Alberta Netcare Network

User Guide

4
Contents

Glossary 5

Kroll User Accounts 7

User Preferences 11

Login Warnings 13

Kroll Security Settings 14

Accessing the Netcare Network & EHR 15

No FOB-Mark Netcare Down 19

EHR Password Change & Expiry 22

Patient Search 25

Scenario 1 – New Patient (Not Found in Kroll) 26

Scenario 2 – New Patient (Not Found in PCR) 32

Scenario 3 – Existing Local patient (Not Synchronized to PCR) 36

Scenario 4 – Existing Local Patient (Not Synchronized & Not Found in PCR) 41

Scenario 5 – Existing Local Patient Already Synched to PCR 45

Handling Patients with Multiple Given Names 45

Alberta Netcare Patient Profile 49

Detailing a Prescription Entry on Alberta Netcare 54

Extra Functions from the Alberta Netcare Medication Profile 56

Allergies & Intolerance 77

Adding a New Allergy/Intolerance 77

Synchronizing Network and Local Allergies/Intolerances 84

Refuting a Network Allergy/Intolerance 90

Adding an Allergy and Intolerance for the Same Allergen 91

Extra Functions from the Alberta Netcare Allergies Profile 99

Network Options from the F3-Patient Card 111

Verify Patient Demographics 112
Professional Services 114
View Network Access Log 121
Synchronize Patient 122
Add EHR Data Alert Note 122
Alberta Netcare Web Interface 130
Patient Card, Other Network functions 131
Add Patient Note 131
Filling Prescriptions on Alberta Netcare 140
Filling a New Rx 141
Filling an Rx created on the Alberta Netcare GUI 154
Refilling an Rx 160
Transfer Rx from Other Store 161
Unfill Rx 166
Pharmacist Prescribe 168
Transfer Rx to Another Store 172
Filling an Rx for Other Medication (Not Dispensed Rx) 174
Natural Health Products 176
Filling an Rx for a Mixture 178
Filling an Rx for a Device 181
Filling an Rx for an Out of Province Patient 183
Filling an Rx for an Animal 186
Retrieving Dispense Records for an Rx Order 188
Cancelling an Rx 190
Pickups 191
When the Alberta Netcare Network is Unavailable 192
Printing Labels for Prescriptions when Alberta Netcare is Unavailable 194
Patients with Multiple PHNs 197

Electronic Authoritative Prescriptions – ePrescribing 201

Filling a Pharmacist Prescribed Rx 201

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.

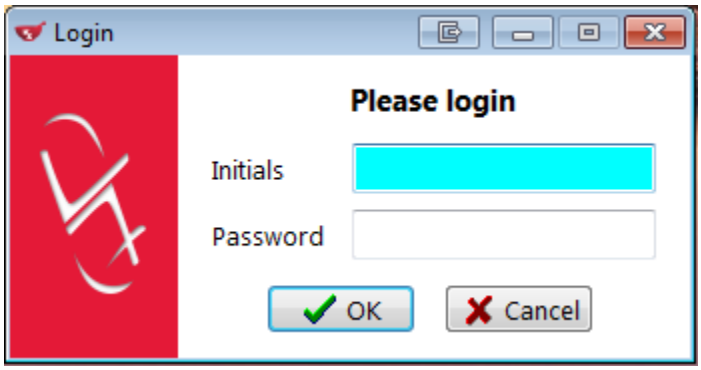
Kroll User Accounts

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:

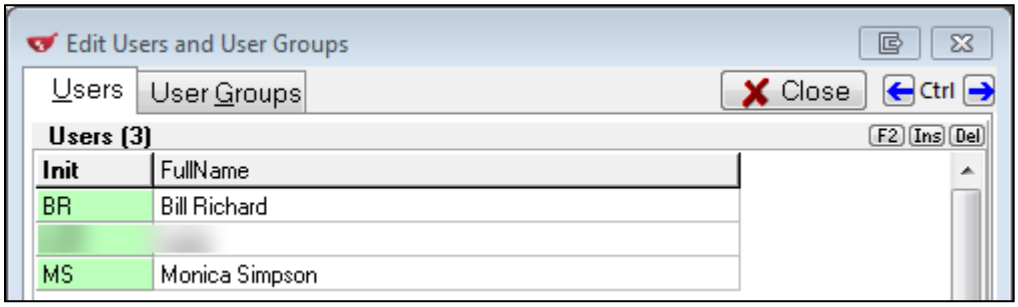
1. From any screen, go to **Edit** > **Users and Groups**.
2. Log in with an existing Kroll user that has permissions to 'Change Users'.

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



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**.



4. Enter user information in the **User Information** screen:

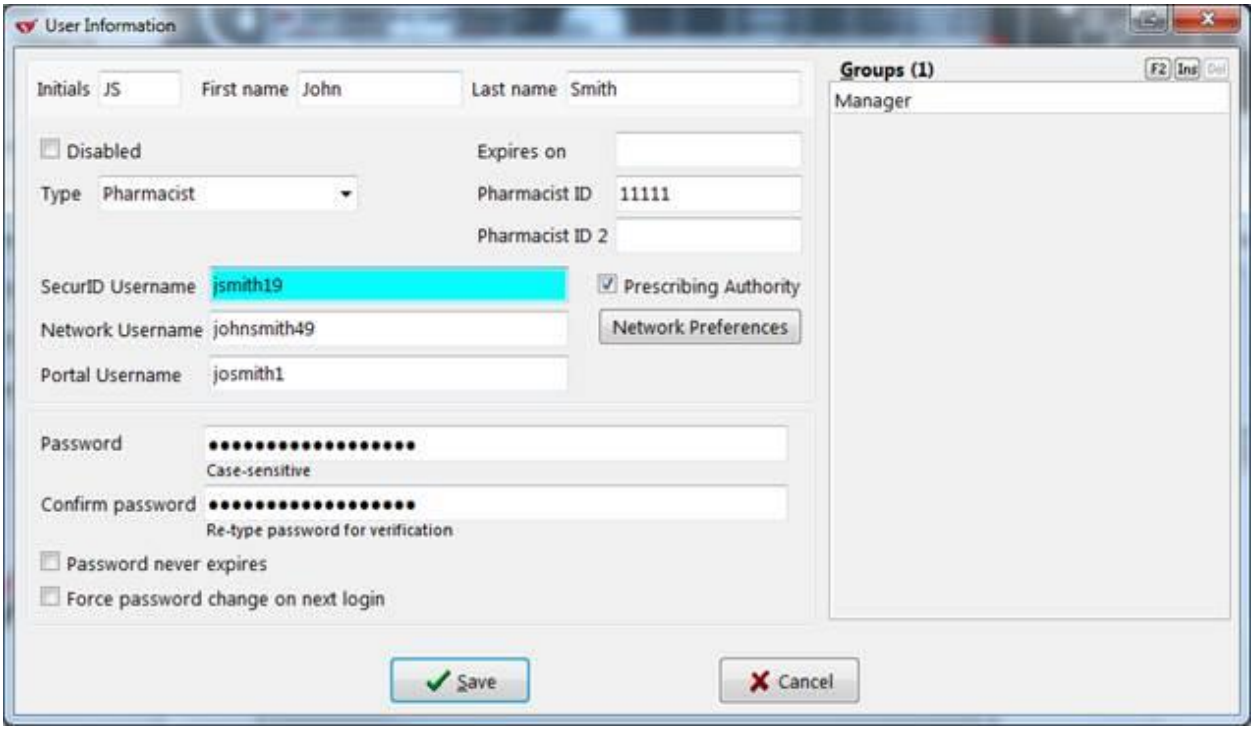
- **Initials**: Enter the initials of the user.
- **Name**: Enter the full name of the user.

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
  - Pharmacy Assistant
  - 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.

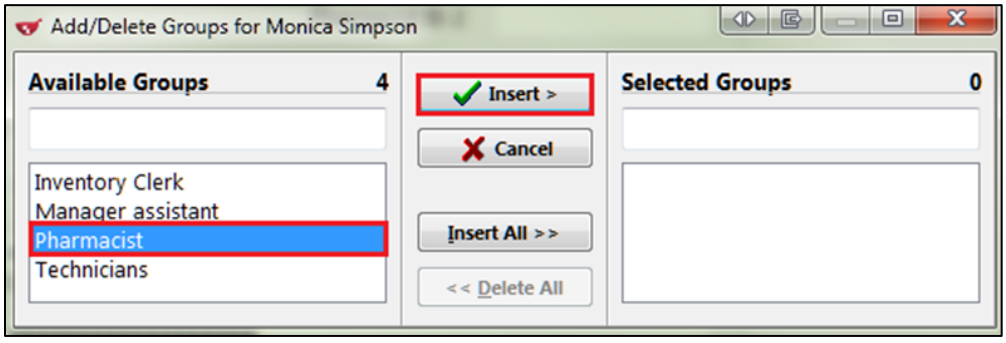


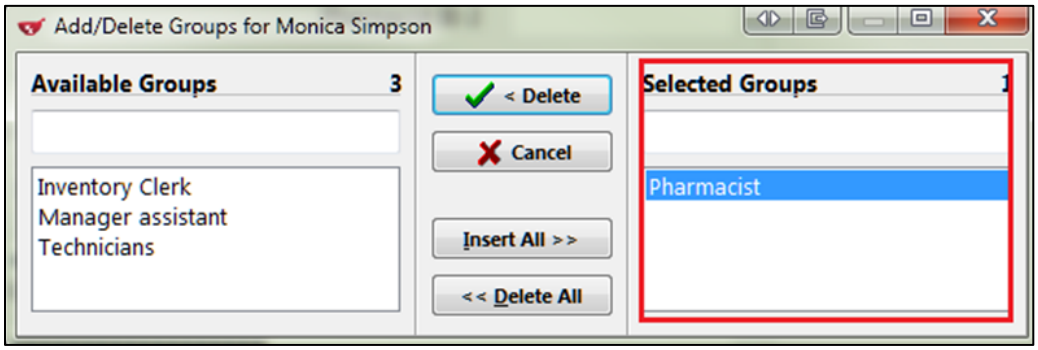
* This field is specific for Alberta Netcare EHR users only.

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.



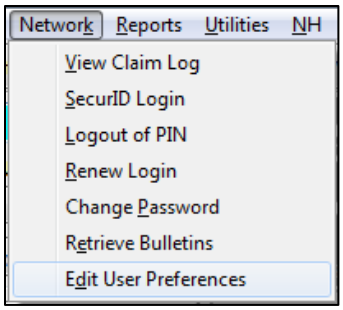


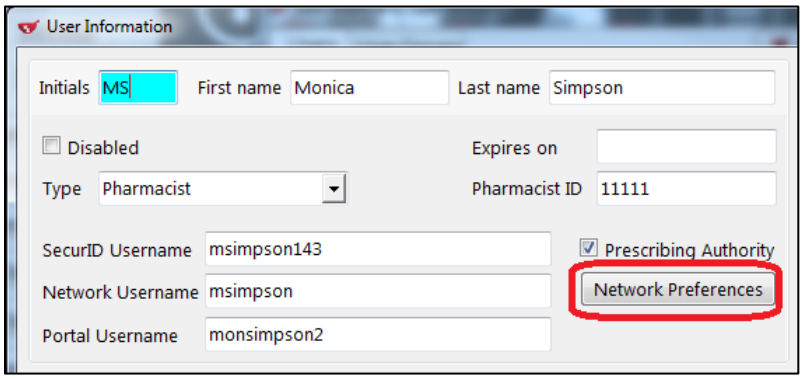
7. Press **Enter** twice to save the new user.

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.

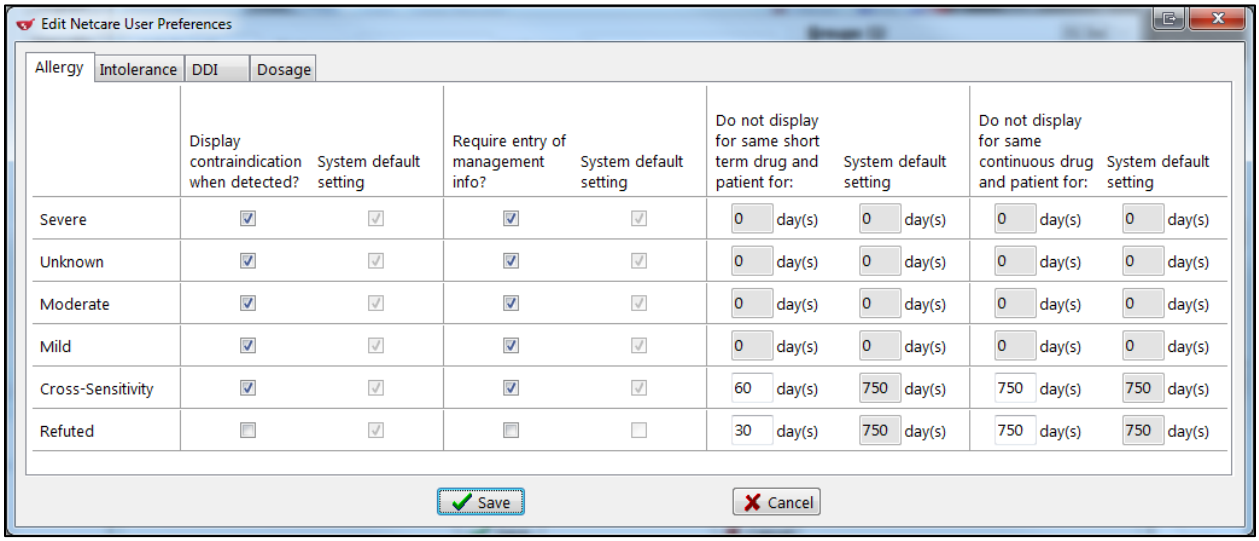
The **Netcare User Preferences** screen can be accessed via **Network** > **Edit User Preferences** or while editing the currently logged in user via **Edit** > **Users and Groups**.





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.



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.

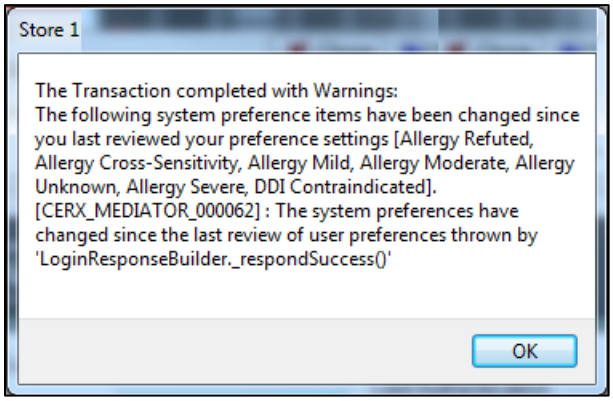
After reviewing and making changes, click the **Save** button to send Netcare the new preferences.

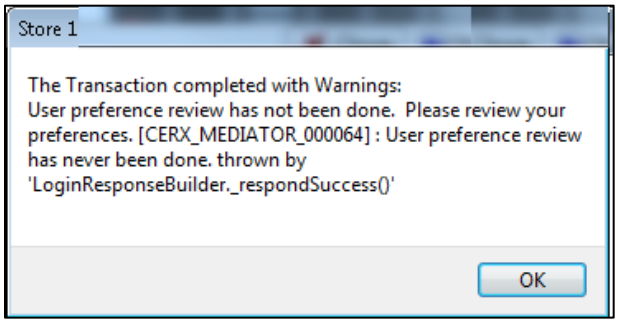
Note that, depending on your local FDB analysis setting found in **File** > **Configuration** > **Store** > **FDB**, the Kroll system is always performing local issue detection. If an issue is detected and presented to you, a pre-management message will be sent to Netcare along with the dispense. Should 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.



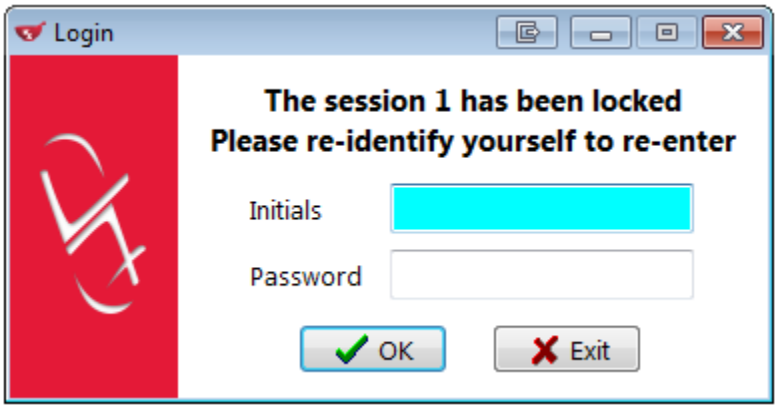


To prevent these warning messages from appearing every time you login to Netcare, reset this warning by accessing the **Netcare User Preferences** form and clicking the **Save** button even if you choose not to make any changes.

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**.

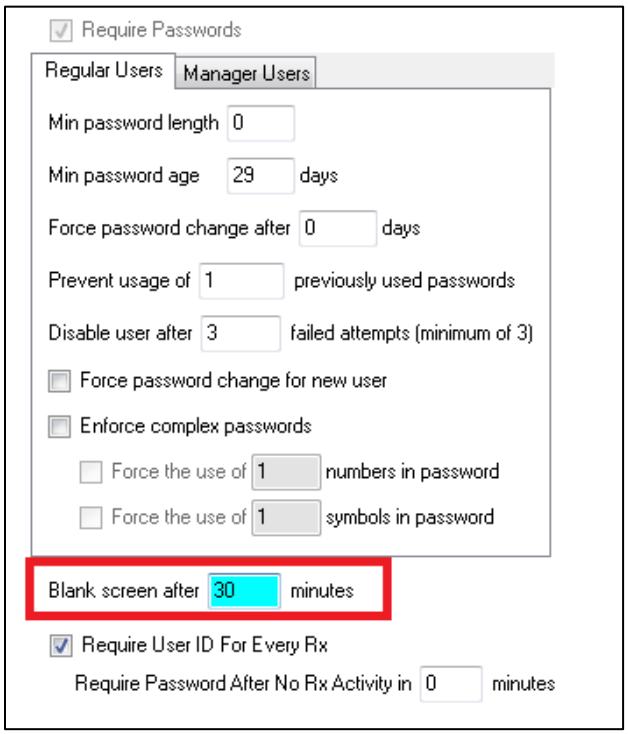
Once a Kroll Session 'times out', the session will become hidden and replaced by a Kroll login prompt. The prompt will state the '**Fill Session has been locked – Please re-identify yourself to re-enter**'. The Pharmacy user will have to login using their Kroll user initials and password to retrieve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



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.



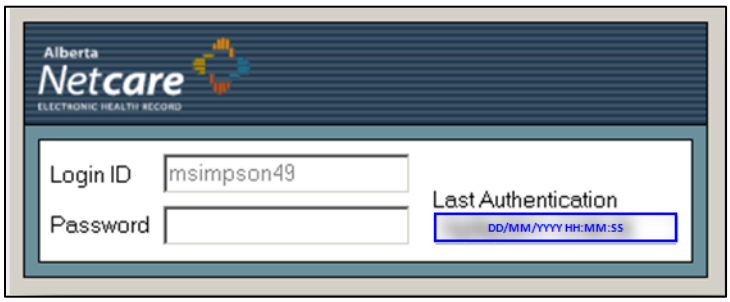
Accessing the Netcare Network & EHR

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.

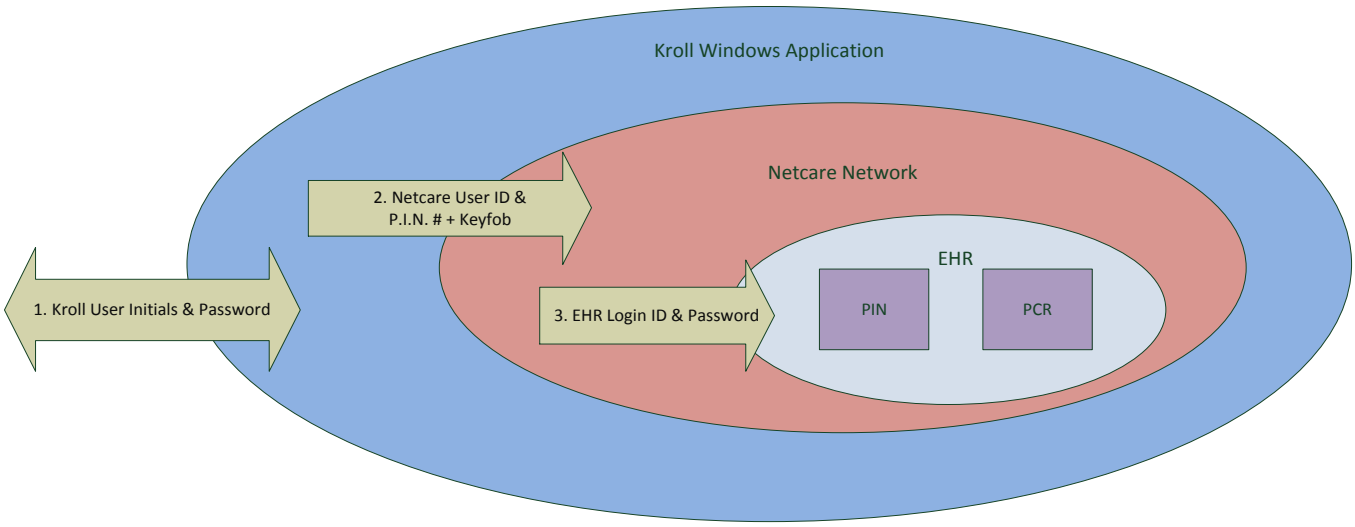
Following a successful login to the **Netcare Network**, Kroll will submit a request to access the **EHR**, which contains the **Alberta Netcare Network** and **Provincial Client Registry (PCR)**. The user will need to provide an **EHR Login ID** and **Password**. The **EHR Login ID** is specific to 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):
    - Alpha-upper case
    - Alpha-lower case
    - Numeric
    - Special character
- Passwords must not contain an individual's user name or full name;
- Minimum of 24 iterations before password reuse.

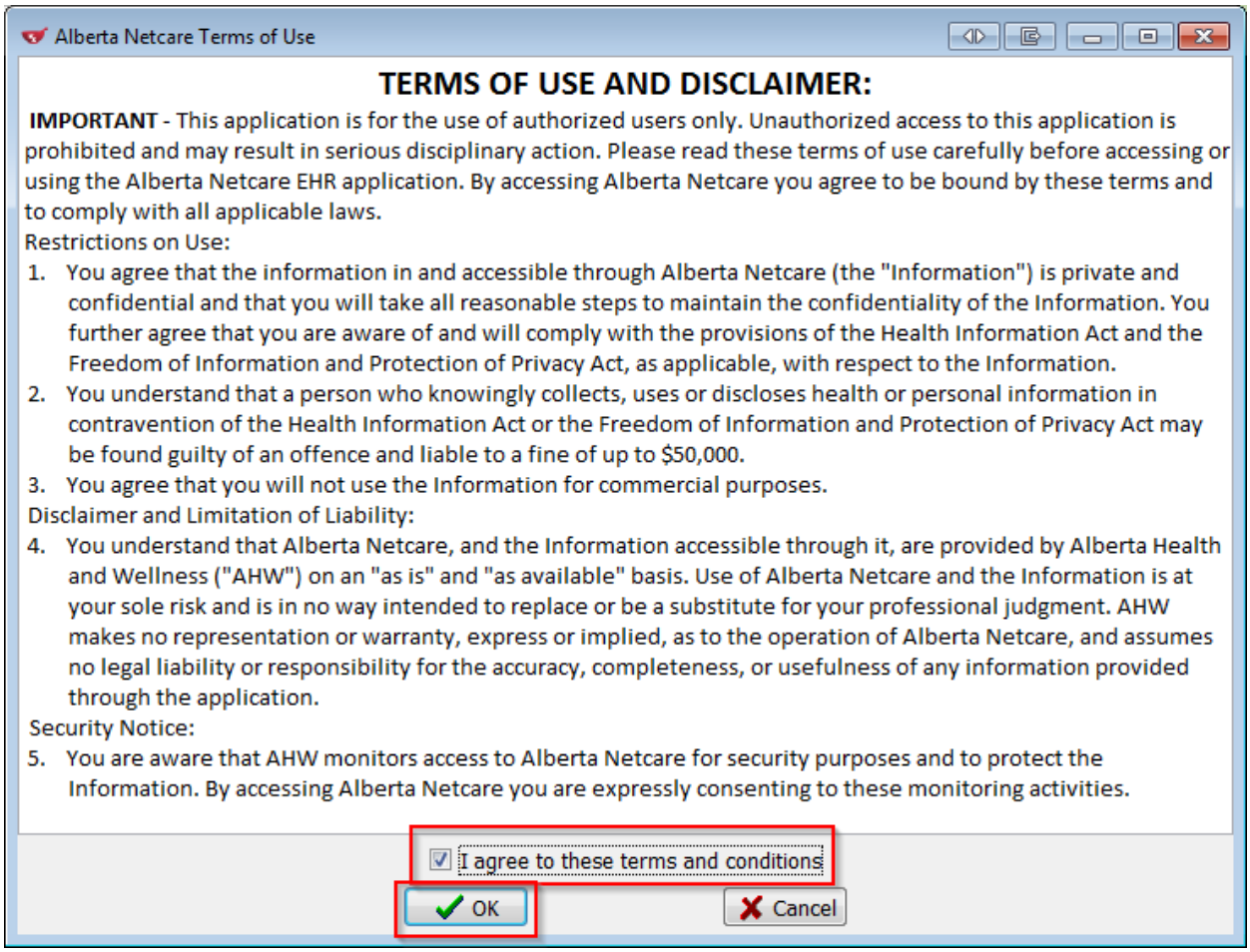


Once the user has successfully logged into the **Netcare Network** and the **EHR**, they may roam between Kroll sessions and workstations within the pharmacy to access Alberta Netcare. The user may logout of the EHR and log back in as often as needed for a period of up to 12 hours without losing the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

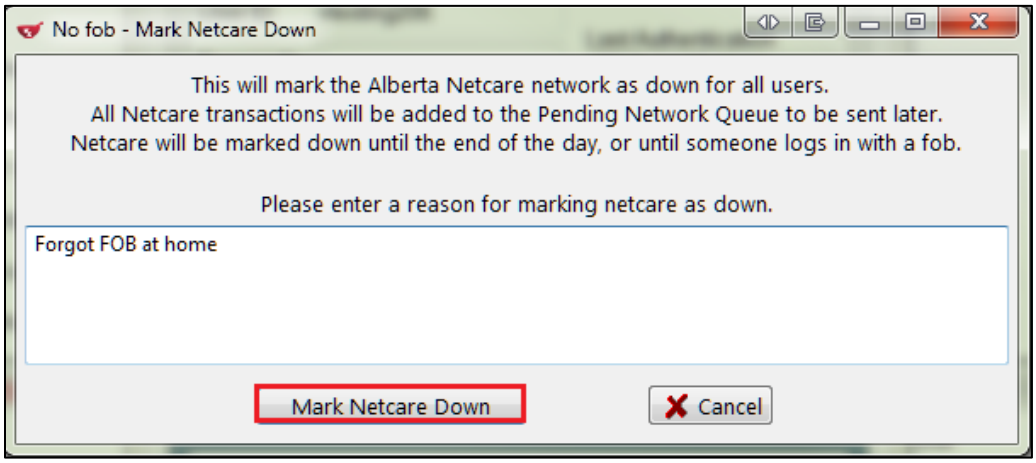


No FOB-Mark Netcare Down

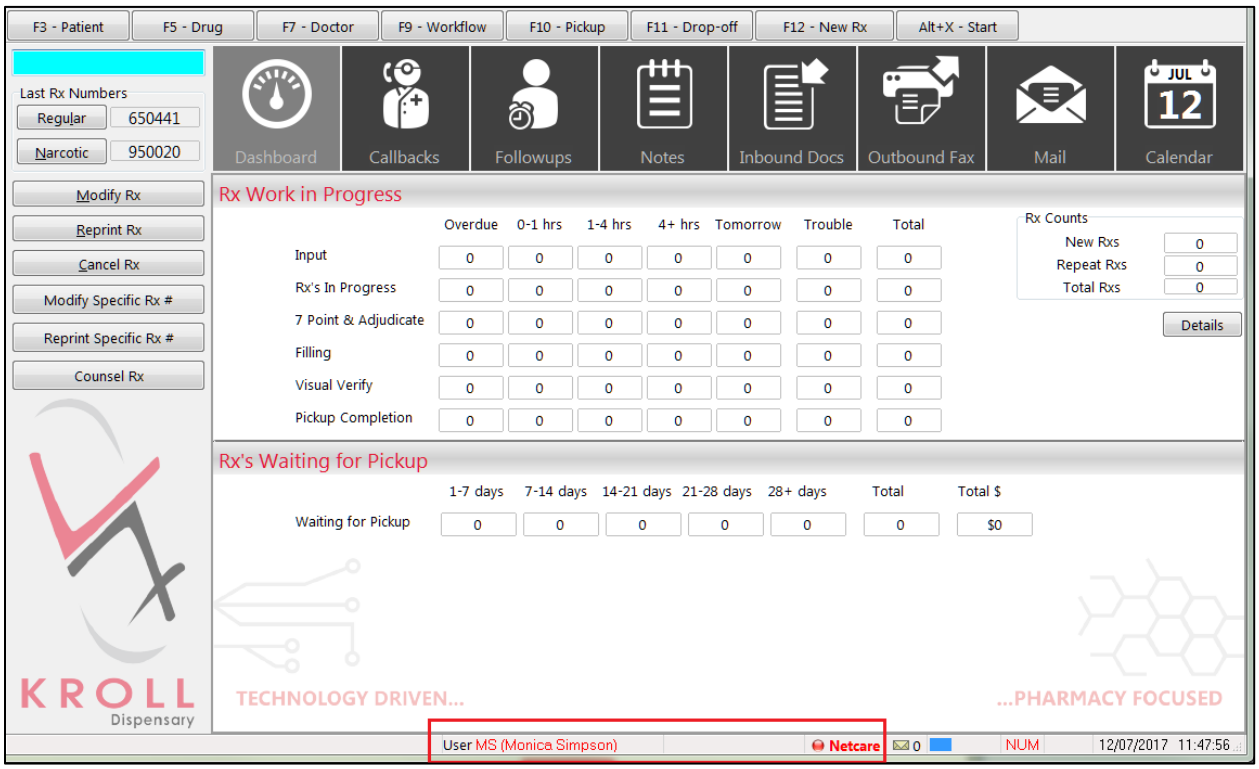
In the event a user has forgotten their fob, they can choose the option **No fob-Mark Netcare Down.**

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.

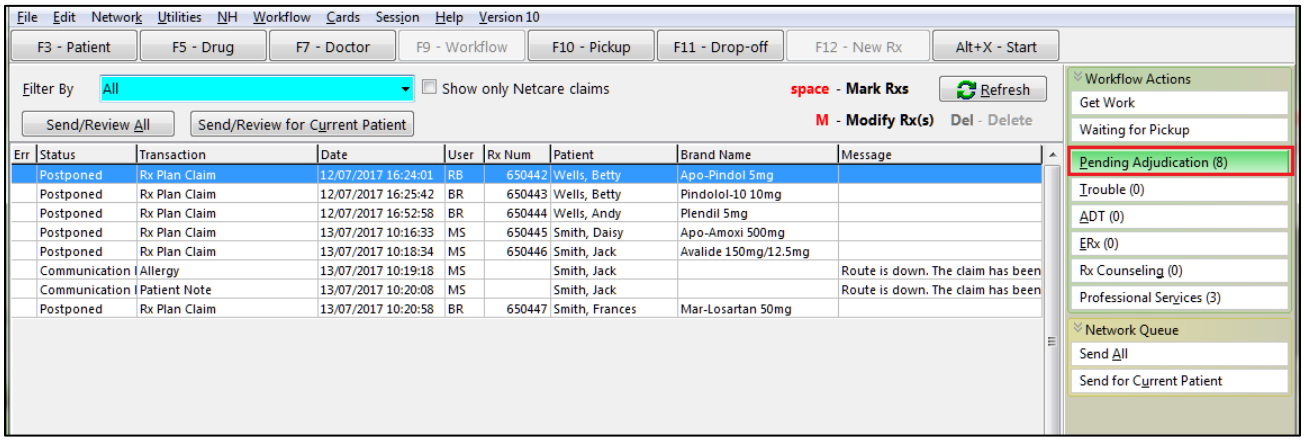
Note: This will mark Netcare down for **ALL** users.



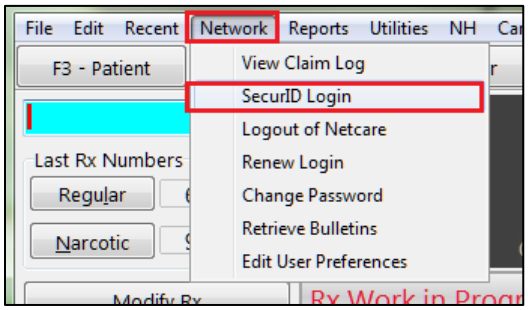
On the bottom of the Krollwin screens, Netcare will have a red circle to indicate Netcare is down for all users.



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.

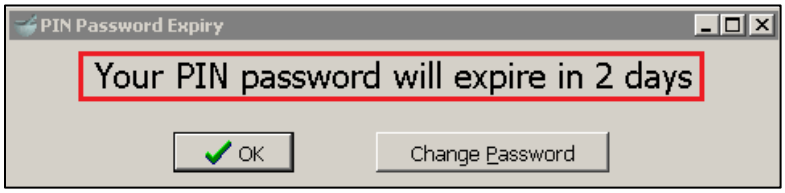


A new user with a fob, will need to login to Netcare from the Network> SecureID Login menu in order to have Rxs send to the Network.

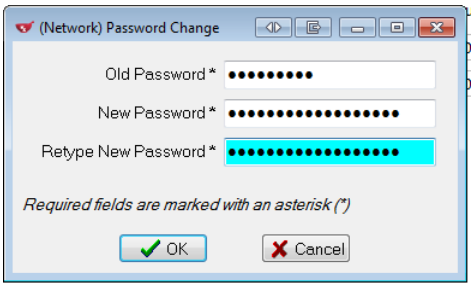


EHR Password Change & Expiry

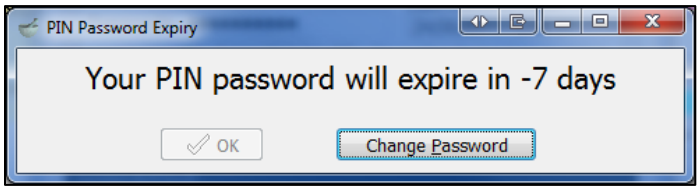
Alberta Netcare requires EHR Passwords to expire every 90 days (this is subject to change from AHW). Kroll will begin reminding the user of an impending password expiry 7 days prior to the actual password expiry date. The reminder prompt will look similar to the following and will appear when the user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



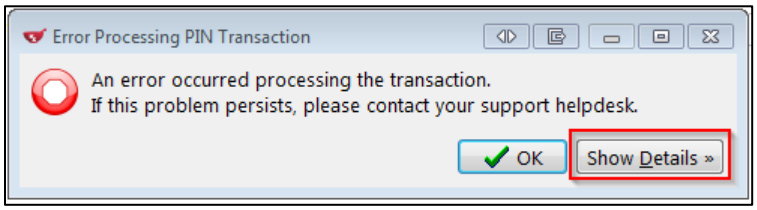
At this point, the user can click **OK** or press **Enter** on the keyboard to bypass the warning and change the password at a later time; or click on **Change Password** to immediately change the **EHR** password. If the **Change Password** option is selected, the **(Network) Password Change** window 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.



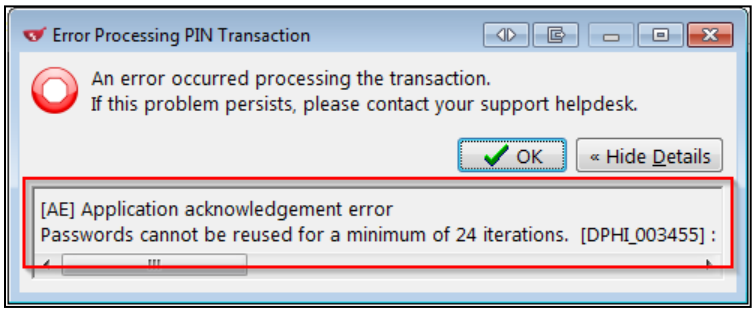
When the EHR password is past its expiry, users have no choice but to change their password when they attempt to access Netcare from Kroll. A prompt similar to the following will appear (notice the number of days will fall into the negative values to denote that the password is past due).



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:



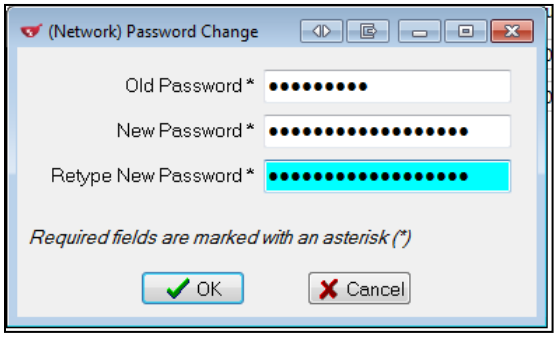
Click on Show Details



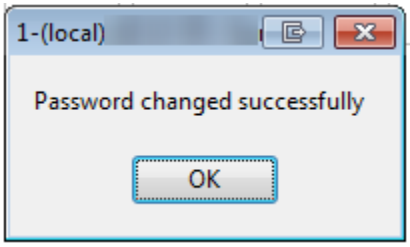
KROLL HINT: Users can incorporate a 2-digit number within in their password and change the number sequentially each time it expires to facilitate the tracking of passwords that have been used previously.

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.



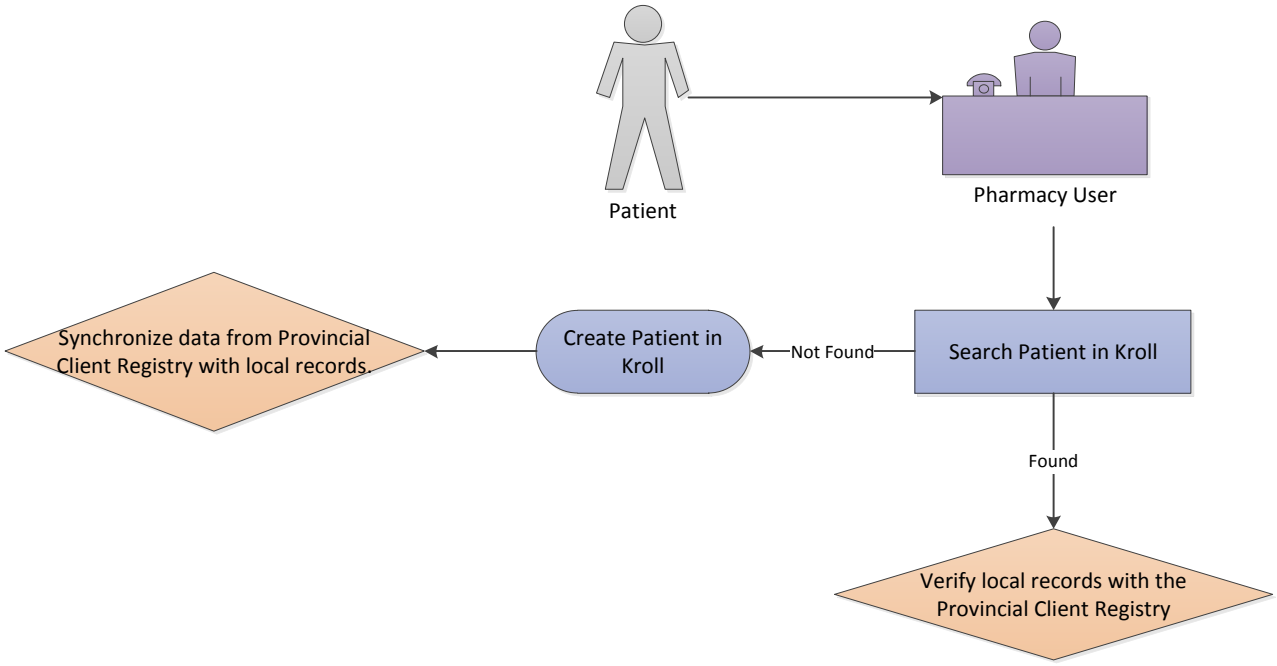
3. Click **OK** or press **Enter** to save the new EHR Password. Once the password change is complete, the following confirmation message will appear:



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.

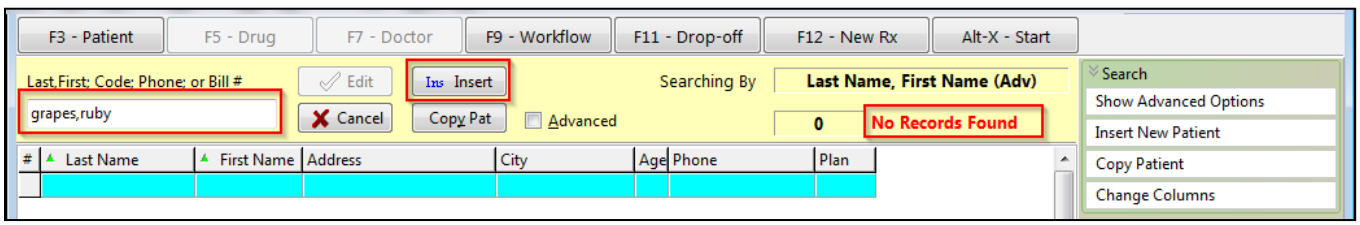


For pharmacies integrated with Alberta Netcare, there are five (5) possible scenarios that can be encountered when searching for a patient:

- 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

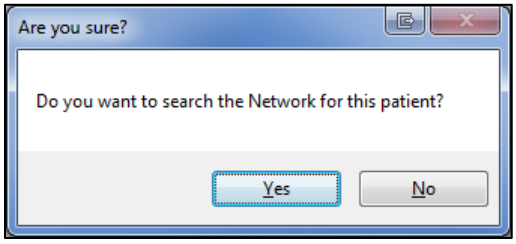
Scenario 1 – New Patient (Not Found in Kroll)

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.



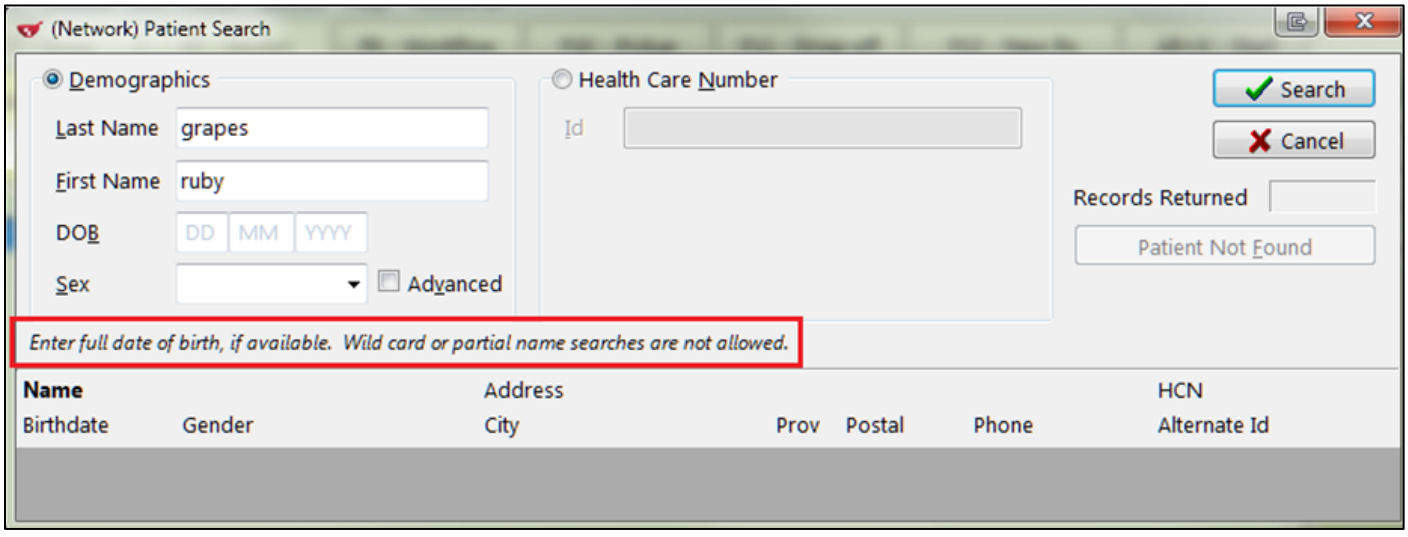
3. To search the PCR for a matching patient, answer **Yes** when asked '**Do you want to search the Network for this patient?**'

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



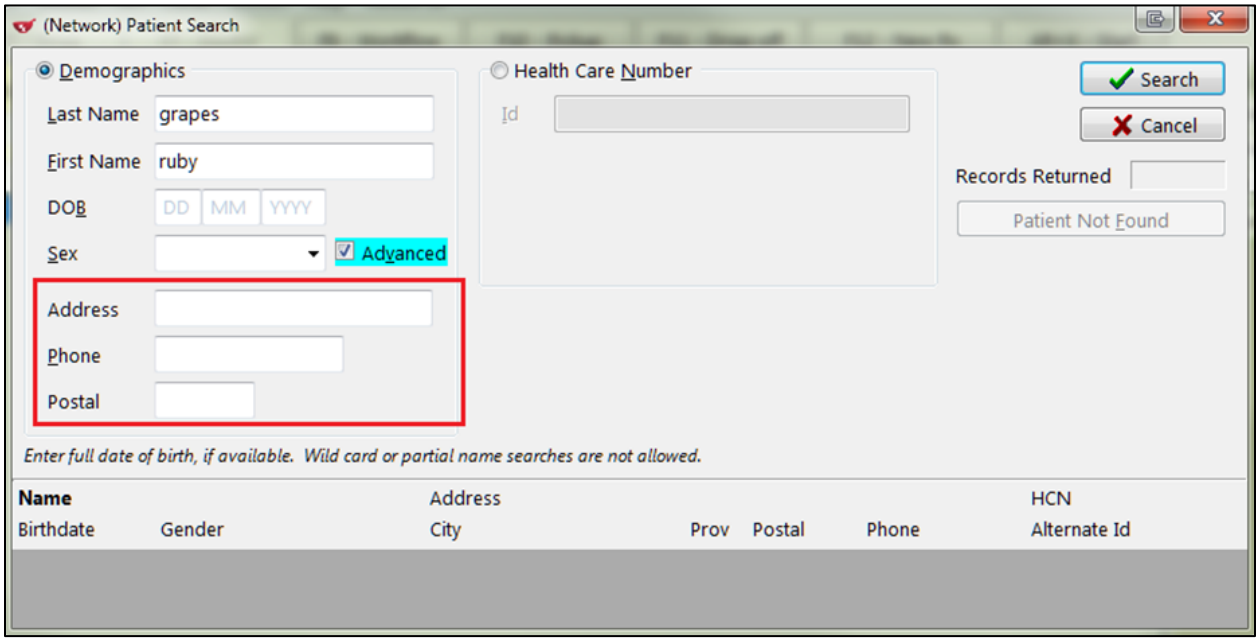
4. Input all available patient information into the **(Network) Patient Search** window and click **Search** or press **Enter** on the keyboard to search the PCR for the patient record.

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.

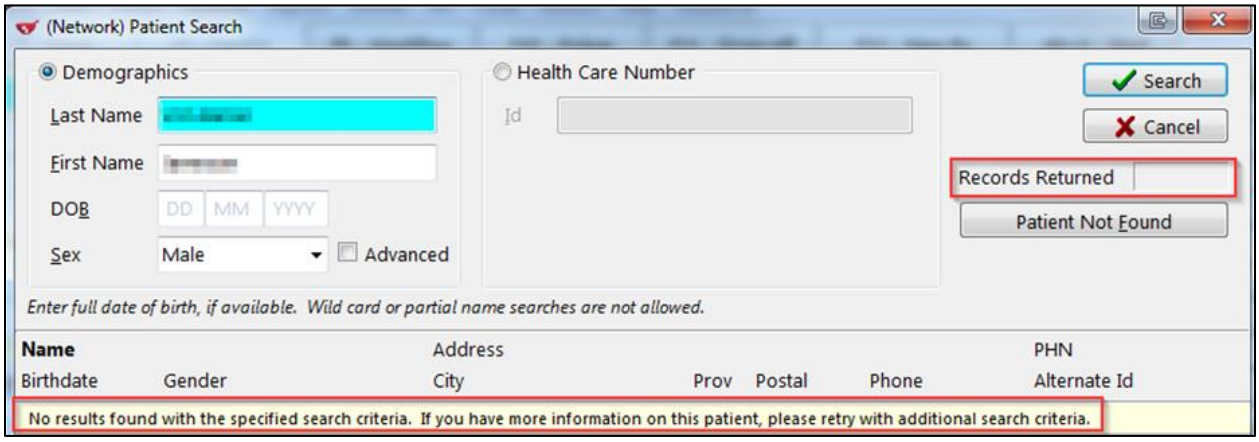


5. If the search does not return any matching patient records, the user can perform an **Advanced** patient network search by placing a checkmark next to the **Advanced** flag.

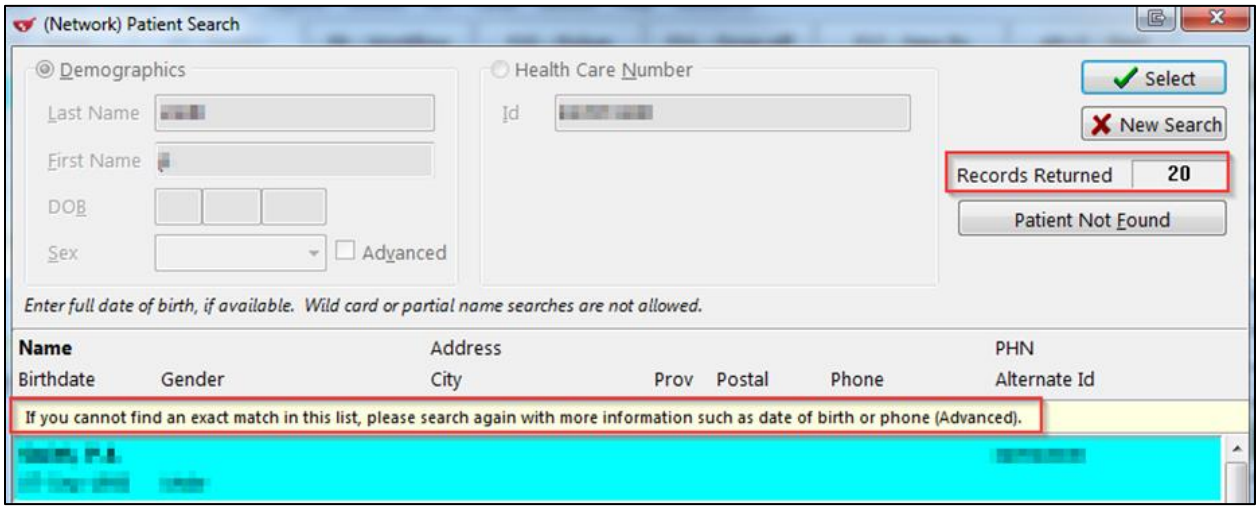
NOTE: If the user searches by **Address**, they need to include the **City**, **Country** and **Postal Code**, but not phone number. If the user searches by **phone number**, the other advanced fields are not required for input.



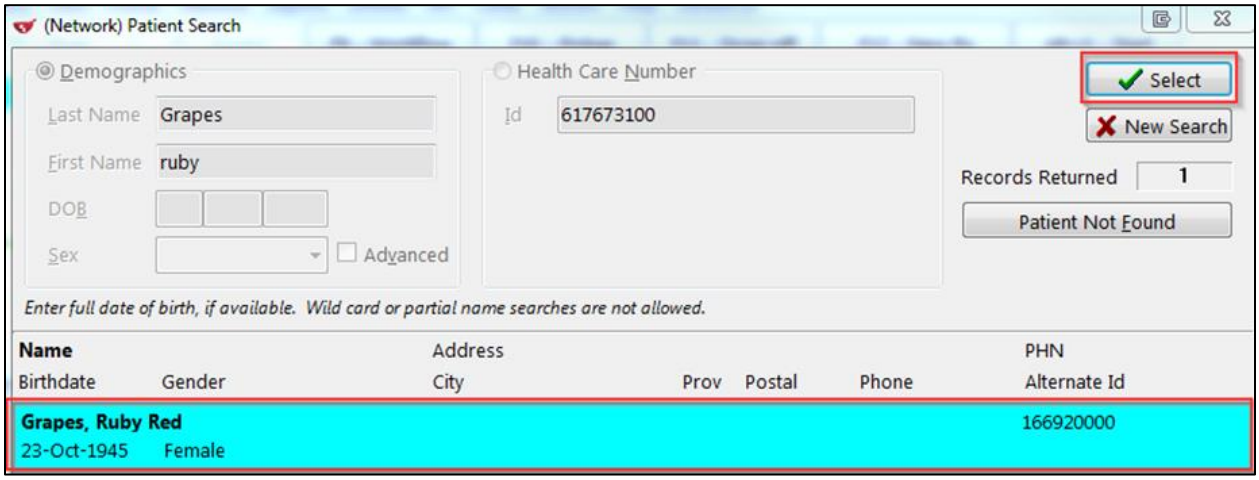
KROLL HINT: If no records are returned for the search criteria entered, the user will be shown a message indicating 'No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria'.



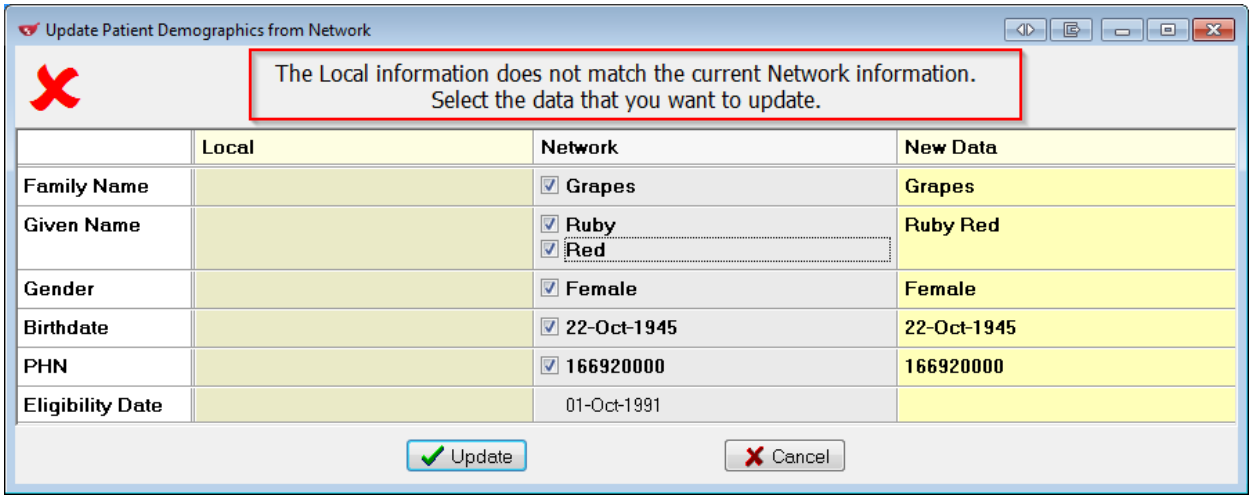
KROLL HINT: If more than 5 patient records are returned from the search, the user will be shown a message indicating 'If you cannot find an exact match in this list, please search again with more information such as date of birth or phone (Advanced)'.



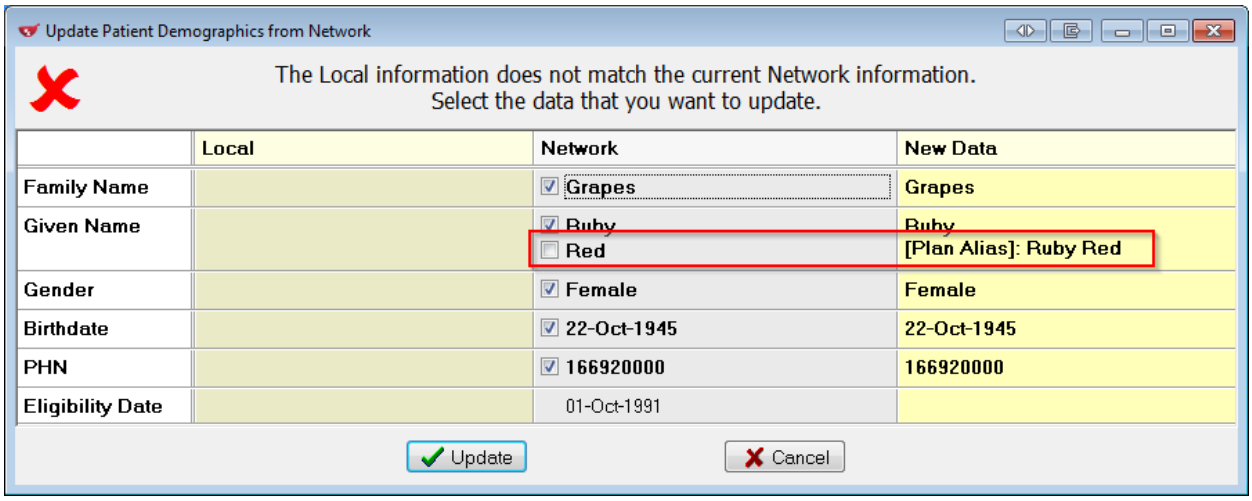
6. Select the matching patient from the PCR results by highlighting the entry and clicking **Select** or pressing **Enter** on the keyboard.



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.

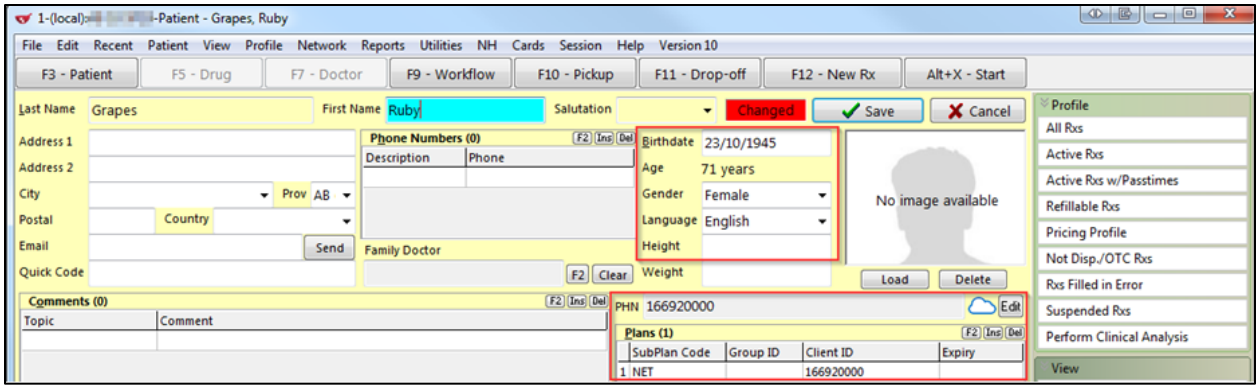

Update Patient Demographics from Network
The Local information does not match the current Network information.
Select the data that you want to update.
Local
Network
New Data
Family Name
Grapes
Grapes
Given Name
Ruby
Red
Ruby Red
Gender
Female
Female
Birthdate
22-Oct-1945
22-Oct-1945
PHN
166920000
166920000
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.

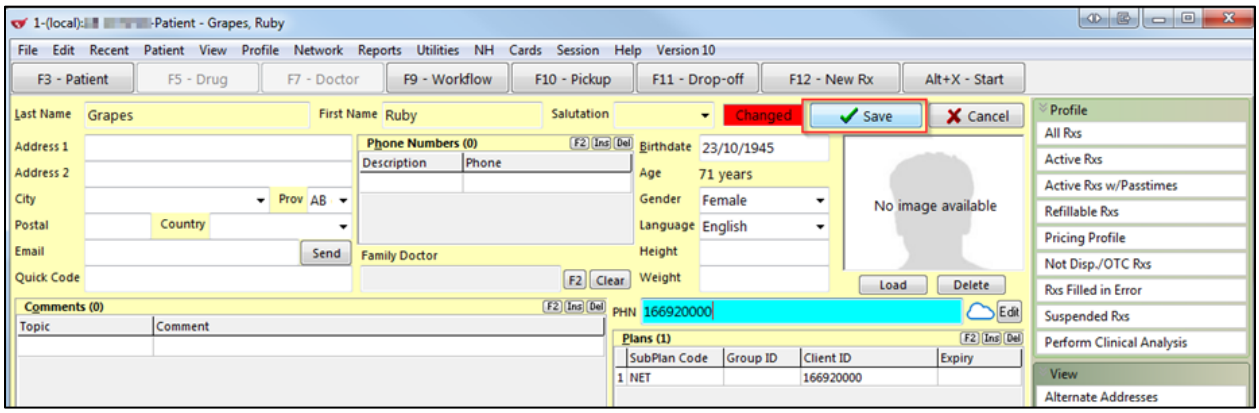


KROLL HINT: If the information de-selected is required, the information will then be added to the plan alias filed for the Netcare plan.

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.



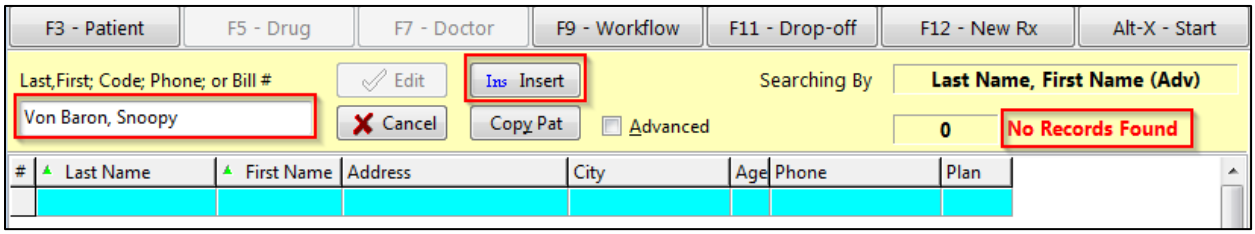
10. Input other pertinent patient information (e.g. snap cap preference, plan information, height, weight etc.) and click **Save** or press **Enter** on the keyboard to save changes.



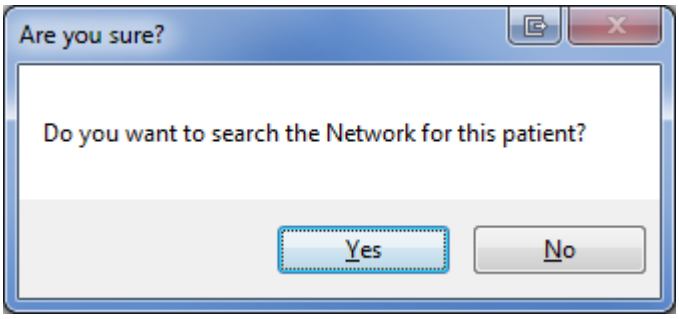
Scenario 2 – New Patient (Not Found in PCR)

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.

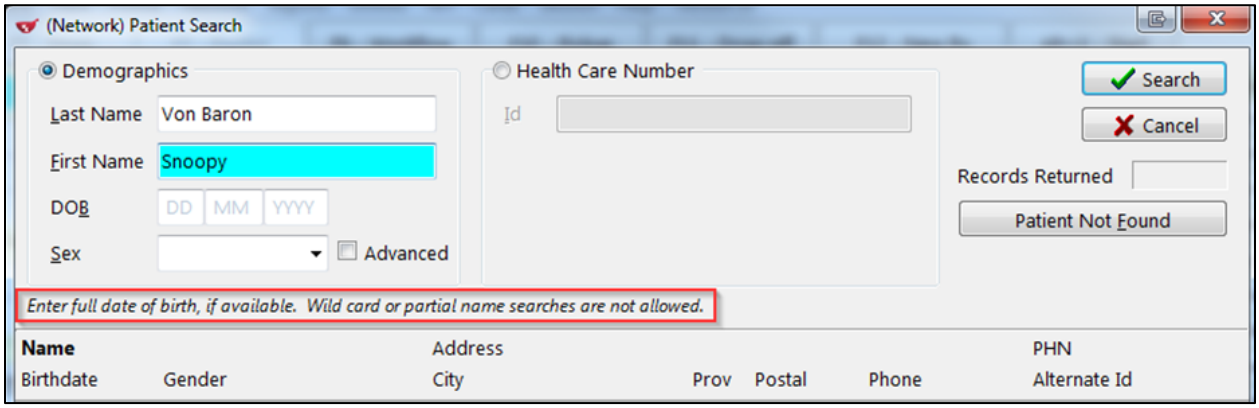


3. When asked '**Do you want to search the Network for this patient?**' answer **YES** to search the PCR for a matching patient.



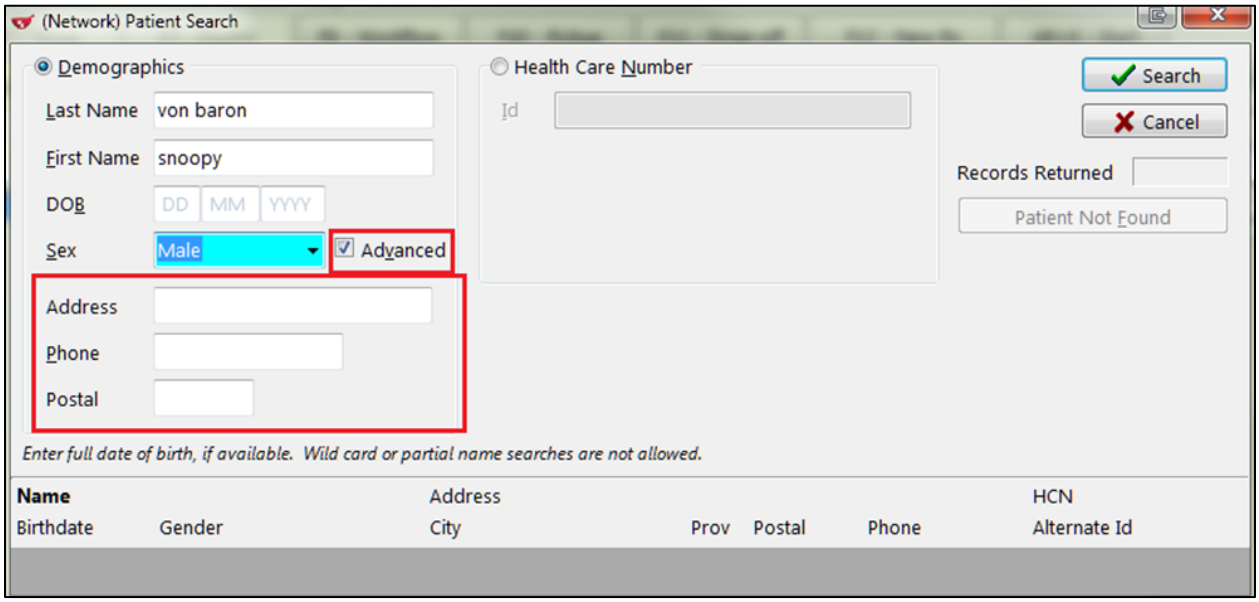
4. Input all available patient information into the **Network Patient Search** window and click **Search** or press **Enter** on the keyboard to search the PCR for the patient.

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.

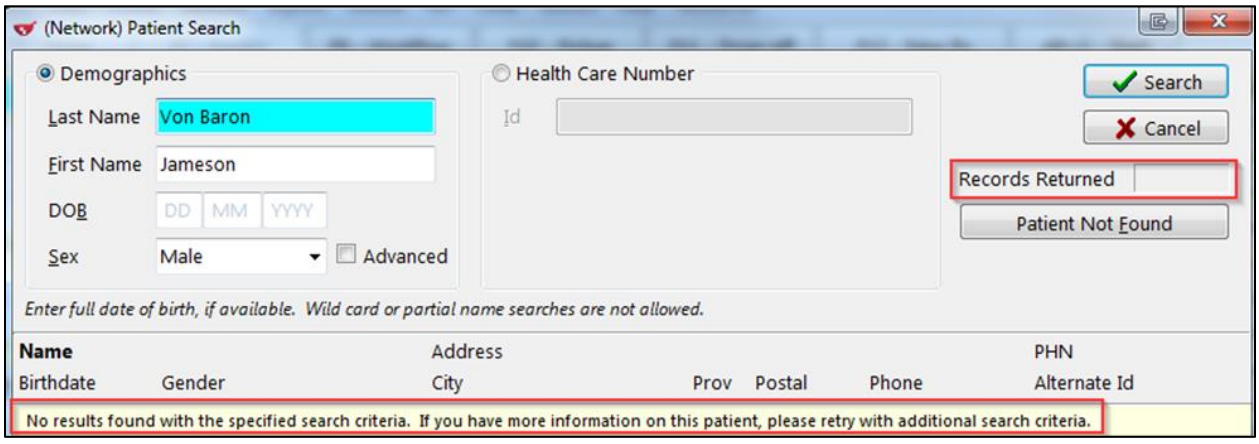


5. If the search does not return any matching patient records, the user can perform an **Advanced** patient network search by placing a checkmark next to the **Advanced** flag.

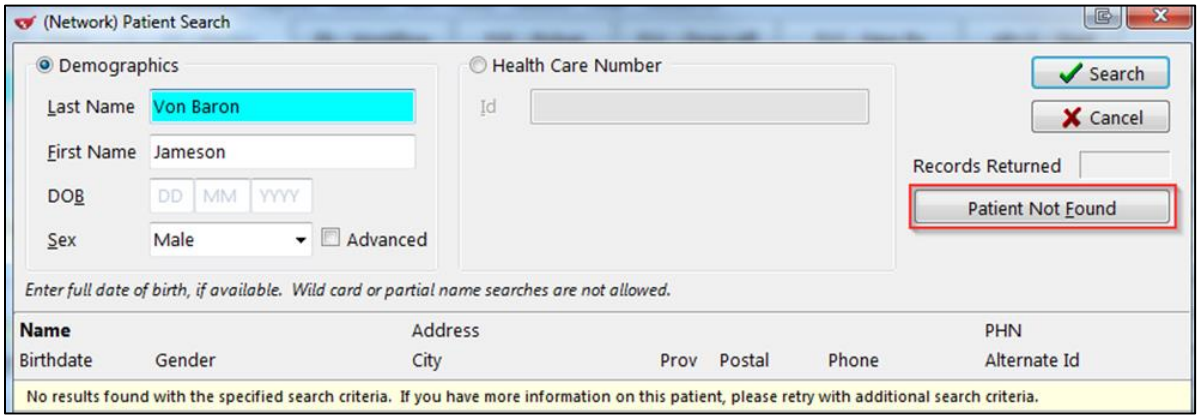
NOTE: If the user searches by **Address**, they need to include the **City**, **Country** and **Postal Code**, but not phone number. If the user searches by **Phone number**, the other advanced fields are not required for input.



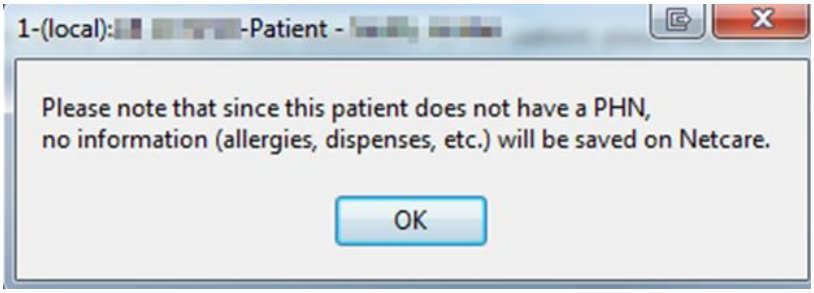
KROLL HINT: If no records are returned for the search criteria entered, the user will be shown a message indicating 'No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria'.



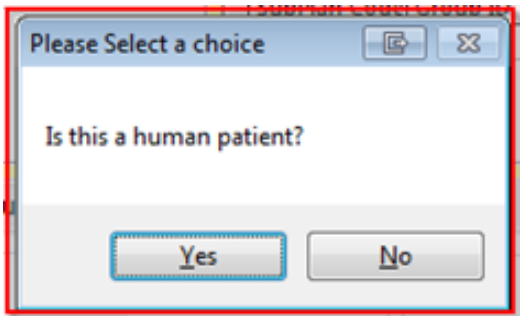
6. If all available patient information has been entered to search for the patient and still no matching results are returned, click on **Patient Not Found** or **CTRL+N.**



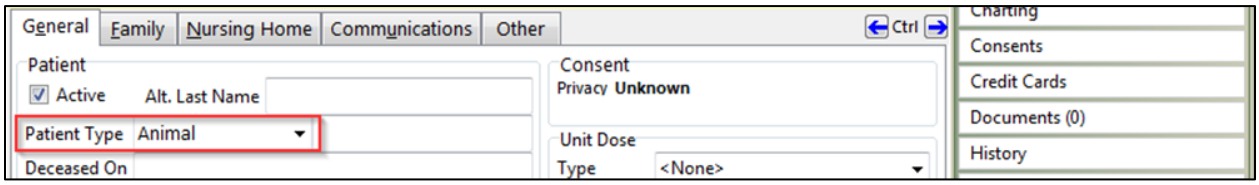
7. If a PHN was not used in the Network patient search, a warning message will appear to let the user know that without a PHN, information will not be saved on Netcare. Patients will not have a PHN if they are an out of province patient, an animal patient, or if the patient has recently moved to Alberta 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?'



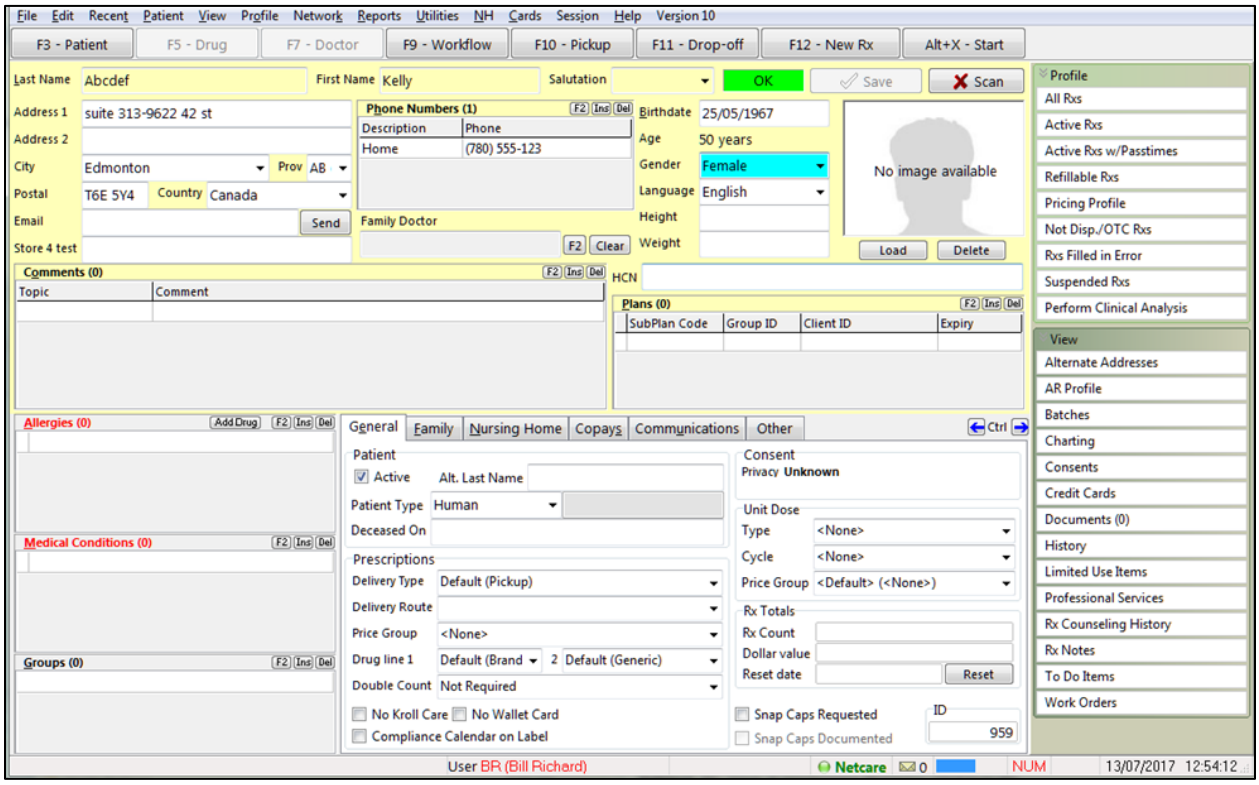
9. If the user answers '**No**' (i.e. the patient is not human), the system will proceed to mark the patient as an animal under the **General** tab of the patient file. If the user answers '**Yes**' (i.e. the patient is human) they will be brought back to the local patient file where they will proceed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



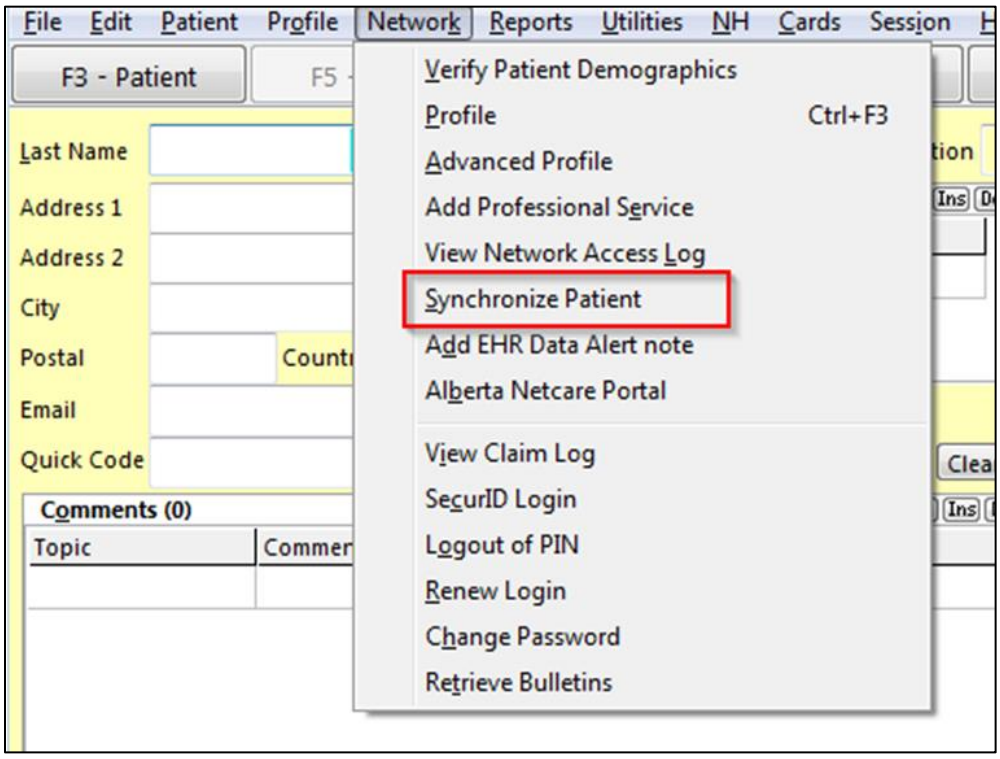
10. Fill out all necessary patient information and click **Save** or press **Enter** on the keyboard to save the patient file. **Note that data will not be recorded on Alberta Netcare for this patient**.

