Pharmacy Reengineering (PRE)

Inbound ePrescribing (IEP) 5.0

User Guide

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| 11/30/2023 | 5.0 | PSO\*7\*700:   * New menu option: *eRx Holding Queue Processing* [PSO ERX QUEUE PROCESSING] | Booz Allen Hamilton |

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# Part 1: New *eRX Holding Queue Processing* option [PSO ERX QUEUE PROCESSING]

## Introduction

This new option replaces the existing *Complete Orders from eRX* option [PSO ERX FINISH]. VistA Outpatient Pharmacy is comprised of two sections:

* Inbound eRX VistA Holding Queue
* Inbound eRX VistA Outpatient Profile - Complete Orders from Order Entry/Results Reporting (OERR) and Patient Prescription Processing

## Purpose of Inbound eRX VistA Holding Queue

The eRX Holding Queue allows for validation and review of the eRX by VA Pharmacy users prior to the eRX being added to the VA record and merging with the existing outpatient functionality. For the fillable prescriptions, VA Pharmacy users can validate patient, provider, and drug/SIG information. Additionally, users can accept, hold, un hold, print, reject, or remove an eRX from the Holding Queue after it has been received by VistA from the eRX Processing Hub. The users can also work with RxRenewal Responses, RxChange Responses and CancelRx Requests, which are described.

**NOTE:** Controlled Substance records that meet the requirements of the Drug Enforcement Administration’s (DEA) electronic prescribing for Controlled Substance rules will have a visual indicator stating “EPCS DEA Valid” at the top right corner in the VistA Holding Queue.

## eRx Holding Queue Processing [PSO ERX QUEUE PROCESSING] option

The inbound eRX message is transmitted from the Processing Hub to VistA and stored in the eRX Holding Queue.

To access the eRX Holding Queue:

Follow this navigation path: **Core Applications** > **Outpatient Pharmacy Manager** > (select Division) > **RX (Prescriptions) ...** > eRx Holding Queue Processing [PSO ERX QUEUE PROCESSING]

|  |  |
| --- | --- |
| Patient Prescription Processing   |  | | --- | | ERX eRx Holding Queue Processing |   FEE Fee Patient Inquiry  FERX Complete Orders from eRx  PRNT Print a PMI Sheet  PROF Medication Profile  Barcode Rx Menu ...  Check Drug Interaction  Complete Orders from OERR  Discontinue Prescription(s)  Edit Prescriptions  ePharmacy Menu ...  List One Patient's Archived Rx's  Manual Print of Multi-Rx Forms  OneVA Pharmacy Prescription Report  Release Medication  Reprint an Outpatient Rx Label  Signature Log Reprint  View Prescriptions |

**eRx Holding Queue Processing Menu Option**

To enter eRx Holding Queue Processing option, you must select the type of records you want to see on the Holding Queue. You will enter directly into the Patient Centric View, but you can easily switch to the Rx List view back and forth to the Patient Centric View.

### Actionable and Non-Actionable eRX Records

Before learning how this option works it is important to understand that there are two types of Inbound eRX records: **Actionable** records and **Non-Actionable** records.

**Actionable** records include:

* NewRx (status in New, In Process, Hold, and Wait)
* CancelRx Request
* RxRenewal Response (Denied, Denied NewRx to Follow, RxRenewal Response Failed)
* RxRenewal Response – Approved with Changes (when there is a change to the provider data)
* RxRenewal Response – Replace (in statuses of new, in process, hold, wait or error)
* Inbound Errors related to RxRenewal Requests
* RxChange Response (Denied for all request types)
* RxChange Response (Approved for Prior Authorization Required request type)
* RxChange Response (Validated for Prescriber Authorization request type)
* RxChange Response (Approved and Approved with Changes for request types Generic Substitution, Therapeutic Interchange/Substitution, Drug Use Evaluation, Script Clarification and Out of Stock, and in statuses of new, in process, hold, wait, or error)
* Inbound Errors related to RxChange Requests

**Non-Actionable** records

Are all records acknowledged, removed, rejected, processed/completed, and auto-canceled are non-actionable. Non-Actionable records further include:

* RxRenewal Request
* RxRenewal Response – Approved
* RxRenewal Response – Approved with Changes (change to drug data only)
* RxChange Request
* CancelRx Response
* Inbound Errors related to CancelRx Responses

### Initial Parameters

Upon entering the option, the user is prompted to choose which eRx record status they would like to view or work on. Once the prompts are answered, the user will enter the eRx Patient Centric View Queue, which is explained further down on this document.

|  |
| --- |
| MbM Only |
| Meds-By-Mail site users will be prompted to select a Clinic. This helps MbM distribute the workload into multiple clinics so when the pharmacists are finishing the prescriptions they can work on the queue for a specific clinic.  eRx Clinic (Optional):  Although VAMC’s users are not presented this prompt, their eRx is still assigned a default clinic that is entered in the Site Parameter Enter/Edit [PSO SITE PARAMETERS] option under the field DEFAULT ERX CLINIC. | |

|  |
| --- |
| Select one of the following:  A All  N New  I In Progress  W Wait  H Hold  C CCR  WP Workload Processing  Enter response: A// ?  All - View all patients with actionable prescriptions  New - View patients with prescriptions in the 'NEW' status  In Process - View patients with prescriptions in the 'IN PROCESS' status  Wait - View patients with prescriptions in the 'WAIT' status  Hold - View patients with prescriptions in the 'HOLD' status  CCR - View patients with prescriptions in the 'CCR' status  Workload Processing - Process New prescriptions for one patient at a  time using FIFO (First In First Out) method |

Status Selection

The screen above shows all the options users can chose for building the initial list upon entering the Patient Centric View. With the exception of the WP (Workload Processing), which will be explained further down on this document.

Users holding the **PSO ERX WORKLOAD TECH** security key will be limited to selecting the following options from the menu above to 3 options shown below:

|  |
| --- |
| Select one of the following:  H Hold  C CCR  WP Workload Processing  Enter response: WP// |

PSO ERX WORKLOAD TECH security key holders options

**A – All**

This choice will include all eRx that are actionable. Meaning that they still have some work to be done before they can be considered completed.

**N – New**

This choice will include only eRx with a NEW status. These are records for a new eRx that have not yet been changed by any other user.

**I - In-Process**

This choice will include only eRx with a IN PROCESS status. These are records that one or multiple users have already done some work on but, they are not yet completed.

**W - Wait**

This choice will include only eRx with a WAIT status. Similar to IN PROCESS these are records that one or multiple users have already done some work on, but they are not yet completed. They have usually been put on Hold and now have been removed from Hold.

**H – Hold**

This choice will include only eRx in a HOLD status. However, there are many different HOLD statuses and that’s why the next prompts shown below allows the user to further define this choice.

|  |
| --- |
| Enter response: A// Hold  Select one of the following:  S SINGLE CODE  A ALL HOLD CODES  Enter response: A// SINGLE CODE  Select eRx Status: ?  Answer with ERX SERVICE REASON CODES, or NUMBER  Do you want the entire ERX SERVICE REASON CODES List? Y (Yes)  Choose from:  118 HPT - PATIENT NOT FOUND  119 HPD - PROVIDER NOT FOUND  120 HNF - NON-FORMULARY DRUG THAT NEEDS APPROVAL  121 HSO - INSUFFICIENT STOCK  122 HDI - DRUG-DRUG INTERACTION  123 HAD - ADVERSE DRUG INTERACTION  124 HBA - BAD ADDRESS  125 HPC - PROVIDER CONTACTED  126 HPA - PRIOR APPROVAL NEEDED  127 HOR - OTHER REASON  128 HPP - PATIENT CONTACTED  129 HPR - HOLD DUE TO PATIENT REQUEST  130 HQY - QUANTITY OR REFILL ISSUE  1442 HC - HOLD DUE TO CHANGE  1618 HCR - PRESCRIBER'S CS CREDENTIAL IS NOT APPROPRIATE  1619 HWR - CS PRESCRIPTION WRITTEN/ISSUE DATE HAS PROBLEMS  1620 HIS - PROVIDER DEA# ISSUE  1621 HRX - HOLD FOR RX EDIT  1622 HDE - DRUG USE EVALUATION  1623 HTI - THERAPUTIC INTERCHANGE  1624 HSC - SCRIPT CLARIFICATION  1625 HGS - GENERIC SUBSTITUTION  1631 HAL - NO ALLERGY ASSESSMENT  1632 HEL - ELIGIBILITY ISSUE  1633 HUR - UN-REMOVED    Select eRx Status: |

Hold Status Selection

In this case the user can select ALL HOLD CODES to include every eRx in a HOLD status or SINGLE CODE which allows the user to load eRx for one single HOLD code to be on the queue.

|  |
| --- |
| **Note**  The code numbers shown on the left column above may not match the numbers on your VistA account. |

**C – CCR**

This choice will include only eRx in a CCR status. However, there are many different CCR statuses and that’s why the next prompts shown below allows the user to further define this choice. If they choose “A” (ALL CCR CODES) the list will include all eRx records with any of the eRx statuses shown below.

|  |
| --- |
| Enter response: A// CCR  Select one of the following:  S SINGLE CODE  A ALL CCR CODES  Enter response: A// SINGLE CODE  Select eRx Status: ?  Answer with ERX SERVICE REASON CODES, or NUMBER  Do you want the entire ERX SERVICE REASON CODES List? Y (Yes)  Choose from:  246 RXR - RXRENEWAL RESPONSE REPLACE - NEW  247 RXE - RXRENEWAL RESPONSE - PROCESSING ERROR  248 RXN - RXRENEWAL RESPONSE - NEW  289 RXF - RXRENEWAL RESPONSE FAILED  606 CAO - CANCEL PROCESS COMPLETE  607 CAH - CANCEL COMPLETED IN HOLDING QUEUE  609 CAR - CANCEL REQUEST RECEIVED  612 CAF - CANCEL PROCESS FAILED  613 CAP - CANCEL PAPER RX OR FAXED RX  618 RXD - RXRENEWAL RESPONSE DENIED/DNTF  620 CAX - CANCEL RESPONSE FROM VISTA UNSUCCESSFUL  1412 CXN - RXCHANGE RESPONSE - NEW  1413 CXV - RXCHANGE RESPONSE - PRESCRIBER AUTH - NEW  1414 CXY - RXCHANGE RESPONSE - PRIOR AUTH - NEW  1418 CXD - RXCHANGE RESPONSE DENIED  1421 CXE - RXCHANGE RESPONSE - PROCESSING ERROR    Select eRx Status: |

CCR Status Selection

In this case the user can select ALL CCR CODES to include every eRx in a CCR status or SINGLE CODE which allows the user to load eRx for one single CCR code to be on the queue.

|  |
| --- |
| **Note**  The code numbers shown on the left column above may not match the numbers on your VistA account. |

**WP – Workload Processing**

This option will bypass the Patient Centric Queue and will load one patient at a time directly into the Single Patient Queue. Once inside the Single Patient queue the user can use the action NP (Next Patient) to load the next patient. The order in which the patients are presented are based on the eRx received date. Patient with the oldest records will be presented first. The date range for looking for these records are based on the ERX DEFAULT LOOKBACK DAYS parameter in the Site Parameter Enter/Edit option [PSO SITE PARAMETERS].

Users holding the PSO ERX WORKLOAD TECH security key they cannot jump to the next patient (by selecting NP – Next Patient) until they have processed all the prescriptions for the current patient on their screen. Once a user with the PSO ERX WORKLOAD TECH key enters the first patient, that patient is assigned to that user for that day and no matter how many times the user gets out of the option and comes back in, such patient will be presented to them for processing. This feature was designed to prevent users from “cherry-picking” patients to work on while working in a Workload Processing mode.

|  |
| --- |
| Enter response: A// WP Workload Processing  Select one of the following:  1 PATIENT NOT MATCHED  2 PROVIDER NOT MATCHED  3 DRUG NOT MATCHED  4 PATIENT, PROVIDER AND DRUG MATCHED  5 ALL (NO FILTERS)  MATCH STATUS: 5// |

Workload Processing option filters

|  |
| --- |
| MbM Only |
| Meds-By-Mail site users will see a slightly different labeling for the options above:  1 PATIENT FAIL - PATIENT NOT MATCHED  2 PROVIDER FAIL - PROVIDER NOT MATCHED  3 DRUG FAIL - DRUG NOT MATCHED  4 BASIC - PATIENT, PROVIDER AND DRUG MATCHED  5 ALL (NO FILTERS)  This is only a labeling difference and won’t affect the functionality of this filter, which works the same for VAMC and MbM sites. | |

**1 – PATIENT NOT MATCHED**

This option will only load and go through eRx Patients with at least one eRx record where the eRx Patient has not been matched to a VistA Patient.

**2 – PROVIDER NOT MATCHED**

This option will only load and go through eRx Patients with at least one eRx record where the eRx Provider has not been matched to a VistA Provider. Furthermore, the patient cannot quality for the PATIENT NOT MATCHED filter.

**3 – DRUG NOT MATCHED**

This option will only load and go through eRx Patients with at least one eRx record where the eRx Drug has not been matched to a VistA Drug. Furthermore, the patient cannot quality for the PATIENT NOT MATCHED and PROVIDER NOT MATCHED filters.

**4 – PATIENT, PROVIDER AND DRUG MATCHED**

This option will only load and go through eRx Patients with at least one eRx record where all three (PATIENT, PROVIDER and DRUG) are matched to a VistA corresponding record.

**5 – ALL (NO FILTERS)**

This option will not apply any filters regarding matching. It will start from the oldest records and move its way through the patients with the newest records.

### eRx Patient Centric Queue

Once the status selection is made, the user will enter the eRx Holding Queue in the Patient Centric view by default with the exception for the WP (Workload Processing) choice which will take the user directly to the Single Patient Queue View, explained further down in this document.

|  |  |  |
| --- | --- | --- |
| **eRx Patient Centric Queue** Sep 16, 2023@11:06:54 Page: 1 of 3  LOOK BACK DAYS: **45** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  ERX STATUS: **ALL**   |  | | --- | | # PATIENT DOB SSN ED**v** NW WT IP HD CCR OTH TOT |   1. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 0 0 1 0 0 1 2  2] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 2 0 1 0 0 0 3  3. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 3 0 0 1 0 0 4  **4. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 1 0 0 0 2**  5. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 1 2  6. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 1 0 2  7. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 2 1 0 0 3  8. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 0 1  9. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 0 1  10] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 0 1  11. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 1 0 2  12. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 0 0 1  13. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 2 0 1 0 0 0 3  **14] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 0 0 1**  15. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 34 1 0 0 0 0 0 1  16. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 34 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// |

eRx Holding Queue – Patient Centric Queue

The figure above shows the eRx Holding Queue initial screen, in Patient Centric Queue view which contains a list of patients with Actionable (non-processed) eRx records. Below is an explanation of each segment of the screen.

#### Top Line

It contains the title of the list, in this case “eRx Patient Centric Queue”, then the current date/time to the right the page the user is on and how many pages there are total.

#### Header Area

In this non-scrollable area, there are 4 fields that control the list being displayed.

**LOOK BACK DAYS**

Indicates up to how many days back the search looked for unprocessed records. The default value comes from the ERX DEFAULT LOOKBACK DAYS field in the Site Parameter Enter/Edit option [PSO SITE PARAMETERS]. This value can be changed by the user which will be described further below.

**CS/NON-CS**

Indicates whether the list contains Controlled Substances (CS), Non-Controlled Substances (Non-CS) or Both. In case of CS being included it will also indicate the schedule of the CS drugs being displayed. It can also be changed by the user as described further down.

**MAX. QUEUE SIZE**

Indicates the maximum number of records that can be loaded in the list. It means that any selection that produces a number of records greater than this number will be cutoff at this number of records on the list. This limit can also be changed by the user as described further down.

**ERX STATUS**  
Indicates the status selection by the user before entering the list (Figure 6-2 above). With the exception of the WP selection, which bypass this list completely.

#### Column Header Line

**#**

This column indicates the sequence number for the patient being displayed, which can be selected by the user to open the patient in a Single Patient Queue view screen.

**PATIENT**

Patient name column (maximum of 24 characters).

**DOB**

Date of birth column (MM/DD/YYY format).

**SSN**

Social Security column.

**ED**

Elapsed Days column. Indicates how many days ago the oldest actionable record for the patient was received.

**NW**

New eRx record status count. The number in this column indicates how many eRx are in a NEW status.

**WT**

Wait eRx record status count. The number in this column indicates how many eRx are in a WAIT status.

**IP**

In-Process eRx record status count. The number in this column indicates how many eRx are in a IN-PROCESS status.

**HD**

Hold eRx record status count. The number in this column indicates how many eRx are in a HOLD status.

**CCR**

CCR eRx record status count. The number in this column indicates how many eRx are in a CCR status: CancelRx Request, RxChange Response, and RxRenewal Response records in actionable statuses; including RXF, RXE and CXE records.

**OTH**

A count of all other status not captured by the columns to the left. It also includes Inbound Error related to RxRenewal/RxChange Request (Status – RRE/CRE).

**TOT**

A sum of all the numbers from the columns to the left.

**^** or v

One of these two symbols above can be spotted besides one of the following columns: PATIENT, DOB or ED. It indicates the column that the list is sorted by. **^** indicates an ascending order (smaller first A->Z or 0>9) and v indicates a descending order (greater first Z->A or 9->0). Look further down to see how to sort by different columns and order (ascending or descending).

#### Listing Area

This area is where all the records are listed. They are always sequential number that goes from 1 to the last item on the list. This number can be selected by the user to view all the patient’s eRx records in a Single Patient Queue view.

**#. Vs. #] (Digitally Signed Vs. Not Digitally Signed)**

Following each number there will be one of two characters “.” (dot) or “]” (closing square bracket), as seen on lines 2. 10 and 14 on figure 6-7 above. The “.” indicates that the patient does not have any Digitally Signed eRx records, while the “]” indicates that the patient has at least one eRx records that was Digitally Signed by the external provider. Digitally signed records is an indication by the external provider that the drug in the eRx records is a Controlled Substance drug. CS drugs are mandated by DEA (Drug Enforcement Agency) to always be transmitted to the pharmacy with a Digital Signature.

**Bolded Lines**

|  |  |  |
| --- | --- | --- |
| **eRx Patient Centric Queue** Sep 16, 2023@11:06:54 Page: 1 of 3  LOOK BACK DAYS: **45** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  ERX STATUS: **ALL**   |  | | --- | | # PATIENT DOB SSN ED**v** NW WT IP HD CCR OTH TOT |   1. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 0 0 1 0 0 1 2  2] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 2 0 1 0 0 0 3  3. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 3 0 0 1 0 0 4  **4. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 1 0 0 0 2**  5. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 1 2  6. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 1 0 2  7. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 2 1 0 0 3  8. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 0 1  9. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 0 1  10] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 0 1  11. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 1 0 2  12. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 0 0 1  13. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 2 0 1 0 0 0 3  **14] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 0 0 1**  15. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 34 1 0 0 0 0 0 1  16. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 34 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// |

A bolded line as seen on lines 4 and 14 above indicates another user has the patient or one of their eRx records open. When the user tries to select such numbers, a message will display on the message bar (below the list and above the Action Menu) indicating the user and date/time the records was locked, as shown below:

|  |
| --- |
| + Patient Locked:XXXXXXXXX,XXXXXXXXX|09/16/23@12:12:16 |

Patient Centric Queue - Patient Locked

#### Action & Hidden Action Menus

A few actions can be taken by the user on list displayed. The Action Menu is displayed right below the listing area while the Hidden Action Menu can be viewed by typing “??” (double question mark).

##### Action Menu

|  |
| --- |
| 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// |

###### SPAT – Sort By Patient

By default, the list is always sorted by the ED (Elapsed Days) column in a descending order (oldest records first), but the user can sort the list by the Patient Name by selecting the SPAT action. It will sort the list by Patient Name in ascending order when the user picks it once. If currently sorted by Patient Name and the users selects SPAT again it will reverse the sorting order (from ascending to descending and vice-versa), as shown below:

|  |
| --- |
| # PATIENT**^** DOB SSN ED NW WT IP HD CCR OTH TOT |

Patient Centric Queue – Sorted By Patient Name in Ascending Order

|  |
| --- |
| # PATIENT**v** DOB SSN ED NW WT IP HD CCR OTH TOT |

Patient Centric Queue – Sorted By Patient Name in Descending Order

###### SQ – Search Queue

This action allows the user to place filters on the list by a few different selection criteria shown below. Multiple filters can be applied in one search criteria with the exception of ERX REFERENCE NUMBER and RX# which will result in the selection of one single record.

|  |
| --- |
| Select Item(s): Next Screen// SQ Search Queue  **NOTE: Only patients with actionable records are captured with this search.**  **Non-Actionable records can be searched through the SQ action under Rx**  **List View.**  Select one of the following:  1 ERX PATIENT  2 ERX DATE OF BIRTH  3 ERX REFERENCE NUMBER  4 VISTA RX #  5 VISTA PATIENT  6 MATCH STATUS  SEARCH BY: |

Patient Centric Queue - Search Queue options

**1 - ERX PATIENT**

Users can filter the list by single or multiple eRx patients by selecting them as seen below. The LAST REC. DATE column indicates the last eRx received for this patient.

|  |
| --- |
| SEARCH BY: 1 ERX PATIENT  ERX PATIENT NAME: XXXXXX    LAST  # ERX PATIENT NAME DOB CITY REC.DATE  ---------------------------------------------------------------------------  1. XXXXXX,XXXXXXX 99/99/9999 PICKLETON-NY 09/10/23  2. XXXXXX,XXXXXXX 99/99/9999 BUTTERVILLE-NY 09/02/23  SELECT (1-2): ?  This response must be a list or range, e.g., 1,3,5 or 2-4,8.  SELECT (1-2): 1-2 |

Patient Centric Queue - Search By Patient

|  |
| --- |
| Select one of the following:  1 ERX PATIENT **(XXXXXX,XXXXXX| XXXXXX,XXXXXX)**  2 ERX DATE OF BIRTH  3 ERX REFERENCE NUMBER  4 VISTA RX #  5 VISTA PATIENT  6 MATCH STATUS  SEARCH BY: |

Patient Centric Queue – eRx Patients Selected

**2 - ERX DATE OF BIRTH**

|  |
| --- |
| SEARCH BY: 2 ERX DATE OF BIRTH  Date of Birth (DOB): 99/99/999 (XXX 99, 9999)  **NOTE: Only patients with actionable records are captured with this search.**  **Non-Actionable records can be searched through the SQ action under Rx**  **List View.**  Select one of the following:  1 ERX PATIENT **(XXXXXX,XXXXXX|XXXXXX,XXXXXX)**  2 ERX DATE OF BIRTH **(99/99/99)**  3 ERX REFERENCE NUMBER  4 VISTA RX #  5 VISTA PATIENT  6 MATCH STATUS  SEARCH BY: |

Patient Centric Queue - Search By Patient Date of Birth

|  |  |  |
| --- | --- | --- |
| **eRx Patient Centric Queue** Sep 16, 2023@11:06:54 Page: 1 of 3  LOOK BACK DAYS: **45** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  FILTERED BY: **DOB(99/99/99)|PATIENT(XXXXXX,XXXXXX|XXXXXX,XXXXXX)**   |  | | --- | | # PATIENT DOB SSN ED**v** NW WT IP HD CCR OTH TOT |   1. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 0 0 1 0 0 1 2  2] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 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 Centric Queue - Search Results

In the case of the Search criteria not providing any matching entries, the screen below will display:

|  |  |  |
| --- | --- | --- |
| **eRx Patient Centric Queue** Sep 16, 2023@11:06:54 Page: 1 of 3  LOOK BACK DAYS: **45** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  FILTERED BY: DOB(99/99/99)|PATIENT(XXXXXX,XXXXXX|XXXXXX,XXXXXX)   |  | | --- | | # PATIENT DOB SSN ED**v** NW WT IP HD CCR OTH TOT |   No patients with actionable prescriptions found.   |  | | --- | | + 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 Centric Queue - Search Results

**3 - ERX REFERENCE NUMBER**

This search will take the user to the eRx Display screen and show the single eRx selected.

|  |
| --- |
| SEARCH BY: 3 ERX REFERENCE NUMBER  ERX REFERENCE NUMBER: 9999999999 |

Patient Centric Queue – Search by eRx REFERENCE NUMBER

**4 – RX#**

This search will first find the associated eRx with the VistA Rx # selected and will take the user to the eRx Display screen then show the single eRx selected.

|  |
| --- |
| SEARCH BY: 4 VISTA RX #  VISTA Rx #: 9999999999  This prescription is not an eRx prescription.  VISTA Rx #: |

Patient Centric Queue – Search by VISTA Rx #

**5 – VISTA PATIENT**

Users can filter the list by single or multiple VistA patients by selecting them as seen below. The REC. DATE column indicates the last eRx received for this patient.

|  |
| --- |
| SEARCH BY: 1 ERX PATIENT  VISTA PATIENT NAME: XXXXXX    LAST  # VISTA PATIENT NAME DOB CITY REC.DATE  ---------------------------------------------------------------------------  1. XXXXXX,XXXXXXX 99/99/9999 PLANO-TX 09/19/23  2. XXXXXX,XXXXXXX 99/99/9999 NEW YORK-NY 09/18/23  SELECT (1-2): ?  This response must be a list or range, e.g., 1,3,5 or 2-4,8.  SELECT (1-2): 1-2 |

Patient Centric Queue - Search By Patient

|  |
| --- |
| Select one of the following:  1 ERX PATIENT  2 ERX DATE OF BIRTH  3 ERX REFERENCE NUMBER  4 VISTA RX #  5 VISTA PATIENT **(XXXXXX,XXXXXX| XXXXXX,XXXXXX)**  6 MATCH STATUS  SEARCH BY: |

Patient Centric Queue – eRx Patients Selected

**6 – MATCH STATUS**

This search will qualify patients based on the matching status of the patient, provider, and drug to a corresponding VistA Record.

|  |
| --- |
| SEARCH BY: 6 MATCH STATUS  Select one of the following:  1 PATIENT NOT MATCHED  2 PROVIDER NOT MATCHED  3 DRUG NOT MATCHED  4 PATIENT, PROVIDER AND DRUG MATCHED  MATCH STATUS: 4  **NOTE: Only patients with actionable records are captured with this search.**  **Non-Actionable records can be searched through the SQ action under Rx**  **List View.**  Select one of the following:  1 ERX PATIENT  2 ERX DATE OF BIRTH  3 ERX REFERENCE NUMBER  4 VISTA RX #  5 VISTA PATIENT  6 MATCH STATUS **(ALL MATCHED)**  SEARCH BY: |

Patient Centric Queue – eRx Patients Selected

**6.1 – MATCH STATUS: PATIENT NOT MATCHED**

If the patient has at least one actionable record which the eRx patient has not yet been matched to, a corresponding VistA patient will be included in the list.

