Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) 4.0

User Guide

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Version 4.0 (Unit 3 Part 2)

Department of Veterans Affairs (VA)

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Revision History

Date	Version	Description	Author
10/20/20	4.0	PSO_7_0_p581_UM updated: • Updated all screen shots with the latest versions • Added paragraph numbers to all paragraphs • Updated terminology throughout to comply with NCPDP 2017071 standards • Added "Prohibit Renewal Request" functionality details under Unit 3 • Added New unit for RxChange Requests and Responses - Unit 5 • Moved CancelRx Requests and Responses under Unit 6 • Added RxRenewal Response – Replace Type under Unit 5 • Added Note for RxVerify functionality under Unit 3 • Added Note for Reject functional under Unit 3	Technatomy
05/05/2020	3.0	PSO*7.0*610: • Added note to indicate a minor change in the display of the Station ID drop-down list in the Reports tab • Updated Title page, Revision History, and Footers	Liberty ITS
03/23/2020	2.9	PSO*7.0*590: • Added production application **URL** • Updated Title page, Revision History, and Footers	Liberty ITS
03/05/2020	2.8	PSO*7.0*591: • Updated Figure 3-44 and 3-45 • Updated Title page, Revision History, and Footers	Liberty ITS
08/27/2019	2.7	PSO*7.0*567 updated: • Help Desk contact information/name • Screen capture dates for ERX Lookback Days beginning with page 108 through 203 • Corrected Figure 3-12 and reworded the bullets above • Added Figure 3-13 • Title page, TOC, LOF, and Footers	Liberty ITS
05/07/2019	2.6	Updated document for the following: • Standardized images throughout document • Clarified patient DOB format under Table 3 • Added Note to replace text "Dispense Notes" with "Substitutions" under Track/Audit Details screen in Section 5 Inbound/Outbound Message Detail • Added Note to indicate the change of screen/page title from "Users" to "User Management" in section 2.2.5 User Management • Included description for ERX LOOK-BACK DAYS display on the Holding Queue's Traditional View and Patient Centric Views in section in section 3.5.1.2.1.	Technatomy

Date	Version	Description	Author
		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: • R$_X$Renewal Request • R$_X$Renewal Response – Approved • R$_X$Renewal Response – Approved with Changes (change to drug data only) • R$_X$Change Request • CancelR$_X$ Response • Inbound Errors related to CancelRx Responses For additional information on Actionable and Non-Actionable eR$_X$ Status Codes, refer to the tables in **Error! Reference source not found. Error! Reference source not found.**. • eR$_X$ 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 3-42, Figure 3-52, 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 Error**! No text of specified style in document.**-16 to indicate to the user that a Provider's DEA# has expired in section 3.6.2.3 Edit Provider • Removed reference to "Limited Duration" field from Validate Drug/SIG for the modified workflow in section 3.6.3.3 Edit Drug/SIG • Added description under Note for modified workflow in section 3.6.3.3 Edit Drug/SIG • Updated 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 work flow 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 eR$_X$ Date, Date Written, Issue Date, and Written Date fields in section 3.13 Complete Orders from OERR and Patient Prescription Processing	
11/09/2018	2.5	• Updated per HPS Review pgs. 55, 57, 87, 88, 90, 92, 194, and 195.	Technatomy

Date	Version	Description	Author
		• Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant)	
10/24/2018	2.4	Update TOC – Remove Graphic and reran TOC	Technatomy
08/27/2018	2.3	Technical Writer Review and 508 accessibility checks	Technatomy
08/01/2018	2.2	Updated screenshots and added R_XRenewal Requests and Responses and CancelR$_X$ Requests and Responses sections	Liberty ITS
07/28/2018	2.1	Updated screenshots and added 30-day Lookback	Technatomy
4/12/2018	2.0	Updated screenshots to include 2.1 changes	Liberty ITS
11/15/2017	1.0	Baseline release: • Updated Table of Figures • Updates based on feedback from HPS • Updated screenshots and verbiage throughout the document, formatting, and sections Inbound ePrescribing Workflow and Summary/Details screen, Pharmacy Management section • Updates made based on changes made during SureScripts Certification and IOC Production Testing	Technatomy

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3.6 Manual Validation

Prior to accepting a fillable eR$_X$ <**AC**> and moving the eR$_X$ to Pending Outpatient Orders file, the VistA patient, provider, and drug/SIG must be validated. The eR$_X$ is then further processed using Complete Orders from OERR [PSO LMOE FINISH] or Patient Prescription Processing [PSO LM BACKDOOR ORDERS].

The validation process begins by selecting one of the validate actions from the Summary/Details screen. For training, the sections further will show examples of NewRx processing. The remaining inbound fillable prescriptions follow the same workflow.

NOTE: Before the Drug/SIG on an eR$_X$ can be manually validated, the eR$_X$ Patient must have a linked VistA patient. The <**VD**> (Validate Drug/SIG) action has parenthesis around the action to signify this action is not available until a VistA patient is linked, as illustrated in the figure below.

Figure Error! No text of specified style in document.**-1: Summary/Details Screen Actions**

3.6.1 Validate Patient

The patient must be validated before a fillable eR$_X$ can be accepted. Information about the Patient Validation screen and editing the patient information is described in the following sections.

To validate patient information, type <**VP**> VALDIATE PATIENT from the Summary/Details screen. The Patient Validation screen displays and is described in the following sections.

Figure Error! No text of specified style in document.**-2: Validate Patient**

3.6.1.1 Patient Auto-Match in the Processing Hub

The following outlines the scenarios for a patient auto-match in the IEP Processing Hub before being sent down to VistA:

Patient Match - Primary Hub

1. MPI Check - receive ICN and SSN from MPI if successful:
    a. If SSN is sent on a NewRx, then the SSN is used in the auto-match with the MPI along with Last Name, First Name, DOB, Gender, Address Line 1, and Home Telephone Number. If Home Telephone Number is not sent, Primary Telephone is used.
    b. If SSN is not sent on the NewRx, then the match is be done with MPI against Last Name, First Name, DOB, Gender, Address Line 1, and Home Telephone Number. If Home Telephone Number is not sent, Primary Telephone is used.
    c. Since only the Last Name, First Name, DOB, and Gender are mandatory on a fillable prescription, the match is done against all the data pieces that are received.
    d. When a patient is successfully matched, the patient registration at the sites is checked.
2. E&E Check - Then E&E Services is checked to see if the patient is both enrolled and eligible to their system to receive pharmacy benefits (This is done using ICN retrieved from MPI).

Patient Secondary Match in VistA

- Case 1: Patient Auto match successful (MPI record found, E&E check passed, and Patient Site Registration passed).
    a. Use the ICN received from MPI and check against the local Patient file entry; if passed, then link this VistA patient to eR$_X$ Patient.
    b. If ICN check fails, use the SSN received from MPI and check against the local Patient file entry; if passed, then link this VistA patient to eR$_X$ Patient.
- Case 2: MPI Match successful but E&E check failed at the Hub:
    a. Use the ICN received from MPI and check against the local Patient file entry; if passed, then link this VistA patient to eR$_X$ Patient.
    b. If ICN check fails, use the SSN received from MPI and check against the local Patient file entry; if passed, then link this VistA patient to eR$_X$ Patient.
- Case 3: MPI match unsuccessful at the Hub:
    a. No secondary match.

3.6.1.2 Patient Manual Validation Screen Overview

The header of the Patient Validation screen contains the eR$_X$ Patient Name and the eR$_X$ Reference #. Below the header is the eR$_X$ and VistA information for the patient, including any known allergies where applicable.

If a match was NOT found for the eR$_X$ Patient, the screen looks similar to the below figure. The Status field has "NOT VALIDATED", with "PATIENT NOT MATCHED" below the Status. No VistA patient information displays.

Figure Error! No text of specified style in document.**-3: Patient Validation Screen Display - Patient Not Validated/ Not Auto Matched**

If a match is found, however, the patient has NOT been validated, the Summary/Details screen looks similar to the below figure. The Status field has "NOT VALIDATED", with VistA information displaying, where applicable.

Figure Error! No text of specified style in document.**-4: Patient Validation Screen Display - Patient Not Validated / Patient Auto Matched**

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

```
PSO ERX PATIENT VALIDATION     Jun 18, 2020@14:08:32     Page:    1 of    2
eRx Patient: ██████████
eRx Reference #: ████████
eRx HT: 152.4(cm)(11/13/2019)              eRx WT: 65.77(kg)(11/13/2019)
+
Status: NOT VALIDATED
Vista Patient: ██████████                              DOB: ██████████
Sex: MALE                                              SSN: ██████████
Addr: ██████████
City: ██████████
St: ██████████                                         Zip: ██████
Home Phone: ██████████                                 Cell Phone:

Eligibility: SERVICE CONNECTED 50% to 100%
Pharmacy Narrative: DRUG REQUEST FOR NAPROSYN 375MG

Allergies
     Verified: HEADACHE PM, ALCOHOL, BEEF PRODUCTS, CARROTS,
Non-Verified: PENICILLIN,
       Remote:
Adverse Reactions:
          Enter ?? for more actions
P   Print                   H  Hold              UH Un Hold
E   Edit                    AV Accept Validation RJ Reject
Select Item(s): Quit//
```

Figure Error! No text of specified style in document.**-5: VistA Patient with Known Allergies**

If the patient has been validated, the Status field above the VistA Patient contains "VALIDATED", with the user who performed the validation and date/timestamp.

```
PSO ERX PATIENT VALIDATION     Jun 18, 2020@14:16:30     Page:    1 of    2
eRx Patient: ██████████
eRx Reference #: ████████
eRx HT: 152.4(cm)(11/13/2019)              eRx WT: 65.77(kg)(11/13/2019)

eRx Patient: ██████████                                DOB: ██████████
Sex: FEMALE                                            SSN: ██████████
Addr: ██████████
City: ██████████
St: ██████████                                         Zip: ██████
Home Phone: ██████████                    Primary Phone: 6176884642
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
Status: VALIDATED (██████████ - JUN 18, 2020@14:16:09)
Vista Patient: ██████████                              DOB: ██████████
Sex: MALE                                              SSN: ██████████
Addr: ██████████
City: ██████████
St: ██████████                                         Zip: ██████
Home Phone: ██████████                                 Cell Phone:
+         Enter ?? for more actions
P   Print                   H  Hold              UH Un Hold
E   Edit                    AV Accept Validation RJ Reject
Select Item(s): Next Screen// █
```

Figure Error! No text of specified style in document.**-6: Patient Validated**

The actions at the bottom of the Patient Validation screen include:

- **<P>** Print – Prints display of the eR$_X$ for printing to network or local printer.
- **<H>** Hold – Places an eR$_X$ on hold.
- **<UH>** Un Hold – Removes an eR$_X$ from a Hold.
- **<E>** Edit – User edits if the information is empty or incorrect.
- **<AV>** Accept Validation – User accepts the validation if information is correct.
- **<RJ>** Reject – Rejects the eR$_X$.

