Pharmacy Reengineering (PRE)

Inbound ePrescribing (IEP) 5.0

User Guide

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Version 5.0 (Unit 4 Part 2)

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 Unit 6. • 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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4.6.2.2 Changes to Provider Segment

In some scenarios, the RxRenewal Response message displays in the Holding Queue List View screen. 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 needs to validate the updates to the Provider.

When a RxRenewal Response message type is Approved with Changes, Provider segment only, or Provider and number of renewals in the Drug segment, it displays in the Holding Queue List View screen. It can also be found using <**MV**> Message View or <**SR**> Search. The status of the Approved with Changes RxRenewal Response is "RXN" (RxRenewal Response - New).

Figure 4.6.3-1: RXN Status in Holding Queue List View

The RxRenewal Response details displays the RxRenewal Response Message type.

```
eRx Holding Queue Display      Sep 22, 2021@16:40:09      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 WITH CHANGES            EPCS DEA VALIDATED
eRx Status: RXRENEWAL RESPONSE - 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: CLONAZEPAM 0.5MG 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 4.6.3-2: 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@17:40:15
Note: Approved with Changes Provider Changed

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

Figure 4.6.3-3: RxRenewal Response Information Section

If the user edits the provider's information when they exercise <**VM**> Validate Provider on this response, the status of the record changes to "RXW" (RxRenewal Response – Waiting). When the user accepts the validation <**AV**> under <**VM**> Validate Provider, the status of the record changes to "RXW" (RxRenewal Response – Waiting).

```
PSO ERX HOLDING QUEUE          Sep 29, 2020@15:44:13        Page:    1 of    6
PSO ERX HOLDING QUEUE
                      ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
        Patient              DOB       Drug              Provider   STA Rec Date
1.                                     potassium chloride (K         CAN 9/29/20
2.                                     TACRINE HCL 10MG CAP          RXC 9/29/20
3.                                     Amaryl 4 mg Tablet            RXC 9/29/20
4.                                     GENTAMICIN SULFATE 0.         RXC 9/29/20
5.                                     Janumet 1000 mg-50 mg         RXA 9/29/20
6.                                     Janumet 1000 mg-50 mg         RXA 9/29/20
7.                                     Fluticasone Furoate 2         RXC 9/29/20
8.                                     VELVACHOL CREAM   16 O        RXP 9/29/20
9.                                     IPRATROPIUM BR 0.03%          RXP 9/29/20
10.                                    Atenolol 50 mg tablet         RXD 9/28/20
11.                                    simvastatin 40 mg tab         RXD 9/28/20
12.                                    TERAZOSIN HCL 5MG CAP         RXD 9/28/20
13.                                    GABAPENTIN 100MG CAP          RXD 9/28/20
14.                                    FOSINOPRIL NA 20MG TA         RXW 9/28/20
15.                                    ibuprofen (MOTRIN) 80         RXC 9/28/20
+             Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV (Message View)                    I
Select Action:Next Screen//
```

Figure 4.6.3-4: RXW Status in the Holding Queue

The user may select the record to view the RxRenewal Response Details screen.

```
eRx Holding Queue Display    Sep 22, 2021@16:41:20        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 WITH CHANGES              EPCS DEA VALIDATED
eRx Status: RXRENEWAL RESPONSE WAITING
*************************MEDICATION PRESCRIBED*******************************
eRx Patient Primary Telephone:
eRx Patient:                                   DOB:
Vista Patient: NOT LINKED                      DOB:

eRx Provider Primary Telephone:
eRx Provider:
                     DEA#:                      NPI:
Vista Provider[v]:
                     DEA#:                      NPI:

eRx Drug: CLONAZEPAM 0.5MG 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 4.6.3-5: RxRenewal Response Details Screen

When the user accepts the RxRenewal Response record using <**AC**>, the status of the record changes to "RXP" (RxRenewal Response Processed), and it is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

```
PSO ERX HOLDING QUEUE          Sep 29, 2020@15:47:54      Page:    1 of    6
PSO ERX HOLDING QUEUE
                       ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
        Patient            DOB     Drug               Provider    STA Rec Date
1.                                 potassium chloride (K           CAN 9/29/20
2.                                 TACRINE HCL 10MG CAP             RXC 9/29/20
3.                                 Amaryl 4 mg Tablet               RXC 9/29/20
4.                                 GENTAMICIN SULFATE 0.            RXC 9/29/20
5.                                 Janumet 1000 mg-50 mg            RXA 9/29/20
6.                                 Janumet 1000 mg-50 mg            RXA 9/29/20
7.                                 Fluticasone Furoate 2            RXC 9/29/20
8.                                 VELVACHOL CREAM   16 O           RXP 9/29/20
9.                                 IPRATROPIUM BR 0.03%             RXP 9/29/20
10.                                Atenolol 50 mg tablet            RXD 9/28/20
11.                                simvastatin 40 mg tab            RXD 9/28/20
12.                                TERAZOSIN HCL 5MG CAP            RXD 9/28/20
13.                                GABAPENTIN 100MG CAP             RXD 9/28/20
14.                                FOSINOPRIL NA 20MG TA            RXP 9/28/20
15.                                ibuprofen (MOTRIN) 80            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 4.6.3-6: RXP Status in Holding Queue

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

```
Medication Profile          Sep 29, 2020@15:49:16      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 & FOSINOPRIL NA 20MG TAB            QTY: 30           ISDT: 09-28> REF:  3
              Enter ?? for more actions
PU  Patient Record Update             NO   New Order
PI  Patient Information               SO   Select Order
Select Action: Quit//
```

Figure 4.6.3-7: Medication Profile – Pending Line Entry

For information about how to process the Approved with Changes RxRenewal Response further in OP, refer to section **Error! Reference source not found. Error! Reference source not found.**.

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

Figure 4.6.3-8: RXC Status in the Holding Queue

Select the record to view the RxRenewal Response details screen.

Figure 4.6.3-9: RxRenewal Response Details Screen

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

```
PSO ERX HOLDING QUEUE        Sep 29, 2020@15:55:07      Page:    1 of     8
PSO ERX HOLDING QUEUE
                     ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
 +    Patient              DOB       Drug              Provider    STA Rec Date
 4.                                  Lisinopril-Hydrochlor         RRC 9/29/20
 5.                                  Lisinopril-Hydrochlor         RRC 9/29/20
 6.                                  Janumet 1000 mg-50 mg         RRP 9/29/20
 7.                                  Janumet 1000 mg-50 mg         RRR 9/29/20
 8.                                  ofloxacin 0.3 % eye d         RRC 9/29/20
 9.                                  Janumet 1000 mg-50 mg         RRP 9/29/20
 10.                                 Janumet 1000 mg-50 mg         RRP 9/29/20
 11.                                 Atenolol 50 mg tablet         RRP 9/28/20
 12.                                 simvastatin 40 mg tab         RRR 9/28/20
 13.                                 TERAZOSIN HCL 5MG CAP         RRP 9/28/20
 14.                                 GABAPENTIN 100MG CAP          RRR 9/28/20
 15.                                 FOSINOPRIL NA 20MG TA         RRC 9/28/20
 16.                                 Janumet 1000 mg-50 mg         RRC 9/28/20
 17.                                 ibuprofen (MOTRIN) 80         RRC 9/28/20
 18.                                 predniSONE 20 mg tabl         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 4.6.3-10: RRC Status in the Holding Queue

