



OUTPATIENT PHARMACY

TECHNICIAN'S USER MANUAL

Version 7.0
December 1997

(Revised August 2008)

Revision History

Each time this manual is updated, the Title Page lists the new revised date and this page describes the changes. If the Revised Pages column lists “All,” replace the existing manual with the reissued manual. If the Revised Pages column lists individual entries (e.g., 25, 32), either update the existing manual with the Change Pages Document or print the entire new manual.

Date	Revised Pages	Patch Number	Description
08/08	4, 41, 47, 50, 53, 54	PSO*7*225	<p>The following changes are included in this patch.</p> <ul style="list-style-type: none"> • The Environmental Indicator, “Environmental Contaminant,” has been replaced with “Southwest Asia Conditions” or “SW Asia Conditions.” • “Was treatment related to PROJ 112/SHAD?” has been added. • The Service Connected question has been updated. • Original provider comments no longer being carried over to renewal orders has been noted. <p>(S. Templeton, PM; S. B. Scudder, Tech Writer)</p>
10/07	27, 36-38	PSO*7*260	<p>Included updates for the ePharmacy Phase 4 project. For more information, see the <i>ePharmacy/ECME Enhancements Release Notes</i>.</p> <p>(S. Spence, S. Krakosky, Tech Writer)</p>
10/07	All	PSO*7*264	<p>Re-numbered pages; removed headers and section breaks. Incorporated changes for FY07Q4 release; for specific updates, see the Release Notes.</p> <p>(E. Williamson, PM; S. Krakosky, Tech Writer)</p>

(This page included for two-sided copying.)

Chapter 1: List Manager

The screen displayed when processing an order has changed dramatically from the previous version of Outpatient Pharmacy (e.g., v. 6.0). The new screen was designed using List Manager.

This new screen gives more information and easier accessibility to vital reports and areas of a patient's chart.

Please take the time to read over the explanation of the screen and the actions that can now be executed at the touch of a key. This type of preparation before attempting to use List Manager will reduce the time and effort needed to become skilled in order processing with this new version of List Manager.

Outpatient List Manager

Allergy Indicator

Screen Title → Patient Information Feb 09, 2006 16:31:03 Page: 1 of 2

Header Area {
OPPATIENT17, ONE
PID: 000-12-3456 Ht (cm): 175.26 (08/06/2000)
DOB: AUG 30,1948 (57) Wt (kg): 108.18 (01/14/2006)
SEX: MALE
+
Allergy Indicator ↓

List Area (Scrolling region) {
Eligibility: SERVICE CONNECTED 50% to 100% SC%: 70
RX PATIENT STATUS: SC LESS THAN 50%
Disabilities:
1313 TWIN OAKS LANE
ANYVILLE HOME PHONE: 555-555-8361
ALABAMA 12345 CELL PHONE:
Prescription Mail Delivery: Regular Mail WORK PHONE:

Message Window {
Allergies
Verified: PEANUTS,
+ Enter ?? for more actions

Action Area {
EA Enter/Edit Allergy/ADR Data PU Patient Record Update
DD Detailed Allergy/ADR List EX Exit Patient List
Select Action: Quit//

Screen title: The screen title changes according to what type of information List Manager is displaying (e.g., Patient Information, Medication Profile, New OP Order (ROUTINE), etc.).

Allergy indicator: This indicator displays when there has been information entered into the ALLERGY field for the patient. The indicator displays “NO ALLERGY ASSESSMENT” if there is no allergy assessment for the patient.

Header area: The header area is a "fixed" (non-scrollable) area that displays patient information.

List area: (scrolling region) This area scrolls (like the previous version) and displays the information on which action can be taken.

Example: Using the Copy Action (continued)

Nature of Order Activity	Require E.Signature	Print Chart Copy	Print on Summary
WRITTEN			x
VERBAL	x	x	x
TELEPHONED	x	x	x
SERVICE CORRECTION POLICY		x	x
DUPLICATE			
SERVICE REJECT	x	x	

Nature of Order: WRITTEN// <Enter> W
 WAS THE PATIENT COUNSELED: NO// <Enter>NO

Do you want to enter a Progress Note? No// <Enter> NO

Rx # 503919 06/12/01
 OPPATIENT16,ONE #60
 TAKE ONE TABLET BY MOUTH TWICE A DAY

NADOLOL 40MG TAB
 OPPROVIDER4,TWO OPPHARMACIST4,THREE
 # of Refills: 11

Is this correct? YES// <Enter>...
 -Rx 503916 has been discontinued...

