

# Alberta Netcare Network

## User Guide

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## **Alberta Netcare Network User Guide**

The aim of the Alberta Netcare Electronic Health Record (EHR) is to improve the quality and cost-effectiveness of medication therapies delivered to Albertans. Within the EHR, the role of the Netcare Network is to link all physicians, pharmacies and healthcare facilities, as well as to enable the electronic exchange of medication and allergy information. This allows health care providers to have a common picture of each patient's medication profile.

Within the EHR, Alberta Netcare offers a secure, current and consolidated view of a patient's medication profile. This profile is available to healthcare providers, including pharmacists through their own Kroll pharmacy system right while they are dealing with their patients.

The Alberta Netcare patient medication profile includes drugs which have been prescribed and dispensed along with additional supporting information which may affect drug treatment, such as professional services, other medications, patient allergies/intolerances and supplementary notes.

In support of creating a comprehensive patient medication profile, the Kroll application must send and receive data from Alberta Netcare. The underlying premise is to use system-to system messaging (i.e. CeRx HL7 Version 3 standard) to exchange information between Kroll and Alberta Netcare.

Kroll Computer Systems, Inc. has been coordinating closely with Alberta Health and Wellness (AHW) and the Alberta Netcare to develop software that supports security, privacy and conformance standards set out by the province. Kroll is an authorized Pharmacy Management System (PMS) for Alberta Netcare EHR. This user guide provides instructions on how to navigate the Alberta Netcare Network using your Kroll Pharmacy Software.



#### Glossary

To facilitate understanding of this user guide, the following glossary will list terms and abbreviations used throughout the document as defined by Alberta Netcare.

AHW: Alberta Health and Wellness

**Dispense Number**: Every dispense record created in Alberta Netcare is automatically assigned a unique Identifier (Dispense Number) which does not change. This dispense number is different from the Rx Number assigned to the prescription by Kroll.

**Clinically Relevant Prescription**: The Netcare Safety and Usability Panel has defined rules for Netcare to calculate the clinical relevance of a prescription. These rules are based on the premise that a drug can remain in the patient's system for a period of time (however brief) after the patient stops taking it. Netcare attempts to estimate the length of time a drug may be clinically relevant in the patient based the speculated completion of the patient taking the drug, combined with the FDB-defined half-life of the drug.

**EHR**: Electronic Health Record – a compilation of systems provided by Alberta Netcare; giving pharmacies across the province access to key applications and their associated data sources.

**PCR**: Provincial Client Registry - The Provincial Client Registry (PCR) is one component of the EHR, and provides access to the Person Directory (PD). To find the patient's PHN, the pharmacy user must access the PD through PCR. Where PCR is referenced, it is for the purpose of retrieving demographic data from the PD.

**PD**: Person Directory – The Alberta Netcare Person Directory is the definitive source of PHN. The PD application provides the ability to search for a person and display his/her demographic information (Also see PCR).

PHN: Personal Health Number

**Netcare Patient Medication Profile**: Also known throughout this document as the Alberta Netcare Patient Medication Profile, refers to the following data on Netcare:

- Prescriptions
- All Dispense for the above prescriptions
- Other Medications
- Allergies/Intolerances (including refuted) and associated notes
- Patient Notes



#### **RTI**: Real Time Integration

**Prescription Number**: Every prescription created in Netcare is automatically assigned a unique identifier (prescription number) which does not change. This Netcare prescription number is different from the one assigned by Kroll. If a prescription in Netcare is dispensed by multiple pharmacies, it is likely that each of those pharmacies will have a different local identifier for that prescription, but the Netcare prescription number does not change, regardless of where it is being dispensed (See also Dispense Number).

**Primary PHN**: When a person is recognized by AHW to have been registered more than once (with multiple PHN's), AHW designates one PHN as the Primary PHN, and links that person's other (secondary) records to the primary PHN (See also Secondary PHN).

**Secondary PHN**: When a person is recognized by AHW to have been registered more than once (with multiple PHN's), AHW designates one PHN as the Primary PHN. All remaining records are considered to be Secondary. AHW links that person's other (secondary) records to the primary PHN (See also Primary PHN). Secondary PHN records cannot be updated; they can only be viewed.



### **Kroll User Accounts**

In conformance with Alberta Netcare security standards, Kroll users must have a password associated with their user account; **passwords must be used to log into a Kroll session**. The enforcement of local passwords helps to keep patient information private and secure.

Add a new Kroll user with an associated password as follows:

- 1. From any screen, go to Edit > Users and Groups.
- 2. Log in with an existing Kroll user that has permissions to 'Change Users'.

**NOTE:** If you have trouble with this step, call Kroll Software Support at 1-800-263-5876 (ext 1) for assistance.

🤝 Login	
	Please login
$\lambda$	Initials
X	Password
$\sim$	V OK Cancel

3. From the **Edit Users and User Groups** screen, click **Ins** or press **Insert** on the keyboard to add a new user.

**NOTE:** Edit an existing user by highlighting the applicable entry and clicking or pressing **F2** to call up the **User Information** window for editing. Delete an existing user by highlighting the applicable entry and clicking or pressing **Del**.

🐨 Edit Use	ers and User Groups	e x
<u>U</u> sers	User <u>G</u> roups	🗶 Close 🛛 🗲 Ctrl 🛁
Users (3	]	F2 Ins Del
Init	FullName	A
BR	Bill Richard	
MS	Monica Simpson	



- 4. Enter user information in the **User Information** screen:
  - Initials: Enter the initials of the user.
  - Name: Enter the full name of the user.

NOTE: Users must have both a First and Last name entered

- **Disabled**: This flag should be UNCHECKED if the user is actively using Kroll.
- **Expires on**: Optionally add a date for when the user account will expire and become unusable.
- **Type**: From the dropdown menu, select one of three options to define the user:
  - Licensed Technician
  - Pharmacist
  - Pharmacy Student
  - Pharmacist Intern
  - Pharmacy Tech Student
  - o Pharmacy Assistant
  - o IT Support
- **Pharmacist ID**: This field is only available when the **Type** option is set to 'Pharmacist'. Enter the pharmacist's license number here.

**NOTE**: When this field is available, it must be populated before saving and exiting the **User Information** window.

- SecurID Username\*: Enter the user's RSA SecurID username. This username is used to log into the Netcare Network.
- Network Username\*: Enter the user's Alberta Netcare EHR username. This username is used to log into the EHR, which includes the Alberta Netcare Network and Provincial Client Registry (PCR).
- Portal User Name\*: Enter the user's Alberta Netcare Portal (ANP) username. This is the username that is used to login to the Netcare portal via a web browser or by selecting Network > Alberta Netcare Portal within the Kroll application.
- Password: Enter a password to log into the Kroll Windows dispensary application. The password entered here must meet the password requirements set in File > Configuration > Store > Security.
- **Confirm Password**: Re-enter the password that was entered in the **Password** field.
- **Password never expires**: Place a check mark here so the password never expires.
- Force password change on next login: Place a check mark here to prompt the user to change their password subsequent to the first successful login.



Initials JS	First name John	Last name Smit	th	<u>G</u> roups (1) Manager	F2 Ins
Disabled		Expires on			
Type Pharmacist	•	Pharmacist ID Pharmacist ID 2	2 11111		
SecurID Username	jsmith19	1	Prescribing Authority		
Network Username	johnsmith49		Network Preferences		
Portal Username	josmith1				
Password	Case-sensitive				
Confirm password	Re-type password for verifica	tion			
Password never	expires				
Force password	change on next login				

\* This field is specific for Alberta Netcare EHR users only.

5. Select **Ins** from the **Groups** frame or press **Insert** on the keyboard to assign the user to one or more permissions groups.

**NOTE**: Permissions Groups can be configured in **File** > **Configuration** > **Permissions** > **<Select User Group>**.

6. From the **Add/Delete Groups** screen, highlight the permissions group you would like to assign the user. Click **Insert** or press **Enter** on the keyboard to select the permissions group to the right hand side of the screen.

♂ Add/Delete Groups for Monica Simp	son		
Available Groups	✓ Insert >	Selected Groups	0
Inventory Clerk Manager assistant Pharmacist Technicians			



V Add/Delete Groups for Monica Simps	on	
Available Groups 3	Selete	Selected Groups 1
Inventory Clerk	X Cancel	Pharmacist
Manager assistant Technicians	Insert All >>	
	<< <u>D</u> elete All	

7. Press Enter twice to save the new user.



#### **User Preferences**

Netcare user preferences determine which contraindications (DUE messages) are returned by Netcare during the evaluation of a patient's profile against a new dispense or allergy/intolerance addition. Preferences such as the severity level, whether managements are required and how many days can pass before the same issue is displayed again, can be set.

The **Netcare User Preferences** screen can be accessed via **Network > Edit User Preferences** or while editing the currently logged in user via **Edit > Users and Groups**.



♂ User Information		_	-
Initials MS	First name Monica	Last name Sim	oson
Disabled		Expires on	
Type Pharmacist	•	Pharmacist ID	11111
SecurID Username	msimpson143		Prescribing Authority
Network Username	msimpson		Network Preferences
Portal Username	monsimpson2		

**NOTE**: The **Network Preferences** button will only appear on the **User Information** form if the user being edited is the currently logged in user (i.e., you cannot edit the network preferences for anyone but yourself.)



Either method will present you with the Edit Netcare User Preferences form.

♥ Edit Netcare User Pre	ferences					-		E X
Allergy Intolerance	DDI Dosage	2						
	Display contraindication when detected?	System default setting	Require entry of management info?	System default setting	Do not display for same short term drug and patient for:	System default setting	Do not display for same continuous drug and patient for:	System default setting
Severe		$\checkmark$		$\checkmark$	0 day(s)	0 day(s)	0 day(s)	0 day(s)
Unknown	<b>V</b>	$\checkmark$	V	$\checkmark$	0 day(s)	0 day(s)	0 day(s)	0 day(s)
Moderate	<b>V</b>	1	<b>V</b>	$\checkmark$	0 day(s)	0 day(s)	0 day(s)	0 day(s)
Mild	V	$\checkmark$	V	$\checkmark$	0 day(s)	0 day(s)	0 day(s)	0 day(s)
Cross-Sensitivity	V	$\checkmark$	V	$\checkmark$	60 day(s)	750 day(s)	750 day(s)	750 day(s)
Refuted		1			30 day(s)	750 day(s)	750 day(s)	750 day(s)
			·		·			
			V Save		X Cancel			

Each section shows this user's current settings and the system default settings. Depending on the user's role, settings that cannot be changed are shown in grey (closed) fields. Settings that can be changed are shown in white (open) fields.

For each tab shown across the top and for each row containing a different severity or type, you can make the following adjustments:

- **Display contraindication when detected?** Does this type of issue get presented to the user?
- **Require entry of management info?** If the issue is raised, will Netcare require the user to manage it in order to continue?
- Do not display for same short term drug and patient for ### days: Once the issue is first presented, how many days should pass before the same issue for the same patient is presented to the user again?
- **Do not display for same continuous drug and patient for ### days**: Same as above, except for continuous (long term) drugs.

After reviewing and making changes, click the **Save** button to send Netcare the new preferences.

Note that, depending on your local FDB analysis setting found in **File** > **Configuration** > **Store** > **FDB**, the Kroll system is always performing local issue detection. If an issue is detected and presented to you, a pre-management message will be sent to Netcare along with the dispense. Should Netcare also detect the same issue, they will apply the pre-management and not return



a detected issue. This prevents you from having to manage the same issue twice: once for the local detection and then again, for Netcare.

#### **Login Warnings**

Upon logging into Netcare, you may be occasionally presented with warnings regarding outdated or changes having been made to your user preferences via the Netcare web viewer.



To prevent these warning messages from appearing every time you login to Netcare, reset this warning by accessing the **Netcare User Preferences** form and clicking the **Save** button even if you choose not to make any changes.



#### **Kroll Security Settings**

Kroll has implemented session 'time outs' in recognition of security protocols set out by Alberta Netcare to minimize the risk of unauthorized personnel accessing the system while a workstation is unattended. Examples of such threats include inappropriate browsing, unauthorized data modification or deletion, and malicious software installation. Kroll pharmacies using the EHR in Alberta will have their **sessions automatically 'time out' after 30 minutes of inactivity**.

Once a Kroll Session 'times out', the session will become hidden and replaced by a Kroll login prompt. The prompt will state the '**Fill Session has been locked – Please re-identify yourself to re-enter**'. The Pharmacy user will have to login using their Kroll user initials and password to retrieve the screen that was displayed before the 'time out' occurred.

🐨 Login	E - • ×
$\sim$	The session 1 has been locked Please re-identify yourself to re-enter
	Initials
X	Password
	CK K Exit

Kroll Security settings can be found under **File** > **Configuration** > **Store** > **Security**. Notice the following two options are grayed-out; these configurations have been hardcoded for pharmacies using Alberta Netcare in conformance with their security standards.

1. Require Password: All Kroll users must have a password to log into a Kroll session.



2. Blank screen after 30 minutes: Kroll sessions will automatically 'time out' after 30 minutes of inactivity.

Require Passwords
Regular Users Manager Users
Min password length 0
Min password age 29 days
Force password change after 0 days
Prevent usage of 1 previously used passwords
Disable user after 3 failed attempts (minimum of 3)
Force password change for new user
Enforce complex passwords
Force the use of <b>1 numbers in password</b>
Force the use of <b>1</b> symbols in password
Blank screen after 30 minutes
📝 Require User ID For Every Rx
Require Password After No Rx Activity in 0 minute:

### **Accessing the Netcare Network & EHR**

In order for Kroll to establish a connection with the **Netcare Network**, it must send a request to access the **Netcare Server** which requires a **RSA User ID** and **Passcode**. The **RSA User ID** is specific to each user and is entered once under the Kroll user account in the **SecurID Username** field. The **Passcode** is either the eight digit number from a **RSA** FOB application on you mobile device or consists of two components: a four-digit Personal Identification Number (P.I.N) and a six-digit dynamic number entered from a FOB device (the FOB number changes every 60 seconds) which will allow access through the Netcare Firewall. The FOB device will look similar to the following:





The P.I.N and the FOB device can be obtained from **Alberta Health and Wellness** (AHW) subsequent to registration and user-identity confirmation. To ensure security and prevent unauthorized use, a user should never share their RSA User ID, Four-digit P.I.N. or key FOB with anyone.

RSA	SecurID°	
User ID	vtesting204	Last Authentication
Passcode	Your Passcode is your PIN + the	DD/MM/YYYY HH:MM:SS in number displayed on your token.

Following a successful login to the **Netcare Network**, Kroll will submit a request to access the **EHR**, which contains the **Alberta Netcare Network** and **Provincial Client Registry (PCR)**. The user will need to provide an **EHR Login ID** and **Password**. The **EHR Login ID** is specific to each user and is entered once under the Kroll user account in the **Network Username** field. The **EHR Password** is set up with Alberta Health and Wellness (AHW), and must satisfy the following criteria:

- Minimum length of 8 characters (subject to change as per AHW);
- Must include a combination of three of the following four (subject to change as per AWH):
  - o Alpha-upper case
  - o Alpha-lower case
  - o Numeric
  - Special character
- Passwords must not contain an individual's user name or full name;
- Minimum of 24 iterations before password reuse.

Alberta Net care	
Login ID msimpson49 Password	Last Authentication

Once the user has successfully logged into the **Netcare Network** and the **EHR**, they may roam between Kroll sessions and workstations within the pharmacy to access Alberta Netcare. The user may logout of the EHR and log back in as often as needed for a period of up to 12 hours without losing the connection to the **Netcare Network** (i.e. without having to 'FOB-in' to the



Netcare Network). It is important to note that even with user activity, the maximum time allowed for an active session on the Netcare Network is 12 hours, at which time the user will have to renew their login using their **Netcare User ID** and '**P.I.N. + FOB Device**'. Connection to the **EHR** is shorter and set to timeout after two hours with no message activity.





Any user trying to access Alberta Netcare from Kroll for the very first time will elicit the following **Terms of Use and Disclaimer** window. Read through the disclaimer carefully; If the user has no questions and agrees to the terms and conditions, place a check mark next to the statement 'I agree to these terms and conditions' and click **OK** or press **Enter** on the keyboard to continue. If the user does not accept the terms and conditions set out by Alberta Netcare, click **Cancel** or press **Esc** to do nothing and exit from the window.

#### ☞ Alberta Netcare Terms of Use

#### TERMS OF USE AND DISCLAIMER:

**IMPORTANT** - This application is for the use of authorized users only. Unauthorized access to this application is prohibited and may result in serious disciplinary action. Please read these terms of use carefully before accessing or using the Alberta Netcare EHR application. By accessing Alberta Netcare you agree to be bound by these terms and to comply with all applicable laws.

Restrictions on Use:

- You agree that the information in and accessible through Alberta Netcare (the "Information") is private and confidential and that you will take all reasonable steps to maintain the confidentiality of the Information. You further agree that you are aware of and will comply with the provisions of the Health Information Act and the Freedom of Information and Protection of Privacy Act, as applicable, with respect to the Information.
- You understand that a person who knowingly collects, uses or discloses health or personal information in contravention of the Health Information Act or the Freedom of Information and Protection of Privacy Act may be found guilty of an offence and liable to a fine of up to \$50,000.
- 3. You agree that you will not use the Information for commercial purposes.

Disclaimer and Limitation of Liability:

4. You understand that Alberta Netcare, and the Information accessible through it, are provided by Alberta Health and Wellness ("AHW") on an "as is" and "as available" basis. Use of Alberta Netcare and the Information is at your sole risk and is in no way intended to replace or be a substitute for your professional judgment. AHW makes no representation or warranty, express or implied, as to the operation of Alberta Netcare, and assumes no legal liability or responsibility for the accuracy, completeness, or usefulness of any information provided through the application.

Security Notice:

 You are aware that AHW monitors access to Alberta Netcare for security purposes and to protect the Information. By accessing Alberta Netcare you are expressly consenting to these monitoring activities.





#### No FOB-Mark Netcare Down

In the event a user has forgotten their fob, they can choose the option **No fob-Mark Netcare Down.** 

User ID	vtesting206	
Passcode		2017-Jul-12 11:14
	If you have a hardware token/fo tokencode (no spaces between	ob, your passcode is your PIN + ).
	If you have a software token, er SecurID app on your mobile dev that is generated.	nter your PIN into the RSA vice. Your passcode is the code
	No fob - Mark Netcare	e Down
Net <b>cal</b>	e f	
Niberta Net <b>cai</b> tetrachie health ac	e e	
Niberta <b>Vetcai</b> terronic infatrie re Login ID	msimpson49	

This will bring up the **No fob-Mark Netcare down** window and the user must enter a mandatory reason for marking Netcare as down. Once a reason is entered, the **Mark Netcare Down** button will be available to choose.

Note: This will mark Netcare down for <u>ALL</u> users.



V No fob - Mark Netcare Down							
This will mark the Alberta Netcare network as down for all users. All Netcare transactions will be added to the Pending Network Queue to be sent later. Netcare will be marked down until the end of the day, or until someone logs in with a fob.							
Please enter a reason for marking netcare as down.							
Forgot FOB at home							
Mark Netcare Down X Cancel							

On the bottom of the Krollwin screens, Netcare will have a red circle to indicate Netcare is down for <u>all</u> users.

F3 - Patient F5 - Dr	ug F7 - Doctor F9 - V	/orkflow	F10 - Pi	ickup	F11 - Dro	p-off F	12 - New F	x Alt+	X - Start		
Last Rx Numbers Regular 650441 Narcotic 950020	Dashboard Callback	s Fo	ollowups		Notes	Inboun	nd Docs	Outbound	Fax	Mail	Calendar
Modify Rx	Rx Work in Progress										
Reprint Rx		Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total		Rx Counts New Rxs	0
Cancel Rx	Input	0	0	0	0	0	0	0		Repeat Rxs	0
Modify Specific Rx #	Rx's In Progress	0	0	0	0	0	0	0		Total Rxs	0
Reprint Specific Rx #	7 Point & Adjudicate	0	0	0	0	0	0	0			Details
Counsel Pr	Filling	0	0	0	0	0	0	0			
Courser Kx	Visual Verify	0	0	0	0	0	0	0			
	Pickup Completion	0	0	0	0	0	0	0			
	Rx's Waiting for Pickup										
		1-7 days	7-14 da	ys 14-21	days 21-2	28 days 28+	days	Total	Total \$		
	Waiting for Pickup	0	0		)	0	0	0	\$0		
X											
											-4-7
K R O L L Dispensary	TECHNOLOGY DRIVE	N						_		PHARMACY	FOCUSED
		User MS (I	Monica Sin	npson)			\varTheta Neto	are 🖂 0 🗖	N	NUM 12/07	/2017 11:47:56

Any Rxs filled by the pharmacy will be added to the Pending Adjudication to be sent to Netcare when a user with a fob logs in or tomorrow when the marking the route as down expires.



		LINES AND AN IN										
<u>F</u> ile	<u>E</u> dit Networ	<u>k U</u> tilities <u>N</u> H <u>W</u> orkflow	Cards Session	<u>H</u> elp <u>V</u> er	rsion 10						_	
	F3 - Patient	F5 - Drug F7	- Doctor F9	- Workflo	w	F10 - Pickup	F11 - Drop-off	F12	- New Rx	Alt+X - Start		
Fi	ter By		-	Show on	llv Netcar	re claims		snace .	Mark Rys	Pefrech		<sup>⊗</sup> Workflow Actions
				Show on	ily reccui	i c ciums		space		<b>N</b> erresir		Get Work
	Send/Review	All Send/Review for (	Current Patient					M	Modify Rx(s)	Del - Delete		Waiting for Pickup
Err	Status	Transaction	Date	User Ro	x Num	Patient	Brand Name		Message		*	Pending Adjudication (8)
	Postponed	Rx Plan Claim	12/07/2017 16:24:01	RB	650442	Wells, Betty	Apo-Pindol 5mg					T 11 (0)
	Postponed	Rx Plan Claim	12/07/2017 16:25:42	BR	650443	Wells, Betty	Pindolol-10 10mg					Irouble (0)
	Postponed	Rx Plan Claim	12/07/2017 16:52:58	BR	650444	Wells, Andy	Plendil 5mg					ADT (0)
	Postponed	Rx Plan Claim	13/07/2017 10:16:33	MS	650445	Smith, Daisy	Apo-Amoxi 500mg					EP~ (0)
	Postponed	Rx Plan Claim	13/07/2017 10:18:34	MS	650446	Smith, Jack	Avalide 150mg/12.5n	mg				Eloc (o)
	Communication	Allergy	13/07/2017 10:19:18	MS		Smith, Jack			Route is down. T	'he claim has been		Rx Counseling (0)
	Communication	Patient Note	13/07/2017 10:20:08	MS		Smith, Jack			Route is down. T	he claim has been		Professional Services (3)
	Postponed	Rx Plan Claim	13/07/2017 10:20:58	BR	650447	Smith, Frances	Mar-Losartan 50mg					
											-	<sup>⊗</sup> Network Queue
											-	Send <u>A</u> ll
												Send for Current Patient

A new user with a fob, will need to login to Netcare from the Network> SecureID Login menu in order to have Rxs send to the Network.







### **EHR Password Change & Expiry**

Alberta Netcare requires EHR Passwords to expire every 90 days (this is subject to change from AHW). Kroll will begin reminding the user of an impending password expiry 7 days prior to the actual password expiry date. The reminder prompt will look similar to the following and will appear when the user attempts to login to Alberta Netcare:

🥣 PIN I	Password Expiry	_ <b>_ _</b> ×
	Your PIN passwor	rd will expire in 2 days
	🗸 ОК	Change <u>P</u> assword

At this point, the user can click **OK** or press **Enter** on the keyboard to bypass the warning and change the password at a later time; or click on **Change Password** to immediately change the **EHR** password. If the **Change Password** option is selected, the **(Network) Password Change** window will appear. The user will be required to enter their old password followed by the new password. Once all three password fields are filled out, click **OK** or press **Enter** to save and send the new password to Netcare.

♥ (Network) Password Change	
Old Password *	•••••
New Password *	••••••
Retype New Password *	•••••
Required fields are marked	with an asterisk (*)
🗸 ОК	X Cancel

When the EHR password is past its expiry, users have no choice but to change their password when they attempt to access Netcare from Kroll. A prompt similar to the following will appear (notice the number of days will fall into the negative values to denote that the password is past due).

C PIN Password Expiry	
Your PIN password	l will expire in -7 days
🖉 ОК	Change Password



When changing passwords, users cannot reuse a password that has been used the past 24 times. If the user enters a password that has been used in the previous 24 passwords, the following error message will appear:

✓ Error Processing PIN Transaction	
An error occurred processing the trans If this problem persists, please contact	action. your support helpdesk.
	✓ OK Show <u>D</u> etails »

#### Click on Show Details



**KROLL HINT**: Users can incorporate a 2-digit number within in their password and change the number sequentially each time it expires to facilitate the tracking of passwords that have been used previously.



Kroll also allows users to change their password at any time, on demand, as follows:

- 1. From the ALT+X Start screen go to Network > Change Password.
- 2. From the **(Network) Password Change** screen, enter the old password followed by the new password, and then re-type the new password.





3. Click **OK** or press **Enter** to save the new EHR Password. Once the password change is complete, the following confirmation message will appear:

1-(local)	
Password change	d successfully
ОК	

#### **Patient Search**

For the most part, searching for a patient in Kroll will function in the same manner as before Alberta Netcare integration. That being said, a few extra steps will be required to synchronize data between the local patient record and the Alberta Netcare patient record. It is of great importance to patient safety that the correct local patient record is linked to the associated PCR patient record because information will be updated to and from Netcare via this link.

The most straight-forward and effective method of searching for a patient in Kroll is to enter their **Personal Health Number (PHN)** preceded by a number sign (e.g. #697189009). That being said, users can also use other patient demographics to search the local database for a patient. If no patient file is found in Kroll, the user must create a new file for the patient. Kroll then interacts with the **Provincial Client Registry (PCR)**, a component of the EHR, to retrieve a list of Network patients that match the criteria entered in Kroll. PCR provides the patient demographic information required by the user to confirm the identity of the patient. The ultimate objective is to match the patient's demographic data in Kroll with data in the PCR.





For pharmacies integrated with Alberta Netcare, there are five (5) possible scenarios that can be encountered when searching for a patient:

- Scenario 1 New Patient (Not Found in Kroll)
- Scenario 2 New Patient (Not Found in PCR)
- Scenario 3 Existing Local Patient (Not synchronized to PCR)
- Scenario 4 Existing Local Patient (Not Found In PCR)
- Scenario 5 Existing Local Patient Already Synced to PCR

#### Scenario 1 – New Patient (Not Found in Kroll)

- 1. Search for the patient using the **F3-Patient Search**.
- 2. Verify that the patient does not exist on the local Kroll system, then press **Ins** on the keyboard or click **Insert** with the mouse to add the new patient file.

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt-X - Start	
Last First: Code: Phone: or Bill # Control Edit Inst Insert Searching By Last Name, First Name (Adv)	Search
	Show Advanced Options
Cancel Copy Pat Advanced 0 No Records Found	Insert New Patient
# Last Name A First Name Address City Age Phone Plan	Copy Patient
	Change Columns



## 3. To search the PCR for a matching patient, answer Yes when asked 'Do you want to search the Network for this patient?'

**NOTE:** If the user answers **No**, they will be brought directly to the F3-Patient Card for manual entry of patient information.

4	Are you sure?
	Do you want to search the Network for this patient?
	<u>Y</u> es <u>N</u> o

4. Input all available patient information into the **(Network) Patient Search** window and click **Search** or press **Enter** on the keyboard to search the PCR for the patient record.

**NOTE:** When the **Personal Health Number** is not available, the 'Last Name + Given Name' or 'Last Name + Full Date of Birth' must be provided in order to initiate the search. Searching by **Middle Name** is also an option; however, no separate field is present in Kroll. The middle name can be entered in the first name field or the combination of both the first and middle name can be placed in the first name field. Keep in mind that wildcard or partial name searches are not allowed.

of (Network) Pat	tient Search	a sea l	-	-	-	-	-	
• <u>D</u> emograp	hics		© H	ealth Care <u>N</u>	lumber			Search
<u>L</u> ast Name	grapes		Īq					X Cancel
<u>F</u> irst Name	ruby							Records Returned
DO <u>B</u>	DD MM YY	Ω.						Patient Not Found
<u>S</u> ex		<ul> <li>Advanced</li> </ul>						
Enter full date of	f birth, if available.	Wild card or partial na	ne sea	rches are not	allowed.			
Name		Addre	ss					HCN
Birthdate	Gender	City			Prov	Postal	Phone	Alternate Id

5. If the search does not return any matching patient records, the user can perform an **Advanced** patient network search by placing a checkmark next to the **Advanced** flag.

**NOTE**: If the user searches by **Address**, they need to include the **City**, **Country** and **Postal Code**, but not phone number. If the user searches by **phone number**, the other advanced fields are not required for input.



🐨 (Network) Pat	tient Search		and I stated	-		
• <u>D</u> emograp	phics	© He	ealth Care <u>N</u> umber			Search
<u>L</u> ast Name	grapes	Īq				X Cancel
<u>F</u> irst Name	ruby					Records Returned
DO <u>B</u>	DD MM YYYY					Patient Not Found
<u>S</u> ex	•	Advanced				
Address						
<u>P</u> hone						
Postal						
Enter full date of	f birth, if available. Wi	ild card or partial name sea	rches are not allowed.			
Name		Address				HCN
Birthdate	Gender	City	Prov	Postal	Phone	Alternate Id

**KROLL HINT**: If no records are returned for the search criteria entered, the user will be shown a message indicating 'No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria'.

Oemograp	ohics	Health Ca	ir <mark>e Num</mark> ber			Search
Last Name	and desired	Id				X Cancel
<u>F</u> irst Name	income and the second					Records Returned
DO <u>B</u>	DD MM YYYY					Patient Not <u>F</u> ound
<u>S</u> ex	Male 🔹	C Advanced				
nter full date c	f birth, if available. Wi	ld card or partial name searches a	e not allowed.			
ame		Address				PHN
irthdate	Gender	City	Prov	Postal	Phone	Alternate Id

**KROLL HINT**: If more than 5 patient records are returned from the search, the user will be shown a message indicating 'If you cannot find an exact match in this list, please search again with more information such as date of birth or phone (Advanced)'.



DOB					Records Returned 20 Patient Not Found
<u>S</u> ex Enter full date o	₹ f birth, if available. Wi	Advanced	are not allowed.		
lame		Address			PHN

6. Select the matching patient from the PCR results by highlighting the entry and clicking **Select** or pressing **Enter** on the keyboard.

@ <u>D</u> emograp	ohics	01	Hea	alth Care <u>N</u> umber			Select
<u>L</u> ast Name	Grapes	Įd	ł	617673100			X New Search
<u>First</u> Name	ruby						Records Returned 1
DO <u>B</u>		Advanced					Patient Not <u>F</u> ound
Enter full date o	f birth, if available. Wil	d card or partial name s	ean	ches are not allowed.			
Name		Address					PHN
Birthdate	Gender	City		Prov	Postal	Phone	Alternate Id
Grapes, Ruby 23-Oct-1945	Red Female						166920000

7. Upon clicking **Select**, the **Patient Update** screen will appear allowing users to select the information they want to update from the PCR into the local Kroll patient record. The first column displays current local patient information, the second column displays Network patient information, and the last column displays information from the Network that will be updated to the Local Kroll patient record.



🤝 Update Patient Den	nographics from N	Network				
×	The	Local information doe Select the	s not match the cu data that you wan	irrent Network info t to update.	rmation.	
	Local		Network		New Data	
Family Name			🔽 Grapes		Grapes	
Given Name			<ul><li>✓ Ruby</li><li>✓ Red</li></ul>		Ruby Red	
Gender			🔽 Female		Female	
Birthdate			🔽 22-Oct-1945		22-Oct-1945	
PHN			☑ 166920000		166920000	
Eligibility Date			01-Oct-1991			
		🗸 Update		🗙 Cancel		



8. By default, any information that is missing or different between the **Current Local** column and the **Network** column will be flagged for updating. If the user does not want to update the local data with the Network data, uncheck the flag next to the applicable piece of information.

🐨 Update Patient Den	nographics from Network		
×	The Local information doe Select the	es not match the current Network info data that you want to update.	rmation.
	Local	Network	New Data
Family Name		Grapes	Grapes
Given Name		🔽 Buby	Buby
		🗖 Red	[Plan Alias]: Ruby Red
Gender		🗹 Female	Female
Birthdate		✓ 22-Oct-1945	22-Oct-1945
PHN		☑ 166920000	166920000
Eligibility Date		01-Oct-1991	
	Vpdate	X Cancel	

**KROLL HINT**: If the information de-selected is required, the information will then be added to the plan alias filed for the Netcare plan.

9. Once the user has finished selecting the Network data that needs to be updated into the local patient record, click **Update** or press **Enter** on the keyboard. Selected patient information will be populated into the local Kroll file.

of 1-(local)		-Patient - Gr	apes, Ruby										
File Edit	Recent	Patient View	w Profile	Network	Reports Utilit	es NH	Cards Session H	lelp Versio	10				
F3 - Pa	tient	F5 - Dru	g F	7 - Docto	r F9 - W	orkflow	F10 - Pickup	F11 - C	prop-off	F12 - N	Jew Rx Alt+X	- Start	
Last Name	Grapes			First N	ame Ruby		Salutation		- Changed		✓ Save 🛛 🗙	Cancel	<sup>⊗</sup> Profile
Address 1				_	Phone Numb	ers (0)	F2 Ins I	Birthdate	22/10/10/5	-			All Rxs
Address 1					Description	Phone		Ontridate	25/10/1945				Active Rxs
Address 2								Age	71 years				Active Rxs w/Passtimes
City			<ul> <li>Pro</li> </ul>	AB 👻				Gender	Female	•	No image ava	ilable	Refillable Rxs
Postal		Country		-				Language	English	•			Pricing Profile
Email				Send	Family Doctor			Height					
Quick Code							ED Com	Weight		_			Not Disp./OTC Rxs
							rz ciea		L		Load	elete	Rxs Filled in Error
Comment	ts (0)	Ia					F2 Ins Del P	IN 1669200	00			Edit	Suspended Rxs
Topic		Comment						Plans (1)				F2 Ins Del	Perform Clinical Analysis
								SubPlan Co	de Group ID	Client	t ID Exp	iry	
							ī	NET		16692	20000		View



10. Input other pertinent patient information (e.g. snap cap preference, plan information, height, weight etc.) and click **Save** or press **Enter** on the keyboard to save changes.

🤝 1-(local):	10 M 10	Patient - Gra	pes, Ruby													
File Edit	Recent	Patient View	Profile	Network	Repor	rts Utilitie	s NH	Cards Sessio	n H	elp Versior	10					
F3 - Pat	tient	F5 - Drug		F7 - Doct	or [	F9 - Wo	rkflow	F10 - Pic	up	F11 - D	rop-off	F12 -	Ne	w Rx	Alt+X - Start	
<u>L</u> ast Name	Grapes			First	Name	Ruby		Salutat	ion		- Chang	ged 📔	•	🖊 Save	🗶 Cancel	<sup>∀</sup> Profile
Address 1					P <u>h</u> o	ne Number	s (0)	F2	Ins D	Birthdate	23/10/1945	5				All Rxs
Address 2					Desc	ription	Phone			Age	71 years		- 1			Active Rxs
City			- 0	AD -	·					Candar	Female					Active Rxs w/Passtimes
City		Country	• P	AB +						Gender	Female			No imag	je available	Refillable Rxs
Postal		Country								Language	English		·			Pricing Profile
Email				Send	Famil	ly Doctor				Height						Not Disp./OTC Rxs
Quick Code								F2	Clear	Weight				Load	Delete	Rxs Filled in Error
Comments	; (0)							F2 Ins	PH	IN 1669200	00				Edit	Surgeaded Par
Topic		Comment								lans (1)	1					Suspended fors
										SubPlan Co	ta Group I	p low	ent If	0	Evoior I	Perform Clinical Analysis
									1	NET	ie Group i	166	59200	000	expiry	View
																Alternate Addresses

#### Scenario 2 – New Patient (Not Found in PCR)

- 1. Search for the patient using the F3-Patient Search.
- 2. Verify that the patient does not exist in the local Kroll database, then click **Ins** or press **Insert** on the keyboard.

	F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F11 - Drop-off	F12 - New Rx	Alt-X - Start
	Last, First; Code; Pho	ne; or Bill #	🧹 Edit 🛛 🛛 Ins II	nsert	Searching By	Last Name, Fi	rst Name (Adv)
Ļ	Von Baron, Snoopy		🗙 Cancel 🛛 Copy	2 Pat 📃 <u>A</u> dvanced		0 No Re	cords Found
#	Last Name	<ul> <li>First Name</li> </ul>	Address	City	Age Phone	Plan	*

3. When asked 'Do you want to search the Network for this patient?' answer YES to search the PCR for a matching patient.

Are you sure?
Do you want to search the Network for this patient?
<u>Y</u> es <u>N</u> o

4. Input all available patient information into the **Network Patient Search** window and click **Search** or press **Enter** on the keyboard to search the PCR for the patient.



**NOTE:** When the **Personal Health Number** is not available, the 'Last Name + Given Name' or 'Last Name + Full Date of Birth' must be provided in order to initiate the search. Searching by **Middle Name** is also an option; however, no separate field is present in Kroll. The middle name can be entered in the first name field or the combination of both the first and middle name can be placed in the first name field. Keep in mind that wildcard or partial name searches are not allowed.

<ul> <li>Demograp</li> </ul>	phics		Health	Care Number				Search
<u>L</u> ast Name	Von Baron		Īq					X Cancel
<u>F</u> irst Name	Snoopy							Records Returned
DO <u>B</u>	DD MM YYYY							Patient Not Found
<u>S</u> ex	-	Advanced						
Enter full date of birth, if available. Wild card or partial name searches are not allowed.								
Name		Addr	ess					PHN
Birthdate	Gender	City			Prov	Postal	Phone	Alternate Id

5. If the search does not return any matching patient records, the user can perform an **Advanced** patient network search by placing a checkmark next to the **Advanced** flag.

**NOTE**: If the user searches by **Address**, they need to include the **City**, **Country** and **Postal Code**, but not phone number. If the user searches by **Phone number**, the other advanced fields are not required for input.

♥ (Network) Pat	tient Search		-		-		
• <u>D</u> emograp	phics	C Health Care	Number			Search	
<u>L</u> ast Name	von baron	Īq				X Cancel	
<u>F</u> irst Name	snoopy					Records Returned	
DO <u>B</u>	DD MM YYYY					Patient Not Found	
<u>S</u> ex	Male 👻	🗹 Ad <u>v</u> anced					
Address							
<u>P</u> hone							
Postal							
Enter full date of birth, if available. Wild card or partial name searches are not allowed.							
Name		Address				HCN	
Birthdate	Gender	City	Prov	Postal	Phone	Alternate Id	



**KROLL HINT**: If no records are returned for the search criteria entered, the user will be shown a message indicating 'No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria'.

Demograp	phics	O Health Car	e Number			Search
<u>L</u> ast Name	Von Baron	Id				X Cancel
<u>F</u> irst Name	Jameson					Records Returned
DOB	DD MM YYYY					Patient Not Found
<u>S</u> ex	Male 🔹 🗖	Advanced				_
ter full date o	f birth, if available. Wild co	ard or partial name searches are	not allowed.			
me		Address				PHN
thdate	Gender	City	Prov	Postal	Phone	Alternate Id

6. If all available patient information has been entered to search for the patient and still no matching results are returned, click on **Patient Not Found** or **CTRL+N**.

Oemograp	phics	C Health Car	e Number			Search
<u>L</u> ast Name	Von Baron	Iq				X Cancel
<u>F</u> irst Name	Jameson					Records Returned
DOB	DD MM YYYY					Patient Not Found
<u>S</u> ex	Male 🔹	Advanced				
ter full date o	f birth, if available. Wild	card or partial name searches are	not allowed.			
ime		Address				PHN
thdate	Gender	City	Prov	Postal	Phone	Alternate Id

7. If a PHN was not used in the Network patient search, a warning message will appear to let the user know that without a PHN, information will not be saved on Netcare. Patients will not have a PHN if they are an out of province patient, an animal patient, or if the patient has recently moved to Alberta and does not have a PHN yet. Click **OK** or press **Enter** to continue from the warning message.





8. The user will be brought back to the Kroll patient file and presented with a window asking 'Is this a human patient?'

Please Select a choice	E X
Is this a human patient?	
Yes	No

9. If the user answers 'No' (i.e. the patient is not human), the system will proceed to mark the patient as an animal under the General tab of the patient file. If the user answers 'Yes' (i.e. the patient is human) they will be brought back to the local patient file where they will proceed to enter supplementary patient information.

General Family Nursing Home Communications Oth	er 🗲 Ctrl 🔿	Charting
Definet	Consert	Consents
Patient	Privacy Unknown	Credit Cards
		Documents (0)
Patient Type Animal 👻	Unit Dose	History
Deceased On	Type <none> 🗸</none>	Thistory

10. Fill out all necessary patient information and click **Save** or press **Enter** on the keyboard to save the patient file. **Note that data will not be recorded on Alberta Netcare for this patient**.




## Scenario 3 – Existing Local patient (Not Synchronized to PCR)

1. Search for the patient using the **F3-Patient Search** (this patient exists in the local Kroll system, but their data is not synchronized with the PCR).

<u>File</u> <u>E</u> dit	Recen <u>t</u> P	atient	<u>V</u> iew Pr <u>o</u> fil	e Netw	/or <u>k R</u> ep	oorts <u>U</u> til	ities <u>N</u> H	Cards Ses	s <u>i</u> on <u>F</u>	<u>l</u> elp Ver <u>s</u> io	n 10						
F3 - Pa	tient	F5 - C	Drug	F7 - C	octor	F9 - \	Norkflow	F10 - P	ickup	F11 - (	Drop-o	ff F1	12 - Ne	w Rx	Alt+X - Start		
Last Name	Abcdef			F	irst Name	Kelly		Salut	ation		•	ОК		Save	X Scan		<sup>⊗</sup> Profile
Address 1	cuito 212.4	0622.42	ct		P	hone Num	bers (1)		2) Ins (	el Birthdate	25/05	5/1067	-			=	All Rxs
Address 2	Suite 515-	5022 42	51		De	scription	Phone				23/03	71907					Active Rxs
Address 2					He	ome	(780) 5	55-123		Candar	50 yea	di S					Active Rxs w/Passtimes
City	Edmonton		•	Prov A	B · •					Gender	Fema	ne -	-	No ima	ige available		Refillable Rxs
Postal	T6E 5Y4	Country	Canada	_	_					Language	Englis	sn	-				Pricing Profile
Email				S	end Fa	mily Doctor	r			Height			_				Not Disp./OTC Rxs
Store 4 test								E	2 Clea	Weight				Load	Delete		Rxs Filled in Error
Comment	s (0)	le						F2 In	S Del H	CN							Suspended Rxs
Торіс		Commer	n							Plans (0)					F2 Ins	Del	Perform Clinical Analysis
									-	SubPlan Co	de G	roup ID	Client I	D	Expiry		View
																	Alternate Addresses
																	AR Profile
					_												Batches
Allergies	(0)		Add Drug	F2 Ins (	Gen Gen	eral <u>F</u> an	nily <u>N</u> ursi	ng Home	Copay	Commun	ication	s Other			E Ctr	•	Charting
					Pati	ent						Consent					Concentr
						Active	Alt. Last Na	me				Privacy Un	known				Credit Carde
					Pati	ent Type	Human	-				Unit Dose				51	Desuments (0)
Medical (	onditions (0	<u>،</u>		F2 Inc [	Dec	eased On						Туре	<no< td=""><td>ne&gt;</td><td></td><td>•</td><td>Usters</td></no<>	ne>		•	Usters
<u>m</u> curcu c		,			Pre	scriptions						Cycle	<no< td=""><td>ne&gt;</td><td></td><td>-</td><td>History</td></no<>	ne>		-	History
					Deli	very Type	Default (Pie	kup)			•	Price Grou	p <de< td=""><td>fault&gt; (<none< td=""><td>e&gt;) ·</td><td>-</td><td>Limited Use Items</td></none<></td></de<>	fault> ( <none< td=""><td>e&gt;) ·</td><td>-</td><td>Limited Use Items</td></none<>	e>) ·	-	Limited Use Items
					Deli	very Route					•	Rx Totals				31	Professional Services
					Price	Group	<none></none>				•	Rx Count					Rx Counseling History
<u>G</u> roups (0	)			F2 Ins (	Del Dru	g line 1	Default (Br	and - 2 De	efault (C	eneric)	•	Dollar valu	Je			31	Rx Notes
					Dou	ble Count	Not Requir	ed			•	Reset date	•		Reset		To Do Items
						No Kroll Ca	re 📃 No W	allet Card				📃 Snap Ca	ps Requ	uested	ID	-11	Work Orders
						Complianc	e Calendar o	n Label				Snap Ca	ps Doc	umented	95	9	
							User BR	(Bill Richard	d)					letcare 🖂	0	NU	M 13/07/2017 12:54:12



 From the patient card, go to Network > Synchronize Patient and login with Kroll initials and password.

<u>F</u> ile	Edit	Patient	Pr <u>o</u> file	Network	Network <u>Reports</u> <u>Utilities</u> <u>NH</u> <u>Cards</u> Sessi									
F3	- Pat	tient	F5 -	<u>V</u> erif	fy Patient D	)emograp	hics							
	1.8			Prof	ile	Ctrl-	-F3	-						
Last Na	me			Adv	Advanced Profile									
Addres	s 1			Add	Profession	al S <u>e</u> rvice			Ins	)(				
Addres	s 2			View	Network	Access Lo	g		- H	_				
City				Sync	chronize Pa	tient				_				
Postal			Count	A <u>d</u> d	EHR Data	Alert note								
Email				Albe	rta Netcar	e Portal								
Quick	Code			View	Claim Log	9			C	lea				
Com	ment	s (0)		Se <u>c</u> u	IID Login				In	<b>s</b> ][				
Topic			Commer	Log	out of PIN									
				Ren	ew Login									
				C <u>h</u> a	nge Passwo	ord								
				Retri	ieve Bulleti	ns								

**KROLL HINT**: Selecting the **Profile** option will also cause the Synch if the patient has not already been synchronized to the network.

3. Patient information from the local Kroll record will automatically be pulled into the **(Network) Patient Search** and used as search criteria. Click **Search** or press **Enter** on the keyboard to execute the Network search for the existing local patient.

**NOTE:** If the PHN field is populated, the PHN will be the only criteria used to search for a matching patient in the PCR; all other search fields will be grayed out.

🐨 (Network) Pa	tient Search		-	-	_	-		e X
© <u>D</u> emogra	phics		O Hea	alth Care <u>N</u> um	ber			Select
<u>L</u> ast Name	Grapes		Īq	617673100				X New Search
<u>F</u> irst Name	ruby							Records Returned 1
DO <u>B</u>								Patient Not Found
<u>S</u> ex		Ad <u>v</u> anced						
Enter full date o	f birth, if available. Wi	ld card or partial nan	ne sean	ches are not allo	wed.			
Name		Addres	55					PHN
Birthdate	Gender	City			Prov	Postal	Phone	Alternate Id



When the **Personal Health Number** is not available, the '**Last Name + Given Name'** or '**Last Name + Full Date of Birth'** must be provided in order to initiate the search. Searching by **Middle Name** is also an option; however, no separate field is present in Kroll. The middle name can be entered in the first name field or the combination of both the first and middle name can be placed in the first name field. Keep in mind that wildcard or partial name searches are not allowed.

