

ODB Consent Warnings

Version 10 Service Pack 9



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ODB Consent Warnings

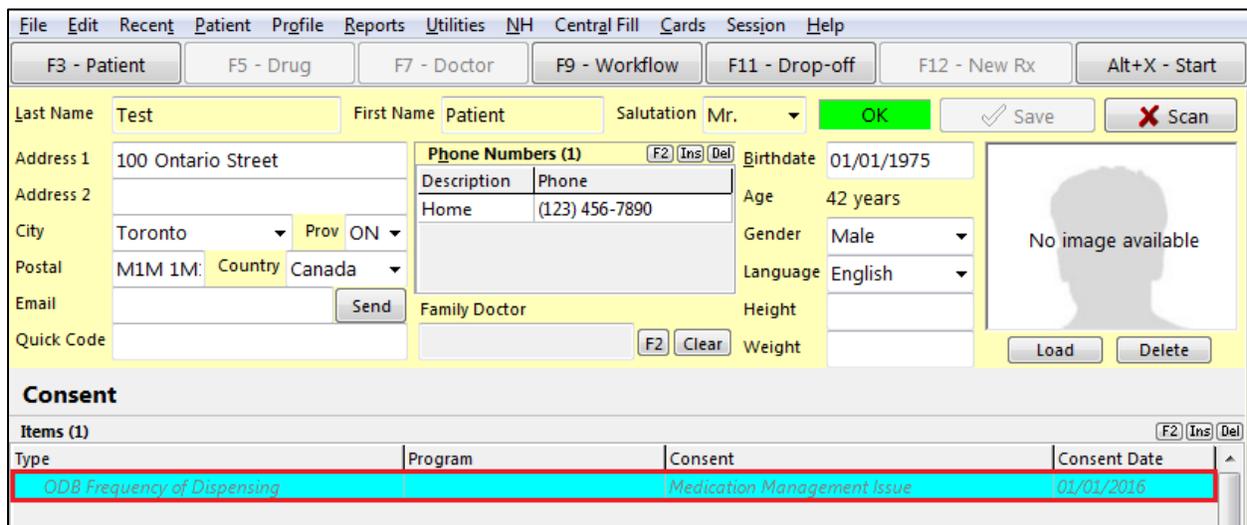
Kroll Version 10 Service Pack 9 introduces new patient consent warnings that appear when a patient’s ODB Frequency of Dispensing (FOD) Consent or ODB MedsCheck Consent record is not present or expired. In the case of not present or expired FOD Consent records, a new record must be obtained before prescriptions can be filled for the patient.

This user guide explains how to manage these new consent warnings and how to record ODB FOD and ODB MedsCheck Consent records in the patient card.

ODB FOD Consent Warnings

In accordance with the Ontario Ministry of Health and Long Term Care’s Ontario Drug Benefit Act, when a pharmacist decides to reduce the patient’s dispensing quantity, resulting in an increased number of dispensing fees paid per year, a Consent record must be added to the patient card to ensure the patient understands and agrees to the increased dispensing fees.

Consent records are valid for one year from the date of creation. When the record has expired, it will appear in the patient card in grey italics:



The screenshot shows the patient card interface. At the top, there are menu options: File, Edit, Recent, Patient, Profile, Reports, Utilities, NH, Central Fill, Cards, Session, Help. Below the menu are function keys: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, and Alt+X - Start. The patient information form includes fields for Last Name (Test), First Name (Patient), Salutation (Mr.), Birthdate (01/01/1975), Age (42 years), Gender (Male), Language (English), and Address (100 Ontario Street, Toronto, ON, Canada). A 'Consent' section at the bottom contains a table with one entry:

Type	Program	Consent	Consent Date
<i>ODB Frequency of Dispensing</i>		<i>Medication Management Issue</i>	<i>01/01/2016</i>

If you attempt to refill an Rx for a patient whose FOD Consent record has expired, Kroll will prevent you from filling the Rx until a new FOD Consent record is obtained. This occurs if:

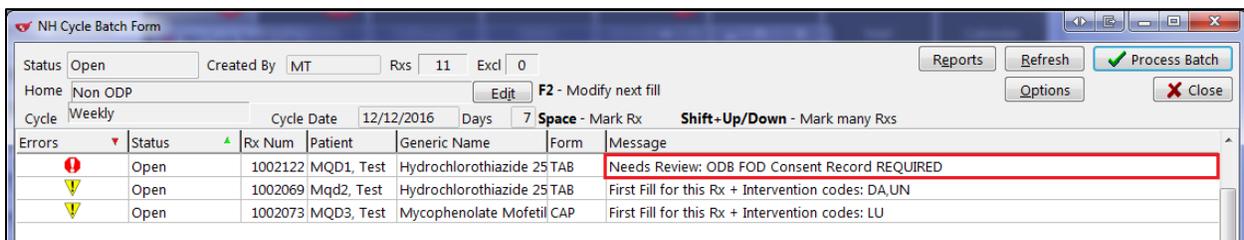
- The Rx is for a chronic medication
- The day’s supply is less than or equal to 73 days
- There is not a current FOD Consent record in the patient card

This user guide explains how to manage expired Consent records during both batch and interactive fills.

Batch Fills

No Consent Present

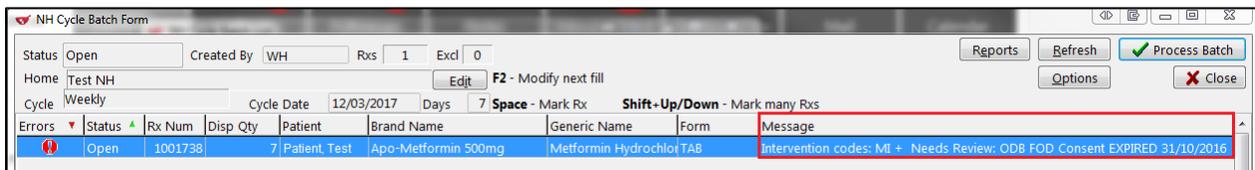
When an Rx is filled as part of a manual or scheduled batch and the patient does not have an FOD Consent record in the patient card, a **‘Needs Review: ODB FOD Consent Record REQUIRED’** message will appear in the **Message** column in the **NH Cycle Batch Form**:



You will be unable to complete the batch until an FOD record is obtained.

Expired Consent

When an Rx is filled as part of a manual or scheduled batch and the patient’s FOD Consent record has expired, a **‘Needs Review: ODB FOD Consent EXPIRED DD/MM/YYYY’** message will appear in the **Message** column in the **NH Cycle Batch Form**:



You will be unable to complete the batch until a new FOD record is obtained.

Obtaining an FOD Consent Record

1. Right-click the Rx and select **Modify Rx**.
2. If you have a second Krroll session open, the Rx will appear in the second session in Modify Mode.

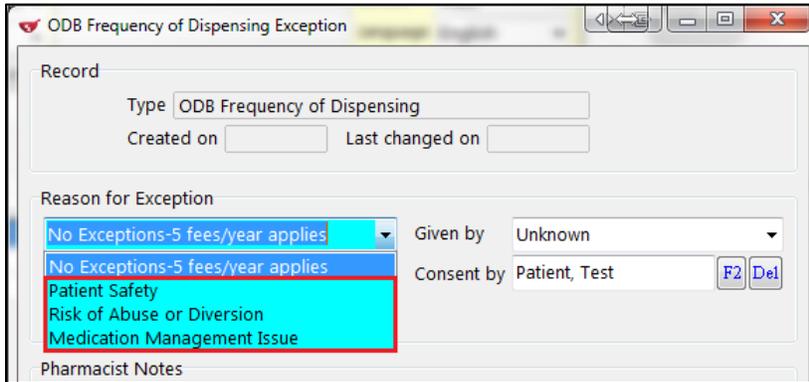
If you do not have a second session open, you will be prompted to **Create a New fill session**. The Rx will then appear in the newly created session in Modify Mode.

3. Click **F3 - Patient** to access the patient record.
4. Select **Consents** from the right navigation pane.
5. Select **Ins > ODB Frequency of Dispensing**.

