

Medication Reviews

Newfoundland
and Labrador



KROLL
Computer Systems Inc.

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Medication Reviews - Newfoundland and Labrador

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.

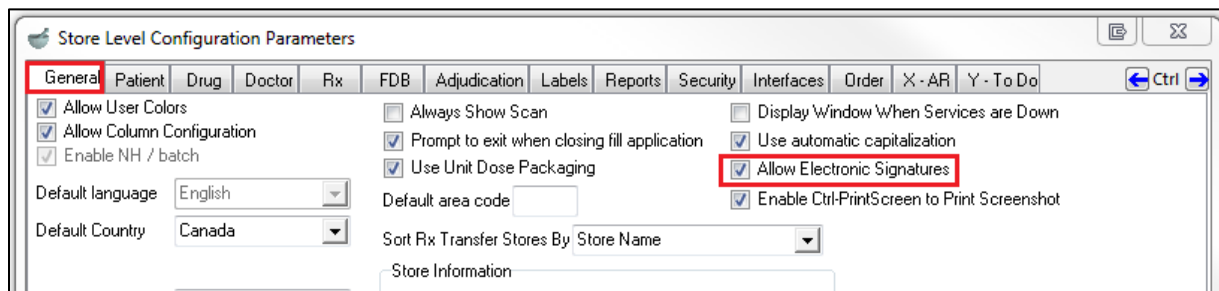
Configuring Electronic Signatures

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.



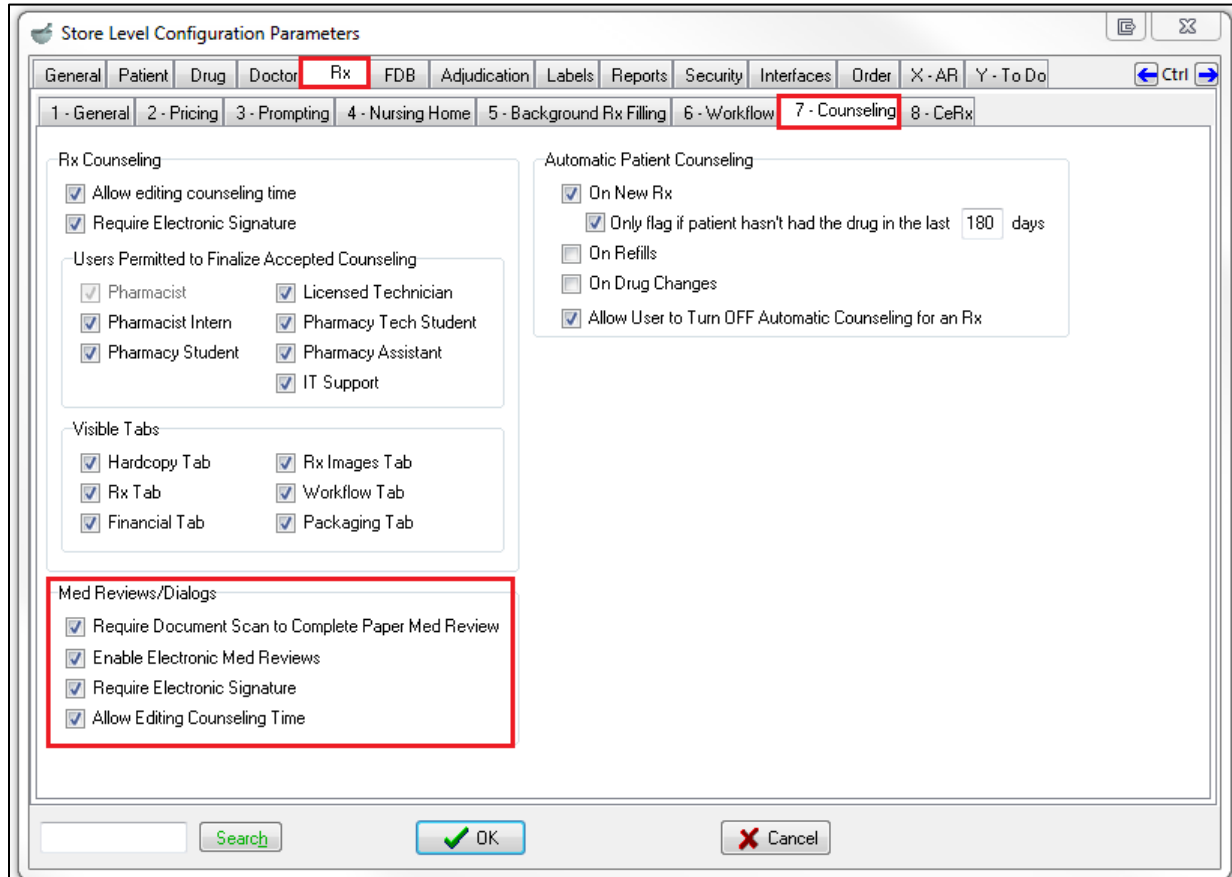
1. Go to **File > Configuration > Store > General**.
2. Place a checkmark next to **Allow Electronic Signatures**.



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.

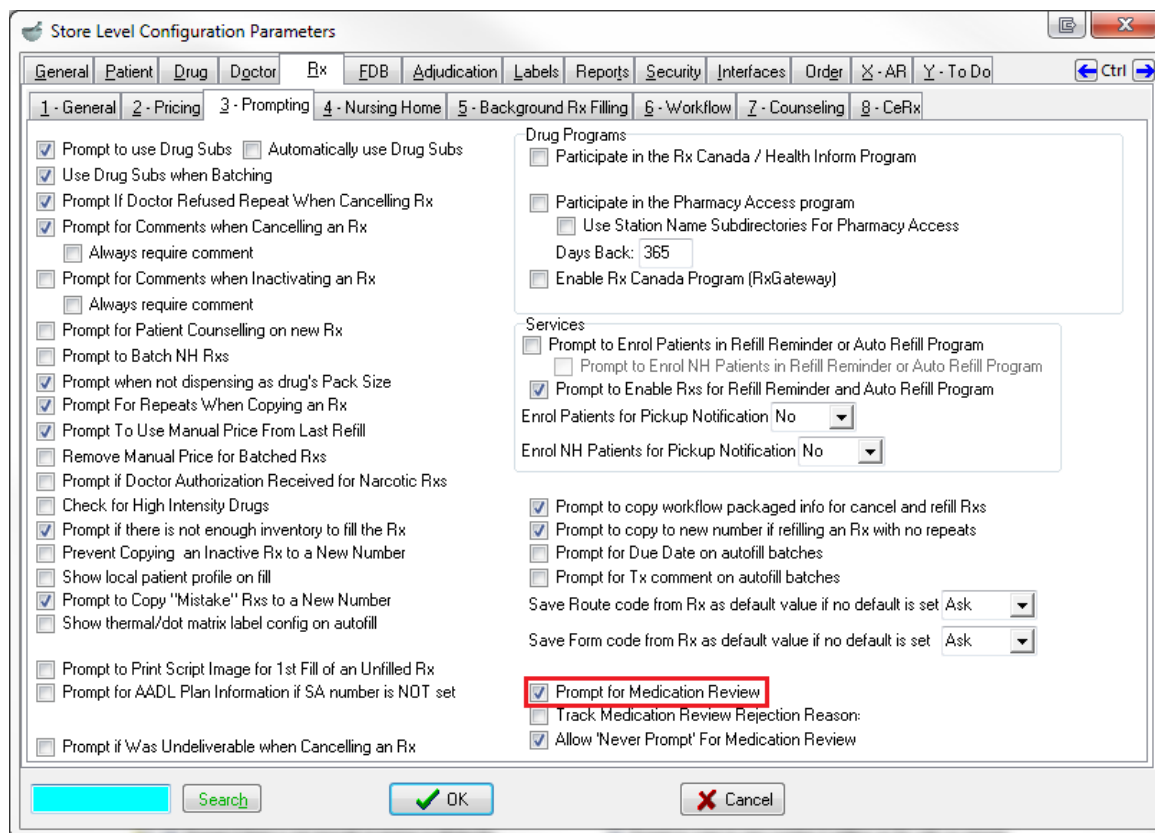
Electronic Medication Reviews

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.

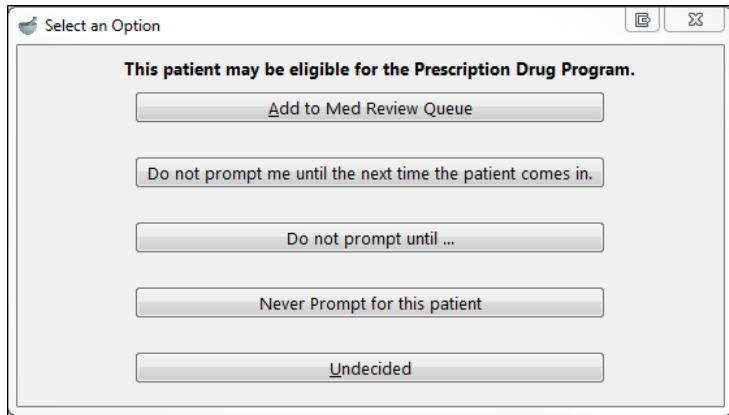
NOTE: The automatic prompts will not appear if the patient does not meet the criteria for a Medication Review. However, based on other available information and your professional judgement, you can determine whether the patient might benefit from a Medication Review and then manually create a Medication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



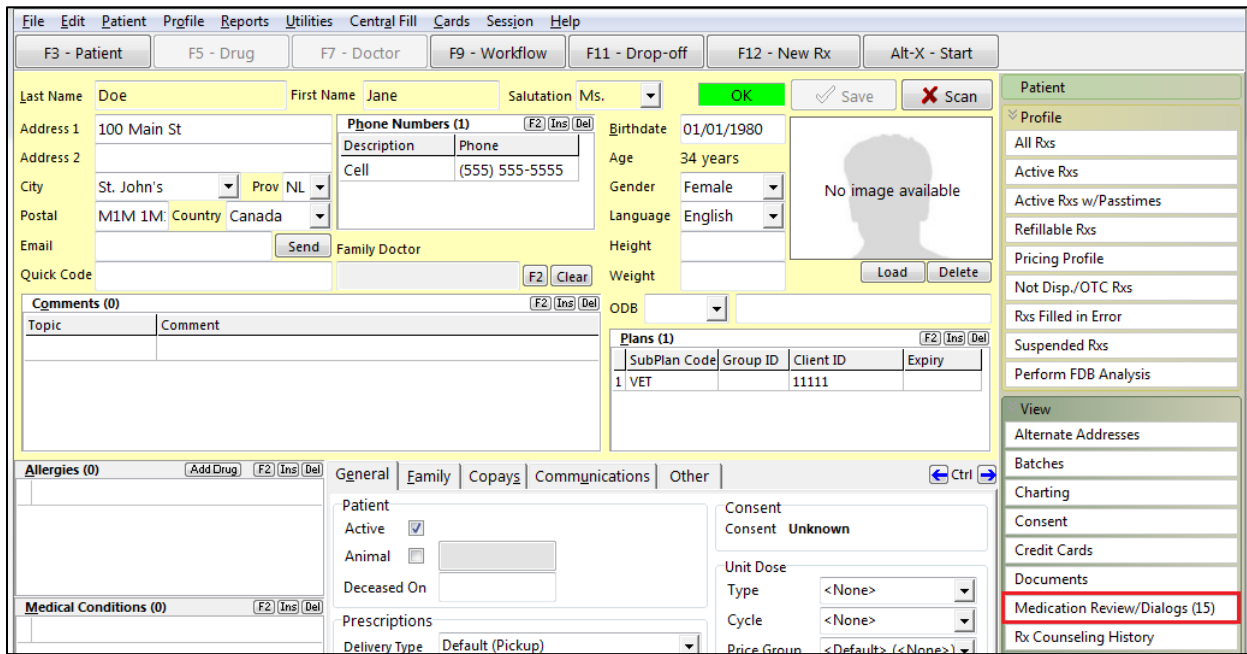
When the option '**Prompt for Medication Review**' is enabled, the system screens each patient for Medication Review eligibility every time an Rx is processed. If the patient is eligible, the user is prompted and presented with a number of options as shown below.



- **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 MedsCheck ‘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.

