OUTPATIENT PHARMACY

PHARMACIST’S USER MANUAL

Version 7.0
December 2007

(Revised October 2009)

Department of Veterans Affairs
Office of Enterprise Development
## 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.

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<th>Revised Pages</th>
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<td>10/09</td>
<td>v-vii, 12, 27-29, 33, 35, 37, 39, 41, 43, 49, 133, 135, 145-146</td>
<td>PSO<em>7</em>326</td>
<td>The Social Security Number was removed from print outs given to patients. The patient lookup has been expanded to include the ability to look up by prescription number or wand a barcode with the prescription from many options. TOC chapter numbering was corrected. (E. Wright, PM; S. B. Gilbert, Tech Writer)</td>
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| 08/09     | All                                                | PSO*7*320    | The following changes are included in this patch.  
  - Remote Data prompt, notification, and screen has been added.  
  - A hidden action, DR [Display Remote] has been added.  
  - "THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES" prints at the end of the Pull Early from Suspense report.  
  (G. Tucker, PM; S. B. Seudder, Tech Writer)                                                                                                    |
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(This page included for two-sided copying.)
Chapter 3: Using the Pharmacist Menu

The options on the Pharmacist Menu are intended for use by pharmacists.

Example: Accessing the Pharmacist Menu

Select OPTION NAME: PSO USER1  
Pharmacist Menu
Outpatient Pharmacy software - Version 7.0

The following options are available on the Pharmacist Menu:

- Bingo Board User ...
- Change Label Printer
- Change Suspense Date
- DUE Supervisor ...
- Enter/Edit Clinic Sort Groups
- External Interface Menu ...
- Medication Profile
- Pharmacy Intervention Menu ...
- Print from Suspense File
- Process Drug/Drug Interactions
- Pull Early from Suspense
- Queue CMOP Prescription
- Release Medication
- Return Medication to Stock
- Rx (Prescriptions) ...
- Update Patient Record
- Verification ...
Patient Lookup

The ability to look up a patient by prescription number or wand a barcode with the prescription has been added to the patient lookup prompt on the following options.

- Bingo Board User ... [PSO BINGO USER]
- Medication Profile [PSO P]
- Rx (Prescriptions) ... [PSO RX]
- Update Patient Record [PSO PAT]

The help text for patient lookup reads as follows.

Enter the prescription number prefixed by a # (ex. #XXXXXXX) or wand the barcode of the prescription. The format of the barcode is NNN-NNNNNNN where the first 3 digits are your station number.

- OR -

Answer with PATIENT NAME, or SOCIAL SECURITY NUMBER, or last 4 digits of SOCIAL SECURITY NUMBER, or first initial of last name with last 4 digits of SOCIAL SECURITY NUMBER

Do you want the entire NNNNNNNN-Entry PATIENT List?
Chapter 10: Using the Medication Profile

This chapter describes the Medication Profile, its different formats, and how it can be used in patient care.

Medication Profile

[PSO P]

The Medication Profile displays a profile of all prescriptions on file for a particular patient. The prescription display includes all Non-VA Med orders also. The user may view this information directly on the screen or request it to be printed. The medication profile is available in two formats: short or long.

Medication Profile: Short Format

The short format displays the following information:

- patient name
- eligibility
- reactions
- prescription number
- Sig
- quantity
- last fill date
- address
- DOB
- narrative
- prescriptions
- drug name
- status
- issue date
- refills remaining.

The short report format of the fields for Non-VA Med orders include the drug name or orderable item name, dosage, schedule and date documented.

