Outpatient Pharmacy

Inbound ePrescribing Version 5.0

New eRx Holding Queue Option

Meds By Mail Class 3 to Class 1 Conversion Project

VistA Patch # PSO\*7.0\*700

Installation Guide



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Revision History

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# Introduction

This document describes how to deploy and install the Pharmacy Inbound ePrescribing (IEP) VistA Patch (PSO\*7.0\*700).

The purpose of this plan is to provide a single, common document that describes how, when, where, and to whom the IEP patch PSO\*7.0\*700 will be deployed and installed, as well as how it is to be backed out and rolled back, if necessary. The plan also identifies resources, communications plan, and rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

## Dependencies

Patch PSO\*7.0\*700 possesses a direct application dependency on the VistA Outpatient Pharmacy (OP) v.7.0 application. Patch PSO\*7\*243, PSO\*7\*545, PSO\*7\*557, PSO\*7\*669, PSO\*7\*686, PSO\*7\*689, PSO\*7\*706, PSO\*7\*715, and PSO\*7\*718 are required to be installed before PSO\*7.0\*700.

## Constraints

None.

# Roles and Responsibilities

This section outlines the roles and responsibilities for managing the deployment of the patch PSO\*7.0\*700.

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

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

# Deployment

The Inbound Electronic Prescribing (eRx) enhancements delivered in Patch PSO\*7\*.0\*700 include updates to the current eRx functionality to convert all of the MbM Class 3 modifications into Class 1. Patch PSO\*7.0\*700 will be distributed via the FORUM Patch Module and may be deployed at any site without regard to deployment status at other sites.

## Timeline

**This patch will take approximately between 30 and 120 minutes to complete installation**. The duration will depend on how many eRx records currently exists on your database. For Meds-By-Mail (MbM), with a little more than 7,000,000 eRx records, the installation took about 120 minutes.

### Deployment Topology

Patch PSO\*7.0\*700 will be released to all VistA sites.



Figure 1: Deployment Topology (Targeted Architecture)

### Site Information (Locations, Deployment Recipients)

During IOC testing, patch PSO\*7.0\*700 will be deployed at the following sites:

* + - * Health Administration Center (Meds by Mail)
			* Central Texas, Temple VA Medical Center Pharmacy

PSO\*7.0\*700 will be delivered to the Information Technology (IT) support staff responsible for the VistA installation at those sites. The software will be installed in the IOC test and production environments.

After National Release, Patch PSO\*7.0\*700 will be deployed at all sites running the Outpatient Pharmacy v.7.0 application.

### Site Preparation

To prepare for the site, patch: Patch PSO\*7\*243, PSO\*7\*545, PSO\*7\*557, PSO\*7\*669, PSO\*7\*686, PSO\*7\*689, PSO\*7\*706, PSO\*7\*715, and PSO\*7\*718 are required to be installed before PSO\*7.0\*700.

## Resources

Deployment of Patch PSO\*7.0\*700 requires an up to date VistA environment running the Outpatient Pharmacy v.7.0 application, as well as designated IT support available to perform the patch installation.

### Facility Specifics

There are no facility-specific deployment or installation features of patch PSO\*7\*700.

### Hardware

Patch PSO\*7.0\*700 is being released to enhance VistA’s Pharmacy Outpatient Pharmacy package. This patch includes updates to the current Inbound Electronic Prescribing (eRx) functionality to convert all of the MbM Class 3 modifications into Class 1. It will be deployed to all VA pharmacy VistA sites nationwide.

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

### Software

The following table describes software specifications required at each site prior to deployment.

Table 2: Software Specifications

| Required Software | Make | Version | Configuration | Manufacturer | Other |
| --- | --- | --- | --- | --- | --- |
| Outpatient Pharmacy |  | 7.0 | Standard | VHA |  |

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

### Communications

No notifications are required for deployment of patch PSO\*7.0\*700 other than the patch description released through Forum.

#### Deployment/Installation/Back-Out Checklist

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

Table 3: Deployment/Installation/Back-Out Checklist

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

# Installation

## Pre-installation and System Requirements

Access to the National VA Network and to the local network of each site to receive patch PSO\*7.0\*700 is required to perform the installation, as well as the authority to install patches.

### Pre/Post Installation Overview

**Pre-Install:**

A pre-install process will check whether any of the new protocols in this patch already exists at the site where the patch is being installed. If any protocol is found it will be deleted. None of the new protocols should exist at your site prior to installation of this patch for the first time, it will be more important in the unlike event of the need to install the patch twice.

