Newfoundland and Labrador Drug Information System (DIS)

KROLL
Computer Systems Inc.

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Newfoundland and Labrador Drug Information System (DIS)

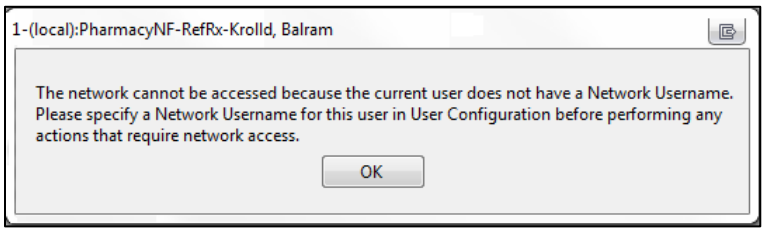
The Newfoundland and Labrador Centre for Health Information (NLCHI) is a government-funded organization mandated to build a province-wide Health Information Network (HIN) that supports a person-specific electronic health record (EHR). The record facilitates sharing of data between medical professionals. The Newfoundland and Labrador Pharmacy Network is a component of the EHR.

The Pharmacy Network is a Drug Information System (DIS) that enables pharmacists to make better informed and timely decisions because it provides tools and processes to support prescribing, dispensing, and compliance monitoring.

Authorized personnel working in community pharmacies will have access to the Pharmacy Network through Kroll, an authorized Pharmacy Practice Management System (PPMS). Updates to Kroll have been made to accommodate communication and synchronization with the Pharmacy Network. The following user guide provides instructions on how to navigate the Pharmacy Network in Kroll.

Creating DIS Users

In order for pharmacy staff members to access the Pharmacy Network through Kroll, they must have a Network username and password. Kroll users who do not have a Network username attached to their account will be presented with the following message when trying to access the Pharmacy Network:

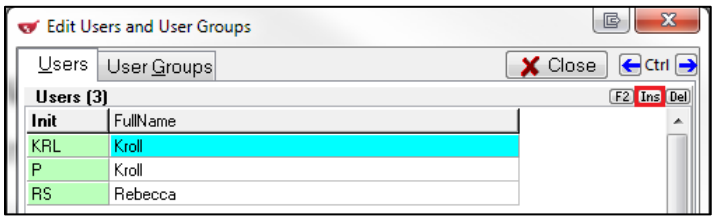


DIS users are created as follows:

1. From the **Alt-X Start** screen, go to **Edit** > **Users and Groups**.

2. Enter your login credentials.

3. The **Edit Users and User Groups** screen will display. Click **Ins** or press the **Insert** key on your keyboard to add a new user group.

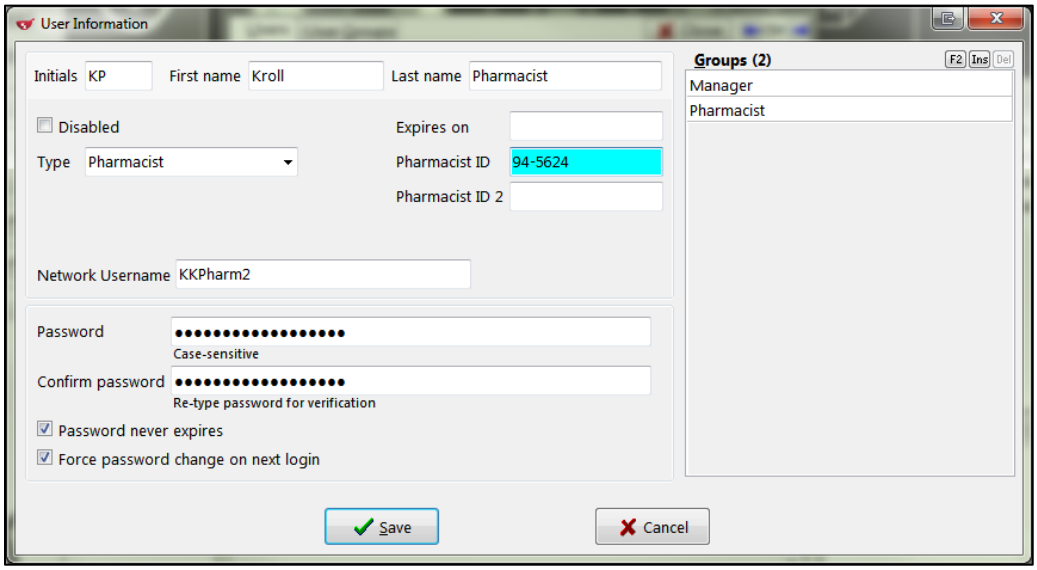


4. The **User Information** form will appear.

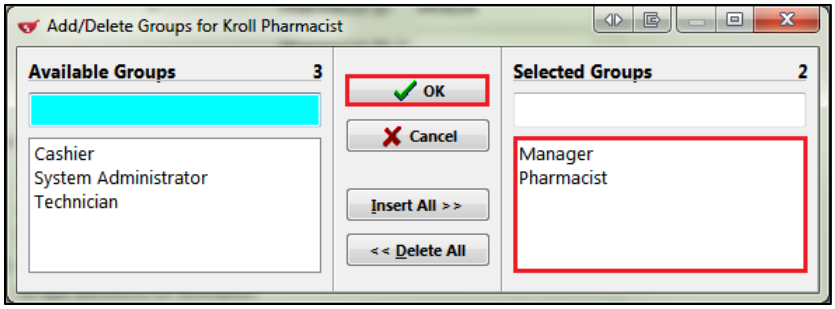
    a) Enter the user's initials in the **Initials** field.
    b) Enter the user's full name in the **First and Last Name** field.
    c) Ensure the **Disabled** checkbox is unchecked. If checked, the user will be inactive.
    d) Enter the date when the user account will expire in the **Expires on** field (optional).
    e) Select a user **Type** from the menu. If you select **Pharmacist**, enter the **Pharmacist ID** number. Note that the Pharmacist ID must contain a hyphen after the first two digits.

NOTE: The **Pharmacist ID 2** field is not used in Newfoundland and Labrador.

    f) Enter a **Network Username**.
    g) Enter the user's password in the **Password** and **Confirm password** fields. Note that this is not the NLCHI Network password.
    h) Check **Password never expires** if you do not want the user's password to expire.
    i) Check **Force password change next login** if you want the user to be prompted to change their password upon their next login.

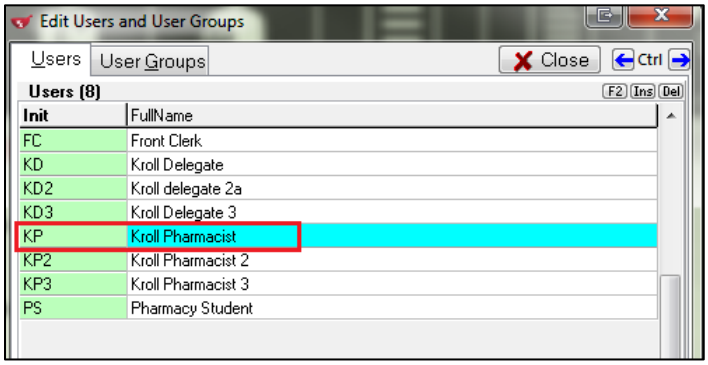


5. Click Ins in the **Groups** section. Select the user group(s) you want to assign to the user. The group(s) will display in the **Selected Groups** frame. Click **OK**.



The selected user groups will display in the **Groups** list in the **User Information** screen.

6. Click **Save** to save the user profile. The user will display in the **Users** list in the **Edit Users and Groups** screen.



7. Click **Close** to exit the **Edit Users and User Groups** screen.

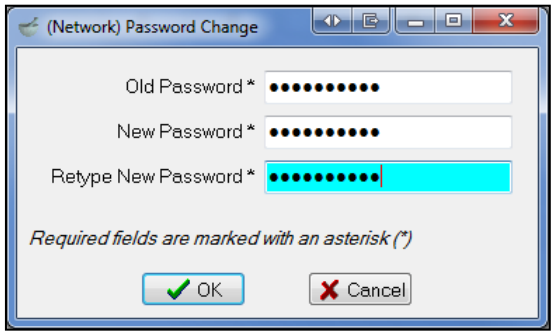
Once a user has been registered with NLCHI, they will receive notice of their Network username and password. The Network Password that is provided is a temporary password and must be changed in the Kroll system.

Since technicians do not have license numbers, they are viewed as delegates and must associate with a pharmacist on duty in order to submit prescriptions and view the Pharmacy Network. The process of association must be performed by a licensed pharmacist.

Changing the Network Password

Once a user has been registered with NLCHI, they will receive notice of their Network username and password. The provided Network password is temporary and must be changed via the Kroll system.

1. From the **Alt-X Start** screen, go to **Network** > **Change Network Password**.
2. Enter your login credentials.
3. The Network **Password Change** form will display. Enter your temporary network password in the **Old Password** field and the new network password in the **New Password** and **Retype New Password** fields.



NOTE: The Network Password must be 8 characters long and contain an uppercase letter, a lower case letter, and a number.

4. Click **OK** or press the **Enter** key on your keyboard.

Associating a Delegate with a Pharmacist

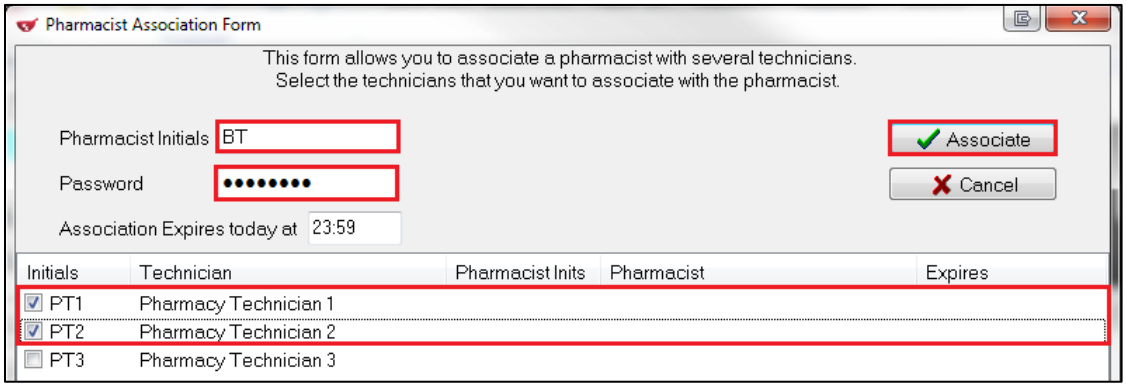
DIS refers to pharmacy technician as 'delegates'. Because technicians do not have license numbers, they must electronically associate with a pharmacist in order to submit prescriptions and view the Pharmacy Network. The process of association must be performed by a licensed pharmacist.

1. From the **Alt-X Start** screen, go to **File** > **Users** > **Associate Pharmacist**.

2. The **Pharmacist Association Form** will display.

    a) Enter the **Pharmacist Initials** and **Password**.
    b) Place a checkmark next to the technician(s) you want to associate with the pharmacist.
    c) Click **Associate**.

NOTE: Pharmacist associations cannot be extended beyond 24 hours and will automatically disassociate at 23:59 daily unless an earlier time is specified.



Disassociating a Delegate from a Pharmacist

1. From the **Alt-X Start** screen, go to **File** > **Users** > **Disassociate Pharmacist**.
2. Enter your login credentials and click **OK**. All technicians associated with the specified pharmacist will be disassociated.

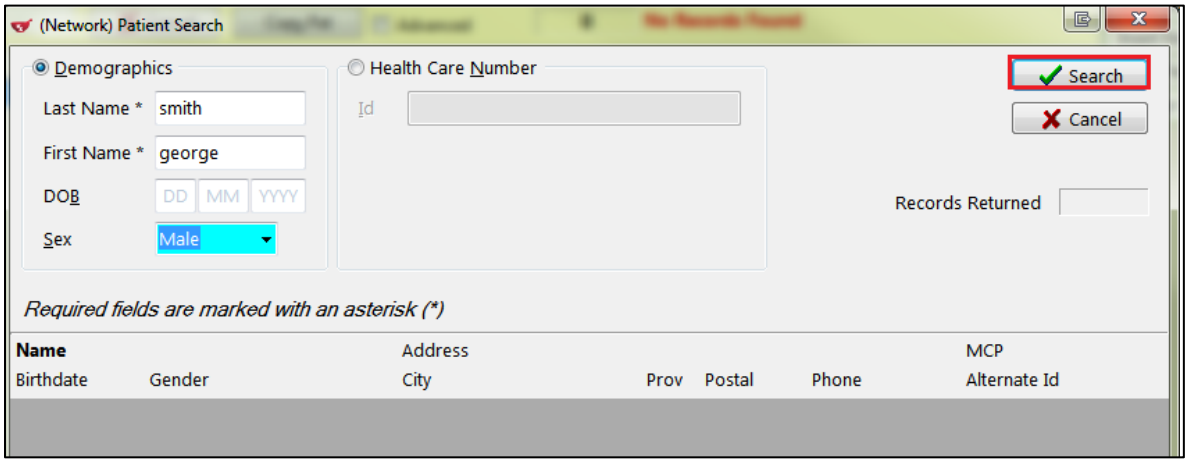
Network Patient Search

There are a number of options available to find patient information on the Pharmacy Network. The best option depends on the situation and the three scenarios are described next.

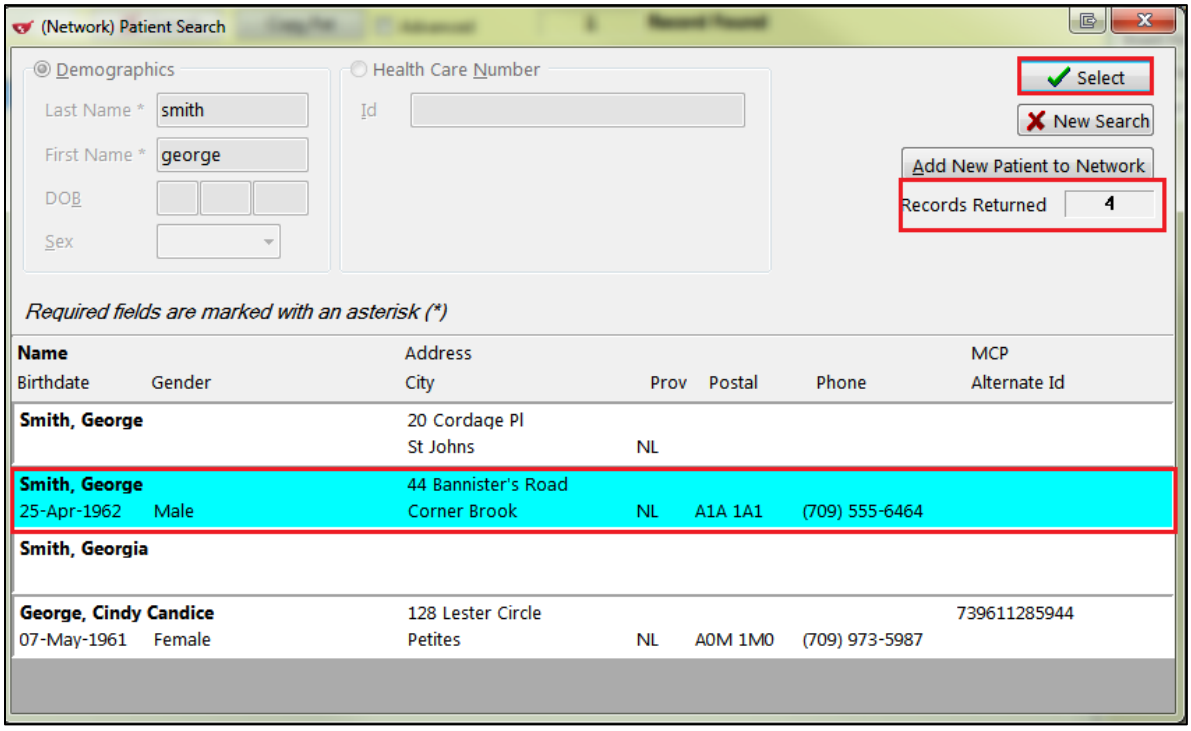
Scenario 1 - New Patient (Does Not Exist on Local System)

1. Call up the **F3 - Patient** screen and perform a patient search.
2. Confirm that the patient does not exist in the local Kroll system and click **Insert** or press the **Insert** key on your keyboard.
3. A prompt will display asking if you want to search the Network for the patient. Answer **Yes**.
4. Enter all available patient information in the **Network Patient Search** fields and click **Search** or press **Enter** on your keyboard.

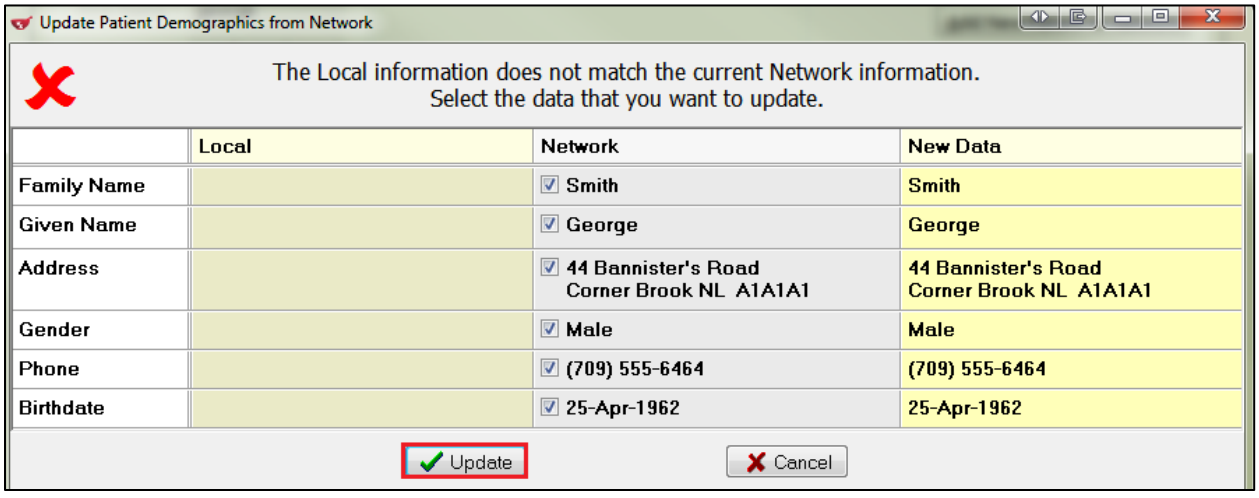
NOTE: If the Medical Care Plan (MCP) number is unavailable, the patient's first and last name must be entered to execute the search. If more than 25 matches are returned, zero records will be displayed by the Network. Enter as much search criteria as possible to avoid this.



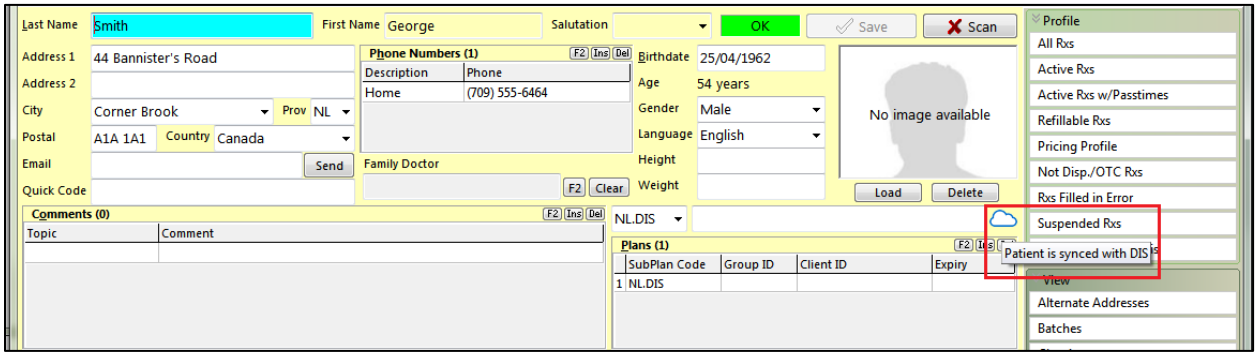
5. Highlight the applicable patient record from the Network results and click **Select** or press the **Enter** key on your keyboard.



6. The **Update Patient Demographics from Network** screen will appear displaying the patient information available on the Network. Place a checkmark next to the items you want populated in the local patient profile and click **Update**.



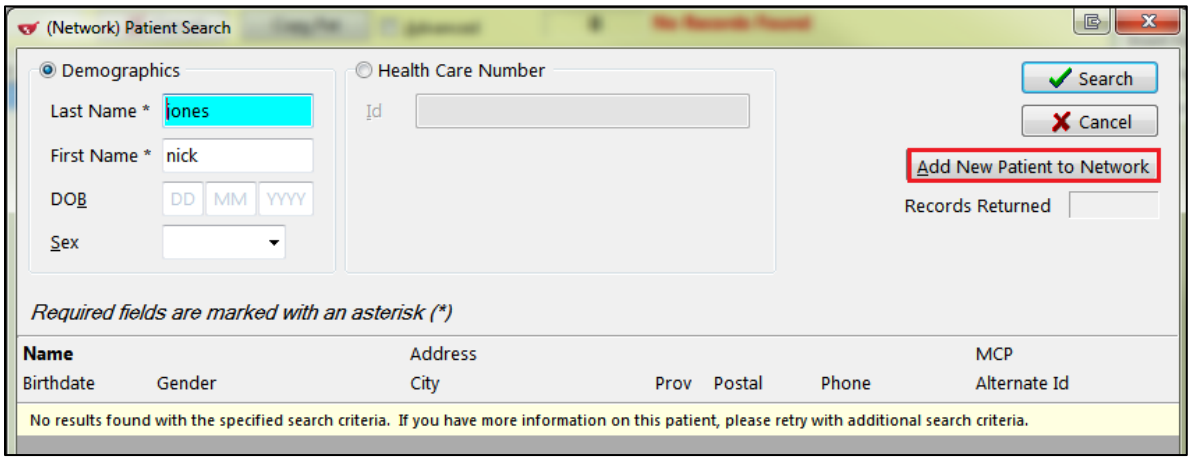
7. The **F3 - Patient** screen will display. Complete the remaining patient information fields and click **Save**. This will synchronize the local patient information with the Network. When synchronization is complete, a cloud will display next to the NL.DIS field indicating the patient is synced with DIS.



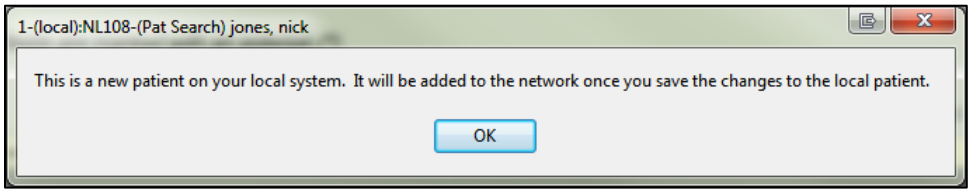
Scenario 2 - New Patient (Does Not Exist in the Client Registry)

1. Complete steps 1-6 of Scenario 1.

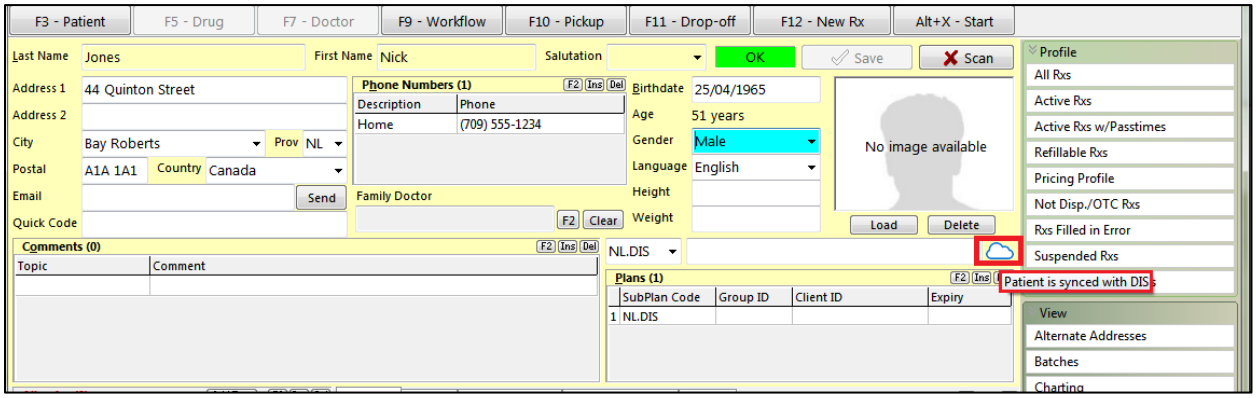
2. If no records are returned from the Network, click **Add New Patient to Network**.



3. A prompt will appear informing you that this is a new patient on your local system and that it will be added to the Network once you save the changes to the local patient. Click **OK**.



4. The **F3 - Patient** screen will display. Complete the patient information fields and click **Save**. This will synchronize the local patient information with the Network.



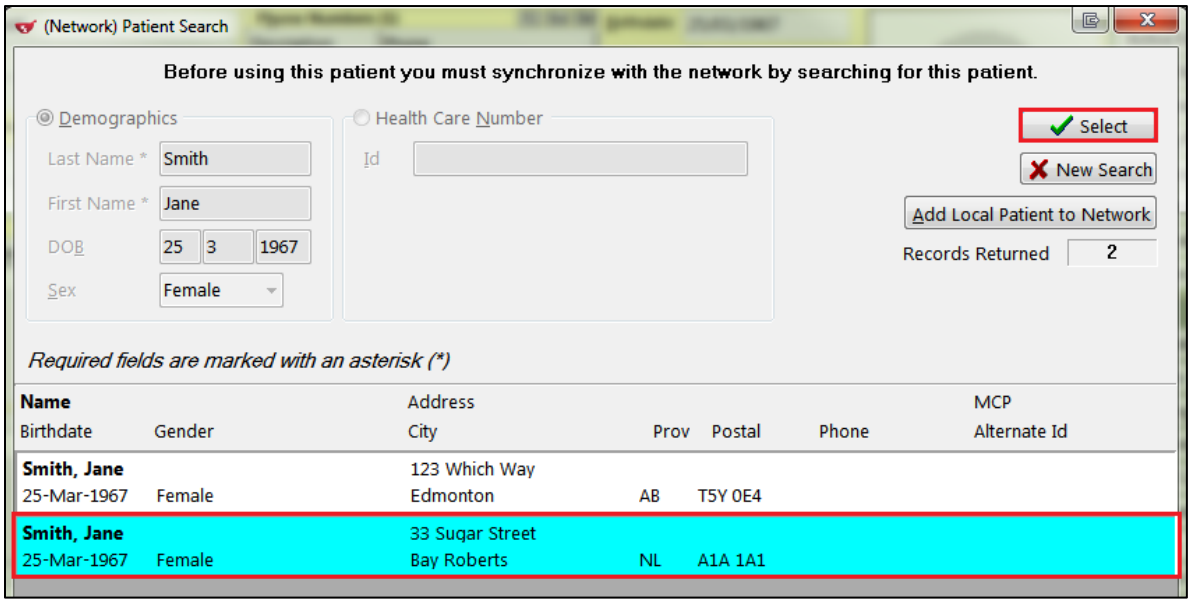
NOTE: In order for local patient information to synchronize with the Client Registry the first and last name, full address including postal code, gender, phone number, and date of birth must be entered into the patient card. Failure to enter this information will elicit an error response from the Network when synchronizing.

Scenario 3 - Existing Local Patient (Not Synchronized to the Client Registry)

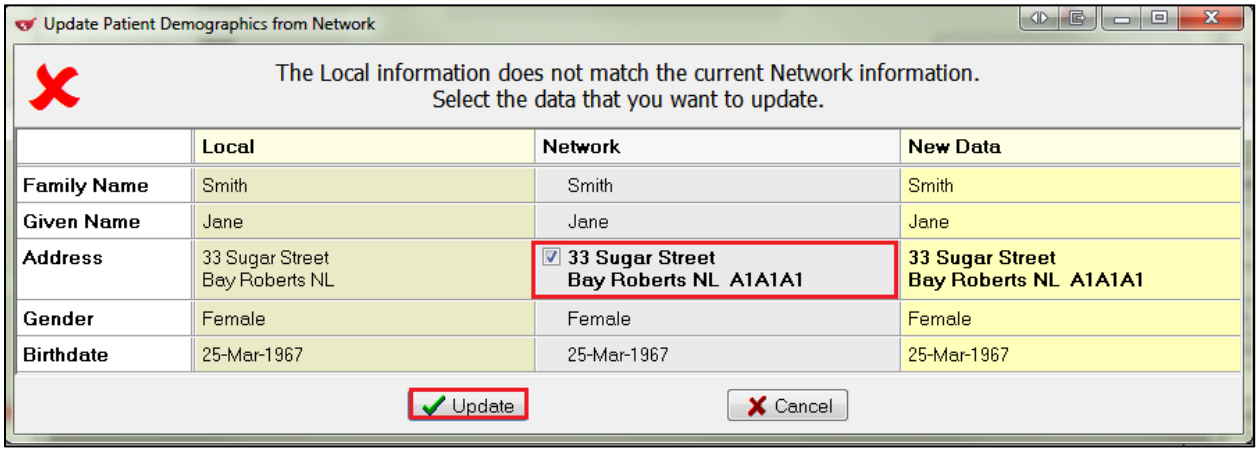
1. Call up the **F3 - Patient** screen for the selected patient and select **Network** > **Synchronize Patient**.

2. The **(Network) Patient Search** form will display prompting you to search for the patient record on the Network. Click **Search** or press **Enter** on your keyboard.

3. Highlight the patient entry and click **Select** or press the **Enter** key on your keyboard.



4. The **Update Patient Demographics from Network** window will appear. Verify the information you wish to pull into the patient card and click **Update**.



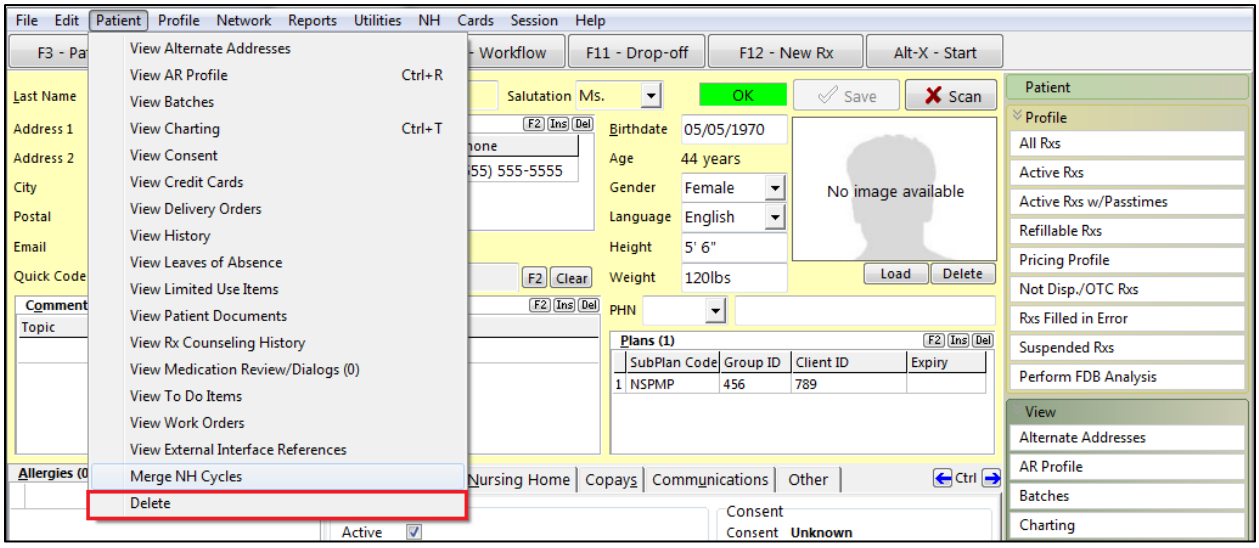
NOTE: If the local patient information is already synchronized with the Client Registry, a message stating '**This patient is already synchronized to the network**' will display upon accessing **Network** > **Synchronize Patient**.

Deleting a Patient Record

A patient can only be deleted if he or she has no associated records on the Network.

1. Call up the patient in the **F3 - Patient** screen.

2. Select **Patient** > **Delete**.



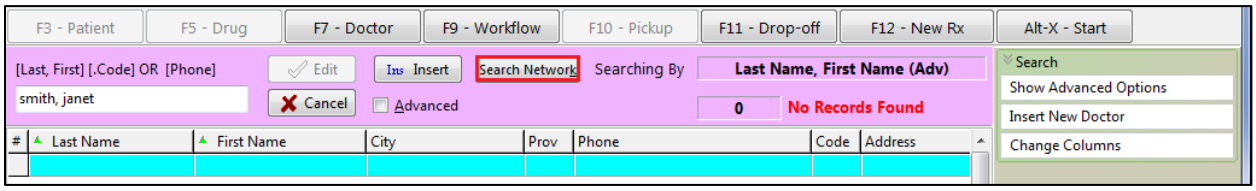
3. A prompt will appear asking if you are sure you want to delete the patient. Answer **Yes**.

Searching for a Doctor on the Provider Registry

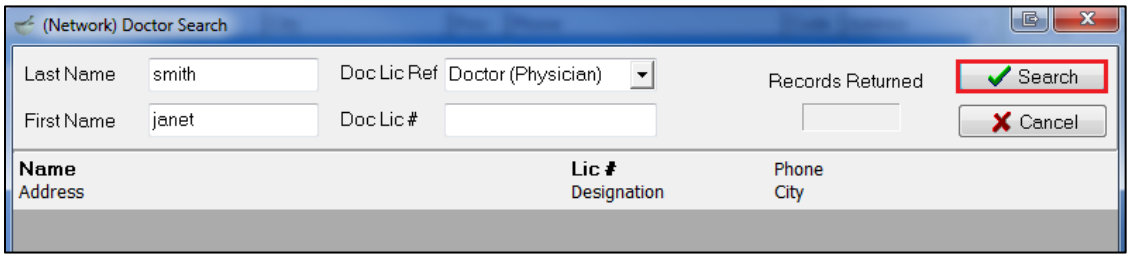
This section explains how to perform a doctor search on the provider registry.

1. Go to the **F7 - Doctor** Screen and perform a doctor search. Ensure that the doctor does not exist in the local system.

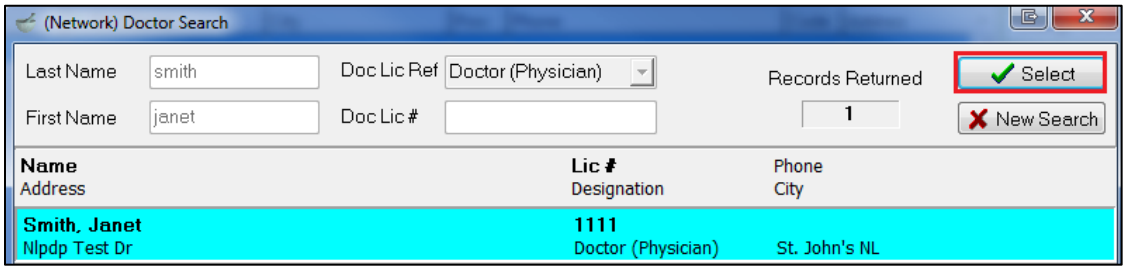
2. Click **Search Network** to perform a doctor search on the pharmacy Network.



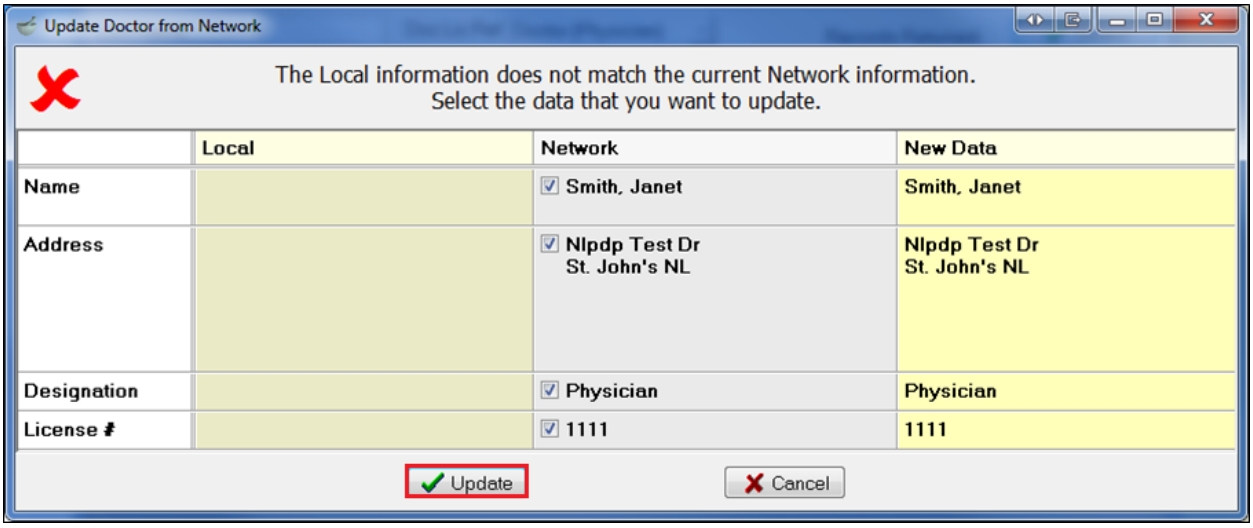
3. The **(Network) Doctor Search** screen will appear. Perform a doctor search and click **Search** or press the **Enter** key on your keyboard.



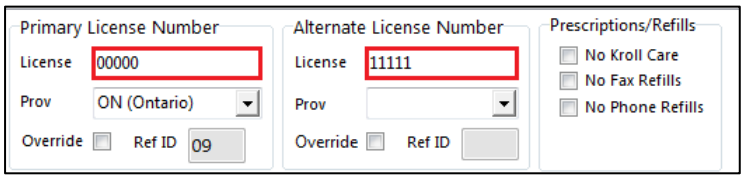
4. Highlight the doctor record from the results and click **Select** or press the **Enter** key on your keyboard.



5. The **Update Doctor from Network** screen will appear, displaying information missing from the local doctor record. Click **Update**.



NOTE: There will be two doctor license numbers once the doctor record has been synchronized. The **Primary License Number** is used for financial billing (i.e., NLPDP) while the **Alternate License Number** is used for adjudication to the DIS. These two numbers are different and both are required.



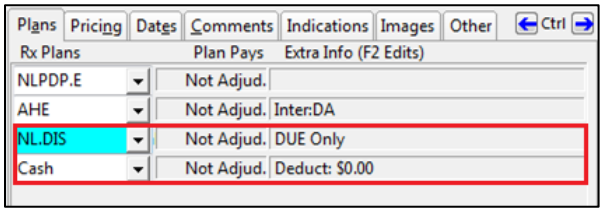
Filling Prescriptions on the Newfoundland and Labrador DIS

Not all patients that receive prescriptions in Newfoundland and Labrador will have a Medical Care Plan (MCP) number. As a result, an MCP number is not required to fill prescriptions in the province. However, regardless of whether a patient has a MCP number, their prescriptions still require logging on the DIS. Logging of prescriptions on the DIS is referred to as 'clinical recording'. Recording of prescriptions on the DIS from Kroll is done through the NL.DIS (Newfoundland and Labrador Drug Information Systems) plan.

All patients in the database require a NL.DIS plan in their **F3 - Patient** screen. When available, use the patient's Medical Care Plan (MCP) number to populate the **Client ID** field of the NL.DIS plan card. The NL.DIS plan should always be the last adjudicated plan if the patient has other financial coverage (e.g., NLPDP, AHE, ESI, CS, etc.). Patients with provincial coverage (i.e., social services, low income, and seniors) will use their existing NLPDP plan entry for financial adjudication while using the new NL.DIS plan for clinical recording.

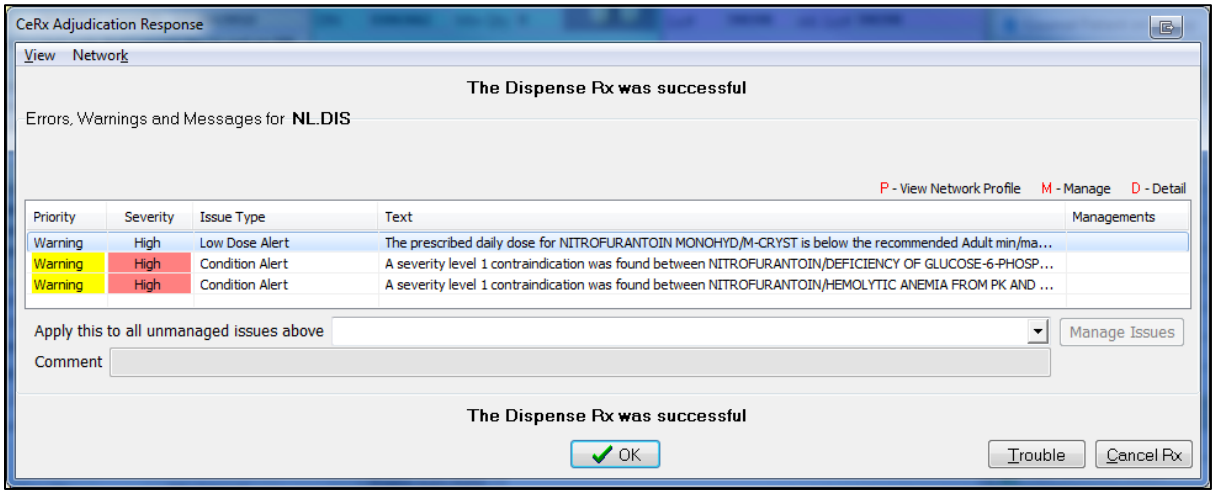
Dispensing a New Rx (Inferred)

1. Call up the **F12** screen and fill out the Rx fields. Ensure the last plan is **NL.DIS**, followed by **Cash**. The NL.DIS plan will be marked as 'DUE Only'.

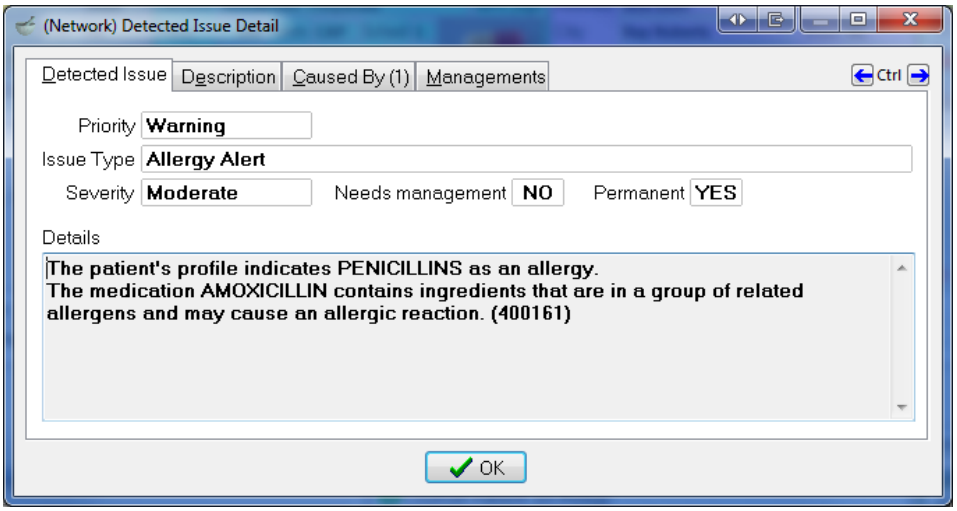


2. Click **F12 - Fill Rx** or press the **F12** key on your keyboard. The fiscal plan(s) will be adjudicated and the Rx will then be sent to NL.DIS.