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).



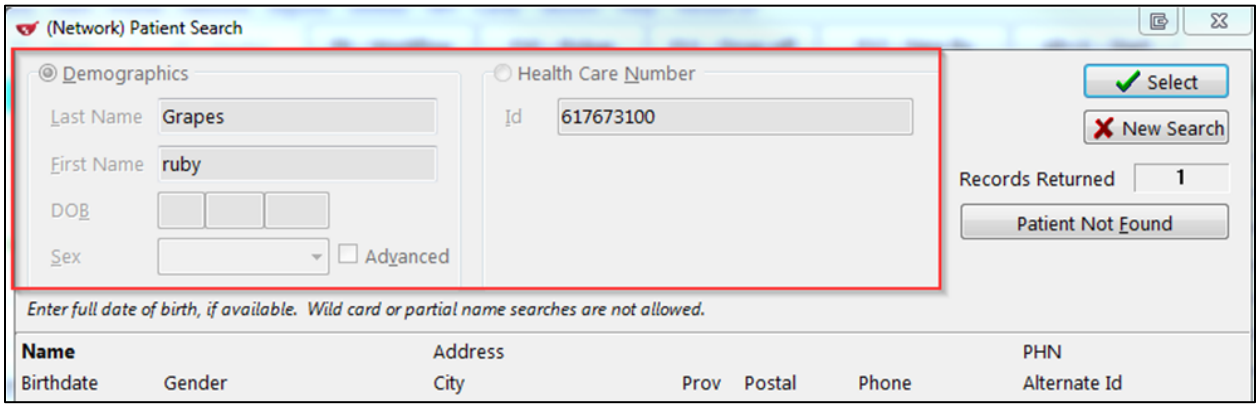
2. From the patient card, go to **Network** > **Synchronize Patient** and login with Kroll initials and password.



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.

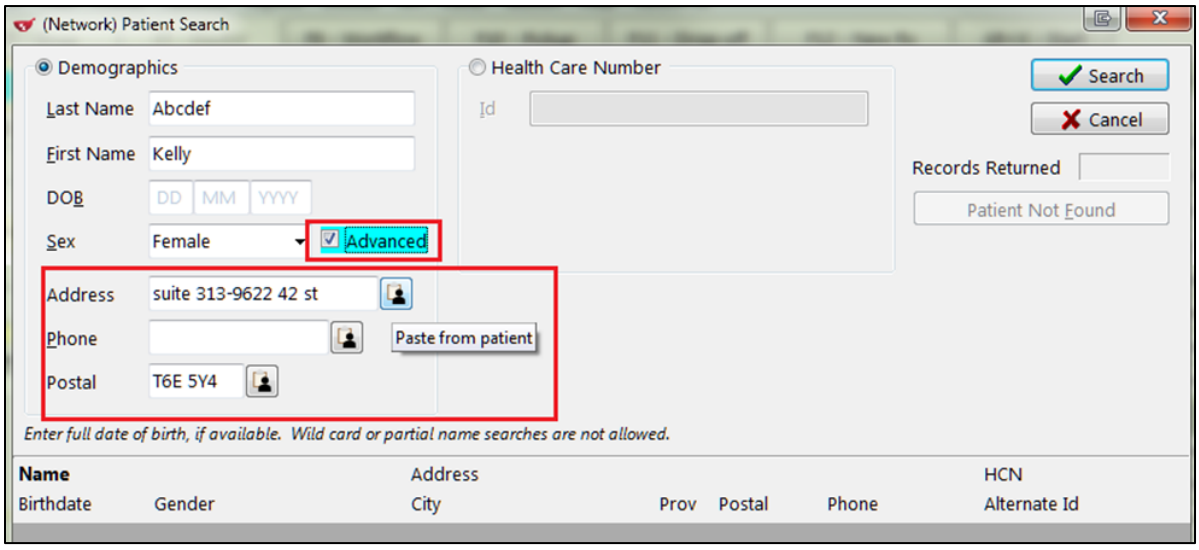
NOTE: If the PHN field is populated, the PHN will be the only criteria used to search for a matching patient in the PCR; all other search fields will be grayed out.



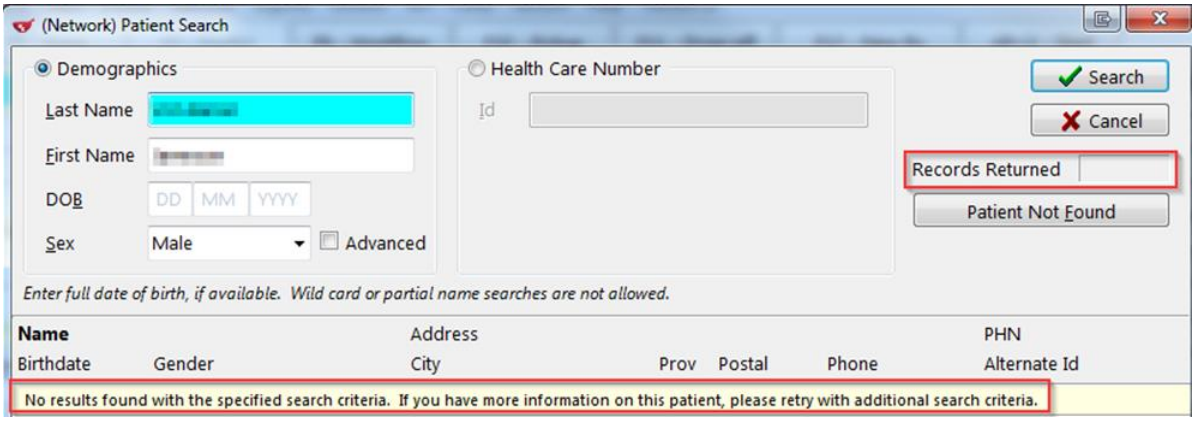
When the **Personal Health Number** is not available, the '**Last Name + Given Name'** or '**Last Name + Full Date of Birth'** must be provided in order to initiate the search. Searching by **Middle Name** is also an option; however, no separate field is present in Kroll. The middle name can be entered 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.

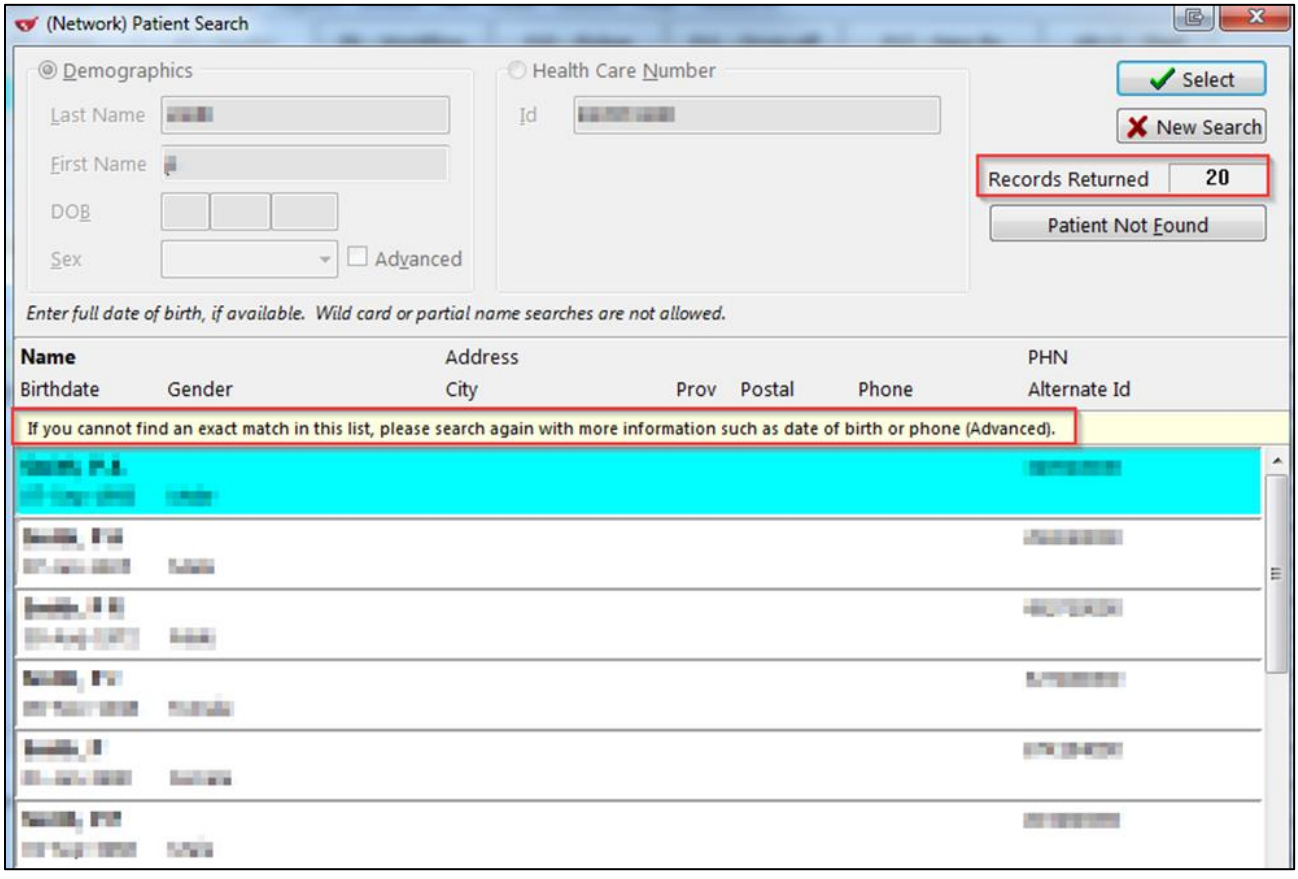
NOTE: If the user searches by **Address**, they need to include the **City**, **Country** and **Postal Code**, but not phone number. If the user searches by **Phone number**, the other advanced fields are not required for input.



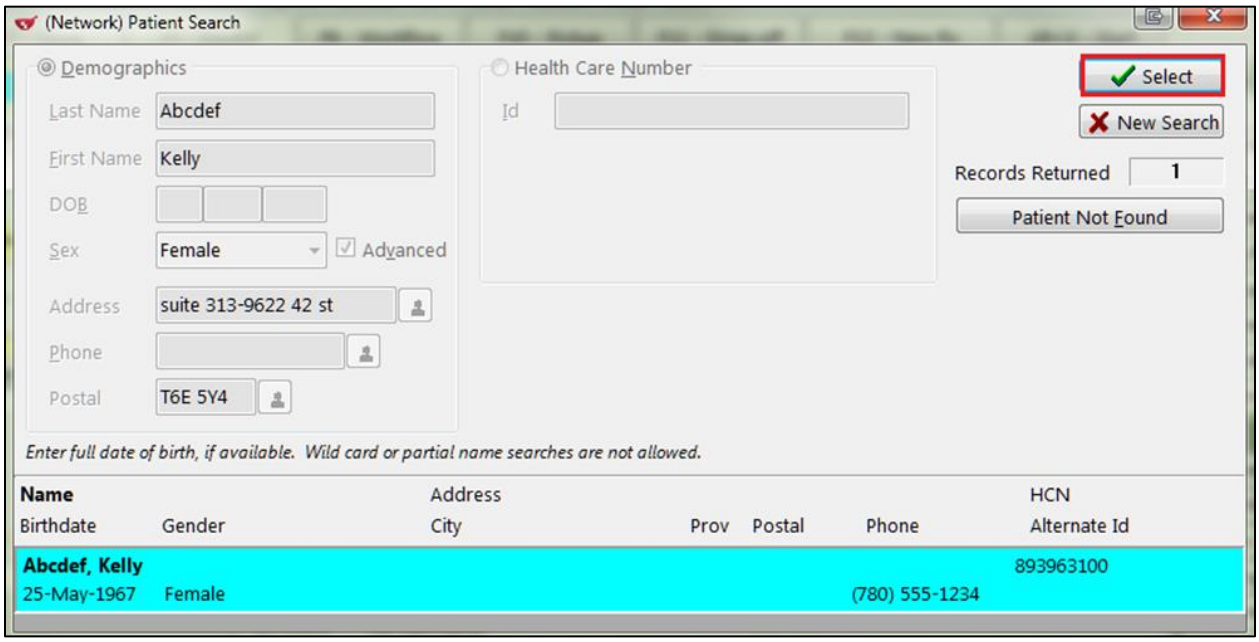
KROLL HINT: If no records are returned for the search criteria entered, the user will be shown a message indicating 'No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria'.



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)'.

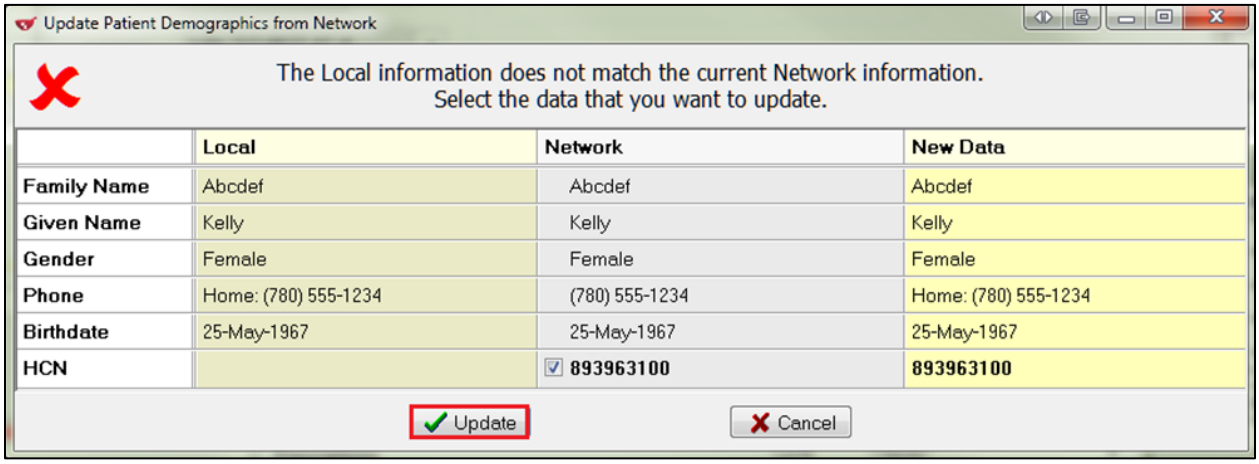


5. From the list of patients returned from the Network search, highlight the matching entry and click **Select** or press **Enter** on the keyboard to continue.



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.

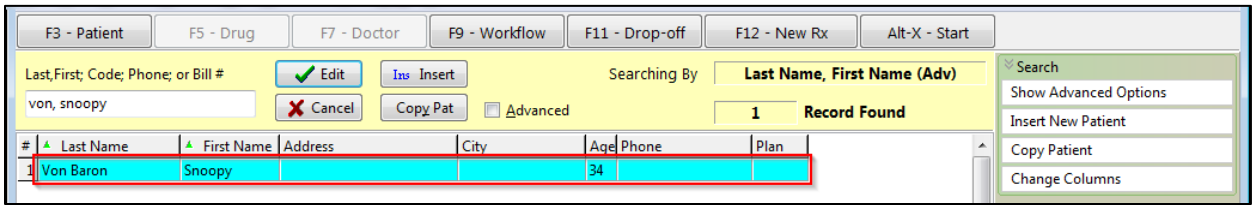
NOTE: If the patient confirms that data returned in the **Network** column is incorrect, the pharmacist should contact **Alberta Health and Wellness** to report the discrepancy.



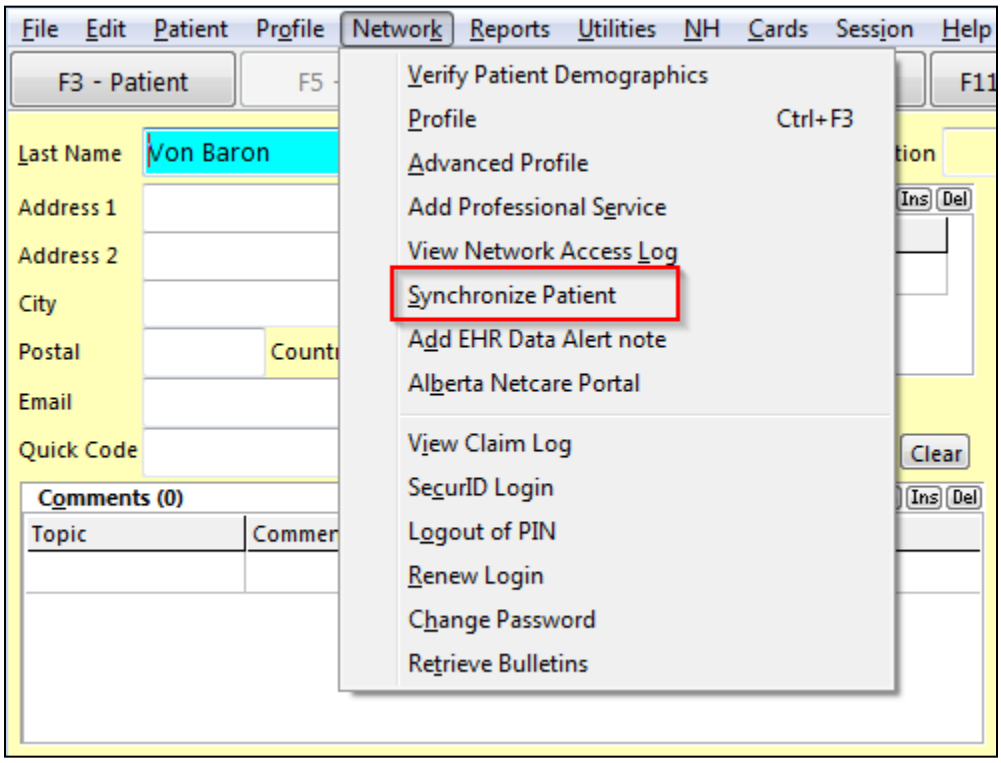
7. The Kroll patient card will automatically be saved with new information pulled from the Network (if any was selected).

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.

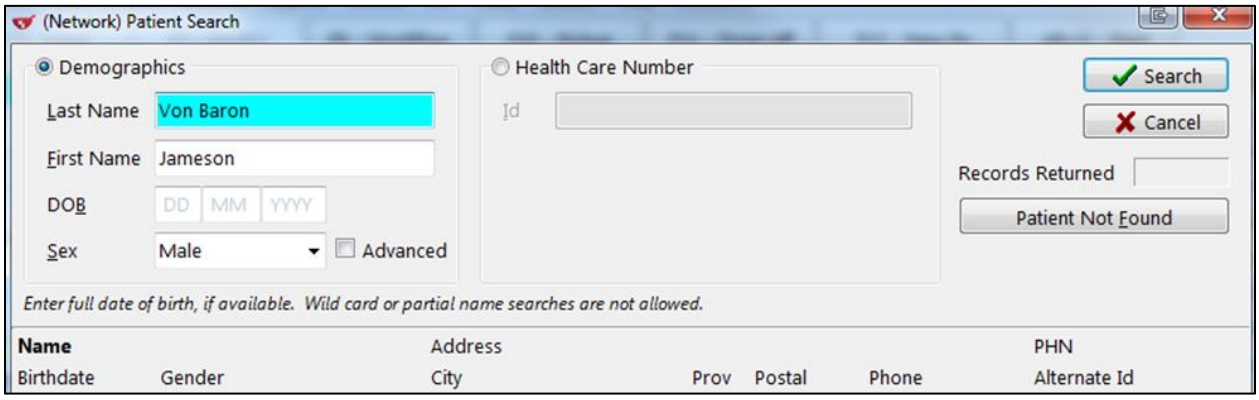


2. From the patient card go to **Network** > **Synchronize Patient** and login with Kroll initials and password.



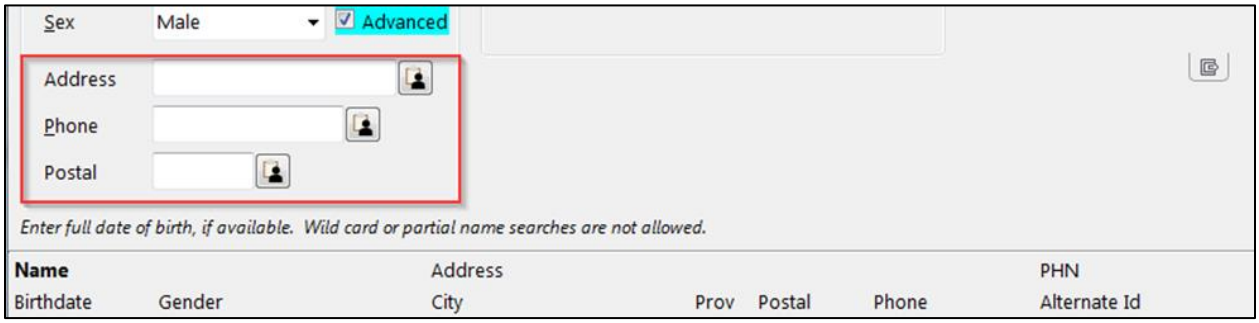
3. Patient information from the local Kroll record will automatically be pulled into the **(Network) Patient Search** and used as search criteria. Click **Search** or press **Enter** on the keyboard to search the PCR for a matching patient.

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.

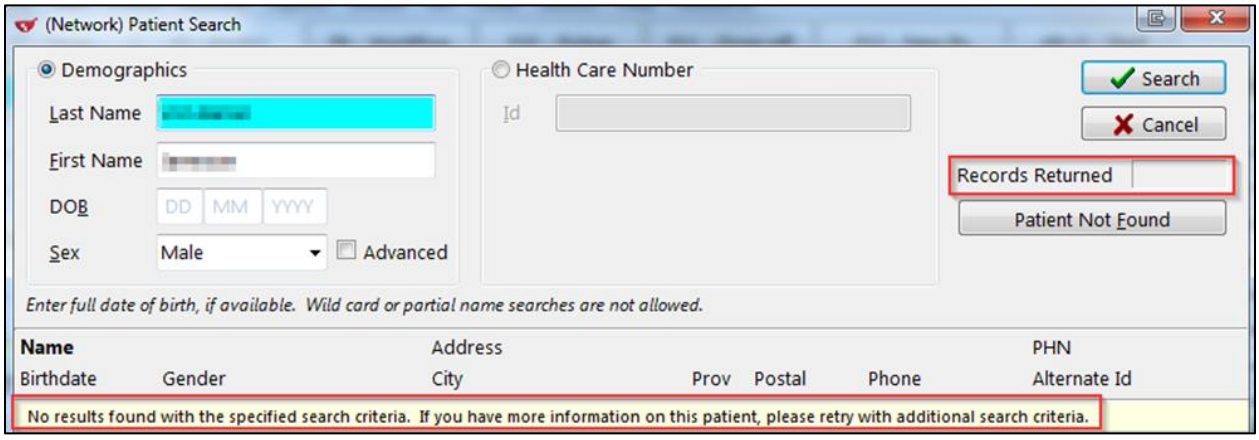


4. If the search does not return any matching patient records and a PHN is not available, the user can perform an **Advanced** Network search by placing a check mark next to the **Advanced** flag.

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.



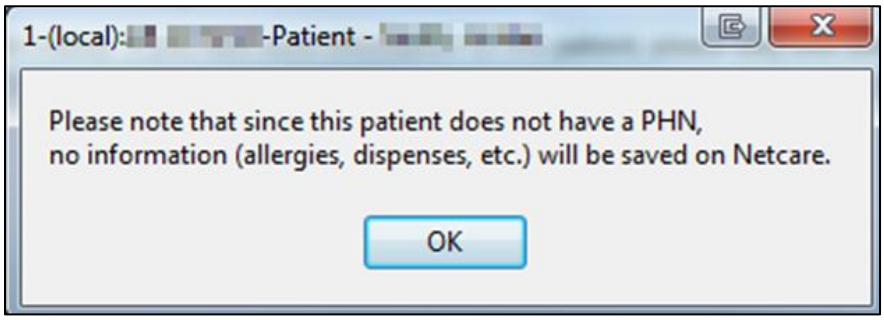
KROLL HINT: If no records are returned for the search criteria entered, the user will be shown a message indicating 'No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria'.



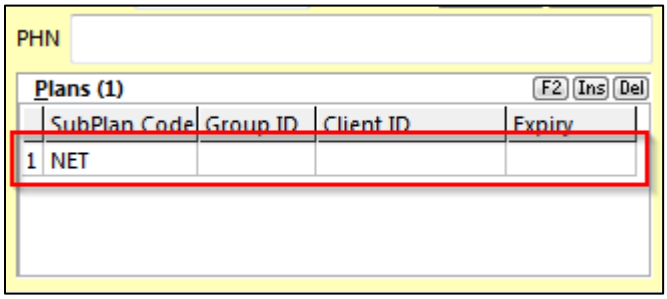
KROLL HINT: If more than 5 patient records are returned from the search, the user will be shown a message indicating 'If you cannot find an exact match in this list, please search again with more information such as date of birth or phone (Advanced)'.

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.

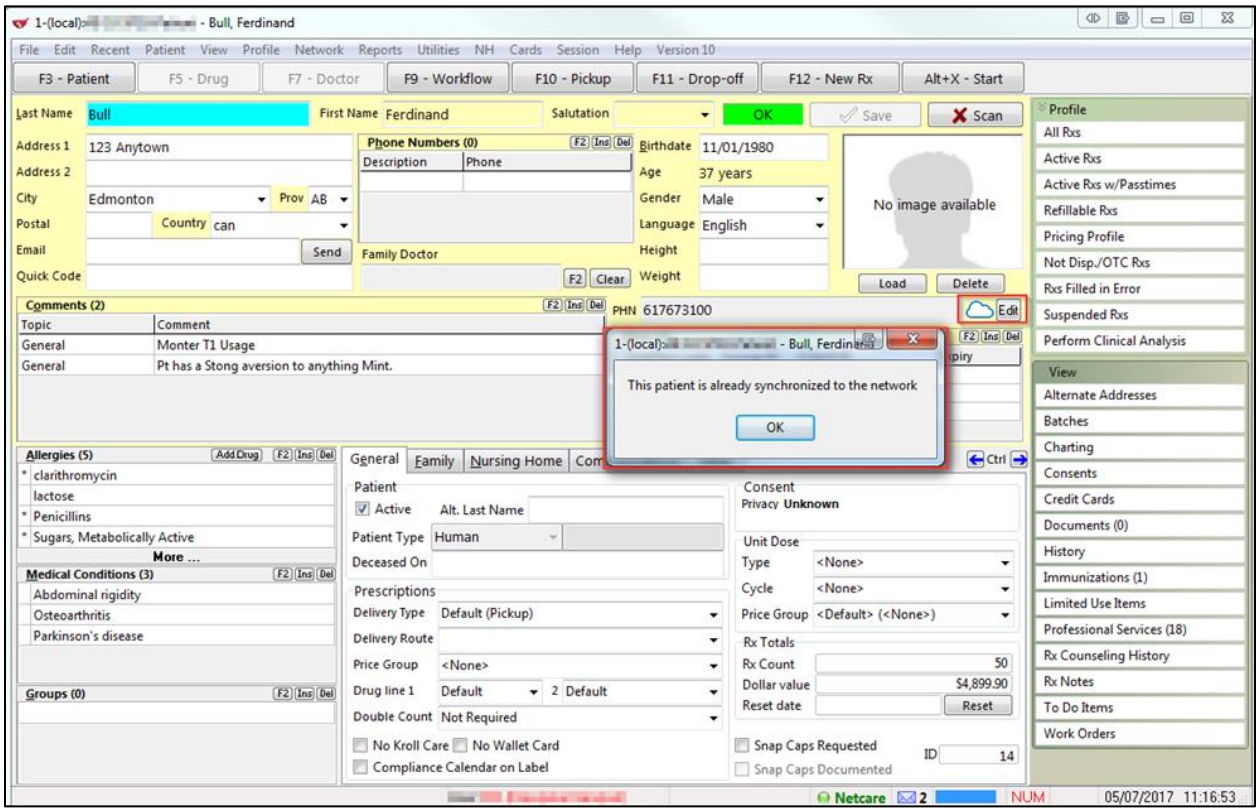


6. From the local **F3-Patient Card**, a blank **NET-Alberta Netcare** plan is automatically added so that prescriptions filled for the patient are still sent to Netcare, but logged as rejected.



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**'.



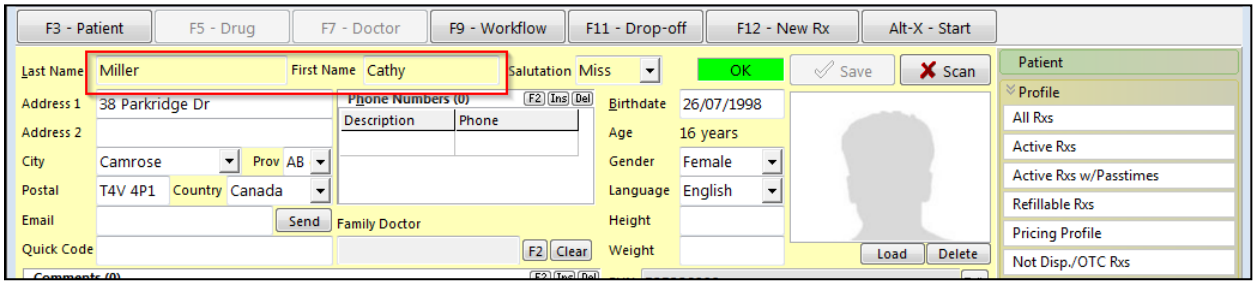
4. Click **OK** or press **Enter** on the keyboard to continue. Information for this patient will be logged in Alberta Netcare.

Handling Patients with Multiple Given Names

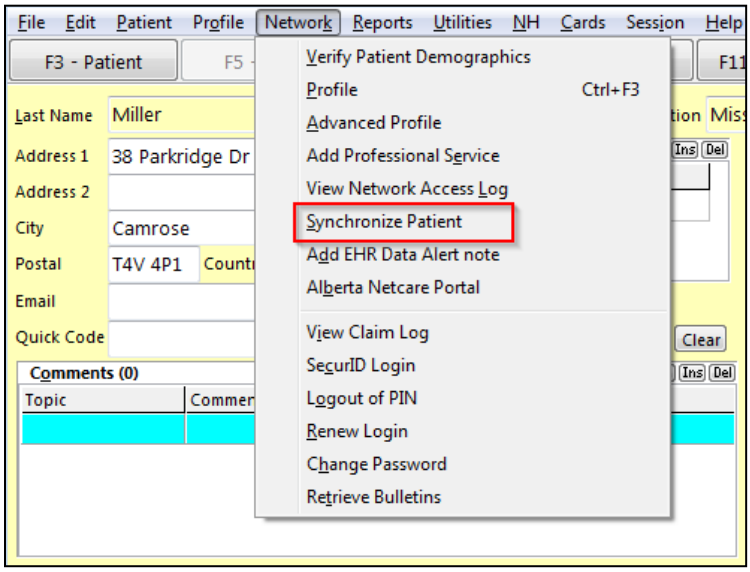
Pharmacy users will often encounter situations where a patient will go by multiple names. For example, a patient may have registered with Alberta Netcare under the first name Robert, but would like the name on his vial labels to read Bobby. As well, women may register with Netcare using their maiden 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.

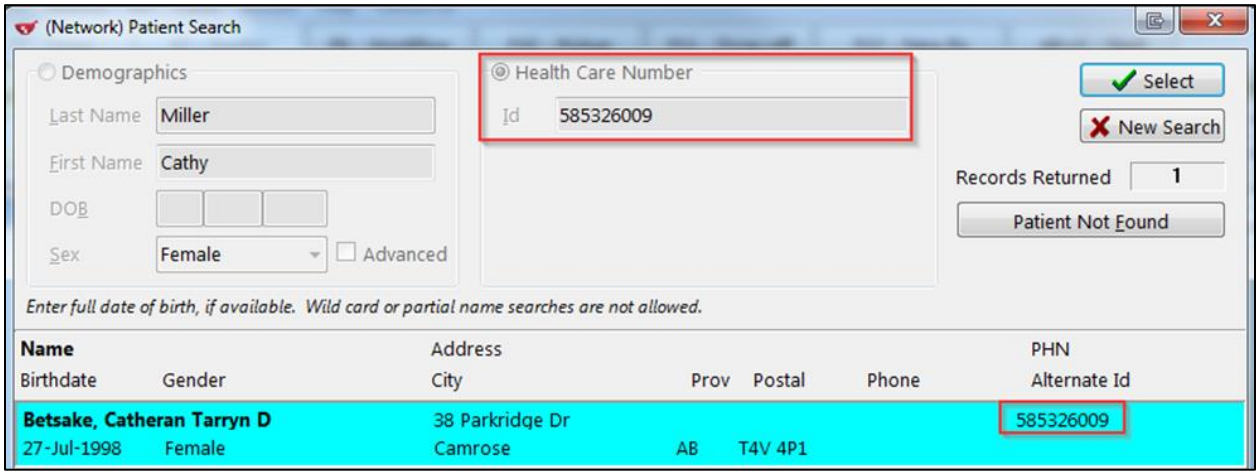


3. From the patient card, go to **Network** > **Synchronize Patient** and login with Kroll initials and password.



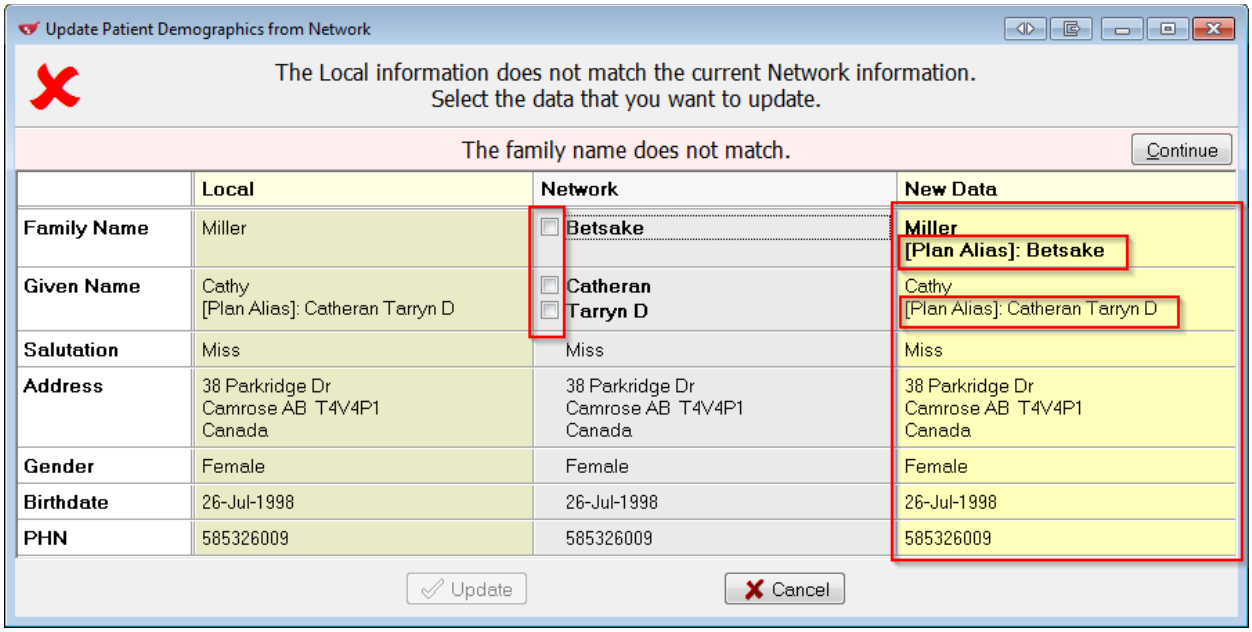
4. Patient information from the local Kroll record will automatically be pulled into the **(Network) Patient Search** and used as search criteria. Click **Search** or press **Enter** on the keyboard to execute the Network search for the existing local patient.

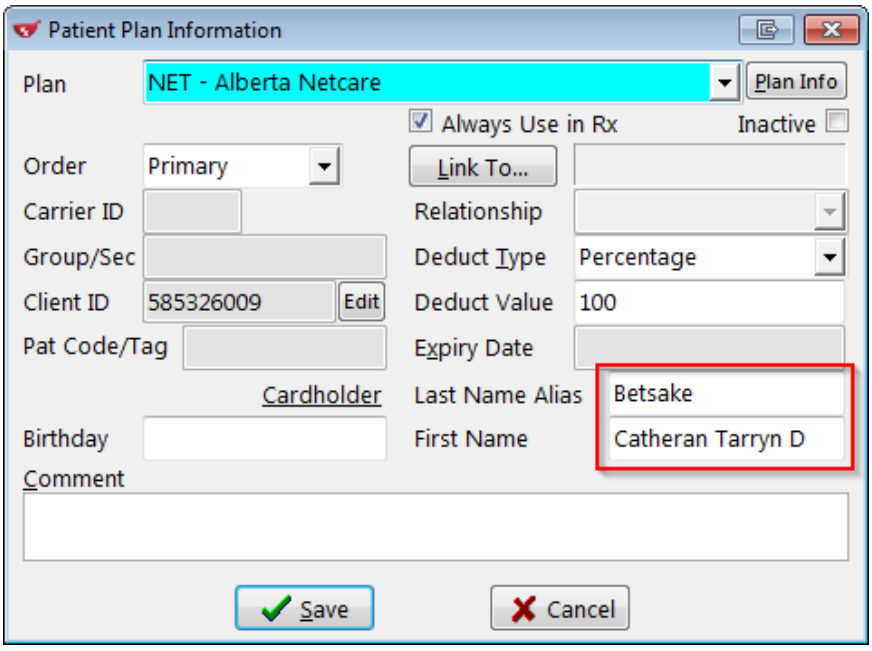
NOTE: If the PHN field is populated, the PHN will be the only criteria used to search for a matching patient in the PCR; all other search fields will be grayed out. When the **Personal Health Number** is not available, the '**Last Name + Given Name'** or '**Last Name + Full Date of Birth'** must be provided 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.



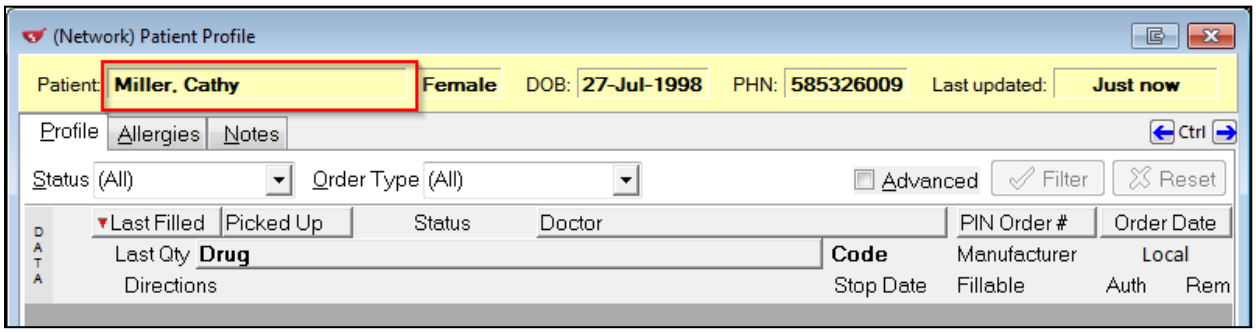
5. From the **Patient Update** screen, place a check mark next to the Network information that you would like to update into your local Kroll patient record and click **Update** or press **Enter** on the keyboard. Users can bypass this step by not checking any of the checkboxes in the **Network** column,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





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



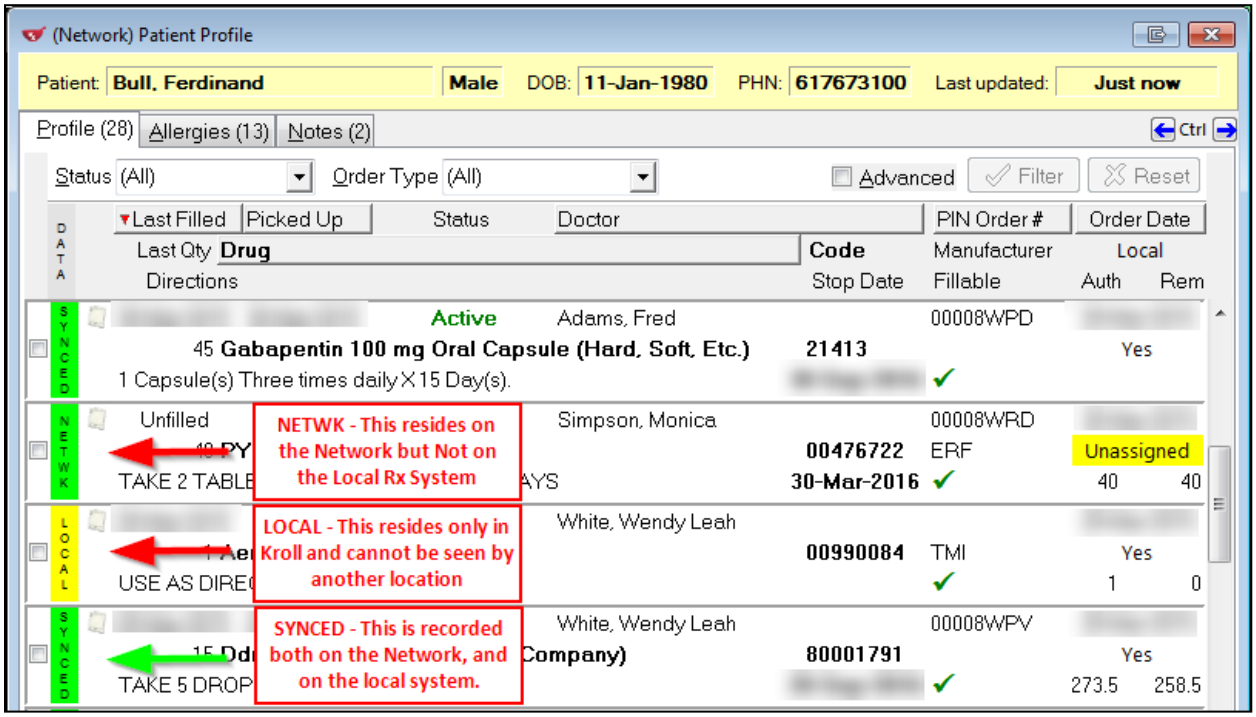
Alberta Netcare Patient Profile

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

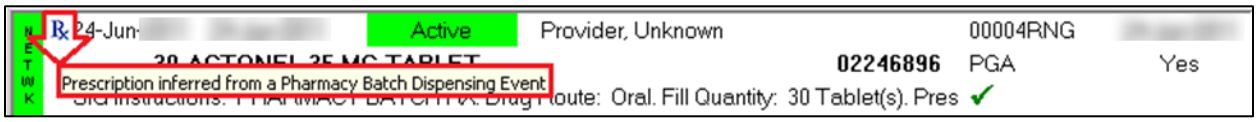
Supplementary information is also available from the Alberta Netcare Patient Profile including **issues and managements** relating to a prescription, **professional services** provided to the patient and **notes concerning a prescription/dispense**.

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.

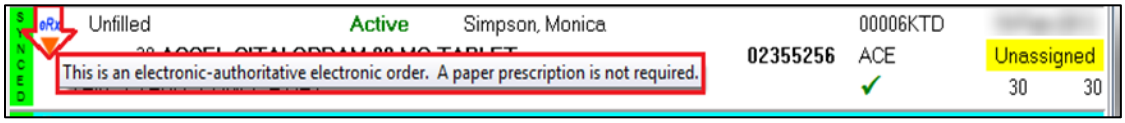


Network Rx entries on the **Alberta Netcare Patient Profile** will sometimes have 'icons' located on the upper left to denote where the inferred prescription came from:

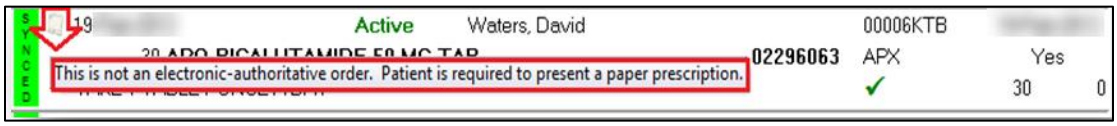
- The ℞ icon indicates that the prescription was inferred from a **Netcare Batch** dispensing event; not an Alberta Netcare dispensing event from within in the EHR.



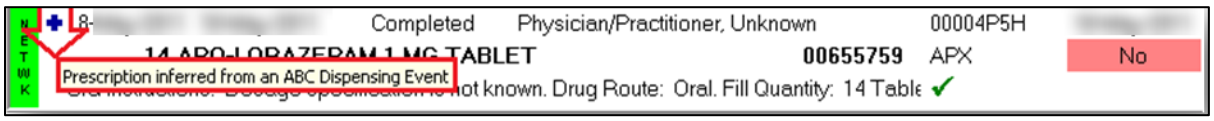
- The ℞ icon indicates that this is an electronic-authoritative order. The patient does not need to bring a paper prescription to the pharmacy



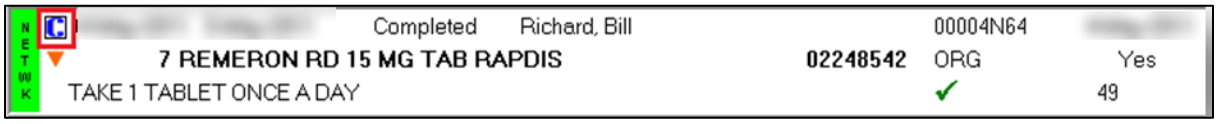
- The icon indicates that this isn't an electronic or and the patient must present the paper prescription from the doctor.



- The icon indicates that the prescription was inferred from an **Alberta Blue Cross (ABC)** dispensing event.



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



Access the Alberta Netcare Patient Profile as follows:

Quick access to the Clinically relevant Network Profile

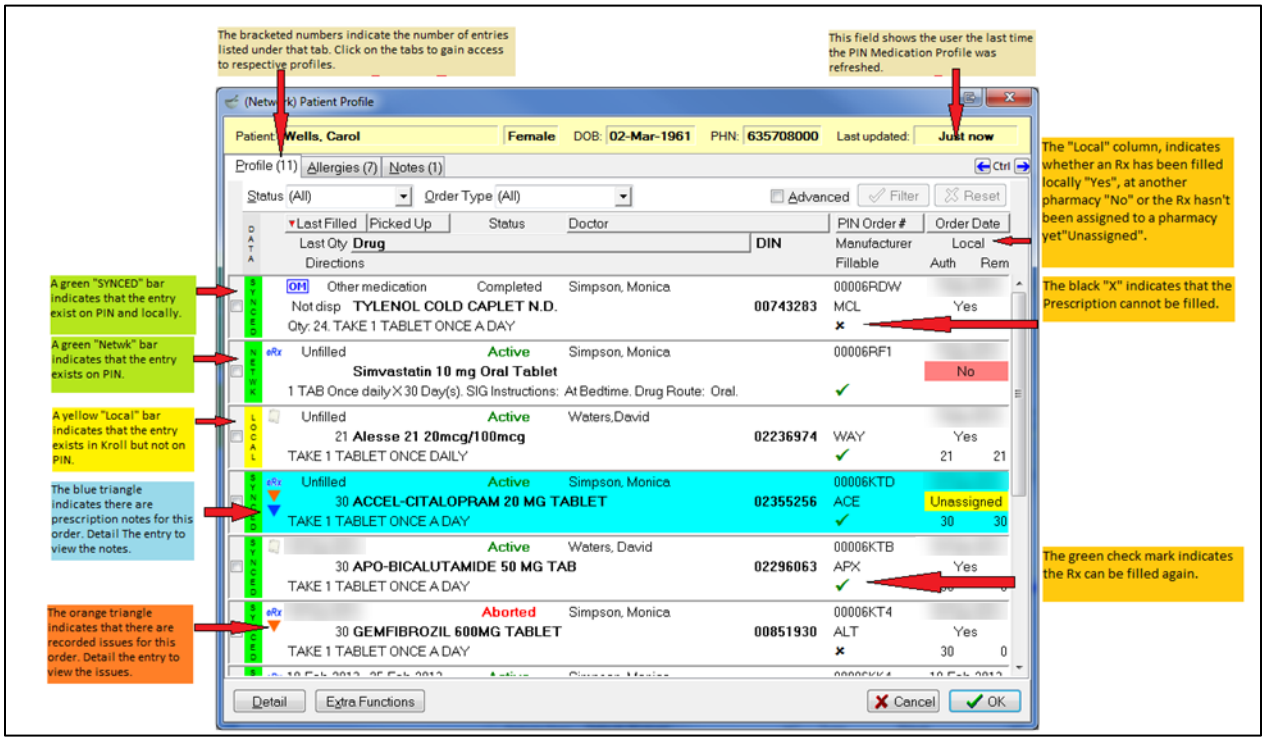
1. Go to the **F3-Patient** card and select **Network** > **Profile** (or press ALT+K, then P on the keyboard) to access the clinically relevant Network profile.

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.

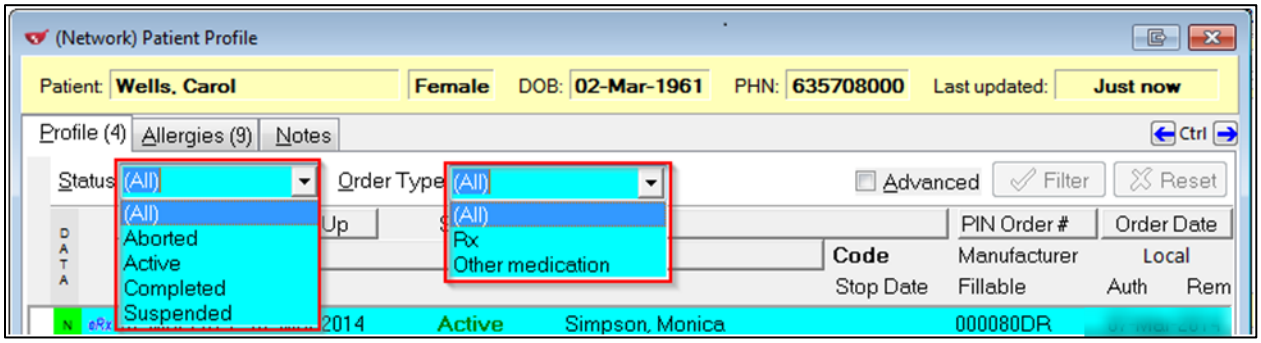
3. When Kroll is retrieving information from Alberta Netcare, a small progress window will appear displaying the action being performed at that moment.

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

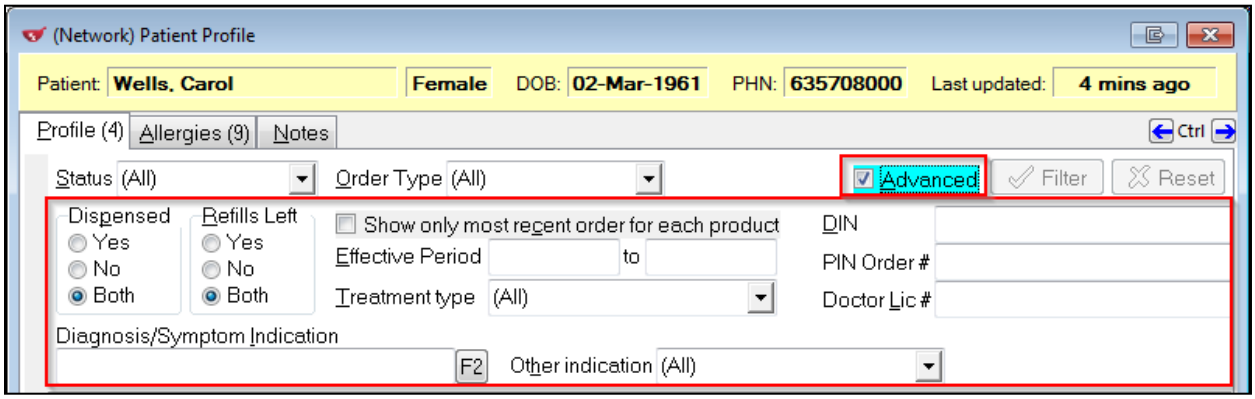


Supplementary notes about the Alberta Netcare Patient Medication Profile:

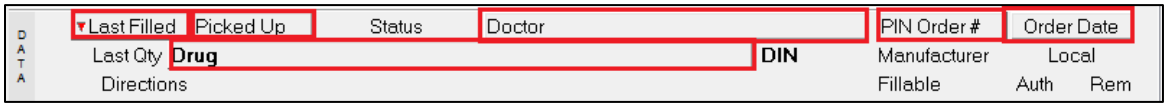
- Users can 'filter' the medication entries coming back from Alberta Netcare by **Status** or **Order Type.**



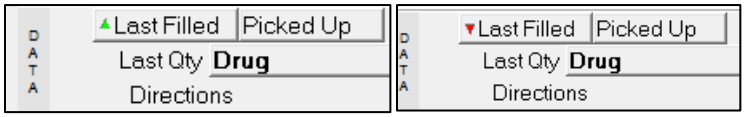
- Place a check mark next to the **Advanced** flag to display advanced filter options (boxed in RED):



- 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.



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.



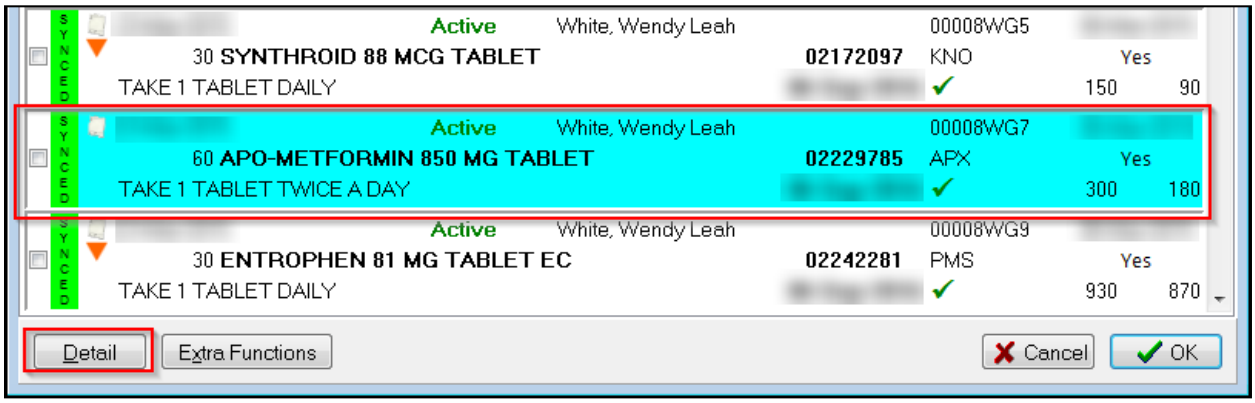
Detailing a Prescription Entry on Alberta Netcare

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:

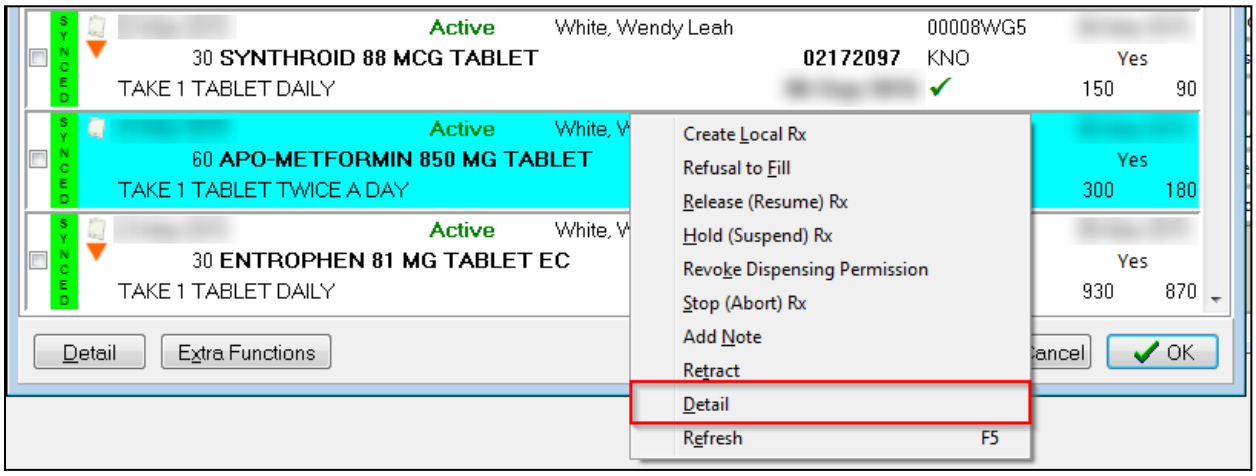
- Dispenses made against a prescription.
- Prescription Issues and Managements
- Dispense Notes
- Drug indications
- Refusal to fills

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):

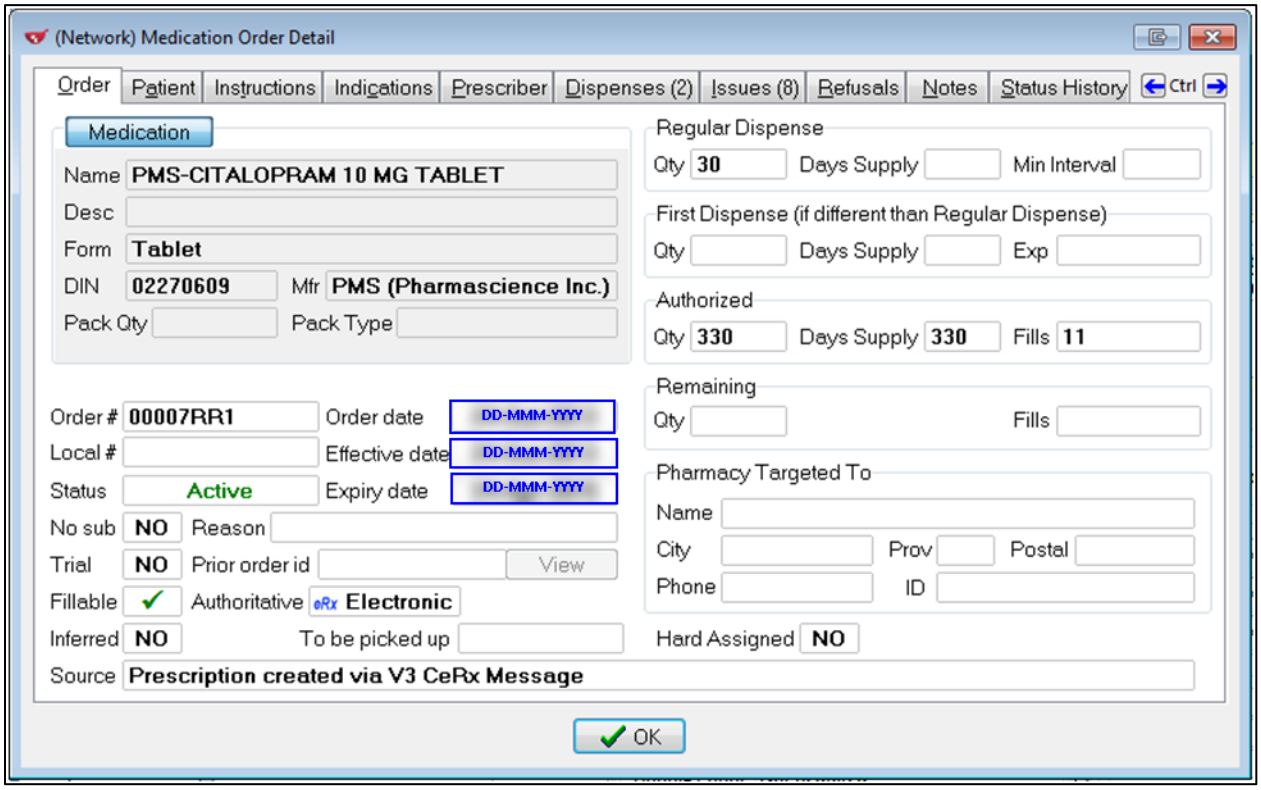
1. Use the mouse to double click the entry you would like to see details for.
2. Highlight the entry and click the **Detail** button on the bottom-left of the window.



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**.



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.

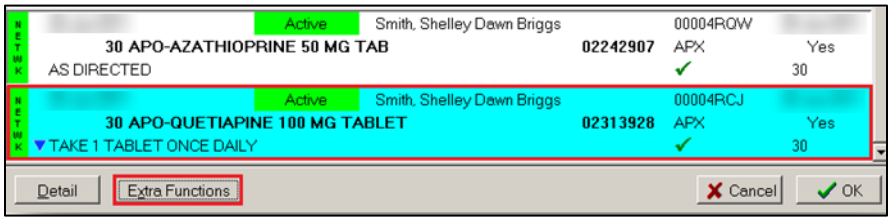


Extra Functions from the Alberta Netcare Medication Profile

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**:

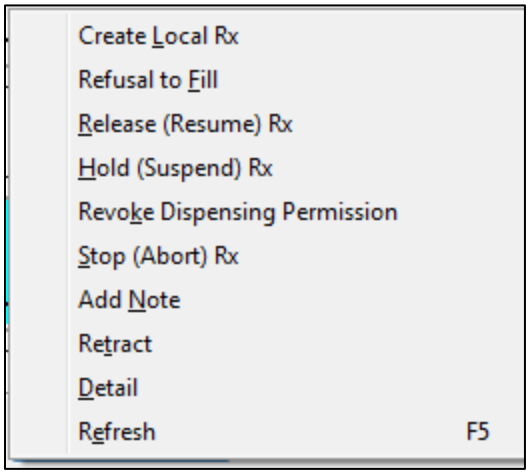
1. Right click on the selected entry to access the **Extra Functions** menu list.

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



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

The **Extra Functions** menu list will contain the following options:



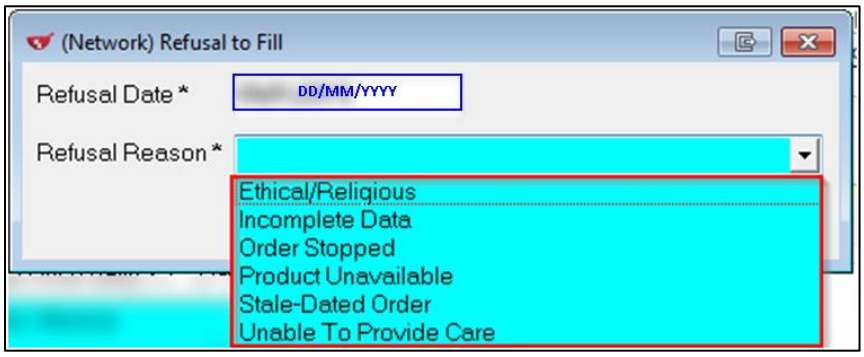
Create Local Rx

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'.

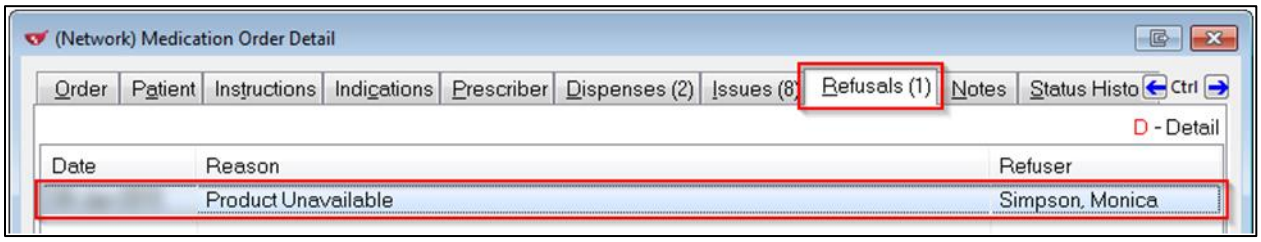
Refusal to Fill

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.

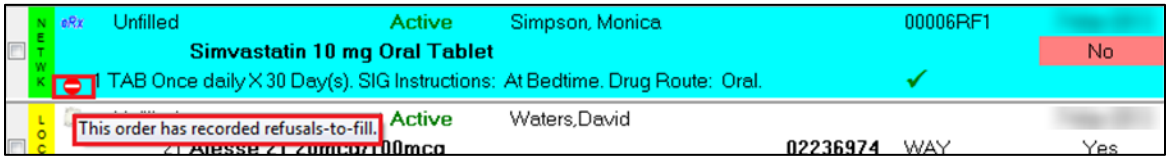
Once a refusal to fill is sent to Alberta Netcare, it will be viewed by everyone. Although the prescription has been refused by one provider can still be filled by another. A pre-populated list of **Refusal Reasons** is available for selection; users cannot enter a free-form reason in this field.



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.

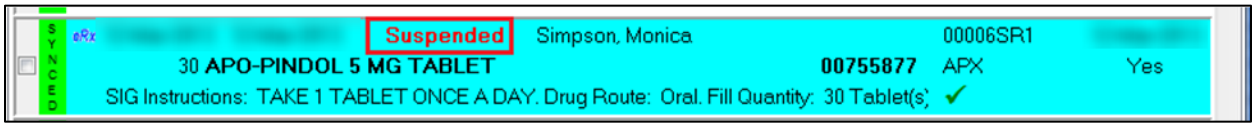


The Network Profile will indicate ⛔ for recorded refusal to fills.



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**.



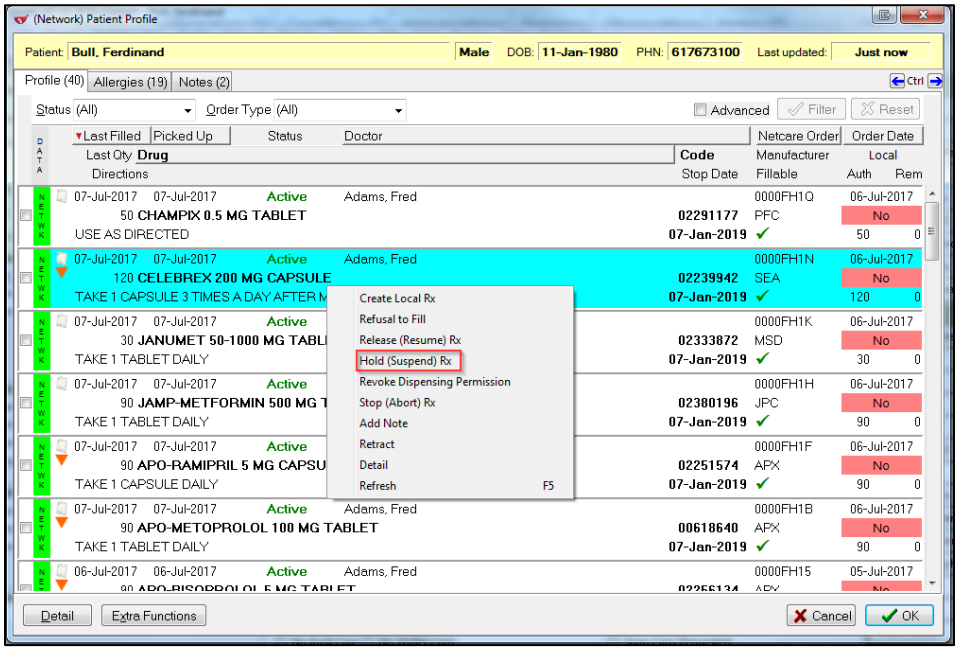
There are two scenarios for placing an Rx on hold:

a) Network Rx not assigned to the local pharmacy;

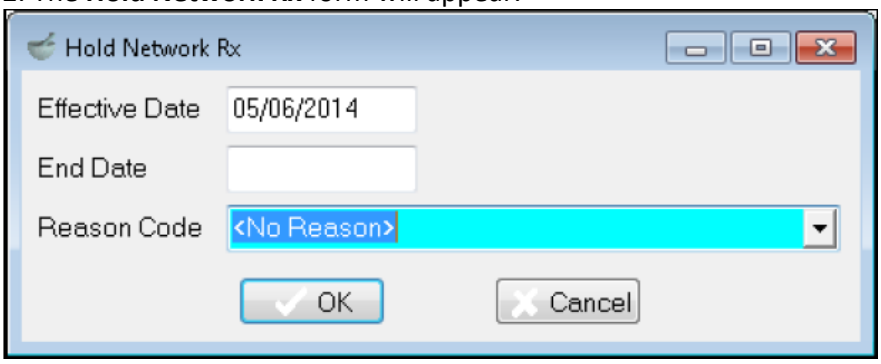
b) Network Rx assigned to local pharmacy.

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.



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



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.

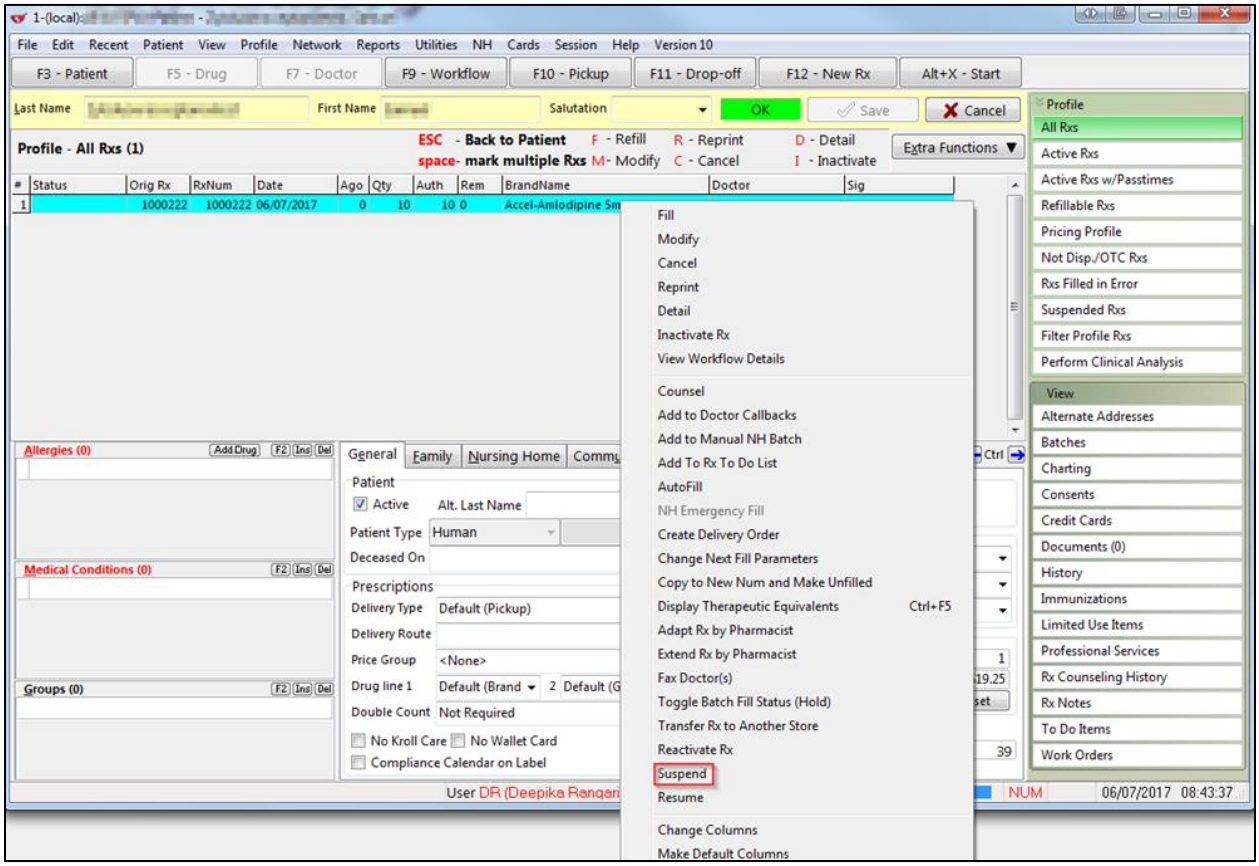
4. Click **OK** or press **Enter** on the keyboard to execute the hold.

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

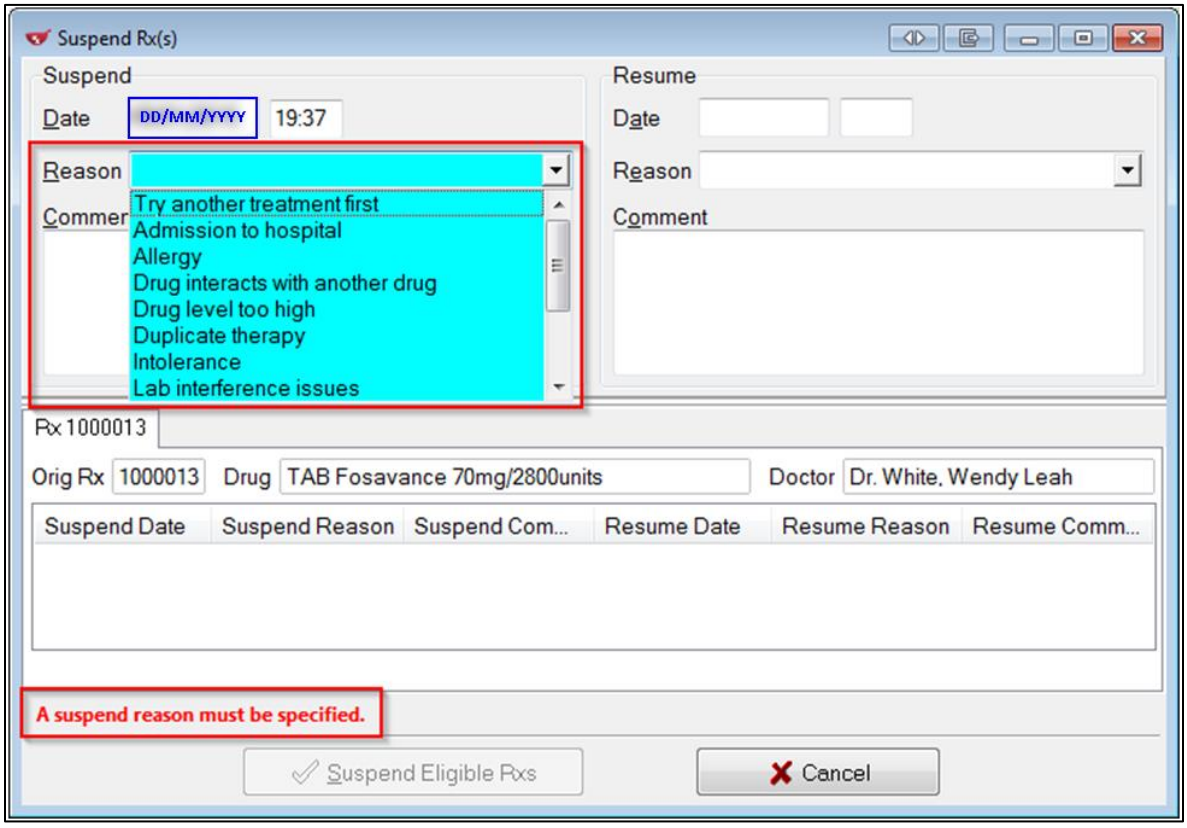
Hold (Suspend) Network Rx Assigned to the Local Pharmacy

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.