Select the record to view the RxRenewal Request details screen.

```
eRx Holding Queue Display    Sep 22, 2021@14:38:33     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 WITH CHANGES              EPCS DEA VALIDATED
eRx Status: RXRENEWAL RESPONSE COMPLETE
************************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: CLONAZEPAM 0.5MG 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 4.6.3-11: RxRenewal Request Details Screen

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

4.6.3 Denied, New Prescription to Follow

Another RxRenewal Response message type is Denied New Prescription to Follow (DNTF). This indicates the renewal is denied, but a NewRx will follow.

When a RxRenewal Response message type is Denied NewRx to Follow (DNTF), it will display in the List View screen. It can also be found using <**MV**> Message View or <**SR**> Search. The status of the DNTF RxRenewal Response will be "RXD" (RxRenewal Response Denied/DNTF).

Figure 4.6.3-1: RXD Status in the Holding Queue List View

The RxRenewal Response details display the RxRenewal Response Message type.

Figure 4.6.3-2: RxRenewal Response Denied/DNTF Details Screen

In the below figure, the RxRenewal Response Information segment indicates the RxRenewal Response Message type is Denied, New Prescription to Follow.

```
************************RXRENEWAL RESPONSE INFORMATION************************
DENIED, NEW PRESCRIPTION TO FOLLOW
Response Date/Time: SEP 28, 2020@18:26:18
Note: DNTF RxRenewal Response.NewRx will send for this DNTF

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

Figure 4.6.3-3: RxRenewal Response Information Section

On the Outpatient side, the eR$_X$ Prescription on which the renewal was requested is auto-Discontinued (auto-DC).

```
Medication Profile          Sep 29, 2020@14:59:38          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 & 2721395       ATENOLOL 50MG TAB        30 DC>09-28  09-28    0  30
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
          Enter ?? for more actions
PU  Patient Record Update            NO  New Order
PI  Patient Information              SO  Select Order
Select Action: Quit// █
```

Figure 4.6.3-4: Medication Profile – eR$_X$ After DNTF RxRenewal Response

The Activity Log on the OP side is updated to display that the eR$_X$ Prescription has been auto-Discontinued.

```
Rx Activity Log                  Sep 29, 2020@15:01           Page:    1 of     1
                                                   <NO ALLERGY ASSESSMENT>
    PID:                                           Ht(cm): _____ (_____)
    DOB:                                           Wt(kg): _____ (_____)
_____
Rx #: 2721393     Original Fill Released:
Routing: Mail         Finished by:

eRx Activity Log:
#   Date         Reason          Rx Ref          Initiator Of Activity
==============================================================================
1   9/28/20@18:20:12
Comments: Electronic RxRenewal Request sent to External Provider
2   9/28/20@18:26:18
Comments: RxRenewal response from external provider - Denied, New prescription
to follow.




            Enter ?? for more actions

Select Action:Quit//
```

Figure 4.6.3-5: Activity Log 1

```
Rx Activity Log                  Sep 29, 2020@15:01:32        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    9/28/20             PATIENT INSTR. ORIGINAL
Comments: Patient Instructions Sent By Provider.
2    9/28/20@18:20:12    IERX         ORIGINAL
Comments: Electronic RxRenewal Request sent to External Provider
3    9/28/20@18:20:19    PROCESSED    ORIGINAL
Comments: Label never queued to print by User
4    9/28/20@18:26:18    IERX         ORIGINAL       PSOAPPLICATIONPROXY,PSO
Comments: RxRenewal response from external provider - Denied, New prescription
to follow.
5    9/28/20@18:26:18    DISCONTINUED ORIGINAL       PSOAPPLICATIONPROXY,PSO
Comments: eRx discontinued by external prescriber
+           Enter ?? for more actions

Select Action:Next Screen//
```

Figure 4.6.3-6: Activity Log 2

Once the DNTF RxRenewal Response has successfully auto-Discontinued the eR$_X$ Prescription in OP, the status of the RxRenewal Response in the Holding Queue continues to display as "RXD" (RxRenewal Response Denied/DNTF).

The status of the corresponding RxRenewal Request will change to "RRP" (RxRenewal Request Processed).

```
PSO ERX HOLDING QUEUE         Sep 29, 2020@15:03:25      Page:   1 of    8
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
        Patient              DOB      Drug                 Provider    STA Rec Date
 1.                                   predniSONE 20 mg tabl            RRR 9/29/20
 2.                                   celecoxib 200 mg caps            RRN 9/29/20
 3.                                   Janumet 1000 mg-50 mg            RRC 9/29/20
 4.                                   Lisinopril-Hydrochlor            RRC 9/29/20
 5.                                   Lisinopril-Hydrochlor            RRC 9/29/20
 6.                                   Janumet 1000 mg-50 mg            RRP 9/29/20
 7.                                   Janumet 1000 mg-50 mg            RRR 9/29/20
 8.                                   ofloxacin 0.3 % eye d            RRC 9/29/20
 9.                                   Janumet 1000 mg-50 mg            RRP 9/29/20
10.                                   Janumet 1000 mg-50 mg            RRP 9/29/20
11.                                   Atenolol 50 mg tablet            RRP 9/28/20
12.                                   simvastatin 40 mg tab            RRR 9/28/20
13.                                   TERAZOSIN HCL 5MG CAP            RRP 9/28/20
14.                                   GABAPENTIN 100MG CAP             RRR 9/28/20
15.                                   FOSINOPRIL NA 20MG TA            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 4.6.3-7: RRP Status in the Holding Queue

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

4.6.3.1 RxRenewal Response Failed (RXF)

RxRenewal Response Failed (RXF) is an actionable status used for the RxRenewal Response types Approved, Approved with Changes, and Denied NewRx to Follow (DNTF) if a failure occurs. One scenario is when a patient's Outpatient Profile record is locked in OERR and a DNTF RxRenewal Response is attempting to auto-Discontinue an eR$_X$ record at the same time. Another scenario is when a RxRenewal Request is sent out for a prescription, and it is manually discontinued before a response is received. Then, a DNTF RxRenewal Response is sent for the prescription.

NOTE: Additional RXF scenarios are as follows:
RXF applies to Approved, Approved with Changes and Denied NewRx to Follow response types only.

1. When a user selects an active eR$_X$ from OP that has an outstanding RxRenewal Request and locks it, and at the same time an Approved or Approved with Changes RxRenewal Response is received, a new pending line entry for that response is added in OP.

2. When a RxRenewal Request is sent out for a prescription and it is manually discontinued before receiving a response, if an Approved or Approved with Changes RxRenewal Response is received, a new pending line entry for that response is added in OP.

3. When a user selects an active eR$_X$ from OP in Backdoor Orders that has an outstanding RxRenewal Request and locks it, and at the same time a DNTF RxRenewal Response is received, the Prescription gets auto-Discontinued, and the corresponding Response is marked as "RXD" in the Holding Queue. However, if the record is locked in Edit mode in Backdoor Orders, the response fails to auto-Discontinue and is marked as "RXF" in the Holding Queue.

4. When a RxRenewal Request is sent out for a prescription, and it is renewed within VA, the prescription becomes a non-electronic prescription. If an Approved RxRenewal Response is

then received, no pending line entry is added in OP. The VA Order (non-eR$_X$) is not modified by the response. The response is marked as "RXN" in the Holding Queue.

5. When a RxRenewal Request is sent out for a prescription and it is renewed within VA, the prescription becomes a non-electronic prescription. If a DNTF RxRenewal Response is then received, the VA Order (non-eR$_X$) is not auto-Discontinued by the response. The response is marked as "RXD" in the Holding Queue.

4.6.4 Denied

Another RxRenewal Response message type is Denied. This indicates the renewal request is denied.

When a RxRenewal Response – Denied type is received in the Holding Queue, it is displayed in the List View in "RXD" status (RxRenewal Response Denied/DNTF).