**6.2 – MATCH STATUS: PROVIDER NOT MATCHED**

If the patient has at least one actionable record which the eRx provider has not yet been matched to, a corresponding VistA provider AND the patient does not qualify for PATIENT NOT MATCHED filter above, it will be included in the list.

**6.3 – MATCH STATUS: DRUG NOT MATCHED**

If the patient has at least one actionable record which the eRx Drug has not yet been matched to, a corresponding VistA drug AND the patient does not qualify for PATIENT NOT MATCHED filter above AND the patient does not qualify for the PROVIDER NOT MATCHED filter above, it will be included in the list.

**6.4 – MATCH STATUS: PATIENT, PROVIDER AND DRUG MATCHED**

If the patient has at least one actionable record which the eRx patient has been matched to the VistA patient, the eRx Provider has been matched to the VistA provider and the Drug has been matched to a VistA drug AND the patient does not quality to either of the 3 filters described above, it will be included in the list.

|  |
| --- |
| MbM Only |
| Meds-By-Mail site users will see a slightly different labeling for the options above:  1 PATIENT FAIL - PATIENT NOT MATCHED  2 PROVIDER FAIL - PROVIDER NOT MATCHED  3 DRUG FAIL - DRUG NOT MATCHED  4 BASIC - PATIENT, PROVIDER AND DRUG MATCHED  5 ALL (NO FILTERS)  This is only a labeling difference and won’t affect the functionality of this filter, which works the same for VAMC and MbM sites. | |

**Removing Individual Filters**

Individual filters can be removed by using the “^” (up-caret) along with the Number of the filter applied, as show below:

|  |
| --- |
| **NOTE: Only patients with actionable records are captured with this search.**  **Non-Actionable records can be searched through the SQ action under Rx**  **List View.**  Select one of the following:  1 ERX PATIENT **(XXXXXX,XXXXXX|XXXXXX,XXXXXX)**  2 ERX DATE OF BIRTH **(99/99/99)**  3 ERX REFERENCE NUMBER  4 VISTA RX #  5 VISTA PATIENT  6 MATCH STATUS **(ALL MATCHED)**  SEARCH BY: **^2**  **NOTE: Only patients with actionable records are captured with this search.**  **Non-Actionable records can be searched through the SQ action under Rx**  **List View.**  Select one of the following:  1 ERX PATIENT **(XXXXXX,XXXXXX|XXXXXX,XXXXXX)**  2 ERX DATE OF BIRTH  3 ERX REFERENCE NUMBER  4 VISTA RX #  5 VISTA PATIENT  6 MATCH STATUS **(ALL MATCHED)** |

Patient Centric Queue – Individual Filter Removal

###### LBD – Change Look Back Days

This action allows the user to change the number of days to look back for eRx actionable records. A number between 0 (zero) and 1,000 can be selected. 0 (zero) would include only records for today’s date. Once the new value is selected the list is refreshed to account for the new number of days to look back and the new number will be displayed on the header section.

|  |
| --- |
| Select Item(s): Quit// LBD Change Look Back Days  LOOK BACK DAYS: 45// ??  This field holds the number of days to look back in order to include records  in the Patient Centric Queue.  LOOK BACK DAYS: 45// 365 Please Wait...  **eRx Patient Centric Queue** Sep 16, 2023@12:12:23 Page: 1 of 5  LOOK BACK DAYS: **365** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  ERX STATUS: **ALL**  ... |

Patient Centric Queue – Changing Look Back Days

###### RX – Rx List View

This action takes the user to **Rx Medication Queue list** which will be described further down in this document.

###### RAF – Remove All Filters

This action allows the user to remove all filters currently applied to the list. This list is then refreshed to without any filters.

###### REF – Refresh List

This action allows the user to refresh the list. This is used to make sure you are looking at the latest version of the list because other users might have already worked through some of the records currently on the list which may have altered it, which will not show until it is refreshed.

##### Hidden Action Menu

|  |
| --- |
| The following actions are also available:  CS Group By CS - Previous Screen PS Print Screen  SDOB Sort By DOB UP Up a Line PT Print List  SED Sort By Elapsed Days DN Down a Line SL Search List  NP Next Patient FS First Screen QU Quit  CV Change View LS Last Screen  + Next Screen GO Go to Page |

###### CS – Group by CS (hidden)

This action allows the user to group the list in two listing areas: Controlled Substances (CS) and Non-Controlled Substances (Non-CS) as seen below. The action can be used to turn ON and OFF this hidden action.

|  |  |  |
| --- | --- | --- |
| **eRx Patient Centric Queue** Sep 16, 2023@11:06:54 Page: 1 of 3  LOOK BACK DAYS: **45** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  ERX STATUS: **ALL**   |  | | --- | | # PATIENT DOB SSN ED**v** NW WT IP HD CCR OTH TOT |   **CONTROLLED SUBSTANCE Rx's a**  1] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 0 0 1 0 0 1 2  2] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 2 0 1 0 0 0 3  3] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 3 0 0 1 0 0 4  4] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 1 0 0 0 2  5] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 1 2  **NON-CONTROLLED SUBSTANCE Rx's a**  6. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 1 0 0 0 1 0 2  7. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 0 0 2 1 0 0 3  8. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 41 0 0 1 0 0 0 1  9. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 40 0 0 1 0 0 0 1  10 XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 38 0 0 1 0 0 0 1  11. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 35 1 0 0 0 1 0 2  12. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 33 1 0 0 0 0 0 1  13. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 32 2 0 1 0 0 0 3  14 XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 32 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 Centric Queue – Grouped by CS and Non-CS

###### SDOB – Sort By Date of Birth (hidden)

By default, the list is sorted by the ED (Elapsed Days) column in a descending order (oldest records first), but the user can sort the list by the Patient Date of Birth (DOB) by selecting the SDOB hidden action. It will sort the list by Patient DOB in ascending order when the user picks it once. If currently sorted by Patient DOB and the users selects SDOB again it will reverse the sorting order (from ascending to descending and vice-versa), as shown below:

|  |
| --- |
| # PATIENT DOB**^** SSN ED NW WT IP HD CCR OTH TOT |

Patient Centric Queue – Sorted By Patient DOB in Ascending Order

|  |
| --- |
| # PATIENT DOB**v** SSN ED NW WT IP HD CCR OTH TOT |

Patient Centric Queue – Sorted By Patient DOB in Descending Order

###### SED – Sort By Elapsed Days (hidden)

By default, the list is sorted by the ED (Elapsed Days) column in a descending order (oldest records first). The user can sort the list by the Elapsed Days by selecting the SED hidden action. It will sort the list by Elapsed Days in ascending order when the user picks it once. If currently sorted by Elapsed Days and the users selects SED again it will reverse the sorting order (from ascending to descending and vice-versa), as shown below:

|  |
| --- |
| # PATIENT DOB SSN ED**^** NW WT IP HD CCR OTH TOT |

Patient Centric Queue – Sorted By Elapsed Days in Ascending Order

|  |
| --- |
| # PATIENT DOB SSN ED**v** NW WT IP HD CCR OTH TOT |

Patient Centric Queue – Sorted By Elapsed Days in Descending Order

###### NP – Next Patient (hidden)

This hidden action allows the user to open the patient with the oldest eRx record in an actionable status. It will take the user to the eRx Single Patient Queue. Once in the eRx Single Patient Queue the user can type NP again to jump to the next patient with the oldest order after the previous patient.

###### CV – Change View (hidden)

This hidden action allows the user to change the following parameters that affect the content and appearance of the eRx Patient Centric Queue. Some of these parameters also have their own action (e.g., LBD – Look Back Days) . Furthermore, the users can also save the parameters to be applied to the queue every time they enter the option.

|  |
| --- |
| Select Item(s): Next Screen// CV Change View  LOOK BACK DAYS: 45// 45 DAYS  SORT BY: ED// ED ELAPSED DAYS  SORT ORDER: D// DESCENDING  INCLUDE CS/NON-CS: B// BOTH (CS AND NON-CS)  CS SCHEDULE: SCHEDULES II - V// SCHEDULES II - V  GROUP BY CS: NO// NO NO  MAXIMUM QUEUE SIZE: 999//  Save as your default view? NO// |

Patient Centric Queue – Change View hidden action (No Default View Saved)

Once the user chooses all the parameters above the option will prompt them if they want to save the current parameters as their default view. Whether they chose YES or NO the option will refresh the list according to the parameters selected. If they select YES to save the view the next time they select CV they will be given a chance to delete their saved default view, as seen below:

|  |
| --- |
| Select Item(s): Next Screen// CV Change View  Your saved default view:  -----------------------  LOOK BACK DAYS : 45 DAYS  SORT BY : ELAPSED DAYS  SORT ORDER : DESCENDING  INCLUDE CS/NON-CS : BOTH (CS AND NON-CS)  CS SCHEDULE : SCHEDULES II - V  GROUP BY CS/NON-CS : NO  MAXIMUM QUEUE SIZE : 999  Delete this saved default view? NO// |

Patient Centric Queue – Change View hidden action (With Default View Saved)

The parameters LOOK BACK DAYS, SORT BY, SORT ORDER and GROUP BY CS/NON-CS have been explained above on how they impact the queue. The other parameters are explained below:

**INCLUDE CS/NON-CS**

This parameter allows the user to select which type of eRx records should be displayed on the list: Controlled Substances only (CS), Non-Controlled Substances only (Non-CS) or Both (B). The default value is B. This parameter is displayed on the header of the Queue.

|  |
| --- |
| INCLUDE CS/NON-CS: B// ?  Indicate whether CS and/or Non-CS records should be included in the  Patient Centric Queue.  Choose from:  CS CS ERXS ONLY  Non-CS NON-CS ERXS ONLY  B BOTH (CS AND NON-CS) |

Patient Centric Queue – Change View hidden action – INCLUDE CS/NON-CS Field

**CS SCHEDULE**

This parameter is only prompted in the case the user selects either CS or B above. The default value is 3 (SCHEDULES II – V). This parameter is displayed on the header of the Queue. It allows the user to further filter the CS eRx records based on the drug schedule, as seen below:

|  |
| --- |
| CS SCHEDULE: SCHEDULES II - V// ?  Indicate which CS Schedules should be included in the Patient Centric  Queue.  Choose from:  1 SCHEDULE II ONLY  2 SCHEDULES III - V  3 SCHEDULES II - V |

Patient Centric Queue – Change View hidden action – CS SCHEDULE Field

**MAXIMUM QUEUE SIZE**

This parameter determines the maximum number of records to be loaded for the queue. Once the process that builds the list reaches this limit it stops. The default is 999 and the maximum is 4,999. This parameter is displayed on the header of the Queue.

#### 48-Lines Terminal Emulator Display Feature

There is a **Class 3 software (KIDS Build)** that allows sites, including Meds-By-Mail (MbM), to expand their ListMan Listing Area to more than double of the displayed lines for one page when using the regular 24-Lines on the Terminal Emulator. **It is important to emphasize that simply setting the Terminal Emulator to 48-Lines won’t work, the VistA account where the user is connecting must have this Class 3 software installed for it to work.**

Once the KIDS Build is installed and the Terminal Emulator is set to display 48-Line, the eRx Patient Centric Queue will look like the following:

|  |  |  |
| --- | --- | --- |
| **eRx Patient Centric Queue** Sep 16, 2023@11:06:54 Page: 1 of 2  LOOK BACK DAYS: **45** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  ERX STATUS: **ALL**   |  | | --- | | # PATIENT DOB SSN ED**v** NW WT IP HD CCR OTH TOT |   1. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 0 0 1 0 0 1 2  2] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 2 0 1 0 0 0 3  3. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 3 0 0 1 0 0 4  **4. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 1 0 0 0 2**  5. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 1 2  6. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 1 0 2  7. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 2 1 0 0 3  8. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 0 1  **9. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 0 1**  10] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 0 1  11. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 1 0 2  12. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 0 0 1  13. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 2 0 1 0 0 0 3  **14] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 0 0 1**  15. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 34 1 0 0 0 0 0 1  16. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 34 1 0 0 0 0 0 1  17. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 32 0 0 1 0 0 1 2  18. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 32 2 0 1 0 0 0 3  19. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 31 3 0 0 1 0 0 4  20 XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 31 1 0 1 0 0 0 2  21. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 31 0 0 1 0 0 1 2  22. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 27 1 0 0 0 1 0 2  23. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 27 0 0 2 1 0 0 3  23. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 27 0 0 1 0 0 0 1  25. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 27 0 0 1 0 0 0 1  26] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 24 0 0 1 0 0 0 1  27. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 24 1 0 0 0 1 0 2  28. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 23 1 0 0 0 0 0 1  29. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 22 2 0 1 0 0 0 3  30] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 21 1 0 0 0 0 0 1  31. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 21 1 0 0 0 0 0 1  32. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 20 1 0 0 0 0 0 1  33. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 19 0 0 1 0 0 1 2  34. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 9 2 0 1 0 0 0 3  35. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 7 3 0 0 1 0 0 4  36. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 1 1 0 1 0 0 0 2   |  | | --- | | + 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// |

### eRx Single Patient Queue

Once the user selects a patient in the eRx Patient Centric Queue above, they will be taken to the eRx Single Patient Queue. This list will by default display all the eRx Patient’s Actionable records and they will be sorted by the REC.DATE column in a descending order (oldest records first).

|  |  |  |
| --- | --- | --- |
| **eRx Single Patient Queue** Sep 28, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^**STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 N A AV A  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A AV A  4] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A AV A     |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

eRx Single Patient Queue

#### Top Line

It contains the title of the list, in this case “eRx Single Patient Queue”, then the current date/time to the right the page the user is on and how many pages there are total.

#### Header Area

In this non-scrollable area, there are 6 fields that control the list being displayed.

**eRx PATIENT**

This is the eRx Patient name as received by the outside prescriber.

**SEX**

eRx Patient gender.

**DOB**

eRx Patient date of birth followed by their age between parentheses.

**LOOK BACK DAYS**

Indicates up to how many days back the search looked for unprocessed records. The default value comes from the ERX DEFAULT LOOKBACK DAYS field in the Site Parameter Enter/Edit option [PSO SITE PARAMETERS]. This value can be changed by the user which will be described further below.

**STATUS**

By default, only ‘Actionable’ eRx records are included on the eRx Single Patient Queue, however the user can easily change this parameter as described further down on this document.

**SSN**

This is the eRx Patient Social Security Number (SSN) exactly as it was received from the outside prescriber.

#### Column Header Line

**#**

This column indicates the sequence number for the eRx record being displayed, which can be selected by the user to open the eRx Individual record and view the details.

**ERX ID**

This is the eRx number or ID, which is the same as the eRx Hub.

**DRUG NAME**

This is the eRx Drug Name exactly as received from the prescriber software. It is truncated at 22 characters.

**PROVIDER NAME**

This is the eRx Prescriber Name exactly as received from the prescriber software

**REC.DATE**

This is the date when the eRx was received.

**STA**

This is eRx Status column. It shows the current eRx record status. It’s truncated at 3 characters.

**MATCHING PT**

This column indicates the current matching status for the eRx Patient. The following variations are possible for this column:

“” (blank) – eRx Patient has not been matched to a VistA Patient

“A” – eRx Patient has been auto-matched to a VistA Patient

“M” – eRx Patient has been manually matched to a VistA Patient by the user

“**M**” (bold) – eRx Patient was initially auto-matched and then manually matched to a different VistA Patient by the user

“AV” – eRx Patient has been auto-matched to a VistA Patient and manually validated

“MV” – eRx Patient has been manually matched to a VistA Patient and manually validated

“**M**V” (bold **M)** – eRx Patient was initially auto-matched and then manually matched to a different VistA Patient and subsequently manually validated by the user

**MATCHING PR**

This column indicates the current matching status for the eRx Provider. The following variations are possible for this column:

“” (blank) – eRx Provider has not been matched to a VistA Provider

“A” – eRx Provider has been auto-matched to a VistA Provider

“M” – eRx Provider has been manually matched to a VistA Provider by the user

“**M**” (bold) – eRx Provider was initially auto-matched and then manually matched to a different VistA Provider by the user

“AV” – eRx Provider has been auto-matched to a VistA Provider and manually validated

“A**V**” (bold **V**)– eRx Provider has been auto-matched to a VistA Provider and **auto-validated** (**MbM Only – see below**)

“MV” – eRx Provider has been manually matched to a VistA Provider and validated

“**M**V” (bold **M)** – eRx Provider was initially auto-matched and then manually matched to a different VistA Provider and subsequently manually validated by the user

**MATCHING DR**

This column indicates the current matching status for the eRx Drug. The following variations are possible for this column:

“” (blank) – eRx Drug has not been matched to a VistA Drug

“A” – eRx Drug has been auto-matched to a VistA Drug

“M” – eRx Drug has been manually matched to a VistA Drug by the user

“**M**” (bold) – eRx Drug was initially auto-matched and then manually matched to a different VistA Drug by the user

“AV” – eRx Drug has been auto-matched to a VistA Drug and manually validated

“MV” – eRx Drug has been manually matched to a VistA Drug and manually validated

“**M**V” (bold **M)** – eRx Drug was initially auto-matched and then manually matched to a different VistA Drug and subsequently manually validated by the user

|  |
| --- |
| MbM Only |
| **Provider Auto-Validation**  An eRx provider will be automatically validated if the following conditions are met when the eRx arrives:   * eRx is not digitally signed (indicating a prescription for a controlled substance) * eRx Provider was auto-matched * eRx Provider last name and VistA Provider last names match exactly * eRx Provider first letter of first name matches the VistA Provider first letter of first name * First 5 digits of eRx Provider zip code matches exactly with the VistA Provider zip code first 5 digits   The user recorded as responsible for the validation will be PSOAPPLICATIONPROXY,PSO | |

In the displayed lists, the user can select or enter the line number of the eRx number to view and examine the details of the eRx or select the actions displayed right below the listing area.

Validation actions for a single patient may be complete from there. For more details, refer to the sections identified in this guide.

**NOTE:** From the Summary/Details screen, users cannot edit any of the VistA information. The validate screens contain the option for editing the VistA information. For further information on editing and validating VistA information for an eRX, refer to section 6.2.

#### Listing Area

This area is where all the records are listed. They are always sequential number that goes from 1 to the last item on the list. This number can be selected by the user to view the patient’s corresponding eRx record in the Summary eRx View Display.

**#. Vs. #] (Digitally Signed Vs. Not Digitally Signed)**

Following each number there will be one of two characters “.” (dot) or “]” (closing square bracket), as seen on lines 2. 10 and 14 on figure 6-7 above. The “.” indicates that the patient does not have any Digitally Signed eRx records, while the “]” indicates that the patient has at least one eRx records that was Digitally Signed by the external provider. Digitally signed records is an indication by the external provider that the drug in the eRx records is a Controlled Substance drug. CS drugs are mandated by DEA (Drug Enforcement Agency) to always be transmitted to the pharmacy with a Digital Signature.

#### Action & Hidden Action Menus

A few actions can be taken by the user on list displayed. The Action Menu is displayed right below the listing area while the Hidden Action Menu can be viewed by typing “??” (double question mark).

#### Action Menu

**DET – Show/Hide Details**

This action shows or hides the eRx prescription details.

|  |  |  |
| --- | --- | --- |
| Select: Quit// DET Show/Hide Details Please wait...  **eRx Single Patient Queue** Sep 28, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X**  SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^**STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 N A  eRx Qty: 60 eRx # of Refills: 5 eRx Days Supply: 30  SIG: TAKE ONE CAPSULE BY BY MOUTH EVERY 12 HOURS  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A AV A  eRx Qty: 60 eRx # of Refills: 5 eRx Days Supply: 30  SIG: TAKE ONE CAPSULE BY BY MOUTH EVERY 12 HOURS  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A AV A  eRx Qty: 60 eRx # of Refills: 5 eRx Days Supply: 30  SIG: TAKE ONE CAPSULE BY BY MOUTH EVERY 12 HOURS  4] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  eRx Qty: 60 eRx # of Refills: 5 eRx Days Supply: 30  SIG: TAKE ONE CAPSULE BY BY MOUTH EVERY 12 HOURS  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A AV A  eRx Qty: 60 eRx # of Refills: 5 eRx Days Supply: 30  SIG: TAKE ONE CAPSULE BY BY MOUTH EVERY 12 HOURS     |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

DET - Show/Hide Details – Shown

|  |  |  |
| --- | --- | --- |
| Select: Quit// DET Show/Hide Details Please wait...Please wait...  **eRx Single Patient Queue** Sep 28, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^**STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 N A  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A AV A  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A AV A  4] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A AV A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

DET - Show/Hide Details - Hidden

**IAS – Include All Statuses**

This action displays all Actionable and Non-Actionable eRx status codes for a patient. Once the <**IAS**> action is selected, the list is refreshed to display all eRx statuses for the patient. The new status will be displayed in the header section.

