

# Saskatchewan Pharmacy Network

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# Saskatchewan Pharmacy Network

The Saskatchewan Health Information Network (SHIN) is managed by the Health Information Solutions Centre (HISC). SHIN is committed to maintaining a provincial Electronic Health Record (EHR) that will facilitate the sharing of health related data between medical professionals such as doctors, pharmacists, nurses, etc. The Pharmaceutical Information Program (PIP) is a component of the EHR.

Today, every prescription that Saskatchewan residents receive is captured and stored on the Pharmaceutical Information Program (PIP). PIP is available to all community pharmacies and contains information on over 45 million prescriptions. The province is currently incorporating PIP into the pharmacy software systems used by community pharmacies so that users do not have to rely on the PIP viewer to access prescription information.

PIP manages medication information in the province. The primary goal of PIP is to improve the quality of patient care by providing the information and tools needed to make optimal drug therapy decisions. For more information on PIP please visit <http://www.health.gov.sk.ca/pip>.

Kroll Computer Systems Inc. has been coordinating closely with SHIN and PIP to develop software that supports security, privacy and conformance standards set out by HISC. Kroll is an authorized Pharmacy Practice Management System (PPMS). The following user guide provides instructions on how to navigate the Pharmaceutical Information Program (PIP) in Kroll.

## Who to call?

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For any issues or errors, please contact the Kroll Support desk who will determine if this is an ADAPT issue or a PIP issue.

## Kroll Passwords

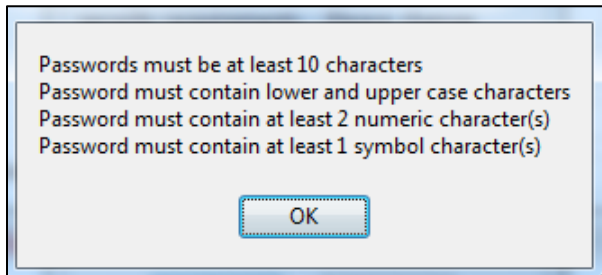
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In conformance with Pharmaceutical Information Program (PIP) standards, Kroll passwords must be complex and meet the following requirements:

- Passwords must be at least 8 characters long (10 characters for administrator users);
- Passwords must contain lower and upper case characters;

- Passwords must contain at least two numeric characters and one symbol character. (!, @, #, \$, %, ^, &, \*).

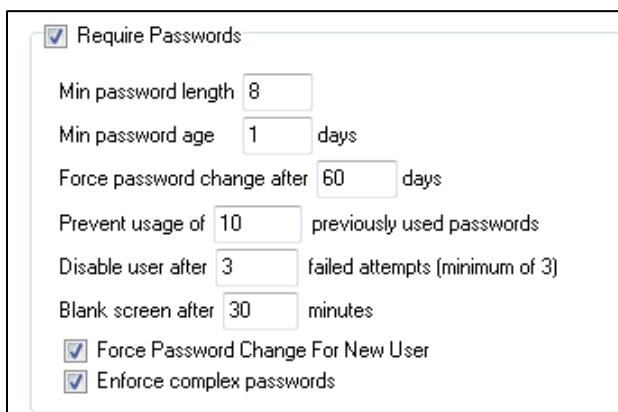
An example of a password that meets conformance is **“Password!23”**.



Password security requirements are hardcoded into versions of Kroll that support PIP integration. Additional hardcoded password configurations include the following:

- Password must be changed every 60 days;
- Prevent usage of 10 previously used passwords;
- Disable user after 3 failed login attempts;
- Username and Password must be re-entered after 30 minutes on inactivity on the screen;
- Users cannot change their password more than once per day to prevent circumventing the restriction that prevents re-using previous passwords;
- An initial password change is forced for new users logging in for the first time.

Password security settings can be made more restrictive and can be found in **File > Configuration > Store > Security**.

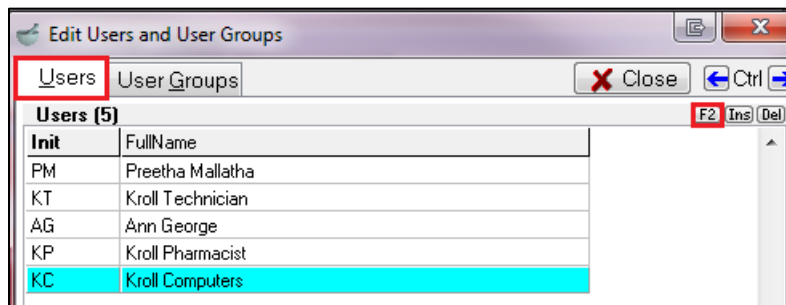


## Technician User Account Setup

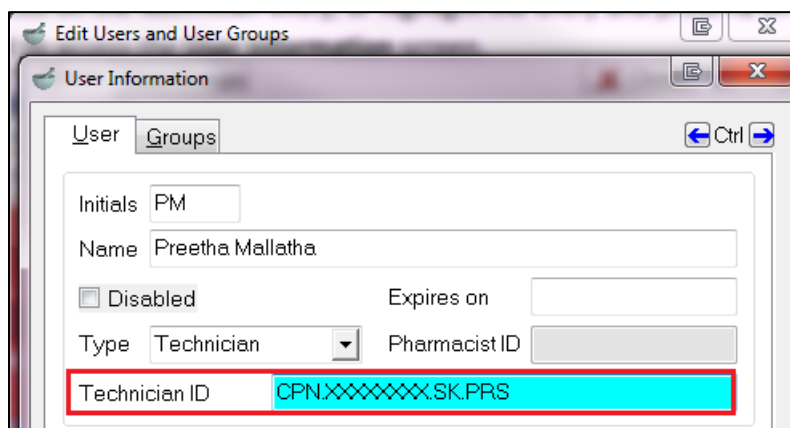
In order for pharmacy technicians to access and send transactions to PIP, they require a **Common Provider Number (CPN)** to be entered in their Kroll user account. The CPN is provided to the technician once PIP registration has been approved. The CPN is a unique identifier used within the Provider Registry system (the same system which contains doctor billing/license numbers) to help correlate and trace the activity of a particular account; the CPN is NOT used to assign user permissions.

Enter a CPN number (one time only) for a technician account as follows:

1. Go to **Edit > Users and Groups**.
2. Log in with your user initials and password to open the **Edit Users and User Groups** window.
3. Double-click on the technician entry, or highlight the entry and press **F2** on the keyboard to access the **User Information** screen.

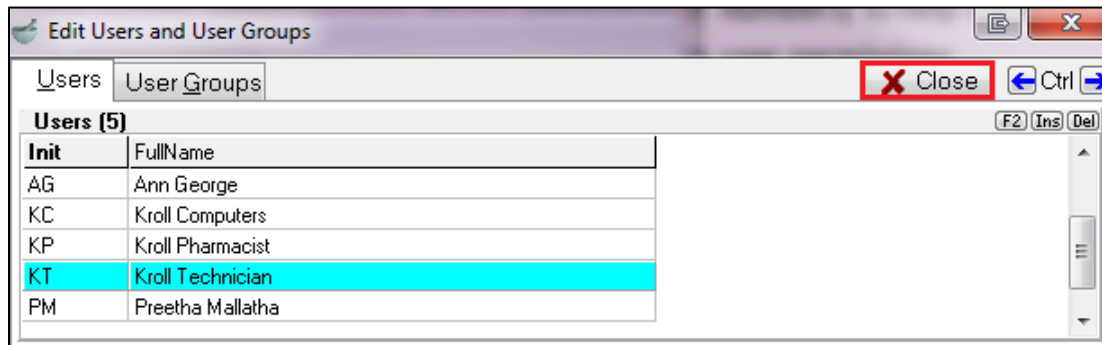


4. Locate the **Technician ID** field and input the CPN number. The CPN number is in the format CPN.XXXXXXXX.SK.PRS, where "X" is a number.





5. Click **Save** or press **Enter** on the keyboard to save the CPN number to the technician account.
6. Click **Close** or press **Esc** on the keyboard to exit from the **Edit Users and User Groups** screen.



## Associating Pharmacists with Technicians

Pharmacy technicians cannot access PIP without associating to a pharmacist because a license number is required for the retrieval of patient medical information. When a technician is associated with a pharmacist, **the pharmacist must be aware that any network profile requests initiated by the technician will be authored by the associating pharmacist's license number.**

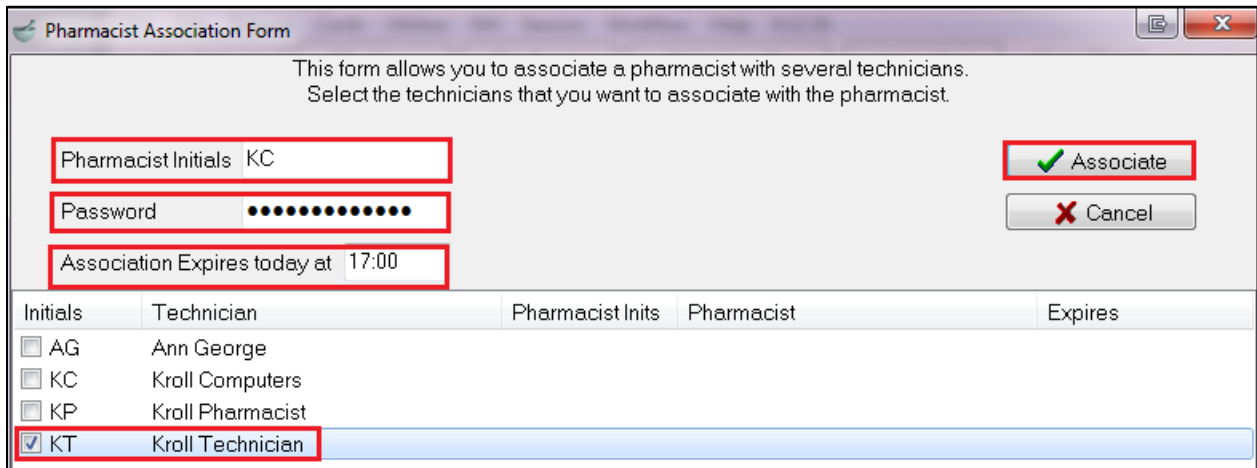
Associate a technician to a pharmacist in Kroll as follows:

1. Go to **File > Users > Associate Pharmacist** to call up the Pharmacist Association Form.
  - a. **Pharmacist Initials:** Enter the initials of the pharmacist that is associating with the technician(s).
  - b. **Password:** Enter the associating pharmacist's password.
  - c. **Association Expires today at:** Enter the military time that the association expires (e.g. If the pharmacist's shift ends at 5pm, the value in this field should be 17:00).

**NOTE:** Pharmacist associations cannot be extended beyond 24 hours, and will automatically disassociate at 23:59 daily unless specified for an earlier time.

2. Flag technicians that need to be associated (more than one technician can be flagged at once).

- Click **Associate** or press **Enter** on the keyboard to associate the pharmacist to the technician(s).



This form allows you to associate a pharmacist with several technicians.  
Select the technicians that you want to associate with the pharmacist.

Pharmacist Initials: KC

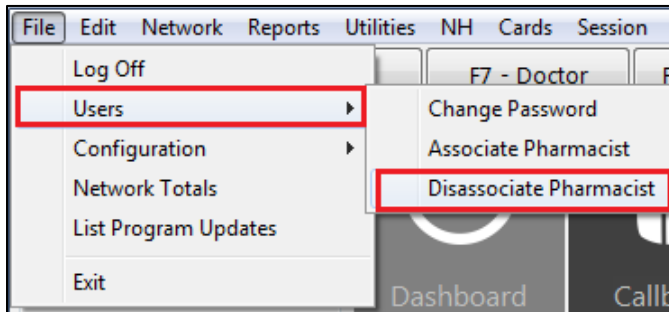
Password: ●●●●●●●●

Association Expires today at: 17:00

Associate  Cancel

Initials	Technician	Pharmacist Inits	Pharmacist	Expires
<input type="checkbox"/> AG	Ann George			
<input type="checkbox"/> KC	Kroll Computers			
<input type="checkbox"/> KP	Kroll Pharmacist			
<input checked="" type="checkbox"/> KT	Kroll Technician			

**NOTE:** A pharmacist can choose to disassociate from a technician(s) at any time by going into **File > Users > Disassociate Pharmacist** and entering their user initials and password. Once the technician(s) is disassociated, they will not be able to send or receive information to or from PIP until another pharmacist associates with them.



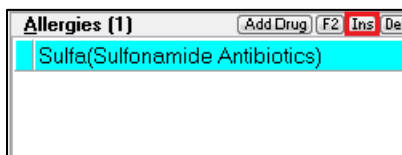
## Patient Allergies/Intolerances

Recording patient allergies and intolerances on PIP is an integral part of creating a comprehensive Electronic Health Record (EHR) for Saskatchewan residents. The availability of this information allows pharmacists and other health care professionals make optimal drug therapy decisions. The following section describes how to add allergies/intolerances to PIP, and how to retrieve them through Kroll.

### Adding a Patient Allergy/Intolerance

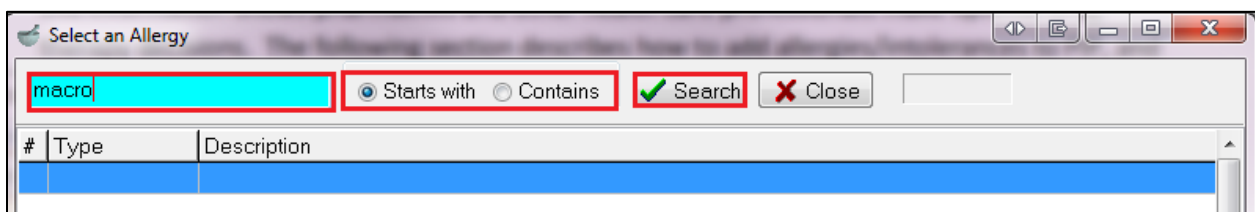
When patient allergies are added locally on Kroll, the information is sent and recorded on PIP. Add a patient allergy as follows:

1. Bring up the patient card using the **F3** Patient search.
2. From the **Allergies** section of the patient card, click **Ins** or press **Insert** on the keyboard.

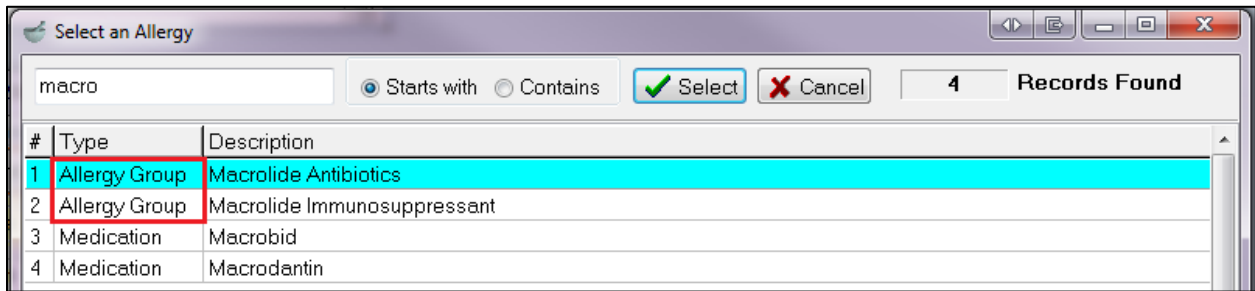


3. Search for an allergy from the **Select an Allergy** screen and click **Search** or press **Enter** on the keyboard to obtain results (e.g. Type "macro" to search for a Macrolide allergy).

**NOTE:** Options are available to query the search string by "**Starts with**" or "**Contains**".



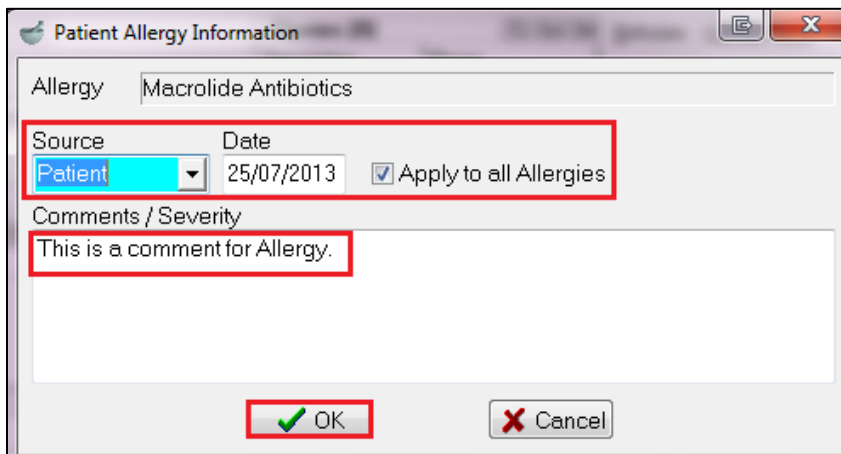
4. Select the **Allergy Group** by highlighting the entry and clicking **Select** or pressing **Enter** on the keyboard. This will bring up the **Patient Allergy Information** form.



**NOTE:** PIP supports the addition of **Allergy Groups** and NOT specific **Medications** or **Ingredients**. If a **Medication** or **Ingredient** is selected as an allergy, the following warning will appear:

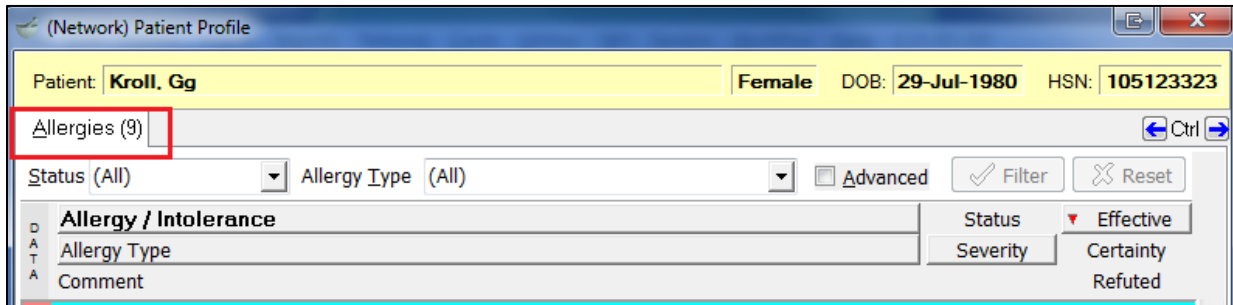


5. From the **Patient Allergy Information** form, fill out the **Source**, **Date** and **Apply to Allergies** fields. Enter an OPTIONAL **Comment** regarding the nature and severity of the allergy (comments entered in this field are stored locally on Kroll, not on PIP). Click **OK** or press **Enter** on the keyboard to save changes.



