## 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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| 09/12 | i- iia, ix, xi, 169a – 169d, 175 – 177b, 187, 195a, 292s | PSO*7*386 | Updated TOC  
Added section on HOLD and UNHOLD functionality.  
Updated Flagging and Unflagging Pending Orders.  
Updated Activity Log for HOLD/UNHOLD comments.  
Added PSO TECH ADV key information.  
(Niha Goyal, PM; John Owczarzak, Tech Writer) |
| 03/12 | i, 59, 62, 195a-195b, 248a-248b, 268, 269, 270, 270a – 270b, 293 – 297 | PSO*7*354 | Add an option to the Maintenance menu  
Added Site Parameter  
Added Domain Name Server (DNS) and mail tracking information  
A file named PHARMACY AUTOMATED DISPENSING DEVICES added.  
A new multiple named OPAI added to DISPENSING SYSTEM PRINTER sub-file.  
Added the acronym and definition of ADD and OPAI to the Glossary  
(Niha Goyal, PM; John Owczarzak, Tech Writer) |
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| 02/2012  | i-ii, iia-iiib, v-xi, 12, 18, 30-31, 107, 126a-126b, 128, 133, 150, 150a-150n, 159, 198, 204-206, 209-211, 211a-211b, 212-213, 213a-213b, 215-216, 218, 218a-218b, 219-220, 220a-220b, 221-222, 222a-222b, 223-226, 226a-226b, 226b, 227-229, 229a-229b, 230-233, 234-236, 236a-236b, 237, 237a-237b, 238-240, 242-243, 244a-244b, 245-246, 276-277, 277a-277b, 278, 292s-292t, 293-297, 300-301 | PSO*7*385 | Removed incorrect listing of View Additional Reject Info (ARI) action  
Added new actions Submit Multiple Actions (SMA) and Suspense Date Calculation (SMA)  
Added new option View ePharmacy Rx (VER)  
Added TRICARE and CHAMPVA examples of rejects on a new order  
Corrected earlier formatting errors  
Added signature alert  
Corrected typos  
Updated Service Code values  
Updated changed security key names  
Updated name of TRICARE CHAMPVA Bypass/Override Report  
Updated screen shots related to patch changes  
Updated wording based on reviewer feedback  
Added CHAMPVA functionality  
Added separate section to list changes to security keys  
Updated wording for ¾ Days Supply Hold  
Added rounding functionality for ¾ Days Supply Hold  
Added CHAMPVA to Glossary  
(S. Spence, PM; C. Smith, Tech Writer) |
Expanded ECME Numbers to twelve digits  
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Added TRICARE to Glossary  
Corrected typos  
Corrected formatting errors from 11/10 reissue  
(S. Spence, PM; C. Smith, Tech Writer) |
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<td>PSO<em>7</em>382</td>
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Preface

This user manual describes the functional characteristics of Outpatient Pharmacy V. 7.0. It is intended for pharmacists and technicians who are familiar with the functioning of Outpatient Pharmacy in a Veterans Affairs Medical Center (VAMC).
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<th>ST</th>
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<th>FILL</th>
<th>REM</th>
<th>SUP</th>
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<td>A&gt;</td>
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Enter ?? for more actions

PU  Patient Record Update       NO  New Order
PI  Patient Information        SO  Select Order
Select Action: Quit//
Holding and Unholding a Prescription

If a double question mark (??) is entered at the “Select Action” prompt, the hidden actions on the following page will display in the action area.

The following actions are also available:

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</tr>
<tr>
<td>PP</td>
<td>Pull Rx (OP)</td>
<td>ADPL</td>
<td>Auto Display(On/Off)</td>
<td>SL</td>
<td>Search List</td>
</tr>
<tr>
<td>IP</td>
<td>Inpat. Profile (OP)</td>
<td>DN</td>
<td>Down a Line</td>
<td>UP</td>
<td>Up a Line</td>
</tr>
</tbody>
</table>

Use the Hold (HD) action to put a prescription on hold. Use the Unhold (UH) action to remove a prescription from hold.

Only key holders of the PSORPH security key or the PSO TECH ADV security key can hold or unhold a prescription.

