Pharmacy Reengineering (PRE)

Inbound ePrescribing Version 3.0

VistA Patch # PSO*7.0*508

Deployment, Installation, Back-Out, and Rollback Guide

November 2018
Version 3.4

Department of Veterans Affairs
Office of Information and Technology (OI&T)
## Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Description</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/2018</td>
<td>3.0</td>
<td>New Document, Baseline Release</td>
<td>Technatomy</td>
</tr>
<tr>
<td>10/2018</td>
<td>3.1</td>
<td>Updated for IOC prerequisite Patches PSO<em>7.0</em>517 and PSO<em>7.0</em>540</td>
<td>Technatomy</td>
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<td>3.2</td>
<td>Updated Cover page to month of November</td>
<td>Technatomy</td>
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<td>3.3</td>
<td>Updated with Pre-installation instructions for sites upgrading from eRx v2.1/PSO<em>7.0</em>527 to eRx v3.0/PSO<em>7.0</em>508</td>
<td>Technatomy</td>
</tr>
<tr>
<td>11/2018</td>
<td>3.4</td>
<td>Updated Section 3.1.2 Site Information with WARNING message of two known defects 862482 and 862505.</td>
<td>Technatomy</td>
</tr>
</tbody>
</table>
# Table of Contents

1 Introduction .......................................................................................................................... 1
  1.1 Dependencies .................................................................................................................. 1
  1.2 Constraints .................................................................................................................... 1

2 Roles and Responsibilities .................................................................................................... 2

3 Deployment .......................................................................................................................... 2
  3.1 Timeline .......................................................................................................................... 2
    3.1.1 Deployment Topology ................................................................................................. 3
    3.1.2 Site Information (Locations, Deployment Recipients) .............................................. 3
    3.1.3 Site Preparation ......................................................................................................... 4
  3.2 Resources ......................................................................................................................... 4
    3.2.1 Facility Specifics ......................................................................................................... 4
    3.2.2 Hardware .................................................................................................................... 4
    3.2.3 Software ..................................................................................................................... 4
    3.2.4 Communications ......................................................................................................... 5
      3.2.4.1 Deployment/Installation/Back-Out Checklist ....................................................... 5

4 Installation ............................................................................................................................ 5
  4.1 Pre-installation and System Requirements ..................................................................... 5
  4.2 Platform Installation and Preparation ........................................................................... 6
  4.3 Download and Extract Files ............................................................................................ 6
  4.4 Database Creation ............................................................................................................ 7
  4.5 Installation Scripts ........................................................................................................... 7
  4.6 Cron Scripts ..................................................................................................................... 7
  4.7 Access Requirements and Skills Needed for the Installation ......................................... 7
  4.8 Pre-installation Instructions ............................................................................................ 7
  4.9 Installation Procedure ...................................................................................................... 7
  4.10 Installation Verification Procedure .................................................................................. 8
  4.11 Post-Installation Procedure ........................................................................................... 10
  4.12 Database Tuning ............................................................................................................ 10

5 Back-Out Procedure ............................................................................................................. 11
  5.1 Back-Out Strategy .......................................................................................................... 11
  5.2 Back-Out Considerations ............................................................................................... 11
5.2.1 Load Testing .................................................................................................................. 11
5.2.2 User Acceptance Testing ............................................................................................. 12
5.3 Back-Out Criteria ............................................................................................................. 12
5.4 Back-Out Risks .................................................................................................................. 12
5.5 Authority for Back-Out .................................................................................................... 12
5.6 Back-Out Procedure ........................................................................................................ 12

6 Rollback Procedure ......................................................................................................... 12
6.1 Rollback Considerations ................................................................................................. 12
6.2 Rollback Criteria ............................................................................................................. 12
6.3 Rollback Risks .................................................................................................................. 12
6.4 Authority for Rollback .................................................................................................... 12
6.5 Rollback Procedure ........................................................................................................ 12
1 Introduction

This document describes how to deploy and install the Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) VistA Patch (PSO*7.0*508).

