

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

**User Guide**



**December 2020**

**Version 4.0 (Unit 5)**

**Department of Veterans Affairs (VA)**

**Office of Information and Technology (OI&T)**

## 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
05/05/2020	3.0	PSO*7.0*610: <ul style="list-style-type: none"> <li>• Added note to indicate a minor change in the display of the Station ID drop-down list in the Reports tab</li> <li>• Updated Title page, Revision History, and Footers</li> </ul>	Liberty ITS
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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</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>	
11/09/2018	2.5	<ul style="list-style-type: none"> <li>• Updated per HPS Review pgs. 55, 57, 87, 88, 90, 92, 194, and 195.</li> <li>• Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant)</li> </ul>	Technatomy

<b>Date</b>	<b>Version</b>	<b>Description</b>	<b>Author</b>
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
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11/15/2017	1.0	Baseline release: <ul style="list-style-type: none"> <li>• Updated Table of Figures</li> <li>• Updates based on feedback from HPS</li> <li>• Updated screenshots and verbiage throughout the document, formatting, and sections Inbound ePrescribing Workflow and Summary/Details screen, Pharmacy Management section</li> <li>• Updates made based on changes made during SureScripts Certification and IOC Production Testing</li> </ul>	Technatomy

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## Unit 5.RxChange Requests and Responses

The RxChange Request function is used by pharmacists to generate and send outbound RxChange Requests. The RxChange Request message is sent to the external provider that originally sent the eRx into VistA. After a RxChange Request has been sent to the external provider, the provider is able to send a RxChange Response back to the requesting Pharmacy.

The Pharmacy user is allowed to generate and send the following outbound RxChange Request types:

- **D - DUE (Drug Use Evaluation):** May be used to request a prescriber authorize a change to the patient's current medication therapy, such as a dosing regimen change or an alternative medication that will have fewer, or no, adverse effects than the original prescription.
- **G - Generic Substitution:** A modification of the product prescribed to a generic equivalent.
- **OS - Out of Stock:** Pharmacy is out of stock of the medication prescribed and it cannot be obtained in a clinically appropriate timeframe.
- **P - Prior Authorization Required:** A request to obtain prior authorization before dispensing.
- **S - Script Clarification:** The pharmacist needs to clarify what the prescriber is sending.
- **T - Therapeutic Interchange/Substitution:** A modification of the product prescribed to a preferred product choice.
- **U - Prescriber Authorization:** Resolution of the prescriber authorization conflict related to state/federal regulatory requirements is required before dispensing.

## 5.1 Generate RxChange Requests from Outpatient Profile

### 5.1.1 Hidden Action - eRx Change Request/EC

eRx Change Request/EC is a hidden action used for requesting change on a NewRx message, in the Holding Queue. The user can exercise EC action on NewRx record in one of the following statuses: N, I, W, or PR.

```
eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED] NPI: [REDACTED]
Vista Provider: [REDACTED] NPI: [REDACTED]

eRx Drug: glimepiride 4 mg tablet (AMARYL)
eRx Qty: 180 eRx Refills: 1 eRx Days Supply: 90
eRx Written Date: JUL 27, 2020 eRx Issue Date: JUL 27, 2020
Prohibit Renewals: No
+ Enter ?? for more actions
P Print RJ Reject AC Accept eRx
H Hold UH Un Hold RM Remove eRx

The following actions are also available:
+ Next Screen LS Last Screen Q Quit
- Previous Screen GO Go to Page AD Add Comment
UP Up a Line RD Re Display Screen ACK Acknowledge
DN Down a Line PS Print Screen SH Status History
> Shift View to Right PL Print List EC eRx Change Request
< Shift View to Left SL Search List JO JUMP TO OP
FS First Screen ADPL Auto Display(On/Off)

Type <Enter> to continue or '^' to exit:
```

Figure 5-1: Hidden Action – EC/eRx Change Request



### 5.1.1.1 HC Status/Hold Due to Change

Once a user requests change on a NewRx, the NewRx record is changed from its current Holding Queue status to HC/Hold Due to Change. When a record is in HC status only UH/Un Hold, P/Print and SH/Status History actions are available.

