

British Columbia PharmaNet

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Table of Contents

British Columbia PharmaNet.....	3
Patients	4
Searching for a Patient by PHN.....	4
Searching for a Patient by Name.....	6
Creating an Out-of-Province Patient.....	8
Creating an Unregistered Infant.....	10
Plan B Patients	11
Creating a Pet.....	12
Creating a Patient for Office Use Medications	13
Verifying Patient Information	13
Name or PHN Mismatches	15
Patient Name and Birth Date Aliases.....	16
Updating an Address.....	17
Keywords.....	17
Adding Medical Conditions.....	18
Adding Adverse Reactions	21
PharmaNet Profile.....	22
Clinical Conditions.....	23
Adverse Reactions	24
Prescriptions (Profile).....	25
Drug Evaluation	28
Request Profile Mailing	28
Local Patient Profile Report Request.....	30
Sample Patient Profile Report:.....	31
Viewing PharmaNet Logs.....	32
Drugs.....	32
Searching for Drug Information or Generic Equivalents.....	32
Patient Info Long	34
Patient Counselling	36
Professional Counselling.....	37
Mixtures.....	38
Choosing the Pharmacare PIN	38
Fee Schedule.....	39

Prescribers.....	40
Searching for a Prescriber.....	40
Prescriptions.....	44
Filling a Prescription.....	44
PharmaNet Drug Evaluation.....	44
Drug to Drug Interactions	44
Min/Max.....	47
Duplicate Ingredient.....	47
Adjudication Response.....	47
Special Authority Expiry	49
Viewing or Printing the Special Authority Expirations	50
Frequency of Dispensing Policy	51
Full Payment Policy.....	51
Backdating Prescriptions.....	53
Return to Stock.....	54
Office Use Medications	54
Stock Transfers.....	54
Adding an Rx Comment	55
Inactivating a Prescription	55
Cancelling a Prescription.....	57
Refusal to Fill.....	58
PharmaNet Connection Down.....	60
Pay Patient - 04	61
Pay Provider - 01	63
Printing Vial Labels / Advancing Medication	64
PharmaNet Connection Restored.....	65

British Columbia PharmaNet

PharmaNet is a province-wide network that links all British Columbia pharmacies to a central set of data systems. Every prescription dispensed in British Columbia is entered into PharmaNet. This allows pharmacists to access up-to-the-minute information about all prescription medication dispensed to the patient anywhere in British Columbia, and allows pharmacists to quickly identify potentially harmful medication interactions.

PharmaNet:

- Helps to prevent accidental duplication of prescriptions and prescription fraud
- Protects you from drug interactions and dosage errors
- Promotes the cost-effective use of drugs
- Offers authorized health professionals the comprehensive medication information they need to give you high quality care
- Provides immediate adjudication of claims under the BC PharmaCare program.

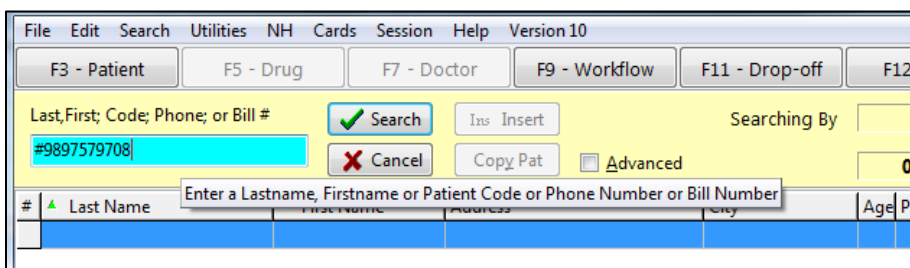
This user guide explains how to use British Columbia PharmaNet in conjunction with Kroll Windows dispensing application.

Patients

This section outlines the various processes that pertain to patient search by PHN and Name, creating patient profiles, verifying patient information, adding medical conditions and adverse reactions.

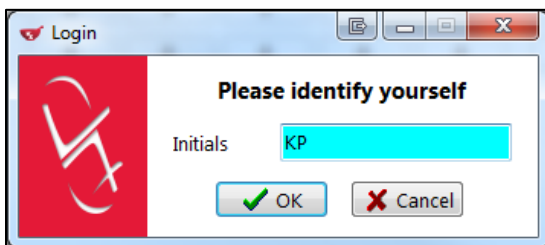
Searching for a Patient by PHN

1. From the **F3 - Patient** screen, enter the patient's 10-digit PHN in the search criteria field, prefixed by a pound sign (#) and press **Enter**.



#	Last Name	First Name	Address	City	Age	PI

2. If the PHN is valid but does not exist in the local system, the PharmaNet client registry will be searched. In order to perform this search, you will first be prompted to identify yourself.



- If a matching patient is found, the **Update Patient Demographics from PharmaNet** will appear displaying the patient's information.

	Local	Network	New Data
Family Name		<input checked="" type="checkbox"/> Doe	Doe
Given Name		<input checked="" type="checkbox"/> Jane	Jane
Address		<input checked="" type="checkbox"/> 555 Technical Drive Mississauga BC V1V1V1	555 Technical Drive Mississauga BC V1V1V1
Gender		<input checked="" type="checkbox"/> Female	Female
Phone		<input checked="" type="checkbox"/> (555) 555-5555	(555) 555-5555
Birthdate		<input checked="" type="checkbox"/> 01-Jan-1980	01-Jan-1980
PHN		<input checked="" type="checkbox"/> 9897579708	9897579708

NOTE: Because this patient does not yet exist on the local system, the **Local** column will be blank. If necessary, uncheck any of the Network fields that you do not want pulled into the local system.

- With the correct fields selected, click **Update**. The patient will be created on the local system.

1-(local):BC10-Patient - Doe, Jane

File Edit Patient Profile Network Reports Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt-X - Start

Last Name: Doe First Name: Jane Salutation: [v] OK Save Scan

Address 1: 555 Technical Drive Address 2: [blank] City: Mississauga Prov: BC Postal: V1V 1V1 Country: Canada Email: [blank] Family Doctor: [blank] Air Miles: [blank] Clear

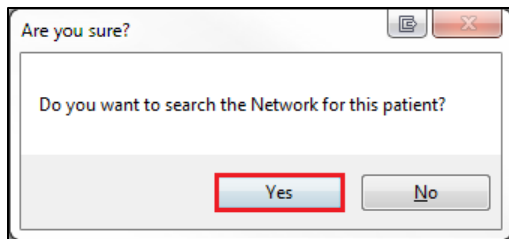
Phone Numbers (1): Description: Home Phone: (555) 555-5555 Birthdate: 01/01/1980 Age: 35 years Gender: Female Language: English Height: [blank] Weight: [blank] Load Delete

Comments (0): Topic Comment PHN: BCPA 9897579708 Plans (1): SubPlan Code: 1 Group ID: BCPA Client ID: 9897579708 Expiry: [blank]

Patient Profile: All Rxs, Active Rxs, Active Rxs w/Passtimes, Refillable Rxs, Pricing Profile, Not Disp./OTC Rxs, Rxs Filled in Error, Suspended Rxs, Perform FDB Analysis

Searching for a Patient by Name

1. From the **F3 - Patient** screen, enter part of the last name, a comma, and part of the first name and press **Enter**. (e.g. 'Doe, Jane' **OR** 'doe, j' **OR** 'Doe' **OR** ', Jane').
2. If the search does not return the matching patient, press **Insert**. A prompt will appear asking '**Do you want to search the Network for this patient?**'. Answer **No** to manually enter the patient or answer **Yes** to perform the Network search.

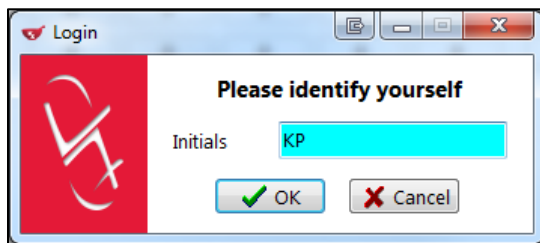


Are you sure?

Do you want to search the Network for this patient?

Yes No

3. You will first be prompted to identify yourself.



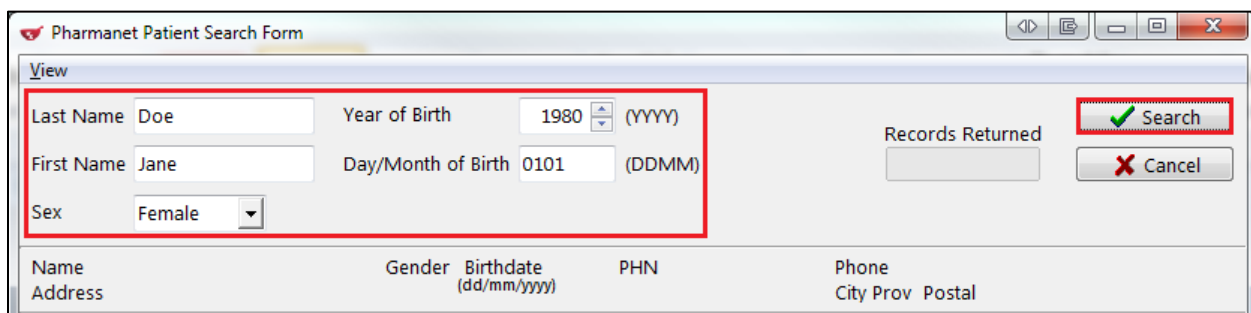
Login

Please identify yourself

Initials KP

OK Cancel

4. The **PharmaNet Patient Search Form** will appear with the portion of the last and first name that you entered earlier. To search PharmaNet, you must enter a full **Last Name**, a partial or full **First Name**, the patient's **Sex** and **Year of birth**. The **Day/month of Birth** is *optional* but can be included in the search if known. Press **Enter** or click on **Search**.



Pharmanet Patient Search Form

View

Last Name Doe Year of Birth 1980 (YYYY)

First Name Jane Day/Month of Birth 0101 (DDMM)

Sex Female

Records Returned

Search Cancel

Name	Gender	Birthdate (dd/mm/yyyy)	PHN	Phone
Address				City Prov Postal

- If the Network search returns a matching patient, highlight the appropriate patient record and click **Select**. Conversely, if a match was not found, press the **New Search** button or **Esc** to return to the PharmaNet search form where you can try searching the Network again with different criteria.

Pharmanet Patient Search Form

View

Last Name: Year of Birth: (YYYY)

First Name: Day/Month of Birth: (DDMM)

Sex:

Records Returned:

Name Address	Gender	Birthdate (dd/mm/yyyy)	PHN	Phone City Prov Postal
Doe, Jane 1234 Avenue Rd	F	01/01/1980	9897430472	Kamloops BC V6C 3R4
Doe, Jane 555 Technical Drive	F	01/01/1980	9897579708	(250) 123-4567 Mississauga BC V1V 1V1
Doe, Jane 555 Technical Drive	F	01/01/1980	9897579715	(250) 123-4567 Mississauga BC V1V 1V1

- The **Update Patient Demographics from PharmaNet** will appear displaying the patient's information.

Update Patient Demographics from PharmaNet

The Local information does not match the current Network information.
Select the data that you want to update.

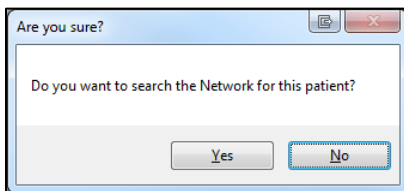
	Local	Network	New Data
Family Name		<input checked="" type="checkbox"/> Doe	Doe
Given Name		<input checked="" type="checkbox"/> Jane	Jane
Address		<input checked="" type="checkbox"/> 555 Technical Drive Mississauga BC V1V1V1	555 Technical Drive Mississauga BC V1V1V1
Gender		<input checked="" type="checkbox"/> Female	Female
Phone		<input checked="" type="checkbox"/> (555) 555-5555	(555) 555-5555
Birthdate		<input checked="" type="checkbox"/> 01-Jan-1980	01-Jan-1980
PHN		<input checked="" type="checkbox"/> 9897579708	9897579708

- Uncheck any of the Network fields that you do not want pulled into the local system and then click on **Update**. The local patient record will be created.

Creating an Out-of-Province Patient

Out-of-province patients or new residents who are not already registered with PharmaNet will require a PHN in order to have prescriptions filled.

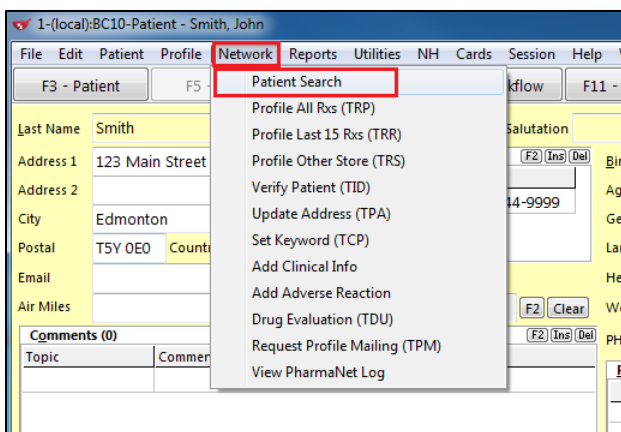
1. Call up the **F3 - Patient** screen and perform a patient search. Once it is determined that the patient record does not exist in the local system, click **Insert**.
2. A prompt will appear asking ‘**Do you want to search the Network for this patient?**’. If you are uncertain as to whether the patient has had a PHN assigned in an earlier encounter with the healthcare system in BC, you should first search the Network as noted above. Otherwise, answer **No**.



3. A blank **F3 - Patient** screen will appear. Complete the patient information fields. You must enter the patient’s gender, birthday, at least one address line, the city, province and postal code of the patient’s home address. Optionally, if you are entering a telephone number, you should enter either their cell or a local number where they can be reached. Click **Save**.

NOTE: To enter a middle initial, at the end of the First Name field, type a space followed by one initial. If the patient has 2 middle initials, it should be entered with a space between the initials. For example: Jane A B.

4. Select **Network > Patient Search** and identify yourself.



- The **PharmaNet Patient Search Form** will appear with the patient's information populated in the search fields. Click **Search** to search the Network for the patient.

Pharmanet Patient Search Form

View

Last Name Year of Birth (YYYY)

First Name Day/Month of Birth (DDMM)

Sex

Records Returned

Name	Address	Gender	Birthdate (dd/mm/yyyy)	PHN	Phone
					City Prov Postal

- If no results are returned, click on **OK** then back at the main form, **Assign PHN**.

1-(local):BC10-Patient - Smith, John

108 No matches found for selection criteria chosen

Pharmanet Patient Search Form

View

Last Name Year of Birth (YYYY)

First Name Day/Month of Birth (DDMM)

Sex

Records Returned

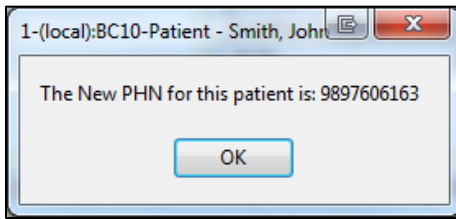
Name	Address	Gender	Birthdate (dd/mm/yyyy)	PHN	Phone
					City Prov Postal

- A prompt will appear asking if you are sure the patient's information is correct. Answer **Yes**.

Please Select a choice

This transaction will cause a new PHN to be assigned.
The patient's name and address must be correct.
Did you enter the patient information and
Are you certain this patient does not have a PHN?

- A prompt will appear displaying the pseudo PHN assigned to the patient. Click **OK**.



- The system will automatically add a PharmaNet plan to the patient profile with the assigned pseudo PHN.

SubPlan Code	Group ID	Client ID	Expiry
1 BCPA		9897606163	

Creating an Unregistered Infant

- If the patient is an infant and he or she is not yet registered, call up a blank **F3 - Patient** screen and enter part of the infant's last and first name then Press Enter.
- When prompted to search the Network for this patient, answer **No**.
- Begin manually creating a patient record, entering the following details:
 - Last Name:** Enter the infant's legal surname.
 - First Name:** Enter 'Baby Boy A' or 'Baby Girl A' for single births, or 'Baby Boy B'/'Baby Girl C' for multiple births.
 - Gender:** Specify whether the infant is male or female.

- **Birth Date:** Enter the infant’s day of birth in dd/mm/yyyy format.
- **Address:** Enter an address line, city, province and postal code.

4. After saving the local record, perform a Network search and assign the infant a temporary PHN using the method outlined in the [Out-of-Province Patients](#) section above.

Once registered with PharmaNet, the next time a prescription is filled for the infant, PharmaNet will merge the temporary PHN with the new registered PHN.

Plan B Patients

To identify a patient as Plan B, they must be entered under the Plan B sub plan in your system. This sub plan code must end with the letter B, for example, 'PB' or 'PLANB' and the patient must be assigned to a nursing home that has a valid PharmaNet facility ID.

1. From the Start Screen, select **NH > Edit Nursing Home List**. Ensure that the PharmaNet facility ID for the nursing home is entered.

- When entering the patient's PHN, ensure you choose the Plan B sub plan and assign the patient to the nursing home.

Plans (1)		
SubPlan Code	Group ID	Client ID
1 PB		9026763499

General | Family | **Nursing Home** | Communications | Other

Home Shady Rest Admit Date

Ward Ward A Discharge Date

Prescriptions filled for Plan B patients will not have a dispensing fee. Also, you can configure your system to not return the PharmaNet profile when filling a new Rx for a Plan B patient. To change this setting, go to **File > Configuration > Store > Rx > General: Get PharmaNet Profile for NH Patients**.

Creating a Pet

- Call up a blank **F3 - Patient** screen and create a local record, completing the patient fields using the owner's **last name and PHN**. Enter the pet's name, optionally followed by the type of pet in parentheses. Under the **General** tab, place a checkmark next to **Animal** and enter the type of pet.

File Edit Patient Prgfile Network Reports Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt-X - Start

Last Name Doe First Name Max (Dog) Salutation OK Save Scan

Address 1 Address 2 City Prov BC Postal Country Canada Email Send Family Doctor Quick Code F2 Clear

Phone Numbers (0) Description Phone Birthdate Age Gender Male Language English Height Weight Owner's PHN Load Delete

Plans (1)			
SubPlan Code	Group ID	Client ID	Expiry
1 PI		9897579708	

Comments (0) Topic Comment F2 Ins Del

Allergies (0) Add Drug F2 Ins Del

General | Family | **Nursing Home** | Communications | Other

Patient Active Animal Dog Consent Consent Unknown Unit Dose

- When you fill a prescription for the pet, use a doctor with the **Veterinarian** designation. The prescription will not be shown on the owner's PharmaNet profile.