3.6.1.3 Edit Patient

1. Enter <**E**> Edit to edit the patient information.
2. If a VistA patient already exists for the eR$_X$, the system displays a message confirming the edit.

```
A patient has already matched to a vista patient.
Would you like to edit the patient? NO// ▮
```

Figure Error! No text of specified style in document.**-7: Edit Patient on a VistA Match**

3. If a VistA patient match does not exist, the system prompts to select a patient at the "Select Patient Name" prompt. The partial or full name of the patient, DOB or SSN can be entered.
4. Select the correct patient and press <**Enter**>.
5. A message displays confirming the patient selection. Enter <**Y**> Yes.
6. The select patient information populates the VistA Patient fields on the Patient Validation screen.

NOTE: A Warning Message displays if there is a DOB, Gender, and/or an SSN mismatch on the patient selected during the edit process.

```
*************************WARNING******************************
SSN mismatch.
Gender mismatch.
*************************************************************
```

Figure Error! No text of specified style in document.**-8: Mismatch Message**

3.6.1.4 Accept Patient Validation

Once the patient information has been edited and reviewed for accuracy, the validation needs to be accepted on the Patient Validation screen.

1. Select <**AV**> Accept Validation on the Patient Validation screen to accept the provider validation.
2. A message displays confirming whether to mark the patient as validated. Enter <**Y**> Yes.

If the validation is successful, a message displays indicating that the validation was updated.

The Status changes to "VALIDATED" on the Patient Validation screen, along with the user who performed the validation and date/timestamp.

```
Would you like to mark this patient as VALIDATED?
Enter Yes or No: NO// YES
Validation Updated!!
Type <Enter> to continue or '^' to exit:
```

Figure Error! No text of specified style in document.**-9: Confirm Acceptance of Patient Validation**

A "[v]" displays to the right of the VistA Patient field on the Summary/Details screen.

```
eRx Holding Queue Display    Jun 18, 2020@14:22:15         Page:    1 of    4
eRx Patient: ██████████
eRx Reference #: ████████
eRx HT: 152.4(cm)(11/13/2019)              eRx WT: 65.77(kg)(11/13/2019)

NEWRX
eRx Status: IN PROCESS
eRx Patient Primary Telephone: ██████████
eRx Patient: ██████████                              DOB: ███████
Vista Patient[v]: ██████████                         DOB: ███████


eRx Provider Primary Telephone: ██████████
eRx Provider: ██████████                             NPI: ██████████
Vista Provider: NOT LINKED                           NPI: N/A

eRx Drug: Fluticasone Furoate 27.5 MCG/SPRAY Nasal Suspension
eRx Qty: 1      eRx Refills: 0     eRx Days Supply: 10
eRx Written Date: MAY 12, 2020         eRx Issue Date: MAY 12, 2020
+           Enter ?? for more actions
VP  VALIDATE PATIENT      VM VALIDATE PROVIDER      VD  VALIDATE DRUG/SIG
P   Print                 RJ Reject                 AC  Accept eRx
H   Hold                  UH Un Hold                RM  Remove eRx
Select Action:Next Screen//
```

Figure Error! No text of specified style in document.**-10: Patient Validation Complete:**

Summary/Details Screen Indicator

3.6.1.5 Automatic Patient Validation

When a patient validation is accepted on one eR$_X$ and there are additional eR$_X$es in the Holding Queue for the same patient, received on the same day, a message displays asking if the patient validation should be applied to the other eR$_X$es. Refer to Figure Error**! No text of specified style in document.**-11. If the user selects <**Y**> Yes, the system links and applies the patient validation for the eR$_X$es currently in the Holding Queue for that patient.

NOTE: Automatic Patient Validation is only available for NewRx.

The determination of the same patient is based on unique records from the ERX EXTERNAL PATIENT file (#52.46). The system only validates the same patients on eR$_X$es that are currently in the ERX HOLDING QUEUE file (#52.49) received at the time of the automatic patient validation. Patient validation is not applied for eR$_X$es received for that patient after the auto validation is applied. For example, if VA receives six eR$_X$es for the same patient on the same day, the user only has to validate the patient once. If eR$_X$es are received later that same day, those eR$_X$es need to be revalidated.

```
This patient has other prescriptions for: Jun 16, 2020
Patient: ██████████

     DRUG                    PROVIDER                    REC DATE
--------------------------------------------------------------------
1.) Fluticasone Furoate 27.5 ██████████               JUN 16, 2020
```

Figure Error! No text of specified style in document.**-11: Automatic Patient Validation**

To apply patient validation to other eR$_X$es in the Holding Queue for the same patient, received on the same day:

1. The system asks the user if the previous validation should be applied to the other eR$_X$es received for the patient.

```
Would you like apply the above validation to these prescriptions?
Enter Yes or No: N// O
```

Figure Error! No text of specified style in document.**-12: Apply Patient Validation to Other eR$_X$es**

2. Enter **Y** for Yes to apply the validation to the other eR$_X$es for the patient. After selecting **Yes**, the patient validation is applied to the other eR$_X$es. As previously noted, any eR$_X$es received after this action will not be validated.

3. A message displays indicating that the validation was updated.

4. A "[v]" displays to the right of the VistA Patient field on the Summary/Details screen and the Status field changes to "VALIDATED" on the Patient Validation screen, along with the user who performed the validation and date/timestamp. This occurs for all the eR$_X$es validated via the automatic patient validation process.

5. The statuses on all eR$_X$es validated by the automatic patient validation process changes to "I" for In Process.

3.6.2 Validate Provider

The provider must be validated before a fillable eR$_X$ can be accepted.

To validate provider information, from the Summary/Details screen, type <**VM**> VALIDATE PROVIDER. The eR$_X$ Provider Validation screen displays.

```
VP VALIDATE PATIENT        VM VALIDATE PROVIDER        VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                   AC Accept eRx
H  Hold                    UH Un Hold                   RM Remove eRx
Select Action:Next Screen// VM    VALIDATE PROVIDER
```

Figure Error! No text of specified style in document.**-13: Summary/Details Screen Action - Validate**

Provider

Information about the Validate Provider display and editing the provider information is described in the following sections.

3.6.2.1 Provider Auto-Match in the Processing Hub

The auto-match on an external provider is based upon the NPI of the prescriber coming in on the new eR$_X$. The NPI is matched against the VistA instance's NEW PERSON file (#200) entry. If the NPI matches and if the Provider is marked "Authorized to Write Meds" that is considered as a match. Upon successful match, the VistA provider is linked with the incoming provider's record in VistA.

3.6.2.2 Provider Manual Validation Screen Overview

The header of the Provider Validation screen contains the eR$_X$ Patient Name and the eR$_X$ Reference #. Below the header is the eR$_X$ and VistA information for the provider, where applicable.

If a match was NOT found for the eR$_X$ provider, the screen looks similar to the below figure. The Status field has "NOT VALIDATED", with "PROVIDER NOT MATCHED" below the Status. No provider information displays.


```
PSO ERX PROVIDER VALIDATION    Jun 18, 2020@14:27:10      Page:    1 of    1
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm)(11/13/2019)              eRx WT: 65.77(kg)(11/13/2019)

eRx Provider: PIMPERNEL,MARGUERITE ANNE
Address:


NPI:
DEA:
State Lic:
Tel:                            Fax:
----------------------------------------------------------------------------
Status: NOT VALIDATED
PROVIDER NOT MATCHED



              Enter ?? for more actions
P   Print                   H   Hold                  UH Un Hold
E   Edit                    AV  Accept Validation      RJ Reject
Select Item(s): Edit//
```

Figure Error! No text of specified style in document.**-14: Provider Not Auto Matched / Not Validated**

3.6.2.3 Edit Provider

To edit the provider information:

1. Press the <**E**> Edit action on the Provider Validation screen.
2. If no VistA provider information is in the system for the eR$_X$, the "Select Provider Name" prompt displays for searching for and selecting a provider.
    a. Enter either the partial name or full name of the provider or the NPI of the Provider, or DEA of the Provider at the "Select Provider Name" prompt. If multiple providers exist with the same name exist, a list of providers is provided with additional identifying information (e.g., middle initial, mail code, and title, where applicable, etc.).
    b. Select the provider.

3. If a VistA provider is currently linked for the eR$_X$, the system asks if the current provider should be modified.

   a. Enter <**Y**> Yes.

   b. Enter either the partial name or full name of the provider at the "Select Provider Name" prompt.

   c. Select the provider.

```
Select Item(s): Next Screen// E   Edit
Current Vista provider: 

Would you like to modify the current provider? NO//
```

Figure Error! No text of specified style in document.**-15: Modify Current VistA Provider**

4. Once the VistA provider is selected, the VistA provider fields populate on the Provider Validation screen, along with information whether the DEA of the Provider has expired or not.

5. The next step in the provider validation process is to accept the validation, which is described in the next section.

NOTE: The text, "Expired", displays when the DEA # of the selected VistA Provider has expired in File #200.

```
NPI:                           DEA:              (Expired)
Tel:                           Fax:
```

Figure Error! No text of specified style in document.**-16: Select Provider Warning for Expired DEA#**

3.6.2.4 Accept Provider Validation

Once the correct provider has been selected and reviewed for accuracy, the next step is to accept the validation using the following steps.

1. Select <**AV**> ACCEPT VALIDATION on the Provider Validation screen to accept the provider validation.

NOTE: The following warning message displays upon selecting the validation if there is a DEA # and/or NPI mismatch.

```
****************************WARNING********************************
Provider NPI Mismatch.
Provider DEA Mismatch.
******************************************************************
```

Figure Error! No text of specified style in document.**-17: Select Provider Warning Message**

A message displays confirming whether to mark the provider as validated.

2. Enter <**Y**> Yes.

3. If the validation is successful, a message displays indicating that the validation was updated. Type <**Enter**> to continue or <**Shift**>$_+$<**^**> to Quit.

NOTE: If there are other eR$_X$es for the patient, written by the same provider, received on the same day for that patient, a message displays asking if the provider validation should be applied to those eR$_X$es. Refer to section 3.6.2.5 Automatic Provider Validation for more information.

- The Status field changes to "VALIDATED" on the Provider Validation screen and the user who accepted the validation and date/timestamp displays to the right of "VALIDATED".
- A "[v]" displays to the right of the VistA Provider field on the Summary/Details screen.

