Outpatient Pharmacy
Inbound ePrescribing (IEP)
Meds-by-Mail (MbM) Class 3 to Class 1 Conversion
VistA Patch # PSO*7.0*700

Release Notes

December 2023
Version 1.0

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

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1. Introduction

The Inbound Electronic Prescribing (eRx) v5.0 enhancements released in the stand-alone VistA patch PSO*7*700 introduces a new option called *eRx Holding Queue Processing* [PSO ERX QUEUE PROCESSING] for processing inbound eRx records more safely and efficiently. The existing option *Complete Orders from eRx* [PSO ERX FINISH] will still be available to the users with a message that it will be retired soon (Patch PSO*7*746), and they should use the new option. This new option also includes a few enhancements that were originally created by MbM (Meds-by-Mail) in-house (class 3) to address some of their specific needs. These enhancements are now available to all VA Medical Centers. This patch also addresses 3 Service Now Tickets. A summary of the changes can be found below.

1.1 Related Patches

This functionality enhancement is being released via a single VistA patch:

```
APPLICATION/VERSION                                   PATCH
-------------------------------------------------------------
OUTPATIENT PHARMACY (PSO) V. 7.0                      PSO*7*700
```

1.2 Summary of Changes

Below is a list of the changes made to the existing Outpatient Pharmacy eRx functionality. Please, refer to the patch description and documentation for more detailed information.

1. **'Semi-retirement' of the *Complete Orders from eRx* [PSO ERX FINISH] option**

While this option is not being deleted or blocked from being accessed by this patch, its functionality is being 100% replaced by a new option described below. Upon entering this option, the users will now see the following message:

```
************************* NOTICE **************************
This option will be retired soon. Please, use the new option:

ERX   eRx Holding Queue Processing [PSO ERX QUEUE PROCESSING]

It fully replaces this option and provides some additional
functionality that will help you process incoming eRx records
more efficiently.
**********************************************************
```

NOTE: A subsequent patch scheduled to be released in the second half of 2024 will disable this option.

2. **New option *eRx Holding Queue Processing* [PSO ERX QUEUE PROCESSING]**

This new option includes 100% of the functionality in the option mentioned above while making great improvements on the sorting, searching, grouping and especially the display of the outside data compared to VistA corresponding elements. It goes a little further and introduces the suggestion functionality for VistA Patient, Provider and Drug/SIG when the users try to match the incoming data to VistA records. Below are some of the main features

included in this new option. For more detailed information look for the ePrescribing User Documentation on the VDL (www.va.gov/vdl).

a. **VistA Patient Suggestion**

When matching eRx Patient to a corresponding VistA Patient before the user is prompted for the VistA entry, it will first be presented with suggestion (if any) based on the following logic:

- Once a VistA Patient is matched and later validated to an eRx Patient it is then "remembered."

- When a new eRx prescription is received for the same eRx Patient the "remembered" VistA Patient(s) are then presented as suggestions for the user to select, as shown below (Validate Patient Screen - Edit action):

```
     Select Item(s): Next Screen// E    Edit
                                          |Sugg. 1 of 1 - 08/08/23|
     ERX PATIENT                  VISTA PATIENT |From eRx#: 123123      |
_____
     Name:OPEKXAQDY,XUISCSD        |Name:OPEKXAQDY,XUISCSD F
     DOB :XXX 99, 9999             |DOB :XXX 99, 9999
     Sex :MALE                     |Sex :MALE
     SSN :999999999                |SSN :999-99-9999
     Address:                      |Address:
      123 FAKE STREET #101         | 123 FLAKE ST SUITE 101
      XXXXX,XX  99999              | PLANO,TX 75025
     Primary Phone: 0236663417     |
_____|_____
     ACTION on SUGGESTION: (A)CCEPT  (F)ORGET  (E)XIT: EXIT//
```

- The left column has information about the eRx Patient while the right column has information about the VistA Patient. The 'Last Match' field indicates the last time the VistA Patient was matched to the eRx Patient and validated. When a corresponding field does not match it will display in reverse video.

- When presented with a suggestion the user is given 3 options: (A)ccept, (F)orget or (E)xit:

- ACCEPT - Accepts the suggested VistA Patient and matches it to the eRx
- FORGET - Forgets this suggested VistA Patient so that it is not presented again in the future to any user
- EXIT - Exits and proceed to match the VistA Patient manually

If more than one suggestion exists, then a 4th option is included: (N)ext:

ACTION on SUGGESTION: (A)CCEPT (F)ORGET (N)EXT (E)XIT: EXIT//

- NEXT - Ignores the current suggestion and view the next one

b. **VistA Provider Suggestion**

When matching eRx Provider to a corresponding VistA Provider before the user is prompted for the VistA entry it will first be presented with suggestion (if any) based on the following logic:

- Once a VistA Provider is matched and later validated to an eRx Provider it is then "remembered."

