

Kroll Minor Ailments

Ontario User Guide

March 2023

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Kroll Minor Ailments

Introduction

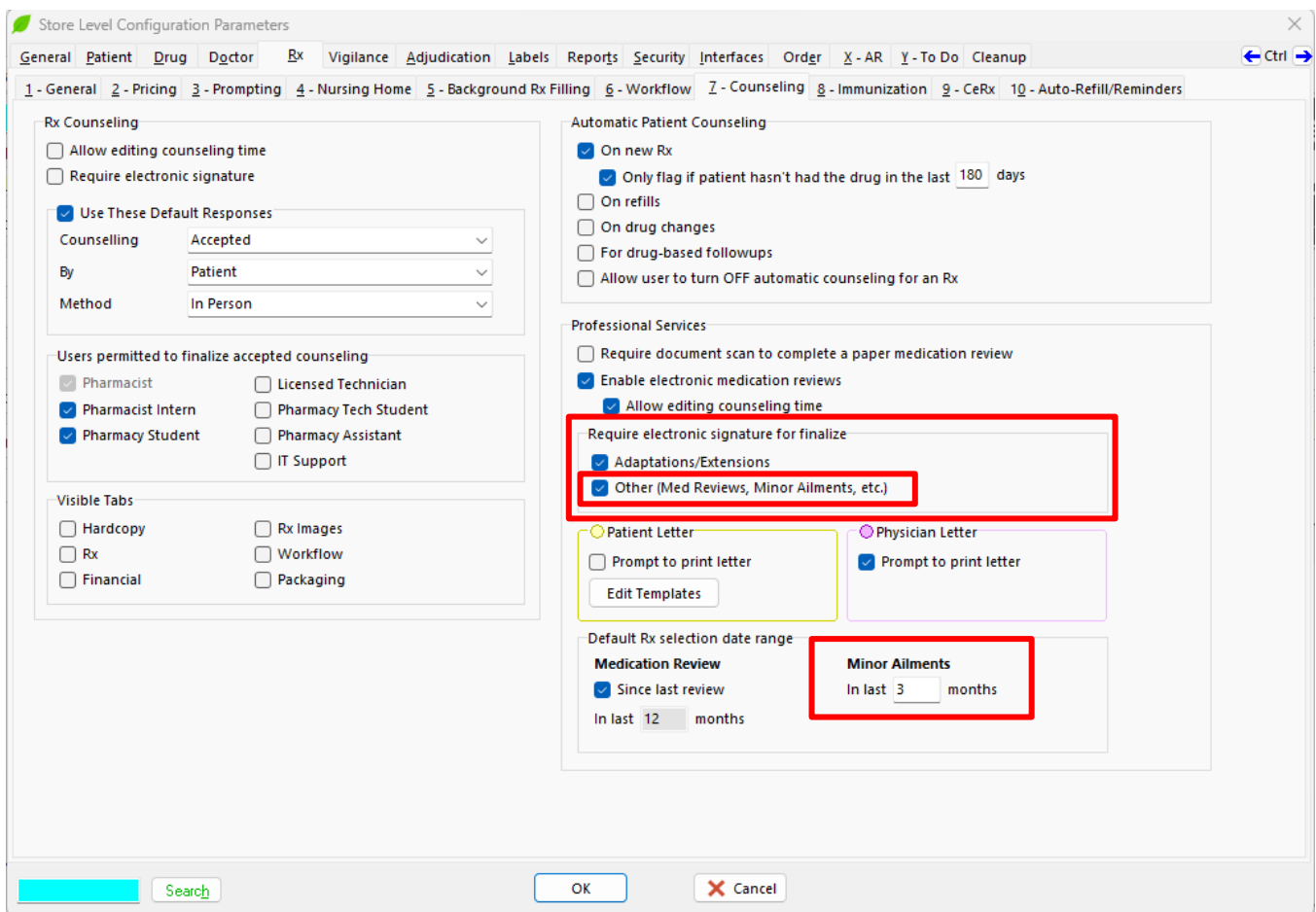
The pharmacist’s scope of practice in many provinces includes the ability to assess and then prescribe appropriate therapy for patients who present with one or more of the Minor Ailment conditions listed as being approved. This document outlines the steps to follow when managing a patient encounter for a Minor Ailment assessment using the Kroll Minor Ailments module.

Store Configuration options that affect the Minor Ailment module

For the pharmacy team member who has the proper permissions:

From the Start screen:

Click **File > Configuration > Store > Rx > 7-Counseling**.



Two configuration options impact the Minor Ailment module:

- **Require electronic signature for finalize**

Other (Med Reviews, Minor Ailments, etc.)

If your system supports Electronic signature capture, click on this option.

- **Minor Ailments**

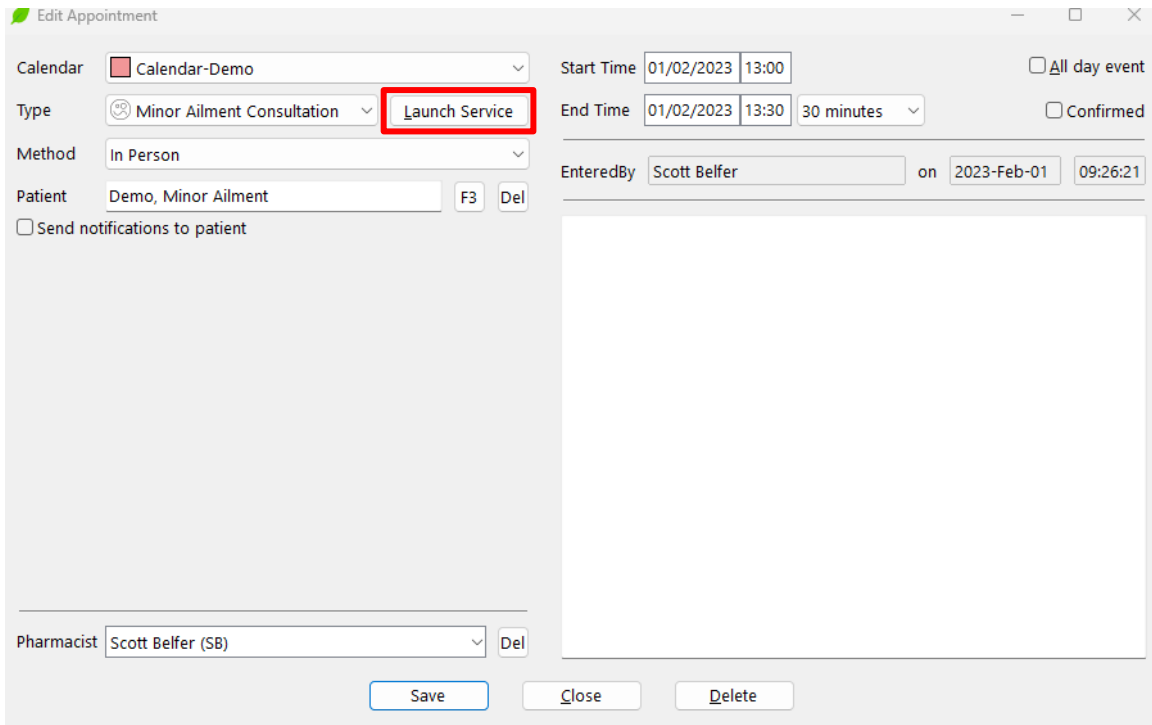
In last X months

X represents how far Kroll will go back in the patient profile to select medications to be sent to RxConsultAction. **NOTE: The default is 3 months.**

Initiating the Minor Ailment session

The Minor Ailment tool can be initiated from one of two places:

- From an appointment record with Type = Minor Ailment Consultation. Click **Launch Service** when ready to start.