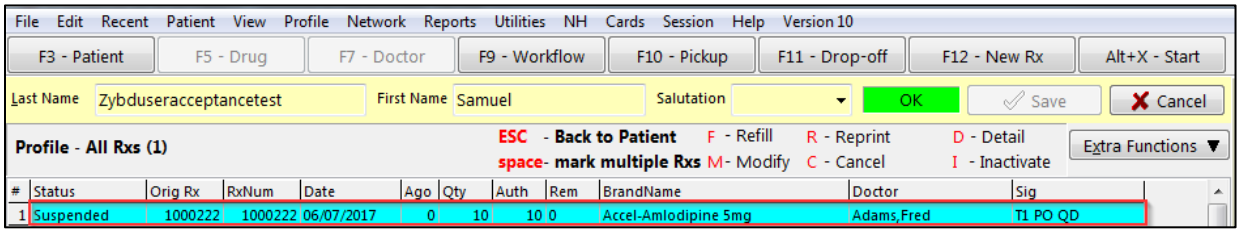
1. From the local patient profile, highlight the Rx to suspend and select **Extra Functions** > **Suspend**.



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.



The local profile will show the Rx as Suspended.



On the Network Patient Profile the Rx is now Suspended.

Release (Resume) Rx

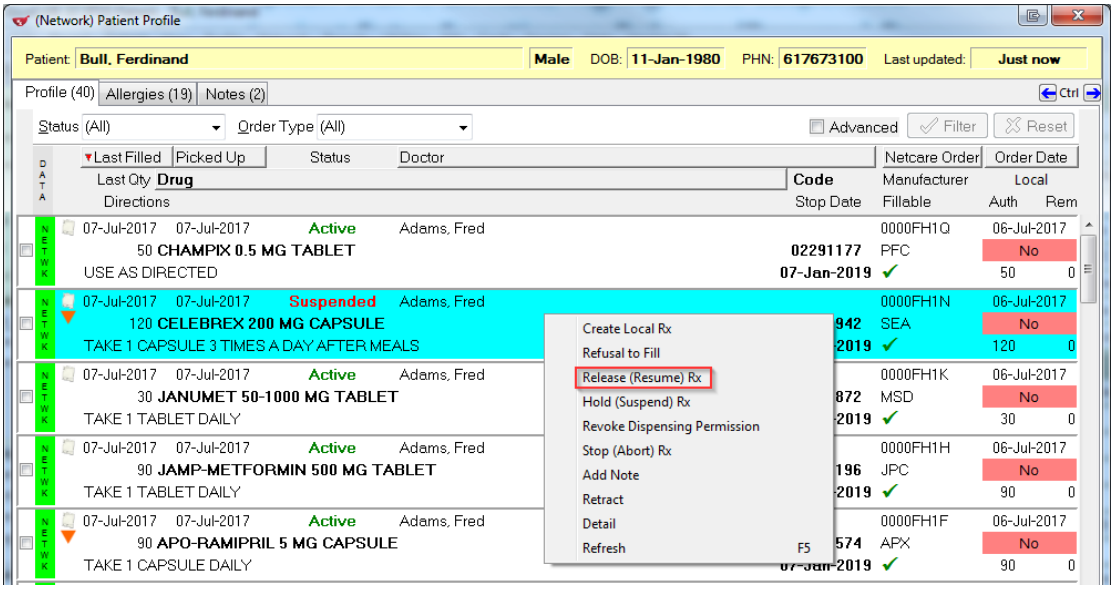
The option to **Release (Resume) Rx** is used to release prescriptions that are currently on hold (i.e. have a status of **Suspended**). For example, a patient who transitions from an inpatient situation back to the community may require held prescriptions to be 'released'. The request to **Release (Resume) 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:

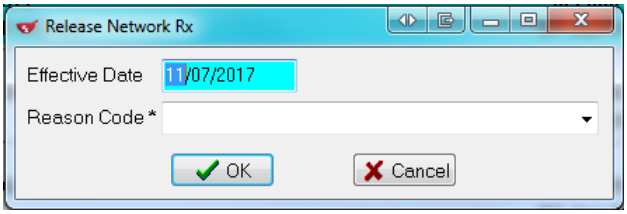
a. Suspended Network Rx not assigned to the Local pharmacy
b. Suspended Network Rx assigned to Local pharmacy

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**.



2. The **Release Network Rx** form will appear.



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.

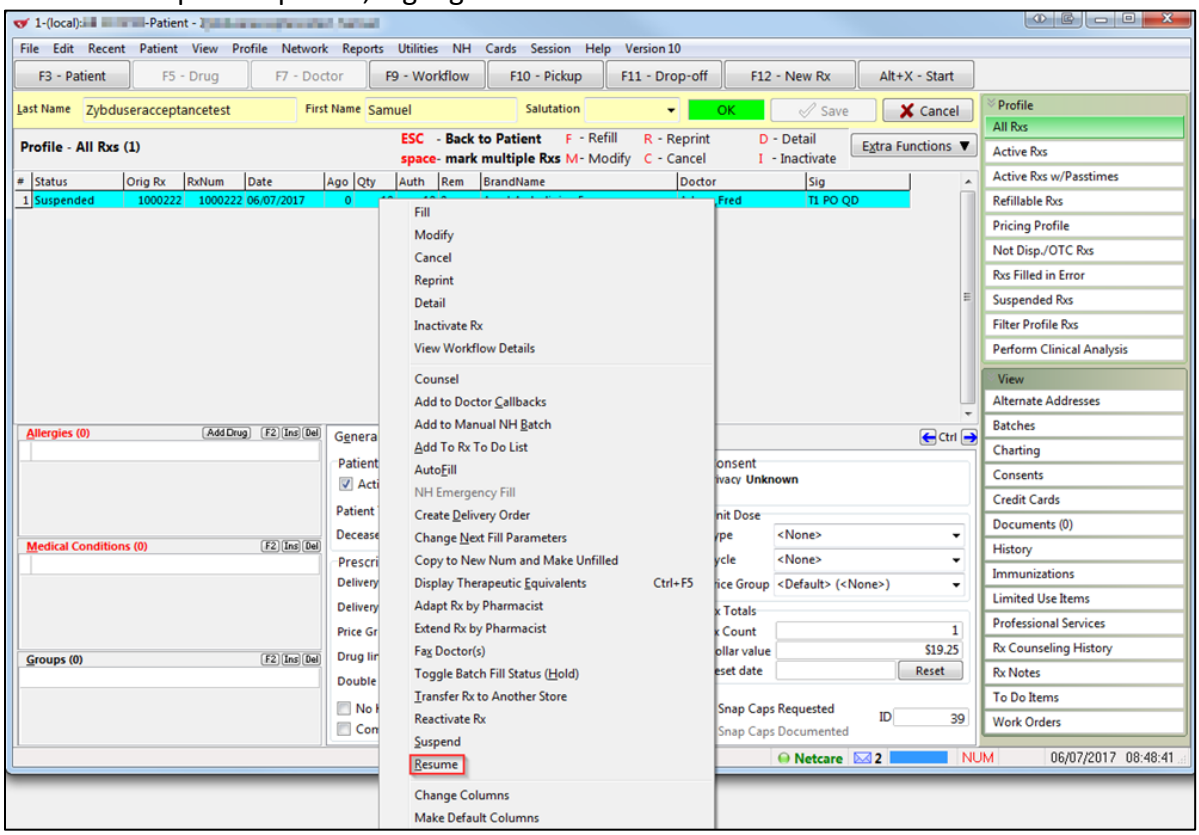
3. Click **OK** or press **Enter** on the keyboard to execute the **Release Rx**.

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.

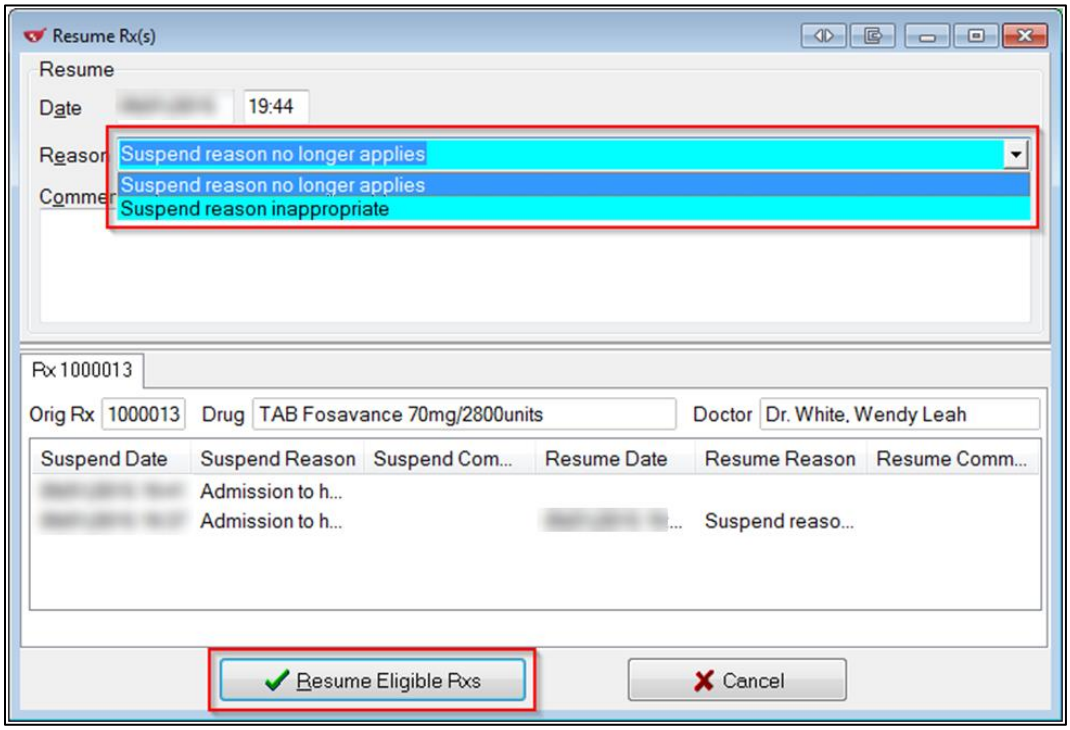
1. Go to patient profile, highlight Rx and select **Extra Functions** > **Resume.**



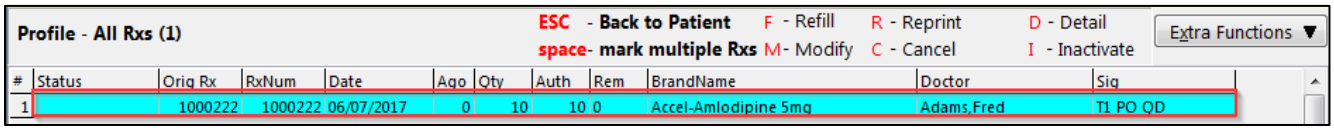
2. The **Resume Rx(s)** window will appear.

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.



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

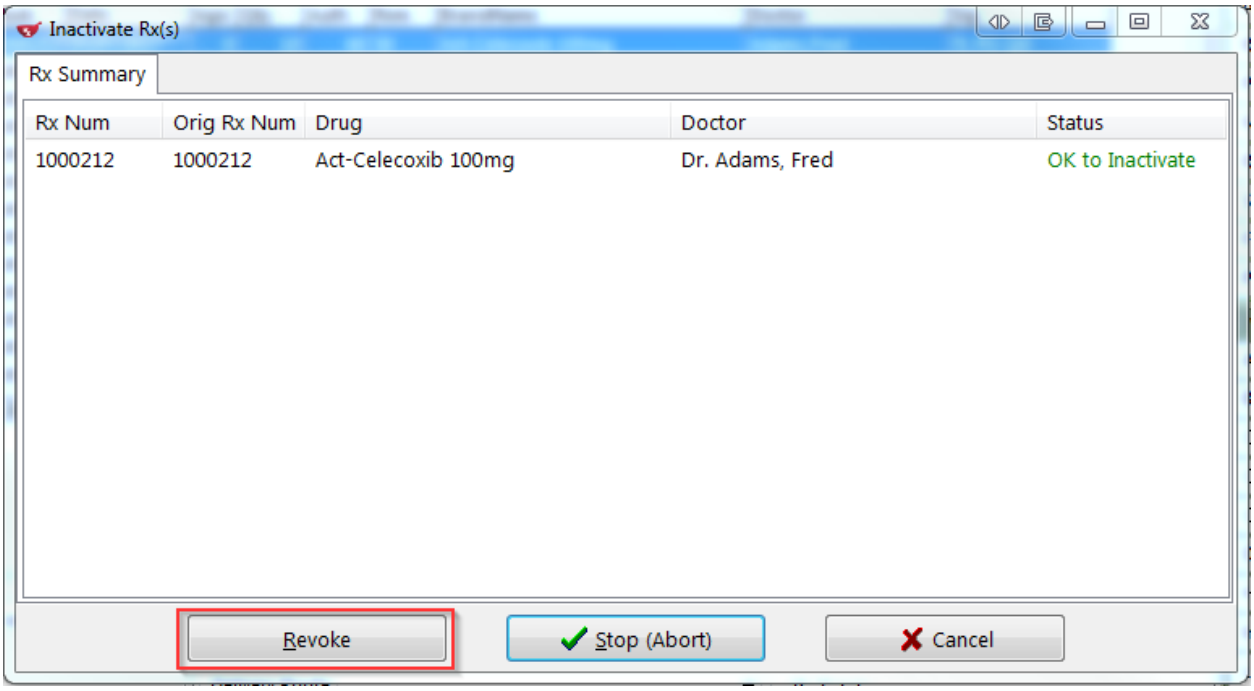


On the Network the Rx is Active:

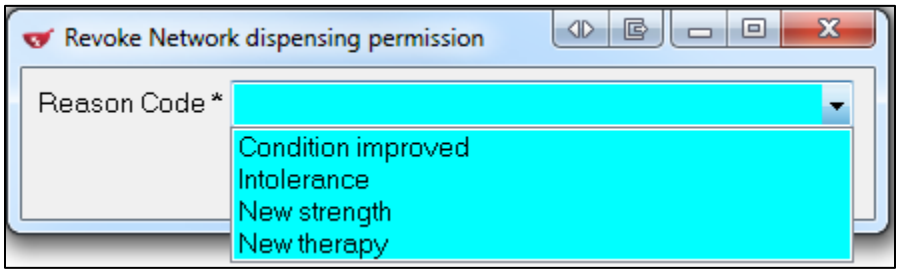
Revoke Dispensing Permission

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.

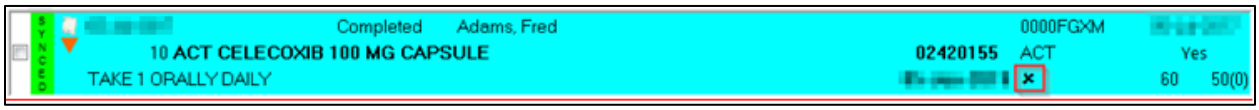
To **Revoke** a prescription, highlight the Rx from the **Local Patient Profile** and select the option to **Inactivate** from the **Extra Functions** menu. This will call up the **Inactivate Rx(s)** window. Select option Revoke, this will call up Revoke Network dispensing permission window.



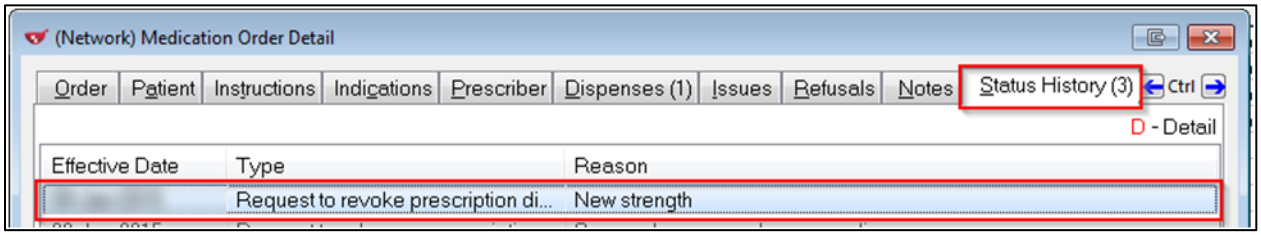
The **Reason Code** is a required field; select an option to explain why the prescription is being revoked. Click **OK** or press **Enter** on the keyboard to execute the revocation; a prescription that has been revoked on Alberta Netcare will have a status of **Revoked**.



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



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



Stop (Abort) Rx

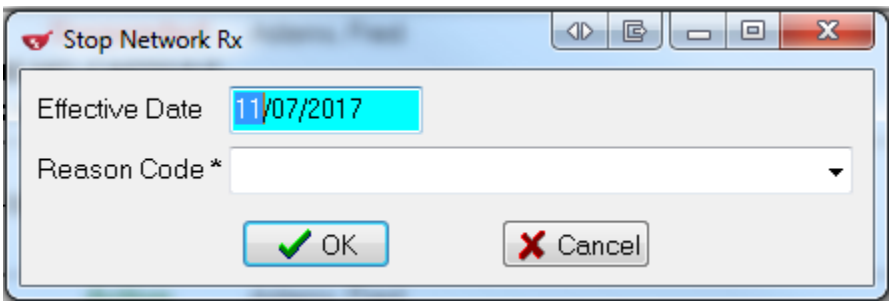
The option to **Stop (Abort) Rx** is used when a pharmacist or provider determines that a drug should no longer be dispensed and should no longer be taken by the patient immediately. Situations where a prescription may need to be stopped (i.e. aborted) are product recalls, duplicate therapy contraindication, 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**.

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

1. 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:

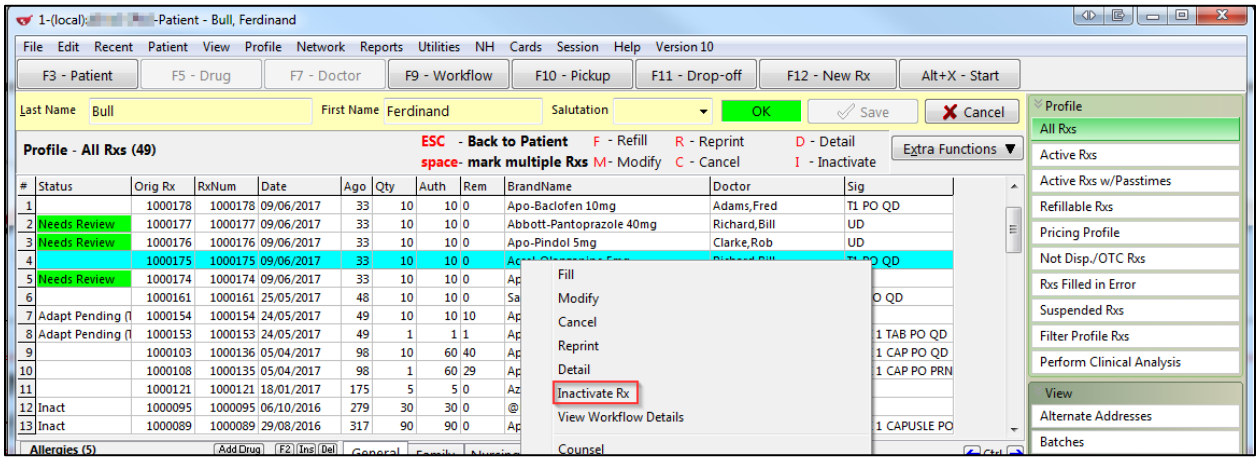


a) In the **Effective Date** field, enter the date that the prescription was stopped (i.e.,aborted).
b) From the **Reason Code** field, access the dropdown menu and select an option to explain why the prescription was stopped.

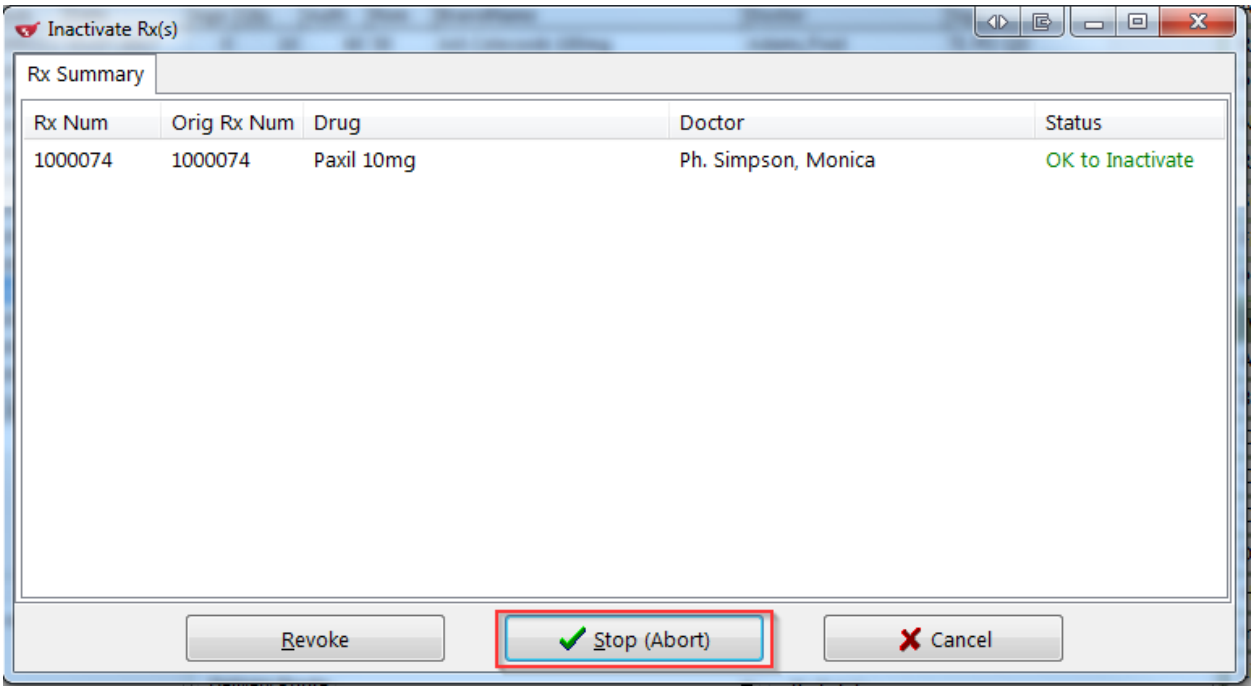
3. Click **OK** or press **Enter** on the keyboard to execute the hold.

Hold (Suspend) Network Rx Assigned to the Local Pharmacy

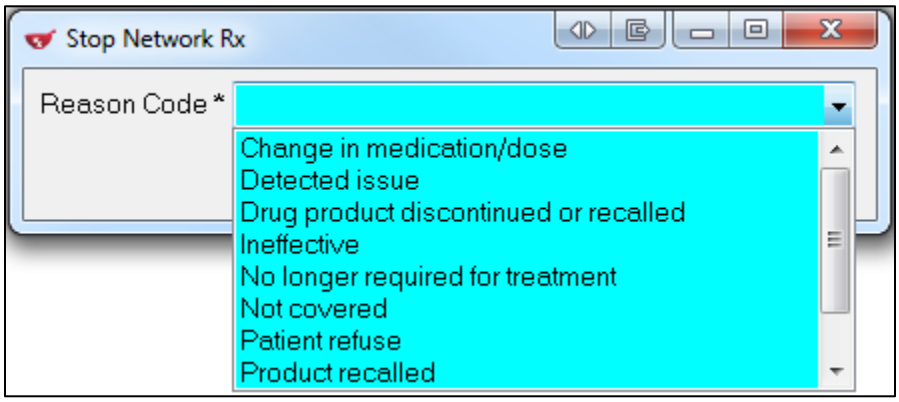
1. From the local patient profile, highlight the Rx>right click and choose option Inactivate



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

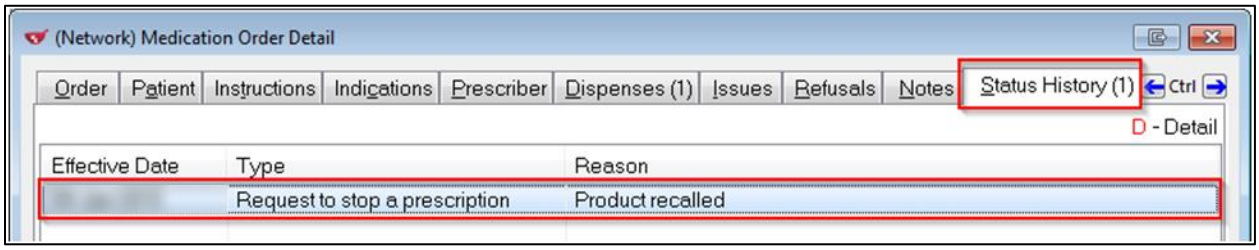


3. Stop Network Rx window appears. From the **Reason Code** field, access the dropdown menu and select an available option to explain why the prescription is being aborted. Click **OK** or press **Enter** on the keyboard to execute the **Stop (Abort) Rx**.



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

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

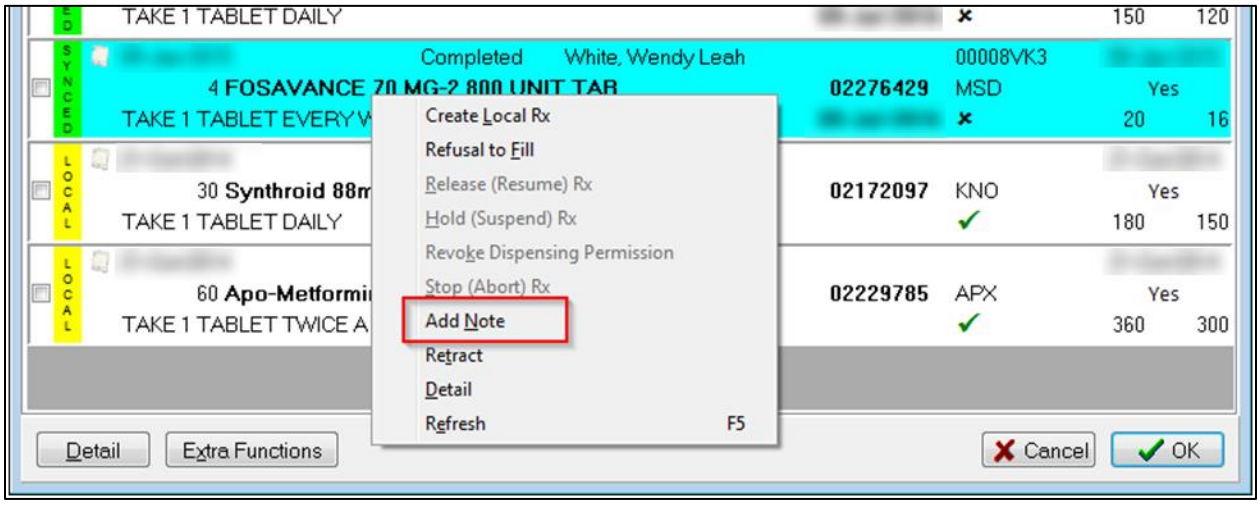


NOTE: Advanced Network Profile only displays the Aborted prescriptions and not the Network Profile.

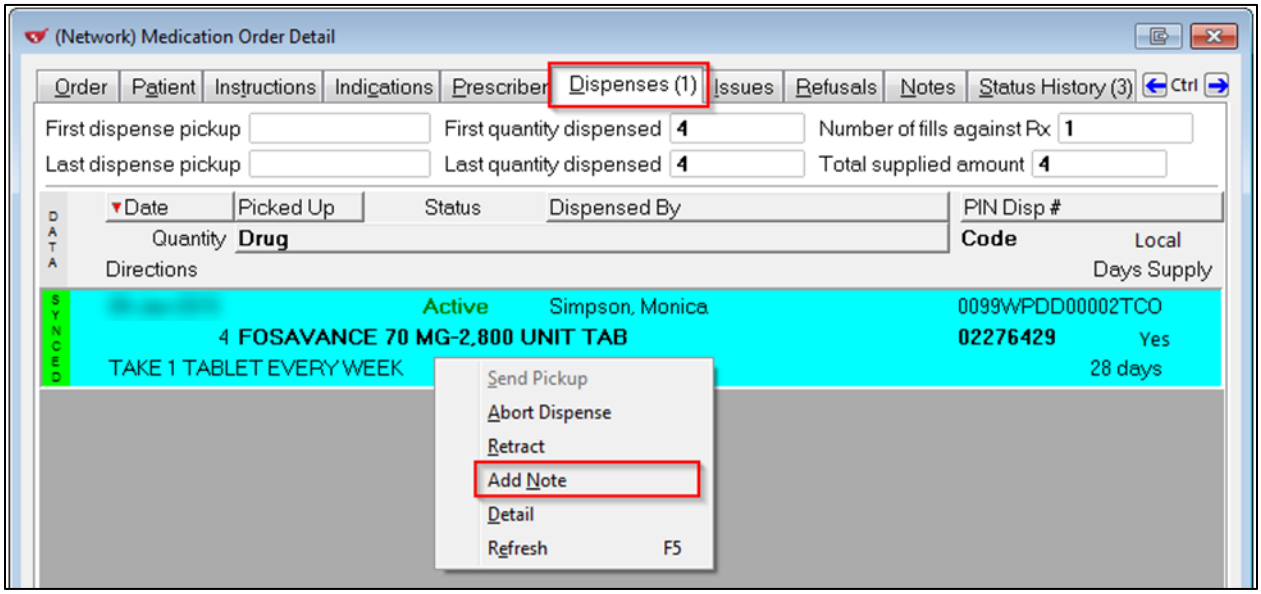
Add Note

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.**

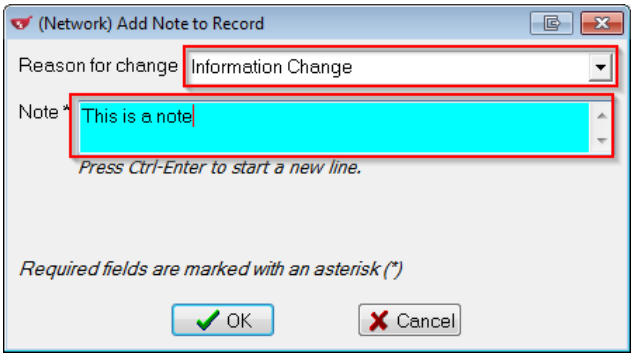
- To add a note to a **prescription**, highlight the Rx from the **(Network) Patient Profile** and select the option to **Add Note** from either **Right Clicking** or the **Extra Functions** menu. This will call up the **(Network) Add Note to Record** window.



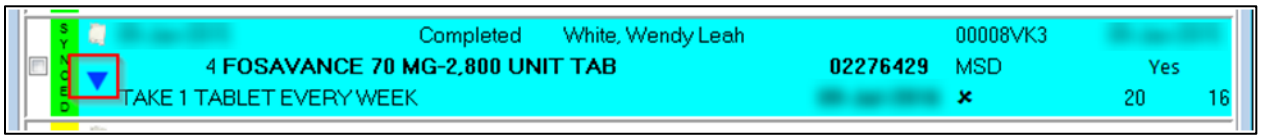
- Similarly, to add a note to a **Dispense,** highlight the applicable Rx entry from the **(Network) Patient Profile** and detail the prescription. From the **(Network) Medication Order Detail** window, click on the **Dispenses** tab to see all the dispenses made against the prescription. Highlight the 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.



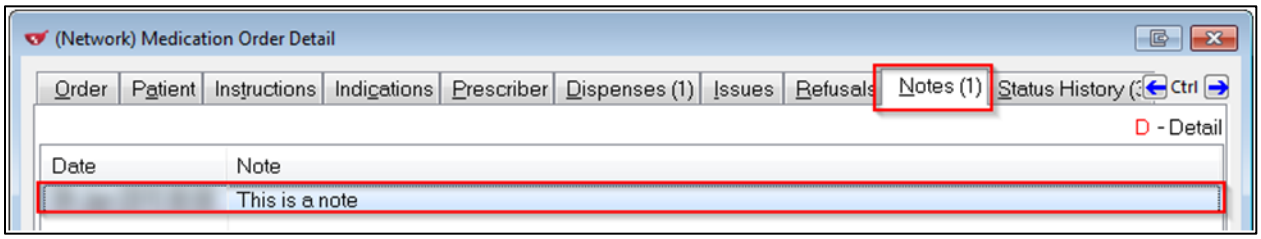
From the **(Network) Add Note to Record** window, select a pre-populated reason for adding the note in the **Reason for change** field, or enter a free-form topic for the note. Enter the required **Note** and click **OK** or press **Enter** on the keyboard to save information on the patient's Alberta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



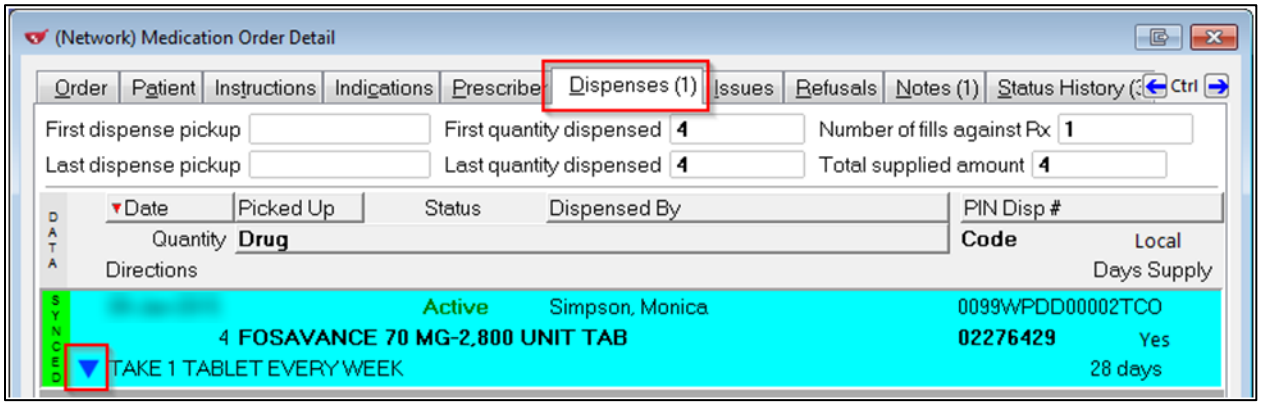
From the **(Network) Patient Profile**, users can easily determine which prescription entries have prescription notes attached to them by looking for a blue arrow located on the lower-left of the entry.



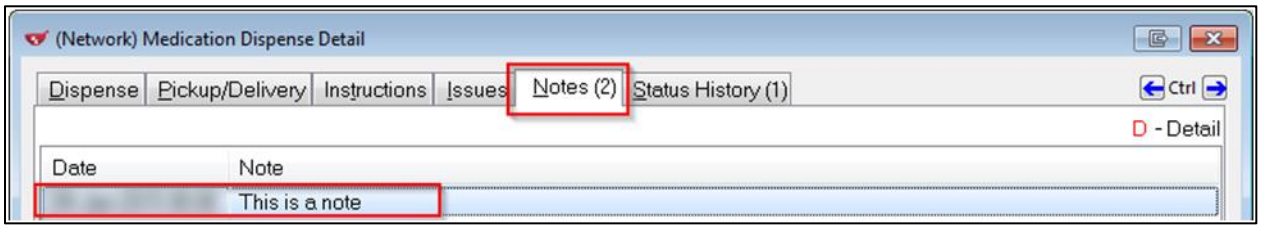
Retrieve P**rescription Notes** by detailing the Rx entry to bring up the **(Network) Medication Order Detail** window and then clicking on the **Notes** tab.



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.

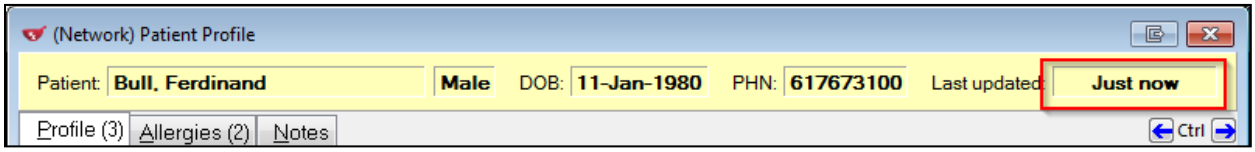


Retrieve Dispense Notes by detailing the dispense entry; this will call up the **(Network) Medication Dispense Detail** window. Click on the **Notes** tab to view the note(s) for the selected dispense.

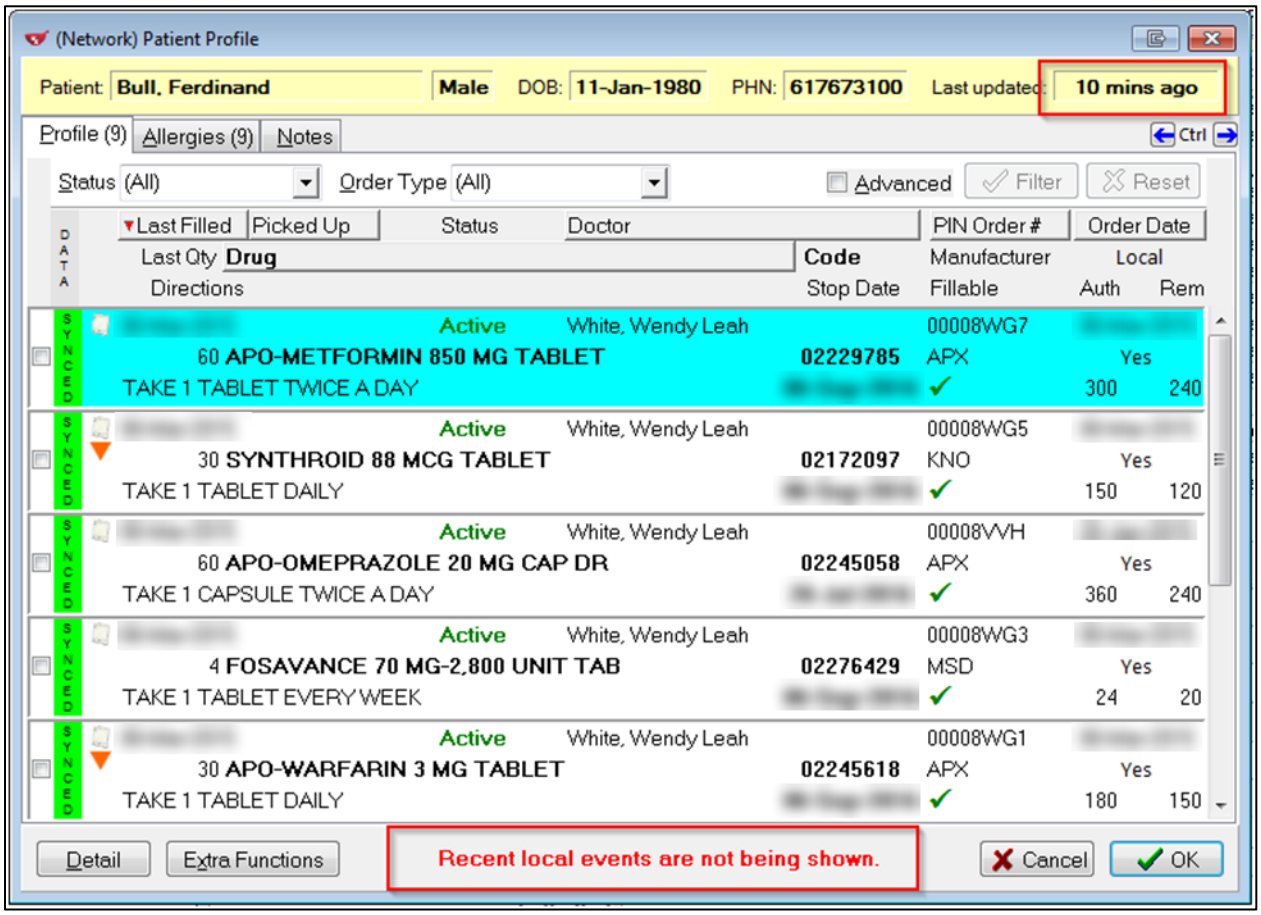


Refresh

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.



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**.



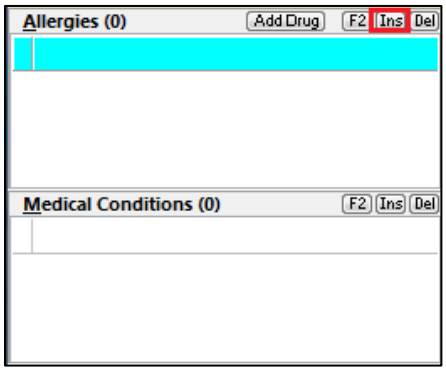
Allergies & Intolerance

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.

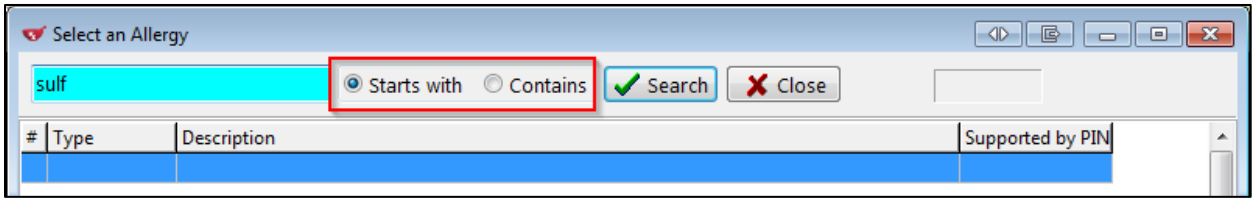
Adding a New Allergy/Intolerance

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.



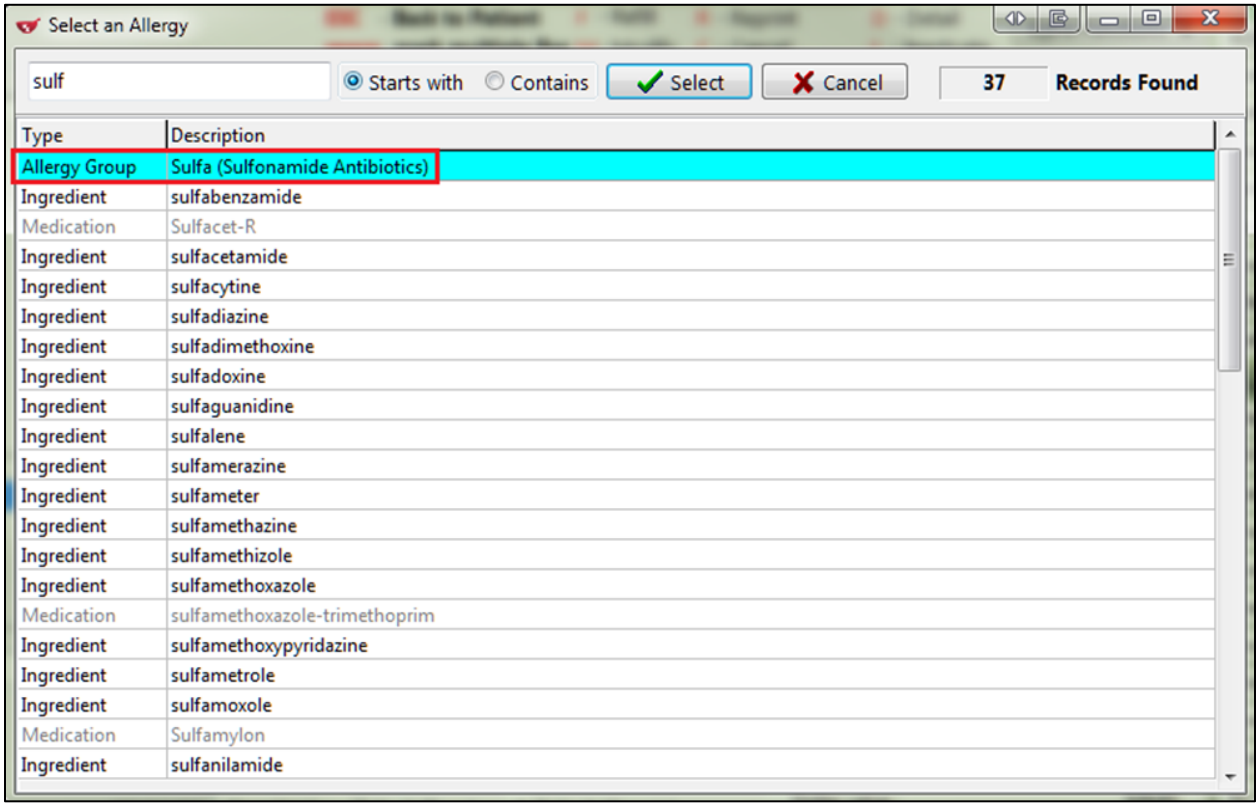
Search for an allergy/intolerance from the **Select an Allergy** window and click **Search** or press **Enter** on the keyboard to obtain search results (e.g. Type 'sulf' to search for a Sulfonamide allergy/intolerance).

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



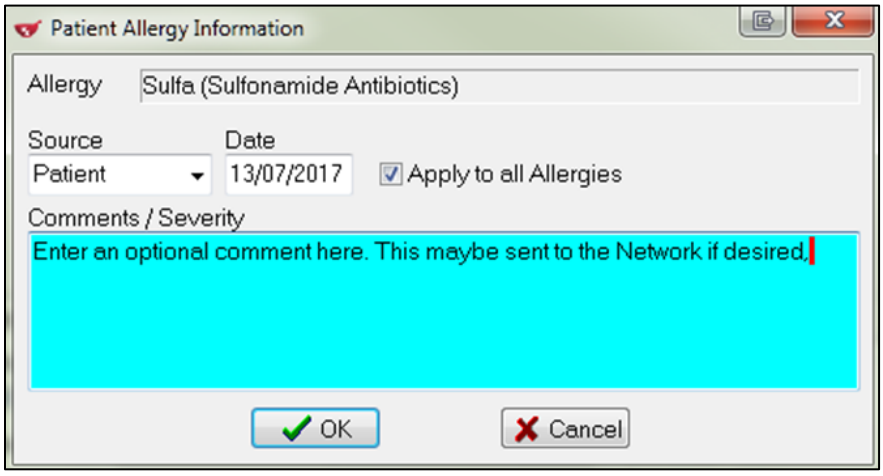
3. From the search results; select the applicable **Allergy Group** or **Ingredient** by highlighting the entry and clicking **Select** or pressing **Enter** on the keyboard; this will bring up the **(Local) Patient Allergy Information** form.

NOTE: Medication codes are not accepted by Alberta Netcare.

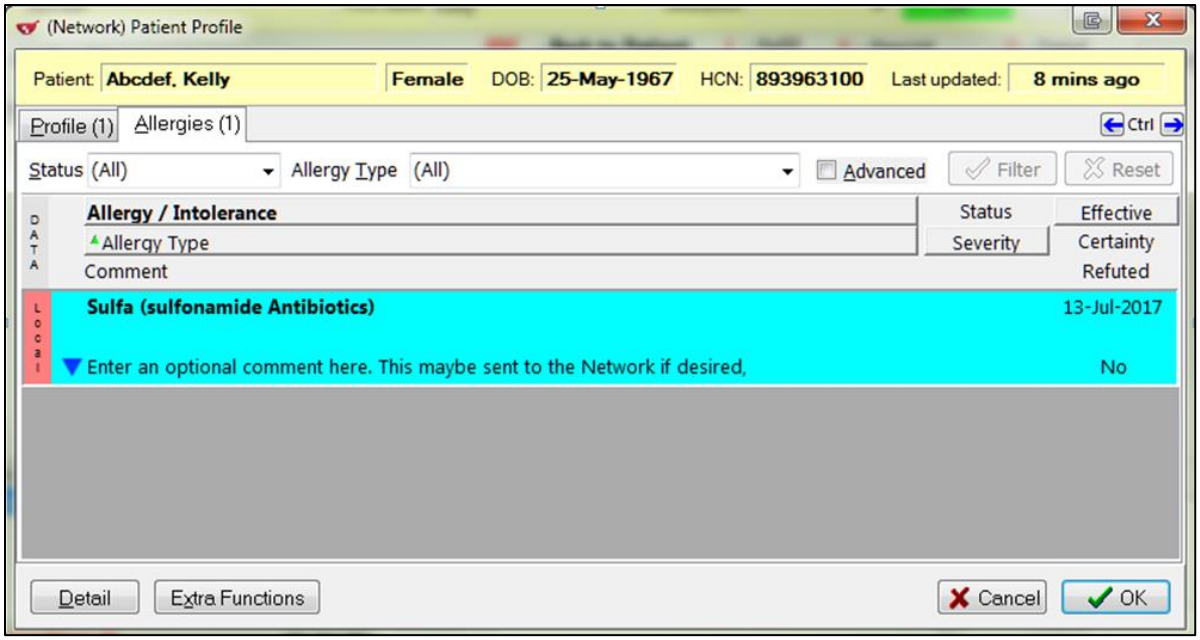


4. From the **Patient Allergy Information** window, verify the **Source**, **Date**, and **Apply to all Allergies** options. Enter any optional comments regarding the nature and severity of the allergy/intolerance; the user will have a choice on whether to transmit this local comment to Alberta Netcare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

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

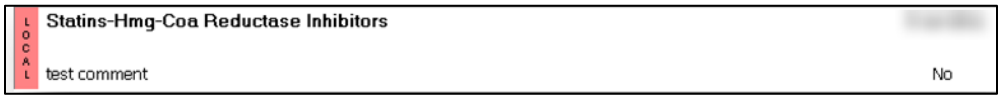


6. Kroll will automatically try to establish a connection with Alberta Netcare upon continuing from the **(Local) Patient Allergy Information** window. Log into the **Netcare Network** and/or **EHR** if prompted to do so. The (**Network) Patient Profile** will appear displaying allergy entries from the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



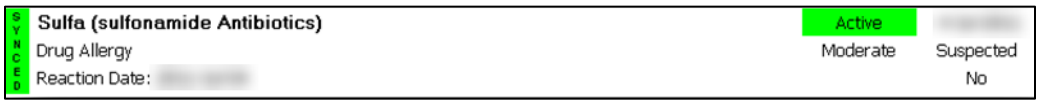
The coloured data bars on the left side of each allergy/intolerance entry provides information on whether local records match Alberta Netcare records. Hover your mouse over the coloured data bars to identify which entries need to be syncronized.

- **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.



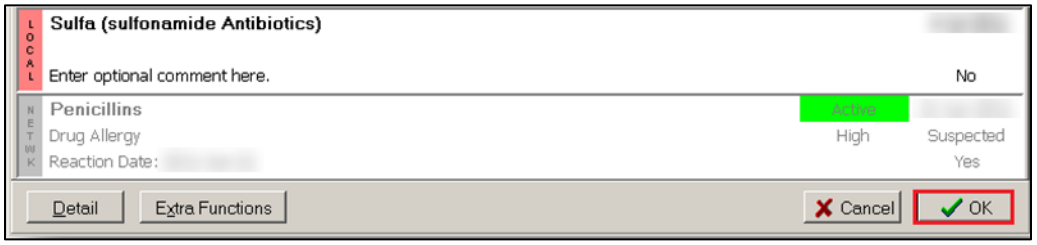
- **Yellow (Network)**: A **yellow-network** data bar indicates that the allergy/intolerance entry exists on Alberta Netcare only, this information has not been recorded locally in Kroll and should be synchronized.

- **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.

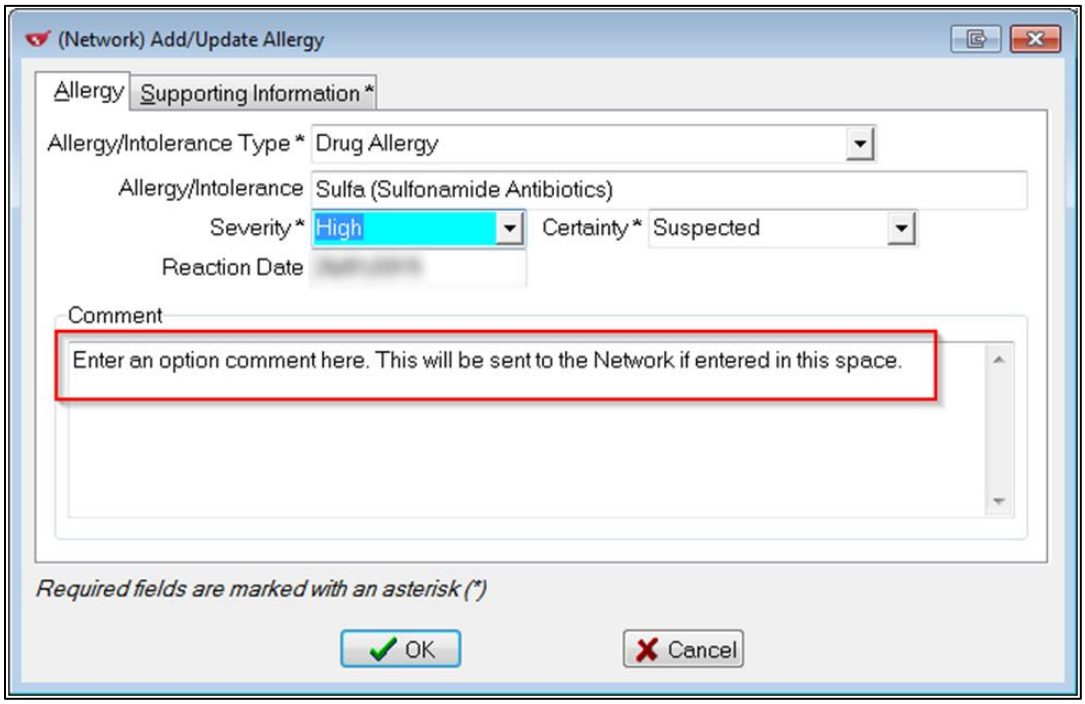


- **Grey (Network):** A gray-network data data bar indicates that an allergy/intolerance is refuted/expired on the network and does NOT need to be syncronized to the local system.

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.

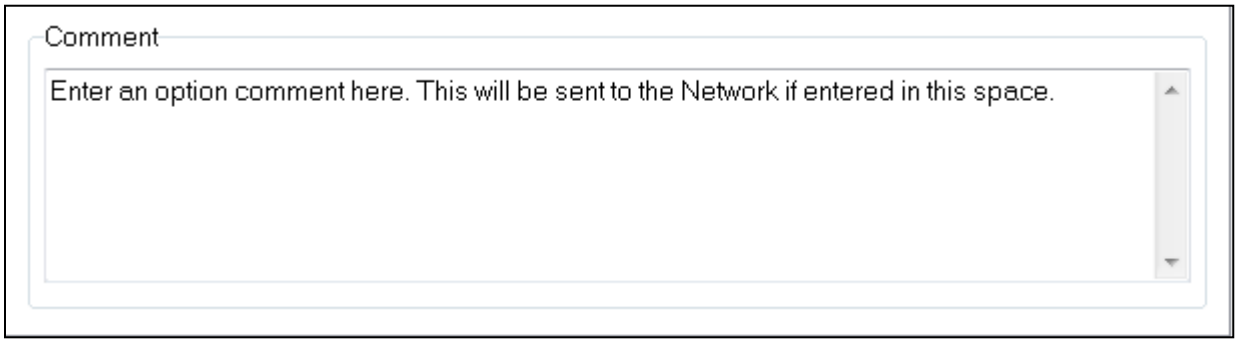


8. From the **(Network) Add/Update Allergy** window, fill out the details of the allergy. Note that required fields are marked with an asterisk (*).



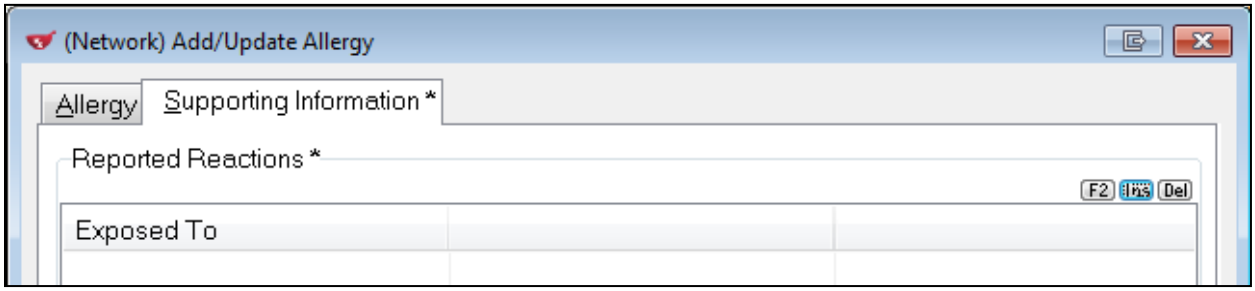
- **Allergy/Intolerance Type***: Select an allergy or intolerance type from the options available in the dropdown menu,
    - **Allergy Selections**: Drug Allergy, Environmental Allergy, Food Allergy.
    - **Intolerance Selections**: Drug Non-Allergy Intolerance, Environmental Non-Allergy Intolerance, 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).

9. 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.

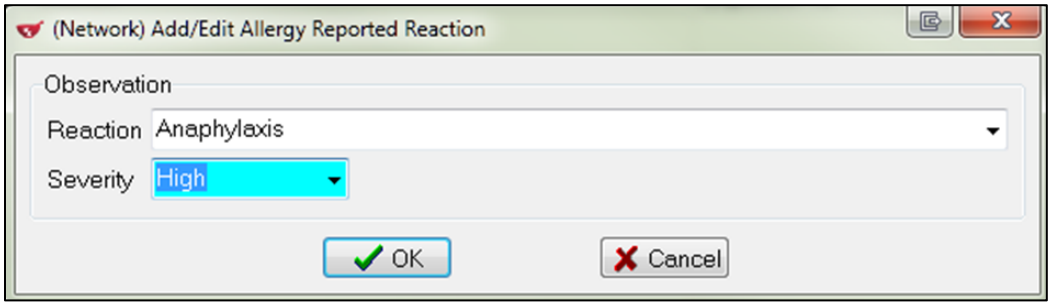


If the user is adding a new allergy, Alberta Netcare requires an allergic reaction to be recorded. Click on the **Supporting Information** tab to insert a reaction for the allergy.

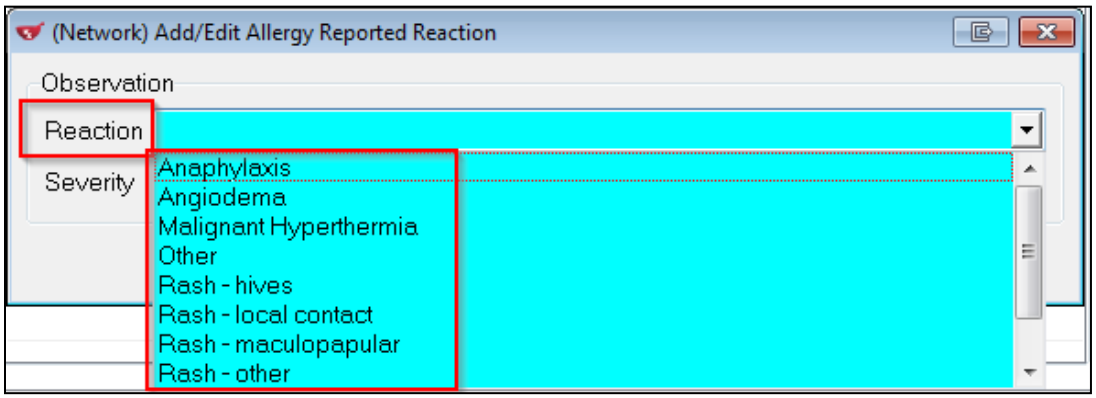
NOTE: Intolerances do NOT require reactions to be recorded so this step can be skipped for intolerance entries.



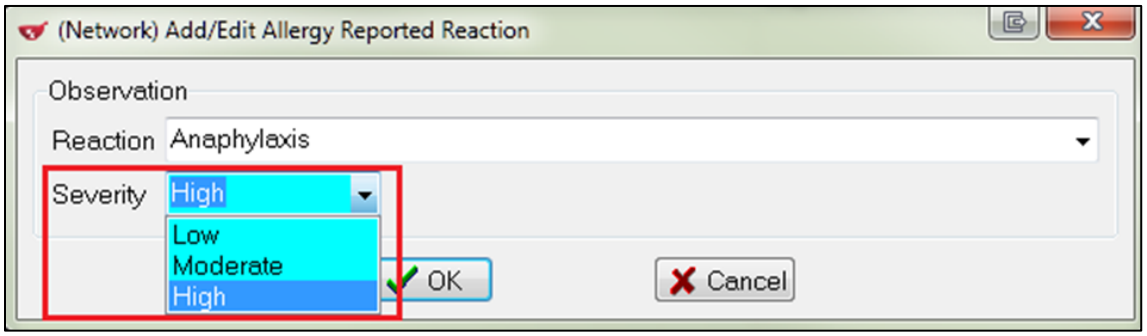
a) From the Supporting Information tab click Ins or press Insert on the keyboard to bring up the (Network) Add/Edit Allergy Reported Reaction window.



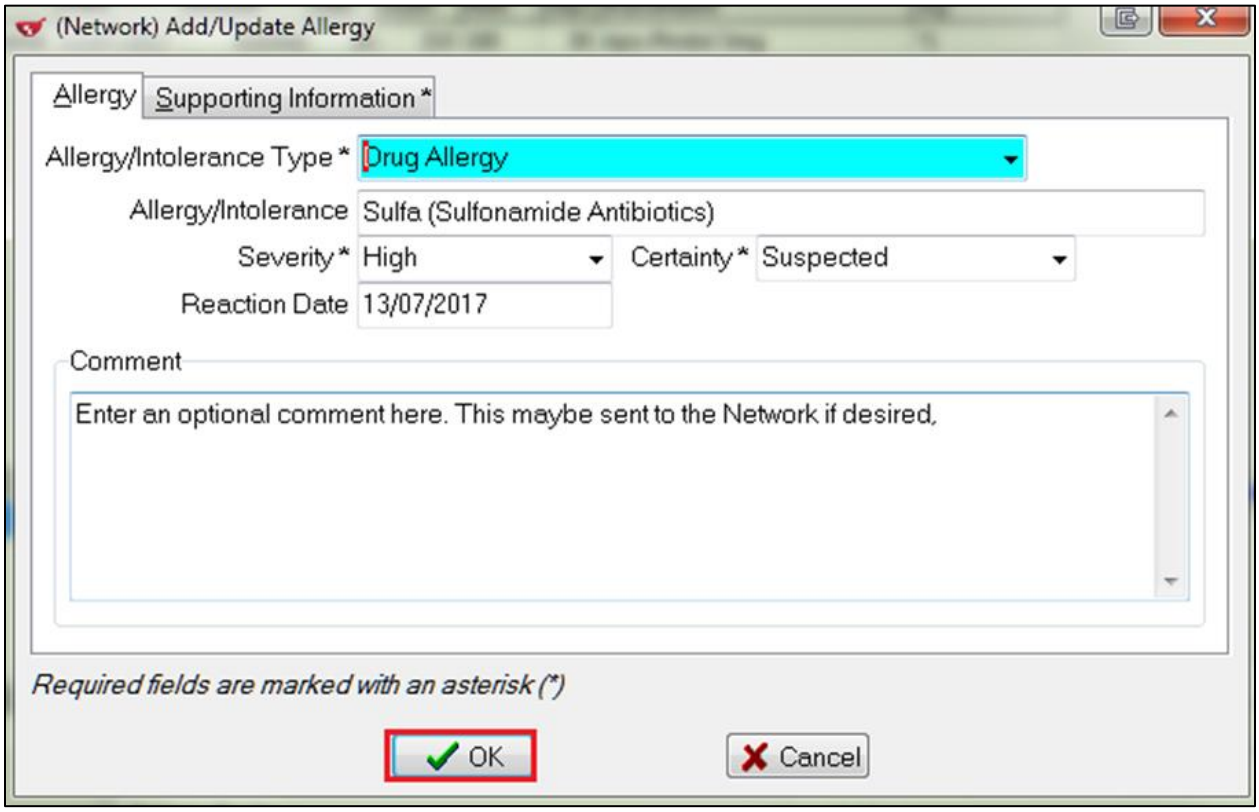
b) From the **Reaction** dropdown menu, select one of the allergy reactions accepted by Alberta Netcare. Note that allergy reactions cannot be entered free-form.



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



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.



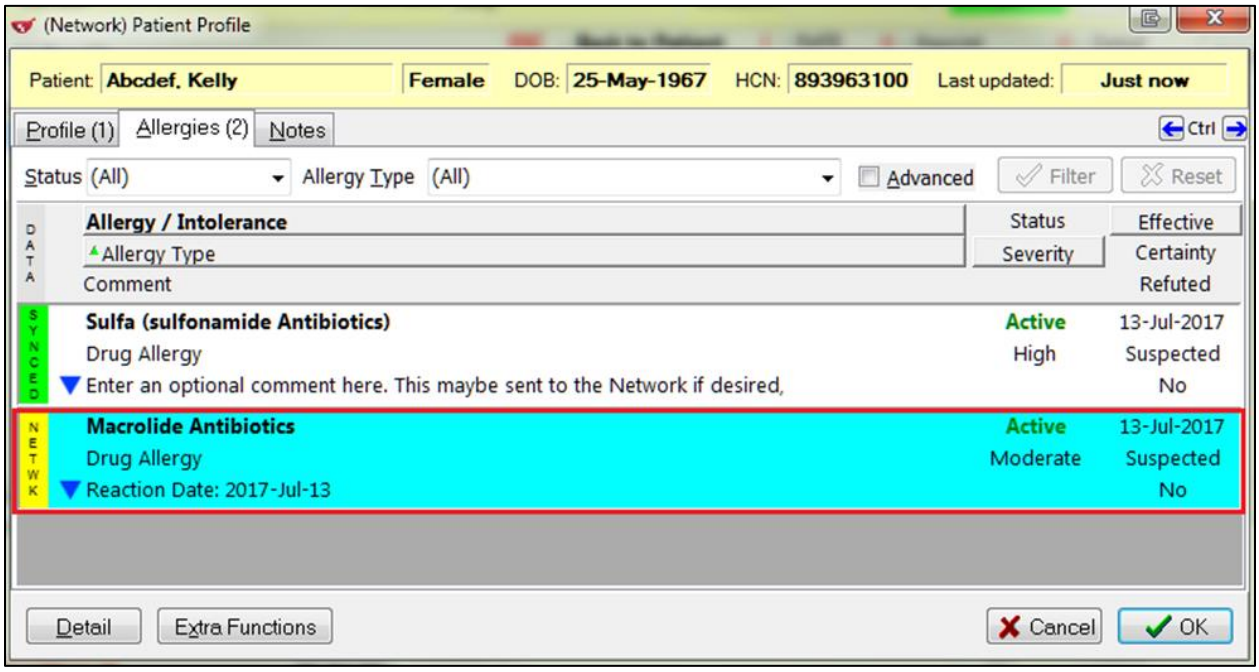
Synchronizing Network and Local Allergies/Intolerances

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:

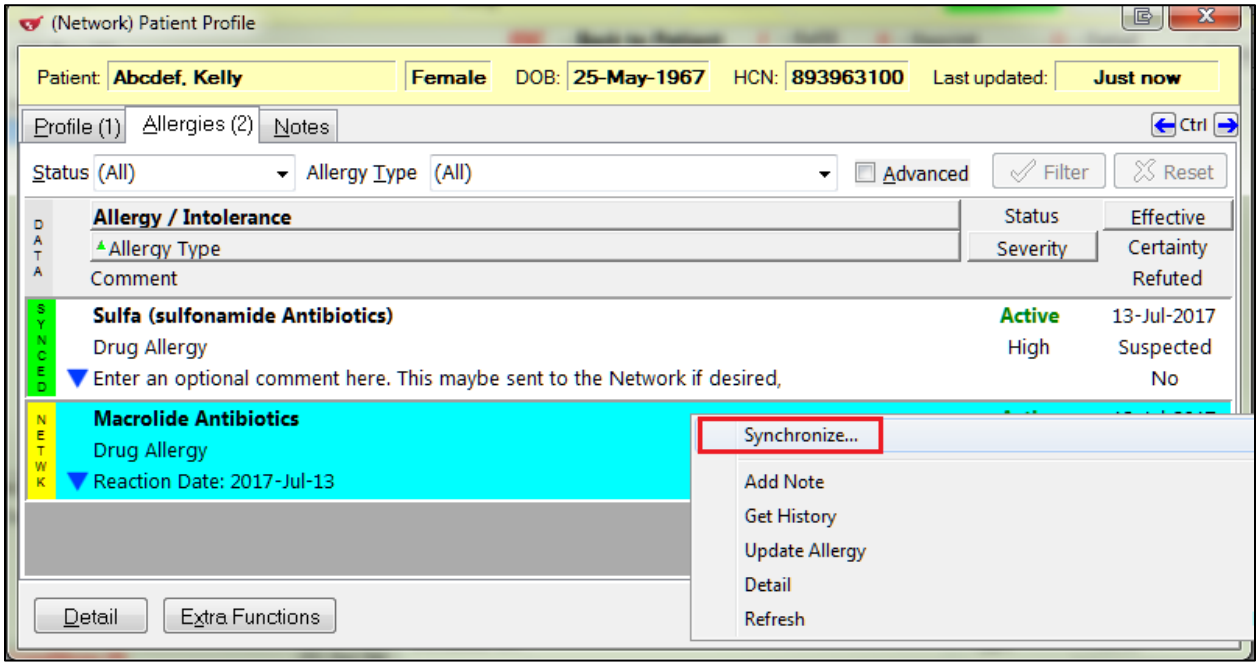
1. Allergy/Intolerance entries that exist in Alberta Netcare, but not in Kroll.
2. Allergy/Intolerance entries that exist in Kroll, but not in Alberta Netcare.

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.

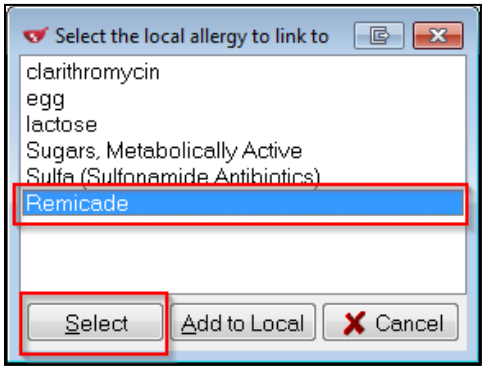


2. Right click on the **Yellow (Network)** entry to call up the **Extra Functions** menu, and select the option to **Synchronize.** Selecting the option to **Synchronize** will bring up the **Select the local allergy to link to** window.

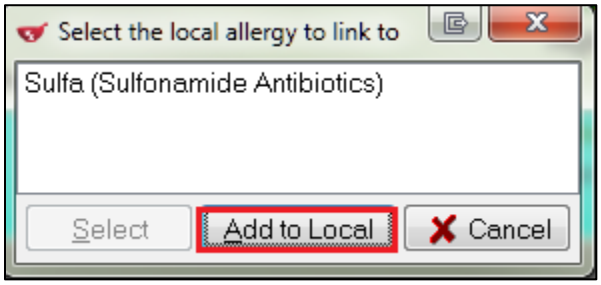


3. From the **Select the local allergy to link to** window, a list of local Kroll allergy entries will be displayed. If the **Yellow (Network)** allergy entry matches one of the existing local allergies, highlight the local entry and click **Select** to synchronize the two records.

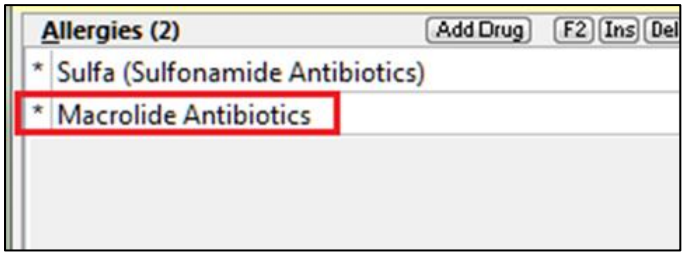
NOTE: In our example, the **Yellow (Network)** allergy entry is for Macrolide Antibiotics. This allergy group does not exist in our local system because it is not listed in the **Select the local allergy to link to** window.



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.

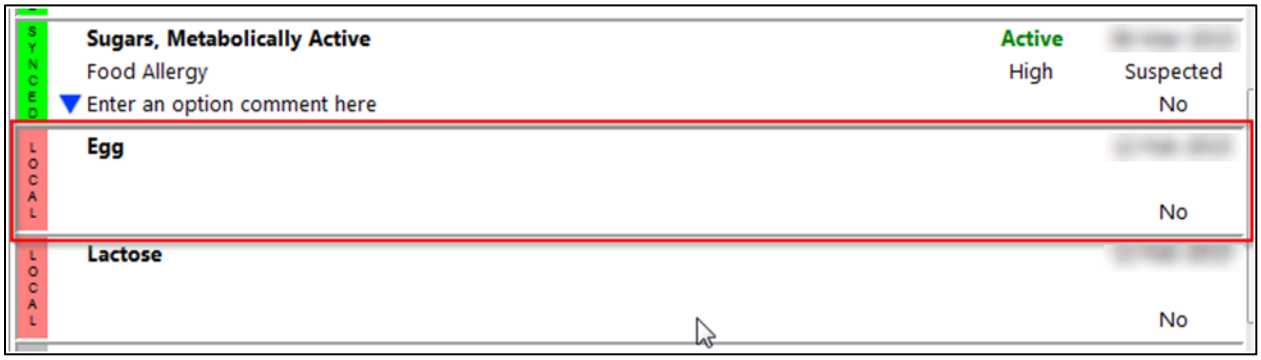


5. Once the **Yellow (Network)** allergy entry is synchronized to the local Kroll system, the data bar will change to **Green (Synced)**. As well, the allergy will be added to the **Allergies** section of the local Kroll patient card.

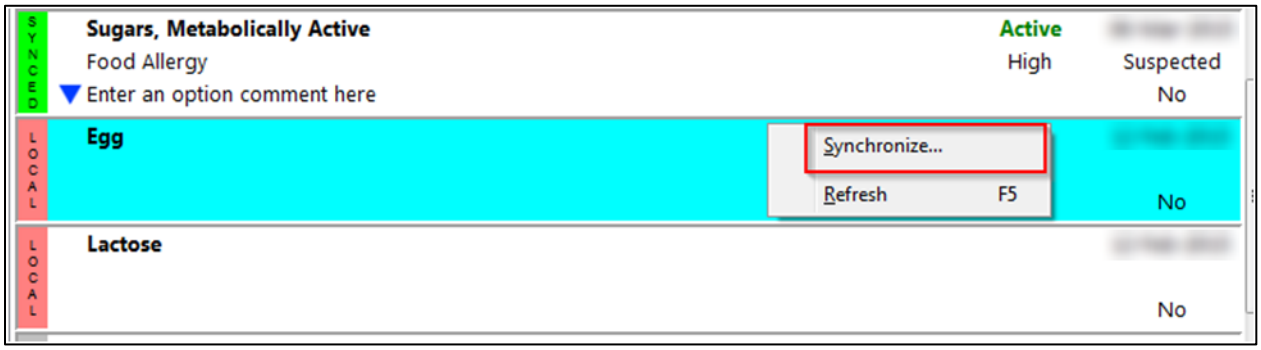


Synchronizing a Kroll Allergy/Intolerance to Alberta Netcare

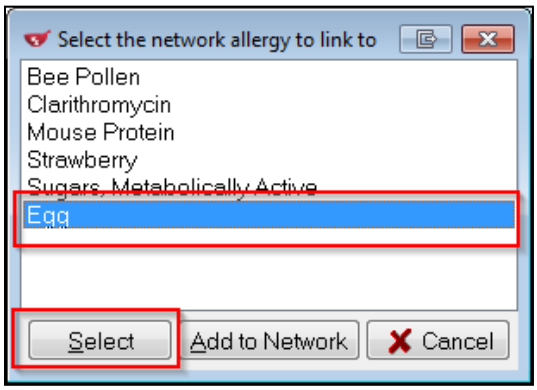
1. From the **Allergies** tab of the **(Network) Patient Profile,** identify entries with a **Red (Local)** data-bar; these entries do not exist on Alberta Netcare and need to be synchronized.



