Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) 4.0

User Guide



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		 Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. All records acknowledged, removed, rejected, processed/completed and auto-canceled are non- actionable. Non-Actionable records further include: RxRenewal Response – Approved RxRenewal Response – Approved with Changes (change to drug data only) RxChange Request CancelRx Response Inbound Errors related to CancelRx Responses For additional information on Actionable and Non- Actionable eRx Status Codes, refer to the tables in Appendix B: Holding Queue Status Codes & Descriptions. eRx Default Loopback Days Replaced column label "LAST USER" with "LOCKED BY" and updated the description under Table 9 Added the information for LOCKED BY column in section 3.5.2 Patient Centric View Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-26, Figure 3-59, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-59, Figure 3-60, Figure 3-61, and Figure 3-68 for updated layout Added Note and included Figure 3-50 to indicate to the user that a Provider's DEA# has expired in section 3.6.2.3 Edit Drug/SIG Added description under Note for modified workflow in section 3.6.3.3 Edit Drug/SIG Added description for VistA Days Supply calculation in section 3.6.3.3.1 Additional Field-level Information Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in section 3.6.3.3.2 Quantity/Days Supply workflow under Validate Drug/SIG > Edit: Added Note to replace text "Qty Qualifier" with "Code List Qualifier" and replace, "DAW Code" with "Substitutions" in section 3.13 Complete Orders from OERR and Patient Prescription Processing Added Note describing eRx Date, Date Written, Issue Date, and Written Date fields in section 3.13 Complete Orders from OERR and Patient Prescription 	
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Table of Contents

Unit 3. Inbound eRx VistA Outpatient Pharmacy7
3.1 Introduction7
3.2 Purpose of Inbound eR _x VistA Holding Queue7
3.3 NCPDP 2017071 Messages in the Holding Queue7
3.3.1 NewRx Message7
3.3.2 RxRenewal Request Message7
3.3.3 RxRenewal Response Message7
3.3.4 RxChange Request Message8
3.3.5 RxChange Response Message8
3.3.6 CancelRx Request Message8
3.3.7 CancelRx Response Message8
3.3.8 Inbound Error Message8
3.3.9 Inbound vs. Outbound Messages8
3.4 Accessing the eR _x Holding Queue8
3.5 Traditional View vs. Patient Centric View9
3.5.1 Traditional View9
3.5.1.1 eR _x Holding Queue List View10
3.5.1.1.1 Message View11
3.5.1.2 Actionable and Non-Actionable eR _x Records
3.5.1.2.1 eR _x Default Lookback Days12
3.5.2 Patient Centric View13
3.5.3 eR _x Holding Queue Summary/Details Screen NewRx Message22
3.5.3.1 eR _x Actions24
3.5.3.1.1 Jump to OP24
3.5.3.1.2 Status History28
3.5.3.1.3 eR _x Change Request
3.5.3.2 Patient-Level Record Lock
3.5.3.3 Prohibit Renewals

List of Figures

Figure 3-1: Complete Orders from eR _x Menu Option	9
Figure 3-2: Select RX	9
Figure 3-3: eR _x Holding Queue List View	10
Figure 3-4: Message View	11
Figure 3-5: eRx Default Lookback Days	12
Figure 3-6: PT – Patient (Grouped)	13
Figure 3-7: Patient Centric View Filters – Select by Status	14
Figure 3-8: Patient Centric View Filters – Hold	14
Figure 3-9: Patient Centric View – Hold Statuses	15
Figure 3-10: Patient Centric View Filter – CCR	15
Figure 3-11: Patient Centric View – CCR Statuses	16
Figure 3-12: Non-Configured ERX LOOK-BACK DAYS Field	17
Figure 3-13: Configured ERX LOOK-BACK DAYS Field	17
Figure 3-14: Patient eR _x List	19
Figure 3-15: eRx Summary/Details Screen	19
Figure 3-16: eRx List with Updated Status – I	20
Figure 3-17: Patient Centric View	20
Figure 3-18: Patient Centric View – Updated Actionable Status to another Actionable	
Status	21
Figure 3-19: Patient Centric View Total Updated	21
Figure 3-20: Summary/Details Screen Page 1	22
Figure 3-21: Summary/Details Screen Page 2	23
Figure 3-22: Patient with No Known Allergies	23
Figure 3-23: VistA Patient with Known Allergies	24
Figure 3-24: Jump to OP – Hidden Action	26
Figure 3-25: JO Action Selected	26
Figure 3-26: JO Error – VistA Patient Not Matched	27
Figure 3-27: JO Error – Fillable eR _x Messages Only	27
Figure 3-28: JO "Select Patient" – Jump Back to Holding Queue eR _x Summary/Details	
Screen	28
Figure 3-29: Status History – Hidden Action	28
Figure 3-30: SH Action - Status Changes on eRx Record in Holding Queue	29
Figure 3-31: Status History with Comment for Rejected eRx	29
Figure 3-32: eRx Change Request	30
Figure 3-33: Patient-Level Record Lock	30
Figure 3-34: Prohibit Renewal Request	31

List of Tables

11: Patient Centric View

Unit 3.Inbound eRx VistA Outpatient Pharmacy

3.1 Introduction

Inbound eR_X VistA Outpatient Pharmacy is comprised of two sections:

- Inbound eR_X VistA Holding Queue
- Inbound eR_X VistA Outpatient Profile Complete Orders from Order Entry/Results Reporting (OERR) and Patient Prescription Processing

3.2 Purpose of Inbound eR_X VistA Holding Queue

The eR_X Holding Queue allows for validation and review of eR_X es by VA Pharmacy users prior to the eR_X being added to the VA record and merging with the existing outpatient functionality. For the fillable prescriptions, VA Pharmacy users can validate patient, provider, and drug/SIG information. Additionally, users can accept, hold, un hold, print, reject, or remove an eR_X from the Holding Queue after it has been received by VistA from the eR_X Processing Hub. The users can also work with RxRenewal Responses, RxChange Responses and CancelRx Requests, which are described.

3.3 NCPDP 2017071 Messages in the Holding Queue

The message types in the Holding Queue include:

- <u>NewRx Message</u>
- <u>RxRenewal Request Message</u>
- <u>RxRenewal Response Message</u>
- <u>RxChange Request Message</u>
- <u>RxChange Response Message</u>
- <u>CancelRx Request Message</u>
- <u>CancelRx Response Message</u>
- Inbound Error Message

3.3.1 NewRx Message

NewRx message is the NCPDP 2017071 format for New Electronic Prescription sent by an external (non-VA) provider.

3.3.2 RxRenewal Request Message

RxRenewal Request message is the NCPDP 2017071 format for RxRenewal Request sent by a VA Pharmacy for electronic Prescriptions.

3.3.3 RxRenewal Response Message

RxRenewal Response message is the NCPDP 2017071 format for RxRenewal Response sent by an External Provider for RxRenewal Request sent by a VA Pharmacy.

3.3.4 RxChange Request Message

RxChange Request message is the NCPDP 2017071 format for RxChange Request sent by a VA Pharmacy for electronic Prescriptions.

3.3.5 RxChange Response Message

RxChange Response message is the NCPDP 2017071 format for RxChange Response sent by an External Provider for RxChange Request sent by a VA Pharmacy.

3.3.6 CancelRx Request Message

CancelRx Request message is the NCPDP 2017071 format for CancelRx Request sent by External Provider on Electronic Prescriptions.

3.3.7 CancelRx Response Message

CancelRx Response message is the NCPDP 2017071 format for CancelRx Response sent by VA Pharmacy for a CancelRx Request sent by External Provider.

3.3.8 Inbound Error Message

ERROR messages are in the NCPDP 2017071 format for Inbound Error message received in VistA under situations such as, the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and CH is not working.

