PharmaNet Adverse Drug Event

User Guide

October 2020







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Introduction

The following document is intended to describe the ADE (Adverse Drug Event) PharmaNet functionality within the Kroll Pharmacy Management System as well as the associated functions.

Changes to the Patient Network Profile

A new ADEs (Adverse Drug Event) tab has been added to the following Network Profiles:

- Profile All Rxs (TRP)
- Profile Last 15 Rxs (TRR)
- Profile Other Stores (TRS)

ent: Insucken, Insensible		Female DO	B: 27-Jan-1941	PHN: 973538730
cal Conditions (3) Adverse Reactions (2) ADEs (7) Profile (26)				← Ctr
Drug	DIN	Form	Manufacturer	▼ Date Reporte
Penicillin V Potassium 300 MG	00642215	Tablet	Aa Pharma Inc.	20/02/2020
Warfarin Sodium 3 MG	02240205	Tablet	B-M Squibb	20/02/2020
Ramipril 5 MG	02247918	Capsule	Pharmascience	20/02/2020
Venlafaxine Hcl 150 MG	02275058	Cap Er 24h	Teva Canada Li	20/02/2020
Olanzapine 10 MG	02281821	Tablet	Apotex Inc	20/02/2020
Lorazepam 0.5 MG	02410745	Tab Subl	Apotex Inc	20/02/2020
Tiotropium Bromide 2.5 MCG	02435381	Mist Inhal	Boehringer Ing	20/02/2020





By selecting a Drug and clicking Detail, the PharmaNet ADE Details form will be brought up. This displays additional information on the ADE.

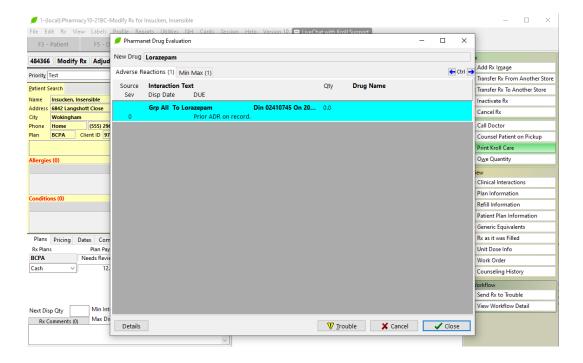
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Ramipril 5 MG	Adverse Reaction	20/02/2020
Venlafaxine H	Drug Lorazepam 0.5 MG	20/02/2020
Olanzapine 10	DIN 02410745 Form Tab Subl Manufacturer Apotex Inc	20/02/2020
Lorazepam 0.5	Event Type Drug Withdrawal Certainty Certain Outcome Hospitalization Dose with Units Frequency/Sig Fr	20/02/2020
liotropium Br	Condition	20/02/2020
	Symptoms/Diagnosisis Chronic No	
	Date Reported 20/02/2020 15:40 Pract Ref 91 Pract ID XXANR Reported By AE	





PharmaNet Drug Evaluation

When filling a prescription for a drug where an ADE is recorded, after dismissing the profile and prior to adjudication, the PharmaNet Drug Evaluation form will be displayed.



To display more information on any of the detected issues on the PharmaNet Drug Evaluation, highlight the entry and click the Details button. Click Next to cycle through each tab and click Close once completed to dimiss the PharmaNet Drug Evaluation form.





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Filling a Prescription - No ADE Alert is returned

When filling a prescription for a drug, no ADE Alert will be displayed if one of the below criteria is met when filling a drug for the recorded ADE;

If the ADE Type is:

- Drug Withdrawal
- Non-Adherence

OR

If the Certainty is:

- Unlikely
- Refuted

OR

If the Outcome is:

- Death
- Fetal Defect

If no ADE Alert is displayed, adjudication will proceed.

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PLAN= ACC EXP RESTRIC	tient not entitled to dr S/A=N EXP= DR =0000000.00 RBP=N TION= FEE=000 Pricing Adjust Submitted Accepted Difference	ug claimed. UG=00000.00 LCA=N BEN= 0.00 tments 2.84 0.00 2.84	Markup 0.28 0.00 0.28	8.99 0.00 8.99	12.11 0.00 12.11	Prev Paid Plan Pays Discount Pat Pays	0.00 0.00 0.00 12.11		ical Interactions Information II Information ent Plan Information eric Equivalents s it was Filled Dose Info k. Order neeling History
PLAN= ACC EXP RESTRIC	tient not entitled to dr S/A=N EXP= DR =0000000.00 RBP=N TION= FEE=000 Pricing Adjust Submitted Accepted Difference	ug claimed. UG=00000.00 LCA=N BEN= 0.00 tments 2.84 0.00 2.84	Markup 0.28 0.00	8.99 0.00 8.99	12.11 0.00 12.11	Prev Paid Plan Pays Discount	0.00 0.00 0.00	<u>C</u> ance	ical Interactions Information II Information ent Plan Information eric Equivalents s it was Filled Dose Info k. Order neeling History
PLAN= ACC EXP RESTRIC Plans Pricing Rx Plans BCPA Cash	tient not entitled to dr S/A=N EXP= DR = 0000000.00 RBP=N TION= FEE=000 Pricing Adjus Submitted Accepted Difference Discount	ug claimed. UG=00000.00 LCA=N BEN= 0.00 tments 2.84 0.00 2.84	Markup 0.28 0.00 0.28 0.28 djust it, if desired,	8.99 0.00 8.99	12.11 0.00 12.11	Prev Paid Plan Pays Discount Pat Pays	0.00 0.00 0.00 12.11	<u>C</u> ance	ical Interactions Information Information ent Data Information ent Equivalents is it was filed Dose Info it. Order meeting History IRK @W
PLAN= ACC EXP RESTRIC Plans Pricing RA Plans BCPA Ceash Vext Disp Qty Min 1	tient not entitled to dr S/A=N EXP= DR e000000.00 RB=N TTION= FEE=000 Pricing Adjuss Submitted Accepted Difference Discount	ug claimed. UG=00000.00 LCA=N BEN= 0.00 tments 2.84 0.00 2.84	Markup 0.28 0.00 0.28 0.28 djust it, if desired,	8.99 0.00 8.99	12.11 0.00 12.11	Prev Paid Plan Pays Discount Pat Pays	0.00 0.00 0.00 12.11	<u>C</u> ance	Information Informatio Information Information Information Information Informa
PLAN= ACC EXP RESTRIC Plans Pricing Rx Plans BCPA Cesh Vect Disp Qty Min 1	tient not entitled to dr S/A=N EXP= DR = 0000000.00 RBP=N TION= FEE=000 Pricing Adjus Submitted Accepted Difference Discount	ug claimed. UG=00000.00 LCA=N BEN= 0.00 tments 2.84 0.00 2.84	Markup 0.28 0.00 0.28 0.28 djust it, if desired,	8.99 0.00 8.99	12.11 0.00 12.11	Prev Paid Plan Pays Discount Pat Pays	0.00 0.00 0.00 12.11	<u>C</u> ance	Information Informatio Information Information Information Information Informa





Filling a Prescription – ADE Alert is displayed

When filling a prescription for a drug, a PharmaNet ADE Alert will be displayed if a recorded ADE for the drug meets the following criteria;

If the ADE Type is NOT:

- Drug Withdrawal
- Non-Adherence

AND

If the Certainty is NOT:

- Unlikely
- Refuted

AND

If the Outcome is NOT:

- Death
- Fetal Defect

atient: Civies, Prec	essing					Ν	lale D	OB: 09-Jul-1992	PH	IN: 973538
linical <u>C</u> onditions (2)	Adverse Reactions	(0) A	ADEs (8) Profile (87)							(
Drug	PharmanetADEDeta	IsEorm			1	200	-	X	•	Date Repo
Sulfamethoxa										20/02/202
Cephalexin 50				Pharmanet	ADE				. [20/02/202
	Description Adverse Reaction									20/02/202
Warfarin Sodi		xazole	e/Trimethoprim 400MG-8	OMG					ŀ	20/02/202
Warfarin Sodi	DIN 00445274		m Tablet		r Apotex Inc				ŀ	20/02/202
	Event Type	Adve	rse Drug Reaction	Certainty	Certain	Outcome	Perma	nent Disability	ŀ	
Citalopram Hy	Dose with Units		Frequency/Sig						I.	20/02/202
Meloxicam 7.5	Condition								1	20/02/202
Fentanyl 50M	Symptoms/Diagno	sisis	TOXIC EPIDERMAL NEC TRICHIASIS	ROLYSIS				^		20/02/202
	Chronic No		SKIN HYPERPIGMENTAT	ION				~	J.	
	Date Reported 20/	02/202	20 15:53 Pract Ref 1	91 Pract ID	XXANR R	eported By A			1	
	Date Reported 20	02/201	IJ.JJ Placenter	Placelo	AAAAAA K		•		1	
				🖌 🗸 ОК]				1	

When filling a prescription for a drug and there is a recorded ADE for the drug with the above criteria, after going through the PharmaNet Drug Evaluation, the PharmaNet ADE Alert will be displayed along with various options to manage the ADE Alert.





