Pharmacy Reengineering (PRE)

Inbound ePrescribing Version 4.0

VistA Patch # PSO\*7.0\*581

Installation Guide



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Revision History

| Date | Version | Description | Author |
| --- | --- | --- | --- |
| 01/2021 | 1.5 | Updated PSOERX01 Checksum to match value in Patch Description ([pg12](#RoutineInfo1)) | Technatomy |
| 12/2020 | 1.4 | Updated section 4.1.1 with Change Healthcare coordination ([pg6](#PrePost)), Added section 4.11.2 for contact support for Change Healthcare coordination [(pg15](#ChgHlthCare)),Updated section 4.8 Installation Procedure ([pg8](#InstallProc)) , Updated section 4.10 with PSO\*7.O\*581-T12 Routine information ([pg10](#RoutineInfo)), Updated section 4.9 reference to section 4.11 ([pg11](#PostInstall)); Updated section 4.11 text ([pg14)](#PostInstallProc); Updated section 5.6 SNow reference ([pg17](#BackOutProc)). | Technatomy |
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| 12/2020 | 1.2 | Updated section 4.1.1 with reference to Installation steps ([pg6](#InstallSteps)); Added section 4.10.1 Configure Web Server Entry ([pg14)](#ConfigWeb) | Technatomy |
| 12/2020 | 1.1 | Deleted DIRB reference ([pg7](#pg7)); Updated Section 4.8 KIDS Installation ([pg9](#KIDSInstall)) | Technatomy |
| 12/2020 | 1.0 | Updated [Section 1.1](#p1) on patch dependenciesUpdated [Section 3.1](#p2), [Section 3.1.2,](#p3) [Section 3.1.3](#p3_3_1_3), [Section 4.3](#p43), [Section 4.9](#p6), and Section [4.10](#p7) | Technatomy |

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# Introduction

This document describes how to deploy and install the Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) VistA Patch (PSO\*7.0\*581).

The purpose of this plan is to provide a single, common document that describes how, when, where, and to whom the IEP patch PSO\*7.0\*581 will be deployed and installed, as well as how it is to be backed out and rolled back, if necessary. The plan also identifies resources, communications plan, and rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

## Dependencies

Patch PSO\*7.0\*581 possesses a direct application dependency on the VistA Outpatient Pharmacy (OP) v.7.0 application. Patch PSO\*7\*457, PSO\*7\*508, PSO\*7\*527, PSO\*7\*551, PSO\*7\*565, PSO\*7\*567, PSO\*7\*582, PSO\*7\*591, PSO\*7\*598, and PSO\*7\*606 are required to be installed before PSO\*7.0\*581.

## Constraints

A Pre-installation routine exists that will load new file entries for the

ERX SERVICE REASON CODES file (#52.45). The number of codes are large

enough that it will require the installer to use GIGEN^%ZSPECIAL to load a

.GBL file which contains a temp global.

# Roles and Responsibilities

This section outlines the roles and responsibilities for managing the deployment of the patch PSO\*7.0\*581.

Table 1: Deployment, Installation, Back-out, and Rollback Roles and Responsibilities

| ID | Team | Phase / Role | Tasks | Project Phase (See Schedule) |
| --- | --- | --- | --- | --- |
| 1 | Field Operations (FO), Enterprise Operations (EO), or Enterprise Program Management Office (EPMO) (depending upon project ownership) | Deployment | Plan and schedule deployment (including orchestration with vendors) | Deployment |
| 2 | FO, EO, or EPMO (depending upon project ownership) | Deployment | Determine and document the roles and responsibilities of those involved in the deployment. | Design/Build |
| 3 | FO, or EO | Deployment | Test for operational readiness  | Design/Build |
| 4 | FO or EO | Deployment | Execute deployment | Design/Build |
| 5 | FO or EO | Installation | Plan and schedule installation  | Deployment |
| 6 | Regional Project Manager (PM)/ Field Implementation Services (FIS)/ Office of Policy and Planning (OPP) PM | Installation | Ensure authority to operate and that certificate authority security documentation is in place | Design/Build |
| 7 | Regional PM/FIS/OPP PM/ Nat’l Education & Training | Installations | Coordinate training  | Deployment |
| 8 | FO, EO, or Product Development (depending upon project ownership) | Back-out | Confirm availability of back-out instructions and back-out strategy (what are the criteria that trigger a back-out)  | Deployment |
| 9 | FO, EO, or Product Development (depending upon project ownership) | Post Deployment | Hardware, Software and System Support | Maintenance |