3.3.9 Inbound vs. Outbound Messages

Inbound messages are those that are sent by the external (non-VA) Providers and are received in the Holding Queue. NewRx, RxRenewal Response, RxChange Response, CancelRx Request, and Inbound Error are Inbound messages.

Outbound messages are those that are sent by VA pharmacies to the external Provider's EHR system. RxRenewal Request, RxChange Request, and CancelRx Response are Outbound messages.

3.4 Accessing the eR_X Holding Queue

The inbound eR_X message is transmitted from the Processing Hub to VistA and stored in the eR_X Holding Queue.

3.5 Traditional View vs. Patient Centric View

3.5.1 Traditional View

To access the Traditional View of the eR_X Holding Queue:

1. Follow this navigation path: Core Applications > Outpatient Pharmacy Manager > (select Division) > RX (Prescriptions) ... > Complete Orders from eR_X [PSO ERX FINISH]

	Patient Prescription Processing
	Tattent Treact iption Trocessing
FERX	Complete Orders from eRx
	Barcode Rx Menu
	Check Drug Interaction
	Complete Orders from OERR
	Discontinue Prescription(s)
	Edit Prescriptions
	ePharmacy Menu
	List One Patient's Archived Rx's
	Manual Print of Multi-Rx Forms
	OneVA Pharmacy Prescription Report
	Reprint an Outpatient Rx Label
	Signature Log Reprint
	View Prescriptions

Figure 3-1: Complete Orders from eR_x Menu Option

2. Select RX Prescription Received Date.

Select Rx	(Prescrip	tions)	<test< th=""><th>ACCOUNT></th><th>Option:</th><th>ferx</th><th>Complete</th><th>Orders</th><th>from</th><th>eRx</th></test<>	ACCOUNT>	Option:	ferx	Complete	Orders	from	eRx
Selec	t one of	the fol	lowing	g :						
	PT	PATIEN	T (Grou	iped)	DATE					
	E	EXIT	1PI10	RECEIVE	D DATE					

Figure 3-2: Select RX

The first screen that displays upon accessing the eR_X Holding Queue is the Holding Queue list view screen.

PS0	ERX	HOLDING	QUEUE		Jun	11, 20	20@13:48	:15	F	age:	1	of	13
PSO	ERX	HOLDING	QUEUE										
			ERX	LOOP	C-BACH	K DAYS:	30 (May	12, 20	20)				
-	Pat	ient		DOB		Drug			Provid	ler	STA	Rec	Date
1.						Lisino	pril-Hyd	rochlor	A COMPANY OF		RXR	3/2	5/20
2.				- C C.	S. 187	Victoz	a 18 MG/	3ML Sub	and the second second second		RXR	3/2	5/20
з.				Sec. 11	L	Victoz	a 18 MG/	3ML Sub	In comparison of		RXE	3/2	5/20
4.				Sec. 11	L	Lisino	pril-Hyd	rochlor	A COMPANY OF		RXE	3/2	5/20
5.				Sec. 11		Dexila	nt 60 mg	capsul	A COMPANY OF		RXE	3/2	5/20
6.				Sec. 11		Lisino	pril-Hvd	rochlor	A COMPANY OF		RXE	3/2	5/20
7.				Sec. 11		furose	mide 20	mg tabl			RXN	3/20	5/20
8.				ALC 11		magnes	ium, as	oxide,	A COMPANY OF		RXF	3/20	5/20
9.				Sec. 11	A	predni	SONE 20	mg tabl	the company of the		RXE	3/20	5/20
10.				Sec. 11		Amoxic	illin-Po	t Clavu	A COMPANY OF		RXE	3/2	5/20
11.				Sec. 11		Chlorh	exidine	Glucona	A COMPANY OF		RXE	3/20	5/20
12.				ALC: 10		simvas	tatin 40	mg tab			RXN	3/2	5/20
13.				ALC: 11		sAXaql	iptin 2.	5 mg-me	A COMPANY OF		RXF	3/20	5/20
14.				Sec. 11		Lisino	pril-Hvd	rochlor	and the second s		N	4/1:	3/20
15.	1000			Sec. 11		Myrbet	ria 50 m	d table	A COMPANY OF		N	4/1:	3/20
+		Enter	?? for m	ore a	actio	ns						1	
SI S	Selec	t Item		SO	Sort	Entrie	S						
SR	(Sear	ch Queu	e)	MV	(Mess	sage Vi	ew)						
Sele	ect A	ction:Ne	ext Scree	n//									

Figure 3-3: eR_x Holding Queue List View

3.5.1.1 eR_X Holding Queue List View

The eR_X Holding Queue List columns include the patient's name (Patient), date of birth of the patient (DOB), the prescribed drug from the external provider (Drug), the prescribing physician's name (Provider), the status of the eR_X (STA), and the date that the eR_X was received by VistA (Rec Date). At any given time, 999 eR_X records are displayed in the Holding Queue List View with actionable statuses of "N", "I", "W", or with one of the Hold codes (H*xx* (where *x* = letter), HC), CAH, CAO, CAP, CAR, CXD, CXE, CXI, CXN, CXV, CXW, CXY, RXD, RXE, RXF, RXI, RXN, RXR, RXW, or the Inbound Error in RRE and CRE status. The records are sorted by Received Date with oldest records first. Refer to <u>Appendix B: Holding Queue Status Codes & Descriptions</u> for additional information on the various statuses in the list.

The following actions are available from the eR_X Holding Queue List:

- <**SI**> **Select Item** can be entered to select an item in the Enter a Number prompt. Additionally, the record # can be entered without selecting SI at the "Select Action: Next Screen//" prompt.
- **<SR> Search Queue** can be entered to search for an eR_X based on a variety of search criteria.
- **<SO> Sort Entries** can be entered to sort the list.
- **<MV> Message View** can be entered to display various message types.

3.5.1.1.1 Message View

Message View, $\langle MV \rangle$, is an action in the Holding Queue. When the user enters $\langle MV \rangle$, the system prompts the user to select the message type. By selecting the message type, the user can view all the messages in the various statuses for the selected message type in the order of date received, with the newest records displayed first.

PS0	ERX H	OLDING	QUEUE		Jun	11, 202	20@13:48:	15	Page	1	of	13
PSO	ERX H	OLDING	QUEUE									
			ERX	LOOK -	BACK	DAYS:	30 (May	12, 20:	20)			
	Pati	ent		DOB		Drug			Provider	STA	Rec	Date
1.				B. 19.	10.7	Lisinop	oril-Hydr	ochlor	P COMPLEX CONT.	RXR	3/2	5/20
2.				B		Victoza	18 MG/3	ML Sub	P COMPOSE TO MA.	RXR	3/2	5/20
з.				B. 195.		Victoza	a 18 MG/3	ML Sub	P COMPLEX COM.	RXE	3/2	5/20
4.				B	10.0	Lisinor	oril-Hydr	ochlor	P COMPLEX CONT.	RXE	3/2	6/20
5.				B. 15.	10.7	Dexilar	it 60 mg	capsul	P COMPLEX CONTRACTOR	RXE	3/2	6/20
6.				B. 18.		Lisinor	oril-Hydr	ochlor	P COMPLEX CONTRACTOR	RXE	3/2	6/20
7.				B. 15.		furosen	nide 20 m	ig tabl		RXN	3/2	6/20
8.				B. 15.	100	magnesi	ium, as o	xide,	Proceedings of the local sectors.	RXF	3/2	6/20
9.				B. 15.	100	prednis	SONE 20 m	ig tabl	P COMPLEX CONTRACTOR	RXE	3/2	6/20
10.				B. 15.	100	Amoxici	illin-Pot	Clavu	P COMPLEX CONTRACTOR	RXE	3/2	6/20
11.				B. 115.	100	Chlorhe	exidine G	lucona	 Comparison - Comparison 	RXE	3/2	6/20
12.				B. 115.	- C - C - C - C - C - C - C - C - C - C	simvast	catin 40	mg tab		RXN	3/2	6/20
13.				B. 115.	100	sAXagli	iptin 2.5	mg-me	A COMPANY OF COMM.	RXF	3/2	6/20
14.				Sec. 1992.	10.7	Lisinor	oril-Hydr	ochlor	A COMPLEX NO.	N	4/1	3/20
15.				Sec. 1. Sec.	100	Myrbetr	iq 50 mg	table	A COMPANY OF THE R.	N	4/1	3/20
+		Enter	?? for mo	ore ac	tion	s	أحصيفي					
SI S	Select	Item		SO 5	Sort	Entries	3					
SR	(Searc	h Queue	e)	MV (Mess	age Vie	ew)					
Sele	ect Ac	tion:Ne	ext Screen	1//								

Figure 3-4: Message View

3.5.1.2 Actionable and Non-Actionable eR_x Records

There are two types of Inbound eR_X records: Actionable records and Non-Actionable records.