- When a new eRx prescription is received for the same eRx Provider the "remembered" VistA Provider(s) are then presented as suggestions for the user to select, as shown below (Validate Provider Screen - Edit action):

```
                                                   |Sugg.  1 of 1 - 08/08/23|
   ERX PROVIDER                    VISTA PROVIDER|From eRx#: 123123       |
  _____
   Name:AEXRFGRI,APSKACWHZ          |Name:AEXRFGRI,APSKACWHZ
   NPI :999999999                   |NPI : 999999999
   DEA#:XX9999999                   |DEA#: XX9999999
   Phone #: 555-220-0303            |Phone #: (555) 220-0303
   Address:                         |Address:
   123 NOWHERE RD                   |123 NOWHERE RD
   XXXXXXXXX,XX  99999              |XXXXXXXXX,XX  99999
  _____|_____
   ACTION on SUGGESTION: (A)CCEPT   (F)ORGET   (E)XIT: EXIT//
```

- When presented with a suggestion the user is given 3 options: (A)ccept, (F)orget or (E)xit:

- ACCEPT - Accepts the suggested VistA Provider and matches it to the eRx
- FORGET - Forgets this suggested VistA Provider so that it is not presented again in the future to any user
- EXIT - Exits and proceed to match the VistA Provider manually

If more than one suggestion exists, then a 4th option is included: (N)ext:

ACTION on SUGGESTION: (A)CCEPT (F)ORGET (N)EXT (E)XIT: EXIT//

- NEXT - Ignores the current suggestion and view the next one

c. **VistA Medication (Drug, Dosage, Qty, SIG, etc.) Suggestion**
When matching the eRx Drug to a corresponding VistA Drug before the user is prompted for the VistA entry it will first be presented with suggestion (if any) based on the following logic:

- Once an eRx is accepted, it moves to the Pending Queue as a Pending Order. After the Pending Order is finished it becomes an Active prescription. At this point the software will "create a memory" of how the prescription was entered (Drug, Dosage, Days Supply, Qty, # of refills, etc.).

- When a new eRx prescription is received for the same eRx Drug, NDC Code, SIG, Qty, Days Supply, # of Refills and Substitution allowance. The "remembered" VistA fields are then presented as suggestions for the user to select, as shown below (Validate Drug Screen - Edit action):

```
                                           |Sugg. 1 of 1 - 06/11/23|
  RX MED                      VISTA MED    |From Rx#: 2297913      |
 _____
  Drug: Meloxicam 15mg Tablet      |Drug: MELOXICAM 15MG TAB
  Substitution? YES   Renewals? YES|Drug Message:
                                   | NATL FORM (2/10)
 _____|_____
  SIG:                             |SIG:
   TAKE 1 TAB PO Q6H PRN           | TAKE ONE TABLET BY MOUTH ONCE EVERY
                                   | 6 HOURS AS NEEDED
 _____|_____
  Provider Notes/Comments:         |Provider Comments:
 _____|_____
  Quantity: 90                     |Quantity: 90
  Dispense Unit:                   |Dispense Unit: TAB
  Qty Qualifier: Original Quantity |
 _____|_____
  Days Supply: 23     Refills: 5   |Days Supply: 23     Refills: 5
 _____|_____
  ACTION on SUGGESTION: (A)CCEPT   (F)ORGET   (E)XIT: EXIT//
```

- When presented with a suggestion the user is given 3 options: (A)ccept, (F)orget or (E)xit:

- ACCEPT - Accepts the suggested VistA Rx data and matches it to the eRx
- FORGET - Forgets this suggested VistA Rx data so that it is not presented again in the future to any user
- EXIT - Exits and proceed to match the Rx data manually

If more than one suggestion exists, then a 4th option is included: (N)ext:

ACTION on SUGGESTION: (A)CCEPT (F)ORGET (N)EXT (E)XIT: EXIT//

- NEXT - Ignores the current suggestion and view the next one

d. **Patient Validation Screen**

The content of the Patient Validation screen was completely re-arranged to show the eRx Patient and the VistA Patient side-by-side. In addition, the eRx Patient allergy list (received from the outside prescriber) will be displayed as well as the ChampVA Rx Benefit eligibility (MBM sites only). Besides displaying the patient's information side-by-side, a few other features were introduced to make the screen more user friendly, such as:
- When there is a mismatch for field (e.g., Name, DOB, etc.) the content of such field will display in reverse video in for both records, eRx and VistA Patients.

- The content will display in highlight to stand out from the field label.

Note: These features depend on the terminal display settings being set differently for reverse video and highlighted font for it to work. See below on how to set them.

