

**Pharmacy Reengineering (PRE)
Inbound ePrescribing Version 4.0
VistA Patch # PSO*7.0*581
Installation Guide**



**January 2021
Version 1.5**

**Department of Veterans Affairs
Office of Information and Technology (OI&T)**

Revision History

Date	Version	Description	Author
01/2021	1.5	Updated PSOERX01 Checksum to match value in Patch Description (pg12)	Technatomy
12/2020	1.4	Updated section 4.1.1 with Change Healthcare coordination (pg6), Added section 4.11.2 for contact support for Change Healthcare coordination (pg15), Updated section 4.8 Installation Procedure (pg8) , Updated section 4.10 with PSO*7.O*581-T12 Routine information (pg10), Updated section 4.9 reference to section 4.11 (pg11); Updated section 4.11 text (pg14); Updated section 5.6 SNow reference (pg17).	Technatomy
12/2020	1.3	Updated section 4.10 Routine Information (pg10); Updated section 4.9 Post Installation Instructions (pg10); Updated section 4.8 Installation instructions to match PD, Updated section 4.8 remove redundant text (pg8); Updated Section 4.11.1 section heading, Added additional steps to section 4.11.1 (pg14); Updated section 4.1 and deleted section 4.1.2 (pg6)	Technatomy
12/2020	1.2	Updated section 4.1.1 with reference to Installation steps (pg6); Added section 4.10.1 Configure Web Server Entry (pg14)	Technatomy
12/2020	1.1	Deleted DIRB reference (pg7); Updated Section 4.8 KIDS Installation (pg9)	Technatomy
12/2020	1.0	Updated Section 1.1 on patch dependencies Updated Section 3.1 , Section 3.1.2 , Section 3.1.3 , Section 4.3 , Section 4.9 , and Section 4.10	Technatomy

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1 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.

1.1 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.

1.2 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.

2 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

3 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.

3.1 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

3.1.1 Deployment Topology

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

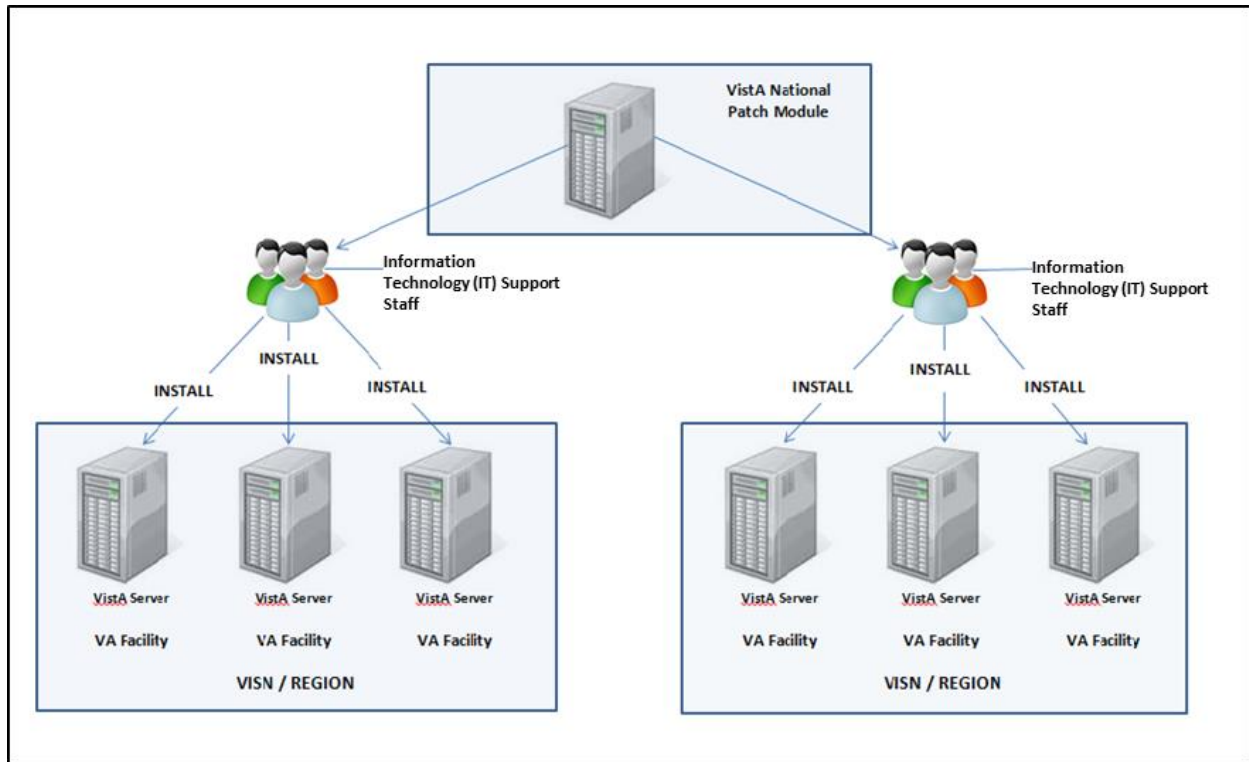


Figure 1: Deployment Topology (Targeted Architecture)

3.1.2 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.

3.1.3 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.

3.2 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.

3.2.1 Facility Specifics

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

3.2.2 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.

3.2.3 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.

3.2.4 Communications

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

3.2.4.1 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).			

4 Installation

4.1 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.

4.1.1 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.

4.2 Platform Installation and Preparation

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

4.3 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

4.4 Database Creation

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

4.5 Installation Scripts

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

4.6 Cron Scripts

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

4.7 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](#).

4.8 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

- 2) Size/Disk Space Requirements:

- The changes to the ERX service reason codes file will be less than 200 kilobytes.

- 3) 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

- 4) 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")

- 5) Set up user and IO variables (D ^XUP) for programmer access.
- 6) Distribution Load:
Load the KIDS Distribution from the Packman Message using the Packman function "Install/Check Message."
- 7) 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
 - a. 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. ****
 - b. 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.).
 - c. Verify Checksums in Transport Global - This option will allow you to ensure the integrity of the routines that are in the transport global.
- 8) KIDS Installation:
 - a. Install the patch using the KIDS Installation Menu action "Install Package(s)" and the install name PSO*7.0*581.
 - b. Respond "NO" at the "Want KIDS to INHIBIT LOGONs during the install?" prompt.
 - c. Respond "YES" at the "Want to DISABLE Scheduled Options, Menu Options, and Protocols?" prompt. Choose option [PSO ERX FINISH
 - d. The KIDS install should take less than 1 minute.
- 9) Cleanup
 - a) 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.

4.8.1 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.

4.8.2 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.

4.9 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.

4.10 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

4.11 Post-Installation Procedure

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

4.11.1 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.

4.11.2 Coordination of Installation with Change Healthcare

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

4.12 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.

5 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.

5.1 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.

5.2 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.

5.2.1 Load Testing

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

5.2.2 User Acceptance Testing

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

5.3 Back-Out Criteria

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

5.4 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 (eR_xes) from external providers.

5.5 Authority for Back-Out

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

5.6 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.

6 Rollback Procedure

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

6.1 Rollback Considerations

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

6.2 Rollback Criteria

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

6.3 Rollback Risks

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

6.4 Authority for Rollback

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

6.5 Rollback Procedure

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