Pharmacy Reengineering (PRE)

Inbound ePrescribing (IEP) 5.0

User Guide

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Unit 7. Part 1: New *eRX Holding Queue Processing* option [PSO ERX QUEUE PROCESSING]

7.1 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

7.2 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.

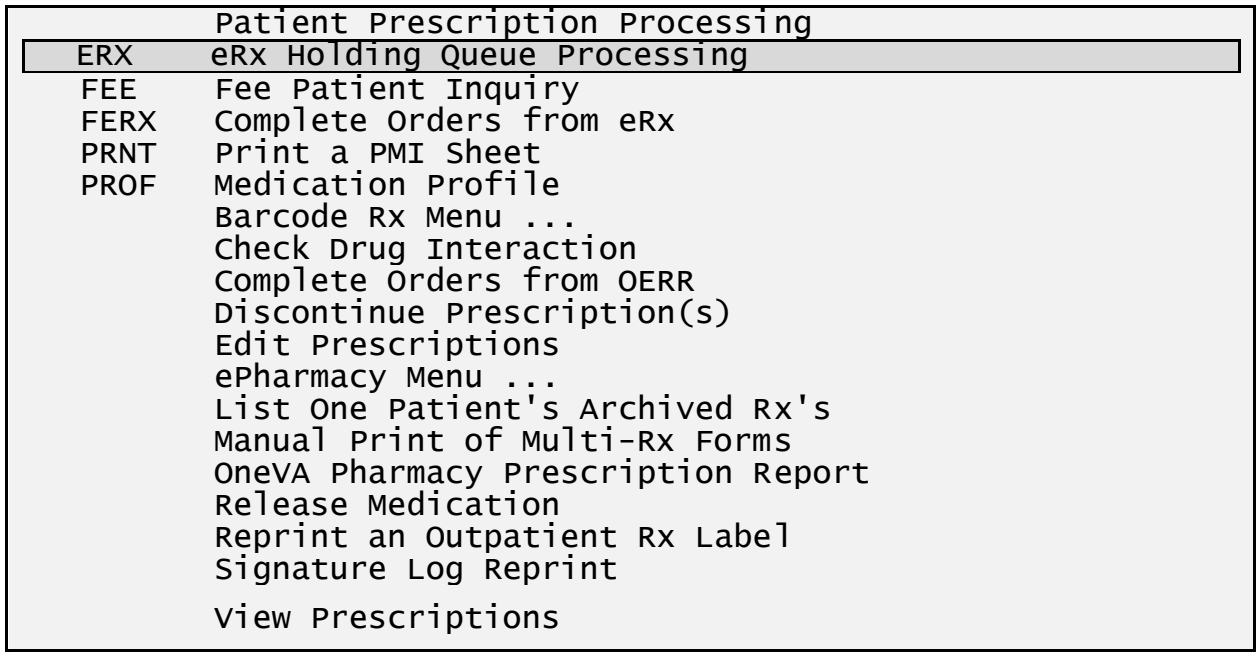
NOTE: Controlled Substance records that meet the requirements of the Drug Enforcement Administration's (DEA) electronic prescribing for Controlled Substance rules will have a visual indicator stating "EPCS DEA Valid" at the top right corner in the VistA Holding Queue.

7.3 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]



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.

7.3.1 Actionable and Non-Actionable eR$_X$ Records

Before learning how this option works it is important to understand that there are two types of Inbound eR$_X$ 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

7.3.2 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.

7.3.3 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          EDV 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.

7.3.3.1 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.

7.3.3.2 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.

7.3.3.3 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).

7.3.3.4 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▼ NW WT IP HD CCR OTH TOT
1.   XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    44  0  0  1  0  0   1   2
2]   XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    44  2  0  1  0  0   0   3
3.   XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    37  3  0  0  1  0   0   4
4.   XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    37  1  0  1  0  0   0   2
5.   XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    37  0  0  1  0  0   1   2
6.   XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    37  1  0  0  0  1   0   2
7.   XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    37  0  0  2  1  0   0   3
8.   XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    37  0  0  1  0  0   0   1
9.   XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    37  0  0  1  0  0   0   1
10]  XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    37  0  0  1  0  0   0   1
11.  XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    37  1  0  0  0  1   0   2
12.  XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    37  1  0  0  0  0   0   1
13.  XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    37  2  0  1  0  0   0   3
14]  XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    37  1  0  0  0  0   0   1
15.  XXXXX,XXXXXXXXX           99/99/9999 999-99-9999    34  1  0  0  0  0   0   1
16.  XXXXX,XXXXXXXXX           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

7.3.3.5 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).

7.3.3.5.1 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//
```

7.3.3.5.1.1 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▼                    DOB        SSN          ED  NW WT IP HD CCR OTH TOT
```

Patient Centric Queue – Sorted By Patient Name in Descending Order

7.3.3.5.1.2 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,XXXXXX                   99/99/9999  PICKLETON-NY            09/10/23
2.  XXXXXX,XXXXXX                   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

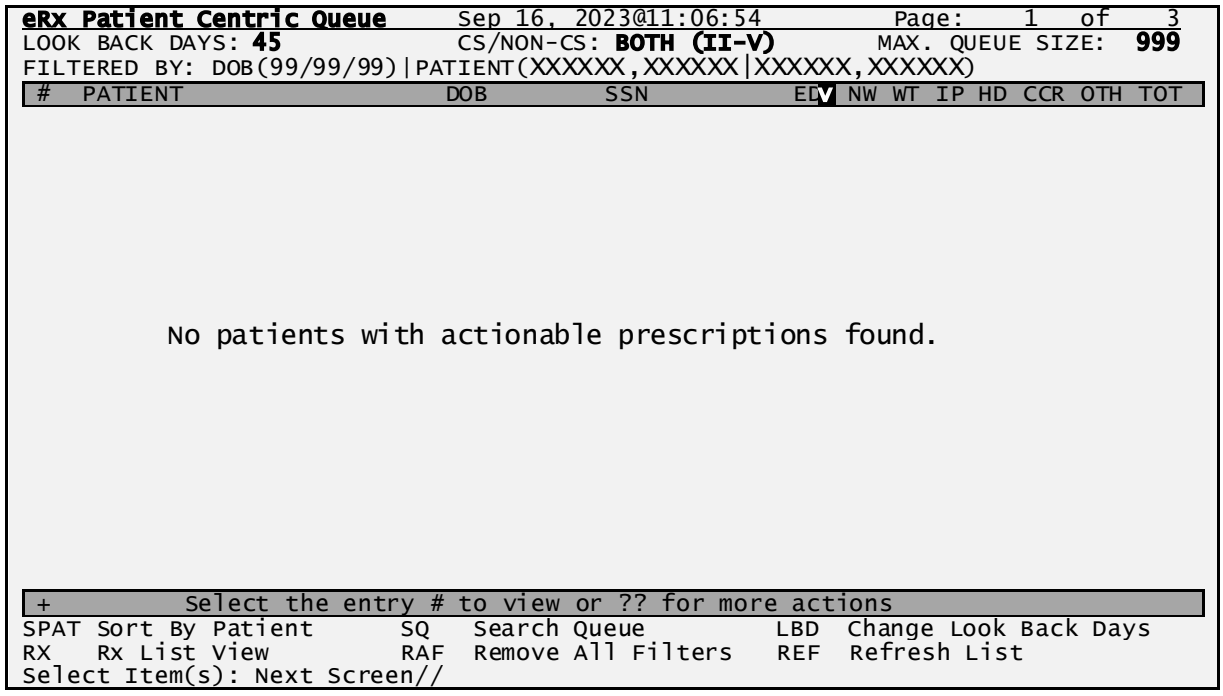
```
SEARCH BY: 2  ERX DATE OF BIRTH

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,XXXXX|XXXXX,XXXXX)
          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,XXXXX|XXXXX,XXXXX)
 #  PATIENT                    DOB         SSN          EDV NW WT IP HD CCR OTH TOT
1. XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   44  0  0  1  0   0   1   2
2] XXXXX,XXXXXXXXX          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:



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:
```

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

7.3.3.5.1.3 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

7.3.3.5.1.4 RX – Rx List View

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

7.3.3.5.1.5 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.

7.3.3.5.1.6 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.