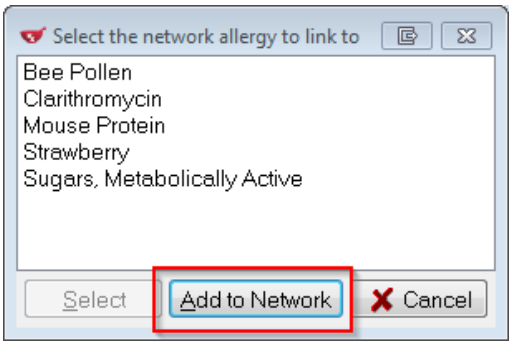
2. Right click the **Red (Local)** entry to call up the **Extra Functions** menu, and select the option to **Synchronize**. Selecting the option to **Synchronize** will bring up the **Select the network allergy to link to** window.



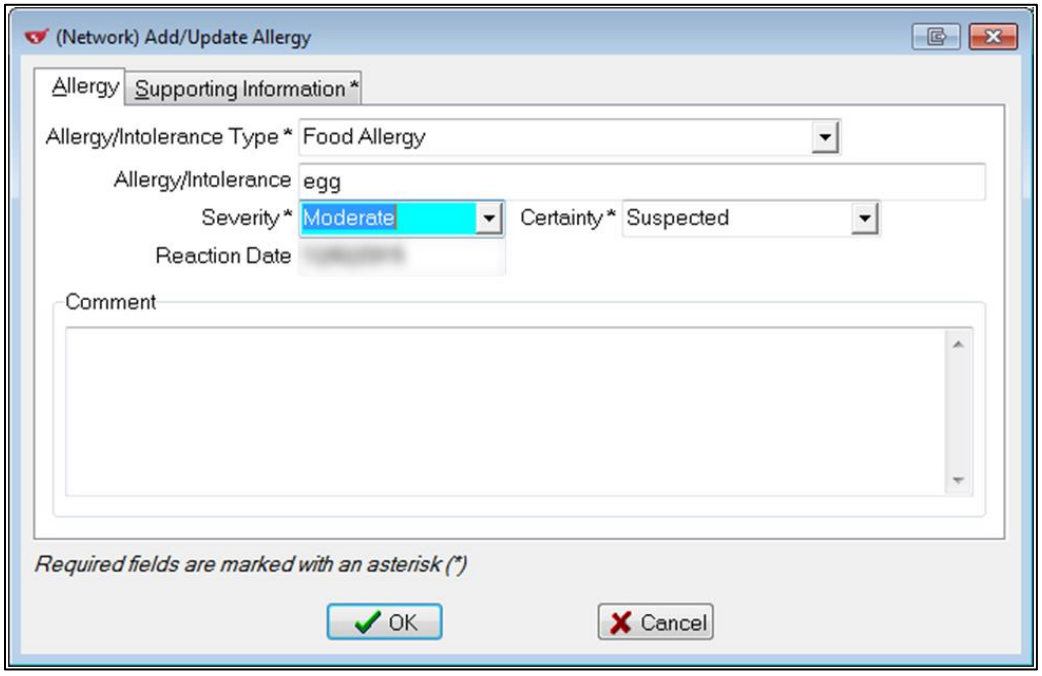
3. From the **Select the network allergy to link to** window, a list of Alberta Netcare allergy entries will be displayed. Highlight the entry and click **Select** to synchronize the two records.



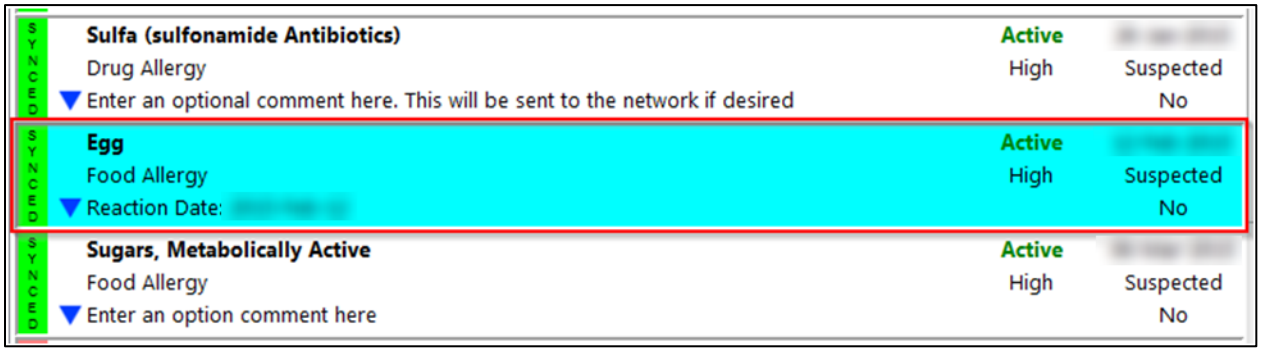
4. If the **Red (Local)** entry does NOT match any of the existing Alberta Netcare allergies, click on **Add to Network** or press **CTRL+A** on the keyboard.



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.



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.**

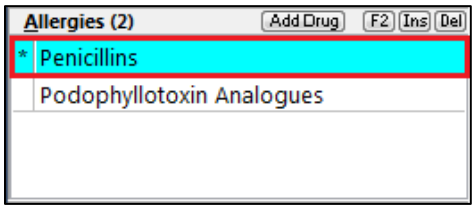


Refuting a Network Allergy/Intolerance

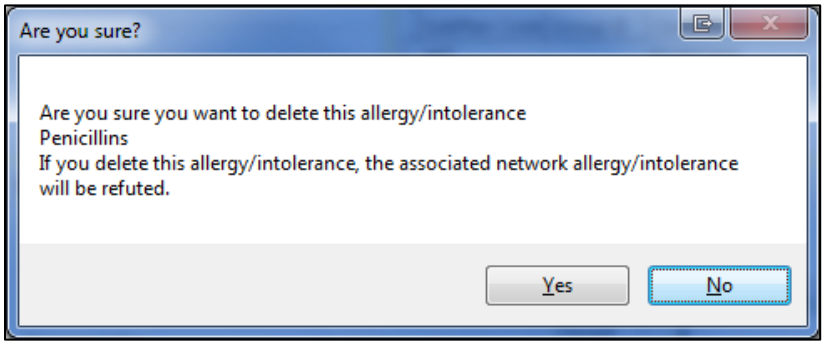
Once an allergy/intolerance record is added in Alberta Netcare, it cannot be retracted (i.e. the record cannot be removed from the (Network) Allergies Profile). An allergy/intolerance record entered in error can only be **refuted** (i.e. the Alberta Netcare allergy entry will have a **Gray (Network)**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

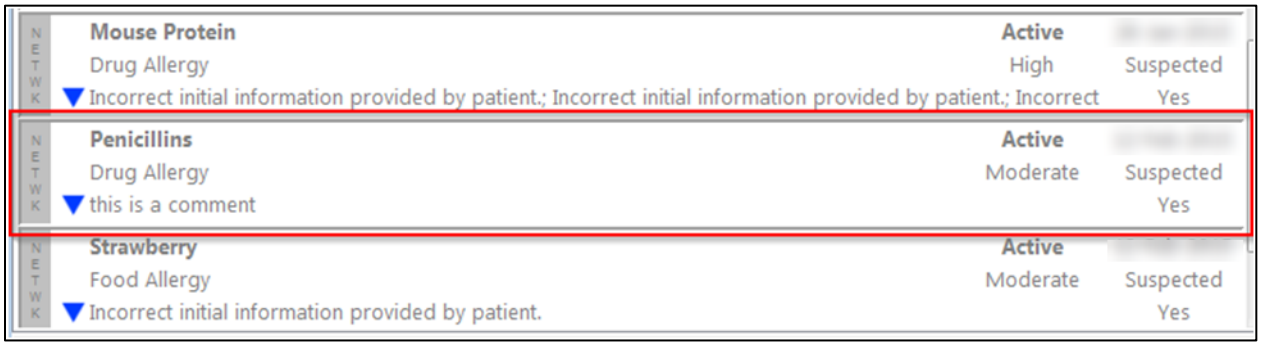


4. The system will display the following message:



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.



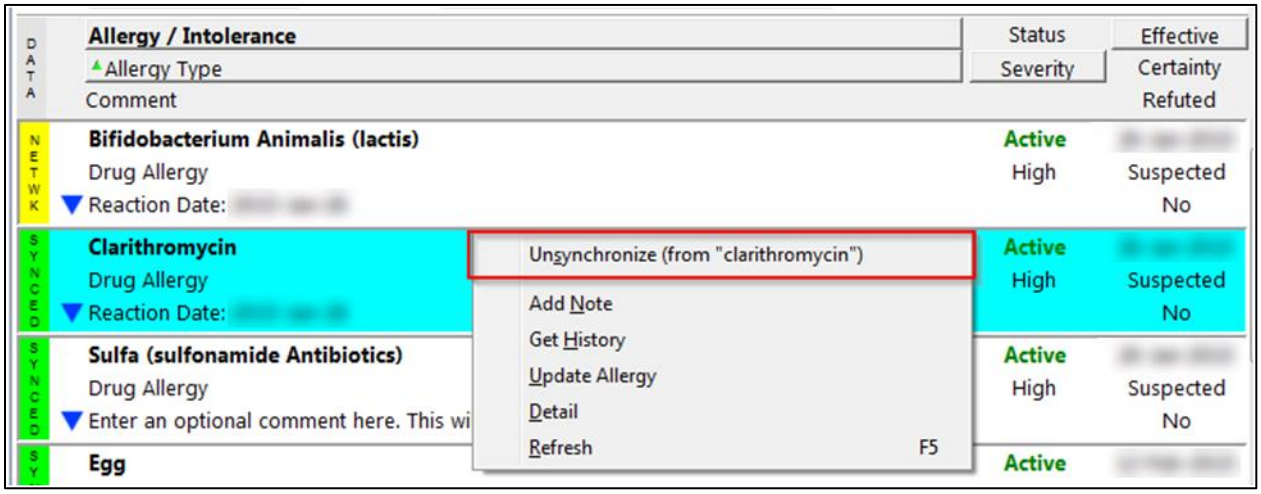
Adding an Allergy and Intolerance for the Same Allergen

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.

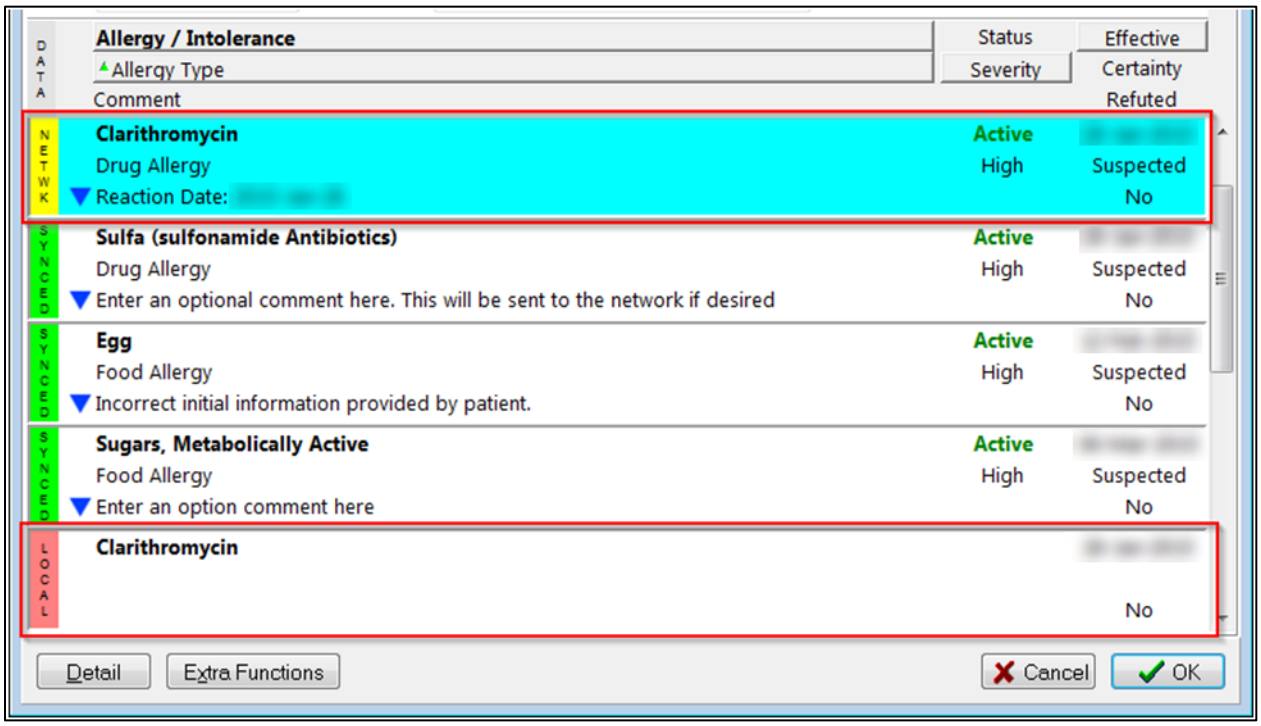
Add an allergy and intolerance for the same allergy group as follows:

1. From the **F3-Patient** Card, go to **Network** > **Profile** and log in with Kroll initials and password.

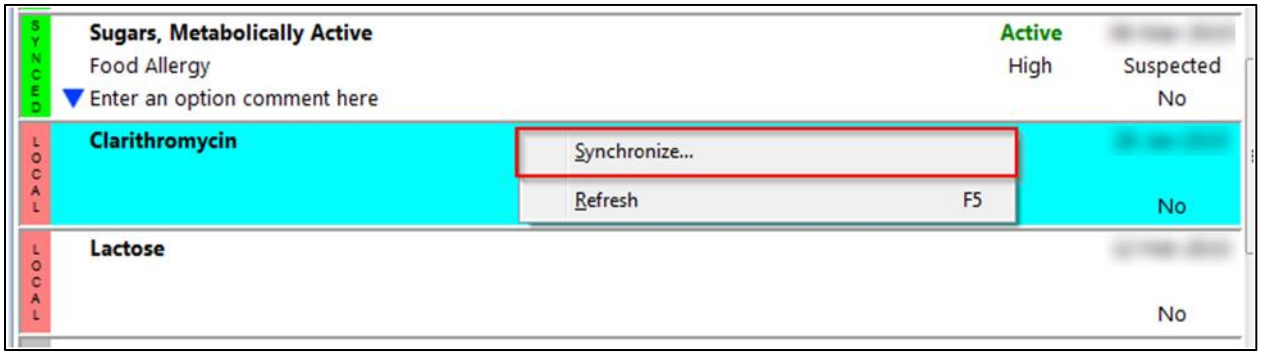
2. From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy you want to also add as I**ntolerance** (the example below uses Podophyllotoxin Analogues). **Right click** on the entry or select **Extra Functions** to **Unsynchronize**.



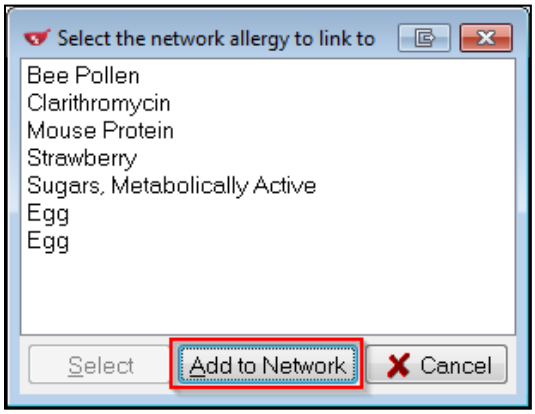
3. Once the Allergy is **Unsynchronized**, the result will be a **Red (Local)** entry and a **Yellow (Network)** entry for the same allergen.



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

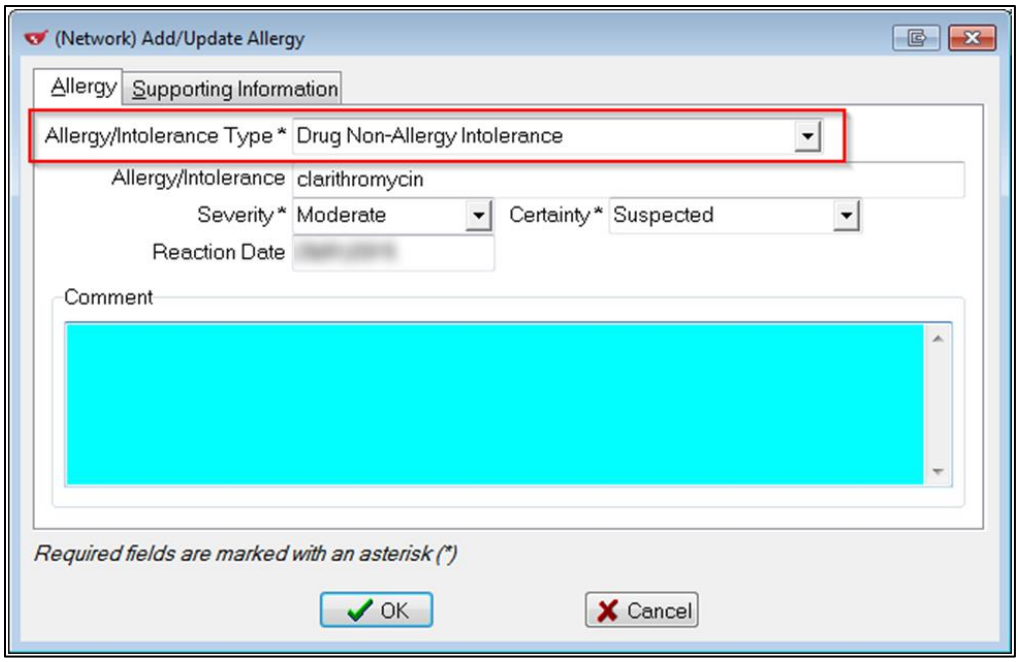


5. From the Select the network allergy to link to screen, select the option to Add to Network.

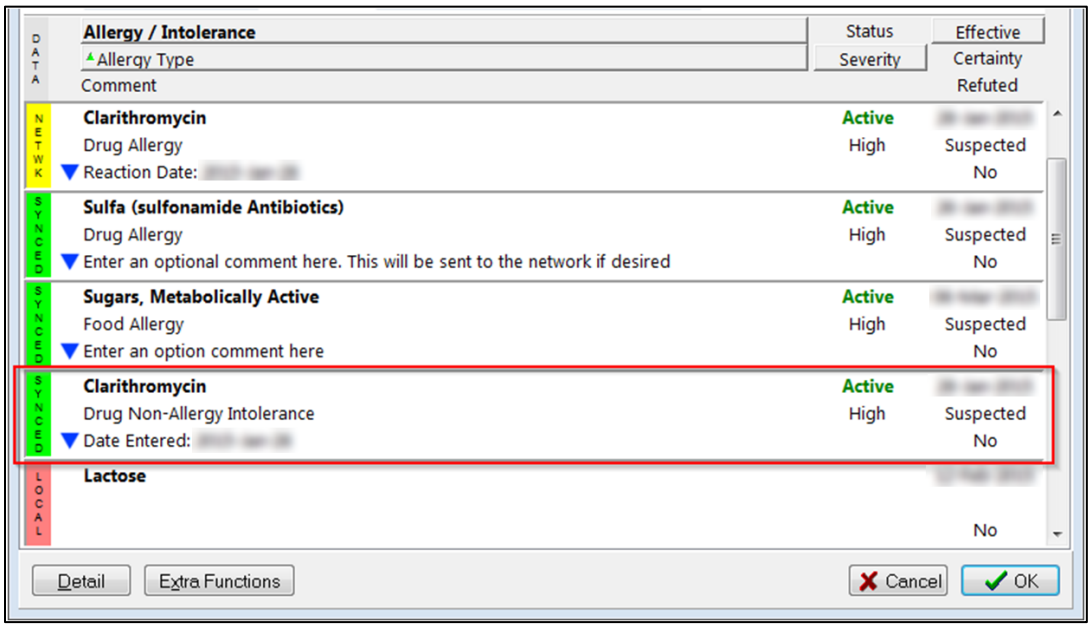


6. Fill out the **(Network) Add/Update Allergy** window for the **Drug Non-Allergy Intolerance** and click **OK** or press **Enter** to send information to Alberta Netcare.

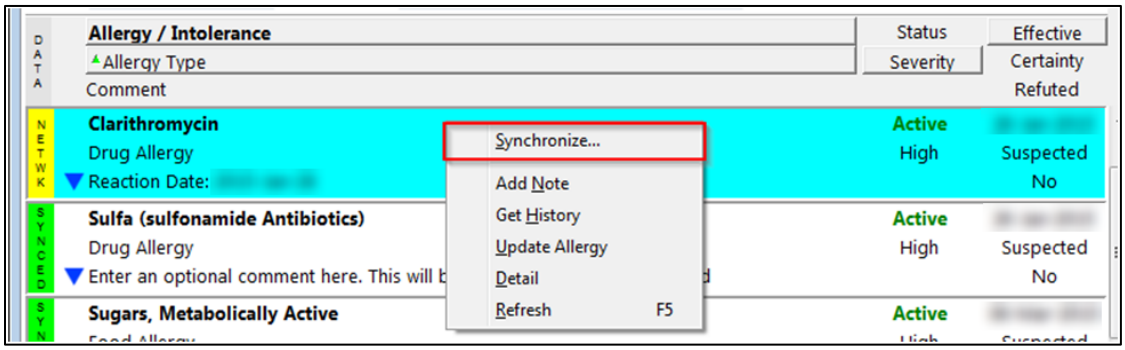
NOTE: Reported reactions do not need to be entered in the **Supporting Information** tab for 'Intolerance' entries.



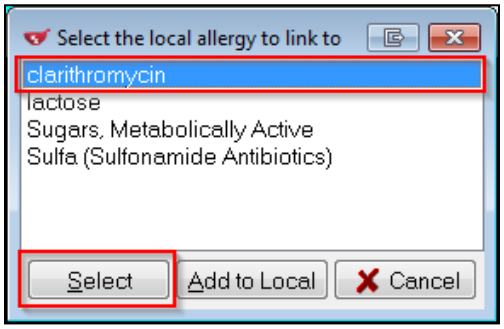
7. The **Drug Non-Allergy Intolerance** entry should be synchronized to the network (i.e. the entry has a Green-Synced data bar).



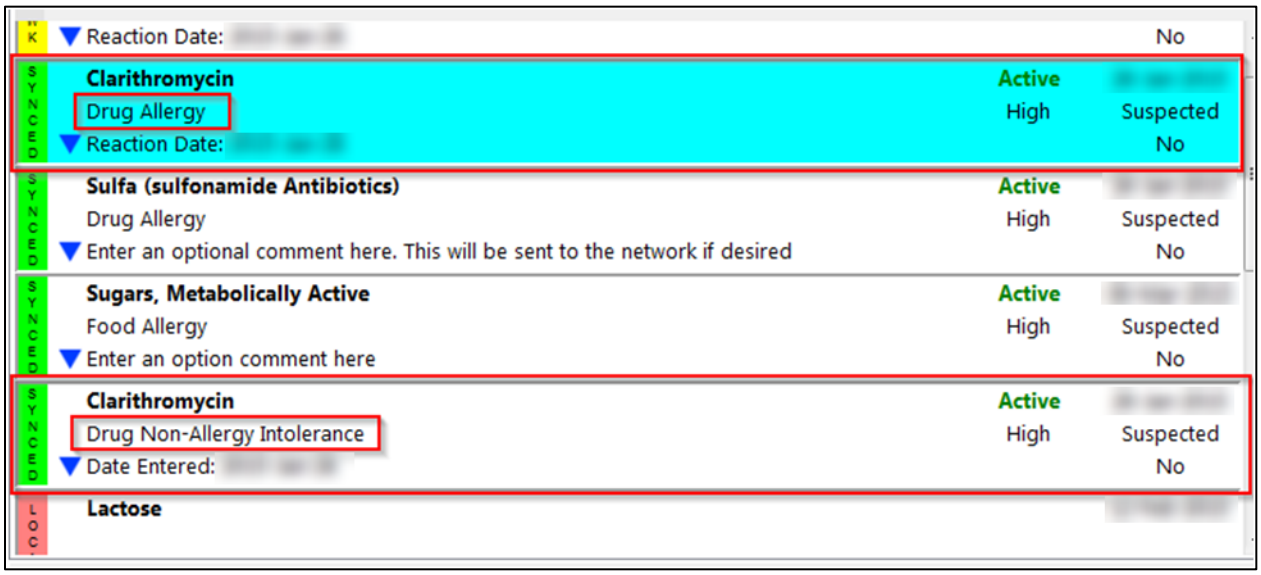
8. Highlight the **Yellow (Network)** allergy entry and **right click** or press the **Extra Functions** button; select the option to **Synchronize**.



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.

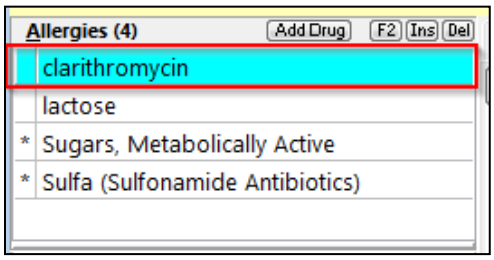


Refuting an Allergy and Intolerance for the Same Allergen

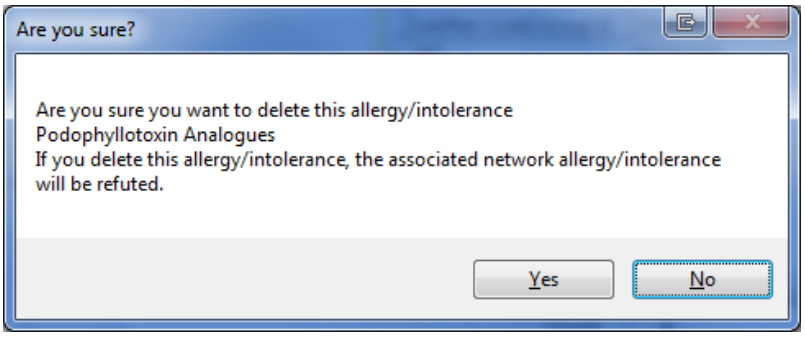
1. Bring up the **F3-Patient** card of the patient you would like to refute an allergy/intolerance for.

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.

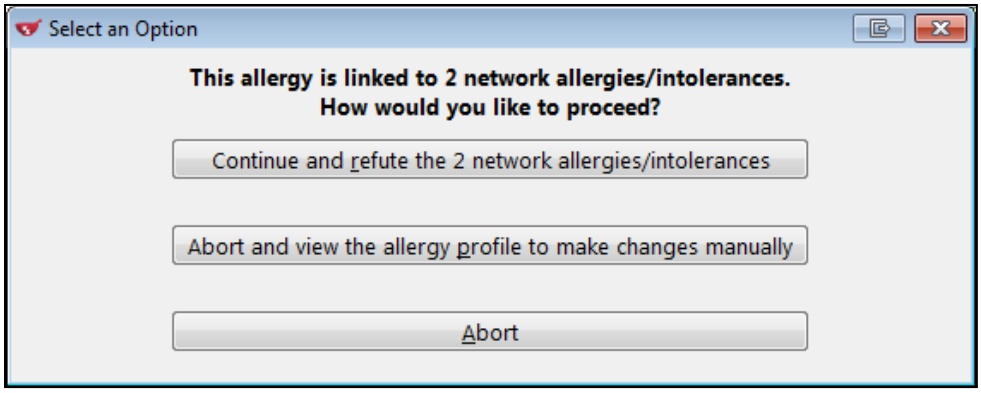


4. The system will display the following message:

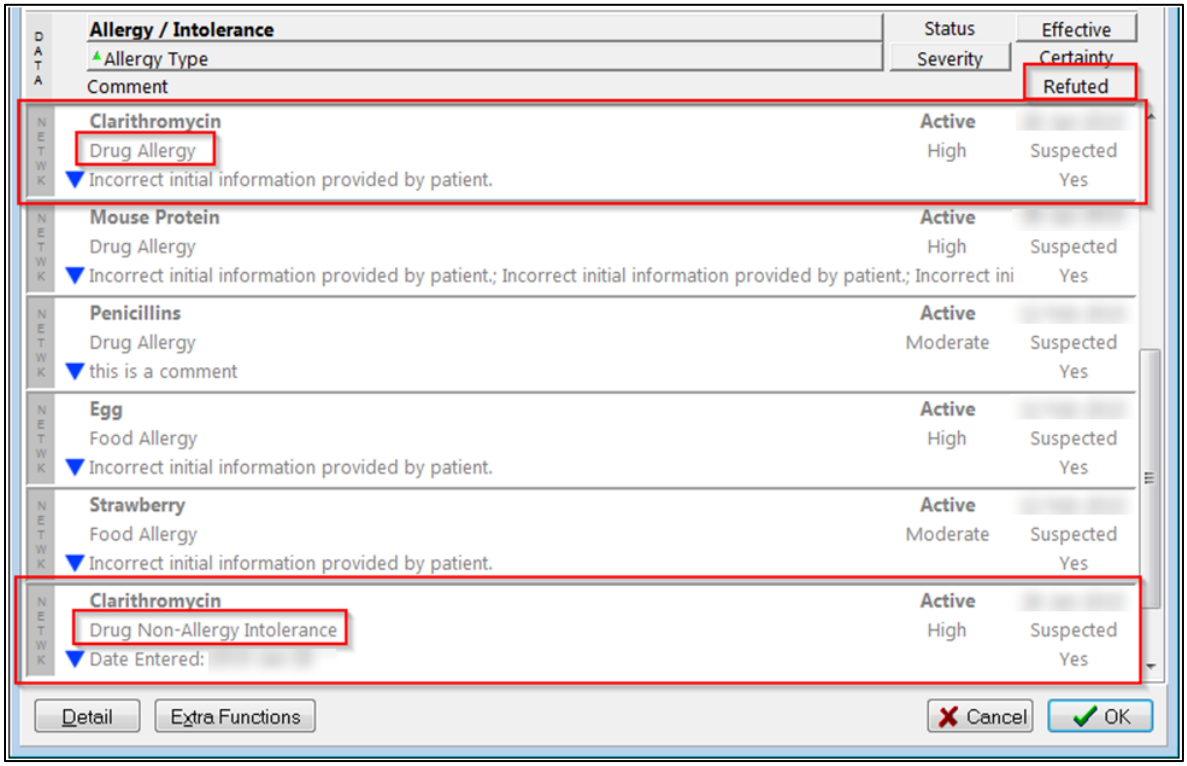


5. Answer **YES** if you want to continue removing the allergy/intolerance from Kroll and refuting it on the Network. Answer **NO** if you do not want to continue removing the allergy.

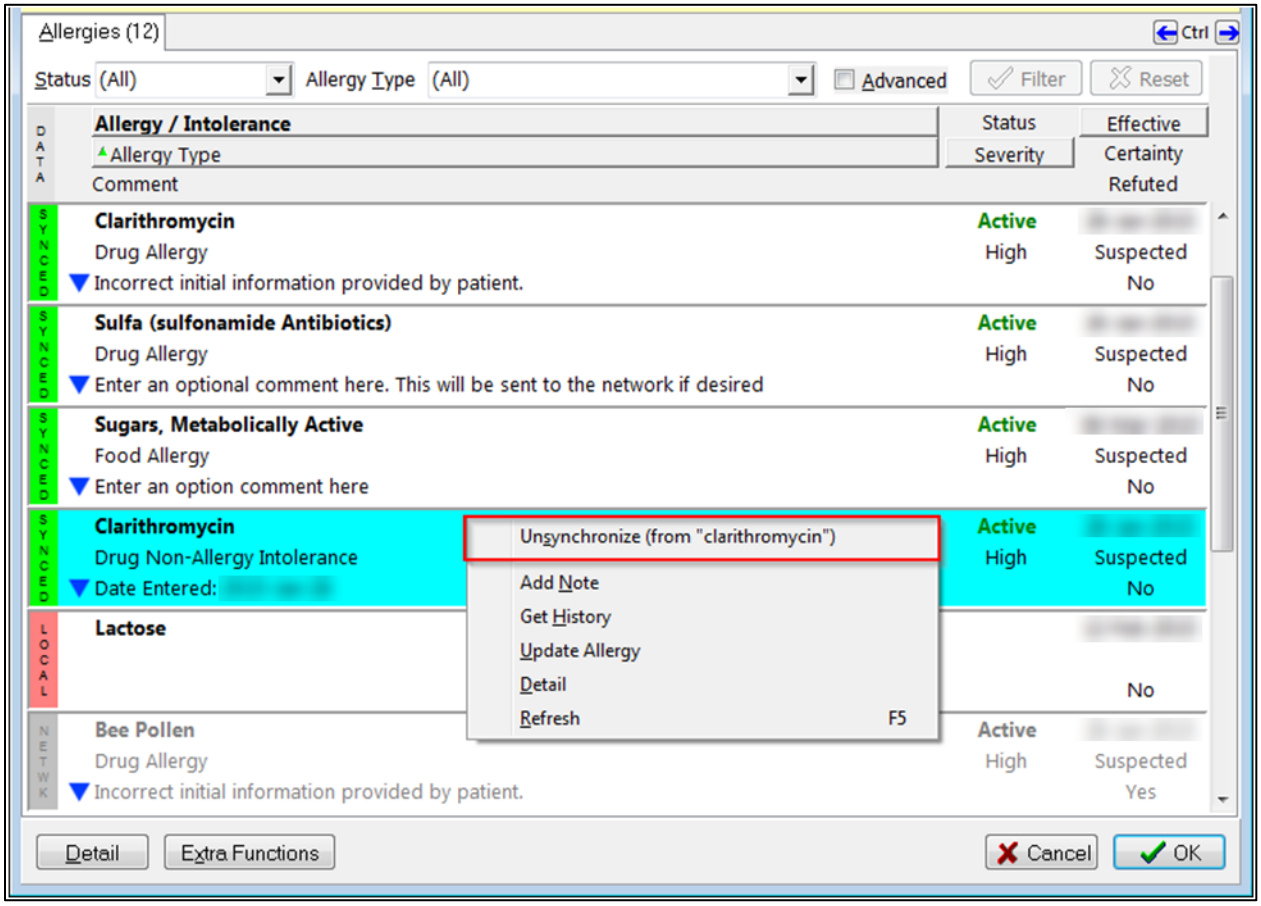
6. If the user answers **YES** to the above question, an options window will appear:



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.



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.

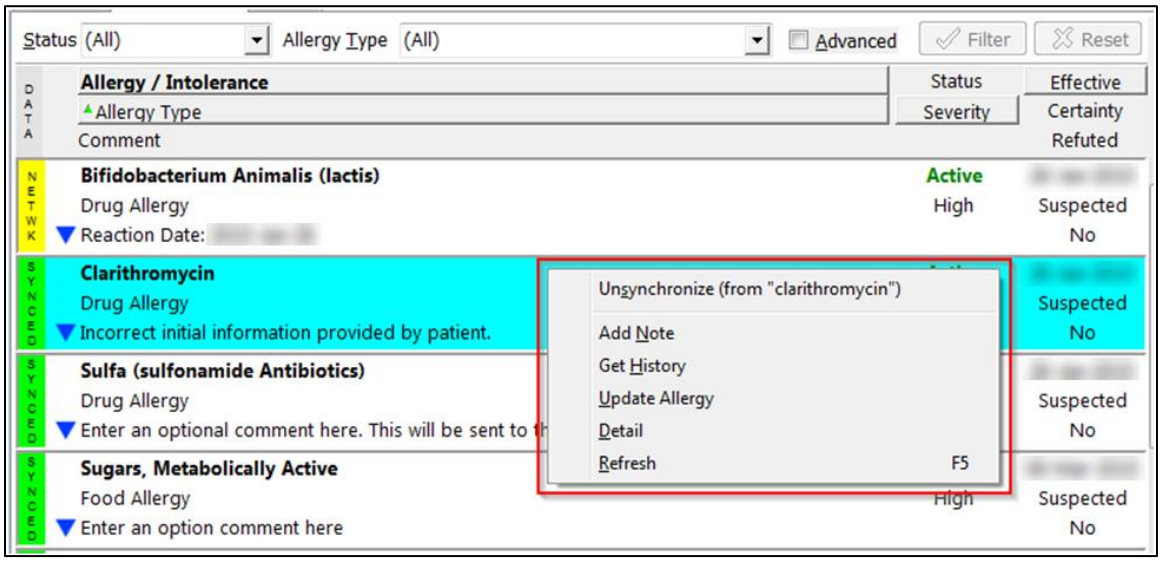


c) **Abort:** Selecting this option will bring the user back to the **F3-Patient Card** without carrying out any action.

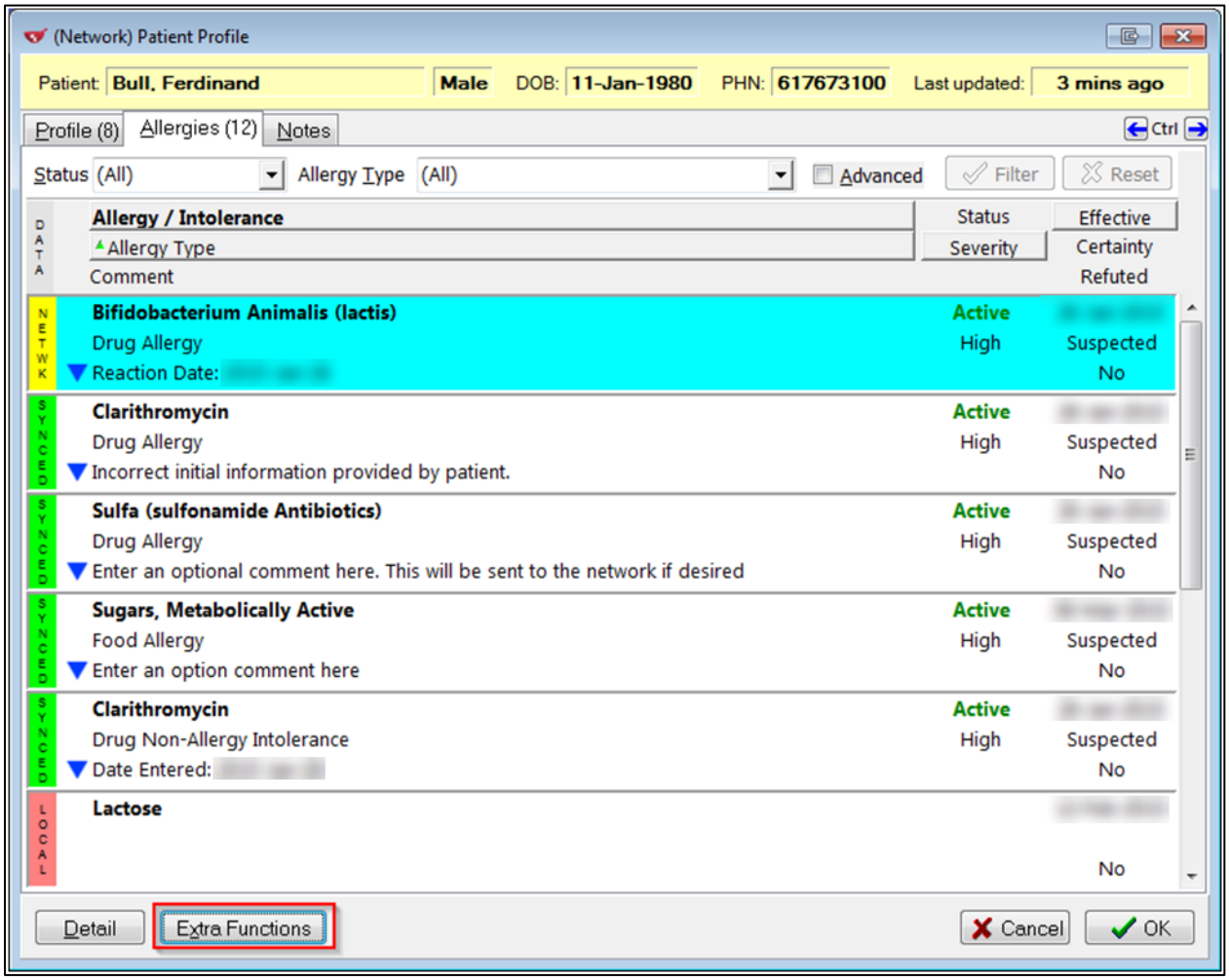
Extra Functions from the Alberta Netcare Allergies Profile

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**:

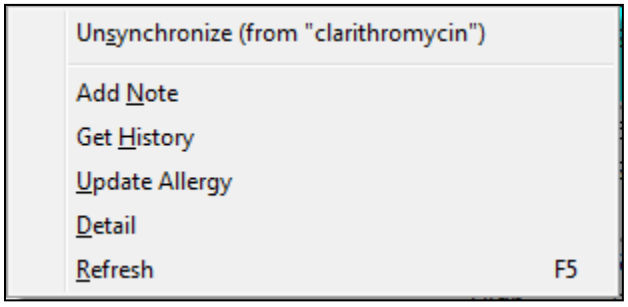
1. Right click the selected allergy entry to see the **Extra Functions** menu list.



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



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:

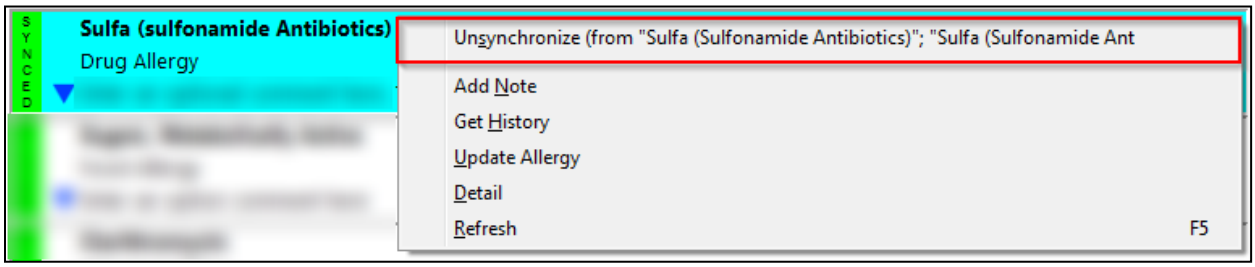


Synchronize/Unsynchronize

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



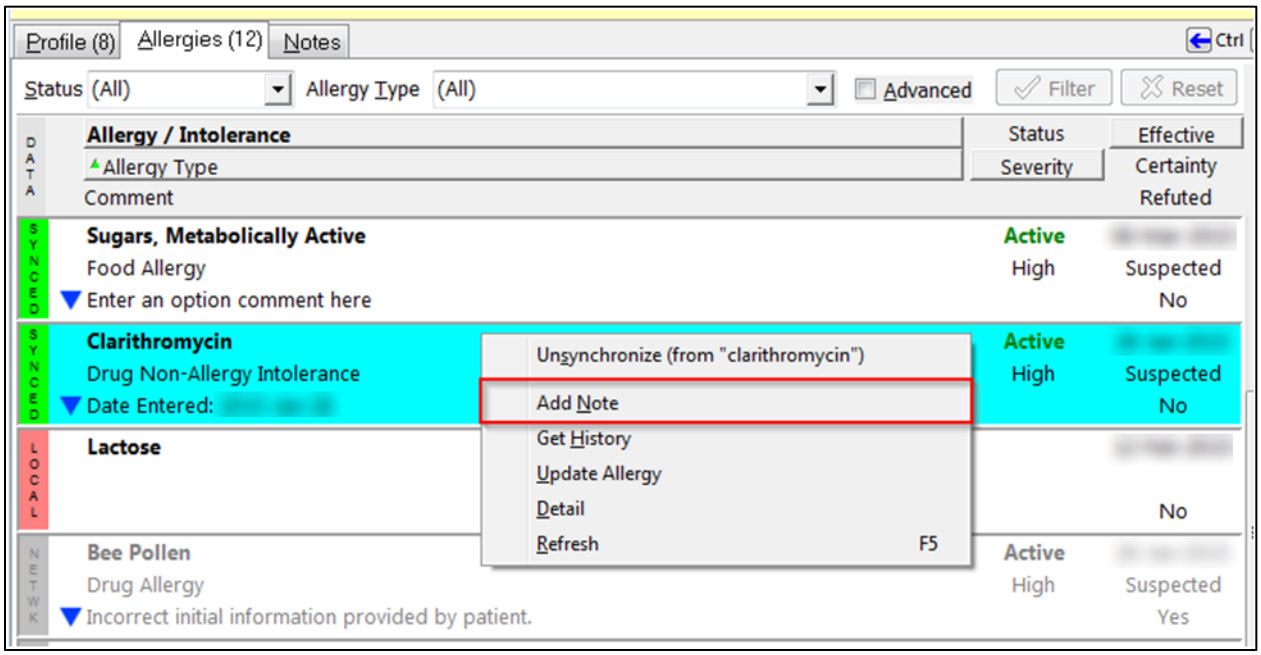
The resulting allergy profile will have a **Yellow (Network)** allergy entry and a **Red (Local)** allergy entry.

Add Note

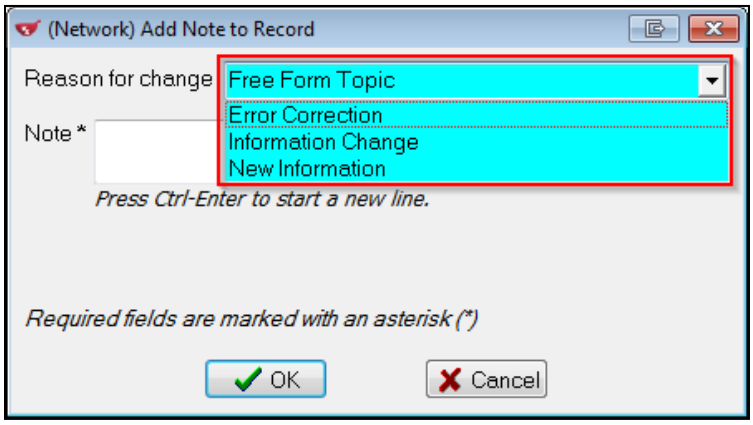
Users can add supplementary free-form notes to existing Network allergies by using the **Add Note** function. Add a note to a Network allergy record as follows:

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

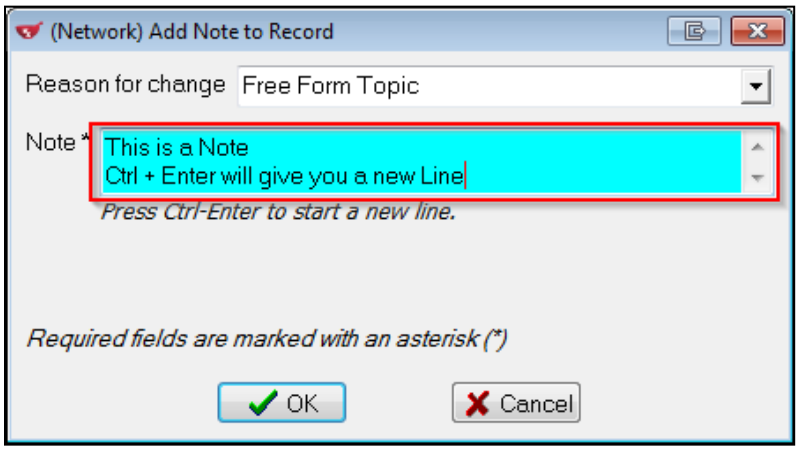
2. Access the Extra functions menu and select Add Note. This will call up the (Network) Add Note to Record window.



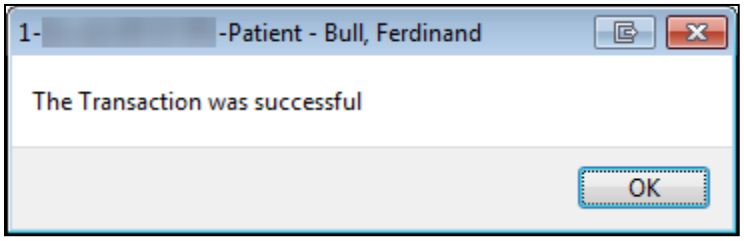
3. From the **(Network) Add Note to Record** window, optionally select a pre-populated **Reason for change** or enter a free-form topic for the note.



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.



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

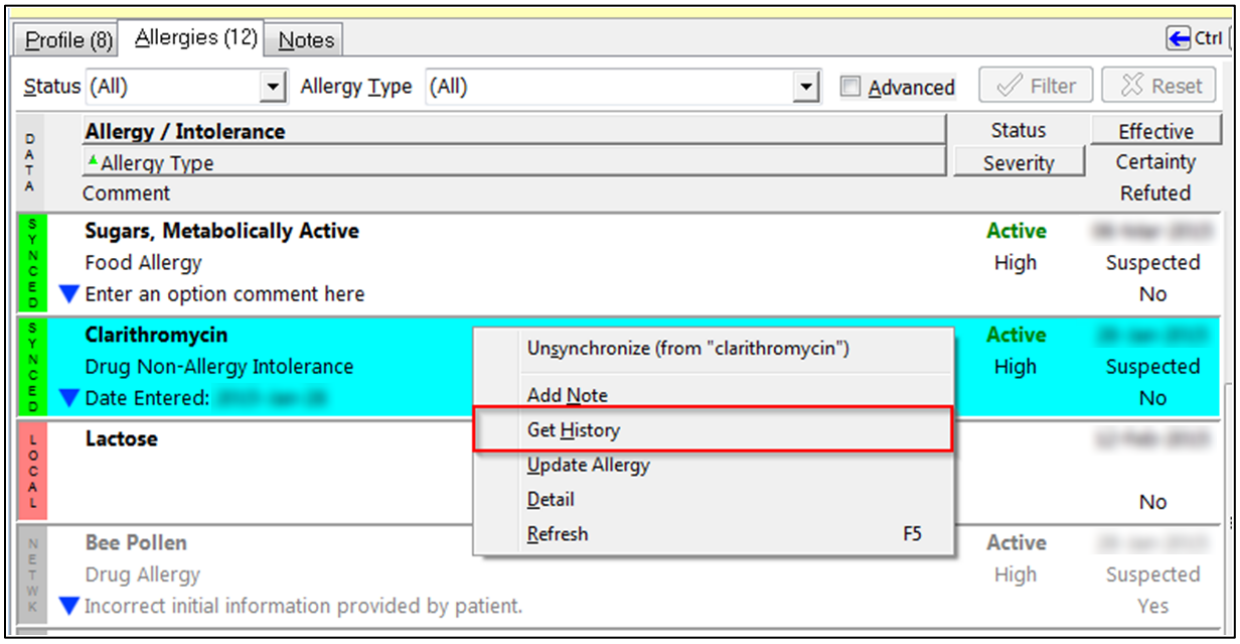


Get History

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.)

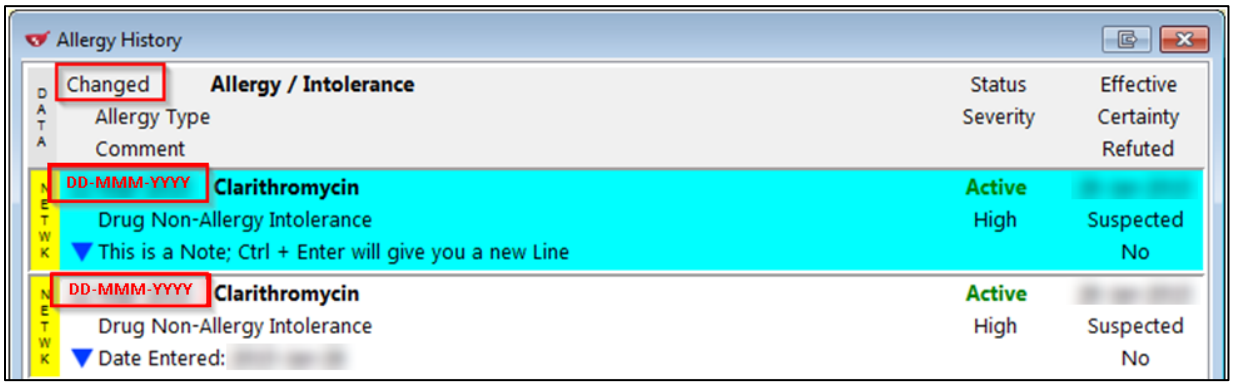
1. From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy entry you want to **Get History** for.

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

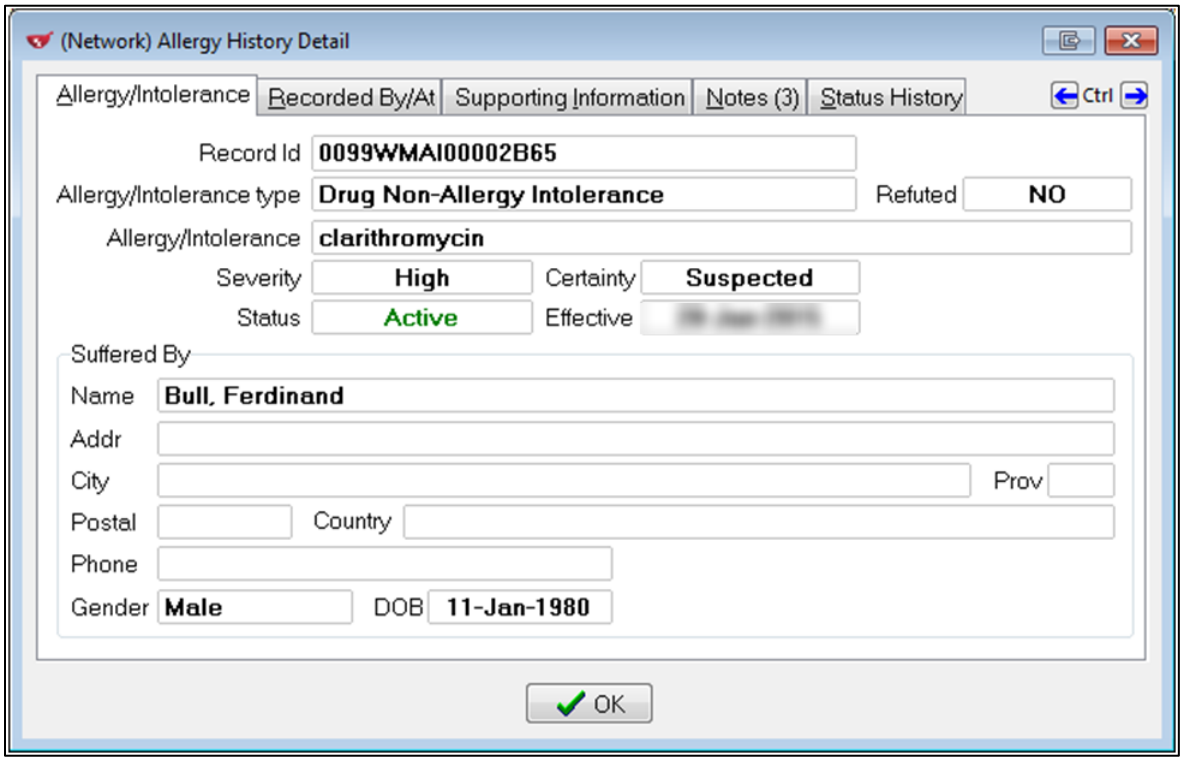


3. The **Allergy History** screen will list an entry for every instance where a change in the allergy record has been made.

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.



4. 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.



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.

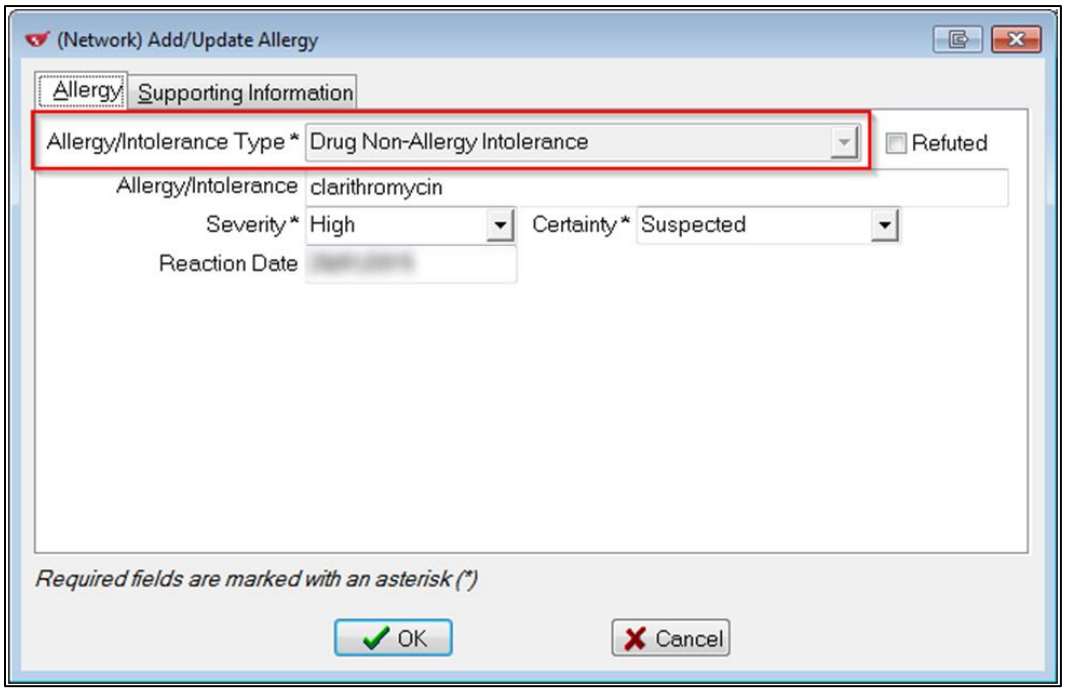
Update Allergy

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:

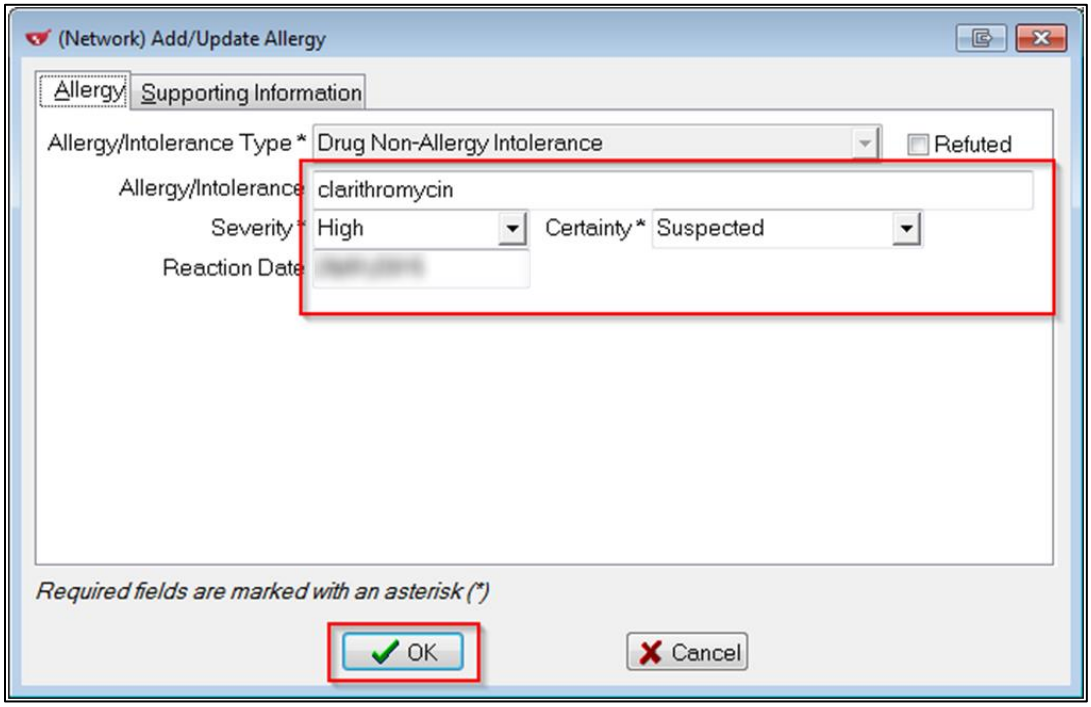
1. From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy entry you want to update.

2. 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.



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.



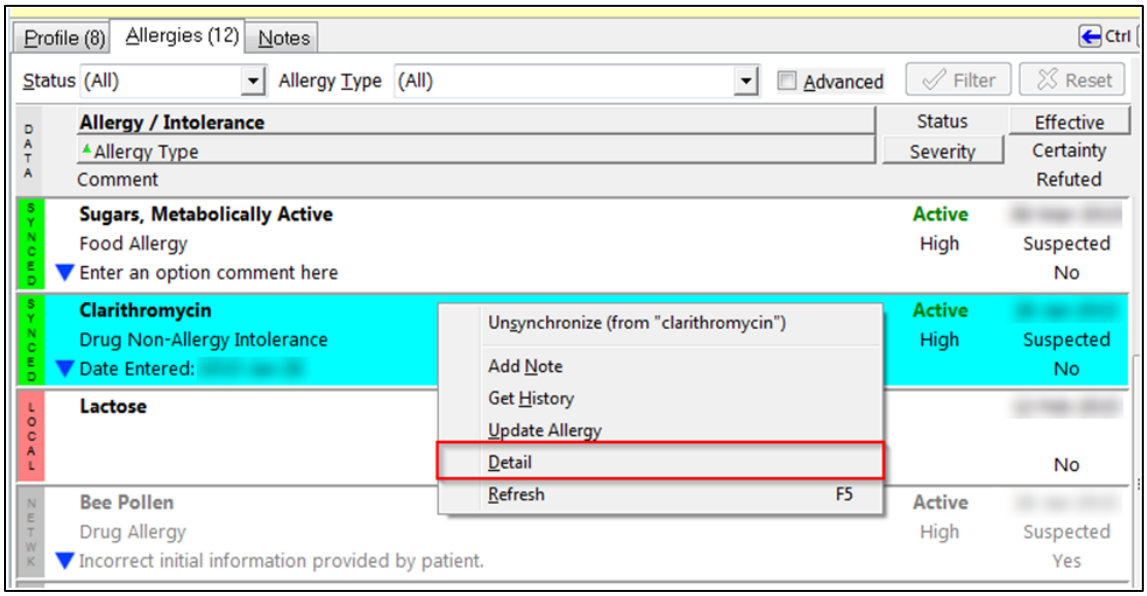
Detail

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**.

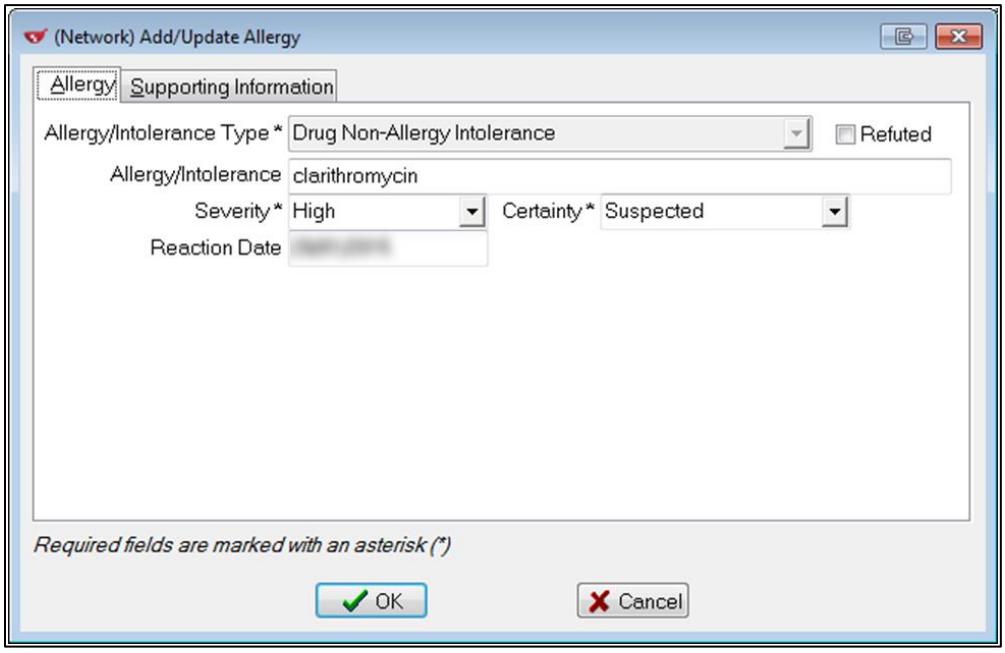
1. Use the mouse to **double click** on the allergy entry you would like to see details for.
2. Highlight the allergy entry and click the **Detail** button on the bottom-left of the window.



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

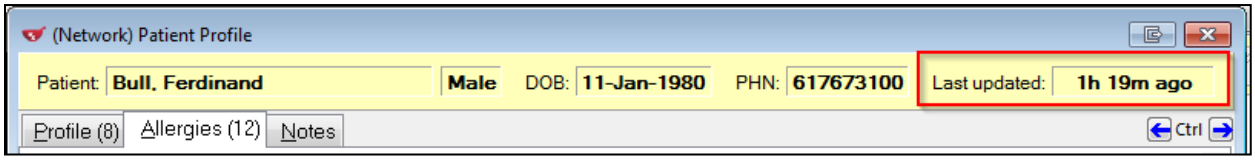
4. Right click on entry to access a menu list, and then select **Detail**.

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.

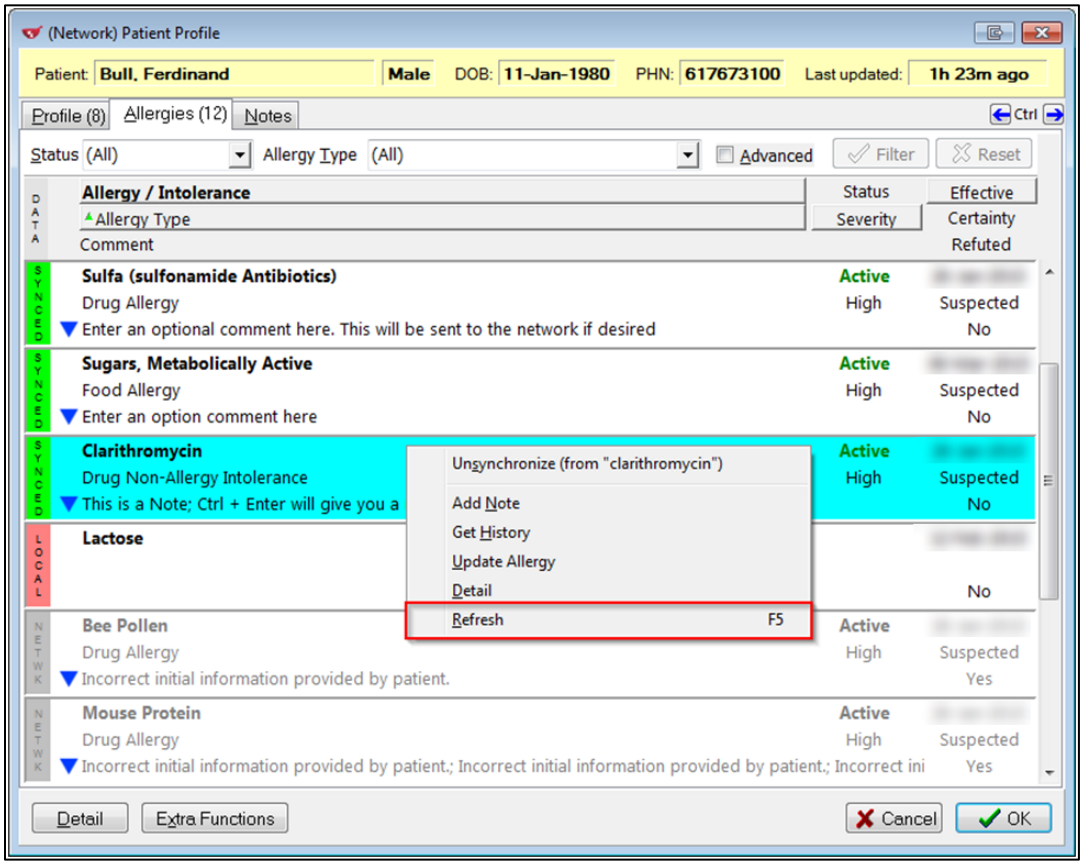


Refresh

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.

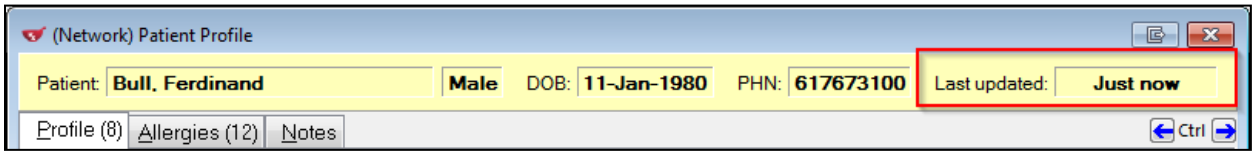


1. Right click anywhere on the window to access the **Extra Functions** menu and select the option to **Refresh.**



2. Select **Extra Functions** > **Refresh**.

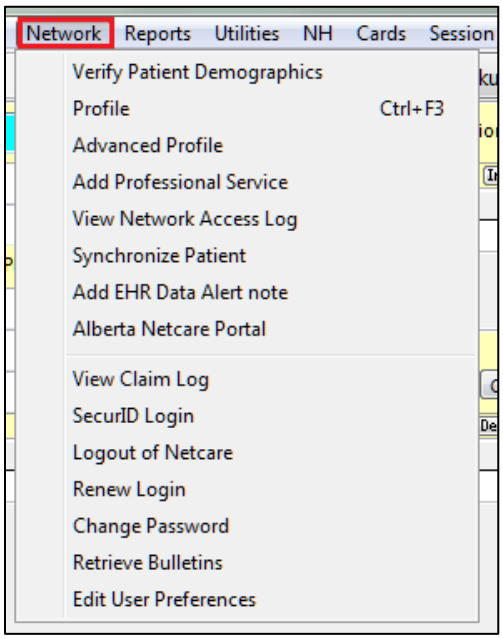
3. Press **F5** on the keyboard.



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.

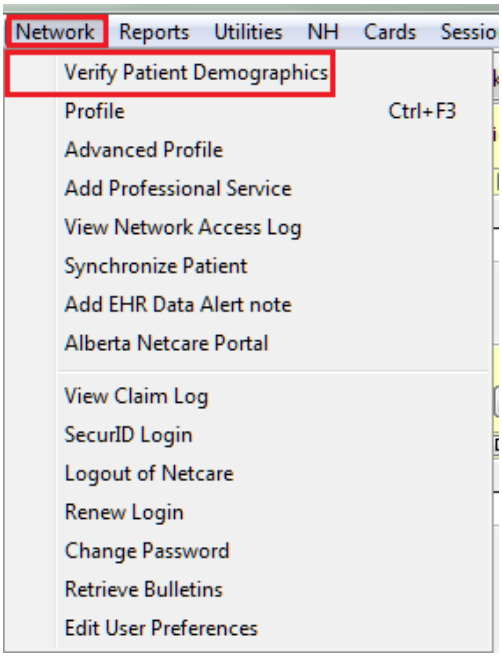
Network options can be accessed from the **F3-Patient Card** under the **Network** dropdown menu:



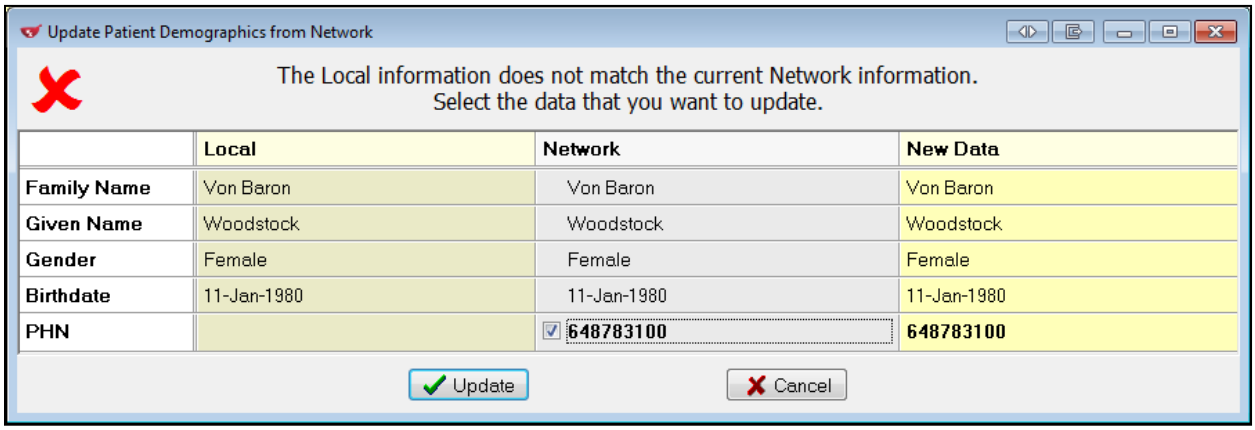
Verify Patient Demographics

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.

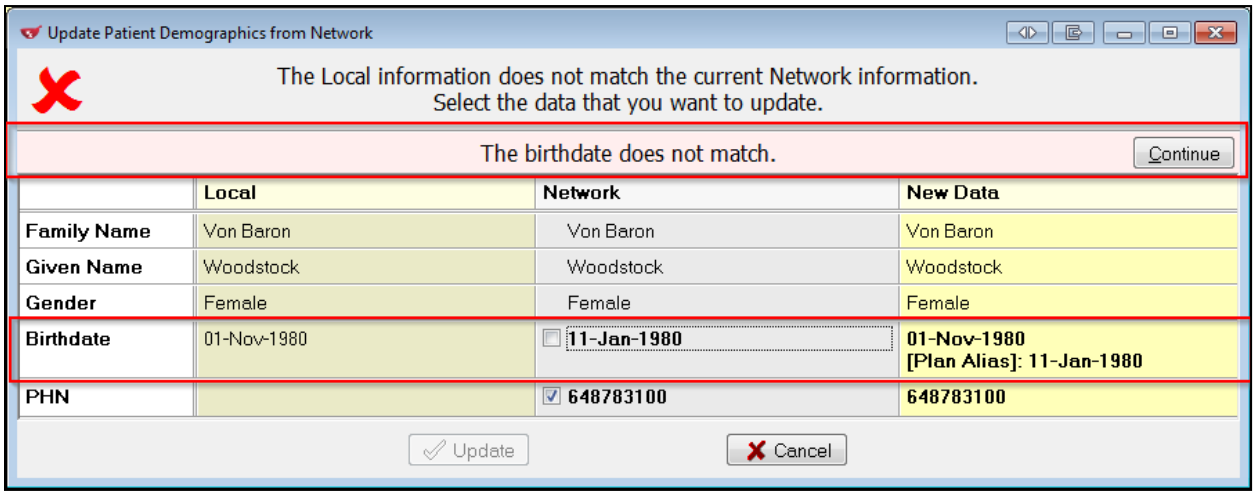
1. From the **F3-Patient** card go to **Network** > **Verify Patient Demographics**. Enter your Kroll initials and password.

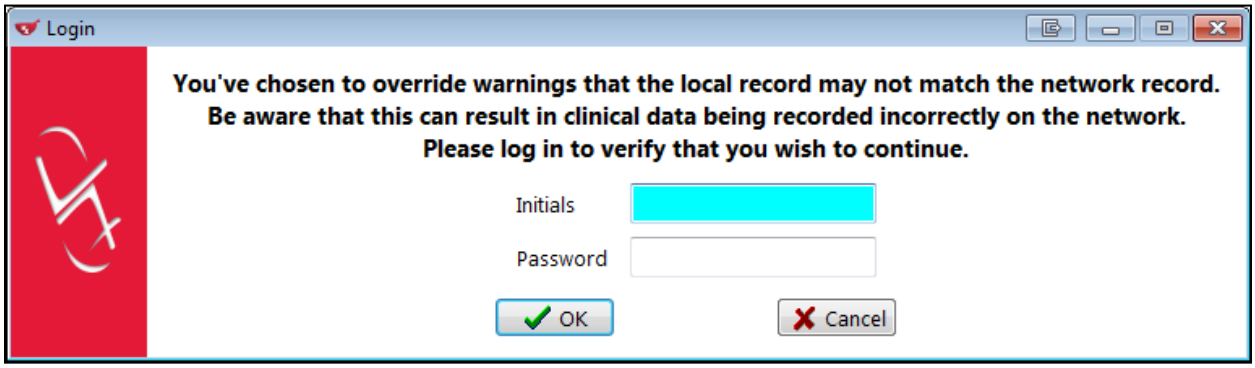


2. The **Patient Update** window will appear with patient demographics listed in the rows, and three columns listing **Current Local**, **Network** and **New Local** patient information.