Figure Error! No text of specified style in document.**-18: Before Provider Validation (Validate Provider Screen)**

```
PSO ERX PROVIDER VALIDATION    Jun 18, 2020@14:37:17      Page:   1 of   2
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: 152.4(cm)(11/13/2019)              eRx WT: 65.77(kg)(11/13/2019)
-----------------------------------------------------------------------------
eRx Provider: [REDACTED]
Address: [REDACTED]

         [REDACTED]
NPI: [REDACTED]
DEA: [REDACTED]
State Lic:
Tel: [REDACTED]                Fax:
-----------------------------------------------------------------------------
Status: VALIDATED ([REDACTED]       - JUN 18, 2020@14:36:51)
Vista Provider: [REDACTED]
Address: [REDACTED]
         [REDACTED]
NPI: [REDACTED]                DEA: [REDACTED]
+             Enter ?? for more actions                  ⌐
P  Print               H  Hold                  UH Un Hold
E  Edit                AV Accept Validation     RJ Reject
Select Item(s): Next Screen// ■
```

Figure Error! No text of specified style in document.**-19: After Provider Validation (Validate Provider Screen)**

```
eRx Holding Queue Display    Jun 18, 2020@14:37:56      Page:    1 of    4
eRx Patient:        ███████████
eRx Reference #:    ███████
eRx HT: 152.4(cm)(11/13/2019)              eRx WT: 65.77(kg)(11/13/2019)
_____
NEWRX
eRx Status: IN PROCESS
eRx Patient Primary Telephone:  ███████████
eRx Patient:        ███████████                          DOB: ████████
Vista Patient[v]:   ███████████                          DOB: ████████


eRx Provider Primary Telephone:  ███████████
eRx Provider:       ███████████  ████                    NPI: ███████████
Vista Provider[v]:  ███████████                          NPI: ███████████

eRx Drug: Fluticasone Furoate 27.5 MCG/SPRAY Nasal Suspension
eRx Qty: 1        eRx Refills: 0    eRx Days Supply: 10
eRx Written Date: MAY 12, 2020          eRx Issue Date: MAY 12, 2020
+            Enter ?? for more actions
VP VALIDATE PATIENT       VM VALIDATE PROVIDER       VD VALIDATE DRUG/SIG
P  Print                  RJ Reject                  AC Accept eRx
H  Hold                   UH Un Hold                 RM Remove eRx
Select Action:Next Screen// █
```

Figure Error! No text of specified style in document.**-20: After Provider Validation (Summary/Details Screen)**

3.6.2.5 Automatic Provider Validation

When a provider validation is accepted on one eR$_X$ and there are additional eR$_X$es in the Holding Queue for the same patient by the same provider, received on the same day, a message displays asking if the other eR$_X$es for the patient written by the provider should be validated. If the user selects <**Y**> Yes, the system links and applies the provider validation for the eR$_X$es currently in the Holding Queue for the patient by the same provider.

NOTE: Automatic Provider Validation is available only for NewRx.

The determination of the same provider is based on unique records from the ERX EXTERNAL PERSON file (#52.48). The system only validates the same provider on eR$_X$es that are currently in the ERX HOLDING QUEUE file (#52.49) for the same patient received on the same date. Provider validation is not applied for the same provider received after the auto validation is applied once. For example, if VA receives six eR$_X$es for the same patient on the same day from the same provider, the user only has to validate the provider once; however, if eR$_X$es are received after the automatic provider validation is applied (e.g., later that same day by that provider), the provider for those eR$_X$es needs to be validated.

```
There are other prescriptions for this patient, written by this provider on
Jun 16, 2020
Provider:  ███████████  ████
Patient:   ███████████

    DRUG                       PROVIDER                    REC DATE
  --------------------------------------------------------------------------
1.) Fluticasone Furoate 27.5  ███████████  ████            JUN 16, 2020

Would you like apply the above validation to these prescriptions?
Enter Yes or No: N// O
```

Figure Error! No text of specified style in document.**-21: Automatic Provider Validation**

To apply the provider validation to the other eR$_X$es enter <**Y**> Yes. A message displays indicating that the validation was updated.

- The Status field on all the eR$_X$es, where the provider validation has been applied, changes to "VALIDATED" on the Provider Validation screen and the user who accepted the validation and date/timestamp displays to the right of "VALIDATED".
- A "[v]" displays to the right of the VistA Provider field on the Summary/Details screen.
- The statuses on all eR$_X$es validated by the automatic provider validation process changes to "I" for In Process.

3.6.3 Validate Drug/SIG

The drug/SIG information on the eR$_X$ must be validated before a fillable eR$_X$ can be accepted.

NOTE: A VistA patient must be linked (matched) before the Validate Drug/SIG action is available.

To validate drug/SIG information for the eR$_X$, type <**VD**> Validate Drug/SIG from the Summary/Details screen. The Drug Validation screen displays and is described in the following sections.

```
+           Enter ?? for more actions
VP VALIDATE PATIENT         VM VALIDATE PROVIDER         VD VALIDATE DRUG/SIG
P   Print                   RJ Reject                    AC Accept eRx
H   Hold                    UH Un Hold                   RM Remove eRx
Select Action:Next Screen// VD    VALIDATE DRUG/SIG
```

Figure Error! No text of specified style in document.**-22: Validate Drug / SIG**

3.6.3.1 Drug Auto-Match in the Processing Hub

The pre-conditions for a drug auto-match in the Processing Hub are that the drug should be a one-to-one match, should not be a Compound, not a Controlled Substance, should be Active, not Investigational and should be marked for Outpatient use in the local DRUG file (#50).

First, the drug description on the new eR$_X$ is matched against the Drug Generic Name entry in the VistA instance's DRUG file (#50). If successful, the match stops right here, and the drug is linked in VistA.

If the match is not successful, the drug description is then matched against the VA Product Name entry in the VistA instance's VA PRODUCT file (#50.68). Then a drug in local file for the matched VA Product Name is identified, which should satisfy the preconditions. If the match is successful, the drug is linked in VistA.

If the match is not successful, the NDC is used to match against the VistA instance's NDC/UPN file (#50.67). Using the VA Product Name identified at this step, a drug in the local file for the matched VA Product Name is identified, which should satisfy the preconditions. If the match is successful, the drug is linked in VistA.

NOTE: The NDC is an optional field and may or may not be included with the new eR$_X$. For a supply, if UPC is sent, it is not matched against the NDC/UPN file (#50.67). Only the Drug Description match is attempted.

3.6.3.2 Drug/SIG Manual Validation Screen Overview

The header of the Drug/SIG Validation screen contains the eR$_X$ Patient Name and the eR$_X$ Reference #. Below the header is the eR$_X$ and VistA information for the drug/SIG, where applicable.

If a match was NOT found for the VistA drug, the screen looks similar to the below figure. The Status field has "NOT VALIDATED", with "NOT MATCHED" to the right of the VistA Drug field. The other VistA drug/SIG fields may or may not be populated.

```
PSO ERX DRUG VALIDATION        Jun 18, 2020@14:43:10      Page:    1 of    3
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm)(11/13/2019)                eRx WT: 65.77(kg)(11/13/2019)
+
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
Status: NOT VALIDATED

Allergies: NKA

        Remote:
Adverse Reactions:

 (1)  Vista Drug: NOT MATCHED
 (2)      *Dosage:
 (3)  Pat Instructions:
 (4)  Provider Comments: SPRAY 2 TIMES DAYS FOR 10 DAYS
                    SIG: SPRAY 2 TIMES DAYS FOR 10 DAYS
 (5)  Patient Status: OPT NSC
+          Enter ?? for more actions
P   Print                 H  Hold                   UH Un Hold
E   Edit                  AV Accept Validation       RJ Reject
Select Item(s): Next Screen//
```

Figure Error! No text of specified style in document.**-23: Drug Validation Screen Display - VistA Drug Not Validated / Not Auto Matched**

If a VistA match was found for the drug, the screen looks similar to the below figure. The Status field has "NOT VALIDATED", with VistA drug/SIG information displaying in the VistA Drug field (#1).

```
PSO ERX DRUG VALIDATION        Jun 18, 2020@14:45:20      Page:    1 of    3
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm)(11/13/2019)                eRx WT: 65.77(kg)(11/13/2019)
+
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
Status: NOT VALIDATED

Allergies: NKA

        Remote:
Adverse Reactions:

 (1)  Vista Drug: FLUTICASONE PROP 50MCG 120D NASAL INHL
             Verb: INSTILL
 (2)      *Dosage: 2 SPRAYS
           *Route: NASAL
        *Schedule: BID
 (3)  Pat Instructions:
+          Enter ?? for more actions
P   Print                 H  Hold                   UH Un Hold
E   Edit                  AV Accept Validation       RJ Reject
Select Item(s): Edit//
```
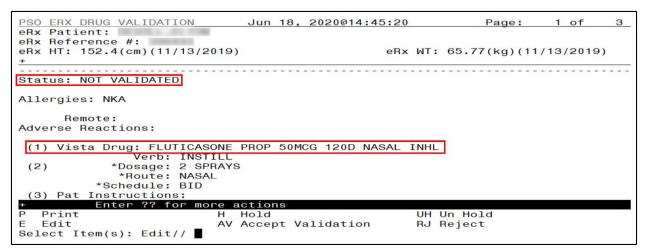
Figure Error! No text of specified style in document.**-24: Drug Validation Screen Display - VistA Drug Matched / Not Validated**

3.6.3.3 Edit Drug/SIG

1. To edit the drug/SIG information, use the <**E**> Edit action on the Drug Validation screen.
2. If the VistA drug/SIG information has been linked for the eR$_X$, the edit drug/SIG sequence prompts the user to select a field or select All fields.
   - Select Item (s): Quit// <**E**> Edit
   - Which fields (s) would you like to edit? (1-10) or "A" 11: A//
3. Under eR$_X$ Holding Queue > Validate Drug/SIG screen > Edit, if a drug is already matched in the hub, that drug is displayed at the "select" prompt. The user is still allowed to change the drug by entering the drug name.
4. Under eR$_X$ Holding Queue > Validate Drug/SIG screen > Edit, if a drug is not matched in the hub, at the "select" prompt, it is blank wherein the user can enter the drug name.
5. When a Yes/No confirmation is asked for the selected drug, if the user hits enter or selects "**No**", the control comes out of Edit mode back to VD screen.

NOTE: The eR$_X$ Drug/SIG information from the external provider displays throughout the edit drug/SIG process as reference.

```
Current Vista Drug: FLUTICASONE PROP 50MCG 120D NASAL INHL
Select DRUG GENERIC NAME: FLUTICASONE PROP 50MCG 120D NASAL INHL//          NT
200      N/F          This drug will not be processed without Drug Request Form 10-7
144

You have selected: FLUTICASONE PROP 50MCG 120D NASAL INHL
Would you like to use this drug/supply?
Enter Yes or No: YES

┌──────────────────────────────────────────────────────────────────────────┐
│ eRx Drug: Fluticasone Furoate 27.5 MCG/SPRAY Nasal Suspension             │
│                                                                            │
│ eRx Sig:                                                                   │
│ 1 Spray by Each Nare route 2 times daily                                  │
│                                                                            │
│ eRx Notes: SPRAY 2 TIMES DAYS FOR 10 DAYS                                 │
└──────────────────────────────────────────────────────────────────────────┘

There are 4 Available Dosage(s):
        1.  1 SPRAY
        2.  2 SPRAYS
        3.  1 DROP

Enter RETURN to view additional dosages or '^' to exit the list of dosages:
```

Figure Error! No text of specified style in document.**-25: eR$_X$ Display during Edit Drug / SIG**

6. Next, enter the Dosage. Either enter a free text dose or enter a question mark <**?**> to view a list of available dosages. The system prompts the user to confirm the selected dosage.
   a. Enter the Verb, Route, and Schedule.
   b. Patient Instructions are default/consistent instructions that come from the Orderable Item. VA Patient Instructions are auto populated when either a drug is auto matched or manually matched, or the drug's Pharmacy Order Item has an entry for those instructions. If it is blank, enter VA Patient Instructions. Or if it needs to be edited, use the Replace function. Even abbreviated Patient Instructions from Medication Instruction files are allowed, which expand upon saving. This field holds the patient instructions for an eR$_X$. This field is transferred to the Pending Queue upon acceptance of an eR$_X$.

c. Provider Comments are additional free text comments that the provider may enter. The VA Provider Comments field contains the eR$_X$ Notes from the external provider and can be edited by entering <**Replace**>. Even abbreviated Provider Comments from Medication Instruction files are allowed, which expand upon saving. This field is transferred to the Pending Queue upon acceptance of an eR$_X$.

d. Enter Patient Status and edit the Patient Status as required.

e. Enter/edit VistA Quantity, VistA Days Supply, and VistA Renewals as needed.

