

**Pharmacy Reengineering (PRE)  
Inbound ePrescribing (IEP) 4.0**

**User Guide**



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**Version 4.0 (Unit 4 Part 1)**

**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: <ul style="list-style-type: none"> <li>• Updated all screen shots with the latest versions</li> <li>• Added paragraph numbers to all paragraphs</li> <li>• Updated terminology throughout to comply with NCPDP 2017071 standards</li> <li>• Added “Prohibit Renewal Request” functionality details under Unit 3</li> <li>• Added New unit for RxChange Requests and Responses - Unit 5</li> <li>• Moved CancelRx Requests and Responses under Unit 6</li> <li>• Added RxRenewal Response – Replace Type under Unit 5</li> <li>• Added Note for RxVerify functionality under Unit 3</li> <li>• Added Note for Reject functional under Unit 3</li> </ul>	Technatomy
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05/07/2019	2.6	Updated document for the following: <ul style="list-style-type: none"> <li>• Standardized images throughout document</li> <li>• Clarified patient DOB format under Table 3</li> <li>• Added Note to replace text “Dispense Notes” with “Substitutions” under Track/Audit Details screen in Section 5 Inbound/Outbound Message Detail</li> <li>• Added Note to indicate the change of screen/page title from “Users” to “User Management” in section 2.2.5 User Management</li> <li>• Included description for ERX LOOK-BACK DAYS display on the Holding Queue’s Traditional View and Patient Centric Views in section 3.5.1.2.1.</li> </ul>	Technatomy

Date	Version	Description	Author
		<p>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:</p> <ul style="list-style-type: none"> <li>• RxRenewal Request</li> <li>• RxRenewal Response – Approved</li> <li>• RxRenewal Response – Approved with Changes (change to drug data only)</li> <li>• RxChange Request</li> <li>• CancelRx Response</li> <li>• Inbound Errors related to CancelRx Responses</li> </ul> <p>For additional information on Actionable and Non-Actionable eRx Status Codes, refer to the tables in <b>Error! Reference source not found.</b> <a href="#">Error! Reference source not found.</a></p> <ul style="list-style-type: none"> <li>• eRx Default Loopback Days</li> <li>• Replaced column label “LAST USER” with “LOCKED BY” and updated the description under Table 9</li> <li>• Added the information for LOCKED BY column in section 3.5.2 Patient Centric View</li> <li>• 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</li> <li>• Added Note and included <b>Error! Reference source not found.</b> to indicate to the user that a Provider’s DEA# has expired in section 3.6.2.3 Edit Provider</li> <li>• Removed reference to “Limited Duration” field from Validate Drug/SIG for the modified workflow in section 3.6.3.3 Edit Drug/SIG</li> <li>• Added description under Note for modified workflow in section 3.6.3.3 Edit Drug/SIG</li> <li>• Updated description for VistA Days Supply calculation in section 3.6.3.3.1 Additional Field-level Information</li> <li>• 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 &gt; Edit:</li> <li>• 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</li> <li>• Added Note describing eRx Date, Date Written, Issue Date, and Written Date fields in section 3.13 Complete Orders from OERR and Patient Prescription Processing</li> </ul>	
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Date	Version	Description	Author
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# Unit 4.RxRenewal Requests and Responses

The RxRenewal Request function is used by pharmacists to generate and send outbound RxRenewal Requests, also referred to as Renewals within VA/VistA. The RxRenewal Request message is sent to the external provider that originally sent the eRx into VistA. After a RxRenewal Request has been sent to the external provider, the provider is able to send a RxRenewal Response back to the requesting pharmacy.

The Pharmacy user is allowed to generate and send an outbound RxRenewal Request when there are no more renewals on the original prescription to fill or if the prescription is expired.

**NOTE:** If the original NewRx Prohibit Renewals is set to true, the user is not allowed to generate renewal requests on the corresponding eRx prescription in Outpatient Pharmacy. A warning message is displayed to the user attempting renewal when the Prohibit Renewals is set to true.

Warning Text: Renewals are prohibited for this eRx.

## 4.1 Generate RxRenewal Requests from Outpatient Profile

To generate a RxRenewal Request, navigate to the patient’s Medication Profile in Complete Orders from OERR or Patient Prescription Processing. The Medication Profile displays all of the Rxes associated with the patient. To generate a RxRenewal Request:

1. Select the eRx.

#		RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
-----ACTIVE-----									
1	&		AMOXICILLIN 125MG/5ML SUSP	220	A	09-29	09-29	0	90
2	&		AZATHIOPRINE 50MG TAB	180	E>	03-24	03-24	0	90
3	&		DULOXETINE HCL 60MG ORAL CAP	30	A	03-24	03-24	2	90
4	&		FLUCONAZOLE 100MG TAB	30	A>	10-08	10-08	0	15
5	&		FLUTICAS 100/SALMETEROL 50 INHL DISK	60	A>	09-29	09-29	3	90
				Qty: 1					
6	&		FOLIC ACID 1MG TAB	30	A>	09-29	09-29	2	15
7	&		FOSINOPRIL NA 20MG TAB	30	A>	09-28	09-29	3	15
8	&		GABAPENTIN 100MG CAP	90	A>	09-28	09-28	0	30
+ Enter ?? for more actions									
PU	Patient Record Update			NO	New Order				
PI	Patient Information			SO	Select Order				
Select Action: Next Screen//									

Figure 4-1: Select Rx from Medication Profile

2. Type <Other> to display additional actions.

3. Select <RR> RxRenewal Request.
4. Indicate <R> Refill with Pre-Populated Value or <C> Refill and Change Quantity.

```

MG  Display FDA Medication Guide
RM  Reprint FDA Medication Guide
RR  RxRenewal Request

Select Item(s): RR  RxRenewal Request

Now renewing prescription #: 
Patient: 
Drug/Supply: CELECOXIB 200MG CAP

# of Refills: 0          Days Supply: 45          Quantity: 90
Generating RxRenewal request for Rx #: 

Select one of the following:

R          RENEW WITH PRE-POPULATED VALUE
C          CHANGE # OF REFILLS
E          EXIT

Enter response: █

```

**Figure 4-2: Generating RxRenewal Request Actions**

5. Enter <Yes> to send the renewal request.

```

Select one of the following:

R          RENEW WITH PRE-POPULATED VALUE
C          CHANGE # OF REFILLS
E          EXIT

Enter response: RENEW WITH PRE-POPULATED VALUE

Sending RxRenewal request for:

Patient: 
Patient Status: SC
Drug: CELECOXIB 200MG CAP
Orderable Item: CELECOXIB
# of Refills Requested: 1          Days Supply: 45          Quantity: 90

Would you like to send this RxRenewal request to the prescriber
Enter Yes or No: N// YES

Renewal Request sent.
Type <Enter> to continue or '^' to exit:

```

**Figure 4-3: RxRenewal Request Sent**

**NOTE:** When an Outbound RxRenewal Request is sent, if the user requested “n” as the number of renewals using either option “R” or option “C”, the NCPDP 2017071 RxRenewal Request message with a value of “n+1” is sent to the Provider.



