



Pickup and Undo Pickup

User Guide

2020

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Pickup/Undo Pickup Functionality

This user guide outlines the process for performing a pickup and undoing a pickup in Kroll.

Guidelines

The following is a compilation of guidelines that should be kept in mind when using the pickup/undo pickup functionality.

- You can look up patients by searching the first two letters of the patient's surname.
- Undo pickups for delivery orders that have been picked up within the last 12 hours can be performed by all users. Only a pharmacist can perform undo pickups for delivery orders that are older than 12 hours.
- Delivery orders older than 12 hours do not appear in the list of delivery orders that can be undone. These delivery orders can be located by searching for the Rx number or delivery order number.
- Pharmacists can perform undo pickups on delivery orders that date back to the configured cutoff date (as per the configuration settings).

Pickups

This section outlines the process for performing a pickup. Users must be familiar with the Kroll workflow interface to complete the following steps.

Performing a Pickup

1. Fill an Rx, completing all of the necessary workflow steps. The delivery order will be sent to Pick up upon clicking the **Approve** button on the **Verify Rx Packaging** screen.

Verify Rx Packaging

Rx Number: 1000518 Due in 12 mins Tote: 1
 Work Order: 631 Fill Rx Script Image: No Ref #

Patient: Taylor, Barbara Birth: 03/03/1970 43
 Address: 100 Yonge St Allergies: 0
 City: Toronto Prov: ON Conditions: 0
 Plan: ONNM Client ID: 1212121212

Drug: Pms-Olanzapine 5mg Pack: 100
 Generic: Olanzapine
 DIN: 02303159 Form: TAB Sched: 1
 Manuf: PMS (PharmaPurch) \$89.86

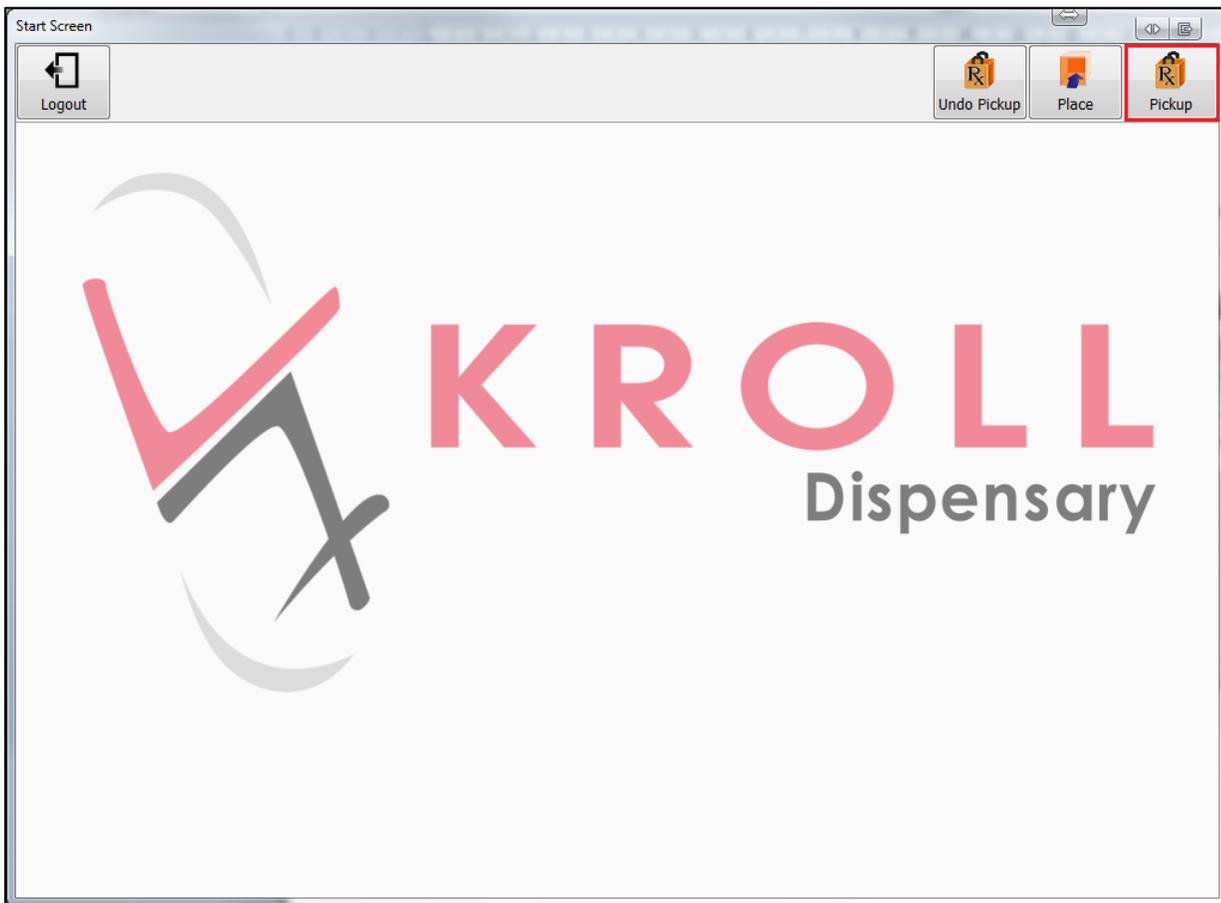
Doctor: Dr. Huxtable, Heathcliff Lic#: 123455
 Address: 220 Duncan Mill Rd Phone: (416) 383-1010
 City: Toronto Prov: ON Location: Office