4. If the search does not return any matching patient records, the user can perform an **Advanced** Network search by placing a check mark next to the **Advanced** flag.

**NOTE**: If the user searches by **Address**, they need to include the **City**, **Country** and **Postal Code**, but not phone number. If the user searches by **Phone number**, the other advanced fields are not required for input.

🐨 (Network) Pa	tient Search	I so not i s	_		-	
<ul> <li>Oemograp</li> </ul>	phics	Health Care Number Health Care Number	ber			Search
<u>L</u> ast Name	Abcdef	Id				X Cancel
<u>F</u> irst Name	Kelly					Records Returned
DO <u>B</u>	DD MM YYYY					Patient Not Found
<u>S</u> ex	Female 🗸 🗹 Advance	d				
Address	suite 313-9622 42 st					
<u>P</u> hone	Pa	ste from patient				
Postal	T6E 5Y4					
Enter full date o	f birth, if available. Wild card or part	ial name searches are not allo	wed.			
Name		Address				HCN
Birthdate	Gender	City	Prov	Postal	Phone	Alternate Id

**KROLL HINT**: If no records are returned for the search criteria entered, the user will be shown a message indicating 'No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria'.



Demograp	phics	C Health	Care Number			Search
Last Name	and discourt	Iq				X Cancel
<u>F</u> irst Name	increase .					Records Returned
DOB	DD MM YYYY					Patient Not Found
<u>S</u> ex	Male	- 🖾 Advanced				
nter <mark>full date o</mark>	f birth, if available. I	Wild card or partial name searches	are not allowed.			
ame		Address				PHN
rthdata	Gender	City	Prov	Postal	Phone	Alternate Id

**KROLL HINT**: If more than 5 patient records are returned from the search, the user will be shown a message indicating 'If you cannot find an exact match in this list, please search again with more information such as date of birth or phone (Advanced)'.

🤝 (Network) Pa	tient Search	( a man			-			-	l	
Demograp	phics	- 1	O He	ealth Care <u>N</u>	umber	-				Select
Last Name			Id						× Ne	ew Search
<u>First</u> Name								Records R	eturned	20
DOB								Pati	ient Not <u>F</u> or	und
<u>S</u> ex										
Enter full date o	of birth, <mark>i</mark> f avail	able. Wild card or partial n	ame sea	rches are no	t allowed.					
Name		Addr	ess					PHN		
Birthdate	Gender	City			Prov	Postal	Phone	Altern	ate Id	
If you cannot fir	nd an exact mai	tch in this list, please search	again w	ith more info	ormation s	uch as date	of birth or phon	e (Advanced).		
Salah, P.A.								19779	-	<u>^</u>
10-100-000	Select Control of Cont									
balls, Fil								2010		
17. Aug. 18.	Televis.									E
bestin, if it									A. A.	
10-4-0-10 <sup>-1</sup>	heat .									
Sector, Pro-								5.00 B		
In the second	1000									
basis, P								170.00	100	
11-10-100	<b>Locate</b>									
Sector, Par								10.000	1.000	
the loop which	1000									



5. From the list of patients returned from the Network search, highlight the matching entry and click **Select** or press **Enter** on the keyboard to continue.

bcdef, Kelly						893963100
<b>ame</b> rthdate	Gender	Address City	Prov	Postal	Phone	HCN Alternate Id
nter full date o	f birth, if available. Wild	d card or partial name searches a	re not allowed.			
Postal	T6E 5Y4					
<u>P</u> hone						
Address	suite 313-9622 42 st	2				
<u>S</u> ex	Female v	Advanced				
DO <u>B</u>						Patient Not <u>Found</u>
Eirst Name	Kelly					Records Returned 1
Last Name	Abcdef	Įd				× New Searc
<u>Demograp</u>	phics	O Health Ca	are <u>N</u> umber			Select



6. From the Patient Update screen, place a check mark next to the Network information that you would like to update into your local Kroll patient record and click Update or press Enter on the keyboard. Users can bypass this step by not checking any of the checkboxes in the Network column, and clicking Skip or pressing Esc on the keyboard.

**NOTE:** If the patient confirms that data returned in the **Network** column is incorrect, the pharmacist should contact **Alberta Health and Wellness** to report the discrepancy.

♥ Update Patient De	mographics from Network										
×	The Local information does not match the current Network information. Select the data that you want to update.										
	Local	Network	New Data								
Family Name	Family Name         Abcdef         Abcdef										
Given Name	Kelly	Kelly	Kelly								
Gender	Female	Female	Female								
Phone	Home: (780) 555-1234	(780) 555-1234	Home: (780) 555-1234								
Birthdate	25-May-1967	25-May-1967	25-May-1967								
HCN		<b>893963100</b>	893963100								
✓ Update X Cancel											

7. The Kroll patient card will automatically be saved with new information pulled from the Network (if any was selected).

# Scenario 4 – Existing Local Patient (Not Synchronized & Not Found in PCR)

1. Search for the patient using the **F3-Patient Search**; this patient exists locally in your Kroll database, but has not been synchronized with a Network patient record.

F3 - Patient F5 - Drug	F7 - Doctor	9 - Workflow	F11 - Drop-off	F12 - New Rx	Alt-X - Start	
Last,First; Code; Phone; or Bill #	✓ Edit Ins Insert		Searching By	Last Name,	First Name (Adv)	<sup>⊗</sup> Search
von snoopy						Show Advanced Options
ton, shoopy	Cancel Copy Pat	<u>A</u> dvanced		1 Rec	ord Found	Insert New Patient
# Last Name A First Name	Address	City	Age Phone	Plan	<u>^</u>	Copy Patient
1 Von Baron Snoopy			34			Change Columns



2. From the patient card go to **Network** > **Synchronize Patient** and login with Kroll initials and password.

<u>F</u> ile	<u>E</u> dit	<u>P</u> atient	Pr <u>o</u> file	Net	vor <u>k</u>	<u>R</u> eports	<u>U</u> tilities	<u>N</u> H	<u>C</u> ards	Sess <u>i</u> o	on <u>H</u> elp
F	3 - Pa	tient	F5 -		<u>V</u> erif	fy Patient D	)emograpl	hics			F1
					<u>P</u> rof	ile			Ctrl+	+F3	
Last N	lame	Von Bar	on		<u>A</u> dvanced Profile						
Addre	ess 1				Add Professional Service						
Addre	ess 2				View	Network	Access <u>Lo</u> g	1			-
City					<u>S</u> yno	chronize Pa	itient				$\square$
Posta	d.		Count		A <u>d</u> d	EHR Data	Alert note				
Email					Al <u>b</u> e	erta Netcar	e Portal				
Quick	c Code				V <u>i</u> ew	/ Claim Log	9				Clear
Cor	nment	s (0)			Se <u>c</u> u	ırID Login					Ins Del
Торі	ic		Commen		Logo	out of PIN					
					<u>R</u> ene	ew Login					
					C <u>h</u> a	nge Passw	ord				
					Re <u>t</u> ri	ieve Bulleti	ns				
				_							·

3. Patient information from the local Kroll record will automatically be pulled into the **(Network) Patient Search** and used as search criteria. Click **Search** or press **Enter** on the keyboard to search the PCR for a matching patient.

**NOTE:** When the **Personal Health Number** is not available, the '**Last Name + Given Name**' or '**Last Name + Full Date of Birth'** must be provided in order to initiate the search. Searching by **Middle Name** is also an option; however, no separate field is present in Kroll. The middle name can be entered in the first name field or the combination of both the first and middle name can be entered in the first name field. Keep in mind that wildcard or partial name searches are not allowed.

Demograp	phics	C Health Ca	ire Number			Search
<u>L</u> ast Name	Von Baron	Id				X Cancel
<u>F</u> irst Name	Jameson					Records Returned
DOB	DD MM YYYY					Patient Not Found
<u>S</u> ex	Male -	Advanced				
nter full date o	f birth, if available. Wild car	d or partial name searches ar	e not allowed.			
ame		Address				PHN
irthdate	Gender	City	Prov	Postal	Phone	Alternate Id

 If the search does not return any matching patient records and a PHN is not available, the user can perform an Advanced Network search by placing a check mark next to the Advanced flag.

**NOTE**: If the user searches by **Address**, they need to include the **City**, **Country** and **Postal Code**, but not phone number. If the user searches by **Phone number**, the other advanced fields are not required for input.

<u>S</u> ex	Male	<ul> <li>Advanced</li> </ul>						52 1020
Address								ē
<u>P</u> hone								
Postal								
Enter full date	e of birth, if availd	able. Wild card or partial n	ame searches are not	allowed.				
Name		Add	ress				PHN	
Birthdate	Gender	City		Prov	Postal	Phone	Alternate Id	

**KROLL HINT**: If no records are returned for the search criteria entered, the user will be shown a message indicating 'No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria'.

Demograp	ohics	© Heal	th Care Number			Search
Last Name	atol destat	Id				X Cancel
<u>F</u> irst Name	(and the second					Records Returned
DOB	DD MM YYY	Y				Patient Not Found
<u>S</u> ex	Male	- 🖾 Advanced				
Enter full date o	f birth, if available.	Wild card or partial name search	nes are not allowed.			
lame		Address				PHN
lirthdate	Gender	City	Prov	Postal	Phone	Alternate Id



**KROLL HINT**: If more than 5 patient records are returned from the search, the user will be shown a message indicating 'If you cannot find an exact match in this list, please search again with more information such as date of birth or phone (Advanced)'.

5. If an exhaustive search on the Network has been made for the local patient, but no records are found, select the **Patient Not Found** option.

**NOTE:** If a PHN was not used as search criteria for the patient, a warning will appear to remind the user that no information regarding the patient will be saved on Alberta Netcare. Click **OK** to proceed to the local F3-Patient Card.

1-(local):	
Please note that since this patient does not have a no information (allergies, dispenses, etc.) will be sa OK	PHN, wed on Netcare.

6. From the local **F3-Patient Card**, a blank **NET-Alberta Netcare** plan is automatically added so that prescriptions filled for the patient are still sent to Netcare, but logged as rejected.

PHN			
Plans (1)			F2 Ins Del
SubPlan Code	Group ID	Client ID	Expiry
1 NET			
L			



# Scenario 5 – Existing Local Patient Already Synched to PCR

- 1. Search for the patient using the **F3-Patient** search.
- 2. Go to Network > Synchronize Patient.
- 3. If the local patient is already synchronized with a patient in the PCR, a message will appear indicating 'This patient is already synchronized to the network'.

	Kecent	Patient view Profile Net	NOLK R	keports Utili	ties INH Cards Session	Help Version	10	)		
F3 - Pa	atient	F5 - Drug F7 - I	Doctor	F9 - V	Vorkflow F10 - Picks	ip F11 - Dr	op-off F12	- New Rx	Alt+X - Start	
ast Name	Bull		First Nar	me Ferdinan	d Salutatio	n .	• OK	√ Save	X Scan	8 Profile
ddrare 1	100 4-4		-	Phone Num	bers (0) [F2][]	ns Del Dicto data	11 01 (1000			All Rxs
duress 1	123 Anyto	own		Description	Phone	<u>Birthdate</u>	11/01/1980	-		Active Rxs
ddress 2	The second second					Age	37 years	- 0		Active Rxs w/Passtimes
ity	Edmonto	on → Prov A	в -			Gender	Male	No im	age available	Refillable Rxs
ostal		Country can	•			Language	English	•		Pricing Profile
mail		S	end f	Family Doctor		Height				Not Disp /OTC Rxs
uick Code	( )				F2	Clear Weight		Load	Delete	Pur Filled in Error
Comment	ts (2)				F2 Ins De	PHN 61767310	10		Edt	Fos Filled In Error
Topic	1000	Comment				-				Suspended Rxs
Seneral		Monter T1 Usage				1-(local):	- Bull,	Ferdina 🔛		Perform Clinical Analysis
General Pt has a Stong aversion to anyt			nything I	g Mint. This patient is already synchronized to the network					View	
						I his patient is	s already synchronia	ted to the network	K	Alternate Addresses
						This patient is	or or	ted to the network	×	Alternate Addresses Batches
		(110-2) (22)(-2)	8-0			This patient is	OK			Alternate Addresses Batches Charting
Allergies (	(5)	(Add Drug) [F2][Ins]	Del Gg	eneral <u>F</u> am	ily Nursing Home Cor	This patient is	OK	ed to the networ	e Ctri 🔿	Alternate Addresses Batches Charting Consents
Allergies (	(5) Imycin	Add Drug) [F2][Ing]	Del) Gg Pa	gneral <u>F</u> am	ily <u>N</u> ursing Home Cor	This patient is	OK Consent	ed to the networ	ectri 🗃	Alternate Addresses Batches Charting Consents Credit Cards
Allergies ( Clarithro lactose Penicillir	(5) emycin	(Add Drug) (F2)[Ins]	Del Gg Pa	eneral <u>E</u> am atient 7 Active	illy <u>N</u> ursing Home Cor Alt. Last Name	This patient is	OK Consent Privacy Unkn	own	K €Ctrl →	Alternate Addresses Batches Charting Consents Credit Cards
Allergies ( clarithro lactose Penicillir Sugars, N	(5) Imycin ns Metabolicall	(Add Drug) (F2)(Ins)	Del Gg Pa	eneral <u>F</u> am atient Z Active atient Type F	iily Nursing Home Cor Alt. Last Name	Inis patient is	OK Consent Privacy Unkn Unit Dose	own	K €Ctri →	Alternate Addresses Batches Charting Consents Credit Cards Documents (0)
Allergies ( * clarithro lactose * Penicillir * Sugars, N	(5) mycin ns Metabolicall	(AddDrug) (F2)(Ins) Ily Active More	Del Gg Pa Pa De	gneral Eam atient Z Active atient Type H eccased On	nily <u>N</u> ursing Home Cor Alt. Last Name Human +	Inis patient is	OK Consent Privacy Unkn Unit Dose Type	own <none></none>	K → ← Ctrl →	Alternate Addresses Batches Charting Consents Credit Cards Documents (0) History
Allergies ( clarithro lactose Penicillir Sugars, I Medical C	(5) omycin ns Metabolical Conditions (3	(Add Drug) (F2) [Ins] Ily Active More 3) (F2) [Ins]	Del Gg Pa Pa Del De	gneral Eam atient Active atient Type H eceased On	hily Nursing Home Con Alt. Last Name Human v	Inis patient is	OK Consent Privacy Unkn Unit Dose Type Cycle	own <none></none>		Alternate Addresses Batches Consents Credit Cards Documents (0) History Immunizations (1)
Allergies ( clarithro lactose Penicillir Sugars, N Medical C Abdomi	(5) mycin ns Metabolicall conditions (3 nal rigidity thetic	(Add Drug) (F2) [Ins] Ily Active More 3) (F2) [Ins]	Det) Gg Pa Pa Det De	gneral <u>Fam</u> atient Active atient Type F eceased On rescriptions elivery Type	ily <u>N</u> ursing Home Con Alt. Last Name Human v Default (Pickup)	inis patient i	OK Consent Privacy Unkn Unit Dose Type Cycle	own <none> <none></none></none>		Alternate Addresses Batches Consents Credit Cards Documents (0) History Immunizations (1) Limited Use Items
Allergies ( clarithro lactose Penicillir Sugars, I Medical C Abdomi Osteoart Parkinso	(5) mycin ns Metabolical <b>Conditions (3</b> inal rigidity thritis on's disease	(Add Drug) (F2) [Ins] Ily Active More 3) (F2) [Ins]	Del Gg Pa Pa Del De Pr	eneral <u>Fam</u> atient Active atient Type <b>F</b> eceased On rescriptions elivery Type	ily <u>N</u> ursing Home Cor Alt. Last Name Human ~ Default (Pickup)	inis patient e	OK OK Consent Privacy Unkn Unit Dose Type Cycle Price Group	own <none> <default> (<nor< td=""><td>¢ Ctri →</td><td>Alternate Addresses Batches Consents Credit Cards Documents (0) History Immunizations (1) Limited Use Items Professional Services (18)</td></nor<></default></none>	¢ Ctri →	Alternate Addresses Batches Consents Credit Cards Documents (0) History Immunizations (1) Limited Use Items Professional Services (18)
Allergies ( clarithro lactose Penicillir Sugars, l Medical C Abdomii Osteoart Parkinso	(5) mycin ns Metabolicall conditions (2) nal rigidity thritis nn's disease	(Add Drug) (F2) [ing] Ily Active More 3) (F2) [ing]	Del Gs Pa Pa Del De Pr De	eneral <u>Fam</u> atient Active atient Type <b>F</b> eceased On rescriptions elivery Type elivery Route	iily Nursing Home Cor Alt. Last Name Human ~ Default (Pickup)	i nis patient e	OK Consent Privacy Unkn Unit Dose Type Cycle Price Group * Rx Totals	own <none> <default> (<nor< td=""><td>€ Ctri →</td><td>Alternate Addresses Batches Charting Consents Credit Cards Documents (0) History Immunizations (1) Limited Use Items Professional Services (18) Rx Counseling History</td></nor<></default></none>	€ Ctri →	Alternate Addresses Batches Charting Consents Credit Cards Documents (0) History Immunizations (1) Limited Use Items Professional Services (18) Rx Counseling History
Allergies ( clarithro lactose Penicillir Sugars, I Medical C Abdomi Osteoart Parkinso	(5) mycin ns Metabolicall Conditions (3 inal rigidity thritis nn's disease	(Add Drug) (F2) [ing] lly Active More 3) (F2) [ing]	Deel Gg Pa Pa Deel De Pr De Pr	eneral Eam atient Active atient Type F eceased On rescriptions elivery Type elivery Route rice Group	iily Nursing Home Cor Alt. Last Name Human ~ Default (Pickup) <none></none>		Consent Privacy Unkn Unit Dose Type Cycle Price Group Rx Totals Kx Count Unit Unit Privacy Unkn	own <none> <default> (<nor< td=""><td>€ Ctrl → • • • • • • • • • • • • • • • • • • •</td><td>Alternate Addresses Batches Charting Consents Credit Cards Documents (0) History Immunizations (1) Limited Use Items Professional Services (18) Rx Counseling History Rx Notes</td></nor<></default></none>	€ Ctrl → • • • • • • • • • • • • • • • • • • •	Alternate Addresses Batches Charting Consents Credit Cards Documents (0) History Immunizations (1) Limited Use Items Professional Services (18) Rx Counseling History Rx Notes
Allergies ( clarithro lactose Penicillir Sugars, 1 Medical C Abdomin Osteoart Parkinso Groups (0	(5) mycin ns Metabolicall Conditions (3 inal rigidity thritis nn's disease ))	(Add Drug) (F2) [ing] lly Active More 3) (F2) [ing] (F2) [ing]	Del Gg Pa Pa De De De De De De De De De	eneral <u>Fam</u> atient 2 Active atient Type <u>F</u> eceased On rescriptions elivery Type elivery Route rice Group rug line 1	ily Nursing Home Cor Alt. Last Name Human v Default (Pickup) <none> Default v 2 Defau</none>	inis patient e	Consent Privacy Unkn Unit Dose Type Cycle Price Group Rx Totals Rx Count Dollar value Reset date	own <none> <default> (<nor< td=""><td>€ Ctrl → ne&gt;) → 50 54,899.90 Reset</td><td>Alternate Addresses Batches Charting Consents Credit Cards Documents (0) History Immunizations (1) Limited Use Items Professional Services (18) Rx Counseling History Rx Notes To Do Items</td></nor<></default></none>	€ Ctrl → ne>) → 50 54,899.90 Reset	Alternate Addresses Batches Charting Consents Credit Cards Documents (0) History Immunizations (1) Limited Use Items Professional Services (18) Rx Counseling History Rx Notes To Do Items
Allergies ( * clarithro lactose * Penicillir * Sugars, I Medical C Abdomir Osteoart Parkinso <u>G</u> roups (0	(5) mycin ns Metabolicall Conditions (3 inal rigidity thritis n's disease I)	(AddDrug) (F2) [Ins] Ily Active More 3) (F2) [Ins]	Del Gg Pa Pa Del De De De De De De De De De	eneral <u>Fam</u> atient 2 Active atient Type <u>F</u> ecceased On rescriptions elivery Type elivery Route rice Group rug line 1 ouble Count	ily Nursing Home Cor Alt. Ləst Name Human v Default (Pickup) <none> Default v 2 Defau Not Required</none>	inis patient e	OK       OK       Ok       Unit Dose       Type       Cycle       Price Group       Rx Totals       Rx Count       Dollar value       Reset date	own <none> <none> <default> (<nor< td=""><td>k € Ctrl → ne&gt;) → 50 S4,899.90 Reset</td><td>Alternate Addresses Batches Charting Consents Credit Cards Documents (0) History Immunizations (1) Limited Use Items Professional Services (18) Rx Counselling History Rx Notes To Do Items Wisch Onder</td></nor<></default></none></none>	k € Ctrl → ne>) → 50 S4,899.90 Reset	Alternate Addresses Batches Charting Consents Credit Cards Documents (0) History Immunizations (1) Limited Use Items Professional Services (18) Rx Counselling History Rx Notes To Do Items Wisch Onder
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4. Click **OK** or press **Enter** on the keyboard to continue. Information for this patient will be logged in Alberta Netcare.

### Handling Patients with Multiple Given Names

Pharmacy users will often encounter situations where a patient will go by multiple names. For example, a patient may have registered with Alberta Netcare under the first name Robert, but would like the name on his vial labels to read Bobby. As well, women may register with Netcare using their maiden name, and then get married and adopt their spouse's last name without informing Netcare. In situations like these, users can send one given name to Netcare and have another given name printed and recorded on the local Kroll patient file. This can be achieved as follows:



- 1. Search for and call up the local **F3-Patient** card.
- 2. Enter the given name that the patient would like printed on the vial label in the **First Name** and/or **Last Name** field.

F3 - Pa	tient F5 - Drug F7 - Doctor F9 - Workflow	F11 - Drop-off F12 - N	Jew Rx Alt-X - Start	
<u>L</u> ast Name	Miller First Name Cathy Salutation N	1iss 👻 OK	Save 🗙 Scan	Patient
Address 1	28 Parkridge Dr. Phone Numbers (0) F2 (Ins) De	Birthdate 26/07/1998		<sup>⊗</sup> Profile
Address 2	Description Phone			All Rxs
Address 2		Age 10 years		Active Rxs
City	Camrose   Prov AB	Gender Female 💌		Active Rxs w/Passtimes
Postal	T4V 4P1 Country Canada 💌	Language English 👻		Refillable Rys
Email	Send Family Doctor	Height		Delaina Desfile
Quick Code	F2 Clear	Weight	Load Delete	Pricing Profile
Common	tr (0)			Not Disp./OTC Rxs

3. From the patient card, go to **Network** > **Synchronize Patient** and login with Kroll initials and password.

<u>F</u> ile <u>E</u> dit	<u>P</u> atient	Pr <u>o</u> file	Net	vor <u>k</u>	<u>R</u> eports	<u>U</u> tilities	<u>N</u> H	<u>C</u> ards	Sess <u>i</u> o	n <u>H</u> elp
F3 - Pa	tient	F5 -		<u>V</u> erif	iy Patient [	Demograpi	hics			F11
				<u>P</u> rof	ile			Ctrl+	-F3	
<u>L</u> ast Name	Miller			<u>A</u> dva	anced Prof	file				tion Miss
Address 1	38 Parkr	idge Dr		Add	Profession	nal S <u>e</u> rvice				Ins Del
Address 2				View	Network	Access <u>Log</u>	9			
City	Camros	e		<u>S</u> yno	hronize Pa	atient	1			
Postal	T4V 4P1	Count		A <u>d</u> d	EHR Data	Alert note				
Email				Al <u>b</u> e	rta Netcar	e Portal				
Quick Code				V <u>i</u> ew	/ Claim Lo	9				Clear
C <u>o</u> mment	s (0)			Se <u>c</u> u	ırID Login					Ins Del
Topic		Commer		Logo	out of PIN					
				<u>R</u> ene	ew Login					
				C <u>h</u> a	nge Passw	ord				
				Re <u>t</u> ri	ieve Bulleti	ins				
			_							'



 Patient information from the local Kroll record will automatically be pulled into the (Network) Patient Search and used as search criteria. Click Search or press Enter on the keyboard to execute the Network search for the existing local patient.

**NOTE**: If the PHN field is populated, the PHN will be the only criteria used to search for a matching patient in the PCR; all other search fields will be grayed out. When the **Personal Health Number** is not available, the 'Last Name + Given Name' or 'Last Name + Full Date of **Birth'** must be provided in order to initiate the search. Searching by **Middle Name** is also an option; however, no separate field is present in Kroll. The middle name can be entered in the first name field or the combination of both the first and middle name can be placed in the first name field. Keep in mind that wildcard or partial name searches are not allowed.

🔘 Demogra	phics	() H	ealth Care Number			Select		
Last Name	Miller	Id	585326009			X New Searc		
<u>F</u> irst Name	Cathy					Records Returned 1		
D0 <u>B</u>						Patient Not Found		
<u>S</u> ex	Female 👻	Advanced						
nter full date o	of birth, if available. Wil	ld card or partial name sea	arches are not allowed.					
		Address				PHN		
ame		Cit.	Dro	v Postal	Phone	Alternate Id		
thdate	Gender	City	FIG					
ame rthdate etsake, Cath	Gender eran Tarryn D	City 38 Parkridg	je Dr			585326009		



5. From the Patient Update screen, place a check mark next to the Network information that you would like to update into your local Kroll patient record and click Update or press Enter on the keyboard. Users can bypass this step by not checking any of the checkboxes in the Network column, and clicking Skip or pressing Esc on the keyboard.

**NOTE:** If the patient confirms that data returned in the **Network** column is incorrect, the pharmacist should contact **Alberta Health and Wellness** to report the discrepancy.

🤝 Update Patient Der	nographics from Network		
×	The Local information doe Select the	es not match the current Network i data that you want to update.	information.
	The far	mily name does not match.	Continue
	Local	Network	New Data
Family Name	Miller	Betsake	Miller [Plan Alias]: Betsake
Given Name	Cathy [Plan Alias]: Catheran Tarryn D	Catheran	Cathy [Plan Alias]: Catheran Tarryn D
Salutation	Miss	Miss	Miss
Address	38 Parkridge Dr Camrose AB T4V4P1 Canada	38 Parkridge Dr Camrose AB T4∨4P1 Canada	38 Parkridge Dr Camrose AB_T4V4P1 Canada
Gender	Female	Female	Female
Birthdate	26-Jul-1998	26-Jul-1998	26-Jul-1998
PHN	585326009	585326009	585326009
	🗹 Update	X Cancel	

🐨 Patient Pl	an Informa	ation					
Plan	NET - Al	berta Netcare			+	Plan Info	
			🗹 Always Use i	in F	₹x	Inactive 🔲	
Order	Primary	•	Link To				
Carrier ID		]	Relationship			-	
Group/Sec			Deduct <u>T</u> ype	Pe	ercentage	•	
Client ID	585326009 Edit		Deduct Value	10	100		
Pat Code/T	ag		E <u>x</u> piry Date				
		Cardholder	Last Name Alia	Last Name Alias Betsake			
Birthday			First Name		Catheran Ta	arryn D	
<u>C</u> omment							
		✓ <u>S</u> ave	🗙 Ca	anc	el		



6. When the **Network Patient Profile** is retrieved for the patient, the name selected to be printed on the vial label will be displayed.

•	of (Netwo	ork) Patient Pro	ofile					e	x
	Patient:	Miller, Cath	ıy	Female	DOB: 27-Jul-1998	PHN: 585326009	Last updated:	Just now	
	<u>P</u> rofile	<u>A</u> llergies <u>I</u>	<u>N</u> otes					E Ctr	rl ⋺
	<u>S</u> tatus (	(All)	✓ <u>O</u> rde	er Type (All)	•	🗖 Adv	vanced 📝 Filte	r 🛛 🔀 Res	et
		Last Filled	Picked Up	Status	Doctor		PIN Order #	Order Da	ite
	A T	Last Qty Dr	ug			Code	Manufacturer	Local	
	A	Directions				Stop Dat	e Fillable	Auth R	۱em

# **Alberta Netcare Patient Profile**

The Alberta Netcare Patient Profile consists of a current, consolidated view of the following:

- Prescriptions; Paper and eRx
- Dispenses against the above prescriptions
- Other Medications (Not Dispensed Prescriptions)
- Allergies/Intolerances
- Patient Notes

Supplementary information is also available from the Alberta Netcare Patient Profile including **issues and managements** relating to a prescription, **professional services** provided to the patient and **notes concerning a prescription/dispense**.



Patient information on the Alberta Netcare Patient Profile may reside locally on the Kroll database, and/or on the Alberta Netcare database. Many of the patient's records may be the same on both databases, and some data may exist on only one or the other. Users must be conscious of what is local data versus Network data.

•	🥑 (Ne	etwork) i	Patient Profile								e <b>x</b>
	Patie	ent: Bul	II, Ferdinand	d	Male	DOB: 11-Jan-1980	PHN: 6	17673100	Last updated:	Just r	ow
Γ	<u>P</u> rof	ile (28)	Allergies (1			🗲 Ctrl 글					
	Status (All)  Qrder Type (All) Advanced									] [ 💥 R	eset
	D	₹L	ast Filled F	Picked Up	Status	Doctor			PIN Order #	Order	Date
	A T	L	.ast Qty <b>Dru</b>	g				Code	Manufacturer	Loc	al
	A		Directions					Stop Date	Fillable	Auth	Rem
	S Y		1000	and the second second	Active	Adams, Fred			00008WPD		•
	E N		45 <b>Ga</b> l	bapentin 100 mg	g Oral Caj	psule (Hard, Soft, Et	tc.)	21413		Yes	
	E	10	Capsule(s) Th	hree times daily X	15 Day(s).				✓		
Í	N		Unfilled	NETWK - This re	sides on	Simpson, Monica			00008WRD	Sec.	
	Ē		40 PY	the Network bu	it Not on			00476722	ERF	Unassig	gned 🗖
	ĸ	TA	KE 2 TABLE	the Local Rx S	ystem	AYS	3	0-Mar-2016	✓	40	40
Í	L			LOCAL - This resid	les only in	White, Wendy Lea	ah			10.000	
	🗆 🖁		- Ae	Kroll and cannot	be seen by			00990084	TMI	Yes	;
	Ĺ	US	SE AS DIREC	another loc	ation				✓	1	0
	S Y		-	SYNCED - This is	recorded	White, Wendy Lea	ah		00008WPV		
	C N		15 Dd	both on the Net	work, and	Company)		80001791		Yes	;
	E D	ΤA	KE 5 DROP	on the local s	ystem.				✓	273.5	258.5

Network Rx entries on the **Alberta Netcare Patient Profile** will sometimes have 'icons' located on the upper left to denote where the inferred prescription came from:

• The <sup>R</sup> icon indicates that the prescription was inferred from a **Netcare Batch** dispensing event; not an Alberta Netcare dispensing event from within in the EHR.

1	R 24-Jun	Active	Provider, Unknown		00004RNG	10 Aug 10
T	20 ACTONEL 2E M		-	02246896	PGA	Yes
ĸ	Prescription inferred from a Pharmacy b	Batch Dispensing Ev	g toute: Oral. Fill Quantity: 30	Tablet(s). Pres	s 🖌	

• The <sup>eRx</sup> icon indicates that this is an electronic-authoritative order. The patient does not need to bring a paper prescription to the pharmacy





• The <sup>[2]</sup> icon indicates that this isn't an electronic or and the patient must present the paper prescription from the doctor.



 The <sup>+</sup> icon indicates that the prescription was inferred from an Alberta Blue Cross (ABC) dispensing event.

ų	l B	Completed	Physician/Practitioner, Unknown	00004P5H	
T		M 1 MC TABLE	ET 00655759	APX	No
ĸ	Prescription inferred from an ABC Disp	ensing Event ot kno	own. Drug Route: Oral. Fill Quantity: 14 Tabl	e 🗸	

• The **C** icon indicates that the prescription was inferred from a **Cancer Center** dispensing event.

N	Completed Richard, Bill	00004N64	
Ŧ	7 REMERON RD 15 MG TAB RAPDIS 02248542	ORG	Yes
ĸ	TAKE 1 TABLET ONCE A DAY	✓	49

Access the Alberta Netcare Patient Profile as follows:

#### Quick access to the Clinically relevant Network Profile

1. Go to the **F3-Patient** card and select **Network** > **Profile** (or press ALT+K, then P on the keyboard) to access the clinically relevant Network profile.



2. If the user has not yet signed into the **Netcare Network** and/or the **EHR**, he/she must sign in to one or both. If the user has already signed into the Netcare Network and EHR, they will not see the sign-in windows.

**NOTE:** Users must be logged into the Netcare Network and the EHR to perform any kind of communication with EHR, not just to view the Alberta Netcare Patient Profile.

User ID	vtesting352				
Passcode		Last Authentication			
	If you have a hardware token/fob, your passcode is your PIN + tokencode (no spaces between).				
	If you have a software token, enter your PIN into the RSA SecurID app on your mobile device. Your passcode is the code that is generated.				
	SecuriD app on your mobile d that is generated.	device. Tour passcode is the code			
	SecurID app on your mobile d that is generated. No fob - Mark Netca	are Down			
	SecuriD app on your mobile d that is generated. No fob - Mark Netca	are Down			
liberta	No fob - Mark Netca	are Down			
Iberta Vet <b>cai</b>	No fob - Mark Netca	are Down			
Iberta Vetcar Cornonic HEALTH RE	SecuriD app on your mobile d that is generated. No fob - Mark Netca	are Down			

3. When Kroll is retrieving information from Alberta Netcare, a small progress window will appear displaying the action being performed at that moment.







#### An Alberta Netcare Patient Profile will look similar to the following:

#### Supplementary notes about the Alberta Netcare Patient Medication Profile:

• Users can 'filter' the medication entries coming back from Alberta Netcare by **Status** or **Order Type.** 

🤝 (Network) Patient Profile								
Patient: Wells, Carol	Female DOB: 02-Mar-1961	PHN: 635708000 Last updated: Just now						
Profile (4) Allergies (9) N	Profile (4) Allergies (9) Notes							
<u>Status</u> (All)	✓ Order Type (AII)	Advanced 🖉 Filter 🔀 Reset						
Aborted	Up (All) Rx	PIN Order # Order Date						
Active         Other medication         Code         Manufacturer         Local           A         Completed         Stop Date         Fillable         Auth         Fillable         Fillable         Auth         Fillable         Fillable								
N eRx Suspended		a 000080DR 07-110-2014						



 Place a check mark next to the Advanced flag to display advanced filter options (boxed in RED):

🐨 (N	etwork) Patie	nt Profile					
Patie	ent: Wells,	Carol	Female	DOB: 02-Mar-1961	PHN: 635708000	Last updated:	4 mins ago
Prof	file (4) <u>A</u> ller	gies (9) <u>N</u> otes	3				🗲 Ctrl 🔿
<u>S</u> t	tatus (All)	-	<u>O</u> rder Type (All)	•		vanced 🛛 🖉 Filt	er 🛛 🕅 Reset
-0	Dispensed	Befills Left	Show only most	st re <u>c</u> ent order for each	product <u>D</u> IN		
	O No	© No	<u>E</u> ffecti∨e Period	to	PIN Orde	r#	
(	Soth	Observed Both	<u>T</u> reatment type (	(All)	✓ Doctor Li	c#	
	iagnosis/5y	mbrow indicatic	<u></u>				

 Users can 'sort' medication entries coming back from Alberta Netcare by Last Filled Date, Picked Up Date, Doctor, Netcare Order #, Order Date, and Drug. Click on the respective buttons to sort by the specified parameter.

D	▼Last Filled Picked Up	Status	Doctor		PIN Order #	Order	Date
A T	Last Qty <mark>Drug</mark>			DIN	Manufacturer	Loc	al
A	Directions				Fillable	Auth	Rem

**KROLL HINT**: When the parameter being sorted is a **Green triangle**, entries are displayed in ascending order; when the parameter is a **Red triangle**, entries are displayed in descending order. Click on the parameter to change it from red to green or vice versa.

D	▲Last Filled Picked Up		▼Last Filled Picked Up
A T	Last Qty <b>Drug</b>	A	Last Qty Drug
A	Directions	A	Directions

### **Detailing a Prescription Entry on Alberta Netcare**

Once a user accesses the Alberta Netcare Patient Medication Profile, they may need to access the details of a particular prescription entry to obtain supplementary information such as:

- Dispenses made against a prescription.
- Prescription Issues and Managements
- Dispense Notes
- Drug indications
- Refusal to fills

Note that you cannot detail a prescription on the **(Network) Patient Profile** that is only present on the local Kroll database (i.e. has a 'yellow-local' data bar). There are four ways to detail a prescription (or any other Alberta Netcare entry for that matter):



- 1. Use the mouse to double click the entry you would like to see details for.
- 2. Highlight the entry and click the **Detail** button on the bottom-left of the window.

	S Y		1.000		Active	White, Wendy Leah		00008WG5		
		•		30 SYNTHROID 88 M0	CG TABLET		02172097	KNO	Yes	
Ш	ED		TAKE 1	TABLET DAILY			B 100 B	✓	150	90
	S Y				Active	White, Wendy Leah		00008WG7		
				60 APO-METFORMIN	850 MG TAI	BLET	02229785	APX	Yes	
	E D		TAKE 1	TABLET TWICE A DAY			A 14 14	<	300	180
٣	S Y	here	-		Active	White, Wendy Leah		00008WG9		
		•		30 ENTROPHEN 81 M	G TABLET	EC	02242281	PMS	Yes	
	E D		TAKE 1	TABLET DAILY			8.10.81	✓	930	870 🚽
	<u></u>	<u>)</u> etail	E	E <u>x</u> tra Functions				🗙 Can	icel 🔽	ок

- 3. Highlight the entry and press **CTRL+D** on the keyboard.
- 4. Right click on entry to access a menu list, and then click on **Detail**.

	Active	White, W	Vendy	/Leah		00008WG5	10.000	
30 SYNTHROID 88 MC	G TABLET				02172097	KNO	Yes	
						✓	150	90
S 🖉	Active	White, V		Create <u>L</u> ocal F	₹x			
60 APO-METFORMIN	850 MG TAE	BLET		Refusal to <u>F</u> ill			Yes	
TAKE 1 TABLET TWICE A DAY				Release (Resu	me) Rx		300	180
	Active	White, V		Hold (Suspen	d) Rx		10.000	
🗏 📄 🎽 🔰 30 ENTROPHEN 81 M	G TABLET I	EC		Revo <u>k</u> e Disper	nsing Permissio	n	Yes	
				Stop (Abort) F	- Rx		930	870 🖵
				Add <u>N</u> ote				
<u>D</u> etail <u>Extra Functions</u>				Re <u>t</u> ract			ancer 💽	UN
				<u>D</u> etail				
				R <u>e</u> fresh		F5	1	



Regardless of how a user calls up the details of a prescription entry, the **(Network) Medication Order Detail** window will display supplementary information regarding the prescription and the related dispenses. Information contained in the **(Network) Medication Order Detail** window is organized into 'tabs' across the top of the window. Users can click on the tabs to access the associated information.

🐨 (Networ	k) Med	ication Order Det	ail									
Order	P <u>a</u> tie	nt Instructions	Indi <u>c</u> ations	Prescriber	Dispens	es (2)	Issues (8	B) <u>R</u> efus	als <u>N</u>	lotes	Status History	E Ctrl 🗲
Med	Medication				Regular Dispense							
Name	Name         PMS-CITALOPRAM 10 MG TABLET           Desc			Oty 30   Days Supply   Min Interval								
Desc						First	Dispense	(if differe	nt than	Regul	ar Dispense)	
Form				Qty		Days Su	upply		Exp			
DIN			lnc.)	Auth	orized							
Pack (				Qty 330 Days Supply 330 Fills 11								
						Remaining						
Order #	0000	7RR1	Order date	DD-MMM-1	mm	Qty					Fills	
Local #			Effective date	DD-MMM-	m	Pharmacy Targeted To						
Status		Active	Expiry date	DD-MMM-	mm	Nam	e	-				
No sub	NO	Reason				City			Prov		Postal	
Trial	NO	Prior order id			iew	Dhor					,	
Fillable	✓	Authoritative	Rx Electronic	C		FIIUI			ID.			
Inferred	NO	] то	o be picked up	)		Hard	Assigned	d NO				
Source	Pres	cription creat	ed via V3 Ce	eRx Messa	ge							
					<b>~</b> c	)K						

### **Extra Functions from the Alberta Netcare Medication Profile**

**Extra functions** can be performed for Rx entries on the **Alberta Netcare Patient Medication Profile**. Extra functions are not available for local entries because they are not linked to Alberta Netcare. There are three ways to access **Extra Functions** from the **Profile** tab of the **(Network) Patient Profile**:

1. Right click on the selected entry to access the Extra Functions menu list.



2. Highlight the applicable entry and click the Extra Functions button.

NETWK	30 APO-AZATHIOP AS DIRECTED	Active RINE 50 MG	Smith, Shelley Dawn Briggs TAB	02242907	00004RQW APX ✓	Yes 30	-
N E T W K	30 APO-QUETIAPII ▼ TAKE 1 TABLET ONCE DAILY	Active NE 100 MG TA /	Smith, Shelley Dawn Briggs ABLET	02313928	00004RCJ APX ✔	Yes 30	ļ
	Detail Extra Functions				🗙 Cance	і 🗸 ок	

3. Highlight the applicable entry and press **CTRL+X** on the keyboard.

The Extra Functions menu list will contain the following options:



#### **Create Local Rx**

Gives the user the ability to pull down an Rx from the Network to the local system and have the information populated on the local system. Please see section '**How to fill eRx created on the Alberta Netcare GUI**' for more details on 'Create Local Rx'.

#### **Refusal to Fill**

The **Refusal to Fill** message is used when a pharmacist decides they 'will not' or 'cannot' fill a prescription request for a patient. The intent of the message is to record refusal to fill decisions made as a result of ethical situations (e.g. suspected abuse, poly-pharmacy activities) and operational situations (e.g. product unavailable, incomplete data). That being said, the **Refusal to Fill** message can be used by the pharmacist in any situation he/she deems fit.



Once a refusal to fill is sent to Alberta Netcare, it will be viewed by everyone. Although the prescription has been refused by one provider can still be filled by another. A pre-populated list of **Refusal Reasons** is available for selection; users cannot enter a free-form reason in this field.

🔝 (Network) Refusal	to Fill	
Refusal Date *	DD/MM/YYYY	
Refusal Reason*		•
	Ethical/Religious	
	Incomplete Data	
	Order Stopped	
	Product Unavailable	
	Stale-Dated Order	
	Unable To Provide Care	

Recall the details of a **Refusal to Fill** from the **Alberta Netcare Patient Medication Profile** by highlighting the prescription that was refused and clicking the **Detail** button which brings up the **(Network) Medication Order Detail** screen. From there, click on the **Refusals** tab; the reason for the refusal, date of refusal and the 'Refuser' will be displayed in this section.

🍠 (Network) N	ledication Order Detail	
<u>O</u> rder P <u>a</u>	atient Instructions Indications Prescriber Dispenses (2)	Issues (8) Refusals (1) Notes Status Histo Ctrl -
Date	Reason	Refuser
	Product Unavailable	Simpson, Monica

The Network Profile will indicate  $\bigcirc$  for recorded refusal to fills.

N	eRx Unfilled	Active	Simpson, Monica		00006RF1	100
Ŧ	Simv	astatin 10 mg Oral Tablet				No
ĸ	TAB Once dail	y X 30 Day(s). SIG Instructions:	At Bedtime, Drug Route: Oral.		✓	
L	This order has record	led refusals-to-fill. Active	Waters,David			100
l č	41 Ales	se z r zumcaz r DOmca		02236974	WAY	Yes



### Hold (Suspend) Rx

A prescription is put 'on hold' when a pharmacist determines that the drug should not be taken by the patient for a specified interval of time. This identifies the intent that the therapy be continued at some point in the future, but should be 'suspended' for the period indicated on the hold. This can be done in response to a patient entering a hospital, drug-to-drug interactions, duplicate therapies, etc. The request to put an Rx on hold can be sent throughout the prescription lifecycle. Note that user can hold an Rx that is already on hold; Alberta Netcare simply replaces the previous hold with a new one. A prescription that is placed 'on hold' will have a status of **Suspended** on the **(Network) Patient Profile**.



There are two scenarios for placing an Rx on hold:

a) Network Rx not assigned to the local pharmacy;

b) Network Rx assigned to local pharmacy.

#### Hold (Suspend) Network Rx not assigned to the Local Pharmacy

1. Highlight the Rx from the (Network) Patient Profile and select Hold (Suspend) Rx from the Extra Functions menu.

of (Network) Patient Profile			-							
Patient Bull. Ferdinand	Male DOB: 11-Jan	n-1980 PHN: 617673100	Last updated:	Just now						
Profile (40) Allergies (19) Notes (2)	Profile (40) Allergies (15) Notes (2)									
Status (All)	•	📃 Advan	ced 🔗 Filter	🔀 Reset						
Last Filled Picked Up Status	Doctor		Netcare Order	Order Date						
A Last Qty Drug		Code	Manufacturer	Local						
Directions		Stop Date	Fillable	Auth Rem						
👷 💭 07-Jul-2017 07-Jul-2017 Active	Adams, Fred		0000FH1Q	06-Jul-2017 🔶						
50 CHAMPIX 0.5 MG TABLET		02291177	PFC	No						
USE AS DIRECTED		07-Jan-2019	<b>√</b>	50 0 =						
👔 🧕 07-Jul-2017 07-Jul-2017 🛛 Active	Adams, Fred		0000FH1N	06-Jul-2017						
120 CELEBREX 200 MG CAPSULE		02239942	SEA	No						
TAKE 1 CAPSULE 3 TIMES A DAY AFTER M	Create Local Rx	07-Jan-2019	$\checkmark$	120 0						
🛛 💭 07-Jul-2017 07-Jul-2017 🛛 Active	Refusal to Fill		0000FH1K	06-Jul-2017						
30 JANUMET 50-1000 MG TABL	Release (Resume) Rx	02333872	MSD	No						
K TAKE 1 TABLET DAILY	Hold (Suspend) Rx	07-Jan-2019	✓	30 0						
N 💭 07-Jul-2017 07-Jul-2017 Active	Revoke Dispensing Permission		0000FH1H	06-Jul-2017						
90 JAMP-METFORMIN 500 MG 1	Stop (Abort) Rx	02380196	JPC	No						
TAKE 1 TABLET DAILY	Add Note	07-Jan-2019	×	90 0						
N 207-Jul-2017 07-Jul-2017 Active	Retract		0000FH1F	06-Jul-2017						
90 APO-RAMIPRIL 5 MG CAPSU	Detail	02251574	APX	No						
K TAKE 1 CAPSULE DAILY	Refresh F5	07-Jan-2019	✓	90 0						
No. 107-Jul-2017 07-Jul-2017 Active	Adams, Fred		0000FH1B	06-Jul-2017						
🔲 🖥 🔻 👘 90 APO-METOPROLOL 100 MG 🗉	ABLET	00618640	APX	No						
TAKE 1 TABLET DAILY		07-Jan-2019	✓	90 0						
N 💭 06-Jul-2017 06-Jul-2017 Active	Adams, Fred		0000FH15	05-Jul-2017						
	IFT	09966134	ADV I	No. T						
Detail Extra Functions			🗙 Cance	ы 🗸 ок						



#### 2. The Hold Network Rx form will appear.

🥣 Hold Network	Rx	
Effective Date	05/06/2014	
End Date		
Reason Code	<no reason=""></no>	•
	ОК	Cancel

a) In the **Effective Date** field, enter the date that the hold begins (i.e., when the patient should stop taking the medication).

b) In the **End Date** field, optionally enter the date that the hold ends (leaving this field blank means that the hold is indefinite).

c) From the **Reason Code** field, access the dropdown menu and select an option to explain why the prescription was placed on hold.

