

PharmaConnect™

User Guide

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Introduction

TELUS PharmaConnect[™] is a mobile and web application that provides patients with the ability to view their prescription profile, request refills and check the status of their requests. The mobile app allows patients to submit photos of new prescription orders and receive notifications when their prescriptions are ready for pick up. Patients are also able to link family members, dependents and pets to the same account so that they can act on behalf of those family members.

The PharmaConnect[™] system uses a behind-the-scenes interface called PharmacyLink to communicate securely between the Kroll application and the PharmaConnect[™] app and website. PharmacyLink is used for other Kroll functionality and you will see it referenced throughout this document.



Configuration

The Kroll team at TELUS will activate the PharmacyLink interface. It is important to know that there are several configuration settings that are reflected on the PharmaConnect[™] app and thus, impact the patient experience. Other settings impact how the Kroll system handles the requests submitted by the patient via the app.

To assist you in your initial configuration of the interface, from the Help Menu on the Start screen, select the PharmacyLink Check List.





PharmacyLink Configuration Validation	PharmacyLink Configuration Validation	
11 of 13 PharmacyLink configurations are valid.	13 of 13 PharmacyLink configurations are valid.	
Default Area Code	Default Area Code	1
Store Information	Store Information	1
Store Hours Of Operation	Store Hours Of Operation	1
PharmacyLink Due Date Category	PharmacyLink Due Date Category	1
Retail Work Order Grouping	Retail Work Order Grouping	1
Print 2D Barcode	Print 2D Barcode	1
Nursing Home Type Set	Nursing Home Type Set	
Workflow Configured for PharmacyLink	Drug Pictures up to date	1
Auto Print Patient PharmacyLink Registration Document	Fix Workflow Configured for PharmacyLink	1
Auto generate PharmacyLink patient registration document for Network option is not set Print Patient PharmacyLink registration document workflow action is not present in a workflow	Auto Print Patient PharmacyLink Registration Document	1
Store Owner Contact Information	Store Owner Contact Information	1
Configure Patient Reports	Configure Definit Remeste	1
Configure Message Templates	Fix Fix	•
Ready for pickup message templates for push notification devices are not setup Refill reminder message templates for push notification devices are not setup	Configure Message Templates	1
✓ Close	✓ Close	

The CheckList provides you with information on what needs to be updated in Kroll in order for PharmaConnect[™] to work properly and to ensure a positive patient experience.

Items with a red stop sign must be updated in order for PharmaConnect[™] to work. Items with a yellow yield sign are not mandatory however, correcting them will improve the patient experience. Items with a green checkmark have already been completed and require no further update.

Clicking on the 'Fix' button beside each item will take you to the appropriate section of the Kroll Configuration.

NOTE: The user logged into the terminal must have the proper permissions to access and update Store Configurations in order to proceed with configuring PharmaConnect[™].





Default Area Code

The default area code must be set in Kroll. Clicking on 'Fix' will display the appropriate section of the configuration with the field highlighted in blue:

Seneral	Patient	Drug	Doctor	Rx	FDB	Adju
	w column	configur	ation		Pro	mpt to
🗸 Enal	ble NH / b	batch			🗸 Use	unit d
Alwa	ays show	scan			🗌 Sho	w alert
Langu	age	English		\sim	Dhar	
Langu	age	English		\sim	Phar	macy #
Langu Count	age ry [English Canada		~	Phar	macy # e Name
Langu Count Area co	age ry [ode	English Canada]	~	Phar Store Addi	macy # e Name ress 1

Enter the area code of your pharmacy and click 'OK' to save the change. When the Check List screen is accessed again, the Default Area Code section will now contain a green checkmark. Continue with any remaining sections that require fixing.

Store Information

Your store demographic information will be shown to patients when they are searching for your pharmacy. It is also important to set your store's Latitude and Longitude as this allows the Maps feature of the app to pinpoint the location of your pharmacy. Visit <u>https://www.latlong.net/</u> to find the values for your location.

Store Hours of Operation

Noting accurate hours of operation for the pharmacy will ensure that your patients will know when your pharmacy is open and closed from within the app and website. It is also used when determining the expected pick up time for refills. Should your operating hours change during the year, it is important to update this schedule.

To access the Pharmacy Hours of Operation, click on the Fix button of the PharmacyLink Check List screen or at any time, access these from **File** > **Configuration** > **Hours of Operation**.

For each day of the week, enter whether you are open or closed. For the days noted as being opened, enter the opening and closing times. Note that times are entered in 24-hour format: 11AM = 11:00, 11PM = 23:00.









For holidays when the hours of operation are different, click 'Ins' in the **Holiday Hours** section. Select the date, the open or closed status, and enter the hours of operation on that date accordingly. Click 'OK' to save.

Note: You will need to enter the holiday dates each year. You may want to set an annual reminder to create the new holiday entries. If performing this early in the new year, don't forget to enter January 1st of the following year in advance.

PharmacyLink Due Date Category

When a patient requests refills, they will be provided with feedback indicating the anticipated time that their refills will be ready for pick up. This is the Due Date time that is assigned to the work order and is used to prioritize these Rx's in your workflow queue.

There are 5 different Due Dates based on the prescription type.

- New Prescriptions
- Refill Prescriptions
- Mixture Refills
- Refills Requiring Pharmacist Extension
- Refills Requiring a Doctor Callback

To access these due times, click on the Fix button of the PharmacyLink Check List screen or at any time, access these from **File > Configuration > Store > Interfaces > PharmacyLink Due Dates**.

General	Patient	Drug	Doctor	Rx	FDB	Adjudication	Labels	Reports	Security	Interfaces	Order	X - AR	Y - To Do	Cleanup	ct
Poir Rot Out Out Exte Pha Voir Del RxT Fax AR Poir	int of Sale botic ntral Fill tbound C tbound F ernal Inte armacy Li armacy Li armacy Li icePort livery Inte Fouch (Rx Cloud Payment intClickCa	ommuni ax rfaces nk Due I rfaces Import re	cation Dates File		Due Date New Pre Refill Dr Refills R Refills R When G	s scriptions ug Prescriptions xture Prescriptio equiring Pharma equiring Doctor alculating due d	ns icist Exter Callback ates, defr	nsion er items du	Je within	[[[15] minut	es of closi	ng until r	next busine	Ins [Ins [Ins [Ins [Ins [Sss day.	 Don't promise due date to patient





On the Regular Refills option, use the down arrow to select an existing Due Date/Time entry or click 'Ins' to create a new entry for prescriptions that have available refills remaining.

Description	Туре	Time
PharmacyLink Drug Refill	Relative	1h 59m
PharmacyLink Mixture Refill	+2 Operating Days	15:00
PharmacyLink New Px	Relative	1h 59m
PharmacyLink Pharmacist Prescribe	+3 Operating Days	15:00
PharmacyLink Doctor Callback	+3 Operating Days	15:00

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2	🕖 Due Date/Ti	me Item Configuration		-		×
F e	Description			Default	Due Da	te 🗌
e	Time Type	Relative	\sim		Activ	/e 🗹
al	Specify a tin	ne such as 20m, 2h, etc.				
te	Relative Time					
N						
L						
N		✓ <u>S</u> ave	Can	cel		

Select a Time Type from the drop down menu (select the option that best fits your business model). Enter a relative time if applicable.

🕖 Due Date/Tii	-		\times						
Description	PConnect Refill	Defaul	t Due Da	te 🗌					
Time Type	Relative ~		Acti	ve 🗹					
Specify a tim	Specify a time such as 20m, 2h, etc.								
Relative Time	2h 1h 59m								
	✓ <u>S</u> ave X Ca	ncel							

Click Save.

Using the 2 hour example above, if a Refill request is received at 2:00 PM, this will be placed into your ToDo/Data Entry queue with a priority/expected pickup time of 4:00 PM.

Repeat the above for the remaining two options to allow you additional time for the scenarios noted. If Pharmacist Extension has been allowed, renewal requests sent through the app will default to this wait time.





Any calculated due time that falls beyond today's closing time will automatically be advanced to the next business day. Also, should a calculated due time fall near your closing time, you can force it to respond with the next business day by setting a value in the **When calculating due dates...** setting shown below.

🕖 Store	Store Level Configuration Parameters X															
General	Patient	Drug	Doctor	Rx	FDB	Adjudication	Labels	Reports	Security	Interfaces	Order	X - AR	Y - To Do	Cleanup		🗲 Ctrl 🚽
Poin Rob Cen Out Exte Pha Pha Voio Deli RxT Faxl AR Poin	nt of Sale potic tral Fill bound C bound Fa ernal Inter irmacy Lir cePort ivery Inter ouch Rx Cloud Payment ntClickCar	ommuni ax rfaces hk Due I rfaces Import re	Dates		Due Date: New Pre Refill Dr Refills R Refills R When ca	s scriptions ug Prescriptions xture Prescriptio equiring Pharm equiring Doctor alculating due d	ons acist Exte Callback ates, def	nsion : er items di	ue within	[[[15_minute	Digital Ph Digital Ph Digital Ph Digital Ph Digital Ph es of closi	armacy Ne armacy Re armacy M armacy Ex armacy Ca ng until n	ew Rx fill Rx ixture Rx tension Rx all Back Rx iext busine	Ins C	Don't promise due date to patien Don't promise due date to patien	t t t t

If workloads change such that an adjustment is necessary to any of these Due date/times, you can return to this screen at a later time to select a different entry or insert a new one. To edit an existing entry, go to **File** > **Configuration** > **Store** > **To Do** > **Configure Wait Times**.

💋 Store Level Configuration Parameters								×
General Patient Drug Doctor Rx FDB Adjudication Labels Reg	oorts Secur	ity Interfaces	Order	X - AR	Y - To Do	Cleanup		🗲 Ctrl 🚽
Treat To Do items due on or before 1000 as being due the previous day		Configur	e Wait Tir	nes				
Automatically find clinical interactions on Script Image form		Add Doctor Cal	lbacks wh	nen selecti	ng			
Default prescription entry mode Normal \checkmark		Call Doctor	from the	Rx menu				
Prompt for refill mode when refilling from patient profile		Print Authority	orization f	rom the R	menu			
		Fax Doctor	from the	patient pr	ofile			
			e		1011			
	💋 Due D	lime Con	figuration	1			— L	×
	The defa	ult wait time	is in bold	i.				ReOrder
	Due Date	e/Time Items	(6)					F2 Ins Del
	Descripti	on			Тур)e	Time	^
					Re	lative (Resettable)	20 mir	IS
	4				+1 (Operating Day	12:00	
					Re	ative	5h 59m	
					+2 0	Operating Days	12:00	
					+1 (Operating Day	12:00	
					+2 (Operating Days	12:00	
	1							
	1							~
	1		_	_	_			

See Other Options below for information on the remaining options on this PharmacyLink configuration screen.





