

Buddy Fill

March 2020

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Buddy Fill

Buddy Fill is a Kroll interface that allows pharmacies (the client site) to use the packaging services or devices at another Kroll pharmacy (the host location) for prescription filling. It also allows the host location to track and charge back inventory used by the client.

Buddy Fill operates as a .NET web service and supports both vial and automated compliance packagers. With vial packaging, the client sends a copy of the label to the Buddy Fill Server where it is stored, and printed. The printer and tray are configurable per client so that the host site can use different label stock for each client.

With automatic compliance packagers, the packaging report is generated at the client pharmacy and sent to the Buddy Fill server. The packaging files will be saved in a location accessible by the packaging machine. The destination path is configurable per client.

In both scenarios, inventory will only be deducted at the Buddy Fill host pharmacy, not at the originating pharmacy. Multiple inventory pools can be created at the host pharmacy using the Kroll shared database model, if necessary. The system will also track canceled prescriptions so that the inventory at the host will be compensated accordingly.

The Buddy Fill Server tracks a list of all prescriptions submitted so that simple reporting and accounting can be performed.

Host Configuration

The Buddy Fill host module must be enabled by a Kroll representative in the **Kroll Configuration Parameters** screen.

1. Launch the Buddy Fill program and call up the **Buddy Fill Clients** form. Each of the clients that will be sending prescriptions to the host location must be configured in this screen.

	User Name	Enabled
1	buddyfill	True
2	server	True
3	BuddyFillClient10s8	True

Buttons: Refresh, Close

2. Click **Ins** to insert a new client. The **Edit Buddy Fill Client** form will appear.

User Name: Browns Pharmacy Change Password

Enabled:

Automated Packager Data File Path: \\Synmed_Server\Inbound_Files

Printer Configurations (1)

	Document Type	Packager Type	Printer Name	Printer Tray
1	Automatic Packager ...	Synmed	\\TRS80_NEW\ED-Lexmark T650	Automatically Select

Buttons: OK, Cancel

- **User Name:** The name of the client location. This name will be used when setting up the client location and will appear in the **Buddy Fill Order Summary Report**.

- **Change Password:** Sets the client password. This password is needed to configure Buddy Fill at the client location.
 - **Enable:** Check the 'Enable' flag when the client location is ready to begin sending prescriptions to the host location.
 - **Automated Packager Data File Path:** The file path where data files for the packager will be deposited.
 - **Printer Configuration:** Client locations can send their packager reports to the host site for manual packaging verification. Use this setting to select the document type, packager type, and printer/tray of where you would like to print these reports. The Document File Path is where the rendered reports are temporarily deposited prior to printing.
3. Click **OK** to save your changes.

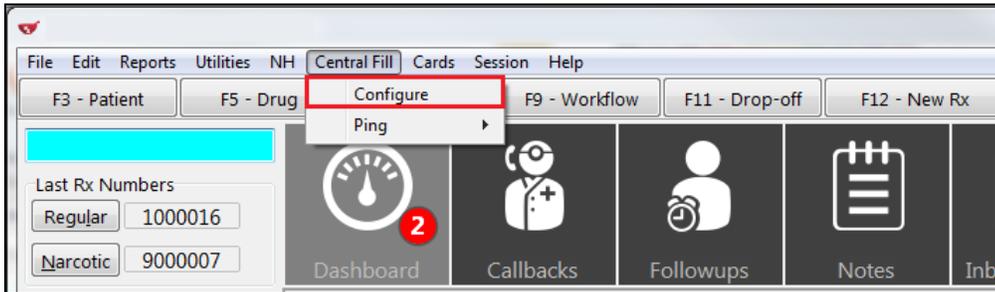
Client Configuration

The Buddy Fill module must be enabled by a Kroll representative in the **Kroll Configuration Parameters** screen. Once the module is enabled, the Buddy Fill client site will have a **Central Fill** menu at the top of the screen and you can begin configuring the Buddy Fill host.

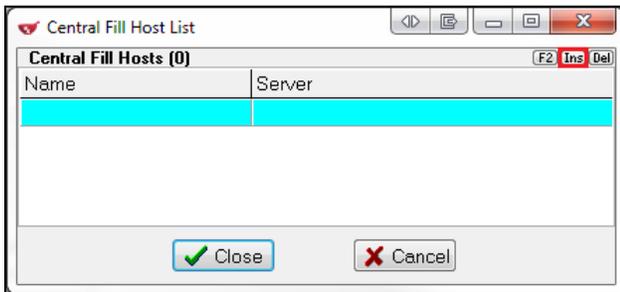


NOTE: Because Buddy Fill is based on Kroll's Central Fill functionality, the **Central Fill** menu appears at the top of the screen if using either Buddy Fill or Central Fill. If you are unsure which service has been configured, click the **Central Fill** menu. If there are only two items in the menu list (**Configure** and **Ping**), the Buddy Fill service has been configured.

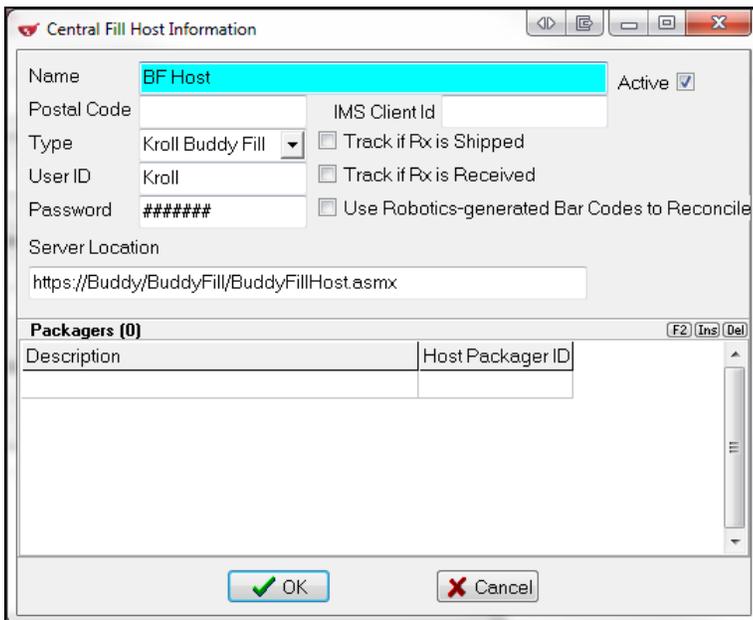
1. From the **Alt-X - Start screen**, select **Central Fill > Configure**.



