

Newfoundland and Labrador Drug Information System (DIS)



Contents

Creating DIS Users	1
Changing the Network Password	4
Associating a Delegate with a Pharmacist	5
Disassociating a Delegate from a Pharmacist	6
Network Patient Search	6
Scenario 1 - New Patient (Does Not Exist on Local System)	6
Scenario 2 - New Patient (Does Not Exist in the Client Registry)	8
Scenario 3 - Existing Local Patient (Not Synchronized to the Client Registry)	9
Deleting a Patient Record	11
Searching for a Doctor on the Provider Registry	12
Filling Prescriptions on the Newfoundland and Labrador DIS	14
Dispensing a New Rx (Inferred)	14
Creating Prescription Order (Unfill)	16
Network Options from the Filling Screen	17
Filling an Rx for a Device Using OPINIONS	19
Adding an OPINIONS DIN	19
Filling Prescription for a Device using OPINIONS	20
Mixture Rxs	20
Filling a Non-Prescribed (OTC) Medication (Not Dispensed)	24
Stock Transfers	25
Adding a Stock Transfer Store	25
Filling a Stock Transfer	27
Out-of-Province Patients	29
Adding an Out-of-Province Patient	29



Animals	
Creating an Animal Record	30
Cancelling a Prescription	31
Transferring Prescriptions	33
Transfer Rx to Another Store	
Creating Local Rx (Transferring Rx from another Store)	
Patient Allergies/Adverse Reaction	41
Adding an Allergy	
Adding an Adverse Reaction	
Removing an Allergy or Adverse Reaction	
Complete or Expired Allergies/Adverse Reactions	
Deleting an Allergy/Adverse Reaction	
Retrieving Allergies/Adverse Reactions from the Network	50
Madical Conditions	52
iviedical conditions	
Adding a Medical Condition to the Network	
Adding a Medical Condition to the Network Retrieving Medical Conditions from the Network	
Adding a Medical Condition to the Network Retrieving Medical Conditions from the Network Removing a Medical Condition	
Adding a Medical Condition to the Network Retrieving Medical Conditions from the Network Removing a Medical Condition <i>Completing/Expiring Network Conditions</i>	
Adding a Medical Condition to the Network Retrieving Medical Conditions from the Network Removing a Medical Condition <i>Completing/Expiring Network Conditions</i> <i>Retracting Medical Conditions</i>	53 55 55 57 57 58
Adding a Medical Condition to the Network Retrieving Medical Conditions from the Network Removing a Medical Condition <i>Completing/Expiring Network Conditions</i> <i>Retracting Medical Conditions</i> Network Menu	53 55 57 57 57 58 58 58
Adding a Medical Condition to the Network	53 55 55 57 57 57 58 58 58 58 58 59 60
Adding a Medical Condition to the Network	53 55 57 57 57 58 58 58 58 58 58 58 58 58 59 60 61
Adding a Medical Condition to the Network	53 55 57 57 57 58 58 58 58 59 60 61 64
Adding a Medical Condition to the Network	53 55 55 57 57 58 58 59 60 61 64 64
Adding a Medical Condition to the Network	53 55 57 57 57 58 58 59 60 61 61 64 64 66 67
Adding a Medical Condition to the Network	53 55 57 57 57 58 58 59 60 61 61 64 64 64 64 65 71



Retrieving Details of a Professional Service on NL.DIS	
Adding an Immunization	
Adding a Patient Keyword	
Method 1: Before Accessing the Network Profile	
Method 2: After Accessing the Network Profile (Breaking the Glass)	
Synchronize Patient	
Unsynchronize Patient	
Network Patient Profile	84
Extra Functions	
Create Local Rx with DIN/GCN	85
Refusal to Fill	
Hold (Suspend) Rx	
Scenario 1: Network Rx Not Assigned to the Local Pharmacy	
Scenario 2: Network Rx Assigned to the Local Pharmacy	
Release (Resume) Rx	
Scenario 1: Network Rx Not Assigned to the Local Pharmacy	
Scenario 2: Network Rx Assigned to the Local Pharmacy	
Revoke Dispensing Permission	
Revoke Dispensing Permission on the Network	
Revoke Dispensing Permission Locally	
Stop (Abort) Rx	
Stop (Abort) Rx from Network Profile	
Stop (Abort) from Local Patient Profile	100
Add Note	101
Retract	103
What to do when DIS is Offline	105
Sending Queued NL.DIS Transactions	107



Reviewing Responses	
Broadcast Mossagos	100
Broducast messages	
Subscribing to Broadcast Topics	
Merges	110
Merging Patients	
Unmerging Patients	
Prescription Pickup	113
Automatic Pickup	
Manual Pickup	
Retract Prescription Pickup	116
Undo Pickup	
Kroll Helpdesk Information	119
Head Office – Toronto	
Western Canada – Edmonton	
Eastern Canada – Dartmouth	



Newfoundland and Labrador Drug Information System (DIS)

The Newfoundland and Labrador Centre for Health Information (NLCHI) is a governmentfunded 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:

1-(local):PharmacyNF-RefRx-Krolld, Balram	E
The network cannot be accessed because the current user does not have a Network U Please specify a Network Username for this user in User Configuration before perform actions that require network access.	sername. ing any



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.

•	🥑 Edit Use	ers and User Groups	r and a second s
ſ	<u>U</u> sers	User <u>G</u> roups	🗙 Close 🛛 🗲 Ctrl 🌙
N.	Users (3)		F2 Ins Del
1	Init	FullName	A
	KRL	Kroll	
1	P	Kroll	
	RS	Rebecca	

- 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.



♂ User Information		- (mari		Allen are a	EX
Initials KP	First name Kroll	Last name Phar	nacist	<u>G</u> roups (2) Manager	F2 Ins Del
Disabled		Expires on		Pharmacist	
Type Pharmacist	t 🔹	Pharmacist ID	94-5624		
		Pharmacist ID 2			
Network Usernam Password	e KKPharm2 Case-sensitive	••			
Confirm password	Re-type password for ver	•• ification			
Password neve	r expires				
Porce passwor	o change on next login	✓ <u>S</u> ave	×	Cancel	

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**.

or Add/Delete Groups for Kroll Pharmaci	st	
Available Groups 3	🗸 ок	Selected Groups 2
Cashier System Administrator Technician	Cancel	Manager Pharmacist
	<< <u>D</u> elete All	

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.

🐨 Edit U	Isers and User Groups	
<u>U</u> sers	User <u>G</u> roups	🔀 Close 🗲 Ctrl 🔿
Users	(8)	F2 Ins Del
Init	FullName	A
FC	Front Clerk	
KD	Kroll Delegate	
KD2	Kroll delegate 2a	
KD3	Kroll Delegate 3	
KP	Kroll Pharmacist	
KP2	Kroll Pharmacist 2	
KP3	Kroll Pharmacist 3	
PS	Pharmacy Student	

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.

🐨 Pharmacist	Association Form			C X
	This form allows you t Select the techniciar	o associate a phan ns that you want to a	macist with several technicians. associate with the pharmacist.	
Pharma	cist Initials BT			🗸 Associate
Passwo	rd ••••••			X Cancel
Associa	tion Expires today at 23:59			
Initials	Technician	Pharmacist Inits	Pharmacist	Expires
🔽 PT1	Pharmacy Technician 1			
PT2	Pharmacy Technician 2			
🗖 PT3	Pharmacy Technician 3			



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.

☞ (Network) Pati	ent Search	Cabanat I			-	
Demograph	hics	Health Care <u>N</u> umber				Search
Last Name *	smith	Īq				X Cancel
First Name *	george					
DOB	DD MM YYYY					Records Returned
<u>S</u> ex	Male 🗸					
Required field	ls are marked with a	n asterisk (*)				
Name		Address				МСР
Birthdate	Gender	City	Prov	Postal	Phone	Alternate Id



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

🐨 (Network) Pati	ient Search	C Advanced	1 844	d hand		E X
© <u>D</u> emograp	hics	O Health Care <u>N</u> umber				Select
Last Name *	smith	Īq				X New Search
First Name *	george				Ad	d New Patient to Network
DOB					Reco	ords Returned 4
<u>S</u> ex	-				L	
Required field	ds are marked with a	n asterisk (*)				
Name		Address				МСР
Birthdate	Gender	City	Prov	Postal	Phone	Alternate Id
Smith, George		20 Cordage Pl				
		St Johns	NL			
Smith, George		44 Bannister's Ro	ad			
25-Apr-1962	Male	Corner Brook	NL	A1A 1A1	(709) 555-6464	
Smith, Georgia	1					
George, Cindy	Candice	128 Lester Circle				739611285944
07-May-1961	Female	Petites	NL	A0M 1M0	(709) 973-5987	

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**.

🐨 Update Patient Der	🐨 Update Patient Demographics from Network						
The Local information does not match the current Network information. Select the data that you want to update.							
	Local	Network	New Data				
Family Name		🗷 Smith	Smith				
Given Name		🗷 George	George				
Address		44 Bannister's Road Corner Brook NL A1A1A1	44 Bannister's Road Corner Brook NL A1A1A1				
Gender		🖉 Male	Male				
Phone		🗹 (709) 555-6464	(709) 555-6464				
Birthdate			25-Apr-1962				
✓ Update X Cancel							



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.

Last Name	ßmith				First N	ame George		Salutation		▼ OK		✓ Save	🗙 Scan	[⊗] Profile
Address 1	44 Bannist	er's Road				Phone Number	s (1)	F2 Ins	Del Birthdate	25/04/1962				All Rxs
	44 Daninist	er s Roau				Description	Phone			23/04/1902				Active Rxs
Address 2						Home	(709) 555-646	54	Age	54 years				Active Rxs w/Passtimes
City	Corner Br	ook	•	Prov	NL 🔻				Gender	Male	•	No image	available	Refillable Rys
Postal	A1A 1A1	Country	Canada		•				Language	English	-			
Email				ſ	Cond	Eamily Doctor			Height					Pricing Profile
Linan					Sena				14/					Not Disp./OTC Rxs
Quick Code								F2 Clea	ar weight			Load	Delete	Rxs Filled in Error
Comment	ts (0)							F2 Ins Del	NL.DIS 🔻				\bigcirc	Suspended Bys
Topic		Comment						i	Plans (1)				F2ITIST	baspenaeanos
									SubPlan Co	de Group ID	Client	ID	Expiry	ient is synced with DIS
									1 NL.DIS					View
											Alternate Addresses			
														Batches

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

- 1. Complete steps 1-6 of <u>Scenario 1</u>.
- 2. If no records are returned from the Network, click Add New Patient to Network.

or (Network) Patien	it Search	C generati 1			-	EX
Demographic	S	🔘 Health Care Number				Search
Last Name *	ones	Īq				X Cancel
First Name *	nick					Add New Patient to Network
DOB	DD MM YYYY					Records Returned
<u>S</u> ex	•					
Required fields	are marked with an	asterisk (*)				
Name		Address				MCP
Birthdate G	ender	City	Prov	Postal	Phone	Alternate Id
No results found wi	ith the specified search o	riteria. If you have more info	mation on this patie	nt, please re	etry with additi	ional search criteria.

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.

F3 - Pat	tient	F5 - Drug	F7 - Docto	F9 - Wor	kflow	F10 - Pickup	F11 - D	op-off	F12 -	New Rx	Alt+X - Start	
<u>L</u> ast Name	Jones		First N	lame Nick		Salutation		• (ок 🗌	🖉 Save	🗙 Scan	[⊗] Profile
Address 1	44 Ouinto	n Street		Phone Numbers	; (1)	F2 Ins De	Birthdate	25/04/19	65			All Rxs
Address 2				Description	Phone		Are	1 woors				Active Rxs
Address 2				Home	(709) 555-12	234	Age .	or years				Active Rxs w/Passtimes
City	Bay Rober	ts 🔹	Prov NL +				Gender	Male	•	No i	mage available	Refillable Rxs
Postal	A1A 1A1	Country Canada	•				Language	English	•			Pricing Profile
Email			Send	Family Doctor			Height					Not Disp./OTC Rxs
Quick Code						F2 Clear	Weight			Load	d Delete	By: Filled in Error
Comments	5 (0)					F2 Ins Del N						RAS Filled III Elfor
Topic		Comment					L.DI3 •					Suspended Rxs
						<u>I</u>	lans (1)				F2 Ins Pa	tient is synced with DIS
							SubPlan Cod	e Group	DID Clie	nt ID	Expiry	View
						1	NL.DIS					All All
												Alternate Addresses
												Batches
		()	-									Charting

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)

- 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.

☞ (Network) Patie	ent Search	-	2.84	-	1.1.1		C X
	Before using this	patient you	must synchron	ize with the	network b	y searching	g for this patient.
Demograph Last Name *	Smith	O Health C	Care <u>N</u> umber				Select
First Name *	Jane						Add Local Patient to Network
<u>S</u> ex	Female -						Records Returned 2
Required field	's are marked with a	n asterisk (*	9				
Name		Add	ress				MCP
Birthdate	Gender	City		Prov	Postal	Phone	Alternate Id
Smith, Jane 25-Mar-1967	Female	123 Edn	Which Way nonton	AB	T5Y 0E4		
Smith, Jane 25-Mar-1967	Female	33 S Bay	Sugar Street Roberts	NL	A1A 1A1		

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

Vpdate Patient Demographics from Network								
The Local information does not match the current Network information. Select the data that you want to update.								
	Local Network New Data							
Family Name	Smith	Smith	Smith					
Given Name	Jane	Jane	Jane					
Address	33 Sugar Street Bay Roberts NL	33 Sugar Street Bay Roberts NL A1A1A1	33 Sugar Street Bay Roberts NL A1A1A1					
Gender	Female	Female	Female					
Birthdate	25-Mar-1967	25-Mar-1967	25-Mar-1967					
✓ Update X Cancel								

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**.

File Edit	File Edit [Patient] Profile Network Reports Utilities NH Cards Session Help						
F3 - Pa	View Alternate Addresses	- Workflow F11 - Drop-off F12 - New Rx Alt-X - Start					
<u>L</u> ast Name	View AR Profile Ctrl+R View Batches	Salutation Ms. V OK Save Scan Patient					
Address 1	View Charting Ctrl+T	F2 Ins Del Birthdate 05/05/1970					
Address 2	View Consent	Age 44 years All Rxs					
City	View Credit Cards	55) 555-5555 Gender Female VI Nia image qualitable					
Postal	View Delivery Orders	Active Rxs w/Passtimes					
Fusil	View History	Refillable Rxs					
Email	View Leaves of Absence	Pricing Profile					
Quick Code	View Limited Use Items	F2 Clear Weight 120lbs Load Delete Not Disp./OTC Rxs					
Comment Tonic	View Patient Documents	F2 Ins Del PHN Rxs Filled in Error					
Topic	View Rx Counseling History	Plans (1) F2 Ins Del Suspended Rxs					
	View Medication Review/Dialogs (0)	SubPlan Code Group ID Client ID Expiry L NCDAD ACC 700 Perform FDB Analysis					
	View To Do Items	1 NSPMP 450 789					
	View Work Orders	Alternate Addresser					
	View External Interface References	Alternate Addresses					
Allergies (0	Merge NH Cycles	Nursing Home Copays Communications Other					
	Delete	Consent					
	Active 🔽	Consent Unknown Charting					

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.

F3 - Patient F5 - Drug	F7 - Doctor F9 - Workflo	ow F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt-X - Start
[Last, First] [.Code] OR [Phone]	[⊗] Search				
smith janet					Show Advanced Options
A structure and	Cancel <u>A</u> dvanced		0 No Reco	ords Found	Insert New Doctor
# 🔺 Last Name 🔺 First Name	City	Prov Phone	Code	e Address 🔺	Change Columns
					·

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

🥳 (Network) De	octor Search		-	Trans Jacobs	
Last Name	smith	Doc Lic Ref Doctor (Ph	ysician) 💌	Records Returned	🗸 Search
First Name	janet	Doc Lic #			🗙 Cancel
Name Address			Lic # Designation	Phone City	

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

🥳 (Network) Do	octor Search			The Desire	EX
Last Name	smith	Doc Lic Ref Doctor (Ph	nysician) 👤	Records Returned	Select
First Name	janet	Doc Lic #		1	🗙 New Search
Name Address			Lic # Designation	Phone City	
Smith, Janet Nlpdp Test Dr			1111 Doctor (Physician)	St. John's NL	



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

🥣 Update Doctor from	Network	- Parent - Real						
The Local information does not match the current Network information. Select the data that you want to update.								
	Local Network New Data							
Name		🗹 Smith, Janet	Smith, Janet					
Address		☑ Nlpdp Test Dr St. John's NL	Nlpdp Test Dr St. John's NL					
Designation		🗹 Physician	Physician					
License #		☑ 1111	1111					
✓ Update X Cancel								

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.

Primary	License Number	Alternate License Number	Prescriptions/Refills
License	00000	License 11111	No Kroll Care
Prov	ON (Ontario)	Prov	No Phone Refills
Override	Ref ID 09	Override 🔲 Ref ID	



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'.

Plans Pricig	ng Date	s <u>C</u> omments Indications Images Other	Etrl 🗲
Rx Plans		Plan Pays Extra Info (F2 Edits)	
NLPDP.E	-	Not Adjud.	
AHE	-	Not Adjud. Inter:DA	
NL.DIS	•	Not Adjud. DUE Only	
Cash	-	Not Adjud. Deduct: \$0.00	

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.

CeRx Adjudic	ation Respor	nse	and some the second sec	E
<u>V</u> iew Netw	/or <u>k</u>			
			The Dispense Rx was successful	
-Errors, Wa	rnings and l	Messages for NL.D	IS	
			P - View Network Profile M	- Manage D - Detail
Priority	Severity	Issue Type	Text	Managements
Warning	High	Low Dose Alert	The prescribed daily dose for NITROFURANTOIN MONOHYD/M-CRYST is below the recommended Adult min/ma	
Warning	High	Condition Alert	A severity level 1 contraindication was found between NITROFURANTOIN/DEFICIENCY OF GLUCOSE-6-PHOSP	
Warning	High	Condition Alert	A severity level 1 contraindication was found between NITROFURANTOIN/HEMOLYTIC ANEMIA FROM PK AND	
Apply this	to all unma	naged issues above	•	Manage Issues
Comment		5		
Comment				
			The Disnense By was successful	
			✓ OK	le <u>C</u> ancel Rx

- **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.