Below is an example of how the new screen will be displayed (without the reverse or highlighted video features):

```
eRx Reference #: 999999            Eligibility: SC
Status: AUTO-MATCHED/EDITED & VALIDATED by TEST,USER on 1/28/23@14:52:29
            ERX PATIENT                     VISTA PATIENT
_____
Name: XXXX,XXXXXXX XXXX           |Name: XXXX,XXXXXXX XXXX
DOB : XXX 99, 9999                |DOB : XXX 99,9999
SSN : 999999999                   |SSN : 999-99-9999
Sex : MALE                        |Sex : MALE
Address:                          |Address:
 123 PATIENT WAY                  | 123 PATIENT WAY
 XXXXXXXX,XX   99999              | XXXXXXXX,XX   99999
Home Phone: 9999999999            |Home Phone: 999-999-9999
_____  |_____
Allergy:                          |Allergy:
 NO ALLERGY ASSESSMENT            | NO KNOWN ALLERGIES
_____  |_____
                                  |Pharmacy Narrative:
                                  |
_____  |_____
Weight(Kg):                       |Weight(Kg):
Height(cm):                       |Height(cm):
_____  |_____
```

e. **Provider Validation Screen**

The content of the Provider Validation screen was completely re-arranged to show the eRx Provider and the VistA Provider side-by-side. In addition, the Besides displaying the providers side-by-side, a few other features were introduced to make the screen more user friendly, such as:

- When there is a mismatch for field (e.g., Name, DEA#, etc.) the content of such field will display in reverse video in for both records, eRx and VistA providers.
- The content will display in highlight to stand from the field label.

Note: These features depend on the terminal display settings being set differently for reverse video and highlighted font for it to work. See below on how to set them.

Below is an example of how the new screen will be displayed (without the reverse or highlighted video features):

```
Provider Validation      Apr 16, 2023@17:52:07      Page:    1 of    1
eRx Reference #: 344422       eRx Patient: TEST,PATIENT
Status: AUTO-MATCHED
            ERX PROVIDER                    VISTA PROVIDER
_____
Name: TEST,PROVIDER               |Name: TEST,PROVIDER
NPI : 1073579710                  |NPI : 1073579710
DEA : AV4538419                   |DEA : CC4796237   DEA EXP: 12/23/20
```

```
Address:                        |Address:
 123 FAKE STREET SOUTH          | 123 FAKE STREET NORTH
 XXXXXX,XX 99999                | XXXXXX,XX 99999
 Tel: 999-999-9999              | Tel: (999) 999-9999
 Fax:                           | Fax:
_____|_____
```

f. Drug/SIG Validation Screen

The content of the Drug Validation screen was completely re-arranged to show the eRx Drug information and the VistA corresponding fields in a side-by-side arrangement. In addition, the eRx Patient allergy list (received from the outside prescriber) will be displayed as well as the list of allergies from the VistA patient.

Besides displaying the information side-by-side, a few other features were introduced to make the screen more user friendly, such as:

- When there is a mismatch for field (e.g., Drug Name, Qty, etc.) the content of such field will display in reverse video for both fields, eRx and VistA.
- The content will display in highlight to stand from the field label.

Note: These features depend on the terminal display settings being set differently for reverse video and highlighted font for it to work. See below on how to set them.

Below is an example of how the new screen will be displayed (without the reverse or highlighted video features):

```
Drug Validation      Aug 18, 2023@13:58:45      Page:    1 of    3
eRx Reference #: 123211      Date Written: 8/10/23    Effective Date:
Status: MANUALLY-MATCHED
         ERX MED            |            VISTA MED
Allergy:                    |Allergy:
NO ALLERGY INFORMATION RECEIVED | NO KNOWN ALLERGIES
                            |
_____|_____
Drug: BREZTRI AEROSPHERE 160 MCG|1)Drug: BREZTRI AEROSPHERE 160 MCG
     -9MCG-4.8MCG/ACTUATION HFA|
     AEROSOL INHALER        |Drug Message:
Substitution? YES  Renewals? YES| NATL FORM (10-01) (NDC)
                            |
_____|_____
SIG:                        |SIG:
 Inhale 2 puffs twice a day by | INHALE 1 PUFF PSIV EVERY MORNING
 inhalation route for 30 days. |
_____|_____
                            |2)    Dosage: 1 PUFF
                            |        Verb: INHALE
                            |Disp. Units:
                            |        Noun:
                            |       Route: NASAL
                            |    Schedule: QAM
_____|_____
                            |3)Patient Instructions:
                            |
_____|_____
Provider Notes/Comments:    |4)Provider Comments:
                            |
_____|_____
```

```
                                        |5)Pat. Status: OTHER FEDERAL
                        _____|_____
 Quantity: 30                           |6)Quantity: 30
 Dispense Unit:                         | Dispense Unit: BX
 Qty Qualifier: Original Quantity|
                        _____|_____
 Days Supply: 30       Refills: 5       |7)Days Supply: 30     8)Refills: 5
                        _____|_____
                                        |9)Routing: MAIL
                        _____|_____
                                        |10)Clinic: CCNRX CLINIC
                        _____|_____
```

g. New action View History Log (HL)

This new action added eRx Holding Queue Display screen will allow the user to view a comprehensive history of the eRx as it moves through the OP application, including activities in Backdoor Pharmacy. Please, refer to the user documentation for more information about this new option.