The purpose of this plan is to provide a single, common document that describes how, when, where, and to whom the IEP patch PSO*7.0*508 will be deployed and installed, as well as how it is to be backed out and rolled back, if necessary. The plan also identifies resources, communications plan, and rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

1.1 Dependencies

Patch PSO*7.0*508 possesses a direct application dependency on the VistA Outpatient Pharmacy (OP) v.7.0 application. The following patches are required to be installed before PSO*7.0*508:

- PSO*7*372
- PSO*7*408
- PSO*7*411
- PSO*7*416
- PSO*7*442
- PSO*7*443
- PSO*7*444
- PSO*7*446
- PSO*7*454
- PSO*7*467
- PSO*7*482
- PSO*7*505
- PSO*7*517
- PSO*7*520
- PSO*7*527
- PSO*7*540

1.2 Constraints

No constraints have been identified for patch PSO*7.0*508.
2 Roles and Responsibilities

This section outlines the roles and responsibilities for managing the deployment of the patch PSO*7.0*508.

### Table 1: Deployment, Installation, Back-out, and Rollback Roles and Responsibilities

<table>
<thead>
<tr>
<th>ID</th>
<th>Team</th>
<th>Phase / Role</th>
<th>Tasks</th>
<th>Project Phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Field Operations (FO), Enterprise Operations (EO), or Enterprise Program Management Office (EPMO) (depending upon project ownership)</td>
<td>Deployment</td>
<td>Plan and schedule deployment (including orchestration with vendors)</td>
<td>Deployment</td>
</tr>
<tr>
<td>2</td>
<td>FO, EO, or EPMO (depending upon project ownership)</td>
<td>Deployment</td>
<td>Determine and document the roles and responsibilities of those involved in the deployment.</td>
<td>Design/Build</td>
</tr>
<tr>
<td>3</td>
<td>FO or EO</td>
<td>Deployment</td>
<td>Test for operational readiness</td>
<td>Design/Build</td>
</tr>
<tr>
<td>4</td>
<td>FO or EO</td>
<td>Deployment</td>
<td>Execute deployment</td>
<td>Design/Build</td>
</tr>
<tr>
<td>5</td>
<td>FO or EO</td>
<td>Installation</td>
<td>Plan and schedule installation</td>
<td>Design/Build</td>
</tr>
<tr>
<td>6</td>
<td>Regional Project Manager (PM)/ Field Implementation Services (FIS)/ Office of Policy and Planning (OPP) PM</td>
<td>Installation</td>
<td>Ensure authority to operate and that certificate authority security documentation is in place</td>
<td>Design/Build</td>
</tr>
<tr>
<td>7</td>
<td>Regional PM/FIS/OPP PM/ Nat’l Education &amp; Training</td>
<td>Installations</td>
<td>Coordinate training</td>
<td>Deployment</td>
</tr>
<tr>
<td>8</td>
<td>FO, EO, or Product Development (depending upon project ownership)</td>
<td>Back-out</td>
<td>Confirm availability of back-out instructions and back-out strategy (what are the criteria that trigger a back-out)</td>
<td>Deployment</td>
</tr>
<tr>
<td>9</td>
<td>FO, EO, or Product Development (depending upon project ownership)</td>
<td>Post Deployment</td>
<td>Hardware, Software and System Support</td>
<td>Maintenance</td>
</tr>
</tbody>
</table>

3 Deployment

The deployment is planned as a concurrent rollout. During initial operating capability (IOC) testing and after national release, patch PSO*7.0*508 will be distributed via the FORUM Patch Module, and may be deployed at any site without regard to deployment status at other sites.

3.1 Timeline

The deployment and installation is scheduled to run for a period of thirty days, as depicted in the Master Deployment Schedule.
### 3.1.1 Deployment Topology

Patch PSO*7.0*508 will be released to all VistA sites.

#### Figure 1: Deployment Topology (Targeted Architecture)

### 3.1.2 Site Information (Locations, Deployment Recipients)

During IOC testing, patch PSO*7.0*508 will be deployed at the following sites:

- Brooklyn, NY VA Medical Center
- Fayetteville VAMC Veterans Health Care System of the Ozarks
- Health Administration Center (Meds by Mail)
- Indianapolis VA Medical Center

PSO*7.0*508 will be delivered to the Information Technology (IT) support staff responsible for the VistA installation at those sites. The software will be installed in the IOC test and production environments.

After National Release, Patch PSO*7.0*508 will be deployed at all sites running the Outpatient Pharmacy v.7.0 application.