The short format displays the status in an abbreviated form. The following is an explanation of the codes:

<table>
<thead>
<tr>
<th>Code</th>
<th>Status/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Active</td>
</tr>
<tr>
<td>B</td>
<td>Bad Address Indicated</td>
</tr>
<tr>
<td>DC</td>
<td>Discontinued</td>
</tr>
<tr>
<td>E</td>
<td>Expired</td>
</tr>
<tr>
<td>H</td>
<td>Hold</td>
</tr>
<tr>
<td>N</td>
<td>Non Verified</td>
</tr>
<tr>
<td>P</td>
<td>Pending due to drug interactions</td>
</tr>
<tr>
<td>S</td>
<td>Suspended</td>
</tr>
<tr>
<td>$</td>
<td>Copay eligible</td>
</tr>
<tr>
<td>E</td>
<td>third-party electronically billable</td>
</tr>
<tr>
<td>R</td>
<td>Returned to stock prescription (next to last fill date)</td>
</tr>
</tbody>
</table>

For the Patient Prescription Processing, Complete Orders from OERR, and Action Profile (132 COLUMN PRINTOUT) options, if a temporary address has no end date, the following text is displayed in the Status column: “(Temp address from XXX 99,9999 till (no end date))”.

For the Patient Prescription Processing, Complete Orders from OERR, and Action Profile (132 COLUMN PRINTOUT) options, if a temporary address has no end date, the following text is displayed in the Status column: “(Temp address from XXX 99,9999 till (no end date))”.

For the Patient Prescription Processing, Complete Orders from OERR, and Action Profile (132 COLUMN PRINTOUT) options, if a temporary address has no end date, the following text is displayed in the Status column: “(Temp address from XXX 99,9999 till (no end date))”.

For the Patient Prescription Processing, Complete Orders from OERR, and Action Profile (132 COLUMN PRINTOUT) options, if a temporary address has no end date, the following text is displayed in the Status column: “(Temp address from XXX 99,9999 till (no end date))”. 
Example: Medication Profile – Short Format

Select PATIENT NAME: OPPATIENT,THREE  3-5-9  000006578 NO
NSC
VETERAN OPPATIENT,THREE
WARNING : ** This patient has been flagged with a Bad Address Indicator.
LONG or SHORT: SHORT// SHORT
Sort by DATE, CLASS or MEDICATION: DATE// <Enter>

All Medications or Selection (A/S): All// <Enter>
DEVICE: HOME// [Select Print Device]  GENERIC INCOMING TELNET

OPPATIENT,THREE
321 PECAN STREET  DOB: DEC 29, 1968
TESTING 2
ANYTOWN  PHONE: 5554325455
TEXAS  12345  ELIG: SC LESS THAN 50%
SC%: 40

CANNOT USE SAFETY CAPS.

WEIGHT(Kg):  
HEIGHT(cm):

DISABILITIES:__________________________________________________________

ALLERGIES:_________________________________________________________________

ADVERSE REACTIONS:_______________________________________________________

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

Outpatient prescriptions are discontinued 72 hours after admission

Medication Profile Sorted by ISSUE DATE

<table>
<thead>
<tr>
<th>Rx#</th>
<th>Drug</th>
<th>ST</th>
<th>REM</th>
<th>Issued</th>
<th>Last Fill</th>
</tr>
</thead>
<tbody>
<tr>
<td>300486</td>
<td>ACE BANDAGE 4 INCH</td>
<td>A</td>
<td>5</td>
<td>10-17-06</td>
<td>10-17-06</td>
</tr>
<tr>
<td>QTY: 1</td>
<td>SIG: USE LOOSELY ON AFFECTED AREA AS NEEDED</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$100002342</td>
<td>AMOXICILLIN 250MG CAP</td>
<td>A</td>
<td>3</td>
<td>10-10-06</td>
<td>10-10-06</td>
</tr>
<tr>
<td>QTY: 15</td>
<td>SIG: TAKE ONE CAPSULE BY BY MOUTH QAM\QPM\Q4D\Q6D\Q12D</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$100002343</td>
<td>SIMETHICONE 40MG TAB</td>
<td>DC</td>
<td>3</td>
<td>10-10-06</td>
<td>10-10-06</td>
</tr>
<tr>
<td>QTY: 15</td>
<td>SIG: CHEW ONE TABLET BY MOUTH QAM\QPM\Q4D\Q6D\Q12D</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TAKE ONE</td>
<td></td>
<td>EVERY</td>
<td>TWO ~ THREE &amp; FOUR \ FIVE \TAB</td>
<td></td>
</tr>
</tbody>
</table>

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Pharmacist’s User Manual
PSO*7*326
October 2009
Medication Profile: Long Format

The long format displays all information contained on the short format as well as the following additional fields:

- physician’s name
- fill date
- dates of refills/partial fills
- whether the prescription was filled at the pharmacy window or by mail
- clerk code
- total allowable refills
- which division filled it

The long report format of the fields for Non-VA Med orders include the start date, CPRS order #, status, documented by, order check(s), override reason, override provider, and statement of explanation.