# Deployment

Patch PSO\*7.0\*581 addresses workflow concerns during the creation of an eRX, resolves formatting issues, and corrects the locking functionality of the Inbound eRX software. Patch PSO\*7.0\*581 will be distributed via the FORUM Patch Module and may be deployed at any site without regard to deployment status at other sites.

## Timeline

The deployment and installation is scheduled to run for a period of thirty days, as depicted in the Master Deployment Schedule.

Table 2: Master Deployment Schedule

| VIP Build | Delivery Dates |
| --- | --- |
| VIP Build 1 - NewRx and Cancel Rx Request/Response | 09/23/19-12/20/19 |
| VIP Build 2 - RxRenewal Request/Response | 12/23/19-04/10/20 |
| VIP Build 3 - RxChange / Rational Migration | 03/23/20-06/12/20 |
| VIP Build 4 - RxChange / Rational Migration | 06/15/20-09/04/20 |
| VIP Build 5 - Regression Testing, Bug fixes, Certification Test | 09/08/20-10/16/20 |
| IOC Preparation and Testing | 10/19/20-12/10/20 |

### Deployment Topology

Patch PSO\*7.0\*581 will be released to all VistA sites.



Figure 1: Deployment Topology (Targeted Architecture)

### Site Information (Locations, Deployment Recipients)

During IOC testing, patch PSO\*7.0\*581 will be deployed at the following sites:

* VA Honolulu Regional Office
* Fayetteville VAMC Veterans Health Care System of the Ozarks
* Health Administration Center (Meds by Mail)
* Indianapolis, IN VA Medical Center

PSO\*7.0\*581 will be delivered to the Information Technology (IT) support staff responsible for the VistA installation at those sites. The software will be installed in the IOC test and production environments.

After National Release, Patch PSO\*7.0\*581 will be deployed at all sites running the Outpatient Pharmacy v.7.0 application.

### Site Preparation

To prepare for the site, patch: Patch PSO\*7\*457, Patch PSO\*7\*508, PSO\*7\*527, PSO\*7\*551, PSO\*7\*565, PSO\*7\*567, PSO\*7\*582, PSO\*7\*591, PSO\*7\*598, and PSO\*7\*606 required to be installed before PSO\*7.0\*581.

## Resources

Deployment of Patch PSO\*7.0\*581 requires an up to date VistA environment running the Outpatient Pharmacy v.7.0 application, as well as designated IT support available to perform the patch installation.

### Facility Specifics

There are no facility-specific deployment or installation features of patch PSO\*7\*581.

### Hardware

Patch PSO\*7.0\*581 is being released to enhance VistA’s Pharmacy Outpatient Pharmacy package. The patch allows the VA to receive prescriptions from external providers and allows the pharmacist to validate the prescription for final processing and dispensing in existing VistA functionality. It will be deployed to all VA pharmacy VistA sites nationwide.

It does not require additional hardware capabilities other than what is currently used by a VistA installation at the sites.

### Software

The following table describes software specifications required at each site prior to deployment.

Table 3: Software Specifications

| Required Software | Make | Version | Configuration | Manufacturer | Other |
| --- | --- | --- | --- | --- | --- |
| Outpatient Pharmacy |  | 7.0 | Standard | VHA |  |

Please see the Roles and Responsibilities table in Section 2 for details about who is responsible for preparing the site to meet these software specifications.

### Communications

No notifications are required for deployment of patch PSO\*7.0\*581 other than the patch description released through Forum.