4. Click **OK** or press **Enter** on the keyboard to execute the hold.

**NOTE**: The **Reason Code** field cannot be populated free-form. A selection must be made from one of the reasons provided.



### Hold (Suspend) Network Rx Assigned to the Local Pharmacy

An Rx that was created or dispensed locally has to be put on hold locally. If an attempt is made to hold a local Rx on the Network, an error message will be displayed.

1. From the local patient profile, highlight the Rx to suspend and select **Extra Functions** > **Suspend**.

I-(IOCAI)-	Detiret	View	Desfile Mate	anda Dana		Datas Mill	Condo Socias He	In Version 10				Constraints Constraints
e Edit Kecen	at Patient	view	Profile Netw	огк кер		inties INH	Cards Session He	p Version 10		1	<b></b>	
F3 - Patient	F5	- Drug	F7 - D	octor	F9 -	Workflow	F10 - Pickup	F11 - Drop-off	12 - New Rx	Alt+X	- Start	
st Name		an also al		irst Name	( an and		Salutation	→ OK	Save	×	Cancel	<sup>⊗</sup> Profile
nefile All Pur	(1)				E	SC - Bac	k to Patient F - R	fill R - Reprint	D - Detail	Extra Euro	ctions T	All Rxs
onie - Ali Kas	(1)				s	pace- mar	k multiple Rxs M- M	odify C - Cancel	I - Inactivate	c <u>A</u> ua run		Active Rxs
Status	Orig Rx	RxNum	Date	Ago Q	ty A	th Rem	BrandName	Doctor	Sig		•	Active Rxs w/Passtimes
	1000222	10002	22 06/07/2017	0	10	10 0	Accel-Amlodipine 5m	Fill				Refillable Rxs
								Modify				Pricing Profile
								Cancel				Not Disp./OTC Rxs
								Reprint				Rxs Filled in Error
								Detail			E	Suspended Rxs
								Inactivate Rx				Filter Profile Rxs
								View Workflow Details				Perform Clinical Analysis
								Counsel				View
								Add to Doctor Callback	5		Alternate Addresses	
lessies (0)		(Add P	ana (E2)(tac)(t					Add to Manual NH Bate	h		-	Batches
iergies (v)		(Augus	and (Les) (ma) (e	Gene	ral <u>E</u> a	mily   <u>N</u> ur	sing Home   Commy	Add To Rx To Do List			Ctrl	Charting
				Patie	nt			AutoFill				Consents
				V A	ctive	Alt. Last I	Name	NH Emergency Fill				Credit Cards
				Patie	nt Type	Human	7	Create Delivery Order				Documents (0)
edical Condition	ns (0)		(F2) Ins (I	Dece	ased On			Change Next Fill Parame	eters		-	History
				Pres	cription	S D C L U		Copy to New Num and	Make Unfilled	Chill FE	-	Immunizations
				Deliv	ery lype	Default (	Pickup)	Adapt Ry by Pharmacist	livalents	Ctri+F5	-	Limited Use Items
				Deliv	ery Rout			Extend Rx by Pharmacis	•			Professional Services
				Price	Group	<none></none>		Fax Doctor(s)			19.25	Rx Counseling History
roups (0)			F2 Ins I	Drug	line 1	Default (	Brand - 2 Default (G	Toggle Batch Fill Status	(Hold)		set	Rx Notes
				Dout	ole Coun	Not Requ	ured	Transfer Rx to Another S	tore			To Do Items
				N	o Kroll C	are 🔄 No	Wallet Card	Reactivate Rx			39	Work Orders
				C	omplian	ce Calenda	r on Label	Suspend				L
						User D	R (Deepika Rangari	Resume			NU.	JM 06/07/2017 08:4
	_	-	-	-	-	-		Change Columns			_	



This will open the Suspend Rx(s) window. In the **Date** field, enter the date that the hold begins (i.e. when the patient should stop taking the medication). Under the **Resume Date**, optionally enter the date that the hold ends; leaving this field blank means that the length of the hold is indefinite. From the **Reason** field, access the dropdown menu and select an option to explain why the prescription was placed on hold. Click on **Suspend Eligible Rxs** or press **Enter** the **Reason** field must be populated in order to save and send the **Hold (Suspend) Rx** message. This field cannot be populated free-form, and a selection must be made from one of the reasons provided.

♥ Suspend Rx(s)	
Suspend	Resume
Date DD/MM/YYYY 19:37	Date
Reason 🔹	R <u>e</u> ason 🔹
Commer Try another treatment first	Comment
Allergy E	
Drug level too high	
Intolerance	[]
Px1000013	
Orig Rx 1000013 Drug TAB Fosavance 70mg/2800unit	s Doctor Dr. White, Wendy Leah
Suspend Date Suspend Reason Suspend Com	Resume Date Resume Reason Resume Comm
A suspend reason must be specified.	
✓ Suspend Eligible Rxs	X Cancel



The local profile will show the Rx as Suspended.

Fi	le Edit	Recent	Patient	View	Profile Ne	etwork Rep	orts Utilit	es NH	Cards	Session	Help	Version 10					
	F3 - Pa	tient	F5 -	Drug	F7 -	- Doctor	F9 - W	orkflow	F1	0 - Pickup	<b>,</b> ][	F11 - Drop	-off	F12 -	New Rx	Alt+X	- Start
<u>L</u> a	st Name	Zybdus	eraccepta	ancetest		First Name	Samuel			Salutation	•	•	0	IK	🖉 Save		Cancel
P	rofile - <i>I</i>	All Rxs ()	1)				ESC spa	- Back e- marl:	to Patie c multip	ent F le Rxs M	- Refi - Mo	ill <mark>R</mark> - Rep dify <mark>C</mark> - Car	orint ncel	D - I -	Detail Inactivate	E <u>x</u> tra Fur	ctions <b>v</b>
#	Status	C	Drig Rx	RxNum	Date	Ago (	ty Auth	Rem	BrandN	ame		0	octor		Sig		
1	Suspend	led	1000222	10002	22 06/07/20:	17 0	10	10 0	Accel-A	mlodipine	5mg	A	dams, Fi	red	T1 PO C	2D	

On the Network Patient Profile the Rx is now Suspended.

ľ	S 💭 Marana anno -	Suspended Adams, Fred		0000FH0K	06-Jul-201	17
l	10 ACCEL-AMLODIE	PINE 5 MG TABLET	02341093	ACE	Yes	
l	TAKE 1 ORALLY DAILY		06-Jan-2019	✓	10	0

#### Release (Resume) Rx

The option to **Release (Resume) Rx** is used to release prescriptions that are currently on hold (i.e. have a status of **Suspended**). For example, a patient who transitions from an inpatient situation back to the community may require held prescriptions to be 'released'. The request to **Release (Resume) Rx** can be sent throughout the prescription lifecycle, but if the Rx is not currently 'on hold' and a **Release (Resume) Rx** message is sent, an error will be returned.

There are two scenarios for **Releasing** an Rx:

- a. Suspended Network Rx not assigned to the Local pharmacy
- b. Suspended Network Rx assigned to Local pharmacy

#### Release (Resume) Suspended Network Rx

1. To release a prescription that is on hold, highlight the suspended Rx from the (Network) Patient Profile and select Extra Functions > Release (Resume) Rx.



<b>T</b>	(Ne	twork) Patient Profile					-	F	x
Pa	atie	nt Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 6176	73100	Last updated:	Just nov	w
Pi	rofil	e (40) Allergies (19) Notes (2)						<	Ctrl 글
	<u>S</u> te	atus (All)			[	Advan	ced 🖉 Filter	🛛 🕅 Res	et
	D	▼Last Filled Picked Up Status Doctor					Netcare Order	Order Da	ate
	A	Last Qty Drug			Co	le	Manufacturer	Local	
	A	Directions			Sto	p Date	Fillable	Auth F	Rem
	N	07-Jul-2017 07-Jul-2017 Active Adams, Fred					0000FH1Q	06-Jul-20	17 🔺
	E T	50 CHAMPIX 0.5 MG TABLET			022	91177	PFC	No	
	ĸ	USE AS DIRECTED			07-Ja	in-2019	×	50	0 =
	N	🧕 07-Jul-2017 07-Jul-2017 Suspended Adams, Fred					0000FH1N	06-Jul-20	17
	Ť	120 CELEBREX 200 MG CAPSULE		Create Local Rx		942	SEA	No	
	ĸ	TAKE 1 CAPSULE 3 TIMES A DAY AFTER MEALS		Refusal to Fill		2019	✓	120	0
$\square$	N	07-Jul-2017 07-Jul-2017 Active Adams, Fred		Release (Resume) Rx			0000FH1K	06-Jul-20	17
	Ť	30 JANUMET 50-1000 MG TABLET		Hold (Suspend) Rx		872	MSD	No	
	ĸ	TAKE 1 TABLET DAILY		Revoke Dispensing Permissi	ion	2019	✓	30	0
	N	07-Jul-2017 07-Jul-2017 Active Adams, Fred		Stop (Abort) Rx			0000FH1H	06-Jul-20	17
	Ŧ	90 JAMP-METFORMIN 500 MG TABLET		Add Note		196	JPC	No	
	ĸ	TAKE 1 TABLET DAILY		Retract		2019	✓	90	0
	N	🥘 07-Jul-2017 07-Jul-2017 Active Adams, Fred		Detail			0000FH1F	06-Jul-20	17
	T	90 APO-RAMIPRIL 5 MG CAPSULE		Refresh	F5	574	APX	No	
	ĸ	TAKE 1 CAPSULE DAILY			07-38	m-2019	✓	90	0

2. The Release Network Rx form will appear.

of Release Network Rx	
Effective Date 11/07/2017	
Reason Code *	•
• ОК	X Cancel

- a) In the **Effective Date** field, enter the date that the prescription was taken off hold (i.e., suspend) status.
- b) From the **Reason Code** field, access the dropdown menu and select an available option to explain why the prescription was taken off hold.
- 3. Click **OK** or press **Enter** on the keyboard to execute the **Release Rx**.

**NOTE**: The **Reason Code** field cannot be populated free-form. A selection must be made from one of the reasons provided.



### Release (Resume) Suspended Local Rx

A local Rx that was has been suspended can only be **Resumed / Released** from the local patient profile.

1. Go to patient profile, highlight Rx and select Extra Functions > Resume.

of 1-(local):		
File Edit Recent Patient View Profile Network Report	ts Utilities NH Cards Session Help Version10	
F3 - Patient F5 - Drug F7 - Doctor	F9 - Workflow F10 - Pickup F11 - Drop-of	f F12 - New Rx Alt+X - Start
Last Name Zybduseracceptancetest First Name	amuel Salutation 🗸	OK Save K Cancel
	ESC Pack to Patient E - Pofill P - Paprin	All Rxs
Profile - All Rxs (1)	space- mark multiple Rxs M- Modify C - Cancel	I I - Inactivate Extra Functions ▼ Active Rxs
# Status Orig Rx RxNum Date Ago Qt	Auth Rem BrandName Doct	or Sig Active Rxs w/Passtimes
1 Suspended 1000222 1000222 06/07/2017 0		Fred T1 PO QD Refillable Rxs
	Modify	Pricing Profile
	Cancel	Not Disp./OTC Rxs
	Reprint	Rxs Filled in Error
	Detail	E Suspended Rxs
	Inactivate Rx	Filter Profile Rxs
	View Workflow Details	Perform Clinical Analysis
	Counsel	View
	Add to Doctor <u>C</u> allbacks	Alternate Addresses
Allergies (0) Add Drug F2 [Ins Del Genera	Add to Manual NH <u>B</u> atch	E Ctrl Batches
Datier	Add To Rx To Do List	Charting
▼ Ac	Auto <u>F</u> ill	wacy Unknown Consents
Patient	NH Emergency Fill	Credit Cards
Deceas	Change Next Fill Parameters	pe <none></none>
Medical Conditions (0) F2 Ins Del	Copy to New Num and Make Unfilled	vcle <none></none>
Deliver	Display Therapeutic Equivalents Ctrl+F5	ice Group <default> (<none>)</none></default>
Deliver	Adapt Rx by Pharmacist	x Totals
Price G	Extend Rx by Pharmacist	x Count 1 Professional Services
Groups (0) F2 Ins (Del) Drug li	Fa <u>x</u> Doctor(s)	ollar value \$19.25 Rx Counseling History
Double	Toggle Batch Fill Status ( <u>H</u> old)	eset date Reset Rx Notes
No No	Transfer Rx to Another Store	Snap Caps Requested
🖾 Co	Reactivate Rx	Snap Caps Documented Work Orders
, , , , , , , , , , , , , , , , , , ,	Resume	● Netcare 2 NUM 06/07/2017 08:48:41
	Channe Calumna	
	Change Columns	
	Make Derault Columns	



#### 2. The **Resume Rx(s)** window will appear.

Enter the date that prescription is to be reinstated. From the **Reason** field, access the dropdown menu and select an available option to explain why the prescription is being reinstated from a suspended status. Click **Resume Eligible Rxs** or press **Enter** on the keyboard to release the Rx from a suspended status.

**NOTE**: The **Reason** field must be populated in order to save and send the **Release (Resume) Rx** message. This field cannot be populated free-form, and a selection must be made from one of the reasons provided.

🔝 Resume Rx(s)				
Resume				
D <u>a</u> te	19:44			
Reasor Suspen	d reason no longer applies			•
Commer Suspen	d reason no longer applies			
Suspen	d reason inappropriate			
<u></u>				
Px 1000013				
Orig Rx 1000013	Drug TAB Fosavance 70mg/2800unit	s	Doctor Dr. White, V	Vendy Leah
Suspend Date	Suspend Reason Suspend Com	Resume Date	Resume Reason	Resume Comm
B010010-007	Admission to h Admission to h	-	Suspend reaso	
L				
	Resume Eligible Bys		¥ Cancel	
			, ounds	

Once a held prescription is 'resumed', on the local system the Rx will be 'Active'.

Profile - All Rxs (1)								ESC space	- Back - mark	to Patient F - Refill multiple Rxs M- Modify	R - Reprint C - Cancel	D - Detail I - Inactivate	E <u>x</u> tra Fur	nctions <b>v</b>
#	ŧ   9	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor	Sig		
	1		1000222	1000222	06/07/2017	0	1	0 10	0	Accel-Amlodipine 5mg	Adams, Fred	T1 PO 0	)D	



On the Network the Rx is Active:

Γ	S Y	Active	Adams, Fred		0000FH0K	06-Jul-201	7
E		10 ACCEL-AMLODIPINE 5 MG	TABLET	02341093	ACE	Yes	
	ED	TAKE 1 ORALLY DAILY		06-Jan-2019	$\checkmark$	10	0

#### **Revoke Dispensing Permission**

The option to **Revoke Dispensing Permission** is used when a provider decides to take away permission to dispense a prescription. Revoking permission to dispense implies that the patient should finish taking the remainder of the medication they have in their possession until it is gone, but no further dispenses are authorized against the prescription (i.e. all remaining refills are cancelled); this is different from 'stopping' a prescription which implies that the patient should stop taking the medication immediately, and should not finish the amount of medication they have on hand.

To **Revoke** a prescription, highlight the Rx from the **Local Patient Profile** and select the option to **Inactivate** from the **Extra Functions** menu. This will call up the **Inactivate Rx(s)** window. Select option Revoke, this will call up Revoke Network dispensing permission window.

🥣 Inactivate Rx	(s)	of the Dardie		244		
Rx Summary						
Rx Num	Orig Rx Num	Drug		Doctor		Status
1000212	1000212	Act-Celecoxib 100mg		Dr. Adams, Fred	1	OK to Inactivate
	Re	voke	✓ <u>S</u> top (Al	bort)	🗙 Cancel	

The **Reason Code** is a required field; select an option to explain why the prescription is being revoked. Click **OK** or press **Enter** on the keyboard to execute the revocation; a prescription that has been revoked on Alberta Netcare will have a status of **Revoked**.



or Revoke Networ	k dispensing permission		
Reason Code*		-	
	Condition improved		1
	Intolerance		
	New strength		Ц
	New therapy		

Locally prescription is inactivated and on the Network Profile the Rx is not fillable.

Γ	<b>8</b> Y	Completed Adams, Fred	0000FGXM	10.000	1
E	13 <mark>8</mark>	10 ACT CELECOXIB 100 MG CAPSULE	02420155 ACT	Yes	
	8 0	TAKE 1 ORALLY DAILY	ille anno 2001 i 🗶	60 5	50(0)



Detail the Rx and under the **Status History** tab, the **Type** and **Reason** for the revoke is displayed.

✓ (Network) Medication Order Detail										
<u>O</u> rder P <u>a</u> tient	Instructions Indications Prescriber Dispenses (1) Issues Refusals Not	tes Status History (3) 🗲 Ctrl 🔿								
		D - Detail								
Effective Date	Type Reason									
	Request to revoke prescription di New strength									

### Stop (Abort) Rx

The option to **Stop (Abort) Rx** is used when a pharmacist or provider determines that a drug should no longer be dispensed and should no longer be taken by the patient immediately. Situations where a prescription may need to be stopped (i.e. aborted) are product recalls, duplicate therapy contraindication, or other therapy issues. The **Stop (Abort) Rx** message can be sent to Alberta Netcare throughout the prescription lifecycle. A prescription that has been stopped will have a status of **Aborted**.

S Y	eRx	Aborted	Simpson, Monica		00006KTD	1000	
] N C	30 ACCEL-CITALOF	RAM 20 MG	TABLET	02355256	ACE	Yes	
E D	TAKE 1 TABLET ONCE A DAY	r i			×	30	0

There are two scenarios for **Aborting** an Rx:

- a) Network Rx not assigned to the Local pharmacy
- b) Network Rx assigned to Local pharmacy

#### Network Rx not assigned to the Local Pharmacy

- To stop/abort a prescription on Alberta Netcare, highlight the Rx from the (Network) Patient Profile and select the option to Stop(Abort) Rx from either the Extra Functions menu or Right clicking.
- 2. The Stop Network Rx form will appear:

Stop Network Rx	
Effective Date 11/07/2017	
Reason Code *	•
ОК	🗙 Cancel



- a) In the **Effective Date** field, enter the date that the prescription was stopped (i.e., aborted).
- b) From the **Reason Code** field, access the dropdown menu and select an option to explain why the prescription was stopped.
- 3. Click **OK** or press **Enter** on the keyboard to execute the hold.

#### Hold (Suspend) Network Rx Assigned to the Local Pharmacy

1. From the local patient profile, highlight the Rx>right click and choose option Inactivate

•	1-(loca	l):	-Patier	it - Bull, Fei	rdinand											
F	le Edi	Recent	Patient	View P	rofile Netw	ork Re	eports	Utilities	NH	Cards Session He	p Version 10					
	F3 - P	atient	F5 -	- Drug	F7 - D	octor	F	9 - Worl	đlow	F10 - Pickup	F11 - Drop	p-off F1	l2 - New Rx	Alt+X - St	tart	
La	st Name	Bull			F	irst Nam	e Fero	dinand		Salutation	-	ОК	Save	🗙 Ca	incel	<sup>⊗</sup> Profile
								FEC	Pack	a Datiant E - Po	fill P - Pou	print [	D - Detail			All Rxs
P	rofile - All Rxs (49) Space- mark multiple Rxs M- Modify C - Cancel I - Inactivate <u>Extra Functions</u> ▼ Active Rxs															
#	Status		Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	[C	Doctor	Sig			Active Rxs w/Passtimes
1			1000178	1000178	09/06/2017	33	10	) 10	0	Apo-Baclofen 10mg	A	Adams, Fred	T1 PO QI	)		Refillable Rxs
2	Needs	Review	1000177	1000177	09/06/2017	33	10	10	0	Abbott-Pantoprazole 4	Omg F	Richard, Bill	UD		=	Pricing Profile
3	Needs	Review	1000176	1000176	09/06/2017	33	10	10	0	Apo-Pindol 5mg	C	Clarke,Rob	UD			Net Dire (OTC Due
4			1000175	1000175	09/06/2017	33	10	10	0	Ac Eill		Distant Dill		)		NOT DISP./ OTC RXS
	Needs	Review	1000174	1000174	09/06/2017	33	10	) 10	0	Ap 111						Rxs Filled in Error
6	Adamati	Deservice of	1000161	1000161	25/05/2017	48	10	0 10	0	Sa Modify			ρQ	D		Suspended Rxs
-	Adapt	Pending (I	1000154	1000154	24/05/2017	49	10	10	10	Ap Cancel			1.7	R 00 00		
	Adapt	Penaing (I	1000153	1000155	24/05/2017	49	10	1 60	1	Ap Reprint			10	AB PO QD		Filter Profile Rxs
10			1000103	1000136	05/04/2017	90	10	60	40 20	An Detail			10			Perform Clinical Analysis
11			1000121	1000133	18/01/2017	175	5	. 00 i 5	0	A7 Jacobiusto Du			10			
12	Inact		1000095	1000095	06/10/2016	279	30	30	0	@	1					view
13	Inact		1000089	1000089	29/08/2016	317	90	90	0	Ac View Workflo	w Details		10	APUSLE PO	-	Alternate Addresses
	Alleraies	(5)		Add Dru	q F2 Ins D	e) _ Co	noral	Coursile.	-	. Counsel			-		Ctrl 🛋	Batches

2. Inactivate Rx(s) window appears. Choose option Stop(Abort)

of Inactivate Rx	(s)	2 0 Jan 3 4	and the second second			
Rx Summary						
Rx Num	Orig Rx Num	Drug		Doctor		Status
1000074	1000074	Paxil 10mg		Ph. Simpson, Mo	nica	OK to Inactivate
	Re	evoke	✓ <u>S</u> top (A	bort)	🗙 Cancel	



 Stop Network Rx window appears. From the Reason Code field, access the dropdown menu and select an available option to explain why the prescription is being aborted. Click OK or press Enter on the keyboard to execute the Stop (Abort) Rx.

🐨 Stop Network F		x
Reason Code *		-
	Change in medication/dose Detected issue Drug product discontinued or recalled Ineffective No longer required for treatment Not covered	
	Patient refuse Product recalled	-

4. Rx is inactivated locally and on the Network Profile the Rx is not fillable.

Γ	S Y	Aborted	Adams, Fred		0000FGXT	05-Jul-20	)17
1		10 PAXIL 10 MG TABLET		02027887	GSK	Yes	
	E D	TAKE 1 ORALLY DAILY		05-Jan-2019	×	20	10

5. Detail the Rx and under the **Status History** tab, the **Type** and **Reason** for the Abort is displayed.

🗲 (Networ	k) Medicat	tion Order Deta	il							C X
<u>O</u> rder	P <u>a</u> tient	Instructions	Indi <u>c</u> ations	Prescriber	Dispenses (1)	Issues	<u>R</u> efusals	<u>N</u> otes	<u>S</u> tatus History (1)	🗲 Ctrl 🔿
Effective	e Date	Туре			Reason		D - Detail			
		Request t	o stop a pres	cription	Product recal	ed				

**NOTE:** Advanced Network Profile only displays the Aborted prescriptions and not the Network Profile.


### Add Note

The option to **Add Note** is used to document additional information concerning a prescription or a dispense. Notes are primarily used to document error corrections, information change, or new information, but can be used for any reason deemed fit by the pharmacist. **Once a note is added to a patient's Alberta Netcare Profile, it will be shared with everyone.** 

• To add a note to a **prescription**, highlight the Rx from the **(Network) Patient Profile** and select the option to **Add Note** from either **Right Clicking** or the **Extra Functions** menu. This will call up the **(Network) Add Note to Record** window.

D	TAKE 1 TABLET DAILY		B 40 8 1	×	150	120
SYNC	4 FOSAVANCE ZI	Completed White, Wendy Leah MG-2 800 UNIT TAB	02276429	00008∨K3 MSD	Yes	
ED	TAKE 1 TABLET EVERY V	Create Local Rx		×	20	16
L		Refusal to <u>F</u> ill			il interest	
00	30 Synthroid 88m	<u>R</u> elease (Resume) Rx	02172097	KNO	Yes	
î	TAKE 1 TABLET DAILY	Hold (Suspend) Rx		1	180	150
L		Revoke Dispensing Permission			in classes	
00	60 Apo-Metformi	Stop (Abort) Rx	02229785	APX	Yes	
î	TAKE 1 TABLET TWICE A	Add <u>N</u> ote		1	360	300
		Retract				
		<u>D</u> etail				
De	etail Extra Functions	R <u>e</u> fresh F5		X Cance		ж



 Similarly, to add a note to a Dispense, highlight the applicable Rx entry from the (Network) Patient Profile and detail the prescription. From the (Network) Medication Order Detail window, click on the Dispenses tab to see all the dispenses made against the prescription. Highlight the dispense you would like to add a Note and select the option to Add Note from the Extra Functions menu. This will call up the (Network) Add Note to Record window.

☞ (Network) Medication Order Detail									
Order Patient Instructions Indications Prescriber Dispenses (1) Issues Refusals Note	s <u>S</u> tatus Hist	tory (3) 🗲 Ctrl 🏓							
First dispense pickup First quantity dispensed 4 Number of fills against Px 1									
Last dispense pickup Last quantity dispensed 4 Total supplied	d amount 🛛 <b>4</b>								
Dispensed By	PIN Disp #								
Quantity Drug     Directions	Code	Local Days Supply							
Active Simpson, Monica 4 FOSAVANCE 70 MG-2,800 UNIT TAB	0099WPDD0 02276429	0002TCO Yes							
5 TAKE 1 TABLET EVERY WEEK Send Pickup		28 days							
<u>A</u> bort Dispense									
Retract									
Detail									
Refresh F5									

From the **(Network) Add Note to Record** window, select a pre-populated reason for adding the note in the **Reason for change** field, or enter a free-form topic for the note. Enter the required **Note** and click **OK** or press **Enter** on the keyboard to save information on the patient's Alberta Netcare Patient Medication Profile.

🔝 (Network) Add Note to Record	E X
Reason for change Information Change	-
Note * This is a note	^ ~
Press Ctrl-Enter to start a new line.	
Required fields are marked with an asterisk (*)	
✓ OK X Cancel	



From the **(Network) Patient Profile**, users can easily determine which prescription entries have prescription notes attached to them by looking for a blue arrow located on the lower-left of the entry.

Completed         White, Wendy Leah         00008VK3           4 FOSAVANCE 70 MG-2,800 UNIT TAB         02276429         MSD         Yes           TAKE 1 TABLET EVERY WEEK         ×         20	Completed         White, Wendy Leah         00008VK3           CE 70 MG-2,800 UNIT TAB         02276429         MSD         Yes           YWEEK         ×         20         16
--	---

Retrieve Prescription Notes by detailing the Rx entry to bring up the (Network) Medication Order Detail window and then clicking on the Notes tab.

🐨 (Network) Medica	ion Order Detail	c 💌
Order Patient	Instructions Indications Prescriber Dispenses (1) Issues Refusals Notes (1) Status History	/ (: 🗲 Ctrl 🔿
		D - Detail
Date	Note	
	This is a note	

Retrieve **Dispense Notes** by detailing a prescription entry to call up the **(Network) Medication Order Detail** window and then accessing the **Dispenses** tab. Users can easily identify which dispense entry has a dispense note attached to it by looking for a blue arrow on the lower-left of the entry.

▼ (Network) Medication Order Detail		<b>e x</b>
Order Patient Instructions Indications Prescriber Dispenses (1) Issues Refusals Notes	(1) <u>S</u> tatus Hi	story (: 🧲 Ctrl 🗨
First dispense pickup First quantity dispensed 4 Number of fills	against Px 🚺	
Last dispense pickup Last quantity dispensed 4 Total supplied	amount 4	
■ Tate Picked Up Status Dispensed By	PIN Disp #	
A Quantity Drug	Code	Local
A Directions		Days Supply
Active Simpson, Monica	0099WPDD0	0002TCO
4 FOSAVANCE 70 MG-2,800 UNIT TAB	02276429	Yes
5 TAKE 1 TABLET EVERY WEEK		28 days



Retrieve Dispense Notes by detailing the dispense entry; this will call up the **(Network) Medication Dispense Detail** window. Click on the **Notes** tab to view the note(s) for the selected dispense.

🔝 (Network) Me	dication Dispense Detail	
Dispense F	2ickup/Delivery Instructions Issues Notes (2) Status Histor	√(1) € Ctrl →
		D - Detail
Date	Note	
	This is a note	

#### Refresh

**Refreshing** the **(Network) Patient Profile** will retrieve the most current information from Alberta Netcare on demand. Users can see when the Alberta Netcare Patient Medication Profile was last refreshed from the **Last Updated** field located on the upper-right hand corner of the window.

🤝 (Network) Patient Profile					
Patient: Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated	Just now
Profile (3) <u>A</u> llergies (2) <u>N</u> otes					E Ctrl 🗲



If an Rx has since been filled for this patient, it will show on the bottom of the screen that **Recent local events are not being shown**. To update this screen hit **F5** or right click and choose **Refresh**.

•	🗸 (Net	work) Patient Profile						c x
	Patien	Bull, Ferdinand	Male DO	DB: 11-Jan-1980	PHN: 617673100	Last updated:	10 mins	s ago
Γ	<u>P</u> rofile	e (9) <u>A</u> llergies (9) <u>N</u> otes						🗲 Ctrl 🔿
	<u>S</u> tat	tus (All) <u> </u>	er Type (All)	•	📃 <u>A</u> dvar	nced 🖉 Filter	🕅 R	eset
	D	▼Last Filled Picked Up	Status	Doctor		PIN Order #	Order	Date
	A T	Last Qty Drug			Code	Manufacturer	Loc	al
	A	Directions			Stop Date	Fillable	Auth	Rem
IΓ	S Y	C. An and the second second	Active	White, Wendy Lea	ah	00008WG7		<u>^</u>
	n N	60 APO-METFOR	MIN 850 MG TA	ABLET	02229785	APX	Yes	
	E	TAKE 1 TABLET TWICE A D	DAY			$\checkmark$	300	240
Ιŕ	S		Active	White, Wendy Lea	ah	00008WG5	-	
	n <mark>i '</mark> '	30 SYNTHROID 8	8 MCG TABLE	Т	02172097	KNO	Yes	E
	Ē	TAKE 1 TABLET DAILY			8 hap 10 h	✓	150	120
ΙĹ	S Y		Active	White, Wendy Lea	ah	00008VVH	1.00	
	n N	60 APO-OMEPRA	ZOLE 20 MG C	APDR	02245058	APX	Yes	
	E	TAKE 1 CAPSULE TWICE A	DAY			✓	360	240
IΓ	S V		Active	White, Wendy Lea	ah	00008WG3	-	
	B N	4 FOSAVANCE 7	0 MG-2,800 UN	NIT TAB	02276429	MSD	Yes	
	Ĕ	TAKE 1 TABLET EVERY W	EEK		a hard the	×	24	20
Ιŕ	s		Active	White, Wendy Lea	ah	00008WG1	-	
	n × '	30 APO-WARFAR	IN 3 MG TABL	ET	02245618	APX	Yes	
	ED	TAKE 1 TABLET DAILY			B 140 B1	✓	180	150 🚽
	De	tail E <u>x</u> tra Functions	Recent lo	ocal events are not	t being shown.	X Can		🖊 ОК



# **Allergies & Intolerance**

Recording patient allergies and intolerances on Alberta Netcare is an integral part of creating a comprehensive **Electronic Health Record (EHR)** for Albertans. The availability of this information allows pharmacists and other healthcare professionals to make optimal drug therapy decisions.

With the integration of Alberta Netcare in Kroll Windows, any allergy or intolerance entered locally will automatically be sent to Alberta Netcare for clinical recording. Alberta Netcare accepts **FDB Allergy Group** codes or **Ingredient** codes; specific **Medication** codes are NOT accepted by Alberta Netcare and will be rejected with an error.

# Adding a New Allergy/Intolerance

- 1. Bring up the **F3-Patient** card of the patient that you need to add a new allergy/intolerance.
- 2. From the **Allergies** section of the patient card, click **Ins** or press **Insert** on the keyboard to call up the **Select an Allergy** window.

Allergies (0)	Add Drug	F2 Ins Del
		(50)(5-)(5-)
Medical Conditions (0)		F2 (Ins) (Del)

Search for an allergy/intolerance from the **Select an Allergy** window and click **Search** or press **Enter** on the keyboard to obtain search results (e.g. Type 'sulf' to search for a Sulfonamide allergy/intolerance).

NOTE: Options are available to search the criteria entered by 'Starts With' or 'Contains'.

Select an Allergy		
sulf	Starts with O Contains Search Close	
# Type Description		Supported by PIN



 From the search results; select the applicable Allergy Group or Ingredient by highlighting the entry and clicking Select or pressing Enter on the keyboard; this will bring up the (Local) Patient Allergy Information form.

**NOTE**: Medication codes are not accepted by Alberta Netcare.

✓ Select an Allergy		- Ball to 1	Autom I		-		
sulf		Starts with	© Contains	Select	X Cancel	37	Records Found
Туре	Description						
Allergy Group	Sulfa (Sulfonamide A	ntibiotics)					
Ingredient	sulfabenzamide						
Medication	Sulfacet-R						
Ingredient	sulfacetamide						1
Ingredient	sulfacytine						
Ingredient	sulfadiazine						
Ingredient	sulfadimethoxine						
Ingredient	sulfadoxine						
Ingredient	sulfaguanidine						
Ingredient	sulfalene						
Ingredient	sulfamerazine						
Ingredient	sulfameter						
Ingredient	sulfamethazine						
Ingredient	sulfamethizole						
Ingredient	sulfamethoxazole						
Medication	sulfamethoxazole-trin	methoprim					
Ingredient	sulfamethoxypyridazi	ine					
Ingredient	sulfametrole						
Ingredient	sulfamoxole						
Medication	Sulfamylon						
Ingredient	sulfanilamide						

4. From the **Patient Allergy Information** window, verify the **Source**, **Date**, and **Apply to all Allergies** options. Enter any optional comments regarding the nature and severity of the allergy/intolerance; the user will have a choice on whether to transmit this local comment to Alberta Netcare later on.



5. Once complete, click **OK** or press **Enter** on the keyboard to continue.

✓ Patient Allergy Information						
Allergy	Sulfa (Sulfonamide Antibiotics)					
Source Patient	Date ▼ 13/07/2017 ☑ Apply to all Allergies					
Comment	ts / Severity					
Enter an optional comment here. This maybe sent to the Network if desired,						
	✓ OK X Cancel					

6. Kroll will automatically try to establish a connection with Alberta Netcare upon continuing from the (Local) Patient Allergy Information window. Log into the Netcare Network and/or EHR if prompted to do so. The (Network) Patient Profile will appear displaying allergy entries from the local Kroll system and from Alberta Netcare.

▼ (Network) Patient Profile	
Patient: Abcdef, Kelly Female DOB: 25-May-1967 HCN: 893963100 L	ast updated: 8 mins ago
Profile (1) Allergies (1)	Ctrl 🔿
Status (All)   Allergy Type (All)  Advance	ced 🖉 Filter 🔀 Reset
D Allergy / Intolerance	Status Effective
A Allergy Type	Severity Certainty
A Comment	Refuted
Sulfa (sulfonamide Antibiotics)	13-Jul-2017
Tenter an optional comment here. This maybe sent to the Network if desired,	No
Detail Extra Functions	🗶 Cancel 💽 🗸 OK

The coloured data bars on the left side of each allergy/intolerance entry provides information on whether local records match Alberta Netcare records. Hover your mouse over the coloured data bars to identify which entries need to be syncronized.



 Red (Local): A red-local data bar indicates that the allergy/intolerance entry exists on the local system only, this information has not been recorded on Alberta Netcare and should be synchronized.

100	Statins-Hmg-Coa Reductase Inhibitors	
Å	test comment	No

• Yellow (Network): A yellow-network data bar indicates that the allergy/intolerance entry exists on Alberta Netcare only, this information has not been recorded locally in Kroll and should be synchronized.

N	Macrolide Antibiotics	Active	1 - mar - 1000
T	Drug Allergy	Moderate	Suspected
K	Reaction Date:		No

• **Green (Synced)**: A **green-synced** data bar indicates that the allergy/intolerance entry exists locally and is synchronized with a Alberta Netcare allergy record. This is the desired outcome for all allergy/intolerance entries because it indicates consistency between local and Alberta Netcare records.

Sulfa (sulfonamide Antibiotics)	Active	
Drug Allergy	Moderate	Suspected
Reaction Date:		No

• **Grey (Network):** A gray-network data bar indicates that an allergy/intolerance is refuted/expired on the network and does NOT need to be syncronized to the local system.

N	Penicillins	Active	
T	Drug Allergy	High	Suspected
K	Reaction Date:		Yes

7. Subsequent to synchronizing local and network allergies/intolerances, click **OK** or press **Enter** on the keyboard to continue to the **(Network) Add/Update Allergy** window.

100	Sulfa (sulfonamide Antibiotics)		
1	Enter optional comment here.		No
	N Penicillins	Active	10 million (1996)
E	Drug Allergy	High	Suspected
ŀ	K Reaction Date:		Yes
	Detail Extra Functions	🗙 Cancel	🗸 ОК

8. From the **(Network) Add/Update Allergy** window, fill out the details of the allergy. Note that required fields are marked with an asterisk (\*).



,	🍼 (Network) Add/Update Allerg	ΙV				
	Allergy Supporting Information*					
	Allergy/Intolerance Type *	Drug Allergy			•	
	Allergy/Intolerance	Sulfa (Sulfonamide A	ntibiotics)			
	Severity*	High 🗸	Certainty*	Suspected	-	
	Reaction Date	State (State)				
	Comment					
	Enter an option comment here. This will be sent to the Network if entered in this space.					*
						-
	Required fields are marked	with an actorick (*)				
	neguieo nelos ale maixeo	with an asterisk ( )	_			
		🖌 ОК	2	Cancel		
-						

- Allergy/Intolerance Type\*: Select an allergy or intolerance type from the options available in the dropdown menu,
  - Allergy Selections: Drug Allergy, Environmental Allergy, Food Allergy.
  - Intolerance Selections: Drug Non-Allergy Intolerance, Environmental Non-Allergy Intolerance, Food Non-Allergy Intolerance.
- Severity\*: Identify the severity of the indicated allergy/intolerance as High, Low or Moderate.
- **Certainty\***: The certainty of an allergy/intolerance is either **Suspected** or **Confirmed**.
- **Reaction Date\***: Enter the date the allergy/intolerance was acknowledged by the patient. The date is defaulted to the current date, but can be manually changed to an earlier date (not a future date).



 Enter an optional comment in the **Comment** field. Note that comments entered locally in the **Patient Allergy Information** window will automatically be copied to this field, but can be manually removed before sending to Alberta Netcare.

Comment	
Enter an option comment here. This will be sent to the Network if entered in this space.	*
	$\nabla$

If the user is adding a new allergy, Alberta Netcare requires an allergic reaction to be recorded. Click on the **Supporting Information** tab to insert a reaction for the allergy.

**NOTE**: Intolerances do NOT require reactions to be recorded so this step can be skipped for intolerance entries.

𝔝 (Network) Add/Update Allergy	
Allergy Supporting Information *	
Reported Reactions *	(F2) 103 (Del
Exposed To	

a) From the Supporting Information tab click Ins or press Insert on the keyboard to bring up the (Network) Add/Edit Allergy Reported Reaction window.

•	(Network)	Add/Edit Allergy	y Reported Reaction		
C	)bservati	on			
F	Reaction	Anaphylaxis			•
s	Severity	High	•		
			V OK	X Cancel	



b) From the **Reaction** dropdown menu, select one of the allergy reactions accepted by Alberta Netcare. Note that allergy reactions cannot be entered free-form.

🐨 (Network)	Add/Edit Allergy Reported Read	tion (	c 💌	
Observati	on			
Reaction			•	
Severity	Anaphylaxis Angiodema Malignant Hyperthermia Other Rash - hives Rash - local contact Rash - maculopapular Rash - other			

c) From the **Severity** dropdown menu, **optionally** select **High**, **Low** or **Moderate** to describe the intensity of the allergic reaction.

9	(Network)	Add/Edit Allergy Reported Reaction	
ſ	Observatio		
	Reaction	Anaphylaxis	•
	Severity	High -	
		Moderate High	



10. From the **(Network) Add/Update Allergy** window, click **OK** or press **Enter** on the keyboard to save changes and to send the allergy record to Alberta Netcare.

llergy/Intolerance Type *	Drug Allergy		▼	
Allergy/Intolerance	Sulta (Sultonam	ide An	tibiotics)	
Severity*	High	•	Certainty* Suspected	•
Reaction Date	13/07/2017			
Enter an optional comm	ent here. This ma	tybe s	ent to the Network if desired,	*

## Synchronizing Network and Local Allergies/Intolerances

Consistency between allergy/intolerance records in Kroll and Alberta Netcare is integral to the underlying purpose of a patient electronic health record. There are two scenarios where allergy/intolerance records will need to be synchronized so that Kroll entries are consistent with Alberta Netcare entries:

- 1. Allergy/Intolerance entries that exist in Alberta Netcare, but not in Kroll.
- 2. Allergy/Intolerance entries that exist in Kroll, but not in Alberta Netcare.

#### Synchronizing a Alberta Netcare Allergy/Intolerance to Kroll

1. From the Allergies tab of the (Network) Patient Profile, identify entries with a Yellow (Network) data-bar; these entries do not exist locally on Kroll and need to be synchronized.



V (Network) Patient Profile		
Patient: Abcdef, Kelly Female DOB: 25-May-1967 HCN: 893963100 Last	updated:	Just now
Profile (1) Allergies (2) Notes		Ctrl 🖃
Status (All)   Allergy Type (All)  Advanced	🖉 Filter	🛛 🕅 Reset
Allergy / Intolerance Allergy Type Comment	Status Severity	Effective Certainty Refuted
Sulfa (sulfonamide Antibiotics)         Drug Allergy         Tenter an optional comment here. This maybe sent to the Network if desired,	Active High	13-Jul-2017 Suspected No
Macrolide Antibiotics Drug Allergy K Reaction Date: 2017-Jul-13	Active Moderate	13-Jul-2017 Suspected No
Detail Extra Functions	X Cancel	🗸 ок

2. Right click on the **Yellow (Network)** entry to call up the **Extra Functions** menu, and select the option to **Synchronize**. Selecting the option to **Synchronize** will bring up the **Select the local allergy to link to** window.

V	(Network) Patient Profile					
	Patient Abcdef. Kelly Female DOB: 25-May-1967 HCN: 893963100 Last	updated:	Just now			
E	Profile (1) Allergies (2) Notes		E Ctrl 🗲			
2	tatus (All)   Allergy Type (All)   Advanced	🖉 Filter	🔀 Reset			
	Allergy / Intolerance	Status	Effective			
A T	Allergy Type	Severity	Certainty			
^	Comment		Refuted			
	Sulfa (sulfonamide Antibiotics)	Active	13-Jul-2017			
	Drug Allergy	High	Suspected			
	🗸 🔻 Enter an optional comment here. This maybe sent to the Network if desired,		No			
	Macrolide Antibiotics Drug Allergy Synchronize					
	Reaction Date: 2017-Jul-13 Add Note					
	Get History					
	Update Allergy					
	Detail					
	Detail Extra Functions Refresh					



3. From the **Select the local allergy to link to** window, a list of local Kroll allergy entries will be displayed. If the **Yellow (Network)** allergy entry matches one of the existing local allergies, highlight the local entry and click **Select** to synchronize the two records.

**NOTE**: In our example, the **Yellow (Network)** allergy entry is for Macrolide Antibiotics. This allergy group does not exist in our local system because it is not listed in the **Select the local allergy to link to** window.

Select the loc	al allergy to link to	
clarithromycin		
lactose		
Sugars, Metab	olically Active	
Sulfa (Sulfonar	nide Antibiotics)	
Remicade		
Select	Add to Local	🗙 Cancel

4. If the **Yellow (Network)** entry does NOT match any of the existing local allergies, click on **Add to Local** or press **CTRL+A** on the keyboard.

✓ Select the local alle	rgy to link to					
Sulfa (Sulfonamide Antibiotics)						
Select Ad	i to Local 🗙 Cancel					

5. Once the **Yellow (Network)** allergy entry is synchronized to the local Kroll system, the data bar will change to **Green (Synced)**. As well, the allergy will be added to the **Allergies** section of the local Kroll patient card.

	· ·		
S Y	Macrolide Antibiotics	Active	13-Jul-2017
N C	Drug Allergy	Moderate	Suspected
E	Reaction Date: 2017-Jul-13		No

Allergies (2)	Add Drug F2 Ins De
* Sulfa (Sulfonamide Antibi	otics)
* Macrolide Antibiotics	



### Synchronizing a Kroll Allergy/Intolerance to Alberta Netcare

1. From the **Allergies** tab of the **(Network) Patient Profile**, identify entries with a **Red (Local)** data-bar; these entries do not exist on Alberta Netcare and need to be synchronized.

S Y	Sugars, Metabolically Active	Active	B 100 E 1
N C	Food Allergy	High	Suspected
ED	Enter an option comment here		No
LOCAL	Egg		No
LOCKL	Lactose		No

2. Right click the **Red (Local)** entry to call up the **Extra Functions** menu, and select the option to **Synchronize**. Selecting the option to **Synchronize** will bring up the **Select the network allergy to link to** window.

SYNCED	Sugars, Metabolically Active Food Allergy Enter an option comment here				suspected No
LOCAL	Egg	Į	<u>S</u> ynchronize <u>R</u> efresh	F5	No
LOCAL	Lactose				No



3. From the **Select the network allergy to link to** window, a list of Alberta Netcare allergy entries will be displayed. Highlight the entry and click **Select** to synchronize the two records.

🔝 Select the net	work allergy to link to					
Bee Pollen						
Mouse Protein						
Strawberry	olically Activo					
Egg						
L						
Select	Add to Network	🗙 Cancel				

4. If the **Red (Local)** entry does NOT match any of the existing Alberta Netcare allergies, click on **Add to Network** or press **CTRL+A** on the keyboard.





5. If Add to Network is selected above, the (Network) Add/Update Allergy window will appear. Fill out the details of the allergy (note that required fields are marked with an asterisk '\*'). Once all necessary information regarding the allergy has been entered, click OK or press Enter to send the information to Alberta Netcare.