PSORPH security key holders are allowed to put a prescription on hold using the following HOLD reasons:

1 INSUFFICIENT QTY IN STOCK
2 DRUG-DRUG INTERACTION
4 PROVIDER TO BE CONTACTED
6 ADVERSE DRUG REACTION
7 BAD ADDRESS
8 PER PATIENT REQUEST
9 CONSULT/PRIOR APPROVAL NEEDED
98 OTHER/TECH (NON-CLINICAL)
99 OTHER/RPH (CLINICAL)

Note: HOLD reasons 98 and 99 require the user to enter a HOLD comment.

PSO TECH ADV security key holders are allowed to put a prescription on hold using the following HOLD reasons:

1 INSUFFICIENT QTY IN STOCK
7 BAD ADDRESS
8 PER PATIENT REQUEST
98 OTHER/TECH (NON-CLINICAL)

Note: HOLD reason 98 requires the user to enter a HOLD comment.

While PSORPH security key holders are allowed to remove a prescription from HOLD under any HOLD reason, PSO TECH ADV security key holders are only allowed to remove a prescription from hold under the above HOLD reasons (reasons 1, 7, 8, and 98).
Example: HOLD with PSORPH Security Key or PSO TECH ADV Security Key

If the user has the PSORPH security key, the following HOLD reasons are available:

HOLD REASON: ?

Enter reason medication is placed in a 'Hold' status.
Choose from:
1  INSUFFICIENT QTY IN STOCK
2  DRUG-DRUG INTERACTION
4  PROVIDER TO BE CONTACTED
6  ADVERSE DRUG REACTION
7  BAD ADDRESS
8  PER PATIENT REQUEST
9  CONSULT/PRIOR APPROVAL NEEDED
98 OTHER/TECH (NON-CLINICAL)
99 OTHER/RPH (CLINICAL)

If the user has the PSO TECH ADV security key, the following HOLD reasons are available:

HOLD REASON: ?

Enter reason medication is placed in a 'Hold' status.
Choose from:
1  INSUFFICIENT QTY IN STOCK
7  BAD ADDRESS
8  PER PATIENT REQUEST
98 OTHER/TECH (NON-CLINICAL)
The same conditions apply for Unholding a prescription. Users with the PSORPH security key can unhold for the following reason:

```
1       INSUFFICIENT QTY IN STOCK
2       DRUG-DRUG INTERACTION
4       PROVIDER TO BE CONTACTED
6       ADVERSE DRUG REACTION
7       BAD ADDRESS
8       PER PATIENT REQUEST
9       CONSULT/PRIOR APPROVAL NEEDED
98      OTHER/TECH (NON-CLINICAL)
99      OTHER/RPH (CLINICAL)
```

Users with only the PSO TECH ADV security key can unhold for the following reasons:

```
1       INSUFFICIENT QTY IN STOCK
7       BAD ADDRESS
8       PER PATIENT REQUEST
98      OTHER/TECH (NON-CLINICAL)
```

Note: If a user does not have a PSORPH security key and tries to unhold a prescription, the message “The HOLD can only be removed by a pharmacist” is displayed.

Each time a user holds or unholds a prescription, an entry is created in the Activity Log. These entries include HOLD COMMENTS and the HOLD REASON when a prescription is placed on HOLD and UNHOLD COMMENTS when the prescription is removed from HOLD. Again, HOLD reasons 98 and 99 require the user to enter a HOLD comment.

Example: Activity Log with HOLD/UNHOLD Comments

```
<table>
<thead>
<tr>
<th>Activity Log:</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>...</td>
</tr>
<tr>
<td>8</td>
</tr>
<tr>
<td>Comments: Rx placed on HOLD (Reason: BAD ADDRESS) and removed from SUSPENSE - HOLD COMMENTS ENTERED BY THE USER MANUALLY.</td>
</tr>
<tr>
<td>...</td>
</tr>
<tr>
<td>9</td>
</tr>
<tr>
<td>Comments: Rx Removed from HOLD - UNHOLD COMMENTS ENTERED BY THE USER WHEN REMOVING THE RX FROM HOLD.</td>
</tr>
</tbody>
</table>
```
Renewing a Prescription

This action allows the pharmacy manager, pharmacist, or pharmacy technician to process renewals for existing orders.