7.3.3.5.2 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
```

7.3.3.5.2.1 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▼ NW WT IP HD CCR OTH TOT
                              CONTROLLED SUBSTANCE Rx's
1]   XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   44  0  0  1  0   0   1   2
2]   XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   44  2  0  1  0   0   0   3
3]   XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   37  3  0  0  1   0   0   4
4]   XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   37  1  0  1  0   0   0   2
5]   XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   37  0  0  1  0   0   1   2
                          NON-CONTROLLED SUBSTANCE Rx's
6.   XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   44  1  0  0  0   1   0   2
7.   XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   44  0  0  2  1   0   0   3
8.   XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   41  0  0  1  0   0   0   1
9.   XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   40  0  0  1  0   0   0   1
10   XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   38  0  0  1  0   0   0   1
11.  XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   35  1  0  0  0   1   0   2
12.  XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   33  1  0  0  0   0   0   1
13.  XXXXX,XXXXXXXXX          99/99/9999 999-99-9999   32  2  0  1  0   0   0   3
14   XXXXX,XXXXXXXXX          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

7.3.3.5.2.2 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 Centric Queue – Sorted By Patient DOB in Descending Order

7.3.3.5.2.3 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 Centric Queue – Sorted By Elapsed Days in Ascending Order

Patient Centric Queue – Sorted By Elapsed Days in Descending Order

7.3.3.5.2.4 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.

7.3.3.5.2.5 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.

7.3.3.6 48-Lines Terminal Emulator Display Feature

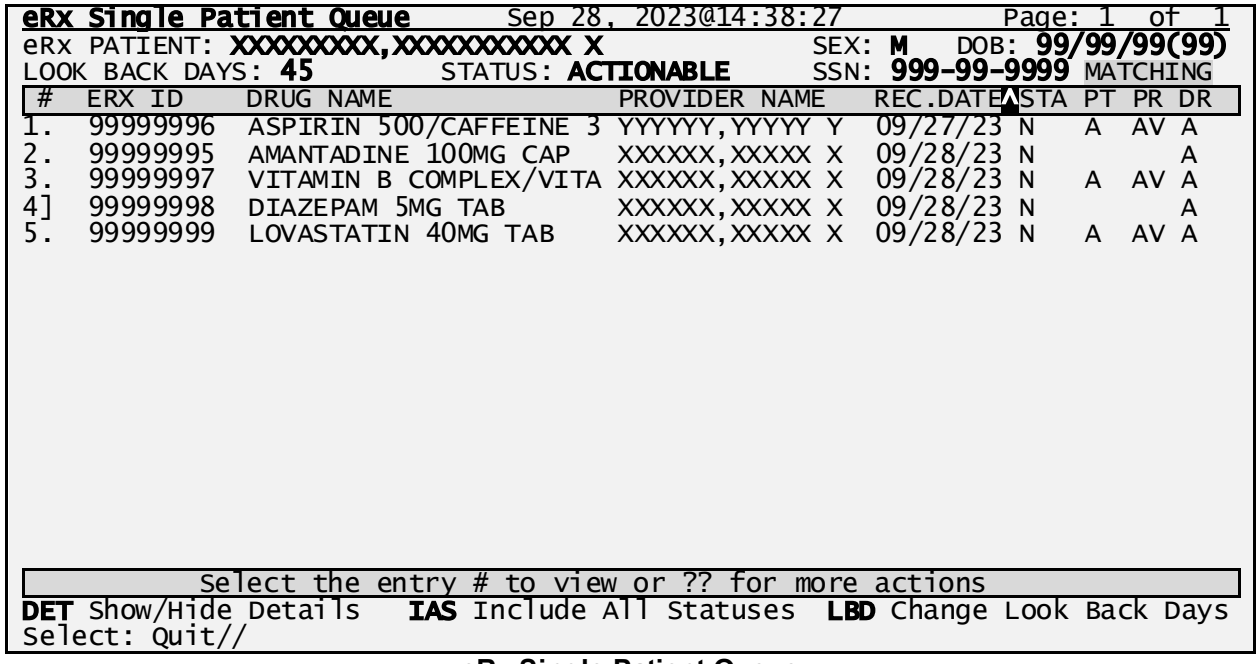
There is a **Class 3 software (KIDS Build)** that allows sites, including Meds-By-Mail (MbM), to expand their ListMan Listing Area to more than double of the displayed lines for one page when using the regular 24-Lines on the Terminal Emulator. **It is important to emphasize that simply setting the Terminal 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           EDV 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//
```

7.3.4 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

7.3.4.1 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.

7.3.4.2 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.

7.3.4.3 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 eR_X, refer to section 6.2.

7.3.4.4 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.

7.3.4.5 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).

7.3.4.6 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: XXXXXXXX,XXXXXXXXXX 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: XXXXXXXX,XXXXXXXXXX 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: XXXXXXXX,XXXXXXXXXX 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: XXXXXXXX,XXXXXXXXXX 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: XXXXXXXX,XXXXXXXXXX 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  AV 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  AV A
5.  99999997    VITAMIN B COMPLEX/VITA 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//
```

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,XXXXXXXXXX X                  SEX: M   DOB: 99/99/99(99)
LOOK BACK DAYS: 45        STATUS: ACTIONABLE          SSN: 999-99-9999  MATCHING
 #  ERX ID      DRUG NAMEv                PROVIDER NAME    REC.DATE STA PT PR DR
1.  99999997    VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X   09/28/23 N   A  AV A
2.  99999999    LOVASTATIN 40MG TAB    XXXXXX,XXXXX X   09/28/23 N   A  AV 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  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//
```

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,XXXXXXXXXX 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  AV A
2.  99999997    VITAMIN B COMPLEX/VITA XXXXXX,XXXXX X   09/28/23 N   A  AV 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  AV 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,XXXXXXXXXX X                 SEX: M   DOB: 99/99/99(99)
LOOK BACK DAYS: 45        STATUS: ACTIONABLE        SSN: 999-99-9999  MATCHING
 #   ERX ID      DRUG NAME                PROVIDER NAMEV   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  AV 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  AV A
5.   99999995    AMANTADINE 100MG CAP   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//
```

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,XXXXXXXXXX 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  AV 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  AV A
5.   99999997    VITAMIN B COMPLEX/VITA 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//
```

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,XXXXXXXXXX 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.DATEV STA PT PR DR
1.   99999999    LOVASTATIN 40MG TAB       XXXXXX,XXXXX X   09/28/23  N   A  AV 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  AV A
4.   99999995    AMANTADINE 100MG CAP      XXXXXX,XXXXX X   09/28/23  N   A  AV 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,XXXXXXXXXX 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  AV A
2.   99999997    VITAMIN B COMPLEX/VITA    XXXXXX,XXXXX X   09/28/23  N   A  AV 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  AV 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,XXXXXXXXXX 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  AV 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  AV A
5.   99999995    AMANTADINE 100MG CAP      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//
```

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,XXXXXXXXXX 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]   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  AV 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  AV 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//
```

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,XXXXXXXXXX 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 PTV 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  AV A
3.   99999997    VITAMIN B COMPLEX/VITA   XXXXXX,XXXXX X   09/28/23  N   A  AV A
4.   99999995    AMANTADINE 100MG CAP     XXXXXX,XXXXX X   09/28/23  N   A  AV 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,XXXXXXXXXX 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 PRA 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  AV 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  AV 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//
```

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,XXXXXXXXXX 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 PRV DR
1.   99999999    LOVASTATIN 40MG TAB      XXXXXX,XXXXX X   09/28/23  N   A  AV A
2.   99999997    VITAMIN B COMPLEX/VITA   XXXXXX,XXXXX X   09/28/23  N   A  AV 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  AV 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,XXXXXXXXXX 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  AV A
2.   99999997    VITAMIN B COMPLEX/VITA   XXXXXX,XXXXX X   09/28/23  N   A  AV 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  AV 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,XXXXXXXXXX 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 DRV
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  AV 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  AV A
5.   99999995    AMANTADINE 100MG CAP      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//
```

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,XXXXXXXXXX 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  AV A
3.   99999997    VITAMIN B COMPLEX/VITA    XXXXXX,XXXXX X  09/28/23 N   A  AV A
4.   99999999    LOVASTATIN 40MG TAB       XXXXXX,XXXXX X  09/28/23 N   A  AV 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,XXXXXXXXXX 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 PTV PRV DRV
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   AV  A
3.   99999997    VITAMIN B COMPLEX/VITA   XXXXXX,XXXXX X 09/28/23 N   A   AV  A
4.   99999995    AMANTADINE 100MG CAP     XXXXXX,XXXXX X 09/28/23 N   A   AV  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,XXXXXXXXXX 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  AV 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  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//
```

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,XXXXXXXXXX X                SEX: M   DOB: 99/99/99(99)
LOOK BACK DAYS: 45        STATUS: ACTIONABLE        SSN: 999-99-9999  MATCHING
 #   ERX IDV      DRUG NAME                PROVIDER NAME REC.DATE STA PT PR DR
1.   99999999     LOVASTATIN 40MG TAB      XXXXXX,XXXXX X 09/28/23 N   A  AV  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  AV  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  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//
```

