OUTPATIENT PHARMACY (PSO)

PHARMACIST’S USER MANUAL

Version 7.0
December 2007

(Revised September 2012)
### 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.

<table>
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<tr>
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| 09/12 | i, ib, vii, viii, 83a – 83d, 89 – 91b, 99, 107a, 170m | 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, viii, 8, 15, 24, 35-36, 41, 160, 170a, 170e-170l, 170m-170n, 177-178 | PSO*7*367 | To add functionality to Outpatient Pharmacy for the printing and storing of FDA Medication Guides.  
Updates to Index  
(N. Goyal, PM; B. Thomas, Tech Writer) |
| 03/12 | i, vii, 63, 107a-107b, 160-160b, 171, 172, 173 | PSO*7*354 | Update to TOC  
Automated Dispensing Device (ADD) enhancement  
ADD, DNS, OPAI added to Glossary.  
(Niha Goyal, PM; John Owczarzak, Tech Writer) |
| 02/12 | i-ii, iia-iib, v-viii, 10, 13-14, 36-37, 43, 48a-48b, 50, 67, 67a-67n, 75, 111, 117-119, 122-123, 123a-123b, 125-128, 128a-128b, 130-134, 134a-134b, 135-138, 138a-138b, 139-140, 140a-140b, 141, 141a-141b, 142-146, 147-149, 149a, 150-154, 156a-156b, 157 | PSO*7*385 | Removed incorrect listing of View Additional Reject Info (ARI) action  
Added signature alerts  
Updated wording for ¾ Days Supply Hold  
Added rounding functionality for ¾ Days Supply Hold  
Added new actions Submit Multiple Actions (SMA) and Suspense Date Calculation (SMA)  
Added new option View ePharmacy Rx (VER)  
Corrected earlier formatting errors  
Corrected typos  
Updated Service Code values  
Updated changed security key names  
Added TRICARE and CHAMPVA examples of rejects on a new order  
Updated name of TRICARE CHAMPVA Bypass/Override Report  
Updated screen shots related to patch changes |
<table>
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| 170c-170f, 171-178 | Updated wording based on reviewer feedback  
Added CHAMPVA functionality  
Added separate section to list changes to security keys  
Added CHAMPVA to Glossary  
(S. Spence, PM; C. Smith, Tech Writer) |
Added new action View Additional Reject Info (ARI)  
Expanded ECME Numbers to twelve digits  
Updated screen shots related to patch changes  
Added TRICARE to Glossary  
Corrected typos  
Corrected formatting errors from 11/10 reissue  
(S. Spence, PM; C. Smith, Tech Writer) |
| 09/11 i, vii, 30a-30f | PSO*7*382  
Added information regarding the new [PSO HRC PROFILE/REFILL] option.  
(N. Goyal, PM; J. Owczarzak, Tech Writer) |
| 04/11 i, viii, 8, 170a-170d, 177-179 | PSO*7*343  
To add functionality to Outpatient Pharmacy for the On-Demand Displaying of FDA Medication Guides.  
Display FDA Medication Guide [MG] added to Other OP Actions [OTH]  
Updates to Index  
(T. Leggett, PM; B. Thomas, Tech Writer) |
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| 04/11  | PSO*7*251 | The following changes are included in this patch:  
- Outpatient List Manager Screen Views  
- Added HP and H to Hold Status  
- Removed DC code; Added DF, DE, DP, DD and DA  
- Added to Hidden Action List: IN  
- Removed DC code; Added DF, DE, DP, DD and DA, and  
- Added HP and H to Hold Status  
- Replaced Medication Short Profile  
- Inserted enhanced Order checks, Outpatient Pharmacy generated order checks  
- Added IN to Screen Scrape  
- Modified New Order Screen Scrape  
- Inserted Drug Allergy Screens  
- Updated Glossary and Index to start on odd pages  
(G. Tucker, PM; G. Scorca, Tech Writer) |
| 11/10  | PSO*7*358 | Added information regarding TRICARE Active Duty Bypass/Override details  
(S. Spence, PM; G. Johnson, Tech Writer) |
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).
(This page included for two-sided copying.)
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### View of RX:

| Drug Profile | Nov 04, 2005@09:25:14 | Page: 1 of 1 |

- **OPPATIENT, FOUR**
  - **PID:** 000-01-1322P
  - **DOB:** JAN 13, 1922 (83)
  - **SEX:** MALE

<table>
<thead>
<tr>
<th># RX #</th>
<th>DRUG</th>
<th>QTY</th>
<th>ST</th>
<th>DATE</th>
<th>FILL</th>
<th>REM</th>
<th>SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>100003853e</td>
<td>30</td>
<td>A&gt;</td>
<td>11-04</td>
<td>11-04</td>
<td>5</td>
<td>30</td>
</tr>
</tbody>
</table>

Enter ?? for more actions

- **PU** Patient Record Update
- **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:

| AL   | Activity Logs (OP) | OTH | Other OP Actions | FS   | First Screen |
| VF   | Verify (OP)        | REJ | View REJECT      | GO   | Go to Page   |
| CO   | Copy (OP)          | DIN | Drug Restr/Guide (OP) | LS   | Last Screen |
| RP   | Reprint (OP)       | +   | Next Screen      | PS   | Print Screen |
| HD   | Hold (OP)          | -   | Previous Screen  | PT   | Print List   |
| UH   | Unhold (OP)        | <   | Shift View to Left | QU   | Quit         |
| PI   | Patient Information | >  | Shift View to Right | RD   | Re Display Screen |
| PP   | Pull Rx (OP)       | ADPL | Auto Display(On/Off) | SL   | Search List  |
| IP   | Inpat. Profile (OP) | DN | Down a Line      | UP   | Up a Line    |

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

<table>
<thead>
<tr>
<th>OP Medications (SUSPENDED)</th>
<th>May 11, 2012@10:12:56</th>
<th>Page: 1 of 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAGPATNM,M</td>
<td></td>
<td></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>

Rx #: 100002926
(1) *Orderable Item: FLUOXETINE CAP, ORAL
(2) CMOP Drug: EFFEXOR
(3) *Dosage: 10 (MG)
   Verb: TAKE
   Dispense Units: 1
   Noun: CAPSULE
   *Route: ORAL
   *Schedule: QAM
(4) Pat Instructions:
   SIG: TAKE ONE CAPSULE MOUTH EVERY MORNING

(5) Patient Status: OPT NSC
(6) Issue Date: 02/14/12      (7) Fill Date: 05/09/12
   Last Fill Date: 05/29/12 (Mail)
   Enter ?? for more actions
DC Discontinue      PR Partial      RL Release
ED Edit             RF (Refill)    RN Renew
Select Action: Next Screen// HD    HD
Nature of Order: WRITTEN// W

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:

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

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

<table>
<thead>
<tr>
<th></th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>INSUFFICIENT QTY IN STOCK</td>
</tr>
<tr>
<td>7</td>
<td>BAD ADDRESS</td>
</tr>
<tr>
<td>8</td>
<td>PER PATIENT REQUEST</td>
</tr>
<tr>
<td>98</td>
<td>OTHER/TECH (NON-CLINICAL)</td>
</tr>
</tbody>
</table>

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>#</th>
<th>Date</th>
<th>Reason</th>
<th>Rx Ref</th>
<th>Initiator Of Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>...</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>05/10/12</td>
<td>HOLD</td>
<td>REFILL 1</td>
<td>USER, PHARMACY</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<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>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>05/10/12</td>
<td>UNHOLD</td>
<td>REFILL 1</td>
<td>USER, PHARMACY</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Comments: Rx Removed from HOLD - UNHOLD COMMENTS ENTERED BY THE USER WHEN REMOVING THE RX FROM HOLD.</td>
</tr>
</tbody>
</table>
(This page included for two-sided copying.)
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...