🥳 (Network) D	etected Issue Detail	
Detected Is	sue Description Caused By (1) Managements	E Ctrl 📄
Priority	Warning	
Issue Type	Allergy Alert	
Severity	Moderate Needs management NO Permanent YES	
Details The patie The medi	nt's profile indicates PENICILLINS as an allergy. cation AMOXICILLIN contains ingredients that are in a group of related	*
allergens	and may cause an allergic reaction. (400161)	
		Ŧ
	• ОК	

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. 31-Jan-2014 Completed Eastwood, Clint 5 APO-CITALOPRAM 20 MG SWALLOW, ORAL 02246056 APX TAKE 1 TABLET DAILY 5 0

Creating Prescription Order (Unfill)

- 1. Complete the Rx fields on the **F12** screen.
- 2. Select Make Rx Unfilled from the right navigation pane.

<u>File Edit Rx View Labels Profile</u>	Reports <u>U</u> tilities <u>N</u> H Centr <u>a</u> l Fill	<u>C</u> ards Sess <u>i</u> on <u>H</u> elp		
F3 - Patient F5 - Drug	F7 - Doctor F9 - Workflov	w F11 - Drop-off F12	- Fill Rx Alt-X - Start	
0 New Rx Pending A	di First Fill Last Fill	Information	Lookup 🗶 Cancel	×Rx
				🔕 Make Rx Unfilled
Priority Default Wait Time F2	Due in 19 mins Forward Rx	F2 Work Order 0 F2	Delivery Pickup 💌	😡 Make Rx Not Dispensed
<u>Patient Search</u>	<u>D</u> rug Search	Pack 50 🗾 D <u>o</u> c Search	Loc Office 💌	🛞 Make Rx Stock Transfer

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.

🥣 (Ne	twork) Patient Profile			-	_	100		₽ X
Patie	ent: Krolld, Balram		N	Male	DOB: 01-M	ay-1979	MCP: 1234	5678910
<u>P</u> rof	ile (16)							E Ctrl 🗲
<u>S</u> t	atus (All) <u>O</u> rder Ty	ype (All)	•		🗖 <u>A</u> dvano	ced 📝 Fi	ilter 🛛 🕅 F	Reset
D	▼Last Filled Picked Up	Status	Doctor			DIS Order i	# Order	r Date
A T	Last Qty Drug			0	DIN	Manufactur	rer Lo	cal
A	Directions					Fillable	Auth	Rem
S	🚨 Unfilled	Active	Blanchard, Angie			444552	10-Feb	o-2014 🔶
	Plendil 2.5mg			0	2057778	AZC	Ye	es
E	TAKE 1 TABLET ONCE DAILY					✓	30	30



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 / Dispense Information	
Rx Order	
Note	
Patient Measurement - Height	Patient Measurement - Weight
▼	•
Treatment Type	Substitution Not Allowed Reason
one time 👻	Not specified 👻
Dispense	
Note	
Substitution Type	Substitution Reason
None	Not specified
Quantity Units of Measure	
Nebule	-
Emergency fill	
🗸 ок	X Cancel

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.

ť	(Network) Patient Profile		A REAL PROPERTY.	-		Ē	x
P	atient: Kroll, Bella				Female D	DB: 20-Mar	-1967
P	rofile (21)					K	Ctrl 글
<u>S</u> t	atus (All) <u> </u>	ype (All)	•	🗖 <u>A</u> dvan	ced 🔗 Filter	🛛 🕅 Res	et
D	▼Last Filled Picked Up	Status	Doctor		DIS Order #	Order Da	te
A T	Quantity Drug			DIN	Manufacturer	Local	
^	Directions				Fillable	Auth P	lem
N	5-Nov-2012	Active	Blanchard, Angie		302291	5-Nov-20	12 🔺
1.	30 Vimovo 20/375mg	375MG-20	MG	02361701	AST	Yes	
ĸ	TAKE 1 TABLET DAILY				\checkmark	30	30 =
N	5-Nov-2012	Active	Blanchard, Angie		302290	5-Nov-20	112
II.	100 P-EPHED HCL/CO	DEINE/GU	AIFEN 30-3.3-100			Yes	
ĸ	TAKE AS DIRECTED				✓	100	100
N	15-Oct-2012 15-Oct-2012	Active	Blanchard, Angie		300503	15-Oct-20	12
Ē	30 MINOCYCLINE HO	CL 50 MG				No	
ĸ	TAKE 1 CAPSULE				✓	60	30
N	11-Oct-2012	Aborted	Blanchard, Angie		299394	28-Sep-2	012
Ε T	30 Keflex 500mg			00244392	PHH	Yes	
ĸ	TAKE 1 TABLET ONCE DAILY				×	30	0
N	11-Oct-2012 11-Oct-2012	Active	Blanchard, Angie		299396	28-Sep-2	012
Ē	30 Remeron 30mg		-	02243910	ORG	Yes	-
C	Detail Extra Functions				🗙 Car	icel 🔽	ок

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 <u>http://opinions.atlanticpharmaceutical.ca/.</u> 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**.

File Edit D	File Edit Drug Reports Utilities NH Central Fill Cards Session Help								
F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt-X - Start									
Na <u>m</u> e	Accu-Chek Fastclix Lancets	OPIN - OPII -	97799494	Changed	Save X Cancel	[⊗] Drug			
Generic	Lancets	Strength	Sched	2 (Schedule 🔻	Reportable	Receive Drug			
Description		Followup (Days)	Oral/V	Vritten Not Specific 🗸	Dispense as Pack	Return To Stock			
		-		inten Horopeening -	Ward Stock	Link to FDB			
Description 2		Form	LAIN (Lancets)	_					
Equivalent To		Route	Not Set	•		[⊗] View			
Default Sig		Manufacturer	ROD (Roche Diagnos	tics, division of HLF 🚽	Print compliance calendar	Alerts (0)			
Location	•	Handling Instr			Eligible for coupon	Generic Equivalents			
					Flavor Rx	Modification History			
Generic Type	Brand Single Source	Price Group	None	•	Health Inform/Rx Canada				

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

<u>F</u> ile <u>E</u> dit <u>D</u>	ille <u>E</u> dit <u>D</u> rug <u>R</u> eports <u>U</u> tilities <u>N</u> H Centr <u>a</u> l Fill <u>C</u> ards Session <u>H</u> elp <u>9</u> .3.67								
F3 - Patie	F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt-X - Start								
Na <u>m</u> e	tame Accu-Chek Fastclix Lancets OPIN - OPII 97799494 Changed 🗸 Save 🗶 Cancel								
Generic	Lancets	Strength		Sched	2 (Schedule 👻	Reportable	Receive Drug		
Description		Follow(up (Days)		Oral/Mritten	Not Specific -	Dispense as Pack	Return To Stock		
Description		ronowap (Days)		oral/written	Hor opecint -	Ward Stock	Link to FDB		
Description 2		Form	LAN (Lancets)		•	Trial			
Equivalent To		Route	Not Set		•	V Device:	× View		
Default Sig		Manufacturer	ROD (Roche Dia	agnostics, div	ision of HLF 🚽	Print compliance calendar	Alerts (0)		
Location		Handling Instr				Eligible for coupon	Generic Equivalents		
Location		nanunng Instr.				Flavor Rx	Modification History		
Generic Type	Brand Single Source Priority	Price Group	None		-	Health Inform/Rx Canada			



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

🥣 (N	etwork) Patient Profile	and the owner water	And I wanted		-			
Patie	ent: Krollg, Gerald				Male D	OB: 08-Sep-1972		
Prot	Profile (27)							
<u>S</u> 1	tatus (All) 🗸 🖸	der Type (All)	•	🗖 <u>A</u> dvar	nced 🖉 Filte	er 🛛 🕅 Reset		
D	▼Last Filled Picked Up	Status	Doctor		DIS Order #	Order Date		
A T	Last Qty Drug			Code	Manufacturer	Local		
A	Directions			Stop Date	Fillable	Auth Rem		
S	🥘 31-Oct-2016	Aborted	Blanchard, Angie Sharon		470434	31-Oct-2016 🔦		
N C	30 IRBESARTA	N/HYDROCHLOP	OTHIAZIDE 150 MG-12.5 MG 150-12.5MG	41234		Yes		
5	TAKE 1 TABLET ONCE D.	AILY			×	120 0		
S	Device	Active	Blanchard, Angie Sharon		470487	31-Oct-2016		
	100 Accu-Chek A	viva Test Strips		97799814		Yes ≡		
5	AS DIRECTED					100 100		
S Y	🧔 Unfilled	Active	Smith, Jane		470482	31-Oct-2016		
N C	OXAPROZIN	600 MG		17204		Yes		
	TAKE 1 TABLET ONCE D.	AILY			✓	30 30		

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 <u>here</u> 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:

<u>Q</u> uickCode										ОК	🖉 Save	🗙 Scan
Name	*Hydrocortiso	one Pwd 1% I	n Clotrima	derm 1%	Cream							
<u>G</u> eneral I	n <u>s</u> tructions	C <u>o</u> mments	<u>P</u> lan	Other								E Ctrl 🗲
Plans (0)												F2 Ins Del
Plan Name					Mix Type	Default	Covered	Pseudo DIN	[escription	Bill As Pack	
												E
Component	s (2)											F2 Ins Del
DIN	Brand Name			G	eneric Name			PackSize	Form	Strength	%	Active 🔺
00812382	Clotrimade	rm Cream		c	lotrimazole	2		500	GM (1%	100	Yes
00888006	Hydrocortis	one Powde	r USP					100			1	No

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).

F3 - Patient	t F5 - Drug	F7 - Doct	or F9 - W	orkflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt-X - Start	
Na <u>m</u> e H	Hydrocortisone Powder USP	- T	DIN •	00888006		OK 🔗 Sa	ave 🗙 Scan	[⊗] Drug	
Generic			Strength		Sched	- Repo	rtable	Receive Drug	
Description			Fallenna (Dava)		0	Dispe	ense as Pack	Return To Stock	
Description			Followup (Days)		Oral/Written	🔲 Ward	Stock	Link to EDB	
Description 2			Form			▼ Trial			

The NLCHI authorized PIN for Hydrocortisone powder is 77750237:

January 2	20, 2011	
Assigned	Chemical Name (brand name and label name	1
PIN	fields)	
77647010	Hydrochloric Acid	1
77750237	HYDROCORTISONE, USP MICR'D]
77722841	Hydrogen Peroxide	1
77700086	Hydrogen Peroxide, FCC (35%)	18



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

G <u>e</u> nera	l O <u>r</u> dering	UPCs	<u>P</u> lans	<u>U</u> sage	Old Costs	<u>C</u> ounsellin	g <u>K</u> rol	l Care		🗲 Ctrl 📄
Plans	(1)									F2 Ins Del
Plan N	ame				PackS	ize Default	Covered	Pseudo DIN	Description	Bill As Pack
NL.DI	NL.DIS - NL Centre For Health Information Yes No 77750237 Default No									

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.

🥣 Drug-Plan In	formation	
SubPlan	NL.DIS - NL Centre For Health Information	-
Pack Size	<all></all>	Default 🗹
Description	NLCHI Assigned PIN	
PDIN 💌	77750237	Covered 🗖
E Bill Ast		
	VOK X Cancel	

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:

Name	Clotrimaderm Cream	DIN -	00812382		ОК	Save X Scan	[⊗] Drug
Generic	Clotrimazole	Strength	1%	Sched	3 (Schedule 🚽	Reportable	Order Drug
Description		Followup (Days)		Oral/Written	Not Specific 🗸	Dispense as Pack	Receive Drug
Description 2		Form	GM (Cream)	010,1111		Ward Stock	Return To Stock
Equivalent To		Deute	Tonical (Defau	.1+)		Device	Perform FDB Analysis
		Koule	Topical (Delau			Immunization	Analyze Multiple Drugs
Default Sig		Manufacturer	TAR (Taro Pha	rmaceuticals	inc.) 💌	Frint compliance calendar	Customize EDP Info

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.

0	(Networl	k) Medi	cation Order	Detail						And and a second second	
lſ	Order	Patie	nt Instructio	ns Indications	Prescriber	Disper	ises (1) Iss	ues Refusals	Notes	Status History	E Ctrl 🗲
	Med	ication	Ingredie	nts (2)			Regular	Dispense			
	Name	Hydro	ocortisone	Pwd 1% in clo	trimaderm	1% Cre	Qty	Days Sı	ipply	Min Interval	
	Desc [100.0	00 Clotrima	aderm Cream	1%, 1.0	00 Hyc	-First Disp	oense (if differer	nt than Reg	gular Dispense)-	
	Form [Crear	n	100.000 Clotri	maderm Crea	m1%,	1.000 Hydrod	ortisone powder	USP 1%	Exp	
	Pack Qty Pack Type					Authorize Qty 100	ed Grar Days Su	ipply 30	Fills		
	Pack Qty Pack Type Qty 100 Grar Days Supply 30 Fills Order # 470504 Order date 31-Oct-2016 Qty 100 Grar Fills Order # 470504 Order date 31-Oct-2016 Qty 100 Grar Fills Local # 1000704 Effective date Pharmacy Targeted To Name Kroll Pharmacy No sub NO Reason Address 23 New Cove Road City St. John's Prov NL Postal A1A 1A1 Fillable Authoritative Paper Inferred YES To be picked up Interview In						A 1A1				
						 Image: A start of the start of	ОК				

of (Network) N	fedication Order Detail		
<u>O</u> rder P <u>i</u>	atient Instructions Indications Pre	escriber	<u>D</u> ispense
Medica	tion Ingredients (2)		
Code	Name	Quant	ity
00812382	Clotrimaderm Cream 1%	100	
77750237	Hydrocortisone powder USP 1%	1	

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.

File Edit Rx	View Labels Profile Reports Utilities NH Cards S	ession Help	
F3 - Par	Make Rx Unfilled	ow F11 - Drop-off F12 - Fill Rx Alt-X - Start	
	Make Rx Not Dispensed	Fill Information	∀Rx
	Make Rx Stock Transfer	0 Qty S0.00 Init Cookup 👗 Cancel	Make Rx Unfilled
Priority Def	Transfer Rx From Another Store	Rx F2 Work Order 0 F2 Delivery Pickup	🔞 Make Rx Not Dispensed
Patient Sear	Back Date Rx	Pack 2 Doc Search Loc Office	🛞 Make Rx Stock Transfer
Name Do	Add Rx Image	25mg Name Dr. Calder, Robert J	🔁 Add Rx Image
Address 10 City Ha	Call Doctor	HOR (Ca Address Osoyoos Medical Ctr. Sched 3 City Osoyoos Prov BC	Transfer Rx From Another Store

- 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.

of (Netwo	ork) Patient Profile					
Patient:	Krollg, Gerald				Male	DOB: 08-Sep-1972
Profile (9)					🗲 Ctrl 🛁
<u>S</u> tatu:	s (All) 🗸	Order Type (All)	•	🗖 <u>A</u> dva	nced 🖉 Fil	ter 🛛 🔀 Reset
D	▼Last Filled Picked	Up Status	Doctor		DIS Order #	t Order Date
A T	Last Qty Drug			Code	Manufacture	er Local
A	Directions			Stop Date	Fillable	Auth Rem
S	Other Medication	Active	Pharmacist, Kroll		31838	31-Oct-2016 🔶
	Not Disp Gravol 2	5mg		02028212	HOR	Yes
ED	Qty: 2. TAKE 1 TABLE	ET ONCE DAILY		02-Nov-201	6 ×	
N	Other Medication	Active	Pharmacist, Kroll		30331	08-Jan-2015
	NotDisp Apo-Ibup	orofen 600mg		00585114	APX	Yes
K	Qty: 100. TAKE AS DI	RECTED		18-Apr-2015	×	



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.

File <u>E</u> dit <u>S</u> earch <u>U</u> tilities <u>NH</u> <u>C</u> ards Session <u>H</u> elp						
F3 - Patient F5 - Drug F7 - Doctor	F9 - Workflow F11	1 - Drop-off	F12 - New Rx	Alt-X - Start		
Last First: Code: Phone: or Bill #	[⊗] Search					
north hav*						
Cancel Cop	<u>A</u> dvanced		0 No Reco	ords Found	Insert New Patient	
# 🔺 Last Name 🔺 First Name 🛛 Address	City Ag	ge Phone	Plan	*	Copy Patient	
					Change Columns	

- 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).

F3 - Pat	tient	F5 - Mixture	F7	- Docto	r	F9 - Wor	kflow	F10 - Pickup
<u>L</u> ast Name	North Bay			First N	ame	Pharmacy		Salutation
Address 1					P <u>h</u>	one Numbers	(0)	F2 Ins
Address 2					Des	cription	Phone	
City			Prov	NL 🔻				
Postal		Country Canada		-				
Email				Send	Fam	ily Doctor		
Quick Code								F2 CI
Comments	5 (0)							F2 Ins Del
Topic		Comment						
<u>A</u> llergies (D)	Add Drug	F2 In	s Del 🕻	5 <u>e</u> ne	ral <u>F</u> amily	Nursin	g Home Comr
					Patie	nt		
					V A	ctive Alt.	Last Nar	ne
				6	atier	nt Type Pha	rmacy	•
			-		Jecea	ased On		L.



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.

I	Plans (0) F2 Ins De					
	SubPlan Code	Group ID	Client ID	Expiry		

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

🥣 Patient Pl	an Information		
Plan	< - NL Centre For Healt	th Information (St	ock Transf 🔻 <u>P</u> lan Info
		Link To	
Order	Primary 🚽	Relationship	_
Carrier ID		Deduct <u>T</u> ype	Dollar amount 🔄
Group ID		Deduct Value	0
Client ID		E <u>x</u> piry Date	
CPHA Pat	Code	First Name	
<u>C</u> omment	Inactive 🗌 Always Use in Px 🗹	Card Holder N	ame
	✓ <u>S</u> ave	🗙 Can	cel

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.

File Edit Rx	View Labels Profile Reports Utilitie	s NH Cards Session Help
F3 - Pa	Make Rx Unfilled	F9 - Worldlow F11 - Drop-off F12 - Fill Rx Alt-X - Start
·	Make Rx Not Dispensed	st Fill Last Fill Information
	Make Rx Stock Transfer	10/14 0 0 Qty S0.00 Init Cookup Cancel
Priority Def	Transfer Rx From Another Store	ins Forward Rx F2 Work Order 0 F2 Delivery Pickup 💌 😿 Make Rx Not Dispensed
<u>Patient Sear</u>	Back Date Rx	ch Pack J Doc Search Loc Office J 🚱 Make Rx Stock Transfer
Name Be	Add Rx Image	Name Dr. Smith, John H
Address Bo City Du	Call Doctor	Form Sched City Vancouver Prov BC Martin Store

- 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**.