NOTE: The Vista Days Supply prompt is pre-populated with an auto-calculated value given to the user as a suggested value for the Days Supply prompt. This value is displayed as [DAYS SUPPLY:(1-90): 90//], with suggested value behind two forward slashes. This value is derived from the values entered by the user in the Quantity prompt, the Units Per Dose prompt, and the Schedule prompt. The auto-calculated value is the result of dividing the Quantity by the Units Per Dose, then dividing the resulting value by the Schedule (Units Per Dose/Quantity/Schedule). This auto-calculated value is only a suggested entry for the user. The user can enter any amount that fits within the Days Supply range supplied by the eRX software.

When editing the Quantity field after the VistA drug has been linked, the Vista Quantity prompt is pre-populated with an auto-calculated value as a suggested value to the user. This value is displayed as [QTY:(1-90): 90//], with the suggested value behind two forward slashes. This value is derived from the values entered by the user in the Days Supply prompt, the Units Per Dose prompt, and the Schedule prompt. The auto-calculated value is the result of dividing the Days Supply by the Units Per Dose, then dividing the resulting value by the Schedule (Units Per Dose/Days Supply/Schedule). This auto-calculated value is only a suggested entry for the user. The user can enter any amount that fits within the Quantity range supplied by the eRX software.

---

f. Enter Routing. Either <**M**> for Mail or <**W**> for Window.

g. The system displays the Default eR$_X$ Clinic setup by the site. If it is not configured, this field is blank. The user can select a clinic as required in either case.

NOTE: Setting up the Default eR$_X$ Clinic is optional. Sites are encouraged to edit their OUTPATIENT SITE file (#59) to define the default eR$_X$ clinic. The following field is added to the OUTPATIENT SITE file (#59): DEFAULT ERX CLINIC field (#10).

Please reference the Implementation Guide – Inbound ePrescribing (PSO*7.0*p581) on the VA Documentation Library (VDL) at the following link for details on setting up the default eR$_X$ clinic for a site.

Outpatient Pharmacy VDL URL: https://www.va.gov/vdl/application.asp?appid=90

---

h. Once all the drug/SIG fields have been edited and the drug/SIG sequence is complete, the edited information displays on the Drug Validation screen.

i. The next step is to accept the validation <**AV**>, which is described in the next section.

j. If you have to edit after this, you can pick the fields:

- Select Item (s): Quit// E Edit
- Which fields (s) would you like to edit? (1-10) or "A" 11: A//

NOTE: If the Default eR$_X$ Clinic is changed from the one that is configured with the NPI Institution, of the receiving Pharmacy, the eR$_X$ may not show up in OERR when processed. Refer to the Implementation Guide – Inbound ePrescribing (PSO*7.0*p581) on the VA Documentation Library (VDL) for details on setting up the Default eR$_X$ Clinic for a site.

3.6.3.3.1 Additional Field-level Information:

- Quantity Unit of Measure is displayed in the eR$_X$ Holding Queue > Validate Drug/SIG screen > Edit, along with the reference eR$_X$ information.

- eR$_X$ Quantity displays up to 5 digits after the decimal in the eR$_X$ Holding Queue Summary/Details screen and VD > Edit screen.

- VistA Quantity is displayed same as eR$_X$ Quantity if there are 2 digits after decimal places. If there are more than 2 digits after decimal places, VistA Quantity field is left blank so that the user can key in.

- eR$_X$ Days Supply displays up to 999 in the eR$_X$ Holding Queue Summary/Details screen and VD > Edit screen.

- VistA Days Supply is auto-calculated based on Units Per Dose, Quantity, and Schedule values. User can also key in a desired value in this field.

- eR$_X$ Renewals displays up to 99 in the eR$_X$ Holding Queue Summary/Details screen and VD > Edit screen.

- VistA Renewals allows a value between 0 and 11 only.

- VistA Renewals is auto-populated based on Dispensing Units, Quantity, and Days Supply values.

- Help text for VistA Quantity is under eR$_X$ Holding Queue > Validate Drug/SIG screen > Edit.

3.6.3.3.2 Quantity/Days Supply Work Flow under Validate Drug/SIG > Edit:

Scenario 1: The updated Quantity/Days Supply work flow works in the holding queue for only available dosages such as 40MG, 80MG and so on. The Quantity divided by schedule is then divided by units per dose to provide the Days Supply value.

Available Dosage(s):

1. 40MG

2. 80MG

Scenario 2: Quantity/Days Supply auto-calculation does not function for available dosages such as SMALL AMOUNT/LIBERAL AMOUNT, DROP/DROPS, TEASPOONFUL, PATCH etc. For these available dosages, Holding queue VD screen works similar to CPRS, not auto-calculating Days Supply based on Quantity, Schedule, and Units per dose.

> There are 2 Available Dosage(s):
>
>> 1. 1 DROP
>>
>> 2. 2 DROPS
>
> There are 4 Available Dosage(s):
>
>> 1. 1 TEASPOONFUL
>>
>> 2. 2 TEASPOONFULS
>>
>> 3. 1 TABLESPOONFUL
>
> There are 3 Available Dosage(s):
>
>> 1. LIBERAL AMOUNT
>>
>> 2. SMALL AMOUNT
>>
>> 3. MODERATE AMOUNT

Scenario 3: Quantity/Days Supply auto-calculation does not function for drugs when there are no available dosages. Holding queue VD screen works similar to CPRS, not auto-calculating Days Supply based on Quantity, Schedule, and Units per dose.

> There are NO Available Dosage(s).
>
> Please Enter a Free Text Dose:

3.6.3.4 Accept Drug/SIG Validation

Once the VistA Drug/SIG information has been edited and reviewed for accuracy, the next step is to accept the validation <**AV**> on the Drug Validation screen. The system prompts the user to confirm the validation. After entering <**Y**> Yes, a message displays that the drug validation has been updated.

```
+          Enter ?? for more actions
P   Print                    H  Hold                    UH Un Hold
E   Edit                     AV Accept Validation        RJ Reject
Select Item(s): Next Screen// AV    Accept Validation

Would you like to mark this drug as VALIDATED?
Enter Yes or No: YES//
Validation Updated!!
Type <Enter> to continue or '^' to exit: █
```

Figure Error! No text of specified style in document.**-26: Confirm Acceptance of Drug / SIG Validation**

The Status changes to "VALIDATED" on the Drug Validation screen, along with the user who performed the validation and date/timestamp. "[v]" also displays to the right of the VistA Drug field on the Summary/Details screen.

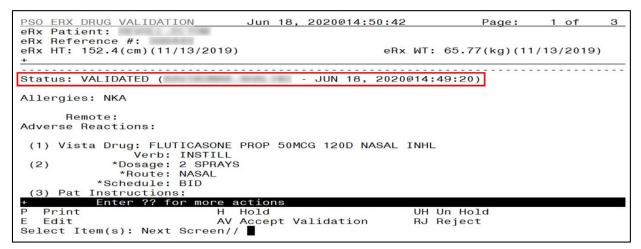**Figure** Error! No text of specified style in document.**-27: Drug / SIG Validation Complete (Validate Drug / SIG Screen)**

The modified VistA Drug/SIG information populates on the Drug/SIG Validation screen.

Press <**Enter**> to display Pages 2 and 3 of the Drug/SIG Validation screen.

Figure Error! No text of specified style in document.**-28: Drug / SIG Validation Complete (Summary/Details Screen)**

3.6.3.5 Wait Status Flag "W"

When the user completes validating Patient, Provider and Drug/SIG for an eR$_X$, the status of the prescription changes from "I" In Process to "W" Wait in the Holding Queue's list view.

```
eRx Holding Queue Display     Jun 18, 2020@14:51:27        Page:    1 of    4
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm)(11/13/2019)                eRx WT: 65.77(kg)(11/13/2019)
+
eRx Drug: Fluticasone Furoate 27.5 MCG/SPRAY Nasal Suspension
eRx Qty: 1          eRx Refills: 0      eRx Days Supply: 10
eRx Written Date: MAY 12, 2020          eRx Issue Date: MAY 12, 2020
Prohibit Renewals: No
eRx Sig:
1 Spray by Each Nare route 2 times daily

Vista Drug[v]: FLUTICASONE PROP 50MCG 120D NASAL INHL
Vista Qty: 1              Vista Refills: 3          Vista Days Supply: 90
Substitutions? :YES
Vista Sig: INSTILL 2 SPRAYS IN EACH NOSTRIL TWICE A DAY
 Pat Inst:
Hold Status:
Hold Reason:
+            Enter ?? for more actions
VP VALIDATE PATIENT        VM VALIDATE PROVIDER       VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                  AC Accept eRx
H  Hold                    UH Un Hold                 RM Remove eRx
Select Action:Next Screen//
```

Figure Error! No text of specified style in document.**-29: eR$_X$ Holding Queue Summary/Details Screen with Validations Complete**

"W" can now be seen in the status column.

```
PSO ERX HOLDING QUEUE        Jun 18, 2020@14:54:40        Page:    15 of   15
PSO ERX HOLDING QUEUE
                   ERX LOOK-BACK DAYS: 30 (May 19, 2020)
+     Patient             DOB        Drug                Provider    STA Rec Date
211.                                 Metoprolol Succinate            N   6/16/20
212.                                 Fluticasone Furoate 2           W   6/16/20
213.                                 Metoprolol Succinate            N   6/16/20
214.                                 Lisinopril-Hydrochlor          N   6/16/20
215.                                 Metoprolol Succinate           N   6/17/20
216.                                 Prednisone 5 mg table          HC  6/17/20
217.                                 Topamax 100 MG Tablet          N   6/17/20
218.                                 Metoprolol Succinate           HC  6/17/20
219.                                 Lisinopril-Hydrochlor          HC  6/17/20
220.                                 Lisinopril-Hydrochlor          HC  6/17/20
221.                                 Lisinopril-Hydrochlor          CXN 6/17/20
222.                                 Victoza 18 MG/3ML Sub          CXN 6/17/20
```

Figure Error! No text of specified style in document.**-30: eR$_X$ Holding Queue List View with eR$_X$ Record in "W" Status**

3.7 Accepting eR$_X$es in the eR$_X$ Holding Queue

The following conditions must be met, before a fillable eR$_X$ can be accepted and transmitted to the Pending Queue for further processing:
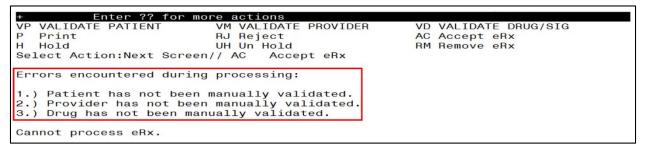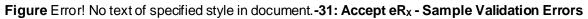
1. The eR$_X$ cannot be on Hold. If the eR$_X$ is on Hold, the eR$_X$ status on the Holding Queue List has one of the Hold Status codes, and the Hold Status, Hold Reason, and the user who placed the eR$_X$ on hold is displayed on the Summary/Details screen.