6. The PIP **Allergies Profile** is retrieved for this patient.

**NOTE:** The bracketed numbers indicate the number of entries listed in the respective tabs. In the example shown below, the **Allergies** tab contains 9 entries.



**NOTE:** The colored data bars on the left side of each allergy entry provide information on whether local allergy records match PIP allergy records. Hover your mouse over the colored data bars to identify which entries need to be synchronized.

**Red (Local):** A red-local data bar indicates that the allergy entry exists on the local system only, but is not synchronized to a PIP allergy record.

LOCAL	Macrolide Antibiotics		15-Sep-2010
			No

**Yellow (Network):** A yellow-network data bar indicates that the allergy entry exists on the Network (i.e. PIP) only, but is not synchronized with a local allergy record.

NETWORK	Opioids-Morphine_Related	active	3-Sep-2010
	Drug Allergy	High	Unconfirmed
			No

**Green (Synced):** A green-synced data bar indicates that the allergy entry exists locally and is synchronized with a PIP allergy record. This is the desired outcome for all allergy entries because it indicates consistency between local and PIP records.

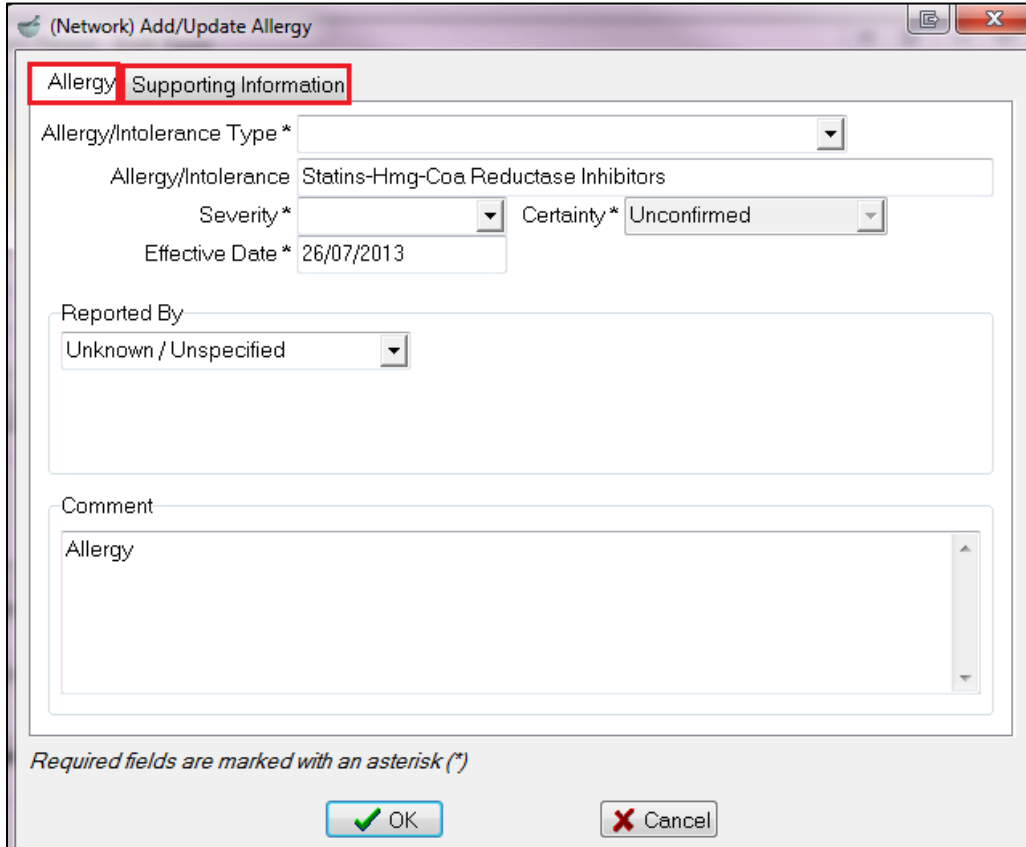
SYNCED	Penicillins	active	12-Aug-2010
	Drug Allergy	Moderate	Unconfirmed
			No

**Gray (Network):** A gray-network data bar indicates that an allergy is completed /expired on the network and does NOT need to be synchronized to the local system.

NETWORK	Lincosamides	completed	8-Apr-2010
	Drug Non-Allergy Intolerance	Low	Unconfirmed
			Yes

7. Click **OK** at the bottom of the **Patient Network Profile** screen, or press **Enter** on the keyboard to continue. This will bring up the **CeRx Allergy Form**.

**NOTE:** The **CeRx Allergy Form** also contains the **Supporting Information** tab where additional information regarding **Reported Reactions** and **Allergy Tests** can be entered. Please see the section on [Supporting Information](#) for further details on how to add supplementary information for allergies.

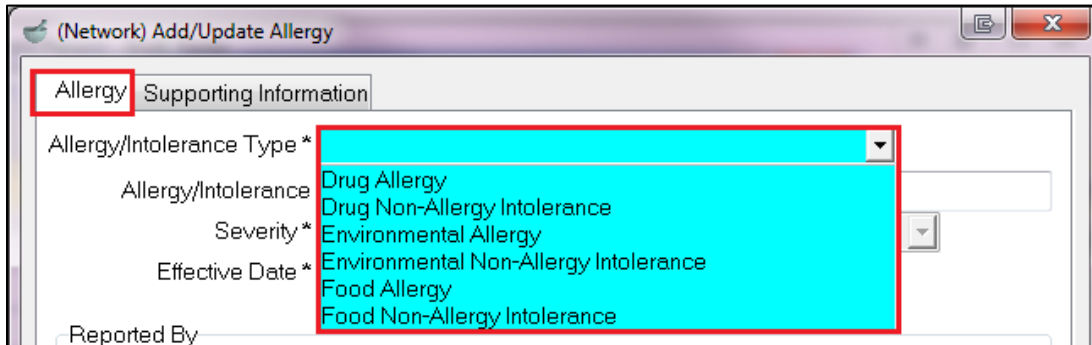


The screenshot shows a software window titled "(Network) Add/Update Allergy". It has two tabs: "Allergy" and "Supporting Information", with "Supporting Information" selected. The form contains the following fields:

- Allergy/Intolerance Type \***: A dropdown menu.
- Allergy/Intolerance**: A text box containing "Statins-Hmg-Coa Reductase Inhibitors".
- Severity \***: A dropdown menu.
- Certainty \***: A dropdown menu containing "Unconfirmed".
- Effective Date \***: A text box containing "26/07/2013".
- Reported By**: A dropdown menu containing "Unknown / Unspecified".
- Comment**: A text area containing "Allergy".

At the bottom of the window, there is a note: "Required fields are marked with an asterisk (\*)". Below this note are two buttons: "OK" (with a green checkmark) and "Cancel" (with a red X).

8. Select an **Allergy or Intolerance Type** from the options available in the dropdown menu.
  - d. **Allergy Selections:** Drug Allergy, Environmental Allergy, Food Allergy
  - e. **Intolerance Selections:** Drug Non-Allergy Intolerance, Environmental Non-Allergy Intolerance, Food Non-Allergy Intolerance.



(Network) Add/Update Allergy

Allegy Supporting Information

Allergy/Intolerance Type \* 
 Drug Allergy  
 Drug Non-Allergy Intolerance  
 Environmental Allergy  
 Environmental Non-Allergy Intolerance  
 Food Allergy  
 Food Non-Allergy Intolerance

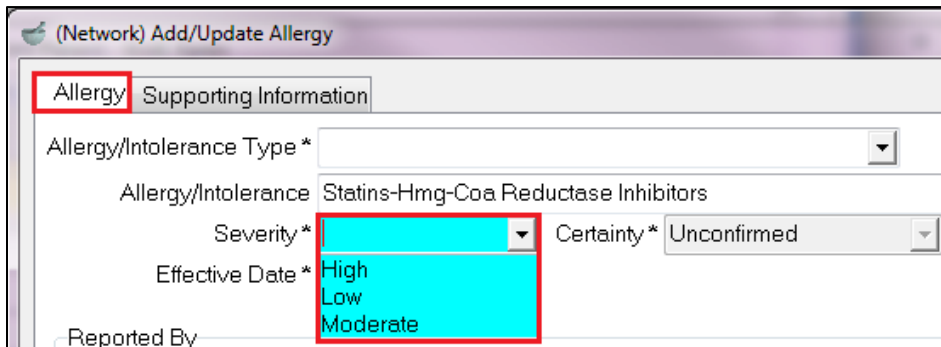
Allergy/Intolerance \_\_\_\_\_

Severity \* \_\_\_\_\_

Effective Date \* \_\_\_\_\_

Reported By \_\_\_\_\_

9. Identify the **Severity** of the indicated allergy as **High, Low, or Moderate**. A selection must be made in this field to successfully send the allergy/intolerance to PIP.



(Network) Add/Update Allergy

Allegy Supporting Information

Allergy/Intolerance Type \* \_\_\_\_\_

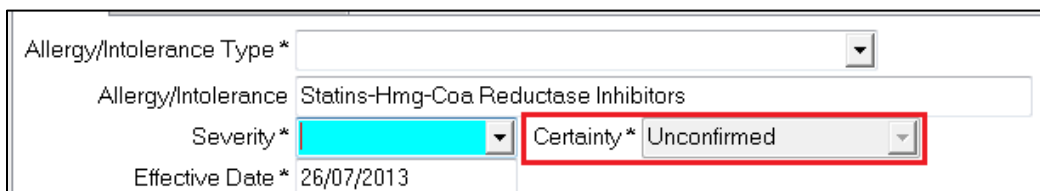
Allergy/Intolerance Statins-Hmg-Coa Reductase Inhibitors

Severity \* 
 High  
 Low  
 Moderate
  Certainty \* Unconfirmed

Effective Date \* \_\_\_\_\_

Reported By \_\_\_\_\_

10. The **Certainty** of the allergy is always **Unconfirmed** at the pharmacy level because only doctors can mark an allergy as certain.



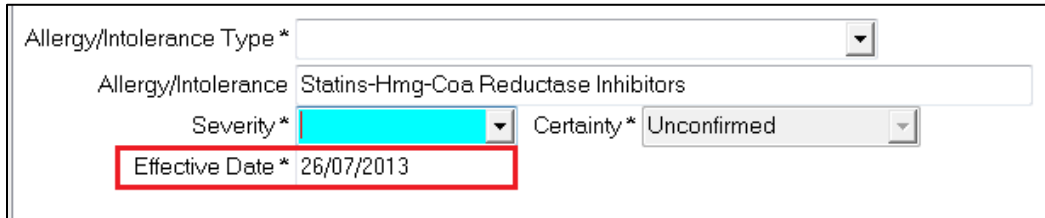
Allergy/Intolerance Type \* \_\_\_\_\_

Allergy/Intolerance Statins-Hmg-Coa Reductase Inhibitors

Severity \* 
 High  
 Low  
 Moderate
  Certainty \* 
 Unconfirmed

Effective Date \* 26/07/2013

11. The **Effective Date** is the date the allergy was acknowledged by the patient. The date is defaulted to the current date, but can be manually changed.



Allergy/Intolerance Type \*

Allergy/Intolerance

Severity \*  Certainty \*

Effective Date \*

12. Optionally fill out the **Reported By** section of the **CeRx Allergy From**:

- a. **Date Reported** – The date that the pharmacy was made aware of the patient allergy.
- b. **Reported By** – Select from Patient, Relative, or Health Care Provider.
  - i. When the allergy is reported by the **Patient**, no supplementary information is required for input.



Reported By

Date Reported \*

- ii. When the allergy is reported by a **Relative**, the **Relationship, Last Name,** and **First Name** of the relative must be entered.



Reported By

Date Reported \*

Last Name \*

First Name \*

Relationship

- iii. When the allergy is reported by a **Health Care Provider**, the **Provider type, Last Name, First Name,** and **Lic #** (License Number) can be entered.

**NOTE:** Click or press **F2-Select doctor** to search the local database for the applicable doctor.



Reported By

Date Reported \*

Last Name \*

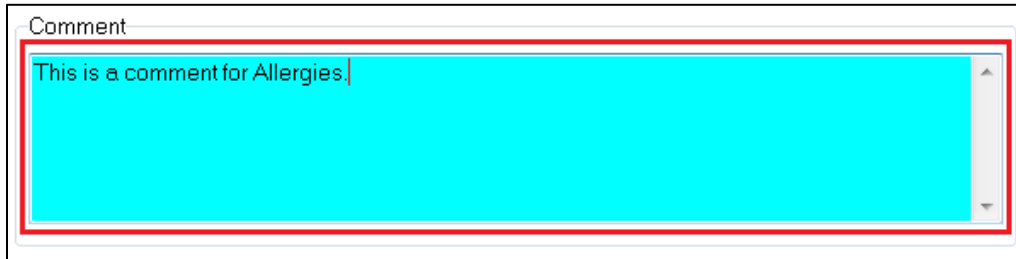
First Name \*  Lic # \*

Provider \*



13. Optionally enter a **Comment** regarding the nature and severity of the allergy (this comment will be saved and recorded on PIP).

**NOTE:** If a comment was entered in the local **Patient Allergy Information** form, it will be pulled into this field for recording on PIP. Users can manually delete the comment if they do not want it to be recorded on PIP.



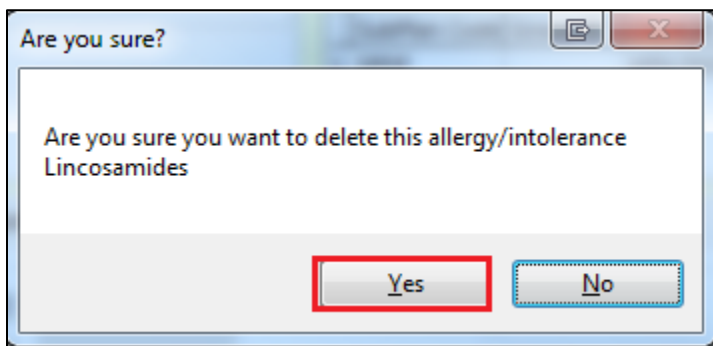
A screenshot of a software interface showing a text input field. The field is titled "Comment" and contains the text "This is a comment for Allergies." The text is highlighted in yellow. The field has a red border and a scroll bar on the right side.

14. Click **OK** at the bottom of the screen or press **Enter** on the keyboard to save changes to the **CeRx Allergy Form**, and to record the allergy or intolerance on PIP.

## Deleting a Patient Allergy/Intolerance

Patient allergies can be deleted locally on Kroll, and then the user can decide whether they want to mark the allergy/intolerance as expired on the Network as well. Delete an allergy/intolerance as follows:

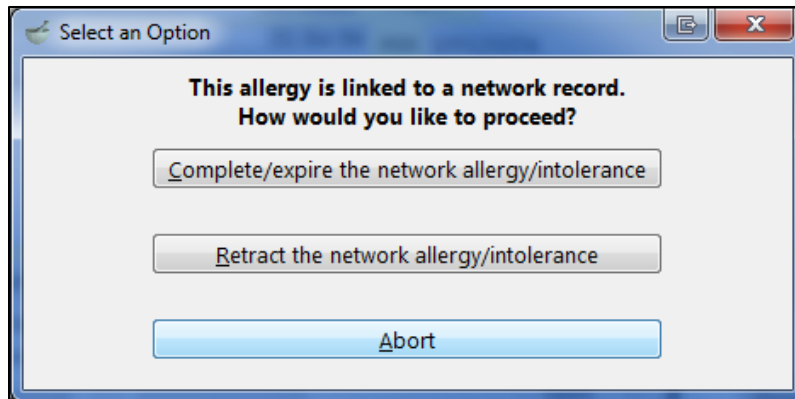
1. Search and call up the **F3** Patient card.
2. From the **Allergies** section of the patient card, highlight the allergy/intolerance you want to remove and click **Del** or press **Delete** on the keyboard.
3. Answer **Yes** to the question "Are you sure you want to delete this allergy/intolerance?"



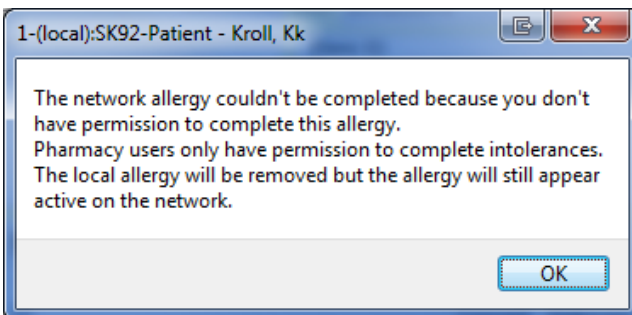
A screenshot of a confirmation dialog box titled "Are you sure?". The dialog box contains the text "Are you sure you want to delete this allergy/intolerance Lincosamides". At the bottom of the dialog box, there are two buttons: "Yes" and "No". The "Yes" button is highlighted with a red border.

4. A window will open asking "This allergy is linked to a network record. How would you like to proceed?" There are three options to choose from:

- a. **Complete/expire the network allergy/intolerance:** A message will be sent to PIP to mark the Intolerance as completed on the Network.
- b. **Retract the network allergy/intolerance:** Removes the allergy or intolerance from the PIP.
- c. **Abort:** Cancels out of the deletion process.