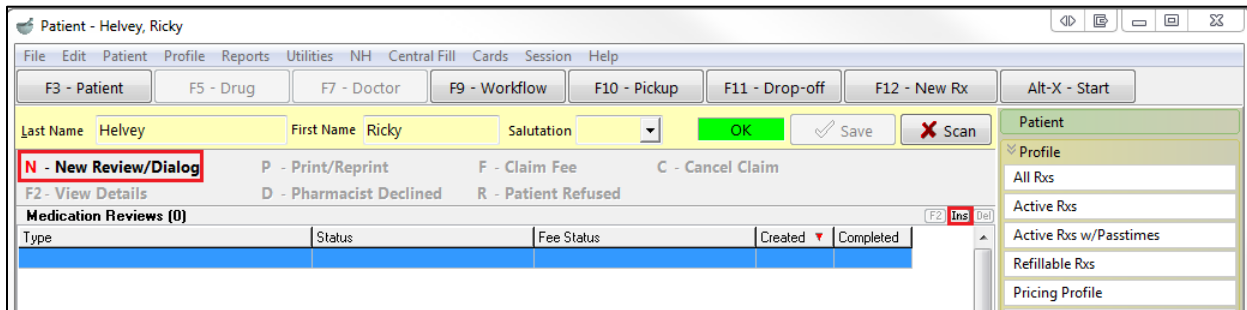
Creating an Electronic Medication Review (Manual)

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



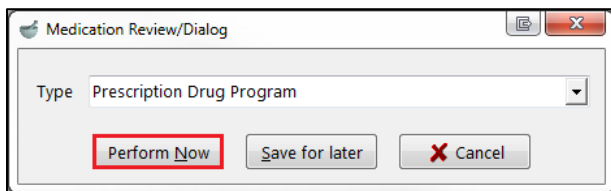
The screenshot shows a patient profile for Jane Doe. The right-hand navigation pane is open, and the 'Medication Review/Dialogs (15)' option is highlighted with a red box. Other options in the pane include Profile, All Rxs, Active Rxs, Refillable Rxs, Pricing Profile, Not Disp./OTC Rxs, Suspended Rxs, 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**.



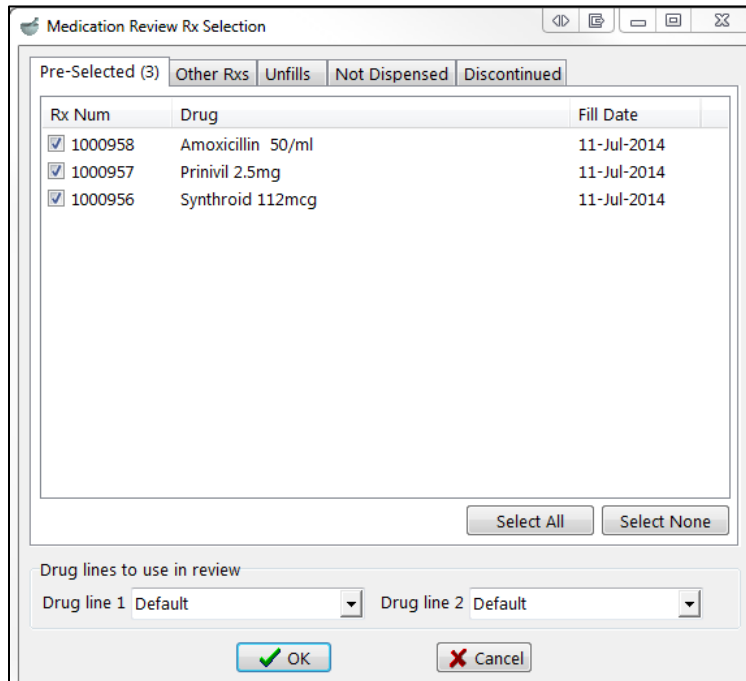
The screenshot shows the 'Medication Reviews (0)' window for Ricky Helvey. The 'N - New Review/Dialog' button is highlighted with a red box. Below the button, there are several options: P - Print/Reprint, F - Claim Fee, C - Cancel Claim, F2 - View Details, D - Pharmacist Declined, and R - Patient Refused.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

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 'Prescription Drug Program'. 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. When you are finished, click **OK**.

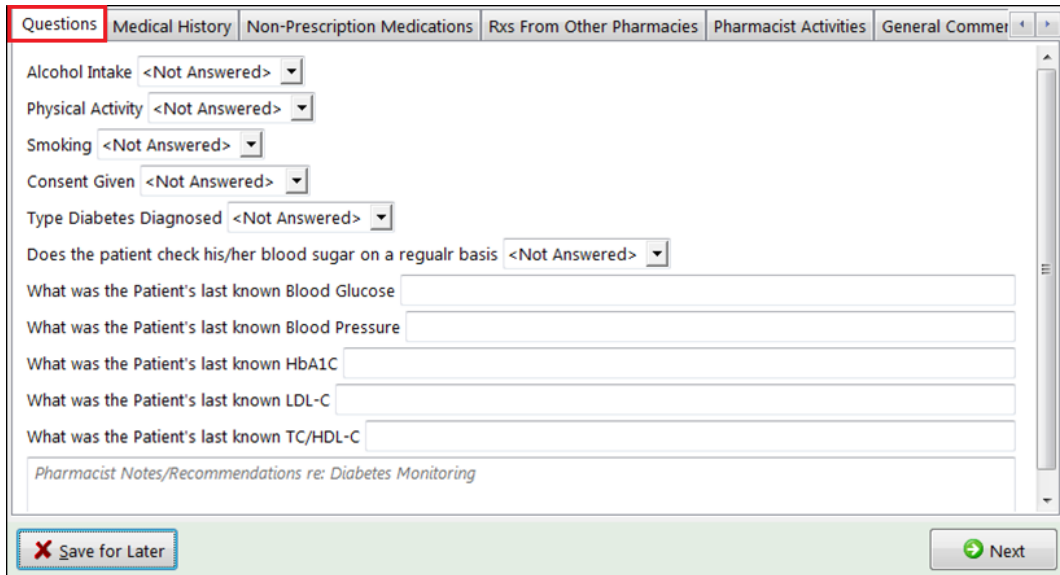


6. The **Prescription Drug Program** screen will appear. Click **Next** to proceed through the tabs, completing the required fields as you go.

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 **Prescription Drug Program** screen appears.

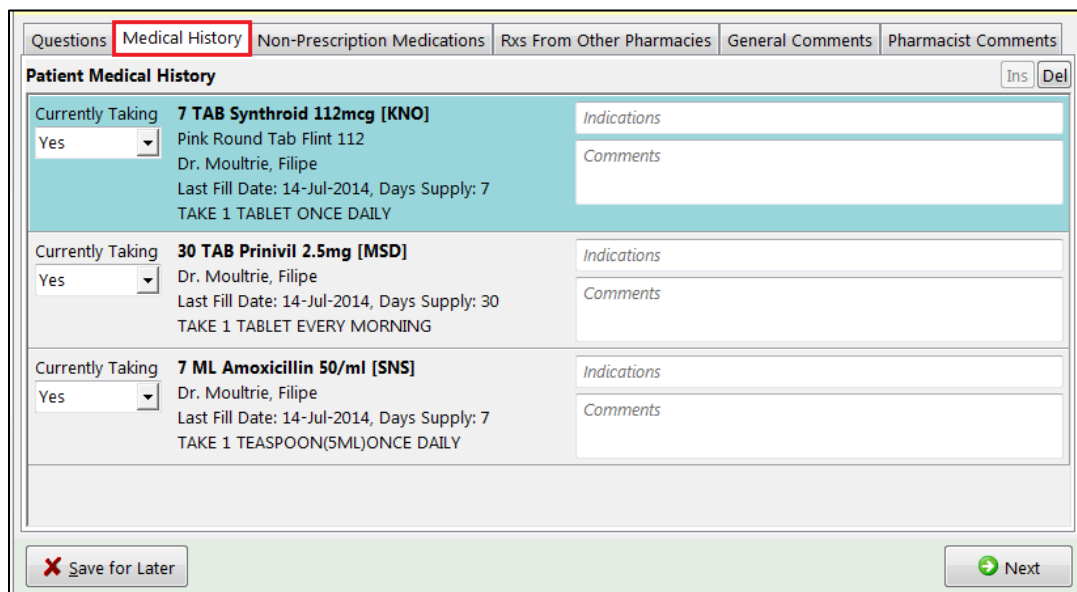
Questions

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.



Medical History

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



Currently Taking	Medication	Indications	Comments
Yes	7 TAB Synthroid 112mcg [KNO] Pink Round Tab Flint 112 Dr. Moultrie, Filipe Last Fill Date: 14-Jul-2014, Days Supply: 7 TAKE 1 TABLET ONCE DAILY		
Yes	30 TAB Prinivil 2.5mg [MSD] Dr. Moultrie, Filipe Last Fill Date: 14-Jul-2014, Days Supply: 30 TAKE 1 TABLET EVERY MORNING		
Yes	7 ML Amoxicillin 50/ml [SNS] Dr. Moultrie, Filipe Last Fill Date: 14-Jul-2014, Days Supply: 7 TAKE 1 TEASPOON(5ML)ONCE DAILY		

For each medication listed:

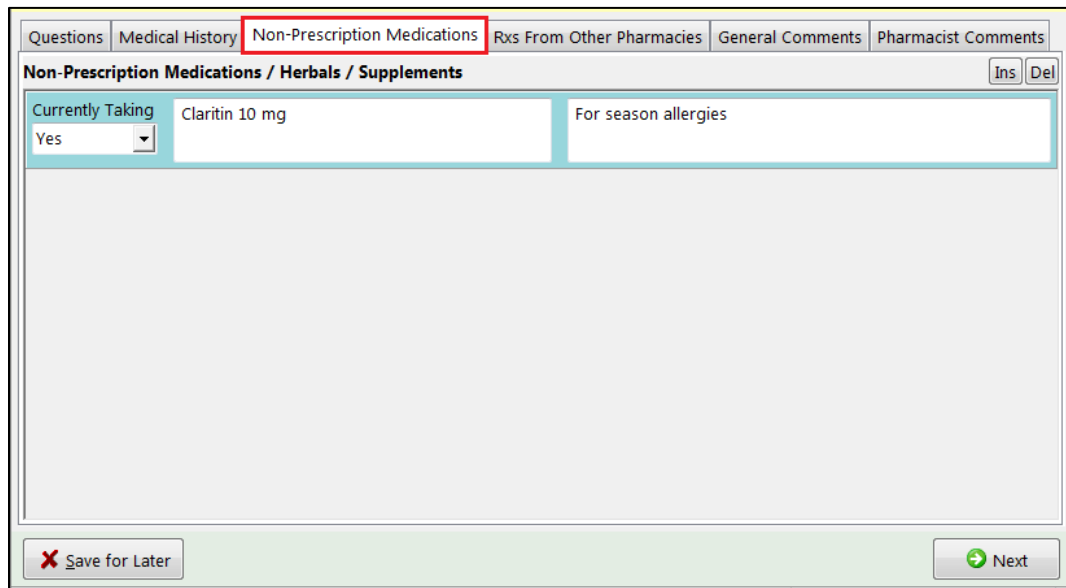
- Note if the patient is currently taking the specified medications and select **Yes/No** from the dropdown list.
- Enter the reason for using the medication based on the patient’s feedback in the **Indications** field.
- Enter any general comments in the **Comments** field.

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

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), Rxs From Other Pharmacies, General Comments, and Pharmacist Comments. Below the tabs is a section titled "Non-Prescription Medications / Herbals / Supplements" with "Ins" and "Del" buttons. A table with one row is visible, containing the following data:

Currently Taking	Medication	Indications
Yes	Claritin 10 mg	For season allergies

At the bottom of the interface, there are buttons for "Save for Later" (with a red X icon) and "Next" (with a green arrow icon).

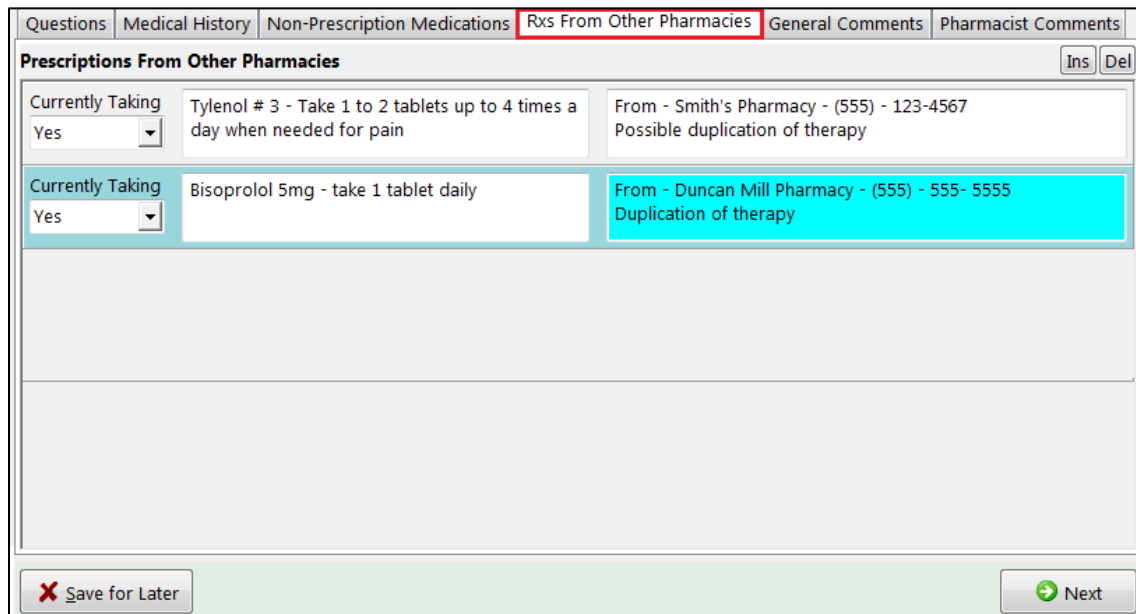
- Note if the patient is currently taking any OTC medications and select **Yes/No** from the dropdown list.
- Enter the name of the medication in the **Medication** field.
- Enter any appropriate comments in the **Comments** field.

