

# 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)

PharmaNet Patient Profile

View

Patient: **Insucken, Insensible** Female DOB: **27-Jan-1941** PHN: **9735387308**

Clinical Conditions (3) Adverse Reactions (2) ADEs (7) Profile (26) ← Ctrl →

Drug	DIN	Form	Manufacturer	Date Reported
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

Detail Refresh Extra Functions ✖ Cancel ✔ Next

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

PharmaNet Patient Profile

View

Patient: **Insucken, Insensible** Female DOB: **27-Jan-1941** PHN: **9735387308**

Clinical Conditions (3) Adverse Reactions (2) ADEs (7) Profile (27)

Drug	Date Reported
Penicillin V P...	20/02/2020
Warfarin Sodi...	20/02/2020
Ramipril 5 MG	20/02/2020
Venlafaxine H...	20/02/2020
Olanzapine 10	20/02/2020
<b>Lorazepam 0.5</b>	<b>20/02/2020</b>
Tiotropium Br...	20/02/2020

**Pharmanet ADE**

Description

Adverse Reaction

Drug **Lorazepam 0.5 MG**

DIN **02410745** Form **Tab Subl** Manufacturer **Apotex Inc**

Event Type **Drug Withdrawal** Certainty **Certain** Outcome **Hospitalization**

Dose with Units Frequency/Sig

Condition

Symptoms/Diagnosis **SEIZURE  
ANXIETY  
HYPERTHERMIA**

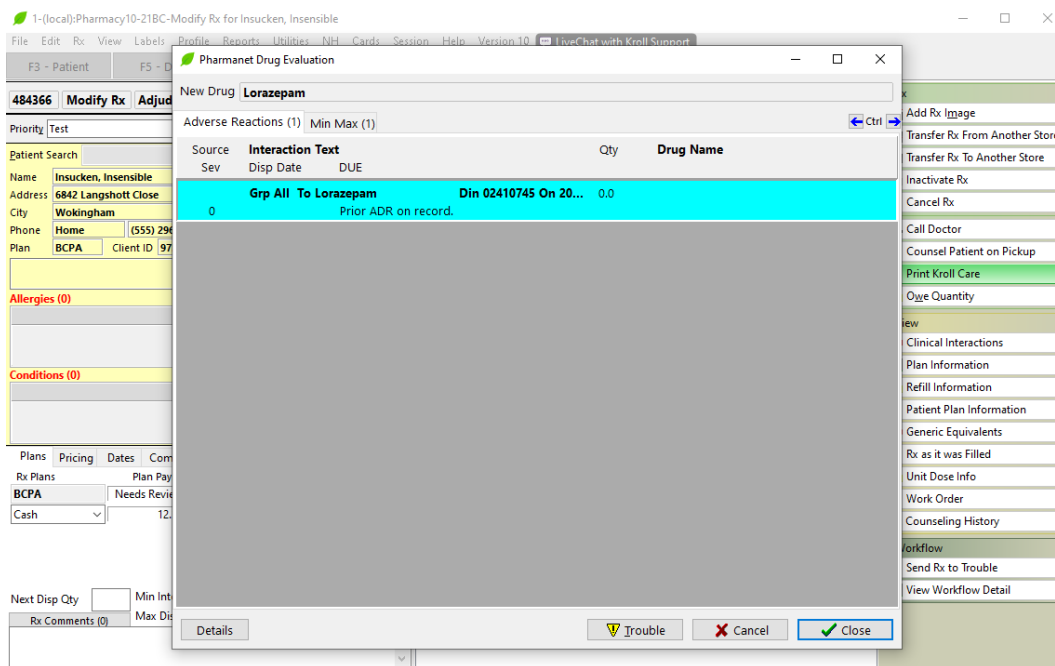
Chronic **No**

Date Reported **20/02/2020 15:40** Pract Ref **91** Pract ID **XXANR** Reported By **AE**

Detail Refresh Extra Functions

## 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 dismiss the PharmaNet Drug Evaluation form.

1-(local):Pharmacy10-21BC-Modify Rx for Insucken, Insensible

Pharmanet Drug Evaluation

484366 Modify Rx | Adjud

New Drug **Lorazepam**

Adverse Reactions (1) Min Max (1)

Source	Interaction Text	Qty	Drug Name
0	<b>Grp All To Lorazepam</b> Din 02410745 On 20...	0.0	
	Prior ADR on record.		

Pharmanet DUE Detail

Advisory Source: [ ] Severity Level: 0 DUE Status: [MM] Prior ADR on record.

Advisory Code: **Adverse Reactions**

Interaction Text: **Grp All To Lorazepam** Din 02410745 On 2020/02/20 By Ae

New Drug

Dispensed Date: 15-Oct-2020 DIN: 02410745 Max Dose: 1.000

Status: Filled

Qty: 30.0 Drug: Lorazepam

Directions: **Take As Directed**

Doc Ref: 91 Doc ID: Xxapo

Interventions: [ ]

Historical Drug

Dispensed Date: [ ] DIN: [ ] Max Dose: [ ]

Status: [ ] Local: [ ]

Qty: [ ] Drug: [ ]

Directions: [ ]

Disc. Date: [ ] Disc. Source: [ ]

Doc Ref: [ ] Doc ID: [ ]

Interventions: [ ]

OK

1-(local):Pharmacy10-21BC-Modify Rx for Insucken, Insensible

Pharmanet Drug Evaluation

484366 Modify Rx | Adjud

New Drug **Lorazepam**

Adverse Reactions (1) Min Max (1)

Source	Interaction Text	Qty	Drug Name
0	<b>Minimum Recommended Daily Dose Is 2.000</b>	0.0	
	Dose appears low		

Details

Trouble Cancel Close

1-(local):Pharmacy10-21BC-Modify Rx for Insucken, Insensible

Pharmanet Drug Evaluation

New Drug **Lorazepam**

Source	Interaction Text	Qty	Drug Name
0	<b>Minimum Recommended Daily Dose Is 2.000</b>	0.0	
	Dose appears low		

Pharmanet DUE Detail

Advisory Source:  Severity Level:  DUE Status: **[MK] Dose appears low**

Advisory Code: **Min Max**

Interaction Text: **Minimum Recommended Daily Dose Is 2.000**

New Drug

Dispensed Date: **15-Oct-2020** DIN: **02410745** Max Dose: **1.000**

Status: **Filled**

Qty: **30.0** Drug: **Lorazepam**

Directions: **Take As Directed**

Doc Ref: **91** Doc ID: **Xxapo**

Interventions:

Historical Drug

Dispensed Date:  DIN:  Max Dose:

Status:  Local:

Qty:  Drug:

Directions:

Disc. Date:  Disc. Source:

Doc Ref:  Doc ID:

Interventions:

## 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.

**DUR Only - The claim has been adjudicated to 0**

Errors, Warnings and Messages for BCPA  
**[CD] Patient not entitled to drug claimed.**  
 PLAN - S/A-N EXP- DRUG-00000.00  
 ACC EXP-0000000.00 RBP-N LCA-N BEN-N  
 RESTRICTION= FEE=000.00

Pricing Adjustments		Cost	Markup	Fee	Total	Total	
Submitted		2.84	0.28	8.99	12.11	Prev Paid	0.00
Accepted		0.00	0.00	0.00	0.00	Plan Pays	0.00
Difference		2.84	0.28	8.99	12.11	Discount	0.00
Discount						Pat Pays	12.11

Adjust it, if desired, and press Enter.



## 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

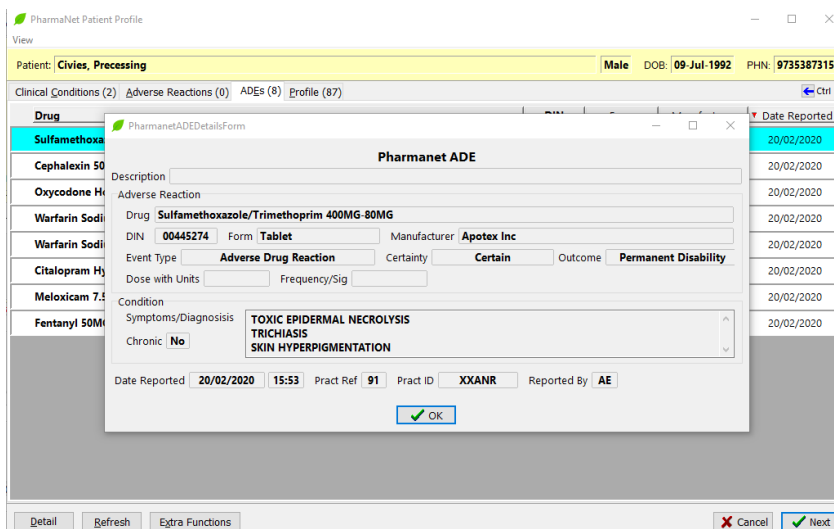
If the Certainty is NOT:

- Unlikely
- Refuted

AND

If the Outcome is NOT:

- Death
- Fetal Defect



The screenshot shows a 'PharmaNet Patient Profile' window with a 'PharmaNet ADE' dialog box open. The patient information includes Civics, Precessing, Male, DOB: 09-Jul-1992, and PHN: 9735387315. The ADE dialog box is titled 'PharmaNet ADE' and contains the following details:

- Drug:** Sulfamethoxazole/Trimethoprim 400MG-80MG
- DIN:** 00445274
- Form:** Tablet
- Manufacturer:** Apotex Inc
- Event Type:** Adverse Drug Reaction
- Certainty:** Certain
- Outcome:** Permanent Disability
- Condition:** TOXIC EPIDERMAL NECROLYSIS, TRICHIASIS, SKIN HYPERPIGMENTATION
- Chronic:** No
- Date Reported:** 20/02/2020 15:53
- Pract Ref:** 91
- Pract ID:** XXANR
- Reported By:** AE