Rx: NEW RX 1 - Prescriber's Choice
 SIG: *1 G.P. %: 55.89
TAKE 1 TABLET ONCE DAILY
 Cost: \$8.99
 Markup: \$0.90
 Fee: \$10.49
 Total: \$20.38
 Qty: 10 Auth Qty: 10 1 O/W: Written
 Days: 10 Rem Qty: 0 Ago: 0

Workflow Note:

Buttons: Save for Later, Cancel Rx, Trouble, Reject, **Approve**

2. Login to the Kroll Dispensary and click the **Pickup** icon.



- Enter the patient's name in the **Patient Search** field to locate the delivery order to be picked up, or search '*' to generate a list of all delivery orders available for pickup. Select the patient's name and click the **Select** icon.

Rx Pickup

Search Patient for Pickup





Patient Search:

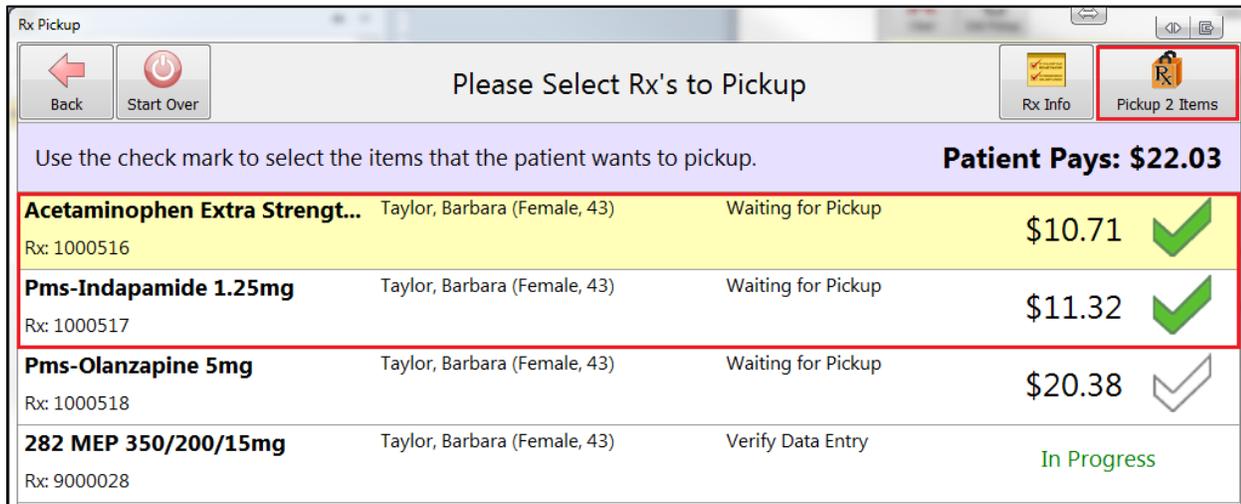



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Smith, Barbara 100 Yonge St, Toronto ON M1M 1M1	Female	(111) 222-3333 Cell
Talbot, Quinton 4724 Papineau Avenue, Trail ON 18098	Male 71	1941-Apr-25 043-4741 C
Taylor, Barbara 100 Yonge St, Toronto ON M4M 4M4	Female 43	1970-Mar-03
Teeter, Malvina 2526 Charing Cross Rd, Mirabel AB 41515	Female 31	1982-Feb-25 322-8013 A
Test, Max ON	Male 23	1989-May-05
