



Kroll Version 10 Service Pack 32

Feature Release Notes

February 2025

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Kroll Version 10 Service Pack 32 Feature Release Notes

This document is a compilation of new features in Kroll Version 10 Service Pack 32. Its purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Coming soon

The next Kroll release will run under the .Net 8 framework. A new package installation will be required. Expect a more detailed communication soon.



Prerequisite

As of Kroll Version 10 Service Pack 32, Kroll Windows requires the **Microsoft ODBC Driver 17 for SQL (ODBC)** and Visual C++ Redistributable (C++ Redist) to function properly. This driver is essential for establishing a connection between our application and the database server.

We strongly recommend the installation of the **Microsoft ODBC Driver Version 17** and **Visual C++ Redistributable**, on all workstations, *prior* to installing the Version 10 Service Pack 32 Update.

Auto Refill

[KRL-12122] Logic and timing of Refill and Renewal Reminder notifications

Feature

The configuration settings wording has been clarified to better communicate the logic of the Refill and Renewal Reminders. The reminder will be sent on the latest possible date before the prescription due date, based on whichever comes later: the 'days before Rx due date' or when the '% of days supply has passed' threshold is met.

The following settings on the **File > Configuration > Store > Rx > 10-Auto-Refill/Reminders** tab have been adjusted:

- **Don't create refill reminders before [X] of Days Supply has passed** has been replaced with **Create refill reminders when [X] of Days Supply have passed**.
- **Don't create renewal reminders before [X] of Days Supply has passed** has been replaced with **Create renewal reminders when [X] of Days Supply have passed**.

These two fields are used in conjunction with the **Create refill reminders [X] days before Rx due date** and **Create renewal reminders [X] days before Rx due date** fields to set the default reminder date. For example, given the following values:

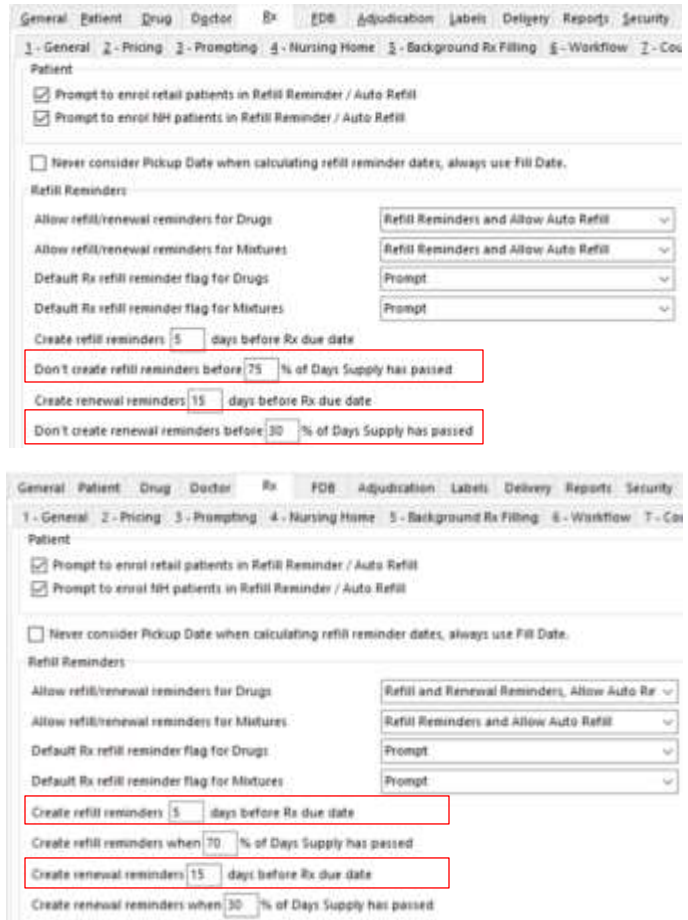
- **Create refill reminders when [X]% of Days Supply have passed:** 70% (70% x 7 days = 5 days)
- **Create refill reminders [X] days before Rx due date:** 4 days
- **Days Supply:** 7 days
- **Fill Date:** 2024-07-27
- **Picked Up Date:** 2024-07-27

Two calculations are performed:

- **(Create refill reminders when [X]% of Days Supply have passed * Days Supply) + Fill Date = 2024-08-01**
- **(Days Supply - Create refill reminders [X] days before Rx due date) + Fill Date = 2024-07-30**

The later of these two dates is used as the date to send the reminder (2024-08-01).

