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 <u>NOTE</u> 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	REDACTED
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Date	Version	Description	Author
		• Added the information for LOCKED BY column in the Patient Centric View section. • Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42, Figure 3-52, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-59, Figure 3-60, Figure 3-61, and Figure 3-68 for updated layout • Added Note and included Figure 3-48 to indicate to the user that a Provider's DEA# has expired in the Edit Provider section. • Removed reference to "Limited Duration" field from Validate Drug/SIG for the modified workflow in the Edit Drug/SIG section. • Added description under Note for modified workflow in the Edit Drug/SIG section. • Updated description for VistA Days Supply calculation in the Additional Field-level Information: section. • Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in the Quantity/Days Supply work flow under Validate Drug/SIG >> Edit: section. • Added Note to replace text "Qty Qualifier" with "Code List Qualifier" and replace, "DAW Code' with "Substitutions" in the Complete Orders from OERR and Patient Prescription Processing section. • Added Note describing eRx Date, Date Written, Issue Date and Written Date fields in the Complete Orders from OERR and Patient Prescription Processing section.	
11/09/2018	2.5	Updated per HPS Review pgs.: 55, 57, 87, 88, 90, 92, 194, and 195. Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant).	Technatomy
10/24/2018	2.4	Update TOC – Remove Graphic and reran TOC.	Technatomy
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		Updates based on feedback from HPS. Updated screenshots and verbiage throughout the document, formatting and sections Inbound ePrescribing Workflow and Summary Screen, Pharmacy Management section. Updates made based on changes made during SureScripts Certification and IOC Production Testing	

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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]

```
              Patient Prescription Processing
     FERX    Complete Orders from eRx
             Barcode Rx Menu ...
             Check Drug Interaction
             Complete Orders from OERR
             Discontinue Prescription(s)
             Edit Prescriptions
             ePharmacy Menu ...
             List One Patient's Archived Rx's
             Manual Print of Multi-Rx Forms
             OneVA Pharmacy Prescription Report
             Reprint an Outpatient Rx Label
             Signature Log Reprint
             View Prescriptions
```

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.

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 eRx records in all Actionable statuses in the Holding Queue.
- **<1>** New – Patients with eRx records in New status in the Holding Queue.
- **<2>** In Process – Patients with eRx records in In Process status in the Holding Queue.
- **<3>** Wait – Patients with eRx records in Wait status in the Holding Queue.
- **<4>** Hold – Patients with eRx 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.

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.
  - o 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.

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$_x$s
WT	Number of eR$_x$s 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$_x$s In Process
HD	Number of eR$_x$s 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$_x$s 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 eR$_x$s associated with them, select the patient record number. A list of actionable eR$_x$ 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 eR$_x$ List

To view the details of an eR$_x$, select the record number.

```
eRx Holding Queue Display     Jul 23, 2018@14:06:21        Page:    1 of    2
eRx Patient:
eRx Reference #: 33992
_____
NEWRX
eRx Status: WAIT

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

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

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: eR$_x$ 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 R$_x$ message types, but not Accepted, the Status of the eR$_x$ displays as "I" for In Process. In the example below, just the patient was validated, therefore the eR$_x$ is still In Process.

Figure 3-16: eR$_x$ List with Updated Status – I

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

Figure 3-17: Patient Centric View

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

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

In the Patient Centric View, if an eR$_x$ status changes an actionable Status to a non-actionable status, the eR$_x$ 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 eR$_x$s to zero eR$_x$s, 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 R$_x$ Message Type

A user can select a record from the eR$_x$ 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 eR$_x$ from the external provider and matched VistA information (if any).

On this screen, the header contains the eR$_x$ Patient Name and eR$_x$ Reference #, which is an internal VA reference number assigned for tracking the eR$_x$. 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 eR$_x$ information.

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

NEWRX
eRx Status: IN PROCESS

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

eRx Provider:                                  NPI: 1871598417
Vista Provider:                                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 eR$_x$ 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: ▓▓▓▓
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: ▓▓▓▓▓ ▓▓▓
eRx Reference #: 20622
+
Home Phone:                 Cell Phone:
------------------------------------------------------------------------
Status: NOT VALIDATED
Vista Patient: ▓▓▓▓▓,▓▓▓▓▓ ▓▓             DOB: ▓▓▓ ▓▓,▓▓▓▓
Sex: FEMALE                               SSN: ▓▓▓-▓▓-▓▓▓▓
Addr: ▓▓▓▓ ▓▓▓▓ ▓▓▓ ▓▓
City: ▓▓▓▓▓▓            St: GEORGIA              Zip: 30276
Home Phone: ▓▓▓▓▓▓▓▓▓▓       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:  ████████
eRx Reference #: 11203
+
──────────────────────────────────────────────────────────────────────────
Status: NOT VALIDATED
Vista Patient: ███████████           DOB: ████████
Sex: MALE                            SSN: ████████
Addr: ████████████
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 eR$_x$ 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 R$_x$ record is a New Rx message type only.

    b.   The VistA Patient is already matched to an eR$_x$ 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:                                        NPI:
Vista Provider[v]:                                   NPI:

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: 11/18/79
Vista Patient[v]: TUCKER,DEBRA                     DOB: 11/18/79

eRx Provider: EVANS,                               NPI: 1871588417
Vista Provider[v]: EVANS,LILY                      NPI: 1871588417

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 eR$_x$ 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: IMBERKCARL,SAM CARL                    DOB: 5/6/60
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 eR$_x$ record that is not a New R$_x$ Message Type, an error message is received stating, "Jumping can only be done on 'NewRx' messages".