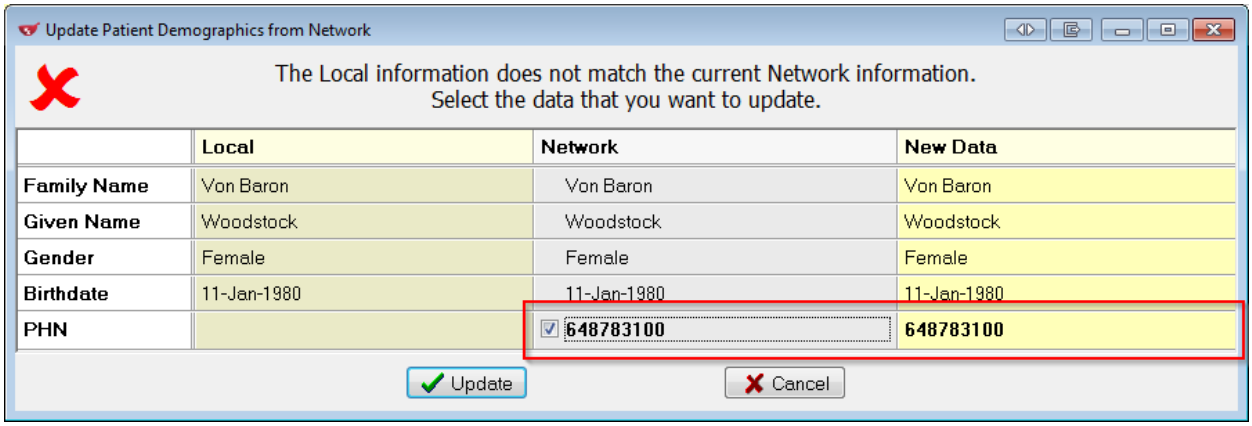


NOTE: If the Client Registry returns different information in the **Family Name, Given Name, or Birthdate** fields, the user will be forced to select continue and login to override verifying the correct patient.



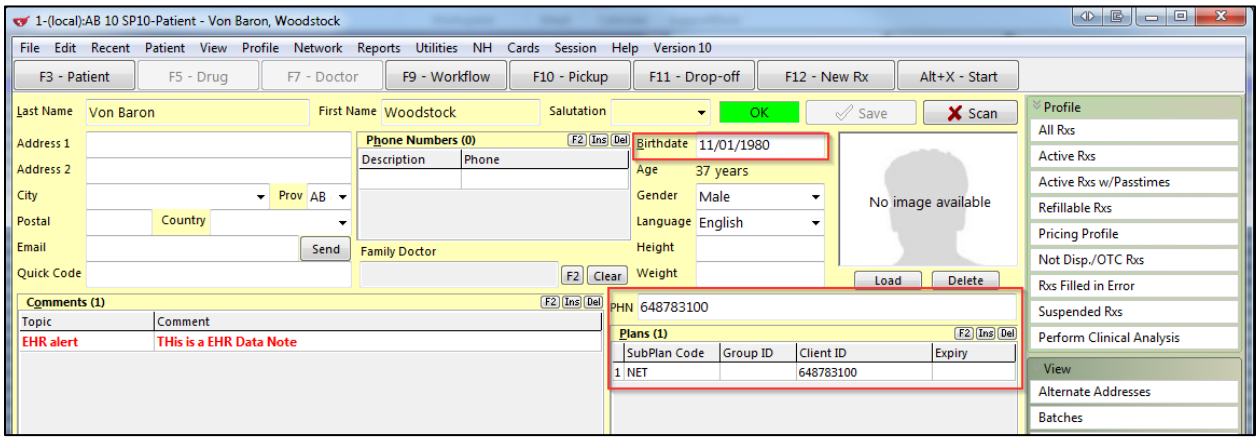


3. From the **Network** column, place a check mark next to the Network patient information you want to update into your local record; otherwise, do not place a check mark in any of the boxes, and click **Update**.

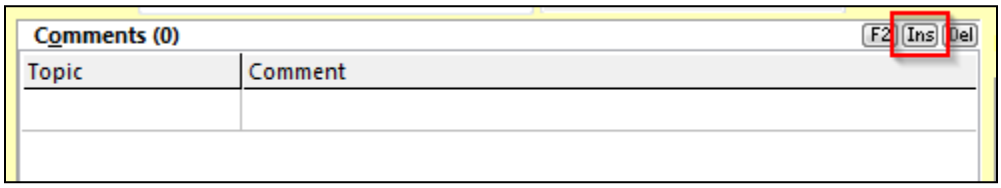


4. Once the all the applicable Network demographics have been flagged for updating into the local Kroll system, click **Update** or press **Enter** on the keyboard.

5. The flagged Network patient information will be pulled into the local **F3-Patient Card** and saved automatically.



Professional Services



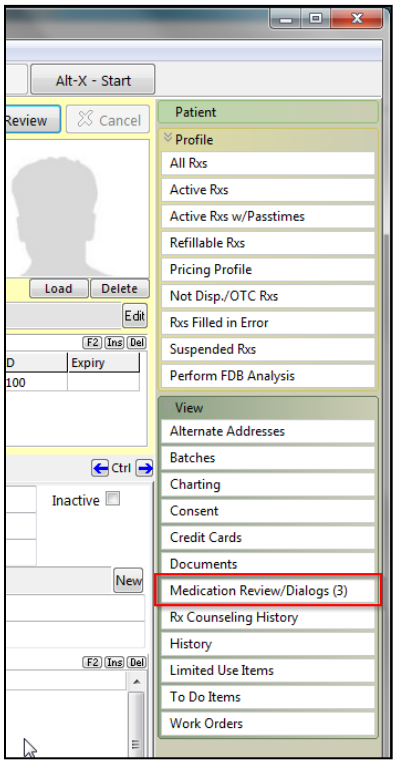
Pharmacists perform many types of services for patients which they may record on their local Kroll system for their own use, and may also wish to record this information on Alberta Netcare to be viewed by other authorized providers.

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.

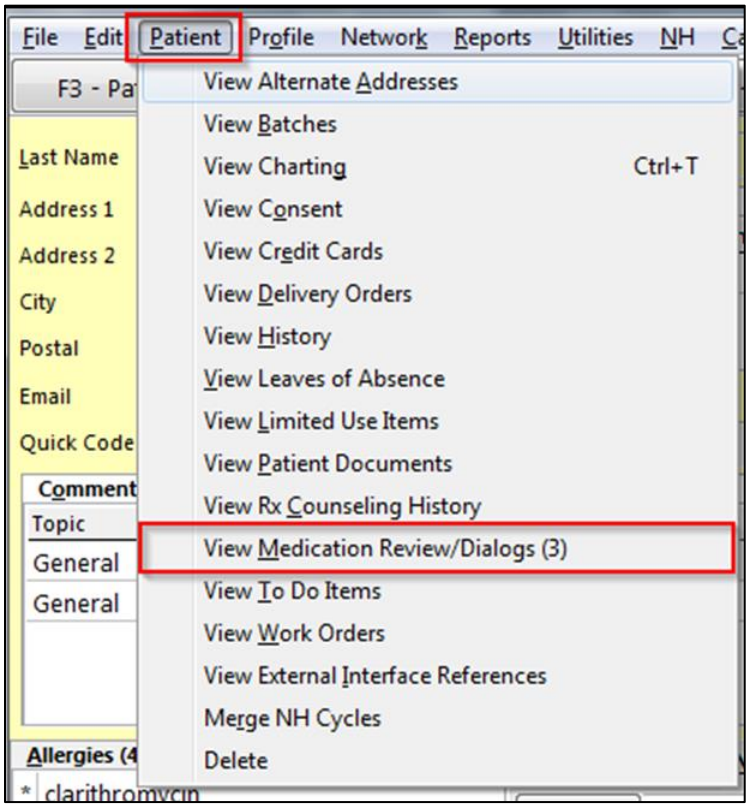
A professional service may be recorded as a one-time event or may be recorded as an ongoing service with a date range. Examples of services with a date range would be regular home visits, or ongoing pre-fills of insulin syringes. Date range is meant to indicate the length of a service.

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

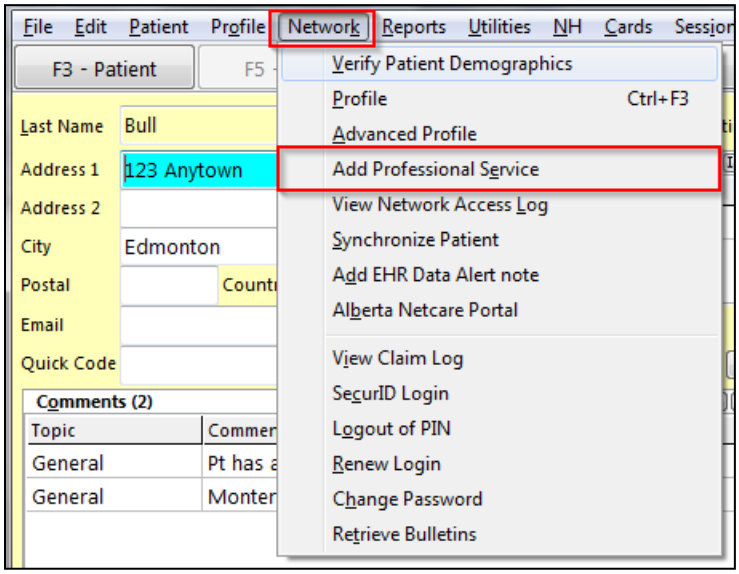
- By selecting **Medication Review/Dialogs** from the right navigation pane on the Patient card.



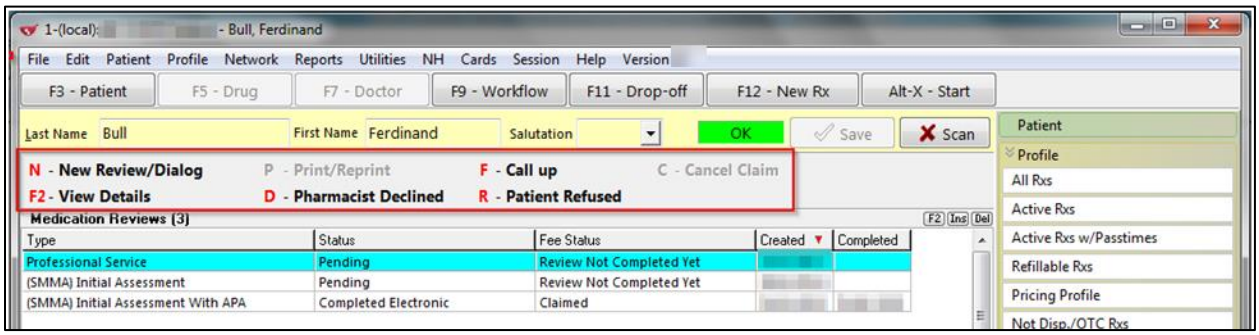
- By selecting **Patient > View Medication Review/Dialogs.**



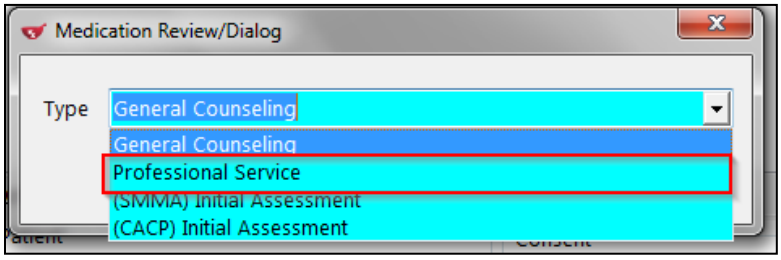
- By selecting **Network > Add Professional Service.**



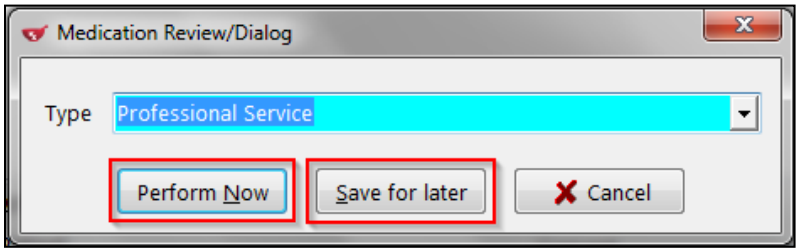
These methods will bring up the **Medication Review/Dialogs** window.



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.

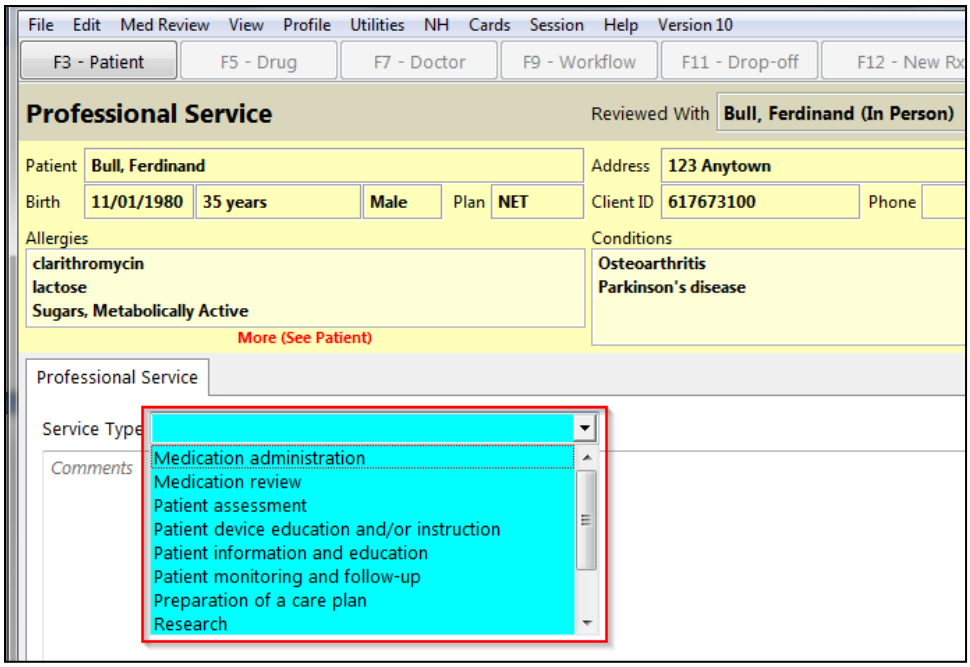


2. Select **Professional Service** from the menu, and **Perform Now** or **Save for Later**

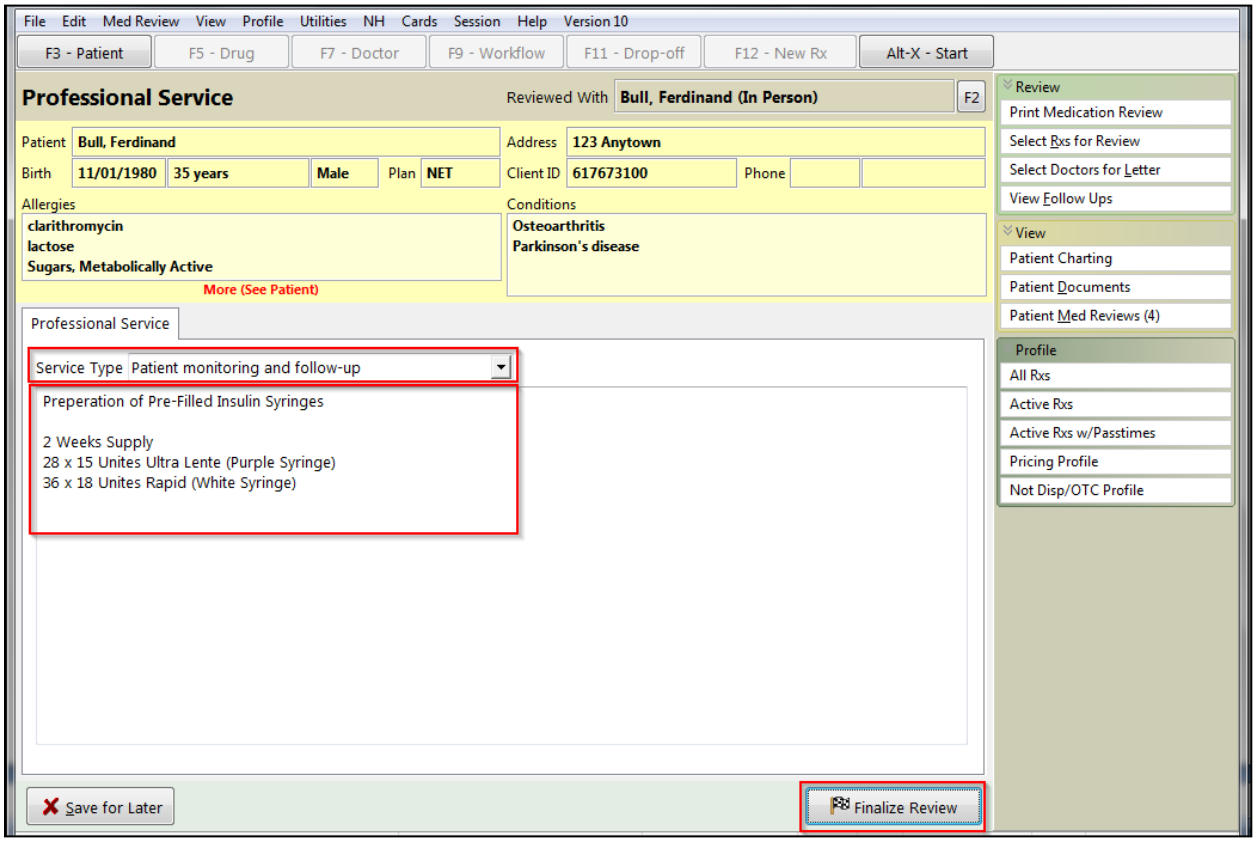


NOTE: Selecting **Perform Now** will immediately take you through the **Professional Service** recording process. **Save for Later** will create an entry in the **Medication Review/Dialog** profile to be completed at a later date and time.

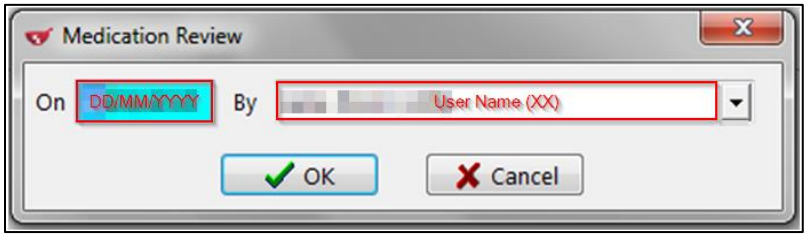
3. Select the **Professional Service** type and complete with **Comments** as applicable.



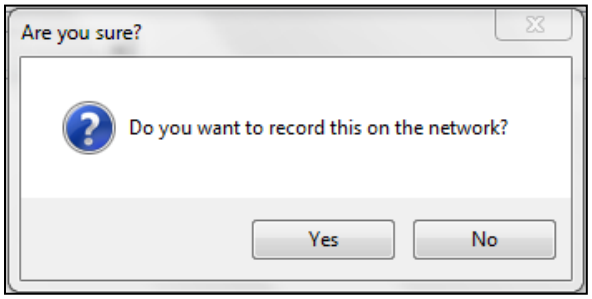
4. Click **Finalize Review** to complete the entry.



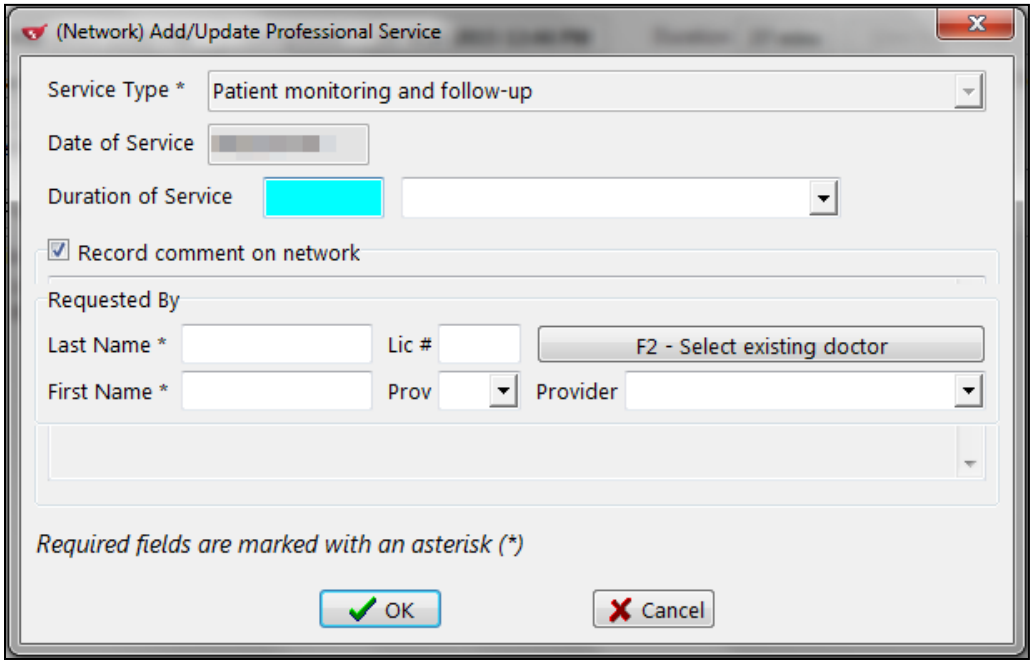
The **Medication Review** completion dialog box will appear.



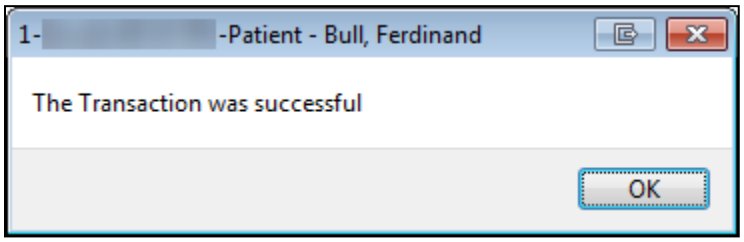
5. The user is then prompted if they would like to send this to the Network



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



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

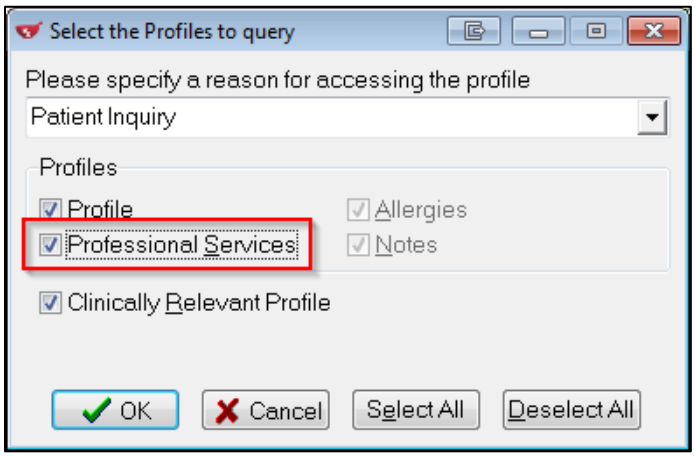


Retrieve Details of a Professional Service on Alberta Netcare

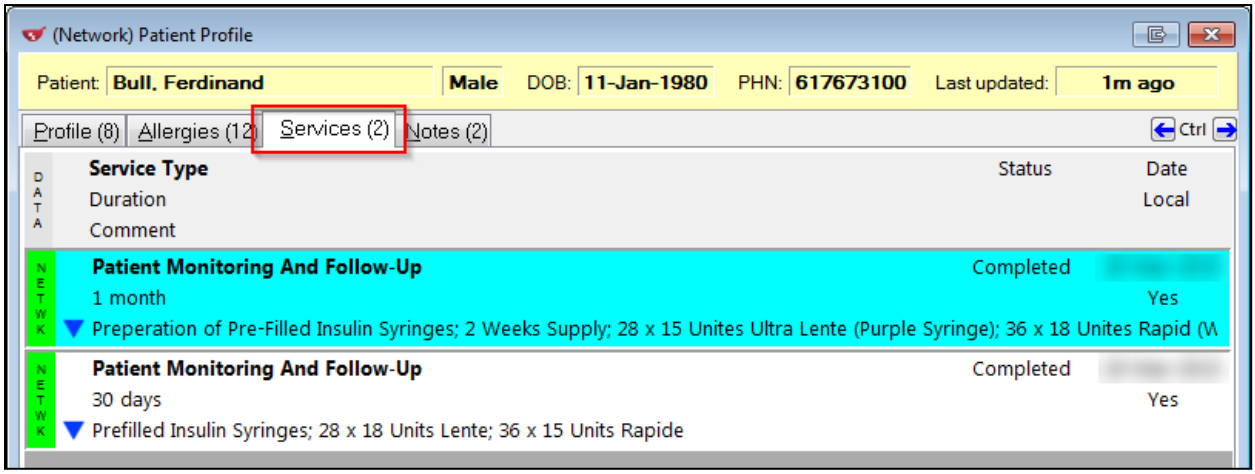
Once a Professional Service is logged on Alberta Netcare, it can be retrieved as follows:

1. From the **F3-Patient Card**, go to **Network** > **Advance Profile** and log in with your Kroll initials.

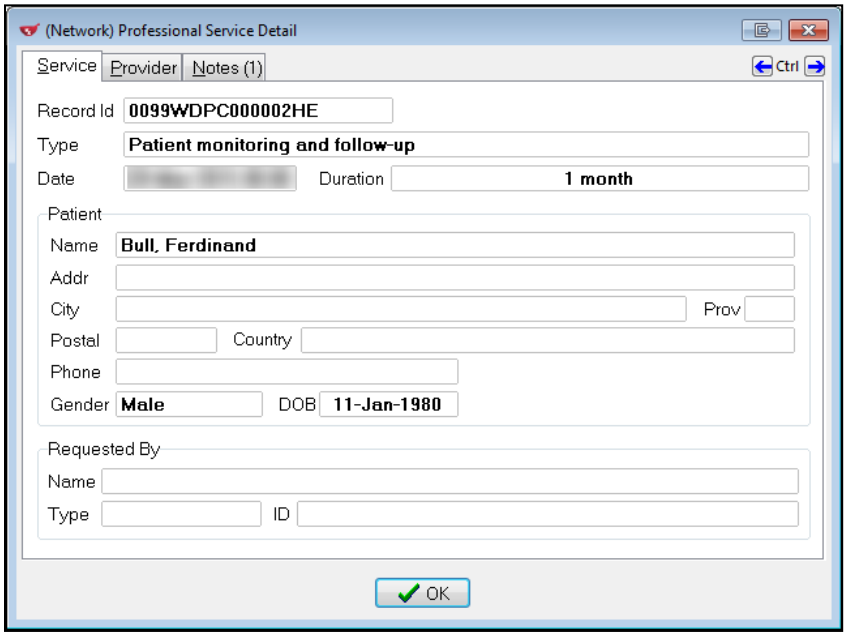
2. From the **Select the Profiles to query** window, check the **Professional Services** and then click **OK** or press **Enter** to retrieve the **(Network) Patient Profile**.



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



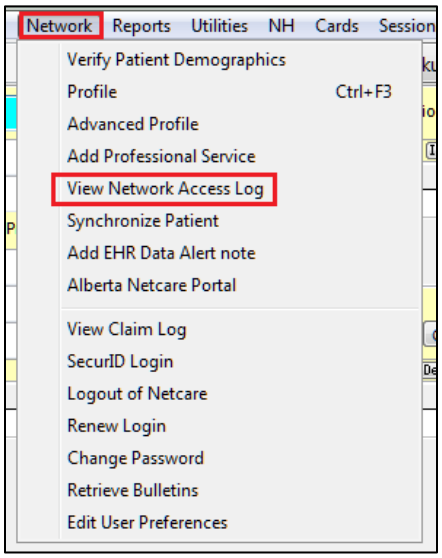
Double click/Right click/Detail on the applicable **Professional Service** entry; this will call up the **(Network) professional Service Detail** window.



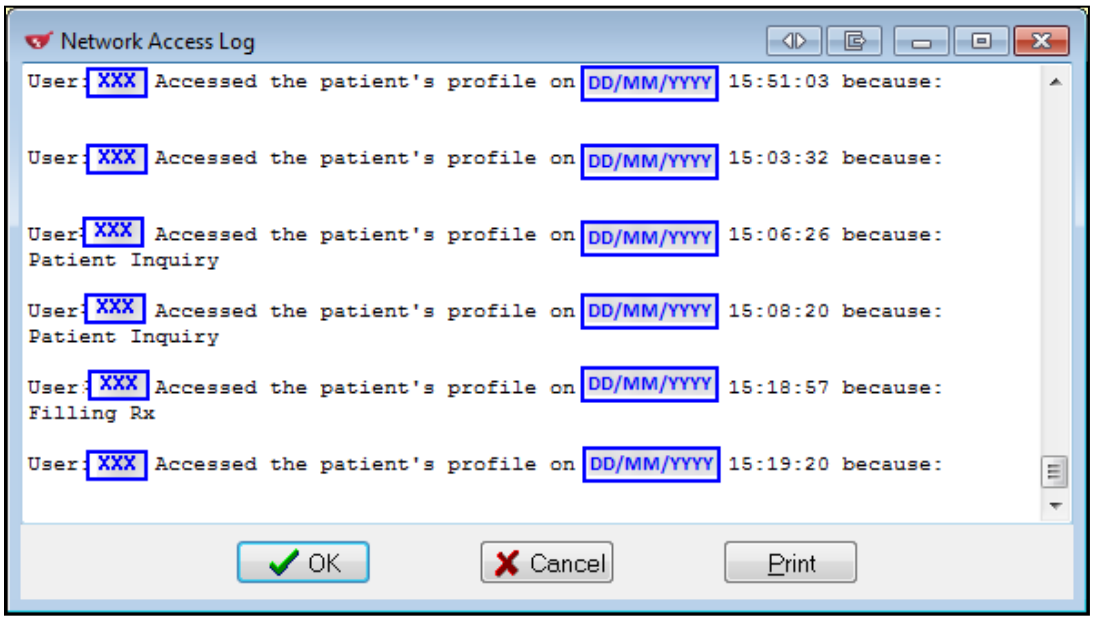
View Network Access Log

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.

1. 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 Patient Search: Scenario 3 – Existing Local patient (Not Synchronized to Alberta Netcare) section.

Add EHR Data Alert Note

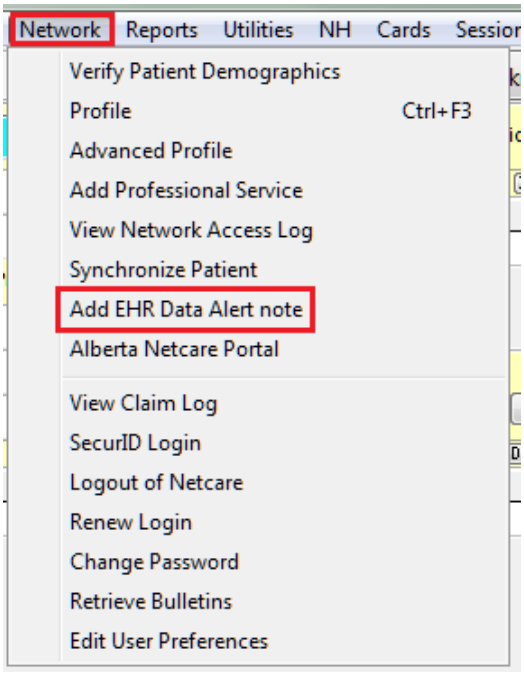
Considering all of the various sources of information on Alberta Netcare, there is a possibility that a user may encounter a patient record that has incorrect data. For example, a pharmacist may be reviewing a patient's medication profile and be informed by the patient that certain prescriptions on the 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. *****

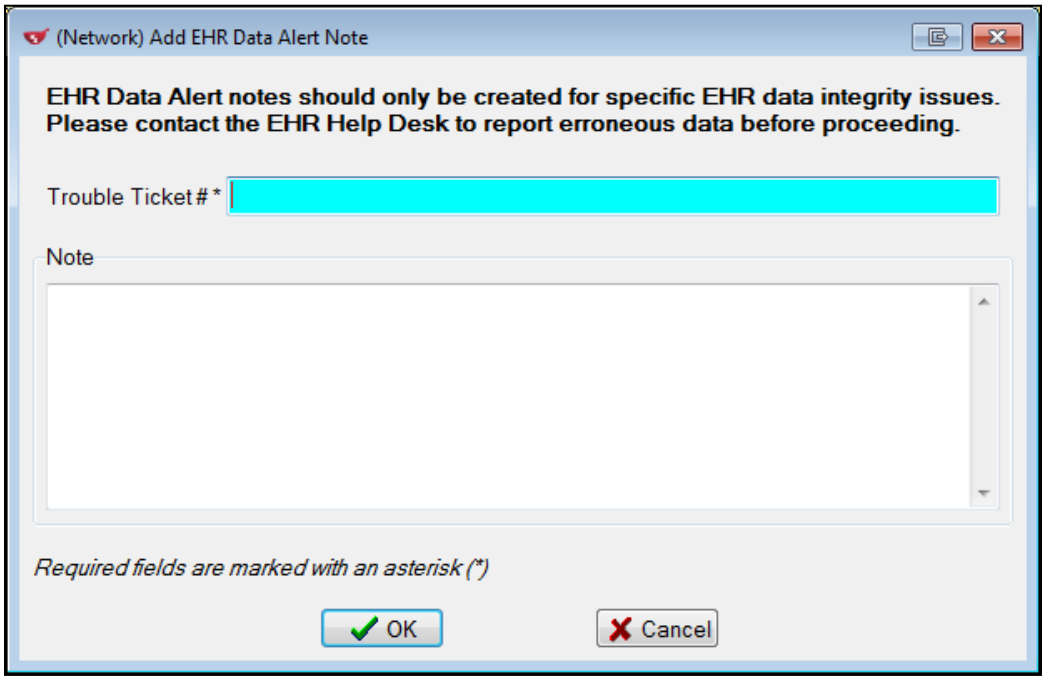
Add an **EHR Data Alert Note** via Kroll as follows:

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**.

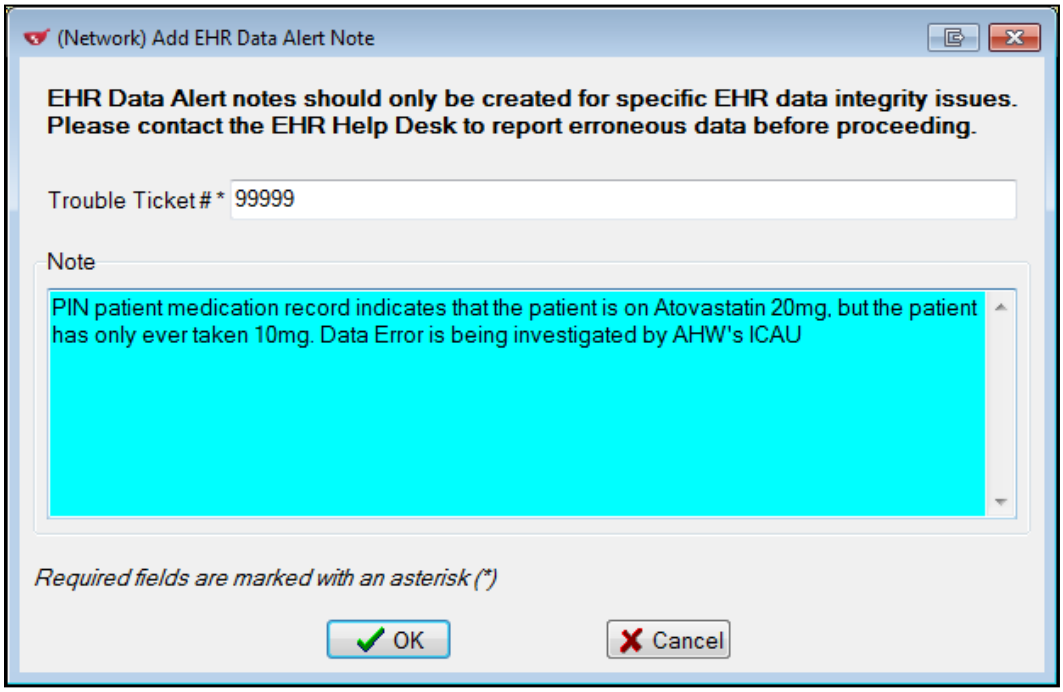
NOTE: Only **ONE** EHR Data Alert note can be added for a given patient. If an EHR note already exists for the patient, another one cannot be added.



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.

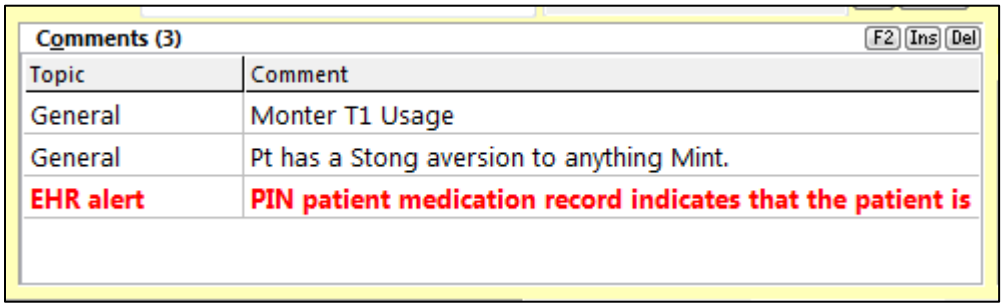
4. In the **Trouble Ticket #** field, enter the ticket number provided by the **EHR Help Desk** in regards to the patient data integrity issue. This field must be populated in order to send the **EHR Data Alert Note**.

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

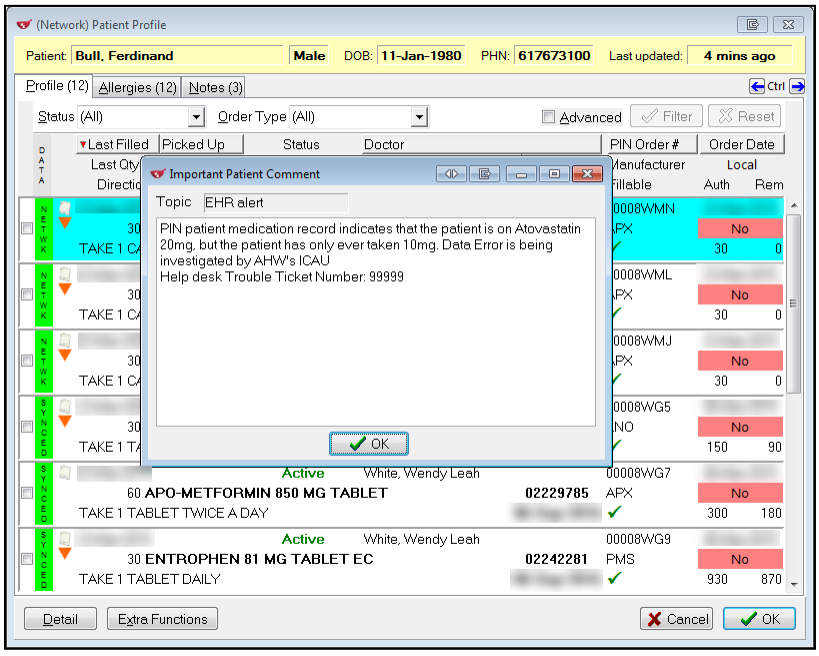


6. Click **OK** or press **Enter** on the keyboard to record the **EHR Data Alert Note** on Alberta Netcare.

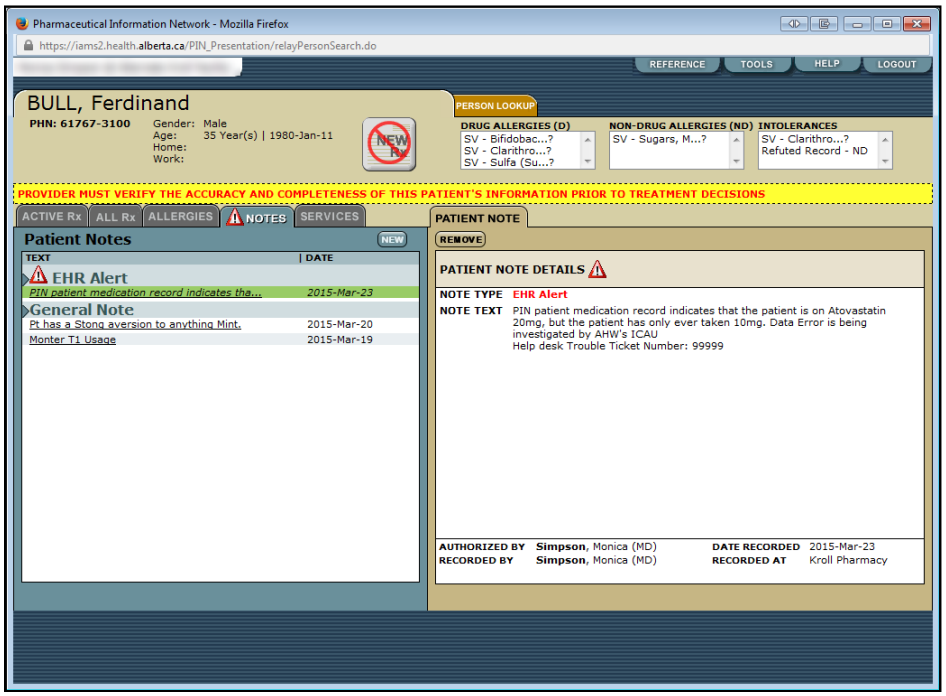
7. The **EHR Data Alert Note** will also be added to the local **Comments** section of the **F3-Patient Card**.



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.



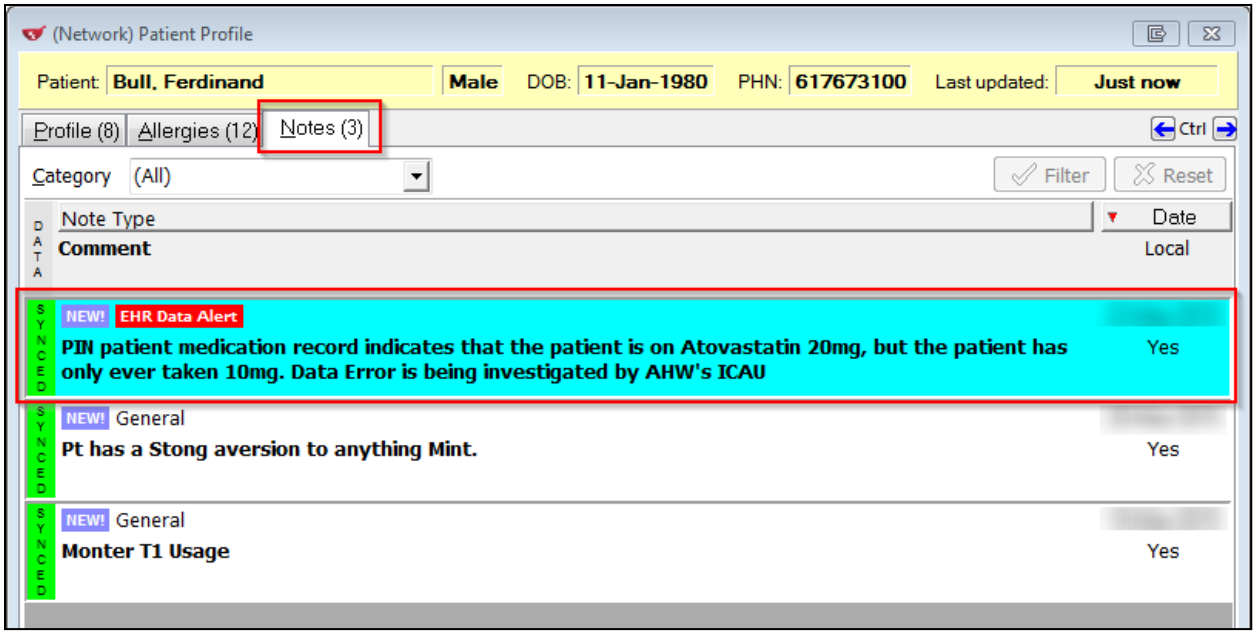
Users in the Pharmaceutical Information Network GUI will see the following Alert on a Patient's file.



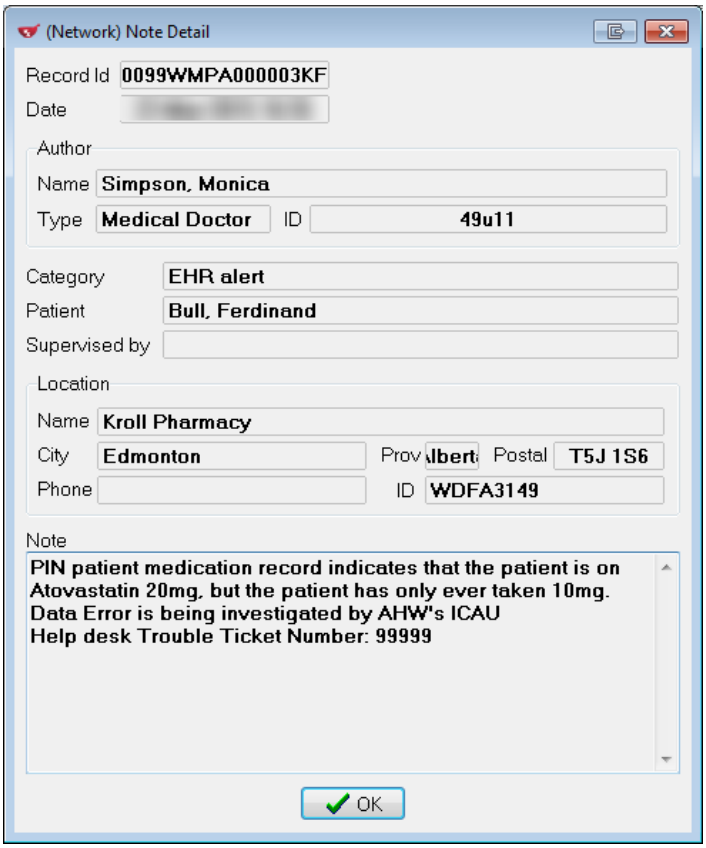
Retrieve an EHR Data Alert Note

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:

1. 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.



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

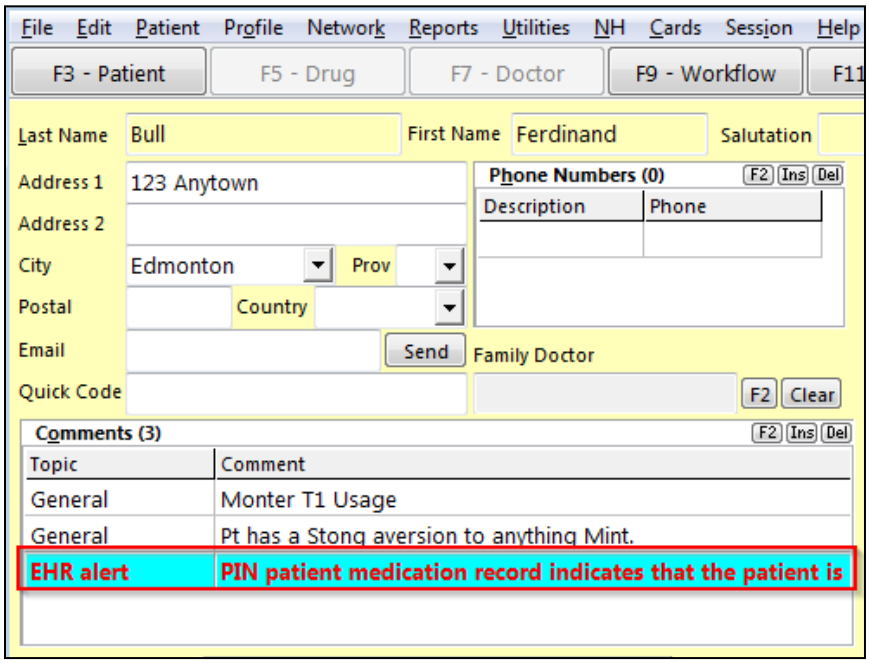


Removing an EHR Data Alert Note

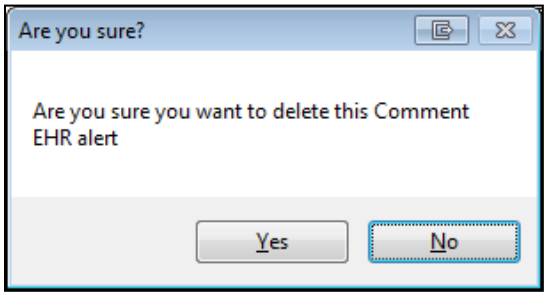
Once ICAU confirms that erroneous data on a Patient's Alberta Netcare Profile has been corrected, they will follow-up by calling the pharmacy to let them know that the EHR Data Alert Note can be removed. The EHR Data Alert is the only type of patient note that can be removed by a different user in the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

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

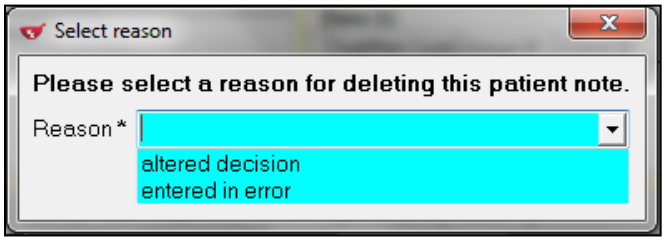
1. From the **F3-Patient** card, highlight the **EHR alert comment** and click **Del** or press **Delete** on the keyboard to remove the EHR Date Alert Note.



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



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

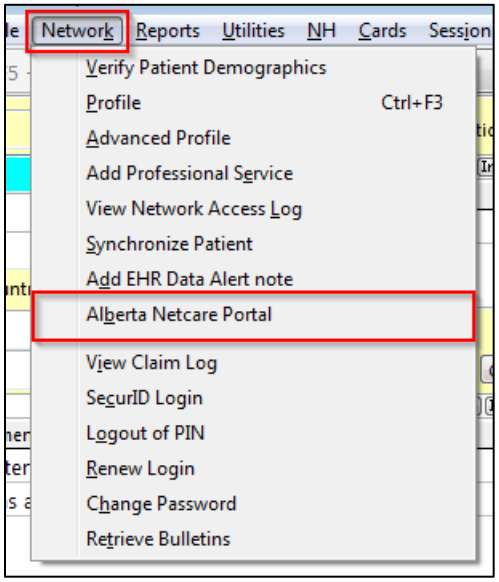


4. Click **OK** or press **Enter** on the keyboard to remove the EHR Data Alert Note.

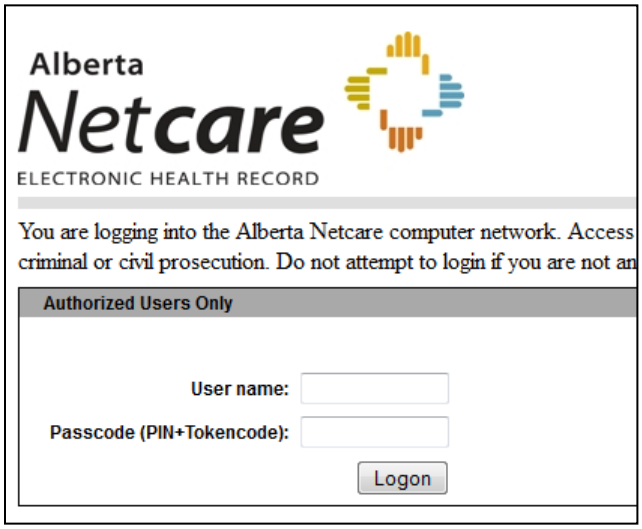
Alberta Netcare Web Interface

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 : https://aaa.albertanetcare.ca/vpn/index-anc.html



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

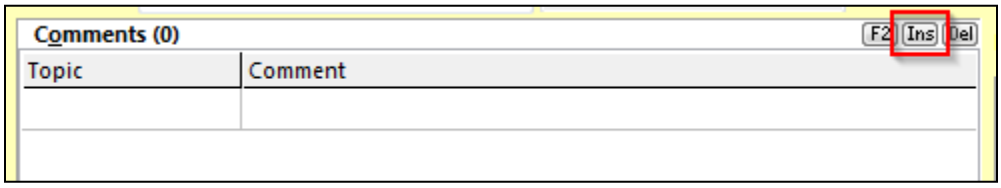
Patient Card, Other Network functions

Add Patient Note

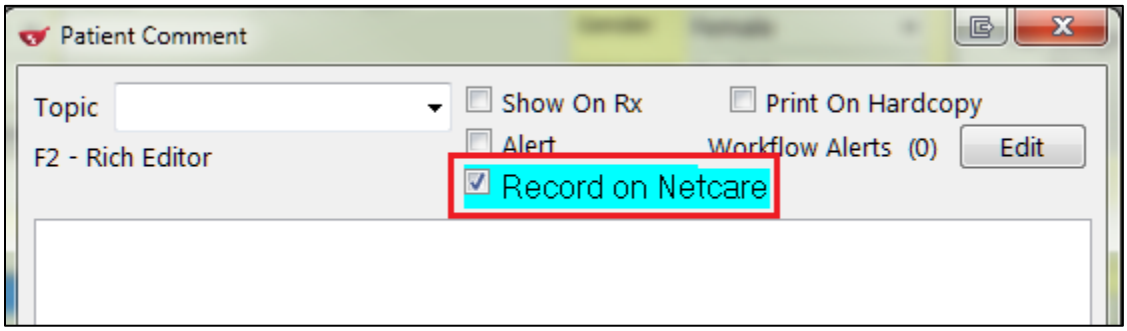
The option to **Add Patient Note** is used to document additional information concerning a patient. Patient notes can be used to record any medical/health information the pharmacy deems important enough or relevant enough to record on Alberta Netcare. Once a patient note is logged in Netcare network,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

Adding a Patient Note

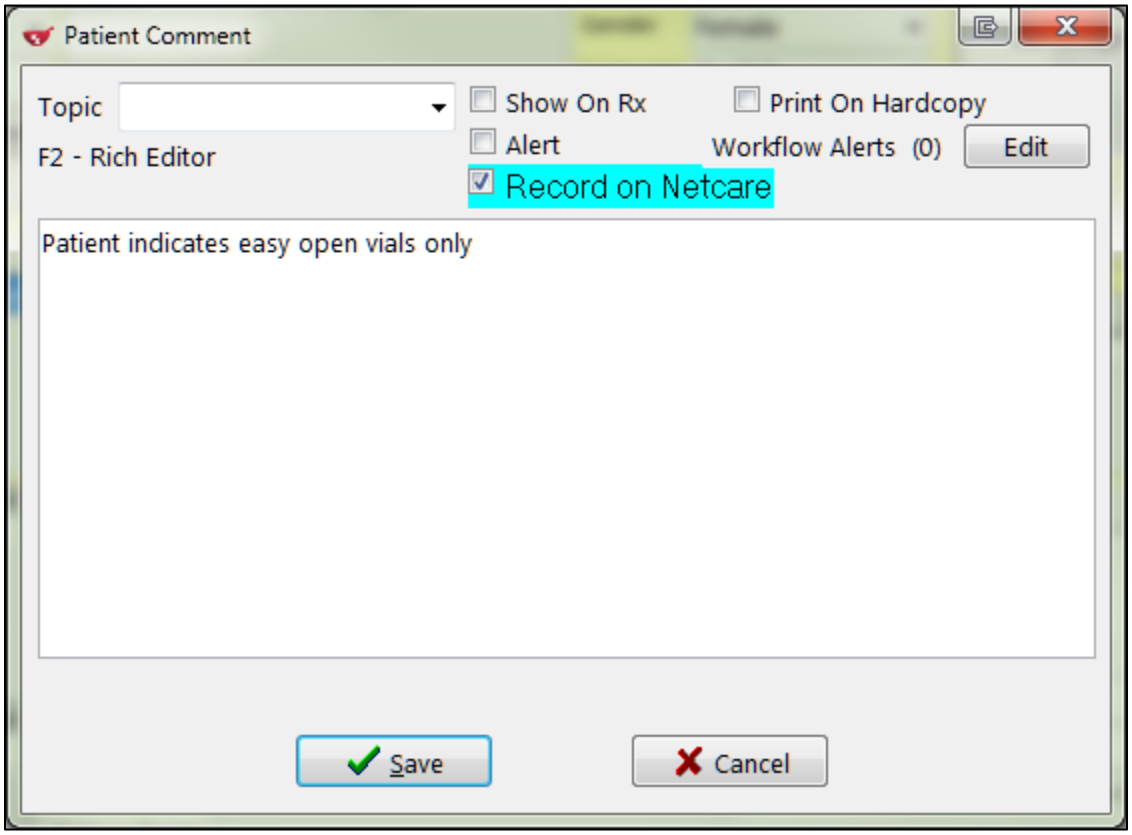
1. From the **Comments** section of the **F3-Patient Card**, click **Ins** or press **Insert** on the keyboard.



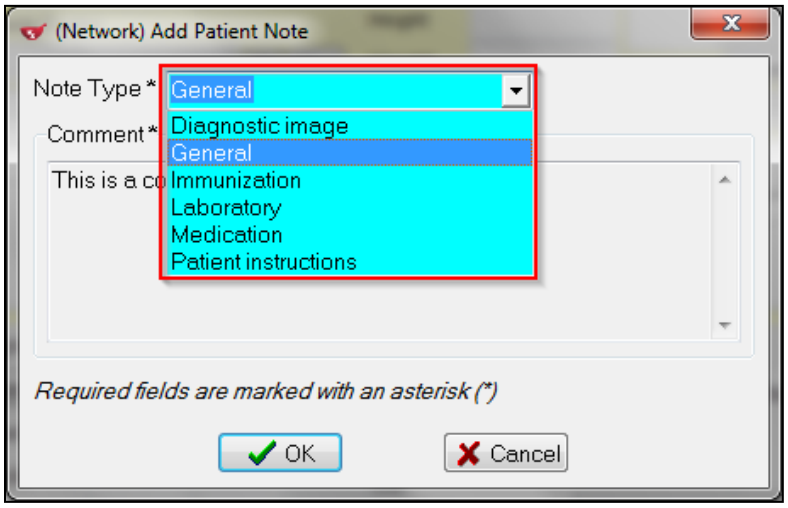
2. Select a **Topic** for the comment, and flag the options to **Show On Rx**, **Print On Hardcopy**, **Alert,** and/or **Record on Netcare** as necessary. Enter a free-form comment and click **Save** or press **Enter** on the keyboard to continue.



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.



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.



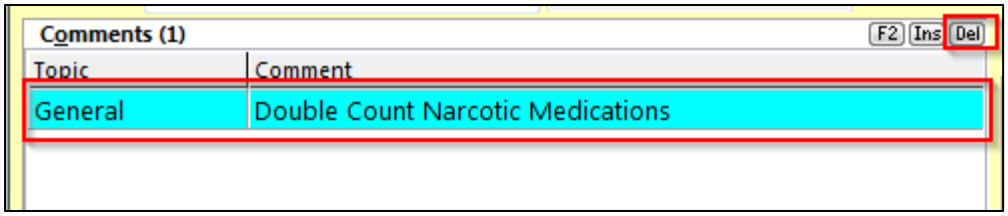
4. Once the **Note Type** has been selected from the **(Network) Add Patient Note** window, click **OK** or press **Enter** on the keyboard to transmit the Patient Note to Netcare.

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.

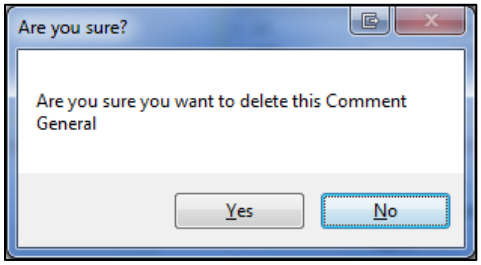
Method 1

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

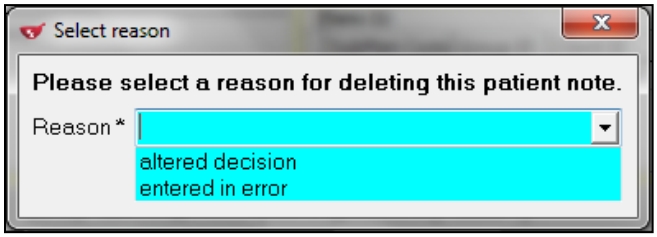


2. The user will be asked if they are sure they want to delete this comment.

- 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.



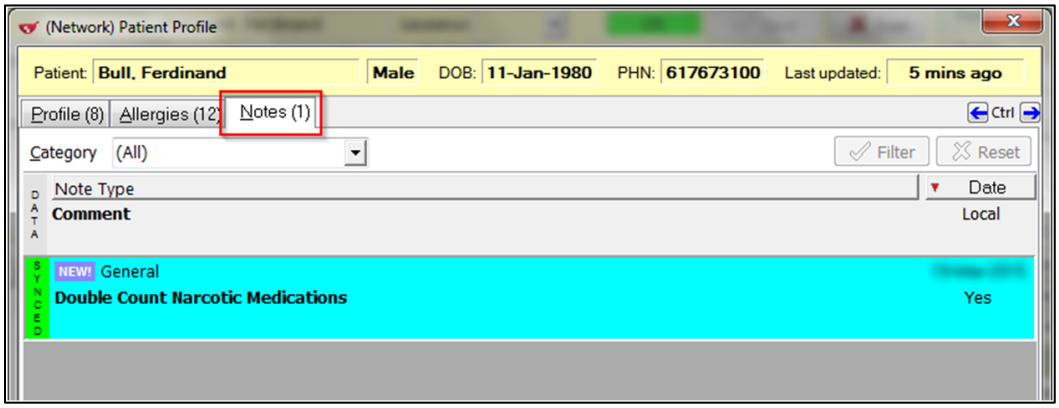
3. If the user answers **YES** to the above question, they will be prompted to select a pre-populated reason for deleting the patient note.



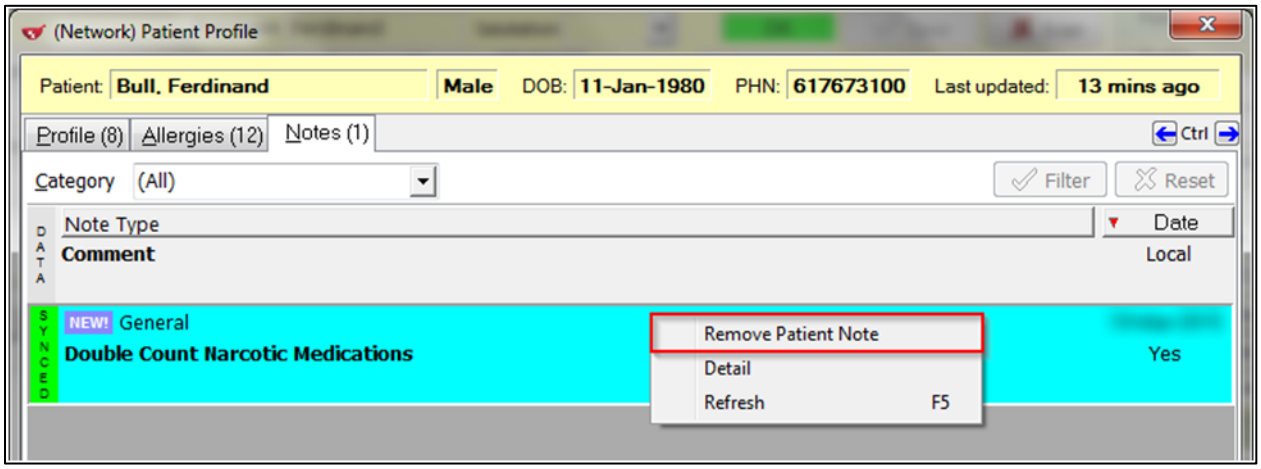
4. Once a reason for deleting the patient note has been selected, click **OK** or press **Enter** on the keyboard Patient Note is removed successfully.

Method 2

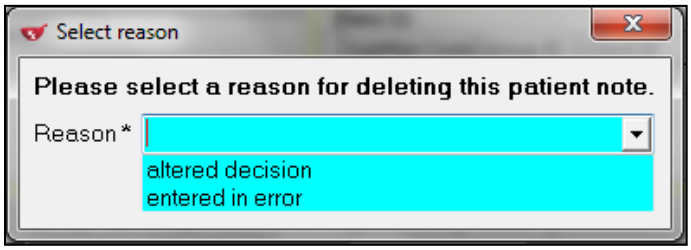
1. From the **F3-Patient Card**, go to **Network** > **Profile** and log in with your Kroll initials and password.
2. Access the **Notes** tab from the **(Network) Patient Profile**.



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



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



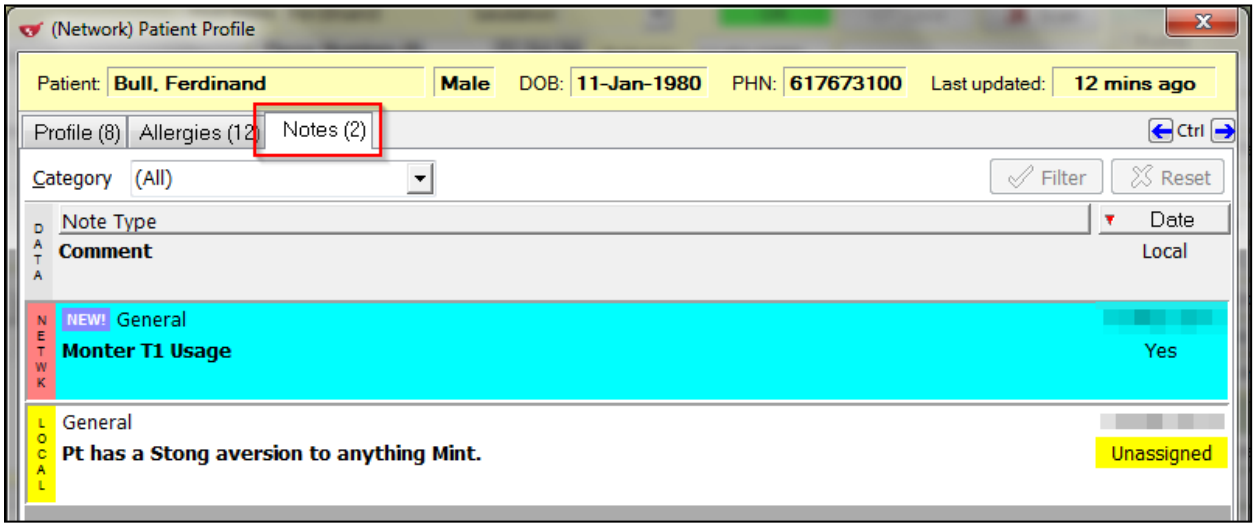
5. Once a reason for deleting the patient note has been selected, click **OK** or press **Enter** on the keyboard to continue.

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

Synchronizing Kroll and Alberta Netcare Patient Notes

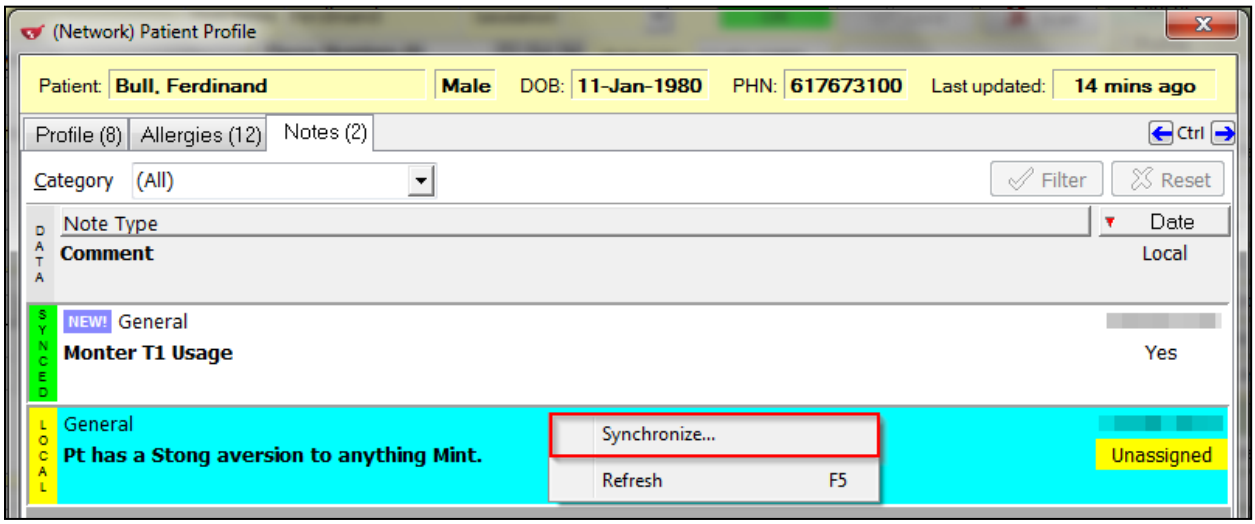
It is the aim of Alberta Netcare that all clinically relevant medical and/or health related patient notes residing in Alberta Netcare are pulled into the local system and vice-versa. This promotes a comprehensive patient profile for providers. The following section will show users how to synchronize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

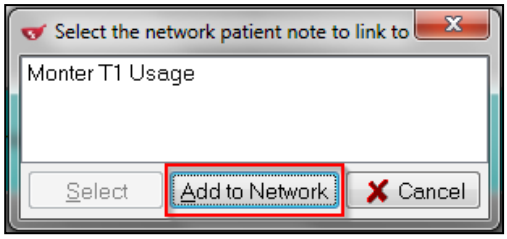


NOTE: Notes currently showing as **Red(Network)** will automatically be added to the local system & synchronized with the Network by the Background Rx Service.

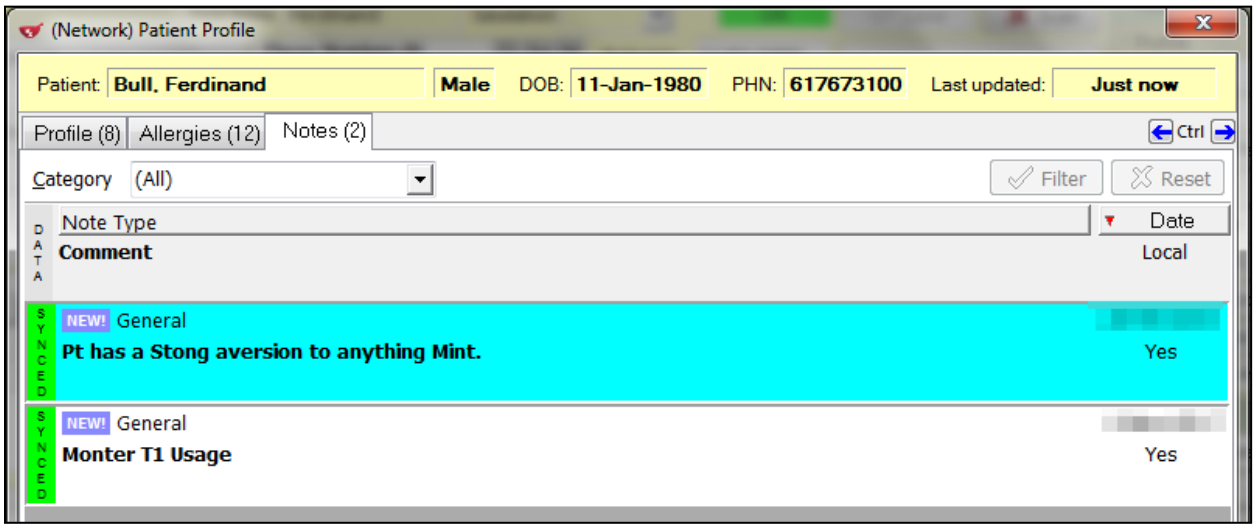
3. Right click the **Yellow (Local)** entry you wish to synchronize with Alberta Netcare (this is optional depending on the whether the user deems the patient note clinically relevant);



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**.



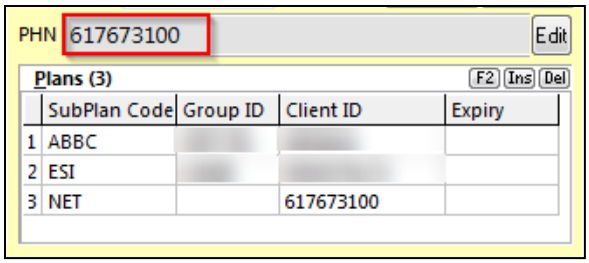
5. Once the **Yellow (Local) or Red (Network)** note entry is synchronized, it will have a **Green (Synced)** data bar.



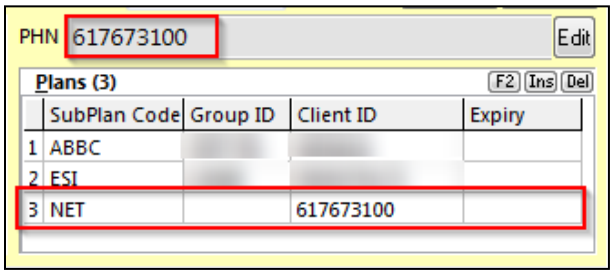
Filling Prescriptions on Alberta Netcare

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 **What happens when Alberta Netcare is Unavailable**).

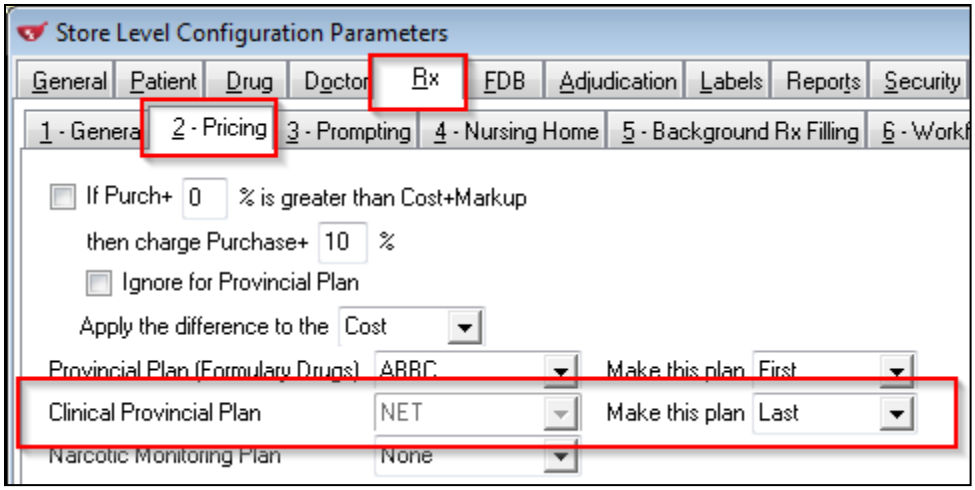
- In order to send a prescription to Alberta Netcare via the Netcare plan, the patient will require a valid **Personal Health Number (PHN)**. Enter the patient's assigned PHN in the **PHN** field of the **F3-Patient Card**.