Managing an ADE Alert

On the PharmaNet ADE Alert form, the pharmacy can manage the alert by selecting from the below appropriate option:

- Reverse the dispense
- Override and Dispense As Is
- Modify Rx
- Adapt Rx
- Defer the decision

J 1-(local):Pharmacy10-218C-Modify Rx for Civies, Precessing		- 🗆 X
		~
File Edit Rx View Labels Profile Reports Utilities NH Cards Session Help Version 10 📟 LiveChat with Kroll Support		
F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - Save Changes Alt+X - Start		
484370 Modify Rx Adju Rx Start Date Previous Fill This Rx Latest Fill	Ry	
PharmanetADEAlertForm —	×	Add Rx I <u>m</u> age
Priority Test Pharmanet ADE Alert		ransfer Rx From Another Store
Patient Search Description Grp All to SULFAMETHOXAZOLE/TRIMETHOPRIM DIN 00445274 on 2020/02/20 by AE		ransfer Rx To Another Store
Name Civies, Precessing Adverse Reaction		nactivate Rx
Address 5618 Stockheld Drive City Falmouth Drug Sulfamethoxazole/Trimethoprim 400MG-80MG		Cancel Rx
Phone Home (555) 5 DIN 00445274 Form Tablet Manufacturer Apotex Inc		Call Doctor
Plan BCPA Client ID S		Counsel Patient on Pickup
Event Type Adverse Drug Reaction Certainty Certain Outcome Permanent Disability		rint Kroll Care
Allergies (0) Frequency/Sig		Dwe Quantity
Condition		
Symptoms/Diagnosisis TOXIC EPIDERMAL NECROLYSIS	^	W Clinical Interactions
Chronic No Skill HYPERPIGMENTATION		Plan Information
Conditions (0)		Refill Information
Date Reported 20/02/2020 15:53 Pract Ref 91 Pract ID XXANR Reported By AE		Patient Plan Information
		-
Would you like to:		eneric Equivalents
Plans Pricing Dates Co Reverse the dispense		
Rx Plans Plan P BCPA Not Ad Override and Dispense As Is		Jnit Dose Info
		Vork Order
Lasn V Not Ad Modify Rx		Counseling History
Adapt Rx		rkflow
Defer the decision		end Rx to Trouble
Next Disp Oty Min Incense services	_	liew Workflow Detail
Rx Comments (0) Max Disp Qty		
^		
×		





Managing an ADE Alert - Reverse the dispense

Select 'Reverse the dispense' to cancel the prescription when the drug is not appropriate to dispense to the patient. When this option is selected, there will be additional options available to select:

- Cancel Rx and claim Fee
- Doctor cancelled the Rx
- Data Entry Error
- Refused by Patient

🝠 1-(local):Pharmacy10-21BC	Modify Rx for Civies, Precessing	- 🗆 X
File Edit Rx View Labels	Profile Reports Utilities NH Cards Session Help Version 10 💷 LiveChat with Kroll Support	
F3 - Patient F5 - I	Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - Save Changes Alt+X - Start	
484370 Modify Rx Adju		≚Rv.
	💋 PharmanetADEAlertForm — 🗆 🔿	× Add Rx I <u>m</u> age
Priority Test	Pharmanet ADE Alert	ransfer Rx From Another Store
Patient Search	Description Grp All to SULFAMETHOXAZOLE/TRIMETHOPRIM DIN 00445274 on 2020/02/20 by AE	ransfer Rx To Another Store
Name Civies, Precessing	Adverse Reaction	nactivate Rx
Address 5618 Stockheld Drive City Falmouth	Drug Sulfamethoxazole/Trimethoprim 400MG-80MG	Cancel Rx
Phone Home (555) 5	DIN 00445274 Form Tablet Manufacturer Apotex Inc	Call Doctor
Plan BCPA Client ID	Event Type Adverse Drug Reaction Certainty Certain Outcome Permanent Disability	Counsel Patient on Pickup
	Dose with Units Frequency/Sig	rint Kroll Care
Allergies (0)		Dwe Quantity
	Condition Symptoms/Diagnosisis TOXIC EPIDERMAL NECROLYSIS	w
	TRICHIASIS	linical Interactions
Conditions (0)		lan Information
Conditions (U)	Date Reported 20/02/2020 15:53 Pract Ref 91 Pract ID XXANR Reported By AE	tefill Information
	Date Reported 20/02/2020 15:53 Pract Ref 91 Pract ID XXANR Reported By AE	atient Plan Information
	Would you like to:	eneric Equivalents
Plans Pricing Dates Co	Reverse the dispense Cancel Rx and claim Fee	x as it was Filled
Rx Plans Plan Pa	Dester Cancelled By	Init Dose Info
BCPA Not Ad	Override and Dispense As Is Data Entry Error	Vork Order
Cash ~ Not Ad	Modify Rx Refused by Patient	Counseling History
	Adapt Rx	rkflow
	Defer the decision	end Rx to Trouble
Next Disp Qty Min In		iew Workflow Detail
	isp Qty	





Cancel Rx and claim Fee

1. Select 'Reverse the dispense' > 'Claim Rx and claim Fee' when the prescription is to be cancelled and a refusal to fill fee is to be claimed.

🕖 PharmanetADEAlertF	orm					-		\times
		Р	harmanet AD	E Alert				
Description Grp All t	o SULFAMETHOX	AZOLE/TRIM	THOPRIM DIN	00445274 on 202	0/02/20 by AE			
Adverse Reaction								
Drug Sulfametho	kazole/Trimethop	rim 400MG-80	MG					
DIN 00445274	Form Tablet		Manufacturer	Apotex Inc				
Event Type	Adverse Drug Rea	action	Certainty	Certain	Outcome	Permanent	Disabili	ty
Dose with Units	Frequ	ency/Sig						
Symptoms/Diagnos Chronic No Date Reported 20/0	TRICHIASIS SKIN HYPE	PERMAL NECR	ON 1 Pract ID		eported By AE]		~ ~
			Would you lik	e to:				
			Reverse the disp	oense	Cancel Rx and o	laim Fee		
		0	verride and Dispe	nse As Is	Doctor Cancelle Data Entry Error			
			Modify Rx		Refused by Pati			
			Adapt Rx				_	
			Defer the deci	sion				

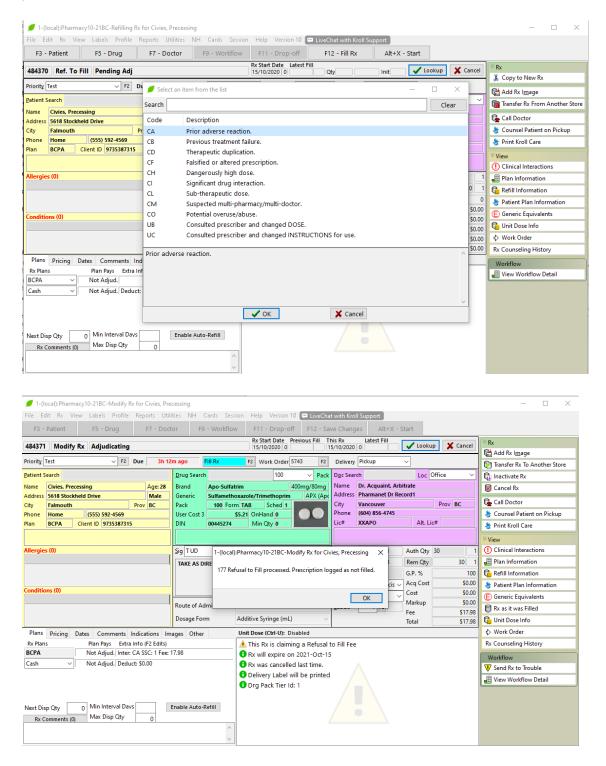
2. Reversal will initialize and the 'RA' code will automatically be sent for the reversal.

🕖 1-(le	ocal):Pharm	acy10-21BC-Mo	dify Ro	for (Civies, Pre	ecessing										- 🗆 X
File Ed	lit Rx Vi	ew Labels Pr	ofile	Repo	orts Util	ities NH	I Cards S	ession	Help Versi	on 10 💽	LiveCha	t with Kro	II Support			
F3 -	Patient	F5 - Drug		1	F7 - Doc	tor	F9 - Workd	low	F11 - Drop	o-off	F12 - Sa	ve Chang	jes Alt+X	- Start		
484370	Modify	Rx Reversin	, Adj						Rx Start Date 15/10/2020		us Fill Th	nis Rx 5/10/2020	Latest Fill 0 15/10/2020 0	D 🗸 Lookup	X Cancel	[⊗] Rx
Date 15/	/10/2020	Time 14:40	F2	Due	14 se	ecs ago	Cancel Ro	(F	2 Work Ord	ler 0	F2	Delivery	Pickup	~		Add Rx Image
Patient S	earch					<u>D</u> rug Se	arch		100	. [F2 Pack	Doc Sea	rch	Loc Offi	ce 🗸	Transfer Rx To Another Store
Name	Civies, Prec				Age: 28	Brand	Apo-Sulfat				ng/80mg	Name	Dr. Acquaint, A			🕞 Inactivate Rx
	5618 Stock Falmouth	eld Drive	_	Prov	Male	Generic Pack	Sulfametho		rimethoprim Sched		APX (Ape	Address City	Pharmanet Dr F Vancouver		Prov BC	G Call Doctor
City Phone	Home	(555) 592-45		PTOV	DC	Pack	100 Point		OnHand 0			Phone	(604) 856-4745		lov be	S Counsel Patient on Pickup
Plan	ВСРА	Client ID 97353	87315			Adjudicati	on Reversal f	or BCPA					-	X		👆 Print Kroll Care
					View	Rx Ne	etwork									∀View
Allergie	s (0)								The rest		as accept				30 1	Clinical Interactions
									i ne rev	ersai wa	as accept	ea.			30 1	I 🚛 Plan Information
									🗸 ОК]	rouble			86.46	-
Conditio	os (0)				_										\$1.45	
												0/W		Cost	\$1.56 \$0.16	E Generic Equivalents
							f Admin	Oral				Labels	1 F2	Fee	\$8.99	
						Dosage	Form	Addit	tive Syringe (mL)	~			Total	\$10.71	-
Plans	Pricing	Dates Comme				nages Ot	her	A F	Press F12 to	comple	te the re	versal.				🕏 Work Order
Rx Plan BCPA	s	Plan Pays Not Adjud.			F2 Edits)								ange certain va	alues		Rx Counseling History
Cash		Not Adjud.	inter: I	NA				- 1 7	8x will expire Delivery Lab							Workflow
Cash		Not Aujuu.							Delivery Lab Drg Pack Tie		e printed					V Send Rx to Trouble
									ng ruck ne							View Workflow Detail
Next Dis	p Qty	Min Intervi	I Days	-		Enable Au	to-Refill									
Rx C	omments (0)	Max Disp (ity					_								
								^								
								~								





 Once the reversal completes, click OK and the Refusal to Fill Rx will be initialized. Pharmacy will be displayed a list of intervention codes to be sent for the Refusal to Fill fee. Once selected, proceed to process the Refusal to Fill fee.