3. The **CeRx Adjudication Response** screen will appear, displaying any errors, warnings, or messages that have been returned from NL.DIS. Errors and warnings will need to be managed before the Rx can be completed. To do so, highlight the warning or error and select one of the options described below.



- **P - View Network Profile**: If selected, the **(Network) Patient Profile** screen will display. Enter a reason for accessing the profile.
- **M - Manage**: If selected, you will be prompted to enter a reason for bypassing the error. Multiple errors can be managed at the same time and sent to NL.DIS.
- **D - Detail**: If selected, the **(Network) Detected Issue Detail** screen will display, allowing you to view detailed information about the error or warning.



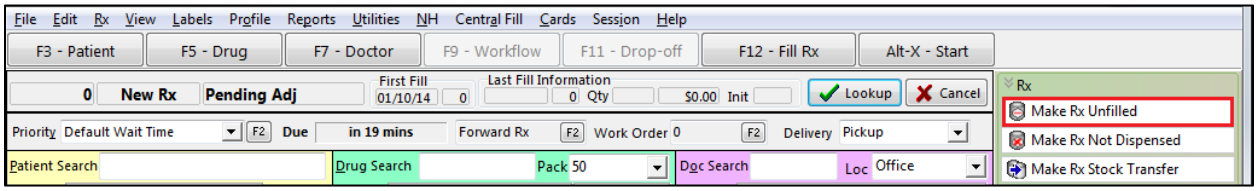
4. Click **OK** or press the **Enter** key on your keyboard to acknowledge the errors, warnings, or messages or **Cancel Rx** to reverse the transaction.

NOTE: On the **(Network) Patient Profile**, any orders that have been managed will show an orange icon (▼) to the left of the Rx entry.

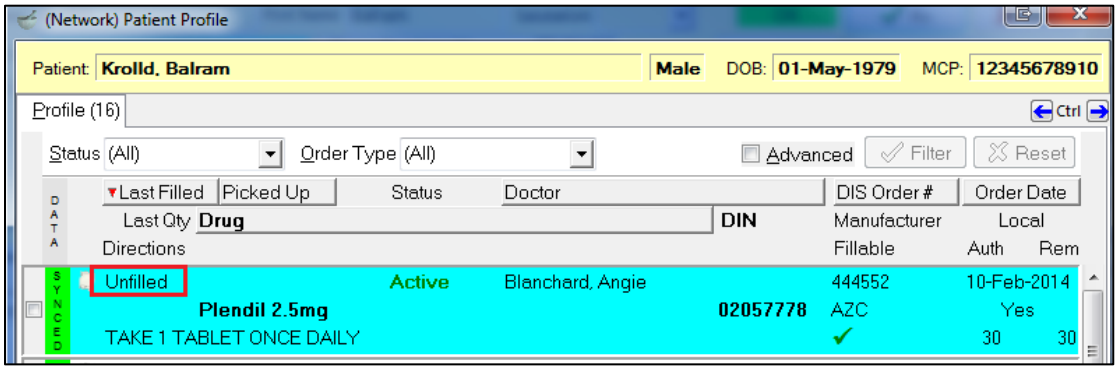
Creating Prescription Order (Unfill)

1. Complete the Rx fields on the **F12** screen.

2. Select **Make Rx Unfilled** from the right navigation pane.



3. Click **F12 - Unfill Rx** or press the **F12** key on your keyboard. The Rx will bypass the fiscal plans and adjudicate through NL.DIS for prescription logging and will show a status of '**Unfilled**' in the Network profile.

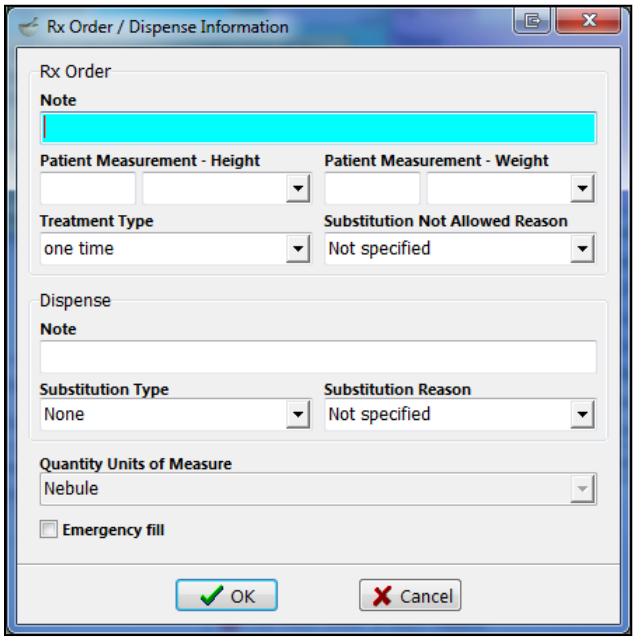


Network Options from the Filling Screen

You have the ability to add additional information to the Rx order and dispense information that is sent to the Network during the filling process. Rx order information can be entered only once and contains information that is applicable to the prescription as a whole. Dispense information can be entered each time a prescription is filled or refilled; this information is specific to the particular fill. Entering Rx order and dispense information is optional.

1. From the **F12** screen, go to **Network** > **Edit Rx Order / Dispense Information**.

2. The **Rx Order / Dispense Information** screen will display. Complete the fields and click **OK**.



Rx Order section:

- **Note**: Enter a note that will apply to all subsequent fills for the Rx.
- **Patient Measurement - Height**: Enter the patient's height in centimeters, feet, inches, or meters.
- **Patient Measurement - Weight**: Enter the patient's weight in grams, kilograms, ounces, or pounds.
- **Treatment Type**: Select As Needed, Continuous/Chronic, One Time, or Short Term/Acute from the menu.
- **Substitution Not Allowed Reason**: Select a reason why drug substitutions are not allowed, if this applies to the Rx. Options include Not Specified, Allergy/Intolerance, Clinical Trial, Compliance Concern, Patient Choice, or Therapeutic Characteristics.

Dispense section:

- **Note**: Enter a note that is specific to the particular fill (not necessarily to the Rx order as a whole).
- **Substitution Type**: If a drug substitution is being made to the particular fill, indicate if the substitution is Formulary, Generic, or Therapeutic.
- **Substitution Reason**: If a drug substitution is being made to the particular fill, indicate if the reason for the substitution is Not Specified, Continuing Therapy, Formulary Policy, Out of Stock, or Regulatory Requirement.
- **Quantity Units of Measure (UOM)**: Select a unit of measure for the medication. Options include Bottle, Fluid Ounce, Litre, and Milliliter.

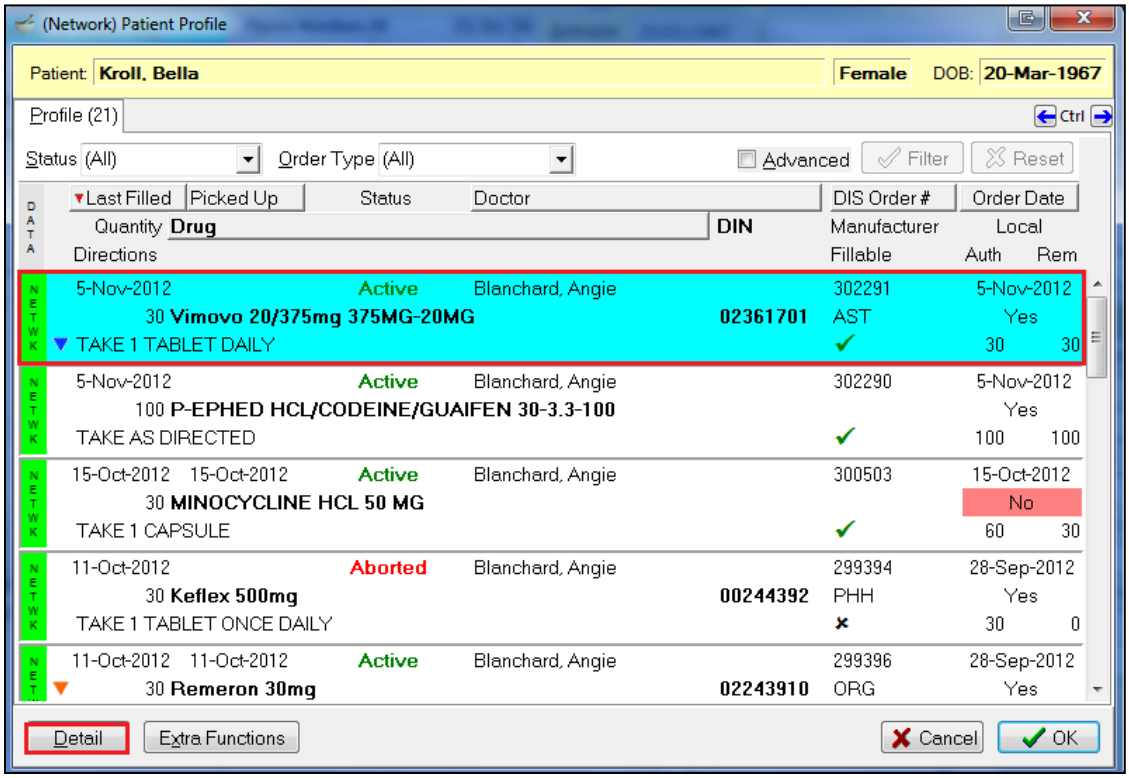
3. Click **F12 - Fill Rx**.

Retrieve Rx Order/Dispense Information

1. Call up the **F3 - Patient** profile for the patient.

2. Go to **Network** > **Profiles**.

3. The **(Network) Patient Profile** screen will appear. Highlight the Rx and click **Detail**.



The **(Network) Medication Order Detail** screen will appear.

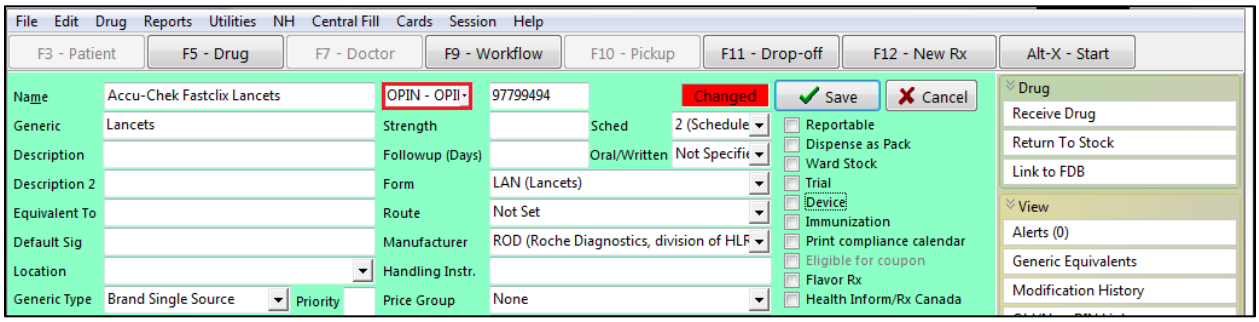
Filling an Rx for a Device Using OPINIONS

Pharmacies need to bill provincial and private drug plans for products and services that do not have Drug Identification Numbers (DINs), also known as Non-Drug Products or Devices. The Atlantic Pharmaceutical Services Inc. (APSI) has designed a web based PIN process called OPINIONS (Online Product Identification Number Index of Nova Scotia). Each OPINIONS number corresponds to a specific product and pack size, or a specific service; this number is used as a Pseudo-DIN to adjudicate through the NL.DIS plan for clinical recording.

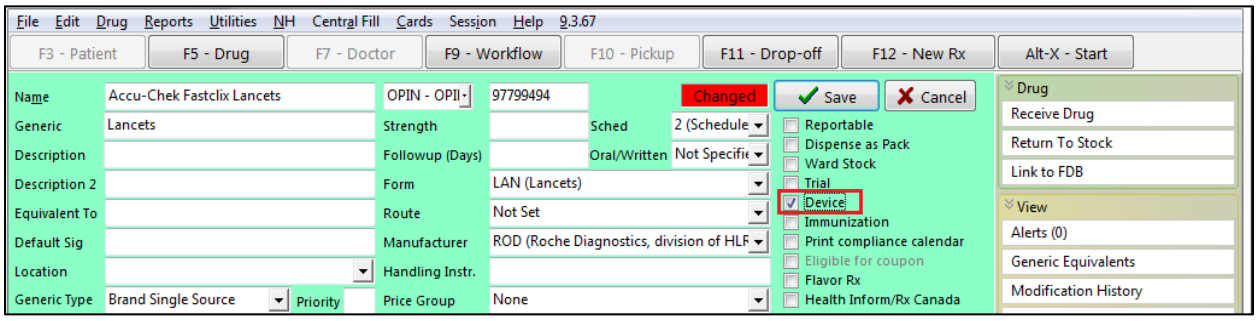
Anyone can subscribe to the Online Product Identification Number Index of Nova Scotia (OPINIONS). Individuals who are present subscribers to one or more APSI Regional Price Guides will have free access to OPINIONS http://opinions.atlanticpharmaceutical.ca/. Subscription to OPINIONS may be obtained by contacting APSI.

Adding an OPINIONS DIN

1. Perform a non-drug product search on the **F5 - Drug** search screen. Double-click the drug record.
2. Change the **DIN** type to **OPIN - OPINIONS**.



3. Place a checkmark next to **Device**.

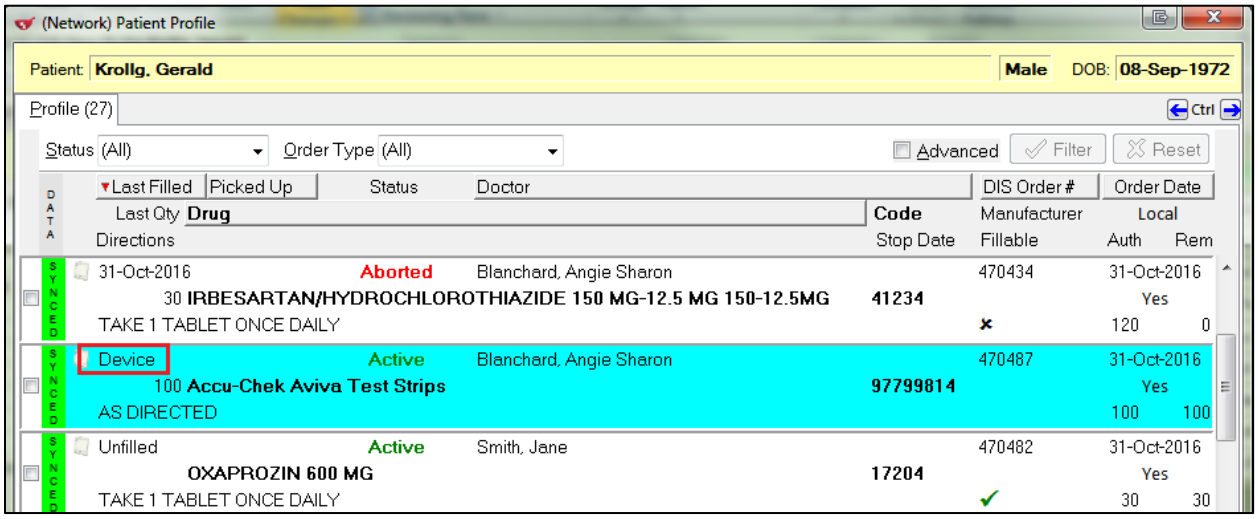


Filling Prescription for a Device using OPINIONS

1. Call up the **F12** screen and fill out the Rx fields. Ensure that **NL.DIS** is the last adjudicated plan in the prescription.

2. Click **F12 - Fill Rx**. An adjudication response screen will display indicating that the device dispense was successful.

   On the **(Network) Patient Profile**, the non-drug product will be indicate as **Device**



Mixture Rxs

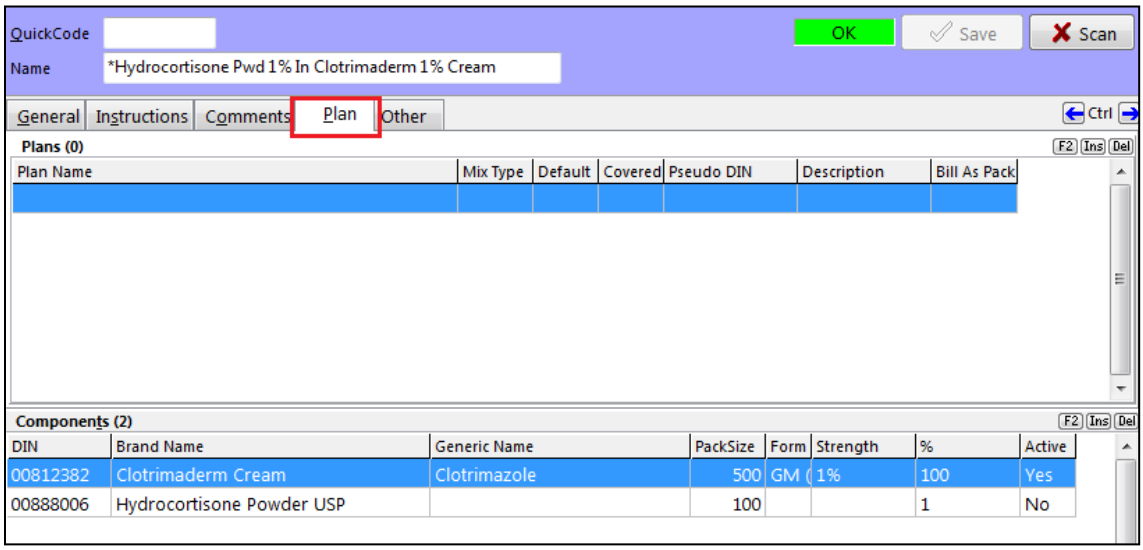
When adjudicating a mixture to NL.DIS, please note that the DINs submitted for the Rx are pulled from the components of the mixture and not from the mixture card itself. The DIN of each component is sent to the Network and verified against a database of available DINs and PINs. If all the components of a mixture contain valid DINs that are recognized by the Network, no further action is required to successfully log the mixture prescription on the DIS.

For example, when a mixture of Hyderm 1% Cream in Clotrimaderm 1% Cream (1:1) is sent to the Network, the Hyderm 1% DIN of 00716839 and the Clotrimaderm 1% DIN of 00812383 is recognized by the Network and successfully logs the prescriptions without the addition of any PINs (i.e., pseudo DINs).

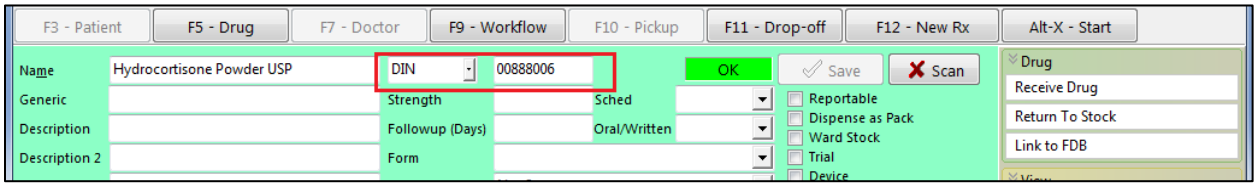
When a mixture contains a component or components without valid DINs, NLCHI assigned PINs must be added to the component's drug card in order to successfully adjudicate to NL.DIS. NLCHI assigned PINs can be found here or by calling the NLCHI helpdesk at 1-877-752-6006.

For example, a mixture of “Hydrocortisone Pwd 1% in Clotrimaderm 1% cream” contains Hydrocortisone powder which does NOT have a valid DIN; Clotrimaderm has a valid DIN of 00812382. In this case, the user must look on the NL Pharmacy Network PIN List or call NLCHI to find the assigned PIN for Hydrocortisone Powder and add it to the F5-Drug Card as a pseudo DIN for the NL.DIS plan.

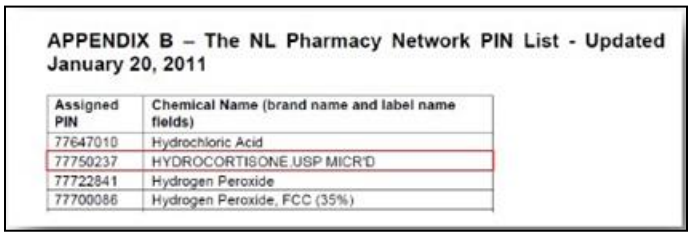
There is no PIN (i.e., pseudo DIN) for NL.DIS in the **Plans** tab for the mixture card:



The Hydrocortisone Powder **F5-Drug Card** will require a NLCHI assigned PIN (i.e., pseudo DIN) for adjudication to the NL.DIS plan because Hydrocortisone Powder does not have a valid DIN. (In this case, an arbitrary “DIN” of 00888006 has been assigned to the drug card).



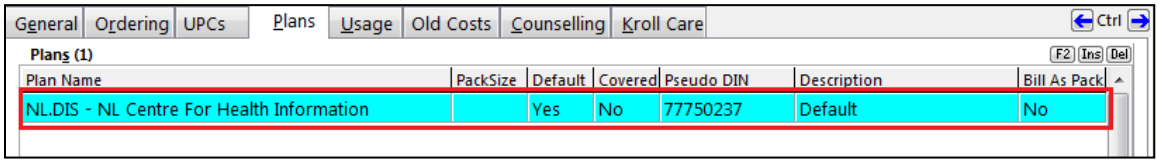
The NLCHI authorized PIN for Hydrocortisone powder is 77750237:



APPENDIX B – The NL Pharmacy Network PIN List - Updated January 20, 2011

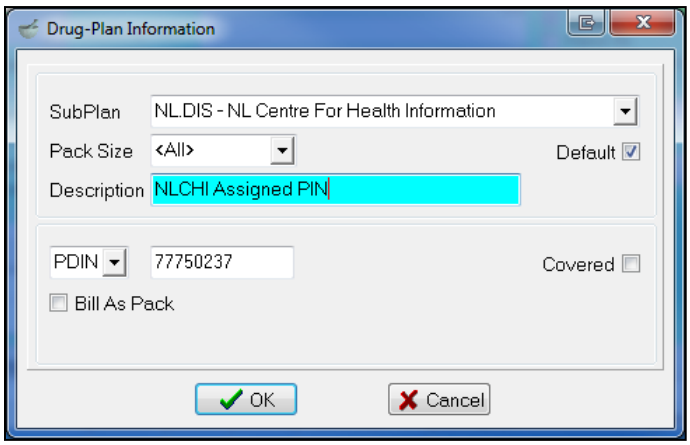
Assigned PIN	Chemical Name (brand name and label name fields)
77647010	Hydrochloric Acid
77750237	HYDROCORTISONE,USP MICR'D
77722841	Hydrogen Peroxide
77700086	Hydrogen Peroxide, FCC (35%)

The PIN (i.e., pseudo DIN) entry in the **Plans** tab of the hydrocortisone powder drug card will look as follows:

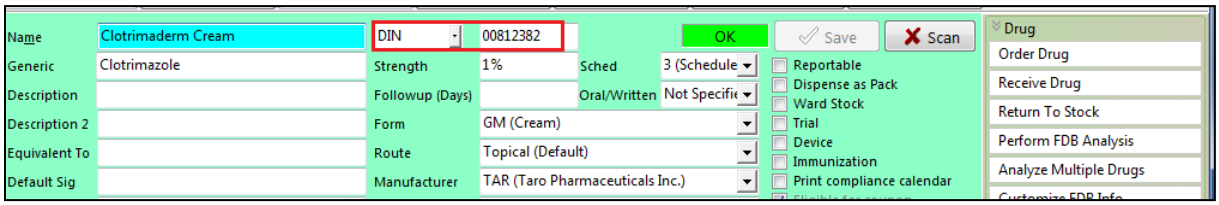


NOTE: In the **Drug-Plan Information** form, the PIN is set to **PDIN** from the corresponding dropdown menu. If the dropdown is set to anything other than PDIN, the prescription will be rejected by NL.DIS.

The **Covered** flag should be unchecked because NL.DIS does not financially cover the mixture.

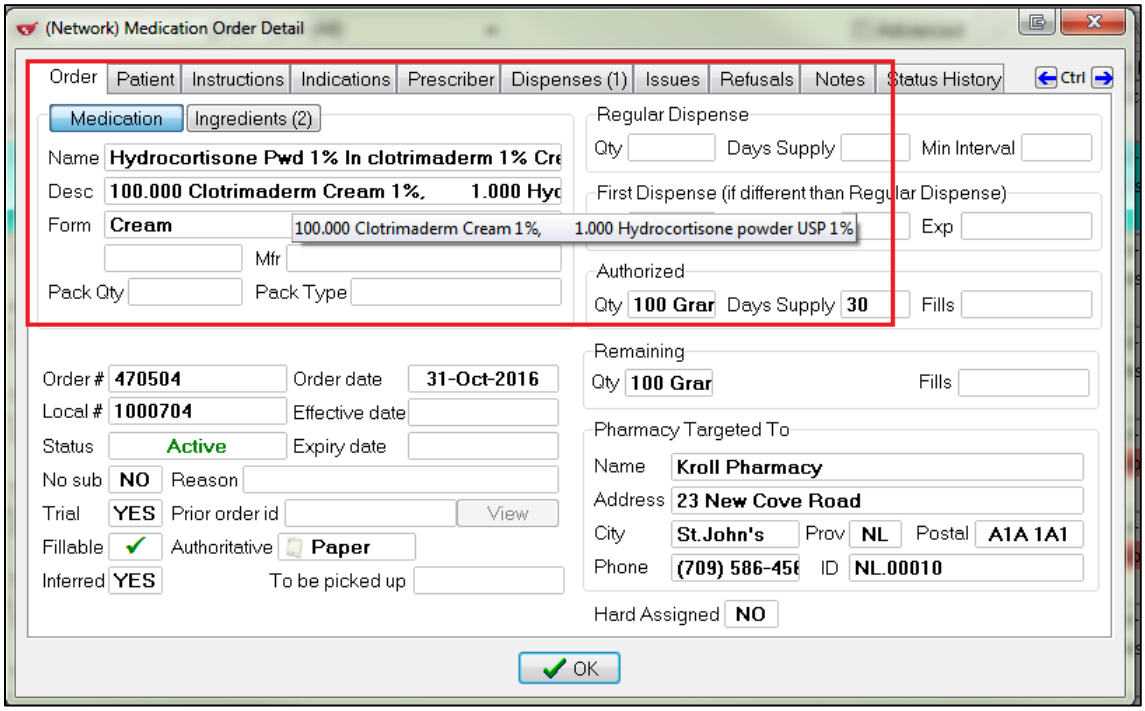


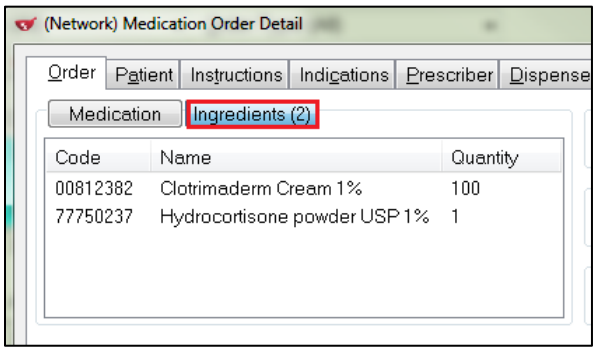
The Clotrimaderm 1% Cream drug card will remain exactly the same without the need for a NLCHI assigned PIN because it already has a valid DIN of 00812382:



To summarize, all components of a mixture that do not have valid DINs must contain a pseudo DIN entry for NL.DIS containing a NLCHI assigned PIN. Once that is complete, you can adjudicate the mixture to the Pharmacy Network.

On the **Network Patient Profile Order Details** screen, the mixture components are listed with their respective quantities.





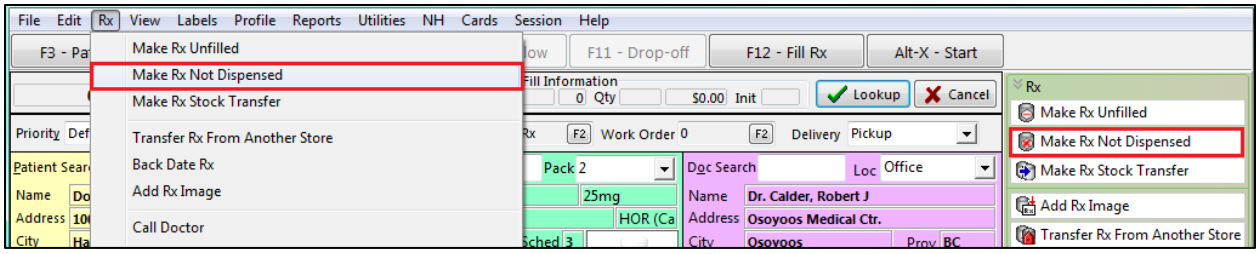
NOTE: NL.DIS pseudo DINs should never be added to the actual mixture card itself because the DINs are pulled from the actual components of the mixture.

Filling a Non-Prescribed (OTC) Medication (Not Dispensed)

Prescriptions filled for other medications such as Gravol, Baby Aspirin, Vitamins, etc., are often marked as **Not Dispensed** in Kroll. When a **Not Dispensed** Rx is filled to the DIS, a mandatory stop date for the prescription must be entered.

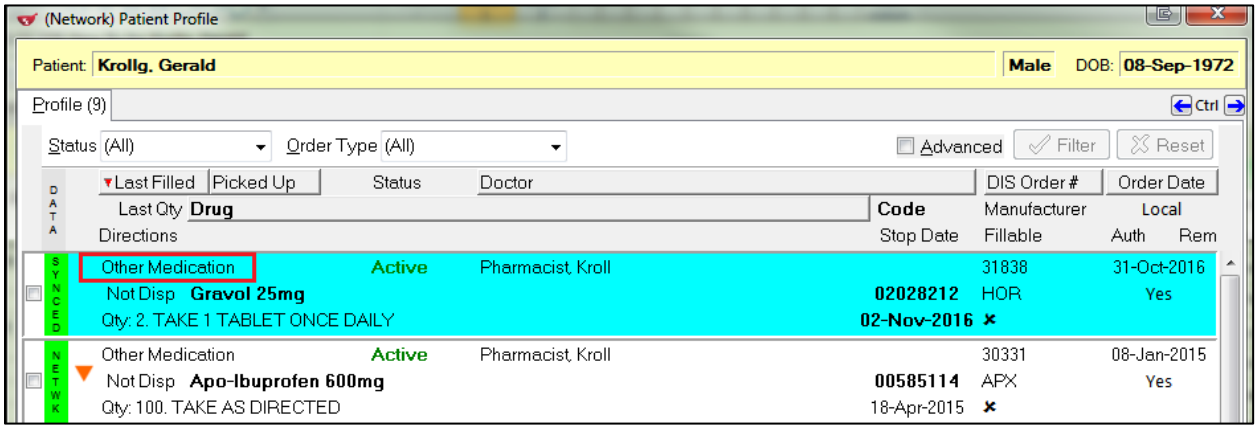
1. Call up the **F12** screen and fill out the Rx fields.

2. Go to **Rx** > **Make Rx Not Dispensed**, or select **Make Rx Not Dispensed** from the right navigation pane.



3. Click **F12 - Fill Rx** or press the **F12** key on your keyboard.

4. On **(Network) Patient Profile**, the Not Dispensed Rx will be indicated as **Other Medication.**



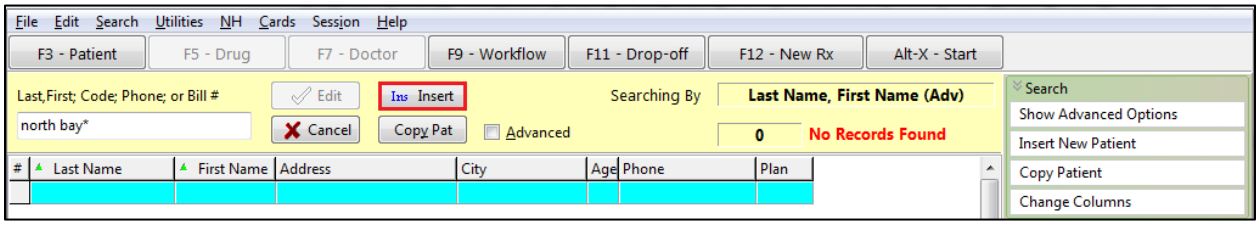
Stock Transfers

When filling a stock transfer, you must determine if the receiving pharmacy/medical office exists in the local Kroll system as a patient. In the event that the receiving pharmacy/medical office does not exist in the system, it must be added.

Adding a Stock Transfer Store

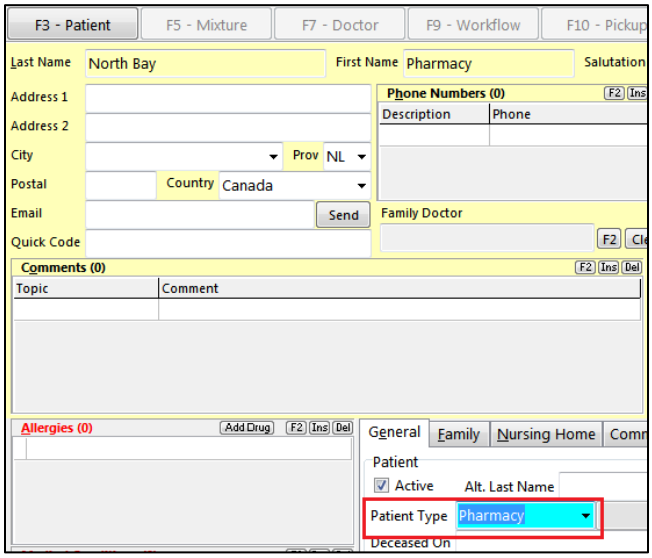
1. Call up the **F3 - Patient** screen and perform a search for the stock transfer location. Ensure the stock transfer does not already exist in the system.

2. Click **Insert** to add a new stock transfer location.



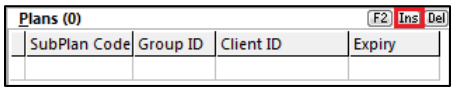
3. A prompt will display asking if you want to search the Network for the patient. Answer **No**. Stock transfer locations are not listed as patients on the Network.

4. A blank **F3 - Patient** profile will display. Complete the fields with information for the stock transfer location. Make sure the **Patient Type** is set to the appropriate type (Pharmacy or Doctor's office).

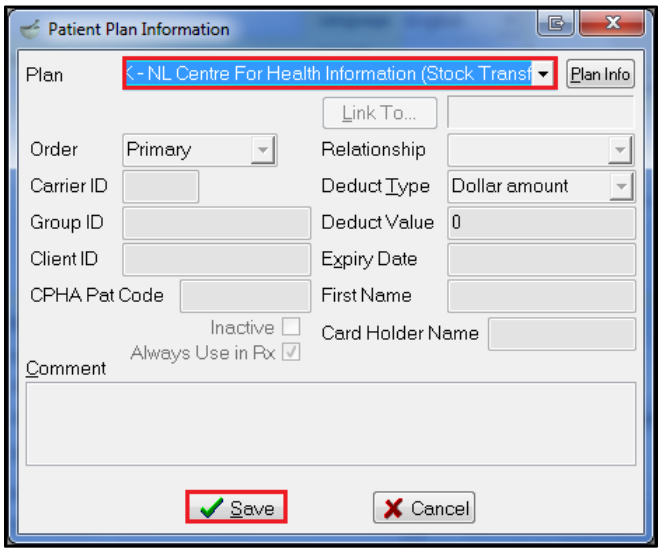


NOTE: If you are prompted to synchronize the local patient to the Network, click **Cancel**; do not attempt to synchronize.

5. Locate the **Plans** section and click **Ins** or press the **Insert** key on your keyboard.



6. The **Patient Plan Information** form will appear. Select **NLSTOCK - NL Centre for Health Information (Stock Transfer)** from the **Plan** menu and click **Save**.



7. Click **Save** to save the stock transfer store record.

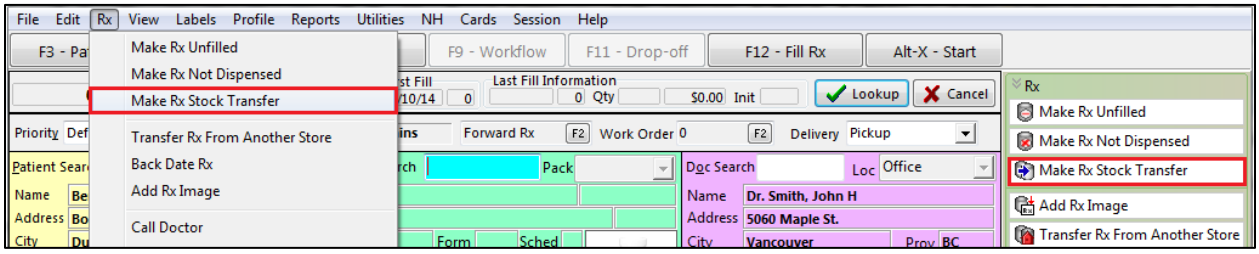
Filling a Stock Transfer

1. Call up the **F3 - Patient** screen and perform a search for the stock transfer location.

2. Double-click the stock transfer record and click **F12 - New Rx**.

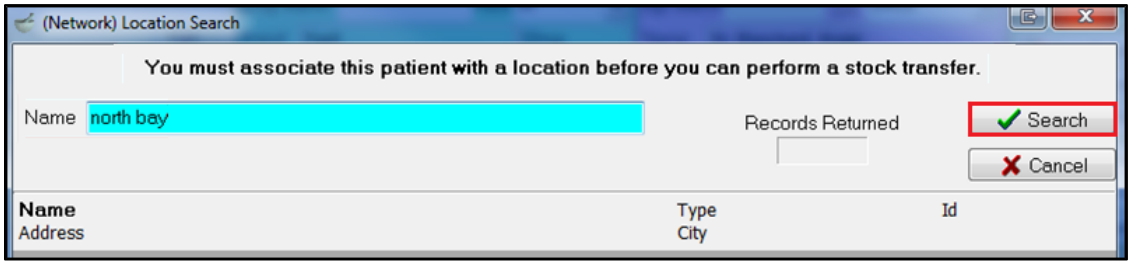
3. Complete the Rx fields. Ensure the doctor field contains a dispensing pharmacist or a licensed doctor.

4. Go to **Rx** > **Make Rx Stock Transfer** or select **Make Rx Stock Transfer** from the right navigation pane.

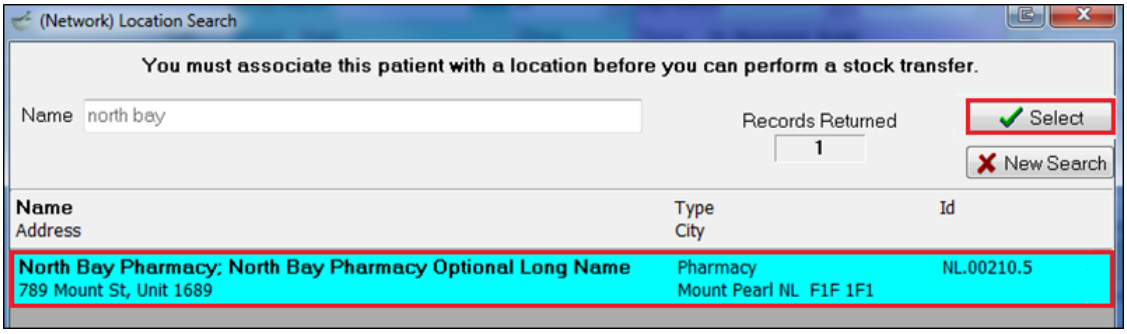


5. Click **F12 - Fill Rx** or press the **F12** key on your keyboard.

6. The **(Network) Location Search** screen will appear, prompting you to associate the patient with a location. Click **Search**.



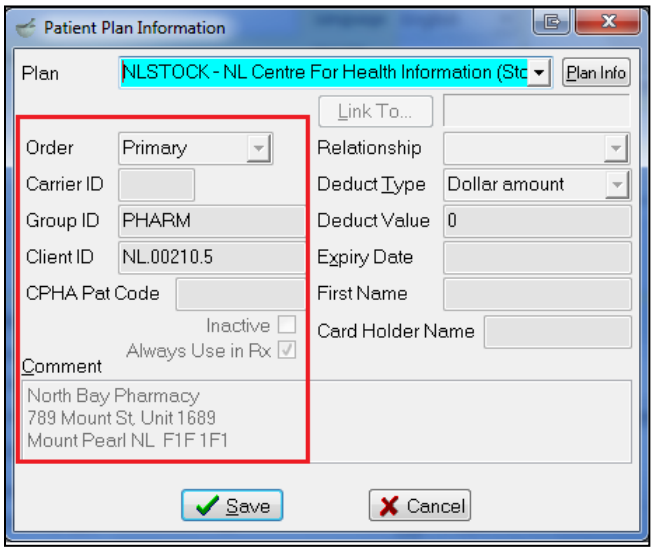
7. Select the stock transfer location from the Network results and click **Select**.



NOTE: If the stock transfer location does not display in the search results it must be manually added to NLCHI. Call NLCHI support at 1-877-752-6006.

8. The **CeRx Adjudication Response** screen will appear, indicating that **The Office Supply Dispense was successful**. Click **OK**.

   The fields on the **Patient Plan Information** form will be populated with read-only data from the Network:

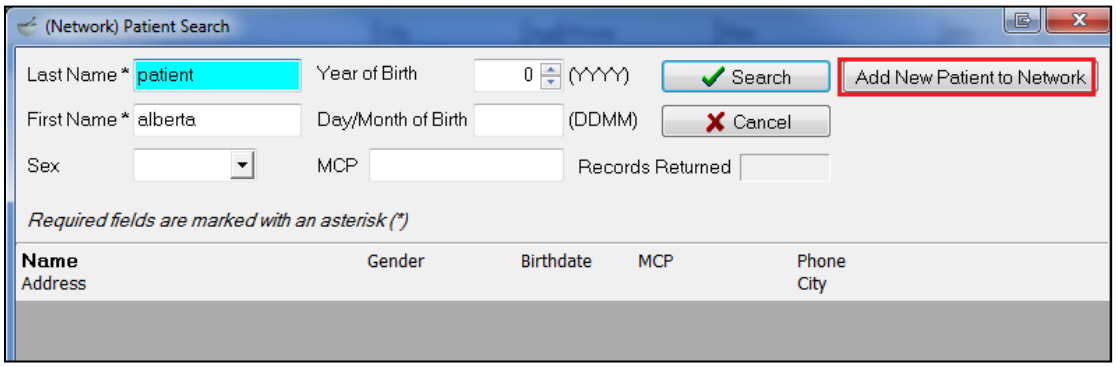


Out-of-Province Patients

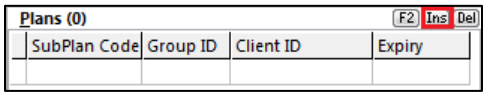
Prescriptions filled for out-of-province patients require logging on the Drug Information System (DIS). Since out-of-province patients do not have Medical Care Plan (MCP) Numbers, the Client ID will be left blank when inserting the NL.DIS plan. Otherwise, the process of adding a patient and filling a prescription are the same as in-province patients.

Adding an Out-of-Province Patient

1. Call up the **F3 - Patient** screen and perform a patient search. Ensure that the patient does not already exist in the system.
2. Click **Insert**.
3. A prompt will display asking if you want to search the Network for the patient. Answer **Yes**.
4. If the patient does not exist on the Network, select **Add New Patient to Network**.