```
eRx Reference #: 34450

NEWRX
eRx Status: NEW RX

eRx Patient: ████████,███ ███              DOB: ██████
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 3-27: 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
████,█████                            <NO ALLERGY ASSESSMENT>
  PID: ███-██-████                    Ht(cm): _____  (_____)
  DOB: ███ ██,████  (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 eRx Summary Screen

Status History

The Status History <**SH**> hidden action displays the history of status changes on an eRx 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: ▒▒▒▒▒▒▒▒▒▒
Comments:

08/14/18@14:42:56  W      WAIT
Entered By: ▒▒▒▒▒▒▒▒▒▒
Comments:

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

Figure 3-30: SH Action - Status Changes on eRx 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: ▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒
Comments: Demo CANCELRX FOR REJECTED NEWRX

07/31/18@08:53:53  RJ      REJECTED
Entered By: ▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒
Comments:

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

Figure 3-31: Status History with Comment for Rejected eRx

Patient-Level Record Lock

Note that when either the Summary screen or any of the validate screens of an eRx are open, all the eRxs 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 eR$_x$ 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 eR$_x$ <**AC**> and moving the eR$_x$ to Pending Outpatient Orders file, the VistA patient, provider, and drug/SIG must be validated. The eR$_x$ 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 eR$_x$ can be manually validated, the eR$_x$ 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 eR$_x$ can be accepted. Refer to Accepting eRxs in the eR$_x$ 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 eR$_x$ Patient Name and the eR$_x$ Reference #. Below the header is the eR$_x$ and VistA information for the patient, including any known allergies where applicable.

> **NOTE:** The eR$_x$ Patient information is display-only and cannot be edited.

If a match was NOT found for the eR$_x$ 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: ███████████████
eRx Reference #: 11141
_____
eRx Patient: ███████████████                        DOB: ████████████
Sex: MALE                                           SSN: ████████████
Addr: ████████████████
City: TAMPA
St: FLORIDA                                         Zip: 34655
Home Phone: ██████████                              Cell Phone: ████████████
----------------------------------------------------------------------------
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: [REDACTED]
eRx Reference #: 11203
_____
eRx Patient: [REDACTED]                                DOB: [REDACTED]
Sex: MALE                                              SSN:
Addr:
City:
St:                                                    Zip:
Home Phone:                                            Cell Phone:
-------------------------------------------------------------------------------
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:
+          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: [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 3-37: 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: ████████████
eRx Reference #: 11322

eRx Patient: ████████████                               DOB: ███ ██, ████
Sex: FEMALE                                             SSN:
Addr: ████ ████ ███ ██
City: SENOIA
St: GEORGIA                                             Zip: 30276
Home Phone:                                             Cell Phone:
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
Status: VALIDATED (███████████ ██████ - MAR 22, 2018@10:16:02)
Vista Patient: ████████████ ██                          DOB: ███ ██, ████
Sex: FEMALE                                             SSN: ███ ██ ████
Addr: ████ ████ ███ ██
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 eR$_x$ for printing to network or local printer.
- **<H>** Hold – Places an eR$_x$ on hold.
- **<UH>** Un Hold – Removes an eR$_x$ 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 eR$_x$.