Example: Renewing a Prescription

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

```
OPPATIENT29,ONE                                                        <A>
PID: 000-87-6543                                 Ht(cm): 175.26 (06/07/2000)
DOB: SEP 12,1919 (81)                            Wt(kg): 79.09 (06/07/2000)
Rx #: 503910
(1) *Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
(2)            Drug: AMPICILLIN 250MG CAP ***(N/F)***
(3)         *Dosage: 500 (MG)
           Verb: TAKE
Dispense Units: 2
            Noun: CAPSULES
       *Route: ORAL
*Schedule: QID
*Duraetion: 10D (DAYS)
(4)Pat Instructions: with food
       SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
            WITH FOOD
(5)  Patient Status: SERVICE CONNECTED
    + Enter ?? for more actions
DC   Discontinue          PR   Partial              RL   Release
ED   Edit                 RF   (Refill)             RN   Renew
Select Action: Next Screen// RN   Renew
MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
Nature of Order: WRITTEN// <Enter> W
WAS THE PATIENT COUNSELED: NO// <Enter> NO
Do you want to enter a Progress Note? No// <Enter> NO
Now Renewing Rx # 503910   Drug: AMPICILLIN 250MG CAP
Now doing order checks. Please wait...
503910A      AMPICILLIN 250MG CAP              QTY: 80
# OF REFILLS: 0  ISSUED: 06-04-01
SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD
FILLED: 06-20-01
ROUTING: WINDOW     PHYS: OPPROVIDER4,TWO
Edit renewed Rx ? Y/// <Enter> ES
```

---------------------------------example continues---------------------------------------
Example: Renewing an ePharmacy Order (continued)

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>OPPATIENT, FOUR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PID: 000-01-1322P</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOB: NOV 12,1975 (29)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Days Supply: 30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>QTY ( ): 90</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) # of Refills: 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(4) Routing: WINDOW</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(5) Clinic:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(6) Provider: OPPROVIDER4, TWO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(7) Copies: 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(8) Remarks: RENEWED FROM RX # 100003642</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entry By: OPPHARMACIST4, THREE</td>
<td>Entry Date: NOV 4,2005 11:56:31</td>
<td></td>
</tr>
</tbody>
</table>

Enter ?? for more actions

AC Accept  DC Discontinue
BY Bypass     ED Edit
Select Item(s): Quit// 5

CLINIC: 3EN

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>OPPATIENT, FOUR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PID: 000-01-1322P</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOB: NOV 12,1975 (29)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Days Supply: 30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>QTY ( ): 90</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) # of Refills: 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(4) Routing: WINDOW</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(5) Clinic: 3EN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(6) Provider: OPPROVIDER4, TWO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(7) Copies: 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(8) Remarks: RENEWED FROM RX # 100003642</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entry By: OPPHARMACIST4, THREE</td>
<td>Entry Date: NOV 4,2005 11:56:31</td>
<td></td>
</tr>
</tbody>
</table>

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 continues-------------------
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.
Flagging and Unflagging Pending Orders

Flagging a pending order allows you to prevent an order from processing and attach a note known as a flag to the pending order. Flag/Unflag functionality is only available for Pending new orders and Pending renewals; only holders of the PSORPH security key can flag or unflag an order.

The following provides examples of how to flag and unflag a pending order from a medication profile within Patient Prescription Processing.

If a pending order is flagged, the row number is highlighted on the Medication Profile screen (shown in the following example). Select the order to view the flag or to flag the new pending order.

Example: A Flagged Pending Order

```
Medication Profile            Mar 13, 2008@16:31:24          Page:    1 of    1
OPPATIENT16,ONE                                  <NO ALLERGY ASSESSMENT>
PID: 000-24-6802                                 Ht(cm): 177.80 (02/08/2007)
DOB: APR 3,1941 (66)                             Wt(kg): 90.45 (02/08/2007)
SEX: MALE

#  RX #         DRUG                                QTY ST  DATE  FILL REM SUP
------------------------------------ACTIVE-------------------------------------
1 100002518     PENICILLAMINE 250MG TAB               31 A  02-29 02-29  5  31
------------------------------------PENDING------------------------------------
2 ACETAMINOPHEN 500MG TAB                QTY: 60          ISDT: 03-13  REF:  3
Enter ?? for more actions
PU  Patient Record Update               NO  New Order
PI  Patient Information                 SO  Select Order
Select Action: Quit// SO Select Order
Select Orders by number:  (1-2): 2

From the Pending OP Orders screen, you can flag and unflag an order, as well as view the flagged reason. To flag the order, enter FL and then enter a “REASON FOR FLAG”, alert the proper individual that the flag has been added by pressing <Enter> to select the default name or entering a different user name and pressing <Enter>, and the flagging process is complete.

Example: Flagging an Order