The user is allowed to generate and send more than one RxRenewal Request for the same eRx. The history of all the requests sent, along with any responses or errors received within the last 30 days, is displayed at the time of generating a duplicate request.

```

Now renewing prescription #: 
Patient: 
Drug/Supply: GABAPENTIN 100MG CAP

# of Refills: 0           Days Supply: 30           Quantity: 90
*****

Previous RxRenewal Request Date/Time: Sep 28, 2020@17:57:26
RxRenewal Requested by: 
# of Refills Requested: 3

RxRenewal response Date/Time: SEP 28, 2020@18:06:07
RxRenewal response status: RXD
*****

Total Number of RxRenewal requests in the last 30 days: 1

Are you sure you would like to send ANOTHER RxRenewal request? N//
  
```

**Figure 4-4: RxRenewal Request History**

The RxRenewal Request generated in Outpatient Profile and sent by the Pharmacy user can be found in the Holding Queue in the Message View, displaying a status of “RRN” (RxRenewal Request - New).

PSO ERX HOLDING QUEUE		Sep 29, 2020@13:39:26		Page: 1 of 8	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		celecoxib 200 mg caps		RRN	9/29/20
2.		Janumet 1000 mg-50 mg		RRC	9/29/20
3.		Lisinopril-Hydrochlor		RRR	9/29/20
4.		Lisinopril-Hydrochlor		RRC	9/29/20
5.		Janumet 1000 mg-50 mg		RRP	9/29/20
6.		Janumet 1000 mg-50 mg		RRR	9/29/20
7.		ofloxacin 0.3 % eye d		RRC	9/29/20
8.		Janumet 1000 mg-50 mg		RRP	9/29/20
9.		Janumet 1000 mg-50 mg		RRP	9/29/20
10.		Atenolol 50 mg tablet		RRP	9/28/20
11.		simvastatin 40 mg tab		RRR	9/28/20
12.		TERAZOSIN HCL 5MG CAP		RRP	9/28/20
13.		GABAPENTIN 100MG CAP		RRR	9/28/20
14.		FOSINOPRIL NA 20MG TA		RRR	9/28/20
15.		Janumet 1000 mg-50 mg		RRC	9/28/20

+ Enter ?? for more actions  
 SI Select Item                      SO Sort Entries  
 SR (Search Queue)                  MV (Message View)  
 Select Action:Next Screen//

**Figure 4-5: RRN in Holding Queue**

### 4.1.1 RxRenewal Request Precondition Checks and Warnings

There are a number of RxRenewal Request warnings that may display at the time of the outbound RxRenewal Request. For example, a warning displays when <RR> is being used on a non-eRx prescription.

```
--- Other OP Actions ---
PN  Progress Note (OP)
AP  Action Profile (OP)
MI  Print Medication Instructions
DO  Display Orders' Statuses
MG  Display FDA Medication Guide
RM  Reprint FDA Medication Guide
RR  RxRenewal Request

Select Item(s): RR  RxRenewal Request
RxRenewal request may not be used. This prescription is not an eRx.
Type <Enter> to continue or '^' to exit: █
```

Figure 4-6: RxRenewal Request Warning

A complete list of RxRenewal Request Warnings can be found in [Error! Reference source not found. Error! Reference source not found.](#)

## 4.2 RxRenewal Requests in the eRx Holding Queue

Outbound RxRenewal Request messages sent from VistA Outpatient Profile are stored in the Holding Queue. They can be viewed using search criteria or in the <MV> Message View action. To view a RxRenewal Request:

1. From the eRx Holding Queue List screen, type <MV> Message View.
2. Type <RR> RxRenewal Request.

PSO ERX HOLDING QUEUE		Sep 29, 2020@13:44:03		Page: 1 of 37	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		Amaryl 4 mg Tablet		HC	6/1/20
2.		Amaryl 4 mg Tablet		HC	6/1/20
3.		Amaryl 4 mg Tablet		HC	6/1/20
4.		Amaryl 4 mg Tablet		N	6/1/20
5.		Prednisone 5 mg table		W	6/2/20
6.		Prednisone 5 mg table		CXY	6/3/20
7.		Lisinopril-Hydrochlor		W	6/3/20
8.		Lisinopril-Hydrochlor		N	6/3/20
9.		Lisinopril-Hydrochlor		N	6/3/20
10.		Lisinopril-Hydrochlor		N	6/3/20
11.		Lisinopril-Hydrochlor		I	6/3/20
12.		Victoza 18 MG/3ML Sub		HC	6/3/20
13.		Victoza 18 MG/3ML Sub		CXY	6/3/20
14.		Victoza 18 MG/3ML Sub		HC	6/3/20
15.		Victoza 18 MG/3ML Sub		CXV	6/3/20

+ Enter ?? for more actions  
 SI Select Item SO Sort Entries  
 SR Search Queue MV Message View  
 Select Action:Next Screen// MV Message View  
 Select message type: RR RXRENEWALREQUEST

Figure 4-7: Message View Action and RxRenewal Request

The Holding Queue displays all RxRenewal Request messages, sorted by received date in descending order (newest requests first).

PSO ERX HOLDING QUEUE		Sep 29, 2020@13:44:23		Page: 1 of 8	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		celecoxib 200 mg caps		RRN	9/29/20
2.		Janumet 1000 mg-50 mg		RRC	9/29/20
3.		Lisinopril-Hydrochlor		RRR	9/29/20
4.		Lisinopril-Hydrochlor		RRC	9/29/20
5.		Janumet 1000 mg-50 mg		RRP	9/29/20
6.		Janumet 1000 mg-50 mg		RRR	9/29/20
7.		ofloxacin 0.3 % eye d		RRC	9/29/20
8.		Janumet 1000 mg-50 mg		RRP	9/29/20
9.		Janumet 1000 mg-50 mg		RRP	9/29/20
10.		Atenolol 50 mg tablet		RRP	9/28/20
11.		simvastatin 40 mg tab		RRR	9/28/20
12.		TERAZOSIN HCL 5MG CAP		RRP	9/28/20
13.		GABAPENTIN 100MG CAP		RRR	9/28/20
14.		FOSINOPRIL NA 20MG TA		RRR	9/28/20
15.		Janumet 1000 mg-50 mg		RRC	9/28/20

+ Enter ?? for more actions  
 SI Select Item SO Sort Entries  
 SR (Search Queue) MV (Message View)  
 Select Action:Next Screen//

Figure 4-8: Message View Displaying RxRenewal Request Messages

The RxRenewal Request message statuses are displayed in the “Status” column on the eRx Holding Queue. For RxRenewal Request statuses, refer to [Error! Reference source not found.](#) in [Error! Reference source not found.](#)

**NOTE:** RxRenewal Request messages are not in actionable statuses and so, they are not displayed in the Holding Queue's list view. Users may view them only by using <MV> Message View action or using the <SR> Search criteria.

RxRenewal Requests in the Holding Queue without a response or an error received for 2 weeks or more change status from "RRN" (RxRenewal Request - New) to "RRX" (RxRenewal Request Expired) in the Holding Queue.