Actionable Records are those that are displayed in the eRX Holding Queue List View. Actionable records include:

- NewRx (status in New, In Process, Hold, and Wait)
- CancelRx Request
- RxRenewal Response (Denied, Denied NewRx to Follow, RxRenewal Response Failed)
- RxRenewal Response Approved with Changes (when there is a change to the provider data)
- RxRenewal Response Replace (in statuses of new, in process, hold, wait or error)
- Inbound Errors related to RxRenewal Requests
- RxChange Response (Denied for all request types)
- RxChange Response (Approved for Prior Authorization Required request type)
- RxChange Response (Validated for Prescriber Authorization request type)
- RxChange Response (Approved and Approved with Changes for request types Generic Substitution, Therapeutic Interchange/Substitution, Drug Use Evaluation, Script Clarification and Out of Stock, and in statuses of new, in process, hold, wait, or error)
- Inbound Errors related to RxChange Requests

Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. All records acknowledged, removed, rejected, processed/completed, and auto-canceled are non-actionable. Non-Actionable records further include:

- RxRenewal Request
- RxRenewal Response Approved
- RxRenewal Response Approved with Changes (change to drug data only)
- RxChange Request
- CancelRx Response
- Inbound Errors related to CancelRx Responses

For additional information on Actionable and Non-Actionable eR_X Status Codes, refer to the tables in <u>Appendix B: Holding Queue Status Codes & Descriptions</u>.

3.5.1.2.1 eR_X Default Lookback Days

A new field, ERX DEFAULT LOOKBACK DAYS file (#10.2), has been added to the OUTPATIENT SITE file (#59), which contains the number of days the user would like to look back before loading the Holding Queue's list view or completing a Search (SR) or Sort (SO). This is a configurable field that can be updated with the desired value by the local site's VistA Admin. The addition of this new configurable field facilitates increased processing speed in the eR_X Holding Queue.

```
LAST PRESCRIPTION # ISSUED: 2721007
DISPENSE DNS PORT: 9300
DEFAULT ERX CLINIC: ANGIO
AUTOMATED DISPENSE: HL7 V.2.4
RELATED INSTITUTION: DAYTSHR TEST LAB
NPI INSTITUTION: DAYTSHR TEST LAB
CPRS ORDERING INSTITUTION: DAYTSHR TEST LAB
```

Figure 3-5: eR_x Default Lookback Days

- The number of eR_x records displayed in the Holding Queue's list view is based on the ERX DEFAULT LOOKBACK DAYS file (#10.2) configured in OUTPATIENT SITE file (#59).
- By default, the ERX DEFAULT LOOKBACK DAYS field is blank, so the software goes back to 365 days.
- ERX LOOK-BACK DAYS label along with the value and date stamp are displayed both in the Traditional View and the Patient Centric View of the eR_X Holding Queue, in the Header section.
- If the Pharmacy user would like to see eR_X records received from older dates, the user can use the Search (SR) option and select the 'Received Date Range' (#3), to retrieve those records.

NOTE: Refer to the Implementation Guide – Inbound ePrescribing (PSO*7.0*p581) on the VA Documentation Library (VDL) for details on configuring the ERX DEFAULT LOOKBACK DAYS for a site.

3.5.2 Patient Centric View

The Patient Centric View allows users to view eR_Xes grouped by patient. This view makes it easier to view the eR_X records in the Holding Queue when there is a high volume of records. Patient Centric View displays the actionable eR_X records only per patient. It allows the user to easily identify the message types that are in outstanding or actionable statuses, such as, N, I, W, Hxx (where x = letter), HC, CAH, CAO, CAP, CAR, CXD, CXE, CXI, CXN, CXV, CXW, CXY, RXD, RXE, RXF, RXI, RXN, RXR, RXW, or the Inbound Error in RRE and CRE status. It also displays the last user information, which identifies which actionable eR_X records have been worked on and/or whom to contact when there is a problem with one or more records.

Once the user selects a patient from the Patient Centric View, the prescription view displays, with only the actionable eR_X records for the selected patient.

To access Patient Centric View:

1. Enter **<PT>**.

Outpatient Pharmacy software - Version 7.0
Division:
A 'DIVISION' must be selected! Do you want to try again? YES//
Division: 984 DAYTON (984) 984
You are logged on under the DAYTON (984) division.
Select LABEL PRINTER: HOME// HOME
OK to assume label alignment is correct? YES//
Bingo Board Display: WAITING ROOM//
Select one of the following:
PTPATIENT(Grouped)RXPRESCRIPTION RECEIVED DATEEEXIT
Select By: (PT/RX): PT//

Figure 3-6: PT – Patient (Grouped)

2. Select an option to filter the Patient Centric View by specific actionable status.



Figure 3-7: Patient Centric View Filters – Select by Status

While accessing the Patient Centric View, one of the following selections may be made to filter the display results by specific actionable statuses:

- $\langle A \rangle$ All Patients with eR_X records in all actionable statuses in the Holding Queue.
- <1> New Patients with eR_X records in New status in the Holding Queue. (NewRx only)
- <2> In Process Patients with eR_X records in In Process status in the Holding Queue.
- <3> Wait Patients with eR_X records in Wait status in the Holding Queue.
- <4> Hold Patients with eR_X records in one of the Hold statuses in the Holding Queue.
 - If <4> Hold is entered, <S> must then be selected for a single Hold status or <A> for all hold codes.



Figure 3-8: Patient Centric View Filters – Hold

If $\langle S \rangle$ is entered to filter the display results by a single Hold status, the desired Hold status to filter by must be selected.

•	ALL HOLD CODES
A	ALL HOLD CODES
sponse: A/	/ SINGLE CODE
Rx Status:	??
se from:	
HP	T - PATIENT NOT FOUND
HP	D - PROVIDER NOT FOUND
HN	F - NON-FORMULARY DRUG THAT NEEDS APPROVAL
HS	0 - INSUFFICIENT STOCK
HD	I - DRUG-DRUG INTERACTION
HA	D - ADVERSE DRUG INTERACTION
HB	A - BAD ADDRESS
HP	C - PROVIDER CONTACTED
HP	A - PRIOR APPROVAL NEEDED
HO	R - OTHER REASON
HP	P - PATIENT CONTACTED
HP	R - HOLD DUE TO PATIENT REQUEST
HQ	Y - QUANTITY OR REFILL ISSUE
HC	- HOLD DUE TO CHANGE
HP HO HP HP HG	 A - PRIOR APPROVAL NEEDED A - OTHER REASON P - PATIENT CONTACTED R - HOLD DUE TO PATIENT REQUEST Y - QUANTITY OR REFILL ISSUE

Figure 3-9: Patient Centric View – Hold Statuses

For additional details on Hold statuses, refer to <u>Appendix B: Holding Queue Status Codes &</u> <u>Descriptions</u>.