🥣 (Network) Location Search		
You must associate this patient with a location be	efore you can perform a sto	ck transfer.
Name north bay	Records Return	ed 🖌 Search
		X Cancel
Name Address	Type City	Id



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

🛫 (Network) Location Search	the statement in the	
You must associate this patient with a location before	e you can perform a stock tr	ansfer.
Name north bay	Records Returned	Select
Name Address	Type City	Id
North Bay Pharmacy; North Bay Pharmacy Optional Long Name 789 Mount St, Unit 1689	Pharmacy Mount Pearl NL F1F 1F1	NL.00210.5

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:

🥳 Patient Pl	Patient Plan Information										
Plan	NLSTOCK - NL Centre	For Health Infor	mation (Stc 💌 🛛 Plan Info								
		Link To									
Order	Primary 🚽	Relationship	_								
Carrier ID		Deduct <u>T</u> ype	Dollar amount 🔄								
Group ID	PHARM	Deduct Value	0								
Client ID	NL.00210.5	E <u>x</u> piry Date									
CPHA Pat	Code	First Name									
	Inactive 🗌	Card Holder N	ame								
<u>C</u> omment	Always Use in HX 🔽										
North Bay 789 Mount	Pharmacy St. Unit 1689										
Mount Pea	wINL F1F1F1										
	✓ Save	🗙 Can									



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.

🥣 (Network) Patient Search	1 mg	Indiana	1	EX
Last Name * patient	Year of Birth	0 🊔 (٢٢٢٢٢)	🗸 Search	Add New Patient to Network
First Name * alberta	Day/Month of Birth	(DDMM)	🗙 Cancel	
Sex 🔹	MCP	Records F	Returned	
Required fields are marked with a	an asterisk (*)			
Name Address	Gender	Birthdate MC	CP Phon City	e

- 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.

Plans (0)	F2 Ins Del		
SubPlan Code	Group ID	Client ID	Expiry

- 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).

F3 - Pa	F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow					rkflow	F10 - Pickup	F11 - [prop-off	F12 - I	Returr	n to Rx	Alt+X - Start	
<u>L</u> ast Name	Kroll	First Name Sylvester Salutation							-	ок		🗸 Rx	🗙 Scan	[⊗] Profile
Addrore 1	12.5	- Deed		Pt	hone Number	s (0)	F2 Ins	Del Ricthdata	20,02,02	10				All Rxs
Address 1	12 50000	је коао		De	scription	Phone			20/03/20	10	_			Active Rxs
Address 2								Age	6 years		_			Active Rxs w/Passtimes
City	Bay Robe	rts 🔻	Prov NL	-				Gender	Male		-	No ima	ge available	Refillable Rxs
Postal	A1A 1A1	Country Canada		-				Language	English		-			Pricing Profile
Email			Sen	d Far	mily Doctor			Height						Not Disp./OTC Rxs
Quick Code							F2 Clea	weight				Load	Delete	Rxs Filled in Error
Comment Tania	is (0)	l comment					F2 Ins Del	-					()	Suspended Rxs
Торіс		Comment					[Plans (0) F2 Ins Del					Perform FDB Analysis	
								SubPlan Co	de Grou	p ID C	lient ID)	Expiry	
														View
														Alternate Addresses
														Batches
Allergies	(0)	Add Drug	F2 Ins Del	Gene	eral Family	Nursing	lama Comm	unications	Othor				Ctrl 🗨	Charting
				Deti	ent <u>ranning</u>	Indui sing P			Ottlei	ncont				Consents
	Patient							Privacy Unknown						Credit Cards
Potient Ture Animal - cat									- L.					View Patient Documents (0)
				Dece	eased On		Cat			nit Dose pe	<nor< th=""><th>ne></th><th></th><th>History</th></nor<>	ne>		History
Medical C	onditions (0))	F2 Ins Del	Pres	scriptions				(y	cle	<non< th=""><th>ne></th><th>•</th><th>Limited Use Items</th></non<>	ne>	•	Limited Use Items

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.

	F3 - Patie	nt	F5 - D	rug 🛛	F7 - Do	ctor	F9 - V	Vorkflov	w][F10 - Pickup	F11 -	Drop-off	12 - Return to Rx	Alt+X - St	art	
La	st Name Ki	rollg			Firs	t Name	Gerald			Salutation		▼ OK	🖌 🗸 Rx	🗙 Ca	ncel	✓ Profile All Rxs
P	Profile - All Rxs (9) ESC - Back to Patient F - Refill R - Reprint D - Detail Extra Functions V space- mark multiple Rxs M - Modify C - Cancel I - Inactivate									Active Rxs						
#	Status		Orig Rx	RxNum	Date	Ago	Qty	Auth F	Rem	BrandName		Doctor	Si	g	In 🔺	Active Rxs w/Passtimes
1			1000698	1000698	31/10/201	50	30	30 (D	Apo-Oxaprozin 6	00mg	Smith, J	ane *1	L	KI	Refillable Rxs

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.									
Confirm Rx Are you sure you want to Cancel this Rx? ✓ Yes No Cancel and Befill									

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.

🥣 (Network) Medication Order De	tail	
Order Patient Instructions	Indications Prescriber Dispenses Issues	Befusals Notes Status History (1)
First dispense pickup	First quantity dispensed	Number of fills against Rx 0
Last dispense pickup	Last quantity dispensed	Total supplied amount 0
Date Picked	Jp Status Dispensed By	DIS Disp #
A Quantity Drug		Code Local
Directions		Days Supply
Detail Extra Fu	inctions	
	🗸 ОК	

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.					
🧹 (Network) Medication Order Detail					
Qrder Patient Instructions Indications Prescriber Dispenses (3) Issues Befusals Note	es Status History (1) Crrl 🗃				
First dispense pickup 09-Jun-2014 First quantity dispensed 1 Number of fills	Is against Px 2				
Last dispense pickup Last quantity dispensed 1 Total supplie	ed amount 2				
■ ■ ▼Date Picked Up Status Dispensed By	DIS Disp #				
A Quantity Drug	Code Local				
^ Directions	Days Supply				
09-Jun-2014 Cancelled Buffett, Andrew	50136584				
1 APO-PINDOL 5 MG SWALLOW, ORAL	00755877 Yes				
TAKE 1 TABLET ONCE A DAY	1 day				
N 09-Jun-2014 Active Buffett, Andrew	50136523				
1 APO-PINDOL 5 MG SWALLOW, ORAL	00755877 Yes				
TAKE 1 TABLET ONCE A DAY	1 day				
N 09-Jun-2014 Active Buffett, Andrew	50136520				
1 APO-PINDOL 5 MG SWALLOW, ORAL	00755877 Yes				
TAKE 1 TABLET ONCE A DAY	1 day				
• ОК					



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.

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F3	10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start	
Last Name Krolld First Name Balram	Salutation	Profile
ESC Park to Date	iant E - Rofill R - Reprint D - Datail	All Rxs
Profile - All Rxs (20) ESC - Back to Par space- mark multi	ple Rxs M- Modify C - Cancel I - Inactivate	Active Rxs
# Status Orig Rx RxNum Date Ago Qty Auth Rem Bra	ndName Doctor Sig In 🔺	Active Rxs w/Passtimes
1 1000706 1000706 31/10/2016 0 30 210 180 Ap	-Pindol 5mg Fill	Refillable Rxs
2 Untilled (Inact) (Iran 100065/ 100065/ 12/10/2016 19 30 210 210 Inv 3 1000585 1000585 15/07/2016 108 30 30 0 Ap	okana 300mg D-Amoxi 250mg Modify	Pricing Profile
4 1000581 1000582 15/07/2016 108 30 30 0 Ap	o-Amoxi 250mg Cancel	Not Disp./OTC Rxs
5 Inact (Transferred Ot 1000580 1000580 15/07/2016 108 30 210 180 Cyr	nbalta 60mg Reprint	Rxs Filled in Error
6 10005/9 10005/9 15/07/2016 108 30 210 180 Apr 7 Inact (Conjed) 1000559 1000561 12/07/2016 111 150 210 0 Inv	o-Furosemide 80mg Detail	Suspended Bys
8 1000558 1000558 12/07/2016 111 100 3.646.3 3546.3 Arc	u-Chek Aviva Test Strips Inactivate Rx	Suspendeu itts
9 1000557 1000557 12/07/2016 111 60 2.190 2130 No	vo-Profen 600mg View Workflow Details	Filter Profile Rxs
10 1000555 12/07/2016 111 30 1,095 1065 Pax	il 10mg	Perform FDB Analysis
11 1000552 1000552 11/07/2016 112 200 20,200 Ap	o-Salvent CFC Free 100mc Counsel	View
12 1000551 1000551 11/07/2016 112 30 3,060 3030 Tin	Add to Doctor Callbacks	Alternate Addresses
•	Add to Manual NH Batch	Patabas
Allergies (0) Add Drug F2 Ins Del General Family Nursing Ho	ne Communications Add To Rx To Do List	batches
Patient	AutoFill	Charting
Active Alt. Last Name	Create Delivery Order	Consents
Datient Tune Human	Change Next Fill Parameters	Credit Cards
Deseased On	Copy to New Num and Make Unfilled	View Patient Documents (0)
Medical Conditions (0) F2 Ins Del	Display Therapeutic Equivalents Ctrl+F5	History
Prescriptions	Fax Doctor(s)	Limited Use Items
Delivery type Default (Pickup)	Renewal Notification	Medication Review/Dialogs
Denvery Koute	Toggle Batch Fill Status (Hold)	Rx Counseling History
Price Group <none></none>	Transfer Rx to Another Store	Rx Notes



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

🐨 Transfer Out R	x(s)	the second second second	AND A Desired at 1	
Search for a st	ore. Type its n	ame, address, or other informat	tion	
				New
			Pharma distance	
Store Name			Pharmacist Nan	16
Chain				
Address			Comments	
City		Prov		
Postal				
Phone			_	
Fax		<u>E</u> dit		
Px Summary				
Rx Num	Orig Rx Num	Drug	Doctor	Status
1000706	1000706	Apo-Pindol 5mg	Dr. Blanchard, Angie Sharon	OK to Transfer Out
A store must be	specified			
		² <u>T</u> ransfer Out Eligible Rxs	X Cancel	

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

Create Store	
🗹 Active	Search <u>N</u> etwork
Store Name	Urban
Chain	
Address	
City	
Prov	NL (Newfoundland) 👻
Postal	
Phone	Long Distance 🔲
Fax	Long Distance 🔲
Туре	Pharmacy 🔹
Network ID	
	VOK X Cancel



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

of (Network) Location Search	a service in the secondary			
Name Urban		Records Re	turned	🗸 Search
			[X Cancel
Name	Address		Id	
Туре	City	Prov Postal	Status	

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

or (Network) Location Search	a the donato	-	-		E X
Name Urban			Records Rei 1	turned	Select
Name Type	Address City	Prov	Postal	Id Status	
Urban1 Pharmacy; Urban1 Pharmacy Pharmacy	Nlchi, Test Location St.John's	NL	A0A 0A0	NL.0005	0

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.

Ipdate Location	from Network						
×	The Local information does not match the current Network information. Select the data that you want to update.						
	Local	Network	New Data				
Name	Urban	🔲 Urban1 Pharmacy	Urban				
Туре	Pharmacy	Pharmacy	Pharmacy				
Address	NIchi, Test Location St.John's NL A0A0A0	NIchi, Test Location St.John's NL A0A0A0	NIchi, Test Location St.John's NL A0A0A0				
Network Id		🗹 NL.00050	NL.00050				
✓ Update X Cancel							



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

Create Store	
🗹 Active	Search <u>N</u> etwork
Store Name	Urban
Chain	
Address	NIchi, Test Location
City	St.John's
Prov	NL (Newfoundland) 🗸
Postal	A0A 0A0
Phone	Long Distance 🗖
Fax	Long Distance 🗖
Туре	Pharmacy 🗸
Network ID	NL.00050
	VOK X Cancel

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.

	x(s)	No. of Concession, Name	-	-	
Search for a st	ore. Type its n	ame, address, or other info	rmation		
ur Select					
Store Name	Urban			Pharmacist Nam	ie +
Chain				KI OII PHarmacis	
Address	Nlchi, Test Lo	ocation		Comments	
City	St.John's	Prov NL			
Postal	AOA OAO				
Phone					
Fax		<u>E</u> di	t		
Rx Summary					
Px Num	Orig Rx Num	Drug	Doctor		Status
1000706	1000706	Apo-Pindol 5mg	Dr. Blanchar	d, Angie Sharon	OK to Transfer Out
	-	Transfer Out Eligible Rxs		🗙 Cancel	



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.

	er Detail	
Order Patient Instruc	tions Indi <u>c</u> ations <u>P</u> rescriber <u>D</u> ispe	nses (1) Issues Refusals Notes Status History (1) Ctrl 🗃
Medication Name PINDOLOL 5 N Desc Form Tablet GCN 5144 Pack Qty	IG Mfr Pack Type	Regular Dispense Qty Days Supply Min Interval First Dispense (if different than Regular Dispense) Qty Days Supply Exp Authorized Oty 210 Days Supply Fills
Order # 470514 Local # 1000706 Status Active	Order date 31-Oct-2016 Effective date Expiry date	Remaining Oty 180 Fills Pharmacy Targeted To Name
No sub NO Reason Trial YES Prior ordu Fillable ✓ Authorita Inferred YES	er id View tive Q Paper To be picked up	Address NIchi, Test Location City St.John's Prov NL Phone ID Hard Assigned NO
	~	ОК



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.**

✓ (Network) Patient Profile			
Patient Kroll, Tim		D	OB: 10-Oct-2010
Profile (13)			E Ctrl 🗲
Status (All)	🗖 <u>A</u> dvar	nced 🖉 Filter	💢 Reset
▼Last Filled Picked Up Status Doctor ↑ Last Qty Drug ↓ Directions	Code	DIS Order # Manufacturer	Order Date
Directions Directions Active Blanchard, Angie T 30 PINDOLOL 5 MG K TAKE 1 TABLET ONCE DAILY Create Local Rx		470524	Auth Rem 31-Oct-2016 ^ Yes 210
Refusal to Fill 30 FUROSEMIDE 80 MG AS DIRECTED Refusal to Fill Release (Resume) Rx Hold (Suspend) Rx	210	469451 ×	17-Oct-2016 Yes ≡ 30 0
P 27-Sep-2016 27-Sep-2016 Completed Blancha N 30 SIMVASTATIN 5 MG Stop (Abort) Rx Add Note Add Note	i576	468332	27-Sep-2016 Yes 30 0
Record adverse reaction to Retract DIMENHYDRINATE 25 MG TAKE 1 TABLET ONCE DAILY	718	468331	27-Sep-2016 Yes 6 6
N 27-Sep-2016 Active Blancharger ingression PS 1 DIMENHYDRINATE 25 MG X TAKE 1 TABLET ONCE DAILY	4718	468330	27-Sep-2016 Yes 7 7
27-Sep-2016 27-Sep-2016 Active Blanchard, Angie Sharon 100 PENICILLIN V POTASSIUM 125 MG/5 ML AS DIRECTED FOR 10 DAYS	8876	468329	17-Sep-2016 Yes 600 500
Detail Extra Functions		🗶 Can	cel 🗸 OK



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.

•	DIS "C	Create Local Rx	Validation	check Auge Deece	C X
			Please review the vali	dation results below. Or	nly checked items will be processed.
		Order #	Drug	Status	Message
	V V	470524	PINDOLOL 5 MG	Active	This order was last dispensed at another location.
				Continue	X Cancel

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

F3 - Patient F5 - Drug F7 - Doctor F9 - Worldiow F10 - Pickup F11 - Drop-off F12 - Return to Rx Alt+X - Start Search Criteria Mixture ✓ Edit Iss Insert Searching By GCN (Adv) Search GCN:5144 ✓ Cancel Copy Drug Advanced 3 Records Found Show Mixture Search Show Advanced 1 = - #i Iss - #i Iss - #i Iss - #i Show Advanced Options	<u>File Edit Recent</u>	Search Utilities N	<u>N</u> H <u>C</u> ards Sess <u>i</u> on	Help Version 10						
Search Criteria Mixture ✓ Edit Iss Insert Searching By GCN (Adv) Search GCN:5144 ✓ Cancel Copy Drug Advanced 3 Records Found Show Mixture Search Show Advanced Options Issues Issues Issues Issues Issues	F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - Return to Rx	Alt+X - Start		
GCN:5144 Cancel Copy Drug Advanced Records Found Show Mixture Search Show Advanced Options	Search Criteria	Mixture 🗖	🖌 Edit 🛛 Ir	s Insert	Searchi	na By	GCN (Adv)		[⊗] Search	
Show Advanced Options	GCN:5144		× Canada Co						Show Mixture Search	
				Copy Drug Advanced S Records Pour				Show Advanced Options		
# I A BrandName GenericName Strength Pack Size DIN Form Manufacturer ▲ Insert New Drug	# 🔺 BrandName		Ger	nericName	Strength	Pack Size	DIN F	orm Manufacturer 🔺	Insert New Drug	
1 Apo-Pindol Pindolol 5mg 100 00755877 TAB (Tr,APX (Apotex Ir	1 Apo-Pindol		Pin	dolol	5mg	100	00755877 T	AB (T: APX (Apotex Ir	Copy Drug	
2 Sandoz-Pindolol Pindolol Smg 100 02261782 TAB (T SDZ (Sandoz C	2 Sandoz-Pindolol	2 Sandoz-Pindolol 3 Teva-Pindolol		Pindolol 5mg Pindolol 5mg		5mg 100 02261782		AB (Ti SDZ (Sandoz C	Change Columns	
3 Teva-Pindolol Pindolol Smg 100 00869007 TAB (T TEV (Teva Can	3 Teva-Pindolol					100	100 00869007 TAB (T TEV (Teva Can			

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

tor	or F9 - Workflow F10 - Pickup F11 - Drop-off F12 - Fill Rx						•	Alt+X - Start		
Rx Start Date Latest Fill 31/10/2016 0 Qty					I	nit 🗌 🚺	V Looku	ip 🗶 Cano	el	[⊗] Rx
9 mins Forward Rx F2 Work Order 0 F2		Delivery Pickup -				Make Rx Unfilled Make Rx Not Dispensed				
Drug Search 100 - Pack			D <u>o</u> c Searc	ch		Loc	Office	•	Make Rx Stock Transfer	
Brand	Apo-Pindol 5mg Name Dr. Blanchard, Angie Sharon		🔂 Add Rx I <u>m</u> age							
Pack	100 Form TAB	Sched 1	AFX (Apt	City	y Bay Roberts Prov NL			Manual Transfer Rx From Another		
Purch	\$15.38	OnHand -30	\bullet	Phone			A14 1 3	-# 500300		Call Doctor
DIN	00755877	Min Qty 0		Hi there				C# 390396	-	👆 Counsel Patient on Pickup
										Come Quantity
Sig TAKE 1 TABLET ONCE DAILY		Init			Auth Qty	180	6	^V iew		
TAK	TAKE 1 TABLET ONCE DAILY		Disp <u>O</u> ty	30	Refills(+)	Rem Qty	180	6	() Clinical Interactions	
				Days	30		G.P. %	70	.56	🚛 Plan Information 🔤
1				Prod Sel	None	•	Acq Cost	\$4	.61	👆 Patient Plan Information



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

Transfer Rx from o	ther store	in man happy if	in terms into a	E ×
Search for a sto	ore. Type its name, ad	dress, or other information		
krol				Select
Store Name Chain Address City Postal Phone Fax	Kroll_test Not Available St. John's A1A 1A1	Prov NL Edit	Pharmacist Name Kroll Pharmacist Comments	
-Rx information	from other store			
First fill date	31/10/2016			
Last fill date	31/10/2016			
Rx#	123456			
Total original	fills <mark>7</mark>			
		🗸 ОК	X Cancel	

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.

