## 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>
<thead>
<tr>
<th>Date</th>
<th>Revised Pages</th>
<th>Patch Number</th>
<th>Description</th>
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</thead>
</table>
|          |               |                  | Updated Table of Contents                                                                                     
|          |               |                  | Modified [PSO PROVIDER EDIT], [PSO PROVIDER ADD], and [PSO PROVIDER INQUIRE]                                 
|          |               |                  | Added [PSORXDL] option                                                                                       
|          |               |                  | Modified [PSO EXPIRE INITIALIZE]                                                                          
|          |               |                  | Modified [PSO RELEASE REPORT]                                                                           
|          |               |                  | Modified [PSO LMOE FINISH]                                                                                 
|          |               |                  | New security key named "PSDRPH" introduced                                                                                                                              
|          |               |                  | Added Changes to Processing a Prescription section                                                          
|          |               |                  | Added Hash Counts and DEA Certification section.                                                            
|          |               |                  | Added two System Error messages                                                                          
|          |               |                  | Updated Index                                                                                              
|          |               |                  | (Niha Goyal, PM; John Owczarzak, Tech Writer)                                                                |  
| 01/2013  | i-iv, vii-xiii, 10, 13, 131, 6, 8, 42, 83, 84, 85a, 85c, 85d, 88, 122u, 122w, 122z, 122bb, 122b, 122j, 122zz, 136, 149, 157, 161, 165, 166, 167, 169, 175, 188, 200, 202, 243, 288, 34a-34d, 122a1-122a2, 122bbb, 122ccc, 122ddd, 137, 161, 169a, 249-250, 293-298, 299-302 | PSO*7*390       | Updated Revision History                                                                                       
|          |               |                  | Updated Table of Contents                                                                                     
|          |               |                  | Added new option Check Drug Interaction                                                                          
|          |               |                  | Added Creatinine Clearance (CrCL) and Body Surface Area (BSA), when available, to the header area of Patient and Medication Profile displays                                                                                           |  
|          |               |                  | Added new option Check Drug Interaction                                                                          
|          |               |                  | Added information regarding clinic orders                                                                        
|          |               |                  | Added drug allergy changes                                                                                   
|          |               |                  | Update Hidden Actions                                                                                         
|          |               |                  | Fix page numbering                                                                                           
|          |               |                  | Update Glossary                                                                                              
|          |               |                  | Update Index                                                                                                 
<p>|          |               |                  | (G. Tucker, PM; S. Heiress, Tech Writer)                                                                  |</p>
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| 09/12    | i- iiia, 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) |
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) |
Chapter 13: Label/Profile Monitor Reprint ................................................................. 59
Label Profile Monitor Reprint .................................................................................. 59

Chapter 14: Implementing and Maintaining Outpatient Pharmacy ....................... 59
Maintenance (Outpatient Pharmacy) ....................................................................... 59
Site Parameter Enter/Edit ....................................................................................... 60
Edit Provider ............................................................................................................. 60
Add New Providers ................................................................................................. 68
Queue Background Jobs ......................................................................................... 68
Autocancel Rx's on Admission .............................................................................. 69
Bingo Board Manager (BM) ................................................................................... 69
Enter/Edit Display .................................................................................................. 70
Auto-Start Enter/Edit ............................................................................................. 72
Print Bingo Board Statistics .................................................................................. 72
Print Bingo Board Wait Time .................................................................................. 73
Purge Bingo Board Data ....................................................................................... 74
Start Bingo Board Display ..................................................................................... 74
Stop Bingo Board Display ..................................................................................... 75
Edit Data for a Patient in the Clozapine Program ................................................ 75
Enter/Edit Clinic Sort Groups ................................................................................ 75
Initialize Rx Cost Statistics .................................................................................... 76
Edit Pharmacy Intervention ................................................................................... 77
Delete Intervention ................................................................................................. 77
Auto-delete from Suspense ................................................................................... 77
Automate Internet Refill ....................................................................................... 78
Delete a Prescription ............................................................................................... 79
Expire Prescriptions ............................................................................................... 79
Manual Auto Expire Rx's ...................................................................................... 80
Prescription Cost Update ....................................................................................... 80
Purge Drug Cost Data ............................................................................................ 80
Purge External Batches .......................................................................................... 81
Recompile AMIS Data ......................................................................................... 81

Chapter 15: Using the Medication Profile ............................................................. 82
Medication Profile ................................................................................................ 82
Medication Profile: Short Format .......................................................................... 82
Medication Profile: Long Format ......................................................................... 84
Medication Reconciliation ..................................................................................... 85
Medication Profile and Refill ............................................................................... 85a

Chapter 16: About the Output Reports Menu ...................................................... 86
Output Reports ...................................................................................................... 86
Action Profile (132 COLUMN PRINTOUT) .......................................................... 87
Alpha Drug List and Synonyms .......................................................................... 87
AMIS Report ........................................................................................................ 90
Bad Address Reporting Main Menu .................................................................... 91
Chapter 17: Using the Pharmacy Intervention Menu .............................. 119

Pharmacy Intervention Menu ................................................................. 119
Enter Pharmacy Intervention ............................................................... 119
Edit Pharmacy Intervention ................................................................. 119
Print Pharmacy Intervention ............................................................... 119
Delete Intervention ............................................................................. 120
View Intervention ................................................................................ 120
Chapter 18: Processing Drug/Drug Interactions ...................................................... 121
  Process Drug/Drug Interactions ........................................................................... 121
  Allergy/ADR Order Checks (PSO*7*251) .............................................................. 122bbb

Chapter 19: Releasing Medication ....................................................................... 123
  Release Medication .............................................................................................. 123
  Changes to Releasing Orders function - Digitally Signed Orders Only .................. 126
  Changes to Releasing Orders Function - ScripTalk® ............................................. 126c
  Changes to Releasing Orders Function – Signature Alert ...................................... 126c
  Changes to Releasing Orders Function – HIPAA NCPDP Global ......................... 127

Chapter 20: Returning Medication to Stock ......................................................... 129
  Return Medication to Stock .................................................................................. 129

Chapter 21: Processing a Prescription ................................................................. 131
  Rx (Prescriptions) .................................................................................................. 131
  Patient Prescription Processing .......................................................................... 132
    Duplicate Drug Order Check ........................................................................... 132d
    CPRS Order Checks .......................................................................................... 134a
    Entering a New Order ....................................................................................... 135
    Editing an Order ............................................................................................... 152
    Editing an ePharmacy Order .......................................................................... 157
    DAW/NDC Edit ............................................................................................... 160
    Using the Copy Action ..................................................................................... 161
    Copying an ePharmacy Order ....................................................................... 166
    Holding and Unholding a Prescription ............................................................ 169a
    Renewing a Prescription ................................................................................... 170
    Renewing an ePharmacy Order .................................................................... 172
    Flagging and Unflagging Pending Orders ........................................................ 175
  Barcode Rx Menu ............................................................................................... 178
    Barcode Batch Prescription Entry ................................................................. 178
    Check Quality of Barcode ................................................................................ 178
    Process Internet Refills .................................................................................... 179
  Complete Orders from OERR ............................................................................... 181
    Flagging and Unflagging Pending Orders ......................................................... 187
    Changes to Finishing Pending Orders Process - Digitally Signed Orders Only ...... 191
    Finishing an Order from OERR with Multiple Institutions ......................... 191
    Finishing an ePharmacy Order .................................................................... 192
    Activity Log ...................................................................................................... 193
  Discontinue Prescription(s) ................................................................................ 196
  Edit Prescriptions ............................................................................................... 197
  ePharmacy Menu ............................................................................................... 198
    Ignored Rejects Report .................................................................................... 198
    ePharmacy Medication Profile (View Only) ..................................................... 200
    NDC Validation ............................................................................................... 203
    ePharmacy Medication Profile Division Preferences ....................................... 204
    ePharmacy Site Parameters .......................................................................... 204
Chapter 22: ScripTalk® ‘Talking’ Prescription Labels ................................................. 250