General

Doctor Information

Designation: **Veterinarian**

Specialty:

Creating a Patient for Office Use Medications

When providing medication to a doctor for use within their office, a patient record must be created for the doctor. When creating the doctor as a patient, use the office use medication (OMED) PHN assigned to your pharmacy. Note that you may be warned that your OMED PHN is already in use for other patients. If you see this warning, just proceed because each doctor you create for office use medications will share this one PHN. If you also have a keyword assigned to your OMED PHN, you must enter it on this patient record. See the [Keywords](#) section for more information.

Verifying Patient Information

The **Verify Patient** function is used to verify local patient information against the patient information available in PharmaNet.

- From the F3 - Patient profile, go to **Network > Verify Patient**.
- The Update Patient Demographics from PharmaNet will appear displaying the patient information available on the Network.

Update Patient Demographics from PharmaNet

The information is synchronized. No updates are required.

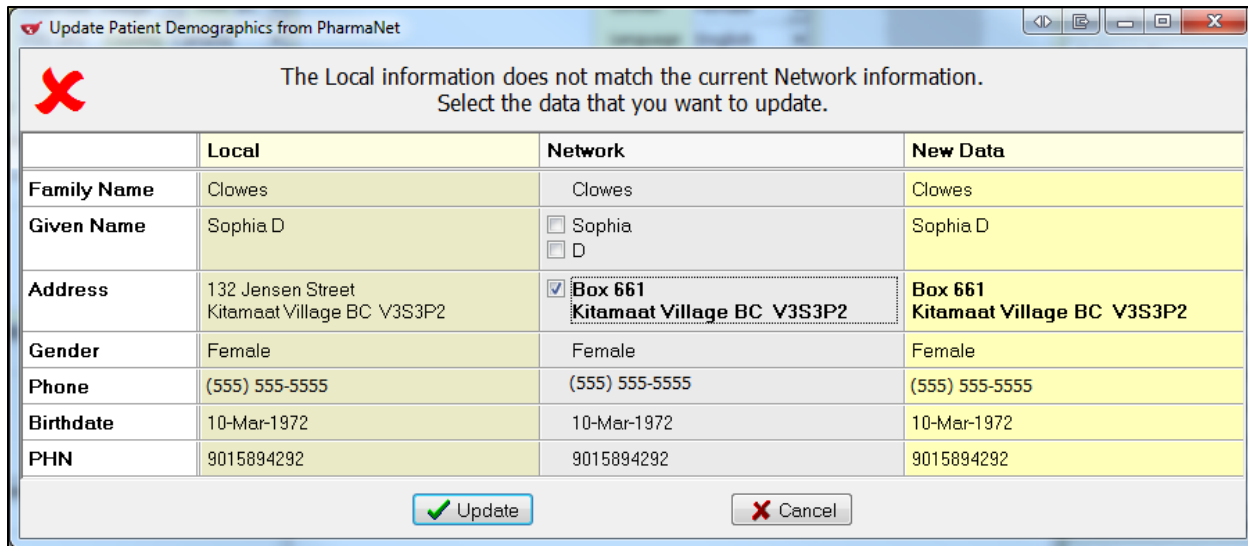
	Local	Network	New Data
Family Name	Clowes	Clowes	Clowes
Given Name	Sophia.D	<input type="checkbox"/> Sophia <input type="checkbox"/> D	Sophia.D
Address	Box 661 Kitamaat Village BC V3S3P2	Box 661 Kitamaat Village BC V3S3P2	Box 661 Kitamaat Village BC V3S3P2
Gender	Female	Female	Female
Phone	(555) 555-5555	(555) 555-5555	(555) 555-5555
Birthdate	10-Mar-1972	10-Mar-1972	10-Mar-1972
PHN	9015894292	9015894292	9015894292

Skip Cancel

The screen is divided into three sections. The **Local** column shows the information as it is recorded on the local patient record. The **Network** column shows the information record on PharmaNet.

If the two records are synchronized, press the **Skip** button or press **Enter**.

If the records do not match, the fields that differ will show under the Network column in bold and each will contain a check box.



The Local information does not match the current Network information.
Select the data that you want to update.

	Local	Network	New Data
Family Name	Clowes	Clowes	Clowes
Given Name	Sophia.D	<input type="checkbox"/> Sophia <input type="checkbox"/> D	Sophia.D
Address	132 Jensen Street Kitamaat Village BC V3S3P2	<input checked="" type="checkbox"/> Box 661 Kitamaat Village BC V3S3P2	Box 661 Kitamaat Village BC V3S3P2
Gender	Female	Female	Female
Phone	(555) 555-5555	(555) 555-5555	(555) 555-5555
Birthdate	10-Mar-1972	10-Mar-1972	10-Mar-1972
PHN	9015894292	9015894292	9015894292

Update
 Cancel

To update your local system with any of the network fields, place a check beside each field. A preview of what will be the new local patient record is shown in the **New Data** column. To accept the changes, click on the **Update** button or press **Enter**. Your local record will now reflect the network fields that you selected.

Name or PHN Mismatches

When performing a Network verification, if either the last or first names do not match, you must first acknowledge the difference by clicking on the **Continue** button.

The Local information does not match the current Network information.
Select the data that you want to update.

The Given Name does not match. Continue

	Local	Network	New Data
Family Name	Clowes	Clowes	Clowes
Given Name	Sophi	<input type="checkbox"/> Sophia <input type="checkbox"/> D	Sophi [Plan Alias]: Sophia D
Address	Box 661 Kitamaat Village BC V3S3P2	Box 661 Kitamaat Village BC V3S3P2	Box 661 Kitamaat Village BC V3S3P2
Gender	Female	Female	Female
Phone	(555) 555-5555	(555) 555-5555	(555) 555-5555
Birthdate	09-Mar-1972	<input type="checkbox"/> 10-Mar-1972	09-Mar-1972 [Plan Alias]: 10-Mar-1972
PHN	9015894292	9015894292	9015894292

Update Cancel

WARNING: Use caution when you see this message. It is very possible that you have the incorrect PHN recorded against the local patient record, for example, having the wrong spouse's PHN on file. You should verify the PHN you have on file with the patient.

After you acknowledge the name mismatch and try to update your local system with any of the network information, you will receive an additional warning message, forcing you to acknowledge the change you are about to make.

**You've chosen to override warnings that the local record may not match the network record.
Be aware that this can result in clinical data being recorded incorrectly on the network.
Please log in to verify that you wish to continue.**

Initials

Password

OK Cancel

You should only proceed with these changes if you have confirmed that you have the correct PHN and there is a valid reason for the name or birth date differences.

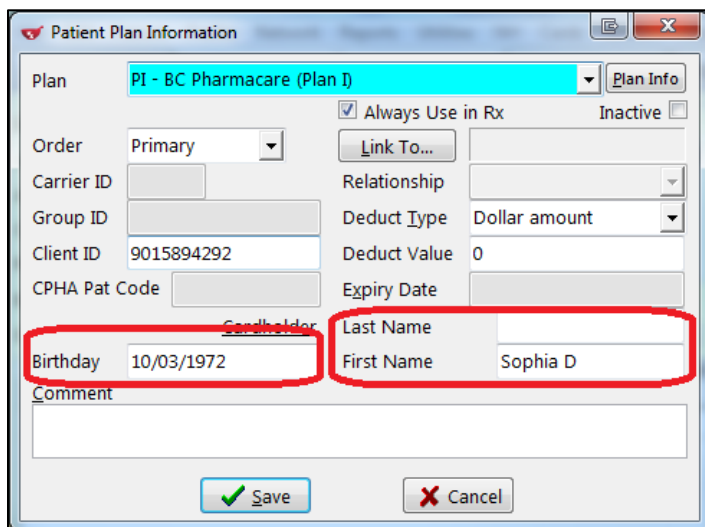
However, if you determine that you have been filling prescriptions or performing clinical updates against the wrong PHN, you should investigate further and if necessary, inform the College so that the appropriate corrections can be made.

Patient Name and Birth Date Aliases

Some patients may prefer to use a different name than that recorded on PharmaNet or incorrect birth dates between third parties may cause adjudication difficulties. It is possible to record a patient alias to be used on local labels and reports yet satisfy PharmaNet or other third parties by sending them the information they require.

In the example above, after acknowledging the name mismatch, the **Update** button on the bottom of the screen will become available. Should you choose to not update your local patient's name(s) or birth date with that recorded on the network, selecting the **Update** button will create a patient plan alias instead.

To view this alias or to remove it later, from the patient card, edit the patient's PharmaNet plan. The last name / first name and birth date aliases are recorded towards the bottom of the form. It is this information that is sent in the background to PharmaNet while the name(s) on the local patient record are used for labels and reports.



Patient Plan Information

Plan: **PI - BC Pharmacare (Plan I)** [Plan Info]

Order: Primary [Link To...]

Carrier ID: [] Relationship: []

Group ID: [] Deduct Type: Dollar amount

Client ID: 9015894292 Deduct Value: 0

CPHA Pat Code: [] Expiry Date: []

Cardholder

Last Name
 First Name Sophia D

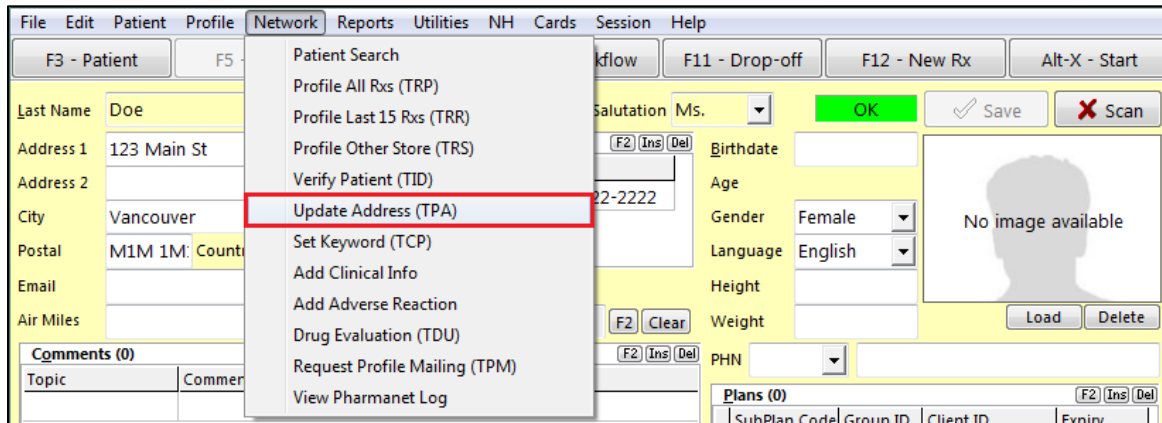
Birthday 10/03/1972

Comment: []

[Save] [Cancel]

Updating an Address

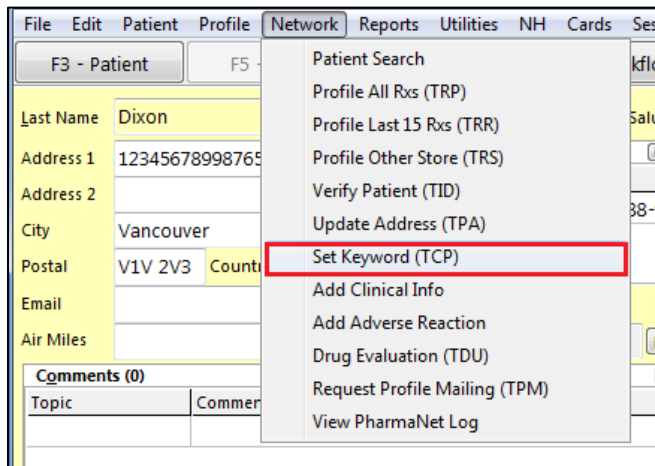
To update PharmaNet with the patient's latest address information, call up the **F3 - Patient** screen. Verify with the patient that the information you have on file is current. Select **Network > Update Address (TPA)**.



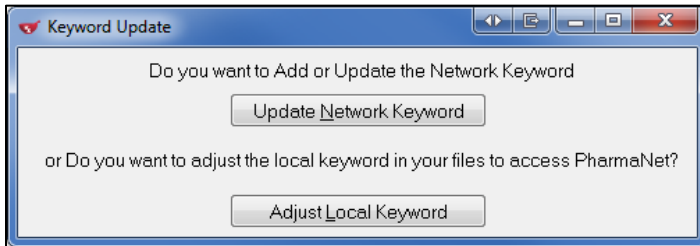
Keywords

Keywords are used to limit access to patient information by asking a pharmacist to attach a keyword to a patient file. With the keyword in place, only pharmacists with whom the patient shares the keyword can access PharmaNet information and fill prescriptions for the patient.

1. Call up the **F3 - Patient** screen and select **Network > Set Keyword (TCP)**.

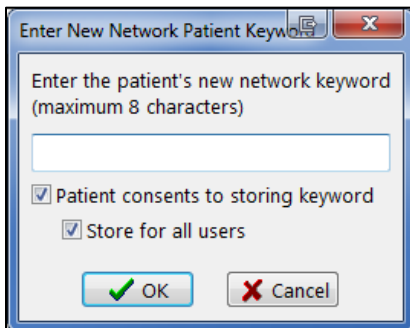


2. A prompt will appear asking if you want to add or update the network keyword or if you want to adjust the local keyword in your files.



If the patient wants to add or update the network with a new keyword, select **Update Network Keyword**.
 If the patient already has a network keyword and you just want to update your records, select **Adjust Local Keyword**.

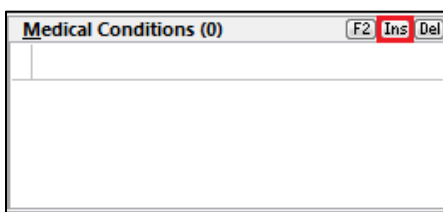
The **Patient Keyword** form will appear. Enter a keyword and choose whether the patient wants to store the keyword locally and if it should be stored for only the pharmacist given permission to use the keyword or stored for all users.



If the patient does not consent to storing their keyword, it will only be used for the current patient encounter. As soon as you perform a PharmaNet request for a different patient, the keyword for the previous patient is no longer retained.

Adding Medical Conditions

1. To add a medical condition to the local patient profile, call up the **F3 - Patient** screen and select **Ins** from the **Medical Conditions** section.



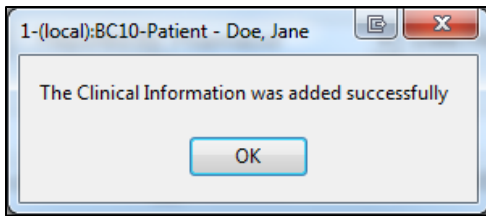
2. Perform a search for the medical condition. Highlight the condition and click **Select**.

#	Screened	Description	Type	Code
1	Yes	Headache	ICD-10-CA	R51

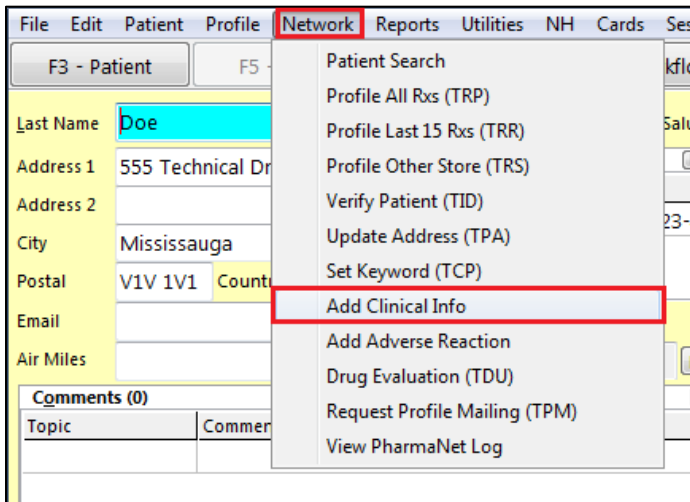
3. Enter any optional comments related to the medical condition and click **OK**.

4. A prompt will appear asking if you want to send the condition to PharmaNet. Select **Yes**.

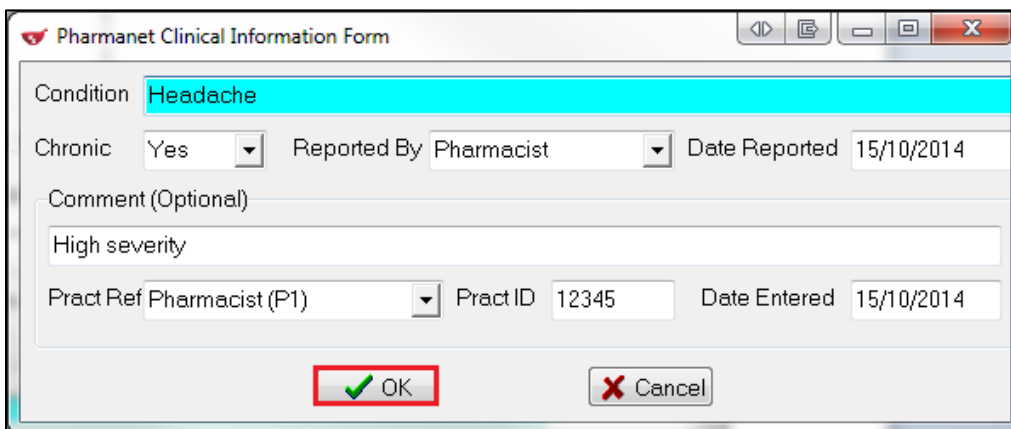
5. The **PharmaNet Clinical Information Form** is populated with the condition text. Complete the Chronic indicator and optionally enter a comment. Press **Enter** or click **OK**.



6. To manually send the condition to PharmaNet, select **Network > Add Clinical Info**.



7. The **PharmaNet Clinical Information Form** will appear allowing you to document the patient's condition, whether it is chronic, who reported the condition, and the date it was reported. Complete the fields and click **OK**.



NOTE: If you enter a comment, the **Pract Ref** (practitioner, reference), **Pract ID** (practitioner's ID), and **Date Entered** fields are required.

Adding Adverse Reactions

1. Call up the **F3 - Patient** screen and select **Network > Add Adverse Reaction**.

The screenshot shows the 'F3 - Patient' screen in a software application. The 'Network' menu is open, and the 'Add Adverse Reaction' option is highlighted with a red box. The patient's information is visible, including Last Name: Doe, Address 1: 123 Main St, City: Vancouver, and Gender: Female. The 'Save' button is highlighted in green, and the 'Cancel' button is highlighted in red.