h. Batch Hold and Un-Hold Functionality

The current Hold and Un-Hold actions were modified to perform the following additional function: every time a prescription is put on Hold or removed from Hold, the software will check if other prescriptions exist for that patient that were sent by the same prescriber on the same day. If any are found, the software will ask the user if they want to Hold (or Un-Hold) those additional eRx records as well, as shown below:

```
   Select Action: Next Screen// H    Hold

   Select HOLD reason code: HAL       NO ALLERGY ASSESSMENT
   Additional Comments (Optional): TESTING BATCH HOLD
   Updating...done.

   The following prescriptions are from the same provider and received on the
   same day:

   PROVIDER: TEST,PROVIDER          eRx RECEIVED DATE: JAN 28, 2023@10:57:14
   ERX ID     DRUG NAME                         PROVIDER                STATUS
   -------------------------------------------------------------------------
   123011     GABAPENTIN 300MG CAP              TEST,PROVIDER              N
   123012     CITALOPRAM HYDROBROMIDE 20MG T TEST,PROVIDER                 N
   123013     IBUPROFEN 400MG TAB              TEST,PROVIDER               N
   123014     ACETAMINOPHEN 325MG TAB         TEST,PROVIDER               N

 Do you want to put them on HOLD-HAL? No// YES     Updating...done.
```

i. New Allergy Functionality Enhancements

Functionality related allergies is being improved through the following modifications:

- When matching or accepting validation of a VistA patient it will display in the warnings if the VistA patient selected has no Allergy Assessment:

```
 ***************************** WARNING(S)  *************************
 VistA Patient does not have an Allergy Assessment.
```

- A new screen titled 'Patient Allergies' was created to show the eRx Patient allergies side-by-side with the VistA Patient allergies in detail. This new Screen can be invoked by using the PA (Patient Allergy) hidden action from the following screens:

  - eRx Holding Queue Display Screen (eRx Holding Queue)
  - Patient Validation Screen (eRx Holding Queue)
  - Drug Validation Screen (eRx Holding Queue)
  - Pending Order Orders Screen (Backdoor OP)

This new screen contains an action called VPA (VistA Patient Allergies), which allows the user to update the VistA Patient Allergies without leaving the option.

Note: In order to use the VPA action the VistA Patient must have been previously matched.

j. Change View Action – All 3 lists

Most of the prompts when entering the option have been converted into User Preferences changed after loading the list and can be saved by each user as their preferred View through the hidden action CV (Change View) in all 3 lists: Patient Centric Queue, Single Patient Queue and Rx Medication Queue. The change made with this action can be saved for the individual user as a preferred view for every time the enter the option. It can also be deleted later.

k. Header Section Changes – All 3 lists

The header part of the option was modified to display information about the parameters used to compose the list, such as LOOK BACK DAYS, MAX. QUEUE SIZE, ERX STATUS, etc.

l. Grouping/Un-Grouping by CS – All 3 lists

The Grouping by CS (Controlled Substances) have a new format, which separates entries in the queue.

m. Switching from Patient Centric to Rx Medication Queue

The user will be able to switch views more easily between the Patient Centric and the Rx Medication queues via the PC and RX actions.

n. New choices for Searching records

Queue Search/Filter adds 4 new options in the Patient Centric View: RX#, VISTA PATIENT, VISTA PROVIDER and MATCH STATUS. In addition, the interface for performing searches was changed to display information about the selected filters, including in the header part of the list. The current filters can easily be reset via the RAF (Remove Filters) action.

o. <u>Match Status Search (explained)</u>

The Match Status filter was added to the Patient Centric and Rx Medication View and it has
4 different choices shown below:

1. PATIENT NOT MATCHED
2. PROVIDER NOT MATCHED
3. DRUG NOT MATCHED
4. PATIENT, PROVIDER AND DRUG MATCHED

1: Includes records where the patient has not been matched
2: Includes records where the provider has not been matched yet, but the patient is
matched
3: Includes records where the drug has not been matched yet, but the patient and the
provider are matched
4: Includes records with the patient, provider and drug matched

p. <u>Filter information on the Header section</u>

The header in the Patient Centric and Medication views will display information about
the selected filters, as shown below:

```
Rx Medication Queue        Nov 28, 2023@15:46:17         Page:  1 of  1
LOOK BACK DAYS: 200      CS/NON-CS: BOTH (II-V)    MAX. QUEUE SIZE: 999
FILTERED BY: 01/08/23-01/18/23|PATIENT(TEST,PATIENT)
#   PATIENT              DOB     DRUG          PROVIDER      STA REC.DAT
...
```

<u>Note</u>: The current filters can easily be reset via the RAF (Remove All Filters) action.

q. <u>Simplified Sorting</u>

Queue Sorting was streamlined to allow the user to quickly sort the list through specific
actions for each column and allows for Descending Sorting (not available in the replaced
option). For example: SPAT sorts the list by PATIENT in an ascending order, a
subsequent SPAT will sort it in a descending order.

r. <u>Refresh Action</u>

A new action called Refresh (REF) was added to allow the user to re-display the queue.
This feature allows the user to view the latest 'locks' from other users that have been
placed since the queue was last built as well as the changes in the records that have
already been processed since the last time the list was loaded.

s. <u>Look Back Days Action</u>

A new action called Change Look Back Days (LBD) was created to quickly allow the user to change the number of days to look back for records.