### 4.3 RxRenewal Responses in the eRx Holding Queue

When a RxRenewal Request receives a RxRenewal Response from an external provider sent from the VistA OP, the RxRenewal Response message is first received by the Hub and is then sent to the VistA Holding Queue. The RxRenewal Response message types include:

- Approved
- Approved with Changes
- Denied
- Denied, New Prescription to Follow
- Replace

RxRenewal Responses that are in actionable statuses are displayed in the Holding Queue’s list view. For the full list of RxRenewal Response statuses, refer to [Error! Reference source not found.](#) in [Error! Reference source not found.](#) [Error! Reference source not found.](#)

To view a RxRenewal Response in the Holding Queue:

1. From the eRx Holding Queue List screen, type <MV> Message View.
2. Type <RE> RxRenewal Response.

PSO ERX HOLDING QUEUE		Sep 29, 2020@13:48:50		Page: 1 of 37	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		Amaryl 4 mg Tablet		HC	6/1/20
2.		Amaryl 4 mg Tablet		HC	6/1/20
3.		Amaryl 4 mg Tablet		HC	6/1/20
4.		Amaryl 4 mg Tablet		N	6/1/20
5.		Prednisone 5 mg table		W	6/2/20
6.		Prednisone 5 mg table		CXY	6/3/20
7.		Lisinopril-Hydrochlor		W	6/3/20
8.		Lisinopril-Hydrochlor		N	6/3/20
9.		Lisinopril-Hydrochlor		N	6/3/20
10.		Lisinopril-Hydrochlor		N	6/3/20
11.		Lisinopril-Hydrochlor		I	6/3/20
12.		Victoza 18 MG/3ML Sub		HC	6/3/20
13.		Victoza 18 MG/3ML Sub		CXY	6/3/20
14.		Victoza 18 MG/3ML Sub		HC	6/3/20
15.		Victoza 18 MG/3ML Sub		CXV	6/3/20

  

+ Enter ?? for more actions	
SI Select Item	SO Sort Entries
SR Search Queue	MV Message View
Select Action:Next Screen// MV Message View	
Select message type: RE RXRENEWALRESPONSE	

Figure 4-9: Message View Action



The eRx Holding Queue screen displays all RxRenewal Response messages, sorted by received date in descending order (newest responses first).

PSO ERX HOLDING QUEUE		Sep 29, 2020@13:49		Page: 1 of 6	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		TACRINE HCL 10MG CAP		RXC	9/29/20
2.		Amaryl 4 mg Tablet		RXC	9/29/20
3.		GENTAMICIN SULFATE 0.		RXC	9/29/20
4.		Janumet 1000 mg-50 mg		RXA	9/29/20
5.		Janumet 1000 mg-50 mg		RXA	9/29/20
6.		Fluticasone Furoate 2		RXC	9/29/20
7.		VELVACHOL CREAM 16 O		RXP	9/29/20
8.		IPRATROPIUM BR 0.03%		RXP	9/29/20
9.		Atenolol 50 mg tablet		RXD	9/28/20
10.		simvastatin 40 mg tab		RXD	9/28/20
11.		TERAZOSIN HCL 5MG CAP		RXD	9/28/20
12.		GABAPENTIN 100MG CAP		RXD	9/28/20
13.		FOSINOPRIL NA 20MG TA		RXN	9/28/20
14.		ibuprofen (MOTRIN) 80		RXP	9/28/20
15.		Janumet 1000 mg-50 mg		RXC	9/28/20

+ Enter ?? for more actions

SI Select Item                      SO Sort Entries  
 SR (Search Queue)                  MV (Message View)  
 Select Action:Next Screen//

Figure 4-10: Holding Queue Displaying RxRenewal Response Messages

## 4.4 RxRenewal Request Message Details View

The Pharmacy user may view the message details in the Message Details view by selecting the RxRenewal Request message to be displayed from the Holding Queue.

```

eRx Holding Queue Display      Sep 29, 2020@13:51:29      Page: 1 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm)(03/18/2020)      eRx WT: 65.77(kg)(03/18/2020)

RXRENEWALREQUEST
eRx Status: RXRENEWAL REQUEST - NEW
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone: ██████████
eRx Patient: ██████████      DOB: ██████████
Vista Patient: NOT LINKED      DOB: N/A

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

eRx Drug: celecoxib 200 mg capsule (CeleBREX)
eRx Qty: 90      eRx Refills: 1      eRx Days Supply: 90
eRx Written Date: APR 27, 2020      eRx Issue Date: APR 27, 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 4-11: RxRenewal Request – New

See more message details below.

```

eRx Holding Queue Display      Sep 29, 2020@13:53:20      Page: 2 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm)(03/18/2020)      eRx WT: 65.77(kg)(03/18/2020)
+
Vista Drug: CELECOXIB 200MG CAP
Vista Qty: 90      Vista Refills: 0      Vista Days Supply: 45
Quantity Unit Of Measure: CAPSULE DOSING UNIT
Vista Sig:
TAKE ONE CAPSULE BY MOUTH TWICE A DAY --TAKE WITH FOOD IF GI UPSET
OCCURS-- TAKE 1 CAPSULE DAILY FOR 90 DAILY
VA Rx#: ██████████

*****RXRENEWAL REQUEST INFORMATION*****
Requested By: ██████████
Request Date/Time: SEP 29, 2020@13:37:34
# of Refills Requested: 1

RxRenewal Request Comments:
+ 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 4-12: RxRenewal Request Medication Dispensed and RxRenewal Request Information

```

eRx Holding Queue Display      Sep 29, 2020@13:54:07      Page: 2 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (03/18/2020)      eRx WT: 65.77(kg) (03/18/2020)
+
*****RXRENEWAL REQUEST INFORMATION*****
Requested By: ██████████
Request Date/Time: SEP 29, 2020@13:37:34
# of Refills Requested: 1

RxRenewal Request Comments:
Comments By:
Comments Date/Time:

*****MESSAGE HISTORY*****
Request Reference #: ██████████
New eRx Reference #: ██████████
Response eRx Reference #:
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:Quit// █

```

**Figure 4-13: RxRenewal Request Message History**

The Message History segment displays the message history with a reference to the original Rx. The RxRenewal Request Reference # field displays a “V”, indicating that this was generated from VistA.



## 4.5 RxRenewal Response Message Details View

When the user selects the RxRenewal Response from the eRx Holding Queue, the RxRenewal Response details display in the Message Details View. The Message Details View displays the content of the RxRenewal Response, along with the relation to the RxRenewal Request message, and the original NewRx message.

```

eRx Holding Queue Display      Sep 29, 2020@13:56:44      Page: 1 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 177.8(cm) (08/09/2020)      eRx WT: 90.26(kg) (08/09/2020)
-----
RXRENEWALRESPONSE - APPROVED
eRx Status: RXRENEWAL RESPONSE COMPLETE
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone: ██████████
eRx Patient: ██████████      DOB: ██████████
Vista Patient: NOT LINKED      DOB: N/A

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

eRx Drug: Janumet 1000 mg-50 mg tablet
eRx Qty: 60      eRx Refills: 1      eRx Days Supply: 30
eRx Written Date: SEP 28, 2020      eRx Issue Date: SEP 28, 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 4-14: RxRenewal Response Message Details**

**NOTE:** When an Inbound RxRenewal Response is received, if the provider approved “n” as the number of renewals, the Message Details view displays “n-1” as the number of renewals approved. This is applicable to Approved, Approved with Changes, and Replace RxRenewal Response Types.

The RxRenewal Response Information section contains the RxRenewal Response message type along with the response date and time and any additional notes and comments.

