

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

User Guide



December 2020

Version 4.0 (Unit 4 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Added production application URL • Updated Title page, Revision History, and Footers 	Liberty ITS
03/05/2020	2.8	PSO*7.0*591: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 3.5.1.2.1. 	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"> • RxRenewal Request • RxRenewal Response – Approved • RxRenewal Response – Approved with Changes (change to drug data only) • RxChange Request • CancelRx Response • Inbound Errors related to CancelRx Responses <p>For additional information on Actionable and Non-Actionable eRx Status Codes, refer to the tables in Error! Reference source not found. Error! Reference source not found.</p> <ul style="list-style-type: none"> • eRx Default Loopback Days • Replaced column label “LAST USER” with “LOCKED BY” and updated the description under Table 9 • Added the information for LOCKED BY column in section 3.5.2 Patient Centric View • Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42, 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 Error! Reference source not found. 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 eRx 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	<ul style="list-style-type: none"> • Updated per HPS Review pgs. 55, 57, 87, 88, 90, 92, 194, and 195. 	Technatomy

Date	Version	Description	Author
		<ul style="list-style-type: none"> • 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 _x Renewal 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: <ul style="list-style-type: none"> • 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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4.6.2.2 Changes to Provider Segment

In some scenarios, the RxRenewal Response message displays in the Holding Queue List View screen. 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 needs to validate the updates to the Provider.

When a RxRenewal Response message type is Approved with Changes, Provider segment only, or Provider and number of renewals in the Drug segment, it displays in the Holding Queue List View screen. It can also be found using <MV> Message View or <SR> Search. The status of the Approved with Changes RxRenewal Response is “RXN” (RxRenewal Response - New).

PSO ERX HOLDING QUEUE		Sep 29, 2020@15:37:28		Page: 1 of 6	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		potassium chloride (K		CAN	9/29/20
2.		TACRINE HCL 10MG CAP		RXC	9/29/20
3.		Amaryl 4 mg Tablet		RXC	9/29/20
4.		GENTAMICIN SULFATE 0.		RXC	9/29/20
5.		Janumet 1000 mg-50 mg		RXA	9/29/20
6.		Janumet 1000 mg-50 mg		RXA	9/29/20
7.		Fluticasone Furoate 2		RXC	9/29/20
8.		VELVACHOL CREAM 16 O		RXP	9/29/20
9.		IPRATROPIUM BR 0.03%		RXP	9/29/20
10.		Atenolol 50 mg tablet		RXD	9/28/20
11.		simvastatin 40 mg tab		RXD	9/28/20
12.		TERAZOSIN HCL 5MG CAP		RXD	9/28/20
13.		GABAPENTIN 100MG CAP		RXD	9/28/20
14.		FOSINOPRIL NA 20MG TA		RXN	9/28/20
15.		ibuprofen (MOTRIN) 80		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 Error! No text of specified style in document.-1: RXN Status in Holding Queue List View

The RxRenewal Response details displays the RxRenewal Response Message type.

eRx Holding Queue Display		Sep 29, 2020@15:39:06		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)			
RXRENEWALRESPONSE - APPROVED WITH CHANGES					
eRx Status: RXRENEWAL RESPONSE - NEW					
*****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: FOSINOPRIL NA 20MG TAB					
eRx Qty: 30		eRx Refills: 3		eRx Days Supply: 15	
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 Error! No text of specified style in document.-2: 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@17:40:15
Note: Approved with Changes Provider Changed

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

Figure Error! No text of specified style in document.-3: RxRenewal Response Information Section

If the user edits the provider’s information when they exercise <VM> Validate Provider on this response, the status of the record changes to “RXW” (RxRenewal Response – Waiting). When the user accepts the validation <AV> under <VM> Validate Provider, the status of the record changes to “RXW” (RxRenewal Response – Waiting).

PSO ERX HOLDING QUEUE		Sep 29, 2020@15:44:13		Page: 1 of 6	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		potassium chloride (K		CAN	9/29/20
2.		TACRINE HCL 10MG CAP		RXC	9/29/20
3.		Amaryl 4 mg Tablet		RXC	9/29/20
4.		GENTAMICIN SULFATE 0.		RXC	9/29/20
5.		Janumet 1000 mg-50 mg		RXA	9/29/20
6.		Janumet 1000 mg-50 mg		RXA	9/29/20
7.		Fluticasone Furoate 2		RXC	9/29/20
8.		VELVACHOL CREAM 16 O		RXP	9/29/20
9.		IPRATROPIUM BR 0.03%		RXP	9/29/20
10.		Atenolol 50 mg tablet		RXD	9/28/20
11.		simvastatin 40 mg tab		RXD	9/28/20
12.		TERAZOSIN HCL 5MG CAP		RXD	9/28/20
13.		GABAPENTIN 100MG CAP		RXD	9/28/20
14.		FOSINOPRIL NA 20MG TA		RXW	9/28/20
15.		ibuprofen (MOTRIN) 80		RXC	9/28/20

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

Figure Error! No text of specified style in document.-4: RXW Status in the Holding Queue

The user may select the record to view the RxRenewal Response Details screen.

```

eRx Holding Queue Display      Sep 29, 2020@15:45:28      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 WAITING
*****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[v]:      NPI:

eRx Drug: FOSINOPRIL NA 20MG TAB
eRx Qty: 30      eRx Refills: 3      eRx Days Supply: 15
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 Error! No text of specified style in document.-5: RxRenewal Response Details Screen

When the user accepts the RxRenewal Response record using <AC>, the status of the record changes to “RXP” (RxRenewal Response Processed), and it is not displayed in the list view. It can be found using <MV> Message View or <SR> Search.

```

PSO ERX HOLDING QUEUE      Sep 29, 2020@15:47:54      Page:      1 of      6
PSO ERX HOLDING QUEUE
ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)

```

	Patient	DOB	Drug	Provider	STA	Rec Date
1.			potassium chloride (K		CAN	9/29/20
2.			TACRINE HCL 10MG CAP		RXC	9/29/20
3.			Amaryl 4 mg Tablet		RXC	9/29/20
4.			GENTAMICIN SULFATE 0.		RXC	9/29/20
5.			Janumet 1000 mg-50 mg		RXA	9/29/20
6.			Janumet 1000 mg-50 mg		RXA	9/29/20
7.			Fluticasone Furoate 2		RXC	9/29/20
8.			VELVACHOL CREAM 16 O		RXP	9/29/20
9.			IPRATROPIUM BR 0.03%		RXP	9/29/20
10.			Atenolol 50 mg tablet		RXD	9/28/20
11.			simvastatin 40 mg tab		RXD	9/28/20
12.			TERAZOSIN HCL 5MG CAP		RXD	9/28/20
13.			GABAPENTIN 100MG CAP		RXD	9/28/20
14.			FOSINOPRIL NA 20MG TA		RXP	9/28/20
15.			ibuprofen (MOTRIN) 80		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 Error! No text of specified style in document.-6: RXP Status in Holding Queue

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

Medication Profile		Sep 29, 2020@15:49:16		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)								
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST REF FILL	DAY 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	&	FOSINOPRIL NA 20MG TAB	QTY: 30		ISDT: 09-28>	REF: 3		
Enter ?? for more actions								
PU Patient Record Update		NO New Order						
PI Patient Information		SO Select Order						
Select Action: Quit//								

Figure Error! No text of specified style in document.-7: Medication Profile – Pending Line Entry

For information about how to process the Approved with Changes RxRenewal Response further in OP, refer to section [Error! Reference source not found. Error! Reference source not found.](#)

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

PSO ERX HOLDING QUEUE		Sep 29, 2020@15:52:33		Page: 1 of 6	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
14.	[REDACTED]	[REDACTED]	dexamethasone 1.5 MG	[REDACTED]	RXC 9/21/20
15.	[REDACTED]	[REDACTED]	predniSONE 20 mg tabl	[REDACTED]	RXC 9/21/20
16.	[REDACTED]	[REDACTED]	OFLOXACIN 500MG TAB	[REDACTED]	RXR 9/23/20
17.	[REDACTED]	[REDACTED]	HCTZ 12.5/LISINOPRIL	[REDACTED]	RXD 9/24/20
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]	RXC 9/28/20
25.	[REDACTED]	[REDACTED]	FOSINOPRIL NA 20MG TA	[REDACTED]	RXC 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
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.-8: RXC Status in the Holding Queue

Select the record to view the RxRenewal Response details screen.