5. A message will appear indicating that the patient will be added to the Network once you save changes to the local patient record. Click **OK**.
6. A blank **F3 - Patient** profile will appear. Complete the fields with the patient's information.
7. Locate the **Plans** section and click **Ins** or press the **Insert** key on your keyboard.



8. The **Patient Plan Information** form will appear. Select **NLDIS - NL Centre for Health Information** from the **Plan** menu. Leave all other fields blank. Click **Save**.
9. Click **Save** to synchronize the local patient record with the Network.

Once complete, a response message from the Network will display indicating that the transaction was successful.

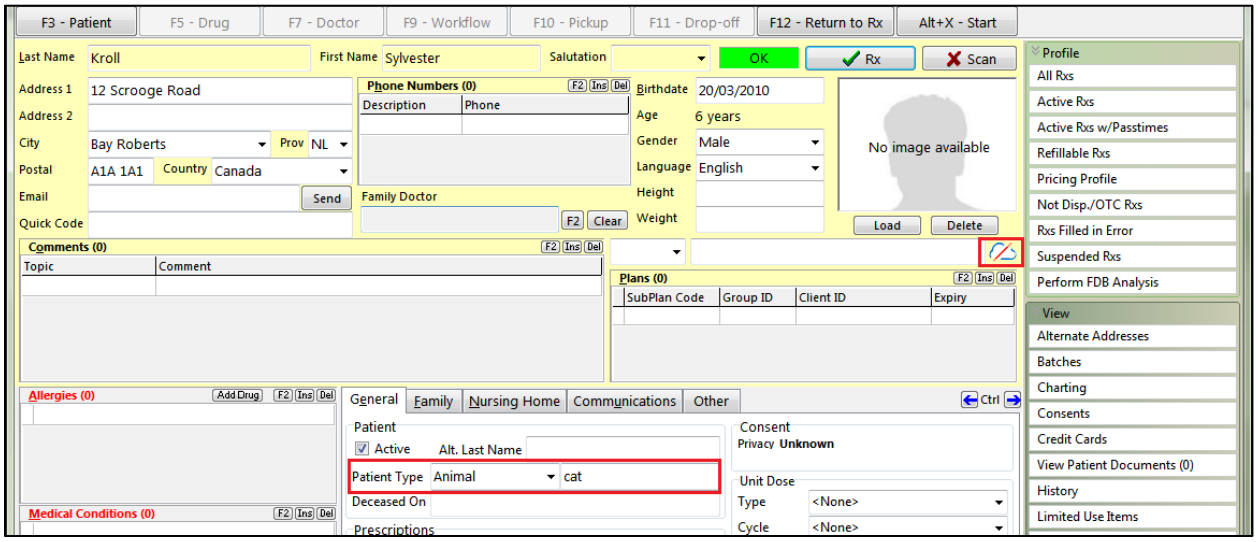
Animals

Prescriptions filled for animals are not recorded on the Drug Information System. As such, the patient card does not need to be synchronized with the Network prior to filling an Rx, and there will not be a patient Network profile available for this animal.

NOTE: Prescriptions filled for animals will bypass the DIS and be stored locally only. NLCHI can perform audits on patients marked as **Animal** to prevent circumventing the Network unnecessarily.

Creating an Animal Record

1. Call up the **F3 - Patient** screen and perform a patient search. Ensure that the patient does not already exist in the system.
2. Click **Insert**.
3. A prompt will display asking if you want to search the Network for the patient. Answer **No**.
4. A blank **F3 - Patient** screen will appear. Complete the patient fields.
5. In the **General** tab, select **Animal** from the **Patient Type** list. Enter the type of animal (optional).



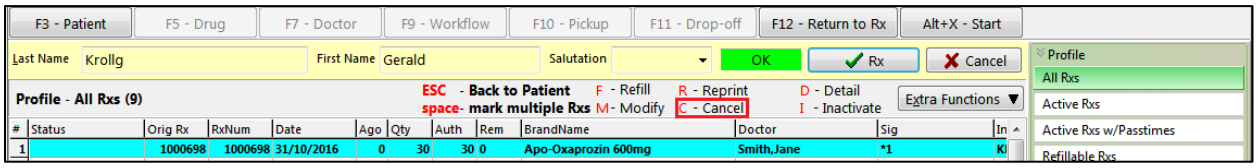
6. Click **Save** to save the animal record.

Cancelling a Prescription

This section explains how to cancel a prescription.

1. Call up the local patient profile from the **F3 - Patient** card by accessing **Profile** > **All Rxs** or pressing **Shift**-**F3** on the keyboard.

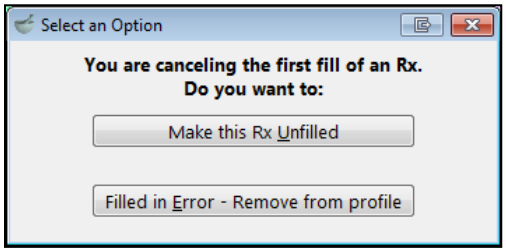
2. Highlight the Rx that needs to be cancelled and click **C - Cancel** or press **C** on the keyboard.



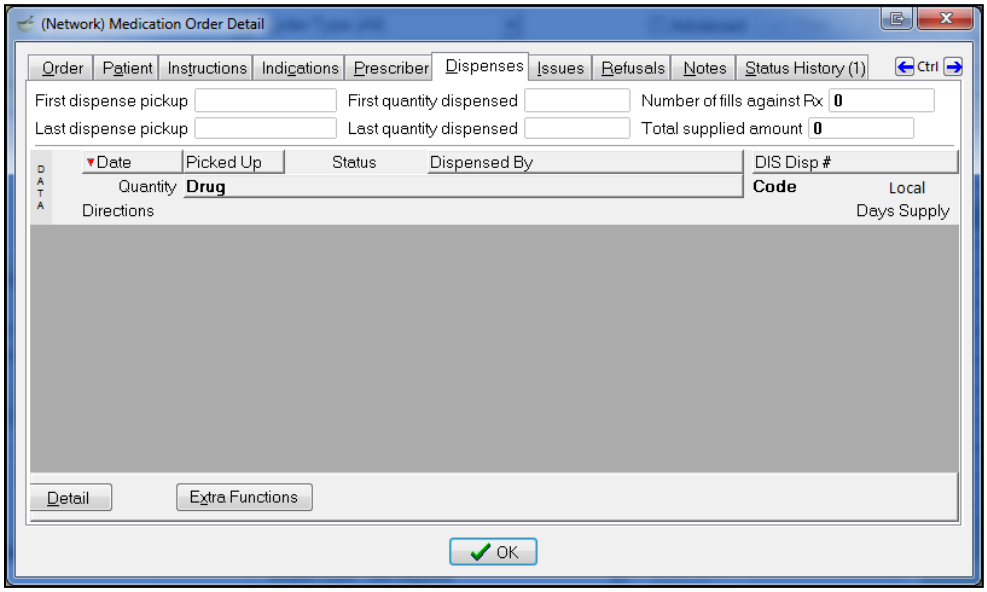
3. If the correct prescription is being called up for cancellation, answer **Yes** when asked '**Are you sure you want to Cancel this Rx?**'

NOTE: Select **Cancel and Refill** if you want to reverse the claim, modify it, and then resend it immediately.

3. If you are cancelling the first fill of a prescription, the following screen will display. Select the appropriate option:

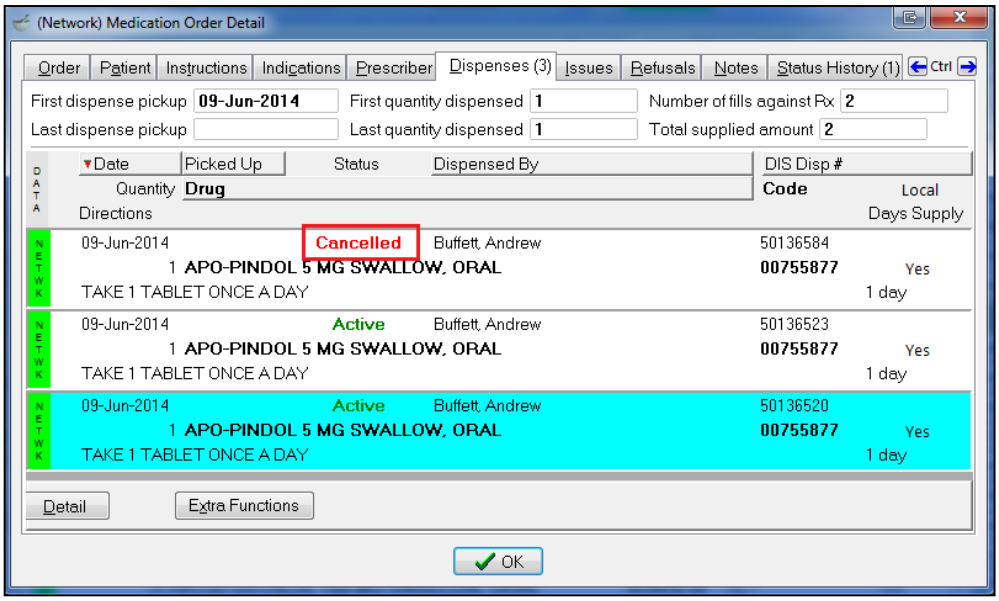


a. **Make this Rx Unfilled**: Selecting this option will mark the local Rx as 'unfilled' and leave the prescription order on the NL.DIS. The dispense will be retracted.



b. **Filled in Error – Remove from profile**: Selecting this option will mark the Rx as a mistake in the local system and place it into the **Rxs Filled in Error** profile. The Network entry will be retracted and will not appear in the **(Network) Patient Profile.**

NOTE: Cancelling a refilled Rx prescription in Kroll will mark the associated Network dispense as 'Cancelled' on NL.DIS.



Transferring Prescriptions

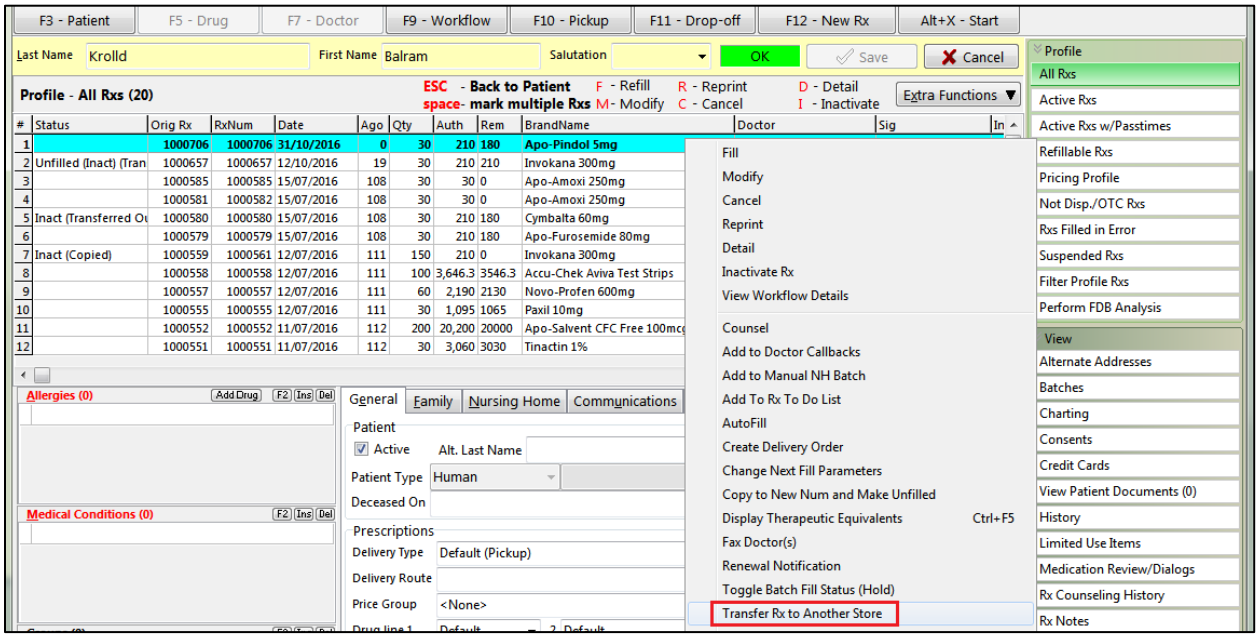
This section explains how to transfer Rxs to and from other pharmacies.

Transfer Rx to Another Store

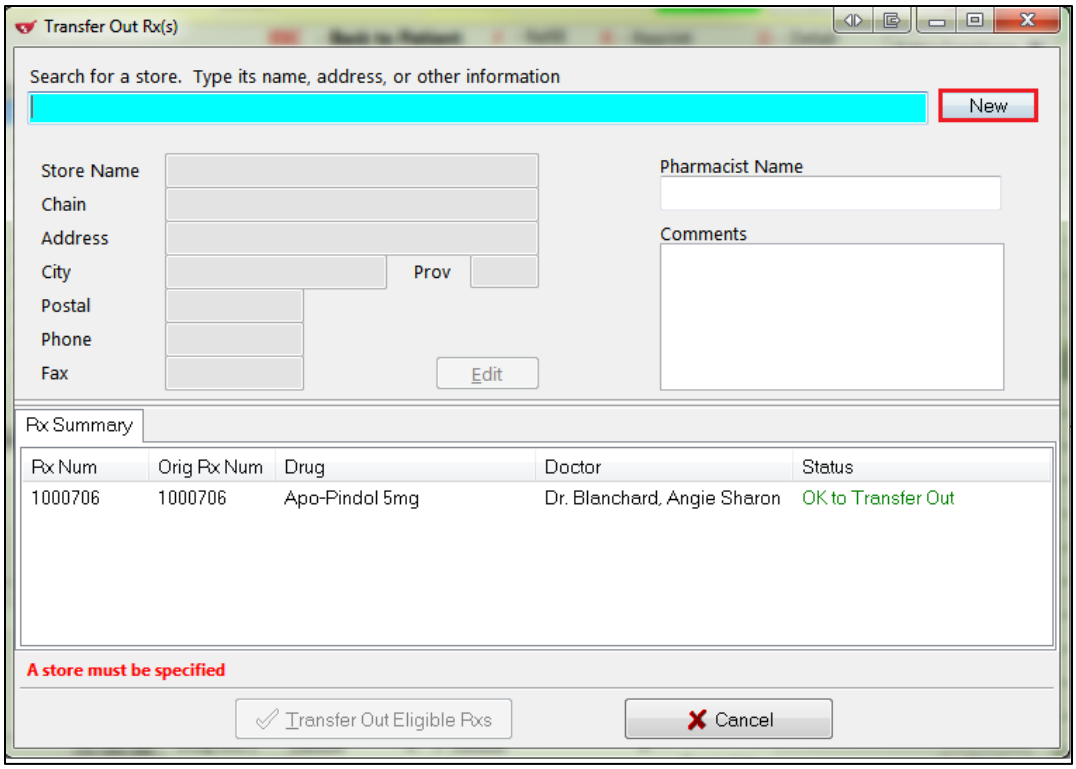
When another pharmacy contacts you for a prescription transfer, use the **Transfer Rx to Another Store**' function as you would have prior to the DIS integration. Your local prescription will be made inactive and the transfer information will be sent to NL. DIS – the Network prescription will remain active. When the other pharmacy invokes their 'Transfer From' function against this Rx, their new dispense will be recorded against their pharmacy.

1. Highlight the Rx(s) you want to transfer

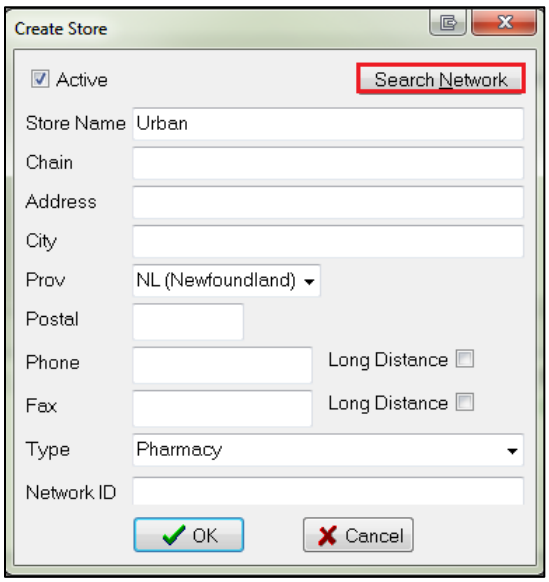
2. Right click the Rx or select **Extra Functions** > **Transfer Rx to Another Store**.



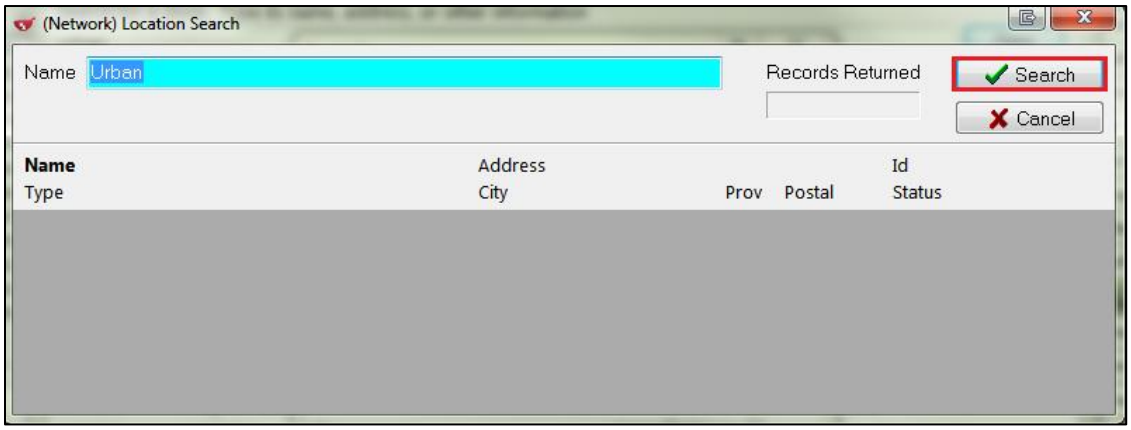
3. Search for the location requesting the transfer. If not in system, click **New.**



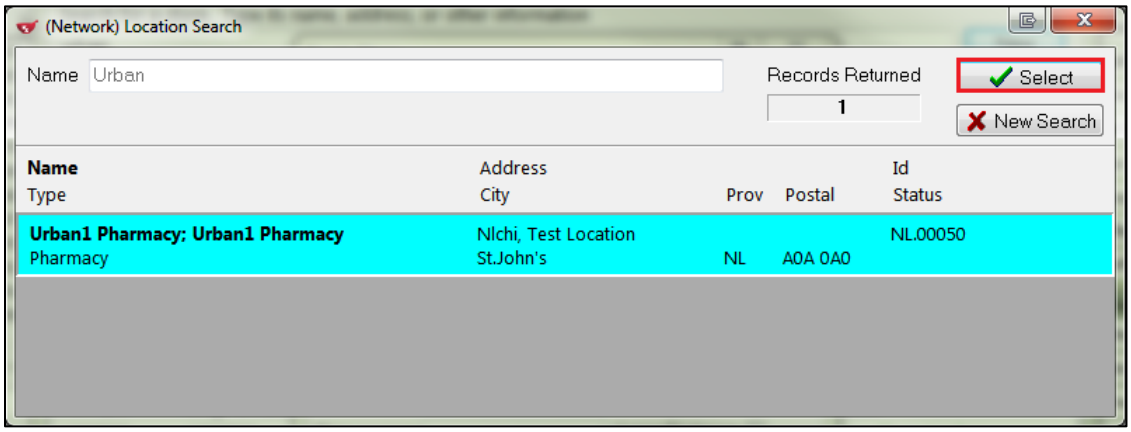
4. Create Store form will open. Click **Search Network.**



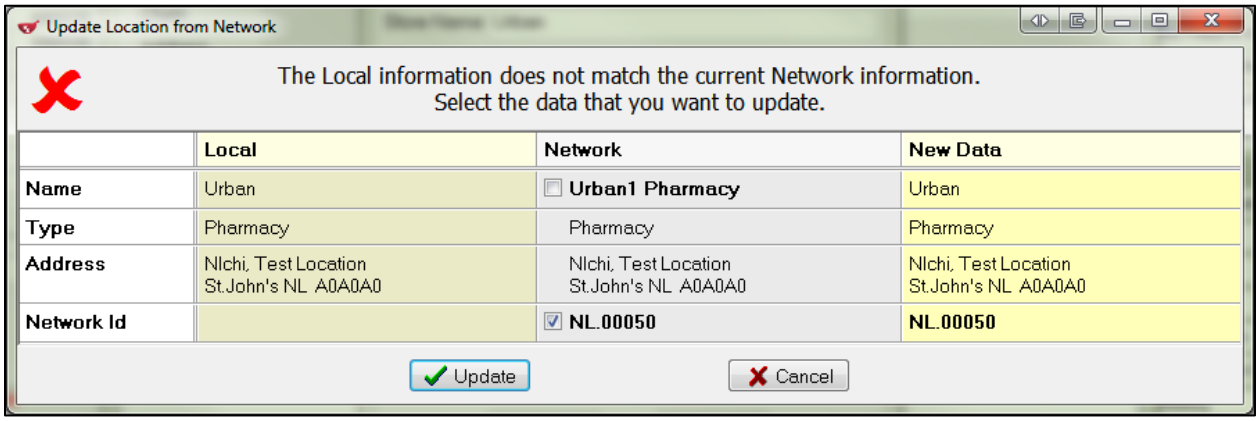
5. The **(Network) Location Search** form will appear. Click **Search**.



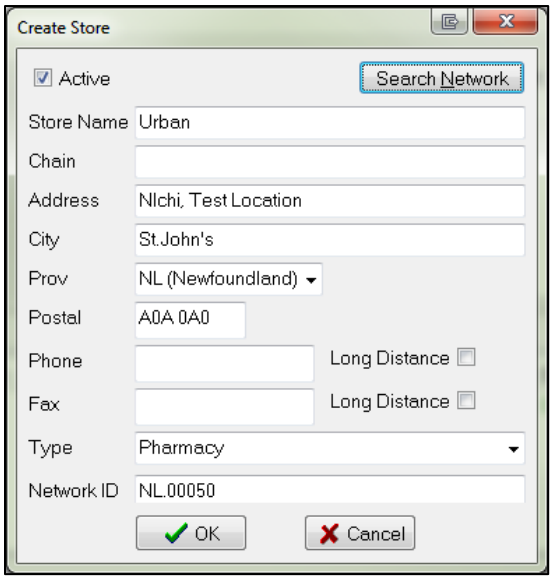
6. Highlight the appropriate search result and click **Select** or press the **Enter** key on your keyboard.



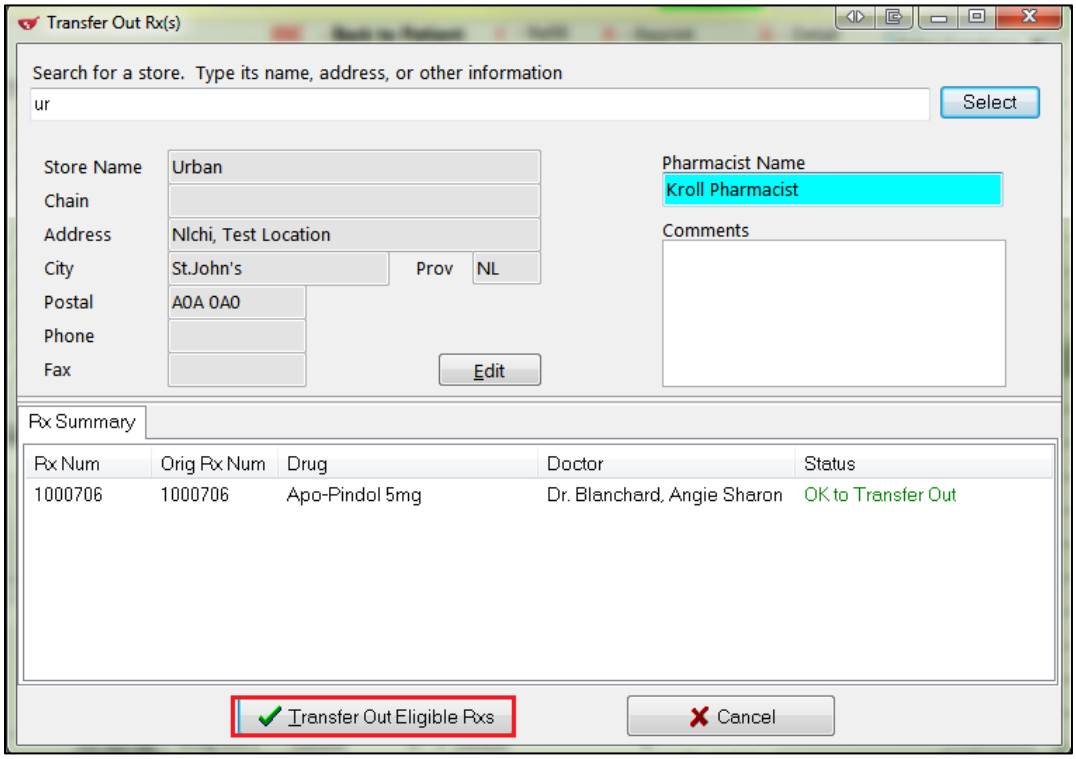
7. **Update Location from Network** window will appear. Select the fields you want to update. The **Network ID** is required to perform a transfer. Click **Update** or press the **Enter** key on your keyboard.



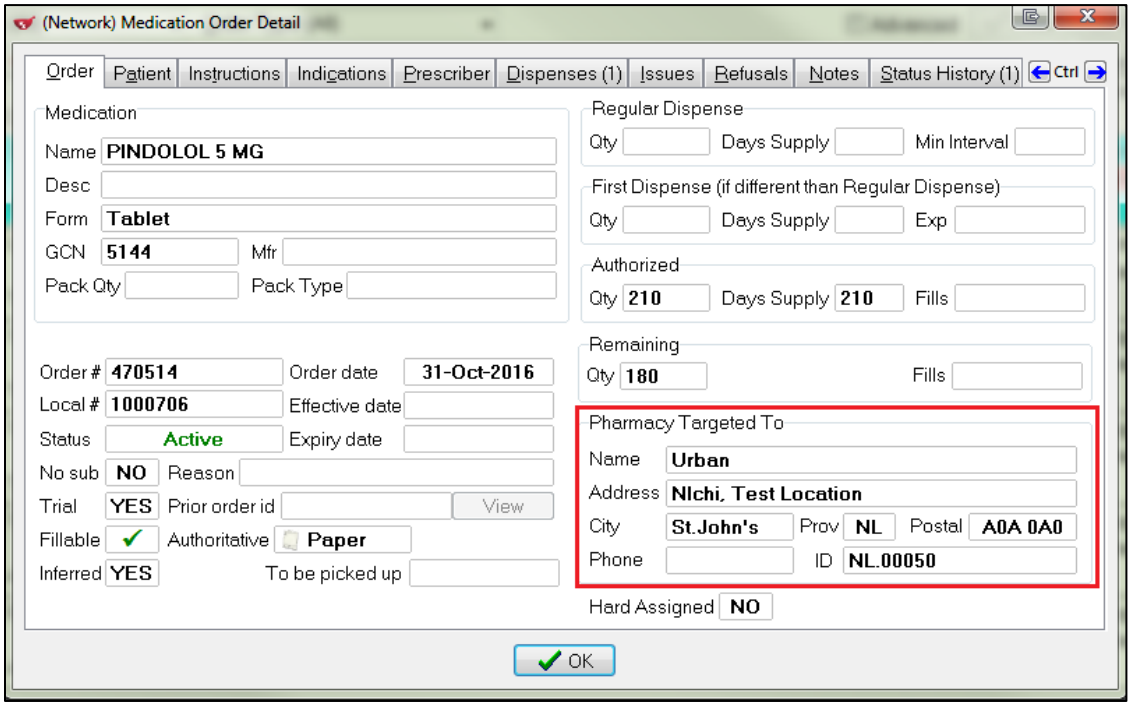
8. The store information will populate in the **Create Store** form



9. In the **Transfer Out Rx(s)** form, the pharmacy's information will populate. Enter the **Pharmacist Name** and click o **Transfer Out Eligible Rxs**, or press the **Enter** key on your keyboard.



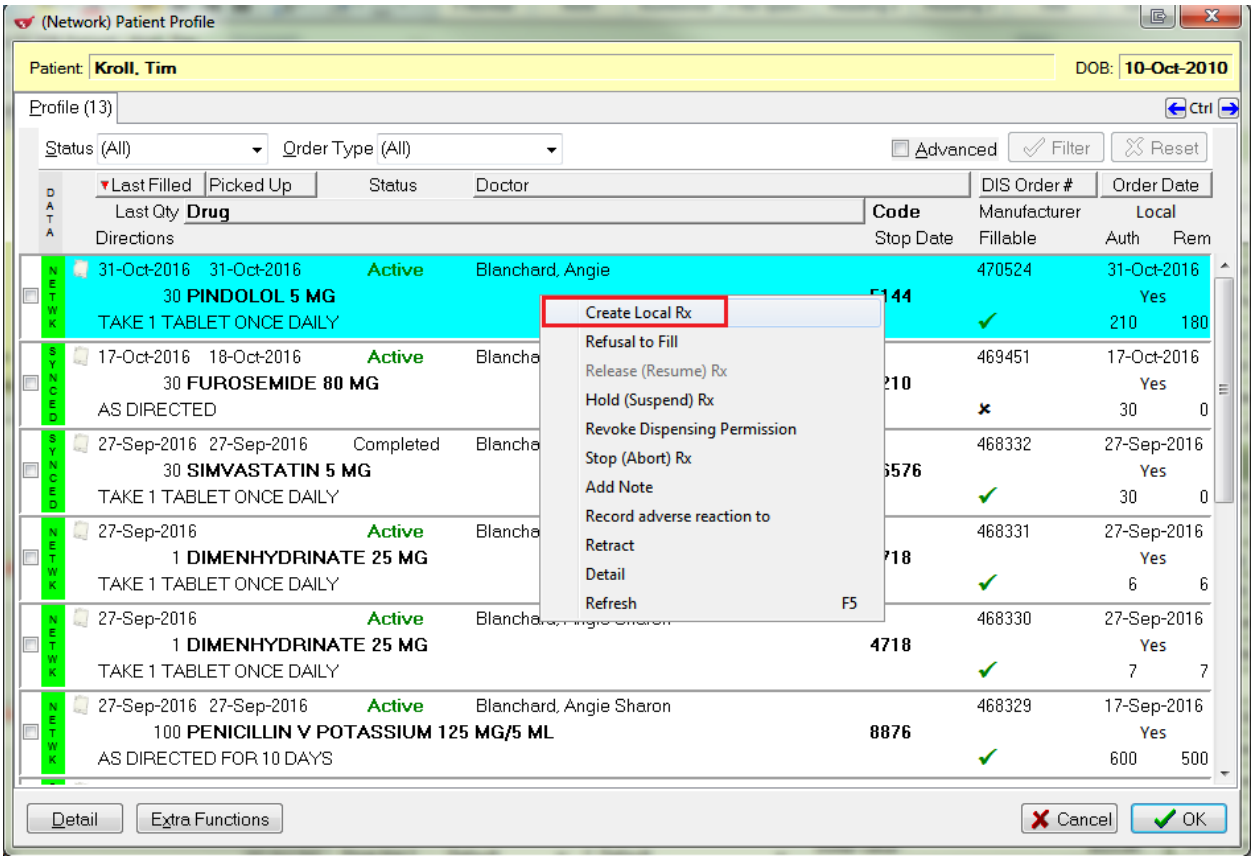
10. Locally, the Rx will show a status of **Inact (Transferred Out)**; on the **(Network) Patient Profile**, the **Order** is now owned by the transferred-to pharmacy.



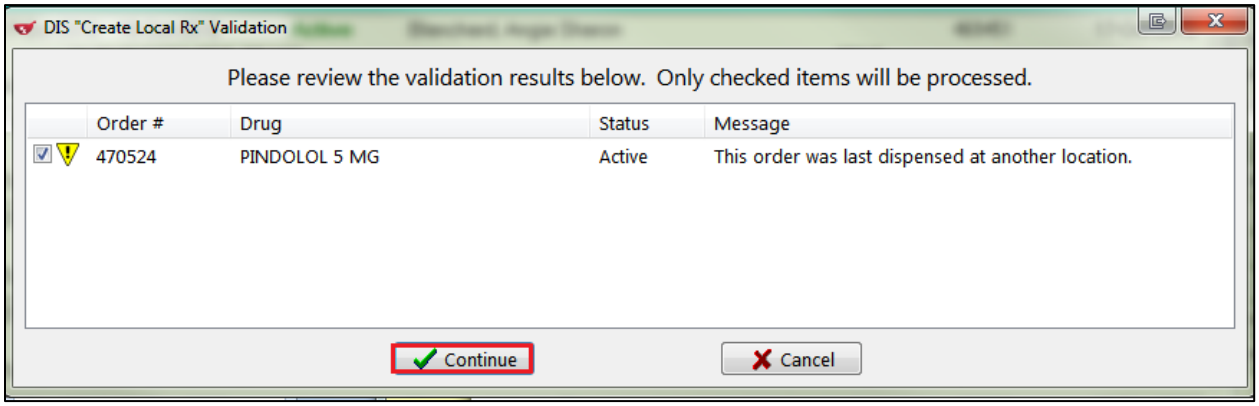
Creating Local Rx (Transferring Rx from another Store)

When transferring a prescription in from another Newfoundland and Labrador pharmacy, call the other pharmacy and request a transfer. The location will perform the transfer-out function. Once complete, access the **(Network) Patient Profile**, locate the Rx, and use the **Create Local Rx** function. By doing this, the original prescription order is maintained on DIS. Simply creating a new Rx on Kroll and manually invoking the **Transfer Rx from another Store** function will create a duplicate order on the DIS with no reference to the original Rx. Both the original and new order will show as active prescriptions, and will generate an unnecessary management error.

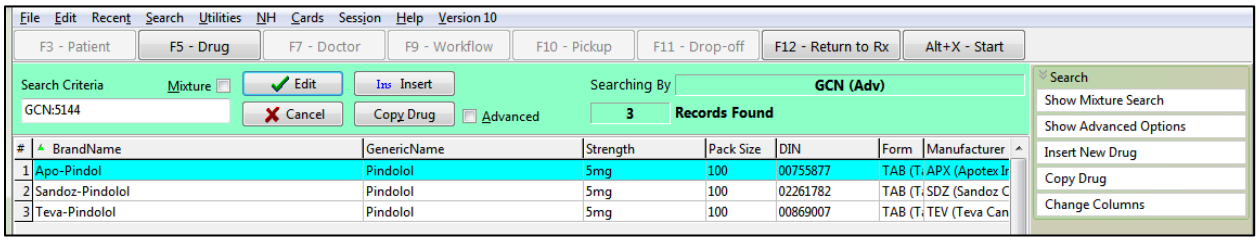
1. To create a local Rx, highlight the Network Rx(s) to be transferred in and filled locally. Select **Extra Functions > Create Local Rx.**



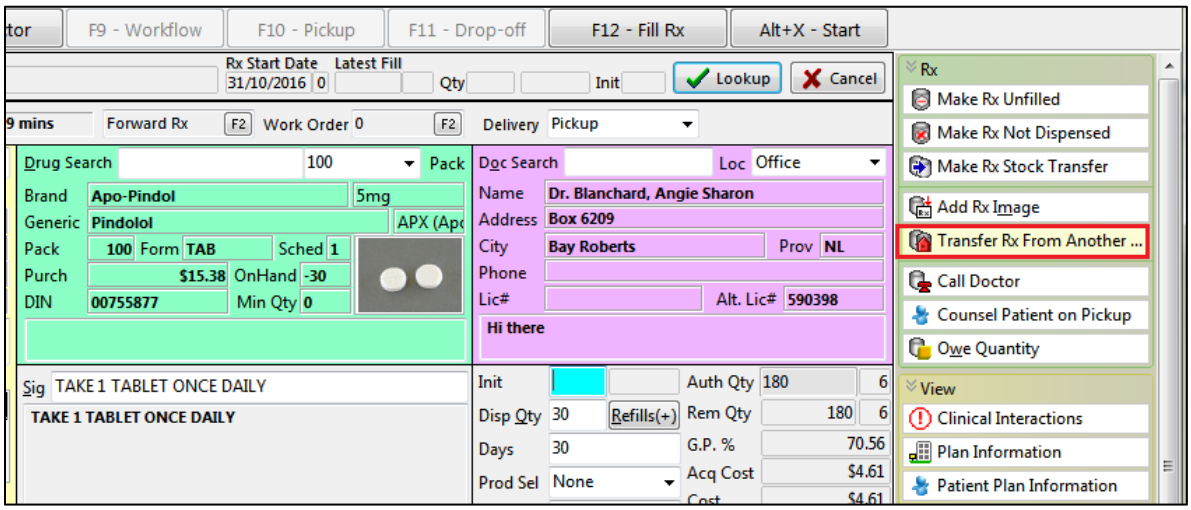
2. The **DIS "Create Local Rx" Validation** will appear indicating if the order is valid to transfer in or not. Click **Continue** or press the **Enter** key on your keyboard.



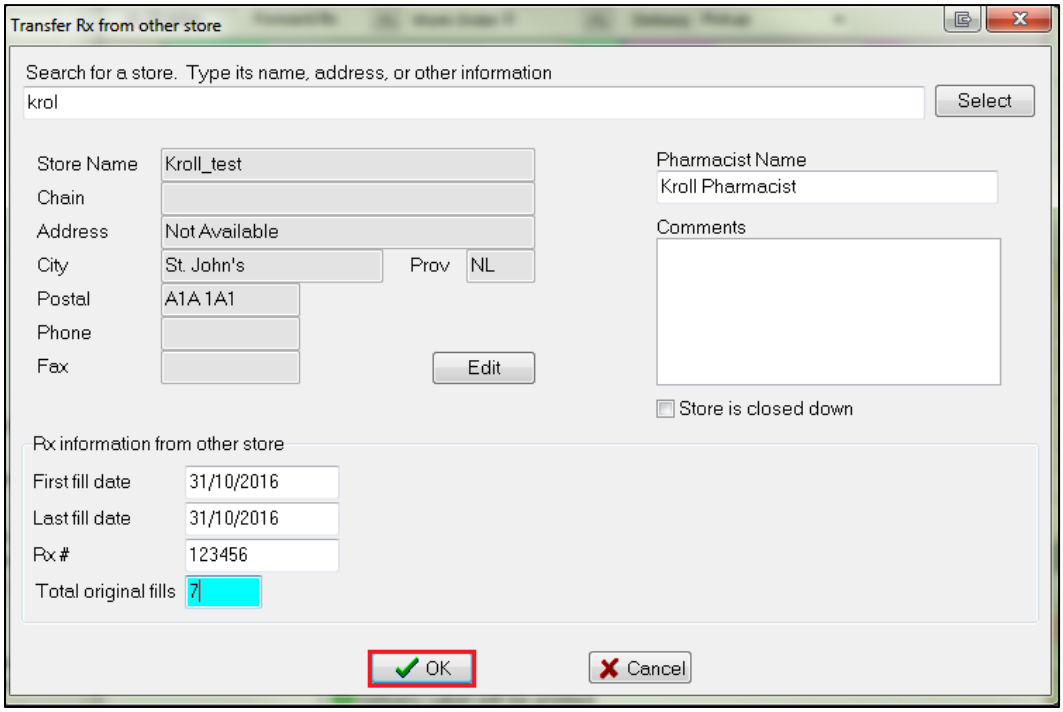
3. The **Din** or **GCN** will appear in the **Search Criteria** field. Select the **DIN** you wish to use from the search results.



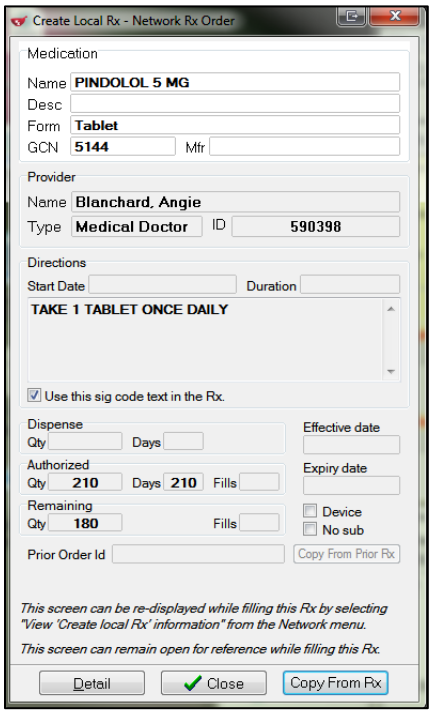
4. In the **F12** screen, select **Transfer Rx From Another Store** form from the right navigation pane.



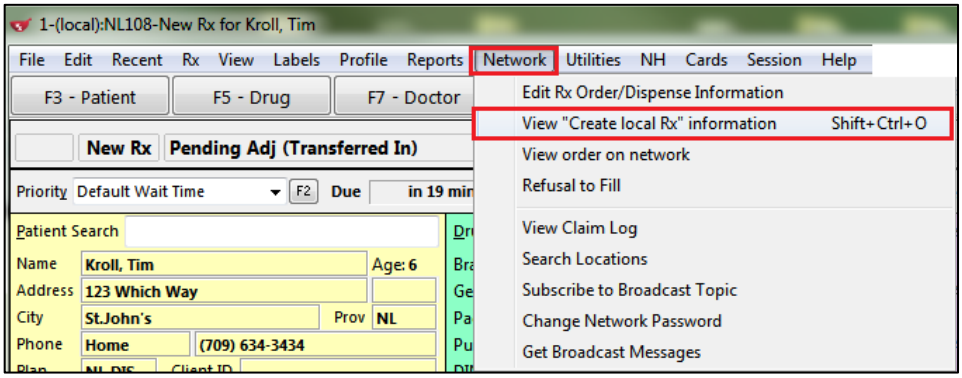
5. Complete the **Transfer Rx from other store** form. Click **OK** or press the **Enter** key on your keyboard.



6. The **Create Local Rx- Network Order** form will appear. Click **Close**. The order information will be pulled from the Network and automatically inserted in the **F12** screen.



Note: To access the **Create Local Rx - Network Rx Order** form again after you have closed it, select **Network** > **View "Create local Rx" information** from the **F12** screen.



7. Press **F12** to dispense the Rx.

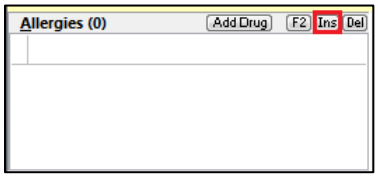
Patient Allergies/Adverse Reaction

Recording patient allergies and adverse reaction on DIS is an integral part of creating a comprehensive Electronic Health Record (EHR) for Newfoundland and Labrador residents. The availability of this information allows pharmacists and other health care professionals make optimal drug therapy decisions. The following section describes how to add allergies/intolerances to DIS, and how to retrieve them through Kroll.