🍼 (Network) Add/Update Allerg	у	
Allergy Supporting Inform	ation *	
Allergy/Intolerance Type *	Food Allergy	
Allergy/Intolerance	egg	
Severity*	Moderate  Certainty* Suspected	
Reaction Date		
Comment		
		~
		-
Required fields are marked	with an asterisk (*)	
	V OK	

6. Once the **Red (Local)** allergy entry is synchronized to Alberta Netcare, the data bar will change to **Green (Synced)** on the **(Network) Patient Profile.** 

SYNCED	Sulfa (sulfonamide Antibiotics) Drug Allergy Finter an optional comment here. This will be sent to the network if desired	Active High	Suspected No
SYNCED	Egg Food Allergy ▼ Reaction Date:	Active High	Suspected No
S Y N C E D	Sugars, Metabolically Active Food Allergy Tenter an option comment here	Active High	Suspected No



# **Refuting a Network Allergy/Intolerance**

Once an allergy/intolerance record is added in Alberta Netcare, it cannot be retracted (i.e. the record cannot be removed from the (Network) Allergies Profile). An allergy/intolerance record entered in error can only be **refuted** (i.e. the Alberta Netcare allergy entry will have a **Gray** (Network) data bar).

If a user decides to remove an allergy/intolerance record locally in Kroll, they must ensure that the same allergy is refuted in Alberta Netcare. Refute an Alberta Netcare allergy/intolerance as follows:

- 1. Bring up the **F3-Patient** card of the patient you would like to refute an allergy/intolerance.
- 2. Locate the Allergies section of the F3-Patient card.
- 3. Highlight the allergy entry you would like to remove and click **Del** or press **Delete** on the keyboard.



4. The system will display the following message:



5. Answer **YES** if you want to continue removing the allergy/intolerance from Kroll and refute it on the Network. Answer **NO** if you do not want to continue removing the allergy.



6. Once the Network allergy/intolerance has been successfully refuted, it will appear in the **Allergies** tab of the **(Network) Patient Profile** with a **Gray (Network)** data bar.

	N E		Mouse Protein	Active	
	T		Drug Allergy	High	Suspected
	ĸ	▼	Incorrect initial information provided by patient.; Incorrect initial information provided by pa	tient.; Incorrect	Yes
	N		Penicillins	Active	
	T		Drug Allergy	Moderate	Suspected
	ĸ	▼	this is a comment		Yes
1	N		Strawberry	Active	
	T		Food Allergy	Moderate	Suspected
	ĸ	▼	Incorrect initial information provided by patient.		Yes

### Adding an Allergy and Intolerance for the Same Allergen

Allergy is a reaction produced when the body meets a substance that elicits an immune response (e.g. a rash). Intolerance occurs when unpleasant symptoms arise after ingesting a substance that the body cannot break down (e.g. stomach upset). In other words, an allergy affects the body's immune system while and intolerance generally affects the body's metabolism.

Add an allergy and intolerance for the same allergy group as follows:

- 1. From the **F3-Patient** Card, go to **Network** > **Profile** and log in with Kroll initials and password.
- 2. From the Allergies tab of the (Network) Patient Profile, highlight the allergy you want to also add as Intolerance (the example below uses Podophyllotoxin Analogues). Right click on the entry or select Extra Functions to Unsynchronize.

Allergy / Intolerance Allergy Type Comment			Status Severity	Effective Certainty Refuted
Bifidobacterium Animalis (lactis) T Drug Allergy Reaction Date:			Active High	Suspected No
Clarithromycin Drug Allergy	Ungynchronize (from "clarithromycin")		Active High	Suspected
Sulfa (sulfonamide Antibiotics) Drug Allergy E Thter an optional comment here. This wi	Get <u>H</u> istory Update Allergy Detail		Active High	No Suspected No
Ş Egg	<u>R</u> efresh	F5	Active	1.100.000



3. Once the Allergy is **Unsynchronized**, the result will be a **Red (Local)** entry and a **Yellow** (Network) entry for the same allergen.

D A T A	Allergy / Intolerance Allergy Type Comment	Status Severity	Effective Certainty Refuted	Ī
NETWK	Clarithromycin Drug Allergy	<mark>Active</mark> High	Suspected No	^
S Y Z C E D	Sulfa (sulfonamide Antibiotics) Drug Allergy ▼Enter an optional comment here. This will be sent to the network if desired	<b>Active</b> High	Suspected No	E
S Y N C E D	<b>Egg</b> Food Allergy <b>V</b> Incorrect initial information provided by patient.	Active High	Suspected No	
S Y N C E D	Sugars, Metabolically Active Food Allergy	Active High	Suspected No	
LOCAL	Clarithromycin		No	
	Detail Extra Functions X Cancel V OK			

4. Highlight the **Red (Local)** entry and right click or press the **Extra Functions** button; select the option to **Synchronize**.





5. From the Select the network allergy to link to screen, select the option to Add to Network.

<b>v</b> :	Select the i	network allergy to link	to	e 🗙
Bee	Pollen			
Cla	rithromyc use Prote	in in		
Stre	awberry			
Sug	jars, Meta	abolically Active		
Egg	3			
Lai	1			
	<u>S</u> elect	Add to Network		Cancel

6. Fill out the **(Network) Add/Update Allergy** window for the **Drug Non-Allergy Intolerance** and click **OK** or press **Enter** to send information to Alberta Netcare.

**NOTE:** Reported reactions do not need to be entered in the **Supporting Information** tab for 'Intolerance' entries.

Allergy Supporting Information					
Allergy/Intolerance Type * Drug Non-Allergy Intolerance					
Allergy/Intolerance clarithromycin					
Severity* Moderate   Certainty* Suspected					
Reaction Date					
Comment	*				
Required fields are marked with an asterisk (*)					
✓ OK X Cancel					



7. The **Drug Non-Allergy Intolerance** entry should be synchronized to the network (i.e. the entry has a Green-Synced data bar).

D A T	Allergy / Intolerance *Allergy Type	Status Severity	Effective Certainty	]	
_	Comment		Refuted	_	
N	Clarithromycin	Active	B 40 010	^	
Ť	Drug Allergy	High	Suspected		
ĸ	Reaction Date:		No		
S	Sulfa (sulfonamide Antibiotics)	Active	A 44 51	-	
N C	Drug Allergy	High	Suspected	Ξ	
E	Enter an optional comment here. This will be sent to the network if desired		No		
S Y	Sugars, Metabolically Active	Active	B 100 211	-	
N C	Food Allergy	High	Suspected		
E	Enter an option comment here		No		
S Y	Clarithromycin	Active	A 44 111		
N C	Drug Non-Allergy Intolerance	High	Suspected		
B	V Date Entered:		No		
L	Lactose		1.146 211		
CA					
L			No	-	
	Detail Extra Functions X Cancel VK				

8. Highlight the **Yellow (Network)** allergy entry and **right click** or press the **Extra Functions** button; select the option to **Synchronize**.

	Allergy / Intolerance Allergy Type Comment		Status Severity	Effective Certainty Refuted	
Clarithromycin Drug Allergy Reaction Date:		<u>Synchronize</u> Add <u>N</u> ote	7	Active High	Suspected No
	Sulfa (sulfonamide Antibiotics) Drug Allergy Enter an optional comment here. This will b	Get <u>H</u> istory <u>U</u> pdate Allergy <u>D</u> etail	d	<b>Active</b> High	Suspected No
	Sugars, Metabolically Active	<u>R</u> efresh F5		Active	Suspected

9. From the **Select the local allergy to link to** screen, highlight the local allergy you want to link the Network allergy to and click **Select**.





10. The resulting Alberta Netcare allergies profile will have an **ALLERGY** and an **INTOLERANCE** synced to the Network for the same allergy group.

ĸ	Reaction Date:		No
SYNCED	Clarithromycin Drug Allergy V Reaction Date:	Active High	Suspected No
S Y	Sulfa (sulfonamide Antibiotics)	Active	A 44 11
N C	Drug Allergy	High	Suspected
D	Enter an optional comment here. This will be sent to the network if desired		No
S Y	Sugars, Metabolically Active	Active	B-100-010
N C	Food Allergy	High	Suspected
E D	Enter an option comment here		No
S Y	Clarithromycin	Active	A 44 11
N C	Drug Non-Allergy Intolerance	High	Suspected
E D	V Date Entered:		No
100.	Lactose		1.00

### Refuting an Allergy and Intolerance for the Same Allergen

- 1. Bring up the **F3-Patient** card of the patient you would like to refute an allergy/intolerance for.
- 2. Locate the Allergies section of the F3-Patient card.



3. Highlight the allergy entry you would like to remove and click **Del** or press **Delete** on the keyboard.

<u>A</u> llergies (4)	Add Drug	F2 Ins Del
clarithromycin		
lactose		
* Sugars, Metabolic	ally Active	
* Sulfa (Sulfonamide	Antibiotics)	

4. The system will display the following message:

Are you sure?
Are you sure you want to delete this allergy/intolerance Podophyllotoxin Analogues If you delete this allergy/intolerance, the associated network allergy/intolerance will be refuted.
<u>Y</u> es <u>N</u> o

- 5. Answer **YES** if you want to continue removing the allergy/intolerance from Kroll and refuting it on the Network. Answer **NO** if you do not want to continue removing the allergy.
- 6. If the user answers **YES** to the above question, an options window will appear:

Select an Option	
This allergy is linked to 2 network allergies/intolerances. How would you like to proceed?	
Continue and <u>r</u> efute the 2 network allergies/intolerances	
Abort and view the allergy profile to make changes manually	
Abort	



a) **Continue and refute** the **2 network allergies/intolerances:** Selecting this option will remove the allergy locally from Kroll and mark the Alberta Netcare allergy and intolerance as refuted (i.e. completed). Both the allergy and intolerance entry for the allergen will have a **Gray (Network)** data bar.

	Allergy / Intolerance * Allergy Type Comment	Status Severity	Effective Certainty Refuted
N E T V K	Clarithromycin Drug Allergy Tincorrect initial information provided by patient.	Active High	Suspected Yes
T E T V K	Mouse Protein Drug Allergy Vincorrect initial information provided by patient.; Incorrect initial information provided by patient.	Active High ent.; Incorrect ini	Suspected Yes
р т Ч к	Penicillins Drug Allergy ▼ this is a comment	Active Moderate	Suspected Yes
р т V к	<b>Egg</b> Food Allergy ▼Incorrect initial information provided by patient.	Active High	Suspected Yes
N E T V K	Strawberry Food Allergy Vincorrect initial information provided by patient.	Active Moderate	Suspected Yes
N E T V K	Clarithromycin Drug Non-Allergy Intolerance Tate Entered:	Active High	Suspected Yes
	Detail Extra Functions	🗙 Cance	ај 🗸 ОК



b) Abort and view the allergy profile to make changes manually: Selecting this option will bring the user to the patient's Alberta Netcare Allergies Profile where the user can manually unsynchronize the Allergy and/or Intolerance entry and then delete the local allergy as needed.

Allergies (12)					
Status (All)	I)	Filter	🔀 Reset		
Allergy / Intolerance Allergy Type Comment		Status Severity	Effective Certainty Refuted		
Clarithromycin Drug Allergy Incorrect initial information provided by	patient.	Active High	Suspected No		
Sulfa (sulfonamide Antibiotics) Drug Allergy Enter an optional comment here. This wi	Sulfa (sulfonamide Antibiotics) Drug Allergy ▼ Enter an optional comment here. This will be sent to the network if desired Sugars, Metabolically Active Food Allergy ▼ Enter an option comment here				
Sugars, Metabolically Active Food Allergy Enter an option comment here					
S Y N Drug Non-Allergy IntoleranceD T D D T D T D T D T D T D T D T D T D T D T D T D T D T D T 	Un <u>s</u> ynchronize (from "clarithromycin") Add <u>N</u> ote	Active High	Suspected No		
L Lactose C A L	Get <u>H</u> istory <u>U</u> pdate Allergy <u>D</u> etail		No		
N Bee Pollen E Drug Allergy W ▼ Incorrect initial information provided by	Refresh F5	Active High	Suspected Yes 🗸		
Detail Extra Functions		X Cance	ы 🗸 ок		

c) **Abort:** Selecting this option will bring the user back to the **F3-Patient Card** without carrying out any action.



# **Extra Functions from the Alberta Netcare Allergies Profile**

Extra functions can be performed for Network allergy entries listed on the Alberta Netcare Patient Profile. Extra functions are not available for local allergy entries because they are not linked to Alberta Netcare. There are three ways to access **Extra Functions** from the **(Network) Patient Profile**:

1. Right click the selected allergy entry to see the **Extra Functions** menu list.

<u>S</u> tatus	(All)	✓ Allergy Typ	e (All)	✓ Advanced	🖉 Filter	🛛 🕅 Reset
DATA	Allergy / Into Allergy Type Comment	plerance 2			Status Severity	Effective Certainty Refuted
N ET SK	Bifidobacteri Drug Allergy Reaction Date	um Animalis (lactis)			Active High	Suspected <mark>N</mark> o
S Y N C E D	Clarithromyc Drug Allergy Incorrect initia	<b>in</b> al information provide	ed by patient.	Ungynchronize (from "clarithromycin") Add <u>N</u> ote		Suspected No
S Y Z C E D	Sulfa (sulfon Drug Allergy Enter an optic	amide Antibiotics)	his will be sent to	Get <u>H</u> istory <u>U</u> pdate Allergy tr <u>D</u> etail		Suspected No
S Y N C E D	Sugars, Meta Food Allergy Enter an optic	bolically Active		Refresh	F5 High	Suspected No



2. Highlight the applicable allergy entry and click the **Extra Functions** button.

🤝 (Network) Patient Profile		
Patient         Bull, Ferdinand         Male         DOB:         11-Jan-1980         PHN:         617673100         L	.ast updated:	3 mins ago
Profile (8) Allergies (12) Notes		Etrl 🚽
Status (All) Allergy Type (All)	🖉 Filter	🔀 Reset
A Allergy / Intolerance A Allergy Type Comment A	Status Severity	Effective Certainty Refuted
N     Bifidobacterium Animalis (lactis)       E     Drug Allergy       W     K       ✓ Reaction Date:	<b>Active</b> High	Suspected No
Clarithromycin Drug Allergy Incorrect initial information provided by patient.	<b>Active</b> High	Suspected No
Sulfa (sulfonamide Antibiotics) Drug Allergy Enter an optional comment here. This will be sent to the network if desired	<b>Active</b> High	Suspected No
Sugars, Metabolically Active Food Allergy Enter an option comment here	<b>Active</b> High	Suspected No
S     Clarithromycin       Drug Non-Allergy Intolerance       Date Entered:	Active High	Suspected No
L Lactose		No +
Detail Extra Functions	🗶 Canc	el 🗸 OK

3. Highlight the applicable allergy entry and press **CTRL+X** on the keyboard. The **Extra Functions** menu list for allergy entries will contain the following options:

Un <u>s</u> ynchronize (from "clarithromycin")	
Add Note	
Get <u>H</u> istory	
<u>U</u> pdate Allergy	
Detail	
<u>R</u> efresh	F5



### Synchronize/Unsynchronize

The option to **Synchronize** will create a link between a local allergy record and a Network allergy record. Only **Yellow (Network)** allergy records and **Red (Local)** allergy records will have the option to **Synchronize**; this process was explained in the section, 'Synchronizing Network and Local Allergies'.

The option to **Unsynchronize** will break the link between a local allergy record and a Network allergy record. Only **Green (Synced) Network** records have the option to **Unsynchronize**. When a **Green (Synced) Network** record is unsynchronized,



#### Right Click & select Unsynchronize

S Y N	Sulfa (sulfonamide Antibiotics)	Un <u>s</u> ynchronize (from "Sulfa (Sulfonamide Antibiotics)"; "Sulfa (Sulfonamide Ant	
Add Note		Add <u>N</u> ote	
	Taxas Based and America	Get <u>H</u> istory	
		Update Allergy	
	The second second second	Detail	
	(and in case)	<u>R</u> efresh	F5

The resulting allergy profile will have a **Yellow (Network)** allergy entry and a **Red (Local)** allergy entry.

N	Sulfa (sulfonamide Antibiotics)	Active	
T	Drug Allergy	High	Suspected
ĸ	The support construction for start to start the second start		No

LOC	Sulfa (sulfonamide Antibiotics)	1
A L	The structure construction in the structure in structure in the structu	No

### Add Note

Users can add supplementary free-form notes to existing Network allergies by using the **Add Note** function. Add a note to a Network allergy record as follows:

1. From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy that you want to add a note for.



2. Access the Extra functions menu and select Add Note. This will call up the (Network) Add Note to Record window.

Pro	ofile (8) <u>A</u> llergies (12) <u>N</u> otes			Ctrl
<u>S</u> ta	tus (All)  Allergy <u>Type</u> (All)	<u>Advanced</u>	🖉 Filter	🕅 🕅 Reset
D A T A	Allergy / Intolerance Allergy Type Comment		Status Severity	Effective Certainty Refuted
SYNCED	Sugars, Metabolically Active Food Allergy There an option comment here		Active High	Suspected No
SYNCED	Clarithromycin Drug Non-Allergy Intolerance	Un <u>s</u> ynchronize (from "clarithromycin") Add <u>N</u> ote	Active High	Suspected No
LOCAL	Lactose	Get <u>H</u> istory <u>U</u> pdate Allergy <u>D</u> etail		No
N E T W K	Bee Pollen Drug Allergy ▼Incorrect initial information provided by pa	Refresh F5	Active High	Suspected Yes

3. From the **(Network) Add Note to Record** window, optionally select a pre-populated **Reason for change** or enter a free-form topic for the note.

🔝 (Netv	▼ (Network) Add Note to Record				
Reaso	n for change	Free Form Topi	2	•	
Note *		Error Correction Information Char New Information	nge		
	Press Ctrl-En	ter to start a new	line.		
Requir	Required fields are marked with an asterisk (*)				
	(	🗸 ОК	🗙 Cancel		



4. Enter a free-form note in the **Note** field; press **CTRL + Enter** to start a new line. Click **OK** or press **Enter** on the keyboard to save and send the allergy note on Alberta Netcare.

🤝 (Network) Add Note to Record	
Reason for change Free Form Topic	•
Note * This is a Note Ctrl + Enter will give you a new Line	r T
Press Ctrl-Enter to start a new line.	
Required fields are marked with an asterisk (*)	
V OK X Cancel	

5. Once the note has been successfully saved to the network allergy record in Alberta Netcare, the following message will appear:

1-	-Patient - Bull, Ferdinand	
The Trans	action was successful	
		ОК

#### **Get History**

The **Get History** function allows users to track the incremental changes made to a Network allergy record (e.g. displays when a note was added, when an allergy was refuted, etc.)

1. From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy entry you want to **Get History** for.



2. Access the Extra Functions menu and select the option to Get History. This will call up the Allergy History window.

Pro	file (8) <u>A</u> llergies (12) <u>N</u> otes			Ctrl
<u>S</u> ta	tus (All)	I) 🗾 🖻 Advanced	Filter	🔀 Reset
D A T A	Allergy / Intolerance Allergy Type Comment		Status Severity	Effective Certainty Refuted
SYZCED	Sugars, Metabolically Active Food Allergy There an option comment here		Active High	Suspected No
SYZCED	Clarithromycin Drug Non-Allergy Intolerance	Un <u>s</u> ynchronize (from "clarithromycin") Add <u>N</u> ote	Active High	Suspected No
L O C < L	Lactose	Get <u>H</u> istory Update Allergy Detail		No
N E F V K	Bee Pollen Drug Allergy ▼ Incorrect initial information provided by	Refresh F5	Active High	Suspected Yes

3. The **Allergy History** screen will list an entry for every instance where a change in the allergy record has been made.

**NOTE:** The date listed on the upper left hand corner of the entry denotes the date that the allergy record was changed. Changes made to allergy records are only logged by Alberta Netcare and not locally on Kroll.

•	Allergy History		
D	Changed Allergy / Intolerance	Status	Effective
A	Allergy Type	Severity	Certainty
A	Comment		Refuted
	DD-MMM-YYYY Clarithromycin	Active	-
T	Drug Non-Allergy Intolerance	High	Suspected
ĸ	This is a Note; Ctrl + Enter will give you a new Line		No
N	DD-MMM-YYYY Clarithromycin	Active	A 44 100
Ţ	Drug Non-Allergy Intolerance	High	Suspected
ĸ	▼ Date Entered:		No



 View the details of one Allergy History Entry versus another to track the changes that were made. See the details of an Allergy History Entry by highlighting an entry and clicking Details or pressing D on the keyboard; this will call up the (Network) Allergy Detail window.

•	🐨 (Network) Allergy History Detail						
	Allergy/Intolerance Recorded By/At Supporting Information Notes (3) Status History					🗲 Ctrl 🌙	
		Record Id 0099WMAI00002B65					
	Allergy/Int	Allergy/Intolerance type Drug Non-Allergy Intolerance Refu			Refuted	NO	
	Allen	gy/Intolerance	clarithromycin				
		Severity	High	Certainty	Suspected		
		Status	Active	Effective	B 44 (10)		
	Suffered	Ву					
	Name	Bull, Ferdina	and				
	Addr						
	City Prov					Prov	
	Postal		Country				
	Phone						
	Gender Male DOB 11-Jan-1980						
l							
	✓ OK						

5. Click the different tabs across the top of the window to view information in the respective tabs. Click **OK** or press **Enter** on the keyboard to exit from the **(Network) Allergy Detail** window.

### **Update Allergy**

The option to **Update Allergy** allows users to add or change information on the Network allergy entry after it has been initially entered. Note that Network allergy information cannot be removed; only updated. Update a Network allergy entry as follows:

- 1. From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy entry you want to update.
- Access the Extra Functions menu and select the option to Update Allergy. This will call up the (Network) Add/Update Allergy window which is the same window users first entered allergy details.



**NOTE**: The **Allergy/Intolerance Type** is now grayed out and cannot be changed. If the user wishes to change the allergy/intolerance type, they will have to refute the existing record and add a new allergy/intolerance record.

•	V (Network) Add/Update Allergy						
	Allergy Supporting Inform	ation					
	Allergy/Intolerance Type *	Drug Non-Allergy Intolerance			-	Refuted	
	Allergy/Intolerance	clarithromycin					
	Severity*	High 🗾	Certainty*	Suspected		•	
	Reaction Date	10001-0001-0					
	Required fields are marked	with an asterisk (*)					
		• ОК	>	Cancel			



3. All white-open fields on the (Network) Add/Update Allergy window can be edited; including entries in the Supporting Information tab. Once all changes/modifications have been completed, click OK or press Enter to save the updated allergy information on Alberta Netcare.

•	🍼 (Network) Add/Update Aller	ЭУ			E <b>x</b>	
	Allergy Supporting Inform	nation				
	Allergy/Intolerance Type *	Drug Non-Allergy Intol	Drug Non-Allergy Intolerance			
	Allergy/Intolerance	clarithromycin	clarithromycin			
	Severity*	High 🗾	Certainty*	Suspected	-	
	Reaction Date	ingen generali				
	L L					
	Required fields are marked with an asterisk (*)					
		С	>	Cancel		

#### Detail

Once a user accesses the **Allergies** tab of the **(Network) Patient Profile**, they may need to view the details of a particular allergy entry to obtain supplementary information such as:

- Who, where and when the allergy record was recorded by/at?
- What were the reported reactions?
- What notes were added, if any?

There are four ways to detail an allergy entry from the Alberta Netcare Patient Profile. Note that only Network allergies will have Network details; allergy entries that only exist locally on Kroll only will not have the option to **Detail**.

- 1. Use the mouse to **double click** on the allergy entry you would like to see details for.
- 2. Highlight the allergy entry and click the **Detail** button on the bottom-left of the window.


Profile (8) Allergies (12) Notes			Ctrl (
Status (All)  Allergy Type (All)	<u>A</u> dvanced	🖉 Filter	🔀 Reset
D Allergy / Intolerance		Status	Effective
Allergy Type		Severity	Certainty
A Comment			Refuted
Sugars, Metabolically Active		Active	Sec. 2010
Food Allergy		High	Suspected
E Thter an option comment here			No
Clarithromycin		Active	-
Drug Non-Allergy Intolerance		High	Suspected
E ▼Date Entered: Add Note			No
L Lactose Get History	1		
o C Update Allergy			
Ê Detail			No
Bee Pollen Refresh	F5	Active	
T Drug Allergy		High	Suspected
Incorrect initial information provided by patient.		-	Yes

- 3. Highlight the entry and press **CTRL+D** on the keyboard.
- 4. Right click on entry to access a menu list, and then select **Detail**.



Once the Network allergy has been detailed, the **(Network) Allergy Detail** window will be displayed. Click on the tabs at the top of the window to view respective information. Accessing the **Supporting Information** tab will show the **Reported Reactions** logged for the allergy. Accessing the **Notes** tab will display any supplementary free-from notes that were added to the allergy record.

🔝 (Network) Add/Update Allerg	уу					
Allergy Supporting Inform	ation					
Allergy/Intolerance Type *	Drug Non-Allergy Intol	erance		Refuted		
Allergy/Intolerance	clarithromycin					
Severity*	High 🗾	Certainty*	Suspected	•		
Reaction Date	Company of Company, State					
Required fields are marked with an asterisk (*)						
	• ОК	>	Cancel			



### Refresh

**Refreshing** the **(Network) Patient Profile** will retrieve the most current information from Alberta Netcare on demand. Users can see when the Alberta Netcare Patient Profile was last refreshed from the **Last Updated** field located on the upper-right hand corner of the window.

🤝 (Network) Patient Profile					
Patient: Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated:	1h 19m ago
Profile (8) Allergies (12) Notes					🗲 Ctrl ⋺

1. Right click anywhere on the window to access the **Extra Functions** menu and select the option to **Refresh.** 

0	🍼 (Network) Patient Profile			E	x
	Patient Bull, Ferdinand Male DOB: 11-Jan-1	980 PHN: 617673100	Last updated:	1h 23m ago	
	Profile (8) Allergies (12) Notes			Ct	rl ⋺
5	Status (All)	▼ Advance	ced 🛛 🖉 Filter	🛛 🔀 Reset	]
	D Allergy / Intolerance		Status	Effective	1
	Allergy Type		Severity	Certainty	
	Sulfa (sulfonamide Antibiotics)		Active	Refuted	
	Drug Allergy		High	Suspected	
	E Thter an optional comment here. This will be sent to the network	if desired	-	No	
	Sugars, Metabolically Active		Active	A	
	Food Allergy		High	Suspected	
	Clarithromucin		Activo	NO	
	Drug Non-Allergy Intolerance	om "clarithromycin")	High	Suspected	E
	This is a Note; Ctrl + Enter will give you a Add <u>N</u> ote			No	
	Lactose Get History				
	C Update Allergy			No	
	Rea Dollar	F5	Active	NO	-
	E Drug Alleray		High	Suspected	
	Incorrect initial information provided by patient.	2	Yes		
	Nouse Protein		Active		-
	Drug Allergy		High	Suspected	
L	Incorrect initial information provided by patient.; Incorrect initial	nformation provided by pa	tient.; Incorrect in	NI Yes	-
	Detail Extra Functions		🗶 Cano	cel 🗸 OK	
					_

2. Select Extra Functions > Refresh.



#### 3. Press **F5** on the keyboard.

🤝 (Network) Patient Profile					
Patient: Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated:	Just now
Profile (8) Allergies (12) Notes					🗲 Ctrl 🔿

# **Network Options from the F3-Patient Card**

Thus far, we have discussed the option to retrieve the **Alberta Netcare Patient Profile** from the **Network** menu located in the **F3-Patient Card**; however, there are a number of other options available from the Network menu that will be discussed in the subsections below. Note that selecting any option from the Network menu will instruct Kroll to communicate with Alberta Netcare. Information entered, changed or removed via these options will be transmitted to Alberta Netcare.

Network options can be accessed from the **F3-Patient Card** under the **Network** dropdown menu:





# **Verify Patient Demographics**

The **Verify Patient Demographics** Network option is used to validate local patient information, such as Name, Address, Birthdate, Gender, and PHN against patient information on Alberta Netcare. Users will have the option to update their local patient profiles with the demographics listed in Alberta Netcare; however, users will NOT have the ability to update Alberta Netcare information via Kroll.

1. From the **F3-Patient** card go to **Network** > **Verify Patient Demographics**. Enter your Kroll initials and password.



2. The **Patient Update** window will appear with patient demographics listed in the rows, and three columns listing **Current Local**, **Network** and **New Local** patient information.

🐨 Update Patient De	🐨 Update Patient Demographics from Network							
The Local information does not match the current Network information. Select the data that you want to update.								
	Local Network New Data							
Family Name	Von Baron	Von Baron	Von Baron					
Given Name	Woodstock	Woodstock	Woodstock					
Gender	Female	Female	Female					
Birthdate	11-Jan-1980	11-Jan-1980	11-Jan-1980					
PHN		<b>648783100</b>	648783100					
	Vpdate	X Cancel						



**NOTE:** If the Client Registry returns different information in the **Family Name, Given Name, or Birthdate** fields, the user will be forced to select continue and login to override verifying the correct patient.

🔝 Update Patient Dem	Y Update Patient Demographics from Network							
The Local information does not match the current Network information. Select the data that you want to update.								
	The birthdate does not match.							
	Local	Ne <del>w</del> Data						
Family Name	Von Baron	Von Baron	Von Baron					
Given Name	Woodstock	Woodstock	Woodstock					
Gender	Female	Female	Female					
Birthdate	01-Nov-1980	🗖 11-Jan-1980	01-Nov-1980 [Plan Alias]: 11-Jan-1980					
PHN		648783100	648783100					
	🗸 Update	X Cancel						



3. From the **Network** column, place a check mark next to the Network patient information you want to update into your local record; otherwise, do not place a check mark in any of the boxes, and click **Update**.

🐨 Update Patient De	🐨 Update Patient Demographics from Network							
The Local information does not match the current Network information. Select the data that you want to update.								
	Local Network New Data							
Family Name	Von Baron	Von Baron	Von Baron					
Given Name	Woodstock	Woodstock	Woodstock					
Gender	Female	Female	Female					
Birthdate	11-Jan-1980	11-Jan-1980	11-Jan-1980					
PHN		✓ 648783100	648783100					
	✓ Update	X Cancel						



- 4. Once the all the applicable Network demographics have been flagged for updating into the local Kroll system, click **Update** or press **Enter** on the keyboard.
- 5. The flagged Network patient information will be pulled into the local **F3-Patient Card** and saved automatically.

of 1-(local):	/ 1-(local):AB 10 SP10-Patient - Von Baron, Woodstock															
File Edit	Recent	Patient View	Profile	Network	Repo	orts Utilitie	; NH	Cards Session	H	lelp Version	10					
F3 - Pat	tient	F5 - Drug		F7 - Doct	or	F9 - Wo	rkflow	F10 - Pickup	р	F11 - D	rop-o	ff F	12 - N	ew Rx	Alt+X - Start	
<u>L</u> ast Name	Von Baro	n		First	Name	Woodstock	:	Salutation	n		-	ОК		🖉 Save	🗙 Scan	<sup>⊗</sup> Profile
Address 1					Ph	one Number	s (0)	F2 In	s D	el Birthdate	11/01	/1080				All Rxs
A d d					Des	cription	Phone				11/01	,71900	_			Active Rxs
Address 2					-					Age	37 ye	ars				Active Rxs w/Passtimes
City			F	Prov AB						Gender	Male		•	No in	nage available	Refillable Rxs
Postal		Country		•						Language	Engli	sh	-			Pricing Profile
Email				Send	Fam	ily Doctor				Height						Pricing Prome
Quick Code					1			EDC	lear	Weight			_			Not Disp./OTC Rxs
														Load	Delete	Rxs Filled in Error
Comments	5 (1)	I commont						F2 Ins Del	P	HN 6487831	00					Suspended Rxs
EUP slort		This is a CHI	Data Ne	to						<u>P</u> lans (1)					F2 Ins Del	Perform Clinical Analysis
LTIK diert		TTIS IS & LTI	( Data Nu	//e						SubPlan Coo	le G	roup ID	Client	ID	Expiry	
						1	NET			64878	3100		View			
							h							Alternate Addresses		
																Batches

# **Professional Services**

C <u>o</u> mments (0)	F2 Ins Del
Торіс	Comment
	·

Pharmacists perform many types of services for patients which they may record on their local Kroll system for their own use, and may also wish to record this information on Alberta Netcare to be viewed by other authorized providers.

Some examples of professional services that could be recorded on Alberta Netcare include: Training on usage of a device such as blood glucose monitors or peak flow meters; home visits to assess patient compliance/over-under use/home supplies; or pre-filled syringes.

A professional service may be recorded as a one-time event or may be recorded as an ongoing service with a date range. Examples of services with a date range would be regular home visits, or ongoing pre-fills of insulin syringes. Date range is meant to indicate the length of a service.

Professional Service(s) can be added through 1 of 3 ways:

• By selecting **Medication Review/Dialogs** from the right navigation pane on the Patient card.



Alt-X - Start					
Paviant & Cancel	Patient				
	✓ Profile				
	All Rxs				
	Active Rxs				
	Active Rxs w/Passtimes				
	Refillable Rxs				
	Pricing Profile				
Load Delete	Not Disp./OTC Rxs				
Edit	Rxs Filled in Error				
F2 Ins Del	Suspended Rxs				
100 Expiry	Perform FDB Analysis				
	View				
	Alternate Addresses				
	Batches				
	Charting				
Inactive	Consent				
_	Credit Cards				
	Documents				
New	Medication Review/Dialogs (3)				
	Rx Counseling History				
]	History				
F2 Ins Del	Limited Use Items				
î	To Do Items				
	Work Orders				

• By selecting Patient > View Medication Review/Dialogs.

<u>File E</u> dit	Patient	Pr <u>o</u> file	Networ <u>k</u>	<u>R</u> eports	<u>U</u> tilities	NH	C			
F3 - Pa	Vie	View Alternate <u>A</u> ddresses								
	Vie	View <u>B</u> atches								
Last Name	Vie	w Chartir	ng		C	trl+T				
Address 1	Vie	w C <u>o</u> nsei	nt							
Address 2	Vie	w Cr <u>e</u> dit	Cards							
City	Vie	w <u>D</u> eliver	y Orders							
Postal	Vie	w <u>H</u> istory	/							
Email	Vie	w Leaves	of Absence	2						
Quick Code	Vie	w <u>L</u> imite	d Use Items							
Quick Code	Vie	w <u>P</u> atient	Document	s						
Topic	Vie	w Rx <u>C</u> ou	inseling His	tory						
General	Vie	w <u>M</u> edica	ation Review	v/Dialogs	(3)					
General	Vie	w <u>T</u> o Do	Items							
	Vie	w <u>W</u> ork (	Orders							
	Vie	View External Interface References								
	Me	rge NH C	ycles							
Allergies (4	Del	ete								
* clarithro	mycin	_		10		_				



<u>F</u> ile <u>E</u> dit	<u>P</u> atient	Pr <u>o</u> file	Netv	vor <u>k</u> )	<u>R</u> eports	<u>U</u> tilities	<u>N</u> H	<u>C</u> ards	Sess <u>i</u> or	
F3 - Pat	tient	F5 -		Verify Patient Demographics						
Last Name	p.,.ll			<u>P</u> rofi	le			Ctrl+F3		
Last Name	Bull			<u>A</u> dva	inced Pro	file				
Address 1	123 Any	town		Add	Profession	nal S <u>e</u> rvice			I	
Address 2			_	View	Network	Access <u>L</u> o	9		_	
City	Edmonton			<u>S</u> ync						
Postal		Count		A <u>d</u> d	EHR Data	Alert note				
Email			Al <u>b</u> ei	rta Netcar	e Portal					
Quick Code	ode			V <u>i</u> ew	Claim Lo	g			1	
Comment	s (2)			Se <u>c</u> u	rID Login					
Торіс		Commer		L <u>o</u> go	out of PIN					
General		Pt has a		<u>R</u> ene	w Login					
General			C <u>h</u> ange Password							
				Re <u>t</u> rie	eve Bullet	ins				

• By selecting Network > Add Professional Service.

These methods will bring up the **Medication Review/Dialogs** window.

🤝 1-(local):	- Bull, Ferd	linand						
File Edit Patient	Profile Network	Reports Utilities NH	Cards Session	Help Version				
F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F11 - Drop-off	F12 - New R	x Al	t-X - Start	
Last Name Bull		First Name Ferdinand	Salutatio	n 💌	ОК	Save	🗙 Scan	Patient
N. New Berland	Distant D	Duine (Dunning)	E. Collins	6 6-	and Chains			<sup>⊗</sup> Profile
N - New Review/	Dialog P	Print/ Keprint	F - Call up	C - Car	icel Claim			All Rxs
F2 - View Details	D -	<ul> <li>Pharmacist Declined</li> </ul>	R - Patient	Refused			(73)(7-2)(5-2)	Active Rxs
Type	45 (J)	Status	Fee	Status	Created V	Completed		Active Rxs w/Passtimes
Professional Service		Pending	Revi	ew Not Completed Yet				Refillable Rxs
(SMMA) Initial Assess	ment	Pending	Revi	ew Not Completed Yet	and the second second			Division Destrict
(SMMA) Initial Assess	ment With APA	Completed Electroni	c Clair	med	Exercise and			Pricing Profile
				24012			E	Not Disp./OTC Rxs

1. From the **Medication Review/Dialogs** window, use the hot key 'N' or click **New Review/Dialog** to call up the **Medication Review/Dialog** form.





2. Select Professional Service from the menu, and Perform Now or Save for Later

🐨 Medi	ication Review/Dialog	×
Туре	Professional Service	•
	Perform Now Save for later X Cancel	

**NOTE:** Selecting **Perform Now** will immediately take you through the **Professional Service** recording process. **Save for Later** will create an entry in the **Medication Review/Dialog** profile to be completed at a later date and time.

3. Select the **Professional Service** type and complete with **Comments** as applicable.

File E	dit Me	d Revie	w View	Profile	Utilities	NH Ca	rds Sessio	n Help	Version	10		
F3 -	Patient		F5 - D	rug	F7 - D	octor	F9 - W	orkflow	F11	- Drop-off	F12	- New Ra
Prof	essio	nal S	ervice	•				Reviewe	d With	Bull, Ferdi	nand (In	Person)
Patient	Bull, Fe	rdinan	d					Address	123 A	nytown		
Birth	11/01/	1980	35 years		Male	Plan	NET	Client ID	61767	73100	Pł	none
Allergie	s							Condition	ns			
clarith	romycin							Osteoar	thritis			
Sugars	: . Metab	olically	Active					Parkinse	on's dis	ease		
		,	Mor	e (See Pati	ent)							
Profes	ssional S	Service	2									
Servi	се Туре							-				
Com	nments	Medi	cation ad	ministrat	ion			<u> </u>				
		Medi	cation rev	view								
		Patie	nt device	educatio	n and/or i	instructio	on	=				
		Patie	nt inform	ation and	educatio	n						
		Patie	nt monito	ring and	follow-up	1						
		Rese	arch	a care p	lan			-				
		-										



4. Click Finalize Review to complete the entry.

File Edit Med Review View Profile Utilities NH	Cards Session	Help	Version 10			
F3 - Patient F5 - Drug F7 - Docto	pr F9 - Wo	rkflow	F11 - Drop-off	F12 - New Rx	Alt-X - Start	
Professional Service		Reviewe	d With Bull, Ferdin	and (In Person)	F2	<sup>⊗</sup> Review
						Print Medication Review
Patient Bull, Ferdinand		Address	123 Anytown			Select <u>R</u> xs for Review
Birth 11/01/1980 35 years Male	Plan NET	Client ID	617673100	Phone		Select Doctors for <u>L</u> etter
Allergies		Conditio	ns			View <u>F</u> ollow Ups
clarithromycin		Osteoar	rthritis			<sup>⊗</sup> View
lactose Sugars, Metabolically Active		Parkins	on's disease			Patient Charting
More (See Patient)						Patient Documents
Professional Service						Patient <u>M</u> ed Reviews (4)
		7				Profile
Service Type Patient monitoring and follow-up		1				All Rxs
Preperation of Pre-Filled Insulin Syringes						Active Rxs
2 Weeks Supply						Active Rxs w/Passtimes
28 x 15 Unites Ultra Lente (Purple Syringe)						Pricing Profile
36 x 18 Unites Rapid (White Syringe)						Not Disp/OTC Profile
		_				
X Save for Later				P	Finalize Review	

#### The Medication Review completion dialog box will appear.

2W		×
Ву	User Name (XX)	•
🗸 ок	X Cancel	
	By OK	ew By User Name (XX)



5. The user is then prompted if they would like to send this to the Network



6. Complete the (Network) Add/Update Service form

🔝 (Network) Add/Update Professional Service	x					
Service Type * Patient monitoring and follow-up	-					
Date of Service						
Duration of Service						
Record comment on network						
Requested By						
Last Name * Lic # F2 - Select existing doctor						
First Name * Prov  Provider	•					
	+					
Required fields are marked with an asterisk (*)						
✓ OK X Cancel						

7. Once the professional service has been successfully sent to Alberta Netcare, the following message will appear.





### **Retrieve Details of a Professional Service on Alberta Netcare**

Once a Professional Service is logged on Alberta Netcare, it can be retrieved as follows:

- 1. From the **F3-Patient Card**, go to **Network > Advance Profile** and log in with your Kroll initials.
- 2. From the Select the Profiles to query window, check the Professional Services and then click OK or press Enter to retrieve the (Network) Patient Profile.

𝔝 Select the Profiles to query	e - • <b>×</b>
Please specify a reason for a	ccessing the profile
Patient Inquiry	<b>•</b>
Profiles	
	✓ <u>A</u> llergies
Protessional Services	<u>√ N</u> otes
📝 Clinically <u>R</u> elevant Profile	
🗸 OK 🔀 Cancel	Select All Deselect All

3. From the (Network) Patient Profile, access the Services tab.

ø	(Network) Patient Profile		E 🗙
P	Patient: Bull. Ferdinand Male DOB: 11-Jan-1980 PHN: 617673100 L	.ast updated:	1m ago
P	2rofile (8) Allergies (12) Services (2) Notes (2)		🗲 Ctrl 🔿
D	Service Type	Status	Date
A T	Duration		Local
A	Comment		
N	Patient Monitoring And Follow-Up	Completed	and the second second
Ŧ	1 month		Yes
ĸ	🕻 🔻 Preperation of Pre-Filled Insulin Syringes; 2 Weeks Supply; 28 x 15 Unites Ultra Lente (Purple Sy	ringe); 36 x 18 U	nites Rapid (W
N	Patient Monitoring And Follow-Up	Completed	in the second
Ē	30 days		Yes
ĸ	🗸 🔻 Prefilled Insulin Syringes; 28 x 18 Units Lente; 36 x 15 Units Rapide		



Double click/Right click/Detail on the applicable **Professional Service** entry; this will call up the **(Network) professional Service Detail** window.

🐨 (Network)	Professional Service Detail
<u>S</u> ervice	Provider Notes (1)
Record Id	0099WDPC000002HE
Туре	Patient monitoring and follow-up
Date	Duration 1 month
Patient	
Name	Bull, Ferdinand
Addr	
City	Prov
Postal	Country
Phone	
Gender	Male DOB 11-Jan-1980
Request	ed By
Name	
Туре	
	✓ OK

## **View Network Access Log**

Alberta Health & Wellness is at liberty to request information regarding when and why a patient's Alberta Netcare profile (including medications, allergies, services and notes) was accessed.

 From the F3-Patient card go to Network > View Network Access Log and sign in with your Kroll initials and password.





2. The **Network Access Log** will display as follows with an option to print (per patient) if necessary:



# **Synchronize Patient**

The Network option to **Synchronize** allows users to synchronize an existing local patient with an Alberta Netcare patient record. This option is most often be used by pharmacies who just integrated with Alberta Netcare and have a large database of patients who need to be synchronized with the Network.

Synchronizing an existing local patient with Alberta Netcare is explained in the <u>Patient</u> <u>Search: Scenario 3 – Existing Local patient (Not Synchronized to Alberta Netcare)</u> section.

# Add EHR Data Alert Note

Considering all of the various sources of information on Alberta Netcare, there is a possibility that a user may encounter a patient record that has incorrect data. For example, a pharmacist may be reviewing a patient's medication profile and be informed by the patient that certain prescriptions on the profile were never prescribed to this patient. The pharmacist may be able to immediately correct the data if the errors were originated at this pharmacy, but if the erroneous data is not immediately correctable by this location, the pharmacy must inform the **EHR Help Desk** that there is an unresolved problem with data on the EHR. It is important that all users of the EHR who access this patient's record be alerted that the data is incorrect and this is done via an **EHR Alert Note**.



When the **EHR Help Desk** receives a call from a pharmacy about a data problem, the help desk records this information in a **Trouble Ticket #** and alerts the **Information Compliance and Access Unit (ICAU)** of Alberta Health and Wellness. The ICAU reviews and investigates the Trouble Ticket. Based on their investigation, the ICAU will determine whether to instruct the pharmacy to create an **EHR Data Alert**. Once ICAU has confirmed that the data has been corrected, they follow-up to tell the pharmacy that the alert can be removed.

\*\*\* EHR Alert Notes are ONLY to be created in consultation with the ICAU. EHR Data Alert Notes will only be used for patient data integrity issues. \*\*\*

Add an EHR Data Alert Note via Kroll as follows:

- Network Reports Utilities NH Cards Sessior Verify Patient Demographics Profile Ctrl+F3 Advanced Profile Add Professional Service View Network Access Log Synchronize Patient Add EHR Data Alert note Alberta Netcare Portal View Claim Log SecurID Login Logout of Netcare Renew Login Change Password **Retrieve Bulletins** Edit User Preferences
- 1. From the F3-Patient card, go to Network > Add EHR Data Alert note.



2. Log with your Kroll initials to call up the (Network) Add EHR Data Alert Note.

**NOTE**: Only **ONE** EHR Data Alert note can be added for a given patient. If an EHR note already exists for the patient, another one cannot be added.

☞ (Network) Add EHR Data Alert Note					
EHR Data Alert notes should only be created for specific EHR data integrity issues. Please contact the EHR Help Desk to report erroneous data before proceeding.					
Trouble Ticket # *					
Note					
	*				
	*				
Required fields are marked with an asterisk (*)					
✓ OK X Cancel					

- 3. A message at the top of the (Network) Add EHR Data Alert Note window will remind the user that EHR Data Alert notes should be reported to the EHR Help Desk before proceeding.
- 4. In the **Trouble Ticket #** field, enter the ticket number provided by the **EHR Help Desk** in regards to the patient data integrity issue. This field must be populated in order to send the **EHR Data Alert Note**.





5. Enter supplementary information regarding the data integrity issue in the **Notes** field.

🐨 (Network) Add EHR Data Alert Note	3
EHR Data Alert notes should only be created for specific EHR data integrity issues. Please contact the EHR Help Desk to report erroneous data before proceeding.	
Trouble Ticket#* 999999	
Note	
PIN patient medication record indicates that the patient is on Atovastatin 20mg, but the patient has only ever taken 10mg. Data Error is being investigated by AHW's ICAU	
Required fields are marked with an asterisk (*)	
✓ OK X Cancel	

- 6. Click **OK** or press **Enter** on the keyboard to record the **EHR Data Alert Note** on Alberta Netcare.
- 7. The EHR Data Alert Note will also be added to the local Comments section of the F3-Patient Card.

