

Medication Reviews

British Columbia



KROLL
Computer Systems Inc.

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Medication Reviews - British Columbia

This document outlines how to configure Medication Review functionality in Kroll and the process of completing Medication Reviews for both paper based and electronic records.

Configuration

This section explains the configuration settings that must be in place before attempting to use the Medication Review functionality.

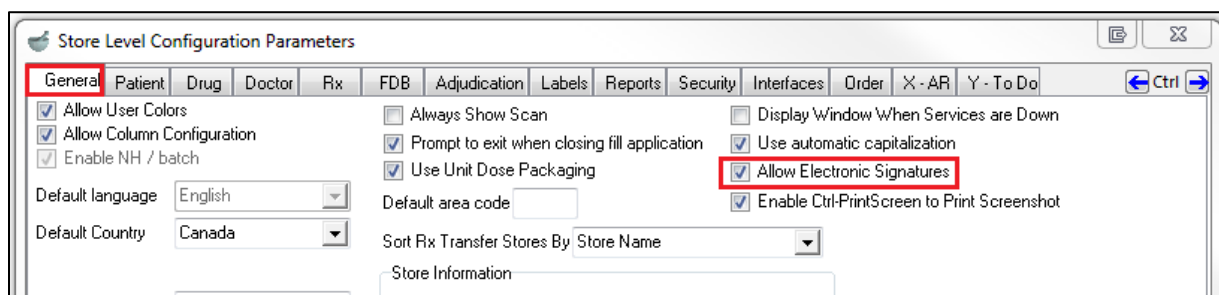
Configuring Electronic Signatures

NOTE: Only complete this section if you are using Electronic Signature pads.

Before you can begin configuring electronic signatures, **Allow Electronic Signatures** must be enabled in **File > Configuration > Kroll > Configuration**. This will require a support call and must be completed before proceeding.



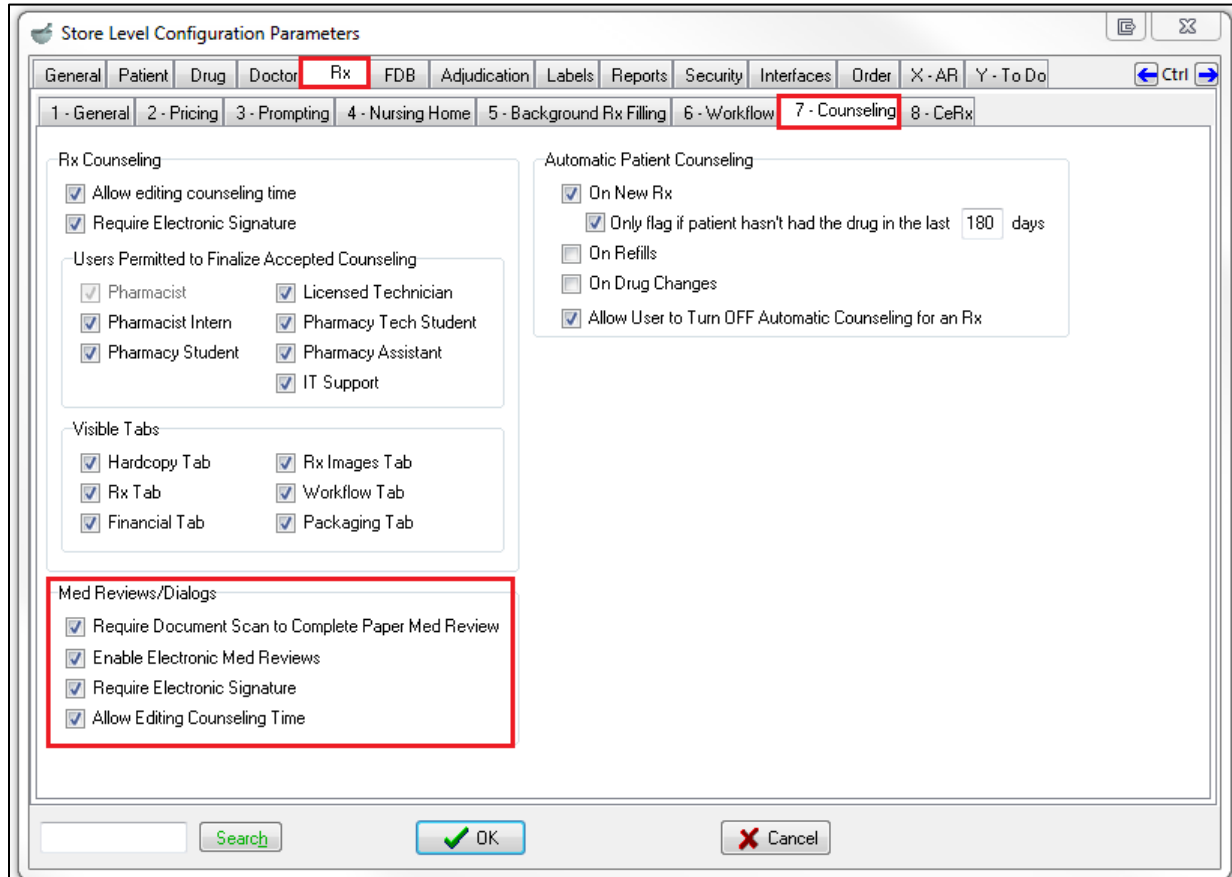
1. Go to **File > Configuration > Store > General**.
2. Place a checkmark next to **Allow Electronic Signatures**.



3. Click **OK** to save the changes.

Configuring Electronic Medication Reviews

1. Go to **File > Configuration > Store > Rx > Counseling > Med Reviews/Dialogs**.



2. In the **Med Reviews/Dialogs** area above, ensure the following options are set appropriately.
 - **Require Document Scan to Complete Paper Med Review:** this option allows you to complete paper-based Medication Review using the document scan functionality;
 - **Enable Electronic Med Reviews:** enabling this option allows you to use the electronic version of Medication Review;
 - **Require Electronic Signature:** enabling this option prompts for electronic signatures where necessary (only if you are using Electronic Signature pads).
 - **Allow Editing Counseling Time:** this option allows you to modify the system-calculated amount of time it took to complete the counseling session.
3. Click **OK**.

NOTE: If you turn off the **Require Electronic Signature** option and keep the other options enabled you will still be able to complete the reviews on-screen. However, you will need to print the report, in order to capture pen-to-paper signatures and then scan it back into the system before giving it to the patient.

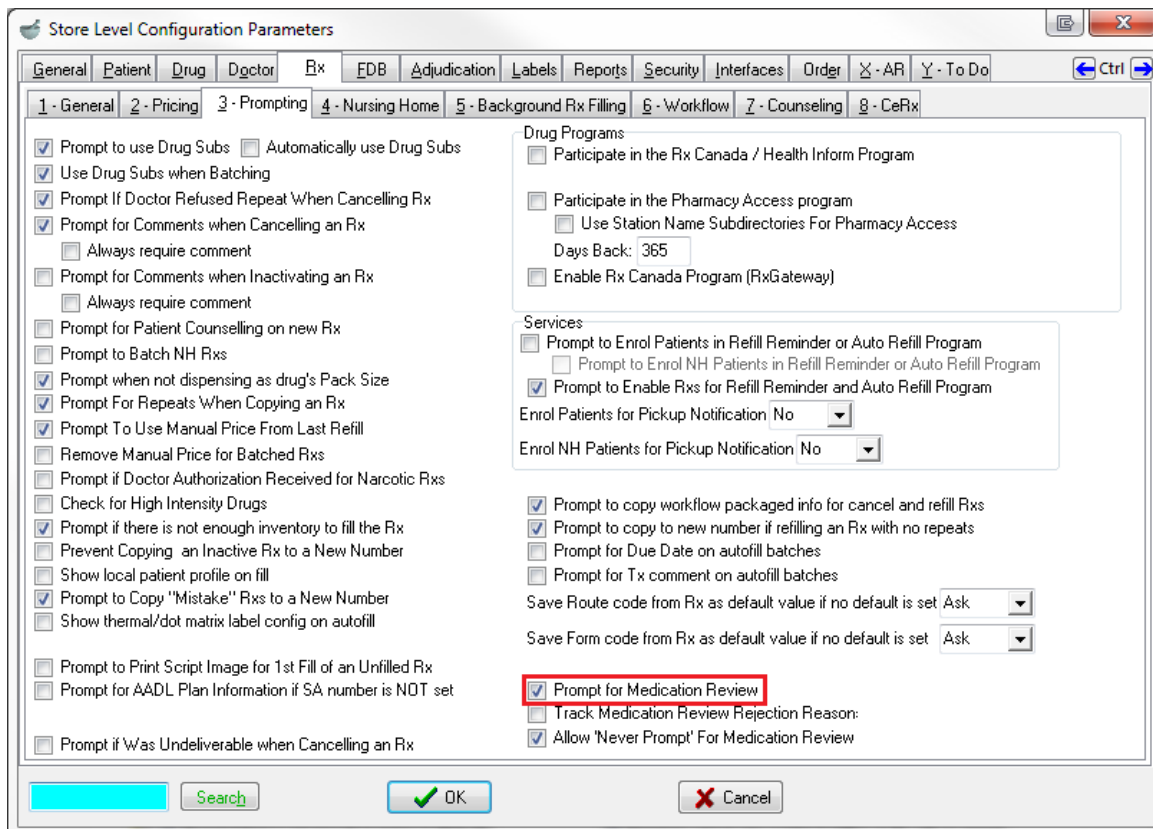
Electronic Medication Reviews

This section explains how to perform an Electronic Medication Review. Ensure your system is configured for Electronic Medication Reviews before proceeding. See [Paper Medication Review](#) for information on the non-electronic process.

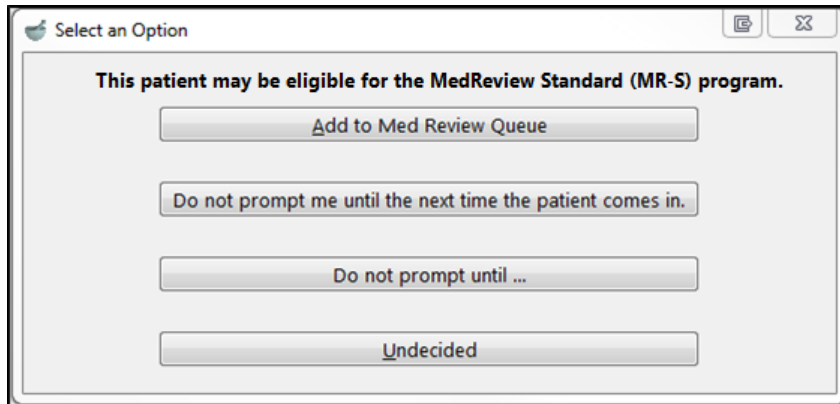
NOTE: The automatic prompts will not appear if the patient does not meet the criteria for a Medication Review. However, based on other available information and your professional judgement, you can determine whether the patient might benefit from a Medication Review and then manually create a Medication Review.

Configuring the Medication Review Prompt

The system prompts for Medication Review when the option **Prompt for Medication Review** is enabled under **File > Configuration > Store > Rx > Prompting**.



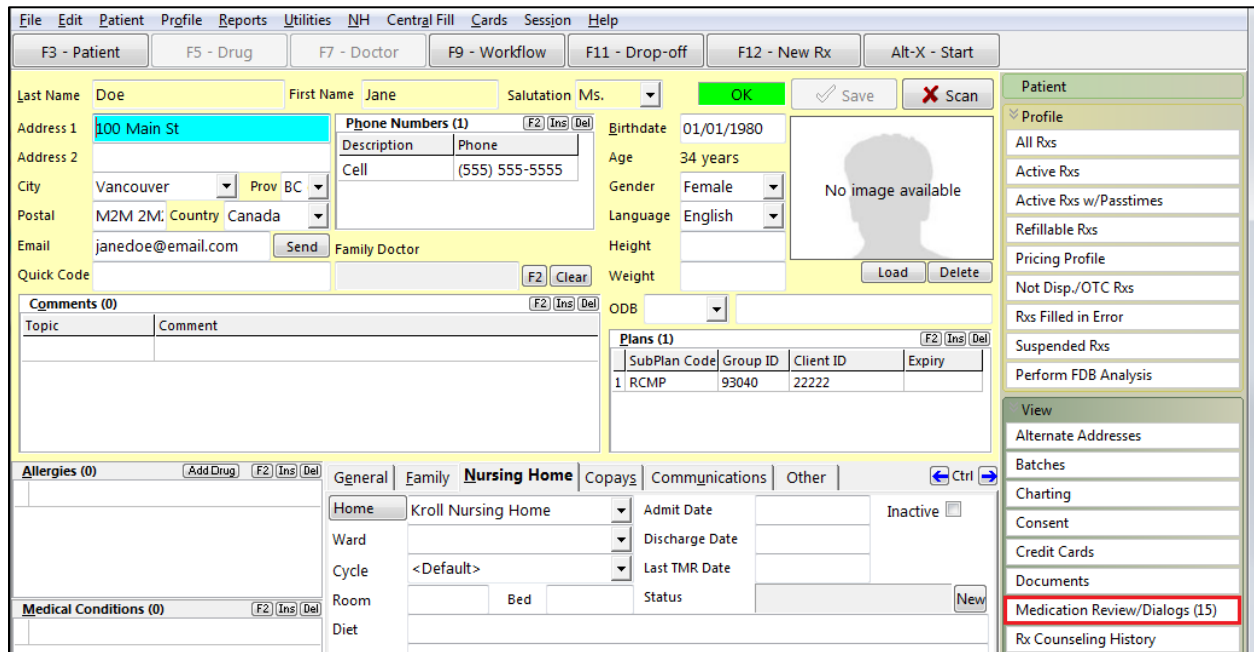
When the option '**Prompt for Medication Review**' is enabled, the system screens each patient for Medication Review eligibility every time an Rx is processed. If the patient is eligible, the user is prompted and presented with a number of options as shown below.



- **Add to Med Review Queue:** Selecting this option adds the Med Review record to the Medication Reviews queue which can be accessed from the **Patient** record or **F9 – Workflow**. See section '[Completing Medication Reviews 'Saved for Later'](#)' for further details.
- **Do not prompt me until the next time the patient comes in:** This will suppress prompting for today. The next time the patient comes in to fill an Rx, you will be prompted for the Medication Review.
- **Do not prompt until:** This will allow you to dismiss the prompt for a specified number of days, or until a specified date, after which the prompt will appear.
- **Never prompt for this patient:** This will suppress any further prompts for this patient. This option is only available if the configuration option of **Allow 'Never Prompt' for Medication Review** is enabled.
- **Undecided:** The prompt will re-appear once again the next time a prescription is filled for the patient.

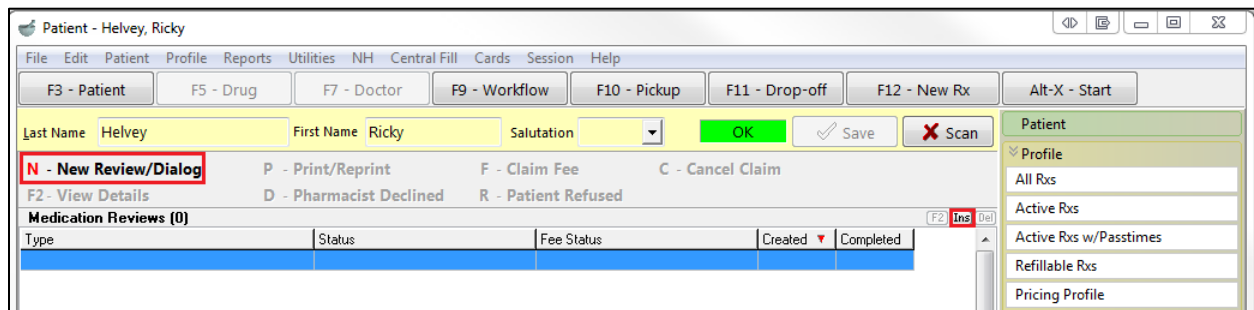
Creating an Electronic Medication Review (Manual)

1. Bring up the patient card using the **F3 Patient** search.
2. Select **Medication Review/Dialogs** from the right navigation pane.