2. The eR$_X$ cannot have a status of "Rejected" RJ, "Removed" RM, "Processed" PR or "Canceled" CAN/CXQ.

All validation steps, for patient, provider, and drug/SIG must be completed, including the <**AV**> Accept Validation action on the validate screens. For additional information on the validation steps, refer to section <u>Unit 1</u>

Manual Validation.

If a user attempts to accept an eR$_X$ where one or more of the conditions have not been met, an error message displays indicating that the eR$_X$ cannot be processed and the reason.

```
+              Enter ?? for more actions
VP  VALIDATE PATIENT          VM VALIDATE PROVIDER      VD VALIDATE DRUG/SIG
P   Print                     RJ Reject                 AC Accept eRx
H   Hold                      UH Un Hold                RM Remove eRx
Select Action:Next Screen// AC    Accept eRx

Errors encountered during processing:

1.) Patient has not been manually validated.
2.) Provider has not been manually validated.
3.) Drug has not been manually validated.

Cannot process eRx.
```

Figure Error! No text of specified style in document.**-31: Accept eR$_X$ - Sample Validation Errors**

After all the above pre-conditions have been met, to Accept an eR$_X$ <**AC**> from the Summary/Details screen, complete the following steps.

From the Summary/Details screen, type <**AC**> Accept eR$_X$.

```
+              Enter ?? for more actions
VP  VALIDATE PATIENT          VM VALIDATE PROVIDER      VD VALIDATE DRUG/SIG
P   Print                     RJ Reject                 AC Accept eRx
H   Hold                      UH Un Hold                RM Remove eRx
Select Action:Next Screen// AC    Accept eRx
```

Figure Error! No text of specified style in document.**-32: Accept eR$_X$es**

A message displays notifying the user that the eR$_X$ was sent to Pending Outpatient Orders for further processing.

```
Select Action:Next Screen// AC    Accept eRx

eRx #396440 sent to PENDING OUTPATIENT ORDERS!

Sending rxVerify Message to prescriber.
Type <Enter> to continue or '^' to exit:
```

Figure Error! No text of specified style in document.**-33: eR_xes Sent to Pending Outpatient Orders**

The user can then go to Complete Orders from OERR or Patient Prescription Processing to view the eR$_X$ information. Refer to section 3.19 Complete Orders from OERR and Patient Prescription Processing.

Complete Orders from OERR and Patient Prescription Processing.

NOTE: RxVerify messages are stored in the Hub for reporting purposes only. Unlike in the past, no NCPDP message will be sent back to the originating EHR system indicating that eR$_X$ has been accepted.

3.13 Rejecting eR_Xes in the eR_X Holding Queue

Reject is used to remove a fillable eR$_X$ from the eR$_X$ Holding Queue. Reject must be accompanied by a reject code/reason.

NOTE: Reject messages are stored in the Hub for reporting purposes only. Unlike in the past, no NCPDP message will be sent back to the originating EHR system indicating that eR$_X$ has been rejected.

To reject an eR$_X$, complete the following steps:

1. From the Summary/Details screen, type <**RJ**> Reject.
2. Enter <**Y**> Yes to confirm the reject.
3. Enter a reason for the rejection. The following reasons are available:

- PTT01 – Patient not eligible
- PTT02 – Cannot resolve patient
- PVD01 – Provider not eligible
- PVD02 – Cannot resolve provider
- DRU01 – Not eligible for renewals
- DRU02 – Non-formulary drug
- DRU03 – Duplicate prescription found for this patient
- DRU04 – Invalid quantity
- DRU05 – Duplicate therapeutic class
- DRU06 – Controlled substances are disallowed
- ERR01 – Multiple errors, please contact the pharmacy
- ERR02 – Incorrect pharmacy
- ERR03 – Issues with prescription, please contact the pharmacy

4. Type additional comments as to why the eR$_X$ is being rejected and press <**Enter**>. These comments are optional.

```
Select Action:Next Screen// RJ    Reject
Would you like to 'Reject' eRx #395911? Y// ES
Select REJECT reason code: PTT02        Cannot resolve Patient
Additional Comments (Optional):

Rejection message sent.
Type <Enter> to continue or '^' to exit:
```

Figure Error! No text of specified style in document.**-34: Rejecting an eR_X**

Once the eR$_X$ is rejected, the details of the reject message are available in the IEP Processing Hub as reference. Refer to Figure **Error! No text of specified style in document.**-35.

Figure Error! No text of specified style in document.**-35: Reject Message in Processing Hub**

3.14   Printing in the eR$_X$ Holding Queue

From the Summary/Details screen and from any of the validate screens, the <**P**> Print action is available to print the eR$_X$. <**P**> Print action is available for all records in the Holding Queue.

1. Enter <**P**> Print.
2. Enter the Device (local or network printer) and press <**Enter**>.

The print display of the eR$_X$ prints to the selected printer.

Figure Error! No text of specified style in document.**-36: Print Display of eR$_X$**

3.15 Placing eR~X~es on Hold in the eR~X~ Holding Queue

A fillable eR~X~ can be placed on hold for several reasons indicating that there is an issue with the eR~X~.

1. To place an eR~X~ on hold, type <**H**> Hold from the Summary/Details screen or any of the validate screens.

2. Enter a hold reason from the available reasons. The following reasons are available:

- HPT – PATIENT NOT FOUND

- HPD – PROVIDER NOT FOUND

- HNF – NON-FORMULARY DRUG THAT NEEDS APPROVAL

- HSO – INSUFFICIENT STOCK

- HDI – DRUG-DRUG INTERACTION

- HAD – ADVERSE DRUG INTERACTION

- HBA – BAD ADDRESS

- HPC – PROVIDER CONTACTED

- HPA – PRIOR APPROVAL NEEDED

- HOR – OTHER REASON

- HPP – PATIENT CONTACTED

- HPR – HOLD DUE TO PATIENT REQUEST

- HQY – QUANTITY OR REFILL ISSUE

3. To view the available hold reasons, enter a double question mark <**??**> at the "Select HOLD reason code" prompt, refer to Figure **Error! No text of specified style in document.**-37. The available hold reasons display.

```
+        Enter ?? for more actions
VP VALIDATE PATIENT        VM VALIDATE PROVIDER        VD VALIDATE DRUG/SIG
P  Print                   RJ Reject                   AC Accept eRx
H  Hold                    UH Un Hold                  RM Remove eRx
Select Action:Next Screen// H    Hold
Select HOLD reason code: ??

     Choose from:
               HPT        PATIENT NOT FOUND
               HPD        PROVIDER NOT FOUND
               HNF        NON-FORMULARY DRUG THAT NEEDS APPROVAL
               HSO        INSUFFICIENT STOCK
               HDI        DRUG-DRUG INTERACTION
               HAD        ADVERSE DRUG INTERACTION
               HBA        BAD ADDRESS
               HPC        PROVIDER CONTACTED
               HPA        PRIOR APPROVAL NEEDED
               HOR        OTHER REASON
               HPP        PATIENT CONTACTED
               HPR        HOLD DUE TO PATIENT REQUEST
               HQY        QUANTITY OR REFILL ISSUE

Select HOLD reason code:
```

Figure Error! No text of specified style in document.**-37: Hold eR~X~**

4. Enter the reason code at the "Select HOLD Reason code:" prompt and press <**Enter**>.

5. A prompt displays asking for additional comments on the reason for the hold. These comments are optional. Either press <**Enter**> to complete the hold process or add comments and then press <**Enter**>.

```
Select HOLD reason code: HPT        PATIENT NOT FOUND
Additional Comments (Optional): For User Manual updates
```

Figure Error! No text of specified style in document.-38: Select Hold Reason Code

The Hold Status, Hold Reason, and the user placing the eR$_X$ on hold display below the VistA Drug section on the Summary/Details screen.

```
Hold Status: HPT - PATIENT NOT FOUND
Hold Reason: For User Manual updates
Placed on hold by:
```

Figure Error! No text of specified style in document.-39: Hold Status and Reason

The hold status also displays in the "Status" column (STA) on the Holding Queue List screen.

```
PSO ERX HOLDING QUEUE          Jun 25, 2020@14:05:33       Page:    4 of     8
PSO ERX HOLDING QUEUE
                 ERX LOOK-BACK DAYS: 30 (May 26, 2020)
+     Patient               DOB      Drug                  Provider      STA Rec Date
56.                                  Azithromycin 250 MG O                N   1/13/20
57.                                  Lisinopril-Hydrochlor                CAX 1/13/20
58.                                  simvastatin 40 mg tab                N   1/14/20
59.                                  Azithromycin 250 MG O                HPT 1/15/20
60.                                  Azithromycin 250 MG O                N   1/15/20
61.                                  KENALOG-40 40 MG/ML V                N   1/15/20
62.                                  Azithromycin 250 MG O                N   1/23/20
63.                                  Ventolin HFA 90 mcg/a                CAP 1/24/20
64.                                  BUSPIRONE HCL 10MG TA                CAO 1/27/20
65.                                  Azithromycin 250 MG O                N   1/27/20
66.                                  Azithromycin 250 MG O                N   1/27/20
67.                                  Azithromycin 250 MG O                N   1/28/20
68.                                  Azithromycin 250 MG O                N   1/28/20
69.                                  Ventolin HFA 90 mcg/a                CAP 1/28/20
70.                                  Ventolin HFA 90 mcg/a                CAP 1/28/20
+          Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Next Screen// ▮
```

Figure Error! No text of specified style in document.-40: Hold Status in Status Column

NOTE: When a fillable eR$_X$ is put on 'Hold' the only actions available for the user are UH/Un Hold, P/Print and SH/Status History.

3.16   Un Hold eR$_X$ in the eR$_X$ Holding Queue

eR$_X$es may be removed from a hold by typing <**UH**> Un Hold. Users who see the Un Hold function in parentheses "()" are not able to remove an eR$_X$ from a hold.

```
VP VALIDATE PATIENT          VM VALIDATE PROVIDER          VD VALIDATE DRUG/SIG
P   Print                    RJ Reject                     AC Accept eRx
H   Hold                     UH Un Hold                    RM Remove eRx
Select Action:Next Screen// U    Un Hold

eRx removed from hold status, and placed to 'In process'.
Type <Enter> to continue or '^' to exit: ■
```

Figure Error! No text of specified style in document.**-41: Un Hold eR$_X$**

NOTE: When a user exercises Un Hold option on a NewR$_X$ record that is in one of the Hold statuses, if all the 3 validations (Patient, Provider, and Drug/SIG) are complete, the eR$_X$ record's status changes to "W" (Wait). When a user exercises Un Hold option on a NewR$_X$ record that is in one of the Hold statuses, if all the 3 validations (Patient, Provider, and Drug/SIG) are not complete, the eR$_X$ record's status changes to "I" (In Process).

3.17   Removing eR$_X$es in the eR$_X$ Holding Queue

A fillable eR$_X$ can be removed from the Holding Queue without sending a message back to the originating external provider. Sample scenarios include, but are not limited to, the patient requested that the eR$_X$ not be filled, or the user has been unable to contact the provider or patient for a significant amount of time.