Comments (3)	F2) Ins (Del
Topic	Comment
General	Monter T1 Usage
General	Pt has a Stong aversion to anything Mint.
EHR alert	PIN patient medication record indicates that the patient is
	· · · · · · · · · · · · · · · · · · ·

If the **EHR Data Alert Note** was added to the Alberta Netcare Patient Profile from a different pharmacy, local users will see an **Important Patient Comment** window pop up when they access the network profile for the first time; they will NOT see the popup message upon subsequent network profile accesses. The window will display information entered by the person who reported the data integrity issue from the other pharmacy. Click **OK** or press **Enter** on the keyboard to continue from the **Important Patient Comment** window.



🕶 (Network) Datient Drafile			
	r		
Patient Bull, Ferdinand Male DOB: 11-Jan-1980 PHN: 617673100	Last updated:	4 mins a	igo
Profile (12) Allergies (12) Notes (3)			Ctrl 📄
Status (All)   Order Type (All)  Advar	nced 📝 Filter	r 🛛 💥 Re	set
TLast Filled Picked Up Status Doctor	PIN Order #	Order D	ate
A Last Qty  ✓ Important Patient Comment	Manufacturer Fillable	Local Auth	Rem
Topic EHR alert	0008WMN		
PIN patient medication record indicates that the patient is on Atovastatin	,PX	No	
TAKE 1 CA 20mg, but the patient has only eventaken 10mg. Data Error is being investigated by AHW's ICAU		30	0
Help desk Trouble Ticket Number: 99999	0008WML		
	PX /	30	0 =
	0008\\/M.L		_
🔲 🛱 🎽 30	PX	No	
K TAKE 1 C/	Y	30	0
	0008WG5	10. mag	
	NO	No	
		150	90
Active White, Wendy Leah		No	
TAKE 1 TABLET TWICE A DAY	<ul> <li>✓</li> </ul>	300	180
Active White, Wendy Leah	00008WG9	10.000	
30 ENTROPHEN 81 MG TABLET EC 02242281	PMS	No	
	✓	930	870 🚽
Detail Extra Functions	🗙 Can	cel 🔽	ок

Users in the Pharmaceutical Information Network GUI will see the following Alert on a Patient's file.

Pharmaceutical Information Network - Mozilla Firefox	
https://iams2.health.alberta.ca/PIN_Presentation/relayPersonSearch.do	
New York of the second second	REFERENCE TOOLS HELP LOGOUT
Dilli Fandinand	
BULL, Ferdinand	PERSON LOOKUP
PHN: 61767-3100 Gender: Male Age: 35 Year(s)   1980-Jan-11 Home: Work:	DRUG ALLERCIES (0)         NON-DRUG ALLERCIES (ND)         INTOLERANCES           SV - Sulfa (Su?         SV - Sulfa (Su?         SV - Sulfa (Su?         SV - Sulfa (Su?
PROVIDER MUST VERIFY THE ACCURACY AND COMPLETENESS OF THIS	PATIENT'S INFORMATION PRIOR TO TREATMENT DECISIONS
ACTIVE RX ALL RX ALLERGIES ANOTES SERVICES	PATIENT NOTE
Patient Notes	REMOVE
	PATIENT NOTE DETAILS A
PIN patient medication record indicates tha 2015-Mar-23	NOTE TYPE EHR Alert
Ceneral Note Pt has a Stong aversion to anything Mint. 2015-Mar-20	NOTE TEXT PIN patient medication record indicates that the patient is on Atovastatin 20mg, but the patient has only ever taken 10mg. Data Error is being
Monter TI Usage 2015-Mar-19	investigated by AHW's ICAU Help desk Trouble Ticket Number: 99999
	AUTHORIZED BY Simpson, Monica (MD) DATE RECORDED 2015-Mar-23 RECORDED BY Simpson, Monica (MD) RECORDED AT Kroll Pharmacy



### **Retrieve an EHR Data Alert Note**

Once transmitted to Alberta Netcare, the **EHR Data Alert Note** can be retrieved from the **Notes** tab of the **(Network) Patient Profile** on demand as follows:

 From the F3-Patient card, go to Network > Profile. From the (Network) Patient Profile, click on the Notes tab. EHR Data Alert notes will be identified with 'EHR Data Alert' highlighted in RED.

of (Network) Patient Profile	e x
Patient: Bull, Ferdinand Male DOB: 11-Jan-1980 PHN: 617673100 Last updated:	Just now
Profile (8) Allergies (12) Notes (3)	🗲 Ctrl 🔿
Category (All)	er 🛛 🔀 Reset
D Note Type	▼ Date
A Comment	Local
NEW! EHR Data Alert PIN patient medication record indicates that the patient is on Atovastatin 20mg, but the patient has only ever taken 10mg. Data Error is being investigated by AHW's ICAU	Yes
NEW! General Pt has a Stong aversion to anything Mint.	Yes



2. **Detail** the **EHR Data Alert Note** to view comprehensive information regarding the EHR Data Alert.

🔝 (Network) Note	Detail
Record Id 0099	WMPA000003KF
Date	Aug. (2011) (2012)
Author	
Name Simps	on, Monica
Type Medic	al Doctor ID 49u11
Category	EHR alert
Patient	Bull, Ferdinand
Supervised by	
Location	
Name Kroll P	harmacy
City Edmo	nton Prov Ibert Postal T5J 1S6
Phone	ID WDFA3149
Note	
PIN patient m Atovastatin 20 Data Error is I Help desk Tro	edication record indicates that the patient is on Img, but the patient has only ever taken 10mg. being investigated by AHW's ICAU buble Ticket Number: 99999
	• ок



#### **Removing an EHR Data Alert Note**

Once ICAU confirms that erroneous data on a Patient's Alberta Netcare Profile has been corrected, they will follow-up by calling the pharmacy to let them know that the EHR Data Alert Note can be removed. The EHR Data Alert is the only type of patient note that can be removed by a different user in the same facility as where the note was created.

Remove an EHR Data Alert Note when instructed by the ICAU as follows:

1. From the **F3-Patient** card, highlight the **EHR alert comment** and click **Del** or press **Delete** on the keyboard to remove the EHR Date Alert Note.

<u>F</u> ile <u>E</u> dit	<u>P</u> atient	Pr <u>o</u> file	Networ <u>k</u>	<u>R</u> eport	s <u>U</u> ti	ilities	<u>N</u> H	<u>C</u> ards	Sess <u>i</u> on	<u>H</u> elp
F3 - Pat	tient	F5 -	Drug	][ F7	- Do	ctor		F9 - Wo	rkflow	F11
<u>L</u> ast Name	Bull			First Na	me F	erdin	and		Salutatio	n
Address 1	123 Any	town			P <u>h</u> o	ne Nu	mbers	; (0)	F2 Ins	Del
Address 2					Desc	riptior	1	Phone		-
City	Edmont	on	▼ Prov	-						
Postal		Count	у	•						
Email				Send	Family	/ Docto	or			
Quick Code									F2 C	lear
Comment	s (3)								F2 Ir	is Del
Topic		Commen	t							
General		Monter	T1 Usage	2						
General		Pt has a	Stong av	ersion t	o any	thing	Mint.			
EHR aler	£	PIN pat	tient med	ication	recor	rd ind	licate	s that t	he patier	nt is

2. Answer Yes to the question 'Are you sure you want to delete this Comment EHR alert?'

Are you sure?	E X
Are you sure you want to delete th EHR alert	his Comment
<u>Y</u> es	No



3. Select a reason for removing the note from the **Select reason** window.



4. Click **OK** or press **Enter** on the keyboard to remove the EHR Data Alert Note.

# **Alberta Netcare Web Interface**

The Network option for **Alberta Netcare Electronic Health Record Web Interface** allows users to access the traditional **Alberta Netcare Electronic Health Record** website.

1. From the F3-Patient card access Network > Alberta Netcare Portal.





2. The **Alberta Netcare Electronic Health Record** website will be automatically brought up in a browser : <u>https://aaa.albertanetcare.ca/vpn/index-anc.html</u>

Alberta Netcare	
You are logging into the Alberta Netcare computer network criminal or civil prosecution. Do not attempt to login if you a Authorized Users Only	Access re not an
User name:	
Logon	

3. Login with your Alberta Netcare EHR username and passcode to access the EHR Portal

# Patient Card, Other Network functions

### **Add Patient Note**

The option to **Add Patient Note** is used to document additional information concerning a patient. Patient notes can be used to record any medical/health information the pharmacy deems important enough or relevant enough to record on Alberta Netcare. Once a patient note is logged in Netcare network, it can be viewed by anyone with access to the Netcare Network.

#### **Adding a Patient Note**

1. From the **Comments** section of the **F3-Patient Card**, click **Ins** or press **Insert** on the keyboard.

Comments (0)		F2 Ins Del
Topic	Comment	_

 Select a Topic for the comment, and flag the options to Show On Rx, Print On Hardcopy, Alert, and/or Record on Netcare as necessary. Enter a free-form comment and click Save or press Enter on the keyboard to continue.



V Patient Comment		Γ
Topic F2 - Rich Editor	Show On Rx Print On Hardcopy     Alert Workflow Alerts (0) Edit     Record on Netcare	

**NOTE**: If **Record on Netcare** enabled it will sent to Netcare. If **Record on Netcare** is unchecked it will be stored locally only and will not be sent to Netcare.

or Patient Comment		-	C X
Topic F2 - Rich Editor	<ul> <li>✓ Show On Rx</li> <li>☑ Alert</li> <li>☑ Record on N</li> </ul>	Print On Harde     Workflow Alerts (0)     Vetcare	copy Edit
Patient indicates easy open vials	only		
<u>✓ S</u> av	e	X Cancel	

3. Once the note is saved, the **(Network) Add Patient Note** window will appear allowing the user to change the **Note Type** before transmitting to Netcare.



☞ (Network) Add Patient Note					
Note Type *	General				
-Comment*	Diagnostic image				
This is a co	Immunization Laboratory Medication Patient instructions				
Required fields are marked with an asterisk (*)					

4. Once the **Note Type** has been selected from the **(Network) Add Patient Note** window, click **OK** or press **Enter** on the keyboard to transmit the Patient Note to Netcare.



### **Removing a Patient Note from Kroll and Alberta Netcare**

If the user decides to remove a patient note locally on Kroll, they must ensure that the note is removed from Alberta Netcare as well, and vice versa, to ensure synchronicity between local and Network patient data. There are two ways to remove a patient note from Kroll and Alberta Netcare.

#### Method 1

1. From the **F3-Patient** card, highlight the comment that you would like to remove and click **Del** or press **Delete** on the keyboard.

Comments (1)		F2 Ins Del
Topic	Comment	
General	Double Count Narcotic Medications	

- 2. The user will be asked if they are sure they want to delete this comment.
- If the user answers **YES**, the comment will be removed locally and on Alberta Netcare.
- If the user answers **NO**, the comment will not be deleted from Kroll or Alberta Netcare.

ſ	Are you sure?
	Are you sure you want to delete this Comment General
	<u>Y</u> es <u>N</u> o

3. If the user answers **YES** to the above question, they will be prompted to select a prepopulated reason for deleting the patient note.

▼ Select reason					
Please select a reason for deleting this patient note.					
Reason*	<b>•</b>				
	altered decision entered in error				

4. Once a reason for deleting the patient note has been selected, click **OK** or press **Enter** on the keyboard Patient Note is removed successfully.





#### Method 2

- 1. From the **F3-Patient Card**, go to **Network** > **Profile** and log in with your Kroll initials and password.
- 2. Access the Notes tab from the (Network) Patient Profile.

	(Network) Patient Profile				A con	×
F	atient: Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated: 5 mi	ns ago
E	rofile (8) Allergies (12) Notes (1)					E Ctrl 🗲
<u>c</u>	ategory (All)	•			Filter	🔀 Reset
D	Note Type				<b>T</b>	Date
A T A	Comment					Local
SY	NEW! General					1998 - 1997 B.
ZOWD	Double Count Narcotic Medication	s				Yes

3. Right click on the Patient Note you would like to remove and select the option to **Remove Patient Note**.

		- 5		- A	×
Patient: Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated:	13 mins ago
Profile (8) Allergies (12) Notes (1)					E Ctrl 🗲
Category (All)	•			Filt	er 🛛 🕅 Reset
D Note Type					▼ Date
A Comment					Local
•         Remove Patient Note					
C Double Count Narcotic Medication	S	C	etail		Yes
		R	efresh	F5	

4. The user will be prompted to select a pre-populated reason for deleting the patient note.



Select rea	ason			
Please select a reason for deleting this patient note.				
Reason*	<b>_</b>			
	altered decision			

5. Once a reason for deleting the patient note has been selected, click **OK** or press **Enter** on the keyboard to continue.

**NOTE:** Removing the **Patient Note** directly from the **(Network) Patient Profile** will change the Patient note on Kroll to local only.

♂ Select reason	<b></b>		
Please select a reason for deleting this patient note.			
Reason* altered decision	<b>_</b>		
🗸 ок	X Cancel		



### Synchronizing Kroll and Alberta Netcare Patient Notes

It is the aim of Alberta Netcare that all clinically relevant medical and/or health related patient notes residing in Alberta Netcare are pulled into the local system and vice-versa. This promotes a comprehensive patient profile for providers. The following section will show users how to synchronize local patient notes:

- 1. From the **F3-Patient Card**, go to **Network** > **Profile** and log in with your Kroll initials and password.
- 2. Access the Notes tab from the (Network) Patient Profile.

V	(Network) Patient Profile	×
P	atient Bull, Ferdinand Male DOB: 11-Jan-1980 PHN: 617673100 Last updated: 12	mins ago
P	rofile (8) Allergies (12) Notes (2)	E Ctrl 🗲
<u>c</u>	ategory (All)	🔀 Reset
D A T A	Note Type Comment	▼ Date Local
NETWK	NEW! General Monter T1 Usage	Yes
	General Pt has a Stong aversion to anything Mint.	Unassigned

**NOTE:** Notes currently showing as **Red(Network)** will automatically be added to the local system & synchronized with the Network by the Background Rx Service.



3. Right click the **Yellow (Local)** entry you wish to synchronize with Alberta Netcare (this is optional depending on the whether the user deems the patient note clinically relevant);

✓ (Network) Patient Profile						
Patient Bull, Ferdinand Male DO	B: 11-Jan-1980 PHN: 61767310	0 Last updated: 14 mins ago				
Profile (8) Allergies (12) Notes (2)		🧲 Ctrl 🏓				
Category (All)		Filter 🔀 Reset				
D Note Type		🔻 Date				
A Comment		Local				
A						
Seneral						
Monter T1 Usage		Yes				
General	Synchronize	Unassigned				
	Refresh F5	- unusagneu -				

4. The Select the Network patient comment to link to window will appear. If there is an existing Network comment that matches the local comment, highlight the Network comment and click Select to synchronize the two entries, otherwise click Add to Network.

✓ Select the network patient note to link to						
Monter T1 Usa	age					
<u>S</u> elect	Add to Network	🗙 Cancel				



5. Once the **Yellow (Local) or Red (Network)** note entry is synchronized, it will have a **Green (Synced)** data bar.

of (Network) Patient Profile	×
Patient Bull, Ferdinand Male DOB: 11-Jan-1980 PHN: 617673100 Last u	ıpdated: Just now
Profile (8) Allergies (12) Notes (2)	🗲 Ctrl 🔁
Category (All)	🖉 Filter 🛛 💥 Reset
D Note Type	▼ Date
A Comment	Local
A	
S NEW General	
Pt has a Stong aversion to anything Mint.	Yes
S NEW! General	
Monter T1 Usage	Yes



# **Filling Prescriptions on Alberta Netcare**

All prescriptions filled for patients in Alberta should be sent to Alberta Netcare for clinical recording. With Alberta Netcare integration in Kroll, prescriptions should first be adjudicated to all fiscal plan(s) for financial reimbursement, and then sent to Netcare for clinical recording. The 'Cash' plan will always come after the Netcare plan. This sequence of plans allows prescriptions to be billed online, and then logged on Alberta Netcare before passing down any monetary values to the patient in the form of cash. As well, in the event that the **Netcare Network** is down, users can bill the fiscal plans, print the label, and then place the Rx in a **Network Pending Queue** until the Netcare Network is back up; at which point the Rx can be completed. (See Section <u>What happens when Alberta Netcare is Unavailable</u>).

• In order to send a prescription to Alberta Netcare via the Netcare plan, the patient will require a valid **Personal Health Number (PHN)**. Enter the patient's assigned PHN in the **PHN** field of the **F3-Patient Card**.

ł	PHN 617673100 Edit						
[	E	lans (3)			F2 Ins Del		
		SubPlan Code	Group ID	Client ID	Expiry		
	1	ABBC					
	2	ESI					
	3	NET		617673100			

• Once the Netcare plan has been added to **the F3-Patient Card**, it will default as the **LAST** plan.

	PHN 617673100 Edit				
Plans (3) F2					F2 Ins Del
		SubPlan Code	Group ID	Client ID	Expiry
	1	ABBC			
ļ	2	ESI			
I	3	NET		617673100	
1					



**NOTE**: There is an option in **File** > **Configuration** > **Store** > **Pricing** that should be set to **Make this plan Last**.

🐨 Store Level Configuration Parameters						
<u>G</u> eneral <u>Patient</u> <u>D</u> rug D <u>o</u>	ctor <u>B</u> ×	<u>F</u> DB <u>A</u> djud	dication <u>L</u> abels Repor <u>t</u> s	<u>S</u> ecurity		
<u>1</u> - Genera <u>2</u> - Pricing <u>3</u> - Pr	ompting <u>4</u> · M	Nursing Home	5 - Background Rx Filling	<u>6</u> · Workl		
<ul> <li>If Purch+ 0 % is greater than Cost+Markup</li> <li>then charge Purchase+ 10 %</li> <li>Ignore for Provincial Plan</li> <li>Apply the difference to the Cost</li> </ul>						
Provincial Plan (Formulary Drug	as) ABBC	-	Make this plan First	-		
Clinical Provincial Plan	NET	-	Make this plan Last	•		
Narcotic Monitoring Plan	None	<b>v</b>				

## Filling a New Rx

1. Fill out the patient, drug, doctor, SIG, dispense information, etc. as usual from the F12-Filling screen.

Eile Edit <u>B</u> x <u>V</u> iew Labels Pr <u>o</u> file Reports Network <u>U</u> tilities <u>N</u> H <u>C</u> ards Session <u>H</u> elp Vergion					
F3 - Patient         F5 - Drug         F7 - Doctor         F9 - Workflow         F11 - Drop-off         F12 - Fill Rx         Alt-X - Start					
New Rx Pending Adj	First Fill Last	Fill Information	\$0.00 Init	ookup 🗶 Cancel	Rx 🔁 Make Rx Unfilled
Priority Default Wait Time F2 Due	in 19 mins Forward I	X F2 Work Order	0 F2 Delivery St	tore Delivery	🗑 Make Rx Not Dispensed
Patient Search	Drug Search	Pack 100 👻	Doc Search L	oc Office	Hake Rx Stock Transfer
Name         Bull, Ferdinand         Age35           Address         123 Anytown         Male           City         Edmonton         Prov         AB	Brand Celebrex Generic Celecoxib Pack 100 Form CAP	200mg SEA (Sear	Name Dr. White, Wendy Address 201 Boudreau Rd City St. Albert	Leah Prov AB	🖶 Add Rx Image 🍘 Transfer Rx From Another Store
Plan NET Client ID 617673100	DIN 02239942 Min Of	and 5,000	Phone (780) 460-6379	-	Call Doctor
Monter T1 Usage	Cart Courses and Anna de		LICT MARTIN AIG LIC	-	Counsel Patient on Pickup
					C Owe Quantity
Allergies	Sig T1C QD		Init	Auth Qty 30 1	∀View
lactose	TAKE 1 CAPSULE DAILY		Disp Qty 30 Refills(+)	Rem Qty 30 1	() Clinical Interactions
Sugars, Metabolically Active			Days 30	G.P. % 23.18	🚛 Plan Information
More (See Patient) Conditions			Prod Sel 3 - Pharma -	Acq Cost \$40.10	👆 Patient Plan Information
Osteoarthritis			0/W 🔹	Markup \$3.71	E Generic Equivalents
Parkinson's disease	Route of Admin Oral	<u> </u>	Labels 0 F2	Fee \$10.22	🚛 Nursing Home Info
	Dosage Form Capsule	<u> </u>		Total \$60.09	🖒 Work Order
Plans Pricing Dates Comments Indications	Images Other Ctrl 🔿	Warnings Counselling	NH (Alt-N):		Rx Counseling History
Rx Plans Plan Pays Extra Info (F2	Message			Workflow	
ABBC   Not Adjud.	Oelivery Label will be printed			View Workflow Detail	
Not Adjud. Inter:DB					
Cash Not Adjud. Doe Only					
Cost Not Adjud. Deduct 30.00					



2. Users may access **Network** > **Edit Rx Order/Dispense Information** to add supplementary information regarding the Dispense.

5	letwor <u>k</u> Utilities <u>N</u> H <u>C</u> ards S	ess <u>i</u> on <u>H</u> elp V			
-	Edit Rx Order/Dispense Informa	tion			
	View order on network				
	View Claim Log				
	<u>S</u> ecurID Login	)			
D	Logout of PIN	Do			
в	<u>R</u> enew Login	Na			
G	Change <u>P</u> assword	Ad			
Ρ	Retrieve Bulletins	Cit			
Purch \$153.87 OnHand 5,000 Ph					

a) Note: Add a Dispense Note to the Rx.

▼ Rx Order / Dispense Information	
Dispense	
Note	
None Victor Not specified	•
Quantity Units of Measure	1
Capsule	<b>_</b>
Emergency fill	
OK X Cancel	

b) **Substitution Type**: If a drug substitution was made for this Dispense, indicate whether it is a Formulary, Generic, or Therapeutic substitution.

▼ Rx Order / Dispense Information	
Dispense	
Note	
Substitution Type	Substitution Reason
None 🗸	Not specified 🔹
Formulary	
Generic	
Therapeutic	
Emergency fill	L I
🗸 ок	X Cancel



c) **Substitution Reason**: If a drug substitution was made, indicate the reason for substituting from the pre-populated list.

☞ Rx Order / Dispense Information	
Dispense Note	
Substitution Type None	Substitution Reason Not specified
Quantity Units of Measure	Continuing Therapy
Capsule	Formulary Policy
Emergency fill	Regulatory Requirement
🗸 ок	X Cancel

3. The NET-Alberta Netcare plan should be the LAST third party plan before 'Cash'.

**NOTE:** The Netcare plan is always marked as **Drug Utilization Evaluation Only** '**DUE Only**' which means there is no financial adjudication involved.

Pl <u>a</u> ns	Prici <u>ng</u>	Dat	es <u>C</u> omments Indications Images Other Ctrl 🔿
Rx Plar	ns		Plan Pays Extra Info (F2 Edits)
ABBC		-	Not Adjud.
ESI		-	Not Adjud. Inter:DB
NET		•	Not Adjud. DUE Only
Cash		-	Not Adjud. Deduct: \$0.00

4. Once all the appropriate information is entered into the **F12-Filling Screen**, click **F12-Fill Rx** or press **F12** on the keyboard to fill the prescription.

The **(Network)** Patient Profile is automatically returned by Alberta Netcare for the first prescription filled after entering the F3-Patient Card (regardless of whether the Rx being filled is New or Refill). The **(Network)** Patient Profile will not be returned for subsequent Rxs unless the user escapes from the patient card, searches for another patient, and then returns to the original patient again.


					_	
🤝 (Network) Patient Profile						B X
Patient: Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated:	Just n	ow
Profile (13) Allergies (12) Notes (3)					(	🗲 Ctrl 글
<u>S</u> tatus (All) <u> </u>	ype (All)	•	🗖 <u>A</u> dvar	nced 📝 Filter	Re 🛛	eset
■ Last Filled Picked Up	Status	Doctor		PIN Order #	Order [	Date
Last Qty Drug			Code	Manufacturer	Loca	al
A Directions			Stop Date	Fillable	Auth	Rem
N 🖉 Constant Constant Constant	Active	White, Wendy Leał	h	00008WMN		^
🔲 🖥 💙 👘 30 APO-AMOXI 250 M		ILE	00628115	APX	No	
K TAKE 1 CAPSULE 3 TIMES A D	)AY			✓	30	0
N 💭	Active	Simpson, Monica		00008WML		
🖻 🇧 🔻 30 APO-AMOXI 250 M	IG CAPSU	LE	00628115	APX	No	
TAKE 1 CAPSULE ONCE A DA	Y		1.000	×	30	0 =
N 💭	Active	Simpson, Monica		00008WMJ		
🔲 🗧 🔻 30 APO-AMOXI 250 N	IG CAPSU	LE	00628115	APX	No	4
TAKE 1 CAPSULE ONCE A DA	Y		1.000	1	30	0
<b>Ş</b> 💭	Active	White, Wendy Leał	h	00008WG5	-	
🔳 🙎 🔻 30 SYNTHROID 88 M	ICG TABL	ET	02172097	KNO	No	
TAKE 1 TABLET DAILY			B 144 B	✓	150	90
<b>\$</b>	Active	White, Wendy Leał	h	00008WG7	-	
60 APO-METFORMIN	N 850 MG T	TABLET	02229785	APX	No	
TAKE 1 TABLET TWICE A DAY	1		B 140 B	✓	300	180
<b>Ş</b> 💭	Active	White, Wendy Leal	h	00008WG9	10.000	
🔟 🎽 🔻 30 ENTROPHEN 81	MG TABLE	TEC	02242281	PMS	No	
TAKE 1 TABLET DAILY			B 144 B	✓	930	870 👻
Detail Extra Functions				🗙 Can	cel 🔽	🖊 ОК

- 5. Adjudication to the fiscal plan(s) will be completed first, and then the Rx will be sent to **NET-Alberta Netcare** for clinical recording.
- 6. If there are no **Detected Issues** or **Warnings** that require management returned by Alberta Netcare, a prescription label will print.



### Vial Labels

For prescriptions sent to Alberta Netcare, there will be two additional pieces of information printed on the vial label; the Alberta Netcare **Netcare Order Number** and **Netcare Dispense Number**. These two numbers are the unique identifiers used to track prescription on the Network. These numbers are not stored on the local Kroll system, and can only be viewed from the vial label of the prescription.



The Netcare Order number and Dispense number can be used to reference specific prescriptions or dispenses when speaking with a Netcare Helpdesk agent. The Netcare Order Number can also be used to search for a specific Rx Order within a Network Patient Profile. This is especially helpful when the Network patient profile has multiple prescriptions for the same drug, or if the profile is very large.

Use the Netcare **Order Number** to search for a specific Rx on the Network Patient Profile as follows:

- 1. From the F3-Patient card go to Network > Profile
- 2. From the **Network Patient Profile**, check off the **Advanced** flag to reveal additional options for searching prescriptions in the medication profile.

of (Network) Patient	Profile	-	Automatical Contraction of Contracti	-			C X
Patient: Abcdef, I	Kelly	Female	DOB: 25-May-1967	HCN: 8	893963100 La	ast updated:	Just now
Profile (2) Allergi	ies (3) <u>N</u> otes	: (1)					E Ctrl 🗲
<u>S</u> tatus (All)	•	<u>O</u> rder Type (All)	•		🗹 <u>A</u> dvand	ced 📝 Filter	🛛 🕅 Reset
<ul> <li>Dispensed</li> <li>Yes</li> <li>No</li> <li>● Both</li> </ul>	<u>R</u> efills Left ⊘Yes ⊘No ● Both	Show only mos Effective Period	st re <u>c</u> ent order for each   to (All)	oroduct •	<u>D</u> IN Netcare Orde Doctor <u>L</u> ic #	r	
Diagnosis/Sym	Diagnosis/Symptom Indication F2 Other indication (All) ←						
D ▼Last Fil A Last Q	lled Picked I Ity <b>Drug</b>	Up Status	Doctor		Code	Netcare Order Manufacturer	Order Date Local
n Direc	tions				Stop Date	Fillable	Auth Rem



On the right hand side of the window, look for the **Netcare Order #** search field. Type in the **Netcare Order Number** and click **Filter**, or press **Enter** on the keyboard. The Rx Order entry matching the Netcare Order Number will be returned on the Network Patient Profile.

NOTE: Entering the Netcare Dispense Number in this field will not function to pull up the
particular dispense entry.

☞ (Network) Patient Profile	Sec. 1	-	THE OWNER OF	-	E X
Patient: Abcdef, Kelly	Female	DOB: 25-May-1967	HCN: 893963100	Last updated:	1m ago
Profile (2) Allergies (3) Notes	: (1)				🗲 Ctrl 🗲
<u>S</u> tatus (All) ▼	<u>O</u> rder Type (All)	•	🗹 <u>A</u> dva	nced 🗹 Filter	r 🛛 🗶 Reset
Dispensed Refills Left	Show only most	re <u>c</u> ent order for each p	roduct <u>D</u> IN		
No No	Effective Period	to	Netcare Orc	ler 0000FH4R	
Both	Treatment type (A	dl)	▼ Doctor Lic #		
Diagnosis/Symptom Indicatio	F2	Ot <u>h</u> er indication (All)	•	•	
₀ ▼Last Filled Picked	Up Status	Doctor		Netcare Orde	er Order Date
Last Qty Drug			Code	Manufacturer	Local
^ Directions			Stop Date	Fillable	Auth Rem
30         13-Jul-2017           30         PLENDIL           5         30	Active 5 MG TABLET	Waters, David	00851779	AZC	13-Jul-2017 Yes
			13-Jan-2013	3 V	210 180
Detail Extra Functions				X Cance	I 🗸 ок

 Detail the Rx Order by double clicking the entry, clicking the Detail button or pressing 'D' on the keyboard to call up the Medication Order Detail - Dispenses form. The Netcare Dispense # is displayed on the far right-hand side.

♥ (Network) Medication Order Detail		EX
Qrder Patient Instructions Indications Prescriber Dispenses (2) Issues Refusals Notes Status History		E Ctrl 🗲
First dispense pickup First quantity dispensed 30 Number of fills against Px 2		
Last dispense pickup Last quantity dispensed 30 I otal supplied amount 60		
■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■	Netcare Dis	o#
A Directions	Code	Local Days Supply
3 13- Jul-2017 Active Richard Bill		0000B26
30 PLENDIL 5 MG TABLET	00851779	Yes
TAKE 1 TABLET ONCE A DAY		30 days
13-Jul-2017 Active Richard, Bill	0099WPDD0	0000R25
30 PLENDIL 5 MG TABLET	00851779	Yes
		30 days
ок		



#### **Managing Issues**

When a user fills a prescription, local FDB interaction checking typically occurs before the Rx is sent to Netcare and locally **Detected Issues** are returned; if Detected Issues are returned, they must be managed. Users must **manage Alberta Netcare Detected Issues** before sending the prescription to Netcare.

- 1. After everything has been filled in for the Rx, the user will click **F12** to fill the Rx.
- 2. Local FDB interaction checking occurs and when applicable, a **Clinical Reports** window will appear to display clinical warnings. Click on Proceed.

✓ Clinical Reports					3
Urug/Drug Urug/Disease				Ctri (	
Drug-Drug Interaction Report (1 Drug interactions found for	Celecoxib)	<b>D</b> 1 (1)			
Severity Drug	Interacting Agents	Description		Monograph	
and the second				monograph	E
MONOGRAPH TITLE: <u>Top</u>					
SEVERITY LEVEL					
CLINICAL EFFECTS					
PREDISPOSING FACTORS					
PATIENT MANAGEMENT					
and the second second second second second					
strong drong to the in- in- the strong dist ing					Ŧ
Management None					•
<u>B</u> ack To Px Seject ∑Irouble			Proceed	Back 🖉 Next	

3. Once the issues have been reviewed, the Pharmacist must now manage these issues on the Clinical Issue Summary. Issues may be managed one at a time with different managements.

🤝 Clinical Issue Summary			E <b>×</b>			
	Some of these issues need a management before proceeding					
2/3 - Severe	Drug/Drug	🔛 None				
2/3 - Relative Contraindication	Condition	None     Adding to ex	xisting therapy			
Apply this to all unmanaged i	Apply this to all unmanaged issues above Additional lab or other monitoring requested					
		V OK Cancel Continued - Continued - Continued - Continued -	no comments no problems with previous use patient counselled			
		Continued -	with adjustment to new drug			



Issues can also be managed all at once with one management that applies to all issues.

🔝 Clinical Issue Summary					×	
	Some of these issues need a management before proceeding					
2/3 - Severe	Drug/Drug	•	1	None	•	
2/3 - Relative Contraindication	Condition			None	•	
Apply this to all unmanaged is	sues above				•	
		None Adding to existing therapy Additional lab or other monitoring r	re	quested		
		Continued - no comments Continued - no problems with previo Continued - patient counselled Continued - see comments	οι	us use		
		Continued - with adjustment to new	d	Irug	-	

4. There may be issues that have to be managed on the Network that the Local system is unable to detect. For example Rxs/ Allergies added from other locations. They will be return on the CeRx Adjudication Response form.

CeRx A	djudica	tion Respor	nse		E
View	Netwo	or <u>k</u>			
				There was an error with the Dispense Px	
Errors	s, Warr	nings and f	Messages for NET		
[AE]	Appli	cation ac	cknowledgement erro		
			_	P - View Network Profile	M - Manage D - Detail
Mgmt	Req	Severity	Issue Type	Text	Managements
No		Low	Drug Interaction Alert	A DDI ContraIndication has been found. [CERX_MEDIATOR_000028] : A DDI ContraIndication has been found.	
Appl	y this t	o all unma	naged issues above		-
Com	ment				
				Send Issue Management(s)	
			Back	to the Px Send Issue Management(s)	ble Cancel Rx

**NOTE**: If issues require management, under the **Mgmt Req** column they will be indicated with **Yes.** 

- 5. The CeRx Adjudication Response window contains three (3) options: P-View Network Profile, M-Manage, D-Detail.
  - a) **P-View Network Profile**: Selecting this option will call up the **(Network) Patient Profile** so that the pharmacist can cross reference the Rx they are filling with the existing medications on the patient's Alberta Netcare Medication Profile. Accessing the patient profile also allows the user to Stop Rxs, make adjustments to Allergies, etc. that could be causing **Detected Issues** or errors on the Rx being filled.



b) D-Detail: Highlight a Detected Issues /Warning and press D on the keyboard to call up the (Network) Detected Issue Detail window which displays complete information regarding the issue. Click on the tabs across of the top of the (Network) Detected Issue Detail window to access respective information. Click OK or press Enter on the keyboard to return to the CeRx Adjudication Response window.

•	▼ (Network) Detected Issue Detail					
	Detected Issue Monograph Caused By (2) Managements (1)					
	Priority Error					
	Issue Type Drug Interaction Alert					
	Severity Low Needs management NO Permanent YES					
	Details A DDI ContraIndication has been found. [CERX_MEDIATOR_000028] : A DDI ContraIndication has been found: 'APO-METOPROLOL 100 MG TABLET' interacts with 'CELEBREX 200 MG CAPSULE' (SELECTED CYP2D6 INHIBITORS/METOPROLOL). thrown by 'ContraIndicationHandler.createDdiCeRxClException'					
	•					
	C OK					

c) M-Manage: Allows a user to manage Detected Issues on an individual basis. Highlight the Detected Issues you wish to manage and press M on the keyboard to access a list of reasons for bypassing the Detected Issues and continuing to fill the Rx. All Detected Issues returned by Alberta Netcare MUST be 'managed' in order to proceed with filling the prescription; 'Warnings' do NOT need to be 'managed'.

🍠 (Network) Manage Issu	e 🔹 🖉 🗖 🗖 💌
Management Type *	
Description	Adding to existing therapy Additional lab or other monitoring requested
Required fields are ma	Continued - no comments Continued - no problems with previous use
ſ	Continued - patient courselled Continued - see comments
	Discontinued profile drug
	Modified pending Rx Modified profile allergy/intolerance
	Not managed Other
	Put profile drug on hold Viewed but no management entered



6. Once a reason for bypassing the **Detected Issues** is selected from the pre-populated list of reasons, the user can enter supplementary information in the **Description** filed.

🐨 (Network) Manage Issu	IE					
Management Type *	Other	•				
Description	Enter optional additi	ional information here				
Required fields are ma	Required fields are marked with an asterisk (*)					
	🗸 ОК	X Cancel				

7. The **CeRx Adjudication Response** window also allows a user to **Multi-Manage** issues that are returned by Alberta Netcare.

CeRx Adjudic	tion Respor	nse		E
<u>V</u> iew Netw	or <u>k</u>			
			There was an error with the Dispense Rx	
Errors, War	nings and I	Messages for NET		
[AE] Appl	ication ad	cknowledgement erro	or	
		-	P - Vie	w Network Profile M - Manage D - Detail
Mgmt Req	Severity	Issue Type	Text	Managements
No	Low	Drug Interaction Alert	A DDI ContraIndication has been found. [CERX_MEDIATOR_000028] : A DDI ContraIn	Other-Enter optional additional informat
Apply this t	o all unma	naged issues above		
Comment	o an anna			<u></u>
			Send Issue Management(s)	
		Bac	k to the Rx Send Issue Management(s)	Trouble Cancel Rx

8. From the **Apply this to all unmanaged issues above** menu, select the appropriate issue management.

CeRx Adjudic	ation Respo	nse			e
<u>V</u> iew Netw	or <u>k</u>				
			There was an error with the Dispense Rx		
Errors, Wa	nings and l	Messages for NET			
[AF] Ann	- lication a	- cknowledgement.err	or		
[vc] vbb		eknowieugementen			
			P - Vie	w Network Profile M - Manage	D - Detail
Mgmt Req	Severity	Issue Type	Text	Managements	
No	Low	Drug Interaction Alert	A DDI ContraIndication has been found. [CERX_MEDIATOR_000028] : A DDI ContraIn	Other-Enter optional additional inf	ormat
Comment		Ad Co Co Li Co Dis	ditional lab or other monitoring requested ntinued - no comments ntinued - no problems with previous use ntinued - patient counselled ntinued - see comments ntinued - with adjustment to new drug		
		Ma Ma No Otl Pu Vie	vdified pending Rx vdified profile allergy/intolerance t managed her t profile drug on hold ewed but no management entered		



9. Once a reason for bypassing the **Detected Issues** is selected from the pre-populated list of reasons, the user can enter supplementary information in the **Comment** field.

CeRx Adjudica	ition Respor	nse	
<u>V</u> iew Netwo	or <u>k</u>		
			There was an error with the Dispense Rx
Errors, War	nings and I	Messages for NET	
[AE] Appl	ication ac	cknowledgement error	
			P - View Network Profile M - Manage D - Detail
Mgmt Req	Severity	Issue Type	Text
No. ∢	Low	Drug Interaction Alert	A DDT ContraIndication has been found. ICEDY MEDIATOD. 0000281 • A DDT ContraIndication has been found. 'ADO.METODDOI 01. 100
Apply this t	o all unma	naged issues above Other	
Comment	Enter an o	ption comment here	
			Send Issue Management(s)
		Back t	o the Rx Send Issue Management(s)

10. Once **ALL Detected Issues** have been managed, continue sending the Rx to Alberta Netcare by clicking **Send Issue Managements** or by pressing **Enter** on the keyboard.

**NOTE:** From the **CeRx Adjudication Response** window, users can click on **Cancel Rx** to reverse the prescription, or **Back to the Rx** to return to the **F12-Filling screen**.

CeRx Adjudic	ation Respo	nse	
<u>V</u> iew Netw	or <u>k</u>		
			There was an error with the Dispense Rx
-Errors, War	nings and l	Messages for <b>NET</b>	
[AE] Appl	ication a	cknowledgement error	
		-	P - View Network Profile M - Manage D - Detail
Mgmt Req	Severity	Issue Type	Text
No. ∢	Low	Drug Interaction Alert	A DDT ContraIndication has been found [CEDY MEDITATOD 000098] + A DDT ContraIndication has been found: 'ADOJMETODDOI 01 100
Apply this	to all unma	naged issues above Other	r V
Comment	Enter an o	ption comment here	
			Send Issue Management(s)
		Backt	to the Rx Send Issue Management(s)

11. Once the Rx has been successfully logged in Alberta Netcare the Prescription Label will print.



#### **View Issue Managements for a Prescription**

Users can retrieve the management code(s) used to address a **Detected Issues** by calling up the patient's Alberta Netcare Medication Profile as follows:

- 1. From the **F3-Patient** card, go to **Network > Profile** or use the shortcut keys **Ctrl+F3.**
- 2. From the Alberta Netcare Medication Profile, users can identify which prescriptions have **recorded Issues** by looking for an orange arrow located on the left-hand side of the Rx entry.



3. Retrieve Issue Managements by detailing the Rx entry from the (Network) Patient Profile to bring up the (Network) Medication Order Detail window and then click on the Issues tab.

	🗸 (Networ	k) Medicat	ion Orde	er Detail	I				_		_				E X
	<u>O</u> rder	P <u>a</u> tient	Instruct	tions	Indi <u>c</u> ati	ons <u>P</u> r	escriber	Dispens	ses (1	lssues	(1) <u>R</u> e	fusals	<u>N</u> otes	<u>S</u> tatus Histo	ory 🧲 Ctrl 📄
															D - Detail
	Mgmt Req	sever	ity Is	sue Typ	e		Text							Managements	
ļ	No	Modera	ate Dr	ug Inter	action A	ert								Adding to exis	ting therapy-
								<ul> <li>Image: A start of the start of</li></ul>	ОК						



4. Call up the **Details** of the **Issue** by highlighting the entry and clicking **D-Detail**, pressing **D** on the Keyboard, or **double clicking** on the entry. Click on the tabs located across the top of the **(Network) Detected Issue Detail** window to access supplementary information.

▼ (Network) Detected Issue Detail	
Detected Issue Monograph Caused By (2) Managements (1)	E Ctrl 🗨
Priority Error	
Issue Type Drug Interaction Alert	
Severity Moderate Needs management NO Permanent YE	S
Details	
	*
	-
🗸 ОК	



## Filling an Rx created on the Alberta Netcare GUI

The **Create Local Rx** function allows users to 'pull' prescriptions from a patient's Alberta Netcare medication profile and fill it locally.