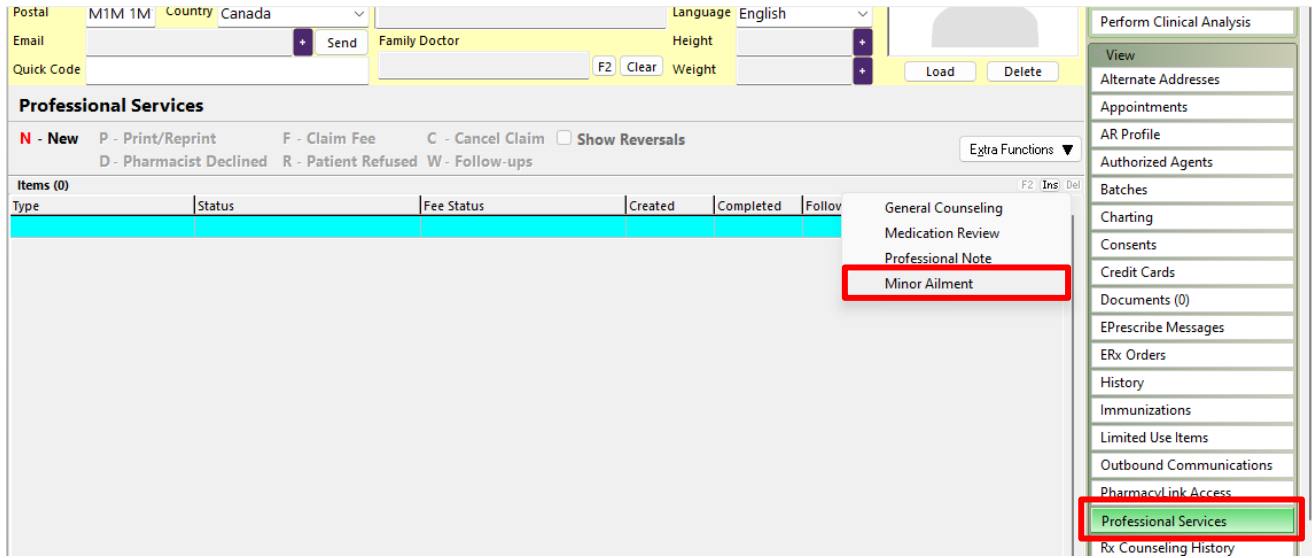


The screenshot shows the 'Edit Appointment' window with the following details:

- Calendar: Calendar-Demo
- Type: Minor Ailment Consultation (with a red box around the 'Launch Service' button next to it)
- Method: In Person
- Patient: Demo, Minor Ailment
- Start Time: 01/02/2023 13:00
- End Time: 01/02/2023 13:30 (30 minutes)
- EnteredBy: Scott Belfer on 2023-Feb-01 09:26:21
- Pharmacist: Scott Belfer (SB)

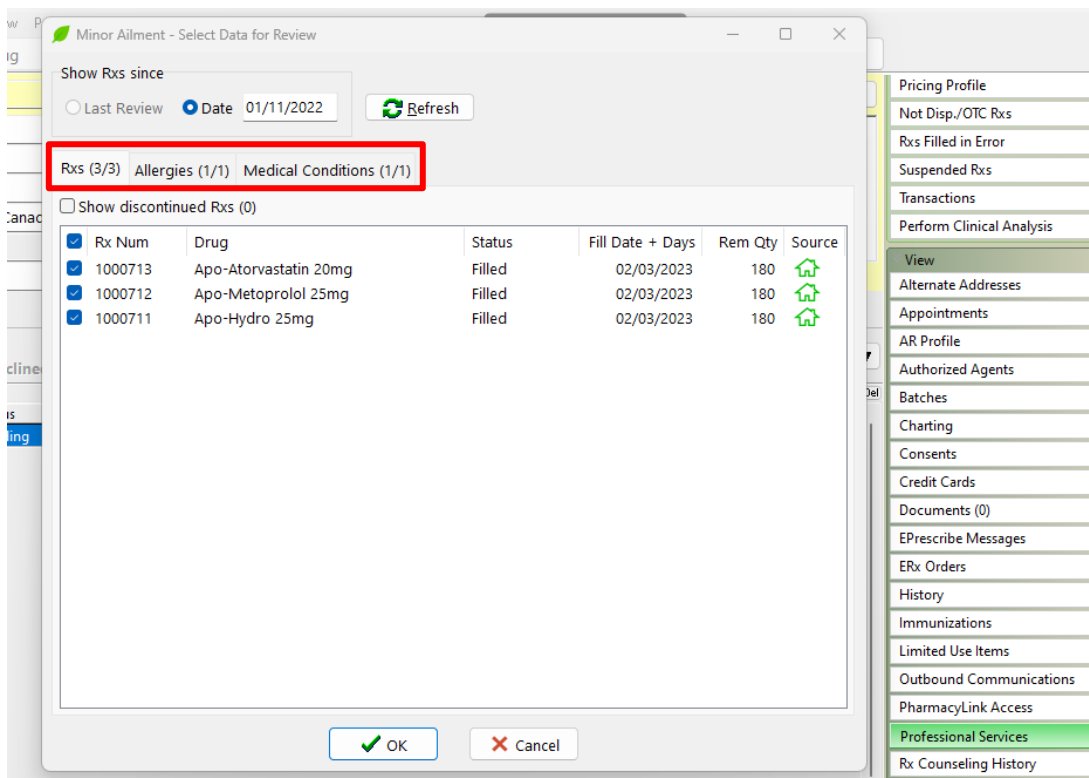
Buttons at the bottom include Save, Close, and Delete.

- From the Professional Services area of the patient card. Click **Ins** and select **Minor Ailment**.



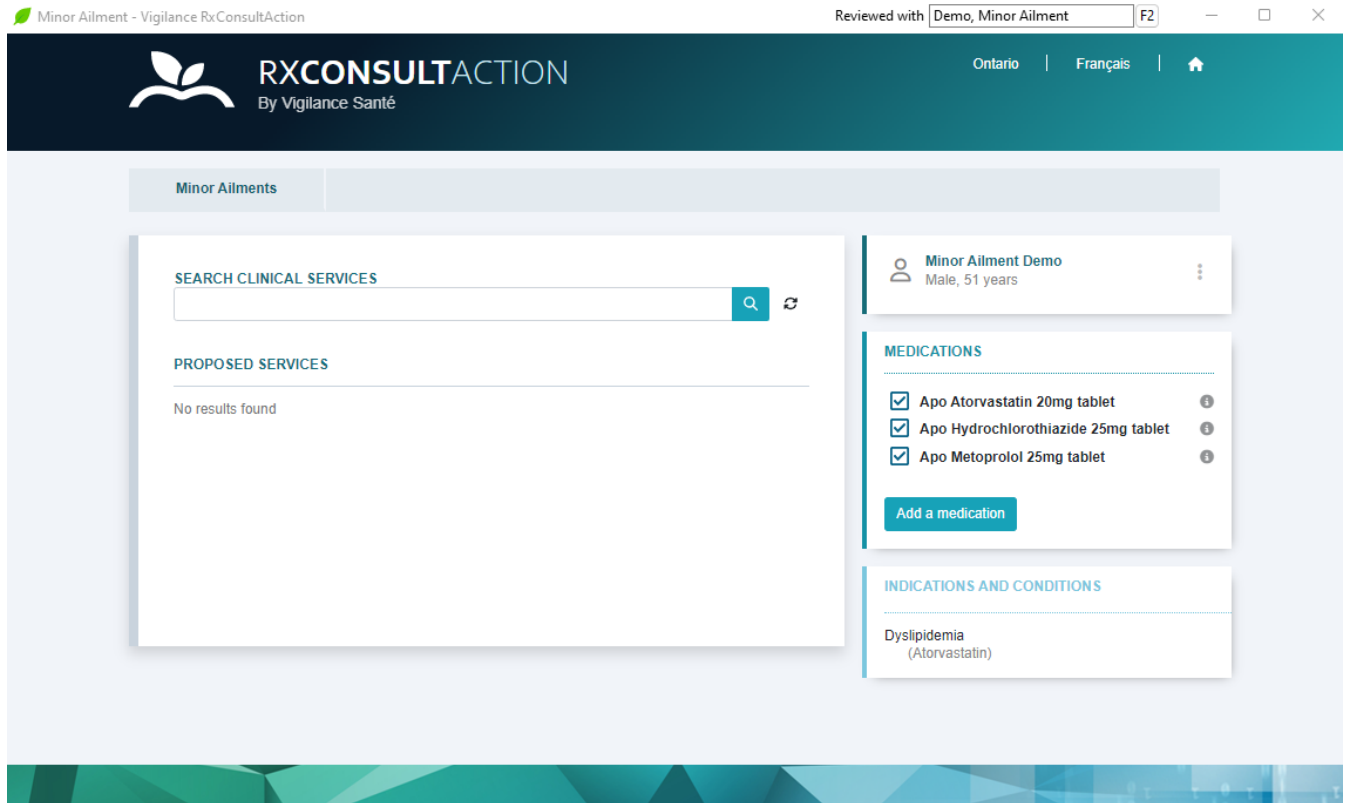
Using the Tool

Once you have initiated the module, you will be presented with the Minor-Ailment-Select Data for Review screen. This screen notes medications in the patient's profile (based on the Store Configuration option) along with any drug allergies noted and medical conditions noted. Click on each tab to review the information noted. This information will be sent to the RxConsultAction tool.