SC Percent: 20%
 Disabilities:

KNEE CONDITION	10% - SERVICE CONNECTED
TRAUMATIC ARTHRITIS	10% - SERVICE CONNECTED
TRAUMATIC ARTHRITIS	0% - SERVICE CONNECTED
SEPTUM, NASAL, DEVIATION OF	0% - SERVICE CONNECTED
RESIDUALS OF FOOT INJURY	0% - SERVICE CONNECTED

Was treatment for Service Connected condition? **NO**

The Medication Profile screen is redisplayed at this point. Note that the orders tagged for patient copay charges have a dollar sign (\$) after the RX #.

Medication Profile		Jun 12, 2001 15:03:10	Page:	1 of	1			
OPPATIENT16,ONE								
PID: 000-24-6802			Ht(cm): 177.80 (02/08/1999)					
DOB: APR 3,1941 (60)			Wt(kg): 90.45 (02/08/1999)					
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
-----ACTIVE-----								
1	503904\$	AMPICILLIN 250MG CAP	80	E	05-25	05-25	0	10
2	503886\$	DIGOXIN (LANOXIN) 0.2MG CAP	60	A>	05-07	05-07	5	30
3	503919\$	NADOLOL 40MG TAB	60	A>	06-12	06-12	11	30
-----DISCONTINUED-----								
4	503902	ACETAMINOPHEN 500MG TAB	60	DC>	05-22	05-22	3	30
Enter ?? for more actions								
PU	Patient Record Update		NO	New Order				
PI	Patient Information		SO	Select Order				
Select Action: Quit//								

Copying an ePharmacy Order

When copying an ePharmacy order, upon acceptance of the copied order the original prescription will be discontinued and a new order created. If the latest fill of the original order has not been released and is E Payable, the claim for that fill will be reversed. A new claim is submitted for the new prescription.

```

Patient Information          Nov 04, 2005@09:19:26          Page: 1 of 1
OPPATIENT,FOUR
PID: 000-01-1322P          Ht(cm): _____ (_____)
DOB: JAN 13,1922 (83)     Wt(kg): _____ (_____)
SEX: MALE
-----
Eligibility: NSC, VA PENSION

Disabilities:

123123 A
BIRMINGHAM                PHONE: (205)4444444
ALABAMA 35235
Prescription Mail Delivery: Regular Mail

Allergies:

Adverse Reactions:

Enter ?? for more actions
EA Enter/Edit Allergy/ADR Data      PU Patient Record Update
DD Detailed Allergy/ADR List       EX Exit Patient List
Select Action: Quit// <Enter> QUIT
-----
Medication Profile          Nov 04, 2005@09:23:47          Page: 1 of 1
OPPATIENT,FOUR
PID: 000-01-1322P          Ht(cm): _____ (_____)
DOB: JAN 13,1922 (83)     Wt(kg): _____ (_____)
SEX: MALE
-----
#  RX #          DRUG          QTY ST  ISSUE  LAST REF DAY
                                DATE  FILL  REM  SUP
-----
1 100003852e     PREDNISONE 5MG TAB          30 A> 11-04 11-04 5 30
-----
                                -----ACTIVE-----
-----
PU Patient Record Update          NO New Order
PI Patient Information            SO Select Order
Select Action: Quit// 1
-----
-----example continues-----

```

At this point, the order can be edited as discussed in the Editing a New Order example. If the order is not edited, the order is renewed and the display returns to the Medication Profile screen.

The user may renew more than one order on the same patient by typing the desired order numbers separated by a comma (for example: 1,3,5).

After the edits are made, the order is redisplayed and it can be re-edited or accepted.

If an order was entered before patch PSO*7*46 update, the user will be prompted to fill in any missing dosing information needed as illustrated in this example.

Example: Renewing a Prescription (continued)

```
Edit renewed Rx ? Y// NO

Dosing Instruction Missing!!

Drug: CALCIUM CARBONATE 650MG TAB
TAKE 1 TABLET(S) BY MOUTH THREE TIMES A DAY

FILLED: 04-02-01
ROUTING: WINDOW      PHYS: OPPROVIDER29,TWO

Edit renewed Rx ? Y// <Enter> ES
Available Dosage(s)          Apr 02, 2001@10:49:06
  1. 650MG
  2. 1300MG
Select from list of Available Dosages or Enter Free Text Dose: 1 650MG

You entered 650MG is this correct? Yes// <Enter> YES
DISPENSE UNITS PER DOSE(TAB): 1// <Enter> 1
Dosage Ordered: 650MG
ROUTE: PO// <Enter> ORAL      PO MOUTH
Schedule: TID (THREE TIMES A DAY)
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): <Enter>
CONJUNCTION: <Enter>
PATIENT INSTRUCTIONS: <Enter>

(TAKE ONE TAB BY MOUTH THREE TIMES A DAY)

1460971A      CALCIUM CARBONATE 650MG TAB      QTY: 100
# OF REFILLS: 10  ISSUED: 04-02-01
SIG: TAKE ONE TAB BY MOUTH THREE TIMES A DAY
```



Original Provider Comments are not carried over to any renewals in Outpatient Pharmacy.