Doctor Cancelled Rx

 Select 'Reverse the dispense' > 'Doctor Cancelled Rx' if the doctor has requested the Rx to be cancelled. Reversal will initialize and the 'RC' code will automatically be sent for the reversal.

						Pharmanet /	ADE Alert				
escripti	ion Grp A	All to S	JLFAM	ETHOX	AZOLE/TRI	METHOPRIM D	N 00445274 on 2	020/02/20 by AE			
Advers	e Reaction	ı									
Drug	Sulfame	thoxaz	le/Trin	nethop	rim 400MG	-80MG					
DIN	004452	74 F	orm Ta	ablet		Manufactu	rer Apotex Inc				
Event	Туре	Ad	erse D	rug Rea	action	Certainty	Certain	Outcome	Permanen	t Disabilit	у
Dose	with Units	5		Frequ	ency/Sig						
· ·	ion itoms/Dia <u>c</u> nic No	gnosisis	TRIC	CHIASIS							
Chror	otoms/Dia <u>c</u> nic No	gnosisis 20/02/2	TRIC	CHIASIS		TION	XXANR like to:	Reported By AE	1		
Chror	otoms/Dia <u>c</u> nic No		TRIC	CHIASIS N HYPE	RPIGMENT	91 Pract ID	like to:	Reported By AE			
Chror	otoms/Dia <u>c</u> nic No		TRIC	CHIASIS N HYPE	RPIGMENT	91 Pract ID Would you	like to: dispense	Cancel Rx and	claim Fee ed Rx		
Chror	otoms/Dia <u>c</u> nic No		TRIC	CHIASIS N HYPE	RPIGMENT	91 Pract ID Would you Reverse the	like to: dispense spense As Is	Cancel Rx and	claim Fee ed Rx r		
Chror	otoms/Dia <u>c</u> nic No		TRIC	CHIASIS N HYPE	RPIGMENT	91 Pract ID Would you Reverse the Override and Di	like to: dispense spense As Is Rx	Cancel Rx and Doctor Cancelle Data Entry Error	claim Fee ed Rx r		

🕖 1-(l	ocal):Pharma	acy10-21BC-Modify F	Rx for (Civies, Pre	ecessing									- 🗆 ×
File Ec	dit Rx Vie	w Labels Profile	Repo	orts Util	lities NH	Cards Se	sion Help	/ersion 10 📻	LiveCha	t with Kro	Il Support			
F3 -	Patient	F5 - Drug		F7 - Dod	tor	F9 - Workflo	W F11 - I	Drop-off	F12 - Sa	ve Chang	ges Alt+X -	Start		
48437	2 Modify	Rx Reversing Ad	ij				Rx Start 15/10/2	Date Previou	s Fill Th	iis Rx 5/10/2020	Latest Fill 0 15/10/2020 0	🗸 Lookup	X Cancel	[⊗] Rx
Data II	/10/2020	Time 14:46 F2	Due	FO	ecs ago	Cancel Rx	F2 Wor	0.4.0	F2		Pickup			Add Rx I <u>m</u> age
		Time 14:40 F2	Due	23.26	-		F2 Wor							in Transfer Rx From Another Store
Patient S					Drug Sea					Doc Sea		Loc Office	• · ·	🔄 Transfer Rx To Another Store
Name	Civies, Prec			Age: 28	Brand	Apo-Sulfatrin			y/80mg	Name	Dr. Acquaint, Ar Pharmanet Dr R			🕞 Inactivate Rx
Address City	5618 Stockt Falmouth	neld Drive	Prov	Male	Generic Pack	100 Form	azole/Trimetho	hed 1	APX (Apc	City	Vancouver		ov BC	Call Doctor
Phone	Home	(555) 592-4569	FION	UC .	Purch		\$4.82 OnHand				(604) 856-4745			Scounsel Patient on Pickup
Plan	BCPA	Client ID 973538731	5		Adjudicatio	on Reversal fo	BCPA				_	o x		👆 Print Kroll Care
				View	Rx Ne	twork								∀View
Allergie	s (0)			-									30 1	Clinical Interactions
							The	The reversal was accepted.					Plan Information	
							🖌 ок	7	1	rouble			86,46	Refill Information
									-	rouble			\$1.45	A Patient Plan Information
Conditio	ons (0)			-						O/W		Cost	\$1.56	E Generic Equivalents
					Route of	Admin	Oral		~	Labels	1 F2	Markup	\$0.16	Rx as it was Filled
					Dosage	Form	Additive Syrin	ae (mL)	~	-		Fee	\$8.99 \$10.71	Unit Dose Info
Disco							-					lotal	\$10.71	Nork Order
Plans Rx Plan		Dates Comments Plan Pays			nages Oth	her		2 to complet						Rx Counseling History
BCPA	is (Not Adjud Inter		-2 Edits)				een adjudica xpire on 202			ange certain va	lues		
Cash		Not Adjud.	. ne					xpire on 202 Label will be						Workflow
							O Drg Pac		printed					V Send Rx to Trouble
							- Ligitat							View Workflow Detail
Next Dis	ap Qty	Min Interval Da	vs		Enable Aut	to-Refill								
Rx comments (0) Max Disp Qty														
						~	1							
						~								





Data Entry Error

1. Select 'Reverse this dispense' > 'Data Entry Error' when the prescription is to be cancelled due a data entry error. Reversal will initialize and the "RE" code will be automatically sent for the reversal.

~	EAlertForm						-		\times
				Pharmanet A	DE Alert				
Description Grp	All to SULFA	METHOX	AZOLE/TRI	METHOPRIM DI	N 00445274 or	n 2020/02/20 by AE			
Adverse Reaction	on								
Drug Sulfam	nethoxazole/T	rimethop	rim 400MG	-80MG					
DIN 00445	274 Form	Tablet		Manufactur					
Event Type	Adverse	Drug Rea	ction	Certainty	Certain	Outcome	Permanent	Disabili	ty
Dose with Un	its	Frequ	ency/Sig						
Date Reported	20/02/2020	15:53	Pract Ref	91 Pract ID Would you	XXANR	Reported By AE]		
				Reverse the d	lispense	Cancel Rx and c	aim Fee		
				Reverse the d		Cancel Rx and cl Doctor Canceller			
					pense As Is	Doctor Cancelle Data Entry Error	1 Rx		
				Override and Dis	pense As Is Rx	Doctor Cancelle	1 Rx		

I-(local):Pharmacy10-218C-Modify Rx for Civies, Precessing									
File Edit Rx View Labels Profile Report	ts Utilities NH Cards Session	Help Version 10 💬 LiveChat	with Kroll Support						
F3 - Patient F5 - Drug F7	7 - Doctor F9 - Workflow	F11 - Drop-off F12 - Sav	ve Changes Alt+X - S	Start					
484373 Modify Rx Reversing Adj (Inact	e)	Rx Start Date Previous Fill Th 15/10/2020 0 15	is Rx Latest Fill /10/2020 0 15/10/2020 0	🖌 Lookup	🗶 Cancel	[⊗] Rx			
Date 15/10/2020 Time 14:57 F2 Due	21 secs ago Cancel Rx	F2 Work Order 0 F2	Delivery Pickup	<u></u>		Add Rx Image			
				· .		Transfer Rx From Another Store			
Patient Search	Drug Search	100 F2 Pack	Doc Search Name Dr. Acquaint, Arb	Loc Office		Call Doctor			
	ge: 28 Brand Apo-Sulfatrim Male Generic Sulfamethoxazole/	400mg/80mg /Trimethoprim APX (Apc	Address Pharmanet Dr Re			🐣 Counsel Patient on Pickup			
City Falmouth Prov B		Sched 1	City Vancouver	Prov	BC	👆 Print Kroll Care			
Phone Home (555) 592-4569	Purch \$4.82	2 OnHand 0	Phone (604) 856-4745			∀View			
Plan BCPA Client ID 9735387315	9 Adjudication Reversal for BCP	A	-	o x		Clinical Interactions			
	View Rx Network					🚛 Plan Information			
Allergies (0)		The reversal was accept		1	30 1	C Refill Information			
		The reversal was accepted.				👆 Patient Plan Information			
		V OK Irouble			86.46	E Generic Equivalents			
Conditions (0)					\$1.45	🗑 Rx as it was Filled			
Conditions (0)			0/W ~	Cost	\$1.56	🔁 Unit Dose Info			
	Route of Admin Ora	al 🗸 🗸	Labels 1 F2	Markup Fee	\$0.16 \$8.99	🗘 Work Order			
	Dosage Form Add	ditive Syringe (mL) 🗸 🗸		Total	\$10.71	Rx Counseling History			
Plans Pricing Dates Comments Indication	ons Images Other	Press F12 to complete the rev	ersal.			Workflow			
Rx Plans Plan Pays Extra Info (F2	Edits)	Rx is inactive.				V Send Rx to Trouble			
BCPA Not Adjud. Inter: RE	<u>^</u>	Rx has been adjudicated. You	can't change certain valu	ies		Uiew Workflow Detail			
Cash Not Adjud.	17	Rx will expire on 2021-Oct-15							
		Delivery Label will be printed							
	9	Drg Pack Tier Id: 1							
Next Dira Chy Min Interval Davs Enable Auto-Refill									
Next Disp Qiy	Enable Auto-Refill								
Rx Comments (0) Max Disp Qty									
	~								





Refused by patient

1. Select 'Reverse the dispense' > 'Refused by Patient' if the fill is refused by the patient. Reversal will be initialized and the 'RR' code will be automatically sent for the reversal.