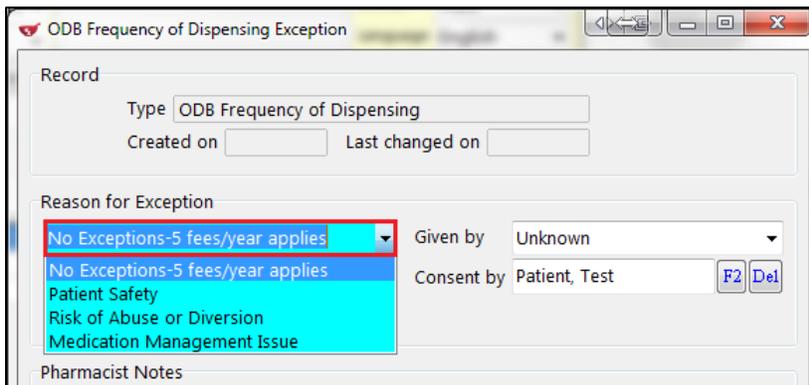
Consent			
Items (1)			
Type	Program	Consent	Consent Date
ODB MedsCheck Consent		Written Consent	14/09/2016

- Antiviral Consent
- Central Fill Consent
- MediResource PatientConnect Enrolment
- ODB Frequency of Dispensing
- ODB MedsCheck Consent
- PASI Enrolment
- Privacy Consent
- Rx Synchronization Consent
- View Patient Documents (2)

- The **ODB Frequency of Dispensing** form will appear. If the patient qualifies for more frequent dispensing, select a clinical reason (i.e., 'Patient Safety', 'Risk of Abuse or Diversion', or 'Medication Management Issue') from the **Reason for Exception** list.



If the patient does NOT qualify for more frequent dispensing and the pharmacy decides to continue to dispense every 7 or 14 days, select **No Exceptions - 5 fees/year applies** from the **Reason for Exception** list.



- Complete the remainder of the **ODB Frequency of Dispensing Exception** form.
- If the patient qualifies for more frequent dispensing, click **Print Patient Consent** and provide the **Notification for Frequency of Dispensing Change Patient/Agent Consent** form to the patient.

If the patient does NOT qualify for more frequent dispensing, click **OK** to add the '**No Exceptions - 5 fees/year applies**' FOD consent to the patient card.

- Scan the signed **MedsCheck Patient Acknowledgement of Professional Pharmacy Service** form back into Kroll using the [Document Scan Utility](#). The newly created FOD consent record will be added to the patient card.

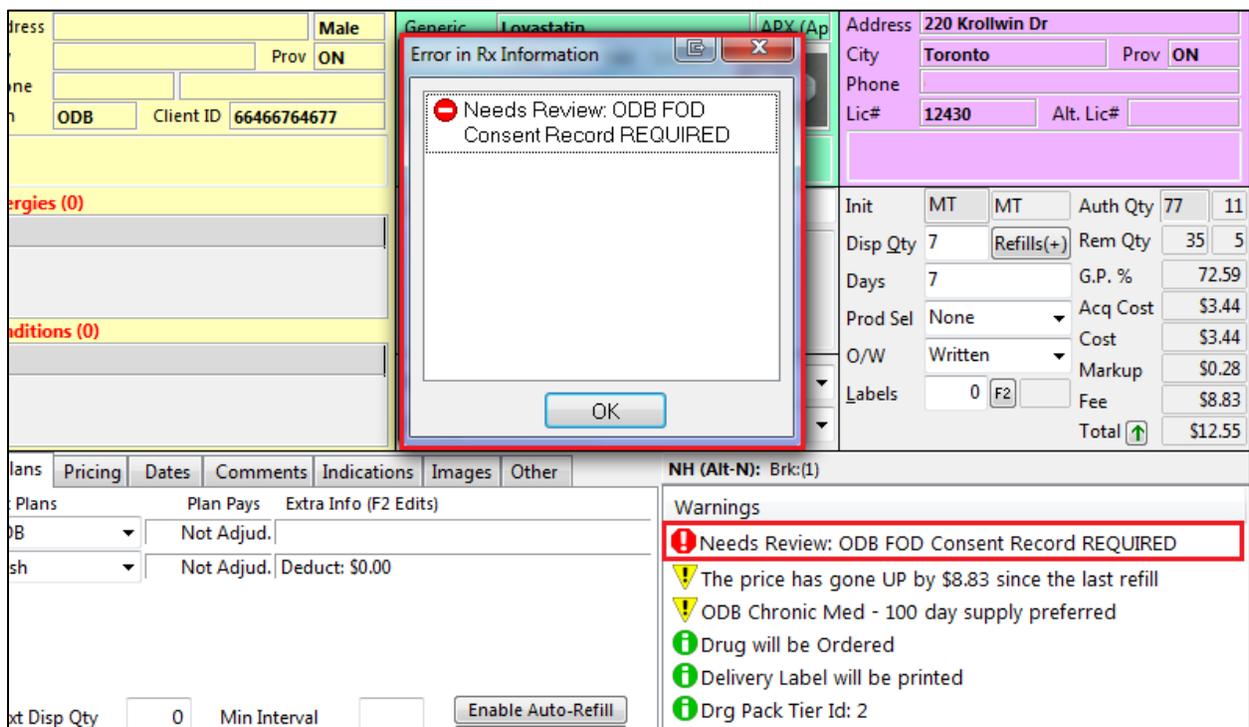
Consent			
Items (2) (F2) (Ins) (Del)			
Type	Program	Consent	Consent Date
ODB MedsCheck Consent		Written Consent	14/09/2016
ODB Frequency of Dispensing		Patient Safety	12/01/2017