**WARNING:** There are two (2) known defects against PSO*7.0*508 to be assigned to the eRx v3.0 Sustainment team for resolution:

1) PHARM(CM) Defect 862482 Locking issue both in PCV and RX view with multiple VistA sessions open
Defect Test scenario:
If an erx pharmacist opens two VistA sessions on the same patient (in both message-centric and patient-centric view) and then closes one session, the lock placed by that pharmacist is removed. A second erx pharmacist can then edit the same patient eRx entries, simultaneously, as first pharmacist.

2) Defect 862505 PHARM(CM) Defect 862505 Locking issue between PCV / RX view and ERX REFERENCE NUMBER, while searching(SR) the same prescription using ERX REFERENCE NUMBER.

Defect Test scenario:
If a pharmacist selects a patient in both message-centric and patient-centric views, and goes into a patient record for validation and acceptance, second pharmacist can get into the same record by searching for erx reference number, thus, bypassing the lock on that patient.

3.1.3 Site Preparation
To prepare for the site, the following patches: PSO*7*372, PSO*7*408, PSO*7*411, PSO*7*416, PSO*7*442, PSO*7*443, PSO*7*444, PSO*7*446, PSO*7*454, PSO*7.0*467,PSO*7*482, PSO*7*505, PSO*7*517, PSO*7*520, PSO*7*527 and PSO*7*540 are required to be installed before PSO*7.0*508.

3.2 Resources
Deployment of Patch PSO*7.0*508 requires an up to date VistA environment running the Outpatient Pharmacy v.7.0 application, as well as designated IT support available to perform the patch installation.

3.2.1 Facility Specifics
There are no facility-specific deployment or installation features of patch PSO*7*508.

3.2.2 Hardware
Patch PSO*7.0*508 is being released to enhance VistA’s Pharmacy Outpatient Pharmacy package. The patch allows the VA to receive prescriptions from external providers and allows the pharmacist to validate the prescription for final processing and dispensing in existing VistA functionality. It will be deployed to all VA pharmacy VistA sites nationwide.

It does not require additional hardware capabilities other than what is currently used by a VistA installation at the sites.

3.2.3 Software
The following table describes software specifications required at each site prior to deployment.
Table 2: Software Specifications

<table>
<thead>
<tr>
<th>Required Software</th>
<th>Make</th>
<th>Version</th>
<th>Configuration</th>
<th>Manufacturer</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outpatient Pharmacy</td>
<td></td>
<td>7.0</td>
<td>Standard</td>
<td>VHA</td>
<td></td>
</tr>
</tbody>
</table>

Please see the Roles and Responsibilities table in Section 2 for details about who is responsible for preparing the site to meet these software specifications.

3.2.4 Communications

No notifications are required for deployment of patch PSO*7.0*508 other than the patch description released through Forum.

3.2.4.1 Deployment/Installation/Back-Out Checklist

Sites should fill out the table below indicating who performed an activity and when it was performed prior to installation.

Table 3: Deployment/Installation/Back-Out Checklist

<table>
<thead>
<tr>
<th>Activity</th>
<th>Day</th>
<th>Time</th>
<th>Individual who completed task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deploy - The Deploy activity is performed when the patch is sent to site(s) by the National Patch Module or Release Agent.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Install - The Install activity is performed when the patch is installed at the site(s).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Back-Out - The optional Back-Out activity is performed in the event the patch must be uninstalled, or removed, from the site(s).</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4 Installation

4.1 Pre-installation and System Requirements

Access to the National VA Network and to the local network of each site to receive patch PSO*7.0*508 is required to perform the installation, as well as the authority to install patches.

Knowledge of, and experience with, the Kernel Installation and Distribution System (KIDS) software is required. For more information, see Section V, Kernel Installation and Distribution System, in the Kernel 8.0 & Kernel Toolkit 7.3 Systems Management Guide.

Pre/Post Installation Overview: The user installing this patch must hold the XUMGR security key. This key is needed to ensure the creation of the application proxy user (PSOAPPLICATIONPROXY, PSO) completes properly.