Example: Medication Profile – Long Format

Select PATIENT NAME: OPPATIENT,ONE  8-5-19   666000777   NO   NSC VETERAN OPPATIENT,ONE  WARNING: ** This patient has been flagged with a Bad Address Indicator.  LONG or SHORT: SHORT//LONG  Sort by DATE, CLASS or MEDICATION: DATE// <Enter>  All Medications or Selection (A/S): All// <Enter>  DEVICE: HOME// [Select Print Device] GENERIC INCOMING TELNET  OPPATIENT,ONE  (TEMP ADDRESS from AUG 28,2006 till (no end date))  LINE1  ANYTOWN  TEXAS  77379  ELIG: NSC  CANNOT USE SAFETY CAPS.  WEIGHT(Kg):  HEIGHT(cm):  DISABILITIES:  ALLERGIES:_________________________________________________________________  ADVERSE REACTIONS:_______________________________________________________ Enter RETURN to continue or '^' to exit: <Enter>  Outpatient prescriptions are discontinued 72 hours after admission

Medication Profile Sorted by ISSUE DATE


---------------------------------example continues---------------------------------------
Non-VA MEDS (Not Dispensed by VA)

GINKO BILLOBA TAB
Dosage: 1 TABLET
Schedule: ONCE A DAY
Route: MOUTH
Status: Discontinued (10/08/03)
Start Date: 09/03/03 CPRS Order #: 12232
Documented By: OPCLERK21, FOUR on 09/03/03
Statement of Explanation: Non-VA medication not recommended by VA provider.

ACETAMINPHEN 325MG CT
Dosage: 325MG
Schedule:
Route:
Status: Active
Start Date: 09/03/03 CPRS Order #: 12234
Documented By: OPCLERK21, FOUR on 09/03/03
Statement of Explanation: Non-VA medication recommended by VA provider
Patient wants to buy from Non-VA pharmacy
Chapter 12: Using the Pharmacy Intervention Menu

This chapter describes the options in the *Pharmacy Intervention Menu.*

This menu is locked with the PSORPH key.

**Pharmacy Intervention Menu**

*[PSO INTERVENTION MENU]*

The *Pharmacy Intervention Menu* enables the user to enter, edit, print, delete, or view interventions in the APSP INTERVENTION file.

The following options are available on this menu:

- *Enter Pharmacy Intervention*
- *Edit Pharmacy Intervention*
- *Print Pharmacy Intervention*
- *Delete Intervention*
- *View Intervention*

**Enter Pharmacy Intervention**

*[PSO INTERVENTION NEW ENTRY]*

When it is necessary to interrupt the filling of a prescription to contact the provider in order to change, clarify, or cancel the prescription, use this option to add a new intervention entry into the APSP INTERVENTION file.

**Edit Pharmacy Intervention**

*[PSO INTERVENTION EDIT]*

Using this option, an already existing entry in the APSP INTERVENTION file can be edited.
Print Pharmacy Intervention
[PSO INTERVENTION PRINTOUT]

Print a captioned printout of pharmacy interventions for a certain date range with this option. The report prints out on normal width paper and can be queued to print at a later time.

The subtotal on this report represents the number of interventions for a specific type of intervention where the recommendation for the intervention was accepted. The total is the sum of all interventions in which the recommendation was accepted.

The sub count on this report is the number of interventions for a specific type of intervention over the specific date range. The count is the total number of all interventions over the specific date range.

Delete Intervention
[PSO INTERVENTION DELETE]

This option can be used to delete an intervention from the APSP INTERVENTION file. An intervention can be deleted only on the same day that it was entered.