```

eRx Holding Queue Display      Sep 29, 2020@15:54:30      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
*****MEDIATION PRESCRIBED*****
eRx Patient Primary Telephone:
eRx Patient:      DOB:
Vista Patient: NOT LINKED      DOB: N/A

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

eRx Drug: FOSINOPRIL NA 20MG TAB
eRx Qty: 30      eRx Refills: 3      eRx Days Supply: 15
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 Error! No text of specified style in document.-9: RxRenewal Response Details Screen

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

```

PSO ERX HOLDING QUEUE      Sep 29, 2020@15:55:07      Page:      1 of      8
PSO ERX HOLDING QUEUE
ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
+      Patient      DOB      Drug      Provider      STA      Rec Date
4.      Lisinopril-Hydrochlor      RRC 9/29/20
5.      Lisinopril-Hydrochlor      RRC 9/29/20
6.      Janumet 1000 mg-50 mg      RRP 9/29/20
7.      Janumet 1000 mg-50 mg      RRR 9/29/20
8.      ofloxacin 0.3 % eye d      RRC 9/29/20
9.      Janumet 1000 mg-50 mg      RRP 9/29/20
10.      Janumet 1000 mg-50 mg      RRP 9/29/20
11.      Atenolol 50 mg tablet      RRP 9/28/20
12.      simvastatin 40 mg tab      RRR 9/28/20
13.      TERAZOSIN HCL 5MG CAP      RRP 9/28/20
14.      GABAPENTIN 100MG CAP      RRR 9/28/20
15.      FOSINOPRIL NA 20MG TA      RRC 9/28/20
16.      Janumet 1000 mg-50 mg      RRC 9/28/20
17.      ibuprofen (MOTRIN) 80      RRC 9/28/20
18.      prednisONE 20 mg tabl      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 Error! No text of specified style in document.-10: RRC Status in the Holding Queue

Select the record to view the RxRenewal Request details screen.

```

eRx Holding Queue Display      Sep 29, 2020@15:55:49      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: FOSINOPRIL NA 20MG TAB
eRx Qty: 30      eRx Refills: 0      eRx Days Supply: 15
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 Error! No text of specified style in document.-11: RxRenewal Request Details Screen

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

4.6.3 Denied, New Prescription to Follow

Another RxRenewal Response message type is Denied New Prescription to Follow (DNTF). This indicates the renewal is denied, but a NewRx will follow.

When a RxRenewal Response message type is Denied NewRx to Follow (DNTF), it will display in the List View screen. It can also be found using <MV> Message View or <SR> Search. The status of the DNTF RxRenewal Response will be “RXD” (RxRenewal Response Denied/DNTF).

```

PSO ERX HOLDING QUEUE      Sep 29, 2020@14:51:26      Page:      1 of      6
PSO ERX HOLDING QUEUE
ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
Patient      DOB      Drug      Provider      STA Rec Date
1.      potassium chloride (K
2.      TACRINE HCL 10MG CAP
3.      Amaryl 4 mg Tablet
4.      GENTAMICIN SULFATE 0.
5.      Janumet 1000 mg-50 mg
6.      Janumet 1000 mg-50 mg
7.      Fluticasone Furoate 2
8.      VELVACHOL CREAM 16 O
9.      IPRATROPIUM BR 0.03%
10.      Atenolol 50 mg tablet
11.      simvastatin 40 mg tab
12.      TERAZOSIN HCL 5MG CAP
13.      GABAPENTIN 100MG CAP
14.      FOSINOPRIL NA 20MG TA
15.      ibuprofen (MOTRIN) 80
+ 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.-12: RXD Status in the Holding Queue List View

The RxRenewal Response details display the RxRenewal Response Message type.

```

eRx Holding Queue Display      Sep 29, 2020@14:52:22      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)

RXRENEWALRESPONSE - DENIED, NEW PRESCRIPTION TO FOLLOW
eRx Status: RXRENEWAL RESPONSE DENIED/DNTF
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone: [REDACTED]
eRx Patient: [REDACTED]      DOB: [REDACTED]
Vista Patient: NOT LINKED      DOB: N/A

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

eRx Drug: TERAZOSIN HCL 5MG CAP
eRx Qty: 10      eRx Refills: 5      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 Error! No text of specified style in document.-13: RxRenewal Response Denied/DNTF Details Screen

In the below figure, the RxRenewal Response Information segment indicates the RxRenewal Response Message type is Denied, New Prescription to Follow.

```

*****RXRENEWAL RESPONSE INFORMATION*****
DENIED, NEW PRESCRIPTION TO FOLLOW
Response Date/Time: SEP 28, 2020@18:26:18
Note: DNTF RxRenewal Response.NewRx will send for this DNTF

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

Figure Error! No text of specified style in document.-14: RxRenewal Response Information Section

On the Outpatient side, the eRx Prescription on which the renewal was requested is auto-Discontinued (auto-DC).

Medication Profile		Sep 29, 2020@14:59:38		Page: 2 of 3				
PID: _____ DOB: _____ SEX: FEMALE CrCL: <Not Found> (CREAT: Not Found)		<NO ALLERGY ASSESSMENT> Ht(cm): _____ (_____) Wt(kg): _____ (_____) BSA (m2): _____						
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST REF FILL	REF REM	DAY SUP
-----PENDING-----								
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
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 Error! No text of specified style in document.-15: Medication Profile – eRx After DNTF RxRenewal Response

The Activity Log on the OP side is updated to display that the eRx Prescription has been auto-Discontinued.

Rx Activity Log		Sep 29, 2020@15:01		Page: 1 of 1	
PID: _____ DOB: _____		<NO ALLERGY ASSESSMENT> Ht(cm): _____ (_____) Wt(kg): _____ (_____)			
Rx #:	2721393	Original Fill Released:			
Routing:	Mail	Finished by: _____			
eRx Activity Log:					
#	Date	Reason	Rx Ref	Initiator Of Activity	

1	9/28/20@18:20:12	Comments: Electronic RxRenewal Request sent to External Provider			
2	9/28/20@18:26:18	Comments: RxRenewal response from external provider - Denied, New prescription to follow.			
Enter ?? for more actions					
Select Action:Quit//					

Figure Error! No text of specified style in document.-16: Activity Log 1

```

Rx Activity Log                               Sep 29, 2020@15:01:32           Page: 1 of 4
PID: _____                               <NO ALLERGY ASSESSMENT>
DOB: _____                               Ht(cm): _____ (_____)
                                                Wt(kg): _____ (_____)
+
There are NO Partial for this Prescription

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@18:20:12    IERX                  ORIGINAL
Comments: Electronic RxRenewal Request sent to External Provider
3   9/28/20@18:20:19    PROCESSED             ORIGINAL
Comments: Label never queued to print by User
4   9/28/20@18:26:18    IERX                  ORIGINAL              PSOAPPLICATIONPROXY,PSO
Comments: RxRenewal response from external provider - Denied, New prescription
to follow.
5   9/28/20@18:26:18    DISCONTINUED          ORIGINAL              PSOAPPLICATIONPROXY,PSO
Comments: eRx discontinued by external prescriber
+   Enter ?? for more actions
Select Action:Next Screen//

```

Figure Error! No text of specified style in document.-17: Activity Log 2

Once the DNTF RxRenewal Response has successfully auto-Discontinued the eRx Prescription in OP, the status of the RxRenewal Response in the Holding Queue continues to display as “RXD” (RxRenewal Response Denied/DNTF).

The status of the corresponding RxRenewal Request will change to “RRP” (RxRenewal Request Processed).