```
PSO ERX HOLDING QUEUE        Sep 29, 2020@14:46:14      Page:    1 of    6
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
        Patient             DOB     Drug                Provider    STA Rec Date
 1.                                 potassium chloride (K           CAN 9/29/20
 2.                                 TACRINE HCL 10MG CAP            RXC 9/29/20
 3.                                 Amaryl 4 mg Tablet              RXC 9/29/20
 4.                                 GENTAMICIN SULFATE 0.           RXC 9/29/20
 5.                                 Janumet 1000 mg-50 mg           RXA 9/29/20
 6.                                 Janumet 1000 mg-50 mg           RXA 9/29/20
 7.                                 Fluticasone Furoate 2           RXC 9/29/20
 8.                                 VELVACHOL CREAM   16 O          RXP 9/29/20
 9.                                 IPRATROPIUM BR 0.03%            RXP 9/29/20
10.                                 Atenolol 50 mg tablet           RXD 9/28/20
11.                                 simvastatin 40 mg tab           RXD 9/28/20
12.                                 TERAZOSIN HCL 5MG CAP           RXD 9/28/20
13.                                 GABAPENTIN 100MG CAP            RXD 9/28/20
14.                                 FOSINOPRIL NA 20MG TA           RXN 9/28/20
15.                                 ibuprofen (MOTRIN) 80           RXP 9/28/20
+           Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV (Message View)
Select Action:Next Screen//
```

Figure 4.6.4-1: RXD Status in the Holding Queue List View

Select the record to view the RxRenewal Response details screen.

```
eRx Holding Queue Display    Sep 22, 2021@15:27:05      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 - DENIED                              EPCS DEA VALIDATED
eRx Status: RXRENEWAL RESPONSE DENIED/DNTF
************************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 4.6.4-2: RxRenewal Response Details Screen – Denied

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


```
eRx Holding Queue Display      Sep 29, 2020@14:47:38        Page:    2 of    5
eRx Patient: ▓▓▓▓▓▓▓▓▓▓▓ ▓▓▓▓
eRx Reference #: ▓▓▓▓▓▓
eRx HT: 157.48(cm)(09/28/2020)                eRx WT: 81.19(kg)(09/28/2020)
+
Placed on hold by:

eRx Notes: 300 mg at bedtime


***********************RXRENEWAL RESPONSE INFORMATION***********************
DENIED
Response Date/Time: SEP 28, 2020@18:06:07
Note: Denied.Doctor asking patient take appointment

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

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

Figure 4.6.4-3: RxRenewal Response Information Section

There is no user intervention required on the Denied RxRenewal Response other than acknowledging the response. For more information on how to acknowledge a record in actionable status, refer to section 4.9 Acknowledge: Hidden Action for RxRenewal Response/Inbound Error.

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

4.6.5 Replace

Replace is one of the RxRenewal Response types introduced with NCPDP 2017071 which displays in the Holding Queue List View screen as an actionable entry. It can also be found using <**MV**> Message View or <**SR**> Search. The status of the Replace Response is "RXR" (RxRenewal Response Replace - New).

Replace is used as a fillable prescription which is sent to replace an original NewRx on which the renewal was requested. When a Replace type Response is received, the original is discontinued in Outpatient Pharmacy and the Replace response is to be treated exactly the same way as a NewRx wherein the pharmacy user would exercise actions such as **<VP>**, **<VM>**, **<VD>** and so on.

NOTE: The workflow of a Replace type Response is very similar to that of a NewRx record. For complete details about how to process a NewRx record, refer to section **3.3.1 NewRx Message** in Unit 3 Part 1 (PSO_7_0_P617_UM_31) available on the Veteran's Documentation Library (VDL).

Figure 4.6.5-1: RXR Status in Holding Queue List View

Figure 4.6.5-2: eR$_X$ record discontinued in Outpatient

```
Rx Activity Log                  Sep 30, 2020@14:19:06        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   9/30/20@09:59:11
Comments: Electronic RxRenewal Request sent to External Provider
2   9/30/20@10:05:22
Comments: RxRenewal response from external provider - Replace.




          Enter ?? for more actions

Select Action:Quit//
```

Figure 4.6.5-3: Activity Log of eR$_X$ record discontinued in Outpatient 1

```
Rx Activity Log                  Sep 30, 2020@14:20:08        Page:    1 of      4
                                                  <NO ALLERGY ASSESSMENT>
   PID:  ████ ██ ████                             Ht(cm): _____  (_____)
   DOB:  ███ █ ████ ████                          Wt(kg): _____  (_____)
+
Activity Log:
#   Date/Time               Reason       Rx Ref        Initiator Of Activity
===============================================================================
1   9/30/20             PATIENT INSTR. ORIGINAL
Comments: Patient Instructions Sent By Provider.
2   9/30/20@09:59:11    IERX           ORIGINAL       ████████████████
Comments: Electronic RxRenewal Request sent to External Provider
3   9/30/20@09:59:21    PROCESSED      ORIGINAL       ████████████████
Comments: Label never queued to print by User
4   9/30/20@10:05:22    IERX           ORIGINAL       PSOAPPLICATIONPROXY,PSO
Comments: RxRenewal response from external provider - Replace.
5   9/30/20@10:05:22    DISCONTINUED   ORIGINAL       PSOAPPLICATIONPROXY,PSO
Comments: eRx discontinued by external prescriber

Label Log:
+          Enter ?? for more actions

Select Action:Next Screen//
```

Figure 4.6.5-4: Activity Log of eR$_X$ record discontinued in Outpatient 2

The RxRenewal Response details screen displays the RxRenewal Response Message type.