NOTE: The Hold status codes of the format Hxx apply to all fillable prescriptions. However, HC applies to NewRx type only.

- <5>CCR Patients with CancelRx Request and/or actionable RxRenewal Response and/or RxChange Response in the Holding Queue.
 - If <5> CCR is entered, <S> must be selected to filter for a single CCR status, or <A> for all actionable CCR statuses.



Figure 3-10: Patient Centric View Filter – CCR

If $\langle S \rangle$ is entered to filter the display results by a single CCR status, they must then select the desired CCR status to filter by.

Choose from:		
254	RXD -	RXRENEWAL RESPONSE DENIED/DNTF
255	RXN -	RXRENEWAL RESPONSE - NEW
256	RXF -	RXRENEWAL RESPONSE FAILED
262	CAO -	CANCEL PROCESS COMPLETE
263	CAH -	CANCEL COMPLETED IN HOLDING QUEUE
265	CAR -	CANCEL REQUEST RECEIVED
267	CAF -	CANCEL PROCESS FAILED
268	CAP -	CANCEL PAPER RX OR FAXED RX
269	CAX -	CANCEL RESPONSE FROM VISTA UNSUCCESSFUL
1334	RXR -	RXRENEWAL RESPONSE REPLACE - NEW
1337	RXE -	RXRENEWAL RESPONSE - PROCESSING ERROR
1345	CXN -	RXCHANGE RESPONSE - NEW
1346	CXV -	RXCHANGE RESPONSE - PRESCRIBER AUTH - NE
1347	CXY -	RXCHANGE RESPONSE - PRIOR AUTH - NEW
1351	CXD -	RXCHANGE RESPONSE DENIED
1354	CXE -	RXCHANGE RESPONSE - PROCESSING ERROR

Figure 3-11: Patient Centric View – CCR Statuses

Once a selection is made:

• If the site has not configured ERX DEFAULT LOOKBACK DAYS, a list of patients who have Actionable eR_X records in the Holding Queue for the last 365 days displays. See Figure 3-12.

PSO	ERX HOLDING	QUEUE		Jun 11, 2020@14:02:26		Page:	1	of	2
PSO	ERX HOLDING	QUEUE							
		ERX	LOOP	K-BACK DAYS: 365 (Jun 12	, 2019	9)			
-	Patient		DOB	Drug	Pr	rovider	STA	Rec	Date
1.	spectrum of the last			Fluticasone Furoat	e 2	CHEVE AND A LONG TO A	HPT	5/12	2/20
2.	Management of the last of the			Fluticasone Furoat	e 2	CONTRACTOR - A	N	5/12	1/20
з.	Management of the same of the			Topamax 100 MG Tab	let	CONTRACTOR - M	N	5/12	2/20
4.	manager of the last of			CYMBALTA 60MG Caps	DR	CORP. COMP. L. M.	CXN	5/13	3/20
5.	Manager and South States, 111			CLOBETASOL PROPION	ATE	CONTRACT OF	HC	5/13	3/20
6.	And a second			CLOBETASOL PROPION	ATE	per construction de la construct	CXN	5/13	3/20
7.	management in the same			Eliquis 5 MG Oral	Tab	Department	CXN	5/13	3/20
8.	manager and second and			warfarin 2 mg tabl	et	CONTRACTOR AND A	CXN	5/13	3/20
9.	Manufacture and States and States			irbesartan 150 mg		CORPORATE A REAL PROPERTY AND A	HC	5/13	3/20
10.	Manufacture and American Arts			irbesartan 150 mg		CONTRACTOR OF A	N	5/13	3/20
11.	manufacture and state and			Coreg 6.25 MG Tabl	et	CONTRACTOR OF A	CXN	5/13	3/20
12.	And a local division of the local division of the			GLIPIZIDE 10MG TA	B	CONTRACTOR OF A	CXN	5/13	3/20
13.	manufacture and the same of the			DESIPRAMINE HCL 25	MG	CARLES AND A LONG TO A LON	CXN	5/13	3/20
14.	successive and the same of the			SULFACETAMIDE NA 1	0%/	CONTRACTOR OF A	CXI	5/13	3/20
15.	And a second second second second	A CONTRACTOR OF	ALC: NOT THE OWNER OF THE OWNER OWNER OF THE OWNER OWNER OF THE OWNER OWNE OWNER OWNE	Topamax 100 MG Tab	let	CONTRACTOR OF A	HC	5/13	3/20
+-	Enter	?? for mo	ore a	actions					
SI	Select Item		SO	Sort Entries					
SR	(Search Queu	e)	MV	(Message View)					
Sele	ect Action:N	ext Screen	1/1						



• If options <1>, <2>, <3>, or <4> are selected to filter by status, a list of patients displays if the patient has Actionable eR_x records under the selected status within the number of days set as the ERX DEFAULT LOOKBACK DAYS. For example, if the ERX DEFAULT LOOKBACK DAYS is set to a value of 30 and a user selected <1> New when filtering the Patient Centric View, the patient(s) displayed should have had a new record received within the last 30 days. See Figure 3-13.

PSO	ERX	HOLDING	QUEUE		Jun	11,	2020@13	3:48:15		Page:	1	of	13
PSO	ERX	HOLDING	QUEUE										
			ERX	LOOK	-BAC	< DAY	YS: 30 (May 12, 2	020)				
-	Pat	ient		DOB		Drug	9		Pro	vider	STA	Rec	Date
1.				B. 18		Lisi	inopril-	Hydrochlo	r	ALC: NOT THE R. L.	RXR	3/2	5/20
2.				Sec. 115		Vict	toza 18	MG/3ML Su	b	action of the second	RXR	3/2	5/20
з.				Sec. 115		Vict	toza 18	MG/3ML Su	b	an - 180 - 1	RXE	3/2	5/20
4.				8.15		Lisi	inopril-	Hydrochlo	r	action of the second	RXE	3/20	6/20
5.				8.15		Dexi	ilant 60	mg capsu	1	ALC: N. 1. 1.	RXE	3/20	6/20
6.				B. 18		Lisi	inopril-	Hydrochlo	r	and the state of the	RXE	3/20	6/20
7.				8.115		furc	osemide	20 mg tab	1		RXN	3/20	6/20
8.				B. 18		magr	nesium,	as oxide,	1000	and the second second	RXF	3/20	6/20
9.				Sec. 115		prec	dniSONE	20 mg tab	1		RXE	3/20	6/20
10.				B. 15		Amox	xicillir	-Pot Clav	u	and the state of the	RXE	3/20	6/20
11.				B. 15		Chlo	orhexidi	ne Glucon	a	and the state of the	RXE	3/20	6/20
12.				A. 15		sim	vastatir	40 mg ta	b		RXN	3/20	6/20
13.				AL 14		SAXa	agliptin	1 2.5 mg-m	e	and the state of the	RXF	3/20	6/20
14.				Sec. 115		Lisi	inopril-	Hydrochlo	r	and the second second	N	4/1	3/20
15.				Sec. 1. Sec.	- 10.1	Myrt	petrig 5	o mg tabl	e	and the second second	N	4/1:	3/20
+-		Enter	?? for mo	ore a	ctio	ns							
SI S	Selec	t Item		SO	Sort	Entr	ries						
SR	(Sear	ch Queue	∋)	MV	(Mess	sage	View)						
Sele	ect A	ction:Ne	ext Scree	1//	0.000	-							

Figure 3-13: Configured ERX LOOK-BACK DAYS Field

The table below describes the columns visible in the Patient Centric View.