Print 2D Barcode

Including the 2D barcode on the vial label and/or the receipt will allow the patient to order a refill via the mobile app by scanning the barcode instead of manually entering the Rx number. This is not mandatory, however when set up, improves the patient experience. Please be aware that the scanning of the vial label linear barcode will NOT work when requesting refills from the app.

To access the barcode options, click on the Fix button of the PharmacyLink Check List screen or at any time, access these from **File > Configuration > Store > Labels > 7-Bar Codes**. Place a check beside the Vial and Receipt options.

And although it is not mandatory, enabling the **Print script image barcode warning label** will allow you to affix this additional bar code label to the original Rx that the patient will hand in thus allowing the system to automatically attach the prescription image to the original Rx when scanned back into the system.



Nursing Home Type Set

You may have retail patients attached to a nursing home for the purpose of providing regularly scheduled compliance packaging via the Kroll batch fill process. Those same patients may still be receiving non-compliance pack prescriptions. You will want to prevent a patient from requesting refills for the batched compliance pack Rxs but allow refill requests for the others.

By designating the nursing home as a Compliance Pack or Retail type, when the patient views their prescription profile on the app, the non-batched Rxs will allow refill requests while the batched Rxs will display '**Refills managed by pharmacy'**.

The PharmacyLink Check List screen will display which nursing homes do not have a Type value set. Even if the Check List does not indicate a problem, if you have a nursing home that is used for retail patients, you may want to ensure the Type is set appropriately.





Click 'Fix' to access the NH List Form or from the Start Screen, select **NH** > **Edit Nursing Home List**.

Highlight the nursing home(s) noted on the Check List screen and click F2.

Click on the arrow adjacent to the Type field. Select the

🕖 NH List Form		×
Nursing Homes (4)		F2 Ins Del
Name	Facility ID	×
Daily Fills		
Lone Acres Rest Home		
Compliance Packs		
Shady Rest		

appropriate option from the list that displays. If this home is used for retail patients, select either **Compliance Pack** or **Retail**. Click 'Save', then 'Close'.

🕖 Nursing H	ome Form		
Name	Compliance Packs		
Address1			
Address2			
City		•	-
Province	-	Postal	
Phone		Fax	
Facility ID		Code	
Director of	Care		
Corporate	ID		
Туре	Compliance Pack		•
General L	Municipal Home	^	
	Retirement Home		Fre
<u>P</u> ass Times	Correctional Facility	=E	
	Retail		
<u>U</u> nit Dose	Social Services		E
Unit Dose T	Hospital - In Patient	-	•

Drug Pictures

PharmaConnect[™] uses the drug images in your Kroll system, displaying them when the patient views their profile. Therefore, it is important that they are as up to date as possible. If the PharmacyLink Check List displays a yellow warning, your drug images may need to be updated. To update your system with the latest images, from the Start Screen, click **File > List Program Updates**. A list of available updates displays. Run the latest Drug Picture Update. If there is none listed or if after running the latest update the CheckList screen still notes a yellow warning, contact the Kroll Help Desk for assistance.

Keep your drug images up to date by executing the Drug Picture Update whenever one is made available.





Auto Print PharmacyLink Registration Document

Kroll has the capability of automatically generating a registration document that can be provided to the patient. This document includes a marketing message about the benefits of using PharmaConnect[™] along with the patient-specific bar code that the patient can use to complete their registration at home. When activated, the rules around the generation of this document are as follows:

- Patient must be human (Patient Type field in the patient card must = Human)
- Patient must be 18 years of age or older
- Not in a NH
- There is no caregiver registered
- Patient is not yet registered with PharmaConnect™
- The patient has a registration that is pending and the pairing code has expired.

In order to auto print the PharmacyLink registration document, two elements need to be in place:

 The Auto generate PharmacyLink patient registration document for Network field on the PharmacyLink interface screen must be set to the same network that is noted in the Networks field.

🕖 Store Level Configuration Paramet	215	×
General Patient Drug Doctor	Rx FDB Adjudication Labels Reports Security Interfaces Order X - AR Y - To Do Cleanup	← Ctrl →
Store Level Configuration Parameter General Patient Drug Doctor Point of Sale Robotic Central Fill Outbound Communication Outbound Fax External Interfaces Pharmacy Link Pharmacy Link Due Dates VoicePort Delivery Interfaces RxTouch FaxRx Cloud AR Payment Import File PointClickCare	Image: security Interfaces Order X - AR Y - To Do Cleanup Narcotic Drug Schedules	Ctrl
	Auto generate Pharmacyclink patient registration document for Network [None] Patient registration pairing codes expire after 30 days Jays Patient registration pairing codes for deferred expire after 45 days Prevent appointment booking within minutes	

 The 'Print Patient PharmacyLink Registration document' workflow action must be inserted into all applicable workflows within your Kroll system. If the print action is not currently included, please reach out to our Kroll Team to have the action added into applicable workflows.





Description Pickup Regular Pr. (H4dvanced/M) Workflow Category Pickup/Delivery Workflow Tay Delivery Workflow Atom 60 Pickup	Description Fickup Regular Ro: (THAdvancedMF) Active	🥑 Edit V	Vorkflow			- 0 X
Workflow Category Pick-up/Delivery Workflow Type Delivery Workflow Action If Breit Branchade Removal (if Regularities document Paramacit Verficition Variation Action Paramacit Verficition Variation Remove (if Regularities document Paramacit Verficition Variation Resolution Variation Variation <tr< th=""><th>Monthow Category Pick-up/Delvery Monthow Type Delvery Delvery Delvery Monthow Type Delvery Monthow Action Pick Delvery Monthow Action Pick Delvery Monthow Action Pick Delvery Pharmacist Verification Wes 2 Nuck as Ready for Pickup/Delvery 4 Send To POS 5 Mark as Pickel)/Dellvered Verification Wes 6 Cancel Pickup Notifications 7 Cueve Refil Reminder or Auto Refil Incomplete Pickup Wes 6 Transmit Pickup to Network</th><th>Descri</th><th>ption Pickup</th><th>Regular Rx (THAdvancedWF)</th><th>Active 🗹</th><th></th></tr<>	Monthow Category Pick-up/Delvery Monthow Type Delvery Delvery Delvery Monthow Type Delvery Monthow Action Pick Delvery Monthow Action Pick Delvery Monthow Action Pick Delvery Pharmacist Verification Wes 2 Nuck as Ready for Pickup/Delvery 4 Send To POS 5 Mark as Pickel)/Dellvered Verification Wes 6 Cancel Pickup Notifications 7 Cueve Refil Reminder or Auto Refil Incomplete Pickup Wes 6 Transmit Pickup to Network	Descri	ption Pickup	Regular Rx (THAdvancedWF)	Active 🗹	
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Order Wordflow Action Wordflow Curve A 1 Pixer Endword Reamacy, Mix registration document Thermaticit Verification Ym 2 Mark as Ready for Policity/Delivery Pharmacit Verification Ym 3 Curve Pickup Notifications Pharmacit Verification Ym 4 Send To Pickup Notifications Pharmacit Verification Ym 4 Send To Pickup Notifications Notification Ym 5 Mark as Ricked/Up/Delivered Waling for Pickup Ym 6 Carel Rickp Notifications Incomplete Pickup Ym 7 Queue Refit Reminder or Auto Refit Incomplete Pickup Ym 8 Transmit Pickup to Network Incomplete Pickup Ym	Vertifice Action Worlflow Curve Activ 1 Invest Relater Reamacturk registration document Harmactit Verification Ves 2 Nukr as Ready for Protocy Delivery Pharmactit Verification Ves 3 Quere Protop Molfications Pharmactit Verification Ves 4 Send To POS Pharmactit Verification Ves 5 Mark as Red-Qu/Delivered Walking for Protog Ves 6 Cancel Prickup Notifications Incomplete Prickup Ves 7 Curver Malli Reminder or Auto Refit Incomplete Prickup Ves 8 Transmit Prickup to Network Ves Ves	Workflo	w Actions (8)			F2 Ins Del At
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2 Mark as Ready for ProtogaDelivery Pharmaciat Writination W 3 Grune Pharmaciat Writination 4 Send To POS Pharmaciat Writination 9 Mark as Picked/bp/Delivered 9 Mark as Picked/bp/De	2) Mark as Ready for Pickup/Delivery Pharmacist Verification Ves 3 Course Pickp Molfications Pharmacist Verification Ves 4 Send To POS Pharmacist Verification Ves 5 Mark as ReadyDelivered Valaing for Pickup Ves 6 Cancel Pickup Molfications Incomplete Pickup Ves 7 Course Refit Reminder or Auto Refit Incomplete Pickup Ves 6 Transmit Pickup to Network		1 Print Patie	ent PharmacyLink registration document	Pharmacist Verification	Yes
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S Mark as Pickedg/pOlevred Walling for Pickup (V V of Carcel Pickup Notifications Incomplete Pickup (V 7 Queue Refit Reminder or Auto Refit Incomplete Pickup (V 8 Transmit Pickup to Network Incomplete Pickup (V 9 Transmit Pickup to Network Incomplete Pickup to Network Incomplet	S Mark as Pickedug-Dielwered Walking for Pickup Ves 6 (ancel Pickup Hodifactions Incomplete Pickup Ves 7 (Queue Refill Reminder or Auto Refill Incomplete Pickup Ves 8 Transmit Pickup to Network Incomplete Pickup Ves		4 Send To P	POS	Pharmacist Verification	Yes
6 Cancel Pickup Notifications Incomplete Pickup VV 7 Queue Refill Reminder or Auto Refill Incomplete Pickup Ve 8 Transmet Pickup to Network Incomplete Pickup VV	6 Cancel Pickup Notifications Incomplete Pickup Ves 7 Course Ref Reminder or Auto Refill Incomplete Pickup Ves 8 Transmit Pickup to Network Incomplete Pickup Ves		5 Mark as P	PickedUp/Delivered	Waiting for Pickup	Yes
7 Queue Refill Reminder or Auto Refill Incomplete Pickup (v 8) Transmit Pickup to Network Incomplete Pickup (v	7 Cueve Refil Reminder of Auto Refil Incomplete Pictup Yes 8 Transmit Pictup to Network Incomplete Pictup Yes		6 Cancel Pic	kup Notifications	Incomplete Pickup	Yes
8 Transmit Pickup to Network Incomplete Pickup Ye	8 Transmit Pickup to Network Incomplete Pickup Ves		7 Queue Re	fill Reminder or Auto Refill	Incomplete Pickup	Yes
			8 Transmit R	Pickup to Network	Incomplete Pickup	Yes
			o iransmit i	nckup to reeswork	incomplete victup	Tes

Workflow Name	Pickup Regular Rx	
Workflow Action	~	
Workflow Queue	Print Owe Picked Up Label Print Patient Id Barcode Label	
Users permitted to	Print Patient PharmacyLink registration document Print Pending Medication Review Label	
Pharmacist Inte	Print Pharmacist Counseling Label	
Pharmacy Stud	Print PHN Label Print POS Barcode Label	
	Print Privacy Label	
	Print Receipt Print Rx Refill Sync Consent Label	
	Print Rx User Label	
	Print Tx Label]

Store Owner Contact Information

In the event something should happen with the service, an owner or pharmacy manager can be contacted. To add the contact information, either click on the Fix button on the PharmacyLink Checklist screen OR from the start screen, click **File** > **Configuration** > **Store** > **Interfaces** > **Pharmacy Link** – double click on the line item noted under the Networks section on the right. The Pharmacy Link screen displays.