```
eRx Holding Queue Display      Sep 22, 2021@16:10:08      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 - REPLACE                              EPCS DEA VALIDATED
eRx Status: RXRENEWAL RESPONSE REPLACE - 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:
                        DEA#:                     NPI:

eRx Drug: CLONAZEPAM 0.5mg 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 4.6.5-5: RxRenewal Response - Replace Details Screen

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

```
eRx Holding Queue Display      Sep 30, 2020@14:22:08      Page:    3 of    5
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)              eRx WT: 81.19(kg)(09/28/2020)
+

************************RXRENEWAL RESPONSE INFORMATION***********************
REPLACE
Response Date/Time: SEP 30, 2020@10:05:22
Note: Replace RxRenewal Response with different Medication

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


************************MEDICATION DISPENSED*****************************
Vista Drug: FAMOTIDINE 20MG TAB
Vista Qty: 60            Vista Refills: 0           Vista Days Supply: 30
+          Enter ?? for more actions
VP VALIDATE PATIENT        VM VALIDATE PROVIDER     VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                AC (Accept eRx)
H  Hold                    UH Un Hold               RM Remove eRx
Select Action:Next Screen//
```

Figure 4.6.5-6: RxRenewal Response - Replace Information Section

When a user takes any action on the "RXR" record in the Holding Queue, the status of the record changes to "RXI", which indicates that the record is in process.

Figure 4.6.5-7: RXI Status in the Holding Queue

The user may select the record to view the RxRenewal Response Details screen.

Figure 4.6.5-8: RXI – Summary/Details screen

When the user completes accepting the validation of Patient, Provider and Drug sections on the Replace type response, the status changes to "RXW", indicating that the record is now in waiting status.

```
PSO ERX HOLDING QUEUE          Sep 30, 2020@14:27        Page:    1 of    6
PSO ERX HOLDING QUEUE
                       ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)
        Patient              DOB        Drug               Provider    STA Rec Date
1.                                      iron polysaccharides           RXW 9/30/20
2.                                      potassium chloride (K           CAN 9/29/20
3.                                      TACRINE HCL 10MG CAP           RXC 9/29/20
4.                                      Amaryl 4 mg Tablet             RXC 9/29/20
5.                                      GENTAMICIN SULFATE 0.          RXC 9/29/20
6.                                      Janumet 1000 mg-50 mg          RXA 9/29/20
7.                                      Janumet 1000 mg-50 mg          RXA 9/29/20
8.                                      Fluticasone Furoate 2          RXC 9/29/20
9.                                      VELVACHOL CREAM   16 O         RXP 9/29/20
10.                                     IPRATROPIUM BR 0.03%           RXP 9/29/20
11.                                     Atenolol 50 mg tablet          RXD 9/28/20
12.                                     simvastatin 40 mg tab          RXD 9/28/20
13.                                     TERAZOSIN HCL 5MG CAP          RXD 9/28/20
14.                                     GABAPENTIN 100MG CAP           RXD 9/28/20
15.                                     FOSINOPRIL NA 20MG TA          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 4.6.5-9: RXW Status in the Holding Queue

The user may select the record to view the RxRenewal Response Details screen.

```
eRx Holding Queue Display    Sep 22, 2021@16:36:10      Page:    1 of    6
eRx Patient:
eRx Reference #:
eRx HT: 167.64(cm)(10/05/2020)            eRx WT: 64.86(kg)(10/05/2020)

RXRENEWALRESPONSE - REPLACE                          EPCS DEA VALIDATED
eRx Status: RXRENEWAL RESPONSE WAITING
**********************MEDICATION PRESCRIBED**********************
eRx Patient Primary Telephone:
eRx Patient:                                   DOB:
Vista Patient[v]:                              DOB:

eRx Provider Primary Telephone:
eRx Provider:
                    DEA#:                      NPI:
Vista Provider[v]:
                    DEA#:                      NPI:

eRx Drug: CLONAZEPAM 0.5mg 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 4.6.5-10: RXW – Summary/Details screen

When the user accepts the RxRenewal Response record using <**AC**>, the status of the record changes to "RXP" (RxRenewal Response Processed), and it is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

```
PSO ERX HOLDING QUEUE          Sep 30, 2020@14:28:44         Page:    1 of    6
PSO ERX HOLDING QUEUE
                   ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)
       Patient            DOB         Drug              Provider     STA Rec Date
1.                                     iron polysaccharides           RXP 9/30/20
2.                                     potassium chloride (K          CAN 9/29/20
3.                                     TACRINE HCL 10MG CAP           RXC 9/29/20
4.                                     Amaryl 4 mg Tablet             RXC 9/29/20
5.                                     GENTAMICIN SULFATE 0.          RXC 9/29/20
6.                                     Janumet 1000 mg-50 mg          RXA 9/29/20
7.                                     Janumet 1000 mg-50 mg          RXA 9/29/20
8.                                     Fluticasone Furoate 2          RXC 9/29/20
9.                                     VELVACHOL CREAM   16 O         RXP 9/29/20
10.                                    IPRATROPIUM BR 0.03%           RXP 9/29/20
11.                                    Atenolol 50 mg tablet          RXD 9/28/20
12.                                    simvastatin 40 mg tab          RXD 9/28/20
13.                                    TERAZOSIN HCL 5MG CAP          RXD 9/28/20
14.                                    GABAPENTIN 100MG CAP           RXD 9/28/20
15.                                    FOSINOPRIL NA 20MG TA          RXC 9/28/20
+           Enter ?? for more actions
SI Select Item              SO  Sort Entries
SR (Search Queue)           MV  (Message View)
Select Action:Next Screen//
```
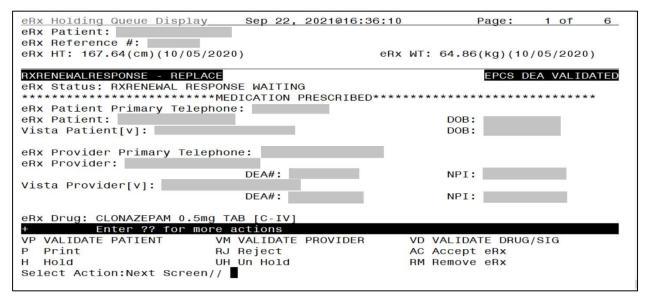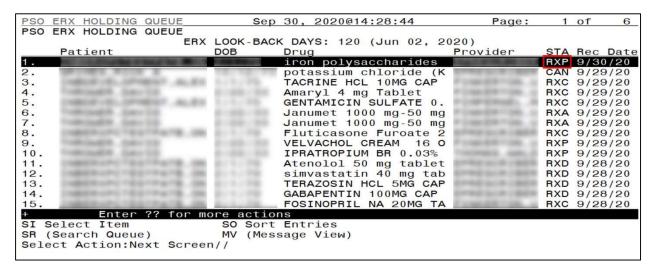
Figure 4.6.5-11: RXP Status in Holding Queue