🐨 Create	Local Rx - Network Rx Order							
Medica	ation							
Name	PINDOLOL 5 MG							
Desc								
Form	Tablet							
GCN	5144 Mfr							
Provide	Provider							
Name Blanchard, Angie								
Туре	Medical Doctor ID 590398							
Directio	uns							
Start Da	ate Duration							
Use Dispens Qty Authoriz	this sig code text in the Rx. se Effective date Days Effective date							
Qty	210 Days 210 Fills							
Remain Qty	180 Fills Device							
Prior Or	Prior Order Id Copy From Prior Rx							
This screen can be re-displayed while filling this Rx by selecting 'Yiew' Create local Rk' information'' from the Network menu. This screen can remain open for reference while filling this Rx.								
	Detail Close Copy From Rx							



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.

T-(local):NL108-New Kx for Kroll, Tim								
File Ec	dit Recent	Rx View	Labels	Profile Rep	orts	Network Utilities NH Cards Session Help		
F3 -	Patient	F5 - Di	rug	F7 - Doc	tor	Edit Rx Order/Dispense Information		
					View "Create local Rx" information Shift+Ctrl+O			
New Kx Pending Adj (Transferred In) Priority Default Wait Time F2 Due in 19 m				iterrea In)	_	View order on network		
Priority	Default Wait	Time	▼ F2 [Due in 1	9 min	n Refusal to Fill		
Priorit <u>y</u> <u>P</u> atient S	Default Wait ⁻ Search	Time	▼ F2 I	Due in 1	9 min <u>D</u> rı	n View Claim Log		
Priorit <u>y</u> <u>P</u> atient S Name	Default Wait	Time	▼ F2 I	Due in 1 Age: 6	9 min <u>D</u> rı Bra	r Refusal to Fill r View Claim Log Search Locations		
Priorit <u>y</u> Patient S Name Address	Default Wait Search Kroll, Tim 123 Which V	Time Vay	▼ F2 I	Due in 1 Age: 6	9 min <u>D</u> ri Bra Ge	Refusal to Fill View Claim Log Search Locations Subscribe to Broadcast Topic		
Priority Patient S Name Address City	Default Wait Search Kroll, Tim 123 Which V St.John's	Time Vay	▼ F2 I	Age: 6 Prov NL	9 min Dri Bra Ge Pa	Refusal to Fill View Claim Log Search Locations Subscribe to Broadcast Topic Change Network Password		

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.

Add Drug	F2 Ins Del
	(Add Drug)



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

Select an Allergy										
pen* © Starts with © Contains ✓ Select X Cancel 34 Records Found										
	#	Туре	Description		A					
	1	Allergy Group	Penicillins							
	2	Allergy Group	Pentaclethra Macroloba Seed Oil							
	3	Medication	Pen-Vee							

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

🐨 Patient	Allergy Information						
Allergy	Allergy Penicillins						
Source Patient	Date ▼ 18/09/2014						
Commer	its / Severity						
Severe	allergy						
	V OK						

The Network patient profile will display any entered allergies.

7	6 (Network) Patient Profile			
	Pa	tient Smith, John	ale	DOB:	25-Jan-2012
I	<u>A</u> lle	ergies (2) Adv <u>R</u> eactions			🗲 Ctrl 🗲
	<u>S</u> ta	atus (All) Allergy Type (All) Advanced		Filter	🛛 🎊 Reset
	D A T A	Allergy / Intolerance Allergy Type Comment	Stati Sever	us rity	Effective Certainty Refuted
	LOCAL	Sulfa (sulfonamide Antibiotics)			21-Jan-2014 No
	S Y N C E D	Sulfadimethoxine Drug Allergy	Activ Low	ve /	21-Jan-2014 Certain No



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.

L	Erythropoietin Analogues	04-Jan-2012
	Local only This information has not been recorded on the network and should be synchronized.	No

• 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.

N	Erythropoietin Analogues	Active	04-Jan-2012
т W K	Network only This information has not been recorded in the local system and should be synchronized.	High	Certain No

• **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.

1	s Ibritumomab Analogues	Active	04-Nov-2011
	Synchronized	High	Certain
	his information is recorded both on the network and on the local system.		NO

• **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.

Penicillins	Completed	12-Feb-2010
Network only	Low	Certain
K This allergy is completed/expired and doesn't require synchronizing.		No

- 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.

4	🗲 (Network) Add/Update Allerg	ау	E X			
	Allergy Supporting Inform	ation				
	Allergy/Intolerance Type *	Drug Allergy				
	Allergy/Intolerance Sulfa(Sulfonamide Antibiotics)					
	Severity*	High Certainty* Certain				
	Effective Date*	02/11/2012				
	Reported By* Unknown / Unspecified	•				

- 8. Select from the **Reported By** list.
 - If you select **Patient**, the **Date Reported** field will be required.

Reported By	
Patient	Date Reported * 26/07/2013

• 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.

Last Name * F2 - Select existing patier	
First Name * Relationship	•



• 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.

Reported By *		
Health Care Provider	-	Date Reported * 26/10/2016
Last Name *	Lic #	F2 - Select existing doctor
First Name *	Prov	Provider *

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.

(Network) Add/Update Allerg	у	-	manual l	Ē	X
Allergy Supporting Inform	ation				
Allergy/Intolerance Type *	Drug Allergy		•		
Allergy/Intolerance	Penicillins				
Severity*	High 👻	Certainty*	Certain	•	
Effective Date*	26/10/2016				
Reported By*					
Patient	-		Date Reported * 26/10/2	016	
Comment					51
Patient indicates rash on	abdomen				*
					Ŧ
Required fields are marked	with an asterisk (*)				
	🗸 ОК		🕻 Cancel		

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 <u>Adding an Allergy</u> 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.

Reported By Patient	Date Reported * 26/07/2013



• 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.

Reported By Relative / Responsible Person	Date Reported * 26/07/2013
Last Name *	F2 - Select existing patient
First Name *	Relationship

• 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.

Reported By		
Health Care Provider	-	Date Reported * 26/07/2013
Last Name *		F2 - Select existing doctor
First Name *	Lic#*	Provider*

• 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.

♥ (Network) Add/	Update Adverse Rea	ction	-		_	Ē	×
Reaction To * Adverse Reaction - Lincosamides Reaction Type * Rash and other nonspecific skin eruption							
							F2Del
Reaction Text rash on abdomen							
Severity*	High	•	Exposu	e Method	Oral		•
Effective Date *	27/10/2016						
Reported By-							
Health Care Pr	ovider	•		D	ate Reported *	27/10/2016	
Last Name * B	lanchard	Lic #	590398		F2 - Select exist	ing doctor	
First Name * A	ngie Sharon	Prov	NL (î 🔻	Provider *	Medical Docto	r	•
Comment							
This is optiona	l comment						*
Required fields a	are marked with a	n astei	risk (*)				
		OK	J	×	Cancel		



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.

🤟 (Network) Patient Profile	10	E X
Patient Krolla, Adria DOB	01-Jan-2001	MCP: 123456
Allergies (18) Adv Reactions (8)		🗲 Ctrl 📑
Status (All) Allergy Type (All)	ed 🖉 Filter	🛛 🕅 Reset
Allergy / Intolerance	Status Severity	Effective Certainty
^ Comment		Refuted
N Toremifene E Drug Allergy K	Completed Low	10-Feb-2014 Certain No



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**.

🥳 Select the Profiles to query	
Please specify a reason for a	accessing the profile
Patient Inquiry	-
Profiles	
🔲 <u>P</u> rofile	☑ <u>A</u> llergies
Adverse <u>Reactions</u>	Medical Conditions
Immunizations	Professional Services
🔲 <u>O</u> bservations	🕅 <u>N</u> otes
Show Profile items administe	red/used in the last 12 months
✓ OK X Cancel	Select All Deselect All



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.

	6	(Network) Patient Profile		EX
	Pa	atient Smith, Jane Fer	nale DOB:	20-Mar-1967
ľ	Δ	lergies (3) Adv Beactions (1)		Etrl 🗲
	<u>S</u> t	atus (All) Allergy Type (All) Advanced	🖉 Filter	🔀 Reset
	D	Allergy / Intolerance	Status	 Effective
	A T	Allergy Type	Severity	Certainty
	^	Comment		Refuted
	L	Macrolide Antibiotics		2-Nov-2012
	Č			
	ï			No
	S Y	Sulfa(sulfonamide Antibiotics)	Active	2-Nov-2012
	N C	Drug Allergy	High	Certain
	D			No
	N	Lincosamides	Completed	2-Nov-2012
	T	Drug Allergy	High	Not Certain
	ĸ			No
	C	Detail Extra Functions	X Cancel	🗸 ОК



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

🥳 (Network	<) Allergy Detail	-					
<u>A</u> llergy/	Intolerance <u>R</u> ec	orded By/At	<u>S</u> uppor	ting Informat	ion <u>N</u> otes		🗲 Ctrl 🔿
Allergy/	Intolerance type	Drug Aller	зy			Refu	uted NO
Alle	ergy/Intolerance	Sulfa(sulfo	namide	Antibiotics	s)		
	Severity	High	ı	Certainty	Certai	n	
	Status	Activ	e	Effective	2-Nov-2	012	
Suffere	ed By						
Name	Smith, Jane						
Addr							
City							Prov
Postal		Country					
Phone	(709) 666-55	55					
Gende	r Female	DOB	20-Mar	1967			
				🖊 ОК			,

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.

Medical Conditions (0)	F2 Ins Del

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

7	Select a C	ondition			
6	ardio*			21	Records Found
I	CD-10-CA	Conditions _			
#	Screened	Description	Туре	Code	A
1	Yes	Cardiogenic shock	ICD-10-CA	R570	
2	Yes	Cardiomegaly	ICD-10-CA	1517	
3	Yes	Cardiomyopathy due to drugs and other external agents	ICD-10-CA	I427	
4	Yes	Cardiomyopathy in infectious and parasitic diseases classified elsewhere	ICD-10-CA	I430	



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

V Patient Condition Information	C X
Condition Cardiomegaly	
Source Date Patient • 26/09/2014 @ Apply to all Conditions	
Comments / Severity	
✓ OK X Cancel	

- 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.

🛫 (Network) Add/Upd	ate Medical Condi	tion	
Medical Condition*	Cardiomegaly		
	Chronic		
Start Date *	21/01/2014	Stop Date	

- 6. Select from the **Reported By** menu.
 - If you select **Patient**, the **Date Reported** field will be required.

Reported By	
Patient	Date Reported * 26/07/2013

• 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.

Reported By Relative / Responsible Person	Date Reported * 26/07/2013
Last Name *	F2 - Select existing patient
First Name *	Relationship



• 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.

Reported By		
Health Care Provide	er 🗸 🗸	Date Reported * 28/10/2016
Last Name *	Lic #	F2 - Select existing doctor
First Name *	Prov	✓ Provider *

- 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**.

🥣 (N	letwork) Patient Profile		
Pat	ient Smith, Jane	male DOB:	20-Mar-1967
Con	ditions (1)		🗲 Ctrl 🔿
<u>S</u> tat	tus (All) Allergy Type (All) Advanced	🖉 Filter	🔀 Reset
DATA	Allergy / Intolerance Allergy Type Comment	Status Severity	Effective Certainty Refuted
S ≻ Z C W D	Cardiomegaly Medical Condition	Active High	2-Nov-2012 Certain No
	Detail Extra Functions	X Cancel	🗸 ок

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

🥳 (Network)	Medical Condition Detail	EX
Condition	Becorded By/At Notes (1)	Etrl 🔁
Medical	Condition	
Cardio	negaly	*
		-
Effective	2-Nov-2012 to Chronic NO Status	ACTIVE
Suffere	d By	
Name	Smith, Jane	
Addr		
City		Prov
Postal	Country	
Phone	(709) 666-5555	
Gender	Female DOB 20-Mar-1967	
	🗸 ОК	
City Postal Phone Gender	Country Country DOB 20-Mar-1967 CK	Prov

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.

Select an Option
This condition is linked to a network record. How would you like to proceed?
<u>Complete/expire the network condition</u>
<u>R</u> etract the network condition
Abort



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

of (Network) Patient Profile	
Patient Smith, George	Male DOB: 25-Apr-1962
Conditions (1)	Ctri 🔿
D Medical Condition	Status Effective From
Comment	Effective To Chronic
N Diabetes insipidus	Completed 31-Oct-2016
Network only This medical condition is completed/expired and doesn't require synchronizing.	No
Detail Extra Functions	🗙 Cancel 🗸 OK

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:

🥣 Update Patient De	- Update Patient Demographics from Network					
\checkmark	The information is synchronized. No updates are required.					
	Local	Network	New Data			
Family Name	Smith	Smith	Smith			
Given Name	Jane	Jane	Jane			
Address	12a Topsail Road St.John's NL A1A1A1	12a Topsail Road StJohn's NL A1A1A1	12a Topsail Road StJohn's NL A1A1A1			
Gender	Female	Female	Female			
Phone	(709) 666-5555	(709) 666-5555	(709) 666-5555			
Birthdate	Birthdate 20-Mar-1967 20-Mar-1967 20-Mar-1967					
Skip X Cancel						

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.

- Update Patient Demographics from Network					
The Local information does not match the current Network information. Select the data that you want to update.					
	Local Network New Data				
Family Name	Smith	Smith	Smith		
Given Name	Jane	Jane	Jane		
Address	12a Topsail Road St.John's NL A1A1A1	12a Topsail Road St.John's NL A1A1A1	12a Topsail Road St.John's NL A1A1A1		
Gender	Female	Female	Female		
Phone	(709) 666-5555	🗖 (709) 666-6666	(709) 666-5555		
Birthdate	Birthdate 20-Mar-1967 20-Mar-1967 20-Mar-1967				
Skip X Cancel					



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

Update Patient Demographics from Network					
The Local information does not match the current Network information. Select the data that you want to update.					
	Local Network New Data				
Family Name	Smith	Smith	Smith		
Given Name	Jane	Jane	Jane		
Address	12a Topsail Road StJohn's NL A1A1A1	12a Topsail Road StJohn's NL A1A1A1	12a Topsail Road St.John's NL A1A1A1		
Gender	Female	Female	Female		
Phone (709) 666-5555 (709) 666-6666 (709) 666-6666		(709) 666-6666			
Birthdate 20-Mar-1967 20-Mar-1967 20-Mar-1967					
✓ Update X Cancel					

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.

🥳 (Ne	twork) Patient Profile			-	E	x
Patie	nt Krolla, Adria		Male DOB	01-Jan-2001	MCP: 12	3456
<u>P</u> rofil	,e (32) <u>A</u> llergies (18) Ad∨ <u>R</u> eactions (8) <u>C</u>	onditions (20) Immunizations (9)) <u>S</u> ervices (19	5) <u>O</u> bservations	(18) <u>N</u> iC	Ctrl 📄
<u>S</u> ta	atus (All) <u>O</u> rder Type (All)		🔳 <u>A</u> dvan	ced 🖉 Filter	🛛 🕅 Res	et
D	▼Last Filled Picked Up Status	s Doctor		DIS Order #	Order Da	te
A T	Last Qty Drug		DIN	Manufacturer	Local	
A	Directions			Fillable	Auth R	iem
S Y	Unfilled Activ	e Blanchard, Angie		443996	13-Jan-20	14 🔺
	Apo-Warfarin 1 mg		02242924	APX	Yes	Ξ
	TAKE 1 TABLET ONCE DAILY			\checkmark	2	2
S Y	🤤 08-Jan-2014 08-Jan-2014 Comple	eted Blanchard, Angie		443951	08-Jan-20	14
	1 EPINEPHRINE 0.3MG/0.3	}			Yes	
E D	AS DIRECTED			✓	1	0
N	💭 06-Jan-2014 Activ	e Blanchard, Angie		443940	06-Jan-20	14
	1 BENZOYL PEROXIDE 10	%			Yes	
ĸ	ALWAYS AS DIRECTED FOR TESTING	3l		✓	4	4
S Y	🥥 04-Dec-2013 Activ	re Blanchard, Angie		417306	15-May-20	13
	30 Ketoderm Cream 2%		02245662	OPI	No	
E D	USE AS DIRECTED			✓	30	30
S Y	🧕 22-Nov-2013 04-Dec-2013 Activ	e Blanchard, Angie		417296	15-May-20	/13
	30 Prevacid 15mg		02165503	ABB	No	
ED	TAKE 1 CAPSULE ONCE A DAY			✓	210	180 👻
	etail Extra Functions			🗶 Canc	el 🔽	ок

- **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**.

	N	23-Oct-2012	Active	Blanchard, Angie	300589	16-Oct-2012
Ш	Ť	30 SIMVASTATIN	5 MG			Yes
	ĸ	ALWAYS AS DIRECTED FOR	R TESTING!		✓	120 90
	N	18-Oct-2012 23-Oct-2012	Active	Blanchard, Angie	300672	18-Oct-2012
	Ť	30 MEFENAMIC AC	CID 250 MG			Yes 🔹
	[Detail Extra Functions			🗶 Car	ncel 🗸 OK

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.

(Network) Medication Order Detail				
Order Patient Instructions Indications Prescriber Dispe	enses (1) 🛛 Issues 🗧 Refusals 🛛 Notes (1) 🛛 Status History 🗲 Ctrl ラ			
Medication	Regular Dispense			
Name MEFENAMIC ACID 250 MG	Qty Days Supply Min Interval			
Desc	First Dispense (if different than Regular Dispense)			
Form Capsule	Qty Days Supply Exp			
GCN 4285 Mfr	Authorized			
Pack Qty Pack Type	Qty 120 Days Supply 120 Fills			
Order # 301018 Order date 24-Oct-2012	Pharmacy Targetted To			
Local # Effective date	Name Kroll Pharmacy			
Status Active Expiry date	City Edmonton Prov AB Postal T6E 5Y4			
No sub NO Reason	Phone (780) 463-934(ID NL.00010			
Trial YES Prior order id View]			
Fillable				
• ОК				

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).