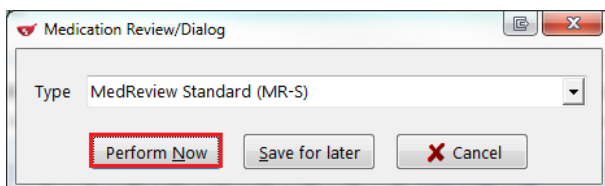
The screenshot shows the patient profile for Jane Doe. The right-hand navigation pane is expanded to show 'Medication Review/Dialogs (15)', which is highlighted with a red box. Other options in the pane include 'All Rxs', 'Active Rxs', 'Active Rxs w/Passtimes', 'Refillable Rxs', 'Pricing Profile', 'Not Disp./OTC Rxs', 'Rxs Filled in Error', 'Suspended Rxs', 'Perform FDB Analysis', 'View', 'Alternate Addresses', 'Batches', 'Charting', 'Consent', 'Credit Cards', 'Documents', and 'Rx Counseling History'.

3. The Medication Review profile will appear. Click **N – New Review/Dialog**.



The screenshot shows the 'Medication Reviews' window for Ricky Helvey. The 'N - New Review/Dialog' button is highlighted with a red box. Below the button, there are several options: 'P - Print/Reprint', 'F - Claim Fee', 'C - Cancel Claim', 'F2 - View Details', 'D - Pharmacist Declined', and 'R - Patient Refused'. The 'Medication Reviews (0)' table is empty.

4. The **Medication Review/Dialog** screen will appear. Select a review type from the dropdown menu and click **Perform Now**. If you wish to add to the Med Review queue in order to complete the Medication Review later, click **Save for Later**.

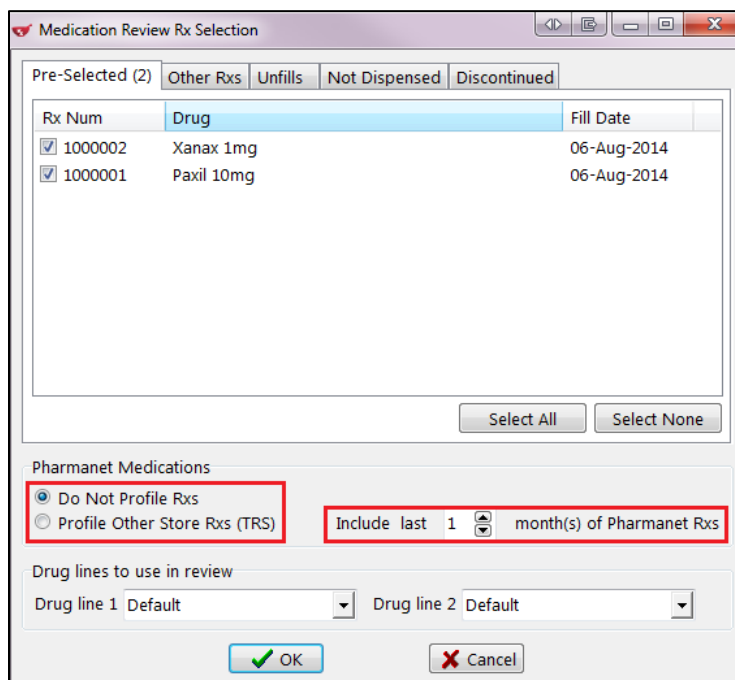


The screenshot shows the 'Medication Review/Dialog' dialog box. The 'Type' dropdown menu is set to 'MedReview Standard (MR-S)'. The 'Perform Now' button is highlighted with a red box. Other buttons include 'Save for later' and 'Cancel'.

5. The **Medication Review Rx Selection** screen will appear. Rxs under the **Pre-Selected** tab are selected by default; Rxs on the other tabs are not. Proceed through each tab and check the Rxs you want included in the report.

- Select **Do Not Profile Rxs** if you want the report to include Rxs that have been filled at your pharmacy only.
- Select **Profile Other Store Rxs (TRS)** if you want the report to include Rxs that have been filled at you pharmacy and at other pharmacies.

Use the **Include last [x] month(s) of Pharmanet Rxs** to specify a date range.



Rx Num	Drug	Fill Date
<input checked="" type="checkbox"/> 1000002	Xanax 1mg	06-Aug-2014
<input checked="" type="checkbox"/> 1000001	Paxil 10mg	06-Aug-2014

Pharmanet Medications

Do Not Profile Rxs
 Profile Other Store Rxs (TRS)

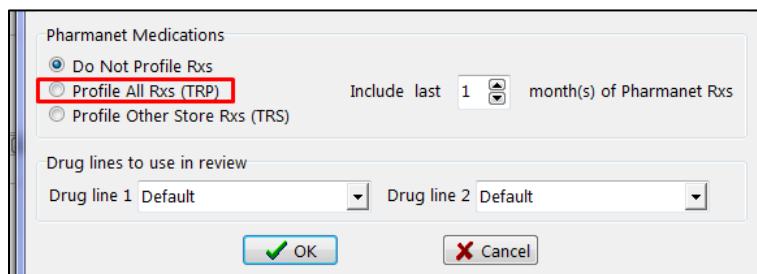
Include last 1 month(s) of Pharmanet Rxs

Drug lines to use in review

Drug line 1: Default Drug line 2: Default

OK Cancel

- If you have electronic signatures enabled, the **Pharmanet Medications** section will have an option called **Profile All Rxs (TPR)**. Select this option if you want to include all Rxs for the patient available on the Pharmanet network in the report. Note that Rxs filled at your pharmacy may appear twice on the report if this option is selected.



Pharmanet Medications

Do Not Profile Rxs
 Profile All Rxs (TPR)
 Profile Other Store Rxs (TRS)

Include last 1 month(s) of Pharmanet Rxs

Drug lines to use in review

Drug line 1: Default Drug line 2: Default

OK Cancel

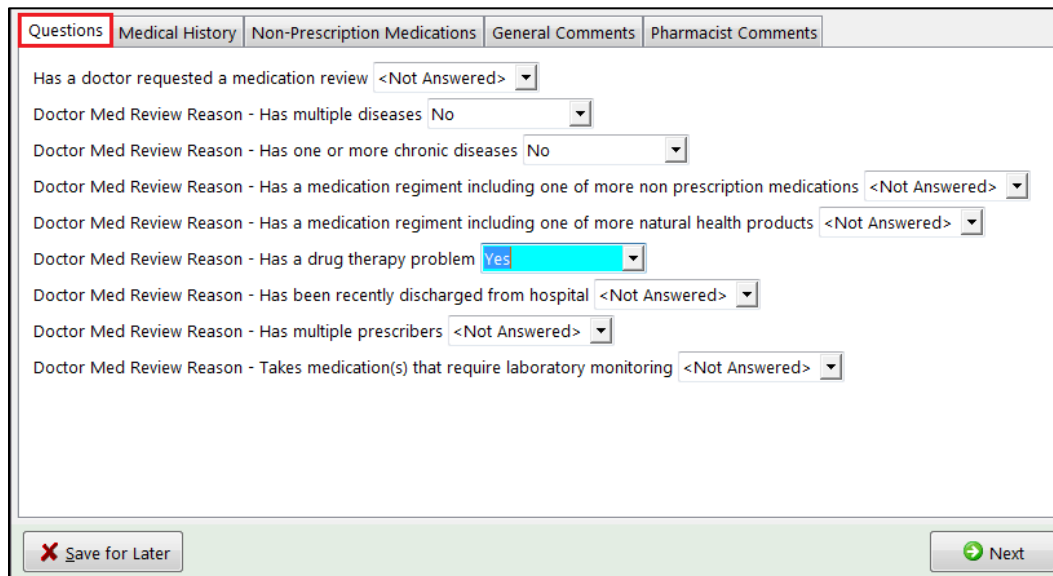
When you are finished, click **OK**.

- The **(MR-S) - Standard** screen will appear. Click **Next** to proceed through the tabs, completing the required fields as you go.

NOTE: The type of review that is displayed on screen depends on what type of review was selected in Step 4. In this example, the **(MR-S) - Standard** screen appears.

Questions

The **Questions** tab includes a list of questions that the pharmacist is to ask the patient to better understand their situation. Answers are recorded by selecting the appropriate option from each dropdown menu.

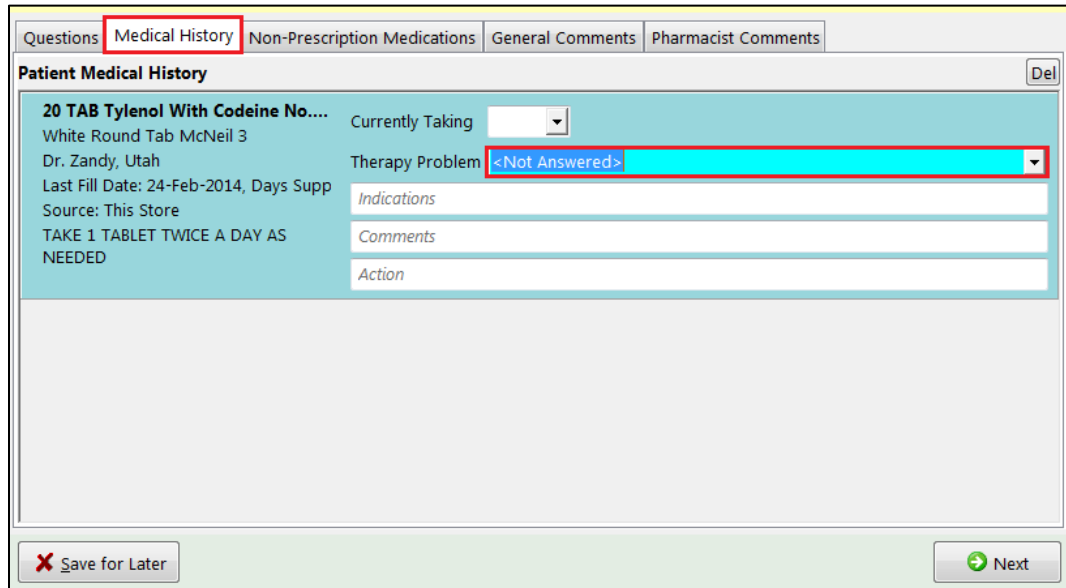


The screenshot shows a software interface with a tabbed menu at the top. The 'Questions' tab is selected and highlighted with a red box. Below the tabs, there are eight dropdown menus for different questions. The 'Yes' option in the fifth dropdown menu is highlighted in blue. At the bottom of the form, there are two buttons: 'Save for Later' (with a red 'X' icon) and 'Next' (with a green arrow icon).

Question	Answer
Has a doctor requested a medication review	<Not Answered>
Doctor Med Review Reason - Has multiple diseases	No
Doctor Med Review Reason - Has one or more chronic diseases	No
Doctor Med Review Reason - Has a medication regimen including one of more non prescription medications	<Not Answered>
Doctor Med Review Reason - Has a medication regimen including one of more natural health products	<Not Answered>
Doctor Med Review Reason - Has a drug therapy problem	Yes
Doctor Med Review Reason - Has been recently discharged from hospital	<Not Answered>
Doctor Med Review Reason - Has multiple prescribers	<Not Answered>
Doctor Med Review Reason - Takes medication(s) that require laboratory monitoring	<Not Answered>

Medical History

The **Medical History** tab displays the medications that have been selected on the **Medication Review Rx Selection** screen.

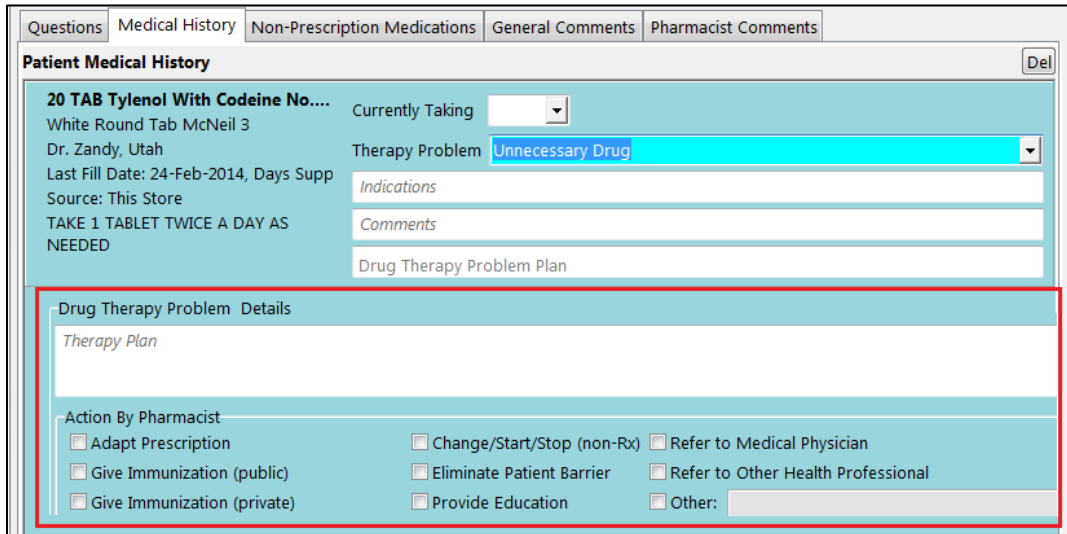


For each medication listed:

- Note if the patient is currently taking the specified medications and select **Yes/No** from the dropdown list.
- Enter the reason for using the medication based on the patient's feedback in the **Indications** field.
- Enter any general comments in the **Comments** field.

Use the **Del** button to delete a record from the **Medical History** tab.

If you indicated that one or more of the patient's medications has a drug therapy problem on the **Questions** tab, a **Drug Therapy Problem Details** section will appear for each identified medication(s) and a consultation sheet will print for each. Complete the necessary **Drug Therapy Problem Details** fields before proceeding to the next tab.



Patient Medical History [Del]

20 TAB Tylenol With Codeine No.... Currently Taking [v]
 White Round Tab McNeil 3
 Dr. Zandy, Utah
 Last Fill Date: 24-Feb-2014, Days Supp
 Source: This Store
 TAKE 1 TABLET TWICE A DAY AS NEEDED

Therapy Problem: **Unnecessary Drug** [v]
 Indications
 Comments
 Drug Therapy Problem Plan

-Drug Therapy Problem Details

Therapy Plan

-Action By Pharmacist

Adapt Prescription Change/Start/Stop (non-Rx) Refer to Medical Physician
 Give Immunization (public) Eliminate Patient Barrier Refer to Other Health Professional
 Give Immunization (private) Provide Education Other: _____

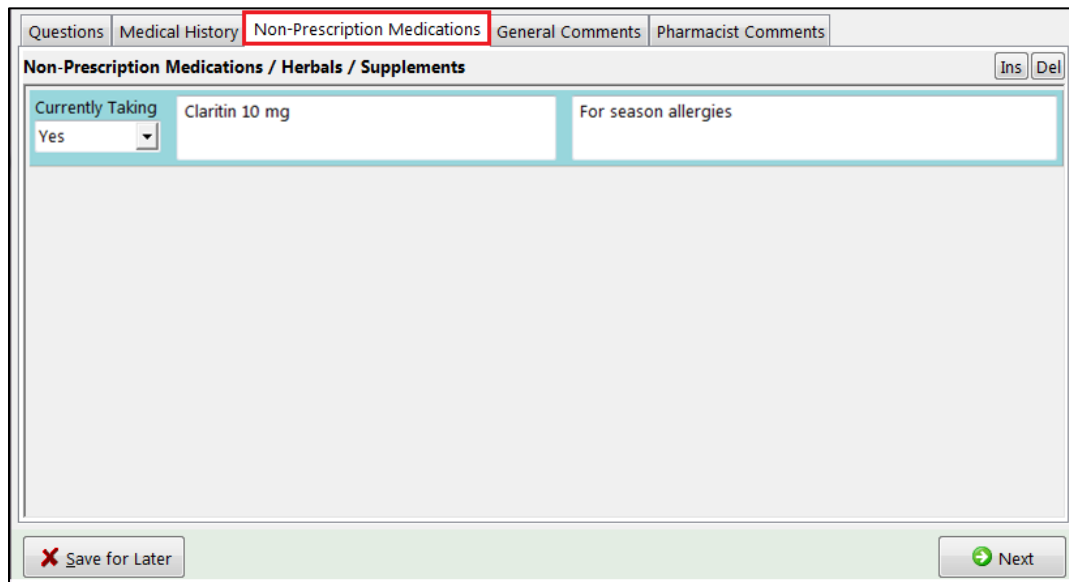
Note that if you enter a **Therapy Problem**, the Medication Review type will change to **MedReview Standard (MR-S + MR-PC)**.

N - New Review/Dialog	P - Print/Reprint	F - Call up	C - Cancel Claim	
F2 - View Details	D - Pharmacist Declined	R - Patient Refused		
Medication Reviews (1) [F2] [Ins] [Del]				
Type	Status	Fee Status	Created	Completed
MedReview Standard (MR-S + MR-PC)	Completed Electronic	Pending Claim	22/08/2014	22/08/2014

Non-Prescription Medications

The **Non-Prescription Medications** tab provides space to record any OTC/non-prescription medications the patient is taking.