```

PSO ERX HOLDING QUEUE                         Sep 29, 2020@15:03:25           Page: 1 of 8
PSO ERX HOLDING QUEUE
ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)
Patient   DOB      Drug                Provider             STA Rec Date
-----
1.        _____ prednisONE 20 mg tabl _____          RRR 9/29/20
2.        _____ celecoxib 200 mg caps _____          RRN 9/29/20
3.        _____ Janumet 1000 mg-50 mg _____          RRC 9/29/20
4.        _____ Lisinopril-Hydrochlor _____          RRC 9/29/20
5.        _____ Lisinopril-Hydrochlor _____          RRC 9/29/20
6.        _____ Janumet 1000 mg-50 mg _____          RRP 9/29/20
7.        _____ Janumet 1000 mg-50 mg _____          RRR 9/29/20
8.        _____ ofloxacin 0.3 % eye d _____          RRC 9/29/20
9.        _____ Janumet 1000 mg-50 mg _____          RRP 9/29/20
10.       _____ Janumet 1000 mg-50 mg _____          RRP 9/29/20
11.       _____ Atenolol 50 mg tablet _____          RRP 9/28/20
12.       _____ simvastatin 40 mg tab _____          RRR 9/28/20
13.       _____ TERAZOSIN HCL 5MG CAP _____          RRP 9/28/20
14.       _____ GABAPENTIN 100MG CAP _____          RRR 9/28/20
15.       _____ FOSINOPRIL NA 20MG TA _____          RRR 9/28/20
+   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.-18: RRP Status in the Holding Queue

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

4.6.3.1 RxRenewal Response Failed (RXF)

RxRenewal Response Failed (RXF) is an actionable status used for the RxRenewal Response types Approved, Approved with Changes, and Denied NewRx to Follow (DNTF) if a failure occurs. One scenario is when a patient's Outpatient Profile record is locked in OERR and a DNTF RxRenewal Response is attempting to auto-Discontinue an eRx record at the same time. Another scenario is when a RxRenewal Request is sent out for a prescription, and it is manually discontinued before a response is received. Then, a DNTF RxRenewal Response is sent for the prescription.

NOTE: Additional RXF scenarios are as follows:

RXF applies to Approved, Approved with Changes and Denied NewRx to Follow response types only.

1. When a user selects an active eRx from OP that has an outstanding RxRenewal Request and locks it, and at the same time an Approved or Approved with Changes RxRenewal Response is received, a new pending line entry for that response is added in OP.
 2. When a RxRenewal Request is sent out for a prescription and it is manually discontinued before receiving a response, if an Approved or Approved with Changes RxRenewal Response is received, a new pending line entry for that response is added in OP.
 3. When a user selects an active eRx from OP in Backdoor Orders that has an outstanding RxRenewal Request and locks it, and at the same time a DNTF RxRenewal Response is received, the Prescription gets auto-Discontinued and the corresponding Response is marked as "RXD" in the Holding Queue. However, if the record is locked in Edit mode in Backdoor Orders, the response fails to auto-Discontinue and is marked as "RXF" in the Holding Queue.
 4. When a RxRenewal Request is sent out for a prescription, and it is renewed within VA, the prescription becomes a non-electronic prescription. If an Approved RxRenewal Response is then received, no pending line entry is added in OP. The VA Order (non-eRx) is not modified by the response. The response is marked as "RXN" in the Holding Queue.
 5. When a RxRenewal Request is sent out for a prescription and it is renewed within VA, the prescription becomes a non-electronic prescription. If a DNTF RxRenewal Response is then received, the VA Order (non-eRx) is not auto-Discontinued by the response. The response is marked as "RXD" in the Holding Queue.
-

4.6.4 Denied

Another RxRenewal Response message type is Denied. This indicates the renewal request is denied.

When a RxRenewal Response – Denied type is received in the Holding Queue, it is displayed in the List View in “RXD” status (RxRenewal Response Denied/DNTF).

PSO ERX HOLDING QUEUE		Sep 29, 2020@14:46:14		Page: 1 of 6	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 01, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		potassium chloride (K		CAN	9/29/20
2.		TACRINE HCL 10MG CAP		RXC	9/29/20
3.		Amaryl 4 mg Tablet		RXC	9/29/20
4.		GENTAMICIN SULFATE 0.		RXC	9/29/20
5.		Janumet 1000 mg-50 mg		RXA	9/29/20
6.		Janumet 1000 mg-50 mg		RXA	9/29/20
7.		Fluticasone Furoate 2		RXC	9/29/20
8.		VELVACHOL CREAM 16 O		RXP	9/29/20
9.		IPRATROPIUM BR 0.03%		RXP	9/29/20
10.		Atenolol 50 mg tablet		RXD	9/28/20
11.		simvastatin 40 mg tab		RXD	9/28/20
12.		TERAZOSIN HCL 5MG CAP		RXD	9/28/20
13.		GABAPENTIN 100MG CAP		RXD	9/28/20
14.		FOSINOPRIL NA 20MG TA		RXN	9/28/20
15.		ibuprofen (MOTRIN) 80		RXP	9/28/20

+ 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. -19: RXD Status in the Holding Queue List View

Select the record to view the RxRenewal Response details screen.

eRx Holding Queue Display		Sep 29, 2020@14:46:45		Page: 1 of 5	
eRx Patient: [REDACTED]		eRx Reference #: [REDACTED]		eRx HT: 157.48(cm) (09/28/2020)	
				eRx WT: 81.19(kg) (09/28/2020)	
RXRENEWALRESPONSE - DENIED					
eRx Status: RXRENEWAL RESPONSE DENIED/DNTF					
*****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: GABAPENTIN 100MG CAP					
eRx Qty: 180		eRx Refills: 2		eRx Days Supply: 60	
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 Error! No text of specified style in document. -20: RxRenewal Response Details Screen – Denied

