

Kroll Version 10 Service Pack 32

Feature Release Notes

February 2025

Table of contents

Kroll Version 10 Service Pack 32 Feature Release Notes
Coming soon
Prerequisite
Auto Refill
[KRL-12122] Logic and timing of Refill and Renewal Reminder notifications
Counseling 5
[KRL-14276] Non-pharmacy users finalizing counselling records5
Delivery orders
[KRL-13519] Delivery due dates and tracking numbers5
Drug Information Systems (DIS) 6
[KRL-11569] Retracting inferred prescriptions (Alberta) 6
ERx
[KRL-11692] Tagging multiple items in the ERx workflow queues
[KRL-11693] Nursing Home Groups master list7
[KRL-12550] Yardi timing segments
General
[KRL-8588] Owe prescription workflow now depends on completion of primary prescription
[KRL-12321] Deleting patient profiles with linked AR accounts9
[KRL-11398] Due date prompting in adaptation, extension, and minor ailment medication review
[KRL-15263] Store default of Prevent usage of [x] previously used passwords changed (British Columbia) . 10
Patient
[KRL-12442] Virtual Care Consent (Alberta) 10
Reports12
[KRL-14563] MTS OnDemand report adjustment 12

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 <u>all workstations</u>, *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] dates 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)
- General Estient Drug Ogstor Bx EDB Adjudication Labels Deligery Reports Security 1 - General 2 - Pricing 3 - Prompting 4 - Nursing Home 5 - Background Rx Filling 5 - Workflow 2 - Cou Patient 🗹 Prompt to enrol retail patients in Refil Reminder / Auto Refil Prompt to enrol NH patients in Refill Reminder / Auto Refill These consider Pickup Date when calculating refill reminder dates, always use Fill Date. Ratil Reminders Refill Reminders and Allow Auto Refill Allow refill/renewal reminders for Drugs Allow refill/renewal reminders for Mixtures Refill Reminders and Allow Auto Refill Default Rx refill reminder flag for Drugs Prompt Default Ra refill reminder flag for Mixtures Prompt Create refill reminders 5 days before Rx due data Don't create refill reminders before 75 % of Days Supply has passed Create renewal reminders 15 days before Rx due date Don't create renewal reminders before 30 % of Days Supply has passed General Patient Drug Ductor Rx FDB Adjudication Labels Delivery Reports Security 1 - General 2 - Pricing 3 - Prompting 4 - Nursing Home 5 - Background Rx Filling & - Workflow T - Cor Patient 2 Prompt to enrol retail patients in Refill Reminder / Auto Refill Prompt to enrol filt patients in Refill Reminder / Auto Refill Never consider Rickup Date when calculating refill reminder dates, always use Fill Date. Reful Reminders Allow refill/renewal reminders for Drugs Refill and Renewal Reminders, Allow Auto Re ~ Allow refill/renewal reminders for Midures Refill Reminders and Allow Auto Refill Default Rx refill reminder flag for Drugs Prompt Default Rx refill reminder flag for Mixtures Prompt Create refut remanders 5 days before Ra due state Create refill reminders when 70 % of Days Supply has passed Create renewal reminders 15 days before Rx due date

- 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.

Create renewal reminders when 30 % of Days Supply has passed

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.