Column Label	Description
ERX PATIENT	Name of the patient sent on the New prescription
DOB	eR _x patient's date of birth
ED	The number of days elapsed since the oldest $eR_{\rm X}$ that is still in an actionable status was received for that patient
LOCKED BY	Name of the current user that applied lock on the patient record successfully
NW	Number of NewRxes
WT	Number of eR_xes in WAIT status. WAIT status displays if all validations have been performed, but the eR_x has not been Accepted (AC) (Includes all fillable prescriptions).
IP	Number of eRxes In Process (includes all fillable prescriptions)
HD	Number of eR_x es on Hold (includes all fillable prescriptions)
CCR	CancelRx Request, RxChange Response, and RxRenewal Response records in actionable statuses; (also, includes RXF,RXE and CXE records)
OTH	Inbound Error related to RxRenewal/RxChange Request (Status – RRE/CRE)
тот	Total number of eRxes in actionable statuses

Table 1: Patient Centric View

• If an eR_X patient does not have user name displayed in the LOCKED BY column, this means that the patient's eR_X record is available to the user.

- Under columns NW, IP, HD, WT, CCR, and OTH the maximum count displayed is 99, even if the patient has more actionable eR_X records, which the TOT (Total) column would indicate.
- Under the TOT column, the maximum count displayed is 999, even if the patient has more than 999 items in actionable status.
- Patient Centric View displays up to 999 records.
- Patient Centric View records are sorted by Elapsed Days, in descending order.

To select a patient to view the eR_xes associated with them, select the patient record number. A list of actionable eR_x records displays.

PSO	ERX HOLDING	QUEUE	Sep 23, 2020@14:43:36 Page	: 1	of 8
PSO	ERX HOLDING	QUEUE			
		ERX L	OOK-BACK DAYS: 120 (May 26, 2020)		
+	Patient		DOB Drug Provider	STA	Rec Date
7.	The second s		GABAPENTIN 100MG CAP		4/17/20
8.			Lisinopril-Hydrochlor		4/17/20
9.	Construction of the local sectors of the local sect	presenta da s	simvastatin 40 mg tab	A	4/17/20
10.		crears. as i	simvastatin 40 mg tab		4/17/20
11.	Contraction of the local sectors of the	creard, on 1	simvastatin 40 mg tab		4/17/20
12.	CARDING STREET, STREET	creard, do i	simvastatin 40 mg tab		4/17/20
13.	CONTRACTOR OF A	create as a	simvastatin 40 mg tab		4/17/20
14.	CARDING MADE	create de l	simvastatin 40 mg tab		4/17/20
15.		presente de la	simvastatin 40 mg tab		4/17/20
16.		constraints and a	simvastatin 40 mg tab		4/17/20
17.		country in a	simvastatin 40 mg tab		4/17/20
18.		COMPANY AND I	simvastatin 40 mg tab		4/17/20
19		company and it	simvastatin 40 mg tab		4/17/20
20		Company in 1	simvastatin 40 mg tab		4/17/20
21		COMPANY OF L	simvastatin 40 mg tab		4/17/20
2	Enter	22 for mor	actions		4/11/20
CT (Soloot Itom		C Sont Entries		
CD .	Cooper Oueu		MV (Macaaga Vieu)		
Sn	search Queu	e)	, T		
Sele	action:N	ext Screen/			

Figure 3-14: Patient eR_x List

To view the details of an eR_X , select the record number.

eRx Holding Queue Display	Sep 23,	2020@14:45:26	Page:	1 of 3
eRx Reference #:				
eRx HT: 177.8(cm)(04/09/2020)		eRx	WT: 90.26(kg)(04	/09/2020)
NEWRX				
eRx Status: NEW RX				
eRx Patient Primary Telephone	:			
eRx Patient:	CONTRACTOR OF		DOB:	
Vista Patient:	1.00		DOB:	
eRx Provider Primary Telephor	ne:			
eRx Provider:			NP1:	
Vista Provider:			NP1:	
ORY DEUR CABARENTIN 100MG C	P			
eBx Oty: 180 eBx Befill	e · 1	eBy Dave Supply	. 60	
eBx Written Date: APB 17, 202	20	eBx Issue D	ate: APB 17, 2020	
Prohibit Renewals: No				
+ Enter ?? for more a	actions			
VP VALIDATE PATIENT VM	VALIDATE	PROVIDER	VD VALIDATE DRUG	/SIG
P Print RJ	Reject	1	AC Accept eRx	
H Hold UH	Un Hold		RM Remove eRx	
Select Action:Next Screen//				

Figure 3-15: eRx Summary/Details Screen

Validation actions may be completed from here. If validation actions are started on NewRx message types, but not Accepted, the Status of the eR_X displays as "I" for In Process. In the example below, just the patient was validated, therefore the eR_X is still In Process.

PS0	ERX	HOLDING	QUEUE	Jun	11, 2020@14:10:	:12	Page:	1	of	З
PSO	ERX	HOLDING	QUEUE							
			ERX	LOOK - BAC	K DAYS: 30 (May	12, 2020)				
	Pat	ient		DOB	Drug	Pr	ovider	STA	Rec	Date
1.			E 10.	18.18.78	Azithromycin 25	50 MG O	The late is a set of	N	1/15	/20
2.					Azithromycin 25	50 MG O	the second case in	N	1/15	/20
з.	1000			10.00	Azithromycin 25	50 MG O	the second states of	N	1/15	/20
4.			1000		Glucose Blood	In Vitr		I	1/31	/20
5.	1000				N/A	the second s		RXR	2/6/2	20
6.					Glucose Blood 1	In Vitr	the second states in	N	2/7/:	20
7.					Glucose Blood	In Vitr	the second class is	N	2/7/:	20
8.					Glucose Blood	In Vitr	and the local data in	N	2/11	/20
9.					METHADONE HCL 1	10MG TA	the second calls in	N	2/11	/20
10.					Metoprolol Succ	cinate	the second case is	RXD	2/12	/20
11.					lamotrigine 150	ma or	and decise or deal in	N	2/13	120
12.					lamotrigine 150) ma or	the second states in	N	2/13	120
13.					lamotrigine 150) ma or	the second states of	RXR	2/13	/20
14.					lamotrigine 150) ma or	the second case in	I	2/13	120
15.				10.00.00	Rosuvastatin Ca	alcium	and the second second	N	2/19	120
+-		Enter	?? for mo	ore actio	ns					
SI S	Selec	t Item		SO Sort	Entries					
SR	(Sear	ch Queue	e)	MV (Mes	sage View)					
Sel	ect A	ction:Ne	ext Scree	1//						
Sel	ect A	ction:Ne	ext Scree	ו/ר						

Figure 3-16: eR_x List with Updated Status – I

In the Patient Centric View, if an eR_X status changes one actionable status to another, the eR_X total remains the same, but the totals for various statuses are updated. In the example below, the second record displays 17 NewRxes and 3 eR_X es that are In Process, and a total of 35 eR_X es.

PSO ERX PATIENT CENTRIC	VIEW Jun 11, 2020@14:11:38		F	Page	e:	1	of	1
	Patient Centric View							
EP	X LOOK-BACK DAYS: 30 (May 12,	2020)						
ERX PATIENT	DOB ED LOCKED BY	NW	MT	IP	HD	CCR	OTH	TOT
1	167	11	6	6	38	67	0	128
2.	148	17	1	з	7	7	0	35
3.	134	1	0	0	0	7	0	8
4.	79	38	0	2	25	20	0	85
5.	78	15	1	6	83	80	0	185
6.	51	4	0	1	11	1	0	17
7.	43	12	1	1	39	26	0	79
8.	36	8	4	2	16	5	0	35
9.	30	0	0	0	1	1	0	2
10.	30	3	1	2	5	13	0	24
11	27	6	1	0	0	1	0	8
12.	27	0	0	2	27	19	0	48
13.	21	1	1	1	10	14	0	27
14.	16	1	0	0	0	0	0	1
15.	15	0	0	1	0	0	0	1
16.	15	7	Ō	0	2	5	0	14
Enter ?? for	more actions							
SP SELECT PATTENT	SO SOBT ENTRIES							
SB SEARCH QUEUE	MV Message View							
Select Item(s): Quit//								

Figure 3-17: Patient Centric View

If an eR_x status changes from New to In Process, the numbers for the various statuses are updated while the eR_x total remains the same, as seen in the second record in the example below. There are now 16 NewRxes, 4 eR_x es In Process, and still a total of 35 eR_x es.