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

```

eRx Holding Queue Display      Sep 29, 2020@14:47:38      Page: 2 of 5
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm) (09/28/2020)      eRx WT: 81.19(kg) (09/28/2020)
+
Placed on hold by:
eRx Notes: 300 mg at bedtime

*****RXRENEWAL RESPONSE INFORMATION*****
DENIED
Response Date/Time: SEP 28, 2020@18:06:07
Note: Denied.Doctor asking patient take appointment

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

+      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.-21: RxRenewal Response Information Section

There is no user intervention required on the Denied RxRenewal Response other than acknowledging the response. For more information on how to acknowledge a record in actionable status, refer to section [4.9 Acknowledge: Hidden Action for RxRenewal Response/Inbound Error](#).

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

4.6.5 Replace

Replace is one of the RxRenewal Response types introduced with NCPDP 2017071 which displays in the Holding Queue List View screen as an actionable entry. It can also be found using <MV> Message View or <SR> Search. The status of the Replace Response is “RXR” (RxRenewal Response Replace - New).

Replace is used as a fillable prescription which is sent to replace an original NewRx on which the renewal was requested. When a Replace type Response is received, the original is discontinued in Outpatient Pharmacy and the Replace response is to be treated exactly the same way as a NewRx wherein the pharmacy user would exercise actions such as <VP>, <VM>, <VD> and so on.

NOTE: The workflow of a Replace type Response is very similar to that of a NewRx record. For complete details about how to process a NewRx record, refer to section [Error! Reference source not found. Error! Reference source not found.](#)

PSO ERX HOLDING QUEUE		Sep 30, 2020@14:13:22		Page: 1 of 6	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.	2/1/79			RXR	9/30/20
2.	10/12/73			CAN	9/29/20
3.	1/1/75			RXC	9/29/20
4.	2/22/33			RXC	9/29/20
5.	1/1/75			RXC	9/29/20
6.	2/22/33			RXA	9/29/20
7.	2/22/33			RXA	9/29/20
8.	2/1/79			RXC	9/29/20
9.	2/22/33			RXP	9/29/20
10.	2/22/33			RXP	9/29/20
11.	2/1/79			RXD	9/28/20
12.	2/1/79			RXD	9/28/20
13.	2/1/79			RXD	9/28/20
14.	2/1/79			RXD	9/28/20
15.	2/1/79			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 Error! No text of specified style in document.-22: RXR Status in Holding Queue List View

Medication Profile		Sep 30, 2020@14:17:10		Page: 2 of 3				
PID: _____		<NO ALLERGY ASSESSMENT>						
DOB: _____		Ht (cm): _____ (_____)						
SEX: FEMALE		Wt (kg): _____ (_____)						
CrCL: <Not Found> (CREAT: Not Found)		BSA (m2): _____						
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
15	&	SIMVASTATIN 40MG TAB	90	A>	09-28	09-28	0	90
-----DISCONTINUED-----								
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	&	FAMOTIDINE 20MG TAB	60	DC>	09-30	09-30	0	30
19	&	MAGNESIUM COMPLEX 300MG TAB	90	DC	03-22	03-24	0	90
20	&	MELOXICAM 15MG TAB	30	DC>	08-12	08-12	0	60
21	&	OFLOXACIN 0.3% OPTH SOLN 5ML	5	DC	09-29	09-29	0	30
22	&	SIMVASTATIN 10MG TAB	60	DC>	08-04	08-04	1	60
23	&	TERAZOSIN HCL 5MG CAP	30	DC>	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 Error! No text of specified style in document.-23: eRx record discontinued in Outpatient

Rx Activity Log		Sep 30, 2020@14:19:06		Page: 1 of 1	
PID: [REDACTED]		DOB: [REDACTED]		<NO ALLERGY ASSESSMENT>	
		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	9/30/20@09:59:11				
Comments: Electronic RxRenewal Request sent to External Provider					
2	9/30/20@10:05:22				
Comments: RxRenewal response from external provider - Replace.					
Enter ?? for more actions					
Select Action:Quit//					

Figure Error! No text of specified style in document.-24: Activity Log of eRx record discontinued in Outpatient 1

Rx Activity Log		Sep 30, 2020@14:20:08		Page: 1 of 4	
PID: [REDACTED]		DOB: [REDACTED]		<NO ALLERGY ASSESSMENT>	
		Ht(cm): _____ (____)		Wt(kg): _____ (____)	
+					
Activity Log:					
#	Date/Time	Reason	Rx Ref	Initiator Of Activity	

1	9/30/20	PATIENT INSTR.	ORIGINAL		
Comments: Patient Instructions Sent By Provider.					
2	9/30/20@09:59:11	IERX	ORIGINAL	[REDACTED]	
Comments: Electronic RxRenewal Request sent to External Provider					
3	9/30/20@09:59:21	PROCESSED	ORIGINAL	[REDACTED]	
Comments: Label never queued to print by User					
4	9/30/20@10:05:22	IERX	ORIGINAL	PSOAPPLICATIONPROXY,PSO	
Comments: RxRenewal response from external provider - Replace.					
5	9/30/20@10:05:22	DISCONTINUED	ORIGINAL	PSOAPPLICATIONPROXY,PSO	
Comments: eRx discontinued by external prescriber					
Label Log:					
+ Enter ?? for more actions					
Select Action:Next Screen//					

Figure Error! No text of specified style in document.-25: Activity Log of eRx record discontinued in Outpatient 2

The RxRenewal Response details screen displays the RxRenewal Response Message type.

```
eRx Holding Queue Display Sep 30, 2020@14:21:46 Page: 1 of 5
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm) (09/28/2020) eRx WT: 81.19(kg) (09/28/2020)
RXRENEWALRESPONSE - REPLACE
eRx Status: RXRENEWAL RESPONSE REPLACE - NEW
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone:
eRx Patient: DOB:
Vista Patient: DOB:
eRx Provider Primary Telephone:
eRx Provider: NPI:
Vista Provider: NPI:
eRx Drug: iron polysaccharides (FERREX 150 / NIFEREX) 150 MG capsule
eRx Qty: 30 eRx Refills: 0 eRx Days Supply: 30
eRx Written Date: SEP 30, 2020 eRx Issue Date: SEP 30, 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.-26: RxRenewal Response - Replace Details Screen

