Pharmacy Reengineering (PRE)

Inbound ePrescribing (IEP) 3.1

User Manual

June 2020

Version 3.0 (Unit 4, Part 1)

Department of Veterans Affairs (VA)

Office of Information and Technology (OIT)

Revision History

Date	Version	Description	Author
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
03/23/2020	2.9	PSO*7.0*590: • Added production application **URL** • Updated Title page, Revision History, and Footers	REDACTED
03/05/2020	2.8	PSO*7.0*591: • Updated **Figure 3-44** and **Figure 3-53**. • Updated Title page, Revision History, and Footers	REDACTED
08/27/2019	2.7	PSO*7.0*567: • Help Desk contact information/name • Screen capture dates for ERX Lookback Days beginning with page 98 through 189. • Corrected **Figure 3-12** and reworded the bullets above • Added **Figure 3-13** • Title page, TOC, LOF, and Footers	REDACTED
05/07/2019	2.6	PSO*7.0*551: Updated document for the following: • Standardized images throughout document. • Clarified patient DOB format under Table 3. • Added Note to replace text "Dispense Notes" with "Substitutions" under Track/Audit Details screen in the Inbound/Outbound Message Detail section. • Added Note to indicate the change of screen/page title from "Users" to "User Management" in the User Management section. • Included description for ERX LOOK-BACK DAYS display on the Holding Queue's Traditional View and Patient Centric Views in the eRx Default Lookback Days section. • Replaced column label "LAST USER" with "LOCKED BY" and updated the description under Table 9.	Technatomy

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
08/27/2018	2.3	Technical Writer Review and 508 accessibility checks.	Technatomy
08/01/2018	2.2	Updated screenshots and added Refill Requests and Responses and Cancel Rx Requests and Responses sections.	REDACTED
07/28/2018	2.1	Updated screenshots and added 30-day Lookback	Technatomy
04/12/2018	2.0	Updated screenshots to include 2.1 changes	REDACTED
11/15/2017	1.0	Baseline release: Updated Table of Figures.	Technatomy

Date	Version	Description	Author
		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	

Table of Contents

Unit 4

List of Figures

Unit 4. Refill Requests and Responses

The Refill Request function is used by pharmacists to generate and send outbound Refill Requests (also referred to as Renewals within VA/VistA). The Refill Request message is sent to the external provider that originally sent the eR$_x$ into VistA. After a Refill Request has been sent to the external provider, the provider will be able to send a Refill Response back to the requesting Pharmacy.

The Pharmacy user is allowed to generate and send an outbound Refill Request when there are no more refills on the original prescription to fill or if the prescription is expired.

Generate Refill Requests from Outpatient Profile

To generate a Refill Request, navigate to the patient's Medication Profile in Complete Orders from OERR or Patient Prescription Processing. The Medication Profile displays all of the R$_x$s associated with the patient. To view a Refill Request:

1. Select the eRx.

```
Medication Profile          Jul 27, 2018@10:49:26        Page:    2 of     7
GRIMES,RICK SR                                  <NO ALLERGY ASSESSMENT>
  PID:                                          Ht(cm): _____  (_____)
  DOB:                   (44)                   Wt(kg): _____  (_____)
  SEX: MALE                      Non-VA Meds on File    Last entry on 12/15/17
  CrCL: <Not Found> (CREAT: Not Found)          BSA (m2): _____
                                                      ISSUE  LAST REF DAY
  #  RX #              DRUG                 QTY ST  DATE  FILL REM SUP
+
 16 2719265     PROTAMINE SULFATE 10MG/ML INJ 5ML    90 E   02-07 02-07  0  90
 17 2719263     QUINAPRIL 20MG TAB                    90 E   02-07 02-07  0  90
 18 & 2719701   RISEDRONATE NA 5MG TAB                60 A>  07-24 07-24  0  30
 19 2719424A    SILDENAFIL CITRATE 100MG TAB          30 E>  06-04 06-04  0  30
 20 2719508A    SUCRALFATE 1GM TAB                   360 A>  05-11 06-04  1  90
 21 2719506     TRETINOIN 0.01% GEL 45GM              45 E   05-10 05-10  0  30
 ----------------------------------------DISCONTINUED------------------------
 22 & 2719620   ACCU-CHEK COMFORT CV GLUCOSE SOLN  075.5 DC 06-29 07-02  0  30
 23 2719512A    CAPTOPRIL 100MG TAB                    1 DC  05-11 05-11  1  25
 24 2719302     CYCLOPHOSPHAMIDE 25MG TAB             60 DC> 02-27 02-27  0  30
+          Enter ?? for more actions
PU  Patient Record Update            NO   New Order
PI  Patient Information              SO   Select Order
Select Action: Next Screen//
```

Figure 4-1: Select R$_x$ from Medication Profile

2. Type Other to display additional actions.
3. Select <**RR**> Refill Request.
4. Indicate <**R**> Refill with Pre-Populated Value or <**C**> Refill and Change Quantity.

```
RR    eRx Refill Request

Select Item(s): RR    eRx Refill Request

Now renewing prescription #: 2719620
Patient: [REDACTED]
Drug/Supply: ACCU-CHEK COMFORT CV GLUCOSE SOLN


# of Refills: 0              Days Supply: 30       Quantity: 075.5

Generating refill/renewal request for Rx #: 2719620



      Select one of the following:

           R          REFILL WITH PRE-POPULATED VALUE
           C          CHANGE # OF REFILLS
           E          EXIT

Enter response: █
```

Figure 4-2: Generating Refill Request Actions

5. Enter **Yes** to send the Refill (renewal) Request.

```
Sending refill request for:

Patient: [REDACTED]
Patient Status: SC
Drug: ACCU-CHEK COMFORT CV GLUCOSE SOLN
Orderable Item: GLUCOSE TEST
# of Refills Requested: 1      Days Supply: 30       Quantity: 075.5

Would you like to send this refill (renewal) request to the prescriber
Enter Yes or No: N// YES

Renewal Request sent.
Type <Enter> to continue or '^' to exit: █
```

Figure 4-3: Refill Request Sent

NOTE: When an Outbound Refill Request is sent, if the user requested 'n' as the number of Refills using either option 'R' or option 'C', the NCPDP 10.6 Refill Request message will have a value of 'n+1' sent to the Provider.

