**>, <**Hold**>, <**UnHold**>, <**RJ**>, <**RM**>, and <**AC**> actions are in parentheses ( ), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

```
+          Enter ?? for more actions
Select Action:Next Screen// VM

>>>  VALIDATE PROVIDER may not be selected at this point.
Select Action:Next Screen//
```

Figure 4-76: Error - Validate Provider Action Not Available

Refill Response Failed (RXF)

Refill Response Failed (RXF) is an actionable status used for Refill Responses if a failure occurs. One scenario is when a patient's Outpatient Profile record is locked in OERR and a DNTF Refill Response is attempting to auto-discontinue an eRx record at the same time. Another scenario is when a Refill Request is sent out for a prescription, and it is manually discontinued before a response is received. Then, a DNTF Refill Response is sent for the prescription.

NOTE: Additional RXF scenarios are as follows:

1. When a user selects an Active eRx from OP that has an outstanding Refill Request and locks it, and at the same time an Approved or Approved with Changes Refill Response is sent, a new pending line entry for that response is added in OP.
2. When a Refill Request is sent out for a prescription and it is manually discontinued before receiving a response, if an Approved or Approved with Changes Refill Response is sent, a new pending line entry for that response is added in OP.
3. When a user selects an Active eRx from OP in Backdoor Orders that has an outstanding Refill Request and locks it, and at the same time a DNTF Refill Response is sent, the Prescription gets auto-discontinued and the corresponding Response is marked as RXD in the Holding Queue. However, if the record is locked in Edit mode in Backdoor Orders, the response fails to auto-discontinue and is marked as RXF in the Holding Queue.
4. When a Refill Request is sent out for a prescription, and it is renewed within VA, the prescription becomes a non-electronic prescription. If an Approved Refill Response is then sent, no pending line entry is added in OP. The VA Order (non-eRx) is not modified by the response. The response is marked as RXN in the Holding Queue.

5. When a Refill Request is sent out for a prescription and it is renewed within VA, the prescription becomes a non-electronic prescription. If a DNTF Refill Response is then sent, the VA Order (non-eRx) is not auto-discontinued by the response. The response is marked as RXD in the Holding Queue.

Inbound Error – RRE

Inbound ERROR message is the NCPDP 10.6 format for Inbound Error message received in VistA under certain situations, including the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

When a Refill Request sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved and displayed in the Holding Queue's list view with the status RRE (Refill Request Error). This is an actionable entry and requires the user to acknowledge it.

For more information about <**ACK**> Acknowledge, refer to the section Acknowledge: Hidden Action for Refill Response/Inbound Error in this guide.

Add Comments: Hidden Action for Refill Request/Response

There is a free-text Comment field in the Message Details view for Refill Request and Response messages. This field allows users to enter additional comments on the Refill Request and Response messages. To add a comment:

1. Type action <**AD**>.
2. Type Request/Response comments.

```
eRx Patient: [illegible]
eRx Reference #: V19055
+
Vista Drug: PRIMIDONE 50MG TAB
Vista Qty: 180              Vista Refills: 1            Vista Days Supply: 90
Vista Sig: TAKE ONE TABLET BY MOUTH TWICE A DAY FOR 5 DAYS
Pat Inst: --;AVOID ANTACIDS../
VA Rx#: 2719267

************************REFILL REQUEST INFORMATION*************************
Requested By: [illegible]
Request Date/Time: FEB 07, 2018@10:34:53
# of Refills Requested: 1

Refill Request Comments:
Comments By:
Comments Date/Time:

+          Enter ?? for more actions
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD (VALIDATE DRUG/SIG)
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx
Select Action:Next Screen// AD   AD
REQUEST/RESPONSE COMMENTS: // TESTING FOR TODAY'S DEMO
```

Figure 4-77: Add Comments

3. Select <**Enter**>.

```
eRx Holding Queue Display      Feb 07, 2018@12:32:30          Page:    2 of    3
eRx Patient:
eRx Reference #: V19055
+
Vista Drug: PRIMIDONE 50MG TAB
Vista Qty: 180              Vista Refills: 1            Vista Days Supply: 90
Vista Sig: TAKE ONE TABLET BY MOUTH TWICE A DAY FOR 5 DAYS
Pat Inst: --;AVOID ANTACIDS../
VA Rx#: 2719267

************************REFILL REQUEST INFORMATION*************************
Requested By:
Request Date/Time: FEB 07, 2018@10:34:53
# of Refills Requested: 1

Refill Request Comments: TESTING FOR TODAY'S DEMO
Comments By:
Comments Date/Time: FEB 07, 2018@12:32:30
```

Figure 4-78: Refill Request Comments

The user who made the comment displays in the "Comments By" field and the date/time the comments were made display in the "Comments Date/Time" field. Users can replace the comments with updated comments. When comments are replaced, the last user who made comments displays in the "Comments By" field and the date/time the comments were updated display in the "Comments Date/Time" field. To update or replace comments:

4. Type action <**AD**>.
5. Replace with updated comments.

```
eRx Reference #: V19055
+
Refill Request Comments: TESTING FOR TODAY'S DEMO
Comments By:
Comments Date/Time: FEB 07, 2018@12:32:30

******************************MESSAGE HISTORY*********************************
Refill Request Reference #: V19055
New eRx Reference #: 19342
Response eRx Reference #:

          Enter ?? for more actions
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD (VALIDATE DRUG/SIG)
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx
Select Action:Quit// AD    AD
REQUEST/RESPONSE COMMENTS: TESTING FOR TODAY'S DEMO
  Replace ... With CHANGING COMMENTS
```

Figure 4-79: Replacing Refill Request Comments

6. Select <**Enter**>.

```
eRx Holding Queue Display      Feb 07, 2018@12:33:07          Page:    2 of    3
eRx Patient:
eRx Reference #: V19055
+
Refill Request Comments: CHANGING COMMENTS
Comments By:
Comments Date/Time: FEB 07, 2018@12:33:07

****************************MESSAGE HISTORY*******************************
Refill Request Reference #: V19055
New eRx Reference #: 19342
Response eRx Reference #:
```

Figure 4-80: Refill Request Comments Updated

Acknowledge: Hidden Action for Refill Response/Inbound Error

Once the user completes reviewing a Denied or a Denied, New Rx to Follow Refill Response message in the Holding Queue's list view, s/he can exercise <**ACK**> Acknowledge Hidden action to remove the message from the list view. The resulting acknowledged message can be retrieved using <**MV**> Message View or <**SR**> Search. Acknowledge is also enabled for Refill Responses that fail to auto-process and are in status of RXF and the Inbound Errors with status RRE. When a Refill Response – Denied or Denied New Rx to Follow type is received in the Holding Queue, it is displayed in the list view, and is in the actionable RXD status.

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@18:52:07          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
     Patient                DOB        Drug                    Provider     STA Rec Date
1.                                     QUINAPRIL 10 MG ORAL                 RXD 7/30/18
2.                                     RISPERIDONE 2MG TAB                  CAO 7/30/18
3.                                     WELLBUTRIN XL 150 MG                 I   7/30/18
4.                                     XOPENEX 1.25 MG/3 ML                 RXD 7/31/18
5.                                     METHYLPREDNISOLONE AC                CAO 7/31/18
6.                                     ACYCLOVIR 800MG TAB                  CAP 7/31/18
7.                                     CARAFATE 1 GRAM ORAL                 CAO 7/31/18
8.                                     CARAFATE 1 GRAM ORAL                 CAH 7/31/18
9.                                     PROTONIX 40 MG ORAL G                CAH 7/31/18
10.                                    TRANSDERM-SCOP 1.5 MG                N   7/31/18
11.                                    PATADAY 0.2% OPHTHALM                RXD 8/1/18
12.                                    MUPIROCIN 2% OINTMENT                RXD 8/1/18

          Enter ?? for more actions
SI Select Item            SO Sort Entries
SR Search Queue           MV Message View
Select Action:Quit//
```

Figure 4-81: RXD Status in the Holding Queue List View

Select the record to view the Refill Response details screen.

```
eRx Holding Queue Display      Aug 01, 2018@19:27:20          Page:    1 of    4
eRx Patient: [redacted]
eRx Reference #: 34766

REFILLRESPONSE
eRx Status: REFILL RESPONSE DENIED/DNTF

**************************MEDICATION PRESCRIBED******************************
eRx Patient: [redacted]                                   DOB: [redacted]
Vista Patient: NOT LINKED                                 DOB: N/A

eRx Provider: [redacted]                                  NPI: [redacted]
Vista Provider: NOT LINKED                                NPI: N/A

eRx Drug: MUPIROCIN 2% OINTMENT
eRx Qty: 22        eRx Refills: 3    eRx Days Supply:     eRx Date: AUG 01, 2018
eRx Sig: 1st week test on arm. Then q 3 days to face x 2 then q 2 days x 2 then
         daily. 1/2 hour after wash and dry off face.

