Pharmacy Reengineering (PRE)

Inbound ePrescribing (IEP) 5.0

User Guide

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Version 5.0 (Unit 4 Part 1)

Department of Veterans Affairs (VA)

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Revision History

Date	Version	Description	Author
11/01/2021	5.0	PSO*7.0*617: • Updated all screen captures with the latest versions • Included changes related to Controlled Substance and Controlled Substance eRx processing Updated Title page, Revision History, and Footers	Liberty ITS
10/20/2020	4.0	PSO_7_0_p581_UM updated: • Updated all screen shots with the latest versions • Added paragraph numbers to all paragraphs • Updated terminology throughout to comply with NCPDP 2017071 standards • Added "Prohibit Renewal Request" functionality details under Unit 3 • Added New unit for RxChange Requests and Responses - Unit 5 • Moved CancelRx Requests and Responses under Unit 6 • Added RxRenewal Response – Replace Type under Unit 5 • Added Note for RxVerify functionality under Unit 3 • Added Note for Reject functional under Unit 3	Technatomy
05/05/2020	3.0	PSO*7.0*610: • Added note to indicate a minor change in the display of the Station ID drop-down list in the Reports tab • Updated Title page, Revision History, and Footers	Liberty ITS
03/23/2020	2.9	PSO*7.0*590: • Added production application **URL** • Updated Title page, Revision History, and Footers	Liberty ITS
03/05/2020	2.8	PSO*7.0*591: • Updated Figure 3-44 and 3-45 • Updated Title page, Revision History, and Footers	Liberty ITS
08/27/2019	2.7	PSO*7.0*567 updated: • Help Desk contact information/name • Screen capture dates for ERX Lookback Days beginning with page 108 through 203 • Corrected Figure 3-12 and reworded the bullets above • Added Figure 3-13 • Title page, TOC, LOF, and Footers	Liberty ITS
05/07/2019	2.6	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 Section 5 Inbound/Outbound Message Detail	Technatomy

Date	Version	Description	Author
		• Added Note to indicate the change of screen/page title from "Users" to "User Management" in section 2.2.5 User Management • Included description for ERX LOOK-BACK DAYS display on the Holding Queue's Traditional View and Patient Centric Views in section in section 3.5.1.2.1. Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. All records acknowledged, removed, rejected, processed/completed and auto-canceled are non-actionable. Non-Actionable records further include: • R$_X$Renewal Request • R$_X$Renewal Response – Approved • R$_X$Renewal Response – Approved with Changes (change to drug data only) • R$_X$Change Request • CancelR$_X$ Response • Inbound Errors related to CancelRx Responses For additional information on Actionable and Non-Actionable eR$_X$ Status Codes, refer to the tables in **Error! Reference source not found. Error! Reference source not found.**. • eR$_X$ Default Loopback Days • Replaced column label "LAST USER" with "LOCKED BY" and updated the description under Table 9 • Added the information for LOCKED BY column in section 3.5.2 Patient Centric View • 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 **Error! Reference source not found.** to indicate to the user that a Provider's DEA# has expired in section 3.6.2.3 Edit Provider • Removed reference to "Limited Duration" field from Validate Drug/SIG for the modified workflow in section 3.6.3.3 Edit Drug/SIG • Added description under Note for modified workflow in section 3.6.3.3 Edit Drug/SIG • Updated description for VistA Days Supply calculation in section 3.6.3.3.1 Additional Field-level Information • Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in section 3.6.3.3.2 Quantity/Days Supply work flow under Validate Drug/SIG > Edit: • Added Note to replace text "Qty Qualifier" with "Code List Qualifier" and replace, "DAW Code" with "Substitutions" in section 3.13 Complete Orders from OERR and Patient Prescription Processing • Added Note describing eR$_X$ Date, Date Written, Issue Date, and Written Date fields in section 3.13 Complete	

Date	Version	Description	Author
		Orders from OERR and Patient Prescription Processing	
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 R$_X$Renewal Requests and Responses and CancelR$_X$ Requests and Responses sections	Liberty ITS
07/28/2018	2.1	Updated screenshots and added 30-day Lookback	Technatomy
4/12/2018	2.0	Updated screenshots to include 2.1 changes	Liberty ITS
11/15/2017	1.0	Baseline release: • Updated Table of Figures • Updates based on feedback from HPS • Updated screenshots and verbiage throughout the document, formatting, and sections Inbound ePrescribing Workflow and Summary/Details screen, Pharmacy Management section • Updates made based on changes made during SureScripts Certification and IOC Production Testing	Technatomy

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Unit 4. RxRenewal Requests and Responses

The RxRenewal Request function is used by pharmacists to generate and send outbound RxRenewal Requests, also referred to as Renewals within VA/VistA. The RxRenewal Request message is sent to the external provider that originally sent the eRx into VistA. After a RxRenewal Request has been sent to the external provider, the provider is able to send a RxRenewal Response back to the requesting pharmacy.

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

NOTE: If the original NewRx Prohibit Renewals is set to true, the user is not allowed to generate renewal requests on the corresponding eRx prescription in Outpatient Pharmacy. A warning message is displayed to the user attempting renewal when the Prohibit Renewals is set to true.

Warning Text: Renewals are prohibited for this eRx.