2. Perform a drug search for the medication the patient has reported an adverse reaction to. Highlight the medication entry and click **Select**.

The screenshot shows the '(Drg Search) pen*' search results window. The search criteria are 'pen*' and the search results are displayed in a table. The 'Select' button is highlighted with a red box. The table shows 39 records found, with the third record, 'Crystapen G', highlighted in blue.

#	Brand Name	Generic Name	Strength	Pack Size	DIN	Form	Mfr
1	Ayercillin	Penicillin G Procaine	3000000iu/10ml	10	00002402	ML (A	AYE
2	Bicillin L-A	Penicillin G Benzathine	1200000unit/2ml	2	02291924	ML (I	CBT
3	Crystapen G	Penicillin G	1000000iu	1	02060086		BNQ
4	Crystapen Mega PD 5M I.U Inj	Penicillin G Sodium	5000000 UNIT /VL	25	02300443	POW	ALV

3. The medication profile will appear. Click **Select**.

- The **PharmaNet Adverse Reaction Form** will appear allowing you to document the drug name, who reported the reaction, the date it was reported and optionally, any additional comments. Complete the fields and click **OK**.

NOTE: If you enter a comment, the **Pract Ref** (practitioner reference), **Pract ID** (practitioner's ID), and **Date Entered** fields are required.

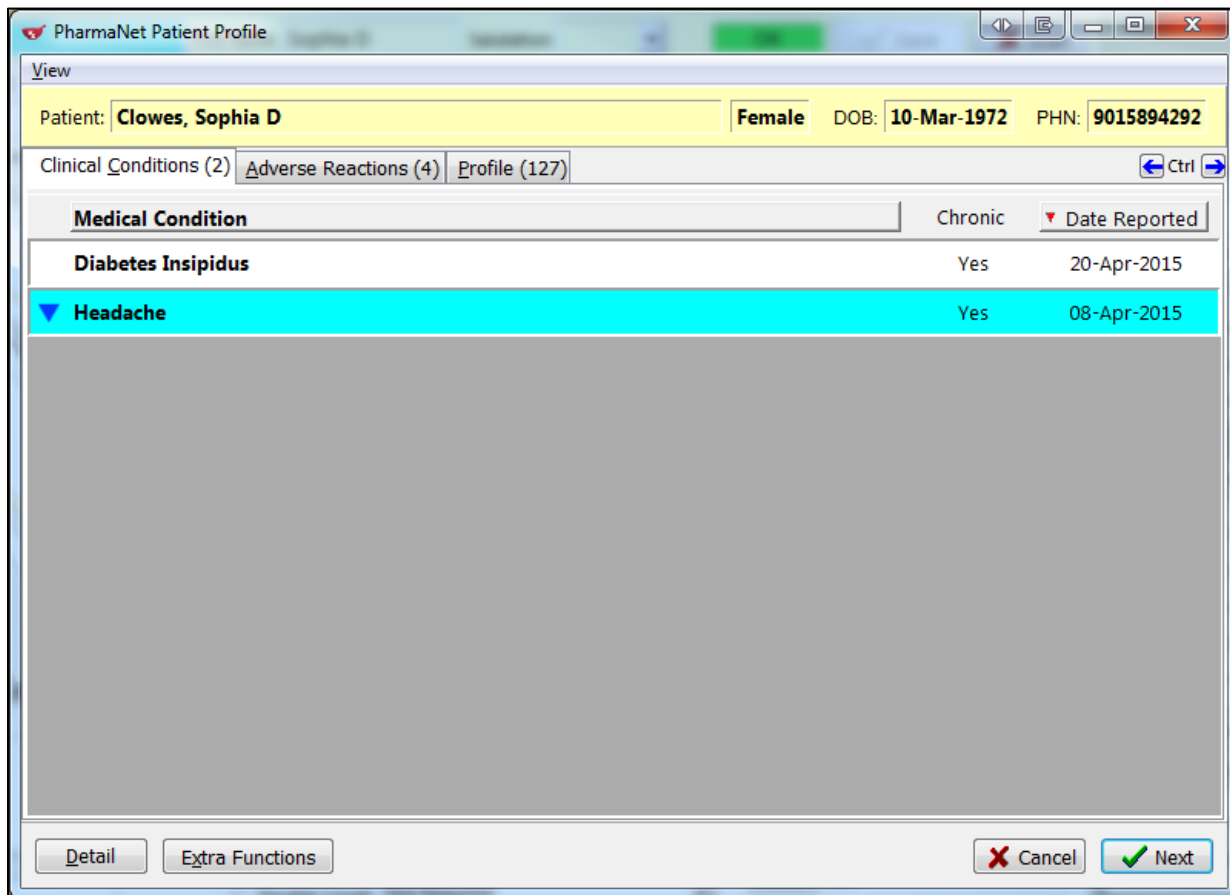
If you add an adverse reaction (allergy) to the local patient profile you will not be prompted to send the information to PharmaNet. If you want to update the patient's PharmaNet profile with adverse reaction information from the local patient profile, you must select **Network > Add Adverse Reaction**.

PharmaNet Profile

- To manually request a patient's PharmaNet profile, call up the local **F3 - Patient** and select **Network > Profile All Rx's (TRP)**. You can also select **Profile Last 15 Rx's (TRR)** to only view the last 15 Rx's or **Profile Other Store** to only show Rx's dispensed by other pharmacies.

Clinical Conditions

The **PharmaNet Profile** screen will appear, displaying any clinical conditions and adverse reactions for that patient and all prescriptions filled within the last 14 months. The number that appears in brackets indicates the total entries found under each tab. The first tab displayed will show the clinical conditions for this patient.



The screenshot shows the PharmaNet Patient Profile window for Sophia D Clowes. The patient information includes: Patient: Clowes, Sophia D, Female, DOB: 10-Mar-1972, PHN: 9015894292. The Clinical Conditions tab is active, showing 2 conditions. The conditions are listed in reverse chronological order of the date reported.

Medical Condition	Chronic	Date Reported
Diabetes Insipidus	Yes	20-Apr-2015
▼ Headache	Yes	08-Apr-2015

At the bottom of the window, there are buttons for Detail, Extra Functions, Cancel, and Next.

Clinical conditions are listed in reverse chronological order of the date reported. Optionally, you can click on the **Medical Condition** column header to sort alphabetically by name. Clicking any column header a second time will reverse the sort order for that column. Small red or green icons on the column headers show the current sort.

A blue triangular icon appearing on the left indicates that there is a comment attached to the entry.

To view more information about any given condition, highlight the item and click **Detail** or press the **D** key on your keyboard. Click **OK** to close the screen.

Condition Details

Patient Condition: **Headache**

Chronic: **Yes** | Reported By: **Pharmacist** | Date Reported: **08-Apr-2015**

Comment: **High Severity**

Pract Ref: **P1** | Pract ID: **06101** | Date Entered: **08-Apr-2015**

Click the **Next** button or press **Enter** to advance to the Adverse Reactions tab.

Adverse Reactions

The second profile tab shows the Adverse Reactions for this patient.

PharmaNet Patient Profile

View

Patient: **Clowes, Sophi** | **Female** | DOB: **10-Mar-1972** | PHN: **9015894292**

Clinical Conditions (6) | **Adverse Reactions (4)** | Profile (15) (There may be more Rx's)

Drug	DIN	Form	Manufacturer	Date Reported
Warfarin Sodium 5 MG	01918354	Tablet	B-M Squibb	18-Feb-2015
Penicillin V Potassium 300 MG	00021202	Tablet	Novopharm Ltd	06-Jan-2015
Furosemide 20 MG	00396788	Tablet	Apotex Inc	14-Dec-2010
Sulfamethoxazole/Trimethoprim 800-160 MG	00445282	Tablet	Apotex Inc	09-Dec-2009

Like the **Clinical Conditions** profile, you can click on any of the column headers to change the default sort order, and to view more information about any given adverse reaction, highlight the item and click **Detail** or press the **D** key on your keyboard.

Reaction Details

Drug: **Sulfamethoxazole/Trimethoprim 800-160 MG**

DIN: **00445282** Form: **Tablet** Manufacturer: **Apotex Inc**

Reported By: **Patient** Date Reported: **09-Dec-2009**

Comment: **Anaphylaxis**

Pract Ref: **P1** Pract ID: **06363** Date Entered: **12-Dec-2009**

To update the comment on an **Adverse Reaction**, highlight it and click **Extra Functions** or right-click the item, and select **Update**.

Click the **Next** button to advance to the **Profile** tab.

Prescriptions (Profile)

The **Profile** tab shows the most recently filled prescriptions.

PharmaNet Patient Profile

View

Patient: **Clowes, Sophia D** Female DOB: **10-Mar-1972** PHN: **9015894292**

Clinical Conditions (6) Adverse Reactions (4) **Profile (127)**

▼ Last Filled	Status	Doctor	Qty	Drug	DIN	Manufacturer	First Filled
							Local
				Directions			Rx Count
10-Feb-2015	Not Filled	Cullen	30.0	Warfarin Sodium 5 MG Tablet	01918354	B-M Squibb	10-Feb-2015
				TAKE 1 TABLET ONCE A DAY			Yes 2
27-Jan-2015	Discontinued	Cullen	30.0	Furosemide 20 MG Tablet	00396788	Apotex Inc	27-Jan-2015
				TAKE 1 TABLET ONCE A DAY			No 1
20-Jan-2015	Filled	Cullen	35.0	Felodipine 5 MG Tab Er 24h	00851779	Astrazeneca Ca	10-Mar-2014
				TAKE 1 TABLET ONCE A DAY			Yes 2
20-Jan-2015	Reversed	Cullen	35.0	Atenolol/Chlorthalidone 100MG-25MG Tablet	02248764	Apotex Inc	19-Jan-2015
				TAKE 1 TABLET ONCE A DAY			Yes 7
20-Jan-2015	Not Filled	Cullen	35.0	Amiloride Hcl 5 MG Tablet	02249510	Aa Pharma Inc.	20-Jan-2015
							Yes

- **Status:** This column provides information on the status of the most recent fill for this DIN.
 - **Filled:** A normal, forward-filled Rx.
 - **Discontinued:** The Rx has been stopped. The patient should no longer be taking this medication.
 - **Not Filled:** A Refusal to Fill was performed on this Rx.
 - **Reversed:** This Rx was reversed with an intervention code other than 'RE' (data entry error).
- **First Filled:** This is the earliest fill date for this DIN based on all of the Rxs returned in this profile request. Careful: requesting **All Rxs**, which will return every Rx over the past 14 months, versus requesting a profile for only the **Last 15 Rxs** may display a different First Filled date for the same DIN due to a smaller set of Rxs being returned.
- **Local:** Any Rxs filled at another store will show 'No'.
- **Rx Count:** The prescriptions shown are grouped by DIN. The total number of prescriptions for each DIN is shown in this **Rx Count** column

The **Profile** can be re-ordered by clicking on any of the column headers.

Click the **Next** button or **Page Down** key to view the next page of Rxs. Once you have viewed a minimum of 15 Rxs in the profile, the **Next** button will change to a **Close** button if all of the Clinical Conditions and Adverse Reactions were also viewed.

The prescriptions shown are grouped by DIN. To look at all of the dispenses for each DIN, highlight the specific Rx and double click or click on the **Detail** button.

PharmaNet Refills for DIN 00843512

Patient: **Clowes, Sophia D** Female DOB: **10-Mar-1972** PHN: **9015894292**

Fill Date	Status	Doctor	Qty	Drug	DIN	Manufacturer	Local
20-Apr-2015	Filled	Cullen	5.0	Yohimbine Hcl 6 MG Tablet	00843512	Rougier Pharma	Yes
Directions: TAKE 1 TABLET ONCE A DAY							
02-Mar-2015	Filled	Cullen	5.0	Yohimbine Hcl 6 MG Tablet	00843512	Rougier Pharma	Yes
Directions: TAKE 1 TABLET ONCE A DAY							
07-May-2014	Filled	Cullen	5.0	Yohimbine Hcl 6 MG Tablet	00843512	Rougier Pharma	Yes
Directions: TAKE 1 TABLET ONCE A DAY							
07-May-2014	Not Filled	Cullen	5.0	Yohimbine Hcl 6 MG Tablet	00843512	Rougier Pharma	Yes
Directions: TAKE 1 TABLET ONCE A DAY							
07-May-2014	Reversed	Cullen	5.0	Yohimbine Hcl 6 MG Tablet	00843512	Rougier Pharma	Yes
Directions: TAKE 1 TABLET ONCE A DAY							
05-May-2014	Filled	Cullen	5.0	Yohimbine Hcl 6 MG Tablet	00843512	Rougier Pharma	Yes
Directions: TAKE 1 TABLET ONCE A DAY							

To view detailed information about a specific fill, highlight it and double click or click **Detail** a second time.

Profile Details

Dispensed Date: **07-May-2014** Status: **Reversed** DIN: **00843512** Is Local: **Yes**

Qty: **5.0** Drug: **Yohimbine Hcl 6 Mg**

Form: **Tablet** Manufacturer: **Rougier Pharma**

Directions: **Take 1 Tablet Once A Day**

Doctor: **Cullen** Doc Ref: **91** Doc ID: **09940**

Interventions: **RR** Max Dose: **1.0** Drug Disc Date: Drug Disc Source:

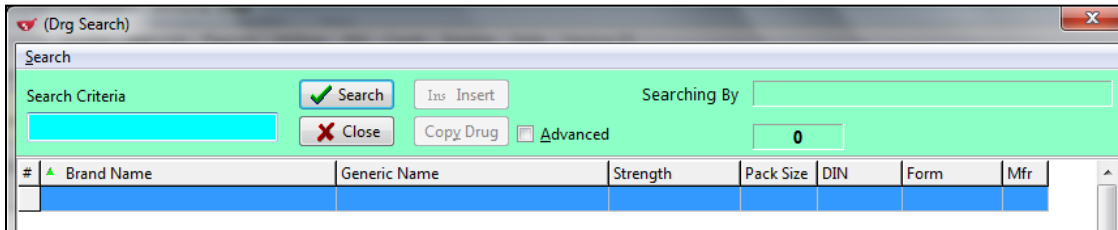
Comment:

Pract Ref: Pract ID: Date Entered:

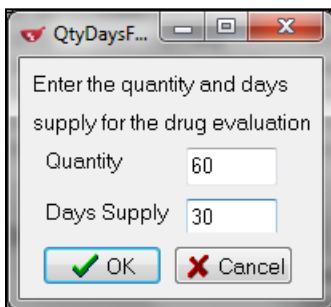
Drug Evaluation

You can perform a drug evaluation against a patient's PharmaNet profile without filling a prescription.

1. Call up the **F3 - Patient screen** and select **Network > Drug Evaluation**.
2. The Drug Search screen will appear. Search for the drug that you want to evaluate.



3. After choosing the drug, you will be prompted to optionally enter a quantity and days' supply.

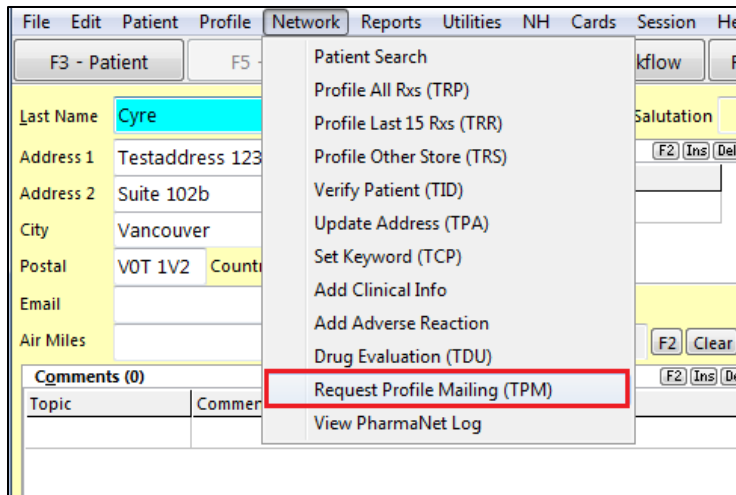


4. Click **OK** or press **Enter**.
5. The [PharmaNet Drug Evaluation](#) form will appear. This will show any drug to drug interactions, Min/Max or duplicate ingredient warnings.

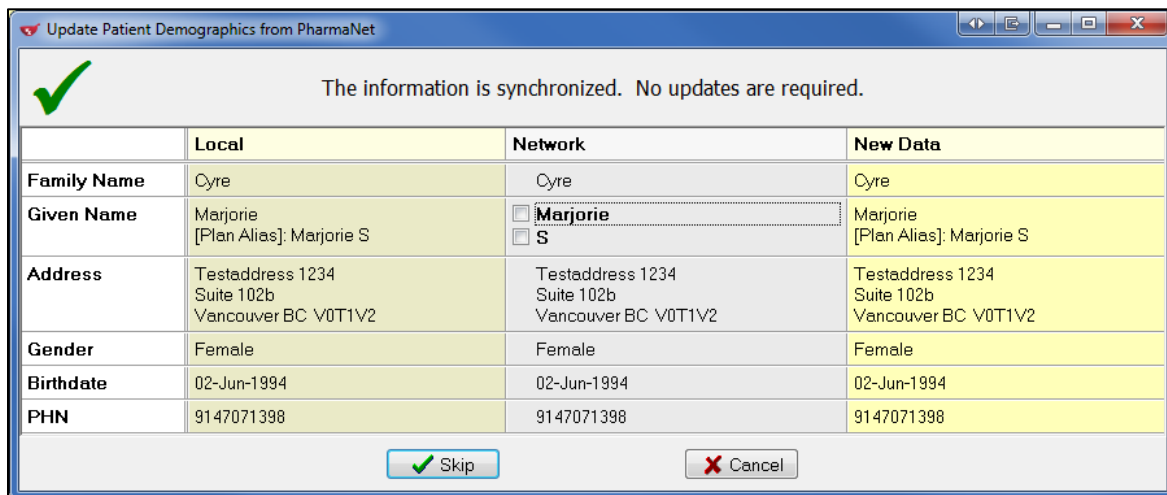
Request Profile Mailing

The **Request Profile Mailing** feature requests PharmaNet to mail the patient's official PharmaNet medication profile. Patients must provide positive identification before the profile can be requested.

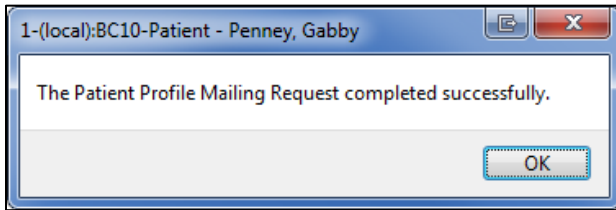
1. Call up the **F3 - Patient screen** and select **Network > Request Profile Mailing**.