The user is allowed to generate and send more than one Refill Request for the same eRx. The history of all the requests sent, along with any responses or errors received within the last 30 days, is displayed at the time of generating a duplicate request.

```
Now renewing prescription #: 2719701
Patient: ████████████
Drug/Supply: RISEDRONATE NA 5MG TAB


# of Refills: 0              Days Supply: 30        Quantity: 60

***********************************************************************

Previous Refill/Renewal Request Date/Time: Jul 24, 2018@15:12:02
Refill/Renewal Requested by: ████████████████
# of Refills Requested: 1

Refill/Renewal response Date/Time: JUL 24, 2018@15:12:09

Refill/Renewal response status: RRE

***********************************************************************

Total Number of Refill/Renewal requests in the last 30 days: 1


Are you sure you would like to send ANOTHER refill/renewal request? N//
```

Figure 4-4: Refill Request History

The new Refill Request generated in Outpatient Profile and sent by the Pharmacy user can be found in the Holding Queue in the Message View, displaying a status of RRN (Refill Request New).

```
PSO ERX HOLDING QUEUE        Mar 26, 2018@12:00:58      Page:    1 of   11
PSO ERX HOLDING QUEUE        ERX LOOK-BACK DAYS: 30 (Feb 24, 2018)
      Patient            DOB      Drug                 Provider    STA Rec Date
1.    ████████          ████████  TRANSDERM-SCOP 1.5 MG  ████████   RRN 3/26/18
2.    ████████████      ████████  QUINAPRIL 10 MG ORAL   ████████   RRC 3/25/18
3.    ████████████      ████████  MUPIROCIN 2% OINTMENT  ████████   RRC 3/25/18
4.    ████████████      ████████  MUPIROCIN 2% OINTMENT  ████████   RRN 3/25/18
5.    ████████████      ████████  MUPIROCIN 2% OINTMENT  ████████   RRN 3/23/18
6.    ████████████      ████████  ALAWAY 0.025% OPHTHAL  ████████   RRC 3/23/18
7.    ████████████      ████████  MUPIROCIN 2% OINTMENT  ████████   RRC 3/23/18
8.    ████████████      ████████  ALAWAY 0.025% OPHTHAL  ████████   RRP 3/22/18
9.    ████████████      ████████  ALAWAY 0.025% OPHTHAL  ████████   RRR 3/22/18
10.   ████████████      ████████  MAPROTILINE 50MG TAB   ████████   RRC 3/21/18
11.   ████████          ████████  TRANSDERM-SCOP 1.5 MG  ████████   RRN 3/21/18
12.   ████████████      ████████  TRANSDERM-SCOP 1.5 MG  ████████   RRE 3/20/18
13.   ████████          ████████  XOPENEX 1.25 MG/3 ML   ████████   RRN 3/20/18
14.   ████████          ████████  TRANSDERM-SCOP 1.5 MG  ████████   RRE 3/20/18
15.   ████████████      ████████  KENALOG-40 40 MG/ML V  ████████   RRN 3/19/18
+        Enter ?? for more actions
SI Select Item          SO Sort Entries
SR (Search Queue)       MV Message View
Select Action:Next Screen//
```

Figure 4-5: RRN in Holding Queue

Refill Request Precondition Checks and Warnings

There are a number of Refill Request warnings that may display at the time of the outbound Refill Request. For example, a warning displays when <**RR**> is being used on a non-eR$_x$ prescription.

```
                       --- Other OP Actions ---

PN    Progress Note (OP)
AP    Action Profile (OP)
MI    Print Medication Instructions
DO    Display Orders' Statuses
MG    Display FDA Medication Guide
RM    Reprint FDA Medication Guide
RR    eRx Refill Request

Select Item(s): RR    eRx Refill Request

eRx Refill request may not be used. This prescription is not an eRx.
Type <Enter> to continue or '^' to exit: █
```

Figure 4-6: Refill Request Warning

A complete list of Refill Request Warnings can be found in Appendix D.

Refill Requests in the eR$_x$ Holding Queue

Outbound Refill Request messages sent from VistA Outpatient Profile are stored in the Holding Queue. They can be viewed using search criteria or in the <**MV**> Message View action. To view a Refill Request:

1. From the eR$_x$ Holding Queue List screen, type <**MV**> Message View.

2. Type <**RR**> Refill Request.

```
PSO ERX HOLDING QUEUE        ERX LOOK-BACK DAYS: 30 (Feb 24, 2018)

     Patient           DOB      Drug                   Provider     STA Rec Date
1.                              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// MV    Message View
Select message type: RR   REFILLREQUEST
Select message type: █
```

Figure 4-7: Message View Action and Refill Request

The Holding Queue displays all Refill Request messages, sorted by received date in descending order (newest requests first).

```
PSO ERX HOLDING QUEUE      Mar 27, 2018@15:18:46        Page:    1 of    12
PSO ERX HOLDING QUEUE
                        ERX LOOK-BACK DAYS: 30 (Feb 25, 2018)
      Patient            DOB      Drug                   Provider    STA Rec Date
1.    ████████, ██████   ██/██/██ BUSPIRONE  15 MG ORAL  █████,█.███ RRC 3/27/18
2.    ████████, ██████   ██/██/██ CARAFATE  1  GRAM ORAL █████,█.███ RRP 3/27/18
3.    ██████, ██████     ██/██/██ WELLBUTRIN XL 150 MG   ████████,   RRR 3/27/18
4.    ██,██              ██/██/██ PRIMIDONE  50  MG ORAL █████,█.███ RRN 3/26/18
5.    ████████████, █████ █/█/██  QUINAPRIL  10  MG ORAL █████,█.███ RRC 3/26/18
6.    ██,██              ██/██/██ TRANSDERM-SCOP 1.5 MG  █████,█.███ RRC 3/26/18
7.    ████████████, █████ █/█/██  QUINAPRIL  10  MG ORAL █████,█.███ RRC 3/25/18
8.    ████████████, █████ █/█/██  MUPIROCIN  2%  OINTMENT █████,█.███ RRC 3/25/18
9.    ████████████, █████ █/█/██  MUPIROCIN  2%  OINTMENT █████,█.███ RRC 3/25/18
10.   ████████████, █████ █/█/██  MUPIROCIN  2%  OINTMENT █████,█.███ RRN 3/23/18
11.   ████████, ██████   ██/██/██ ALAWAY  0.025% OPHTHAL █████,█.███ RRC 3/23/18
12.   ████████████, █████ █/█/██  MUPIROCIN  2%  OINTMENT █████,█.███ RRC 3/23/18
13.   ████████, ██████   ██/██/██ ALAWAY  0.025% OPHTHAL █████,█.███ RRP 3/22/18
14.   ████████, ██████   ██/██/██ ALAWAY  0.025% OPHTHAL █████,█.███ RRR 3/22/18
15.   ██████, ████       ██/██/██ MAPROTILINE 50MG TAB   █████       RRC 3/21/18
+         Enter ?? for more actions
SI  Select Item            SO Sort Entries
SR  (Search Queue)         MV Message View
Select Action:Next Screen//
```
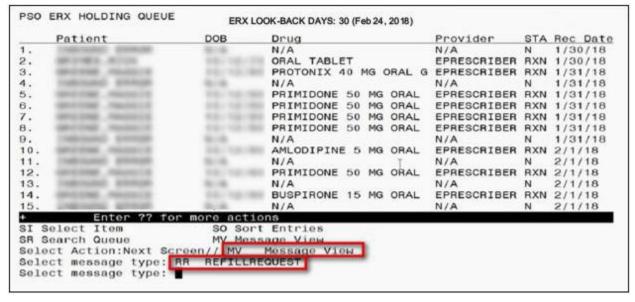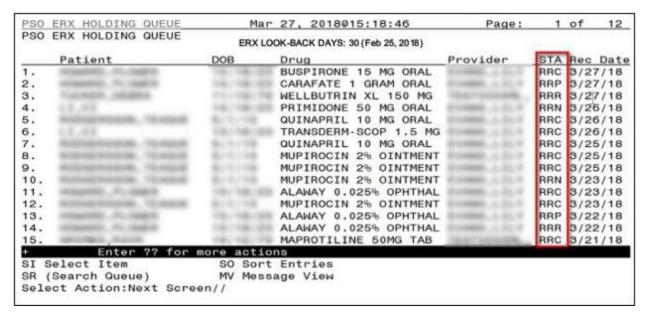
Figure 4-8: Message View Displaying Refill Request Messages