**Post-Install:**

A few steps will be performed soon after the patch is installed:

* The new file ERX HOLDING QUEUE PREFERENCES (#52.35) created to store user preferences for eRx Holding Queue lists will be initialized in order to later store individual user’s preferences
* Three new Holding Codes are being created by this patch:
	+ HAL - NO PATIENT ALLERGY ASSESSMENT
	+ HEL - PATIENT ELIGIBILITY ISSUE
	+ HUR – UN-REMOVED
* The following new cross-references will be build by this patch post-install process:
	+ APATVPAT – This cross-reference is used to suggest a VistA Patient
	+ APRVVPRV – This cross-reference is used to suggest a VistA Provider
	+ AVPAT – This cross reference is used to determine the last received date of an eRx for a VistA Patient
	+ AVPRV – This cross reference is used to determine the last received date of an eRx for a VistA Provider
	+ ADRGVRX – This cross-reference is used to suggest a Drug along with all the other fields (Dosage, SIG, Days Supply, Qty, etc..)
	+ AMSGDTSTS – This cross reference is used to considerably increase performance for loading eRx Holding Queue lists (Patient Centric and Rx Medication)

## Platform Installation and Preparation

Patch PSO\*7.0\*700 does not require any platform installation or preparation.

## Download and Extract Files

Patch PSO\*7\*700 is being released as a FORUM Patch message, which will be sent to the G.PATCHES mail group.

The documentation, described in the table below, will be in the form of Adobe Acrobat files. Documentation can be found on the VA Software Documentation Library at: <http://www.va.gov/vdl/>. Documentation can also be found at <https://download.vista.med.va.gov/index.html/SOFTWARE>.

Table 4: Installation Documentation

|  |  |  |
| --- | --- | --- |
| Title | File Name | FTP Mode |
| Installation Guide - Inbound ePrescribing (PSO\*7.0\*700) | PSO\_7\_0\_P700\_DIBRG.docxPSO\_7\_0\_P700\_DIBRG.pdf | Binary |
| User Manual – Inbound ePrescribing – Unit 7 Part 1 (PSO\*7.0\*700)User Manual – Inbound ePrescribing – Unit 7 Part 2 (PSO\*7.0\*700)Outpatient Pharmacy Version 7 Manager's User Manual (PSO\*7.0\*700)Outpatient Pharmacy Version 7 Pharmacist's User Manual (PSO\*7.0\*700)Outpatient Pharmacy Version 7 Technician's User Manual (PSO\*7.0\*700) | PSO\_7\_0\_P700\_UM\_71.docxPSO\_7\_0\_P700\_UM\_71.pdfPSO\_7\_0\_P700\_UM\_72.docxPSO\_7\_0\_P700\_UM\_72.pdfPSO\_7\_0\_P700\_MAN\_UM.docxPSO\_7\_0\_P700\_MAN\_UM.pdfPSO\_7\_0\_P700\_PHARM\_UM.docxPSO\_7\_0\_P700\_ PHARM\_UM.pdfPSO\_7\_0\_P700\_TECH\_UM.docxPSO\_7\_0\_P700\_TECH\_UM.pdf | Binary |
| Technical Manual/Security Guide - Outpatient Pharmacy V.7.0 (PSO\*7.0\*700) | PSO\_7\_0\_P700\_TM.docxPSO\_7\_0\_P700\_TM.pdf | Binary |
| Release Notes – Inbound ePrescribing (PSO\*7.0\*700) | PSO\_7\_0\_P700\_RN.docxPSO\_7\_0\_P700\_RN.pdf | Binary |

## Database Creation

No new database is required for the patch PSO\*7.0\*700.

## Installation Scripts

No installation scripts are required for installation of patch PSO\*7.0\*700.

## Cron Scripts

No Cron scripts are required for installation of patch PSO\*7.0\*700.

## Access Requirements and Skills Needed for the Installation

Access to the National VA Network and to the local network of each site to receive patch PSO\*7.0\*700 is required to perform the installation, as well as the authority to install patches.

Knowledge of, and experience with, the Kernel Installation and Distribution System (KIDS) software is required. For more information, see Section V, Kernel Installation and Distribution System, in the [Kernel 8.0 & Kernel Toolkit 7.3 Systems Management Guide.](http://www.va.gov/VDL/documents/Infrastructure/Kernel/krn8_0sm.docx)

## Installation Procedure

This patch may be installed with users on the system although it is recommended that it be installed during non-peak hours to minimize potential disruption to users. This patch should take less than 5 minutes to install. Users may NOT be on the system during the install of PSO\*7\*700. It is recommended that this patch be installed during non-peak hours.