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

Rxs From Other Pharmacies

The **Rxs From Other Pharmacies** tab provides space to record medications that the patient is taking that were filled in other pharmacies.

Click **Ins** to add an Rx from another pharmacy.



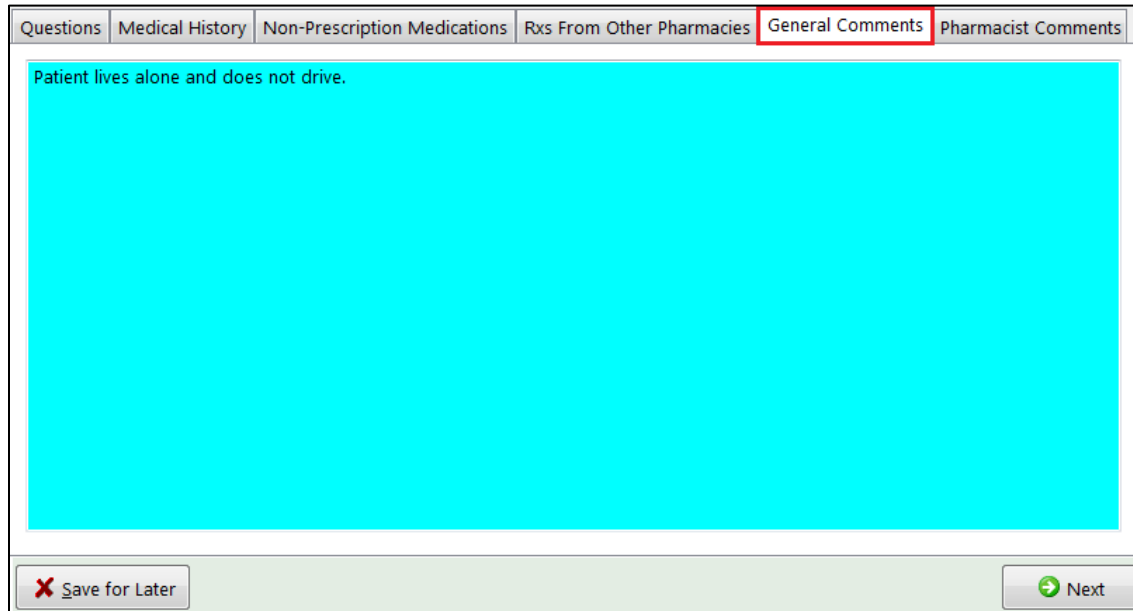
Currently Taking	Medication	Source
Yes	Tylenol # 3 - Take 1 to 2 tablets up to 4 times a day when needed for pain	From - Smith's Pharmacy - (555) - 123-4567 Possible duplication of therapy
Yes	Bisoprolol 5mg - take 1 tablet daily	From - Duncan Mill Pharmacy - (555) - 555- 5555 Duplication of therapy

- Note if the patient is currently taking any other 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.

Repeat the same process for any Rx items that they have purchased from other pharmacies. Use **Del** buttons to remove any Rx items.

General Comments

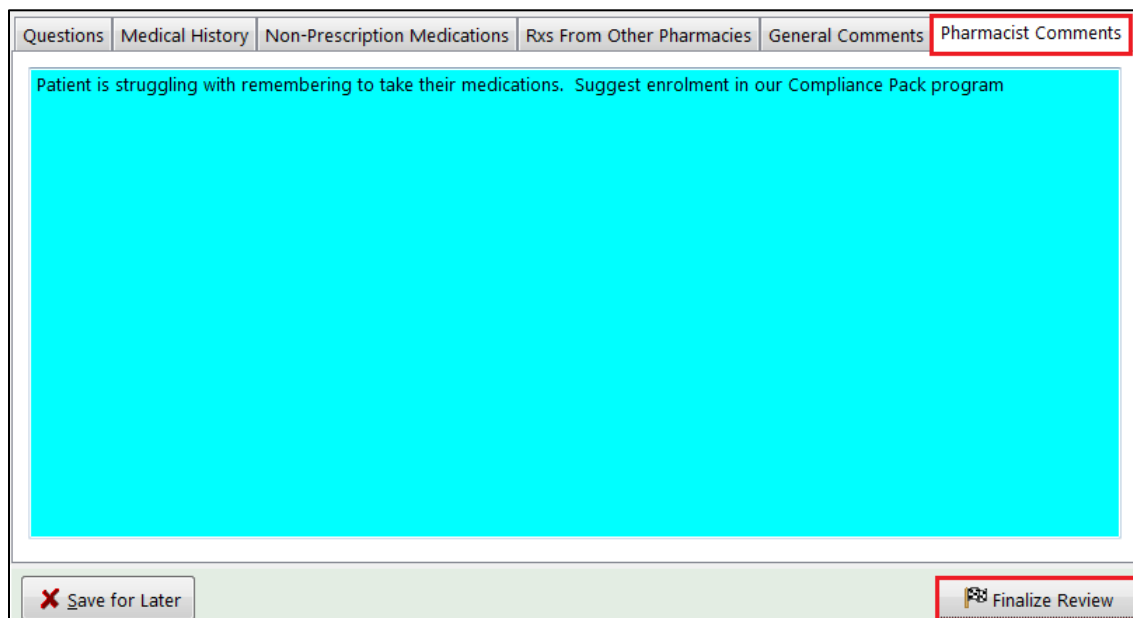
The **General Comments** tab provides space to record any comments you want included on the report printout.



The screenshot shows a web interface with a tabbed menu at the top. The tabs are: Questions, Medical History, Non-Prescription Medications, Rxs From Other Pharmacies, **General Comments** (highlighted with a red box), and Pharmacist Comments. The main content area is a large light blue text box containing the text: "Patient lives alone and does not drive." At the bottom of the interface, there are two buttons: "Save for Later" (with a red 'X' icon) and "Next" (with a green arrow icon).

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.



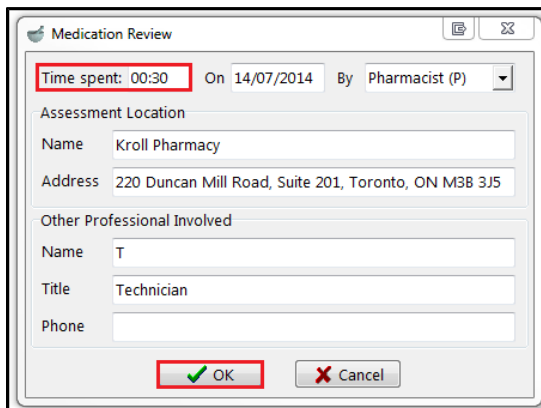
The screenshot shows a web interface with a tabbed menu at the top. The tabs are: Questions, Medical History, Non-Prescription Medications, Rxs From Other Pharmacies, General Comments, and **Pharmacist Comments** (highlighted with a red box). The main content area is a large light blue text box containing the text: "Patient is struggling with remembering to take their medications. Suggest enrolment in our Compliance Pack program". At the bottom of the interface, there are two buttons: "Save for Later" (with a red 'X' icon) and "Finalize Review" (with a red box around it and a document icon).

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

8. 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 dialog box titled "Medication Review". At the top, it displays "Time spent: 00:30" (highlighted with a red box), "On 14/07/2014", and "By Pharmacist (P)". Below this, the "Assessment Location" section contains "Name: Kroll Pharmacy" and "Address: 220 Duncan Mill Road, Suite 201, Toronto, ON M3B 3J5". The "Other Professional Involved" section has "Name: T", "Title: Technician", and an empty "Phone" field. At the bottom, there are "OK" (with a green checkmark and highlighted with a red box) and "Cancel" buttons.

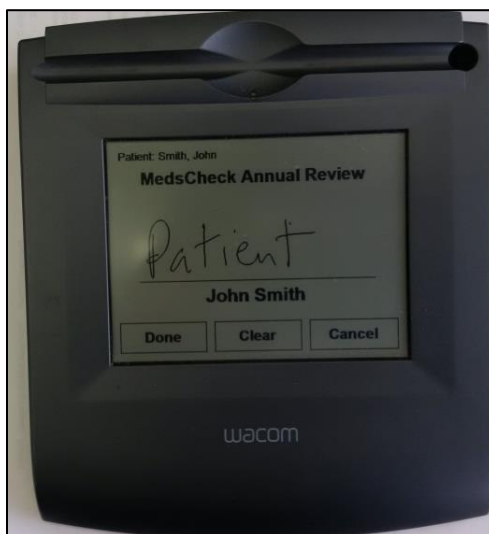
Affixing an Electronic Signature

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.

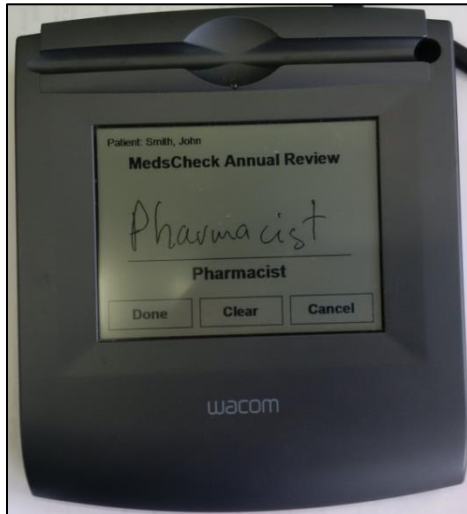
9. Have the patient sign his or her name on the electronic signature tablet. Click the **OK** button on the signature tablet.



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

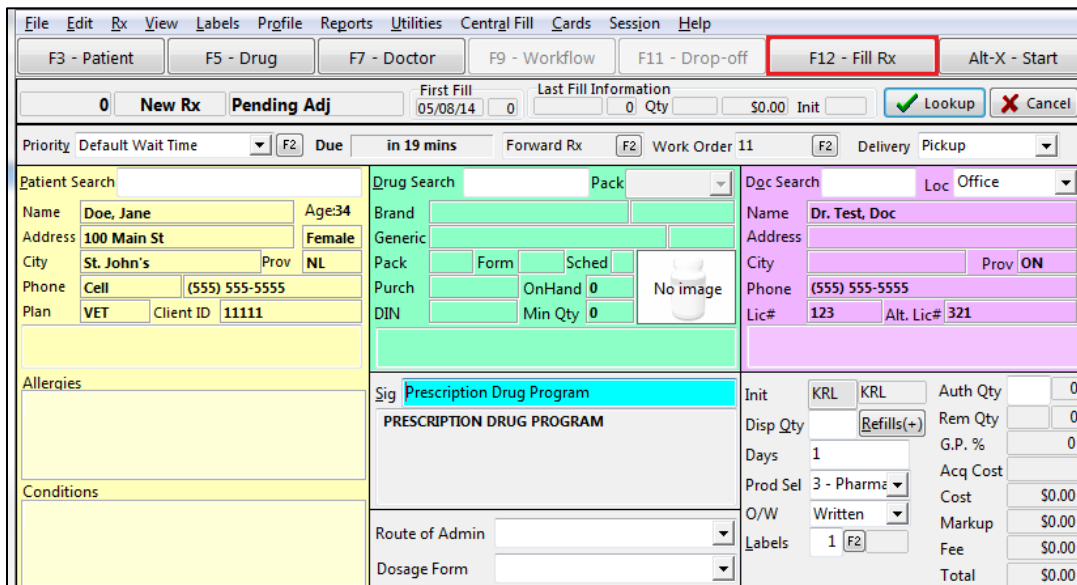
12. A prompt will appear asking if you want to print a paper copy of the electronic Medication Review. Click **Yes**.
13. The **Medication Review report** print form will appear. Select the appropriate print options and click **Print** and provide this copy to the patient.

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.