**NOTE:** Pharmacy users can only mark Intolerances as completed/expired on the network, but not Allergies. Only doctors can mark an allergy as completed/expired. If a pharmacy user attempts to mark an ALLERGY as completed/expired on the network, they will receive the following prompt:

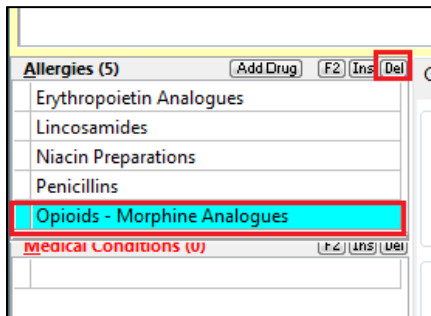


The allergy is deleted locally. The user still needs to go to the **Patient Network Profile** to Retract the ALLERGY or add a note if there is an issue with the allergy.

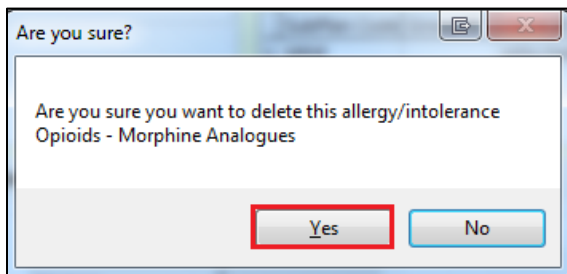
## Deleting a Patient Allergy/Intolerance that has a note recorded on the network

There may be times when a note has been recorded on the network for a patient allergy. In order to retract an allergy from the local system, the allergy note will need to be retracted first. You won't know the note needs to be retracted first until you attempt to delete the allergy locally.

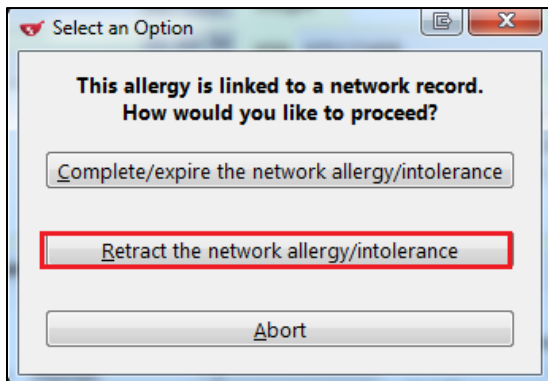
1. Locate the Allergy to be deleted/retracted and click **Del** or press the **Delete** key on your keyboard.



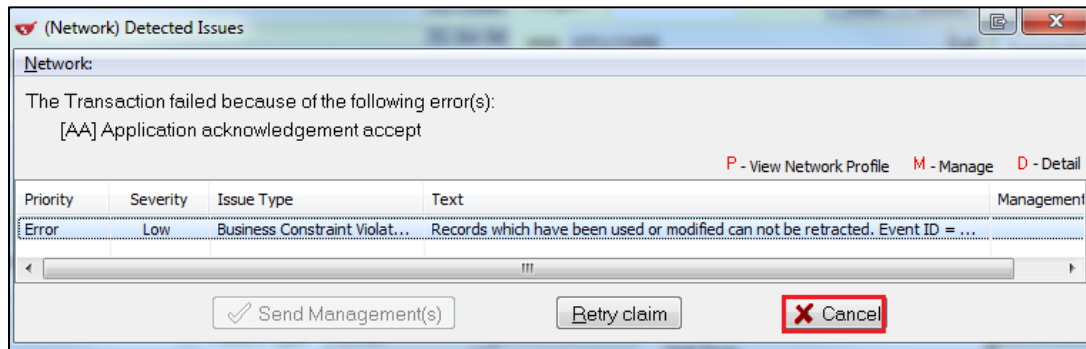
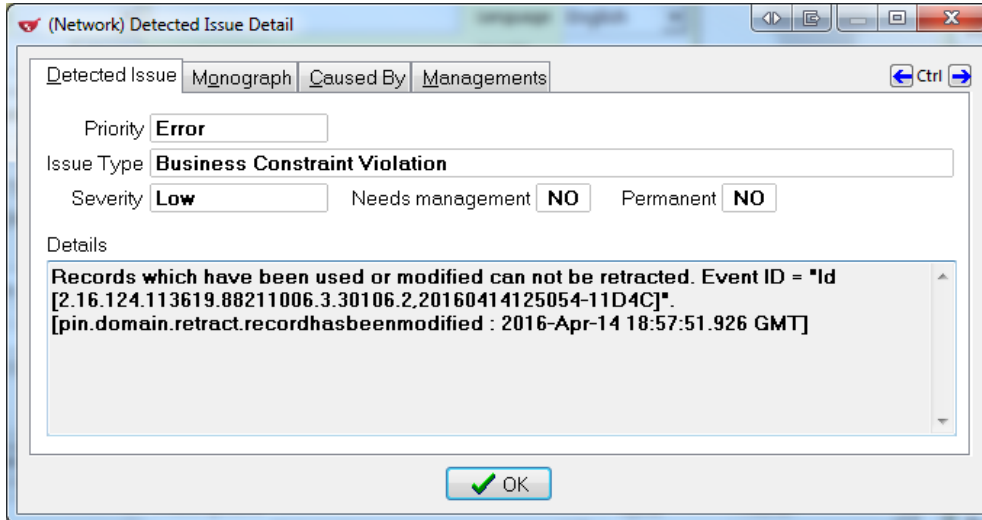
2. Answer **Yes** to the 'Are you sure?' prompt.



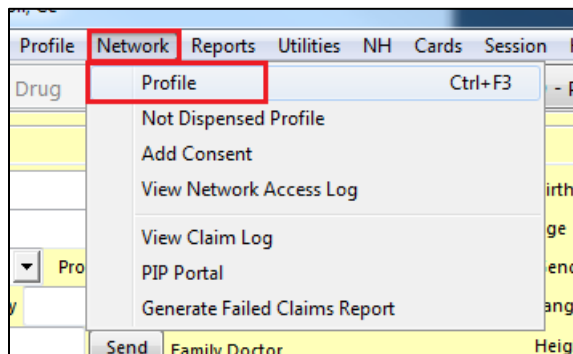
3. Select **Retract the network allergy/intolerance**.



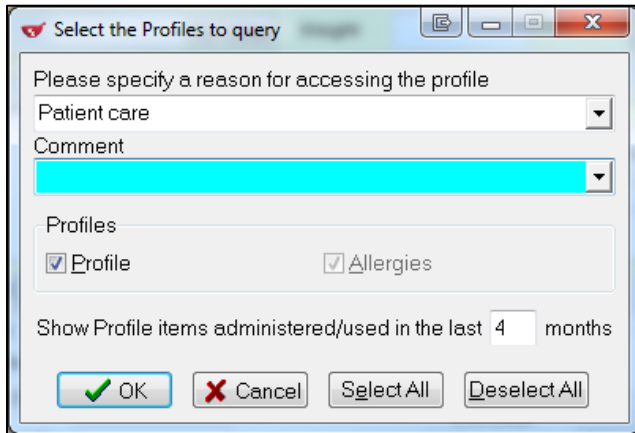
- The retract will fail with the following issue and it cannot be deleted. Because a note has been added to the allergy on the network, the record has been modified. Therefore you cannot delete the Allergy off the Network or locally. Click **Cancel**.



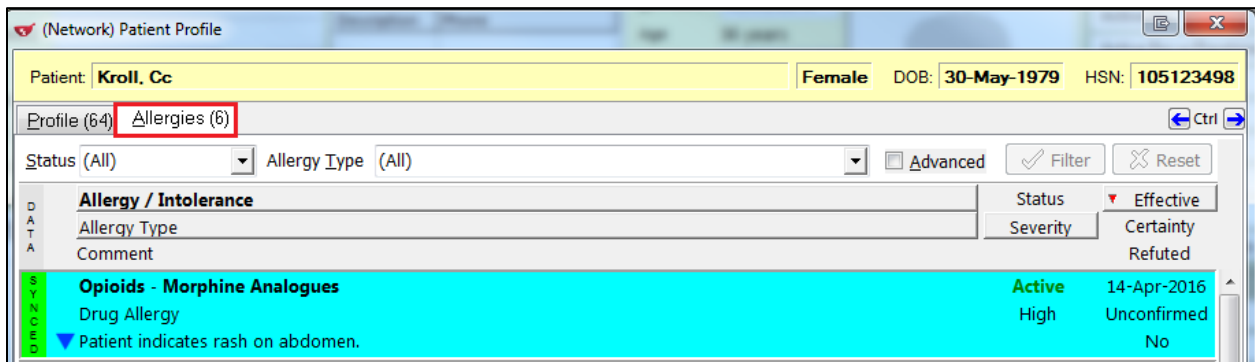
- Select **Network > Profile** and log in.



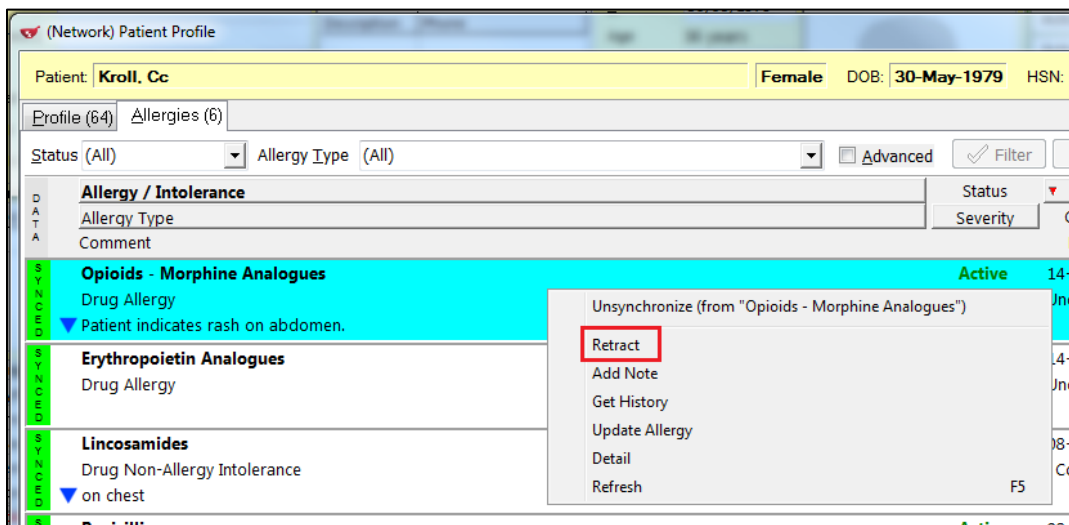
6. Click **OK**.



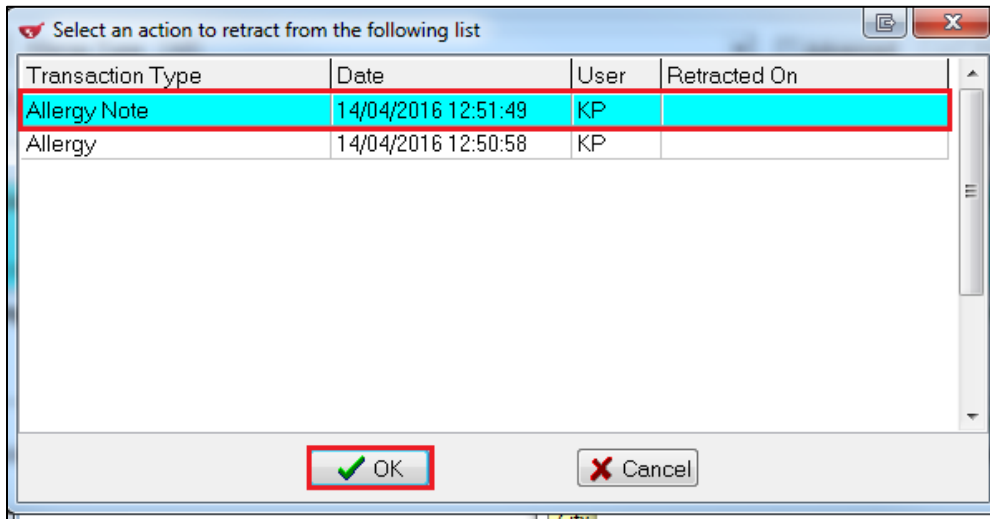
7. Go to the **Allergy** tab and highlight the allergy you wish to tract the note from.



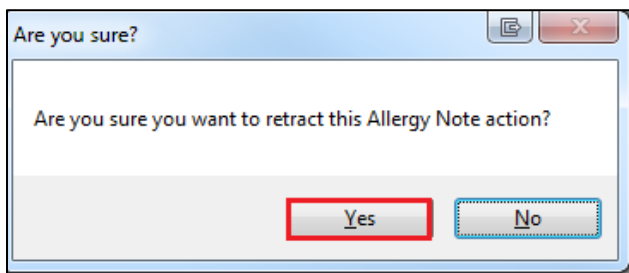
8. Right-click and select **Retract**.



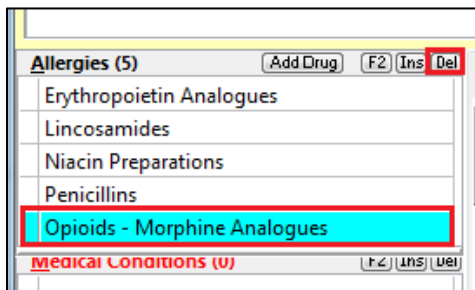
- A list of items available for retraction is displayed. Select the **Allergy Note** transaction type and click **OK**.



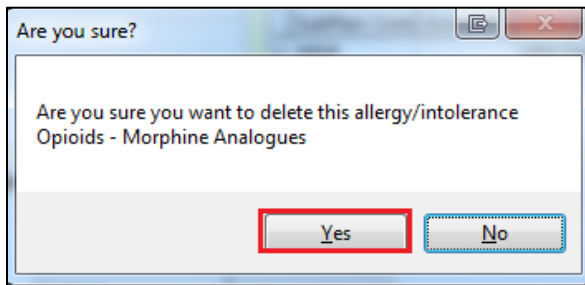
- Answer **Yes** to the 'Are you sure?' prompt.



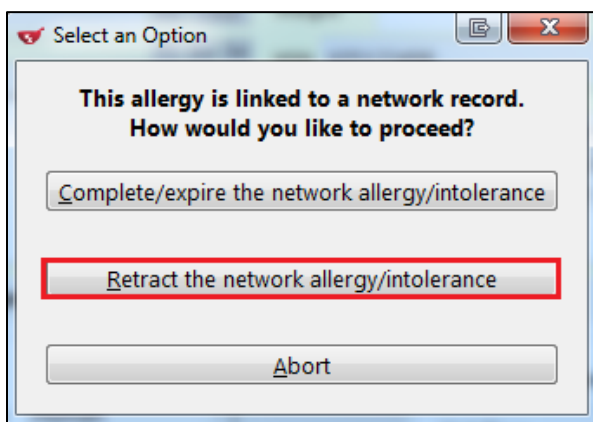
- Now that the Allergy note is removed, exit the **(Network) Patient Profile**.
- Locate the Allergy to be deleted/retracted and click **Del** or press the **Delete** key on your keyboard.



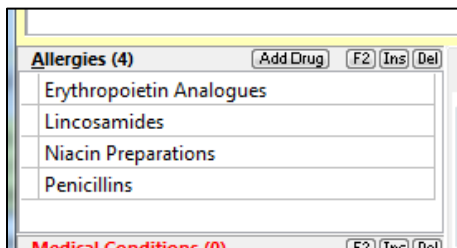
13. Answer **Yes** to the 'Are you sure?' prompt.