- Return to the **NH Cycle Batch Form** in Session 1 and click **Refresh**. You will now be able to process the batch.

Interactive Fills

No Consent Present

When an Rx is filled interactively and the patient does not have an FOD Consent record in the patient card, a **'Needs Review: ODB FOD Consent Record REQUIRED'** message will appear in **Warnings** section on the F12 screen, and in a pop-up error message:



The screenshot shows a pharmacy software interface with a pop-up error message and a warning in the 'Warnings' section.

Pop-up Error Message:

Error in Rx Information

Needs Review: ODB FOD Consent Record REQUIRED

OK

Warnings Section:

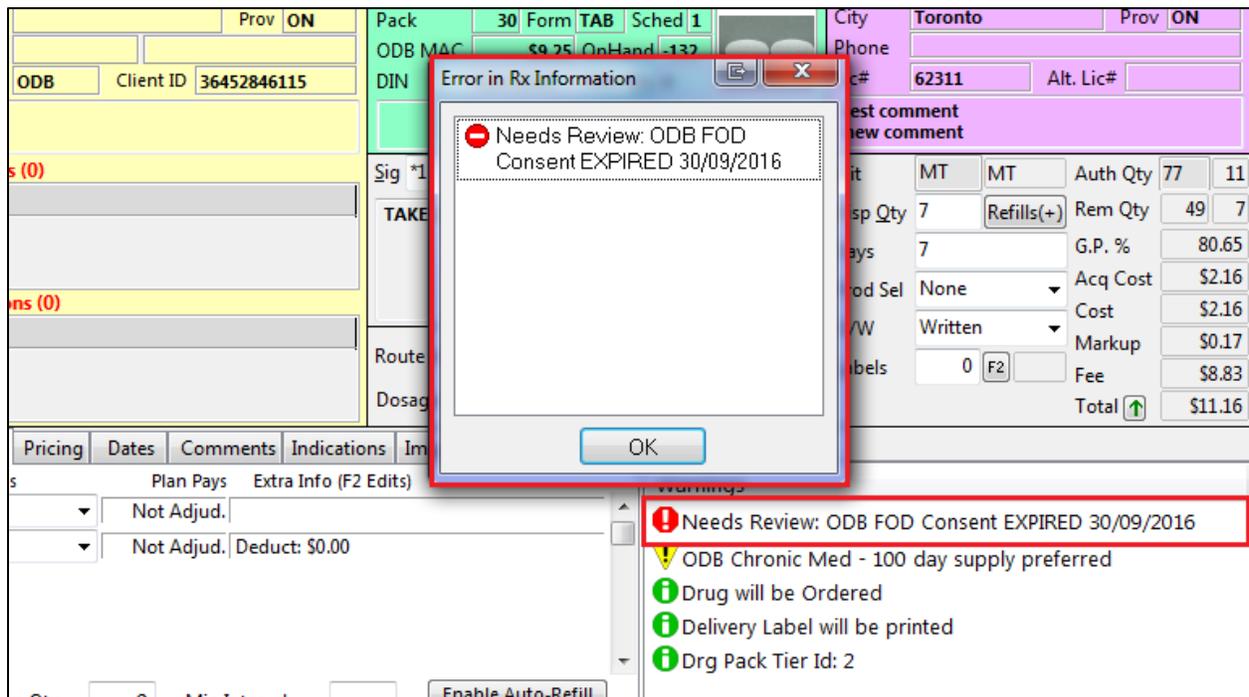
Needs Review: ODB FOD Consent Record REQUIRED