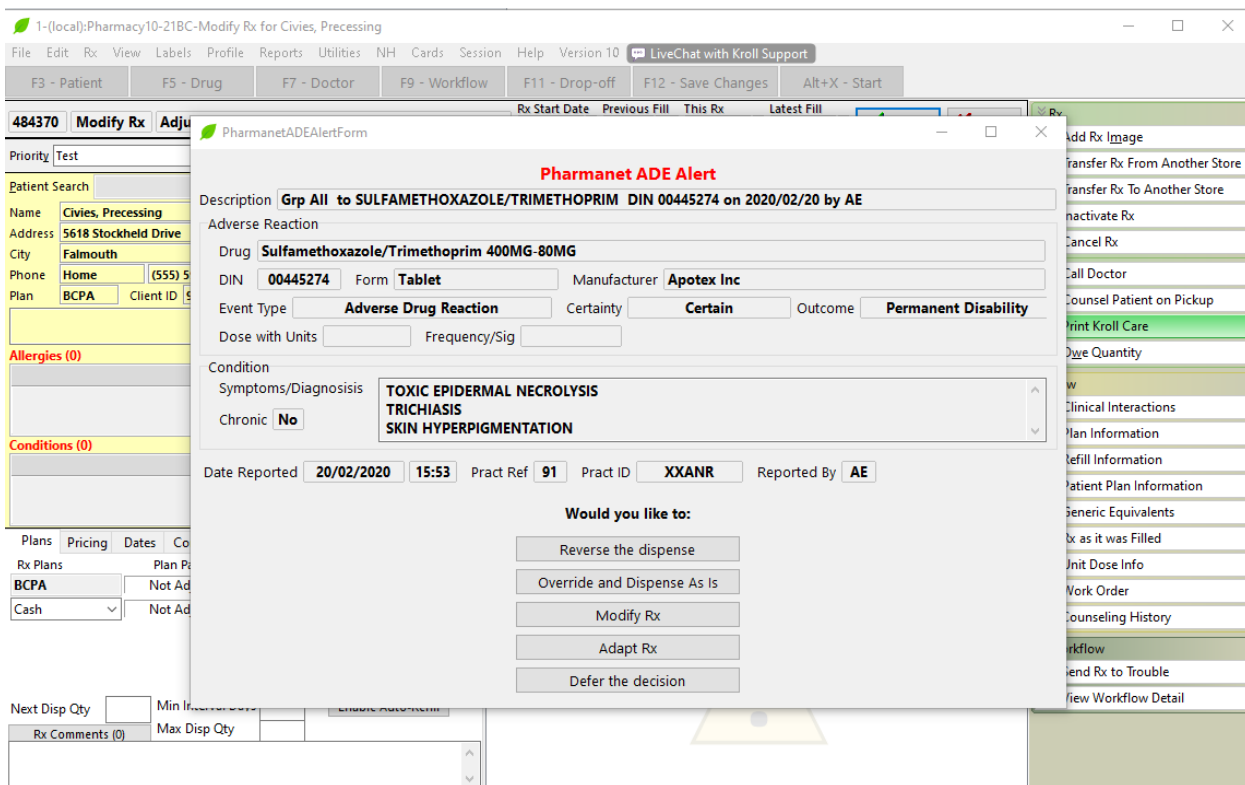
The dialog box has an 'OK' button at the bottom. The background window shows a list of drugs with their respective dates reported, including Sulfamethoxazole, Cephalexin 50, Oxycodone H, Warfarin Sodi, Citalopram H, Meloxicam 7.5, and Fentanyl 50MG.

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



**PharmaNet ADE Alert**

Description: Grp All to SULFAMETHOXAZOLE/TRIMETHOPRIM DIN 00445274 on 2020/02/20 by AE

Adverse Reaction

Drug: Sulfamethoxazole/Trimethoprim 400MG-80MG

DIN: 00445274 Form: Tablet Manufacturer: Apotex Inc

Event Type: Adverse Drug Reaction Certainty: Certain Outcome: Permanent Disability

Dose with Units: Frequency/Sig:

Condition

Symptoms/Diagnosis: TOXIC EPIDERMAL NECROLYSIS, TRICHIASIS, SKIN HYPERPIGMENTATION

Chronic: No

Date Reported: 20/02/2020 15:53 Pract Ref: 91 Pract ID: XXANR Reported By: AE

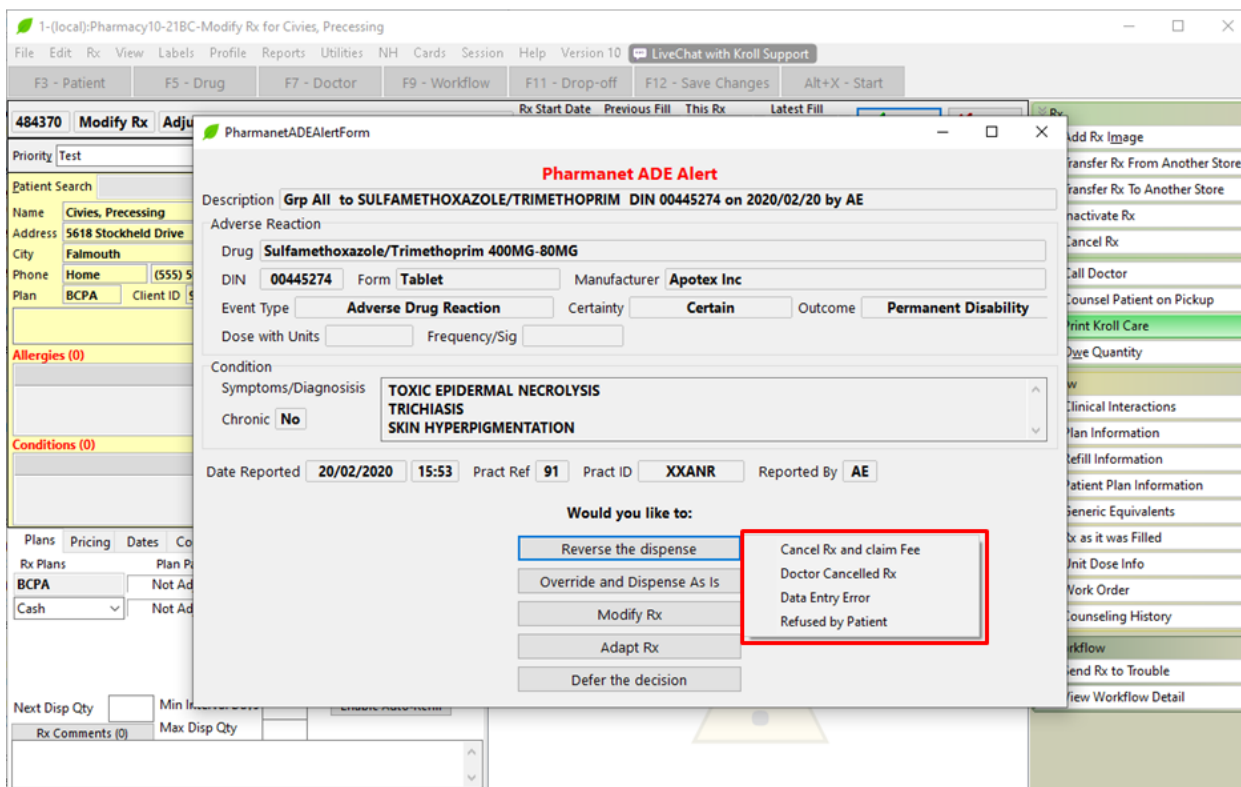
**Would you like to:**

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

## Managing an ADE Alert - Reverse the dispense

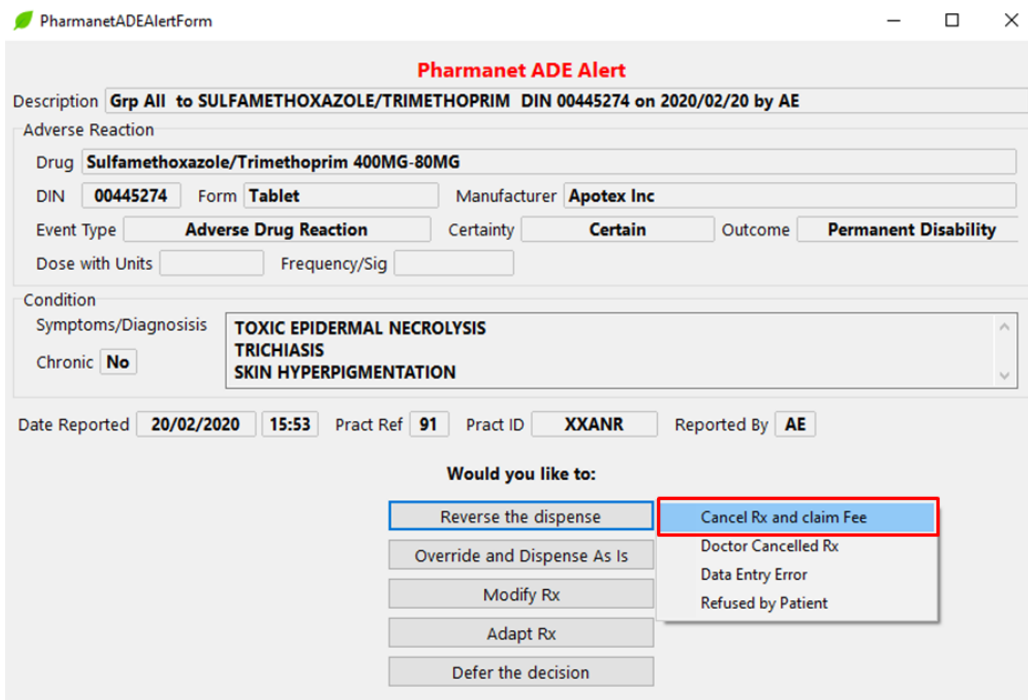
Select 'Reverse the dispense' to cancel the prescription when the drug is not appropriate to dispense to the patient. When this option is selected, there will be additional options available to select:

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



### 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.



**Pharmanet ADE Alert Form**

**Pharmanet ADE Alert**

Description: Grp All to SULFAMETHOXAZOLE/TRIMETHOPRIM DIN 00445274 on 2020/02/20 by AE

Adverse Reaction

Drug: Sulfamethoxazole/Trimethoprim 400MG-80MG

DIN: 00445274 Form: Tablet Manufacturer: Apotex Inc

Event Type: Adverse Drug Reaction Certainty: Certain Outcome: Permanent Disability