For additional information on Actionable and Non-Actionable eRX Status Codes, refer to Appendix B: Holding Queue Status Codes & Descriptions in User Manual Unit 6 available on the Veteran's Documentation Library (VDL) for additional information on the various statuses in the list.

|  |  |  |
| --- | --- | --- |
| Select: Quit// IAS Include All Statuses Please wait...Please wait...  **eRx Single Patient Queue** Sep 28, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ALL** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^**STA PT PR DR |   1. 12314 LOXAPINE 50MG CAP YYYYYY,YYYYY Y 09/25/23 PR MV MV AV  2. 12345671 BENADRYL DIPHENHYDRAM SSSSSS,SSSSS S 09/25/23 R01 MV A  3. 99999994 NAPROXEN 250MG TABLET YYYYYY,YYYYY Y 09/25/23 R92 MV MV A  4. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  5. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 HOR A AV A  6. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A AV A  7] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  8. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 I A AV A       |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

IAS - Include All Statuses – eRx Details are Hidden

**Note:** Selecting/entering the <**DET**> action again while displaying all actionable and non-actionable eRx statuses will display the details of each eRx.

|  |
| --- |
| MbM Only |
| **REMOVED Status**  For MbM sites the status column won’t show “RM” like it does for a VA Medical Center site. Instead, it will show an abbreviation of the Removal Reason which is composed by “R” concatenated with the last 2 numbers of the Removal Reason. Like show above for entries #2 and #3 under the STA (Status) column.  REM01 Drug out of stock or on backorder and unavailable for processing  REM02 Patient was not able to pick up  REM03 Prescription canceled by Provider  REM04 Prescription processed manually  REM05 Provider will cancel this eRx and submit another  REM06 Unable to mail prescription and patient unable to pick up  REM07 Unable to contact patient  REM08 Unable to contact provider  REM09 ERX Issue not resolved-Provider contacted  REM91 Undefined system error  REM92 Other | |

**LBD – Look Back Days**

This action allows the user to change the number of days to look back for eRx actionable records. A number between 0 (zero) and 1,000 can be selected. 0 (zero) would include only records for today’s. Once the new value is selected the list is refreshed to account for the new number of days to look back and the new number will be displayed on the header section.

|  |
| --- |
| Select: Quit// LBD Change Look Back Days  LOOK BACK DAYS: 45// ?  Type a number between 0 and 1000, 0 decimal digits.  LOOK BACK DAYS: 45// ??  This field holds the number of days to look back in order to include records in  the Single Patient Queue.  LOOK BACK DAYS: 45// 365 Please wait...  **eRx Single Patient Queue** Sep 28, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **365** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING |

**SDRU – Sort By Drug (hidden)**

This action sorts the display list by eRx Drug Name. The entries are sorted in ascending [^] or descending [v]. To change the sorting order from ascending to descending and vice-versa, enter the <**SDRU**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SDRU SDRU Please wait...  **eRx Single Patient Queue** Sep 28, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME**^** PROVIDER NAME REC.DATE STA PT PR DR |   1. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  2. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SDRU - Sort By Drug in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SDRU SDRU Please wait...  **eRx Single Patient Queue** Sep 28, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME**v** PROVIDER NAME REC.DATE STA PT PR DR |   1. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  2. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  5. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SDRU - Sort By Drug in Descending Order

**SPRO – Sort by Provider (hidden)**

This action sorts the display list by eRx Provider Name. The entries are sorted in ascending [^] or descending [v]. To change the sorting order from ascending to descending and vice-versa, enter the <**SPRO**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SPRO SPRO Please wait...  **eRx Single Patient Queue** Sep 28, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME**^** REC.DATE STA PT PR DR |   1. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  2. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SPRO - Sort By Provider in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SPRO SPRO Please wait...  **eRx Single Patient Queue** Sep 28, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME**v** REC.DATE STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  2. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SPRO - Sort By Provider in Descending Order

**SREC – Sort by Rec. Date (hidden)**

This action sorts the display list by eRx Received Date. The entries are sorted in ascending [^] or descending [v]. To change the chronological order of the entries, enter the <**SREC**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SREC SREC Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^** STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SREC - Sort By Received Date in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SREC SREC Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**v** STA PT PR DR |   1. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  2] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  4. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SREC - Sort By Received Date in Descending Order

**SSTA – Sort by Status (hidden)**

This action sorts the display list by eRx Status. The entries are sorted in ascending [^] or descending [v]. To change the sorting order from ascending to descending and vice-versa, enter the <**SSTA**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SSTA SSTA Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE STA**^** PT PR DR |   1. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  2. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SSTA - Sort By Status in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SSTA SSTA Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X**  SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE STA**v** PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  2. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SSTA - Sort By Status in Descending Order

**SPTM – Sort by Pat. Match (hidden)**

This action sorts the current matching status for the eRx Patient. The entries are sorted in ascending [^] or descending [v]. In the case of this column, ascending order will list the entries without the patient matched first, records with patient matched but not validated next and finally the entries with the patient matched and validated. To change the sorting order from ascending to descending and vice-versa, enter the <**SPTM**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SPTM SPTM Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X**  SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE STA PT**^** PR DR |   1] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  3. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  4. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SPTM - Sort By Patient Match in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SPTM SPTM Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE STA PT**v** PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  2. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  4. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  5] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SPTM - Sort By Patient Match in Descending Order

**SPRM – Sort by Prov. Match (hidden)**

This action sorts the current matching status for the eRx Provider. The entries are sorted in ascending [^] or descending [v]. In the case of this column, ascending order will list the entries without the provider matched first, records with provider matched but not validated next and finally the entries with the provider matched and validated. To change the sorting order from ascending to descending and vice-versa, enter the <**SPRM**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SPRM SPRM Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE STA PT PR**^** DR |   1] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  3. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  4. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SPRM - Sort By Provider Match in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SPRM SPRM Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE STA PT PR**v** DR |   1. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  2. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  3. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  4. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  5] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SPRM - Sort By Provider Match in Descending Order

**SDRM – Sort by Drug Match (hidden)**

This action sorts the current matching status for the eRx Drug. The entries are sorted in ascending [^] or descending [v]. In the case of this column, ascending order will list the entries without the drug matched first, records with drug matched but not validated next and finally the entries with the drug matched and validated. To change the sorting order from ascending to descending and vice-versa, enter the <**SDRM**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SDRM SDRM Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE STA PT PR DR**^** |   1. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  2. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SDRM - Sort By Drug Match in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SDRM SDRM Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE STA PT PR DR**v** |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  2. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SDRM - Sort By Drug Match in Descending Order

**SALL – Sort by All Matches (hidden)**

This action sorts the current matching status for the eRx Patient, Provider and Drug. The entries are sorted in ascending [^] or descending [v]. In the case of this column, ascending order will list the entries without the patient, provider and drug matched first, records with patient, provider and drug matched but not validated next and finally the entries with the patient, provider and drug matched and validated. To change the sorting order from ascending to descending and vice-versa, enter the <**SALL**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SALL SALL Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE STA PT**^** PR**^** DR**^** |   1] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  4. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SALL - Sort By All Matches in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SALL SALL Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE STA PT**v** PR**v** DR**v** |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  2. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  4. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  5] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SALL - Sort By All Matches in Descending Order

**SERX – Sort By eRx ID (hidden)**

This action sorts the entries by eRx ID for the patient. The entries are sorted in ascending [^] or descending [v]. To change the sorting order from ascending to descending and vice-versa, enter the <**SERX**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SERX SERX Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID**^** DRUG NAME PROVIDER NAME REC.DATE STA PT PR DR |   1. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  2. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  4] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SERX - Sort By eRx ID in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SERX SERX Please wait...  **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID**v** DRUG NAME PROVIDER NAME REC.DATE STA PT PR DR |   1. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  2] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  4. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  5. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

SERX - Sort By eRx ID in Descending Order

**BU – Batch Un-Hold (hidden)**

This action allows the user to batch un-hold eRx entries for a patient. To perform batch un-hold, the eRx record status should have a HOLD status.

|  |  |  |
| --- | --- | --- |
| **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^**STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 HOR A A**V** A  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  4] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 I A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// BU BU  Select Range: ?  Select the range of eRx entries from the list above. Ex: '1-5'; '1,3,5';  '1-4,6-8'.  Select Range: 2  # ERX ID DRUG NAME PROVIDER STS  -------------------------------------------------------------------------------  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X HOR  Additional Comments (Optional): TESTING BU UN-HOLD ACTION FROM eRx Single Patient Queue functionality.  Confirm Batch Un-Hold? N// YES  Updating...done Please wait... |

BU – Batch Un-Hold

In the example above, after the user successfully performs the batch un-hold action, the status of eRx AMANTADINE 100MG CAP is updated from HOR to I.

|  |  |  |
| --- | --- | --- |
| **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^**STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 I A A**V** A  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  4] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 I A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

BU – Batch Un-Hold Result

If user enters invalid range, the verbiage below will be displayed

|  |
| --- |
| Select: Quit// BU BU  Select Range: 100ABC  Invalid Range. Please select a range of entries between 1 and 5. |

If user select an eRx entry range whose status is not on hold, the verbiage below will be displayed.

|  |
| --- |
| Select: Quit// BU BU  Select Range: 3  UNABLE TO BATCH UN-HOLD: At least one eRx entry cannot be removed from HOLD.  # ERX ID DRUG NAME PROVIDER STS  ------------------------------------------------------------------------------  3. 99999997 VITAMIN B COMPLEX/VITAMIN C CA XXXXXX,XXXXX X N  REASON: eRx is not on Hold |

**BH – Batch Hold (hidden)**

This action allows the user to batch hold eRx entries for a patient.

|  |  |  |
| --- | --- | --- |
| **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^**STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 HOR A A**V** A  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  4] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 I A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// BH BH  Select Range: ?  Select the range of eRx entries from the list above. Ex: '1-5'; '1,3,5';  '1-4,6-8'.  Select Range: 1-5  # ERX ID DRUG NAME PROVIDER STS  -------------------------------------------------------------------------------  1. 99999996 ASPIRIN 500/CAFFEINE 32MG TAB YYYYYY,YYYYY Y W  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X I  3. 99999997 VITAMIN B COMPLEX/VITAMIN C CA XXXXXX,XXXXX X N  4. 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X N  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X I  Select HOLD reason code: ?  Answer with ERX SERVICE REASON CODES, or NUMBER, or BRIEF DESCRIPTION, or  CODE TYPE ABBREVIATION, or NCIT SUBTYPE  Do you want the entire ERX SERVICE REASON CODES List? Y (Yes)  Choose from:  118 HPT PATIENT NOT FOUND  119 HPD PROVIDER NOT FOUND  120 HNF NON-FORMULARY DRUG THAT NEEDS APPROVAL  121 HSO INSUFFICIENT STOCK  122 HDI DRUG-DRUG INTERACTION  123 HAD ADVERSE DRUG INTERACTION  124 HBA BAD ADDRESS  125 HPC PROVIDER CONTACTED  126 HPA PRIOR APPROVAL NEEDED  127 HOR OTHER REASON  128 HPP PATIENT CONTACTED  598 HCR PRESCRIBER'S CS CREDENTIAL IS NOT APPROPRIATE  599 HWR CS PRESCRIPTION WRITTEN/ISSUE DATE HAS PROBLEMS  600 HIS PROVIDER DEA# ISSUE  601 HRX HOLD FOR RX EDIT  602 HDE DRUG USE EVALUATION  603 HTI THERAPUTIC INTERCHANGE  604 HSC SCRIPT CLARIFICATION  605 HGS GENERIC SUBSTITUTION  1561 HAL NO ALLERGY ASSESSMENT  1562 HEL ELIGIBILITY ISSUE  1563 HUR HOLD - UN-REMOVE    Select HOLD reason code: 127 HOR OTHER REASON  Additional Comments (Optional): TESTING BATCH HOLD FROM ERX SINGLE PATIENT QUEUE FUNCTIONALITY.  Confirm Batch Hold? N// YES  Updating...done Please wait... |

BU – Batch Hold

In the example above, the user performs the batch hold action on all **ACTIONABLE** eRx status for a patient. The user then selected 'HOR OTHER REASON' as the reason for holding the eRx. Once the update is done, you can see that the list has been refreshed to reflect the new status, 'HOR'. See the refreshed display list below.

|  |  |  |
| --- | --- | --- |
| **eRx Single Patient Queue** Sep 27, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^**STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 HOR MV MV AV  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 HOR A A**V** A  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 HOR A A**V** A  4] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 HOR A  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 HOR A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

BU – Batch Hold Result

If the user enters an invalid range, the verbiage below will be displayed.

|  |
| --- |
| Select: Quit// BH BH  Select Range: 100ABC  Invalid Range. Please select a range of entries between 1 and 5. |

If the user does not enter a hold reason code, the verbiage below will be displayed.

|  |
| --- |
| Select: Quit// BH BH  Select Range: 3  # ERX ID DRUG NAME PROVIDER STS  -------------------------------------------------------------------------------  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X N  Select HOLD reason code: ^Hold Reason required. eRx not placed in a 'Hold' status. |

In the event the eRx status in the header section is set to **ALL** (actionable and non-actionable), then the user either selects:

1. An eRx with non-actionable status

2. All eRx displayed lists, which both contain actionable and non-actionable status.

The following verbiage will be displayed below.

|  |  |  |
| --- | --- | --- |
| **eRx Single Patient Queue** Sep 28, 2023@14:38:27 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ALL** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^**STA PT PR DR |   1. 12314 LOXAPINE 50MG CAP YYYYYY,YYYYY Y 09/25/23 PR MV MV AV  2. 12345671 BENADRYL DIPHENHYDRAM SSSSSS,SSSSS S 09/25/23 R01 MV A  3. 99999994 NAPROXEN 250MG TABLET YYYYYY,YYYYY Y 09/25/23 R92 MV MV A  4. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  5. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 HOR A AV A  6. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A AV A  7] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  8. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 I A AV A  9. 876543 N/A ZZZZZZZ,ZZZZZZ 09/29/23 CAN  10. 41852 N/A ZZZZZZZ,ZZZZZZ 09/29/23 CAH       |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// BH BH  Select Range: 9-10 |

BU – Batch Hold

In the example below, the user selects eRx’s (#9 and #10) with a non-actionable status. See the displayed list above.

|  |
| --- |
| # ERX ID DRUG NAME PROVIDER STS  ------------------------------------------------------------------------------  9. 876543 N/A ZZZZZZZ,ZZZZZZ CAN  10. 741852 N/A ZZZZZZZ,ZZZZZZ CAH  UNABLE TO BATCH HOLD: Either you do not have the appropriate security keys  or one or more records cannot be put on HOLD |

In the example below, the user selects All eRx displayed lists, which both contain actionable and non-actionable status.

|  |
| --- |
| Select: Quit// BH BH  Select Range: 1-10  UNABLE TO BATCH HOLD: At least one eRx entry cannot be put on HOLD.  # ERX ID DRUG NAME PROVIDER STS  ------------------------------------------------------------------------------  1. 12314 LOXAPINE 50MG CAP YYYYYY,YYYYY Y PR  REASON: eRx with a status of 'Rejected', 'Removed' or 'Processed'.  2. 12345671 BENADRYL DIPHENHYDRAM SSSSSS,SSSSS S REM01  REASON: eRx with a status of 'Removed'. |

**NP – Next Patient (hidden)**

Once in the eRx Single Patient Queue, this action allows the user to automatically open to the next patient with the oldest order after the current patient in an actionable status. The user can type <**NP**> again to jump to the next patient.

For example:

In the eRx Patient Centric Queue, the user selects #3 from the lists displayed, see below.

|  |  |  |
| --- | --- | --- |
| **eRx Patient Centric Queue** Sep 27, 2023@11:06:43 Page: 1 of 1  LOOK BACK DAYS: **45** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  ERX STATUS: **ALL**   |  | | --- | | # PATIENT DOB SSN ED**v** NW WT IP HD CCR OTH TOT |   1. AAAAA,AAAAAAAAAA 99/99/9990 999-99-9990 44 0 0 1 0 0 1 2  2] BBBBB,BBBBBBBBBB 99/99/9991 999-99-9991 44 2 0 1 0 0 0 3  3. XXXXX,XXXXXXXXXX 99/99/9994 999-99-9994 37 0 0 1 0 0 1 2  4. CCCCC,CCCCCCCCCC 99/99/9992 999-99-9992 37 3 0 0 1 0 0 4  5. ZZZZZ,ZZZZZZZZZZ 99/99/9993 999-99-9993 37 1 0 1 0 0 0 2   |  | | --- | | + 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// **3** |

Inside eRx Single Patient Queue, the use enter <**NP>** action.

|  |  |  |
| --- | --- | --- |
| **eRx Single Patient Queue** Sep 27, 2023@14:38:52 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^**STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 HOR MV MV AV  2. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 HOR A A**V** A  3. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 HOR A A**V** A  4] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 HOR A  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 HOR A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// NP NP Loading Next Patient...Please wait... |

NP – Next Patient

In the display below, the patient listed in #4 above in the eRx Single Patient Queue is displayed after entering the <**NP**> action since that is the next patient after XXXXX,XXXXXXXXXX.

|  |  |  |
| --- | --- | --- |
| **eRx Single Patient Queue** Sep 27, 2023@14:38:55 Page: 1 of 1  eRx PATIENT: **CCCCCCCCC,CCCCCCCCCCC C**  SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^**STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 HOR MV MV AV   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

NP – Next Patient

**CS – Group by CS/Non CS (hidden)**

This action allows the user to group the list in two listing areas: Controlled Substances (CS) and Non-Controlled Substances (Non-CS) as seen below. To turn ON or OFF the action, enter <**CS>** action the second time, and vice versa.

|  |  |  |
| --- | --- | --- |
| **eRx Single Patient Queue** Sep 27, 2023@14:38:52 Page: 1 of 1  eRx PATIENT: **XXXXXXXXX,XXXXXXXXXXX X** SEX: **M** DOB: **99/99/99(99)**  LOOK BACK DAYS: **45** STATUS: **ACTIONABLE** SSN: **999-99-9999** MATCHING   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^**STA PT PR DR |   **CONTROLLED SUBSTANCE Rx's \_ a**  1] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 HOR A  **NON-CONTROLLED SUBSTANCE Rx's a**  2. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 HOR MV MV AV  3. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 HOR A A**V** A  4. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 HOR A A**V** A  5. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 HOR A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   **DET** Show/Hide Details **IAS** Include All Statuses **LBD** Change Look Back Days  Select: Quit// |

CS – Group by CS/Non-CS

**CV – Change View (hidden)**

This action allows the user to change the following parameters that affect the content and appearance of the eRx Single Patient Queue. Some of these parameters also have their own action (e.g., LBD – Look Back Days). Furthermore, the users can also save the parameters to be applied to the queue every time they enter the option.

|  |
| --- |
| Select: Quit// CV CV  LOOK BACK DAYS: 365// ?  Type a number between 0 and 1000, 0 decimal digits.  LOOK BACK DAYS: 365// ??  This field holds the number of days to look back in order to include records in  the Single Patient Queue.  LOOK BACK DAYS: 365// 45 DAYS  SORT BY: RE// ?  Indicate the order (Ascending or Descending) to sort the Single Patient  Queue.  Choose from:  ID ERX ID  DR DRUG NAME  PR PROVIDER NAME  RE RECEIVED DATE  STA ERX STATUS  PAM PATIENT MATCH  PRM PROVIDER MATCH  DRM DRUG MATCH  ALL ALL MATCHES  SORT BY: RE// RECEIVED DATE  SORT ORDER: A// ?  Choose from:  A ASCENDING  D DESCENDING  SORT ORDER: A// ASCENDING  DISPLAY DETAILS: NO// ?  Indicate whether the Details (Medication Instructions, Quantity, # of  Refills and Days Supply) should be displayed on the Single Patient Queue  or not.  Choose from:  1 YES  0 NO  DISPLAY DETAILS: NO// ??  This field indicates whether the user wants to display the Details (Medication Instructions, Quantity, # of Refills and Days Supply) for each record on the Single Patient Queue.  Choose from:  1 YES  0 NO  DISPLAY DETAILS: NO// NO NO  GROUP BY CS: NO// ??  This field indicates whether the user wants the entries in the Single Patient Queue grouped by CS and Non-CS (ON) or all together (OFF).  Choose from:  1 YES  0 NO  GROUP BY CS: NO// Y YES  INCLUDE ALL STATUSES: NO// ??  This field indicates whether the user wants all statuses to be included on the Single Patient Queue or only actionable statuses.  Choose from:  1 YES  0 NO  INCLUDE ALL STATUSES: NO// NO NO  Save as your default view? NO// |

CV – Change View

If the user already has personal Change View default view saved, this option will display the saved preferences and will give the user the option to delete them.

|  |
| --- |
| Select: Quit// cv CV  Your saved default view:  -----------------------  LOOK BACK DAYS : 45 DAYS  SORT BY : ERX ID  SORT ORDER : ASCENDING  DISPLAY DETAILS : YES  GROUP BY CS/NON-CS : NO  INCLUDE ALL STATUSES: NO  Delete this saved default view? NO// |

CV – Change View (User has saved default view)

### eRx Medication Queue

The Rx Action on the Patient Centric Queue takes the user to the **Rx Medication Queue.** 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.

|  |  |  |
| --- | --- | --- |
| Select Item(s): Next Screen//  **Rx Medication Queue** Sep 16, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: **365** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  ERX STATUS: **ALL**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 TYLENOL 250MG TAB XXXXX,XXXXX I 09/16/23  2. XXXXX,XXXXXXXX 99/99/9999 NAPROXEN 25MG TABLET XXXXX,XXXXX I 09/16/23  3. XXXXX,XXXXXXXX 99/99/9999 MELOXICAN7.5MG TB XXXXX,XXXXX N 09/16/23  4. XXXXX,XXXXXXXX 99/99/9999 LOSARTAN 20MG TAB XXXXX,XXXXX I 09/16/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List |

eRx Medication Queue

#### Top Line

|  |
| --- |
| **Rx Medication Queue** Sep 16, 2023@11:06:54 Page: 1 of 1 |

Action Menu the user selected from the eRx Patient Centric Queue. Title of menu “Rx Medication Queue”, followed by the current date/time, and ending with view of current page the user is on and how many pages there are total.

#### Header Area

|  |
| --- |
| LOOK BACK DAYS: **365** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  ERX STATUS: **ALL** |

In this non-scrollable area, there are 4 fields that the list being displayed.

**LOOK BACK DAYS -** Indicates up to how many days back the search looked for unprocessed records. The default value comes from the ERX DEFAULT LOOKBACK DAYS field in the Site Parameter Enter/Edit option [PSO SITE PARAMETERS]. This value can be changed by the user which will be described further below.

**CS/NON-CS -** Indicates Controlled Substances (CS) and Non-Controlled Substances (Non-CS) are displayed, including the CS Schedule (e.g., II-V).

**MAXIMUM QUEUE SIZE -** This parameter determines the maximum number of records to be loaded for the queue. The process will build and stop once it reaches this limit. The default is 999. User can request up to a maximum of 4,999. This parameter is displayed on the header of the Queue.

**ERX STATUS -** Indicates the status selection by the user before entering the list (e.g., I-In process, N, New).

#### Column Header Line

|  |
| --- |
| # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |

**# -** This column indicates the sequence number for the patient being displayed, which can be selected by the user to open the eRx in the eRx Holding Queue Display view screen (see below for eRx Holding Queue Display description).

**PATIENT -** Patient name column (maximum of 24 characters).

**DOB -** Date of birth column (MM/DD/YYY format).

**DRUG -** This is the eRx Drug Name exactly as received from the prescriber software. It is truncated at 22 characters.

**STA -** This is eRx Status column. It shows the current eRx record status. It’s truncated at 3 characters.

**REC.DATE -**This is the date when the eRx was received. By default, the list is always sorted by the REC. DATE column in a descending order (oldest records first) as noted by “^”.

#### Listing Area

|  |
| --- |
| 1. XXXXX,XXXXXXXX 99/99/9999 TYLENOL 250MG TAB XXXXX,XXXXX I 09/16/23  2. XXXXX,XXXXXXXX 99/99/9999 NAPROXEN 25MG TABLET XXXXX,XXXXX I 09/16/23  3. XXXXX,XXXXXXXX 99/99/9999 MELOXICAN7.5MG TB XXXXX,XXXXX I 09/16/23  4. XXXXX,XXXXXXXX 99/99/9999 LOSARTAN 20MG TAB XXXXX,XXXXX I 09/16/23 |

This area is where all the eRx records are listed. They are always in sequential order that goes from 1 to the last item on the list. The user will select a record by number to view a detailed description of the eRx in the eRx Holding Queue Display view screen (see below for eRx Holding Queue Display description).

#### Action & Hidden Action Menus

Below the Listing Area includes a few select actions that are available to users to filter or change views. Users can access the Hidden Action Menu by typing “??” (double question mark). Hidden Action Menu will be described further below.