4.1 Generate RxRenewal Requests from Outpatient Profile

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

1. Select the eRx.

Figure 4-1: Select Rx from Medication Profile

2. Type <**Other**> to display additional actions.

3. Select **<RR>** RxRenewal Request.

4. Indicate **<R>** Refill with Pre-Populated Value or **<C>** Refill and Change Quantity.

```
MG     Display FDA Medication Guide
RM     Reprint FDA Medication Guide
RR     RxRenewal Request

Select Item(s): RR    RxRenewal Request

Now renewing prescription #: █████████
Patient: ███████████████████████
Drug/Supply: CELECOXIB 200MG CAP


# of Refills: 0                Days Supply: 45        Quantity: 90

Generating RxRenewal request for Rx #: ████████


     Select one of the following:

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

Enter response: █
```

Figure 4-2: Generating RxRenewal Request Actions

5. Enter **<Yes>** to send the renewal request.

```
     Select one of the following:

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

Enter response: RENEW WITH PRE-POPULATED VALUE

Sending RxRenewal request for:

Patient: ███████████████████████
Patient Status: SC
Drug: CELECOXIB 200MG CAP
Orderable Item: CELECOXIB
# of Refills Requested: 1      Days Supply: 45        Quantity: 90

Would you like to send this RxRenewal request to the prescriber
Enter Yes or No: N// YES

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

Figure 4-3: RxRenewal Request Sent

NOTE: When an Outbound RxRenewal Request is sent, if the user requested "n" as the number of renewals using either option "R" or option "C", the NCPDP 2017071 RxRenewal Request message with a value of "n+1" is sent to the Provider.

The user is allowed to generate and send more than one RxRenewal 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 #:
Patient:
Drug/Supply: GABAPENTIN 100MG CAP


# of Refills: 0              Days Supply: 30       Quantity: 90

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

Previous RxRenewal Request Date/Time: Sep 28, 2020@17:57:26
RxRenewal Requested by:
# of Refills Requested: 3

RxRenewal response Date/Time: SEP 28, 2020@18:06:07

RxRenewal response status: RXD

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

Total Number of RxRenewal requests in the last 30 days: 1


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

Figure 4-4: RxRenewal Request History

The RxRenewal 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" (RxRenewal Request - New).

```
PSO ERX HOLDING QUEUE          Sep 29, 2020@13:39:26        Page:    1 of    8
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
       Patient           DOB      Drug              Provider    STA Rec Date
1.                                celecoxib 200 mg caps         RRN 9/29/20
2.                                Janumet 1000 mg-50 mg         RRC 9/29/20
3.                                Lisinopril-Hydrochlor         RRR 9/29/20
4.                                Lisinopril-Hydrochlor         RRC 9/29/20
5.                                Janumet 1000 mg-50 mg         RRP 9/29/20
6.                                Janumet 1000 mg-50 mg         RRR 9/29/20
7.                                ofloxacin 0.3 % eye d         RRC 9/29/20
8.                                Janumet 1000 mg-50 mg         RRP 9/29/20
9.                                Janumet 1000 mg-50 mg         RRP 9/29/20
10.                               Atenolol 50 mg tablet         RRP 9/28/20
11.                               simvastatin 40 mg tab         RRR 9/28/20
12.                               TERAZOSIN HCL 5MG CAP         RRP 9/28/20
13.                               GABAPENTIN 100MG CAP          RRR 9/28/20
14.                               FOSINOPRIL NA 20MG TA         RRR 9/28/20
15.                               Janumet 1000 mg-50 mg         RRC 9/28/20
+             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

4.1.1 RxRenewal Request Precondition Checks and Warnings

There are a number of RxRenewal Request warnings that may display at the time of the outbound RxRenewal 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    RxRenewal Request

Select Item(s): RR    RxRenewal Request

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

Figure 4-6: RxRenewal Request Warning

A complete list of RxRenewal Request Warnings can be found in Appendix D: RxRenewal Request Preconditions and Warnings in User Manual Unit (PSO_7_0_P617_UM_6) available on the Veteran's Documentation Library (VDL).

4.2 RxRenewal Requests in the eR$_X$ Holding Queue

Outbound RxRenewal 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 RxRenewal Request:

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

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

```
PSO ERX HOLDING QUEUE        Aug 31, 2021@13:36:39        Page:    1 of    35
PSO ERX HOLDING QUEUE
               ERX LOOK-BACK DAYS: Default value 365 (Aug 31, 2020)
        Patient              DOB          Drug               Provider    STA Rec Date
  1]                                      OXYCODONE HCL 10MG TA          I   6/2/21
  2]                                      TRIAZOLAM 0.5MG TAB            HGS 6/2/21
  3]                                      MEPERIDINE 50MG SYRIN          I   6/2/21
  4.                                      PHENOBARBITAL 100MG T          N   6/3/21
  5.                                      PHENOBARBITAL 100MG T          I   6/3/21
  6]                                      PHENOBARBITAL 100MG T          CXI 6/3/21
  7.                                      PHENOBARBITAL 100MG T          N   6/3/21
  8.                                      PHENOBARBITAL 100MG T          N   6/3/21
  9]                                      PHENOBARBITAL 100MG T          RXI 6/3/21
  10.                                     PHENOBARBITAL 100MG T          CAP 6/3/21
  11.                                     PHENOBARBITAL 100MG T          CAO 6/3/21
  12]                                     PHENOBARBITAL 100MG T          N   6/4/21
  13]                                     PHENOBARBITAL 100MG T          I   6/4/21
  14.                                     PHENOBARBITAL 100MG T          I   6/4/21
  15]                                     PHENOBARBITAL 100MG T          N   6/4/21
+           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   RXRENEWALREQUEST
```