```

eRx Holding Queue Display      Oct 15, 2020@13:53:10      Page: 2 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 177.8(cm)(08/09/2020)      eRx WT: 90.26(kg)(08/09/2020)
+
*****RXRENEWAL RESPONSE INFORMATION*****
APPROVED
Response Date/Time: SEP 28, 2020@17:13:53
Note: Testing Approved RxRenewalRequest

RxRenewal Response Comments:
Comments By:
Comments Date/Time:

*****MEDICATION DISPENSED*****
Vista Drug: FLUTAMIDE 125MG CAP
Vista Qty: 20      Vista Refills: 0      Vista Days Supply: 30
Quantity Unit Of Measure: MILLILITER
+ 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 4-15: RxRenewal Response Information 2

The Message History section links the RxRenewal Request reference number to the RxRenewal Response and the original NewRx message.

```

eRx Holding Queue Display      Sep 29, 2020@14:03:53      Page: 4 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 157.48(cm) (09/28/2020)      eRx WT: 81.19(kg) (09/28/2020)
+
*****RXRENEWAL REQUEST INFORMATION*****
Requested By: ██████████
Request Date/Time: SEP 28, 2020@17:33:19
# of Refills Requested: 4

RxRenewal Request Comments:
Comments By:
Comments Date/Time:

*****MESSAGE HISTORY*****
Request Reference #: ██████████
New eRx Reference #: ██████████
Response eRx Reference #: ██████████
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:Quit// █

```

**Figure 4-16: RxRenewal Request Information and Message History**

## 4.6 RxRenewal Response Process

### 4.6.1 Approved

When a RxRenewal Response message type is Approved, it is not displayed in the List View screen. It can be found using <MV> Message View or <SR> Search. The status of the Approved RxRenewal Response is “RXP” (RxRenewal Response Processed).

PSO ERX HOLDING QUEUE		Sep 29, 2020@14:07:35		Page: 1 of 6	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
6.			Fluticasone Furoate 2		RXC 9/29/20
7.			VELVACHOL CREAM 16 O		RXP 9/29/20
8.			IPRATROPIUM BR 0.03%		RXP 9/29/20
9.			Atenolol 50 mg tablet		RXD 9/28/20
10.			simvastatin 40 mg tab		RXD 9/28/20
11.			TERAZOSIN HCL 5MG CAP		RXD 9/28/20
12.			GABAPENTIN 100MG CAP		RXD 9/28/20
13.			FOSINOPRIL NA 20MG TA		RXN 9/28/20
14.			ibuprofen (MOTRIN) 80		RXP 9/28/20
15.			Janumet 1000 mg-50 mg		RXC 9/28/20
16.			predniSONE 20 mg tabl		RXP 9/28/20
17.			Victoza 18 MG/3ML Sub		RXC 9/28/20
18.			HCTZ 12.5/LISINOPRIL		RXD 9/24/20
19.			FLUOXETINE ORAL SOL 2		CXQ 9/24/20
20.			OFLOXACIN 500MG TAB		RXR 9/23/20

+ Enter ?? for more actions  
 SI Select Item                      SO Sort Entries  
 SR (Search Queue)                  MV (Message View)  
 Select Action:Next Screen//

Figure 4-17: Message View and RxRenewal Response Actions

The details of the RxRenewal Response display the RxRenewal Response Message type. In Figure 4-18, the RxRenewal Response Information segment shows the RxRenewal Response Message type is Approved.

eRx Holding Queue Display		Sep 29, 2020@14:10:20		Page: 1 of 4	
eRx Patient: [REDACTED]		eRx Reference #: [REDACTED]		eRx HT: 157.48(cm) (09/28/2020)	
				eRx WT: 81.19(kg) (09/28/2020)	
<b>RXRENEWALRESPONSE - APPROVED</b>					
eRx Status: RXRENEWAL RESPONSE PROCESSED					
*****MEDICATION PRESCRIBED*****					
eRx Patient Primary Telephone: [REDACTED]					
eRx Patient: [REDACTED]		DOB: [REDACTED]		DOB: N/A	
Vista Patient: NOT LINKED					
eRx Provider Primary Telephone: [REDACTED]					
eRx Provider: [REDACTED]		NPI: [REDACTED]		NPI: N/A	
Vista Provider: NOT LINKED					
eRx Drug: predniSONE 20 mg tablet (DELTASONE)					
eRx Qty: 8		eRx Refills: 2		eRx Days Supply: 4	
eRx Written Date: SEP 28, 2020		eRx Issue Date: SEP 28, 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 4-18: RxRenewal Response – Approved

When the user continues to scroll, the RxRenewal Response Information section displays.

```

*****RXRENEWAL RESPONSE INFORMATION*****
APPROVED
Response Date/Time: SEP 28, 2020@16:50:31
Note: Approved WITHOUT CHANGES

RxRenewal Response Comments:
Comments By:
Comments Date/Time:
    
```

**Figure 4-19: RxRenewal Response Information Section**

On the OP side, a pending line entry is available for the user to renew the Approved RxRenewal Response.

Medication Profile		Sep 29, 2020@14:13:27		Page: 2 of 3				
PID: [REDACTED]		<b>&lt;NO ALLERGY ASSESSMENT&gt;</b>						
DOB: [REDACTED]		Ht (cm): ( )		Wt (kg): ( )				
SEX: FEMALE		BSA (m2):						
CrCL: <Not Found> (CREAT: Not Found)		ISSUE		LAST REF DAY				
#	RX #	DRUG	QTY	ST	DATE	FILL	REF	DAY
+-----								
17	&	CARVEDILOL 6.25MG TAB	180	DC>	03-24	03-24	0	90
18	&	MAGNESIUM COMPLEX 300MG TAB	90	DC	03-22	03-24	0	90
19	&	MELOXICAM 15MG TAB	30	DC>	08-12	08-12	0	60
20	&	OFLOXACIN 0.3% OPTH SOLN 5ML	5	DC	09-29	09-29	0	30
21	&	SIMVASTATIN 10MG TAB	60	DC>	08-04	08-04	1	60
22	&	TERAZOSIN HCL 5MG CAP	30	DC>	09-28	09-28	0	30
-----PENDING-----								
23	&	AMLODIPINE BESYLATE 10MG TAB	QTY: 45		ISDT: 08-12>		REF: 0	
24	&	IBUPROFEN 800MG TAB	QTY: 10		ISDT: 09-28>		REF: 1	
25	&	PREDNISONE 20MG TAB	QTY: 8		ISDT: 09-28>		REF: 2	
<b>Enter ?? for more actions</b>								
PU	Patient Record Update		NO	New Order				
PI	Patient Information		SO	Select Order				
Select Action: Quit//								

**Figure 4-20: Medication Profile – Pending Line Entry**



The Activity Log on the OP side shows that a pending response entry was added.

```

Rx Activity Log                               Sep 29, 2020@14:23:44           Page: 1 of 1
PID: [REDACTED]                               <NO ALLERGY ASSESSMENT>
DOB: [REDACTED]                               Ht(cm): _____ (_____)
                                                Wt(kg): _____ (_____)

Rx #: [REDACTED]   Original Fill Released:
Routing: Mail      Finished by: [REDACTED]

eRx Activity Log:
#   Date           Reason           Rx Ref           Initiator Of Activity
-----
1   9/28/20@16:32:14
Comments: Electronic RxRenewal Request sent to External Provider
2   9/28/20@16:50:31
Comments: RxRenewal response from external provider - Approved.

Enter ?? for more actions

Select Action:Quit//
  