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,XXXXXXXXXX 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.DATEA 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  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 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// 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,XXXXXXXXXX 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  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 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//
```

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,XXXXXXXXXX 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  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 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// 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,XXXXXXXXXX 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  AV A
3.   99999997    VITAMIN B COMPLEX/VITA    XXXXXX,XXXXX X  09/28/23 HOR A  AV 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  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//
```

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,XXXXXXXXXX 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           EDV 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,XXXXXXXXXX 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  AV A
3.   99999997    VITAMIN B COMPLEX/VITA   XXXXXX,XXXXX X 09/28/23 HOR A  AV 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  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// 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,CCCCCCCCCC 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,XXXXXXXXXX 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
1]   99999998     DIAZEPAM 5MG TAB         XXXXXX,XXXXX X 09/28/23 HOR         A
                       NON-CONTROLLED SUBSTANCE Rx's
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  AV A
4.   99999997     VITAMIN B COMPLEX/VITA   XXXXXX,XXXXX X 09/28/23 HOR   A  AV A
5.   99999999     LOVASTATIN 40MG TAB      XXXXXX,XXXXX X 09/28/23 HOR   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//
```

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.

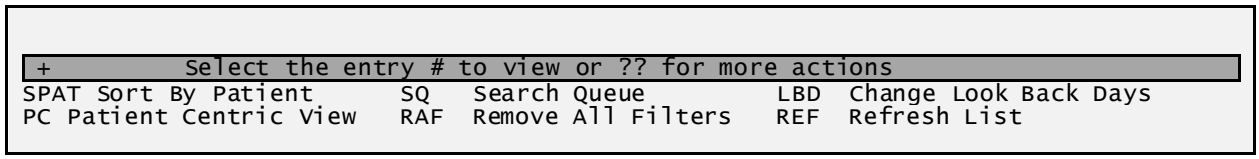
```
Select: Quit// cv   CV

     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)

7.3.5 eRx Medication Queue

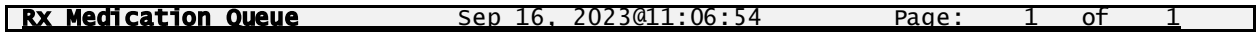
The Rx Action on the Patient Centric Queue takes the user to the **Rx Medication Queue.** Within the Rx Medication Screen (or Rx List View Screen), the user will have the ability to easily filter the list by Message Type by selecting one of the following hidden actions.

```
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
```



eRx Medication Queue

7.3.5.1 Top Line



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.

7.3.5.2 Header Area

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).

7.3.5.3 Column Header Line

 # - 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 "^".

7.3.5.4 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).

7.3.5.5 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.

7.3.5.6 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: 2  ERX DATE OF BIRTH

Date of Birth (DOB): 99999999 (XXX 99, 9999)

     Select one of the following:


          1        RX PATIENT (XXXXX, XXXXX| XXXX, XXXX)
          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.   XXXX,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 VISTA Rx # selected then the user will be taken to the eRx Holding Queue Display to view the single eRx selected.

```
SEARCH BY: 9  VISTA RX #

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,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 (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,XXXXX X|XXXXXX,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 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

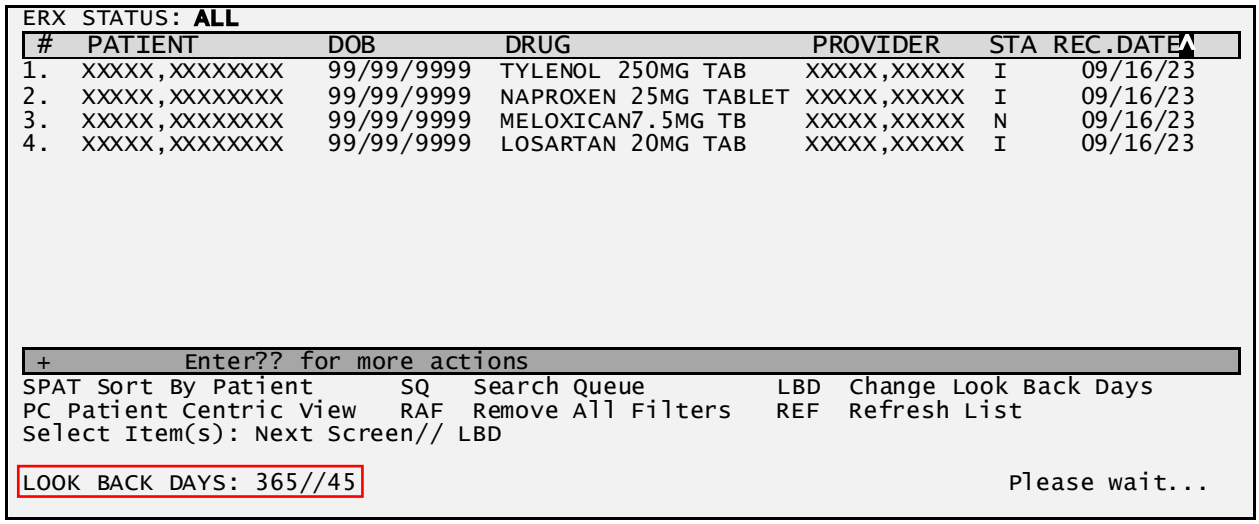
If the patient has at least one actionable record which the eRx Drug has not yet been matched to a corresponding VistA drug AND the patient does not qualify for PATIENT NOT MATCHED filter above AND the patient does not qualify for the PROVIDER NOT MATCHED filter above, it will be included in the list.

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

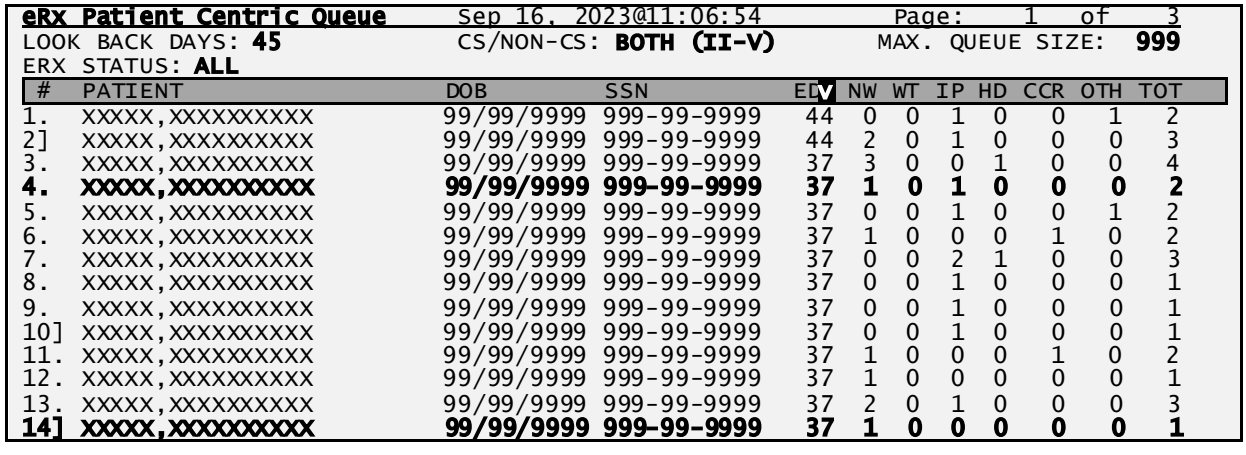
This action allows the user to change the number of days to look back for eRx actionable records. A number between 0 (zero) and 1,000 can be selected. 0 (zero) would include only records for today's date. Once the new value is selected the list is refreshed to account for the new number of days to look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



Rx Medication Queue – Change Look Back Days

PC – Patient Centric View

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



```
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.