2. Select **Ins** from the **Central Fill Host List** screen.

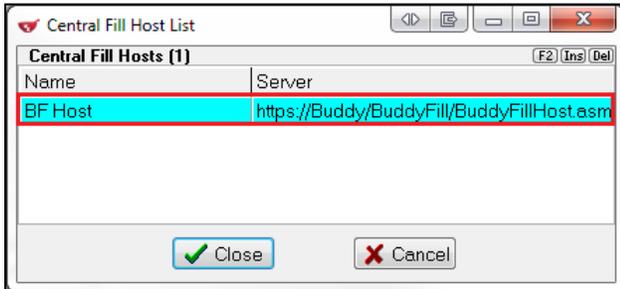


3. Complete the Central Fill Host Information form.

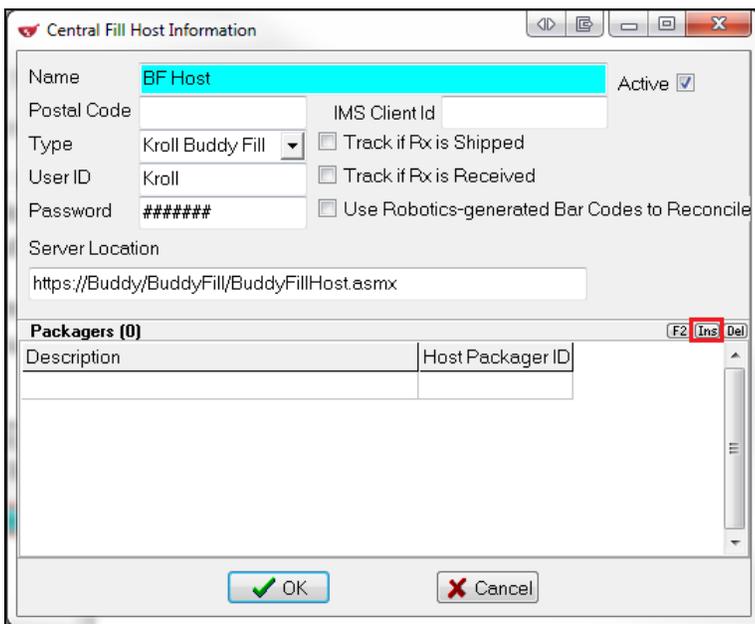


- **Name:** Enter a name for the Central Fill host. Make sure the name is descriptive to avoid confusion if the client has access to more than one host.
- **Type:** Select **Kroll Buddy Fill**.
- **User ID:** This must match the value entered in the User Name field in the Edit Buddy Fill Client form for the client site.
- **Password:** Enter the password that matches the one created at the host site for this client.
- **Server Location:** Enter the URL provided by the host in the format 'https://xxx/BuddyFill/BuddyFillHost/asmx' where 'xxx' represents the name or IP address of the Buddy Fill host.

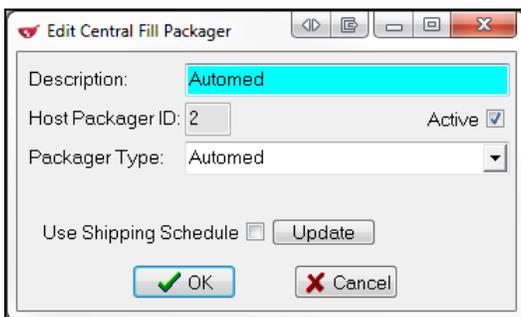
1. The **Central Fill Host Information** form must be saved before packagers can be added. Click **OK** to save the central fill host information. Double-click the host you just saved from the **Central Fill Host List** screen.



2. Select **Ins** from the **Packagers** section.



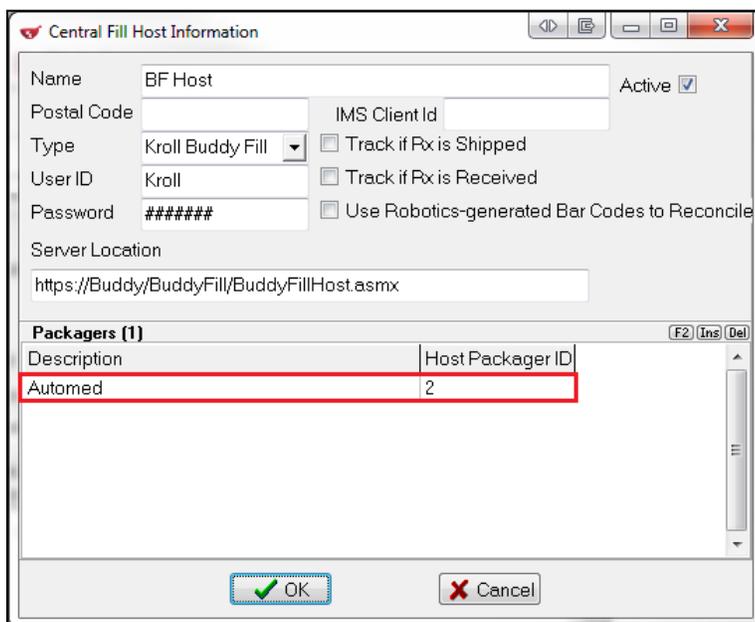
3. Complete the **Packagers** form and click **OK**.



- **Description:** Enter a description of the packager.
- **Host Packager ID:** The host packager ID will auto-populate once a Packager Type is selected.
- **Packager Type:** Select the packager type at the host.

NOTE: The Shipping Schedule feature is not available to the Buddy Fill Module.

The packager will be added to the **Packagers** list in the **Central Fill Host Information** screen.



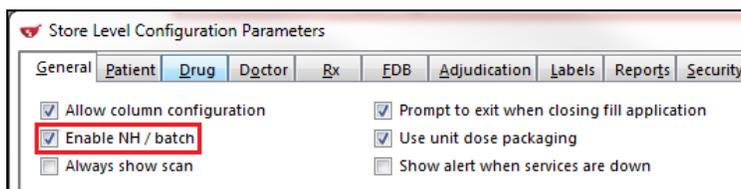
Packagers (1)	
Description	Host Packager ID
Automated	2

4. Repeat steps 5-6 for each packager you want to add to the host.
5. Click **OK** to close the **Central Fill Host Information** screen.

Remote Packager Configuration

Once the Buddy Fill host information has been configured, an automatic packager entry must be created and assigned to each packager entered in the **Central Fill Host Information** screen shown above.

1. Go to **File > Configuration > Store > General** and ensure **Enable NH / batch** is turned **ON**.



2. Click **OK** to close the **Store Level Configuration Parameters** screen.
3. Go to **NH > Edit Nursing Home** List. **Double-click** a nursing home from the **NH List Form**.

Nursing Homes (2)	
Name	Facility ID
Kroll Retirement Home	
Kroll Test Home	ODP12345

4. Select **Edit Global Packagers** from the **General** tab.

Nursing Home Form

Name: Kroll Test Home

Address1:

Address2:

City:

Province: Postal:

Phone: Fax:

Facility ID: ODP12345 Code:

Director of Care:

Corporate ID:

Type: Nursing Home

Cycles (0)

Name	Cycle	Next Cycle Date	Last Cycle Date

Wards (0)

Name	Short Form Code

General | Labels | Reports | Comments | Phones | Copays | Orders | Workflow | Other

Pass Times (Type comma separated Pass Times) Allow Free Form Pass Times Show Pass Time Notes

Unit Dose / Packaging

Unit Dose Type: Unit Dose

Automatic Packager: <None> **Edit Global Packagers**

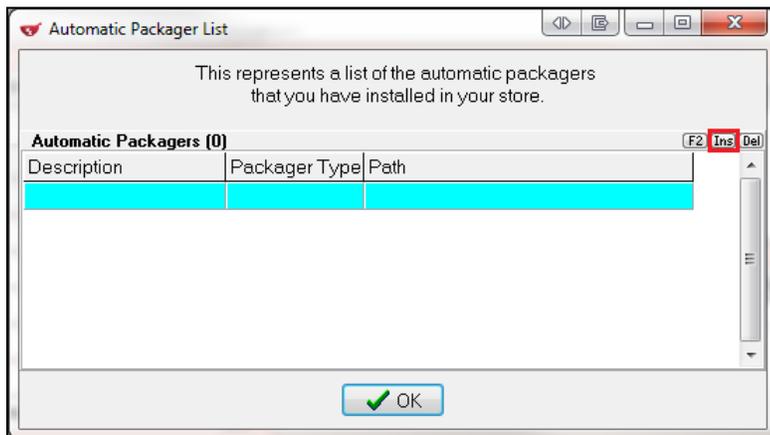
Unit Dose Patient Price Group: <Default> (<None>)

Use Global Batch Flags
 For CASH Rxs, only charge a fee for the first Refill of the month

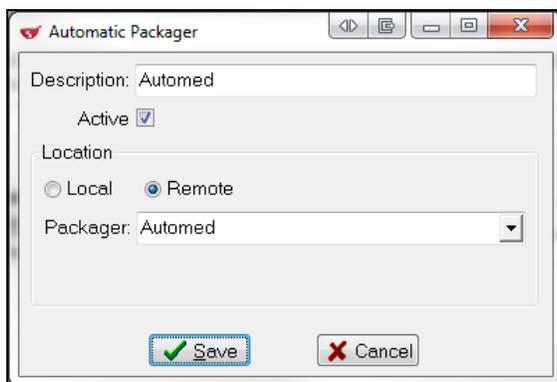
Delivery:

Delivery Route Type: Default (Pickup)

5. Select **Ins** from the **Automatic Packager List**.

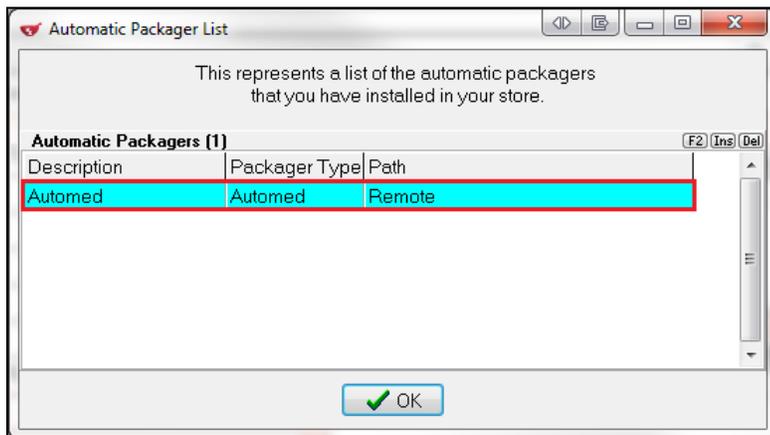


6. Complete the **Automatic Packager** form and click **Save**.

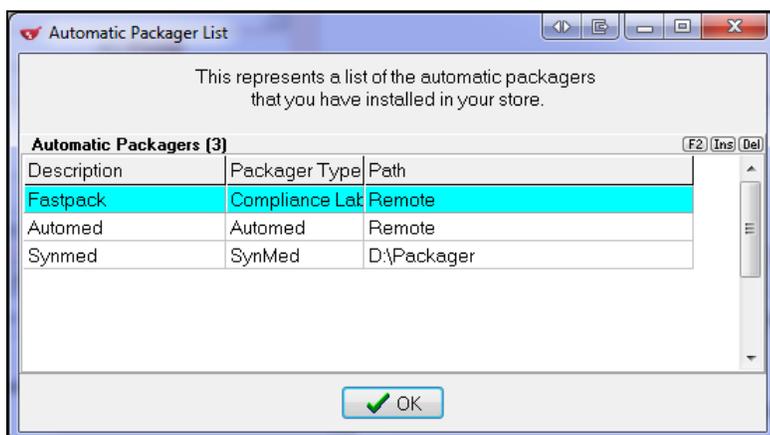


- **Description:** Enter a description of the packager. It is recommended that you use the same description entered in the **Edit Central Fill Packager** form to avoid confusion.
- **Location:** Select **Remote**.
- **Packager:** Select the packager you configured in the [Client Configuration](#) section.

The packager will be added to the **Automatic Packager List**.



7. Repeat steps 5-6 for each packager you want to add. Once multiple packagers have been configured, they can be distinguished from local packagers by their respective file paths.



8. Click **OK**.

9. In the **Nursing Home Form**, select a packager from the **Automatic Packager** list.

10. Click **Save**.

11. Repeat steps 9-10 for each nursing home that will be using an automatic packager.

Store Configuration

Store-level Buddy Fill configuration settings are found in **File > Configuration > Store > Interfaces > Central Fill**.

- **Pre-qualify nursing home Rxs for remote packagers:** Rxs for nursing homes that use a remote packager will be automatically sent to Buddy Fill.
- **Send to CF when batching (if previously sent):** Sends batch filled Rxs to Buddy Fill if they were sent previously. This setting is automatically enabled when 'Pre-qualify nursing home Rxs for remote packager's is turned on. If this option is disabled and you attempt to fill a batch, any Rxs that were flagged as 'Buddy Fill' on the original fill will not be flagged as 'Buddy Fill' during the batch. As a result, only local inventory will be deducted.
- **Override default timeouts:** These settings override the default connection timeouts for sending and receiving responses from the host and should only be overridden by a Kroll representative.

Prescription Filling

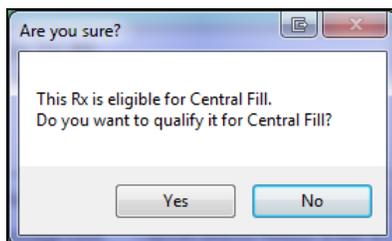
Packagers require unit dosing information for each Rx. When filling an Rx, ensure the unit dose information is entered correctly. Prescriptions without unit dose information will not qualify for packagers and will deduct the local inventory. Prescriptions with unit dose information entered and targeted for a remote packager will not have any local inventory deducted; inventory will be deducted from the host location.

NOTE: Unit dose information must contain a numeric passtime, as most packaging machines do not accept non-numeric passtimes.

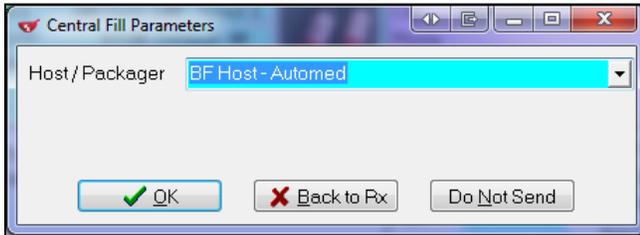
Non-Nursing Home Unit Dose Prescriptions

When filling an Rx for a Non-NH Patient, if Unit Dose is enabled, the Rx will prompt you at the time of fill to 'Qualify the Rx for Central Fill'.

If you wish to use Buddy Fill for this Rx, select **Yes**. If you select **No** the Rx will be filled locally.



If you answered **Yes** to the Central Fill prompt, you will be prompted to select a host and a packager. If there is only one remote packager configured, it will auto-populate. If more than one packager is configured, select the correct packager from the **Host / Packager** list.

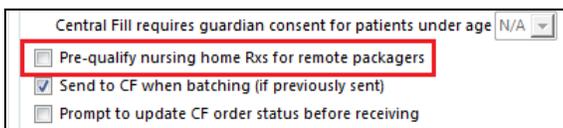


- **OK:** The fill will complete and the Rx will qualify for remote packaging. Local inventory will not be deducted.
- **Back to Rx:** Exits the remote packager qualification process. You will be prompted to select a host and a packager again when you click F12 to fill the Rx.
- **Do Not Send:** Disables remote packaging for the Rx. The Rx will be filled locally.

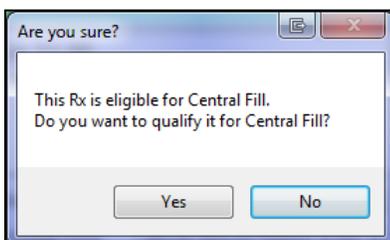
NOTE: When you qualify an Rx for a packager, no information is sent to the remote site at the time of filling. To send information, execute the appropriate packager report, specifying the patient or nursing home, the number of days to package, etc. The information will be sent to the remote site.

Nursing Home Prescriptions

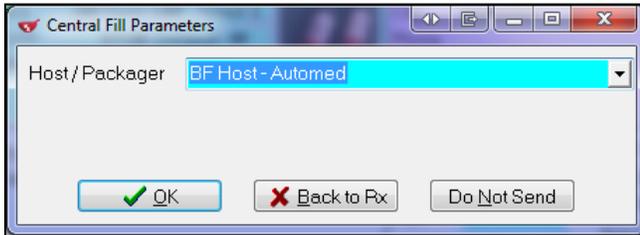
Without Pre-qualification



When a nursing home Rx with Unit Dose information is filled and pre-qualification has not been enabled, you will be prompted to qualify the Rx for Buddy Fill. If you select **Yes**, the Rx will qualify for Buddy Fill. If you select **No**, the Rx will be filled locally.