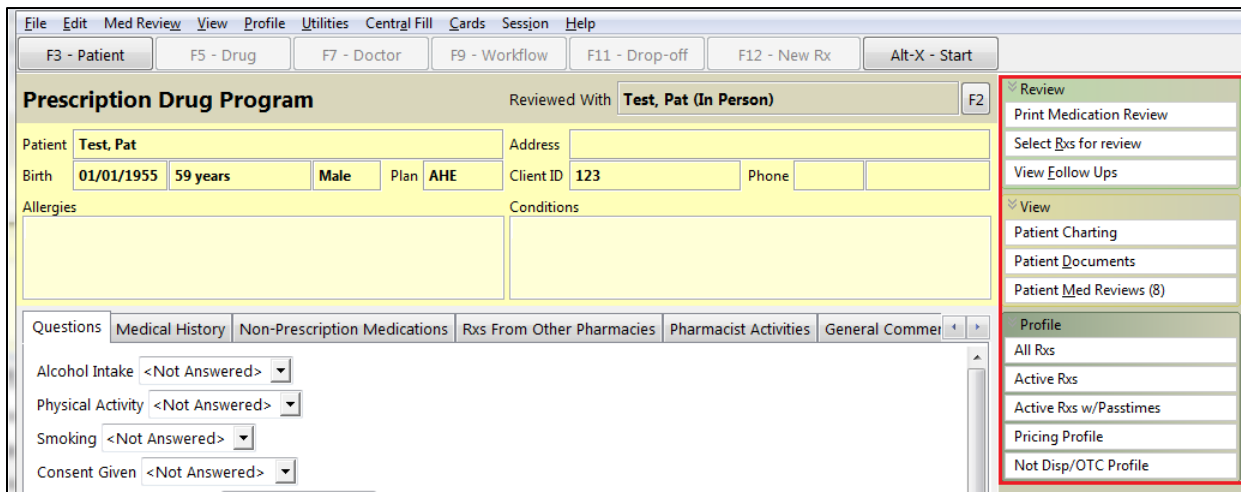
15. Click **F12 - Fill Rx**. The claim will be transmitted to the appropriate party for payment.



The screenshot shows a software interface with a menu bar (File, Edit, Rx, View, Labels, Profile, Reports, Utilities, Central Fill, Cards, Session, Help) and a toolbar with buttons for F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, **F12 - Fill Rx** (highlighted in red), and Alt-X - Start. Below the toolbar, there are fields for 'New Rx' and 'Pending Adj', 'First Fill' (05/08/14), and 'Last Fill Information'. A 'Priority' dropdown is set to 'Default Wait Time'. The main area is divided into three search sections: 'Patient Search' (Name: Doe, Jane; Age: 34; Address: 100 Main St; City: St. John's; Phone: (555) 555-5555; Plan: VET; Client ID: 11111), 'Drug Search' (Brand, Generic, Pack, Form, Sched, Purch, OnHand: 0, No image, DIN, Min Qty: 0), and 'Doc Search' (Name: Dr. Test, Doc; Address; City; Phone: (555) 555-5555; Lic#: 123; Alt. Lic#: 321). There are also fields for 'Sig' (Prescription Drug Program), 'Route of Admin', and 'Dosage Form'. A right-hand pane contains fields for 'Init', 'Disp Qty', 'Days', 'Prod Sel', 'O/W', 'Labels', 'Auth Qty', 'Rem Qty', 'G.P. %', 'Acq Cost', 'Cost', 'Markup', 'Fee', and 'Total'.

Medication Review Options

Several Medication Review options are available from the right navigation pane on the **Medication Review Annual Review** screen.

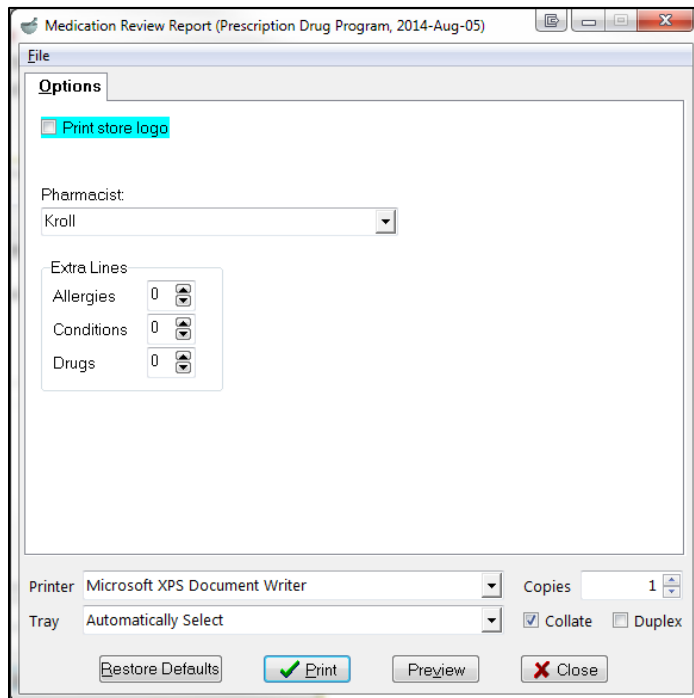


The screenshot shows the 'Medication Review Annual Review' screen. The menu bar includes File, Edit, Med Review, View, Profile, Utilities, Central Fill, Cards, Session, Help. The toolbar has buttons for F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, and Alt-X - Start. The main area is titled 'Prescription Drug Program' and shows 'Reviewed With Test, Pat (In Person)'. Patient information includes Name: Test, Pat; Birth: 01/01/1955 (59 years); Male; Plan: AHE; Address; Client ID: 123; Phone. There are sections for 'Allergies' and 'Conditions'. Below these are 'Questions' with dropdowns for Alcohol Intake, Physical Activity, Smoking, and Consent Given. The right-hand navigation pane is highlighted in red and contains the following options: Review (checked), Print Medication Review, Select Rxs for review, View Follow Ups, View (expanded), Patient Charting, Patient Documents, Patient Med Reviews (8), Profile (expanded), All Rxs, Active Rxs, Active Rxs w/Passtimes, Pricing Profile, and Not Disp/OTC Profile.

Review

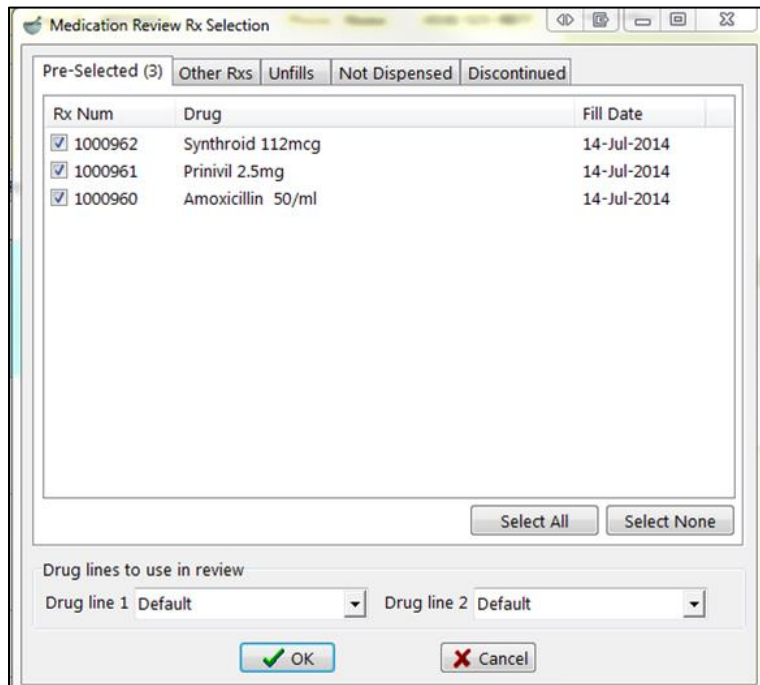
Print Medication Review

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.



Medication Review Rx Selection

Pre-Selected (3) | Other Rx's | Unfills | Not Dispensed | Discontinued

Rx Num	Drug	Fill Date
<input checked="" type="checkbox"/> 1000962	Synthroid 112mcg	14-Jul-2014
<input checked="" type="checkbox"/> 1000961	Prinivil 2.5mg	14-Jul-2014
<input checked="" type="checkbox"/> 1000960	Amoxicillin 50/ml	14-Jul-2014

Select All | Select None

Drug lines to use in review

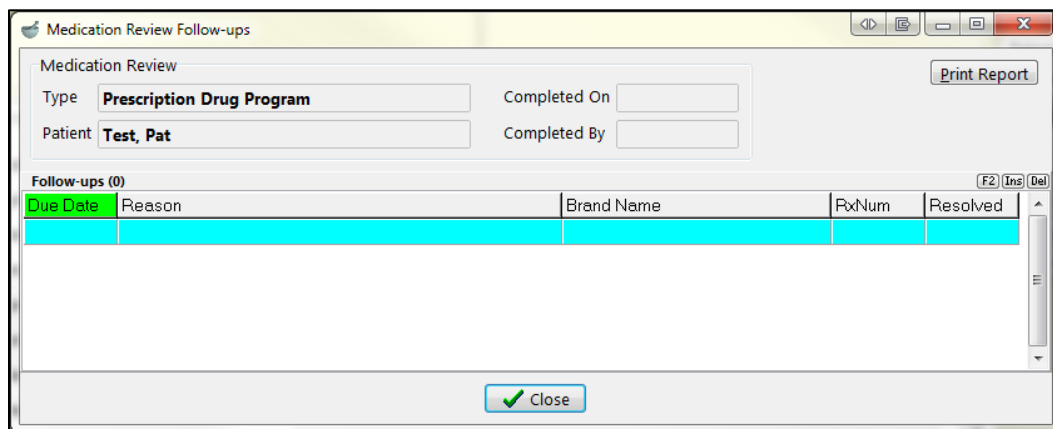
Drug line 1: Default | Drug line 2: Default

OK | Cancel

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.



Medication Review Follow-ups

Medication Review

Type: Prescription Drug Program | Completed On: [] | Print Report

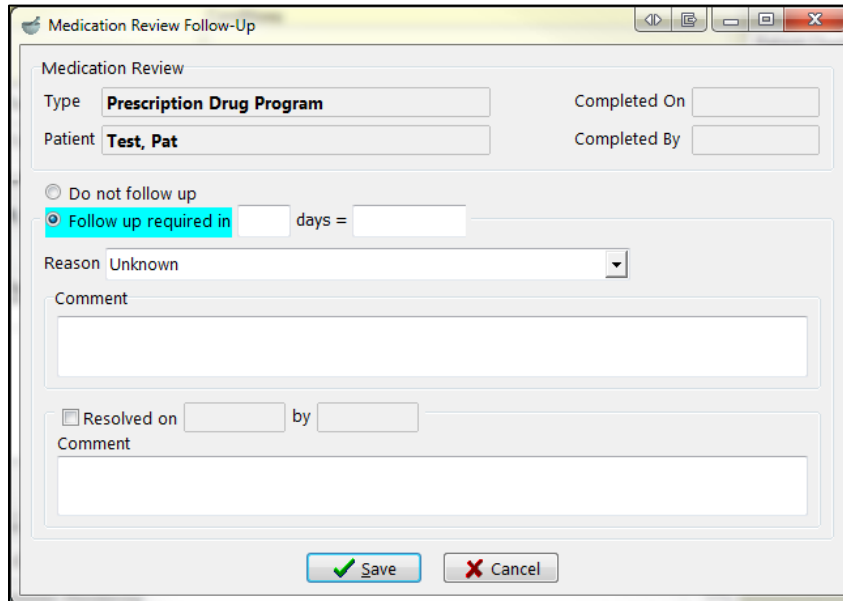
Patient: Test, Pat | Completed By: []

Follow-ups (0) (F2) (Ins) (Del)

Due Date	Reason	Brand Name	RxNum	Resolved

Close

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



Medication Review

Type **Prescription Drug Program** Completed On

Patient **Test, Pat** Completed By

Do not follow up

Follow up required in days =

Reason Unknown

Comment

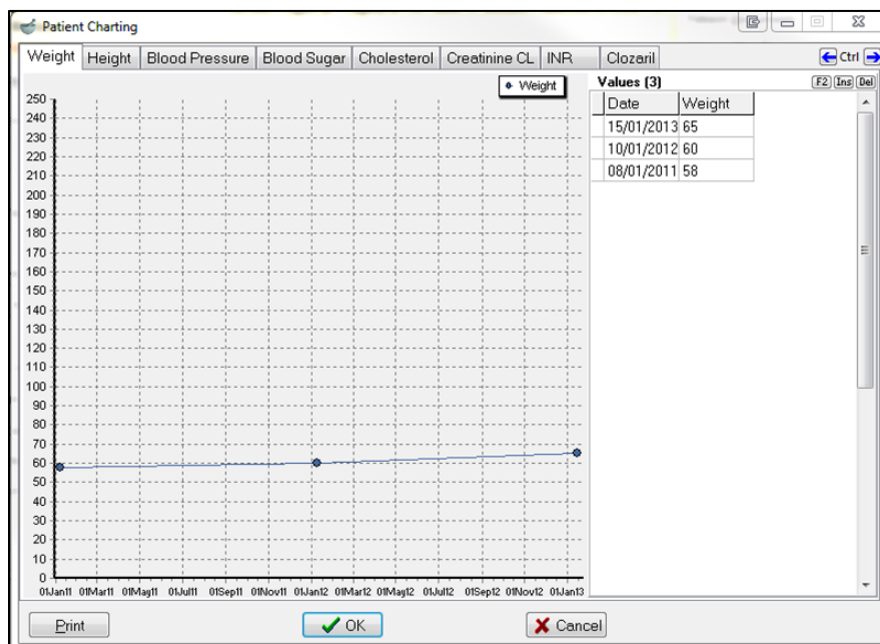
Resolved on by

Comment

View

Patient Charting

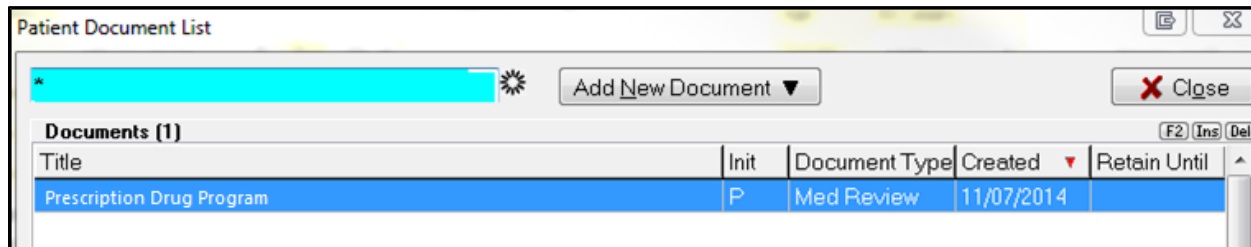
When this option is selected, the **Patient Charting** form will appear, displaying information about the patient’s weight, height, blood pressure, blood sugar, and so on.