#### Deployment/Installation/Back-Out Checklist

Sites should fill out the table below indicating who performed an activity and when it was performed prior to installation.

Table 4: Deployment/Installation/Back-Out Checklist

| Activity | Day | Time | Individual who completed task |
| --- | --- | --- | --- |
| Deploy -The Deploy activity is performed when the patch is sent to site(s) by the National Patch Module or Release Agent. |  |  |  |
| Install - The Install activity is performed when the patch is installed at the site(s). |  |  |  |
| Back-Out - The optional Back-Out activity is performed in the event the patch must be uninstalled, or removed, from the site(s). |  |  |  |

# Installation

## Pre-installation and System Requirements

Access to the National VA Network and to the local network of each site to receive patch PSO\*7.0\*581 is required to perform the installation, as well as the authority to install patches.

### Pre/Post Installation Overview

A pre-installation routine exists that will load new file entries for the ERX SERVICE REASON CODES file (#52.45). The number of codes are large enough that it will require the installer to use D GIGEN^%ZSPECIAL to load a .GBL file which contains a temp global.

There is additional action needed to configure the web service changes for complete installation of this patch. These changes are critical to ensure new functionality additions and seamless communication of Inbound eRx prescriptions to your medical center.

Prior to installation, please contact Inbound eRx implementation group, InboundeRx@va.gov, to finalize coordination of installation with Change Healthcare.

## Platform Installation and Preparation

Patch PSO\*7.0\*581 does not require any platform installation or preparation.

## Download and Extract Files

Patch PSO\*7\*581 is being released as a FORUM Patch message, which will be sent to the G.PATCHES mail group. This patch also has a supporting .GBL data file.

The supporting data file is available at the following location:

/srv/vista/patches/SOFTWARE/PSO\_7\_581.GBL

File Name Contents FTP Mode

----------------- ---------- ---------

PSO\_7\_581.GBL PSO\*7\*581 GLOBAL ASCII

The documentation, described in the table below, will be in the form of Adobe Acrobat files. Documentation can be found on the VA Software Documentation Library at: <http://www.va.gov/vdl/>. Documentation can also be found at <https://download.vista.med.va.gov/index.html/SOFTWARE>.

Table 5: Installation Documentation

|  |  |  |
| --- | --- | --- |
| Title | File Name | FTP Mode |
| Installation Guide - Inbound ePrescribing (PSO\*7.0\*581) | PSO\_7\_0\_P581\_ig.pdf | Binary |
| User Manual – Inbound ePrescribing (PSO\*7.0\*581) | PSO\_7\_0\_P581\_um.pdf | Binary |
| Release Notes - Inbound ePrescribing (PSO\*7.0\*581) | PSO\_7\_0\_P581\_rn.pdf | Binary |
| Technical Manual/Security Guide - Outpatient Pharmacy V.7.0 | PSO\_7\_0\_P581\_tm.pdf | Binary |
| Implementation Guide - Inbound ePrescribing (PSO\*7.0\*581) | PSO\_7\_0\_P581\_img.pdf | Binary |

## Database Creation

No new database is required for the patch PSO\*7.0\*581.

## Installation Scripts

No installation scripts are required for installation of patch PSO\*7.0\*581.

## Cron Scripts

No Cron scripts are required for installation of patch PSO\*7.0\*581.

## Access Requirements and Skills Needed for the Installation

Access to the National VA Network and to the local network of each site to receive patch PSO\*7.0\*581 is required to perform the installation, as well as the authority to install patches.

Knowledge of, and experience with, the Kernel Installation and Distribution System (KIDS) software is required. For more information, see Section V, Kernel Installation and Distribution System, in the [Kernel 8.0 & Kernel Toolkit 7.3 Systems Management Guide.](http://www.va.gov/VDL/documents/Infrastructure/Kernel/krn8_0sm.docx)

## Installation Procedure

This patch may be installed with users on the system although it is recommended that it be installed during non-peak hours to minimize potential disruption to users. This patch should take less than 5 minutes to install.