Pharmacy Link	×				
Network	{EB4598AC-A48C-4053-8659-DB30FA63822F}	1			
Store Id	{0908C92A-CC26-4260-B32C-89E4D0758429}	ĺ			
Description	TELUS PharmaConnect Main Street Pharmacy				
Store Visibility	Public ~				
Store Down Contact Info	Owner: Edwin Richards Cell: 416-123-4567 Home: 416-123-4568 edwin.richards@telus.net Pharmacy Manager: Barbara Smith Cell: 416-321-4566 bsmith1234@telus.net				
	✓ Active				

Enter the Pharmacy owner/Pharmacy Manager contact information in the **Store Down Contact Info** field. It is being suggested that at a minimum the individual's name, best phone number and email address be noted. Click 'Save' when complete.

Configure Patient Reports

This feature, when enabled, will allow the patient to request reports through PharmaConnect. The report is retrieved from Kroll in the background and saved to the patient's documents. Once available, the patients can retrieve the PDF.

To access these Report Configurations, click on the Fix button of the PharmacyLink Check List screen or at any time, access these from **File > Configuration > Store > Interfaces > PharmacyLink.**



Change I and ChanGammaking Demonstration



eneral <u>Patient</u> <u>Drug</u> Doctor	<u>Rx</u> <u>FDB</u> <u>Adjudication</u> <u>Labels</u> <u>Reports</u> <u>Security</u> <u>Interfaces</u> <u>Order</u> <u>X</u> - AR <u>Y</u> - To Do Cleanup	← (
Point of Sale	Narcotic Drug Schedules Networks	Ins F2 Del
Central Fill Outbound Communication Outbound Fax	(All) F2 Description Image: Combine Call Doctor Callback status TELUS (QA) Image: Combine Call Doctor for Regular Rxs with no Refills left TELUS (QA)	<u>^</u>
External Interfaces Pharmacy Link Pharmacy Link Due Dates VoicePort	Ilow Call Doctor for Narcotic Rxs with no Refills left Allow Care Giver Registration Allow Datients to submit photos of new prescriptions using Web or Mobile app. Allow delivery for new prescriptions Allow delivery for new prescriptions	~
Delivery Interfaces RxTouch FaxRx Cloud AR Payment Import File PointClickCare	Allow Add new patient dependent adult registration Allow Add new patient dependent minor registration Sync outbound contacts for new patient registrations Create refill request instead of doctor callback when patient requests rx refill with no refills remaining Send notification when a Rx transfer is complete and added as an unfill Send notification when a new Rx is added as an unfill Automatically print invitation leaflet when filling prescriptions for unlinked patients	
	Auto generate PharmacyLink patient registration document for Network (None) Patient registration pairing codes expire after 30 days Job days Patient registration pairing codes for deferred expire after 45 days Prevent appointment booking within minutes	~
	Patient Reports Image: Allow Medical History Report Image: Allow Medical Expense Configure Patient Tax Receipts Options Configure Medical History Options Configure Medical Expense	s Report ses Options

- Enable the reports that you want made available to patients by checking the box above the report.
- For each active report, click on the Configure button. A report template screen displays.

Select the options within each report that you want active. This template ensures a consistent output each time the report is selected by a patient either via the app or the website. Click 'Save Template' when complete. Repeat for each report that you have activated.

If your pharmacy has a signature tablet or the Virtual signature tablet module configured in Kroll, you will also have the option to embed a Pharmacist's signature onto the report.

Please be aware that these reports when generated by pharmacy staff in Kroll are NOT affected by the templates saved.

🕖 Tax Receipt - Template Mode	-		X
File Version 10			
Options			
 Print Store Logo Use billing address Include Rx where patient pays zero ✓ Print Rx number 			
Fee For Service:			
Include Fee For Service Rxs v			
Price Group		Exc	lude
(All)			F2
Drug Groups		Exc	lude
(All)			F2
OMR Bar			
Restore Defaults	×	Close	





Other Options

While the PharmacyLink Checklist will identify critical configuration options, there are other options that may improve both the patient and pharmacy user experience.

To Do Origin

Including this column header in your F9-Workflow screen will provide visibility as to the origin of the Rx in your ToDo/Data Entry.

To add the **To Do Origin** as a column header:

1. From the Start Screen, select F9-Workflow

🕖 1-(local):Pharmacy10-16-Workflow							-		×
File Edit Utilities NH Workflow Cards Sessi	on Help Version 10								
F3 - Patient F5 - Drug F7 - Do	F9 - Workflow	F11 - Drop-off	F12 - New Rx	Alt+X - Start					
Overdue 0-1 hrs 1-4 hrs 4+ hrs Tomorrow Trouble Total					[∀] Workflow Actions				
By's To Do					🖉 Get Work		Rx's To Do		
							Rx's In Progress		
Ry's To Do			spa	ce - Mark Rxs	🔁 <u>R</u> efresh		Pending Adjudication	(11)	
10.510.00			F - Call up Rx(s) D	el - Delete	<u>∑</u> <u>F</u> ilter		<u>T</u> rouble (0)		
# ToDo Type ToDo Comment	Due RxNum F	Patient	BrandName		Doctor	^	<u>A</u> DT (0)		
							<u>E</u> Rx (0)		
									_

 If the To Do Origin column does not already exist, right-click on the column headers and select 'Change Columns'.



Scroll down until you see **To Do Origin**. Click on the box and then select the **Move Up** or **Move Down** button to place this header option in the position you feel is best.





🕖 Edit Scan Columns		×
🗹 ToDo Origin	^]
Due		🔺 Move Up
<u>⊢</u> PxNum		_
🗹 Patient		▼ Move <u>D</u> own
🗹 BrandName		
🗹 Doctor		
🔲 Orig Rx		
🔲 ToDo Comment		
🗖 Tote		
🗖 ТоDo Туре		
U Workflow Description		
Next Workflow Action		
U Workflow Type	~	
🗹 Resize Columns as Form Size	e Changes	
Use Store Default Columns	Use Kroll	Defined Columns
V OK	🗶 Can	cel

3. Click OK.

🕖 1-(local):Pharmacy10-16-Workflow					- 🗆 ×
File Edit Utilities NH Workflow Cards Se	ession Help Version 10				
F3 - Patient F5 - Drug F7 -	Doctor F9 - Workflow	F11 - Drop-off F12 - New R	Alt+X - Start		
Overdue	0-1 hrs 1-4 hrs 4+ hrs	Tomorrow Trouble Total			[⊗] Workflow Actions
Bx's To Do				Get Work	Rx's To Do
14310000					Rx's In Progress
Ry's To Do			space - Mark Rxs	🔁 <u>R</u> efresh	Pending Adjudication (11)
		F - Call up Rx(s)	Del - Delete	Eilter	Irouble (0)
# ToDo Origin Due	RxNum Patient	BrandName	Doctor	^	ADT (0)
					<u>E</u> Rx (0)
					Rx Counseling (6)
					Professional Services (10)
					Immunizations (1)

Interface options

From the Start Screen, select File > Configuration > Store > Interfaces > Pharmacy Link.





Point of Sale Robotic	Narcotic Drug Schedules		Networks	Ins F2 Del
Central Fill	(All)	F2	Description	^
Outbound Communication	Combine Call Doctor Callback status	Percular Bys with pe Defills left	TELUS (QA)	
Outbound Fax	Allow Call Doctor for Regular Rxs with no	Refills left		
External Interfaces	Allow Call Doctor for Narcotic Rxs with no	o Refills left		
Pharmacy Link	Allow Care Giver Registration	executions using Web or Mabile ann		
Pharmacy Link Due Dates	Allow delivery for new prescriptions	prescriptions using web or mobile app.		•
/oicePort	Allow patients to self-register			
olivery Interfaces	Allow Adt new patient dependent adult r	registration		
venvery interfaces	Allow Adt new patient dependent minor	registration		
ocrouch	Sync outbound contacts for new patient	registrations lback when natient requests in refill with	h no refills remaining	
axkx cloud	Send notification when a Rx transfer is co	omplete and added as an unfill		
AR Payment Import File	Send notification when a new Rx is adde	d as an unfill		
PointClickCare	Automatically print invitation leaflet when	n filling prescriptions for unlinked patie	nts	
	Auto generate PharmacyLink patient registrat	tion document for Network	(None)	~
	Patient registration pairing codes expire afte	r 30 days		
	Patient registration pairing codes for deferre	d expire after 45 days		
	Prevent appointment booking withinn	ninutes		
	Patient Reports			
	Allow Tay Descints Depart	Allow Medical History Depoy	rt Allow Medical F	vpancer Banart

- You can define the schedules that the PharmaConnect[™] app will consider as narcotics. This will be used for the 'Narcotic' option in the next section. Click F2 to designate which schedules will be considered narcotics.
- 2. These options will enable certain features to be used by the patient and/or the pharmacy team.
- Combine Call Doctor Callback status. When this option is checked, the Patient will see "Awaiting Callback from Doctor" on the App after submitting a refill request for a prescription with no refills (if that option has been enabled). If it is not flagged on, the App will show either "Waiting for Pharmacy to Phone" (when Callback is set to Call Doctor) OR "Awaiting Callback from Doctor" (when Callback is set to Call Doctor) OR "Awaiting Callback from Doctor" (when Callback is set to Call Doctor).
- Allow Pharmacist Extension for Refilling Regular Rxs with no Refills left If your pharmacy allows for Pharmacist extensions for Regular prescriptions, enable this option. Renewal Requests through the app will be sent directly to the Rx To-Do/Data Entry queue. If not enabled, the patient may not be able to submit a refill request, specifically if the Allow Call Doctor option is also disabled. They will be given the option instead to call the Pharmacy or Doctor.
- Allow Call Doctor for Regular Rxs with no Refills left If your pharmacy allows for Request Renewals to be sent to physicians from the pharmacy on the patient's behalf, enable this option. If Allow Pharmacist Extension is not enabled, renewal requests from the app will be sent directly to Doctor





Callbacks. If Allow Call Doctor is not enabled, the patient may not be able to submit a refill request, especially if the Allow Pharmacist Extension option is also disabled. They will be given the option instead to call the Pharmacy.