t. Next Patient Action

A new action called Next Patient (NP) was created to assist users in selecting the next eRx Patient with the oldest actionable record on the queue to be worked on without too many keystrokes.

u. Show/Hide Details Action

A new action called Show/Hide Details (DET) under the Single Patient Queue as well as the Rx Medication Queue and it will show/hide additional information about each one of the eRx on the list. It will display Qty, # of Refills, Days Supply, and the SIG (medication instructions).

v. Include All Statuses Action

A new action called Include All Statuses (IAS) under the Single Patient list will show/hide non-actionable statuses like Processed (PR), Removed (RM), etc. Furthermore, a field on the header will indicate which statuses are being displayed: ALL or ACTIONABLE only.

w. Quick Filter by Message Type

Within the Rx Medication Screen (or Rx List View Screen) the user will have the ability to easily filter the list by Message Type by selecting one of the following hidden actions.

```
NEW  New Rx's Only
CR   Change Request Only
RXF  Rx Refill Only
IE   Inbound Errors Only
OE   Outbound Errors Only
CA   Cancel Rx's Only
CN   Cancel Response Only
CX   Change Response Only
RRQ  Renewal Request Only
RRP  Renewal Response Only
```

Note: The same result can be accomplished via the SQ (Search Queue) action and selecting #7 and then the specific message type.

x. NDC Code include on the Print eRx output

The NDC code will now be printed under the eRx Drug in the output print from the Print eRx action, as shown below:

```
***************PRESCRIPTION INFORMATION******************
eRx Drug: MELOXICAM 15MG TAB
NDC: 00378108901
eRx Written Date: MAR 17, 2023      eRx Issue Date:
...
```

y. Remove Action to work on held eRx records

The Remove eRx (RM) action will now work for eRx records that are currently on Hold. Before, the user had to Un-Hold the record before removing it.

z. **Changes to Jump to OP Action**

The Jump to OP (JO) action only allowed the user to 'jump' to Backdoor Pharmacy option if the patient had pending orders to be finished. This restriction is being removed by this patch. Furthermore, the jump will be restricted to the VistA Patient matched being validated first before the user can jump.

3. **Complete Orders from OERR [PSO LMOE FINISH] - Pending Order Queue**

A few changes have been made to this option regarding the processing of eRx prescriptions.

a. **Routing Field edit enabled for CS eRx Orders**

Users will now be allowed to edit the Routing (Mail/Window) field for a CS eRx Pending order.

b. **Pending Order Side-by-Sie Interface for eRx Orders**

Similar to the eRx Drug Validation screen shown above the view of a pending order that originated from an eRx will be displayed differently in the Patient Prescription Processing [PSO LM BACKDOOR ORDERS] and Complete Orders from OERR [PSO LMOE FINISH] options. When these options identify the pending order an eRx prescription it will automatically switch the display of the data to a side-by-side viewing where the left side shows the eRx prescription information (from the outside doctor) while the right-side shows the VistA corresponding information.

Besides displaying the information side-by-side, a few other features were introduced to make the screen more user friendly, such as:
  o When there is a mismatch for field (e.g., Drug Name, Qty, etc.) the content of such field will display in reverse video for both fields, eRx and VistA.
  o The content will display in highlight to stand from the field label.

Note: These features depend on the terminal display settings being set differently for reverse video and highlighted font for it to work.