Option [PSO ERX FINISH] should be marked out of order during installation of PSO\*7.0\*581.

1. Users may be on the system during the install of PSO\*7\*581. It is recommended that this patch be installed during non-peak hours. This patch should take from 1 to 3 minutes to install depending on the system.

Create a backup 1-2 minutes

Load the Global 1-2 minute

Kids Install 1-3 minutes

1. Size/Disk Space Requirements:
* The changes to the ERX service reason codes file will be less than 200 kilobytes.
1. Create a backup of the following global files before continuing:
* ERX SERVICE REASON CODES #52.45 ^PS(52.45

**NOTE:** These backup files may get as large as 150 kilobytes. Make sure space is available before proceeding. Creating the backup files should take from 0 to 2 minutes to create backup files.

 When you are creating a backup of a subscripted global, you are saving a partial global (a file

 within a global). You should use the utility GOGEN^%ZSPECIAL, and when prompted for

 a global, enter the open global reference as shown below.

 Example:

 Enter To create a Backup copy of:

 ------- ----------------------------------

 ^PS(52.45, ERX SERVICE REASON CODES

1. Install the data from the global host file PSO\_7\_581.GBL. This file contains the eRx

 service codes import global ^TMP("PSO581PO").

**NOTE:** This global is approximately 150 kilobytes in size. Make sure there is sufficient space available to load this global on your system. The loading of the global should take less than one minute.

 From the Programmer prompt, execute the following routine:

>D GIGEN^%ZSPECIAL

 Global input

 Device: /filepath/PSO\_7\_581.GBL

 Parameter: RS=>

 If you receive the following prompt, respond with 'Y'.

 Transfer entire set of files? No=> Y

 Input option: A ^TMP("PSO581PO")

1. Set up user and IO variables (D ^XUP) for programmer access.
2. Distribution Load:

Load the KIDS Distribution from the Packman Message using the Packman function "Install/Check Message."

1. From the Kernel Installation and Distribution System Menu, select

 the Installation Menu. From this menu, you may elect to use the

 following options. When prompted for the INSTALL NAME enter:

 PSO\*7.0\*581

1. Backup a Transport Global - This option will create a backup build of patch

components. Respond “BUILD” at the “Select one of the following: B

 Build or R Routines” prompt. \*\*THIS IS CRITICAL TO ACCURATE PATCH

 BACKUP ON YOUR SYSTEM. \*\*

1. Compare Transport Global to Current System - This option will allow you to view all

changes that will be made when this patch is installed. It compares all components of this patch (routines, DDs, templates, etc.).

1. Verify Checksums in Transport Global - This option will allow you to ensure the

 integrity of the routines that are in the transport global.

1. KIDS Installation:
	1. Install the patch using the KIDS Installation Menu action

 "Install Package(s)" and the install name PSO\*7.0\*581.

1. Respond "NO" at the "Want KIDS to INHIBIT LOGONs during the install?" prompt.
2. Respond "YES" at the "Want to DISABLE Scheduled Options,

 Menu Options, and Protocols?" prompt. Choose option [PSO ERX FINISH

1. The KIDs install should take less than 1 minute.
2. Cleanup
3. The Post-Install routine PSO581PO should be deleted using the KERNEL option 'Delete Routines' [XTRDEL] upon completion of the installation.

**NOTE:** The installation of this patch should trigger an update protocol and may spawn background tasks for the Clinical Reminders or Consult packages. You do not need to wait for these background jobs to complete to delete the Environment Check and Post-Install routines.

### Back-out Plan

To back-out data from a production account could cause broken pointers, <UNDEFINED> errors and hard MUMPS crashes. The back-out plan for data only patches is to report your findings and wait for a repair patch. Contact Help desk to log a ticket.

### Patch Verification

Kernel Installation & Distribution System-> Utilities-> Install. File Print option can be used to check for any errors plus the status of the install being Completed.