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-82: Refill Response Denied/DNTF Details Screen

The user may type <**ACK**> at the prompt to acknowledge the Refill Response message.

```
REFILLRESPONSE
eRx Status: REFILL RESPONSE DENIED/DNTF

**************************MEDICATION PRESCRIBED******************************
eRx Patient: [redacted]                                   DOB: [redacted]
Vista Patient: NOT LINKED                                 DOB: N/A

eRx Provider: [redacted]                                  NPI: [redacted]
Vista Provider: NOT LINKED                                NPI: N/A

eRx Drug: MUPIROCIN 2% OINTMENT
eRx Qty: 22        eRx Refills: 3    eRx Days Supply:     eRx Date: AUG 01, 201
eRx Sig: 1st week test on arm. Then q 3 days to face x 2 then q 2 days x 2 then
         daily. 1/2 hour after wash and dry off face.

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen// ACK   ACK
Would you like to acknowledge this record?
Enter Yes or No: N// YES
Refill response acknowledged.
Type <Enter> to continue or '^' to exit:
```

Figure 4-83: Acknowledge Refill Response Message

Once the user selects **Yes** at the prompt, the status of the message is changed from RXD to RXA and the message is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@19:29:10          Page:    1 of    2
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)

     Patient                  DOB       Drug                        Provider      STA Rec Date
1.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT     [illegible]   RXA 8/1/18
2.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT     [illegible]   RXA 8/1/18
3.   [illegible]              [illegible] MUPIROCIN 2% OINTMENT     [illegible]   RXA 8/1/18
4.   [illegible]              [illegible] PATADAY 0.2% OPHTHALM     [illegible]   RXD 8/1/18
5.   [illegible]              [illegible] CARAFATE 1 GRAM ORAL      [illegible]   RXC 8/1/18
6.   [illegible]              [illegible] XOPENEX 1.25 MG/3 ML      [illegible]   RXC 8/1/18
7.   [illegible]              [illegible] METHYLPREDNISOLONE AC     [illegible]   RXC 8/1/18
8.   [illegible]              [illegible] XOPENEX 1.25 MG/3 ML      [illegible]   RXD 7/31/18
9.   [illegible]              [illegible] PATADAY 0.2% OPHTHALM     [illegible]   RXA 7/31/18
10.  [illegible]              [illegible] MUPIROCIN 2% OINTMENT     [illegible]   RXC 7/31/18
11.  [illegible]              [illegible] TRANSDERM-SCOP 1.5 MG     [illegible]   RXC 7/31/18
12.  [illegible]              [illegible] RISPERIDONE 2MG TAB       [illegible]   CAN 7/30/18
13.  [illegible]              [illegible] QUINAPRIL 10 MG ORAL      [illegible]   RXD 7/30/18
14.  [illegible]              [illegible] CHLORAMBUCIL 2MG TAB      [illegible]   RXA 7/27/18
15.  [illegible]              [illegible] HYDROCHLOROTHIAZIDE 5     [illegible]   RXA 7/27/18
+          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Next Screen//
```

Figure 4-84: RXA Status in the Holding Queue

Select the record to view the Refill Response details screen, displaying the eRx status of Refill Response Acknowledged.

```
eRx Holding Queue Display      Aug 01, 2018@19:29:55          Page:    1 of    4
eRx Patient: [illegible]
eRx Reference #: 34766

REFILLRESPONSE
eRx Status: REFILL RESPONSE ACKNOWLEDGED

*************************MEDICATION PRESCRIBED*****************************
eRx Patient: [illegible]                                  DOB: [illegible]
Vista Patient: NOT LINKED                                 DOB: N/A

eRx Provider: [illegible]                                 NPI: [illegible]
Vista Provider: NOT LINKED                                NPI: N/A

eRx Drug: MUPIROCIN 2% OINTMENT
eRx Qty: 22        eRx Refills: 3    eRx Days Supply:     eRx Date: AUG 01, 2018
eRx Sig: 1st week test on arm. Then q 3 days to face x 2 then q 2 days x 2 then
         daily. 1/2 hour after wash and dry off face.

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-85: Refill Response Acknowledged Details Screen

NOTE: When the user acknowledges a Refill Response with a status of RXF, it changes to RXA. The workflow is the same as RXD to RXA.

When a Refill Request results in an Inbound Error with the status RRE, it is displayed in the list view as an actionable entry.

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@19:14:58          Page:    1 of    3
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
+    Patient                  DOB        Drug                      Provider     STA Rec Date
2.   [redacted]               [redacted] CLONIDINE HCL 0.2 TAB     [redacted]   CAR 7/17/18
3.   [redacted]               [redacted] LIPITOR TAB 10MG          [redacted]   N   7/17/18
4.   [redacted]               [redacted] CAPTOPRIL 25MG TAB        [redacted]   N   7/18/18
5.   [redacted]               [redacted] CLONIDINE HCL 0.2 TAB     [redacted]   N   7/20/18
6.   [redacted]               [redacted] N/A                       [redacted]   RRE 7/23/18
7.   [redacted]               [redacted] BUPROPION HCL 75MG TA     [redacted]   CAR 7/23/18
8.   [redacted]               [redacted] N/A                       [redacted]   RRE 7/23/18
9.   [redacted]               [redacted] N/A                       [redacted]   RRE 7/23/18
10.  [redacted]               [redacted] N/A                       [redacted]   RRE 7/23/18
11.  [redacted]               [redacted] SIMVASTATIN 20MG          [redacted]   CAR 7/23/18
12.  [redacted]               [redacted] SIMVASTATIN 20MG          [redacted]   CAO 7/23/18
13.  [redacted]               [redacted] N/A                       [redacted]   RRE 7/23/18
14.  [redacted]               [redacted] N/A                       [redacted]   RRE 7/23/18
15.  [redacted]               [redacted] SIMVASTATIN 20MG TAB      [redacted]   CAR 7/23/18
16.  [redacted]               [redacted] N/A                       N/A          RRE 7/23/18
+          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR Search Queue             MV Message View
Select Action:Next Screen//
```

Figure 4-86: RRE Status in the Holding Queue List View

Select the record to view the Inbound Error details screen, displaying an eRx status of Refill Request Error.

```
eRx Holding Queue Display      Aug 01, 2018@19:17:30          Page:    1 of    2
eRx Patient: [redacted]
eRx Reference #: 8822

INBOUND ERROR
eRx Status: REFILL REQUEST ERROR

eRx Patient: [redacted]                                        DOB: [redacted]
Vista Patient: NOT LINKED                                      DOB: N/A

eRx Provider:                                                  NPI:
Vista Provider: NOT LINKED                                     NPI: N/A

eRx Drug:
eRx Qty:            eRx Refills:      eRx Days Supply:      eRx Date: JUL 23, 2018

*****************************ERROR DETAILS*********************************
Error Date/Time: JUL 23, 2018@16:59:07
Code: RECEIVER UNABLE TO PROCESS - DO NOT RETRY
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen// ACK
```

Figure 4-87: Refill Request Error Details Screen

The user may type <**ACK**> Acknowledge at the prompt to acknowledge the Refill Response message.

```
Select Action:Next Screen// ACK   ACK
Would you like to acknowledge this record?
Enter Yes or No: N// YES
Inbound error acknowledged.
Type <Enter> to continue or '^' to exit:
```

Figure 4-88: Acknowledge Action

Once the user selects **Yes** at the prompt, the status of the message is changed from RRE to IRA and the message is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@19:25:28          Page:    1 of    4
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)
+     Patient                DOB        Drug                Provider      STA Rec Date
6.    [redacted]             [redacted] N/A                 N/A           IRA 7/24/18
7.    [redacted]             [redacted] N/A                 N/A           E   7/24/18
8.    [redacted]             [redacted] N/A                 N/A           IRA 7/24/18
9.    [redacted]             [redacted] N/A                 N/A           E   7/24/18
10.   [redacted]             [redacted] N/A                 N/A           RRE 7/24/18
11.   [redacted]             [redacted] N/A                 N/A           E   7/24/18
12.   [redacted]             [redacted] N/A                 N/A           RRE 7/24/18
13.   [redacted]             [redacted] N/A                 N/A           E   7/24/18
14.   [redacted]             [redacted] N/A                 N/A           RRE 7/24/18
15.   [redacted]             [redacted] N/A                 N/A           RRE 7/24/18
16.   [redacted]             [redacted] N/A                 N/A           E   7/24/18
17.   [redacted]             [redacted] N/A                 N/A           RRE 7/24/18
18.   [redacted]             [redacted] N/A                 N/A           E   7/24/18
19.   [redacted]             [redacted] N/A                 N/A           RRE 7/24/18
20.   [redacted]             [redacted] N/A                 N/A           E   7/24/18
+          Enter ?? for more actions
SI Select Item            SO Sort Entries
SR (Search Queue)         MV Message View
Select Action:Next Screen//
```