Note: This same logic is used for calculating when renewal reminders are sent.



Counseling

[KRL-14276] Non-pharmacy users finalizing counselling records

Improvement

Prior to this release, if a counselling record was updated or finalized by a user who was not a pharmacist, the name of this user was not displayed when the **Rx Counselling History** was displayed or printed from the prescription or the patient file.

A new field has been added to the **Rx Counseling History**:

- **Finalized By**

This field displays the name of the user who was logged into the session and selected **Finalize Counselling**. The **Counseled By** field continues to display the name of the pharmacist who was selected at the time of the counsel.

The screenshot shows the 'Counseling Information' form. At the bottom right, there is a section for 'Counseling Information' and 'New Rx'. The 'Finalized By' field is highlighted with a red box, showing the name 'Kroll User'. Other fields include 'Counseling Date' (11/11/2024), 'Patient' (Moore, Zora), and 'Address' (123 Main Street).

The new **Finalized By** field is also included in the printed version of the **Rx Counseling History**.

Delivery orders

[KRL-13519] Delivery due dates and tracking numbers

Improvement

The **Delivery Order Form** has been enhanced to capture additional information related to delivery due dates and tracking numbers. The **Waybill #** field has been replaced with a **Tracking #** field, into which users can enter the tracking number assigned to delivery packages. Two new fields have been added to the same form:

- **Ship By Date**
- **Shipping Reference**

The screenshot shows the 'Delivery Order Form' with two columns of fields. The 'Ship By Date' field is highlighted in red in the right column. The 'Tracking #' field is also highlighted in red in the right column. Other fields include 'Ship To' (Smith, Cora), 'Status' (Pending), 'Delivery #' (34), and 'Delivery Type' (Store Delivery).

The **Ship by Date** field is used to specify the date and time an order is due to be shipped. The **Shipping Reference** field is used to specify the waybill number or other internal (non-patient facing) shipping reference provided by the shipping company.

The delivery orders filter now provides users with the option to filter delivery order by their **Ship By Date**. These new and renamed fields are also available from the **Edit Scan Columns** screen.

All references elsewhere in the Kroll application to “Waybill” have been changed to “Tracking”.

Drug Information Systems (DIS)

[KRL-11569] Retracting inferred prescriptions (Alberta)

Improvement

The Alberta Drug Information System (DIS) is responsible for removing the inferred prescription when the last dispense is retracted. Prior to this release, this only worked if the dispenses were cancelled and the original prescription was the last one retracted. If the prescriptions were retracted out of sequence, and the original was retracted prior to other dispenses, the Alberta DIS left the inferred prescription on the network as Active.


With this release, when a prescription of any dispense type is cancelled out of sequence, and the last one is not the original prescription that created the inferred prescription, a Stop message is sent. The prescription is then no longer active on the network.

ERx

[KRL-11692] Tagging multiple items in the ERx workflow queues

Feature

The **ERx** workflow queue has been enhanced to enable users to process multiple items in a workflow-style format. Users can now tag multiple items of the same type from the **ERx** workflow queue, either by using the space bar or right clicking and selecting **Select All**. They can also mark these items as processed by right clicking and selecting the **Mark as Processed** option.

A new  icon is now displayed in the **Rx Number** column if the order in the queue has a previous order that must be processed first.