To remove an eR$_X$ from the Holding Queue:

1. From the Summary/Details screen, type <**RM**> Remove.
2. Enter a reason for the eR$_X$ removal. The following removal reasons are available:

- REM01 - Drug out of stock or on backorder and unavailable for processing
- REM02 - Patient was not able to pick up
- REM03 - Prescription canceled by Provider
- REM04 - Prescription processed manually
- REM05 - Provider will cancel this eR$_X$ and submit another
- REM06 - Unable to mail prescription and patient unable to pick up
- REM07 - Unable to contact patient
- REM08 - Unable to contact provider
- REM91 - Undefined system error
- REM92 - Other

3. Type additional comments as to why the eR$_X$ is being removed and press **<Enter>**. These comments are optional.

Once the eR$_X$ is removed, the status changes to "RM" and it no longer displays in the default Holding Queue List; however, the eR$_X$ can be accessed via the search action from the main Holding Queue List screen using one or more of the search criteria. Refer to section 3.18.1 Searching eRXes.

```
VP VALIDATE PATIENT          VM VALIDATE PROVIDER         VD VALIDATE DRUG/SIG
P  Print                     RJ Reject                    AC Accept eRx
H  Hold                      UH Un Hold                   RM Remove eRx
Select Action:Next Screen// RM    Remove eRx
Would you like to 'Remove' eRx #393270? Y// ES
Select REMOVAL reason code: REM01          Drug out of stock or on backorder and un
available for processing
Additional Comments (Optional): For User Manual updates
```

Figure Error! No text of specified style in document.**-42: Removing an eR$_X$**

NOTE: If the Remove function is in parentheses "()", the user is not able to remove an eR$_X$. If the action is still attempted, the user receives a message that the action is not available.

3.18 Searching and Sorting in the eR$_X$ Holding Queue

Users can search and sort eR$_X$es in the Holding Queue. Searching and sorting eR$_X$es is described in the following sections.

3.18.1 Searching eR$_X$es

Searching and filtering of eR$_X$es is available by typing <**SR**> Search Queue at the "Select Action" prompt. The Search Queue screen displays. Users can search using one or more of the following search criteria in the Traditional View:

1. PATIENT NAME
2. DATE OF BIRTH
3. RECEIVED DATE RANGE
4. PROVIDER NAME
5. ERX STATUS
6. DRUG NAME
7. MESSAGE TYPE
8. ERX REFERENCE NUMBER

```
Select Action:Next Screen// SR     Search Queue


   1.)  PATIENT  NAME
   2.)  DATE  OF  BIRTH
   3.)  RECEIVED  DATE  RANGE
   4.)  PROVIDER  NAME
   5.)  ERX  STATUS
   6.)  DRUG  NAME
   7.)  MESSAGE  TYPE
   8.)  ERX  REFERENCE  NUMBER
```

Figure Error! No text of specified style in document.**-43: Search Queue Actions**

- The display contains all eR$_X$es satisfying the search criteria. The list is refreshed depending on the action performed. After an action is performed, the user can return to the original filtered list.

- 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 365 days.

- 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.

3.18.1.1 Search eR$_X$ – Patient Name

Users can search by patient name. A search initiated with a partial patient name may return multiple patient names, from which one patient can be selected. Selecting a patient displays the eR$_X$es for that patient.

To search by patient name:

1. From the eR$_X$ Holding Queue List screen, type <**SR**> Search Queue.
2. From the Search Queue, type **<1>** or PATIENT NAME.

```
Select Action:Next Screen// SR    Search Queue


1.)  PATIENT NAME
2.)  DATE OF BIRTH
3.)  RECEIVED DATE RANGE
4.)  PROVIDER NAME
5.)  ERX STATUS
6.)  DRUG NAME
7.)  MESSAGE TYPE
8.)  ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 1   PATIENT NAME
```

Figure Error! No text of specified style in document.**-44: Search Criteria - Patient Name**

3. Type the full or partial name of the patient press <**Enter**>. If multiple patients exist for the search criteria entered, select the correct patient from the list provided.

```
Select ERX EXTERNAL PATIENT NAME: INBERXPCTEST
    1    INBERXPCTESTPATA,ONEA        01-01-1977      420431212
    2    INBERXPCTESTPATB,ONEB        02-01-1979      420-43-1222
    3    INBERXPCTESTPATF,ONEF        05-01-1979      420-43-0006
CHOOSE 1-3:
```

Figure Error! No text of specified style in document.**-45: Patient Name Search**

4. A message displays indicating that the user can enter additional search criteria or press <**Enter**> to continue with the current search.

The search results display. To execute another search, enter <**Shift**>+<**^**> or <**Q**> Quit to exit the current search and return to the original Holding Queue List. The **SR** Search Queue action is in parentheses, indicating that the user must exit the current search to execute a new search.

Figure Error! No text of specified style in document.**-46: Search eR_X by Patient Name Results**

3.18.1.2   Search eR_X – Date of Birth

To search by patient's date of birth:

1. From the eR_X Holding Queue List screen, type <**SR**> Search Queue.
2. From the Search Queue Type <**2**> or DATE OF BIRTH.
3. Enter the date of birth and press <**Enter**>.

   A message displays indicating that the user can enter additional search criteria or press <**Enter**> to continue with the current search.

Figure Error! No text of specified style in document.**-47: Search Criteria - Date of Birth**

The search results in the following display:


```
PSO ERX HOLDING QUEUE         Jun 25, 2020@14:14:56       Page:    1 of    1
PSO ERX HOLDING QUEUE
                    ERX LOOK-BACK DAYS: 30 (May 26, 2020)
        Patient            DOB       Drug             Provider    STA Rec Date
 1.     INBERXPCTESTPATB,ON          Jardiance 10 mg table EPRESCRIBER N   5/28/20
 2.     INBERXPCTESTPATB,ON          Ferrous Gluconate 324 EPRESCRIBER N   5/28/20
 3.     INBERXPCTESTPATB,ON          cyclobenzaprine 10 mg EPRESCRIBER N   5/28/20
 4.     INBERXPCTESTPATB,ON          SIMVASTATIN 10MG TAB  EPRESCRIBER CXI 5/28/20




          Enter ?? for more actions
SI Select Item                 SO Sort Entries
SR (Search Queue)              MV Message View
Select Action:Quit// ▉
```

Figure Error! No text of specified style in document.**-48: Search eR$_X$ by Date of Birth Results**

3.18.1.3   Search eR$_X$ – Received Date Range

To search for an eR$_X$ by a received date range:

1. From the eR$_X$ Holding Queue List screen, type <**SR**> Search Queue.
2. Type <**3**> or RECEIVED DATE RANGE.


```
Select Action:Next Screen// SR    Search Queue


1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 3   RECEIVED DATE RANGE
```
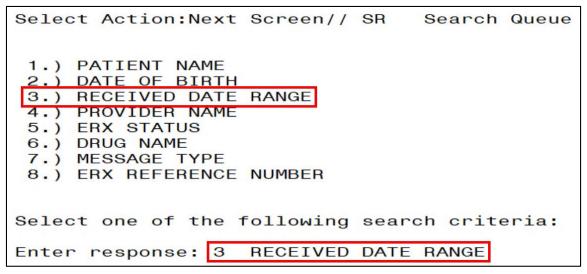
Figure Error! No text of specified style in document.**-49: Search Criteria - Received Date Range**

3. Enter the beginning date and press <**Enter**>.
4. Enter the ending date and press <**Enter**>.
5. A message displays indicating that the user can enter additional search criteria or press <**Enter**> to continue with the current search.

```
Select one of the following search criteria:

Enter response: 3   RECEIVED DATE RANGE
Enter the beginning date: 6/1/2020
Enter the ending date: T//█
```

Figure Error! No text of specified style in document.**-50: Enter Beginning and Ending Date**

The search results display.

```
PSO ERX HOLDING QUEUE        Jun 25, 2020@14:22:03        Page:    1 of    5
PSO ERX HOLDING QUEUE
                       ERX LOOK-BACK DAYS: 30 (May 26, 2020)
+    Patient              DOB      Drug                 Provider     STA Rec Date
11.                                Lisinopril-Hydrochlor                   6/3/20
12.                                Lisinopril-Hydrochlor                   6/3/20
13.                                Victoza 18 MG/3ML Sub                   6/3/20
14.                                Victoza 18 MG/3ML Sub                   6/3/20
15.                                Victoza 18 MG/3ML Sub                   6/3/20
16.                                Victoza 18 MG/3ML Sub                   6/3/20
17.                                Victoza 18 MG/3ML Sub                   6/3/20
18.                                Victoza 18 MG/3ML Sub                   6/3/20
19.                                Amaryl 4 mg Tablet                      6/4/20
20.                                Amaryl 4 mg Tablet                      6/4/20
21.                                Prednisone 5 mg table                   6/5/20
22.                                Victoza 18 MG/3ML Sub                   6/8/20
23.                                Victoza 18 MG/3ML Sub                   6/8/20
24.                                N/A                                     6/8/20
25.                                Victoza 18 MG/3ML Sub                   6/8/20
+            Enter ?? for more actions
SI Select Item              SO Sort Entries
SR (Search Queue)           MV Message View
Select Action:Next Screen//
```

Figure Error! No text of specified style in document.**-51: Search eR$_X$ by Received Date Range**

3.18.1.4   Search eR$_X$ – Provider Name

To search for an eR$_X$ by a provider:

1. From the eR$_X$ Holding Queue List screen, type <**SR**> Search Queue.

2. Type <**4**> or PROVIDER NAME.

```
Select Action:Next Screen// SR    Search Queue


    1.) PATIENT NAME
    2.) DATE OF BIRTH
    3.) RECEIVED DATE RANGE
    4.) PROVIDER NAME
    5.) ERX STATUS
    6.) DRUG NAME
    7.) MESSAGE TYPE
    8.) ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 4   PROVIDER NAME
```

Figure Error! No text of specified style in document.**-52: Search Criteria - Provider Name**
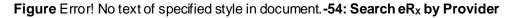
3. Type the provider's name and press <**Enter**>.

```
Enter response: 4   PROVIDER NAME
Select PROVIDER: eprescriber
       1     EPRESCRIBER,ERX AUTOMATED
```

Figure Error! No text of specified style in document.**-53: Enter Provider Name**

The search results display.

```
PSO ERX HOLDING QUEUE         Jun 25, 2020@14:42:48        Page:    1 of    7
PSO ERX HOLDING QUEUE
                      ERX LOOK-BACK DAYS: 30 (May 26, 2020)
        Patient                   DOB      Drug                Provider     STA Rec Date
1.                                          Metoprolol Succinate           HC  5/26/20
2.                                          SIMVASTATIN 10MG TAB           CXN 5/27/20
3.                                          Jardiance 10 mg table          N   5/28/20
4.                                          Ferrous Gluconate 324          N   5/28/20
5.                                          cyclobenzaprine 10 mg          N   5/28/20
6.                                          SIMVASTATIN 10MG TAB           CXI 5/28/20
7.                                          Metoprolol Succinate           HC  5/29/20
8.                                          Metoprolol Succinate           N   6/16/20
9.                                          Metoprolol Succinate           N   6/16/20
10.                                         Metoprolol Succinate           N   6/17/20
11.                                         warfarin 2 mg tablet           HC  5/26/20
12.                                         irbesartan 150 mg tab          HC  5/27/20
13.                                         IRBESARTAN 75MG TAB            CXW 5/27/20
14.                                         FAT EMULSION 10% INJ           CXN 5/27/20
15.                                         irbesartan 150 mg tab          CXN 5/27/20
+            Enter ?? for more actions
SI Select Item            SO (Sort Entries)
SR Search Queue           MV Message View
Select Action:Next Screen// ▉
```

Figure Error! No text of specified style in document.**-54: Search eR$_X$ by Provider**

3.18.1.5   Search eR$_X$ – ERX Status

To search for an eR$_X$ by Status:

1. From the eR$_X$ Holding Queue List screen, type <**SR**> Search Queue.
2. Type <**5**> or ERX STATUS.
3. Enter the eR$_X$ status and press <**Enter**>.

```
Select Action:Next Screen// SR     Search Queue

    1.) PATIENT NAME
    2.) DATE OF BIRTH
    3.) RECEIVED DATE RANGE
    4.) PROVIDER NAME
    5.) ERX STATUS
    6.) DRUG NAME
    7.) MESSAGE TYPE
    8.) ERX REFERENCE NUMBER


Select one of the following search criteria:

Enter response: 5   ERX STATUS
```

Figure Error! No text of specified style in document.**-55: Search Criteria - ERX Status**

The search results display.