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

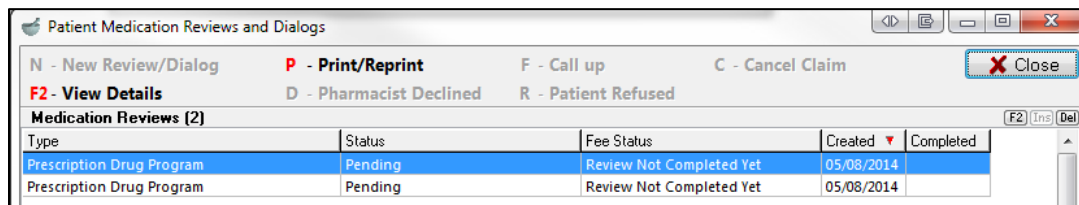
When this option is selected, the **Patient Document List** will appear displaying a list of documents associated with the patient.



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

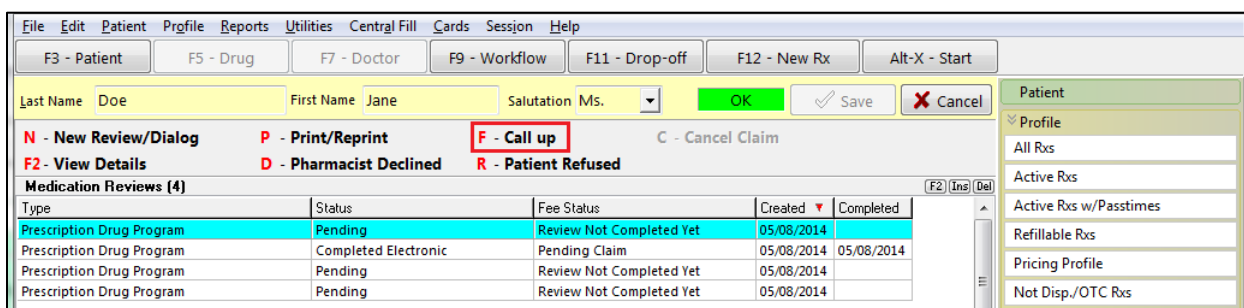
The **Profile** menu on the **Medication Review Annual Review** screen is identical to the **Profile** menu on the patient profile. This menu allows you to view **All Rxs**, **Active Rxs**, **Active Rxs w/ Passtimes**, **Pricing Profile**, and **Not Disp/OTC Profile**.

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



File Edit Patient Prfile Reports Utilities Central Fill Cards Session Help

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

Last Name Doe First Name Jane Salutation Ms. OK Save Cancel Patient

N - New Review/Dialog P - Print/Reprint **F - Call up** C - Cancel Claim

F2 - View Details D - Pharmacist Declined R - Patient Refused

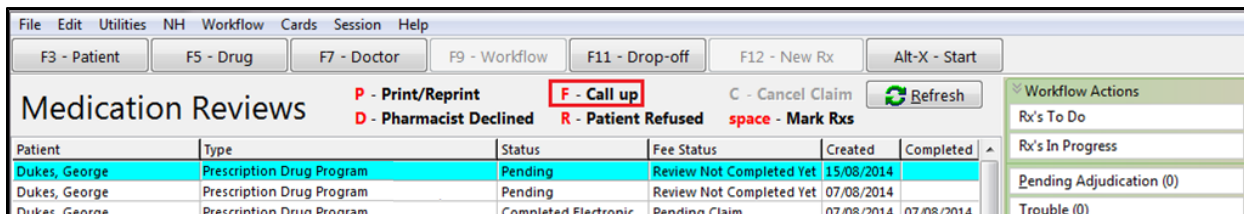
Medication Reviews (4) F2 (Ins) Del

Type	Status	Fee Status	Created	Completed
Prescription Drug Program	Pending	Review Not Completed Yet	05/08/2014	
Prescription Drug Program	Completed Electronic	Pending Claim	05/08/2014	05/08/2014
Prescription Drug Program	Pending	Review Not Completed Yet	05/08/2014	
Prescription Drug Program	Pending	Review Not Completed Yet	05/08/2014	

Profile
All Rxs
Active Rxs
Active Rxs w/Passtimes
Refillable Rxs
Pricing Profile
Not Disp./OTC Rxs

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**.



File Edit Utilities NH Workflow Cards Session Help

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

Medication Reviews P - Print/Reprint **F - Call up** C - Cancel Claim Refresh

D - Pharmacist Declined R - Patient Refused space - Mark Rxs

Patient	Type	Status	Fee Status	Created	Completed
Dukes, George	Prescription Drug Program	Pending	Review Not Completed Yet	15/08/2014	
Dukes, George	Prescription Drug Program	Pending	Review Not Completed Yet	07/08/2014	
Dukes, George	Prescription Drug Program	Completed Electronic	Pending Claim	07/08/2014	07/08/2014


Workflow Actions
Rx's To Do
Rx's In Progress
Pending Adjudication (0)
Trouble (0)

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

Sample Electronic Medication Review Report

Prescription Drug Program

NLPDP #



<i>Personal Medication Record of</i> Doe, Jane			
DOB 01-Jan-1980	Gender F	NLPDP	Family Doctor
Alcohol Intake <input type="checkbox"/> N/A <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy		Physical Activity <input type="checkbox"/> N/A <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy	
Smoking <input type="checkbox"/> No <input type="checkbox"/> Past <input type="checkbox"/> Yes		Consent Given <input type="checkbox"/> By Patient <input type="checkbox"/> By Representative, Name:	

Drug Name	Dosage Instructions	Reason for Use	Comments/Special Instructions
642 Tablets	TAKE 1 TABLET ONCE DAILY		


Type Diabetes Diagnosed <input type="checkbox"/> 1, Age Diagnosed: <input type="checkbox"/> 2, Age Diagnosed:		Does the patient check his/her blood sugar on a regular basis? <input type="checkbox"/> No <input type="checkbox"/> Yes, Interval:	
What was the Patient's last known:			
Blood Glucose:	Blood Pressure:	HbA1C:	LDL-C:
TC/HDL-C:			
Pharmacist Notes/Recommendations re: Diabetes Monitoring:			

In Addition to preparing the Best Possible Medication List and discussing the patient's monitoring of their diabetes, the pharmacist also performed the following activities

Performed / reviewed blood glucose monitoring training including the proper disposal of testing supplies	Yes	No
Discussed the importance of preventative strategies such as proper foot care and regular exams	Yes	No
Discussed the potential eventual need to add insulin therapy, if appropriate	Yes	No
Discussed the importance of monitoring glucose levels - both daily as well as quarterly A1C testing, if applicable	Yes	No
Referred patient to www.diabetes.ca or provided additional educational services	Yes	No
Discussed the benefits of healthy eating and regular physical activity	Yes	No
Additional Activities:		

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Prescription Drug Program

Date Prepared

Leilani Colson

Patient (or Representative) Signature

Thommas

Kroll

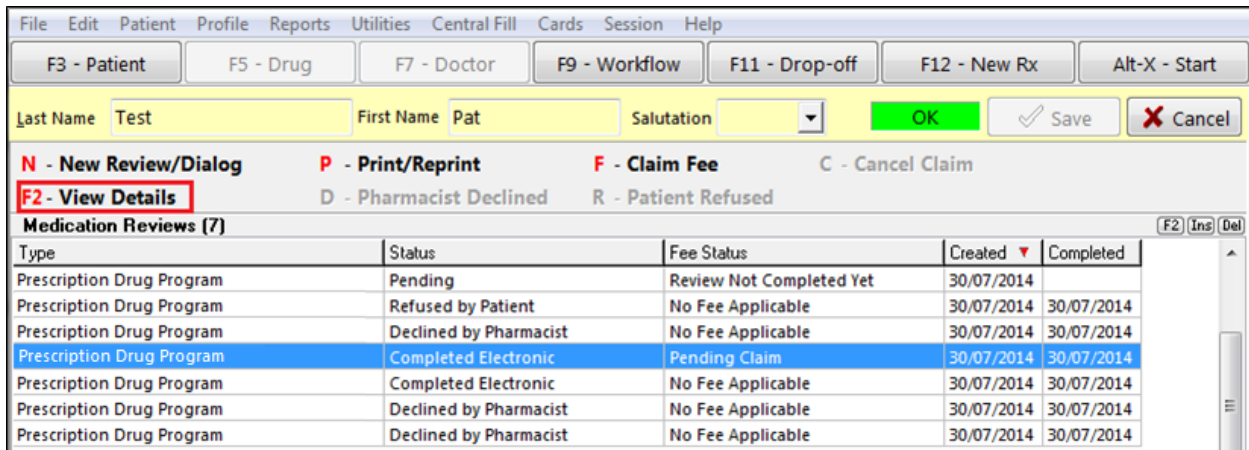
Newfoundland and Labrador Prescription Drug Program
P.O. BOX 8070, Postal Station 'A', St. John's, NL, Canada A1B 4A6
T. 709.739.3615 F. 709.739.2929



Viewing a Completed Medication Review

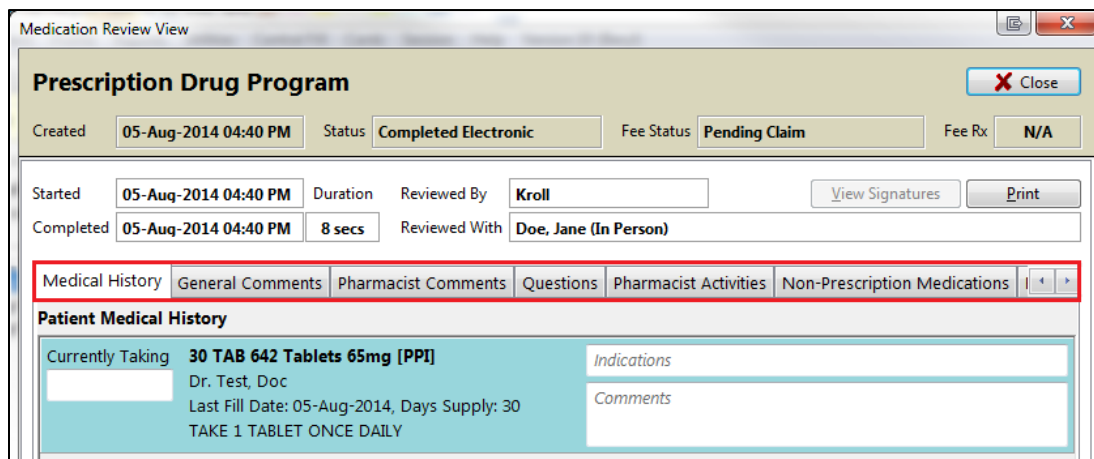
With Electronic Signatures Enabled

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
Prescription Drug Program	Pending	Review Not Completed Yet	30/07/2014	
Prescription Drug Program	Refused by Patient	No Fee Applicable	30/07/2014	30/07/2014
Prescription Drug Program	Declined by Pharmacist	No Fee Applicable	30/07/2014	30/07/2014
Prescription Drug Program	Completed Electronic	Pending Claim	30/07/2014	30/07/2014
Prescription Drug Program	Completed Electronic	No Fee Applicable	30/07/2014	30/07/2014
Prescription Drug Program	Declined by Pharmacist	No Fee Applicable	30/07/2014	30/07/2014
Prescription Drug Program	Declined by Pharmacist	No Fee Applicable	30/07/2014	30/07/2014

4. The **Medication Review View** screen will appear. Click the various tabs to see the Medication Review information that has been entered.