#### Action Menu

|  |
| --- |
| SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Item(s): Next Screen// |

**SPAT – Sort By Patient**

By default, the list is always sorted by the REC. DATE column in a descending order (oldest records first), but the user can sort the list by the Patient Name by selecting the SPAT action. Once the user selects it once, it will sort the list by Patient Name in an ascending order. If currently sorted by Patient Name and the users selects SPAT again it will reverse the sorting order (from ascending to descending and vice-versa), as shown below:

|  |
| --- |
| # PATIENT^ DOB DRUG PROVIDER STA REC.DATE |

**Rx Medication Queue – Sorted By Patient Name in Ascending Order**

|  |
| --- |
| # PATIENTv DOB DRUG PROVIDER STA REC.DATE |

**Rx Medication Queue – Sorted By Patient Name in Descending Order**

**SQ – Search Queue**

This action allows the user to place filters on the list by a few different selection criteria shown below. Multiple filters can be applied in one search criteria.

|  |
| --- |
| Select Item(s): Next Screen// SQ Search Queue  **NOTE: Only patients with actionable records are captured with this search.**  **Non-Actionable records can be searched through the SQ action under Rx**  **List View.**  Select one of the following:  1 ERX PATIENT  2 ERX DATE OF BIRTH  3 RECEIVED DATE RANGE  4 ERX PROVIDER  5 ERX STATUS  6 DRUG NAME  7 MESSAGE TYPE  8 ERX REFERENE NUMBER  9 VISTA RX #  10 VISTA PATIENT  11 VISTA PROVIDER  12 MATCH STATUS  SEARCH BY: |

Rx Medication Queue - Search Queue options

**SQ 1 - ERX PATIENT**

User can filter search criteria by entering patient LAST NAME. Response must contain from 3 to 30 characters. Response must not contain embedded up-arrows (^).

|  |
| --- |
| SEARCH BY: **1 ERX PATIENT**  ERX PATIENT NAME: **XXXXX, XXXXXXX**  LAST  # ERX PATIENT NAME DOB CITY REC.DATE  ----------------------------------------------------------------------------  1. XXXXX, XXXXXXX X 99/99/9999 PLANO-TX 01/21/22  2. XXXXX, XXXXXXXX X 99/99/9999 NEW YORK-NY 09/27/23  SELECT (1-2): ?  This response must be a list or range, e.g., 1,3,5 or 2-4,8.  SELECT (1-2): 1-2 |

**Rx Medication Queue – eRx Patient Selection**

**Note:** The LAST REC.DATE column above displays the last date that the patient received an eRx.

|  |
| --- |
| Select one of the following:  1 RX PATIENT **(XXXXX, XXXXXX| XXXXX, XXXXX)**  2 ERX DATE OF BIRTH  3 RECEIVED DATE RANGE  4 ERX PROVIDER  5 ERX STATUS  6 DRUG NAME  7 MESSAGE TYPE  8 ERX REFERENCE NUMBER  9 VISTA RX #  10 VISTA PATIENT  11 VISTA PROVIDER  12 MATCH STATUS  SEARCH BY: <RET> |

Rx Medication Queue – Search by eRx Patient

**SQ 2 – ERX DATE OF BIRTH**

User can filter search criteria by entering DATE OF BIRTH.

|  |
| --- |
| SEARCH BY: 2ERX DATE OF BIRTH  Date of Birth (DOB): 99999999 (XXX 99, 9999)  Select one of the following:  1 RX PATIENT **(XXXXX, XXXXXX| XXXXX, XXXXX)**  2 ERX DATE OF BIRTH **(99/99/99)**  3 RECEIVED DATE RANGE  4 ERX PROVIDER  5 ERX STATUS  6 DRUG NAME  7 MESSAGE TYPE  8 ERX REFERENE NUMBER  9 VISTA RX #  10 VISTA PATIENT  11 VISTA PROVIDER  12 MATCH STATUS  SEARCH BY: <RET> |

Rx Medication Queue – eRx Patient and DOB filters selected

|  |  |  |
| --- | --- | --- |
| **Rx Medication Queue** Sep 16, 2023@11:06:54 Page: 1 of 1\_  LOOK BACK DAYS: **365** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: DOB(99/99/99)|PATIENT(XXXXX,XXXXX)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 TYLENOL 250MG TAB XXXXX,XXXXX I 09/16/23  2. XXXXX,XXXXXXXX 99/99/9999 NAPROXEN 25MG TABLET XXXXX,XXXXX I 09/16/23  3. XXXXX,XXXXXXXX 99/99/9999 MELOXICAN7.5MG TB XXXXX,XXXXX N 09/16/23  4. XXXXX,XXXXXXXX 99/99/9999 LOSARTAN 20MG TAB XXXXX,XXXXX I 09/16/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Item(s): Next Screen// |

**Rx Medication Queue – Search by eRx Patient and DOB result**

**SQ 3 – RECEIVED DATE RANGE**

User can filter search criteria by entering a date range for the eRx Received Date. Begin date defaults to T-45 days. End date defaults to today. The Begin Date must not be a future date and the End Date must be earlier or equal to the Begin Date.

|  |
| --- |
| SEARCH BY: 3 RECEIVED DATE RANGE  BEGIN DATE: 09/29/2023//090123 (SEP 01, 2023)  END DATE: 10/19/2023//093023 (SEP 30, 2023)  Select one of the following:  1 ERX PATIENT  2 ERX DATE OF BIRTH  3 RECEIVED DATE RANGE **(09/01/23 TO 09/30/23)**  4 ERX PROVIDER  5 ERX STATUS  6 DRUG NAME  7 MESSAGE TYPE  8 ERX REFERENCE NUMBER  9 VISTA RX #  10 VISTA PATIENT  11 VISTA PROVIDER  12 MATCH STATUS  SEARCH BY: <RET> |

Rx Medication Queue – Search by eRx Received Date Range

|  |  |  |
| --- | --- | --- |
| **Rx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: N/A CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: 09/08/23-09/28/23**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 TYLENOL 250MG TAB XXXXX,XXXXX PR 09/08/23  2. XXXXX,XXXXXXXX 99/99/9999 NAPROXEN 25MG TABLET XXXXX,XXXXX I 09/11/23  3. XXXXX,XXXXXXXX 99/99/9999 MELOXICAN7.5MG TB XXXXX,XXXXX N 09/16/23  4. XXXXX,XXXXXXXX 99/99/9999 LOSARTAN 20MG TAB XXXXX,XXXXX I 09/20/23  5. XXXXX,XXXXXXXX 99/99/9999 IBUPROFEN 400MG TAB XXXXX,XXXXX I 09/25/23  6. XXXXX,XXXXXXXX 99/99/9999 LOXAPINE 50MG CAP XXXXX,XXXXX N 09/25/23  7. XXXXX,XXXXXXXX 99/99/9999 ASPIRIN 200MG TAB XXXXX,XXXXX I 09/25/23  8. XXXXX,XXXXXXXX 99/99/9999 BENADRYL DIPHENHYDRA XXXXX,XXXXX I 09/28/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Item(s): Next Screen// |

**Rx Medication Queue – Search by Received Date Range result**

**SQ 4 – ERX PROVIDER**

User can filter search criteria by entering an eRx Provider. This response can be free text. Response must contain from 3 to 30 characters.

|  |
| --- |
| SEARCH BY: 4 ERX PROVIDER  ERX PROVIDER NAME: XXXX, XXXXX  # ERX PROVIDER NAME NPI CITY STATE  ----------------------------------------------------------------------------  1. XXXX, XXXXX 9999999999 BIRMINGHAM AL  SELECT (1-1): 1    Select one of the following:  1 RX PATIENT  2 ERX DATE OF BIRTH  3 RECEIVED DATE RANGE  4 ERX PROVIDER **(XXXX, XXXXX)**  5 ERX STATUS  6 DRUG NAME  7 MESSAGE TYPE  8 ERX REFERENE NUMBER  9 VISTA RX #  10 VISTA PATIENT  11 VISTA PROVIDER  12 MATCH STATUS  SEARCH BY: |

Rx Medication Queue – Search by eRx Provider

|  |  |  |
| --- | --- | --- |
| **Rx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 2  LOOK BACK DAYS: 365 CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: PROVIDER(XXXX,XXXXX)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 TYLENOL 250MG TAB XXXXX,XXXXX RXA 09/05/23  2. XXXXX,XXXXXXXX 99/99/9999 NAPROXEN 25MG TABLET XXXXX,XXXXX RXA 09/05/23  3. XXXXX,XXXXXXXX 99/99/9999 MELOXICAN7.5MG TB XXXXX,XXXXX R01 09/11/23  4. XXXXX,XXXXXXXX 99/99/9999 LOSARTAN 20MG TAB XXXXX,XXXXX PR 09/25/23  5. XXXXX,XXXXXXXX 99/99/9999 IBUPROFEN 400MG TAB XXXXX,XXXXX I 09/25/23  6. XXXXX,XXXXXXXX 99/99/9999 LOXAPINE 50MG CAP XXXXX,XXXXX N 09/25/23  7. XXXXX,XXXXXXXX 99/99/9999 ASPIRIN 200MG TAB XXXXX,XXXXX I 09/27/23  8. XXXXX,XXXXXXXX 99/99/9999 BENADRYL DIPHENHYDRA XXXXX,XXXXX I 09/28/23  9. XXXXX,XXXXXXXX 99/99/9999 ALMOPIDINE 100MG TAB XXXXX,XXXXX N 09/28/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Item(s): Next Screen// |

**Rx Medication Queue – Search by eRx Provider result**

**SQ 5 – ERX STATUS**

User can filter search criteria by entering an eRx Order Status. User response must select one specific eRx Order Status. User can type “??” (double question mark) to review list of eRx status reason codes and numbers.

|  |
| --- |
| SEARCH BY: 5 ERX STATUS  ERX STATUS: ??  Choose from:  112 P PENDING  113 A APPROVED  114 PR PROCESSED  115 E ERROR  116 N NEW RX  117 I IN PROCESS  118 HPT PATIENT NOT FOUND  119 HPD PROVIDER NOT FOUND  120 HNF NON-FORMULARY DRUG THAT NEEDS APPROVAL  121 HSO INSUFFICIENT STOCK  122 HDI DRUG-DRUG INTERACTION  123 HAD ADVERSE DRUG REACTION  124 HBA BAD ADDRESS  125 HPC PROVIDER CONTACTED  126 HPA PRIOR APPROVAL NEEDED  127 HOR OTHER REASON  128 HPP PATIENT CONTACTED    Type <Enter> to continue or '^' to exit: ^  ERX STATUS: N NEW RX  Select one of the following:  1 RX PATIENT  2 ERX DATE OF BIRTH  3 RECEIVED DATE RANGE  4 ERX PROVIDER  5 ERX STATUS **(N)**  6 DRUG NAME  7 MESSAGE TYPE  8 ERX REFERENCE NUMBER  9 VISTA RX #  10 VISTA PATIENT  11 VISTA PROVIDER  12 MATCH STATUS  SEARCH BY: |

**Rx Medication Queue – Search by eRx Status**

|  |  |  |
| --- | --- | --- |
| **Rx Medication Queue** Sep 16, 2023@11:06:54 Page: 1 of 1\_\_\_  LOOK BACK DAYS: **365** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  FILTERED BY: **STATUS(N)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 TYLENOL 250MG TAB XXXXX,XXXXX N 09/16/23  2. XXXXX,XXXXXXXX 99/99/9999 NAPROXEN 25MG TABLET XXXXX,XXXXX N 09/16/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Item(s): Next Screen// |

**Rx Medication Queue – Search by eRx Status result**

**SQ 6 – DRUG NAME**

User can filter search criteria by entering a drug name or parts of the name. This response is free text and must be between 3 to 30 characters.

|  |
| --- |
| SEARCH BY: 6 DRUG NAME  DRUG NAME: ASP  Select one of the following:  1 RX PATIENT  2 ERX DATE OF BIRTH  3 RECEIVED DATE RANGE  4 ERX PROVIDER  5 ERX STATUS  6 DRUG NAME **(‘ASP’)**  7 MESSAGE TYPE  8 ERX REFERENCE NUMBER  9 VISTA RX #  10 VISTA PATIENT  11 VISTA PROVIDER  12 MATCH STATUS  SEARCH BY: ^ |

**Rx Medication Queue – Search by Drug Name**

|  |  |  |
| --- | --- | --- |
| **Rx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1\_\_\_  LOOK BACK DAYS: **365** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  FILTERED BY: **DRUG(‘ASP’)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 ASPIRIN 325MG BUFFERE XXXXX,XXXXX I 09/16/23  2. XXXXX,XXXXXX 99/99/9999 ASPIRIN 325MG BUFFERE XXXXX,XXXXX I 09/20/23  3. XXXX, XXXXXXXX 99/99/9999 ASPIRIN 325MG BUFFERE XXXXX,XXX W 09/28/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Item(s): Next Screen// |

**Rx Medication Queue – Search by Drug Name result**

**SQ 7 – MESSAGE TYPE**

User can filter search criteria by message type. User can type “??” (double question mark) to view list of message types associated with incoming eRx or enter message code.

|  |
| --- |
| SEARCH BY: 7 MESSAGE TYPE  MESSAGE TYPE: ??  This is the message type associated with an incoming eRx request  (Change, Cancel, RxRenewal, Partial Fill, etc.).  Choose from:  RR RXRENEWALREQUEST  RE RXRENEWALRESPONSE  N NEWRX  CR RXCHANGEREQUEST  RXF RXFILL  IE INBOUND ERROR  OE OUTBOUND ERROR  CA CANCELRX  CN CANCELRXRESPONSE  CX RXCHANGERESPONSE  MESSAGE TYPE: N  Select one of the following:  1 RX PATIENT  2 ERX DATE OF BIRTH  3 RECEIVED DATE RANGE  4 ERX PROVIDER  5 ERX STATUS  6 DRUG NAME  7 MESSAGE TYPE (**NEWRX)**  8 ERX REFERENCE NUMBER  9 VISTA RX #  10 VISTA PATIENT  11 VISTA PROVIDER  12 MATCH STATUS  SEARCH BY: <RET> |

**Rx Medication Queue – Search by Message Type**

|  |  |  |
| --- | --- | --- |
| **Rx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1\_\_  LOOK BACK DAYS: **365** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  FILTERED BY: **TYPE(NEWRX)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 NAPROXEN 250MG S.T. XXXXX,XXXXX PR 09/16/23  2. XXXXX,XXXXXX 99/99/9999 IBUPROFEN 400MG TAB XXXXX,XXXXX I 09/27/23  3. XXXX, XXXXXXXX 99/99/9999 MELOXICAM 7.5MG TB XXXXX,XXXXX N 09/28/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Item(s): Next Screen// |

**Rx Medication Queue – Search by Message Type result**

**SQ 8 – ERX REFERENCE NUMBER**

User can filter search criteria by eRx ID. This search will take the user to the eRx Display screen and show the single eRx selected, which is described further down on this document.

|  |
| --- |
| SEARCH BY: 8 ERX ID  ERX ID: 9999999999 |

**Rx Medication Queue – Search by eRx REFERENCE NUMBER**

**SQ 9 – VISTA RX #**

User can filter search criteria VISTA RX#. This search will first find the eRx record associated with the VISTARx # selected then the user will be taken to the eRx Holding Queue Display to view the single eRx selected.

|  |
| --- |
| SEARCH BY: 9 VISTARX #  Rx #: 9999999999  This prescription is not an eRx prescription.  Rx #: |

**Rx Medication Queue – Search by VISTA RX #**

**SQ 10 – VISTA PATIENT**

Users can filter the list by a single or multiple VistA patients by entering name. Response must contain from 3 to 30 characters. For each VistA Patient selected the software will find all eRx patients that were ever matched to selected VistA patient and will convert this search into an eRx Patient search with all the eRx Patients associated.

|  |
| --- |
| Select one of the following:  1 RX PATIENT  2 ERX DATE OF BIRTH  3 RECEIVED DATE RANGE  4 ERX PROVIDER  5 ERX STATUS  6 DRUG NAME  7 MESSAGE TYPE  8 ERX REFERENCE NUMBER  9 VISTA RX #  10 VISTA PATIENT  11 VISTA PROVIDER  12 MATCH STATUS  SEARCH BY: 10 VISTA PATIENT  VISTA PATIENT NAME: XXXX    LAST  # VISTA PATIENT NAME DOB CITY REC.DATE  ---------------------------------------------------------------------------  1. XXXX,XXXXXX X 01/13/1970 SERIA LEONE-MT 08/10/23  2. XXXX,XXXXXXXX 09/24/1947 STEELTOWN-NV 08/10/23  3. XXXX,XXXXXXXXX X 02/16/1925 VENICIA-LA 09/30/23  4. XXXX,XXXXXXXXX 11/09/1950 MINOPOLIS-MI 06/20/23  5. XXXX,XXXXXXXX 07/01/1933 ELDORADO-AK  6. XXXX,XXXXXXXX X 07/29/1948 HOVINGTON-MO  7. XXXX,XXXXXXXXXX 07/10/1933 PICKLETON-SD 10/05/23  SELECT (1-9): 1-7  Select one of the following:  1 ERX PATIENT **(XXXX,XXXXX X|XXXX,XXXXXX|XXXX,XXXXXXX,...)**  2 ERX DATE OF BIRTH  3 RECEIVED DATE RANGE  4 ERX PROVIDER  5 ERX STATUS  6 DRUG NAME  7 MESSAGE TYPE  8 ERX REFERENCE NUMBER  9 VISTA RX #  10 VISTA PATIENT **(XXXX,XXXXX X|XXXX,XXXXXX|XXXX)**  11 VISTA PROVIDER  12 MATCH STATUS  SEARCH BY: |

**Rx Medication Queue – Search by VISTA PATIENT**

|  |
| --- |
| SEARCH BY: 10 VISTA PATIENT  VISTA PATIENT NAME: XXXXXX  LAST  # VISTA PATIENT NAME DOB CITY REC.DATE  ----------------------------------------------------------------------------  1. XXXXXX,XXXXXX X 01/13/1970 SERIA LEONE-MT 08/10/23  2. XXXXXXX,XXXXXX X 09/24/1947 STEELTOWN-NV 08/10/23  3. XXXXXXXX,XXXXXX 02/16/1925 VENICIA-LA 09/30/23  4. XXXXXX,XXXXXXX X 11/09/1950 MINOPOLIS-MI 06/20/23  SELECT (1-4): 1-4  Select one of the following:  1 ERX PATIENT **(XXXXX,XXXXXX X|XXXXXXX,XXXXXX|...)**  2 ERX DATE OF BIRTH  3 RECEIVED DATE RANGE  4 ERX PROVIDER  5 ERX STATUS  6 DRUG NAME  7 MESSAGE TYPE  8 ERX REFERENCE NUMBER  9 VISTA RX #  10 VISTA PATIENT **(XXXXX,XXXXXX X|XXXXXXX,XXXXXX|...)**  11 VISTA PROVIDER  12 MATCH STATUS  SEARCH BY: |

**Rx Medication Queue – VistA Patient**

|  |  |  |
| --- | --- | --- |
| **Rx Medication Queue** Sep 16, 2023@11:06:54 Page: 1 of 1\_\_\_  LOOK BACK DAYS: **365** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: PATIENT(XXXXX,XXXXXX X|XXXXXXX,XXXXXX|...)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 TYLENOL 250MG TAB XXXXX,XXXXX I 09/16/23  2. XXXXX,XXXXXXXX 99/99/9999 NAPROXEN 25MG TABLET XXXXX,XXXXX I 09/16/23  3. XXXXX,XXXXXXXX 99/99/9999 MELOXICAN7.5MG TB XXXXX,XXXXX N 09/16/23  4. XXXXX,XXXXXXXX 99/99/9999 LOSARTAN 20MG TAB XXXXX,XXXXX I 09/16/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Item(s): Next Screen// |

**Rx Medication Queue – Search by VistA Patient result**

**SQ 11 – VISTA PROVIDER**

Users can filter the list by a single or multiple VistA provider by entering name. Response must contain from 3 to 30 characters.

|  |
| --- |
| Select one of the following:  1 RX PATIENT  2 ERX DATE OF BIRTH  3 RECEIVED DATE RANGE  4 ERX PROVIDER  5 ERX STATUS  6 DRUG NAME  7 MESSAGE TYPE  8 ERX REFERENCE NUMBER  9 VISTA RX #  10 VISTA PATIENT  11 VISTA PROVIDER  12 MATCH STATUS  SEARCH BY: 11  VISTA PROVIDER NAME: XXX  # VISTA PROVIDER NAME DEA CITY REC.DATE  -------------------------------------------------------------------------------  1. XXX,XXXXXXX AM3256181 NEW YORK,NY 10/12/23  2. XXX,XXXXXXX X BD9270911 ROCHESTER,NY 09/21/23  SELECT (1-2): 1-2 |

**Rx Medication Queue – VistA Provider Search**

|  |  |  |
| --- | --- | --- |
| **Rx Medication Queue** Sep 16, 2023@11:06:54 Page: 1 of 1\_\_\_  LOOK BACK DAYS: **365** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: PROVIDER(XXXXX,XXXXXX X|XXXXXXX,XXXXXX)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 TYLENOL 250MG TAB XXXXX,XXXXX I 09/16/23  2. XXXXX,XXXXXXXX 99/99/9999 NAPROXEN 25MG TABLET XXXXX,XXXXX I 09/16/23  3. XXXXX,XXXXXXXX 99/99/9999 MELOXICAN7.5MG TB XXXXX,XXXXX N 09/16/23  4. XXXXX,XXXXXXXX 99/99/9999 LOSARTAN 20MG TAB XXXXX,XXXXX X I 09/16/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Item(s): Next Screen// |

**Rx Medication Queue – Search by Provider result**

**SQ 12 – MATCH STATUS**

This search will qualify patients based on the matching status of the patient, provider, and drug to a corresponding VistA Record.

|  |
| --- |
| SEARCH BY: 12 MATCH STATUS  Select one of the following:  1 PATIENT FAIL - PATIENT NOT MATCHED  2 PROVIDER FAIL - PROVIDER NOT MATCHED  3 DRUG FAIL - DRUG NOT MATCHED  4 BASIC - PATIENT, PROVIDER AND DRUG MATCHED  MATCH STATUS: 4  **NOTE: Only patients with actionable records are captured with this search.**  **Non-Actionable records can be searched through the SQ action under Rx**  **List View.**  Select one of the following:   1. RX PATIENT 2. ERX DATE OF BIRTH 3. RECEIVED DATE RANGE 4. ERX PROVIDER 5. ERX STATUS 6. DRUG NAME 7. MESSAGE TYPE 8. ERX REFERENCE NUMBER 9. VISTA RX # 10. VISTA PATIENT 11. VISTA PROVIDER 12. MATCH STATUS (BASIC)   SEARCH BY: ^ |

**Rx Medication Queue – Search by Match Status**

|  |  |  |
| --- | --- | --- |
| **Rx Medication Queue** Sep 16, 2023@11:06:54 Page: 1 of 1\_\_\_  LOOK BACK DAYS: **365** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  FILTERED BY: **MATCH(BASIC)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 TYLENOL 250MG TAB XXXXX,XXXXX I 09/16/23  2. XXXXX,XXXXXXXX 99/99/9999 NAPROXEN 25MG TABLET XXXXX,XXXXX I 09/16/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Item(s): Next Screen// |

**Rx Medication Queue – Search by Match Status result**

**12.1 –MATCH STATUS: PATIENT FAIL - PATIENT NOT MATCHED**

If the patient has at least one actionable record which the eRx patient has not yet been matched to a corresponding VistA patient it will be included in the list.

**12.2 –MATCH STATUS: PROVIDER FAIL - PROVIDER NOT MATCHED**

If the patient has at least one actionable record which the eRx provider has not yet been matched to a corresponding VistA provider AND the patient does not qualify for PATIENT NOT MATCHED filter above, it will be included in the list.

**12.3 – MATCH STATUS: DRUG FAIL - DRUG NOT MATCHED**

If the patient has at least one actionable record which the eRx Drug has not yet been matched to a corresponding VistA drug AND the patient does not qualify for PATIENT NOT MATCHED filter above AND the patient does not qualify for the PROVIDER NOT MATCHED filter above, it will be included in the list.

**12.4 – MATCH STATUS: BASIC - PATIENT, PROVIDER AND DRUG MATCHED**

If the patient has at least one actionable record which the eRx patient has been matched to the VistA patient, the eRx Provider has been matched to the VistA provider and the Drug has been matched to a VistA drug AND the patient does not qualify to either of the 3 filters described above, it will be included in the list.