**NOTE:** These backup files may get as large as 150 kilobytes. Make sure space is available before proceeding. Creating the backup files should take from 0 to 2 minutes to create backup files.

1. Distribution Load:

Load the KIDS Distribution from the Packman Message using the Packman function "Install/Check Message."

1. From the Kernel Installation and Distribution System Menu, select

 the Installation Menu. From this menu, you may elect to use the

 following options. When prompted for the INSTALL NAME enter:

 PSO\*7.0\*700

1. Backup a Transport Global - This option will create a backup build of patch

components. Respond “BUILD” at the “Select one of the following: B

 Build or R Routines” prompt. \*\*THIS IS CRITICAL TO ACCURATE PATCH

 BACKUP ON YOUR SYSTEM. \*\*

1. Compare Transport Global to Current System - This option will allow you to view all

changes that will be made when this patch is installed. It compares all components of this patch (routines, DDs, templates, etc.).

1. Verify Checksums in Transport Global - This option will allow you to ensure the

 integrity of the routines that are in the transport global.

1. KIDS Installation:
	1. Install the patch using the KIDS Installation Menu action

 "Install Package(s)" and the install name PSO\*7.0\*700.

1. Respond “NO” at the “Want KIDS to Rebuild Menu Trees Upon Completion of Install?” prompt.
2. Respond "NO" at the "Want KIDS to INHIBIT LOGONs during the install?" prompt.
3. Respond "NO" at the "Want to DISABLE Scheduled Options,

 Menu Options, and Protocols?" prompt.

### Back-out Plan

To back-out data from a production account could cause broken pointers, <UNDEFINED> errors and hard MUMPS crashes. The back-out plan for data only patches is to report your findings and wait for a repair patch. Contact Help desk to log a ticket.

### Patch Verification

Kernel Installation & Distribution System-> Utilities-> Install. File Print option can be used to check for any errors plus the status of the install being Completed.

## Post-Installation Instructions

There are no additional steps to be completed in order to finalize installation of this patch.

## Routine Information

The second line of each of these routines now looks like:

 ;;7.0;OUTPATIENT PHARMACY;\*\*[Patch List]\*\*;DEC 1997;Build 255

The checksums below are new checksums, and

 can be checked with CHECK1^XTSUMBLD.