```
REASON FOR FLAG: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.
Send alert to: PSOUSER,ONE// BIRMINGHAM ALABAMA OP
PHARMACIST
... order flagged.
```
When an order is flagged, “FL-” is placed in front of “Pending OP Orders” in the upper left corner, and the flagged reason is listed below the patient identifying information.

**Example: A Flagged New Pending Order**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>OPPATIENT, ONE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PID: 000-24-6802</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOB: APR 3, 1941 (66)</td>
<td>Ht(cm): 177.80 (02/08/2007)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wt(kg): 90.45 (02/08/2007)</td>
<td></td>
</tr>
</tbody>
</table>

Flagged by OPPHARM, TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.

1. Orderable Item: ACETAMINOPHEN TAB
2. CMOP Drug: ACETAMINOPHEN 500MG TAB
   Drug Message: NATL FORM
3. *Dosage: 500 (MG)
   *Verb: TAKE
   *Dispense Units: 1
   *Route: ORAL
   *Schedule: BID
4. *Pat Instruct:
   Provider Comments: ProvComments
   SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
5. Patient Status: SERVICE CONNECTED
6. Issue Date: MAR 13, 2008
7. Fill Date: MAR 13, 2008
8. Days Supply: 30
9. QTY (TAB): 60

+ Enter ?? for more actions
BY Bypass DC Discontinue FL Flag/Unflag
ED Edit FN Finish
Select Item(s): Next Screen// FL Flag/Unflag

**Example: A Flagged Renewal**

<table>
<thead>
<tr>
<th>FL-Prescription Renew</th>
<th>Jun 12, 2012@14:00:51</th>
<th>Page: 1 of 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAGPATNM, M</td>
<td></td>
<td>&lt;A&gt;</td>
</tr>
<tr>
<td>PID: 666-00-0286</td>
<td>Ht(cm): _______ (______)</td>
<td></td>
</tr>
<tr>
<td>DOB: DEC 1,1900</td>
<td>Wt(kg): _______ (______)</td>
<td></td>
</tr>
</tbody>
</table>

Flagged by PHARMACY, USER on 6/12/12@14:00: test

Rx#: 100001943A
Orderable Item: ACETAMINOPHEN TAB
CMOP Drug: THIORIDAZINE 30MG/ML CONC.
Patient Status: OPT NSC
1. Issue Date: JUN 12, 2012
2. Fill Date: JUN 12, 2012
   Dosage: 20 (MG)
   Verb: TAKE
   Dispense Units: 2
   Noun: TABLETS
   Route: ORAL (BY MOUTH)
   Schedule: BID-PRN

+ Enter ?? for more actions
AC Accept DC Discontinue FL Flag/Unflag
BY Bypass ED Edit
Select Item(s): Next Screen//

To unflag an order, enter FL at the “Select Item(s)” prompt, and then enter your “COMMENTS”. When you press <Enter>, the order is no longer flagged.
Example: Unflagging an Order

FLAGGED: 03/13 23:14 by OPPHARM,TWO
DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.
COMMENTS: CHECKED WITH PATIENT. NO HEART CONDITION.
... order unflagged.

At that point, the flag from the Medication Profile is removed, but the flagged/unflagged reason remains on the Pending OP Orders screen unless you reflag the order.

Note: If a user does not have the PSORPH security key, they cannot unflag an order and will receive the following message when selecting the Accept (AC) action:

+ Enter ?? for more actions
AC Accept DC (Discontinue) FL (Flag/Unflag)
BY Bypass ED (Edit)
Select Item(s): Next Screen/ AC Accept

Order must be unflagged by a pharmacist before it can be finished.

Enter RETURN to continue:

Example: An Unflagged Order

Pending OP Orders (ROUTINE) March 14, 2008 09:16:33 Page: 1 of 2
OPPATIENT16,ONE <NO ALLERGY ASSESSMENT>
PID: 000-24-6802 Ht(cm): 177.80 (02/08/2007)
DOB: APR 3,1941 (66) Wt(kg): 90.45 (02/08/2007)
Flagged by OPPHARM,TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.
Unflagged by OPPHARM,TWO on 03/14/08@09:26: CHECKED WITH PATIENT. NO HEART CONDITION.

*(1) Orderable Item: ACETAMINOPHEN TAB
*(2) CMOP Drug: ACETAMINOPHEN 500MG TAB
Drug Message: NATL FORM
*(3) *Dosage: 500 (MG)
Verb: TAKE
Dispense Units: 1
*Route: ORAL
*Schedule: BID
*(4) Pat Instruct:
Provider Comments: ProvComments
SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