- The price has gone UP by \$8.83 since the last refill
- ODB Chronic Med - 100 day supply preferred
- Drug will be Ordered
- Delivery Label will be printed
- Drug Pack Tier Id: 2

You will not be able to fill the Rx until a new FOD record is obtained.

Expired Consent

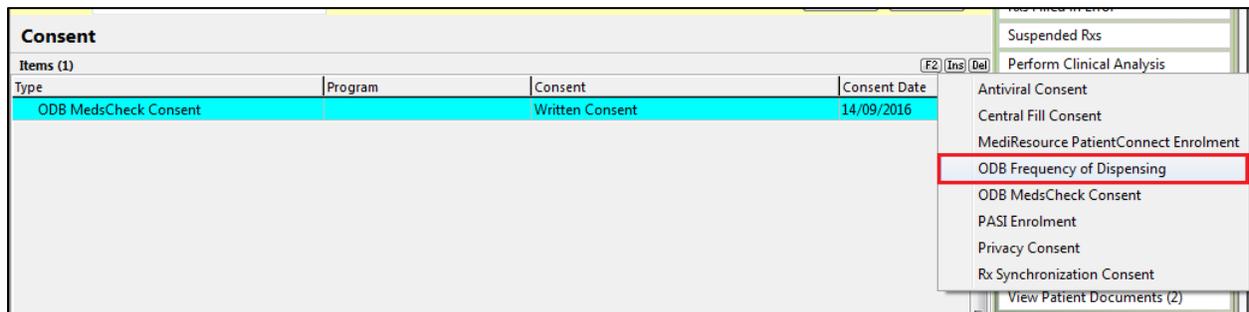
When an Rx is filled interactively and the patient’s FOD Consent record has expired, a **Needs Review: ODB FOD Consent Record EXPIRED DD/MM/YYYY** message will appear in the **Warnings** section on the F12 screen, and in a pop-up error message:



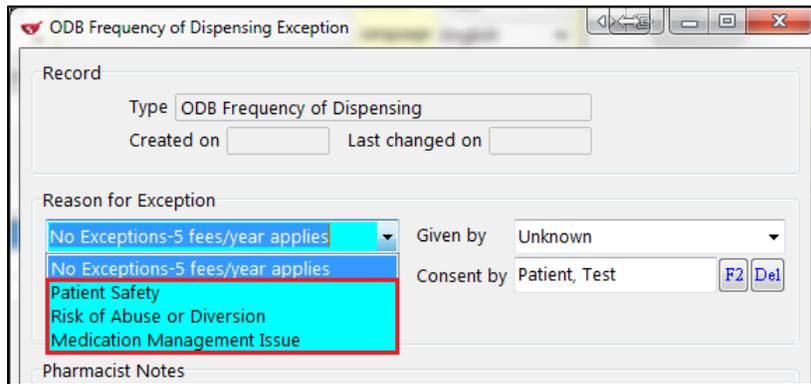
You will not be able to fill the Rx until a new FOD record is obtained.

Obtaining a New FOD Consent Record

1. Click **F3 - Patient** to access the patient record.
2. Select **Consents** from the right navigation pane.
3. Select **Ins > ODB Frequency of Dispensing**.