7.3.5.7 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
```

```
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
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▼        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  AV 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  AV A
5.   99999997    VITAMIN B COMPLEX/VITA  XXXXXX,XXXXX X   09/28/23 N   A  AV 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 NAMEv              PROVIDER NAME    REC.DATE STA PT PR DR
1.   99999995    AMANTADINE 100MG CAP    XXXXXX,XXXXX X   09/28/23 N   A  AV 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  AV A
5.   99999997    VITAMIN B COMPLEX/VITA  XXXXXX,XXXXX X   09/28/23 N   A  AV 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  AV A
2.   99999997    VITAMIN B COMPLEX/VITA   XXXXXX,XXXXX X   09/28/23 N   A  AV 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  AV 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 NAMEv   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  AV 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  AV A
5.   99999995    AMANTADINE 100MG CAP     XXXXXX,XXXXX X   09/28/23 N   A  AV 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  AV A
2.   99999997    VITAMIN B COMPLEX/VITA   XXXXXX,XXXXX X   09/28/23  N   A  AV 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  AV 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 STAv 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  AV 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  AV A
5.   99999995    AMANTADINE 100MG CAP     XXXXXX,XXXXX X   09/28/23  N   A  AV 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  AV A
2.   99999997    VITAMIN B COMPLEX/VITA    XXXXXX,XXXXX X    09/28/23  N   A  AV 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  AV 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.DATEv 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  AV 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  AV A
5.   99999995    AMANTADINE 100MG CAP      XXXXXX,XXXXX X    09/28/23  N   A  AV 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

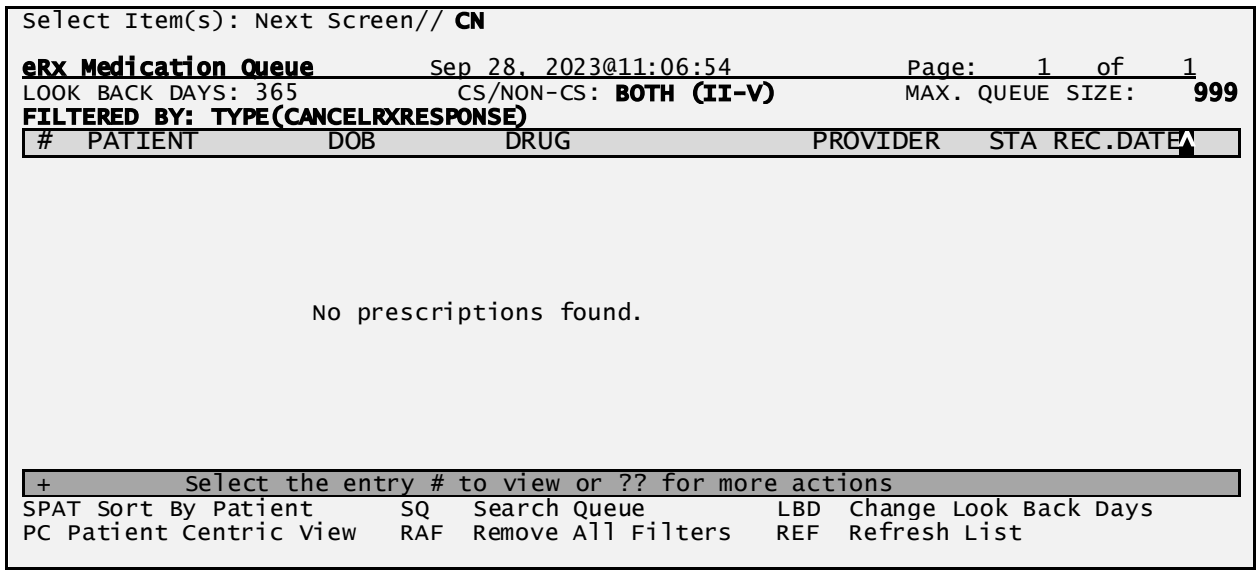
CA – Cancel Rx's Only (Hidden)

```
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)

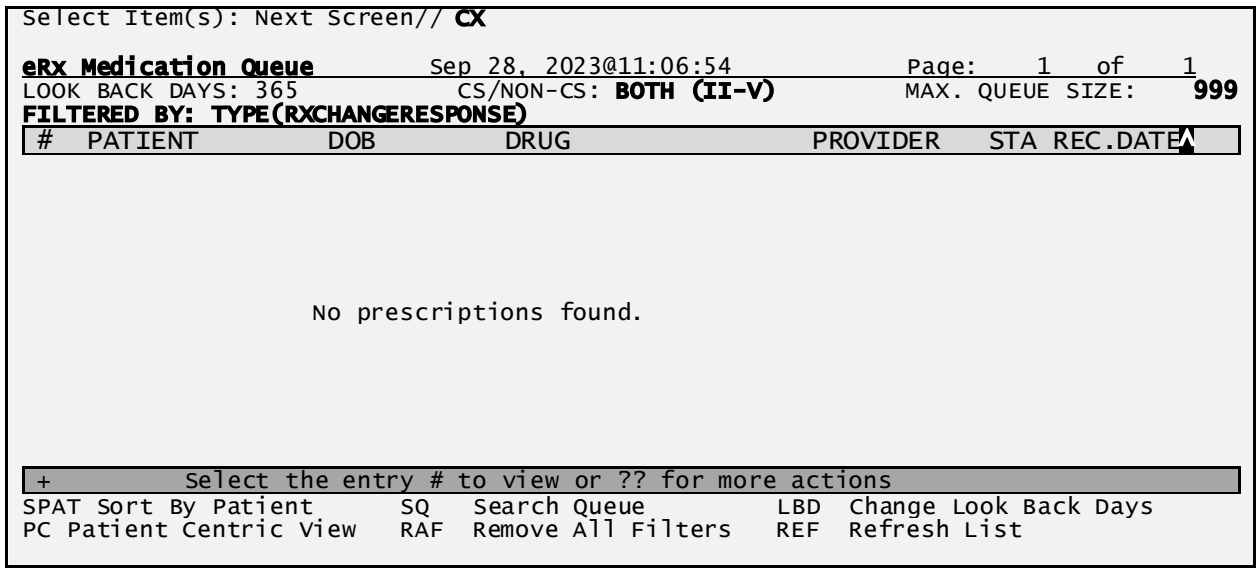
This hidden action allows users to filter by Cancel Response Only



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



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

7.3.6 Single eRx Details Display

A record from the eR_X 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 eR_X from the external provider and matched VistA information (if any).

On this screen, the header contains the eR_X Patient Name and eR_X Reference #, which is an internal VA reference number assigned for tracking the eR_X. 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 eR_X information.

NOTE:

- "eRx Written Date" – Date the eR_X was received in the VistA Holding Queue.
- "eRx Issue Date" – Effective Date, if sent by the provider.

7.3.6.1 eRx Details

To view the details of an eR_X, 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 eR_X, refer to section 6.2.

7.3.6.1.1 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: YYYYYYYYYY,YYYYYY 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

7.3.6.1.2 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: XXXXXXX,XXXXXX X
eRx Reference #: 9999999999
eRx HT: (cm)()                  eRx WT: (kg)()
_____________________________________________________________________________
NEWRX                                                    EPCS DEA VALIDATED
eRx Status: NEW RX
eRx Patient: XXXXXX,XXXXXXX 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.

7.3.6.1.3 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,XXXXXX 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

7.3.6.2 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).

7.3.6.2.1 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 PATIENT
  - <**VM**> VALIDATE PROVIDER
  - <**VD**> (VALIDATE DRUG/SIG)

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

7.3.6.2.1.1 P – Print

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

```
Select Action:Next Screen// p   Print
DEVICE: ;;999  HOME  (CRT)

*************************PHARMACY INFORMATION*****************************
VAMC PHARMACY NAME
Address: P.O. BOX 999999


         XXXXXXXXXX, XXXXXX 99999-9999
Primary Telephone: 99999999999              NCPDP: 9999999
******************PRESCRIBER INFORMATION**********************************
Last: XXXXXXXXXXX
First: XXXXXXX
Mid: X
Address: 999 XXXX XXXXXXX XX
         APT 9999
         XXXXXXXXX, XXXXXXXXX 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: XXXXXXXXXXXX
First: XXXX
Mid: X

SSN: 99999999                 Sex: MALE
Address: 999 XXXXXXXXXX XXXXX XXX
         XXXXXXXXXXXXX, XXXXXXXXXX 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

7.3.6.2.1.2 RJ – Reject

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

```
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

7.3.6.2.1.3 AC – Accept eRx

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

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): XXXXXXXXXXXXXXX//
```

The default clinic will be the Clinic they are logged on.