Click **Ins** to add a non-prescription medication to the tab.



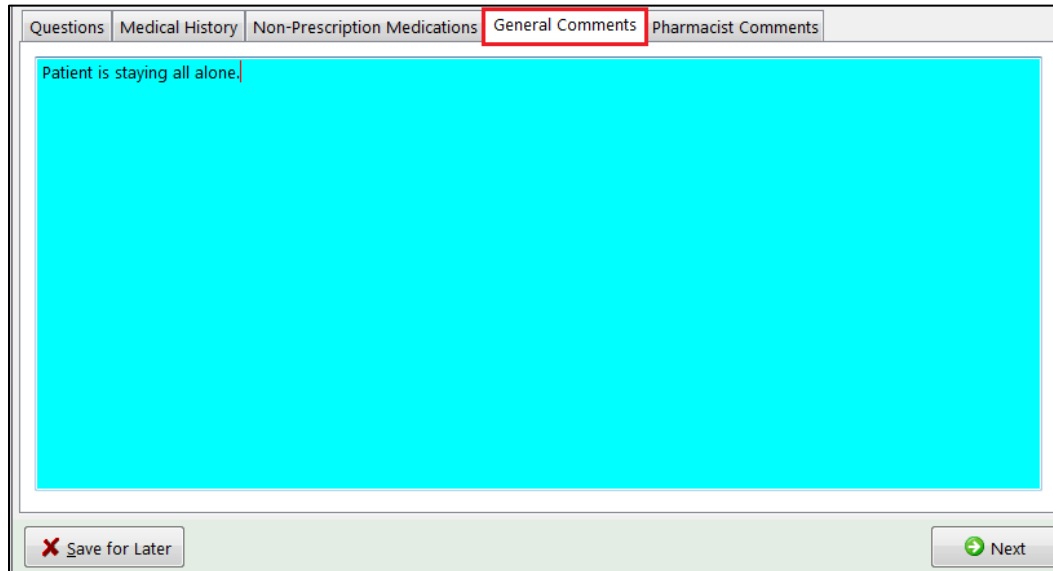
The screenshot shows a software interface with several tabs: Questions, Medical History, Non-Prescription Medications (highlighted with a red box), General Comments, and Pharmacist Comments. The active tab is titled "Non-Prescription Medications / Herbals / Supplements" and contains an "Ins" button and a "Del" button. Below the title bar is a form with three fields: "Currently Taking" with a dropdown menu showing "Yes", "Claritin 10 mg", and "For season allergies". At the bottom of the window are two buttons: "Save for Later" (with a red X icon) and "Next" (with a green arrow icon).

- Note if the patient is currently taking any OTC medications and select **Yes/No** from the dropdown list.
- Enter the name of the medication in the medication field.
- Enter any appropriate comments in the comments field.

Use **Del** buttons to remove any OTC items.

General Comments

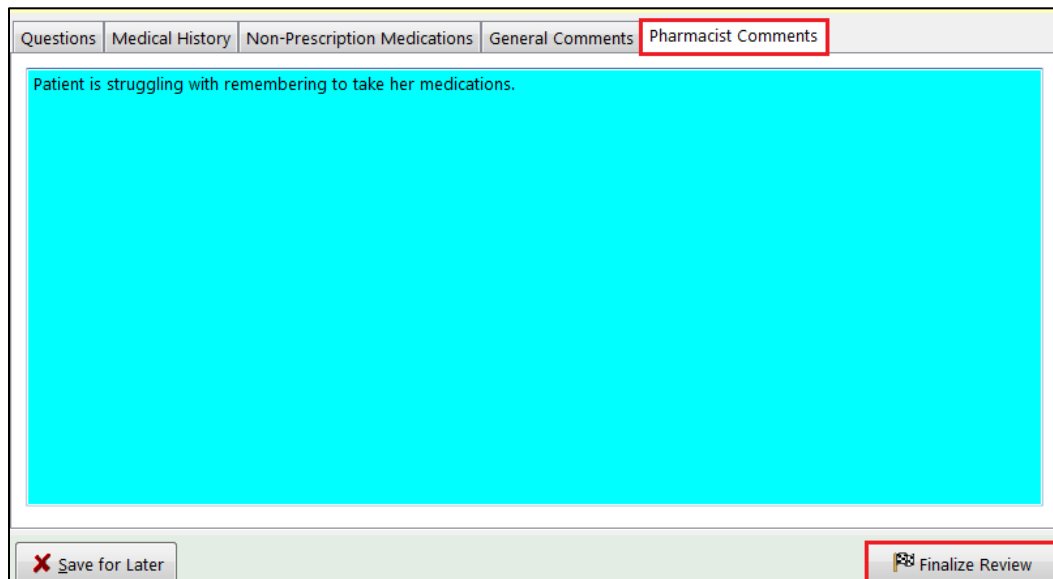
The **General Comments** tab provides space to record any comments you want included on the report printout.



The screenshot shows a software interface with a tabbed menu at the top. The tabs are: Questions, Medical History, Non-Prescription Medications, General Comments (highlighted with a red box), and Pharmacist Comments. The main content area is a large cyan text box containing the text "Patient is staying all alone." At the bottom left, there is a button with a red 'X' icon and the text "Save for Later". At the bottom right, there is a button with a green right-pointing arrow and the text "Next".

Pharmacist Comments

The **Pharmacist Comments** tab provides space to record any comments that the pharmacist wishes to enter concerning the medication or patient in the free form.



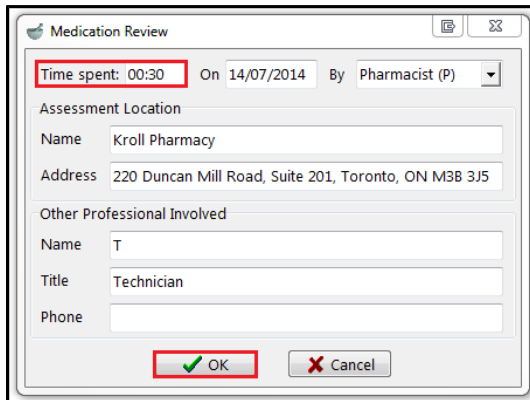
The screenshot shows a software interface with a tabbed menu at the top. The tabs are: Questions, Medical History, Non-Prescription Medications, General Comments, and Pharmacist Comments (highlighted with a red box). The main content area is a large cyan text box containing the text "Patient is struggling with remembering to take her medications." At the bottom left, there is a button with a red 'X' icon and the text "Save for Later". At the bottom right, there is a button with a red box around it, containing a document icon and the text "Finalize Review".

7. When you are finished click **Finalize Review**.

- The **Medication Review** prompt will appear. If you have **Allow Editing Counseling Time** enabled, enter the amount of time it took to complete the review in the **Time spent** field.

The **Assessment Location** information is pre-populated with the pharmacy information. If the Medication Review was physically conducted in another location (LTC facility, patient's home) other than the pharmacy, enter the name of the location and the address. Complete the **Other Professional Involved** fields if another health professional assisted with the review.

When you are finished, click **OK**.

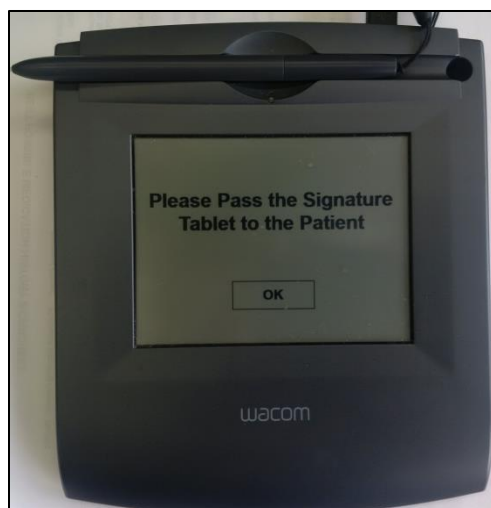


The screenshot shows a 'Medication Review' dialog box. The 'Time spent' field is highlighted with a red box and contains '00:30'. The 'On' date is '14/07/2014' and the 'By' field is 'Pharmacist (P)'. The 'Assessment Location' section has 'Name' as 'Kroll Pharmacy' and 'Address' as '220 Duncan Mill Road, Suite 201, Toronto, ON M3B 3J5'. The 'Other Professional Involved' section has 'Name' as 'T', 'Title' as 'Technician', and 'Phone' is empty. At the bottom, the 'OK' button is highlighted with a red box.

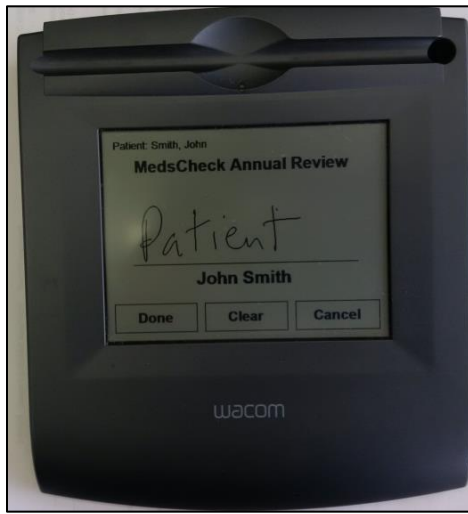
Affixing an Electronic Signature

NOTE: If you do not have an electronic signature configured, print the **Medication Review Report**, have both the patient and the pharmacist sign the report, and scan it back into the system.

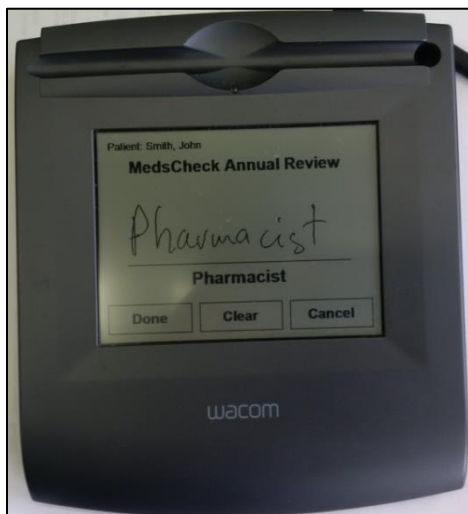
- Have the patient sign his or her name on the electronic signature tablet. Click the **OK** button on the signature tablet.



The patient signature appears once the patient signs on the electronic signature tablet.



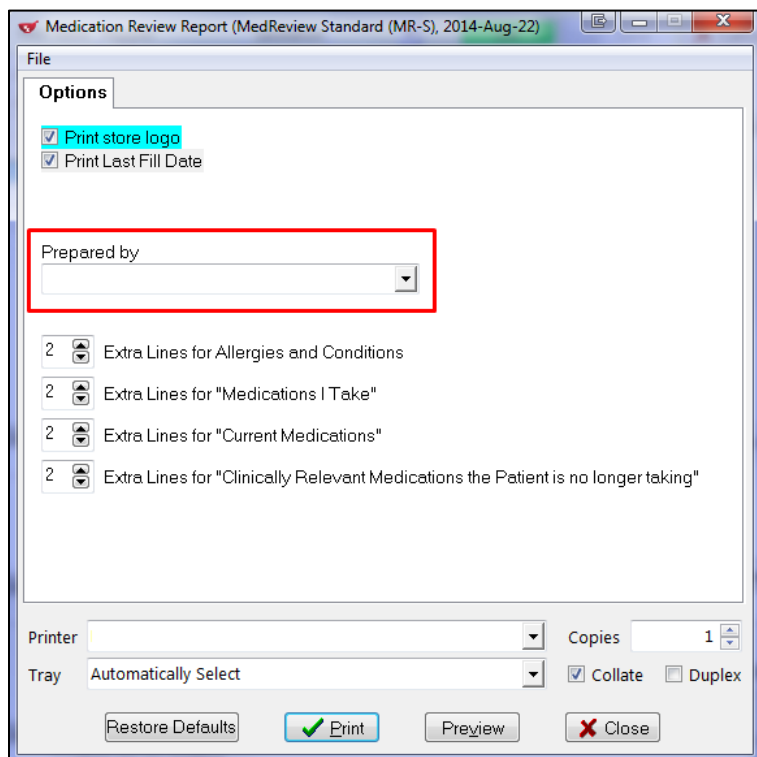
10. Have the pharmacist sign the electronic signature tablet.



11. When you are finished, tap **Done** on the signature tablet.

Printing a Medication Review

12. A prompt will appear asking if you want to print a paper copy of the electronic Medication Review. Click **Yes**.
13. The **Medication Review report** print form will appear. Select the appropriate print options and select the appropriate user from the **Prepared by** field. Click **Print** and provide this copy to the patient.

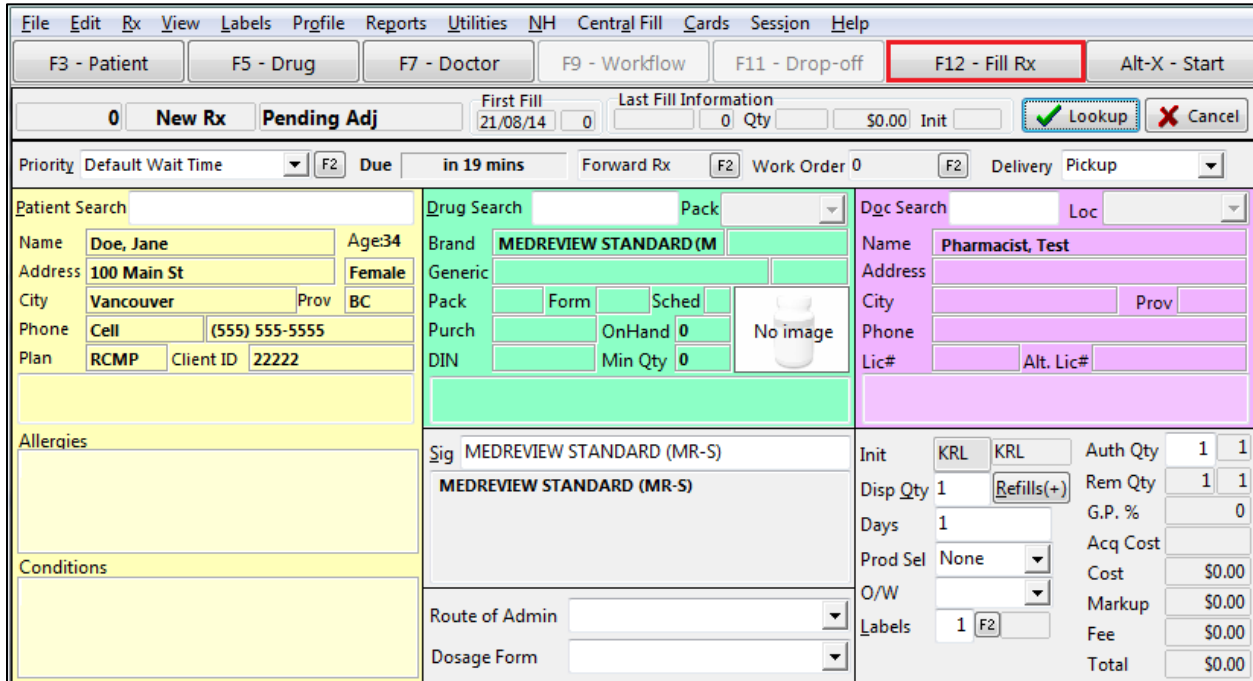


Billing a Medication Review

14. Once printing is complete, the **Fee For Service** claim will automatically populate in the **F12** screen. If necessary, perform a doctor search to locate the pharmacist to use as the prescriber and ensure all of the other information entered on the **F12** screen is correct.

NOTE: If the user account of the pharmacist logged into the terminal during the processing of the Medication Review includes a license number that is identical to the license number of a Prescriber card in the Doctor file, then the Prescriber field on the **F12** screen for the claim will be populated with that prescriber.