*(5) Patient Status: SERVICE CONNECTED
*(6) Issue Date: MAR 13,2008 Fill Date: MAR 13,2008
(8) Days Supply: 30 QTY (TAB): 60

+ Enter ?? for more actions
BY Bypass DC Discontinue FL Flag/Unflag
ED Edit FN Finish
Select Item(s): Next Screen//
Example: An Unflagged Renewal

<table>
<thead>
<tr>
<th>Prescription Renew</th>
<th>Jun 12, 2012@14:02:18</th>
<th>Page:</th>
<th>1 of 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAGPATNM,M</td>
<td></td>
<td>&lt;A&gt;</td>
<td></td>
</tr>
<tr>
<td>PID: 666-00-0286</td>
<td>Ht(cm): _______ (______)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOB: DEC 1,1900</td>
<td>Wt(kg): _______ (______)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Flagged by PHARMACY, USER on 6/12/12@14:00: test
Unflagged by PHARMACY, USER on 6/12/12@14:02: testing unflag

Rx#: 100001943A
Orderable Item: ACETAMINOPHEN TAB
CMOP Drug: THIORIDAZINE 30MG/ML CONC.
Patient Status: OPT NSC
(1) Issue Date: JUN 12, 2012
(2) Fill Date: JUN 12, 2012
Dosage: 20 (MG)
Verb: TAKE
Dispense Units: 2

Noun: TABLETS
Route: ORAL (BY MOUTH)

Select Item(s): Next Screen// Prescription Renew

After pending orders have been unflagged, they can be processed.

If you attempt to process a flagged order and are a user with a PSORPH security key, you are prompted "Unflag Order? NO/YES"). If you respond YES, enter comments to unflag the order and continue with processing. If you respond NO, you cannot process the order because it is still flagged. Users with only the PSO TECH ADV security key cannot unflag an order and will receive the following message when selecting the Accept (AC) action:

Select Item(s): Next Screen// AC Accept

Order must be unflagged by a pharmacist before it can be finished.

Enter RETURN to continue:
(This page included for two-sided copying.)
If the user chooses to copy Provider Comments into the Patient Instructions, they will display on the end of both the Patient Instructions and the Sig.

If the patient has been identified as having another language preference, the Provider Comments will not be appended to the other language Sig.

Example: Finishing an Order from OERR (continued)

<table>
<thead>
<tr>
<th>Provider Comments:</th>
<th>WITH A FULL MEAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy Provider Comments into the Patient Instructions? No//</td>
<td>Y</td>
</tr>
<tr>
<td>(TAKE ONE TABLET BY MOUTH TWICE A DAY WITH A FULL MEAL)</td>
<td></td>
</tr>
<tr>
<td>Rx # 503902</td>
<td>05/22/01</td>
</tr>
<tr>
<td>OPPATIENT16,ONE</td>
<td>#60</td>
</tr>
<tr>
<td>TAKE ONE TABLET BY MOUTH TWICE A DAY WITH A FULL MEAL</td>
<td></td>
</tr>
<tr>
<td>ACETAMINOPHEN 325MG TAB</td>
<td></td>
</tr>
<tr>
<td>OPPROVIDER4, TWO</td>
<td>OPPHARMACIST4, THREE</td>
</tr>
<tr>
<td># of Refills: 3</td>
<td></td>
</tr>
<tr>
<td>Are you sure you want to Accept this Order? NO//</td>
<td>Y</td>
</tr>
</tbody>
</table>

After an order is accepted, the user will be prompted to enter the missing information.

<table>
<thead>
<tr>
<th>METHOD OF PICK-UP:</th>
</tr>
</thead>
<tbody>
<tr>
<td>WAS THE PATIENT COUNSELED: No//</td>
</tr>
<tr>
<td>WAS COUNSELING UNDERSTOOD: No//</td>
</tr>
<tr>
<td>Do you want to enter a Progress Note? No//</td>
</tr>
<tr>
<td>SC Percent: 20%</td>
</tr>
<tr>
<td>Disabilities:</td>
</tr>
<tr>
<td>KNEE CONDITION 10% - SERVICE CONNECTED</td>
</tr>
<tr>
<td>TRAUMATIC ARTHRITIS 10% - SERVICE CONNECTED</td>
</tr>
<tr>
<td>SEPTUM, NASAL, DEVIATION OF 0% - SERVICE CONNECTED</td>
</tr>
<tr>
<td>RESIDUALS OF FOOT INJURY 0% - SERVICE CONNECTED</td>
</tr>
<tr>
<td>This Rx has been flagged as: SC</td>
</tr>
<tr>
<td>Was treatment for Service Connected condition? YES//</td>
</tr>
<tr>
<td>Press Return to Continue:</td>
</tr>
</tbody>
</table>
Flagging and Unflagging Pending Orders