Re Num 1000118 Counciling D Ong Re Num 1000118		nselling Infor	mation	News	bi.	
Factorst Misson, Zon Address 123 Main Street City Gatheran Facy QC	ayı	Num 1000557	Counterling (La	in comin	2624 Mar	
Counseling Points Reviewed	Patient Address City	Norwi, Nena	Free DN	Rent Ganeric DN	Ape-Cital Citakopras D2246056	
U What the medication is for	Course	ring Frields Reviewed			Notes A	
How to take the medication		e you taken this ned	atten betan			
When to take the methodism and for how to	10 wh	et the wed-upper is h	e .			
Dipecual actes vertication instructions	() the	to take the medical	-			
Peterdial side effects	U When to take the medication and for have long					
Districtions with other were life & OTG, fee	() 164	calademitation is	Anuttions			
What is do if door is wroned	1 Pet	entiel side attechs				
I have to know that medication is wonling	[] inte	ractions with other m	elle (Ro Ar CTC), fans	i and alcoho	0.	
C Proper stange	[] wh	at to do if door is not	es.			
Patition when and how to request	() the	to know that madic	tion is working			
Diffect on after conditions of applicable	() free	ADDRESS ADDRESS				
🗌 bet exclusing techniques	[] Art	81 when and have b	request.			
Counseled by Kool Pharmaclat Elect	1.500	d er elte canditor montantig techniqu	Classic control of			
Comments						

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

• 5	shipping Reference))			Delivery Dr	der Form				
Delivery Ord	ler Form				Ship To			Status	Barris Marca	
Ship To Smith, Co	va v	Status	Pending		T, Kroll		~	Delivery #	Pending 34	
1	Primaly a	Delivery #	59			Primary -	-	Delivery Type	Store Delivery	÷
Company		Delivery Type	Mail Order/Courier	÷	Company			Delivery Route	«Undefined>	
2.00.14		Delivery Route	FedEx		Care of		-	Delivery Service	«Undefined»	
Care of		Delivery Service	Fedlix		Addresset	12 Ts Road		Ship By Date		
Address1	123 Main Street	HAL Code					_	HAL Code	1	
Address2		Payment Method	<undefined></undefined>	-	Address2	On		Payment Method	<undefined></undefined>	÷
city	Toronto	Waybil =		-	City	Halifras	;	Iracking #	34	
Province	ON (Onterio)		1		Province	NS (Nova Scotia)	~	Shipping Reference		

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

F3 - Patient	F5 - Drug	#7 - D	octor	F8 - Warlfine	F11 - Drop-off	F12 - NAW RE		AR+X - Start		
CD. Harris	_					F - Process	Item	C Refresh	X Clear Filters	Worldlow Actions
ERx Item	S					space - Mark Rx			100000	Ra's To Do
	Type: ⊲All>	2	NH: «All>	3	→ Ward: <all></all>	y Pat	<al></al>		~	Rx's In Progress
			Contraction of the second s		Come	nunication Method	Elwebs	4		Pending Adjudication (1)
							verus	8		Trouble (0)
Items (23)	- N			ä	No.					and the second se
the second s	had Effective Date Ty		Orig RaNum	the state of the s	Orug		Nursing	the second s	^	ADT (11)
Onal	06/02/2023 09: N			Aaron, Tama		West and the second	PCC Num	ling Home		ERx (102)
Oral	15/03/2023 01: N	Contrat		Aaron, Tama	Calciur	Process Item		E e		Rx Counseling (0)
Drai	18/04/2023 02: No			Aaron, Tama	Acetan	Refect Man				part management of the second second
Oral	18/04/2823 03: Ni			Aaron, Tama	Nicota	Reject Item	San su	*		Professional Services (0)
Oral	18/04/2023 03: No			Aaron, Tama	Ecome	Mark Item as Proc	essed	e .		
Drat	18/04/2023 03: No			Aaron, Tama	Ac/do	Select All		Ctrl+A *		
Drai	18/04/2023 03: No			Aaron, Tama	Incape	and the second second		e		
Orał	18/04/2023 09/ NH			Aaron, Tama	Tyleno	View Details		e .		
Oral	18/04/2023 03: No			Aaron, Tama	Toupro	200020000				
Drai	18/04/2023 03: No	200		Aaron, Tama	Acetyle	Change Columns				
Oral	18/04/2023 03: No			Aaron, Tama	Amant	Make Default Cold	amns			
Drai	18/04/2023 03/ Ne			Aaron, Tama				ing man/t		
Oral	18/04/2023 CS No			Aaron, Tama	Tylenal #4			sing Home		
Oral	18/04/2023 03: No			Aaron, Tama				ing Home		
Oral	16/04/2023 03: Ne			Aaron, Tama	Famotidine	1.12.24		ing Home		
Oral	16/04/2023 03: Ne			Aaron, Tama	Advil (200)			ing Home		
Oral	18/04/2023 04: 50	and the local data and the second	1000098	Aaron, Tama		Strength Caplets (40		and the second se		
Oral	18/04/2023 04: 54		4	Aaron, Tama	Acetyisalicy	Hic Acid (80)	PCC Num	ing Home		
Oral	18/04/2023 04: 54	108.41.17		Aaron, Tama	LORatepar			ling Home		
Orał	18/04/2023 04: 54			Aaron, Tama	Famotidine	e (20)	PCC Num	iing Home		
Oral	18/04/2023 04: Re	sume		Aaron, Tama	Famotidine	e (20)	PCC Nurs	ung Home		
Onal	18/04/2023 04: 50	ripend		Aaron, Tama	OryCODO	NE HCI (5)	PCC Num	ing Home		
Oral	18/04/2023 OK R/	sume		Aaron, Tama	Acetylication	Nic Acid 1801	PCC Nuri	iing Home		