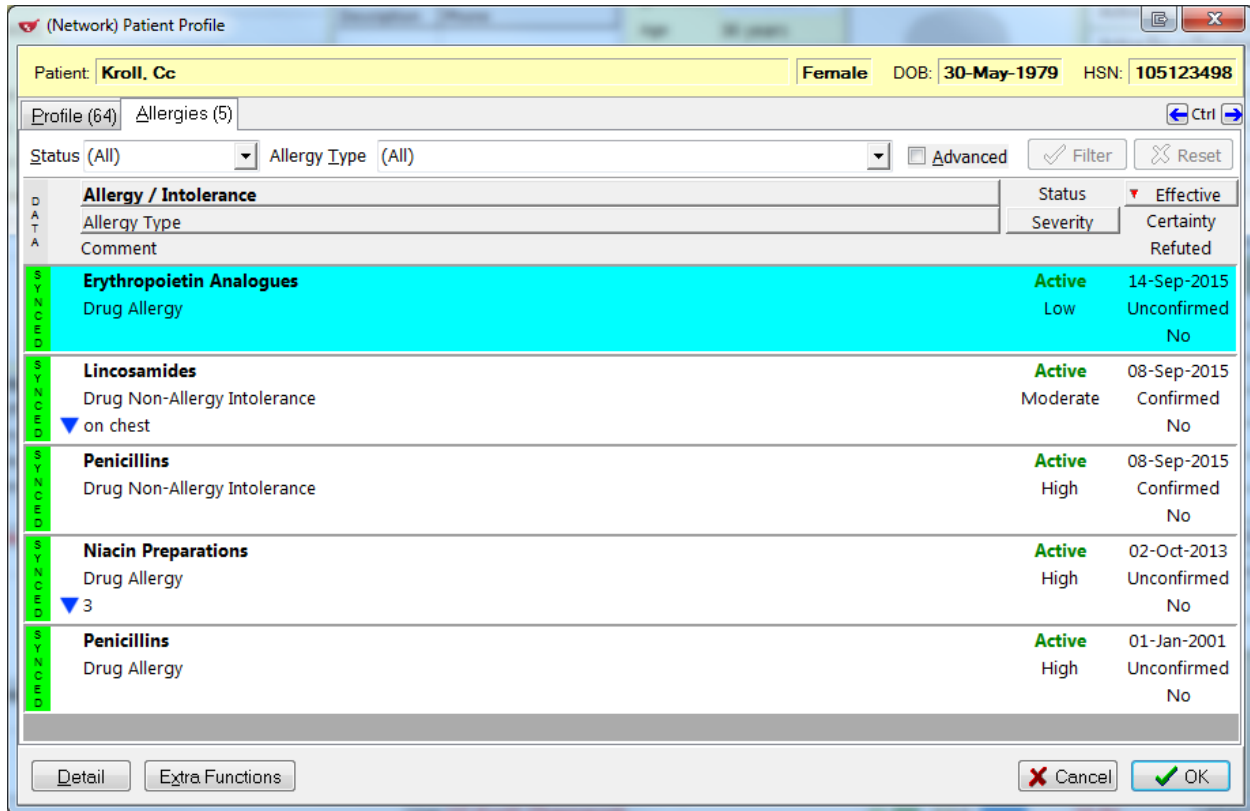


14. Select **Retract the network/allergy/intolerance**.



15. Allergy is successfully removed locally and on the network.





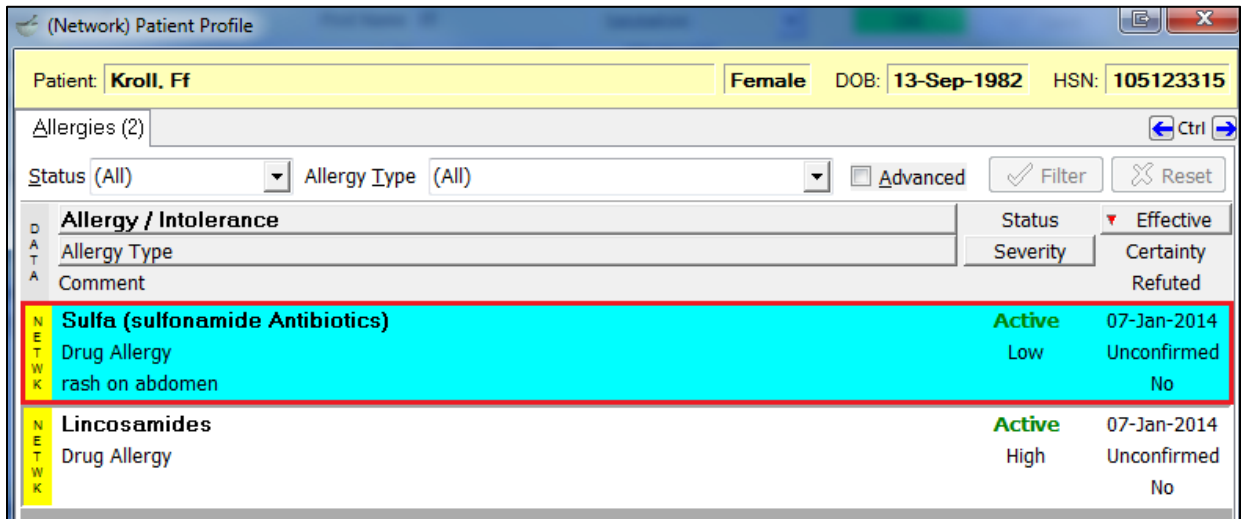
## Synchronizing Network Allergies to the Local Kroll System

As noted earlier, a yellow **Network** data bar indicates that an allergy entry exists on PIP, but is not synchronized to a local Kroll allergy. A red **Local** data bar indicates that an allergy entry exists on Kroll, but is not synchronized to a PIP allergy entry. It is important to keep the local and PIP allergies in sync so that pharmacists everywhere can make the most accurate dispensing decisions. Synchronize allergy entries as follows:

1. From the Patient Card, go to **Network > Profile** and log in with your user initials and password.
2. From the **Select the Profiles to query** form, click **OK** or press **Enter** on the keyboard.
3. Enter an OPTIONAL reason for accessing the patient profile and click **OK** or press **Enter** on the keyboard to continue.



- From the **Allergies** tab of the **Patient Network Profile**, highlight the allergy entry that requires synchronization.



(Network) Patient Profile

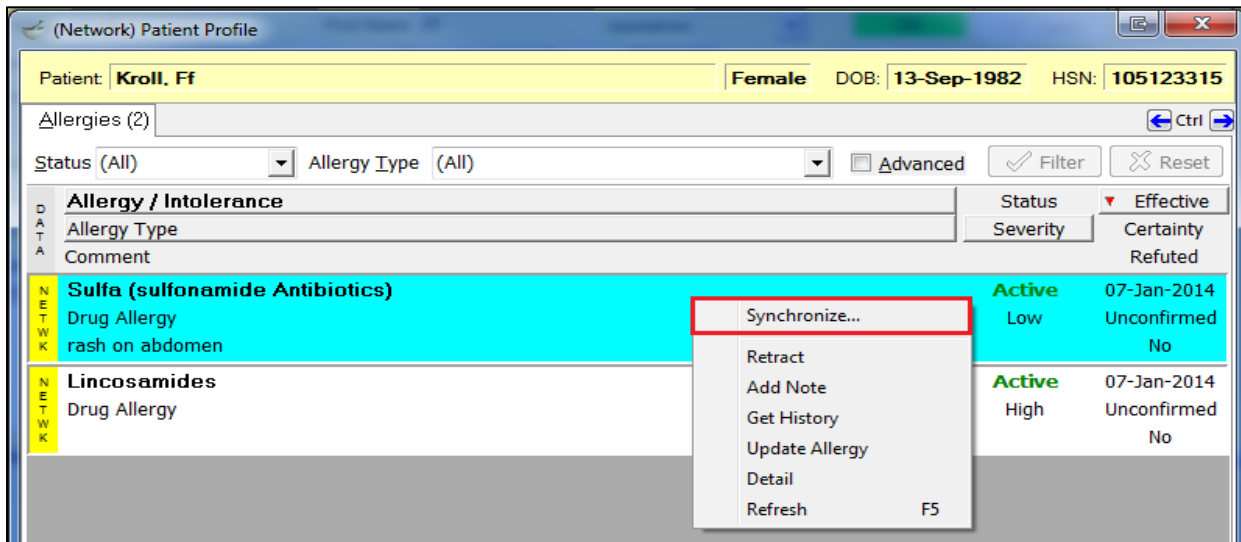
Patient: **Kroll, Ff** Female DOB: **13-Sep-1982** HSN: **105123315**

Allergies (2) Ctrl

Status (All) Allergy Type (All)  Advanced  Filter  Reset

D A T A	Allergy / Intolerance	Status	Effective
		Severity	Certainty
Comment		Refuted	
N E T W K	<b>Sulfa (sulfonamide Antibiotics)</b>	Active	07-Jan-2014
	Drug Allergy rash on abdomen	Low	Unconfirmed No
N E T W K	<b>Lincosamides</b>	Active	07-Jan-2014
	Drug Allergy	High	Unconfirmed No

- Click **Extra Functions**, press **X** on the keyboard, or right click on the allergy entry and select **Synchronize...**



(Network) Patient Profile

Patient: **Kroll, Ff** Female DOB: **13-Sep-1982** HSN: **105123315**

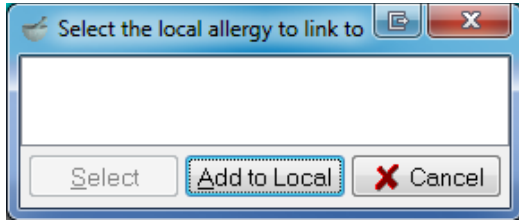
Allergies (2) Ctrl

Status (All) Allergy Type (All)  Advanced  Filter  Reset

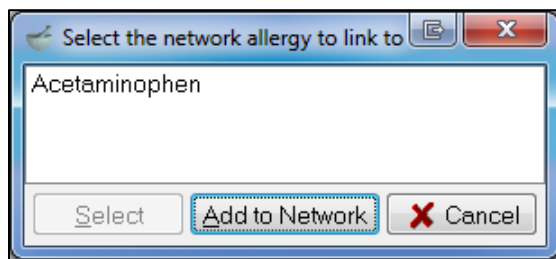
D A T A	Allergy / Intolerance	Status	Effective
		Severity	Certainty
Comment		Refuted	
N E T W K	<b>Sulfa (sulfonamide Antibiotics)</b>	Active	07-Jan-2014
	Drug Allergy rash on abdomen	Low	Unconfirmed No
N E T W K	<b>Lincosamides</b>	Active	07-Jan-2014
	Drug Allergy	High	Unconfirmed No

- Synchronize...
- Retract
- Add Note
- Get History
- Update Allergy
- Detail
- Refresh F5

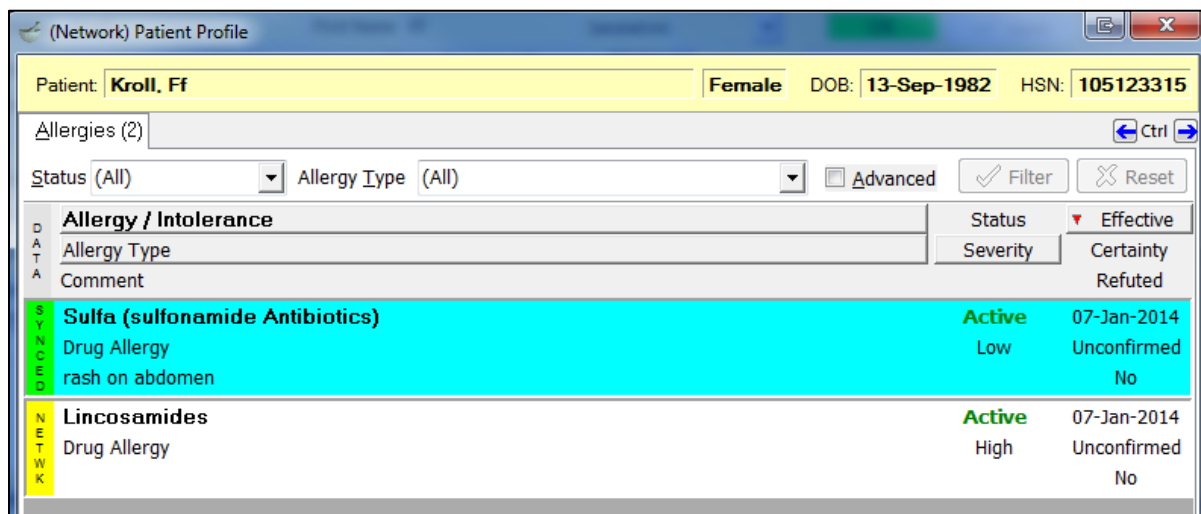
- a. If you are synchronizing a **yellow-network** allergy entry, the **Select the local allergy to link to** form will appear. Highlight a matching local allergy if available and then click **Select**. If a matching local allergy does not exist, click **Add to Local** or press **Ctrl A**.



- b. If you are synchronizing a **red-local** allergy entry, the **Select the network allergy to link to** form will appear. Highlight a matching network allergy if available and click **Select**. If a matching network allergy does not exist, click **Add to Network** or press **Ctrl A**, fill out the **CeRx Allergy Form** and click **OK** or press **Enter** to save information.



- 6. When the Network allergy record is synchronized with the Local allergy record, the data bar will refresh to a green 'Synced'.



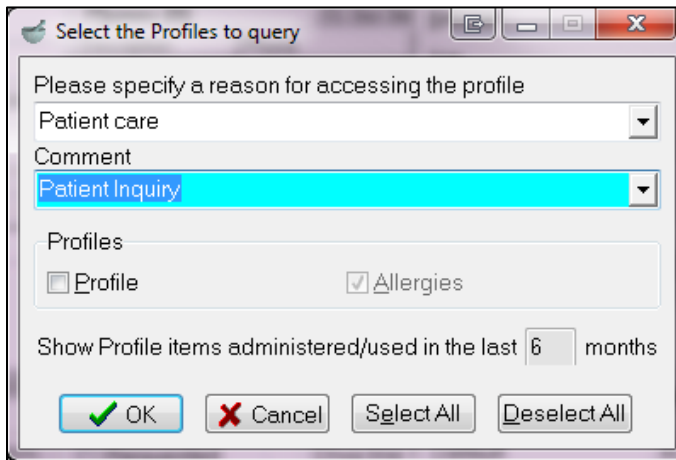
(Network) Patient Profile			
Patient: <b>Kroll, Ff</b>		<b>Female</b>	DOB: <b>13-Sep-1982</b> HSN: <b>105123315</b>
Allergies (2) <span style="float: right;">Ctrl</span>			
Status (All)		Allergy Type (All)	<input type="checkbox"/> Advanced <input checked="" type="checkbox"/> Filter <input type="checkbox"/> Reset
D A T A	Allergy / Intolerance	Status	Effective
	Allergy Type	Severity	Certainty
	Comment		Refuted
S Y N C E D	<b>Sulfa (sulfonamide Antibiotics)</b>	<b>Active</b>	07-Jan-2014
	Drug Allergy rash on abdomen	Low	Unconfirmed No
N E T W O R K	<b>Lincosamides</b>	<b>Active</b>	07-Jan-2014
	Drug Allergy	High	Unconfirmed No

## Adding an Intolerance to an Existing Allergy Group

An **allergy** is a reaction produced when the body meets a substance that elicits an immune response. **Intolerance** happens when unpleasant symptoms occur after ingesting a substance that the body cannot break down. In other words, an allergy affects the body's immune system while intolerance generally affects the body's metabolism.

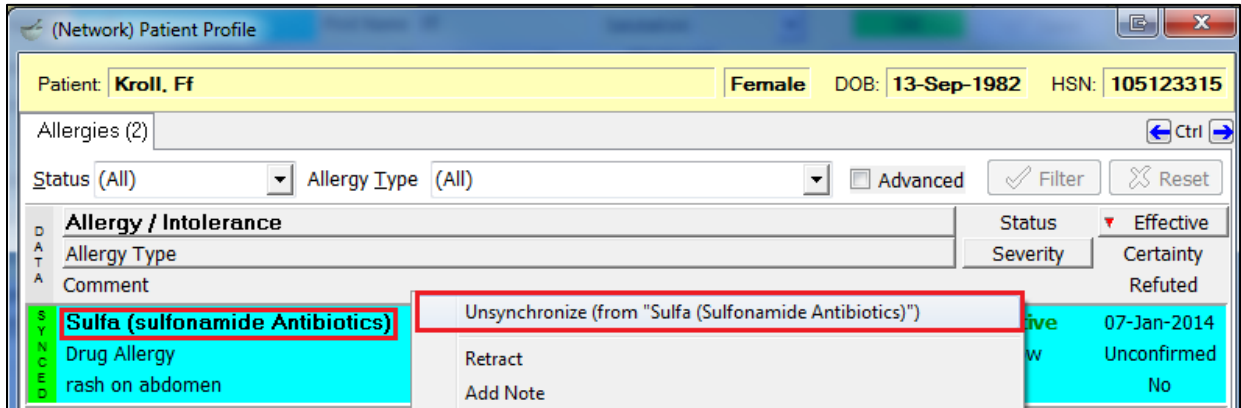
It is possible to add Intolerance AND an allergy for the same allergy group; for example, an allergy and intolerance can be added for Penicillin. The following illustrates how to do this.

1. From the patient card, go to **Network > Profile** and log in with your user initials and password.
2. From the **Select Profiles to query** form, check whether or not a patient's medication profile is returned with the allergies profile and click **OK** or press **Enter** on the keyboard to continue.
3. Enter an OPTIONAL reason from the Comments dropdown menu for accessing the patient profile and click **OK** or press **Enter** on the keyboard to continue.

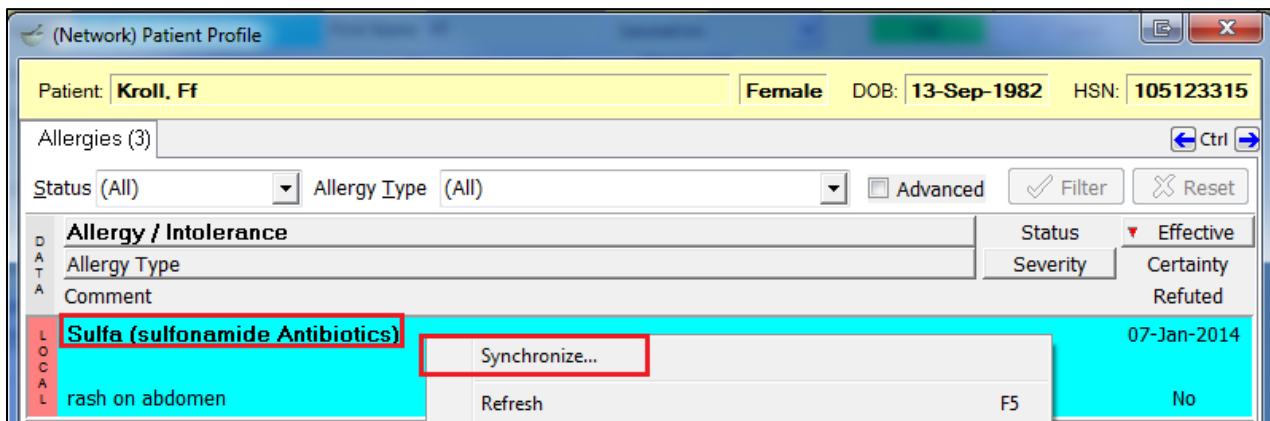


**NOTE:** It is recommended that users enter a reason for accessing the Network Profile for potential auditing purposes down the road.

- From the **Allergies** tab of the **Patient Network Profile**, highlight the allergy you want to also add as intolerance (the example below uses Penicillin). **Right click** or select **Extra Functions** to **Unsyncronize**.

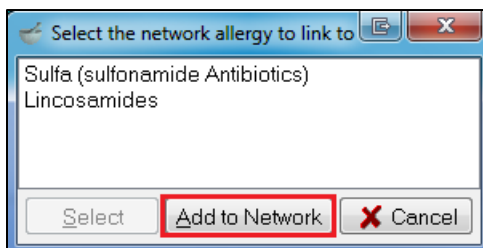


- Subsequent to **Unsyncronizing**, the result will be a **Red-Local** entry and a **Yellow-Network** entry for the allergy group.
- Highlight the **Red-Local** allergy entry and **right click** or select **Extra Functions** to **Synchronize**.