**LBD – Change Look Back Days**

This action allows the user to change the number of days to look back for eRx actionable records. A number between 0 (zero) and 1,000 can be selected. 0 (zero) would include only records for today’s date. Once the new value is selected the list is refreshed to account for the new number of days to look back and the new number will be displayed on the header section.

|  |  |  |
| --- | --- | --- |
| ERX STATUS: **ALL**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 TYLENOL 250MG TAB XXXXX,XXXXX I 09/16/23  2. XXXXX,XXXXXXXX 99/99/9999 NAPROXEN 25MG TABLET XXXXX,XXXXX I 09/16/23  3. XXXXX,XXXXXXXX 99/99/9999 MELOXICAN7.5MG TB XXXXX,XXXXX N 09/16/23  4. XXXXX,XXXXXXXX 99/99/9999 LOSARTAN 20MG TAB XXXXX,XXXXX I 09/16/23   |  | | --- | | + Enter?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Item(s): Next Screen// LBD  LOOK BACK DAYS: 365//45 Please wait... |

**Rx Medication Queue – Change Look Back Days**

**PC – Patient Centric View**

This action allows the user to return to the eRx Patient Centric Queue

|  |  |  |
| --- | --- | --- |
| **eRx Patient Centric Queue** Sep 16, 2023@11:06:54 Page: 1 of 3  LOOK BACK DAYS: **45** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  ERX STATUS: **ALL**   |  | | --- | | # PATIENT DOB SSN ED**v** NW WT IP HD CCR OTH TOT |   1. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 0 0 1 0 0 1 2  2] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 2 0 1 0 0 0 3  3. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 3 0 0 1 0 0 4  **4. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 1 0 0 0 2**  5. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 1 2  6. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 1 0 2  7. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 2 1 0 0 3  8. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 0 1  9. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 0 1  10] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 0 1  11. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 1 0 2  12. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 0 0 1  13. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 2 0 1 0 0 0 3  **14] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 0 0 0 0 1**  15. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 34 1 0 0 0 0 0 1  16. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 34 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// |

Rx Medication Queue – Patient Centric Queue

**RAF – Remove All Filters**

This action allows the user to remove all filters currently applied to the list. This list is then refreshed to without any filters.

**REF – Refresh List**

This action allows the user to refresh the list. This is used to make sure you’re looking at the latest version of the list because other users might have already worked through some of the records currently on the list which may have altered it the changes won’t show until the list is refreshed. This new action called Refresh (REF) was added to allow the user to re-display the queue. This feature also allows the user to view the latest “locks” from other users that have been placed since the queue was last built.

#### Hidden Action Menus

The user can access the Hidden Action Menu can be viewed by typing “??” (double question mark). The user can use easily filter the list by Message Type by selecting one of the following hidden actions.

|  |
| --- |
| Select Item(s): Next Screen// ??  The following actions are also available:  CS Group By CS CR Change Request only UP Up a line  SDOB Sort by DOB RXF Rx Refill Only DN Down a Line  SDRU Sort By Drug IE Inbound Errors Only FS First Screen  SPRO Sort by Provider OE Outbound Errors Only LS Last Screen  SSTA Sort by Status CA Cancel Rx’s Only GO Go to Page  SREC Sort by Received Date CN Cancel Response Only PS Print Screen  CV Change View CX Change Response Only PT Print List  RRQ Renewal Request Only DET Show/Hide Details SL Search List  RRP Renewal Response Only + Next Screen QU Quit  New New Rx’s Only - Previous Screen  Type <Enter> to continue or ‘^” to exit: |

**CS – Group By CS (Hidden)**

This action allows the user to group the list in two listing areas: Controlled Substances (CS) and Non-Controlled Substances (Non-CS) as seen below. The action can be used to turn ON and OFF this hidden action.

|  |  |  |
| --- | --- | --- |
| **Rx medication Queue** Sep 16, 2023@11:06:54 Page: 1 of 3\_\_\_\_\_\_\_  LOOK BACK DAYS: **45** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  ERX STATUS: **ALL**   |  | | --- | | # PATIENT DOB SSN ED**v** NW WT IP HD CCR OTH TOT |   **CONTROLLED SUBSTANCE Rx's a**  1] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 0 0 1 0 0 1 2  2] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 2 0 1 0 0 0 3  3] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 3 0 0 1 0 0 4  4] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 1 0 1 0 0 0 2  5] XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 37 0 0 1 0 0 1 2  **NON-CONTROLLED SUBSTANCE Rx's a**  6. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 1 0 0 0 1 0 2  7. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 44 0 0 2 1 0 0 3  8. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 41 0 0 1 0 0 0 1  9. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 40 0 0 1 0 0 0 1  10 XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 38 0 0 1 0 0 0 1  11. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 35 1 0 0 0 1 0 2  12. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 33 1 0 0 0 0 0 1  13. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 32 2 0 1 0 0 0 3  14 XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 32 1 0 0 0 0 0 1  15. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 34 1 0 0 0 0 0 1  16. XXXXX,XXXXXXXXXX 99/99/9999 999-99-9999 34 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// |

Rx Medication Queue – Grouped by CS and Non-CS

**SDOB – Sort By Date of Birth (Hidden)**

By default, the list is sorted by the ED (Elapsed Days) column in a descending order (oldest records first), but the user can sort the list by the Patient Date of Birth (DOB) by selecting the SDOB hidden action. Once the user selects it once, it will sort the list by Patient DOB in an ascending order. If currently sorted by Patient DOB and the users selects SDOB again it will reverse the sorting order (from ascending to descending and vice-versa), as shown below:

|  |
| --- |
| # PATIENT DOB**^** SSN ED NW WT IP HD CCR OTH TOT |

Rx Medication Queue – SDOB - Sorted By Patient DOB in Ascending Order

|  |
| --- |
| # PATIENT DOB**v** SSN ED NW WT IP HD CCR OTH TOT |

Rx Medication Queue – SDOB - Sorted By Patient DOB in Descending Order

**SDRU – Sort By Drug (Hidden)**

This hidden action sorts the display list by eRx Drug Name. The entries are sorted in ascending [^] or descending [v]. To change the chronological order of the entries, enter the <**SDRU**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SDRU SDRU Please wait...  **Rx Medication Queue** Sep 28, 2023@14:38:27 Page: 1 of 1\_\_\_  LOOK BACK DAYS: **45** CS/NON-CS: BOTH (II-V) MAX. QUEUE SIZE: 999  ERX STATUS: ALL   |  | | --- | | # ERX ID DRUG NAME**^** PROVIDER NAME REC.DATE STA PT PR DR |   1. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  2. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Items (s): Next Screen// |

Rx Medication Queue - SDRU - Sort By Drug in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SDRU SDRU Please wait...  **Rx Medication Queue** Sep 28, 2023@14:38:27 Page: 1 of 1\_\_  LOOK BACK DAYS: **45** CS/NON-CS: BOTH (II-V) MAX. QUEUE SIZE: 999  ERX STATUS: ALL   |  | | --- | | # ERX ID DRUG NAME**v** PROVIDER NAME REC.DATE STA PT PR DR |   1. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  2. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Items (s): Next Screen// |

Rx Medication Queue – SDRU - Sort By Drug in Descending Order

**SPRO – Sort by Provider (Hidden)**

This hidden action sorts the display list by eRx Provider Name. The entries are sorted in ascending [^] or descending [v]. To change the chronological order of the entries, enter the <**SPRO**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SPRO SPRO Please wait...  **Rx Medication Queue** Sep 28, 2023@14:38:27 Page: 1 of 1\_\_\_\_  LOOK BACK DAYS: **45** CS/NON-CS: BOTH (II-V) MAX. QUEUE SIZE: 999  ERX STATUS: ALL   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME**^** REC.DATE STA PT PR DR |   1. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  2. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV   |  | | --- | | Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Items (s): Next Screen// |

Rx Medication Queue - SPRO - Sort By Provider in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SPRO SPRO Please wait...  **Rx Medication Queue** Sep 28, 2023@14:38:27 Page: 1 of 1\_\_\_\_  LOOK BACK DAYS: **45** CS/NON-CS: BOTH (II-V) MAX. QUEUE SIZE: 999  ERX STATUS: ALL   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME**v** REC.DATE STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  2. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Items (s): Next Screen// |

Rx Medication Queue - SPRO - Sort By Provider in Descending Order

**SSTA – Sort by Status (Hidden)**

This hidden action sorts the display list by eRx Status. The entries are sorted in ascending [^] or descending [v]. To change the chronological order of the entries, enter the <**SSTA**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SSTA SSTA Please wait...  **Rx Medication Queue** Sep 27, 2023@14:38:27 Page: 1 of 1\_\_\_\_  LOOK BACK DAYS: **45** CS/NON-CS: BOTH (II-V) MAX. QUEUE SIZE: 999  ERX STATUS: ALL   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE STA**^** PT PR DR |   1. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  2. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV   |  | | --- | | Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Items (s): Next Screen// |

Rx Medication Queue - SSTA - Sort By Status in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SSTA SSTA Please wait...  **Rx Medication Queue** Sep 27, 2023@14:38:27 Page: 1 of 1\_\_\_  LOOK BACK DAYS: **45** CS/NON-CS: BOTH (II-V) MAX. QUEUE SIZE: 999  ERX STATUS: ALL   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE STA**v** PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  2. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Items (s): Next Screen// |

Rx Medication Queue - SSTA - Sort By Status in Descending Order

**SREC – Sort by Rec. Date (Hidden)**

This hidden action sorts the display list by eRx Received Date. The entries are sorted in ascending [^] or descending [v]. To change the chronological order of the entries, enter the <**SREC**> action a second time.

[^] and [v] are sort indicators to inform the user of the current enabled sort.

|  |  |  |
| --- | --- | --- |
| Select: Quit// SREC SREC Please wait...  **Rx Medication Queue** Sep 27, 2023@14:38:27 Page: 1 of 1\_\_\_\_  LOOK BACK DAYS: **45** CS/NON-CS: BOTH (II-V) MAX. QUEUE SIZE: 999  ERX STATUS: ALL   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**^** STA PT PR DR |   1. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A  2. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV   |  | | --- | | Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Items (s): Next Screen// |

Rx Medication Queue - SREC - Sort By received Date in Ascending Order

|  |  |  |
| --- | --- | --- |
| Select: Quit// SREC SREC Please wait...  **Rx Medication Queue** Sep 27, 2023@14:38:27 Page: 1 of 1\_\_\_\_  LOOK BACK DAYS: **45** CS/NON-CS: BOTH (II-V) MAX. QUEUE SIZE: 999  ERX STATUS: ALL   |  | | --- | | # ERX ID DRUG NAME PROVIDER NAME REC.DATE**v** STA PT PR DR |   1. 99999996 ASPIRIN 500/CAFFEINE 3 YYYYYY,YYYYY Y 09/27/23 W MV MV AV  2. 99999999 LOVASTATIN 40MG TAB XXXXXX,XXXXX X 09/28/23 N A A**V** A  3] 99999998 DIAZEPAM 5MG TAB XXXXXX,XXXXX X 09/28/23 N A  4. 99999997 VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X 09/28/23 N A A**V** A  5. 99999995 AMANTADINE 100MG CAP XXXXXX,XXXXX X 09/28/23 N A A**V** A   |  | | --- | | Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Items (s): Next Screen// |

Rx Medication Queue - SREC - Sort By Received Date in Descending Order

**CV – Change View (Hidden)**

This hidden action allows the user to change the following parameters that affect the content and appearance of the eRx Patient Centric Queue. Some of these parameters also have their own action (e.g., LBD – Look Back Days). Furthermore, the users can also save the parameters to be applied to the queue every time they enter the option.

|  |
| --- |
| Select Item(s): Next Screen// CV Change View  LOOK BACK DAYS: 45// 45 DAYS  SORT BY: ED// ED ELAPSED DAYS  SORT ORDER: D// DESCENDING  INCLUDE CS/NON-CS: B// BOTH (CS AND NON-CS)  CS SCHEDULE: SCHEDULES II - V// SCHEDULES II - V  GROUP BY CS: NO// NO NO  MAXIMUM QUEUE SIZE: 999//  Save as your default view? NO// |

Rx Medication Queue – Change View hidden action (No Default View Saved)

**RRQ – Renewal Request Only (Hidden)**

This hidden action allows the user to filter the list by Renewal Request Only

|  |  |  |
| --- | --- | --- |
| Select Item(s): Next Screen// **RRQ**  **eRx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: N/A CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: TYPE(RXRENEWALREQUEST)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 IBUPROFEN 400MG TAB XXXXX,XXXXX RXR 09/28/23  2. XXXXX,XXXXXXXX 99/99/9999 LOXAPINE 50MG CAP XXXXX,XXXXX RXR 09/28/23  3. XXXXX,XXXXXXXX 99/99/9999 ASPIRIN 200MG TAB XXXXX,XXXXX RXR 09/28/23  4. XXXXX,XXXXXXXX 99/99/9999 BENADRYL DIPHENHYDRA XXXXX,XXXXX RXR 09/28/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List |

**Rx Medication Queue (Hidden Action) – Filtered by Renewal Request Only**

**RRP – Renewal Response Only** **(Hidden)**

This hidden action allows the user to filter the list by Renewal Response Only

|  |  |  |
| --- | --- | --- |
| Select Item(s): Next Screen// **RRP**  **eRx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: N/A CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: TYPE(RXRESPONSEONLY)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 BENADRYL DIPHENHYDRA XXXXX,XXXXX RXP 09/28/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List |

**Rx Medication Queue (Hidden Action) – Filtered by Renewal Response Only**

**NEW – New eRx’s Only (Hidden)**

This hidden action allows the user to filter by new Rx’s Only (status in New, In Process, Hold, and Wait)

|  |  |  |
| --- | --- | --- |
| Select Item(s): Next Screen// **NEW**  **eRx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: 365 CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: TYPE(NEWRX)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 TYLENOL 250MG TAB XXXXX,XXXXX PR 09/08/23  2. XXXXX,XXXXXXXX 99/99/9999 NAPROXEN 25MG TABLET XXXXX,XXXXX I 09/11/23  3. XXXXX,XXXXXXXX 99/99/9999 MELOXICAN7.5MG TB XXXXX,XXXXX N 09/16/23  4. XXXXX,XXXXXXXX 99/99/9999 LOSARTAN 20MG TAB XXXXX,XXXXX I 09/20/23  5. XXXXX,XXXXXXXX 99/99/9999 IBUPROFEN 400MG TAB XXXXX,XXXXX I 09/25/23  6. XXXXX,XXXXXXXX 99/99/9999 LOXAPINE 50MG CAP XXXXX,XXXXX N 09/25/23  7. XXXXX,XXXXXXXX 99/99/9999 ASPIRIN 200MG TAB XXXXX,XXXXX I 09/25/23  8. XXXXX,XXXXXXXX 99/99/9999 BENADRYL DIPHENHYDRA XXXXX,XXXXX I 09/28/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List |

**Rx Medication Queue (Hidden Action) – Filtered by New eRx Only**

**CR – Change Request Only (Hidden)**

This hidden action allows the user to filter by Change Request Only

|  |  |  |
| --- | --- | --- |
| Select Item(s): Next Screen// **CR**  **eRx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: 365 CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: TYPE(RXCHANGEREQUEST)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 TYLENOL 250MG TAB XXXXX,XXXXX CXN 09/28/23     |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List |

**Rx Medication Queue (Hidden Action) – Filtered by Cancel Rx Response**

**RXF – Rx Refill Only (Hidden)**

This hidden action allows users to filter by Rx Refill Only

|  |  |  |
| --- | --- | --- |
| Select Item(s): Next Screen// **RXF**  **eRx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: 365 CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: TYPE(RXRFILL)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 BENADRYL DIPHENHYDRA XXXXX,XXXXX RXF 09/28/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List |

**eRx Medication Queue (Hidden Action) – Filtered by Rx Refill Only**

**IE – Inbound Errors Only (Hidden)**

This hidden action allows users to filter by Inbound Errors Only

|  |  |  |
| --- | --- | --- |
| Select Item(s): Next Screen// **IE**  **eRx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: 365 CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: TYPE(INBOUND ERROR)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   No prescriptions found.   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List |

**Rx Medication Queue (Hidden Action) – Filtered by Inbound Errors Only**

**OE – Outbound Errors Only (Hidden)**

This hidden action allows users to filter by Outbound Errors Only

|  |  |  |
| --- | --- | --- |
| Select Item(s): Next Screen// **OE**  **eRx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: 365 CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: TYPE(OUTBOUND ERROR)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   No prescriptions found.   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List |

**Rx Medication Queue (Hidden Action) – Filtered by Outbound Errors Only**

**CA – Cancel Rx’s Only (Hidden)**

|  |  |  |
| --- | --- | --- |
| Select Item(s): Next Screen// **CA**  **eRx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: 365 CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: TYPE(RXRFILL)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/9999 METOPROLOL XXXXX,XXXXX CAO 09/28/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List |

**Rx Medication Queue (Hidden Action) – Filtered by Cancel Rx’s Only**

**CN – Cancel Response Only (Hidden)**

This hidden action allows users to filter by Cancel Response Only

|  |  |  |
| --- | --- | --- |
| Select Item(s): Next Screen// **CN**  **eRx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: 365 CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: TYPE(CANCELRXRESPONSE)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   No prescriptions found.   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List |

**Rx Medication Queue (Hidden Action) – Filtered by Inbound Errors Only**

**CX – Change Response Only (Hidden)**

This hidden action allows users to filter by Change Response Only

|  |  |  |
| --- | --- | --- |
| Select Item(s): Next Screen// **CX**  **eRx Medication Queue** Sep 28, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: 365 CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  **FILTERED BY: TYPE(RXCHANGERESPONSE)**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   No prescriptions found.   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List |

**Rx Medication Queue (Hidden Action) – Filtered by Change Response Only**

**DET – Show/Hide Details (Hidden)**

This hidden action 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).

|  |  |  |
| --- | --- | --- |
| **eRx Medication Queue** Sep 16, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: **365** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  ERX STATUS: **ALL**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/99 WARFARIN 2MG TAB XXXXX,XXXXX I 12/13/22  2. XXXXX,XXXXXXXX 99/99/99 METOPROLOL 25MG TABLET XXXXX,XXXXX I 09/16/23   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List  Select Item(s): Next Screen// |

**Rx Medication Queue (Hidden Action) –Hide Details**

|  |  |  |
| --- | --- | --- |
| Select Item(s): Next Screen// **DET**  **eRx Medication Queue** Sep 16, 2023@11:06:54 Page: 1 of 1  LOOK BACK DAYS: **365** CS/NON-CS: **BOTH (II-V)** MAX. QUEUE SIZE:  **999**  ERX STATUS: **ALL**   |  | | --- | | # PATIENT DOB DRUG PROVIDER STA REC.DATE**^** |   1. XXXXX,XXXXXXXX 99/99/99 WARFARIN 2MG TAB XXXXX,XXXXX I 12/13/22  **eRx Qty: 30 eRx # of Refills: 0 eRx Days Supply: 30**  **SIG: TAKE ONE TABLET BY MOUTH EVERY 24 HOURS**  2. XXXXX,XXXXXXXX 99/99/99 METOPROLOL 25MG TABLET XXXXX,XXXXX I 09/16/23  **eRx Qty: 90 eRx # of Refills: 15 eRx Days Supply: 90**  **SIG: TAKE ½ TABLET BY MOUTH EVERY DAY**   |  | | --- | | + Select the entry # to view or ?? for more actions |   SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days  PC Patient Centric View RAF Remove All Filters REF Refresh List |

**Rx Medication Queue (Hidden Action) – Show Details**

### Single eRx Details Display

A record from the eRX Single Patient Queue or Rx Medication Queue can be selected by typing the record number itself. The first screen displayed is the Summary/Details screen, which displays information about the original eRX from the external provider and matched VistA information (if any).

On this screen, the header contains the eRX Patient Name and eRX Reference #, which is an internal VA reference number assigned for tracking the eRX. Below the header is information received from the external provider for the patient, provider, and the drug/SIG. Where applicable, VistA information displays below the eRX information.

NOTE:

* “eRx Written Date” – Date the eRX was received in the VistA Holding Queue.
* “eRx Issue Date” – Effective Date, if sent by the provider.

#### eRx Details

To view the details of an eRX, select the record number from either the Single Patient eRx Queue or Rx.

**NOTE:** From the Summary/Details screen, users cannot edit any of the VistA information. The validate screens contain the option for editing the VistA information. For further information on editing and validating VistA information for an eRX, refer to section 6.2.

##### Non-CS eRx Details Display

|  |  |
| --- | --- |
| **eRx Holding Queue Display** Oct 15, 2023@12:31:51 Page: 1 of 1  eRx Patient: XXXXXXXX,XXXXXXX X  eRx Reference #: 9999999999  eRx HT: (cm)() eRx WT: (kg)()  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  NEWRX  eRx Status: NEW RX  eRx Patient: XXXXXXX,XXXXXXXX X DOB: 99/99/99  Vista Patient: NOT LINKED DOB:  eRx Provider Primary Telephone: 999-999-9999  eRx Provider: YYYYYYYYYYY,YYYYYYY Y  DEA#: XX9999999 NPI: 9999999999  Vista Provider: NOT LINKED  DEA#: NPI:  eRx Drug: MAGNESIUM 200MG TAB  eRx Qty: 60 eRx Refills: 11 eRx Days Supply: 3  eRx Written Date: SEP 30, 2023 eRx Issue Date:  Prohibit Renewals: No  eRx Sig:  TAKE ONE CAPSULE BY MOUTH ONCE DAILY BEFORE MEAL  Vista Drug: NOT LINKED  Vista Qty: 90 Vista Refills: 0 Vista Days Supply: 90  Substitutions? :YES  Vista Sig:  Pat Inst:  Hold Status:  Hold Reason:  Placed on hold by:  eRx Notes:  Allergies  Verified: WASP STINGS,    Adverse Reactions    Primary Dx: (ICD-10 A01.01) Typhoid meningitis  Description: Typhoid meningitis Test primary diagnosis  Secondary Dx: (ICD-10 E11.21) Type 2 diabetes mellitus with diabetic  nephropathy  Description: Test secondary Diagnosis  Primary Dx: (ICD-10 L40.0) Psoriasis vulgaris  Description: Test Primary diagnosis  Secondary Dx: (ICD-10 B18.9) Chronic viral hepatitis, unspecified  Description: Test Secondary Diagnosis   |  | | --- | | + 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// |

eRX Holding Queue Display Screen – Not Digitally Signed (Non-CS)

This initial screen shown right after the user selects an individual eRx records shows a summary of the entire eRx record as well as the corresponding VistA matched records. VistA records can be automatically matched by the software or manually entered by the user by selecting the Validation actions VP (Validate Patient), VM (Validate Provider) and VD (Validate Drug). Received Allergy and Diagnosis information are also displayed. Digitally Signed eRx’s will display the additional information shown above.

If the VistA information for the patient, provider, or drug is not linked, the display is as shown below:

* VistA Patient: NOT LINKED
* VistA Provider: NOT LINKED
* VistA Drug: NOT LINKED

##### CS eRx Details Display

The only differences from a Non-CS are the two highlighted information below that are include for all Digitally Signed eRx.

|  |  |
| --- | --- |
| **eRx Holding Queue Display** Oct 15, 2023@12:31:51 Page: 1 of 1  eRx Patient: XXXXXXXX,XXXXXXX X  eRx Reference #: 9999999999  eRx HT: (cm)() eRx WT: (kg)()  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  EPCS DEA VALIDATED  NEWRX  eRx Status: NEW RX  eRx Patient: XXXXXXX,XXXXXXXX X DOB: 99/99/99  Vista Patient: NOT LINKED DOB:  ...  Secondary Dx: (ICD-10 B18.9) Chronic viral hepatitis, unspecified  Description: Test Secondary Diagnosis  This prescription meets the requirements of the Drug Enforcement Administration (DEA) electronic prescribing for controlled substances rules (21 CFR Parts 1300, 1304, 1306, & 1311).   |  | | --- | | + 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// |

eRX Holding Queue Display Screen – Digitally Signed (CS)

**NOTE:** The fact that an eRx is Digitally Signed does not mean it will become a Controlled Substance VistA prescription. The criteria for an eRx to become a CS VistA Rx is dependent on the VistA Dispense Drug matched to the eRx. If the VistA Dispense Drug is marked as CS then the VistA prescription will be treated as a CS VistA prescription, otherwise it will not.