🐨 (Ne	etwork) Patient Profile					
Patie	ent: Krollg. Gerald				Male	DOB: 08-Sep-1972
Neve	erDispensed (36)					🗲 Ctrl 🔿
<u>S</u> ta	atus (All) 🔹 .	<u>O</u> rder Type (All)	•	🗖 <u>A</u> dvar	nced 🖉 Fil	ter 🛛 🔀 Reset
D	▼Last Filled Picked U	p Status	Doctor		DIS Order #	Order Date
A T	Last Qty Drug			Code	Manufacture	er Local
A	Directions			Stop Date	Fillable	Auth Rem
N	🥘 Unfilled	Active	Blanchard, Angie		466369	16-Aug-2016 🔶
	Zocor 40m	g		00884359	MSD	Yes
K	ALWAYS AS DIRECTE	D FOR TESTING!			✓	120 120 🗏
N	🧔 Unfilled	Active	Ball, Justin		467478	23-Mar-2016
	Amlodipine	e 5mg		02331284	SNS	Yes
K	TAKE 1 AS DIRECTED				✓	10 10
N	🧔 Unfilled	Aborted	Blanchard, Angie Sharon		459932	05-Jan-2016
	PINDOLOL	. 5 MG		5144		Yes
K K	TAKE 1 TABLET ONCE	DAILY			×	30 0
N	🥘 Unfilled	Completed	Blanchard, Angie		456692	22-Jul-2015
	Plavix 75m	g		02238682	SAV	Yes
K	ALWAYS AS DIRECTEI	D FOR TESTING!			✓	30 30
N	🧕 Unfilled	Completed	Blanchard, Angie		454957	08-Jan-2015
1 🗖 🗄	Coumadin	5mg		01918354	BQU(Bristol	Yes
ĸ	TAKE AS DIRECTED				✓	700 700
N	🥘 Unfilled	Completed	Blanchard, Angie		451169	10-Sep-2014
	Apo-Amoxi	i 250mg		00628115	APX	Yes
K	TAKE 1 CAPSULE 3 TIN	MES A DAY FOR 10 DA	YS		✓	30 30
N 1	Infilled	Completed	Pannav/ Krieta		445365	07-Mar-2014
	etail Extra Functions					ancel 🗸 OK

- 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.

🧭 (Network) Medication Order Detail			
Order Patient Instructions Indications Prescriber Dispe	enses Issues (3) <u>R</u> efusals <u>N</u> otes (1) <u>S</u> tatus History (<mark>E</mark> Ctrl -		
Medication	Regular Dispense		
Name TERBUTALINE SULFATE 0.5 MG	Qty Days Supply Min Interval		
Desc	First Dispense (if different than Regular Dispense)		
Form Breath Activated Powder Inhaler	Qty Days Supply Exp		
GCN 16160 Mfr	Authorized		
Pack Qty Pack Type	Oty 200 Days Supply 100 Fills		
Order # 29191 Order date 17-Oct-2011 Local # Effective date Pharmacy Targetted To Status Completed Expiry date View Trial YES Prior order id View			
_ ✓ ок			

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.

🤟 (Network) Patient Profile					E X
Patient: Krollb, Bella		Female	DOB: 12-Oct-	1984 MCP: 1	12233445566
Profile (3)					🗲 Ctrl 🔿
Status (All) <u> </u>	ype (All)	•	🗖 <u>A</u> dvan	i ced 📝 Filter	🕅 🕅 Reset
	Status	Doctor	DIN	DIS Order # Manufacturer Fillable	Order Date Local Auth Rem
S Other medication □ Not disp C Not disp C TAKE AS DIRECTED	Active	Krista	02028212	3319 HOR ¥	20-Sep-2010 Yes
Other medication Tother medication TAKE 1 TABLET DAILY	Active	Krista	02027887	2359 GSK 🗴	11-Mar-2010 Yes
Other medication Cther medication Not disp Tylenol 8 Hour E:	Active xtended Reli	Krista ef Caplets 650mg	02246060	1958 MCL ×	25-Aug-2009 Yes
Detail Extra Functions				🗙 Cancel	ОК СК

- 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.

👉 (Network) Other Medication Detail					
Other Medication Instructions Becorded At/By Issues (1)	Notes Status History				
Medication Name Aspirin Daily Low Dose 81mg	Administered To Name Krollb, Bella				
Desc Form Delayed Release Tablet	Addr City Prov				
DIN 02237726 Mfr BAY (Bayer Inc., Consul Pack Qty Pack Type	Postal Country Phone (456) 558-8866 Conder Female DOB 8-Feb-1957				
Order # 2610 Start date 24-Apr-2010					
Local # Stop date 24-May-2010					
Status Active Duration					
✓ OK					

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.

🥣 (Network) Add/Update	Patient Observation	E	x						
Measurement Type *	Blood Pressure		•						
Systolic*	120]							
Diastolic*	80]							
Effective Date *	02/11/2012]							
Comment									
			*						
			-						
Required fields are marked with an asterisk (*)									
	ок 🗙	Cancel							

• **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.

🥣 (Network) Add/Update	Patient Observation	E	x
Measurement Type *	Glucose - Automatic	;	•
Value*		millimoles per litre	•
Effective Date*	02/11/2012		
Comment			
			*
			Ŧ
Required fields are ma	rked with an asterisk	(*)	
	ОК 🗙	Cancel	



• **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.

🥣 (Network) Add/Update	Patient Observation		E X							
Measurement Type *	Height-measured		•							
Value*	5		_							
		Metre Inch								
Effecti∨e Date*	02/11/2012	Foot Centimetre								
Comment										
			*							
			Ψ							
Required fields are marked with an asterisk (*)										
	ок 🗶	Cancel								

• **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.

🥣 (Network) Add/Update	Patient Observation	E	x							
Measurement Type *	Pulse		•							
Value*	100	per minute	•							
Effective Date*	02/11/2012									
Comment										
			*							
			Ŧ							
L										
Required fields are marked with an asterisk (*)										
	ОК	Cancel								



• **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.

🥣 (Network) Add/Update	Patient Observation	E	x
Measurement Type *	Respiratory Rate		•
Value*	100	per minute	•
Effecti∨e Date*	02/11/2012		
Comment			
			_
			2
Required fields are ma	rked with an asterisk	(1)	
	ОК 🗶	Cancel	

• 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.

🥣 (Network) Add/Update	Patient Observation									
Measurement Type *	Weight-measured	•								
Value *	120	<u> </u>								
		pound ounce kilogram								
Effective Date*	02/11/2012	gram								
Comment										
		*								
		-								
Required fields are marked with an asterisk (*)										
	ок 🗶	Cancel								

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.

atie	ent Krolig, Gerald	Male DO	B: 08-Sep-19
erv	vices (8)		E Ctr
	Service Type	Status	Date
	Duration	Confidentiality	Local
	Comment		
	Medication Review	Completed	28-Oct-2016
	30 minutes	Normal	Yes
	Self Care Consultation	Completed	25-Feb-2010
	60 minutes	Restricted	Yes
	Medication Review	Completed	25-Feb-2010
	30 minutes	Normal	Yes
D	2etail Extra Functions	🗙 Cano	el 🗸 OK



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.

F3 - Pa	atient	F5 - Drug	F7	- Doctor	F9 - Workfl	ow	F10 - Pickup		F11 - Drop	p-off	F12	- New Rx		Alt+X - Start	
<u>L</u> ast Name	Ball		First Na	ame Waterme	lon Sal	utation	•		ОК	I.	Save	🗙 Cano	el	✓ Profile All Rxs	
Address 1	12 Count	er Top		Phone Numb Description	pers (1) (Phone	F2)(Ins)(De	<u>B</u> irthdate	20/0	05/1958		-			Active Rxs	
Address 2	Destruction			Home	(902) 555-8888		Age 5	57 ye	ears					Active Rxs w/Passt	imes
Destal	Dartmou						Gender	Fem	lich -	No	o image a	available		Refillable Rxs	
Empil	AIA IAI	Country Canada	<u> </u>				Height	Engi	isn 💽					Pricing Profile	
Cillian Ouick Code			send	Family Doctor	r	FD C I U U	Weight		I					Not Disp./OTC Rxs	
Quick Code					l	F2 Clear	weight				Load	d Dele	te	Rxs Filled in Error	
Medica	Medication Reviews													Suspended Rxs	
N - New	N - New Review/Dialog P - Print/Reprint F - Claim Fee C - Cancel Claim Show Reversals														
		D - Pharn	na <mark>cist</mark> l	Declined R	- Patient Refu	ised W	- Follow-ups				EXUA	a runctions	•	View	
Items (0)				1.			15 51			10		F2 Ins	Del	Alternate Addresse	s
Туре				2	status	Fee Status Created 🔻			ated 🔻 C	ompleted	Â	Batches			
														Charting	
														Consents	
														Credit Cards	
														Documents	
														History	
														Medication Review	//Dialogs
														Rx Counseling Hist	ory
														To Do Items	
														Work Orders	

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**.

🐨 Medi	ication Review/Dialog	3
Туре	Professional Service]
	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**.

Prof	essional	Ser	vice					Reviewed W	ith Kro	llg, Geral	ld (In Perso	1)	F2	[⊗] Review	
							-		Print Medication Review						
Patient	Krollg, Ger	ald					Address Apartment # 207,756 Sainte Anne Street							Select Doctors for Letter	
Birth	08/09/1972	2 44	years	Male	Plan	NL.DIS	Client ID		Phone	Home	(456) 558-	8871		View <u>F</u> ollow Ups	
Allergie	s (0)				Ĩ		Conditio	ns (1)	·		- ^			View	
	Diabetes insipidus													Patient Charting	
														Patient Documents (0)	
														Patient Med Reviews (3)	
Profe	ssional Serv	ce												Profile	
Soni		iont A	scossmont										_	All Rxs	
Servi	. Me	dicati	ion Administration	n										Active Rxs	
opt	onal con Me	dicati	ion Review											Active Rxs w/Passtimes	
	Pat	ient A	Assessment	And/Or In	ctructi	en E								Pricing Profile	
	Pat	ient E	Education And/Or	Instructio	in ucu									Not Disp/OTC Profile	
	Pat	ient N	Medication Monito	oring											
	Pre	parat	tion Of A Care Or h	Treatmer	nt Plan	-									
X	ave for Lat	er										Finalize R	eview		
							User	KP (Kroll Pharmacist)			(🖲 DIS 🖾 0 📰	NU	JM 28/10/2016 13:08:20	

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.

🐨 (Network) Ad	d/Update Professional Service	c x
Service Type	* Patient Assessment	-
Date of Servio	28/10/2016	
Duration of S	ervice * 3 minute v	
Confidentiality		-
Requested By		
Last Name *	Kroll Lic # F2 - Select existing doctor	
First Name *	pharmacist Prov Provider * Pharmacist	-
Record co	mment on network	
optional com	ment for demonstration	*
		-
Required field	ls are marked with an asterisk (*)	
	✓ OK X Cancel	

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

F3 - Pati	ient	F5 - Di	rug	F7	- Doctor	.][F9 - Wor	kflow	F10 - Pickup	F11 - D	prop-off	F12 - I	New Rx	Alt+X - Start		
Last Name	Krollg				First Na	ame G	ierald		Salutation		▼ OK		🖉 Save	🗙 Scan	[⊗] Profile	
Address 1	Apartment	t # 207,75	56 Sainte	Anne	Street	P <u>h</u> on Descri	n <mark>e Numbers</mark> iption	(1) Phone	F2)Ins)De	<u>B</u> irthdate	08/09/1972				All Rxs Active Rxs	
City	North We	st River	-	Prov	NL -	Home	e	(456) 558	-8871	Gender	44 years Male	•	No i	mage available	Active Rxs w/Pass	times
Postal	EOA 188	Country	Canada	_	-					Language	English	•		indge drandble	Pricing Profile	
Email Send Quick Code					Send	Family Doctor F2 Clear We		Height Weight			Loa	d Delete	Not Disp./OTC Rx	s		
Medicat	ion Rev	iews													Suspended Rxs	
N - New R	leview/Dia	alog P	- Print/R	eprin	t	F - (Call up		C - Cancel Claim	Show	Reversals			Extra Functions 🔻	Perform FDB Anal	lysis
Home (2)		D	- Pharma	acist D	Declined	R - I	Patient Re	fused	V - Follow-ups						View	
Туре									Status		Fee Status		Create	ed Completed	Alternate Address	ies
Professional S General Cour	Service nseling								Completed Electro Completed Electro	nic nic	No Fee Applic No Fee Applic	able able	28/10 28/10	/2016 28/10/2016 /2016 28/10/2016	Charting	
Professional	Service								Completed Electro	nic	No Fee Applic	able	28/10	/2016 28/10/2016	Consents	



9	(N	etwork) Patient Profile	for these canadi	Taxable .	• 200		E Z	×		
	Pati	ent: Krollg, Gerald			N	fale DOB:	08-Sep-197	72		
Γ	<u>S</u> er	vices (9)					Ctrl	I 🔁		
	D A T A	Service Type Duration Comment			Con	Status fidentiality	Date Local			
	SYNCED SYNCED	Patient Assessment 3 minutes • optional comment for den Medication Review 30 minutes	nonstration		Co Co N	mpleted 2 N/A mpleted 2 Iormal	28-Oct-2016 Yes 28-Oct-2016 Yes	• III		
	N E T W K	Self Care Consultation 60 minutes			Co Re	mpleted : stricted	25-Feb-2010 Yes	-		
	[Detail Extra Functions								

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.

F3 - Pa	tient	F5 - Dr	ug	F7 -	- Doctor	F9 - Wo	rkflow	F10 - Pickup	F11 - D	rop-off	F12 - M	New Rx	Alt+X - Start		
<u>L</u> ast Name	Krollg				First Na	me Gerald		Salutation		▼ OK		🖉 Save	🗙 Scan		Profile
Address 1 Address 2 City Postal Email Quick Code	Apartmen North We EOA 1B8	it # 207,75 est River Country	i6 Sainte . ▼ Canada	Anne S Prov	NL 🔹	Phone Number Description Home Family Doctor	s (1) Phone (456) 558	(F2) Inc) Del 8871 F2 Clear	Birthdate Age Gender Language Height Weight	08/09/1972 44 years Male English	•	No ir	nage available		All Rxs Active Rxs Active Rxs w/Passtimes Refillable Rxs Pricing Profile Not Disp./OTC Rxs Rxs Filled in Error Sxsnended Rxs
N - New Items (3) Type Professiona	N - New Review/Dialog P - Print/Reprint F - Call up C - Cancel Claim Show Reversals D - Pharmacist Declined R - Patient Refused W - Follow-ups Egtra Functions F Items (3) [2] [2] [6] [6] [6] Type [5] [6] [6] [6] [6] [6] Portagring [5] [6] <t< td=""><td>Perform FDB Analysis View Alternate Addresses Batches</td></t<>							Perform FDB Analysis View Alternate Addresses Batches							
General Con Professiona	unseling I Service							Completed Electron Completed Electron	nic nic	No Fee Applic No Fee Applic	cable cable	28/10/ 28/10/	2016 28/10/2016 2016 28/10/2016	ŀ	Charting Consents



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.

♂ Medicatio	Medication Review View											
Profess	Professional Service X Close											
Created	28-Oct-2016 01:05 PM	Status	Completed Electronic	Fee Status	No Fee Applicable	Fee Rx N	/A					
Started	28-Oct-2016 01:05 PM	Reviewed By	Kroll Pharmacist									
Completed	28-Oct-2016 01:13 PM	Reviewed With	Krollg, Gerald (In Person)									
💿 Assessr	nent											
Duration	3 mins Record or	n Network			<u>V</u> iew Signat	ures Print	t					
Profession	nal Service											
Service T	Service Type Patient Assessment											
optiona	l comment for demonstra	ation										

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.

•	🗲 (Ne	twork) Patient Profile	free floors (arrest)	Conception of Co		E	x
	Patie	nt Krollg, Gerald			Male	DOB: 08-Sep-19	972
	<u>S</u> erv	ices (9)				E Ct	trl ⋺
	D	Service Type			Status	Date	
	A T	Duration			Confidentia	lity Local	
	A	Comment					_
	S Y	Medication Review			Completed	d 28-Oct-2016	
	N C E D	30 minutes			Normal	Yes	E
	N	Self Care Consultation			Completed	d 25-Feb-2010	
	т ж	60 minutes			Restricted	Yes	
	N	Medication Review			Completed	d 25-Feb-2010)
	T	30 minutes			Normal	Yes	
	к						-
		etail E <u>x</u> tra Functions			X C	ancel 🗸 Ok	

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

🐨 (Network)	Professional Service Detail
<u>S</u> ervice	Provider Notes
Record Id	11098
Туре	Medication Review
Date	28-Oct-2016 Duration 30 minutes Confidentiality Normal
Patient	
Name	Krollg, Gerald
Addr	
City	Prov
Postal	Country
Phone	(456) 558-8871
Gender	Male DOB 08-Sep-1972
Request	ted By
Name F	Penney, Krista
Type F	Pharmacist ID 945624
	🗸 ОК



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.
 - I) Enter any **Comments** that relate to the immunization (optional).



🥣 (Network	쑫 (Network) Add/Update Immunization								
Quantity*	Quantity* 1 Units* Milligram								
Drug *	Drug * Twinrix								
Date *	02/11/2012	Caused an Adverse Reaction							
Administre	ation Route	Intramuscular	•						
Administra	ation Site	Left Arm	-						
Reported	By*	Patient	-						
🗖 Immu	nization was	Refused							
Refusal	Reason		•						
Vaccine D)ose#	1							
Next Plan	ned Dosage	10/11/2012							
Renewal [Date	10/11/2012							
Commer	nt								
First vac	First vaccine, will get the second dose.								
Required	Required fields are marked with an asterisk (*)								
	(V OK X Cancel							

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**.

Enter keyword	
Please enter the patient k	keyword:
••••	
🗸 ок	🗙 Cancel

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'.