The Refill Request message statuses are displayed in the "Status" column on the eR$_x$ Holding Queue. For Refill Request statuses, refer to Table 18: Holding Queue Status Codes & Descriptions for Refill Request Message Type in Appendix B.

> **NOTE:** Refill Request messages are not in actionable statuses and so, they will not be displayed in the Holding Queue's list view. Users may view them only by using **<MV>** Message View action or using the **<SR>** Search criteria.

Refill Requests in the Holding Queue without a response or an error received for 2 weeks or more, will change status from RRN (Refill Request - New) to RRX (Refill Request Expired) in the Holding Queue.

Refill Responses in the eR$_x$ Holding Queue

When a Refill Response is received from an external provider for the Refill Request sent from VistA OP, the Refill Response message is first received by the Hub and is then sent to the VistA Holding Queue. The Refill Response message types include:

- Approved
- Approved with Changes
- Denied
- Denied, New Prescription to Follow

Refill Responses that are in actionable statuses are displayed in the Holding Queue's list view. For the full list of Refill Response statuses, refer to Table 19: Holding Queue Status Codes & Descriptions for Refill Response Message Type in Appendix B.

To view a Refill Response in the Holding Queue:

1. From the eR$_x$ Holding Queue List screen, type <**MV**> Message View.

2. Type <RE> Refill Response.

Figure 4-9: Message View Action
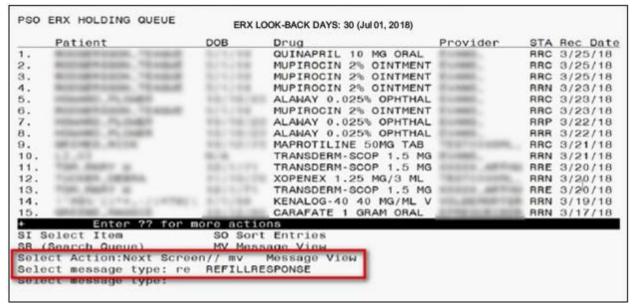
The eRx Holding Queue screen displays all Refill Response messages, sorted by received date in descending order (newest responses first).

Figure 4-10: Holding Queue Displaying Refill Response Messages

Refill Request Message Details View

The Pharmacy user may select the Refill Request message to display from the Holding Queue to view the message details in the Message Details View.

```
eRx Holding Queue Display      Jul 27, 2018@11:13:04      Page:   1 of    3
eRx Patient: TEST1,PATIENT1
eRx Reference #: V22119

REFILLREQUEST
eRx Status: REFILL REQUEST - NEW


****************************MEDICATION PRESCRIBED****************************
eRx Patient: TEST1,PATIENT1                        DOB: 11/1/80
Vista Patient: NOT LINKED                          DOB: N/A

eRx Provider: LESTRANGE,BELLATRIX                   NPI: 1225818175
Vista Provider: NOT LINKED                         NPI: N/A


eRx Drug: ACCUNEB 1.25 MG/3 ML NEB SOLUTION
eRx Qty: 75.555     eRx Refills: 0     eRx Days Supply:      eRx Date: JUL 27, 2018
eRx Sig: Inhale 1 unit every 4-6 hours via nebulizer or as necessary for
         wheezing


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

Figure 4-11: Refill Request – New

```
eRx Holding Queue Display      Jul 27, 2018@11:16:42      Page:   2 of    3
eRx Patient: TEST1,PATIENT1
eRx Reference #: V22119
+
****************************MEDICATION DISPENSED****************************
Vista Drug: ACCU-CHEK COMFORT CV GLUCOSE SOLN
Vista Qty: 075.5          Vista Refills: 0          Vista Days Supply: 30
VA Rx#: 2719620


*************************REFILL REQUEST INFORMATION*************************
Requested By: RAVIKUMAR,SHALINI
Request Date/Time: JUL 27, 2018@10:55:52
# of Refills Requested: 1

Refill Request Comments:
Comments By:
Comments Date/Time:


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

Figure 4-12: Refill Request Medication Dispensed and Refill Request Information

```
eRx Holding Queue Display      Jul 27, 2018@11:18:46       Page:   2 of    3
eRx Patient: TEST1,PATIENT1
eRx Reference #: V22119
+
VA Rx#: 2719620

************************REFILL REQUEST INFORMATION*************************
Requested By: ███████████████
Request Date/Time: JUL 27, 2018@10:55:52
# of Refills Requested: 1

Refill Request Comments:
Comments By:
Comments Date/Time:

*************************MESSAGE HISTORY*********************************
Request Reference #: V22119
New eRx Reference #: 34038
Response eRx Reference #:
          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                AC (Accept eRx)
H  (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Quit// █
```

Figure 4-13: Refill Request Message History

The Message History segment displays message history with a reference to the original R$_x$. The Refill Request Reference # field displays a V, indicating that this was generated from VistA.