Flagging a pending order allows you to prevent an order from being processed and attach a note known as a flag to the pending order. Flag/Unflag functionality is only available for Pending new orders and Pending renewals; only holders of the PSORPH security key can flag or unflag an order.

Flagged orders will not be processed. When you have flagged orders to process from the Complete Orders from OERR option, you should enter FL at the “Select By” prompt (shown in the following example). This ensures you will view all patients with flagged pending orders, allowing you to address their flagged orders; however, if you know which patients have flagged orders, you can access the flagged orders through the Medication Profile.

The following provides examples of how to flag and unflag pending orders from a medication profile within the Complete Orders from OERR option.

Example: Finishing an Order from OERR

Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

Orders to be completed for all divisions: 16

Do you want an Order Summary? No// <Enter> NO

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

Select Rx (Prescriptions) Option: COMPLETE Orders from OERR

There are multiple Institutions associated with this Outpatient Site for finishing orders entered through CPRS. Select the Institution for which to finish orders from. Enter '?' to see all choices.

Select CPRS ORDERING INSTITUTION: ALBANY// <Enter> NY VAMC 500

You have selected ALBANY.
After completing these orders, you may re-enter this option and select again.

There are 3 flagged orders for ALBANY

Select By: (PA/RT/PR/CL/FL/E): PATIENT// FL <Enter>

Do you want to see Medication Profile? Yes// <Enter>
The Domain Name Server (DNS) information of the automated dispensing device is appended to the Comment field of the activity log. This is usually an IP address or the DNS name.

The activity log has an entry indicating that the Rx has been sent to the external interface. With patch PSO*7*354, this activity entry is enhanced to indicate the routing automated dispensing device. The Domain Name Server (DNS) information of the automated dispensing device is appended to the Comment field of the activity log. This is usually an IP address or the DNS name.

The activity log was also updated to display the mail tracking information available in the RXD-13 segment of the HL7 message received by VistA from the external dispensing interface.

Example: Activity Log with multiple dispensing devices

<table>
<thead>
<tr>
<th>Rx Activity Log</th>
<th>May 23, 2011 @ 12:30:12</th>
<th>Page: 2 of 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>OUTPATIENT, SIX</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PID: 355-43-4343</td>
<td>Ht (cm): ___ (______)</td>
<td></td>
</tr>
<tr>
<td>DOB: OCT 29, 1932 (78)</td>
<td>Wt (kg): ___ (______)</td>
<td></td>
</tr>
<tr>
<td>1 05/04/11 REPRINT ORIGINAL OPPHARMACIST4, FOUR</td>
<td>Comments: TESTING MULTIDEVICES (1 COPIES)</td>
<td></td>
</tr>
<tr>
<td>2 05/04/11 X-INTERFACE ORIGINAL OPPHARMACIST4, FOUR</td>
<td>Comments: Prescription (Reprint) sent to external interface.</td>
<td></td>
</tr>
<tr>
<td>3 05/04/11 X-INTERFACE ORIGINAL POSTMASTER</td>
<td>Comments: HL7 ID - 50073974 MESSAGE TRANSMITTED TO 10.4.131.13</td>
<td></td>
</tr>
<tr>
<td>4 05/04/11 X-INTERFACE ORIGINAL POSTMASTER</td>
<td>Comments: HL7 ID - 50073975 MESSAGE TRANSMITTED TO 10.4.142.22</td>
<td></td>
</tr>
<tr>
<td>Labels Log:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>#</td>
<td>Date</td>
<td>Rx Ref</td>
</tr>
<tr>
<td>---</td>
<td>-----</td>
<td>-------</td>
</tr>
<tr>
<td>1</td>
<td>05/02/11</td>
<td>ORIGINAL</td>
</tr>
<tr>
<td>2</td>
<td>05/04/11</td>
<td>ORIGINAL</td>
</tr>
</tbody>
</table>

Example: Activity Log with HOLD/UNHOLD Comments

<table>
<thead>
<tr>
<th>Activity Log</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>Date</td>
<td>Reason</td>
</tr>
<tr>
<td>---</td>