Click **OK**.

The RxConsultAction screen displays.



Click on the **Minor Ailments** tab. The list of available Minor Ailments will display. Click on the **Minor Ailment that the patient is seeing you for**.

Minor Ailment - Vigilance RxConsultAction

Reviewed with Demo, Minor Ailment F2

Ontario | Français

RXCONSULTACTION

By Vigilance Santé

Minor Ailments

Allergic rhinitis	Herpes labialis
Candidal stomatitis (oral thrush)	Impetigo
Conjunctivitis (bacterial, allergic or viral)	Insect bites and urticaria (hives)
Dermatitis (atopic, allergic or contact)	Lyme disease (tick bites)
Dysmenorrhea	Musculoskeletal sprains and strains
Gastroesophageal reflux disease	Urinary tract infection (uncomplicated)
Hemorrhoids	

Minor Ailment Demo
Male, 51 years

MEDICATIONS

- Apo Atorvastatin 20mg tablet
- Apo Hydrochlorothiazide 25mg tablet
- Apo Metoprolol 25mg tablet

[Add a medication](#)

INDICATIONS AND CONDITIONS

Dyslipidemia (Atorvastatin)

This information is sent over and displayed for you.

The Minor Ailment form displays.

Minor Ailment - Vigilance RxConsultAction

Reviewed with Demo, Minor Ailment F2

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RXCONSULTACTION

By Vigilance Santé

PRESCRIBE FOR A MINOR AILMENT
Musculoskeletal sprains and strains

Service date and time
2023-02-01 09:44

CLAIM CONDITIONS

Verify that the patient's free and informed consent has been obtained
* Required

Free and informed patient consent has been obtained (verbal or written)

Means of communication used
* Required

Please select...

IDENTIFICATION OF THE CONDITION

Signs and symptoms to identify the condition:
* At least one choice must be selected

Minor Ailment Demo
Male, 51 years

MEDICATIONS

- Apo Atorvastatin 20mg tablet
- Apo Hydrochlorothiazide 25mg...
- Apo Metoprolol 25mg tablet

INDICATIONS AND CONDITIONS

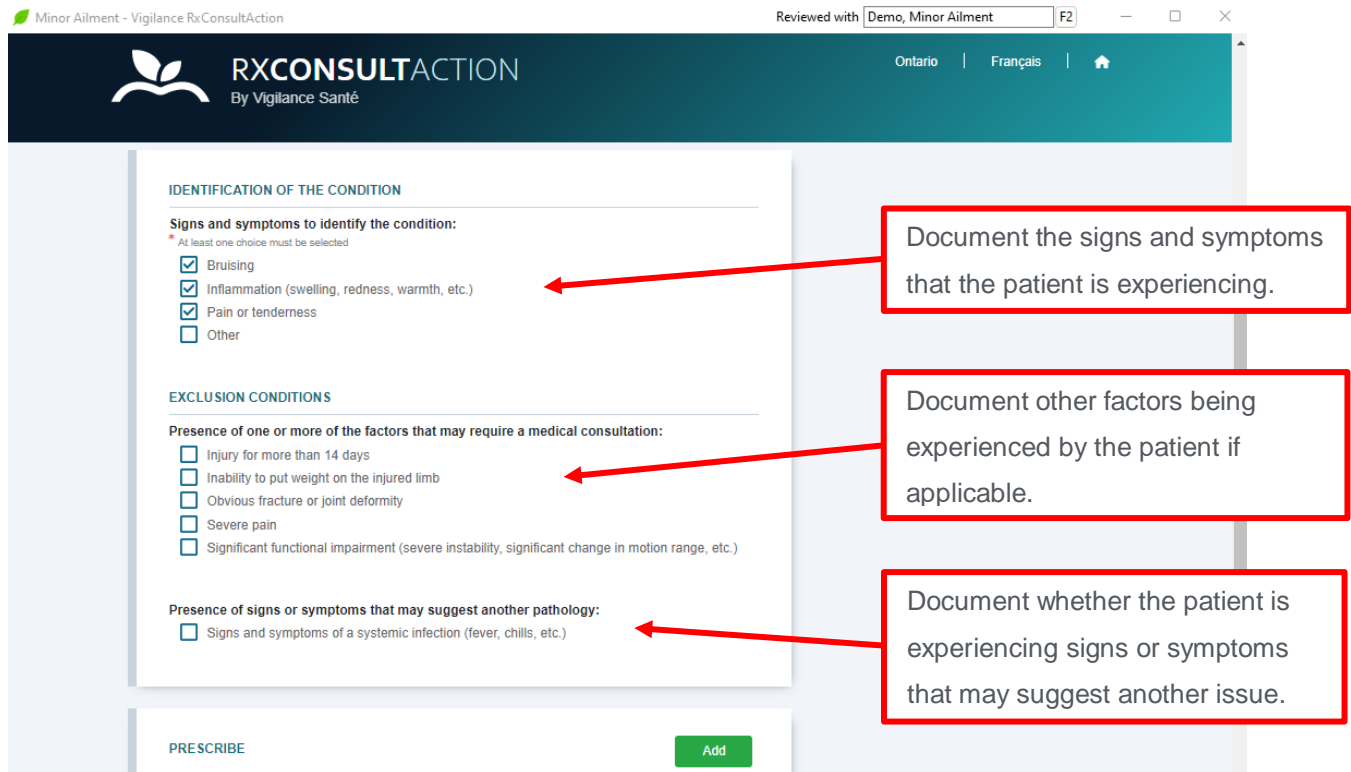
Dyslipidemia (Atorvastatin)

Check that you have received consent from the patient.

Click on the down arrow on the Means of Communication field and select how the service will be delivered.

NOTE: This is how Kroll will know what Fee for Service drug card to select when creating the Fee for Service prescription record.

The rest of the form is now accessible. Complete each section.





The screenshot shows the 'RXCONSULTATION' form interface. The form is titled 'IDENTIFICATION OF THE CONDITION' and includes three main sections:

- Signs and symptoms to identify the condition:** This section has a note '* At least one choice must be selected' and contains four checkboxes:
 - Bruising
 - Inflammation (swelling, redness, warmth, etc.)
 - Pain or tenderness
 - Other
- EXCLUSION CONDITIONS:** This section is titled 'Presence of one or more of the factors that may require a medical consultation:' and contains five checkboxes:
 - Injury for more than 14 days
 - Inability to put weight on the injured limb
 - Obvious fracture or joint deformity
 - Severe pain
 - Significant functional impairment (severe instability, significant change in motion range, etc.)
- Presence of signs or symptoms that may suggest another pathology:** This section contains one checkbox:
 - Signs and symptoms of a systemic infection (fever, chills, etc.)

At the bottom of the form, there is a 'PRESCRIBE' section with a green 'Add' button. Three red callout boxes with arrows point to the form sections:

- Callout 1: 'Document the signs and symptoms that the patient is experiencing.' (points to the 'Signs and symptoms' section)
- Callout 2: 'Document other factors being experienced by the patient if applicable.' (points to the 'EXCLUSION CONDITIONS' section)
- Callout 3: 'Document whether the patient is experiencing signs or symptoms that may suggest another issue.' (points to the 'Presence of signs or symptoms' section)

If a prescription is warranted, click **Add** in the Prescribe section.


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IDENTIFICATION OF THE CONDITION

Signs and symptoms to identify the condition:
* At least one choice must be selected

- Bruising
- Inflammation (swelling, redness, warmth, etc.)
- Pain or tenderness
- Other

EXCLUSION CONDITIONS

Presence of one or more of the factors that may require a medical consultation:

- Injury for more than 14 days
- Inability to put weight on the injured limb
- Obvious fracture or joint deformity
- Severe pain
- Significant functional impairment (severe instability, significant change in motion range, etc.)

Presence of signs or symptoms that may suggest another pathology:

- Signs and symptoms of a systemic infection (fever, chills, etc.)

PRESCRIBE

Add

The Medication Selection screen displays. This screen will display the items included within the therapeutic category approved for the Minor Ailment.

MEDICATION SELECTION ✕

Acetaminophen, 325mg, caplet (Tylenol)
Acetaminophen, 325mg, capsule (Tylenol)
Acetaminophen, 325mg, tablet (Tylenol)
Acetaminophen, 500mg, caplet (Tylenol)
Acetaminophen, 500mg, capsule (Tylenol)
Acetaminophen, 500mg, tablet (Tylenol)
Acetaminophen, 650mg, 8h-tablet (Tylenol)
Celecoxib, 100mg, capsule (Celebrex)
Celecoxib, 200mg, capsule (Celebrex)
Diclofenac, 100mg, 24h-tablet
Diclofenac, 25mg, enteric tablet

Choose another medication ✕ Cancel

Scroll down and click on the **drug that you wish to prescribe**. The list of brands will display.