Below is an example of how the new screen will be displayed (without the reverse or highlighted video features) for a new eRx Pending Order:

```
 Pending OP Orders (ROUTINE)   Aug 18, 2023@14:22:27    Page:   1 of    6
SPLYFX,KUNLYS JELUAHT
  PID: 999-99-9999                          Ht(cm): 187.96 (12/28/2010)
  DOB: APR 28,1947 (76)                     Wt(kg): 112.94 (01/07/2011)
  SEX: MALE              Non-VA Meds on File   Last entry on 06/24/23
  CrCL: 53.8(est.) (CREAT: 1.51mg/dL 12/16/10)   BSA (m2): 2.39
  -----------------------------------------------------------------------
        ERX (123360)             |        VISTA PENDING ORDER
  -----------------------------------------------------------------------
  PATIENT MANUALLY-MATCHED | VALIDATED by TESTONE,USER1 on 8/17/23@14:51:21
```

```
Name: SPLYFX,KUNLYS JELUAHT      |Name: SPLYFX,KUNLYS JELUAHT
DOB : XXX 99, 9999               |DOB : XXX 99, 9999
SSN : 999999999                  |SSN : 999-99-9999
Sex : MALE                       |Sex : MALE
                                 |
_____|_____
                                 |Pharmacy Narrative:
                                 |terbinafine ok x 90 days (5/06);
                                 |ROSIGLITAZONE; PANTOPRAZOLE; ZOLPIDEM
_____|_____
Allergy:                         |Allergy:
 NO ALLERGY INFORMATION RECEIVED | NO KNOWN ALLERGIES
                                 |
_____|_____
 PROVIDER AUTO-MATCHED | VALIDATED by TESTONE,USER01 on 8/17/23@14:51:40
Name: TEST,PROVIDER              |Name: TEST,PROVIDER MD
NPI : 9999999999                 |NPI : 9999999999
DEA : XX9999999                  |DEA :
                                 |
DRUG MANUALLY-MATCHED | VALIDATED by TESTONE,USER01 on 8/17/23@14:51:55
Substitution? YES                |1) Orderable Item: ***(N/F)***
Renewals? YES                    | PANTOPRAZOLE NA TAB,EC
                                 |
_____|_____
Drug:                            |2)  Drug: ***(N/F)***
 PANTOPRAZOLE NA 40MG EC TAB     | PANTOPRAZOLE NA 40MG EC TAB UD
                                 |Drug Message:
                                 | NATL N/F; INCREMENT OF 100s
                                 |
_____|_____
SIG:                             |SIG:
TAKE ONE TABLET BY MOUTH EVERY DAY| TAKE ONE TABLET BY MOUTH ONCE DAILY
_____|_____
                                 |3)   *Dosage: 40 (MG)
                                 |        Verb: TAKE
                                 | Disp. Units: 1
                                 |        Noun: TABLET
                                 |      *Route: ORAL
                                 |   *Schedule: ONCE DAILY
                                 |
_____|_____
                                 |4)Patient Instruction:
                                 |
Provider Notes/Comments:         |Provider Comments:
_____|_____
                                 |5) Pat.Status: OUTPATIENT CARE
                                 |
Date Written: AUG 10, 2023       |6) Issue Date: AUG 10,2023
Effective Date:                  |7) Fill Date: Sep 12, 2023
                                 |
_____|_____
Days Supply: 30                  |8) Days Supply: 30
_____|_____
Quantity: 30                     |9) QTY (TAB): 30
Dispense Unit:                   |
Qty Qualifier: Original Quantity |
_____|_____
Refills: 5                       |10) Refills: 5
_____|_____
                                 |11) Routing: MAIL
                                 |
_____|_____
                                 |12) Clinic:
                                 |
Provider: TEST,PROVIDER          |13)Provider: TEST,PROVIDER MD
_____|_____
                                 |14)Copies: 1
                                 |
_____|_____
                                 |15)Remarks:
                                 |
 eRx Received on 9/20/23@11:44 | Accepted by TEST,USER on 9/26/23@10:30
```

Below is an example of how the new screen will be displayed (without the reverse or highlighted video features) for a renewal eRx Pending Order:

```
   Prescription Renew          Sep 12, 2023@14:28:50         Page: 1 of 1
 OUTDYX,JALN ILAH                                                   <A>
  PID: 999-99-9999                            Ht(cm): 182.88 (02/24/2011)
  DOB: JUN 21,1954 (69)                       Wt(kg): 93.44 (02/24/2011)
 -----------------------------------------------------------------------
         ERX (123360)              |           VISTA PENDING ORDER
 -----------------------------------------------------------------------
  PATIENT MANUALLY-MATCHED | VALIDATED by TESTONE,USER01 on 8/11/23@14:31:33
 Name: OUTDYX,JALN I             |Name: OUTDYX,JALN ILAH
 DOB : XXX 99, 9999              |DOB : XXX 99, 9999
 SSN : 999999999                 |SSN : 999-99-9999
 Sex : MALE                      |Sex : MALE
 _____ |_____
                                 |Pharmacy Narrative:
                                 |_____
 Allergy:                        |Allergy:
  NO ALLERGY INFORMATION RECEIVED | Verified:
                                 |  IBUPROFEN,PERCODAN,VALIUM
 _____ |_____
  PROVIDER AUTO-MATCHED/EDITED | VALIDATED by TESTONE,USER01 on 8/16/23@14:49
 Name: TESTONE,USER02            |Name: TESTONE,USER01
 NPI : 1033270160               |NPI : 1033270160
 DEA : AV4538419                |DEA :
 _____ |_____
   DRUG MANUALLY-MATCHED | VALIDATED by TESTONE,USER01 on 8/16/23@14:50:55
 Substitution? YES              |Orderable Item:
 Renewals? YES                  | MELOXICAM TAB
 _____ |_____
 Drug:                          |CMOP Drug:
  MELOXICAM 7.5MG TAB            | MELOXICAM 7.5MG TAB
                                 |Drug Message:
                                 | NATL FORM (2/10)
 _____ |_____
 SIG:                           |SIG:
  TAKE 1 TABS ORALLY ONCE DAILY | TAKE ONE TABLET BY BY MOUTH ONCE
                                 | DAILY WITH FOOD - IF SPLITTING
                                 | TABLET, SPLIT JUST PRIOR TO USE
 _____ |_____
                                 |    *Dosage: 15 (MG)
                                 |       Verb: TAKE
                                 | Disp. Units: 1
                                 |       Noun: TABLET
                                 |      *Route: ORAL
                                 |   *Schedule: ONCE DAILY-WITH FOOD
 _____ |_____
                                 |Patient Instruction:
                                 | - IF SPLITTING TABLET, SPLIT JUST
                                 | PRIOR TO USE
 _____ |_____
 Provider Notes/Comments:       |Provider Comments:
 _____ |_____
                                 |Pat.Status: OUTPATIENT CARE
 _____ |_____
 Date Written: AUG 09, 2023     |1) Issue Date: Aug 09, 2023
 Effective Date:                |2) Fill Date: Sep 12, 2023
 _____ |_____
 Days Supply: 30                |Days Supply: 30
 _____ |_____
 Quantity: 30                   |QTY (TAB): 30
 Dispense Unit:                 |
 Qty Qualifier: Original Quantity|
 _____ |_____
 Refills: 10 (Renewal)          |3) Refills: 11
```

```
                                        |4) Routing: MAIL
————————————————————————————————————————|————————————————————————————————
                                        |5) Clinic:
————————————————————————————————————————|————————————————————————————————
Provider: TESTONE,USER02                |6) Provider: TESTONE,USER02
————————————————————————————————————————|————————————————————————————————
                                        |7) Copies: 1
————————————————————————————————————————|————————————————————————————————
                                        |8) Remarks:
                                        | RENEWED FROM RX # 2297959
————————————————————————————————————————|————————————————————————————————
eRx Received on 9/20/23@11:44 | Accepted by TESTONE,USER01 on 9/26/23@10:30
```