7.3.6.2.1.4 H – Hold

This action places eR_X on Hold in the eR_X 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

7.3.6.2.1.5 UH – UnHold

This action removes the eR_X from Hold in the eR_X 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

7.3.6.2.1.6 RM – Remove eRx

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

```
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//
```

7.3.6.2.2 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

7.3.6.2.2.1 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,XXXXXXXXXXXXXX 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

7.3.6.2.2.2 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: XXXXXXXXX,XXXXXXX
eRx Reference #: 99999999999
eRx HT: (cm)()                        eRx WT: (kg)()
_____________________________________________________________________________
CANCELRX
eRx Status: CANCEL REQUEST ACKNOWLEDGED
...
```

7.3.6.2.2.3 SH – Status History

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

```
eRx Provider: XXXXXXXXXXX,XXXXX MD
                              DEA#: XX9999999            NPI:
Vista Provider: XXXXXXXXXXX,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.

```
+         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// SH   SH
------------------------------------------------------------------------------
06/18/20@13:45:13  PVD01  Provider not eligible
Entered By:
Comments: For User Guide Screen Capture

06/18/20@13:45:13  RJ     REJECTED
Entered By:
Comments:

Type <Enter> to continue or '^' to exit:
```

SH Action - Status Changes on eR_X Record in Holding Queue

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

7.3.6.2.2.4 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

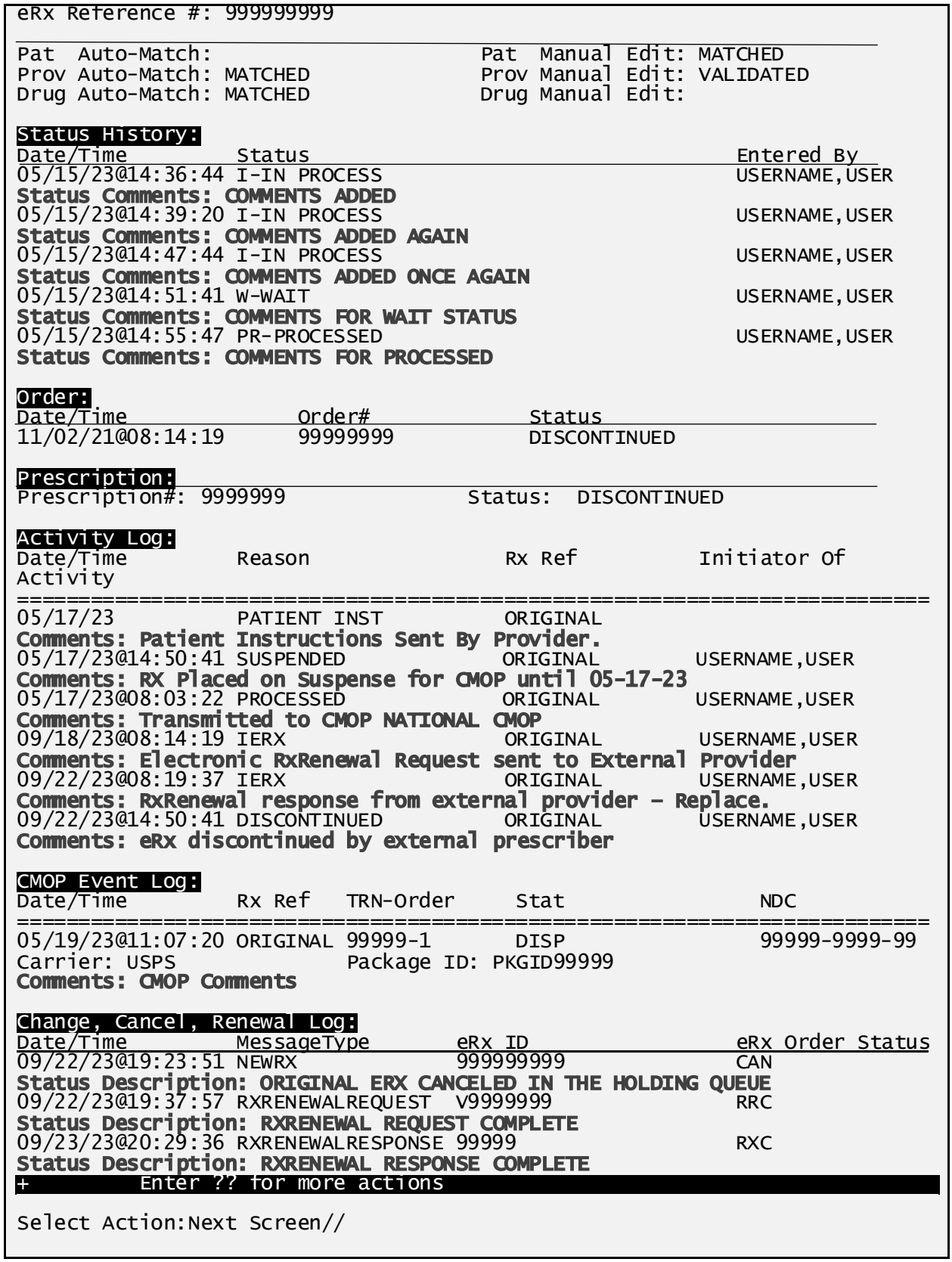
NOTE: If no data is available for a section it will display 'No (section name) Available'.

```
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
```



View History Log display

7.3.6.2.2.5 EC – eRx Change Request

eR$_X$ 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: XXXXXXXXXXX,XXXXX MD
                              DEA#: XX9999999            NPI:
Vista Provider: XXXXXXXXXXX,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
```

eR$_X$ Change Request

7.3.6.2.2.6 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,XXXXXXXXX                                                <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

7.3.6.2.2.7 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.

3. 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,XXXXXXXXX
eRx Reference #: 999999999
eRx HT: (cm)()                    eRx WT: (kg)()
_____________________________________________________________________________
NEWRX
eRx Status: Prescription canceled by Provider
eRx Patient: XXXXX,XXXXXXXXX                                  DOB: 4/21/90
Vista Patient[v]: XXXXX,XXXXXXXXX                             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

7.3.6.2.2.8 Jump to OP

The Jump to OP <**JO**> hidden action allows the user to navigate to Complete Orders from OERR, from the eR$_X$ 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 R_X record is a fillable prescription only.
2. The VistA Patient is already matched to an eR_X 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: XXXXXXXXXXX,XXXXX MD
                              DEA#: XX9999999            NPI:
Vista Provider: XXXXXXXXXXX,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: XXXXXXXXXXX,XXXXX MD
                              DEA#: XX9999999            NPI:
Vista Provider: XXXXXXXXXXX,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 eR_X Patient, an error message is received stating, "VistA patient has not been matched. Cannot jump to outpatient".

```
eRx Provider: XXXXXXXXXXX,XXXXX MD
                              DEA#: XX9999999            NPI:
Vista Provider: XXXXXXXXXXX,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:
```

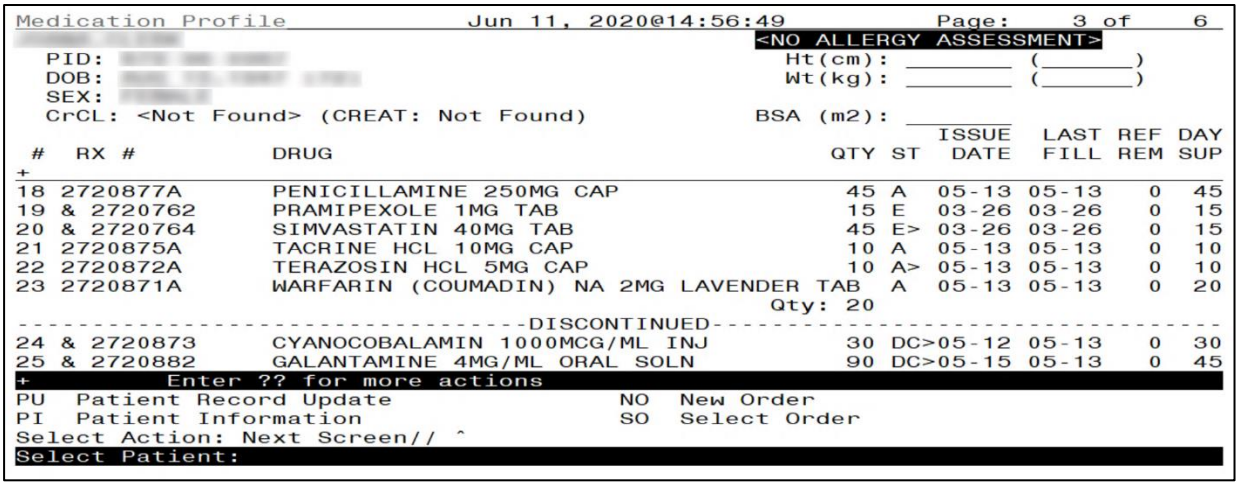
JO Action Selected (Patient not validated)

If a user attempts to Jump to OP <**JO**> from an eR_X 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".