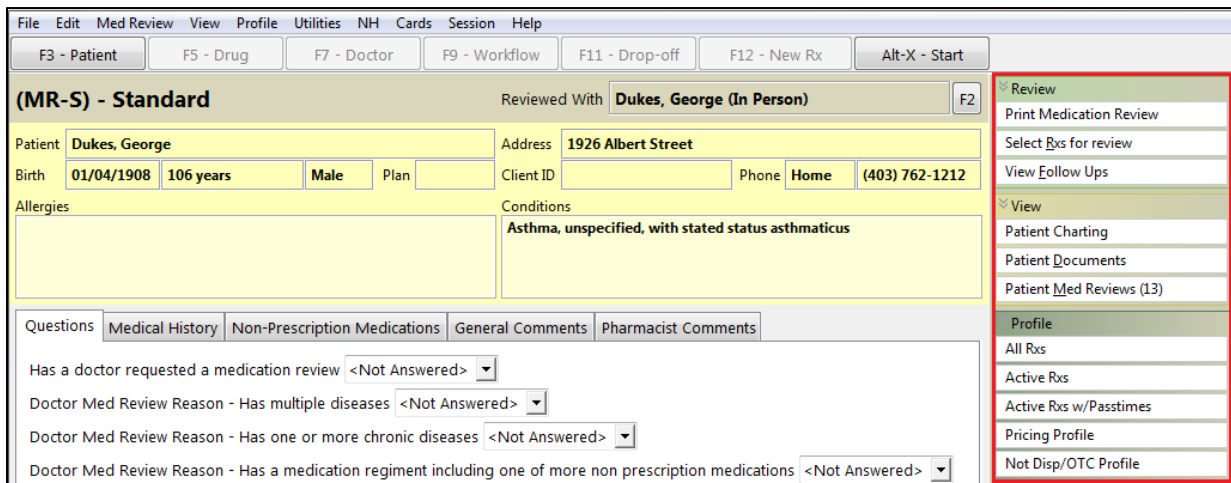
15. Click **F12 - Fill Rx**. The claim will be transmitted to the appropriate party for payment.



The screenshot shows the 'F12 - Fill Rx' screen. The 'F12 - Fill Rx' button is highlighted with a red box. The screen displays patient information (Jane Doe, 34 years old, Vancouver, BC), drug search results (MEDREVIEW STANDARD (MR-S)), and various pricing and quantity fields. The 'F12 - Fill Rx' button is highlighted with a red box.

Medication Review Options

Several Medication Review options are available from the right navigation pane on the **(MR-S) - Standard** screen.

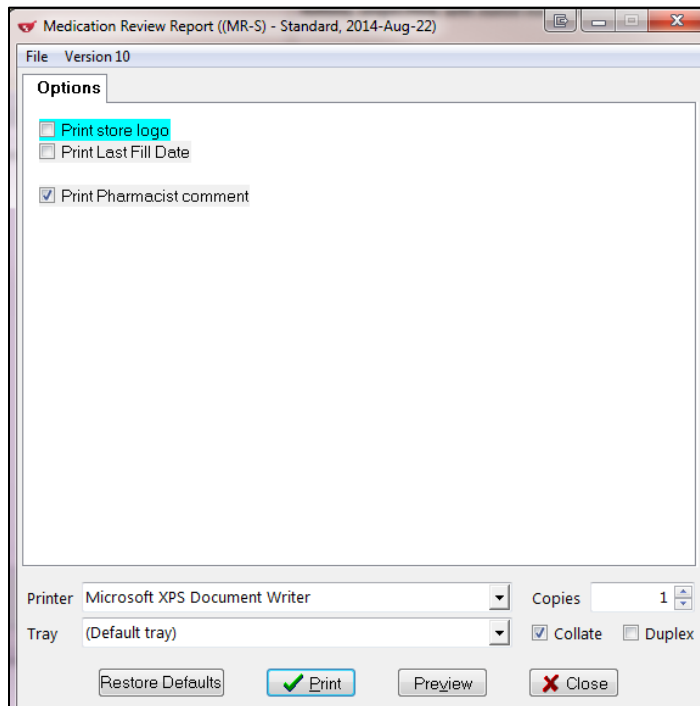


The screenshot shows the '(MR-S) - Standard' screen. The right navigation pane is highlighted with a red box, showing options like 'Review', 'Print Medication Review', 'Select Rxs for review', 'View Follow Ups', 'View', 'Patient Charting', 'Patient Documents', 'Patient Med Reviews (13)', 'Profile', 'All Rxs', 'Active Rxs', 'Active Rxs w/Pasetimes', 'Pricing Profile', and 'Not Disp/OTC Profile'.

Review

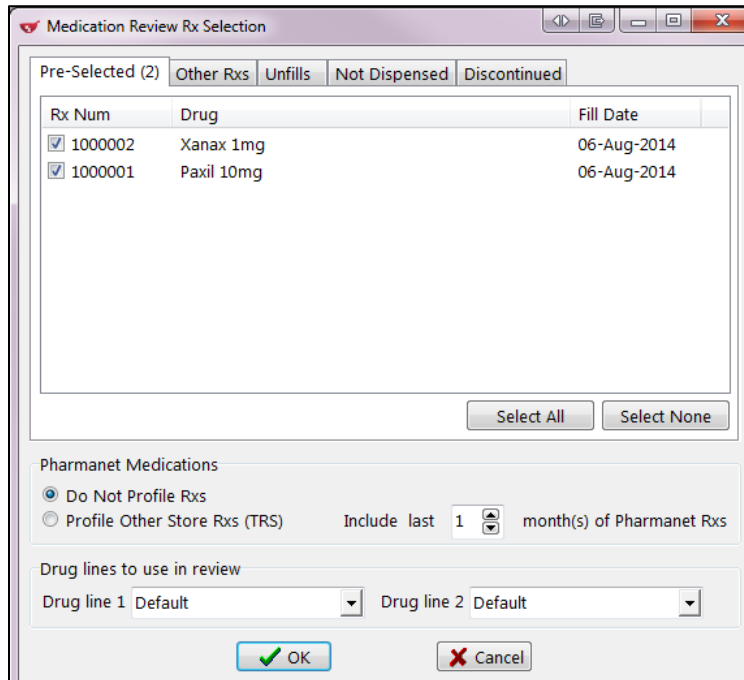
Print Medication Review

When this option is selected, the **Medication Review report** screen will appear, allowing you to set various print options. Configure the appropriate print options. Select **Preview** to view the report or **Close** to exit.



Select Rx's for review

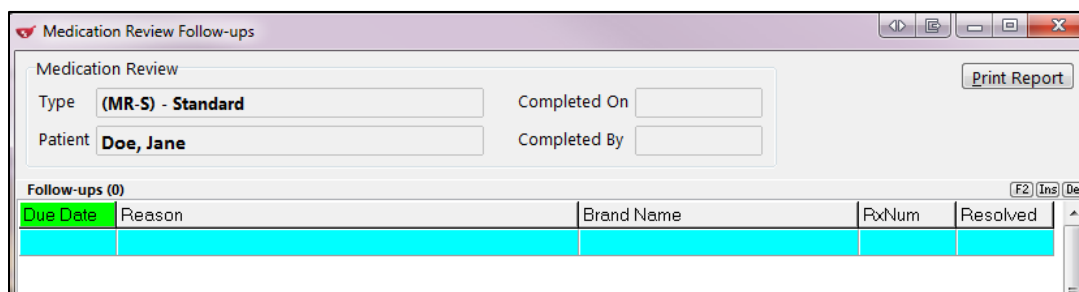
If you wish to add/edit Rx's on the Medical History tab, click the button Select Rx's for review. When selected, the **Medication Review Rx Selection** screen will appear, allowing you to add and remove items from the **Medical History** tab on the **Medication Review Annual Review** screen. Click **OK** to save any changes and **Cancel** to close the screen.



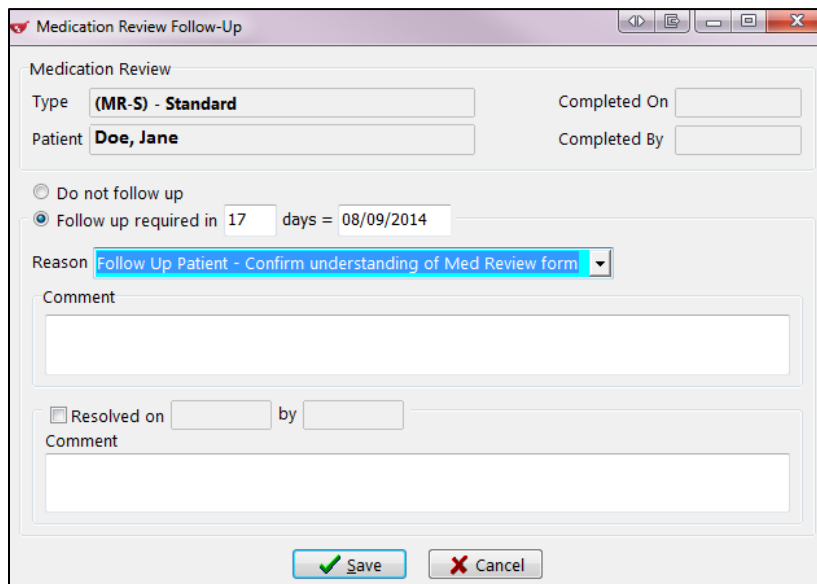
View Follow Ups

When this option is selected, the **Medication Review Follow-ups** screen will appear, allowing you to create follow-up reviews for the patient.

NOTE: This is something that you initiate to follow up with the patient after the Medication Review has been completed. This is **NOT** a Medication Review Followup review.



To add a follow-up, click **Ins** and complete the **Medication Review Follow-up** screen. When you are finished, click **Save**.



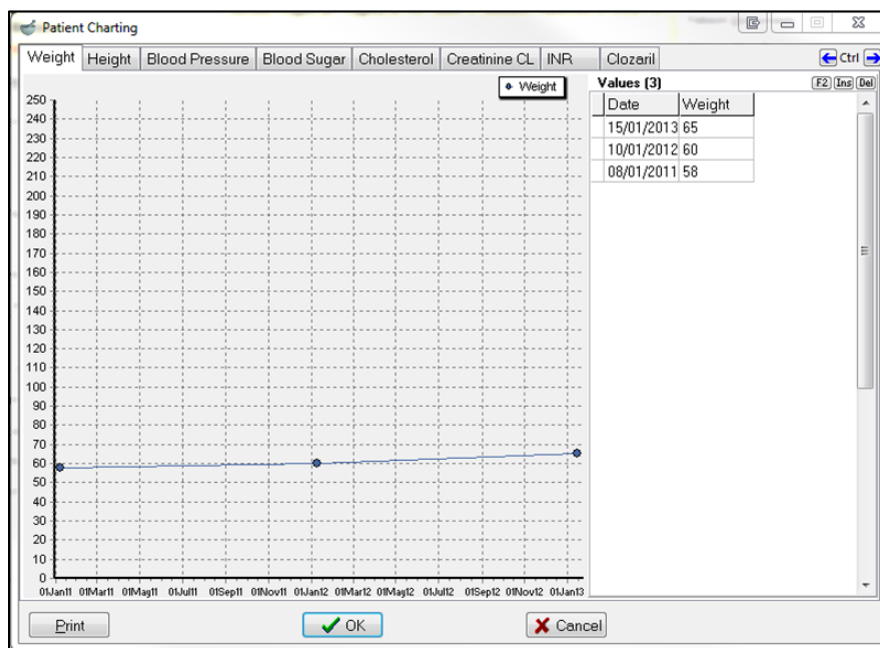
The screenshot shows a window titled "Medication Review Follow-Up". It contains the following fields and options:

- Medication Review** section:
 - Type: (MR-S) - Standard
 - Completed On: [Empty field]
 - Patient: Doe, Jane
 - Completed By: [Empty field]
- Radio buttons:
 - Do not follow up
 - Follow up required in 17 days = 08/09/2014
- Reason: Follow Up Patient - Confirm understanding of Med Review form (selected in dropdown)
- Comment: [Empty text area]
- Resolved on: [Empty field] by [Empty field]
- Comment: [Empty text area]
- Buttons: Save (with green checkmark), Cancel (with red X)

View

Patient Charting

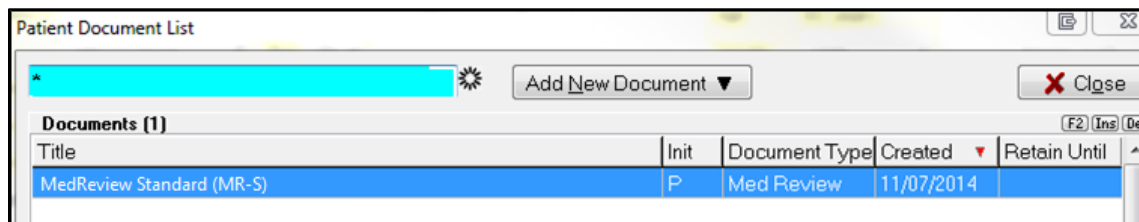
When this option is selected, the **Patient Charting** form will appear, displaying information about the patient’s weight, height, blood pressure, blood sugar, and so on.



Use the **F2**, **Ins**, and **Del** buttons to modify, insert, or delete information on this screen. Click **Print** to print or **Cancel** to close the screen.

Patient Documents

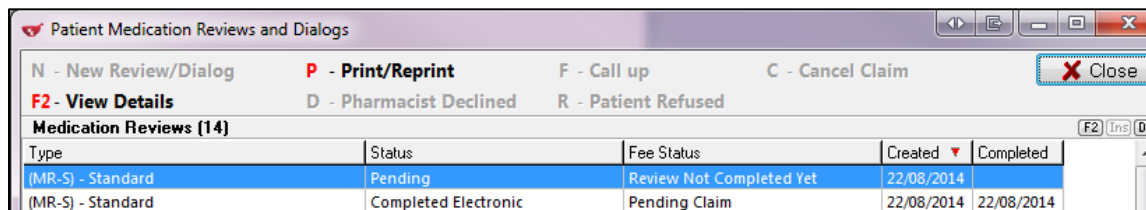
When this option is selected, the **Patient Document List** will appear displaying a list of documents associated with the patient.



Use the **F2**, **Ins**, and **Del** buttons to modify, insert, or delete a patient document. Click **Close** to exit the screen.

Patient Medication Reviews

When this option is selected the **Patient Medication Reviews and Dialogs** screen will appear, displaying a history of all reviews for the patient including any that are currently in the Medication Review queue.



Double-click a Medication Review to view its details. Click **Close** to exit the screen.

Profile

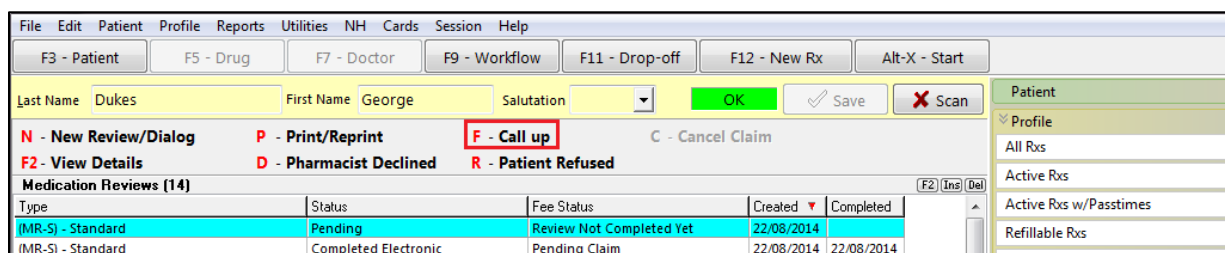
The **Profile** menu on the **Medication Review Annual Review** screen is identical to the **Profile** menu on the patient profile. This menu allows you to view **All Rxs**, **Active Rxs**, **Active Rxs w/ Passtimes**, **Pricing Profile**, and **Not Disp/OTC Profile**.

Completing Medication Review ‘Saved for Later’

- To call up Medication Reviews ‘Saved for Later’ or added to the Med Review Queue via auto prompting, do one of the following:

Patient Card

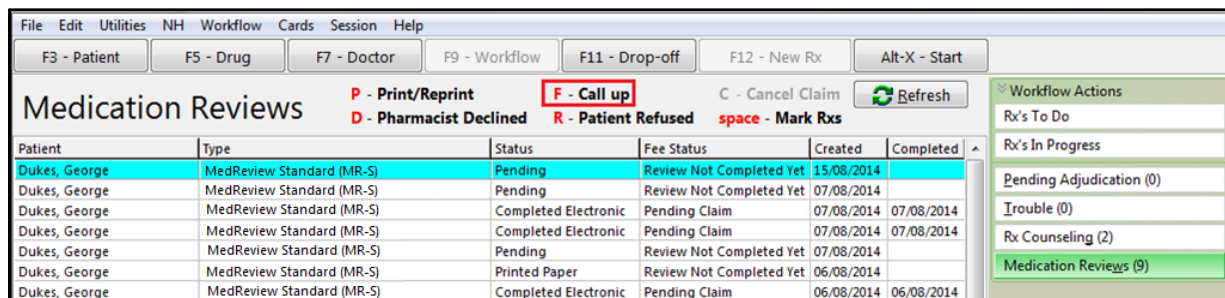
- Bring up the patient card using the **F3 Patient** search and select **Medication Review/Dialogs** from the right navigation pane.
- The Medication Reviews queue appears with all the Med Review records that are pending review.