```

Figure 4-21: Activity Log 1

```

Rx Activity Log                               Oct 15, 2020@14:12:45           Page: 1 of 4
PID: [REDACTED]                               <NO ALLERGY ASSESSMENT>
DOB: [REDACTED]                               Ht(cm): _____ (_____)
                                                Wt(kg): _____ (_____)

+
-----
There are NO Partial for this Prescription

Activity Log:
#   Date/Time      Reason           Rx Ref           Initiator Of Activity
-----
1   7/9/20          PATIENT INSTR. ORIGINAL
Comments: Patient Instructions Sent By Provider.
2   7/9/20@10:01:48 PROCESSED        ORIGINAL
Comments: Label never queued to print by User
3   7/9/20@10:05:42 IERX            ORIGINAL
Comments: RxChange response from external provider - Approved.
4   7/9/20@10:05:42 DISCONTINUED    ORIGINAL
Comments: eRx discontinued by external prescriber

Label Log:
+   Enter ?? for more actions

Select Action:Next Screen//
  
```

Figure 4-22: Activity Log 2 (Sample from Another Patient Record)

The user may select the pending line entry to renew the Approved RxRenewal.

#	RX #	DRUG	QTY	ST	DATE	FILL	REM	SUP
17	& 2720735	CARVEDILOL 6.25MG TAB	180	DC>	03-24	03-24	0	90
18	& 2720718	MAGNESIUM COMPLEX 300MG TAB	90	DC	03-22	03-24	0	90
19	& 2721197	MELOXICAM 15MG TAB	30	DC>	08-12	08-12	0	60
20	& 2721398	OFLOXACIN 0.3% OPTH SOLN 5ML	5	DC	09-29	09-29	0	30
21	& 2721105	SIMVASTATIN 10MG TAB	60	DC>	08-04	08-04	1	60
22	& 2721393	TERAZOSIN HCL 5MG CAP	30	DC>	09-28	09-28	0	30
-----PENDING-----								
23	& AMLODIPINE BESYLATE 10MG TAB		QTY: 45		ISDT: 08-12>		REF: 0	
24	& IBUPROFEN 800MG TAB		QTY: 10		ISDT: 09-28>		REF: 1	
25	& PREDNISONE 20MG TAB		QTY: 8		ISDT: 09-28>		REF: 2	
Enter ?? for more actions								
PU	Patient Record Update			NO	New Order			
PI	Patient Information			SO	Select Order			
Select Action: Quit// 25								
Now Renewing Rx # [REDACTED] Drug: PREDNISONE 20MG TAB								

Figure 4-23: Pending Line Entry Selected

Then, the user may accept the Approved RxRenewal Response.

Prescription Renew		Sep 29, 2020@14:32:21		Page: 1 of 2	
PID: [REDACTED]		<b>&lt;NO ALLERGY ASSESSMENT&gt;</b>			
DOB: FEB 1, 1979 (41)		Ht (cm): _____ (____)		Wt (kg): _____ (____)	
Rx#: [REDACTED] A					
Orderable Item: PREDNISONE TAB					
CMOP Drug: PREDNISONE 20MG TAB					
Patient Status: SC					
(1)	Issue Date: SEP 28, 2020				
(2)	Fill Date: SEP 29, 2020				
Dosage: 20 (MG)					
Verb: TAKE					
Dispense Units: 1					
Noun: TABLET					
Route: MOUTH					
Schedule: BID					
Pat Instruction: --TAKE WITH FOOD-- TAKE 2 TABLETS DAILY FOR 4 DAYS					
SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY --TAKE WITH FOOD--					
+ Enter ?? for more actions					
AC	Accept	DC	Discontinue	FL	Flag/Unflag
BY	Bypass	ED	Edit		
Select Item(s): Next Screen//					

Figure 4-24: AC/Accept eRx Renewal

The Response includes information on the eRx prescription renewal that the Response was processed for. The renewed Rx displays in the Active section of the Medication Profile. The Rx number has an “A” appended to the end, indicating this is the first refill. Subsequent renewals include the next letter of the alphabet appended. (i.e., & 123456 changes to & 123456A after the first refill; for next refill: & 123456A changes to & 123456B)

Medication Profile		Sep 29, 2020@14:35:57		Page: 1 of 3				
PID: [REDACTED]		<NO ALLERGY ASSESSMENT>						
DOB: [REDACTED]		Ht (cm): ( )		Wt (kg): ( )				
SEX: FEMALE		BSA (m2):						
CrCL: <Not Found> (CREAT: Not Found)								
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
7	&	FOSINOPRIL NA 20MG TAB	30	A>	09-28	09-28	0	15
8	&	GABAPENTIN 100MG CAP	90	A>	09-28	09-28	0	30
9	&	IBUPROFEN 800MG TAB	10	A>	09-28	09-28	0	5
10	&	LISINOPRIL 10MG TAB	30	E>	08-10	08-10	0	30
11	&	LOSARTAN POTASSIUM 50MG TAB	90	A>	09-29	09-29	0	90
12	&	METFORMIN HCL 1000MG TAB	180	A>	09-09	09-09	2	90
13	&	NYSTATIN 100000 UNT/GM CREAM	2700	A>	03-24	03-24	1	90
14	& A	PREDNISONE 20MG TAB	8	A>	09-28	09-29	2	4
15	&	SIMVASTATIN 40MG TAB	90	A>	09-28	09-28	0	90
-----DISCONTINUED-----								
+ Enter ?? for more actions								
PU Patient Record Update				NO New Order				
PI Patient Information				SO Select Order				
Select Action: Next Screen// █								

Figure 4-25: Renewed Rx Active

Once the Approved RxRenewal Response is successfully renewed, the status of the RxRenewal Response in the Holding Queue changes to “RXC” (RxRenewal Response Completed).

PSO ERX HOLDING QUEUE		Sep 29, 2020@14:37:22		Page: 2 of 6	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
18.	[REDACTED]	[REDACTED]	GENTAMICIN SULFATE 0.	[REDACTED]	RXC 9/29/20
19.	[REDACTED]	[REDACTED]	TACRINE HCL 10MG CAP	[REDACTED]	RXC 9/29/20
20.	[REDACTED]	[REDACTED]	Amlodipine Besylate 1	[REDACTED]	CAN 8/12/20
21.	[REDACTED]	[REDACTED]	simvastatin 40 mg tab	[REDACTED]	RXP 8/20/20
22.	[REDACTED]	[REDACTED]	LISINOPRIL 2.5MG TA	[REDACTED]	RXR 9/10/20
23.	[REDACTED]	[REDACTED]	predniSONE 20 mg tabl	[REDACTED]	RXC 9/28/20
24.	[REDACTED]	[REDACTED]	ibuprofen (MOTRIN) 80	[REDACTED]	RXP 9/28/20
25.	[REDACTED]	[REDACTED]	FOSINOPRIL NA 20MG TA	[REDACTED]	RXN 9/28/20
26.	[REDACTED]	[REDACTED]	GABAPENTIN 100MG CAP	[REDACTED]	RXD 9/28/20
27.	[REDACTED]	[REDACTED]	TERAZOSIN HCL 5MG CAP	[REDACTED]	RXD 9/28/20
28.	[REDACTED]	[REDACTED]	simvastatin 40 mg tab	[REDACTED]	RXD 9/28/20
29.	[REDACTED]	[REDACTED]	Atenolol 50 mg tablet	[REDACTED]	RXD 9/28/20
30.	[REDACTED]	[REDACTED]	Fluticasone Furoate 2	[REDACTED]	RXC 9/29/20
31.	[REDACTED]	[REDACTED]	HCTZ 12.5/LISINOPRIL	[REDACTED]	RXR 8/25/20
32.	[REDACTED]	[REDACTED]	KENALOG-40 40 MG/ML V	[REDACTED]	RXR 8/12/20
+ Enter ?? for more actions					
SI Select Item		SO (Sort Entries)			
SR (Search Queue)		MV (Message View)			
Select Action: Next Screen// █					