View Intervention
[PSO INTERVENTION VIEW]

This option displays pharmacy interventions in a captioned format on the screen. More than one intervention can be viewed at a time.
Chapter 13: Print from Suspense File

This chapter describes the *Print from Suspense File* option used for printing suspended prescriptions.

**Print from Suspense File**

[PSO PNDLBL]

This option allows the user to print labels from the RX SUSPENSE file. First, enter the “Print Through” date. Any prescriptions with a suspense date on or before the date entered will print. Additionally, if a patient has at least one prescription on or before the date entered, any other prescriptions for that patient that are in suspense will be printed for the site parameter specified number of days to be pulled from suspense.

For example, if today’s date is entered and Patient A has a prescription to be printed through the that date, all of Patient A’s prescriptions between the date entered plus the number of days set in the local site parameter will be printed. If there are no prescriptions for Patient A through the date entered, no labels will print.

Labels can be sorted by the patient name, the SSN, or the DEA Special Handling code. If sorted by DEA, the labels must then sort by patient name or SSN. Sorting by DEA will send the labels to the printer in three groups:

- **First group** – will contain all the prescriptions with drugs that contain an “A” (narcotics and alcoholics) or a “C” (controlled substances-non narcotic) in the DEA Special Handling field.
- **Second group** – will contain all the prescriptions with drugs containing an “S” (supply) in the DEA Special Handling field.
- **Third group** – will contain all others. If a patient has prescriptions in suspense that fall in all three categories, that patient's labels will be printed three times, once in each group.

Only one job is tasked for all of the prescriptions in the batch; therefore, if the job is queued by mistake, only one tasked job must be undone. Any prescription that is put in suspense for the "Print Through Date" between the times the job was queued until the time it actually runs will be included in the job.

Labels for each job printed from suspense will be part of a batch. Each batch is identified by the Division, the user who queued the batch, and the date/time that the job was queued to begin.

Prescriptions pulled early from suspense will not be part of a batch, so they will not be able to be reprinted through the *Reprint Batches from Suspense* option.

A short profile for every patient for whom a label for a new prescription is being printed will also be printed if the local Profile with New Prescriptions site parameter is set to Yes.

If a patient has partial prescriptions with regular fills, only one set of trailing documents will print for that patient. (In V. 6.0 trailer documents were printed after each partial.)
If a prescription is determined to be an ePharmacy prescription (e.g., third party electronically billable),
an electronic claim will be sent by ECME to the third party payer. The communication events between
Outpatient Pharmacy and ECME are recorded in the ECME Log section of each prescription. The ECME
log can be viewed in the patient Medication Profile screen (Activity Log option - AL) and also from the
View Prescriptions option. If the claim submission returns a Refill Too Soon (79) or Drug Utilization
Review (88) reject, the label is not printed for the prescription and it is moved to the Refill Too
Soon/DUR section of the patient Medication Profile screen until the user resolves the reject. The
prescription will also display on the Third Party Payer Reject worklist.

¾ Days Supply Hold

Sites were seeing a great number of refill-too-soon third party claim rejections due to prescriptions being
filled too early. To help prevent this for ePharmacy prescriptions, the system will now verify that ¾ of the
days supply has elapsed on the previous fill before the prescription may be refilled. The following list
describes the changes.

• ePharmacy prescriptions are delayed from being sent to CMOP and printed for local mail until ¾
  of the days supply has elapsed.
• An activity log entry will state the date/time that the Rx will be allowed to be removed from
  suspense. The activity log will be defined on the initial evaluation. The following is an example
  of the log entry:

    4   06/18/08    SUSPENSE       REFILL 2       OPHARM,ONE
    Comments: 3/4 of Days Supply SUSPENSE HOLD until 6/20/08.

• The Pull Early from Suspense function is not impacted by this added functionality. Users may
  pull these type prescriptions early from suspense.

Host Errors

Prescriptions (ePharmacy only) will be prevented from being filled/sent to CMOP when a host processing
error occurs as a claim is submitted through ECME. Host processing errors are identified by reject codes
M6, M8, NN, and 99 which are returned by the third party payer. The following conditions apply when
this scenario occurs.