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

ERx Items

F - Process Item Refresh Clear Filters

space - Mark Rx

Type: <All> NH: <All> Ward: <All> Pat: <All>

Communication Method: Verbal

Communication Method	Effective Date	Type	Orig RxNum	Patient	Drug	Nursing home
Oral	06/02/2023 09	New		Aaron, Tama	Asithromycin (250)	PCC Nursing Home
Oral	15/03/2023 01	New		Aaron, Tama	Calcium	Process Item
Oral	18/04/2023 02	New		Aaron, Tama	Acetan	e
Oral	18/04/2023 03	New		Aaron, Tama	Nicotin	e
Oral	18/04/2023 03	New		Aaron, Tama	Esome	e
Oral	18/04/2023 03	New		Aaron, Tama	Acyclo	Ctrl+A e
Oral	18/04/2023 03	New		Aaron, Tama	Inhaler	e
Oral	18/04/2023 03	New		Aaron, Tama	Tyleno	e
Oral	18/04/2023 03	New		Aaron, Tama	Ibupro	e
Oral	18/04/2023 03	New		Aaron, Tama	Acetyl	e
Oral	18/04/2023 03	New		Aaron, Tama	Amant	e
Oral	18/04/2023 03	New		Aaron, Tama	Cande	e
Oral	18/04/2023 03	New		Aaron, Tama	Tylenol #4	PCC Nursing Home
Oral	18/04/2023 03	New		Aaron, Tama	Bisoprolol Fumarate (5)	PCC Nursing Home
Oral	18/04/2023 03	New		Aaron, Tama	Famotidine (20)	PCC Nursing Home
Oral	18/04/2023 03	New		Aaron, Tama	Adril (200)	PCC Nursing Home
Oral	18/04/2023 04	Suspend	1000099	Aaron, Tama	Adril Extra Strength Caplets (40)	PCC Nursing Home
Oral	18/04/2023 04	Suspend		Aaron, Tama	Acetylsalicylic Acid (80)	PCC Nursing Home
Oral	18/04/2023 04	Suspend		Aaron, Tama	LORazepam (2)	PCC Nursing Home
Oral	18/04/2023 04	Suspend		Aaron, Tama	Famotidine (20)	PCC Nursing Home
Oral	18/04/2023 04	Resume		Aaron, Tama	Famotidine (20)	PCC Nursing Home
Oral	18/04/2023 04	Suspend		Aaron, Tama	OxyCODONE HCl (5)	PCC Nursing Home
Oral	18/04/2023 04	Resume		Aaron, Tama	Acetylsalicylic Acid (80)	PCC Nursing Home

Workflow Actions

Rx's To Do

Rx's In Progress

Pending Adjudication (1)

Trouble (0)

ADT (11)

ERx (102)

Rx Counseling (0)

Professional Services (0)

Note: Users cannot simultaneously reject multiple new orders.

[KRL-11693] Nursing Home Groups master list

Feature

A new master list has been added:

- NH Groups

The **NH Groups** list is similar in functionality to the **Patient Groups** master list. Users can use this list to group their nursing home facility records. They can also add each Nursing Home (NH) to multiple NH Groups.

Edit Mast Lists / Groups Close

Appointment Categories

Appointment Types

AR GL Categories

Calendars

Counseling Points

Delivery Routes

Doctor Groups

Drug Alerts

Drug Departments

Drug Forms

Drug Marketing Msgs

Drug/Mixture Groups

Master Lists

NH Groups

NH Groups (6)

Description
test1
test3
test4
test5
test6
Testing NH

A new **NH Group** filter has been added to both the **ADT** and **ERx** queue screens to enable filtering users to filter by nursing home groups.

ERx Items

Type: <All> Communication Method: <All>

NH Group: <All> NH: <All> Ward: <All> Patient: <All>

Items (80)

Communication Method	Effective Date	Type	Orig RxNum	Patient	Drug	Nursing Home
Written	19/01/2023 01: New			Akin, Hillary Sarah	Tylenol #4	CC Nursing Home
Written	06/02/2023 09: New			Aaron, Tama Doris	Morphine Sulfate (5)	CC Nursing Home
Written	06/02/2023 09: New			Aaron, Tama Doris	LORazepam (2)	CC Nursing Home
Written	06/02/2023 09: New			Aaron, Tama Doris	Advil 12 Hour (600)	CC Nursing Home
Verbal	06/02/2023 09: New			Aaron, Tama Doris	Azithromycin (250)	CC Nursing Home
Written	06/02/2023 10: New			Aaron, Tama Doris	Bisoprolol Fumarate (5)	CC Nursing Home

[KRL-12550] Yardi timing segments

Improvement

Kroll is integrated with Yardi, an application that manages prescription orders for Nursing Home facilities. This integration allows participating stores to send new medication orders electronically to the associated facility. This message is formatted as an HL7 xml standard. Within that message is a technical segment that codifies the administration times that a medication is to be given to a patient at the home.

Prior to this release, there was an issue with Yardi wherein some of the frequencies selected by the user in Kroll were not properly populating the HL7 XML message. This issue has been corrected.

No UI changes were required in Kroll, as messages are sent to Yardi in the background. The user cannot view the actual message; however, they can view the XML message from the **F12 - Filling > ERx Details** screen, by selecting the **Other** tab, then the **View Request** button. It is the TQ1 segment that has been adjusted.