Figure 4-26: RxRenewal Response RXC Status in Holding Queue

Select the record to view the RxRenewal Response details screen.



```

eRx Holding Queue Display      Sep 29, 2020@14:38:18      Page:      1 of      4
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm) (09/28/2020)      eRx WT: 81.19(kg) (09/28/2020)
RXRENEWALRESPONSE - APPROVED
eRx Status: RXRENEWAL RESPONSE COMPLETE
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone:
eRx Patient:      DOB:
Vista Patient: NOT LINKED      DOB: N/A

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

eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Qty: 8      eRx Refills: 2      eRx Days Supply: 4
eRx Written Date: SEP 28, 2020      eRx Issue Date: SEP 28, 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 4-27: RxRenewal Response Details Screen

The status of the corresponding RxRenewal Request changes to “RRC” (RxRenewal Request Completed).

```

PSO ERX HOLDING QUEUE      Sep 29, 2020@14:40:03      Page:      2 of      8
PSO ERX HOLDING QUEUE
ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
+ Patient      DOB      Drug      Provider      STA Rec Date
17.      Lisinopril-Hydrochlor
18.      Lisinopril-Hydrochlor
19.      Lisinopril-Hydrochlor
20.      Lisinopril-Hydrochlor
21.      Lisinopril-Hydrochlor
22.      Lisinopril-Hydrochlor
23.      meloxicam 15 mg table
24.      predniSONE 20 mg tabl
25.      predniSONE 20 mg tabl
26.      predniSONE 20 mg tabl
27.      predniSONE 20 mg tabl
28.      predniSONE 20 mg tabl      RRC 9/28/20
29.      ibuprofen (MOTRIN) 80
30.      FOSINOPRIL NA 20MG TA
31.      GABAPENTIN 100MG CAP
+      Enter ?? for more actions
SI Select Item      SO (Sort Entries)
SR (Search Queue)      MV (Message View)
Select Action:Next Screen//

```

Figure 4-28: Corresponding RxRenewal Request – RRC in Holding Queue

Select the record to view the RxRenewal Request details screen.

```

eRx Holding Queue Display      Sep 29, 2020@14:41:13      Page: 1 of 4
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm) (09/28/2020)      eRx WT: 81.19(kg) (09/28/2020)

RXRENEWALREQUEST
eRx Status: RXRENEWAL REQUEST COMPLETE
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone:
eRx Patient:
Vista Patient: NOT LINKED      DOB:
      DOB: N/A

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

eRx Drug: prednisONE 20 mg tablet (DELTASONE)
eRx Qty: 8      eRx Refills: 0      eRx Days Supply: 4
eRx Written Date: SEP 28, 2020      eRx Issue Date: SEP 28, 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 4-29: Corresponding RxRenewal Request Details Screen**

The <VP>, <VM>, <VD>, and <AC> actions are in parentheses “()”, therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

```

+ Enter ?? for more actions
Select Action:Next Screen// vp
>>> VALIDATE PATIENT may not be selected at this point.
Select Action:Next Screen//

```

**Figure 4-30: Error - Validate Provider Action Not Available**

## 4.6.2 Approved with Changes

Another RxRenewal Response message type is Approved with Changes. This indicates the renewal is approved. However, changes must be made prior to renewal.

Depending on the scenario, the RxRenewal Response message may display in the Holding Queue List View screen:

- If changes are only related to only the number of renewals in the Drug segment, the pharmacist does not need to take any action in the Holding Queue, therefore the RxRenewal Response message does not display in the Holding Queue List View.
- If the changes are related to the provider or the provider and number of renewals, the RxRenewal Response displays in the Holding Queue List View because the pharmacist is required to validate the updates.

### 4.6.2.1 Changes to Number of Renewals Only

When a RxRenewal Response message type is Approved with Changes (for number of renewals only), it does not display in the Holding Queue List View screen. It can be found using <MV> Message View or <SR> Search. The status of the Approved with Changes RxRenewal Response is “RXP” (RxRenewal Response Processed).

PSO ERX HOLDING QUEUE		Sep 29, 2020@15:19:28		Page: 1 of 6	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
15.			prednisONE 20 mg tabl		RXC 9/21/20
16.			OFLOXACIN 500MG TAB		RXR 9/23/20
17.			HCTZ 12.5/LISINOPRIL		RXD 9/24/20
18.			GENTAMICIN SULFATE 0.		RXC 9/29/20
19.			TACRINE HCL 10MG CAP		RXC 9/29/20
20.			Amlodipine Besylate 1		CAN 8/12/20
21.			simvastatin 40 mg tab		RXP 8/20/20
22.			LISINOPRIL 2.5MG TA		RXR 9/10/20
23.			prednisONE 20 mg tabl		RXC 9/28/20
24.			ibuprofen (MOTRIN) 80		RXP 9/28/20
25.			FOSINOPRIL NA 20MG TA		RXN 9/28/20
26.			GABAPENTIN 100MG CAP		RXD 9/28/20
27.			TERAZOSIN HCL 5MG CAP		RXD 9/28/20
28.			simvastatin 40 mg tab		RXD 9/28/20
29.			Atenolol 50 mg tablet		RXD 9/28/20

+ Enter ?? for more actions  
 SI Select Item                      SO (Sort Entries)  
 SR (Search Queue)                  MV (Message View)  
 Select Action:Next Screen//

Figure 4-31: RXP Status in Holding Queue

The RxRenewal Response details display the RxRenewal Response Message type.

eRx Holding Queue Display		Sep 29, 2020@15:20:38		Page: 1 of 4	
eRx Patient:					
eRx Reference #:					
eRx HT: 157.48(cm) (09/28/2020)		eRx WT: 81.19(kg) (09/28/2020)			
<b>RXRENEWALRESPONSE - APPROVED WITH CHANGES</b>					
eRx Status: RXRENEWAL RESPONSE PROCESSED					
*****MEDICATION PRESCRIBED*****					
eRx Patient Primary Telephone:					
eRx Patient:		DOB:			
Vista Patient: NOT LINKED		DOB: N/A			
eRx Provider Primary Telephone:					
eRx Provider:		NPI:			
Vista Provider: NOT LINKED		NPI: N/A			
eRx Drug: ibuprofen (MOTRIN) 800 MG PO tablet					
eRx Qty: 10		eRx Refills: 1		eRx Days Supply: 5	
eRx Written Date: SEP 28, 2020		eRx Issue Date: SEP 28, 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 4-32: RxRenewal Response Details Screen



As the user continues to scroll, the RxRenewal Response Information section indicates the RxRenewal Response Message type is Approved with Changes.

```
*****RXRENEWAL RESPONSE INFORMATION*****
APPROVED WITH CHANGES
Response Date/Time: SEP 28, 2020@17:15:14
Note: Approved with Changes refills from 5 to 2

RxRenewal Response Comments:
Comments By:
Comments Date/Time:
```

Figure 4-33: RxRenewal Response Information Section

On the OP side, a pending line entry allows for the user to renew the Approved with Changes RxRenewal Response.