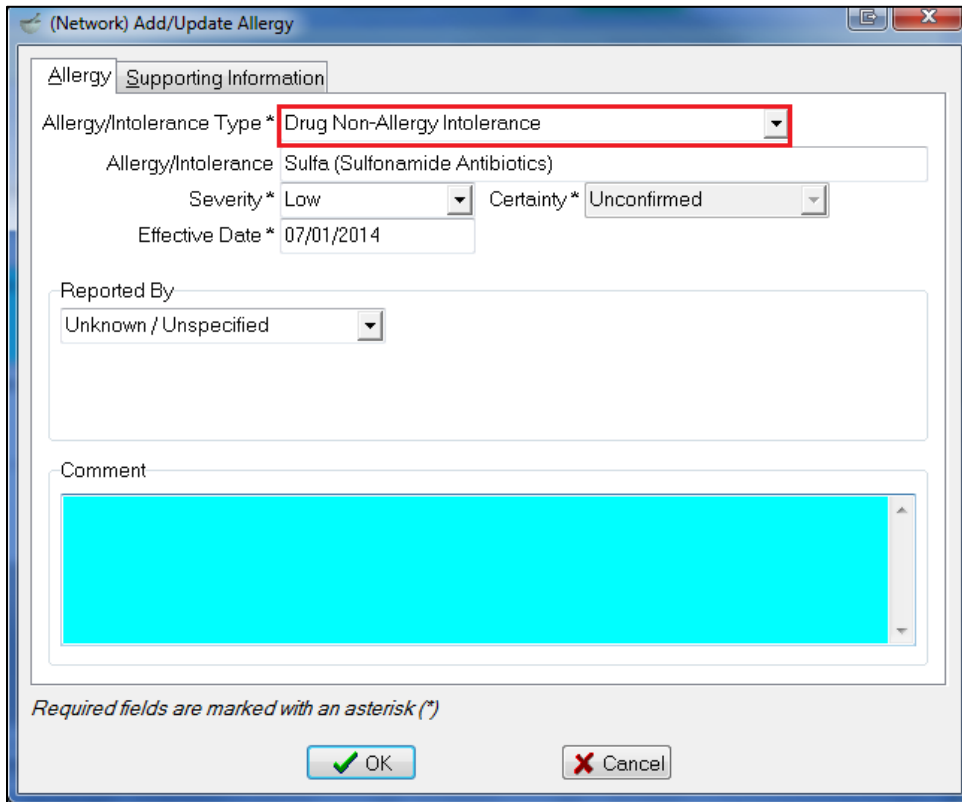


- From the Select the network allergy to link to screen, click **Add to Network**.

**NOTE:** Do not select/highlight any entries in the list before clicking **Add to Network**.



8. Fill out the **CeRx Allergy Form** for the **Drug Non-Allergy Intolerance** and click **OK** or press **Enter** to send information to PIP.



(Network) Add/Update Allergy

Allergy Supporting Information

Allergy/Intolerance Type \* Drug Non-Allergy Intolerance

Allergy/Intolerance Sulfa (Sulfonamide Antibiotics)

Severity \* Low Certainty \* Unconfirmed

Effective Date \* 07/01/2014

Reported By

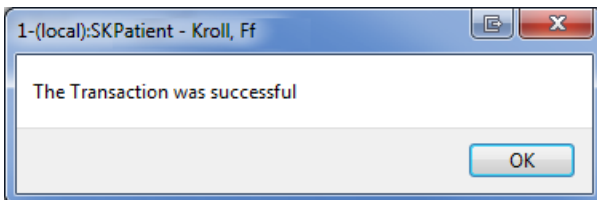
Unknown / Unspecified

Comment

Required fields are marked with an asterisk (\*)

OK Cancel

9. Once the **Drug Non-Allergy Intolerance** has been successfully added to PIP, the following message will appear:



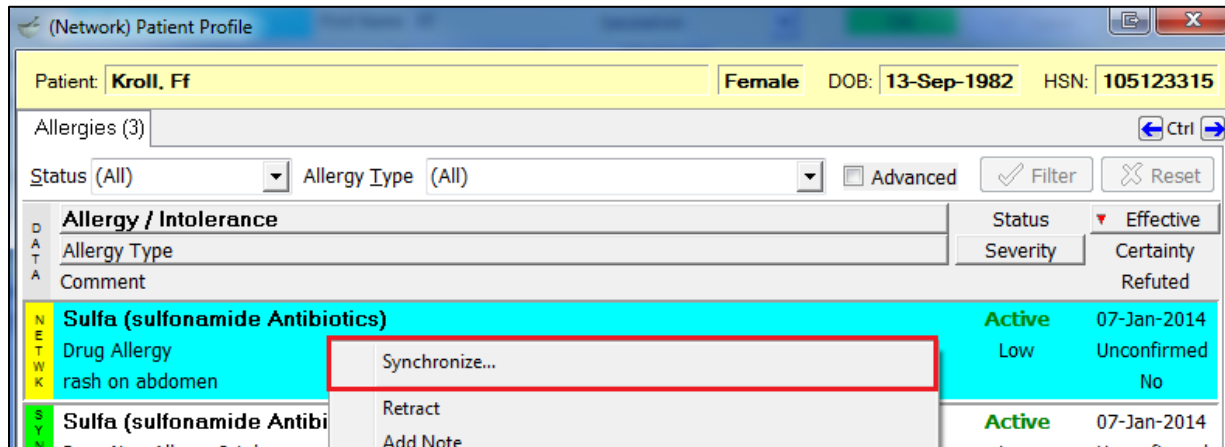
1-(local):SKPatient - Kroll, Ff

The Transaction was successful

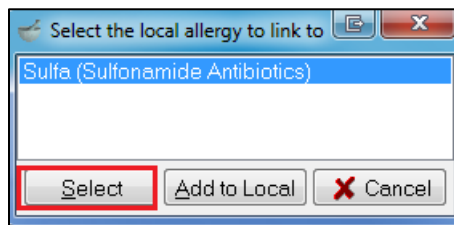
OK

10. Click **OK** or press **Enter** on the keyboard to return to the **Patient Network Profile**.

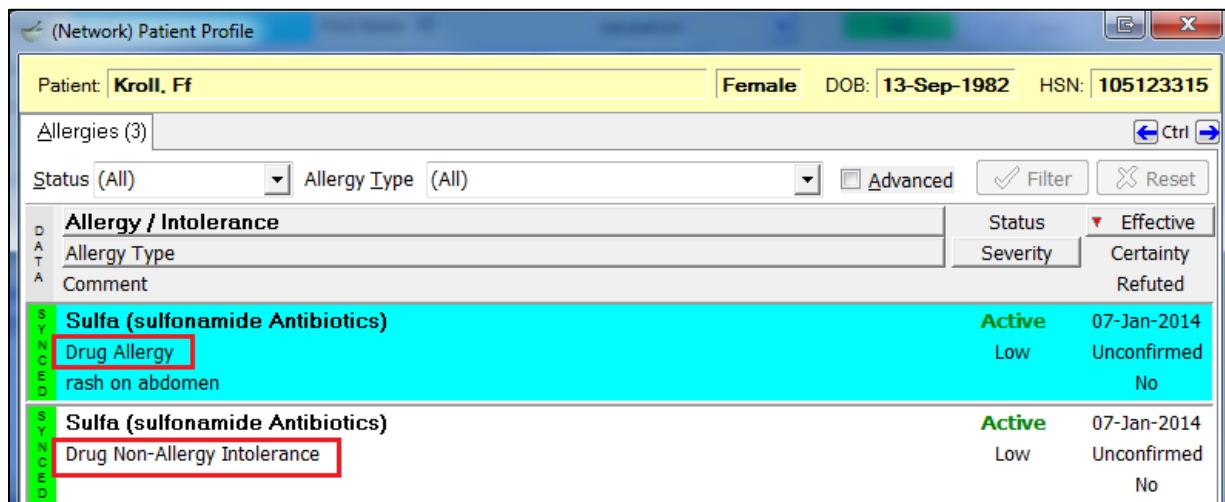
- Highlight the **Yellow-Network** drug allergy entry and **right click** or select **Extra Functions** to **Synchronize**.



- From the **Select the local allergy to link to** screen, highlight the local allergy you want to link the Network allergy to and click **Select**.



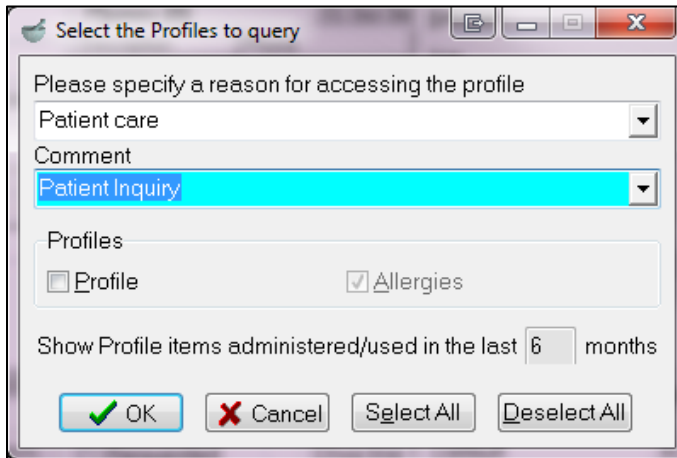
- The resulting **Allergies Network Profile** will have an **ALLERGY** and an **INTOLERANCE** synced to the Network for the same allergy group



## Supporting Information

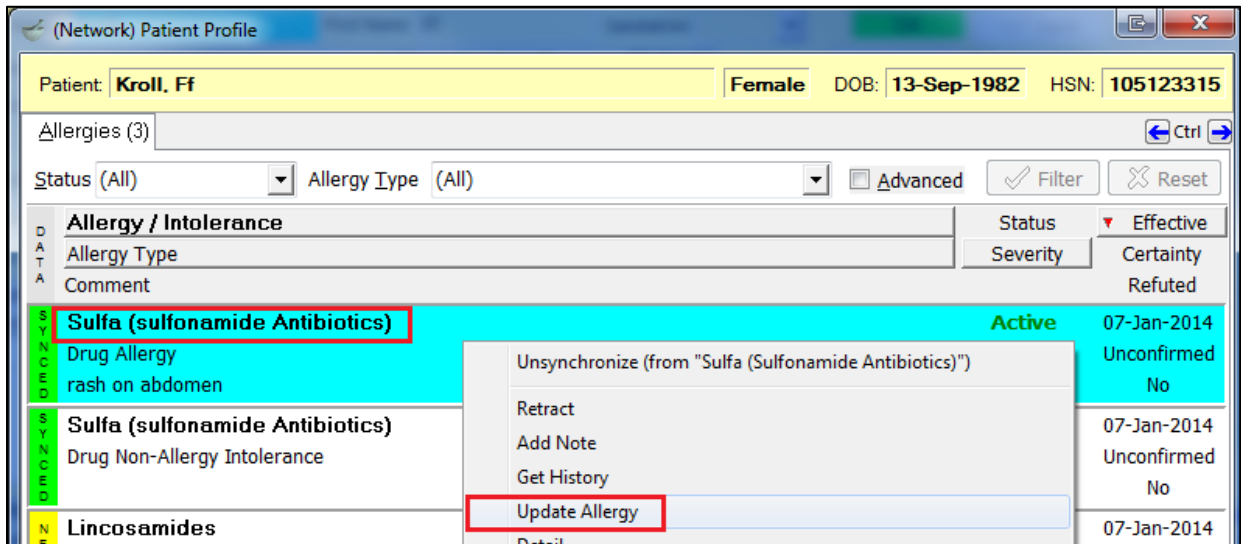
**Supporting Information** for patient allergies and/or intolerances can be recorded on PIP from the Kroll system. Supporting Information gives users the option to provide details on **Reported Reactions** and **Allergy Tests**. The **Supporting Information** tab located on the **CeRx Allergy Form** is available when new allergies are added to the system. The **Supporting Information** tab can also be accessed subsequent to adding a new allergy as follows:

1. Bring up the Patient card using the **F3** Patient search.
2. Go to **Network > Profile** and log in with your user initials and password.
3. From the **Select Profiles to query** form, check whether or not a patient's medication profile is returned with the allergies profile.

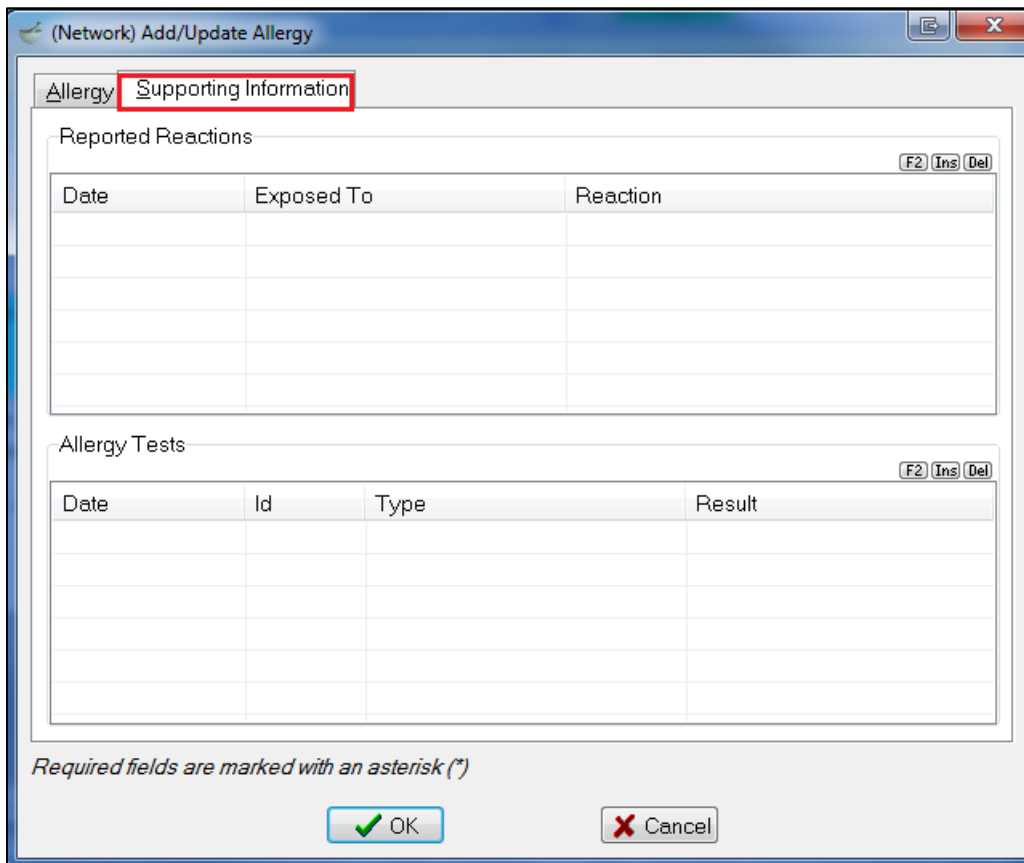


4. Click **OK** or press **Enter** on the keyboard from the **Select Profiles to query** form.
5. Enter an OPTIONAL reason from the Comments dropdown menu for accessing the patient profile and click **OK** or press **Enter** on the keyboard to continue.

- From the **Allergies Tab**, highlight the entry requiring **Supporting Information** and click **Extra Functions**, press **X** on the keyboard, or right click to select **Update Allergy**.



- From the **CeRx Allergy Form**, click on the **Supporting Information** tab or press **CTRL+S** on the keyboard.

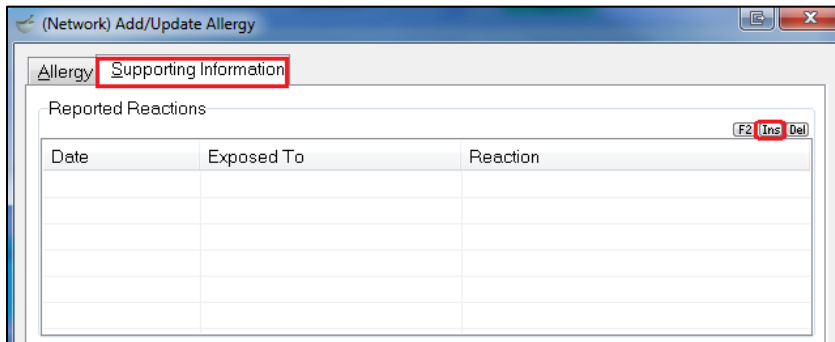




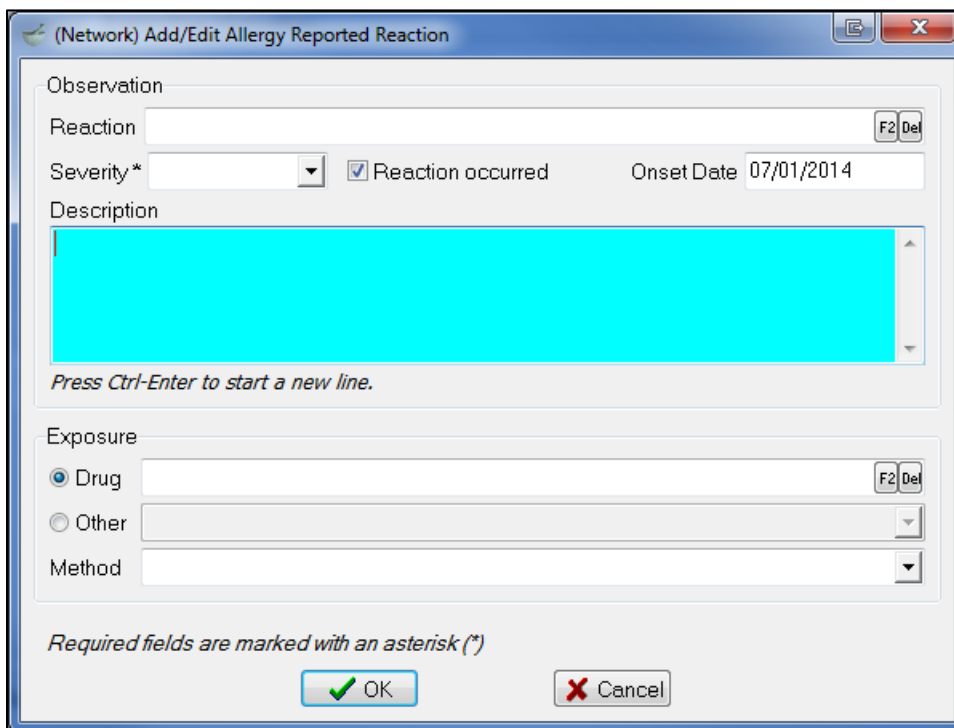
## Reported Reactions

Supplementary information regarding patient reactions to allergies and/or intolerances can be entered in the **Reported Reaction** section as follows:

1. Click **Ins** or press **Insert** on the keyboard from the **Reported Reactions** section of the **Supporting Information** tab which will bring up the **Allergy-Reported Reaction** form.