Prescription Drug Program [Close]

Created: 05-Aug-2014 04:40 PM | Status: Completed Electronic | Fee Status: Pending Claim | Fee Rx: N/A

Started: 05-Aug-2014 04:40 PM | Duration: 8 secs | Reviewed By: Kroll | Reviewed With: Doe, Jane (In Person)

Buttons: View Signatures, Print

Medical History | General Comments | Pharmacist Comments | Questions | Pharmacist Activities | Non-Prescription Medications

Patient Medical History

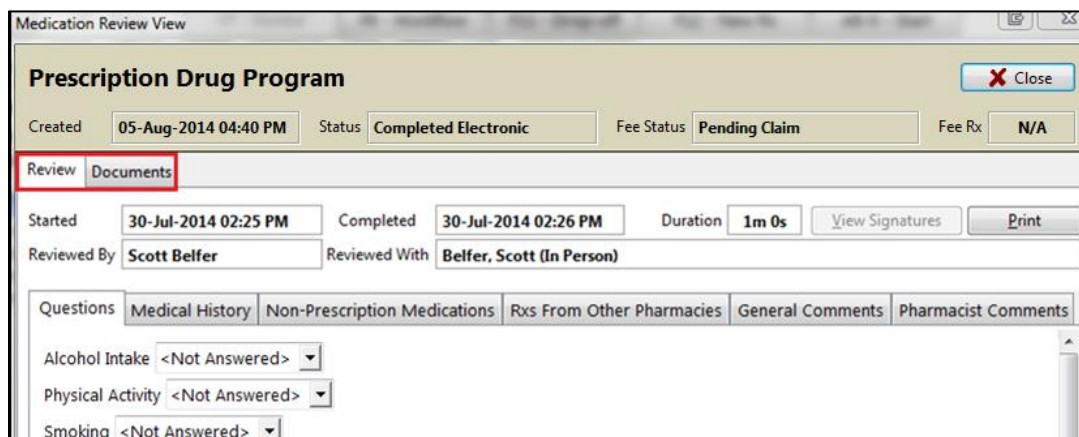
Currently Taking: 30 TAB 642 Tablets 65mg [PPI]
 Dr. Test, Doc
 Last Fill Date: 05-Aug-2014, Days Supply: 30
 TAKE 1 TABLET ONCE DAILY

Indications: []
 Comments: []

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 **Medication Review View** 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.



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

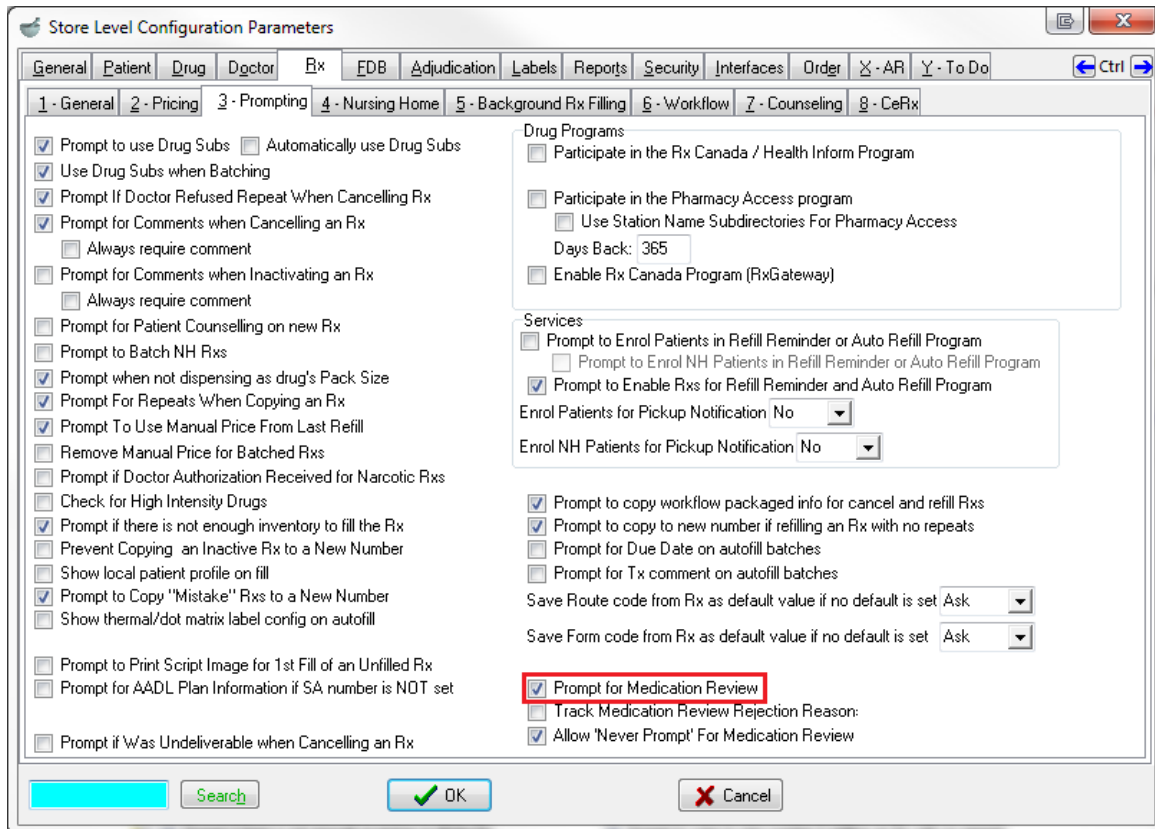
Paper Medication Reviews

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

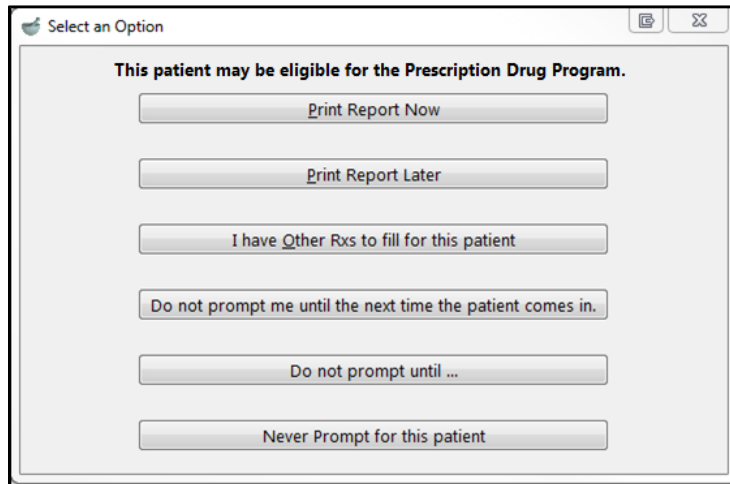
NOTE: The automatic prompts will not appear if the patient does not meet the criteria for a Medication Review. However, based on other available information and your professional judgement, you can determine whether the patient might benefit from a Medication Review and then manually create a Medication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

Configuring the Medication Review Prompt

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



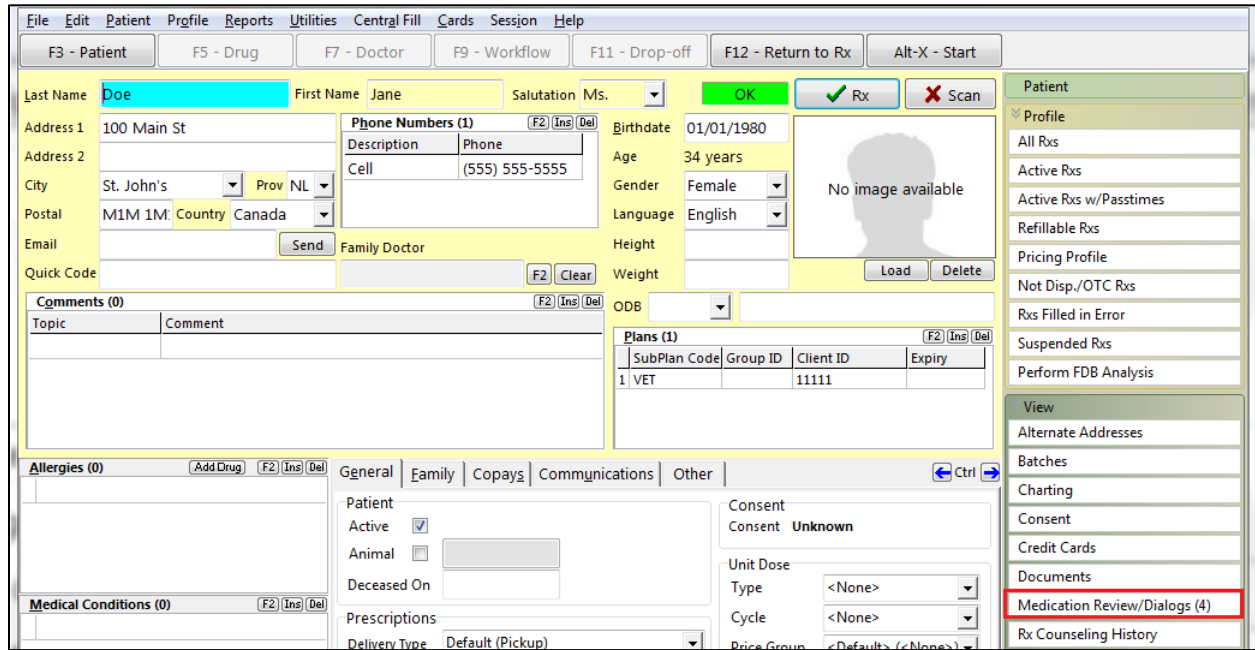
When the option '**Prompt for Medication Review**' is enabled, the system screens each patient for Medication Review eligibility every time an Rx is processed. If the patient is eligible, the user is prompted and presented with a number of options as shown below.



- **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 MedsCheck Saved for Later'](#) for further details.
- **I have Other Rx's to fill for this patient:** This will allow you to continue filling more Rx's 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.

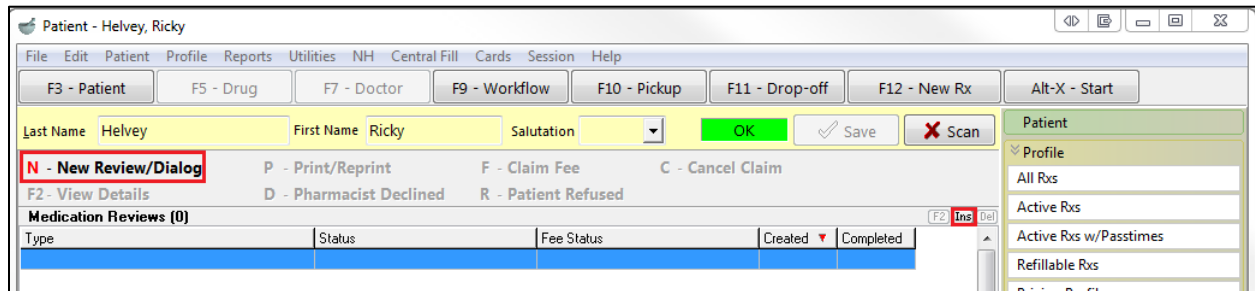
Creating a Paper Medication Review (Manual)

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



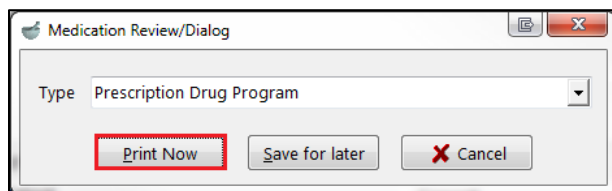
The screenshot shows the patient profile for Jane Doe. The right-hand navigation pane is open, and 'Medication Review/Dialogs (4)' is selected and highlighted with a red box. Other options in the pane include Profile, All Rxs, Active Rxs, Active Rxs w/Passtimes, Refillable Rxs, Pricing Profile, Not Disp./OTC 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**.



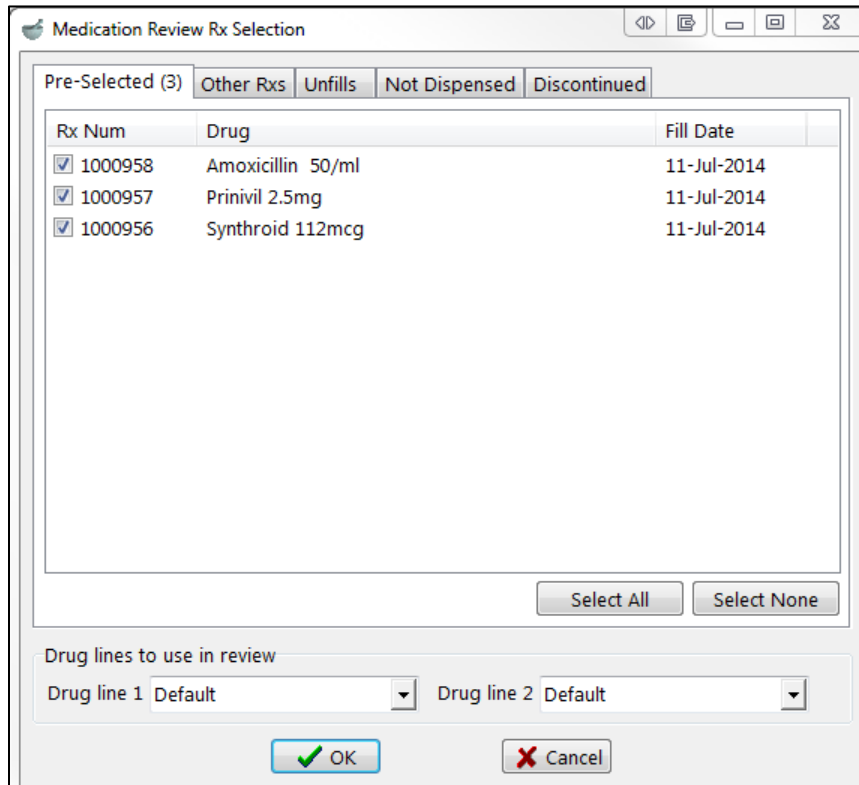
The screenshot shows the 'Medication Reviews (0)' window. The 'N - New Review/Dialog' button is highlighted with a red box. Below the button are several options: P - Print/Reprint, F - Claim Fee, C - Cancel Claim, F2 - View Details, D - Pharmacist Declined, and R - Patient Refused. The window also contains 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 'Prescription Drug Program'. The 'Print Now' button is highlighted with a red box. Other buttons include 'Save for later' and 'Cancel'.