Pre-Installation Instructions: This patch may be installed with users on the system, although it is recommended that it be installed outside normal business hours to minimize potential
disruption to users. Follow the below instructions to install PSO*7.0*508. No options need to be placed out of service. Installation time is expected to be less than five minutes.

### 4.2 Platform Installation and Preparation

Patch PSO*7.0*508 does not require any platform installation or preparation. For Sites currently configured and running PSO*7.0*527 see section 4.8 Pre-Installation Instructions.

### 4.3 Download and Extract Files

Patch PSO*7.0*508 is being released as a FORUM Patch message, which will be sent to the G.PATCHES mail group.

Documentation describing the new functionality introduced by this patch is available. The preferred method is to retrieve files from download.vista.med.va.gov. This transmits the files from the first available server. Sites may also elect to retrieve files directly from a specific server.

Sites may retrieve the software and/or documentation directly using Secure File Transfer Protocol (SFTP) from the ANONYMOUS.SOFTWARE directory at the following OI Field Offices:

- **Hines:** fo-hines.med.va.gov
- **Salt Lake City:** fo-slc.med.va.gov

The documentation will be in the form of Adobe Acrobat files. Documentation can also be found on the VA Software Documentation Library at: [http://www4.va.gov/vdl/](http://www4.va.gov/vdl/)

- **Title:** Installation Guide - Inbound ePrescribing (PSO*7.0*508)
  - **File Name:** PSO_7_0_P508_ig.pdf
  - **FTP Mode:** Binary

- **Title:** User Manual – Inbound ePrescribing (PSO*7.0*508)
  - **File Name:** PSO_7_0_P508_um.pdf
  - **FTP Mode:** Binary

- **Title:** Release Notes - Inbound ePrescribing (PSO*7.0*508)
  - **File Name:** PSO_7_0_P508_rn.pdf
  - **FTP Mode:** Binary

- **Title:** Technical Manual/Security Guide - Outpatient Pharmacy V.7.0
  - **File Name:** PSO_7_0_tm.pdf
  - **FTP Mode:** Binary

- **Title:** Implementation Guide - Inbound ePrescribing (PSO*7.0*508)
  - **File Name:** PSO_7_0_P508_img.pdf
  - **FTP Mode:** Binary
4.4 Database Creation
No new database is required for the patch PSO*7.0*508.

4.5 Installation Scripts
No installation scripts are required for installation of patch PSO*7.0*508.

4.6 Cron Scripts
No Cron scripts are required for installation of patch PSO*7.0*508.

4.7 Access Requirements and Skills Needed for the Installation
Access to the National VA Network and to the local network of each site to receive patch PSO*7.0*508 is required to perform the installation, as well as the authority to install patches.

Knowledge of, and experience with, the Kernel Installation and Distribution System (KIDS) software is required. For more information, see Section V, Kernel Installation and Distribution System, in the Kernel 8.0 & Kernel Toolkit 7.3 Systems Management Guide.

4.8 Pre-installation Instructions
IMPORTANT: Please contact the PRE Inbound eRx Sustainment Team prior to installing the PSO*7.0*508 patch if a pharmacy at your site is currently receiving Inbound eRx prescriptions using patch PSO*7.0*527. Email the Inbound eRx Sustainment Team at inbounderx@va.gov for support in applying new configuration settings.

This patch may be installed with users on the system although it is recommended that it be installed during non-peak hours to minimize potential disruption to users. This patch should take less than 5 minutes to install.

4.9 Installation Procedure
This patch may be installed with users on the system, although it is recommended that it be installed outside normal business hours to minimize potential disruption to users. Follow the below instructions to install PSO*7.0*508. No options need to be placed out of service. Installation time is expected to be less than five minutes.

1. Choose the PackMan message containing this patch.
2. Choose the INSTALL/CHECK MESSAGE PackMan option.
3. From the Kernel Installation and Distribution System Menu, select the Installation Menu. From this menu, you may elect to use the following options. When prompted for the INSTALL NAME enter the patch # (e.g., PSO*7.0*508):
   a. Backup a Transport Global - This option will create a backup message of any routines exported with this patch. It will not backup any other changes such as DDs or templates.
b. Compare Transport Global to Current System - This option will allow you to view all changes that will be made when this patch is installed. It compares all components of this patch (e.g., routines, data dictionaries, templates, etc.).

c. Verify Checksums in Transport Global - This option will allow you to ensure the integrity of the routines that are in the transport global.