Figure 4-7: Message View Action and RxRenewal Request

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

```
PSO ERX HOLDING QUEUE        Sep 29, 2020@13:44:23        Page:    1 of     8
PSO ERX HOLDING QUEUE
               ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
        Patient              DOB          Drug               Provider    STA Rec Date
  1.                                      celecoxib 200 mg caps          RRN 9/29/20
  2.                                      Janumet 1000 mg-50 mg          RRC 9/29/20
  3.                                      Lisinopril-Hydrochlor          RRR 9/29/20
  4.                                      Lisinopril-Hydrochlor          RRC 9/29/20
  5.                                      Janumet 1000 mg-50 mg          RRP 9/29/20
  6.                                      Janumet 1000 mg-50 mg          RRR 9/29/20
  7.                                      ofloxacin 0.3 % eye d          RRC 9/29/20
  8.                                      Janumet 1000 mg-50 mg          RRP 9/29/20
  9.                                      Janumet 1000 mg-50 mg          RRP 9/29/20
  10.                                     Atenolol 50 mg tablet          RRP 9/28/20
  11.                                     simvastatin 40 mg tab          RRR 9/28/20
  12.                                     TERAZOSIN HCL 5MG CAP          RRP 9/28/20
  13.                                     GABAPENTIN 100MG CAP           RRR 9/28/20
  14.                                     FOSINOPRIL NA 20MG TA          RRR 9/28/20
  15.                                     Janumet 1000 mg-50 mg          RRC 9/28/20
+           Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV (Message View)
Select Action:Next Screen// ▮
```
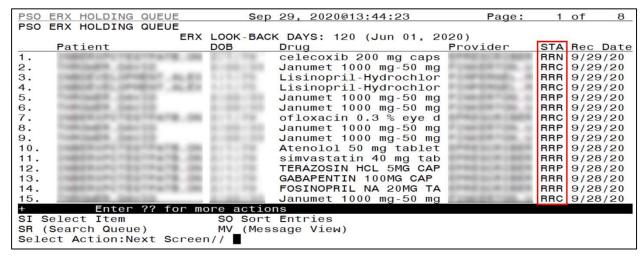
Figure 4-8: Message View Displaying RxRenewal Request Messages

The RxRenewal Request message statuses are displayed in the "Status" column on the eR$_X$ Holding Queue. For RxRenewal Request statuses, refer to Appendix D: RxRenewal Request Preconditions and Warnings in Unit 6.

NOTE: RxRenewal Request messages are not in actionable statuses and so, they are not 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.

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

4.3 RxRenewal Responses in the eR$_X$ Holding Queue

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

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

RxRenewal Responses that are in actionable statuses are displayed in the Holding Queue's list view. For the full list of RxRenewal Response statuses, refer to Appendix D: RxRenewal Request Preconditions and Warnings in Unit 6.

To view a RxRenewal Response in the Holding Queue:

1. From the eR$_X$ Holding Queue List screen, type <**MV**> Message View.
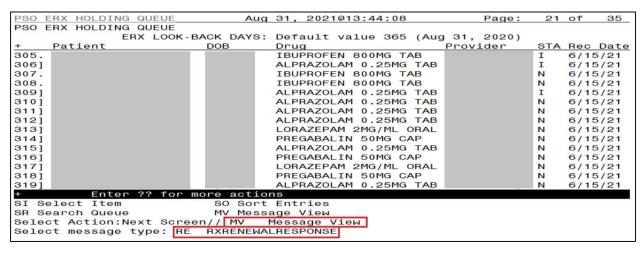
2. Type <**RE**> RxRenewal Response.

```
PSO ERX HOLDING QUEUE          Aug 31, 2021@13:44:08          Page:   21 of    35
PSO ERX HOLDING QUEUE
               ERX LOOK-BACK DAYS: Default value 365 (Aug 31, 2020)
+     Patient               DOB        Drug                  Provider      STA Rec Date
305.                                   IBUPROFEN 800MG TAB                  I   6/15/21
306]                                   ALPRAZOLAM 0.25MG TAB                I   6/15/21
307.                                   IBUPROFEN 800MG TAB                  N   6/15/21
308.                                   IBUPROFEN 800MG TAB                  N   6/15/21
309]                                   ALPRAZOLAM 0.25MG TAB                I   6/15/21
310]                                   ALPRAZOLAM 0.25MG TAB                N   6/15/21
311]                                   ALPRAZOLAM 0.25MG TAB                N   6/15/21
312]                                   ALPRAZOLAM 0.25MG TAB                N   6/15/21
313]                                   LORAZEPAM 2MG/ML ORAL                N   6/15/21
314]                                   PREGABALIN 50MG CAP                  N   6/15/21
315]                                   ALPRAZOLAM 0.25MG TAB                N   6/15/21
316]                                   PREGABALIN 50MG CAP                  N   6/15/21
317]                                   LORAZEPAM 2MG/ML ORAL                N   6/15/21
318]                                   PREGABALIN 50MG CAP                  N   6/15/21
319]                                   ALPRAZOLAM 0.25MG TAB                N   6/15/21
+            Enter ?? for more actions
SI Select Item              SO Sort Entries
SR Search Queue             MV Message View
Select Action:Next Screen// MV   Message View
Select message type: RE   RXRENEWALRESPONSE
```