N Device			Aborted	Blanchard, Angie	12961	22-Feb-20)10
Ŧ	E	xubera 1.02mg				Yes	
ĸ	DEVICE					1	0
N	29-Oct-2009	11-May-2010	Completed	Blanchard, Angie	11389	29-Oct-20	09
Ŧ	30 L	OPERAMIDE H		Yes			
ĸ	TAKE 1 TAB	LET ONCE DAILY	/		✓	30	0
				5 masked items			E
	Detail Ex	tra Functions	Ther	e are masked items in this	profile. 🗙 C	ancel 🔽	ок

4. Select Extra Functions > Show Masked Data or right-click and select Show masked data.

🥳 Select an Option								
You must specify a reason for showing the masked data.								
E	atient provided consent							
	<u>E</u> mergency							
P	rofessional <u>J</u> udgement							
	<u>C</u> ancel							

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).

Enter keyword	E X
Please enter the patient	t keyword:
••••	
🗸 ок	🗙 Cancel

• **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.

of (Network) Pati	ient Search	Comp/14	CAbarat	-		-	
Demograp	hics		© Health Care <u>N</u> umber				Search
Last Name *	kroll		Īq				X Cancel
First Name *	sam						Add New Patient to Network
DOB	11 06	1966					Records Returned
<u>S</u> ex	Male	-					
Required field	ds are man	ked with ar					
Name			Address				МСР
Birthdate	Gender		City	Prov	Postal	Phone	Alternate Id

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.

👉 Information Message	
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.	



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.

ť	(Network) Patient Profile	Riddle gamma management			E	x
F	Patient: Krolla, Adria			Female DC)B: 09-May-1	959
Ē	Profile (62) Allergies (15) Adv <u>R</u> eact	ions (8) Conditions (17) Immunizations	(8) <u>S</u> ervic	es (15) Observation	is (17) <u>N</u> iCC	trl ⋺
5	Status (All)	/pe (All)	<u>A</u>	dvanced 🖉 Filter	🛛 🔀 Reset]
D	, ▼Last Filled Picked Up	Status Doctor		DIS Order #	Order Date	
A	Quantity Drug		DIN	Manufacturer	Local	
_	Directions			Fillable	Auth Ren	n
	24-Oct-2012 24-Oct-2012	Active Blanchard, Angie		301018	24-Oct-2012	
	30 MEFENAMIC ACID	250 MG			Yes	=
	ALWAYS AS DIRECTED FOR T	ESTING!		✓	120 9	10
	24-Oct-2012 24-Oct-2012	Active Blanchard, Angie		68662	6-Jan-2012	
	200 TERBUTALINE	Create <u>L</u> ocal Rx			Yes	
	ALWAYS AS DIRECTED FO	Refusal to <u>F</u> ill		\checkmark	800 20	0
	24-Oct-2012 24-Oct-2012	<u>R</u> elease (Resume) Rx		68661	6-Jan-2012	
	30 QUINAPRIL HC	Hold (Suspend) Rx			Yes	
	ALWAYS AS DIRECTED FO	Revoke Dispensing Permission		×	180	0
	23-Oct-2012	Stop (Abort) Rx		300589	16-Oct-2012	:
	30 SIMVASTATIN	Add <u>N</u> ote			Yes	
	ALWAYS AS DIRECTED FO	Retract		✓	120 9	0
	18-Oct-2012 23-Oct-2012	Detail		300672	18-Oct-2012	
	30 MEFENAMIC A	R <u>e</u> fresh F5			Yes	-
	Detail Extra Functions			🗶 Can	cel 🗸 Ol	ĸ



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.

2	DIS "C	Create Local Rx	Validation		These Add. No.					
	Please review the validation results below. Only checked items will be processed.									
	Order # Drug Status Message									
	*	444000	MIRTAZAPINE 30 MG	Active	This Rx Order already exists in your database.					
			Continue		Cancel					

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.



 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.

🫫 Create Local Rx - Network Rx Order
Medication
Name CLINDAMYCIN PHOSPHATE 2 %
Desc
Form Cream
GCN 16924 Mfr
Provider
Name Blanchard, Angie
Type Medical Doctor ID 590398
Directions
Start Date Duration
✓ Use this sig code text in the Rx. Dispense Qty 1 Millilitre Days
Authorized Qty 7 Millilitres Days 7 Fills
Remaining Device Qty 6 Millilitres Fills No sub
Prior Order Id Copy From Prior Rx
This screen can be re-displayed while filling this Rx by selecting "View 'Create local Rx' information" from the Network menu. This screen can remain open for reference while filling this Rx.
Detail Close Copy From Px

- 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.

ť	(Ne	twork) Patient Profile	1.00		Ē	×
F	Patie	nt Krollg. Gerald Ma	le DOB: 08-Se	p-1972 MCP	1234567	89123
E	<u>Profi</u>	le (21)				Ctrl 📄
	<u>S</u> t	atus (All)	🗖 <u>A</u> dvar	nced 📝 Filter	r 🛛 💥 Re	set
	D	▼Last Filled Picked Up Status Doctor		DIS Order #	Order D	ate
	A T	Last Qty Drug	DIN	Manufacturer	Loca	I
	Α	Directions		Fillable	Auth	Rem
	S Y	22-Nov-2013 Active Blanchard, Angie		443698	22-Nov-2	013 🔺
E] N C	1 CLINDAMYCIN PHOSPHATE 2 %			No	
	E D	TAKE 1 TABLET ONCE DAILY		✓	7	6
Г	Ν	21-Oct-2013 Aborted Blanchard, Angie		432092	21-Oct-2	013
E	1	30 Alti-Acyclovir 800mg	02229709	ALT	Yes	=
	ĸ	ALWAYS AS DIRECTED FOR TESTING!		×	120	0
	Ν	🗐 17-Oct-2013 Active Blanchard, Angie		432044	17-Oct-2	013
E	Ī	30 CLINDAMYCIN PHOSPHATE 2 %			Yes	
	ĸ	ALWAYS AS DIRECTED FOR TESTING!		✓	120	120

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

c) Medicat	ion Order Deta	iil and an and an	-			T-astron			
P <u>a</u> tient	Instructions	Indi <u>c</u> ations	Prescriber	Dispenses (1)	Issues	<u>R</u> efusals (1)	<u>N</u> otes	Status History Ctrl 🚽	
								D - Detail	
	Reason						Refuser		
2014	Unspecified r	reason					k	Krista	
) Medicat P <u>a</u> tient) Medication Order Deta Patient Instructions Reason 2014 Unspecified r) Medication Order Detail Patient Instructions Indications Reason 2014 Unspecified reason) Medication Order Detail Patient Instructions Indigations Prescriber Reason 2014 Unspecified reason) Medication Order Detail Patient Instructions Indigations Prescriber Dispenses (1) Reason 2014 Unspecified reason) Medication Order Detail Patient Instructions Indications Prescriber Dispenses (1) Issues Reason 2014 Unspecified reason) Medication Order Detail Patient Instructions Indications Prescriber Dispenses (1) Issues Refusals (1) Reason 2014 Unspecified reason) Medication Order Detail Patient Instructions Indigations Prescriber Dispenses (1) Issues Refusals (1) Notes Reason Reas	



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.

or (Network) Patient Profile		And		1.000	Ē	x
Patient: Krollg, Gerald				Male [00B: 08-Sep	-1972
Profile (23)					E	Ctrl 글
<u>S</u> tatus (All) • <u>O</u> rde	er Type (All)	•	🔳 <u>A</u> dvan	ced 📝 Filt	er 🛛 🕅 Res	set
D Last Filled Picked Up	Status	Doctor		DIS Order #	Order Da	ate
A Last Qty Drug			Code	Manufacture	r Local	
Directions			Stop Date	Fillable	Auth F	Rem
Noct-2016	Suspended	Blanchard, Angie		470436	31-Oct-20	<mark>.16</mark> 🔶
30 EZETIMIBE 10	MG		51214		No	
TAKE 1 TABLET ONCE DAI	LY			✓	210	<mark>210</mark> ⊨
📲 💭 31-Oct-2016	Suspended	Blanchard, Angie Sharon		470434	31-Oct-20	.16
30 IRBESARTAN/	HYDROCHLOR	OTHIAZIDE 150 MG-12.5 MG 150-12.5MG	41234		Yes	
TAKE 1 TABLET ONCE DAIL	LY			✓	120	120
🕴 💭 03-Oct-2016 18-Oct-2016	Active	Blanchard, Angie Sharon		468682	03-Oct-20	.16
30 Apo-Cephalex	500mg		00768715	APX	Yes	
TAKE 1 TABLET ONCE DAIL	LY		03-Oct-2017	×	30	0
🕴 🌷 💭 22-Sep-2016 27-Sep-2016	Completed	Blanchard, Angie Sharon		468124	22-Sep-20)16
30 AMOXICILLIN 2	50 MG		8995		Yes	
TAKE 1 CAPSULE ONCE A I	DAY			✓	30	0
🕴 💭 09-Sep-2016 22-Sep-2016	Completed	Blanchard, Angie Sharon		467235	09-Sep-20)16
30 GEMFIBROZIL	300 MG		6415		Yes	
TAKE 1 CAPSULE ONCE A I	DAY			✓	30	0
Normal Strategy Provided National Strategy Provided Strategy Provi	Active	Blanchard, Angie		466369	16-Aug-20	016
Zocor 40mg			00884359	MSD	Yes	_
📙 🔽 📥 ALWAYS AS DIRECTED EN			15-Aug-2017	1	120	120
Detail Extra Functions				🗶 Ca	ancel 🔽	ОК

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

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

🤝 (N	etwork) Patient Profile					E	
Patie	ent: Krollg. Gerald				Male	DOB: 08-Se	p-1972
Prof	file (23)					[🗲 Ctrl 글
<u>S</u> t	tatus (All) - <u>O</u> rde	er Type (All)	•	🗖 Advar	nced 📝 F	Filter 🛛 🔀 Ro	eset
D	▼Last Filled Picked Up	Status	Doctor		DIS Order	r# Order [Date
A T	Last Qty Drug			Code	Manufactu	irer Loca	al
A	Directions			Stop Date	Fillable	Auth	Rem
l P	💭 31-Oct-2016	Active	Blanchard, Angie		470436	31-Oct-2	2 <mark>016</mark>
1 I I I I I I I I I I I I I I I I I I I	30 EZETIMIBE 10	MG		Create Local Rx		No	
K	TAKE 1 TABLET ONCE DAI	LY		Refusal to Fill		210	210
S Y	🤍 31-Oct-2016	Active	Blanchard, Angie Sharon	Release (Resume) Rx		31-Oct-2	2016
l 🗖 🖥	30 IRBESARTAN	HYDROCHLOP	OTHIAZIDE 150 MG-12.5	Hold (Suspend) Rx		Yes	100
	TAKE I TABLET UNCE DAI	LY		Revoke Dispensing Permission		120	120
_ <mark>Y</mark>	2 03-Oct-2016 18-Oct-2016	Active	Blanchard, Angie Sharon	Stop (Abort) Rx		03-Oct-2	2016
l 🗖 🖥	30 Apo-Cephalex	500mg		Add Note		Yes	
	TAKE I TABLET UNCE DAI	LY		Record adverse reaction to	_	30	
_ ¥	22-Sep-2016 27-Sep-2016	Completed	Blanchard, Angie Sharon	Retract		22-Sep-	2016
l C ç	30 AMOXICILLIN 2	250 MG		Detail		Yes	
	TARE I CAPSULE UNCE AT	DAY		Refresh	F5	30	
l Ž	09-Sep-2016 22-Sep-2016	Completed	Blanchard, Angie Sharon	0.445	467235	09-Sep-	2016
l C c				6415	/	Yes	
	TAKE I CAPSULE UNCE A	DAY			•	30	
	Unfilled	Active	Blanchard, Angie	0000 1050	466369	16-Aug-	2016
				UU884359	MSD	120 Yes	120 -
		IS I STINIS		15-4/0-2/01/			
	<u>Detail</u> E <u>x</u> tra Functions				×	Cancel 🛛 🗸	ОК
						-	

- 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.

I Hold Network	
Effective Date	31/10/2016
End Date	
Reason Code	Admission to hospital
	✓ OK X Cancel



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-(local):NL92-Patient - Krollo, Newton
This order cannot be held/suspended from the network profile because it is linked to local Rx 1001291. You can hold this order by suspending the local Rx from the Rx card or local patient profile.
ОК

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

Last Name Krollg First Name Gerald Salutation OK Kroll Cancel Profile Profile - All Rcs (6) ESC - Sack to Patient space-mark multiple Rcs M- Modify p - Octa p - Octa p - Octa Active Ro 1 1000666 1000666 300 20 90 Aracive Sig In 2 1000666 1000666 300 20 90 Apo-Ceptair Fill - Krist Active Ro 3 1000665 1000501 208 300 Apo-Ceptair Fill - Krist 3 1000651 1000502 208 300 Apo-Ceptair Fill - Krist 3 1000502 1000502 208 300 200 cape-Ceptair Modify Cancel Not Not<	F3 - Patient F5	Drug F7 - D	octor F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - Return to Rx	Alt+X - Start	
Status Space-mark multiple Res M-Modify C - Cancel I inactivate Autore Res 1 1000696 1000666 31/0/2016 2 2 1000646 1000663 1/0/2016 2 30 30 0 Apo-Cephal Notify 1	Last Name Krollg Profile - All Rxs (6)	F	rst Name Gerald ESC - Back	Salutation	efill R - Reprint	DK Rx	Extra Functions	Profile All Rxs Active Pere
Add to Doctor Callbacks Add to Doctor Callbacks Add to Manual NH Batch Add To Rx To Do List Altergies (0) Patient View Altergies (0) Patient Type Attive Att. Last Name Patient Type View Attergies (0) Patient Type Attive Att. Last Name Patient Type Deceased On Prescriptions Delivery Type Delivery Type Delivery Type Delivery Type Delivery Route Price Group (0) F2 Incoled Double Count No Kroll Care No Wallet Card Onup line 1 Defloating Calendar on Label No Kroll Care No Wallet Card Compliance Calendar on Label	Profile - All Rxs (6) # Status Orig R 1 1000 2 2 1000 3 4 1000 6 6 Inact 1000 7 Inact (Copied) 1000	RxNum Date 66 1000696 31/10/20 646 1000646 03/10/20 639 1000639 22/09/20 610 1000610 09/09/20 610 1000507 23/06/20 502 1000507 22/06/20 502 1000504 05/10/20	space-mar Ago Qty Auth Re 66 0 30 120 90 16 28 30 10 10 16 29 30 30 0 16 52 30 30 0 16 130 30 210 30 16 131 30 30 0 15 392 1 1 0	k multiple Rxs M- N Na BrandName Availde 150/ Apo-Cephali Apo-Gemfib Apo-Gemfib Teva-Pindolc Prevacid 30m Glumetza 50	Addify C - Cancel Dou Fill Modify Cancel Reprint Detail Inactivate Rx View Workflow Details	I - Inactivate tor Sig	Extra Functions ♥	Active Rxs Active Rxs w/Passtimes Refillable Rxs Pricing Profile Not Disp./OTC Rxs Rxs Filled in Error Suspended Rxs Filter Profile Rxs Extern Profile Rxs
Prescriptions Default (Pickup) Fax Doctor(s) Initial Status (Hold) Diabetes insipidus Default (Pickup) Toggle Batch Fill Status (Hold) Initial Status (Hold) Groups (0) F2 Im3 (Data) Default v 2 Default	Allergies (0) Medical Conditions (1)	(F2)[Ins][0	B General Eamily Nurs Patient ☑ Active Alt. Last N Patient Type Human Deceased On	ing Home Cor ame	Add to Doctor Callbac Add to Manual NH Ba Add To Rx To Do List AutoFill Create Delivery Order Change Next Fill Parar Copy to New Num an Display Therapeutic Ec	ks tech neters d Make Unfilled uúvalents Ctr	۰ ۲۰۰۰ ۲۰۰۰ ۲۰۰۰ ۲۰۰۰ ۲۰۰۰ ۲۰۰۰ ۲۰۰۰ ۲	Perform FDB Analysis View Alternate Addresses Batches Charting Consents Credit Cards View Patient Documents (0) History
Change Columns	Diabetes insipidus	(F2)(In2)(0 (F2)(In2)(0	Prescriptions Delivery Type Delivery Type Delivery Route Price Group Orug line 1 Default Double Count Not Requi Compliance Calendar	ckup) • 2 Defat red /allet Card on Label	Fax Doctor(s) Renewal Notification Toggle Batch Fill Statu Transfer Rx to Another Reactivate Rx Suspend Resume Record adverse reactio Change Columns	s (Hold) Store	6 \$170.54 Reset	History Limited Use Items Medication Review/Dialogs (3) Rx Counseling History Rx Notes To Do Items Work Orders



- 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.

Suspend Rx(s)	
Suspend	Resume
Date 31/10/2016 12:08	D <u>a</u> te
Reason Admission to hospital	R <u>e</u> ason •
<u>C</u> omment	C <u>o</u> mment
optional comment	
Px 1000696	
Orig Rx 1000696 Drug TAB Avalide 150/12.5mg	Doctor Dr. Blanchard, Angie Sharon
Suspend Date Suspend Reason Suspend Com	Resume Date Resume Reason Resume Comm
31/10/2016 11:58 Admission to h	31/10/2016 12: Suspend reaso
✓ <u>S</u> uspend Eligible Rxs	K Cancel

• 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.

Patient: Kr	rollg, Gerald				Male D	OB: 08-Se	p-1972
Profile (23))					(🗲 Ctrl (
<u>S</u> tatus (A	All) • <u>O</u> rde	r Type (All)	•	🗖 <u>A</u> dva	nced 🔗 Filte	er 🛛 🕅 Re	eset
	Last Filled Picked Up Last Qty Drug irections	Status	Doctor	Code Stop Date	DIS Order # Manufacturer Fillable	Order I Loca Auth	Date al Rem
N 💭 31	1-Oct-2016 30 EZETIMIBE 10	Suspended MG	Blanchard, Angie	51214	470436	31-Oct-2	2016
к Т,	AKE 1 TABLET ONCE DAIL	_Y		Create Local Rx		210	210
<mark>s</mark> 🧾 31	1-Oct-2016	Suspended	Blanchard, Angie Sharon	Refusal to Fill		31-Oct-2	2016
	30 IRBESARTAN/ AKE 1 TABLET ONCE DAIL	HYDROCHLOR _Y	OTHIAZIDE 150 MG-12.5 MG	Release (Resume) Rx Hold (Suspend) Rx		Yes 120	120
\$ 💭 03	3-Oct-2016 18-Oct-2016	Active	Blanchard, Angie Sharon	Revoke Dispensing Permissio	n	03-Oct-2	2016
N V	30 Apo-Cephalex	500mg	2	Stop (Abort) Rx		Yes	
<mark>Б</mark> Т,	AKE 1 TABLET ONCE DAIL	<u>-</u> Y		Add Note		30	0
💡 💭 22	2-Sep-2016 27-Sep-2016	Completed	Blanchard, Angie Sharon	Record adverse reaction to		22-Sep-	2016
Č E T	30 AMOXICILLIN 2	50 MG		Retract		Yes	0
D 1/ S /m or	ARE I CAPSOLE ONCE AT	Completed	Blanchaud Annia Chavan	Refresh	F5	00 00	0 2010
Y 🔤 U: N	30 GEMEIBBOZII	300 MG	biancharu, Angle Sharon	6415		US-Sep- Ves	2010
E T,	AKE 1 CAPSULE ONCE A I	DAY		0.10	✓	30	0
N 🧾 U	Infilled	Active	Blanchard, Angie		466369	16-Aug-	2016
Ť.	Zocor 40mg			00884359	MSD	Yes	
<u>D</u> etail	Extra Functions	RIESTING		<u>15-Δυσ-201</u>	/ 🖌	ncel	190



- 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.