Refill Response Message Details View

When the user selects the Refill Response from the eR$_x$ Holding Queue, the Refill Response details display in the Message Details View. It displays the content of the Refill Response, along with the relation to the Refill Request message, and the original New R$_x$ message.

```
eRx Holding Queue Display      Jul 27, 2018@11:29:52       Page:   1 of    4
eRx Patient: ████████████████
eRx Reference #: 34398

REFILLRESPONSE - APPROVED
eRx Status: REFILL RESPONSE PROCESSED

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

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

eRx Drug: HYDROCHLOROTHIAZIDE 50 MG ORAL TABLET
eRx Qty: 30      eRx Refills: 5    eRx Days Supply: 30  eRx Date: JUL 17, 2018
eRx Sig: Take 1 tablet by oral.

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

Figure 4-14: Refill Response Message Details

NOTE: When an Inbound Refill Response is received, if the provider approved 'n' as the number of Refills, the Message Details view displays 'n-1' as the number of Refills approved. This is applicable to both Approved and Approved with Changes Refill Response Types.

The Refill Response Information section contains the Refill Response message type along with the response date and time and any additional notes and comments.

Figure 4-15: Refill Response Information

The Changed Items section indicates any fields that were changed and displays both the Refill Response and Refill Request values.

Figure 4-16: Refill Response Changed Items and Medication Dispensed

The Message History section links the Refill Request and Refill Request Reference Number to the Refill Response and to the Original New R$_x$ message.

```
eRx Holding Queue Display      Jul 31, 2018@14:46:09     Page:    3 of    4
eRx Patient:
eRx Reference #: 34732
+
VA Rx#: 2719730

************************REFILL REQUEST INFORMATION************************
Requested By:
Request Date/Time: JUL 31, 2018@11:40:30
# of Refills Requested: 4

Refill Request Comments:
Comments By:
Comments Date/Time:


***************************MESSAGE HISTORY***************************
Request Reference #: V22194
New eRx Reference #: 34722
Response eRx Reference #: 34732
          Enter ?? for more actions
VP (VALIDATE PATIENT)    VM (VALIDATE PROVIDER)   VD (VALIDATE DRUG/SIG)
P  Print                 RJ (Reject)              AC (Accept eRx)
H  (Hold)                UH (Un Hold)             RM (Remove eRx)
Select Action:Quit// ▉
```

Figure 4-17: Refill Request Information and Message History

Refill Response Process

Approved

When a Refill Response message type is Approved, it will not display in the List View screen. It can be found using <**MV**> Message View or <**SR**> Search. The status of the Approved Refill Response will be RXP (Refill Response Processed).

```
PSO ERX HOLDING QUEUE        Aug 01, 2018@09:12:27     Page:    1 of    1
PSO ERX HOLDING QUEUE        ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)

      Patient           DOB      Drug              Provider    STA Rec Date
1.  FLOUNDERS,FELICIA A          METHYLPREDNISOLONE AC         RXP 8/1/18
2.  TUCKER,DEBRA                 XOPENEX 1.25 MG/3 ML          RXD 7/31/18
3.  FLOUNDERS,FELICIA A          PATADAY 0.2% OPHTHALM         RXA 7/31/18
4.  RODGERSON,TEAGUE             MUPIROCIN 2% OINTMENT         RXC 7/31/18
5.                               TRANSDERM-SCOP 1.5 MG         RXC 7/31/18
6.  GRIMES,RICK                  RISPERIDONE 2MG TAB           CAN 7/30/18
7.  GRIMES,RICK                  QUINAPRIL 10 MG ORAL          RXD 7/30/18
8.  THROWER,DAVID                CHLORAMBUCIL 2MG TAB          RXA 7/27/18
9.  THROWER,DAVID                HYDROCHLOROTHIAZIDE 5         RXA 7/27/18
10. THROWER,DAVID                LIPITOR TAB 10MG              RXC 7/27/18
11. THROWER,DAVID                METHYLPREDNISOLONE AC         RXC 7/27/18

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

Figure 4-18: Message View and Refill Response Actions

The Refill Response details display the Refill Response Message type. In the below figure, the Refill Response Information segment indicates the Refill Response Message type is Approved.

```
eRx Holding Queue Display      Jul 27, 2018@11:29:52      Page:    1 of    4
eRx Patient: ███████████████
eRx Reference #: 34398
_____
REFILLRESPONSE - APPROVED
eRx Status: REFILL RESPONSE PROCESSED

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

eRx Provider: ███████,                  NPI: ██████████
Vista Provider: NOT LINKED              NPI: N/A

eRx Drug: HYDROCHLOROTHIAZIDE 50 MG ORAL TABLET
eRx Qty: 30      eRx Refills: 5    eRx Days Supply: 30  eRx Date: JUL 17, 2018
eRx Sig: Take 1 tablet by oral.


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

Figure 4-19: Refill Response – Approved

When the user continues to scroll, the Refill Response Information section displays.

```
***********************REFILL RESPONSE INFORMATION************************
APPROVED
Response Date/Time: AUG 01, 2018@09:11:58
Note: APPROVED REFILLRESPONSE

Refill Response Comments: Approved Refill Response
Comments By: ████████████████
Comments Date/Time: AUG 01, 2018@09:14:57
```

Figure 4-20: Refill Response Information Section

On the Outpatient side, a pending line entry is added for the user to renew the Approved Refill Response.

```
Medication Profile          Aug 01, 2018@09:16:32         Page:    1 of    1
████████████████████                          █NO ALLERGY ASSESSMENT█
  PID: ████████████                             Ht(cm): _____  (_____)
  DOB: ██████████ (37)                          Wt(kg): _____  (_____)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)          BSA (m2): _____
                                                       ISSUE LAST REF DAY
  #  RX #           DRUG                        QTY ST DATE  FILL REM SUP
  _____
  --------------------------------ACTIVE----------------------------------
  1 & 2719732$    METHYLPREDNISOLONE ACETATE 40MG/ML 1ML   A  07-31 08-01   0   1
                                               Qty: 1
  2 & 2719728$    OLOPATADINE HCL 0.1% OPH SOLN      02.5 A> 07-30 07-31   0  30
  --------------------------------PENDING---------------------------------
  3 & METHYLPREDNISOLONE ACETATE 40MG/ML 1ML
                                    QTY: 1              ISDT: 07-31  REF:  3



               Enter ?? for more actions
  PU  Patient Record Update            NO  New Order
  PI  Patient Information              SO  Select Order
  Select Action: Quit//
```

Figure 4-21: Medication Profile – Pending Line Entry

The Activity Log on OP side is updated to display the information that a pending response entry was added.