Tribble, Adela 75 184th Street, Mount Royal AB 97312	Male 22	1991-Jan-07 (860) 174-1972 V
Trotman, Burma 3909 MacLaren Street, Montreal NB F4D5S6	Female 63	1949-Sep-19 356-8501 N
Valerio, Martine 1750 A Avenue, Penticton BC Y4U6S2	Male 102	1911-Feb-28 606-4984 O

- Use the check mark to select the items the patient wants to pick up. All items are checked by default. To unselect an item, click the green checkmark next to the Rx. When you are finished, click the **Pickup [x] Item(s)** icon.



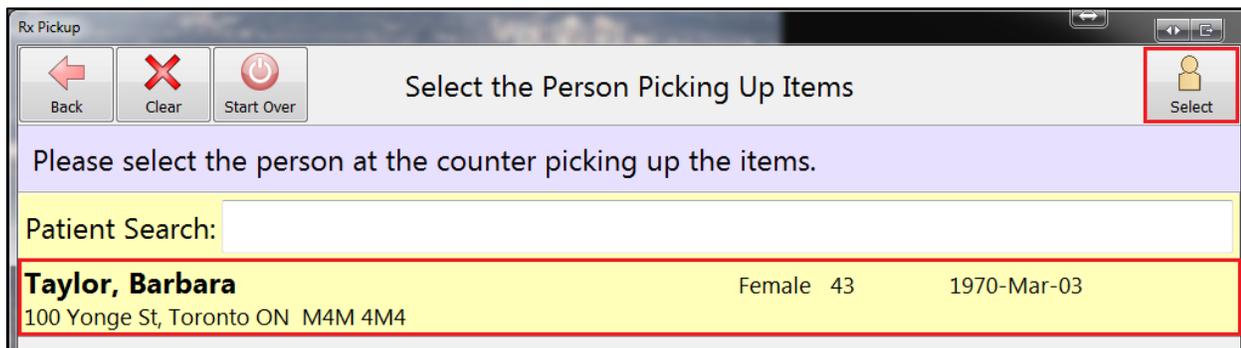
Rx Pickup

Back Start Over Please Select Rx's to Pickup Rx Info Pickup 2 Items

Use the check mark to select the items that the patient wants to pickup. **Patient Pays: \$22.03**

Acetaminophen Extra Strengt... Rx: 1000516	Taylor, Barbara (Female, 43)	Waiting for Pickup	\$10.71	✓
Pms-Indapamide 1.25mg Rx: 1000517	Taylor, Barbara (Female, 43)	Waiting for Pickup	\$11.32	✓
Pms-Olanzapine 5mg Rx: 1000518	Taylor, Barbara (Female, 43)	Waiting for Pickup	\$20.38	✓
282 MEP 350/200/15mg Rx: 9000028	Taylor, Barbara (Female, 43)	Verify Data Entry	In Progress	

- Select the person picking up the items. When you are finished, click the **Select** icon.