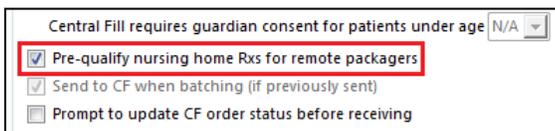


If you answered **Yes** to the Buddy Fill prompt, you will be prompted to select a host and a packager. If there is only one remote packager configured, it will auto-populate. If more than one packager is configured, select the correct packager from the **Host / Packager** list.



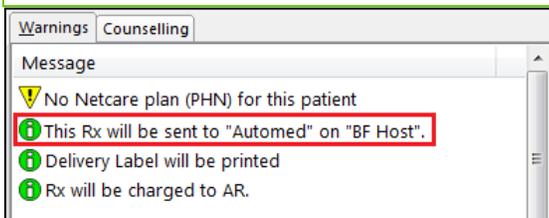
- **OK:** The fill will complete and the Rx will qualify for remote packaging. Local inventory will not be deducted.
- **Back to Rx:** Exits the remote packager qualification process. You will be prompted to select a host and a packager again when you click F12 to fill the Rx.
- **Do Not Send:** Disables remote packaging for the Rx. The Rx will be filled locally.

With Pre-qualification



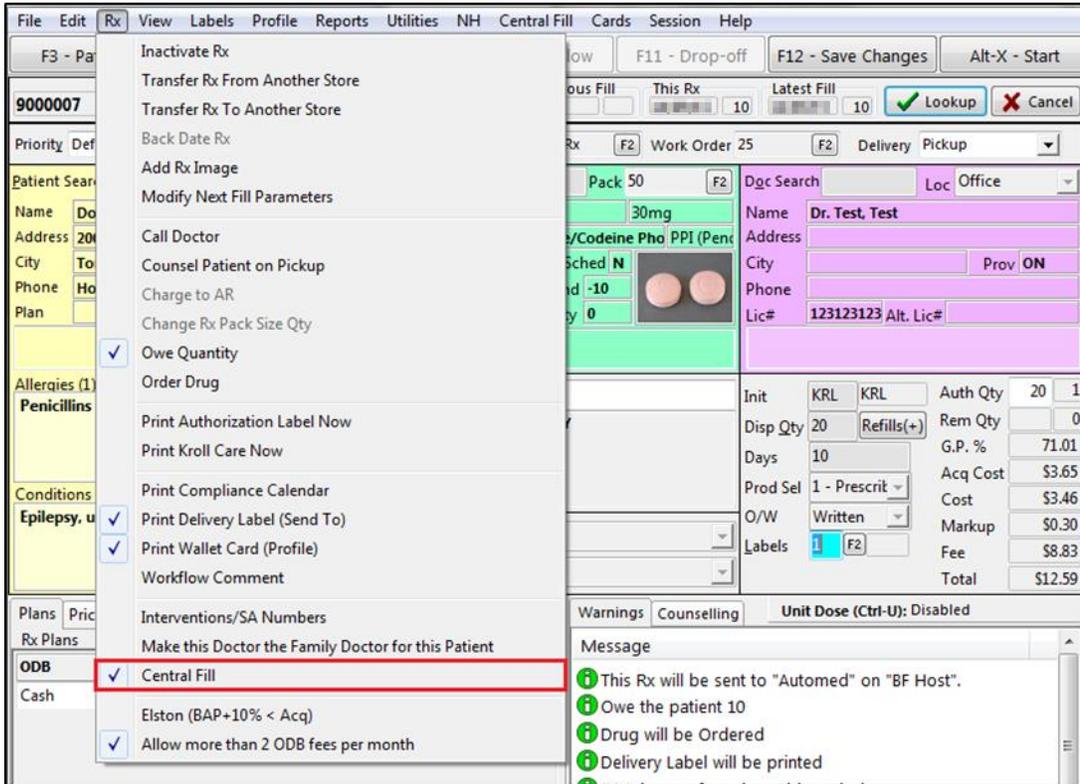
When a nursing home Rx with Unit Dose information is filled and pre-qualification has been enabled, the Rx will be automatically sent to the packager. A message will appear in the **Warnings** section on the F12 screen indicating the Rx will be sent to Buddy Fill.

NOTE: The drug must be a solid, oral medication (e.g., tab, cap, etc.) to prequalify for non-vial packaging.

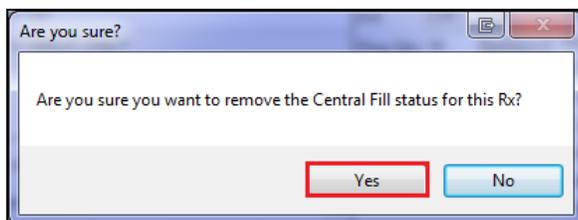


Overriding Automatic Pre-qualification

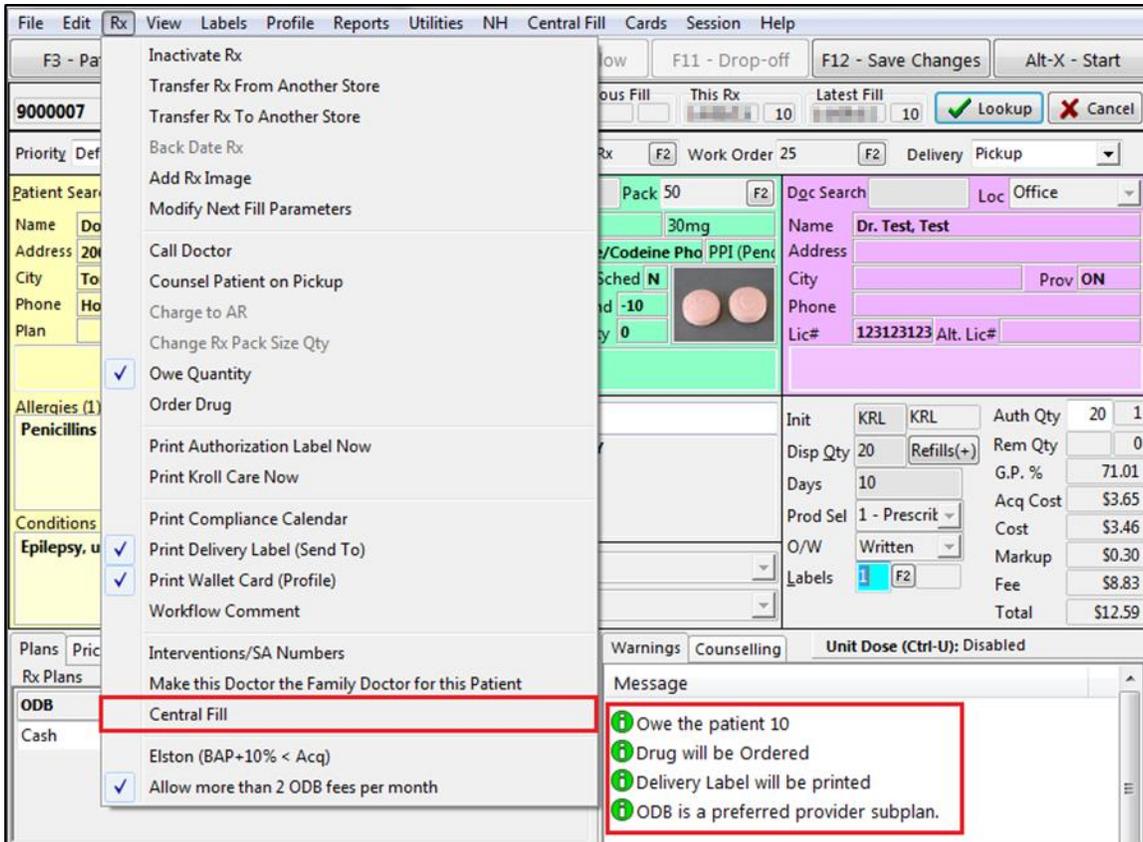
When pre-qualification is enabled but you do not want to send the Rx to the packager, Buddy Fill qualification can be manually disabled. To do this, select Rx > **Central Fill** from the **F12** screen:



A prompt will appear asking if you are sure you want to remove the Central Fill status for the Rx. Answer **Yes**.