**NOTE:** HC status is unavailable for the user while manually putting a fillable eRx record on 'Hold'.

```
eRx Holding Queue Display      Sep 24, 2020@15:22:13      Page: 1 of 4
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: 177.8(cm) (04/09/2020)      eRx WT: 90.26(kg) (04/09/2020)

NEWRX
eRx Status: HC - HOLD DUE TO CHANGE
eRx Patient Primary Telephone: [REDACTED]
eRx Patient: [REDACTED]      DOB: [REDACTED]
Vista Patient[v]: [REDACTED]      DOB: [REDACTED]

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

eRx Drug: glimepiride 4 mg tablet (AMARYL)
eRx Qty: 180      eRx Refills: 1      eRx Days Supply: 90
eRx Written Date: JUL 24, 2020      eRx Issue Date: JUL 24, 2020
Prohibit Renewals: No
+ 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 5-2: NewRx in HC Status

### 5.1.1.2 Un Hold an HC Record

When a NewRx record is in HC status the user may use UH/Un Hold action to revert the record back to its previous status.

## 5.1.2 Change Request Forms

### 5.1.2.1 Long Form

The long form is used for the change request types, D, G, T, OS, and S. On this version, there are two required fields, Drug and Substitutions. The user can request up to 3 new medications. The user can also enter an optional 'Note' and echo the eRx Drug information back to the provider.

1. When the user exercises EC action, the eRx information is displayed for reference.

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// EC EC		
eRx Drug: predniSONE 20 mg tablet (DELTASONE)		
eRx Sig: Take 2 tablets (40 mg total) by mouth once daily for 4 days		
eRx Notes: Take 2 tablets daily for 4 days		
Select RX change message request code: D DUE (Drug Use Evaluation)		
eRx Drug: predniSONE 20 mg tablet (DELTASONE)		
eRx Sig: Take 2 tablets (40 mg total) by mouth once daily for 4 days		
eRx Notes: Take 2 tablets daily for 4 days		
Note:		

Figure 5-3: eRx information on EC Form

- The user selects the change request code, D, G, T, OS, or S. An optional Note displays where the user enters a note for why the change is being requested.

```

P Print                RJ Reject                AC Accept eRx
H Hold                UH Un Hold                RM Remove eRx
Select Action:Next Screen// ec EC

eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Sig:
Take 2 tablets (40 mg total) by mouth once daily for 4 days
eRx Notes: Take 2 tablets daily for 4 days
Select RX change message request code: D          DUE (Drug Use Evaluation)

eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Sig:
Take 2 tablets (40 mg total) by mouth once daily for 4 days
eRx Notes: Take 2 tablets daily for 4 days
Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020

```

**Figure 5-4: Optional Note on EC Form**

- The user is prompted to either select the eRx Drug E or select another drug from local drug file, for requesting the medication. The user is also prompted select Y or N for Substitutions.

```

eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Sig:
Take 2 tablets (40 mg total) by mouth once daily for 4 days
eRx Notes: Take 2 tablets daily for 4 days
Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
    Select one of the following:
        E          Use eRx Drug
        S          Select from drug file
Enter response: E Use eRx Drug
    Select one of the following:
        Y          YES
        N          NO
Substitutions?: N// 

```

**Figure 5-5: Selecting eRx Drug on EC Form**

```

eRx Notes: Take 2 tablets daily for 4 days
Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
eRx Drug: predniSONE 20 mg tablet (DELTASONE)

  Select one of the following:

      E          Use eRx Drug
      S          Select from drug file

Enter response: Select from drug file
Select DRUG GENERIC NAME: DELTASONE
  1  DELTASONE  PREDNISONE 1MG TAB          HS051
  2  DELTASONE  PREDNISONE 5MG TAB          HS051
  3  DELTASONE  PREDNISONE 20MG TAB         HS051
CHOOSE 1-3: 3  PREDNISONE 20MG TAB         HS051

  Select one of the following:

      Y          YES
      N          NO

Substitutions?: N// 

```

**Figure 5-6: Selecting Drug from local file on EC Form**

4. The user is prompted to enter an optional 'Quantity'.
  - (i) If the user skips entering a value for 'Quantity', the next prompt for optional 'Days Supply' entry is displayed.