Rx Pickup

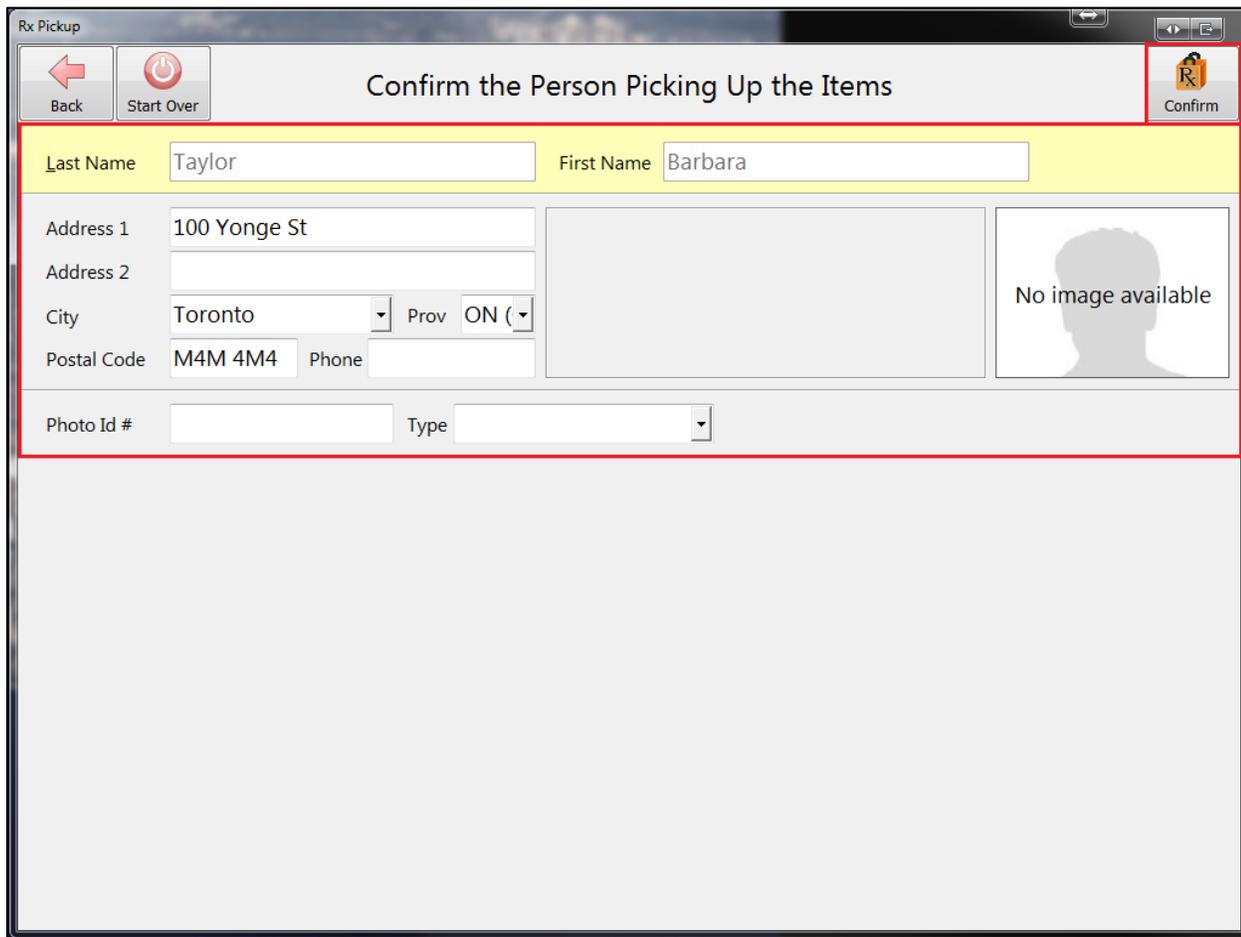
Back Clear Start Over Select the Person Picking Up Items Select

Please select the person at the counter picking up the items.

Patient Search:

Taylor, Barbara 100 Yonge St, Toronto ON M4M 4M4	Female 43	1970-Mar-03
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- Confirm the details of the person picking up the items. When you are finished, click the **Confirm** icon.