PharmanetADEAlertForm	n											
			Pharmanet A	DE Alert								
escription Grp All to S	ULFAMET	HOXAZOLE/T	RIMETHOPRIM DI	N 00445274 on 20	020/02/20 by AE							
Adverse Reaction												
Drug Sulfamethoxaz	ole/Trime	thoprim 400M	G-80MG	80MG								
DIN 00445274 F	orm Tabl	et	Manufactur	Manufacturer Apotex Inc								
Event Type Ad	verse Dru	g Reaction	Certainty	Certain	Outcome	Permanent	Disabili	ty				
Dose with Units	ſ	requency/Sig										
Symptoms/Diagnosisis	TRICH	EPIDERMAL N IASIS IYPERPIGMEN						< >				
Symptoms/Diagnosisis Chronic No	TRICH SKIN H	IASIS	TATION		Reported By AE]						
Symptoms/Diagnosisis Chronic No	TRICH SKIN H	IASIS IYPERPIGMEN	TATION	like to:	Reported By AE Cancel Rx and c							
Symptoms/Diagnosisis Chronic No	TRICH SKIN H	IASIS IYPERPIGMEN	TATION If 91 Pract ID Would you	like to: lispense	Cancel Rx and c Doctor Cancelle	laim Fee d Rx						
Symptoms/Diagnosisis Chronic No	TRICH SKIN H	IASIS IYPERPIGMEN	TATION of 91 Pract ID Would you Reverse the c	like to: lispense pense As Is	Cancel Rx and c	laim Fee d Rx						
	TRICH SKIN H	IASIS IYPERPIGMEN	TATION of 91 Pract ID Would you Reverse the c Override and Dis	like to: lispense pense As Is Rx	Cancel Rx and c Doctor Cancelle Data Entry Error	laim Fee d Rx						

1-(local):Pharmacy10-21BC-Modify Rx for Civies, Pre	ecessing					- 🗆 ×		
File Edit Rx View Labels Profile Reports Util	ities NH Cards Session	Help Version 10 💬 LiveChat	with Kroll Support					
F3 - Patient F5 - Drug F7 - Doc	tor F9 - Workflow	F11 - Drop-off F12 - Sav	ve Changes Alt+X -	Start				
484374 Modify Rx Reversing Adj		Rx Start Date Previous Fill Th 15/10/2020 0 15	is Rx Latest Fill /10/2020 0 15/10/2020 0	Lookup	X Cancel	∀Rx		
						Add Rx Image		
		F2 Work Order 0 F2	Delivery Pickup	~		Transfer Rx From Another Store		
Patient Search	Drug Search					🐑 Transfer Rx To Another Store		
Name Civies, Precessing Age: 28 Address 5618 Stockbeld Drive Male	Brand Apo-Sulfatrim	400mg/80mg Trimethoprim APX (Apc	Name Dr. Acquaint, Art Address Pharmanet Dr Re			🔂 Inactivate Rx		
Address 5618 Stockheld Drive Male City Falmouth Prov BC	Generic Sulfamethoxazole/T Pack 100 Form TAB	Sched 1	City Vancouver		V BC	🕞 Call Doctor		
Phone Home (555) 592-4569		OnHand 0	Phone (604) 856-4745			👆 Counsel Patient on Pickup		
Plan BCPA Client ID 9735387315	Adjudication Reversal for BCPA		_			👆 Print Kroll Care		
View	Rx Network					∀View		
Allergies (0)		-			30 1	() Clinical Interactions		
		The reversal was accept	30 1	Plan Information				
	E	🗸 ОК 🛛 🔳	rouble		86.46	C Refill Information		
	_				\$1.45	👆 Patient Plan Information		
Conditions (0)			0/W	Cost	\$1.56	E Generic Equivalents		
	Route of Admin Oral	~	Labels 1 F2	Markup Fee	\$0.16 \$8.99	🗑 Rx as it was Filled		
	Dosage Form Addi	itive Syringe (mL) 🗸 🗸		Total	\$10.71	C Unit Dose Info		
Plans Pricing Dates Comments Indications Im	ages Other	Press F12 to complete the rev	ersal.			🗘 Work Order		
Rx Plans Plan Pays Extra Info (F2 Edits)		Rx has been adjudicated. You		ues		Rx Counseling History		
BCPA Not Adjud. Inter: RR	0	Rx will expire on 2021-Oct-15				Workflow		
Cash Not Adjud.		Delivery Label will be printed				V Send Rx to Trouble		
	0	Drg Pack Tier Id: 1				View Workflow Detail		
Next Disn Chy Min Interval Days Enable Auto-Refill								
Hereby ety Har Disc On								
Rx Comments (0) Max Disp Upy								
	~							





Managing an ADE Alert - Override and Dispense As Is

1. Select 'Override and Dispense as Is' if it has been determined that the drug is appropriate for the patient and the dispense will proceed as is.

9 PharmanetADEAlertForm				-		×			
	Pharmanet A	DE Alert							
Description Grp All to SULFAMETHOXAZOLE/TRIM	ETHOPRIM DI	N 00445274 on 202	0/02/20 by AE						
Adverse Reaction									
Drug Sulfamethoxazole/Trimethoprim 400MG-8	30MG								
DIN 00445274 Form Tablet	Manufactur								
Event Type Adverse Drug Reaction	Certainty	Certain	Outcome	Permanent	Disabili	ty			
Dose with Units Frequency/Sig									
Chronic No TRICHIASIS SKIN HYPERPIGMENTAT Date Reported 20/02/2020 15:53 Pract Ref			eported By AE]		¥			
	Reverse the d	ispense							
	verride and Dis	pense As Is							
	Modify	Rx							
	Adapt Rx								
	Defer the de	ecision							

2. A list of override reason codes will be displayed. Select an appropriate code to proceed.

🕖 1-(local):Pharmad	cy10-21BC	-Modify Rx f	or Civies, Precessir	ng						- 🗆 X
File Edit Rx View	w Labels	Profile F	Reports Utilities	NH Cards Session	Help Version 10	📟 LiveChat with Kroll Su	upport			
F3 - Patient	F5 - C	Drug	F7 - Doctor	F9 - Workflow	F11 - Drop-off	F12 - Save Changes	Alt+X - Start			
484377 Modify R					Previous Fill This F	bx Rx Start Date I	Latest Fill		× ₽s	4
	x Adju	🕖 Pharma	netADEAlertForm					_		Add Rx I <u>m</u> age
Priority Test	_		🕖 Please select	a reason for overriding	the ADE Alert		_	\Box \times		ransfer Rx From Another Store
Patient Search		Descriptio	Search					Clear	1	ransfer Rx To Another Store
Name Civies, Preces	ssing	Adverse								nactivate Rx
Address 5618 Stockhe City Falmouth	eld Drive	Drug	code L	Description ill despite prior subst						Cancel Rx
Phone Home	(555) 5	DIN	- ·	ill despite prior subsi ienefit outweighs risk.						Call Doctor
Plan BCPA C	Client ID 🔮	Event T		DE report erroneous					ability	Counsel Patient on Pickup
) AI A	DE alert inappropria					ibility	rint Kroll Care
Allergies (0)	_	Dose w	AR A	DE refuted.						D <u>w</u> e Quantity
		Condition		DE resolved/treated.						W
		Sympto							^	linical Interactions
	_	Chronic							~	lan Information
Conditions (0)										tefill Information
	_	Date Rep	c							atient Plan Information
										Seneric Equivalents
Plans Pricing Da	ates Co		Fill despite pric	or substance use.				^		tx as it was Filled
Rx Plans	Plan Pa									Jnit Dose Info
BCPA	Not Ad									Vork Order
Cash ~	Not Ad									Counseling History
					🗸 ОК	X Cancel		~	-	rkflow
				L	Verer the	•				end Rx to Trouble
Next Disp Qty	0 Min Ir.		LINGO	c Adronatin					1.50	/iew Workflow Detail
Rx Comments (0)		isp Qty	0	<u>`</u>						





3. Reversal will initialize and the 'RO' intervention code will be automatically sent for the reversal.

💋 1-(local):Pharmacy10-21BC-Modify Rx for Civies, Precessing		- 🗆 X
File Edit Rx View Labels Profile Reports Utilities NH Cards Sessio		
F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow	F11 - Drop-off F12 - Save Changes Alt+X - Start	
484377 Modify Rx Reversing Adj	Rx Start Date Previous Fill This Rx Latest Fill 15/10/2020 0 15/10/2020 0 15/10/2020 V	Cancel
Date 15/10/2020 Time 15:18 F2 Due 55 secs ago Cancel Rx	F2 Work Order 0 F2 Delivery Pickup	Add Rx Image
		Transfer Rx From Another Store
Patient Search		Transfer Rx To Another Store
Name Civies, Precessing Age: 28 Brand Apo-Sulfatrim Address 5618 Stockheld Drive Male Generic Sulfamethoxazo	i totnig totnig	C: Inactivate Rx
City Falmouth Prov BC Pack 100 Form TA		BC Call Doctor
Phone Home (555) 592-4569 Purch \$4.	82 OnHand 0 Phone (604) 856-4745	🐣 Counsel Patient on Pickup
Plan BCPA Client ID 9735387315 🖉 Adjudication Reversal for BC	CPA – 🗆 🗙	🎂 Print Kroll Care
View Rx Network		∀View
Allergies (0)	The reversal was accepted.	30 1 Clinical Interactions
	The reversal was accepted.	30 1 Jellan Information
	✓ OK Irouble	86.46 Ce Refill Information
		\$1.45 😽 Patient Plan Information
Conditions (0)	O/W Cost	\$1.56 E Generic Equivalents
Route of Admin	OralLabelsFee	\$0.16 \$8.99 Rx as it was Filled
Dosage Form A	Additive Syringe (mL) V Total	\$10.71 Unit Dose Info
Plans Pricing Dates Comments Indications Images Other	A Press F12 to complete the reversal.	♦ Work Order
	A Rx has been adjudicated. You can't change certain values	Rx Counseling History
	0 Rx will expire on 2021-Oct-15	Workflow
Cash Not Adjud.	Rx was cancelled last time.	V Send Rx to Trouble
	O Delivery Label will be printed	View Workflow Detail
	Org Pack Tier Id: 1	ter for for the former betain
Next Disp Qty 0 Min Interval Days Enable Auto-Refill		
Rx Comments (0) Max Disp Qty 0		
×		

4. Reversal is completed, Rx is brought back up automatically with the previously selected override reason code selected. Click F12-FII Rx to proceed with the dispense.