Figure 4-9: Message View Action

The eR$_X$ Holding Queue screen displays all RxRenewal Response messages, sorted by received date in descending order (newest responses first).
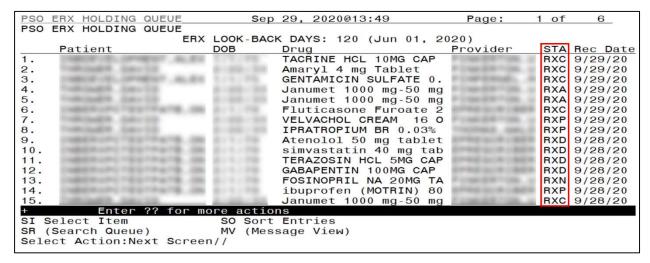
```
PSO ERX HOLDING QUEUE        Sep 29, 2020@13:49        Page:    1 of    6
PSO ERX HOLDING QUEUE
                   ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
      Patient            DOB      Drug                Provider    STA Rec Date
1.                                TACRINE HCL 10MG CAP            RXC 9/29/20
2.                                Amaryl 4 mg Tablet             RXC 9/29/20
3.                                GENTAMICIN SULFATE 0.          RXC 9/29/20
4.                                Janumet 1000 mg-50 mg          RXA 9/29/20
5.                                Janumet 1000 mg-50 mg          RXA 9/29/20
6.                                Fluticasone Furoate 2          RXC 9/29/20
7.                                VELVACHOL CREAM  16 O          RXP 9/29/20
8.                                IPRATROPIUM BR 0.03%           RXP 9/29/20
9.                                Atenolol 50 mg tablet          RXD 9/28/20
10.                               simvastatin 40 mg tab          RXD 9/28/20
11.                               TERAZOSIN HCL 5MG CAP          RXD 9/28/20
12.                               GABAPENTIN 100MG CAP           RXD 9/28/20
13.                               FOSINOPRIL NA 20MG TA          RXN 9/28/20
14.                               ibuprofen (MOTRIN) 80          RXP 9/28/20
15.                               Janumet 1000 mg-50 mg          RXC 9/28/20
+               Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV (Message View)
Select Action:Next Screen//
```

Figure 4-10: Holding Queue Displaying RxRenewal Response Messages

4.4 RxRenewal Request Message Details View

The Pharmacy user may view the message details in the Message Details view by selecting the RxRenewal Request message to be displayed from the Holding Queue.

```
eRx Holding Queue Display     Aug 31, 2021@13:46:38      Page:    1 of    3
eRx Patient:
eRx Reference #:
eRx HT: 167.64(cm)(05/05/2020)            eRx WT: 64.86(kg)(10/05/2020)

RXRENEWALREQUEST
eRx Status: RXRENEWAL REQUEST - NEW
************************MEDICATION PRESCRIBED*****************************
eRx Patient Primary Telephone:
eRx Patient:                                      DOB:
Vista Patient: NOT LINKED                         DOB:

eRx Provider Primary Telephone:
eRx Provider:
                    DEA#:                         NPI:
Vista Provider: NOT LINKED
                    DEA#:                         NPI:

eRx Drug: DIAZEPAM 10MG TAB [C-IV]
+          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: RxRenewal Request – New

See more message details below.

```
eRx Holding Queue Display     Sep 29, 2020@13:53:20      Page:    2 of    3
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm)(03/18/2020)             eRx WT: 65.77(kg)(03/18/2020)
+
Vista Drug: CELECOXIB 200MG CAP
Vista Qty: 90            Vista Refills: 0         Vista Days Supply: 45
Quantity Unit Of Measure: CAPSULE DOSING UNIT
Vista Sig:
TAKE ONE CAPSULE BY MOUTH TWICE A DAY --TAKE WITH FOOD IF GI UPSET
OCCURS-- TAKE 1 CAPSULE DAILY FOR 90 DAILY
VA Rx#:

********************RXRENEWAL REQUEST INFORMATION********************
Requested By:
Request Date/Time: SEP 29, 2020@13:37:34
# of Refills Requested: 1

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

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

```
eRx Holding Queue Display      Sep 29, 2020@13:54:07      Page:    2 of    3
eRx Patient: ████████████████████
eRx Reference #: ████████
eRx HT: 152.4(cm)(03/18/2020)              eRx WT: 65.77(kg)(03/18/2020)
+
  **************************RXRENEWAL REQUEST INFORMATION**************************
Requested By: ████████████████████
Request Date/Time: SEP 29, 2020@13:37:34
# of Refills Requested: 1

RxRenewal Request Comments:
Comments By:
Comments Date/Time:

  *****************************MESSAGE HISTORY*****************************
Request Reference #: ████████
New eRx Reference #: ████████
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: RxRenewal Request Message History

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

4.5 RxRenewal Response Message Details View

When the user selects the RxRenewal Response from the eR$_X$ Holding Queue, the RxRenewal Response details display in the Message Details View. The Message Details View displays the content of the RxRenewal Response, along with the relation to the RxRenewal Request message, and the original NewRx message.

```
eRx Holding Queue Display    Sep 22, 2021@13:54:06    Page:    1 of    5
eRx Patient:
eRx Reference #:
eRx HT: 167.64(cm)(10/05/2020)        eRx WT: 64.86(kg)(10/05/2020)


RXRENEWALRESPONSE - APPROVED                          EPCS DEA VALIDATED
eRx Status: RXRENEWAL RESPONSE PROCESSED
************************MEDICATION PRESCRIBED************************
eRx Patient Primary Telephone:
eRx Patient:                                     DOB:
Vista Patient: NOT LINKED                        DOB:

eRx Provider Primary Telephone:
eRx Provider:
                    DEA#:                      NPI:
Vista Provider: NOT LINKED
                    DEA#:                      NPI:

eRx Drug: ALPRAZOLAM 0.25mg TAB [C-IV]
+           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: RxRenewal Response Message Details

> **NOTE:** When an Inbound RxRenewal Response is received, if the provider approved "n" as the number of renewals, the Message Details view displays "n-1" as the number of renewals approved. This is applicable to Approved, Approved with Changes, and Replace RxRenewal Response Types.