```

Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
eRx Drug: predniSONE 20 mg tablet (DELTASONE)

  Select one of the following:

      E          Use eRx Drug
      S          Select from drug file

Enter response: Select from drug file
Select DRUG GENERIC NAME: DELTASONE
  1  DELTASONE  PREDNISONE 1MG TAB          HS051
  2  DELTASONE  PREDNISONE 5MG TAB          HS051
  3  DELTASONE  PREDNISONE 20MG TAB         HS051
CHOOSE 1-3: 3  PREDNISONE 20MG TAB         HS051

  Select one of the following:

      Y          YES
      N          NO

Substitutions?: N// YES
Quantity: (1-99999):
Days Supply: (1-365):

```

**Figure 5-7: Skip Quantity entry on EC Form**

- (ii) If the user enters a value for 'Quantity', the 2 required fields associated with 'Quantity' field are displayed for the user.

```

eRx Drug: predniSONE 20 mg tablet (DELTASONE)

  Select one of the following:

      E          Use eRx Drug
      S          Select from drug file

Enter response: Select from drug file
Select DRUG GENERIC NAME: DELTASONE
  1  DELTASONE  PREDNISONONE 1MG TAB          HS051
  2  DELTASONE  PREDNISONONE 5MG TAB          HS051
  3  DELTASONE  PREDNISONONE 20MG TAB         HS051
CHOOSE 1-3: 3  PREDNISONONE 20MG TAB         HS051

  Select one of the following:

      Y          YES
      N          NO

Substitutions?: N// YES
Quantity: (1-99999): 30
Quantity Code List Qualifier: 38          Original Quantity
Quantity Unit Of Measure: EACH  C64933    EACH
Days Supply: (1-365):

```

**Figure 5-8: Quantity related fields on EC Form**

**NOTE:** 'Quantity Code List Qualifier' and 'Quantity Unit Of Measure' are text entry fields. The user could enter "??" for each field to view the list of values they can select from.

5. The user is prompted to enter the optional 'Days Supply' and 'Refills' values.

```

  Select one of the following:

      E          Use eRx Drug
      S          Select from drug file

Enter response: Select from drug file
Select DRUG GENERIC NAME: DELTASONE
  1  DELTASONE  PREDNISONONE 1MG TAB          HS051
  2  DELTASONE  PREDNISONONE 5MG TAB          HS051
  3  DELTASONE  PREDNISONONE 20MG TAB         HS051
CHOOSE 1-3: 3  PREDNISONONE 20MG TAB         HS051

  Select one of the following:

      Y          YES
      N          NO

Substitutions?: N// YES
Quantity: (1-99999): 30
Quantity Code List Qualifier: 38          Original Quantity
Quantity Unit Of Measure: EACH  C64933    EACH
Days Supply: (1-365): 30
Refills: (1-99): 2

```

**Figure 5-9: Days Supply and Refills on EC Form**



- The user is prompted to enter the optional SIG (using the Word Processing feature). The SIG maybe up to 1000 alphanumeric characters.

```

==[ WRAP ]==[INSERT ]=====< Enter Sig Text >==[Press <PF1>H for help]====
THIS TEST SIG IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020

-----
Do you want to save changes? Y

<=====T=====T=====T=====T=====T=====T=====T=====T=====T=====

```

**Figure 5-10: SIG on EC Form**

- The requested medication information is displayed for the user to review and decide if they want to use that or not. The user can send between one and 3 medications by answering the questions.

```

***** DETAILS *****
Message Request Code: D - DUE (Drug Use Evaluation)
Drug: PREDNISONE 20MG TAB
NDC: 00054001829
Substitutions? Yes
Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
Refills: 2 Days Supply: 30 Quantity: 30
Code List Qualifier: 38 - Original Quantity
Quantity Unit Of Measure: C64933 - EACH

Sig:
THIS TEST SIG IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
*****

Would you like to use the requested medication?? YES
Would you like to enter another requested medication??

```

**Figure 5-11: Additional Questions on EC Form**

The option for selecting the G type change request is unavailable to the user when the substitutions on the original NewRx is allowed.