📁 1-(local):Pharmacy10-21BC-Refilling Rx for Civies, Precessing									
File Edit Recent Rx View Labels Profile Rep	orts Utilities NH Cards	s Session Help Version 10 🖙	LiveChat	with Kroll Suppor	t				
F3 - Patient F5 - Drug F7 - Doo	tor F9 - Workflow	F11 - Drop-off F12	- Fill Rx	Alt+X - S	Start				
484377 Refill Pending Adj		Rx Start Date Latest Fill 15/10/2020 0 Qty		Init	🖌 Looku	p 🗙 Cancel	Rx		
Priority Test V F2 Due 3h 5	Om ago Fill Rx	F2 Work Order 0 F2	Delivery	Pickup	~		Gt Add Rx Image		
Patient Search	Drug Search	100 V Pack	Doc Sear	ch	Loc	Office ~	Transfer Rx From Another Store		
Name Civies, Precessing Age: 28				Dr. Acquaint, Arb		Call Doctor			
Address 5618 Stockheld Drive Male	Generic Sulfamethoxazole/Trimethoprim APX (Apc A Pack 100 Form TAB Sched 1			Pharmanet Dr Rev Vancouver	cord1	Counsel Patient on Pickup			
City Falmouth Prov BC Phone Home (555) 592-4569	Pack 100 Form User Cost 3 \$5	City Phone	(604) 856-4745		Print Kroll Care				
Plan BCPA Client ID 9735387315	DIN 00445274	Min Qty 0	Lic#	XXAPO	Alt. Li	#	Owe Quantity		
Allergies (0)	Sig T UD		Init	WH WH	Auth Qty	30 1	View €		
rulei gies (0)	TAKE AS DIRECTED		Disp Qty		Rem Qty	30 1	Clinical Interactions		
	TAKE AS DIRECTED		Days	30	G.P. %	86.46	Plan Information		
			Prod Sel	3 - Pharmacis ~	Acq Cost	\$1.45	C Refill Information		
Conditions (0)			o/w		Cost	\$1.56	Patient Plan Information		
	Route of Admin 0	iral v	Labels	1 F2	Markup	\$0.16	E Generic Equivalents		
	Dosage Form A	dditive Syringe (mL) v	Fee			\$8.99 \$10.71	C Unit Dose Info		
					Total	🖒 Work Order			
Plans Pricing Dates Comments Indications In	loges outlet	Jnit Dose (Ctrl-U): Disabled					Rx Counseling History		
Rx Plans Plan Pays Extra Info (F2 Edits) BCPA V Not Adjud. Inter: AB		Not enough inventory for Rx					Workflow		
Cash V Not Adjud. Deduct: \$0.00		Rx will expire on 2021-Oct-15 Rx was cancelled last time.					V Send Rx to Trouble		
		Delivery Label will be printed					📲 View Workflow Detail		
		Drg Pack Tier Id: 1							
Next Disp Qty 0 Min Interval Days	Enable Auto-Refill								
Rx Comments (0) Max Disp Qty 0									
	< >								





5. After the PharmaNet DUE, the ADE alert will not be displayed and adjudication will proceed.

1-(local):Pharmacy10-2180	-		Sanda Caratan	Hale - Mandan 40					- 🗆 X
File Edit Rx View Label F3 - Patient F5 -			- Workflow	F11 - Drop-off	F12 - Save C		X - Start		
484378 Modify Rx Adju	idicating			Rx Start Date Previo	ous Fill This Ra 15/10/	k Latest Fill 2020 0 15/10/2020	0 0 🗸 Lookup	Cancel	Rx Add Rx I <u>m</u> age
Priority Test	V F2 Due	3h 51m ago 🛛 🖡	Fill Rx Fi	2 Work Order 5750) F2 De	livery Pickup	~		Transfer Rx From Another Store
Patient Search		Drug Search		100	✓ Pack Do	c Search	Loc Office	~ 6	Transfer Rx To Another Store
Name Civies, Precessing	Ag	ge: 28 Brand	Apo-Sulfatrim	400	ing/ comg	me Dr. Acquaint		Q	🖢 Inactivate Rx
Address 5618 Stockheld Drive	N	Male Generic	Sulfamethoxazol	e/Trimethoprim	APX (Apc Ad	dress Pharmanet D			🕽 Cancel Rx
City Falmout Adjudication Response for BCPA — X Doctor Phone BCPA View Rx Network Insel Patient Allergies (0) Errors, Warnings and Messages for BCPA Errors, Warnings and Messages for BCPA Errors, Warnings and Messages for BCPA It Kroll Care Conditions (0) Conditions (0) Pricing Adjustments Errors, Dudge00001.56									unsel Patient on Pickup It Kroll Care
Plans Pricing Rx Plans	Accepte	ed 1.56	0.00	5.00	6.56	Prev Paid Plan Pays	6.56		t Dose Info
BCPA	Differen	ice	0.16	3.99	4.15	Discount	0.00		rk Order
Cash	Discoun					Pat Pays	4.15		unseling History
Next Disp Qty		Do you v	vant to charge	the Markup diffe	rence of \$0.16	5 to the patient?	<u>T</u> rouble	<u>C</u> ancel Rx	flow d Rx to Trouble w Workflow Detail
Rx Comments (0)	oish Grà 🗌 🤇)	^						

Managing an ADE Alert - Modify Rx

1. Select 'Modify Rx' if doctor has been consulted and changes needs to be made to the Rx to resubmit

PharmanetADEAlertForm							;
		Pharmanet AD	E Alart				
escription Grp All to SULFA				0/02/20 by AF			
Adverse Reaction			00445274 011 202	0/02/20 by AL			
Drug Sulfamethoxazole/T	imethoprim 400MG-	80MG					
DIN 00445274 Form	Tablet	Manufacturer	Apotex Inc				
Event Type Adverse	Drug Reaction	Certainty	Certain	Outcome	Permanent	Disabili	ty
Dose with Units	Frequency/Sig						
ate Reported 20/02/2020	15:53 Pract Ref	91 Pract ID Would you lik		eported By AE			
		Reverse the dis	pense				
		Override and Dispe	ense As Is				
		Modify Rx					
		Modify Rx Adapt Rx					





2. A list of reasons will be displayed, select the appropriate reason code to be sent when resubmitting the prescription after the modification.

🕖 1-(local):Pharmacy10-21B	C-Modify Rx f	for Civies, Precessin	ig						- 🗆 ×
File Edit Rx View Label	s Profile F	Reports Utilities	NH Cards Session	Help Version 10	💬 LiveChat with Kroll Su	ipport			
F3 - Patient F5 -	Drug	F7 - Doctor	F9 - Workflow	F11 - Drop-off	F12 - Save Changes	Alt+X - Start			
484379 Modify Rx Adju				Rx Start Date Previo	ous Fill This Rx L	atest Fill		× Ry	5
	🕖 Pharma	anetADEAlertForm					-		Add Rx I <u>m</u> age
Priority Test		🕖 Please select	a reason for filling the	ADE Alert		_	\Box \times		ransfer Rx From Another Store
Patient Search	Descriptio	Search					Clear	I	ransfer Rx To Another Store
Name Civies, Precessing	Adverse	-					cicai		nactivate Rx
Address 5618 Stockheld Drive	Drug	Code D	escription						Cancel Rx
City Falmouth Phone Home (555) !			onsulted prescriber a onsulted prescriber a	-	ICTIONS for use				Call Doctor
Plan BCPA Client ID	S	1.00	onsulted prescriber a	-					Counsel Patient on Pickup
	Event T	UF C	onsulted Prescriber a	-				ability	Print Kroll Care
Allergies (0)	Dose w	vi							Dwe Quantity
/ mergies (o)	Condition								
	Sympto							^	W Dinical Interactions
	Chronic	c						~	Plan Information
Conditions (0)									lefill Information
	Date Rep	c							atient Plan Information
									Seneric Equivalents
Plans Pricing Dates Co		Consulted pres	criber and changed D	OSE.			^		x as it was Filled
Rx Plans Plan P									Jnit Dose Info
BCPA Needs Re	N								Vork Order
Cash V Not Ad	d								Counseling History
							~		rkflow
				🗸 ок	🗙 Cancel				end Rx to Trouble
				Defer the	aecision				/iew Workflow Detail
	r Disp Qty	LIGUI	CAUCO-NETHI					_	
Rx Comments (0)	o op ogy		~						
			~						