2. The **Update Patient Demographics from PharmaNet** will appear asking you to verify the patient's information.



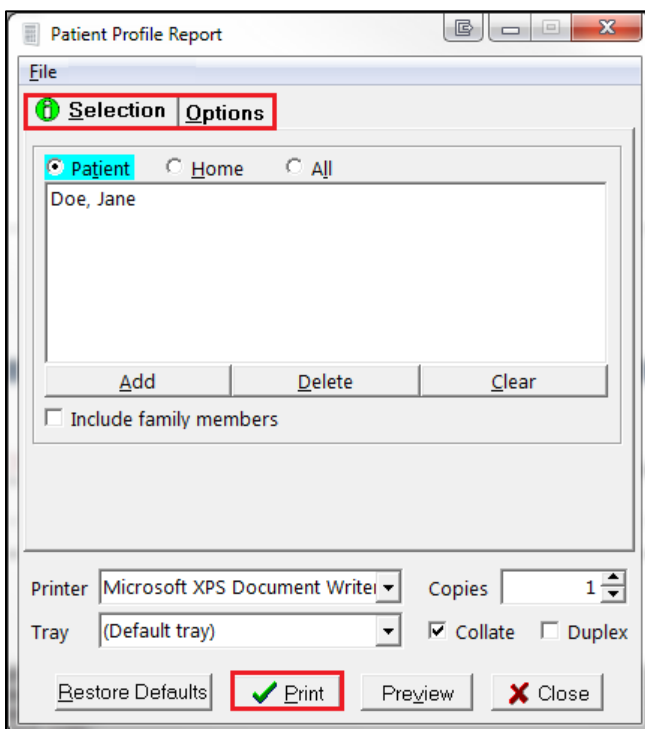
- If all the information is correct, select **Skip**. The Patient Profile Mailing Request successful form will appear.



Local Patient Profile Report Request

Patients must provide positive identification before a printed copy of the local profile can be provided.

- Call up the **F3 - Patient** screen and select **Reports > Patient Profile Report**.
- The **Patient Profile Report** form will appear. Use the Selection and Options tabs to specify the report parameters. Click Preview to preview the report and Print to generate the report.



Sample Patient Profile Report:

Patient Profile Report

Kroll Computer Svstems Pharmacy, 9305 50th Street, Edmonton AB
 Phone: (555) 555-5555 Fax: (555) 555-5555

Report Parameters
 Patients - Doe, Marjorie
 Printing Cancels
 Printing Unfills
 Printing Inactive Rxs

This is NOT an official record

Patient Profile Report Printed on: 13/04/2015 11:28:23

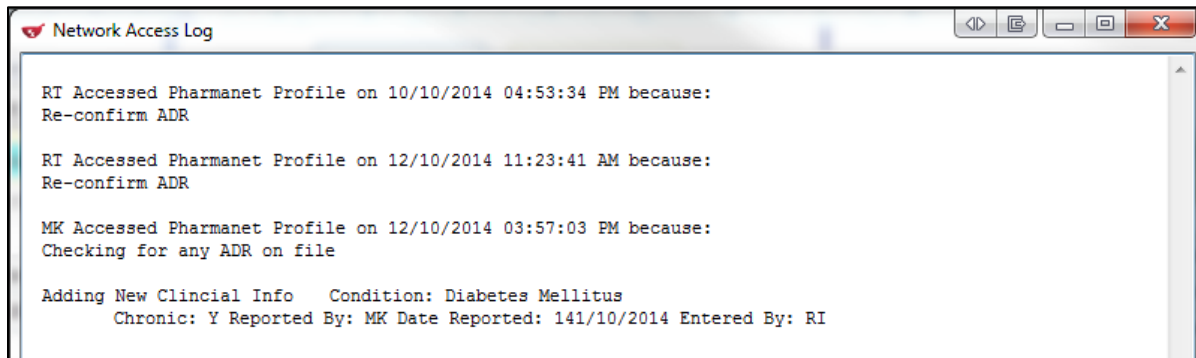
Patient Name: Doe, Marjorie
Address: Testaddress 1234
 Suite 102b
 Vancouver BC V0T 1V2
DOB: 02-Jun-1994
Gender: F

Qty	Brand Name Directions	Generic Name	Doctor Name	Fill date	Rx#
30	TAB Apo-Pindol 5mg TAKE 1 TABLET ONCE A DAY	Pindolol	Cullen, Nancy C	19-Jan-2015	483159 Ref:0
30	TAB Tylenol With Codeine #4 60mg TAKE 1 TABLET ONCE A DAY WHEN NEEDED FOR PAIN	Acetaminophen/codeine phosphate	De Wolfe, Hugh	09-Jan-2015	9003855 Ref:0
30	CAP Apo-Temazepam 15mg TAKE 1 CAPSULE(S) NIGHTLY AT BEDTIME	Temazepam	Fitzpatrick, Donald	09-Jan-2015	9003854 Ref:0
30	CAP Apo-Minocycline 50mg TAKE 1 CAPSULE(S) 3 TIMES A DAY FOR 10 DAYS	Minocycline HCl	Cullen, Nancy C	09-Jan-2015	483131 Ref:0
30	TAB Coumadin 6mg TAKE AS DIRECTED	Warfarin Sodium	Cullen, Nancy C	09-Jan-2015	483130 Ref:0
30	TAB Sertan 250mg TAKE AS DIRECTED	Primidone	Cullen, Nancy C	09-Jan-2015	483129 Ref:0
30	TAB Nu-Ibuprofen 600mg TAKE AS DIRECTED	Ibuprofen	Cullen, Nancy C	09-Jan-2015	483128 Ref:0

Viewing PharmaNet Logs

Each time a PharmaNet profile is accessed, a profile reason must be entered. This documents the time, the user's login initials, and the reason for accessing the profile. Also, anytime a change to this patient record is made on the network, a record of this change is logged. This information is recorded in a PharmaNet log. To view a patient's PharmaNet log, call up the

F3 - Patient screen and go to **Network > View PharmaNet Log**. The **Network Access Log** screen will appear.



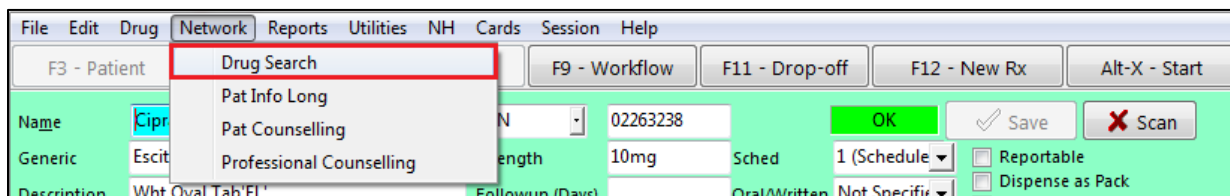
All PharmaNet functions performed against this patient will be shown in chronological order.

Drugs

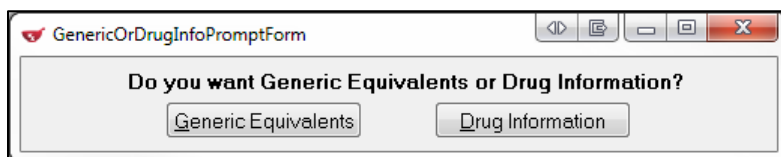
The **F5 - Drug** screen has various PharmaNet requests that can be made for the drug. These requests are accessed from the **Network** menu.

Searching for Drug Information or Generic Equivalents

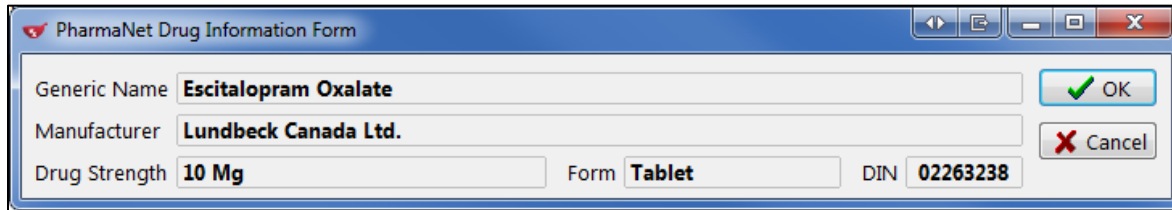
1. From the **F5 - Drug** screen, first locate the drug for which you are requesting additional information. Then select **Network > Drug Search**.



2. A prompt will appear asking if you want general equivalents or drug information.



- If you select **Drug Information**, the **PharmaNet Drug Information Form** will appear, display information about the drug.



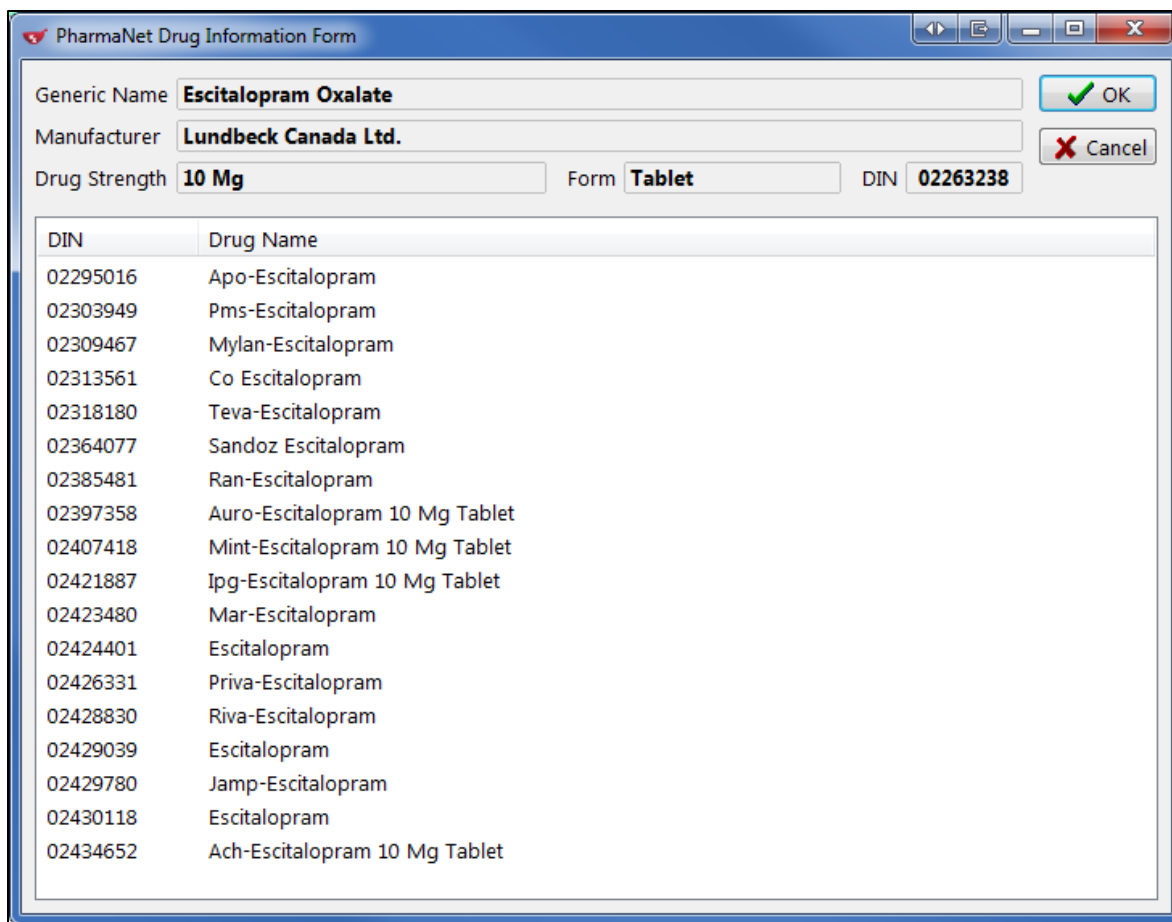
PharmaNet Drug Information Form

Generic Name **Escitalopram Oxalate**

Manufacturer **Lundbeck Canada Ltd.**

Drug Strength **10 Mg** Form **Tablet** DIN **02263238**

- If you select **Generic Equivalents**, PharmaNet will display a list of generic equivalents.



PharmaNet Drug Information Form

Generic Name **Escitalopram Oxalate**

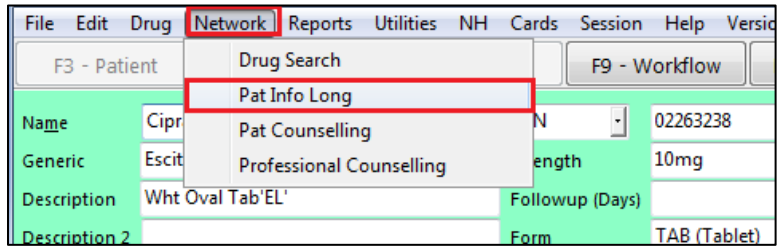
Manufacturer **Lundbeck Canada Ltd.**

Drug Strength **10 Mg** Form **Tablet** DIN **02263238**

DIN	Drug Name
02295016	Apo-Escitalopram
02303949	Pms-Escitalopram
02309467	Mylan-Escitalopram
02313561	Co Escitalopram
02318180	Teva-Escitalopram
02364077	Sandoz Escitalopram
02385481	Ran-Escitalopram
02397358	Auro-Escitalopram 10 Mg Tablet
02407418	Mint-Escitalopram 10 Mg Tablet
02421887	Ipg-Escitalopram 10 Mg Tablet
02423480	Mar-Escitalopram
02424401	Escitalopram
02426331	Priva-Escitalopram
02428830	Riva-Escitalopram
02429039	Escitalopram
02429780	Jamp-Escitalopram
02430118	Escitalopram
02434652	Ach-Escitalopram 10 Mg Tablet

Patient Info Long

1. From the **F5 - Drug** screen, select **Network > Patient Info Long**.



File		Edit	Drug	Network	Reports	Utilities	NH	Cards	Session	Help	Version
F3 - Patient		Drug Search			F9 - Workflow						
Name		Cipr	Pat Info Long								
Generic		Escit	Pat Counselling								
Description		Whit Oval Tab'EL'		Professional Counselling		length		10mg			
Description 2				Followup (Days)							
				Form		TAB (Tablet)					

2. PharmaNet will return the **PharmaNet Drug Monograph Form** long version which can be printed.

Pharmanet Drug Monograph Form

Generic Name: ESCITALOPRAM OXALATE LUNDBECK CANAD 10 MG TABLET
 Manufacturer: LUNDBECK CANADA LTD.
 Strength: 10 MG Dosage: TABLET DIN: 2263238

IMPORTANT: HOW TO USE THIS INFORMATION: This is a summary and does NOT have all possible information about this product. This information does not assure that this product is safe, effective, or appropriate for you. This information is not individual medical advice and does not substitute for the advice of your health care professional. Always ask your health care professional for complete information about this product and your specific health needs.

ESCITALOPRAM - ORAL
 (ES-sye-TAL-oh-pram)

WARNING: Antidepressant medications are used to treat a variety of conditions, including depression and other mental/mood disorders. These medications can help prevent suicidal thoughts/attempts and provide other important benefits. However, studies have shown that a small number of people (especially people younger than 25) who take antidepressants for any condition may experience worsening depression, other mental/mood symptoms, or suicidal thoughts/attempts. Therefore, it is very important to talk with the doctor about the risks and benefits of antidepressant medication (especially for people younger than 25), even if treatment is not for a mental/mood condition. Tell the doctor immediately if you notice worsening depression/other psychiatric conditions, unusual behavior changes (including possible suicidal thoughts/attempts), or other mental/mood changes (including new/worsening anxiety, panic attacks, trouble sleeping, irritability, hostile/angry feelings, impulsive actions, severe restlessness, very rapid speech). Be especially watchful for these symptoms when a new antidepressant is started or when the dose is changed.

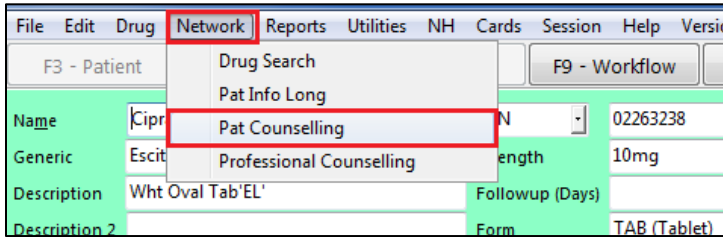
USES: Escitalopram is used to treat depression and anxiety. It works by helping to restore the balance of a certain natural substance (serotonin) in the brain. Escitalopram belongs to a class of drugs known as selective serotonin reuptake inhibitors (SSRI). It may improve your energy level and feelings of well-being and decrease nervousness.

OTHER USES: This section contains uses of this drug that are not listed in the approved US professional labeling for the drug but that may be prescribed by your health care professional. Use this drug for a condition that is listed in this section only if it has been so prescribed by your health care professional. This medication may also be used to treat other mental/mood disorders (such as obsessive-compulsive disorder, panic disorder) and hot flashes that occur with menopause.