```
eRx HT: (cm)()                    eRx WT: (kg)()

RXCHANGEREQUEST
eRx Status: RXCHANGE RESPONSE RECEIVED
Change Request Type: DUE (Drug Use Evaluation)
**************************MEDICATION PRESCRIBED*******************************
eRx Patient Primary Telephone:
eRx Patient:                                                  DOB:
Vista Patient:                                                DOB:

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

+         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// JO   JO
Jumping can only be done on 'NewRx', 'Renewal Response - Replace' and fillable
RxChange Response' messages.
Type <Enter> to continue or '^' to exit:
```

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 eR$_X$ Summary/Details Screen

7.3.6.2.2.9 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

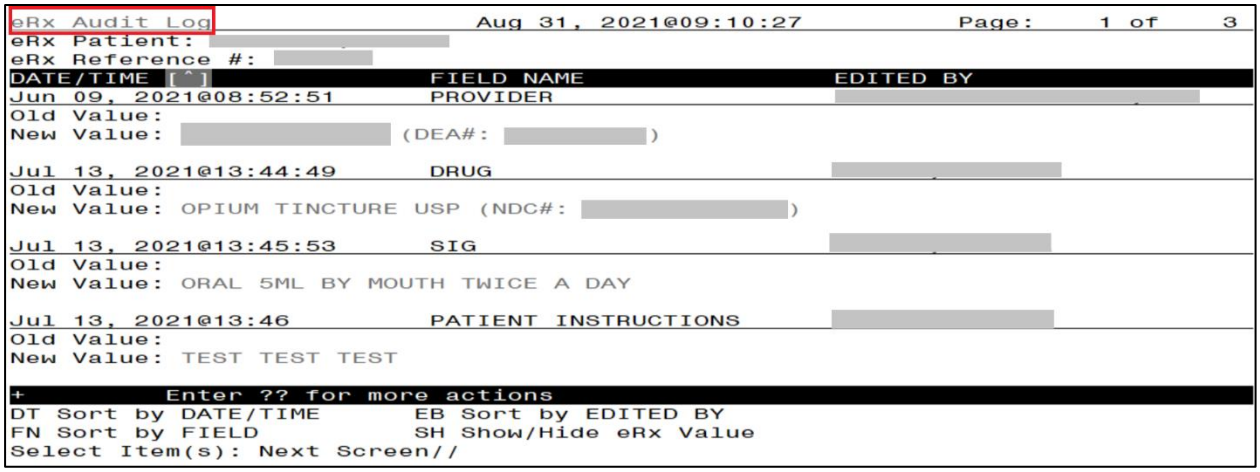
A shortcut to the existing hidden action PN – Progress Note (OP) in the Backdoor Pharmacy was added to the eRx Holding queue so that the user could enter a Progress Note for the VistA patient before accepting the eRx. In order to use this action the VistA patient must have been matched and validated.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

```
eRx Provider: XXXXXXXXXXX,XXXXX MD
                              DEA#: XX9999999           NPI:
Vista Provider: XXXXXXXXXXX,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

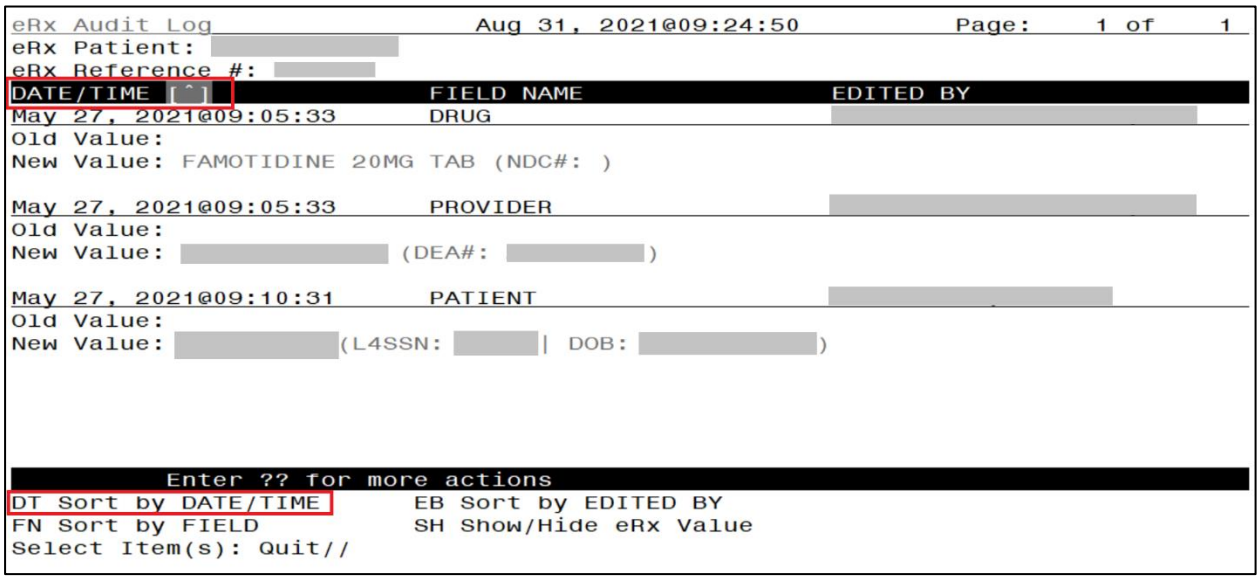
View Audit Log <**AU**> hidden action is used to view all edits made to a VistA Patient, Provider, and Drug/Sig. This feature will also capture any edits made by auto-matching and display them on the Audit Log.