Edit Patient

1. Enter **<E>** Edit to edit the patient information.
2. If a VistA patient already exists for the eR$_x$, 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 eR$_x$ and there are additional eR$_x$s 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 eR$_x$s. (Refer to the figure below.) If the user selects <**Y**> Yes, the system links and applies the patient validation for the eR$_x$s 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 eR$_x$s 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 eR$_x$s received for that patient after the auto validation is applied. For example, if VA receives six eR$_x$s for the same patient on the same day, the user will only have to validate the patient once. If eR$_x$s are received later that same day, those eR$_x$s will need to be revalidated.

```
This patient has other prescriptions for: Nov 08, 2017
Patient: KARL_MANCHURIAN

   DRUG                        PROVIDER                        REC DATE
-----------------------------------------------------------------------------
1.) ACYCLOVIR 800MG TAB        ATKINS_ANTHONY A                NOV 08, 2017
```

Figure 3-43: Automatic Patient Validation

To apply patient validation to other eR$_x$s 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 eR$_x$s 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 eR$_x$s

2. Enter **Y** for Yes to apply the validation to the other eR$_x$s for the patient. After selecting **Yes**, the patient validation is applied to the other eR$_x$s. As previously noted, any eR$_x$s 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 eR$_x$s validated via the automatic patient validation process.

5. The statuses on all eR$_x$s validated by the automatic patient validation process will change to "I" for In Process.

Validate Provider

The provider must be validated before an eR$_x$ 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 eR$_x$. 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 eR$_x$ Patient Name and the eR$_x$ Reference #. Below the header is the eR$_x$ and VistA information for the provider, where applicable.

NOTE: The eR$_x$ provider information is display-only and cannot be edited.

If a match was NOT found for the eR$_x$ 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:
eRx Reference #: 11127
+
_____
NPI:
DEA:
State Lic:
Tel:                           Fax:

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.

```
***************************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.

- 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: 
eRx Reference #: 11203
+
NPI: 
DEA:
State Lic:
Tel: 8178870000              Fax:

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

          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: ██████████████
eRx Reference #: 11322
+
─────────────────────────────────────────────────────────────────────────────
NPI: ████████████
DEA:
State Lic:
Tel: ███████████              Fax:

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

          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 eR$_x$ and there are additional eR$_x$ 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 eR$_x$s 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 eR$_x$s 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 eR$_x$s 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 eR$_x$s for the same patient on the same day from the same provider, the user only has to validate the provider once; however, if eR$_x$s are received after the automatic provider validation is applied (e.g., later that same day by that provider), the provider for those eR$_x$s needs to be validated.

```
There are other prescriptions for this patient, written by this provider on
Nov 08, 2017
Provider: ATKINS,ANTHONY A
Patient: KARL,MANCHURIAN

    DRUG                    PROVIDER                    REC DATE
-----------------------------------------------------------------------
1.) ACYCLOVIR 800MG TAB      ATKINS,ANTHONY A           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 eR$_x$s enter <**Y**> Yes. A message displays indicating that the validation was updated.

- The Status field on all the eR$_x$s, 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.
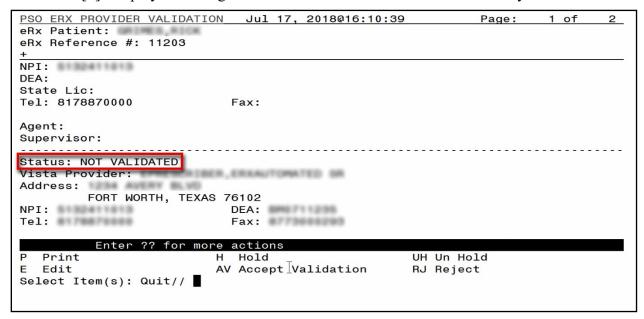- The statuses on all eR$_x$s validated by the automatic provider validation process will change to "I" for In Process.

Validate Drug/SIG

The drug/SIG information on the eR$_x$ must be validated before an eR$_x$ 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 eR$_x$, 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 eRx, 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: eR$_x$ 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 eR$_x$ 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 eR_x Clinic for a site.