3. Reversal is initialized and the "RA" code is automatically sent for the reversal.

🕖 1-(local):Pharmacy10-21BC-Modify Rx for Civies, Preces	ssing					- 🗆 X
File Edit Rx View Labels Profile Reports Utilities	s NH Cards Session	Help Version 10 🖵 LiveCha	t with Kroll Support			
F3 - Patient F5 - Drug F7 - Doctor	F9 - Workflow	F11 - Drop-off F12 - Sa	ve Changes Alt+X - S	Start		
484379 Modify Rx Reversing Adj		Rx Start Date Previous Fill TI 15/10/2020 0 1	nis Rx Latest Fill 5/10/2020 0 15/10/2020 0	🖌 Lookup	X Cancel	×Rx
Date 15/10/2020 Time 15:57 F2 Due 39 secs a	ago Cancel Rx	F2 Work Order 0 F2	Delivery Pickup			Add Rx Image
				<u> </u>		Transfer Rx From Another Store
	2rug Search		Doc Search	Loc Office		🐑 Transfer Rx To Another Store
	Frand Apo-Sulfatrim	400mg/80mg Trimethoprim APX (Apc	Name Dr. Acquaint, Arb Address Pharmanet Dr Re			🕼 Inactivate Rx
	ack 100 Form TAB	Sched 1	City Vancouver		V BC	🕞 Call Doctor
		OnHand 0	Phone (604) 856-4745			👆 Counsel Patient on Pickup
Plan BCPA Client ID 9735387315 💋 Adju	udication Reversal for BCPA	A	-			👆 Print Kroll Care
View R	& Network					[⊗] View
Allergies (0)		The reversal was accept			30 1	(1) Clinical Interactions
		The reversal was accept	ed.		30 1	🔠 Plan Information
	Г	🗸 ОК	rouble		86.46	C Refill Information
					\$1.45	👆 Patient Plan Information
Conditions (0)			0/W ~	Cost	\$1.56	E Generic Equivalents
R	oute of Admin Oral	L v	Labels 1 F2	Markup Fee	\$0.16 \$8.99	Rx as it was Filled
D	osage Form Add	ditive Syringe (mL) 🗸 🗸		Total	\$10.71	C Unit Dose Info
Plans Pricing Dates Comments Indications Image	es Other	Press F12 to complete the re	versal			Work Order
Rx Plans Plan Pays Extra Info (F2 Edits)		Rx has been adjudicated. You		ies		Rx Counseling History
BCPA Not Adjud Inter: RA		Rx will expire on 2021-Oct-1				Workflow
Cash Not Adjud.	0	Delivery Label will be printed				V Send Rx to Trouble
	0	Drg Pack Tier Id: 1				View Workflow Detail
Here bisp day	able Auto-Refill					
Rx Comments (0) Max Disp Qty	<u>^</u>					
	01					
	~					





4. Once the reversal has been completed, the prescription will be brought back up automatically with the previously selected reason code and the AK code selected. Make the necessary changes to the prescription then click F12-FII Rx to proceed with the dispense.

I-(local):Pharmacy10-21BC-Refilling Rx for Civies, P File Edit Recent Rx View Labels Profile Rep	orts Utilities NH Cards			t with K		_		- 🗆 X
F3 - Patient F5 - Drug F7 - Doc 484379 Refill Pending Adj	tor F9 - Workflow	Rx Start Date Latest Fill	2 - Fill Rx		Alt+X - S	start 🖌 Looku	p 🗶 Cancel	[⊗] Rx & Copy to New Rx
Priority Test PL Due 4h 2 Patient Search Name Civies, Precessing Age: 28 Address 5618 Stockheld Drive Male City Falmouth Prov BC Phone Home (555) 592-4569 Plan BCPA Client ID 9735387315 Allergies (0) Conditions (0)	Pack 100 Form	azole/Trimethoprim APX (A	k D <u>o</u> c Sear Name	ch Dr. Acc Pharm Vancou (604) 8 XXAPC WH 30 30	quaint, Arbi Ianet Dr Rec Iuver 156-4745		Prov BC	Add Rx Image Add Rx Image Transfer Rx From Another Store Counsel Patient on Pickup Print Kroll Care Owe Quantity View Oiclinical Interactions Plan Information Refill Information Patient Plan Information
		ral dditive Syringe (mL)	✓ <u>L</u> abels	1	F2	Markup Fee Total	\$0.16 \$8.99 \$10.71	Generic Equivalents Unit Dose Info Work Order
Plans Pricing Dates Comments Indications In Rx Plans Plan Pays Extra Info (£2 Edits) BCPA Not Adjud Inter: AK, UB Cash Not Adjud Deduct: \$0.00 Next Disp Qty 0 Min Interval Days Rx Comments (0) Max Disp Qty 0		Init Dose (Ctrl-U): Disabled Not enough inventory for I Rx will expire on 2021-Oct Rx was cancelled last time. Delivery Label will be print Drg Pack Tier Id: 1	15 ed					Rx Counseling History Workflow ♥ Send Rx to Trouble ₩ View Workflow Detail

2. After going through the PharmaNet DUE, the ADE alert will not be displayed and adjudication will proceed.

	lodify Rx	Adjudicating				Rx Start Date Prev 15/10/2020 0	ous Fill This	is Rx /10/2020	Latest Fill 0 15/10/2020	0 🗸 Lookup 🗶	Cancel Rx	
iorit <u>y</u> Test		✓ F2	Due 4h 30)m ago	ill Rx i	2 Work Order 57			Pickup	~		Add Rx I <u>m</u> age
tient Search		• 14		Drug Search		100		Doc Sea	·	Loc Office		fransfer Rx From Another
	es. Precessi		Age: 28		Apo-Sulfatrim			Name	Dr. Acquaint,			fransfer Rx To Another Sto
	es, Precessii 8 Stockheld		Age: 28 Male		Apo-Sulfatrim Sulfamethoxazo				Pharmanet D			nactivate Rx
	nouth	Adjudication Re			Summethoxato		000(000)		-			Cancel Rx
one Hom				•								octor
n BCPA	Vie Vie	ew Rx Networ	c									el Patient on Pickup
					TI 0004							
		Errors, Warnings [DH] Professio PLAN=P S/A= ACC EXP=0000 RESTRICTION=	nal fee adjust N EXP= 000.00 RBP=I	ted. DRUG=0000	1.56	aim was accepte	a with price	e adjust	ments			roll Care uantity I Interactions formation
		[DH] Professio PLAN=P S/A= ACC EXP=0000	nal fee adjust N EXP= 000.00 RBP=I	ted. DRUG=0000 N LCA=N B E=005.00	1.56	aim was accepte	a with price	e adjust	ments			uantity I Interactions
		[DH] Professio PLAN=P S/A= ACC EXP=0000	nal fee adjust N EXP= 000.00 RBP=1 NONE FE	ted. DRUG=0000 N LCA=N B E=005.00	1.56 EN=Y	ир Fe	•	e adjust Total	Total	10.71		uantity I Interactions formation
iditions (0))	[DH] Professio PLAN=P S/A= ACC EXP=0000	nal fee adjust N EXP= 000.00 RBP=1 NONE FE Pricing Adj Submitted	ted. DRUG=0000 N LCA=N B E=005.00 justments Co	1.56 iEN=Y ost Mari	up Fe 2.16 8:	e 9	Total 10.71		10.71		I Interactions formation formation Plan Information
nditions (0))	[DH] Professio PLAN=P S/A= ACC EXP=0000	nal fee adjust N EXP= 000.00 RBP=1 NONE FE Pricing Adj	ted. DRUG=0000 N LCA=N B E=005.00 justments Co	1.56 iEN=Y ost Mari	ир Fe	e 9	Total	Total	0.00		uantity I Interactions formation Iformation Plan Information c Equivalents
lans Prici)	[DH] Professio PLAN=P S/A= ACC EXP=0000	nal fee adjust N EXP= 000.00 RBP=1 NONE FE Pricing Adj Submitted	ted. DRUG=0000 N LCA=N B E=005.00 justments Co	1.56 IEN=Y Dist Mark 1.56 (1) 1.56 (1)	up Fe 2.16 8:	P 9 10	Total 10.71	Total Prev Paid	0.00 6.56 0.00		unitity Interactions formation formation Plan Information c Equivalents was Filled
rians Prici Plans Prici Plans Plans)	[DH] Professio PLAN=P S/A= ACC EXP=0000	nal fee adjust N EXP= 000.00 RBP=1 NONE FE Pricing Adj Submitted Accepted	ted. DRUG=0000 N LCA=N B E=005.00 justments Co	1.56 IEN=Y Dist Mark 1.56 (1) 1.56 (1)	up Fe 1.16 8: 1.00 5:	P 9 10	Total 10.71 6.56	Total Prev Paid Plan Pays	0.00		unity Interactions formation formation Plan Information E Guivalents was Filled pse Info
ergies (0) Inditions (0) Plans Prici Plans IPA Ish)	[DH] Professio PLAN=P S/A= ACC EXP=0000	nal fee adjust N EXP= D00.00 RBP=1 NONE FE Pricing Adj Submitted Accepted Difference	ted. DRUG=0000 N LCA=N B EE=005.00 iustments Co 1. 1.	1.56 IEN=Y 055 Mari 056 0	up Fe 1.16 8: 1.00 5:	e 19 10 9	Total 10.71 6.56 4.15	Total Prev Paid Plan Pays Discount Pat Pays	0.00 6.56 0.00 4.15		unity Interactions formation Plan Information c Equivalents was Filled ose Info Order
rians Prici Plans Prici Plans Plans)	[DH] Professio PLAN=P S/A= ACC EXP=0000	nal fee adjust N EXP= D00.00 RBP=1 NONE FE Pricing Adj Submitted Accepted Difference	ted. DRUG=0000 N LCA=N B EE=005.00 iustments Co 1. 1.	1.56 IEN=Y 055 Mari 056 0	up Fe 1.16 8: 1.00 5: 16 3:5	e 19 10 9	Total 10.71 6.56 4.15	Total Prev Paid Plan Pays Discount Pat Pays	0.00 6.56 0.00 4.15	Cancel Rv	Interactions formation formation Plan Information c Equivalents was Filled brder tiling History t to Touble





Managing an ADE Alert - Adapt Rx

A detailed User Guide on the <u>Rx Adaptation and Rx Extension functionality in British Columbia</u> is available on the website.