```

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// EC  EC

eRx Drug: Topamax 100 MG Tablet

eRx Sig:
1 tablet bid Orally

eRx Notes:

Select RX change message request code: ??

Choose from:
1357          D          DUE (Drug Use Evaluation)
1359          OS          Out of Stock
1360          P          Prior Authorization Required
1361          S          Script Clarification
1362          T          Therapeutic Interchange/Substitution
1363          U          Prescriber Authorization

Select RX change message request code:

```

**Figure 5-12: G Unavailable When Substitutions Are Allowed**

### 5.1.2.2 Short Form

The short form is used for the change request types P and U. On this version, the user can enter an optional ‘Note’. No new medication can be requested on these change request types.

#### 5.1.2.2.1 EC Form for Prior Authorization Request

1. When the user exercises EC action, the eRx information is displayed for reference.

```

eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Qty: 8          eRx Refills: 0          eRx Days Supply: 4
eRx Written Date: SEP 11, 2020          eRx Issue Date: SEP 11, 2020
Prohibit Renewals: No
+ 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// EC  EC

eRx Drug: predniSONE 20 mg tablet (DELTASONE)

eRx Sig:
Take 2 tablets (40 mg total) by mouth once daily for 4 days

eRx Notes: Take 2 tablets daily for 4 days

Select RX change message request code: P
1 P          Prior Authorization Required
2 Prescriber Authorization U          Prescriber Authorization
CHOOSE 1-2: 1 P          Prior Authorization Required
Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020

```

**Figure 5-13: eRx information and optional Note on EC Form**

2. The user selects the change request code, P/Prior Authorization Required. An optional Note will be displayed where the user enters a note for why the change is being request.
3. The user then answers the question whether to send the request out or not.

```

eRx Written Date: SEP 11, 2020          eRx Issue Date: SEP 11, 2020
Prohibit Renewals: No
+ 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// EC  EC

eRx Drug: predniSONE 20 mg tablet (DELTASONE)

eRx Sig:
Take 2 tablets (40 mg total) by mouth once daily for 4 days

eRx Notes: Take 2 tablets daily for 4 days

Select RX change message request code: P
  1 P          Prior Authorization Required
  2 Prescriber Authorization U          Prescriber Authorization
CHOOSE 1-2: 1 P          Prior Authorization Required
Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
Would you like to send this Rx Change Request?? YES
eRx Change Request sent.
Type <Enter> to continue or '^' to exit: █

```

**Figure 5-14: Question on EC Form for P Type Request**

### 5.1.2.2.2 EC Form for Prescriber Authorization Request

1. When the user exercises EC action, the eRx information is displayed for reference.
2. The user selects the change request code, U/Prescriber Authorization.
3. The user selects the change request sub code for, U type request code.

```

Vista Provider: EPREScriBER,ERXAUTOMATED MR          NPI: 5132411013

eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Qty: 8          eRx Refills: 0          eRx Days Supply: 4
eRx Written Date: SEP 11, 2020          eRx Issue Date: SEP 11, 2020
Prohibit Renewals: No
+ 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// EC  EC

eRx Drug: predniSONE 20 mg tablet (DELTASONE)

eRx Sig:
Take 2 tablets (40 mg total) by mouth once daily for 4 days

eRx Notes: Take 2 tablets daily for 4 days

Select RX change message request code: U          Prescriber Authorization
Select RX change message request sub-code: A          Prescriber must confirm their
State license status
Note:

```

**Figure 5-15: Change Request code and Sub Codes for U Type Request**



```

Select RX change message request sub-code: ??