## Post-Installation Instructions

There are additional steps to be completed in order to finalize installation of this patch. Please see Post Installation Procedure below in section 4.11.

## Routine Information

The second line of each of these routines now looks like:

 ;;7.0;OUTPATIENT PHARMACY;\*\*[Patch List]\*\*;DEC 1997;Build 121

The checksums below are new checksums, an can be checked with CHECK1^XTSUMBLD.

Routine Name: PSO581EN

 Before: n/a After: B538156 \*\*581\*\*

Routine Name: PSO581PO

 Before: n/a After: B28129273 \*\*581\*\*

Routine Name: PSOERX

 Before:B134630031 After:B135510353 \*\*467,527,508,551,567,591,581\*\*

Routine Name: PSOERX1

 Before: B99497004 After:B169020138 \*\*467,520,527,508,551,581\*\*

Routine Name: PSOERX1A

 Before:B150463790 After:B175273948 \*\*467,527,508,551,581\*\*

Routine Name: PSOERX1B

 Before:B185624398 After:B148682031 \*\*467,506,520,527,508,551,591,

 606,581\*\*

Routine Name: PSOERX1C

 Before: B64623473 After:B113785814 \*\*467,520,527,508,551,581\*\*

Routine Name: PSOERX1D

 Before: n/a After:B217653722 \*\*581\*\*

Routine Name: PSOERX1E

 Before: n/a After: B1908867 \*\*581\*\*

Routine Name: PSOERXA1

 Before:B188036698 After:B191218900 \*\*467,520,508,551,581\*\*

Routine Name: PSOERXA5

 Before: B65388361 After: B67783943 \*\*508,581\*\*

Routine Name: PSOERXA6

 Before: n/a After: B60070780 \*\*581\*\*

Routine Name: PSOERXC1

 Before:B106890934 After:B106435535 \*\*508,551,567,581\*\*

Routine Name: PSOERXD1

 Before:B131735326 After:B142880201 \*\*467,520,551,582,581\*\*

Routine Name: PSOERXD2

 Before:B183875290 After:B164315173 \*\*467,506,520,508,551,581\*\*

Routine Name: PSOERXEN

 Before: B15625365 After: B16386315 \*\*508,581\*\*

Routine Name: PSOERXH1

 Before: B17222601 After: B36800437 \*\*467,527,508,581\*\*

Routine Name: PSOERXI1

 Before: n/a After:B156967276 \*\*581\*\*

Routine Name: PSOERXIA

 Before: n/a After: B81005829 \*\*581\*\*

Routine Name: PSOERXIB

 Before: n/a After: B57255225 \*\*581\*\*

Routine Name: PSOERXIC

 Before: n/a After: B14137332 \*\*581\*\*

Routine Name: PSOERXID

 Before: n/a After: B88864726 \*\*581\*\*

Routine Name: PSOERXIE

 Before: n/a After:B158461983 \*\*581\*\*

Routine Name: PSOERXIF

 Before: n/a After:B151624775 \*\*581\*\*

Routine Name: PSOERXIG

 Before: n/a After:B148255571 \*\*581\*\*

Routine Name: PSOERXIH

 Before: n/a After: B56027681 \*\*581\*\*

Routine Name: PSOERXII

 Before: n/a After: B46614130 \*\*581\*\*

Routine Name: PSOERXIU

 Before: n/a After: B15943170 \*\*581\*\*

Routine Name: PSOERXO1

 Before:B115835250 After:B177621724 \*\*467,520,508,581\*\*

Routine Name: PSOERXOA

 Before: n/a After: B77421182 \*\*581\*\*

Routine Name: PSOERXOB

 Before: n/a After: B66413086 \*\*581\*\*

Routine Name: PSOERXOC

 Before: n/a After: B42735501 \*\*581\*\*

Routine Name: PSOERXOD

 Before: n/a After: B54001451 \*\*581\*\*

Routine Name: PSOERXOE

 Before: n/a After: B31609262 \*\*581\*\*

Routine Name: PSOERXOF

 Before: n/a After: B18714201 \*\*581\*\*

Routine Name: PSOERXOG

 Before: n/a After: B63703408 \*\*581\*\*