HOW TO USE: Read the Medication Guide and, if available, the Patient Information Leaflet provided by your pharmacist before you start taking escitalopram and each time you get a refill. If

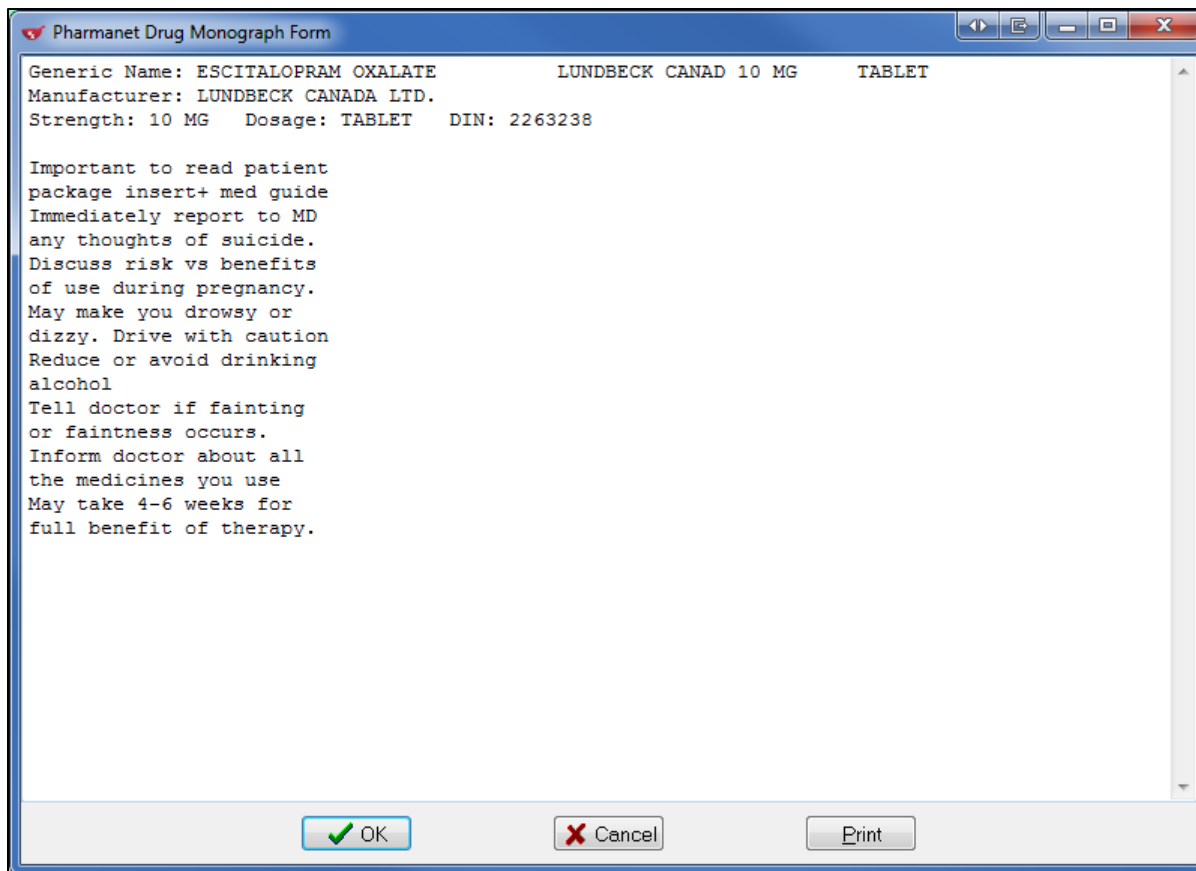
Patient Counselling

1. From the **F5 - Drug** screen, select **Network > Pat Counselling**.



F3 - Patient		F9 - Workflow	
Name	Cipr	Pat Counselling	N
Generic	Escit	Professional Counselling	length
Description	Whit Oval Tab'EL'	Followup (Days)	10mg
Description 2		Form	TAB (Tablet)

2. PharmaNet will return the Patient counselling which can be printed.



Pharmanet Drug Monograph Form

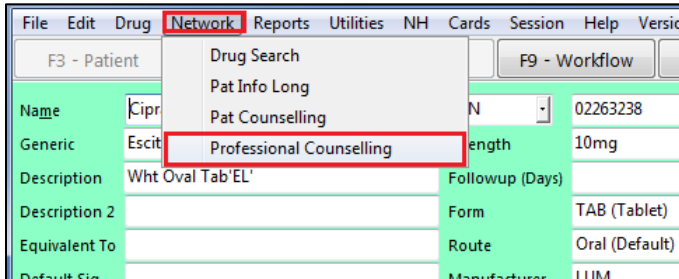
Generic Name: ESCITALOPRAM OXALATE LUNDBECK CANAD 10 MG TABLET
 Manufacturer: LUNDBECK CANADA LTD.
 Strength: 10 MG Dosage: TABLET DIN: 2263238

Important to read patient package insert+ med guide
 Immediately report to MD any thoughts of suicide.
 Discuss risk vs benefits of use during pregnancy.
 May make you drowsy or dizzy. Drive with caution
 Reduce or avoid drinking alcohol
 Tell doctor if fainting or faintness occurs.
 Inform doctor about all the medicines you use
 May take 4-6 weeks for full benefit of therapy.

OK Cancel Print

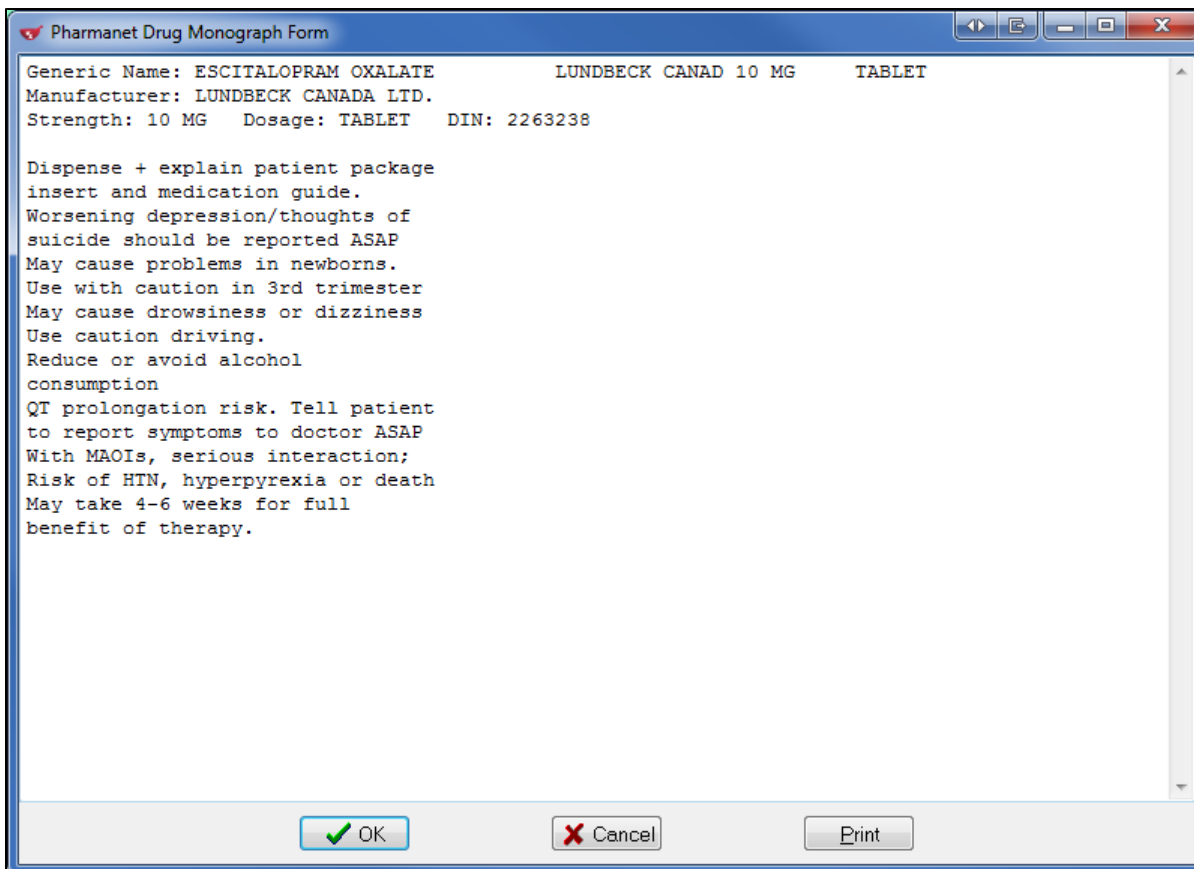
Professional Counselling

1. From the **F5 - Drug** screen, select **Network > Professional Counselling**.



The screenshot shows a software interface with a menu bar (File, Edit, Drug, Network, Reports, Utilities, NH, Cards, Session, Help, Version) and a data entry form. The 'Network' menu is open, and 'Professional Counselling' is highlighted. The form fields include Name (Cipr...), Generic (Escit...), Description (Whit Oval Tab'EL'), Strength (10mg), Form (TAB (Tablet)), Route (Oral (Default)), and Manufacturer (LUM).

2. PharmaNet will return the Professional Counselling which can be printed.



The screenshot shows a window titled 'Pharmanet Drug Monograph Form' with the following text:

```

Generic Name: ESCITALOPRAM OXALATE          LUNDBECK CANAD 10 MG    TABLET
Manufacturer: LUNDBECK CANADA LTD.
Strength: 10 MG   Dosage: TABLET   DIN: 2263238

Dispense + explain patient package
insert and medication guide.
Worsening depression/thoughts of
suicide should be reported ASAP
May cause problems in newborns.
Use with caution in 3rd trimester
May cause drowsiness or dizziness
Use caution driving.
Reduce or avoid alcohol
consumption
QT prolongation risk. Tell patient
to report symptoms to doctor ASAP
With MAOIs, serious interaction;
Risk of HTN, hyperpyrexia or death
May take 4-6 weeks for full
benefit of therapy.
    
```

At the bottom of the window are three buttons: 'OK', 'Cancel', and 'Print'.

Mixtures

This section describes the process for assigning the provincial PIN and associated fee schedule to a mixture.

Choosing the Pharmacare PIN

On the mixture card's **General** tab, you will find two fields of **Provincial PIN** and **Fee Schedule**.

Default Sig		
Provincial PIN	22123277 - Anthralin + salicylic acid ointment (F2
Fee Schedule	Dermatologicals	0-250=\$15.00; 251+=\$20.00

To set the provincial PIN, press the **F2** button located beside that field. This will display the listing of the PharmaNet PINs.

Code	Description
00999113	Saturated potassium iodide solution
22123195	Cisapride compounded suspension
22123223	Acetazolamide compounded suspension
22123224	Amitriptyline compounded suspension
22123225	Atenolol compounded suspension
22123226	Baclofen compounded suspension
22123227	Bisoprolol compounded suspension
22123228	Captopril compounded suspension
22123229	Citalopram compounded suspension
22123230	Clobazam compounded suspension
22123231	Clonazepam compounded suspension
22123232	Clonidine compounded suspension
22123233	Clozapine compounded suspension
22123234	Cyclobenzaprine compounded suspension
22123235	Dantrolene compounded suspension

Select the item from the list and click on **OK** or press **Enter**.

Fee Schedule

Choosing a PIN from the list above will then automatically set the fee schedule associated with it although, you can manually override this, setting it to any value you wish.

NOTE: If you manually create a pseudo DIN for Pharmacare under the Plans tab of the mixture card, the fee schedule will be removed. You will need to manually set the fee schedule if necessary.

The fee schedule is used to determine the maximum fee amount you can send to PharmaNet. You are allowed to exceed those fees but any excess is automatically sent in the background as a markup amount that PharmaNet will roll back to \$0.00. These excess amounts can then be passed on to either the next third party plan or the patient as long as the Full Payment policy does not apply for this patient.

Examples of some of the maximum fee amounts are:

- A maximum of \$20 regardless as to the quantity dispensed.

<input type="text" value="Oral Solutions"/>	<input type="text" value="\$20.00"/>
---	--------------------------------------

- A maximum of \$15 for a dispense quantity of 0-250 and \$20 thereafter.

<input type="text" value="Dermatologicals"/>	<input type="text" value="0-250=\$15.00; 251+=\$20.00"/>
--	--

- A maximum of \$0.30 per unit dispensed.

<input type="text" value="Capsules"/>	<input type="text" value="\$0.30/cap"/>
---------------------------------------	---

Prescribers

This section describes the process for performing a network search for prescribers who are not in the local system.

Searching for a Prescriber

1. Call up the **F7- Doctor** search screen and perform a local search. If the search does not return the matching prescriber, click **Search Network**.

The screenshot shows a software interface with a menu bar (File, Edit, Search, Utilities, NH, Cards, Session, Help) and a toolbar with buttons for F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, and Alt-X - Start. Below the toolbar, there is a search input field containing 'taylor*', an 'Edit' button, an 'Ins Insert' button, a highlighted 'Search Network' button, and a 'Searching By' dropdown menu set to 'Last Name, First Name (Adv)'. There are also 'Cancel' and 'Advanced' checkboxes. At the bottom, a table header is visible with columns: #, Last Name, First Name, City, Prov, and Phone. The search results area shows '0 No Records Found'.

2. Enter all available search criteria in the **PharmaNet Doctor Search Form**.

The screenshot shows a window titled 'PharmaNet Doctor Search Form'. It has a 'View' dropdown menu. Below it, there are input fields for 'Last Name' (containing 'smith'), 'First Name' (containing 'john'), 'Doc ID Ref' (a dropdown menu), and 'Doc ID'. To the right, there is a 'Records Returned' field and two buttons: 'Search' (with a green checkmark) and 'Cancel' (with a red X). At the bottom, there is a table header with columns: Name, License, Phone, and Address (with sub-columns for City, Prov, and Postal).

The minimum requirements for a Network prescriber search are last name or, doctor ID reference and Doctor License number (doctor ID). Click **Search**.

PharmaNet Doctor Search Form

View

Last Name Doc ID Ref

First Name Doc ID

Records Returned

Name	License	Phone
Address		City Prov Postal
Smith, John H 5060 Maple St.	91:03474	(604) 266-0168 Vancouver BC V6M 3K1
Smith, John R 3004 - 33rd St.	91:03475	Vernon BC V1T 5S9
Smith, John S 302 - 9656 King George Hw	91:03476	(604) 581-7007 Surrey BC V3T 2V5
Smith, John A B.C. Centre For Disease, Control Society	91:05688	(604) 875-4630 Vancouver BC V5Z 4R4
Smith, John Mh 401 - 1200 Lonsdale Ave.	91:08036	(604) 985-6614 North Vancouver BC V7M 3H6
Smith, John T 100 - 1811 Victoria St.	91:14347	(604) 565-2000 Prince George BC V2L 2L6
Smith, John R Clinical Fellow, Obstetrics _Gynaecology	91:14741	Vancouver BC V6H 3V5
Smith, John Edwin J Not Currently Practising	P1:00926	(604) 592-0755 BC

3. Locate the prescriber record from the search results and click **Select**.

PharmaNet Doctor Search Form

View

Last Name Doc ID Ref

First Name Doc ID

Records Returned

Name	License	Phone
Address		City Prov Postal
Smith, John H 5060 Maple St.	91:03474	(604) 266-0168 Vancouver BC V6M 3K1
Smith, John R 3004 - 33rd St.	91:03475	Vernon BC V1T 5S9
Smith, John S 302 - 9656 King George Hw	91:03476	(604) 581-7007 Surrey BC V3T 2V5
Smith, John A B.C. Centre For Disease, Control Society	91:05688	(604) 875-4630 Vancouver BC V5Z 4R4
Smith, John Mh 401 - 1200 Lonsdale Ave.	91:08036	(604) 985-6614 North Vancouver BC V7M 3H6
Smith, John T 100 - 1811 Victoria St.	91:14347	(604) 565-2000 Prince George BC V2L 2L6
Smith, John R Clinical Fellow, Obstetrics _Gynaecology	91:14741	Vancouver BC V6H 3V5
Smith, John Edwin J Not Currently Practising	P1:00926	(604) 592-0755 BC

NOTE: If too many matches are returned, an error message will appear asking you to modify your search criteria with additional information and search again.

- The **Update Doctor Demographics from PharmaNet** form will open. Uncheck any fields that you do not want to be used in the creation of the local record then press **Enter** or click on **Update**.

	Local	Network	New Data
Name		<input checked="" type="checkbox"/> Smith, John S	Smith, John S
Address		<input checked="" type="checkbox"/> 302 - 9656 King George Hw Surrey BC V3T2V5	302 - 9656 King George Hw Surrey BC V3T2V5
Phone		<input checked="" type="checkbox"/> (555) 555-5555	(555) 555-5555
Designation		<input checked="" type="checkbox"/> Physician	Physician
License		<input checked="" type="checkbox"/> BC: 03476	BC: 03476

The local doctor record will be created.

1-(local):BC10-Doctor - Smith, John S

File Edit Doctor Network Reports Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt-X - Start

Last Name **Smith** First Name John S Salutation Dr. QuickCode **OK** Save Scan

Addresses: Add Modify Delete Primary Location Doctor Active

Locations (1) (F2) (Ins) (Del)

Office

Address 1 302 - 9656 King George Hw

Address 2

City Surrey Prov BC (British)

Postal V3T 2V5 Country

Phone (555) 555-5555 Fax

Comments (0) (F2) (Ins) (Del)

Groups (0) (F2) (Ins) (Del)

General (Ctrl) (Del)

Doctor Information

Designation Doctor (Physician)

Specialty

Prescribing Rights Full Rights

Written Language English

Spoken Language

Email Send

Dates

Created On 13/04/2015 12:04:33

Changed On 13/04/2015 12:04:33

Last Rx On

Primary License Number

License 03476

Prov BC (British Colum)

Override Ref ID 91

Alternate License Number

License

Prov

Override Ref ID

Prescriptions/Refills

No Kroll Care

No Fax Refills

No Phone Refills

Signature

No image available

Load Delete

User KP (Kroll Pharmacist) NUM 13/04/15 12:04:43

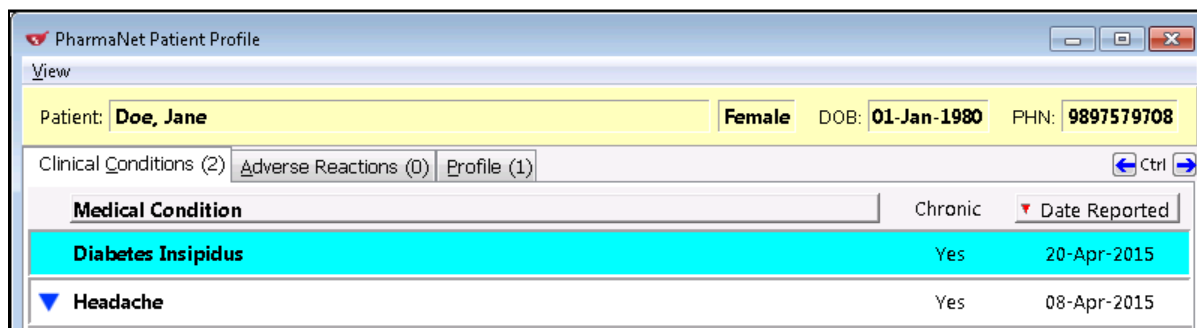
Prescriptions

This section outlines the various processes that pertain to prescription filling, including how to adjudicate claims to PharmaNet.

Filling a Prescription

Call up the **F12** screen and complete the Rx fields. Click **F12 - Fill Now** to adjudicate the claim to PharmaNet.