Routine Name: PSO700PI

 Before: n/a After: B44912255 \*\*700\*\*

Routine Name: PSODIR1

 Before:B117923004 After:B118043086 \*\*23,46,78,102,121,131,146,166,

 184,222,268,206,266,340,391,

 444,446,505,543,457,574,612,

 686,700\*\*

Routine Name: PSOERALL

 Before: n/a After:B120636335 \*\*700\*\*

Routine Name: PSOERHL0

 Before: n/a After:B121070908 \*\*700\*\*

Routine Name: PSOERHL1

 Before: n/a After: B23585360 \*\*700\*\*

Routine Name: PSOERPC0

 Before: n/a After:B200854807 \*\*700\*\*

Routine Name: PSOERPC1

 Before: n/a After:B142593598 \*\*700\*\*

Routine Name: PSOERPC2

 Before: n/a After: B7710980 \*\*700\*\*

Routine Name: PSOERPR0

 Before: n/a After: B42460343 \*\*700\*\*

Routine Name: PSOERPR1

 Before: n/a After: B53701907 \*\*700\*\*

Routine Name: PSOERPR2

 Before: n/a After: B34679017 \*\*700\*\*

Routine Name: PSOERPT0

 Before: n/a After:B103147741 \*\*700\*\*

Routine Name: PSOERPT1

 Before: n/a After: B94555733 \*\*700\*\*

Routine Name: PSOERPT2

 Before: n/a After: B18900786 \*\*700\*\*

Routine Name: PSOERPV1

 Before: n/a After: B14909686 \*\*700\*\*

Routine Name: PSOERRX0

 Before: n/a After: B99582585 \*\*700\*\*

Routine Name: PSOERRX1

 Before: n/a After:B108656993 \*\*700\*\*

Routine Name: PSOERUT

 Before: B2212347 After: B45643439 \*\*692,700\*\*

Routine Name: PSOERUT0

 Before: n/a After:B108445469 \*\*700\*\*

Routine Name: PSOERUT1

 Before: n/a After: B49401821 \*\*700\*\*

Routine Name: PSOERUT2

 Before: n/a After:B154595210 \*\*700\*\*

Routine Name: PSOERUT3

 Before: n/a After: B71997905 \*\*700\*\*

Routine Name: PSOERUT4

 Before: n/a After:B149314150 \*\*700\*\*

Routine Name: PSOERUT5

 Before: n/a After:B176056414 \*\*700\*\*

Routine Name: PSOERUT6

 Before: n/a After: B12929316 \*\*700\*\*

Routine Name: PSOERX1

 Before: B1264803 After: B1366149 \*\*467,520,527,508,551,581,635,

 617,700\*\*

Routine Name: PSOERX1A

 Before:B226817121 After:B238628329 \*\*467,527,508,551,581,617,669,700\*\*

Routine Name: PSOERX1B

 Before:B159757583 After:B187424113 \*\*467,506,520,527,508,551,591,

 606,581,617,700\*\*

Routine Name: PSOERX1C

 Before:B114763111 After:B119987173 \*\*467,520,527,508,551,581,617,

 646,700\*\*

Routine Name: PSOERX1E

 Before: B1908867 After: B20227172 \*\*581,700\*\*

Routine Name: PSOERX1F

 Before:B156552550 After:B176636135 \*\*617,651,700\*\*

Routine Name: PSOERX1G

 Before:B182938181 After:B173422954 \*\*617,646,689,700\*\*

Routine Name: PSOERX1H

 Before: n/a After: B1469522 \*\*700\*\*

Routine Name: PSOERXD1

 Before:B167376443 After: B61765873 \*\*467,520,551,582,581,635,617,

 651,689,700\*\*

Routine Name: PSOERXD2

 Before:B183005048 After:B182366488 \*\*467,506,520,508,551,581,617,

 651,689,700\*\*

Routine Name: PSOERXD3

 Before: B7653993 After: B12463872 \*\*651,700\*\*

Routine Name: PSOERXEN

 Before: B22187992 After: B25939445 \*\*508,581,617,700\*\*

Routine Name: PSOERXH1

 Before: B37438342 After: B43557715 \*\*467,527,508,581,617,700\*\*

Routine Name: PSOERXH2

 Before: n/a After: B5940949 \*\*700\*\*

Routine Name: PSOERXI1

 Before:B214099544 After: B47133714 \*\*581,617,692,706,700\*\*

Routine Name: PSOERXI2

 Before: n/a After: B95050067 \*\*700\*\*

Routine Name: PSOERXIA

 Before: B81005829 After: B88122150 \*\*581,700\*\*

Routine Name: PSOERXIB

 Before: B57255225 After: B57927286 \*\*581,700\*\*

Routine Name: PSOERXIC

 Before: B14137332 After: B14485808 \*\*581,700\*\*

Routine Name: PSOERXP1

 Before: B28700221 After: B6271070 \*\*467,520,527,551,581,700\*\*

Routine Name: PSOERXR1

 Before: B31817644 After: B4504672 \*\*467,520,527,581,545,700\*\*

Routine Name: PSOERXU1

 Before:B169224625 After:B174726367 \*\*467,520,508,551,565,581,617,

 651,700\*\*

Routine Name: PSOERXU3

 Before:B189510920 After:B189943231 \*\*508,591,606,581,617,646,700\*\*

Routine Name: PSOERXU4

 Before: B72585508 After: B93420978 \*\*520,508,551,581,635,617,651,700\*\*

Routine Name: PSOERXU6

 Before:B124286819 After:B132205310 \*\*508,551,581,631,617,672,715,700\*\*

Routine Name: PSOERXU7

 Before: B44861191 After: B49240419 \*\*581,617,700\*\*

Routine Name: PSOERXU8

 Before: B16282202 After: B17242344 \*\*581,617,700\*\*

Routine Name: PSOERXU9

 Before: B30267841 After: B44860046 \*\*617,700\*\*

Routine Name: PSOERXUT

 Before:B134426845 After:B153985248 \*\*617,667,651,718,700\*\*