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



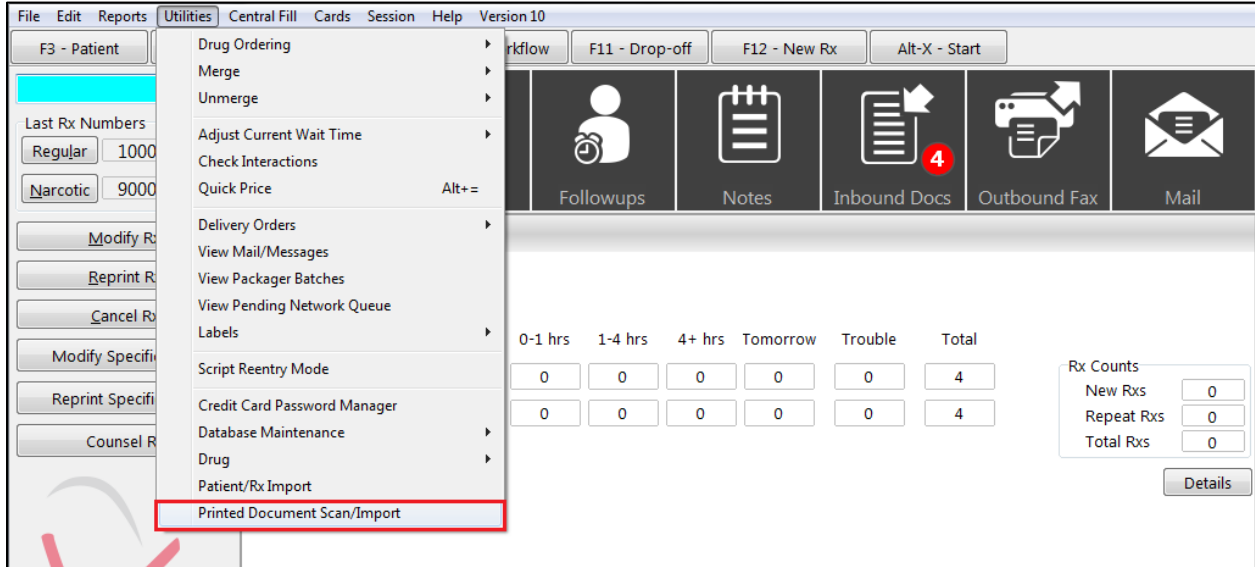
The screenshot shows a window titled "Medication Review Rx Selection" with a tabbed interface. The "Pre-Selected (3)" tab is active, showing a table of three prescriptions. Below the table are "Select All" and "Select None" buttons. At the bottom, there are dropdown menus for "Drug line 1" and "Drug line 2", both set to "Default", and "OK" and "Cancel" buttons.

Rx Num	Drug	Fill Date
<input checked="" type="checkbox"/> 1000958	Amoxicillin 50/ml	11-Jul-2014
<input checked="" type="checkbox"/> 1000957	Prinivil 2.5mg	11-Jul-2014
<input checked="" type="checkbox"/> 1000956	Synthroid 112mcg	11-Jul-2014

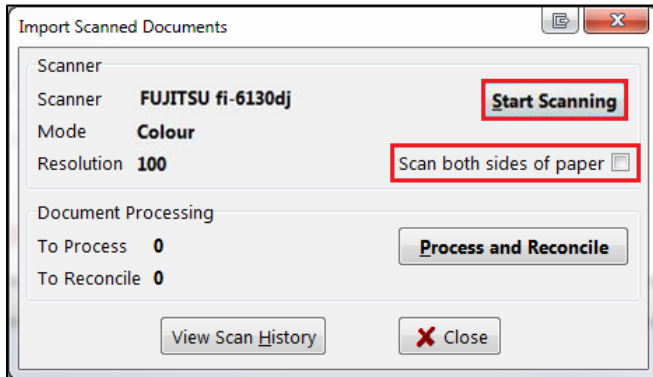
- The **Medication Review Report** form will appear. Select the appropriate print options and click **Print**. The report will generate.
- Complete the Medication Review on the form. Sign the **Medication Review Report** and have the patient do the same.

Scanning Medication Review Reports

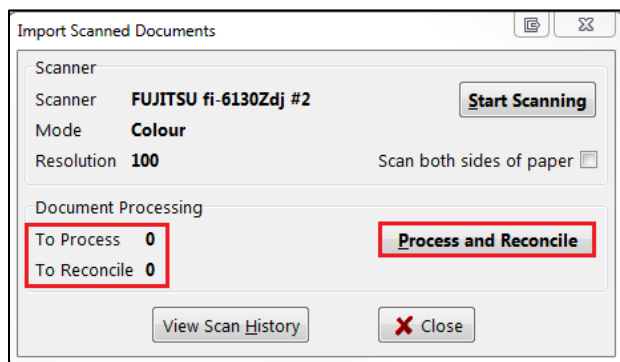
8. From the **Alt-X Start** screen, go to **Utilities > Printed Document Scan/Import**.



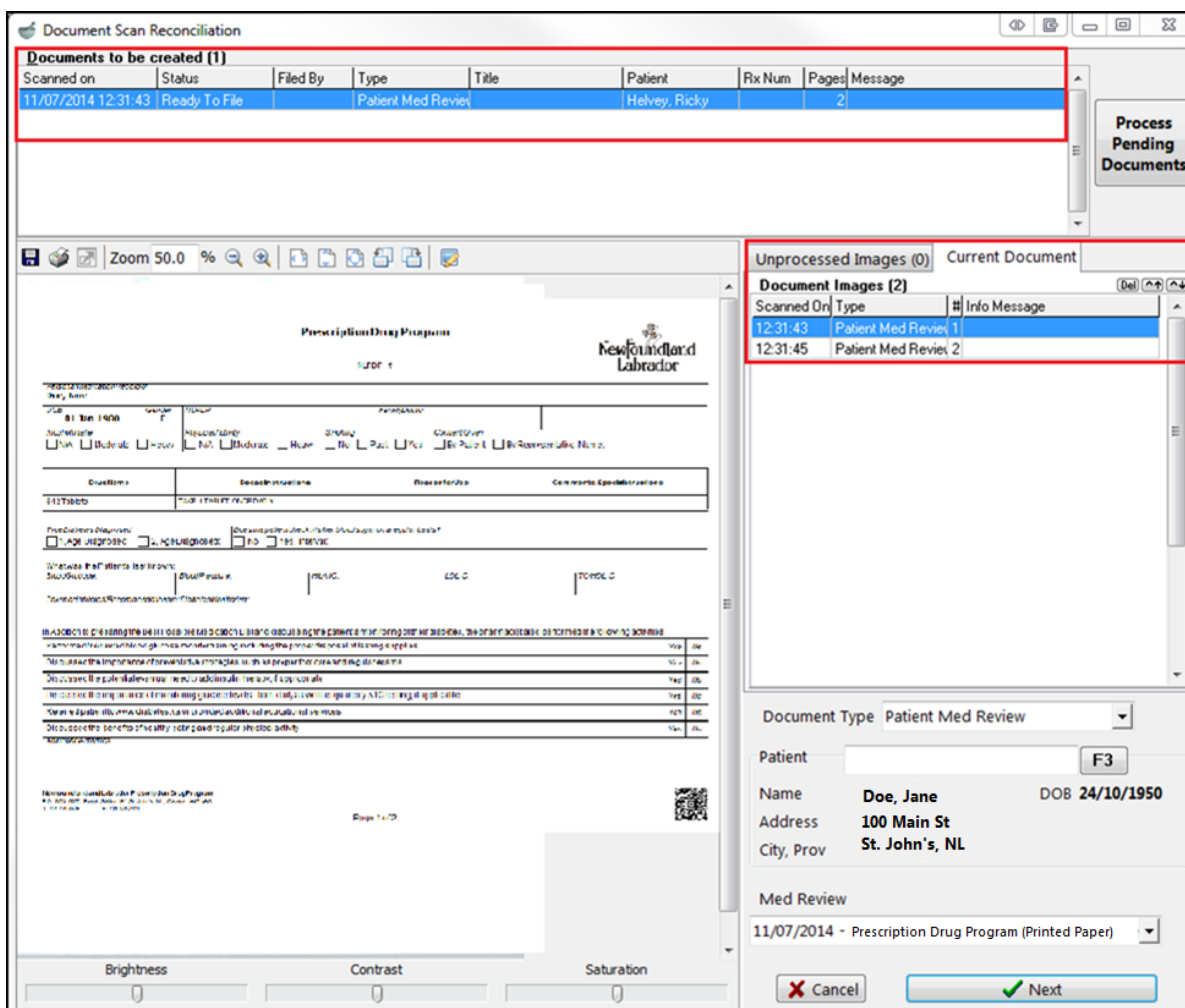
9. The **Import Scanned Documents** screen will appear. Place the report pages face down on the scanner hopper. Check **Scan both sides of paper** if you are scanning pages with information on both sides and your scanner supports dual side scanning. Click **Start Scanning**.



- 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**.



- 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.

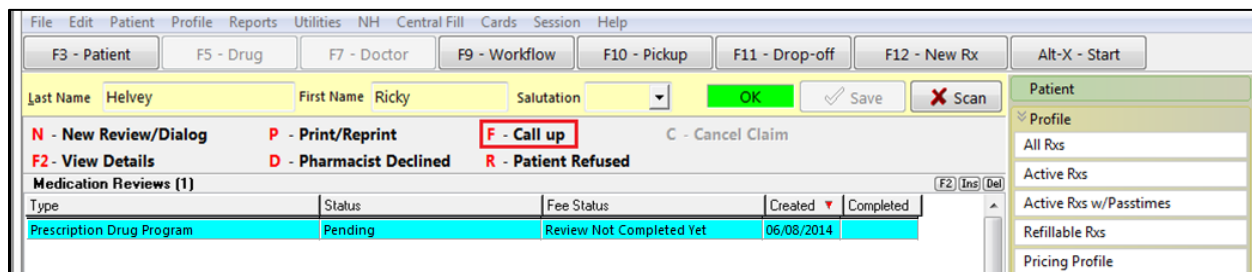
14. Click **F12 - Fill Rx**. The claim will be transmitted to the appropriate party for payment.

Completing Medication Review 'Saved for Later'

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

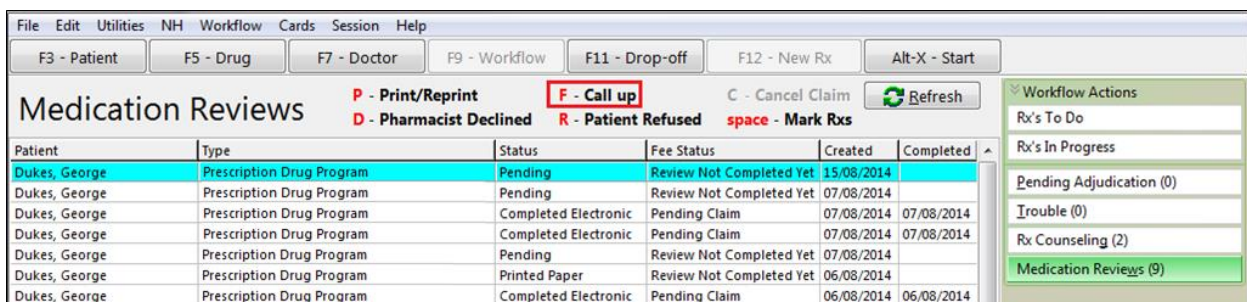
Patient Card

- Bring up the patient card using the **F3 Patient** search and select **Medication Review/Dialogs** from the right navigation pane.
- The Medication Reviews queue will appear. 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**.