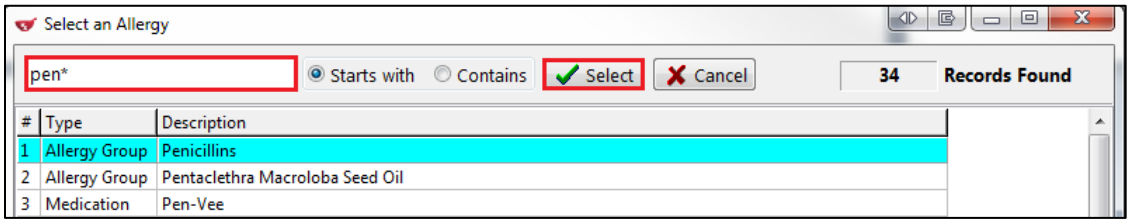
Adding an Allergy

1. Call up the **F3 - Patient** screen for the selected patient.

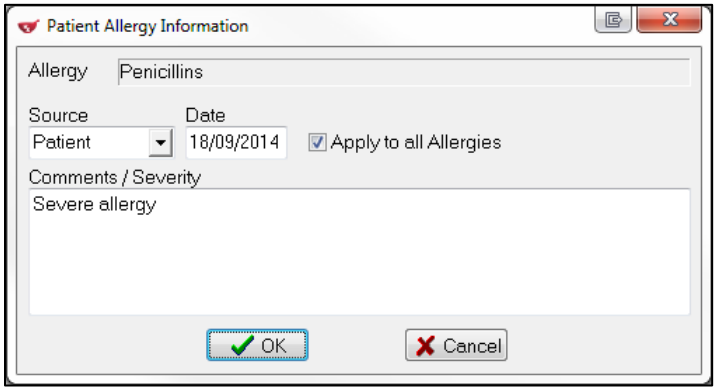
2. Locate the **Allergies** section and click **Ins** or press the **Insert** key on your keyboard.



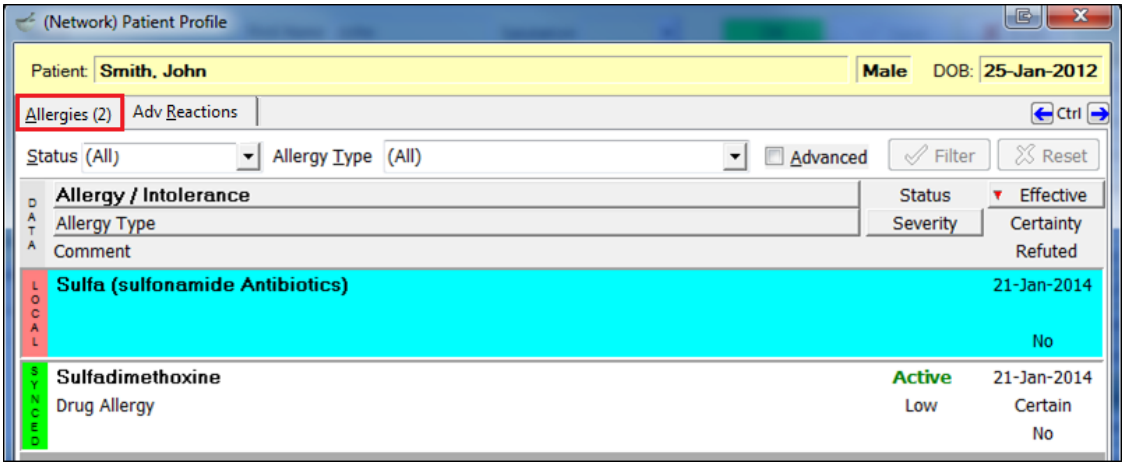
3. The **Select an Allergy** screen will appear. Perform an allergy search, highlight the correct allergy, and click **Select**.



4. Optionally, complete the **Patient Allergy Information** form and click **OK**.

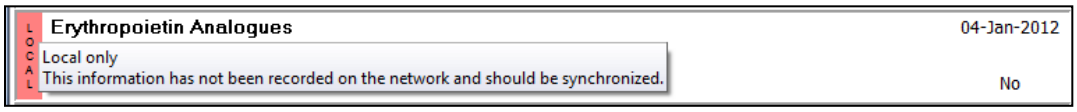


The Network patient profile will display any entered allergies.

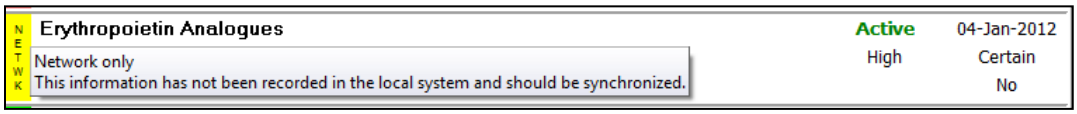


The coloured data bars on the left side of each allergy entries indicate if the local allergy records match DIS allergy records. Place your cursor over the data bars to see which entries need to be synchronized.

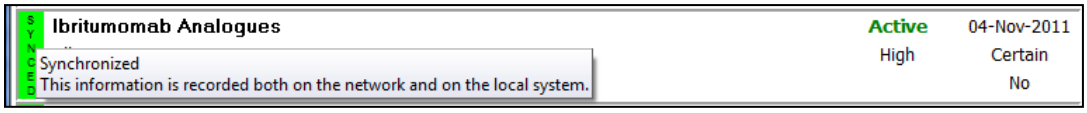
- **Red (Local)**: A red-local data bar indicates that the allergy entry exists on the local system only, but is not synchronized to a DIS allergy record.



- **Yellow (Network)**: A yellow-network data bar indicates that the allergy entry exists on the Network (i.e. DIS) only, but is not synchronized with a local allergy record.



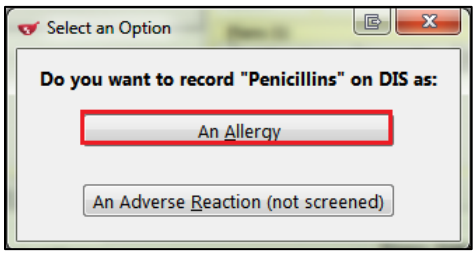
- **Green (Synced)**: A green-synced data bar indicates that the allergy entry exists locally and is synchronized with a DIS allergy record. This is the desired outcome for all allergy entries because it indicates consistency between local and DIS records.



- **Gray (Network):** A gray-network data bar indicates that an allergy is completed or expired on the network and does NOT need to be synchronized to the local system.

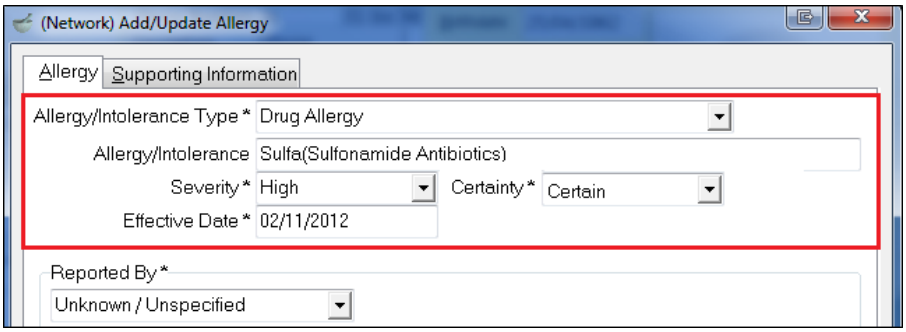
5. Click **OK** at the bottom of the **Patient Network Profile** screen, or press the **Enter** key on your keyboard.

6. A prompt will appear asking if you want to record the transaction as an allergy or an adverse reaction (not screened). Select **An Allergy**.



7. The **(Network) Add/Update Allergy** form will appear.

    a) Select an **Allergy/Intolerance Type**.
    b) Identify if the **Severity** level is **High**, **Low**, or **Moderate**.
    c) Identify if the indicated allergy is **Certain** or **Not Certain**.
    d) The **Effective Date** is the date the allergy was acknowledged by the patient. The date will default to today's date but can be edited.

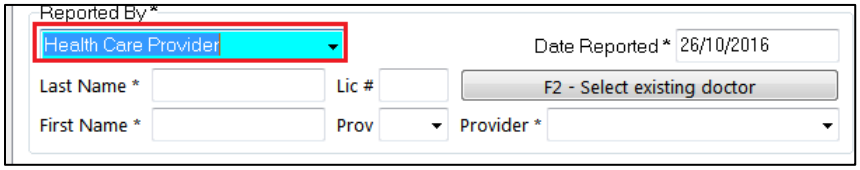


8. Select from the **Reported By** list.

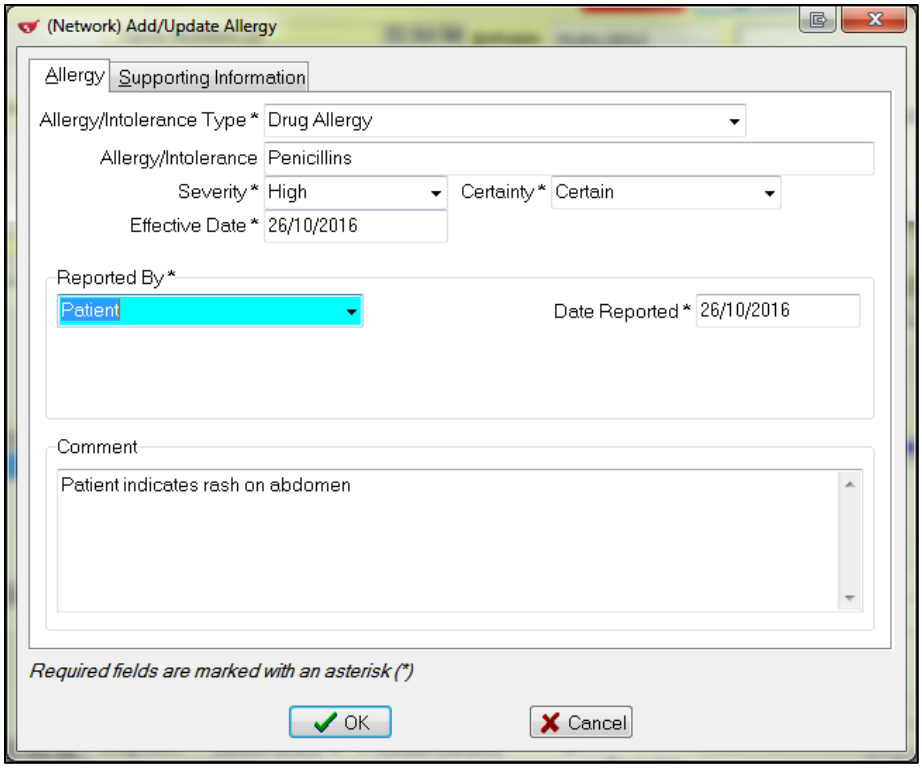
- If you select **Patient**, the **Date Reported** field will be required.

- If you select **Relative/Responsible Person**, the **Date Reported**, **Last Name**, **First Name**, and **Relationship** fields are required. If the relative has a patient profile in the system, click **F2 - Select existing patient** to perform a patient search.

- If you select **Health Care Provider**, the **Date Reported**, **Last Name**, **First Name**, and **Provider** fields are required. If the health care provider has a prescriber profile in the system, click **F2 - Select an existing doctor** to perform a doctor search.



9. Any comments entered in the **Patient Allergy Information** form will display in the **Comments** field. Enter any additional comments or delete the existing comment if you do not want it to be recorded on the DIS.



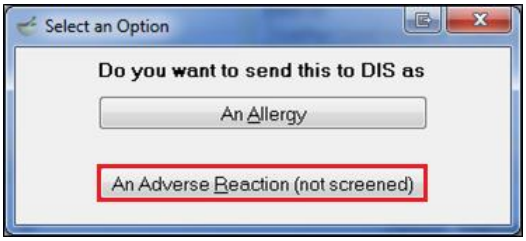
10. Click **OK** or press the **Enter** key on your keyboard.

Adding an Adverse Reaction

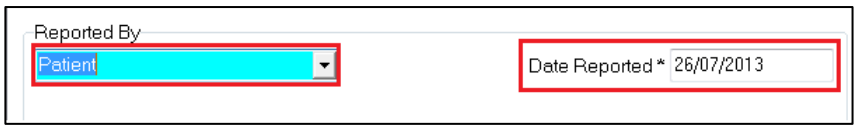
An adverse reaction is any unexpected or dangerous reaction to a drug. It is an unwanted effect caused by the administration of a drug. The onset of the adverse reaction may be sudden or develop over time.

1. Complete steps 1-5 of the Adding an Allergy section.

2. A prompt will display asking how you want to send to DIS as an allergy or an adverse reaction (not screened). Select **An Adverse Reaction (not screened)**.



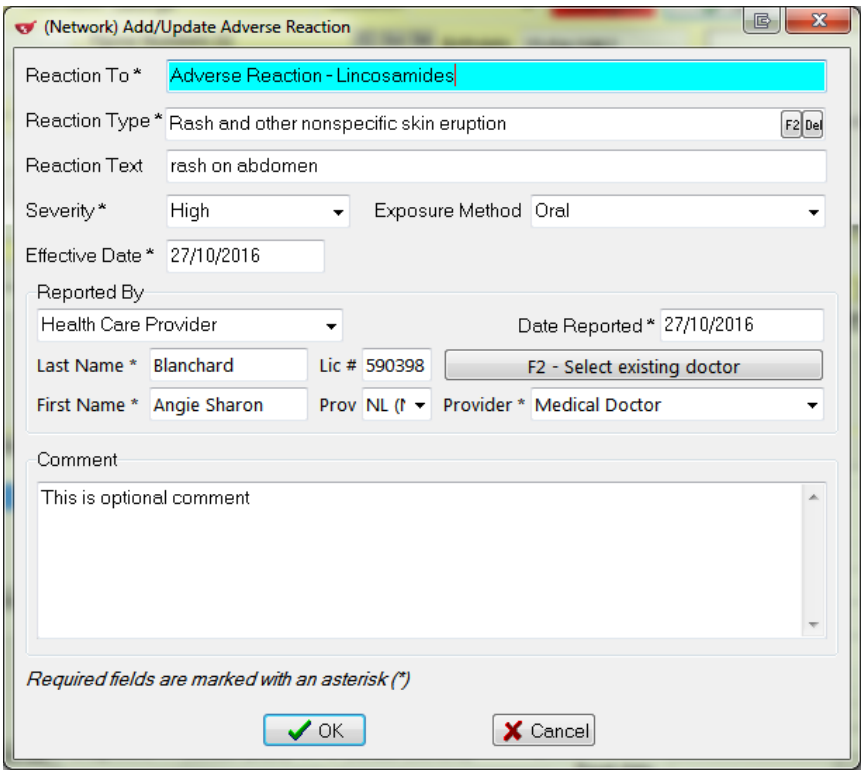
3. The **(Network) Add/Update Adverse Reaction** form will appear.
   - To select a **Reaction Type**, begin typing or click **F2** to search. Perform a search, highlight the correct entry, and click **Select**.
   - Enter a description of the reaction in the **Reaction Text** field (optional).
   - Identify if the **Severity** level is **High**, **Low**, or **Moderate**.
   - Enter an **Exposure Method** from the drop down (optional).
   - The **Effective Date** is the date the adverse reaction was acknowledged by the patient. The date will default to today's date but can be edited.
   - Select from the **Reported By** menu (optional)
   - If you select **Patient**, the **Date Reported** field will be required.



- If you select **Relative/Responsible Person**, the **Date Reported**, **Last Name**, **First Name**, and **Relationship** fields are required. If the relative has a patient profile in the system, click **F2 - Select existing patient** to perform a patient search.

- If you select **Health Care Provider**, the **Date Reported**, **Last Name**, **First Name**, **Lic #**, and **Provider** fields will be required. If the health care provider has a prescriber profile in the system, click **F2 - Select an existing doctor** to perform a doctor search.

- Any comments entered in the **Patient Allergy Information** form will appear in the **Comments** field. Enter any additional comments or delete the existing comment if you do not want it to be recorded on the DIS.



4. Click **OK** or press the **Enter** key on your keyboard.

Removing an Allergy or Adverse Reaction

Patient allergies can be deleted locally on Kroll. You can decide whether you want to mark the allergy/adverse reaction as completed or expired on the Network or deleted and removed from the Network.

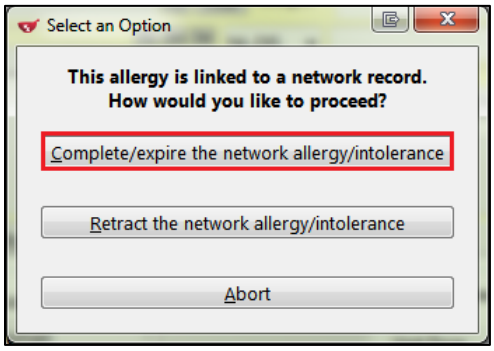
Complete or Expired Allergies/Adverse Reactions

1. Call up the **F3 - Patient** screen and perform a patient search.

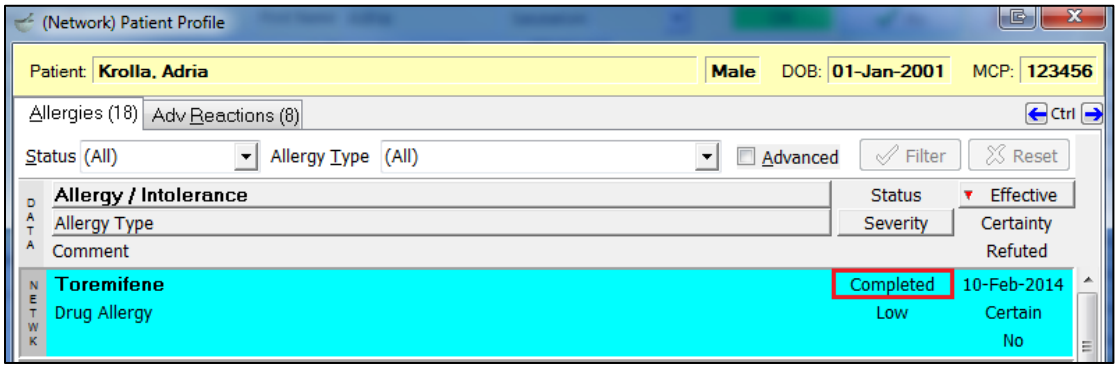
2. Locate the **Allergies** section and highlight the allergy or adverse reaction you want to delete and click **Del** or press the **Delete** key on your keyboard.

3. A prompt will display asking '**Are you sure you want to delete this allergy/intolerance?**' Answer **Yes**.

4. Another prompt will display asking, '**This allergy is linked to a network record. How would you like to Proceed?**' Choose **Complete/expire the network allergy/intolerance.**



The **(Network) Patient Profile** screen will show a grey data bar and a status of **Completed**.



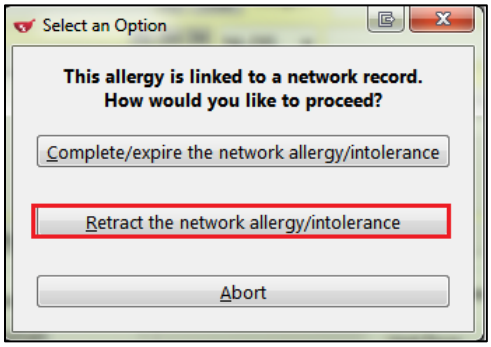
Deleting an Allergy/Adverse Reaction

1. Call up the **F3 - Patient** screen and perform a patient search.

2. Locate the **Allergies** section and highlight the allergy or adverse reaction you want to delete and click **Del** or press the **Delete** key on your keyboard.

3. A prompt will display asking '**Are you sure you want to delete this allergy/intolerance?**' Answer **Yes**.

4. Another prompt will display asking, '**This allergy is linked to a network record. How would you like to proceed?**' Click **Retract the network allergy/intolerance**. The Allergy/Adverse Reaction will be removed both locally and from the Network.



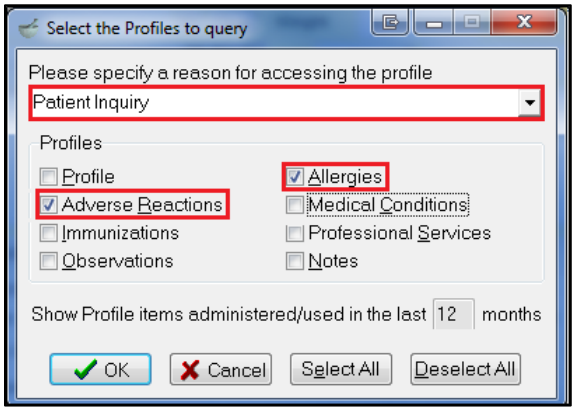
NOTE: Once an allergy/adverse reaction have been retracted it cannot be reversed.

Retrieving Allergies/Adverse Reactions from the Network

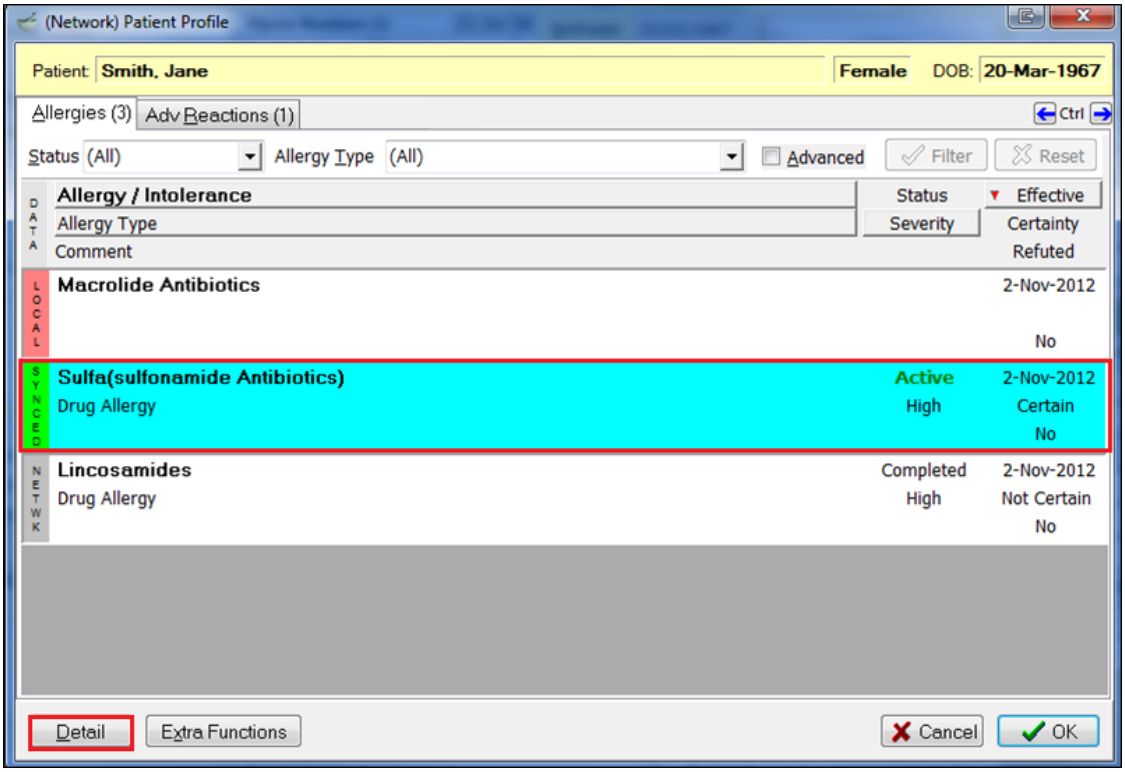
1. Call up the **F3 - Patient** screen and perform a patient search.

2. Go to **Network** > **Profile**.

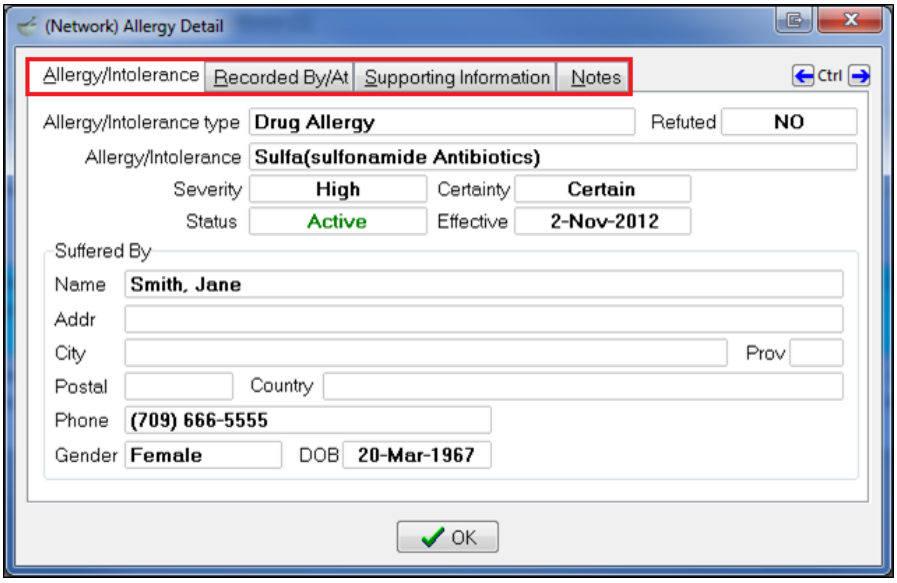
3. The **Select the Profiles to query** form will appear. Check **Allergies** and **Adverse Reactions** and select a reason for accessing the profile. Click **OK**.



4. The **(Network) Patient Profile** screen will appear with **Allergies** and **Adverse Reactions** tabs displayed across the top. To view details of an allergy or adverse reaction record, highlight the record and click **Detail**.



5. The **(Network) Allergy Detail** screen will appear, displaying **Allergy/Intolerance**, **Recorded By/At**, **Supporting Information**, and **Notes** that pertain to the selected record.



6. Click **OK** to close the **(Network) Allergy Detail** screen.

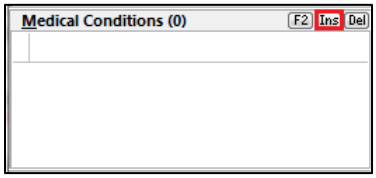
Medical Conditions

Recording patient medical conditions on DIS is an integral part of creating a comprehensive Electronic Health Record (EHR) for Newfoundland and Labrador residents. The availability of this information allows pharmacists and other health care professionals make optimal drug therapy decisions. The following section describes how to add medical conditions to DIS, and how to retrieve them through Kroll.

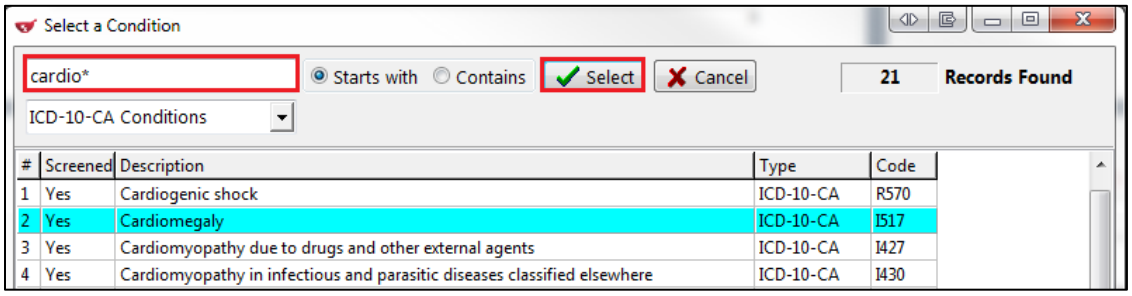
Adding a Medical Condition to the Network

1. Call up the **F3 - Patient** screen and perform a patient search.

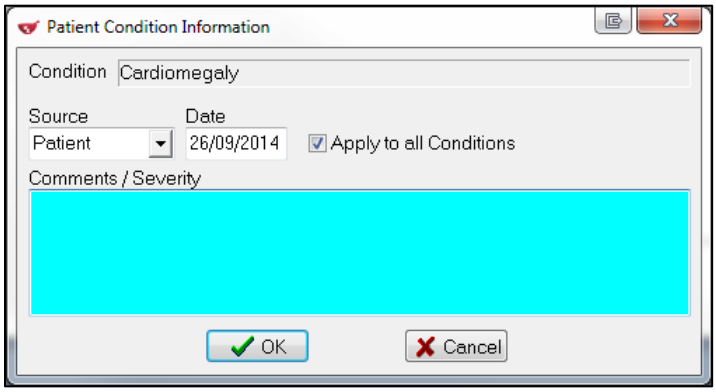
2. Locate the **Medical Conditions** section and click **Ins** or press the **Insert** key on your keyboard.



3. The **Select a Condition** screen will appear. Perform a condition search, highlight the correct condition, and click **Select**.



4. Complete the **Patient Condition Information** form and click **OK**.



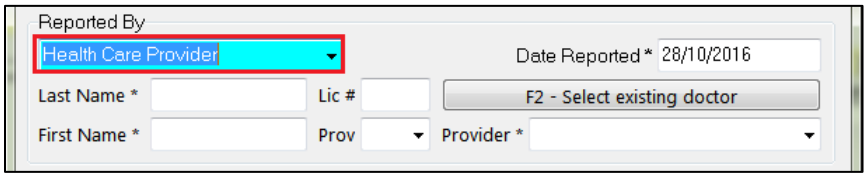
5. The **(Network) Add/Update Medical Condition** form will appear.
    - The **Start Date** is the date the condition was acknowledged by the patient. The date will default to today's date but can be edited.
    - If available, enter the date the patient was relieved of the medical condition in the **Stop Date** field.
    - Check the **Chronic** flag to indicate if the condition is persistent or recurrent.

6. Select from the **Reported By** menu.

    - If you select **Patient**, the **Date Reported** field will be required.

    - If you select **Relative/Responsible Person**, the **Date Reported**, **Last Name**, **First Name**, and **Relationship** fields will be required. If the relative has a patient profile in the system, click **F2 - Select existing patient** to perform a patient search.

- If you select **Health Care Provider**, the **Date Reported**, **Last Name**, **First Name**, and **Provider** fields will berequired. If the health care provider has a prescriber profile in the system, click **F2 - Select an existing doctor** to perform a doctor search.



7. Any comments entered in the **Patient Condition Information** form will appear in the **Comments** field. Enter any additional comments or delete the existing comment if you do not want it to be recorded on the DIS.

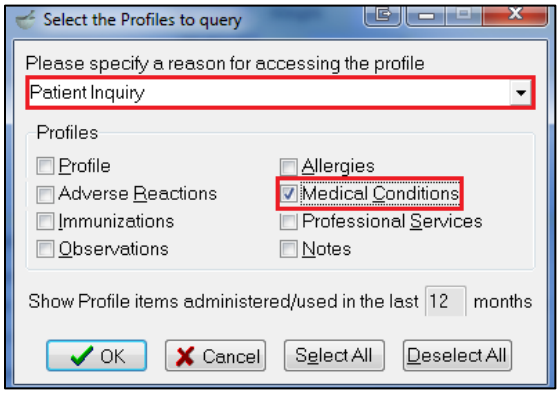
8. Click **OK** or press the **Enter** key on your keyboard.

Retrieving Medical Conditions from the Network

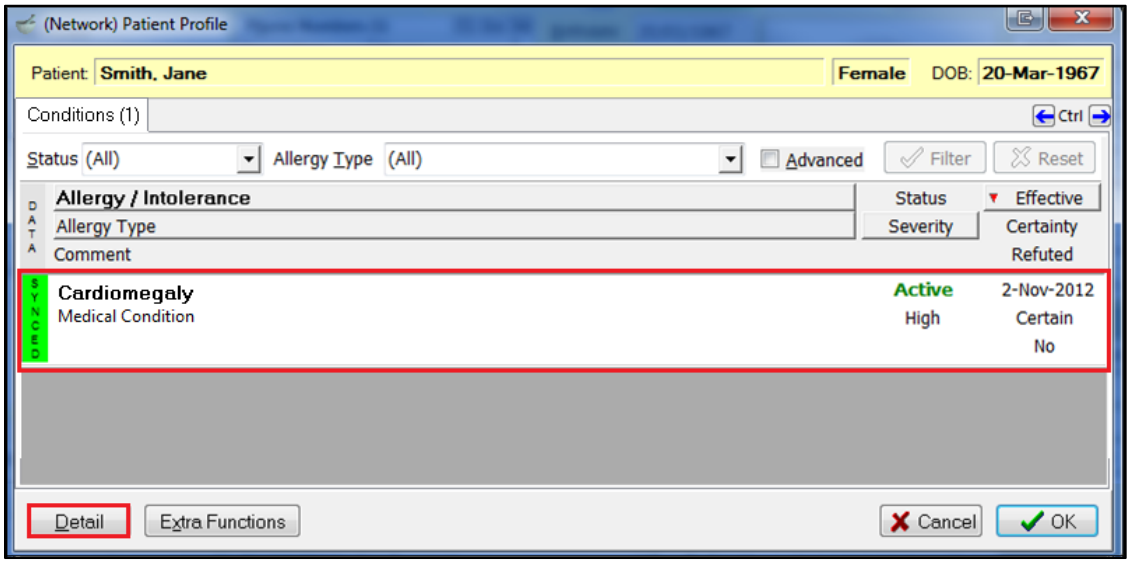
1. Call up the **F3 - Patient** screen and perform a patient search.

2. Go to **Network** > **Profile**.

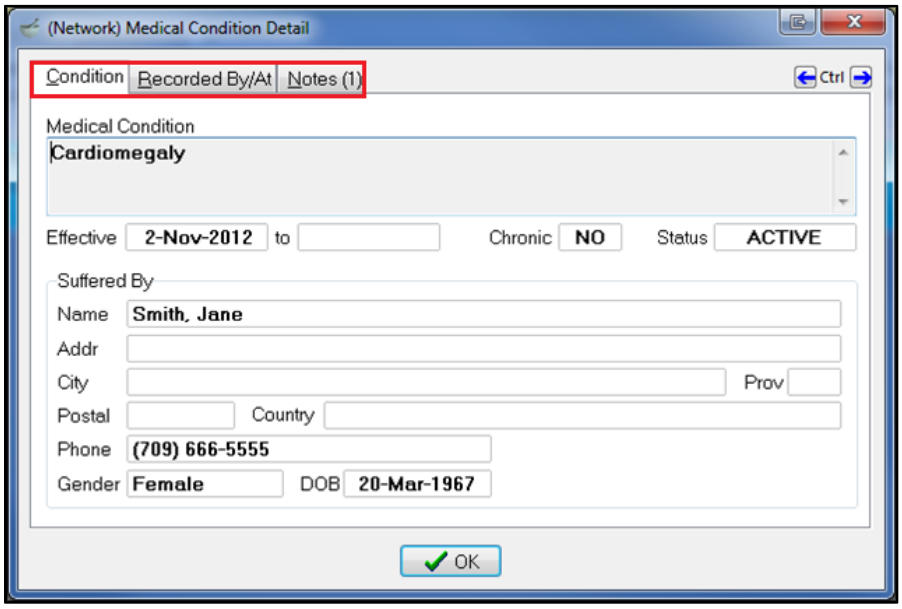
3. The **Select the Profiles to query** form will appear. Check **Medical Conditions** and select a reason for accessing the profile. Click **OK**.



4. The **(Network) Patient Profile** screen will appear. To view details of a medical condition record, highlight the record and click **Detail**.



5. The **(Network) Medical Condition Detail** screen will appear, displaying **Condition**, **Recorded By/At**, and **Notes** information that pertain to the selected record.



6. Click **OK** to close the **(Network) Medical Condition Detail** screen.

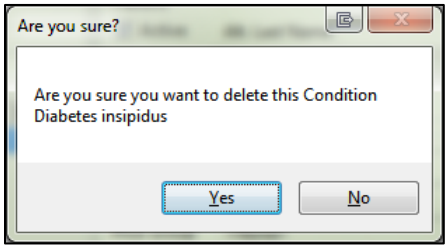
Removing a Medical Condition

Patient medical conditions can be deleted locally in Kroll. You can decide whether to mark the Medical condition are completed or expired or retract it off the network

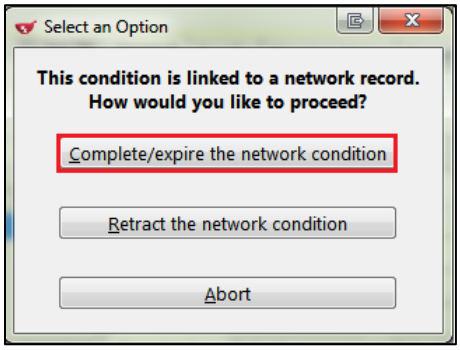
Completing/Expiring Network Conditions

1. On the patient card, highlight the medical condition you want to delete. Click on **Del** or press the **Delete** button on keyboard.

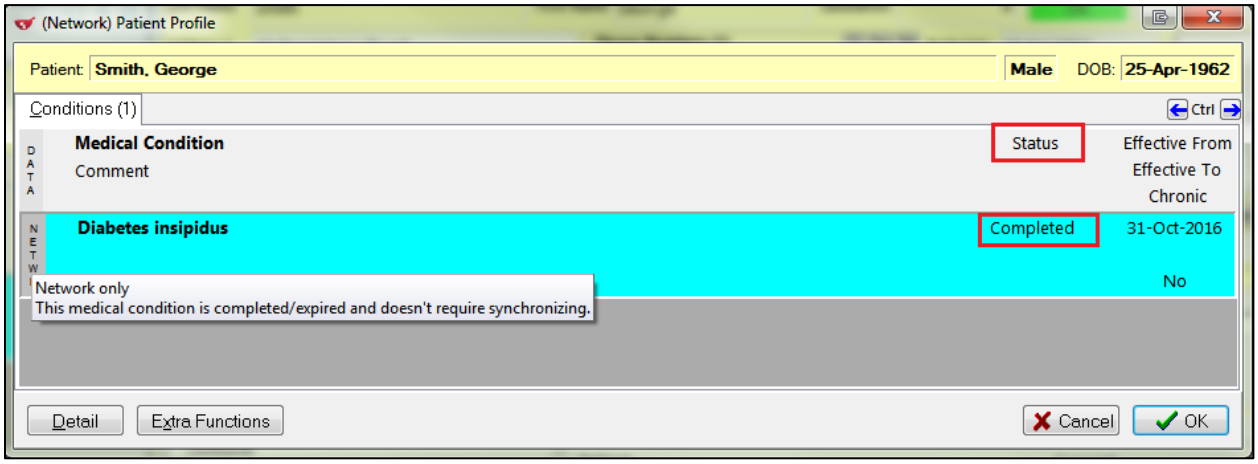
2. A prompt will appear asking if you are sure you want to delete the condition. Answer **Yes**.



3. Select **Complete/expire the network condition**.



The medical condition will be removed locally. On the network, it will show a status of **Completed.**

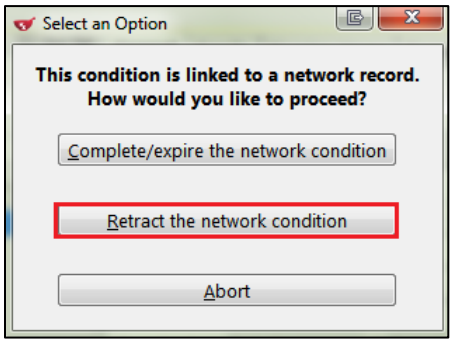


Retracting Medical Conditions

1. On the patient card, highlight the Medical Condition to delete. Click on **Del or** hit the delete button on keyboard.

2. A prompt will appear asking if you are sure you want to delete the condition. Answer **Yes**.

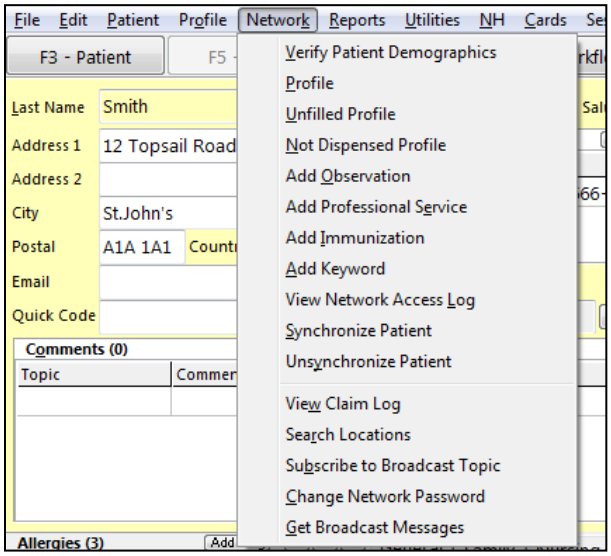
3. Select **Retract the network condition**.



4. The medical condition will be removed locally and from the Network.

Network Menu

Items in the Network menu can be accessed by calling up a patient in the **F3 - Patient** screen and selecting the **Network** dropdown menu.

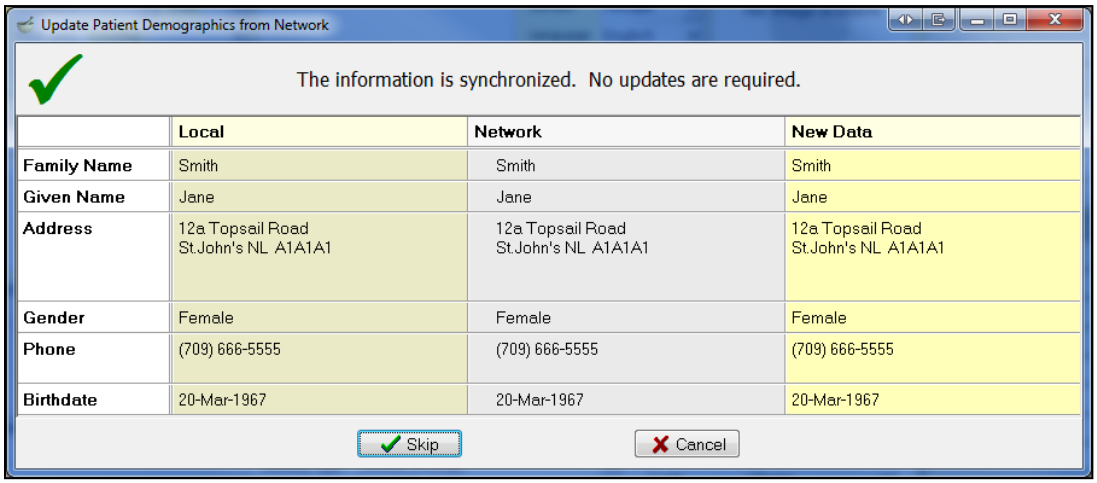


Verify Patient Demographics

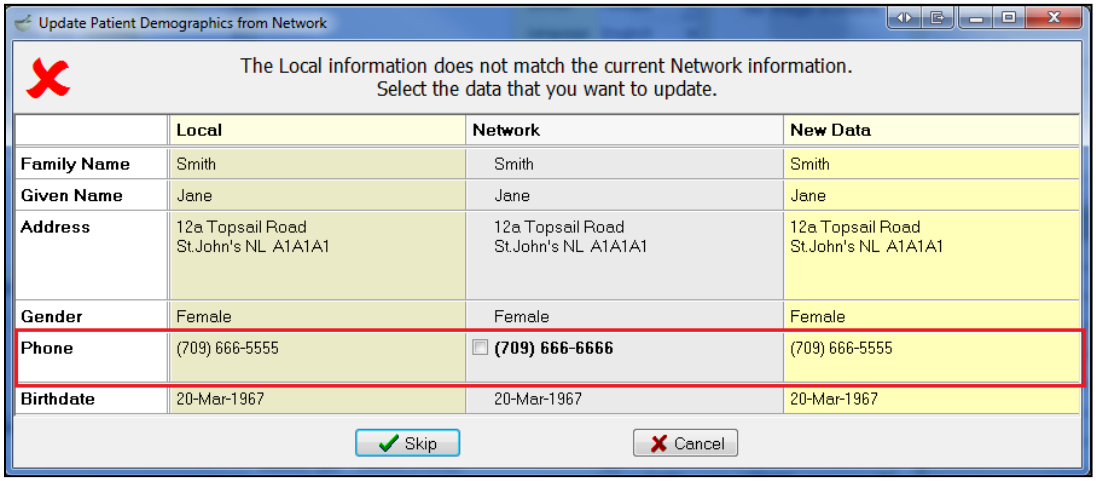
The **Verify Patient Demographics** network function is used to validate local patient information, such as address and phone number, against Network patient information.