- The **ODB Frequency of Dispensing** form will appear. If the patient qualifies for more frequent dispensing, select a clinical reason (i.e., 'Patient Safety', 'Risk of Abuse or Diversion', or 'Medication Management Issue') from the **Reason for Exception** list.



Record

Type ODB Frequency of Dispensing

Created on [] Last changed on []

Reason for Exception

No Exceptions-5 fees/year applies

No Exceptions-5 fees/year applies

Patient Safety

Risk of Abuse or Diversion

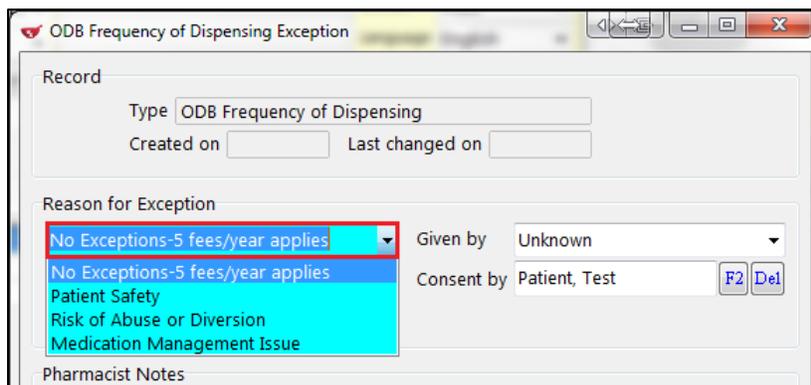
Medication Management Issue

Given by Unknown

Consent by Patient, Test [F2] [Del]

Pharmacist Notes

If the patient does NOT qualify for more frequent dispensing and the pharmacy decides to continue to dispense every 7 or 14 days, select **No Exceptions - 5 fees/year applies** from the **Reason for Exception** list.



Record

Type ODB Frequency of Dispensing

Created on [] Last changed on []

Reason for Exception

No Exceptions-5 fees/year applies

No Exceptions-5 fees/year applies

Patient Safety

Risk of Abuse or Diversion

Medication Management Issue

Given by Unknown

Consent by Patient, Test [F2] [Del]

Pharmacist Notes

- Complete the remainder of the **ODB Frequency of Dispensing Exception** form.
- If the patient qualifies for more frequent dispensing, click **Print Patient Consent** and provide the **Notification for Frequency of Dispensing Change Patient/Agent Consent** form to the patient.

If the patient does NOT qualify for more frequent dispensing, click **OK** to add the '**No Exceptions - 5 fees/year applies**' FOD consent to the patient card.

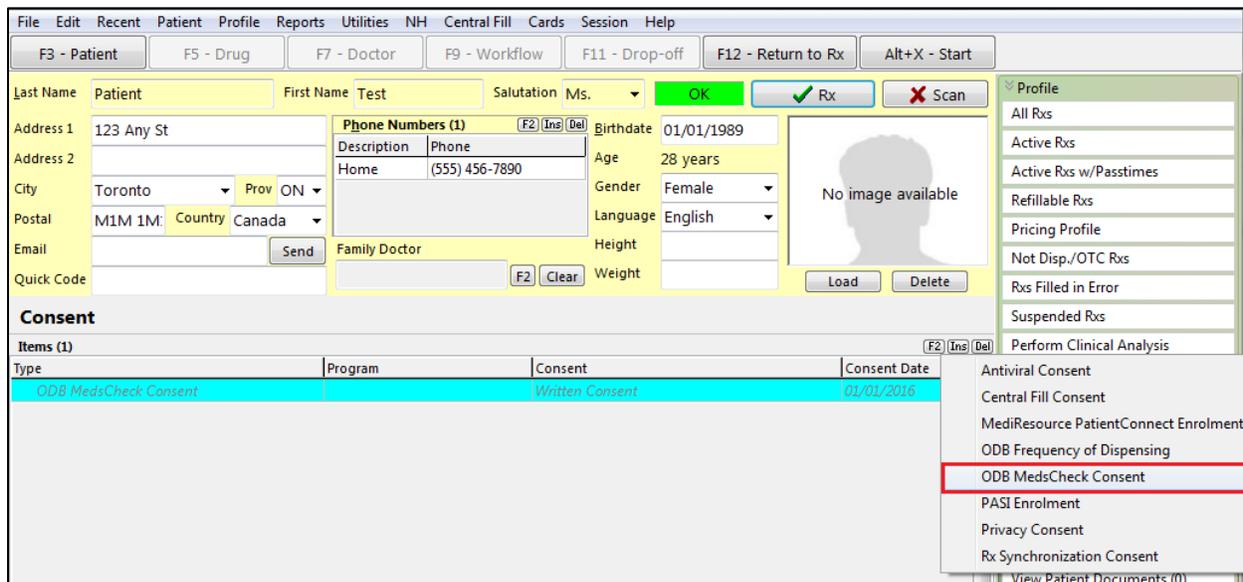
7. Scan the signed **MedsCheck Patient Acknowledgement of Professional Pharmacy Service** form back into Kroll using the [Document Scan Utility](#). The newly created FOD consent record will be added to the patient card.