• The transmission of the prescription fill will be delayed 1 day in hopes that the host processing
  issues will be resolved by the third party payer.
• An activity log entry will state the date/time along with a comment stating that the Rx/fill was left
  in suspense hold due to a host processing error. The following is an example of the log entry:

    2   06/25/08    SUSPENSE       ORIGINAL       OPPHARM,TWO
    Comments: SUSPENSE HOLD until 6/26/08 due to host reject error.

• The Pull Early from Suspense function is not impacted by this added functionality. Users may
  pull these type prescriptions early from suspense.

There is no user interaction for this function. It initiates when the Print from Suspense [PSO PNDLBL]
option is initiated for CMOP prescriptions.
Chapter 14: Processing Interactions

This chapter describes the option used for processing drug interactions.

Process Drug/Drug Interactions

[PSO INTERACTION VERIFY]

Using this option, information for medications that have been marked as a drug/drug interaction can be processed. This allows prescriptions with drug/drug interactions to be processed, deleted, or bypassed. To complete any of these actions, an assigned signature code, which will not appear on the screen, must be entered. It will then be verified or non-verified. The Electronic Signature code Edit option can be found under the User's Toolbox menu in Kernel V. 8.0.

When processing a drug/drug interaction the profile will list the status of the interacting drug orders as pending (P).
Chapter 15: Pull Early from Suspense

This chapter describes the option for pulling prescriptions early from the SUSPENSE file.

Pull Early from Suspense

[PSO PNDRX]

This option is used to pull a specific prescription or all prescriptions for a patient early. If a prescription is pulled early using this option, it will not be associated with any printed batch. A label cannot be reprinted with the Reprint Batches from Suspense option if the prescription has been pulled early suspense. In addition, Method of Pickup can be edited. Also, there is no longer a "DELETE FROM SUSPENSE PROMPT." That prompt has been changed to "Pull Rx(s) and delete from Suspense." Yes must be answered to this prompt to pull the prescriptions, and they will always be deleted from suspense. Since prescriptions that are pulled early from suspense do not belong to any printed batch and cannot be reprinted from suspense, there is no reason to leave them in suspense.

If the routing is changed to “Window” when pulling from suspense early, and the bingo board is being used, those prescriptions will be sent to the bingo board.

If the patient has remote prescriptions, then the text “THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES” will appear on the report as shown in the following example.

PRESCRIPTION PROFILE AS OF 12/30/2008

NAME: PSOPATIENT, ONE

THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES

PHARMACIST: __________________ DATE: ________

If a prescription is determined to be an ePharmacy prescription (e.g., third party electronically billable), an electronic claim will be sent by ECME to the third party payer. The communication events between Outpatient Pharmacy and ECME are recorded in the ECME Log section of each prescription. The ECME log can be viewed in the patient Medication Profile screen (Activity Log option - AL) and also from the View Prescriptions option. If the claim submission returns a Refill Too Soon (79) or Drug Utilization Review (88) reject, the label is not printed for the prescription and it is moved to the Refill Too Soon/DUR section of the patient Medication Profile screen until the user resolves the reject. The prescription will also display on the Third Party Payer Reject worklist.
Chapter 16: Queue CMOP Prescription

This chapter describes the option for suspending prescriptions for mail-routed CMOP drugs.

QUEUE CMOP Prescription
[PSO RX QUEUE CMOP]

The *Queue CMOP Prescription* option allows the users (including pharmacy technicians) to put mail-routed prescription(s) for CMOP drugs on suspense for CMOP.

Example: Queue CMOP Prescription

<table>
<thead>
<tr>
<th>Select Suspense Functions Option: QUEUE CMOP Prescription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter the Rx # to queue to CMOP: 300486</td>
</tr>
</tbody>
</table>

If the prescription does not have a routing of mail, has already been released, or is not for a CMOP drug, and does not pass all the other normal checks for CMOP it will not be put on suspense for CMOP.
(This page included for two-sided copying.)
Chapter 17: 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 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# 102006 (1)    COPAY
ALBUTEROL S04 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---
Chapter 18: Returning Medication to Stock

This chapter describes the option used for returning medication to stock.