1. Call up the **F3 - Patient** screen and go to **Network** > **Verify Patient Demographics**.

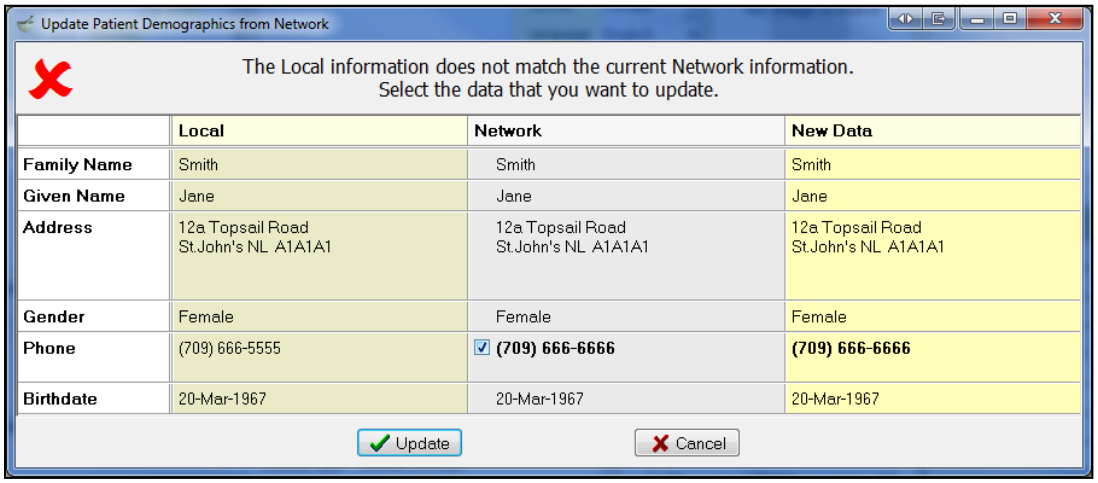
2. If there are no patient demographic differences between the local and Network information, the following message will display:



If there are differences between the local and Network patient demographics, the **Patient Update Form** will display with options to update the local information to match what displays on the Network.



3. Flag the information that needs to be updated and press **Enter** on the keyboard or click **Update**.



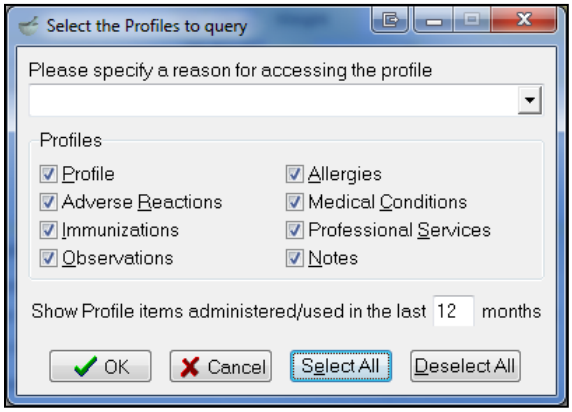
Profile

1. Call up the **F3 - Patient** screen and go to **Network** > **Profile**.

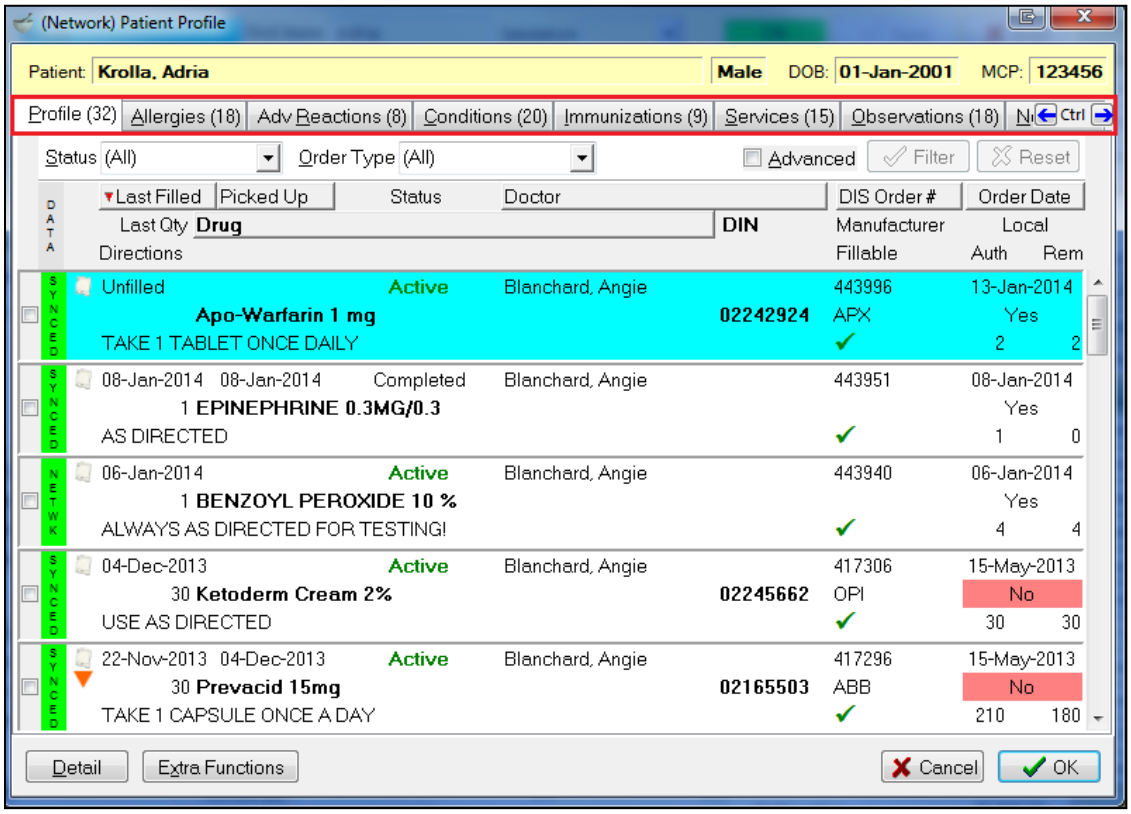
2. From the **Select the Profiles to query** form, check elements of the **(Network) Patient Profile** that need to be retrieved. Enter the number of months of data being retrieved from the Network. Enter a reason for accessing the profile.

NOTE: Click **Select All** to quickly choose all profile selections. Click **Deselect All** to quickly remove all profile selections.

3. Once profile selections have been made, press **Enter** on the keyboard or click **OK** to continue.



4. Click the tabs located on the top of the **Patient Network Profile** to access the corresponding information.



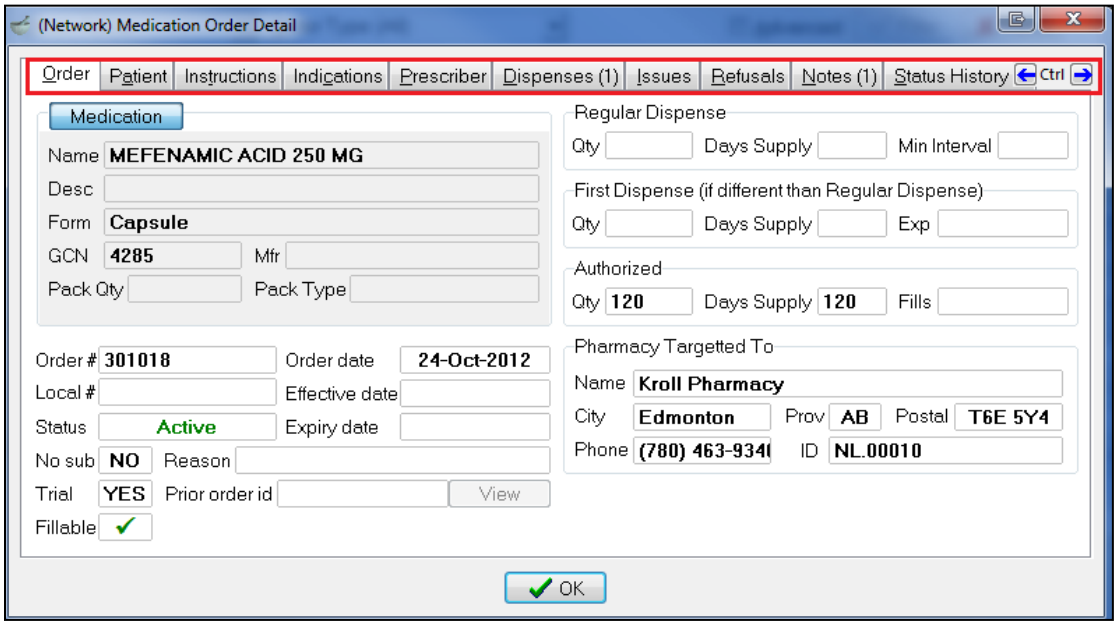
- **Profile:** The profile is the summary of all prescriptions filled for a patient.
- **Allergies:** List the drugs and/or drug groups the patient is allergic to.
- **Adverse Reactions:** Lists the reactions a patient has towards certain medications.
- **Medical Conditions**: Lists the patient's medical conditions.
- **Immunizations:** List the immunizations received by the patient.
- **Services:** Lists the professional services received by the patient.
- **Observations:** Lists health related statistics pertaining to the patient such as blood pressure, sugar level, respiratory rate, etc.
- **Notes:** The notes section allows pharmacy user to enter additional information related to topics such as "Diagnostic image", "Immunization", "Medication", etc.

NOTE: To restrict and refine search results coming back from the Pharmacy Network, an advanced search can be performed. Narrow the search parameters by checking the **Advanced** flag and entering additional search criteria. Press **Enter** on the keyboard or click **Filter** to obtain Network results.

5. To view prescription details on the Patient Network Profile, highlight the Rx record and either:

   a) Type **D** for detail
   b) Click **Detail**
   c) Double left click for **Detail**
   d) Right-click the order and select **Detail**.

6. The **(Network) Medication Order Detail** screen will appear, displaying the details of the prescription. It will always display the **Dispenses** tab first. Click on the tabs located on the top of the screen to access corresponding information.



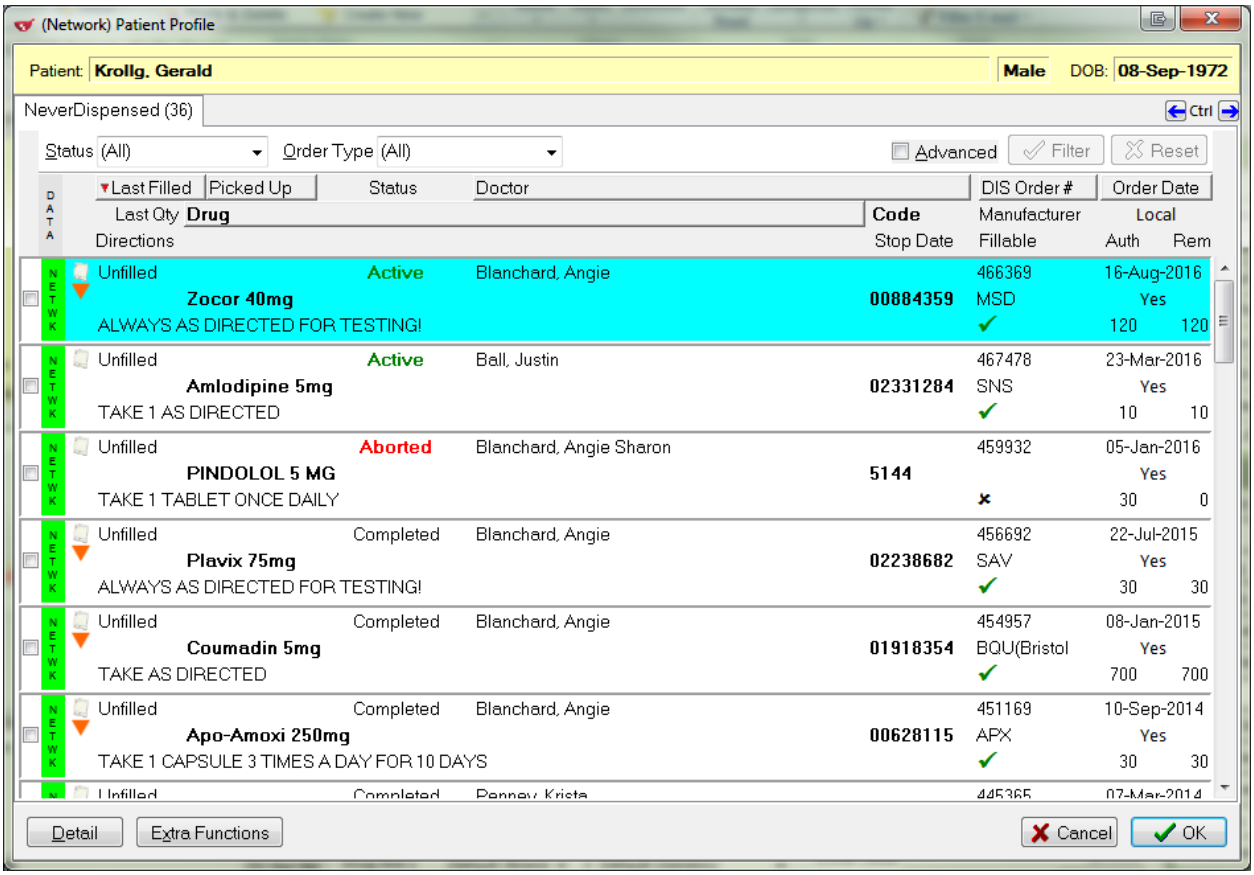
7. Click **OK** to close the **(Network) Medication Order Detail** screen.

Unfilled Profile

The **Unfilled Profile** filters the patient Network profile to prescriptions that are on hold (i.e., not filled).

1. Call up the **F3 - Patient** screen and go to **Network** > **Unfilled Profile**.

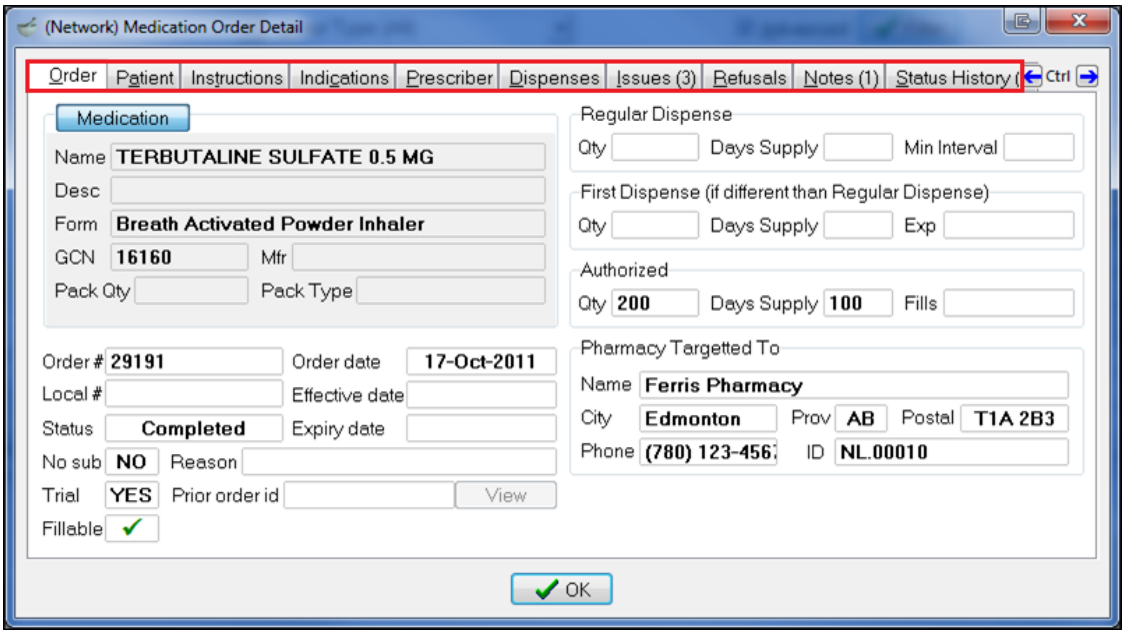
2. A list of never-dispensed prescriptions for the patient will be returned by the Network. Enter a reason for accessing the patient Network profile (optional).



3. To view prescription details on the Patient Network Profile, highlight the Rx record and either:

   a) Type **D** for detail.
   b) Click **Detail**.
   c) Double-click the record.
   d) Right-click the order and select **Detail**.

4. The **(Network) Medication Order Detail** window will appear with the details of the unfilled prescription displayed. Click on the tabs located on the top of the screen to access corresponding information.

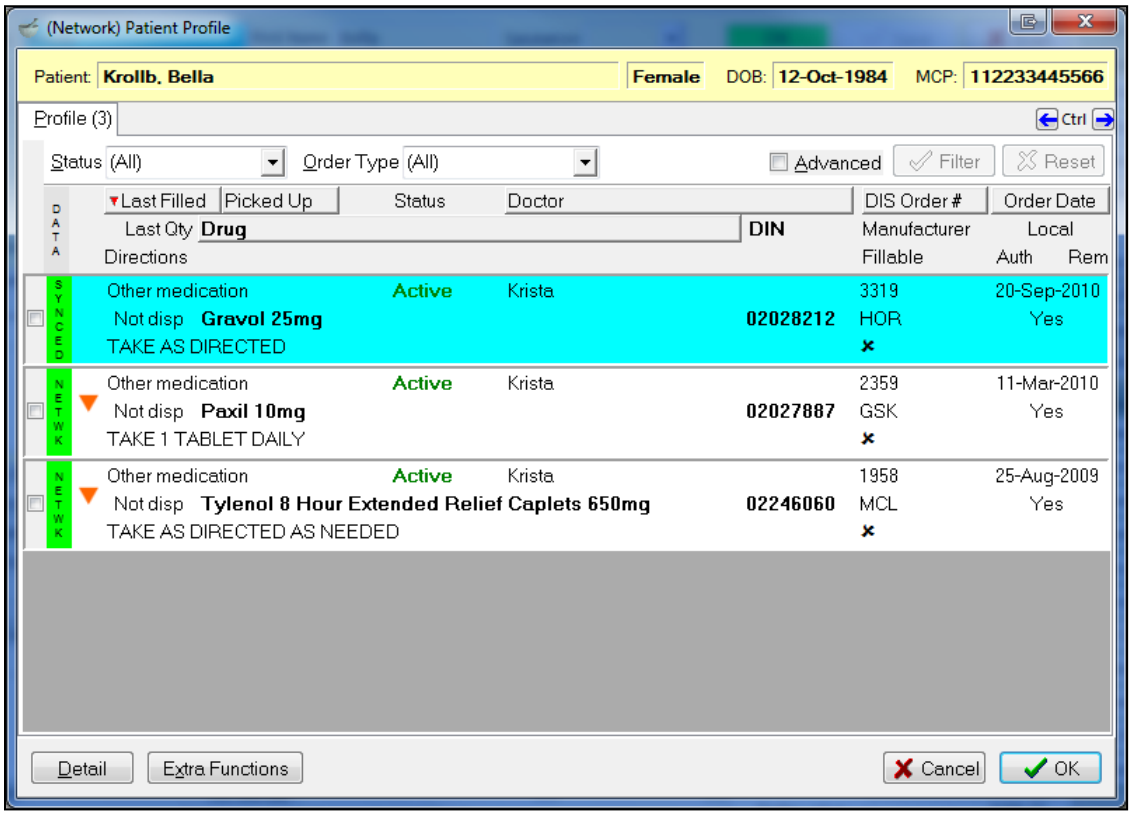


5. Click **OK** to close the **(Network) Medication Order Detail** screen.

Not Dispensed Profile

The **Not Dispensed** profile filters prescriptions coming back from the Network to entries that are considered 'other' medications, such as Gravol, Baby Aspirin, vitamins, etc.

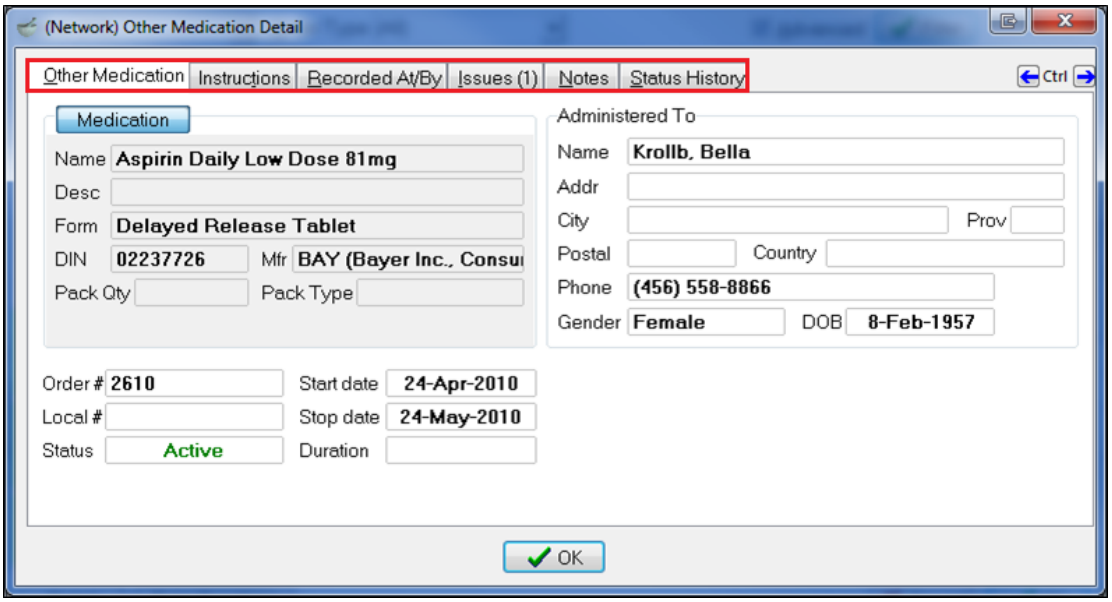
1. Call up the **F3 - Patient** screen and select **Network** > **Not Dispensed Profile**.



2. To view prescription details on the Patient Network Profile, highlight the Rx record and either:

   a) Type **D** for detail.
   b) Click **Detail**.
   c) Double-click the record.
   d) Right-click the order and select **Detail**.

3. The **(Network) Medication Order Detail** screen will appear with the details of the Not Dispensed prescription displayed. Click the tabs located on the top of the screen to access corresponding information.

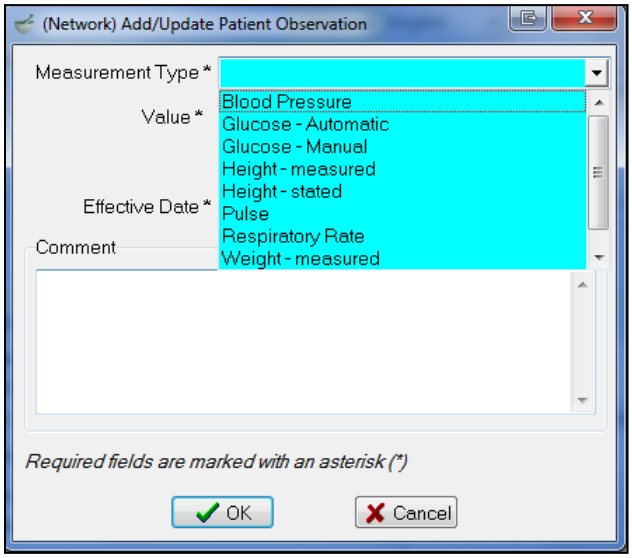


4. Click **OK** to close **the (Network) Medication Order Detail** screen.

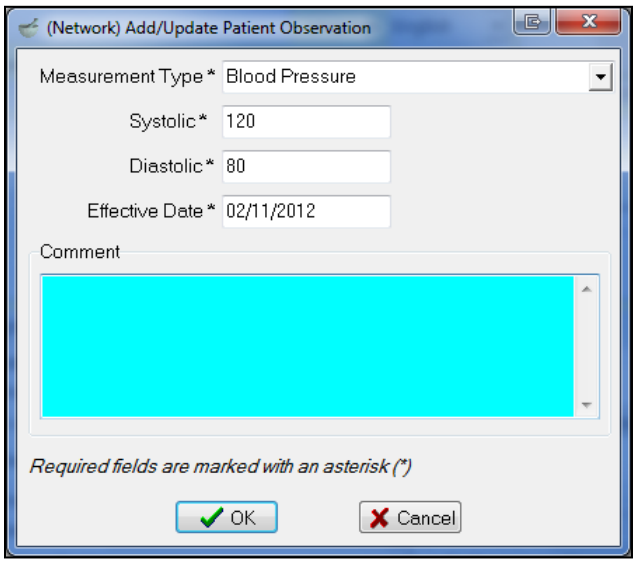
Add Observation

1. Call up the **F3 - Patient** screen and select **Network** > **Add Observation**.

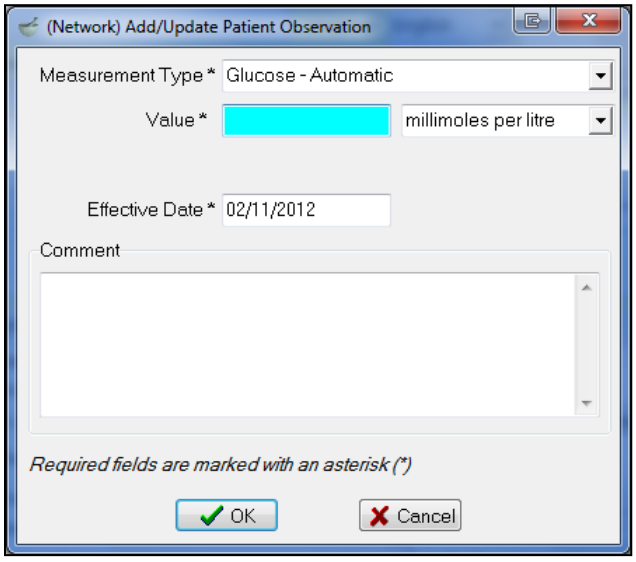
2. Select a **Measurement Type**.



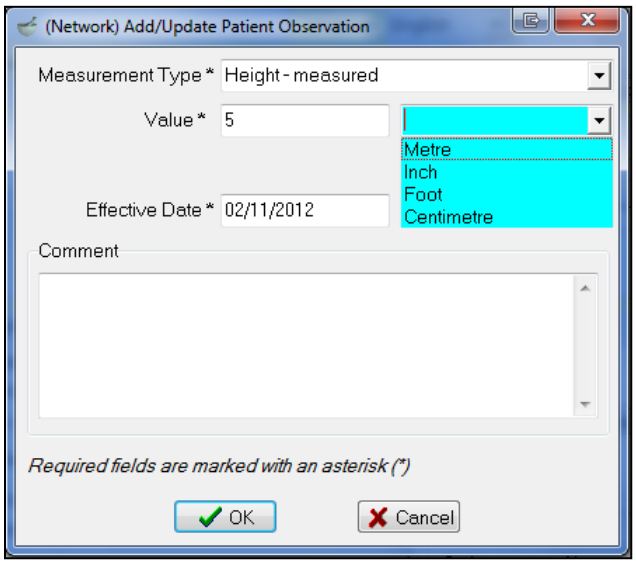
- **Blood Pressure**: Enter the **Systolic** and **Diastolic** pressure along with the date that the measurement was taken. Optional comments can also be added.



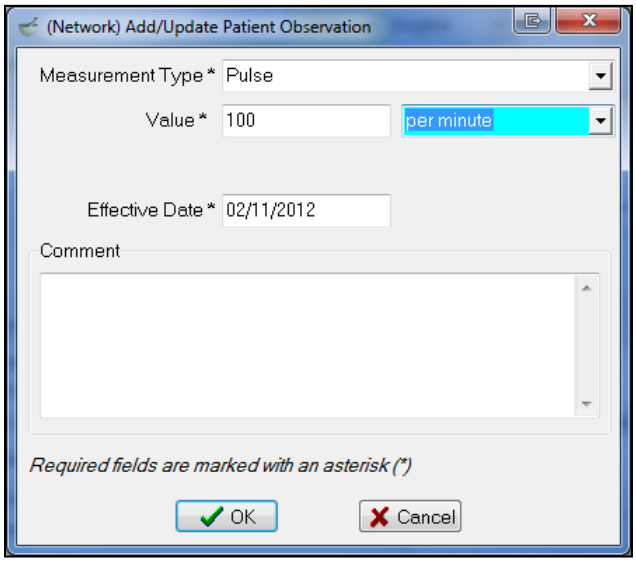
- **Glucose - Automatic/Manual**: Enter the glucose reading as measured in millimoles per litre, along with the date that the measurement was taken. Optional comments can also be added.



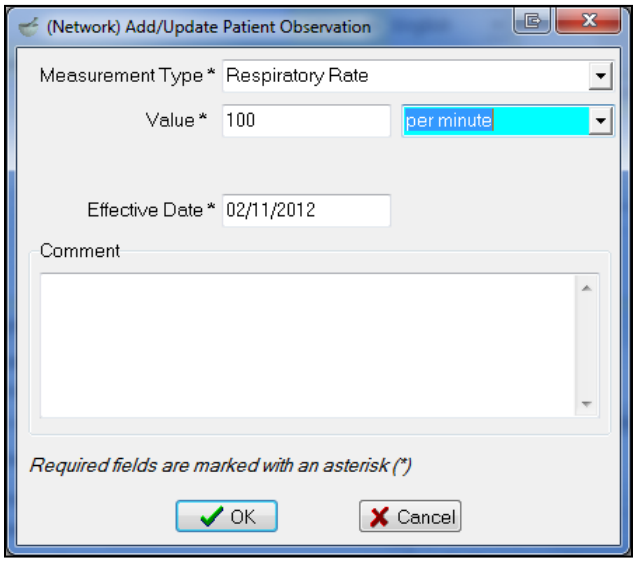
- **Height - Measured/Stated:** Enter the patient's height in the **Value** field and select a unit of measure from the menu. Optional comments can also be added.



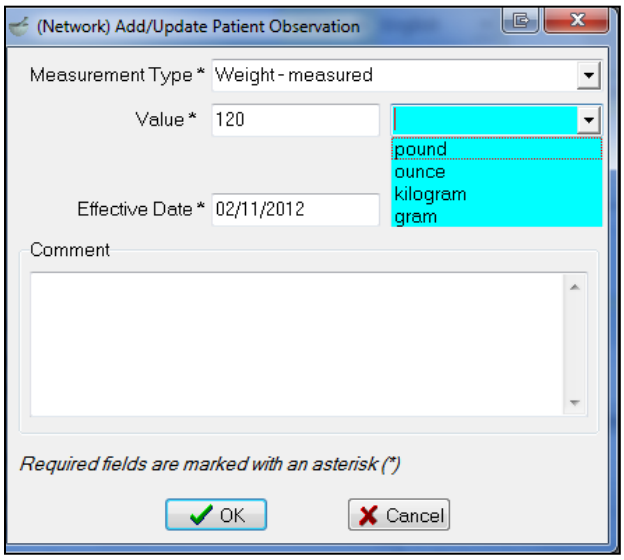
- **Pulse:** Enter the pulse rate as measured in beats per minute. Enter the date that the measurement was taken in the **Effective Date** field. Optional comments can also be added.



- **Respiratory Rate:** Enter the number of breaths taken per minute by the patient. Enter the date that the measurement was taken in the **Effective Date** field. Optional comments can also be added.



- **Weight – Measured/Stated:** Enter the patient's weight in the **Value** field and select a unit of measure from the menu. Enter the date the measurement was taken in the **Effective Date** field. Optional comments can also be added.



3. Click **OK** to save your changes. This will synchronize the observation with the Network.

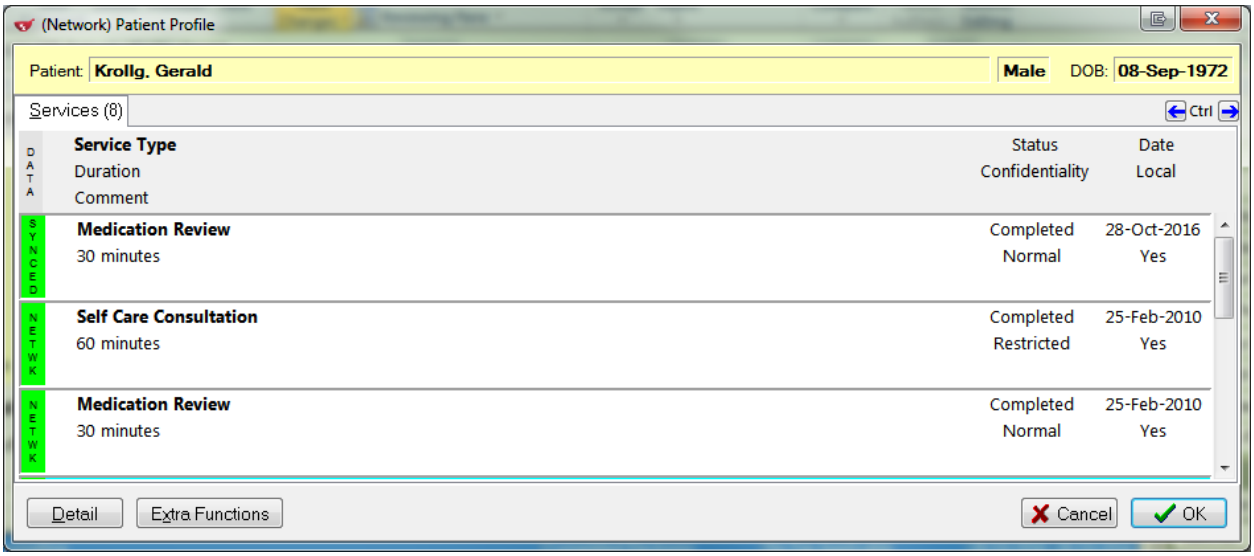
Add Professional Service

Users perform many types of services for patients which they may record on the local Kroll system for their own use, and may also wish to record this information on the DIS to be viewed by all authorized providers.

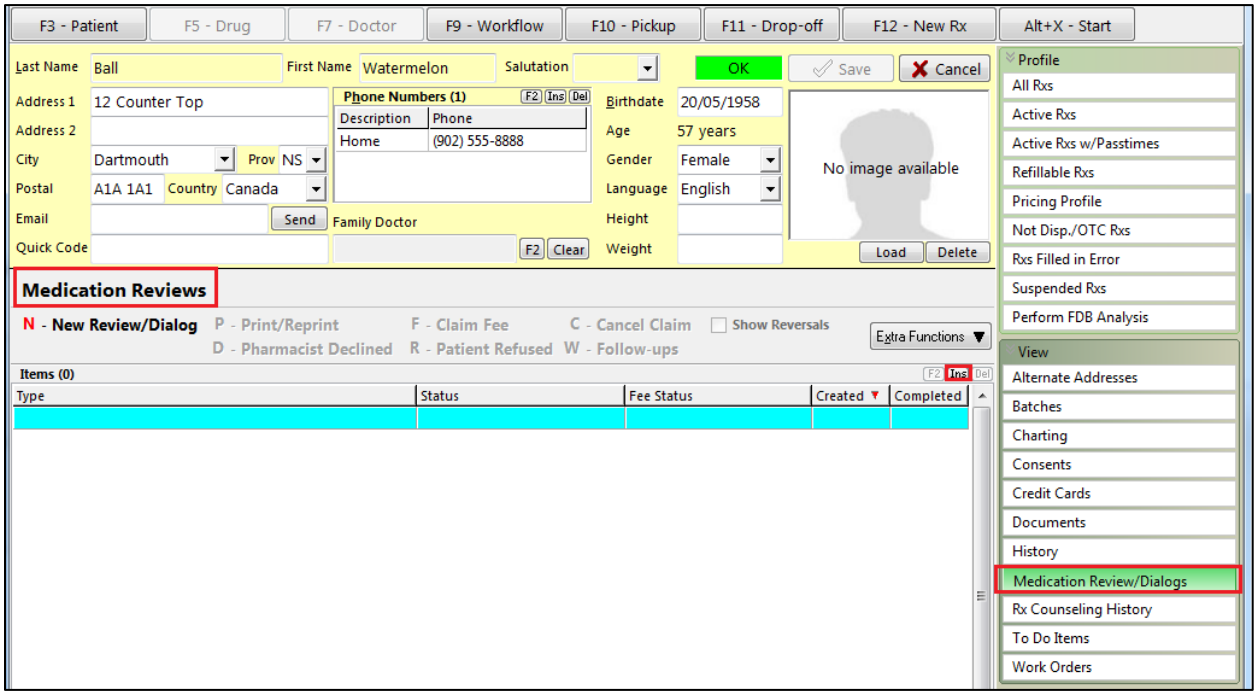
Some examples of professional services that may be recorded on the DIS include:

- Training on usage of a device such as blood glucose monitors or peak flow meters;
- Home visits to assess patient compliance/overuse/home supplies;
- Pre-filling syringes.

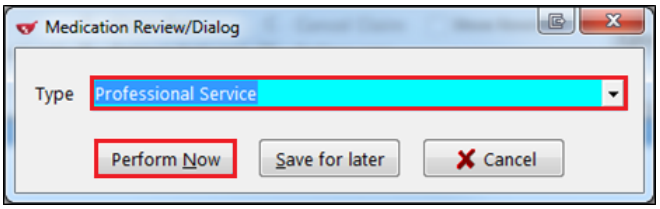
A professional service may be recorded as a one-time event or may be recorded as an ongoing service with a date range which is meant to indicate the length of a service.



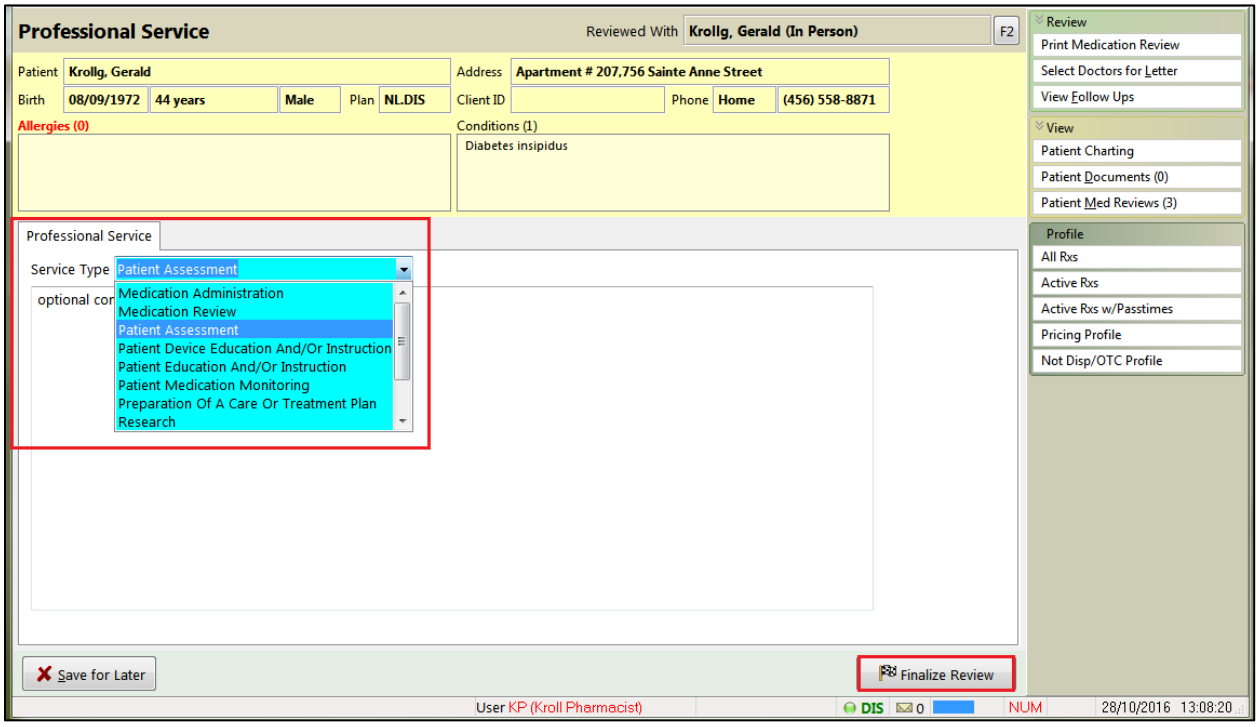
1. Professional Services can be added from the **Network** menu or by selecting **Medication Review/Dialogs** from the right navigation pane. Click **Ins** to initiate a new service.



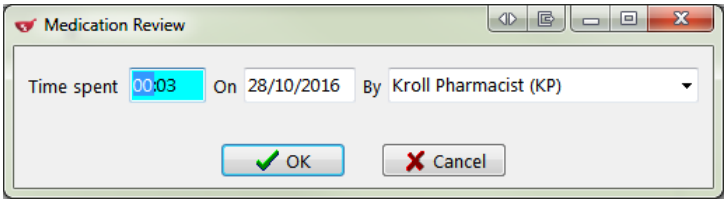
2. The **Medication Review/Dialog** screen will display. Select **Professional Service** from the **Type** list. You can either **Perform Now** or **Save for later**. Click **Perform Now**.



3. The **Professional Service** screen will appear. Select a service type from the list and enter an optional comment if desired. Click **Finalize Review**.

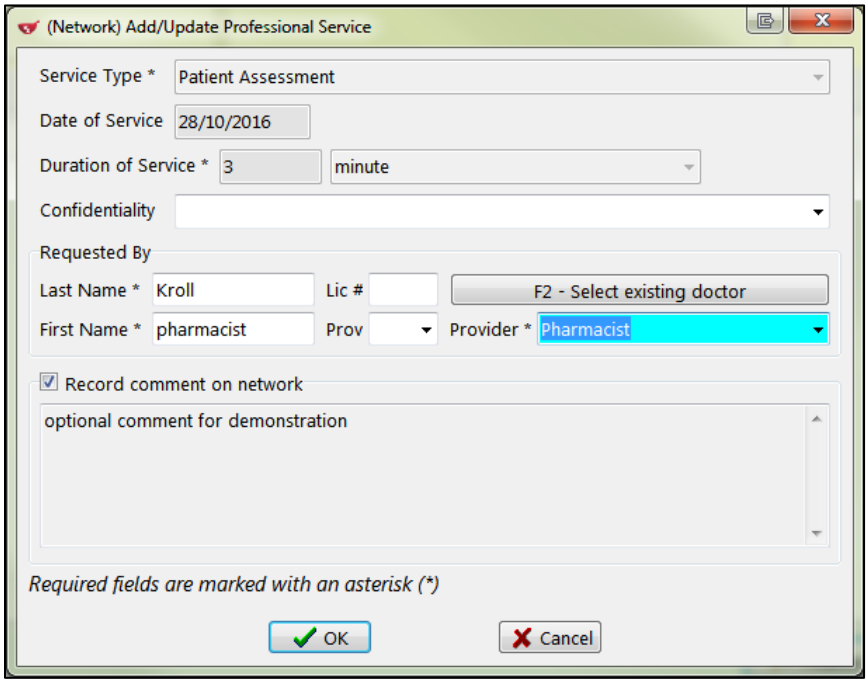


4. **Medication Review** window opens. Time spent is calculated but can be overridden. Click **OK** or press enter on keyboard.