The 'This Rx will be sent to ...' message will no longer appear in the **Warnings** section on the **F12** screen and a checkmark will no longer appear next to **Central Fill** in the **Rx** menu.



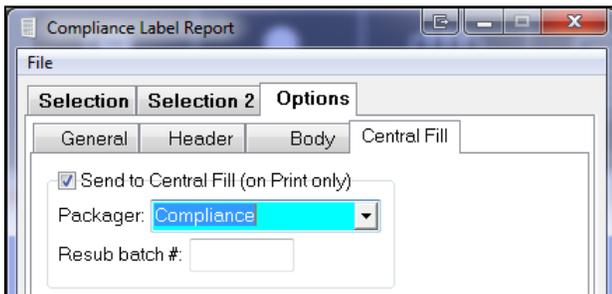
The screenshot shows the TELUS Health software interface. The 'Rx' menu is open, displaying various options. The 'Central Fill' option is highlighted with a red box. In the background, a message box is visible with the following text:

-  Owe the patient 10
-  Drug will be Ordered
-  Delivery Label will be printed
-  ODB is a preferred provider subplan.

Remote Packaging

To send packaging information to the remote site, run the appropriate packaging service report (Compliance Label, Dispill, etc.) or packager device report (Automed, Pacmed, etc.).

Packaging Service Reports

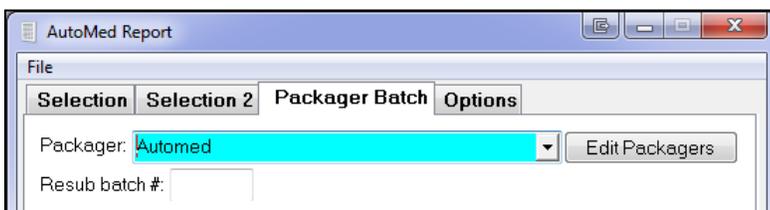


- **Send to Central Fill (on Print only):** Sends the packaging information to the Buddy Fill host. This is turned on by default.
- **Packager:** Select the packager you want to send the batch to.
- **Resub batch #:** Allows you to cancel an existing batch submission and overwrite it with a new one. Inventory will be returned at the host site for the earlier batch and deductions will be applied for the new batch.

Once the report is printed, the Rx(s) will be sent to the Buddy Fill host and inventory will be deducted at the host.

NOTE: No feedback is received from the host site for unmatched drugs or pack sizes selected by the client site. Buddy Fill assumes identical products are always available at the host site.

Packager Device Reports



- **Packager:** Select the packager you want to send the batch to.
- **Resub batch #:** Allows you to cancel an existing batch submission and overwrite it with a new one. Inventory will be returned at the host site for the earlier batch and deductions will be applied for the new batch.

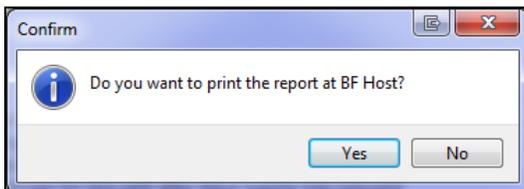
- **Edit Packagers:** Calls up the **Automatic Packager List** screen where you can add and edit packagers. See steps 5-7 of the [Remote Packager Configuration](#) section for instructions on how to manage packagers.

NOTE: If you are using the resub batch feature with a packaging device, the client site should notify the host. The original file may have already been captured by the packaging device so the processing may need to be aborted and/or the earlier file may need to be manually deleted from the queue.

Once the report is printed, the Rx(s) will be sent to the Buddy Fill host and inventory will be deducted at the host.

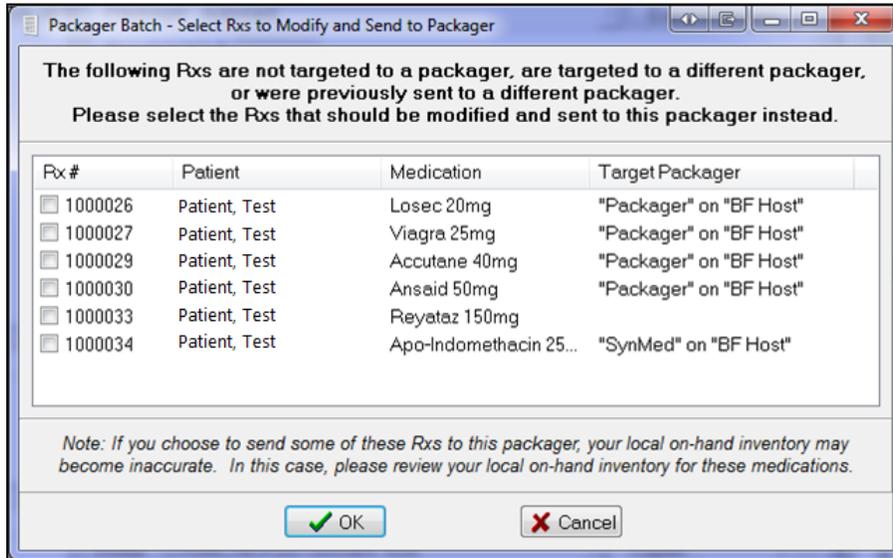
NOTE: If you click **Preview** instead of **Print**, you will be prompted to send data to the Buddy Fill host. If you select **Yes**, Rx information will be sent to Buddy Fill; if you select **No**, you will be able to preview the report before sending it to ensure the correct Rxs are captured.

A prompt will appear asking if you want to print the report at the Buddy Fill host. This report will print to the printer designated at the host site.



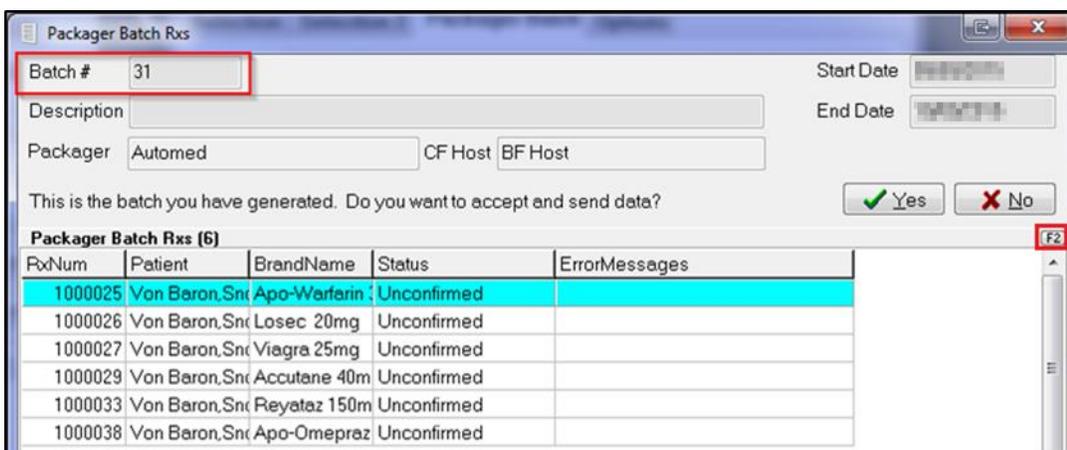
NOTE: If you choose not to print the report at the host, the packager file will still be sent for packaging. Printing the report at the host site allows the host operator to verify the packaging once complete.

If some or all Rx's in the report have previously been sent to another packager or are eligible but have not been sent to the packager, you will be presented with the **Packager Batch** screen. Select the Rx's next to the Rx's you want to send to the packager and click **OK**.