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**

```
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.

*(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**

```
FL-Prescription Renew                  <A>
PAGPATNM,M                                  <A>
PID: 666-00-0286                          Ht(cm): _______ (______)
DOB: DEC 1,1900                           Wt(kg): _______ (______)
Flagged by PHARMACY,USER on 6/12/12@14:00: test

Rx#: 1000001943A
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 03/14/0809:26:  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 (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//

* Editing starred fields will create a new order
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//?”. 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:

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

Enter RETURN to continue:
(This page included for two-sided copying.)
Example: Finishing an Order from OERR (continued)

Select Drug by number: (1-2): 1

If the user chooses to copy Provider Comments into the Patient Instructions, they will be displayed 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.

Provider Comments:
WITH A FULL MEAL
Copy Provider Comments into the Patient Instructions? No// Y YES

(TAKE ONE TABLET BY MOUTH TWICE A DAY WITH A FULL MEAL)

Rx # 503902 05/22/01
OPPATIENT16,ONE #60
TAKE ONE TABLET BY MOUTH TWICE A DAY WITH A FULL MEAL

ACETAMINOPHEN 500MG TAB
OPPROVIDER4,TWO OPPHARMACIST4,THREE
# of Refills: 3

Are you sure you want to Accept this Order? NO// Y YES

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

METHOD OF PICK-UP:
WAS THE PATIENT COUNSELED: NO// Y YES
WAS COUNSELING UNDERSTOOD: NO// Y YES

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

SC Percent: 20%
Disabilities:
KNEE CONDITION 10% - SERVICE CONNECTED
TRAUMATIC ARTHRITIS 10% - SERVICE CONNECTED
SEPTUM, NASAL, DEVIATION OF 0% - SERVICE CONNECTED
RESIDUALS OF FOOT INJURY 0% - SERVICE CONNECTED

This Rx has been flagged as: SC
Was treatment for Service Connected condition: YES// <Enter>

Press Return to Continue:
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.

Flagged orders will not be processed. They are not a part of any pending orders. 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 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

```
Rx Activity Log  May 23, 2011@12:30:12  Page: 2 of 3

OUTPATIENT,SIX                                                  <A>
PID: 355-43-4343                                 Ht(cm): _____ (______)
DOB: OCT 29,1932 (78)                            Wt(kg): _____ (______)
+
1 05/04/11 REPRINT ORIGINAL OPPHARMACIST4,FOUR
Comments: TESTING MULTIDEVICES (1 COPIES)
2 05/04/11 X-INTERFACE ORIGINAL OPPHARMACIST4,FOUR
Comments: Prescription (Reprint) sent to external interface.
3 05/04/11 X-INTERFACE ORIGINAL POSTMASTER
Comments: HL7 ID - 50073974 MESSAGE TRANSMITTED TO 10.4.131.13
4 05/04/11 X-INTERFACE ORIGINAL POSTMASTER
Comments: HL7 ID - 50073975 MESSAGE TRANSMITTED TO 10.4.142.22
5 05/04/11 DISP COMPLETED ORIGINAL
Comments: External Interface Dispensing is Complete. Filled By: OPTECH,ONE
            Checking Pharmacist: OPPHARMACIST4,FOUR
            Mail Tracking Info.: USPS #123456789 received at 05/04/11@15:32:23
Label Log:
# Date        Rx Ref                    Printed By
===============================================================================
1 05/02/11 ORIGINAL OPPHARMACIST4,FIVE
Comments: From RX number 100002987
2 05/04/11 ORIGINAL OPPHARMACIST4,FOUR
Comments: From RX number 100002987 (Reprint)
+ Enter ?? for more actions
Select Action:Next Screen//
```

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.

Example: Activity Log with HOLD/UNHOLD Comments

```
Activity Log:
# Date        Reason   Rx Ref   Initiator Of Activity
... 8 05/10/12 HOLD    REFILL 1   USER,PHARMACY
Comments: Rx placed on HOLD (Reason: BAD ADDRESS) and removed from
          SUSPENSE - HOLD COMMENTS ENTERED BY THE USER MANUALLY.
... 9 05/10/12 UNHOLD REFILL 1   USER,PHARMACY
Comments: Rx Removed from HOLD - UNHOLD COMMENTS ENTERED BY THE USER
          WHEN REMOVING THE RX FROM HOLD.
```
Chapter 15: 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.
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