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

```
eRx Holding Queue Display      Oct 15, 2020@13:53:10       Page:     2 of    4
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(08/09/2020)              eRx WT: 90.26(kg)(08/09/2020)
+
**********************RXRENEWAL RESPONSE INFORMATION*************************
APPROVED
Response Date/Time: SEP 28, 2020@17:13:53
Note: Testing Approved RxRenewalRequest

RxRenewal Response Comments:
Comments By:
Comments Date/Time:


**************************MEDICATION DISPENSED**************************
Vista Drug: FLUTAMIDE 125MG CAP
Vista Qty: 20            Vista Refills: 0          Vista Days Supply: 30
Quantity Unit Of Measure: MILLILITER
+          Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P  Print                   RJ (Reject)                 AC (Accept eRx)
H  (Hold)                  UH (Un Hold)                RM (Remove eRx)
Select Action:Next Screen// ▮
```

Figure 4-15: RxRenewal Response Information 2

The Message History section links the RxRenewal Request reference number to the RxRenewal Response and the original NewRx message.

```
eRx Holding Queue Display      Sep 29, 2020@14:03:53       Page:     4 of    4
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)             eRx WT: 81.19(kg)(09/28/2020)
+

*********************RXRENEWAL REQUEST INFORMATION*************************
Requested By:
Request Date/Time: SEP 28, 2020@17:33:19
# of Refills Requested: 4

RxRenewal Request Comments:
Comments By:
Comments Date/Time:


**************************MESSAGE HISTORY**************************
Request Reference #:
New eRx Reference #:
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 4-16: RxRenewal Request Information and Message History

4.6 RxRenewal Response Process

4.6.1 Approved

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

```
PSO ERX HOLDING QUEUE          Sep 29, 2020@14:07:35      Page:    1 of    6
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
 +     Patient            DOB         Drug                 Provider     STA Rec Date
 6.                                   Fluticasone Furoate 2              RXC 9/29/20
 7.                                   VELVACHOL CREAM   16 O             RXP 9/29/20
 8.                                   IPRATROPIUM BR 0.03%               RXP 9/29/20
 9.                                   Atenolol 50 mg tablet              RXD 9/28/20
10.                                   simvastatin 40 mg tab             RXD 9/28/20
11.                                   TERAZOSIN HCL 5MG CAP             RXD 9/28/20
12.                                   GABAPENTIN 100MG CAP              RXD 9/28/20
13.                                   FOSINOPRIL NA 20MG TA             RXN 9/28/20
14.                                   ibuprofen (MOTRIN) 80             RXP 9/28/20
15.                                   Janumet 1000 mg-50 mg             RXC 9/28/20
16.                                   predniSONE 20 mg tabl             RXP 9/28/20
17.                                   Victoza 18 MG/3ML Sub             RXC 9/28/20
18.                                   HCTZ 12.5/LISINOPRIL              RXD 9/24/20
19.                                   FLUOXETINE ORAL SOL 2             CXQ 9/24/20
20.                                   OFLOXACIN 500MG TAB               RXR 9/23/20
 +          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV (Message View)
Select Action:Next Screen//
```

Figure 4-17: Message View and RxRenewal Response Actions

The details of the RxRenewal Response display the RxRenewal Response Message type. In Figure 4-18, the RxRenewal Response Information segment shows the RxRenewal Response Message type is Approved.

```
eRx Holding Queue Display     Sep 29, 2020@14:10:20      Page:    1 of    4
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)            eRx WT: 81.19(kg)(09/28/2020)

RXRENEWALRESPONSE  - APPROVED
eRx Status: RXRENEWAL RESPONSE PROCESSED
*************************MEDICATION PRESCRIBED*********************************
eRx Patient Primary Telephone:
eRx Patient:                                        DOB:
Vista Patient: NOT LINKED                           DOB: N/A

eRx Provider Primary Telephone:
eRx Provider:                                       NPI:
Vista Provider: NOT LINKED                          NPI: N/A

eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Qty: 8        eRx Refills: 2      eRx Days Supply: 4
eRx Written Date: SEP 28, 2020            eRx Issue Date: SEP 28, 2020
 +          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 4-18: RxRenewal Response – Approved

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

```
************************RXRENEWAL RESPONSE INFORMATION************************
APPROVED
Response Date/Time: SEP 28, 2020@16:50:31
Note: Approved WITHOUT CHANGES

RxRenewal Response Comments:
Comments By: ████████████████████
Comments Date/Time:
```