- Allow Call Doctor for Narcotic Rxs with no Refills left This option is the same as the Allow Call Doctor for Regular Rxs, but is specific to Narcotic prescriptions and other drug schedules specified in section above it.
- Allow Caregiver Registration will allow both the patient and the pharmacy to link a secondary patient record/PharmaConnect[™] account to a caregiver's account. For example, a parent to a child.
- Allow patients to submit photos of new prescriptions using Web or Mobile App will allow the patient to take a picture of their original written prescription and send it via the app to your store's ToDo/Data Entry queue. NOTE: Currently this feature is only available on the app and only in certain provinces where regulations allow it. (Alberta and Newfoundland do not allow the processing of a prescription until the original is in hand) The ability to request a new Rx with the image from the Web will be available in the near future.
- Allow delivery for New Rxs This option will allow patients to select delivery on the request of a New Rx. This requires that participating pharmacies have a process in place to obtain the authoritative copy of the New Rx from the patient before the prescription is release or shipped*.

* Pharmacies that enable the option to allow patients to submit photos of New Prescriptions are required to familiarize themselves with the regulations pertaining to prescription submission in the provinces that they operate in and are responsible to govern themselves accordingly.

- Allow patients to self-register This option allows patients to link their PharmaConnect account to their Kroll patient profile using a prescription number. When using this method, patients are required to respond to demographic information challenges. These challenges are based on the information in Kroll such as Mobile Phone, Postal Code and/or health card number.
- Patient registration pairing codes expire after _____ days This config allows pharmacies to set an expiry value for the pairing code displayed on the printed patient leaflet. This value can be set to align with the pharmacy's operations and must be set between 7 or 99 days.





PharmaConnect[™] Patient Registration

To start using PharmaConnect, a Kroll patient profile must be linked to a PharmaConnect[™] account that the patient has or will create via the mobile or web app.

This linking using 1 of 3 methods:

- 1. By generating a unique code from the Kroll patient profile and providing this to the patient to enter into their PharmaConnect[™] account at their convenience
- By entering a code into the Kroll patient record that is generated in the patient's PharmaConnect™ account
- 3. or a patient can use Self-Registration, if enabled, by using an Rx number and entering their information to link to your pharmacy on their own.

Registration Using the Barcode Generated in Kroll

 Access the patient record in Kroll. From the View menu on the lower right-hand side, select 'PharmacyLink Access'. Click on the 'Ins' button and select 'This Patient'.

F2 Clear Weight +	Load	Delete	View
	~		Alternate Addresses
PharmacyLink Access Link type	×	F2 Ins Del	Accounts
Coloct who is being given access to TUIC patient profile?		^	Appointments
select who is being given access to This patient profile?			AR Profile
This Patient			Authorized Agents
O Patient's agent	\sim		Batches
			Charting
O Create and authorize a new agent			Consents
			Documents (0)
V OK X Cancel			ERx Orders
			History
			Immunizations
			Limited Use Items
			Outbound Communications
			PharmacyLink Access
			Professional Services





2. On the PharmacyLink Registration form, click Generate a new registration code to give to the patient.



Click 'OK' to generate the registration code.

nd		
	PharmacyLink Registration Code X	
Sta rr Per	Registration Code: 2LNBLJLQ Provide this code to the patient in order for them to activate their account. Optionally, print a document containing this code so that they can use it to activate	end
	their account at their convenience.	
	✓ Print Preview X Close	

Provide the printed document that includes information about PharmaConnect, along with their personal registration code. To generate this form, click Print. Below is an example of the form:







Please remind the patient that the generated code expires. Should the patient attempt to register after the code expiration, they will need to request a new code be generated by the pharmacy.





Registration Using the Barcode Generated in the App

If the patient has already created their PharmaConnect[™] account, the app has the ability to generate a barcode that you can use to instantly link a Kroll patient. The patient may either come into the pharmacy with their phone or call you with the generated code in order to complete the linking process.



 To complete the linking using the application-generated code, access the patient record in Kroll and from the ribbon bar, select **PharmacyLink Access**. Click on the 'Ins' button and select '**This Patient**'. The PharmacyLink Registration form will appear.





PharmacyLink Registration		×
Register using one	of the following me	ethods
 Generate a new regist Scan or Type in the us Code 	ration code to give to the p er token from the patient's	patient ; Mobile Device
Ĩ	<u>O</u> k X Ca	ancel

 If you have a barcode reader and have access to the phone with the barcode shown, you can simply scan the barcode while this registration form is displayed. Otherwise, select the Scan or Type in the user token from the patient's Mobile Device and enter the code manually.

PharmacyLink Registration	×
Register using one of the following methods	
O concrete a new registration code to give to the patient	
Scan or Type in the user token from the patient's Mobile Device	
Code PRCT4ZB	
✓ <u>O</u> k X Cancel	

3. Click **OK** to complete the linking process.

When using this method, there are no validation steps performed between Kroll and PharmaConnect. As such, it is important to ensure you take the time to ensure you have the correct patient profile before using this method to link the patient to your pharmacy.

Self-Registration for Patients

PharmaConnect[™] provides the ability for patients to link to your pharmacy independently, without the use of a registration code. In order for the patient to be able to use this method, the following fields must be complete in the patient profile:

- First Name
- Last Name
- Postal Code
- Phone Number
- Email (Optional)





If these fields are not completed the verification process used when a patient attempts this method will fail. When a patient uses this method, they are expected to respond to information challenges that are related to the fields above.

Linking a Dependent to a PharmaConnect[™] Account

PharmaConnect[™] provides the ability to link dependents to a caregiver's PharmaConnect[™] account. This provides the caregiver with visibility to the dependent's profile via their own account as well as the ability to request refills and send in new prescriptions on behalf of the dependent.

Caregiver Already has a PharmaConnect™ Account Created and Linked

Access the *dependent's patient* record in Kroll. From the ribbon bar on the right-hand side, select
 PharmacyLink Access. Click on the 'Ins' button and select 'Create and authorize a new agent'.



Using the Selection tool select the Caregiver for this patient





	0	(Pat Search) patient										×
Γ	Red	ent Search										
	Las	t,First; Code; Phone; d	or Bill #	🗸 Select	Ins Inse	rt		S	Searching By	Last Na	ame, First Name	
	pa	tient		🗙 Cancel	Сор <u>у</u> Ра	at Advanc	ed	Γ	2	Records	Found	
	#	 Last Name 	 First Name 	Address	C	ïty	Age	Phon	e	Plan		^
I	1	Patient	Child	123 Main St	A	nytown	7	(647)	555-3226 Cell			
	2	Patient	Test	123 Main St	A	nytown	51	(647)	555-3226 Cell			
1												

• Once the Caregiver is selected, you will be asked to identify the relationship to the dependent patient that this person (agent) holds. Also required are the permissions assigned to this agent or Caregiver.

🕖 Authorized Agent			– 🗆 ×
Last Name Patient Relationship Parent Address 1 123 Main St Address 2 City Anytown Country Canada Phone Ext (647) 555-3226 Authorization expires 01/01/2024	First Name Test	Authorized by Patient, Child Permissions (Select all) View Rxs Order or pickup Rxs Receive counselling on patient's bel Request reports View accounts receivable Add, view or cancel appointments Change demographics (name, addr Change plans Change packaging preferences Sign legal documents Authorize or revoke agents	Date V 04/11/2022 half ress, phone, dob, etc)
Comment	Save	× Cancel	~

If the dependent is a minor, all permissions will be pre-selected. If the dependent is an age of majority patient only all permissions except those with legal implications are pre-selected.





The permissions are defined as follows:

- View Rxs This is the default permission and allows only view access on PharmaConnect.
- Order or pick up Rxs If this permission is not granted, the agent will not be permitted to order prescriptions on pharmaconnect and will only be allowed to view them.
- Receive counselling on patients behalf This permission is integrated into the counselling screens for functions like medication reviews and allows the pharmacy user to select the agent as the person who received the counselling.
- **Request reports** This permission is integrated in the PharmaConnect feature that allows users to request one of three available reports.
- View accounts receivable This permission allows agents to view Accounts receivable statements in PharmaConnect. This requires the activation of the PharmaConnect Paperless AR Module.
- Add, view or cancel appointments This permission allows the agent to book appointments on the dependents behalf. This requires the activation of the PharmaConnect Online Appointment Booking Module.
- **Change demographics -** This permission allows the agent to update profile information via PharmaConnect.
- Change plans This permission allows the agent to update plan information via PharmaConnect.
- **Change packaging preferences** This permission is not yet integrated into any specific area of the Kroll or PharmaConnect application and is for reference only.
- **Sign legal documents** This permission allows the agent to sign consent forms on PharmaConnect or other legal documents in Kroll on the patients behalf.
- Authorize or revoke agents This permission allows the agent to assign or authorize other agents for the patient.

The agent record can optionally be assigned an expiry date. Once that date is reached all permissions are rescinded until such time as either the dependent is granted again by the dependent (age of majority) or a request is submitted and approved by the pharmacy (Minor dependents).

When the Authorized Agent form is completed and saved you will be asked to complete the PharmacyLink Registration for the dependent.

ø	PharmacyLink Registration	\times
	Register using one of the following methods	
	Generate a new registration code to give to the patient Scan or Type in the user taken from the patient's Mabile Devise	
	Code	
	✓ <u>O</u> k X Cancel	

Two options are provided:





Generate a new registration code to give to the patient - This option prints a predefined instruction sheet or leaflet that provides step by step instructions guiding the user through the steps to complete the linking using a code. This code can be typed in or a 'QR' code is also provided that can be scanned using mobile devices. This instruction sheet and code expire and the expiry date is clearly displayed on the sheet. If a user attempts to use an expired code, they will be instructed to obtain a new one from the pharmacy.

Scan or type in the user token from the patient's mobile device - If the user has already created a PharmaConnect account they will have an option on the home page to display a code to the pharmacy. This code can be either typed in by the pharmacy user or if hand held scanners are used in the pharmacy the code can be scanned.

The PharmacyLink Access record is now created for the dependent with the 'caregiver' type and name shown.

If the leaflet option is selected. the PharmacyLink record will appear in a PENDING state. It will remain in a PENDING state until such time as the code is entered in PharmaConnect or it EXPIRES. If the code is entered in PharmaConnect the record will change status to REGISTERED.