- Select the Medication Review record you want to complete and click **F - Call Up**.

F9 - Workflow

- Select **F9 - Workflow** from the **Alt-X Start** screen and select **Medication Reviews** from the right navigation pane.
- The Medication Review queue will appear. Select the Medication Review you want to complete and click **F - Call Up**.



- Complete steps 3-8 of the [Creating an Electronic Medication Review](#) section.

Sample Electronic Medication Review Report

(MR-S) - Standard

Kroll Computer Systems Pharmacy, Suite 201-1502 West 50th Avenue South Vancouver Mainland, Vancouver BC V0V 0V0
 Phone: (555) 555-5555 Fax: (666) 666-6666

BEST POSSIBLE MEDICATION HISTORY (BPMH) - Patient Section

PATIENT

<i>FirstName</i> Jane		<i>LastName</i> Doe		<i>FamilyPhysicianName</i> Doctor, Test	
<i>DOB</i> 19-Jul-1957	<i>Gender</i> F	<i>PHN</i> 123456789	<i>FamilyPhysicianPhone</i> (111) 111-1111	<i>FamilyPhysicianFax</i>	
<i>Allergies</i> AllergyCream			<i>Conditions</i> N/A		

Patient is not taking any non-prescription or natural health products at this time.

MEDICATIONS I TAKE - Prescription, non-prescription, natural health products -

	WHAT I TAKE <small>Name, strength & form of medication as noted on the prescription or medication package label</small>	WHY I TAKE IT <small>Disease, condition or symptoms it addresses</small>	HOW I TAKE IT <small>For example, when to take it, take with/without food, warnings, etc.</small>	SPECIAL INSTRUCTIONS <small>(if applicable)</small>
1	CAP Teva-Amoxicillin 500mg		AS DIRECTED	
2	TAB222375/8mg		AS DIRECTED	

Patient is not taking any non-prescription or natural health products at this time.

PATIENT ACKNOWLEDGEMENT

My pharmacist has explained to me the purpose of a medication review service. I agreed that I could benefit from this publicly funded service. The review was conducted in a place that respected my privacy. During the appointment my pharmacist fully explained any medication changes or concerns to me. At the end of the medication review appointment, my pharmacist gave me a list of my current medications. The list includes any changes resulting from the medication review service provided.

22-Aug-2014

Date Prepared

Patient (or Representative) Signature

Crystal(06363)

- This printout only includes Rx items that were marked as **Currently Taking** in the **(MR-S) - Standard** screen.
- Provide this printout to the patient.

(MR-S) - Standard

Kroll Computer Systems Pharmacy, Suite 201-1502 West 50th Avenue South Vancouver Mainland, Vancouver BC V0V 0V0
 Phone: (555) 555-5555 Fax: (666) 666-6666

BEST POSSIBLE MEDICATION HISTORY (BPMH) - Health Care Professionals Section

CLINICAL NEED FOR SERVICE

Has a prescriber requested a medication review: No Yes, Prescriber:

Patient:

- | | |
|---|--|
| <input type="checkbox"/> Has multiple diseases | <input type="checkbox"/> Has been recently discharged from hospital |
| <input type="checkbox"/> Has one or more chronic diseases | <input type="checkbox"/> Takes medication(s) that require laboratory monitoring |
| <input type="checkbox"/> Has a drug therapy problem | <input type="checkbox"/> Has a medication regimen including one or more natural health products |
| <input type="checkbox"/> Has multiple prescribers | <input type="checkbox"/> Has a medication regimen including one or more non-prescription medications |

CURRENT MEDICATIONS

	NAME OF DRUG & STRENGTH	PRESCRIBER NAME & PROFESSION <small>For example: physician/MD, RPN, naturopath, pharmacist, patient</small>	VERIFIED <small>Continue as per 1 = PHARMANET or 2 = PATIENT (different than PharmaNet) or 3 = PATIENT (not in PharmaNet)</small>	ACTION <small>For example: Drug Therapy Problem plan, referral, follow up required</small>	NOTES <small>(if applicable)</small>
1	CAP Teva-Amoxicillin 500mg	Dr. Smith, John H Docto(Physician)	2 - Patient (different than PharmaNet)	Drug Therapy Problem Plan	
2	TAB 222 375/8mg	Dr. Smith, John H Docto(Physician)	2 - Patient (different than PharmaNet)		

CLINICALLY RELEVANT MEDICATIONS THE PATIENT IS NO LONGER TAKING

NAME & STRENGTH OF DRUG	WHY IT WAS TAKEN	MOST RECENT REGIMEN	WHO STOPPED IT <small>Name of prescriber, pharmacist, patient or Other</small>	COMMENTS <small>Reason for stopping, effectiveness, other relevant information</small>
-	-	-	-	-

LOCATION OF THE ASSESSMENT

Name Kroll Computer Systems Pharmacy	Address Suite 201-1502 West 50th Avenue
--	--

Attention Health Care Professionals: Sources of information in this document include (but are not limited to) PharmaNet, local pharmacy data and the patient. The patient is responsible for the accuracy and completeness of the data they provided when this document was prepared and for advising the pharmacist of any change to these medications. The pharmacist is responsible for information in this document that changed as a result of providing a medication review service to the patient.

Page 2 of 3 Prepared on: **22-Aug-2014** Prepared by: **Crystal(06363)**



- The **CURRENT MEDICATIONS** section of this report includes Rx items that were marked as **Currently Taking** in the **(MR-S) - Standard** screen.
- The **CLINICALLY RELEVANT MEDICATIONS THE PATIENT IS NO LONGER TAKING** section includes Rxs items that were not marked as **Currently Taking** in the **(MR-S) - Standard** screen.
- This printout is for pharmacy use only and should not be provided to the patient.

(MR-PC) - Pharmacist Consultation

Kroll Computer Systems Pharmacy, Suite 201-1502 West 50th Avenue South Vancouver Mainland, Vancouver BC V0V 0V0
 Phone: (555) 555-5555 Fax: (666) 666-6666

PATIENT and PHYSICIAN INFORMATION

<i>FirstName</i> Jane	<i>LastName</i> Doe
<i>PHN</i> 123456789	<i>DateofBirth</i> 19-Jul-1957
<i>FamilyPhysicianName</i> Smith, John H	<i>FamilyPhysicianPhoneNumber</i> (111) 111-1111

DRUG THERAPY PROBLEM

UnnecessaryDrug

MEDICATION INVOLVED (drug name, route, dose, frequency, duration)

CAPTeva-Amoxicillin 500mg
ASDIRECTED

PLAN (what is the issue, what will be done to resolve the problem, by whom and when)

ACTION BY PHARMACIST (select all that apply)

<input type="checkbox"/> Initial Monitoring	<input checked="" type="checkbox"/> Adap Prescription
<input type="checkbox"/> Giv immunization(public)	<input type="checkbox"/> Giv immunization(private)
<input type="checkbox"/> Change/Start/Stop (Non-Rx)	<input type="checkbox"/> Contact Prescriber to Change/Start/Stop(Rx)
<input type="checkbox"/> Refer to Medical Physician	<input type="checkbox"/> Refer to Other Health Professional
<input type="checkbox"/> Provid Education	<input type="checkbox"/> Eliminat PatienBarrier
<input type="checkbox"/> Oth er Recommendation	


NOTIFICATION, if applicable (notification dates, persons notified)

22-Aug-2014
Preparedbn

Crystal(06363)

Attention Health Care Professionals: Sources of information in this document include (but are not limited to) PharmaNet, local pharmacy data and the patient. The patient is responsible for the accuracy and completeness of the data they provided when this document was prepared and for advising the pharmacist of any change to these medications. The pharmacist is responsible for information in this document that changed as a result of providing a medication review service to the patient.

Page 3 of 3 Preparedbn: **22-Aug-2014** Preparedby: **Crystal(06363)**

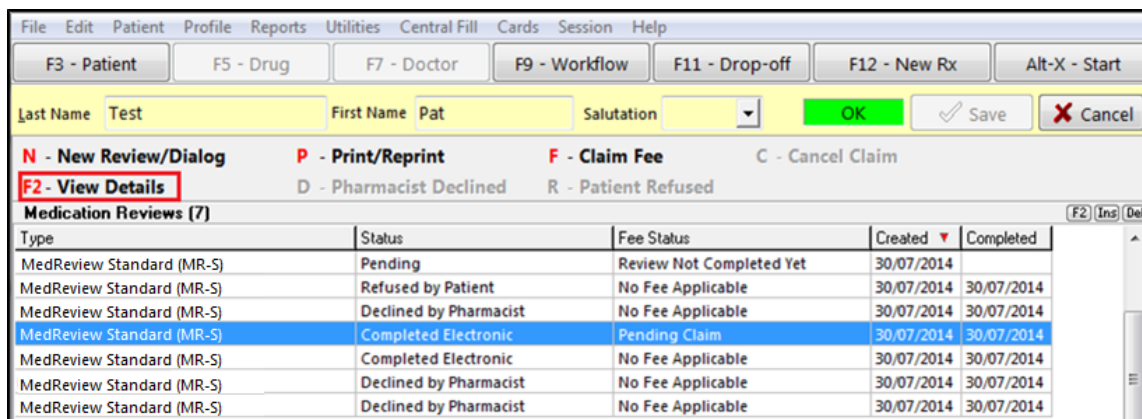


- A **(MR-PC) - Pharmacist Consultation** sheet will be printed for each medication with an identified **Therapy Problem** on the **(MR-S) - Standard** screen.
- This printout is for pharmacy use only and should not be provided to the patient.

Viewing a Completed Medication Review

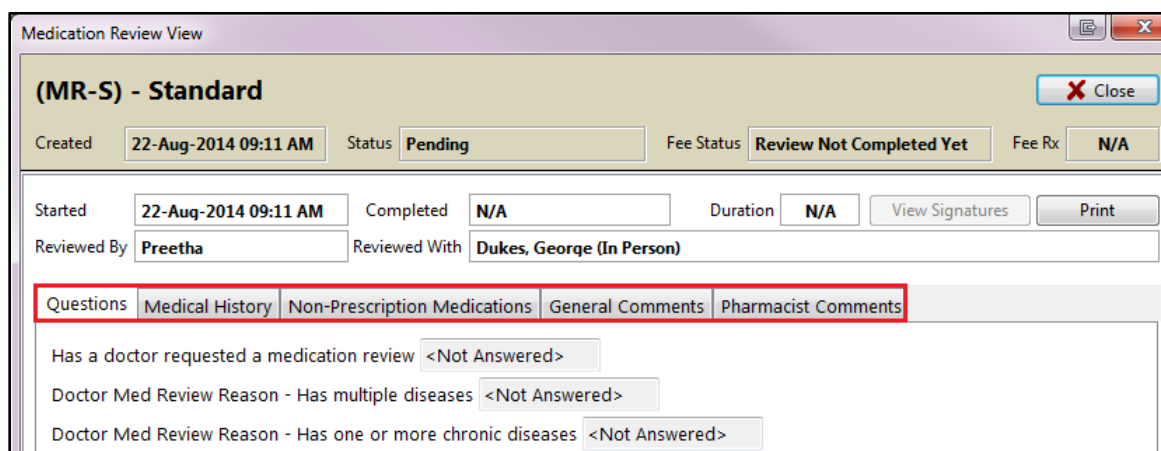
With Electronic Signatures Enabled

1. Bring up the patient card using the **F3 Patient** search.
2. Select **Medication Review/Dialogues** from the right navigation pane.
3. Highlight the completed Medication Review and click **F2 - View Details**.



Type	Status	Fee Status	Created	Completed
MedReview Standard (MR-S)	Pending	Review Not Completed Yet	30/07/2014	
MedReview Standard (MR-S)	Refused by Patient	No Fee Applicable	30/07/2014	30/07/2014
MedReview Standard (MR-S)	Declined by Pharmacist	No Fee Applicable	30/07/2014	30/07/2014
MedReview Standard (MR-S)	Completed Electronic	Pending Claim	30/07/2014	30/07/2014
MedReview Standard (MR-S)	Completed Electronic	No Fee Applicable	30/07/2014	30/07/2014
MedReview Standard (MR-S)	Declined by Pharmacist	No Fee Applicable	30/07/2014	30/07/2014
MedReview Standard (MR-S)	Declined by Pharmacist	No Fee Applicable	30/07/2014	30/07/2014

4. The **MedReview Standard (MR-S)** screen will appear. Click the various tabs to see the Medication Review information that has been entered.



(MR-S) - Standard Close

Created: 22-Aug-2014 09:11 AM Status: Pending Fee Status: Review Not Completed Yet Fee Rx: N/A

Started: 22-Aug-2014 09:11 AM Completed: N/A Duration: N/A View Signatures Print

Reviewed By: Preetha Reviewed With: Dukes, George (In Person)

Questions Medical History Non-Prescription Medications General Comments Pharmacist Comments

Has a doctor requested a medication review <Not Answered>

Doctor Med Review Reason - Has multiple diseases <Not Answered>

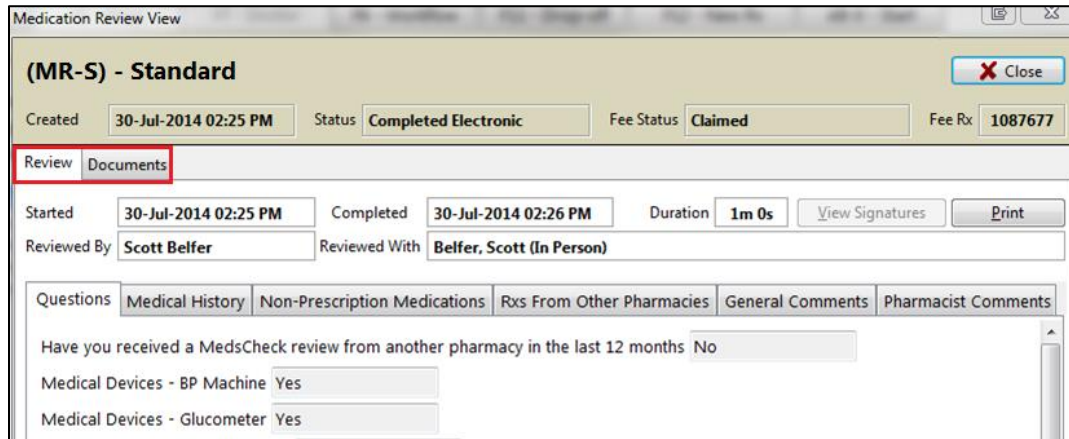
Doctor Med Review Reason - Has one or more chronic diseases <Not Answered>

5. Click **Print** to print the Medication Review, or **View Signatures** to view the pharmacist's or patient's electronic signature.

Scanned Reviews with Manual Signatures

1. Bring up the patient card using the **F3 Patient** search.
2. Select **Medication Review/Dialogues** from the right navigation pane.

3. Highlight the completed Medication Review and click **F2 - View Details**.
4. The **MedReview Standard (MR-S)** screen will appear. The **Review** tab displays information entered on-screen during the Medication Review; the **Documents** tab displays the scanned image of the signed Medication Review. Scanned paper Medication Reviews is also viewable from Patient Documents.