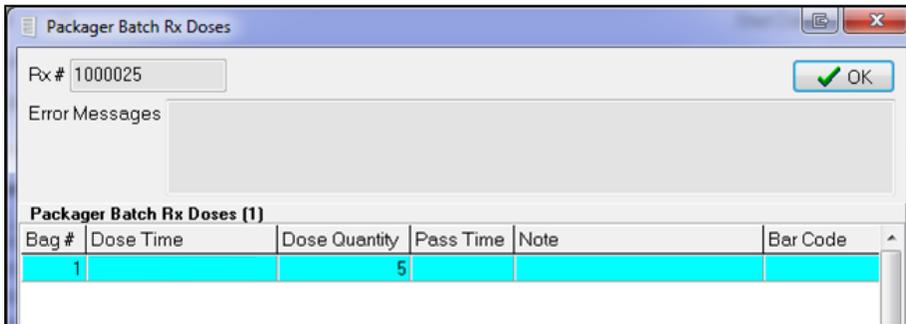


NOTE: If you send an eligible Rx that was not previously sent to a Buddy Fill host, the local inventory may need to be manually adjusted. At the time of the original fill, the entire dispense quantity would have been deducted from the local inventory. If a subsequent portion of the most recent dispense is now being fulfilled remotely, that quantity must be manually returned to the local inventory.

The **Packager Batch Rx's** screen will appear with the batch ID displayed in the top left corner. If you want to view the dosing information for an Rx, highlight it and press **F2**.



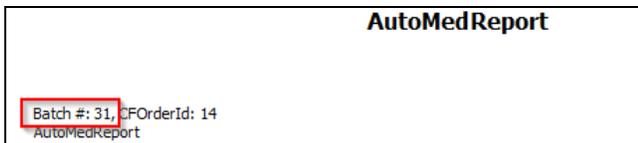
This will call up the **Packager Batch Rx Doses** screen.



Bag #	Dose Time	Dose Quantity	Pass Time	Note	Bar Code
1		5			

Click **OK** to close the **Packager Batch Rx Doses** screen. Click **Yes** on the **Packager Batch Rxs** screen to send the data to the Buddy Fill host.

Once the packager batch is accepted, the batch ID will print at the top of the report for the selected packager. This ID is necessary in the event that the batch needs to be cancelled or resubmitted.



AutoMedReport

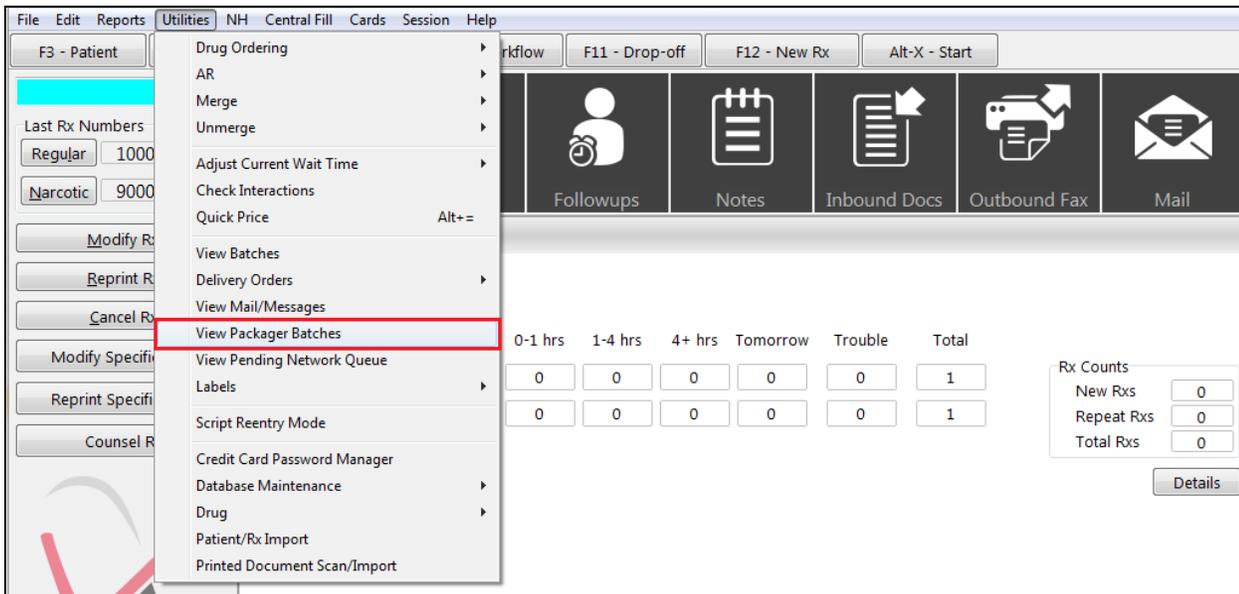
Batch #: 31, COrderId: 14
AutoMedReport

Cancelling/Resubmitting a Batch

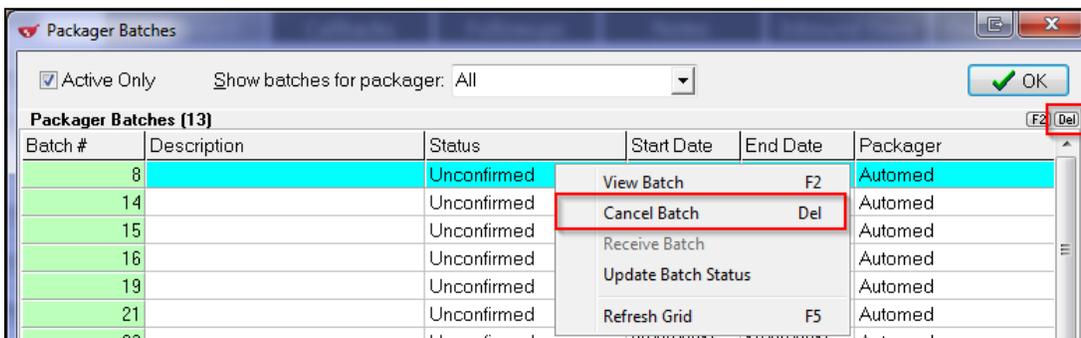
There are two ways to cancel a batch order that was sent to a Buddy Fill host site: you can cancel the order completely or you can replace the order with a resub batch. It is advisable to manually notify the host operator of any batch cancellations or resubmissions in case they have already begun processing the batch.

Cancelling a Batch

1. From the Alt-X Start screen, select Utilities > View Packager Batches.



2. Select the batch you want to cancel and click **Del** or right-click and select **Cancel Batch**.



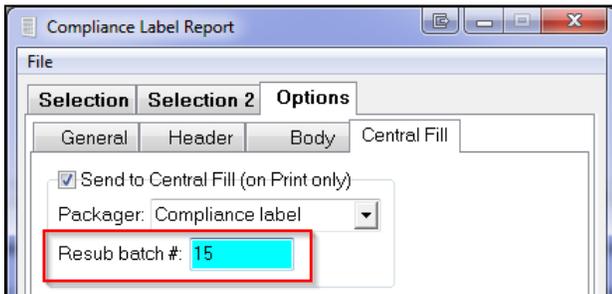
3. A prompt will appear indicating the batch was successfully cancelled. This will remove all traces of the batch from both the client and host systems. Click **OK**.



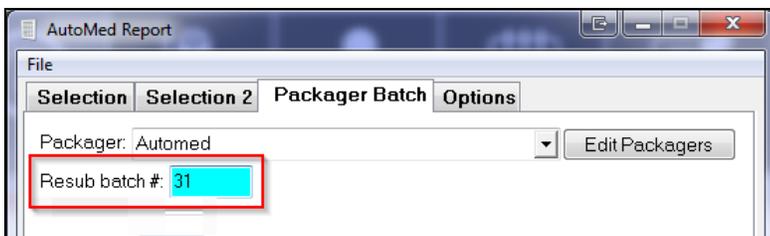
Resubmitting a Batch

In the report form, enter the number of the batch that was sent in error or that you want to replace in the **Resub batch #** field.