🐨 Release Netwo	rk Rx
Effective Date	31/10/2016
Reason Code	Suspend reason no longer applies 🚽 🗸
	(No Reason) Suspend reason inappropriate Suspend reason no longer applies

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**.

F3 - Patient F5	- Drug	F7 - Doctor	F9 - Workflow	F10 - Pickup	F11 - Dro	p-off F12	- Return to Rx	Alt+X - Start	
Last Name Krollg		First Name	Gerald	Salutation	-EII	ОК	Rx	X Cancel	➢ Profile All Rxs
Profile - All Rxs (6)			ESC - Back t space- mark	io Patient F - R multiple Rxs M - N	letill R − P Aodify C − C	Cancel	D - Detail I - Inactivate	E <u>x</u> tra Functions ▼	Active Rxs
# Status Orig	Rx RxNum I	Date Ago	Qty Auth Rem	BrandName		Doctor	Sig	In 🔺	Active Rxs w/Passtimes
1 Suspended 100	0696 1000696	31/10/201C	0 20 120 00	A		Blanchard	Angie Sharon *1	KI	Refillable Rxs
2 100	0646 1000646 0	22/09/20 Ma	difu			Blanchard	Angle Sharon *1	K	Pricing Profile
4 100	0610 1000610	09/09/20	ncel			Blanchard	Angie Sharon *1C	KI =	Not Disp./OTC Rxs
5 Inact 100	0501 1000507	23/06/20: Ret	arint			Blanchard	Angie Sharon *1	KI	Rys Filled in Error
6 Inact 100	0502 1000502	22/06/20 Det	print.			Blanchard	Angie Sharon *1C	KF	
/Inact (Copied)	0254 1000254	J5/10/20 De	ativata Pv			bianchard	,Angle Sharon -1	N	Suspended Kxs
		Ind	cuvate nx						Filter Profile Rxs
		vie	w workflow Details						Perform FDB Analysis
		Ad	d to Doctor Callbacks						View
		Ad	d to Manual NH Batch					-	Alternate Addresses
Allergier (0)		Ad	d To Rx To Do List					4	Batches
Allergies (0)		Au	toFill		Ot	ther		Ctrl 🔁	Charting
		Cre	ate Delivery Order			Consent			Consents
		Ch	ange Next Fill Paramet	ers			iknown		Credit Cards
		Co	py to New Num and N	lake Unfilled		Unit Dose	•		View Batient De sum ante (0)
Medical Conditions (1)		Dis	play Therapeutic Equiv	alents Ct	rl+F5	Туре	<none></none>	•	View Patient Documents (0)
Diabetes insinidus		Fax	Doctor(s)			Cycle	<none></none>	-	History
		Rer	newal Notification			 Price Grou 	up <default> (<no< th=""><th>one>) 👻</th><th>Limited Use Items</th></no<></default>	one>) 👻	Limited Use Items
		To	ggle Batch Fill Status (H	Hold)		 Rx Totals 			Medication Review/Dialogs (3)
		Tra	insfer Rx to Another Sto	ore		- Rx Count		6	Rx Counseling History
		Rea	activate Rx			Dollar val	ue	\$170.54	Rx Notes
Groups (0)	U.	Sus	spend			Reset date	e	Reset	To Do Items
		Res	sume			• ·			Work Orders
		Red	cord adverse reaction t	0		Snap Ca	aps Requested	ID 51	
		Ch	ange Columns			Snap Ca	aps Documented		
		Ma	ke Default Columns				\varTheta DIS 🛛	⊠ 0 NU	JM 31/10/2016 12:21:16



- 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.

▼ Resume Rx(s)	
Resume	
D <u>a</u> te 31/10/2016 12:22	
Reason Suspend reason no longer applies	•
Comment	
D. 1000000	
HX 1000696	
Orig Rx 1000696 Drug TAB Avalide 150/12.5mg	Doctor Dr. Blanchard, Angie Sharon
Suspend Date Suspend Reason Suspend Com Resume Date	Resume Reason Resume Comm
31/10/2016 12:08 Admission to h optional comm	
31/10/2016 11:58 Admission to h 31/10/2016 12:	Suspend reaso
✓ <u>R</u> esume Eligible Rxs	X Cancel



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

of (Netw	work) Patient Profi	ile		A REAL PROPERTY OF A REAL PROPER			EX
Patien	t Krollg, Geral	d				Male D	OB: 08-Sep-1972
<u>P</u> rofile	e (23)						Etrl 🗲
<u>S</u> tat	tus (All)		/pe (All)	•	🗖 <u>A</u> dvar	nced 🖉 Filte	er 🛛 🔀 Reset
D	▼Last Filled	Picked Up	Status	Doctor		DIS Order #	Order Date
Â	Last Qty D	rug			Code	Manufacturer	Local
A	Directions				Stop Date	Fillable	Auth Rem
N	📮 31-Oct-2016		Active	Blanchard, Angie		470436	31-Oct-2016 🗠
	30 E	ZETIMIBE 10 MG	, 		51214		No
K K	TAKE 1 TABI	LET ONCE DAILY				 ✓ 	210 210
S Y	💭 31-Oct-2016		Active	Blanchard, Angie Sharon		470434	31-Oct-2016
	30 IF	BESARTAN/HY	DROCHLO	ROTHIAZIDE 150 MG-12.5 MG 150-12.5M	G 41234		Yes
ED	TAKE 1 TABI	LET ONCE DAILY				✓	120 120

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**.

🐨 (Network) Pati	ent Profile				
Patient: Krollg	ı, Gerald			Male D0	B: 08-Sep-1972
Profile (24)					🗲 Ctrl 🔿
<u>S</u> tatus (All)	✓ <u>O</u> rder Type (All)	•	🗖 Advar	nced 🖉 Filter	🕺 Reset
₀ ▼ Last	t Filled Picked Up Status	Doctor		DIS Order #	Order Date
📫 🗘 Las	it Qty Drug		Code	Manufacturer	Local
A Direct	ions		Stop Date	Fillable	Auth Rem
N 💭 💭 31-Oc	t-2016 31-Oct-2016 Active	Blanchard, Angie		470457	31-Oct-2016 🔶
	Create Local Rx		16576		No 🚽
К Т	Refusal to Fill			√	210 180
N 💭 3	Release (Resume) Rx	Blanchard, Angie		470436	31-Oct-2016
	Hold (Suspend) Rx		51214		No
📗 🤻 т 💳	Revoke Dispensing Permission			×	210 0 🗸
etail	Stop (Abort) Add Note	to dispense the prescription while	still authorizing the patient to finish con	suming their on-ha	ind supply. OK



- 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.

🐨 Revoke Network dispensing permission							
Effective Date	31/10/2016						
Reason Code	<no reason=""></no>						
	<no reason=""></no>						
	Condition improved						
	Intolerance						
	New strength						
	Newtherapy						

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.

🤝 (Network) Patient Profile	-		
Patient Krollg, Gerald		Male DO	DB: 08-Sep-1972
Profile (24)			🗲 Ctrl 🛁
<u>S</u> tatus (All)	🗖 <u>A</u> dvar	iced 🖉 Filter	/ 💢 Reset
Last Filled Picked Up Status Doctor Last Qty Drug	Code	DIS Order # Manufacturer	Order Date
Directions Directions Image: Second state Active Blanchard, Angle	Stop Date	Fillable 470457	Auth Rem 31-Oct-2016
TAKE 1 TABLET ONCE DAILY	16576	×	No 210 180
N CHARTER STATES ADDATES ADDAT	51214	470436	31-Oct-2016 No
		×	
		🔥 Can	

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.

🤝 Inactivate F	Rx(s)	LO M THEM DOLL IN	Manfael/1	
Rx Summary	2			
Px Num	Orig Rx Num	Drug	Doctor	Status
1000646	1000646	Apo-Cephalex 500mg	Dr. Blanchard, Angie Sh	OK to Inactivate
	<u>R</u> evoke	✓ <u>S</u> top	p (Abort)	Cancel

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

ile Edit Recent	Patient Pro	file Netw	or <u>k R</u> eport	ts <u>U</u> ti	lities	<u>N</u> H <u>C</u> ards	Session <u>H</u> elp <u>V</u> ersion 10			
F3 - Patient	F5 - Dru	ig 🛛	F7 - Docto	or	F9 -	Workflow	F10 - Pickup F11 - Dro	pp-off F12 - New Rx	Alt+X - Start	
st Name Krollg			First N	Name (Gerald		Salutation	OK 🔗 Save	X Cancel	
Profile - All Rxs (n				E	SC - Back to pace- mark r	o Patient F - Refill R - F multiple Rxs M - Modify C - G	Reprint D - Detail Cancel I - Inactivate	Extra Functions V	Active Rxs
Status	Orig Rx F	RxNum [Date	Ago	Qty	Auth Rem	BrandName	Doctor Sig	In 🔺	Active Rxs w/Passtimes
Inact	1000696	1000696 3	31/10/2016	0	30	120 90	Avalide 150/12.5mg	Blanchard, Angie Sharon *1	KI	Refillable Rvr
Inact	1000646	1000646 0	3/10/2016	28	30	30 0	Apo-Cephalex 500mg	Blanchard, Angie Sharon *1	KI	Nermable ros
3	1000639	1000639 2	22/09/2016	39	30	30 0	Apo-Amoxi 250mg	Blanchard, Angie Sharon *10	C Kł	Pricing Profile
1	1000610	1000610 0	9/09/2016	52	30	30 0	Apo-Gemfibrozil 300mg	Blanchard, Angie Sharon *10	KI _	Not Disp./OTC Rxs
1	1000501	1000507 2	23/06/2016	130	30	210 180	Teva-Pindolol 5mg	Blanchard, Angie Sharon *1	KI	
5 Inact				171	20	30.0	Prevacid 30mg	Blanchard Angle Sharon *10		Rxs Filled in Error
5 Inact 5 Inact	1000502	1000502 2	2/06/2016	121	20	50 0	ricided boing	brannen all all all all all all all all all al	-	
5 Inact 5 Inact 7 Inact (Copied)	1000502 1000234	1000502 2 1000234 0	05/10/2015	392	1	1 0	Glumetza 500mg	Blanchard, Angie Sharon *1	KI	Suspended Rxs

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

☞ (Network	() Patient Profil	e						
Patient: K	frollg, Gerald	d				Male	DOB: 08-S	ep-1972
Profile (24	Ð							Ctrl 🗧
<u>S</u> tatus ((All)		/pe (All)	•	■ Adv	anced 🖉 Fil	ter 🛛 🕅 F	Reset
D	Last Filled	Picked Up	Status	Doctor		DIS Order #	t Order	Date
A T	Last Qty Dr	rug			Code	Manufacture	er Loo	al
^ D	Directions				Stop Date	e Fillable	Auth	Rem
N 💭 3	31-Oct-2016	31-Oct-2016	Active	Blanchard, Angie		470457	31-Oct	-2016 🔺
E T	30 SI	MVASTATIN 5 N	/IG		16576		N	с
<mark>й</mark> т	FAKE 1 TABL	ET ONCE DAILY				×	210	180
N 💭 3	31-Oct-2016	31-Oct-2016	Aborted	Blanchard, Angie		470436	31-Oct	-2016
	30 EZ	ZETIMIBE 10 MG	ì		51214		N	c
🥇 т	FAKE 1 TABL	ET ONCE DAILY				×	210	0
🕴 💭 3	31-Oct-2016		Aborted	Blanchard, Angie Sharon		470434	31-Oct	-2016
	30 IR	BESARTAN/HY	DROCHLO	ROTHIAZIDE 150 MG-12.5 MG 150-1	2.5MG 41234		Ye	s
📒 Т	FAKE 1 TABL	ET ONCE DAILY				×	120	0
🕴 💭 O	03-Oct-2016	18-Oct-2016	Active	Blanchard, Angie Sharon		468682	03-Oct	-2016
	30 A p	oo-Cephalex 500	Img		0076871	5 APX	Ye	s
Б Т	FAKE 1 TABL	ET ONCE DAILY			03-Oct-20	17 🗶	30	0



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**.

of (Network) Patient Profile				
Patient Krollg, Gerald			Male	DOB: 08-Sep-1972
Profile (23)				E Ctrl 🗲
Status (All)	▼	🗖 Advar	iced 📝 Filt	er 🕅 🕅 Reset
Last Filled Picked Up Status Last Qty Drug Directions	Doctor	Code Stop Date	DIS Order # Manufacture Fillable	Order Date r Local Auth Rem
N 31-Oct-2016 Active T 30 EZETIMIBE 10 MG K TAKE 1 TABLET ONCE DAILY	Blanchard, Angie Create Local Rx	51214	470436	31-Oct-2016 No 210 210
Image: Strength of the streng	Refusal to Fill Release (Resume) Rx Hold (Suspend) R x	5MG 41234	470434	31-Oct-2016 Yes 120 120
	Revoke Dispensing Permission Stop (Abort) Rx Add [This will indicate that the prescriptio	00768715 n should no longer be fille	468682 APX d or administer	03-Oct-2016 Yes ed. 30 0
22-Sep-2016 27-Sep-2016 Completed 30 AMOXICILLIN 250 MG TAKE 1 CAPSULE ONCE A DAY	Record adverse reaction to Retract Detail	8995	468124	22-Sep-2016 Yes 30 0
Image: Sep-2016 22-Sep-2016 Completed Image: Sep-2016 30 GEMFIBROZIL 300 MG Image: Sep-2016 TAKE 1 CAPSULE ONCE A DAY	Refresh F5	6415	467235	09-Sep-2016 Yes 30 0
Cocor 40mg	Blanchard, Angie	00884359 15-Aug-2017	466369 MSD	16-Aug-2016 Yes 120 120 T
Detail Extra Functions			X Ca	ancel 🗸 OK



- 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.

Stop Network	Rx (1) E - 0	x
Effective Date	31/10/2016	
Reason Code	<no reason=""></no>	-
	KNo Reason> Change in medication/dose Detected issue Drug product discontinued or recalled Ineffective No longer required for treatment Not covered Patient refuse	

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

Stop Network	
Effective Date	31/10/2016
Reason Code	No longer required for treatment
	✓ OK X Cancel

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

🤝 (N	letwork) Patient Profile			E X
Pati	ent Krollg, Gerald		Male D	OB: 08-Sep-1972
Pro	file (23)			🗲 Ctrl 🗲
<u>s</u>	tatus (All)	🗖 <u>A</u> dvar	iced 🖉 Filte	er 🛛 🔀 Reset
D	▼Last Filled Picked Up Status Doctor		DIS Order #	Order Date
Ā	Last Qty Drug	Code	Manufacturer	Local
A	Directions	Stop Date	Fillable	Auth Rem
N	31-Oct-2016 Aborted Blanchard, Angie		470436	31-Oct-2016 🔶
	30 EZETIMIBE 10 MG	51214		No
"	TAKE 1 TABLET ONCE DAILY		×	210 0
S Y	🔍 31-Oct-2016 Active Blanchard, Angie Sharon		470434	31-Oct-2016
	30 IRBESARTAN/HYDROCHLOROTHIAZIDE 150 MG-12.5 MG 150-12.5MG	41234		Yes
	TAKE 1 TABLET ONCE DAILY		✓	120 120
S Y	03-Oct-2016 18-Oct-2016 Active Blanchard, Angle Sharon		468682	03-Oct-2016 🖕
			🗶 Ca	ncel 🗸 OK



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).

𝝼 Inactivate Rx	((s)	AND ADDRESS	Marchael An	
Rx Summary				
Rx Num	Orig Px Num	Drug	Doctor	Status
1000696	1000696	Avalide 150/12.5mg	Dr. Blanchard, Angie Sh	OK to Inactivate
[<u>R</u> evoke	<u>✓ S</u> ta	op (Abort)	Cancel

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

<u>L</u> a:	st Name Kroll		First Nam	ne Ll		Salut	tation		-	OK 🔗 Sav	e 🛛 🗶 Cancel
Р	rofile - All Rxs (32)			ESC space	- Back to - mark mu	Pati Itipl	ent eRxs	F - Ref M - Moo	ill Jify	R - Reprint D - Detail C - Cancel I - Inactivate	E <u>x</u> tra Functions 🔻
#	Status	Orig Rx	Rx Num	DIN	Date	Ago	Qty	Auth	Rem	Brand Name	Doctor 🖌
1	PartFill	9012409	9012409		07/10/2015	28	875	6,125	5250	@Methadone 1mg/ml	Physician,Kroll
2	Inact	1202015	1202015	02425483	07/10/2015	28	30	120	90	Invokana 100mg	Physician,Kroll
3		1202014	1202014	01979574	07/10/2015	28	30	30	0	Apo-Gemfibrozil 300mg	Physician,Kroll
4		1202002	1202002		07/10/2015	28	15	15	0	@HC 1% Salicyclic Acid 5% In	6 Physician,Kroll
5	Unfilled	1202001	1202001	02293811	07/10/2015	28	30	30	30	Apo-Lansoprazole 15mg	Pharmacist,Kroll
6	Inact	1201999	1202000	00611174	07/10/2015	28	15	105	75	Lotriderm	Physician,Kroll
7	Unfilled	1201998	1201998	02383012	07/10/2015	28	1	1	1	Pms-Bosentan 62.5mg	Physician,Kroll
8	Unfilled (Inact)	1201996	1201996	02300451	07/10/2015	28	30	210	210	Glumetza 1000mg	Physician,Kroll
9	Unfilled (Inact)	1201995	1201995	02399164	07/10/2015	28	30	210	210	Med-Rosuvastatin 5mg	Physician,Kroll
10	Inact (Copied)	1201813	1201813	02293811	15/06/2015	142	30	150	120	Apo-Lansoprazole 15mg	Pharmacist,Kroll
11	Inact	1201712	1201712	00514497	10/03/2015	239	30	60	30	Loniten 2.5mg	Pharmacist,Kroll
12	Inact	1201678	1201678	02216965	11/02/2015	266	30	30	0	Invirase 200mg	Physician,Kroll
											-



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

🥣 (Ne	twork) Patient Profile					
Patie	nt Krollg, Gerald				Male [OOB: 08-Sep-1972
Profi	le (23)					🗲 Ctrl 📑
<u>S</u> t	atus (All) 🔹 Order Ty	rpe (All)	•	🗖 <u>A</u> dvar	nced 📝 Filt	er 🛛 🔀 Reset
D	▼Last Filled Picked Up	Status	Doctor		DIS Order #	Order Date
A T	Last Qty Drug			Code	Manufacture	r Local
A	Directions			Stop Date	Fillable	Auth Rem
N	🥥 31-Oct-2016	Aborted	Blanchard, Angie		470436	31-Oct-2016 🔺
	30 EZETIMIBE 10 MG			51214		No
K	TAKE 1 TABLET ONCE DAILY				×	210 0
S Y	💭 31-Oct-2016	Aborted	Blanchard, Angie Sharon		470434	31-Oct-2016
	30 IRBESARTAN/HY	DROCHLO	ROTHIAZIDE 150 MG-12.5 MG 150-12.5MG	i 41234		Yes
1	TAKE 1 TABLET ONCE DAILY				×	120 0
Y	🤵 03-Oct-2016 18-Oct-2016	Active	Blanchard, Angie Sharon		468682	03-Oct-2016 🖕
	etail E <u>x</u> tra Functions				🗶 Ca	ancel 🗸 OK

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.