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

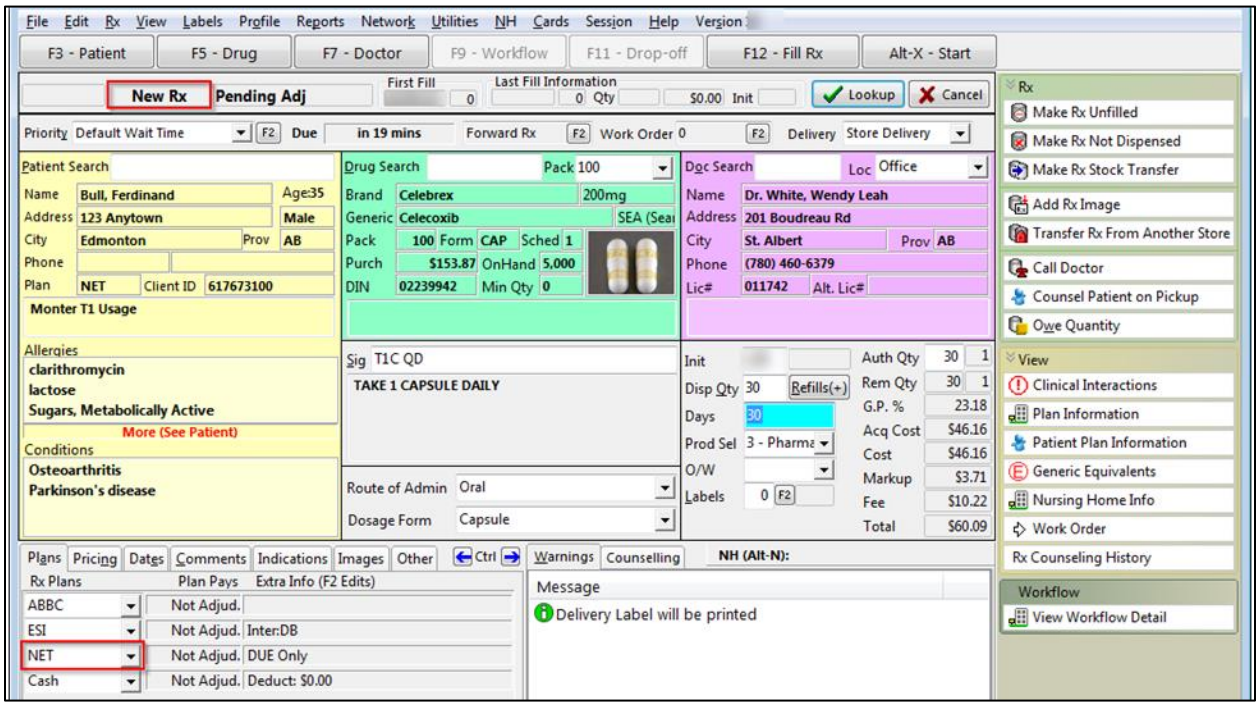


NOTE: There is an option in **File** > **Configuration** > **Store** > **Pricing** that should be set to **Make this plan Last**.

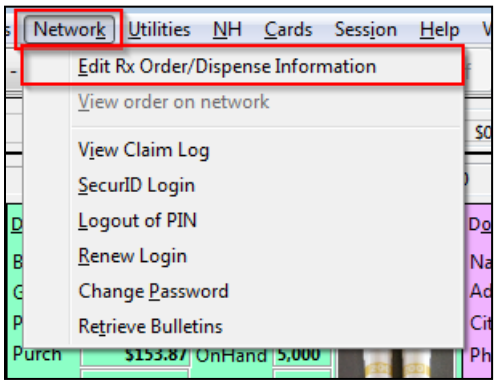


Filling a New Rx

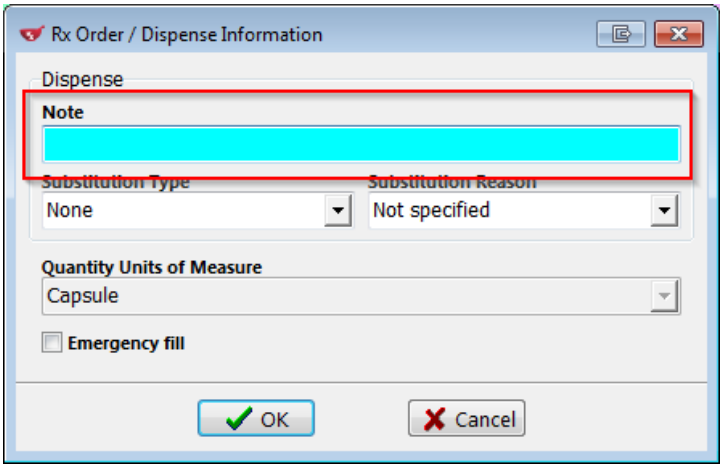
1. Fill out the patient, drug, doctor, SIG, dispense information, etc. as usual from the F12-Filling screen.



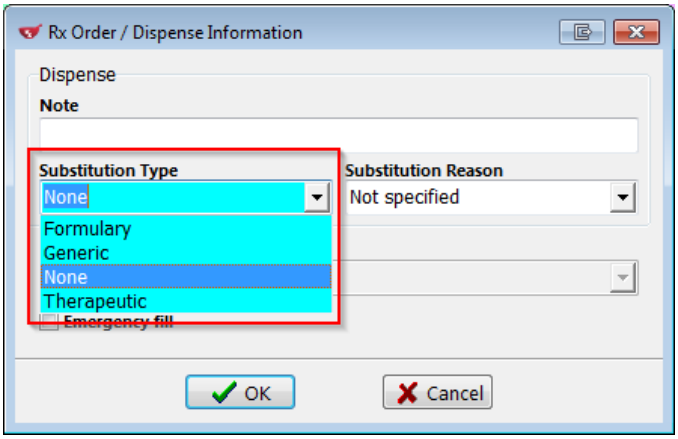
2. Users may access **Network** > **Edit Rx Order/Dispense Information** to add supplementary information regarding the Dispense.



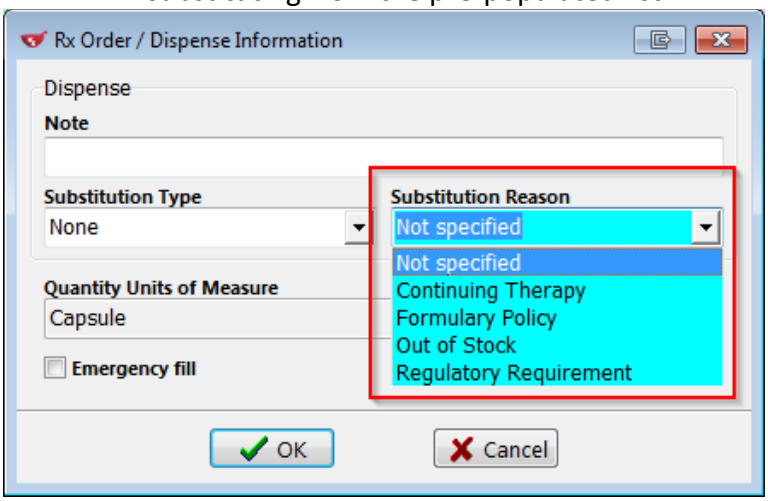
a) **Note**: Add a Dispense Note to the Rx.



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

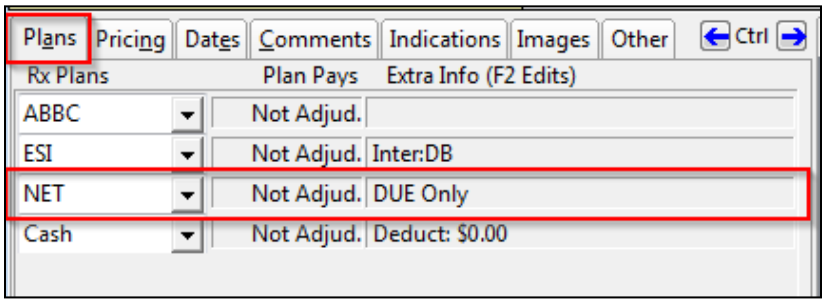


c) **Substitution Reason**: If a drug substitution was made, indicate the reason for substituting from the pre-populated list.



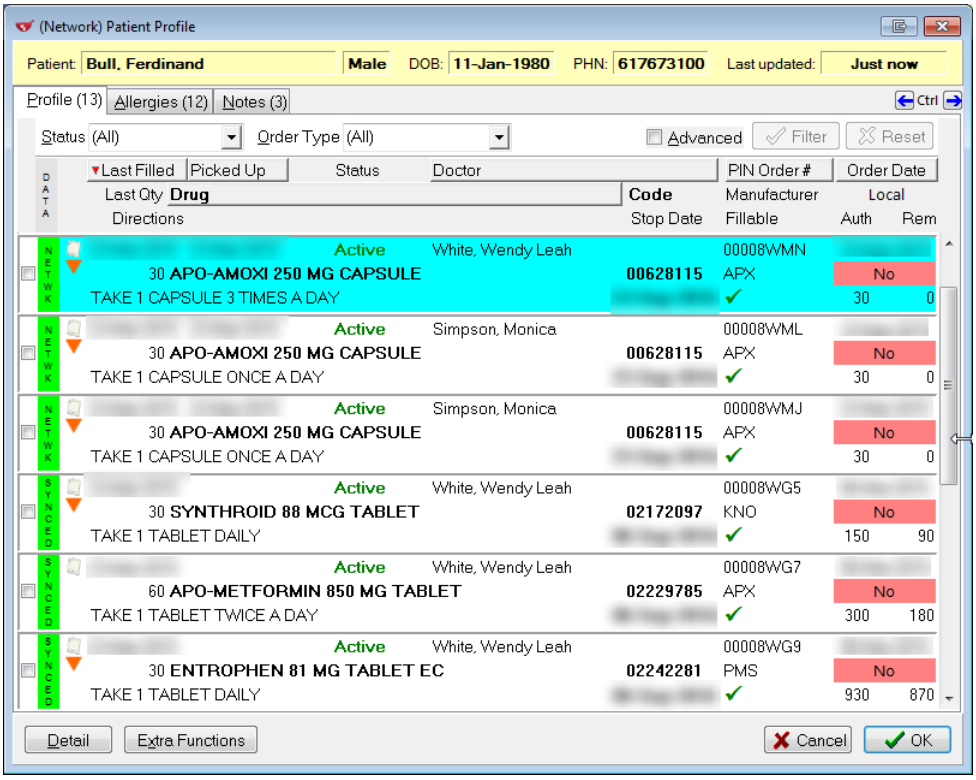
3. The **NET-Alberta Netcare** plan should be the LAST third party plan before 'Cash'.

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



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.

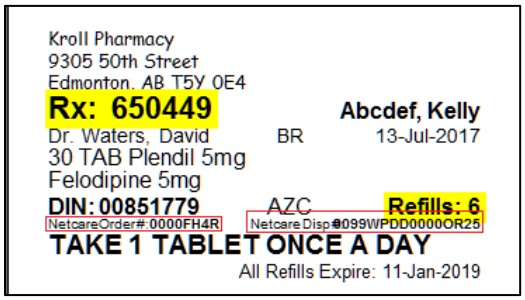


5. Adjudication to the fiscal plan(s) will be completed first, and then the Rx will be sent to **NET-Alberta Netcare** for clinical recording.

6. If there are no **Detected Issues** or **Warnings** that require management returned by Alberta Netcare, a prescription label will print.

Vial Labels

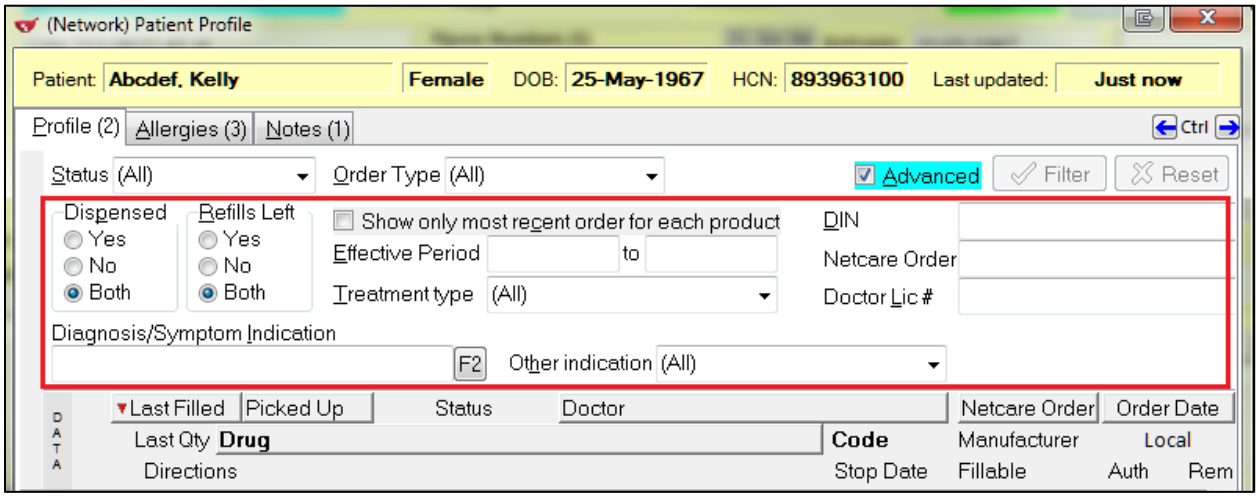
For prescriptions sent to Alberta Netcare, there will be two additional pieces of information printed on the vial label; the Alberta Netcare **Netcare Order Number** and **Netcare Dispense Number**. These two numbers are the unique identifiers used to track prescription on the Network. These numbers 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.

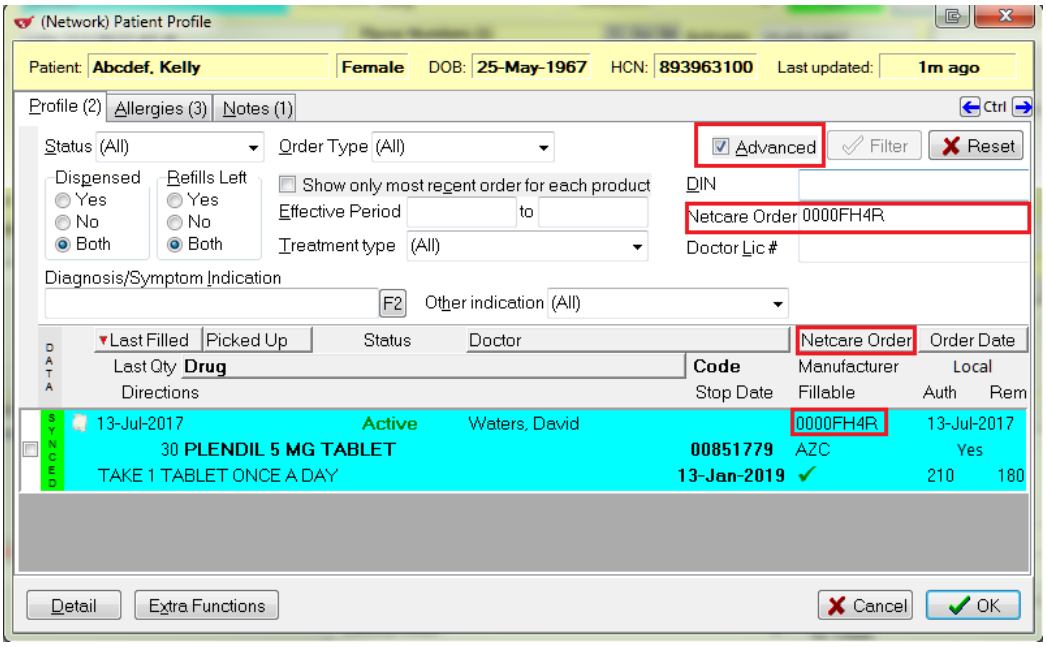
Use the Netcare **Order Number** to search for a specific Rx on the Network Patient Profile as follows:

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.

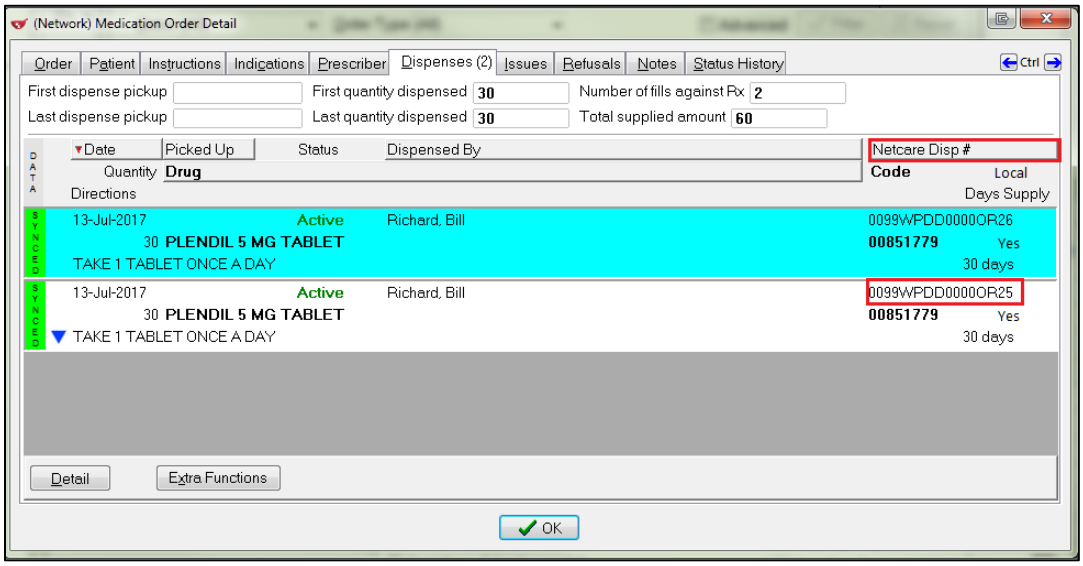


On the right hand side of the window, look for the **Netcare Order #** search field. Type in the **Netcare Order Number** and click **Filter**, or press **Enter** on the keyboard. The Rx Order entry matching the Netcare Order Number will be returned on the Network Patient Profile.

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



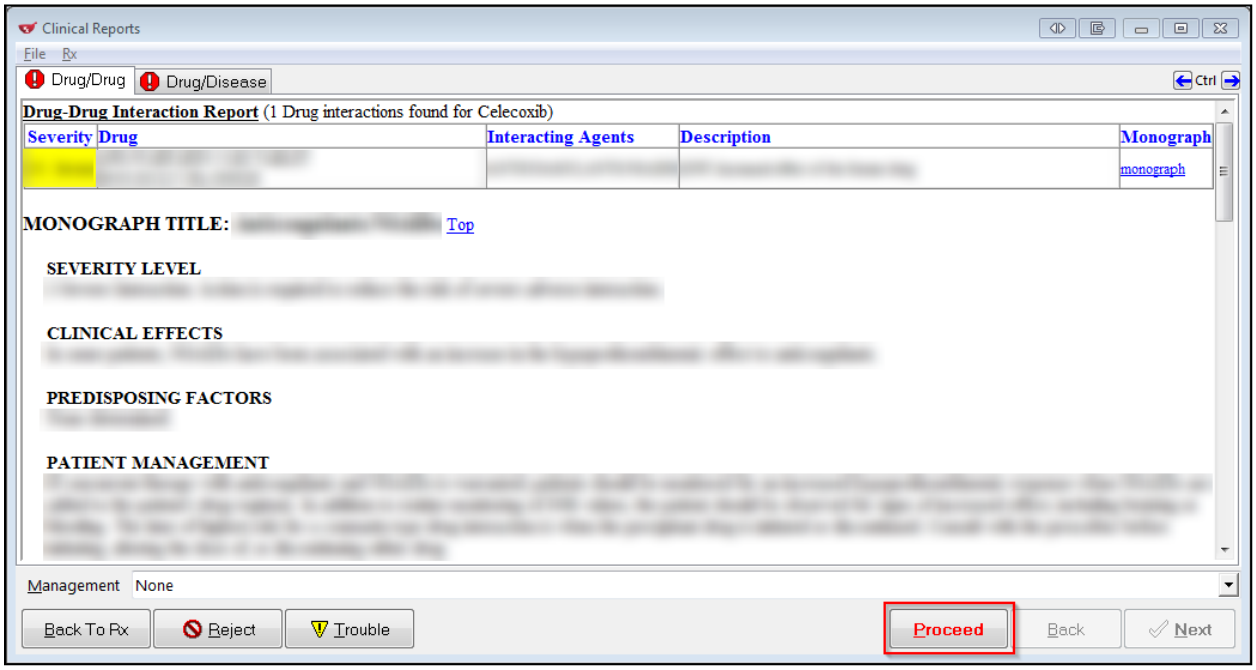
3. Detail the Rx Order by double clicking the entry, clicking the **Detail button** or pressing '**D**' on the keyboard to call up the **Medication Order Detail - Dispenses** form. The Netcare Dispense # is displayed on the far right-hand side.



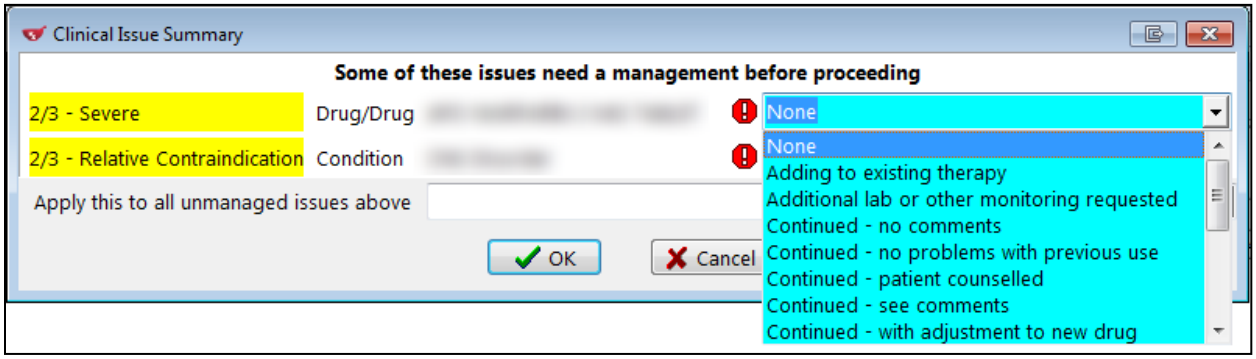
Managing Issues

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.

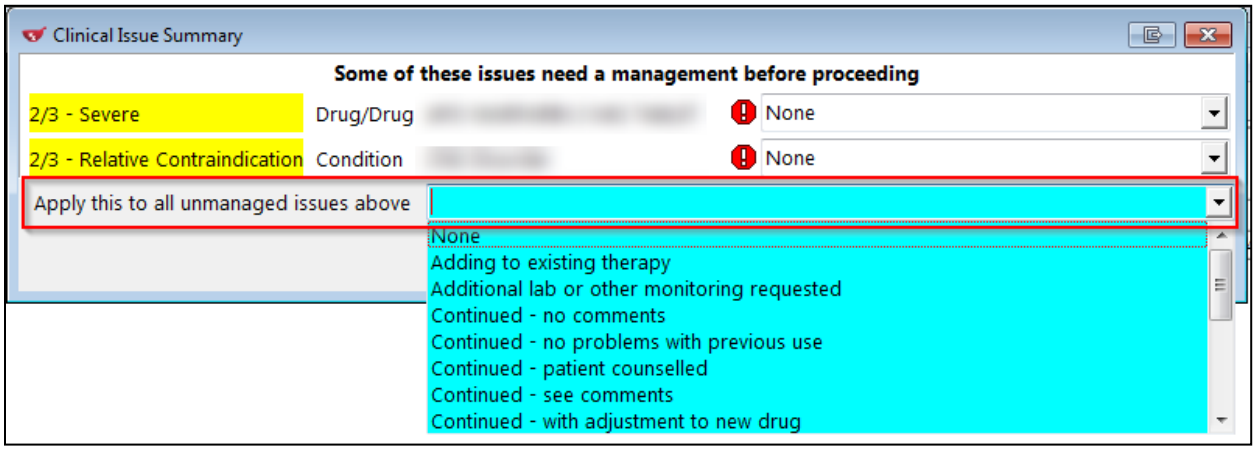
1. After everything has been filled in for the Rx, the user will click **F12** to fill the Rx.
2. Local FDB interaction checking occurs and when applicable, a **Clinical Reports** window will appear to display clinical warnings. Click on Proceed.



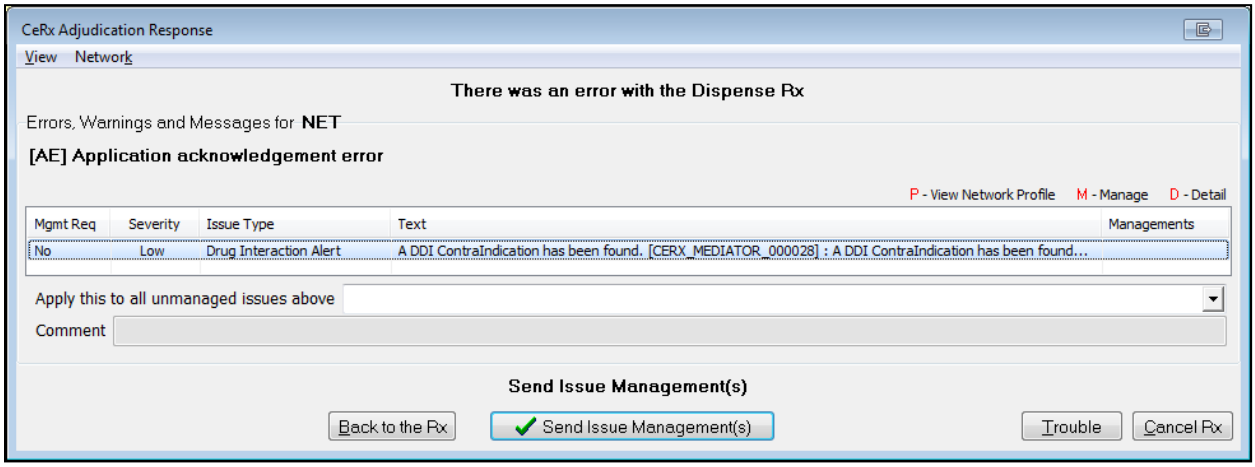
3. Once the issues have been reviewed, the Pharmacist must now manage these issues on the Clinical Issue Summary. Issues may be managed one at a time with different managements.



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



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.

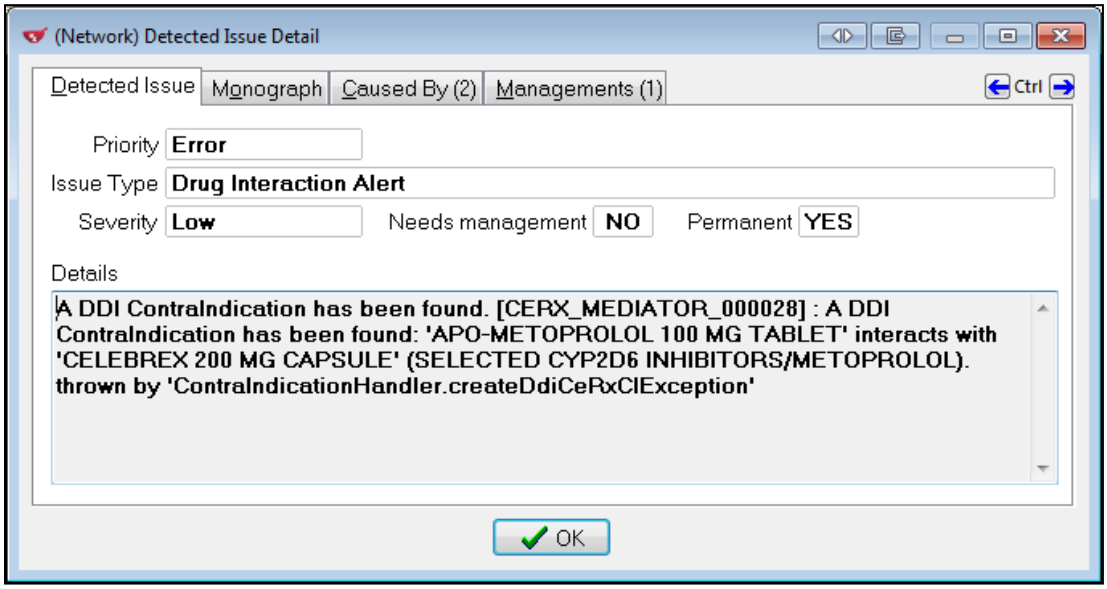


NOTE: If issues require management, under the **Mgmt Req** column they will be indicated with **Yes.**

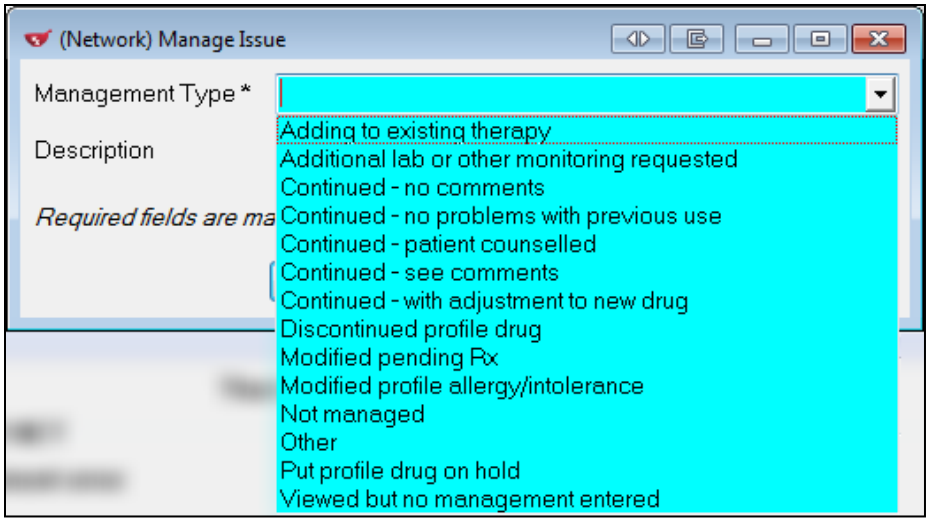
5. The CeRx Adjudication Response window contains three (3) options: P-View Network Profile, M-Manage, D-Detail.

    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.

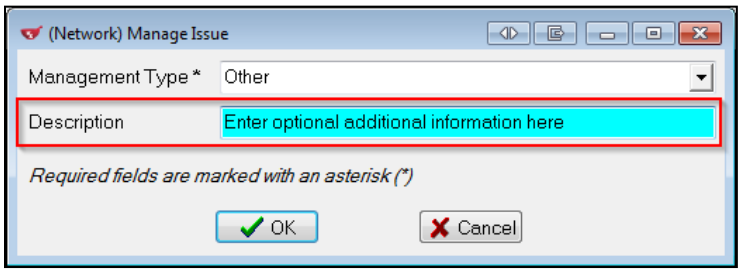
b) **D-Detail**: Highlight a **Detected Issues /Warning** and press **D** on the keyboard to call up the **(Network) Detected Issue Detail** window which displays complete information regarding the issue. Click on the tabs across of the top of the **(Network) Detected Issue Detail** window to access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



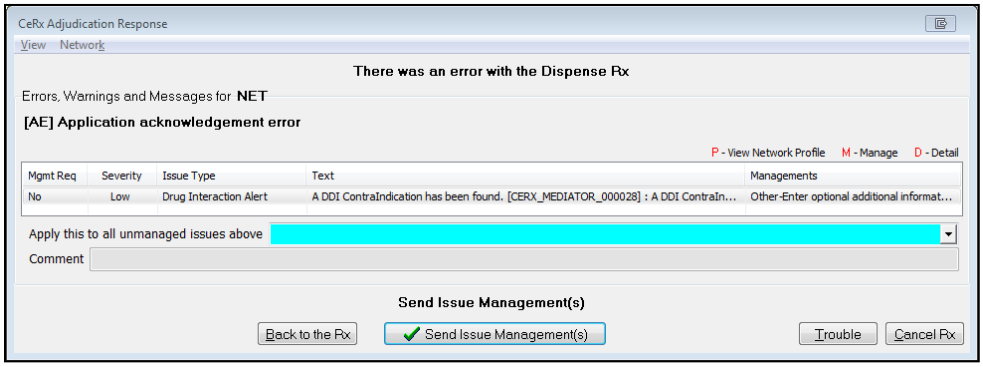
c) **M-Manage**: Allows a user to manage **Detected Issues** on an individual basis. Highlight the **Detected Issues** you wish to manage and press **M** on the keyboard to access a list of reasons for bypassing the **Detected Issues** and continuing to fill the Rx. **All Detected Issues returned by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



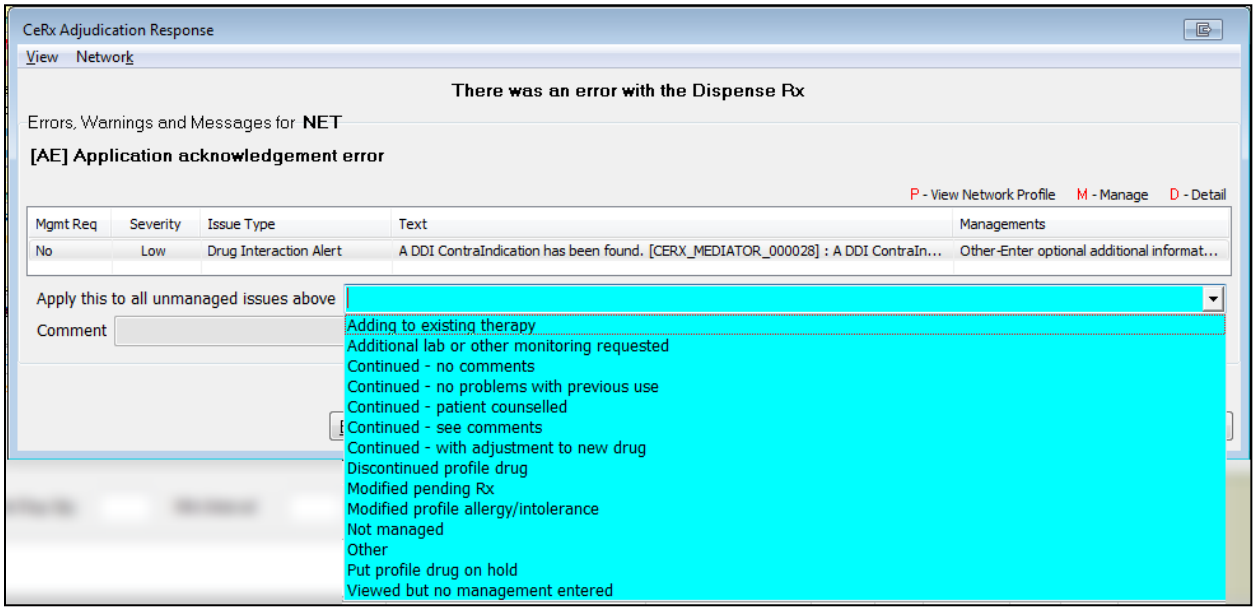
6. Once a reason for bypassing the **Detected Issues** is selected from the pre-populated list of reasons, the user can enter supplementary information in the **Description** filed.



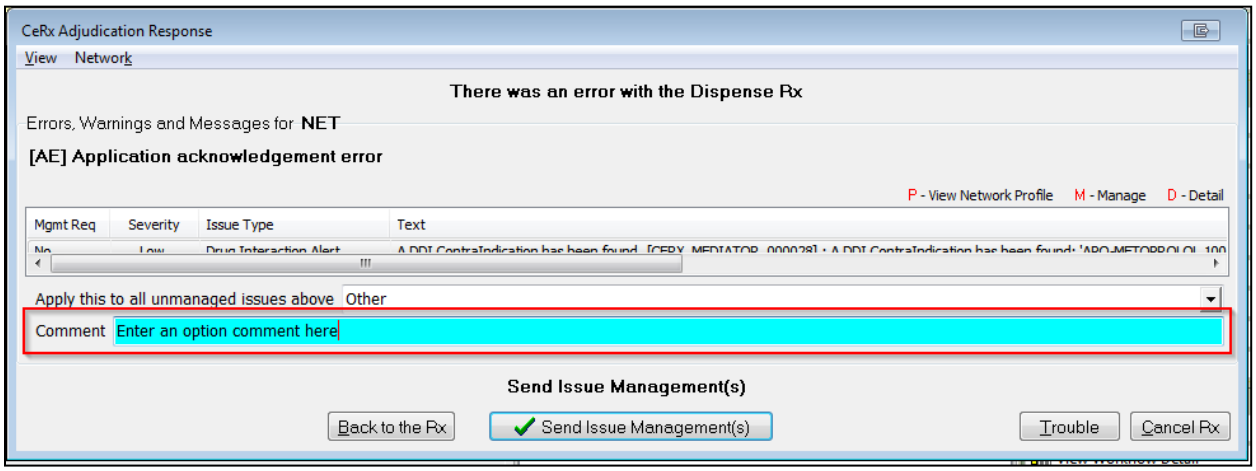
7. The **CeRx Adjudication Response** window also allows a user to **Multi-Manage** issues that are returned by Alberta Netcare.



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

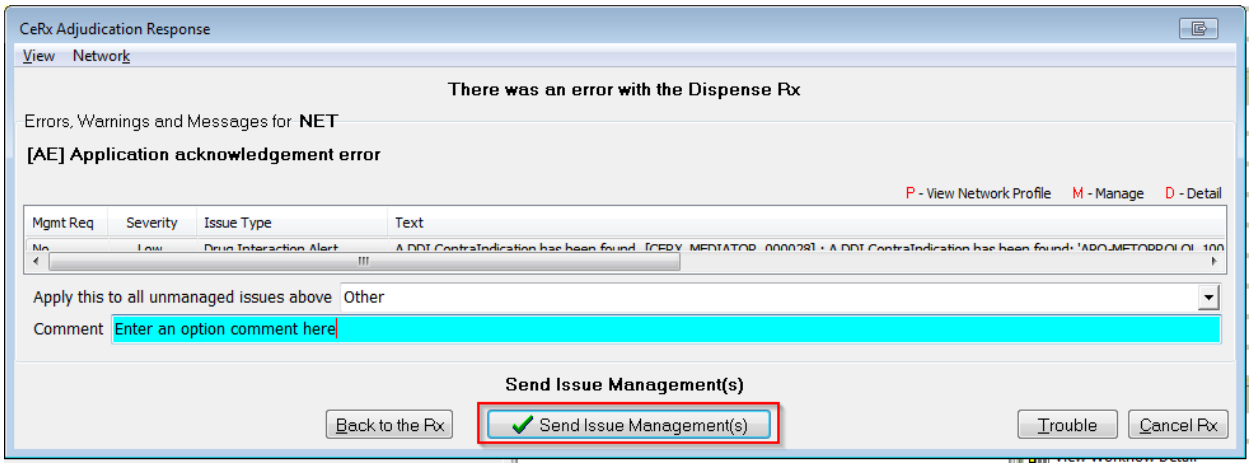


9. Once a reason for bypassing the **Detected Issues** is selected from the pre-populated list of reasons, the user can enter supplementary information in the **Comment** field.



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**.

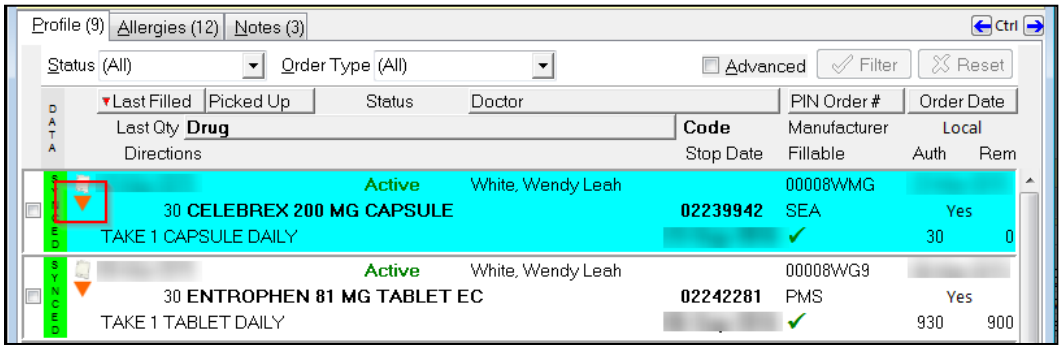


11. Once the Rx has been successfully logged in Alberta Netcare the Prescription Label will print.

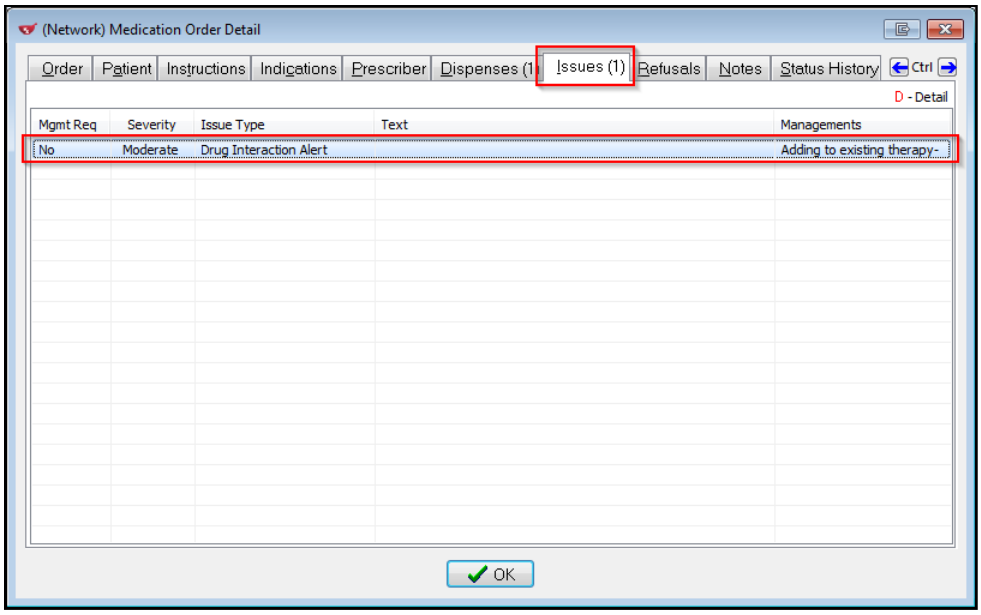
View Issue Managements for a Prescription

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:

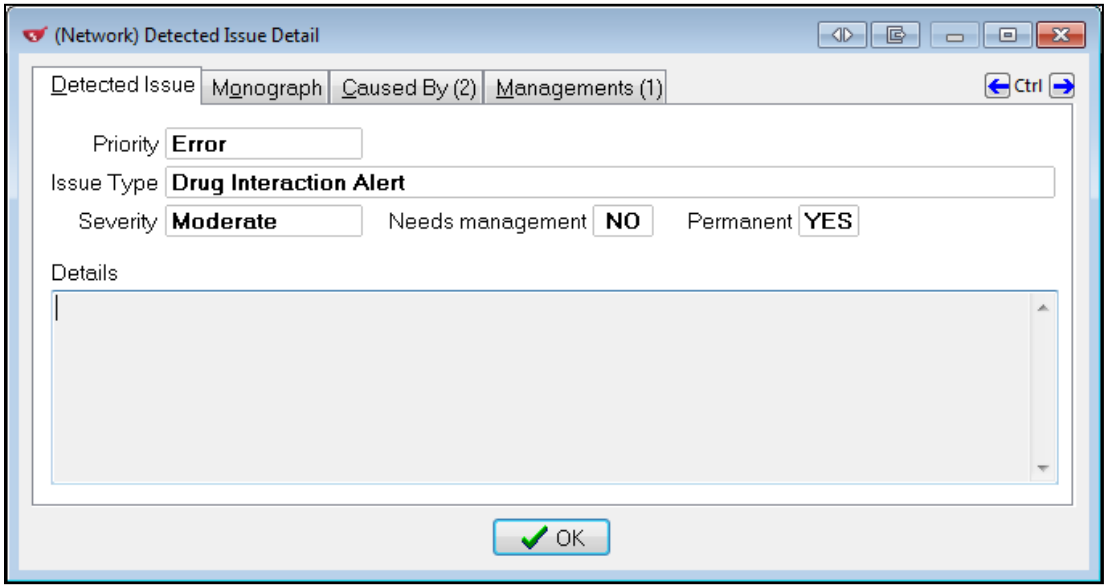
1. From the **F3-Patient** card, go to **Network** > **Profile** or use the shortcut keys **Ctrl**+**F3.**
2. From the Alberta Netcare Medication Profile, users can identify which prescriptions have **recorded Issues** by looking for an orange arrow located on the left-hand side of the Rx entry.



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.

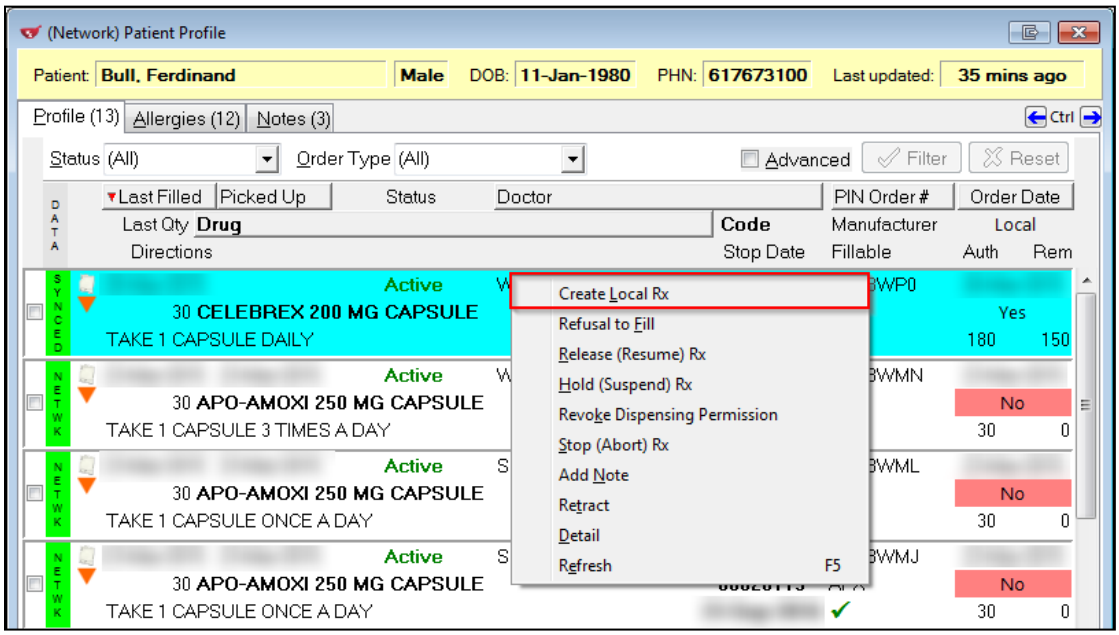


4. Call up the **Details** of the **Issue** by highlighting the entry and clicking **D-Detail**, pressing **D** on the Keyboard, or **double clicking** on the entry. Click on the tabs located across the top of the **(Network) Detected Issue Detail** window to access supplementary information.

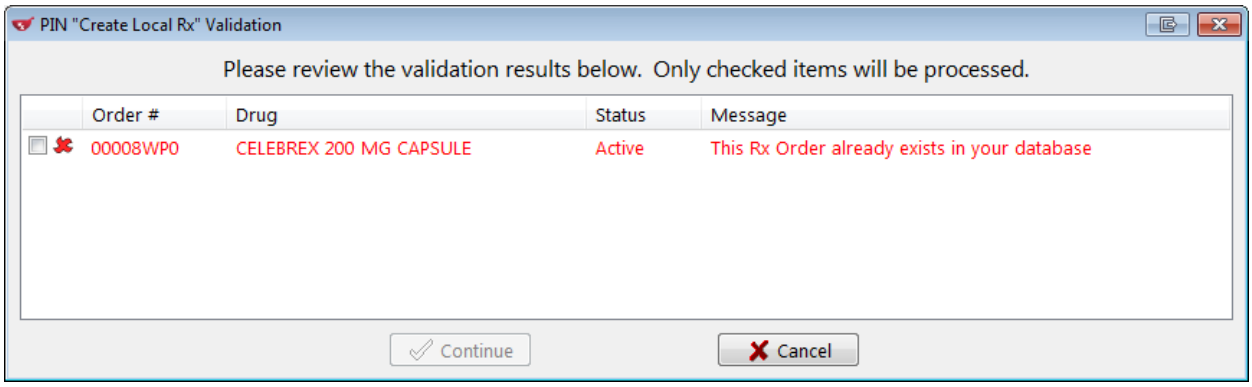


Filling an Rx created on the Alberta Netcare GUI

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

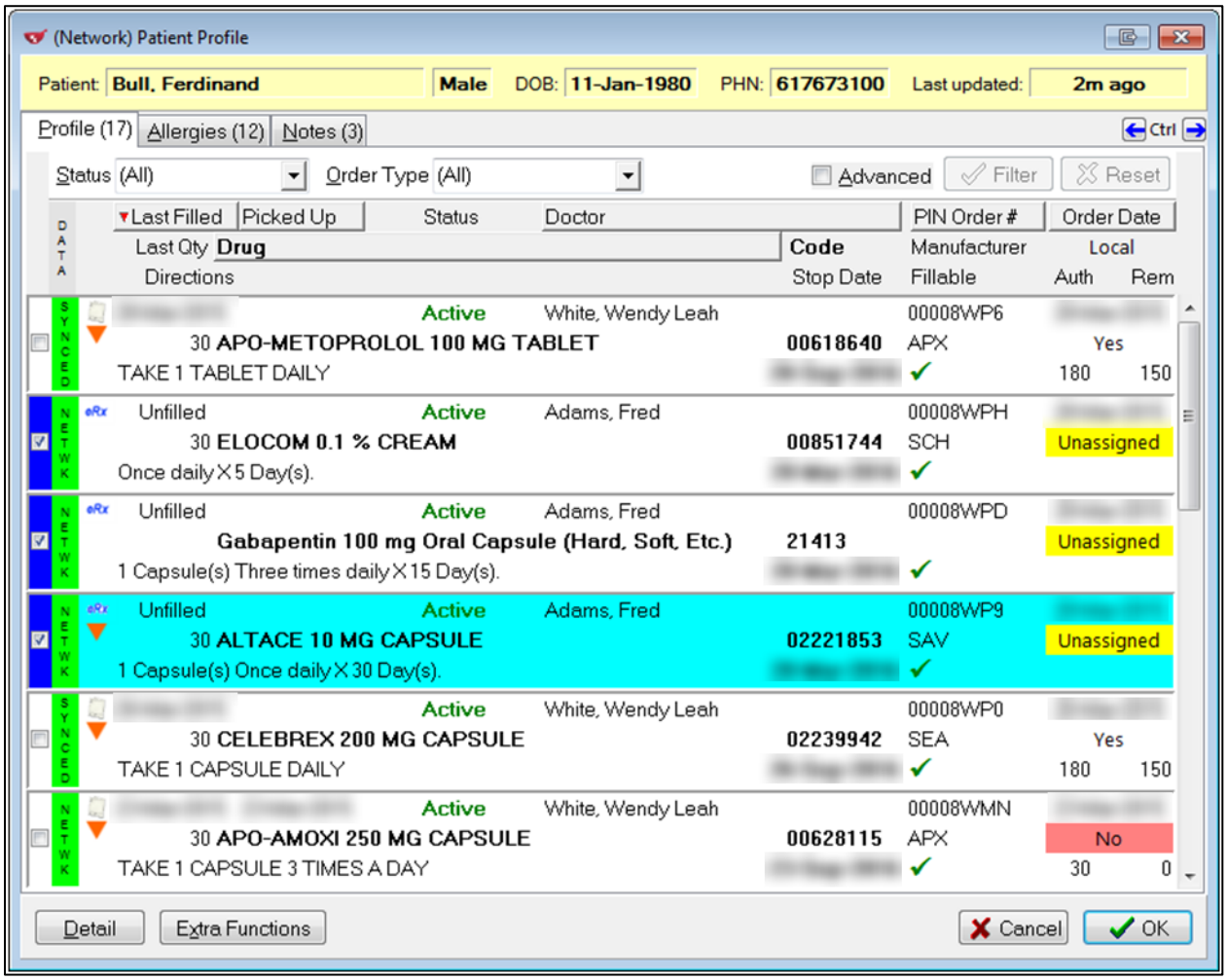


Prescription information such as drug, doctor, SIG and dispense data are pulled from Alberta Netcare into the local Kroll F12-Filling screen. The **Create Local Rx** function can only be used for network prescription entries that do not exist in local system. If the user attempts to create a local Rx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

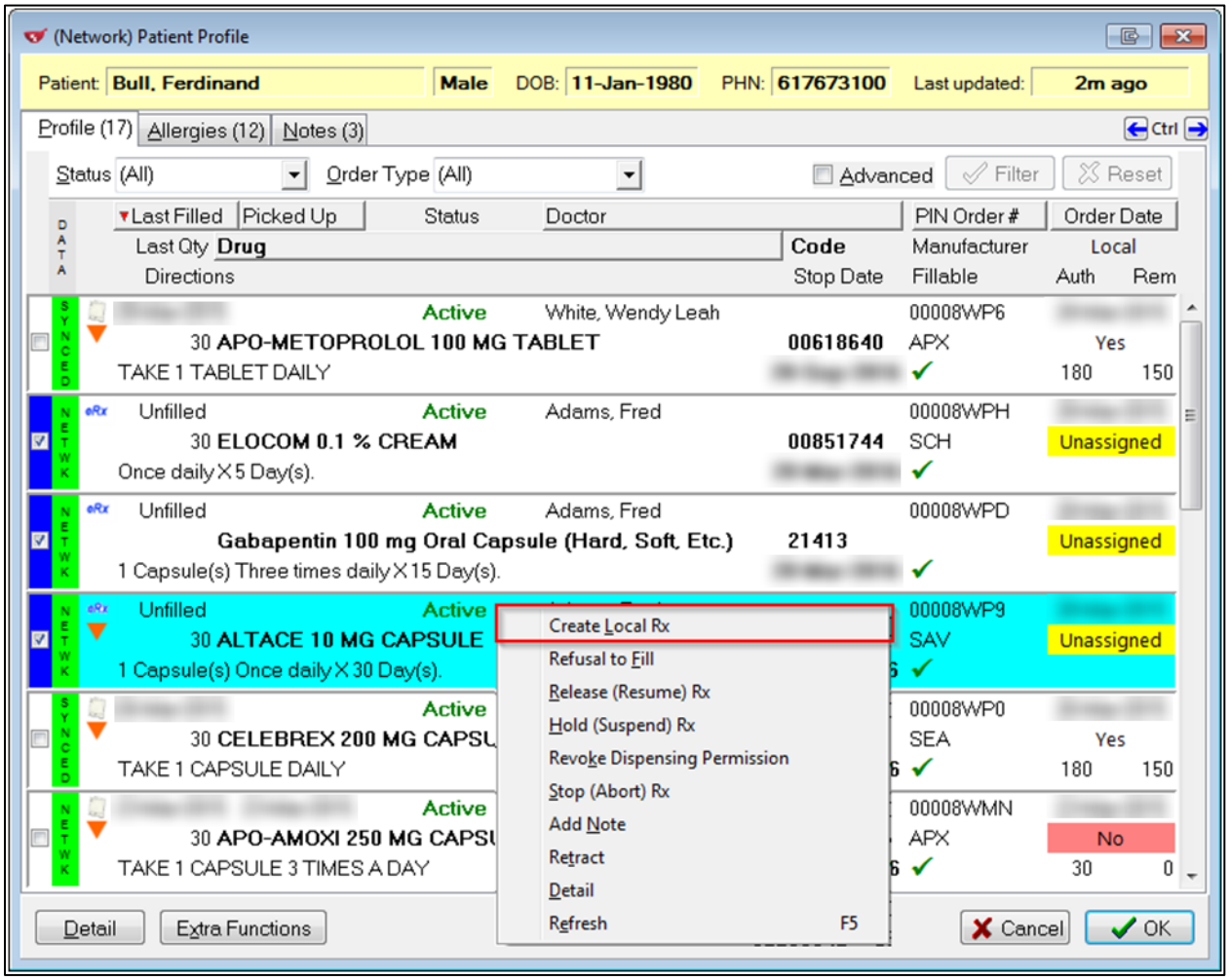


Use the 'Create local Rx' function as follows:

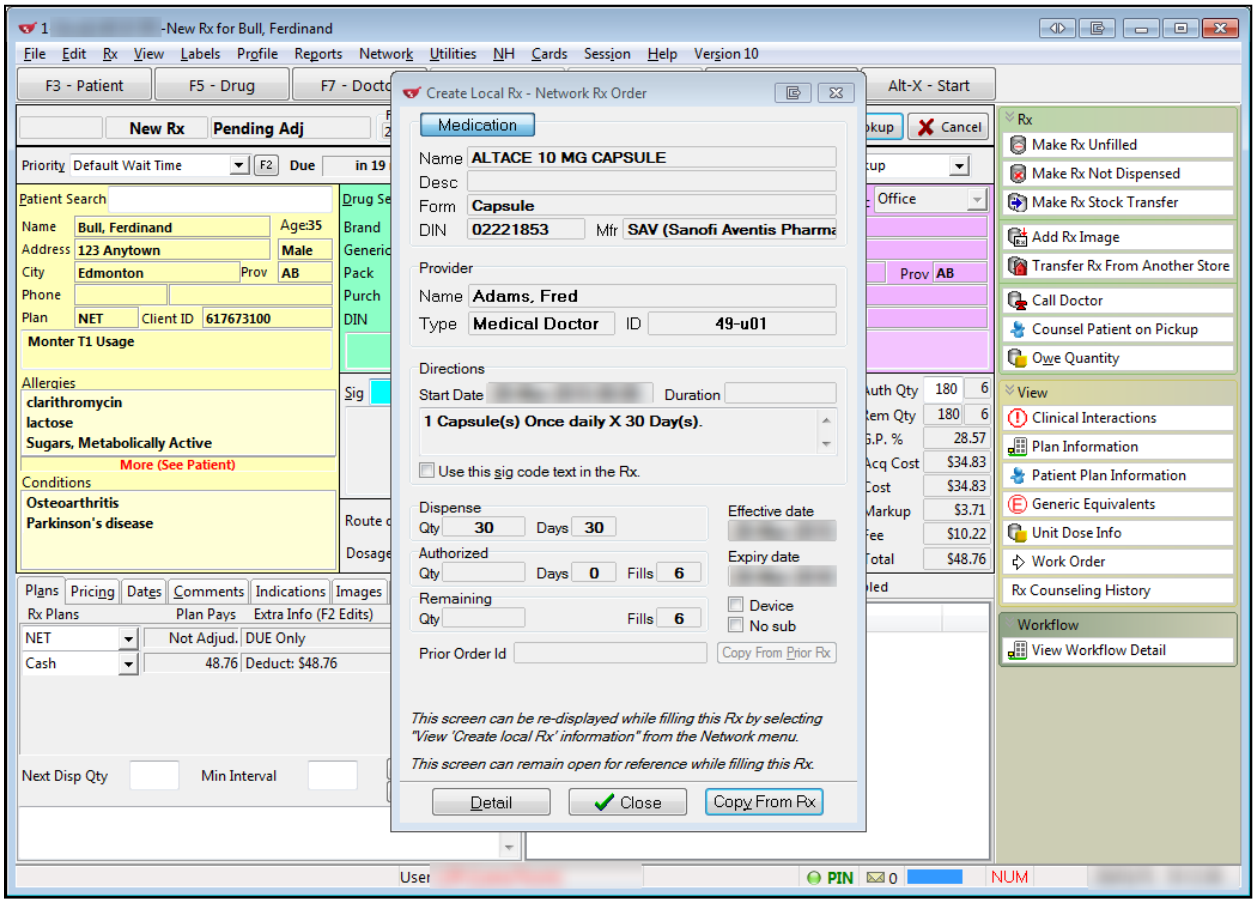
1. From the patient's Alberta Netcare Medication Profile, highlight one or check multiple Rxs you want to fill locally.



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

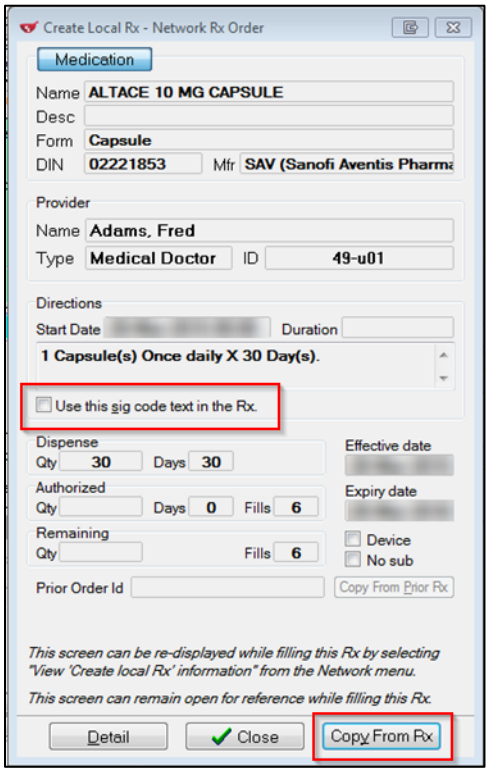


3. The **Create Local Rx – Network Rx Order** window will appear displaying the Alberta Netcare prescription information that will be inserted into the F12-Filling Screen. Information on this screen cannot be removed or changed.

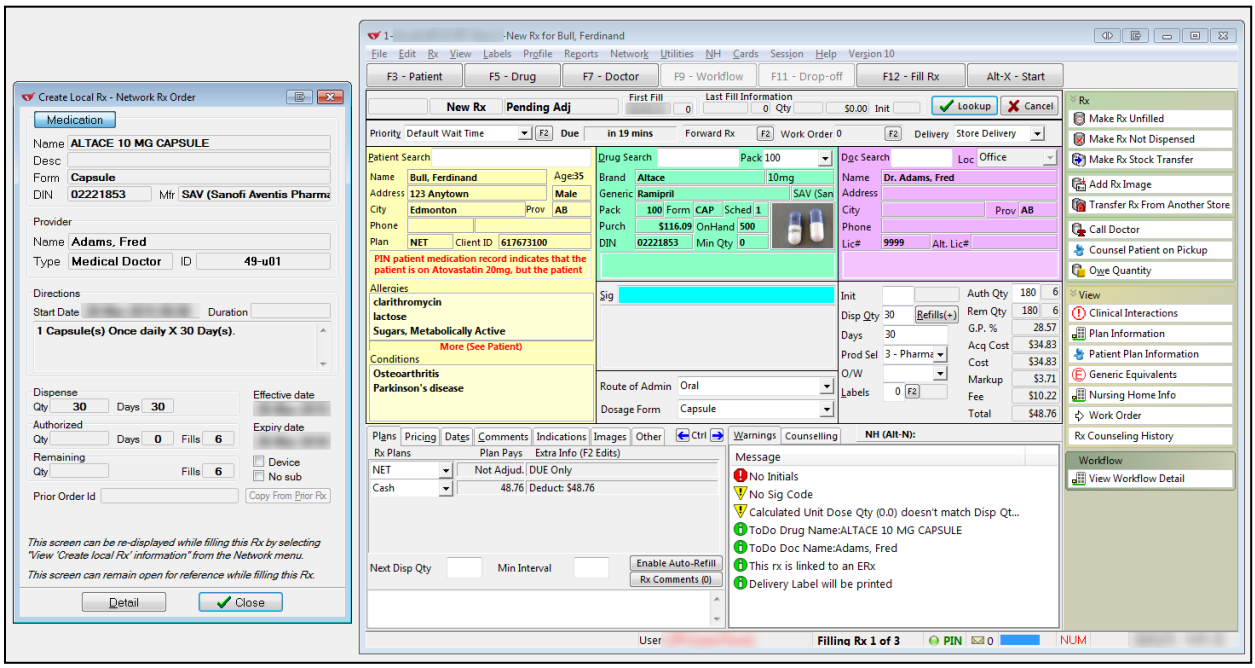


NOTE: If the system cannot immediately match information, searches prompting for the information will appear before this window appears.

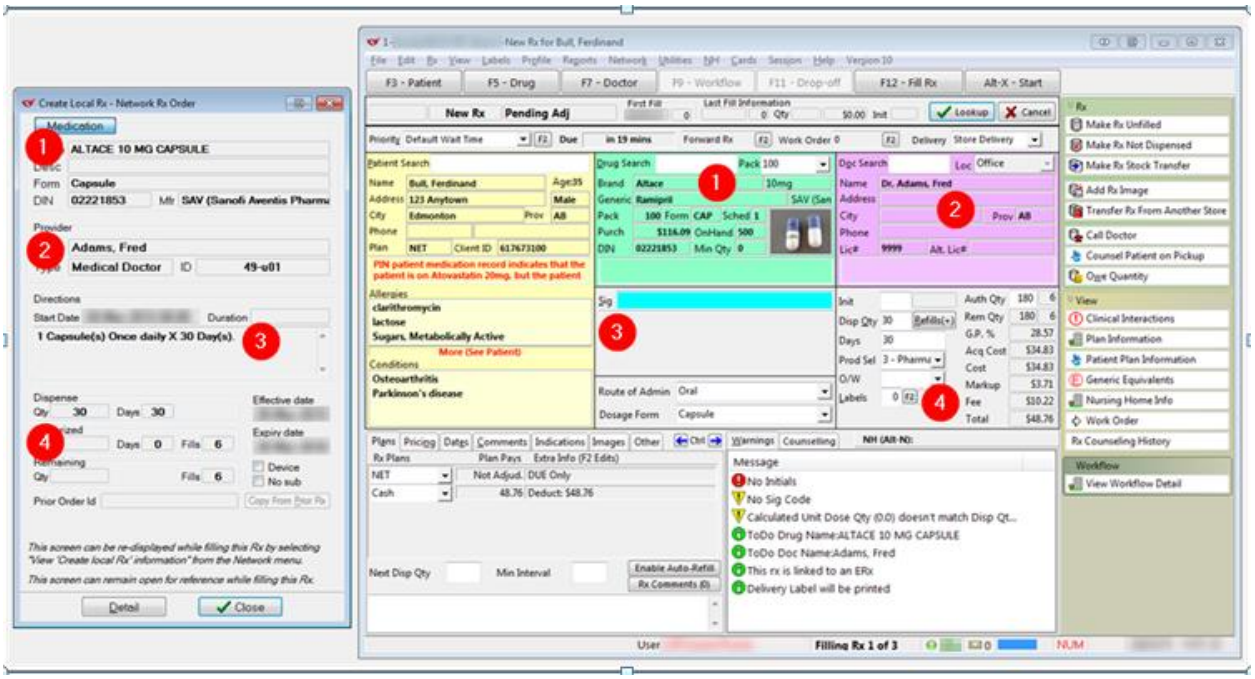
4. The initial opening of the '**Create Local Rx – Network Order**' the user has options to '**Use this sig code text in the Rx**' and '**Copy From Rx**' which are no longer options on subsequent viewings.



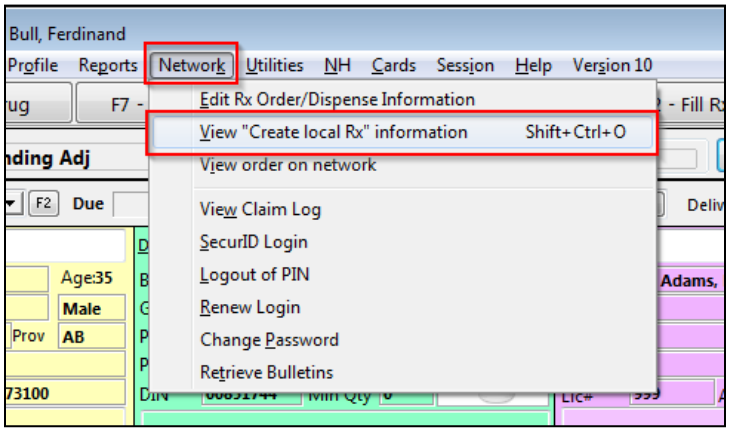
5. The **Create Local Rx – Network Rx Order** window can be dragged and dropped to any location on the screen so that it can remain open for reference while filling the Rx.



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



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

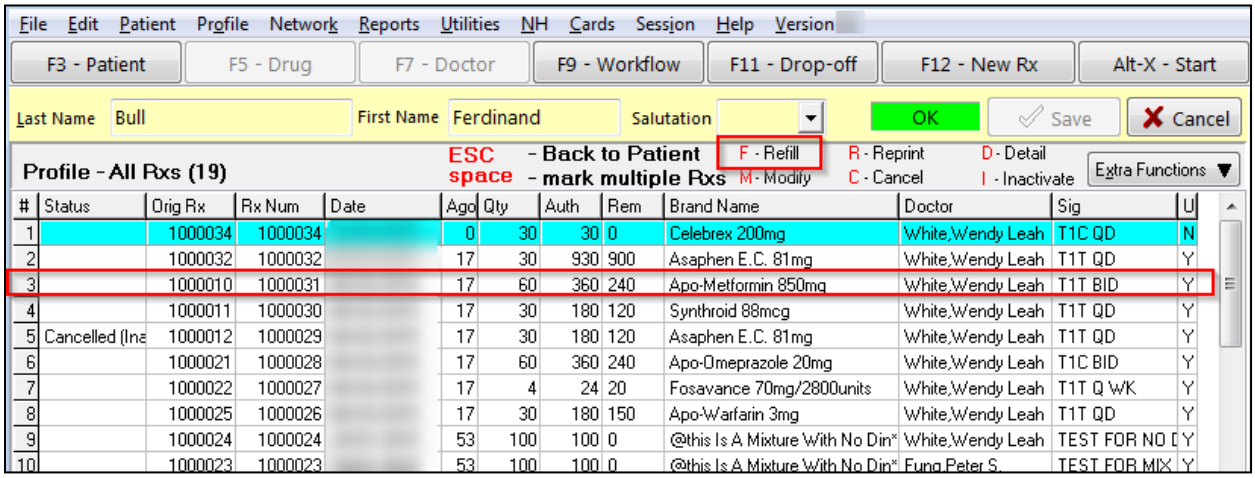


NOTE: The user may recall the **Create Local Rx – Network Rx Order** window to view details of the Alberta Netcare prescription at any time via **Network -> View 'Create Local Rx' Information** or by the hot keys **Shift+Ctrl+O**

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.

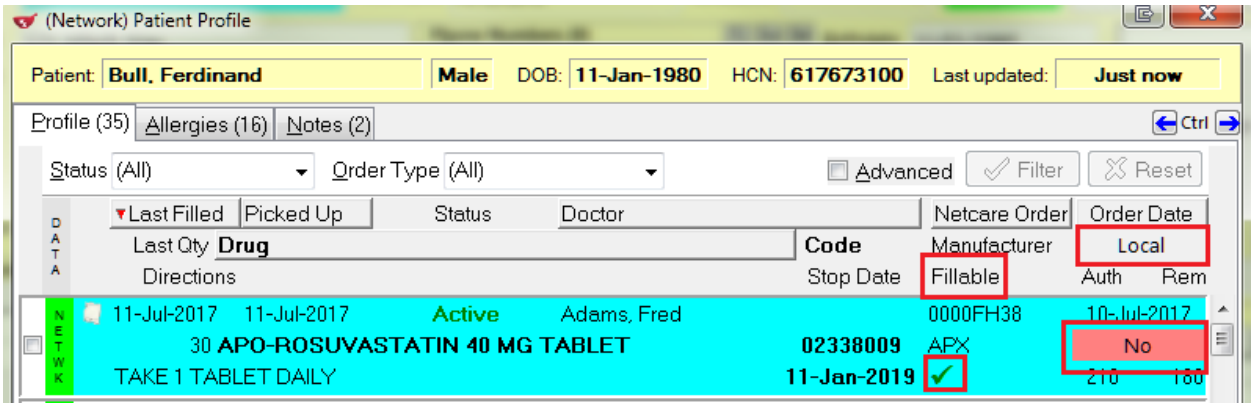


#	Status	Orig Rx	Rx Num	Date	Ago	Qty	Auth	Rem	Brand Name	Doctor	Sig	U
1		1000034	1000034		0	30	30	0	Celebrex 200mg	White,Wendy Leah	T1C QD	N
2		1000032	1000032		17	30	930	900	Asaphen E.C. 81mg	White,Wendy Leah	T1T QD	Y
3		1000010	1000031		17	60	360	240	Apo-Metformin 850mg	White,Wendy Leah	T1T BID	Y
4		1000011	1000030		17	30	180	120	Synthroid 88mcg	White,Wendy Leah	T1T QD	Y
5	Cancelled (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 D	Y
10		1000023	1000023		53	100	100	0	@this Is A Mixture With No Din*	Fung,Peter S.	TEST FOR MIX	Y

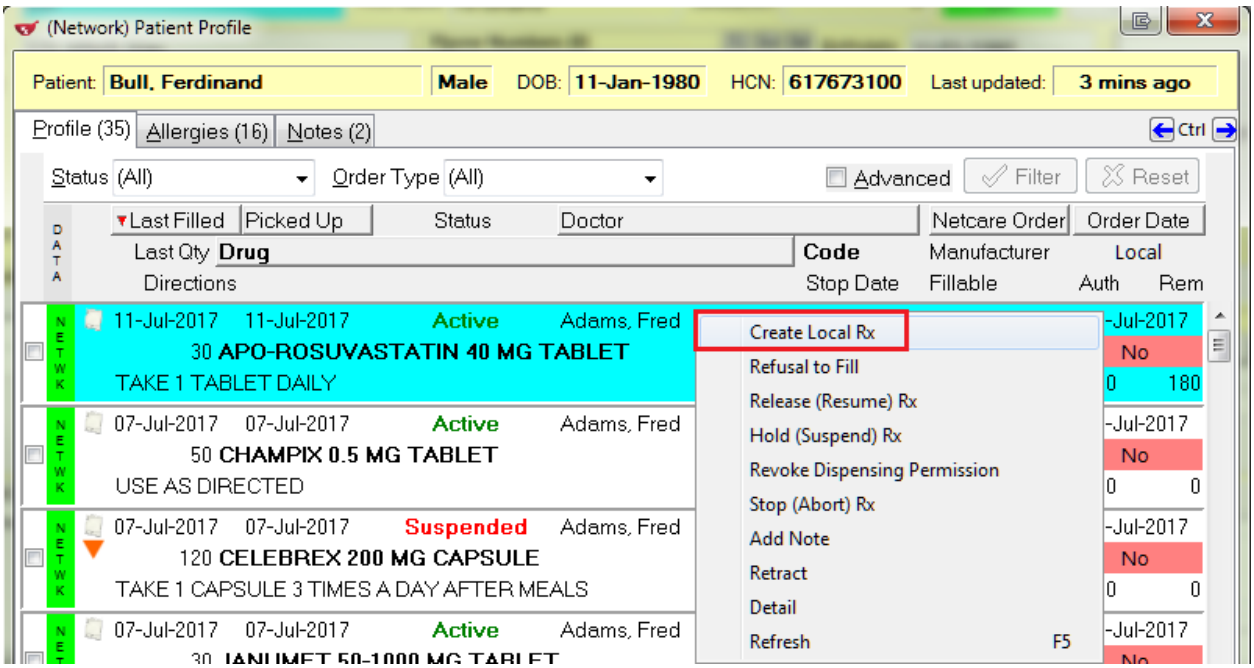
Transfer Rx from Other Store

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:

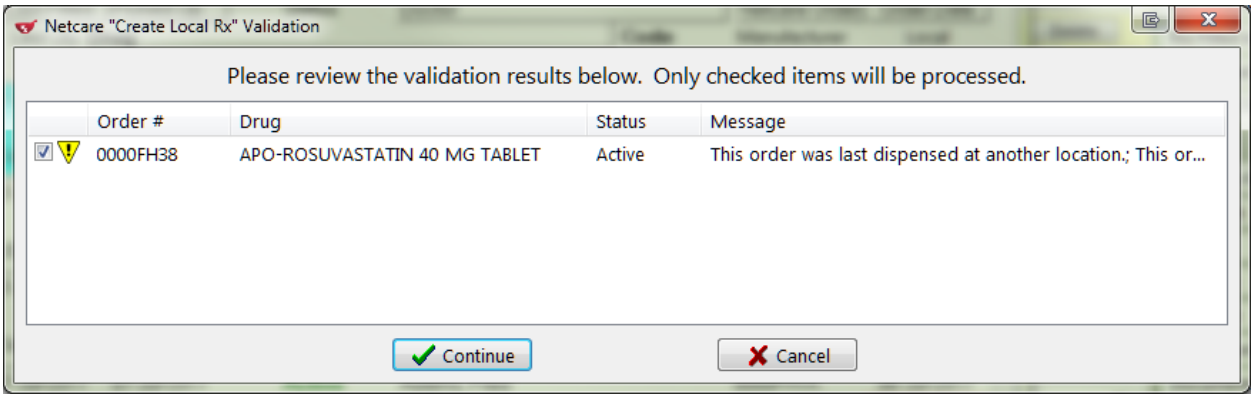
1. Once the prescription has been transferred into the pharmacy via phone/fax/verbal, access the Patient's Alberta Netcare Medication Profile from **Network** > **Profile**. (or press **ALT+K**, then **P** on the keyboard) Highlight the Network Rx entry that has to be transferred into the pharmacy.