Rx Pickup

Confirm the Person Picking Up the Items

Back Start Over Confirm

Last Name Taylor First Name Barbara

Address 1 100 Yonge St

Address 2

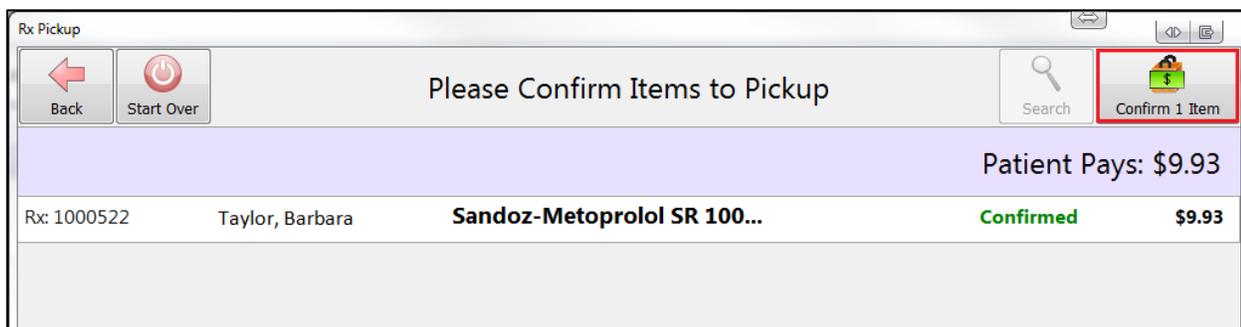
City Toronto Prov ON

Postal Code M4M 4M4 Phone

Photo Id # Type

No image available

- Scan the Rx or enter the Rx number to confirm pickup. When you are finished, click the **Confirm [x] Item(s)** button. A receipt will be generated.



Rx Pickup

Please Confirm Items to Pickup

Back Start Over Search Confirm 1 Item

Patient Pays: \$9.93

Rx: 1000522	Taylor, Barbara	Sandoz-Metoprolol SR 100...	Confirmed	\$9.93
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Undo Pickups

This section outlines the process for undoing a pickup. The first part, Performing an Undo Pickup (<12 hours) explains how to undo pickups for delivery orders that have been picked up within the last 12 hours. The second part, Performing an Undo Pickup (>12 hours) explains how to undo pickups for delivery orders that are older than 12 hours. Please note the rules outlined in this document before performing an undo pickup.

Performing an Undo Pickup (<12 hours)

1. Click the **Undo Pickup** icon from the main **Kroll Dispensary** screen.



2. Select the delivery order for which you want to undo pickup. Click the **Select** icon.

Undo Pickup

Select Delivery Order to Undo Pickup

Refresh Close Lookup Rx **Select**

Delivery Order Id: 149	Pickup Date: 16-Apr-2013 12:06 PM
Taylor, Barbara	Rx: 1000516 Acetaminophen Extra Strength 500mg
Taylor, Barbara	Rx: 1000517 Pms-Indapamide 1.25mg
Delivery Order Id: 148	Pickup Date: 16-Apr-2013 10:44 AM
Taylor, Barbara	Rx: 1000515 Acetaminophen Tab 500mg Usp 500mg

3. Verify that you are undoing pickup for the correct delivery order. Click **Confirm Undo**.

Undo Pickup

Please Select Rx's to Pickup

Back Start Over Rx Info **Confirm Undo**

Verify that this is the delivery order that you want to undo the pickup for.

Picked Up On	16-Apr-2013 12:06 PM	Picked Up By	Taylor, Barbara
Pickup Recorded By	BT	Address 1	100 Yonge St
Delivery Order Id	149	Address 2	
Total Order Value	\$22.03	Patient Pays	\$22.03
		City	Toronto Prov ON
		Phone	

List of items that were picked up

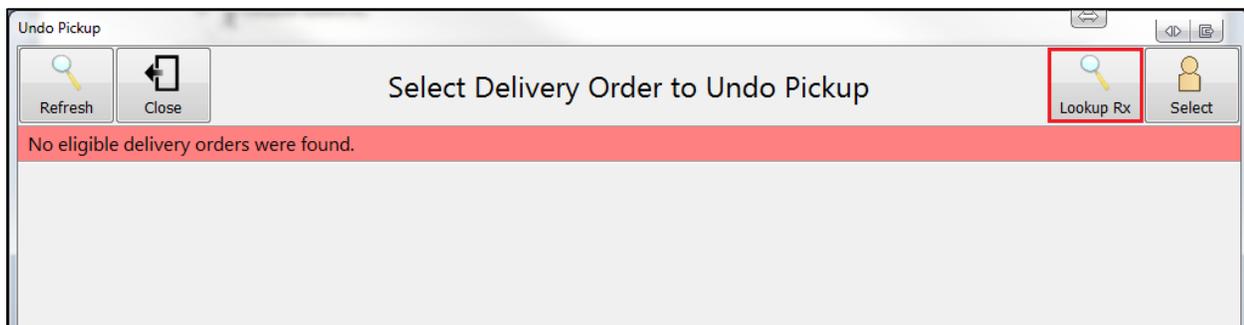
Taylor, Barbara	Rx: 1000516 Acetaminophen Extra Strength 500mg	\$10.71
Taylor, Barbara	Rx: 1000517 Pms-Indapamide 1.25mg	\$11.32