Figure 4-19: RxRenewal Response Information Section

On the OP side, a pending line entry is available for the user to renew the Approved RxRenewal Response.

```
Medication Profile            Sep 29, 2020@14:13:27         Page:    2 of    3
████████████████████                       <NO ALLERGY ASSESSMENT>
  PID: ███ ██ ████                         Ht(cm): _____ (_____)
  DOB: ████ █ ████ ████                    Wt(kg): _____ (_____)
  SEX: FEMALE
  CrCL: <Not Found> (CREAT: Not Found)     BSA (m2): _____
                                                    ISSUE   LAST REF DAY
  #   RX #          DRUG                   QTY ST   DATE    FILL REM SUP
+
17  &              CARVEDILOL 6.25MG TAB         180 DC>03-24 03-24   0  90
18  &              MAGNESIUM COMPLEX 300MG TAB    90 DC 03-22 03-24   0  90
19  &              MELOXICAM 15MG TAB             30 DC>08-12 08-12   0  60
20  &              OFLOXACIN 0.3% OPTH SOLN 5ML    5 DC 09-29 09-29   0  30
21  &              SIMVASTATIN 10MG TAB           60 DC>08-04 08-04   1  60
22  &              TERAZOSIN HCL 5MG CAP          30 DC>09-28 09-28   0  30
------------------------------------PENDING-----------------------------------
23  & AMLODIPINE BESYLATE 10MG TAB   QTY: 45       ISDT: 08-12> REF:   0
24  & IBUPROFEN 800MG TAB            QTY: 10       ISDT: 09-28> REF:   1
25  & PREDNISONE 20MG TAB            QTY: 8        ISDT: 09-28> REF:   2
          Enter ?? for more actions
PU  Patient Record Update           NO   New Order
PI  Patient Information             SO   Select Order
Select Action: Quit// █
```

Figure 4-20: Medication Profile – Pending Line Entry

The Activity Log on the OP side shows that a pending response entry was added.

```
Rx Activity Log               Sep 29, 2020@14:23:44        Page:    1 of      1
                                               <NO ALLERGY ASSESSMENT>
   PID:                                        Ht(cm): _____ (_____)
   DOB:                                        Wt(kg): _____ (_____)

Rx #:                Original Fill Released:
Routing: Mail           Finished by:

eRx Activity Log:
#   Date            Reason          Rx Ref          Initiator Of Activity
=============================================================================
1   9/28/20@16:32:14
Comments: Electronic RxRenewal Request sent to External Provider
2   9/28/20@16:50:31
Comments: RxRenewal response from external provider - Approved.




          Enter ?? for more actions

Select Action:Quit//
```

Figure 4-21: Activity Log 1

```
Rx Activity Log               Oct 15, 2020@14:12:45        Page:    1 of      4
                                               <NO ALLERGY ASSESSMENT>
   PID:                                        Ht(cm): _____ (_____)
   DOB:                                        Wt(kg): _____ (_____)
+
=============================================================================
There are NO Partials for this Prescription

Activity Log:
#   Date/Time           Reason          Rx Ref          Initiator Of Activity
=============================================================================
1   7/9/20              PATIENT INSTR. ORIGINAL
Comments: Patient Instructions Sent By Provider.
2   7/9/20@10:01:48     PROCESSED       ORIGINAL
Comments: Label never queued to print by User
3   7/9/20@10:05:42     IERX            ORIGINAL
Comments: RxChange response from external provider - Approved.
4   7/9/20@10:05:42     DISCONTINUED    ORIGINAL
Comments: eRx discontinued by external prescriber

Label Log:
+         Enter ?? for more actions

Select Action:Next Screen//
```

Figure 4-22: Activity Log 2 (Sample from Another Patient Record)

The user may select the pending line entry to renew the Approved RxRenewal.


```
    #   RX #          DRUG                                   QTY ST   DATE   FILL REM SUP
  +
  17 & 2720735       CARVEDILOL 6.25MG TAB                  180 DC>03-24 03-24    0  90
  18 & 2720718       MAGNESIUM COMPLEX 300MG TAB             90 DC 03-22 03-24    0  90
  19 & 2721197       MELOXICAM 15MG TAB                      30 DC>08-12 08-12    0  60
  20 & 2721398       OFLOXACIN 0.3% OPTH SOLN 5ML             5 DC 09-29 09-29    0  30
  21 & 2721105       SIMVASTATIN 10MG TAB                    60 DC>08-04 08-04    1  60
  22 & 2721393       TERAZOSIN HCL 5MG CAP                   30 DC>09-28 09-28    0  30
  ----------------------------------------PENDING------------------------------------------
  23 & AMLODIPINE BESYLATE 10MG TAB            QTY: 45           ISDT: 08-12> REF:   0
  24 & IBUPROFEN 800MG TAB                     QTY: 10           ISDT: 09-28> REF:   1
  25 & PREDNISONE 20MG TAB                     QTY: 8            ISDT: 09-28> REF:   2
            Enter ?? for more actions
  PU   Patient Record Update              NO   New Order
  PI   Patient Information                SO   Select Order
  Select Action: Quit// 25

  Now Renewing Rx #  ▓▓▓▓▓▓▓▓    Drug: PREDNISONE 20MG TAB
```

Figure 4-23: Pending Line Entry Selected

Then, the user may accept the Approved RxRenewal Response.


```
  Prescription Renew          Sep 29, 2020@14:32:21          Page:    1 of    2
  ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓                      <NO ALLERGY ASSESSMENT>
   PID: ▓▓▓ ▓▓ ▓▓▓▓                       Ht(cm): _____ (_____)
   DOB: FEB 1,1979 (41)                   Wt(kg): _____ (_____)

                 Rx#: ▓▓▓▓▓▓A
        Orderable Item: PREDNISONE TAB
            CMOP Drug: PREDNISONE 20MG TAB
        Patient Status: SC
     (1)   Issue Date: SEP 28,2020
     (2)    Fill Date: SEP 29,2020
                Dosage: 20 (MG)
                  Verb: TAKE
        Dispense Units: 1
                  Noun: TABLET
                 Route: MOUTH
              Schedule: BID
       Pat Instruction: --TAKE WITH FOOD-- TAKE 2 TABLETS DAILY FOR 4 DAYS
                   SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY --TAKE WITH FOOD--
  +            Enter ?? for more actions
  AC    Accept              DC   Discontinue        FL   Flag/Unflag
  BY    Bypass              ED   Edit
  Select Item(s): Next Screen//
```