🕖 1-Patie	ent - Patie	ent, Cl	hild																
File Edit	Recent	Pat	ient Viev	w Profi	le R	leports	Utilitie	s NH C	ards Se	sion H	elp Versio	n 10							
F3 - Pa	tient		F5 - Dru	g	F7	- Docto	or	F9 - Wa	rkflow	F10	- Pickup	F11 - D	rop-off	F12 - N	ew Rx	Alt+X - Start	t		
<u>L</u> ast Name	Patient					First I	Name C	Child		Si	alutation		~ ок		🖉 Save	🗙 Scan		Refillable Rxs	^
Address 1	123 M	in St					P <u>h</u> o	ne Numbei	rs (1)		F2 Ins De	Birthdate	01/01/2015				-1	Pricing Profile	- 11
Address 2	125 1010	in st					Descr	ription	Phone				7	, 				Not Disp./OTC Rxs	_
Audress 2							Cell		(647) 55	5-3226		Aye	7 years		(Rxs Filled in Error	
City	Anytow	n		~	Prov							Gender	Undifferent	tiated ~				Suspended Rxs	
Postal	A1B 2C	3 (Country C	anada	_	~						Language	English	~				Transactions	
Email					٠	Send	Famil	y Doctor				Height		•				Perform Clinical Analysis	
Quick Code											F2 Clear	Weight		•	Load	Delete		View	=
Pharma	cvLin	(Ac	cess															Alternate Addresses	
Items (1)																F2 Ins	Del	Accounts	-11
Description							Statu	15			Expiry		Туре		Agent		^	Appointments	-11
TELUS Ph	armaCo	nnect					Pend	ling					Care Giver	•	Patient, Te	est		AR Profile	-11
																		Authorized Agents (1)	- 11
																		Batches	
																		Charting	
																		Consents	
																		Documents (0)	
																		ERx Orders	
																		History	
																		Immunizations	
																		Limited Use Items	
																		Outbound Communication	IS
																		PharmacyLink Access (1)	
																		B C 1 10 1	

If the option to scan the users code is selected the PharmacyLink record is immediately created as REGISTERED. The user can navigate back to the home page of the PharmaConnect app on their mobile device and the linking will be complete.





To protect the information of certain patients an option has been provided in the PharmacyLink access section that prevents Self Registration from being performed on this profile. While rare, some patients require this to prevent a family member or someone else from registering access to their profile without permission. If this option (shown below) is invoked only the Leaflet or Users Code methods can be used for registration.

	Immunizations	
	Limited Use Items	
	Outbound Communications	
	PharmacyLink Access (1)	
	Professional Services	
	Rx Counseling History	
Prevent Patient Self-Registration	Rx Notes	~
	1 04/11/2022 22:54:56	5:

It is also recommended that when linking a caregiver to an adult dependent patient profile, that verbal consent is obtained and documented. At any point, if consent is withdrawn, simply delete the link and the caregiver will no longer have access to the dependent patient's profile.





• To access the dependent profile on the app, the primary patient/caregiver must log into the PharmaConnect[™] app.



Caregiver not Linked or does not have a PharmaConnect[™] Account

A caregiver can be given access to a dependent's profile even if the caregiver has not been set up with PharmacyLink access.

- The caregiver may not yet have created a PharmaConnect[™] account.
- The caregiver may have a PharmaConnect[™] account but is not yet linked to their Krolll profile. Either they haven't performed the linking yet or they don't need access to their profile.
- The caregiver does not exist in your system but their dependent does.
- 1. To link a dependent, access the dependent's patient record in Kroll. From the ribbon bar on the righthand side, select **PharmacyLink Access**. Click on the 'Ins' button and select **Patient's Agent**.





File Edit	Recent	Patient View Pr	ofile Re	ports	Utilities	NH Ca	rds Sessio	n Help Versio	in 10						
F3 - Pat	tient	F5 - Drug	F7 -	Docto	r	F9 - Work	kflow	F10 - Pickup	F11 - E	rop-off	F12 - N	lew Rx	Alt+X - Start		
<u>L</u> ast Name	Harrison			First N	ame Mi	illie		Salutation		~ Ok		√ Save	🗙 Scan	Active Rxs w/Passtimes	
Address 1	3625 Bro	ok St			P <u>h</u> one	e Numbers	(1)	F2 Ins D	Birthdate	01/01/2019	5			Refillable Rxs	
Address 2	5025 610	JK St			Descrip	otion	Phone		Age	7 voors	,			Pricing Profile	
City	144-04-1-01-0	+	Draw		Cell		(416) 573-6	480	Candas	/ years				Not Disp./OTC Rxs	
City .	west Leic	ester		NS V					Gender	Female				Rxs Filled in Error	
Postal	B4H 3Y6	Country Canad	a	~					Language	English				Suspended Rxs	
Email			+	Send	Family [Doctor			Height		±			Transactions	
Quick Code				-	🕖 Pharr	macyLink A	Access Link	F2 Clear	Weight		× +	Load	Delete	Perform Clinical Analysis	
Pharma	cyLink /	Access												View	
Items (1)					Select	t who is b	eina aiven	access to THIS	patient pro	file?			F2 Ins Del	Alternate Addresses	
Description					0-							Agent	^	Accounts	
					01	inis Patier	π							Appointments	
					🖲 þ	Patient's a	gent			`	~			AR Profile	
					0									Authorized Agents (1)	
					00	create and	u authorize	a new agent						Batches	
														Charting	
							✓ UK		Cancel					Consents	
				L .										Documents (0)	
														ERx Orders	
														History	
														Immunizations	
														Limited Use Items	
														Outbound Communication	s
														PharmacyLink Access (1)	
														Professional Services	

If the patient already has an agent, a drop down list will become available, select the desired agent, confirm the agent permissions and submit the selection. If no Agent is available, select Create and authorize a new agent.

🕖 1-Patie	nt - Harrision, Millie B Recent Patient View Prof	ile Reports Litt	lities NH Cards Se	ccion Heln Versio	n 10			-	\times
F3 - Pa	tient F5 - Drug	F7 - Doctor	F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt+X - Start		
<u>L</u> ast Name	Harrision	First Nan	e Millie B	Salutation	~ 0	K 🖉 Save	🗙 Scan	Pricing Profile	^
Address 1	3525 Brook St		hone Numbers (1)	F2 Ins De	Birthdate 01/01/201	15		Not Disp./OTC Rxs	-1
Address 2			escription Phone		Age Tweers			Kxs Filled in Error	-11
City	West Leicester 🗸 🗸	Prov NS	armacyLink Access Link	Туре		×		Suspended Kxs	-11
Postal	B4H 3Y6 Country Canada					~		Defere Clinical Application	-11
Email		+ Sei	ect who is being given	access to THIS pat	ient profile?			Perform Clinical Analysis	
Quick Code) This Patient			+ La	ad Delete	View	
Pharma	cylink Access		Patient's agent		~	_		Accounts	-11
Items (0)	Cyllink Access						F2 Ins Del	Annointments	-11
Description			Create and authorize	e a new agent		Agent	^	AR Profile	-11
								Authorized Agents	-11
			🗸 ОК	×	ancel			Batches	-11
								Charting	-11
								Consents	
								Documents (0)	
								ERx Orders	
								History	
								Immunizations	
								Limited Use Items	
								Outbound Communication	ns
								PharmacyLink Access	
								Drofossional Sonvisos	

2. Search for the parent/caregiver by typing their name or pressing the F2 button.





Note: The caregiver may not be a patient at your pharmacy. If they do not exist in your system, use the **Insert** button on the search form to create their patient record now.

Recent Search Last, First; Code; Phone; or Bill # Select Insert mcdad X Cancel Copy Pat # A Last Name A First Name Address City Age Phone	(Pat Search) mcdad					×
Last, First; Code; Phone; or Bill # Select Inso Insert Searching By Last Name, First Name mcdad Copy Pat Advanced 0 No Records Found # 4 Last Name A First Name Address City Age Phone Plan	:cen <u>t</u> <u>S</u> earch					
mcdad Cancel Copy Pat Advanced O No Records Found	ıst,First; Code; Phone; or Bill #	Select	Ins Insert	Searching By Las	t Name, First Name	
# 🔺 Last Name 🔺 First Name Address City Age Phone Plan	ncdad	🗙 Cancel	Copy Pat 📃 Advanced	0 No R	ecords Found	
	🔺 Last Name 🔺 First Nam	ne Address	City	Age Phone	Plan	-

 After locating / creating the caregiver and returning to the PharmacyLink Agent Selection screen, select the **Relationship to patient** from the drop-down, select the desired permissions and optionally set an expiry date if one is desired. Click **Save** once complete..

	Manufatan.	<u> </u>				ricing Profile
ist ivallie	Harrision	Last Name	First Name	Authorized by	Date	Not Disp./OTC Rxs
ddress 1	3525 Brook St	Harrison	Christopher	Harrision, Millie B	✓ 13/11/2022	xs Filled in Error
ldress 2		Relationship		Permissions		uspended Rxs
У	West Leicester	Father	~	(Select all)		ransactions
stal	B4H 3Y6 Country	Father	^	View Pyc		erform Clinical Analysis
ail		Brother Husband		Order or pickup Rxs		
ick Code		Grandfather		Receive counselling on patient's be	half	View
	and into Assess	Cousin		Request reports		Atternate Addresses
narma	CYLINK ACCESS	Uncle Nephew		✓ View accounts receivable		Accounts
ms (0)		Great-grandfather	~	Add, view or cancel appointments		Appointments
renperon		West Leicester	NS B4H 3Y6	Change demographics (name, add	ress. phone. dob. etc)	AR Profile
		Country		Change plans		uthorized Agents
		Canada		Change packaging preferences		latches
		phase 5.4				harting
		Phone Ext		Sign legal documents		Consents
		(047) 404-4944		Authorize of revoke agents		ocuments (0)
		Authorization expires				Rx Orders
		01/01/2033				listory
						mmunizations
		Comment				imited Use Items
					^	Jutbound Communication
						harmacyLink Access
					~	rofessional Services
						x Counseling History
			Save	× cancer		v Neter

If the information already created in the PharmacyLink account EXACTLY matches the information for the dependent in their F3 Patient card the system will automatically complete the linking. the screen will refresh after the Save button is clicked and the PharmacyLink access record will be created in a REGISTERED state. No other steps are required. This is achieved automatically as the system already knows the Agent as a linked and registered PharmacyLink account holder and the dependent profile on that account can be verified automatically in the background. If the info on the PharmacyLink account is not an exact match the system will prompt the pharmacy user to select a linking method:





🕖 Pharm	acyLink Reg	istration		×
Regi	ster usir	ng one of the fo	llowing methods	
	Generate a	new registration code	to give to the patient	
0.	Code			
		✓ <u>O</u> k	X Cancel	

4. You can generate a unique barcode and provide this to the caregiver for them to enter into their PharmaConnect[™] account at their convenience. If they have their phone with them and have already created their PharmaConnect[™] account, you can scan the barcode or enter the user token into the Kroll patient record that is generated by the app.





The caregiver will need to use the following steps on the app to complete the registration of their dependent.

Log into the app. From the	On the Add a New Dependent	The new profile is created.
Home screen, tap the menu icon	screen, complete the fields shown,	
and select Profiles.	optionally adding a nickname.	
← Profiles	× Add a New Dependent	× Add a New Dependent
Your profile McDad01 No linked pharmacies	Please provide the dependent's details to get started: <u>Create a pet profile instead</u>	Profile has been created successfully.
Want to view and refill a dependent's prescription from the app? Create a profile for your family member, dependent or pet to start linking pharmacies in-store.	First name of dependent McDaughter01 Last name of dependent Kroll + Add a nickname What is the patient's date of birth?	You can now visit or contact your pharmacy to link McDaughter01's prescription profile with the PharmaConnect App.
Add a new dependent now Add a new pet now	October 15, 2007 V	Link to a pharmacy View shared profiles
Tap Add a new dependent now.	When done, tap Create profile.	Tap Link to a pharmacy.