NOTE: The green checkmark indicates a brand covered by Ontario Drug Benefit. A red circle with the strikethrough indicates a brand NOT covered by Ontario Drug Benefit. An orange circle with an exclamation point indicates a brand with restricted coverage with Ontario Drug Benefit.


MEDICATION SELECTION
✕

Celecoxib, 200mg, capsule (Celebrex)
Diclofenac, 100mg, 24h-tablet
Diclofenac, 25mg, enteric tablet
Diclofenac, 50mg, enteric tablet
Diclofenac, 50mg, tablet
Diclofenac, 75mg, 12h-tablet
✓ Apo Diclo SR 75mg 12h-tablet (02162814)
✗ Dom Diclofenac SR 75mg 12h-tablet (02231664)
✓ Sandoz Diclofenac SR 75mg 12h-tablet (02261901)
✓ Teva Diclofenac SR 75mg 12h-tablet (02158582)
Ibuprofen + acetaminophen, 125+250mg, tablet (Combogesic)

Choose another medication

✕ Cancel

Click on **the brand that you wish to prescribe**. The prescribe screen will appear with the necessary fields prepopulated. If you wish, you have the ability to add or modify the information.




RXCONSULTACTION


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PRESCRIBE

Authorized Medication * ▲

Apo Diclo SR 75mg 12h-tablet (02162814) X 


Quantity * 14 **Duration *** 14 **Refills *** 0 **End date *** 2025-02-01 

until the end date

Sig *

Take 1 tablet daily with food - as needed (Inflammation or pain)

Note on prescription

 Delete

Add

REFER

Add

If a referral is warranted as well, Click **Add** in the Refer section.

Minor Ailment - Vigilance RxConsultAction

Reviewed with Demo, Minor Ailment F2

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RXCONSULTACTION

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REFER

Refer to: * Physician

Add the consultation summary, including prescriptions and laboratory analysis, to the form intended for the patient

Precision:

Suggest that patient book an appointment with their physician if the suggested prescription is not helping or the condition comes back

Delete

Add

Conclude intervention

Click on the **arrow on the Refer to** field and select the Health care provider who is to receive the referral.

Click on the **box to include the consultation summary**.

Key enter the rationale behind the referral in the free form field.

Click **Conclude Intervention**.

If no referral is required, simply click **Conclude intervention** after reviewing the prescription details.

The Document Management screen displays.

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DOCUMENTATION MANAGEMENT

Professional

Summary
No Recipient

Print Fax

Recipient +

Patient

Referral -Physician
Prescription

Painful injury: heat or ic...
Patient information sheet

Sprains and strains
Patient information sheet

Print

CLAIM

Claim service

Once you click on 'Finish and save' any modification to the service won't be possible.
Make sure you adequately filled the service before completing.

Under the Professional section on the left, click + adjacent to the **Recipient** field. The **Addition of a Recipient** screen displays.

ADDITION OF A RECIPIENT ✕

Quick selection of a prescriber

Select... ▼

Gender First name * Last name *

Select...

License * Type *

Address

City Province Postal Code

Phone Fax

Save ⊗ Cancel

Click the down arrow on the **Quick selection of a prescriber** field. A list of the prescribers who prescribed the prescriptions that displayed within this tool will appear. Select the prescriber that you wish to send the notification to.

The screen will be auto populated with the necessary information for the selected recipient.

ADDITION OF A RECIPIENT ✕

Quick selection of a prescriber
Girard, Ryan (996699) ▼

Gender Select... ▼ **First name *** Ryan **Last name *** Girard

License * 996699 **Type *** Physician ▼


Address
5102 48 St

City Yellowknife **Province** Northwest Territories ▼ **Postal Code** X1A 1N6


Phone (519) 781-2681 **Fax** (416) 123-5678

Save Cancel

Click **Save**.


RXCONSULTACTION
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DOCUMENTATION MANAGEMENT



Professional

	Print	Fax
Summary No Recipient	<input checked="" type="checkbox"/>	
Summary ☑ Ryan Girard	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Recipient
+



Patient



	Print
Referral -Physician Prescription	<input checked="" type="checkbox"/>
Painful injury: heat or ic... Patient information sheet	<input type="checkbox"/>
Sprains and strains Patient information sheet	<input type="checkbox"/>

CLAIM


Claim service


Once you click on 'Finish and save' any modification to the service won't be possible.
Make sure you adequately filled the service before completing.

Under the **Patient** section on the right, the Referral (if a referral has been set up) and the Prescription will be checked automatically. If you want to generate a supplemental document to hand to the patient, click on the desired document(s).


RXCONSULTATION
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DOCUMENTATION MANAGEMENT


Professional


Patient

	Print	Fax
Summary No Recipient	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Summary Ryan Girard	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Recipient
+

	Print
Referral -Physician Prescription	<input checked="" type="checkbox"/>
Painful injury: heat or ic... Patient information sheet	<input checked="" type="checkbox"/>
Sprains and strains Patient information sheet	<input checked="" type="checkbox"/>


CLAIM


Claim service





NOTE: The Claim Service will be checked by default. If you know that the patient has exceeded their annual limit, you may choose to uncheck this option. This results in Kroll NOT creating a Fee for Service claim.

When complete, scroll down and click **Finish and Save**.


Minor Ailment - Vigilance RxConsultAction Reviewed with Demo, Minor Ailment F2





 **RXCONSULTACTION**
By Vigilance Santé Ontario | Français | Home


Professional

	Print	Fax
Summary No Recipient	 <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Summary Ryan Girard	   <input checked="" type="checkbox"/>	<input type="checkbox"/>

Recipient +


Patient

	Print
Referral -Physician	 <input checked="" type="checkbox"/>
Prescription	 <input checked="" type="checkbox"/>
Painful injury; heat or ic... Patient information sheet	 <input checked="" type="checkbox"/>
Sprains and strains Patient information sheet	 <input checked="" type="checkbox"/>

CLAIM

Claim service

Once you click on 'Finish and save' any modification to the service won't be possible.
Make sure you adequately filled the service before completing.

Finish and save

Information from Rx ConsultAction will then be sent to Kroll

The documentation will automatically print. **NOTE: if you are using the integrated Kroll Fax module, the prescriber notification will automatically be sent to Kroll Fax and sent to the Prescriber.**

The Minor Ailment Screen will display.

Minor Ailment ✕

Time spent **01:10** On 01/02/2023 By Scott Belfer (SB) ▼

Assessment Location

Name Test Pharmacy

Address 123 Any Street, Vancouver BC, V6B 0M3

[View Summary](#)

Prescribed Rx Action

Dispense now

Unfill

Queue for later

Print for patient to take elsewhere

[✔ Finalize and Claim Fee](#)

You are presented with a number of options:

- **Dispense Now** – Kroll will automatically create the prescription record and display it for you to review.
- **Unfill** – Kroll will automatically create the prescription record with the Unfill status noted
- **Queue for Later** – Kroll will automatically create the prescription record and place it in the ToDo queue
- **Print for patient to take elsewhere** – Kroll will NOT create a prescription record, however it will print the prescription that you would then sign and hand to the patient. This is used when the patient has indicated that they wish to have the prescription filled somewhere else.
- **View summary** – When selected, the consultation summary is displayed.