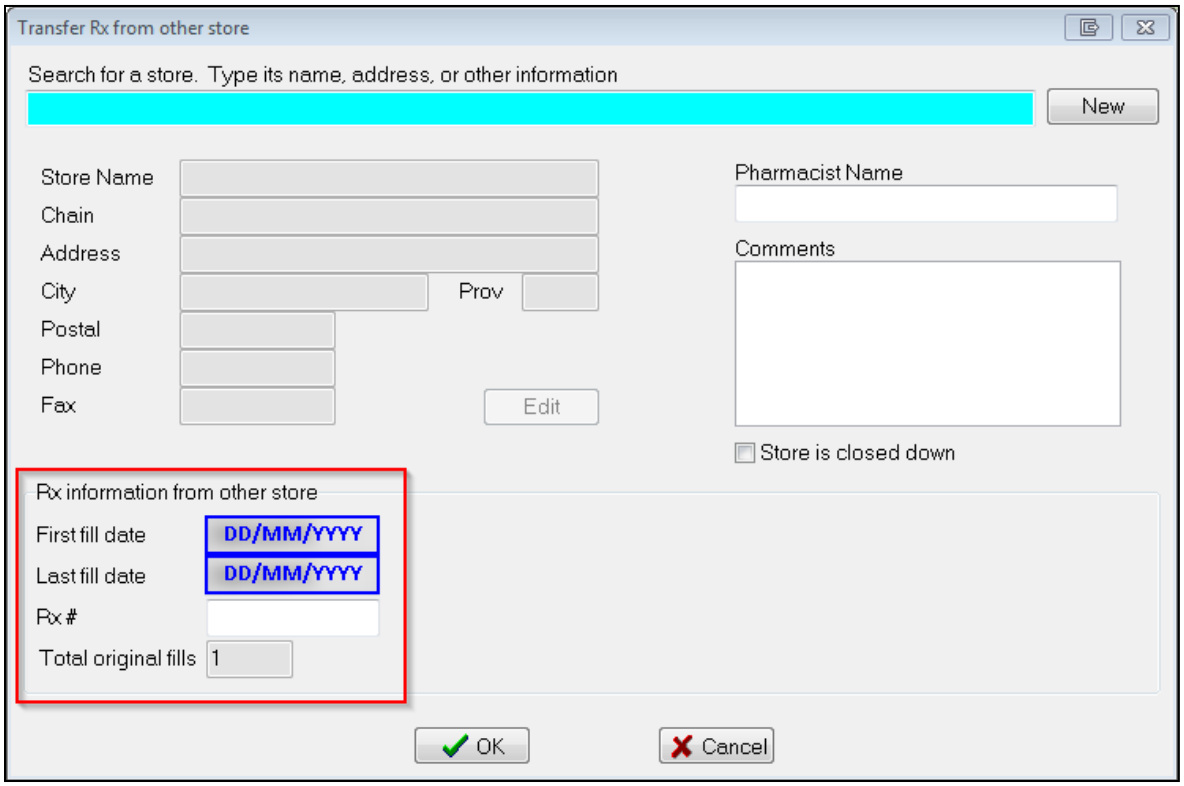
2. Access **Extra Functions** by right clicking on the highlighted Network Rx and select the option to **Create Local Rx**.



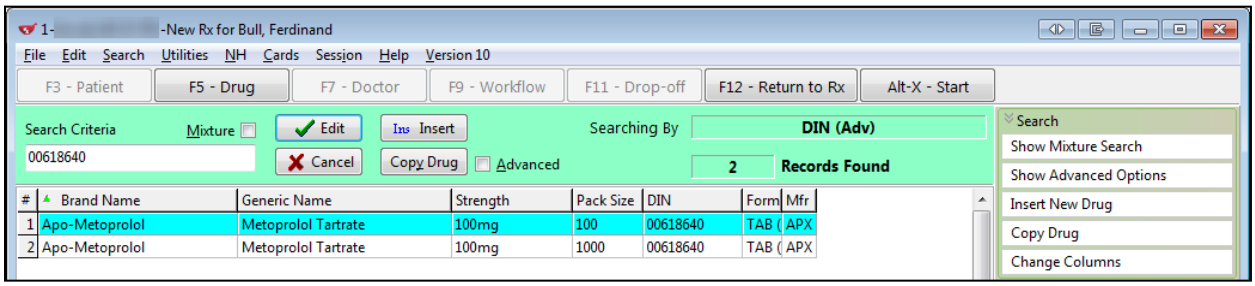
3. Users will be prompted with a caution message '**This order was last dispensed at another location**' Hit **Enter** or click on the **'Continue'** button.



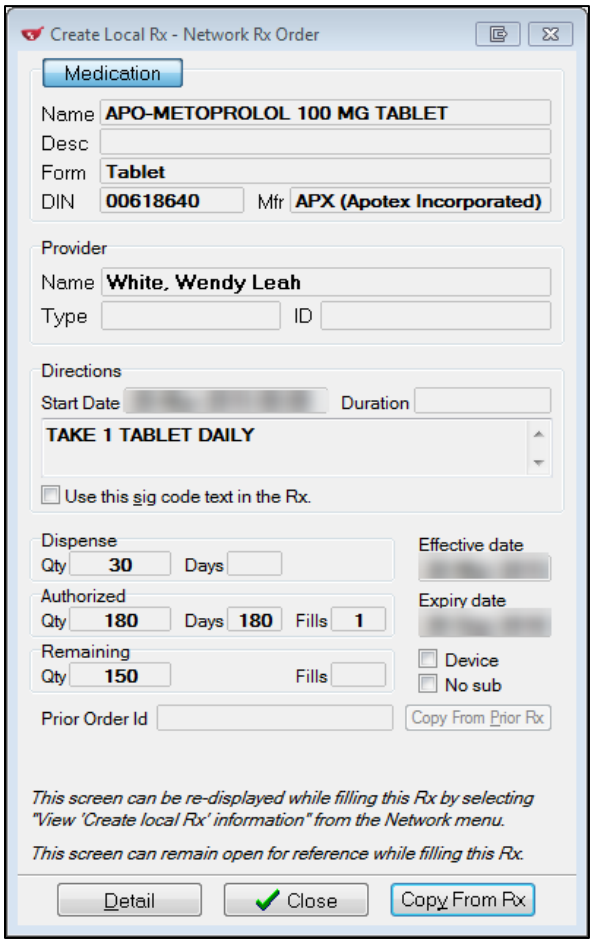
4. Users will be prompted for the Store that they are receiving the **transfer from**. **First Fill Date, Last Fill Date, & Total Original Fills** will be pre-populated from the Network.



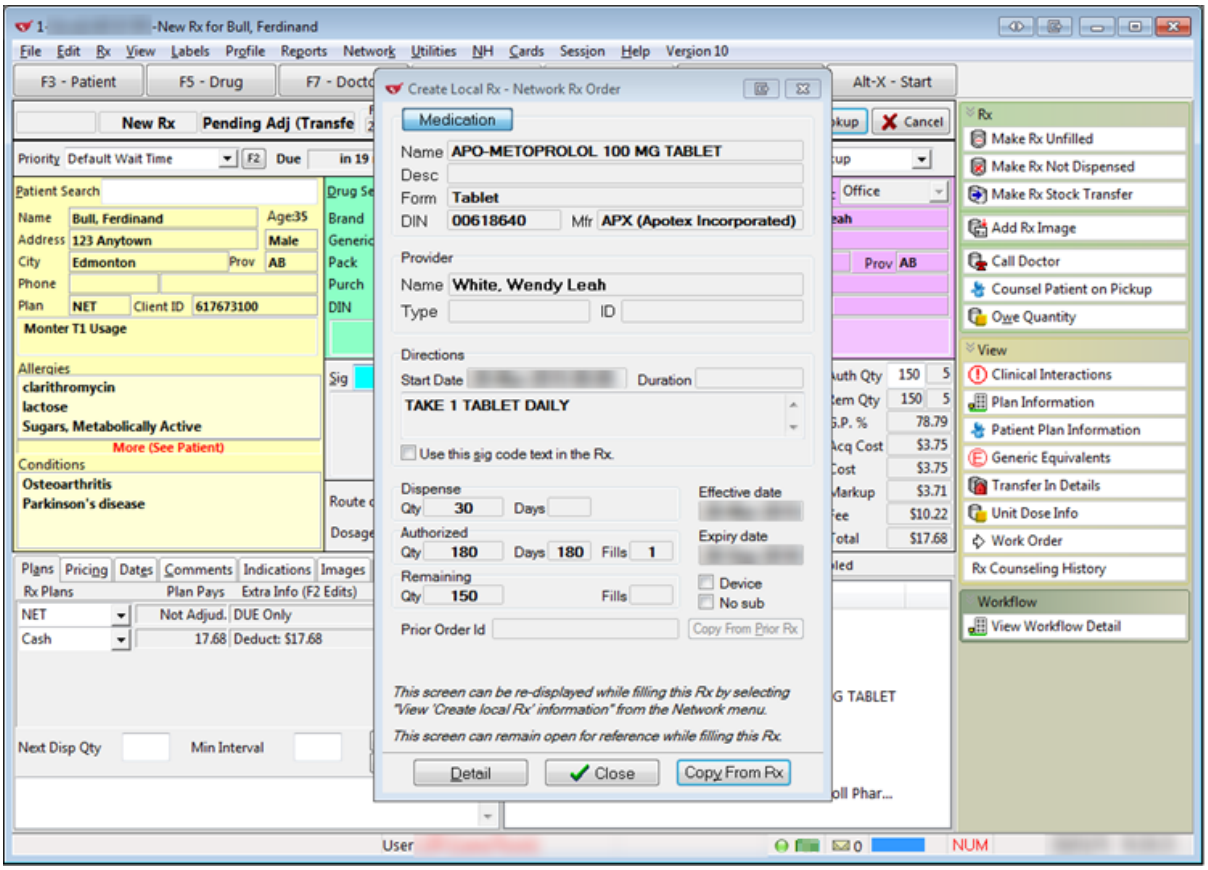
5. Select the applicable drug and doctor information from the local database. If the local database does not have the drug or doctor you are looking for, it will need to be added.



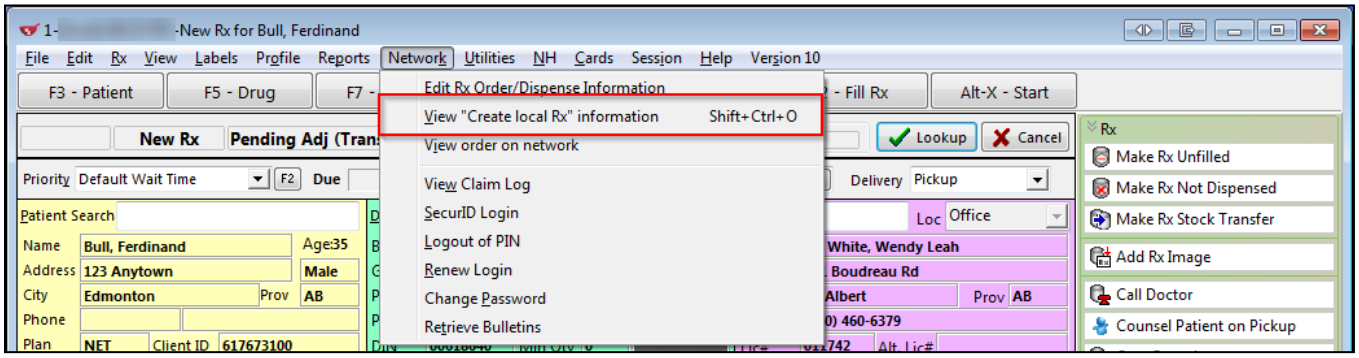
6. The **Create Local Rx – Network Rx Order** window will appear displaying the Alberta Netcare prescription information that will be pulled into the local **F12-Filling Screen**. Information on this screen cannot be removed or changed. (Please see the Extra Functions from the Alberta Netcare Medication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



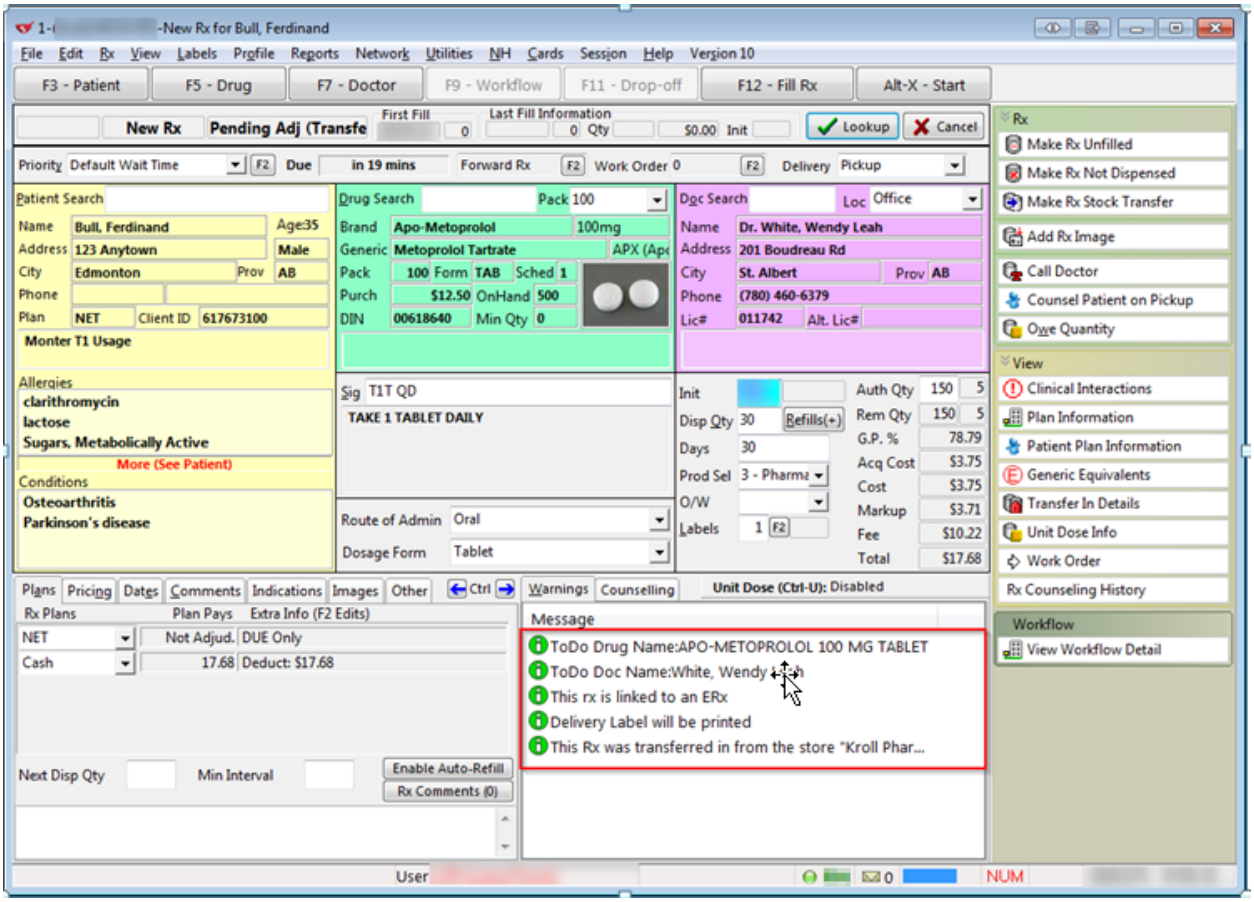
7. Make any necessary changes to the prescription before clicking **F12-Fill Rx** or pressing **F12** on the keyboard.



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**.



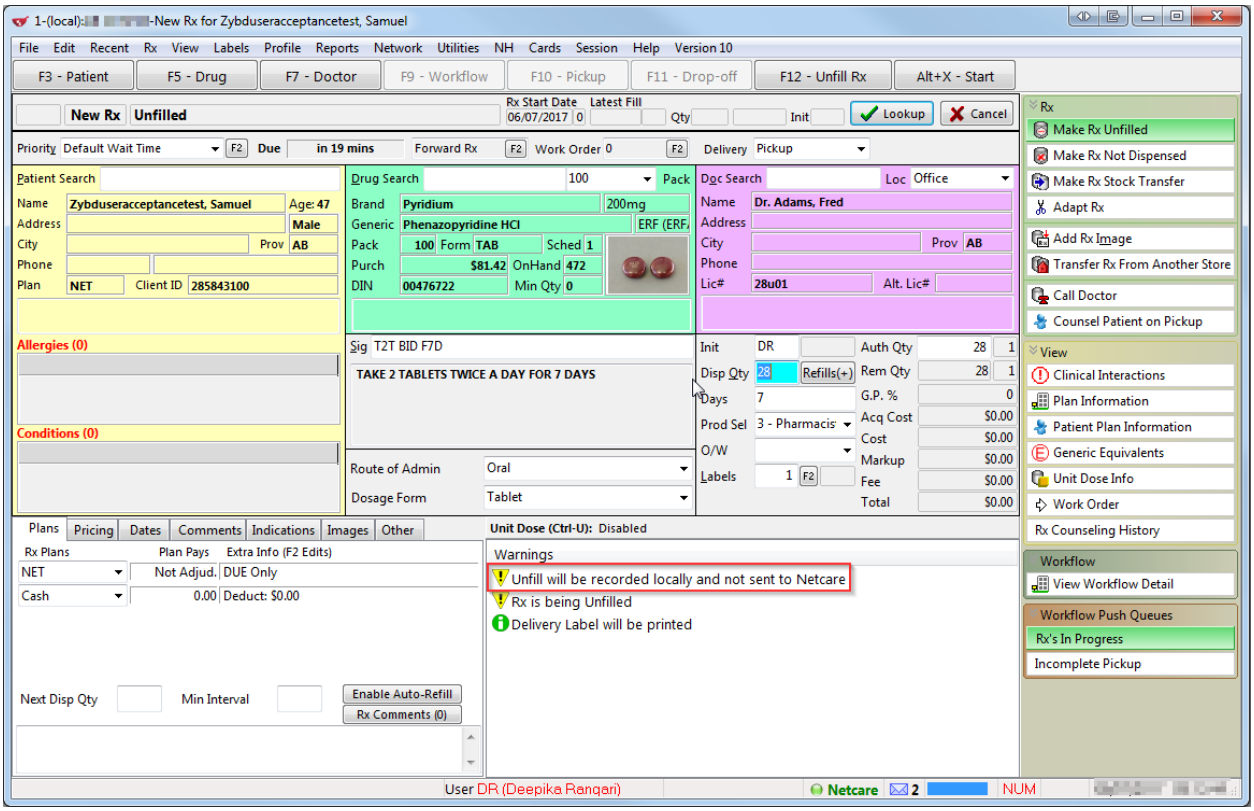
8. Informational messages from the '**Create Local Rx**' will be displayed in the **Warnings** Tab in the lower right hand corner of the screen. When the Rx has been completed and is ready to fill click **F12-Fill Rx** or press **F12** on the keyboard to fill the prescription.



Unfill Rx

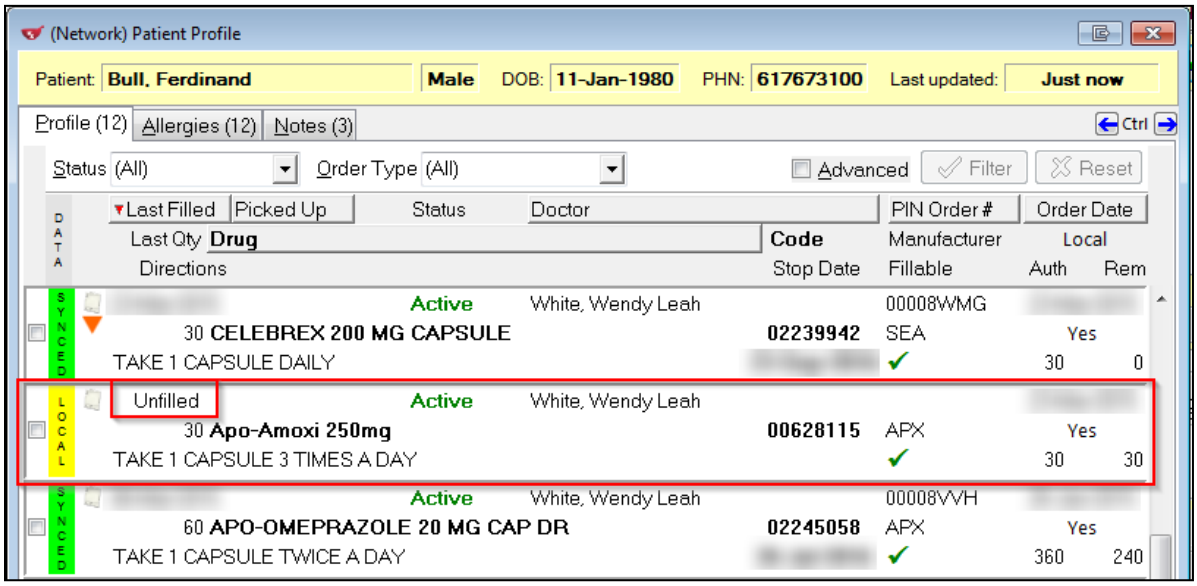
When a patient requests the pharmacy to keep a record of the written prescription, but not fill the prescription until a later time, they are **Unfilling** the Rx or 'deferring' it. Only the originating prescriber can send the Rx to Alberta Netcare. For example, Unfilled Rxs written by a physician and 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 Pharmacist Prescribe – Unfills)

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.

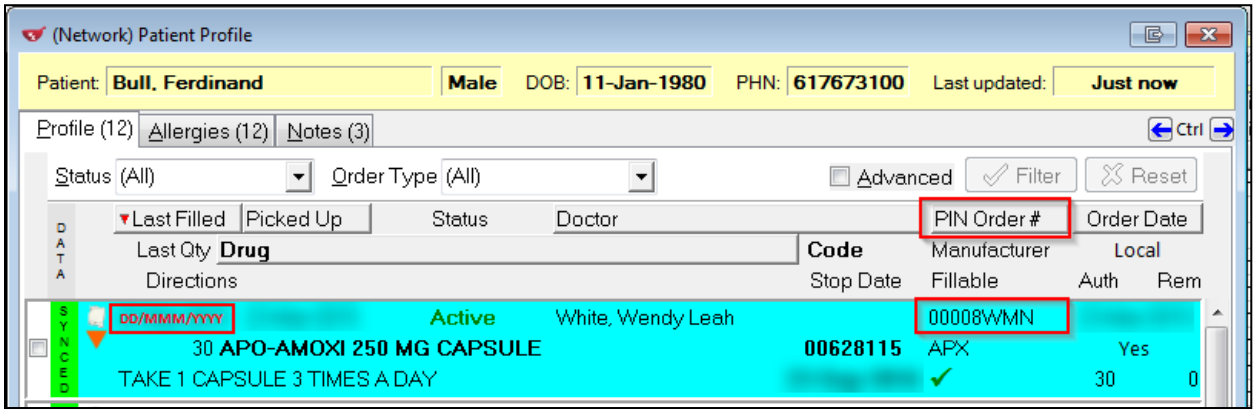


The Unfilled prescription will not be logged on Alberta Netcare upon clicking **F12-Unfill Rx** because the user entering the Rx is not the prescriber of the Rx. It will reside locally in Kroll until it is filled and dispensed to the patient at a later time.

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



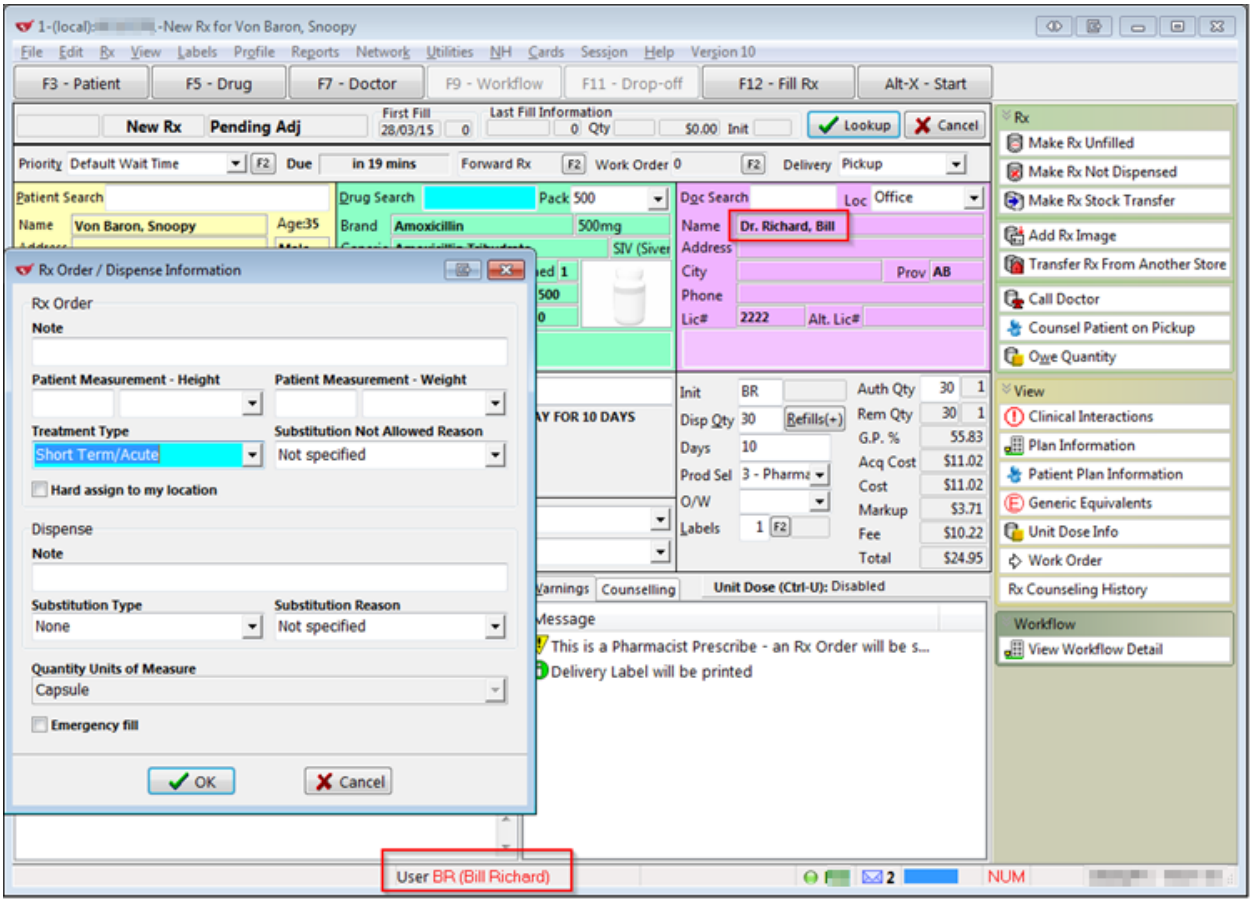
On the first fill of an Unfilled Rx, an Inferred Rx is created. Inferred means the Rx Order and Dispense are created at the same time.

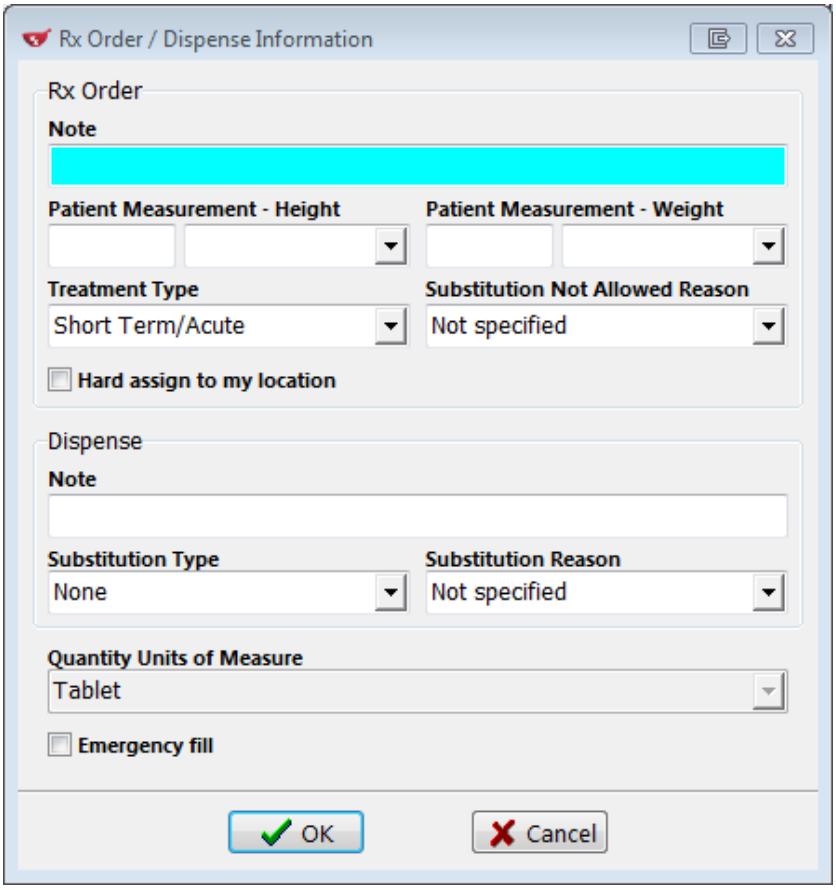


Pharmacist Prescribe

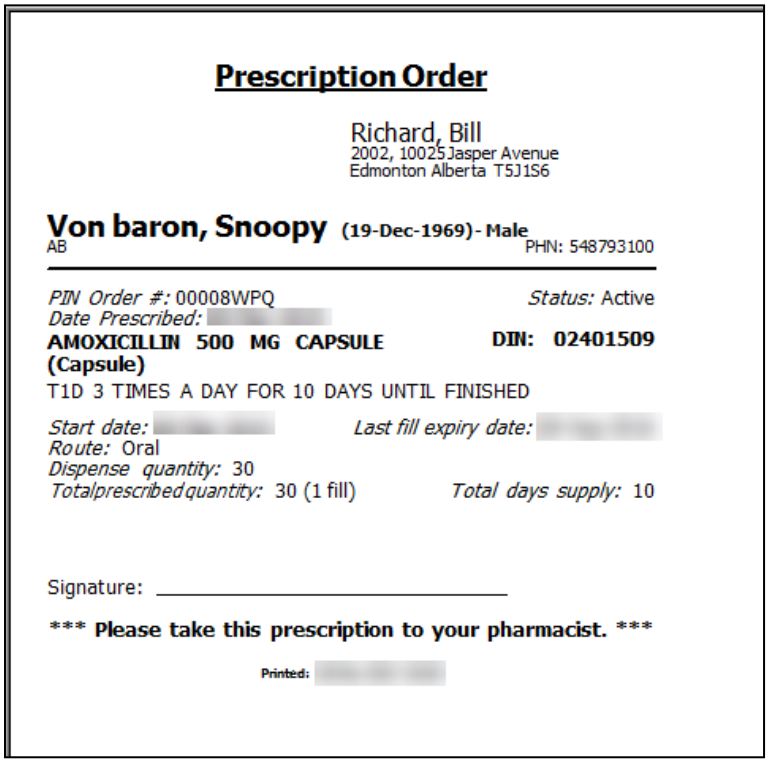
A Pharmacist who is licensed to prescribe prescriptions can create and dispense through the Kroll System. A paper prescription is generated at the end of this process.

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**.




Rx Order / Dispense Information
Rx Order
Note
Patient Measurement - Height
Patient Measurement - Weight
Treatment Type
Short Term/Acute
Substitution Not Allowed Reason
Not specified
Hard assign to my location
Dispense
Note
Substitution Type
None
Substitution Reason
Not specified
Quantity Units of Measure
Tablet
Emergency fill
OK
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 Order

Richard, Bill
2002, 10025 Jasper Avenue
Edmonton Alberta T5J1S6

Von baron, Snoopy **(19-Dec-1969) - Male**
AB PHN: 548793100

PIN Order #: 00008WPQ *Status:* Active
Date Prescribed:
AMOXICILLIN 500 MG CAPSULE **DIN: 02401509**
(Capsule)
T1D 3 TIMES A DAY FOR 10 DAYS UNTIL FINISHED

Start date: *Last fill expiry date:*
Route: Oral
Dispense quantity: 30
Total prescribed quantity: 30 (1 fill) *Total days supply:* 10

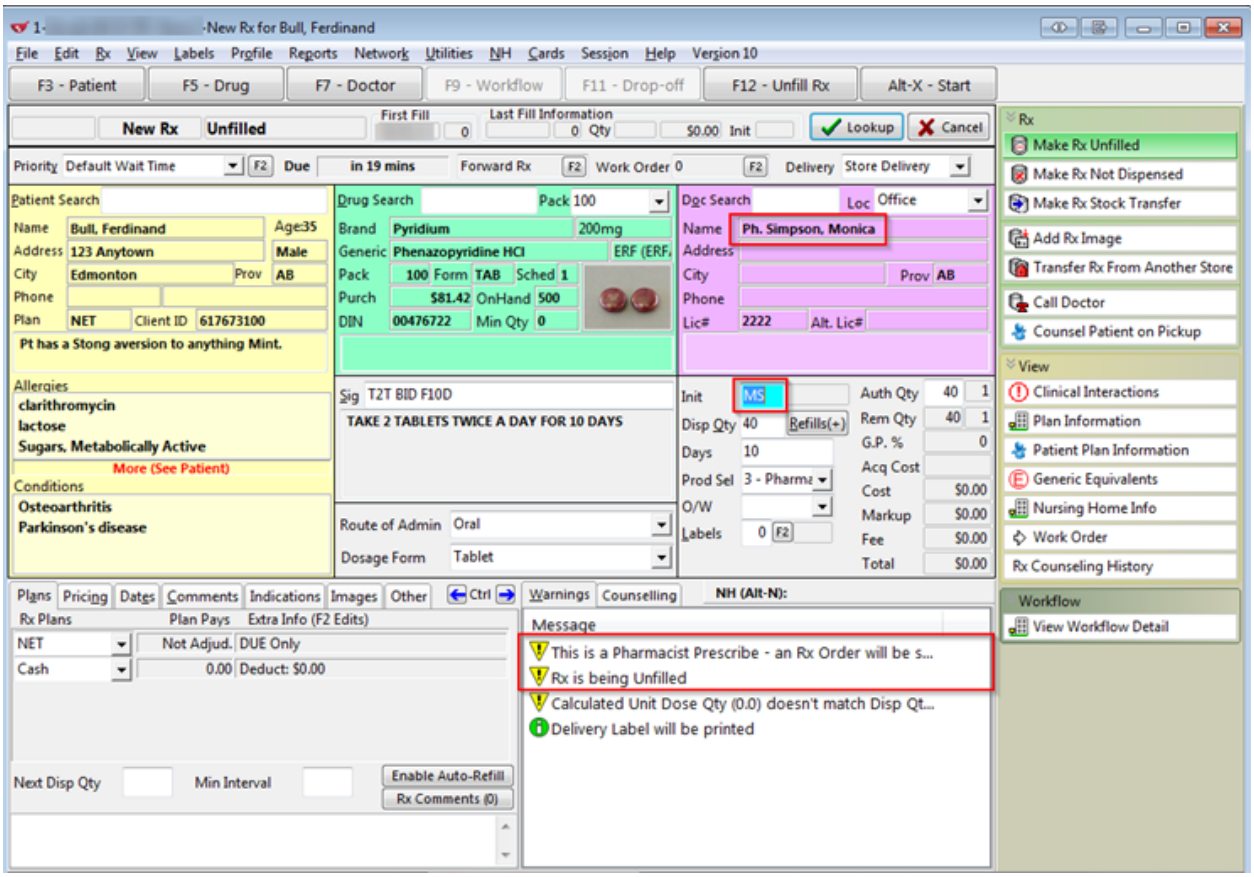
Signature: _____

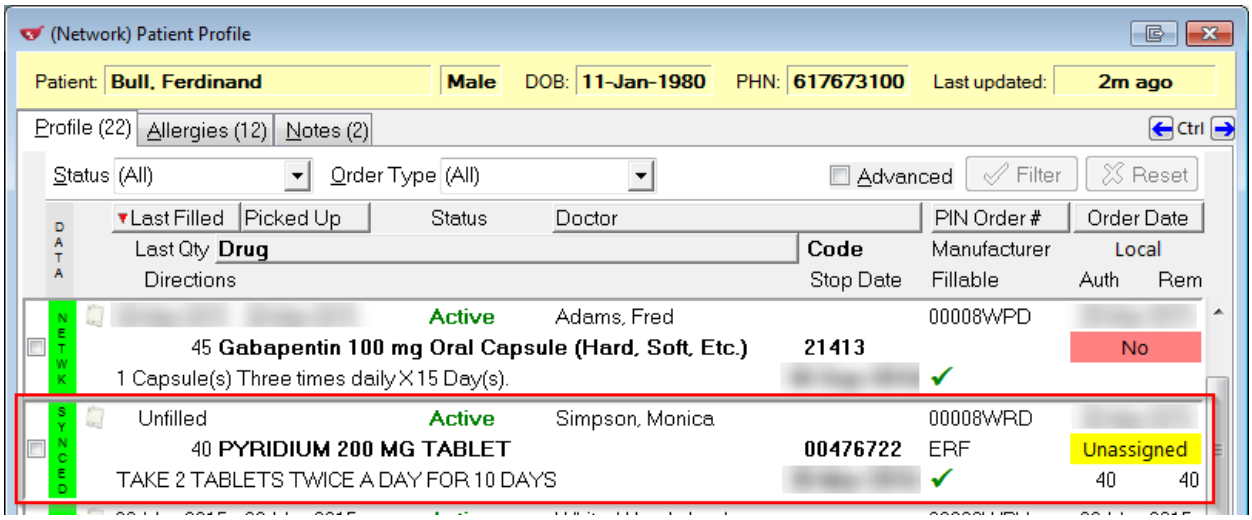
*** **Please take this prescription to your pharmacist.** ***

Printed:

Pharmacist Prescribe - Unfills

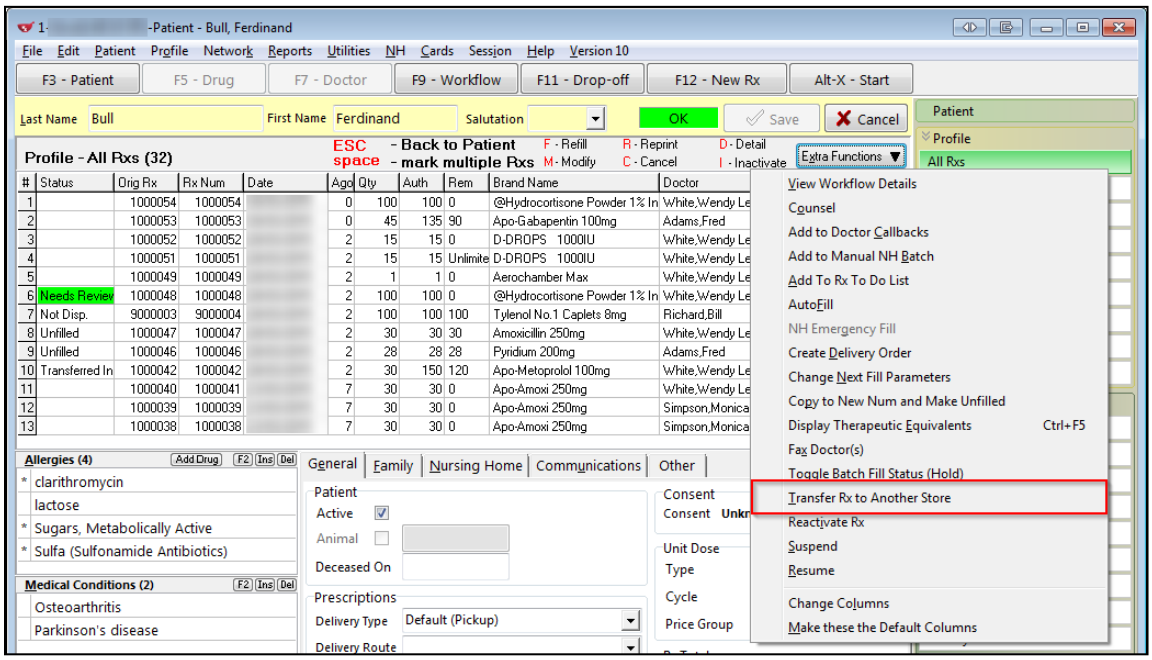
Unfilled Pharmacist Prescribe Rxs are recorded on the network.



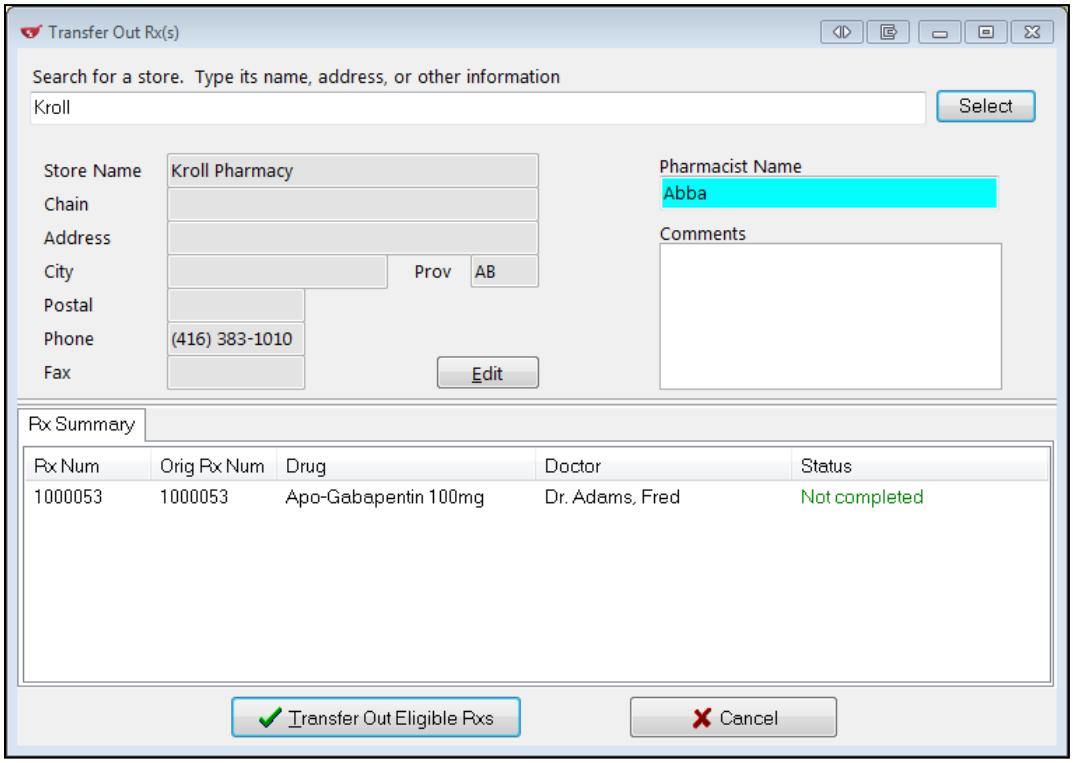


Transfer Rx to Another Store

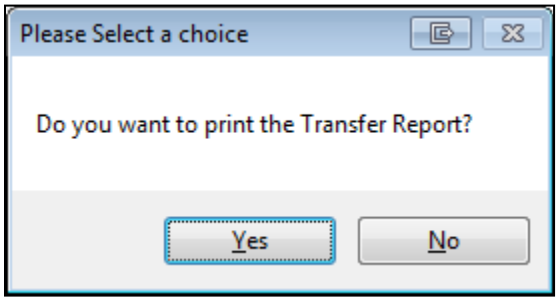
1. From the patient's local profile, select **Extra Functions** > **Transfer Rx to Another Store**.



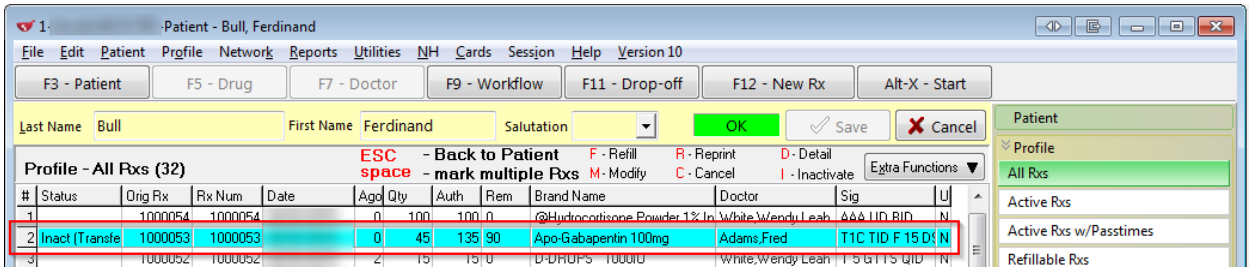
2. Complete the **Transfer Out Rx(s)** form as required.



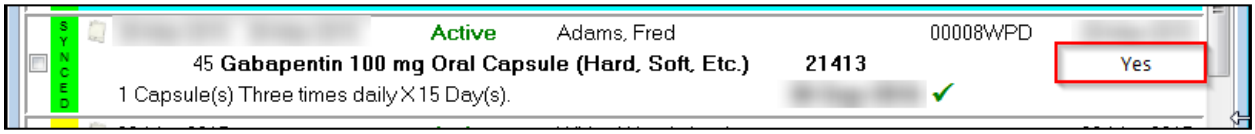
3. Select to print or not print the Transfer Report.



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



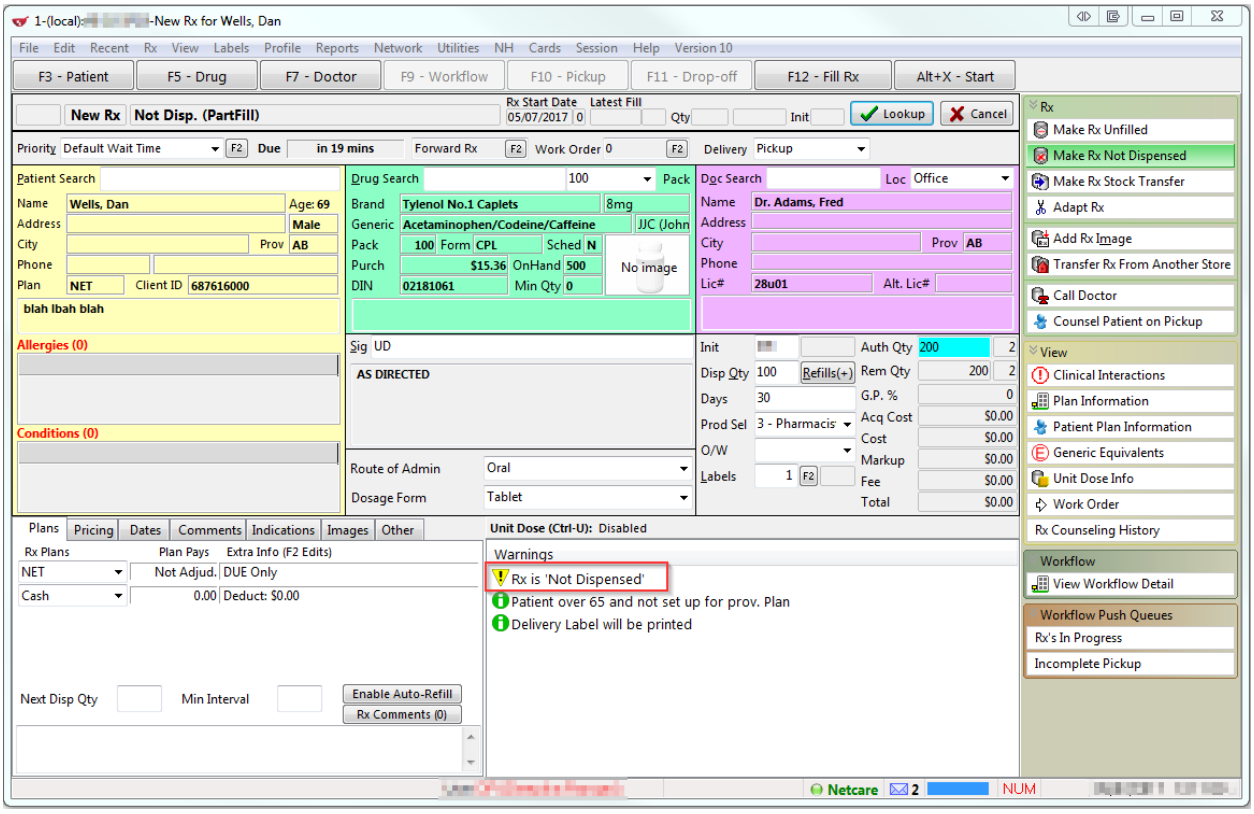
NOTE: The Rx order will still display as belonging to this pharmacy, until transferred by the receiving pharmacy.



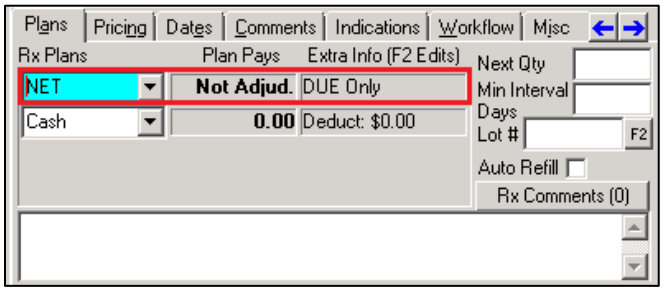
Filling an Rx for Other Medication (Not Dispensed Rx)

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.



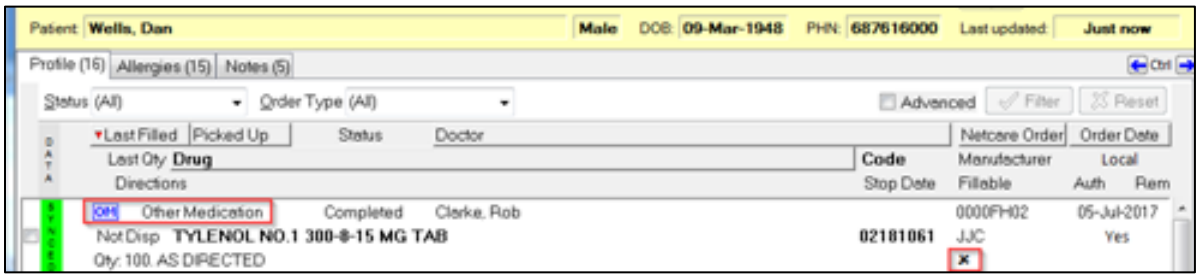
2. Click **F12-Fill Rx** or press **F12** on the keyboard to fill the Not Dispensed Rx and to record it on Alberta Netcare. Remember to include the **NET-Alberta Netcare** plan in the prescription.

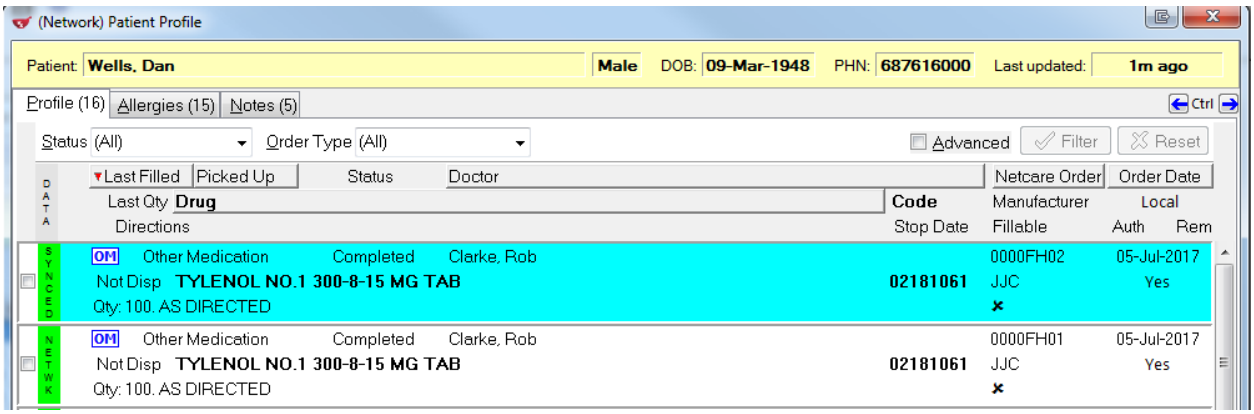


3. Once the Not Dispensed Rx is successfully logged on Alberta Netcare, a **Not Dispensed** label will print.

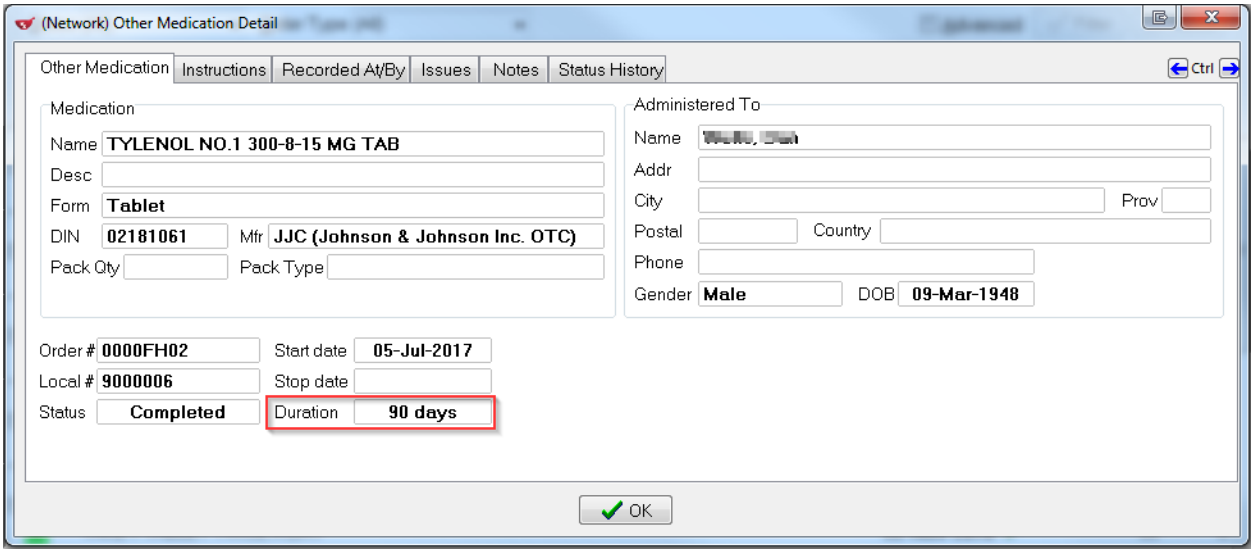
4. A Not Dispensed Rx will look slightly different from a regular Rx entry on the **(Network) Patient Profile**. Access the **(Network) Patient Profile** from **Network** > **Profile**; the entry for the Rx filled for an 'other medication' is marked with OM, and will be labeled as 'Other medication'.

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





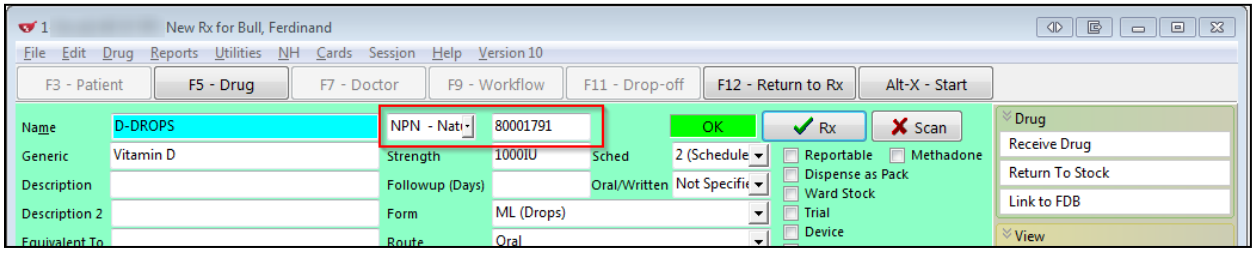
5. The days supply sent to Alberta Netcare is either 90 or 540 even though locally a different days supply has been entered. Days supply is sent as 90 for short term duration and 540 will be send for long term duration.



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**.

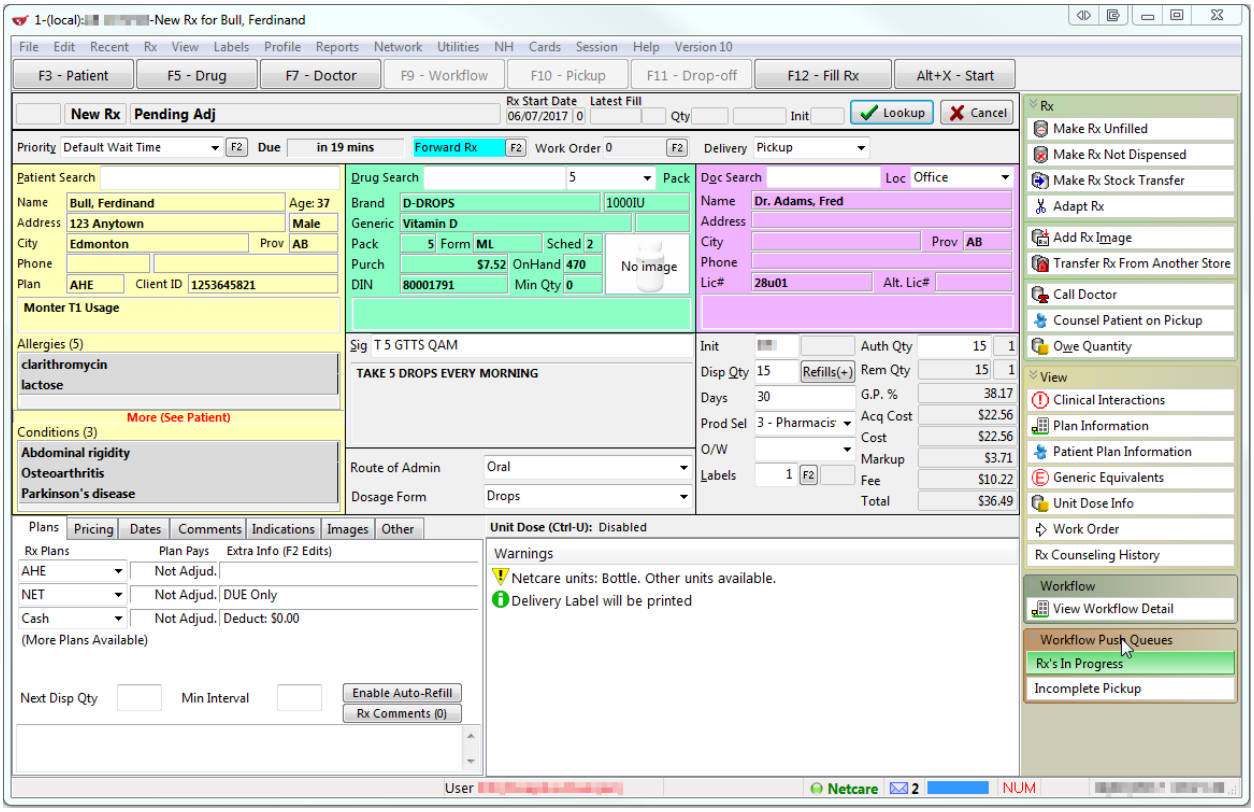


2. Click **Save** or press **Enter** from the **F5-Drug Card** to save any changes that were made.

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.

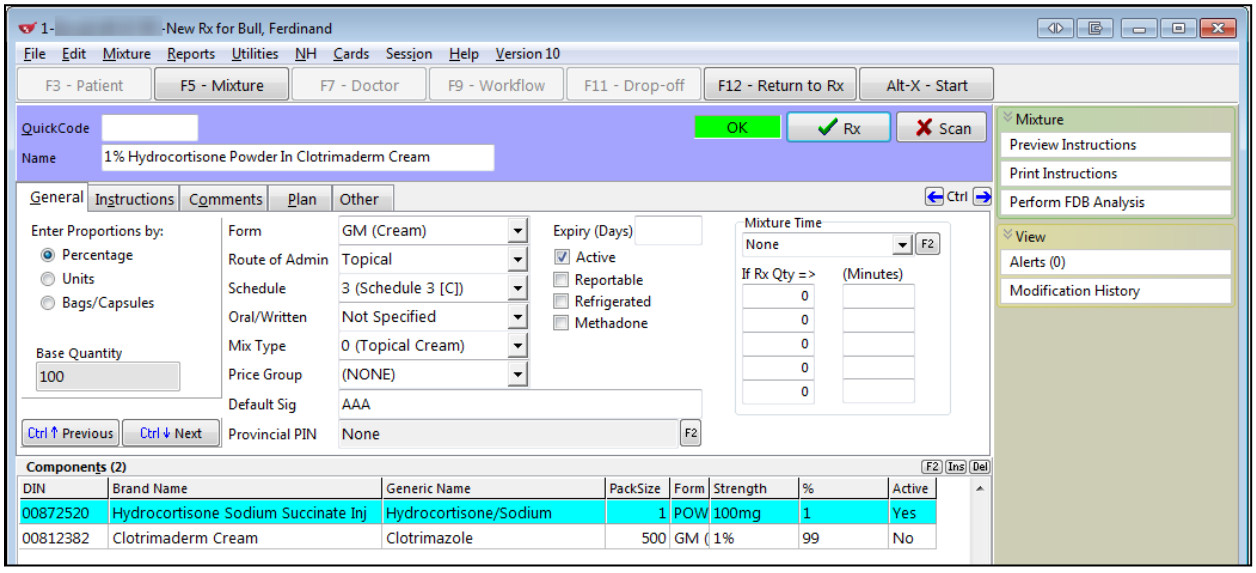


2. Click **F12-Fill Rx** or press **F12** on the keyboard to fill the prescription for the natural health product.

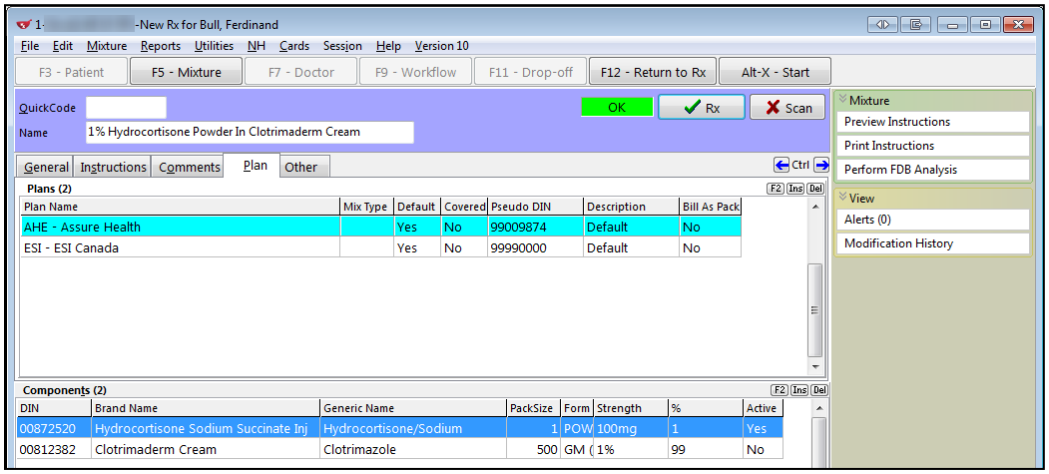
Filling an Rx for a Mixture

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.

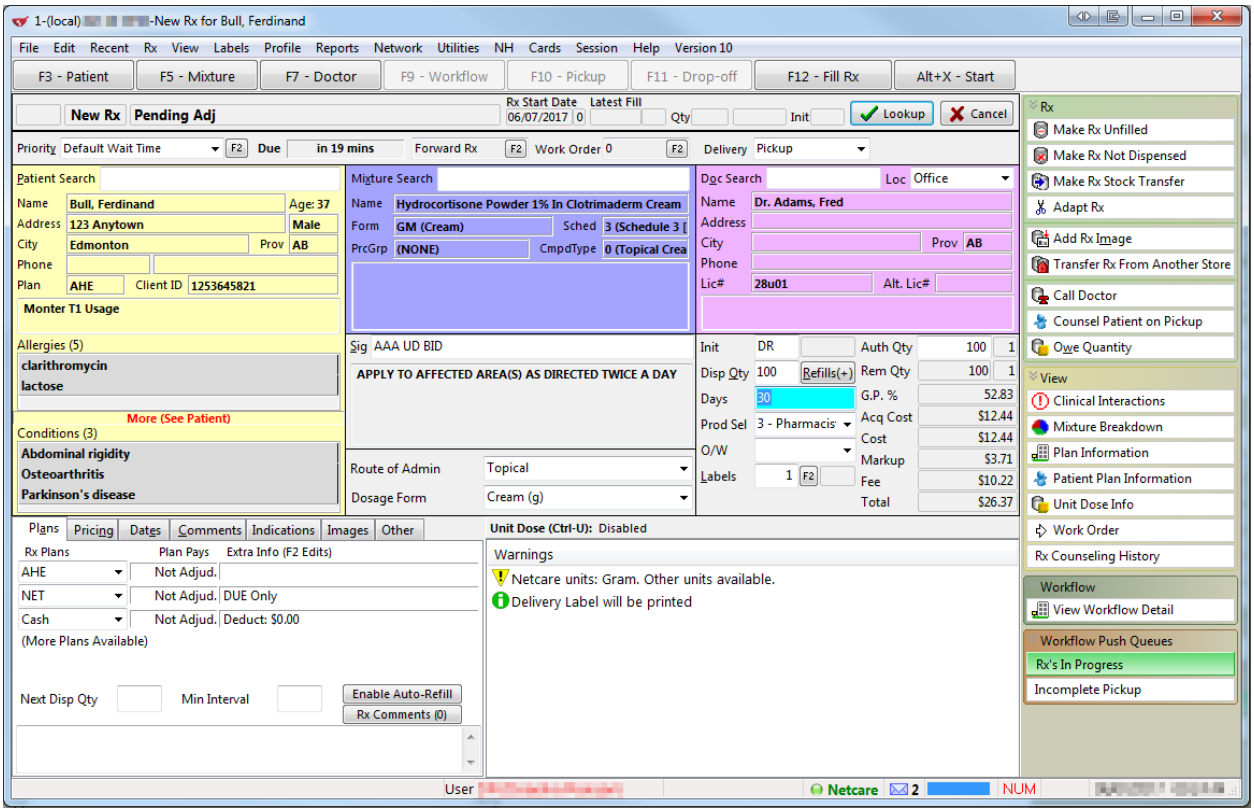
Mixtures are entered into Kroll using the same protocol as before Alberta Netcare real time integration. The following screen shot depicts a mixture for '1% Hydrocortisone Powder In Clotrimaderm Cream'.



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.



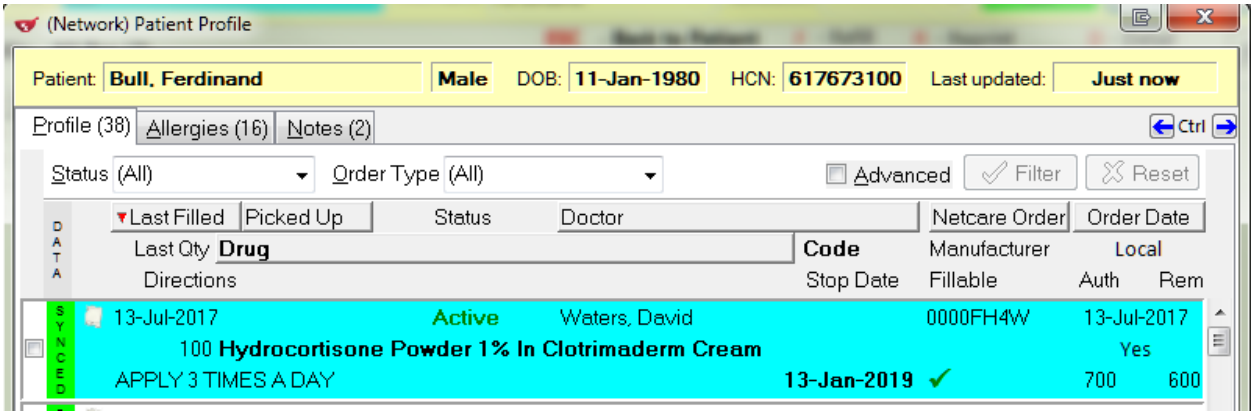
A mixture prescription will be entered and filled as usual with the **NET-Alberta Netcare** plan listed as the last real-time plan before 'Cash'.



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

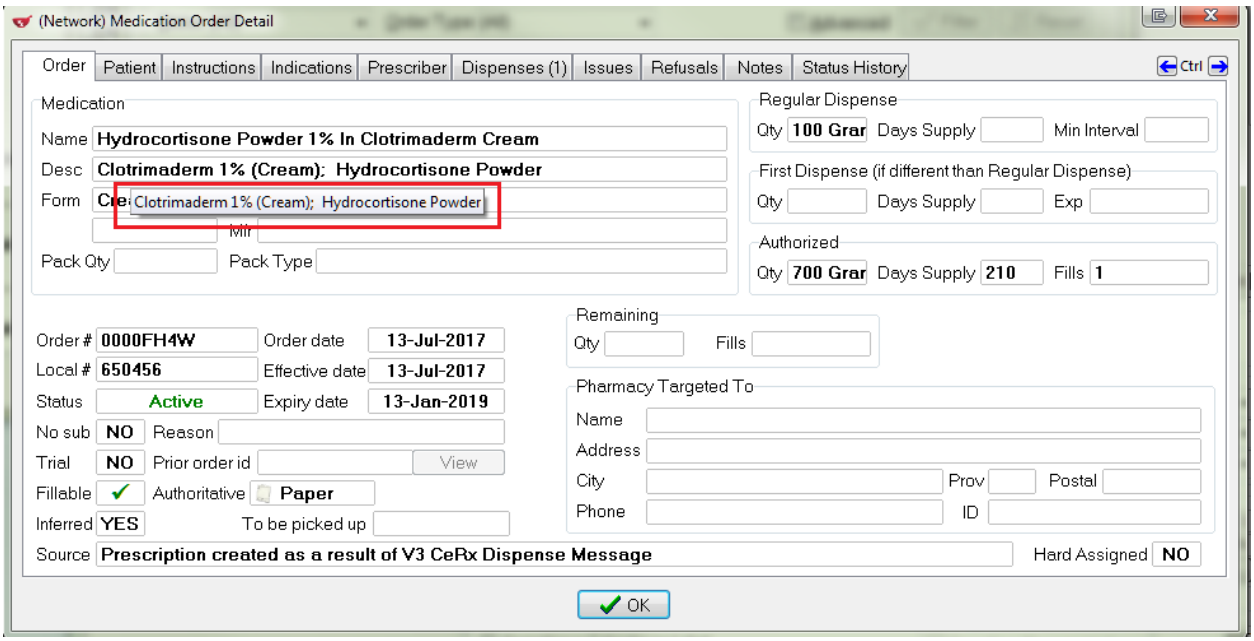
View Mixture Details from Network Profile

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.



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**.

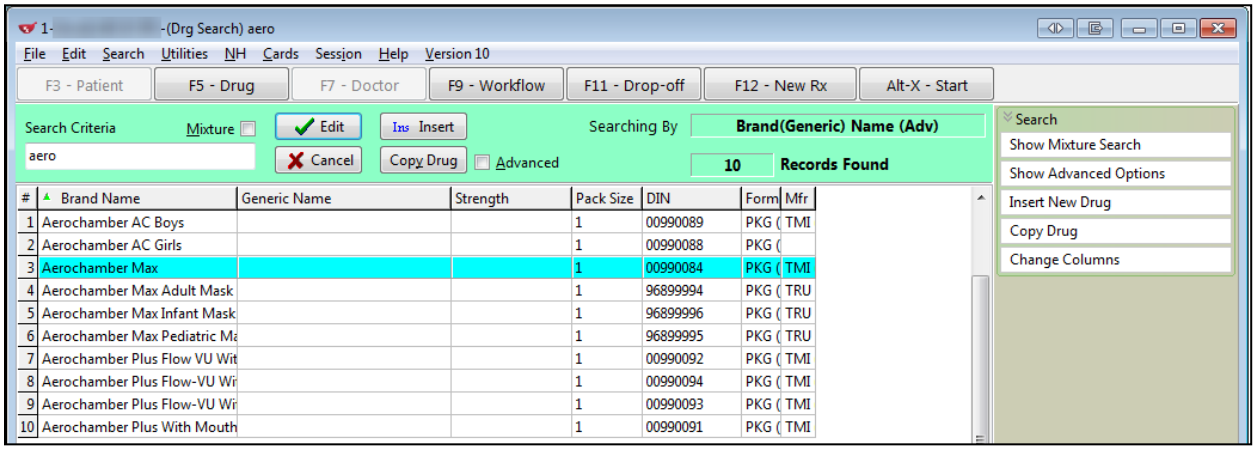
NOTE: For mixture names or descriptions that are very long, hover the mouse pointer over the respective field and a fly over will display the entire field information.



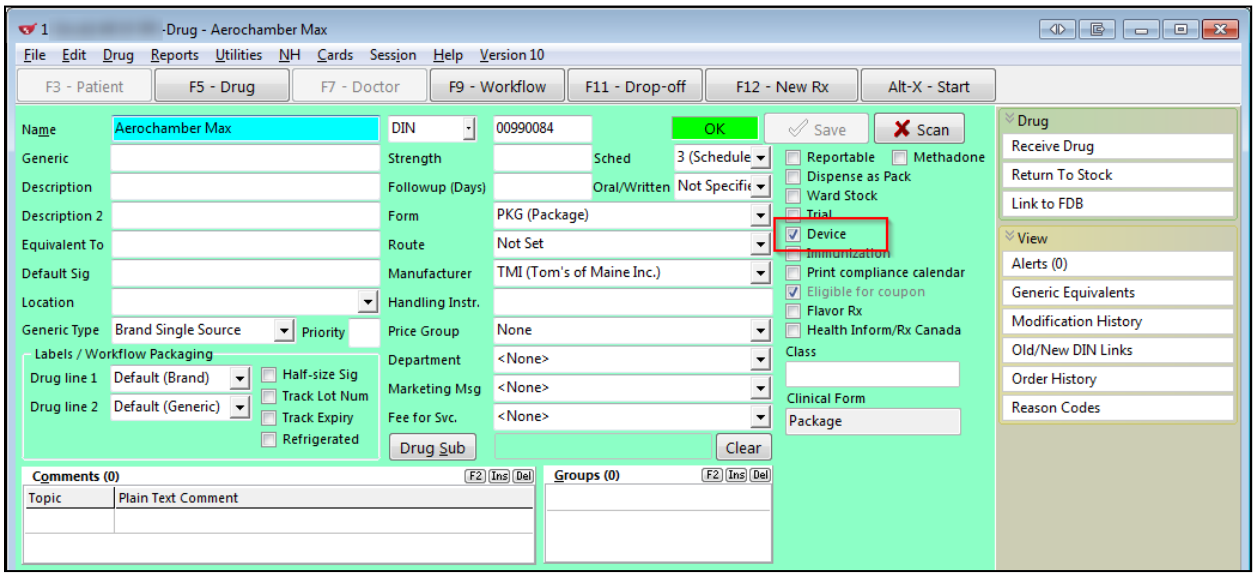
Filling an Rx for a Device

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.