4. From the Installation Menu, select the Install Package(s) option and choose the patch to install.

5. If prompted ‘Want KIDS to Rebuild Menu Trees Upon Completion of Install? NO/’”, answer ‘NO/’.

6. When prompted ‘Want KIDS to INHIBIT LOGONs during the install? NO/’, answer ‘NO/’.

7. When prompted 'Want to DISABLE Scheduled Options, Menu Options, and Protocols? NO/’ , answer ‘NO/’.

8. If prompted 'Delay Install (Minutes): (0 - 60): 0/' respond 0.

4.10 Installation Verification Procedure

Local sites can verify the installed components by verifying routine checksums.

The checksums below are new checksums, and can be checked with CHECK1^XTSUMBLD.

Routine Name: PSO508PO
  Before: n/a After: B19257631 **508**

Routine Name: PSOCAN
  Before: B53171969 After: B55445842 **11,21,24,27,32,37,88,117,131,185,253,251,375,379,390,413,372,416,508**

Routine Name: PSOCAN1
  Before: B60678355 After: B63054494 **8,20,24,27,32,131,163,185,238,372,442,508**

Routine Name: PSOCAN3

Routine Name: PSOCAN4
  Before: B49357876 After: B51143319 **20,24,27,63,88,117,131,259,268,225,358,385,391,508**

Routine Name: PSOCMPA
  Before: B16159826 After: B16718315 **61,76,443,508**

Routine Name: PSOERX
  Before: B70347933 After: B122296708 **467,527,508**

Routine Name: PSOERX1
  Before: B78477879 After: B96375321 **467,520,527,508**

Routine Name: PSOERX1A
  Before: B129260267 After: B140048297 **467,527,508**

Routine Name: PSOERX1B
  Before: B162952220 After: B200556396 **467,506,520,527,508**

Routine Name: PSOERX1C
Routine Name: PSOERXA1
Before: B40194088   After: B40194088 **467,527,508**
Routine Name: PSOERXA2
Before: B233267035   After: B188146400 **467,520,508**
Routine Name: PSOERXA3
Before: B37438894   After: B38164072 **467,520,508**
Routine Name: PSOERXA5
Before: n/a   After: B65388361 **508**
Routine Name: PSOERXC1
Before: n/a   After: B92546733 **508**
Routine Name: PSOERXD2
Before: B211196189   After: B182647633 **467,506,508**
Routine Name: PSOERXEN
Before: n/a   After: B15625365 **508**
Routine Name: PSOERXH1
Before: B17222601   After: B17222601 **467,527,508**
Routine Name: PSOERXO1
Before: B64732722   After: B115835250 **467,520,508**
Routine Name: PSOERXU1
Before: B88661299   After: B144420314 **467,520,508**
Routine Name: PSOERXU2
Before: n/a   After: B50733365 **508**
Routine Name: PSOERXU3
Before: n/a   After: B170900975 **508**
Routine Name: PSOERXU4
Before: B35485114   After: B33741259 **508**
Routine Name: PSOERXU5
Before: n/a   After: B64488961 **508**
Routine Name: PSOERXU6
Before: n/a   After: B111664391 **508**
Routine Name: PSOERXX1
Before: B47206629   After: B155540262 **467,520,527,508**
Routine Name: PSOERXX2
Before: B181162473   After: B185958519 **467,520,508**
Routine Name: PSOERXX3
Before: B81556769   After: B84060041 **467,508**
Routine Name: PSOERXX4
Before: B86144240   After: B109158139 **467,508**
Routine Name: PSOERXX5
Before: B181218192   After: B161348685 **467,508**
Routine Name: PSOERXZ1
Before: n/a   After: B224204114 **508**
Routine Name: PSOORAL1
Before: B120026363   After: B141679409 **71,156,148,247,240,287,354,367,408, 482,508**
Routine Name: PSOORFIN

Routine Name: PSOORNE6
Before: B50434819    After: B56294478 **46,103,117,156,210,488,505,508**

Routine Name: PSOORNEW

Routine Name: PSOORUT1

Routine Name: PSORENW
Before: B48759882    After: B49878168 **11,27,30,46,71,96,100,130,148,206,388,390, 417,313,411,508**