On the OP side, a pending line entry is added for the user to finish the Replace RxRenewal Response.

```
Medication Profile             Sep 30, 2020@14:29:43         Page:    3 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
+
18 &              FAMOTIDINE 20MG TAB           60 DC>09-30 09-30   0  30
19 &              MAGNESIUM COMPLEX 300MG TAB   90 DC 03-22 03-24   0  90
20 &              MELOXICAM 15MG TAB            30 DC>08-12 08-12   0  60
21 &              OFLOXACIN 0.3% OPTH SOLN 5ML   5 DC 09-29 09-29   0  30
22 &              SIMVASTATIN 10MG TAB          60 DC>08-04 08-04   1  60
23 &              TERAZOSIN HCL 5MG CAP         30 DC>09-28 09-28   0  30
-------------------------------PENDING----------------------------------------
24 & AMLODIPINE BESYLATE 10MG TAB      QTY: 45        ISDT: 08-12> REF:   0
25 & IRON POLYSACCHARIDE COMPLEX 150MG CAP
                                       QTY: 60        ISDT: 09-30> REF:   3
          Enter ?? for more actions
PU  Patient Record Update            NO   New Order
PI  Patient Information              SO   Select Order
Select Action: Quit//
```
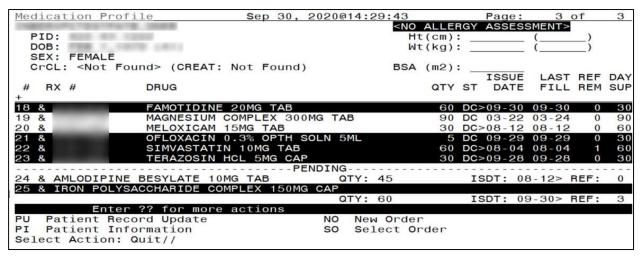
Figure 4.6.5-12: Medication Profile – Pending Line Entry

The user may select the pending line entry to finish the Replace RxRenewal Response and accept it. The Replace RxRenewal Response is now an active prescription which displays in the Active section of the Medication profile.

Figure 4.6.5-13: Replace Response to an active R$_X$ in Active Section of the Medication Profile

Once the Replace RxRenewal Response becomes an active prescription, the status of the RxRenewal Response in the Holding Queue changes to "RXC" (RxRenewal Response Completed).
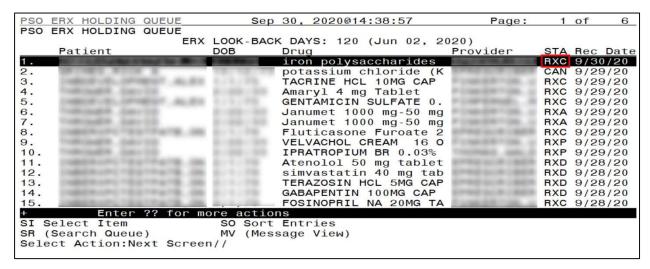

Figure 4.6.5-14: RXC Status in the Holding Queue

Select the record to view the RxRenewal Response details screen.

```
eRx Holding Queue Display      Sep 22, 2021@16:15:34       Page:    1 of    6
eRx Patient:          [        ]
eRx Reference #:      [        ]
eRx HT: 167.64(cm)(10/05/2020)              eRx WT: 64.86(kg)(10/05/2020)

RXRENEWALRESPONSE - REPLACE                           EPCS DEA VALIDATED
eRx Status: RXRENEWAL RESPONSE COMPLETE
*************************MEDICATION PRESCRIBED*****************************
eRx Patient Primary Telephone:     [        ]
eRx Patient:      [        ]                          DOB:  [      ]
Vista Patient[v]:  [            ]                      DOB:  [      ]

eRx Provider Primary Telephone:    [        ]
eRx Provider:    [      ]
                        DEA#:  [        ]             NPI:  [        ]
Vista Provider[v]:  [      ]
                        DEA#:  [        ]             NPI:  [        ]

eRx Drug: CLONAZEPAM 0.5mg 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// █
```
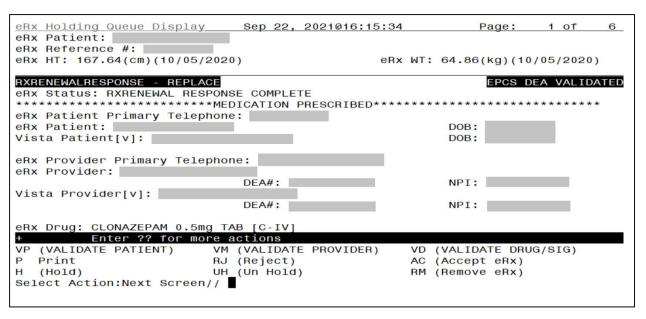
Figure 4.6.5-15: RxRenewal Response Details Screen

The status of the corresponding RxRenewal Request changes to "RRC" (RxRenewal Request Completed).
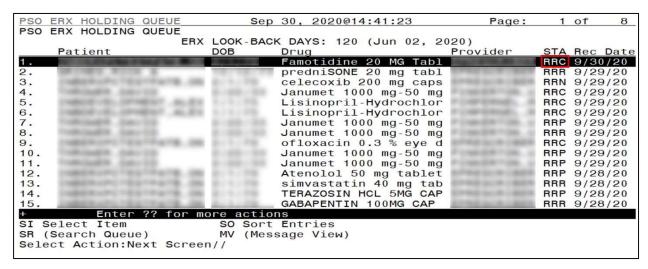
```
PSO ERX HOLDING QUEUE         Sep 30, 2020@14:41:23       Page:    1 of    8
PSO ERX HOLDING QUEUE
                  ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)
        Patient           DOB        Drug              Provider    STA Rec Date
1.                                   Famotidine 20 MG Tabl         RRC 9/30/20
2.                                   predniSONE 20 mg tabl         RRR 9/29/20
3.                                   celecoxib 200 mg caps         RRN 9/29/20
4.                                   Janumet 1000 mg-50 mg         RRC 9/29/20
5.                                   Lisinopril-Hydrochlor         RRC 9/29/20
6.                                   Lisinopril-Hydrochlor         RRC 9/29/20
7.                                   Janumet 1000 mg-50 mg         RRP 9/29/20
8.                                   Janumet 1000 mg-50 mg         RRR 9/29/20
9.                                   ofloxacin 0.3 % eye d         RRC 9/29/20
10.                                  Janumet 1000 mg-50 mg         RRP 9/29/20
11.                                  Janumet 1000 mg-50 mg         RRP 9/29/20
12.                                  Atenolol 50 mg tablet         RRP 9/28/20
13.                                  simvastatin 40 mg tab         RRR 9/28/20
14.                                  TERAZOSIN HCL 5MG CAP         RRP 9/28/20
15.                                  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 4.6.5-16: RRC Status in the Holding Queue

Select the record to view the RxRenewal Request details screen.

```
eRx Holding Queue Display      Sep 22, 2021@16:16:39       Page:    1 of    4
eRx Patient: ▇▇▇▇▇▇▇▇▇▇
eRx Reference #: ▇▇▇▇▇▇▇▇
eRx HT: 167.64(cm)(10/05/2020)              eRx WT: 64.86(kg)(10/05/2020)
_____
RXRENEWALREQUEST
eRx Status: RXRENEWAL REQUEST COMPLETE
**********************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: Oxazepam 100MG 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 4.6.5-17: RxRenewal Request Details Screen

The <**VP**>, <**VM**>, <**VD**>, <**Hold**>, <**UnHold**>, <**RJ**>, <**RM**>, and <**AC**> actions are in parentheses ( ), therefore the user cannot select these actions for this message type. Similar to the status change with other RxRenewal Response types, in case of Replace the corresponding RxRenewal Request record transitions from RRN, RRR, RRP to RRC. For more information about RxRenewal Request status codes, refer to Appendix D: RxRenewal Request Preconditions and Warnings in Unit 6 (PSO_7_0_P617_UM_6) available on the Veteran's Documentation Library (VDL).