At the **Link to Pharmacy** screen, the caregiver can tap on any of the three options depending on what you have or will provide them with on the PharmacyLink Registration screen.







If presenting the phone to you, tap on **At the Pharmacy? Show your code** and either use your barcode reader to scan the code or select the bottom option to type in the user token that is displayed below the barcode shown on the phone.

If you had generated a printed registration form, the caregiver would tap on **Scan Pharmacy Barcode** and scan the barcode from your form.

Optionally, the caregiver can tap on **Enter code from pharmacy** and enter the token code from the bottom of the printed barcode you provided or have you read them the code from your Kroll screen when you select the **Generate a new registration code** option.

Once the caregiver has completed any of the options above, they will be presented with the **Verification** screen.





On the Verification screen, complete the fields shown. Note: These fields must match exactly to those recorded on the local Kroll patient card for the caregiver.	The caregiver PharmaConnect™ account is created.
← Link to Pharmacy	
Verification To ensure your account is secure, we need to verify that it's you. Please answer the following questions to link your account.	200
What is your first name?	Your account was
What is your last name?	You can now manage your prescription profile and order refile at:
Kroll	
What is your date of birth?	R Maurice's Pharmacy 220 Duncan Mill Rd (647) 864-6444
November 10, 1977 🗸	
What is your phone number?	Return to Home
e.g. (416) 555-3226	
Link My Account	
Tap Link My Account.	Tap Return to Home.

Viewing PharmacyLink Registration Information

At any time, you can view the PharmacyLink registration information for a patient.

Access the patient record in Kroll. From the ribbon bar on the right-hand side, select PharmacyLink Access and double-click the entry or press the 'F2' button. The Patient PharmacyLink Details screen will appear.



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💋 1-ed-man	cey:Pharma	connect10s1	6-Patient	- Kroll, McI	Dad01 Deces	NUL -	Constant Fill	Could Service	Usla Mari	1 0						x
F3 - Pati	ent	F5 - Drug	Prome	F7 - Doct	or	F9 - W	orkflow	F10 - Pickup	F11 - C	prop-off	F12 - N	ew Rx	Alt+X - Start			
<u>L</u> ast Name	Knoll			Firs	t Name	McDad0	1	Salutation		• ОК		🦪 Save	🗙 Scan	ו		
Address 1	8001 W	ston Road			Phor	ne Numbe	ars (1)	F2 Ins De	Birthdate	10/11/1977	•			1	All Pos	
Address 2					Descr	iption	Phone (005) 55	5 1324	Age	41 years					Active Ros	-11
City	Woodbr	idge		nov ON +	Hom	e	(905) 5.	13-1254	Gender	Male	-				Active Kis w/Passtimes	
Postal	L4L 9C8	Country		-					Language	English	•				Refillable fors	
Email				Send	Family	Doctor			Height		+				Pricing Profile	
Co-op Numbe	er 📃				·			F2 Clear	Weight		- F	load	Delete		Not Disp./OTC Res	
									,						Ros Filled in Error	
Pharmac	yLink A	cess												_	Suspended Hxs	
Rems (1)				6				In sectors.)el)	Transactions	
Mouricols Dis				51	tatus	4		expiny	lype Datio	unt	Family	MemberyFri	iena — i		Perform Clinical Analysis	
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															Alternate Addresses	=
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															Charting	
															Consents	
															Credit Cards	
															Documents (0)	
													1		History	
															Immunizations	
															Limited Use Items	
															PharmacyLink Access	
															Destactional Samicae	_

The form will show the details of the PharmacyLink record and list any dependents for the given parent/care-giver.

Link	Actions 🔻
Network: TELUS PharmaConnect PharmaConnect	t Test Environment 3
Status: Registered	
Type: Patient	
Link Guid: E734DD7E-5D98-44B0-AAF5-A764955/	A77C3
Proposed Date: 13/11/2022	
Established Date: 13/11/2022 1:47:30 PM	
PharmacyLink User	
Harrison, Christopher	
Birthdate: 06/10/1956	
Email: charrison@mailinator.com	
Account ID: DBB6A588-DDA8-4EF0-AE3C-E57FB3	C896B6
Token: TT88ZLR	
PharmacyLink User Dependents	
Harrison, Millie	
Birthdate: 01/01/2015	
Token: TT88ZLR-B	





Using the PharmacyLink Barcode to Search for a Patient

If the patient presents their phone to you with their PharmacyLink barcode shown, you can scan that code anytime you are at a patient search screen. For example, at your pickup window, if the patient presents their phone with the barcode shown, you can scan that code in order to immediately locate the patient. Optionally, you can manually type in the barcode by prefixing it with 'PL:'

Processing PharmaConnect[™] Prescription Requests

From the Start Screen, select F9-Workflow. View the **Rxs To Do** queue (or your Data Input queue if you are using structured workflow).

									Waddlow Actions
	Overdue	0-1 hrs	1-4 h	rs 4+ hrs	Tomorrow Trouble	Total		Cet Work	Per To Do
Rxs To Do	4	0	0	0	0 0	8	1	• Oct Mork	Get Work
						space - Mar	k Rxs	C Befresh	Pending Adjudication (0)
					F - Call up Rx(s)	Del - Dele	te	Eilter	Irouble (0)
ToDo Origin	Due	RxNum	wo#	Patient	BrandName	Doctor	Next W	orkflow Action Troul	Rx Counseling (13)
Pharmacy Link	18 days ago	1 - 1	3007	Belfer, Scott	(Script Image)	8	Entered	1	Professional Services (3)
Pharmacy Link	17 days ago		3006	Belfer, Scott	(Script Image)		Entered	t i i i i i i i i i i i i i i i i i i i	The state of the second s
Pharmacy Link	15 days ago		3010	Belfer, Scott	(Script Image)		Entered	i	Immunizations (0)
Pharmacy Link	13 days ago		3011	Belfer, Scott	(Script Image)		Entered	i	
Pharmacy Link	in 2 days	1000007	5007	Belfer, Scott	Celebrex 200mg	Girard, Ryan	Entered	t	
Pharmacy Link	in 2 days	1000008	5007	Belfer, Scott	Apo-Dutasteride 0.5mg	Girard, Ryan	Entered	i i	
Pharmacy Link	in 2 days	1000009	5007	Belfer, Scott	Sandoz-Tamsulosin CR 0.4m	ç Girard, Ryan	Entered	t i	
Pharmacy Link	in 2 days	1000012	5007	Belfer, Scott	Norvasc 5mg	Girard, Ryan	Entered	t	

If you have added the ToDo Origin column to your workflow screen, inbound PharmaConnect[™] Rxs will show an origin of **PharmacyLink**. Entries that do not contain an Rx number but instead, show **(Script Image)** are new Rxs submitted via the app using the camera to capture an image of the original order. Entries that show an Rx number along with the drug and doctor are refill requests.





Refill Requests

Highlight the desired refill by clicking on it.

	F3 - Patient	P5 - Drug	0-1 brs	1-4 h	rg 4t bro	Temerrary Trouble	Total	NEM KX	Alt+X - Start	[⊗] Workflow Actions	
		Overdue	0-1105	1-411	15 47 1115		TULAI		✓ Get Work	Rxs To Do	
	Rxs To Do	4	0	0	0	0 0	8			Get Work	
	TD						space - Mar	k Rxs	C Refresh	Pending Adjudication (0)	-
K	xs to Do					F - Call up Rx(s)	Del - Dele	te		Trouble (0)	-
ŀ	ToDo Origin	Due	DyNum	lwo #	Patient	ReportName	Doctor	Next Wo	the Action Trout A	Px Counceling (12)	-
t	PharmacyLink	18 days ago	KANGIN	3007	Balfar Scott	(Script Image)	Doctor	Entered	KINOW ACCION INCOM	to courseing (15)	_
;	Pharmacy Link	17 days ago		3006	Belfer Scott	(Script Image)		Entered		Professional Services (3)	
3	Pharmacy Link	15 days ago		3010	Belfer Scott	(Script Image)		Entered		Immunizations (0)	
4	Pharmacy Link	13 days ago		3011	Belfer Scott	(Script Image)		Entered			
-	Pharmacy Link	in 2 days	1000007	5007	Belfer, Scott	Celebrex 200mg	Girard, Ryan	Entered			
5		in 2 days	1000008	5007	Belfer, Scott	Apo-Dutasteride 0.5mg	Girard, Ryan	Entered			
5	Pharmacy Link	III 2 udys					Closed Doors	Entered			
5 6 7	Pharmacy Link Pharmacy Link	in 2 days	1000009	5007	Belfer, Scott	Sandoz-lamsulosin CR 0.4m	Girard, Ryan	chiereu			

Press F-Call up Rx(s).

 I-Refilling Rx for Belfer, Scott File Edit Recent Rx View Labels Prof 	ile Reports Utilities	NH Cards Se	sion Help	Version 1	D					- 🗆 ×
F3 - Patient F5 - Drug F	F7 - Doctor F9 -	Workflow F	11 - Drop-of	f	F12 -	Fill Rx	Alt+>	(- Sta	irt	
1000007 Refill Pending Adj	Rx 51 01/0	art Date Latest 2/2019 18 01/02	Fill /2019 18 Qty	30 \$59.9	7 Init S	в 🗸 и	ookup	🕻 Can	cel	≪Rx X. Convito New Rx
Priority Waiting V F2 Due	in 2 days Fill	Rx F2	Work Order	5007	F2	Delivery P	ickup	~		Bt Add Px Image
Patient Search	Drug Search	Pack 50	0 ~	Doc Searc	ch	L	oc Office		~	
Name Belfer, Scott Age: 53	Brand Celebrex	20	00mg	Name	Dr. Gira	ard, Ryan				Call Doctor
Address 6419 21/22 Nottawasaga Sidere Male	Generic Celecoxib		PFC (Pfiz	Address	123 An	y Street				Counsel Patient on Pickup
City Stayner Prov ON	Pack 500 Form	CAP Sched 1		City	Anytov	wn	Prov	ON		🐣 Print Kroll Care
Phone Cell (705) 441-2549	Purch \$749.64	OnHand 495		Phone	(416) 1	23-4567			-1	🔁 Owe Quantity
Plan ONNMS Client ID 1234567890CD	DIN 02239942	Min Qty 0		LIC#	333333		It. LIC#		-1	∀View
										Clinical Interactions
Allergies (0)	Sig *1C			Init	SB	SB	Auth Qty	300	10	C Refill Information
	TAKE 1 CAPSULE ON	E A DAY		Disp <u>Q</u> ty	30	САР	Rem Qty	270	9	🐣 Patient Plan Information
				Days	1		G.P. %		25	E Generic Equivalents
				Prod Sel	2 - Pat	tient's C 🗸	Acq Cost	\$4	4.98	C Unit Dose Info
Conditions (0)	1			O/W		~	Cost	\$4	9.48	A Work Order
	Route of Admin	Oral	~	Labels	1	F2	Markup	S	0.00	Pr Coursedian Mistory (1)
	Dosage Form	Capsule	~				Fee	\$1	0.49	Rx Counseling History (1)
							Iotal	20	9.97	Workflow
Plans Pricing Dates Comments Indicat	tions Images Other	Unit De	ose (Ctrl-U): D	sabled					_	V Send Rx to Trouble
Rx Plans Plan Pays Extra Info (i	F2 Edits)	¥ Rx	is being refil	led 17 da	ays late	2				🔠 View Workflow Detail
Lash V Deduct: \$59	.97	V Dr	ug Cost (Puro	hase) ha	sn't be	en updat	ed in 1054	days		Workflow Push Queues
		1 De	livery Label v	vill be pri	inted					Rxs In Progress
										Verify/Sign
										- teny sign
Next Disp Qty 0 Min Interval Days	Enable Auto-R	efill								
Max Disp Qty	0 Kx Comments	(1)								
		~								
	User: S	B (Scott Belfer)		Filling	Rx 1 c	of 4		0		1 19/02/2019 10:05:40

Continue to process the refill Rx(s) as per your current processes.