Date	Exposed To	Reaction



Observation

Reaction  F2 Del

Severity\*   Reaction occurred    Onset Date 07/01/2014

Description

*Press Ctrl-Enter to start a new line.*

Exposure

Drug  F2 Del

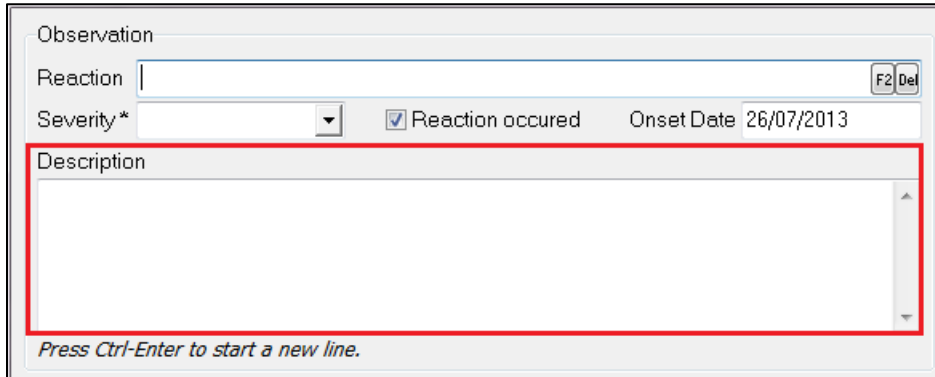
Other

Method

*Required fields are marked with an asterisk (\*)*

- **Reaction:** Click or press **F2** to search for the allergic reaction experienced by the patient. (e.g. Search “rash”, “diarrhea”, etc.).
- **Severity:** Identify the **Severity** of the indicated allergy as **High, Low, or Moderate**.
- **Reaction Occurred:** This flag is checked by default and indicates the stated reaction has been physically suffered by the patient.

- **Onset Date:** Optionally enter the date the patient first started experiencing the allergic reaction.
- **Description:** Optionally enter a description of the allergic reaction.



Observation

Reaction  F2 Del

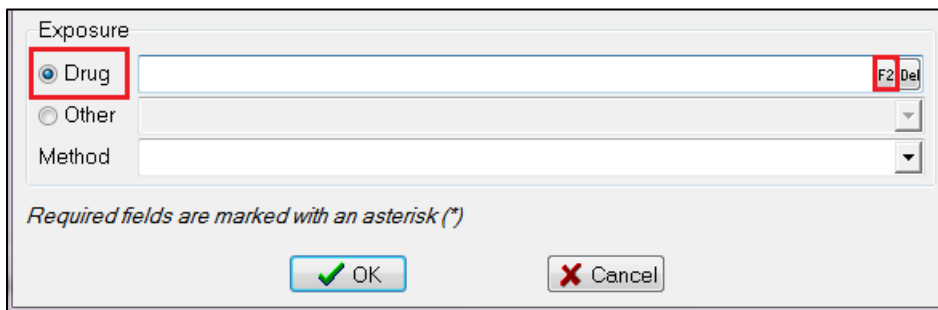
Severity\*   Reaction occurred Onset Date 26/07/2013

Description

*Press Ctrl-Enter to start a new line.*

**NOTE:** Press **CTRL+ENTER** to start a new line in this field.

- **Drug:** If the allergic reaction was drug induced, click or press **F2** to search for the drug.



Exposure

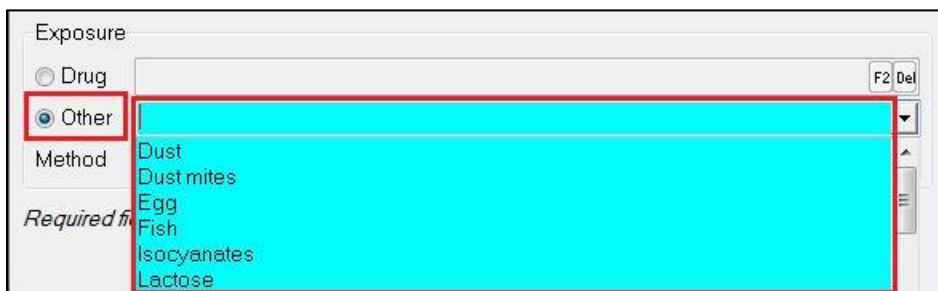
Drug  F2 Del

Other

Method

*Required fields are marked with an asterisk (\*)*

- **Other:** If the allergic reaction was induced by a substance other than a drug, attempt to locate the substance from the options available in the dropdown menu.



Exposure

Drug  F2 Del

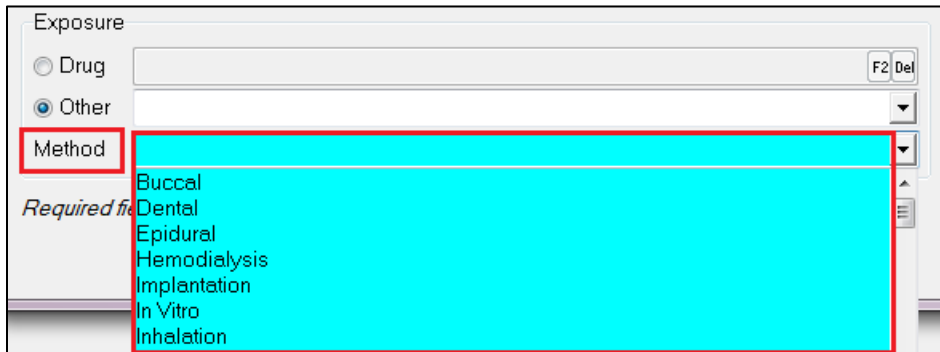
Other

Method

*Required fi*

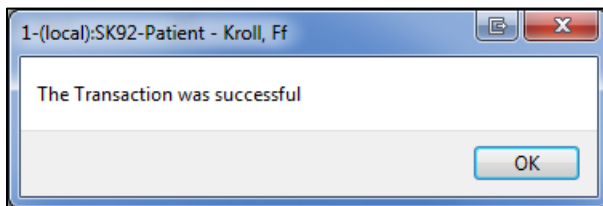
- Dust
- Dust mites
- Egg
- Fish
- Isocyanates
- Lactose

- **Method:** Indicate the method with which the allergen entered the patient's body. Select from one of the available options in the dropdown menu.



The screenshot shows a software interface for entering patient information. At the top, there is a section labeled 'Exposure' with two radio buttons: 'Drug' and 'Other'. The 'Other' radio button is selected. Below this, there is a dropdown menu labeled 'Method'. The dropdown menu is open, showing a list of options: Buccal, Dental, Epidural, Hemodialysis, Implantation, In Vitro, and Inhalation. The 'Method' label and the dropdown menu are highlighted with a red border. To the right of the dropdown menu, there are several small icons and a button labeled 'F2 Del'.

2. Once all pertinent information regarding the allergic reaction has been entered, click **OK** or press **Enter** on the keyboard to save the **Reported Reaction**.
3. Click **OK** or press **Enter** on the keyboard from the **CeRx Allergy Form** to send reaction information to PIP.
4. Once the **Reported Reaction** has been successfully saved on PIP, the following message will appear.

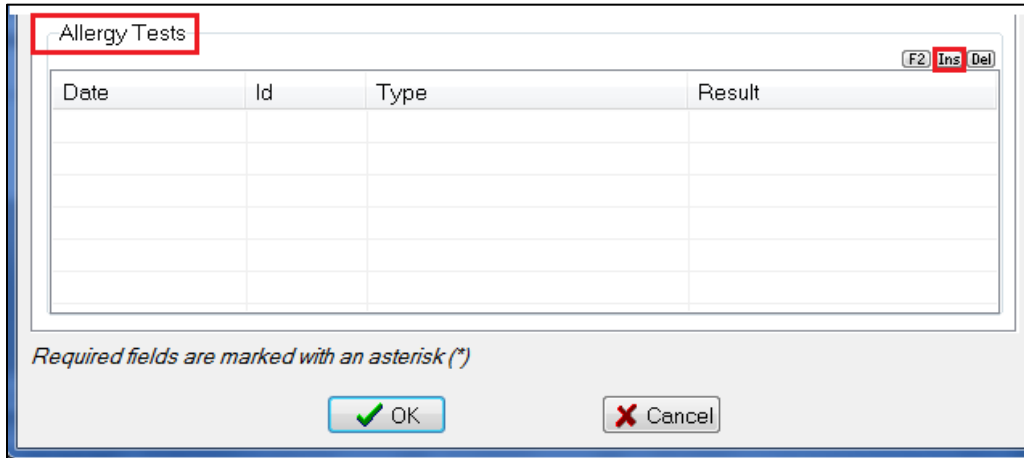


5. Click **OK** or press **Enter** on the keyboard to continue.

## Allergy Tests

Supplementary information regarding patient allergy testing can be entered in the **Allergy Tests** section as follows:

1. Click **Ins** or press **Insert** on the keyboard from the **Allergy Tests** section of the **Supporting Information** tab which will bring up the **Allergy-Tests** form.



The screenshot shows a window titled "Allergy Tests" with a table and buttons. The table has the following structure:

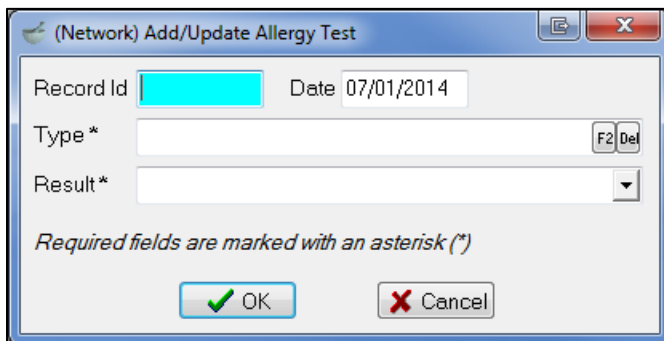
Date	Id	Type	Result

Buttons: (F2) **Ins** (Del)

Required fields are marked with an asterisk (\*)

Buttons:

2. **Record Id:** Optionally enter the "record number" for the allergy test.
3. **Date:** Enter the date that the allergy test results were received.



The screenshot shows a window titled "(Network) Add/Update Allergy Test" with the following fields:

Record Id  Date 07/01/2014

Type \*  (F2) (Del)

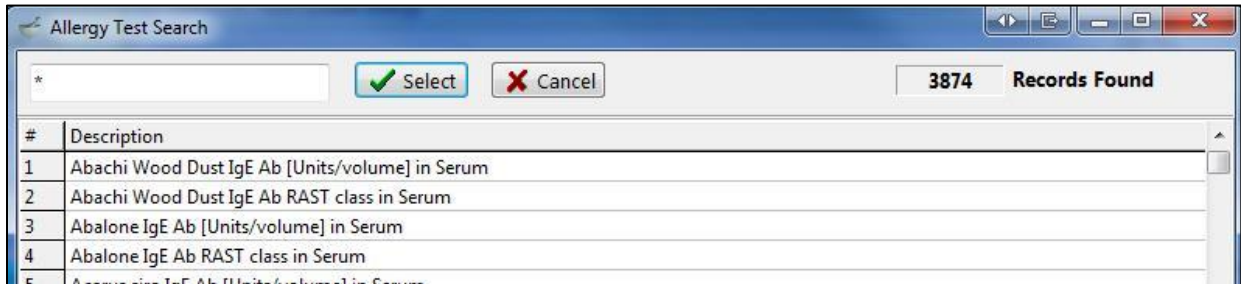
Result \*

Required fields are marked with an asterisk (\*)

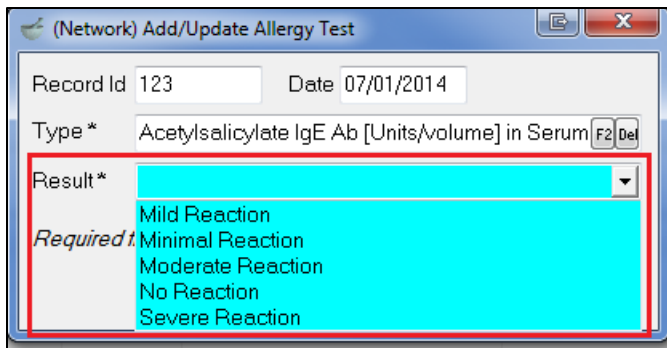
Buttons:

- Type:** Click or press **F2** to search and select the type of allergy test performed on the patient.

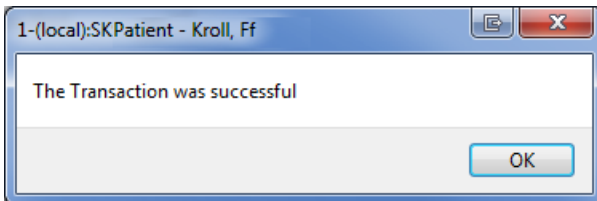
**NOTE:** Searching with an asterisk "\*" will bring up ALL the available allergy tests.



- Select the severity of the allergy test results from the **Result** menu.



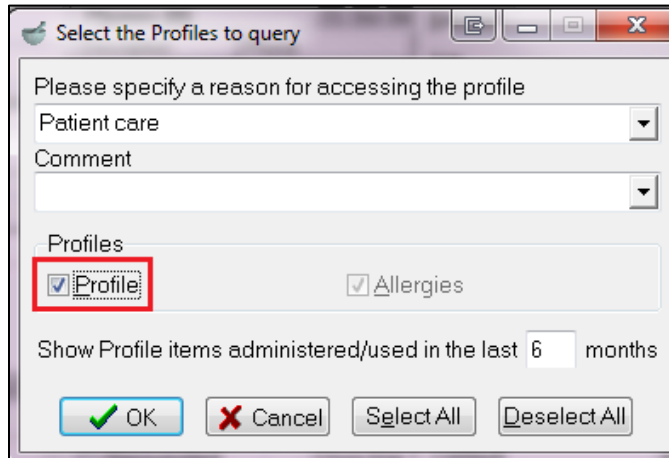
- Once all pertinent information regarding the allergy test has been entered, click **OK** or press **Enter** on the keyboard to save **Allergy Tests**.
- Click **OK** or press **Enter** on the keyboard from the **CeRx Allergy Form** to send the allergy test information to PIP. Once **Allergy Tests** has been successfully saved on PIP, the following message will appear.



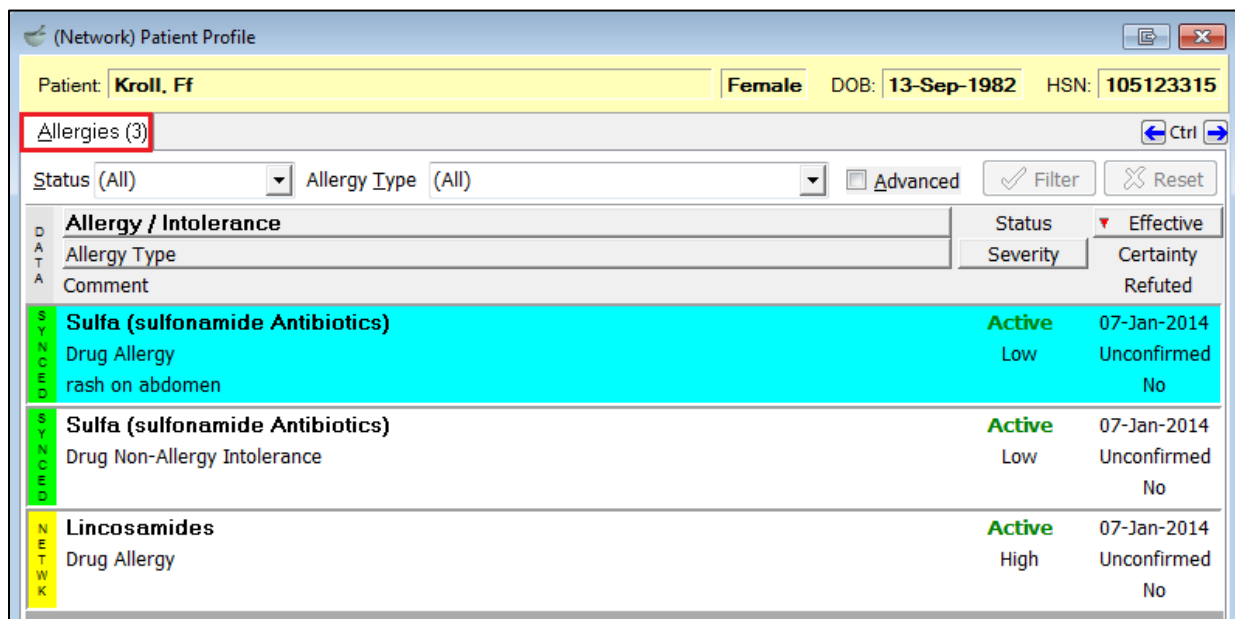
- Click **OK** or press **Enter** on the keyboard to continue.

## Retrieving Allergy Information from PIP

1. Bring up the Patient card using the **F3** Patient search.
2. Go to **Network > Profile** and log in with Kroll initials and password.
3. From the **Select Profiles to query** form; check whether a patient's medication **Profile** is returned with the allergies profile.