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

```
eRx Holding Queue Display Sep 30, 2020@14:22:08 Page: 3 of 5
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm) (09/28/2020) eRx WT: 81.19(kg) (09/28/2020)
+
*****RXRENEWAL RESPONSE INFORMATION*****
REPLACE
Response Date/Time: SEP 30, 2020@10:05:22
Note: Replace RxRenewal Response with different Medication
RxRenewal Response Comments:
Comments By:
Comments Date/Time:
*****MEDICATION DISPENSED*****
Vista Drug: FAMOTIDINE 20MG TAB
Vista Qty: 60 Vista Refills: 0 Vista Days Supply: 30
+ 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.-27: RxRenewal Response - Replace Information Section

When a user takes any action on the “RXR” record in the Holding Queue, the status of the record changes to “RXI”, which indicates that the record is in process.

PSO ERX HOLDING QUEUE		Sep 30, 2020@14:23:17		Page: 1 of 6	
Patient	DOB	Drug	Provider	STA	Rec Date
1.		iron polysaccharides		RXI	9/30/20
2.		potassium chloride (K		CAN	9/29/20
3.		TACRINE HCL 10MG CAP		RXC	9/29/20
4.		Amaryl 4 mg Tablet		RXC	9/29/20
5.		GENTAMICIN SULFATE 0.		RXC	9/29/20
6.		Janumet 1000 mg-50 mg		RXA	9/29/20
7.		Janumet 1000 mg-50 mg		RXA	9/29/20
8.		Fluticasone Furoate 2		RXC	9/29/20
9.		VELVACHOL CREAM 16 O		RXP	9/29/20
10.		IPRATROPIUM BR 0.03%		RXP	9/29/20
11.		Atenolol 50 mg tablet		RXD	9/28/20
12.		simvastatin 40 mg tab		RXD	9/28/20
13.		TERAZOSIN HCL 5MG CAP		RXD	9/28/20
14.		GABAPENTIN 100MG CAP		RXD	9/28/20
15.		FOSINOPRIL NA 20MG TA		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 Error! No text of specified style in document.-28: RXI Status in the Holding Queue

The user may select the record to view the RxRenewal Response Details screen.

eRx Holding Queue Display		Sep 30, 2020@14:24:33		Page: 1 of 5	
eRx Patient:					
eRx Reference #:					
eRx HT: 157.48(cm) (09/28/2020)		eRx WT: 81.19(kg) (09/28/2020)			
RXRENEWALRESPONSE - REPLACE					
eRx Status: RXRENEWAL RESPONSE - IN PROCESS					
*****MEDICATION PRESCRIBED*****					
eRx Patient Primary Telephone:					
eRx Patient:		DOB:			
Vista Patient[v]:		DOB:			
eRx Provider Primary Telephone:					
eRx Provider:		NPI:			
Vista Provider:		NPI:			
eRx Drug: iron polysaccharides (FERREX 150 / NIFEREX) 150 MG capsule					
eRx Qty: 30		eRx Refills: 0		eRx Days Supply: 30	
eRx Written Date: SEP 30, 2020		eRx Issue Date: SEP 30, 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.-29: RXI – Summary/Details screen

When the user completes accepting the validation of Patient, Provider and Drug sections on the Replace type response, the status changes to “RXW”, indicating that the record is now in waiting status.

PSO ERX HOLDING QUEUE		Sep 30, 2020@14:27		Page: 1 of 6	
Patient	DOB	Drug	Provider	STA	Rec Date
1.		iron polysaccharides		RXW	9/30/20
2.		potassium chloride (K		CAN	9/29/20
3.		TACRINE HCL 10MG CAP		RXC	9/29/20
4.		Amaryl 4 mg Tablet		RXC	9/29/20
5.		GENTAMICIN SULFATE 0.		RXC	9/29/20
6.		Janumet 1000 mg-50 mg		RXA	9/29/20
7.		Janumet 1000 mg-50 mg		RXA	9/29/20
8.		Fluticasone Furoate 2		RXC	9/29/20
9.		VELVACHOL CREAM 16 O		RXP	9/29/20
10.		IPRATROPIUM BR 0.03%		RXP	9/29/20
11.		Atenolol 50 mg tablet		RXD	9/28/20
12.		simvastatin 40 mg tab		RXD	9/28/20
13.		TERAZOSIN HCL 5MG CAP		RXD	9/28/20
14.		GABAPENTIN 100MG CAP		RXD	9/28/20
15.		FOSINOPRIL NA 20MG TA		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 Error! No text of specified style in document. -30: RXW Status in the Holding Queue

The user may select the record to view the RxRenewal Response Details screen.

eRx Holding Queue Display		Sep 30, 2020@14:27:19		Page: 1 of 5	
eRx Patient: [REDACTED]					
eRx Reference #: [REDACTED]					
eRx HT: 157.48(cm) (09/28/2020)		eRx WT: 81.19(kg) (09/28/2020)			
RXRENEWALRESPONSE - REPLACE					
eRx Status: RXRENEWAL RESPONSE WAITING					
*****MEDICATION PRESCRIBED*****					
eRx Patient Primary Telephone: [REDACTED]					
eRx Patient: [REDACTED]		DOB: [REDACTED]		DOB: [REDACTED]	
Vista Patient[v]: [REDACTED]					
eRx Provider Primary Telephone: [REDACTED]					
eRx Provider: [REDACTED]		NPI: [REDACTED]		NPI: [REDACTED]	
Vista Provider[v]: [REDACTED]					
eRx Drug: iron polysaccharides (FERREX 150 / NIFEREX) 150 MG capsule					
eRx Qty: 30		eRx Refills: 0		eRx Days Supply: 30	
eRx Written Date: SEP 30, 2020		eRx Issue Date: SEP 30, 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. -31: RXW – Summary/Details screen

When the user accepts the RxRenewal Response record using <AC>, the status of the record changes to “RXP” (RxRenewal Response Processed), and it is not displayed in the list view. It can be found using <MV> Message View or <SR> Search.

PSO ERX HOLDING QUEUE		Sep 30, 2020@14:28:44		Page: 1 of 6	
Patient	ERX	LOOK-BACK DAYS: 120 (Jun 02, 2020)	Drug	Provider	STA Rec Date
1.			iron polysaccharides		RXP 9/30/20
2.			potassium chloride (K		CAN 9/29/20
3.			TACRINE HCL 10MG CAP		RXC 9/29/20
4.			Amaryl 4 mg Tablet		RXC 9/29/20
5.			GENTAMICIN SULFATE 0.		RXC 9/29/20
6.			Janumet 1000 mg-50 mg		RXA 9/29/20
7.			Janumet 1000 mg-50 mg		RXA 9/29/20
8.			Fluticasone Furoate 2		RXC 9/29/20
9.			VELVACHOL CREAM 16 O		RXP 9/29/20
10.			IPRATROPIUM BR 0.03%		RXP 9/29/20
11.			Atenolol 50 mg tablet		RXD 9/28/20
12.			simvastatin 40 mg tab		RXD 9/28/20
13.			TERAZOSIN HCL 5MG CAP		RXD 9/28/20
14.			GABAPENTIN 100MG CAP		RXD 9/28/20
15.			FOSINOPRIL NA 20MG TA		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 Error! No text of specified style in document.-32: RXP Status in Holding Queue

On the OP side, a pending line entry is added for the user to finish the Replace RxRenewal Response.

Medication Profile		Sep 30, 2020@14:29:43		Page: 3 of 3				
PID: _____		<NO ALLERGY ASSESSMENT>		Ht (cm): _____ (_____)				
DOB: _____				Wt (kg): _____ (_____)				
SEX: FEMALE				BSA (m2): _____				
CrCL: <Not Found> (CREAT: Not Found)								
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
18	&	FAMOTIDINE 20MG TAB	60	DC>	09-30	09-30	0	30
19	&	MAGNESIUM COMPLEX 300MG TAB	90	DC	03-22	03-24	0	90
20	&	MELOXICAM 15MG TAB	30	DC>	08-12	08-12	0	60
21	&	OFLOXACIN 0.3% OPTH SOLN 5ML	5	DC	09-29	09-29	0	30
22	&	SIMVASTATIN 10MG TAB	60	DC>	08-04	08-04	1	60
23	&	TERAZOSIN HCL 5MG CAP	30	DC>	09-28	09-28	0	30
----- PENDING -----								
24	&	AMLODIPINE BESYLATE 10MG TAB	QTY: 45		ISDT: 08-12>		REF: 0	
25	&	IRON POLYSACCHARIDE COMPLEX 150MG CAP	QTY: 60		ISDT: 09-30>		REF: 3	

+ Enter ?? for more actions
 PU Patient Record Update NO New Order
 PI Patient Information SO Select Order
 Select Action: Quit//

Figure Error! No text of specified style in document.-33: Medication Profile – Pending Line Entry

The user may select the pending line entry to finish the Replace RxRenewal Response and accept it. The Replace RxRenewal Response is now an active prescription which displays in the Active section of the Medication profile.

Medication Profile		Sep 30, 2020@14:38:30		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
+ Enter ?? for more actions								
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
9	&	IBUPROFEN 800MG TAB	10	A>	09-28	09-29	1	5
10	&	IRON POLYSACCHARIDE COMPLEX 150MG CAP		A>	09-30	09-30	3	60
			Qty: 60					
11	&	LISINOPRIL 10MG TAB	30	E>	08-10	08-10	0	30
12	&	LOSARTAN POTASSIUM 50MG TAB	90	A	09-29	09-29	0	90
+ Enter ?? for more actions								
PU Patient Record Update		NO New Order						
PI Patient Information		SO Select Order						
Select Action: Next Screen//								

Figure Error! No text of specified style in document.-34: Replace Response to an active Rx in Active Section of the Medication Profile

Once the Replace RxRenewal Response becomes an active prescription, the status of the RxRenewal Response in the Holding Queue changes to “RXC” (RxRenewal Response Completed).

PSO ERX HOLDING QUEUE		Sep 30, 2020@14:38:57		Page: 1 of 6	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.	[REDACTED]	iron polysaccharides	[REDACTED]	RXC	9/30/20
2.	[REDACTED]	potassium chloride (K	[REDACTED]	CAN	9/29/20
3.	[REDACTED]	TACRINE HCL 10MG CAP	[REDACTED]	RXC	9/29/20
4.	[REDACTED]	Amaryl 4 mg Tablet	[REDACTED]	RXC	9/29/20
5.	[REDACTED]	GENTAMICIN SULFATE 0.	[REDACTED]	RXC	9/29/20
6.	[REDACTED]	Janumet 1000 mg-50 mg	[REDACTED]	RXA	9/29/20
7.	[REDACTED]	Janumet 1000 mg-50 mg	[REDACTED]	RXA	9/29/20
8.	[REDACTED]	Fluticasone Furoate 2	[REDACTED]	RXC	9/29/20
9.	[REDACTED]	VELVACHOL CREAM 16 O	[REDACTED]	RXP	9/29/20
10.	[REDACTED]	IPRATROPIUM BR 0.03%	[REDACTED]	RXP	9/29/20
11.	[REDACTED]	Atenolol 50 mg tablet	[REDACTED]	RXD	9/28/20
12.	[REDACTED]	simvastatin 40 mg tab	[REDACTED]	RXD	9/28/20
13.	[REDACTED]	TERAZOSIN HCL 5MG CAP	[REDACTED]	RXD	9/28/20
14.	[REDACTED]	GABAPENTIN 100MG CAP	[REDACTED]	RXD	9/28/20
15.	[REDACTED]	FOSINOPRIL NA 20MG TA	[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 Error! No text of specified style in document.-35: RXC Status in the Holding Queue

Select the record to view the RxRenewal Response details screen.