##### Rx Details Display – Allergy Information

VistA information displayed includes allergies and diagnosis. If the patient has no known allergies, “NKA” displays in the Allergies section.

|  |  |
| --- | --- |
| **eRx Holding Queue Display** Oct 15, 2023@12:31:51 Page: 1 of 1  eRx Patient: XXXXXXXX,XXXXXXX X  eRx Reference #: 9999999999  eRx HT: (cm)() eRx WT: (kg)()  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  NEWRX  eRx Status: NEW RX  ...  Allergies: No Allergy Assessment  Adverse Reactions:  ...     |  | | --- | | + 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// |

VistA Patient with No Allergy Assessment

|  |  |
| --- | --- |
| **eRx Holding Queue Display** Oct 15, 2023@12:31:51 Page: 1 of 1  eRx Patient: XXXXXXXX,XXXXXXX X  eRx Reference #: 9999999999  eRx HT: (cm)() eRx WT: (kg)()  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  NEWRX  eRx Status: NEW RX  ...  Allergies: NKA  Adverse Reactions:  ...     |  | | --- | | + 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// |

VistA Patient with No Known Allergies

|  |  |
| --- | --- |
| **eRx Holding Queue Display** Oct 15, 2023@12:31:51 Page: 1 of 1  eRx Patient: XXXXXXXX,XXXXXXX X  eRx Reference #: 9999999999  eRx HT: (cm)() eRx WT: (kg)()  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  NEWRX  eRx Status: NEW RX  ...  Allergies:  Verified: HEADACHE PM, ALCOHOL, BEEF PRODUCT, CARROTS  Non-Verified: PENICILIN  Adverse Reactions:  Verified: DERMAGRAN-S  ...     |  | | --- | | + 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// |

VistA Patient with Known Allergies

#### Action & Hidden Action Menus

A few actions can be taken by the user on list displayed. The Action Menu is displayed right below the listing area while the Hidden Action Menu can be viewed by typing “??” (double question mark).

##### Action Menu

|  |
| --- |
| 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 |

Due to the complexity of the functionality behind the VP (VALIDATE PATIENT), VM (VALIDATE PROVIDER) and VD (VALIDATE DRUG) the action menu actions will be explained separately in the next manual (Section 6, Part 2).

* Manual Validation:
  + <**VP>** [VALIDATE](#_Validate_Patient) PATIENT
  + <**VM>** [VALIDATE](#_Validate_Provider) PROVIDER
  + <**VD>** ([VALIDATE](#_Validate_Drug/SIG) DRUG/SIG)

**NOTE:** The VALIDATE DRUG/SIG is not available unless a VistA patient has been matched, as indicated with parenthesis around the action.

###### P – Print

Printing in the eRX Holding Queue displays all details of an eRX and allows the user to select a local printer and print the eRX.

|  |
| --- |
| Select Action:Next Screen// p Print  DEVICE: ;;999 HOME (CRT)  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*PHARMACY INFORMATION\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  VAMC PHARMACY NAME  Address: P.O. BOX 999999  XXXXXXXXXXX, XXXXXXX 99999-9999  Primary Telephone: 99999999999 NCPDP: 9999999  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*PRESCRIBER INFORMATION\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  Last: XXXXXXXXXXXX  First: XXXXXXXX  Mid: X  Address: 999 XXXX XXXXXXXX XX  APT 9999  XXXXXXXXXX, XXXXXXXXXX 99999-9999  NPI: 99999999999  DEA: XX99999999  State Lic:  Primary Telephone: 999-999-9999  Fax:  Supervisor:  Agent Last Name:  Agent First Name:  Agent Middle Name:  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*PATIENT INFORMATION\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  Last: XXXXXXXXXXXXX  First: XXXX  Mid: X  SSN: 99999999 Sex: MALE  Address: 999 XXXXXXXXXXX XXXXX XXX  XXXXXXXXXXXXXX, XXXXXXXXXXX 99999-9999  DOB: XXX 99, 9999 Primary Telephone: 999-999-9999  eRx HT: (cm)() eRx WT: (kg)()  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*PRESCRIPTION INFORMATION\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  eRx Drug: MAGNESIUM 200MG TAB  NDC: 999999999999  eRx Written Date: SEP 30, 2023 eRx Issue Date:  Qty: 60 Days Supply: 30  Code List Qualifier: Original Quantity  Drug Form:  Strength:  Refills: 11  Prohibit Renewals: No  Substitutions?: YES  eRx Sig:  TAKE 1 TABLET ONCE A DAY WITH FOOD  eRx Reference #: 99999999  Message ID: 999.999999.9999999.999999  Substitutions?: YES  Comments:  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*END OF eRx\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* |

Print eRx Output

###### RJ – Reject

Rejecting an eRX in the eRX Holding Queue removes the eRX from the main list display and prevents further processing of the eRX.

|  |
| --- |
| Select Action:Next Screen// RJ Reject  Would you like to 'Reject' eRx #33939? Y// ES  Select REJECT reason code: ?  Answer with ERX SERVICE REASON CODES, or NUMBER, or BRIEF DESCRIPTION, or  CODE TYPE ABBREVIATION, or NCIT SUBTYPE  Do you want the entire ERX SERVICE REASON CODES List? Y (Yes)  Choose from:  203 PTT01 Patient not eligible  204 PTT02 Cannot resolve Patient  205 PVD01 Provider not eligible  206 PVD02 Cannot resolve Provider  207 DRU01 Not eligible for refills  208 DRU02 Non-formulary drug  209 DRU03 Duplicate Prescription found for this Patient  210 DRU04 Invalid Quantity  211 DRU05 Duplicate therapeutic class  212 DRU06 CS prescription written/issue date has problems  213 ERR01 Multiple errors, please contact the Pharmacy  214 ERR02 Incorrect Pharmacy  215 ERR03 Issues with prescription, please contact the pharmacy  1627 PVD03 Missing/bad digital signature on inbound CS ERX  1628 PVD04 Prescriber's CS credential is not appropriate  1629 PTT03 Patient's mailing address is missing/mismatched  1630 ERR99 Other    Select REJECT reason code: PTT01 Patient not eligible  Additional Comments (Optional): |

Reject eRx

###### AC – Accept eRx

Accepting an eRx in the eRX Holding Queue action is not available until the validation of the eRX Patient, provider, and drug/SIG have been completed. Also note that the <**AC**> action is not available if the eRX is on Hold.

|  |
| --- |
| Select Action:Next Screen// ac Accept eRx  Errors encountered during processing:  1.) Drug has not been manually validated.  Cannot process eRx.  Type <Enter> to continue or '^' to exit: |

Accept eRx – Drug no validated

|  |
| --- |
| Select Action:Next Screen// ac Accept eRx  eRx #99999999 sent to PENDING ORDERS Queue. (Clinic: XXXXXXXXXXXXXX)  Sending rxVerify Message to prescriber. |

Accept eRx – Drug no validated

|  |
| --- |
| MbM Only |
| Meds-By-Mail site users will be prompted to select a Clinic if the current Clinic on the eRx being accepted is different that the Clinic they logged on upon entering the eRx Holding Queue Processing option.  eRx Clinic (Optional): XXXXXXXXXXXXXXXX//  The default clinic will be the Clinic they are logged on. | |

###### H – Hold

This action places eRX on Hold in the eRX Holding Queue.

|  |
| --- |
| Select Action:Next Screen// H Hold  Select HOLD reason code: ?  Answer with ERX SERVICE REASON CODES, or NUMBER, or BRIEF DESCRIPTION, or  CODE TYPE ABBREVIATION, or NCIT SUBTYPE  Do you want the entire ERX SERVICE REASON CODES List? y (Yes)  Choose from:  118 HPT PATIENT NOT FOUND  119 HPD PROVIDER NOT FOUND  120 HNF NON-FORMULARY DRUG THAT NEEDS APPROVAL  121 HSO INSUFFICIENT STOCK  122 HDI DRUG-DRUG INTERACTION  123 HAD ADVERSE DRUG INTERACTION  124 HBA BAD ADDRESS  125 HPC PROVIDER CONTACTED  126 HPA PRIOR APPROVAL NEEDED  127 HOR OTHER REASON  128 HPP PATIENT CONTACTED  129 HPR HOLD DUE TO PATIENT REQUEST  130 HQY QUANTITY OR REFILL ISSUE  1618 HCR PRESCRIBER'S CS CREDENTIAL IS NOT APPROPRIATE  1619 HWR CS PRESCRIPTION WRITTEN/ISSUE DATE HAS PROBLEMS  1620 HIS PROVIDER DEA# ISSUE  1621 HRX HOLD FOR RX EDIT  1622 HDE DRUG USE EVALUATION  1623 HTI THERAPUTIC INTERCHANGE  1624 HSC SCRIPT CLARIFICATION  1625 HGS GENERIC SUBSTITUTION  1631 HAL NO ALLERGY ASSESSMENT  1632 HEL ELIGIBILITY ISSUE  1633 HUR UN-REMOVED    Select HOLD reason code: HSO INSUFFICIENT STOCK  Additional Comments (Optional):  Updating...done. |

Hold – Single eRx

**Batch Holding**

Once the user completes holding one eRx for the patient the software checks whether the patient has other eRx records received on the same date from the same Provider. If it does, the software will offer the also put these eRx on hold with the same reason and comments entered above.

|  |
| --- |
| The following prescriptions are from the same provider and received on the same day:  PROVIDER: XXXXXXX,XXXXXX eRx RECEIVED DATE: OCT 04, 2023@18:14:50  ERX ID DRUG NAME PROVIDER STS  ------------------------------------------------------------------------  999999999 NAPROXEN 250MG TAB XXXXXXX,XXXXXX N  999999999 UREA 20% CREAM XXXXXXX,XXXXXX N  Do you want to put them on HOLD-HSO? No// |

Batch Hold

###### UH – UnHold

This action removes the eRX from Hold in the eRX Holding Queue.

|  |
| --- |
| Select Action:Next Screen// UH Un Hold  Additional Comments (Optional):  eRx removed from hold status, and placed to 'In process'.  Type <Enter> to continue or '^' to exit: |

**Un-Holding – Single eRx**

Similar to Batch Holding, the Batch Un-Holding performs the opposite functionality. Once the user completes un-holding one eRx for the patient the software checks whether the patient has other eRx records received on the same date from the same Provider that have also been put on Hold with the same Hold Code. If it does, the software will offer the also remove these eRx from hold with the same comments entered above.

|  |
| --- |
| The following prescriptions are from the same provider and received on the same day:  PROVIDER: XXXXXXX,XXXXXX eRx RECEIVED DATE: OCT 04, 2023@18:14:50  ERX ID DRUG NAME PROVIDER STS  ------------------------------------------------------------------------  999999999 NAPROXEN 250MG TAB XXXXXXX,XXXXXX N  999999999 UREA 20% CREAM XXXXXXX,XXXXXX N  Do you want to remove them from HOLD? No// |

**Batch Un-Holding**

###### RM – Remove eRx

Removing the eRX in the eRX Holding Queue removes eRX from the main list display and prevents further processing of the eRX.

|  |
| --- |
| Select Action:Next Screen// RM Remove eRx  Select REMOVAL reason code: ?  Answer with ERX SERVICE REASON CODES, or NUMBER, or BRIEF DESCRIPTION, or  CODE TYPE ABBREVIATION, or NCIT SUBTYPE  Do you want the entire ERX SERVICE REASON CODES List? Y (Yes)  Choose from:  216 REM01 Drug out of stock or on backorder and unavailable for processing  217 REM02 Patient was not able to pick up  218 REM03 Prescription canceled by Provider  219 REM04 Prescription processed manually  220 REM05 Provider will cancel this eRx and submit another  221 REM06 Unable to mail prescription and patient unable to pick up  222 REM07 Unable to contact patient  223 REM08 Unable to contact provider  224 REM91 Undefined system error  225 REM92 Other  1626 REM09 ERX Issue not resolved-Provider contacted    Select REMOVAL reason code: REM02 Patient was not able to pick up  Additional Comments (Optional):  Would you like to 'Remove' eRx #11137? Y// |

##### Hidden Action Menu

|  |
| --- |
| + Next Screen PS Print Screen HL View History Log  - Previous Screen PL Print List EC eRx Change Request  UP Up a Line SL Search List PA Patient Allergies  DN Down a Line ADPL Auto Display(On/Off) UR Un Remove eRx  FS First Screen Q Quit JO Jump to OP  LS Last Screen AD Add Comment UX Un Process eRx  GO Go to Page ACK Acknowledge PN Patient Progress Note  RD Re Display Screen SH Status History AU View Audit Log |

**eRx Hidden Actions**

###### AD – Add a Comment

This option is used to add a record comment to request and responses eRx types regarding refills/renewals.

|  |  |
| --- | --- |
| Select Action:Next Screen// AD AD  REQUEST/RESPONSE COMMENTS: // ?  Enter the refill request/response comments. Answer must be 1-255  characters in length.  REQUEST/RESPONSE COMMENTS: // ASDLF JLKSDFJ LKASJDF KLSJDF LSJDF LASJDFKLSD  **eRx Holding Queue Display** Nov 11, 2023@10:56:59 Page: 2 of 2  eRx Patient: XXXXXXX,XXXXXXXXX X  eRx Reference #: 999999999  eRx HT: (cm)() eRx WT: (kg)()  +\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Request Status: CANCEL RESPONSE FROM VISTA UNSUCCESSFUL  Requested By: XXXXXXX,XXXXXXXXXXXXXXX X  Request Date/Time: OCT 16, 2023@15:39:06  Request Comments: ASDLF JLKSDFJ LKASJDF KLSJDF LSJDF LASJDFKLSD F  Comments By: XXXXXXXX,XXXXX  Comments Date/Time: NOV 11, 2023@10:56:43  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*MESSAGE HISTORY\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  Request Reference #: 11134999  New eRx Reference #: 11134  Response eRx Reference #:   |  | | --- | | Enter ?? for more actions |   VP (VALIDATE PATIENT) VM (VALIDATE PROVIDER) VD (VALIDATE DRUG/SIG)  P Print RJ (Reject) AC (Accept eRx)  H (Hold) UH (Un Hold) RM (Remove eRx) |

**Add Comment**

###### ACK – Acknowledge

The <ACK> hidden action is used by the user to indicate they are aware of the event that caused the eRx to be in the current status, which is the majority of cases is considered Actionable until it is acknowledged by the user and is then updated to a Non-Actionable Status.

|  |  |
| --- | --- |
| **eRx Holding Queue Display** Nov 11, 2023@11:07:04 Page: 1 of 2  eRx Patient: XXXXXXXXXX,XXXXXXXX  eRx Reference #: 99999999999  eRx HT: (cm)() eRx WT: (kg)()  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  CANCELRX  eRx Status: CANCEL PROCESS COMPLETE  Last New Rx status: I - IN PROCESS  eRx Patient: XXXXXXXXXXXXXX,XXXXXXXXX DOB: 10/1/48  eRx Provider: XXXXXXXXXXXX,XXXXXX  DEA#: XX9999999 NPI: 99999999999  eRx Drug: HYDROCHLOROTHIAZIDE 25MG TAB  eRx Qty: eRx Refills: eRx Days Supply:  eRx Written Date: eRx Issue Date:  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*CANCEL REQUEST INFORMATION\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*   |  | | --- | | + 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  Cancel request acknowledged.  Type <Enter> to continue or '^' to exit:  **eRx Holding Queue Display** Nov 11, 2023@11:07:04 Page: 1 of 2  eRx Patient: XXXXXXXXXX,XXXXXXXX  eRx Reference #: 99999999999  eRx HT: (cm)() eRx WT: (kg)()  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  CANCELRX  eRx Status: CANCEL REQUEST ACKNOWLEDGED  ... |

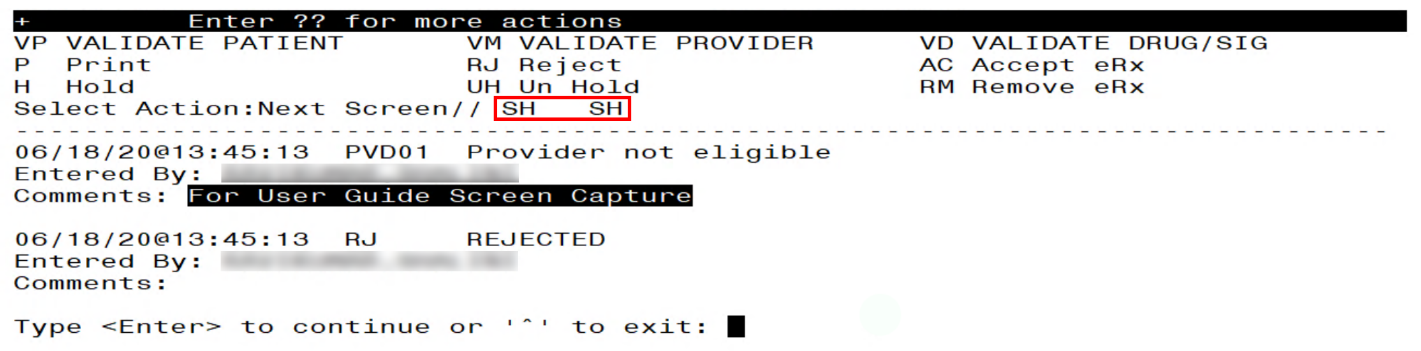
###### SH – Status History

The Status History <**SH**> hidden action displays the history of status changes on an eRX record within the Holding Queue. It does not include the initial status of the record.

|  |  |
| --- | --- |
| eRx Provider: XXXXXXXXXXXX,XXXXX MD  DEA#: XX9999999 NPI:  Vista Provider: XXXXXXXXXXXX,XXXXX MD  DEA#: XX9999999 NPI:  eRx Drug: LORAZEPAM 1MG TAB  eRx Qty: 45 eRx Refills: 5 eRx Days Supply: 30  eRx Written Date: AUG 03, 2023 eRx Issue Date:   |  | | --- | | + Enter ?? for more actions |   P Print RJ Reject AC Accept eRx  H Hold UH Un Hold RM Remove eRx  Select Action:Next Screen// ??  The following actions are also available:  + Next Screen PS Print Screen HL View History Log  - Previous Screen PL Print List EC eRx Change Request  UP Up a Line SL Search List PA Patient Allergies  DN Down a Line ADPL Auto Display(On/Off) UR Un Remove eRx  FS First Screen Q Quit JO Jump to OP  LS Last Screen AD Add Comment UX Un Process eRx  GO Go to Page ACK Acknowledge PN Patient Progress Note  RD Re Display Screen SH Status History AU View Audit Log |

Status History – Hidden Action

Enter the hidden Status History <**SH**> action to display the history of status changes.



SH Action - Status Changes on eRX Record in Holding Queue

Comments are displayed where applicable (i.e. Hold, RJ, and RM statuses).

###### HL – View History Log

The View History Log (HL) hidden action has been added to the eRx Holding Queue Display screen. This action allows the user to display a comprehensive history of the eRx as it moves through the Outpatient Pharmacy software, including activities in Backdoor Pharmacy. The View History Log action will display the following information (if available):

* The Patient, Provider, and Drug Match/Validation Status
* The Status History
* The Order Status
* The Prescription Status
* The Rx Activity Log
* The CMOP Event Log
* The Change, Cancel, Renewal Log - which shows the related messages

**NOTE:** If no data is available for a section it will display ‘No (section name) Available’.

|  |
| --- |
| **eRx Holding Queue Display** Oct 30, 2023@14:22:34 Page: 1 of 3  eRx Patient: XXXXX,XXXXXXXXXX  eRx Reference #: 999999999  eRx HT: (cm)() eRx WT: (kg)()    NEWRX  eRx Status: IN PROCESS  eRx Patient: XXXXX,XXXXXXXXXX DOB: 4/21/90  Vista Patient[v]: XXXXX,XXXXXXXXXX DOB: 4/21/90  eRx Provider: PROVIDER,ONE  DEA#: XX1234567 NPI: 1234567890  Vista Provider: PROVIDER,ONE  DEA#: XX1234567 NPI: 1234567890  eRx Drug: TYLENOL ACETAMINOPHEN 325MG TAB  eRx Qty: 180 eRx Refills: 2 eRx Days Supply: 30  eRx Written Date: OCT 24, 2023 eRx Issue Date:  Prohibit Renewals: No  + 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// ??  The following actions are also available:  + Next Screen PS Print Screen HL View History Log  - Previous Screen PL Print List EC eRx Change Request  UP Up a Line SL Search List PA Patient Allergies  DN Down a Line ADPL Auto Display(On/Off) UR Un Remove eRx  FS First Screen Q Quit JO Jump to OP  LS Last Screen AD Add Comment UX Un Process eRx  GO Go to Page ACK Acknowledge PN Patient Progress Note  RD Re Display Screen SH Status History AU View Audit Log  Type <Enter> to continue or '^' to exit: |

**View History Log Hidden Action**

**NOTE:** If no data is available for a section it will display ‘No (section name) Available’.

|  |
| --- |
| **eRx History Log** Nov 01, 2023@19:13:32 Page: 1 of 4  eRx Patient: XXXXX,XXXXXXXXXX  eRx Reference #: 999999999    Pat Auto-Match: Pat Manual Edit: MATCHED  Prov Auto-Match: MATCHED Prov Manual Edit: VALIDATED  Drug Auto-Match: MATCHED Drug Manual Edit:  Status History:  Date/Time Status Entered By  05/15/23@14:36:44 I-IN PROCESS USERNAME,USER  **Status Comments: COMMENTS ADDED**  05/15/23@14:39:20 I-IN PROCESS USERNAME,USER  **Status Comments: COMMENTS ADDED AGAIN**  05/15/23@14:47:44 I-IN PROCESS USERNAME,USER  **Status Comments: COMMENTS ADDED ONCE AGAIN**  05/15/23@14:51:41 W-WAIT USERNAME,USER  **Status Comments: COMMENTS FOR WAIT STATUS**  05/15/23@14:55:47 PR-PROCESSED USERNAME,USER  **Status Comments: COMMENTS FOR PROCESSED**  Order:  Date/Time Order# Status  11/02/21@08:14:19 99999999 DISCONTINUED  Prescription:  Prescription#: 9999999 Status: DISCONTINUED  Activity Log:  Date/Time Reason Rx Ref Initiator Of Activity  ===========================================================================  05/17/23 PATIENT INST ORIGINAL  **Comments: Patient Instructions Sent By Provider.**  05/17/23@14:50:41 SUSPENDED ORIGINAL USERNAME,USER  **Comments: RX Placed on Suspense for CMOP until 05-17-23**  05/17/23@08:03:22 PROCESSED ORIGINAL USERNAME,USER  **Comments: Transmitted to CMOP NATIONAL CMOP**  09/18/23@08:14:19 IERX ORIGINAL USERNAME,USER  **Comments: Electronic RxRenewal Request sent to External Provider**  09/22/23@08:19:37 IERX ORIGINAL USERNAME,USER  **Comments: RxRenewal response from external provider – Replace.**  09/22/23@14:50:41 DISCONTINUED ORIGINAL USERNAME,USER  **Comments: eRx discontinued by external prescriber**  CMOP Event Log:  Date/Time Rx Ref TRN-Order Stat NDC  ===========================================================================  05/19/23@11:07:20 ORIGINAL 99999-1 DISP 99999-9999-99  Carrier: USPS Package ID: PKGID99999  **Comments: CMOP Comments**  Change, Cancel, Renewal Log:  Date/Time MessageType eRx ID eRx Order Status  09/22/23@19:23:51 NEWRX 999999999 CAN  **Status Description: ORIGINAL ERX CANCELED IN THE HOLDING QUEUE**  09/22/23@19:37:57 RXRENEWALREQUEST V9999999 RRC  **Status Description: RXRENEWAL REQUEST COMPLETE**  09/23/23@20:29:36 RXRENEWALRESPONSE 99999 RXC  **Status Description: RXRENEWAL RESPONSE COMPLETE**  + Enter ?? for more actions  Select Action:Next Screen// |

**View History Log display**

###### EC – eRx Change Request

eRX Change Request **<EC>** hidden action is used to request change on a NewRx prescription from the external Provider who sent the original NewRx. For detailed information about RxChange Request, refer to **Unit 5 – RxChange Requests and Responses** available on the Veteran's Documentation Library (VDL).

|  |  |
| --- | --- |
| eRx Provider: XXXXXXXXXXXX,XXXXX MD  DEA#: XX9999999 NPI:  Vista Provider: XXXXXXXXXXXX,XXXXX MD  DEA#: XX9999999 NPI:  eRx Drug: LORAZEPAM 1MG TAB  eRx Qty: 45 eRx Refills: 5 eRx Days Supply: 30  eRx Written Date: AUG 03, 2023 eRx Issue Date:   |  | | --- | | + Enter ?? for more actions |   P Print RJ Reject AC Accept eRx  H Hold UH Un Hold RM Remove eRx  Select Action:Next Screen// ??  The following actions are also available:  + Next Screen PS Print Screen HL View History Log  - Previous Screen PL Print List EC eRx Change Request  UP Up a Line SL Search List PA Patient Allergies  DN Down a Line ADPL Auto Display(On/Off) UR Un Remove eRx  FS First Screen Q Quit JO Jump to OP  LS Last Screen AD Add Comment UX Un Process eRx  GO Go to Page ACK Acknowledge PN Patient Progress Note  RD Re Display Screen SH Status History AU View Audit Log |

eRX Change Request

###### PA – Patient Allergies

If the VistA patient has known allergies, verified allergies display in the Allergies section. This section will be the same for the Patient Validation as well as for the Drug Validation Screens. Furthermore, the same segment will display in the Pending Order in Backdoor Pharmacy as well. The reverse video for each allergy on either side (eRx or VistA) indicates that the exact allergy was not found on the other side.

|  |
| --- |
| **Patient Validation** Oct 18, 2023@13:37:41 Page: 1 of 2  eRx Reference #: **999999** Eligibility: **NSC**  Status: **AUTO-MATCHED**  ERX PATIENT | VISTA PATIENT  Name: XXXXX,XXXXXXXXXX |Name: XXXXX,XXXXXXXXXX  DOB : APR 21, 1990 |DOB : JAN 1,1980  SSN : 999999999 |SSN : 999-99-9999  Sex : MALE |Sex : MALE  Address: |Address:  12345 TEST WAY | 12345 TEST WAY  CHEYENNE,WY 82001 | CHEYENNE,WY 82001  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_|\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |Pharmacy Narrative:  |  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_|\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Allergy: |Allergy:  NO ALLERGY INFORMATION RECEIVED | Verified:  | PEANUTS  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_|\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Weight(kg): |Weight(kg):  + Enter ?? for more actions  P Print H Hold RJ Reject  E Edit AV Accept Validation  Select Item(s): Next Screen// |

VistA Patient with Known Allergies

A new hidden action is available on the Patient Validation screen that allows the user to display the Patient Allergies in greater detail. This hidden action can be invoked from the following screens listed below:

* Patient Validation screen
* Drug Validation screen
* eRx Holding Queue Display screen
* Pending Orders screen (Backdoor Outpatient Pharmacy)

|  |
| --- |
| + Enter ?? for more actions  P Print H Hold RJ Reject  E Edit AV Accept Validation  Select Item(s): Next Screen// ??  The following actions are also available:  PA Patient Allergies DN Down a Line PS Print Screen  + Next Screen FS First Screen PT Print List  - Previous Screen LS Last Screen SL Search List  UP Up a Line GO Go to Page QU Quit  Type <Enter> to continue or '^' to exit: |

**Hidden Action (PA) Patient Allergies**

When the user selects the Patient Allergies (PA) hidden action from the Patient Validation screen, a new screen displays titled Patient Allergies. The Patient Allergies screen was created to show the eRx patient allergies side-by-side with the VistA patient allergies in detail.