Renewing an ePharmacy Order

When renewing an ePharmacy order, upon acceptance of the renewed order the original prescription will be discontinued and a new order created. If the latest fill of the original order has not been released and is E Payable, the claim for that fill will be reversed. A new claim is submitted for the new prescription.

[This example begins after an order is selected from the Medication Profile screen.]

```
OP Medications (ACTIVE)          Nov 04, 2005@11:48:14          Page: 1 of 3
OPPATIENT,FOUR
  PID: 000-01-1322P              Ht (cm): _____ (_____)
  DOB: NOV 12,1975 (29)         Wt (kg): _____ (_____)

Rx #: 100003642$e
(1) *Orderable Item: SIMETHICONE TAB,CHEWABLE
(2)      Drug: SIMETHICONE 40MG TAB
(3)      *Dosage: 40 (MG)
          Verb: CHEW
          Dispense Units: 1
          Noun: TABLET
          *Route: ORAL
          *Schedule: TID
(4)Pat Instructions:
          SIG: CHEW ONE TABLET BY BY MOUTH THREE TIMES A DAY
(5) Patient Status: OPT NSC
(6)      Issue Date: 08/11/05          (7) Fill Date: 08/11/05
          Last Fill Date: 08/11/05 (Window)
+      Enter ?? for more actions
DC  Discontinue          PR  Partial          RL  Release
ED  Edit                RF  Refill          RN  Renew
Select Action: Next Screen//  RN  Renew
-----
FILL DATE: (11/4/2005 - 11/5/2006): TODAY// <Enter> (NOV 04, 2005)
MAIL/WINDOW: WINDOW// <Enter>WINDOW
METHOD OF PICK-UP: <Enter>
Nature of Order: WRITTEN// <Enter> W
WAS THE PATIENT COUNSELED: NO//<Enter> NO

Now Renewing Rx # 100003642 Drug: SIMETHICONE 40MG TAB

Now doing order checks. Please wait...

100003642A SIMETHICONE 40MG TAB QTY: 90
# OF REFILLS: 5 ISSUED: 11-04-05
SIG: CHEW ONE TABLET BY BY MOUTH THREE TIMES A DAY
FILLED: 11-04-05
ROUTING: WINDOW PHYS: OPPROVIDER4,TWO

Edit renewed Rx ? Y// <Enter> ES
```

Example: Renewing an ePharmacy Order (continued)

(To save space, only the second Prescription Renew screen is displayed in this example.)

```
Prescription Renew          Jun 04, 2001 16:18:17          Page:    2 of    2
OPPATIENT,FOUR
  PID: 000-01-1322P                      Ht(cm): _____ (_____)
  DOB: NOV 12,1975 (29)                  Wt(kg): _____ (_____)
+
  Days Supply: 30
  QTY ( ): 90
(3) # of Refills: 5
(4) Routing: WINDOW
(5) Clinic:
(6) Provider: OPProvider4,TWO
(7) Copies: 1
(8) Remarks: RENEWED FROM RX # 100003642
  Entry By: OPPHARMACIST4,THREE          Entry Date: NOV 4,2005
11:56:31

  Enter ?? for more actions
AC  Accept                               DC  Discontinue
BY  Bypass                               ED  Edit
Select Item(s): Quit// 5

CLINIC: 3EN
```

```
Prescription Renew          Jun 04, 2001 16:24:32          Page:    2 of    2
OPPATIENT,FOUR
  PID: 000-01-1322P                      Ht(cm): _____ (_____)
  DOB: NOV 12,1975 (29)                  Wt(kg): _____ (_____)
+
  Days Supply: 30
  QTY ( ): 90
(3) # of Refills: 5
(4) Routing: WINDOW
(5) Clinic:
(6) Provider: OPProvider4,TWO
(7) Copies: 1
(8) Remarks: RENEWED FROM RX # 100003642
  Entry By: OPPHARMACIST4,THREE          Entry Date: NOV 4,2005 11:56:31

  Enter ?? for more actions
AC  Accept                               DC  Discontinue
BY  Bypass                               ED  Edit
Select Item(s): Quit// AC Accept

  SC Percent: 40%
  Disabilities: NONE STATED

Was treatment for Service Connected condition? NO// <Enter>
```