```

eRx Holding Queue Display      Sep 30, 2020@14:40:11      Page:      1 of      5
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm) (09/28/2020)      eRx WT: 81.19(kg) (09/28/2020)

RXRENEWALRESPONSE - REPLACE
eRx Status: RXRENEWAL RESPONSE COMPLETE
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone:
eRx Patient:
Vista Patient[v]:
eRx Provider Primary Telephone:
eRx Provider:
Vista Provider[v]:
DOB:
DOB:
NPI:
NPI:

eRx Drug: iron polysaccharides (FERREX 150 / NIFEREX) 150 MG capsule
eRx Qty: 30      eRx Refills: 0      eRx Days Supply: 30
eRx Written Date: SEP 30, 2020      eRx Issue Date: SEP 30, 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. -36: RxRenewal Response Details Screen

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

```

PSO ERX HOLDING QUEUE      Sep 30, 2020@14:41:23      Page:      1 of      8
PSO ERX HOLDING QUEUE
ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)
Patient      DOB      Drug      Provider      STA Rec Date
1.      [REDACTED]      Famotidine 20 MG Tabl      [REDACTED]      RRC 9/30/20
2.      [REDACTED]      prednisONE 20 mg tabl      [REDACTED]      RRR 9/29/20
3.      [REDACTED]      celecoxib 200 mg caps      [REDACTED]      RRN 9/29/20
4.      [REDACTED]      Janumet 1000 mg-50 mg      [REDACTED]      RRC 9/29/20
5.      [REDACTED]      Lisinopril-Hydrochlor      [REDACTED]      RRC 9/29/20
6.      [REDACTED]      Lisinopril-Hydrochlor      [REDACTED]      RRC 9/29/20
7.      [REDACTED]      Janumet 1000 mg-50 mg      [REDACTED]      RRP 9/29/20
8.      [REDACTED]      Janumet 1000 mg-50 mg      [REDACTED]      RRR 9/29/20
9.      [REDACTED]      ofloxacin 0.3 % eye d      [REDACTED]      RRC 9/29/20
10.     [REDACTED]      Janumet 1000 mg-50 mg      [REDACTED]      RRP 9/29/20
11.     [REDACTED]      Janumet 1000 mg-50 mg      [REDACTED]      RRP 9/29/20
12.     [REDACTED]      Atenolol 50 mg tablet      [REDACTED]      RRP 9/28/20
13.     [REDACTED]      simvastatin 40 mg tab      [REDACTED]      RRR 9/28/20
14.     [REDACTED]      TERAZOSIN HCL 5MG CAP      [REDACTED]      RRP 9/28/20
15.     [REDACTED]      GABAPENTIN 100MG CAP      [REDACTED]      RRR 9/28/20
+      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. -37: RRC Status in the Holding Queue

Select the record to view the RxRenewal Request details screen.

```

eRx Holding Queue Display      Sep 30, 2020@14:42:16      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: Famotidine 20 MG Tablet
eRx Qty: 60      eRx Refills: 0      eRx Days Supply: 30
eRx Written Date: SEP 30, 2020      eRx Issue Date: SEP 30, 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.-38: RxRenewal Request Details Screen

The <VP>, <VM>, <VD>, <Hold>, <UnHold>, <RJ>, <RM>, and <AC> actions are in parentheses (), therefore the user cannot select these actions for this message type. Similar to the status change with other RxRenewal Response types, in case of Replace the corresponding RxRenewal Request record transitions from RRN, RRR, RRP to RRC. For more information about RxRenewal Request status codes, refer to [Error! Reference source not found.](#) in [Error! Reference source not found.](#) [Error! Reference source not found.](#)

4.6.5.1 RxRenewal Response – Processing Error (RXE)

RxRenewal Response – Processing Error (RXE) is an actionable status used for Replace RxRenewal Responses if a failure occurs. One scenario is when a patient’s Outpatient Profile record is locked in OERR and a Replace RxRenewal Response is attempting to auto-Discontinue an eRx record at the same time. Another scenario is when a RxRenewal Request is sent out for a prescription, and it is manually discontinued before a response is received. Then, a Replace RxRenewal Response is sent for the prescription.

When a Replace RxRenewal Response record is in “RXE” status, the user can still process the record similar to a NewRx record after manually canceling the original in Outpatient Pharmacy. The status codes for Replace RxRenewal Response workflow is covered in [Error! Reference source not found.](#)

PSO ERX HOLDING QUEUE		Sep 17, 2020@14:17:04		Page: 1 of 4	
PSO ERX HOLDING QUEUE		ERX	LOOK-BACK DAYS: 120 (May 20, 2020)		
Patient	DOB	Drug	Provider	STA	Rec Date
1.		Fosamax Plus D 70 mg-		CAN	9/17/20
2.		ALUMINUM HYDROXIDE 40		RXC	9/17/20
3.		Augmented Betamethaso		RXP	9/16/20
4.		Amaryl 4 mg Tablet		CAN	9/16/20
5.		dexamethasone 1.5 MG		RXR	9/15/20
6.		Amaryl 4 mg Tablet		CXQ	9/15/20
7.		dexamethasone 1.5 MG		RXR	9/11/20
8.		dexamethasone 1.5 MG		RXE	9/11/20
9.		dexamethasone 1.5 MG		RXC	9/10/20
10.		Tenormin 50 mg oral t		RXC	9/10/20
11.		LISINOPRIL 2.5MG TA		RXR	9/10/20
12.		HCTZ 12.5/LISINOPRIL		RXR	8/25/20
13.		HCTZ 12.5/LISINOPRIL		RXR	8/25/20
14.		Amaryl 4 mg Tablet		RXP	8/20/20
15.		simvastatin 40 mg tab		RXP	8/20/20

+ 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.-39: RXE Status in Holding Queue List View

The RxRenewal Response details section displays the RxRenewal Response Message type.

eRx Holding Queue Display		Sep 17, 2020@14:19:02		Page: 1 of 5	
eRx Patient: [REDACTED]					
eRx Reference #: [REDACTED]					
eRx HT: 152.4(cm) (11/13/2019)		eRx WT: 65.77(kg) (11/13/2019)			
RXRENEWALRESPONSE - REPLACE					
eRx Status: RXRENEWAL RESPONSE - PROCESSING ERROR					
*****MEDICATION PRESCRIBED*****					
eRx Patient Primary Telephone: [REDACTED]					
eRx Patient: [REDACTED]		DOB: [REDACTED]		DOB: [REDACTED]	
Vista Patient: [REDACTED]					
eRx Provider Primary Telephone: [REDACTED]					
eRx Provider: [REDACTED]		NPI: [REDACTED]		NPI: N/A	
Vista Provider: NOT LINKED					
eRx Drug: dexamethasone 1.5 MG tablet					
eRx Qty: 30		eRx Refills: 0		eRx Days Supply: 15	
eRx Written Date: SEP 11, 2020		eRx Issue Date: SEP 11, 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.-40: RxRenewal Response - Replace Details Screen for RXE

When the user exercises one of the available actions, a warning displays that the corresponding OP record may not have been auto-Discontinued. The user is prompted to select Yes or No. Upon selecting Yes, the status of the record changes to “RXI”. Upon selecting No, the record remains in “RXE” status.

```
eRx Holding Queue Display      Sep 17, 2020@14:20:24      Page: 1 of 5
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm) (11/13/2019)      eRx WT: 65.77(kg) (11/13/2019)

RXRENEWALRESPONSE - REPLACE
eRx Status: RXRENEWAL RESPONSE - PROCESSING ERROR
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone:
eRx Patient:                                DOB:
Vista Patient:                                DOB:

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

eRx Drug: dexamethasone 1.5 MG tablet
eRx Qty: 30      eRx Refills: 0      eRx Days Supply: 15
eRx Written Date: SEP 11, 2020      eRx Issue Date: SEP 11, 2020
+ Enter ?? for more actions
There was a processing error.
Please validate that the eRx was discontinued in Outpatient Pharmacy and/or
canceled in the Holding Queue.
Would you like to continue to process the record?? YES//
```

Figure Error! No text of specified style in document.-41: Replace Response Processing Error Warning Text/Prompt

Once the status of the Replace record is changed to “RXI”, the user can exercise the record same way as a Replace record that was originally in “RXR” status. For information on how to process a Replace type response, refer to section [4.6.5 Replace](#).