Figure 4-89: IRA Status in the Holding Queue

Select the record to view the Inbound Error details screen, with an eR$_x$ status of Inbound Refill Request Error Acknowledged.

```
eRx Holding Queue Display      Aug 01, 2018@19:23:30          Page:    1 of    2
eRx Patient:
eRx Reference #: 8822

INBOUND ERROR
eRx Status: INBOUND REFREQ ERROR ACKNOWLEDGED

eRx Patient:                                                DOB:
Vista Patient: NOT LINKED                                   DOB: N/A

eRx Provider:                                               NPI:
Vista Provider: NOT LINKED                                  NPI: N/A

eRx Drug:
eRx Qty:            eRx Refills:      eRx Days Supply:     eRx Date: JUL 23, 2018

******************************ERROR DETAILS*******************************
Error Date/Time: JUL 23, 2018@16:59:07
Code: RECEIVER UNABLE TO PROCESS - DO NOT RETRY
+          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)                AC (Accept eRx)
H  (Hold)                 UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-90: Inbound Error Details Screen – Inbound Refill Request Error Acknowledged

Unit 5. Cancel R_x Requests and Responses

The Cancel R_x Request is sent by the external/non-VA provider for an original New R_x so it is not processed and dispensed by VA Pharmacy. Upon successfully canceling a New R_x (or auto-Discontinue in Outpatient), VA Pharmacy sends back either an automated or manual Cancel R_x Response. When an automated Cancel R_x Response is sent to the provider's EHR system, user intervention is not required. When a user has to take action on the prescription for which a Cancel R_x Request has been received, the user may send a manual Cancel R_x Response.

Cancel R_x Request in the eR_x Holding Queue

When a Cancel R_x Request is received in the Holding Queue, it is displayed in the list view in one of the actionable statuses until it is acknowledged. Depending on the status of the New R_x on which the Cancel R_x Request has been received, the status of the request is changed according to the status of the New R_x prior to canceling or auto-Discontinuing. For a full list of Cancel R_x Request statuses, please refer to Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type in this guide.

Once the request is acknowledged, it is no longer displayed in the list view. Cancel R_x Request messages may be retrieved at any point using <**MV**> Message View and/or <**SR**> Search.

1. From the eR_x Holding Queue List screen, type <**MV**> Message View.
2. Type Cancel Request.

The Cancel R_x Request message statuses are displayed in the "Status" column on the eR_x Holding Queue. For Cancel R_x Request statuses, refer to Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type in Appendix B.

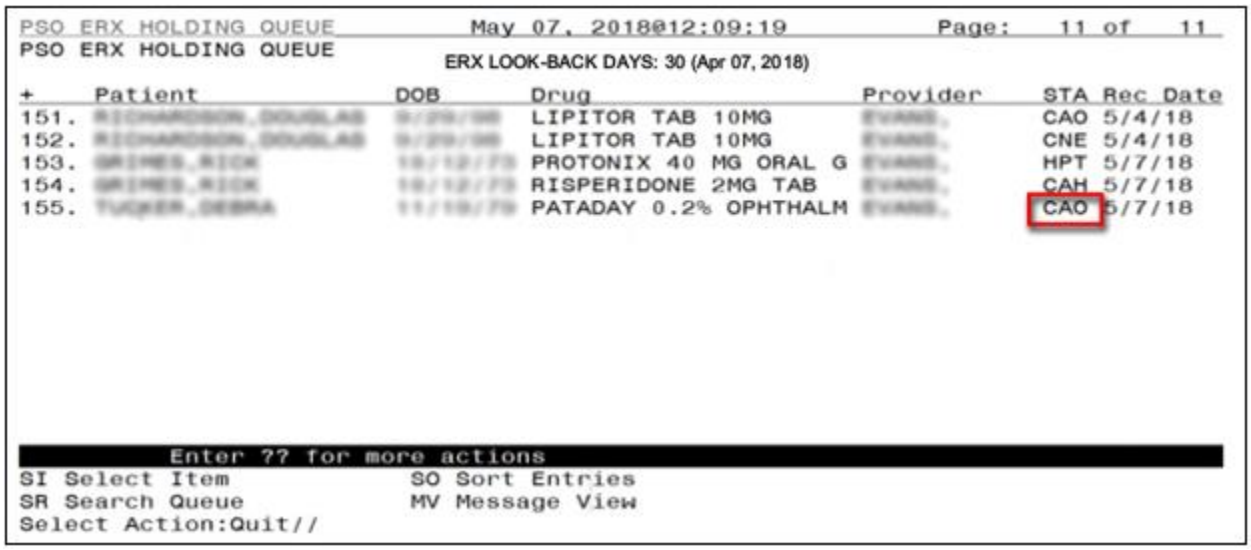


Figure 5-1: CAO Status in Holding Queue

Cancel R_x Response in the eR_x Holding Queue

There are two types of Cancel R_x Responses:

- Approved
- Denied

Approved

An Approved Cancel R_x Response is sent back to the requesting non-VA Provider when either the system or the user has been able to successfully cancel or auto-Discontinue the original New R_x.

- In most cases, the system sends an automated Approved Cancel Response to the requesting non-VA Provider.
- In certain cases, the system only cancels the original New R_x in the Holding Queue and does not send an automated response. In these scenarios, the user can acknowledge the request and send a manual response.

Denied

A Denied Cancel R_x Response is sent back to the requesting non-VA Provider when either the system or the user has not been able to successfully cancel or auto-Discontinue the original New R_x.

- At this time, there is no automated Denied Cancel R_x Response sent from VA Pharmacies to the requesting non-VA Provider.
- When the user has not been able to locate and cancel/auto-Discontinue the original New R_x or when the user has chosen not to cancel/auto-Discontinue the original New R_x, the user may acknowledge the request and send a manual Denied response.

For more information on this, please refer to the Cancel R_x Process section in this guide. For more information on how to acknowledge a Cancel R_x Request, please refer to Acknowledge: Hidden Action for Cancel R_x Request section in this guide.

Cancel R_x Request Message Details View

The Pharmacy user may select the Cancel R_x Request message from the Holding Queue to view the message details in the Message Details View.

1. From the eR_x Holding Queue List screen, type <**MV**> Message View.
2. Type Cancel Request.

```
PSO ERX HOLDING QUEUE          Jul 31, 2018@13:45:24          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 01, 2018)
     Patient                  DOB       Drug                      Provider      STA Rec Date
1.   [illegible]              [illegible] PROTONIX 40 MG ORAL G   [illegible]   I   7/27/18
2.   [illegible]              [illegible] QUINAPRIL 10 MG ORAL    [illegible]   RXD 7/30/18
3.   [illegible]              [illegible] RISPERIDONE 2MG TAB     [illegible]   CAO 7/30/18
4.   [illegible]              [illegible] WELLBUTRIN XL 150 MG    [illegible]   I   7/30/18
5.   [illegible]              [illegible] CARAFATE 1 GRAM ORAL    [illegible]   HPT 7/31/18
6.   [illegible]              [illegible] XOPENEX 1.25 MG/3 ML    [illegible]   RXD 7/31/18
7.   [illegible]              [illegible] METHYLPREDNISOLONE AC   [illegible]   CAO 7/31/18
8.   [illegible]              [illegible] ACYCLOVIR 800MG TAB     [illegible]   CAP 7/31/18

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR Search Queue             MV Message View
Select Action:Quit//
```

Figure 5-2: Holding Queue List View

3. Select the desired record from the list.

The Cancel R_x Request message details display.

```
eRx Holding Queue Display      Jul 31, 2018@13:45:41          Page:    1 of    2
eRx Patient: [illegible]
eRx Reference #: 34739

CANCELRX
eRx Status: CANCEL PAPER RX OR FAXED RX

eRx Patient: [illegible]                                  DOB: [illegible]
eRx Provider: [illegible]                                 NPI: [illegible]

eRx Drug: ACYCLOVIR 800MG TAB
eRx Qty: 60        eRx Refills: PRN  eRx Days Supply: 30  eRx Date: JUL 31, 2018
eRx Sig: The usual recommended adult dosage is 800 mg administered every 4
         hours, 5 times daily

************************CANCEL REQUEST INFORMATION*************************
```

Figure 5-3: Cancel R_x Request Details

The user may continue to scroll through the Cancel R_x Request Details page to view Cancel Request Information.

```
eRx Holding Queue Display      Jul 31, 2018@13:45:48          Page:    1 of    2
eRx Patient: KARL,MANCHURIAN
eRx Reference #: 34739
+
eRx Provider: LESTRANGE,BELLATRIX                          NPI: 1225015175

eRx Drug: ACYCLOVIR 800MG TAB
eRx Qty: 60        eRx Refills: PRN  eRx Days Supply: 30  eRx Date: JUL 31, 2018
eRx Sig: The usual recommended adult dosage is 800 mg administered every 4
         hours, 5 times daily

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL PAPER RX OR FAXED RX
Requested By: LESTRANGE,BELLATRIX
Request Date/Time: JUL 31, 2018@13:44:26
Original eRx not found in Hub and/or in Vista.

Request Comments:
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-4: Cancel Rx Request Details – Cancel Request Information

Cancel Rx Response Message Details View

The Pharmacy user may select the Cancel Rx Response message from the Holding Queue to view the message details in the Message Details View.

1. From the eRx Holding Queue List screen, type <**MV**> Message View.
2. Type Cancel Response.

```
PSO ERX HOLDING QUEUE          Jul 31, 2018@13:59:34          Page:    1 of    2
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 01, 2018)
     Patient                DOB        Drug                    Provider     STA Rec Date
1.   WHITESIDE,KARA        10/11/52   CARAFATE 1 GRAM ORAL    EVANS,LILY   CNP 7/31/18
2.   KARL,MANCHURIAN       5/5/94     ACYCLOVIR 800MG TAB     LESTRANGE,B  CNP 7/31/18
3.   FLOUNDERS,FELICIA A   11/1/60    METHYLPREDNISOLONE AC   EVANS,LILY   CNP 7/31/18
4.   THROWER,DAVID         2/22/33    ACCU-CHEK COMFORT CUR   EVANS,LILY   CNP 7/31/18
5.   TUCKER,DEBRA          11/10/79   XOPENEX 1.25 MG/3 ML    EVANS,LILY   CNP 7/30/18
6.   GRIMES,RICK           10/12/73   RISPERIDONE 2MG TAB     EVANS,LILY   CNP 7/30/18
7.   GRIMES,RICK           10/12/73   PROTONIX 40 MG ORAL G   EVANS,LILY   CNP 7/27/18
8.   GRIMES,RICK           10/12/73   PROTONIX 40 MG ORAL G   EVANS,LILY   CNP 7/27/18
9.   GRIMES,RICK           10/12/73   PROTONIX 40 MG ORAL G   EVANS,LILY   CNP 7/27/18
10.  GRIMES,RICK           10/12/73   PROTONIX 40 MG ORAL G   EVANS,LILY   CNP 7/27/18
11.  GRIMES,RICK           10/12/73   PROTONIX 40 MG ORAL G   EVANS,LILY   CNP 7/27/18
12.  GRIMES,RICK           10/12/73   PROTONIX 40 MG ORAL G   EVANS,LILY   CNP 7/27/18
13.  GRIMES,RICK           10/12/73   PROTONIX 40 MG ORAL G   EVANS,LILY   CNP 7/27/18
14.  GRIMES,RICK           10/12/73   PROTONIX 40 MG ORAL G   EVANS,LILY   CNP 7/27/18
15.  GRIMES,RICK           10/12/73   PROTONIX 40 MG ORAL G   EVANS,LILY   CNP 7/27/18
+          Enter ?? for more actions
SI Select Item             SO Sort Entries
SR (Search Queue)          MV Message View
Select Action:Next Screen//
```