ERx Order Details

Type: New Effective Date: 2024-Nov-05 13:46:17 Date Created: 2024-Nov-05 15:03:49

Origin: Kroll Initiated On Date: 2024-Nov-05 15:03:49 Handled On Date: 2024-Nov-05 15:03:49

External Ref: Initiated By: Sohel Memon Handled By: Kroll Service

Patient

Firstname: Yardi
 Lastname: Test
 Middlename:
 Home: NH1 yardi
 Ward: ward1
 Admit date:
 External Ref:

Request Transmission Data

Topic: Data

```
MSH|^~\&Kroll|ON1032yar|YARD|VEHPX|ALMSA|NH1YRKKCP|
20241105150349|PDE^O11|14557-1|P|2.5
PID|1|1|Test^Yardi||U||address||E
PVI|1|12^4|||||||||||||||||20240906000000
ORC|NW|33||||20241105150349|^Sohel^Memon|ON.01.5678940
^Smith^Ross||20241105134617||||||PW^Prescriber^Written
RVE||02269201^Avonex^PS^DIN|20||SYR^SYR (Syringe)||AS
DIRECTED||20||0||0||01-5678943^Smith^Ross||1000033|0|||||
30mcq|0.5ml
TQ1||1|^Ea|BID^*1^4^d|0800^1600||20241105000000|R|H|4 days
cycle: Take 1 Ea twice a day on day 1 at 0800 and 1600
RX|R|C^Intramuscular^FDB
```

OK

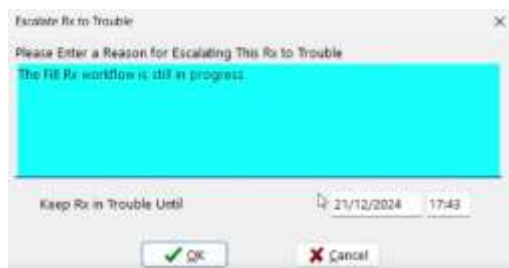
General

[KRL-8588] Owe prescription workflow now depends on completion of primary prescription

Feature

The prescription filling process has been enhanced to ensure that the owed portion of a prescription cannot be completed while the dispense of the primary (or first) portion of the prescription remains in progress. This change ensures that prescriptions are processed in the correct sequence, and eliminates errors due to premature owed portion processing, and possible fulfillment issues. It also streamlines the handling of owe portions and reduces the need for manual interventions.

Now, if a user attempts to process the owed portion of a prescription (Owe workflow type) while the Fill Rx workflow is still in progress, the prescription is escalated to Trouble.:



When the user selects **OK** from the **Escalate Rx to Trouble** screen, the Owe workflow is escalated to Trouble and the **Packaged** button for the owed portion is disabled. The user must complete, cancel, or reject the primary prescription before proceeding. Once the primary prescription is fully processed, the owed portion is removed from the Trouble queue and it becomes available for processing.

[KRL-12321] Deleting patient profiles with linked AR accounts

Improvement

Prior to this release, if a user attempted to delete a patient profile to which an Accounts Receivable (AR) account was linked, the error message that was displayed was ambiguous. The user was not advised that the reason they could not delete the patient profile was because an AR account was linked to the patient profile.

This error message has been replaced; now, if a user attempts to delete a patient profile with a linked AR account, they are advised that they cannot delete the patient record because of the linked AR account.



[KRL-11398] Due date prompting in adaptation, extension, and minor ailment medication review

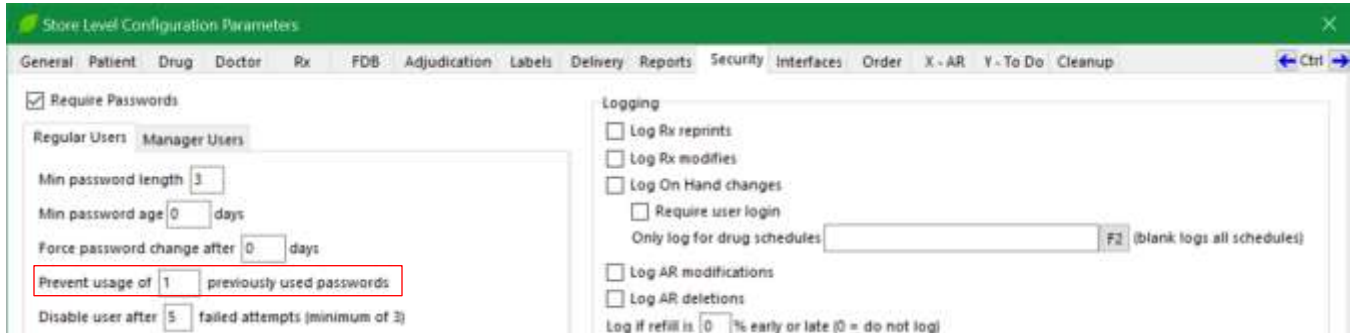
Feature

Prior to this release, there were some variances between the due date prompts used within the adaptation, extension, and minor ailment medication reviews. With this release, these prompts are now consistent.