Packager Service reports:



Packager Device reports:

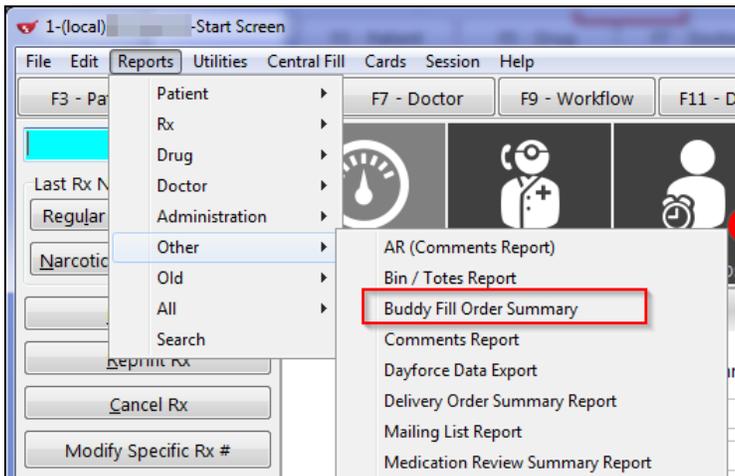


NOTE: There will be no indication at the host site or the client site that the batch has been replaced.

Buddy Fill Order Summary Report

The Buddy Fill Order Summary Report gives the host a list of Rx's and/or drug and quantities that have been packaged for each client location. This allows the host to "bill back" the inventory cost to the client, if desired.

To run the Buddy Fill Order Summary Report, go to **Reports > Other > Buddy Fill Order Summary**.



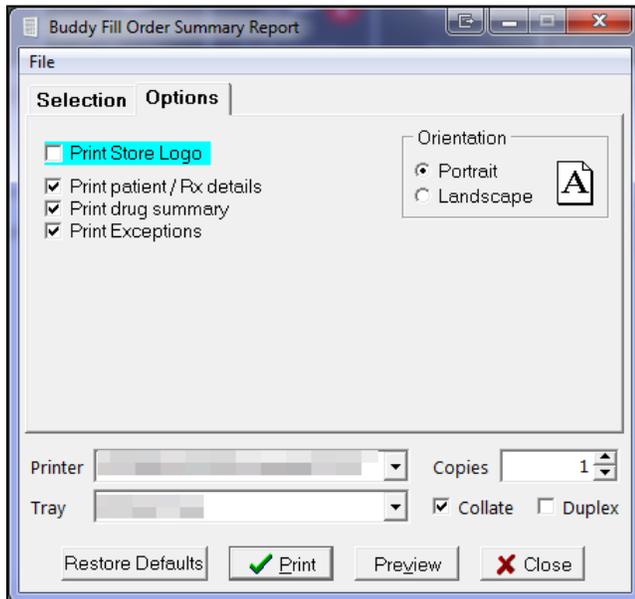
Complete the **Buddy Fill Order Summary Report** form and click **Print** to generate the report.

Selection tab:

- **Date Range:** Enter the time frame for the report.
- **Client:** Select the client.

- **Drug Schedule:** Allows you to run the report for a specific drug schedule or to exclude a specific drug schedule from the report.

Options tab:



- **Print Store Logo:** Prints the host site's logo at the top of the report.
- **Print patient/Rx details:** Prints a detailed breakdown of the Rx received from the client site, including the date received by the host, patient name, batch file number, Rx number, quantity, drug, DIN, manufacturer, pack size, and acquisition cost at the host.
- **Print Drug Summary:** Prints a detailed breakdown of each drug used by the specific client during the timeframe selected.
- **Print Exceptions:** Prints a detailed breakdown of the Rxs sent from the client that could not be fulfilled by the Buddy Fill host. This only indicates the Rxs that were unable to be billed back to the client due to errors; not Rxs that were unable to be packaged.

Patient Rx Details

Buddy Fill Order Summary									
AB									
ReportParameters									
Date Range - [REDACTED]									
CLIENT: Kroll									
Buddy Fill Order Summary									
Printed on: [REDACTED]									
DateReceived	Patient	File #	Rx #	Qty	Drug	DIN	Mfr	Pack size	AcqCost
	Compliance Packaging, Patient	43	1000045	1	Nexium 40mg TAB AZC	02244522	AZC	30	2.37
	Von Baron, Snoopy	42	1000042	1	Nexium 40mg TAB AZC	02244522	AZC	30	2.37
	Von Baron, Snoopy	42	1000043	1	Nexium 40mg TAB AZC	02244522	AZC	30	2.37
	Von Baron, Snoopy	42	1000041	1	Apo-Omeprazole 20mg CA...	02245058	APX	500	0.77
Total									7.88

Drug Summary

Buddy Fill Order Summary									
Summary									
CLIENT: Kroll									
Printed on: [REDACTED]									
Drug	Strength	Form	Mfr	DIN	Pack size	Qty	AcqCost		
Apo-Omeprazole	20mg	CAP	APX	02245058	500	1	0.77		
Nexium	40mg	TAB	AZC	02244522	30	3	7.11		
Total									7.88

Exceptions

Buddy Fill Order Summary									
Inventory Adjustment Exceptions									
CLIENT: Kroll									
Printed on: [REDACTED]									
DateReceived	Patient	File #	Rx #	Qty	Drug	DIN	Mfr	Pack size	
Drug cannot be found in the host system:									
	Von Baron, Snoopy	42	1000044	3	Childrens Chewable Vitamins TAB NDP	00336300			
	Von Baron, Snoopy	42	1000040	10	Reyataz 150mg CAP BQU	02248610			

Rxs printed in the exceptions list indicate that the host and client users need to work together to resolve the issue.

Exceptions may be caused by:

- Drug mismatch between the host and the client.
- Inactive drugs records/pack sizes at the host.
- Missing drug records at the host.

To resolve:

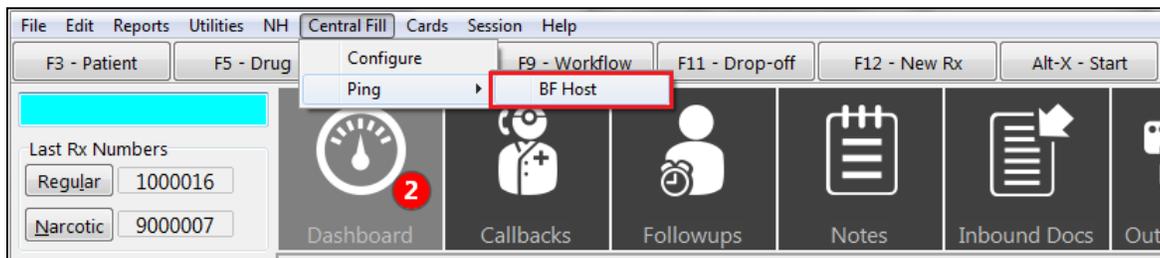
- Verify the client is selecting the correct drugs to be packaged.
- Verify the drug record/pack size is active, if applicable.
- Add the missing drug record, or advise the client which drug should be used instead.

KROLL TIP: Create a drug group for Buddy Fill and run an Inventory Report. Send the report to the client as a reference for the drugs they are currently using

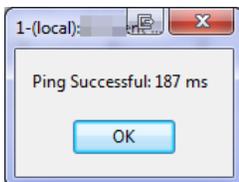
Troubleshooting

Verify Buddy Fill Host Response

To verify the Buddy Fill host response, go to **Central Fill > Ping** and select the Buddy Fill host whose response you want to test.