Figure 5-5: Holding Queue List View - Cancel Response

3. Select the desired record from the list.

The Cancel Rx Response message details display.

```
eRx Holding Queue Display      Jul 31, 2018@14:00:14          Page:    1 of    3
eRx Patient:
eRx Reference #: V22207

CANCELRXRESPONSE
eRx Status: CANCEL RESPONSE PROCESSED
Last New Rx status: N - NEW

eRx Patient: [redacted]                                    DOB: [redacted]
eRx Provider: [redacted]                                   NPI: [redacted]

eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty:            eRx Refills:      eRx Days Supply:     eRx Date: JUL 31, 2018

************************CANCEL RESPONSE INFORMATION**************************
APPROVED
Response Status:
Request/Response Type: APPROVED
Response: Rx was never dispensed. Canceled at Pharmacy
+          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-6: Cancel Rx Response Details

Cancel Rx Process

The Cancel Rx Process involves auto-Canceling an original New Rx in the Holding Queue and auto-Discontinuing the record in the Outpatient Profile if it is already processed from the Holding Queue. In most cases, the system also sends an Approved Cancel Rx Response.

In some scenarios, the user must manually discontinue the prescription in the Outpatient Profile and then send a manual Approved Cancel Rx Response at the time of acknowledging the request.

If the user is unable to locate the original New Rx and/or if the user is not going to cancel/discontinue the prescription, the user may send a manual Denied Cancel Rx Response.

If a manual Approved Cancel Rx Response, an automated Approved Cancel Rx Response, or a manual Denied Cancel Rx Response is sent successfully from VistA, the status of the Cancel Rx Response is marked CNP (Cancel Response Processed). If the Cancel Rx Response is not successfully sent from VistA to the eRx Transaction Hub, then the corresponding Cancel Rx Request is marked CAX (Cancel Response from VistA Unsuccessful). CNP is a non-actionable status and CAX is an actionable status. They can be retrieved in the Holding Queue using <**MV**> Message View or <**SR**> Search actions.

Cancel Rx Process - eRx Records in the Holding Queue

When a Cancel Rx Request is received, the eRx Transaction Hub sends the record to the Holding Queue. There are scenarios that apply both when there is no matching New Rx record for the Cancel Rx Request received and when there is a matching New Rx record for the Cancel Rx Request received.

No Matching New R_x or No Auto-Cancel

The following scenarios apply when there is no matching New R_x record for the Cancel R_x Request received:

- If there is no matching New R_x in the eR_x Transaction Hub, the request is received and displayed in the Holding Queue's list view in status CAP (Cancel Paper R_x or Faxed R_x).
- When the Cancel R_x Request is received in the Holding Queue but does not auto-Cancel a record, it is marked with the status CAR (Cancel Request Received).

In cases where the Cancel R_x Request status is marked as CAR or CAP, the user must acknowledge the requests and send out manual Approved or Denied Cancel R_x Responses.

The following table provides the Cancel R_x Request statuses before and after Acknowledging, Cancel R_x Response status, and the information sent back to the requesting non-VA provider on Approved and Denied Cancel R_x Responses.

Table 10: Cancel R_x Request and Response

Cancel Rx Request Status (Before ACK)	Cancel Rx Request Status (After ACK)	Cancel Rx Response Status (After ACK)	Manual Approved Cancel Rx Response >> Note	Manual Denied Cancel Rx Response >> Denial Reason
CAR (CANCEL REQUEST RECEIVED)	CAA (CANCEL REQUEST ACKNOWLEDGED)	CNP (CANCEL RESPONSE PROCESSED)	Rx was never dispensed. Canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
CAP (CANCEL PAPERRX OR FAXED RX)	CAA	CNP	Rx was never dispensed. Canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

For more information on <**ACK**> Acknowledge action, please refer to Acknowledge: Hidden Action for Cancel R_x Request section in this guide.

To view a Cancel R_x Request details screen, select the desired record from the Holding Queue.

```
PSO ERX HOLDING QUEUE          Jul 31, 2018@13:45:24          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 01, 2018)
     Patient                  DOB       Drug                      Provider     STA Rec Date
1.   [illegible]              [illegible] PROTONIX 40 MG ORAL G   [illegible]  I   7/27/18
2.   [illegible]              [illegible] QUINAPRIL 10 MG ORAL    [illegible]  RXD 7/30/18
3.   [illegible]              [illegible] RISPERIDONE 2MG TAB     [illegible]  CAO 7/30/18
4.   [illegible]              [illegible] WELLBUTRIN XL 150 MG    [illegible]  I   7/30/18
5.   [illegible]              [illegible] CARAFATE 1 GRAM ORAL    [illegible]  HPT 7/31/18
6.   [illegible]              [illegible] XOPENEX 1.25 MG/3 ML    [illegible]  RXD 7/31/18
7.   [illegible]              [illegible] METHYLPREDNISOLONE AC   [illegible]  CAO 7/31/18
8.   [illegible]              [illegible] ACYCLOVIR 800MG TAB     [illegible]  CAP 7/31/18

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR Search Queue             MV Message View
Select Action:Quit//
```

Figure 5-7: Holding Queue List View – CAP

The details screen displays the eR$_x$ information along with the Cancel R$_x$ Request information.

```
eRx Holding Queue Display      Jul 31, 2018@13:45:41          Page:    1 of    2
eRx Patient: [illegible]
eRx Reference #: 34739

CANCELRX
eRx Status: CANCEL PAPER RX OR FAXED RX

eRx Patient: [illegible]                                  DOB: [illegible]
eRx Provider: [illegible]                                 NPI: [illegible]

eRx Drug: ACYCLOVIR 800MG TAB
eRx Qty: 60        eRx Refills: PRN  eRx Days Supply: 30  eRx Date: JUL 31, 2018
eRx Sig: The usual recommended adult dosage is 800 mg administered every 4
         hours, 5 times daily

************************CANCEL REQUEST INFORMATION*************************
```

Figure 5-8: CAP Details Screen 1

```
eRx Holding Queue Display      Jul 31, 2018@13:45:48          Page:    1 of    2
eRx Patient: [illegible]
eRx Reference #: 34739
+
eRx Provider: [illegible]                                   NPI: 1225015175

eRx Drug: ACYCLOVIR 800MG TAB
eRx Qty: 60        eRx Refills: PRN  eRx Days Supply: 30  eRx Date: JUL 31, 2018
eRx Sig: The usual recommended adult dosage is 800 mg administered every 4
         hours, 5 times daily

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL PAPER RX OR FAXED RX
Requested By: [illegible]
Request Date/Time: JUL 31, 2018@13:44:26
Original eRx not found in Hub and/or in Vista.

Request Comments:
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-9: CAP Details Screen 2

Matching New R_x Prescription found

When the Cancel R_x Request is received in the Holding Queue and finds a matching New R_x record to be canceled, the status of the New R_x record changes to CAN (Original eR_x Canceled in Holding Queue), from its previously known status: N, I, W, H**, RJ or RM. (H** refers to one of the Hold statuses). Once the original prescription is marked CAN, it is not an actionable entry and will not be displayed in the Holding Queue's list view.

Automated Approved Cancel R_x Responses

Table 11: Scenarios for Automated Approved Cancel R_x Responses

New Rx Status	Cancel Rx Request Status (Before ACK)	Cancel Rx Response Status	Automated Approved Cancel Rx Response >> Note
N (NEW)	CAO (CANCEL PROCESS COMPLETE)	CNP (CANCEL RESPONSE PROCESSED)	Rx was never dispensed. Canceled at Pharmacy.
RJ (REJECTED)	CAO	CNP	Rx was never dispensed. Rejected at Pharmacy.

To view an Automated Cancel R_x Response details screen, select the desired record from the Holding Queue.

```
PSO ERX HOLDING QUEUE          Jul 31, 2018@13:57:06          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 01, 2018)

     Patient                  DOB       Drug                     Provider     STA Rec Date
1.   [illegible]              [illegible] PROTONIX 40 MG ORAL G  [illegible]  I   7/27/18
2.   [illegible]              [illegible] QUINAPRIL 10 MG ORAL   [illegible]  RXD 7/30/18
3.   [illegible]              [illegible] RISPERIDONE 2MG TAB    [illegible]  CAO 7/30/18
4.   [illegible]              [illegible] WELLBUTRIN XL 150 MG   [illegible]  I   7/30/18
5.   [illegible]              [illegible] CARAFATE 1 GRAM ORAL   [illegible]  HPT 7/31/18
6.   [illegible]              [illegible] XOPENEX 1.25 MG/3 ML   [illegible]  RXD 7/31/18
7.   [illegible]              [illegible] METHYLPREDNISOLONE AC  [illegible]  CAO 7/31/18
8.   [illegible]              [illegible] ACYCLOVIR 800MG TAB    [illegible]  CAP 7/31/18
9.   [illegible]              [illegible] CARAFATE 1 GRAM ORAL   [illegible]  CAO 7/31/18_

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR Search Queue             MV Message View
Select Action:Quit//
```

Figure 5-10: CAO Status in Holding Queue List View

The details screen displays the eRx information along with the Cancel Rx Request information.

```
eRx Holding Queue Display      Jul 31, 2018@13:57:20          Page:    1 of    3
eRx Patient: [illegible]
eRx Reference #: 34741

CANCELRX
eRx Status: CANCEL PROCESS COMPLETE
Last New Rx status: N - NEW

eRx Patient: [illegible]                                  DOB: [illegible]
eRx Provider: [illegible]                                 NPI: [illegible]

eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty: 360        eRx Refills: 1     eRx Days Supply: 90  eRx Date: JUL 31, 2018
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty
         stomach 1 hour before meals for 90 days

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL PROCESS COMPLETE
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-11: CAO Details Screen 1

As the user continues to scroll, the Cancel Response Information displays.

```
eRx Holding Queue Display      Jul 31, 2018@13:57:42          Page:    2 of    3
eRx Patient: [redacted]
eRx Reference #: 34741
+

Request Comments:
Comments By:
Comments Date/Time:


************************CANCEL RESPONSE INFORMATION*************************
APPROVED
Response Status:
Request/Response Type: APPROVED
Response: Rx was never dispensed. Canceled at Pharmacy
Response by: PSOAPPLICATIONPROXY,PSO
Response Date/Time: JUL 31, 2018@13:56:49

Response Comments:
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-12: CAO Details Screen 2

Manual Approved or Denied Cancel R_x Responses

Table 12: Scenarios for Manual Approved or Denied Cancel R_x Responses

New Rx Status	Cancel Rx Request Status (Before ACK)	Cancel Rx Request Status (After ACK)	Cancel Rx Response Status (After ACK)	Manual Approved Cancel Rx Response >> Note	Manual Denied Cancel Rx Response >> Denial Reason
I (IN PROCESS)	CAH (CANCEL COMPLETED IN HOLDING QUEUE)	CAA (CANCEL REQUEST ACKNOWLEDGED)	CNP (CANCEL RESPONSE PROCESSED)	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
H** (Hold Status)	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
W (WAIT)	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
RM (REMOVED)	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

To view a manually approved Cancel R_x Response details screen, select the desired record from the Holding Queue.

```
PSO ERX HOLDING QUEUE          Jul 31, 2018@14:04:42          Page:    1 of    1
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jul 01, 2018)
     Patient                  DOB       Drug                        Provider     STA Rec Date
1.   [illegible]              [illegible] PROTONIX 40 MG ORAL G       [illegible]  I   7/27/18
2.   [illegible]              [illegible] QUINAPRIL 10 MG ORAL        [illegible]  RXD 7/30/18
3.   [illegible]              [illegible] RISPERIDONE 2MG TAB         [illegible]  CAO 7/30/18
4.   [illegible]              [illegible] WELLBUTRIN XL 150 MG        [illegible]  I   7/30/18
5.   [illegible]              [illegible] XOPENEX 1.25 MG/3 ML        [illegible]  RXD 7/31/18
6.   [illegible]              [illegible] METHYLPREDNISOLONE AC       [illegible]  CAO 7/31/18
7.   [illegible]              [illegible] ACYCLOVIR 800MG TAB         [illegible]  CAP 7/31/18
8.   [illegible]              [illegible] CARAFATE 1 GRAM ORAL        [illegible]  CAO 7/31/18
9.   [illegible]              [illegible] CARAFATE 1 GRAM ORAL        [illegible]  CAH 7/31/18

          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR Search Queue             MV Message View
Select Action:Quit//
```