Dose with Units: Frequency/Sig:

Condition

Symptoms/Diagnosis: TOXIC EPIDERMAL NECROLYSIS  
TRICHIASIS  
SKIN HYPERPIGMENTATION

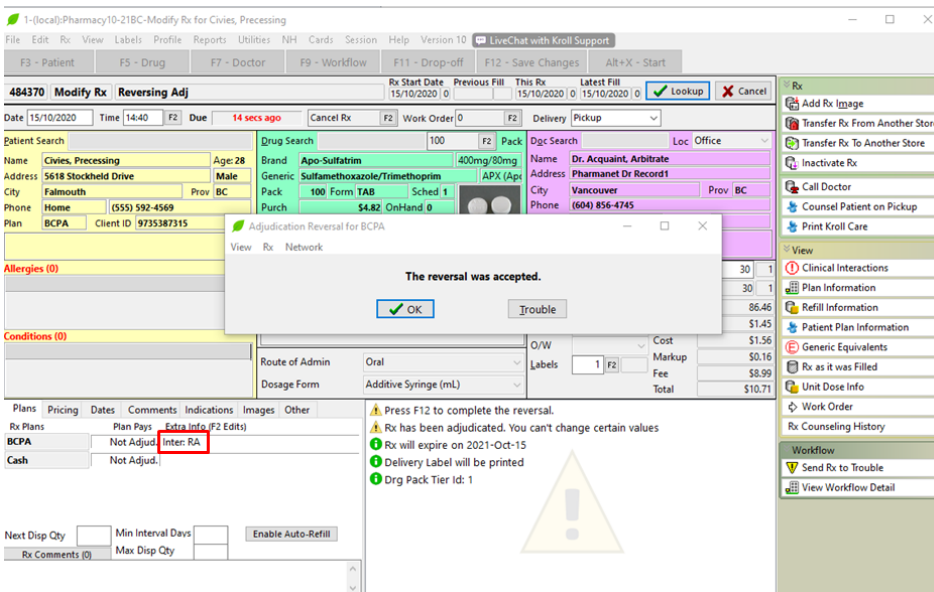
Chronic: No

Date Reported: 20/02/2020 15:53 Pract Ref: 91 Pract ID: XXANR Reported By: AE

Would you like to:

- Reverse the dispense
- Cancel Rx and claim Fee**
- Override and Dispense As Is
- Modify Rx
- Adapt Rx
- Defer the decision
- Doctor Cancelled Rx
- Data Entry Error
- Refused by Patient

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



1-(local):Pharmacy10-218C-Modify Rx for Civies, Processing

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 Reversing Adj Rx Start Date: 15/10/2020 Previous Fill: 15/10/2020 This Rx: 15/10/2020 Latest Fill: 15/10/2020

Date: 15/10/2020 Time: 14:40 F2 Due: 14 secs ago Cancel Rx: F2 Work Order: 0 F2 Delivery: Pickup

Patient Search: Name: Civies, Processing Age: 28 Brand: Apo-Sulfatrim 400mg/80mg Name: Dr. Acquaint, Arbitrate

Address: 5618 Stockheld Drive Male Generic: Sulfamethoxazole/Trimethoprim APX (Apr) Address: Pharmanet Dr Record1

City: Falmouth Prov: BC Pack: 100 Form TAB Sched: 1 City: Vancouver Prov: BC

Phone: Home: (555) 592-4569 Purch: \$4.82 OnHand: 0 Phone: (604) 856-4745

Plan: BCPA Client ID: 9735387315 Adjudication Reversal for BCPA

Allergies (0)

Conditions (0)

Plans Pricing Dates Comments Indications Images Other

Rx Plans Plan Pays Extra Info (F2 Edits)

BCPA Not Adjud. Inter: RA

Cash Not Adjud.

Next Disp Qty: Min Interval Days: Enable Auto-Refill

Rx Comments (0) Max Disp Qty:

The reversal was accepted.

OK Trouble

Press F12 to complete the reversal.

Rx has been adjudicated. You can't change certain values

Rx will expire on 2021-Oct-15

Delivery Label will be printed

Drug Pack Tier Id: 1

Rx: Add Rx Image, Transfer Rx From Another Store, Transfer Rx To Another Store, Inactivate Rx, Call Doctor, Counsel Patient on Pickup, Print Kroll Care, View: Clinical Interactions, Plan Information, Refill Information, Patient Plan Information, Generic Equivalents, Rx as it was Filled, Unit Dose Info, Work Order, Rx Counseling History, Workflow: Send Rx to Trouble, View Workflow Detail

- 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.

The screenshot shows a software window titled "1-(local):Pharmacy10-21BC-Refilling Rx for Civies, Processing". The main window has tabs for "F3 - Patient", "F5 - Drug", "F7 - Doctor", "F9 - Workflow", "F11 - Drop-off", and "F12 - Fill Rx". A "Ref. To Fill" dialog box is open, displaying a list of intervention codes:

Code	Description
CA	Prior adverse reaction.
CB	Previous treatment failure.
CD	Therapeutic duplication.
CF	Falsified or altered prescription.
CH	Dangerously high dose.
CI	Significant drug interaction.
CL	Sub-therapeutic dose.
CM	Suspected multi-pharmacy/multi-doctor.
CO	Potential overuse/abuse.
UB	Consulted prescriber and changed DOSE.
UC	Consulted prescriber and changed INSTRUCTIONS for use.

The "CA" code is selected. The background window shows patient information for "Civies, Processing" and a "Ref. To Fill" button.

The screenshot shows a software window titled "1-(local):Pharmacy10-21BC-Modify Rx for Civies, Processing". The main window has tabs for "F3 - Patient", "F5 - Drug", "F7 - Doctor", "F9 - Workflow", "F11 - Drop-off", and "F12 - Save Changes". A "Modify Rx" dialog box is open, displaying a list of intervention codes:

Code	Description
CA	Prior adverse reaction.
CB	Previous treatment failure.
CD	Therapeutic duplication.
CF	Falsified or altered prescription.
CH	Dangerously high dose.
CI	Significant drug interaction.
CL	Sub-therapeutic dose.
CM	Suspected multi-pharmacy/multi-doctor.
CO	Potential overuse/abuse.
UB	Consulted prescriber and changed DOSE.
UC	Consulted prescriber and changed INSTRUCTIONS for use.

The "CA" code is selected. The background window shows drug information for "Apo-Sulfatrim" and a "Refusal to Fill" message: "177 Refusal to Fill processed. Prescription logged as not filled." A warning icon is visible in the bottom right corner.

### Doctor Cancelled Rx

1. 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.

PharmanetADEAlertForm

**Pharmanet ADE Alert**

Description **Grp All to SULFAMETHOXAZOLE/TRIMETHOPRIM DIN 00445274 on 2020/02/20 by AE**

Adverse Reaction

Drug **Sulfamethoxazole/Trimethoprim 400MG-80MG**

DIN **00445274** Form **Tablet** Manufacturer **Apotex Inc**

Event Type **Adverse Drug Reaction** Certainty **Certain** Outcome **Permanent Disability**

Dose with Units  Frequency/Sig

Condition

Symptoms/Diagnosis **TOXIC EPIDERMAL NECROLYSIS  
TRICHIASIS  
SKIN HYPERPIGMENTATION**

Chronic **No**

Date Reported **20/02/2020** **15:53** Pract Ref **91** Pract ID **XXANR** Reported By **AE**

**Would you like to:**

Reverse the dispense

Cancel Rx and claim Fee

Override and Dispense As Is

Doctor Cancelled Rx

Modify Rx

Data Entry Error

Adapt Rx

Refused by Patient

Defer the decision

1-(local):Pharmacy10-21BC-Modify Rx for Civies, Processing

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

**484372** Modify Rx Reversing Adj

Rx Start Date 15/10/2020 Previous Fill 15/10/2020 This Rx 15/10/2020 Latest Fill 15/10/2020

Date 15/10/2020 Time 14:46 F2 Due 59 secs ago Cancel Rx F2 Work Order 0 Delivery Pickup

Patient Search

Name **Civies, Precessing** Age: 28 Brand **Apo-Sulfatrim** 400mg/80mg Name **Dr. Acquaint, Arbitrate**

Address **5618 Stockheld Drive** Male Generic **Sulfamethoxazole/Trimethoprim** APX (Ap Address **Pharmanet Dr Record1**

City **Falmouth** Prov **BC** Pack **100 Form TAB** Sched 1 City **Vancouver** Prov **BC**

Phone Home (555) 592-4569 Purch **\$4.82** OnHand 0 Phone **(604) 856-4745**

Plan **BCPA** Client ID **9735387315**

Adjudication Reversal for BCPA

View Rx Network

**The reversal was accepted.**

OK Trouble

Plans Pricing Dates Comments Indications Images Other

Rx Plans Plan Pays **Inter: RC** (F2 Edits)

**BCPA** Not Adjud. Not Adjud.

**Cash** Not Adjud.

Next Disp Qty  Min Interval Days  Enable Auto-Refill

Rx Comments (0) Max Disp Qty

Press F12 to complete the reversal.

Rx has been adjudicated. You can't change certain values

Rx will expire on 2021-Oct-15

Delivery Label will be printed

Drg Pack Tier Id: 1

!