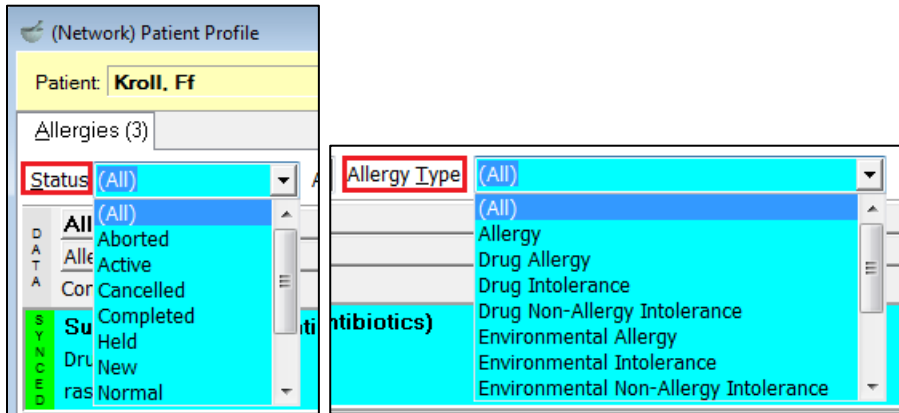


4. Click **OK** or press **Enter** on the keyboard from the **Select Profiles to query** form.
5. Optionally enter a reason for accessing the PIP profile and click **OK** or press **Enter** on the keyboard to continue.
6. Access the **Allergies** tab from the **Patient Network Profile** to view allergies and intolerances.

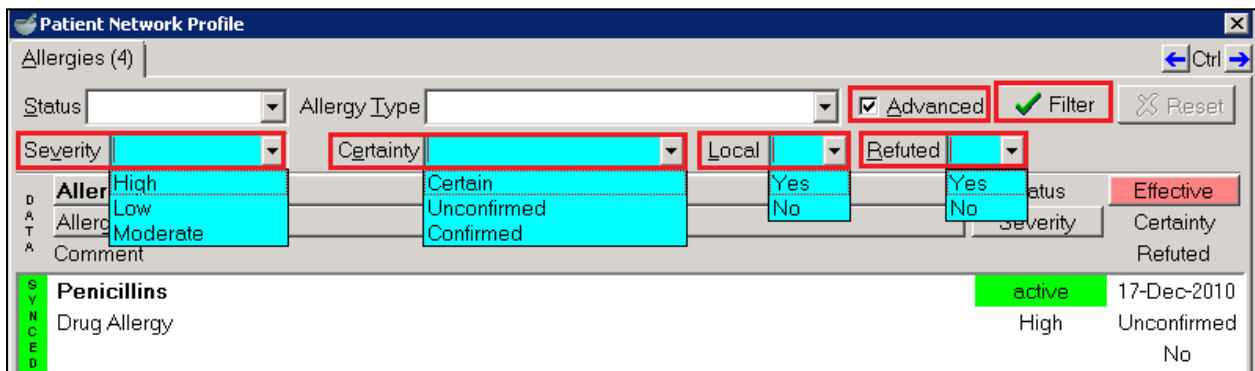


Allergy / Intolerance		Status	Effective
DATA	Allergy Type	Severity	Certainty
	Comment		Refuted
<b>S</b>	<b>Sulfa (sulfonamide Antibiotics)</b>	<b>Active</b>	07-Jan-2014
<b>Y</b>	Drug Allergy	Low	Unconfirmed
<b>N</b>	rash on abdomen		No
<b>S</b>	<b>Sulfa (sulfonamide Antibiotics)</b>	<b>Active</b>	07-Jan-2014
<b>Y</b>	Drug Non-Allergy Intolerance	Low	Unconfirmed
<b>N</b>			No
<b>N</b>	<b>Lincosamides</b>	<b>Active</b>	07-Jan-2014
<b>E</b>	Drug Allergy	High	Unconfirmed
<b>T</b>			No

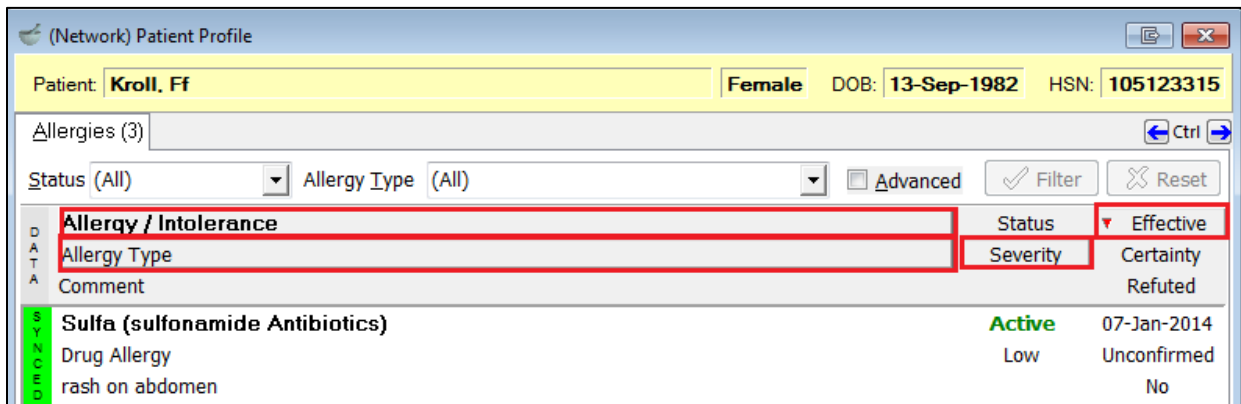
7. Allergy results coming back from PIP can be filtered according to **Status** and **Allergy Type**.



8. Checking the **Advanced** flag allows you to filter allergy results further by **Severity** of the allergy, **Certainty** of the allergy, whether the allergy is added **locally**, or if the allergy is **Refuted** (i.e. completed/expired).

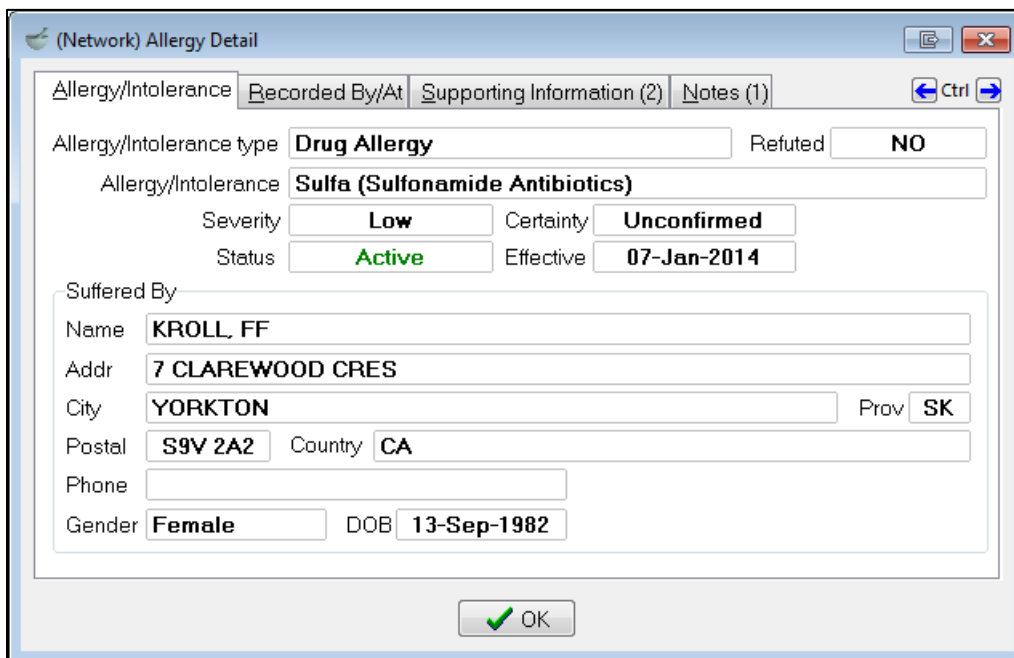


9. Allergy results can be listed in order by **Allergy/Intolerance**, **Allergy Type**, **Severity** or **Effective date** by clicking on the corresponding buttons. (The default sort order is **Effective date**).



## Viewing Allergy Details from PIP

1. Bring up the Patient card using the **F3** Patient search.
2. Go to **Network > Profile** and log in with user initials and password.
3. From the **Select Profiles to query** form; check whether a patient’s medication **Profile** is returned with the allergies profile.
4. Click **OK** or press **Enter** on the keyboard from the **Select Profiles to query** form.
5. Enter an OPTIONAL reason for accessing the network profile and click **OK** or press **Enter** on the keyboard to continue.
6. From the **Allergies Network Profile** highlight the allergy of interest and call up the **Allergy Detail** screen in one of four ways:
  - a. Click the **Detail** button located on the bottom of the screen.
  - b. Press **D** on the keyboard.
  - c. Click on **Extra Functions** and select **Detail**.
  - d. Right click on the allergy entry and select **Detail**.
  - e. Double-click the allergy



The screenshot shows a software window titled "(Network) Allergy Detail". At the top, there are tabs for "Allergy/Intolerance", "Recorded By/At", "Supporting Information (2)", and "Notes (1)". Below the tabs, the form contains the following fields:

- Allergy/Intolerance type: **Drug Allergy** (Refuted: **NO**)
- Allergy/Intolerance: **Sulfa (Sulfonamide Antibiotics)**
- Severity: **Low** (Certainty: **Unconfirmed**)
- Status: **Active** (Effective: **07-Jan-2014**)
- Suffered By section:
  - Name: **KROLL, FF**
  - Addr: **7 CLAREWOOD CRES**
  - City: **YORKTON** (Prov: **SK**)
  - Postal: **S9V 2A2** (Country: **CA**)
  - Phone: (empty field)
  - Gender: **Female** (DOB: **13-Sep-1982**)

At the bottom center of the window is a button with a green checkmark and the text "OK".



Four tabs are available from the **Allergy Detail** screen:

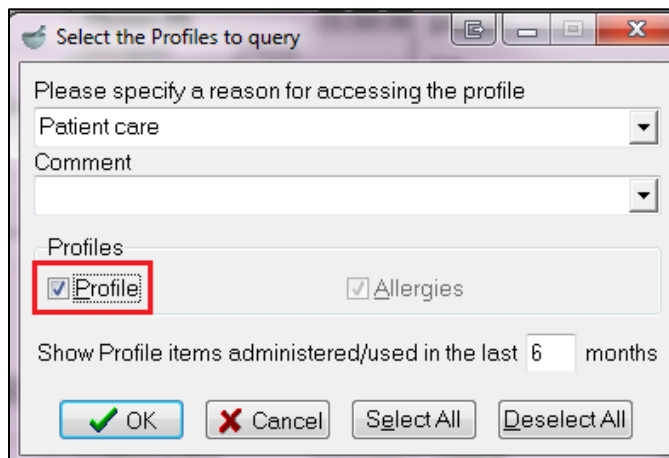
- Allergy/Intolerance
- Recorded By/At
- Supporting Information
- Notes

Click on the tabs to bring information forward. Note that information listed in the **Allergy/Intolerance** tab and **Recorded By/At** tab are returned by PIP; Kroll does govern the accuracy of the data in these fields.

## Extra Functions from the Allergies Profile

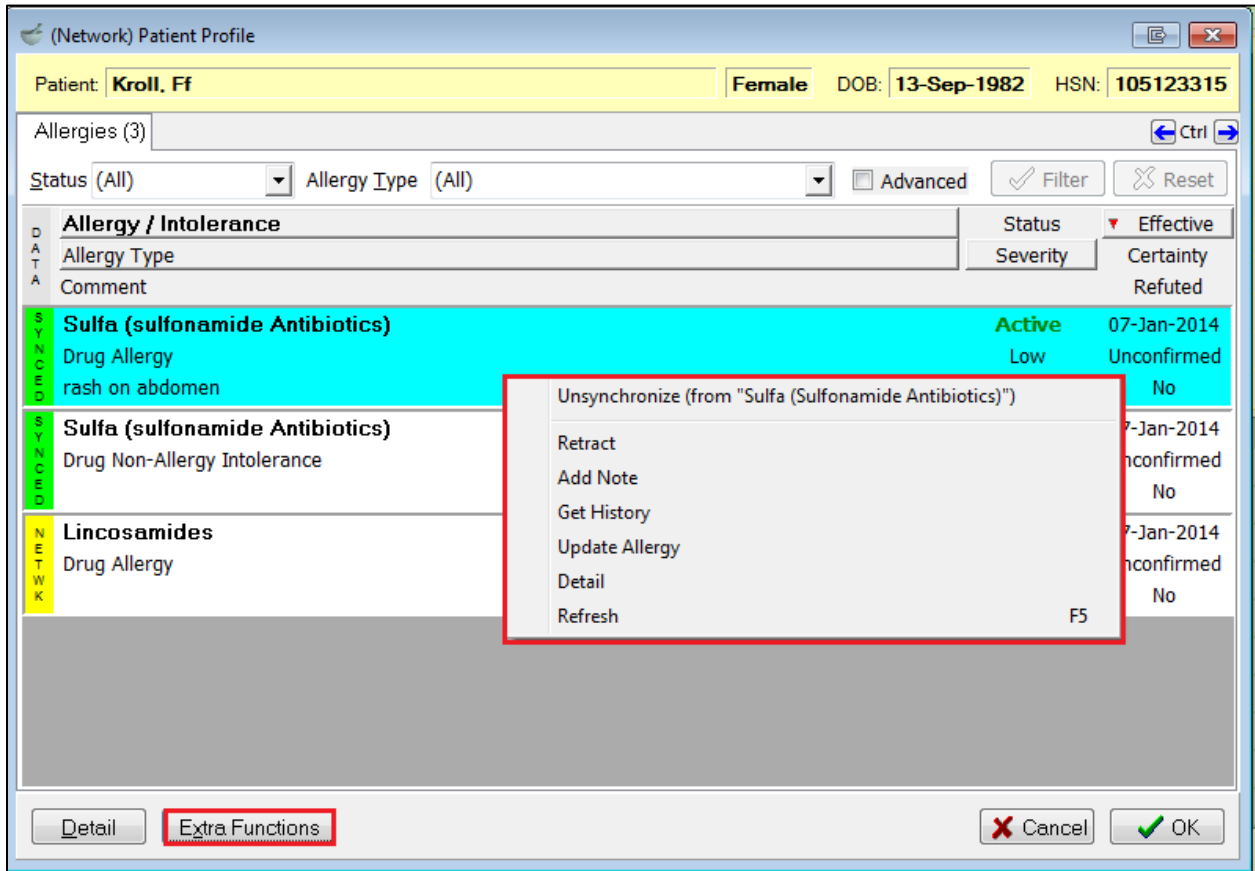
**Extra Functions** are available from the **Allergies** tab of the Network Profile and can be accessed as follows:

1. Bring up the Patient card using the **F3** Patient search.
2. Go to **Network > Profile** and log in with your user initials and password.
3. From the **Select Profiles to query** form; check whether a patient's medication **Profile** is returned with the allergies profile.



4. Click **OK** or press **Enter** on the keyboard from the **Select Profiles to query** form.
5. Enter an optional reason for accessing the network profile and click **OK** or press **Enter** on the keyboard to continue.

6. From the **Allergies** tab, access **Extra Functions** in one of three ways:
  - a. Highlight the Rx and click the **Extra Functions** button.
  - b. Highlight the Rx and press **X** on the keyboard.
  - c. Highlight the Rx and **Right Click** on the mouse.



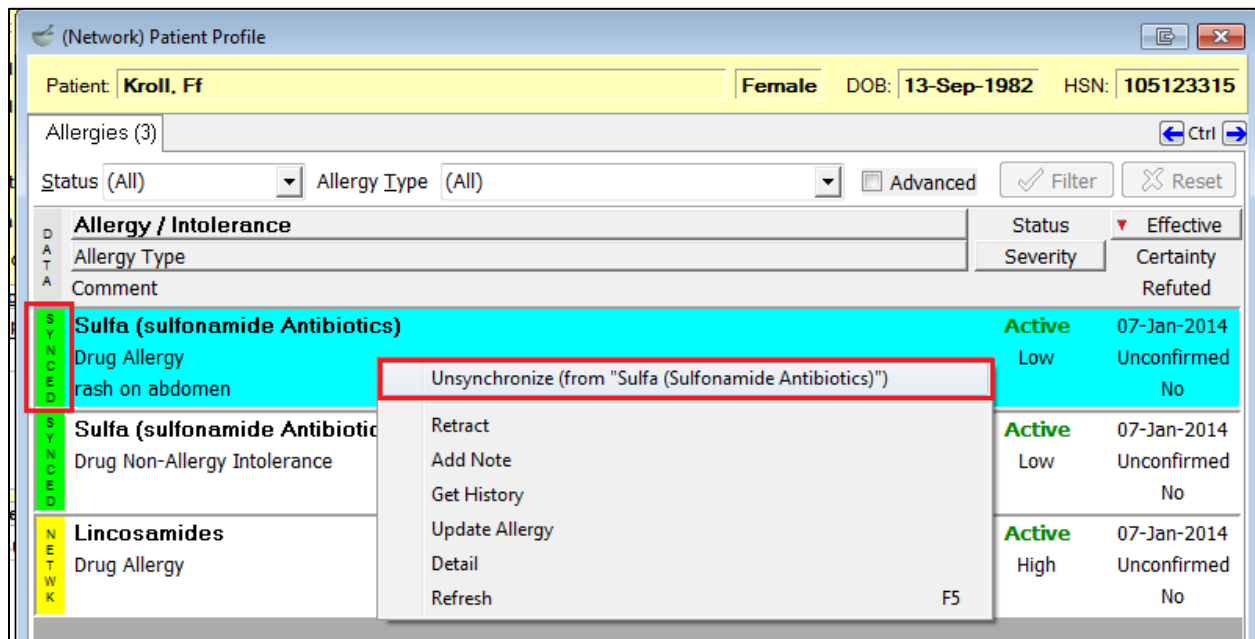
## Synchronize

See the [Synchronizing Network Allergies to the Local Kroll System](#) section for information on synchronizing allergies and intolerances.

## Unsyncronize

Unsyncronizing will break the link between the local allergy record and the Network allergy record. Only **Green-Synced Network** records have the option to **Unsyncronize**. When a **Green-Synced Network** record is unsyncronized, the resulting allergy profile will have a **Yellow-Network** allergy entry and a **Red-Local** allergy entry.