Figure 5-13: CAH Status in Holding Queue List View

The details screen displays the eRx information along with the Cancel Rx Request information. In the example below, the Last New Rx Status displays as I – In Process.

```
eRx Holding Queue Display      Jul 31, 2018@14:05          Page:    1 of    2
eRx Patient: [illegible]
eRx Reference #: 34742

CANCELRX
eRx Status: CANCEL COMPLETED IN HOLDING QUEUE
Last New Rx status: I - IN PROCESS

eRx Patient: [illegible]                                  DOB: [illegible]
eRx Provider: [illegible]                                 NPI: [illegible]

eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty: 360        eRx Refills: 1     eRx Days Supply: 90  eRx Date: JUL 31, 2018
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty
         stomach 1 hour before meals for 90 days

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL COMPLETED IN HOLDING QUEUE
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-14: CAH Details Screen

Cancel Rx Process - eRx Records in Outpatient Profile

When the Cancel Rx Request is received in the Holding Queue for a New Rx record to be canceled, and the status of the New Rx record is PR (Processed), an entry exists on the Outpatient side, the status changes to CAN (Original eRx Canceled in Holding Queue). Once the original prescription is marked CAN, it is not an actionable entry and will not be displayed in the Holding Queue's list view.

When the New R_x is in one of the statuses as specified in the table below, an automated Approved Cancel R_x Response is sent outbound after auto-Discontinuing the Prescription in OP. The Activity log for the prescription captures the auto-Discontinue activity from this process.

Automated Approved Cancel R_x Responses

Table 13: Scenarios for Automated Approved Cancel R_x Responses

New Rx Prescription Status in OP	Cancel Rx Request Status (Before ACK)	Cancel Rx Response Status	Automated Approved Cancel Rx Response >> Note
Active	CAO (CANCEL PROCESS COMPLETE)	CNP (CANCEL RESPONSE PROCESSED)	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Pending	CAO	CNP	Rx was never dispensed. Canceled at Pharmacy.
Discontinued	CAO	CNP	Prescription is already discontinued at the Pharmacy.
Refill	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Hold	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Suspended	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Expired	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Discontinued by Provider	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Discontinued (Edit)	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Provider Hold	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)

Navigate to the patient Medication Profile and select the desired eR_x record.

```
Medication Profile            Jul 31, 2018@14:09:27          Page:    1 of    1
[redacted]                                          <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                     Ht(cm): _______ (______)
  DOB: [redacted] (37)                                Wt(kg): _______ (______)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)             BSA (m2): _______
                                                            ISSUE  LAST REF DAY
 #  RX #          DRUG                                  QTY ST  DATE  FILL REM SUP

-------------------------------------ACTIVE-------------------------------------
 1 & 2719728$    OLOPATADINE HCL 0.1% OPH SOLN        02.5 A> 07-30 07-31   0  30
----------------------------------DISCONTINUED----------------------------------
 2 & 2719726$    METHYLPREDNISOLONE ACETATE 40MG/ML 1ML   DC 07-30 07-31   0   1
                                                     Qty: 1

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

Figure 5-15: Medication Profile

The Rx Activity Log displays.

```
Rx Activity Log                    Jul 31, 2018@14:11:28          Page:    1 of    0
[redacted]                                          <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                     Ht(cm): _______ (______)
  DOB: [redacted] (37)                                Wt(kg): _______ (______)
+
#   Log Date    Date      Qty                Routing     Lot #         Pharmacist
==============================================================================
There are NO Partials for this Prescription

Activity Log:
#   Date        Reason          Rx Ref          Initiator Of Activity
==============================================================================
1   07/31/18    PATIENT INSTR.  ORIGINAL
Comments: Patient Instructions Sent By Provider.
2   07/31/18    PROCESSED       ORIGINAL        [redacted]
Comments: Label never queued to print by User
3   07/31/18                    ORIGINAL        [redacted]
Comments: Canceled by external provider (eRx)
4   07/31/18    DISCONTINUED    ORIGINAL        [redacted]
Comments: eRx discontinued by external prescriber

+          Enter ?? for more actions

Select Action:Next Screen//
```

Figure 5-16: R_x Activity Log 1

```
Rx Activity Log                    Jul 31, 2018@14:11:39          Page:    3 of    0
[redacted]                                          <NO ALLERGY ASSESSMENT>
  PID: [redacted]                                     Ht(cm): _______ (______)
  DOB: [redacted] (37)                                Wt(kg): _______ (______)
+
SPMP (State Prescription Monitoring Program) Log:
Date/Time       Fill Type    Exp. Type Bat#  Filename
==============================================================================
There's NO Export Log for this prescription.

eRx Activity Log:
#   Date        Reason          Rx Ref          Initiator Of Activity
==============================================================================
1 07/31/18 IERX ORIGINAL PSOAPPLICATIONPROXY,PSO
Comments: Canceled by external provider (eRx)




          Enter ?? for more actions

Select Action:Quit//
```

Figure 5-17: R_x Activity Log 2

The details of the Cancel R_x can be viewed in the Holding Queue on the Cancel R_x Details screen.

```
eRx Holding Queue Display      Jul 31, 2018@14:08:46          Page:    1 of    3
eRx Patient: [illegible]
eRx Reference #: 34737

CANCELRX
eRx Status: CANCEL PROCESS COMPLETE
Current Status Details: First Fill:7/31/18, Last Fill:7/31/18, Refills Remaining
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED

eRx Patient: [illegible]                                  DOB: [illegible]
eRx Provider: [illegible]                                 NPI: [illegible]

eRx Drug: METHYLPREDNISOLONE ACETATE 40MG/ML INJ
eRx Qty: 1          eRx Refills: 0    eRx Days Supply: 1   eRx Date: JUL 31, 2018
eRx Sig: SHAKE WELL AND INJECT 1 ML (40MG) IM INTO MUSCLE IN CLINIC

************************CANCEL REQUEST INFORMATION*************************

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-18: Cancel Rx Details Screen in Holding Queue 1

As the user continues to scroll, the section for Cancel Request Information displays.

```
eRx Holding Queue Display      Jul 31, 2018@14:13:01          Page:    2 of    3
eRx Patient: [illegible]
eRx Reference #: 34737
+
Request Comments:
Comments By:
Comments Date/Time:


************************CANCEL RESPONSE INFORMATION*************************
APPROVED
Response Status:
Request/Response Type: APPROVED
Response: First Fill:7/31/18, Last Fill:7/31/18, Refills Remaining:0
Response by: PSOAPPLICATIONPROXY,PSO
Response Date/Time: JUL 31, 2018@12:39:23

Response Comments:
Comments By:
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-19: Cancel Rx Details Screen in Holding Queue 2

The New Rx Details screen includes an eRx status stating, “Original eRx Canceled in the Holding Queue”.

```
eRx Holding Queue Display      Jul 31, 2018@14:13:23          Page:    1 of    2
eRx Patient: [redacted]
eRx Reference #: 34731

NEWRX
eRx Status: ORIGINAL ERX CANCELED IN THE HOLDING QUEUE

eRx Patient: [redacted]                                    DOB: [redacted]
Vista Patient[v]: [redacted]                               DOB: [redacted]

eRx Provider: [redacted]                                   NPI: [redacted]
Vista Provider[v]: [redacted]                              NPI: [redacted]

eRx Drug: METHYLPREDNISOLONE ACETATE 40MG/ML INJ
eRx Qty: 1          eRx Refills: 0    eRx Days Supply: 1   eRx Date: JUL 31, 2018
eRx Sig: SHAKE WELL AND INJECT 1 ML (40MG) IM INTO MUSCLE IN CLINIC

Vista Drug[v]: METHYLPREDNISOLONE ACETATE 40MG/ML 1ML
Vista Qty: 1                Vista Refills: 0           Vista Days Supply: 1
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-20: New R_x Details Screen

In addition to the above scenarios, the following also go through the same workflow in the case of an 'Active' Prescription being auto-Discontinued by a Cancel R_x Request:

- Auto-Cancel on New eR_xs in the Holding Queue in PR status, when there is an outstanding Denied Refill Response in the Holding Queue.
- Auto-Cancel on New eR_xs in the Holding Queue in PR status, when corresponding eR_x record is also in Outpatient with a subsequent electronic renewal fill.
- Auto-Cancel on New eR_xs in the Holding Queue in PR status and in Outpatient, when there is an outstanding Approved or Approved with Changes Refill Response not in the Holding Queue's List View.
- Auto-Cancel on New eR_xs in the Holding Queue in PR status and in Outpatient, when there is an outstanding Approved with Changes Refill Response in the Holding Queue's List View (Approved with Changes Refill Response has been <**AC**> Accepted in the Holding Queue).
- Auto-Cancel on New eR_xs in the Holding Queue in PR status and in Outpatient, when there is an outstanding Approved with Changes Refill Response in the Holding Queue's List View (Approved with Change Refill Response has not been <**AC**> Accepted in the Holding Queue).

Manual Approved or Denied Cancel R_x Responses

When eR_xs are renewed within VA using either RN function or using CPRS Renewal, the eR_x is deemed as a VA Prescription. The '&' symbol used to denote eR_x Prescriptions separately in OP does not display against such Prescriptions anymore. When Cancel R_x Requests are sent for New R_x Prescriptions that are taken over by VA, the system will not auto-Discontinue the Prescriptions in OP. However, the corresponding Holding Queue New R_x record is changed to CAN status and the Cancel R_x Request will be marked CAH, indicating that there is user intervention required.

Table 14: Scenarios for Manual Approved or Denied Cancel R_x Responses

New Rx Prescription Status in OP	Cancel Rx Request Status (Before ACK)	Cancel Rx Request Status (After ACK)	Cancel Rx Response Status (After ACK)	Manual Approved Cancel Rx Response >> Note	Manual Denied Cancel Rx Response >> Denial Reason
Prescription renewed in VA using RN function	CAH (CANCEL COMPLETED IN HOLDING QUEUE)	CAA (CANCEL REQUEST ACKNOWLEDGED)	CNP (CANCEL RESPONSE PROCESSED)	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Prescription renewed using CPRS Renewal	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Deleted	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Drug Interactions	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Non-Verified	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

```
eRx Holding Queue Display      Jul 31, 2018@14:21:05          Page:    1 of    2
eRx Patient: [redacted]
eRx Reference #: 34743

CANCELRX
eRx Status: CANCEL COMPLETED IN HOLDING QUEUE
Current Status Details: eRx was renewed within the VA.
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED

eRx Patient: [redacted]                                    DOB: [redacted]
eRx Provider: [redacted]                                   NPI: [redacted]

eRx Drug: PROTONIX 40 MG ORAL GRANULES DR FOR SUSP IN PACKET
eRx Qty: 90        eRx Refills: 3    eRx Days Supply: 90  eRx Date: JUL 31, 2018
eRx Sig: take 1 packet (40 mg) mixed in 1 teaspoonful of applesauce or apple
         juice by oral route once daily for 90 days

************************CANCEL REQUEST INFORMATION*************************
+          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-21: Cancel Completed in Holding Queue

Cancel R_x Request Failed (CAF)

Cancel R_x Failed (CAF) is an actionable status used for Cancel R_x process when a failure occurs. One scenario is when the Outpatient Profile of a patient is locked in OERR and the system is attempting to auto-discontinue an eR_x.