🐨 (Net	twork) Patient Profile							c <b>x</b>
Patier	nt Bull, Ferdinand Male D	OB: 11-	- <b>Jan-1980</b> F	PHN: 6	17673100	Last updated:	35 min	s ago
<u>P</u> rofil	e (13) Allergies (12) Notes (3)							E Ctrl 🗲
<u>S</u> ta	tus (All)		•		🔳 <u>A</u> dvan	iced 🖉 Filter	- 🕅 P	Reset
D	▼Last Filled Picked Up Status	Docto	r			PIN Order #	Order	Date
A T	Last Qty Drug				Code	Manufacturer	Loc	al
A	Directions				Stop Date	Fillable	Auth	Rem
Y N		M	Create <u>L</u> ocal R	bx		3WP0	Vo	<u> </u>
	TAKE 1 CAPSULE DAILY		Refusal to <u>F</u> ill Release (Resur	me) Rx			180	- 150
N	Active	W	Hold (Suspend	d) Rx		3WMN	11000	
l 🗖 🗄	30 APO-AMOXI 250 MG CAPSULE		Revoke Dispen	nsina Per	mission		No	⊐ c
K K	TAKE 1 CAPSULE 3 TIMES A DAY		Stop (Abort) B	x			30	0
N	Active	S	Add Note			3WML	1000	
	30 APO-AMOXI 250 MG CAPSULE	:	Retract				No	o l
K	TAKE 1 CAPSULE ONCE A DAY		Detail				30	0
N	2 Active	S	Refresh			F5 BWMJ	11000	
	30 APO-AMOXI 250 MG CAPSULE		n <u>e</u> rresit		00000110		No	c
K	TAKE 1 CAPSULE ONCE A DAY					×	30	0

Prescription information such as drug, doctor, SIG and dispense data are pulled from Alberta Netcare into the local Kroll F12-Filling screen. The **Create Local Rx** function can only be used for network prescription entries that do not exist in local system. If the user attempts to create a local Rx for an Alberta Netcare prescription that already exists locally, the following message will appear:

🔝 PII	▼ PIN "Create Local Rx" Validation							
	Please review the validation results below. Only checked items will be processed.							
	Order #	Drug	Status	Message				
	© 00008WP0	CELEBREX 200 MG CAPSULE	Active	This Rx Order already exists in your database				
		✓ Continue		X Cancel				



Use the 'Create local Rx' function as follows:

1. From the patient's Alberta Netcare Medication Profile, highlight one or check multiple Rxs you want to fill locally.

🤝 (Ne	☞ (Network) Patient Profile						
Patie	ent Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated:	2m ago	
Profi	Profile (17) Allergies (12) Notes (3)						
<u>S</u> ta	atus (All)	Order Type (All)	•	📃 <u>A</u> dvar	nced 🖉 Filter	🛛 🕅 Reset	
D	Last Filled Picked	d Up Status	Doctor		PIN Order #	Order Date	
A T	Last Qty Drug			Code	Manufacturer	Local	
A	Directions			Stop Date	Fillable	Auth Rem	
S Y	<u></u>	Active	White, Wendy Lea	ah	00008WP6		<u>^</u>
	30 APO-ME	TOPROLOL 100 MC	<b>TABLET</b>	00618640	APX	Yes	
E D	TAKE 1 TABLET DA	ALY .		10 hap 10 h	✓	180 150	
N	💀 Unfilled	Active	Adams, Fred		00008WPH		E
IZI Ť	30 ELOCO	M 0.1 % CREAM		00851744	SCH	Unassigned	
ĸ	Once daily×5 Day(s	s).		10.000	1		
N	🗝 Unfilled	Active	Adams, Fred		00008WPD	Second Second	
IZI T	Gabape	entin 100 mg Oral Ca	psule (Hard, Soft, E	tc.) 21413		Unassigned	
ĸ	1 Capsule(s) Three t	imes daily×15 Day(s).		10 may 10 m	✓		
N	«x Unfilled	Active	Adams, Fred		00008WP9	Strengt Strengt	
I I I I I I I I I I I I I I I I I I I	30 ALTACE	10 MG CAPSULE		02221853	SAV	Unassigned	
w к	1 Capsule(s) Once d	laily X 30 Day(s).			$\checkmark$		
S		Active	White, Wendy Lea	ah	00008WP0	Second Second	
	30 CELEBF	REX 200 MG CAPSU	LE	02239942	SEA	Yes	
Ĕ	TAKE 1 CAPSULE D	AILY		the local data	1	180 150	
N		Active	White, Wendv Lea	ιh	00008WMN		
E	30 APO-AM	IOXI 250 MG CAPSU	ILE	00628115	APX	No	
W K	TAKE 1 CAPSULE 3	TIMES A DAY		The second second	✓	30 0	-
	etail Extra Function	18			🗶 Cano	cel 🗸 OK	כ





#### 2. Select Extra Functions > Create Local Rx.

Patient       Bull, Ferdinand       Male       DOB:       11-Jan-1980       PHN:       617673100       Last updated:       2m ago         Profile (17)       Allergies (12)       Notes (3) <ul> <li>Advanced</li> <li>Filter</li> <li>Advanced</li> <li>Filter</li> <li>Advanced</li> <li>Filter</li> <li>Code</li> <li>Manufacturer</li> <li>Local</li> <li>Directions</li> <li>Active</li> <li>White, Wendy Leah</li> <li>00008WP6</li> <li>APX</li> <li>Yes</li> <li>30 APO-METOPROLOL 100 MG TABLET</li> <li>00018640</li> <li>APX</li> <li>Yes</li> <li>30 APO-METOPROLOL 100 MG TABLET</li> <li>00018WPH</li> <li>30 ELOCOM 0.1 % CREAM</li> <li>Once daily X5 Day(s).</li> <li>Winfilled</li> <li>Active</li> <li>Adams, Fred</li> <li>000008WPH</li> <li>SCH</li> <li>Unassigned</li> <li>Create Local Rx</li> <li>Refusal to Fill</li> <li< th=""><th colspan="7">❤ (Network) Patient Profile</th></li<></ul>	❤ (Network) Patient Profile						
Profile (17)       Allergies (12)       Notes (3)         Status (All)	Patient Bull, Ferdinand Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated:	2m ago		
Status (All) <ul> <li>Order Type (All)</li> <li>Advanced</li> <li>Filter</li> <li>Reset</li> </ul> <ul> <li>Last Gty Drug</li> <li>Code</li> <li>Manufacturer</li> <li>Local</li> <li>Directions</li> <li>Stop Date</li> <li>Fillable</li> <li>Auth Rem</li> </ul> <ul> <li>Manufacturer</li> <li>Local</li> <li>Directions</li> <li>Stop Date</li> <li>Fillable</li> <li>Auth Rem</li> </ul> <ul> <li>Active</li> <li>White, Wendy Leah</li> <li>00008WP6</li> <li>APX</li> <li>Yes</li> <li>TAKE 1 TABLET DAILY</li> <li>Active</li> <li>Adams, Fred</li> <li>00008WPH</li> <li>SCH</li> <li>SCH</li> <li>Create Local Rx</li> <li>Status (J) X 5 Day(s).</li> </ul> <ul> <li>Adams, Fred</li> <li>00008WPD</li> <li>Create Local Rx</li> <li>So ALTACE 10 MG CAPSULE</li> <li>Create Local Rx</li> <li>So ALTACE 10 MG CAPSULE</li> <li>Create Local Rx</li> <li>Revoke Dispensing Permission</li> <li>Addiver</li> <li>Active</li> <li>So APO-AMOXI 250 MG CAPSI</li> <li>Active</li> <li>Act</li></ul>	Profile (17) Allergies (12) Notes (3)				E Ctrl 🗨		
vLast Filled       Picked Up       Status       Doctor       PIN Order #       Order Date         Last Gty Drug       Code       Manufacturer       Local         Directions       Stop Date       Fillable       Auth       Rem         30 APO-METOPROLOL 100 MG TABLET       00618640       APX       Yes         TAKE 1 TABLET DAILY       Active       Adams, Fred       00008WPH       E         30 ELOCOM 0.1 % CREAM       00851744       SCH       Unassigned         Once daily X5 Day(s).       Active       Adams, Fred       00008WPH       E         effect       Unfilled       Active       Adams, Fred       00008WPD       Unassigned         I Capsule(s) Three times daily X15 Day(s).       I       I       Create Local Rx       SAV       Unassigned         I Capsule(s) Three times daily X15 Day(s).       I       I       Gabapentin 100 mg CAPSULE       SAV       Unassigned         I Capsule(s) Once daily X 30 Day(s).       Refusal to Fill       Refusal to Fill       SAV       Unassigned         I Capsule(s) Once daily X 30 Day(s).       Refusal to Fill       SAV       Unassigned       I         I Capsule(s) Once daily X 30 Day(s).       Refusal to Fill       SAV       Unassigned       I <t< td=""><td>Status (All) Order Type (All)</td><td>•</td><td>📃 <u>A</u>dvar</td><td>nced 🖉 Filter</td><td>🔀 Reset</td></t<>	Status (All) Order Type (All)	•	📃 <u>A</u> dvar	nced 🖉 Filter	🔀 Reset		
Last Oty Drug       Code       Manufacturer       Local         Directions       Stop Date       Fillable       Auth       Rem         30 APO-METOPROLOL 100 MG TABLET       00618640       APX       Yes         TAKE 1 TABLET DAILY       ✓       180       150         ***       Unfilled       Active       Adams, Fred       00008WPH         30 ELOCOM 0.1 % CREAM       000851744       SCH       Unassigned         Once daily X 5 Day(s).       ✓       180       150         ***       Unfilled       Active       Adams, Fred       000008WPH         Gabapentin 100 mg Oral Capsule (Hard, Soft, Etc.)       21413       Unassigned         **       Unfilled       Active       Adams, Fred       000008WPD         Gabapentin 100 mg Oral Capsule (Hard, Soft, Etc.)       21413       Unassigned         *       Unfilled       Active       Adams, Fred       00008WPD         30 ALTACE 10 MG CAPSULE       Create Local Rx       SAV       Unassigned         *       30 ALTACE 10 MG CAPSULE       Refusal to Fill       S       ✓         *       30 ALTACE 10 MG CAPSULE       Refusal to Fill       S       ✓         *       30 ALTACE 10 MG CAPSULE       Refusal to Fill <td>TLast Filled Picked Up Status</td> <td>Doctor</td> <td></td> <td>PIN Order #</td> <td>Order Date</td>	TLast Filled Picked Up Status	Doctor		PIN Order #	Order Date		
Directions       Stop Date       Fillable       Auth       Rem         Active       White, Wendy Leah       00008WP6       APX       Yes         30 APO-METOPROLOL 100 MG TABLET       00618640       APX       Yes         TAKE 1 TABLET DAILY       ✓       180       150         Methods       Active       Adams, Fred       00008WPH         Status       SCH       Unassigned         Once daily X5 Day(s).       ✓       00008WPD         Gabapentin 100 mg Oral Capsule (Hard, Soft, Etc.)       21413       Unassigned         1 Capsule(s) Three times daily X15 Day(s).       ✓       00008WPD         Methods       Active       Active       Create Local Rx       00008WPD         Stop Date       Yes       ✓       00008WPD       SAV       Unassigned         Methods       Active       Active       Refusal to Eill       SAV       Unassigned         Methods       Active       Active       No       SAV       Unassigned         Mote       30 ALTACE 10 MG CAPSULE       Refusal to Eill       SAV       Unassigned         Mote       30 CELEBREX 200 MG CAPSU       Refuest Resume) Rx       Hold (Suspend) Rx       SAV       No         Mote       30	Last Qty Drug		Code	Manufacturer	Local		
Active       White, Wendy Leah       00008WP6         30 APO-METOPROLOL 100 MG TABLET       00618640       APX       Yes         TAKE 1 TABLET DAILY       180       150         30 ELOCOM 0.1 % CREAM       00008WPH       SCH       Unassigned         Once daily X 5 Day(s).       00008WPH       SCH       Unassigned         Mathematical Control of the second sec	Directions		Stop Date	Fillable	Auth Rem		
30 APO-METOPROLOL 100 MG TABLET       00618640       APX       Yes         TAKE 1 TABLET DAILY       ✓       180       150         30 ELOCOM 0.1 % CREAM       000851744       SCH       Unassigned         30 ELOCOM 0.1 % CREAM       000851744       SCH       Unassigned         M eff       Unfilled       Active       Adams, Fred       00008WPD         Gabapentin 100 mg Oral Capsule (Hard, Soft, Etc.)       21413       Unassigned         1 Capsule(s) Three times daily X15 Day(s).       ✓       ✓         Set       Unfilled       Active       Create Local Rx       SAV         30 ALTACE 10 MG CAPSULE       Create Local Rx       SAV       Unassigned         1 Capsule(s) Once daily X 30 Day(s).       ✓       ✓       00008WPD         Set       30 CELEBREX 200 MG CAPSULE       Refusal to Fill       Set       ✓         1 Capsule(s) Once daily X 30 Day(s).       Kevoke Dispensing Permission       Stop (Abort) Rx       No         30 APO-AMOXI 250 MG CAPSU       Active       Add Note       APX       No         30 APO-AMOXI 250 MG CAPSU       Active       Add Note       APX       No         Vetail       Etail       Betail       Stop (Abort) Rx       Alog       Image Alog	Active	White, Wendy Leah	1	00008WP6			
■       TAKE IT ABLET DALY       Is0       150         ■       Mathematical Control of Contrel of Control of Control of Control of Contro		G TABLET	00618640	APX	Yes		
x       ex       Unfilled       Active       Adams, Fred       00008WPH       =         30 ELOCOM 0.1 % CREAM       00851744       SCH       Unassigned         Once daily × 5 Day(s).             M       Gabapentin 100 mg Oral Capsule (Hard, Soft, Etc.)       21413       Unassigned         1 Capsule(s) Three times daily × 15 Day(s).            M       30 ALTACE 10 MG CAPSULE       Create Local Rx       00008WP9         SAV       Unassigned           M       30 ALTACE 10 MG CAPSULE       Refusal to Fill       SAV       Unassigned         M       30 ALTACE 10 MG CAPSULE       Refusal to Fill           M       30 ALTACE 200 MG CAPSULE       Refusal to Fill       SAV       Unassigned         M       30 CELEBREX 200 MG CAPSUL       Refusal to Fill            M       30 APO-AMOXI 250 MG CAPSUL       Active       Add Note       Add Note           M       30 APO-AMOXI 250 MG CAPSUL       Add Note       APX       No            M       30 APO-AMOXI 250 MG CAPSUL       Refresh       Efill         <				•	180 150		
30 ELOCOM 0.1 % CREAM       00851744       SCH       Unassigned         Once daily X5 Day(s).       ✓         efw       Unfilled       Active       Adams, Fred       00008WPD         Gabapentin 100 mg Oral Capsule (Hard, Soft, Etc.)       21413       Unassigned         1 Capsule(s) Three times daily X15 Day(s).       ✓       ✓         I Capsule(s) Once daily X30 Day(s).       ✓       ✓         I Capsule(s) Once daily X30 Day(s).       ✓       Ø00008WP9         SAV       Unassigned       Ø         Ø00008WP0       SAV       Unassigned         SAV       Unassigned       Ø         Ø10 Gabapentin 100 mg CAPSU       Refusei Ne       Ø         Ø10 Gabapentin Rx       Hold (Suspend) Rx       Ø         Ø10 Gabapentin Rx       Add Note       APX         Ø10 Outo       Ø       Ø	Virginia Contraction Contracti	Adams, Fred		00008WPH	E		
Image: Concernent of the second se	30 ELOCOM 0.1 % CREAM		00851744	SCH	Unassigned		
Active Adams, Fred 00008WPD   Gabapentin 100 mg Oral Capsule (Hard, Soft, Etc.) 21413 Unassigned   1 Capsule(s) Three times daily X 15 Day(s). Image: Create Local Rx SAV Unassigned   1 Capsule(s) Once daily X 30 Day(s). Create Local Rx SAV Unassigned   1 Capsule(s) Once daily X 30 Day(s). Refusal to Fill SAV Unassigned   1 Capsule(s) Once daily X 30 Day(s). Refusal to Fill Image: Create Local Rx SAV   30 CELEBREX 200 MG CAPSU Refusal to Fill Image: Create Local Rx SEA   30 APO-AMOXI 250 MG CAPSU Stop (Abort) Rx Stop (Abort) Rx Stop (Abort) Rx   30 APO-AMOXI 250 MG CAPSU Refract Image: Create Local Rx Image: Create Local Rx   180 150 Image: Create Local Rx Image: Create Local Rx Image: Create Local Rx   1 Capsule(s) Once daily X 30 Day(s). Image: Create Local Rx Image: Create Local Rx   1 Capsule(s) Once daily X 30 Day(s). Image: Create Local Rx Image: Create Local Rx   1 Capsule(s) Once daily X 30 Day(s). Image: Create Local Rx Image: Create Local Rx   1 Capsule(s) Once daily X 30 Day(s). Image: Create Local Rx Image: Create Local Rx   1 Capsule(s) Once daily X 30 Day(s). Image: Create Local Rx Image: Create Local Rx   1 Capsule(s) Once daily X 30 Day(s). Image: Create Local Rx Image: Create Local Rx   1 Capsule(s) Once daily X 30 Day(s). Image: Create Local Rx Image: Create Local Rx   1 Capsule(s) Once daily X 30 Day(s). <t< td=""><td>Cince daily × 5 Day(s).</td><td></td><td></td><td>•</td><td></td></t<>	Cince daily × 5 Day(s).			•			
Gabapentin 100 mg Oral Capsule (Hard, Soft, Etc.)       21413       Unassigned         1 Capsule(s) Three times daily × 15 Day(s).       ✓       00008WP9         30 ALTACE 10 MG CAPSULE       Create Local Rx       SAV       Unassigned         1 Capsule(s) Once daily × 30 Day(s).       Refusal to Fill       SAV       Unassigned         1 Capsule(s) Once daily × 30 Day(s).       Refusal to Fill       SAV       Unassigned         1 Capsule(s) Once daily × 30 Day(s).       Refusal to Fill       SAV       Unassigned         1 Capsule(s) Once daily × 30 Day(s).       Refusal to Fill       SAV       Unassigned         1 Capsule(s) Once daily × 30 Day(s).       Refusal to Fill       SEA       Yes         30 CELEBREX 200 MG CAPSU       Revoke Dispensing Permission       SEA       Yes         30 APO-AMOXI 250 MG CAPSU       Active       Add Note       APX       No         No       Refract       Detail       S       30       0         V       30 APO-AMOXI 250 MG CAPSU       Refract       S       30       0         V       TAKE 1 CAPSULE 3 TIMES A DAY       Detail       Refresh       F5       Could Capus       Could Capus	Vnfilled Active	Adams, Fred		00008WPD			
Image: Series base of the series base	Gabapentin 100 mg Oral Ca	apsule (Hard, Soft, Etc	c.) 21413	✓	Unassigned		
30 ALTACE 10 MG CAPSULE       Create Local fx       SAV       Unassigned         1 Capsule(s) Once daily X 30 Day(s).       Refusal to Eill       S       S         1 Capsule(s) Once daily X 30 Day(s).       Refusal to Eill       S       S         1 Capsule(s) Once daily X 30 Day(s).       Refusal to Eill       S       S         1 Capsule(s) Once daily X 30 Day(s).       Refusal to Eill       S       00008WP0         1 Capsule (s) Once daily X 30 MG CAPSL       Hold (Suspend) Rx       SEA       Yes         1 CAPSULE DAILY       Yes       Stop (Abort) Rx       Stop (Abort) Rx         1 CAPSULE 3 TIMES A DAY       Refresh       S       30       0	N ex Unfilled Active			00008WP9	Strengt Strengt		
I Capsule(s) Once daily X 30 Day(s).       Refusal to Fill       S       S         I Capsule(s) Once daily X 30 Day(s).       Release (Resume) Rx       000008WP0         S 30 CELEBREX 200 MG CAPSL       Hold (Suspend) Rx       SEA       Yes         TAKE 1 CAPSULE DAILY       Stop (Abort) Rx       00008WMN       Add Note         M 30 APO-AMOXI 250 MG CAPSL       Retract       S ✓       00008WMN         M Capsule 3 TIMES A DAY       Detail       Refresh       F5	30 ALTACE 10 MG CAPSULE	Create Local Rx		SAV	Unassigned		
Active       Model       <	1 Capsule(s) Once daily X 30 Day(s).	Refusal to Fill		i 🖌			
30 CELEBREX 200 MG CAPSL     Hold (Suspend) Rx     SEA     Yes       TAKE 1 CAPSULE DAILY     Stop (Abort) Rx     SEA     Yes       Stop (Abort) Rx     30 APO-AMOXI 250 MG CAPSL     Add Note     APX     No       TAKE 1 CAPSULE 3 TIMES A DAY     Detail     Stop (Abort) Rx     Stop (Abort) Rx	🕴 💭 🕹 Active	Kelease (Resume) Rx		00008WP0	Second Second		
Image: Second state in the second	🗉 🎽 🔻 30 CELEBREX 200 MG CAPSU	Hold (Suspend) Kx		SEA	Yes		
Active     Active       30 APO-AMOXI 250 MG CAPSI     Add Note       X     TAKE 1 CAPSULE 3 TIMES A DAY       Detail		Revoke Dispensing Po	ermission	i 🖌	180 150		
30 APO-AMOXI 250 MG CAPSI     Add Note       TAKE 1 CAPSULE 3 TIMES A DAY     Retract       Detail     Detail	Active	Stop (Abort) Kx		00008WMN	Comparison (Section)		
K     TAKE 1 CAPSULE 3 TIMES A DAY     Ketract     6 ✓     30     0 ↓       Detail     Befreth     F5     G ⊂     G ⊂	30 APO-AMOXI 250 MG CAPSI	Add <u>N</u> ote		APX	No		
	TAKE 1 CAPSULE 3 TIMES A DAY	Retract	E	i 🖌	30 0 🗸		
	Detail Extra Functions	R <u>e</u> fresh	F5	🗶 Cano	cel 🗸 OK		



3. The **Create Local Rx – Network Rx Order** window will appear displaying the Alberta Netcare prescription information that will be inserted into the F12-Filling Screen. Information on this screen cannot be removed or changed.

• New Rx for Bull, Ferdinand			
<u>File Edit Rx View Labels Profile Reports</u>	Networ <u>k</u> <u>U</u> tilities <u>N</u> H <u>C</u> ards Sess <u>i</u> on <u>H</u> elp Ver <u>s</u> ion 10		
F3 - Patient F5 - Drug F7 -	- Docto 🐨 Create Local Rx - Network Rx Order	Alt-X - Start	
New Rx Pending Adj	Medication	kup 🗶 Cancel	<sup>⊗</sup> Rx
	Name ALTACE 10 MG CAPSULE		Make Rx Unfilled
Priority Default Wait Time • F2 Due	In 19 Desc	tup 💌	😡 Make Rx Not Dispensed
Patient Search	Drug Se Form Capsule	Office 🚽	Make Rx Stock Transfer
Name Bull, Ferdinand Age:35	Brand DIN 02221853 Mfr SAV (Sanofi Aventis Pharma		🕞 Add Rx Image
Address 123 Anytown Male	Generic		Transfer Rx From Another Store
City Edmonton Prov AB	Pack Nemo Adama Erad	Prov AB	
Plan NET Client ID 617673100	DIN Ture Medicel Dector ID 49.001		Call Doctor
Monter T1 Usage			Counsel Patient on Pickup
	Directions		C Owe Quantity
Allergies	Sig Start Date Duration	with Qty 180 6	<sup>⊗</sup> View
lactose	1 Capsule(s) Once daily X 30 Day(s).	tem Qty 180 6	Clinical Interactions
Sugars, Metabolically Active		5.P. % 28.57	🚛 Plan Information
More (See Patient)	Use this sig code text in the Rx.	Acq Cost \$34.83	👆 Patient Plan Information
Osteoarthritis	Dispense Effective data	-Ost 304.00 Aprilum \$3.71	E Generic Equivalents
Parkinson's disease	Route date 200 Days 30	ee \$10.22	Unit Dose Info
	Dosage Authorized Expiry date	otal \$48.76	¢ Work Order
Plans Pricing Dates Comments Indications In	mages Remaining Days 0 Fills 6	led	Rx Counseling History
Rx Plans Plan Pays Extra Info (F2 E	idits) Qty Fills 6 No sub		Workflow
NET   Not Adjud. DUE Only	Prior Order Id Copy From Prior Rx		🚛 View Workflow Detail
Cash • 48.76 Deduct: \$48.76			
Next Disp Qty Min Interval	This screen can be re-displayed while filling this Rx by selecting "View 'Create local Rx' information" from the Network menu. This screen can remain open for reference while filling this Rx. Detail Close Copy From Rx		
	User 🔴 PIN		NUM

**NOTE:** If the system cannot immediately match information, searches prompting for the information will appear before this window appears.



7

 The initial opening of the 'Create Local Rx – Network Order' the user has options to 'Use this sig code text in the Rx' and 'Copy From Rx' which are no longer options on subsequent viewings.

Treate	Local Rx - Network Rx Order		E	×
Med	dication			
Name	ALTACE 10 MG CAPSULE			
Desc	0			
Form	02221853 Mfr SAV (Sanof	i Aventis	Phar	ma
0.11				
Namo	Adams Fred			
Type	Medical Doctor	49-1101		
. ype				
Directio	ons			
Start D	ate Duration	n		
1 Cap	sule(s) Once daily X 30 Day(s).			Ĵ
Use	this sig code text in the Rx.			
Disco				
Qty	30 Days 30	Effectiv	e date	
Authori	zed	Expiry	date	
Qty	Days 0 Fills 6	-		
Remai	ning Fills 6	Dev	ice	
Prior O	edes Id		sub m Prior I	
Phot O		(cop) 110		
This scre "View 'Cl	een can be re-displayed while filling thi reate local Rx' information" from the Ne	s Rx by se etwork me	electing enu.	7
This scre	een can remain open for reference whi	le filling ti	his Rx.	
	Detail 🗸 Close	Copy Fro	om Rx	]



5. The **Create Local Rx – Network Rx Order** window can be dragged and dropped to any location on the screen so that it can remain open for reference while filling the Rx.

	☞ 1New Rx for Bull, Fe	rdinand			
	<u>File Edit Rx View Labels Profile Repo</u>	ts Networ <u>k U</u> tilities <u>N</u> H <u>C</u> ards	Session <u>H</u> elp Version 10		
	F3 - Patient F5 - Drug F	7 - Doctor F9 - Workflow	F11 - Drop-off F12 - Fill Rx	Alt-X - Start	
🤝 Create Local Rx - Network Rx Order	New Pr Dending Adi	First Fill Last Fill Infor	rmation	ookun 🖌 Cancel	×Rx
Medication	New KX Pending Adj		o Qiy Soloo Init	Current Current	S Make Rx Unfilled
Name ALTACE 10 MG CAPSULE	Priority Default Wait Time F2 Due	in 19 mins Forward Rx	F2 Work Order 0 F2 Delivery S	tore Delivery 💌	😡 Make Rx Not Dispensed
Desc	Patient Search	Drug Search Pack	k 100 🚽 Doc Search	oc Office	🛞 Make Rx Stock Transfer
Form Capsule	Name Bull, Ferdinand Age:35	Brand Altace	10mg Name Dr. Adams, Fred		🛱 Add Rx Image
DIN 02221853 Mfr SAV (Sanofi Aventis Pharma	Address 123 Anytown Male	Generic Ramipril Dack 100 Form CAD School 1	SAV (San Address	Densi AR	Transfer Rx From Another Store
Provider	Phone Phone	Purch \$116.09 OnHand 500	Phone	PIOV AD	B. Call Doctor
Name Adams, Fred	Plan NET Client ID 617673100	DIN 02221853 Min Qty 0	Lic# 9999 Alt. Lie	#	Counsel Patient on Pickup
Type Medical Doctor ID 49-u01	PIN patient medication record indicates that the patient is on Atovastatin 20mg, but the patient				Course Patient on Pickup
	Alleraies			1 11 01 100 6	C One Quantity
Directions	clarithromycin	Sig	Init	Auth Qty 100 0	View
Start Date Duration	lactose		Disp Qty 30 Refills(+)	Kem Qty 180 0	() Clinical Interactions
1 Capsule(s) Once daily X 30 Day(s).	Sugars, Metabolically Active	J	Days 30	G.P. % 28.57	🚛 Plan Information
	More (See Patient) Conditions		Prod Sel 3 - Pharma 🗸	Acq Cost \$34.83	🎂 Patient Plan Information
	Osteoarthritis		0/W -	Markup \$3.71	E Generic Equivalents
Dispense Effective date	Parkinson's disease	Route of Admin Urai	Labels 0 F2	Fee \$10.22	🚛 Nursing Home Info
Qty 30 Days 30		Dosage Form Capsule	<u> </u>	Total \$48.76	♦ Work Order
Qty Days 0 Fills 6	Plans Pricing Dates Comments Indications	Images Other 🗲 Ctrl 🌛 🖳 Warni	ings Counselling NH (Alt-N):		Rx Counseling History
Remaining	Rx Plans Plan Pays Extra Info (F	2 Edits) Mess	sage		Workflow
Qty Fills 6 No sub	NET   Not Adjud. DUE Only	<b>!</b> No	o Initials		View Workflow Detail
Prior Order Id Copy From Prior Rx	Cash • 48.76 Deduct: \$48.7	6 🛛 🐺 No	o Sig Code		
		V Ca	alculated Unit Dose Qty (0.0) doesn't mat	ch Disp Qt	
		<b>0</b> To	Do Drug Name:ALTACE 10 MG CAPSULE	.	
This screen can be re-displayed while filling this Rx by selecting		<b>0</b> To	Do Doc Name:Adams, Fred		
This serves are served and for a forest served while filling this De	Next Disp Qty Min Interval	Enable Auto-Refill	is rx is linked to an ERx		
This screen can remain open for reference while miling this Rx.		Rx Comments (0)	elivery Label will be printed		
Detail 🗸 Close		~			
		*			
		User	Filling Rx 1 of 3 🛛 😔 PIN	0	NUM

6. Compare the Information from the Network with that of the local system.

	File         Edit         Epi Yeav         Labels         Profile         Report           F3 - Patient         F5 - Drug         F7	<ul> <li>Network Unites DH Cards Sensors Bell</li> <li>Ooctor P+ Workflow F11 - Drop-s</li> </ul>	p Verpon 10 off F12 - Fill Rx Alt-X - Start	
Create Local Rs - Network Rs Order	New Rx Pending Adj	First Fill 0 Last Fill Information 0 Qty	\$0.00 SHE	V Rx 🔁 Make Rx Unfilled
ALTACE 10 MG CAPSULE	Batient Search	Qrug Search Pack 100 •	Dgc Search Loc Office -	Make Rx Not Dispensed
Form Capsule DIN 02221853 Mir SAV (Sanofi Aventis Pharma	Name Bull, Ferdinand Age:35 Address 123 Anytown Male	Brand Attace 10mg Generic Ramipril SAV (San	Name Dr. Adams, Fred Address	Add Rs Image
Adams Fred	City Edmonton Prov A8 Phone Plan NET Class ID 412671100	Pack 100 Form CAP Sched 1 Purch S116.09 OnHand 500 Data 02221853 Min Car 0	City Prov A8 Phone	Call Doctor
Medical Doctor ID 49-e01	PIN patient medication record indicates that the patient is on Atrovastatin 20mp. But the patient		Lice Perr McLoce	Coursel Patient on Pickup
Bart Date Duration 1 Capsule(s) Once daily X 30 Day(s).	Allerities claritieromycin lactore Sugars, Metabolically Active More (See Patient) Conditions	59 <b>3</b>	Init         Auth Qty         180         6           Dop Qty         30         Beldis(+)         Rem Qty         100         6           Days         30         G.P. %         28.37         Acq Cost         534.83           Prod Sel         3 - Pharms         Cost         534.83         534.83	View Clinical Interactions Plan Information Petient Plan Information
Dispense Effective date Dy 30 Days 30	Osteoarthritis Parkinson's disease	Route of Admin Oral . Dosage Form Capsule	0.00 Markup 53.71 Labets 0 12 Fee 510.22 Total 548.76	Generic Equivalents     Nursing Home Info     & Work Order
4     Days     0     Fills     6     Device       29     Fills     6     Device     No sub       29     Fills     6     No sub       Prior Order Id     Carey Free Set Fills       Inis someon can be ne-displayed while filling this Rx by selecting feer Coasts (ccal Rx intermation" from the Network monu.       Inis someon can remain open for reference while filling this Rx.	Piers         Piers         Dates         Comments         Indications           Re Plans         Plans Plans Plans         Extra lefte 107         Plans         Plans	Inagen Other Child Warnings Councellon Edita) Message Divo Indals V Ao Sig Code V Calculated Unit D G Tobo Drug Nam Calculated Unit D This rs is linked Delivery Label wi	NH (AR N):  Nose Qty (0.0) doesn't match Disp Qt exitTacts 10 Mig CAPSULE cadams, Fred o an Efix II be printed	Re Counseling History Workflow View Workflow Detail



7. Continue to fill the Rx by clicking F12-Fill Rx or pressing F12 on the keyboard.

Bull, Fei	rdinand	_								
Pr <u>o</u> file	Re <u>p</u> orts	Net	vor <u>k</u>	<u>U</u> tilities	<u>N</u> H	<u>C</u> ards	Sess <u>i</u> on	<u>H</u> elp	Ver <u>s</u> ion	10
ug	F7	-	Edit Rx Order/Dispense Information							
alian A			<u>V</u> iew	View "Create local Rx" information Shift+Ctrl+O						
iaing A	aj	_	View order on network							
▼ F2	Due		Vie <u>w</u> Claim Log							Deliv
		D	<u>S</u> ecu	rID Login						
A	ge:35	в	<u>L</u> ogo	out of PIN						Adams,
	Vale	G	<u>R</u> ene	w Login						
Prov 4	AB	Р	Change Password							
		Р	Re <u>t</u> ri	eve Bullet	ins					
73100		Duv	000.	1/44	viin Qi	y v			LIC#	100

**NOTE**: The user may recall the **Create Local Rx – Network Rx Order** window to view details of the Alberta Netcare prescription at any time via **Network -> View 'Create Local Rx' Information** or by the hot keys **Shift+Ctrl+O** 

## **Refilling an Rx**

Refill prescriptions are sent from Kroll in the same manner as prior to Netcare real time integration.

Where a local Rx order is already present, the user would access the local Kroll patient profile (SHIFT+F3), highlight the prescription they would like to refill and click or press **F-Refill** to refill the Rx.

<u>F</u> il	e <u>E</u> dit	<u>P</u> ati	ent Pr <u>o</u> fi	le Networ	<u>k R</u> eports	<u>U</u> tilit	ties <u>N</u>	H <u>C</u> aro	ds Ses	s <u>i</u> on <u>H</u> elp <u>V</u> ersion				
	F3 - Pa	tient	F	5 - Drug	F7 - I	Doct	or	F9 - \	Norkflo	w F11 - Drop-off	F12 - New Rx	Alt-X - S	Start	
Las	t Name	Bull			First Name	Fei	rdinand		Salu	utation	ОК	Save 🗙 C	ance	el
Р	Profile - All Rxs (19)     ESC space     - Back to Patient - mark multiple Rxs     F · Refill M· Modity     R · Reprint C · Cancel     D · Detail I · Inactivate													
#	Status		Orig Rx	Rx Num	Date	Ago	Qty	Auth	Rem	Brand Name	Doctor	Sig	U	
1			1000034	1000034		0	30	30	0	Celebrex 200mg	White,Wendy Leah	T1C QD	N	
2			1000032	1000032	_	17	30	930	900	Asaphen E.C. 81mg	White,Wendy Leah	T1T QD	Y	
3			1000010	1000031		17	60	360	240	Apo-Metformin 850mg	White,Wendy Leah	T1T BID	Y	Ξ
4			1000011	1000030		17	30	180	120	Synthroid 88mcg	White,Wendy Leah	T1T QD	Y	
5	Cancelle	d (Ina	1000012	1000029		17	30	180	120	Asaphen E.C. 81mg	White,Wendy Leah	T1T QD	Y	
6			1000021	1000028		17	60	360	240	Apo-Omeprazole 20mg	White,Wendy Leah	T1C BID	Y	
7			1000022	1000027		17	4	24	20	Fosavance 70mg/2800units	White,Wendy Leah	T1T Q WK	Y	
8			1000025	1000026		17	30	180	150	Apo-Warfarin 3mg	White,Wendy Leah	T1T QD	Y	
9			1000024	1000024		53	100	100	0	@this Is A Mixture With No Din	* White,Wendy Leah	TEST FOR NO C	Y	
10			1000023	1000023	and the second second	53	100	100	0	@this Is A Mixture With No Din	* Funa.Peter S.	TEST FOR MIX	Y	



# **Transfer Rx from Other Store**

If an order has never been filled at this pharmacy and active prescription with repeats resides at another pharmacy, the user will need to transfer-in the prescription and pull the Rx Order from the Alberta **Netcare Medication Profile** into their local system as follows:

 Once the prescription has been transferred into the pharmacy via phone/fax/verbal, access the Patient's Alberta Netcare Medication Profile from Network > Profile. (or press ALT+K, then P on the keyboard) Highlight the Network Rx entry that has to be transferred into the pharmacy.

5	🗲 (N	etwork) Patient Profile	-	-	No. of Concession, Name		
	Patie	ent Bull, Ferdinand	Male [	00B: <b>11-Jan-1980</b>	HCN: 617673100	Last updated:	Just now
Γ	<u>P</u> rof	file (35) <u>A</u> llergies (16) <u>N</u> otes (2)					Etrl 🗲
	<u>S</u> t	tatus (All) • Order Ty	/pe (All)	•	🗖 <u>A</u> dvan	ced 🖉 Filter	💢 Reset
	D	▼Last Filled Picked Up	Status	Doctor		Netcare Order	Order Date
L	A T	Last Qty Drug			Code	Manufacturer	Local
	A	Directions			Stop Date	Fillable	Auth Rem
	N	🥥 11-Jul-2017 11-Jul-2017	Active	Adams, Fred		0000FH38	10-Jul-2017 🔶
	E T W K	30 <b>APO-ROSUVAST</b> A TAKE 1 TABLET DAILY	ATIN 40 MG	<b>TABLET</b>	02338009 11-Jan-2019		No 🗐

2. Access **Extra Functions** by right clicking on the highlighted Network Rx and select the option to **Create Local Rx**.

or (Network) Patient Profile	-		-			3
Patient Bull, Ferdinand	Male DO	B: 11-Jan-1980	HCN: 617673100	Last updated:	3 mins ago	
Profile (35) Allergies (16) Notes (2)					Etrl 🧲	
<u>S</u> tatus (All)	r Type (All)	•	🗖 <u>A</u> dvar	iced 🖉 Filter	🛛 🔀 Reset	
▲     ▲     ▲     ▲     ▲     ▲     ▲     ▲     ▲     ■	Status	Doctor	<b>Code</b> Stop Date	Netcare Order Manufacturer Fillable	Order Date Local Auth Rem	
N C 11-Jul-2017 11-Jul-2017 T 30 APO-ROSUVA: K TAKE 1 TABLET DAILY	Active STATIN 40 MG 1	Adams, Fred	Create Local Rx Refusal to Fill		-Jul-2017 No 0 180	•
© 07-Jul-2017 07-Jul-2017 07-Jul-2017 50 CHAMPIX 0.5 N USE AS DIRECTED	Active IG TABLET	Adams, Fred	Hold (Suspend) Rx Revoke Dispensing	Permission	-Jul-2017 No 0 0	
07-Jul-2017 07-Jul-2017 120 CELEBREX 200 TAKE 1 CAPSULE 3 TIMES	Suspended MG CAPSULE A DAY AFTER ME	Adams, Fred	Add Note Retract Detail		-Jul-2017 No 0 0	
07-Jul-2017 07-Jul-2017	Active	Adams, Fred	Refresh	F5	-Jul-2017	



3. Users will be prompted with a caution message '**This order was last dispensed at another location**' Hit **Enter** or click on the **'Continue'** button.

•	🗸 Netca	are "Create Loca	I Rx" Validation	- Cardle	
			Please review the validation results	s below. Or	nly checked items will be processed.
		Order #	Drug	Status	Message
	V .	0000FH38	APO-ROSUVASTATIN 40 MG TABLET	Active	This order was last dispensed at another location.; This or
			Continue		X Cancel

4. Users will be prompted for the Store that they are receiving the **transfer from**. **First Fill Date, Last Fill Date, & Total Original Fills** will be pre-populated from the Network.

Transfer Rx from other s	tore				
Search for a store.	Type its name, address,	, or other informati	on		
					New
			1	<b>D</b> I	
Store Name				Pharmacist Name	
Chain					
Address				Comments	
City		Prov			
Postal					
Phone					
Fax		Edit			
				📃 Store is closed down	
-Rx information from	other store				
First fill date	DD/MM/YYYY				
Last fill date	DD/MM/YYYY				
Px#					
Total original fills	1				
		🗸 ОК	🗶 Ca	ancel	



5. Select the applicable drug and doctor information from the local database. If the local database does not have the drug or doctor you are looking for, it will need to be added.

▼ 1New Rx for Bull, Ferdinand								↓ E - • • ×
Eile Edit Search Utilities NH Cards Session Help Version10								
F3 - Patient F5 - Dr	ug F7 - Doctor	F9 - Workflow	F11 - Dr	op-off	F12 - F	eturn to	Rx Alt-X - Start	]
Search Criteria Mixture	Edit Ins Inse	t	Searchi	ng By		DI	N (Adv)	<sup>⊗</sup> Search
00618640						_		Show Mixture Search
00010040	Cancel Copy Dru	9 Advanced			2	Recor	ds Found	Show Advanced Options
# 🔺 Brand Name	Generic Name	Strength	Pack Size	DIN	Fo	m Mfr	A	Insert New Drug
1 Apo-Metoprolol	Metoprolol Tartrate	100mg	100	00618640	TA	B ( APX		Copy Drug
2 Apo-Metoprolol	Metoprolol Tartrate	100mg	1000	00618640	TA	B ( APX		Change Columns

 The Create Local Rx – Network Rx Order window will appear displaying the Alberta Netcare prescription information that will be pulled into the local F12-Filling Screen. Information on this screen cannot be removed or changed. (Please see the Extra Functions from the Alberta Netcare Medication Profile – Create Local Rx section.)

☞ Create Local Rx - Network Rx Order						
Medication						
Name     APO-METOPROLOL 100 MG TABLET       Desc						
Provider						
Name White, Wendy Leah						
Type ID						
Start Date     Duration       TAKE 1 TABLET DAILY     •       Use this sig code text in the Rx.						
Dispense Effective date						
Authorized Qty 180 Days 180 Fills 1						
Remaining   Device     Qty   150     Fills   No sub						
Prior Order Id Copy From Prior Rx						
This screen can be re-displayed while filling this Rx by selecting "View 'Create local Rx' information" from the Network menu. This screen can remain open for reference while filling this Rx. Detail Copy From Rx						



 Make any necessary changes to the prescription before clicking F12-Fill Rx or pressing F12 on the keyboard.

✓ 1New Rx for Bull, Ferdinand	VI							
Eile Edit Bx View Labels Profile Report	s Networ	r <u>k U</u> tilities <u>N</u> H <u>C</u> ards Session <u>H</u> elp Vergion10						
F3 - Patient F5 - Drug F7	- Docte	🐨 Create Local Rx - Network Rx Order 🛛 🐻 🖾	Alt-X - Start					
New Rx Pending Adi (Tra	nsfe 1	Medication	kup X Cancel	≪Rx				
				Make Rx Unfilled				
Priority Default Wait Time 🔽 F2 Due	in 19	Desc	up 💌	🔞 Make Rx Not Dispensed				
Patient Search	<u>D</u> rug Se	Form Tablet	Office	Make Rx Stock Transfer				
Name Bull, Ferdinand Age:35	Brand	DIN 00618640 Mfr APX (Apotex Incorporated)	rah	🚰 Add Rx Image				
Address 123 Anytown Male	Back	Provider	Prov AB	Call Doctor				
Phone	Purch	Name White, Wendy Leah	PIOVING	& Counsel Patient on Pickup				
Plan NET Client ID 617673100	DIN	Type ID		C Owe Quantity				
Monter T1 Usage		Directions		∛ View				
Allergies	Sig	Start Date Duration	with Qty 150 5	() Clinical Interactions				
lactose		TAKE 1 TABLET DAILY	tem Qty 150 5	🖽 Plan Information				
Sugars, Metabolically Active			5.P. % 78.79	👆 Patient Plan Information				
More (See Patient) Conditions		Use this gig code text in the Rx.	Acq Cost \$3.75	E Generic Equivalents				
Osteoarthritis	2	Dispense Effective date	Markup \$3.71	Transfer In Details				
Parkinson's disease	Routed	Qty 30 Days	ee \$10.22	🔁 Unit Dose Info				
	Dosage	Authorized Expiry date	otal \$17.68	💠 Work Order				
Plans Pricing Dates Comments Indications	Images	Remaining Device	led	Rx Counseling History				
Rx Plans Plan Pays Extra Info (F2	Edits)	Qty 150 Fills No sub		Workflow				
Cash V 17.68 Deduct: \$17.68		Prior Order Id Copy From Prior Rx		View Workflow Detail				
Next Disp Qty Min Interval		This screen can be re-displayed while filling this Rx by selecting "View 'Create local Rx' information" from the Network menu. This screen can remain open for reference while filling this Rx. Detail Close Copy From Rx	G TABLET					
		liser O E		NLIM				

**NOTE**: If the user would like to recall the **Create Local Rx – Network Rx Order** window to view details of the Alberta Netcare prescription, go to **Network > View 'Create Local Rx' Information** from the F12-Filling Screen or use the shortcut Keys **Shift+Ctrl+O**.

▼1New Rx for Bull, Ferdinand							
Eile Edit <u>R</u> x <u>V</u> iew Labels Pr <u>o</u> file Reports <u>Network</u> <u>U</u> tilities <u>N</u> H <u>C</u> ards Session <u>H</u> elp Ver <u>s</u> ion 10							
F3 - Patient F5 - Drug F7 -	Edit Rx Order/Dispense Information	- Fill Rx Alt-X - Start	]				
	View "Create local Rx" information Shift+Ctrl+O		×Rx				
New KX Pending Adj (Tran	V <u>i</u> ew order on network		👌 Make Rx Unfilled				
Priority Default Wait Time F2 Due	Vie <u>w</u> Claim Log	Delivery Pickup	😡 Make Rx Not Dispensed				
Patient Search	<u>S</u> ecurID Login	Loc Office 🚽	🐑 Make Rx Stock Transfer				
Name Bull, Ferdinand Age:35	Logout of PIN	White, Wendy Leah	🛱 Add By Image				
Address 123 Anytown Male	<u>R</u> enew Login	. Boudreau Rd	des Add to image				
City Edmonton Prov AB	Change Password	Albert Prov AB	🕞 Call Doctor				
Phone IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Retrieve Bulletins	0) 460-6379	🎍 Counsel Patient on Pickup				
Plan NET Client ID 617673100		742 Alt. Lic#					



8. Informational messages from the '**Create Local Rx**' will be displayed in the **Warnings** Tab in the lower right hand corner of the screen. When the Rx has been completed and is ready to fill click **F12-Fill Rx** or press **F12** on the keyboard to fill the prescription.

▼ 1-( -New Rx for Bull, Ferdinand	r Naturark Utilitian NM Carde Service Hale	n Verring 10	
F3 - Patient F5 - Drug F7	- Doctor F9 - Workflow F11 - Drop-o	off F12 - Fill Rx Alt-X - Start	
New Rx         Pending Adj (Tra           Priority         Default Wait Time              •             •	Insfe First Fill 0 Last Fill Information O Qty In 19 mins Forward Rx F2 Work Order Drug Search Pack 100 • Brand Apo-Metoprotol 100mg Generic Metoprotol Tartrate APX (Apr Pack 100 Form TAB Sched 1 Purch \$12.50 OnHand 500 DIN 00618640 Min Qty 0	50.00 Init ✓ Lookup X Cancel 0 E2 Delivery Pickup ✓ Dgc Search Loc Office ✓ Name Dr. White, Wendy Leah 4 Address 201 Boudreau Rd City St. Albert Prov AB Phone (780) 460-6379 Lic# 011742 Alt. Lic#	<ul> <li>Rx</li> <li>Make Rx Unfilled</li> <li>Make Rx Not Dispensed</li> <li>Make Rx Stock Transfer</li> <li>Add Rx Image</li> <li>Call Doctor</li> <li>Counsel Patient on Pickup</li> <li>Owe Quantity</li> <li>View</li> </ul>
Allergies clarithromycin lactose Sugars, Metabolically Active More (See Patient) <u>Conditions</u> Osteoarthritis Parkinson's disease	Sig T1T QD TAKE 1 TABLET DAILY Route of Admin Oral Dosage Form Tablet	Init         Auth Qty         150         5           Disp Qty         30         Rem Qty         150         5           Days         30         G.P. %         78.79           Prod Sel         3 - Pharma ▼         Cost         53.75           O/W         ▼         Markup         53.71           Labels         1 €2         Fee         \$10.22           Total         \$17.68         \$17.68	C Clinical Interactions  Plan Information  Patient Plan Information  C Generic Equivalents  Transfer In Details  C Unit Dose Info  Work Order
Plans     Pricing     Dates     Comments     Indications     I       Rx Plans     Plan Pays     Extra Info (F2)       NET     •     Not Adjud.     DUE Only       Cash     •     17.68     Deduct: \$17.68       Next Disp Qty     Min Interval	Enable Auto-Refill Rx Comments (0)	g Unit Dose (Ctrl-U): Disabled e:APO-METOPROLOL 100 MG TABLET :White, Wendy 45-th o an ERx II be printed sferred in from the store "Kroll Phar	Rx Counseling History Workflow Workflow Detail
	User	0 🔤 🖂 0	MUM



# **Unfill Rx**

When a patient requests the pharmacy to keep a record of the written prescription, but not fill the prescription until a later time, they are **Unfilling** the Rx or 'deferring' it. Only the originating prescriber can send the Rx to Alberta Netcare. For example, Unfilled Rxs written by a physician and entered by a pharmacy are not sent to Netcare. There is one exception - Unfilled Rxs written by the pharmacist and recorded in the Kroll system by the writing pharmacist are sent to Netcare. (See section <u>Pharmacist Prescribe – Unfills</u>)

Fill out the **patient**, **drug**, **doctor**, **SIG** and **dispense** information on the **F12-Filling screen** and mark the Rx to be **Unfilled** from the Rx dropdown menu. Click or press **F12** to Unfill the Rx.

of 1-(local)-							
File Edit Recent Rx View Labels Profile Repo	File Edit Recent Rx View Labels Profile Reports Network Utilities NH Cards Session Help Version10						
F3 - Patient F5 - Drug F7 - Doc	tor F9 - Workflow F10 - Pickup F11 - D	op-off F12 - Unfill Rx Alt+X - Start					
Name By Linefilled Sector State Latest Fill Sector Statest Sector							
			Make Rx Unfilled				
Priority Default Wait Time  F2 Due in 19	9 mins Forward Rx F2 Work Order 0 F2	Delivery Pickup -	😡 Make Rx Not Dispensed				
Patient Search	Drug Search 100 - Pack	Doc Search Loc Office 👻	🐑 Make Rx Stock Transfer				
Name Zybduseracceptancetest, Samuel Age: 47	Brand Pyridium 200mg	Name Dr. Adams, Fred	👗 Adapt Rx				
Address Male	Generic Phenazopyridine HCI ERF (ERF)	Address City Prov AB	🕞 Add Rx Image				
Phone Phone	Purch \$81.42 OnHand 472	Phone	Transfer Rx From Another Store				
Plan NET Client ID 285843100	DIN 00476722 Min Qty 0	Lic# 28u01 Alt. Lic#	B. Call Dector				
			Councel Patient on Pickun				
Allergies (0)	Sig T2T BID E7D	Init DR Auth Oty 29 1	Course Patient of Pickup				
	TAKE 3 TABLETC THEFT A DAY FOR 3 DAYS	Dien Oby 28 Petille(1) Rem Oby 28 1	View				
	TAKE 2 TABLETS TWICE A DAY FOR 7 DATS						
		David Cal. 2. Dharmania — Acq Cost \$0.00	Plan Information				
Conditions (0)		Cost \$0.00	Patient Plan Information				
	Route of Admin Oral -	Markup \$0.00	E) Generic Equivalents				
	Dosage Form Tablet	Labels 1 F2 Fee \$0.00	Unit Dose Info				
		l otal \$0.00	c> Work Order				
Plans Pricing Dates Comments Indications Im	nages Other Unit Dose (Ctrl-U): Disabled		Rx Counseling History				
Rx Plans Plan Pays Extra Info (F2 Edits)	Warnings		Workflow				
Cash    Output  Cash  Ca	Unfill will be recorded locally	and not sent to Netcare	🚛 View Workflow Detail				
	RX is being unfilled		Workflow Push Queues				
	Upenvery caper win be printed		Rx's In Progress				
	Incomplete Pickup						
Next Dirp Oby Min Internal Enable Auto-Refill							
	Rx Comments (0)						
	<b>^</b>						
	<b>v</b>						
	User DR (Deepika Rangari)	\varTheta Netcare 🖂 2 📃 NU	JM M				

The Unfilled prescription will not be logged on Alberta Netcare upon clicking **F12-Unfill Rx** because the user entering the Rx is not the prescriber of the Rx. It will reside locally in Kroll until it is filled and dispensed to the patient at a later time.