Return Medication to Stock

[PSO RETURNED STOCK]

This option is used when a prescription has been released, but has been refused, not picked up, or not given to the patient for some reason. Comments can be entered to explain why the medication was returned to stock.

A prescription can only be returned to stock if the prescription status is Active, Discontinued, or Expired. If the prescription is not released, there is no need to return it to stock. This function increases the inventory so that a more current level is maintained by the Outpatient Pharmacy package and removes the copay charge if it is applicable to the prescription. It is highly recommended that this option be used.

When an ePharmacy prescription is returned to stock, the software checks if the it has a PAYABLE claim, if so, a request is sent to ECME to electronically reverse the claim with the third party payer. Also, if the prescription contains any unresolved DUR or REFILL TOO SOON reject, it will be marked resolved with the reason ‘Prescription Returned To Stock’.

If a copay charge is removed by returning a prescription fill to stock, an entry will be placed in the copay activity log documenting the action.

Example: Returning Medication to Stock

<table>
<thead>
<tr>
<th>Copay Activity Log:</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
</tr>
<tr>
<td>----</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>Comment:</td>
</tr>
</tbody>
</table>

If an original fill is returned to stock and reprinted, it can be released again. If a refill is returned to stock, the refill is deleted so the patient will not lose it.
Chapter 19: Ordering/Processing a Prescription

This chapter describes the menu and options used in processing prescriptions.

Rx (Prescriptions)
[PSO RX]

The Rx (Prescriptions) menu allows the pharmacist to manipulate information that pertains to prescriptions. Actions are taken on prescriptions via this menu. Some previous options, such as renew, refill, edit, release, are now actions in the Patient Prescription Processing option found on this menu. Also, data now must be entered for the individual fields that are used to build a Sig.

Default values display for possible dosages, schedules, med routes, and patient instructions. When possible, default quantities are calculated using data entered into specific fields during medication order entry.

The following options are available on this menu:

- Patient Prescription Processing
- Barcode Rx Menu ...
- Complete Orders from OERR
- Discontinue Prescription(s)
- Edit Prescriptions
- ePharmacy Menu ...
- List One Patient's Archived Rx's
- Manual Print of Multi-Rx Forms
- Reprint an Outpatient Rx Label
- Signature Log Reprint
- View Prescriptions
Patient Prescription Processing

[PSO LM BACKDOOR ORDERS]

This option is used to process outpatient medication through OERR V. 3.0. The Patient Prescription Processing option is found on the Outpatient Pharmacy Manager Menu and the Pharmacist Menu under the Rx (Prescriptions) option. This option uses List Manager features to allow the outpatient pharmacy manager and pharmacist to perform the following actions on a prescription without leaving this option.

- Enter a new Rx
- Release
- Discontinue
- Reprint
- Edit
- Copy
- Refill
- Verify a prescription
- Renew
- Show a profile
- Hold
- View activity log
- Unhold
- Pull early from suspense
- Order a partial

When a new drug order is processed (new, renewal, finish, verify, copy, or an edit that creates a new order), order checks are performed. These include checking for duplicate drug, duplicate drug class, drug-drug interaction, and drug-drug allergy.

The CPRS Auto Refill field can be updated using the Pharmacy Systems Parameter Edit [PSS MGR] option. This parameter works in conjunction with the PSOUATRF security key.

- When the CPRS Auto Refill field is set to YES and the PSOUATRF security key has been assigned to at least one user, all refills placed in CPRS by the provider are processed and suspended with the next fill date and all routing is set to Mail automatically.

- When the CPRS Auto Refill field is set to NO or if the PSOUATRF security key is not assigned, the manual refill process is required.

If the auto refill process fails, the order will not be processed and will require manual refilling. A MailMan message will be sent to the holders of the PSOUATRF key describing the reason for not filling the auto refill. All of the refill activity, manual or automatic, is recorded in the Activity Log entry notes.