Medication Review View

(MR-S) - Standard Close

Created **30-Jul-2014 02:25 PM** Status **Completed Electronic** Fee Status **Claimed** Fee Rx **1087677**

Review Documents

Started **30-Jul-2014 02:25 PM** Completed **30-Jul-2014 02:26 PM** Duration **1m 0s** View Signatures Print

Reviewed By **Scott Belfer** Reviewed With **Belfer, Scott (In Person)**

Questions **Medical History** Non-Prescription Medications Rxs From Other Pharmacies General Comments Pharmacist Comments

Have you received a MedsCheck review from another pharmacy in the last 12 months **No**

Medical Devices - BP Machine **Yes**

Medical Devices - Glucometer **Yes**

5. Click **Print** to print the Medication Review.

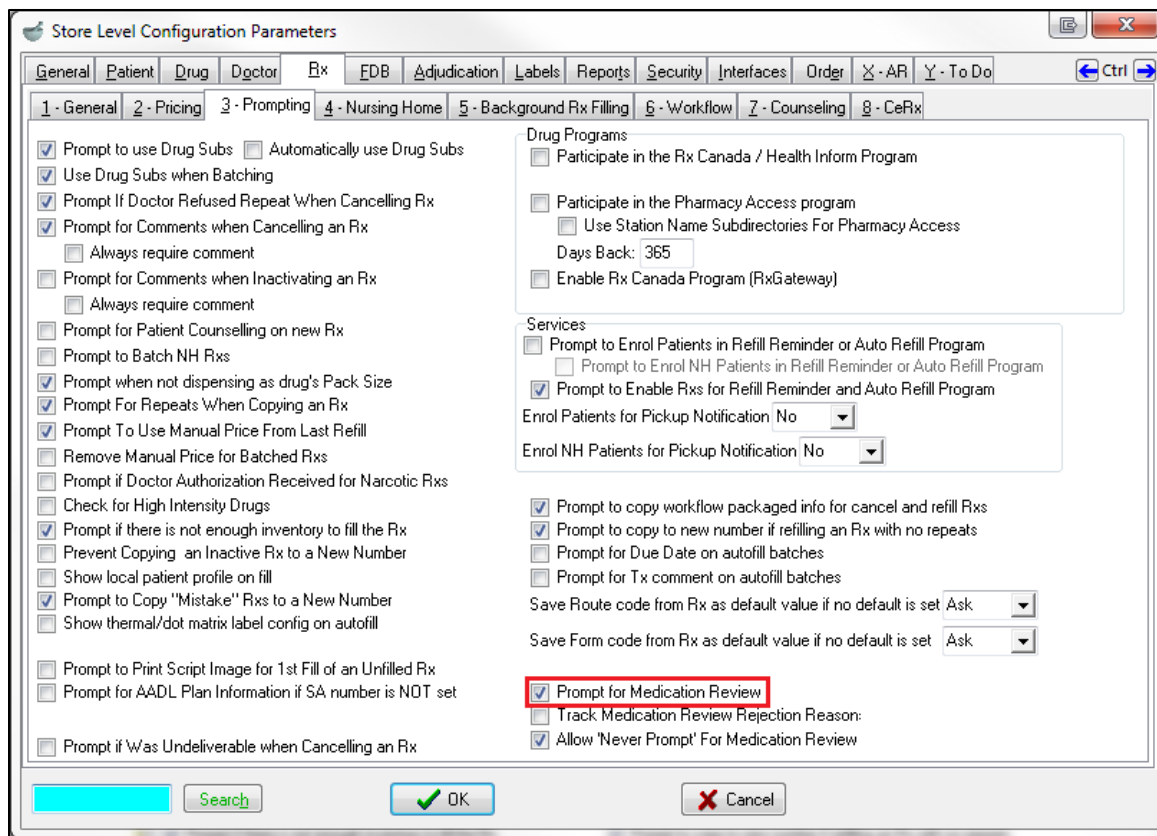
Paper Medication Reviews

This section explains how to perform paper Medication Reviews. Paper Medication Reviews must be completed on paper, signed, and scanned back into the system.

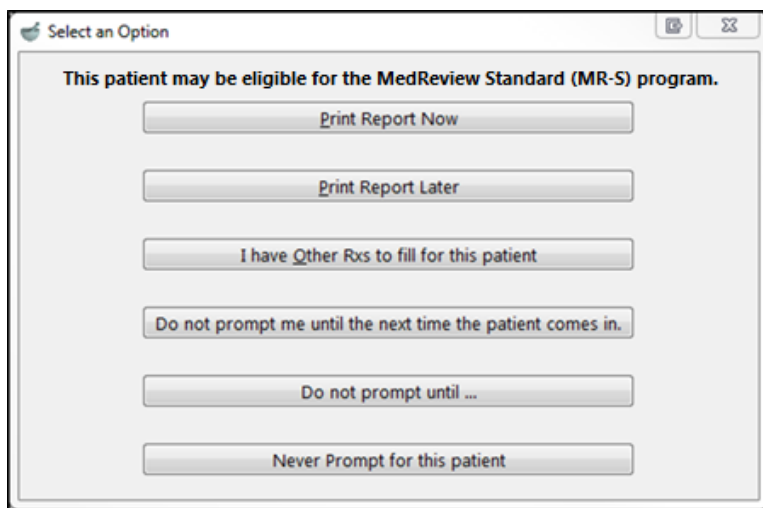
NOTE: The automatic prompts will not appear if the patient does not meet the criteria for a Medication Review. However, based on other available information and your professional judgement, you can determine whether the patient might benefit from a Medication Review and then manually create a Medication Review.

Configuring the Medication Review Prompt

The system prompts for Medication Reviews when the option **Prompt for Medication Review** is enabled under **File > Configuration > Store > Rx > Prompting**.



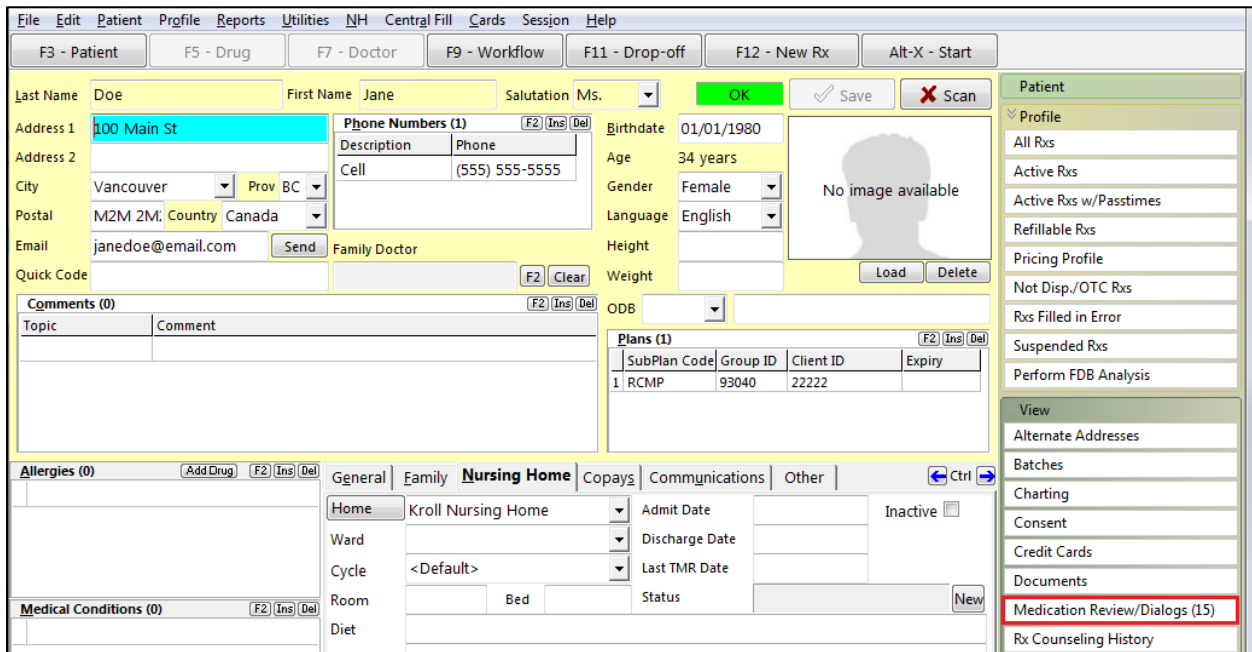
When the option '**Prompt for Medication Review**' is enabled, the system screens each patient for Medication Review eligibility every time an Rx is processed. If the patient is eligible, the user is prompted and presented with a number of options as shown below.



- **Print Report Now:** This will call up the Medication Review report so you can select the items you would like to print on the report.
- **Print Report Later:** This places a record in the Medication Review queue allowing you to print the Medication Review at a later date or time. See section '[Completing Medication Reviews 'Saved for Later'](#)' for more details.
- **I have Other Rxs to fill for this patient:** This will allow you to continue filling more Rxs for the patient before printing the report.
- **Do not prompt me until the next time the patient comes in:** This will suppress prompting for today. The next time the patient comes in to fill an Rx, you will be prompted for the Medication Review.
- **Do not prompt until:** This will allow you to dismiss the prompt for a specified number of days, or until a specified date, after which the prompt will appear.
- **Never prompt for this patient:** This will suppress any further prompts for this patient. This option is only available if the configuration option of **Allow 'Never Prompt' for Medication Review** is enabled.

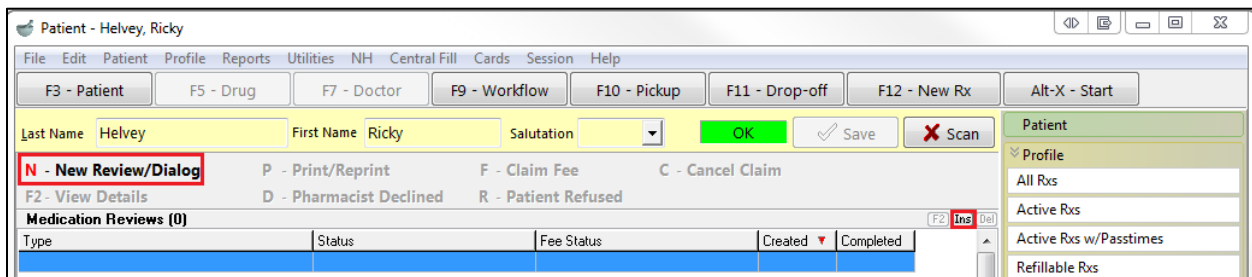
Creating a Paper Medication Review (Manual)

1. Bring up the patient card using the **F3 Patient** search.
2. Select **Medication Review/Dialogs** from the right navigation pane.



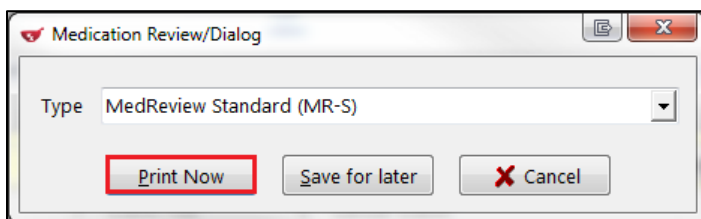
The screenshot shows the patient profile for Jane Doe. The right-hand navigation pane is open, and the 'Medication Review/Dialogs (15)' option is highlighted with a red box. Other options in the pane include Profile, All Rxs, Active Rxs, Active Rxs w/Passtimes, Refillable Rxs, Pricing Profile, Not Disp./OTC Rxs, Rxs Filled in Error, Suspended Rxs, Perform FDB Analysis, View, Alternate Addresses, Batches, Charting, Consent, Credit Cards, Documents, and Rx Counseling History.

3. The Medication Review queue will appear. Click **N – New Review/Dialog**.



The screenshot shows the 'Medication Reviews (0)' window. The 'N - New Review/Dialog' button is highlighted with a red box. Other buttons include 'P - Print/Reprint', 'F - Claim Fee', 'C - Cancel Claim', 'F2 - View Details', 'D - Pharmacist Declined', and 'R - Patient Refused'. Below the buttons is a table with columns for Type, Status, Fee Status, Created, and Completed.

4. The **Medication Review/Dialog** screen will appear. Select a review type from the dropdown menu and click **Print Now**. If you wish to add to the Med Review queue in order to print the Medication Review later, click **Save for Later**.

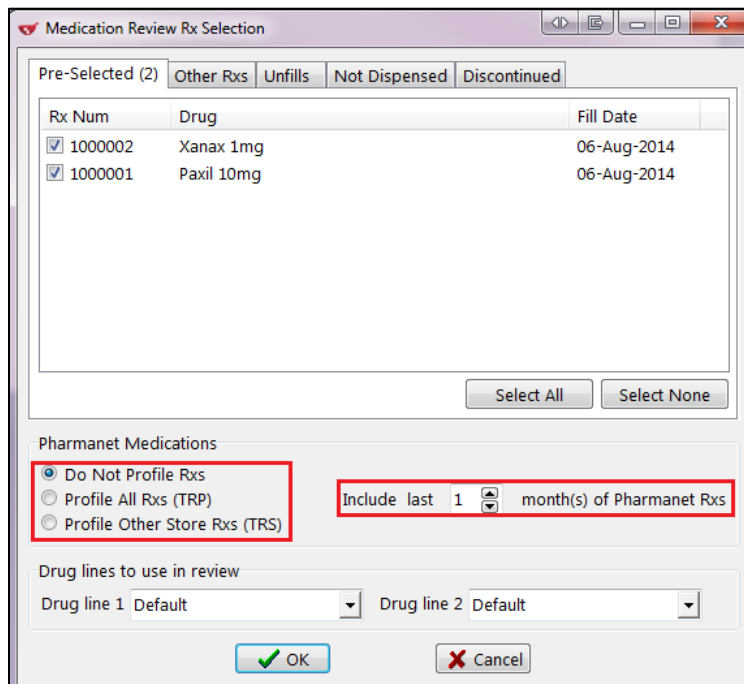


The screenshot shows the 'Medication Review/Dialog' dialog box. The 'Type' dropdown menu is set to 'MedReview Standard (MR-S)'. The 'Print Now' button is highlighted with a red box. Other buttons include 'Save for later' and 'Cancel'.

5. The **Medication Review Rx Selection** screen will appear. Rxs under the **Pre-Selected** tab are selected by default; Rxs on the other tabs are not. Proceed through each tab and check the Rxs you want included in the report.

- Select **Do Not Profile Rxs** if you want the report to include Rxs that have been filled at your pharmacy only.
- Select **Profile All Rxs (TRP)** if you want to include all Rxs for the patient available on the Pharmanet network in the report. Note that Rxs filled at your pharmacy may appear twice on the report if this option is selected.
- Select **Profile Other Store Rxs (TRS)** if you want the report to include Rxs that have been dispensed in your pharmacy and in other pharmacies.

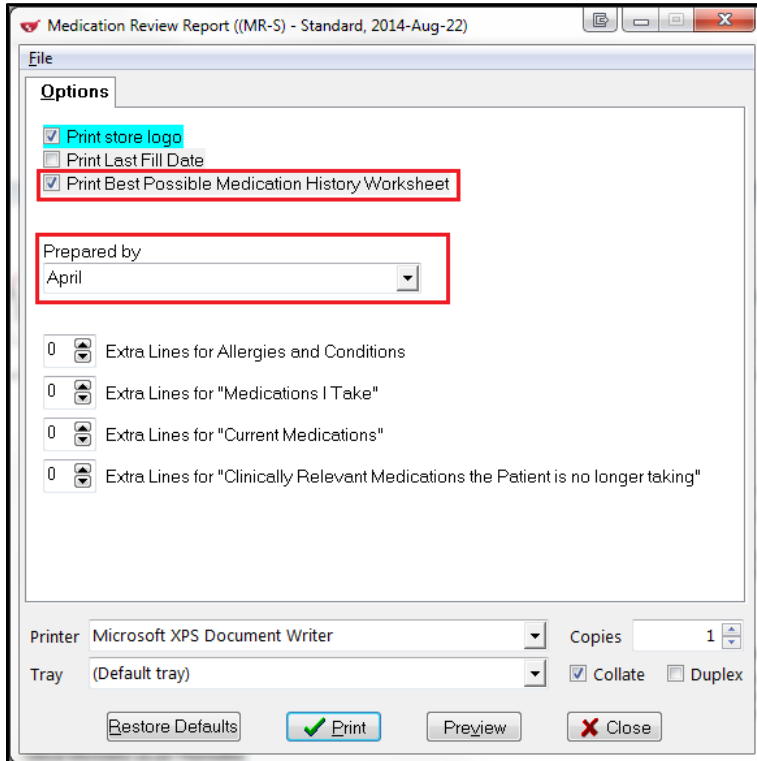
Use the **Include last [x] month(s) of Pharmanet Rxs** to specify a date range.



When you are finished, click **OK**.

- The **Medication Review Report** form will appear. Check **Print Best Possible Medication History Worksheet** if you want to generate this worksheet.

Select the appropriate print options and select the appropriate user from the **Prepared by** field. Click **Print**.



The screenshot shows a window titled "Medication Review Report ((MR-S) - Standard, 2014-Aug-22)". The "Options" section contains the following items:

- Print store logo
- Print Last Fill Date
- Print Best Possible Medication History Worksheet

The "Prepared by" dropdown menu is set to "April".