Routine Name: PSOERXOH

 Before: n/a After: B16534499 \*\*581\*\*

Routine Name: PSOERXOI

 Before: n/a After: B19896023 \*\*581\*\*

Routine Name: PSOERXOJ

 Before: n/a After: B37952226 \*\*581\*\*

Routine Name: PSOERXOK

 Before: n/a After: B55804980 \*\*581\*\*

Routine Name: PSOERXOL

 Before: n/a After: B66259682 \*\*581\*\*

Routine Name: PSOERXOM

 Before: n/a After:B121574740 \*\*581\*\*

Routine Name: PSOERXON

 Before: n/a After:B116135344 \*\*581\*\*

Routine Name: PSOERXOU

 Before: n/a After: B11448528 \*\*581\*\*

Routine Name: PSOERXP1

 Before: B28678984 After: B28700221 \*\*467,520,527,551,581\*\*

Routine Name: PSOERXR1

 Before: B33604868 After: B32193647 \*\*467,520,527,581\*\*

Routine Name: PSOERXU1

 Before:B153595246 After:B157028111 \*\*467,520,508,551,565,581\*\*

Routine Name: PSOERXU2

 Before: B56457252 After: B61412991 \*\*508,598,581\*\*

Routine Name: PSOERXU3

 Before:B169980946 After:B187651757 \*\*508,591,606,581\*\*

Routine Name: PSOERXU4

 Before: B68679574 After: B69312142 \*\*520,508,551,581\*\*

Routine Name: PSOERXU5

 Before: B64488961 After:B149296453 \*\*508,581\*\*

Routine Name: PSOERXU6

 Before:B117656460 After:B120358979 \*\*508,551,581\*\*

Routine Name: PSOERXU7

 Before: n/a After: B44585380 \*\*581\*\*

Routine Name: PSOERXU8

 Before: n/a After: B10018931 \*\*581\*\*

Routine Name: PSOERXX1

 Before:B155540262 After:B174429887 \*\*467,520,527,508,581\*\*

Routine Name: PSOERXX2

 Before:B185958519 After:B182775958 \*\*467,508,581\*\*

Routine Name: PSOORNEW

 Before:B119452733 After:B124801369 \*\*11,23,27,32,55,46,71,90,94,

 106,131,133,143,237,222,258,

 206,225,251,386,390,391,372,

 416,431,313,408,436,411,444,

 486,446,505,517,508,457,581\*\*

Routine list of preceding patches: 457, 565, 582, 598, 606

## Post-Installation Procedure

There are additional steps to be completed to finish patch 581 install and implementation at your site.

### Configure Web Server Entry Needed for PSO\*7\*581

Identify the FQDN, PORT, USERNAME/PASSWORD for the Web Server and Edit the Web Server Entry

**NOTE:** To obtain the information needed for configuring the Web Server Entry, submit a help desk ticket to the VA National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference “Inbound eRx to submit a YourIT ServiceNow ticket” . The ticket will be routed to an IEP Administrator for assistance.

1. Select option XOBW WEB SERVER MANAGER.
2. Choose ‘ES’ for Edit Server.
3. When prompted ‘NAME’ enter ‘PSO WEB SERVER’.
4. When prompted ‘SERVER:’, enter the FQDN of the target server.
5. When prompted ‘PORT:’, enter the port number for the target server.
6. When prompted for ‘STATUS:’, ensure this is set to ENABLED.
7. When prompted for ‘LOGIN REQUIRED:’, answer ‘YES’.
8. When prompted for ‘USERNAME:’, enter the assigned username.
9. When prompted ‘Want to edit PASSWORD (Y/N), respond ‘YES’.
10. Enter the password associated with the username.
11. Re-enter the password to verify the password.
12. At the “SSL ENABLED” prompt, accept the default of “FALSE”.
13. At the “Select Web Service” prompt, enter “PSO ERX WEB SERVICE”.