Rx

- Add Rx Image
- Transfer Rx From Another Store
- Transfer Rx To Another Store
- Inactivate Rx
- Call Doctor
- Counsel Patient on Pickup
- Print Kroll Care

View

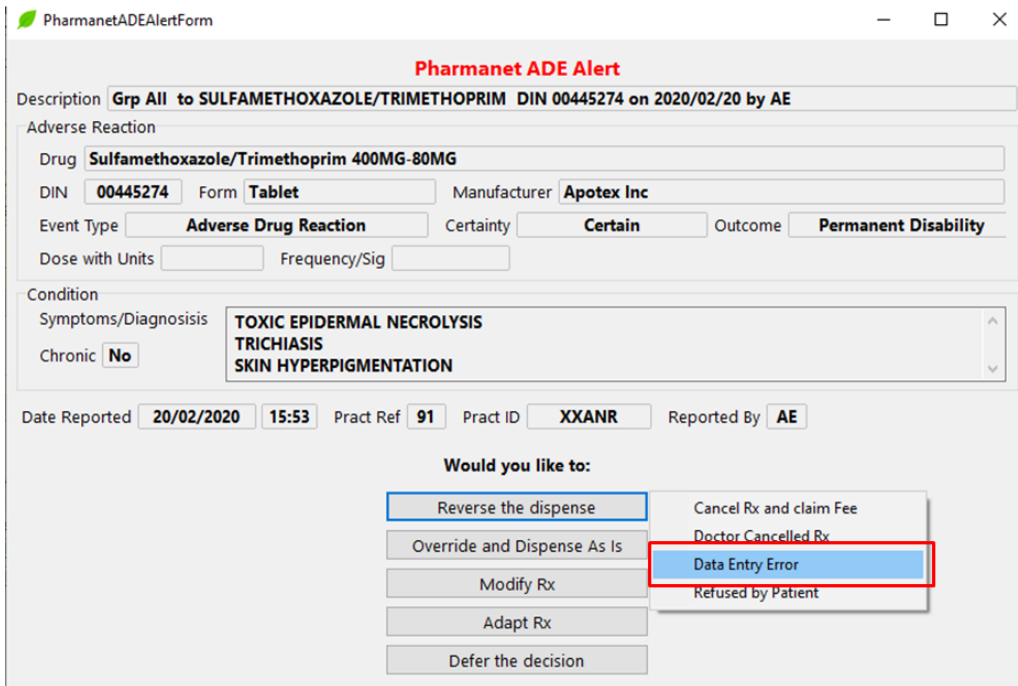
- Clinical Interactions
- Plan Information
- Refill Information
- Patient Plan Information
- Generic Equivalents
- Rx as it was Filled
- Unit Dose Info
- Work Order
- Rx Counseling History

Workflow

- Send Rx to Trouble
- View Workflow Detail

### 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.



**Pharmanet ADE Alert Form**

**Pharmanet ADE Alert**

Description: **Grp All to SULFAMETHOXAZOLE/TRIMETHOPRIM DIN 00445274 on 2020/02/20 by AE**

Adverse Reaction

Drug: **Sulfamethoxazole/Trimethoprim 400MG-80MG**

DIN: **00445274** Form: **Tablet** Manufacturer: **Apotex Inc**

Event Type: **Adverse Drug Reaction** Certainty: **Certain** Outcome: **Permanent Disability**

Dose with Units:  Frequency/Sig:

Condition

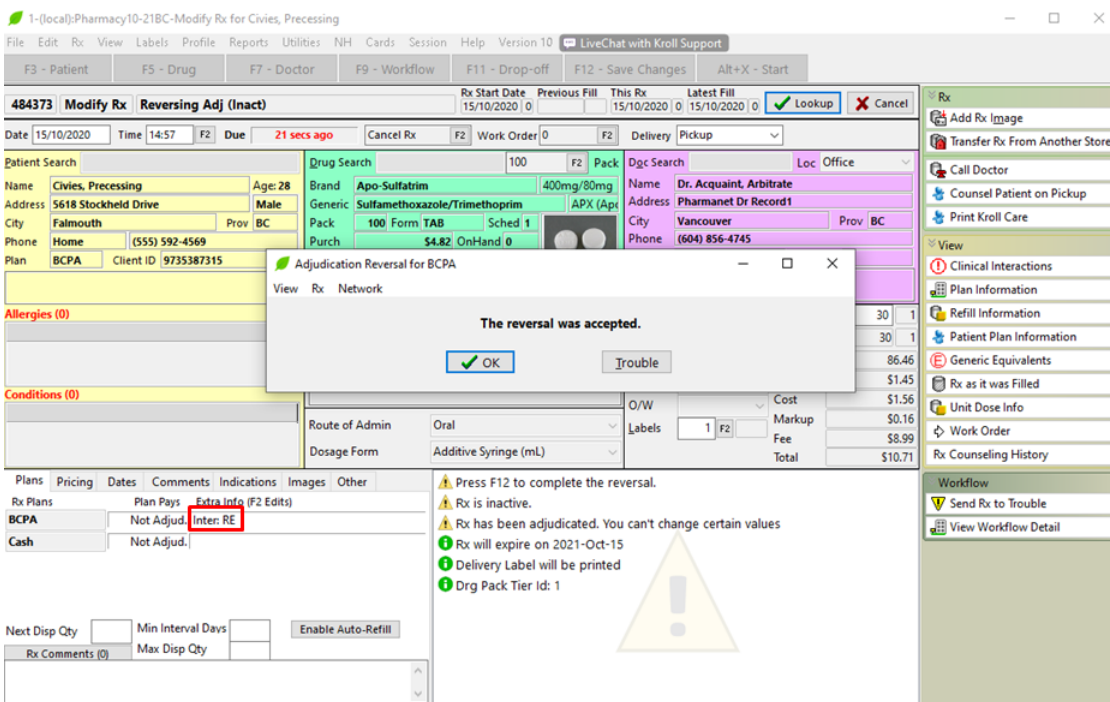
Symptoms/Diagnosis: **TOXIC EPIDERMAL NECROLYSIS  
TRICHIASIS  
SKIN HYPERPIGMENTATION**

Chronic: **No**

Date Reported: **20/02/2020 15:53** Pract Ref: **91** Pract ID: **XXANR** Reported By: **AE**

**Would you like to:**

- Reverse the dispense
- Override and Dispense As Is
- Modify Rx
- Adapt Rx
- Defer the decision
- Cancel Rx and claim Fee
- Doctor Cancelled Rx
- Data Entry Error**
- Refused by Patient



1-[local]-Pharmacy10-21BC-Modify Rx for Civies, Processing

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

484373 **Modify Rx** Reversing Adj (Inact) Rx Start Date: 15/10/2020 Previous Fill: 0 This Rx: 15/10/2020 Latest Fill: 0 Lookup Cancel

Date: 15/10/2020 Time: 14:57 F2: Due: 21 secs ago Cancel Rx: F2: Work Order: 0 F2: Delivery: Pickup

Patient Search: Name: **Civies, Processing** Age: 28 Brand: **Apo-Sulfatrim** 400mg/80mg Name: **Dr. Acquaint, Arbitrate**

Address: **5618 Stockheld Drive** Male Generic: **Sulfamethoxazole/Trimethoprim** APX (Apt) Address: **Pharmanet Dr Record1**

City: **Falmouth** Prov: BC Pack: **100 Form TAB** Sched: 1 City: **Vancouver** Prov: BC

Phone: Home: **(555) 592-4569** Purch: **\$4.82** OnHand: 0 Phone: **(604) 856-4745**

Plan: **BCPA** Client ID: **9735387315**

**Allergies (0)**

**Conditions (0)**

Plans Pricing Dates Comments Indications Images Other

Rx Plans Plan Pays **Extra Info (F2 Edits)**

**BCPA** Not Adjud. **Inter: RE**

**Cash** Not Adjud.

Next Disp Qty:  Min Interval Days:  Enable Auto-Refill

Rx Comments (0):

**Adjudication Reversal for BCPA**

View Rx Network

**The reversal was accepted.**

OK Trouble

⚠️ Press F12 to complete the reversal.

⚠️ Rx is inactive.

⚠️ Rx has been adjudicated. You can't change certain values

📌 Rx will expire on 2021-Oct-15

📌 Delivery Label will be printed

📌 Drug Pack Tier Id: 1

**Rx**

- Add Rx Image
- Transfer Rx From Another Store
- Call Doctor
- Counsel Patient on Pickup
- Print Kroll Care

**View**

- Clinical Interactions
- Plan Information
- Refill Information
- Patient Plan Information
- Generic Equivalents
- Rx as it was Filled
- Unit Dose Info
- Work Order
- Rx Counseling History

**Workflow**

- Send Rx to Trouble
- View Workflow Detail

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**

**Pharmanet ADE Alert**

Description **Grp All to SULFAMETHOXAZOLE/TRIMETHOPRIM DIN 00445274 on 2020/02/20 by AE**

Adverse Reaction

Drug **Sulfamethoxazole/Trimethoprim 400MG-80MG**

DIN **00445274** Form **Tablet** Manufacturer **Apotex Inc**

Event Type **Adverse Drug Reaction** Certainty **Certain** Outcome **Permanent Disability**

Dose with Units  Frequency/Sig

Condition

Symptoms/Diagnosis **TOXIC EPIDERMAL NECROLYSIS  
TRICHIASIS  
SKIN HYPERPIGMENTATION**

Chronic **No**

Date Reported **20/02/2020 15:53** Pract Ref **91** Pract ID **XXANR** Reported By **AE**

**Would you like to:**

Reverse the dispense

Cancel Rx and claim Fee

Override and Dispense As Is

Doctor Cancelled Rx

Modify Rx

Data Entry Error

Adapt Rx

Refused by Patient

Defer the decision

1-(local)-Pharmacy10-21BC-Modify Rx for Civies, Preprocessing

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

**484374** Modify Rx Reversing Adj Rx Start Date 15/10/2020 Previous Fill 15/10/2020 This Rx 15/10/2020 Latest Fill 15/10/2020

Date 15/10/2020 Time 15:01 F2: Due 5 secs ago Cancel Rx F2: Work Order 0 F2: Delivery Pickup

Patient Search

Name	Civies, Preprocessing	Age: 28	Brand	Apo-Sulfatrim	400mg/80mg	Name	Dr. Acquaint, Arbitrate
Address	5618 Stockheld Drive	Male	Generic	Sulfamethoxazole/Trimethoprim	APX (Apt)	Address	Pharmanet Dr Record1
City	Falmouth	Prov BC	Pack	100 Form TAB	Sched 1	City	Vancouver
Phone Home	(555) 592-4569		Purch	\$4.82	OnHand 0	Phone	(604) 856-4745
Plan	BCPA	Client ID 9735387315					

Adjudication Reversal for BCPA

**The reversal was accepted.**

Route of Admin Oral O/W Labels 1 F2: Cost \$0.16 Markup \$0.16 Fee \$8.99 Total \$10.71

Plans Pricing Dates Comments Indications Images Other

Rx Plans Plan Pays Extra Info (F2 Edits)

BCPA Not Adj. Inter: RR

Cash Not Adj.