Expanded Scope Activities

Page 1 / 1

Information for your files



Test Pharmacy
123 Any Street
Vancouver, BC, V6B0M3
T: F:

Patient	Minor Ailment Demo	Allergies	None known
Address	123 Any Street, Anytown, Ontario, M1M1M1		
Age	51 years		
Gender	Male		
Birthdate	1971-09-25		

Service date 2023-02-01 09:55

Prescribe for a Minor Ailment
Musculoskeletal sprains and strains

CLAIM CONDITIONS

Verify that the patient's free and informed consent has been obtained

Free and informed patient consent has been obtained (verbal or written)

Means of communication used In person

IDENTIFICATION OF THE CONDITION


Signs and symptoms to identify the condition: Bruising
 Inflammation (swelling, redness, warmth, etc.)
 Pain or tenderness

EXCLUSION CONDITIONS

Presence of one or more of the factors that may require a medical consultation: None

Presence of signs or symptoms that may suggest another pathology: None

PHARMACIST'S PRESCRIPTION

Medication	Sig	Quantity	Duration	Ref.	End date
 Apo Diclo SR 75mg 12h-tablet	Take 1 tablet daily with food - as needed (Inflammation or pain)	14	14	0	2025-02-01

REFER

Refer to Physician Precision
Suggest that patient book an appointment with their physician if the suggested prescription is not helping or the condition comes back

Scott Belfer (#96784)

Date

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Minor Ailment

Time spent 01:10 On 01/02/2023 By Scott Belfer (SB)

Assessment Location

Name Test Pharmacy

Address 123 Any Street, Vancouver BC, V6B 0M3

View Summary

Prescribed Rx Action

Dispense now

Unfill

Queue for later

Print for patient to take elsewhere

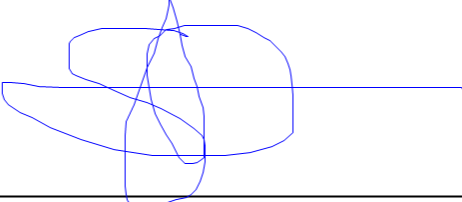
Finalize and Claim Fee

Click **Finalize and Claim Fee**

If Electronic Signature capture is enabled, you will be prompted for your signature. If it is not activated, you will physically sign the document generated and scan it back into Kroll using the Document Scan utility.


Patient: Demo, Minor Ailment

Minor Ailment



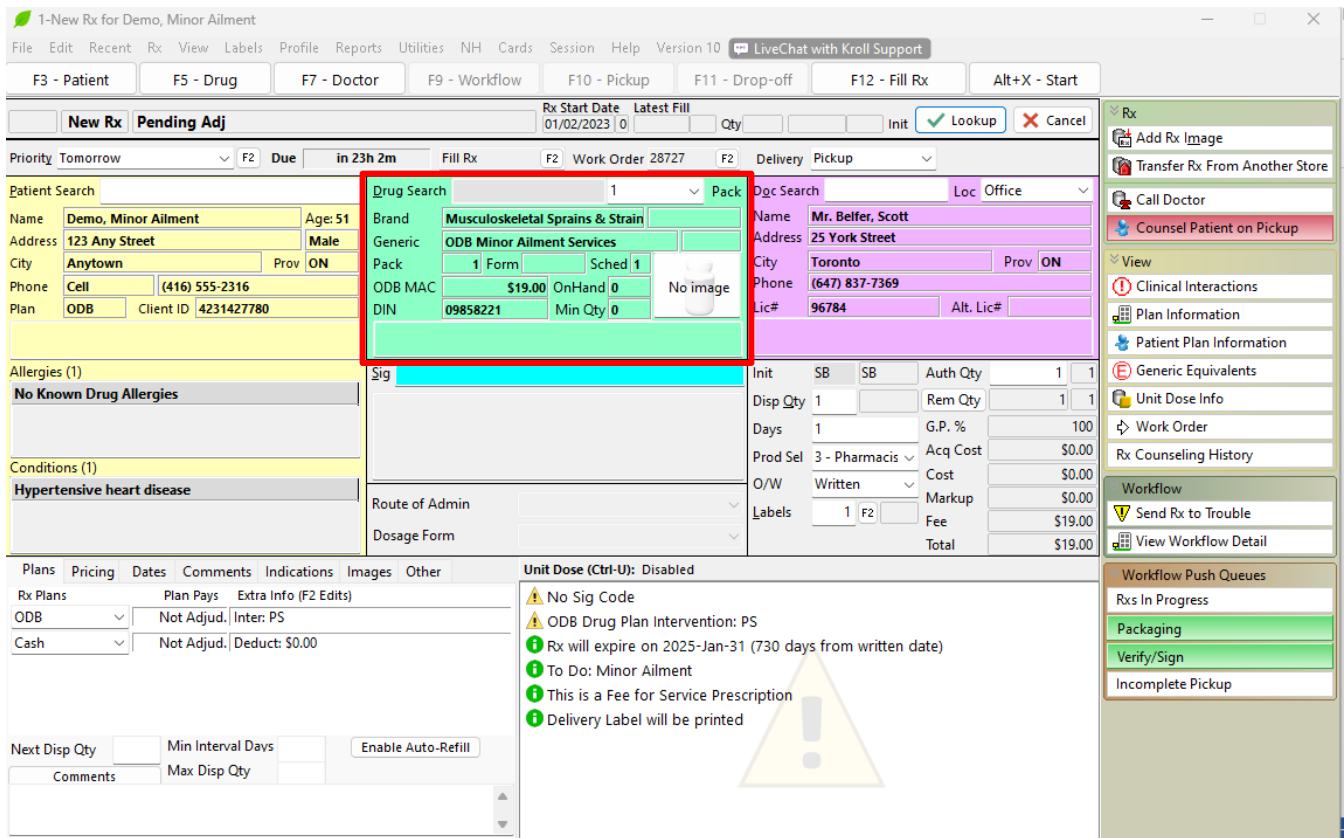
Scott Belfer

Done Clear Cancel

 TELUS Health

Kroll™ Virtual Signature Tablet

The fee for service F12 screen will display with the correct Drug card preselected.



The screenshot displays the 'F12 - Fill Rx' screen in the TELUS Health software. The 'Drug Search' section is highlighted with a red box, showing the following details:

- Brand: Musculoskeletal Sprains & Strain
- Generic: ODB Minor Ailment Services
- Pack: 1 Form, Sched 1
- ODB MAC: \$19.00, OnHand 0, No image
- DIN: 09858221, Min Qty 0

The interface also shows patient information (Name: Demo, Minor Ailment, Age: 51, Address: 123 Any Street), doctor information (Name: Mr. Belfer, Scott, Address: 25 York Street), and a right-hand sidebar with workflow options such as 'Send Rx to Trouble' and 'View Workflow Detail'.

Key enter MINOR AILMENT into the SIG field.

Click **F12-Fill Rx** to continue and process the Fee for Service claim OR click **Cancel** which will place the record into the ToDo queue to be processed at a later time.

Once the Fee for Service claim has been completed (or moved to the ToDo queue), the F12 screen with the prescription details will display.

1-New Rx for Demo, Minor Ailment

File Edit Recent Rx View Labels Profile Reports Utilities NH Cards Session Help Version 10 LiveChat with Kroll Support

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - Fill Rx Alt+X - Start

New Rx Pending Adj Rx Start Date 01/02/2023 Latest Fill 0 Qty Init Lookup Cancel

Priority Tomorrow Due in 23h 0m Fill Rx F2 Work Order 28727 F2 Delivery Pickup

Patient Search Name Demo, Minor Ailment Age: 51 Address 123 Any Street Male City Anytown Prov ON Phone Cell (416) 555-2316 Plan ODB Client ID 4231427780	Drug Search 100 Pack Brand Apo-Diclo SR 75mg Generic Diclofenac Sodium APX (Ap Pack 100 Form TAB Sched 1 ODB BAP \$24.33 OnHand 0 DIN 02162814 Min Qty 0	Dgc Search Loc Office Name Mr. Belfer, Scott Address 25 York Street City Toronto Prov ON Phone (647) 837-7369 Lic# 96784 Alt. Lic#
--	--	--

Allergies (1)
No Known Drug Allergies

Conditions (1)
Hypertensive heart disease

Sig Take 1 tablet daily with food - as needed (Inflammation
TAKE 1 TABLET DAILY WITH FOOD - AS NEEDED
(INFLAMMATION OR PAIN)

Init SB SB Auth Qty 14 1	Disp Qty 14 TAB Rem Qty 14 1
Days 14 G.P. % 72.74	Prod Sel (NONE) Acq Cost \$3.41
O/W Written Cost \$0.27	Labels 1 F2 Markup \$8.83
	Total \$12.51

Route of Admin Oral
Dosage Form Tablet, Extended Release 24 Hr

Plans Pricing Dates Comments Indications **Images** Other

Rx Plans Plan Pays Extra Info (F2 Edits)
Cash 12.51 Deduct: \$12.51

Next Disp Qty Min Interval Days Enable Auto-Refill
Comments Max Disp Qty

Unit Dose (Ctrl-U): Disabled

- ⚠ Not enough inventory for Rx
- ⓘ Rx will expire on 2025-Jan-31 (730 days from written date)
- ⓘ To Do: Minor Ailment
- ⓘ Delivery Label will be printed
- ⓘ Script Image available
- ⓘ Counsel Patient on Pickup

Rx

- Make Rx Unfilled
- Make Rx Not Dispensed
- Make Rx Stock Transfer
- Adapt Rx
- Add Rx Image
- Transfer Rx From Another ...
- Call Doctor
- Counsel Patient on Pickup
- Print Kroll Care
- Owe Quantity

View

- Script Image
- Rx Images (1)
- Clinical Interactions
- Patient Plan Information
- Generic Equivalents
- Unit Dose Info
- Work Order
- Rx Counseling History

Workflow

- Send Rx to Trouble
- View Workflow Detail

Workflow Push Queues

- Rxs In Progress
- Packaging

The image of the prescription will be automatically saved to the prescription record. To view, click the **Images** tab in the lower left section of the record and then click the blue **View Image** hyperlink.