Additional Field-level Information:

- Potency Unit Code is displayed in the eR$_x$ Holding Queue >> Validate Drug/SIG screen >> Edit, along with the reference eR$_x$ information.
- eR$_x$ Quantity now displays up to 5 digits after the decimal in the eR$_x$ Holding Queue Summary Screen and VD >> Edit screen.
- VistA Quantity is displayed same as eR$_x$ 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.
- eR$_x$ Days Supply now displays up to 999 in the eR$_x$ 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.
- eR$_x$ Refills now displays up to 99 in the eR$_x$ 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 eR$_x$ Refills, if the eR$_x$ is sent with "PRN" as the qualifier with no value, "PRN" is displayed.
  - For eR$_x$ Refills, if a value is sent regardless of the Qualifier, then the value is displayed.
- Help text for VistA Quantity has been updated under eR$_x$ 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.

```
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

Figure 3-62: eR$_x$ Holding Queue List View with eR$_x$ Record in 'W' Status

Accepting eR$_x$s in the eR$_x$ Holding Queue

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

1. The eR$_x$ cannot be on Hold. If the eR$_x$ is on Hold, the eR$_x$ 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 eR$_x$ on hold is displayed on the Summary screen.

2. The eR$_x$ 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 eR$_x$ where one or more of the conditions have not been met, an error message displays indicating that the eR$_x$ 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 eR$_x$ <**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 eR$_x$ 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: eR$_x$s Sent to Pending Outpatient Orders

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

Rejecting eR$_x$s in the eR$_x$ Holding Queue

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

Once the eR$_x$ 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 eR$_x$ Holding Queue

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

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

The print display of the eR$_x$ 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 eR$_x$s on Hold in the eR$_x$ Holding Queue

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

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

1. To place an eR$_x$ 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 eR$_x$

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 eR$_x$ 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 eR$_x$ in the eR$_x$ Holding Queue

eR$_x$s 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 eR$_x$ 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 eR$_x$ record that is in one of the Hold statuses, if all the 3 validations (Patient, Provider and Drug/SIG), are complete, the eR$_x$ 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 eR$_x$ record's status changes to "I" (In Process).

Removing eR$_x$s in the eR$_x$ Holding Queue

An eR$_x$ 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 eR$_x$ not be filled, or the user has been unable to contact the provider or patient for a significant amount of time.

To remove an eR$_x$ from the Holding Queue:

1. From the Summary screen, type <**RM>** Remove.
2. Enter a reason for the eR$_x$ 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 eR$_x$ is being removed and press **<Enter>**. These comments are optional.

Once the eR$_x$ is removed, the status changes to "RM" and it no longer displays in the default Holding Queue List; however, the eR$_x$ 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 eR$_x$

NOTE: If the Remove eR$_x$ function is in parentheses ( ), the user will not be able to remove an eR$_x$. 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.

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.

Figure 3-79: Search Criteria - Date of Birth

The search results in the following display:

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.

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.

Figure 3-83: Search eRx by Received Date Range

Search eRx – Provider Name

To search for an eRx by a provider:

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

2. Type <**4**> or PROVIDER NAME.

Figure 3-84: Search Criteria - Provider Name

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

Figure 3-85: Enter Provider Name

The search results display.

Figure 3-86: Search eRx by Provider

Search eRx – ERX Status

To search for an eR$_x$ by Status:

1. From the eR$_x$ Holding Queue List screen, type <**SR**> Search Queue.
2. Type <**5**> or ERX STATUS.
3. Enter the eR$_x$ status and press <**Enter**>.

Figure 3-87: Search Criteria - ERX Status

The search results display.

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.                           ACYCLOVIR 800MG TAB               RJ  10/5/17
  2.                           ACYCLOVIR 800MG TAB               RM  10/16/17
  3.                           ACYCLOVIR 800MG TAB               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**>.

Figure 3-91: Search Criteria - Message Type

The search results display.

Figure 3-92: Search by Message Type

Search eR$_x$ – eR$_x$ Reference Number

Users may also search for eR$_x$s by eR$_x$ Reference Number. When searching by eR$_x$ Reference Number, the user may search by either inbound or outbound message types.

To search for an inbound eR$_x$ message type by eR$_x$ Reference Number:

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

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

The search results display.

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 – eR_x Reference Number: Outbound

The search results display.