1. Select 'Adapt Rx' to invoke the Rx Adaptation functionality to make the appropriate changes to the prescription based on the pharmacist's professional judgement.

PharmanetADEAlertForm				-		×
	Pharmanet A	DE Alert				
escription Grp All to SULFAMETHOXAZO	DLE/TRIMETHOPRIM DIM	00445274 on 20	20/02/20 by AE			
Adverse Reaction						
Drug Sulfamethoxazole/Trimethoprim	400MG-80MG					
DIN 00445274 Form Tablet	Manufacture	er Apotex Inc				
Event Type Adverse Drug Reaction	on Certainty	Certain	Outcome	Permanent	Disabilit	ty
Dose with Units Frequency	y/Sig					
	SMENTATION					
	act Ref 91 Pract ID Would you I		teported By AE]		~
	act Ref 91 Pract ID	ike to:	teported By AE]		~
	act Ref 91 Pract ID Would you I	ike to: ispense	teported By AE]		~
	act Ref 91 Pract ID Would you I Reverse the di	ike to: ispense pense As Is	teported By AE]		~
	act Ref 91 Pract ID Would you I Reverse the di Override and Dis	ike to: ispense pense As Is	teported By AE]		~

2. Reversal will be initialized with the 'RA' code sent automatically for the reversal.





48438	1 Modify	Rx Reve	rsing /	Adj				Rx Start D 15/10/202	ate Previou 0 0		his Rx 5/10/2020	Latest Fill	🖌 Lookup	🗶 Cancel	[⊗] Rx
Date 15	/10/2020	Time 16:1	6 F	2 Due	18 se	cs ago	Cancel Rx	F2 Work (order 0	F2	Delivery	Pickup	~		Add Rx Image
atient 9	earch					Drug Se	arch		00 F	2 Pack	Doc Sea	ch	Loc Office	~	Transfer Rx To Another Store
ame ddress	Civies, Pre	cessing cheld Drive			Age: 28 Male	Brand Generic	Apo-Sulfatrim Sulfamethoxazol	e/Trimethopri		g/80mg APX (Apc	Name Address	Dr. Acquaint, Ar Pharmanet Dr R			C Inactivate Rx
ity	Falmouth			Prov		Pack	100 Form TAB				City	Vancouver	Pro	ov BC	Call Doctor
none	Home	(555) 5	2-4569)		Purch	\$4.8	2 OnHand	0		Phone	(604) 856-4745			👆 Counsel Patient on Pickup
an	BCPA	Client ID 9	735387	315		Adjudicatio	on Reversal for BC	PA				-	\Box \times		Service Print Kroll Care
					View	Rx Ne	twork								View
llergie	s (0)							The	eversal wa		a d			30 1	Clinical Interactions
								iner	eversal wa	s accept	ea.			30 1	III Plan Information
								🗸 ОК		3	rouble			86.46	C Refill Information
	(8)													\$1.45	👆 Patient Plan Information
onditio	ins (U)				_						O/W		Cost	\$1.56	E Generic Equivalents
						Route of	Admin 0	ral		\sim	Labels	1 F2	Markup Fee	\$0.16 \$8.99	Prove it use Filled
						Dosage	Form A	dditive Syring	e (mL)	~			Total	\$10.71	0
	Pricing	Dates Co	nment	s Indica	tions In	ages Ot	her U	Init Dose (Ctrl	U): Disabled	d					Work Order
Plans					F2 Edits)		_	Press F12	to complet	e the re	versal.				Rx Counseling History
	,		ud. Int	ter: RA			1	\rm Rx has be	en adjudica	ated. You	ı can't ch	ange certain va	ues		Workflow
Plans Rx Plan SCPA	,	Not Ad						🖯 Rx will exp	ire on 202	1-Oct-1	;				Wiew Workflow Detail
Rx Plan	,	Not Ad	ud.												
Rx Plan SCPA	,		ud.					Drug will							
Rx Plan SCPA	,		ud.					Drug will Delivery L Drg Pack	abel will be						

 Once the prescription completes the Reversal, click OK. The system will automatically bring up the Rx Adaptation functionality with the previously cancelled Rx's information populated. Select the appropriate Reasons for Adaptation and make the appropriate changes to the prescription.

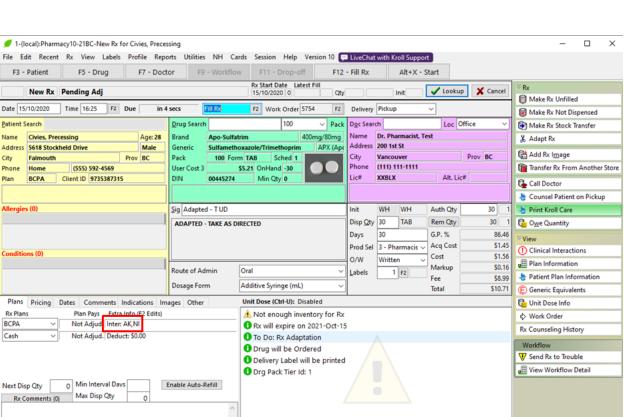
💋 1-(local):Pharmacy10-21BC-Modify Rx for Civies,	-											– 🗆 X
File Edit Professional Service View Profile Ut	lities NH C	Cards Se	ession	Help Vers	sion 10 🧊	LiveChat wit	h Kroll Suppoi	rt				
F3 - Patient F5 - Drug F7 - D	octor F	9 - Work	kflow	F11 - D	rop-off	F12 - N	ew Rx	Alt+X - S	tart			
Rx Adaptation					Consent	Provided by	Civies Pr	ecessina			F2	Service
				_					_			Select Doctors for Letter
Patient Civies, Precessing				Birth	09/07/19	92 28 years		Male	Phone	(555) 592-4	569	View <u>F</u> ollow Ups
Address 5618 Stockheld Drive				Client ID	9735387	315			Plan	BCPA		[⊗] View
Allergies (0)				Condition	ns (0)							Patient Charting
												Patient Documents (0)
												Patient Professional Services (1)
												Profile
Rx Comments												All Rxs
Original Rx												Active Rxs
-											- 1	Active Rxs w/Passtimes
Sulfamethoxazole/Trimethoprim 400mg/80r	- 1 - 1		TAB		Refills	= Auth Q	30 30	TAKE	AS DIR	ECTED		Pricing Profile
(Apo-Sulfatrim)	Days Supply	30		l	Unlimited I	Refills Until						Not Disp/OTC Profile
Arbitrate Acquaint	Route	Oral			\sim	Written Dat	e 15/10/202	20				
Adapted Rx Reasons for Adaptation Dosage Change ~												
Sulfamethoxazole/Trimethoprim 400mg/ F2	Disp Qty	30	ТАВ	+	Refills	= Auth Q	y 30	TAKE	AS DIR	ECTED		
(Apo-Sulfatrim)	Days Supply	30		L. L.	Unlimited I	Refills Until						
Doctor	Route	Oral						~				
Maurice (MT) ~	Directions	T UD										
X Abort Print Draft									Final	ize Adaptatio	on	





- 4. Finalize the Adaptation and when filling for the adaptation, the reason code "AK" will automatically be populated and sent along with the following corresponding reason code, depending on the "Reason for Adaptation" selected previously, will be sent with the adaptation along with:
 - NI Dosage Change
 - NJ Formulation change
 - NK Direction for use modified
 - NM Therapeutic Substitution