```
Rx Activity Log              Aug 01, 2018@09:17:38         Page:    1 of     1
FLOUNDERS,FELICIA ANN                          <NO ALLERGY ASSESSMENT>
  PID: 654-45-6654                             Ht(cm): _____  (_____)
  DOB: NOV 1, 1980   (37)                      Wt(kg): _____  (_____)
_____
Rx #: 2719732   Original Fill Released:
Routing: Mail       Finished by: CHALLASURLA,PRAVEEN

Activity Log:
#   Date          Reason          Rx Ref          Initiator Of Activity
================================================================================
1   08/01/18    PATIENT INSTR. ORIGINAL
Comments: Patient Instructions Sent By Provider.
2   08/01/18                ORIGINAL          CHALLASURLA,PRAVEEN
Comments: Electronic Refill Request sent to External Provider
3   08/01/18    PROCESSED      ORIGINAL          CHALLASURLA,PRAVEEN
Comments: Label never queued to print by User
4   08/01/18                ORIGINAL      PSOAPPLICATIONPROXY,PSO
Comments: Refill response from external provider - Approved.


         Enter ?? for more actions

Select Action:Quit// █
```

Figure 4-22: Activity Log 1

```
Rx Activity Log              Aug 01, 2018@09:19:20         Page:    3 of     0
FLOUNDERS,FELICIA ANN                          <NO ALLERGY ASSESSMENT>
  PID: 654-45-6654                             Ht(cm): _____  (_____)
  DOB: NOV 1, 1980   (37)                      Wt(kg): _____  (_____)
+
1   8/1/18@09:06:18     ORIGINAL          CHALLASURLA,PRAVEEN
Comments:   ECME:MAIL FILL(NDC:00009-0280-32)-NO SUBMISSION THROUGH ECME

SPMP (State Prescription Monitoring Program) Log:
Date/Time       Fill Type   Exp. Type Bat#  Filename
================================================================================
There's NO Export Log for this prescription.

eRx Activity Log:
#   Date          Reason          Rx Ref          Initiator Of Activity
================================================================================
1 08/01/18 IERX ORIGINAL CHALLASURLA,PRAVEEN
Comments: Electronic Refill Request sent to External Provider
2 08/01/18 IERX ORIGINAL PSOAPPLICATIONPROXY,PSO
Comments: Refill response from external provider - Approved.
         Enter ?? for more actions

Select Action:Quit//
```

Figure 4-23: Activity Log 2

The user may select the pending line entry to renew the Approved Refill Response and accept it.

```
FLOUNDERS,FELICIA ANN                                    <NO ALLERGY ASSESSMENT>
  PID:  654-65-6654                          Ht(cm): _____  (_____)
  DOB:  NOV 1,1980   (37)                    Wt(kg): _____  (_____)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)       BSA (m2): _____
                                                       ISSUE  LAST REF  DA
  #  RX #          DRUG                       QTY ST   DATE   FILL REM  SU
------------------------------------------ACTIVE-------------------------------
  1 & 2719732$    METHYLPREDNISOLONE ACETATE 40MG/ML 1ML    A  07-31 08-01   0
                                              Qty: 1
  2 & 2719728$    OLOPATADINE HCL 0.1% OPH SOLN       02.5 A> 07-30 07-31   0  3
------------------------------------------PENDING------------------------------
  3 & METHYLPREDNISOLONE ACETATE 40MG/ML 1ML
                                     QTY: 1              ISDT: 07-31  REF:  3


          Enter ?? for more actions
PU  Patient Record Update           NO  New Order
PI  Patient Information             SO  Select Order
Select Action: Quit// 3

Now Renewing Rx # 2719732   Drug: METHYLPREDNISOLONE ACETATE 40MG/ML 1ML
```

Figure 4-24: Pending Line Entry Selected

```
Prescription Renew         Aug 01, 2018@09:22:44      Page:   1 of    2
FLOUNDERS,FELICIA ANN                              <NO ALLERGY ASSESSMENT>
  PID:  654-65-6654                     Ht(cm): _____  (_____)
  DOB:  NOV 1,1980  (37)                Wt(kg): _____  (_____)

            Rx#: 2719732A
  Orderable Item: METHYLPREDNISOLONE INJ,SUSP
            Drug: METHYLPREDNISOLONE ACETATE 40MG/ML 1ML
  Patient Status: SC
(1)     Issue Date: JUL 31,2018
(2)      Fill Date: AUG 1,2018
            Verb: INJECT
          Dosage: 40MG
           Route: TOPICAL
        Schedule: BID
  Pat Instruction:
             SIG: INJECT 40MG AFFECTED AREA TWICE A DAY
     Days Supply: 1
       QTY (VI): 1
+         Enter ?? for more actions
AC   Accept             DC   Discontinue        FL   Flag/Unflag
BY   Bypass             ED   Edit
Select Item(s): Next Screen// AC
```

Figure 4-25: AC eRx Renewal

The eRx prescription on which Refills were requested and the Response has been processed, is now reinstated with the Response. The renewed Rx displays in the Active section of the Medication Profile. The Rx number has an "A" appended to the end, indicating this is the first refill. Subsequent refills include the next letter of the alphabet appended. (Ex: & 123456 to & 123456A; for next refill: & 123456A to & 123456B)

Figure 4-26: Renewed Rₓ Active

Once the Approved Refill Response is successfully renewed, the status of the Refill Response in the Holding Queue changes to RXC (Refill Response Completed).

Figure 4-27: Refill Response RXC Status in Holding Queue

Select the record to view the Refill Response details screen.