If this is the first prescription you are filling for this patient, the patient's PharmaNet profile will automatically be displayed. This is mandatory for regular patients and configurable for Plan B patients. (See **File > Configuration > Store > Rx > General: BC Profile Type** and **Get PharmaNet Profile for NH Patients.**)



The screenshot shows a window titled "PharmaNet Patient Profile" with a "View" button. The patient information is as follows:

Patient:	Doe, Jane	Female	DOB:	01-Jan-1980	PHN:	9897579708
----------	-----------	--------	------	-------------	------	------------

Below the patient information, there are tabs for "Clinical Conditions (2)", "Adverse Reactions (0)", and "Profile (1)". The "Profile (1)" tab is active, showing a table of medical conditions:

Medical Condition	Chronic	Date Reported
Diabetes Insipidus	Yes	20-Apr-2015
Headache	Yes	08-Apr-2015

See the [Pharmanet Patient Profile](#) section for details on the network profile screens.

PharmaNet Drug Evaluation

After the profile is dismissed, if PharmaNet detects any issues with this prescription, the **PharmaNet Drug Evaluation** form will appear. This will show any drug to drug interactions, Min/Max or duplicate ingredient warnings.

Drug to Drug Interactions

The PharmaNet Drug to Drug interaction summary screen provides the interaction message, the drug that this prescription is interacting with, the severity level, effect and indicators / references.

Pharmanet Drug Evaluation

New Drug **Clarithromycin**

Drug/Drug (1) **Mjn Max (1)** Dupl Ingredient (1) Ctrl

Source	Interaction Text	Qty	Drug Name
Sev	Disp Date	DUE	Effect
Indicators			
18/012.05	Atorvastatin (> 20 Mg); Pravastatin (> 40 Mg)/Clarithro...	30.0	Atorvastatin Calcium
1	20-Apr-2015	Possible drug/drug interaction.	Adverse reaction of the latter drug
Manufacturer Information, Human Clinical Trial			

At the bottom of the **PharmaNet Drug Evaluation** form, you will find several buttons to act on this evaluation.

To display more information about this interaction, highlight the entry and press the **Details** button.

Pharmanet DUE Detail

Advisory Source **18/012.05** Severity Level **1** DUE Status **[ME] Possible drug/drug interaction.**

Advisory Code **Drug/Drug** Clinical Effect **Adverse reaction of the latter drug**

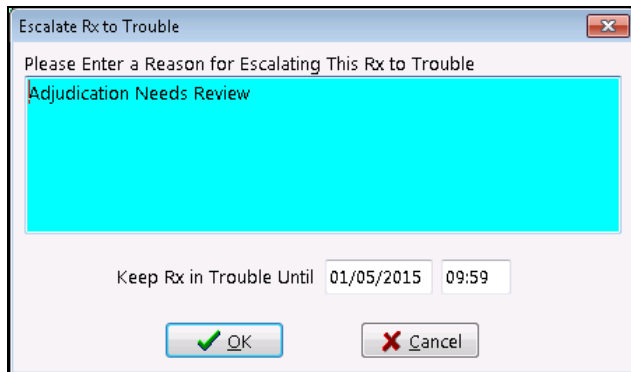
Interaction Text **Atorvastatin (> 20 Mg); Pravastatin (> 40 Mg)/Clarithromycin**

Ref Cat Indicators **Manufacturer Information, Human Clinical Trial**

New Drug				Historical Drug				
Dispensed Date	30-Apr-2015	DIN	02126710	Max Dose	4.000	Dispensed Date	20-Apr-2015	
Status	Filled	Qty	120.0	Drug	Clarithromycin	DIN	02230714	
Directions	Take 4 Tablets Twice A Day			Max Dose	1.000	Status	Filled	
Doc Ref	91	Doc ID	12203	Local	Yes	Qty	30.0	
Interventions				Drug	Atorvastatin Calcium	Directions	Take 1 Tablet Daily	
				Disc. Date		Disc. Source		
				Doc Ref	P1	Doc ID	06703	
				Interventions				

When displaying any of these Detail screens, the current drug being dispensed is shown on the left side under the **New Drug** section. In the case of interactions, the right side contains the **Historical Drug's** information.

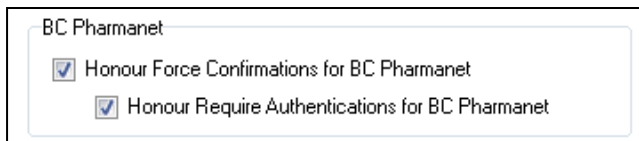
- **Trouble:** This will allow you to send this Rx to the Trouble queue.



Edit the comment and default trouble time if necessary and press **OK**.

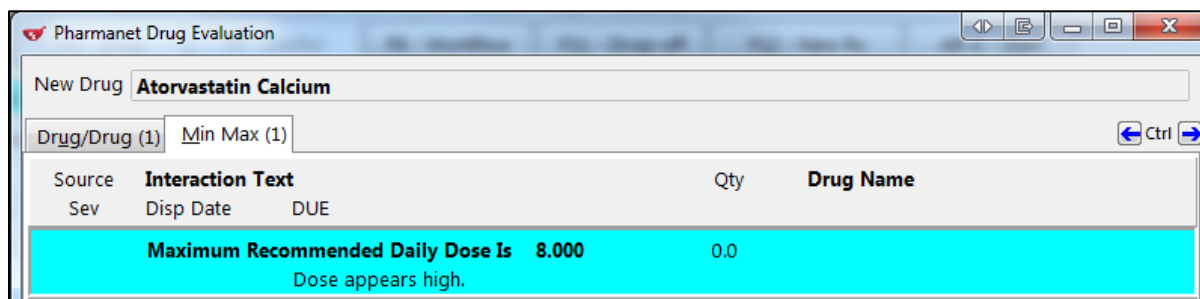
- **Cancel:** When available, will allow you to dismiss the drug evaluation screen.
- **Next / Proceed:** Depending on how your system is configured, one of these two buttons will be available. Pressing the **Next** button (or pressing Enter) will simply proceed to the next screen. Pressing the **Proceed** button (or CTRL-P) will require a pharmacist to (re) login, acknowledging that they have viewed the warning.

NOTE : The forcing of the confirmation and the authentication shown above is configurable from **File > Store > Configuration > FDB > Rx**, setting the BC PharmaNet options found in the lower right corner.



Min/Max

After proceeding past the Drug to Drug Interactions tab, if any, the **Min/Max** warning screen may appear.

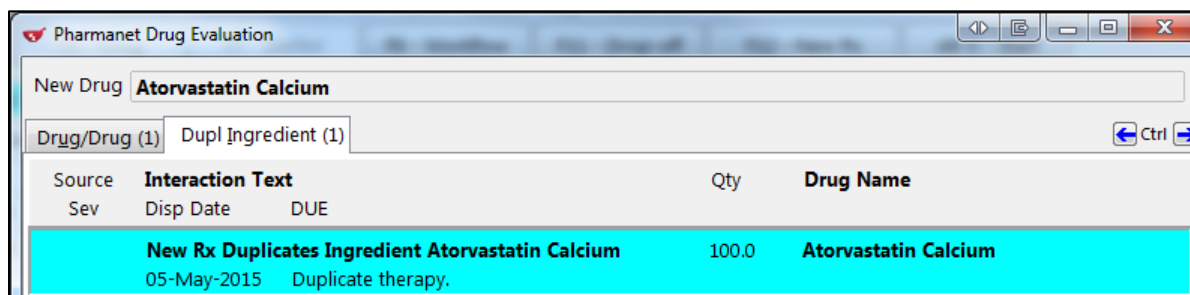


Source	Interaction Text	Qty	Drug Name
Sev	Disp Date	DUE	
	Maximum Recommended Daily Dose Is 8.000	0.0	
	Dose appears high.		

If the daily dosing values are above or below the recommended minimum or maximums, a warning will appear. Pressing the **Detail** button will provide additional information.

Duplicate Ingredient

After the **Min/Max** screen, any duplicate ingredient warnings will then appear.



Source	Interaction Text	Qty	Drug Name
Sev	Disp Date	DUE	
	New Rx Duplicates Ingredient Atorvastatin Calcium	100.0	Atorvastatin Calcium
	05-May-2015 Duplicate therapy.		

Again, pressing the **Detail** button will provide additional information.

Adjudication Response

The **Adjudication Response** screen will then appear, displaying any price adjustments and the patient pays amount.

Adjudication Response

Rx Network

The claim was accepted with price adjustments

Errors, Warnings and Messages

[D8] Reduced to generic cost.
[DH] Professional fee adjusted.
PLAN=C S/A=Y EXP=20150528 DRUG=00003.43
ACC EXP=0000000.00 RBP=N LCA=Y BEN=Y
RESTRICTION=NONE FEE=005.00

Pricing Adjustments					
	Cost	Markup	Fee	Total	
Submitted	10.54	0.00	5.00	15.54	Rx Total 15.54
Accepted	3.43	0.00	5.00	8.43	Prev Paid 0.00
Difference	7.11			7.11	Plan Pays 8.43
					Pat Pays 7.11

If PharmaNet does not pay for the claim, a message stating '**DUR Only - The claim has been adjudicated to 0**' will appear at the top of the screen, followed by any warnings or errors.

Error codes:

- **PLAN:** The plan the claim adjudicated under.
- **S/A:** 'Y' or 'N' to indicate if special authority is present.
- **EXP:** Expiry date of the special authority, if one is present.
- **DRUG:** Accepted drug cost.
- **ACC EXP:** Accumulated expenditure for the family prior to this claim.
- **RBP:** 'Y' or 'N' to indicate if the drug was reduced to RBP pricing.
- **LCA:** 'Y' or 'N' to indicate if the drug was reduced to LCA pricing.
- **BEN:** 'Y' or 'N' to indicate if the drug is a benefit.
- **RESTRICTION:** None, Patient, or Pharmacy.
- **FEE:** Accepted dispensing fee.

If there were any price adjustments, you may be prompted to indicate how to apply the differences, depending on your configuration settings.

Click **OK** or press **Enter**.

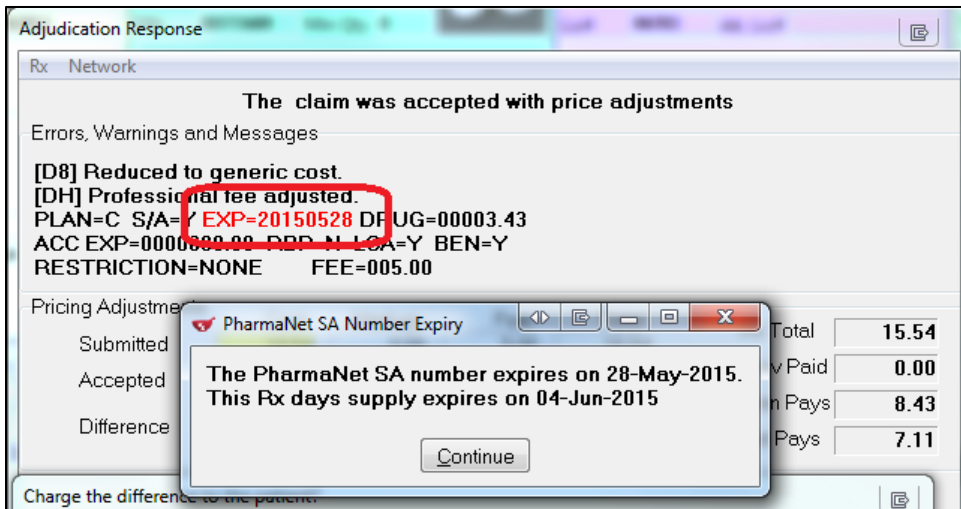
Special Authority Expiry

If special authority is present and the expiry date is nearing, you can configure your system to provide a warning on the adjudication results screen. To enable this feature, go to **File > Configuration > Store > Drug**.

Warn if PharmaNet SA expiry is within <input type="text" value="14"/> days of refill due date
<input checked="" type="checkbox"/> Force PharmaNet SA expiry warning dialog

Setting a non-zero value in the **Warn if PharmaNet SA expiry is within...** field will display the expiry date in red if, based on the days' supply of the Rx, the next refill due date falls within or beyond the SA expiry.

Enabling the **Force PharmaNet SA expiry warning dialog** will cause a message to appear, noting both the SA expiry and the days' supply expiry dates and force the user to click on the **Continue** button.



Adjudication Response

Rx Network

The claim was accepted with price adjustments

Errors, Warnings and Messages

[D8] Reduced to generic cost.
 [DH] Professional fee adjusted.
 PLAN=C S/A=Y EXP=20150528 DFUG=00003.43
 ACC EXP=0000000.00 DDD=N LOA=Y BEN=Y
 RESTRICTION=NONE FEE=005.00

Pricing Adjustments

Total	15.54
Pharm Paid	0.00
Pharm Pays	8.43
Net Pays	7.11

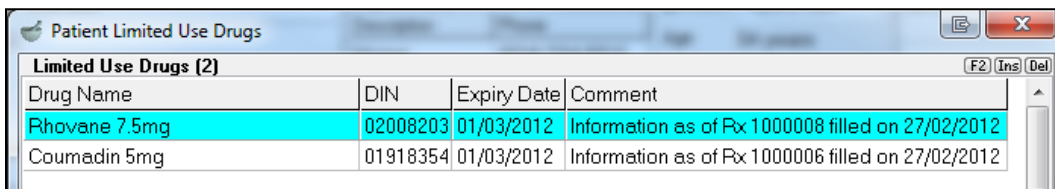
PharmaNet SA Number Expiry

The PharmaNet SA number expires on 28-May-2015.
 This Rx days supply expires on 04-Jun-2015

Continue

Viewing or Printing the Special Authority Expirations

To view a patient's expiring special authorities, from the Patient menu, select **View Limited Use Items**.



Drug Name	DIN	Expiry Date	Comment
Rhovane 7.5mg	02008203	01/03/2012	Information as of Rx 1000008 filled on 27/02/2012
Coumadin 5mg	01918354	01/03/2012	Information as of Rx 1000006 filled on 27/02/2012

From here you can see each drug and its corresponding expiry date.

To print expiring special authorities, from the Reports menu, select **Patient > Patient Special Authority Expiry Report**. Enter a future dated range for the expiry dates.



Patient Special Authority Expiry Report

Kroll Pharmacy, 9622 - 42nd Avenue. #313. Vancouver BC V2C 4R4
 Phone: (555) 555-5555 Fax: (555) 555-5555

ReportParameters
 Effective Date - 01/03/2012 to 31/03/2012
 Group By Patient
 Printing Inactive Patients

PatientSpecial Authority ExpiryReport Printed on: 27/02/2012 13:38:15

Patient	Drug	DIN	ExpiryDate
Benezra, Chad P	Coumadin 5mg	01918354	01-Mar-12
	Comment - Information as of Rx 1000006 filled on 27/02/2012		
	Rhovane 7.5mg	02008203	01-Mar-12
	Comment - Information as of Rx 1000008 filled on 27/02/2012		

Frequency of Dispensing Policy

When PharmaNet rolls back your dispensing fee due to the Frequency of Dispensing policy, you can configure your system to tell it what to do with the rolled back paid fee. To configure this, go to **File > Configuration > Store > Adjudication > General: For PharmaNet Frequency of Dispensing Fee Rollbacks...** You can set this to Prompt For, Waive or Charge the fee difference to the patient. Note that, in keeping with the PharmaNet policy, even if you have this option set to prompt or charge the fee difference, if PharmaNet paid any portion of the Rx and the patient does not have any other third party plan, the system will automatically waive the rolled back amount.

Full Payment Policy

If a patient is receiving full Pharmacare coverage, a pharmacy is not be permitted to collect directly from that patient any amount above the maximum drug price and maximum dispensing fee set by Pharmacare. This applies to patients covered under plans B, C, D, F, G, P, and those that have reached the Fair Pharmacare family maximum.

In order for the user to tell if they should or should not be charging a patient the extra cost, when you are filling a script to Pharmacare and receive the Adjudication Response screen, you need to compare the Total Accepted value with the Plan Pays amount. If these match, you cannot pass any amount onto the patient.

In the following example, the Total Accepted equals the Plan Pays amount, meaning you cannot charge the difference to the patient, and so you would answer 'No' to the prompt.

The screenshot shows the 'Adjudication Response' window with the following details:

The claim was accepted with price adjustments

Errors, Warnings and Messages
PLAN=I S/A=N EXP= DRUG=00004.63
ACC EXP=0001750.00 RBP=N LCA=Y BEN=Y
RESTRICTION=NONE FEE=005.00

Pricing Adjustments

	Cost	Markup	Fee	Total		
Submitted	5.05	0.00	5.00	10.05	Rx Total	10.05
Accepted	4.63	0.00	5.00	9.63	Prev Paid	0.00
Difference	0.42			0.42	Plan Pays	9.63
					Pat Pays	0.42

Charge the difference to the patient?

Do you want to charge the Cost difference to the patient?

Submitted	5.05	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="button" value="Cancel Rx"/>
Accepted	4.63			
Difference	0.42			

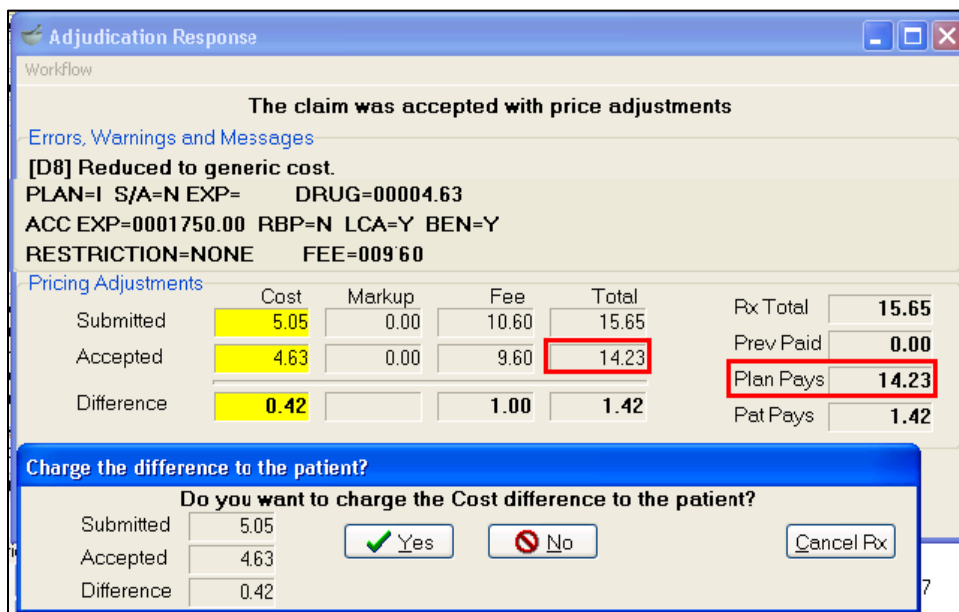
However, if the patient has a third party plan, you can pass any extra costs along. In that case, if you receive the prompt above, answer 'Yes' but if the third party does not end up paying for those extra costs, you are not allowed to charge the difference onto the patient.