NOTE: Additional “RXE” information are as follows:

“RXE” applies to Replace response type only.

1. When a user selects an Active eRx from OP that has an outstanding RxRenewal Request and locks it, and at the same time a Replace RxRenewal Response is received.
2. When a RxRenewal Request is sent out for a prescription and the original prescription is manually discontinued before receiving a response, following which a Replace RxRenewal Response is received.
3. When a RxRenewal Request is sent for a prescription that has expired within 120 days, and the patient record is locked in OP, during which a Replace RxRenewal Response message is received.
4. When a RxRenewal Request is sent for a prescription that has expired within 120 days, and the original is manually discontinued, following which a Replace RxRenewal Response message is received.
5. When a RxRenewal Request is sent for a prescription that has been discontinued within 120 days and a Replace RxRenewal Response message is received.

6. When a user selects an Active eRx in OP that has an outstanding RxRenewal Request and locks it, and at the same time a Replace RxRenewal Response is sent, the Prescription gets auto-Discontinued and the corresponding Response is marked as “RXR” in the Holding Queue. However, if the record is locked in Edit mode in OP, the response fails to auto-Discontinue and is marked as “RXE” in the Holding Queue.
7. When a RxRenewal Request is sent out for a prescription, and it is renewed within VA, the prescription becomes a non-electronic prescription. If a Replace RxRenewal Response is then sent, the VA Order (non-eRx) is not modified by the response. The response is marked as “RXE” in the Holding Queue.

4.7 Inbound Error – RRE

The “Inbound ERROR” message is the NCPDP 2017071 format for an Inbound Error message received in VistA under certain situations, such as the Prescriber’s EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare not working.

When a RxRenewal Request sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved and displayed in the Holding Queue’s list view with the status RRE (RxRenewal Request Error). This is an actionable entry and requires the user to acknowledge it.

For more information about <ACK> Acknowledge, refer to section [4.9 Acknowledge: Hidden Action for RxRenewal Response/Inbound Error](#).

4.8 Add Comments: Hidden Action for RxRenewal Request/Response

There is a free-text “Comment” field in the Message Details view for RxRenewal Request and Response messages. This field allows users to enter additional comments on the RxRenewal Request and Response messages. To add a comment:

1. Type action <AD>.
2. Type Request/Response comments.

```

eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm)(11/13/2019)                eRx WT: 65.77(kg)(11/13/2019)
+
RxRenewal Response Comments:
Comments By:
Comments Date/Time:

*****RXRENEWAL REQUEST INFORMATION*****
Requested By: ██████████
Request Date/Time: AUG 25, 2020@11:31
# of Refills Requested: 1

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

+ 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// AD  AD
REQUEST/RESPONSE COMMENTS: // SCREEN CAPTURE ON 09/22/2020
  
```

Figure Error! No text of specified style in document. -42: Add Comments

3. Select <Enter>.

```

eRx Holding Queue Display      Sep 22, 2020@14:44:10      Page: 3 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm)(11/13/2019)                eRx WT: 65.77(kg)(11/13/2019)
+
RxRenewal Response Comments:
Comments By:
Comments Date/Time:

*****RXRENEWAL REQUEST INFORMATION*****
Requested By: ██████████
Request Date/Time: AUG 25, 2020@11:31
# of Refills Requested: 1

RxRenewal Request Comments: SCREEN CAPTURE ON 09/22/2020
Comments By: ██████████
Comments Date/Time: SEP 22, 2020@14:44:10

+ 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. -43: RxRenewal Request Comments

The user who made the comment displays in the “Comments By” field and the date/time the comments were made display in the “Comments Date/Time” field. Users can replace the comments with updated comments. When comments are replaced, the last user who made comments displays in the “Comments By” field and the date/time the comments were updated display in the “Comments Date/Time” field. To update or replace comments:

4. Type action <AD>.
5. Replace with updated comments.

```
eRx Reference #: ██████████
eRx HT: 152.4(cm)(11/13/2019)                eRx WT: 65.77(kg)(11/13/2019)
+
RxRenewal Response Comments:
Comments By:
Comments Date/Time:

*****RXRENEWAL REQUEST INFORMATION*****
Requested By: ██████████
Request Date/Time: AUG 25, 2020@11:31
# of Refills Requested: 1

RxRenewal Request Comments: SCREEN CAPTURE ON 09/22/2020
Comments By: ██████████
Comments Date/Time: SEP 22, 2020@14:44:10

+ 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// AD AD
REQUEST/RESPONSE COMMENTS: SCREEN CAPTURE ON 09/22/2020
Replace ... With SCREEN CAPTURE FOR USER MANUAL ON 09/22/2020
```

Figure Error! No text of specified style in document.-44: Replacing RxRenewal Request Comments

6. Select <Enter>.

```
eRx Holding Queue Display      Sep 22, 2020@14:45:33      Page: 3 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm)(11/13/2019)                eRx WT: 65.77(kg)(11/13/2019)
+
RxRenewal Response Comments:
Comments By:
Comments Date/Time:

*****RXRENEWAL REQUEST INFORMATION*****
Requested By: ██████████
Request Date/Time: AUG 25, 2020@11:31
# of Refills Requested: 1

RxRenewal Request Comments: SCREEN CAPTURE FOR USER MANUAL ON 09/22/2020
Comments By: ██████████
Comments Date/Time: SEP 22, 2020@14:45:33

+ 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.-45: RxRenewal Request Comments Updated

4.9 Acknowledge: Hidden Action for RxRenewal Response/Inbound Error

Once the user completes reviewing a Denied or a Denied, NewRx to Follow RxRenewal Response message in the Holding Queue List View, the user can exercise the <ACK> Acknowledge Hidden action to remove the message from the list view. The resulting acknowledged message can be retrieved using <MV> Message View or <SR> Search. Acknowledge is also enabled for RxRenewal Responses that fail to auto-process and are in status of “RXF” and the Inbound Errors with status “RRE”. When a RxRenewal Response – Denied or Denied NewRx to Follow type is received in the Holding Queue, it is displayed in the list view, and is in the actionable “RXD” status.

PSO ERX HOLDING QUEUE		Sep 22, 2020@15:00		Page: 3 of 5	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (May 25, 2020)			
	Patient	DOB	Drug	Provider	STA Rec Date
31.			dexamethasone 1.5 MG		RXC 9/10/20
32.			metformin (GLUCOPHAGE		RXD 9/21/20
33.			dexamethasone 1.5 MG		RXE 9/11/20
34.			SULFISOXAZOLE 500MG T		RXE 8/11/20
35.			LOSARTAN POTASSIUM 10		RXI 8/5/20
36.			dexamethasone 1.5 MG		RXI 6/18/20
37.			dexamethasone 1.5 MG		RXN 9/21/20
38.			Augmented Betamethaso		RXP 9/16/20
39.			simvastatin 40 mg tab		RXP 8/20/20
40.			HCTZ 12.5/LISINOPRIL		RXP 5/28/20
41.			nitroglycerin 0.4 mg		RXP 5/26/20
42.			Victoza 18 MG/3ML Sub		RXP 5/27/20
43.			KETOCONAZOLE 200MG TA		RXP 6/17/20
44.			Victoza 18 MG/3ML Sub		RXP 7/7/20
45.			GABAPENTIN 100MG CAP		RXP 7/7/20

+ 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.-46: RXD Status in the Holding Queue List View

Select the record to view the RxRenewal Response details screen.

```

eRx Holding Queue Display      Sep 22, 2020@15:04:12      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 - DENIED, NEW PRESCRIPTION TO FOLLOW
eRx Status: RXRENEWAL RESPONSE DENIED/DNTF
*****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: metformin (GLUCOPHAGE-XR) 500 mg 24 hr tablet
eRx Qty: 90      eRx Refills: 0      eRx Days Supply: 90
eRx Written Date: SEP 21, 2020      eRx Issue Date: SEP 21, 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. -47: RxRenewal Response Denied/DNTF Details Screen

The user may type <ACK> at the prompt to acknowledge the RxRenewal Response message.