```
eRx Holding Queue Display      Aug 01, 2018@09:26:53      Page:    1 of    4
eRx Patient: ████████████████████
eRx Reference #: 34748

REFILLRESPONSE - APPROVED
eRx Status: REFILL RESPONSE 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: METHYLPREDNISOLONE ACETATE 40MG/ML INJ
eRx Qty: 1      eRx Refills: 2    eRx Days Supply: 1    eRx Date: AUG 01, 2018
eRx Sig: SHAKE WELL AND INJECT 1 ML (40MG) IM INTO MUSCLE IN CLINIC

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

Figure 4-28: Refill Response Details Screen

The status of the corresponding Refill Request will change to RRC (Refill Request Completed).

```
PSO ERX HOLDING QUEUE          Aug 01, 2018@09:27:42      Page:    1 of    1
PSO ERX HOLDING QUEUE          ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)

       Patient          DOB      Drug                 Provider      STA Rec Date
1.  ████████████████ ████████ METHYLPREDNISOLONE AC ████████████   RRC 8/1/18
2.  ████████████████ ████████ MUPIROCIN 2% OINTMENT ████████████   RRC 7/31/18
3.  ████████████████ ████████ TRANSDERM-SCOP 1.5 MG ████████████   RRC 7/31/18
4.  ████████████████ ████████ XOPENEX 1.25 MG/3 ML  ████████████   RRP 7/31/18
5.  ████████████████ ████████ PATADAY 0.2% OPHTHALM ████████████   RRR 7/31/18
6.  ████████████████ ████████ MUPIROCIN 2% OINTMENT ████████████   RRN 7/31/18
7.  ████████████████ ████████ RISPERIDONE 2MG TAB   ████████████   CAN 7/30/18
8.  ████████████████ ████████ QUINAPRIL 10 MG ORAL  ████████████   RRP 7/30/18
9.  ████████████████ ████████ CHLORAMBUCIL 2MG TAB  ████████████   RRP 7/27/18
10. ████████████████ ████████ HYDROCHLOROTHIAZIDE 5 ████████████   RRR 7/27/18
11. ████████████████ ████████ LIPITOR TAB 10MG      ████████████   RRC 7/27/18
12. ████████████████ ████████ METHYLPREDNISOLONE AC ████████████   RRC 7/27/18

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

Figure 4-29: Corresponding Refill Request – RRC in Holding Queue

Select the record to view the Refill Request details screen.

```
eRx Holding Queue Display    Aug 01, 2018@09:28:17    Page:   1 of    4
eRx Patient: ████████████████
eRx Reference #: V22213

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: METHYLPREDNISOLONE ACETATE 40MG/ML INJ
eRx Qty: 1      eRx Refills: 2    eRx Days Supply: 1   eRx Date: AUG 01, 2018
eRx Sig: SHAKE WELL AND INJECT 1 ML (40MG) IM INTO MUSCLE IN CLINIC


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

Figure 4-30: Corresponding Refill Request Details Screen

The <**VP**>, <**VM**>, <**VD**>. and <**AC**> actions are in parentheses ( ), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

```
+       Enter ?? for more actions
Select Action:Next Screen// VM

>>>   VALIDATE PROVIDER may not be selected at this point.
Select Action:Next Screen//
```

Figure 4-31: Error - Validate Provider Action Not Available

Approved with Changes

Another Refill Response message type is Approved with Changes. This indicates the refill is approved: however, something must change prior to refill.

In some scenarios, the Refill Response message will display in the Holding Queue List View screen:

- If changes are only related to only the number of refills in the Drug segment, the pharmacist does not need to take any action in the Holding Queue, therefore the Refill Response message will not display in the Holding Queue List View.

- If the changes are related to the Provider or the Provider and number of refills, the Refill Response will display in the List View because the pharmacist will be required to validate the updates.

Changes to Number of Refills Only

When a Refill Response message type is Approved with Changes (number of refills only), it will not display in the List View screen. It can be found using <**MV**> Message View or <**SR**>

Search. The status of the Approved with Changes Refill Response will be RXP (Refill Response Processed).

Figure 4-32: RXP Status in Holding Queue

The Refill Response details display the Refill Response Message type.

Figure 4-33: Refill Response Details Screen

As the user continues to scroll, the Refill Response Information section indicates the Refill Response Message type is Approved with Changes.

```
***********************REFILL RESPONSE INFORMATION***********************
APPROVED WITH CHANGES
Response Date/Time: AUG 01, 2018@12:04:24
Note: Approved With Changes DRUG SEGMENT

Refill Response Comments:
Comments By:
Comments Date/Time:
```

Figure 4-34: Refill Response Information Section

On the Outpatient side, a pending line entry will be added for the user to renew the Approved with Changes Refill Response.

```
Medication Profile        Aug 01, 2018@12:22:32          Page:    1 of      1
                                              <NO ALLERGY ASSESSMENT>
    PID:  872-34-1234                         Ht(cm): _____ (_____)
    DOB:  NOV 19, 1979    (38)                Wt(kg): _____ (_____)
    SEX: FEMALE
    CrCL: <Not Found> (CREAT: Not Found)      BSA (m2): _____
                                                    ISSUE   LAST  REF DAY
  #  RX #          DRUG                       QTY ST  DATE   FILL  REM SUP

--------------------------------ACTIVE----------------------------------
  1 2719627$      DENILEUKIN DIFTITOX 300MCG/2ML     15 E  06-28 07-03    0  30
  2 & 2719733$    LEVALBUTEROL HCL 0.63MG/3ML INJ     2 A  07-31 08-01    0  30
------------------------------DISCONTINUED-------------------------------
  3 2719628$      SEVELAMER HCL 800MG TAB            15 DE 06-27 07-03    0  30
----------------------------------HOLD----------------------------------
  4 2719626$      OMEPRAZOLE 10MG SA CAP            15 H  06-28 07-03   11  30
--------------------------------PENDING---------------------------------
  5 & LEVALBUTEROL HCL 0.63MG/3ML INJ    QTY: 2          ISDT: 07-31  REF: 3

              Enter ?? for more actions
PU  Patient Record Update              NO   New Order
PI  Patient Information                SO   Select Order
Select Action: Quit//
```

Figure 4-35: Medication Profile

Activity Log on OP side is updated to display the information that a pending response entry was added.

```
Rx Activity Log              Aug 01, 2018@12:23:36          Page:    1 of    1
TUCKER,DEBRA                                       <NO ALLERGY ASSESSMENT>
  PID: 872-34-1234                          Ht(cm): _____ (_____)
  DOB: NOV 19,1979 (38)                     Wt(kg): _____ (_____)
_____
Rx #: 2719733   Original Fill Released:
Routing: Mail      Finished by: CHALLAGUNDLA,PRAVEEN

Activity Log:
#   Date         Reason          Rx Ref        Initiator Of Activity
===============================================================================
1   08/01/18     PATIENT INSTR. ORIGINAL
Comments: Patient Instructions Sent By Provider.
2   08/01/18                     ORIGINAL      CHALLAGUNDLA,PRAVEEN
Comments: Electronic Refill Request sent to External Provider
3   08/01/18     PROCESSED       ORIGINAL      CHALLAGUNDLA,PRAVEEN
Comments: Label never queued to print by User
4   08/01/18                     ORIGINAL      PSOAPPLICATIONPROXY,PSO
Comments: Refill response from external provider - Approved with changes.


          Enter ?? for more actions

Select Action:Quit//
```