1-New Rx for Demo, Minor Ailment

File Edit Recent Rx View

F3 - Patient F5 - Drug

New Rx Pending Adj

Priority Tomorrow

Patient Search

Name Demo, Minor Ailment

Address 123 Any Street

City Anytown

Phone Cell (416) 555-2

Plan ODB Client ID 4231

Allergies (1)
No Known Drug Allergies

Conditions (1)
Hypertensive heart disease

Plans Pricing Dates Comm

Script Image

Rx Images

Script Image x New

Zoom 45%

Prescription Page 1/1

Test Pharmacy
123 Any Street
Anytown, BC (V6B0A6)
7 (604) 453-3347 F (604) 263-0090

Patient: Minor Ailment Demo Allergies: None known

Address: 123 Any Street, Anytown, Ontario M1M1M1

Age: 21 years

Gender: Male

Birthdate: 1971-09-25

Prescription Date: 2023-02-01 09:55

PHARMACEUTICAL PRESCRIPTION

Medication	Sig	Quantity	Duration	Ref.	Exp. date
Aspirin 81mg SR 15mg 12hr tablet	Take 1 tablet daily with food - as needed (for brachialgia or pain)	14	14	0	2023-02-15

Signature: Scott Beiler (952764) Date: _____

Brightness Contrast Saturation

Type Script Image Primary Print Script Image Report

Reference # Scanned by: Scan Date: 01/02/2023 # Rxs on page: Rx is # on page

Close

Rx

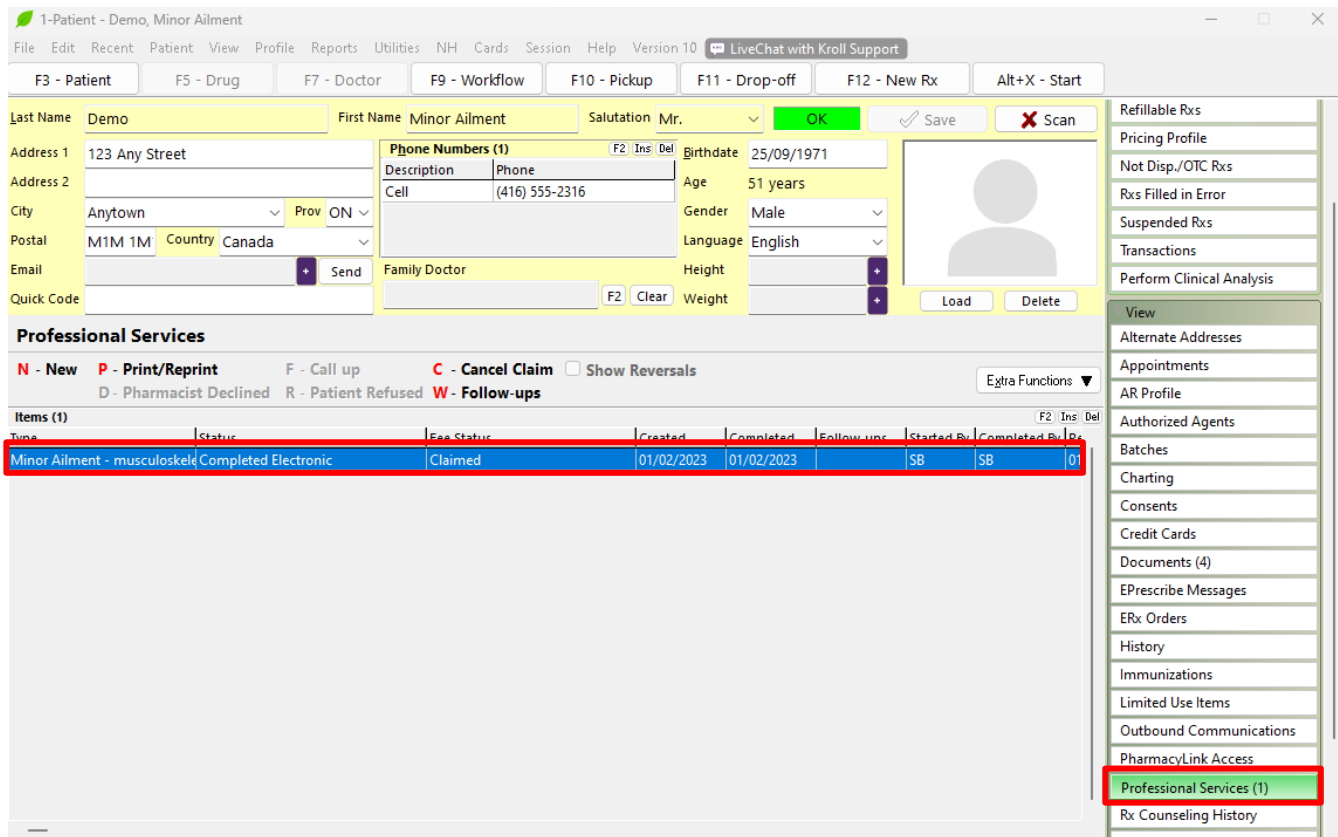
- Make Rx Unfilled
- Make Rx Not Dispensed
- Make Rx Stock Transfer
- Adapt Rx
- Add Rx Image
- Transfer Rx From Another ...
- Call Doctor
- Counsel Patient on Pickup
- Print Kroll Care
- Qty Quantity
- View
- Script Image
- Rx Images (1)
- Clinical Interactions
- Patient Plan Information
- Generic Equivalents
- Unit Dose Info
- Work Order
- Rx Counseling History
- Workflow
- Send Rx to Trouble
- View Workflow Detail
- Workflow Push Queues
- Rxs In Progress
- Packaging

Click **Close**.

When you are ready, click **F12 - Fill Rx** to continue.

The Patient Card

Whenever a Minor Ailment session has been initiated, Kroll will automatically create a Minor Ailment line item in the Professional Services history section of the patient card.



The screenshot shows the patient card for '1-Patient - Demo, Minor Ailment'. The 'Professional Services' section is expanded, displaying a table with one record:

Type	Status	Fee Status	Created	Completed	Follow ups	Started By	Completed By	Del
Minor Ailment - musculoskel	Completed Electronic	Claimed	01/02/2023	01/02/2023		SB	SB	01