```

RXRENEWALRESPONSE - DENIED, NEW PRESCRIPTION TO FOLLOW
eRx Status: RXRENEWAL RESPONSE DENIED/DNTF
*****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: metformin (GLUCOPHAGE-XR) 500 mg 24 hr tablet
eRx Qty: 90      eRx Refills: 0      eRx Days Supply: 90
eRx Written Date: SEP 21, 2020      eRx Issue Date: SEP 21, 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// ACK  ACK
Would you like to acknowledge this record?
Enter Yes or No: N// YES
RxRenewal response acknowledged.
Type <Enter> to continue or '^' to exit:

```

Figure Error! No text of specified style in document. -48: Acknowledge RxRenewal Response Message

Once the user selects **Yes** at the prompt, the status of the message is changed from “RXD” to “RXA” and the message is not displayed in the list view. It can be found using <MV> Message View or <SR> Search.

PSO ERX HOLDING QUEUE		Sep 22, 2020@15:08:35		Page: 1 of 5	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (May 25, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
15.			ALENDRONATE 70MG TAB		CAN 9/21/20
16.			EUCERIN CREAM (OZ)		CAN 8/11/20
17.			ZYPREXA ZYDIS 15MG		CXQ 9/17/20
18.			Amaryl 4 mg Tablet		CXQ 9/15/20
19.			Amaryl 4 mg Tablet		CXQ 9/17/20
20.			MOLINDONE 10MG TAB		RXA 9/21/20
21.			NIACIN 100MG TAB		RXA 9/21/20
22.			metformin (GLUCOPHAGE		RXA 9/21/20
23.			Tenormin 50 mg oral t		RXC 9/10/20
24.			ALUMINUM HYDROXIDE 40		RXC 9/17/20
25.			CLOBETASOL PROPIONATE		RXC 9/18/20
26.			dexamethasone 1.5 MG		RXC 9/21/20
27.			predniSONE 20 mg tabl		RXC 9/21/20
28.			nitroglycerin 0.4 mg		RXC 7/31/20
29.			ALENDRONATE 70MG TAB		RXC 9/17/20

+ 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.-49: RXA Status in the Holding Queue

Select the record to view the RxRenewal Response details screen, displaying the eRx status of RxRenewal Response Acknowledged.

eRx Holding Queue Display		Sep 22, 2020@15:08:56		Page: 1 of 4	
eRx Patient: [REDACTED]					
eRx Reference #: [REDACTED]					
eRx HT: 177.8(cm) (08/09/2020)		eRx WT: 90.26(kg) (08/09/2020)			
RXRENEWALRESPONSE - DENIED, NEW PRESCRIPTION TO FOLLOW					
eRx Status: RXRENEWAL RESPONSE ACKNOWLEDGED					
*****MEDICATION PRESCRIBED*****					
eRx Patient Primary Telephone: [REDACTED]					
eRx Patient: [REDACTED]		DOB: [REDACTED]			
Vista Patient: NOT LINKED		DOB: N/A			
eRx Provider Primary Telephone: [REDACTED]					
eRx Provider: [REDACTED]		NPI: [REDACTED]			
Vista Provider: NOT LINKED		NPI: N/A			
eRx Drug: metformin (GLUCOPHAGE-XR) 500 mg 24 hr tablet					
eRx Qty: 90		eRx Refills: 0 ¹		eRx Days Supply: 90	
eRx Written Date: SEP 21, 2020		eRx Issue Date: SEP 21, 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.-50: RxRenewal Response Acknowledged Details Screen

NOTE: When the user acknowledges a RxRenewal Response with a status of “RXF”, it changes to “RXA”. The workflow is the same as “RXD” to “RXA”.

When a RxRenewal Request results in an Inbound Error with the status “RRE”, it is displayed in the list view as an actionable entry.

PSO ERX HOLDING QUEUE		Oct 15, 2020@14:26:05		Page: 8 of 8	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 17, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
106.	INBOUND ERROR		N/A	N/A	N 8/27/20
107.	INBOUND ERROR		N/A	N/A	N 8/27/20
108.	INBOUND ERROR		N/A	N/A	N 8/27/20
109.	INBOUND ERROR		N/A	N/A	N 8/27/20
110.	INBOUND ERROR		N/A	N/A	N 9/2/20
111.	INBOUND ERROR		N/A	N/A	N 9/2/20
112.	INBOUND ERROR		N/A	N/A	RRE 8/17/20
113.	INBOUND ERROR		N/A	N/A	RRE 8/17/20
114.	INBOUND ERROR		N/A	N/A	RRE 9/15/20
115.	INBOUND ERROR		N/A	N/A	RRE 9/16/20
116.	INBOUND ERROR		N/A	N/A	RRE 9/21/20
117.	INBOUND ERROR		N/A	N/A	RRE 9/21/20

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.-51: RRE Status in the Holding Queue List View

Select the record to view the Inbound Error details screen, displaying an eRx status of RxRenewal Request Error.

eRx Holding Queue Display		Oct 15, 2020@14:28:27		Page: 1 of 2	
eRx Patient:					
eRx Reference #:					
eRx HT: (cm)()		eRx WT: (kg)()			
INBOUND ERROR					
eRx Status: RXRENEWAL REQUEST ERROR					
eRx Patient:		DOB:			
Vista Patient: NOT LINKED		DOB: N/A			
eRx Provider:		NPI:			
Vista Provider: NOT LINKED		NPI: N/A			
eRx Drug:		eRx Refills:		eRx Days Supply:	
eRx Qty:		eRx Written Date:		eRx Issue Date:	
*****ERROR DETAILS*****					
+ 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.-52: RxRenewal Request Error Details Screen

The user may type <ACK> Acknowledge at the prompt to acknowledge the RxRenewal Response message.

```
Select Action:Next Screen// ACK  ACK
Would you like to acknowledge this record?
Enter Yes or No: N// YES
Inbound error acknowledged.
Type <Enter> to continue or '^' to exit: █
```

Figure Error! No text of specified style in document.-53: Acknowledge Action

Once the user selects **Yes** at the prompt, the status of the message is changed from “RRE” to “IRA” and the message is not displayed in the list view. It can be found using <MV> Message View or <SR> Search.

PSO ERX HOLDING QUEUE		Sep 22, 2020@14:55:21		Page: 1 of 8	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (May 25, 2020)			
	Patient	DOB	Drug	Provider	STA Rec Date
1.			N/A	N/A	CRE 9/21/20
2.			N/A	N/A	E 9/21/20
3.			N/A	N/A	CRE 9/21/20
4.			N/A	N/A	E 9/21/20
5.			N/A	N/A	E 9/21/20
6.			N/A	N/A	IRA 9/21/20
7.			N/A	N/A	E 9/21/20
8.			N/A	N/A	E 9/21/20
9.			N/A	N/A	E 9/21/20
10.			N/A	N/A	E 9/21/20
11.			N/A	N/A	E 9/21/20
12.			N/A	N/A	E 9/21/20
13.			N/A	N/A	RRE 9/21/20
14.			N/A	N/A	E 9/21/20
15.			N/A	N/A	E 9/21/20

+ 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: IRA Status in the Holding Queue

Select the record to view the Inbound Error details screen, with an eRx status of Inbound RxRenewal Request Error Acknowledged.

```
eRx Holding Queue Display      Sep 22, 2020@14:56:47      Page:      1 of      2
eRx Patient:
eRx Reference #:
eRx HT: (cm)()                eRx WT: (kg)()

INBOUND ERROR
eRx Status: INBOUND RXRENEWAL ERROR ACKNOWLEDGED
eRx Patient:                                DOB:
Vista Patient: NOT LINKED                  DOB: N/A

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

eRx Drug:
eRx Qty:          eRx Refills:          eRx Days Supply:
eRx Written Date:          eRx Issue Date:

*****ERROR DETAILS*****
+ 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.-55: Inbound Error Details Screen – Inbound RxRenewal Request Error Acknowledged