ScripTalk Main Menu .............................................................................................................. 250
ScripTalk Patient Enter/Edit ...................................................................................................... 251
Queue ScripTalk Label by Barcode .......................................................................................... 251
Queue ScripTalk Label by Rx# ................................................................................................. 252
ScripTalk Reports .................................................................................................................... 252
  ScripTalk Audit History Report .............................................................................................. 252
  Report of ScripTalk Enrollees ................................................................................................. 253
Reprint a non-voided Outpatient Rx Label .............................................................................. 254
Set Up and Test ScripTalk Device ............................................................................................ 255
  ScripTalk Device Definition Enter/Edit .................................................................................. 255
  Print Sample ScripTalk Label .................................................................................................. 256
  Test ScripTalk Device .............................................................................................................. 257
  Reinitialize ScripTalk Printer .................................................................................................. 257

Chapter 23: Using the Supervisor Functions Menu ............................................................ 258

Supervisor Functions .................................................................................................................. 258
Add New Providers .................................................................................................................... 258
Daily Rx Cost ............................................................................................................................... 258
Delete a Prescription ................................................................................................................... 259
Edit Provider ................................................................................................................................ 259
Initialize Rx Cost Statistics ........................................................................................................ 259
Inter-Divisional Processing ......................................................................................................... 259
Inventory ....................................................................................................................................... 260
Look-up Clerk by Code ............................................................................................................... 260
Monthly Rx Cost Compilation .................................................................................................... 260
Patient Address Changes Report ............................................................................................... 260
Pharmacist Enter/Edit ............................................................................................................... 263
Purge Drug Cost Data ............................................................................................................... 263
Recompile AMIS Data .............................................................................................................. 263
Site Parameter Enter/Edit .......................................................................................................... 264
View Provider .............................................................................................................................. 271

Chapter 24: Using the Suspense Functions ............................................................................ 273

Suspense Functions .................................................................................................................... 273
Auto-delete from Suspense ........................................................................................................ 273
Chapter 25: Updating a Patient's Record ................................................................. 281
Update Patient Record .......................................................................................... 281

Chapter 26: Verifying Prescriptions ................................................................. 285
Verification .............................................................................................................. 285
List Non-Verified Scripts ..................................................................................... 286
Non-Verified Counts ............................................................................................ 287
Rx Verification by Clerk ......................................................................................... 287
Verification through Patient Prescription Processing ........................................ 288
Verifying ePharmacy Orders .................................................................................. 292
  Process Order Checks .......................................................................................... 292e
  Rx Verification by Clerk ....................................................................................... 292m

Chapter 27: CPRS Order Checks: How They Work ..................................... 292o
Introduction ............................................................................................................. 292o
Hash Counts and DEA Certification ................................................................. 292o
Order Check Data Caching ................................................................................... 292q

Chapter 28: Error Messages ............................................................................. 292q
Error Information .................................................................................................. 292r
Two Levels of Error Messages ............................................................................. 292r

Chapter 29: Security Keys ............................................................................... 292s
New or Modified Security Keys ........................................................................... 292s
  PSO TRICARE/CHAMPVA ................................................................................ 292s
  PSO TRICARE/CHAMPVA MGR ................................................................. 292s
  PSO TECH ADV ......................................................................................... 292s

Glossary .................................................................................................................. 293

Index ...................................................................................................................... 299
**Edit Provider**  
*PSO PROVIDER EDIT*

Edit existing provider entries in the NEW PERSON file with this option.

**Add New Providers**  
*PSO PROVIDER ADD*

This option allows new providers to be added. The provider’s name is already in the file if the name entered at the “Enter NEW PERSON's name” prompt is repeated and the screen returns to the menu. The *Edit Provider* option must be used in this case to change existing provider entries.

PSO*7*391 modified these three options, *Edit Provider* [PSO PROVIDER EDIT], *Add New Providers* [PSO PROVIDER ADD], and *View Provider* [PSO PROVIDER INQUIRE] to include the DETOX/MAINTENANCE ID NUMBER field (#53.11) and the DEA EXPIRATION DATE field (#747.44) of the NEW PERSON file (#200) as part of the screen along with the DEA# field (53.2).

**Example: [PSO PROVIDER ADD]**

<table>
<thead>
<tr>
<th>Provider: PROVIDER, TEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTHORIZED TO WRITE MED ORDERS: YES</td>
</tr>
<tr>
<td>VA#: 1122</td>
</tr>
<tr>
<td>DEA EXPIRATION DATE: DEC 09, 2017</td>
</tr>
<tr>
<td>STREET ADDRESS 1: 13th St</td>
</tr>
<tr>
<td>STATE: WYOMING</td>
</tr>
</tbody>
</table>

**Example: [PSO PROVIDER EDIT]**

<table>
<thead>
<tr>
<th>Provider: PROVIDER, TEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTHORIZED TO WRITE MED ORDERS: YES</td>
</tr>
<tr>
<td>VA#: 1122</td>
</tr>
<tr>
<td>DEA EXPIRATION DATE: DEC 09, 2017</td>
</tr>
<tr>
<td>STREET ADDRESS 1: 13th St</td>
</tr>
<tr>
<td>STATE: WYOMING</td>
</tr>
</tbody>
</table>

**Example: [PSO PROVIDER INQUIRE]**

<table>
<thead>
<tr>
<th>Name: PROVIDER, TEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initials: TP</td>
</tr>
<tr>
<td>NON-VA Prescriber:</td>
</tr>
<tr>
<td>Exclusionary Check Performed:</td>
</tr>
<tr>
<td>On Exclusionary List:</td>
</tr>
<tr>
<td>Exclusionary Checked By:</td>
</tr>
<tr>
<td>Authorized to Write Orders: Yes</td>
</tr>
<tr>
<td>Requires Cosigner: No</td>
</tr>
<tr>
<td>Detox/Maintenance ID#: AX1234567</td>
</tr>
<tr>
<td>Class: VA#: 1122</td>
</tr>
<tr>
<td>Type: Unknown</td>
</tr>
</tbody>
</table>
Queue Background Jobs

[PSO AUTOQUEUE JOBS]

This option is used to queue all background jobs. Once the Queue the Background Jobs option is selected, the option automatically pre-selects the jobs. Entering “E” for exit cannot exit the option. To exit a specific job and go on to the next one, an up arrow (^) must be entered. The background jobs are as follows:

- Autocancel Rx’s on Admission
- Nightly Rx Cost Compile
- Nightly Management Data Compile
- Compile AMIS Data (NIGHT JOB)
- Expire Prescriptions
- Auto-delete from Suspense

A date and time at least two minutes in the future must be entered. The jobs should be set to run at a time convenient for the site.