Consent			
Items (2) (F2) (Ins) (Del)			
Type	Program	Consent	Consent Date
ODB MedsCheck Consent		Written Consent	14/09/2016
ODB Frequency of Dispensing		Patient Safety	12/01/2017

8. Click **F12 - Return to Rx** to resume filling the Rx.

Obtaining an ODB MedsCheck Consent Record

1. Call up the **F3 - Patient** card.
2. Select **Consents** from the right navigation pane.
3. Select **Ins > ODB MedsCheck Consent**.

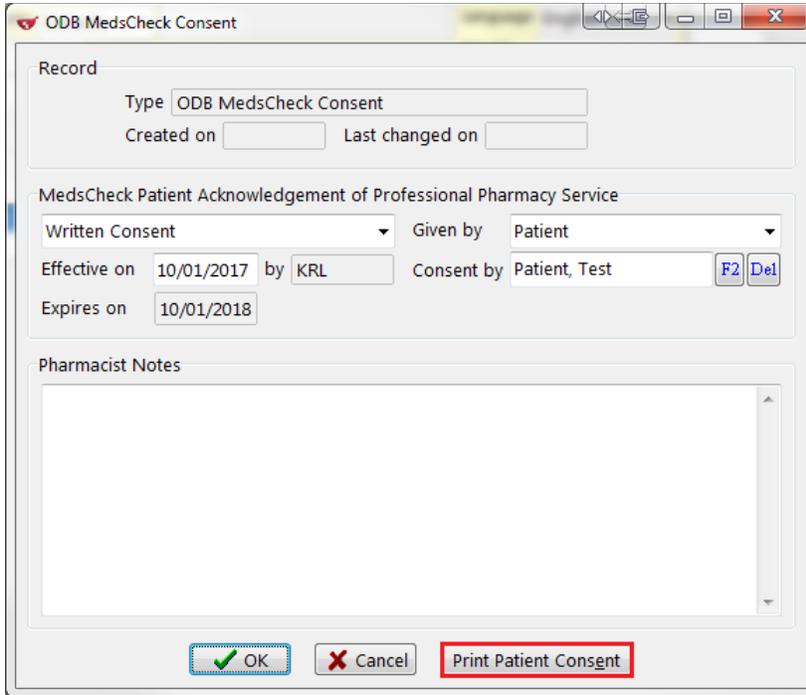


The screenshot shows a patient profile window with a 'Consent' section. A dropdown menu is open, listing various consent types. The 'ODB MedsCheck Consent' option is highlighted with a red border.

Type	Program	Consent	Consent Date
ODB MedsCheck Consent		Written Consent	01/01/2016

- Antiviral Consent
- Central Fill Consent
- MediResource PatientConnect Enrolment
- ODB Frequency of Dispensing
- ODB MedsCheck Consent**
- PASI Enrolment
- Privacy Consent
- Rx Synchronization Consent

4. Complete the **ODB MedsCheck Consent** form. When you are finished, click **Print Patient Consent**.



The screenshot shows a software window titled "ODB MedsCheck Consent". The window contains the following fields and controls:

- Record** section:
 - Type: ODB MedsCheck Consent
 - Created on: [] Last changed on: []
- MedsCheck Patient Acknowledgement of Professional Pharmacy Service** section:
 - Written Consent: [] Given by: Patient
 - Effective on: 10/01/2017 by: KRL Consent by: Patient, Test [F2] [Del]
 - Expires on: 10/01/2018
- Pharmacist Notes** section:
 - []
- Buttons at the bottom: [OK] [Cancel] [Print Patient Consent]

5. The **MedsCheck Patient Acknowledgement of Professional Pharmacy Service** form will generate. Have the patient sign and date the form.