Medication Profile		Sep 29, 2020@15:23:55		Page: 2 of 3				
PID: [REDACTED]		<NO ALLERGY ASSESSMENT>		Ht (cm): ( )				
DOB: [REDACTED]				Wt (kg): ( )				
SEX: FEMALE				BSA (m2):				
CrCL: <Not Found> (CREAT: Not Found)				ISSUE LAST REF DAY				
#	RX #	DRUG	QTY	ST	DATE	FILL	REM	SUP
16	&	ATENOLOL 50MG TAB	30	DC>	09-28	09-28	0	30
17	&	CARVEDILOL 6.25MG TAB	180	DC>	03-24	03-24	0	90
18	&	MAGNESIUM COMPLEX 300MG TAB	90	DC	03-22	03-24	0	90
19	&	MELOXICAM 15MG TAB	30	DC>	08-12	08-12	0	60
20	&	OFLOXACIN 0.3% OPTH SOLN 5ML	5	DC	09-29	09-29	0	30
21	&	SIMVASTATIN 10MG TAB	60	DC>	08-04	08-04	1	60
22	&	TERAZOSIN HCL 5MG CAP	30	DC>	09-28	09-28	0	30
-----PENDING-----								
23	&	AMLODIPINE BESYLATE 10MG TAB	QTY: 45		ISDT: 08-12>		REF: 0	
24	&	IBUPROFEN 800MG TAB	QTY: 10		ISDT: 09-28>		REF: 1	
Enter ?? for more actions								
PU Patient Record Update		NO New Order						
PI Patient Information		SO Select Order						
Select Action: Quit//								

Figure 4-34: Medication Profile

The Activity Log on the OP side is updated to display the information that a pending response entry was added.

```

Rx Activity Log                               Sep 29, 2020@15:25:01           Page: 1 of 1
PID: [REDACTED]                               <NO ALLERGY ASSESSMENT>
DOB: [REDACTED]                               Ht(cm): _____ (_____)
                                                Wt(kg): _____ (_____)

Rx #: [REDACTED]   Original Fill Released:
Routing: Mail     Finished by: [REDACTED]

eRx Activity Log:
#   Date           Reason           Rx Ref           Initiator Of Activity
=====
1   9/28/20@17:07:25
Comments: Electronic RxRenewal Request sent to External Provider
2   9/28/20@17:15:14
Comments: RxRenewal response from external provider - Approved with changes.

Enter ?? for more actions
Select Action:Quit//
  
```

Figure 4-35: Rx Activity Log 1

```

Rx Activity Log                               Sep 29, 2020@15:25:44           Page: 1 of 4
PID: [REDACTED]                               <NO ALLERGY ASSESSMENT>
DOB: [REDACTED]                               Ht(cm): _____ (_____)
                                                Wt(kg): _____ (_____)

+
Activity Log:
#   Date/Time      Reason           Rx Ref           Initiator Of Activity
=====
1   9/28/20        PATIENT INSTR. ORIGINAL
Comments: Patient Instructions Sent By Provider.
2   9/28/20@17:07:25 IERX            ORIGINAL
Comments: Electronic RxRenewal Request sent to External Provider
3   9/28/20@17:07:35 PROCESSED       ORIGINAL
Comments: Label never queued to print by User
4   9/28/20@17:15:14 IERX            ORIGINAL
Comments: RxRenewal response from external provider - Approved with changes.

Label Log:
#   Date           Rx Ref           Printed By
=====
There are NO Labels printed.
+ Enter ?? for more actions
Select Action:Next Screen//
  
```

Figure 4-36: Rx Activity Log 2

The user may select the pending line entry to renew the Approved with Changes RxRenewal Response.

#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
<b>&lt;NO ALLERGY ASSESSMENT&gt;</b>								
PID: [REDACTED]		Ht (cm): _____ (_____)						
DOB: [REDACTED]		Wt (kg): _____ (_____)						
SEX: FEMALE		BSA (m2): _____						
CrCL: <Not Found> (CREAT: Not Found)								
16	& 2721395	ATENOLOL 50MG TAB	30	DC>	09-28	09-28	0	30
17	& 2720735	CARVEDILOL 6.25MG TAB	180	DC>	03-24	03-24	0	90
18	& 2720718	MAGNESIUM COMPLEX 300MG TAB	90	DC	03-22	03-24	0	90
19	& 2721197	MELOXICAM 15MG TAB	30	DC>	08-12	08-12	0	60
20	& 2721398	OFLOXACIN 0.3% OPTH SOLN 5ML	5	DC	09-29	09-29	0	30
21	& 2721105	SIMVASTATIN 10MG TAB	60	DC>	08-04	08-04	1	60
22	& 2721393	TERAZOSIN HCL 5MG CAP	30	DC>	09-28	09-28	0	30
----- PENDING -----								
23	& AMLODIPINE BESYLATE	10MG TAB	QTY: 45		ISDT: 08-12>		REF: 0	
24	& IBUPROFEN	800MG TAB	QTY: 10		ISDT: 09-28>		REF: 1	
Enter ?? for more actions								
PU Patient Record Update				NO New Order				
PI Patient Information				SO Select Order				
Select Action: Quit// 24								
Now Renewing Rx # [REDACTED] Drug: IBUPROFEN 800MG TAB								

Figure 4-37: Medication Profile – Pending Line Entry

Then, the user may accept the Approved with Changes RxRenewal Response.

Prescription Renew		Sep 29, 2020@15:28:39		Page: 1 of 2	
PID: [REDACTED]		Ht (cm): _____ (_____)		<b>&lt;NO ALLERGY ASSESSMENT&gt;</b>	
DOB: [REDACTED]		Wt (kg): _____ (_____)			
Rx#: [REDACTED]					
Orderable Item: IBUPROFEN TAB <b>&lt;DIN&gt;</b>					
CMOP Drug: IBUPROFEN 800MG TAB					
Patient Status: SC					
(1)	Issue Date: SEP 28,2020				
(2)	Fill Date: SEP 29,2020				
Dosage: 800 (MG)					
Verb: TAKE					
Dispense Units: 1					
Noun: TABLET					
Route: MOUTH					
Schedule: BID					
Pat Instruction: --TAKE WITH FOOD IF GI UPSET OCCURS/DO NOT CRUSH OR CHEW--					
1 TABLET BY MOUTH TWICE DAILY WITH MEALS					
+ Enter ?? for more actions					
AC	Accept	DC	Discontinue	FL	Flag/Unflag
BY	Bypass	ED	Edit		
Select Item(s): Next Screen// █					

Figure 4-38: AC/Accept eRx Renewal

The eRx on which Renewals were requested and the Response has been processed, is now reinstated with the Response. The renewed Rx displays in the Active section of the Medication Profile. The Rx number has an “A” appended to the end, indicating this is the first refill. Subsequent renewals include the next letter of the alphabet appended. (Ex: & 123456 changes to & 123456A after the first refill; for next refill: & 123456A changes to & 123456B).