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

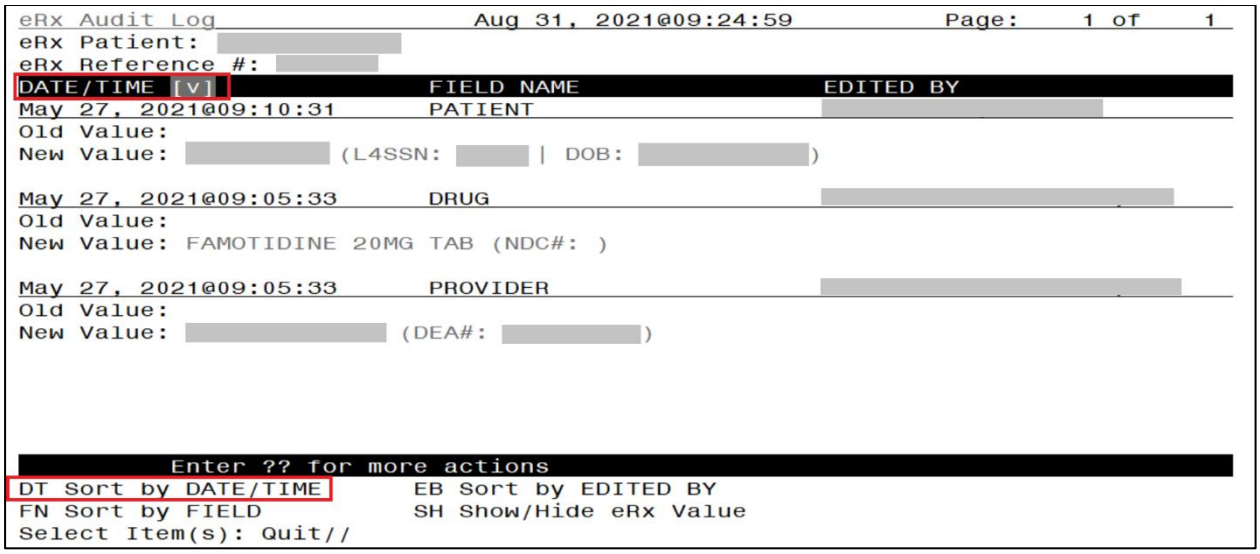


eRx Audit Log

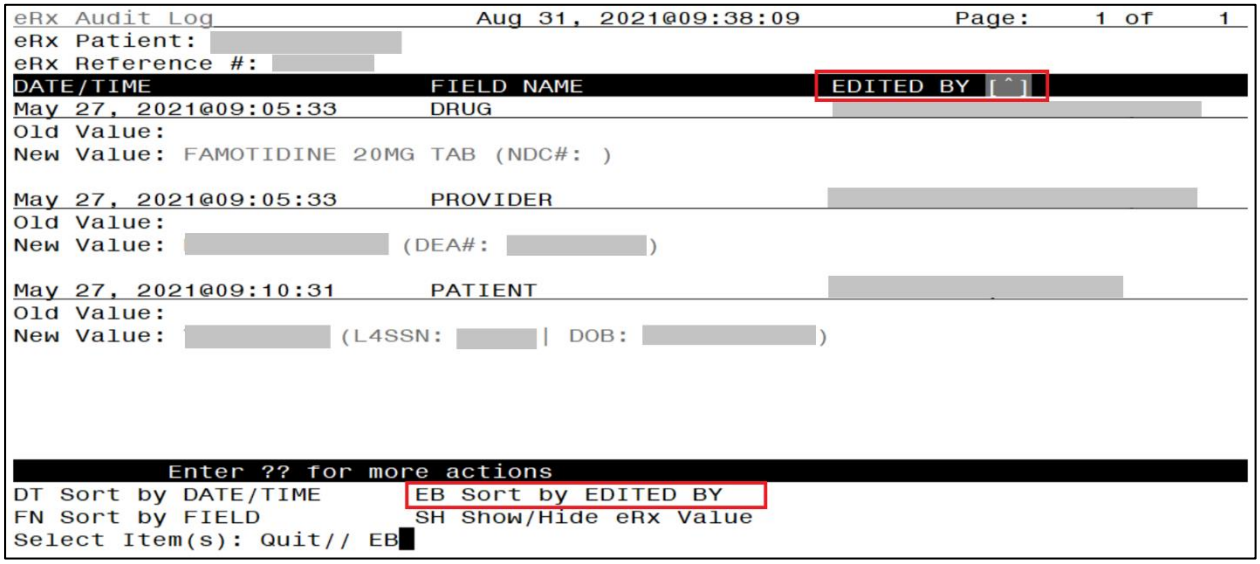
Users are able to sort the Audit Log by Date/Time <**DT**>, Field <**FN**>, Edited By <**EB**>, or Show/Hide eRx Value <**SH**>. All sort options contain a sort indicator to inform the user if the results are in ascending [^] or descending [v] order. To change the chronological order of the Audit Log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



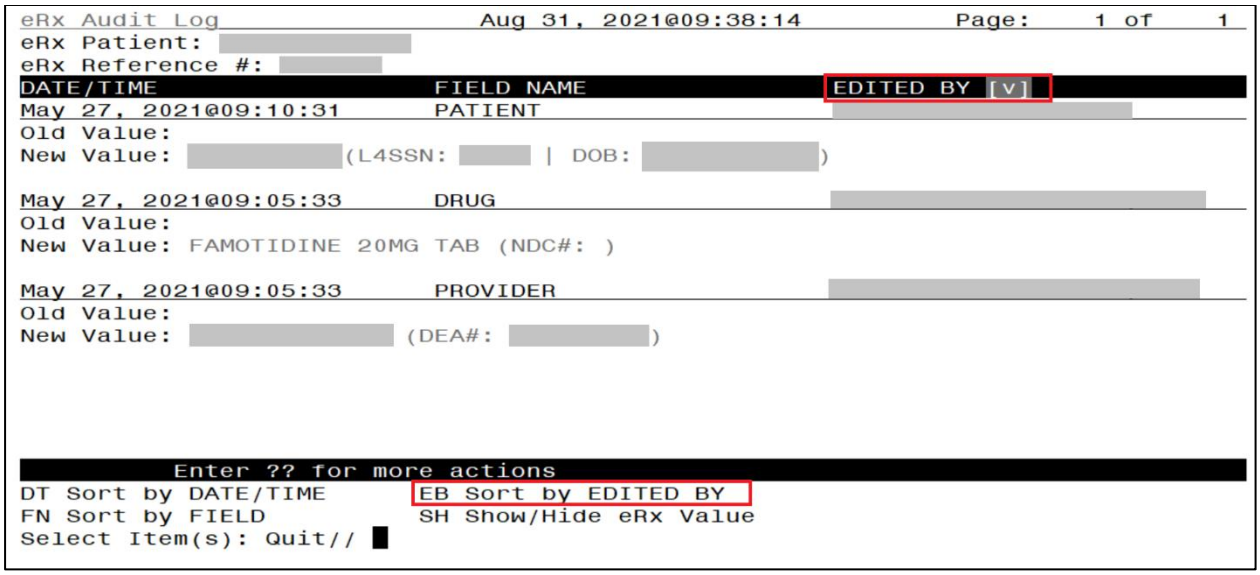
eRx Audit Log Sorted by Date/Time Ascending



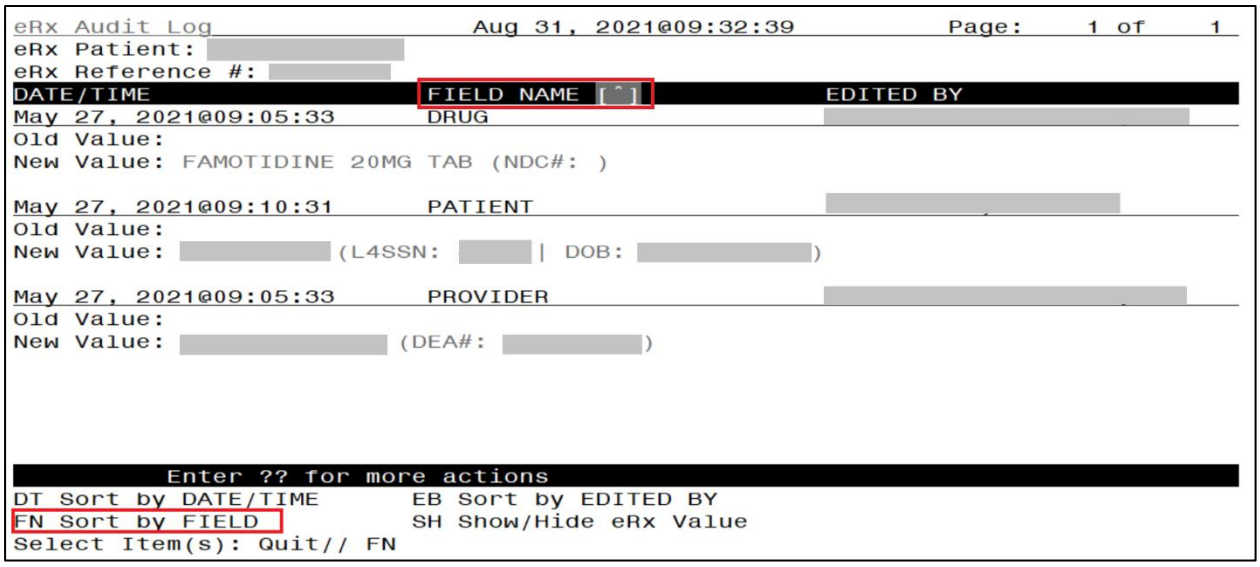
eRx Audit Log Sorted by Date/Time Descending



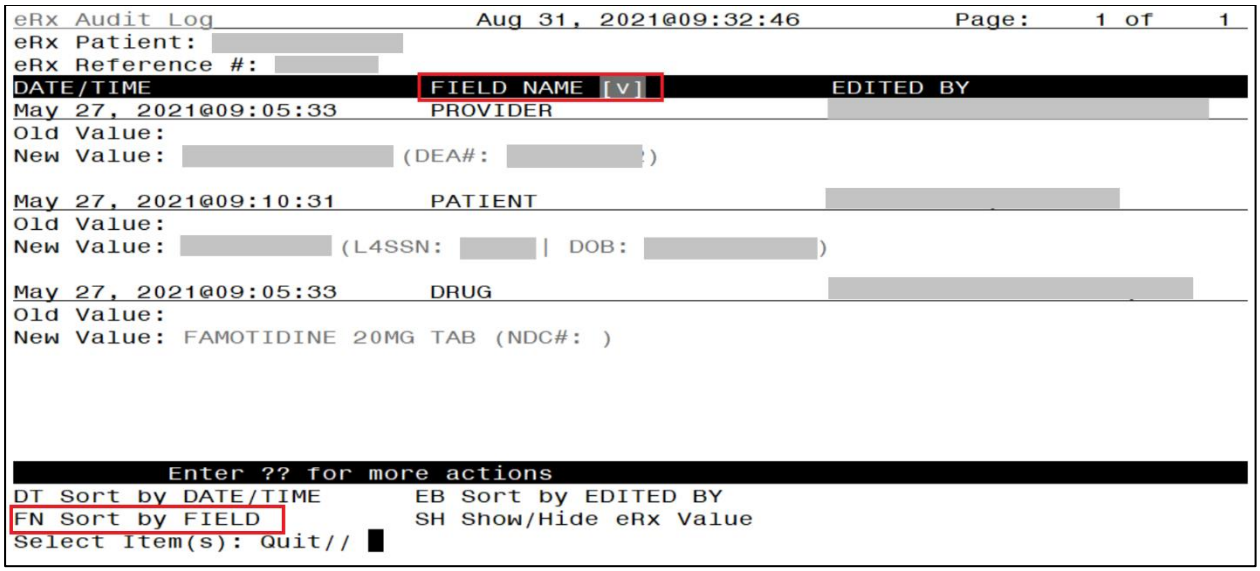
eRx Audit Log Sorted by Edited By Ascending