If the user accesses the (Network) Patient Profile from Network > Profile, they will see the Unfilled Rx entry has a Yellow (Local) data bar.



🥣 (N	etwork) Patient Profile						<b>x</b>
Patie	nt Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated:	Just n	ow
Prof	le (12) Allergies (12) Notes (3)					(	🗲 Ctrl ⋺
<u>S</u> t	atus (All) <u> </u>	/pe (All)	•	🗖 <u>A</u> dvan	i <b>ced</b> 🔗 Filter	🛛 🕅 Re	eset
D	▼Last Filled Picked Up	Status	Doctor		PIN Order #	Order D	Date
A T	Last Qty Drug			Code	Manufacturer	Loca	al
A	Directions			Stop Date	Fillable	Auth	Rem
S Y		Active	White, Wendy Lea	h	00008WMG	1.000	*
	30 CELEBREX 200 M	G CAPSU	LE	02239942	SEA	Yes	
B	TAKE 1 CAPSULE DAILY			1.000	✓	30	0
L	Unfilled	Active	White, Wendy Lea	h		The second	
	30 Apo-Amoxi 250mg			00628115	APX	Yes	
î	TAKE 1 CAPSULE 3 TIMES A D	AY			✓	30	30
S		Active	White, Wendy Lea	h	00008VVH	10.000	
	60 APO-OMEPRAZOI	E 20 MG	CAP DR	02245058	APX	Yes	
E D	TAKE 1 CAPSULE TWICE A DA	Y			✓	360	240

On the first fill of an Unfilled Rx, an Inferred Rx is created. Inferred means the Rx Order and Dispense are created at the same time.

🔝 (Net	work) Patient Profile						c <b>x</b>
Patier	nt Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 6176731	00 Last updated:	Just r	ow
Profile	e (12) Allergies (12) Notes (3)						🗲 Ctrl ⋺
<u>S</u> ta	tus (All) <u>O</u> rder Ty	pe (All)	•		dvanced 🛛 🖉 Filter	/ 🗶 R	eset
D	▼Last Filled Picked Up	Status	Doctor		PIN Order #	Order	Date
A T	Last Qty Drug			Code	Manufacturer	Loc	al
A	Directions			Stop Da	ate Fillable	Auth	Rem
S		Active	White, Wendy Lea	h	00008WMN		<u> </u>
	30 APO-AMOXI 250 M	G CAPSU	ILE	006281	15 APX	Yes	;
5	TAKE 1 CAPSULE 3 TIMES A DA	4Y		1000	Image: A state of the state	30	0



## **Pharmacist Prescribe**

A Pharmacist who is licensed to prescribe prescriptions can create and dispense through the Kroll System. A paper prescription is generated at the end of this process.

Input all the information for the prescription ensuring that the prescriber is the prescribing pharmacist and the User initials are the same as the prescriber. Once everything has been inputted, the user will hit **Enter**. The Rx **Order/ Dispensing Information** will open. Make any adjustments/notes as required. Click **OK**.

▼ 1-(local): -New Rx for Von Baron, Snoopy						
Eile Edit Ex View Labels Prgfile Regorts Network Utilities NH Cards Session Help Version10						
F3 - Patient         F5 - Drug         F7 - Doctor         F9 - Workflow         F11 - Drop-off         F12 - Fill Rx         Alt-X - Start						
New Ry Pending Adi Prist Fill Last Fill Information	<sup>⊗</sup> Rx					
	Make Rx Unfilled					
Priority Default Wait Time 🔽 F2 Due in 19 mins Forward Rx F2 Work Order 0 F2 Delivery Pickup 💌	😡 Make Rx Not Dispensed					
Patient Search Drug Search Loc Office 🗨	🕞 Make Rx Stock Transfer					
Name Von Baron, Snoopy Age35 Brand Amoxicillin 500mg Name Dr. Richard, Bill	🖶 Add Rx Image					
Kx Order / Dispense Information     Kx Order / Dispense Information     Kx Order / Dispense Information	Transfer Rx From Another Store					
Rx Order 500 Phone	G Call Doctor					
Note	Scounsel Patient on Pickup					
	C Owe Quantity					
Patient Measurement - Height Patient Measurement - Weight Init BR Auth Qty 30 1	<sup>⊗</sup> View					
VY FOR 10 DAYS Disp Qty 30 Refills(+) Rem Qty 30 1	Clinical Interactions					
Treatment Type Substitution Not Allowed Reason Days 10 G.P. % 55.83	Han Information					
Shore term/Acute   Not specified  Acq Cost S11.02  Prod Sel 3 - Pharma   Acq Cost S11.02	Patient Plan Information					
Hard assign to my location	E Generic Equivalents					
Dispense	C Unit Dose Info					
Note Total \$24.95	🖒 Work Order					
Varnings Counselling Unit Dose (Ctrl-U): Disabled	Rx Counseling History					
Substitution Type Substitution Reason						
None   Not specified  This is a Pharmacist Prescribe - an Px Order will be s	Workflow Datail					
Quantity Units of Measure	att view worknow Detail					
Capsule v						
Emergency fill						
✓ OK X Cancel						
User BR (Bill Richard) 🛛 🖓 🐖 🖂 2	NUM a					



🐨 Rx Order / Dispense Information	e X
Rx Order	
Note	
Patient Measurement - Height	Patient Measurement - Weight
•	▼
Treatment Type	Substitution Not Allowed Reason
Short Term/Acute	Not specified 🔹
Hard assign to my location	
Dispense	
Note	
Substitution Type	Substitution Reason
None	Not specified 🔹
Quantity Units of Measure	
Tablet	-
Emergency fill	
🗸 ок	X Cancel



If everything is successful, a prescription label will print along with the **Paper Prescription**. The hardcopy should be attached to this and filed.

Prescription O	rder
Richard 2002, 100 Edmontor	d, Bill 125 Jasper Avenue 1 Alberta T5J 186
Ion baron, Snoopy (19-Dec-3	<b>1969)- Male</b> PHN: 548793100
2IN Order #: 00008WPQ	Status: Active
AND AND A CAPSULE (MOXICILLIN 500 MG CAPSULE Capsule) (1D 3 TIMES A DAY FOR 10 DAYS UNT)	DIN: 02401509
Start date: Last fill Route: Oral Dispense quantity: 30	expiry date:
Fotalprescribed quantity: 30 (1 fill)	Total days supply: 10
ignature:	
*** Please take this prescription to	your pharmacist. ***



#### **Pharmacist Prescribe - Unfills**

Unfilled Pharmacist Prescribe Rxs are recorded on the network.

▼1- New Rx for Bull, Ferdinand					
F3 - Patient F5 - Drug F7	Doctor F9 - Workflow F11 - Drop	p-off F12 - Unfill Rx Alt-X - Start			
New Rx Unfilled	First Fill 0 Last Fill Information	\$0.00 Init 🚺 🖌 Lookup 🗶 Cancel	Rx Make Rx Unfilled		
Priority Default Wait Time F2 Due	in 19 mins Forward Rx F2 Work Ore	der 0 F2 Delivery Store Delivery 💌	R Make Rx Not Dispensed		
Patient Search	Drug Search Pack 100	Doc Search Loc Office	Make Rx Stock Transfer		
Name Bull, Ferdinand Age:35	Brand Pyridium 200mg	Name Ph. Simpson, Monica	🛃 Add Rx Image		
City Edmonton Prov AB	Pack 100 Form TAB Sched 1	City Prov AB	in Transfer Rx From Another Store		
Phone	Purch \$81.42 OnHand 500	Phone	Call Doctor		
Plan NET Client ID 617673100	DIN 00476722 Min Qty 0	Lic# 2222 Alt. Lic#	👆 Counsel Patient on Pickup		
Perhas a stong aversion to anything mint.			∀View		
Allergies	Sig T2T BID F10D	Init MS Auth Qty 40 1	() Clinical Interactions		
lactose	TAKE 2 TABLETS TWICE A DAY FOR 10 DAYS	Disp Qty 40 Refills(+) Rem Qty 40 1	🚛 Plan Information		
Sugars, Metabolically Active		Days 10 G.P. % 0	👆 Patient Plan Information		
Conditions		Prod Sel 3 - Pharma  Cost \$0.00	E Generic Equivalents		
Osteoarthritis Partineon's disease	Route of Admin Oral	O/W Markup \$0.00	🚛 Nursing Home Info		
Farkinson's disease	Dorage Form Tablet	Labels 0 F2 Fee \$0.00	Work Order		
	bosage rorm Tables	Total \$0.00	Rx Counseling History		
Plans Pricing Dates Comments Indications	Images Other Ctrl  Warnings Counsel	lling NH (Alt-N):	Workflow		
NET Not Adjud, DUE Only	Edits) Message		View Workflow Detail		
Cash • 0.00 Deduct: \$0.00	This is a Pharm	nacist Prescribe - an Rx Order will be s			
	V Calculated Uni	t Dose Oty (0.0) doesn't match Disp Ot			
	Delivery Label	will be printed			
Next Disp Qty Min Interval	Enable Auto-Refill Rx Comments (0)				
	A				
	-				

1) 👽	Vetv	work) Patient Profile					e <mark>x</mark>
Pat	ient	t Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated:	2m ago
Pro	ofile	e (22) <u>A</u> llergies (12) <u>N</u> otes (2)					ECtrl 🗲
5	<u>S</u> tat	us (All) <u>O</u> rder Ty	/pe (All)	•	🗖 <u>A</u> dvan	ced 📿 Filter	🛛 🕅 Reset
	)	▼Last Filled Picked Up	Status	Doctor		PIN Order #	Order Date
A		Last Qty Drug			Code	Manufacturer	Local
A		Directions			Stop Date	Fillable	Auth Rem
	1		Active	Adams, Fred		00008WPD	•
		45 Gabapentin 100 m	g Oral Ca	psule (Hard, Soft, Et	c.) 21413		No
	v C	1 Capsule(s) Three times daily>	<15 Day(s).		division and	✓	
	1	Unfilled	Active	Simpson, Monica		00008WRD	Second Second
	N.	40 PYRIDIUM 200 M(	TABLET		00476722	ERF	Unassigned 🗉
		TAKE 2 TABLETS TWICE A DA	YFOR 10 E	DAYS	10 May 1910	✓	40 40
	- 1	S	1.1.1				0011 0015



# **Transfer Rx to Another Store**

1. From the patient's local profile, select **Extra Functions** > **Transfer Rx to Another Store**.

<b>▼</b> 1·	-Patient - Bull, Ferdir	land			↓ E _ = = ×
<u>File Edit P</u> at	ient Pr <u>o</u> file Networ <u>k</u>	<u>R</u> eports <u>U</u> tilities <u>N</u> H <u>(</u>	<u>C</u> ards Sess <u>i</u> on <u>H</u> elp <u>V</u> ersion 10		
F3 - Patient	F5 - Drug	F7 - Doctor	9 - Workflow F11 - Drop-off	F12 - New Rx	Alt-X - Start
Last Name Bull	I	First Name Ferdinand	Salutation	OK 🔗 S	ave Cancel Patient
Profile - All	Rxs (32)	ESC - Ba space - ma	ck to Patient F·Refill R· rk multiple Rxs M·Modify C·	Reprint D-Detail Cancel I-Inactivat	e Extra Functions ▼ All Rxs
# Status	Orig Rx Rx Num Dat	e Ago Qty Auth	h Rem Brand Name	Doctor	View Workflow Details
1	1000054 1000054	0 100	100 0 @Hydrocortisone Powder 15	In White,WendyLe	Counsel
2	1000053 1000053	0 45	135 90 Apo-Gabapentin 100mg	Adams,Fred	Add to Doctor Collhockr
3	1000052 1000052	2 15	15 0 D-DROPS 1000IU	White,Wendy Le	Add to Doctor Calibacks
4	1000051 1000051	2 15	15 Unlimite D-DROPS 1000IU	White,Wendy Le	Add to Manual NH <u>B</u> atch
5	1000049 1000049	2 1	1 0 Aerochamber Max	White,Wendy Le	Add To Rx To Do List
5 Needs Heview	1000048 1000048	2 100	100 U @Hydrocortisone Powder 12 100 100 Tulawel Na 1 Carelate Orac	In White, Wendy Le	Auto <u>F</u> ill
7 Not Disp.	1000047 1000047	2 100	20 20 Amoviallia 250mg	hichard, bill	NH Emergency Fill
9 Unfilled	1000047 1000047	2 28	28 28 Puridium 200mg	Adams Fred	Create Delivery Order
10 Transferred In	1000042 1000042	2 30	150 120 Ano-Metoprolol 100mg	White Wendy Le	
11	1000040 1000041	7 30	30 0 Apo-Amoxi 250mg	White,Wendy Le	Change Next Fill Parameters
12	1000039 1000039	7 30	30 0 Apo Amoxi 250mg	Simpson, Monica	Copy to New Num and Make Unfilled
13	1000038 1000038	7 30	30 0 Apo-Amoxi 250mg	Simpson, Monica	Display Therapeutic Equivalents Ctrl+F5
					Fax Doctor(s)
Allergies (4)	Add Drug F2 In	General Eamily	Nursing Home Communications	Other	Toggle Batch Fill Status (Hold)
* clarithromyc	in	Patient		Consent	Terrafa Puta Anatha Stars
lactose		Active 🔽		Consent Unkr	
* Sugars, Met	abolically Active	Animal			React_vate Kx
* Sulfa (Sulfon	amide Antibiotics)	Animal		Unit Dose	Suspend
		Deceased On		Туре	Resume
Medical Conditi	ions (2) F2 In	s Del Prescriptions		Cycle	
Osteoarthrit	is	Deliver Tex Def	(ault (Dislum)	cycic	Change Co <u>l</u> umns
Parkinson's	disease	Delivery Type Def		Price Group	Make these the Default Columns
		Delivery Route	-		

2. Complete the Transfer Out Rx(s) form as required.

🐨 Transfer Out R	((s)				() E	З
Search for a sto	ore. Type its na	ame, address, or other informa	tion			
Kroll					Select	
			-			
Store Name	Kroll Pharma	су		Pharmacist Nam	e	
Chain				ADDa		
Address				Comments		
City		Prov AB				
Postal						
Phone	(416) 383-101	10				
Fax		<u>E</u> dit				
Rx Summary						
Rx Num	Orig Rx Num	Drug	Doctor		Status	
1000053	1000053	Apo-Gabapentin 100mg	Dr. Adams, Fr	ed	Not completed	
		Transfer Out Eligible Rxs		🗙 Cancel		



3. Select to print or not print the Transfer Report.



4. The Rx will now display as 'Inact (Transferred)' in the local profile.

<b>V</b> 1-	Patient - Bull, Ferd	nand	
<u>File Edit Patien</u>	t Pr <u>o</u> file Networ <u>k</u>	<u>R</u> eports <u>U</u> tilities <u>N</u> H <u>C</u> ards Session <u>H</u> elp <u>V</u> ersion 10	
F3 - Patient	F5 - Drug	F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt-X - Start	
Last Name Bull		First Name Ferdinand Salutation 🗨 OK 🔗 Save 🗶 Cancel	Patient
		ESC - Back to Patient F · Refill R · Reprint D · Detail	<sup>∀</sup> Profile
Profile - All Rx	s (32)	space - mark multiple Rxs M-Modify C-Cancel I-Inactivate	All Rxs
# Status Or	ig Rx RxNum Da	te AgoQty Auth Rem Brand Name Doctor Sig U 🔺	Active Rxs
1	1000054 1000054	0 100 100 @Hudrocortisone Powder 1% In White Wendy Leab AAA LID BID N	
2 Inact (Transfe	1000053 1000053	0 45 135 90 Apo-Gabapentin 100mg Adams, Fred T1C TID F 15 D(N	Active Rxs w/Passtimes
3	1000052 1000052	2 15 15 0 D-DR0PS 100010 White,Wendy Leah 1 5 G 1 15 QID N	Refillable Rxs

**NOTE:** The Rx order will still display as belonging to this pharmacy, until transferred by the receiving pharmacy.

	Active	Adams, Fred		00008WPD		
	45 Gabapentin 100 mg Oral Cap	sule (Hard, Soft, Etc.)	21413		Yes	
5 1 Ca	osule(s) Three times daily X 15 Day(s).		8-1-p-10-1	✓		



# Filling an Rx for Other Medication (Not Dispensed Rx)

Medications such as Gravol, Baby Aspirin, Vitamins, Tylenol #1, etc. that are taken by the patient, but not actually filled by the dispensary are considered '**other medications**'. Kroll denotes prescriptions filled with 'other medications' by marking them as **Not Dispensed**. **Not Dispensed** Rxs are logged on Alberta Netcare as follows:

1. Fill out the **F12-Filling** screen with the patient, 'other medication', doctor, SIG and dispense information as usual.

🐨 1-(local):			
File Edit Recent Rx View Labels Profile Rep	orts Network Utilities NH Cards Session Help Ver	sion 10	
F3 - Patient F5 - Drug F7 - Doc	tor F9 - Workflow F10 - Pickup F11 - D	rop-off F12 - Fill Rx Alt+X - Start	
New Rx Not Disp. (PartFill)	Rx Start Date Latest Fill	Init Lookup X Cancel	×Rx
			🛛 🖓 Make Rx Unfilled
Priority Default Wait Time   F2 Due in 19	9 mins Forward Rx F2 Work Order 0 F2	Delivery Pickup -	😡 Make Rx Not Dispensed
Patient Search	Drug Search 100 - Pack	Doc Search Loc Office -	🛞 Make Rx Stock Transfer
Name Wells, Dan Age: 69	Brand Tylenol No.1 Caplets 8mg	Name Dr. Adams, Fred	👗 Adapt Rx
Address Male	Generic Acetaminophen/Codeine/Caffeine JJC (John	Address Prov AB	🕞 Add Rx Image
Phone Phone	Purch \$15.36 OnHand 500 No image	Phone	Transfer Rx From Another Store
Plan NET Client ID 687616000	DIN 02181061 Min Qty 0	Lic# 28u01 Alt. Lic#	G. Call Dector
blah Ibah blah			Councel Patient on Pickup
Allergies (0)	Sig UD	Init Auth Oty 200 2	Course Patient on Pickup
		Addin Qiy 200 2	<sup>⊗</sup> View
	AS DIRECTED	Disp Qty 100 Refilis(+) Kern Qty 200 2	() Clinical Interactions
		Days 30 G.P. % 0	Plan Information
Conditions (0)		Prod Sel 3 - Pharmacis V Cost S0.00	👆 Patient Plan Information
	Bauta of Admin Oral	O/W Markup \$0.00	E Generic Equivalents
		Labels 1 F2 Fee \$0.00	🔁 Unit Dose Info
	Dosage Form Tablet •	Total \$0.00	🗘 Work Order
Plans Pricing Dates Comments Indications In	nages Other Unit Dose (Ctrl-U): Disabled		Rx Counseling History
Rx Plans Plan Pays Extra Info (F2 Edits)	Warnings		Workflow
NEI VINOT Adjud. DUE Only	Rx is 'Not Dispensed'		🚛 View Workflow Detail
Cash • 0.00 Deduct: \$0.00	• Patient over 65 and not set u	p for prov. Plan	Workflow Push Oueues
	Rx's In Progress		
	Incomplete Pickup		
Next Disp Qty Min Interval	Rx Comments (0)		
	-		
	Unit Of Constant Streams	\varTheta Netcare 🖂 2 📃 🛛	



2. Click **F12-Fill Rx** or press **F12** on the keyboard to fill the Not Dispensed Rx and to record it on Alberta Netcare. Remember to include the **NET-Alberta Netcare** plan in the prescription.

Plans	Pricing	Dat <u>e</u> s <u>C</u> ommer	nts   Indications   <u>W</u> o	orkflow Misc 🛛 🗲 🚽
Rx Plans		Plan Pays	Extra Info (F2 Edits)	Next Qty
NET	•	Not Adjud.	DUE Only	Min Interval
Cash	•	0.00	Deduct: \$0.00	Days E
				Auto Refill
				Rx Comments (0)
				<b>A</b>
				-

- 3. Once the Not Dispensed Rx is successfully logged on Alberta Netcare, a **Not Dispensed** label will print.
- 4. A Not Dispensed Rx will look slightly different from a regular Rx entry on the (Network) Patient Profile. Access the (Network) Patient Profile from Network > Profile; the entry for the Rx filled for an 'other medication' is marked with IMM, and will be labeled as 'Other medication'.

**NOTE:** Entries for Other Medications are not fillable. They can be refilled on the local system which creates on new entry on the Network.

Pa	fent Wells, Dan	Male	DOB:	09-Mar-1948	PHN:	687616000	Last updated:	Just now	
Pr	ofile (16) Allergies (15) Notes (5)							(e)	tri 📑
1	Status (All)					Advan	ced 🗹 Filter	3 Reset	]
	Last Filled Picked Up Status Doctor					_	Netcare Order	Order Date	
4	Last Oty Drug					Code	Manufacturer	Local	
1	Directions					Stop Date	Fillable	Auth Re	m
	Other Medication Completed Clarke, Rob						0000FH02	05-Jul-2017	
	NotDisp TYLENOL NO.1 300-8-15 MG TAB					02181061	JJC .	Yes	
	0ty: 100. AS DIRECTED						×		

5	(Netwo	ork) Patient Profile						E	x
	Patient:	Wells, Dan	Male	DOB: 09-Mar-1948	PHN: 687	7616000	Last updated:	1m ago	
Γ	Profile (16) Allergies (15) Notes (5)								
	<u>S</u> tatus	s (All)  • Order Type (All)  •				🔳 <u>A</u> dvano	ced 🔗 Filter	🛛 🕅 Reset	
	D	▼Last Filled Picked Up Status Doctor					Netcare Order	Order Date	
	A T	Last Qty Drug			C	ode	Manufacturer	Local	
	A	Directions			Si	top Date	Fillable	Auth Rem	n
I٢	S Y	OM Other Medication Completed Clarke, Rob					0000FH02	05-Jul-2017	
		Not Disp TYLENOL NO.1 300-8-15 MG TAB			02	181061	JJC	Yes	
	Ē	Qty: 100. AS DIRECTED					×		
IΓ	N	OM Other Medication Completed Clarke, Rob					0000FH01	05-Jul-2017	-
	ī Ē	Not Disp TYLENOL NO.1 300-8-15 MG TAB			02	2181061	JJC	Yes	Ξ
	ĸ	Qty: 100. AS DIRECTED					×		



5. The days supply sent to Alberta Netcare is either 90 or 540 even though locally a different days supply has been entered. Days supply is sent as 90 for short term duration and 540 will be send for long term duration.

✓ (Network) Other Medication Detail	
Other Medication Instructions Recorded At/By Issues Notes Status H	History 🗲 Ctrl 🏓
Medication           Name         TYLENOL NO.1 300-8-15 MG TAB           Desc	Administered To Name Addr City Prov Postal Country Phone Gender Male DOB 09-Mar-1948
Order # 0000FH02 Start date 05-Jul-2017 Local # 9000006 Stop date Status Completed Duration 90 days	OK

## **Natural Health Products**

A **Natural Product Number (NPN)** is assigned by Health Canada to a product whose manufacturer has submitted enough human evidence to support the health claims they have declared. Drug cards for NPNs must have the DIN type set to NPN.

1. In the **F5-Drug Card** for the natural health product, set the **DIN Type** to **NPN**.

▼1	▼1 New Rx for Bull, Ferdinand											
<u>F</u> ile <u>E</u> dit <u>D</u>	<u>File Edit Drug Reports Utilities NH Cards Session Help Version10</u>											
F3 - Patie	F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - Return to Rx Alt-X - Start											
Name	D-DROPS	NPN - Nati-	80001791		ОК	🖌 Rx	X Scan	<sup>⊗</sup> Drug				
Generic	Vitamin D	Strength	1000IU	Sched	2 (Schedule 🗸	Reportabl	e Methadone	Receive Drug				
Description		Follow(up (Days)		Oral/Written	Not Specific	Dispense a	as Pack	Return To Stock				
Description 2		Form	ML (Drops)	Oral/Written	- l	Ward Stoo	:k	Link to FDB				
Equivalent To		Route	Oral		 	Device		<sup>⊗</sup> View				

2. Click **Save** or press **Enter** from the **F5-Drug Card** to save any changes that were made.



#### Filling an Rx for an NPN

Natural health products that are dispensed to patients can be recorded on Alberta Netcare through Kroll as follows:

1. Start a new prescription and fill out the patient, natural health product, doctor, SIG and dispense information for the prescription as usual.

▼ 1-(local):									
File Edit Recent Rx View Labels Profile Rep	orts Network Utilities	NH Cards Sessi	on Help Ver	sion 10					
F3 - Patient F5 - Drug F7 - Doc	tor F9 - Workflov	w F10 - Pickup	F11 - D	rop-off	F1	12 - Fill Rx	4	lt+X - Start	
New Rx Pending Adj		Rx Start Date La 06/07/2017 0	est Fill Qty		Ir	nit 🗌	🗸 Lookup	Cancel	<sup>⊗</sup> Rx Make Ry Linfilled
Priority Default Wait Time <b>F2</b> Due in 1	9 mins Forward Rx	F2 Work Order	0 F2	Delivery	Pickup	•	•		Make Rx Not Dispensed
Patient Search	Drug Search	5	- Pack	Doc Sear	ch		Loc O	ffice 🔻	Make Rx Stock Transfer
Name Bull, Ferdinand Age: 37	Brand D-DROPS		1000IU	Name	Dr. Ada	ms, Fred			X Adapt Bx
Address 123 Anytown Male	Generic Vitamin D			Address					Charles 1
City Edmonton Prov AB	Pack 5 Form M	AL Sched 2	5-10, -	City				Prov AB	C Add Rx Image
Phone Climat ID International	Purch S	7.52 OnHand 470	No image	Phone	3901		Alk Lie	#	Transfer Rx From Another Store
Plan AHE Client ID 1253645821	DIN 80001791	Min Qty 0		LIC#	28001		Alt. LIC	*	Call Doctor
Monter 11 Usage									🁌 Counsel Patient on Pickup
Allergies (5)	Sig T 5 GTTS QAM			Init	10		Auth Qty	15 1	🔁 O <u>w</u> e Quantity
clarithromycin	TAKE 5 DROPS EVERY	MORNING	Disp Qty 15 Refil Days 30			Refills(+)	Rem Qty	15 1	∀View
lactose						Days 30 G.P.	G.P. %	38.17	(1) Clinical Interactions
More (See Patient)				Prod Sel	3 - Pha	rmacis' 👻	Acq Cost	\$22.56	Plan Information
Abdominal rigidity	l		0/W	-	Cost	\$22.56	🐣 Patient Plan Information		
Osteoarthritis	Route of Admin	Oral	-	Labels	1	F2	Fee	\$10.22	Generic Equivalents
Parkinson's disease	Dosage Form	Drops	•	Total			Total	\$36.49	C Unit Dose Info
Plans Pricing Dates Comments Indications In	nages Other	Unit Dose (Ctrl-U):	isabled						tŷ Work Order
Rx Plans Plan Pays Extra Info (F2 Edits)		Warnings							Rx Counseling History
AHE 🔻 Not Adjud.		Vetcare units:	Bottle. Other u	nits availa	able.				Workflow
NET   Not Adjud. DUE Only		Delivery Label	will be printed						- View Workflow Detail
Cash   Not Adjud. Deduct: \$0.00									
(More Plans Available)	(More Plans Available)								Workflow Pus Queues
								Rx's In Progress	
Next Disp Qty Min Interval	Enable Auto-Refill							Incomplete Pickup	
	User	ر همان مانیو مانی از از ا				\varTheta Netca	are 🖂 2	N	

2. Click **F12-Fill Rx** or press **F12** on the keyboard to fill the prescription for the natural health product.



## Filling an Rx for a Mixture

When sending a mixture to Alberta Netcare, components within the mixture are identified through textual format only. For example, in a mixture of '1% Hydrocortisone Powder In Clotrimaderm Cream', only the **ingredient descriptions** will be sent and logged on the Network; the DINs are not recorded.

Mixtures are entered into Kroll using the same protocol as before Alberta Netcare real time integration. The following screen shot depicts a mixture for '1% Hydrocortisone Powder In Clotrimaderm Cream'.

▼1New Rx for Bull, Ferdinand												
<u>File Edit Mixture Reports Utilities</u>	s <u>N</u> H <u>C</u> ards	Session <u>H</u> elp <u>V</u> ersion	10									
F3 - Patient F5 - Mixture	F7 - Do	tor F9 - Workflow	F11 - Drop-	off	F12 - Return to	Rx Alt-X -	Start	]				
OuickCode					ОК	🖌 Rx 🛛 🗙	Scan	<sup>⊗</sup> Mixture				
Name 1% Hydrocortisone Powder In Clotrimaderm Cream												
Print Instructions												
General Instructions Comments	<u>P</u> lan Othe						Ctrl 📄	Perform FDB Analysis				
Enter Proportions by: Form	GM	Cream) 🗾	Expiry (Days)		Mixture Time None	▼ <b>F</b> 2		<sup>∀</sup> View				
Percentage     Route o	of Admin Topi	cal 🗾 🔻	Active		If Py Oby = >	(Minutos)		Alerts (0)				
O Units Schedu	le 3 (Sc	hedule 3 [C]) 🛛 👻	Reportable		0	(Minutes)		Modification History				
Oral/Wi	ritten Not	Specified 👻	Methadone		0							
Base Quantity Mix Typ	0 (To	pical Cream) 🔹		0								
100 Price Gr	roup (NOI	VE) 👻			0							
Default	Sig AAA				0							
Ctrl † Previous Ctrl & Next Provinc	ial PIN Non	2		F2								
Components (2)						F	2] Ins] Del]					
DIN Brand Name	N Brand Name Generic Name PackS				trength %	Active						
00872520 Hydrocortisone Sodium	00872520 Hydrocortisone Sodium Succinate Inj Hydrocortisone/Sodium				.00mg 1	Yes						
00812382 Clotrimaderm Cream		Clotrimazole	500	GM (1	% 99	No						

**Pseudo DINs are NOT required for submission to the NET-Alberta Netcare plan.** Existing pseudo DINs for third-party plans will work in the same manner as before Alberta Netcare integration.

🐨 1-	-New Rx for Bull, Fer	dinand								
<u>F</u> ile <u>E</u> dit	<u>M</u> ixture <u>R</u> eports <u>U</u> tilities	<u>N</u> H <u>C</u> ards Se	ess <u>i</u> on <u>H</u> e	lp <u>V</u> ersi	on 10					
F3 - Pati	ient F5 - Mixture	F7 - Doctor	- F9	- Workfl	ow	F11 - Drop-off	F12 - Retu	urn to Rx	Alt-X - Start	
OuickCode							ОК	Rx Rx	🗙 Scan	<sup>⊗</sup> Mixture
Name	1% Hydrocortisone Powder Ir	Clotrimaderm C	ream							Preview Instructions
Nume	I for fy an occord of the formation of t									Print Instructions
<u>G</u> eneral I	n <u>s</u> tructions C <u>o</u> mments	Plan Other							E Ctrl 🗲	Perform FDB Analysis
Plans (2)									F2 Ins Del	∛ View
	ire Health		міх туре	Ves	No	99009874	Default	No	ack ^	Alerts (0)
ESI - ESI C	anada			Yes	No	99990000	Default	No		Modification History
									-	
									=	
									-	
Component	s (2)								F2 Ins Del	
DIN	Brand Name	G	eneric Name			PackSize Fo	m Strength	%	Active 🔺	
00872520	Hydrocortisone Sodium S	uccinate Inj H	ydrocortis	one/Sod	lium	1 PC	W 100mg	1	Yes	
00812382	Clotrimaderm Cream	C	lotrimazole	2		500 GN	4 (1%	99	No	



A mixture prescription will be entered and filled as usual with the **NET-Alberta Netcare** plan listed as the last real-time plan before 'Cash'.

💎 1-(local) 🔤 🔤 🔤 🔤 🔤 🔤 🔤										
File Edit Recent Rx View Labels Profile Repo	rts Network Utilities	NH Cards Session Help Ver	sion 10							
F3 - Patient F5 - Mixture F7 - Doct	or F9 - Workflov	N F10 - Pickup F11 - D	rop-off	F	12 - Fill Rx		Alt+X - Start			
New Rx Pending Adj	p 🗙 Cancel	× Rx								
Priority Default Wait Time 🔹 F2 Due in 19	F2 Work Order 0 F2	Delivery	Pickup		•		Make Rx Not Dispensed			
Patient Search	Mixture Search		Doc Sear	ch		Loc C	Office 👻	Make By Stock Transfer		
Name Bull, Ferdinand Age: 37	Name Hydrocortisone	Powder 1% In Clotrimaderm Cream	Name	Dr. Ada	ms, Fred			🔏 Adapt Rx		
Address 123 Anytown Male	Form GM (Cream)	Sched 3 (Schedule 3 [	Address					Gt Add Py Image		
City Edmonton Prov AB	PrcGrp (NONE)	CmpdType 0 (Topical Crea	City				Prov AB	Transfer By From Another Store		
Plan AHF Client ID 1253645821			Lic#	28u01		Alt. Lie	c#	Transfer for Hom Another Store		
Monter T1 Usage								Call Doctor		
								Scounsel Patient on Pickup		
Allergies (5)	Sig AAA UD BID		Init	DR		Auth Qty	100 1	Come Quantity		
	APPLY TO AFFECTED A	AREA(S) AS DIRECTED TWICE A DAY	Disp <u>Q</u> ty	100	Refills(+)	Rem Qty	100 1	<sup>⊗</sup> View		
			Days	30		G.P. %	52.83	(1) Clinical Interactions		
More (See Patient) Conditions (3)			Prod Sel	3 - Pha	irmacis' 👻	Acq Cost	\$12.44	Mixture Breakdown		
Abdominal rigidity		· · · ·	0/W		•	Markup	\$3.71	🚛 Plan Information		
Osteoarthritis	Route of Admin		<u>L</u> abels	1	F2	Fee	\$10.22	👆 Patient Plan Information		
Parkinson's disease	Dosage Form	Cream (g) 👻				Total	\$26.37	🔁 Unit Dose Info		
Plans Pricing Dates Comments Indications Im	ages Other	Unit Dose (Ctrl-U): Disabled						🖒 Work Order		
Rx Plans Plan Pays Extra Info (F2 Edits)		Warnings						Rx Counseling History		
AHE  Vot Adjud.		👎 Netcare units: Gram. Other u	nits availa	ble.				Workflow		
NET   Not Adjud. DUE Only		Delivery Label will be printed						Wiew Workflow Detail		
Cash  Violation Not Adjud. Deduct: \$0.00 (More Plans Available)								Workflow Push Queues		
(More Plans Available)								Ry's In Progress		
	Frankla Auto Dafill							Incomplete Pickup		
Next Disp Qty Min Interval	Rx Comments (0)									
	(d, Commercia (d)									
	User	Press Party			\varTheta Netca	are 🖂 2	NU	JM		

Successful submission of the mixture prescription to Alberta Netcare will result in a Prescription label printing.


#### **View Mixture Details from Network Profile**

To view the mixture prescription from the Alberta Netcare medication profile, go back to the **F3-Patient Card** and access **Network > Profile** and log in with your Kroll initials and password. From the **(Network) Patient Profile**, highlight the mixture prescription and press **D** or click **Detail** on the bottom of the screen to call up the **(Network) Medication Order Detail** window which displays the particulars of the mixture prescription.

🐨 (Ne	etwork) Patient Profile		-	1.110	-	
Patie	ent Bull, Ferdinand	Male	DOB: 11-Jan-1980	HCN: 617673100	Last updated:	Just now
Profi	le (38) Allergies (16) Notes (2)					🗲 Ctrl 🗲
<u>S</u> t	atus (All) 🔹 Order	Type (All)	•	🔲 <u>A</u> dvani	ced 🔗 Filter	🔀 Reset
D	▼Last Filled Picked Up	Status	Doctor		Netcare Order	Order Date
A	Last Qty Drug			Code	Manufacturer	Local
A	Directions			Stop Date	Fillable	Auth Rem
S Y	💭 13-Jul-2017	Active	Waters, David		0000FH4W	13-Jul-2017 🔶
N N	100 Hydrocortisone	Powder 1%	In Clotrimaderm Crea	am		Yes
E D	APPLY 3 TIMES A DAY			13-Jan-2019	✓	700 600

From the **(Network) Medication Order** Detail window medication details do not display information on DINs; only the mixture name and description will be listed. Click **OK** or press **Enter** to return to the **(Network) Patient Profile**.

**NOTE:** For mixture names or descriptions that are very long, hover the mouse pointer over the respective field and a fly over will display the entire field information.

of (Network) Medication Order Detail		Egnand of the Share	
Order Patient Instructions Indications Prescriber Dispens	ses (1) Issues Refusals	Notes Status History	ECtrl 🗲
Medication	Regular Dispense		
Name Hydrocortisone Powder 1% In Clotrimaderm Crea	m	Oty 100 Grar Days Supply Min Interval	
Desc Clotrimaderm 1% (Cream); Hydrocortisone Powo	ler	First Dispense (if different than Regular Dispense)	
Form Cle: Clotrimaderm 1% (Cream); Hydrocortisone Powder		Qty Days Supply Exp	
Pack Qty Pack Type		Authorized Oty <b>700 Grar</b> Days Supply <b>210</b> Fills <b>1</b>	
Order # 0000FH4W Order date 13-Jul-2017	Remaining Qty F	ills	
Local # 650456 Effective date 13-Jul-2017	Dhammaan Tamaataa		
Status Active Expiry date 13-Jan-2019	Pharmacy Largetec	110	
No sub NO Reason	Name		
Trial NO Prior order id View	Address		
Fillable 🖌 Authoritative 🥘 Paper		Prov Postal	
Inferred YES To be picked up	Phone		
Source Prescription created as a result of V3 CeRx Disp	ense Message	Hard Assigne	d NO
	• ОК		



#### Filling an Rx for a Device

Devices are **non-drug products** or **drug delivery aids** such as diabetic strips, lancets, alcohol swabs, compression stockings, syringes, etc. When a prescription is filled for a device it is **NOT sent to Alberta Netcare**. Drug cards for devices must be set up with **Device Flag** as follows:

1. Bring up the **F5-Drug** card for a device by performing an F5 drug search.

🐨 1 (Drg Sea	rch) aero							
<u>File Edit Search U</u> tilities	<u>NH</u> <u>Cards</u> Session	Help Version 10						
F3 - Patient F5 -	Drug F7 - Do	ctor F9 - Workflow	F11 - Dr	op-off	F12 - M	New Rx	Alt-X - Start	
Search Criteria Mixt	ure 🗖 🖌 Edit	Ins Insert	Searchi	ng By	Brand	(Gener	ic) Name (Adv)	<sup>⊗</sup> Search
aero								Show Mixture Search
	Cancei	Copy Drug Advanced			10	Record	ls Found	Show Advanced Options
# 🔺 Brand Name	Generic Name	Strength	Pack Size	DIN	Form	Mfr		Insert New Drug
1 Aerochamber AC Boys			1	00990089	PKG (	TMI		Copy Drug
2 Aerochamber AC Girls			1	00990088	PKG (			
3 Aerochamber Max			1	00990084	PKG (	TMI		Change Columns
4 Aerochamber Max Adult Ma	sk		1	96899994	PKG (	TRU		
5 Aerochamber Max Infant M	ask		1	96899996	PKG (	TRU		
6 Aerochamber Max Pediatric	Ma		1	96899995	PKG (	TRU		
7 Aerochamber Plus Flow VU	Wit		1	00990092	PKG (	TMI		
8 Aerochamber Plus Flow-VU	Wi		1	00990094	PKG (	TMI		
9 Aerochamber Plus Flow-VU	Wi		1	00990093	PKG (	TMI		
10 Aerochamber Plus With Mo	uth		1	00990091	PKG (	TMI	=	

2. Ensure the **Device** flag is checked.

▼1	-Drug - Aerochamber Max							
<u>F</u> ile <u>E</u> dit <u>E</u>	<u>O</u> rug <u>R</u> eports <u>U</u> tilities <u>N</u> H <u>C</u> ards S	ess <u>i</u> on <u>H</u> elp <u>V</u>	ersion 10					
F3 - Patie	ent F5 - Drug F7 - Doo	tor <b>F9 - W</b>	/orkflow	F11 - Drop-off		New Rx	Alt-X - Star	t
Na <u>m</u> e	Aerochamber Max	DIN •	00990084		ОК	🖉 Save	🗙 Scan	<sup>⊗</sup> Drug
Generic		Strength		Sched 3	Schedule 👻	🔲 Reporta	ble 📄 Methad	one Receive Drug
Description		Followup (Days)		Oral/Written No	ot Specific 🗸	📄 Dispens	e as Pack	Return To Stock
Description 2		Form	PKG (Package	a)		Ward St	ock	Link to FDB
Equivalent To		Route	Not Set	-)	 	V Device		View
Default Sig		Manufacturer	TMI (Tom's o	f Maine Inc.)		Print cor	ation Inpliance calendar	Alerts (0)
Leastion						Eligible	for coupon	Generic Equivalents
Location		Handling Instr.				Flavor R	x	Modification History
Generic Type	Brand Single Source   Priority	Price Group	None			Health I	nform/Rx Canada	Old/New DIN Links
Labels / Wol	Default (Bread)	Department	<none></none>		•	Class		
Drug line I	Track Lot Num	Marketing Msg	<none></none>		•	Clinical For	m	Order History
Drug line 2	Default (Generic) 🔄 🦳 Track Expiry	Fee for Svc.	<none></none>		-	Package		Reason Codes
	🥅 Refrigerated	Drug Sub			Clear	j		
Comments (	0)	(E2)	Ins Del Grou	ups (0)	F2 Ins Del	) 		
Topic	Plain Text Comment			aps (0)				
						1		

3. Click **Save** or press **Enter** on the keyboard to save changes made to the **F5-Drug** card.



4. Start a new prescription and fill out the patient, device, doctor, SIG and dispense information for the prescription as usual.

v 1-(local):			
File Edit Recent Rx View Labels Profile Report	rts Network Utilities NH Cards Session Help Ve	rsion 10	
F3 - Patient F5 - Drug F7 - Docto	or F9 - Workflow F10 - Pickup F11 - D	rop-off F12 - Fill Rx Alt+X - Start	
New Rx Pending Adj	Rx Start Date Latest Fill 06/07/2017 0 Qty	Init V Lookup X Cancel	≪Rx
		P. K. Pisture	Make Rx Unfilled
Priority Default Wait Time + F2 Due in 19	mins Forward Rx F2 Work Order 0 F2	Delivery Pickup 👻	😡 Make Rx Not Dispensed
Patient Search	Drug Search 1 • Pack	Doc Search Loc Office •	🛞 Make Rx Stock Transfer
Name Bull, Ferdinand Age: 37	Brand Aerochamber Max	Name Dr. Adams, Fred	🐰 Adapt Rx
Address 123 Anytown Male	Generic TMI (Tor	City Prov AB	Add Rx Image
Phone Phone	Selling \$10.00 OnHand 499 No image	Phone	Transfer Rx From Another Store
Plan AHE Client ID 1253645821	DIN 00990084 Min Qty 0	Lic# 28u01 Alt. Lic#	B. Call Darter
Monter T1 Usage			Caurad Patient on Dislam
Allerging (5)	Cia LID		
clarithromycin	Sig ob	Init Auth Qty I I	0 <u>we Quantity</u>
lactose	AS DIRECTED	Disp Qty 1 Refills(+) Rem Qty 1 1	<sup>⊗</sup> View
More (See Patient)		Days G.P. % 0	() Clinical Interactions
Conditions (3)		Prod Sel 3 - Pharmacis - Acq Cost S10.00	Plan Information
Abdominal rigidity	Deute of Admin	0/W Markup \$0.00	🎍 Patient Plan Information
Osteoarthritis		Labels 1 F2 Fee \$0.00	E Generic Equivalents
Parkinson's disease	Dosage Form Package 🗸	Total \$10.00	🔁 Unit Dose Info
Plans Pricing Dates Comments Indications Ima	ages Other Unit Dose (Ctrl-U): Disabled		¢ Work Order
Rx Plans Plan Pays Extra Info (F2 Edits)	Warnings		Rx Counseling History
AHE  Vot Adjud.	The clinical plan was remove	d for this device	Workflow
Cash   Not Adjud.   Deduct: \$0.00	Delivery Label will be printed		View Workflow Detail
(More Plans Available)			Workflow Push Queues
			Rx's In Progress
	Enable Auto-Refill		Incomplete Pickup
Next Disp Qty Min Interval	Rx Comments (0)		
	A		
	-		
<u>-</u>	User	\varTheta Netcare 🖂 2 📃 🛛	

**NOTE:** Devices are not sent to Alberta Netcare, therefore the Net plan is automatically removed.

- 5. Click **F12-Fill Rx** or press **F12** on the keyboard to complete the Rx.
- 6. The prescription will bypass Alberta Netcare. When you access the **(Network) Patient Profile**, the Device Rx will appear with a **Yellow (Local**) data bar because it only resides locally on Kroll.