With Patch PSO*7*233, when a name is selected, if the patient’s address is flagged with a Bad Address Indicator, a warning message is displayed. If the user has proper authorization (i.e., the PSO SITE parameter “EDIT PATIENT DATA” is set to Yes or the user holds the new PSO ADDRESS UPDATE security key), a prompt appears asking if the user wants to update the address. Also, for the Patient Prescription Processing, Complete Orders from OERR, and Action Profile (132 COLUMN PRINTOUT) options, if a temporary address has no end date, the following text is now displayed: “(Temp address from XXX 99,9999 till (no end date))”.

Following the installation of patches PSO*7*207 and OR*3*238 (Remote Data Interoperability (RDI) trigger patch), order checks will be made using additional data from the Health Data Repository Interim Messaging Solution (HDR-IMS) and the HDR-Historical (HDR-Hx). This will contain both Outpatient orders from other VAMCs as well as from Department of Defense (DoD) facilities, if available. All remote prescription statuses will be included in order checking for a new order being processed from
Chapter 20: Updating a Patient’s Record

This chapter describes the option used for updating a patient’s record.

Update Patient Record

[PSO PAT]

Use this option to update the patient information currently in the computer. Patient records can also be updated while being viewed by using the Patient Record Update screen action. If implementing Other Language Modifications, use either to set a patient’s other language preference.

In support of Registration patch DG*5.3*522, the Outpatient Pharmacy software provides for the automatic population of city, state, and county based on entry of a zip code.

Example: Updating a patient record

<table>
<thead>
<tr>
<th>Select Outpatient Pharmacy Manager Option: UPDATE Patient Record</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Patient:</td>
</tr>
<tr>
<td>OPPATIENT, ONE</td>
</tr>
<tr>
<td>4500 S MAIN ST</td>
</tr>
<tr>
<td>ADDRESS LINE2</td>
</tr>
<tr>
<td>LINE 3 OF ADDRESS</td>
</tr>
<tr>
<td>MADISON</td>
</tr>
<tr>
<td>WISCONSIN</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>WEIGHT(Kg):</td>
</tr>
<tr>
<td>DISABILITIES: ARTHRITIS-10% (SC), FOREARM CONDITION-5% (NSC), FOREARM CONDITION-4% (SC), BENIGN EYE GROWTH-0% (NSC), LOSS OF FIELD OF VISION-20% (SC),</td>
</tr>
<tr>
<td>ALLERGIES:</td>
</tr>
<tr>
<td>ADVERSE REACTIONS:</td>
</tr>
</tbody>
</table>

If the PSO site parameter is set to allow editing of patient data, this prompt, “Do you want to update the Permanent address/phone? //N”, is displayed. If the user enters “NO”, then the software will not allow the user to update the permanent address and Bad Address Indicator fields.

Do you want to update the address/phone? N// Y YES
Update (P)ermanent address, (T)emporary, or (B)oth: BOTH// <Enter>
STREET ADDRESS [LINE 1]: 4500 S MAIN ST// 4800 S MAIN ST
STREET ADDRESS [LINE 2]: ADDRESS LINE2// <Enter> ADDRESS LINE2
STREET ADDRESS [LINE 3]: LINE 3 OF ADDRESS// <Enter> LINE 3 OF ADDRESS
ZIP+4: 53705// <Enter> 53705
Select one of the following:

1 MADISON*
CITY: MADISON// <Enter> ' 
STATE: WISCONSIN
COUNTY: DANE
PHONE NUMBER [WORK]:
   BAD ADDRESS INDICATOR: ? <Enter>

Please enter 1 if the address is 'UNDELIVERABLE', 2 if the patient is 'HOMELESS', or 3 for 'OTHER' bad address reasons.
Choose from:
   1        UNDELIVERABLE
   2        HOMELESS
   3        OTHER
Are you sure that you want to save the above changes? YES
Change saved.

Changes to the permanent address/Bad Address Indicator will not be saved until the prompt “Are you sure that you want to save the above changes?” is answered YES.