Figure 4-36: Rₓ Activity Log 1

```
Rx Activity Log              Aug 01, 2018@12:24:48          Page:    3 of    0
TUCKER,DEBRA                                       <NO ALLERGY ASSESSMENT>
  PID: 872-34-1234                          Ht(cm): _____ (_____)
  DOB: NOV 19,1979 (38)                     Wt(kg): _____ (_____)
+
1    8/1/18@10:02:07    ORIGINAL        CHALLAGUNDLA,PRAVEEN
Comments:  ECME:MAIL FILL(NDC:63402-0512-24)-NO SUBMISSION THROUGH ECME

SPMP (State Prescription Monitoring Program) Log:
Date/Time        Fill Type    Exp. Type Bat#  Filename
===============================================================================
There's NO Export Log for this prescription.

eRx Activity Log:
#   Date         Reason          Rx Ref        Initiator Of Activity
===============================================================================
1 08/01/18 IERX ORIGINAL  CHALLAGUNDLA,PRAVEEN
Comments: Electronic Refill Request sent to External Provider
2 08/01/18 IERX ORIGINAL PSOAPPLICATIONPROXY,PSO
Comments: Refill response from external provider - Approved with changes.
          Enter ?? for more actions

Select Action:Quit// █
```

Figure 4-37: Rₓ Activity Log 2

The user may select the pending line entry to renew the Approved with Changes Refill Response and accept it.

```
                                                       <NO ALLERGY ASSESSMENT>
  TUCKER,DEBRA
   PID: 872-34-1234                              Ht(cm): _____  (_____)
   DOB: NOV 19,1979  (38)                        Wt(kg): _____  (_____)
   SEX: FEMALE
   CrCL: <Not Found> (CREAT: Not Found)          BSA (m2): _____
                                                            ISSUE  LAST REF DAY
   #  RX #          DRUG                     QTY ST DATE    FILL REM SUP
   ------------------------------------ACTIVE-------------------------------------
   1 2719627$     DENILEUKIN DIFTITOX 300MCG/2ML      15 E  06-28 07-03   0  30
   2 & 2719733$   LEVALBUTEROL HCL 0.63MG/3ML INJ      2 A  07-31 08-01   0  30
   --------------------------------DISCONTINUED-----------------------------------
   3 2719628$     SEVELAMER HCL 800MG TAB             15 DE 06-27 07-03   0  30
   --------------------------------------HOLD-------------------------------------
   4 2719626$     OMEPRAZOLE 10MG SA CAP              15 H  06-28 07-03  11  30
   ------------------------------------PENDING------------------------------------
   5 & LEVALBUTEROL HCL 0.63MG/3ML INJ      QTY: 2        ISDT: 07-31  REF:  3

             Enter ?? for more actions
   PU  Patient Record Update          NO   New Order
   PI  Patient Information            SO   Select Order
   Select Action: Quit// 5

   Now Renewing Rx # 2719733   Drug: LEVALBUTEROL HCL 0.63MG/3ML INJ
```

Figure 4-38: Medication Profile – Pending Line Entry

```
         Orderable Item: LEVALBUTEROL SOLN,INHL ***(N/F)***
                  Drug: LEVALBUTEROL HCL 0.63MG/3ML INJ ***(N/F)***
         Patient Status: SC
     (1)    Issue Date: JUL 31,2018
     (2)     Fill Date: AUG 1,2018
                  Verb: INHALE
                Dosage: 1.25MG
                 Route: INHALATION
              Schedule: 4QID
       Pat Instruction: PATIENT HAS DISCONTINUED USE OF OTHER INHALERS.
                   SIG: INHALE 1.25MG IN NEBULIZER BY INHALATION 4QID PATIENT HAS
                        DISCONTINUED USE OF OTHER INHALERS.
            Days Supply: 30
   +            Enter ?? for more actions
   AC   Accept              DC   Discontinue          FL   Flag/Unflag
   BY   Bypass              ED   Edit
   Select Item(s): Next Screen// AC   Accept
   WAS THE PATIENT COUNSELED: NO// YES
   WAS COUNSELING UNDERSTOOD: NO// YES

   Do you want to enter a Progress Note? No//   NO
```

Figure 4-39: Accept eRx Renewal

The eRx on which Refills were requested and the Response has been processed, is now reinstated with the Response. The renewed Rx displays in the Active section of the Medication Profile. The Rx number has an "A" appended to the end, indicating this is the first refill. Subsequent refills include the next letter of the alphabet appended. (Ex: & 123456 to & 123456A; for next refill: & 123456A to & 123456B).

Figure 4-40: Renewed Rₓ Active in Medication Profile

Once the Approved with Changes Refill Response is successfully renewed, the status of the Refill Response in the Holding Queue changes to RXC (Refill Response Completed).

Figure 4-41: Refill Response RXC Status in the Holding Queue

Select the record to view the Refill Response details screen.

```
eRx Holding Queue Display      Aug 01, 2018@12:34:41       Page:    1 of    4
eRx Patient: TUCKER,DEBRA
eRx Reference #: 34751

REFILLRESPONSE - APPROVED WITH CHANGES
eRx Status: REFILL RESPONSE COMPLETE

*************************MEDICATION PRESCRIBED*************************
eRx Patient: TUCKER,DEBRA                            DOB: 11/18/79
Vista Patient: NOT LINKED                            DOB: N/A

eRx Provider: HOOVER,STANLEY THOMAS                  NPI: 3372611152
Vista Provider: NOT LINKED                           NPI: N/A

eRx Drug: XOPENEX 1.25 MG/3 ML INHALATION SOLUTION
eRx Qty: 2      eRx Refills: 2    eRx Days Supply: 90  eRx Date: AUG 01, 2018
eRx Sig: Inhale one unit every 4-6 hours via nebulizer or as necessary for
         wheezing.

+          Enter ?? for more actions
VP (VALIDATE PATIENT)     VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P  Print                  RJ (Reject)               AC (Accept eRx)
H  (Hold)                 UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen// ▉
```
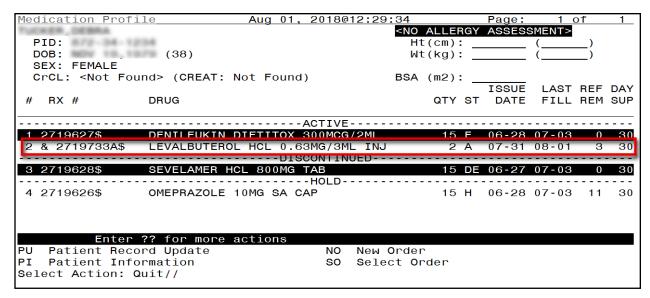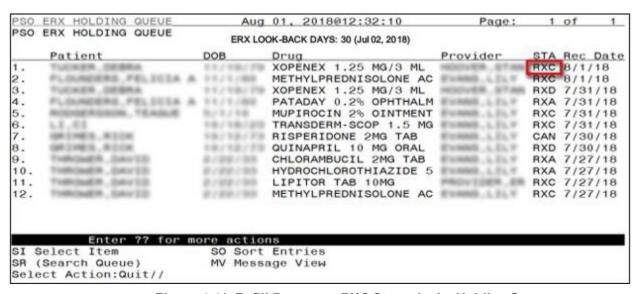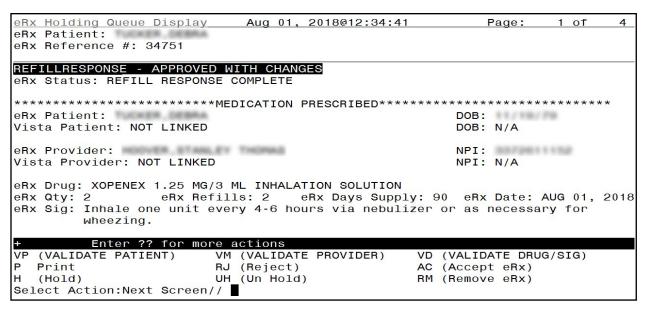
Figure 4-42: Refill Response Details Screen