  Choose from:
  1364      A      Prescriber must confirm their State license status
  1365      B      Prescriber must confirm their DEA license status in prescri
  ibing state
  1366      C      Prescriber must confirm their DEA registration by DEA clas
  s
  1367      D      Prescriber must confirm their State Controlled Substance R
  egistration license status
  1368      E      Prescriber must confirm their registration by State Contro
  lled Substance Registration class
  1369      F      Prescriber must confirm their NADEAN license status
  1370      G      Prescriber must obtain/validate Type1 NPI
  1371      H      Prescriber must enroll/re-enroll with prescription benefit
  plan
  1372      I      Prescriber must confirm prescriptive authority criteria fo
  r prescribed medication is met
  1373      J      Prescriber must enroll/re-enroll in REMS
  1374      K      Prescriber must confirm their assignment as patients' lock
  -in prescriber
  1375      L      Prescriber must obtain/validate their supervising prescrib
  er
  Type <Enter> to continue or '^' to exit:

```

**Figure 5-16: Change Request Sub Codes List for U Type Request**

- An optional Note will be displayed where the user enters a note for why the change is being requested.

```

Vista Provider: ██████████ NPI: ██████████
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Qty: 8 eRx Refills: 0 eRx Days Supply: 4
eRx Written Date: SEP 11, 2020 eRx Issue Date: SEP 11, 2020
Prohibit Renewals: No
+ 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// EC EC

eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Sig:
Take 2 tablets (40 mg total) by mouth once daily for 4 days
eRx Notes: Take 2 tablets daily for 4 days
Select RX change message request code: U Prescriber Authorization
Select RX change message request sub-code: B Prescriber must confirm their
DEA license status in prescribing state
Note: █

```

**Figure 5-17: Optional Note on EC From for U Type Request**

5. The user then answers the question whether to send the request out or not.

```

eRx Qty: 8          eRx Refills: 0          eRx Days Supply: 4
eRx Written Date: SEP 11, 2020          eRx Issue Date: SEP 11, 2020
Prohibit Renewals: No
+ 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// EC EC

eRx Drug: predniSONE 20 mg tablet (DELTASONE)

eRx Sig:
Take 2 tablets (40 mg total) by mouth once daily for 4 days

eRx Notes: Take 2 tablets daily for 4 days

Select RX change message request code: U          Prescriber Authorization
Select RX change message request sub-code: B          Prescriber must confirm their
DEA license status in prescribing state
Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
Would you like to send this Rx Change Request?? NO
RxChangeRequest cancelled.
Type <Enter> to continue or '^' to exit: █
  
```

Figure 5-18: Question on EC Form for U Type Request

## 5.2 RxChange Requests in the eRx Holding Queue

Outbound RxChange 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 RxChange Request:

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