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	NH Groups (6)	F2 Ins Del
	Description	
AR GL Categories	test1	
Calendars	test3	
Counseling Points Delivery Routes	test4	
Doctor Groups	test5	
Drug Alerts	test6	
Drug Departments	Testing NH	
Drug Forms		
Drug Marketing Msgs		
Drug/Mixture Groups		
Master Lists		
NH Groups		1

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.

F3 - Patient	F5 - Drug	F7 - [Doctor	F9 - Workflow	F11 - Drop-of	ff	F12 - New Rx	Alt+X	- Start	
ERx Items							F - Process		Refresh	🗙 Clear Filters
							space - Marl	c Rxs		
Type <all></all>	~						Communica	ation Method	<all></all>	~
NH Group <all></all>	~	NH <all></all>	,		~ 1	Ward	<all></all>	 Patient 	<all></all>	~
Items (80)										
Communication Method	Effective Date	Туре	Orig RxNum	Patient	Drug		1	lursing Home		^
Written	19/01/2023 01:	New		Akin, Hillary Sarah	Tyleno	#4	X	CC Nursing Hor	me	
Written	06/02/2023 09:	New		Aaron, Tama Doris	Morph	nine Sulf	fate (5)	CC Nursing Hor	ne	
Written	06/02/2023 09:	New		Aaron, Tama Doris	LORaz	epam (2) (CC Nursing Hor	ne	
Written	06/02/2023 09:	New		Aaron, Tama Doris	Advil 1	12 Hour	(600)	CC Nursing Hor	ne	
Verbal	06/02/2023 09:	New		Aaron, Tama Doris	Azithro	omycin (250)	CC Nursing Hor	ne	
Written	06/02/2023 10:	New		Aaron, Tama Doris	Bisopr	olol Fur	marate (5)	CC Nursing Hor	ne	

[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.

Type Origin	New Kroll	Effective Date 2024-Nov-05 13:4 Initiated On Date 2024-Nov-05 15:0		Date Created Handled On Date		lov-05 15:03:49
External Ref	1.000	Initiated By	Sohel Memon	Handled By	Kroli Se	inice
	Patient	((***)		- 10	
Firstname	Yardi	🖉 Alequest Transmission	e Oata	- 0	- ×:	
lastname	Test	Topic Data				
Home Ward Admit date External Ref	NHI yardi ward1 osing indications Other	ORICINW[33][]]20241 "Smith"Ross][20241 RXE][02269201"Avon DIRECTED][20][010 30mcg/0.5mi TO1][1"Ee[BID""1	"[U][address[]]E [][][][][][][][][][][][][][][][][][][]	ion[/ON:01:5678943 rescriber Written R (Syringe)[^AS s[1000033]0][]]]] 05000000][R][4 days	R	ata
General Do		cycle: Take 1 Ea twic PXRIC*Intramuscular		0101-1000		iquest
General Do				and room		The second second

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 fulfilment 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.:

e Enter a Reason for Escalating Thi	
	s for to thoughe
RE Re-worldlow is still in progress	
aep Rr in Trouble Until	Q 21/12/2024 17:43

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.