There are a few exceptions to this rule. If you receive any one of the following response codes, you are allowed to pass along the cost difference to the patient.

- D8 (Drug cost reduced to LCA Price)
- E9 (Drug cost reduced to RDP price)
- EH (Claim cost reduced to days' supply limit)

With the above codes, you have chosen a higher priced product or an extended days' supply due to the patient's choice and are therefore allowed to pass the additional costs along.

Please note the above only applies to a cost difference, not the fee. If you are charging a fee higher than the maximum allowed, you are not allowed to pass the fee difference along. Here is an example where the cost difference can be passed along but not the fee.



The screenshot shows a software window titled "Adjudication Response" with a "Workflow" tab. The main message states: "The claim was accepted with price adjustments". Below this, under "Errors, Warnings and Messages", is a message: "[D8] Reduced to generic cost." followed by claim details: "PLAN=I S/A=N EXP= DRUG=00004.63", "ACC EXP=0001750.00 RBP=N LCA=Y BEN=Y", and "RESTRICTION=NONE FEE=009 60".

The "Pricing Adjustments" section contains a table:

	Cost	Markup	Fee	Total		
Submitted	5.05	0.00	10.60	15.65	Rx Total	15.65
Accepted	4.63	0.00	9.60	14.23	Prev Paid	0.00
Difference	0.42		1.00	1.42	Plan Pays	14.23
					Pat Pays	1.42

At the bottom, a blue prompt box asks: "Charge the difference to the patient? Do you want to charge the Cost difference to the patient?". It includes input fields for Submitted (5.05), Accepted (4.63), and Difference (0.42), along with "Yes" and "No" buttons and a "Cancel Rx" button.

Because the error code D8 was returned – the patient asked to have the brand name dispensed – you are allowed to answer 'Yes' to passing the cost difference along to the patient. But the fee difference cannot be passed along to the patient because PharmaNet rolled back the fee to the maximum allowable, so you will have to answer 'No' to the fee prompt.

Adjudication Response

Workflow

The claim was accepted with price adjustments

Errors, Warnings and Messages

[D8] Reduced to generic cost.
 PLAN=I S/A=N EXP= DRUG=00004.63
 ACC EXP=0001750.00 RBP=N LCA=Y BEN=Y
 RESTRICTION=NONE FEE=009 60

Pricing Adjustments

	Cost	Markup	Fee	Total		
Submitted	5.05	0.00	10.60	15.65	Rx Total	15.65
Accepted	4.63	0.00	9.60	14.23	Prev Paid	0.00
Difference	0.42		1.00	1.42	Plan Pays	14.23
					Pat Pays	1.42

Charge the difference to the patient?

Do you want to charge the Fee difference to the patient?

Submitted	10.60	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="button" value="Cancel Rx"/>
Accepted	9.60			
Difference	1.00			

NOTE: If the patient has a secondary plan you can answer 'Yes' to the above prompt to pass on to the Third party. However, if they do not accept the 1.00 fee difference, you still cannot charge the patient.

The Frequency of Dispensing Policy is still in effect. A fee difference due to the FOD policy in effect for a given Rx cannot be passed on to the patient if Pharmacare pays any portion of the Rx unless the patient has another third party and that third party pays the fee.

Backdating Prescriptions

If you are correcting a previously filled Rx, note that the original claim must first be reversed.

1. Select Rx > **Back Date Rx** from the F12 filling screen.

File Edit **Rx** View Labels Reports Utilities NH Cards Session Help

F3 - Pa Make Rx Unfilled F9 - Workflow F11 - Drop-off F12 - Fill Rx Alt-X - Start

Make Rx Not Dispensed

Make Rx Stock Transfer

Transfer Rx From Another Store

Back Date Rx

Add Rx Image

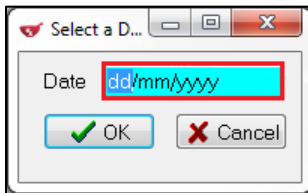
st Fill 10/14 2 Last Fill Information 0 Qty \$0.00 Init

ins Forward Rx F2 Work Order 0 F2 Delivery

Patient Search ch Pack 1 Dgc Search Loc

Name A Hydrocort 125mg/ml Name

2. Enter the backdated date. Note that PharmaNet only allows backdates no older than 91 days.



Return to Stock

If a patient has not picked up their medication after it has been sent to PharmaNet, it must be reversed and returned to stock within 61 days of the dispensing date.

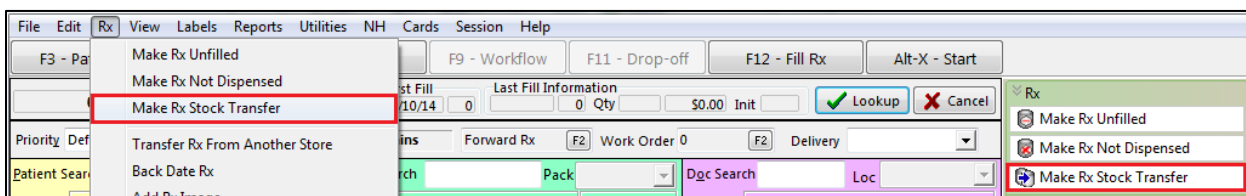
Office Use Medications

Providing a medication to a physician for use within their office should be dispensed by using a patient record created for this physician office that uses the office use medication (OMED) PHN assigned to your pharmacy.

1. If not already done so, create a patient record for this physician office using your OMED PHN.
2. Using this patient, fill the prescription using yourself as the prescriber.
3. To record the sale or transfer of drug inventories between pharmacies or a supplier, use the Stock Transfer process.

Stock Transfers

1. Create a patient record for the other pharmacy or supplier without specifying a PHN.
2. From the Fill screen's Rx menu or right navigation bar, select **Make Rx Stock Transfer**.



Click **F12 - Fill Rx**. The Rx will show a status of '**Stock Transfer**' and a label will print with a watermark indicating the Rx is a stock transfer.

Kroll Pharmacy 9305 50th Street Edmonton, AB T5Y 0E4 Rx: LB-483305 Dr. Aradi, Abdula 10 ML A Hydrocort 125mg/ml DIN: 00888214 ABB TAKE 1 TABLET ONCE A DAY	Doe, Jane KRL 22-Oct-2014	Kroll Pharmacy 9305 50th Street Edmonton, AB T5Y 0E4 Rx: LB-483305 Dr. Aradi, Abdula 10 ML A Hydrocort 125mg/ml DIN: 00888214 ABB TAKE 1 TABLET ONCE A DAY	Doe, Jane KRL 22-Oct-2014
---	------------------------------	---	------------------------------

Adding an Rx Comment

To add a comment to a prescription and save it on the PharmaNet network, call up the Rx in modify mode and select **Rx > Add Rx Comment**.

PharmaNet Rx Comment Form

Rx Comment

Pract Ref Pharmacist (P1) Pract ID 06363 Date Entered 02/05/2015

OK Cancel

Enter the comment and click **OK** or press **Enter**.

Inactivating a Prescription

If you are inactivating a single Rx, call up the Rx in modify mode and select **Rx > Inactivate Rx**.

File Edit Rx View Labels Profile Reports Utilities NH Cards Session Help

F3 - Pa ✓ Make Rx Stock Transfer

48330 Inactivate Rx

Transfer Rx From Another Store

Fill Information

/14 0 Qty 10 \$8.45 Init KRL

Lookup Cancel

Complete the **PharmaNet Rx Discontinuation** form and click **OK**.

PharmaNet Rx Discontinuation

Discontinue Date 22/10/2014 Discontinue Source Pharmacist (PH)

Comment (Optional)

Pract Ref Pharmacist (P1) Pract ID 123456 Date Entered 22/10/2014

Apply to all Items

OK Cancel

If you are inactivating multiple Rx's, call up the patient's Rx profile, and use the spacebar to mark the Rx's you want to inactivate. Selected Rx's will appear in bold text, click **I - Inactivate**.

File Edit Patient Profile Network Reports Utilities NH Cards Session Help

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt-X - Start

Last Name First Name Salutation

Profile - All Rx's (4) **ESC** - Back to Patient **F** - Refill **R** - Reprint **D** - Detail
space - mark multiple Rx's **M** - Modify **C** - Cancel **I** - Inactivate Extra Functions ▼

#	B	U	NH	Status	Date	Rx Num	Qty	Auth	Rem	Days	Brand Name	Sig	Doctor
1	N	N		Stock Trar	22/10/201	483304	10	10	0	10	A Hydrocort 125mg/ml	*1	Butcher,Don
2	N	N		Unfilled	20/05/201	483169	30	180	30	30	Aspirin Daily Low Dose 81m	*1	Smith,John T
3	N	N		Unfilled	20/05/2014	483165	30	30	30	30	Jamp-Acetaminophen Blazon 500	TUD	Cullen,Nancy C
4	N	N		Stock Transf	20/05/2014	483163	30	30	0	30	Jamp-Folic Acid 5mg	TUD	Cullen,Nancy C

The **Inactivate Rx(s)** screen will appear displaying the Rx's you are about to inactivate. Click **Inactivate Eligible Rx's**.

Inactivate Rx(s)

Rx Summary

Rx Num	Orig Rx Num	Drug	Doctor	Status
483169	483168	Aspirin Daily Low Dose ...	Dr. Smith, John T	OK to Inactivate
483304	483304	A Hydrocort 125mg/ml	Dr. Butcher, Donald	OK to Inactivate

Complete the **PharmaNet Rx Discontinuation** form and click **OK**. The information you enter here will be applied to all of the Rx's you selected.

Pharmanet Rx Discontinuation

Discontinue Date: 22/10/2014 Discontinue Source: Pharmacist (PH)

Comment (Optional):

Pract Ref: Pharmacist (P1) Pract ID: 123456 Date Entered: 22/10/2014

Apply to all Items

Cancelling a Prescription

To cancel a prescription, enter the Rx number in the universal search field and click **Cancel Rx**.

File Edit Reports Utilities NH Cards Session Help

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt-X - Start

9003851

Last Rx Numbers
Regular: 483307
Narcotic: 9003851

Dashboard (23) Callbacks (14) Followups Notes Inbound Docs Outbound Fax Mail

Rx Work in Progress

Rx's To Do	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total
15	0	0	0	0	0	0	15

Rx Counts
New Rxs: 0
Repeat Rxs: 0
Total Rxs: 0

Modify Rx Reprint Rx **Cancel Rx**

You can also cancel a prescription by highlighting the Rx from the patient's medication profile and selecting **C - Cancel**.

File Edit Patient Profile Network Reports Utilities NH Cards Session Help

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt-X - Start

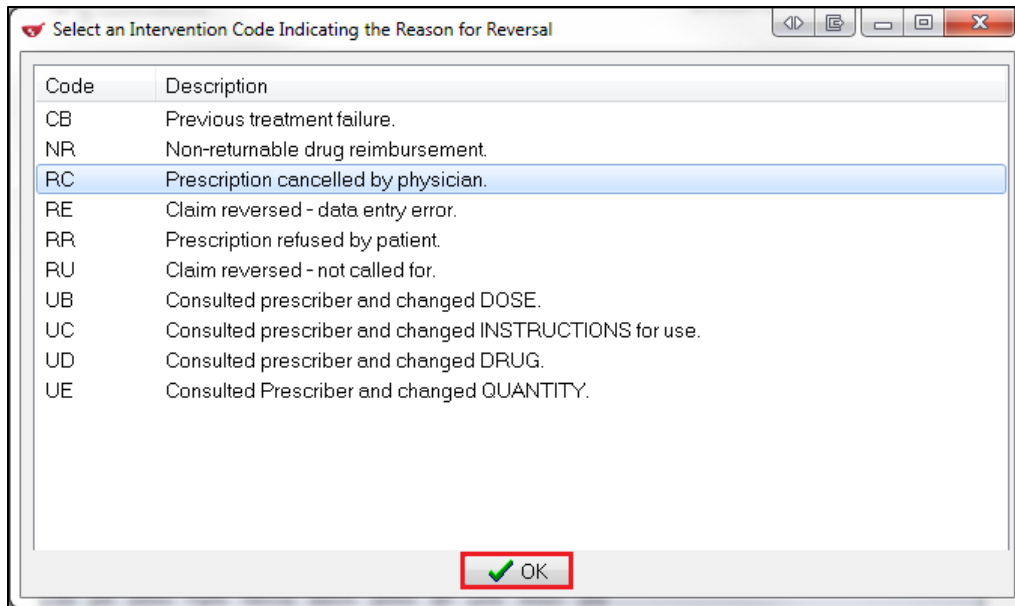
Last Name: Baladi First Name: Claude Salutation: OK Save Cancel

Profile - All Rxs (10)

ESC - Back to Patient F - Refill R - Reprint D - Detail
space - mark multiple Rxs M - Modify **C - Cancel** I - Inactivate Extra Functions

#	B	U	NH	Status	Date	Rx Num	Qty	Auth	Rem	Days	Brand Name	Sig	Doctor
1	N	N		Inact	24/02/2011	482509	30	30	0	30	Alti-Gemfibrozil 600mg	T UD	Waters, David
2	N	N		Inact	30/08/2010	9002473	30	30	0	30	Apo-Temazepam 15mg	T UD	Waters, David

Select an intervention code indicating the reason for the reversal and click **OK**.

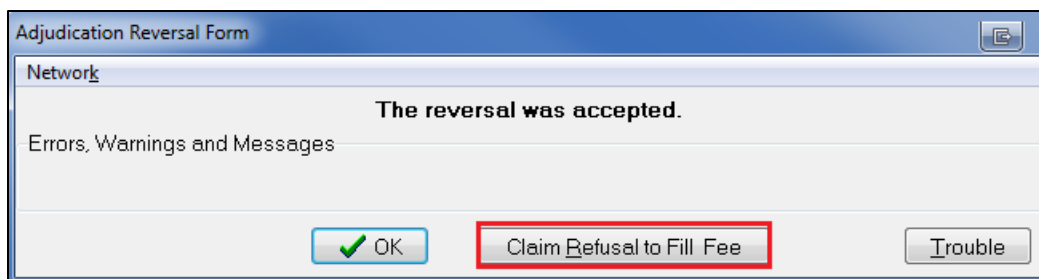


Code	Description
CB	Previous treatment failure.
NR	Non-returnable drug reimbursement.
RC	Prescription cancelled by physician.
RE	Claim reversed - data entry error.
RR	Prescription refused by patient.
RU	Claim reversed - not called for.
UB	Consulted prescriber and changed DOSE.
UC	Consulted prescriber and changed INSTRUCTIONS for use.
UD	Consulted prescriber and changed DRUG.
UE	Consulted Prescriber and changed QUANTITY.

If you select **RE Claim Reversed – data entry error**, the Rx will no longer appear in the patient’s PharmaNet profile. Using any other intervention codes will keep the Rx in the patient’s PharmaNet profile and will show a status of ‘Reversed’.

Refusal to Fill

To claim a Refusal to Fill fee, select **Claim Refusal to Fill Fee** from the **Adjudication Reversal Form** after cancelling the prescription.



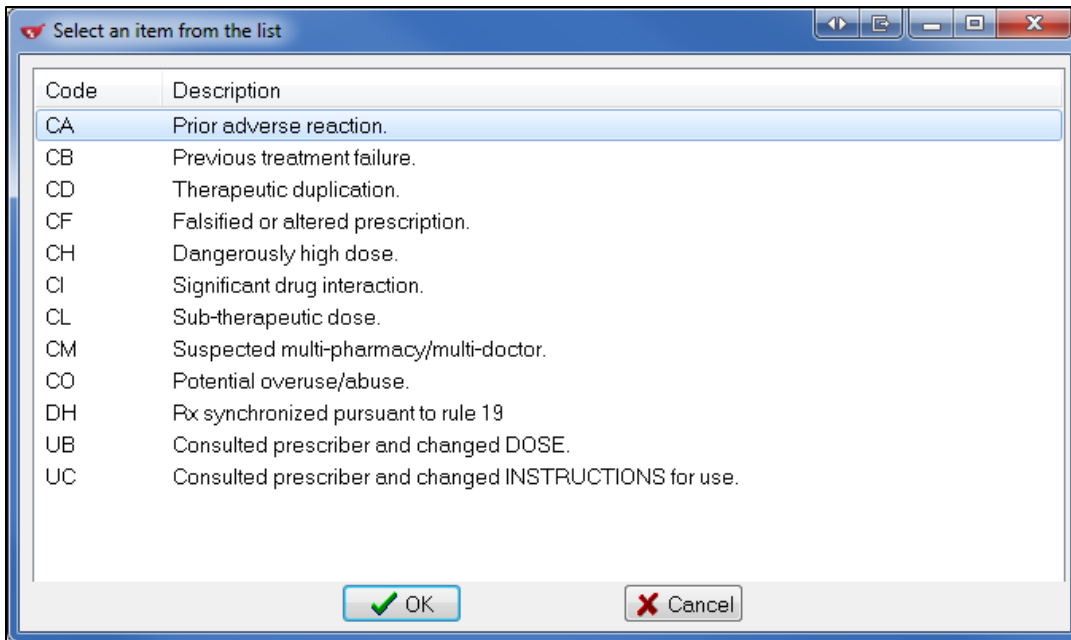
Adjudication Reversal Form

Network

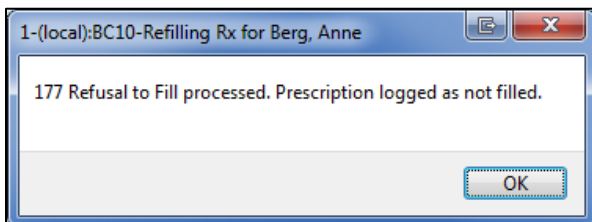
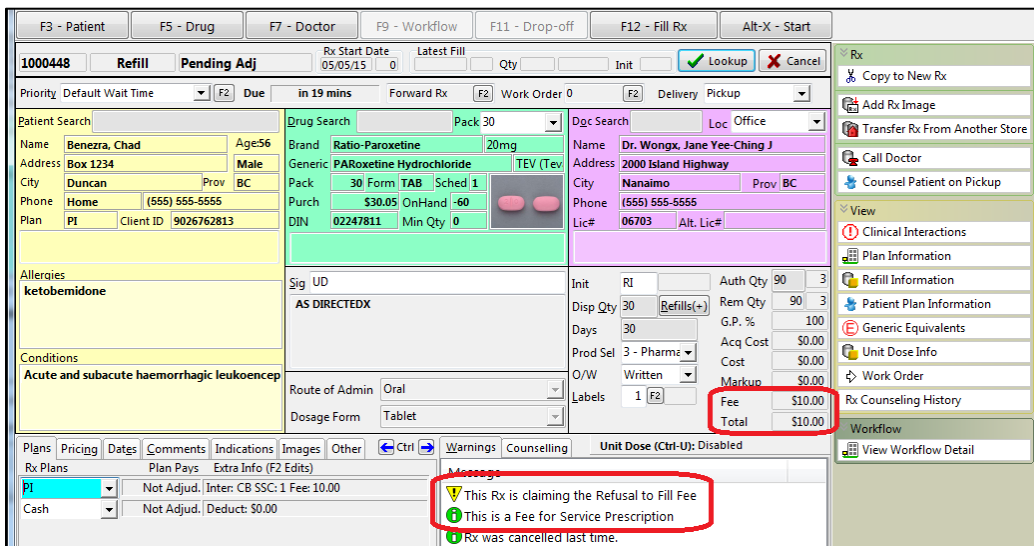
The reversal was accepted.