Figure Error! No text of specified style in document.**-56: Search by eR_X Status**

For more information on the available statuses in the Holding Queue, refer to the tables in **Error! Reference source not found. Error! Reference source not found.**.

3.18.1.6 Search eR_X – Drug Name

To search for an eR$_X$ by Drug Name:

1. From the eR$_X$ Holding Queue List screen, type <**SR**> Search Queue.
2. Type <**6**> or DRUG NAME.
3. Type the name or partial name of the incoming eR$_X$ drug and press <**Enter**>.

Figure Error! No text of specified style in document.**-57: Search Criteria - Drug Name**

The search results display.

Figure Error! No text of specified style in document.**-58: Search eR_X by Drug Name**

3.18.1.7 Search eR_X – Message Type

To search for an eR_X by Message Type:

1. From the eR_X Holding Queue List screen, type <**SR**> Search Queue.
2. Type <**7**> or MESSAGE TYPE.
3. Select the Message Type and press <**Enter**>.

Figure Error! No text of specified style in document.**-59: Search Criteria - Message Type**

The search results display.

Figure Error! No text of specified style in document.**-60: Search by Message Type**

3.18.1.8   Search eR_X – eR_X Reference Number

Users may also search for eR_Xes by eR_X Reference Number. When searching by eR_X Reference Number, the user may search by either inbound or outbound message types.

To search for an inbound eR_X message type by eR_X Reference Number:

1. From the eR_X Holding Queue List screen, type <**SR**> Search Queue.
2. Type <**8**> or ERX REFERENCE NUMBER.
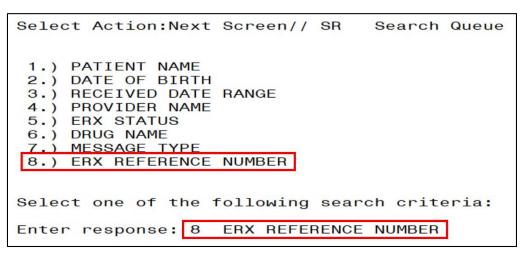3. Enter the eR_X Reference Number and press <**Enter**>.

Figure Error! No text of specified style in document.**-61: Search Criteria – eR_X Reference Number:**

Inbound

The search results display.

```
eRx Holding Queue Display      Jun 25, 2020@14:54:50      Page:    1 of    3
eRx Patient:
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:                                             DOB:
Vista Patient: NOT LINKED                                DOB: N/A


eRx Provider Primary Telephone:
eRx Provider:                                           NPI:
Vista Provider:                                         NPI:

eRx Drug: GABAPENTIN 100MG CAP
eRx Qty: 180       eRx Refills: 1      eRx Days Supply: 60
eRx Written Date: MAY 26, 2020            eRx Issue Date: MAY 26, 2020
+           Enter ?? for more actions
VP VALIDATE PATIENT        VM VALIDATE PROVIDER      VD (VALIDATE DRUG/SIG)
P  Print                   RJ Reject                 AC Accept eRx
H  Hold                    UH Un Hold                RM Remove eRx
Select Action:Next Screen// ▮
```

Figure Error! No text of specified style in document.**-62: Search by eR$_X$ Reference Number Results –
Inbound eR$_X$ Message Type**

Under Patient Centric View, the user can use the following Search options:

1. Patient Name
2. Date of Birth
3. eR$_X$ Reference Number

3.18.2 Sorting eR$_X$es

VA users can sort eR$_X$es in the Holding Queue List. Sort parameters are retained at the user level
when reentering the original list during the same session (i.e., when performing an action on an
eR$_X$ and then reentering the eR$_X$ list). The default sort order of the Holding Queue List is the
following:

1. Date Received - Oldest date to Newest date.
2. Secondary sort by PATIENT NAME.

Additional sorting of eR$_X$es is available by typing <**SO**> Sort Entries.

- 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 365 days.

- 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.

```
PSO ERX HOLDING QUEUE        Jul 02, 2020@13:09:25      Page:    3 of    4
PSO ERX HOLDING QUEUE
                     ERX LOOK-BACK DAYS: 30 (Jun 02, 2020)
+       Patient              DOB       Drug                  Provider     STA Rec Date
32.                                    Coreg 6.25 MG Tablet               N   6/10/20
33.                                    Coreg 6.25 MG Tablet               N   6/10/20
34.                                    Victoza 18 MG/3ML Sub              CXE 6/10/20
35.                                    Lisinopril-Hydrochlor              HC  6/10/20
36.                                    Victoza 18 MG/3ML Sub              HC  6/10/20
37.                                    Victoza 18 MG/3ML Sub              CXD 6/10/20
38.                                    Lisinopril-Hydrochlor              CXN 6/10/20
39.                                    Losartan Potassium 50              HC  6/10/20
40.                                    Topamax 100 MG Tablet              N   6/11/20
41.                                    Topamax 100 MG Tablet              N   6/16/20
42.                                    Fluticasone Furoate 2              N   6/16/20
43.                                    Metoprolol Succinate               N   6/16/20
44.                                    Metoprolol Succinate               N   6/16/20
45.                                    Lisinopril-Hydrochlor              N   6/16/20
46.                                    Metoprolol Succinate               N   6/17/20
+           Enter ?? for more actions
SI Select Item                  SO Sort Entries
SR Search Queue                 MV Message View
Select Action:Next Screen// ■
```

Figure Error! No text of specified style in document.**-63: Sort Entries Action**

eR$_X$es can be sorted by only one criterion at a time. The sort criteria include:

- **Patient Name**: Sorted by Patient in ascending order (A-Z), and within Patient by Received Date with most recent first, and then by Provider in ascending order (A-Z)

- **Date of Birth**: By DOB, newest Received Date first, Patient Name ascending

- **Received Date Range:** Sorted by Received Date with most recent first and within Received Date by Patient in ascending order (A-Z), and then by Provider in ascending order (A-Z)

- **Provider Name:** Sorted by Provider in ascending order (A-Z), and within Provider by Received Date with oldest first, and then by Patient in ascending order (A-Z)

- **eR$_X$ Status:** Drug Name ascending

- **Drug Name:** Patient Name ascending, newest Received Date first

- **Message Type:** RxRenewal Request, RxRenewal Response, NewRx, RxChange Request, RxFill, Inbound Error, Outbound Error, CancelRx Response, RxChange Response

3.18.2.1 Sort eR$_X$ – Patient Name

To sort by patient:

1. From the eR$_X$ Holding Queue List screen, type <**SO**> Sort Entries.
2. Type <**1**> or PATIENT NAME.

```
Select Action:Next Screen// SO    Sort Entries


   1.) PATIENT NAME
   2.) DATE OF BIRTH
   3.) RECEIVED DATE
   4.) PROVIDER NAME
   5.) ERX STATUS
   6.) DRUG NAME
   7.) MESSAGE TYPE


Select one of the following sort criteria:

Enter response: 1   PATIENT NAME
```

Figure Error! No text of specified style in document.**-64: Sort by Patient Name**

3. The sorted entries display Sorted by Patient in ascending order (A-Z), and within Patient by Received Date Range with most recent first, and then by Provider in ascending order (A-Z).

3.18.2.2 Sort eR$_X$ – Date of Birth

To sort by Date of Birth:

1. From the eR$_X$ Holding Queue List screen, type <**SO**> Sort Entries.
2. Type <**2**> or DATE OF BIRTH.

```
Select Action:Next Screen// SO    Sort Entries


   1.) PATIENT NAME
   2.) DATE OF BIRTH
   3.) RECEIVED DATE
   4.) PROVIDER NAME
   5.) ERX STATUS
   6.) DRUG NAME
   7.) MESSAGE TYPE


Select one of the following sort criteria:

Enter response: 2   DATE OF BIRTH
```

Figure Error! No text of specified style in document.**-65: Sort by Date of Birth**

3. The entries display by DOB, newest Received Date first, Patient Name ascending.

3.18.2.3 Sort eR$_X$ – Received Date Range

To sort eR$_X$es by received date (most recent date displays at top of sort results):

1. From the eR$_X$ Holding Queue List screen, type <**SO>** Sort Entries.
2. Type <**3**> or RECEIVED DATE RANGE.

```
Select Action:Next Screen// SO    Sort Entries


  1.) PATIENT NAME
  2.) DATE OF BIRTH
  3.) RECEIVED DATE
  4.) PROVIDER NAME
  5.) ERX STATUS
  6.) DRUG NAME
  7.) MESSAGE TYPE


Select one of the following sort criteria:

Enter response: 3   RECEIVED DATE RANGE
```

Figure Error! No text of specified style in document.**-66: Sort by Received Date Range**

3. The entries sort by Received Date with most recent first and within Received Date by Patient in ascending order (A-Z), and then by Provider in ascending order (A-Z).

3.18.2.4 Sort eR$_X$ – Provider Name

To sort eR$_X$es by provider name:

1. From the eR$_X$ Holding Queue List screen, type <**SO**> Sort Entries.
2. Type <**4**> or PROVIDER NAME.

```
Select Action:Next Screen// SO    Sort Entries


  1.) PATIENT NAME
  2.) DATE OF BIRTH
  3.) RECEIVED DATE
  4.) PROVIDER NAME
  5.) ERX STATUS
  6.) DRUG NAME
  7.) MESSAGE TYPE


Select one of the following sort criteria:

Enter response: 4   PROVIDER NAME
```
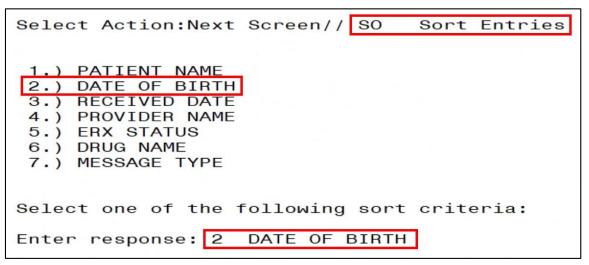
Figure Error! No text of specified style in document.**-67: Sort Criteria - Sort by Provider**

3. The entries sort by Provider in ascending order (A-Z), and within Provider by Received Date with oldest first, and then by Patient in ascending order (A-Z).