Performing an Undo Pickup (>12 hours)

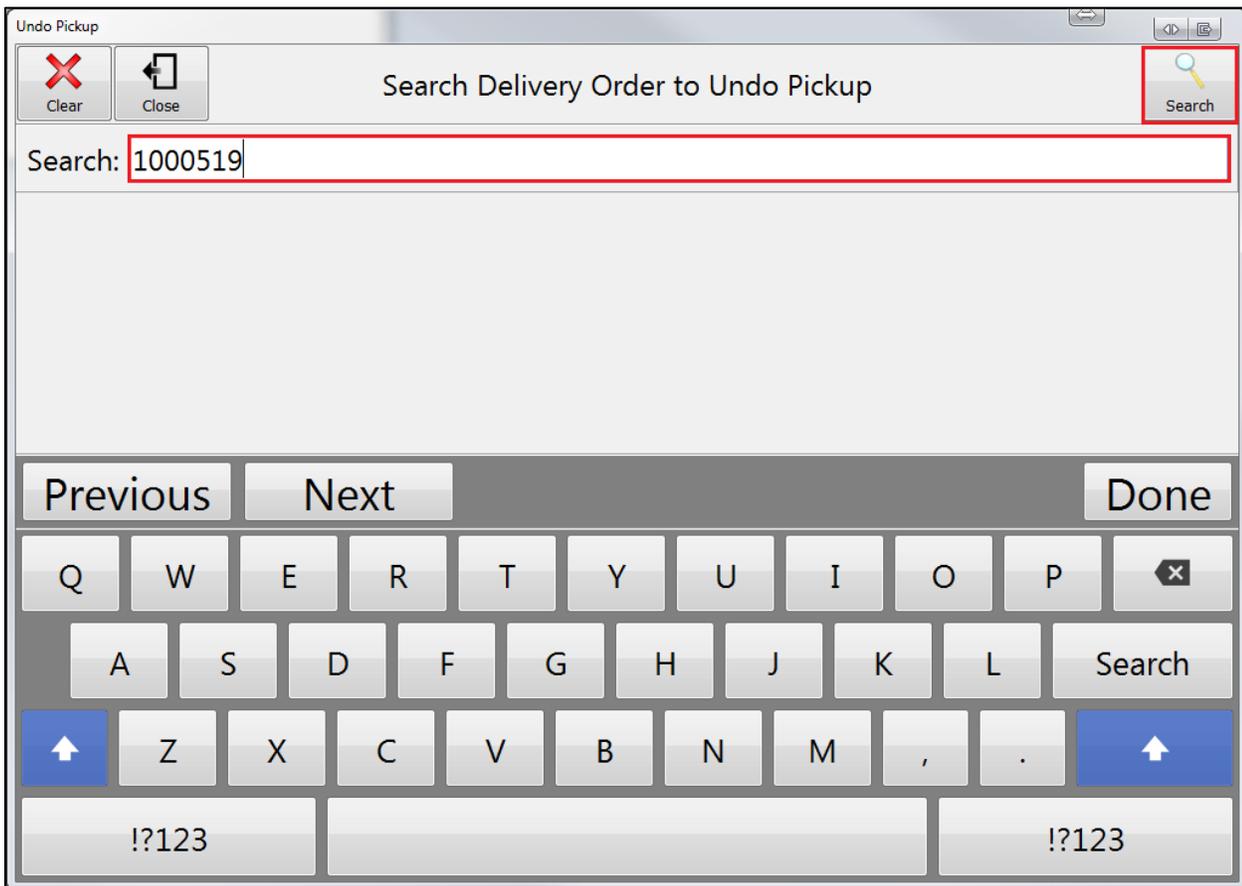
1. Click the **Undo Pickup** icon from the main **Kroll Dispensary** screen.