Next Disp Qty  Min Interval Days  Enable Auto-Refill

Rx Comments (0) Max Disp Qty

Press F12 to complete the reversal.

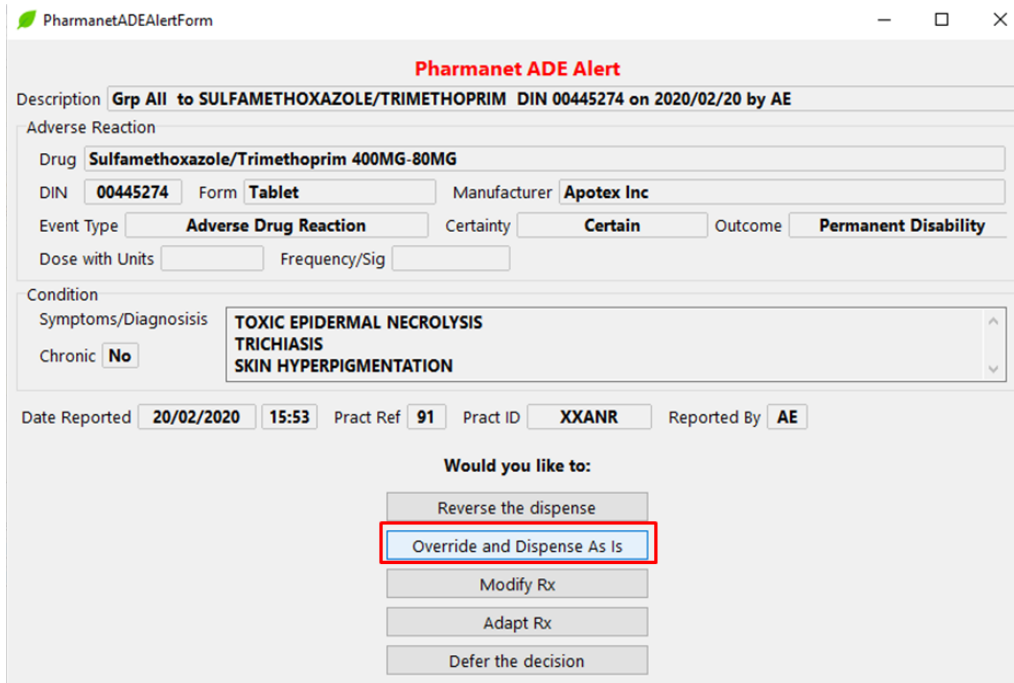
Rx has been adjudicated. You can't change certain values

- Rx will expire on 2021-Oct-15
- Delivery Label will be printed
- Drg Pack Tier id: 1

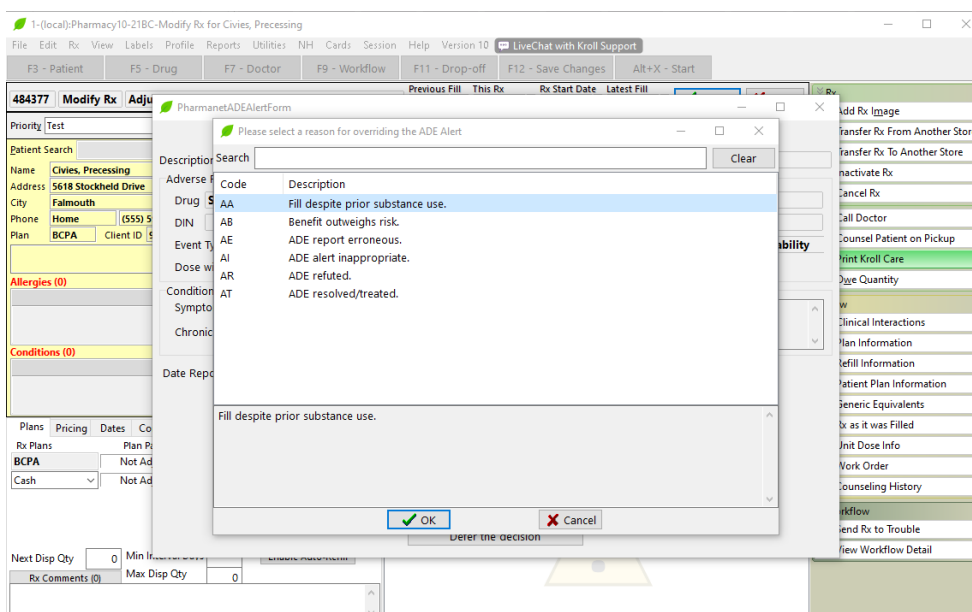


## Managing an ADE Alert - Override and Dispense As Is

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.



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



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

The screenshot shows a pharmacy management interface. At the top, the window title is '1-(local):Pharmacy10-21BC-Modify Rx for Civies, Precessing'. The main window is titled '484377 Modify Rx Reversing Adj'. A dialog box in the center displays the message 'The reversal was accepted.' with 'OK' and 'Trouble' buttons. The background window shows patient information for 'Civies, Precessing', drug details for 'Apo-Sulfatrim', and a list of Rx plans including 'BCPA' and 'Cash'. A warning icon is visible in the bottom right of the window.

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

The screenshot shows the pharmacy management interface after the reversal. The window title is '1-(local):Pharmacy10-21BC-Refilling Rx for Civies, Precessing'. The main window is titled '484377 Refill Pending Adj'. The 'Inter: AB' override reason code is highlighted in red. The window displays drug details for 'Apo-Sulfatrim' and a list of Rx plans including 'BCPA' and 'Cash'. A warning icon is visible in the bottom right of the window.

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

The BCPA claim was accepted with price adjustments

Errors, Warnings and Messages for BCPA

[DH] Professional fee adjusted.  
 PLAN=P S/A=N EXP= DRUG=00001.56  
 ACC EXP=0000000.00 RBP=N LCA=N BEN=Y  
 RESTRICTION=NONE FEE=005.00

	Cost	Markup	Fee	Total	Total
Submitted	1.56	0.16	8.99	10.71	10.71
Accepted	1.56	0.00	5.00	6.56	6.56
Difference		0.16	3.99	4.15	4.15
Discount					

Do you want to charge the Markup difference of \$0.16 to the patient?

0.16  Yes  No

## Managing an ADE Alert - Modify Rx

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

PharmanetADEAlertForm

**Pharmanet ADE Alert**

Description: Grp All to SULFAMETHOXAZOLE/TRIMETHOPRIM DIN 00445274 on 2020/02/20 by AE

Adverse Reaction

Drug: Sulfamethoxazole/Trimethoprim 400MG-80MG  
 DIN: 00445274 Form: Tablet Manufacturer: Apotex Inc  
 Event Type: Adverse Drug Reaction Certainty: Certain Outcome: Permanent Disability  
 Dose with Units: Frequency/Sig:

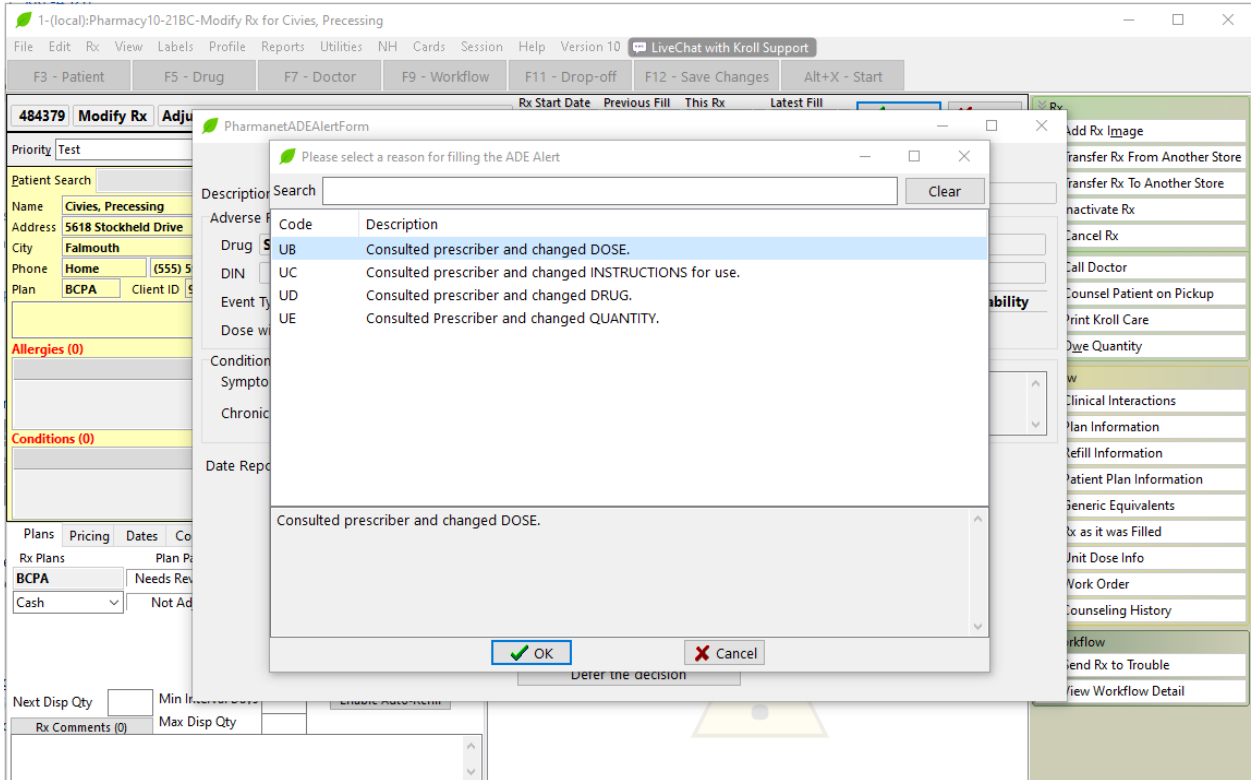
Condition

Symptoms/Diagnosis: TOXIC EPIDERMAL NECROLYSIS  
 TRICHIASIS  
 SKIN HYPERPIGMENTATION  
 Chronic: No