Respond only to the following prompts. All others will be left blank.

QUEUED TO RUN AT WHAT TIME:  This is the date/time desired for this option to be started by TaskMan.

RESCHEDULING FREQUENCY:  If this field is blank then the job will run only once.
Example: View of Queue Background Jobs Screen

Select Maintenance (Outpatient Pharmacy) Option: Queue Background Jobs

If time to run option is current do not edit.

Edit Option Schedule

Option Name: PSO AUTOCANCEL

Menu Text: Autocancel on Admission

Task ID: 1090241

Queued to run at what time: Jun 27, 2007@12:02

Device for queued job output:

Queued to run on volume set: 

Rescheduling frequency: 1D

Task parameters:

Special queueing:

Command: Press <PF1>H for help Insert

Autocancel Rx's on Admission

[PSO AUTOCANCEL1]

Use the Autocancel Rx's on Admission option to task a job every night to cancel the outpatient prescriptions of patients who were admitted 3 days ago. Enter the time desired to queue the job to run. Using this same option the user can also edit the time set for the job to run. The job should be set to run at a time between 5:30 p.m. and 11:30 p.m. (or when convenient for the site).

Bingo Board Manager (BM)

[PSO BINGO MANAGER]

Through the Bingo Board Manager menu the user can access the necessary options to set up the bingo board. Before data entry can begin, the division must be defined when entering the software package. Divisions are manager defined, but should be consistent with local policies in order to keep the statistical data relevant. At least one division must be defined.

After defining the division, define the display parameters through the Enter/Edit Display option. The display group is a uniquely defined location where the patient data will be displayed. As with the division parameter, at least one display group must be defined.
Automate Internet Refill
[PSO AUTO REFILL INITIALIZE]

This option initializes a job that will automatically process the refill requests placed via the Internet.

This option requires the PSOAUTRF key.

The following warning is displayed if the user does not hold the key.

Example: Automate Internet Refills – no security key held

```
Select Maintenance (Outpatient Pharmacy) Option: AUTOMATE Internet Refill
You must hold the PSOAUTRF key to run this option!
```

Internet refills are processed for all active divisions defined in the OUTPATIENT SITE file that have pending refill entries in the PRESCRIPTION REFILL REQUEST file. The Automate Internet Refill option uses the same criteria (prompting) that is used for the Process Internet Refill option. However, instead of the user responding to the prompts, the criteria is automatically set up by the software as follows:

<table>
<thead>
<tr>
<th>Prompt/Criteria</th>
<th>Pre-set Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>FILL DATE:</td>
<td>TODAY</td>
</tr>
<tr>
<td>MAIL/WINDOW:</td>
<td>MAIL</td>
</tr>
<tr>
<td>Will these refills be Queued or Suspended?</td>
<td>SUSPENDED</td>
</tr>
<tr>
<td>PROCESS AUTO REFILLS FOR INPAT?</td>
<td>NO (but site parameter overrides)</td>
</tr>
<tr>
<td>PROCESS AUTO REFILLS FOR CNH?</td>
<td>NO (but site parameter overrides)</td>
</tr>
</tbody>
</table>

Scheduling the background job includes setting a time and the job’s rescheduling frequency.

These fields should be left blank: DEVICE FOR QUEUED JOB OUTPUT, QUEUED TO RUN ON VOLUME SET, TASK PARAMETERS, and SPECIAL QUEUEING.
Example: Automate Internet Refills – Setting up the background job

Select Maintenance (Outpatient Pharmacy) Option: AUTOMATE Internet Refill

Edit Option Schedule
Option Name: PSO AUTO REFILL
Menu Text: Automate Internet Refill TASK ID: 173872

QUEUED TO RUN AT WHAT TIME: AUG 7, 2007@16:40

DEVICE FOR QUEUED JOB OUTPUT:

QUEUED TO RUN ON VOLUME SET:
RESCHEDULING FREQUENCY: 24H

COMMAND:

Delete a Prescription
[PSORXDL]

Using this option, a prescription status can be changed to deleted. This is only a change in status, not a removal of data. Deleted prescriptions do not appear on any profiles.

A released prescription can only be deleted after it has been returned to stock.

Expire Prescriptions
[PSO EXPIRE INITIALIZE]

This option initializes a daily job that will mark any prescription as expired that has yesterday as an expiration date. This option currently runs as a nightly job. PSO*7*391 modified the option to check for the Institutional DEA 'expiration date'. If the expiration date is within 30 calendar days or past expiration, then a mail message will be generated and sent to PSDMGR key holders.

Example: Institutional DEA Certification Expiration Date within 30 Days

Subj: 500:Institutional DEA Expiration Date is about to expire  [140331]
03/20/12@11:57 3 lines
From: POSTMASTER In 'IN' basket. Page 1 *New*
-----------------------------------------------

Please update Institutional DEA Certification Date. Will expire on 3/24/12.

******************************
Example: Institutional DEA Certification Past Expiration Date

Subj: 500: Institutional DEA Expiration Date has expired [#140333]
03/20/12 12:08 3 lines
From: POSTMASTER In 'IN' basket. Page 1 *New*
Please update Institutional DEA Certification Date. Expired on 2/19/12.
******************************************
(This page included for two-sided copying.)
(This page included for two-sided copying.)
Poly Pharmacy Report
[PSO POLY]
This report lists a patient or patients with a selected minimum amount of prescriptions within a selected number of days. The Non-VA Med orders are included in the amount of prescriptions and are displayed, after all of the medications distributed by the VA, on this report. Only active prescriptions show on this report. The class column of this report is the drug classification from the DRUG file.

Released and Unreleased Prescription Report
[PSO RELEASE REPORT]
This report lists released and unreleased prescriptions by date range. The start date default is the date the package is installed and the end date default will be the current date.

PSO*7*391 modified [PSO RELEASE REPORT] to add CS as a selection to the input. The drug name and CS schedule was added to the output.

Example: [PSO RELEASE REPORT] CS Selection and CS Schedule

Do you want ONLY Unreleased Prescriptions? NO//
Include (C)S Rx only, (N)on CS Rx only, or (B)oth (C/N/B): B// Controlled Substances Rxs Only

Select controlled substance schedules
Select one of the following:
1 SCHEDULES I - II
2 SCHEDULES III - V
3 SCHEDULES I - V
Select Schedule(s): 3//

Prescription List for Drug Warnings
[PSO RX LIST]
This report lists all prescriptions that have been finished with a particular medication(s) within a given date range.

This new option has been placed under the Output Reports [PSO OUTPUTS] menu and uses a sort template PSO DRUG WARNINGS.