PSO	ERX	PATIENT	CENTR	IC VIEW	Jun	1, 20	20@14:14	:55		1	age	e :	1	of	1
				Patie	nt Cen	ric V	iew								
				ERX LOO	K-BACK	DAYS:	30 (May	12,	2020)						
	ERX	PATIENT		DOB		ED L	OCKED BY	<u> </u>	NW	MT	IP	HD	CCR	OTH	TOT
1.	100.000				and the second second	167	and the second second	10 March	11	6	6	38	67	0	128
2.						148			16	1	4	7	7	0	35
3.	-				1.00	134			1	0	0	0	7	0	8
4.					1.	79			38	0	2	25	20	0	85
5.		an, ny mana				78			15	1	6	83	80	0	185
6.				800 - MP		51			4	0	1	11	1	0	17
7.				ALC: 120		43			12	1	1	39	26	0	79
8.		APR. 410488				36	Case of Case	BC 12	8	4	2	16	5	0	35
9.				10 C - 10 C		30			0	0	0	1	1	0	2
10.	Manufi		10000	6 C		30			3	1	2	5	13	0	24
11.	and the second s					27			6	1	0	0	1	0	8
12.			Manager Strength Street	100 - DO		27			0	0	2	27	19	0	48
13.				and the second second		21			1	1	1	10	14	0	27
14.	and the second	10.00 million (1990)	and the second se			16			1	0	0	0	0	0	1
15.	100.00	- Case - Colorado		B.C. (B.C.)		15			0	0	1	0	0	0	1
16.	100			10 million (1997)		15			7	0	0	2	5	0	14
		Enter	?? fo	r more	action										
SP S	SELE	OT PATIE	NT	SO	SORT	NTRIE	S								
SR S	SEAR	CH QUEUE		MV	Messa	e Vie	M								
Sele	ect	Item(s):	Quit/	1											

Figure 3-18: Patient Centric View – Updated Actionable Status to another Actionable Status

In the Patient Centric View, if an eR_x status changes an actionable Status to a non-actionable status, the eR_x total decreases by one and the totals for various statuses are also updated. In the example below, the record in the second row, the WT column has updated from 1 eR_x es to 0 eR_x es, therefore updating the total column from 35 to 34.

PSO ERX PATIENT CENTRIC	VIEW Jun 11, 2020@14:20:11		F	age	:	1	of	1
P	atient Centric View							
ERX	LOOK-BACK DAYS: 30 (May 12,	2020)						
ERX PATIENT D	OB ED LOCKED BY	NW	MT	IP	HD	CCR	OTH	TOT
1	167	11	6	6	38	67	0	128
2.	148	16	0	4	7	7	0	34
3.	134	1	0	0	0	7	0	8
4.	79	38	0	2	25	20	0	85
5.	78	15	1	6	83	80	0	185
6.	51	4	0	1	11	1	0	17
7.	43	12	1	1	39	26	0	79
8.	36	11	4	2	16	5	0	38
9.	30	0	0	0	1	1	0	2
10.	30	3	1	2	5	13	0	24
11.	27	6	1	0	0	1	0	8
12.	27	0	0	2	27	19	0	48
13.	21	1	1	1	10	14	0	27
14.	16	1	0	0	0	0	0	1
15.	15	0	0	1	0	0	0	1
16.	15	7	0	0	2	5	0	14
Enter ?? for m	ore actions							
SP SELECT PATIENT	SO SORT ENTRIES							
SR SEARCH QUEUE	MV Message View							
Select Item(s): Quit//								

Figure 3-19: Patient Centric View Total Updated

3.5.3 eRx Holding Queue Summary/Details Screen NewRx Message

A record from the eR_X Holding Queue List View can be selected by both typing $\langle SI \rangle$ and the record number or by typing the record number itself. The first screen displayed is the Summary/Details screen, which displays information about the original eR_X from the external provider and matched VistA information (if any).

On this screen, the header contains the eR_X Patient Name and eR_X Reference #, which is an internal VA reference number assigned for tracking the eR_X . Below the header is information received from the external provider for the patient, provider, and the drug/SIG. Where applicable, VistA information displays below the eR_X information.

NOTE:

- "eRx Written Date" Date the eR_X was received in the VistA Holding Queue.
- "eRx Issue Date" Effective Date, if sent by the provider.

eRx Holding Queue Display eRx Patient: eRx Reference #: eRx HT: 152.4(cm)(05/07/20	Jun 11, 2020@14:2)20)	2:32 Page: 1 eRx WT: 79.37(kg)(05/07	of <u>3</u> /2020)
NEWRX eRx Status: IN PROCESS eRx Patient Primary Teleph eRx Patient: Vista Patient[v]:	none :	DOB: DOB:	
eRx Provider Primary Telep eRx Provider: Vista Provider: eBx Drug: Metoprolol Succi	phone:	NPI: NPI: Extended Belease 24 Hou	
eRx Qty: 30 eRx Ref eRx Written Date: MAY 13, <u>+ Enter ?? for mor</u> VP VALIDATE PATIENT P Print H Hold Select Action:Next Screen/	Fills: 0 eRx Days S 2020 eRx Iss e actions VM VALIDATE PROVIDER RJ Reject UH UN Hold	uply: 30 ue Date: MAY 13, 2020 VD VALIDATE DRUG/SI AC Accept eRx RM Remove eRx	G

Figure 3-20: Summary/Details Screen Page 1

Press <Enter> to display Page 2 of the Summary/Details screen, which contains eR_XNotes, applicable Allergy information, and Diagnosis information.

eRx Holding Querry Patient:	ueue Display Jun 11,	2020@14:26:15	Page:	2 of	3
eRx Reference eRx HT: 177.8 +	#: (cm)(04/09/2020)	eRx WT:	90.26(kg)(04/	09/2020)	
eRx Notes: Med	Prescribed Note text _Ne	еwRx-0521.			
Primary Dx:	(ICD-10 Z0000) Description: Testing P	rmary Diagnosis			
Secondary Dx:	(ICD-10 E11.21) Type 2 nephropathy Description: Testing Se	diabetes mellitus econdary Diagnosis	with diabetic		
Primary Dx:	(ICD-10 L40.0) Psorias: Description: Testing P	is vulgaris rimary Diagnosis			
Secondary Dx:	(ICD-10 B18.9) Chronic Description: Testing S ⁴	viral hepatitis, econdary Diagnosis	unspecified		
Ente	er ?? for more actions				
VP VALIDATE PA	ATIENT VM VALIDATE	PROVIDER VD	(VALIDATE DRUG	/SIG)	
P Print	RJ Reject	AC	Accept exx		
Select Action:	:Quit//	BB	Hemove enx		

Figure 3-21: Summary/Details Screen Page 2

If the VistA information for the patient, provider, or drug is not linked, the display is as shown below:

- VistA Patient: NOT LINKED
- VistA Provider: NOT LINKED
- VistA Drug: NOT LINKED

VistA information displayed includes allergies. If the patient has no known allergies, "NKA" displays in the Allergies section.

eRx Holding Queue Display Jun 11, 2020@1 eRx Patient: eRx Reference #: eRx HT: 177.8(cm)(04/09/2020) +	4:28:35 Page: 2 of 4 eRx WT: 90.26(kg)(04/09/2020)
eRx Notes: 2 tablets every morning_MedPrescr _NewRx-0526.	ibed Note text
Allergies: No Allergy Assessment	
Remote: Adverse Reactions: Primary Dx: (ICD-10 Z0000) Description: Testing Prmary D	iagnosis
Secondary Dx: (ICD-10 E11.21) Type 2 diabet nephropathy Description: Testing Secondar	es mellitus with diabetic v Diagnosis
+ Enter ?? for more actions	J Lagree Le
VP VALIDATE PATIENT VM VALIDATE PROVID P Print RJ Reject H Hold UH Un Hold Select Action:Next Screen//	ER VD VALIDATE DRUG/SIG AC Accept eRx RM Remove eRx

Figure 3-22: Patient with No Known Allergies

If the VistA patient has known allergies, verified allergies display in the Allergies section.