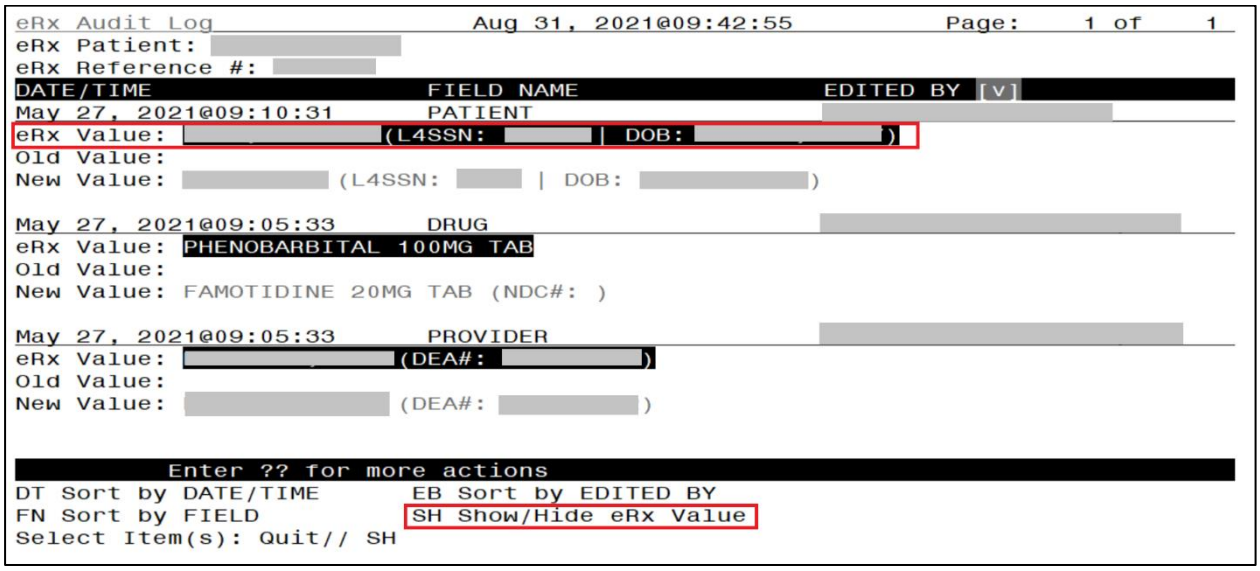
eRx Audit Log Sorted by Edited By Descending



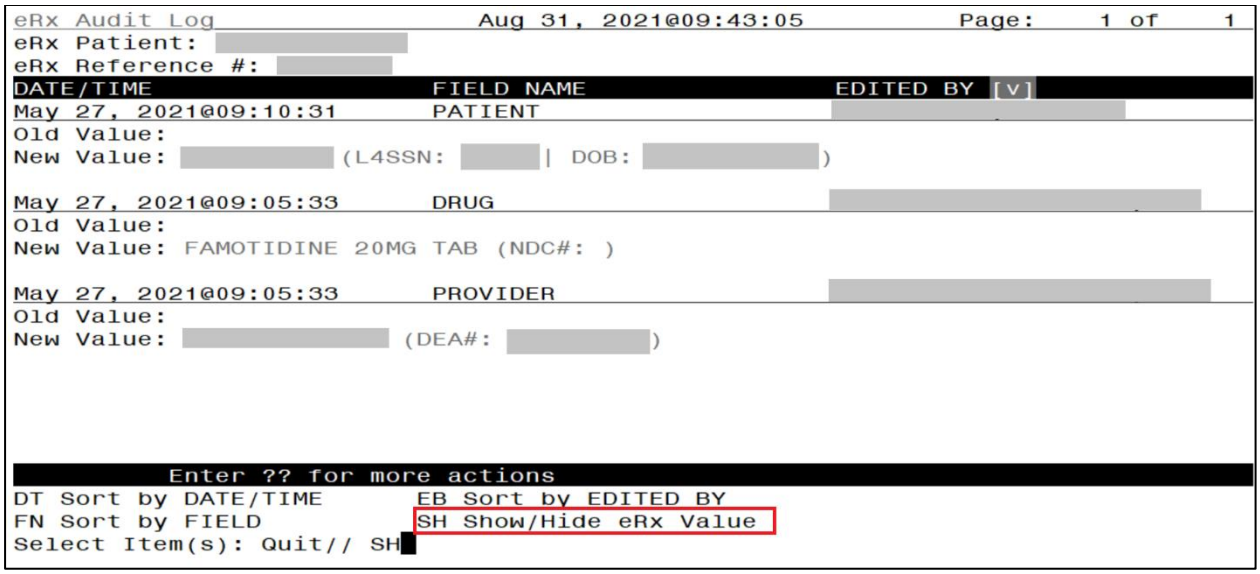
eRx Audit Log Sorted by Field Ascending



eRx Audit Log Sorted by Field Descending



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



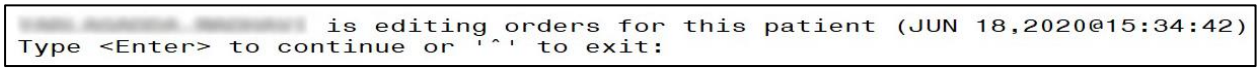
eRx Audit Log Sorted by Show/Hide eRx Value - Hidden

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

7.3.6.3 Patient-Level Record Lock

Note that when either the Summary/Details screen or any of the validate screens of an eR_X are open, all the eR_X 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 eR_X for the same patient that another user has opened.



Patient-Level Record Lock

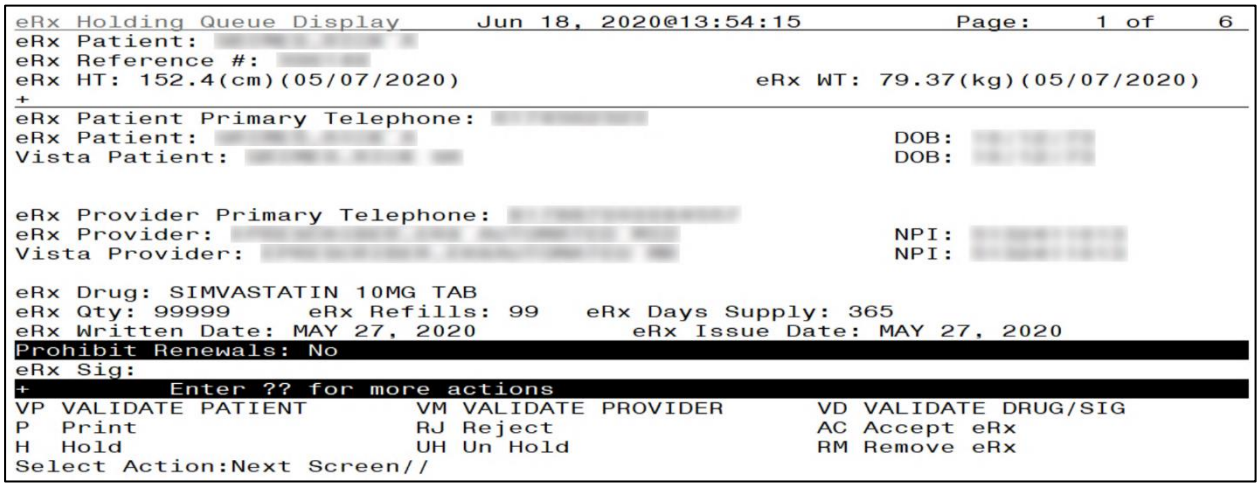
7.3.6.4 Prohibit Renewals

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