Example: Prescription List for Drug Warnings – Input

** To avoid undesired wrapping of the output data, **
** please enter '0;256;999' at the 'DEVICE:' prompt. **

EXCLUDE DECEASED PATIENTS (Y/N) Y// ES
START WITH DIVISION: FIRST//
START WITH DRUG: FIRST//
* Previous selection: FINISH DATE/TIME from Oct 25,2009 to Oct
Before continuing, please set up your terminal to capture the detailed report data. On some terminals, this can be done by clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. This report may take a while to run.

Press Return to Continue:

The output of this report is in a delimited output format suitable for export to MS Excel and includes data from original prescription fills, refills, partial fills, and Consolidated Mail Outpatient Pharmacy (CMOP) fills. The report output is sorted primarily by patient name and secondarily by prescription number.

Each fill of the prescription is printed on a separate line preceded by a "HEADER" line containing patient demographic information. Each prescription detail line starts with a double backslash followed by an identifier to denote the type of fill (ORIGINAL, REFILL, PARTIAL, or CMOP).

Example: Prescription List for Drug Warnings – Output

```
\HEADER\^RX #^DRUG NAME^PATIENT^SSN^ADDRESS 1^ADDRESS 2^ADDRESS 3^CITY^STATE^ZIP^PHONE (HOME)^PHONE (WORK)^PHONE (CELL)^DECEASED?
\ORIGINAL\^RX #^ISSUE DATE^FILL DATE^RELEASED DATE/TIME^EXPIRATION DATE^LOT #^NDC^DIVISION^PHARMACIST^PROVIDER^RETURNED TO STOCK^PATIENT STATUS^QTY PER DAY^# OF REFILLS^MAIL/WINDOW
\REFILL\^RX #^REFILL DATE^RELEASED DATE/TIME^QTY PER DAY^LOT#^NDC^DIVISION^RETURNED TO STOCK^PROVIDER^PHARMACIST NAME^MAIL/WINDOW
\PARTIAL\^RX #^PARTIAL DATE^RELEASED DATE/TIME^NDC^LOT #^QTY PER DAY^DIVISION^RETURNED TO STOCK^PROVIDER^PHARMACIST NAME^FILLING PERSON^REMARKS^MAIL/WINDOW
\CMOP\^RX #^TRANSMISSION NUMBER^SEQUENCE #^NDC SENT^NDC RECEIVED^RX INDICATOR^STATUS^CANCELED DATE/TIME^CANCELED REASON^RESUBMIT STATUS^DATE SHIPPED^CARRIER^PACKAGE ID

\HEADER\^301188^PREDNISONE 20MG S.T.^SURPAT,RODNEY^666000148^123
^^^^TROY^NEW YORK^12180^\  ^N
\ORIGINAL\^301188^9/25/07^9/25/07^9/25/07 15:10:33^9/25/08^00009-0165-02
  ^EXT^TESTMAN,PHARM^TESTMAN,PROV^SC LESS THAN 50%^2^11^W
\REFILL\^301188^11/14/07^11/14/07 11:09:40^2^TROY^PHARNAM,DAVID
^DOCNAM,SUZY^W
\PARTIAL\^301188^2/8/10^2/8/10 15:16:51^1^EXT^TESTMAN,PHARM
  ^TESTMAN,PROV^W
```
Chapter 1: 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 option 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]

Use this option to edit an already existing entry in the APSP INTERVENTION file.
If a prescription is **not** in a releasable status, the user will be given an error message, such as:

- Prescription has a status of (status) and is not eligible for release.
- Prescription was deleted.
- Improper barcode format.
- Non-existent prescription.

Copay is not charged for a partial fill.

***Important***

This is a mandatory function that must be used by the pharmacy.

**Changes to Releasing Orders function - Digitally Signed Orders Only**

The release function in the *Patient Prescription Processing* option has been modified with patch PSO*7*131 to require that all digitally signed orders for Schedule II controlled substances (CSII orders) be released through the *Outpatient Rx’s* option in the *Controlled Substances* (CS) menu. If DEA/PKI is activated and an order is digitally signed, the user will be advised that the order must be released through the *Outpatient Rx’s* option in the *Controlled Substances* (CS) menu. The same message will display if a user attempts to release a digitally signed CSII order during Speed Release or when using the *Release Medication* option.

A new security key named "PSDRPH", was introduced by the Controlled Substances patch PSD*3*76 that authorizes pharmacists to finish/verify digitally signed Schedule II-V CS orders placed via CPRS.

When processing a digitally signed pending order, the integrity of the original order placed in CPRS is now being checked to ensure that the data fields listed below are not altered from the time the order is signed in CPRS and later selected for processing in backdoor pharmacy. This is done by passing the data elements listed below to a Kernel Application Programming Interface (API), Integration Control Registration (ICR) #3539 along with the CPRS hash count provided by ICR #5709. The Kernel API compares these two hash values and returns an "OK" if the pending order is unaltered; otherwise, a "-1^error code^error message" is returned.

Example: "-1^89802016^Mismatched digital signature hash values."

The following fields are used in the hash check:

- Date of Issuance
- Full Name and Address of the Patient
- Drug Name
- Quantity Prescribed
- Directions for Use
- Prescriber Name
- Prescriber Address (site address)
- Prescriber DEA / VA Registration Number
- Order Number (CPRS)
The Kernel API will also check for the validity of the DEA certificate. If the certificate is revoked or expired, the API will return the appropriate error code. If the error code is related to hash mismatch, or the DEA certificate is revoked, the following events will be triggered during pending order processing:

- The order will be auto discontinued.
- First line of the pending order screen will have the message "Digital Signature Failed: Corrupted (Hash mismatch)" or "Certificate revoked" concatenated with "Order Auto Discontinued", and the message will be highlighted.
- The status bar of the screen will have the message "Signature Failed: Corrupted (Hash mismatch)" or Certificate revoked."

A mail message will be generated to the holders of the PSDMGR key notifying that the order has been auto-discontinued (similar to the example listed below). If the discontinuation is due to a hash mismatch as a result of altering one of the fields listed above, the mail message will show the altered fields with the discrepancies as shown in the following example.

**Example: Mail Message of Discontinuation Due to Hash Mismatch**

```
Subj: DIGITALLY SIGNED NEW ORDER AUTO DISCONTINUED [#196353]
03/20/12@17:1024 lines
From: POSTMASTER In 'IN' basket. Page 1 *New*

Following order was auto discontinued when finishing a pending order
due to Corrupted (Hash mismatch) - 89802016

Division      : GREELEY CLINIC
CPRS Order #  : 5587651
Issue Date    : MAR 7, 2012
Patient       : TEST, PATIENT (0908)
Address       : P.O. BOX 31
                LAPORTE, CA 95981
Drug          : CODEINE SULFATE 60MG TAB
Dosage Ordered: 120 (MG)
Dosage Form   : TABLETS
Quantity      : 54
Provider      : TEST, PROVIDER
DEA#          : TA1234563
Site Address  : 2360 E PERSHING BLVD
                2360 East Pershing Boulevard
                CHEYENNE

Differences in CPRS and Pharmacy Pending File

<table>
<thead>
<tr>
<th>Data Name</th>
<th>CPRS File</th>
<th>Pharmacy Pending File</th>
</tr>
</thead>
<tbody>
<tr>
<td>QTY PRESCRIBED</td>
<td>15</td>
<td>30</td>
</tr>
</tbody>
</table>
```

If the error code is related to 'certificate expired', the pending order will be processed (will not be auto-discontinued), and a notification will be sent to the provider with the message "DEA certificate expired. Renew your certificate."
The following changes have been made for finishing a CS order:

- When finishing a pending CS order, if the user does not hold the new PSDRPH security key, the order will be marked as 'Non-Verified'. To verify a 'Non-Verified' CS order, the PSDRPH security key is now required. To discontinue a pending CS order, the PSDRPH security key is now required.