Errors, Warnings and Messages

You will be asked to select an intervention code to indicate why you are refusing the fill. Make a selection and click **OK**.

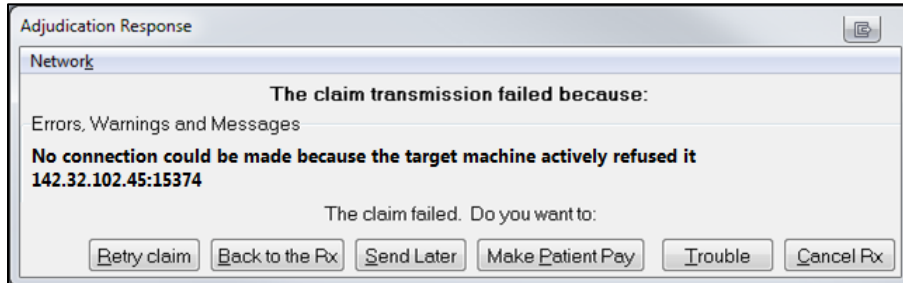


You will be brought back to the Rx to claim the Refusal to Fill Rx. The system automatically sets the fee to twice the original dispensing fee and sets all other prices to zero. Press **F12** to complete the Refusal to Fill.

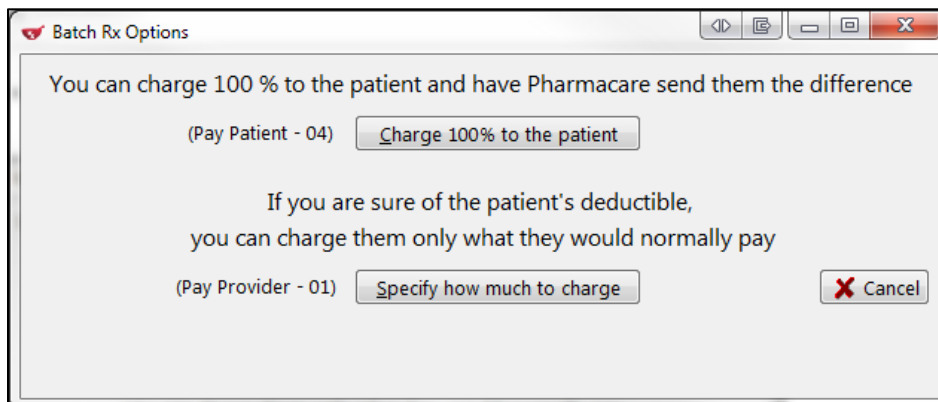


PharmaNet Connection Down

If PharmaNet is down and you attempt to adjudicate a claim, the following message will appear:



- **Retry claim:** This will attempt to send the claim again. In this case, the claim is sent with a special 'Retransmit' flag. If PharmaNet has already received this claim, they will not reject the claim as a duplicate and will return the same accepted response.
- **Back to the Rx:** This closes the transmission window and returns you to the Fill screen.
- **Send Later:** This will place the Rx in the Pending Adjudication queue. It will be sent for adjudication when PharmaNet is back up.
- **Trouble:** This will place the Rx in the Trouble queue for a specified amount of time. The Rx will be removed from the priority queue so other Rx's can be processed. An 'Escalate Rx to Trouble' window will display where you can enter a reason for sending the Rx to the Trouble queue and specify how long the Rx will be kept in the Trouble queue.
- **Cancel Rx:** This will cancel the Rx outright. The system will attempt to send the cancel to PharmaNet. If it is still unsuccessful, you will be prompted to retry or batch the cancel.
- **Make Patient Pay:** If you choose to make the patient pay for the claim, the 'Rx Batch Options' window will appear.

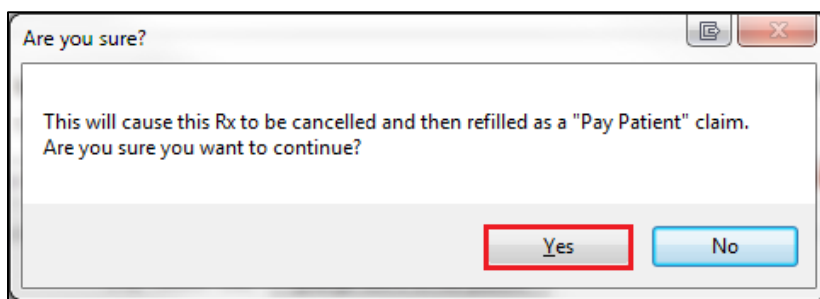


NOTE: The **Pay Patient - 04** option will only appear if your PharmaNet plan is configured to allow Patient Pay Claims.

Pay Patient - 04

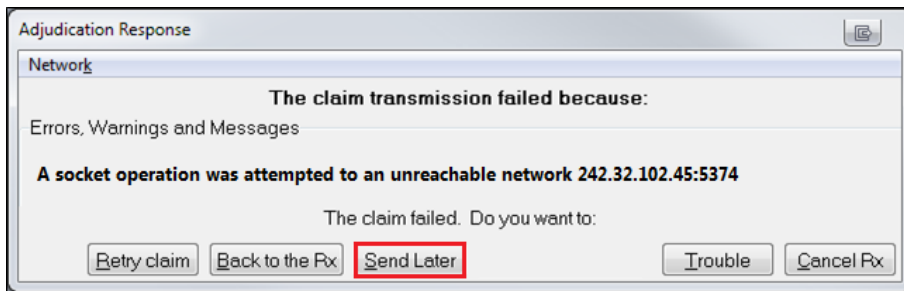
If you select **Pay Patient - 04**, the patient will be charged the entire prescription amount. You should collect the entire amount from the patient. The receipt will reflect this transaction.

If this is the first Rx you are attempting to send since PharmaNet went down, a prompt will appear asking if you are sure you want to continue. Select **Yes**.

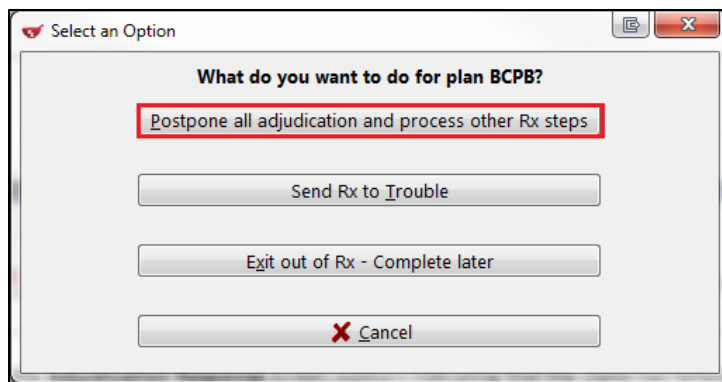


The system will create a cancel claim in case the original claim was accepted but your system did not receive the response. When prompted for an intervention code, select **RE Claim reversed - data entry error**. The Fill screen will appear again for the new forward 04 claim. Click **F12** to complete the Rx.

When the **Adjudication Response** screen appears indicating that the claim has failed, select **Send Later**.



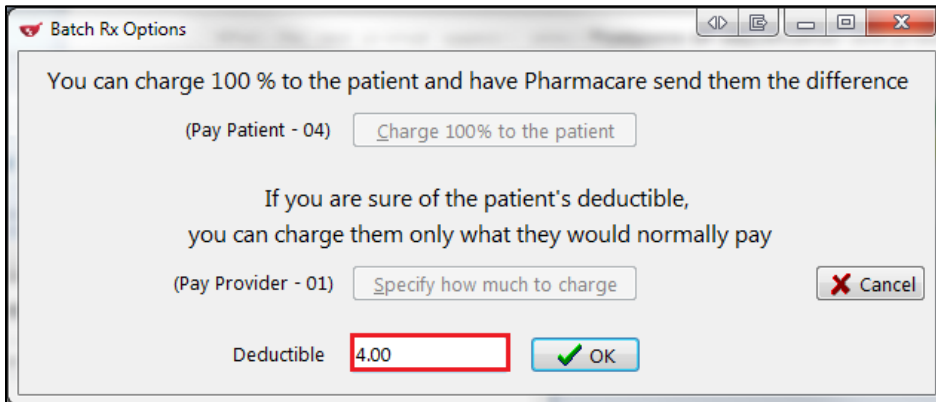
When the next prompt appears, select Postpone all adjudication and process other Rx steps.



Once PharmaNet is back up and the claim is sent, if the patient has met their deductible, Pharmacare will forward a cheque directly to the patient for any of the amounts that they would normally cover. If the patient had other third party coverage, they will have to submit their receipt(s) to their private plan(s).

Pay Provider - 01

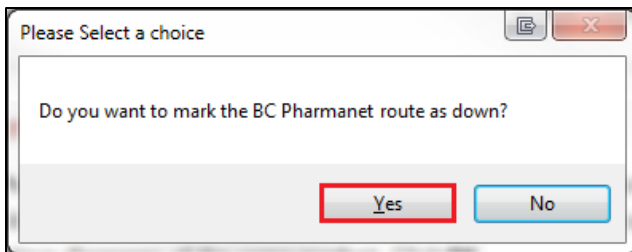
If you select **Pay Provider - 01**, you will be prompted to enter a co-pay amount to charge the patient. You should only use this option if you can reasonably determine the co-payment amount from previous dispenses of the same product. Click **OK**.



The screenshot shows a dialog box titled "Batch Rx Options". It contains the following text and controls:

- Header: "You can charge 100 % to the patient and have Pharmacare send them the difference"
- Option 1: "(Pay Patient - 04) Charge 100% to the patient" (button)
- Text: "If you are sure of the patient's deductible, you can charge them only what they would normally pay"
- Option 2: "(Pay Provider - 01) Specify how much to charge" (button)
- Cancel button: "X Cancel"
- Deductible field: "Deductible" with a text input containing "4.00" (highlighted with a red box)
- OK button: "OK" (with a green checkmark icon)

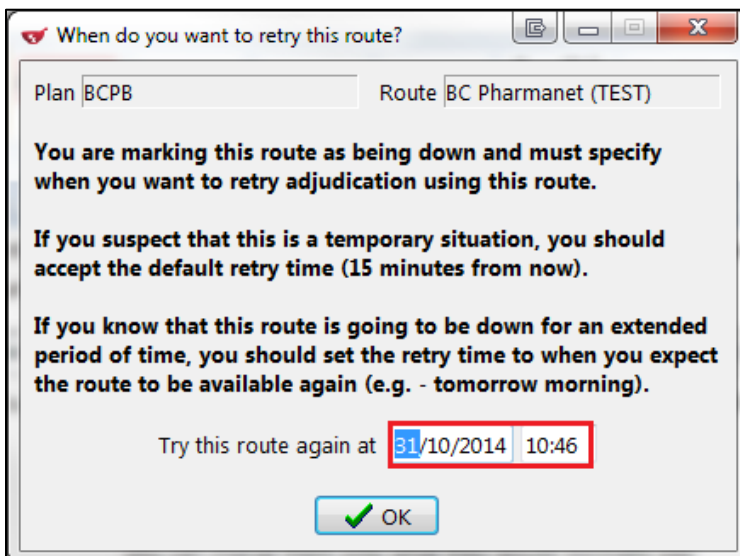
A prompt will appear asking if you want to mark the BC PharmaNet route as down. Select **Yes**.



The screenshot shows a dialog box titled "Please Select a choice". It contains the following text and controls:

- Text: "Do you want to mark the BC Pharmanet route as down?"
- Yes button: "Yes" (highlighted with a red box)
- No button: "No"

Enter a retry date and time and click **OK**.

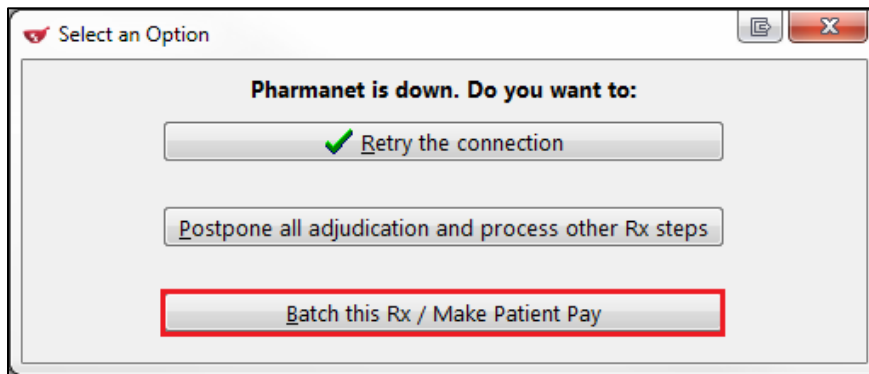


The screenshot shows a dialog box titled "When do you want to retry this route?". It contains the following text and controls:

- Plan: "BCPB" (text field)
- Route: "BC Pharmanet (TEST)" (text field)
- Text: "You are marking this route as being down and must specify when you want to retry adjudication using this route."
- Text: "If you suspect that this is a temporary situation, you should accept the default retry time (15 minutes from now)."
- Text: "If you know that this route is going to be down for an extended period of time, you should set the retry time to when you expect the route to be available again (e.g. - tomorrow morning)."
- Text: "Try this route again at" followed by a date/time input field containing "31/10/2014 10:46" (highlighted with a red box)
- OK button: "OK" (with a green checkmark icon)

Once PharmaNet is back up, they will adjudicate the claim and pay your pharmacy any amounts they would normally cover. Any other third parties will remain attached to this prescription and will then be adjudicated.

When the PharmaNet route is marked as down, any subsequent prescription claims will show a prompt indicating that PharmaNet is down. Select **Batch this Rx / Make Patient Pay** to be prompted for the 'Make Patient Pay' options.



If you select **Postpone all adjudication and process other Rx steps**, adjudication for the Rx will be aborted and a receipt showing that the Rx is incomplete will print.

Printing Vial Labels / Advancing Medication

As an alternative, you may choose to print a vial label and advance a portion of the prescription to the patient. For refills, recall the original Rx and reprint the label. For new prescriptions, if your system is configured to print vial labels for Unfilled prescriptions, you may choose to Unfill the Rx for the time being. In either case, you should place the Rx in the To Do area as a reminder to perform the actual fill once PharmaNet is back up.

PharmaNet Connection Restored

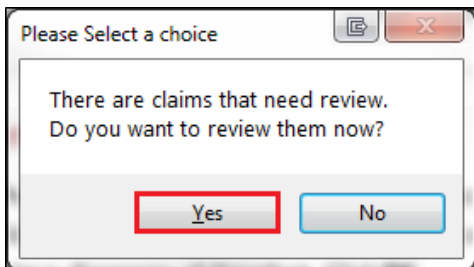
Call up the **F9 - Workflow** screen and select **Pending Adjudication** from the right navigation pane.

The screenshot shows the PharmaNet Workflow screen. At the top, there are menu options: File, Edit, Utilities, NH, Workflow, Cards, Session, Help. Below the menu are buttons for F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, and Alt-X - Start. A filter dropdown is set to 'All'. There are buttons for 'Send/Review All' and 'Send/Review for current Patient'. A status bar shows 'space - Mark Rxs' and 'M - Modify Rx(s)'. A 'Refresh' button is also present. The main table has columns: Err, Status, Transaction, Date, User, Rx Num, Patient, Brand Name, and Message. The last row is highlighted in blue. On the right, a 'Workflow Actions' pane is visible with a red box around 'Pending Adjudication (10)'.

Err	Status	Transaction	Date	User	Rx Num	Patient	Brand Name	Message
	Not Sent	Rx Plan Claim	21/07/2014 17:55:38	UK	483199	Quintan, T	Alti-Gemfibrozil 600mg	
	Not Sent	Rx Plan Claim	14/10/2014 15:53:11	KRL	483300	Kroll, One	Abbott-Citalopram 20m	
	Postponed	Rx Plan Claim	29/10/2014 15:15:20	KRL	9003852	Divoky, A Z	A.C. & C 375/8mg	
	Postponed	Rx Plan Claim	30/10/2014 15:02:23	KRL	9003853	Eso, Mark	A.C. & C 375/8mg	
	Not Sent	Rx Plan Claim	30/10/2014 15:16:39	KRL	9003854	Doe, Jane	A.C. & C 375/8mg	
	Not Sent	Rx Plan Claim	31/10/2014 09:42:29	KRL	9003857	Divoky, A Z	A.C. & C 375/8mg	
	Postponed	Rx Plan Claim	31/10/2014 10:14:37	KRL	9003858	Divoky, A Z	282 MEP 350/200/15mg	
	Postponed	Rx Plan Claim	31/10/2014 10:16:09	KRL	9003859	Divoky, A Z	282 MEP 350/200/15mg	
	Postponed	Rx Plan Claim	31/10/2014 10:28:17	KRL	9003861	Divoky, A Z	282 MEP 350/200/15mg	
	Not Sent	Rx Plan Claim	31/10/2014 10:36:12	KRL	9003862	Divoky, A Z	A.C. & C 375/8mg	

Click on **Send/Review All** to send all Rxs or highlight a specific patient's Rx and click on **Send/Review for current Patient** to send all Rxs for this one patient.

The system will cycle through each Rx and send them to PharmaNet. When all claims have been sent, a prompt will appear asking if you want to review the claims that require review. Select **Yes**.



All claims that require review will be displayed. If you placed any Unfilled or previously filled Rxs in the To Do area for later filling, ensure you complete the fills for those Rxs.