Press ENTER to continue:

Temporary Address:

TEMPORARY ADDRESS ACTIVE?: NO// <Enter> NO

Press Return to continue: <Enter>

PHONE NUMBER [CELLULAR]:
CNH CURRENT:
FEE HOSPITAL I.D.:
TEMPORARY ADDRESS ACTIVE?: NO//
REMARKS:

>>PHARMACY PATIENT DATA<<

CAP:
MAIL:
MAIL STATUS EXPIRATION DATE:
DIALYSIS PATIENT:
NARRATIVE:
Eligibility: COLLATERAL OF VET.
Disabilities:
PATIENT STATUS: SERVICE CONNECTED//
COMMUNITY NURSING HOME:
NURSING HOME CONTRACT:
LAST DATE OF CONTRACT:
RESPITE PATIENT START DATE:
RESPITE PATIENT END DATE:
OTHER LANGUAGE PREFERENCE:
PMI LANGUAGE PREFERENCE:
Chapter 21: Verifying Prescriptions

This chapter describes the option and methods used for verifying prescriptions.

Verification

[PSO VER]

The Verification menu is used by pharmacists to verify prescriptions with a non-verified status; obtain a listing of those remaining non-verified prescriptions; or calculate the number of non-verified prescriptions by entering the patient or the clerk.

The following options are available on the Verification menu:

- List Non-Verified Scripts
- Non-Verified Counts
- Rx Verification by Clerk

If the verification site parameter is set to yes, new prescriptions entered by a non-pharmacist (i.e., someone who does not hold the PSORPH key) will be put in a non-verified status, entered into the non-verified orders file, and will not be made active (nor will labels be printed) until they are reviewed and verified by a pharmacist. Once new and renewed prescriptions for a patient are verified, all labels for that patient will be printed together. If a patient has refills only, these labels will be printed as they are entered.

A pharmacist may choose to verify all entries made by a particular technician rather than all the prescriptions for an individual patient.

Prescriptions in a non-verified status cannot be canceled, edited, or deleted through the usual options. If a non-verified prescription is autocanceled on admission, it can be reinstated, but it returns to the non-verified status.
List Non-Verified Scripts
[PSO VRPT]

This option allows the user to obtain a list of all scripts remaining in a status of 'Non-Verified' by either patient or entering clerk.

Example: Non-verified prescriptions (sorted by patient)

Select Outpatient Pharmacy Manager Option: **Verification**

Select Verification Option: **List** Non-Verified Scripts

Sort By Patient or Clerk: P// <Enter> ATIENT

DEVICE: HOME// [Select Print Device]

NON-VERIFIED PRESCRIPTIONS
AS OF JUL 16, 2007@14:49:54
SORTED BY PATIENT
(# indicates Critical Drug Interaction)

<table>
<thead>
<tr>
<th>Patient name</th>
<th>Rx #</th>
<th>Issued</th>
<th>Drug</th>
<th>Entry By</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPPATIENT,FIVE</td>
<td>100001860A</td>
<td>04/01/04</td>
<td>ACETAMINOPHEN 1000MG TABLET</td>
<td>10000000028</td>
</tr>
<tr>
<td>OPPATIENT,FOUR</td>
<td>100001591A</td>
<td>07/27/98</td>
<td>ASPIRIN BUFFERED 325MG TAB</td>
<td>11733</td>
</tr>
<tr>
<td>OPPATIENT,ONE</td>
<td>100001853</td>
<td>10/23/02</td>
<td>ERYTHRITYL TETRANIT. 10MG TAB</td>
<td>10000000022</td>
</tr>
<tr>
<td>OPPATIENT,TWELVE</td>
<td>100001854</td>
<td>11/25/02</td>
<td>ACETAMINOPHEN 1000MG TABLET</td>
<td>10000000022</td>
</tr>
<tr>
<td></td>
<td>100001798A</td>
<td>04/19/99</td>
<td>INSULIN NPH U-100 INJ (PORK)</td>
<td>100</td>
</tr>
</tbody>
</table>

Select Verification Option:
# Index

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</tr>
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