- The pending order screen will now display the provider's DEA/VA #, the DETOX# (if available), and the site address.

- When finishing a new pending CS order, the dosage, provider name, or the number of refills will not be allowed editing; however, the user will be allowed to select other possible dosages for the same drug if available. If the changes to the dispense drug results in creating a new order, the user will be notified by the message "Digitally Signed Order - No such changes allowed." If pharmacy wants to make such changes, then they have to discontinue (DC) the pending order and start a new order. However, the user will be allowed to select other possible dosages for the same drug that does not change the prescribed dosage.

- When finishing a new pending CS order, the day supply or the quantity will not be allowed to increase but can be decreased. If the day supply is decreased, the number of refills will also be adjusted accordingly depending on the drug setup (maximum refills, not refillable, etc). The quantity may be auto-calculated to a higher quantity by the system only when the dosage remains the same, but the dispense drug strength is changed – i.e. 2mg tablets #30 is changed to 1mg tablets, the Sig is updated, and the system changes the quantity to 60. A manual change to a higher quantity is not allowed.

- When finishing a pending CS order or verifying a CS order by the PSDRPH key holder, any edit to some of the key fields, such as dispense drug, dosage, dispense units, issue date, day's supply, quantity or number of refills, will now be captured and stored in the activity log.

Note: In patch PSO*7*99, a change was made for pending orders not to recalculate the quantity for CS drugs on selecting a different strength of the same drug and resulting in the same prescribed dosage. This change is removed in patch PSO*7*391.
Changes to Releasing Orders Function - ScripTalk®

The release function in the *Patient Prescription Processing* option has been modified to display a message to the user when the site is using a Bingo Board and when the patient is enrolled in ScripTalk®. This message will alert the user that the patient is enrolled in ScripTalk® and may need to have a verbal announcement that the prescription(s) is ready, instead of a visual announcement.

**Example: Releasing Medication to a ScripTalk® Patient**

```
Prescription Number 400693 Released
No Refill(s) to be Released
No Partial(s) to be Released

OPPATIENT16,ONE added to the WAITING display.
This patient is enrolled in ScripTalk and may benefit from
a non-visual announcement that prescriptions are ready.

Press Return to Continue:
```

Changes to Releasing Orders Function – Signature Alert

With Patch PSO*7*385, the release function in the *Patient Prescription Processing* option has been modified to display a message to the user when an ECME-billable prescription is being released as a window fill. This message will alert the user that the patient’s signature must be obtained. The user is not required to press <Enter> to continue or respond to the alert in any other manner.

**Example: Releasing an ePharmacy Window Fill**

```
Prescription Number 100003853 Released
No Refill(s) to be Released
No Partial(s) to be Released

ePharmacy Rx - Obtain Signature
```
Complete Orders from OERR  
[PSO LMOE FINISH]

When a clinician has created an order for a patient, the pharmacist needs to finish and verify the order. This option is used to finish orders entered into the patient record via Order Entry Results Reporting (OERR) V. 3.0. This option uses the List Manager features. PSO*7*391 added a new sort selection, 'CS' to the Complete Orders from OERR, enabling users to select digitally signed pending CS orders separately.

The user may select orders by patient, route, priority, clinic, flag, or controlled substances. If Clinic is selected, the user may then choose to select by Clinic or Clinic Sort Group. In any sort, orders are completed on a first-in/first-out basis by patient. Clinic Sort Groups can be added or edited in the Enter/Edit Clinic Sort Groups option, found under the Maintenance (Outpatient Pharmacy) menu option. Orders entered before implementation of patch PSO*7*46 (Pharmacy Ordering Enhancements (POE)) must have the fields used to build the Sig filled in before processing can be completed.

Enter “E” at the “Select By:” prompt to stop processing orders.

If a temporary address has no end date, the following text is now displayed: “(Temp address from XXX 99,9999 till (no end date))”.

For ePharmacy orders, after an order is finished, the billing data is sent to ECME, which sends a message back to Outpatient Pharmacy displaying the status of the claim. For an example, see “Finishing an ePharmacy Order” in this section.
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/CS/E): PATIENT//<Enter>

All Patients or Single Patient: (A/S/E): SINGLE//<Enter>
Select Patient: OPPATIENT16,ONE OPPATIENT16,ONE 4-3-41 000246802
YES SC VETERAN
WARNING : ** This patient has been flagged with a Bad Address Indicator.
Do you want to see Medication Profile? Yes//<Enter>

The user may enter a question mark at the “Select Patient” prompt to get a list of patients with pending orders. A single patient may be selected for processing, or pending orders for all patients may be processed in sequence by the time of each order’s entry into the system.

Flagged orders will not be processed. They are not a part of any pending orders. To process flagged orders, you should enter FL at the “Select By” prompt. 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.

If the user answers YES to “Do you want to see Medication Profile?” and the patient has remote prescription(s), the following prompt appears.

REMOTE PRESCRIPTIONS AVAILABLE!
Display Remote Data? N//
After the user answers the medication profile prompt, a warning displays if no allergy assessment has been made. The patient’s eligibility and RX patient status also displays.

```
OPPATIENT16,ONE  4-3-41  000-24-6802
YES   SC VETERAN
No Allergy Assessment!
```

Press Return to continue: <Enter>
Eligibility: SC
RX PATIENT STATUS: SERVICE CONNECTED// <Enter>

(The Patient Information and Medication Profile screens display next, but are not shown in this example.)

```
OPPATIENT16,ONE
PID: 000-24-6802
DOB: APR 3,1941 (66)

*(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
   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//// FN Finish
```

After “Finish” is selected, the user is prompted to fill in any information missing from fields needed to complete the order.

If you attempt to process a flagged order, 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.

If an order is sent from OERR without a Dispense Drug selected, and there is only one Dispense Drug tied to the Orderable Item, that drug will be inserted in the DRUG field (#2 on the screen). If there is more than one Dispense Drug tied to the Orderable Item, a “No Dispense Drug Selected” message will display in the DRUG field (#2 on the screen) and a Dispense Drug must be selected to complete/finish the order.

The following Drug are available for selection:
1. ACETAMINOPHEN 325MG
2. ACETAMINOPHEN EXTRA STR 500MG
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)

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 325MG 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 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/CS/E): PATIENT// FL <Enter>

Do you want to see Medication Profile? Yes// <Enter>
Reprint an Outpatient Rx Label

[PSO RXRPT]

The label reprint function allows a single label or many copies of the same label to be reproduced. When the patient is enrolled in ScripTalk®, a message is displayed to the user indicating this and prompting the user to use the ScripTalk® label for the prescription bottle.