Figure 4-24: AC/Accept eR$_X$ Renewal

The Response includes information on the eRx prescription renewal that the Response was processed for. 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 renewals include the next letter of the alphabet appended. (i.e., & 123456 changes to & 123456A after the first refill; for next refill: & 123456A changes to & 123456B)

Figure 4-25: Renewed Rx Active

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

Figure 4-26: RxRenewal Response RXC Status in Holding Queue

Select the record to view the RxRenewal Response details screen.

```
eRx Holding Queue Display       Sep 29, 2020@14:38:18        Page:    1 of    4
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)                eRx WT: 81.19(kg)(09/28/2020)

RXRENEWALRESPONSE - APPROVED
eRx Status: RXRENEWAL RESPONSE COMPLETE
*************************MEDICATION PRESCRIBED*****************************
eRx Patient Primary Telephone:
eRx Patient:                                           DOB:
Vista Patient: NOT LINKED                              DOB: N/A

eRx Provider Primary Telephone:
eRx Provider:                                          NPI:
Vista Provider: NOT LINKED                             NPI: N/A

eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Qty: 8      eRx Refills: 2      eRx Days Supply: 4
eRx Written Date: SEP 28, 2020          eRx Issue Date: SEP 28, 2020
+             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 4-27: RxRenewal Response Details Screen

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

```
PSO ERX HOLDING QUEUE       Sep 29, 2020@14:40:03        Page:    2 of    8
PSO ERX HOLDING QUEUE
                  ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
+     Patient             DOB     Drug                Provider      STA Rec Date
17.                               Lisinopril-Hydrochlor             RRC 9/21/20
18.                               Lisinopril-Hydrochlor             RRR 9/23/20
19.                               Lisinopril-Hydrochlor             RRN 9/24/20
20.                               Lisinopril-Hydrochlor             RRP 9/24/20
21.                               Lisinopril-Hydrochlor             RRC 9/29/20
22.                               Lisinopril-Hydrochlor             RRC 9/29/20
23.                               meloxicam 15 mg table             RRP 8/12/20
24.                               predniSONE 20 mg tabl             RRP 8/20/20
25.                               predniSONE 20 mg tabl             RRR 9/10/20
26.                               predniSONE 20 mg tabl             RRE 9/11/20
27.                               predniSONE 20 mg tabl             RRN 9/15/20
28.                               predniSONE 20 mg tabl             RRC 9/28/20
29.                               ibuprofen (MOTRIN) 80             RRP 9/28/20
30.                               FOSINOPRIL NA 20MG TA             RRR 9/28/20
31.                               GABAPENTIN 100MG CAP              RRR 9/28/20
+             Enter ?? for more actions
SI Select Item          SO (Sort Entries)
SR (Search Queue)       MV (Message View)
Select Action:Next Screen// ▮
```

Figure 4-28: Corresponding RxRenewal Request – RRC in Holding Queue

Select the record to view the RxRenewal Request details screen.

```
eRx Holding Queue Display     Sep 29, 2020@14:41:13     Page:    1 of    4
eRx Patient: ████████████████████
eRx Reference #: ████████
eRx HT: 157.48(cm)(09/28/2020)              eRx WT: 81.19(kg)(09/28/2020)

RXRENEWALREQUEST
eRx Status: RXRENEWAL REQUEST COMPLETE
************************MEDICATION PRESCRIBED***************************
eRx Patient Primary Telephone: ████████████
eRx Patient: ████████████████████         DOB: ████████
Vista Patient: NOT LINKED                   DOB: N/A

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

eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Qty: 8      eRx Refills: 0     eRx Days Supply: 4
eRx Written Date: SEP 28, 2020             eRx Issue Date: SEP 28, 2020
+             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 4-29: Corresponding RxRenewal 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// vp

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

Figure 4-30: Error - Validate Provider Action Not Available

4.6.2 Approved with Changes

Another RxRenewal Response message type is Approved with Changes. This indicates the renewal is approved. However, changes must be made prior to renewal.

Depending on the scenario, the RxRenewal Response message may display in the Holding Queue List View screen:

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

- If the changes are related to the provider or the provider and number of renewals, the RxRenewal Response displays in the Holding Queue List View because the pharmacist is required to validate the updates.

4.6.2.1 Changes to Number of Renewals Only

When a RxRenewal Response message type is Approved with Changes (for number of renewals only), it does not display in the Holding Queue List View screen. It can be found using <**MV**> Message View or <**SR**> Search. The status of the Approved with Changes RxRenewal Response is "RXP" (RxRenewal Response Processed).

Figure 4-31: RXP Status in Holding Queue

The RxRenewal Response details display the RxRenewal Response Message type.

Figure 4-32: RxRenewal Response Details Screen

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

```
**************************RXRENEWAL RESPONSE INFORMATION**************************
APPROVED WITH CHANGES
Response Date/Time: SEP 28, 2020@17:15:14
Note: Approved with Changes refills from 5 to 2

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

Figure 4-33: RxRenewal Response Information Section

On the OP side, a pending line entry allows for the user to renew the Approved with Changes RxRenewal Response.