Example: Renewing an ePharmacy Order (continued)

```
Reversing prescription 100003642.

Claim Status:
Reversing and Rebilling a previously submitted claim...
Reversing...
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Waiting to process response
E REVERSAL ACCEPTED

-Rx 100003642 has been discontinued...

Prescription 100003642A successfully submitted to ECME for claim generation.

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Waiting for packet build
IN PROGRESS-Packet being built
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Receiving response
E PAYABLE
```

Original Provider Comments are not carried over to any renewals in Outpatient Pharmacy.



Chapter 2: Releasing Medication

This chapter describes the option used for releasing medications.

Release Medication

[PSO RELEASE]

The *Release Medication* option is used at the time the prescription is filled and ready to be given to the patient. Inventory is decreased, certain fields in the file are updated, and a copay is generated if the action is applicable to the prescription. With this option, prescriptions can be batch processed. Communication is made with the Integrated Funds Control, Accounting and Procurement (IFCAP) and Integrated Billing (IB) software to generate copay charges. IFCAP and IB software handle patient billing, tracking of charges, and payment received.

The copay status of a prescription is re-evaluated whenever a fill is released. Various actions can occur based on changes to the criteria that determine the copay status of a prescription. The actions that may result at the time a fill is released are described below.

1. **No action is taken.** No changes to the criteria that determine copay status of a prescription have occurred.
2. **The copay status of the prescription is automatically reset and an entry is placed in the Copay activity log.**

Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay.

3. **The copay status of the prescription is automatically reset, an entry is placed in the Copay activity log, and a MailMan message is generated detailing missing information required for user follow-up.**

Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay. The patient has been documented as being exposed to Southwest Asia Conditions (SWAC) during Persian Gulf War service since the last fill. A MailMan message will be generated informing the user that the 'Is this Rx for treatment related to service in SW Asia?' question must be addressed and documented using the *Reset Copay Status/Cancel Charges* option.

4. **A MailMan message is generated detailing missing information required for user follow-up.**

Example: A veteran is documented as having Agent Orange exposure. Refill #2 for a prescription entered into the system before the new medication copay exemptions took effect on January 1, 2002 is released. The prescription is copay eligible. A MailMan message will be generated informing recipients that the 'Is this Rx for treatment of Vietnam-Era Herbicide (Agent Orange) exposure?' question must be addressed. The copay status of the Rx may change based on the response entered using the *Reset Copay Status/Cancel Charges* option.

If a MailMan message is generated at the time a prescription fill is released, the recipients of the message will be the provider of record, the pharmacy user who finished the order, and holders of the PSO COPAY key. The message lists the patient name, prescription number, and medication ordered, current copay status, and applicable copay exemption questions that need addressing to determine the prescription's copay status. The *Reset Copay Status/Cancel Charges* option must be used to enter the responses to the medication copay exemption questions listed in the MailMan message. If responses are not entered for the applicable medication copay exemption questions, any subsequent refills when released for this prescription and possibly other prescriptions for this patient will continue to generate the same MailMan message.

Example: MailMan Message

```
Subj: PRESCRIPTION QUESTIONS REVIEW NEEDED (500) [#30364] 10/11/05@19:56
35 lines
```

```
From: OUTPATIENT PHARMACY PACKAGE In 'IN' basket. Page 1
```

```
-----
OPPATIENT29,ONE (6543P) CHEYENNE VAM&ROC
Eligibility: SC LESS THAN 50% SC%: 20
REIMBURSABLE INSURANCE
```

```
Disabilities: ARTHRITIS-10%(SC), FOREARM CONDITION-5%(NSC),
FOREARM CONDITION-4%(NSC), BENIGN EYE GROWTH-0%(NSC),
LOSS OF FIELD OF VISION-20%(SC),
```

```
Rx# 101906 (1) COPAY
ALBUTEROL SO4 0.083% INHL 3ML
```

```
Due to a change in criteria, additional information listed below is needed
to determine the final VA copay and/or insurance billable status for this Rx
so that appropriate action can be taken by pharmacy personnel.
```

```
Is this Rx for a Service Connected Condition?
```

```
Is this Rx for treatment related to service in SW Asia?
```

```
This message has been sent to the provider of record, the pharmacist who
finished the prescription order, and all holders of the PSO COPAY key.
```

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

```
-----example continues-----
```