If the host is accessible, a 'Ping Successful' message will appear showing a small three-digit number. Larger numbers indicate a possible network issue.

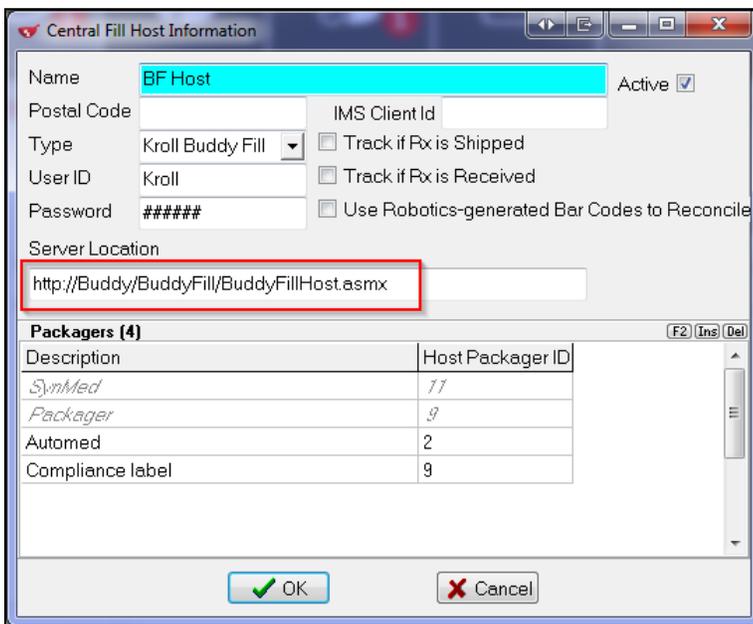


Confirm Buddy Fill (IIS) Communication

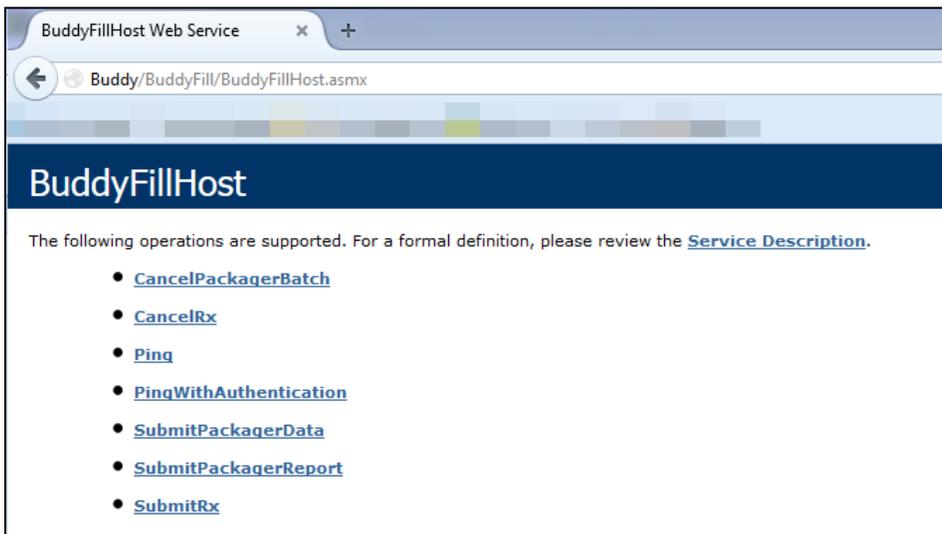
Any error that refers to SOAP indicates there is a problem with the IIS server location address.



To test if the client can communicate with the host, copy the address from the server location field on the **Central Fill Host Information Configuration** screen into the address bar in your internet browser.



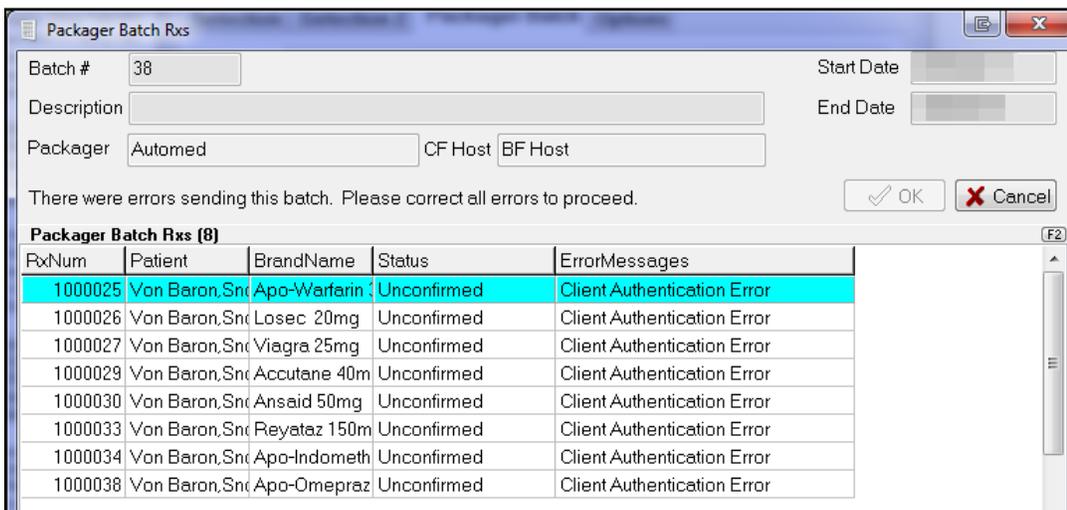
This will bring you to the BuddyFillHost website.



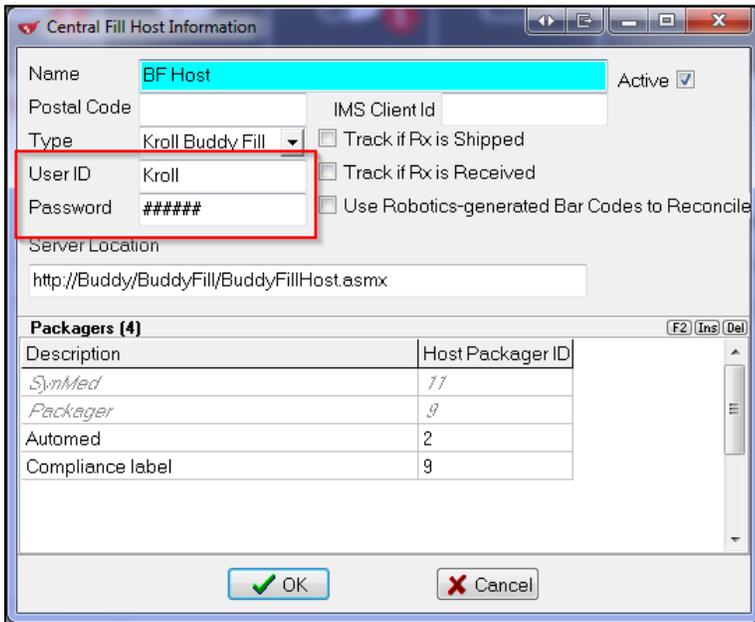
NOTE: If you encounter any errors, contact your local network administrator or a Kroll hardware technician to have the issue resolved.

Client Authentication Error

Client authentication errors indicate the user ID and/or password entered in the **Central Fill Host Information** form do not match those assigned to the client.



Verify the user ID and password are entered correctly and that they have not been changed at the host.



Central Fill Host Information

Name: BF Host Active

Postal Code: _____ IMS Client Id: _____

Type: Kroll Buddy Fill Track if Rx is Shipped

User ID: Kroll Track if Rx is Received

Password: ##### Use Robotics-generated Bar Codes to Reconcile

Server Location: http://Buddy/BuddyFill/BuddyFillHost.asmx

Packagers (4)	
Description	Host Packager ID
SynMed	77
Packager	9
Automed	2
Compliance label	9

OK Cancel