4.6.5.1 RxRenewal Response – Processing Error (RXE)

RxRenewal Response – Processing Error (RXE) is an actionable status used for Replace RxRenewal Responses if a failure occurs. One scenario is when a patient's Outpatient Profile record is locked in OERR and a Replace RxRenewal Response is attempting to auto-Discontinue an eR$_X$ record at the same time. Another scenario is when a RxRenewal Request is sent out for a prescription, and it is manually discontinued before a response is received. Then, a Replace RxRenewal Response is sent for the prescription.

When a Replace RxRenewal Response record is in "RXE" status, the user can still process the record similar to a NewRx record after manually canceling the original in Outpatient Pharmacy. The status codes for Replace RxRenewal Response workflow is covered in **Error! Reference source not found.**.
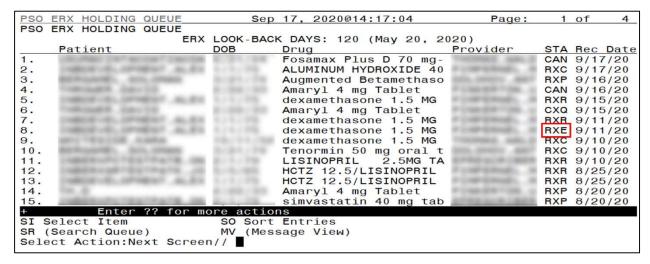

Figure 4.6.5-18: RXE Status in Holding Queue List View

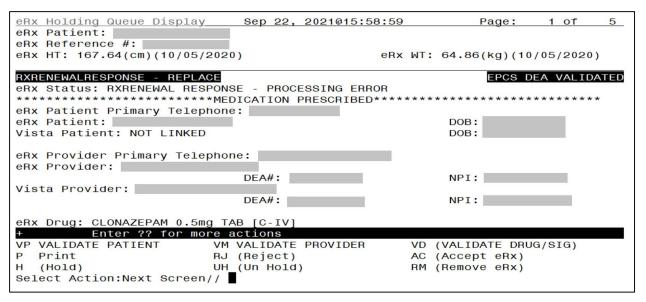The RxRenewal Response details section displays the RxRenewal Response Message type.

Figure 4.6.5-19: RxRenewal Response - Replace Details Screen for RXE

When the user exercises one of the available actions, a warning displays that the corresponding OP record may not have been auto-Discontinued. The user is prompted to select Yes or No. Upon selecting Yes, the status of the record changes to "RXI". Upon selecting No, the record remains in "RXE" status.

```
RXRENEWALRESPONSE - REPLACE                                EPCS DEA VALIDATED
eRx Status: RXRENEWAL RESPONSE - PROCESSING ERROR
***************************MEDICATION PRESCRIBED***************************
eRx Patient Primary Telephone:
eRx Patient:                                          DOB:
Vista Patient: NOT LINKED                             DOB:

eRx Provider Primary Telephone:
eRx Provider:
                        DEA#:                         NPI:
Vista Provider:
                        DEA#:                         NPI:

eRx Drug: CLONAZEPAM 0.5mg 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// VP    VALIDATE PATIENT
There was a processing error.
Please validate that the eRx was discontinued in Outpatient Pharmacy and/or
canceled in the Holding Queue.
Would you like to continue to process the record?? YES//
```

Figure 4.6.5-20: Replace Response Processing Error Warning Text/Prompt

Once the status of the Replace record is changed to "RXI", the user can exercise the record same way as a Replace record that was originally in "RXR" status. For information on how to process a Replace type response, refer to section 4.6.5 Replace.

NOTE: Additional "RXE" information are as follows:

"RXE" applies to Replace response type only.

1. When a user selects an Active eR$_X$ from OP that has an outstanding RxRenewal Request and locks it, and at the same time a Replace RxRenewal Response is received.

2. When a RxRenewal Request is sent out for a prescription and the original prescription is manually discontinued before receiving a response, following which a Replace RxRenewal Response is received.

3. When a RxRenewal Request is sent for a prescription that has expired within 120 days, and the patient record is locked in OP, during which a Replace RxRenewal Response message is received.

4. When a RxRenewal Request is sent for a prescription that has expired within 120 days, and the original is manually discontinued, following which a Replace RxRenewal Response message is received.

5. When a RxRenewal Request is sent for a prescription that has been discontinued within 120 days and a Replace RxRenewal Response message is received.

6. When a user selects an Active eR$_X$ in OP that has an outstanding RxRenewal Request and locks it, and at the same time a Replace RxRenewal Response is sent, the Prescription gets auto-Discontinued and the corresponding Response is marked as "RXR" in the Holding Queue. However, if the record is locked in Edit mode in OP, the response fails to auto-Discontinue and is marked as "RXE" in the Holding Queue.

7. When a RxRenewal Request is sent out for a prescription, and it is renewed within VA, the prescription becomes a non-electronic prescription. If a Replace RxRenewal Response is then sent, the VA Order (non-eR$_X$) is not modified by the response. The response is marked as "RXE" in the Holding Queue.

4.7 Inbound Error – RRE

The "Inbound ERROR" message is the NCPDP 2017071 format for an Inbound Error message received in VistA under certain situations, such as the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare not working.

When a RxRenewal Request sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved and displayed in the Holding Queue's list view with the status RRE (RxRenewal Request Error). This is an actionable entry and requires the user to acknowledge it.

For more information about <**ACK**> Acknowledge, refer to section 4.9 Acknowledge: Hidden Action for RxRenewal Response/Inbound Error.

4.8 Add Comments: Hidden Action for RxRenewal Request/Response

There is a free-text "Comment" field in the Message Details view for RxRenewal Request and Response messages. This field allows users to enter additional comments on the RxRenewal Request and Response messages. To add a comment:

1. Type action <**AD**>.

2. Type Request/Response comments.

Figure 4.6.5-1: Add Comments

3. Select <**Enter**>.

Figure 4.6.5-2: RxRenewal Request Comments

The user who made the comment displays in the "Comments By" field and the date/time the comments were made display in the "Comments Date/Time" field. Users can replace the comments with updated comments. When comments are replaced, the last user who made comments displays in the "Comments By" field and the date/time the comments were updated display in the "Comments Date/Time" field. To update or replace comments:

4. Type action <**AD**>.

5. Replace with updated comments.

```
eRx Reference #: ▨▨▨▨
eRx HT: 152.4(cm)(11/13/2019)            eRx WT: 65.77(kg)(11/13/2019)
+
RxRenewal Response Comments:
Comments By:
Comments Date/Time:


**********************RXRENEWAL REQUEST INFORMATION**************************
Requested By: ▨▨▨▨▨▨
Request Date/Time: AUG 25, 2020@11:31
# of Refills Requested: 1

RxRenewal Request Comments: SCREEN CAPTURE ON 09/22/2020
Comments By: ▨▨▨▨▨▨
Comments Date/Time: SEP 22, 2020@14:44:10

+          Enter ?? for more actions
VP (VALIDATE PATIENT)       VM (VALIDATE PROVIDER)     VD (VALIDATE DRUG/SIG)
P   Print                   RJ (Reject)                AC (Accept eRx)
H   (Hold)                  UH (Un Hold)               RM (Remove eRx)
Select Action:Next Screen// AD    AD
REQUEST/RESPONSE COMMENTS: SCREEN CAPTURE ON 09/22/2020
   Replace ... With SCREEN CAPTURE FOR USER MANUAL ON 09/22/2020
```

Figure 4.6.5-3: Replacing RxRenewal Request Comments

6. Select <**Enter**>.

```
eRx Holding Queue Display      Sep 22, 2020@14:45:33       Page:     3 of    4
eRx Patient: ▨▨▨▨▨▨
eRx Reference #: ▨▨▨▨
eRx HT: 152.4(cm)(11/13/2019)            eRx WT: 65.77(kg)(11/13/2019)
+
RxRenewal Response Comments:
Comments By:
Comments Date/Time:


**********************RXRENEWAL REQUEST INFORMATION**************************
Requested By: ▨▨▨▨▨▨
Request Date/Time: AUG 25, 2020@11:31
# of Refills Requested: 1

RxRenewal Request Comments: SCREEN CAPTURE FOR USER MANUAL ON 09/22/2020
Comments By: ▨▨▨▨▨▨
Comments Date/Time: SEP 22, 2020@14:45:33

+          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 4.6.5-4: RxRenewal Request Comments Updated

4.9 Acknowledge: Hidden Action for RxRenewal Response/Inbound Error

Once the user completes reviewing a Denied or a Denied, NewRx to Follow RxRenewal Response message in the Holding Queue List View, the user can exercise the <**ACK**> Acknowledge Hidden action to remove the message from the list view. The resulting acknowledged message can be retrieved using <**MV**> Message View or <**SR**> Search. Acknowledge is also enabled for RxRenewal Responses that fail to auto-process and are in status of "RXF" and the Inbound Errors with status "RRE". When a RxRenewal Response – Denied or Denied NewRx to Follow type is received in the Holding Queue, it is displayed in the list view, and is in the actionable "RXD" status.

```
PSO ERX HOLDING QUEUE          Sep 22, 2020@15:00          Page:    3 of     5
PSO ERX HOLDING QUEUE
                     ERX LOOK-BACK DAYS: 120 (May 25, 2020)
+     Patient             DOB         Drug                Provider      STA Rec Date
31.                                   dexamethasone 1.5 MG              RXC 9/10/20
32.                                   metformin (GLUCOPHAGE            RXD 9/21/20
33.                                   dexamethasone 1.5 MG              RXE 9/11/20
34.                                   SULFISOXAZOLE 500MG T             RXE 8/11/20
35.                                   LOSARTAN POTASSIUM 10             RXI 8/5/20
36.                                   dexamethasone 1.5 MG              RXI 6/18/20
37.                                   dexamethasone 1.5 MG              RXN 9/21/20
38.                                   Augmented Betamethaso             RXP 9/16/20
39.                                   simvastatin 40 mg tab             RXP 8/20/20
40.                                   HCTZ 12.5/LISINOPRIL              RXP 5/28/20
41.                                   nitroglycerin 0.4 mg              RXP 5/26/20
42.                                   Victoza 18 MG/3ML Sub             RXP 5/27/20
43.                                   KETOCONAZOLE 200MG TA             RXP 6/17/20
44.                                   Victoza 18 MG/3ML Sub             RXP 7/7/20
45.                                   GABAPENTIN 100MG CAP              RXP 7/7/20
+              Enter ?? for more actions
SI Select Item            SO (Sort Entries)
SR (Search Queue)         MV (Message View)
Select Action:Next Screen//
```

Figure 4.6.5-1: RXD Status in the Holding Queue List View

Select the record to view the RxRenewal Response details screen.

```
eRx Holding Queue Display      Sep 22, 2021@15:22:13        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 - DENIED, NEW PRESCRIPTION TO FOLLOW        EPCS DEA VALIDATED
eRx Status: RXRENEWAL RESPONSE DENIED/DNTF
**********************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: MODAFINIL 100MG 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//
```
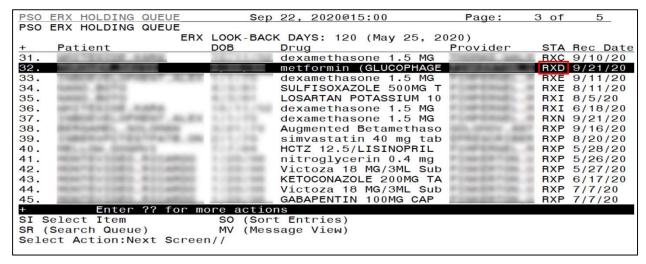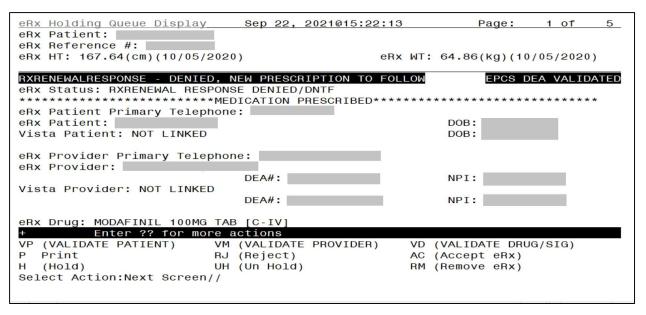
Figure 4.6.5-2: RxRenewal Response Denied/DNTF Details Screen

The user may type <**ACK**> at the prompt to acknowledge the RxRenewal Response message.