Figure 3-23: VistA Patient with Known Allergies

3.5.3.1 eR_x Actions

- Manual Validation:
 - **VP>** Validate Patient
 - **<VM>** Validate Provider
 - <VD> (Validate Drug/SIG) Note that this action is not available unless a VistA patient has been linked, as indicated with parenthesis around the action.
- <AC> Accepting eR_xes in the eRX Holding Queue action is not available until the validation of the eR_x Patient, provider, and drug/SIG have been completed. Also note that the <AC> action is not available if the eR_x is on Hold.
- $\langle \mathbf{RJ} \rangle$ Rejecting an eR_X in the eR_X Holding Queue removes the eR_X from the main list display and prevents further processing of the eR_X .
- <**P**> Printing in the eR_X Holding Queue displays all details of an eR_X and allows the user to select a local printer and print the eR_X.
- \langle **H** \rangle Places eR_X on Hold in the eR_X Holding Queue.
- $\langle \mathbf{UH} \rangle$ UnHold eR_X in the eR_X Holding Queue.
- $\langle \mathbf{RM} \rangle$ Removing the eR_X in the eR_X Holding Queue removes eR_X from the main list display and prevents further processing of the eR_X.
- <??>For hidden actions.

For more details on the above actions, refer to the sections identified in this guide.

NOTE: From the Summary/Details screen, users <u>cannot</u> edit any of the VistA information. The validate screens contain the option for editing the VistA information. For further information on editing and validating VistA information for an eR_x , refer to section <u>3.6 Manual Validation</u>.

3.5.3.1.1 Jump to OP

The Jump to OP $\langle JO \rangle$ hidden action allows the user to navigate to Complete Orders from OERR, from the eR_x Holding Queue Summary/Details screen. Once the user has completed reviewing on the Outpatient side, the user is navigated back to the same Summary/Details screen in which $\langle JO \rangle$ was initiated from.

The Jump to OP < JO > hidden action allows the user to navigate to Complete Orders from OERR only if the following conditions are true:

- 1. The R_X record is a fillable prescription only.
- 2. The VistA Patient is already matched to an eR_X Patient under the Validate Patient $\langle VP \rangle$ action.
- 3. The matched VistA Patient has a current pending line entry on the Outpatient side.

To use the Jump to OP action, enter <??> to view a list of hidden actions.

eRx Provider Primary Tele eRx Provider: Vista Provider:	ephone :		NPI: NPI:
eRx Drug: Metoprolol Suc eRx Qty: 30 eRx R eRx Written Date: MAY 13 + Enter 22 for m	cinate ER 100 MG T efills: 0 eRx E , 2020 eF pre actions	Tablet Extende Days Supply: 3 Ax Issue Date:	d Release 24 Hour 0 MAY 13, 2020
P Print	RJ Reject	AC	Accept eRx
H Hold	UH Un Hold	RM	Remove eRx
The following actions are + Next Screen - Previous Screen UP Up a Line DN Down a Line > Shift View to Right < Shift View to Left FS First Screen	e also available: LS Last Screer GO Go to Page RD Re Display PS Print Scree PL Print List SL Search List ADPL Auto Displa	n Q AD Screen ACK en SH EC t ay(On/Off)	Quit Add Comment Acknowledge Status History <u>eRx Change</u> Request JUMP TO OP
Type <enter> to continue</enter>	or '^' to exit:		

Figure 3-24: Jump to OP – Hidden Action

Enter the hidden Jump to OP <**JO**> action.

eRx HT: 152.4(cm)(05/07/2020)	eRx WT: 79.37(kg)(05/07/2020)
NEWRX	0
eRx Status: IN PROCESS	
eRx Patient Primary Telephone:	DOD
eRx Patient:	DOB:
Vista Patient[v]:	DOB:
eRx Provider Primary Telephone:	
eRx Provider:	NPI:
Vista Provider:	NPI:
eRx Drug: Metoprolol Succinate ER 100 MG Tablet	Extended Release 24 Hour
eRx Qty: 30 eRx Refills: 0 eRx Days St	upply: 30
eRx Written Date: MAY 13, 2020 eRx Iss	ue Date: MAY 13, 2020
+ Enter ?? for more actions	
VP VALIDATE PATIENT VM VALIDATE PROVIDER	VD VALIDATE DRUG/SIG
P Print BJ Beject	AC Accept eBx
H Hold UH Un Hold	BM Remove eBx
Select Action:Next Screen// 10 10	
Patient:	
attent.	
Would you like to select a secondary filter? N/	/

Figure 3-25: JO Action Selected

If a user attempts to Jump to $OP \langle JO \rangle$ when a VistA Patient is not matched to an eR_X Patient, an error message is received stating, "VistA patient has not been matched. Cannot jump to outpatient".

eRx Reference #: 395692	ON WITE 65 77/67/(11/10/0010)
erx H1: 152.4(cm)(11/13/2019)	erx w1: 65.77(kg)(11/13/2019)
RXCHANGERESPONSE - APPROVED WITH CHANGES	
eRx Status: RXCHANGE RESPONSE - NEW	
Change Request Type: Generic Substitution	
**************************************	ED*********
eRx Patient Primary Telephone:	DOD :
erx Patient:	DOB:
VISta Patient: NOT LINKED	DOB: N/A
eRx Provider Primary Telephone:	
eRx Provider:	NPI:
Vista Provider: NOT LINKED	NPI: N/A
the state of the second s	
eRx Drug: Fluticasone Furoate 27.5 MCG/SPRAY I	Nasal Suspension
+ Enter ?? for more actions	
VP VALIDATE PATIENT VM VALIDATE PROVIDER	R VD (VALIDATE DRUG/SIG)
P Print RJ Reject	AC Accept eRx
H Hold UH Un Hold	RM Remove eRx
Select Action:Next Screen// J0 J0	
Vista patient has not been matched. Cannot ju	mp to outpatient.
Type <enter> to continue or to exit:</enter>	

Figure 3-26: JO Error – VistA Patient Not Matched

If a user attempts to Jump to OP < JO > from an eR_X record that is not a fillable prescription, an error message is received stating, "Jumping can only be done on 'NewRx' messages, Renewal Response-Replace and fillable RxChange Response messages".

eRx HT: 177.8(cm)(04/09/2020)	eRx WT: 90.26(kg)(04/09/2020)
RXCHANGEREQUEST eRx Status: RXCHANGE REQUEST PROCESSED Change Request Type: DUE (Drug Use Evaluation)	* * * * * * * * * * * * * * * * * * * *
eRx Patient Primary Telephone: eRx Patient: Vista Patient:	DOB: DOB: N/A
eRx Provider Primary Telephone: eRx Provider: Vista Provider:	NPI: NPI: N/A
eRx Drug: Amaryl 4 mg Tablet + Enter ?? for more actions	
VP (VALIDATE PATIENT) VM (VALIDATE PROVIDER P Print RJ (Reject) H (Hold) UH (Un Hold)) VD (VALIDATE DRUG/SIG) AC (Accept eRx) RM (Remove eRx)
Select Action:Next Screen// JO JO Jumping can only be done on 'NewRx', 'Renewal R RxChange Response' messages. Type <enter> to continue or '^' to exit:</enter>	esponse - Replace' and fillable '

Figure 3-27: JO Error – Fillable eR_x Messages Only

Once the user has completed reviewing on the Outpatient side, upon selecting **<Enter>** at the "Select Patient:" prompt, the user is navigated back to the same Summary/Details screen in which **<JO>** was initiated from.