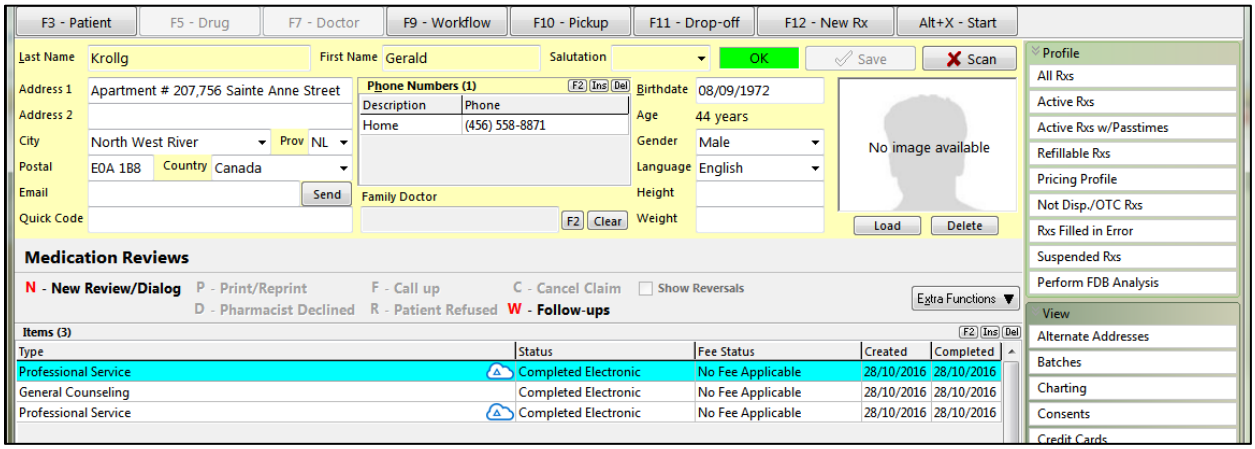


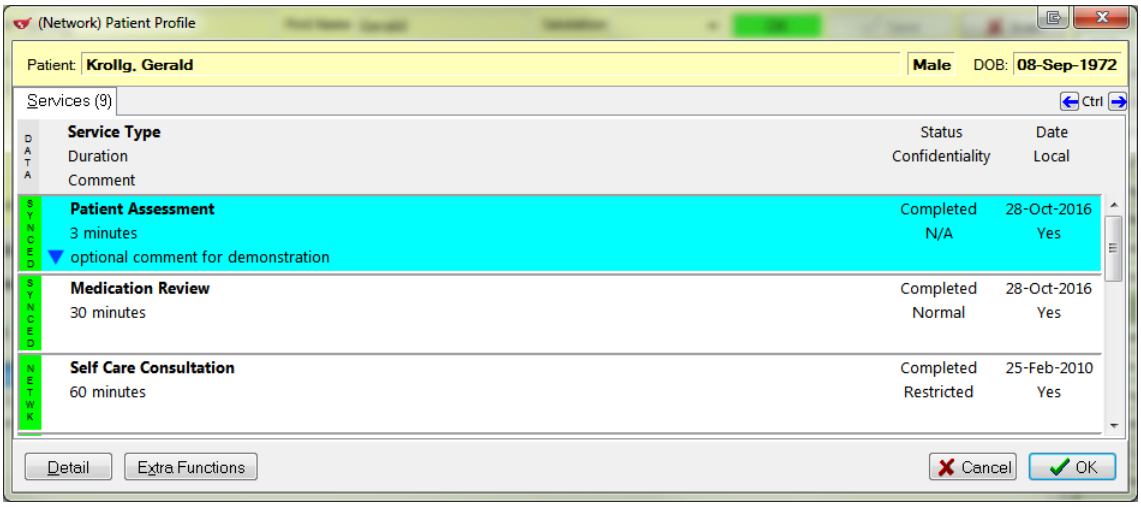
5. A prompt will appear asking if you are sure you want to record this on the Network. Answer **Yes**.

6. The **(Network) Add/Update Professional Service** screen will appear. Enter all the required information. Click **OK** or press the **Enter** key on your keyboard.



The professional service will be recorded locally and on the Network.

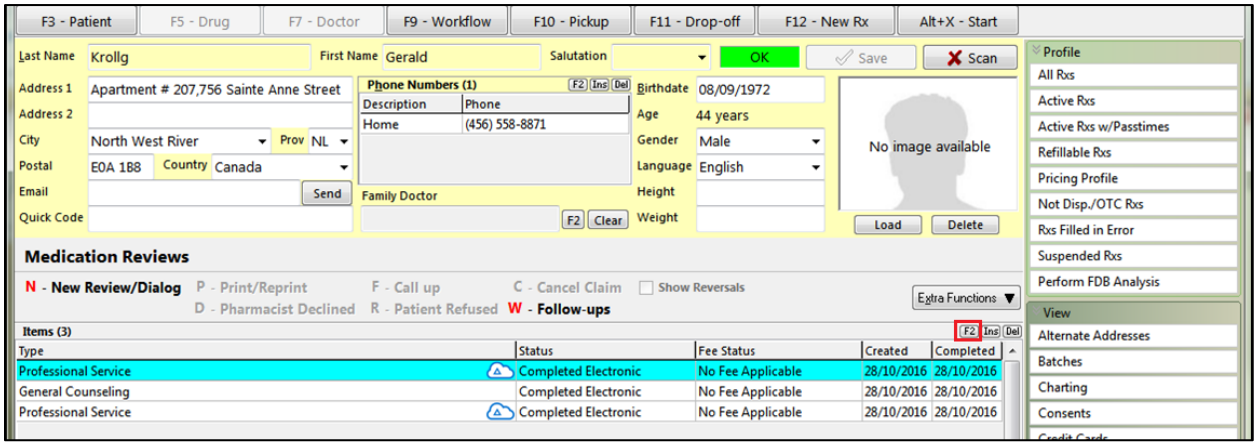




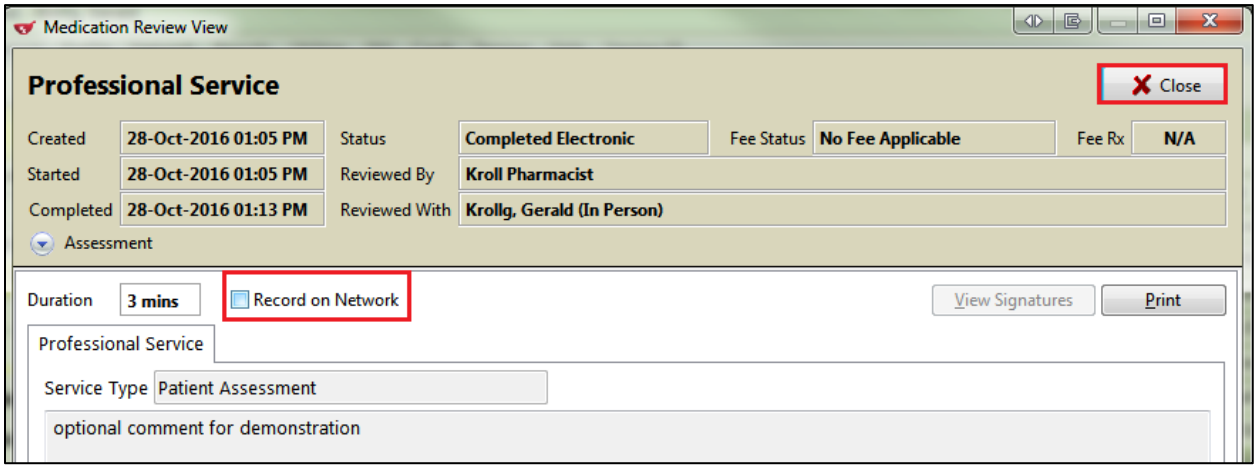
Retracting Professional Services Sent to the Network

If a professional service was sent to the Network in error you can undo/ retract it locally.

1. Double-click or highlight the entry and press **F2**.



2. Uncheck **Record on Network** and click **Close**. This action sends the retract message to the Network and the professional service will be removed. It will still be recorded locally.

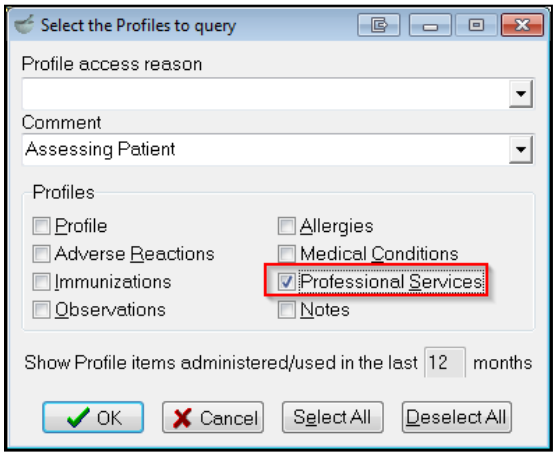


Retrieving Details of a Professional Service on NL.DIS

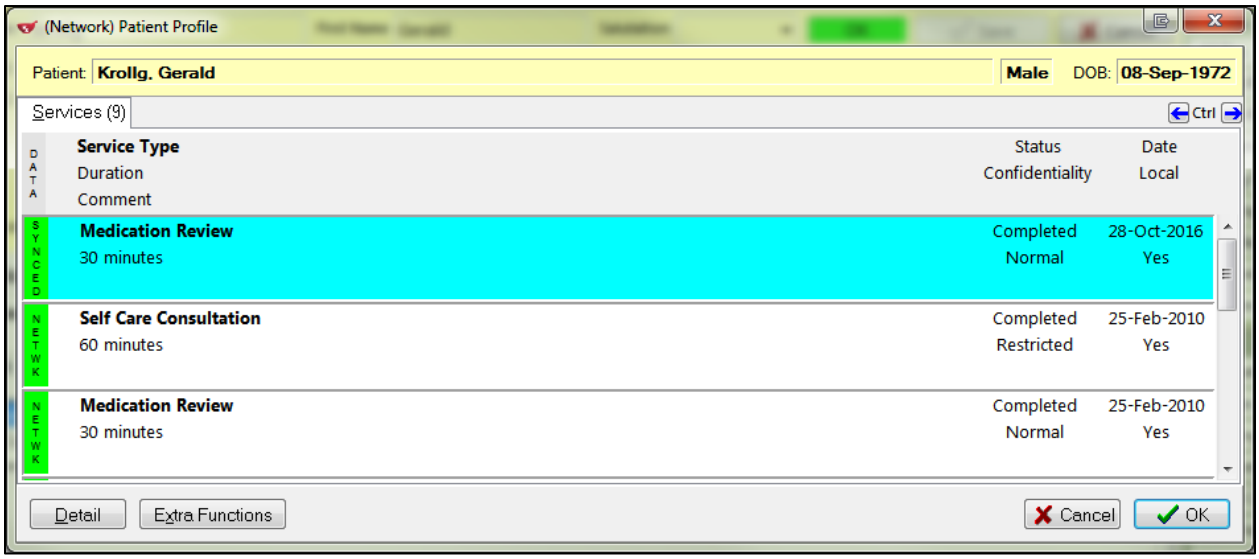
Once a professional service is logged on the DIS, it can be retrieved as follows:

1. From the **F3 - Patient** card, go to the **Network** menu and select either the **Comprehensive** or **Advanced Profile**.

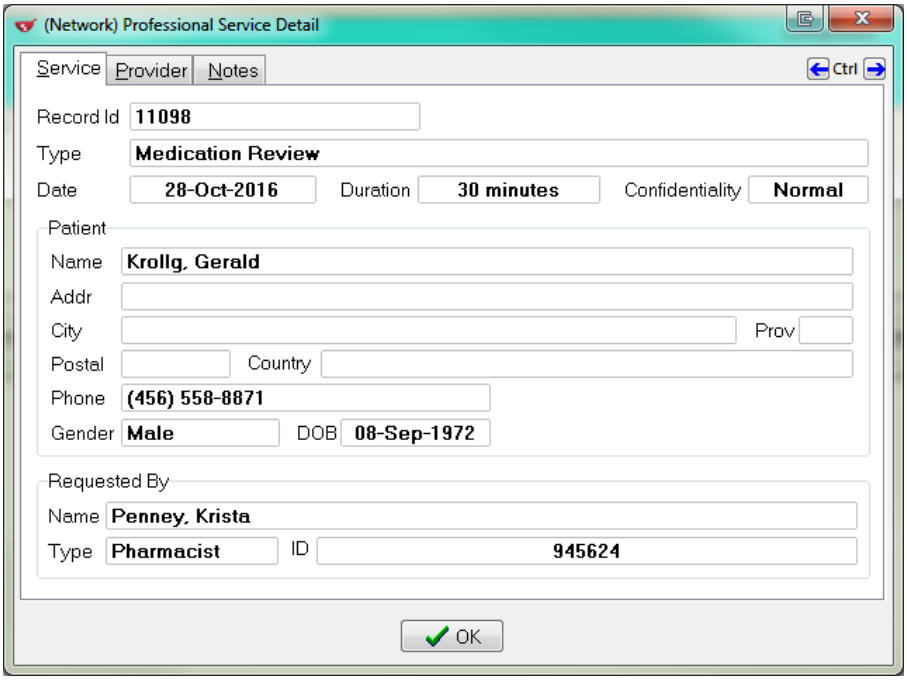
2. From the **Select the Profiles to query** screen, check **Professional Services** and click **OK** or press **Enter** to retrieve the **(Network) Patient Profile**.



3. From the **(Network) Patient Profile**, access the Services tab.



4. Double-click the applicable Professional Service entry; this will call up the **(Network) Professional Service Detail** screen.

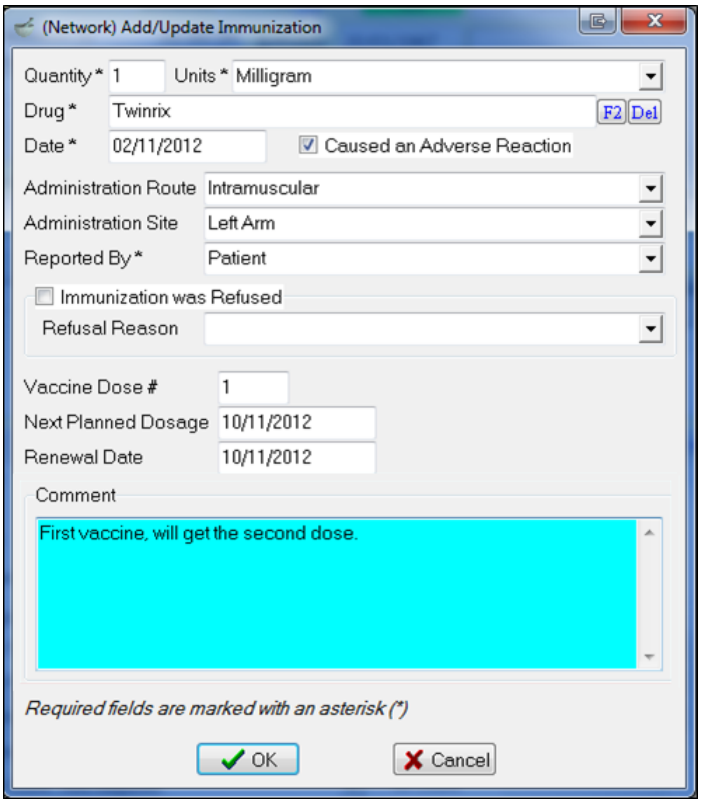


Adding an Immunization

1. Call up the **F3 - Patient** screen and go to **Network** > **Add Immunization**.

2. The **(Network) Add/Update Immunization** form will display.

    a) Enter the **Quantity** and unit of measure from the menu.
    b) Click **F2** next to the **Drug** field to bring up the **F5-Drug** search screen. Perform a drug search and click **Select**.
    c) **Date:** Enter the date that the immunization was administered.
    d) **Caused an Adverse Reaction**: Check this flag to indicate that the immunization caused a negative reaction in the patient subsequent to delivery.
    e) **Administration Route:** Select the method by which the immunization was administered from a pre-populated drop down menu.
    f) **Administration Site:** Select the location on the body where the immunization was administered from a pre-populated drop down menu.
    g) **Reported By:** Indicate whether an **Agent, Healthcare Provider,** or **Patient** reported the immunization.
    h) **Immunization was Refused:** Check this flag in the event that the patient refuses immunization. If immunization is refused, select a **Refusal Reason** from the menu.
    i) **Vaccine Dose #:** If the immunization is one out of a course of treatments, indicate the dose number (e.g., 1 = First vaccination; 2 = second vaccination; etc.)
    j) **Next planned Dosage:** Enter the date of the next scheduled vaccine.
    k) **Renewal Date:** If the vaccine loses efficacy after a period of time, indicate the date that the vaccine needs to be administered again.
    l) Enter any **Comments** that relate to the immunization (optional).



3. Click **OK** to synchronize the local immunization data with the pharmacy Network.

Adding a Patient Keyword

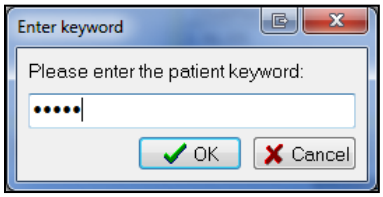
By setting up a patient keyword with the Newfoundland and Labrador Centre for Health Information (NLCHI), patients have the ability to place restrictions on who can access their personal health information. The patient keyword allows each patient to control how their personal health information is used within the Pharmacy Network and to control who can see their medication profile. Personal health information is kept confidential from healthcare providers unless the patient discloses his/her patient keyword.

There are two methods for entering the patient keyword.

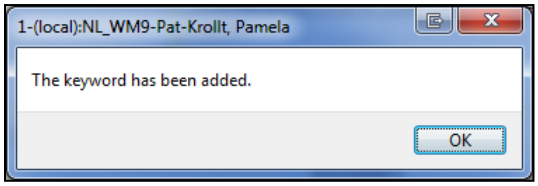
Method 1: Before Accessing the Network Profile

1. Call up the **F3 - Patient** screen and select **Network** > **Add Keyword**.

2. Enter the keyword and click **OK**.



3. When the keyword is successfully added, the following message will display:

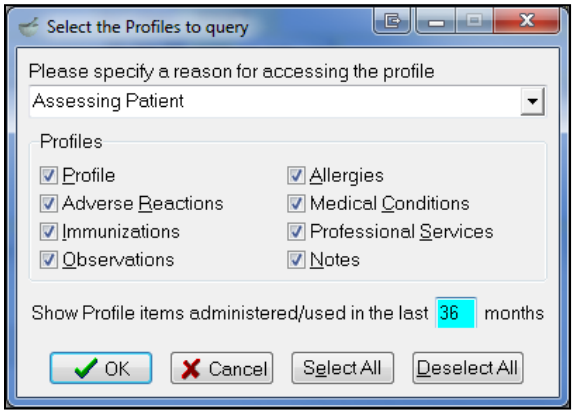


4. Access the full (i.e., unmasked) patient Network profile from **Network** > **Profile**.

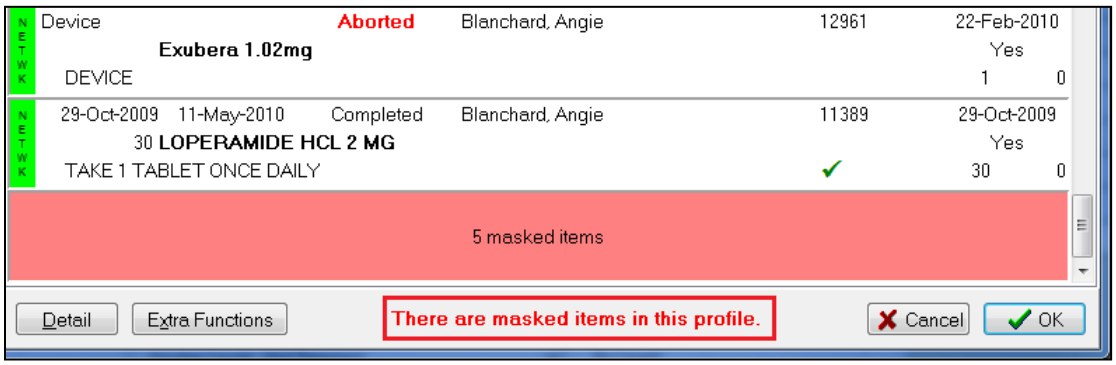
Method 2: After Accessing the Network Profile (Breaking the Glass)

1. Call up the **F3 - Patient** screen and select **Network** > **Profile.**

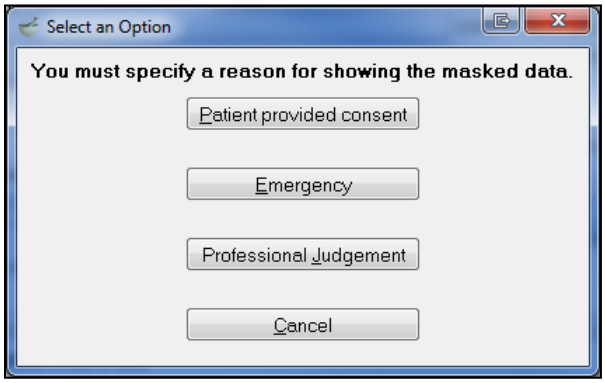
2. Check the items you want to request from the Network and specify a reason for accessing the profile. Click **OK**.



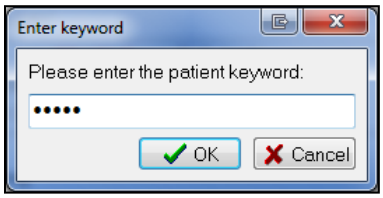
3. If a patient uses a password to restrict access to their medication profile, the bottom of the profile screen will have a note indicating the number of masked items. There will also be a message signifying '**There are masked items in this profile**'.



4. Select **Extra Functions** > **Show Masked Data** or right-click and select **Show masked data**.
5. A prompt will appear asking you to specify the reason for showing the masked data.



- **Patient provided consent:** Select this option if the patient has provided his/her password. You will be prompted to enter the password (i.e., keyword).



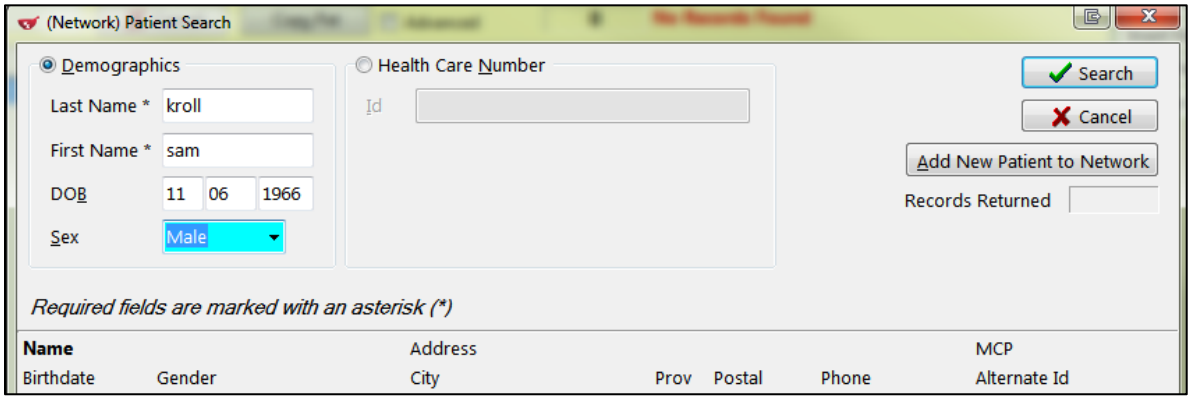
- **Emergency**: Also known as "breaking the glass". This option is selected when the patient has not provided a patient password and the pharmacist on duty deems it necessary to view the medication profile for emergency reasons. The "breaking the glass" action is monitored and audited by NLCHI to ensure that the function is not abused.

- **Professional Judgment**: This is another form of "breaking the glass". This option is selected when the patient has not provided a patient password and the pharmacist on duty deems it necessary to view the patient's medication profile based on professional judgment.
- **Cancel**: Click **Cancel** to exit.

Synchronize Patient

1. Call up the **F3 - Patient** screen select to **Network** > **Synchronize Patient**.

2. The **(Network) Patient Search** screen will appear indicating that you must synchronize with the Network by searching for the patient. Enter the available patient search criteria and click **Search**.



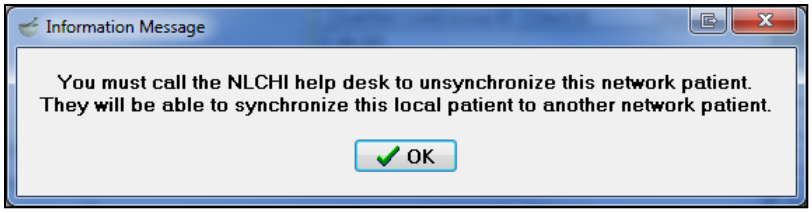
3. Highlight the correct patient record and click **Select**. If no match is returned from the Network results, click **Add Local Patient to Network**.

Unsynchronize Patient

A local patient account may need to be unsynchronized from the pharmacy Network if the initial synchronization was executed in error (e.g., the local patient was linked to the wrong Network patient).

1. Call up the **F3 - Patient** screen and select **Network** > **Unsynchronize Patient**.

2. A message will appear informing you that '**You must call the NLCHI help desk to unsynchronize this network patient. They will be able to synchronize this local patient to another network patient**.' Click **OK** to close the prompt.

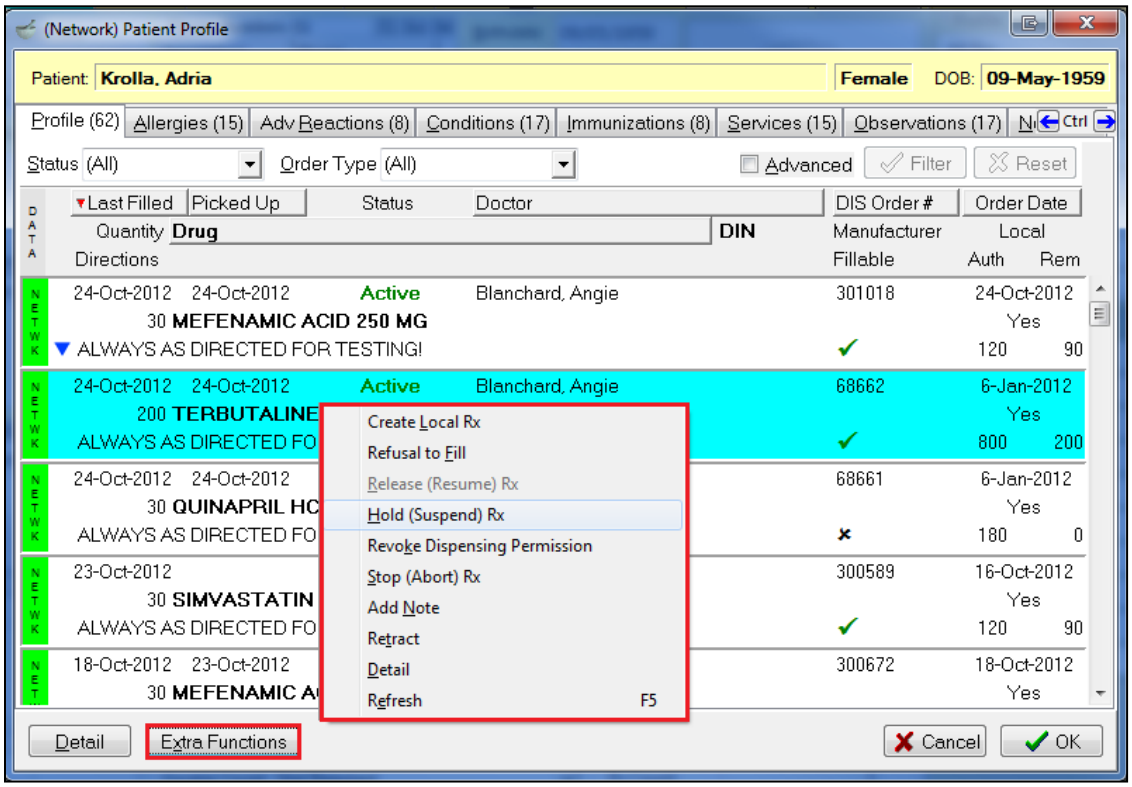


Network Patient Profile

The Network Patient Profile contains records of all the allergies, conditions, immunizations, etc. that has been entered in the local patient profile and synched with the Network.

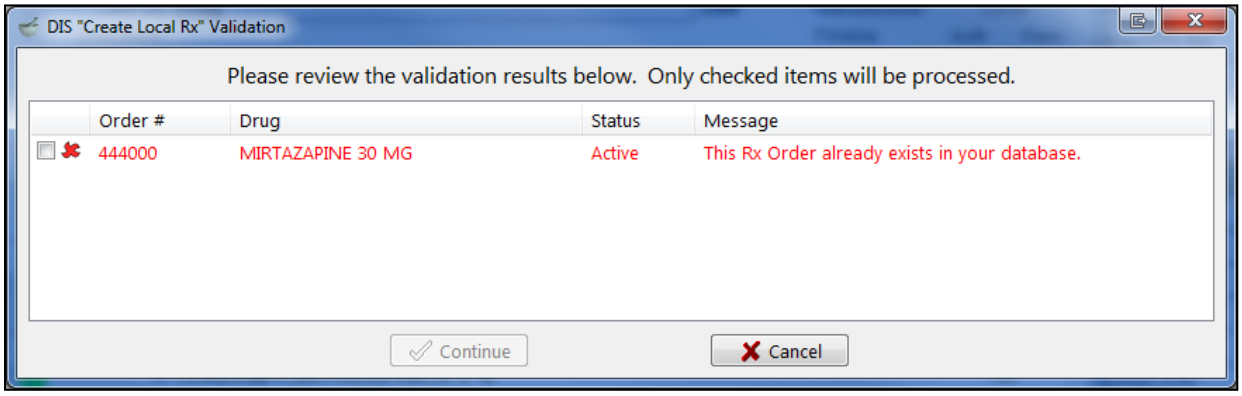
Extra Functions

The **Extra Functions** menu allows you to make modifications to prescriptions on the Network Patient Profile. To execute extra functions, select **Network** > **Profile** from the **F3 - Patient** screen and click **Extra Functions** at the bottom of the screen.



Create Local Rx with DIN/GCN

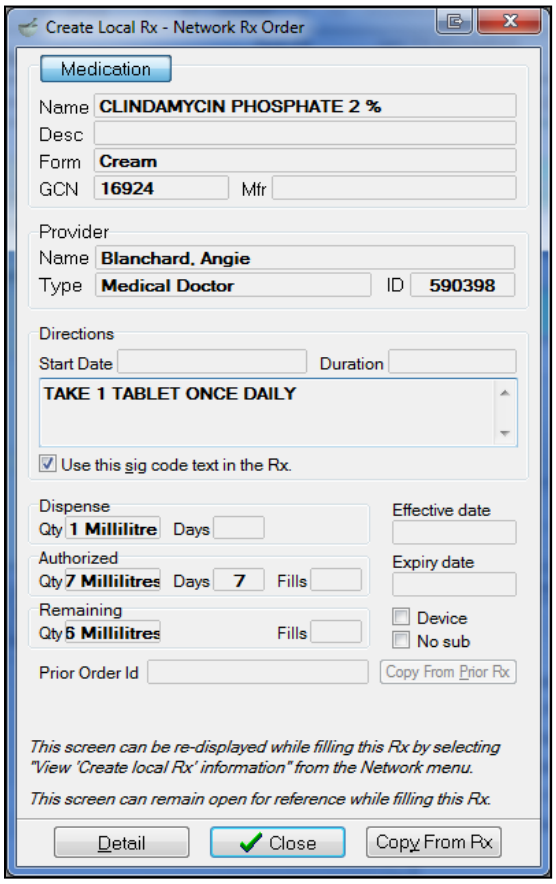
Create Local Rx allows you to pull prescription information (i.e., patient, drug, doctor, and dispensing information) from the Network profile into the local **F12-Filling** screen. This function is used when transferring an Rx from another pharmacy. In order to fill another pharmacy's Rx, the other pharmacy must transfer the Rx to the transferred to pharmacy. The transfer pharmacy can then create a local Rx to fill the prescription. The **Create Local Rx** function can only be used for Network prescription entries that do not exist locally.



NOTE: If you attempt to execute the **Create Local Rx** function on a Network prescription entry that exists locally, a message stating, '**This order is not fillable; This Rx Order already exists in your database**' will display.

1. To create a local Rx, highlight the Network Rx(s) to be filled locally. Select **Extra Functions** > **Create Local Rx**.

   The **Create Local Rx - Network Rx Order** screen will display, displaying the information that will be pulled into the local **F12 - Filling** screen. Information on this screen cannot be modified.



2. Click **Close** to exit the **Create Local Rx - Network Rx Order** screen. If you do not exit this screen it will close automatically when the Rx is complete.

3. Complete the remaining Rx fields and click **F12 - Fill Rx**.

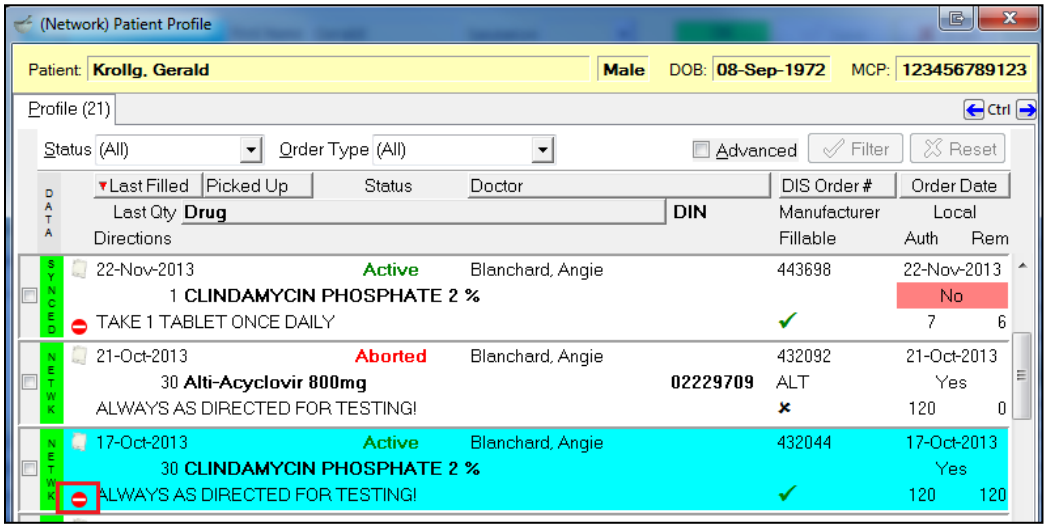
NOTE: You cannot add repeats or change the authorized quantity on an Rx that has been pulled from the Network using the **Create Local Rx** function.

Refusal to Fill

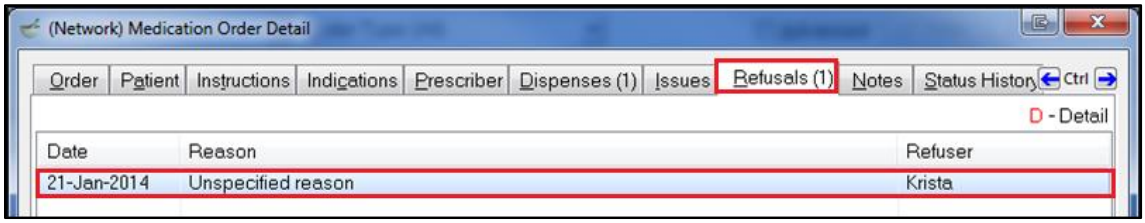
This message is used when a pharmacist decides they will not or cannot fill a prescription request for a patient. The intent of the message is to record situations such as suspected abuse, poly-pharmacy activities, and operational situations such as “out of stock” item, but can be used as the pharmacist deems fit.

1. To claim a refusal to fill, unfill the Rx so the Rx order will be sent to DIS.

2. Call up the **(Network) Patient Profile** and locate the Rx you want to refuse to fill. Right-click and select **Refusal to Fill**. The **(Network) Patient Profile** screen will show a red stop icon indicating that the Rx has been refused.

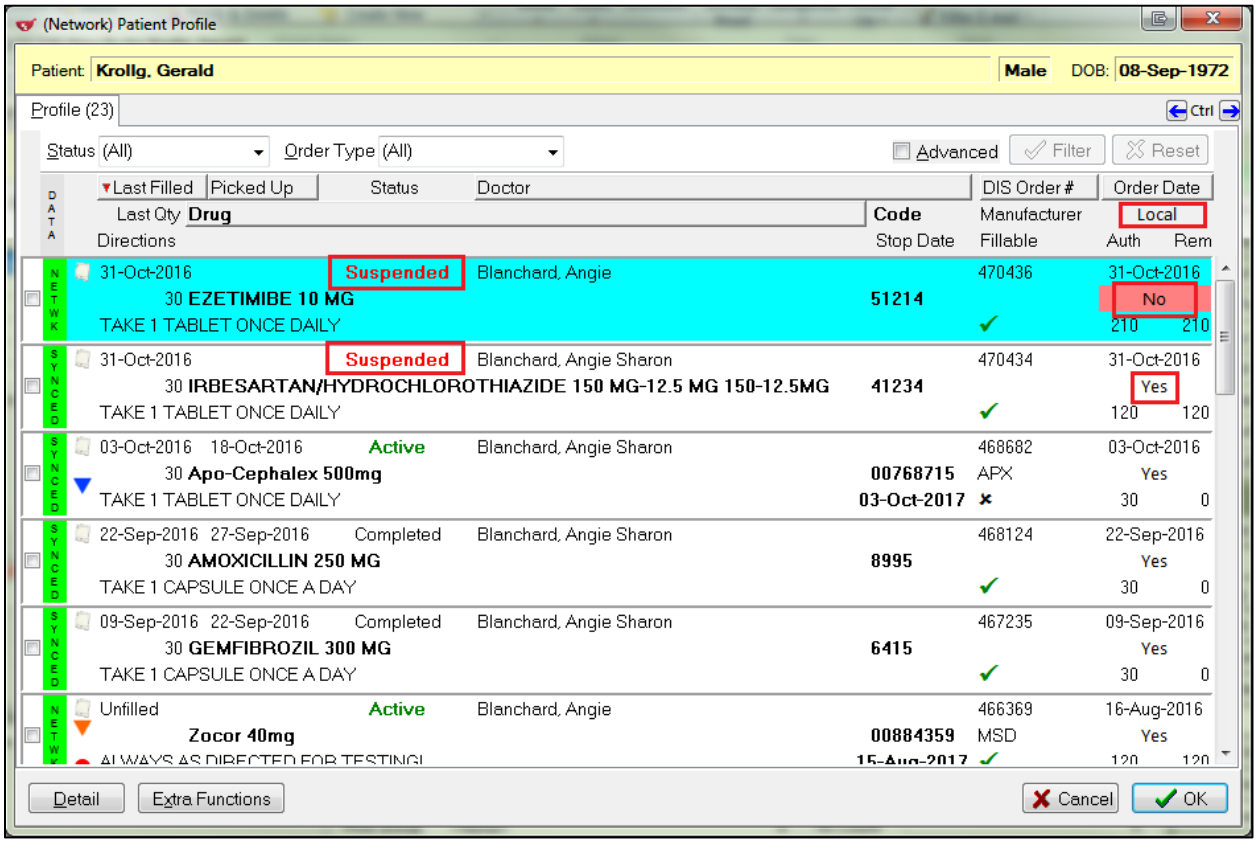


3. If you click **Detail**, the Rx will display in the **Refusals** tab.



Hold (Suspend) Rx

A prescription is put on hold when a provider determines that a drug should not be taken by the patient for a specified interval of time. This identifies the intent that the drug therapy be continued in the future, but that it is suspended for the period indicated on the hold. A prescription that is on hold will have a status of 'Suspended' on the Patient Network Profile.

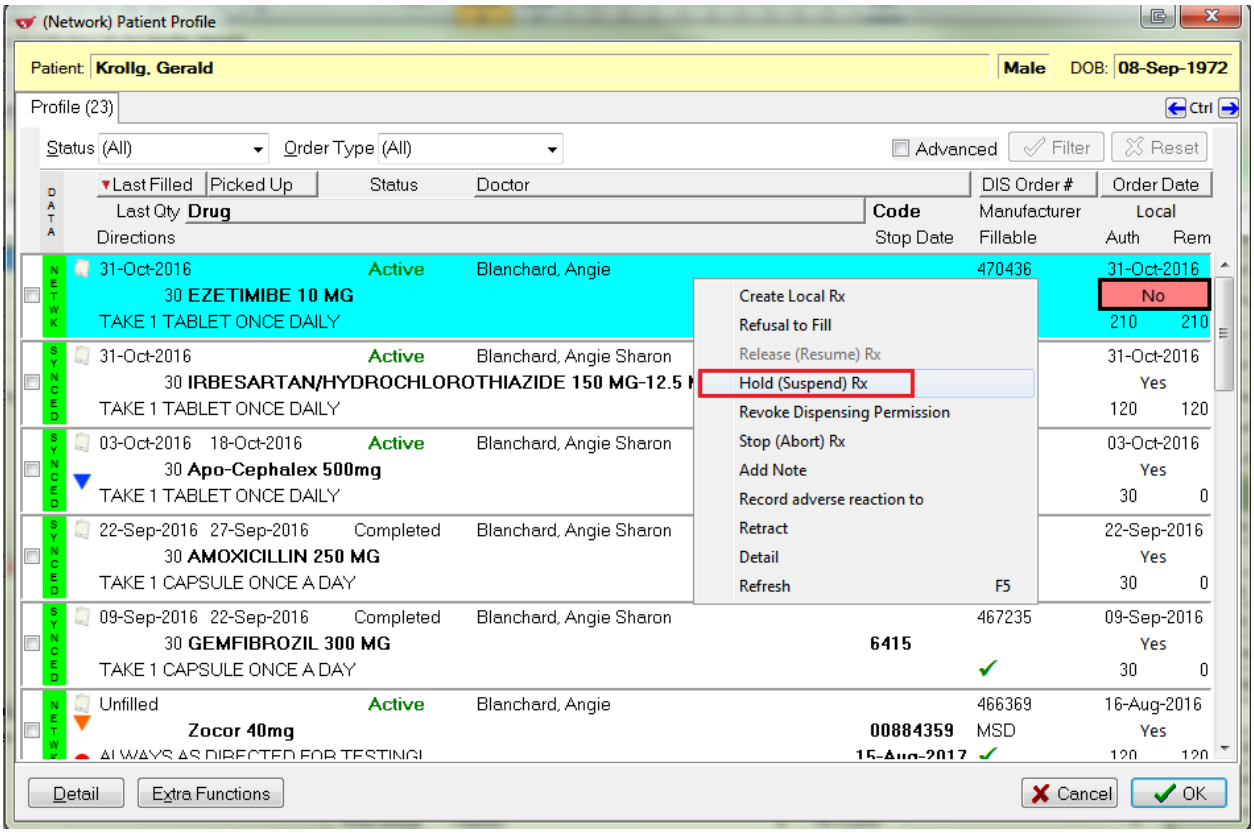


There are two possible scenarios when placing an Rx on hold:

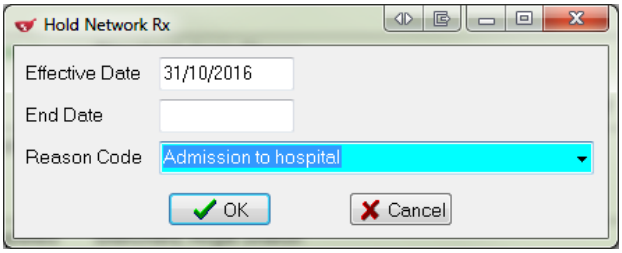
- **Scenario 1**: The Network Rx is not assigned to the local pharmacy.
- **Scenario 2**: The Network Rx is assigned to the local pharmacy.