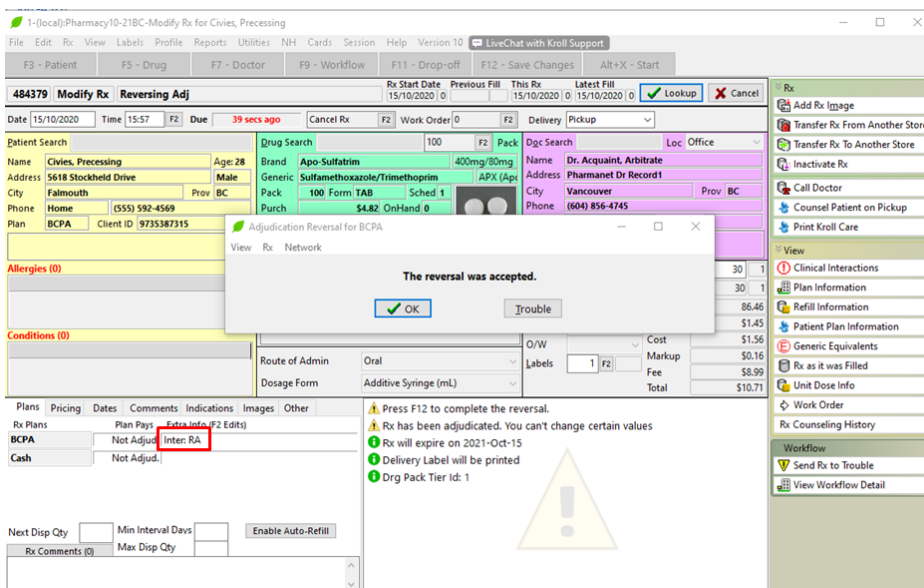
Date Reported: 20/02/2020 15:53 Pract Ref: 91 Pract ID: XXANR Reported By: AE

Would you like to:

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



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



- 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-Fill Rx to proceed with the dispense.

1-(local):Pharmacy10-21BC-Refilling Rx for Civies, Processing

File Edit Recent 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 - Fill Rx Alt+X - Start

484379 Refill Pending Adj Rx Start Date 15/10/2020 Latest Fill 0 Qty Init Lookup Cancel

Priority Test F2 Due 4h 28m ago Fill Rx F2 Work Order 0 F2 Delivery Pickup

Patient Search: Name Civies, Processing Age: 28 Address 5618 Stockheld Drive Male City Falmouth Prov BC Home (555) 592-4569 Plan BCPA Client ID 9735387315

Drug Search: Brand Apo-Sulfatrim 400mg/80mg Generic Sulfamethoxazole/Trimethoprim APX (Ap) Pack 100 Form TAB Sched 1 User Cost 3 \$5.21 OnHand 0 DIN 00445274 Min Qty 0

Dgc Search: Name Dr. Acquaint, Arbitrate Address Pharnanet Dr Record1 City Vancouver Prov BC Phone (604) 856-4745 Lic# XXAPO Alt. Lic#

Allergies (0) Conditions (0)

Unit Dose (Ctrl-U): Disabled

⚠ Not enough inventory for Rx

- 🕒 Rx will expire on 2021-Oct-15
- 🗑 Rx was cancelled last time.
- 🖨 Delivery Label will be printed
- 📦 Drg Pack Tier Id: 1

Plans Pricing Dates Comments Indications Images Other

Rx Plans Plan Pays Extra Info (E2 Edits)

BCPA	Not Adjuc	Inter: AK,UB
Cash	Not Adjuc	Deduct: \$0.00

Next Disp Qty 0 Min Interval Days Max Disp Qty 0 Enable Auto-Refill

Rx Comments (0)

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

1-(local):Pharmacy10-21BC-Modify Rx for Civies, Processing

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

484380 Modify Rx Adjudicating Rx Start Date 15/10/2020 Previous Fill 0 This Rx 15/10/2020 Latest Fill 0 Lookup Cancel

Priority Test F2 Due 4h 30m ago Fill Rx F2 Work Order 5752 F2 Delivery Pickup

Patient Search: Name Civies, Processing Age: 28 Address 5618 Stockheld Drive Male City Falmouth Prov BC Home (555) 592-4569 Plan BCPA Adjudication Response for BCPA View Rx Network

Drug Search: Brand Apo-Sulfatrim 400mg/80mg Generic Sulfamethoxazole/Trimethoprim APX (Ap) Pack 100 Form TAB Sched 1 User Cost 3 \$5.21 OnHand 0 DIN 00445274 Min Qty 0

Dgc Search: Name Dr. Acquaint, Arbitrate Address Pharnanet Dr Record1 City Vancouver Prov BC Phone (604) 856-4745 Lic# XXAPO Alt. Lic#

Allergies (0) Conditions (0)

The BCPA claim was accepted with price adjustments

Errors, Warnings and Messages for BCPA

[DH] Professional fee adjusted.  
 PLAN=P S/A=N EXP= DRUG=00001.55  
 ACC EXP=0000000.00 RBP=N LCA=N BEN=Y  
 RESTRICTION=NONE FEE=005.00

	Cost	Markup	Fee	Total	Total
Submitted	1.56	0.16	8.99	10.71	10.71
Accepted	1.56	0.00	5.00	6.56	6.56
Difference		0.16	3.99	4.15	4.15
Discount					4.15

Do you want to charge the Markup difference of \$0.16 to the patient?

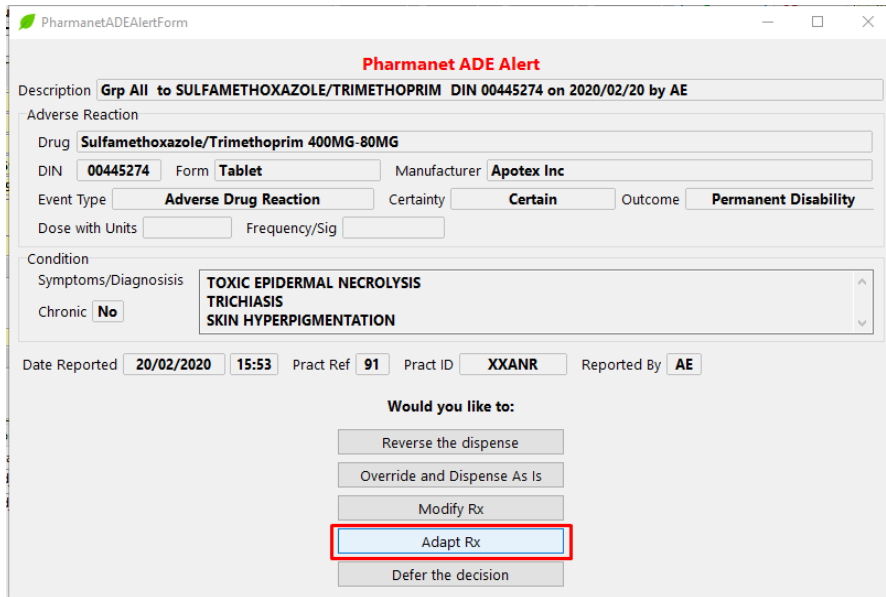
0.16 Yes No

Trouble Cancel Rx

## Managing an ADE Alert - Adapt Rx

A detailed User Guide on the [Rx Adaptation and Rx Extension functionality in British Columbia](#) 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.



The screenshot shows a web form titled "Pharmanet ADE Alert" with the following fields and options:

- Description:** Grp All to SULFAMETHOXAZOLE/TRIMETHOPRIM DIN 00445274 on 2020/02/20 by AE
- Adverse Reaction:**
  - Drug: Sulfamethoxazole/Trimethoprim 400MG-80MG
  - DIN: 00445274 | Form: Tablet | Manufacturer: Apotex Inc
  - Event Type: Adverse Drug Reaction | Certainty: Certain | Outcome: Permanent Disability
  - Dose with Units: | Frequency/Sig: |
- Condition:**
  - Symptoms/Diagnosis: TOXIC EPIDERMAL NECROLYSIS, TRICHIASIS, SKIN HYPERPIGMENTATION
  - Chronic: No
- Date Reported:** 20/02/2020 15:53 | **Pract Ref:** 91 | **Pract ID:** XXANR | **Reported By:** AE

At the bottom, under "Would you like to:", there are five buttons: "Reverse the dispense", "Override and Dispense As Is", "Modify Rx", "Adapt Rx" (highlighted with a red box), and "Defer the decision".

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

The screenshot shows a software window titled "1-(local):Pharmacy10-21BC-Modify Rx for Civies, Precessing". The interface includes a menu bar, a toolbar with function keys (F3-F12), and a main workspace. A central dialog box displays the message "The reversal was accepted." with a green checkmark and an "OK" button. The background workspace shows patient details for "Civies, Precessing" (Age: 28, Male, 5618 Stockheld Drive, Falmouth, BC). A list of "Reasons for Adaptation" is visible, with "Inter: RA" highlighted in a red box. A warning icon is present in the bottom right of the workspace.

- 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.

The screenshot displays the "Rx Adaptation" screen. At the top, it shows "Consent Provided by Civies, Precessing". The patient information is consistent with the previous screenshot. The "Original Rx" section shows: Sulfamethoxazole/Trimethoprim 400mg/80mg, Disp Qty 30, Days Supply 30, Route Oral, Written Date 15/10/2020. The "Adapted Rx" section shows: Sulfamethoxazole/Trimethoprim 400mg, Disp Qty 30, Days Supply 30, Route Oral, Doctor Maurice (MT), Directions T UD. The "Reasons for Adaptation" dropdown is set to "Dosage Change". The interface includes "Abort", "Print Draft", and "Finalize Adaptation" buttons at the bottom.