Example: Reprinting an Outpatient Rx Label

Select Rx (Prescriptions) Option: REPRINT AN OUTPATIENT RX LABEL

Reprint Prescription Label: 400693 ADHESIVE TAPE WATERPROOF 1IN ROLL
Patient is a ScripTalk patient. Use ScripTalk label for prescription bottle.

Number of Copies? : (1-99) : 1// <Enter> 0
Print adhesive portion of label only? N// <Enter> 0
Do you want to send to External Interface Device? No// ?

Enter either 'Y' or 'N'.

Do you want to send to External Interface Device? No// NO

Comments:

Rx # 400693 06/27/03
OPPATIENT16,ONE #1

AS DIR ON AFFECTED AREA

ADHESIVE TAPE WATERPROOF 1IN ROLL
OPPROVIDER30,TWO OPPHARMACIST4,THREE
# of Refills: 2

When reprinting, you can choose whether or not you want to resend to a dispensing device using an external interface. If you do choose to resend, then the prescription will be sent to the dispensing system, and an entry will be made in the label log. This documents that this was a reprint and also resent to the dispensing system device. If you do not resend the prescription to the dispensing device, then only one entry is made in the label log.
**Signature Log Reprint**

[PSO SIGLOG REPRINT]

This option allows the user to reprint the Signature Log for a prescription. The system will prompt for a prescription number and printer device. The user will receive a system confirmation that this log has been queued to print.

**Example: Reprinting a Signature Log**

Select Rx (Prescriptions) Option: **Signature Log Reprint**

Reprint Signature Log for Prescription: **100002277A** PREDNISONE 20MG S.T.

Select LABEL DEVICE: **LEX2** LEX2$PRT Bay Pines

Signature Log Reprint queued

**View Prescriptions**

[PSO VIEW]

View the most complete information available for a specific prescription. The activity log lists the date, reason, prescription reference (Rx Ref), the initiator of the activity, and comments. The label log lists the date, prescription (Rx Ref), the person who printed it, and comments. Prescriptions with a deleted status cannot be viewed.

**Restrictions to Providers on Controlled Substances Orders**

As part of patch PSO*7*391, the Kernel patch XU*8*580 introduced new fields to the NEW PERSON file (#200). Apart from the DEA/VA requirement, DEA further classifies what CS schedule a provider is authorized to write. These new fields are:

- 55.1 SCHEDULE II NARCOTIC (S), [PS3;1]
- 55.2 SCHEDULE II NON-NARCOTIC (S), [PS3;2]
- 55.3 SCHEDULE III NARCOTIC (S), [PS3;3]
- 55.4 SCHEDULE III NON-NARCOTIC (S), [PS3;4]
- 55.5 SCHEDULE IV (S), [PS3;5]
- 55.6 SCHEDULE V (S), [PS3;6]

If one of the above fields is populated for a provider, then when placing a new order in backdoor pharmacy, the software will now check for the drug schedule with the provider privileges. If the provider does not have schedule II privileges, the software will display the following message:

"Provider not authorized to write Federal Schedule 2 prescriptions."
When placing an order for a CS Detoxification drug, the software will now check for a valid Detoxification number for the provider. If the provider does not have a Detoxification number, the software will display the following message:

"Provider must have a DETOX# to order this drug."

Prior to PSO*7*391, the default days supply for all drugs was based on Patient Rx Status. PSO*7*391 changes the default for CS schedule II drugs to be set to 30 (or to the current Patient Rx Status if lower than 30). The Integration Control Registration #3278 that returns day supply (DSUP^PSOSIGDS) is modified to return 30 for CS schedule II drugs.
(This page included for two-sided copying.)
5. Leave Both Pending (do nothing) ?: 4 ACTIVATE 1 and 2

The term ‘Activate’ has changed to ‘Process’ and the term ‘Pending’ has changed to ‘Non-verified’.

See output with changes below:

Do you want to:
1. Cancel Rx #2476 DRUG: AMIODARONE 200MG TAB
2. Cancel Rx #2474 DRUG: WARFARIN 5MG TAB
3. Cancel Both 1 and 2
4. Process Both 1 and 2
5. Leave Both Non-Verified (do nothing) ?: 4 Process 1 and 2

The List Non-Verified Scripts [PSO VRPT] option now includes Dosage Checks.

Sorted by Patient

Select Verification Option: LIST Non-Verified Scripts
Sort By Patient or Clerk: P// ATIENT
DEVICE: HOME// TELNET Right Margin: 80/

NON-VERIFIED PRESCRIPTIONS
AS OF JUN 25,2007@08:46:10
SORTED BY PATIENT
(# indicates Order Check)

<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>PSOPATIENT, ONE</td>
<td>2467</td>
<td>06/25/07</td>
<td>AMIODARONE 200MG TAB</td>
<td>5</td>
</tr>
<tr>
<td>PSOPATIENT, TWO</td>
<td>2449</td>
<td>06/20/07</td>
<td>WARFARIN 5MG TAB</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2452</td>
<td>06/20/07</td>
<td>ASPIRIN 325MG EC TAB</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2456</td>
<td>06/20/07</td>
<td>INDOMETHACIN 25MG CAP</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2457</td>
<td>06/20/07</td>
<td>ENALAPRIL 5MG TAB</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2458</td>
<td>06/20/07</td>
<td>ACYCLOVIR 200MG CAP</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2459</td>
<td>06/20/07</td>
<td>BUPROPRION 150MG TAB,SA</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2461</td>
<td>06/20/07</td>
<td>TEMAZEPAM 15MG CAP</td>
<td>5</td>
</tr>
</tbody>
</table>

Sorted by Clerk

Non-Verified Prescriptions
As of Jun 25, 2007@13:09:34
Sorted by Clerk
(# indicates Order Check)

<table>
<thead>
<tr>
<th>Patient name</th>
<th>Rx #</th>
<th>Issued</th>
<th>Drug</th>
<th>Clerk-&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSOPATIENT, ONE</td>
<td>2473</td>
<td>06/25/07</td>
<td>AMINOPHYLLINE 200MG TAB</td>
<td>PSOTECH,ONE</td>
</tr>
</tbody>
</table>
Chapter 27: CPRS Order Checks: How They Work

Introduction

In CPRS, Order Checks occur by evaluating a requested order against existing patient data. Most order checks are processed via the CPRS Expert System. A few are processed within the Pharmacy, Allergy Tracking System, and Order Entry packages. Order Checks are a real-time process that occurs during the ordering session and is driven by responses entered by the ordering provider. Order Check messages are displayed interactively in the ordering session.

Order Checks review existing data and current events to produce a relevant message, which is presented to patient caregivers. Order Checks use the CPRS Expert System (OCX namespace), to define logical expressions for this evaluation and message creation. In addition to the expert system Order Checks have some hard-coded algorithms. For example, the drug-drug interaction order check is made via an entry point in the pharmacy package whereas Renal Functions for Patients 65 and Over is defined as a rule in the CPRS Expert System.

Hash Counts and DEA Certification

When processing a digitally signed pending order, the integrity of the original order placed in CPRS is now being checked to ensure that the data fields listed below are not altered from the time the order is signed in CPRS and later selected for processing in backdoor pharmacy. This is done by passing the data elements listed below to a Kernel Application Programming Interface (API), Integration Control Registration (ICR) #3539 along with the CPRS hash count provided by ICR #5709. The Kernel API compares these two hash values and returns an "OK" if the pending order is unaltered; otherwise, a "-1\ error code\ error message" is returned.