Routine Name: PSORENW4
Before: B73245534   After: B68530272 **11,23,27,32,37,64,46,75,71,100,130,117,152, 148,264,225,301,390,313,411,444,508**

Routine list of preceding patches: 442, 443, 454, 482, 517, 527, 540

4.11 Post-Installation Procedure

There are additional steps to be completed prior to Implementation and Go-Live for Inbound eRx. Please refer to Inbound ePrescribing (IEP) VistA PSO*7.0*508 / IEP Web-based GUI Version 3.0 Implementation Guide found in the Documentation Retrieval Instructions or on the Outpatient Pharmacy VA Software Document Library (VDL) when site is ready to complete final setup. The VDL URL is https://www.va.gov/vdl/application.asp?appid=90.

4.12 Database Tuning

No database tuning is required before or after deployment of PSO*7.0*508.
Note: Installation of PSO*7.0*508 is completed. The following procedure is to be followed only if PSO*7.0*508 needs to be backed out.

5 Back-Out Procedure

NOTE: Due to the complexity of this patch (because of the data dictionary changes), it is not recommended for back-out. However, in the event that a site decides to back-out this patch, the site should contact the NSD at 855-NSD-HELP (673-4357) and reference “Inbound eRx” to submit a CA SDM ticket; the development team will assist with the process.

The Back-out Procedure consists of restoring the routines and removing the Data Dictionaries (DD) introduced by the Patch PSO*7.0*508.

The rollback/backout procedure for these patches should only occur when there is concurrence from the Enterprise Product Support and Inbound ePrescribing development teams, because of the complexity and risk involved in a rollback/backout. Normal installation back-ups using KIDS will back up only Mumps routines. For all non-routine components of these builds, Enterprise Product Support will have a build available if needed. Make sure the ‘Backup a Transport Global’ step in section 4.8 of this document is followed, so you do have a backup of all the routines if needed.

The back-out is to be performed by persons with programmer-level access.

5.1 Back-Out Strategy

The Back-out Strategy is to manually delete the new Data Definitions (DDs) introduced with this patch.

The Back-out and Rollback plan for VistA applications is complex and not able to be a “one size fits all.” The general strategy for VistA back-out and rollback is to repair the code with a follow-on patch. However, the backup of the transport global when created as part of the install will allow the routines to be converted to the prior patch state. For IEP, this is sufficient to restore the code to prior functionality.

The development team recommends that sites log a help desk ticket if it is a nationally released patch; otherwise, the site should contact the product development team directly for specific solutions to their unique problems.

5.2 Back-Out Considerations

The back-out should only be done in the event that the local facility management determines that the Patch PSO*7.0*508 is not appropriate for that facility, and should only be done as a last resort.

5.2.1 Load Testing

No load testing is required for patch PSO*7.0*508.
5.2.2 User Acceptance Testing
User Acceptance Testing (UAT) for IEP occurred from August 6 – August 10, 2018.

5.3 Back-Out Criteria
Local Facility Management would need to determine patch PSO*7.0*508 is not appropriate for their facility.

5.4 Back-Out Risks
By backing out PSO*7.0*508, the local facility will not be able to use the IEP functionality to validate and process Inbound ePrescriptions (eRx) from external providers.

5.5 Authority for Back-Out
Local Facility Management has the authority to back-out patch PSO*7.0*508.

5.6 Back-Out Procedure
Due to the complexity of this patch, it is not recommended for back-out. However, in the event that a site decides to back-out this patch, the site should contact the National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference “Inbound eRx” to submit a CA SDM ticket; the development team will assist with the process.

6 Rollback Procedure
The rollback procedures for this patch are the same as the back-out procedures.

6.1 Rollback Considerations
Refer to the Back-Out Procedure section of this document.

6.2 Rollback Criteria
Refer to the Back-Out Procedure section of this document.

6.3 Rollback Risks
The risks of performing a rollback include the downtime of not validating and processing eRxs received from external providers.

6.4 Authority for Rollback
The chief of Pharmacy Benefits Management (PBM) must provide the authority to roll back patch PSO*7.0*508.

6.5 Rollback Procedure
Refer to the Back-Out Procedure section of this document.