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

Sample Paper Medication Review Report

Prescription Drug Program						
NLPDP #						
<i>Personal Medication Record of</i> Doe, Jane						
DOB 01-Jan-1980		Gender F	NLPDP		Family Doctor	
Alcohol Intake <input type="checkbox"/> N/A <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy		Physical Activity <input type="checkbox"/> N/A <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy		Smoking <input type="checkbox"/> No <input type="checkbox"/> Past <input type="checkbox"/> Yes	Consent Given <input type="checkbox"/> By Patient <input type="checkbox"/> By Representative, Name:	
Drug Name	Dosage Instructions	Reason for Use	Comments/Special Instructions			
642 Tablets	TAKE 1 TABLET ONCE DAILY					
Type Diabetes Diagnosed <input type="checkbox"/> 1, Age Diagnosed: <input type="checkbox"/> 2, Age Diagnosed:			Does the patient check his/her blood sugar on a regular basis? <input type="checkbox"/> No <input type="checkbox"/> Yes, Interval:			
What was the Patient's last known:						
Blood Glucose:	Blood Pressure:	HbA1C:	LDL-C:	TC/HDL-C:		
Pharmacist Notes/Recommendations: <i>Diabetes Monitoring:</i>						
In Addition to preparing the Best Possible Medication List and discussing the patient's monitoring of their diabetes, the pharmacist also performed the following activities						
Performed /reviewed blood glucose monitoring training including the proper disposal of testing supplies					Yes	No
Discussed the importance of preventative strategies such as proper foot care and regular exams					Yes	No
Discussed the potential eventual need to add insulin therapy, if appropriate					Yes	No
Discussed the importance of monitoring glucose levels - both daily as well as quarterly A1C testing, if applicable					Yes	No
Referred patient to www.diabetes.ca or provided additional educational services					Yes	No
Discussed the benefits of healthy eating and regular physical activity					Yes	No
Additional Activities:						
<small>Newfoundland and Labrador Prescription Drug Program P.O. BOX 8070, Postal Station 'A', St. John's, NL, Canada A1B 4A6 T. 709.739.3615 F. 709.739.2929</small>						
						
Page 1 of 2						

Prescription Drug Program

Date Prepared

Patient (or Representative) Signature

Kroll

Newfoundland and Labrador Prescription Drug Program
P.O. BOX 8070, Postal Station 'A', St. John's, NL, Canada A1B 4A6
T. 709.739.3615 F. 709.739.2929

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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 **Medication Review View** screen will display the scanned image of the completed Medication Review. Scanned Medication Reviews are also viewable from **Patient Documents**.


Medication Review View Close

Prescription Drug Program Close

Created: 06-Aug-2014 09:24 AM Status: Printed Paper Fee Status: Review Not Completed Yet Fee Rx: N/A

Prescription Drug Program

NLPDP #



<i>Personal Medication Record of</i> Doe, Jane			
DOB 01-Jan-1980	Gender F	NLPDP	Family Doctor
Alcohol Intake <input type="checkbox"/> N/A <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy	Physical Activity <input type="checkbox"/> N/A <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy	Smoking <input type="checkbox"/> No <input type="checkbox"/> Past <input type="checkbox"/> Yes	Consent Given <input type="checkbox"/> By Patient <input type="checkbox"/> By Representative Name

Drug Name	Dosage Instructions	Reason for Use	Comment/Special Instructions
642 Tablets	TAKE 1 TABLET ONCE DAILY		

Type Diabetes Diagnosed: 1. Age Diagnosed: 2. Age Diagnosed: Does the patient check his/her blood sugar on a regular basis? No Yes, Interval:

What was the Patient's last known:
 Blood Glucose: Blood Pressure: T/SA1C: LDL-C: TG/TDL-C:

Pharmacist Notes/Recommendations re: Diabetes Monitoring

In Addition to preparing the Best Possible Medication List and discussing the patient's monitoring of their diabetes, the pharmacist also performed the following activities

Performed / reviewed blood glucose monitor training including the proper disposal of testing supplies	Yes	No
Discussed the importance of preventative strategies such as proper foot care and regular exams	Yes	No
Discussed the potential eventual need to add insulin therapy, if appropriate	Yes	No
Discussed the importance of monitoring glucose levels - both daily as well as quarterly A1C testing, if applicable	Yes	No
Referred patient to www.diabetes.ca or provided additional educational services	Yes	No
Discussed the benefits of healthy eating and regular physical activity	Yes	No

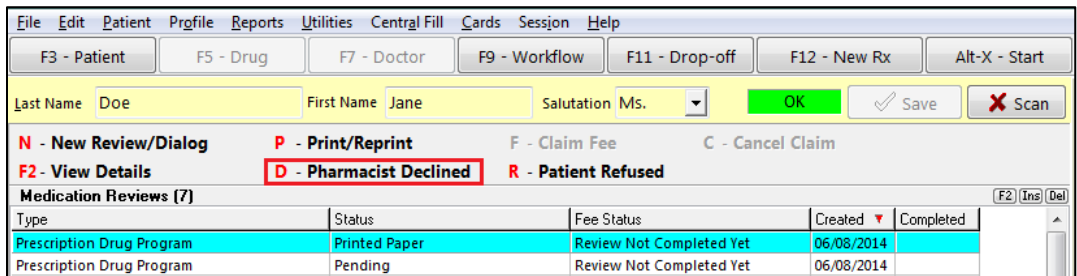
Declined and Refused Medication Reviews

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

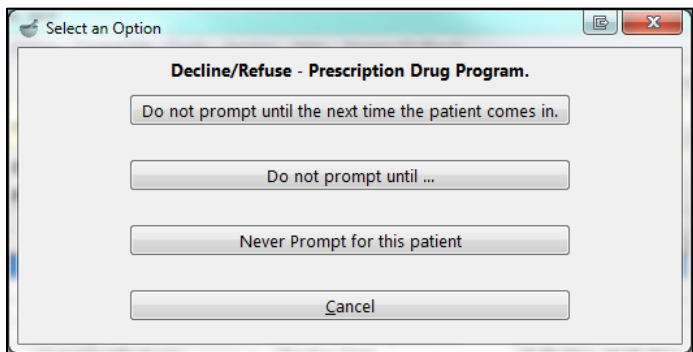
NOTE: The medication review records that are declined by the pharmacist or patient refused can also be noted from the Medication Review queue on the F9-Workflow screen.

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**.



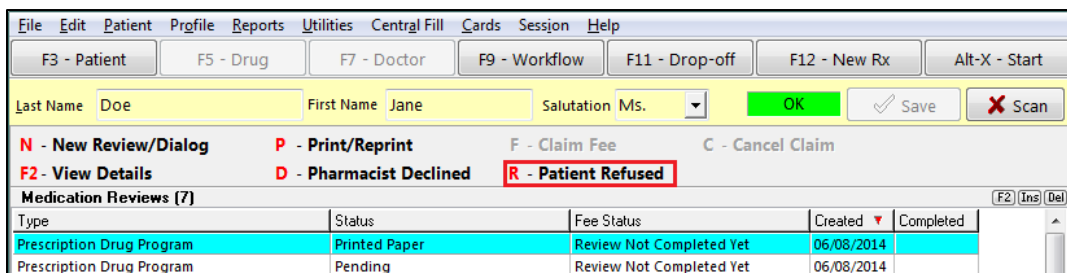
4. Select the appropriate option from the **Decline/Refuse** prompt.



- 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

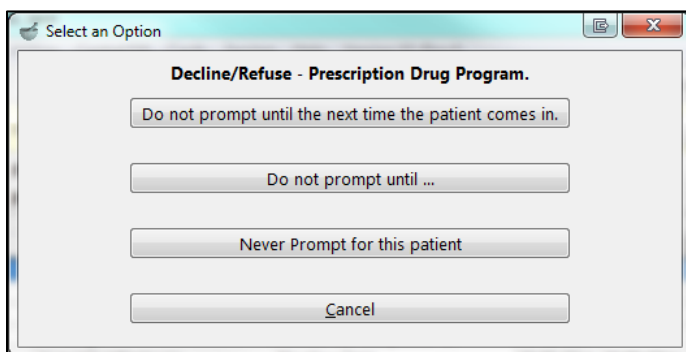
1. Bring up the patient card using the **F3 Patient** search.
2. Select **Medication Review/Dialogs** from the right navigation pane.
3. Select the appropriate Medication Review and click **R – Patient Refused**.



The screenshot shows a patient card for Jane Doe. The 'Medication Reviews (7)' section contains the following table:

Type	Status	Fee Status	Created	Completed
Prescription Drug Program	Printed Paper	Review Not Completed Yet	06/08/2014	
Prescription Drug Program	Pending	Review Not Completed Yet	06/08/2014	

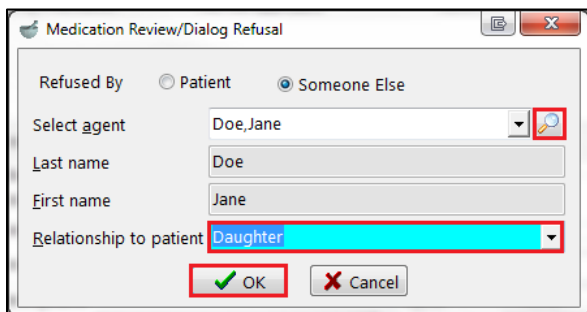
4. Select the appropriate option from the **Decline/Refuse** prompt.



The dialog box titled 'Select an Option' contains the following options:

- Do not prompt until the next time the patient comes in.
- Do not prompt until ...
- Never Prompt for this patient
- Cancel

- 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**.



The 'Medication Review/Dialog Refusal' form shows the following fields:

- Refused By: Patient Someone Else
- Select agent: Doe, Jane (with a lookup button)
- Last name: Doe
- First name: Jane
- Relationship to patient: Daughter
- Buttons: OK Cancel

- No further action is required until the next time the patient visits the pharmacy.

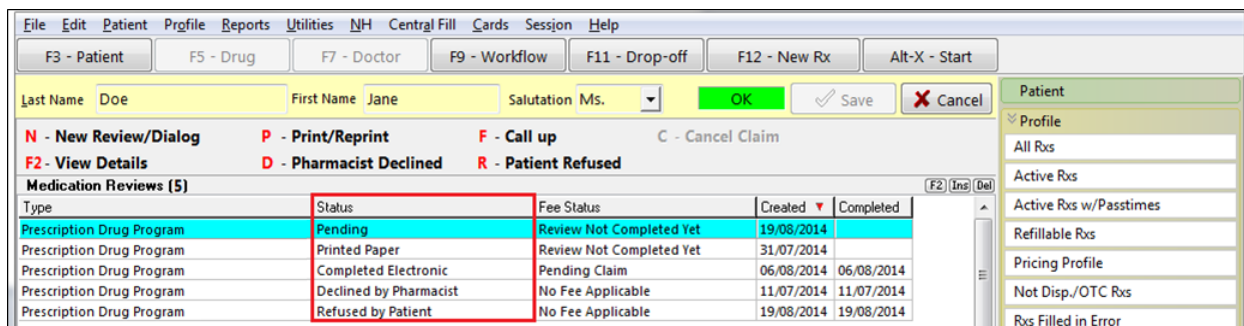
- If you select **Do not prompt until...** you will be prompted to specify the next time you want to be prompted for the patient’s Medication Review. Complete the form and click **OK**.
- If you select **Never Prompt for this patient** you will not receive any additional Medication Review prompts for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

NOTE: Medication Review records that have been declined or refused 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
Prescription Drug Program	Pending	Review Not Completed Yet	19/08/2014	
Prescription Drug Program	Printed Paper	Review Not Completed Yet	31/07/2014	
Prescription Drug Program	Completed Electronic	Pending Claim	06/08/2014	06/08/2014
Prescription Drug Program	Declined by Pharmacist	No Fee Applicable	11/07/2014	11/07/2014
Prescription Drug Program	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.

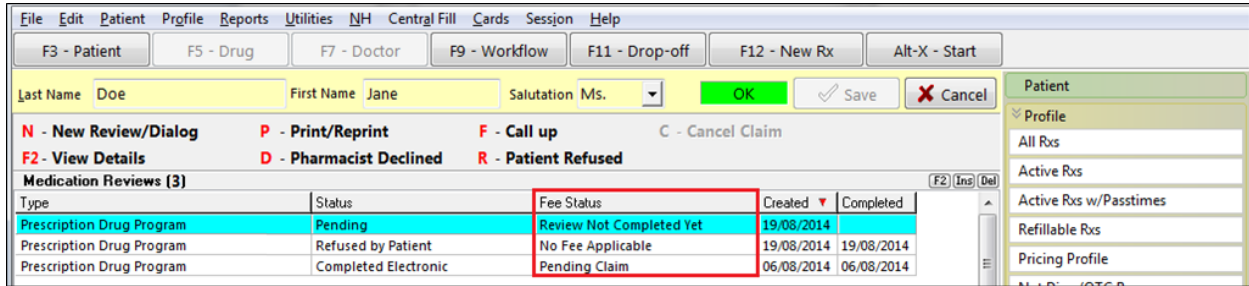
Declined by Pharmacist

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
Prescription Drug Program	Pending	Review Not Completed Yet	19/08/2014	
Prescription Drug Program	Refused by Patient	No Fee Applicable	19/08/2014	19/08/2014
Prescription Drug Program	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.