Routine Name: PSOERXUX

 Before: n/a After: B14640367 \*\*700\*\*

Routine Name: PSOLMPO

 Before: B1379839 After: B1512919 \*\*46,225,436,700\*\*

Routine Name: PSOLMPO1

 Before: B1200387 After: B1483032 \*\*46,71,225,700\*\*

Routine Name: PSOLMRN

 Before: B821442 After: B899068 \*\*11,46,84,225,386,700\*\*

Routine Name: PSONEW

 Before: B39804624 After: B39838062 \*\*11,27,32,46,94,130,268,225,

 251,379,390,417,313,411,457,

 524,711,545,700\*\*

Routine Name: PSONFI

 Before: B8543831 After: B9346460 \*\*46,94,131,225,391,700\*\*

Routine Name: PSOORCPY

 Before: B57944618 After: B58343473 \*\*10,21,27,32,46,100,117,148,

 313,411,444,468,504,477,441,

 545,700\*\*

Routine Name: PSOOREDT

 Before:B104267007 After:B104661775 \*\*4,20,27,37,57,46,78,102,104,

 119,143,148,260,281,304,289,

 298,379,377,391,313,427,411,

 505,517,574,524,617,441,700\*\*

Routine Name: PSOORFI1

 Before:B110132560 After:B118025167 \*\*7,15,23,27,32,44,51,46,71,

 90,108,131,152,186,210,222,258,

 260,225,391,408,444,467,505,

 617,441,651,700\*\*

Routine Name: PSOORFI3

 Before: B77850540 After: B85211636 \*\*15,27,32,46,84,99,130,117,

 139,172,225,300,384,372,505,

 557,700\*\*

Routine Name: PSOORFI4

 Before: B77664295 After: B78885315 \*\*46,74,78,99,117,131,207,258,

 274,300,308,251,384,391,444,

 441,700\*\*

Routine Name: PSOORNE4

 Before:B101921491 After:B106064020 \*\*11,27,32,36,46,75,96,103,99,

 117,131,225,386,390,391,313,

 411,661,441,700\*\*

Routine Name: PSOORNEW

 Before:B136066922 After:B141690400 \*\*11,23,27,32,55,46,71,90,94,

 106,131,133,143,237,222,258,

 206,225,251,386,390,391,372,

 416,431,313,408,436,411,444,

 486,446,505,517,508,457,581,

 617,441,651,700\*\*

Routine Name: PSOORUT3

 Before: B9741935 After: B9927373 \*\*5,25,243,700\*\*

Routine list of preceding patches: 243, 545, 557, 669, 686, 689, 706, 715

 718

## Post-Installation Procedure

There are no additional steps to be completed to finish patch PSO\*7\*700.

## Database Tuning

No database tuning is required before or after deployment of PSO\*7.0\*700.



**NOTE:** Installation of PSO\*7.0\*700 is completed. The following procedure is to be followed only if PSO\*7.0\*700 needs to be backed out.

# Back-Out Procedure

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

The Back-out Procedure consists of restoring the routines and removing the Data Dictionaries (DD) introduced by the Patch PSO\*7.0\*700.

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

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

## Back-Out Strategy

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

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

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

## Back-Out Considerations

The back-out should only be done in the event that the local facility management determines that the Patch PSO\*7.0\*700 is not appropriate for that facility and should only be done as a last resort.

### Load Testing

No load testing is required for patch PSO\*7.0\*700.

### User Acceptance Testing

Initial Operating Capabilities (IOC) Testing for patch PSO\*7.0\*700 occurred from January 23, 2023 to November 14, 2023.

## Back-Out Criteria

Local Facility Management would need to determine patch PSO\*7.0\*700 is not appropriate for their facility.

## Back-Out Risks

By backing out PSO\*7.0\*700, the local facility will not be able to use the IEP functionality to validate and process Inbound ePrescriptions (eRxs) from external providers.

## Authority for Back-Out

Local Facility Management has the authority to back-out patch PSO\*7.0\*700.

## Back-Out Procedure

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

# Rollback Procedure

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

## Rollback Considerations

Refer to the [Back-Out Procedure](#_Back-Out_Procedure) section of this document.

## Rollback Criteria

Refer to the [Back-Out Procedure](#_Back-Out_Procedure) section of this document.

## Rollback Risks

The risks of performing a rollback include the downtime of not validating and processing eRXes received from external providers.

## Authority for Rollback

The chief of Pharmacy Benefits Management (PBM) must provide the authority to roll back patch PSO\*7.0\*700.

## Rollback Procedure

Refer to the [Back-Out Procedure](#_Back-Out_Procedure) section of this document.