Example: "-1\89802016\Mismatched digital signature hash values."

The following fields are used in the hash check:
- Date of Issuance
- Full Name and Address of the Patient
- Drug Name
- Quantity Prescribed
- Directions for Use
- Prescriber Name
- Prescriber Address (site address)
- Prescriber DEA / VA Registration Number
- Order Number (CPRS)

The Kernel API will also check for the validity of the DEA certificate. If the certificate is revoked or expired, the API will return the appropriate error code. If the error code is related to hash mismatch, or the DEA certificate is revoked, the following events will be triggered during pending order processing:
- The order will be auto discontinued.
• First line of the pending order screen will have the message "Digital Signature Failed: Corrupted (Hash mismatch)" or "Certificate revoked" concatenated with "Order Auto Discontinued", and the message will be highlighted.
• The status bar of the screen will have the message "Signature Failed: Corrupted (Hash mismatch)" or Certificate revoked."

A mail message will be generated to the holders of the PSDMGR key notifying that the order has been auto-discontinued (similar to the example listed below). If the discontinuation is due to a hash mismatch as a result of altering one of the fields listed above, the mail message will show the altered fields with the discrepancies as shown in the following example.

**Example: Mail Message of Discontinuation Due to Hash Mismatch**

```
Subj: DIGITALLY SIGNED NEW ORDER AUTO DISCONTINUED  [#196353]  
03/20/12@17:1024 lines  
From: POSTMASTER In 'IN' basket.  Page 1  *New*  

-----------------------------------------------------------------------  
Following order was auto discontinued when finishing a pending order due to Corrupted (Hash mismatch) - 89802016  
Division          : GREELEY CLINIC  
CPRS Order #      : 5587651  
Issue Date        : MAR 7, 2012  
Patient           : TEST, PATIENT (0908)  
Address           : P.O. BOX 31  
                   : LAPORETE, CA 95981  
Drug              : CODEINE SULFATE 60MG TAB  
Dosage Ordered   : 120 (MG)  
Dosage Form       : TABLETS  
Quantity          : 54  
Provider          : TEST, PROVIDER  
DEA#              : TA1234563  
Site Address      : 2360 E PERSHING BLVD  
                   : 2360 East Pershing Boulevard  
                   : CHEYENNE  

Differences in CPRS and Pharmacy Pending File  
Data Name           CPRS File         Pharmacy Pending File  
---------           ---------         ---------------------  
QTY PRESCRIBED      15                30  
```

If the error code is related to 'certificate expired', the pending order will be processed (will not be auto-discontinued), and a notification will be sent to the provider with the message, "DEA certificate expired. Renew your certificate."

The following changes have been made for finishing a CS order:
• When finishing a pending CS order, if the user does not hold the new PSDRPH security key, the order will be marked as 'Non-Verified'. To verify a 'Non-Verified' CS order, the PSDRPH security key is now required. To discontinue a pending CS order, the PSDRPH security key is now required.
• The pending order screen will now display the provider's DEA/VA #, the DETOX# (if available), and the site address.

• When finishing a new pending CS order, the dosage, provider name, or the number of refills will not be allowed editing; however, the user will be allowed to select other possible dosages for the same drug if available. If the changes to the dispense drug results in creating a new order, the user will be notified by the message "Digitally Signed Order - No such changes allowed." If pharmacy wants to make such changes, then they have to discontinue (DC) the pending order and start a new order. However, the user will be allowed to select other possible dosages for the same drug that does not change the prescribed dosage.

• When finishing a new pending CS order, the day supply or the quantity will not be allowed to increase but can be decreased. If the day supply is decreased, the number of refills will also be adjusted accordingly depending on the drug setup (maximum refills, not refillable, etc). The quantity may be auto-calculated to a higher quantity by the system only when the dosage remains the same, but the dispense drug strength is changed – i.e. 2mg tablets #30 is changed to 1mg tablets, the Sig is updated, and the system changes the quantity to 60. A manual change to a higher quantity is not allowed.

• When finishing a pending CS order or verifying a CS order by the PSDRPH key holder, any edit to some of the key fields, such as dispense drug, dosage, dispense units, issue date, day's supply, quantity or number of refills, will now be captured and stored in the activity log.

Note: In patch PSO*7*99, a change was made for pending orders not to recalculate the quantity for CS drugs on selecting a different strength of the same drug and resulting in the same prescribed dosage. This change is removed in patch PSO*7*391.

**Order Check Data Caching**

Data caching was recently added to improve the speed of order checks. Before data caching, order checks could be slow because each order check retrieved data from the other VISTA packages—even if the order checks used the same data. With data caching, the first order check in an ordering session retrieves data from other VISTA packages, uses the data to evaluate whether it should display a warning, and then stores the retrieved data in the ^XTMP("OCXCACHE" global for five minutes. The order checks that occur in the next five minutes can use the cached data, if it is the appropriate data, instead of retrieving data from the other packages. After five minutes, the cached data expires, and order checks must retrieve new data from the VISTA packages.

For example, before data caching was implemented, if an order check took 3 seconds to retrieve data from other VISTA packages, and there were 12 order checks, clinicians might wait 36 seconds to sign orders. With data caching, the first order check might take 3 seconds to retrieve the data, but subsequent order checks could use the cache and might take only .03 seconds each. That would be 3.33 seconds compared to 36 seconds. The numbers in this example are for illustration only and do not reflect real system speed. However, data caching should speed up order checks.
To avoid using all available disk space for storing data from order checks, there are several ways to clear the ^XTMP("OCXCACHE") global. ORMTIME removes data from the global when it runs. The suggested frequency for running ORMTIME is every 30 minutes, but not every site runs it that frequently. Kernel cleanup utilities also remove data from the cache when they run, which is usually every 24 hours. If needed, users that have access to the programmer’s prompt can manually clear the cache from that prompt by using PURGE^OCXCACHE.
## Chapter 28: Error Messages