Below the options are four scrollable sections for extra lines:

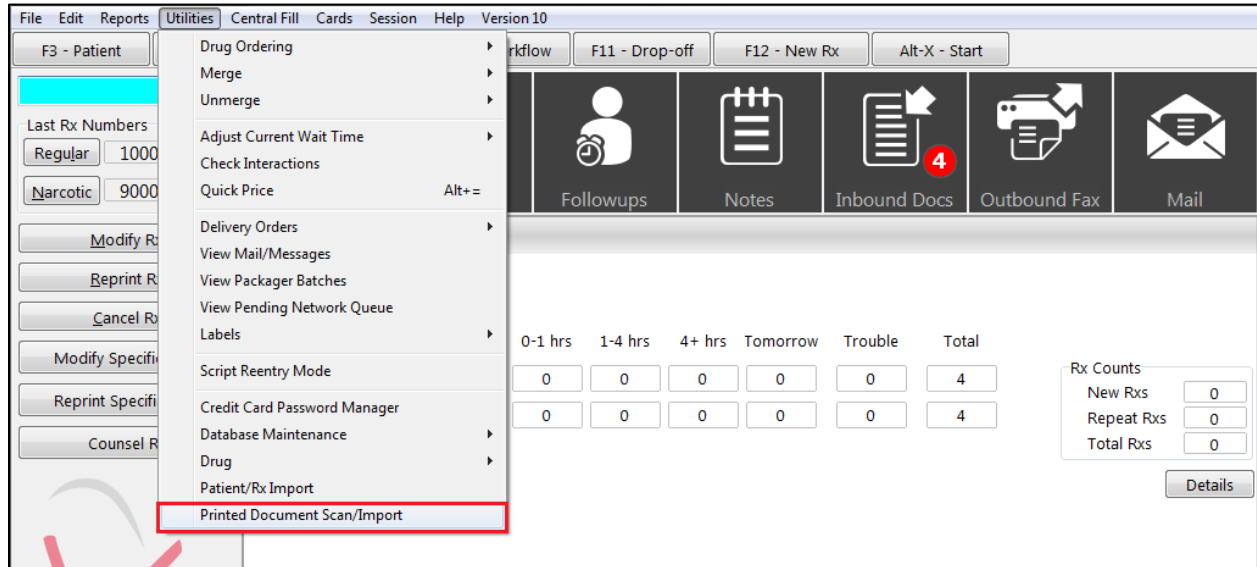
- 0 Extra Lines for Allergies and Conditions
- 0 Extra Lines for "Medications I Take"
- 0 Extra Lines for "Current Medications"
- 0 Extra Lines for "Clinically Relevant Medications the Patient is no longer taking"

At the bottom, the printer is set to "Microsoft XPS Document Writer" with 1 copy. The tray is set to "(Default tray)". There are checkboxes for "Collate" (checked) and "Duplex" (unchecked). Buttons for "Restore Defaults", "Print", "Preview", and "Close" are visible at the bottom.

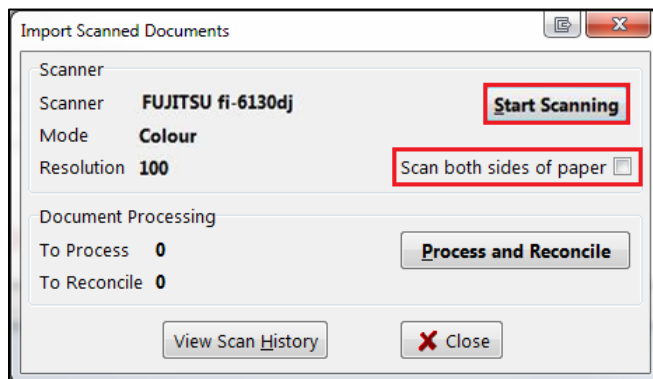
- Complete the Medication Review on the form. Sign the **Medication Review Report** and have the patient do the same.

Scanning Medication Review Reports

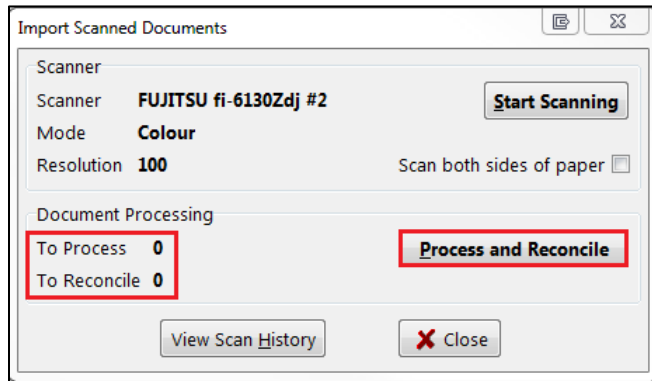
8. From the **Alt-X Start** screen, go to **Utilities > Printed Document Scan/Import**.



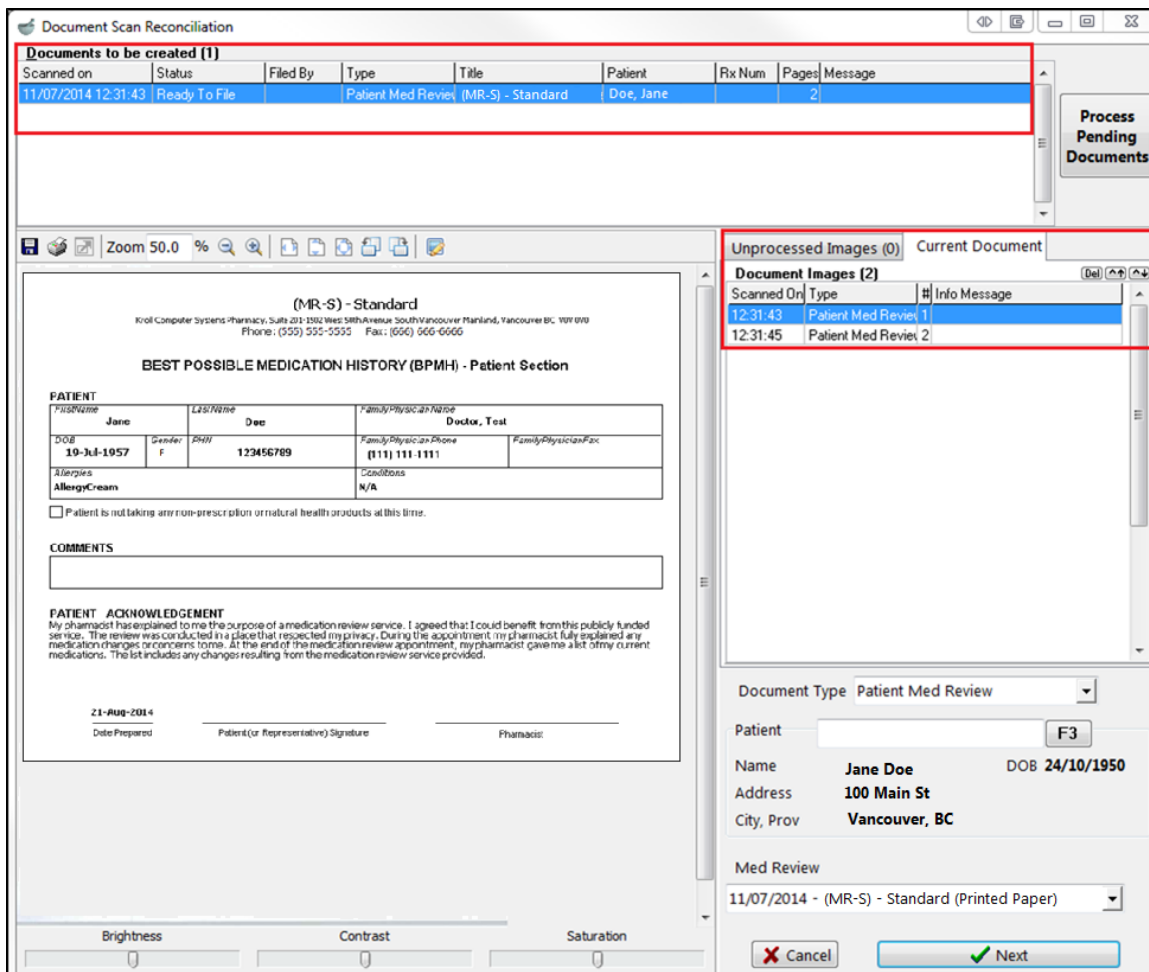
9. The **Import Scanned Documents** screen will appear. Place the report pages face down on the scanner hopper. Check **Scan both sides of paper** if you are scanning pages with information on both sides and your scanner supports dual side scanning. Click **Start Scanning**.



10. When scanning is complete, the screen will indicate how many pages were scanned successfully and how many will need to be manually reconciled. When you are finished, click **Process and Reconcile**.



11. The **Document Scan Reconciliation** screen will appear. Items ready to be processed will appear in the **Documents to be created** section. Items that need to be reconciled will appear in the **Unprocessed Images** section.



12. If all Rxs were scanned successfully and appear in the **Documents to be created** section, click the **Process Pending Documents** button. Click **Cancel** to close the screen.

Billing a Medication Review

13. Once scanning is complete, the **Fee For Service** claim will automatically populate in the **F12** screen. If necessary, perform a doctor search to locate the pharmacist to use as the prescriber and ensure all of the other information entered on the **F12** screen is correct.

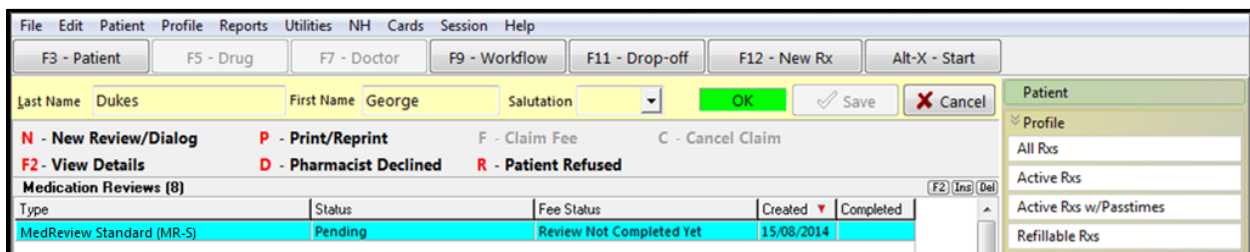
14. Click **F12 - Fill Rx**. The claim will be transmitted to the appropriate party for payment.

Completing Medication Review ‘Saved for Later’

1. To call up Medication Reviews ‘**saved for later**’, do one of the following:

Patient Card

- Bring up the patient card using the **F3 Patient** search and select **Medication Review/Dialogs** from the right navigation pane.
- The Medication Reviews queue appears with all the Med Review records that are pending review.

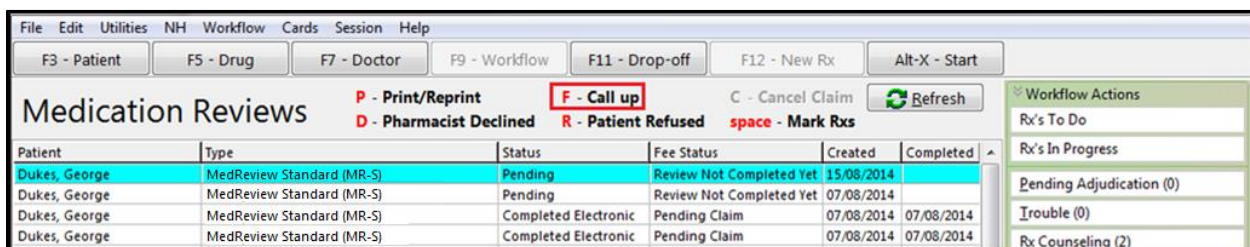


The screenshot shows the 'Patient Card' interface. At the top, there are function keys: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, and Alt-X - Start. Below these, the patient's name 'Dukes, George' is entered. A table of actions is visible: N - New Review/Dialog, P - Print/Reprint, F - Claim Fee, C - Cancel Claim, F2 - View Details, D - Pharmacist Declined, and R - Patient Refused. A table titled 'Medication Reviews (8)' shows one entry: 'MedReview Standard (MR-S)' with a status of 'Pending', fee status 'Review Not Completed Yet', and creation date '15/08/2014'. A right-hand navigation pane shows 'Patient', 'Profile', 'All Rxs', 'Active Rxs', 'Active Rxs w/Passtimes', and 'Refillable Rxs'.

c) Select the Medication Review record you want to complete and click **F - Call Up**.

F9 - Workflow

- Select **F9 - Workflow** from the **Alt-X Start** screen and select **Medication Reviews** from the right navigation pane.
- The Medication Review queue will appear. Select the Medication Review you want to complete and click **F - Call Up**.



The screenshot shows the 'Medication Reviews' queue. At the top, function keys include F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, and Alt-X - Start. Action keys include P - Print/Reprint, F - Call up (highlighted with a red box), D - Pharmacist Declined, R - Patient Refused, C - Cancel Claim, and space - Mark Rxs. A 'Refresh' button is also present. The main table lists medication reviews for 'Dukes, George', with columns for Patient, Type, Status, Fee Status, Created, and Completed. The first row is highlighted in blue and shows a 'Pending' status with a 'Review Not Completed Yet' fee status and a creation date of '15/08/2014'. A right-hand navigation pane shows 'Workflow Actions', 'Rx's To Do', 'Rx's In Progress', 'Pending Adjudication (0)', 'Trouble (0)', and 'Rx Counseling (2)'.

2. Complete steps 4-14 of the [Creating a Paper Medication Review](#) section.

Sample Paper Medication Review Report

(MR-S) - Standard

Kroll Computer Systems Pharmacy, Suite 201-1502 West 50th Avenue South Vancouver Mainland, Vancouver BC V0V 0V0
 Phone: (555) 555-5555 Fax: (666) 666-6666

BEST POSSIBLE MEDICATION HISTORY (BPMH) - Patient Section

PATIENT

<i>FirstName</i> Jane		<i>LastName</i> Doe		<i>FamilyPhysicianName</i> Doctor, Test	
<i>DOB</i> 19-Jul-1957	<i>Gender</i> F	<i>PHN</i> 123456789	<i>FamilyPhysicianPhone</i> (111) 111-1111	<i>FamilyPhysicianFax</i>	
<i>Allergies</i> AllergyCream			<i>Conditions</i> N/A		

Patient is not taking any non-prescription or natural health products at this time.

MEDICATIONS I TAKE - Prescription, non-prescription, natural health products -

	WHAT I TAKE <small>Name, strength & form of medication as noted on the prescription or medication package label</small>	WHY I TAKE IT <small>Disease, condition or symptoms it addresses</small>	HOW I TAKE IT <small>For example, when to take it, take with/without food, warnings, etc.</small>	SPECIAL INSTRUCTIONS <small>(if applicable)</small>
1	CAP Teva-Amoxicillin 500mg		AS DIRECTED	
2	TAB222375/8mg		AS DIRECTED	

Patient is not taking any non-prescription or natural health products at this time.

PATIENT ACKNOWLEDGEMENT
 My pharmacist has explained to me the purpose of a medication review service. I agreed that I could benefit from this publicly funded service. The review was conducted in a place that respected my privacy. During the appointment my pharmacist fully explained any medication changes or concerns to me. At the end of the medication review appointment, my pharmacist gave me a list of my current medications. The list includes any changes resulting from the medication review service provided.

22-Aug-2014

Date Prepared

Patient (or Representative) Signature

Crystal(06363)

- This printout only includes Rx items that were selected on the **Medication Review Rx Selection** screen.
- Provide this printout to the patient.

(MR-S) - Standard

 Kroll Computer Systems Pharmacy, Suite 201-1502 West 50th Avenue South Vancouver Mainland, Vancouver BC V0V 0V0
 Phone: (555) 555-5555 Fax: (666) 666-6666

BEST POSSIBLE MEDICATION HISTORY (BPMH) - Health Care Professionals Section
CLINICAL NEED FOR SERVICE

 Has a prescriber requested a medication review: No Yes, Prescriber:

Patient:

- | | |
|---|--|
| <input type="checkbox"/> Has multiple diseases | <input type="checkbox"/> Has been recently discharged from hospital |
| <input type="checkbox"/> Has one or more chronic diseases | <input type="checkbox"/> Takes medication(s) that require laboratory monitoring |
| <input type="checkbox"/> Has a drug therapy problem | <input type="checkbox"/> Has a medication regimen including one of more natural health products |
| <input type="checkbox"/> Has multiple prescribers | <input type="checkbox"/> Has a medication regimen including one of more non-prescription medications |

CURRENT MEDICATIONS

	NAME OF DRUG & STRENGTH	PRESCRIBER NAME & PROFESSION <small>For example: physician/MD, RPN, naturopath, pharmacist, patient</small>	VERIFIED <small>Continue as per 1 = PHARMA.NET or 2 = PATIENT (different than PharmaNet) or 3 = PATIENT (not in PharmaNet)</small>	ACTION <small>For example: Drug Therapy, Problem plan, referral, follow up required</small>	NOTES <small>(if applicable)</small>
1	CAP Teva-Amoxicillin 500mg	Dr. Smith, John H Docto(Physician)	2 - Patient (different than PharmaNet)	Drug Therapy Problem Plan	
2	TAB 222 375/8mg	Dr. Smith, John H Docto(Physician)	2 - Patient (different than PharmaNet)		

CLINICALLY RELEVANT MEDICATIONS THE PATIENT IS NO LONGER TAKING

NAME & STRENGTH OF DRUG	WHY IT WAS TAKEN	MOST RECENT REGIMEN	WHO STOPPED IT <small>Name of prescriber, pharmacist, patient or Other</small>	COMMENTS <small>Reason for stopping, effectiveness, other relevant information</small>
-	-	-	-	-

LOCATION OF THE ASSESSMENT

Name	Address
Kroll Computer Systems Pharmacy	Suite 201-1502 West 50th Avenue

Attention Health Care Professionals: Sources of information in this document include (but are not limited to) PharmaNet, local pharmacy data and the patient. The patient is responsible for the accuracy and completeness of the data they provided when this document was prepared and for advising the pharmacist of any change to these medications. The pharmacist is responsible for information in this document that changed as a result of providing a medication review service to the patient.