**NOTE:** Do not include restricted information in the help desk ticket. It is VA Policy to send this information securely via public key infrastructure (PKI) message. Securely send this information for both the VistALink connector on your test VistA system and the VistALink connector on your production VistA system.

### Coordination of Installation with Change Healthcare

Please contact Inbound eRx implementation group, InboundeRx@va.gov, to finalize coordination of installation with Change Healthcare.

## Database Tuning

No database tuning is required before or after deployment of PSO\*7.0\*581.



**NOTE:** Installation of PSO\*7.0\*581 is completed. The following procedure is to be followed only if PSO\*7.0\*581 needs to be backed out.

# Back-Out Procedure

**NOTE:** Due to the complexity of this patch (because of the data dictionary changes), it is not recommended for back-out. However, in the event that a site decides to back-out this patch, the site should contact the NSD at 855-NSD-HELP (673-4357) and reference “Inbound eRx” to submit a YourIT ServiceNow ticket; the development team will assist with the process.

The Back-out Procedure consists of restoring the routines and removing the Data Dictionaries (DD) introduced by the Patch PSO\*7.0\*581.

The rollback/backout procedure for these patches should only occur when there is concurrence from the Enterprise Product Support and Inbound ePrescribing development teams, because of the complexity and risk involved in a rollback/backout. Normal installation back-ups using KIDS will back up only Mumps routines. For all non-routine components of these builds, Enterprise Product Support will have a build available if needed. Make sure the ‘Backup a Transport Global’ step in section 4.8 of this document is followed, so you do have a backup of all the routines if needed.

The back-out is to be performed by persons with programmer-level access.

## Back-Out Strategy

The Back-out Strategy is to manually delete the new Data Definitions (DDs) introduced with this patch.

The Back-out and Rollback plan for VistA applications is complex and not able to be a “one size fits all.” The general strategy for VistA back-out and rollback is to repair the code with a follow-on patch. However, the backup of the transport global when created as part of the install will allow the routines to be converted to the prior patch state. For IEP, this is sufficient to restore the code to prior functionality.

The development team recommends that sites log a help desk ticket if it is a nationally released patch; otherwise, the site should contact the product development team directly for specific solutions to their unique problems.

## Back-Out Considerations

The back-out should only be done in the event that the local facility management determines that the Patch PSO\*7.0\*581 is not appropriate for that facility and should only be done as a last resort.

### Load Testing

No load testing is required for patch PSO\*7.0\*581.

### User Acceptance Testing

Initial Operating Capabilities (IOC) Testing for patch PSO\*7.0\*581 occurred from November 19, 2020 to December 03, 2020.

## Back-Out Criteria

Local Facility Management would need to determine patch PSO\*7.0\*581 is not appropriate for their facility.

## Back-Out Risks

By backing out PSO\*7.0\*581, the local facility will not be able to use the IEP functionality to validate and process Inbound ePrescriptions (eRxes) from external providers.

## Authority for Back-Out

Local Facility Management has the authority to back-out patch PSO\*7.0\*581.

## Back-Out Procedure

Due to the complexity of this patch, it is not recommended for back-out. However, in the event that a site decides to back-out this patch, the site should contact the National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference “Inbound eRX” to submit a YourIT ServiceNow ticket; the development team will assist with the process.

# Rollback Procedure

The rollback procedures for this patch are the same as the back-out procedures.

## Rollback Considerations

Refer to the [Back-Out Procedure](#_Back-Out_Procedure) section of this document.

## Rollback Criteria

Refer to the [Back-Out Procedure](#_Back-Out_Procedure) section of this document.

## Rollback Risks

The risks of performing a rollback include the downtime of not validating and processing eRXes received from external providers.

## Authority for Rollback

The chief of Pharmacy Benefits Management (PBM) must provide the authority to roll back patch PSO\*7.0\*581.

## Rollback Procedure

Refer to the [Back-Out Procedure](#_Back-Out_Procedure) section of this document.