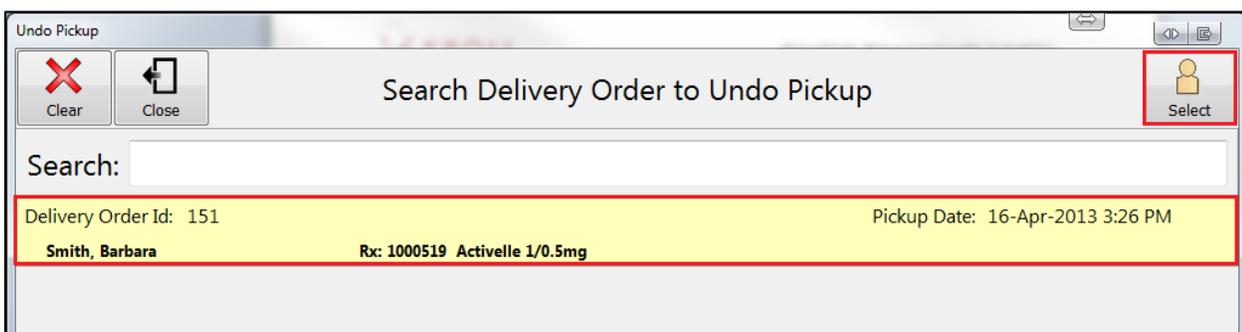
2. Click the **Lookup Rx** icon.



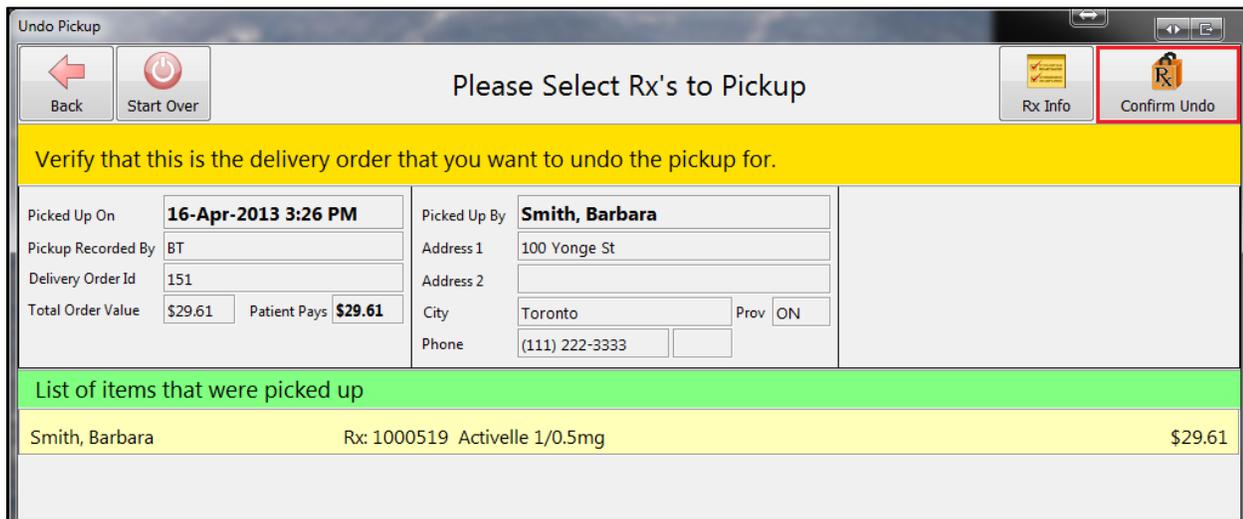
3. Enter the Rx number in the **Search** field. Click the **Search** icon.