<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>System</td>
<td>No Enhanced Order Checks can be performed.</td>
<td>Vendor Database cannot be reached.</td>
<td>The connectivity to the vendor database has gone down. A MailMan message is sent to the G. PSS ORDER CHECKS mail group when the link goes down and when it comes back up.</td>
</tr>
<tr>
<td>System</td>
<td>No Enhanced Order Checks can be performed.</td>
<td>The connection to the vendor database has been disabled.</td>
<td>A user has executed the Enable/Disable Vendor Database Link [PSS ENABLE/DISABLE DB LINK] option and disabled the interface.</td>
</tr>
<tr>
<td>System</td>
<td>No Enhanced Order Checks can be performed</td>
<td>Vendor database updates are being processed</td>
<td>The vendor database (custom and standard data) is being updated using the DATUP (Data Update) process.</td>
</tr>
<tr>
<td>System</td>
<td>“Signatured Failed- Order Auto Discontinued”</td>
<td>Hash Mismatch</td>
<td>Original digitally signed CS order placed in CPRS is checked to ensure data fields are not altered from the time the order is signed in CPRS and later selected for processing in backdoor pharmacy.</td>
</tr>
<tr>
<td>System</td>
<td>“DEA certificate expired. Renew your certificate.”</td>
<td>Validity of the DEA certificate.</td>
<td>Kernel API check for the validity of the DEA certificate. If certificate is revoked or expired, the API will return the appropriate error code.</td>
</tr>
<tr>
<td>Drug</td>
<td>Enhanced Order Checks cannot be performed for Local or Local Outpatient Drug:</td>
<td>Drug not matched to NDF</td>
<td>The local drug being ordered/ or on profile has not been matched to NDF. Matching the drug to a VA Product will eliminate this message.</td>
</tr>
<tr>
<td>Drug</td>
<td>&lt;DRUG NAME&gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drug</td>
<td>Order Checks could not be done for Remote Drug: &lt;DRUG NAME&gt;, please complete</td>
<td></td>
<td>If this error message is displayed, it means that the VA product that the local or remote drug being ordered/or on the local or remote profile does not have a GCNSEQNO or in rare cases, the GCNSEQNO assigned to the VA Product does not match up with a GCNSEQNO in the vendor database.</td>
</tr>
<tr>
<td>Drug</td>
<td>a manual check for Drug Interactions and Duplicate Therapy. Remote order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drug</td>
<td>order indicator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drug</td>
<td>Enhanced Order Checks cannot be performed for Orderable Item: &lt;OI NAME&gt;</td>
<td>No active Dispense Drug found</td>
<td>Highly unlikely that this error would be seen. At the time the order check was being performed the orderable item did not have an active dispense drug associated.</td>
</tr>
<tr>
<td>Error Level</td>
<td>Error Message</td>
<td>Reason</td>
<td>Why message is being displayed.</td>
</tr>
<tr>
<td>-------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<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).
Index

3
3/4 Days Supply Hold, 277

A
About the Output Reports Menu, 86
Action Profile, 87
Add New Providers, 68, 258
Alerts for Discontinued CMOP Prescription, 246
All Reports, 110, 112
Allergy/ADR Order Checks, 122bbb
Alpha Drug List and Synonyms, 90
AMIS Report, 90
Archive to File, 16
Archiving menu, 15
Autocancel Rx's on Admission, 21, 69
Auto-delete from Suspense, 77, 273
Auto-Start Enter/Edit, 25, 72

B
Barcode Batch Prescription Entry, 178
Barcode Rx Menu, 178
Batch Print Questionnaires, 52
Bingo Board Manager, 23
Bingo Board Manager (BM), 69
Bingo Board User (BU), 30

C
CHAMPUS Billing Exemption, 43
Change Label Printer, 33
Change Suspense Date, 274
Changing the Label Printer, 33
Check Drug Interaction, 34a
Check Quality of Barcode, 178
Clinic Costs, 93
Clozapine Pharmacy Manager, 35
CMOP Controlled Substance Rx Dispense Report, 92
Commonly Dispensed Drugs, 92
Complete Orders from OERR, 181
Controlling the Dispensing of Clozapine, 35
Copay Menu, 43
Cost Analysis Reports, 93
Cost of Prescriptions, 110, 112
Count of Prescriptions, 110, 112
Count of Suspended Rx's by Day, 274
CPRS Order Checks, 134a
CPRS Order Checks: How They Work, 292o
Create/Edit a Questionnaire, 52

D
Daily AMIS Report, 94
Daily Management Report Menu, 110
Daily Rx Cost, 258
Date Range Recompile Data, 111
DAW Code, 157
DAW/NDC Edit, 160
DEA Certification, 292o
Delete a Prescription, 79, 259
Delete Intervention, 77, 120
Delete Printed Rx's from Suspense, 275
Discontinue Prescription(s), 196
Discontinued by a Background Process, 246
Discontinued by a Foreground Pharmacy Process, 246
Dispense as Written, 157
Display Lab Tests and Results, 36
Display Patient's Name on Monitor, 30
Division Costs by Drug, 93
Drug Costs, 93
Drug Costs by Division, 93
Drug Costs by Division by Provider, 93
Drug Costs by Provider, 93
Drug List By Synonym, 95
DUE Report, 52
DUE Supervisor, 51
Duplicate Drug Order Check, 132 d
DUR reject, 198

E
Edit an Existing Answer Sheet, 51
Edit Data for a Patient in the Clozapine Program, 36, 75
Edit Pharmacy Intervention, 77, 119
Edit Prescription(s), 197
Edit Provider, 68, 259
Enhanced dosing checks, 292
Enter a New Answer Sheet, 51
Enter New Patient, 30
Enter Pharmacy Intervention, 119
Enter/Edit Clinic Sort Groups, 53, 75
Enter/Edit Display, 24, 70
Entering Actions, 9
Print Bingo Board Wait Time, 27, 73
Print from Suspense File, 275
Print Pharmacy Intervention, 120
Print Sample ScripTalk Label, 256
Process Drug/Drug Interactions, 121
Process Internet Refills, 179
Process Order Checks, 292c
Processing a Prescription, 131
Processing Drug/Drug Interactions, 121
Provider by Drug Costs, 94
Provider Costs, 94
Pull Early from Suspense, 278
Purge, 19
Purge Bingo Board Data, 28, 74
Purge Data, 113
Purge Drug Cost Data, 80, 263
Purge External Batches, 55, 81

Q
Queue Background Jobs, 68a
Queue ScripTalk Label by Barcode, 251
Queue ScripTalk Label by Rx#, 252

R
Recompile AMIS Data, 81, 263
Refill Too Soon reject, 198
Register Clozapine Patient, 37
Reinitialize ScripTalk Printer, 257
Released and Unreleased Prescription Report, 117
Releasing Medication, 123
Remove Patient's Name from Monitor, 31
Report of ScripTalk Enrollees, 253
Reprint a non-voided Outpatient Rx Label, 254
Reprint an Outpatient Rx Label, 248
Reprint Batches from Suspense, 279
Reprint External Batches, 53, 55, 56
Request Statistics, 94
Reset Copay Status/Cancel Charges, 45
Returning Medication to Stock, 129
Rx (Prescriptions), 131
Rx Verification by Clerk, 287, 292m

S
Save to Tape, 15
ScripTalk Audit History Report, 252
ScripTalk Device Definition Enter/Edit, 255

Tape Retrieval, 16
Test ScripTalk Device, 257
Third Party Payer Rejects - View/Process, 207
Third Party Payer Rejects - Worklist, 211
TRICARE Bypass/Override Report, 219
TRICARE Eligible Outpatient Override Function, 232
TRICARE Reject Processing, 227
Type of Prescriptions Filled, 111, 113

U
Update Patient Record, 281
Using List Manager with Outpatient Pharmacy, 9
Using the Archive Menu Option, 15
Using the Bingo Board Menu, 23
Using the ScripTalk® Menu, 250
Using the Supervisor Menu, 258
Using the Suspense Functions, 273

Verification, 285
Verifying Prescriptions, 285
View External Batches, 57
View Intervention, 120
View Prescriptions, 249
View Provider, 271
Viewing and Resolving Open Rejects, 207