```
RXRENEWALRESPONSE - DENIED, NEW PRESCRIPTION TO FOLLOW
eRx Status: RXRENEWAL RESPONSE DENIED/DNTF
**************************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: CLONAZEPAM 0.5mg 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// ACK    ACK
Would you like to acknowledge this record?
Enter Yes or No: N// YES
RxRenewal response acknowledged.
Type <Enter> to continue or '^' to exit:
```
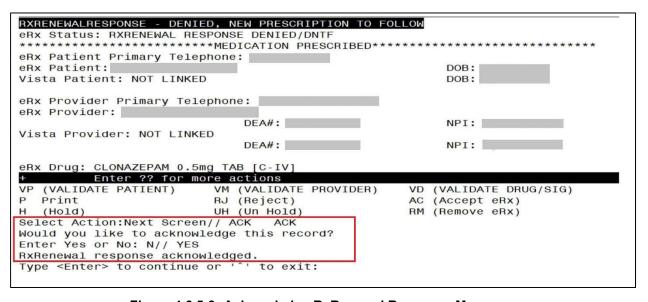
Figure 4.6.5-3: Acknowledge RxRenewal Response Message

Once the user selects **Yes** at the prompt, the status of the message is changed from "RXD" to "RXA" and the message is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

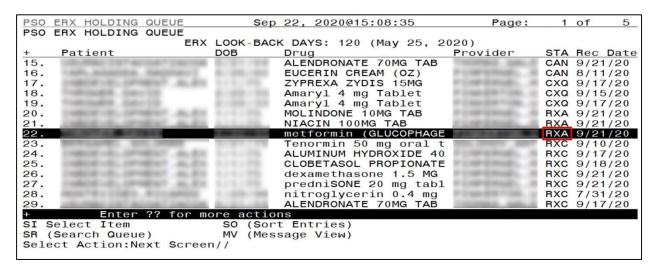**Figure 4.6.5-4: RXA Status in the Holding Queue**

Select the record to view the RxRenewal Response details screen, displaying the eR$_X$ status of RxRenewal Response Acknowledged.

Figure 4.6.5-5: RxRenewal Response Acknowledged Details Screen

NOTE: When the user acknowledges a RxRenewal Response with a status of "RXF", it changes to "RXA". The workflow is the same as "RXD" to "RXA".

When a RxRenewal Request results in an Inbound Error with the status "RRE", it is displayed in the list view as an actionable entry.

Figure 4.6.5-6: RRE Status in the Holding Queue List View

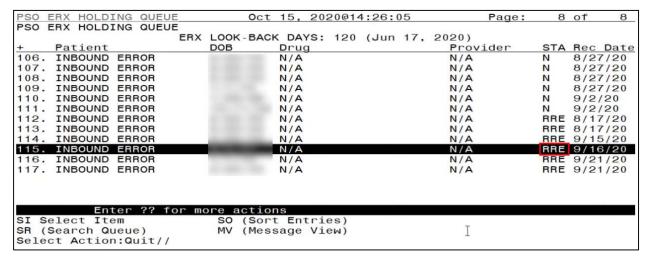Select the record to view the Inbound Error details screen, displaying an eR$_X$ status of RxRenewal Request Error.
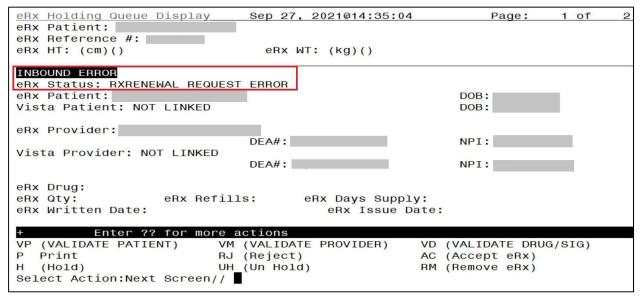

Figure 4.6.5-7: RxRenewal Request Error Details Screen

The user may type <**ACK**> Acknowledge at the prompt to acknowledge the RxRenewal Response message.

```
Select Action:Next Screen// ACK    ACK
Would you like to acknowledge this record?
Enter Yes or No: N// YES
Inbound error acknowledged.
Type <Enter> to continue or '^' to exit: █
```

Figure 4.6.5-8: Acknowledge Action

Once the user selects **Yes** at the prompt, the status of the message is changed from "RRE" to "IRA" and the message is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

```
PSO ERX HOLDING QUEUE        Sep 22, 2020@14:55:21        Page:    1 of    8
PSO ERX HOLDING QUEUE
                   ERX LOOK-BACK DAYS: 120 (May 25, 2020)
        Patient           DOB        Drug                 Provider    STA Rec Date
1.                                    N/A                  N/A         CRE 9/21/20
2.                                    N/A                  N/A         E   9/21/20
3.                                    N/A                  N/A         CRE 9/21/20
4.                                    N/A                  N/A         E   9/21/20
5.                                    N/A                  N/A         E   9/21/20
6.                                    N/A                  N/A         IRA 9/21/20
7.                                    N/A                  N/A         E   9/21/20
8.                                    N/A                  N/A         E   9/21/20
9.                                    N/A                  N/A         E   9/21/20
10.                                   N/A                  N/A         E   9/21/20
11.                                   N/A                  N/A         E   9/21/20
12.                                   N/A                  N/A         E   9/21/20
13.                                   N/A                  N/A         RRE 9/21/20
14.                                   N/A                  N/A         E   9/21/20
15.                                   N/A                  N/A         E   9/21/20
+              Enter ?? for more actions
SI Select Item          SO Sort Entries
SR (Search Queue)       MV (Message View)
Select Action:Next Screen// █
```
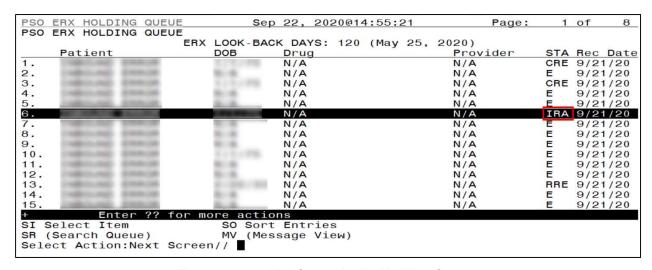
Figure 4.6.5-9: IRA Status in the Holding Queue

Select the record to view the Inbound Error details screen, with an eR$_X$ status of Inbound RxRenewal Request Error Acknowledged.

```
eRx Holding Queue Display      Sep 27, 2021@14:37:06      Page:    1 of    2
eRx Patient: ▓▓▓▓▓▓▓▓
eRx Reference #: ▓▓▓▓▓▓▓
eRx HT: (cm)()                    eRx WT: (kg)()


INBOUND ERROR
eRx Status: INBOUND RXRENEWAL ERROR ACKNOWLEDGED
eRx Patient: ▓▓▓▓▓▓▓▓                         DOB: ▓▓▓▓▓▓
Vista Patient: NOT LINKED                    DOB: ▓▓▓▓▓▓

eRx Provider: ▓▓▓▓▓▓▓▓
                   DEA#: ▓▓▓▓▓▓▓        NPI: ▓▓▓▓▓▓▓▓
Vista Provider: NOT LINKED
                   DEA#: ▓▓▓▓▓▓▓        NPI: ▓▓▓▓▓▓▓▓

eRx Drug:
eRx Qty:          eRx Refills:        eRx Days Supply:
eRx Written Date:                     eRx Issue Date:

+           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//
```
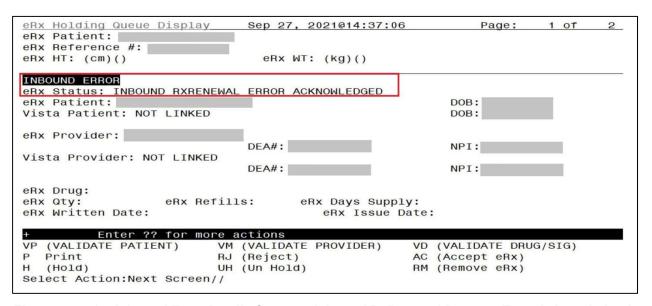
Figure 4.6.5-10: Inbound Error Details Screen – Inbound RxRenewal Request Error Acknowledged