```
eRx Holding Queue Display    Aug 13, 2018@15:29:51    Page:    1 of    4
eRx Patient:
eRx Reference #: V22345

REFILLREQUEST
eRx Status: REFILL REQUEST COMPLETE

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

eRx Provider:                             NPI:
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 eR_x 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 eR_xs

VA users can sort eR_xs 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

eR$_x$ and then reentering the eR$_x$ 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 eR$_x$s is available by typing <**SO**> Sort Entries.

- 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.

```
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.                               N/A                      N/A         N   1/30/18
 2.                               ORAL TABLET              EPRESCRIBER RXN 1/30/18
 3.                               PROTONIX 40 MG ORAL G    EPRESCRIBER RXN 1/31/18
 4.                               N/A                      N/A         N   1/31/18
 5.                               PRIMIDONE 50 MG ORAL     EPRESCRIBER RXN 1/31/18
 6.                               PRIMIDONE 50 MG ORAL     EPRESCRIBER RXN 1/31/18
 7.                               PRIMIDONE 50 MG ORAL     EPRESCRIBER RXN 1/31/18
 8.                               PRIMIDONE 50 MG ORAL     EPRESCRIBER RXN 1/31/18
 9.                               N/A                      N/A         N   1/31/18
10.                               AMLODIPINE 5 MG ORAL     EPRESCRIBER RXN 2/1/18
11.                               N/A                      N/A         N   2/1/18
12.                               PRIMIDONE 50 MG ORAL     EPRESCRIBER RXN 2/1/18
13.                               N/A                      N/A         N   2/1/18
14.                               BUSPIRONE 15 MG ORAL     EPRESCRIBER RXN 2/1/18
15.                               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

eR$_x$s 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)

- **eR$_x$ Status:** Drug Name ascending

- **Drug Name:** Patient Name ascending, newest Received Date first

- **Message Type**

Sort eR$_x$ – Patient Name

To sort by patient:

1. From the eR$_x$ 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 eR$_x$ – 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 eR$_x$ – Received Date Range

To sort eR$_x$s 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 eRₓ – Provider Name

To sort eRₓs 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 eRₓ – ERX Status

To sort eRₓs by eRₓ Status:

1. From the eRₓ 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 eR$_x$ has been accepted, the eR$_x$ advances to Pending Outpatient Orders file for further processing. The eR$_x$ is further finished using either Complete Orders from OERR or Patient Prescription Processing.

The "&" symbol indicates that an eR$_x$ was received from an external provider. eR$_x$ records without the "&" symbol are VA eR$_x$s.

```
Medication Profile            Jul 20, 2018@10:52:29      Page:    1 of    2
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 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: eR$_x$ Received from External Provider

The eR$_x$ 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 eR$_x$ (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 eR$_x$

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//
```
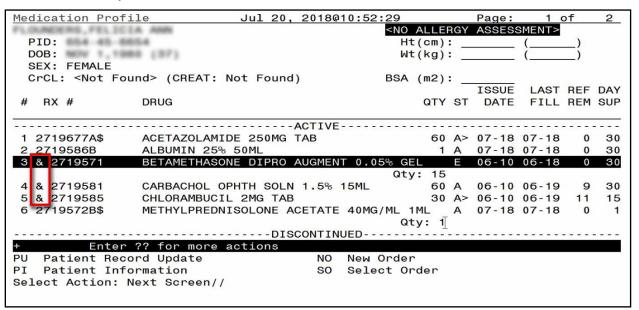
Figure 3-107: eR$_x$ Display in Pending Queue - Page 1

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//
```
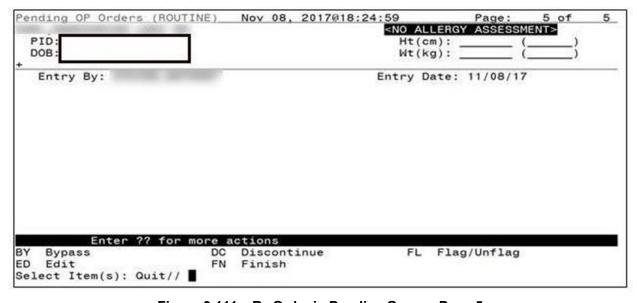
Figure 3-111: eRx Order in Pending Queue - Page 5

> **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.