New Rx Requests (in provinces where permitted)

From the Start Screen, select F9-Workflow. View the **Rxs To Do** queue (or your Data Input queue if you are using structured workflow). Highlight the desired new Rx by clicking on it.





Overdue					~					Man an an	
	0-1 hrs	1-4 h	rs 4	+ hrs	Tomorrow	Trouble	Total	ſ	/ Got Work	Workflow Actions	
4	0	0		0	0	0	8	L	Get work	Get Work	
							space - Mar	k Rxs	C Refresh	Pending Adjudication (0)	
					F	- Call up Rx(s)	Del - Dele	te	Eilter	Irouble (0)	
Due	RxNum	WO#	Patient		BrandNan	ne	Doctor	Next W	orkflow Action Troul	Rx Counseling (13)	
18 days ago		3007	Belfer,	Scott	(Script Ima	nge)		Entered		Professional Services (3)	
17 days ago		3006	Belfer,	Scott	(Script Ima	agej		Entered	Contraction of the second	rioressional sergices (s)	
15 days ago		3010	Belfer,	Scott	(Script Ima	age)		Entered		Immunizations (0)	
13 days ago		3011	Belfer,	Scott	(Script Ima	age)		Entered			
in 2 days	1000007	5007	Belfer,	Scott	Celebrex 2	200mg	Girard, Ryan	Entered	1		
in 2 days	1000008	5007	Belfer,	Scott	Apo-Duta	steride 0.5mg	Girard, Ryan	Entered			
in 2 days	1000009	5007	Belfer,	Scott	Sandoz-Ta	msulosin CR 0.4mg	Girard, Ryan	Entered	1		
in 2 days	1000012	5007	Belfer,	Scott	Norvasc 5	mg	Girard, Ryan	Entered			
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Press F-Call up Rx(s). The Sort Pages in Documents form will appear.

Sort Pages into Documents		
1 - PharmacyLink NewRx Script Image	Use to process prescription(s) ~	Title PharmacyLink NewRx Script Image
- 200		Date 2019/02/19 10:16
		8 B 🗉
and a second sec		Scanned Image
	<u> </u>	
		CPSO: 93764
		Dr. Mohan Cooray 031963 840 Coxwell Avenue, Suite 210
		11.4 Toronto, ON M4C 512 (416) 778-9467
		2017-Aug-30
	n	. Se.
	D	UNDUR
		PICO-SALAX POWDER PACKET
		so instructions:
		2 sechets for colonoscopy as directed
		Refills: None Drug Use Dhe Time
		200 000 02254794
		Conersisti By Dr. Mohan Cooray on 2017-Aug-30 3 18 PM
		Lanaure the day
		*** Please take this prescription to your pharmacist. ***
		Brightness Contrast Saturation
X Abort		V Proc

On this form, the image that was captured by the patient will be displayed.

Ensure that this field is set to Use to process prescriptions(s). If not, click the down arrow and make the correct selection.





■ Any original prescription processed via the PharmaConnect[™] app will always have the "Non Authoritative Rx Obtain Original" watermark. This serves as a reminder to obtain the original Rx from the patient at the time they pick it up.

Click 'Process'. The Drop Off screen displays.

F3 - Patient	F5 - Drug F7 - D	F9 - Workfl	ow F11 -	Drop-off	F12 - Fill Now	Alt+X - Start	
atient Search	Belfer, Scott	V DOB	25/09/1965 A	ge: 53 years	Cell (705)	441-2549	[⊗] Drop-off
ddress	6419 21/22 Nottawasaga Sider	oad Gender	Male		ONNMS 12345	67890CD	Clear Script Image
iority Waiting	✓ F2 Due 1	7 days ago Delivery		~	Work Ord	er 3006 Sel	Transfer in Rxs on Script Image
	D B B Ref	# Rys on page	Edition its		Ry is #	on name 1/1 v	✓ Patient
		a los on page	Earting ite	em # 1	10.13	on page 1/1	Documents (0)
			Doctor			Class	Patient Profile
and the second s			Name			Clear	All Rxs
	CPSC	0: 93764	Address			.ic#	Active Rxs
Dr. 840 Cm	Mohan Cooray	031983	<u>D</u> rug/Mix				Active Rxs w/Passtimes
RX Toro	Into, ON M4C 5T2		Name			Clear	Refillable Rxs
·	10/10-940/	+	Strength	Form	n OnHar	nd 0	Pricing Profile
	2017	Aug-30	Sig			Init SB	Not Disp./OTC Rxs
1) NEW Rx PICO-SALAX POWD SIG Instructions: 2 sachets for colonoscop (dty: 2 Pack Refills: None	ER PACKET	513880	Disp <u>Q</u> ty Days Supply Rx Status Rx Comment	+ Ref	ills = Auth Qt limited Refills Until Written Dat ow to pick up	y 0	A
Import New Image	Select a Different Image	Don't Use This Image			Update	Cancel	
Workorder items (1)				-	F2 Del	
# Action	Patient	Drug			Doctor		
1 New Rx	Belfer, Scott						

- Note that when setting up the new Rx request in the app, the patient has the ability to add a note specifically for this Rx.
- The display of the Fill Later and Fill Now buttons is a configuration option. When disabled, there is a single button named Finalize Order.

On the Drop Off screen, you can optionally enter as much information as possible into each of the fields on the right side of the screen. Once done, click 'Fill Later' to place the record back into the ToDo or next workflow queue to be completed later, or click 'Fill Now' (or 'Finalize Order') which moves the record to the next step in your workflow process.





When the record is moved to the next step, depending on how your system is configured, the Create New Rx from To Do screen may appear.

💋 Create New Rx From To Do Profile	– 🗆 X
Zoom 24% Q Q I P P P P P P A	Comment Patient F3 Name Belfer, Scott Address 1 6419 21/22 Nottawasaga 25/09/65 (53)
Dr. Mohan Gooray 031983 40 Consuel Aurun Suite 210 2017/2018 Toronio, ON Med 672 2017/Aug-30	Drug/Mix F5 Brand Del Generic No image Free Form No image
11 NEW Rx PICO13560	Doctor F7 Name Del Free Form
Particular for Concentration (Two) Refills: Kong Drug Uze Chart Time Poorte: Chart Time DIV: 02254794 Genetrated By Dr. Mohan Coorsy on 2017-Aug-30 3-16 PM	No image
Brightness Contrast Saturation	Disp Qty XRefills = Auth Qty Days Unlimited Refills Until

Using the image on the left as reference, complete the entry of any remaining fields on the right side of the screen. Click 'Look Up Rx'. If the drug or doctor fields were not matched, the system will display the appropriate search screen. Make the appropriate selection.

F5 - Drug	F7 - Doctor	F9 - Workflow	F11 - Drop-o	off F	12 - Fill Rx	Alt+X - Sta	rt
Pe // Create New Ro Profile	x From To Do					_	
	6 🔍 🍭 🛅 🗍	0 🗗 🖪	Comm	ent			
tt			Patie	ent			F3
No			Nam	e Belfe	er, Scott		
		CPSO: 93764	Addr	ess 1 6419	21/22 Nottawasa	aga 2	5/09/65 (53)
	r. Mohan Cooray xxwell Avenue, Suite 210 ronto, ON M4C 5T2	031983	Drug	/Mix pico			F5
((416) 778-9467	n at	Bran	k 🗌		Del	0.10
		2017-Aug-30	Gene	ric			No image
		1º1	Free	Form			
1) NEW Rx			Doc	t or girar	d		F7
PICO-SALAX POWE	DER PACKET	ORCC13680	Nam	e			Del
SIG instructions:	" O'		Free	Form			
2 sachets for colonoscop Qty: 2 Pack Refills: None Drug Use: One Th Poute: One Th Poute: One Th	py as difected ket(s) (Two) Ime DIN: 02254	794	X		No ima	age	
Generate	d By Dr. Mohan Cooray on 201	7-Aug-30 3:18 PM	Sig 2	SACHETS	FOR COLONOS	COPY UD	Init SB
e) Signature.	ly		2 SACH	IETS FOR	COLONOSCOP	Y AS DIRECTE	ED
Brightness	Contrast	Saturatio	n				
			Disp C	Ity 2	X Refills 0	= Auth Qty	2
_ _ _	Lookup Rx	🗙 Cancel	Days	1	Unlimited	l Refills Until	
May Dian Ot a	Duc	ammanta (A)	Script Image a	vailable			





Once each field has been successfully populated, the 'Lookup Rx' button changes to 'Save'. Click 'Save'. The F12 screen displays.

Counter Nieur Du Foren To				
Create New KX From To	Do			- U X
Profile	1			
🖪 Zoom 24 % 🤍 🎕		Comment		
		Patient		F3
		Name	Belfer, Scott	
	CPSO: 93764	Address 1	6419 21/22 Nottawasaga	25/09/65 (53)
Dr. Mohan Coo 840 Conveil Avenue	vray 031983 Suite 210	Drug/Mip	¢	F5
ALA Toronto, ON M4 (416) 778-94	0 5T2 57	Brand	Pico-Salax Sachet	
	2017 Aup 30	Canaria	Citric Acid/Magnesium	
		Generic Erec Form	Citic Acid/magilesium	No image
	la Vi	FreeForm	1	
1) NEW Rx		Doctor		F7
PICO-SALAX POWDER PACK	ET	Name	Girard, Ryan	Del
Sig instructions	001	Free Form	า	
? sachets for colonoscopy as directed	9.			
Qty: 2 Packet(6) (Two) Refills: None	01.		No image	
Chug Use. One Time Route: Otel Di	N 02254794	· · · · ·		
Generated By Dr. Mohs	an Cooray on 2017-Aug-30 3:18 PM	Sig 2 SAC	HETS FOR COLONOSCOPY UD	Init SB
he la	,			
ignature		v SACHETS	STOR COLONOSCOP TAS DIREC	10
Brightness	Contrast Saturation			
		Disp Qty	2 X Refills 0 = Auth Qt	2
🖌 🖌 Save	🗙 Cancel	Days	1 Unlimited Refills Unt	il

Review the data one last time before selecting F12-Fill Rx to continue as per current processes.