The Patient Allergies screen also contains a new action called VistA Patient Allergies (VPA). The VPA action invokes a new screen titled Detailed Allergy List and this screen allows the user to edit allergy data.

**NOTE:** A VistA Patient must be matched to use the VistA Patient Allergies (VPA) action.

|  |
| --- |
| **Patient Validation** Oct 18, 2023@14:18:39 Page: 1 of 2  eRx Reference #: **99999** ChampVA Rx Benefit: **ELIGIBLE**  Status: **AUTO-MATCHED**  ERX PATIENT | VISTA PATIENT  Name: XXXXX,XXXXXXXXXX |Name: XXXXX,XXXXXXXXXX  DOB : JUN 21, 1954 |DOB : JUN 21,1954  SSN : 999999999 |SSN : 999-99-9999  Sex : MALE |Sex : MALE  Address: |Address:  PO BOX 9999 | PO BOX 9999  NIRVANA,NY 12345 | NIRVANA,OR 12345  Primary Phone: 9999999999 |  Home Phone: |Home Phone: (999) 999-9999  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_|\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |Pharmacy Narrative:  |  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_|\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Allergy: |Allergy:  NO ALLERGY INFORMATION RECEIVED | Verified:  + Enter ?? for more actions  P Print H Hold RJ Reject  E Edit AV Accept Validation  Select Item(s): Next Screen// PA PA  **Patient Allergies** Oct 18, 2023@14:18:43 Page: 1 of 4  eRx Reference #: **99999** ChampVA Rx Benefit: **ELIGIBLE**  Status: **AUTO-MATCHED**  ERX PATIENT | VISTA PATIENT  Name: XXXXX,XXXXXXXXXX |Name: XXXXX,XXXXXXXXXX  DOB : JUN 21, 1954 |DOB : JUN 21,1954  SSN : 999999999 |SSN : 999-99-9999  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_|\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Allergy: |Allergy:  NO ALLERGY INFORMATION RECEIVED | Verified:  | Drug:  | IBUPROFEN  | Effective Date: **Dec 10, 2008@15:29**  | Reaction: **OBSERVED**  | Severity: **MODERATE**  | Symptoms:  |  **RASH**  | PERCODAN  | Effective Date: **Nov 07, 2008@13:28**  | Reaction: **HISTORICAL**  | Symptoms:  + Enter ?? for more actions  VPA Vista Patient Allergies  Select Item(s): Next Screen// VPA Vista Patient Allergies  **DETAILED ALLERGY LIST** Oct 18, 2023@14:50:25 Page: 1 of 1  XXXXX,XXXXXXXXXX <A>  PID: 999-99-9999 Ht(cm): 182.88 (02/24/2011)  DOB: JUN 21,1954 (69) Wt(kg): 93.44 (02/24/2011)    Verified  Drug:  1 ALBUTEROL  2 IBUPROFEN  3 PERCODAN  4 VALIUM  Drug/Food:  5 EGG PRODUCTS  6 PEANUTS  Food:  7 HONEY  8 TOMATO PRODUCTS    + Enter ?? for more actions  EA Enter/Edit Allergy/ADR Data SA Select Allergy  Select Item(s): Quit// |

**VistA Patient Allergies**

###### UR – Un-Remove eRx

It is possible after a fillable eRx is Removed, it needs to be moved back to the Holding Queue to be processed. Users can utilize the Include All Statuses (IAS) action on the Single Patient Queue screen or use the Rx List View action on the eRx Patient Centric Queue screen, then use the Search Queue (SQ) action to search for the eRx with a Removed status (ERX STATUS). Once the Removed eRx is selected, the user can utilize the Un-Remove (UR) hidden action on the eRx Holding Queue Display screen. This action will allow users to Un-Remove an eRx that was previously Removed, so the eRx will display again on the eRx Single Patient Queue screen to be worked.

To Un-Remove an eRx from the Holding Queue:

1. From the eRx Holding Queue Display screen, type <**UM>** Un-Remove eRx.
2. Enter a HOLD reason code for the eRx Un-Removal.

**NOTE:** A default value of HUR (HOLD UNREMOVE) will display and can be selected.

1. Type Additional Comments as to why the eRx is being Un-Removed and press **<Enter>**.

These comments are optional.

**NOTE**: Only eRxs with a REMOVED status can be UN-REMOVED.

|  |  |
| --- | --- |
| **eRx Holding Queue Display** Nov 01, 2023@11:36:08 Page: 1 of 3  eRx Patient: XXXXX,XXXXXXXXXX  eRx Reference #: 999999999  eRx HT: (cm)() eRx WT: (kg)()    NEWRX  eRx Status: Prescription canceled by Provider  eRx Patient: XXXXX,XXXXXXXXXX DOB: 4/21/90  Vista Patient[v]: XXXXX,XXXXXXXXXX DOB: 4/21/90  eRx Provider: PROVIDER,ONE  DEA#: XX1234567 NPI: 1234567890  Vista Provider: PROVIDER,ONE  DEA#: XX1234567 NPI: 1234567890  eRx Drug: TYLENOL ACETAMINOPHEN 325MG TAB  eRx Qty: 180 eRx Refills: 2 eRx Days Supply: 30  eRx Written Date: OCT 24, 2023 eRx Issue Date:  Prohibit Renewals: No   |  | | --- | | + 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// UR UR  Select HOLD reason code: HUR// HOLD UNREMOVE  Additional Comments (Optional): UNREMOVE COMMENTS  Would you like to 'Un-Remove' eRx #33005500? Y// ES |

**Un-Remove an eRx**

###### Jump to OP

The Jump to OP <**JO**> hidden action allows the user to navigate to Complete Orders from OERR, from the eRX Holding Queue Summary/Details screen. Once the user has completed reviewing on the Outpatient side, the user is navigated back to the same Summary/Details screen in which <**JO**> was initiated from.

The Jump to OP <**JO**> hidden action allows the user to navigate to Complete Orders from OERR only if the following conditions are true:

1. The RX record is a fillable prescription only.
2. The VistA Patient is already matched to an eRX Patient under the Validate Patient <**VP**> action.
3. The matched VistA Patient has been validated.

To use the Jump to OP action, enter <**??**> to view a list of hidden actions.

|  |  |
| --- | --- |
| eRx Provider: XXXXXXXXXXXX,XXXXX MD  DEA#: XX9999999 NPI:  Vista Provider: XXXXXXXXXXXX,XXXXX MD  DEA#: XX9999999 NPI:  eRx Drug: LORAZEPAM 1MG TAB  eRx Qty: 45 eRx Refills: 5 eRx Days Supply: 30  eRx Written Date: AUG 03, 2023 eRx Issue Date:   |  | | --- | | + Enter ?? for more actions |   P Print RJ Reject AC Accept eRx  H Hold UH Un Hold RM Remove eRx  Select Action:Next Screen// ??  The following actions are also available:  + Next Screen PS Print Screen HL View History Log  - Previous Screen PL Print List EC eRx Change Request  UP Up a Line SL Search List PA Patient Allergies  DN Down a Line ADPL Auto Display(On/Off) UR Un Remove eRx  FS First Screen Q Quit JO Jump to OP  LS Last Screen AD Add Comment UX Un Process eRx  GO Go to Page ACK Acknowledge PN Patient Progress Note  RD Re Display Screen SH Status History AU View Audit Log |

Jump to OP – Hidden Action

Enter the hidden Jump to OP <**JO**> action.

|  |  |
| --- | --- |
| eRx Provider: XXXXXXXXXXXX,XXXXX MD  DEA#: XX9999999 NPI:  Vista Provider: XXXXXXXXXXXX,XXXXX MD  DEA#: XX9999999 NPI:  eRx Drug: LORAZEPAM 1MG TAB  eRx Qty: 45 eRx Refills: 5 eRx Days Supply: 30  eRx Written Date: AUG 03, 2023 eRx Issue Date:   |  | | --- | | + Enter ?? for more actions |   P Print RJ Reject AC Accept eRx  H Hold UH Un Hold RM Remove eRx  Select Action:Next Screen// JO JO  Vista patient has not been matched. Cannot jump to outpatient.  Type <Enter> to continue or '^' to exit: |

JO Action Selected (Patient not matched)

If a user attempts to Jump to OP <**JO**> when a VistA Patient is not matched to an eRX Patient, an error message is received stating, “VistA patient has not been matched. Cannot jump to outpatient”.

|  |  |
| --- | --- |
| eRx Provider: XXXXXXXXXXXX,XXXXX MD  DEA#: XX9999999 NPI:  Vista Provider: XXXXXXXXXXXX,XXXXX MD  DEA#: XX9999999 NPI:  eRx Drug: LORAZEPAM 1MG TAB  eRx Qty: 45 eRx Refills: 5 eRx Days Supply: 30  eRx Written Date: AUG 03, 2023 eRx Issue Date:   |  | | --- | | + Enter ?? for more actions |   P Print RJ Reject AC Accept eRx  H Hold UH Un Hold RM Remove eRx  Select Action:Next Screen// JO JO  Vista patient has not been validated. Cannot jump to outpatient.  Type <Enter> to continue or '^' to exit: |

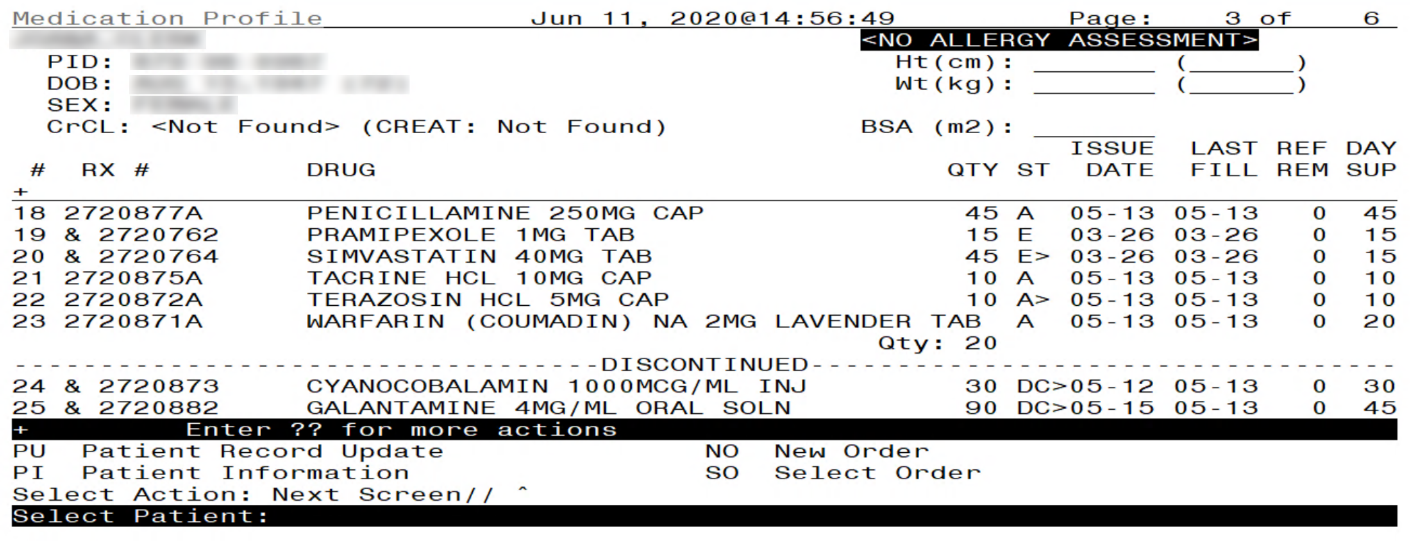
JO Action Selected (Patient not validated)

If a user attempts to Jump to OP <**JO**> from an eRX record that is not a fillable prescription, an error message is received stating, “Jumping can only be done on ‘NewRx’ messages, Renewal Response-Replace and fillable RxChange Response messages”.

Select Action:Next Screen// JO    JO
Jumping can only be done on 'NewRX', 'Renewal Response - Replace
 and fillable RxChange Response' messages.

JO Action Selected (Invalid Record Type)

Once the user has completed reviewing on the Outpatient side, upon selecting <**Enter**> at the “Select Patient:” prompt, the user is navigated back to the same Summary/Details screen in which <**JO**> was initiated from.



JO “Select Patient” – Jump Back to Holding Queue eRX Summary/Details Screen

###### UX – Un-Process eRx

The Un-Process (UX) hidden action has been added to the eRx Holding Queue Display screen. This action allows the user to Un-Process an eRx order that has been accepted in the eRx Holding Queue [PSO ERX QUEUE PROCESSING] and finished in Patient Prescription Processing [PSO LM BACKDOOR ORDERS]. The following checks are in place to Un-Process an eRx:

* The eRx status for the order must be Processed (PR), RXRENEWAL Response Processed (RXP), or RXCHANGE Response Processed (CXP).
* The user must hold the “PSDRPH” key.
* Only message types NEWRX (N), RXRENEWALRESPONSE (RE) and RXCHANGERESPONSE (CX) can be unprocessed.
* If message type is RXRENEWALRESPONSE, it must have a Response Value of ‘REPLACE’.
* Must be original fill and not transmitted to CMOP.
* The prescription status must be SUSPENDED or HOLD.

To Un-Process an eRx from the Holding Queue:

1. From the eRx Holding Queue Display screen, type <**UX>** Un-Process eRx.
2. Type Additional Comments or accept the default comments and press **<Enter>**.

|  |
| --- |
| **eRx Holding Queue Display** Nov 01, 2023@15:14:01 Page: 1 of 3  eRx Patient: XXXXX,XXXXXXXXXX  eRx Reference #: 999999999  eRx HT: (cm)() eRx WT: (kg)()    NEWRX  eRx Status:  eRx Patient: XXXXX,XXXXXXXXXX DOB: 4/21/90  Vista Patient[v]: XXXXX,XXXXXXXXXX DOB: 4/21/90  eRx Provider: PROVIDER,ONE  DEA#: XX1234567 NPI: 1234567890  Vista Provider[v]: PROVIDER,ONE  DEA#: XX1234567 NPI: 1234567890  eRx Drug: DIPHENHYDRAMINE HCL 2% CREAM  eRx Qty: 180 eRx Refills: 2 eRx Days Supply: 30  eRx Written Date: OCT 22, 2023 eRx Issue Date:  Prohibit Renewals: No  + 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// UX UX  Comments: Un-Process for correction Replace  Would you like to 'Un-Process' eRx #33004422 and Rx #2299503? Y// ES |

**Un-Process an eRx**

##### PN – Patient Progress Note

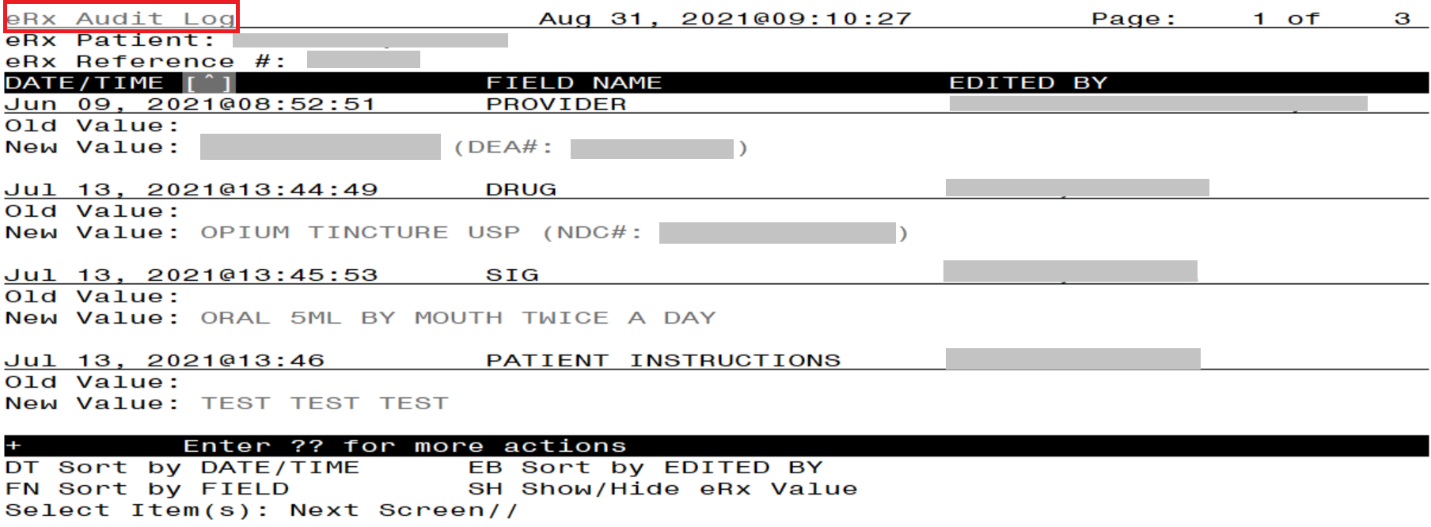
A shortcut to the existing hidden action PN – Progress Note (OP) in the Backdoor Pharmacy was added to the eRx Holding queue so that the user could enter a Progress Note for the VistA patient before accepting the eRx. In order to use this action the VistA patient must have been matched and validated. For more information on Progress Notes, please refer to the Outpatient Pharmacy User Manual in the Veteran's Documentation Library (VDL).

|  |  |
| --- | --- |
| eRx Provider: XXXXXXXXXXXX,XXXXX MD  DEA#: XX9999999 NPI:  Vista Provider: XXXXXXXXXXXX,XXXXX MD  DEA#: XX9999999 NPI:  eRx Drug: LORAZEPAM 1MG TAB  eRx Qty: 45 eRx Refills: 5 eRx Days Supply: 30  eRx Written Date: AUG 03, 2023 eRx Issue Date:   |  | | --- | | + Enter ?? for more actions |   P Print RJ Reject AC Accept eRx  H Hold UH Un Hold RM Remove eRx  Select Action:Next Screen// ??  The following actions are also available:  + Next Screen PS Print Screen HL View History Log  - Previous Screen PL Print List EC eRx Change Request  UP Up a Line SL Search List PA Patient Allergies  DN Down a Line ADPL Auto Display(On/Off) UR Un Remove eRx  FS First Screen Q Quit JO Jump to OP  LS Last Screen AD Add Comment UX Un Process eRx  GO Go to Page ACK Acknowledge PN Patient Progress Note  RD Re Display Screen SH Status History AU View Audit Log |

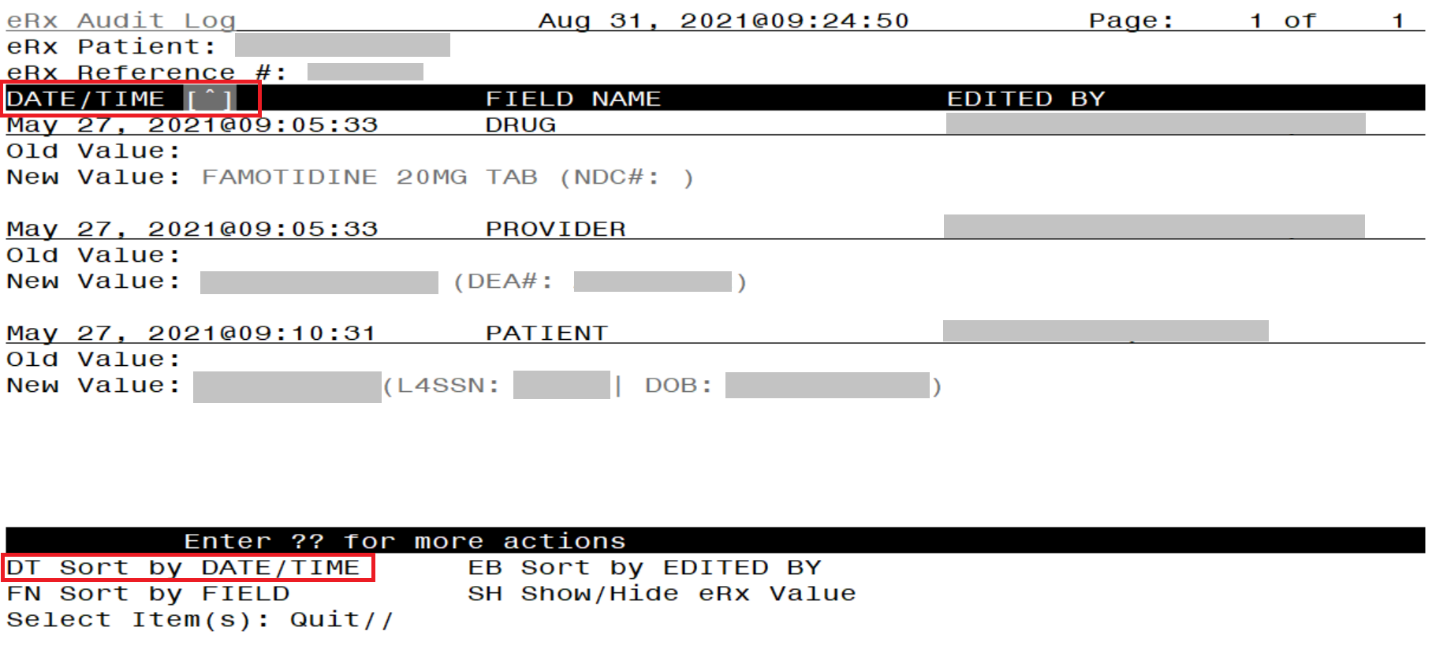
##### AU – View Audit Log

View Audit Log <**AU**> hidden action is used to view all edits made to a VistA Patient, Provider, and Drug/Sig. This feature will also capture any edits made by auto-matching and display them on the Audit Log.