Table 15: Scenarios for Cancel R_x Failed

#	Scenario	Lock in OERR	Lock in Backdoor Orders >> Edit Mode	Lock in Backdoor Orders
1	When a user selects an Active eRx from OP and locks it, and at the same time a Cancel Rx Request is sent for that prescription.	The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be Active.	The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be Active.	The Cancel Rx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued.
2	When a user selects a Pending eRx from OP and locks it, and at the same time a Cancel Rx Request is sent	The Cancel Rx Request status is marked as CAF in the Holding Queue.	The Cancel Rx Request status is marked as CAF in the Holding Queue.	The Cancel Rx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued.

#	Scenario	Lock in OERR	Lock in Backdoor Orders >> Edit Mode	Lock in Backdoor Orders
	for that prescription.			
3	When a user selects an eRx from OP that is on Hold, and at the same time a Cancel Rx Request is sent for that prescription.	The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be on Hold.	The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be on Hold.	The Cancel Rx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued.

Cancel R_x Request Received (CAR)

Cancel R_x Request Received is an actionable status used for Cancel R_x process when a New eR_x record in PR status in the Holding Queue is successfully canceled. However, the corresponding eR_x in OP could not be auto-discontinued because the patient on the New eR_x record did not match the VistA patient in the Outpatient record. In this case, no automated Cancel R_x Response is sent. The user must acknowledge and send a manual response.

Inbound Error – CNE

Inbound Error message is the NCPDP 10.6 format for Inbound Error message received in VistA under situations including the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

When a Cancel R_x Response sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved but not displayed in the Holding list view, with the status CNE (Cancel Response/Inbound Error). This is not an actionable entry and does not require the user to acknowledge it.

Acknowledge: Hidden Action for Cancel R_x Request

When a Cancel R_x Request is displayed in the Holding Queue's list view, it is in an actionable status. The user can use the hidden action <**ACK**> Acknowledge to review and remove it from the list view. For a full list of Cancel Request statuses, please refer to Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type in Appendix B. of this guide.

Acknowledge: Automated Cancel R_x Response Sent

In cases in which the automated Cancel R_x Response has already been sent to the requesting non-VA Provider, the user does not have the ability to select the response type and send it out. This applies to the Cancel R_x Request records in the Holding Queue's list view, in CAO (Cancel Completed in Holding Queue) actionable status only.

To Acknowledge a Cancel R_x Request:

1. Select the Cancel R_x Request from the Holding Queue.

```
PSO ERX HOLDING QUEUE          Jul 30, 2018@12:13:51          Page:   15 of   16
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jun 30, 2018)
+    Patient                  DOB       Drug                    Provider     STA Rec Date
219. [redacted]               [redacted] CLONIDINE HCL 0.2 TAB   [redacted]   CAA 7/19/18
220. [redacted]               [redacted] BUPROPION HCL 75MG TA   [redacted]   CAR 7/23/18
221. [redacted]               [redacted] DANAZOL 50MG CAP        [redacted]   CAO 7/23/18
222. [redacted]               [redacted] CAPTOPRIL 25MG TAB      [redacted]   CAH 7/23/18
223. [redacted]               [redacted] SIMVASTATIN 20MG        [redacted]   CAR 7/23/18
224. [redacted]               [redacted] SIMVASTATIN 20MG        [redacted]   CAO 7/23/18
225. [redacted]               [redacted] SIMVASTATIN 20MG TAB    [redacted]   CAR 7/23/18
226. [redacted]               [redacted] CLONIDINE HCL 0.2 TAB   [redacted]   CAR 7/24/18
227. [redacted]               [redacted] DANAZOL 50MG CAP        [redacted]   CAR 7/25/18
228. [redacted]               [redacted] SIMVASTATIN 20MG TAB    [redacted]   CAR 7/25/18
229. [redacted]               [redacted] SIMVASTATIN 20MG TAB    [redacted]   CAO 7/26/18
230. [redacted]               [redacted] BUPROPION HCL 75MG TA   [redacted]   CAR 7/26/18
231. [redacted]               [redacted] SIMVASTATIN 20MG TAB    [redacted]   CAH 7/26/18
232. [redacted]               [redacted] SIMVASTATIN 20MG TAB    [redacted]   CAA 7/26/18
233. [redacted]               [redacted] SIMVASTATIN 10MG TAB    [redacted]   CAR 7/26/18
+          Enter ?? for more actions
SI Select Item            SO Sort Entries
SR (Search Queue)         MV Message View
Select Action:Next Screen//
```

Figure 5-22: Holding Queue – eR_x in CAO Status

2. Enter <**??**> to display additional actions.

```
eRx Drug: DANAZOL 50MG CAP
eRx Qty: 60        eRx Refills: 0    eRx Days Supply: 30  eRx Date: JUL 23, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL PROCESS COMPLETE
Requested By: [illegible]
+          Enter ?? for more actions
P  Print                  RJ (Reject)                AC (Accept eRx)
H  (Hold)                 UH (Un Hold)               RM (Remove eRx)


The following actions are also available:
+    Next Screen          LS   Last Screen           Q    Quit
-    Previous Screen      GO   Go to Page            AD   Add Comment
UP   Up a Line            RD   Re Display Screen     ACK  Acknowledge
DN   Down a Line          PS   Print Screen
>    Shift View to Right  PL   Print List            JO   JUMP TO OP
<    Shift View to Left   SL   Search List
FS   First Screen         ADPL Auto Display(On/Off)

Type <Enter> to continue or '^' to exit:
```

Figure 5-23: Additional Action - ACK

3. Enter <**ACK**>.
4. Enter **Yes** to acknowledge the record.

```
eRx Reference #: 8794
+
Current Status Details: First Fill:7/23/18, Last Fill:7/23/18, Refills Remaining
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED

eRx Patient: [illegible]                                  DOB: [illegible]
eRx Provider: [illegible]                                 NPI: [illegible]

eRx Drug: DANAZOL 50MG CAP
eRx Qty: 60        eRx Refills: 0    eRx Days Supply: 30  eRx Date: JUL 23, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL PROCESS COMPLETE
Requested By: [illegible]
+          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen// ACK   ACK
Would you like to acknowledge this record?
Enter Yes or No: N//
```

Figure 5-24: Acknowledge Record

The Cancel R_x Request is acknowledged and Status is changed to CAA in the Holding Queue.

```
PSO ERX HOLDING QUEUE          Jul 30, 2018@12:17:15          Page:   15 of   16
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jun 30, 2018)
+    Patient                  DOB      Drug                      Provider     STA Rec Date
219.                                   CLONIDINE HCL 0.2 TAB                  CAA 7/19/18
220.                                   BUPROPION HCL 75MG TA                  CAR 7/23/18
221.                                   DANAZOL 50MG CAP                       CAA 7/23/18
222.                                   CAPTOPRIL 25MG TAB                     CAH 7/23/18
223.                                   SIMVASTATIN 20MG                       CAR 7/23/18
224.                                   SIMVASTATIN 20MG                       CAO 7/23/18
225.                                   SIMVASTATIN 20MG TAB                   CAR 7/23/18
226.                                   CLONIDINE HCL 0.2 TAB                  CAR 7/24/18
227.                                   DANAZOL 50MG CAP                       CAR 7/25/18
228.                                   SIMVASTATIN 20MG TAB                   CAR 7/25/18
229.                                   SIMVASTATIN 20MG TAB                   CAO 7/26/18
230.                                   BUPROPION HCL 75MG TA                  CAR 7/26/18
231.                                   SIMVASTATIN 20MG TAB                   CAH 7/26/18
232.                                   SIMVASTATIN 20MG TAB                   CAA 7/26/18
233.                                   SIMVASTATIN 10MG TAB                   CAR 7/26/18
+          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Next Screen//
```

Figure 5-25: Holding Queue – CAA Status

When viewing the details of the record, the status of the Cancel R_x Request displays as "Cancel Request Acknowledged".

```
eRx Holding Queue Display      Jul 30, 2018@12:16:34          Page:    1 of    3
eRx Patient:
eRx Reference #: 8794
+
Current Status Details: First Fill:7/23/18, Last Fill:7/23/18, Refills Remaining
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED

eRx Patient:                                          DOB:
eRx Provider:                                         NPI:

eRx Drug: DANAZOL 50MG CAP
eRx Qty: 60        eRx Refills: 0    eRx Days Supply: 30  eRx Date: JUL 23, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL REQUEST ACKNOWLEDGED
Requested By:
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-26: Cancel Request Acknowledged

Acknowledge: No Automated Cancel R_x Response Sent

In cases in which no automated Cancel R_x Response has been sent to the requesting non-VA Provider, the user has the ability to select the response type and send it out. This applies to the Cancel R_x Request records in the Holding Queue's list view, in the following actionable statuses only:

- CAR (Cancel Request Received)

- CAP (Cancel Paper R_x or Faxed R_x)
- CAH (Cancel Completed in Holding Queue)
- CAX (Cancel Response from VistA Unsuccessful)
- CAF (Cancel Process Failed)

To Acknowledge a Cancel R_x Request:

1. Select the Cancel R_x Request from the Holding Queue.