Scenario 1: Network Rx Not Assigned to the Local Pharmacy

1. Call up the **(Network) Patient Profile** screen, highlight the Rx, and select **Extra Functions** > **Hold (Suspend) Rx**.



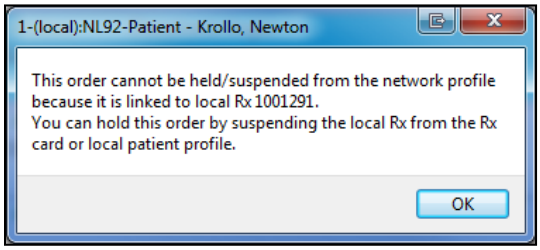
2. The **Hold Network Rx** form will appear.
   - Enter the start date for the hold in the **Effective Date** field. This is the date the patient should stop taking the medication.
   - Enter the end date for the hold in the **End Date** field. This is the date the patient should resume taking the medication. If this field is left blank, the hold will be applied indefinitely.
   - Select a **Reason Code** from the menu. The reason code indicates why the Rx was placed on hold.



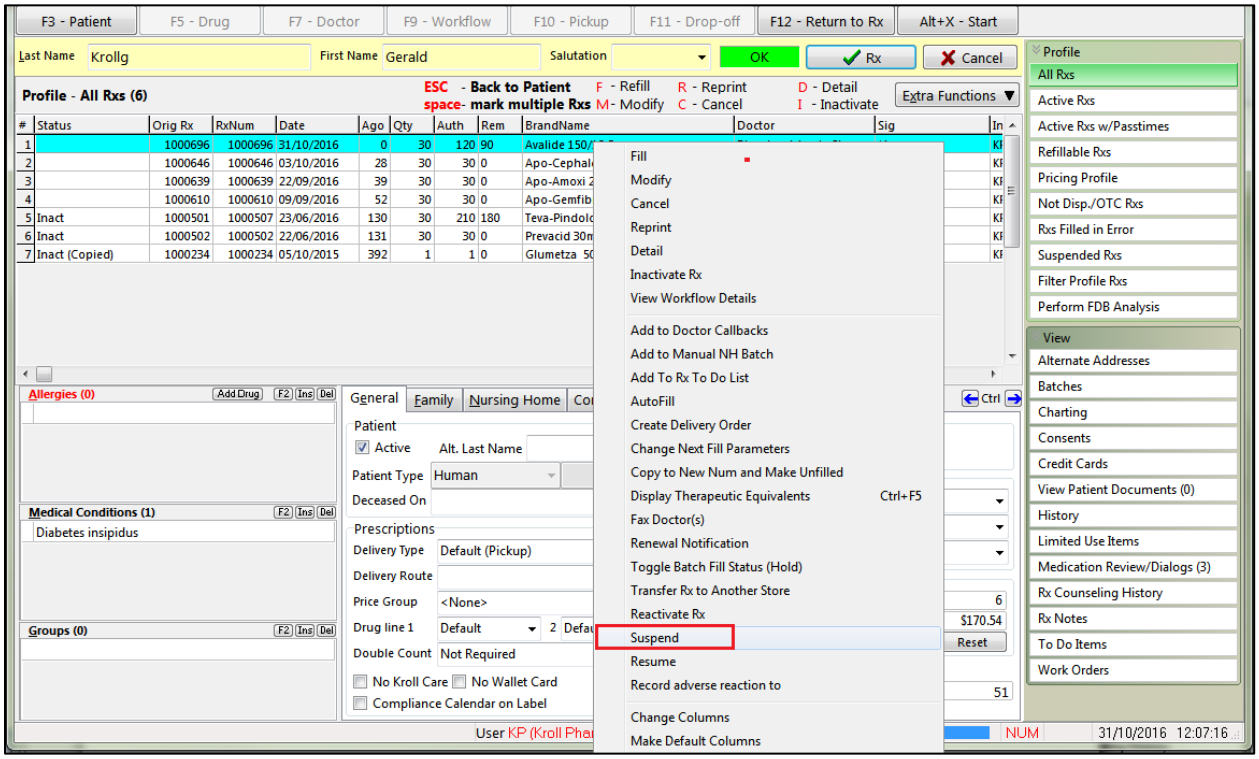
3. Click **OK** or press the **Enter** key on your keyboard to confirm the hold.

Scenario 2: Network Rx Assigned to the Local Pharmacy

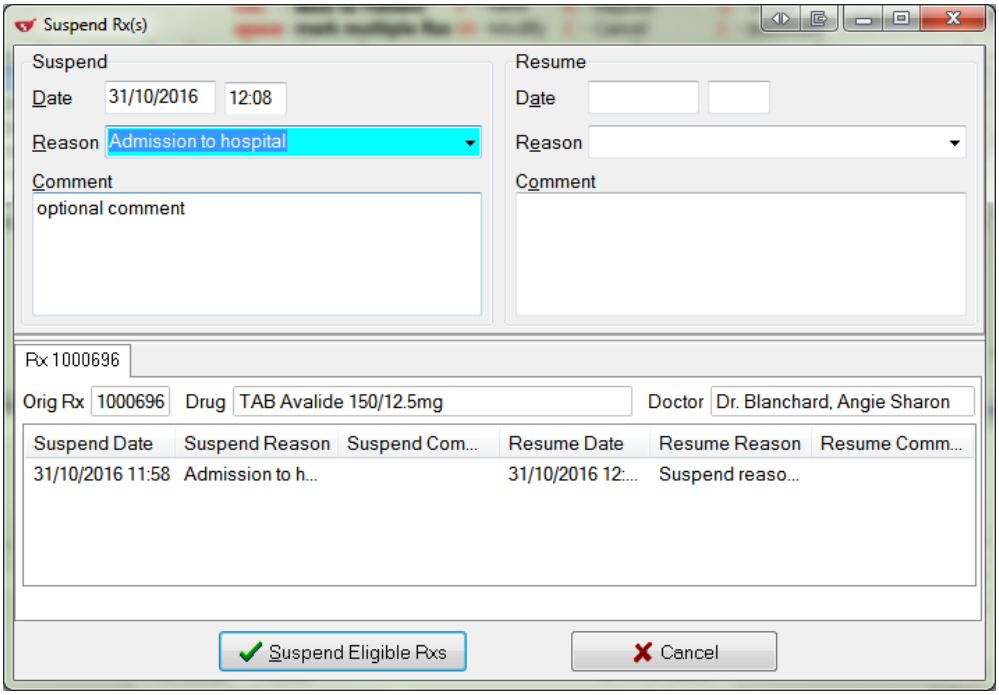
Rxs created or dispensed locally must be placed on hold locally. If you attempt to hold a local Rx on the Network, the following message will appear:



1. Call up the local patient profile, highlight the Rx, and select **Extra Functions** > **Suspend**.



2. The **Suspend Rx(s)** screen will appear.
   - Enter the start date for the hold in the **Suspend Date** field. This is the date the patient should stop taking the medication.
   - Select a **Reason** from the menu. The reason code indicates why the Rx was placed on hold.
   - Enter the end date for the hold in the **Resume Date** field. This is the date the patient should resume taking the medication. If this field is left blank, the hold will be applied indefinitely.
   - Enter any optional comments in the free-form **Comment** fields.



3. Click **Suspend Eligible Rxs**. The Rx will be marked as '**Suspended'** on the local and Network patient profiles.

Release (Resume) Rx

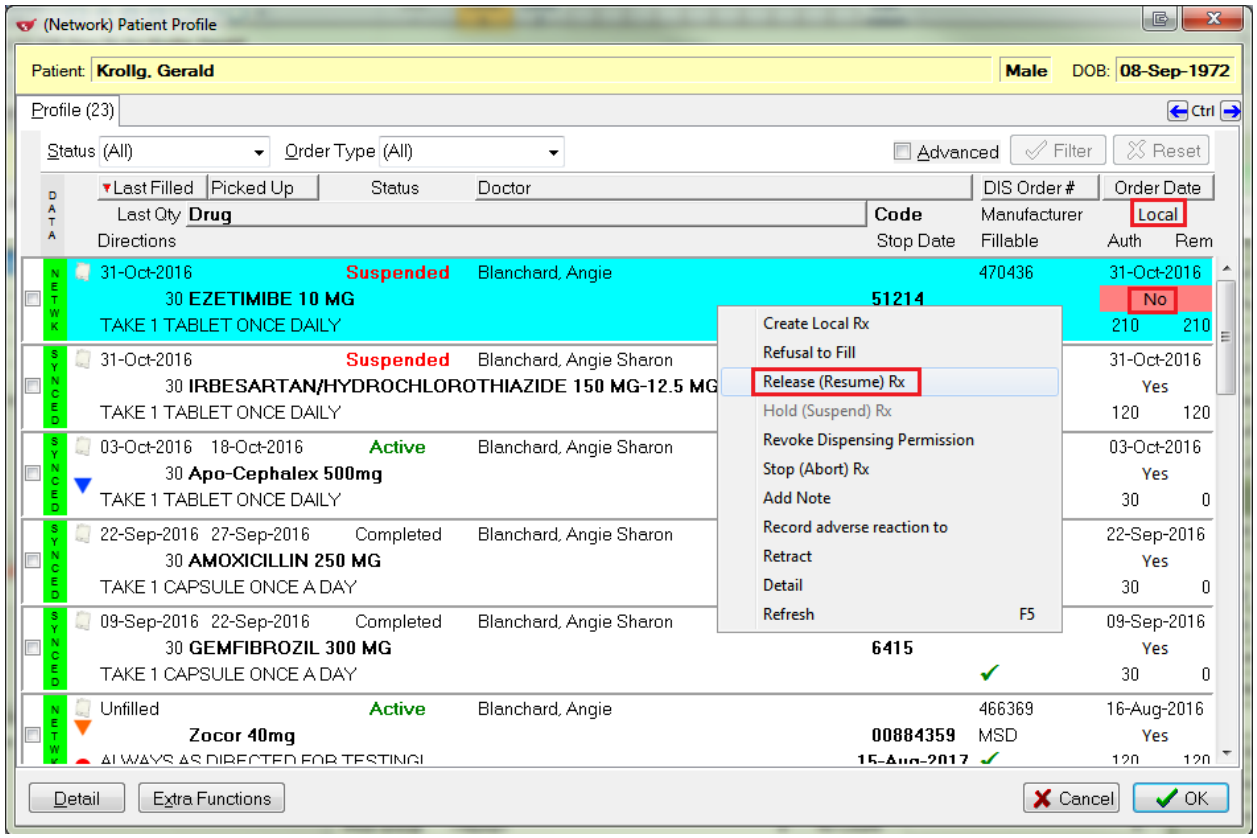
Resuming releases an Rx that is currently on hold. For example, a patient who transitions from an inpatient situation back to the community may require held prescriptions to be released.

There are two possible scenarios when releasing an Rx:

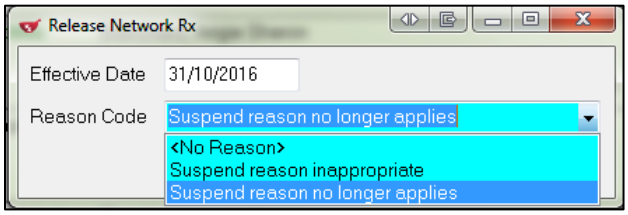
- **Scenario 1**: The Network Rx is not assigned to the local pharmacy.
- **Scenario 2**: The Network Rx is assigned to the local pharmacy.

Scenario 1: Network Rx Not Assigned to the Local Pharmacy

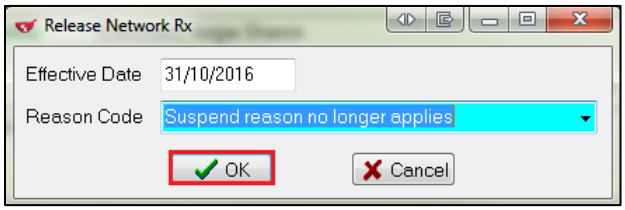
1. Call up the **(Network) Patient Profile** screen, highlight the Rx, and select **Extra Functions** > **Release (Resume) Rx**.



2. The **Release Network Rx** form will appear.
   - Enter the end date for the hold in the **Effective Date** field. This is the date the patient should resume taking the medication.
   - Select a **Reason Code** from the menu. The reason code indicates why the Rx was released.

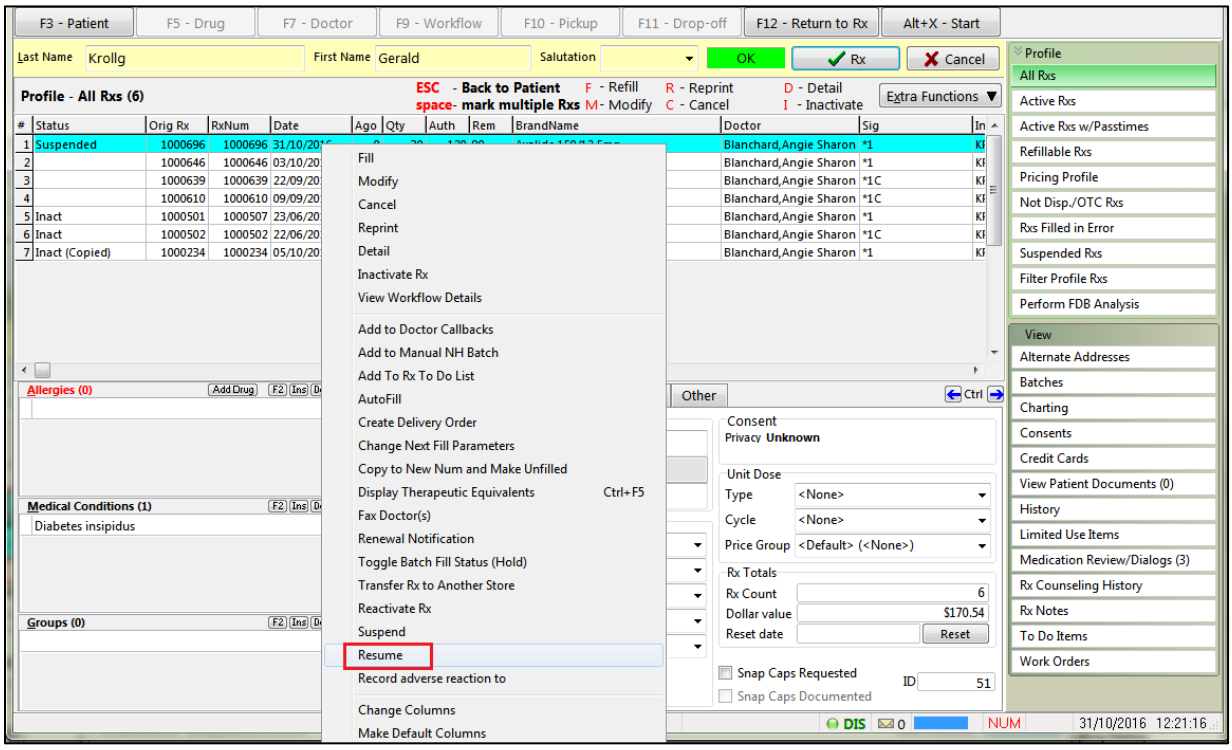


3. Click **OK** or press the **Enter** key on your keyboard.

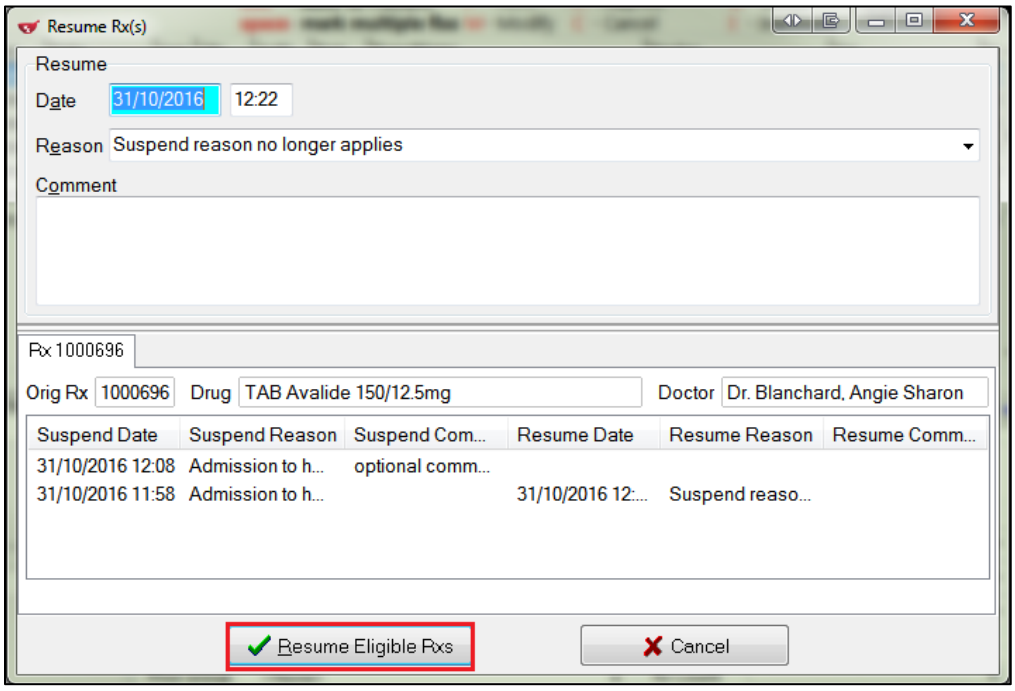


Scenario 2: Network Rx Assigned to the Local Pharmacy

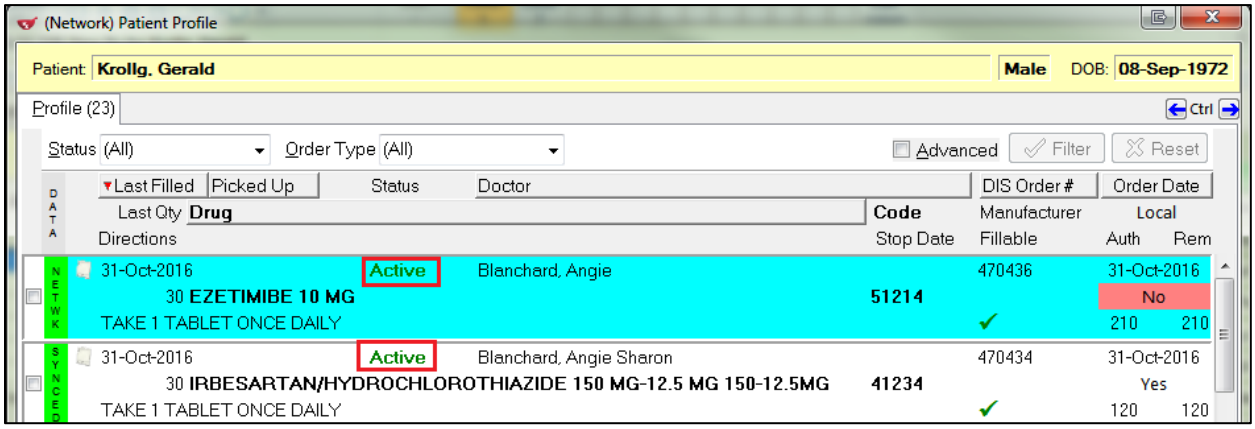
1. Call up the local patient profile, highlight the Rx, and select **Extra Functions** > **Resume**.



2. The **Resume Rx(s)** form will appear.
   - Enter the stop date for the hold in the **Resume Date** field. This is the date the patient should resume taking the medication.
   - Select a **Reason** from the menu. The reason code indicates why the Rx is being resumed.
   - Enter any comments in the free-form **Comment** fields.



3. Click **Resume Eligible Rxs**. The Rx will be marked as '**Active'** on the local and Network patient profiles.

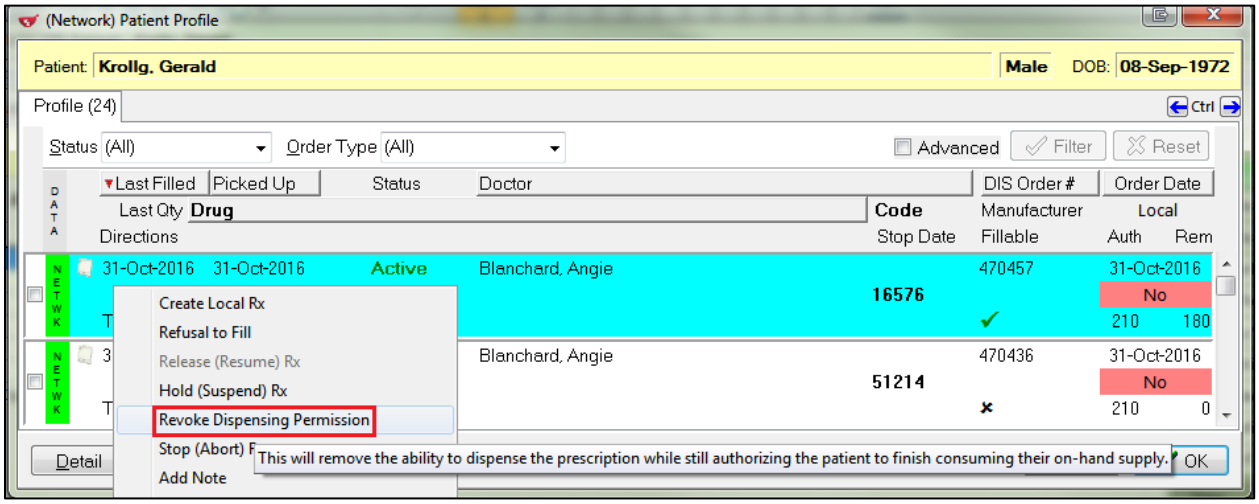


Revoke Dispensing Permission

The option to **Revoke Dispensing Permission** is used when a doctor has decided the prescription should no longer be dispensed to the patient. The intent of the message is to inform the dispenser (e.g., Pharmacist) that the patient should continue to consume the medication that they have in their possession until it is gone, but no further dispenses are allowed against the prescription (i.e., all remaining refills are cancelled).

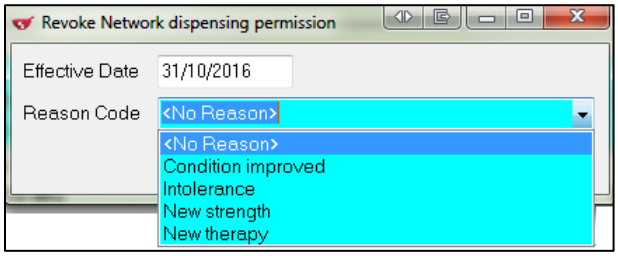
Revoke Dispensing Permission on the Network

1. To **Revoke** a prescription, highlight the Rx from the **Patient Network Profile** and select **Extra Functions** > **Revoke Dispensing Permission**.

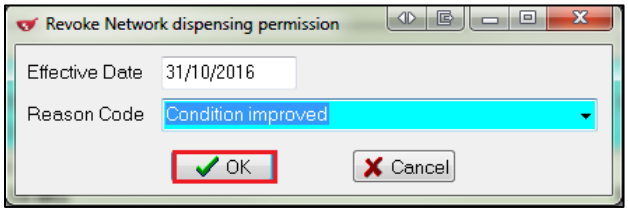


2. The **Revoke Network dispensing permission** form will appear.

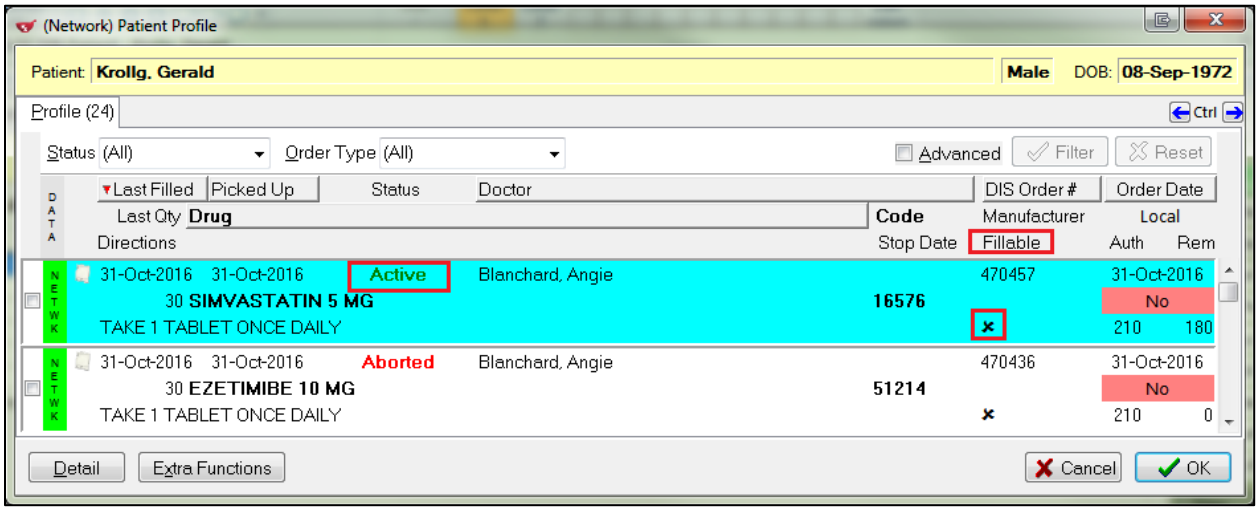
    a. Enter the **Effective Date** (i.e., the date the prescription was revoked).
    b. Select a **Reason Code** from the list. This will explain why the prescription is being revoked.



3. Click **OK** or press **Enter** on the keyboard to execute the revocation.



On the Network, the Rx will show as **Active** but not fillable.

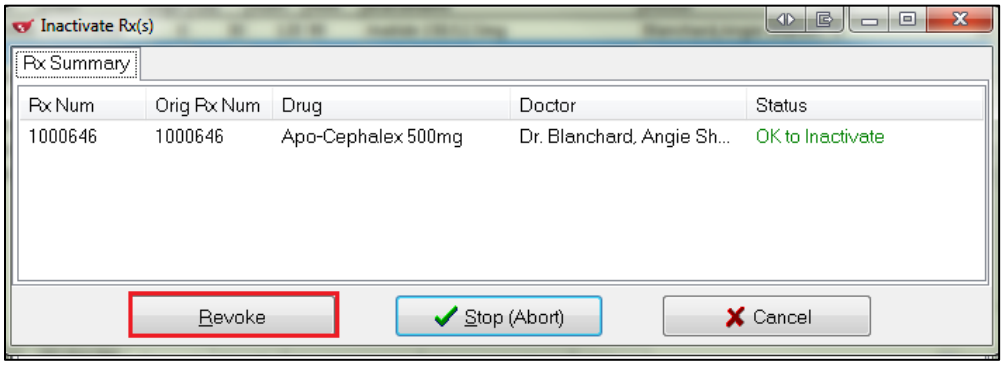


NOTE: The **Reason Code** field cannot be populated free-form. A selection must be made from one of the reasons provided.

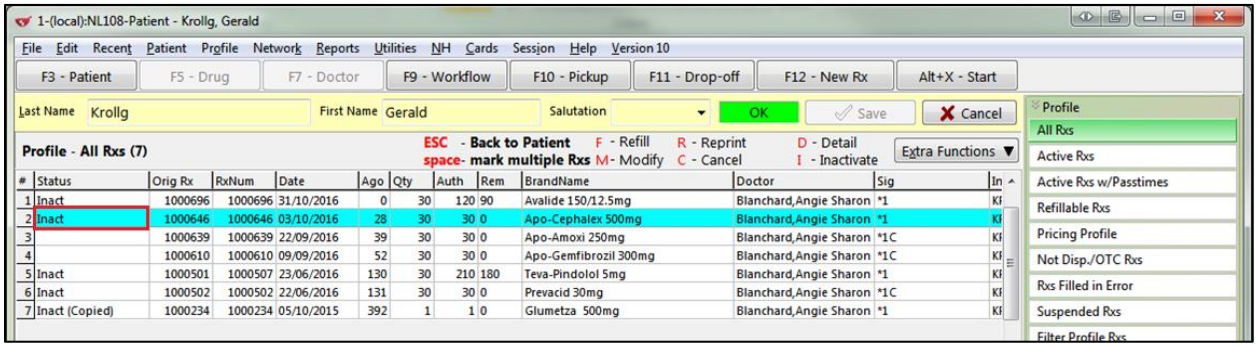
Revoke Dispensing Permission Locally

1. Locate Rx in patient profile. Highlight it and press **I** on the keyboard to **Inactivate**.

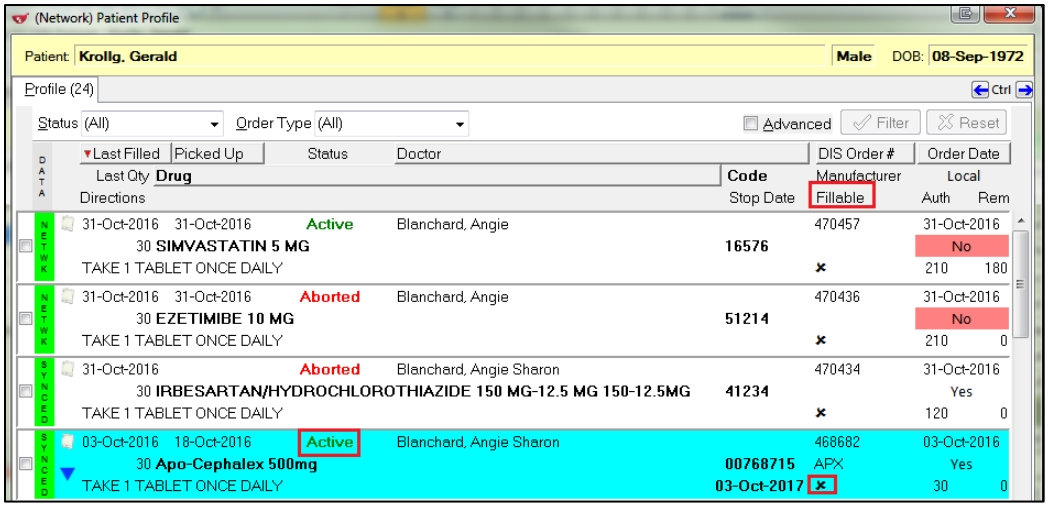
2. The **Inactivate Rx(s)** form will appear. Click **Revoke**.



3. Rx will show a status of '**Inact**' in the local patient profile.



On the Network, the Rx will show a status of **Active**; however, the Rx is no longer fillable.

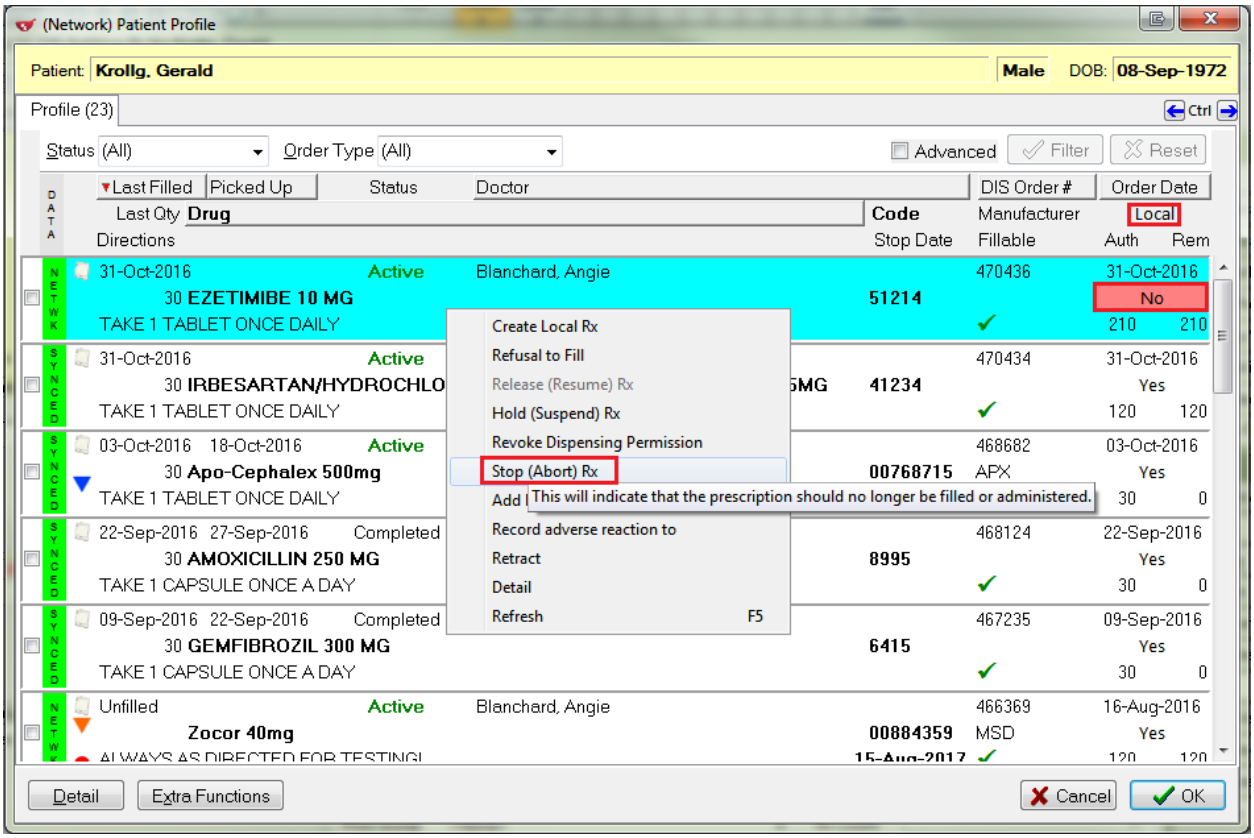


Stop (Abort) Rx

The option to Stop (Abort) Rx is used when a pharmacist or provider determines that a drug should no longer be dispensed and should no longer be taken by the patient. Situations where a prescription may need to be stopped (i.e., aborted) are product recalls, duplicate therapy contraindication, or other therapy issues. This request can be sent throughout the prescription lifecycle.

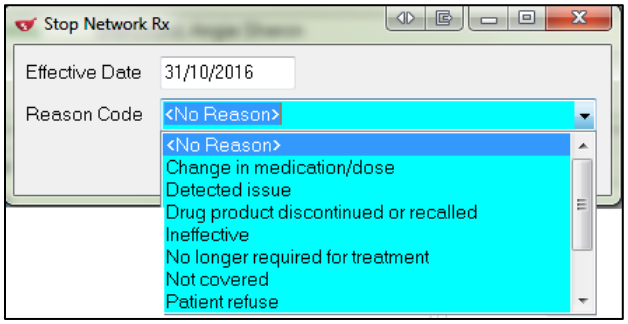
Stop (Abort) Rx from Network Profile

1. To stop/abort a prescription, highlight the Rx from the **Patient Network Profile** and select **Extra Functions** > **Stop (Abort) Rx**.

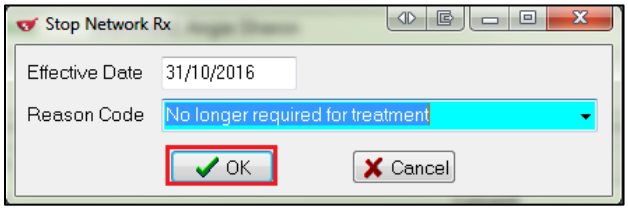


2. The **Stop Network Rx** form will appear.

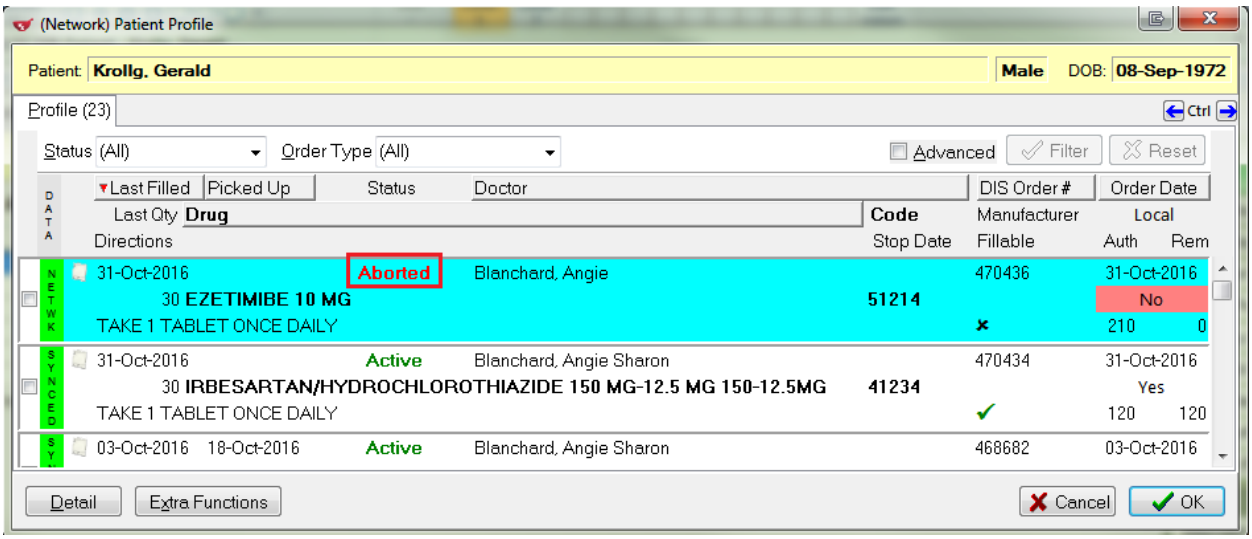
    a. Enter the **Effective Date** (i.e., the date the prescription was stopped/aborted).
    b. Select a **Reason Code** from the list. This will explain why the prescription is being revoked.



3. Click **OK** or press **Enter** on the keyboard to execute the **Stop (Abort) Rx**.



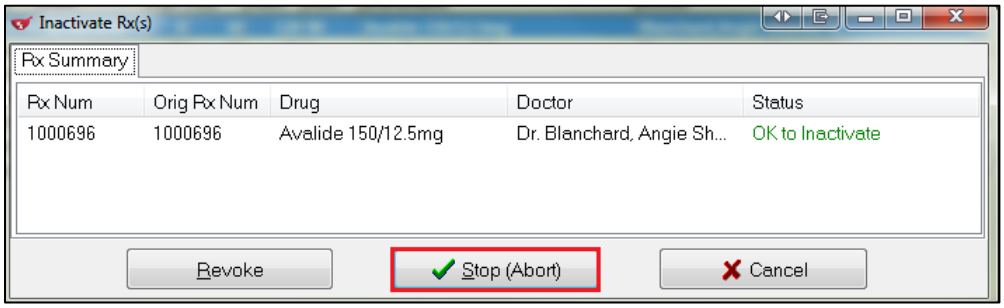
The Rx will show a status of aborted on the **(Network) Patient Profile**.



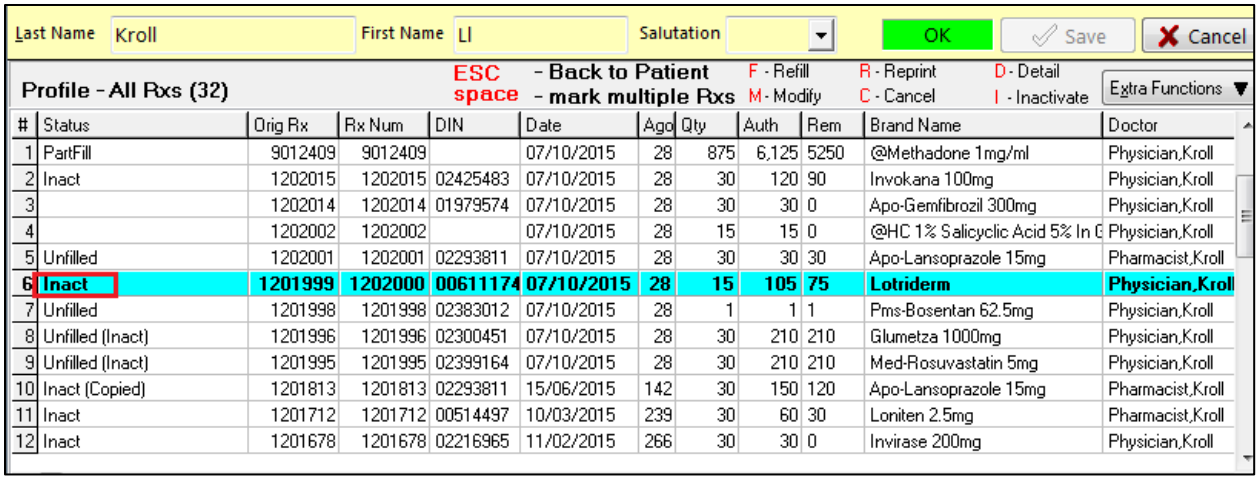
Stop (Abort) from Local Patient Profile

1. To stop/abort a local prescription, highlight Rx you want to stop/abort and press **I** on the keyboard to inactivate.

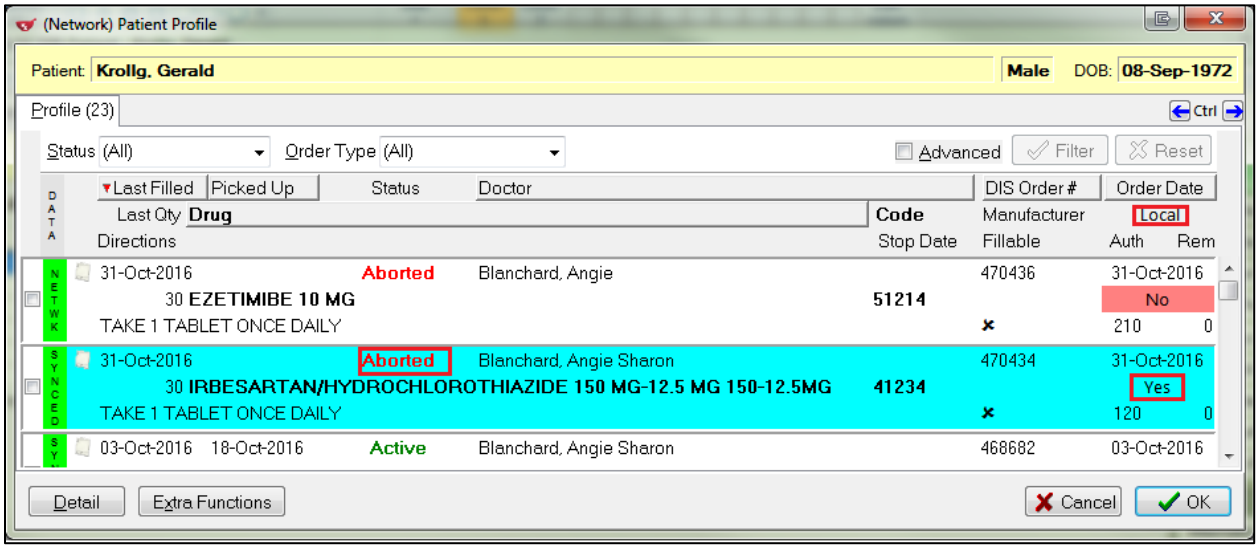
2. The **Inactivate (Rxs)** form will appear. Click **Stop (Abort)**.



The Rx will show a status of '**Inac**' in the local patient profile.