```

PSO ERX HOLDING QUEUE          Sep 30, 2020@15:39:22          Page: 1 of 36
PSO ERX HOLDING QUEUE
ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)
Patient          DOB          Drug          Provider          STA Rec Date
1.          [blurred]          Prednisone 5 mg table          [blurred]          W 6/2/20
2.          [blurred]          Prednisone 5 mg table          [blurred]          CXY 6/3/20
3.          [blurred]          Lisinopril-Hydrochlor          [blurred]          W 6/3/20
4.          [blurred]          Lisinopril-Hydrochlor          [blurred]          N 6/3/20
5.          [blurred]          Lisinopril-Hydrochlor          [blurred]          N 6/3/20
6.          [blurred]          Lisinopril-Hydrochlor          [blurred]          N 6/3/20
7.          [blurred]          Lisinopril-Hydrochlor          [blurred]          I 6/3/20
8.          [blurred]          Victoza 18 MG/3ML Sub          [blurred]          HC 6/3/20
9.          [blurred]          Victoza 18 MG/3ML Sub          [blurred]          CXY 6/3/20
10.         [blurred]          Victoza 18 MG/3ML Sub          [blurred]          HC 6/3/20
11.         [blurred]          Victoza 18 MG/3ML Sub          [blurred]          CXV 6/3/20
12.         [blurred]          Victoza 18 MG/3ML Sub          [blurred]          HC 6/3/20
13.         [blurred]          Victoza 18 MG/3ML Sub          [blurred]          CXD 6/3/20
14.         [blurred]          Amaryl 4 mg Tablet          [blurred]          HC 6/4/20
15.         [blurred]          Amaryl 4 mg Tablet          [blurred]          I 6/4/20
+ 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: CR RXCHANGEREQUEST
  
```

Figure 5-19: Message View Action and RxChange Request

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

PSO ERX HOLDING QUEUE		Sep 30, 2020@15:39:33		Page: 1 of 27	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		predniSONE 20 mg tabl		CRN	9/30/20
2.		Topamax 100 MG Tablet		CRN	9/30/20
3.		Janumet 1000 mg-50 mg		CRC	9/29/20
4.		Losartan Potassium 50		CRC	9/29/20
5.		Topamax 100 MG Tablet		CRR	9/29/20
6.		simvastatin 40 mg tab		CRR	9/28/20
7.		Prednisone 5 mg table		CRR	9/28/20
8.		Lisinopril-Hydrochlor		CRR	9/28/20
9.		TERAZOSIN HCL 5MG CAP		CRR	9/28/20
10.		Victoza 18 MG/3ML Sub		CRN	9/28/20
11.		Eliquis 5 MG Oral Tab		CRN	9/28/20
12.		ibuprofen (MOTRIN) 80		CRR	9/28/20
13.		Lisinopril-Hydrochlor		CRR	9/28/20
14.		ibuprofen (MOTRIN) 80		CRR	9/25/20
15.		ibuprofen (MOTRIN) 80		CRC	9/25/20

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

Figure 5-20: Message View Displaying RxChange Request Messages

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

**NOTE:** RxChange 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.

RxChange Requests in the Holding Queue without a response or an error received for 2 weeks or more, change status from CRN (RxChange Request - New) to CRX (RxChange Request Expired) in the Holding Queue.



## 5.3 RxChange Request Message Details View

The Pharmacy user may select the RxChange Request message to display from the Holding Queue to view the message details in the Message Details View.

### 5.3.1 RxChange Request for D, G, T, OS, and S Request types

The Message Details View looks the same for all the request types D, G, T, OS, and S. The ‘Change Request Type’ field displays what the request type is based on the user’s selection while generating the request.

```

eRx Holding Queue Display      Sep 30, 2020@15:47:11      Page: 1 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 177.8(cm) (04/09/2020)      eRx WT: 90.26(kg) (04/09/2020)

RXCHANGEREQUEST
eRx Status: RXCHANGE REQUEST - NEW
Change Request Type: Out of Stock
*****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: Topamax 100 MG Tablet
eRx Qty: 60      eRx Refills: 1      eRx Days Supply: 60
+ 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 5-21: RxChange Request – New

```

eRx Holding Queue Display      Sep 30, 2020@15:48:20      Page: 2 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 177.8(cm) (04/09/2020)      eRx WT: 90.26(kg) (04/09/2020)
+
eRx Written Date: AUG 12, 2020      eRx Issue Date: AUG 12, 2020

eRx Sig:
1 tablet bid Orally

*****MEDICATION REQUESTED 1*****
Drug: Topamax 100 MG Tablet
Substitutions: NO
Note: testing OS
Qty: 30      Refills: 1      Days Supply: 30
Quantity Unit Of Measure: CAPSULE DOSING UNIT
Sig:
testing os - 1

+ 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 5-22: RxChange Medication Request 1

```

eRx Holding Queue Display      Sep 30, 2020@15:48:58      Page: 2 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 177.8(cm) (04/09/2020)      eRx WT: 90.26(kg) (04/09/2020)
+
Quantity Unit Of Measure: CAPSULE DOSING UNIT
Sig:
testing os - 1

*****MEDICATION REQUESTED 2*****
Drug: IBUPROFEN 800MG TAB
Substitutions: NO
Note: testing os -2
Qty: 30      Refills: 1      Days Supply: 1
Quantity Unit Of Measure: CAPSULE DOSING UNIT
Sig:
testing os - 2

*****RXCHANGE REQUEST INFORMATION*****
+ 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 5-23: RxChange Medication Request 2**

```

eRx Holding Queue Display      Sep 30, 2020@15:50:44      Page: 3 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 177.8(cm) (04/09/2020)      eRx WT: 90.26(kg) (04/09/2020)
+
testing os - 2

*****RXCHANGE REQUEST INFORMATION*****
Requested By: ██████████
Request Date/Time: SEP 30, 2020@10:20:24

RxChange 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 5-24: RxChange Request and Message History**

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

### 5.3.2 RxChange Request for P and U Request Types

The Message Details View looks almost the same for all the request types P and U. In case of U only, the sub request code is included. The 'Change Request Type' field displays what the request type is based on the user's selection while generating the request.