```
Medication Profile         Sep 29, 2020@15:23:55        Page:    2 of    3
                                           <NO ALLERGY ASSESSMENT>
     PID:                               Ht(cm): _____ (_____)
     DOB:                               Wt(kg): _____ (_____)
     SEX: FEMALE
     CrCL: <Not Found> (CREAT: Not Found)   BSA (m2): _____
                                              ISSUE   LAST REF DAY
    #  RX #            DRUG              QTY ST  DATE   FILL REM SUP
  +
  16 &              ATENOLOL 50MG TAB              30 DC>09-28 09-28   0  30
  17 &              CARVEDILOL 6.25MG TAB         180 DC>03-24 03-24   0  90
  18 &              MAGNESIUM COMPLEX 300MG TAB    90 DC 03-22 03-24   0  90
  19 &              MELOXICAM 15MG TAB             30 DC>08-12 08-12   0  60
  20 &              OFLOXACIN 0.3% OPTH SOLN 5ML    5 DC 09-29 09-29   0  30
  21 &              SIMVASTATIN 10MG TAB           60 DC>08-04 08-04   1  60
  22 &              TERAZOSIN HCL 5MG CAP          30 DC>09-28 09-28   0  30
  ----------------------------------PENDING------------------------------------
  23 & AMLODIPINE BESYLATE 10MG TAB       QTY: 45          ISDT: 08-12> REF:   0
  24 & IBUPROFEN 800MG TAB                QTY: 10          ISDT: 09-28> REF:   1
            Enter ?? for more actions
  PU   Patient Record Update         NO   New Order
  PI   Patient Information           SO   Select Order
  Select Action: Quit//
```

Figure 4-34: Medication Profile

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

```
Rx Activity Log          Sep 29, 2020@15:25:01        Page:    1 of    1
                                              <NO ALLERGY ASSESSMENT>
  PID:                                        Ht(cm): _____  (_____)
  DOB:                                        Wt(kg): _____  (_____)
_____
Rx #:            Original Fill Released:
Routing: Mail          Finished by:

eRx Activity Log:
#   Date           Reason          Rx Ref         Initiator Of Activity
============================================================================
1    9/28/20@17:07:25
Comments: Electronic RxRenewal Request sent to External Provider
2    9/28/20@17:15:14
Comments: RxRenewal response from external provider - Approved with changes.




          ████████████ Enter ?? for more actions ████████████

Select Action:Quit//
```

Figure 4-35: R$_X$ Activity Log 1

```
Rx Activity Log          Sep 29, 2020@15:25:44        Page:    1 of    4
                                              <NO ALLERGY ASSESSMENT>
  PID:                                        Ht(cm): _____  (_____)
  DOB:                                        Wt(kg): _____  (_____)
+
Activity Log:
#   Date/Time          Reason          Rx Ref         Initiator Of Activity
============================================================================
1    9/28/20             PATIENT INSTR. ORIGINAL
Comments: Patient Instructions Sent By Provider.
2    9/28/20@17:07:25    IERX           ORIGINAL
Comments: Electronic RxRenewal Request sent to External Provider
3    9/28/20@17:07:35    PROCESSED      ORIGINAL
Comments: Label never queued to print by User
4    9/28/20@17:15:14    IERX           ORIGINAL
Comments: RxRenewal response from external provider - Approved with changes.

Label Log:
#   Date        Rx Ref                      Printed By
============================================================================
There are NO Labels printed.
+         ████████████ Enter ?? for more actions ████████████

Select Action:Next Screen//
```

Figure 4-36: R$_X$ Activity Log 2

The user may select the pending line entry to renew the Approved with Changes RxRenewal Response.

Figure 4-37: Medication Profile – Pending Line Entry

Then, the user may accept the Approved with Changes RxRenewal Response.

Figure 4-38: AC/Accept eR$_X$ Renewal

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

Figure 4-39: Renewed R$_X$ Active in Medication Profile

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

Figure 4-40: RxRenewal Response RXC Status in the Holding Queue

Select the record to view the RxRenewal Response details screen.

Figure 4-41: RxRenewal Response Details Screen

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

Figure 4-42: RxRenewal Request RRC in the Holding Queue

Select the record to view the RxRenewal Request details screen.

```
eRx Holding Queue Display     Sep 29, 2020@15:35:26      Page:    1 of    4
eRx Patient: ███████████████████████
eRx Reference #: ███████████
eRx HT: 157.48(cm)(09/28/2020)          eRx WT: 81.19(kg)(09/28/2020)
─────────────────────────────────────────────────────────────────────────
RXRENEWALREQUEST
eRx Status: RXRENEWAL REQUEST COMPLETE
**************************MEDICATION PRESCRIBED**************************
eRx Patient Primary Telephone: ███████████
eRx Patient: ███████████████████████          DOB: ████████
Vista Patient: NOT LINKED                      DOB: N/A

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

eRx Drug: ibuprofen (MOTRIN) 800 MG PO tablet
eRx Qty: 10      eRx Refills: 1     eRx Days Supply: 5
eRx Written Date: SEP 28, 2020          eRx Issue Date: SEP 28, 2020
+           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 4-43: RxRenewal Request Details Screen

The <**VP**>, <**VM**>, <**VD**>. and <**AC**> actions are in parentheses "( )", therefore the user cannot select these actions for this message type.