Medication F	Profile Jun 11, 2020@14:56:49 Page: 3 of 6
Contraction of the local division of the loc	<no allergy="" assessment=""></no>
PID:	Ht(cm): ()
DOB:	Wt(kg): ()
SEX:	
CrCL: <not< td=""><td>Found> (CREAT: Not Found) BSA (m2):</td></not<>	Found> (CREAT: Not Found) BSA (m2):
	ISSUE LAST REF DAY
# RX #	DRUG QTY ST DATE FILL REM SUP
+	
18 2720877A	PENICILLAMINE 250MG CAP 45 A 05-13 05-13 0 45
19 & 2720762	PRAMIPEXOLE 1MG TAB 15 E 03-26 03-26 0 15
20 & 2720764	4 SIMVASTATIN 40MG TAB 45 E> 03-26 03-26 0 15
21 2720875A	TACRINE HCL 10MG CAP 10 A 05-13 05-13 0 10
22 2720872A	TERAZOSIN HCL 5MG CAP 10 A> 05-13 05-13 0 10
23 2720871A	WARFARIN (COUMADIN) NA 2MG LAVENDER TAB A 05-13 05-13 0 20
	Qtv: 20
	DISCONTINUED
24 & 2720873	3 CYANOCOBALAMIN 1000MCG/ML INJ 30 DC>05-12 05-13 0 30
25 & 2720882	GALANTAMINE 4MG/ML OBAL SOLN 90 DC>05-15 05-13 0 45
+ Er	nter ?? for more actions
PU Patient	Record Update NO New Order
PI Patient	Information SO Select Order
Select Actio	pn: Next Screen// ^
Select Patie	ant:
ooroot ratit	

Figure 3-28: JO "Select Patient" – Jump Back to Holding Queue eR_x Summary/Details Screen

3.5.3.1.2 Status History

The Status History \langle **SH** \rangle hidden action displays the history of status changes on an eR_X record within the Holding Queue. It does not include the initial status of the record.

+-	Enter ?? for mo	re ac	tions		
Р	Print	RJ Re	eject	AC A	ccept eRx
н	Hold	UH UI	n Hold	RM R	emove eRx
The	following actions are	also	available:		
+	Next Screen	LS	Last Screen	Q	Quit
-	Previous Screen	GO	Go to Page	AD	Add Comment
UP	Up a Line	RD	Re Display Screen	ACK	Acknowledge
DN	Down a Line	PS	Print Screen	SH	Status History
>	Shift View to Right	PL	Print List	EC	eRx Change Request
<	Shift View to Left	SL	Search List	JO	JUMP TO OP
FS	First Screen	ADPL	Auto Display(On/Off)		
TVP	e <enter> to continue</enter>	or '^	' to exit:		
21					

Figure 3-29: Status History – Hidden Action

Enter the hidden Status History *<***SH***>* action to display the history of status changes.



Figure 3-30: SH Action - Status Changes on eR_x Record in Holding Queue

Comments are displayed where applicable (i.e. Hold, RJ, and RM statuses).

eRx Pr eRx Pr Vista	rovider Primary Telep rovider: Provider:	ohone	anterna		NPI: NPI:
eRx Dr	rug: Prednisone 5 mg	table	et and a second	-	
enx Qt	ty: 24 eRx Ret	F111S	: 0 erx Days Supply	y: 6	
erx wr	Fitten Date: MAY 19,	2020	eRX Issue Da	ate:	
+ P Pri	Enter 77 for mor	D D		AC A	acopt oBx
				AC A	
п пот	La	UH UI	ПНОТО	HPI H	ellove enx
The fo	ollowing actions are	also	available:		
+ N	Next Screen	LS	Last Screen	Q	Quit
- F	Previous Screen	GO	Go to Page	AD	Add Comment
UP L	Jp a Line	RD	Re Display Screen	ACK	Acknowledge
DN D	Down a Line	PS	Print Screen	SH	Status History
> 5	Shift View to Right	PL	Print List	EC	eRx Change Request
< 5	Shift View to Left	SL	Search List	JO	JUMP TO OP
FS F	First Screen	ADPL	Auto Display(On/Off)		
Type <	<enter> to continue o</enter>	or '	' to exit:		

Figure 3-31: Status History with Comment for Rejected eRx

3.5.3.1.3 eR_X Change Request

 eR_x Change Request $\langle EC \rangle$ hidden action is used to request change on a NewRx prescription from the external Provider who sent the original NewRx. For detailed information about RxChange Request, refer to <u>Unit 5 - RxChange Requests and Responses</u>.



Figure 3-32: eRx Change Request

3.5.3.2 Patient-Level Record Lock

Note that when either the Summary/Details screen or any of the validate screens of an eR_x are open, all the eR_x es for that same patient in the Holding Queue are locked and inaccessible for other users to access until the lock is released (the screens are closed). This is referred to as a patient-level record lock.

The following message displays if a user attempts to access an eR_X for the same patient that another user has opened.

```
is editing orders for this patient (JUN 18,2020@15:34:42)
Type <Enter> to continue or '^' to exit:
```

Figure 3-33: Patient-Level Record Lock

3.5.3.3 Prohibit Renewals

The Prohibit Renewal Request flag is used to denote that a RxRenewal Request should not be sent to the sending prescriber for an original NewRx or a subsequent fillable RxChange Response when the flag is set on the original NewRx. This is usually used when the visit is for a one time prescription (i.e., Urgent Care Center or Emergency Department).

NOTE:

(i) The Prohibit Renewal Request information is not displayed for RxRenewal Request and Response records.

(ii) The Prohibit Renewal Request information is displayed both in VistA and on web GUI under Track/Audit details screen, whenever it is sent on the inbound NewRx record.

eRx Holding Queue Display	Jun 18,	2020@13:54:15	Page:	1 of	6
eRx Patient:	R				
eRx Reference #:					
eRx HT: 152.4(cm)(05/07/2	020)	eRx	WT: 79.37(kg)(05	5/07/2020)
+					
eRx Patient Primary Telep	none :		DOD .		
eRx Patient:			DOB:		
Vista Patient:			DOB:		
eRx Provider Primary Tele	phone:	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			
eRx Provider:	A REAL PROPERTY.	and second	NPI:		
Vista Provider:	the state of the	and the second second	NPI:		
eRx Drug: SIMVASTATIN 10M	G TAB				
eRx Qty: 99999 eRx Re	fills: 99	eRx Days Supply	: 365		
eRx Written Date: MAY 27,	2020	eRx Issue Da	ate: MAY 27, 2020)	
Prohibit Renewals: No					
eRx Sig:					
+ Enter ?? for mo	re actions				
VP VALIDATE PATIENT	VM VALIDATE	PROVIDER	VD VALIDATE DRUG	G/SIG	
P Print	RJ Reject		AC Accept eRx		
H Hold	UH Un Hold		RM Remove eRx		
Select Action:Next Screen	//				

Figure 3-34: Prohibit Renewal Request