```
PSO ERX HOLDING QUEUE          Jul 30, 2018@12:17:15          Page:    15 of    16
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jun 30, 2018)
+     Patient                 DOB        Drug                    Provider      STA Rec Date
219.  [illegible]             [illegible] CLONIDINE HCL 0.2 TAB   [illegible]   CAA 7/19/18
220.  [illegible]             [illegible] BUPROPION HCL 75MG TA   [illegible]   CAR 7/23/18
221.  [illegible]             [illegible] DANAZOL 50MG CAP        [illegible]   CAA 7/23/18
222.  [illegible]             [illegible] CAPTOPRIL 25MG TAB      [illegible]   CAH 7/23/18
223.  [illegible]             [illegible] SIMVASTATIN 20MG        [illegible]   CAR 7/23/18
224.  [illegible]             [illegible] SIMVASTATIN 20MG        [illegible]   CAO 7/23/18
225.  [illegible]             [illegible] SIMVASTATIN 20MG TAB    [illegible]   CAR 7/23/18
226.  [illegible]             [illegible] CLONIDINE HCL 0.2 TAB   [illegible]   CAR 7/24/18
227.  [illegible]             [illegible] DANAZOL 50MG CAP        [illegible]   CAR 7/25/18
228.  [illegible]             [illegible] SIMVASTATIN 20MG TAB    [illegible]   CAR 7/25/18
229.  [illegible]             [illegible] SIMVASTATIN 20MG TAB    [illegible]   CAO 7/26/18
230.  [illegible]             [illegible] BUPROPION HCL 75MG TA   [illegible]   CAR 7/26/18
231.  [illegible]             [illegible] SIMVASTATIN 20MG TAB    [illegible]   CAH 7/26/18
232.  [illegible]             [illegible] SIMVASTATIN 20MG TAB    [illegible]   CAA 7/26/18
233.  [illegible]             [illegible] SIMVASTATIN 10MG TAB    [illegible]   CAR 7/26/18
+          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Next Screen//
```

Figure 5-27: Holding Queue – eR_x in CAH Status

2. Enter <**??**> to display additional actions.

```
Request Status: CANCEL COMPLETED IN HOLDING QUEUE
Requested By: [illegible]
Request Date/Time: JUL 23, 2018@14:20:13

Request Comments:
Comments By:
Comments Date/Time:

+          Enter ?? for more actions
P  Print                  RJ (Reject)                AC (Accept eRx)
H  (Hold)                 UH (Un Hold)               RM (Remove eRx)


The following actions are also available:
+    Next Screen          LS   Last Screen           Q    Quit
-    Previous Screen      GO   Go to Page            AD   Add Comment
UP   Up a Line            RD   Re Display Screen     ACK  Acknowledge
DN   Down a Line          PS   Print Screen
>    Shift View to Right  PL   Print List            JO   JUMP TO OP
<    Shift View to Left   SL   Search List
FS   First Screen         ADPL Auto Display(On/Off)

Type <Enter> to continue or '^' to exit:
```

Figure 5-28: Additional Action - ACK

3. Enter <**ACK**>.
4. Select the response type, <**A**> Approved or <**D**> Denied.

```
************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL COMPLETED IN HOLDING QUEUE
Requested By: [illegible]
Request Date/Time: JUL 23, 2018@14:20:13

Request Comments:
Comments By:
Comments Date/Time:

+          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen// ACK   ACK
Would you like to send an 'Approved' or 'Denied' response?

     Select one of the following:

          A         APPROVED
          D         DENIED

Enter response:
```

Figure 5-29: Select Response Type

5. Enter **Yes** to acknowledge the record.

```
Request Status: CANCEL COMPLETED IN HOLDING QUEUE
Requested By: [redacted]
Request Date/Time: JUL 23, 2018@14:20:13

Request Comments:
Comments By:
Comments Date/Time:

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen// ACK   ACK
Would you like to send an 'Approved' or 'Denied' response?

     Select one of the following:

          A         APPROVED
          D         DENIED

Enter response: APPROVED
Would you like to acknowledge this record?
Enter Yes or No: N// Yes
```

Figure 5-30: Acknowledge Record

The Cancel R_x Request is acknowledged and the Status is changed to CAA in the Holding Queue.

```
PSO ERX HOLDING QUEUE          Jul 30, 2018@12:24:23          Page:   15 of   16
PSO ERX HOLDING QUEUE
                                ERX LOOK-BACK DAYS: 30 (Jun 30, 2018)
+    Patient                 DOB       Drug                    Provider     STA Rec Date
219. [redacted]              [redacted] CLONIDINE HCL 0.2 TAB   [redacted]   CAA 7/19/18
220. [redacted]              [redacted] BUPROPION HCL 75MG TA   [redacted]   CAR 7/23/18
221. [redacted]              [redacted] DANAZOL 50MG CAP        [redacted]   CAA 7/23/18
222. [redacted]              [redacted] CAPTOPRIL 25MG TAB      [redacted]   CAA 7/23/18
223. [redacted]              [redacted] SIMVASTATIN 20MG        [redacted]   CAR 7/23/18
224. [redacted]              [redacted] SIMVASTATIN 20MG        [redacted]   CAO 7/23/18
225. [redacted]              [redacted] SIMVASTATIN 20MG TAB    [redacted]   CAR 7/23/18
226. [redacted]              [redacted] CLONIDINE HCL 0.2 TAB   [redacted]   CAR 7/24/18
227. [redacted]              [redacted] DANAZOL 50MG CAP        [redacted]   CAR 7/25/18
228. [redacted]              [redacted] SIMVASTATIN 20MG TAB    [redacted]   CAR 7/25/18
229. [redacted]              [redacted] SIMVASTATIN 20MG TAB    [redacted]   CAO 7/26/18
230. [redacted]              [redacted] BUPROPION HCL 75MG TA   [redacted]   CAR 7/26/18
231. [redacted]              [redacted] SIMVASTATIN 20MG TAB    [redacted]   CAH 7/26/18
232. [redacted]              [redacted] SIMVASTATIN 20MG TAB    [redacted]   CAA 7/26/18
233. [redacted]              [redacted] SIMVASTATIN 10MG TAB    [redacted]   CAR 7/26/18
+          Enter ?? for more actions
SI Select Item            SO Sort Entries
SR (Search Queue)         MV Message View
Select Action:Next Screen//
```

Figure 5-31: Holding Queue – CAA Status

When viewing the details of the record, the status of the Cancel R_x Request displays as "Cancel Request Acknowledged".

```
eRx Holding Queue Display      Jul 30, 2018@12:23:40          Page:     1 of     3
eRx Patient: [redacted]
eRx Reference #: 8797
+

eRx Drug: CAPTOPRIL 25MG TAB
eRx Qty: 30        eRx Refills: 0    eRx Days Supply: 30  eRx Date: JUL 23, 2018
eRx Sig: TAKE ONE TABLET A DAY ON AN EMPTY STOMACH

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL REQUEST ACKNOWLEDGED
Requested By: [redacted]
Request Date/Time: JUL 23, 2018@14:20:13

Request Comments:
Comments By:
Comments Date/Time:

+          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-32: Cancel Request Acknowledged

Add Comments: Hidden Action for Cancel R_x Request/Response

There is a free-text Comment field in the Message Details view for Cancel R_x Request and Response messages. This field allows users to enter additional comments on the Cancel R_x Request and Response messages. To add a comment:

1. Type action <**AD**>.
2. Type Request/Response comments.

```
eRx Patient: ONETEST,ONE
eRx Reference #: 8892

CANCELRX
eRx Status: CANCEL PROCESS COMPLETE
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED

eRx Patient: ONETEST,ONE                                    DOB: 1/2/50
eRx Provider: ALMOND,DAVE                                   NPI: 1472583693

eRx Drug: SIMVASTATIN 20MG TAB
eRx Qty: 60        eRx Refills: 0    eRx Days Supply: 30  eRx Date: JUL 26, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL PROCESS COMPLETE
+          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen// AD   AD
REQUEST/RESPONSE COMMENTS: // SCREEN CAPTURE FOR USER MANUAL
```

Figure 5-33: Add Comments

3. Select <**Enter**>.

```
eRx Holding Queue Display      Jul 30, 2018@12:39:40          Page:    1 of    3
eRx Patient: ONETEST,ONE
eRx Reference #: 8892
+
eRx Drug: SIMVASTATIN 20MG TAB
eRx Qty: 60        eRx Refills: 0    eRx Days Supply: 30  eRx Date: JUL 26, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL PROCESS COMPLETE
Requested By: ALMOND,DAVE
Request Date/Time: JUL 26, 2018@11:11:49

Request Comments: SCREEN CAPTURE FOR USER MANUAL
Comments By: RAVIKUMAR,SHALINI
Comments Date/Time: JUL 30, 2018@12:39:30

+          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-34: Cancel Rx Request Comments

The name of the user who made the comment displays in the "Comments By" field and the date/time the comments were made display in the "Comments Date/Time" field. Users can replace the existing comments with updated comments. When comments are replaced, the last user who made comments displays in the "Comments By" field and the date/time the comments were updated display in the "Comments Date/Time" field. To update or replace comments:

4. Type action <**AD**>.

5. Replace with updated comments.

```
eRx Reference #: 8892
+
eRx Drug: SIMVASTATIN 20MG TAB
eRx Qty: 60        eRx Refills: 0    eRx Days Supply: 30  eRx Date: JUL 26, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL PROCESS COMPLETE
Requested By: [illegible]
Request Date/Time: JUL 26, 2018@11:11:49

Request Comments: SCREEN CAPTURE FOR USER MANUAL
Comments By: [illegible]
Comments Date/Time: JUL 30, 2018@12:39:30


+          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen// AD   AD
REQUEST/RESPONSE COMMENTS: SCREEN CAPTURE FOR USER MANUAL
  Replace ...  With SECOND ATTEMPT
```

Figure 5-35: Cancel Rx Request Comments

6. Select <**Enter**>.