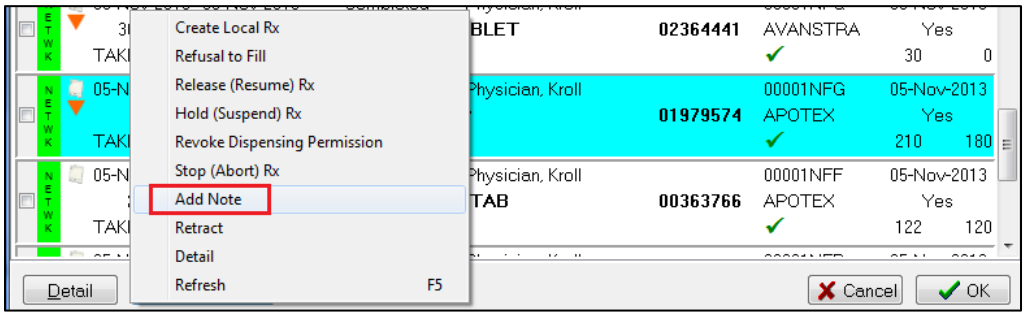
The Rx will show a status of '**Aborted**' on the **(Network) Patient Profile**.



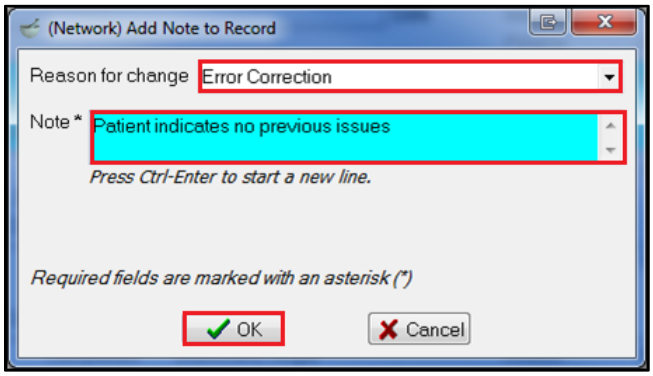
Add Note

Notes are used to document additional information concerning a prescription. They are primarily used to document error corrections, information change, or new information, but can be used for any reason deemed fit by the pharmacy.

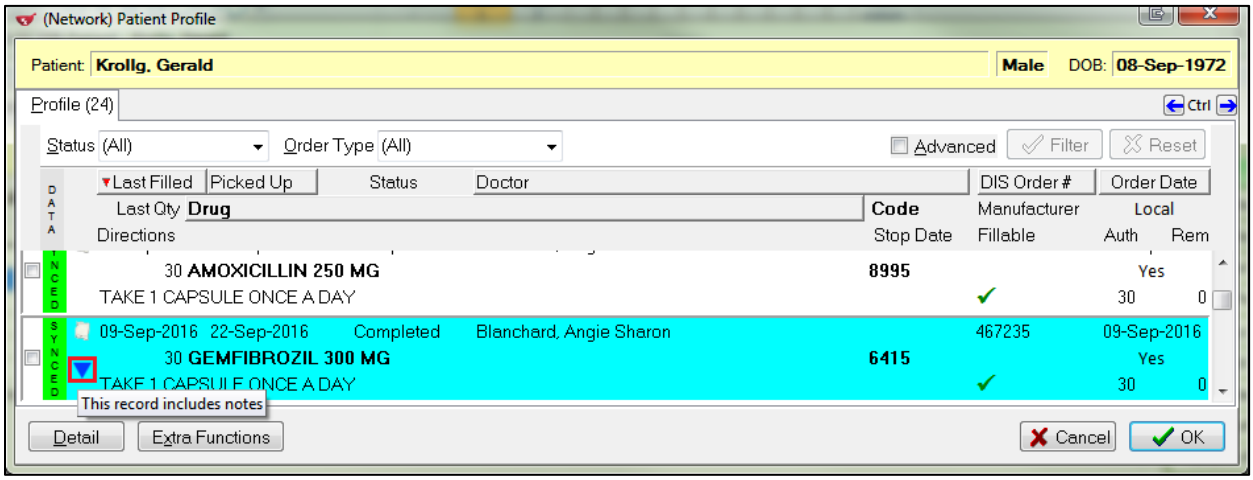
1. Call up the **(Network) Patient Profile**, highlight the Rx, and select **Extra Functions** > **Add Note**.



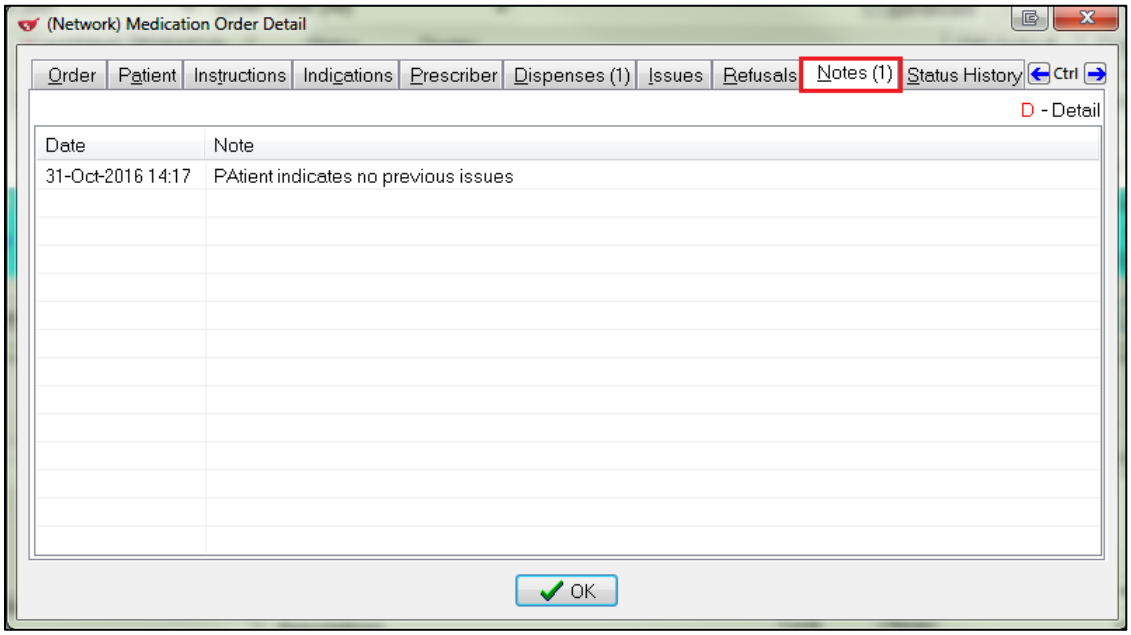
2. The **(Network) Add Note to Record** form will appear. Select a **Reason for change** from the list to indicate why the note is being added and enter the note in the **Note** field. Click **OK** or press the **Enter** key on your keyboard.



A blue indicator will display on the patient profile indicating that the Rx has notes attached.



3. To retrieve a note that has been added to a prescription, highlight the Rx from the **(Network) Patient Profile**, click **Detail**, and select the **Notes** tab.

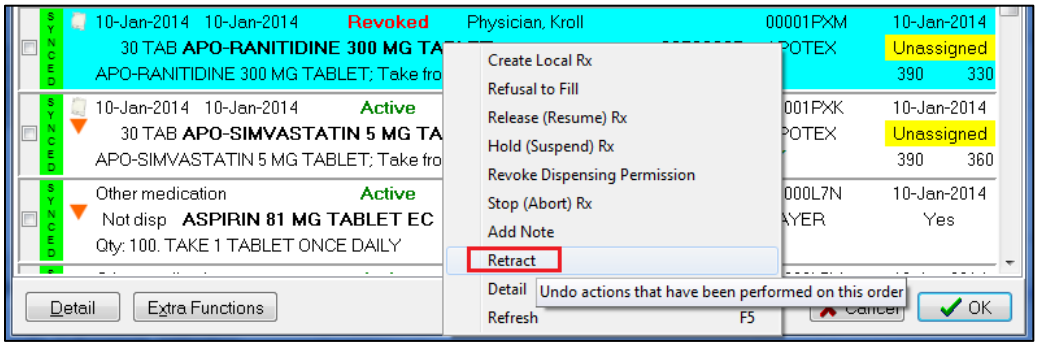


4. Click **OK** to close the **(Network) Medication Order Detail** screen.

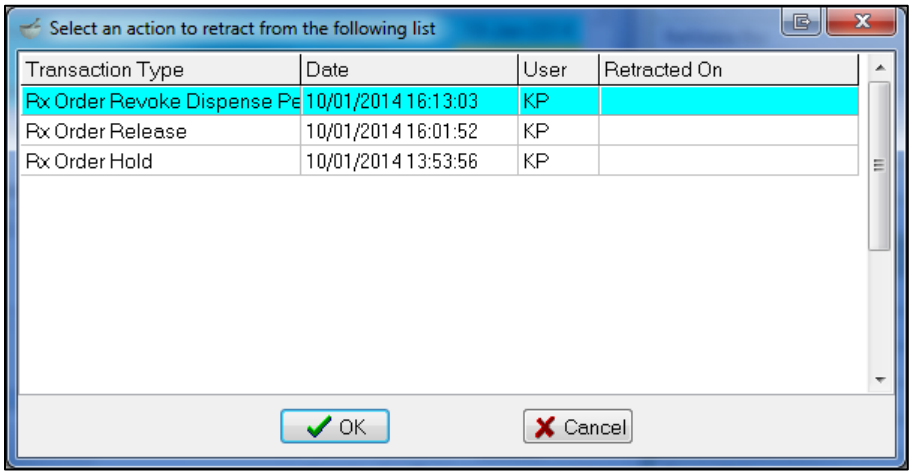
Retract

Retract allows you to reverse a Network transaction (e.g., Hold Rx, Release Rx, Stop Rx) made to prescription entries on a patient`s Network profile. Once an action has been retracted it will no longer display in the result set of subsequent queries made on that prescription.

1. Call up the **(Network) Patient Profile**, highlight the Rx, and select **Extra Functions** > **Retract**.



2. A list of all transactions that were made to the Rx will appear. Highlight the transaction you want to reverse and click **OK** or press the **Enter** key on your keyboard.



3. A prompt will display asking '**Are you sure you want to retract this Rx Order Stop action?**' Answer **Yes**.

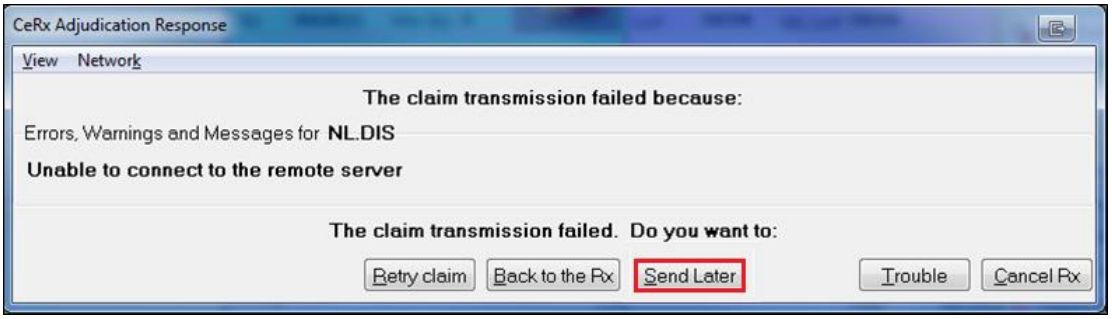
   The Rx will be marked as 'Active' on the local and Network patient profiles.

What to do when DIS is Offline

The reason why the NL.DIS plan is always the last adjudicated plan is so you have the ability to adjudicate through financial plans and print labels even when the DIS is offline. The DIS portion of the claim will be stored in the Pending Network Queue until the DIS is back online at which time the transactions can be resent.

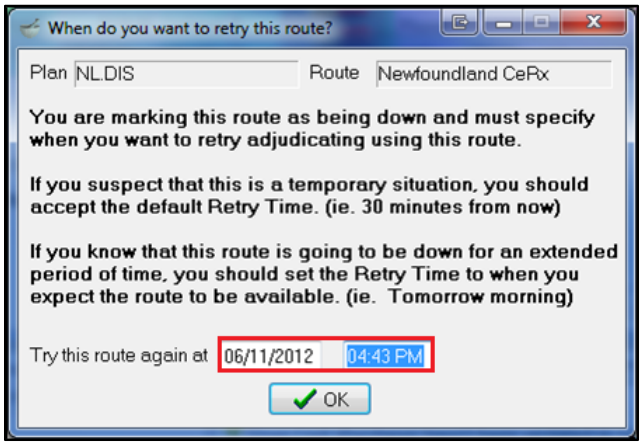
1. Complete the Rx fields on the **F12** screen and click **F12 - Fill Rx**.

2. The **CeRx Adjudication Response** screen will indicate that the transmission failed. Select **Send Later**.



3. A prompt will appear asking if you want to mark the route as down. Select **Yes**.

4. A '**When do you want to retry this route?**' prompt will appear. Specify the time and date when the route will be retried and click **OK**.



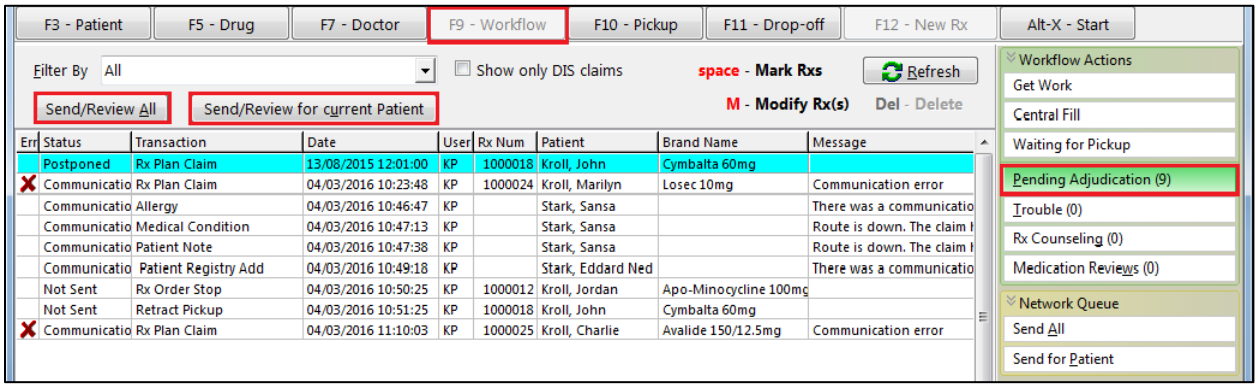
5. Complete the remaining workflow steps. All necessary labels will print.

6. When the customer picks up the Rx, generate the receipt for the patient from the Touch Pickup screen.

Sending Queued NL.DIS Transactions

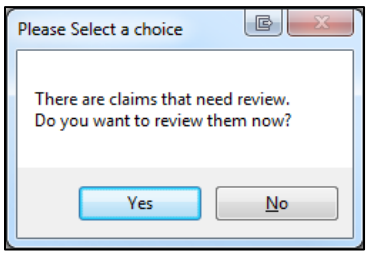
When the DIS server is back up, any pending claims must be sent.

1. Select **F9 - Workflow** > **Pending Adjudication**.
2. Click **Send/Review All** to send everything at once or click **Send/Review for Current Patient** to send for a particular patient only.



Reviewing Responses

If all queued transactions are successful, the queued entries will be removed from the list; however, if any transactions had issues returned, they will be left in the queue and the following prompt will appear:



Answering **Yes** will recall each outstanding transaction. If the transaction was a prescription, you will be presented with the Fill screen and the detected issue(s). You will be provided with the opportunity to respond to those issues or to cancel the Rx. If the transaction was not a prescription, you will only be presented with the detected issue. Depending on the type of transaction, you may be able to retry the transaction or send a management.

The **Delete from Queue** button will remove this entry from the queue but you should note the transaction type and associated Rx and/or patient as you may need to perform a manual reconciliation in order to successfully send the original transaction again, if desired.

The **Stop Processing** button halts the processing of these outstanding transactions, allowing you to return to this screen at a later time.

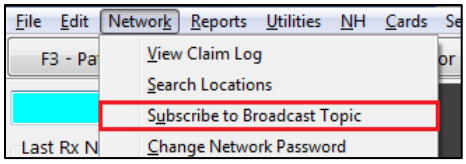
NOTE: If you leave any outstanding transactions in this queue, they may prevent you from sending new transactions for the same patient. You will need to either resolve the issue or delete the transaction from the queue before proceeding with a new transaction for the same patient.

Broadcast Messages

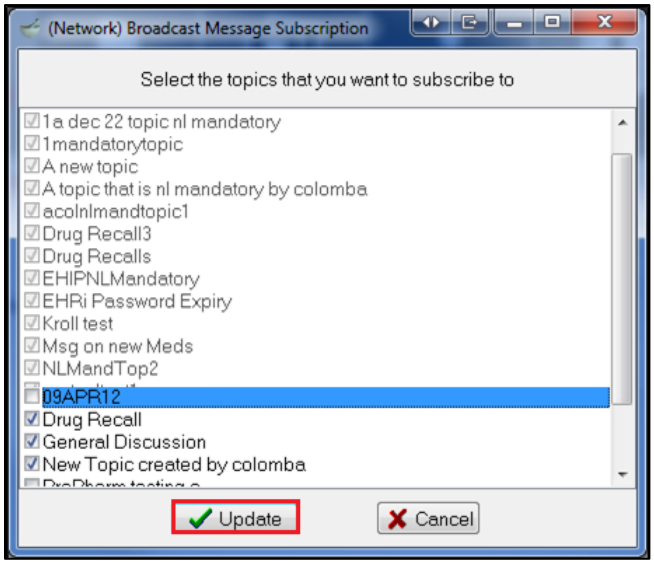
Occasionally, NL.DIS will send out broadcast messages to inform users of various issues.

Subscribing to Broadcast Topics

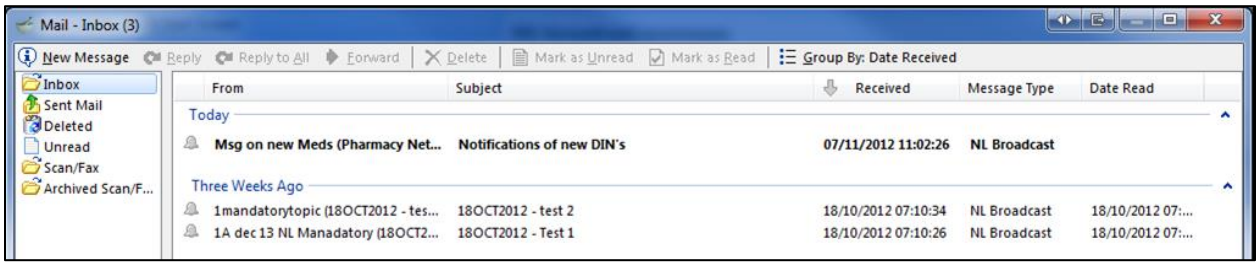
1. From the **Alt-X Start** screen, select **Network** > **Subscribe to Broadcast Topic**.



2. The **(Network) Broadcast Message Subscription** screen will appear. Select the topic(s) you want to subscribe to. All greyed out topics are mandatory. When you are finished, click **Update**.



A broadcast message will be sent the next time you access the Network. It will be displayed and stored in the Mail module.

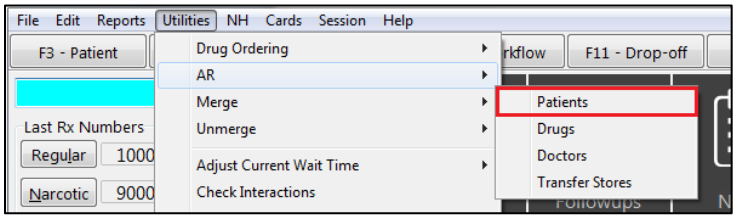


Merges

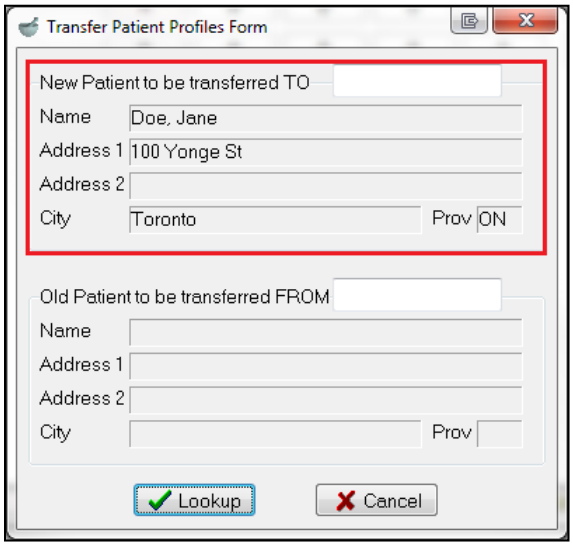
There may be times when a patient has been created twice by a pharmacy. You can merge these patients together in the local system which will then merge the patients on the Network. This will also merge all Rxs, Allergies, etc. associated with that patient.

Merging Patients

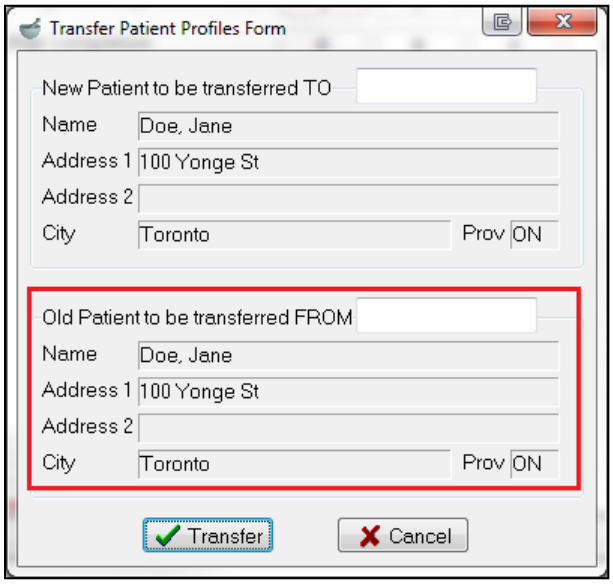
1. From the **Alt-X Start** screen, selectg **Utilities** > **Merge** > **Patients**.



2. The **Transfer Patient Profiles Form** will appear. Perform a search for the patient record you want to keep in the **New Patient to be transferred TO** field. The patient's address information will populate.



3. Perform a search for the patient record you want merged in the **Old Patient to be transferred FROM** field. The patient's address information will populate.



4. Click **Transfer**.

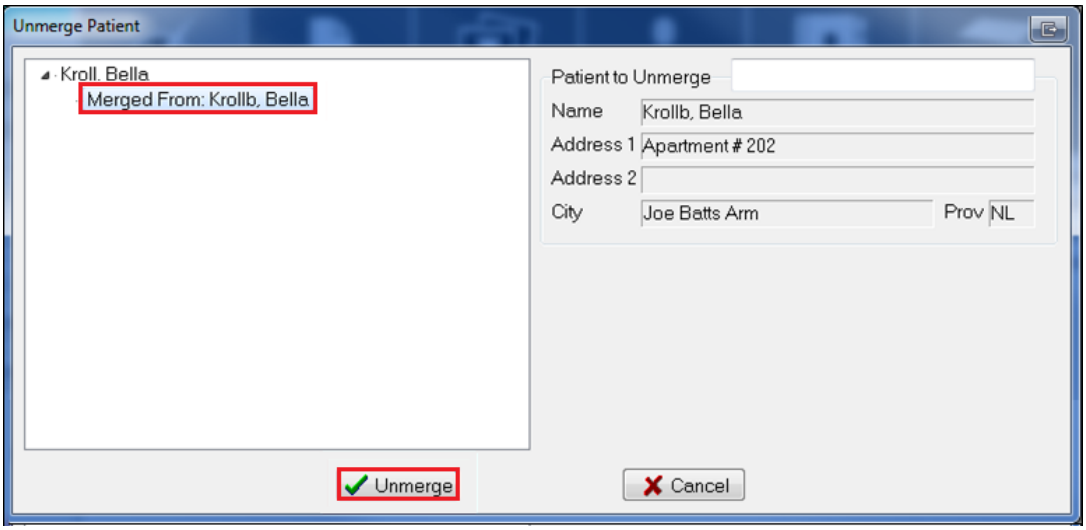
5. A prompt will appear asking if you are sure you want to merge the two patients. Answer **Yes**.

6. A prompt will display indicting that the transaction was successful. Click **OK**.

Unmerging Patients

1. From the **Alt-X Start** screen, select **Utilities** > **Unmerge** > **Patient**.

2. The **Unmerge Patient** screen will appear. Select the patient you want to unmerge and click **Unmerge**.



3. A prompt will appear asking if you are sure you want to unmerge the patient. Answer **Yes**.

4. A prompt will appear indicting that the transaction was successful. Click **OK**.

Prescription Pickup

Pharmacy staff can log the date and time of when a prescription is physically picked up from a pharmacy and who the prescription was picked up by. This information can be entered in Kroll and sent to NL. DIS for clinical recording.

Recording prescription pickups facilitate health care providers to promote compliancy and prevent or reduce medication abuse.

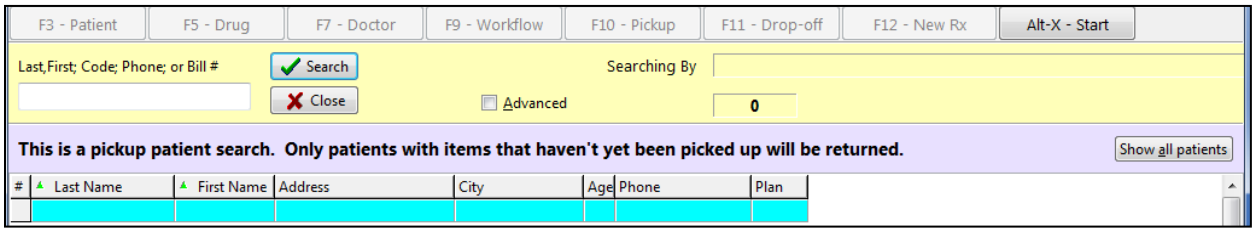
Unless the site has elected to **Manually** send Prescription Pickups, **Pickups** are normally configured in the **Workflow Module** to be sent automatically at the time of fill.

Automatic Pickup

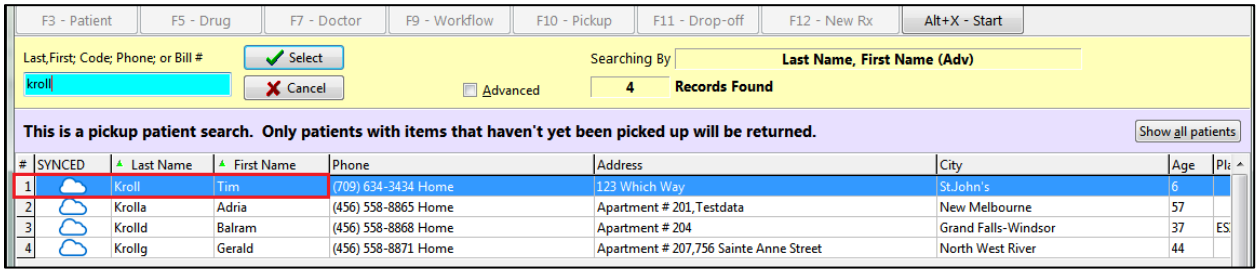
You can send pickups at the time of fill. Please contact Kroll to set up this Workflow.

Manual Pickup

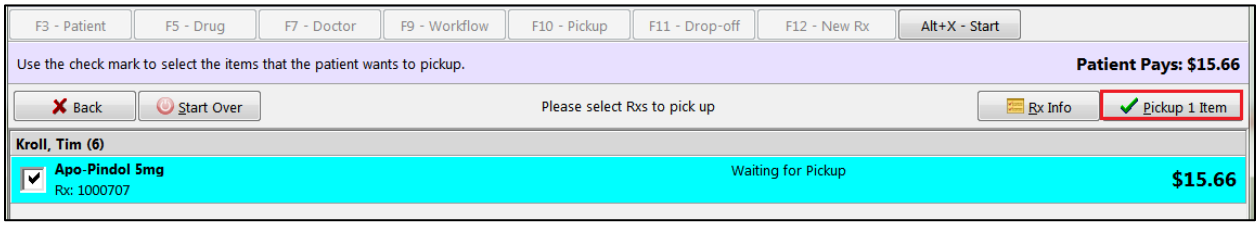
1. Select **F10 - Pickup** from the **Alt-X - Start** screen. The pickup patient search screen will appear.



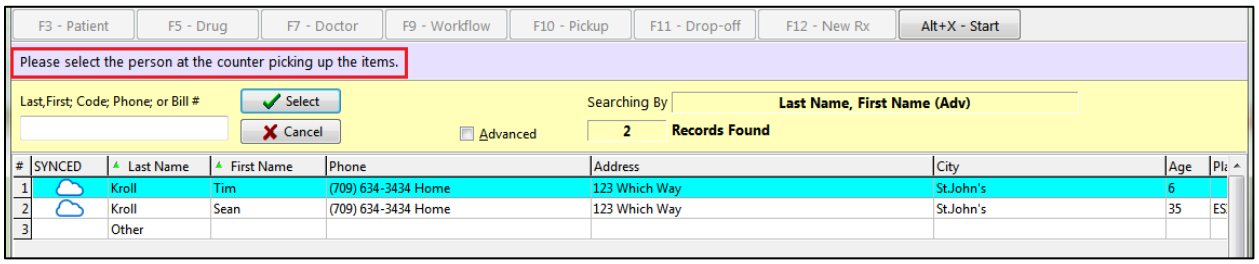
2. Enter the name of the patient for the Rxs that are to be picked up.



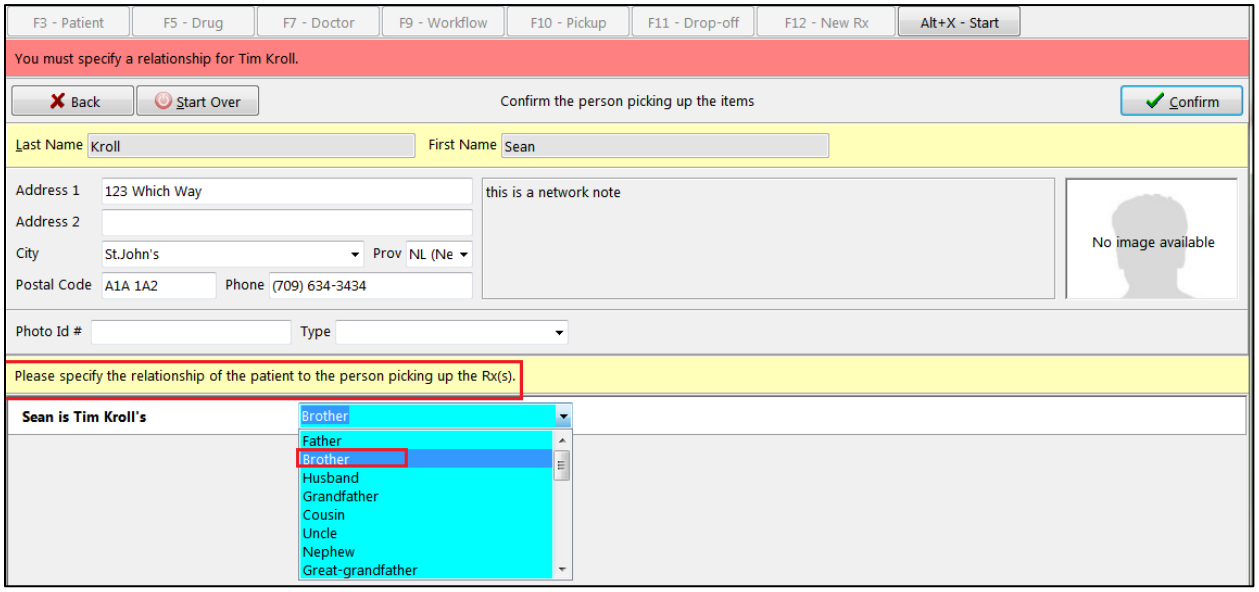
3. A list of Rxs waiting for pickup will appear. You can choose to pick up all the Rxs that are listed or uncheck the Rxs that are not being picked up at this time. Click **Pickup [x] Item(s)**.



4. Select the person picking up the Rxs. It defaults to the patient. Once you have selected the person picking up the Rx, click **Edit** or press **Enter** on the keyboard.



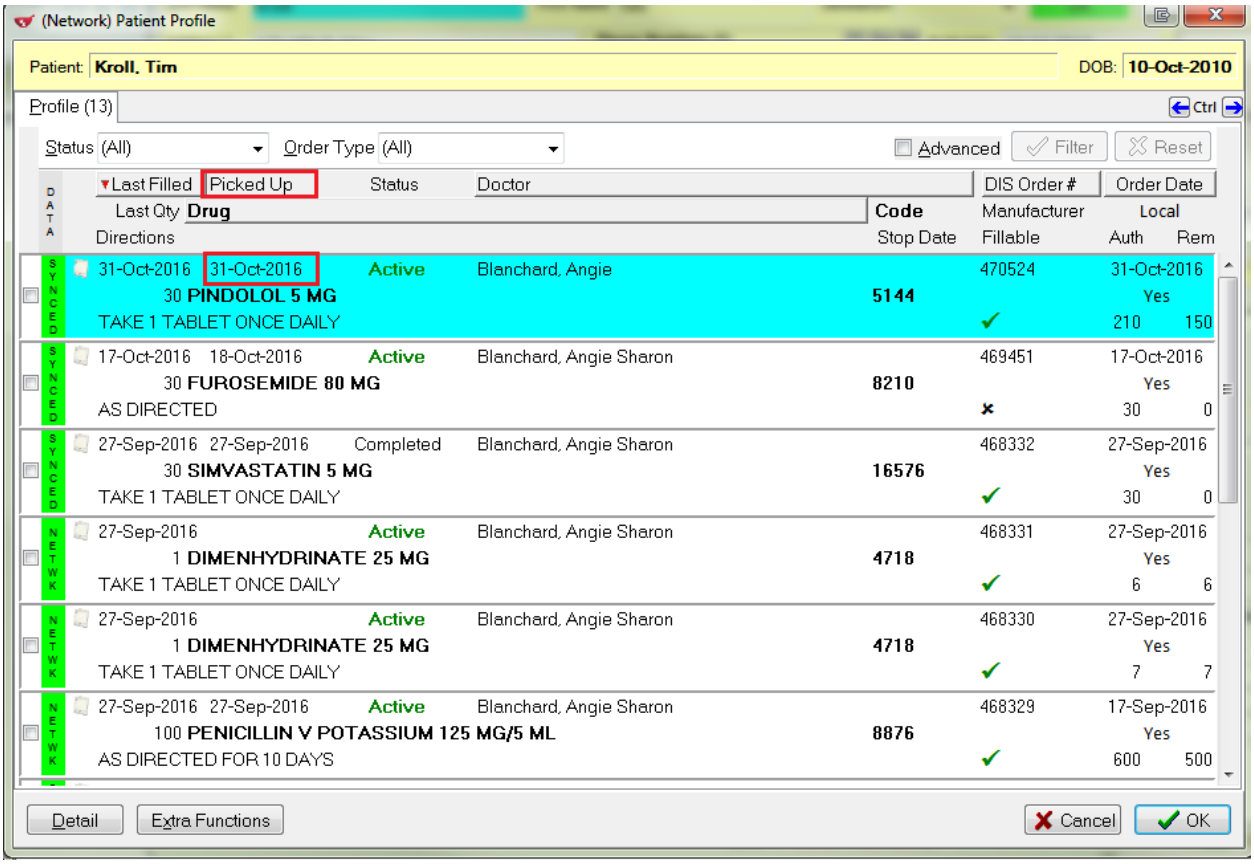
5. If the Rxs are being picked by someone other than the patient, select the relationship of that person with the patient and click **Confirm**.



6. A list of Rxs that are being picked up is displayed for confirmation. Click **Confirm [x] Item(s)**.

When the pickups are successful, you will be returned to the pickup screen to enter a new patient if required.

On the **(Network) Patient Profile**, the Rxs are now picked up.

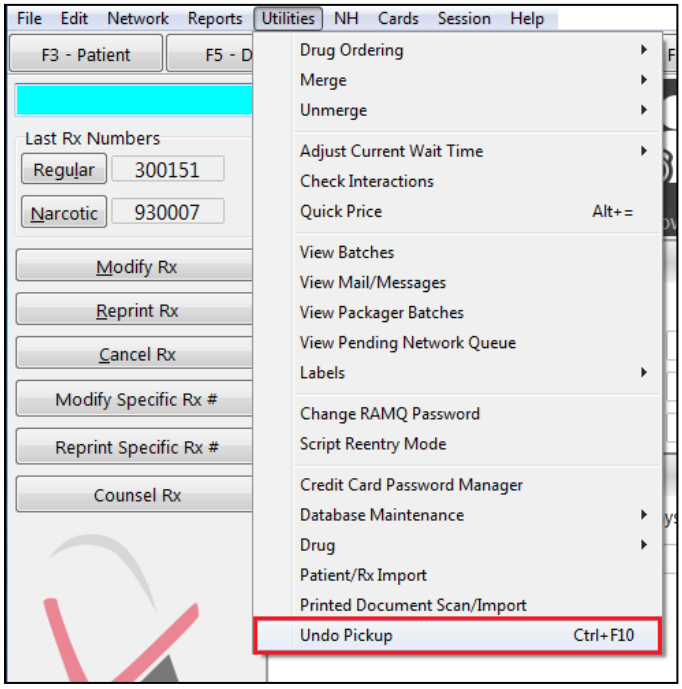


Retract Prescription Pickup

If a prescription has been marked as picked up it is possible to retract the pickup portion only; however, if there is more than one Rx in the work order all the Rxs will have the pickups retracted. They will need to have the pickups resent.

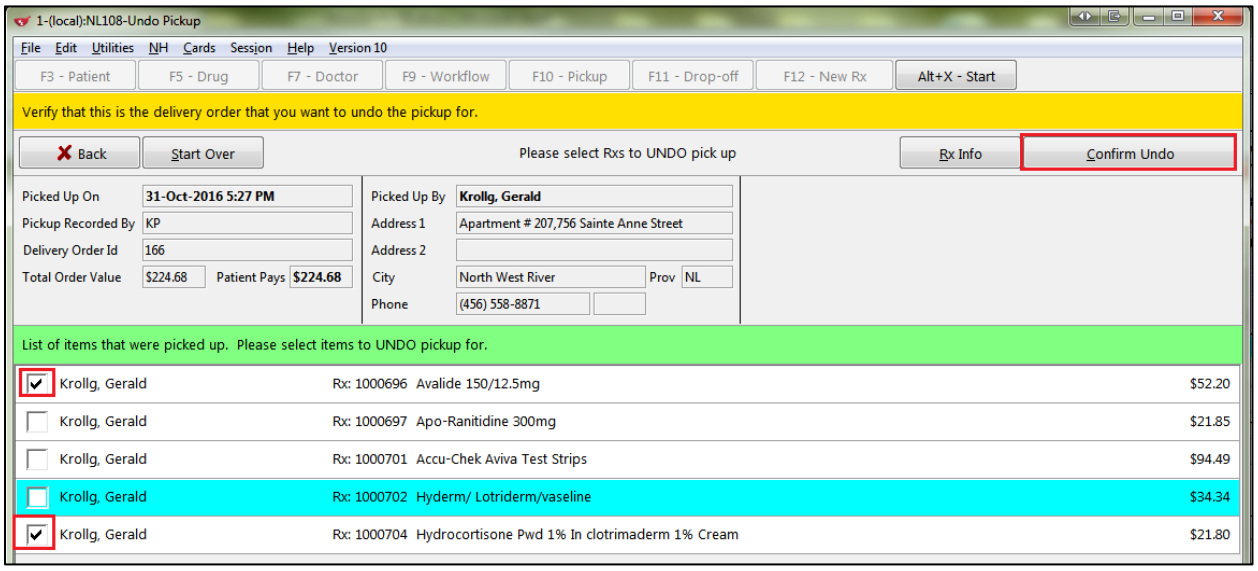
Undo Pickup

1. From the **Alt-X - Start** screen, select **Utilities** > **Undo Pickup**.

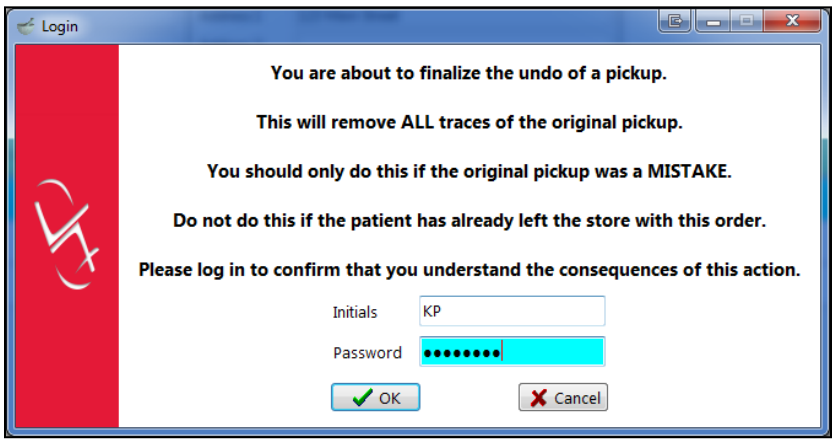


2. A list of delivery orders will appear. Highlight the delivery order you want to undo and click **Select** (**Ctrl+S)**.

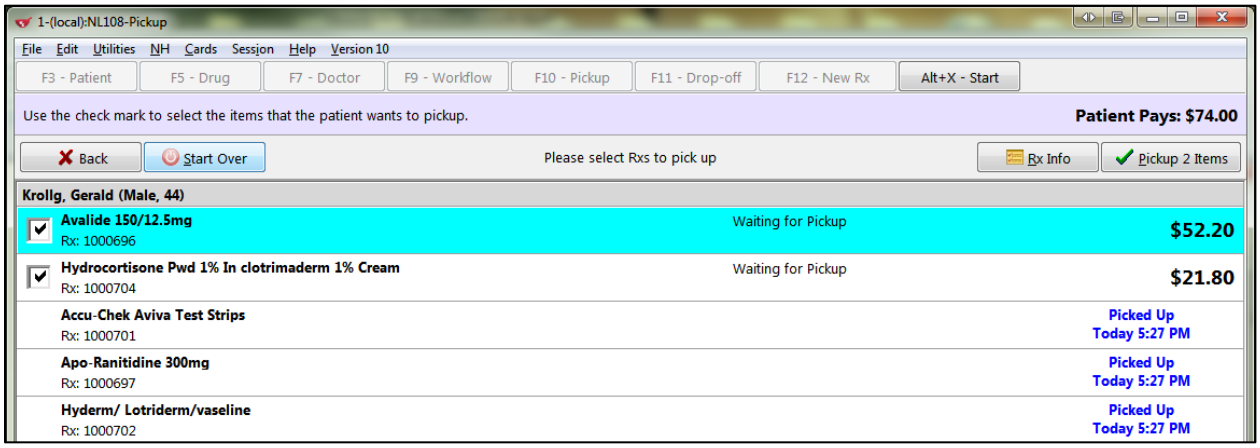
3. A list of prescriptions will appear. Select the Rx(s) you want to undo. Click **Confirm Undo** (**Ctrl+C**).



4. Enter your login credentials to confirm the undo pickup.



The retract pickup will be sent to the Network and when successful, the Rxs will be available for pickup again.



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