The following documents will describe this new functionality in greater details:

- PSO*7*700 Patch Description
- Inbound ePrescribing User Manual (Unit 7 Part 1)
- Inbound ePrescribing User Manual (Unit 7 Part 2)

4. **Three ServiceNow tickets are being addressed by this patch:**

   a. Ticket INC25762338 - Broken eRx drug auto-match on RxRenewalResponses
   This issue was caused by PSO*7*706 released on December 12th, 2022. The auto-matching functionality of provider and drug was moved from the eRx Hub to VistA. However, VistA did not implement drug auto-matching for RxRenewalResponse records forcing the users to match the VistA dispense drug manually. This patch will fix the issue by extending the VistA auto-matching functionality to RxRenewalResponse records as well.

   b. Ticket INC28342622 - PSOERXR1 - DEA # display
   After the release of patch PSO*7*545 it was reported that the VistA Provider DEA# was no long being displayed on the eRx Holding Queue Display screen. This patch addresses the problem.

   c. Ticket INC28554236 - Un-Accept/EC/HC Hold Issue
   It was reported that an eRx record was wrongly automatically being marked as PR (PROCESSED) after the user un-accepted an order from the Pending Queue back into the eRx Holding Queue and a placed a Change Request for it. The PR status was assigned as soon as the user removed the eRx record from Hold.

2. Reflection Terminal Display Settings

Although not required to use the new *eRx Holding Queue Processing* [PSO ERX QUEUE PROCESSING] option, for you to have a better user interface experience it's important that you adjust a few settings on your Reflection Terminal application. Below you will find a step-by-step on how to set the colors on your terminal display that works best for you.

STEP 1 – Click on Display below to open the Terminal Display Settings on your Reflection application. Some Reflection applications may have a different top menu layout, which you will have to find this "Display" menu item via a different path.
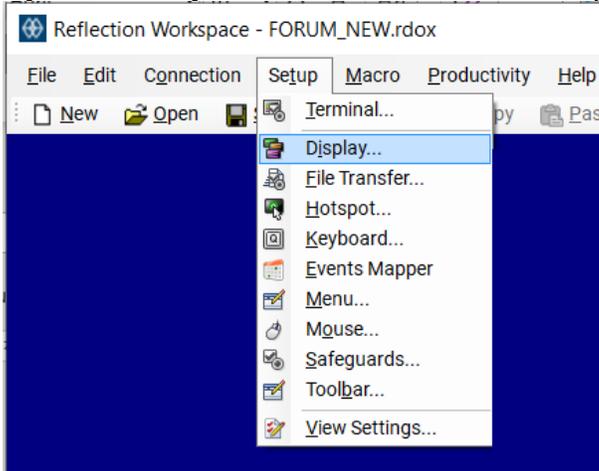
STEP 2 – When the window below opens, click on <u>Modify the currently selected theme file.</u>