 Page 2 of 3 Prepared on: **22-Aug-2014** Prepared by: **Crystal(06363)**


- The **CURRENT MEDICATIONS** section of this report includes Rx items that were marked selected on the **Medication Review Rx Selection** screen.
- The **CLINICALLY RELEVANT MEDICATIONS THE PATIENT IS NO LONGER TAKING** section includes inactive Rxs.
- This printout is for pharmacy use only and should not be provided to the patient.

BEST POSSIBLE MEDICATION HISTORY WORKSHEET

Patient: Jane Doe
PHN: 123456789
Pharmacy #: KC9
Kroll Computer Systems Pharmacy
Phone:(604)383-1010 Fax:(604)383-0001

Pharmanet Printout: Pharmacist Submitting Request: April
Date/Time: 22-Aug-2014,12:56

Service Provider: Pharmacist: _____
Date: _____

Date of Birth: 19-Jul-1957
Family Physician: Smith, John H

Patient Gender: M
Patient Phone Number: (555) 555-5555
Family Physician Phone Number: (111) 111-1111

The following is a PharmaNet extract of the most recent medication and claims record for the above patient in the province of British Columbia over the last 6 month(s)(604) 266-0168.

Do not assume the patient is currently taking these medications or in these doses. Please review each medication with the patient.

Please note that changes MAY have been made to the patient's provincial medication records since this report was printed. In addition, it MAY contain discontinued medications and does NOT contain updated instructions the patient may have received from their physician or such items as non-prescription drugs, samples, investigational or clinical trial drugs, complementary and alternative therapies, natural health products, selected prescriptions obtained through provincial programs (e.g., antiretrovirals), or prescriptions obtained from outside the province or over the Internet.

Clinical Information (as per PharmaNet)

Adverse reaction(s):



FOR INTERNAL PHARMACY USE ONLY

Page 3 of 3

- This printout details Rx's from Pharmanet only. If you are printing all Rx's from Pharmanet, this printout will also include Rx's that are on the patient's local profile.

Viewing a Completed Medication Review

1. Bring up the patient card using the **F3 Patient** search.
2. Select **Medication Review/Dialogs** from the right navigation pane.
3. Highlight the completed Medication Review and click **F2 - View Details**.

4. The **(MR-S) - Standard** screen will display the scanned image of the completed Medication Review. Scanned Medication Reviews are also viewable from **Patient Documents**.

Medication Review View

(MR-S) - Standard Close

Created: 30-Jul-2014 02:34 PM Status: Completed Paper Fee Status: Claimed Fee Rx: 1087678

2014-07-30 2:39 PM

Zoom 95.3 %

(MR-S) - Standard

Kroll Computer Systems Pharmacy, Suite 201-1502 West 50th Avenue South Vancouver Mainland, Vancouver BC V0V 0V0
Phone: (555) 555-5555 Fax: (666) 666-6666

BEST POSSIBLE MEDICATION HISTORY (BPMH) - Patient Section

PATIENT

<i>FirstName</i> Jane		<i>LastName</i> Doe		<i>FamilyPhysicianName</i> Doctor, Test	
<i>DOB</i> 19-Jul-1957	<i>Gender</i> F	<i>PHN</i> 123456789	<i>FamilyPhysicianPhone</i> (111) 111-1111	<i>FamilyPhysicianFax</i>	
<i>Allergies</i> AllergyCream			<i>Conditions</i> N/A		

Patient is not taking any non-prescription or natural health products at this time.

COMMENTS

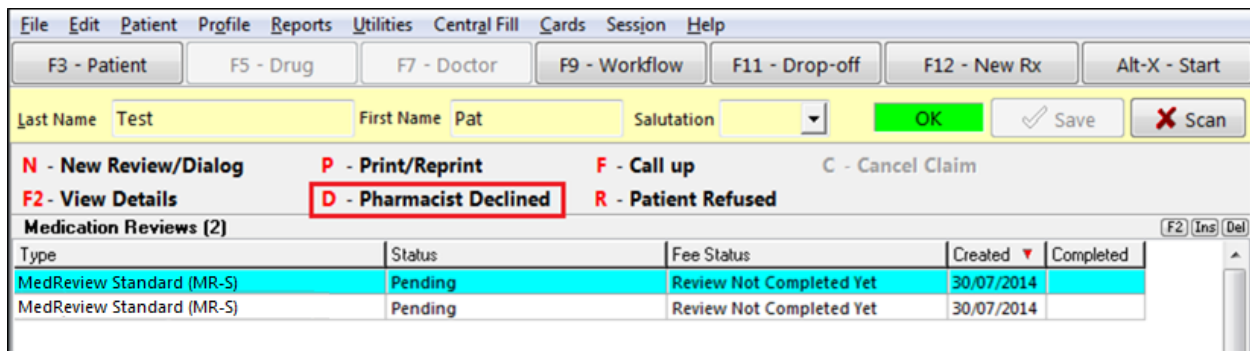
Declined and Refused Medication Reviews

This section explains the process for recording Medication Reviews that have been declined by the pharmacist or refused by the patient.

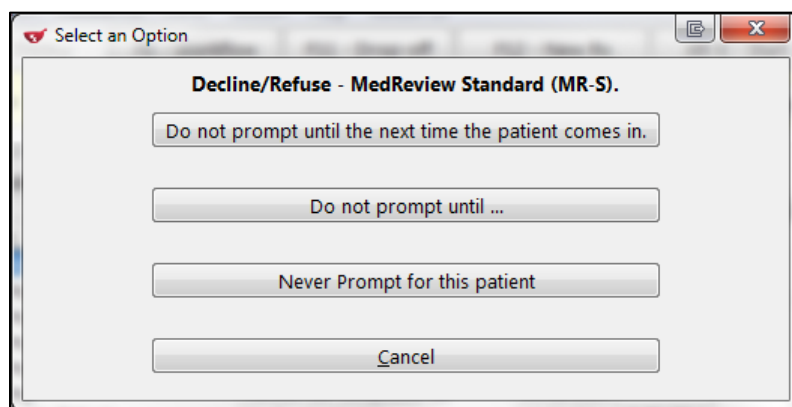
NOTE: The medication review records that are declined by the pharmacist or patient refused can also be noted from the Medication Review queue on the F9-Workflow screen.

Pharmacist Declined

1. Bring up the patient card using the **F3 Patient** search.
2. Select **Medication Review/Dialogs** from the right navigation pane.
3. Select the appropriate Medication Review and click **D – Pharmacist Declined**.



4. Select the appropriate option from the **Decline/Refuse** prompt.

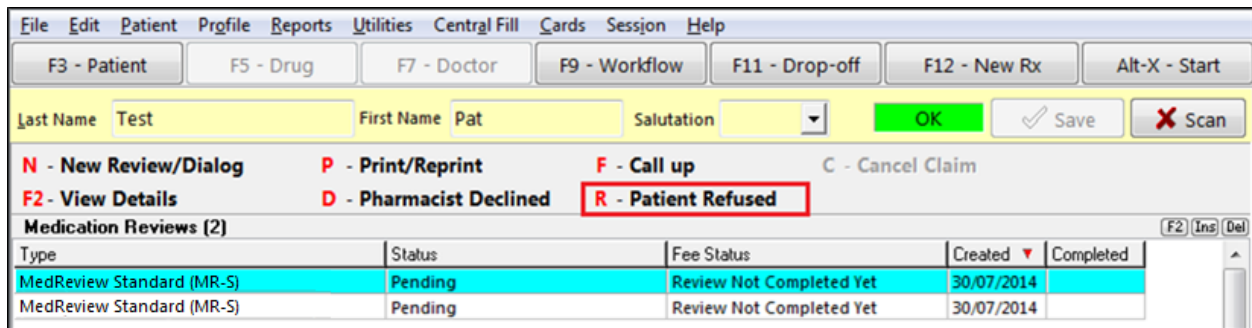


- If you select **Do not prompt until the next time the patient comes in**, no further action is required until the next time the patient visits the pharmacy.

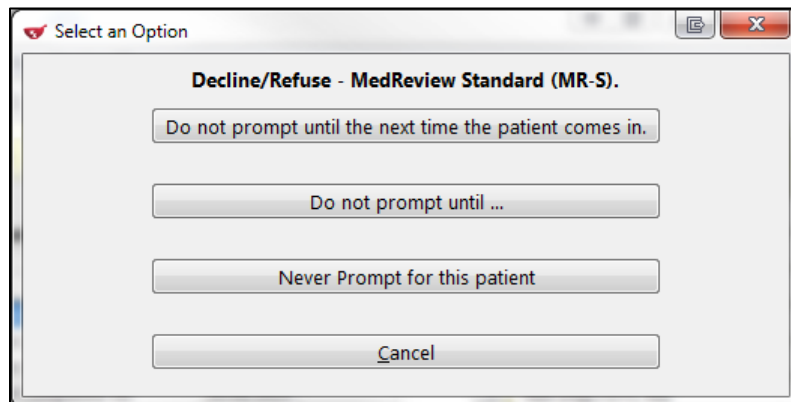
- If you select **Do not prompt until...** you will be prompted to specify the next time you want to be prompted for the patient’s Medication Review. Complete the form and click **OK**.
- If you select **Never Prompt for this patient** you will not receive any additional Medication Review prompts for the patient.

Patient Refused

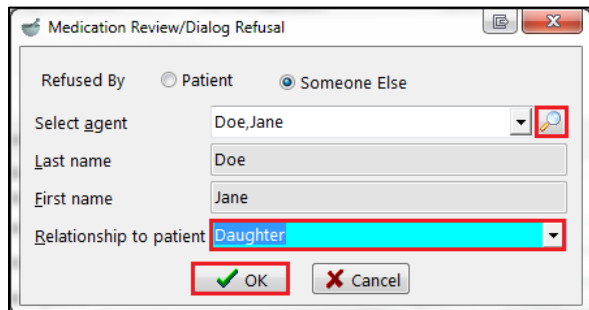
1. Bring up the patient card using the **F3 Patient** search.
2. Select **Medication Review/Dialogs** from the right navigation pane.
3. Select the appropriate Medication Review and click **R – Patient Refused**.



4. Select the appropriate option from the **Decline/Refuse** prompt.



- If you select **Do not prompt until the next time the patient comes in** you will be prompted to specify if the review was declined by the **Patient** or **Someone Else**.
 - If you select **Someone Else**, the **Medication Review/Dialog Refusal** form will appear. Click the lookup button next to the **Select agent** field to search for the patient who refused the review. Select a relationship from the **Relationship to patient** menu and click **OK**.



Medication Review/Dialog Refusal

Refused By Patient Someone Else

Select agent: Doe, Jane

Last name: Doe

First name: Jane

Relationship to patient: Daughter

OK Cancel

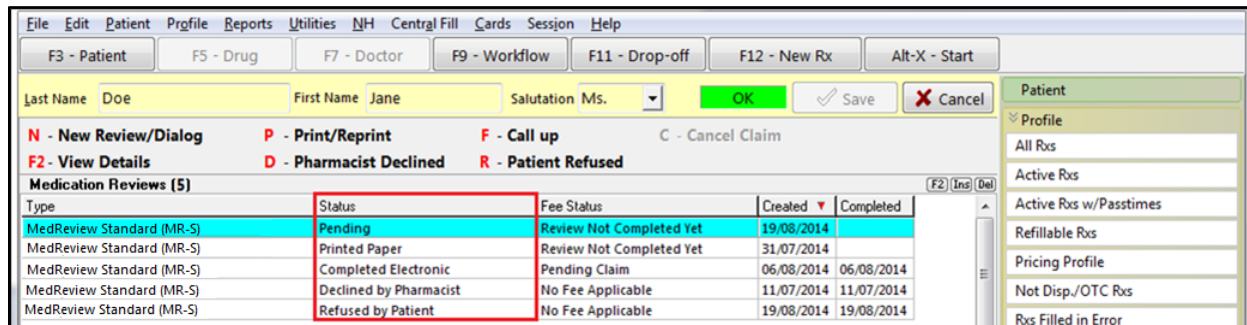
- No further action is required until the next time the patient visits the pharmacy.
- If you select **Do not prompt until...** you will be prompted to specify the next time you want to be prompted for the patient's Medication Review. Complete the form and click **OK**.
- If you select **Never Prompt for this patient** you will not receive any additional Medication Review prompts for the patient.

NOTE: Medication Review records that have been refused or declined cannot be deleted from the Medication Reviews queue.

Medication Review Statuses

This section explains the statuses that appear in the **Medication Review** queue at various stages throughout the Medication Review process.

Statuses



Type	Status	Fee Status	Created	Completed
MedReview Standard (MR-S)	Pending	Review Not Completed Yet	19/08/2014	
MedReview Standard (MR-S)	Printed Paper	Review Not Completed Yet	31/07/2014	
MedReview Standard (MR-S)	Completed Electronic	Pending Claim	06/08/2014	06/08/2014
MedReview Standard (MR-S)	Declined by Pharmacist	No Fee Applicable	11/07/2014	11/07/2014
MedReview Standard (MR-S)	Refused by Patient	No Fee Applicable	19/08/2014	19/08/2014

Pending

Reviews that have been initiated but have not yet been completed.

Printed Paper

Reviews that have been printed but have not yet been billed.

Completed

Reviews that have been printed and billed.

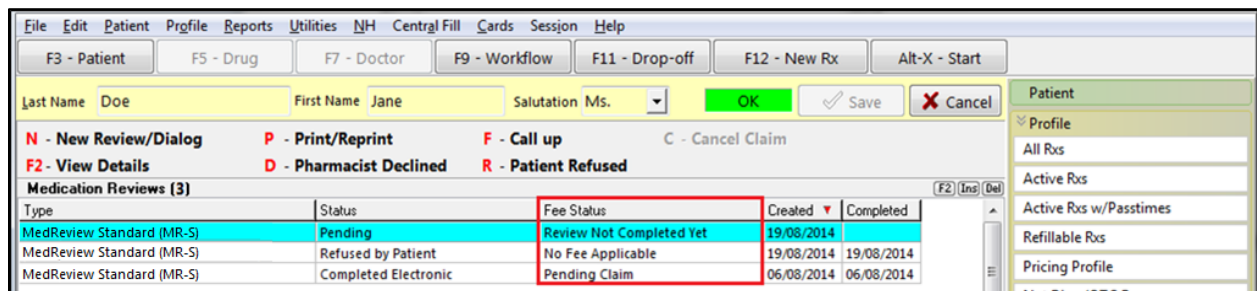
Declined by Pharmacist

Reviews that have been declined by the pharmacist.

Refused by Patient

Reviews that have been refused by the patient.

Fee Statuses



Type	Status	Fee Status	Created	Completed
MedReview Standard (MR-S)	Pending	Review Not Completed Yet	19/08/2014	
MedReview Standard (MR-S)	Refused by Patient	No Fee Applicable	19/08/2014	19/08/2014
MedReview Standard (MR-S)	Completed Electronic	Pending Claim	06/08/2014	06/08/2014

Review Not Completed Yet

Reviews that have been initiated but have not yet been completed.

No Fee Applicable

Reviews with no associated fees (usually declined or refused reviews).

Pending Claim

Electronic reviews: Completed reviews with a Status of **Completed**.

Paper reviews: Reviews that have been printed and the option **Require Document scan to complete Paper Med Review** is off, and reports that have been printed and scanned back into the system if this option is enabled.