You cannot delete th	his patient record because it is linke
to an AR Account.	
	elete the Patient's Account prior to
Please review and d deleting the patient	10.0 80.0 9000 9000 9000 9000 0000000 97.0 M (2.17)
	10.0 80.0 9000 9000 9000 9000 0000000 97.0 M (2.17)

[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.

of Store Level Configuration Parameters		×
General Patient Drug Doctor Rx FDB Adjudication Labels	Delivery Reports Security Interfaces Order X - AR Y - To Do Cleanup	Ctri 🖃
Require Passwords	Logging	
Regular Users Manager Users	Log Rx reprints	
A STATE AND A STATE	Log Rx modifies	
Min password length 3	Log On Hand changes	
Min password age 0 days	Require user login	
Force password change after 0 days	Only log for drug schedules F2 (blank logs all schedules)	1
Prevent usage of 1 previously used passwords	Log AR modifications	
	Log AR deletions	
Disable user after 5 failed attempts (minimum of 3)	Log if refill is 0 % early or late (0 = do not log)	

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

Virtual Car	e Consent	Recorded
	e sonsen	Recorded by
Scient by	Va	50.
Patient Patient Consent Response	Witten	Created
 i consent i do not consent 		Last charged
Comment		
		-
		1 A 1

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.

10

1

- 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.

providente la her constant	OL PROPERTY		Pint	Intel Pauliture	100
of the local data	-		Sector 144 Sector		Print I
					Paneling Bannan B
42 See 10	AND COL	1993		Constant Serger (1) Survey	and an other states of the state of the stat
ANY COLUMN		1.044.01100		Control in the local division of the local d	-
PHILIPTOROGYT					
control in an in the second	and the state of a second pro-	a de la constante de la constante en la constante de la constante en la constante de la constante en la constante de la constante de la constante en la constante de la constante de la constante en la constante de la constante en la constante de la constante en la constante de la constante en la constante de la constante en la constante de la constante en la constante de la constante en la constante de la constante en la constante de la consta	1 (1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	TRAFFIC SAL THEFT COMP	
the second second second	option to be a series	COMPANY OF MANAGEMENT		tone Ted. Sardine	
And the Assessed of the				children Address Line 1 City, New Red Dear Mill	-
	total 11 de como			10000	
				Visial Lee Conell	
are maine		1	_	Contract Contractory	
	Revoke Conse	ent .			×
-					
	This will res	rake consent	for this pati	ent.	
	Revoked b	Υ.	_		
	Sent PA	dient Said, Cl	anicate -		*
	C THAN	R ANISHA			
S	Macua				
5		etient Sask, C	and the second		
	Patient		LITER I F		-
	Tart Dotan	t Sask, Clinica			
.	100 Com	a pape, camer			
b		-	_		
		10	14 T	X Cancel	
		-		Contraction of the second	

eneral	Patient Drug		Doctor	Rx :	FDB	Adjudication	
Gen	eral 2 - A	gent 3	- Consent				
-			vacy conser y consent t				
Re	quire guar	dian con	sent for pa	tients ur	nder age	N/A. ~	
En	able Virtua	I Care co	nsent				
	File Wester Selection	ordent Rapio n 10 (Citrarie) Selection 2 pe				÷ 10)	×
	Connent Ty						
	Vetaal Ca	ra Consett	Ë				-
	the second second	nts Ionient Consent	H				1

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.