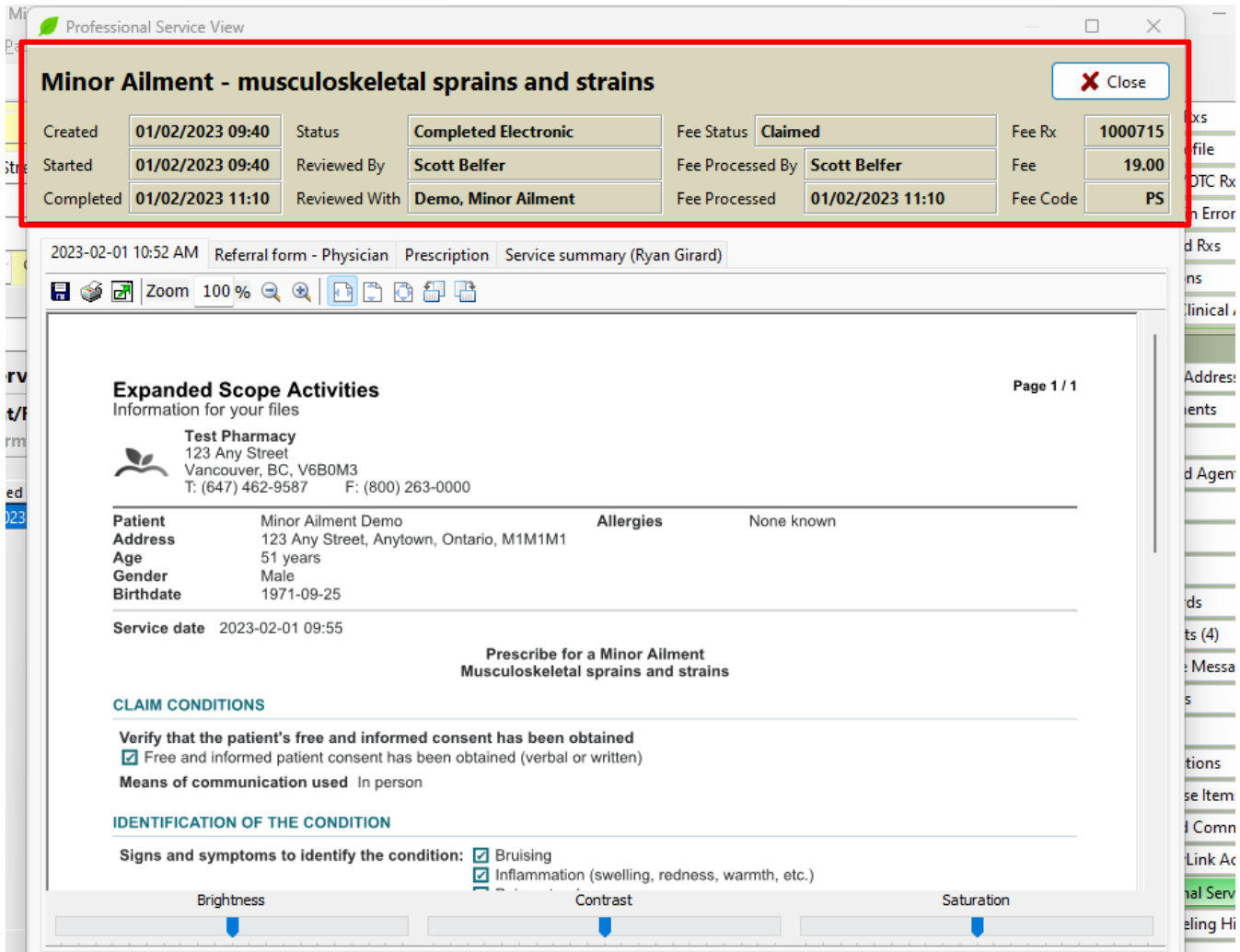
The 'Professional Services (1)' link in the right-hand navigation menu is highlighted in green.

Column Headers:

- **Type** – the type of Minor Ailment
- **Status** – indicates the status of the encounter record
- **Fee Status** – notes if the Fee for Service claim has been paid
- **Created** – the date the record was created
- **Completed** – the date the record was completed
- **Follow ups** – will note follow up created (Phase 2)
- **Started by** – initials of the person on the terminal when the record was started
- **Completed by** – initials of the person on the terminal when the record was completed

- **Provided by** – name of the pharmacist who conducted the consultation
- **Drug(s)** – drug(s) prescribed during the consultation

To view the details of the professional service record, highlight the desired line item and click or press **F2**.



Professional Service View

Minor Ailment - musculoskeletal sprains and strains [Close]

Created	01/02/2023 09:40	Status	Completed Electronic	Fee Status	Claimed	Fee Rx	1000715
Started	01/02/2023 09:40	Reviewed By	Scott Belfer	Fee Processed By	Scott Belfer	Fee	19.00
Completed	01/02/2023 11:10	Reviewed With	Demo, Minor Ailment	Fee Processed	01/02/2023 11:10	Fee Code	PS

2023-02-01 10:52 AM Referral form - Physician Prescription Service summary (Ryan Girard)

Expanded Scope Activities Information for your files Page 1 / 1

Test Pharmacy
123 Any Street
Vancouver, BC, V6B0M3
T: (647) 462-9587 F: (800) 263-0000

Patient Minor Ailment Demo **Allergies** None known
Address 123 Any Street, Anytown, Ontario, M1M1M1
Age 51 years
Gender Male
Birthdate 1971-09-25

Service date 2023-02-01 09:55

Prescribe for a Minor Ailment
Musculoskeletal sprains and strains

CLAIM CONDITIONS

Verify that the patient's free and informed consent has been obtained
 Free and informed patient consent has been obtained (verbal or written)
Means of communication used In person

IDENTIFICATION OF THE CONDITION

Signs and symptoms to identify the condition: Bruising Inflammation (swelling, redness, warmth, etc.)

Brightness Contrast Saturation

The information noted in the Brown coloured header is similar to the column headers in the Professional Service history. It also includes details of the Fee for Service claim: specifically, the status, who processed the claim, the date it was processed, the Rx number of the claim, the Fee and the intervention code included.

The documents generated can be viewed by clicking on the tabs.

- **Tab with the Date and time** – displays the complete consultation summary document

- **Referral Form - Physician tab** (NOTE: If the referral is intended for another healthcare provider, that healthcare provider will be noted). The referral form displays.

Professional Service View
Close

Minor Ailment - musculoskeletal sprains and strains

Created	01/02/2023 09:40	Status	Completed Electronic	Fee Status	Claimed	Fee Rx	1000715
Started	01/02/2023 09:40	Reviewed By	Scott Belfer	Fee Processed By	Scott Belfer	Fee	19.00
Completed	01/02/2023 11:10	Reviewed With	Demo, Minor Ailment	Fee Processed	01/02/2023 11:10	Fee Code	PS

2023-02-01 10:52 AM
Referral form - Physician
Prescription
Service summary (Ryan Girard)

Request for referral

Test Pharmacy
123 Any Street
Vancouver, BC, V6B0M3
T: (647) 462-9587 F: (800) 263-0000

Page 1 / 1

Patient	Minor Ailment Demo	Allergies	None known
Address	123 Any Street, Anytown, Ontario, M1M1M1		
Age	51 years		
Gender	Male		
Birthdate	1971-09-25		

Service date 2023-02-01 09:55

Prescribe for a Minor Ailment
Musculoskeletal sprains and strains

Referral request following a community pharmacy consultation:
Physician

Precision
Suggest that patient book an appointment with their physician if the suggested prescription is not helping or the condition comes back

Consultation Summary

CLAIM CONDITIONS

Brightness

Contrast

Saturation

- Prescription tab-displays the prescription

Professional Service View

Minor Ailment - musculoskeletal sprains and strains

Close

Created	01/02/2023 09:40	Status	Completed Electronic	Fee Status	Claimed	Fee Rx	1000715
Started	01/02/2023 09:40	Reviewed By	Scott Belfer	Fee Processed By	Scott Belfer	Fee	19.00
Completed	01/02/2023 11:10	Reviewed With	Demo, Minor Ailment	Fee Processed	01/02/2023 11:10	Fee Code	PS

2023-02-01 10:52 AM Referral form - Physician Prescription Service summary (Ryan Girard)

Patient: Minor Ailment Demo Allergies: None known
 Address: 123 Any Street, Anytown, Ontario, M1M1M1
 Age: 51 years
 Gender: Male
 Birthdate: 1971-09-25

Prescription Date: 2023-02-01 09:55

PHARMACIST'S PRESCRIPTION

Medication	Sig	Quantity	Duration	Ref.	End date
Apo Diclo SR 75mg 12h-tablet	Take 1 tablet daily with food - as needed (Inflammation or pain)	14	14	0	2025-02-01

Brightness Contrast Saturation

- **Service Summary (prescriber's name) tab**– displays what is to be or was sent to the Prescriber

Professional Service View
Close

Minor Ailment - musculoskeletal sprains and strains

Created	01/02/2023 09:40	Status	Completed Electronic	Fee Status	Claimed	Fee Rx	1000715
Started	01/02/2023 09:40	Reviewed By	Scott Belfer	Fee Processed By	Scott Belfer	Fee	19.00
Completed	01/02/2023 11:10	Reviewed With	Demo, Minor Ailment	Fee Processed	01/02/2023 11:10	Fee Code	PS

2023-02-01 10:52 AM
Referral form - Physician
Prescription
Service summary (Ryan Girard)

Expanded Scope Activities
Information for your files

Test Pharmacy
123 Any Street
Vancouver, BC, V6B0M3
T: (647) 462-9587 F: (800) 263-0000

To the attention of
Dr(e) Ryan Girard
5102 48 St, Yellowknife, NT, X1A1N6
T: (519) 781-2681 F: (416) 123-5678

Patient Minor Ailment Demo	Allergies None known
Address 123 Any Street, Anytown, Ontario, M1M1M1	
Age 51 years	
Gender Male	
Birthdate 1971-09-25	

Service date 2023-02-01 09:55

Prescribe for a Minor Ailment
Musculoskeletal sprains and strains

CLAIM CONDITIONS

Verify that the patient's free and informed consent has been obtained

Free and informed patient consent has been obtained (verbal or written)

Means of communication used In person

IDENTIFICATION OF THE CONDITION

Signs and symptoms to identify the condition: Bruising
 Inflammation (swelling, redness, warmth, etc.)