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:

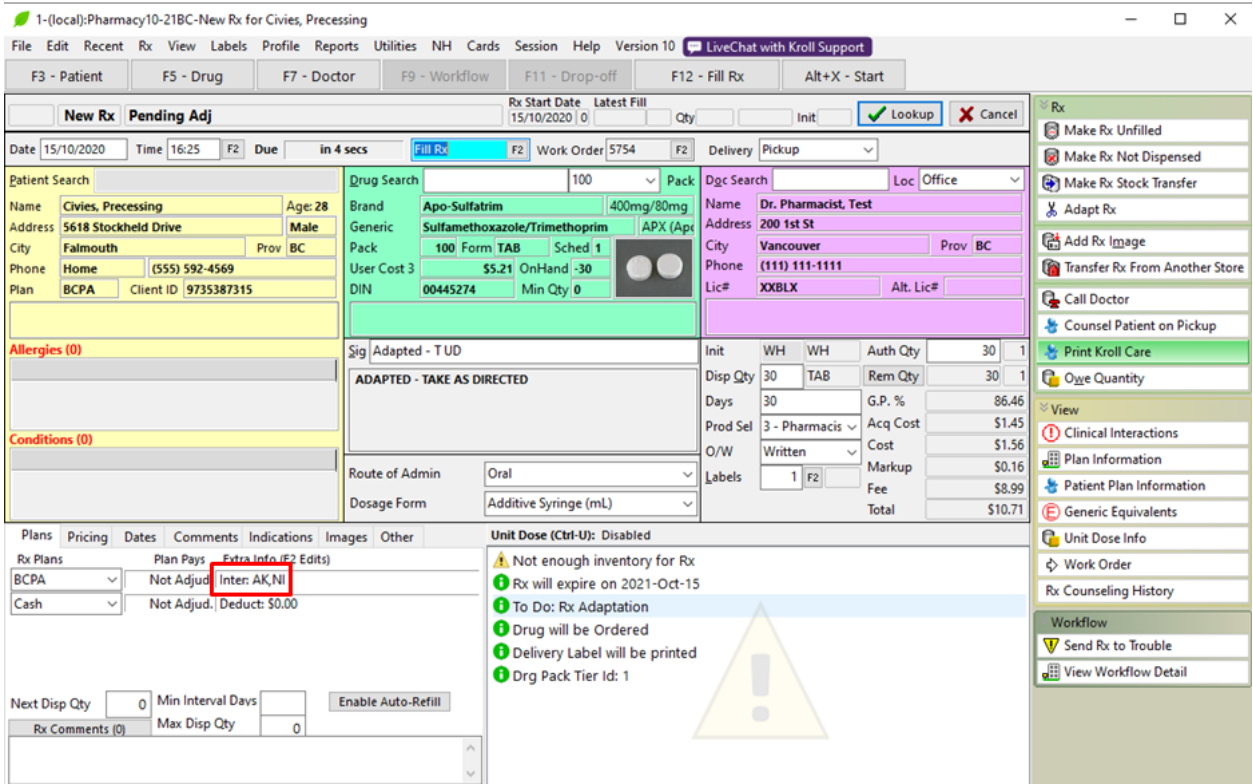
NI – Dosage Change

NJ – Formulation change

NK – Direction for use modified

NM – Therapeutic Substitution





1-(local):Pharmacy10-21BC-New Rx for Civies, Precessing

File Edit Recent 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 - Fill Rx Alt+X - Start

**New Rx Pending Adj** Rx Start Date 15/10/2020 Latest Fill 0 Qty  Init

Date 15/10/2020 Time 16:25 F2 Due in 4 secs  F2 Work Order 5754 F2 Delivery Pickup

**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

**Drug Search** 100 Pack  
 Brand Apo-Sulfatrim 400mg/80mg  
 Generic Sulfamethoxazole/Trimethoprim APX (Ap)  
 Pack 100 Form TAB Sched 1  
 User Cost 3 \$5.21 On-Hand -30  
 DIN 00445274 Min Qty 0

**Drg Search** Loc Office  
 Name Dr. Pharmacist, Test  
 Address 200 1st St  
 City Vancouver Prov BC  
 Phone (111) 111-1111  
 Lic# XXBLX Alt. Lic#

**Allergies (0)**  
**Conditions (0)**

Sig Adapted - TUD  
 ADAPTED - TAKE AS DIRECTED

Route of Admin Oral  
 Dosage Form Additive Syringe (mL)

Init	WH	WH	Auth Qty	30	1
Disp Qty	30	TAB	Rem Qty	30	1
Days	30		G.P. %	86.46	
Prod Sel	3 - Pharmcis		Acq Cost	\$1.45	
O/W	Written		Cost	\$1.56	
Labels	1 F2		Markup	\$0.16	
			Fee	\$8.99	
			Total	\$10.71	

Plans Pricing Dates Comments Indications Images Other

Rx Plans Plan Pays Extra Info (F2 Edits)

BCPA	Not Adjud	Inter: AK,NI
Cash	Not Adjud.	Deduct: \$0.00

Next Disp Qty  Min Interval Days    
 Rx Comments (0) Max Disp Qty

**Unit Dose (Ctrl-U): Disabled**

- ⚠ Not enough inventory for Rx
- ⓘ Rx will expire on 2021-Oct-15
- ⓘ To Do: Rx Adaptation
- ⓘ Drug will be Ordered
- ⓘ Delivery Label will be printed
- ⓘ Drg Pack Tier Id: 1

**Rx**

- Make Rx Unfilled
- Make Rx Not Dispensed
- Make Rx Stock Transfer
- Adapt Rx
- Add Rx Image
- Transfer Rx From Another Store
- Call Doctor
- Counsel Patient on Pickup
- Print Kroll Care
- Owe Quantity

**View**

- Clinical Interactions
- Plan Information
- Patient Plan Information
- Generic Equivalents
- Unit Dose Info
- Work Order
- Rx Counseling History

**Workflow**

- Send Rx to Trouble
- View Workflow Detail

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

1-(local)-Pharmacy10-21BC-Modify Rx for Civies, Processing

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

484382 | Modify Rx Adjudicating Rx Start Date Previous Fill This Rx Latest Fill 15/10/2020 0 15/10/2020 0 15/10/2020 0 15/10/2020 0

Date 15/10/2020 Time 16:25 F2 Due 1m 35s ago Fill Rx F2 Work Order 5754 F2 Delivery Pickup

Patient Search Drug Search 100 Pack Dgc Search Loc Office

Name Civies, Precessing Age: 28 Brand Apo-Sulfatrim 400mg/80mg Name Dr. Pharmacist, Test  
 Address 5618 Stockheld Drive Male Generic Sulfamethoxazole/Trimethoprim APX (Ap Address 200 1st St  
 City Falmouth Prov BC Pack 100 Form TAB Sched 1 City Vancouver Prov BC

Phone Home Adjudication Response for BCPA  
 Plan BCPA View Rx Network

**The BCPA claim was accepted with price adjustments**

Errors, Warnings and Messages for BCPA  
 [DH] Professional fee adjusted.  
 PLAN=P S/A=N EXP= DRUG=00001.56  
 ACC EXP=0000000.00 RBP=N LCA=N BEN=Y  
 RESTRICTION=NONE FEE=005.00

	Cost	Markup	Fee	Total	Total
Submitted	1.56	0.16	8.99	10.71	10.71
Accepted	1.56	0.00	5.00	6.56	6.56
Difference		0.16	3.99	4.15	4.15
Discount					


Do you want to charge the Markup difference of \$0.16 to the patient?

0.16

Rx Comments (0)

## 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.

 PharmanetADEAlertForm
— □ ×

### Pharmanet ADE Alert

Description **Grp All to SULFAMETHOXAZOLE/TRIMETHOPRIM DIN 00445274 on 2020/02/20 by AE**

Adverse Reaction

Drug **Sulfamethoxazole/Trimethoprim 400MG-80MG**

DIN **00445274** Form **Tablet** Manufacturer **Apotex Inc**

Event Type **Adverse Drug Reaction** Certainty **Certain** Outcome **Permanent Disability**

Dose with Units  Frequency/Sig

Condition

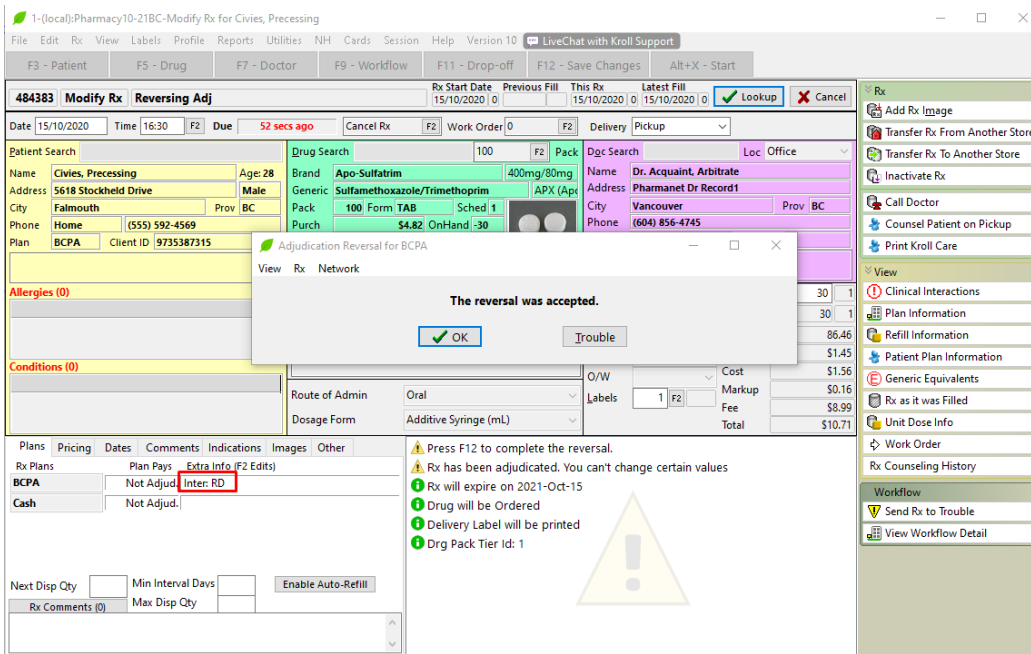
Symptoms/Diagnosis **TOXIC EPIDERMAL NECROLYSIS  
TRICHIASIS  
SKIN HYPERPIGMENTATION**