🤝 (N	etwork) Patient Profile					Ē	8
Patie	ent Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated:	21 mins a	go
Prof	ile (21) Allergies (13) Notes (2)					E	Ctrl 🔁
<u>S</u> t	atus (All) <u> </u>	(All)	•	🗖 <u>A</u> dvan	i <b>ced</b> 🔗 Filter	🛛 🕅 Res	et
D	▼Last Filled Picked Up	Status	Doctor		PIN Order #	Order Da	te
A T	Last Qty Drug			Code	Manufacturer	Local	
A	Directions			Stop Date	Fillable	Auth B	lem
L		Active	White, Wendy Leal	h			
	1 Aerochamber Max			00990084	TMI	Yes	
l î	USE AS DIRECTED				1	1	0
S		Active	White, Wendy Leal	h	00008WP6	Second Second	E
N C	30 APO-METOPROLOL	100 MG	i TABLET	00618640	APX	Yes	
5	TAKE 1 TABLET DAILY			10 may 10 m	✓	180 -	120 💷

#### Filling an Rx for an Out of Province Patient

Patients from out of the country/province that do not have a valid **Alberta Personal Health Number (PHN)** will not have their dispense data recorded on Netcare; however, the dispense is still sent to Alberta Netcare to allow logging of the request. Fill a prescription for an out of country/province patient as follows:

1. Insert the out of province patient and search the Network for them.

🔝 (Network)	Patient Search					E ×
Last Name	cook	Year of Birth	0 🊔 (٢٢٢٢٢)	Pa	atient <u>N</u> ot Found	Search
First Name	james	Day/Month of Birth	(DDMM)			X Cancel
Sex	Male 💌	ld				
Enter full date	of birth, if available. Wild	card or partial name searche	s are not allowed.	🔳 <u>A</u> dvanc	ed	Records Returned
Name		Address				PHN
Birthdate	Gender	City		Prov Post	tal Phone	Alternate Id



2. If no results are found click **Patient Not Found**.

🥳 (Network) 🛛	Patient Search					
LastName	Smith	Year of Birth	0 🊔 (^^^^)	Patier	nt <u>N</u> ot Found	Search
First Name	John	Day/Month of Birth	(DDMM	1)		X Cancel
Sex	•	PHN				
Enter full date o	of birth, if available. Wild c	ard or partial name searche	s are not allowed.	🔲 <u>A</u> dvanced	Records R	eturned
Name Address		Gender	Birthdate	PHN	Phone City	
No results foun	d with the specified search	criteria. If you have more	information on this patie	ent, please retry with a	dditional search criteria.	

3. A warning will appear that because the patient does not have a phn, no information will be recorded on Netcare Click **OK**.

1-(local):AB 10 -Patient - Smith, Jordan
Please note that since this patient does not have a PHN, no information (allergies, dispenses, etc.) will be saved on Netcare.
ОК

4. The new patient is inserted in Kroll, with **the prompt Is this a human patient?** Answer Yes.





5. Enter the patient information. A blank Netcare plan will be inserted automatically.

File Edit	Recent	Patient View	Profile	Network	Reports Utilitie	es NH	Cards Session	Help Versio	n 10					
F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup					F11 -	Drop-of	f F	12 - Ne	ew Rx	Alt+X - Start	]			
<u>L</u> ast Name	Smith			First N	Name Jordan		Salutation	n 📃	•	ОК		🖉 Save	🗙 Scan	<sup>⊗</sup> Profile
Address 1				_	Phone Numbe	rs (0)	(F2) In	s Del Birthdate			_			All Rxs
Address					Description	Phone								Active Rxs
Address 2								Age						Active Rxs w/Passtimes
City		_	▼ Pr					Gender	Male		-	No ir	nage available	Refillable Rxs
Postal		Country		-				Languag	Englis	h	•			Pricing Profile
Email				Send	Family Doctor			Height						Not Disp./OTC Rxs
Quick Code							F2 C	lear Weight				Load	Delete	Rxs Filled in Error
Comments	s (0)						F2 Ins Del	PHN						Suspended Ryc
Topic		Comment						Plans (1)					F2 Ins I	when with Netcare was attempted today
								SubPlan C	de Gr	oup ID	Client I	ID	Expiry	,,,,
								1 NET						View
												Alternate Addresses		
														Batches

6. Click **F12** to fill an Rx. Fill in the Rx information noting the Netcare plan is inserted. Click **F12** to fill.

▼ 1-(local):							
File Edit Recent Rx View Labels Profile Repor	rts Network Utilities	NH Cards Session Help	ersion 10				
F3 - Patient F5 - Drug F7 - Docto	F9 - Workflow	/ F10 - Pickup F11 -	Drop-off	F12 - Fill F	bx .	Alt+X - Start	
New Rx Pending Adj		Rx Start Date Latest Fill 06/07/2017 0 C	tv	Init	🗸 Looku	p 🗙 Cancel	×Rx
							Make Rx Unfilled
Priority Default Wait Time + F2 Due in 19	mins Forward RX	F2 Work Order 0	Delivery	Ріскир	•		😺 Make Rx Not Dispensed
Patient Search	Drug Search	100 - Pa	k D <u>o</u> c Sear	rch	Loc (	Office 🔻	Make Rx Stock Transfer
Name Cook, James Age: 88	Brand Vitamin C	500mg	Name	Dr. Adams, Fred			🐰 Adapt Rx
City Kealakekua Bay Prov HI	Pack 100 Form T	AB Sched 3	City			Prov AB	🛃 Add Rx I <u>m</u> age
Phone	Purch S	4.64 OnHand 500	Phone				in Transfer Rx From Another Store
Plan NET Client ID	DIN 02163268	Min Qty 0	Lic#	28u01	Alt. Lie	c#	🔂 Call Doctor
							👆 Counsel Patient on Pickup
Allergies (0)	Sig T5T QID F10D		Init	DR	Auth Qty	5 1	Come Quantity
	TAKE 5 TABLETS FOUR	TIMES A DAY FOR 10 DAYS	Disp <u>Q</u> ty	<u>R</u> efills(+	Rem Qty	5 1	View
			Days 10		G.P. %	98.38	() Clinical Interactions
Conditions (0)			Prod Sel	3 - Pharmacis' 🔻	Acq Cost	\$0.23	📰 Plan Information
			0/W	-	Markup	\$3.71	👆 Patient Plan Information
	Route of Admin	Oral	Labels	1 F2	Fee	\$10.22	E Generic Equivalents
	Dosage Form	Tablet	•		Total	\$14.16	🔁 Unit Dose Info
Plans Pricing Dates Comments Indications Ima	ages Other	Unit Dose (Ctrl-U): Disabled					t> Work Order
Rx Plans Plan Pays Extra Info (F2 Edits)		Warnings					Rx Counseling History
Nel Victoria Not Adjud. DUE Only		Patient over 65 and not se	up for pro	ov. Plan			Workflow
Cash 14.10 Deduct: \$14.10		Delivery Label will be print	ed				🚛 View Workflow Detail
							Workflow Push Queues
							Rx's In Progress
Next Disp Oty Min Interval	Enable Auto-Refill			Incomplete Pickup			
	Rx Comments (0)						
	*						
	User	Police de Participa		\varTheta Net	care 🖂 2	NU	M RECENCE

This Rx will still recorded on the Network but there will be no Network patient Profile to view.



#### Filling an Rx for an Animal

Prescriptions filled for non-human patients are not recorded on Netcare. Pets in the database must have an animal indicatory turned on. Animal patients will not have a PHN and therefore no **(Network) Patient Profile**.

File Edit	Recent	Patient View P	rofile Network	Reports Utiliti	ies NH	Cards Sess	ion He	elp Versior	n 10								
F3 - Pa	tient	F5 - Drug	F7 - Docto	or <b>F9 - W</b>	orkflow	F10 - Pi	ickup	F11 - D	prop-off	F12	- Ne	w Rx	Alt+X - St	art			
<u>L</u> ast Name	Pet		First 1	Jame Animal		Salut	ation		-	OK		Save 🖉	🗙 So	an	<sup>⊗</sup> Profile		
Address 1				Phone Numbe	ers (0)	F	2 Ins De	Birthdate						_	All Rxs	-00	
Address 2				Description	Phone			Age							Active Rxs		
City			- Prov AP -					Gender	Malo		-				Active Rxs w/Passtimes		
Postal		Country	-					Language	English		-	No im	age availab	le	Refillable Rxs	ш	
Email		county	• 					Height	English		-				Pricing Profile		
Ouidi Cada			Send	Family Doctor				) Mainht			_				Not Disp./OTC Rxs		
Quick Code						(F2	Clear	weight				Load	Delete	-	Rxs Filled in Error	Ш	
Comment Topic	s (0)	Comment				F2 Ins	Del PH	N						$\sim$	Suspended Rxs	Ш	
- iopic		connene						lans (0)		m la		-	(F2)	ins "Ar	imal"-type patients cannot be record	led o	on Netcare
								SubPlan Co	de Gro	up ID C	lient l	D	Expiry	_	View		
															Alternate Addresses	Ш	
															Batches	11	
Allergies (	0)	Add Dru	ua) F2 Ins Del	Conoral r 1				·	01						Charting		
			2	General Eami	iy   <u>N</u> ursir	ng Home   C	.omm <u>u</u> r	lications	Other					cui 😑	Consents	Ш	
				Patient	lt. Lact Nar					Privacy Unknown				Credit Cards	Ш		
				Detient Tune A	aimal	-									Documents (0)		
				Patient Type A	IIIIdi					Jnit Dose	< New				History	Ш	
Medical C	onditions (	0)	F2 Ins Del	Deceased On					'	ype	<no.< th=""><th>nex</th><th></th><th><u> </u></th><th>Immunizations</th><th>11</th><th></th></no.<>	nex		<u> </u>	Immunizations	11	
				Prescriptions	)_flt (D)_l					.ycie	<100	ne>		<b>-</b>	Limited Use Items	10	
				Delivery Poute	relauit (Fici	Kup)			- Ľ	nce oroup	< Dei		ie>)		Professional Services		
				Price Group	Nones				-16	Ax Lotals					Rx Counseling History	10	
			(50)(5-2)(5-2)	Drug line 1	of sult	- 2 D-	fault		- <u>-</u>   "	ollar value					Rx Notes		
Groups (0	)		Double Count	lot Require	+ 2 De	auit			Reset date			Rese	t	To Do Items			
	No Krall Care No Wallst Care														Work Orders		
				No Kroll Care     Compliance	e 📖 No Wa Calendar o	n Label				Snap Cap	s Kequ	uested	ID	32			
				compliance	Calendar of	in Label				j Snap Cap	s Doci	umented					

1. From the **F3-Patient** card, ensure that the PHN field is blank.

PHN			
Plans (0)			F2 Ins Del
SubPlan Code	Group ID	Client ID	Expiry

2. Go to the **General** tab and enable the flag for **Animal**.

G <u>e</u> neral	<u>F</u> amily	Nursing I	Home	Comm <u>u</u> nications
Patient				
🔽 Active	e Alt.	Last Name		
Patient Ty	/pe Anim	nal	-	
Deceased	On			



**NOTE**: If the user is trying to save a new patient without populating the PHN field, Kroll will ask the user if this is a 'human' patient. If the user answers 'no', the animal flag in the **Extra Info** tab will automatically be checked.

Please Select a choice	
Is this a human patient?	
Yes	No

- 3. From the F3-Patient card, click Save or press Enter to save changes to the patient.
- 4. Proceed to fill a prescription for the animal. There will not be a **Netcare** plan in the Rx, and the prescription will not be sent to Alberta Netcare.

🗸 1-(loca): 👛 - New Rx for Le Pew, Peppy											
File Edit Recent Rx View Labels Profile Reports Network Utilities NH Cards Session Help Version10											
F3 - Patient F5 - Drug F7 - Docto											
New Rx Pending Adj (PartFill)	×Rx										
Priority Default Wait Time	mins Forward Rx F	2 Work Order 0 F2	Delivery	Pickup	-		Make Rx Unfilled				
Patient Search	Drug Search		DecCorr	ch	1	ffico -	Make Rx Not Dispensed				
Name La Barry Barry	Drug search	100 • Pack	Name	Dr Waters David	LOC	The T	Make Rx Stock Transfer				
Address 123 La Ronge Ave	Generic Phenobarbital	UCN (Val	Address	Di. Waters, Daviu			🔏 Adapt Rx				
City Edmonton Prov AB	Pack 100 Form TAB	Sched G	City			Prov AB	🖶 Add Rx I <u>m</u> age				
Phone Home 789-4	Purch \$0.54	OnHand 500 No image	Phone				nansfer Rx From Another Store				
Plan Client ID	DIN 00271276	Min Qty 0	Lic#	1234	Alt. Lic	#	🛃 Call Doctor				
							👆 Counsel Patient on Pickup				
Allergies (0)	Sig G1T QD WF		Init		Auth Qty	180 6	C Owe Quantity				
	GIVE 1 TABLET DAILY WITH	FOOD OR MILK	Disp <u>Q</u> ty	30 Refills(+)	Rem Qty	180 6	View				
			Days	30	G.P. %	98.86	() Clinical Interactions				
Conditions (0)			Prod Sel	3 - Pharmacis' 👻	Acq Cost	\$0.16	E Generic Equivalents				
			o/w	Written 👻	Markun	\$3.71	🔁 Unit Dose Info				
	Route of Admin Oral	•	<u>L</u> abels	1 F2	Fee	\$10.22	¢ Work Order				
	Dosage Form Table	et 👻			Total	\$14.09	Rx Counseling History				
Plans Pricing Dates Comments Indications Ima	ages Other Unit	Dose (Ctrl-U): Disabled					Workflow				
Rx Plans Plan Pays Extra Info (F2 Edits)	Wa	rnings					🚛 View Workflow Detail				
Cash • 14.09 Deduct: \$14.09	n 🔤 🔽	The clinical plan was remove	d for this	animal			Workflow Push Queues				
	- <b>O</b> I	Delivery Label will be printed					Rx's In Progress				
							Incomplete Pickup				
Next Disp Qty Min Interval	Rx Comments (0)										
	*										
	*										
	User 🚺	5404645000		😣 Net	care 🖂 2	N	JM Decision and a				

- 5. Click **F12-Fill Rx** or press **F12** on the keyboard to fill the prescription for the animal.
- 6. There will not be a **(Network) Patient Profile** for animal patients because there is no PHN.



#### **Retrieving Dispense Records for an Rx Order**

Within Alberta Netcare, refilled prescriptions are considered 'Dispenses' against an 'Rx Order'. Access the 'Dispense' made against an 'Rx Order' as follows:

- 1. From the F3-Patient card, access Network > Profile to view the (Network) Patient Profile.
- 2. Highlight the Rx that you would like to see 'Dispense' for and detail the Rx by pressing 'D' on the keyboard (just like in the local patient profile).



3. From the (Network) Medication Order Detail window, click the Dispenses tab.

**NOTE**: The bracketed number in the **Dispense** tab indicates how many entries are listed. In this particular Dispense Profile, the first fill was sent on 24-Jun-2011 at another pharmacy (Local = No). The second dispense is filled locally on 26-Jul-2011 (Local = Yes).

🍠 (Netw	ork) Medication Order Detail	1 August	EX
<u>O</u> rde	r   Patient   Instructions   Indications   Prescriber   Dispenses (2)   Issues   Refusals   Notes   Status History (2)		🗲 Ctrl 📑
First d Last d	ispense pickup First quantity dispensed 30 Number of fills against Px 2 ispense pickup Last quantity dispensed 30 Total supplied amount 60		
D A T A	VDate         Picked Up         Status         Dispensed By           Quantity         Drug         Directions	Netcare Dis Code	p# Local Days Supply
S Y N C E D	13-Jul-2017 Active Richard, Bill 30 APO-ROSUVASTATIN 40 MG TABLET TAKE 1 TABLET DAILY	0099WPDD0 02338009	0000R27 Yes 30 days
N E T W K	11-Jul-2017 11-Jul-2017 Completed Richard, Bill 30 <b>APO-ROSUVASTATIN 40 MG TABLET</b> TAKE 1 TABLET DAILY	0099WPDD0 02338009	0000R1H No 30 days
	tail Extra Functions		
	✓ OK		



- 4. Users can **Detail** a Dispense to call up the **(Network) Medication Dispense Detail** just like they can detail an Rx Order in the following ways:
  - d) Use the mouse to double click on the dispense entry you would like to see details for.
  - e) Highlight the dispense entry and click the **Detail** button.
  - f) Highlight the entry and press **D** on the keyboard.
  - g) Right click on entry to access a menu list, and then click on **Detail**.

(Network)	Medication Dispe	ense Detail									
Uspense   <u>Pickup/Delivery</u>   Instructions   <u>I</u> ssues   <u>Notes</u>   <u>Status</u> History (1)											
Medicalit		0717014						Days Supply	30 days Qty	30	
Name A	PU-RUSUVA	STATIN 40	MGTABLET					-Dispensed F	Rv		
								Name Bicl			
			• • · · · · · · · · · · · · · · · ·	at a all				Type			
	2330003	Deals Trees	spolex incorpora	ileu)				Туре			
Pack uty		Pack Type									
LOUNUM		Expiry Date									
Dispense	ed At							Supervising	Pharmacist		
Name	Kroll Pharma	ю						Name			
Address	2002, 10025	Jasper Av	enue					Туре	ID		
City	Edmonton				Prov Albe	Postal	T5J 1S6				
Phone	(780) 555-90	55			ID WDF	A3149					
				Substitution	)						
Disp # 00	99WPDD000	Fill date	13-Jul-2017	Selection	None						
Local # 65	Local # 650451 Status Active By										
Type Fi	Type First Fill Reason										
					🗸 ок						

- 5. The **(Network) Medication Dispense Detail** window will display information on the following:
  - h) Dispense: Displays general Rx information regarding the refill.
  - i) **Pickup/Dispense**: Displays information on whether a Dispense was picked up and if so by whom.
  - j) Instructions: Displays the SIG on the dispense.
  - k) Issues: Displays any management codes sent with the dispense.
  - Notes: Displays dispense notes (this is different than patient notes or prescription notes)
  - m) Status History: Displays changes in the status of the Rx.



#### **Cancelling an Rx**

Cancelling a prescription in Kroll will mark the associated dispense as '**aborted**' on Alberta Netcare. Cancel an Rx as follows:

- 1. Call up the local patient profile from the **F3-Patient Card** by accessing **Profile** > **All Rxs** or pressing **SHIFT+F3** on the keyboard.
- 2. Highlight the Rx that needs to be cancelled and click **C-Cancel** or press **C** on the keyboard.

•	1-	-	-Patie	nt - Bull, Fe	dinand										
Eil	<u>File E</u> dit <u>P</u> atient Pr <u>o</u> file Networ <u>k R</u> eports <u>U</u> tilities <u>NH C</u> ards Session <u>H</u> elp <u>V</u> ersion10														
	F3 - Pat	tient	F	5 - Drug	F7 -	Docto	r ][	F9 - \	Norkflo	w F11 - Drop-off	F12 - New Rx	Alt-X - S	tart		
<u>L</u> as	t Name	Bull			First Name	Ferd	inand	1	Salu	utation 🗾 📕	<b>ок</b> 🖉 s	ave 🗙 C	ancel	ו	Patient
						ESC	-	Back	to Pat	ient F·Befill B·Be	nint D-Detail			51	Verofile
P	rofile -	All R	cs (32)			spa	ce -	mark	multip	le Rxs M · Modify C · Ca	ncel I - Inactiva	te E <u>x</u> tra Functio	ons 🔻	<u>'</u>	All Rxs
#	Status	0	rig Rx	Rx Num	Date	Ago (	lty –	Auth	Rem	Brand Name	Doctor 9	Sig	U 4	•	Active Rxs
11			1000040	1000041		7	- 30	30	0	Apo-Amoxi 250mg	White,Wendy Leah *	30	N		
12			1000039	1000039		7	30	30	0	Apo-Amoxi 250mg	Simpson,Monica *	10	N		Active Rxs w/Passtimes
13			1000038	1000038		7	30	30	0	Apo-Amoxi 250mg	Simpson, Monica *	10	N		Refillable Rxs

3. If the correct prescription is being called up for cancellation, answer **Yes** when asked '**Are you sure you want to Cancel this Rx**?'

Confirm Rx	-		E							
Are you sure you want to Cancel this Rx?										
✓ Yes	<u> N</u> o	Cancel and <u>R</u> efill								

**NOTE:** Select the option to **Cancel and Refill** if you are looking to reverse the claim, modify it, and then resend it immediately.

4. Log in and choose Make this Rx unfilled or Filled in Error- Remove from profile.



5. If you are cancelling the first fill of a prescription, the following screen will appear. Select the appropriate option:

Select an Option
You are canceling the first fill of an Rx. Do you want to:
Make this Rx <u>U</u> nfilled
Filled in <u>E</u> rror - Remove from profile

- a) Make this Rx Unfilled: Selecting this option will mark the local Rx as 'Unfilled' and remove the dispense from Alberta Netcare because physician prescribed Unfilled Rxs are not recorded on Alberta Netcare.
- b) Filled in Error Remove from profile: Selecting this option will mark the Rx as a 'mistake' on the local system and place it into the SHIFT+F9 – Rxs Filled in Error profile. The Network entry will be retracted and will NOT appear in the (Network) Patient Profile.

CeRx Adjudication Reversal Form	E
<u>V</u> iew Networ <u>k</u>	
The Generic Retract was successful	
Errors, Warnings and Messages	
VK UK	Irouble

#### **Pickups**

Pharmacy staff can log the date and time of when a prescription is physically picked up from a pharmacy and who the prescription was picked up by. This information can be entered in Kroll and sent to Alberta Netcare for clinical recording.

Recording prescription pick-ups facilitate health care providers to promote compliancy and prevent or reduce medication abuse. Unless otherwise specified Stores using 'Laser Labels No Workflow' will have automated pickups enabled. Stores using customized workflow, may have manually enabled pickups.

For more detailed information, please contact your helpdesk.



### When the Alberta Netcare Network is Unavailable

In the event that the Alberta Netcare Network is unavailable, Kroll will queue the transactions (e.g. sending allergies, sending prescriptions, sending dispenses, adding notes, etc.) in the order of creation so that they can be sent when the Network is available again.

No new claims for a particular patient can be sent to Netcare until all queued claims for that patient have been sent to Netcare because a prior queued claim may have an impact on the result set of a subsequent claim (e.g. an allergy add request must be sent before more dispenses are sent because that may affect the outcomes of the Drug Utilization Evaluation (DUE) processing for those subsequent dispenses).

When Netcare is unavailable, claims are queued in order of creation under **F9-Workflow** under **Pending Adjudication** located on the right tool bar.

File Edit Netwo	File Edit Network Utilities NH Workflow Cards Session Help Version10									
F3 - Patient	F5 - Drug F7	- Doctor F9 -	Workflow	F10 - Pickup	F11 - Drop-off	F12 -	New Rx	Alt+X - Start		
<u>F</u> ilter By All		•	Show only Ne	tcare claims		space - N	Mark Rxs	2 <u>R</u> efresh	]	<sup>⊗</sup> Workflow Actions Get Work
Send/Review	All Send/Review for C	urrent Patient				M - N	Modify Rx(s)	Del - Delete		Waiting for Pickup
Err Status	Transaction	Date	User Rx Nun	Patient	Brand Name	M	lessage		*	Pending Adjudication (5)
Postponed	Rx Plan Claim	13/07/2017 16:35:18	BR 650	56 Bull, Ferdinand	Hydrocortisone Pov	wder 1%				Fending Adjudication (5)
Postponed	Rx Plan Claim	13/07/2017 17:01:19	BR 650	60 Abcdef, Kelly	Co-Irbesartan-HCTZ	Z 150/12.				<u>T</u> rouble (0)
Postponed	Rx Plan Claim	13/07/2017 17:02:55	BR 650	61 Krlohmzmcmt, Sweet	ts Plendil 5mg					ADT (0)
Postponed	Rx Plan Claim	13/07/2017 17:03:51	BR 650	162 Klpmsjjftlgvh, Jim	Apo-Rosuvastatin 4	40mg				EBy (0)
Postponed	Rx Plan Claim	13/07/2017 17:04:22	BR 650	163 Kipmsjjftigvh, Jim	Synthroid 0.112mg					<u>E</u> RX (0)
										Rx Counseling (0)
										Professional Services (3)
										<sup>⊗</sup> Network Queue
										Send <u>A</u> ll
										Send for Current Patient

Users may select the option to '**Show only Netcare Claims**' which will only display pending claims for Netcare.

Eile Edit Network Utilities NH Workflow Cards Session Help Version10											
F3 - Patient F5 - Drug F7 - Doctor	F9 - Workflow F10 - Picku	p F11 - Drop-off F12 - New Rx Alt+X - Start									
Filter By All	<sup>⊗</sup> Workflow Actions										
			Get Work								
Send/Review All Send/Review for Current Patient M - Modify Rx(s) Del - Delete Waiting for Pickup											
Err Status Transaction Date	User Rx Num Patient	Brand Name Message	<ul> <li>Pending Adjudication (0)</li> </ul>								
			Ending Adjudication (0)								

From the **Pending Adjudication Queue**, all claims that have not been sent to Netcare will be listed by an entry that provides information on the **Transaction Type**, the **date/time** the transaction was sent, who it was sent by and for which patient. On the top left of the window, a filter option is available to filter claims authored by a specific user, or by claims for a specific patient. Access the dropdown menu to view pending claims by one of the filter parameters listed.



▼1 ·Workflow							
<u>File Edit Network Utilities NH W</u> orkflow <u>C</u> ards Sess	File <u>E</u> dit Networ <u>k</u> <u>U</u> tilities <u>N</u> H <u>W</u> orkflow <u>C</u> ards Session <u>H</u> elp <u>V</u> ersion10						
F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt-X - Start							
Filter By All	Show only PIN claims space - Mark Rxs	∀ Workflow Actions					
	Rx's To Do						
Send/Re Current User ((Display Name))	Rx's In Progress						
En Status Transaction Date	er Rx Num Patient Brand Name Message	Pending Adjudication (1)					
Not Sent Rx Plan Claim 19/09/2011 18:23:15	5 1000006 Rapunzel, Karen Lipitor 10mg						
		<u>T</u> rouble (0)					

Once Netcare is available again, users can go to the **Pending Adjudication Queue** and send all claims at once by clicking on **Send/Review All** or **Send for current Patient**.

F3 - Patient	F5 - Drug	7 - Doctor F9	- Workflow	F10 - Pickup	F11 - Drop-off F12	- New Rx Alt	+X - Start	
Filter By All			Show only Ne	care claims	space	- Mark Rxs	Refresh	<sup>⊗</sup> Workflow Actions
2			,,					Get Work
Send/Review	All Send/Review for	Current Patient			M	- Modify Rx(s) Del	- Delete	Waiting for Pickup
Err Status	Transaction	Date	User Rx Num	Patient	Brand Name	Message	^	Pending Adjudication (5)
Deather and a	By Plan Claim	40.000.0040.46.0040						r channe / talaarcacion (5)
Postponed	FX FIAIT CIAIIII	13/07/2017 16:35:18	BR 6504	56 Bull, Ferdinand	Hydrocortisone Powder 1%			
Postponed	Rx Plan Claim	13/07/2017 16:35:18	BR 6504	56 Bull, Ferdinand 60 Abcdef, Kelly	Hydrocortisone Powder 1% Co-Irbesartan-HCTZ 150/12.			Trouble (0)
Postponed Postponed Postponed	Rx Plan Claim Rx Plan Claim Rx Plan Claim	13/07/2017 16:35:18 13/07/2017 17:01:19 13/07/2017 17:02:55	BR 6504 BR 6504 BR 6504	56 Bull, Ferdinand 50 Abcdef, Kelly 51 Krlohmzmcmt, Sweet:	Hydrocortisone Powder 1% Co-Irbesartan-HCTZ 150/12. s Plendil 5mg			Irouble (0) ADT (0)
Postponed Postponed Postponed Postponed	Rx Plan Claim Rx Plan Claim Rx Plan Claim Rx Plan Claim	13/07/2017 16:35:18 13/07/2017 17:01:19 13/07/2017 17:02:55 13/07/2017 17:03:51	BR         6504           BR         6504           BR         6504           BR         6504           BR         6504	56 Bull, Ferdinand 60 Abcdef, Kelly 61 Krlohmzmcmt, Sweet 62 Klpmsjjftlgvh, Jim	Hydrocortisone Powder 1% Co-Irbesartan-HCTZ 150/12 s Plendil 5mg Apo-Rosuvastatin 40mg			<u>I</u> rouble (0) ADT (0)
Postponed Postponed Postponed Postponed Postponed	Rx Plan Claim Rx Plan Claim Rx Plan Claim Rx Plan Claim Rx Plan Claim	13/07/2017 16:55:18 13/07/2017 17:01:19 13/07/2017 17:02:55 13/07/2017 17:03:51 13/07/2017 17:04:22	BR         6504           BR         6504           BR         6504           BR         6504           BR         6504           BR         6504	56 Bull, Ferdinand 60 Abcdef, Kelly 61 Krlohmzmcmt, Sweet: 62 Klpmsjjftlgvh, Jim 63 Klpmsjjftlgvh, Jim	Hydrocortisone Powder 1% Co-Irbesartan-HCTZ 150/12. s Plendil 5mg Apo-Rosuvastatin 40mg Synthroid 0.112mg			Irouble (0) <u>A</u> DT (0) <u>E</u> Rx (0)

This sends the pending claims, and if there are no issues or interventions required by the user, the **Pending Adjudication** queue will clear.

▼1- Workflow	↓ E - ■ <u>×</u>
<u>F</u> ile <u>E</u> dit Networ <u>k</u> <u>U</u> tilities <u>N</u> H <u>W</u> orkflow <u>C</u> ards Sess <u>i</u> on <u>H</u> elp <u>V</u> ersion 10	
F3 - Patient         F5 - Drug         F7 - Doctor         F9 - Workflow         F11 - Drop-off         F12 - New Rx         Alt-X - Start	
Filter Ry All Show only PIN claims space - Mark Rys Refresh	<sup>⊗</sup> Workflow Actions
	Rx's To Do
Send/Review <u>All</u> Send/Review for c <u>u</u> rrent Patient M - Modify Rx(s) Del - Delete	Rx's In Progress
Err Status Transaction Date User Rx Num Patient Brand Name Message 🔺	Pending Adjudication (0)
	<u>T</u> rouble (0)



# Printing Labels for Prescriptions when Alberta Netcare is Unavailable

When Alberta Netcare is unavailable, users can adjudicate claims to the fiscal plans first, print labels for dispensing, and then place the Rx in the **Pending Network Queue** to send to Alberta Netcare once the Network becomes available. Print a label for dispensing when Netcare is unavailable as follows:

1. From the **F12-Filling Screen**, the plan sequence should list the fiscal plans first, then the **NET-Alberta Netcare** plan, followed lastly by the **Cash** plan.

-New Rx for Von Baron, Snoo	ору				↓ E - • ×	
Eile Edit <u>R</u> x <u>V</u> iew Labels Pr <u>o</u> file Reports Networ <u>k</u> <u>U</u> tilities <u>N</u> H <u>C</u> ards Session <u>H</u> elp Vergion10						
F3 - Patient F5 - Drug F7	- Doctor F9 - Work	low F11 - Drop-o	ff F12 - Fill Rx	Alt-X - Start	]	
New Rx Pending Adj	First Fill Last	Fill Information	\$0.00 Init	Lookup 🗶 Cancel	<sup>™</sup> Rx	
Priority Default Wait Time  F2 Due	in 19 mins Forward	Rx F2 Work Order	0 F2 Delivery P	Pickup 🚽	Make Kx Unfilled	
				0	Make Rx Not Dispensed	
Patient Search	Drug Search	Pack 500 -	Doc Search		Make Rx Stock Transfer	
Name Von Baron, Snoopy Age:45	Brand Apo-Amoxi	500mg	Name Dr. White, Wendy	/ Leah	🕞 Add Rx Image	
City Prov AB	Pack 500 Form CAP	Sched 1	City St. Albert	Prov AB	mansfer Rx From Another Store	
Phone	Purch \$170.85 OnHa	nd 500	Phone (780) 460-6379		Call Doctor	
Plan NET Client ID 548793100	DIN 00628123 Min Q	ty 0	Lic# 011742 Alt. Lio	c#	Counsel Patient on Pickup	
					Cove Quantity	
Allergies	C TIC TID FIOD			Auth Oty 30 1	Mar Conner	
		DAY FOR 10 DAYS		Rem Oty 30 1	Clinical Interactions	
	TAKE I CAPSOLE S TIMES A	DATTOR 10 DATS	Disp Qty 30 Kerilis(+)	G.P. % 57.61		
			Days 🛄	Acq Cost \$10.25		
Conditions			Prod Sel 3 - Pharma	Cost \$10.25	Patient Plan Information	
	Route of Admin Oral	•	O/W ▼	Markup \$3.71	(E) Generic Equivalents	
	Docade Form Cansule			Fee \$10.22	Unit Dose Info	
	bosageronni copsuic			Total \$24.18	t> Work Order	
Plans Pricing Dates Comments Indications I	İmages Other 🗲 Ctrl 🔿	Warnings Counselling	Unit Dose (Ctrl-U): Dis	sabled	Rx Counseling History	
Rx Plans Plan Pays Extra Info (F2	Edits)	Message			Workflow	
ABBC V Not Adjud.		Delivery Label wil	be printed		🚛 View Workflow Detail	
Cash Vice Adjud. Doe only						
Next Disp Oty Min Interval	Enable Auto-Refill					
	Rx Comments (0)					
	*					
	-					
	User			0 🖂 0	NUM	

2. Click F12-Fill Rx or press F12 on the keyboard to initiate adjudication of the prescription.



3. A response screen will appear indicating 'Unable to connect to the remote server.' Choose the option Send later.

♂ Adjudication Response for NET							
<u>V</u> iew <u>R</u> x Networ <u>k</u>							
The NET claim transmission failed because: Errors, Warnings and Messages for NET Unable to connect to the remote server							
The claim transmission failed. Do	o you want to:						
Back to the Rx Retry claim Send Later	<u>T</u> rouble <u>C</u> ancel Rx						

4. A second message will appear asking 'Do you want to mark the Alberta Netcare route as down?' Answering Yes will cause all subsequent transactions to skip adjudication to NET-Alberta Netcare; answering No will cause subsequent transactions to continue to attempt to send to NET-Alberta Netcare even though Alberta Netcare may be potentially unavailable.

Select an Option	
Do you want to mark the prima	ry route Alberta Netcare as down?
<u>Y</u> es	No



5. Answering **Yes** will bring up the '**When do want to retry this route**?' screen. A default date and time is entered but the user can adjust if it is desired.

🔝 When do you want to retry this route?						
Plan NET	Route Alberta Netcare					
You are marking this route as being down and must specify when you want to retry adjudication using this route.						
If you suspect that this is a temporary situation, you should accept the default retry time (15 minutes from now).						
If you know that this route is going to be down for an extended period of time, you should set the retry time to when you expect the route to be available again (e.g tomorrow morning).						
Try this route again at DD/MM/YYYY 15:25						
🗸 ок						

6. Kroll will display the Alberta Netcare Patient Profile that was last generated for the patient. (Anytime this profile is more than 2 Hours out of date it will display with a **RED** background in the **Last Updated** field.) This profile may be out of date - proceed with caution.

🔝 (Netwo	ork) Patient Profile					e x
Patient:	Bull, Ferdinand	Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated:	2h 8m ago
<u>P</u> rofile (	(24) <u>A</u> llergies (13) <u>N</u> otes (2)					🗲 Ctrl 🔁
<u>S</u> tatus	s (All) <u>O</u> rder Ty	/pe (All)	•	□ <u>A</u> d∨an	ced 🔗 Filter	🔀 Reset
D	▼Last Filled Picked Up	Status	Doctor		PIN Order #	Order Date
A T	Last Qty Drug			Code	Manufacturer	Local
A	Directions			Stop Date	Fillable	Auth Rem

7. Select an Option as to what to do with the Rx while Netcare is down. This will put the Rx in the appropriate queue.



Select an Option							
What do you want to do for plan NET?							
Postpone this plan and complete <u>A</u> djudication							
Postpone all adjudication and process other Rx steps							
Send Rx to <u>T</u> rouble							
Exit out of Rx - Complete later							
Cancel							

- 8. The Rx will adjudicate through the fiscal plans for payment.
- 9. Once Fiscal adjudication is complete, the prescription label will print.
- The NET-Alberta Netcare portion of the Rx will be queued into the Pending Adjudication Queue found in F9-Workflow-Pending Adjudication. The transaction can be sent once Netcare is back up.

F3 - Patient F5 - Drug F7 - Doctor	F9 - Workflow	F10 - Pickup F11 ·	- Drop-off F12 - New Rx	t+X - Start	
Filter By All	<sup>⊗</sup> Workflow Actions				
Encer of the		eteure eturno		Nerresii	Get Work
Send/Review <u>All</u> Send/Review for Current Patie	nt		M - Modify Rx(s) De	I - Delete	Waiting for Pickup
Err Status Transaction Date	User Rx Nu	n Patient Brar	nd Name Message	<b>^</b>	Pending Adjudication (2)
Communication   Rx Plan Claim 13/07/2017 1	7:10:44 BR 650	0465 Abcdef, Kelly Ezet	timibe 10mg Communication error		Echang Adjudication (2)
Postponed Rx Plan Claim 13/07/2017 1	7:17:39 BR 650	0466 Bull, Ferdinand Ezet	timibe 10mg		Trouble (0)

## **Patients with Multiple PHNs**

Occasionally some Albertan patients will have more than one Personal Health Number (PHN). To prevent users from having to enter two patient cards for the same person as a result of the multiple PHNs, Kroll gives the user the option to view the Alberta Netcare patient profiles of the secondary or tertiary PHNs from one patient card.

When adding/updating **Patient Demographics** for a patient with multiple PHN's the user will see an additional field – **Sec. PHN**.



Vpdate Patient Demographics from Network								
The Local information does not match the current Network information. Select the data that you want to update.								
	Local Network New Data							
Family Name		and the second se	( and the set of the s					
Given Name		Constant of the second se	Participation and the second					
Gender		and the second sec	100000					
Birthdate		and the state of the second se	10.000					
PHN		215583009	215583009					
Sec. PHN		383384009						
	✓ Update X Cancel							

When the user selects to add/update, they will be prompted to view the Secondary PHN Profile.

♥ (Network) Patient Search				
✓ (Network) Patient Search       Last Name       First Name       Sex       Enter full date of birth, if available. Wild card       Name       Birthdate       Gender	Year of Birth Day/Month of Birth Comparison Secondary PHNs There are one of Please select the S83384009 View Pr	CDMM) CDMM) CDMM) COMPANY COMP	Patient Not Found	Select       New Search       PHN       Alternate Id       215583009

If the user chooses '**Don't View Profile**' the system proceeds with inserting the patient into the local database. If the user chooses to '**View Profile**', the system requests an Alberta Netcare patient profile for the secondary PHN. If there were more than 2 PHNs, they would appear in this list and the user would highlight the one they wish to view the Alberta Netcare Patient profile for.





If the user selects to view the profile of the Secondary PHN, a **(Network) Patient Profile** for the secondary PHN will appear. A **RED** bar at the top of the window will remind the user **'This is a profile for the patient's secondary PHN: ##########**'.

✓ (Network) Patient Profile				E	×
This is a profile for the patient's secondary PHN: 383384009					
Patient	Male	DOB: 05-M	lay-1904	PHN: 21558	3009
Profile Allergies Services Notes				K	Ctrl 글
Status (All)		🔳 <u>A</u> dvan	ced 📝 Fi	ilter 🛛 🔀 P	Reset
■ Last Filled Picked Up Status Doctor			PIN Order	# Order	Date
A Last Qty Drug		Code	Manufactur	er Loo	al
A Directions		Stop Date	Fillable	Auth	Rem

Subsequent to reviewing the profile, click **OK** or press **Enter** on the keyboard to continue. The user will be brought back to the list of PHNs for the patient. At this point, choose the option to '**Don't' View Profile**' to proceed to the **F3-Patient** card.

There are one or more secondary PHNs for this patient. Please select the PHN for the profile you would like to view.						
383384009						
View Profile	X Don't View Profile					



On the F3-Patient card only the Primary PHN will be recorded and displayed.

<b>v</b> 1	And in case of the local				
<u>F</u> ile <u>E</u> dit <u>F</u>	<u>P</u> atient Pr <u>o</u> file Networ <u>k R</u> epo	orts <u>U</u> tilities <u>N</u> H <u>C</u> ards Sess <u>i</u> on <u>H</u>	elp <u>V</u> ersion 10		
F3 - Patie	ent F5 - Drug	F7 - Doctor F9 - Workflow	F11 - Drop-off F12 - New Rx Alt-X - Start		
Last Name	First	Name Salutation	Changed Save Cancel	Patient	
Address 1		Phone Numbers (0) F2 Ins De	Birthdate 05/05/1904	<sup>⊗</sup> Profile	
		Description Phone		All Rxs	
Address 2		_	Age 110 years	Active Rxs	
City	Prov AB	-	Gender Male 💌	Active Pys w/Passtimes	
Postal	Country	-	Language English 🚽	Active ross w/ Passumes	
Email			Haisht	Refillable Rxs	
Email	Send	Family Doctor	Height	Pricing Profile	
Quick Code		F2 Clear	Weight Load Delete	Not Disp /OTC Bys	
Comments (	(0)	F2 Ins I	PHN 215583009		
Topic	Comment		Rxs Filled in Error		
			Plans (1) (F2)(Ins(bei)	Suspended Rxs	
			1 NET 215583009	Perform FDB Analysis	
				View	
				Alternate Addresses	

Users of patients with multiple PHNs will be prompted to view the secondary Alberta Netcare patient profiles when they fill Rxs for a patient the first time a patient profile is returned,

𝔝 Secondary PHNs						
There are one or more secondary PHNs for this patient. Please select the PHN for the profile you would like to view.						
383384009						
View Profile	X Don't View Profile					



# **Electronic Authoritative Prescriptions – ePrescribing**

ePrescribed Rxs will be depicted by the error icon indicating 'This is an electronic – authoritative order. A paper prescription is not required.'

#### **Filling a Pharmacist Prescribed Rx**

11. From the **F12-Filling Screen**, enter the patient, drug, pharmacist, SIG, and dispense information for the prescription. The user will be prompted with the **Rx Order/Dispense Information**. By default the **Electronic Authoritative (eRx)** flag will be enabled.

😿 Rx Order / Dispense Information	e x
Rx Order	
Note	
Patient Measurement - Height	Patient Measurement - Weight
•	· · ·
Treatment Type	Substitution Not Allowed Reason
Short Term/Acute	Not specified 🔹
Electronic authoritative (eRx)	
Hard assign to my location	
Dispense	
Note	
Substitution Type	Substitution Reason
None	Not specified
Quantity Units of Measure	
Capsule	- -
Emergency fill	
ОК	X Cancel

**NOTE**: There will be a yellow prescription warning indicating '**This is a Pharmacist Prescribe** – an **Rx Order will be sent'**.



(							
V - New Rx for Bull, Ferdinand							
<u>File Edit Rx V</u> iew Labels Pr <u>o</u> file Reports Networ <u>k U</u> tilities <u>N</u> H <u>C</u> ards Session <u>H</u> elp Vergion10							
F3 - Patient F5 - Drug F7	- Doctor F9 - Workflow F11 - Dr	op-off F12 - Fill Rx Alt-X - Start					
New Ry Dending Adj	First Fill Last Fill Information	so oo tait	×Rx				
			👌 Make Rx Unfilled				
Priority Default Wait Time F2 Due	in 19 mins Forward Rx F2 Work C	Order 0 F2 Delivery Pickup	😡 Make Rx Not Dispensed				
Patient Search	Drug Search Pack 500	▼ Doc Search Loc Office ▼	🛞 Make Rx Stock Transfer				
Name Bull, Ferdinand Age:35	Brand Amoxicillin 500mg	Name Ph Richard, Bill	Add Rx Image				
Address 123 Anytown Male	Generic Amoxicillin Trihydrate SIV	Siver Address	Transfer Rx From Another Store				
Phone Phone	Purch \$183.67 OnHand 470	Phone Prov AB	Call Doctor				
Plan NET Client ID 617673100	DIN 02401509 Min Qty 0	Lic# 2222 Alt. Lic#	Canada Datiant an Dislam				
Monter T1 Usage							
Allereiter			Owe Quantity				
clarithromycin	Sig T1C TID F10D	Init BR Auth Qty 30 1	<sup>⊗</sup> View				
lactose	TAKE 1 CAPSULE 3 TIMES A DAY FOR 10 DAYS	Disp Qty 30 Rem Qty 30 1	🕞 Rx Images				
Sugars, Metabolically Active		Days 10 G.P. % 55.83	(1) Clinical Interactions				
More (See Patient)		Prod Sel 3 - Pharma  Acq Cost S11.02	🚛 Plan Information				
Osteoarthritis		0/W V Markup \$3.71	👆 Patient Plan Information				
Parkinson's disease	Route of Admin Oral	Labels 1 F2 Fee \$10.22	E Generic Equivalents				
	Dosage Form Capsule	▼ Total \$24.95	🔁 Unit Dose Info				
Plans Pricing Dates Comments Indications	Images Other Ctrl 🔿 Warnings Couns	elling Unit Dose (Ctrl-U): Disabled	¢> Work Order				
Rx Plans Plan Pays Extra Info (F2	Edits) Message		Rx Counseling History				
NET Not Adjud. DUE Only	This is a Pha	rmacist Prescribe - an Rx Order will be s	Workflow				
Cash 24.95   Deduct: \$24.95	Delivery Lab	el will be printed	Wiew Workflow Detail				
Next Disp Qty Min Interval	Enable Auto-Refill Rx Comments (0)						
	User BR (Bill Richard)						



If the pharmacist prescribe is successful, a prescription label will print along with the **eRx Reference Report**. This may be used as a placeholder for pharmacies using paper filing.

Richard, Bill 2002, 10025Jasper Avenue Edmonton Alberta T5J1S6					
Bull, Ferdinand (11-Jan-1980) - Male 123 Anytown Edmonton AB PHN: 617	7673100				
PIN Order #: 00008WRB Status: Date Prescribed: AMOXICILLIN 500 MG CAPSULE (Capsule) DIN: 024 TAKE 1 CAPSULE 3 TIMES A DAY FOR 10 DAYS	Active 401509				
Start date: Route: Oral Dispense quantity: 30 Totalprescribed quantity: 30 (1 fill) Total days supp	oly: 10				
Allergy Alert AMOXICILLIN 500 MG CAPSULE Drug Allergy [Penicillins] Managed: Other					
Drug Interaction Alert AMOXICILLIN 500 MG CAPSULE APO-WARFARIN 3 MG TABLET Managed: Other					
*** For reference only. Non-dispensable. ***					
Printed:					





On the network, the order will have an *received* icon to indicate '**This is an electronic** – **authoritative order. A paper prescription is not required**.'

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•	<b>s</b> (	Network) Patient Profile	-	- Northern - Di	THE R LOCAL	-	C X
	Pa	atient: Bull, Ferdinand	Male	DOB: 11-Jan-1980	HCN: 617673100	Last updated:	2m ago
ſ	₽r	ofile (91) Allergies (16) Notes (2)					E Ctrl 🗲
	1	<u>S</u> tatus (All)	r Type (All)	-	🗖 <u>A</u> dva	nced 🔗 Filter	🗙 Reset
		■ TLast Filled Picked Up	Status	Doctor		Netcare Order	Order Date
	1	A Last Qty Drug			Code	Manufacturer	Local
	1	A Directions			Stop Date	Fillable	Auth Rem
		N @Rx 30-Mar-2015 30-Mar-2015	Complete	d Richard, Bill		00008WRB	30-Mar-2015
		This is an electronic-authoritative of	order Anaperu	prescription is not require	02401509	SIV	Yes
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