3.18.2.5   Sort eR$_X$ – ERX Status

To sort eR$_X$es by eR$_X$ Status:

1. From the eR$_X$ Holding Queue List screen, type <**SO**> Sort Entries.
2. Type <**5**> or ERX STATUS.

```
Select Action:Next Screen// SO    Sort Entries

  1.) PATIENT NAME
  2.) DATE OF BIRTH
  3.) RECEIVED DATE
  4.) PROVIDER NAME
  5.) ERX STATUS
  6.) DRUG NAME
  7.) MESSAGE TYPE


Select one of the following sort criteria:

Enter response: 5   ERX STATUS
```
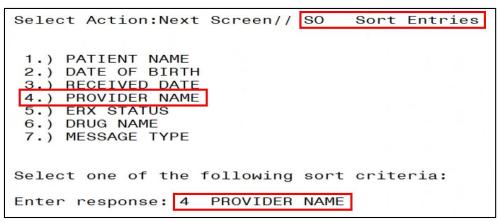
Figure Error! No text of specified style in document.**-68: Sort Criteria – Sort by eR$_X$ Status**

3. The entries sort by Patient Name ascending, newest Received Date first.

3.18.2.6   Sort eR$_X$ – Drug Name

To sort eR$_X$es by Drug Name:

1. From the eR$_X$ Holding Queue List screen, type <**SO**> Sort Entries.
2. Type <**6**> or DRUG NAME.

```
Select Action:Next Screen// SO    Sort Entries

  1.) PATIENT NAME
  2.) DATE OF BIRTH
  3.) RECEIVED DATE
  4.) PROVIDER NAME
  5.) ERX STATUS
  6.) DRUG NAME
  7.) MESSAGE TYPE


Select one of the following sort criteria:

Enter response: 6   DRUG NAME
```

Figure Error! No text of specified style in document.**-69: Sort Criteria – Sort by Drug Name**

3. The entries sort by Drug Name in ascending order.

3.18.2.7　Sort eR$_X$ – Message Type

1. From the eR$_X$ Holding Queue List screen, type <**SO**> Sort Entries.
2. Type <**7**> or MESSAGE TYPE.

```
Select Action:Next Screen// SO    Sort Entries


  1.)  PATIENT NAME
  2.)  DATE OF BIRTH
  3.)  RECEIVED DATE
  4.)  PROVIDER NAME
  5.)  ERX STATUS
  6.)  DRUG NAME
  7.)  MESSAGE TYPE


Select one of the following sort criteria:

Enter response: 7   MESSAGE TYPE
```

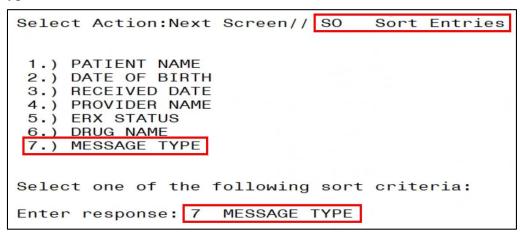**Figure** Error! No text of specified style in document.**-70: Sort Criteria – Sort by Message Type**

3.19 Complete Orders from OERR and Patient Prescription Processing

Following all the validation steps for patient, provider, and drug/SIG, and after the eR$_X$ has been accepted, the eR$_X$ advances to Pending Outpatient Orders file for further processing. The eR$_X$ is further finished using either Complete Orders from OERR or Patient Prescription Processing.

The "&" symbol indicates that an eR$_X$ was received from an external provider. eR$_X$ records without the "&" symbol are VA eR$_X$es.

Figure Error! No text of specified style in document.**-71: eR$_X$ Received from External Provider**

The eR$_X$ information displays at the top of the screen under the Secondary header, as shown in the figure below in both Complete Orders from OERR and Patient Prescription Processing. The hidden Option EP is provided in Outpatient to print the eR$_X$ (see figure below).

Figure Error! No text of specified style in document.**-72: Hidden Option EP / Print Display of eR$_X$**

The eR$_X$ information can be edited and either finished to process further for dispensing or discontinued as needed (such as a duplicate order, since it is not filtered in the eR$_X$ Holding Queue).

```
OP Medications (ACTIVE)        Jul 02, 2020@13:20:10        Page:    1 of    6
                                                                   <A>
  PID:                                      Ht(cm): _____  (_____)
  DOB:                                      Wt(kg): _____  (_____)
  SEX: MALE                Non-VA Meds on File    Last entry on 12/15/17
  CrCL: <Not Found> (CREAT: Not Found)      BSA (m2): _____
_____
eRx Patient:                                        SSN:
                                                    DOB:

eRx HT: 152.4(cm)(05/07/2020)          eRx WT: 79.37(kg)(05/07/2020)
eRx Provider:                                       DEA:
                                                    NPI:

Address:


eRx Drug: METFORMIN HCL 1000MG TAB
Qty: 180                     Days Supply: 90              Refills: 3
+           Enter ?? for more actions
DC   Discontinue          PR   Partial           RL   Release
ED   Edit                 RF   Refill            RN   Renew
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.**-73: eR$_X$ Display in Pending Queue - Page 1**

Refer to the user manuals available on the VA Documentation Library (VDL) for information on Complete Orders from OERR and Patient Prescription Processing.

Press <**Enter**> to view Pages 2 through 5 of the order in the Pending Queue.

```
OP Medications (ACTIVE)        Jul 02, 2020@13:23:17        Page:    2 of    6
                                                                   <A>
  PID:                                      Ht(cm): _____  (_____)
  DOB:                                      Wt(kg): _____  (_____)
  SEX: MALE                Non-VA Meds on File    Last entry on 12/15/17
  CrCL: <Not Found> (CREAT: Not Found)      BSA (m2): _____
+
Substitutions? :YES
Prohibit Renewals: No

eRx Sig:
TAKE 2 TABLETS EVERYDAY. ONE AFTER LUNCH AND ANOTHER TABLET AFTER DINNER

eRx Notes: REQUESTIING DIFFERENT DRUG FOR THE PATIENT

Drug Form: ADJUSTABLE DOSE PRE-FILLED PEN SYRINGE
Strength: MILLIGRAM
Code List Qualifier: Original Quantity
Quantity Unit of Measure: TABLET DOSING UNIT
+           Enter ?? for more actions
DC   Discontinue          PR   Partial           RL   Release
ED   Edit                 RF   Refill            RN   Renew
Select Action: Next Screen// ▮
```

Figure Error! No text of specified style in document.**-74: eR$_X$ Order in Pending Queue – Page 2**

```
OP Medications (ACTIVE)      Jul 02, 2020@13:24:33       Page:   3 of   6
                                                                  <A>
  PID:                                      Ht(cm): _____ (_____)
  DOB:                                      Wt(kg): _____ (_____)
  SEX: MALE                    Non-VA Meds on File   Last entry on 12/15/17
  CrCL: <Not Found> (CREAT: Not Found)      BSA (m2): _____
+
              Rx #:
 (1) *Orderable Item: METFORMIN TAB,ORAL
 (2)      CMOP Drug: METFORMIN HCL 1000MG TAB
            NDC: 57664-0474-18
 (3)      *Dosage: 1000 (MG)
            Verb: TAKE
  Dispense Units: 1
            Noun: TABLET
          *Route: MOUTH
        *Schedule: BID
 (4)Pat Instructions: AAAAAAAAAA AAAAAAAAAAAAAAAAAA AAAAAAAAAAAAAAAAAAAA
                      AAAAAAAAAAAAAAAAAAA AAAAAAAAAAAAAAAAAA
+          Enter ?? for more actions
DC   Discontinue          PR   Partial          RL   Release
ED   Edit                 RF   Refill           RN   Renew
Select Action: Next Screen// █
```

Figure Error! No text of specified style in document.**-75: eR_X Order in Pending Queue - Page 3**

```
OP Medications (ACTIVE)      Jul 02, 2020@13:25:09       Page:   4 of   6
                                                                  <A>
  PID:                                      Ht(cm): _____ (_____)
  DOB:                                      Wt(kg): _____ (_____)
  SEX: MALE                    Non-VA Meds on File   Last entry on 12/15/17
  CrCL: <Not Found> (CREAT: Not Found)      BSA (m2): _____
+
   Provider Comments: REQUESTIING DIFFERENT DRUG FOR THE PATIENT
            SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY AAAAAAAAAA
                 AAAAAAAAAAAAAAAAAA AAAAAAAAAAAAAAAAAA
                 AAAAAAAAAAAAAAAAAA AAAAAAAAAAAAAAAAAA
                 AAAAAAAAAAAAAAAAAA AAAAAAAAAAAAAAAAAA
                 AAAAAAAAAAAAAAAAAA AAAAAAAAAAAAAAAAAAAA
                 AAAAAAAAAAAAAAA AAAAAAAAAAAAAAAAAA AAAAAAAAAAAAAAAA
                 AAAAAAAAAAEND REQUESTIING DIFFERENT DRUG FOR THE PATIENT
 (5)   Patient Status: SC
 (6)      Issue Date: 06/30/20        (7)   Fill Date: 06/30/20
     Last Fill Date: 06/30/20 (Mail)
   Last Release Date:                 (8)       Lot #:
+          Enter ?? for more actions
DC   Discontinue          PR   Partial          RL   Release
ED   Edit                 RF   Refill           RN   Renew
Select Action: Next Screen//
```

Figure Error! No text of specified style in document.**-76: eR_X Order in Pending Queue - Page 4**

```
OP Medications (ACTIVE)        Jul 02, 2020@13:26:06      Page:    5 of     6
                                                                        <A>
  PID:                                          Ht(cm): _____  (_____)
  DOB:                                          Wt(kg): _____  (_____)
  SEX: MALE                    Non-VA Meds on File   Last entry on 12/15/17
  CrCL: <Not Found> (CREAT: Not Found)          BSA (m2): _____
+
               Expires: 07/01/21                        MFG:
(9)        Days Supply: 90                  (10)  QTY (TAB): 180
(11)      # of Refills: 3                          Remaining: 3
(12)          Provider: EPRESCRIBER,ERXAUTOMATED MR
(13)           Routing: MAIL                (14)     Copies: 1
(15)            Clinic: ANGIO
(16)          Division: DAYTON (984) (984)
(17)        Pharmacist:
(18)           Remarks:
(19)        Counseling: YES                 Was Counseling Understood: YES
        Finished By:
   Entry By:                                     Entry Date: 06/30/20
              Enter ?? for more actions
DC   Discontinue        PR    Partial           RL    Release
ED   Edit               RF    Refill            RN    Renew
Select Action: Quit//
```

Figure Error! No text of specified style in document.**-77: eR$_X$ Order in Pending Queue - Page 5**

NOTE:

- "eRx Date" on Holding Queue Summary screen – Date when the eR$_X$ was received in the VistA Holding Queue.

- "Date Written" on Validate Drug/SIG screen – Date when the eR$_X$ was received in the VistA Holding Queue.

- "Issue Date" on OERR/Backdoor Orders Summary screen – Effective Date if sent by the provider; if not, it is Written Date, both as sent on the eR$_X$.

- "Written Date" displayed on Track/Audit screen on web GUI – Written Date as sent on the eR$_X$.