[KRL-15263] Store default of Prevent usage of [x] previously used passwords changed (British Columbia)

Improvement

Prior to this release, in BC, the store default for the **Prevent usage of [x] previously used passwords** field on the **Configuration > Store > Security** tab was 1 for regular and manager users. If a value outside of the 1-10 range was entered for this field, the default value of 1 was used.



With this release, the default value of 10 is now used if a value outside of the 1-10 range is entered.

Patient

[KRL-12442] Virtual Care Consent (Alberta)

Feature

Virtual Care consent is a requirement in Alberta for sessions conducted with patients over the phone or by video. A new button has been added to the **Appointments** screen to make it easier for users to record virtual care consent:

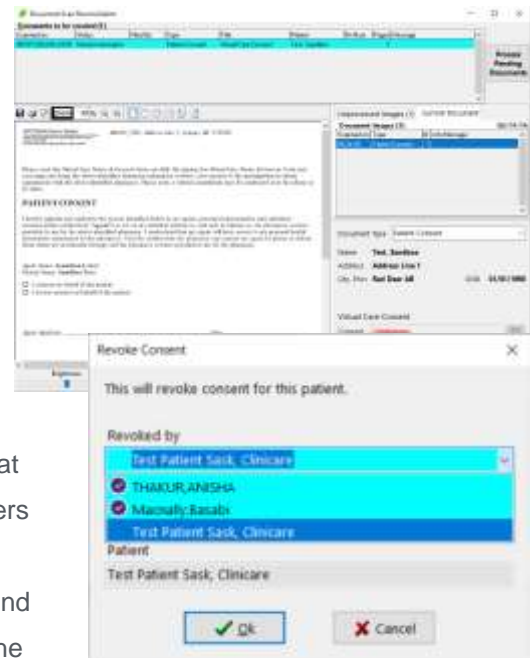
- **Consent**

This button is displayed if Virtual Care consent has been enabled and the appointment is set to be conducted virtually or over the phone. Selecting this option launches the **Virtual Care Consent** screen.



From here, a user can insert a regular or enhanced virtual care consent, depending on your Kroll configuration.

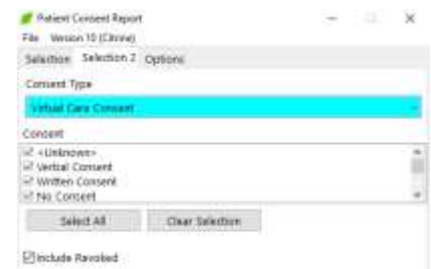
- Users can also use the **Document Scan** Reconciliation module to scan in a printed Virtual Care consent record, which is then automatically associated to the correct patient. If for some reason the 2D bar code cannot be correctly scanned, the user can still manually find the proper consent record and attach it to the patient profile.
- Users can add multiple consents, but only the most recent one is displayed unless the **Show Complete History** option is selected.
- Users can revoke (but not edit) virtual care consent records that have not been completed, if directed to do so by a patient. Users can do so by navigating to the **Consents** screen in the patient record, selecting the appropriate virtual care consent record, and then selecting **Revoke Consent** from the right-click menu or the **Extra Functions** menu.



- Although virtual care consent is a requirement for Alberta, it is available for all regions. Virtual care consent can be enabled at the store level, by selecting the **Enable Virtual Care** consent checkbox on the **File > Configuration > Store > Patient > Consent** tab.



- Users can also choose whether to display virtual care consent records on the **Patient Consent Report**. From the **Selection 2** tab on the **Patient Consent Report** configuration screen, users can set the **Consent Type** to 'Virtual Care Consent', select the applicable **Consent** checkboxes, and optionally select the **Include Revoked** checkbox.



Reports

[KRL-14563] MTS OnDemand report adjustment

Improvement

The **MTS OnDemand** report now excludes suspended prescriptions for both packable and non-packable drugs (drugs with any drug form other than 'CAP', 'CPL', and 'TAB'), taking in consideration the **Administration Start** and **Stop** dates and the **Suspension** date.