5. After going through the PharmaNet DUE, the ADE alert will not be displayed and adjudication will proceed.

Krol





F3 - Patient	F5 - Drug	F7 - Docto	or F9 - W		11 - Drop-off	F12 - Save Cha	~	- Start	2	
4382 Modify R	x Adjudicating				Start Date Previo /10/2020 0		Latest Fill 0 0 15/10/2020	0 🗸 Lookup 🕺 Ci	ancel KRx	
e 15/10/2020	Time 16:25 F2	Due 1m 35	s ago Fill P	tx F2	Work Order 5754	F2 Deliv	ry Pickup	~	Add Ro	- ,
ent Search		,	Drug Search		100	V Pack Doc S	-	Loc Office		er Rx From Another S er Rx To Another Stor
ne Civies, Preces	ssina	Age: 28		o-Sulfatrim	1	g/80mg Name				
iress 5618 Stockhe		Male		famethoxazole/		g/ coning	ss 200 1st St		C Inactiv	
Falmouth		Prov BC	Pack 1	00 Form TAB	Sched 1	City	Vancouver	Prov BC	Real Cancel	Rx
ne Home	🖉 Adjudication	Response for BC	PA						- 🗆 🛛	or
n BCPA C	View Rx Netv	vork								Patient on Pickup
										l Care
rgies (0)	_			The BCPA cl	aim was accepte	d with price ac	justments			l Care ntity
rgies (0)	_		ges for BCPA		aim was accepte	d with price ac	justments			-
rgies (0)	Errors, Warnin	gs and Messag	sted.		aim was accepte	d with price ad	justments			-
	Errors, Warnin [DH] Profes: PLAN=P S/J	gs and Messag sional fee adju A=N EXP=	sted. DRUG=00001	1.56	aim was accepte	d with price ac	justments			ntity
	Errors, Warnin [DH] Profes: PLAN=P S/J ACC EXP=00	gs and Messag sional fee adju A=N EXP= 00000.00 RBP	sted. DRUG=00001 =N LCA=N BI	1.56	aim was accepte	d with price ac	justments			ntity nteractions
	Errors, Warnin [DH] Profes: PLAN=P S/J	gs and Messag sional fee adju A=N EXP= 00000.00 RBP N=NONE I	sted. DRUG=00001 =N LCA=N BI FEE=005.00	1.56	aim was accepte	d with price ac	justments			ntity steractions mation
	Errors, Warnin [DH] Profes: PLAN=P S/J ACC EXP=00	gs and Messag sional fee adju A=N EXP= 00000.00 RBP N=NONE I	sted. DRUG=00001 NLCA=NBI FEE=005.00 djustments	I.56 EN=Y						ntity iteractions mation rmation
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iditions (0) lans Pricing Da Plans	Errors, Warnin [DH] Profess PLAN=P S/J ACC EXP=00 RESTRICTION	gs and Messag ional fee adju A=N EXP= 00000.00 RBP N=NONE I Pricing A	sted. DRUG=00001 =N LCA=N BI FEE=005.00 djustments Co:	1.56 EN=Y st Mark	up F: 1 <mark>6</mark> 8	e To 99 10	al Total	0.00		ntity Iteractions mation rmation an Information quivalents as Filled Info
rgies (0) ditions (0) lans Pricing Da Plans PA FA	Errors, Warnin [DH] Profess PLAN=P S/J ACC EXP=00 RESTRICTION	gs and Messag sional fee adju A=N EXP= 00000.00 RBP V=NONE I Pricing A Submitted	sted. DRUG=00001 =N LCA=N Bi FEE=005.00 djustments Co: 1 1 1	1.56 EN=Y st Mark 56 C	up Fr 1 <mark>6</mark> 8	e To 99 10 00 6	al Total 71 Prev Paid 56 Plan Pays	0.00 6.56 0.00		ntity teractions mation rmation an Information quivalents as Filled Info
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ditions (0) ans Pricing D₂ Plans PA	Errors, Warnin [DH] Profess PLAN=P S/J ACC EXP=00 RESTRICTION	gs and Messag ional fee adju A=N EXP= 00000.00 RBP V=NONE Pricing A Submittee Accepted Difference	sted. DRUG=00001 =N LCA=N FEE=005.00 djustments Co: d 1 a	1.56 EN = Y 56 C 56 C 0	up Fr .16 8 .00 5 16 3.	re To 99 10 00 6 19 4 .	al Total 71 Prev Paid 56 Plan Pays 15 Discount	0.00 6.56 0.00 4.15		ntity teractions mation rmation an Information quivalents as Filled Info

Managing an ADE Alert - Defer the decision

1. Select 'Defer the decision' when management of the PharmaNet ADE alert needs to be deferred until a later time.





9 PharmanetADEAlertForm				_		×
	Pharmanet /	ADE Alert				
Description Grp All to SULFAMETHOXAZOLE	TRIMETHOPRIM D	N 00445274 on 202	0/02/20 by AE			
Adverse Reaction						
Drug Sulfamethoxazole/Trimethoprim 400	MG-80MG					
DIN 00445274 Form Tablet	Manufactu	rer Apotex Inc				
Event Type Adverse Drug Reaction	Certainty	Certain	Outcome	Permanent	Disabili	ty
Dose with Units Frequency/Si	g					
Chronic No SKIN HYPERPIGME Date Reported 20/02/2020 15:53 Pract	ENTATION Ref 91 Pract ID Would you		eported By AE]		Ŷ
	Reverse the	dispense				
	Override and Di	spense As Is				
	Modify	Rx				
	Adapt	Rx				
	Defer the d					

2. Reversal will be initialized and the 'RD' code will be automatically sent for the reversal.





1-(local):Pharmacy10-21BC-Modify Rx for 0 File Edit Rx View Labels Profile Reputered Statement (1998)		n Heln Version 10 m LiveChatur	with Krall Sunnart		- 🗆 ×
	7 - Doctor F9 - Workflow	F11 - Drop-off F12 - Save	Changes Alt+X - Start		
484383 Modify Rx Reversing Adj		Rx Start Date Previous Fill This I 15/10/2020 0 15/10	Rx Latest Fill 0/2020 0 15/10/2020 0 Lookup	X Cancel	∀Rx िat Add Rx I <u>m</u> age
Date 15/10/2020 Time 16:30 F2 Due	52 secs ago Cancel Rx		Delivery Pickup ~		Transfer Rx From Another Store
Patient Search Name Civies, Precessing	Drug Search Age: 28 Brand Apo-Sulfatrim		o <u>o</u> c Search Loc Off Jame Dr. Acquaint, Arbitrate	fice ~	Transfer Rx To Another Store
Address 5618 Stockheld Drive City Falmouth Prov	Male Generic Sulfamethoxazo	ie/ millediophili	ddress Pharmanet Dr Record1	Prov BC	Call Doctor
Phone Home (555) 592-4569 Plan BCPA Client ID 9735387315	Purch \$4.	82 OnHand -30	hone (604) 856-4745		Counsel Patient on Pickup
	Adjudication Reversal for BC View Rx Network	JPA	- 🗆 ×		Print Kroll Care View
Allergies (0)		The reversal was accepted	L	30 1	() Clinical Interactions
	-			30 1	Plan Information
		✓ OK Iron	uble	86.46 \$1.45	C Refill Information
Conditions (0)		· · · · · · · · · · · · · · · · · · ·)/W Cost Markup	\$1.56 \$0.16	E Generic Equivalents
		Oral Vilaitive Syringe (mL)	abels 1 F2 Fee	\$8.99	Rx as it was Filled Unit Dose Info
Plans Pricing Dates Comments Indica		A Press F12 to complete the rever	Total	\$10.71	t> Work Order
Rx Plans Plan Pays Extra Info (BCPA Not Adjud, Inter: RD	2 Edits)	Rx has been adjudicated. You ca Rx will expire on 2021-Oct-15			Rx Counseling History
Cash Not Adjud.		Drug will be Ordered Delivery Label will be printed			Workflow V Send Rx to Trouble
Next Disp Qty Min Interval Davs Rx Comments (0) Max Disp Qty		Delivery Label will be printed Drg Pack Tier Id: 1			g⊞ View Workflow Detail

- 3. Click Ok once the reversal has been completed and the prescription will be on the patient profile with a status of 'Cancelled'.
- 4. Right click on the prescription on the patient profile and select 'Add To Rx To Do List', the prescription can be added to the To Do as a reminder to be filled later. A comment can also be added to identify the ADE Alert was deferred and awaiting action at a later time.

F3 - Patient F5 - Dru	g F7 - Doct	or F9 -	Workflow	F11 - Drop-off	F12 - New R	bx .	Alt+X - Start				
st Name Civies	First	Name Precess	ing	Salutation	~	ОК	🖉 Save	🗶 Ca	ncel	[⊗] Profile	
ofile - All Rxs (6)			C - Back to				- Detail	Extra Functio	ons 🔻	All Rxs Active Rxs	
B Status	lassa lass			multiple Rxs M- Moo	dify C - Cancel	Doctor	- Inactivate	Total	lsi 🔿	Active Rxs w/Passtim	105
N Cancelled	Orig Rx Date 484384 21/10/20	Ago Qty	30 30	30 Apo-Sulfatrim 400	les a /90 es a		LArbitrate		121 ^		
V Cancelled	484383 15/10/20		30 30	30 Apo-Sulfatrim 400			LArbitrate	Fill			
Cancelled (inact)	484381 15/10/20		30 30	30 Apo-Sulfatrim 400			LArbitrate	Modify			
Cancelled	484374 15/10/20		30 30	30 Apo-Sulfatrim 400			LArbitrate	Cancel			
N Cancelled	484372 15/10/20		30 30	30 Apo-Sulfatrim 400			LArbitrate				
Refusal To Fill	484370 15/10/20	20 6	30 30	30 Apo-Sulfatrim 400	mg/80mg	Acquain	, Arbitrate	Reprint			
								Detail			
								Inactivate	e Rx		
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	idd Drug F2 Ind Del	General Fa		ng Home Copays C	ommunications			Counsel Add to D Add to M Add To R	lanual N	H Batch	
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ofile - All Rxs (6)							KX	AILTA - Start	_		(
		First	Name Precessi	-	Salutation	~	ОК	🔬 🖉 Save	×	Cancel	✓ Profile All Rxs
				C - Back t				- Detail	E <u>x</u> tra Fu	nctions v	Active Rxs
Status	lori	g Rx Date			with BrandName	Modify C - Canc	Doctor	- Inactivate	Tot	al Si^	
Cancelled	011	484384 21/10/20	20 0	30 30	30 Apo-Sulfatrir	m 400mg/80mg	Acquain	t, Arbitrate		\$10.71 T	Refillable Rxs
Cancelled		484383 15/10/20		30 30	30 Apo-Sulfatrin			t, Arbitrate		510.71 T	Pricing Profile
Cancelled (inact) Cancelled		484381 15/10/20		30 30	30 Apo-Sulfatrin	m 400mg/80mg	Acquain	t,Arbitrate		510.71 T 510.71 T	Not Disp./OTC Rxs
Cancelled		484374 15/10/P	lease Enter a Du	e Date and D	elivery Route				×	\$10.71 T	Rxs Filled in Error
Refusal To Fill		484370 15/10/	Due Date for	the Rxs Te	est	~ (ye	u can enter	20m/3h/2d)		\$10.00 T	Suspended Rxs
					21/10/2020	13:40 D		ustnow	- 1		Transactions
			Comments		UE Alert deferred						Filter Profile Rxs
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5. The prescription can be filled from the To Do at a later time and ADE alert will be displayed for the pharmacy at that time.