Chronic **No**

Date Reported **20/02/2020 15:53** Pract Ref **91** Pract ID **XXANR** Reported By **AE**

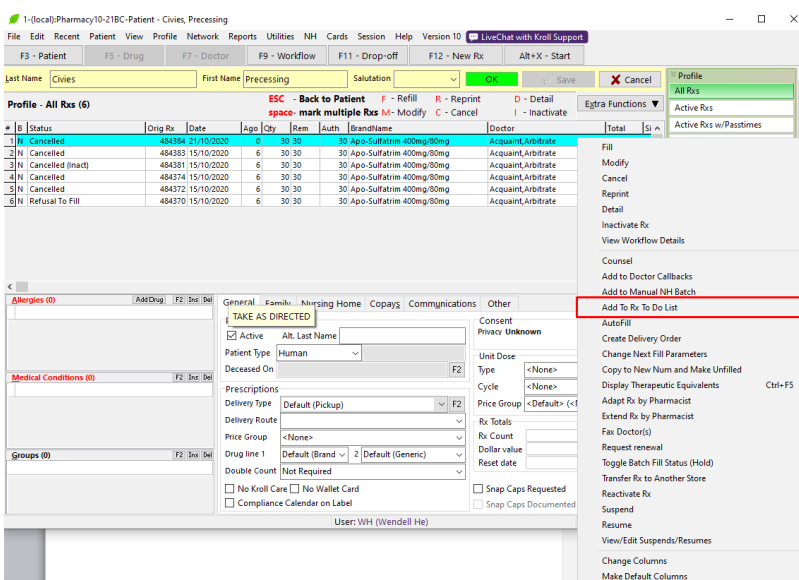
**Would you like to:**

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



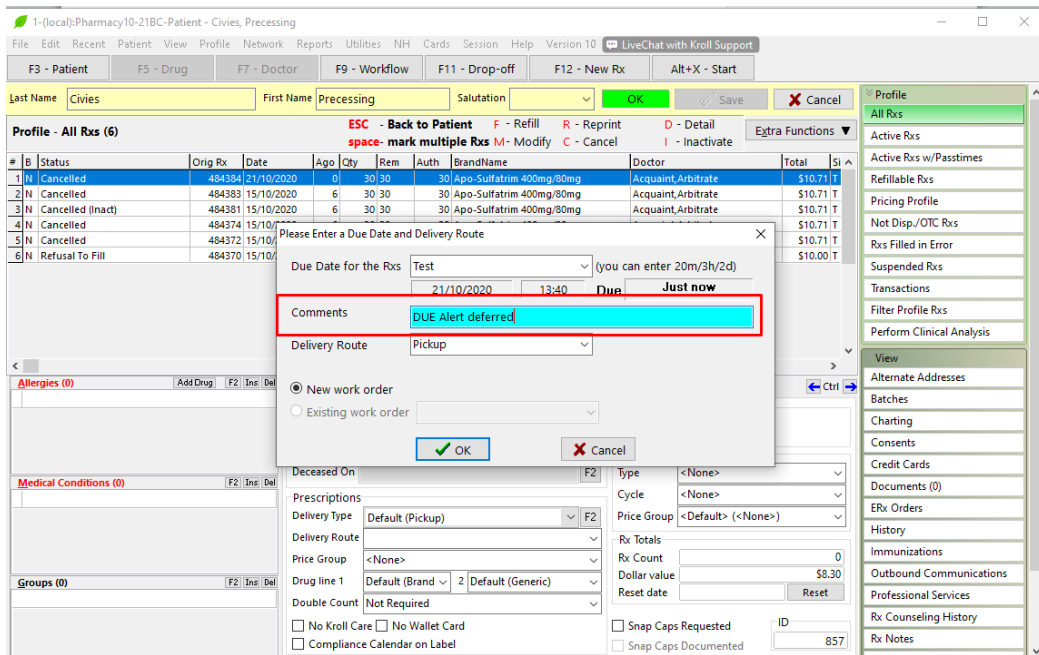
The screenshot shows a software window titled '1-[local]-Pharmacy10-21BC-Modify Rx for Civies, Precessing'. A modal dialog box is open in the center with the text 'The reversal was accepted.' and an 'OK' button. The background interface includes a menu bar, a toolbar with various icons, and a main area with patient details (Name: Civies, Precessing, Age: 28, Male) and a list of prescriptions. A warning icon is present in the bottom right of the main window.

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.



The screenshot shows the 'Profile - All Rxs (6)' window. A table lists several prescriptions with columns for status, orig rx, date, age, city, rem, auth, brand name, and doctor. The right-hand side of the window shows a context menu with various actions. The 'Add To Rx To Do List' option is highlighted with a red box.

#	Status	Orig Rx	Date	Age	City	Rem	Auth	BrandName	Doctor	Total	St
1	Cancelled	484384	21/10/2020	6	30	30	30	Apo-Sulfatrim 400mg/80mg	Acquaint,Arbitrate		
2	Cancelled (inact)	484381	15/10/2020	6	30	30	30	Apo-Sulfatrim 400mg/80mg	Acquaint,Arbitrate		
3	Cancelled (inact)	484381	15/10/2020	6	30	30	30	Apo-Sulfatrim 400mg/80mg	Acquaint,Arbitrate		
4	Cancelled	484374	15/10/2020	6	30	30	30	Apo-Sulfatrim 400mg/80mg	Acquaint,Arbitrate		
5	Cancelled	484372	15/10/2020	6	30	30	30	Apo-Sulfatrim 400mg/80mg	Acquaint,Arbitrate		
6	Refusal To Fill	484370	15/10/2020	6	30	30	30	Apo-Sulfatrim 400mg/80mg	Acquaint,Arbitrate		



1-(local):Pharmacy10-21BC-Patient - Civies, Preprocessing

ESC - Back to Patient F - Refill R - Reprint D - Detail  
space - mark multiple Rx's M - Modify C - Cancel I - Inactivate

#	Status	Orig Rx	Date	Ago	Qty	Rem	Auth	BrandName	Doctor	Total
1	Cancelled	484384	21/10/2020	0	30	30	30	Apo-Sulfatrim 400mg/80mg	Acquaint Arbitrate	\$10.71
2	Cancelled	484383	15/10/2020	6	30	30	30	Apo-Sulfatrim 400mg/80mg	Acquaint Arbitrate	\$10.71
3	Cancelled (Inact)	484381	15/10/2020	6	30	30	30	Apo-Sulfatrim 400mg/80mg	Acquaint Arbitrate	\$10.71
4	Cancelled	484374	15/10/2020	6	30	30	30	Apo-Sulfatrim 400mg/80mg	Acquaint Arbitrate	\$10.71
5	Cancelled	484372	15/10/2020	6	30	30	30	Apo-Sulfatrim 400mg/80mg	Acquaint Arbitrate	\$10.71
6	Refusal To Fill	484370	15/10/2020	6	30	30	30	Apo-Sulfatrim 400mg/80mg	Acquaint Arbitrate	\$10.00

Please Enter a Due Date and Delivery Route

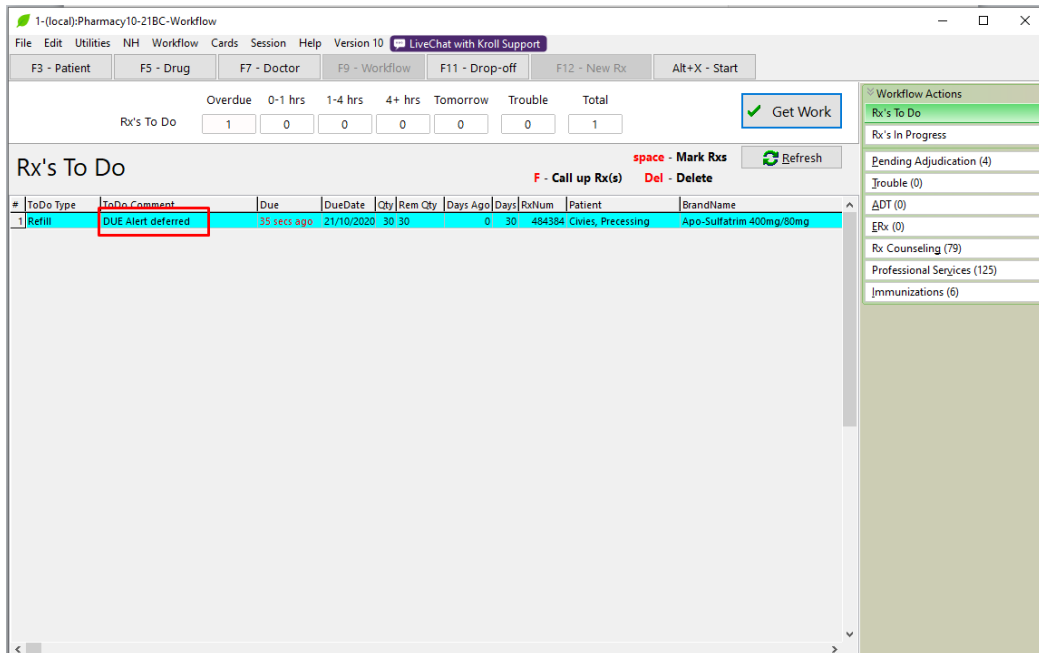
Due Date for the Rx's: Test (you can enter 20m/3h/2d)  
21/10/2020 13:40 Due: Just now

Comments: DUE Alert deferred

Delivery Route: Pickup

New work order  
 Existing work order

OK Cancel



1-(local):Pharmacy10-21BC-Workflow

Overdue 0-1 hrs 1-4 hrs 4+ hrs Tomorrow Trouble Total

Rx's To Do 1 0 0 0 0 0 1 [Get Work](#)

Rx's To Do space - Mark Rx's Refresh

F - Call up Rx(s) Del - Delete

#	To Do Type	To Do Comment	Due	Due Date	Qty	Rem Qty	Days Ago	Days	Rx Num	Patient	BrandName
1	Refill	DUE Alert deferred	35 secs ago	21/10/2020	30	30	0	30	484384	Civies, Preprocessing	Apo-Sulfatrim 400mg/80mg

- 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.