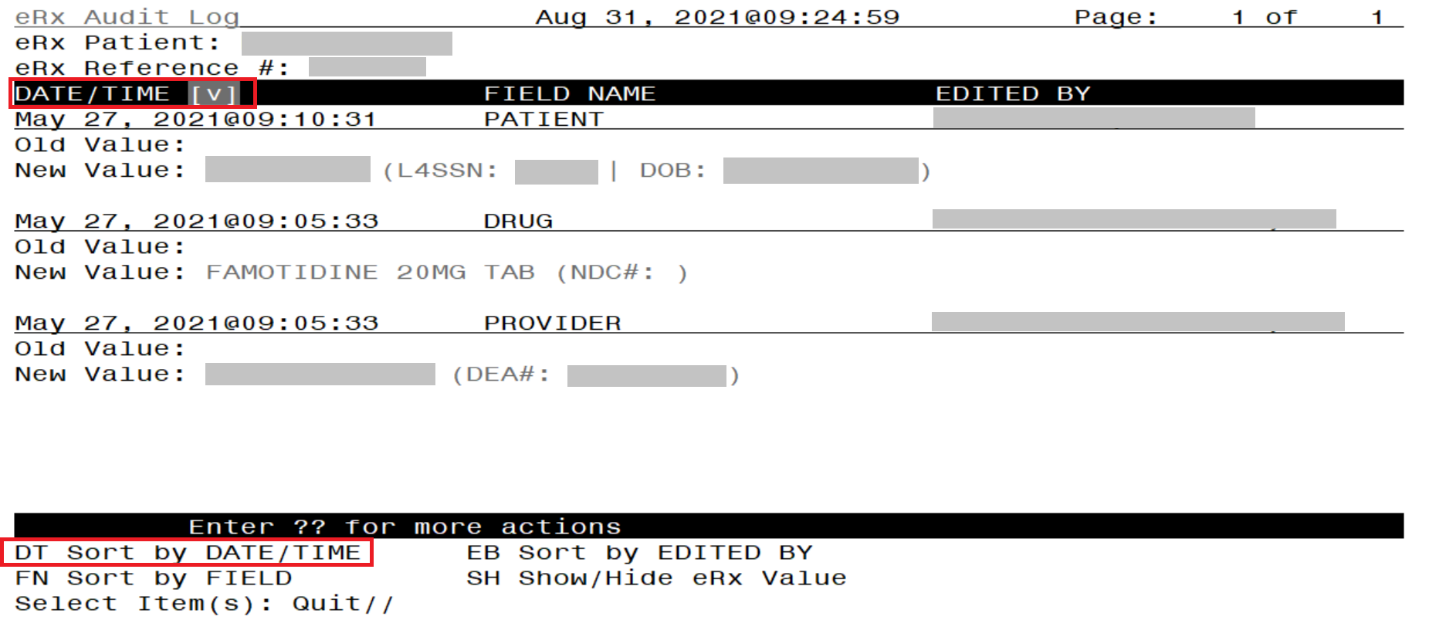
Once the user selects View Audit Log <**AU**>, the Audit Log report will display.

 eRx Audit Log

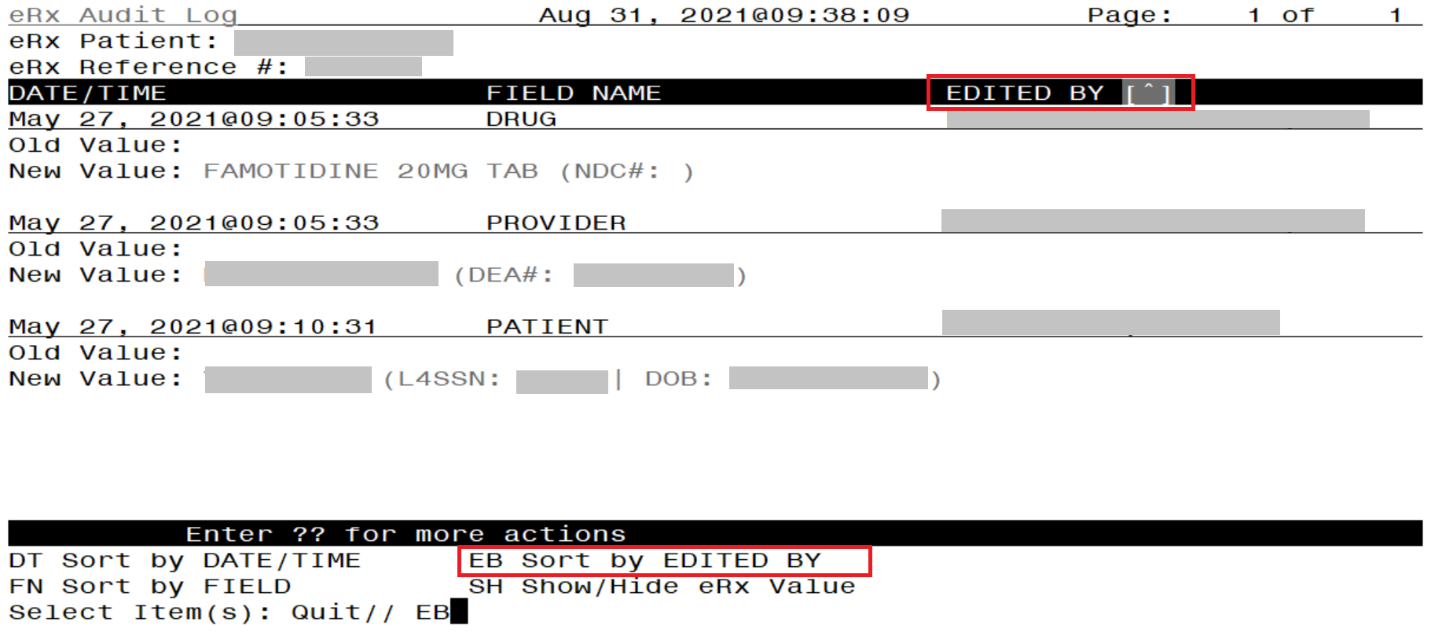
Users are able to sort the Audit Log by Date/Time <**DT**>, Field <**FN**>, Edited By <**EB**>, or Show/Hide eRx Value <**SH**>. All sort options contain a sort indicator to inform the user if the results are in ascending [^] or descending [v] order. To change the chronological order of the Audit Log display, enter the sort option a second time.



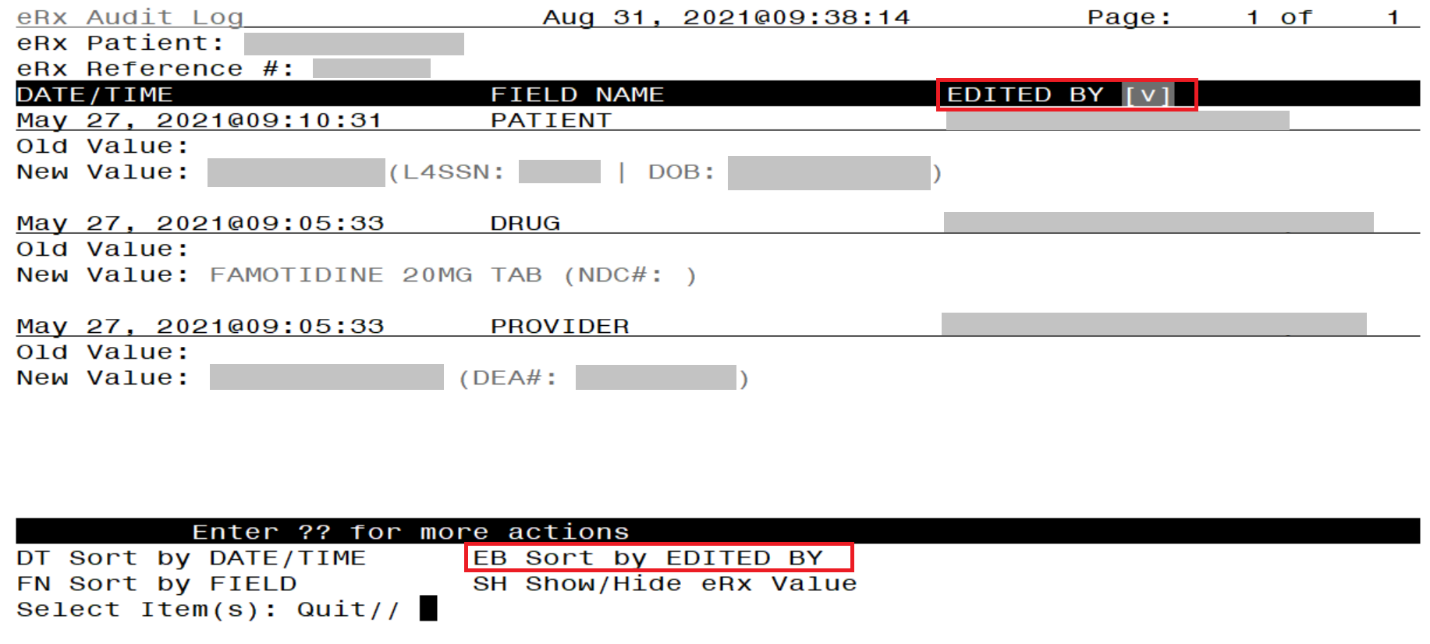
eRx Audit Log Sorted by Date/Time Ascending



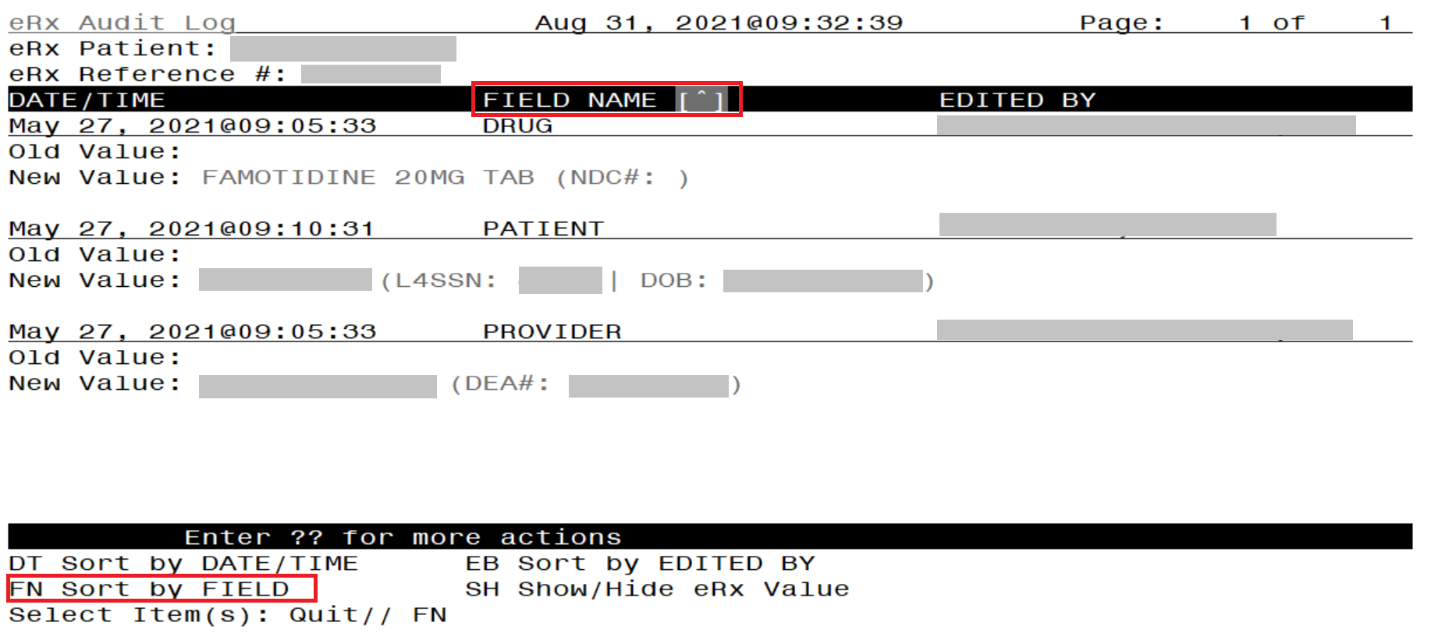
eRX Audit Log Sorted by Date/Time Descending



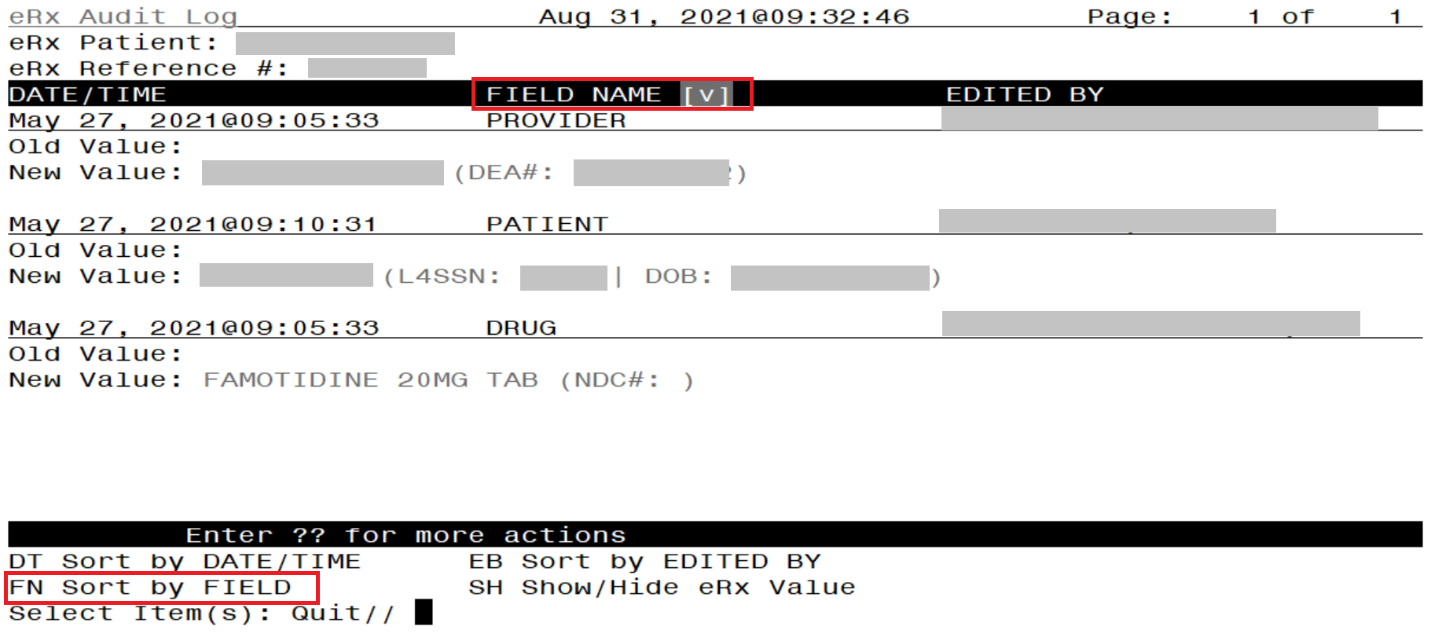
eRX Audit Log Sorted by Edited By Ascending

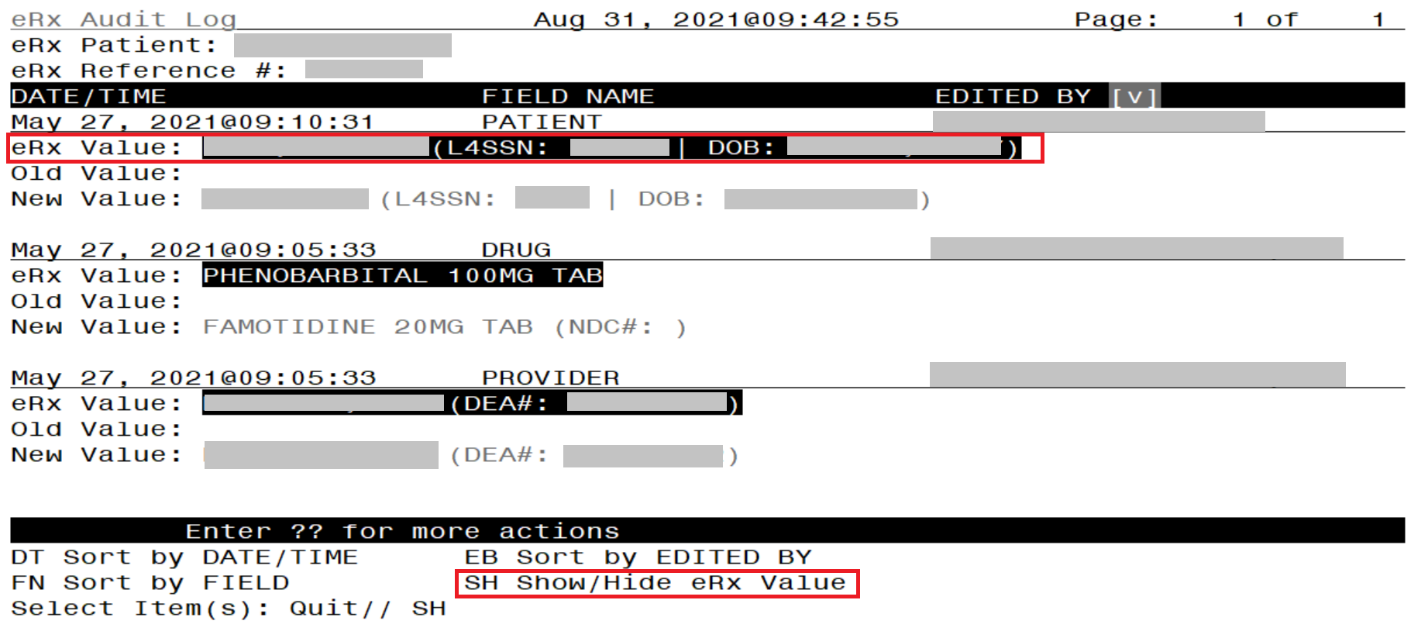


eRX Audit Log Sorted by Edited By Descending

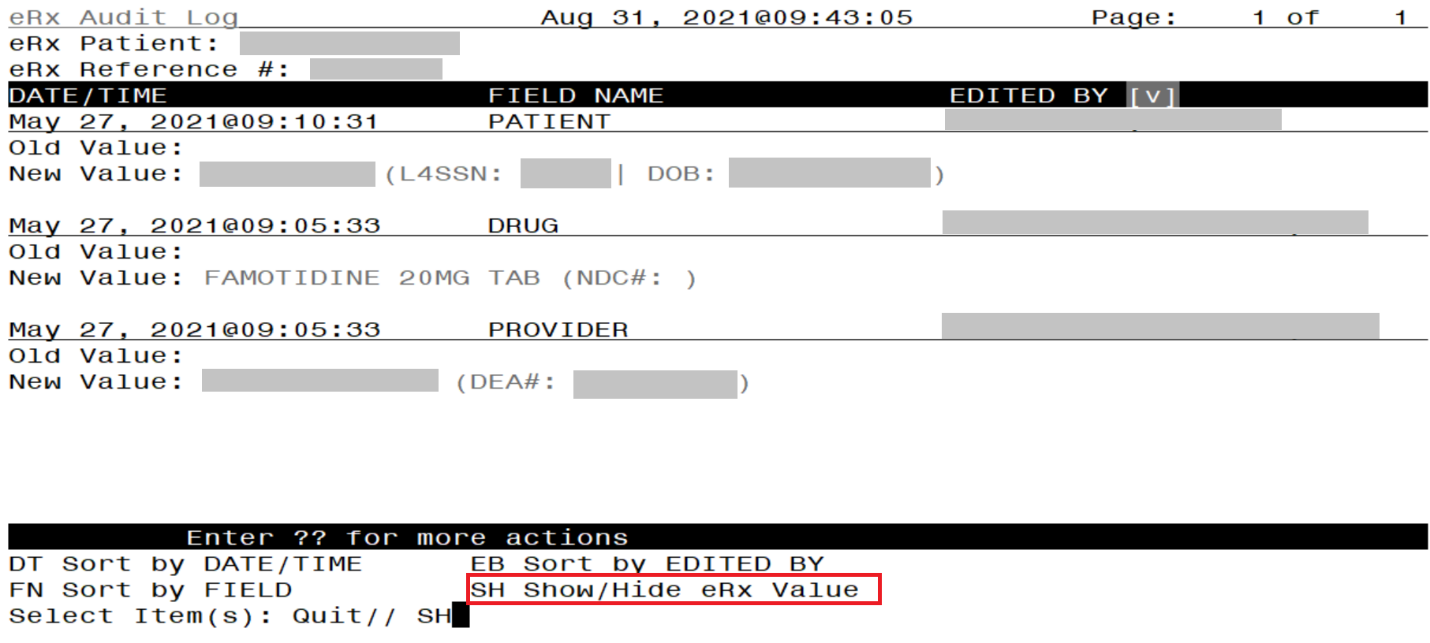


eRX Audit Log Sorted by Field Ascending

 **eRX Audit Log Sorted by Field Descending**



eRX Audit Log Sorted by Show/Hide eRx Value - Shown



eRX Audit Log Sorted by Show/Hide eRx Value - Hidden

To exit the Audit Log <**AU**> and return to the eRx Holding Queue Display, press ‘Enter’.

#### Patient-Level Record Lock

Note that when either the Summary/Details screen or any of the validate screens of an eRX are open, all the eRX for that same patient in the Holding Queue are locked and inaccessible for other users to access until the lock is released (the screens are closed). This is referred to as a patient-level record lock.

The following message displays if a user attempts to access an eRX for the same patient that another user has opened.

P2085#yIS1

Patient-Level Record Lock

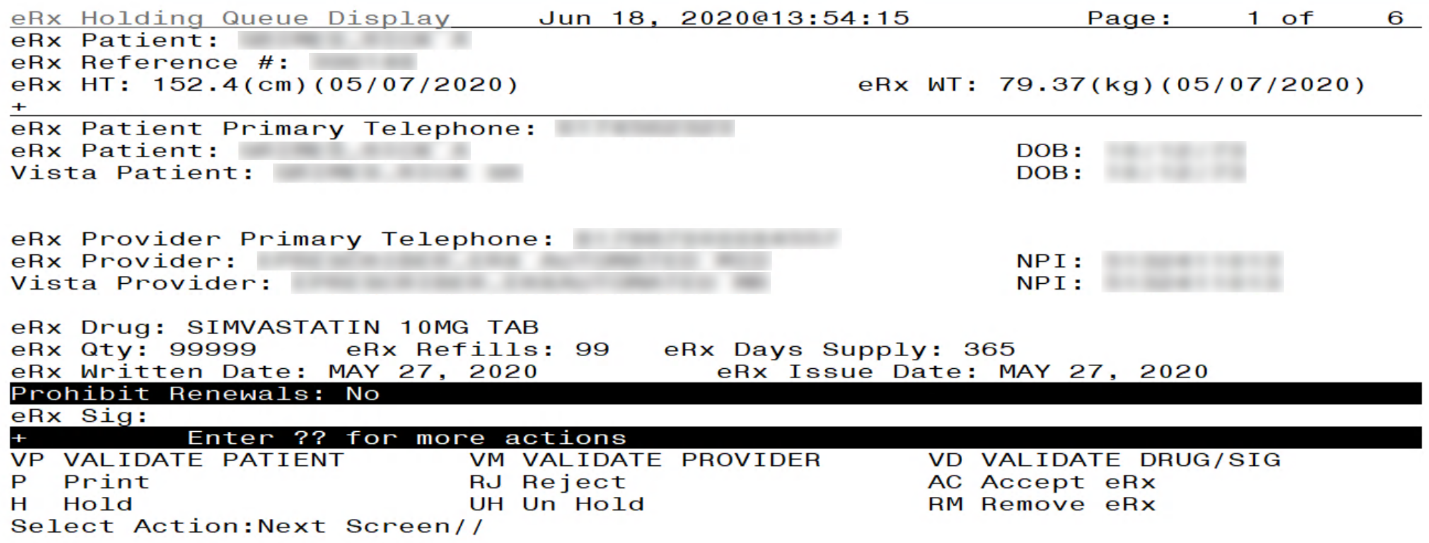
#### Prohibit Renewals

The Prohibit Renewal Request flag is used to denote that a RxRenewal Request should not be sent to the sending prescriber for an original NewRx or a subsequent fillable RxChange Response when the flag is set on the original NewRx. This is usually used when the visit is for a one time prescription (i.e., Urgent Care Center or Emergency Department).

**NOTE:**

(i)The Prohibit Renewal Request information is not displayed for RxRenewal Request and Response records.

(ii) The Prohibit Renewal Request information is displayed both in VistA and on web GUI under Track/Audit details screen, whenever it is sent on the inbound NewRx record.



Prohibit Renewal Request