```
eRx Holding Queue Display      Sep 30, 2020@15:51:34      Page: 1 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 157.48(cm) (08/04/2020)      eRx WT: 81.19(kg) (08/04/2020)

RXCHANGEREQUEST
eRx Status: RXCHANGE REQUEST - NEW
Change Request Type: Prior Authorization Required
*****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: 0      eRx Days Supply: 4
+ 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 5-25: RxChange Request – New (P type request)

```
eRx Holding Queue Display      Sep 30, 2020@15:53:44      Page: 1 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 157.48(cm) (08/04/2020)      eRx WT: 81.19(kg) (08/04/2020)

RXCHANGEREQUEST
eRx Status: RXCHANGE REQUEST - NEW
Change Request Type: Prescriber Authorization
Change Request Sub Type: Prescriber must confirm their assignment as patients'
lock-in prescriber
*****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

+ 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 5-26: RxChange Request – New (U type request)

## 5.4 RxChange Responses in the eRx Holding Queue

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

- Approved
- Approved with Changes
- Validated
- Denied

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

To view a RxChange Response in the Holding Queue:

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

PSO ERX HOLDING QUEUE		Sep 30, 2020@15:41:42		Page: 1 of 36	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)			
	Patient	DOB	Drug	Provider	STA Rec Date
1.			Prednisone 5 mg table		W 6/2/20
2.			Prednisone 5 mg table		CXY 6/3/20
3.			Lisinopril-Hydrochlor		W 6/3/20
4.			Lisinopril-Hydrochlor		N 6/3/20
5.			Lisinopril-Hydrochlor		N 6/3/20
6.			Lisinopril-Hydrochlor		N 6/3/20
7.			Lisinopril-Hydrochlor		I 6/3/20
8.			Victoza 18 MG/3ML Sub		HC 6/3/20
9.			Victoza 18 MG/3ML Sub		CXY 6/3/20
10.			Victoza 18 MG/3ML Sub		HC 6/3/20
11.			Victoza 18 MG/3ML Sub		CXV 6/3/20
12.			Victoza 18 MG/3ML Sub		HC 6/3/20
13.			Victoza 18 MG/3ML Sub		CXD 6/3/20
14.			Amaryl 4 mg Tablet		HC 6/4/20
15.			Amaryl 4 mg Tablet		I 6/4/20

  

+ 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: CX RXCHANGERESPONSE	

Figure 5-27: Message View Action



PSO ERX HOLDING QUEUE		Sep 30, 2020@15:41:46		Page: 1 of 20		
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)				
	Patient	DOB	Drug	Provider	STA	Rec Date
1.			Janumet 1000 mg-50 mg		CXC	9/29/20
2.			FOLIC ACID 1MG TAB		CXC	9/29/20
3.			Topamax 100 MG Tablet		CXY	9/29/20
4.			simvastatin 40 mg tab		CXV	9/28/20
5.			METFORMIN HCL 1000MG		CXN	9/28/20
6.			Lisinopril-Hydrochlor		CXD	9/28/20
7.			TERAZOSIN HCL 5MG CAP		CXD	9/28/20
8.			N/A		CXD	9/28/20
9.			N/A		CXD	9/28/20
10.			ibuprofen (MOTRIN) 80		CXE	9/25/20
11.			ibuprofen (MOTRIN) 80		CXC	9/25/20
12.			Janumet 1000 mg-50 mg		RM	9/24/20
13.			HEPARIN 5000U/ML 1ML		RM	9/24/20
14.			GABAPENTIN 100MG CAP		CXC	9/24/20
15.			metformin (GLUCOPHAGE		RM	9/23/20

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

Figure 5-28: Holding Queue Displaying RxChange Response Messages