STEP 3 – Scroll down until you find the "Text Color Mapping" section. Here is where you will be able to set the color scheme that works best for you.
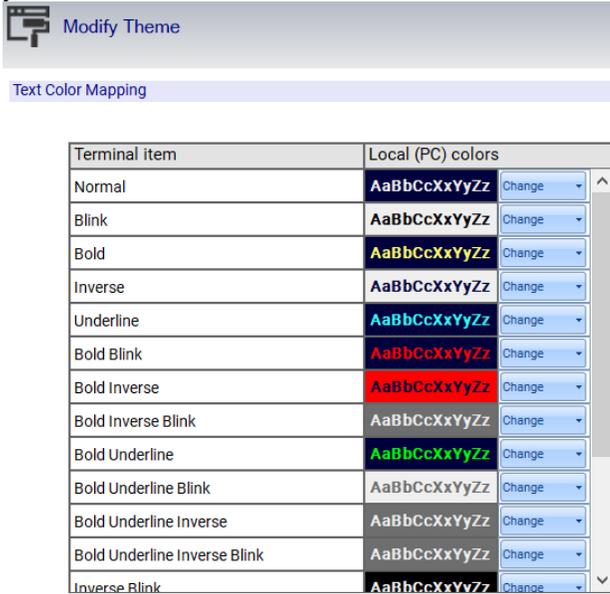
Once you reach this color mapping you can adjust the colors by clicking on the "Change" button specific to each text feature supported by the terminal. See below for a few examples on where each setting is used in the new option:

```
eRx Patient Centric Queue      Nov 18, 2023@09:47:48       Page:    1 of    2
LOOK BACK DAYS: 45             CS/NON-CS: BOTH (II-V)     MAX. QUEUE SIZE:  999
ERX STATUS: ALL
#   PATIENT                    DOB       SSN         EDV NW WT IP HD CCR OTH TOT
                         CONTROLLED SUBSTANCE Rx's
1]                                                  45  1  0  2  0   0   0   3
2]                                                  45  1  0  0  0   0   0   1
3]                                                  45  0  0  1  0   0   0   1
4]                                                  45  1  0  0  0   0   0   1
5]                                                  45  2  0  0  0   0   0   2
6]                                                  45  1  0  0  0   0   0   1
7]                                                  45  1  0  5  1   0   0   7
8]                                                  45  1  0  0  1   0   0   2
                       NON-CONTROLLED SUBSTANCE Rx's
9.                                                  45  1  0  1  0   0   0   2
10.                                                 45  0  0  1  0   0   0   1
11.                                                 45  1  0  0  0   0   0   1
12.                                                 45  0  0  1  0   0   0   1
13.                                                 45  1  0  0  0   0   0   1
14.                                                 45  1  0  0  0   0   0   1
+         Select the entry # to view or ?? for more actions
SPAT Sort By Patient      SQ   Search Queue      LBD  Change Look Back Days
RX   Rx List View         RAF  Remove All Filters REF  Refresh List
Select Item(s): Next Screen//
```



```
Patient Validation          Nov 18, 2023@10:08:21       Page:    1 of    2
eRx Reference #: 11104       Eligibility: SERVICE CONNECTED 50% to 100% (SC%: 10
Status: AUTO-MATCHED
             ERX PATIENT          |            VISTA PATIENT

 BUTTERVILLE,NY  12345            | BUTTERVILLE,PA  12345
Primary Phone:                    |
Home Phone:                       | Home Phone:
                                  |
                                  | Pharmacy Narrative:
                                  | PT CHANGED REFILLS FOR 1 TO 5 ON
                                  | BENZTROPINE--MS
                                  |
Allergy:                          | Allergy:
NO ALLERGY INFORMATION RECEIVED   | Verified:
                                  |  PEANUTS, TOMATO JUICE
                                  |
Weight(kg):                       | Weight(kg):
Height(cm):                       | Height(cm):
             Enter ?? for more actions
P   Print             H   Hold              RJ  Reject
E   Edit              AV  Accept Validation
Select Item(s): Quit//
```

3. Product Documentation

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

Sites Software and Documentation Retrieval Instructions:

Upon National Release the documentation will be in the form of Adobe Acrobat files. Documentation will be found on the VA Software Documentation Library at:
https://www.va.gov/vdl/

Title	File Name	FTP Mode
Installation Guide - Inbound ePrescribing (PSO*7.0*700)	PSO_7_0_P700_DIBRG.docx PSO_7_0_P700_ DIBRG.pdf	Binary
User Manual – Inbound ePrescribing – Unit 7 Part 1 (PSO*7.0*700)	PSO_7_0_P700_UM_71.docx PSO_7_0_P700_UM_71.pdf	Binary
User Manual – Inbound ePrescribing – Unit 7 Part 2 (PSO*7.0*700)	PSO_7_0_P700_UM_72.docx PSO_7_0_P700_UM_72.pdf	
Outpatient Pharmacy Version 7 Manager's User Manual (PSO*7.0*700)	PSO_7_0_P700_MAN_UM.docx PSO_7_0_P700_MAN_UM.pdf	
Outpatient Pharmacy Version 7 Pharmacist's User Manual (PSO*7.0*700)	PSO_7_0_P700_PHARM_UM.docx PSO_7_0_P700_ PHARM_UM.pdf	
Outpatient Pharmacy Version 7 Technician's User Manual (PSO*7.0*700)	PSO_7_0_P700_TECH_UM.docx PSO_7_0_P700_TECH_UM.pdf	
Technical Manual/Security Guide - Outpatient Pharmacy V.7.0 (PSO*7.0*700)	PSO_7_0_P700_TM.docx PSO_7_0_P700_TM.pdf	Binary
Release Notes – Inbound ePrescribing (PSO*7.0*700)	PSO_7_0_P700_RN.docx PSO_7_0_P700_RN.pdf	Binary