4. Select the delivery order for which you want to undo pickup. Click the **Select** icon.



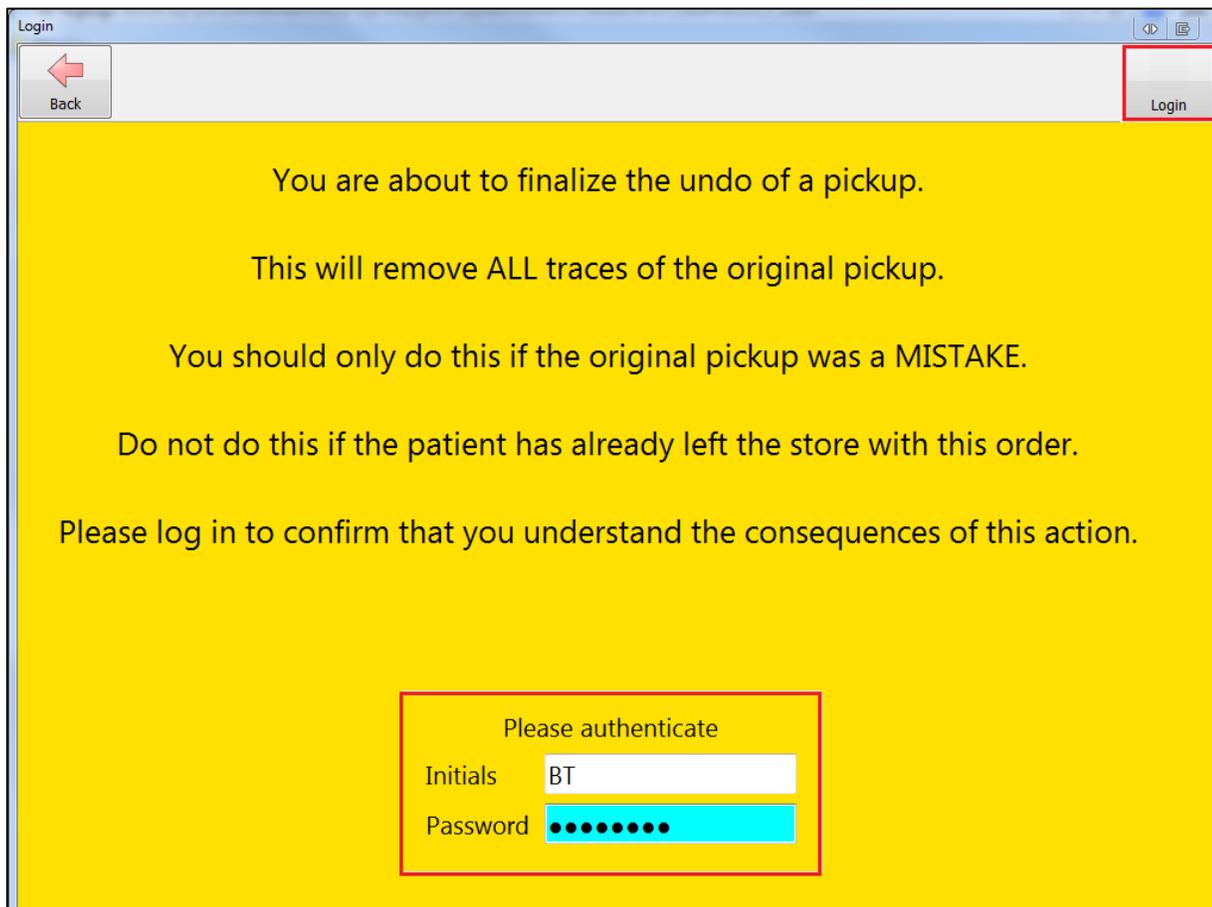
- Verify that you are undoing pickup for the correct delivery order. Click **Confirm Undo**.



Picked Up On	16-Apr-2013 3:26 PM	Picked Up By	Smith, Barbara
Pickup Recorded By	BT	Address 1	100 Yonge St
Delivery Order Id	151	Address 2	
Total Order Value	\$29.61	Patient Pays	\$29.61
		City	Toronto
		Prov	ON
		Phone	(111) 222-3333

List of items that were picked up		
Smith, Barbara	Rx: 1000519 Activelle 1/0.5mg	\$29.61

- Enter your initials and password and click **Login**. Note that a pharmacist's credentials are required at this stage.



You are about to finalize the undo of a pickup.

This will remove ALL traces of the original pickup.

You should only do this if the original pickup was a MISTAKE.

Do not do this if the patient has already left the store with this order.

Please log in to confirm that you understand the consequences of this action.

Please authenticate

Initials

Password