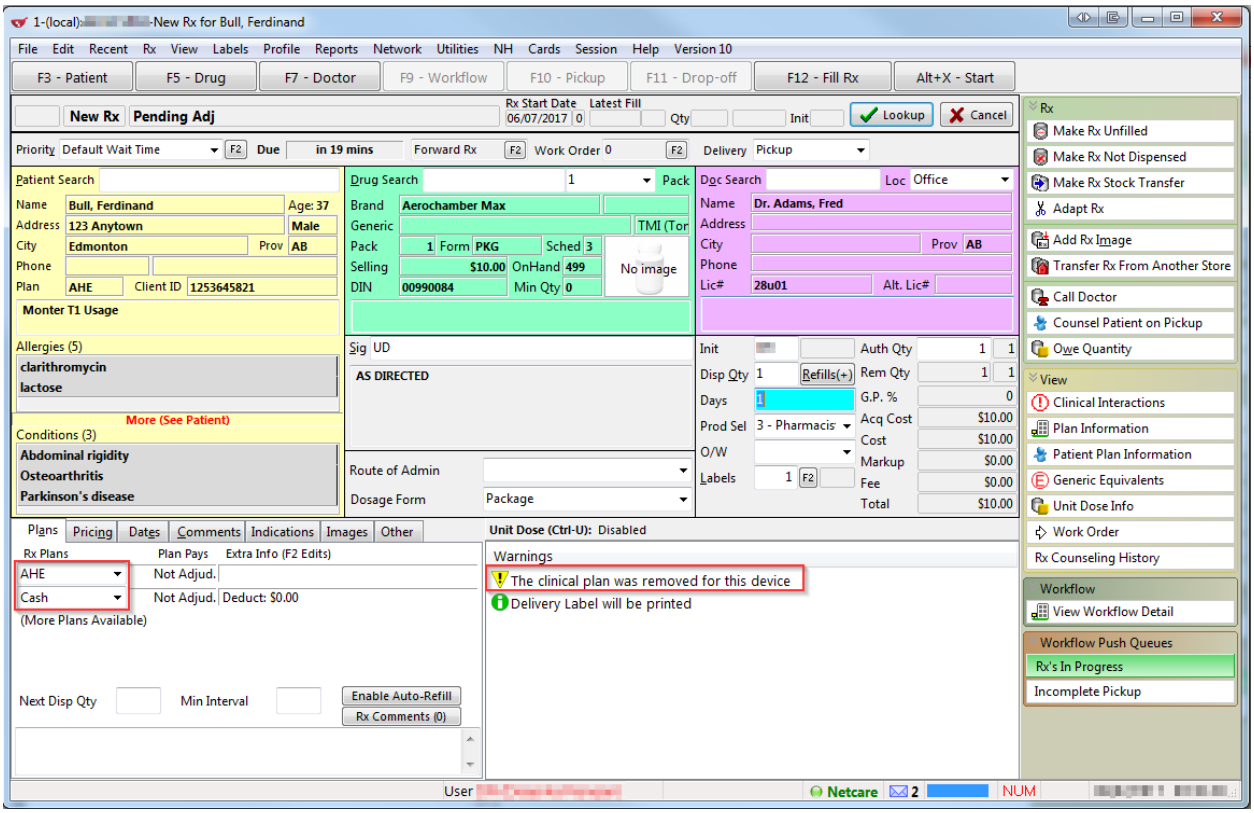


2. Ensure the **Device** flag is checked.



3. Click **Save** or press **Enter** on the keyboard to save changes made to the **F5-Drug** card.

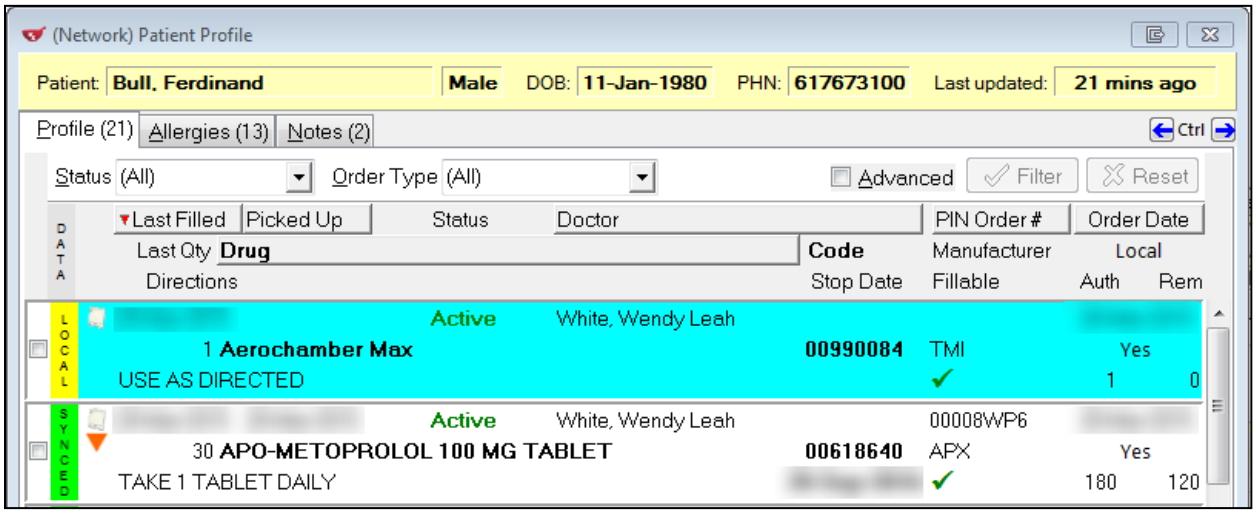
4. Start a new prescription and fill out the patient, device, doctor, SIG and dispense information for the prescription as usual.



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.

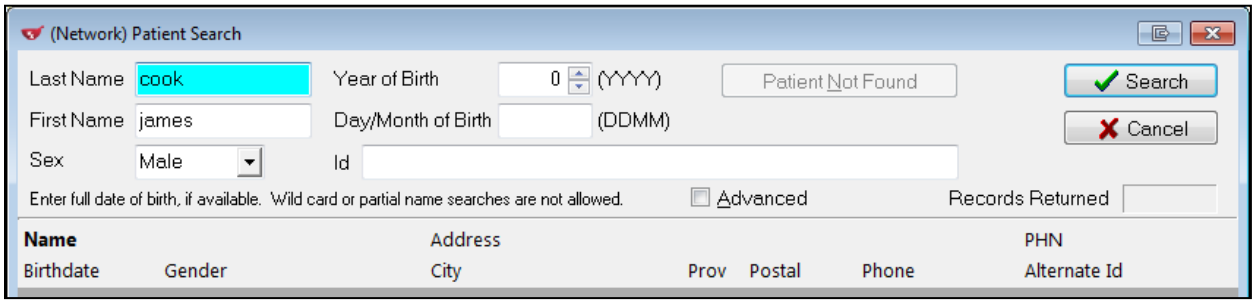
6. The prescription will bypass Alberta Netcare. When you access the **(Network) Patient Profile**, the Device Rx will appear with a **Yellow (Local)** data bar because it only resides locally on Kroll.



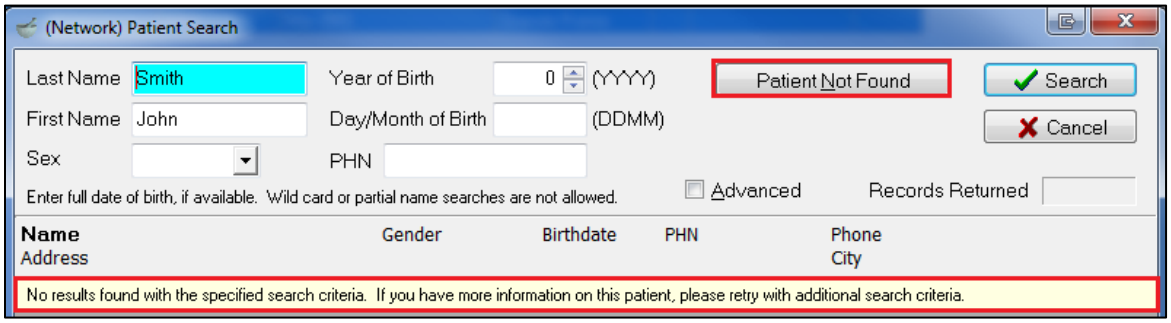
Filling an Rx for an Out of Province Patient

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:

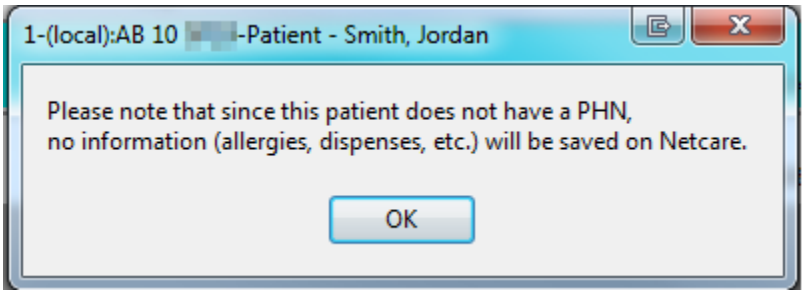
1. Insert the out of province patient and search the Network for them.



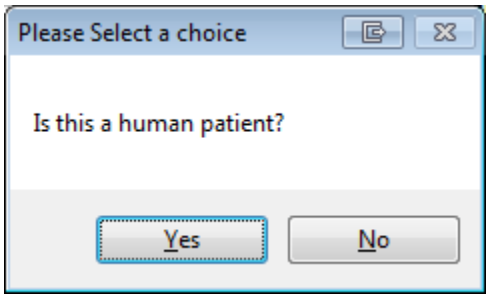
2. If no results are found click **Patient Not Found**.



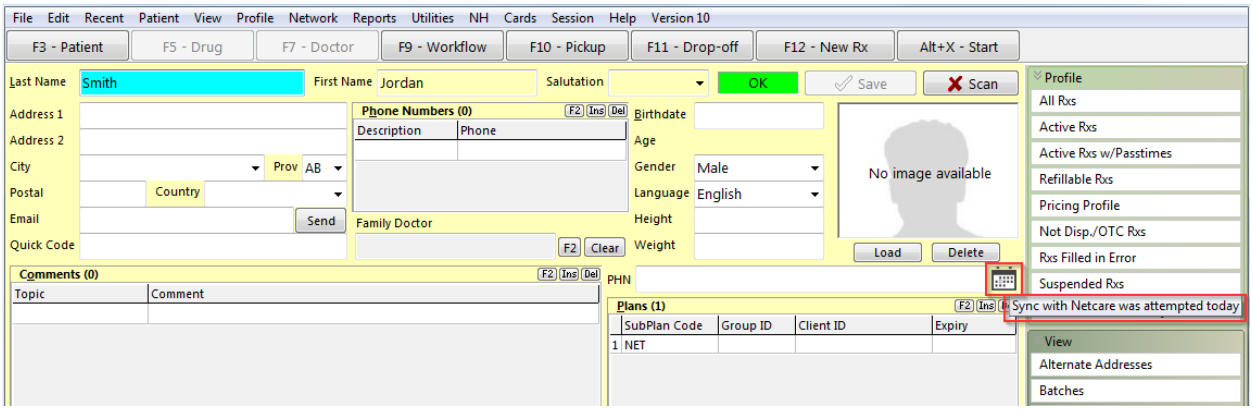
3. A warning will appear that because the patient does not have a phn, no information will be recorded on Netcare Click **OK**.



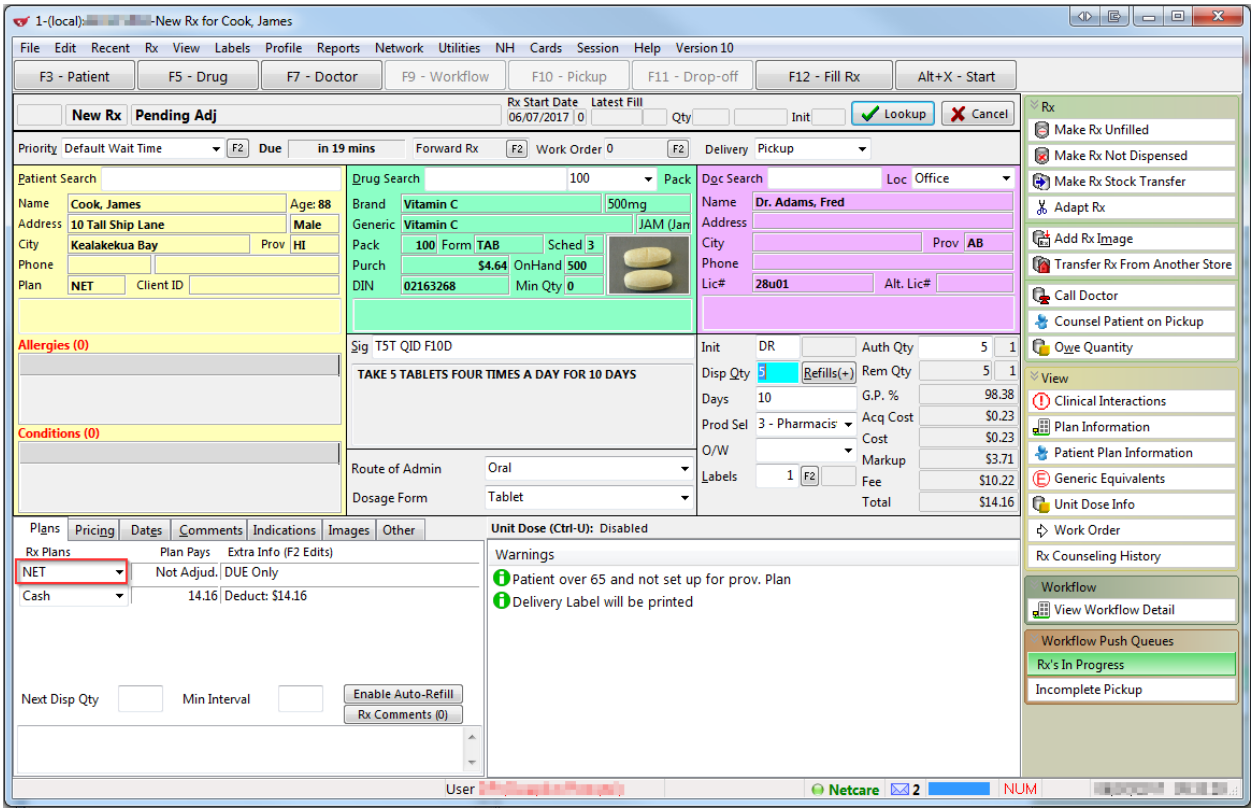
4. The new patient is inserted in Kroll, with **the prompt Is this a human patient?** Answer Yes.



5. Enter the patient information. A blank Netcare plan will be inserted automatically.



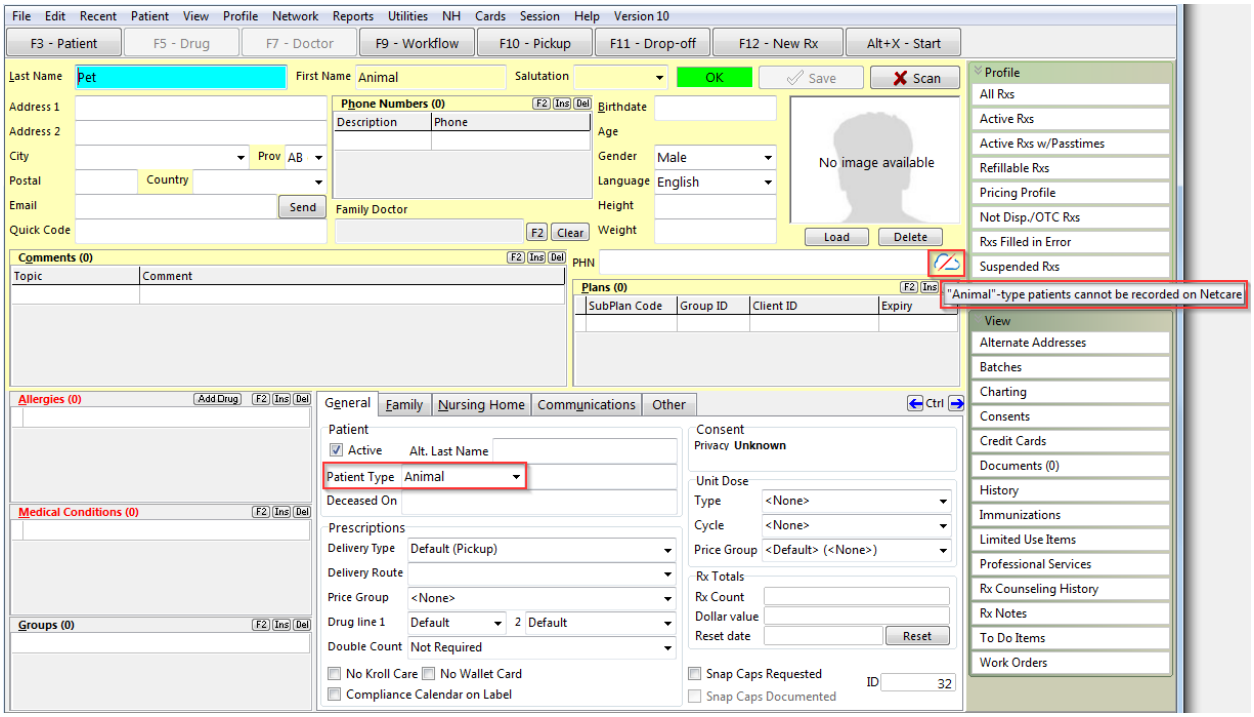
6. Click **F12** to fill an Rx. Fill in the Rx information noting the Netcare plan is inserted. Click **F12** to fill.



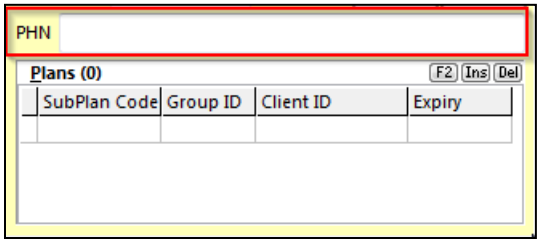
This Rx will still recorded on the Network but there will be no Network patient Profile to view.

Filling an Rx for an Animal

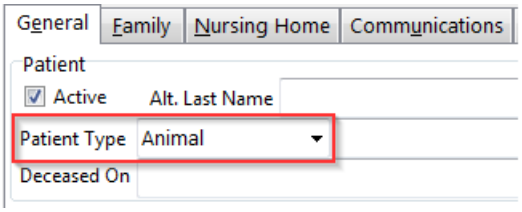
Prescriptions filled for non-human patients are not recorded on Netcare. Pets in the database must have an animal indicatory turned on. Animal patients will not have a PHN and therefore no **(Network) Patient Profile**.



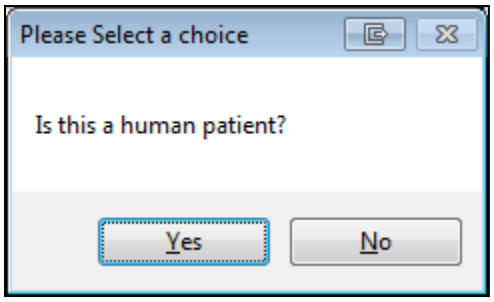
1. From the **F3-Patient** card, ensure that the PHN field is blank.



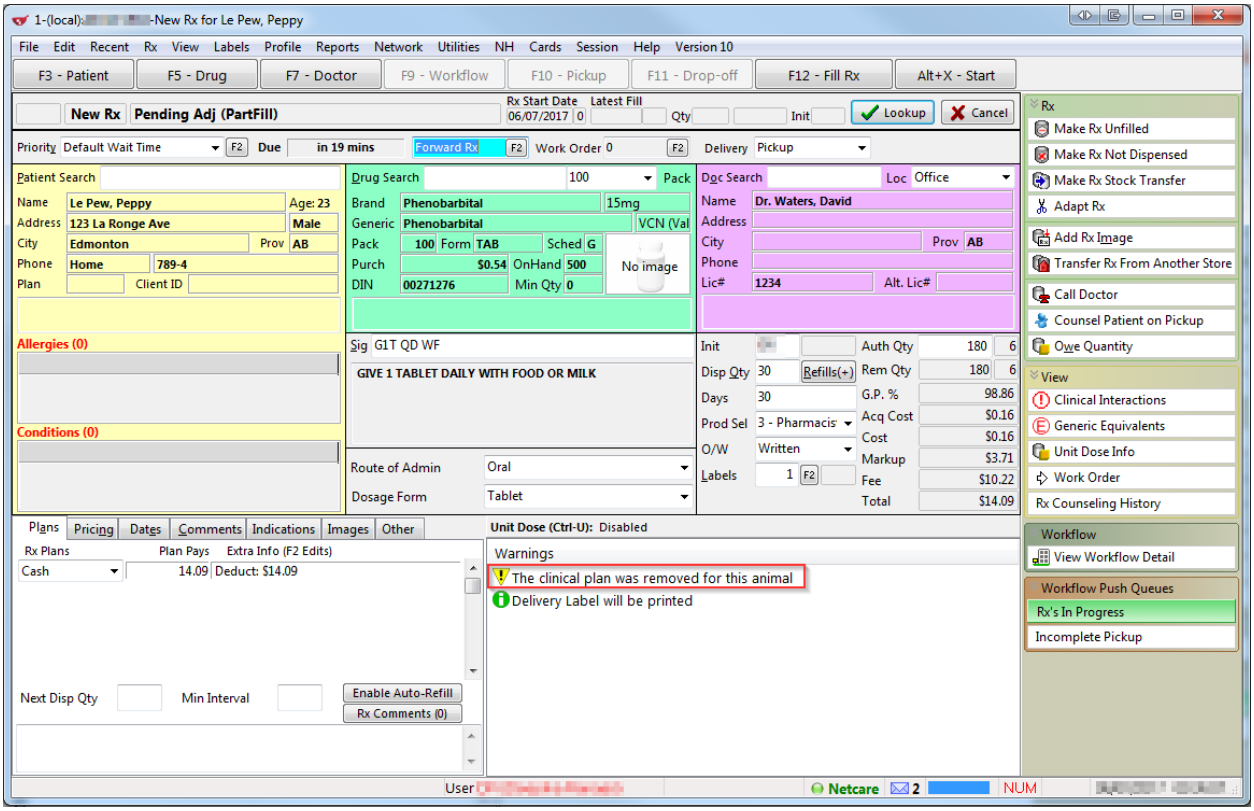
2. Go to the **General** tab and enable the flag for **Animal**.



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.



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.



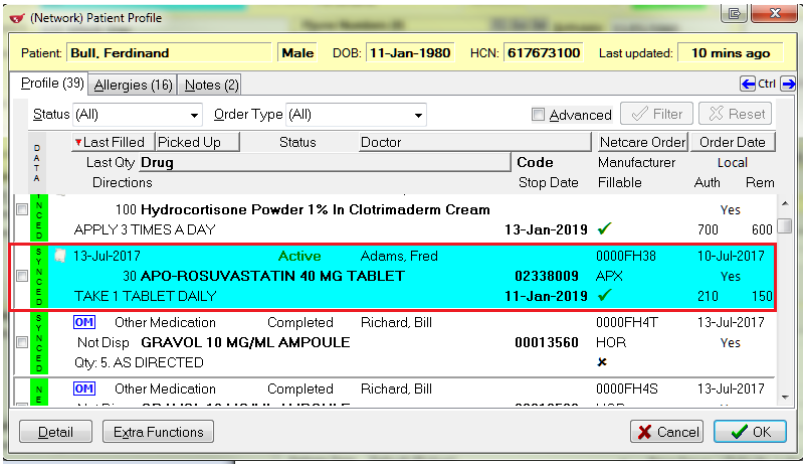
5. Click **F12-Fill Rx** or press **F12** on the keyboard to fill the prescription for the animal.
6. There will not be a **(Network) Patient Profile** for animal patients because there is no PHN.

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:

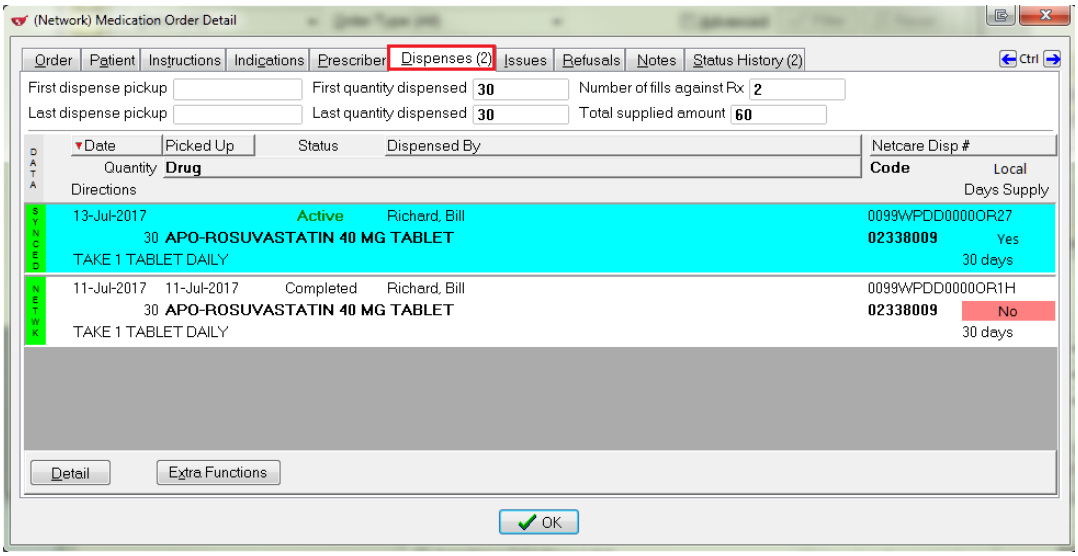
1. From the **F3-Patient** card, access **Network** > **Profile** to view the (**Network) Patient Profile**.

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).



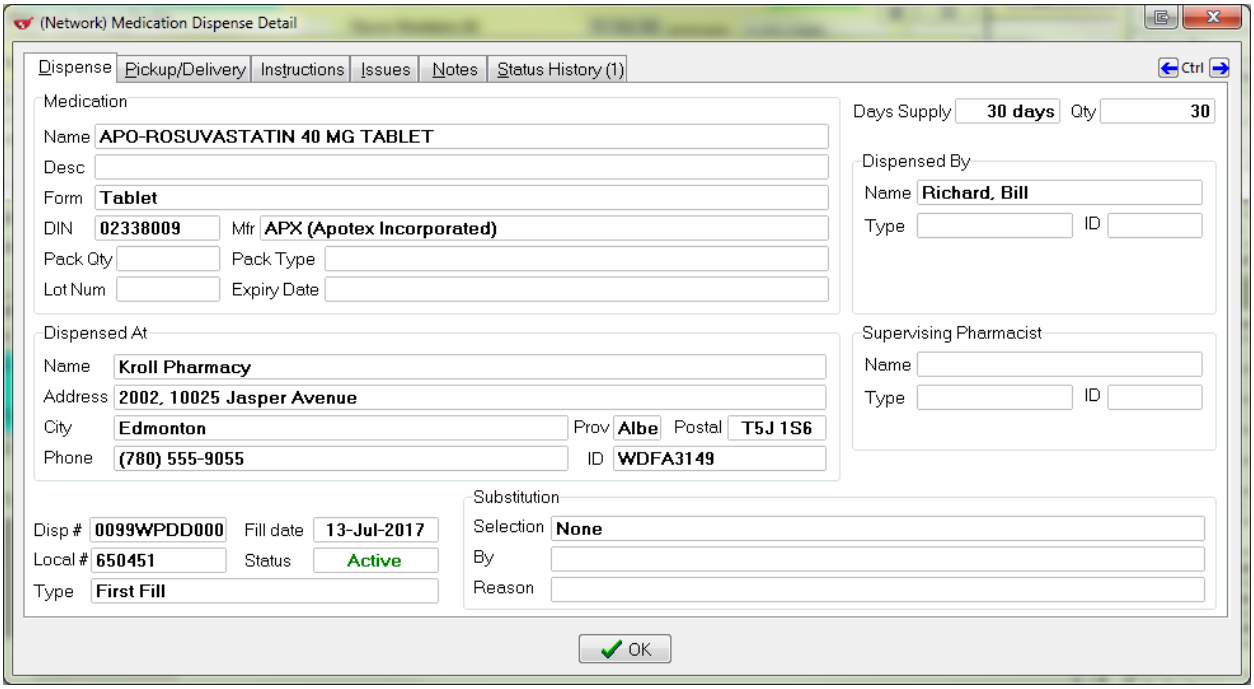
3. From the (**Network) Medication Order Detail** window, click the **Dispenses** tab.

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).



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**.



5. The **(Network) Medication Dispense Detail** window will display information on the following:

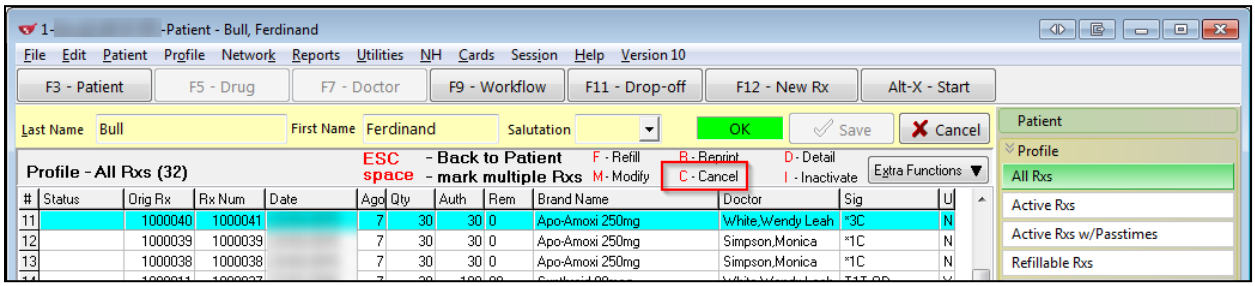
    h) **Dispense**: Displays general Rx information regarding the refill.
    i) **Pickup/Dispense**: Displays information on whether a Dispense was picked up and if so by whom.
    j) **Instructions**: Displays the SIG on the dispense.
    k) **Issues**: Displays any management codes sent with the dispense.
    l) **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

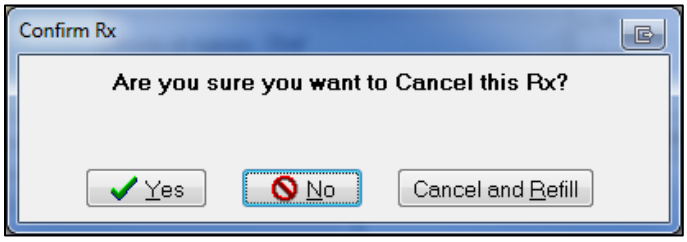
Cancelling a prescription in Kroll will mark the associated dispense as '**aborted**' on Alberta Netcare. Cancel an Rx as follows:

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.



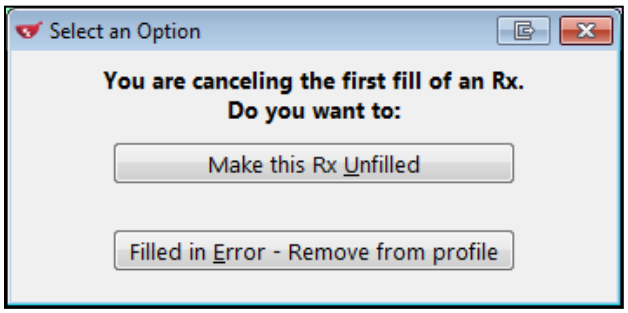
3. If the correct prescription is being called up for cancellation, answer **Yes** when asked '**Are you sure you want to Cancel this Rx?**'



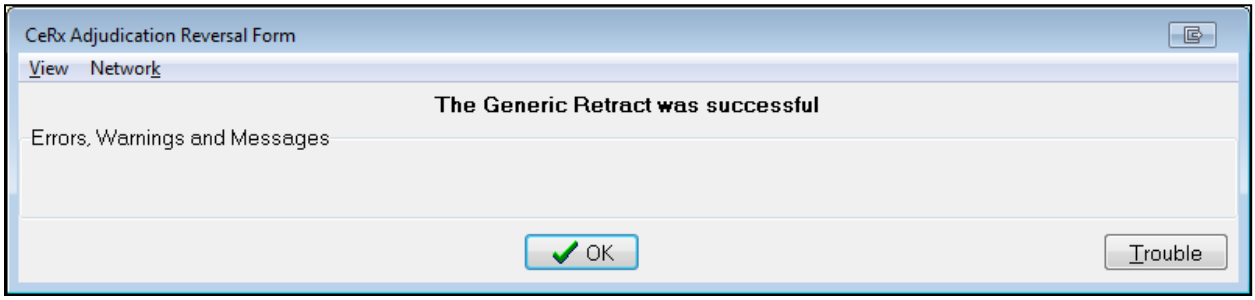
NOTE: Select the option to **Cancel and Refill** if you are looking to reverse the claim, modify it, and then resend it immediately.

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:



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.**



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.

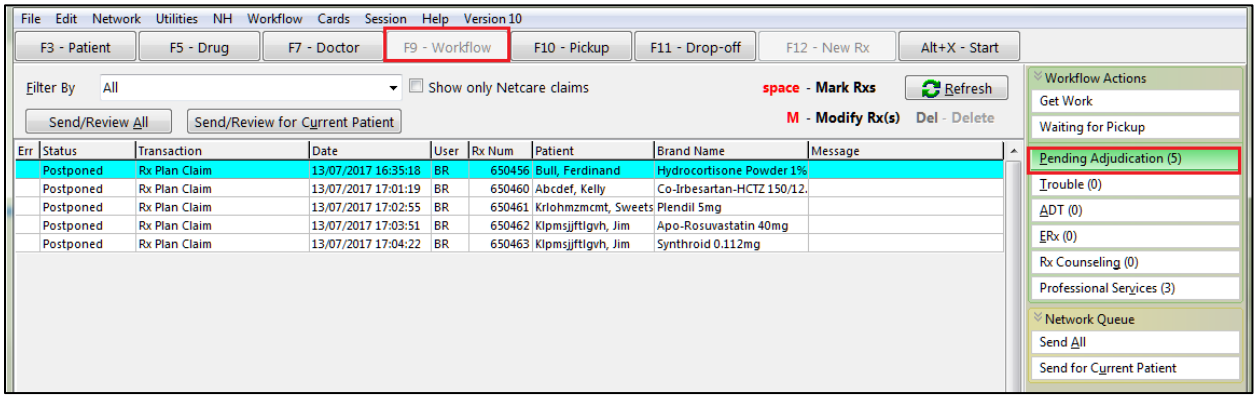
For more detailed information, please contact your helpdesk.

When the Alberta Netcare Network is Unavailable

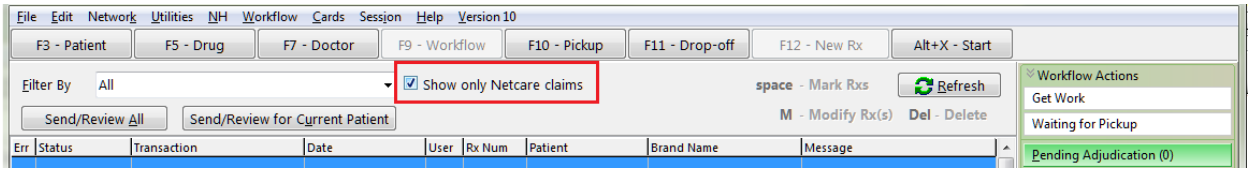
In the event that the Alberta Netcare Network is unavailable, Kroll will queue the transactions (e.g. sending allergies, sending prescriptions, sending dispenses, adding notes, etc.) in the order of creation so that they can be sent when the Network is available again.

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).

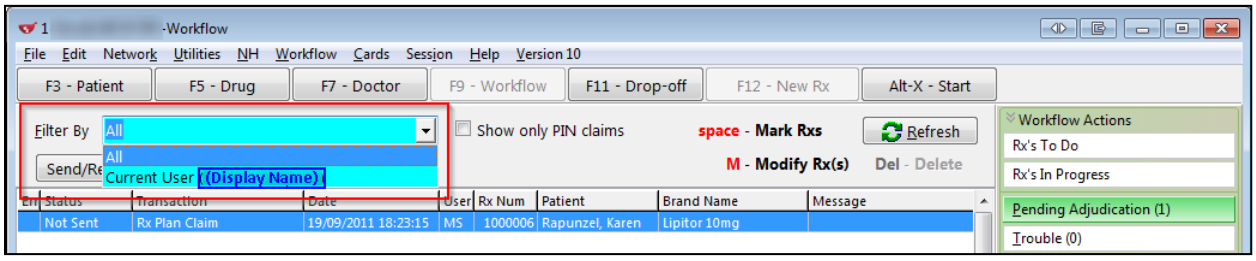
When Netcare is unavailable, claims are queued in order of creation under **F9-Workflow** under **Pending Adjudication** located on the right tool bar.



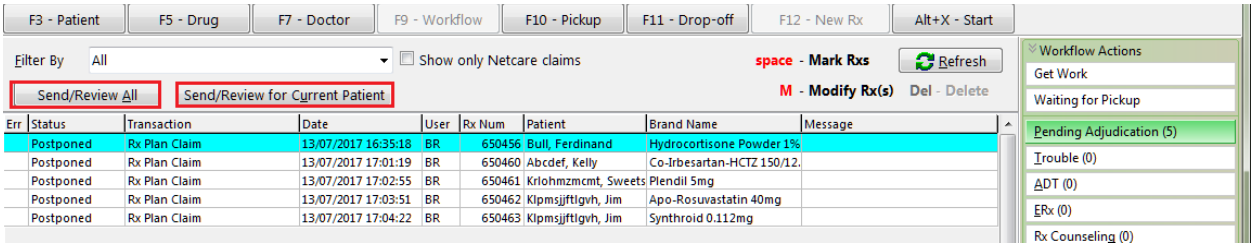
Users may select the option to '**Show only Netcare Claims**' which will only display pending claims for Netcare.



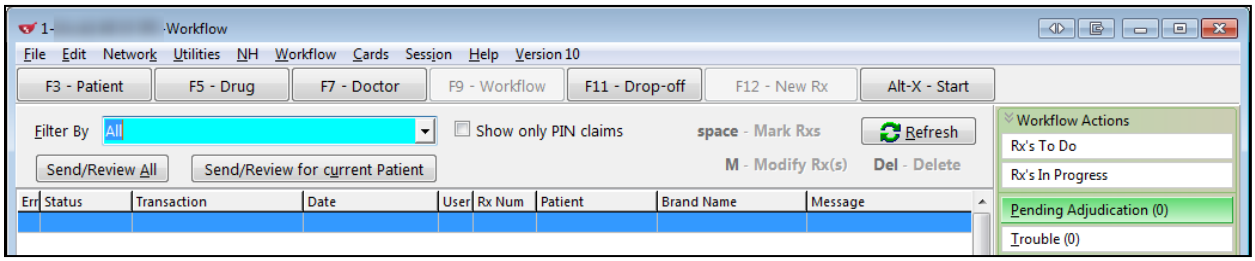
From the **Pending Adjudication Queue**, all claims that have not been sent to Netcare will be listed by an entry that provides information on the **Transaction Type**, the **date/time** the transaction was sent, who it was sent by and for which patient. On the top left of the window, a filter option 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.



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**.



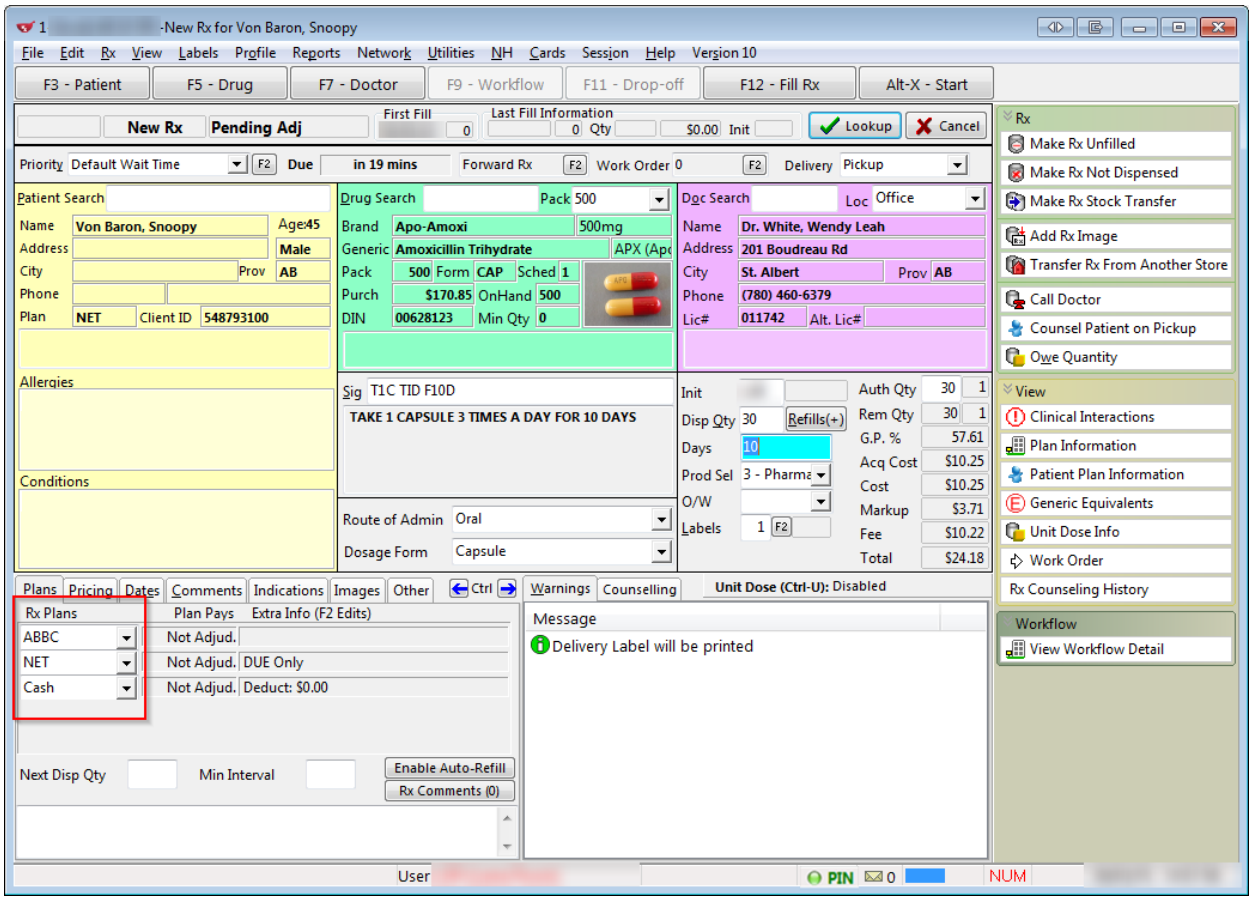
This sends the pending claims, and if there are no issues or interventions required by the user, the **Pending Adjudication** queue will clear.



Printing Labels for Prescriptions when Alberta Netcare is Unavailable

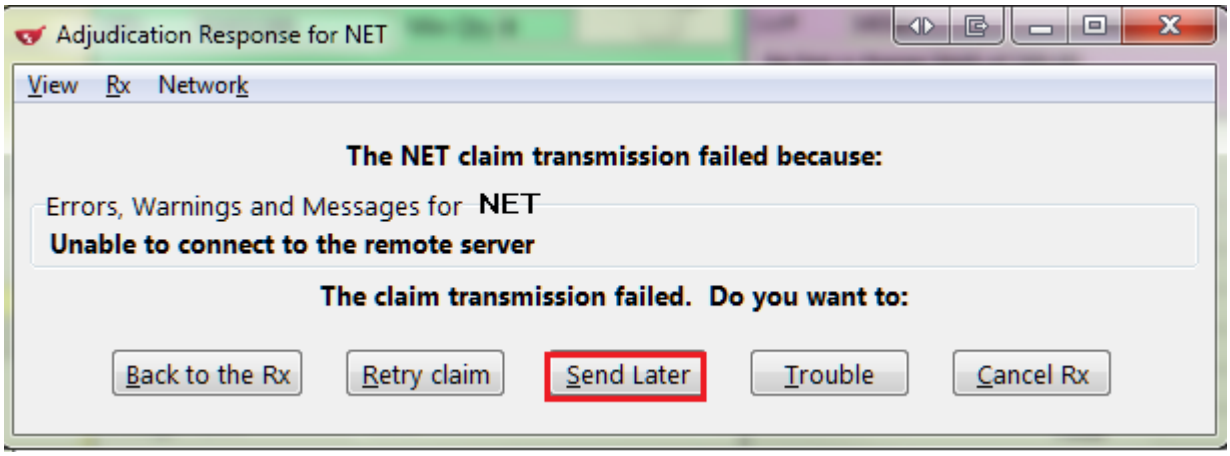
When Alberta Netcare is unavailable, users can adjudicate claims to the fiscal plans first, print labels for dispensing, and then place the Rx in the **Pending Network Queue** to send to Alberta Netcare once the Network becomes available. Print a label for dispensing when Netcare is unavailable as follows:

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.

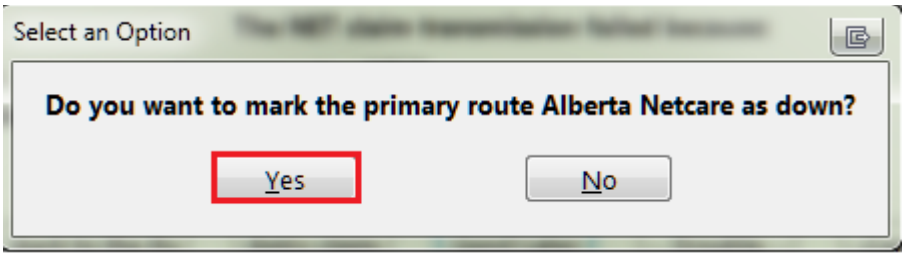


2. Click **F12-Fill Rx** or press **F12** on the keyboard to initiate adjudication of the prescription.

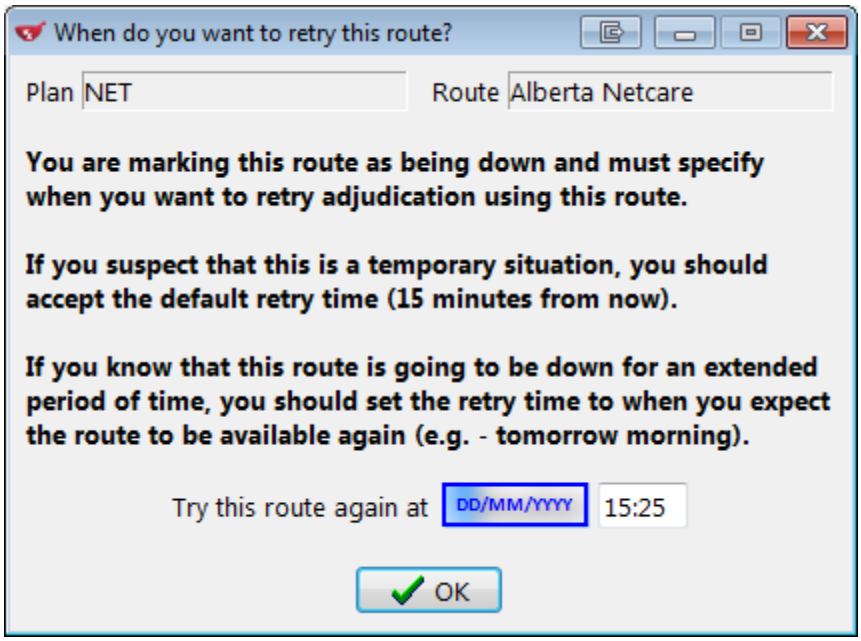
3. A response screen will appear indicating '**Unable to connect to the remote server.**' Choose the option **Send later**.



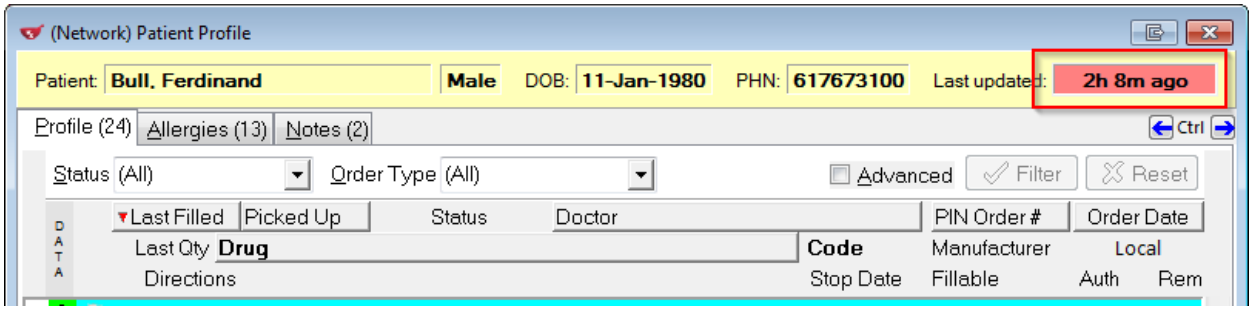
4. A second message will appear asking '**Do you want to mark the Alberta Netcare route as down?**' Answering **Yes** will cause all subsequent transactions to skip adjudication to **NET-Alberta Netcare**; answering **No** will cause subsequent transactions to continue to attempt to send to **NET-Alberta Netcare** even though Alberta Netcare may be potentially unavailable.



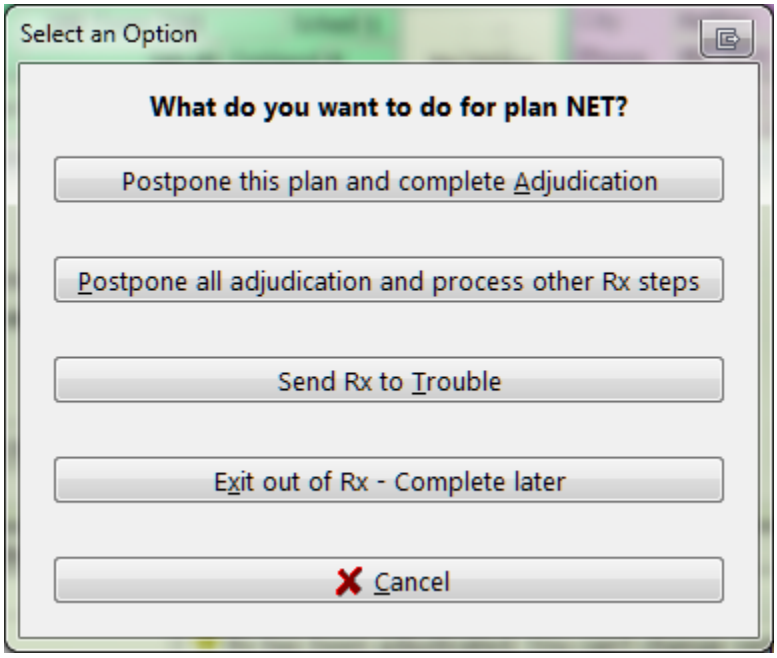
5. Answering **Yes** will bring up the '**When do want to retry this route?**' screen. A default date and time is entered but the user can adjust if it is desired.



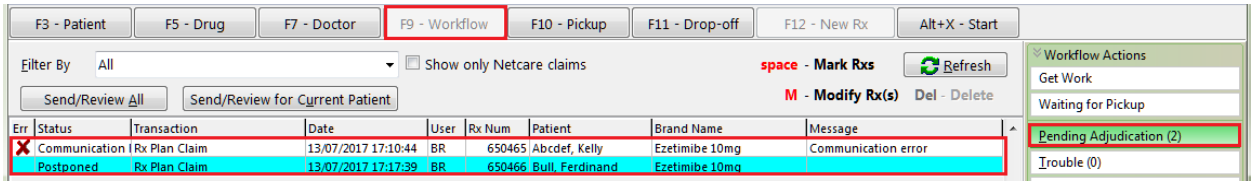
6. Kroll will display the Alberta Netcare Patient Profile that was last generated for the patient. (Anytime this profile is more than 2 Hours out of date it will display with a **RED** background in the **Last Updated** field.) This profile may be out of date - proceed with caution.



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.



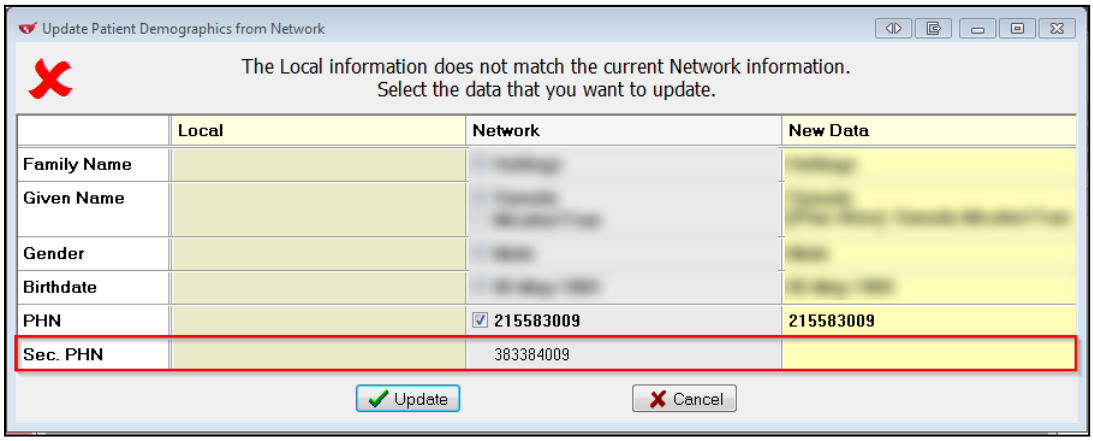
8. The Rx will adjudicate through the fiscal plans for payment.
9. Once Fiscal adjudication is complete, the prescription label will print.
10. The **NET-Alberta Netcare** portion of the Rx will be queued into the **Pending Adjudication Queue** found in **F9-Workflow-Pending Adjudication.** The transaction can be sent once Netcare is back up.



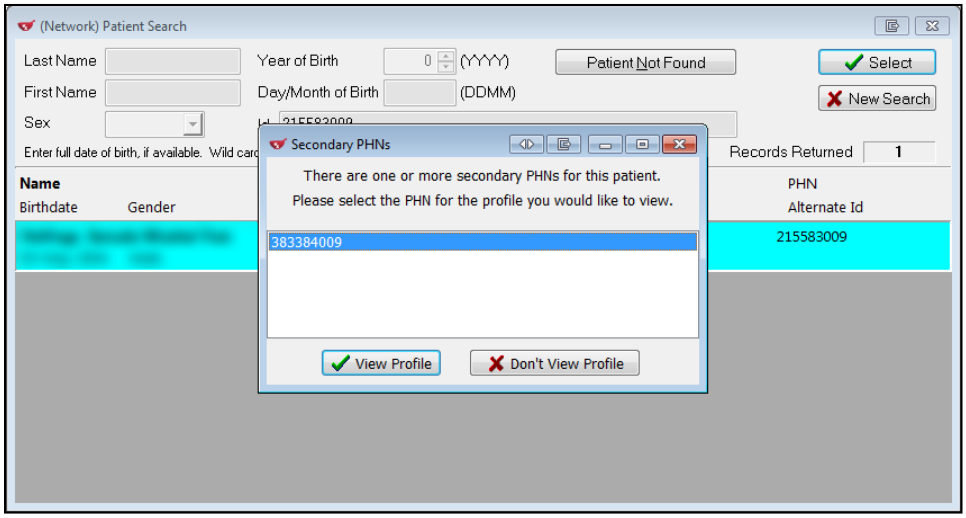
Patients with Multiple PHNs

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.

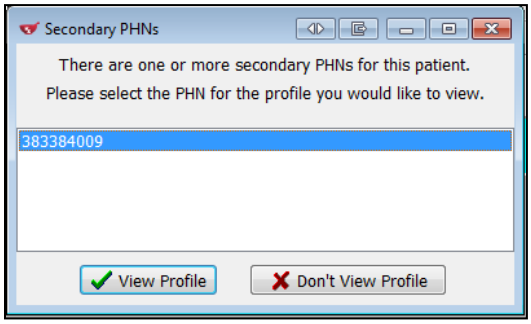
When adding/updating **Patient Demographics** for a patient with multiple PHN's the user will see an additional field – **Sec. PHN**.



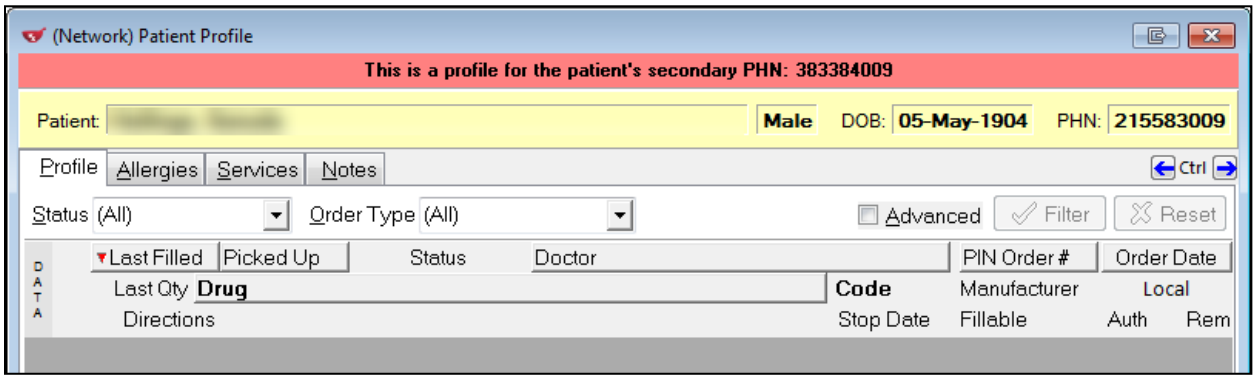
When the user selects to add/update, they will be prompted to view the Secondary PHN Profile.



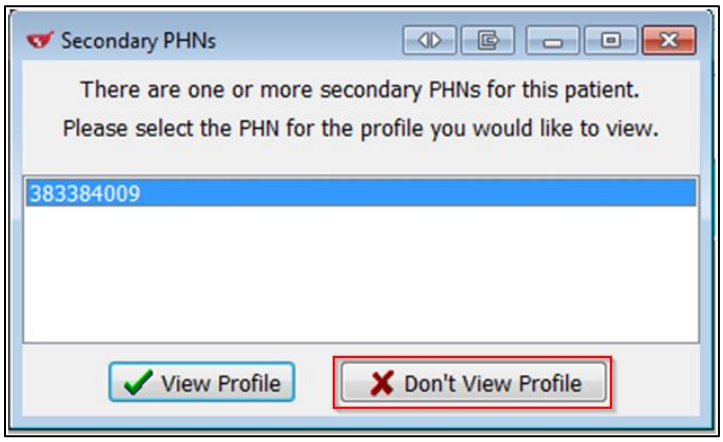
If the user chooses '**Don't View Profile**' the system proceeds with inserting the patient into the local database. If the user chooses to '**View Profile**', the system requests an Alberta Netcare patient profile for the secondary PHN. If there were more than 2 PHNs, they would appear in this list and the user would highlight the one they wish to view the Alberta Netcare Patient profile for.



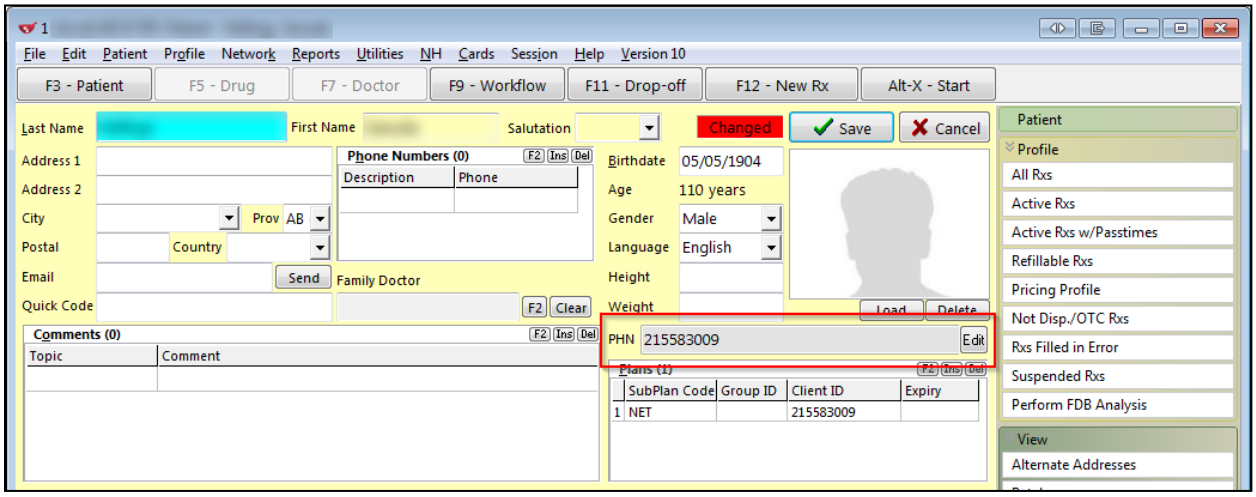
If the user selects to view the profile of the Secondary PHN, a **(Network) Patient Profile** for the secondary PHN will appear. A **RED** bar at the top of the window will remind the user '**This is a profile for the patient's secondary PHN: #########**'.



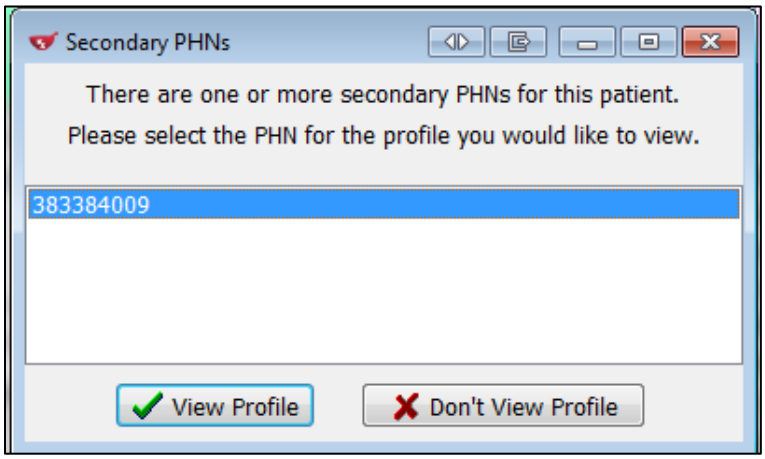
Subsequent to reviewing the profile, click **OK** or press **Enter** on the keyboard to continue. The user will be brought back to the list of PHNs for the patient. At this point, choose the option to '**Don't' View Profile**' to proceed to the **F3-Patient** card.



On the **F3-Patient** card only the **Primary PHN** will be recorded and displayed.



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,

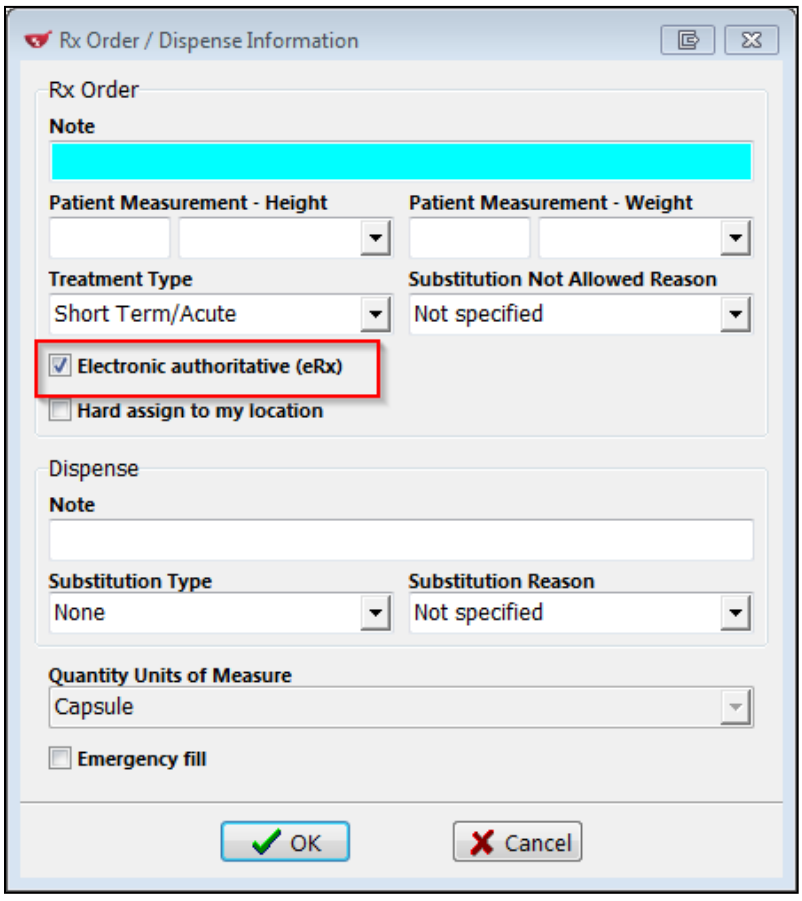


Electronic Authoritative Prescriptions – ePrescribing

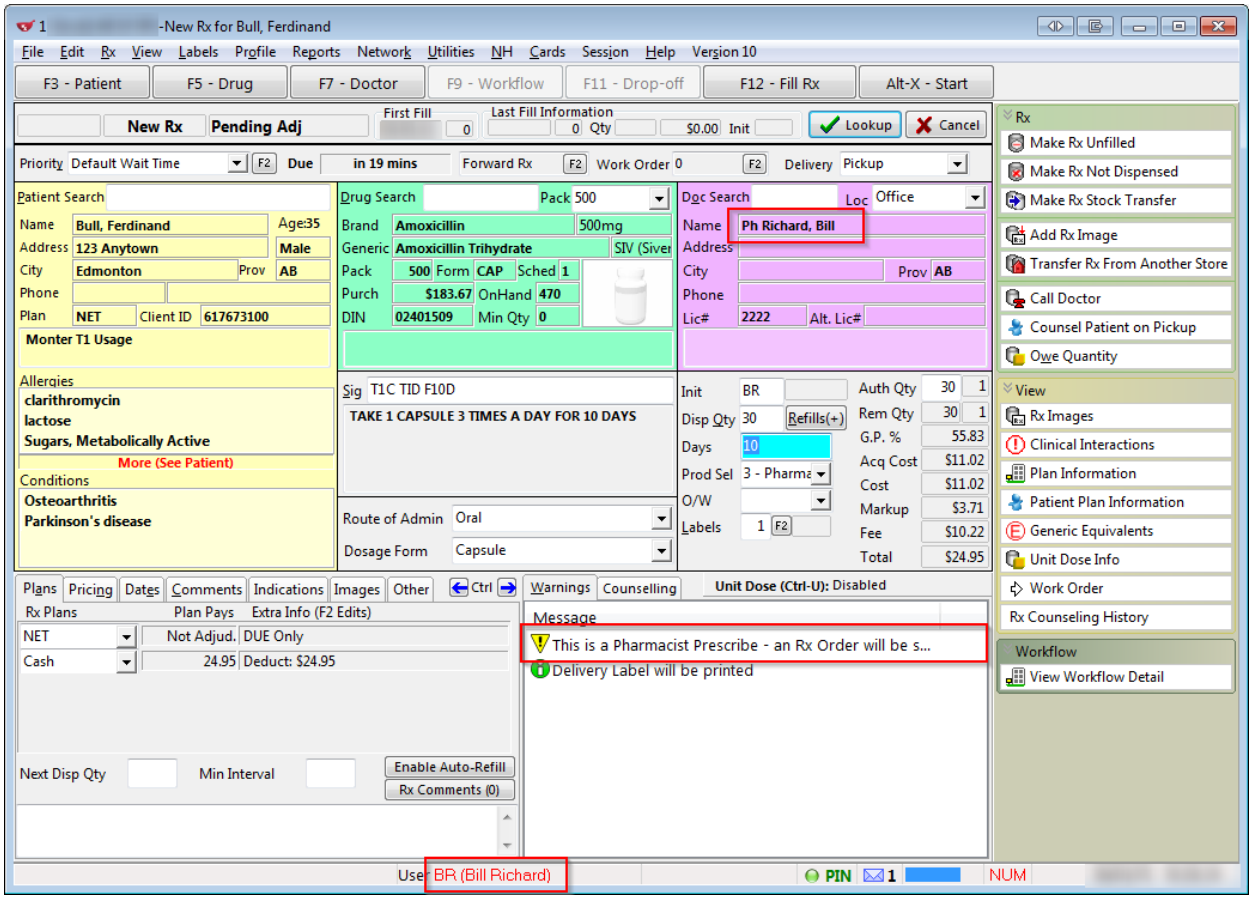
ePrescribed Rxs will be depicted by the eRx icon indicating 'This is an electronic – authoritative order. A paper prescription is not required.'

Filling a Pharmacist Prescribed Rx

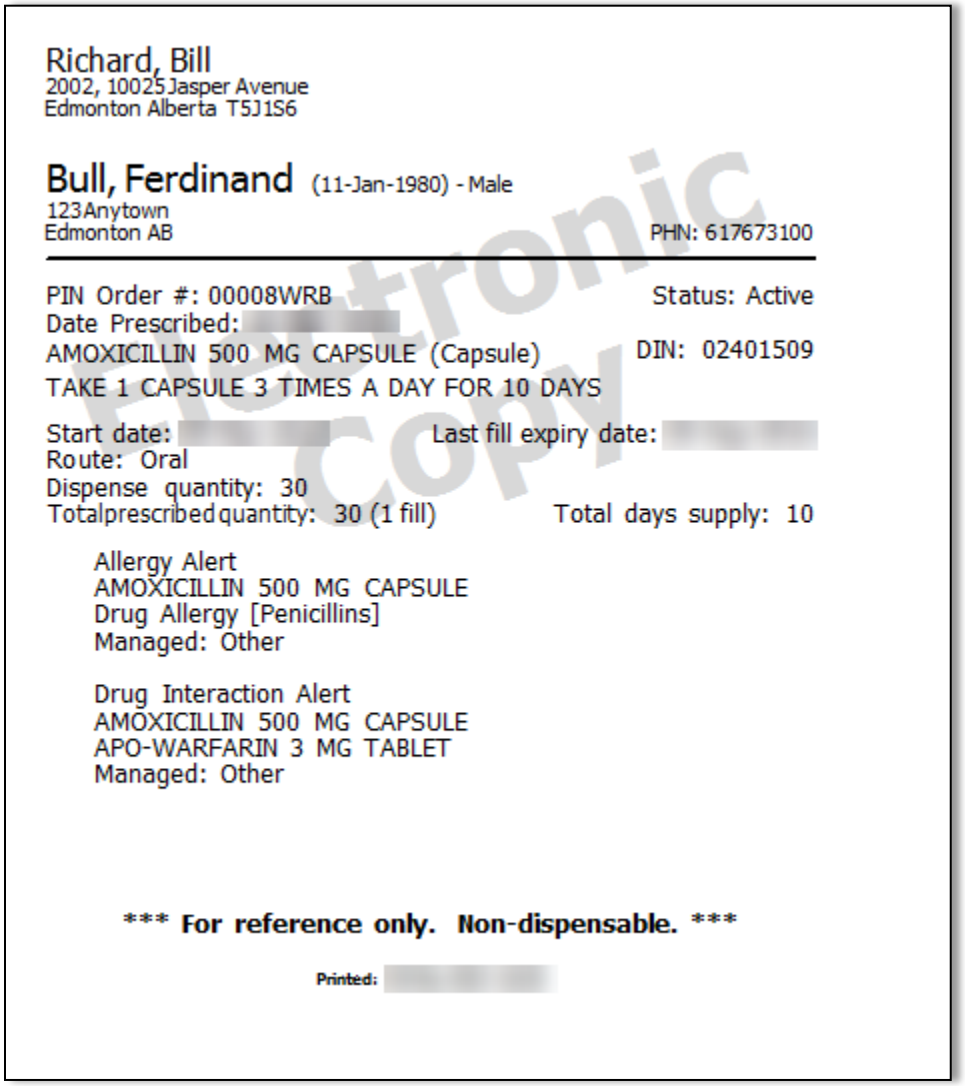
11. From the **F12-Filling Screen**, enter the patient, drug, pharmacist, SIG, and dispense information for the prescription. The user will be prompted with the **Rx Order/Dispense Information**. By default the **Electronic Authoritative (eRx)** flag will be enabled.



NOTE: There will be a yellow prescription warning indicating '**This is a Pharmacist Prescribe – an Rx Order will be sent'**.


-New Rx for Bull, Ferdinand
File Edit Rx View Labels Profile Reports Network Utilities NH Cards Session Help Version 10
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
Lookup
Cancel
Priority Default Wait Time
Due in 19 mins
Forward Rx
Work Order 0
Delivery Pickup
Patient Search
Name Bull, Ferdinand Age:35
Address 123 Anytown Male
City Edmonton Prov AB
Phone
Plan NET Client ID 617673100
Monter T1 Usage
Allergies
clarithromycin
lactose
Sugars, Metabolically Active
More (See Patient)
Conditions
Osteoarthritis
Parkinson's disease
Drug Search
Pack 500
Brand Amoxicillin 500mg
Generic Amoxicillin Trihydrate
Pack 500 Form CAP Sched 1
Purch $183.67 OnHand 470
DIN 02401509 Min Qty 0
Doc Search
Loc Office
Name Ph Richard, Bill
Address
City Prov AB
Phone
Lic# 2222 Alt. Lic#
Sig T1C TID F10D
TAKE 1 CAPSULE 3 TIMES A DAY FOR 10 DAYS
Route of Admin Oral
Dosage Form Capsule
Init BR
Disp Qty 30 Refills(+)
Days 10
Prod Sel 3 - Pharma
O/W
Labels 1
Auth Qty 30 1
Rem Qty 30 1
G.P. % 55.83
Acq Cost $11.02
Cost $11.02
Markup $3.71
Fee $10.22
Total $24.95
Plans Pricing Dates Comments Indications Images Other Ctrl
Rx Plans Plan Pays Extra Info (F2 Edits)
NET Not Adjud. DUE Only
Cash 24.95 Deduct: $24.95
Next Disp Qty
Min Interval
Enable Auto-Refill
Rx Comments (0)
Warnings Counselling
Unit Dose (Ctrl-U): Disabled
Message
This is a Pharmacist Prescribe - an Rx Order will be s...
Delivery Label will be printed
Rx
Make Rx Unfilled
Make Rx Not Dispensed
Make Rx Stock Transfer
Add Rx Image
Transfer Rx From Another Store
Call Doctor
Counsel Patient on Pickup
Owe Quantity
View
Rx Images
Clinical Interactions
Plan Information
Patient Plan Information
Generic Equivalents
Unit Dose Info
Work Order
Rx Counseling History
Workflow
View Workflow Detail
User BR (Bill Richard)
PIN
NUM

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, 10025 Jasper Avenue
Edmonton Alberta T5J1S6

Bull, Ferdinand (11-Jan-1980) - Male
123 Anytown
Edmonton AB
PHN: 617673100

PIN Order #: 00008WRB
Status: Active
Date Prescribed:
AMOXICILLIN 500 MG CAPSULE (Capsule)
DIN: 02401509
TAKE 1 CAPSULE 3 TIMES A DAY FOR 10 DAYS

Start date:
Last fill expiry date:
Route: Oral
Dispense quantity: 30
Total prescribed quantity: 30 (1 fill)
Total days supply: 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

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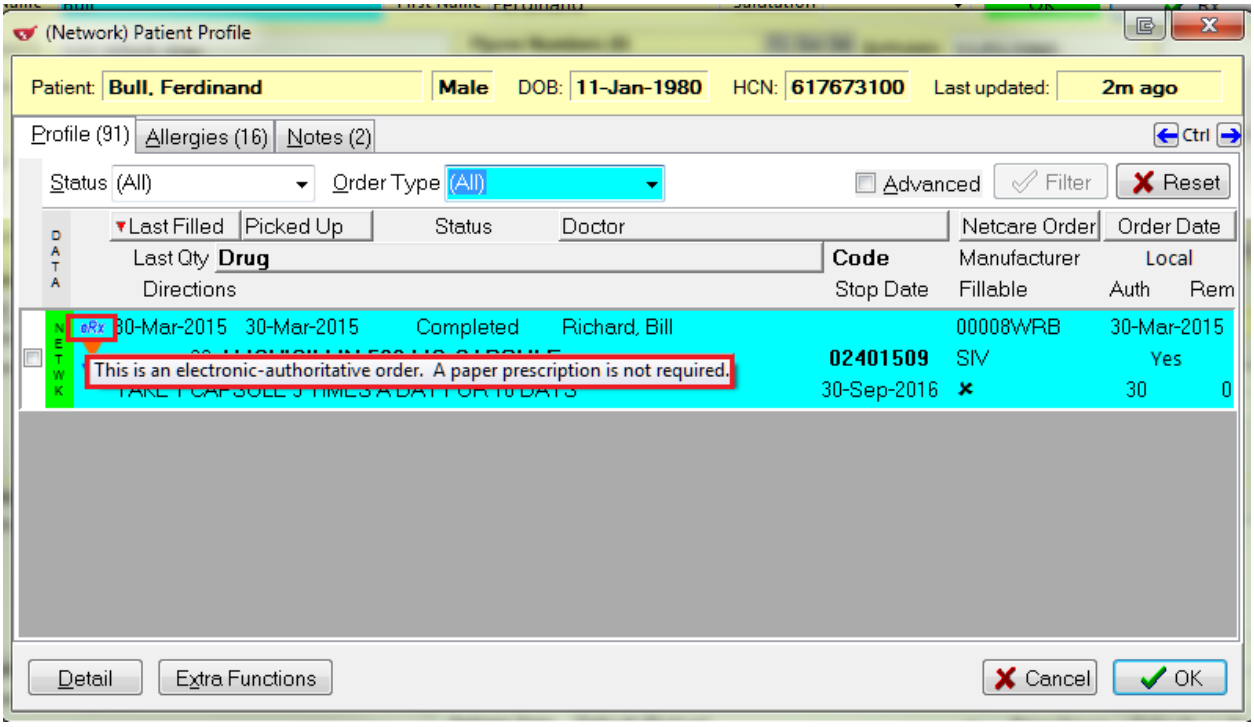
Printed:

Electronic Copy

On the network, the order will have an eRx icon to indicate '**This is an electronic – authoritative order. A paper prescription is not required**.'