<td>-----</td>
<td>-------</td>
</tr>
<tr>
<td>8</td>
<td>05/10/12</td>
<td>HOLD</td>
</tr>
<tr>
<td>Comments: Rx placed on HOLD (Reason: BAD ADDRESS) and removed from SUSPENSE - HOLD COMMENTS ENTERED BY THE USER MANUALLY.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>05/10/12</td>
<td>UNHOLD</td>
</tr>
<tr>
<td>Comments: Rx Removed from HOLD - UNHOLD COMMENTS ENTERED BY THE USER WHEN REMOVING THE RX FROM HOLD.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For HOLD/UNHOLD of prescriptions, the activity log entries include HOLD COMMENTS and the HOLD REASON when a prescription is placed on HOLD and UNHOLD COMMENTS when the prescription is removed from HOLD.
(This page included for two-sided copying.)
<table>
<thead>
<tr>
<th>Error Level</th>
<th>Error Message</th>
<th>Reason</th>
<th>Why message is being displayed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drug</td>
<td>Enhanced Order Checks cannot be performed for Orderable Item: &lt;OI NAME&gt;</td>
<td>No active, marked for IV Fluid Order Entry IV Additive/Solution found</td>
<td>The orderable item associate with an IV Fluid order did not have an active IV Additive/IV Solution marked for IV fluid order entry use at the time the order check was executed. This is another error the user will probably not see.</td>
</tr>
</tbody>
</table>

**Error Information**

The text in the error message and reason column will be displayed to the user. The type of error is displayed in column 1.

**Two Levels of Error Messages**

**System**

When such an error occurs no drug interaction or duplicate therapy order checks will be performed. Other order checks that do not use the COTS database (FDB) will still be performed such as allergy/ADRs, duplicate drug (for outpatient only) and new CPRS order checks, etc.

**Drug**

The second error level is for the drug and no drug interaction/duplicate therapy order checks will be performed for a specific drug. When you are processing an order, you may see a drug level error for a drug that is on the profile. This indicates that a drug interaction or duplicate therapy order check will not be performed for the drug in the order you are processing against this profile drug. Profile drug errors will only be shown once per patient session. So if you process several more orders, you will not see the error again. However, if you exit the option and at some later time reselect this patient to process new orders or take action on any existing orders, you will be shown the profile drug error once again.

If a drug level error occurs on the drug in the order you are processing, no profile drug errors will be displayed. No order checks (duplicate therapy or drug interaction) will occur for the processing drug (prospective drug). The only exception to this is when you are processing an IV order with multiple prospective drugs (i.e. multiple additives)
Chapter 1: Security Keys

A security key is a unique entry in the Security Key file (^DIC(19.1,) which may prevent access to a specific option or action by including the key as part of the option’s entry in the Option file (^DIC(19.). Only users entered in the Holder field of the Security Key file may access the option or action.

New or Modified Security Keys

PSO TRICARE/CHAMPVA
PSO*7*385 renamed the PSO TRICARE security key to PSO TRICARE/CHAMPVA. Please see TRICARE/CHAMPVA Eligible Outpatient Override Function for further information on this security key.

PSO TRICARE/CHAMPVA MGR
PSO*7*385 renamed the PSO TRICARE MGR security key to PSO TRICARE/CHAMPVA MGR. Please see TRICARE CHAMPVA Bypass/Override Report for further information on this security key.

PSO TECH ADV
PSO*7*386 added the PSO TECH ADV security key for use of holding and unholding prescriptions. Please see Holding and Unholding a Prescription for further information on this security key.