```
eRx Holding Queue Display     Jul 30, 2018@12:44:05          Page:    1 of    3
eRx Patient: ONETEST,ONE
eRx Reference #: 8892
+
eRx Drug: SIMVASTATIN 20MG TAB
eRx Qty: 60        eRx Refills: 0    eRx Days Supply: 30  eRx Date: JUL 26, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY

************************CANCEL REQUEST INFORMATION*************************

Request Status: CANCEL PROCESS COMPLETE
Requested By: [illegible]
Request Date/Time: JUL 26, 2018@11:11:49

Request Comments: SECOND ATTEMPT
Comments By: [illegible]
Comments Date/Time: JUL 30, 2018@12:40:45


+          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-36: Cancel Rx Request Comments Updated

APPENDIX A. ACRONYMS AND ABBREVIATIONS

The table below defines the acronyms referenced in this document.

Table 16: Acronyms and Abbreviations

Term	Description
AITC	Austin Information Technology Center
CH	Change Healthcare
CHAMPVA	Civilian Health and Medical Program of the VA
CPRS	Computerized Patient Record System
CSV	Comma-separated value
DAS	Data Access Service
DEA	Drug Enforcement Administration
DME	Durable Medical Equipment
DOB	Date of Birth
DoD	Department of Defense
E&E	Enrollment & Eligibility
EHR	Electronic Health Record
ES	Enrollment System
HIN	Holder Identification Number
ePA	Electronic Prior Authorization
eR_x	ePrescription
ESD	Enterprise Service Desk
FQDN	Fully Qualified Domain Name
IEP	Inbound ePrescribing
MbM	Meds by Mail
MVI	Master Veteran Index
NAIC	North American Industry Classification
NAICS	North American Industry Classification System
NCPDP	National Council for Prescription Drug Programs
NDC	National Drug Code
NPI	National Provider Identifier
OIT	Office of Information & Technology
OP	Outpatient Pharmacy
PBM	Pharmacy Benefits Management
PCS	Patient Care Services
PIN	Personal Identification Number

Term	Description
POC	Point of Contact
PPO	Program Planning Oversight
PRE	Pharmacy Reengineering
PHI	Protected Health Information
PHR	Personal Health Record
PII	Personal Identifiable Information
PIV	Personal Identification Verification
PRE	Pharmacy Reengineering
SSN	Social Security Number
Tech	Technician
UI	User Interface
UPN	Universal Product Number
UPC	Universal Product Code
VA	Department of Veterans Affairs
VAMC	VA Medical Center
VDL	VA Documentation Library
VHA	Veterans Health Administration
VISN	Veterans Integrated Service Network
VistA	Veterans Health Information Systems and Technology Architecture

APPENDIX B. HOLDING QUEUE STATUS CODES & DESCRIPTIONS

Table 17: Holding Queue Status Codes & Descriptions for New Rx Message Type

Status Code	Description	Actionable Status in the Holding Queue
N	N/New: Status of the eR**x** when it first arrives in the Holding Queue and has not been acted upon in any way.	Yes
I	I/In Process: Status of the eR**x** when a user has taken an action on the eR**x** in the Holding Queue, including via the automatic patient or provider validation process.	Yes
W	W/Wait: Status of the eRx when a user has completed all 3 validations (Accept Validation/AV), on Patient, Provider and Drug/SIG, and has not yet completed the Accept (AC) action to process the eRx into the Pending Queue.	Yes
HPT	PATIENT NOT FOUND	Yes
HPD	PROVIDER NOT FOUND	Yes
HNF	NON-FORMULARY DRUG THAT NEEDS APPROVAL	Yes
HSO	INSUFFICIENT STOCK	Yes
HDI	DRUG-DRUG INTERACTION	Yes
HAD	ADVERSE DRUG INTERACTION	Yes
HBA	BAD ADDRESS	Yes
HPC	PROVIDER CONTACTED	Yes
HPA	PRIOR APPROVAL NEEDED	Yes
HOR	OTHER REASON	Yes
HPP	PATIENT CONTACTED	Yes
HPR	HOLD DUE TO PATIENT REQUEST	Yes
HQY	QUANTITY OR REFILL ISSUE	Yes

Status Code	Description	Actionable Status in the Holding Queue
RJ	RJ/Rejected: Status of the eR**x** when it has been rejected by a user. A message is sent back to the external provider indicating the eR**x** was rejected and the reason for rejection. Refer to the various reject reasons below.	No
RM	RM/Removed: Status of the eRx when it has been removed by a user. Note that a message is NOT sent back to the external provider when an eRx is removed. Refer to the various remove reasons below.	No
CAN	Original eRx Canceled in Holding Queue	No

Table 18: Holding Queue Status Codes & Descriptions for Refill Request Message Type

Status Code	Description	Actionable Status in the Holding Queue
RRN	REFILL REQUEST - NEW	No
RRC	REFILL REQUEST COMPLETE	No
RRP	REFILL REQUEST PROCESSED	No
RRX	REFILL REQUEST EXPIRED (Refill Request message changes to “Expired” status if a response is not received after two weeks)	No
RRR	REFILL REQUEST RESPONSE RECEIVED	No
RRE	REFILL REQUEST ERROR	No

Table 19: Holding Queue Status Codes & Descriptions for Refill Response Message Type

Status Code	Description	Actionable Status in the Holding Queue
RXN	REFILL RESPONSE - NEW	Yes
RXP	REFILL RESPONSE PROCESSED	No
RXC	REFILL RESPONSE COMPLETE	No
RXD	REFILL RESPONSE DENIED/DNTF	Yes
RXW	REFILL RESPONSE WAITING	Yes
RXA	REFILL RESPONSE ACKNOWLEDGED	No
RXF	REFILL RESPONSE FAILED	Yes

Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type

Status Code	Description	Actionable Status in the Holding Queue
CAA	CANCEL REQUEST ACKNOWLEDGED	No
CAH	CANCEL COMPLETED IN HOLDING QUEUE	Yes
CAO	CANCEL PROCESS COMPLETE	Yes
CAP	CANCEL PAPERRX OR FAXED RX	Yes
CAR	CANCEL REQUEST RECEIVED	Yes
CAX	CANCEL RESPONSE FROM VISTA UNSUCCESSFUL	Yes
CAF	CANCEL PROCESS FAILED	Yes

Table 21: Holding Queue Status Codes & Descriptions for Cancel Response Message Type

Status Code	Description	Actionable Status in the Holding Queue
CNE	CANCEL RESPONSE/INBOUND ERROR	No
CNP	CANCEL RESPONSE PROCESSED	No
CNX	MANUAL OR AUTO-CANCEL RESPONSE NOT SENT	No

Table 22: Holding Queue Status Codes & Descriptions for Inbound Error Message Type

Status Code	Description	Actionable Status in the Holding Queue
RRE	REFILL REQUEST ERROR	Yes
E	ERROR	No
CNE	CANCEL RESPONSE/INBOUND ERROR	No

Table 23: Reject Reason Codes (New Rx Message Only)

Status Code	Description
PTT01	Patient not eligible
PTT02	Cannot resolve patient
PVD01	Provider not eligible
PVD02	Cannot resolve provider
DRU01	Not eligible for refills
DRU02	Non-formulary drug
DRU03	Duplicate prescription found for this patient
DRU04	Invalid quantity
DRU05	Duplicate therapeutic class
DRU06	Controlled substances are disallowed
ERR01	Multiple errors, please contact the pharmacy
ERR02	Incorrect pharmacy
ERR03	Issues with prescription, please contact the pharmacy

Table 24: Remove Reason Codes (New Rx Message Only)

Status Code	Description
REM01	Drug out of stock or on backorder and unavailable for processing
REM02	Patient was not able to pick up
REM03	Prescription canceled by provider
REM04	Prescription processed manually
REM05	Provider will cancel this eRx and submit another
REM06	Unable to mail prescription and patient unable to pick up
REM07	Unable to contact patient
REM08	Unable to contact provider
REM91	Undefined system error
REM92	Other

APPENDIX C. NCPDP ERROR CODES

This appendix outlines common NCPD error codes and their descriptions, which will be visible in the Detail View of a message in the IEP web-based application.

Table 25: NCPDP Error Codes

Element Name	M/O	Datatype	Possible Values	Description
Code	M	String	600|601|602|900	6ØØ Communication problem - try again later 6Ø1 Receiver unable to process 6Ø2 Receiver System Error 9ØØ Transaction rejected
Description Code	O	String	001|002|003	ØØ1 Sender ID not on file. ØØ2 Receiver ID not on file. ØØ3 Invalid password for sender. ØØ4 Invalid password for receiver ØØ5 No password on file for sender. ØØ6 No password on file for receiver. ØØ7 Internal processing error has occurred. ØØ8 Request timed out before response could be received. ØØ9 Required segment UIB is missing. Ø1Ø Required segment UIH is missing. Ø11 Required segment UIT is missing. Ø12 Required segment UIZ is missing. Ø13 Unknown segment has been encountered. etc.
Description	O	an (70)	Free text	

APPENDIX D. REFILL REQUEST PRECONDITIONS AND WARNINGS

This appendix outlines when warnings are triggered for an outbound Refill Request. A warning is received when:

1. Refills are remaining for the prescription; therefore a refill request cannot be created.
2. <**RR**> is being used on a non-eR_x prescription.
3. <**RR**> is used on an eR_x that already has a Refill Request generated. Warning text will include the user who initiated the request, when each request was sent, any response received for the request or if it ended up in an ERROR scenario, and the number of requests sent in the last 30 days.
4. <**RN**> (Renew) function is initiated for an eR_x.
5. VistA SIG has more than 140 characters, the warning message displays, "The NCPDP 10.6 standard does not support communication with a SIG longer than 140 characters. Please use alternative methods to communicate with the provider, i.e. call the provider".
6. Place Order # contains "S" or it is not a positive integer.
7. Prescription does not exist in File #52.
8. Orderable item is in Inactive status.
9. Prescription is in CMOP Transmission state.
10. Prescription has been expired for greater than 120 days.
11. Prescription has been discontinued for greater than 120 days.
12. Drug mismatch.
13. Invalid dosage.
14. Missing SIG.
15. Drug is no longer used by Outpatient Pharmacy.
16. DEA Special Handling filed has 1, 2, or W.
17. Schedule I Narcotic Drug.
18. Maximum number of renewals (26) has been reached.
19. Status in File #52 is 2, 5, 6, 11, 14.
20. R_x has Forward Order # field, 39.5 in File #52.
21. Same as previous, but checks cross-referenced AQ.
22. Titration – Tapering Dose/Complex.