Medication Profile		Sep 29, 2020@15:29:42		Page: 1 of 3				
PID: [REDACTED]		<NO ALLERGY ASSESSMENT>		Ht (cm): ( )				
DOB: [REDACTED]				Wt (kg): ( )				
SEX: FEMALE				BSA (m2):				
CrCL: <Not Found> (CREAT: Not Found)								
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
2	&	AZATHIOPRINE 50MG TAB	180	E>	03-24	03-24	0	90
3	&	CELECOXIB 200MG CAP	90	E	04-27	04-27	0	45
4	&	DULOXETINE HCL 60MG ORAL CAP	30	A	03-24	03-24	2	90
5	&	FLUTICAS 100/SALMETEROL 50 INHL DISK	60	A>	09-29	09-29	3	90
		Qty: 1						
6	&	FOLIC ACID 1MG TAB	30	A>	09-29	09-29	2	15
7	&	FOSINOPRIL NA 20MG TAB	30	A>	09-28	09-28	0	15
8	&	GABAPENTIN 100MG CAP	90	A>	09-28	09-28	0	30
9	&	IBUPROFEN 800MG TAB	10	A>	09-28	09-29	1	5
10	&	LISINOPRIL 10MG TAB	30	E>	08-10	08-10	0	30
+ Enter ?? for more actions								
PU Patient Record Update		NO New Order						
PI Patient Information		SO Select Order						
Select Action: Next Screen//								

Figure 4-39: Renewed Rx Active in Medication Profile

Once the Approved with Changes RxRenewal Response is successfully renewed, the status of the RxRenewal Response in the Holding Queue changes to “RXC” (RxRenewal Response Completed).

PSO ERX HOLDING QUEUE		Sep 29, 2020@15:31:11		Page: 1 of 6	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
3.	[REDACTED]	[REDACTED]	Amaryl 4 mg Tablet	[REDACTED]	RXC 9/29/20
4.	[REDACTED]	[REDACTED]	GENTAMICIN SULFATE 0.	[REDACTED]	RXC 9/29/20
5.	[REDACTED]	[REDACTED]	Janumet 1000 mg-50 mg	[REDACTED]	RXA 9/29/20
6.	[REDACTED]	[REDACTED]	Janumet 1000 mg-50 mg	[REDACTED]	RXA 9/29/20
7.	[REDACTED]	[REDACTED]	Fluticasone Furoate 2	[REDACTED]	RXC 9/29/20
8.	[REDACTED]	[REDACTED]	VELVACHOL CREAM 16 O	[REDACTED]	RXP 9/29/20
9.	[REDACTED]	[REDACTED]	IPRATROPIUM BR 0.03%	[REDACTED]	RXP 9/29/20
10.	[REDACTED]	[REDACTED]	Atenolol 50 mg tablet	[REDACTED]	RXD 9/28/20
11.	[REDACTED]	[REDACTED]	simvastatin 40 mg tab	[REDACTED]	RXD 9/28/20
12.	[REDACTED]	[REDACTED]	TERAZOSIN HCL 5MG CAP	[REDACTED]	RXD 9/28/20
13.	[REDACTED]	[REDACTED]	GABAPENTIN 100MG CAP	[REDACTED]	RXD 9/28/20
14.	[REDACTED]	[REDACTED]	FOSINOPRIL NA 20MG TA	[REDACTED]	RXN 9/28/20
15.	[REDACTED]	[REDACTED]	ibuprofen (MOTRIN) 80	[REDACTED]	RXC 9/28/20
16.	[REDACTED]	[REDACTED]	Janumet 1000 mg-50 mg	[REDACTED]	RXC 9/28/20
17.	[REDACTED]	[REDACTED]	predniSONE 20 mg tabl	[REDACTED]	RXC 9/28/20
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV (Message View)			
Select Action: Next Screen//					

Figure 4-40: RxRenewal Response RXC Status in the Holding Queue

Select the record to view the RxRenewal Response details screen.



```

eRx Holding Queue Display      Sep 29, 2020@15:33:17      Page: 1 of 4
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm) (09/28/2020)      eRx WT: 81.19(kg) (09/28/2020)

RXRENEWALRESPONSE - APPROVED WITH CHANGES
eRx Status: RXRENEWAL RESPONSE COMPLETE
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone:
eRx Patient:      DOB:
Vista Patient: NOT LINKED      DOB: N/A

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

eRx Drug: ibuprofen (MOTRIN) 800 MG PO tablet
eRx Qty: 10      eRx Refills: 1      eRx Days Supply: 5
eRx Written Date: SEP 28, 2020      eRx Issue Date: SEP 28, 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 4-41: RxRenewal Response Details Screen

The status of the corresponding RxRenewal Request changes to “RRC” (RxRenewal Request Completed).

```

PSO ERX HOLDING QUEUE      Sep 29, 2020@15:34:30      Page: 2 of 8
PSO ERX HOLDING QUEUE
ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
+ Patient      DOB      Drug      Provider      STA Rec Date
20.      Lisinopril-Hydrochlor
21.      Lisinopril-Hydrochlor
22.      Lisinopril-Hydrochlor
23.      meloxicam 15 mg table
24.      predniSONE 20 mg tabl
25.      predniSONE 20 mg tabl
26.      predniSONE 20 mg tabl
27.      predniSONE 20 mg tabl
28.      predniSONE 20 mg tabl
29.      ibuprofen (MOTRIN) 80      RRC 9/28/20
30.      FOSINOPRIL NA 20MG TA
31.      GABAPENTIN 100MG CAP
32.      TERAZOSIN HCL 5MG CAP
33.      simvastatin 40 mg tab
34.      Atenolol 50 mg tablet
+ Enter ?? for more actions
SI Select Item      SO (Sort Entries)
SR (Search Queue)      MV (Message View)
Select Action:Next Screen//

```

Figure 4-42: RxRenewal Request RRC in the Holding Queue

Select the record to view the RxRenewal Request details screen.



```

eRx Holding Queue Display      Sep 29, 2020@15:35:26      Page: 1 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 157.48(cm) (09/28/2020)      eRx WT: 81.19(kg) (09/28/2020)
-----
RXRENEWALREQUEST
eRx Status: RXRENEWAL REQUEST COMPLETE
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone: ██████████
eRx Patient: ██████████      DOB: ██████████
Vista Patient: NOT LINKED      DOB: N/A

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

eRx Drug: ibuprofen (MOTRIN) 800 MG PO tablet
eRx Qty: 10      eRx Refills: 1      eRx Days Supply: 5
eRx Written Date: SEP 28, 2020      eRx Issue Date: SEP 28, 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 4-43: RxRenewal Request Details Screen**

The <VP>, <VM>, <VD>, and <AC> actions are in parentheses “()”, therefore the user cannot select these actions for this message type.