E	Ē	V 3		Create Local F	torio combio. ∛x	04	BLET	02364441	AVANSTRA	Ye	s
	ĸ	TAK	1	Refusal to Fill					✓	30	0
	Ν	🥘 05-N	J	Release (Resu	me) Rx		Physician, Kroll		00001NFG	05-Nov	<i>-</i> 2013
E	1	•		Hold (Suspen	d) Rx			01979574	APOTEX	Ye	is 🔽
	к	TAK	l	Revoke Disper	nsing Permission				×	210	180 =
	Ν	🧾 05-N	I	Stop (Abort) F	Rx.		Physician, Kroll		00001NFF	05-Nov	~2013
E	1 E			Add Note			ТАВ	00363766	APOTEX	Ye	s
	ĸ	TAK	1	Retract	-				✓	122	120
Ē	-	- er 1		Detail			NI 1 1 12 11			05.11	
	De	etail		Refresh		F5			🗙 Can	cel 📃	🗸 ОК



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.

🤟 (Network) Add Note to Record	
Reason for change Error Correction	
Note * Patient indicates no previous issues	
Press Ctrl-Enter to start a new line.	
Required fields are marked with an asterisk (*)	
VOK X Cancel	

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

♥ (Network) Patient Profile			
Patient Krollg, Gerald		Male D	OB: 08-Sep-1972
Profile (24)			🗲 Ctrl 🔿
Status (All)	🗖 <u>A</u> dvar	nced 🖉 Filte	er 🛛 🕅 Reset
▼Last Filled Picked Up Status Doctor ↑ Last Qty Drug Drug	Code	DIS Order # Manufacturer	Order Date Local
^ Directions	Stop Date	Fillable	Auth Rem
30 AMOXICILLIN 250 MG 5 TAKE 1 CAPSULE ONCE A DAY	8995	✓	Yes 1
	6415	467235	09-Sep-2016 Yes 30 0 ₊
Detail Extra Functions		🗶 Ca	ncel 🗸 OK



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.

🤝 (Ne	etwork) Medicat	tion Order Deta	iil	_				C X
<u>O</u> r	der	P <u>a</u> tient	Instructions	Indi <u>c</u> ations	Prescriber	Dispenses (1)	lssues	<u>R</u> efusals	Notes (1) Status History Ctrl 🗲
									D - Detail
Da	ite		Note						
31-	-Oct-2	016 14:1	7 PAtient inc	dicates no pre	evious issue	s			

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.

Select an action to retract from the following list									
Transaction Type	Date	User	Retracted On						
Rx Order Revoke Dispense Pe	10/01/2014 16:13:03	KP							
Rx Order Release	10/01/2014 16:01:52	KP							
Rx Order Hold	10/01/2014 13:53:56	KP	=						
			•						
	🗸 ОК	🗙 Car	ncel						

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**.

CeRx Adjudication Response	E						
View Network							
The claim transmission failed because:							
Errors, Warnings and Messages for NL.DIS Unable to connect to the remote server							
The claim transmission failed. Do you want to:							
Betry claim Back to the Px Send Later	Trouble Cancel Rx						

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

Select an Option	
Do you want to mark the primary route	Newfoundland CeRx (Testbed) as down?
Yes	No



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.

	F3 - Patient	F5 - Drug	F7 - Doctor	F9 ·	- Workflo	w F10 - Pick	up F11 - Drop-	off F12 - New Rx		Alt-X - Start
	Eilter By All				Show only DIS claims space - Mark Rxs					[⊗] Workflow Actions
	Send/Review <u>All</u> Send/Review for current Patient				M - Modify Rx(s) Del - Delete					Central Fill
E	rr Status	Transaction	Date	User	Rx Num	Patient	Brand Name	Message	*	Waiting for Pickup
	Postponed	Rx Plan Claim	13/08/2015 12:01:00	KP	1000018	Kroll, John	Cymbalta 60mg			
2	🕻 Communicatio	Rx Plan Claim	04/03/2016 10:23:48	KP	1000024	Kroll, Marilyn	Losec 10mg	Communication error		Pending Adjudication (9)
	Communicatio	Allergy	04/03/2016 10:46:47	KP		Stark, Sansa		There was a communicatio		Trouble (0)
	Communicatio	Medical Condition	04/03/2016 10:47:13	KP		Stark, Sansa		Route is down. The claim I		
	Communicatio	Patient Note	04/03/2016 10:47:38	KP		Stark, Sansa		Route is down. The claim I		Rx Counseling (0)
	Communicatio	Patient Registry Add	04/03/2016 10:49:18	KP		Stark, Eddard Ned		There was a communicatio		Medication Revie <u>w</u> s (0)
	Not Sent	Rx Order Stop	04/03/2016 10:50:25	KP	1000012	Kroll, Jordan	Apo-Minocycline 100mg			
	Not Sent	Retract Pickup	04/03/2016 10:51:25	KP	1000018	Kroll, John	Cymbalta 60mg		=	Network Queue
2	Communicatio	Rx Plan Claim	04/03/2016 11:10:03	KP	1000025	Kroll, Charlie	Avalide 150/12.5mg	Communication error		Send <u>A</u> ll
										Send for <u>P</u> atient

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.

<u>F</u> ile <u>E</u> d	lit	Networ <u>k</u> <u>R</u> eports <u>U</u> tilities <u>N</u> ⊢	H <u>C</u> ards S			
F3 -	Pa	View Claim Log	or			
<u>S</u> earch Locations						
S <u>u</u> bscribe to Broadcast Topic						
-Last Rx	< N	Change Network Password				

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.

Mail - Inbox (3)	Concision.	and the second diversion of th				x
🚯 <u>N</u> ew Message	🕅 Reply 🕅 Reply to All 🌗 Eorward 📗	🗙 Delete 📔 Mark as Unread 🛛 Mark as Read	☐ <u>G</u> roup By: Date Received	l.		
Dinbox	From	Subject		Message Type	Date Read	
 Sent Mail Deleted Unread Scan/Fax 	Today Msg on new Meds (Pharmacy Ne	t Notifications of new DIN's	07/11/2012 11:02:26	NL Broadcast		- ^
C Archived Scan/F.	Three Weeks Ago Imandatorytopic (18OCT2012 - te In dec 13 NL Manadatory (18OCT)	180CT2012 - test 2 180CT2012 - Test 1	18/10/2012 07:10:34 18/10/2012 07:10:26	NL Broadcast NL Broadcast	18/10/2012 07: 18/10/2012 07:	- ^



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.

File Edit Reports	Utilities NH Cards Session Help	
F3 - Patient	Drug Ordering	rkflow F11 - Drop-off
	AR	• • • • • • • • • • • • • • • • • • •
	Merge	Patients
Last Rx Numbers	Unmerge	Drugs
Regu <u>l</u> ar 1000	Adjust Current Wait Time	Doctors
Narcotic 9000	Check Interactions	Transfer Stores
Regu <u>l</u> ar 1000 Narcotic 9000	Adjust Current Wait Time Check Interactions	Doctors Transfer Stores

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.

Transfer Patient Profiles Form									
New Patient to be transferred TO									
Name Doe, Jane									
Address 1 100 Yonge St									
Address 2									
City Toronto Prov ON									
Old Patient to be transferred FROM									
Name									
Address 1									
Address 2									
City									
Lookup X Cancel									



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.

💣 Transfer	Patient Profiles Form	
-New Pati	ent to be transferred TO	
Name	Doe, Jane	
Address	1 100 Yonge St	
Address	2	
City	Toronto Prov ON	
-Old Patie	nt to be transferred FROM	
Name	Doe, Jane	
Address	1 100 Yonge St	
Address	2	
City	Toronto Prov ON	
	Transfer X Cancel	

- 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**.

Unmerge Patient	<u>e</u>
Kroll. Bella Merged From: Krollb, Bella	Patient to Unmerge Name Krollb, Bella Address 1 Apartment # 202 Address 2 City Joe Batts Arm Prov NL
	X Cancel

- 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.

F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt-X - Start			
Last,First; Code; Pho	ast,First; Code; Phone; or Bill # Search Searching By									
		X Close	Advanced	ł	0					
This is a pickup patient search. Only patients with items that haven't yet been picked up will be returned.										
# 🔺 Last Name	 First Name 	Address	City	Age Phone	Plan			*		

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

	F3 - Patien	t F5 - D	rug F7 - C	octor F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt+X - Start			
	Last,First; Code <mark>kroll</mark>	Last, First; Code; Phone; or Bill # Searching By Last Name, First Name (Adv) kroll Kroll Advanced 4 Records Found									
This is a pickup patient search. Only patients with items that haven't yet been picked up will be returned.								v <u>a</u> ll pati	ents		
	# SYNCED	Last Name	First Name	Phone	Addre	SS		City		Age	Pla 🔶
1	1			(709) 634-3434 Home	123 W	123 Which Way		St.John's		6	
IT	2	Krolla	Adria	(456) 558-8865 Home	Apart	Apartment # 201. Testdata		New Melbourne		57	
I	3	Krolld	Balram	(456) 558-8868 Home	Apart	Apartment # 204		Grand Falls-Wine	dsor	37	ES
	4	Krollg	Gerald	(456) 558-8871 Home	Apart	ment # 207,756 Sainte A	Anne Street	North West Rive	er	44	



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)**.

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Picku	F11 - Drop-off F12 - New Rx Alt+X - Start						
Use the check mark to select the items that the patient wants to pickup. Patient Pays: \$15.66							
K Back Over Please se	t Rxs to pick up						
Kroll, Tim (6)							
Apo-Pindol 5mg Rx: 1000707	Waiting for Pickup \$15.66						

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.

F3 - P	atient F5 -	Drug F7 -	Doctor F9 - Workflow	F10 - Pickup F11 - Drop-off	F12 - New Rx Alt+X - Start				
Please se	Please select the person at the counter picking up the items.								
Last, First;	Last, First; Code; Phone; or Bill # Searching By Last Name, First Name (Adv)								
		X Cano	cel 📃 Advance	ed 2 Records Found					
# SYNCE	D 🔺 Last Name	 First Name 	Phone	Address	City	Age Pla 🔺			
1	S Kroll	Tim	(709) 634-3434 Home	123 Which Way	St.John's	6			
2	S Kroll	Sean	(709) 634-3434 Home	123 Which Way	St.John's	35 ES			
3	Other								

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**.

F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	v F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt+X - Start	
You must specify a relationship for Tim Kroll.								
🗙 Back	Start Over			Confirm the person	picking up the items			✓ <u>C</u> onfirm
Last Name Kroll	Last Name Kroll First Name Sean							
Address 1 123 Address 2	Which Way			this is a network note				
City St.J Postal Code A14	ohn's A 1A2 Phor	 ▼ F (709) 634-3434 	Prov NL (Ne 🔻					No image available
Photo Id #		Туре		•				
Please specify the	relationship of the J	patient to the perso	n picking up the I	Rx(s).				
Sean is Tim Kro	ll's	Brother						
		Father Brother Husband Grandfather Cousin Uncle Nephew Great-grand	father					



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

F3 - Patient	F5 - Drug	F7 - Doctor F9 - Workflo	w F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt+X - Start		
							Patient Pa	ys: \$15.66
Back Over Please confirm items to pick up						Confirm 1 It	em	
Rx: 1000707	Kroll, Tim	Apo-Pindol 5mg					Not in a Bin	\$15.66

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.

T	(Network) Patient Profile								
Pa	Patient Kroll, Tim	DOB: 10-Oct-2010							
Đ	Profile (13)								
	Status (All)	🛛 <u>A</u> dvanced 🧹 Filter 🔀 Reset							
	p ▼Last Filled Picked Up Status Doctor	DIS Order # Order Date							
	Last Qty Drug	Code Manufacturer Local							
	Directions	Stop Date Fillable Auth Rem							
	🕴 🗐 31-Oct-2016 31-Oct-2016 Active Blanchard, Angie	470524 31-Oct-2016 🔶							
	30 PINDOLOL 5 MG	5144 Yes							
	TAKE 1 TABLET ONCE DAILY	✓ 210 150							
	🕴 💭 17-Oct-2016 18-Oct-2016 🛛 Active 🛛 Blanchard, Angie Sharo	on 469451 17-Oct-2016							
	30 FUROSEMIDE 80 MG	8210 Yes 😑							
	5 AS DIRECTED	× 30 0							
	🕴 🗐 27-Sep-2016 27-Sep-2016 🛛 Completed 🛛 Blanchard, Angie Sharo	on 468332 27-Sep-2016							
	30 SIMVASTATIN 5 MG	16576 Yes							
	TAKE 1 TABLET ONCE DAILY	🖌 30 O 🗖							
	Native 🛛 🕺 👷 👷 👷 👷 👷 🔹 Sharo	on 468331 27-Sep-2016							
	1 DIMENHYDRINATE 25 MG	4718 Yes							
	K TAKE 1 TABLET ONCE DAILY	✓ 6 6							
	🛛 💭 27-Sep-2016 🛛 🛛 🗛 🖉 Active 🛛 Blanchard, Angie Sharo	on 468330 27-Sep-2016							
	1 DIMENHYDRINATE 25 MG	4718 Yes							
	K TAKE 1 TABLET ONCE DAILY	✓ 7 7							
	🛛 💭 27-Sep-2016 27-Sep-2016 🛛 Active 🔹 Blanchard, Angie Sharo	on 468329 17-Sep-2016							
	100 PENICILLIN V POTASSIUM 125 MG/5 ML	8876 Yes							
	AS DIRECTED FOR 10 DAYS	✓ 600 500 -							
	Detail Extra Functions	Cancel VC							



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)**.

<u>File Edit U</u> tilities <u>N</u>	<u>N</u> H <u>C</u> ards Sess <u>i</u> on	Help Version 10						_	
F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt+X - Start]	
Refresh	🗙 Close			Select delivery ord	er to undo pickup			<u>L</u> ookup Rx	<u>S</u> elect
Delivery Order Id: 10	66						Pickup Date:	31-Oct-2016 5:2	7 PM
Krollg, Gerald		Rx: 100069	6 Avalide 150/12.	5mg					
Krollg, Gerald		Rx: 100069	7 Apo-Ranitidine	300mg					
Krollg, Gerald		Rx: 100070)1 Accu-Chek Aviv	a Test Strips					
2 more items									
Delivery Order Id: 16	65						Pickup Date:	31-Oct-2016 5:2	4 PM
Kroll, Tim		Rx: 100070)7 Apo-Pindol 5m	9					
Delivery Order Id: 16	64						Pickup Date:	31-Oct-2016 4:1	9 PM
Krolld, Balram		Rx: 100070	6 Apo-Pindol 5m	g					

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

▼ 1-(local):NL108-Undo Pickup	And in case of						
File £dit Utilities NH Cards Session Help Version10							
F3 - Patient F5 - Drug F7	- Doctor F9 - Wo	orkflow F10 - Pickup F11 - Drop-off	F12 - New Rx	Alt+X - Start			
Verify that this is the delivery order that you	want to undo the pickup) for.					
K Back Start Over		Please select Rxs to UNDO pick up		<u>R</u> x Info	<u>C</u> onfirm Undo		
Picked Up On 31-Oct-2016 5:27 PM	Picked Up By	Krollg, Gerald					
Pickup Recorded By KP	Address 1	Apartment # 207,756 Sainte Anne Street					
Delivery Order Id 166	Address 2						
Total Order Value \$224.68 Patient Pays \$	224.68 City	North West River Prov NL					
	Phone	(456) 558-8871					
List of items that were picked up. Please sele	ect items to UNDO picku	up for.					
Krollg, Gerald	Rx: 1000696 Avalio	de 150/12.5mg			\$52.20		
Krollg, Gerald Rx: 1000697 Apo-Ranitidine 300mg \$2							
Krollg, Gerald Rx: 1000701 Accu-Chek Aviva Test Strips							
Krollg, Gerald Rx: 1000702 Hyderm/Lotriderm/vaseline							
Krollg, Gerald	Rx: 1000704 Hydro	ocortisone Pwd 1% In clotrimaderm 1% Cream			\$21.80		



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.

v 1-	(local):NL108-Pickup								
<u>F</u> ile	<u>Edit</u> <u>Utilities</u> <u>N</u> H <u>Cards</u> Session <u>H</u> elp <u>V</u> ersion 10								
F	3 - Patient F5 - Drug F7 - Doctor	lt+X - Start							
Use	Use the check mark to select the items that the patient wants to pickup. Patient Pays: \$74.0								
	X Back	Please select Rxs to pick up	Rx Info						
Krol	lg, Gerald (Male, 44)								
•	Avalide 150/12.5mg Rx: 1000696	Waiting for Pickup	\$52.20						
•	Hydrocortisone Pwd 1% In clotrimaderm 1% Cream Rx: 1000704	Waiting for Pickup	\$21.80						
	Accu-Chek Aviva Test Strips Rx: 1000701		Picked Up Today 5:27 PM						
	Apo-Ranitidine 300mg Rx: 1000697		Picked Up Today 5:27 PM						
	Hyderm/ Lotriderm/vaseline Rx: 1000702		Picked Up Today 5:27 PM						



Kroll Helpdesk Information

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