Brightness Contrast Saturation

You are able to print any of these forms. Display the form that you wish to print by clicking on the appropriate tab and then click on the **Printer icon** located in the upper left corner.

Professional Service View

Minor Ailment - musculoskeletal sprains and strains

Created	01/02/2023 09:40	Status	Completed Electronic
Started	01/02/2023 09:40	Reviewed By	Scott Belfer
Completed	01/02/2023 11:10	Reviewed With	Demo, Minor Ailment

2023-02-01 10:52 AM Referral form - Physician Prescription Service summary (Ryan)

Zoom 100 %

Expanded Scope Activities
Information for your files

Test Pharmacy
123 Any Street
Vancouver, BC, V6B0M3
T: (647) 462-9587 F: (800) 263-0000

To the attention of:
Dr(e) Ryan
5102 48 Street
T: (519) 7

Patient	Minor Ailment Demo	Allergies
Address	123 Any Street, Anytown, Ontario, M1M1M1	

Quick Minor Ailments FAQs

Do I need to have Electronic Medication Reviews enabled in my Store Configurations for Minor Ailments?

No. Electronic Medication Reviews do not need to be enabled to use the Minor Ailments module.

What information and fields need to exist *before* I launch a Minor Ailments Professional Service?

The following is required as part of using the Minor Ailments Module. Prior to launching the Minor Ailments tool, ensure that the following is entered:

- **Patient:** First Name, Last Name, Address, City, Province, Postal Code, Birthdate and Gender (M/F)
- **Store Information** (File > Configuration > Store): Store Name, Address, City, Province, Postal Code and Phone Number
- **Pharmacist** (Edit > Users and Groups): First Name, Last Name, Type = Pharmacist and License 1
 - If not yet created, a Doctor card will be required for the Pharmacist, where the Designation = Pharmacist
- **Patient Family Doctor** and **Rx Doctors:** First Name, Last Name, Designation and License

If any of the above information is not included, the RxConsultAction component of the module will display an error.

Can Licensed Technicians or Pharmacy Assistants use the Minor Ailments tool?

As per the Ontario College of Pharmacists, only Part A Pharmacists, registered pharmacy students and pharmacist interns are able to provide minor ailment services.

Why am I prompted to select prescriptions before launching the Minor Ailments tool?

The prescription selection provides the Pharmacist the opportunity to easily view patient prescription information within the Minor Ailments/RxConsult tool.

How do I know if I am eligible to submit a claim for the Minor Ailment Fee for Service?

The Ontario Ministry has set maximums to the number of claims that can be submitted for each category of Minor Ailments in a 365 day period. The values are available in the following link (pages 5 and 6).

https://www.health.gov.on.ca/en/pro/programs/drugs/opdp_eo/notices/exec_office_eligibility_20221222.pdf

I have Advanced/Paperless workflow configured in Kroll. Does the Fee for Service claim go through my workflow?

A Minor Ailments Fee for Service claim will move through your workflow the same way a Medication Review Fee for Service claim currently does. If you wish to have adjustments to how your Fee for Service claims are processed through Workflow, please reach out to our Kroll Customer Experience team.

I don't have a signature pad. How do I sign the prescription?

If you do not have a physical signature pad, or the Kroll Virtual Signature module, the necessary documentation will print for the Pharmacist to sign physically, and can then be scanned into Kroll.

Why didn't the Rx image save automatically for the new prescribed medication?

As signatures are required for authorized prescriptions, Kroll will only save the Rx image if an electronic signature is being captured as part of the Minor Ailments tool. If you have electronic signatures available in Kroll, go to File > Configuration > Store > Rx > Counseling and enable "Require electronic signature for: Other". If you are interested in electronic signature capture options, please speak with our Sales team.

How do I reprint documents?

Return to the Professional Services section of the Patient card. Select the Minor Ailments entry and press F2. Each document generated will have a tab. Each tab has a printer icon, which will allow you to re-print the document.

Is there a report for how many Minor Ailment encounters I've done?

The Expanded Scope of Practice Report (Rx report) will provide you with a count of the Professional Services provided by Pharmacy User. The Rx for Drug/Doctor Groups Report will provide detail of the Fee for Service claims when the PseudoDIN drug cards are added under the Drug section of the report set up screen. There are plans to provide a more comprehensive report in the near future.

When the tool is launched, I am seeing a second tab entitled Other Services. What is that used for?

If you plan on prescribing Paxlovid to a patient who requires it, select Other Services and select COVID-19-treatment (Paxlovid). The system will walk you through a process similar to Minor Ailments.

Sample of the supplementary printout for the patient

Below are samples of the two patient printouts for the example used in this user guide



Painful injury: HEAT or ICE?

ICE

After a sports injury, acting quickly is important to promote healing. In the first 72 hours (3 days) following an injury, it's recommended to follow the RICE method:

- **R: Rest**
 - The injured area should not be used for the first 12 hours. In the case of an ankle injury, for example, you should not put any weight on the joint.
- **I: Ice**
 - The injured area should be iced as soon as possible, as the cold will help reduce inflammation and relieve pain. The recommended method is to apply the ice for 15 minutes every 2-3 hours. The ice should not be applied directly to the skin, because doing so could lead to skin damage (frostbite).
- **C: Compression**
 - Wrapping the injured area with a compression bandage will reduce swelling.
- **E: Elevation**
 - The injured area should be elevated so that gravity can help drain the accumulated fluid that causes swelling. For example, if you have an injured ankle, you can prop it on a chair when you're sitting and on a pillow when you're sleeping.

Do not apply ice if you have any of the following conditions:

- A blood circulation problem
- A serious heart condition
- Diabetes
- An open or infected wound

HEAT

After the first 72 hours (3 days), applying ice no longer has significant benefits. At this point, heat can be used to promote blood circulation in the affected area, which can aid the healing process. Heat should be applied for 20-30 minutes, 3-5 times a day.

You can also apply heat to relieve menstrual cramps, abdominal cramps (stomach pain), and chronic lower back pain.

Heat therapy is not recommended if you have any of the following conditions:

- Cancer
- A bleeding wound
- Diabetes
- An open or infected wound

When should I see a health care professional?

Consult your health care provider in the following cases:

- You see no improvement after 72 hours of the RICE method
- Your symptoms worsen (pain)



Sprains and strains

Sprains and strains affect the tissues that make up a joint, namely muscles, ligaments, and tendons. They occur when the tissues surrounding a joint are stretched or torn. Other injuries such as fractures may also arise or develop.

Sprains and strains particularly affect the limbs (e.g. arms and legs). However, they can affect any part of the body, such as the neck or the back.

The main symptoms are as follows:

- Pain
- Difficulty moving the joint or using the affected muscle
- Swelling
- In certain cases, ecchymosis (commonly known as bruising)

Causes and triggers

Sprains and strains are typically caused by the following incidents:

- Direct trauma, such as being in a car accident, experiencing a fall, or making an awkward movement
- Wear and tear caused by daily activities, vibrations, shaking, or repeated use of the same muscles or joints
- Overuse, as a result of intensive sports training, for instance

The severity of the injury depends on the extent of the stretch or tear and how much of the tissue was injured. These injuries can also become chronic if they aren't properly treated.

Treatment

In the first 24 to 48 hours following the injury, the goal is to decrease pain and inflammation. Here are the 5 elements of the PRICE treatment technique:

- Protection: protect the injured joint or limb.
 - Use a splint, for example.
- Rest: let the injured joint or muscle rest.
 - Use crutches to avoid using an injured leg, for example.
- Ice: apply a cold compress.
 - Use ice wrapped in a towel to avoid freezing the skin.
 - Apply for 15 to 20 minutes, several times a day.
- Compression: compress the joint.
 - Use an elastic bandage wrapped around the joint while taking care not to cut off blood circulation.
- Elevation: elevate the affected limb 20 to 50 cm above heart level as often as possible.

Minor injuries can be adequately treated at home. For more serious injuries, the joint may need to be immobilized with a cast. An X-ray may be performed to assess the severity of the injury. In more serious cases, surgery may be required.

Several factors can affect how long it will take the injury to heal. The severity of the injury and the age of the person can play a role, for instance. Rehabilitation may also be necessary. This primarily consists in doing stretching and strengthening exercises.

When should I see a health care professional?

Speak with your health care provider in the following cases:

- You can no longer use or move the injured joint or limb
- You notice that your joint looks abnormal