		Ministry of Health and Long-Term Care		
MedsCheck Patient Acknowledgement of Professional Pharmacy Service To be completed annually for MedsCheck Professional Pharmacy Services (excluding MedsCheck for Long-Term Care Home residents). To be filed at the pharmacy for documentation and auditing purposes. Please cross-reference with accompanying MedsCheck reviews. Please provide a copy to the patient +/- patient's agent				
Patient Information				
Last Name Patient		First Name Test		
Address 1 123 Any St		Address 2		
City/Town Toronto		Province ON	Postal Code M1M 1M1	
Telephone Number (555) 555-5555	Email Address (if available)			
Pharmacy Information				
Pharmacy Name Kroll Pharmacy				
Address 1 100 Krollwin Drive		Address 2		
City/Town Toronto		Province ON	Postal Code M1M 1M1	
Telephone Number (222) 222-2222	Fax Number (888) 888-8888	Email Address (if available)		
<p>MedsCheck reviews typically occur at the pharmacy where there is a sufficient level of privacy that ensures patient confidentiality. A pharmacy team member will explain which program is best suited to your needs; this form is completed annually at any pharmacy that provides the program. Professional Pharmacy Services may include:</p> <p> <input type="checkbox"/> MedsCheck Annual <input type="checkbox"/> MedsCheck Follow-up <input type="checkbox"/> MedsCheck for Diabetes Annual <input type="checkbox"/> Diabetes Education Follow-up <input type="checkbox"/> MedsCheck at Home (also includes a medication cabinet clean-up and pharmacist disposal of unused medication from the patient's home with the patient's understanding) </p> <ul style="list-style-type: none"> MedsCheck is a service that patients participate in voluntarily and is sponsored by the Ontario government. Information about the MedsCheck program is available on the Ontario government and Ontario Pharmacists Association websites and/or on the Government patient brochure. MedsCheck includes a completed MedsCheck Personal Medication Record that is signed and dated by the pharmacist. The completed MedsCheck form aims to resolve real or potential drug therapy related problems identified by you, the pharmacist or your primary care provider. The accuracy of the information on the final MedsCheck document depends on the accuracy and completeness of the information provided by the patient at the time the MedsCheck was performed. The completed MedsCheck document and this patient acknowledgement demonstrate that both parties have an understanding of the MedsCheck program and the process. As a member of your health-care team, your pharmacist may confidentially share the completed MedsCheck with other health care professionals to ensure that the relevant members of your health care team are up to date on your current medication profile. Exchange of the MedsCheck Personal Medication Review will be done so in a manner to ensure secure transfer of patient health information. <p>Patient Acknowledgement By signing this form, you are acknowledging participation in an in-person MedsCheck medication review with a pharmacist associated with the pharmacy noted above. It may be necessary for the pharmacist to discuss and share your health information with other health care professionals (e.g., physicians, nurses, etc.) in accordance with generally accepted medication therapy management principles. Your signature below will indicate that you acknowledge the secure exchange of information and your agreement to the MedsCheck service.</p>				
Patient / Agent Signature			Date (yyyy/mm/dd)	
Comments				
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Disponible en français				Page 1 of 1 

6. Scan the signed **MedsCheck Patient Acknowledgement of Professional Pharmacy Service** form back into Kroll using the [Document Scan Utility](#). The newly created ODB MedsCheck Consent record will be added to the patient card.

Consent			
Items (2) (F2) (Ins) (Del)			
Type	Program	Consent	Consent Date
<i>ODB MedsCheck Consent</i>		<i>Written Consent</i>	<i>01/01/2016</i>
ODB MedsCheck Consent		Written Consent	10/01/2017