🕖 1-N File Ec	ew Rx for I lit Recen	elfer, Scott t Rx View	Labels	Profile	e Report	: Utilities I	NH Car	ds Ses	ssion Help	Version 1	0					-		×
F3 -	Patient	F5 - (Drug	F7	- Doctor	F9 - \	Norkflow	V F	11 - Drop-o	ff	F12 -	Fill Rx	Alt+)	< - Star				
	New Rx	Pending A	٨dj			Rx Start D 19/02/201	ate Late 90	st Fill	Qty		Init	🗸 U	ookup	🕻 Cance	1	Rx		
Priority	Waiting		✓ F2	Due	17 days	ago Fill	Rx	F2	Work Order	3006	F2	Delivery P	lickup	~	-	Make Rx Unfille	d .	
Detient C					Davis Ca			0	THOIR OTHER	D		·				😸 Make Rx Not Di	spensed	
Patient 5	earch				Drug Sea			Раск 2	~	Doc Sear	Cn Cir	L Dura	oc		-	Make Rx Stock	Iransfer	
Name Address	Belfer, Sci 6419 21/2	ott 2 Nottawasan	A Sider(Age: 53 Male	Brand	Pico-Salax Sa	chet agnesium	14 Ovide/	2g/3.5g/10m	Address	123 Ar	ard, Kyan Ny Street			i L	🕺 Adapt Rx		
City	Stayner	2 Nottawasay	Prov	ON	Pack	2 Form	GM Sc	hed 2	So rei (reini	City	Anyto	wn	Prov	ON		🖶 Add Rx I <u>m</u> age		
Phone	Cell	(705) 44	1-2549		Purch	\$19.51	OnHand	8	No image	Phone	(416) 1	23-4567				👔 Transfer Rx Fron	n Anothe	er Store
Plan	ONNMS	Client ID 1	23456789	0CD	DIN	02254794	Min Qty	0		Lic#	333333	8 A	lt. Lic#			Call Doctor		
																Counsel Patient	on Pick	un
Alleraie	s (0)				Sig 2 SA	CHETS FOR C		COPY U	ID	Init	SB	SB	Auth Oty	2	1	Print Kroll Care		
					2500		NOSCOR		ECTED	Disp Otv	2	a.	Rem Oty	2	1			
					2 SACH		NOSCOF	TASUIN	accieb	Days	1	3	GP.%	38.0		C Ome Quantity		_
										Prod Sel	(NON	F) ~	Acq Cost	\$19.	1	View		
Conditio	ins (0)									0/W			Cost	\$21.4	16	Script Image		
					Route of	Admin	Oral		~	Labels	H-1	E2	Markup	\$0.0	00	Clinical Interact	ions	
					Decade		Dourde	r In Dack	et (each)	Lancis	L .	14	Fee	\$10.4	19	👆 Patient Plan Info	ormation	1
					Dosage	onn	Fowder	i ili Faci	ter (eacii) v				Total	\$31.9	95	E) Generic Equival	ents	
Plans	Pricing	Dates Cor	mments	Indicatio	ons Imag	es Other		Unit Do	ose (Ctrl-U): D	lisabled					_	🔁 Unit Dose Info		
Rx Plan	s	Plan Pa	ys Extra	a Info (F2	Edits)			O To	Do: Will be	tomorrov	v to pi	ck up				t> Work Order		
Cash	~	31	1.95 Dedu	uct: \$31.9	15			De	livery Label	will be pr	inted					Rx Counseling Hist	ory	
								OScr	ript Image a	ailable						Workflow		
								000	unsel Patien	ON PICKU	ip				- F	👽 Send Rx to Trou	ble	
															-It	View Workflow	Detail	
	. Г	Mi	n Interval	Davs		nable Auto P	efill									Workflow Purch O		
Next Dis	ip Qty	Ma	x Disp Qt	y F		Rx Comments	(1)									Rxs In Progress		
							~								ŀ	Verify/Sign		
							~											
						User: S	B (Scott)	Relfer)						0		1 19/02/2	019 10:	28.59





NOTE: The note entered by the patient on the app displays under the Comments tab on the F12 screen.

🕖 1-Rx Dropoff Fo	orm											_		×
File Edit Recent	Drop-off Profile Utili	ties NH Car	ds Session H	lelp Versio	on 10									
F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Work	flow F	11 - Drop-of	f F	12 - Fill	Now	Alt+X	- Start				
🕖 1-New Rx for B	elfer, Scott											-		×
File Edit Recent	Rx View Labels Pro	ofile Reports	Utilities NH	Cards Se	ession Help	Version 1	0							
F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Worl	dlow	F11 - Drop-o	ff	F12 - F	Fill Rx	Alt+>	(- Star	t			
New Rx	Pending Adj		Rx Start Date 19/02/2019 0	Latest Fill	Qty		Init	🗸 u	ookup 💙	Cance	el	[⊗] Rx		
Priority Waiting	E2 Due	17 days av	Eill Dy	E2	Work Order	3006	E2 (Delivery	Rickup	~	-	Make Rx Unfille	d	
Phone waiting		17 uays ag		F2	work Order	5000	F2 [пскар		_	😿 Make Rx Not D	spensed	1
Patient Search		Drug Searc	h	Pack 2	~	Doc Sear	ch C	L	.oc		Ň	Make Rx Stock	Transfer	
Name Belfer, Sco	tt Age: 5	3 Brand P	ico-Salax Sachet	1	12g/3.5g/10m	Address	Dr. Gira	ard, Ryan v Street				🐰 Adapt Rx		
City Stayner	Prov ON	Pack	2 Form GM	Sched 2	750 FEI (FEIII	City	Anytow	vn	Prov	ON	=	儲 Add Rx I <u>m</u> age		
Phone Cell	(705) 441-2549	Purch	\$19.51 Onl	Hand 8	No image	Phone	(416) 12	23-4567				Transfer Rx From	n Anoth	er Stor
Plan ONNMS	Client ID 1234567890CD	DIN 0	2254794 Mir	n Qty 0		Lic#	333333	A	lt. Lic#			Call Doctor		
												Seconsel Patien	t on Picl	kup
Allergies (0)		Sig 2 SAC	HETS FOR COLO	NOSCOPY	UD	Init	SB	SB	Auth Qty	2	1	👌 Print Kroll Care		
		2 SACHET	S FOR COLONOS	COPY AS DI	RECTED	Disp <u>O</u> ty	2	g	Rem Qty	2	1	C Owe Quantity		
						Days	1	_	G.P. %	38.	94	∛ View		
Conditions (0)						Prod Sel	(NONE	E) ~	Acq Cost	\$19.	51	C Script Image		
Conditions (0)						0/W		~	Cost	\$21.	46	(1) Clinical Interact	tions	
		Route of A	dmin Or	al	~	<u>L</u> abels	1	F2	Fee	\$10.	49	🐣 Patient Plan Inf	ormatio	n
		Dosage Fo	rm Po	wder In Pac	:ket (each) $$				Total	\$31.	.95	E Generic Equiva	ents	
Plans Pricing	Dates Comments Indic	ations Images	Other	Unit D	ose (Ctrl-U): [Disabled						C Unit Dose Info		
Comments (1)			F2 Ins	е 🖯 то	Do: Will be	tomorrow	v to pic	k up				¢> Work Order		
Topic Rx H	IC Alert Comment			C OD	elivery Label	will be pr	inted					Rx Counseling His	tory	
Trans N	N N Will be tomorro	ow to pick up		0 So	cript Image a	vailable						Workflow		
				OC CO	ounsel Patien	t on Pickı	ıp					V Send Rx to Trou	ble	
												JII View Workflow	Detail	
													- com	
												Workflow Push Q	ueues	
												TXS IN Progress		

As noted earlier, the image of the prescription provided by the patient via the app is non-authoritative. As a result, you must obtain the original prescription from the patient before dispensing the item. The watermark on the image serves as a reminder to do this. If your pharmacy has Pickup activated, a message will display for each Rx that requires the original to be obtained from the patient.

🕖 1-Pickup							_	□ ×
File Edit Utilities	NH Cards Session	Help Version 10						
F3 - Patient	F5 - Drug	F7 - Doctor F9	- Workflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt+X - Start	
Use the check mar	k to select the items t	hat the patient wants to	pickup.				Patient P	avs: \$31.9
🗙 Back	Start Over		Pleas	se select Rxs to pick	up	🔚 <u>R</u> x Info	✓ <u>P</u> icku	p 1 Item
X Back Belfer, Scott (Male	<u>S</u> tart Over e, 53)		Plea	se select Rxs to pick	: up	Ex Info	✓ <u>P</u> icku	p 1 Item

When you click on the 'Pickup X items', an image of the prescription submitted by the patient will be shown and you will be prompted to confirm that you have now obtained the original from the patient.

If your pharmacy does not have Pickup activated, an operational process will need to be defined in order to effectively communicate to all involved, the need to obtain the original prescription from the patient.





If you employ paperless workflow, once the patient has provided the original written prescription, it must be scanned and saved against the original Rx record. To make this process easier, ensure that the Script Image bar code is generated with each Rx. (File > Configuration > Store > Label > 7-Bar Codes/Print Script image bar code warning label.)

Pharmacy U 6900 Airport Road Mississauge ON 905-123-4567 RX:1000013 1	ue 19-Feb-2019	Pharmacy U 6000 Amport Boad Mississauge ON 905-123-4567 Rx:10000013 Tue 19-Feb-2019	Send To: Belfer, 641921/22 Notta Stayner ON Ro: 1000013	Scott wasagaSideroad LOM 1S0 Co-pay: 31.95
Belfer, Scott Pico-Salax Sachet 12g drec.dcs/MagnesumOxide/Sode 2 GM Mfr: FEI 2 SACHETS FOR COLONOSCOPY A	Refills: 0 4364 /(3.5g/10mg Produkter 159-3-59-10mg Dr. Girard, Ryan S DIRECTED	Belfer, Scott Refills: 0 M/ Pico-Salax Sachet 12g/3.5g/10mg Citro-Acid Higgnesian Oxide/SodiumPicodullate 15g/3.5g/10mg 2 GM Mfr: FEI Dr. Girard, Ryan 2 SACHETS FOR COLONOSCOPY AS DIRECTED	Send To: Belfer, 641921/22Notta Stayner ON Rx: 1000013	Scott wasagaSideroad LOM 1S0 Co-pay: 31.95
Mixasdirectedbefore using.	Medicationshouldbe takenwithplentyofwa	ter.		

When the original prescription is received from the patient, affix the appropriate Script Image bar code(s) to the document. When time permits, scan the prescription into Kroll using the Printed Document Scan /Import functionality found under the Utilities Menu on the Start Screen. The system will interpret the information in the barcode and save the scanned image against the correct prescription record(s).