The status of the corresponding Refill Request changes to RRC (Refill Request Completed).

```
PSO ERX HOLDING QUEUE      Aug 01, 2018@12:33       Page:    1 of    1
PSO ERX HOLDING QUEUE
                       ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)

       Patient          DOB      Drug                   Provider     STA Rec Date
1.  TUCKER,DEBRA     11/18/79  XOPENEX 1.25 MG/3 ML   HOOVER,STAN  RRC 8/1/18
2.  FLOUNDERS,FELICIA A 11/1/80 METHYLPREDNISOLONE AC  EVANS,LILY   RRC 8/1/18
3.  RODGERSSON,TEAGUE  5/1/10  MUPIROCIN 2% OINTMENT  LESTRANGE,B  RRC 7/31/18
4.  LI,CI             10/18/20 TRANSDERM-SCOP 1.5 MG  EVANS,LILY   RRC 7/31/18
5.  TUCKER,DEBRA     11/18/79  XOPENEX 1.25 MG/3 ML   HOOVER,STAN  RRP 7/31/18
6.  FLOUNDERS,FELICIA A 11/1/80 PATADAY 0.2% OPHTHALM EVANS,LILY   RRR 7/31/18
7.  RODGERSSON,TEAGUE  5/1/10  MUPIROCIN 2% OINTMENT  LESTRANGE,B  RRN 7/31/18
8.  GRIMES,RICK      10/12/73  RISPERIDONE 2MG TAB    EVANS,LILY   CAN 7/30/18
9.  GRIMES,RICK      10/12/73  QUINAPRIL 10 MG ORAL   EVANS,LILY   RRP 7/30/18
10. THROWER,DAVID     2/22/60  CHLORAMBUCIL 2MG TAB   EVANS,LILY   RRP 7/27/18
11. THROWER,DAVID     2/22/60  HYDROCHLOROTHIAZIDE 5  EVANS,LILY   RRR 7/27/18
12. THROWER,DAVID     2/22/60  LIPITOR TAB 10MG       EVANS,LILY   RRC 7/27/18
13. THROWER,DAVID     2/22/60  METHYLPREDNISOLONE AC  EVANS,LILY   RRC 7/27/18

          Enter ?? for more actions
SI Select Item           SO Sort Entries
SR (Search Queue)        MV Message View
Select Action:Quit// ▉
```
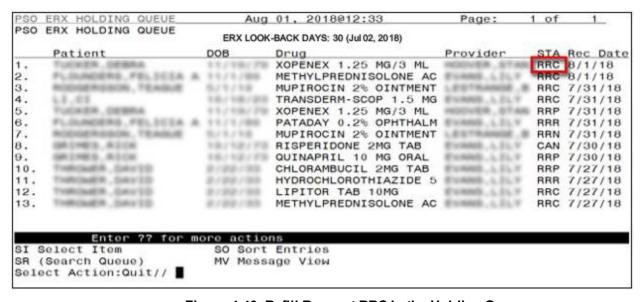
Figure 4-43: Refill Request RRC in the Holding Queue

Select the record to view the Refill Request details screen.

```
eRx Holding Queue Display      Aug 01, 2018@12:33:41       Page:    1 of    4
eRx Patient: ████████
eRx Reference #: V22216
─────────────────────────────────────────────────────────────────────────────
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: XOPENEX 1.25 MG/3 ML INHALATION SOLUTION
eRx Qty: 2        eRx Refills: 6    eRx Days Supply: 90   eRx Date: AUG 01, 2018
eRx Sig: Inhale one unit every 4-6 hours via nebulizer or as necessary for
         wheezing.

+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P  Print                   RJ Reject                   AC (Accept eRx)
H  Hold                    UH Un Hold                   RM Remove eRx
Select Action:Next Screen//
```
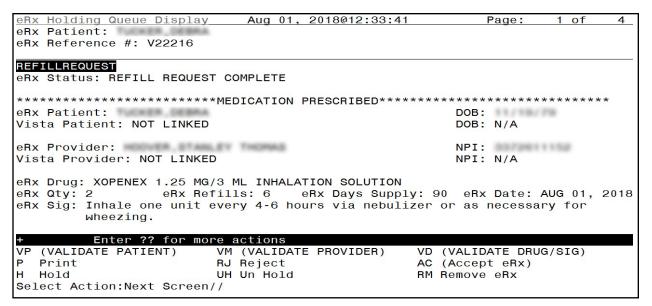
Figure 4-44: Refill Request Details Screen

The **<VP>**, **<VM>**, **<VD>**. and **<AC>** actions are in parentheses ( ), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

```
+          Enter ?? for more actions
Select Action:Next Screen// VM

>>>   VALIDATE PROVIDER may not be selected at this point.
Select Action:Next Screen//
```
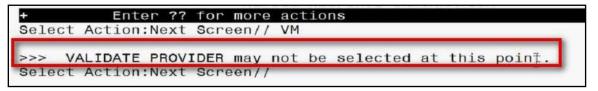
Figure 4-45: Error - Validate Provider Action Not Available