Before Unsyncronization:

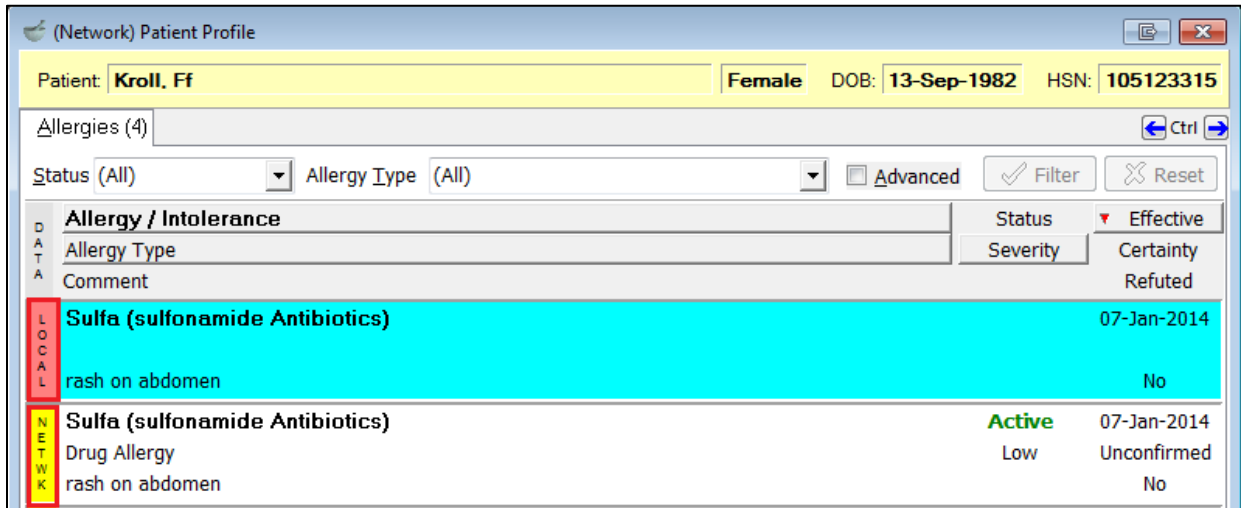


The screenshot shows a web application window titled "(Network) Patient Profile" for a patient named "Kroll, Ff". The patient's details include "Female", "DOB: 13-Sep-1982", and "HSN: 105123315". The "Allergies (3)" section is displayed with filters for "Status (All)" and "Allergy Type (All)". A table lists the allergies, and a context menu is open over the first entry, "Sulfa (sulfonamide Antibiotics)".

Allegation	Status	Effective
<b>Sulfa (sulfonamide Antibiotics)</b> Drug Allergy rash on abdomen	Active	07-Jan-2014
<b>Sulfa (sulfonamide Antibiotic)</b> Drug Non-Allergy Intolerance	Active	07-Jan-2014
<b>Lincosamides</b> Drug Allergy	Active	07-Jan-2014

The context menu for the first entry includes the following options: "Unsyncronize (from 'Sulfa (Sulfonamide Antibiotics)')", "Retract", "Add Note", "Get History", "Update Allergy", "Detail", and "Refresh".

After Unsynchronization:



DATA	Allergy / Intolerance	Status	Effective
LOCAL	Sulfa (sulfonamide Antibiotics)		07-Jan-2014
	rash on abdomen		No
NETWORK	Sulfa (sulfonamide Antibiotics)	Active	07-Jan-2014
	Drug Allergy rash on abdomen	Low	Unconfirmed No

**NOTE:** After unsynchronizing, there will be a **Yellow-Network** allergy record and a **Red-Local** allergy record, but they will not be linked to one another.

## Retracting an Allergy

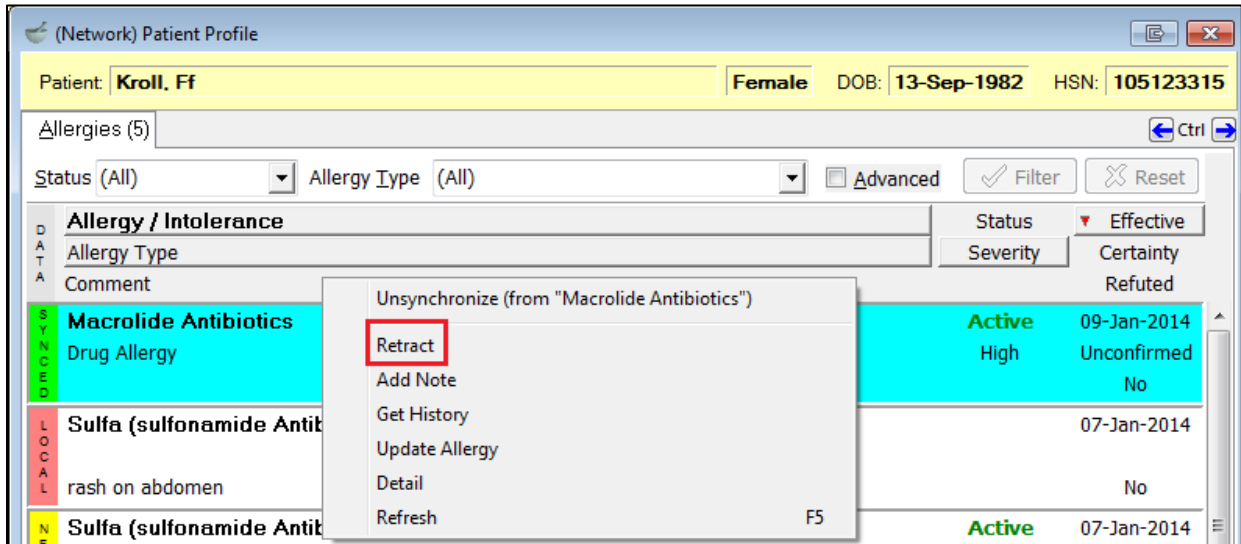
Allergies, intolerances, supporting information, and other allergy related transactions sent to PIP can be retracted (i.e. withdrawn) on two conditions:

1. The transaction is being reversed from the same pharmacy it was sent from.
2. The patient Network profile has not been viewed by another user/pharmacy.

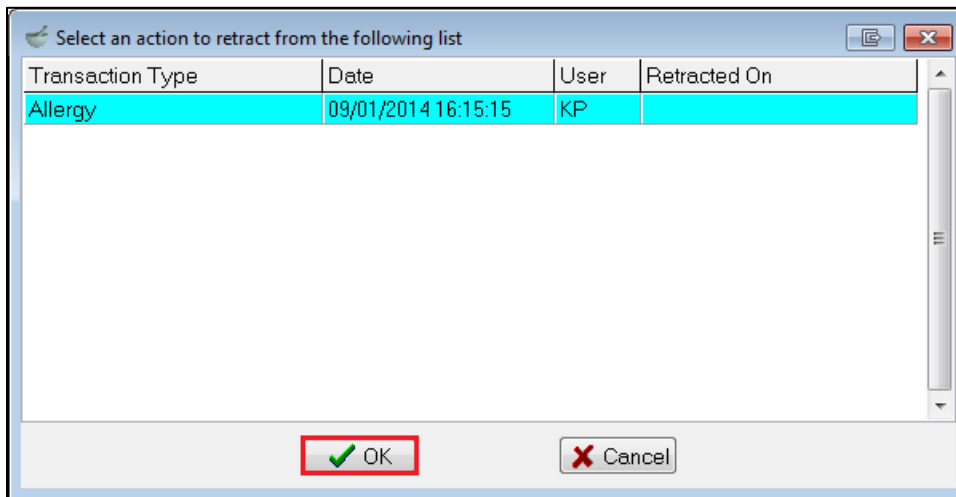
If these conditions are violated, executing a retract function on an allergy transaction will elicit a rejection message.

To retract an allergy transaction from PIP via Kroll:

1. From the **Allergies** tab, highlight the allergy record that needs to be retracted.

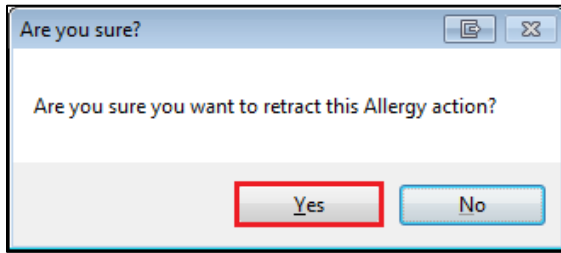


2. Access the **Extra Functions** menu and select **Retract**. This will call up a list of allergy transactions to retract.
3. Highlight the transaction that needs to be retracted and click **OK** or press **Enter** on the keyboard.



**NOTE:** If an allergy note was added after the Allergy, the note has to be retracted first.

4. Answer **Yes** when asked “Are you sure you want to retract this Allergy action?”



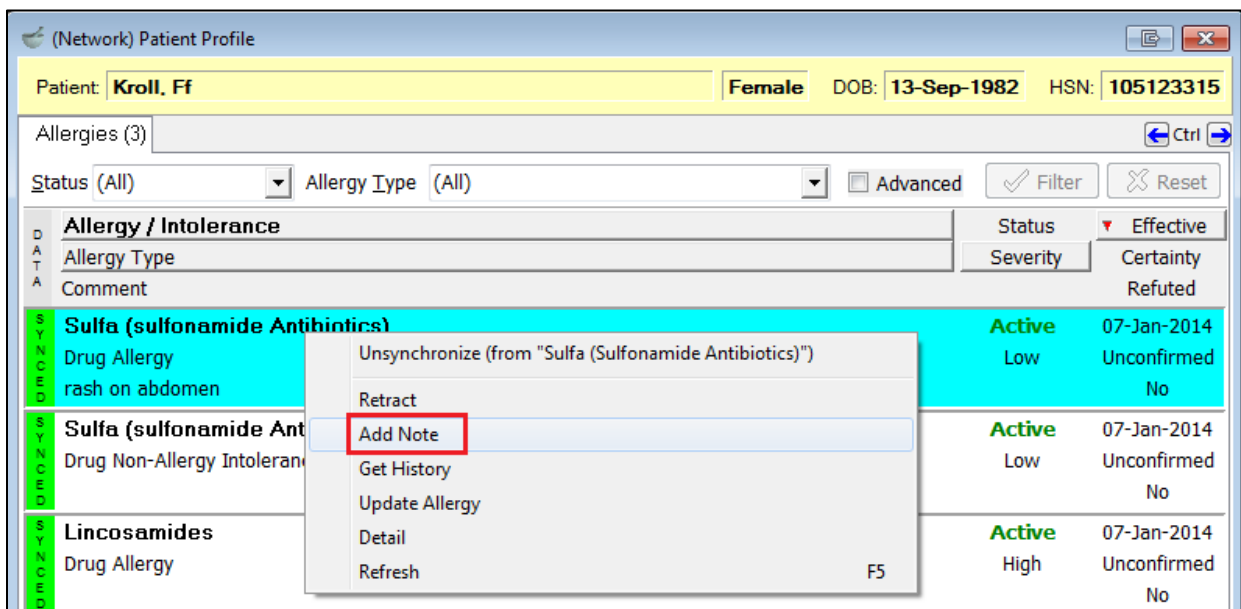
5. When the user answers **Yes** to the above question, the allergy retract will complete (if retractable).

**WARNING:** Retracting an allergy/intolerance entry on PIP will **NOT** delete the allergy/intolerance locally from Kroll. Highlight the retracted allergy/intolerance from the **Allergies** section of the Kroll patient card and click **Del** or press **Delete** on the keyboard to remove locally.

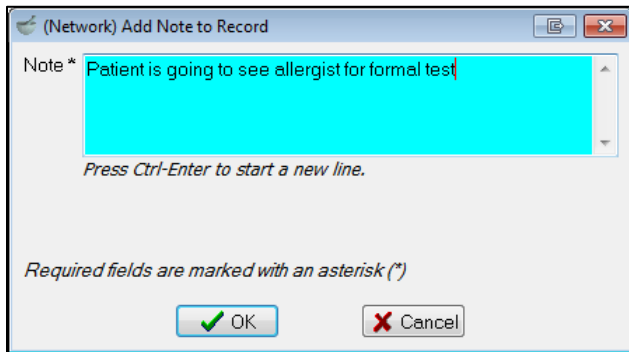
## Add Allergy/Intolerance Note

Additional notes can be added to allergy records at any time. Adding a note to a Network allergy record is as follows:

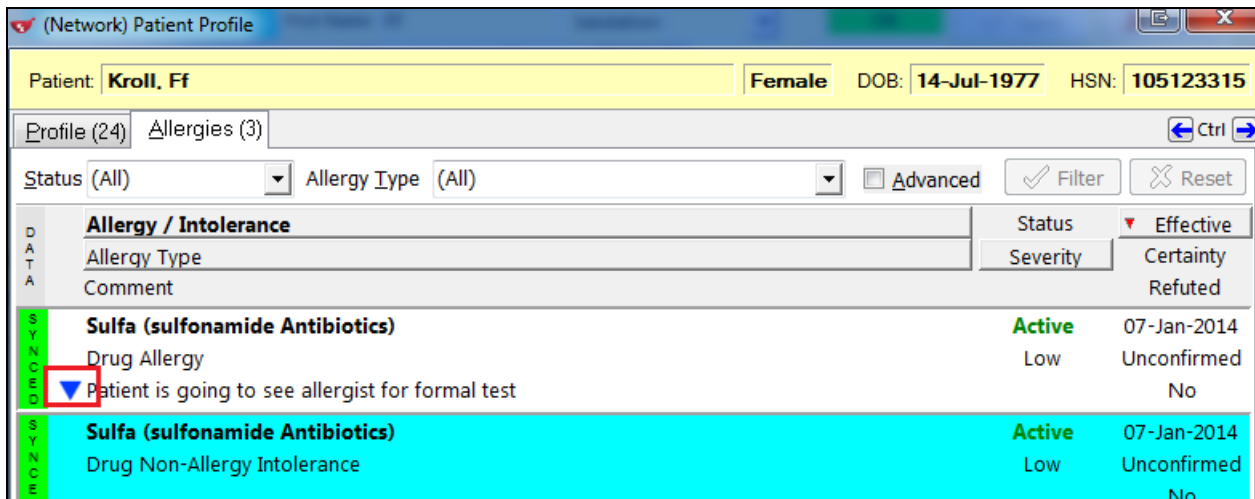
1. From the **Allergies** tab, highlight the allergy that you want to add a **Note** for.
2. Access the **Extra Functions** menu and select **Add Note**.



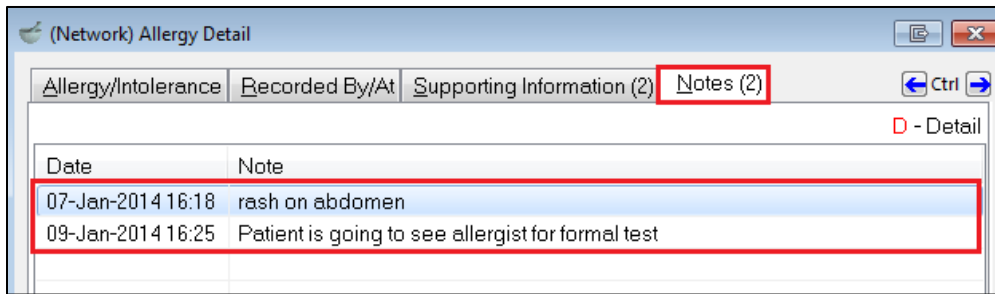
- This will call up the **Add Note to Record** form. Enter the note in the **Note** field. Press **Ctrl + Enter** to start a new line.



- Click **OK** or press **Enter** on the keyboard to save changes to the **Add Note to Record** form.
- A blue indicator displays on the summary screen to indicate that there are note(s) on the allergy.



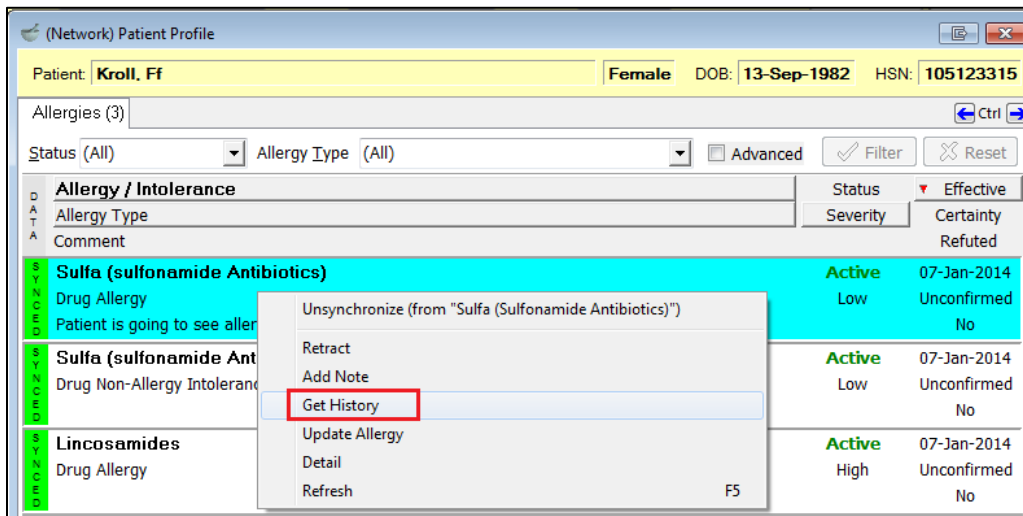
**NOTE:** Pharmacy User should always detail the allergy as there maybe more than one note recorded. This is done by detailing the allergy/intolerance (i.e. highlight the entry and click **Detail** or press **D** on the keyboard), then click on the **Notes** tab. The bracketed number on the tab indicates the number of notes listed for the allergy/intolerance.



## Get Allergy/Intolerance History

The **Get History** option allows users to track incremental changes made to an allergy record. (For e.g., to ascertain when a Supplementary Information or a note was added, etc.).

1. From the **Allergies** tab, highlight the allergy entry you want to **Get History** for.
2. Access the **Extra Functions** menu and select **Get History**. This will call up the **Allergy History** screen.



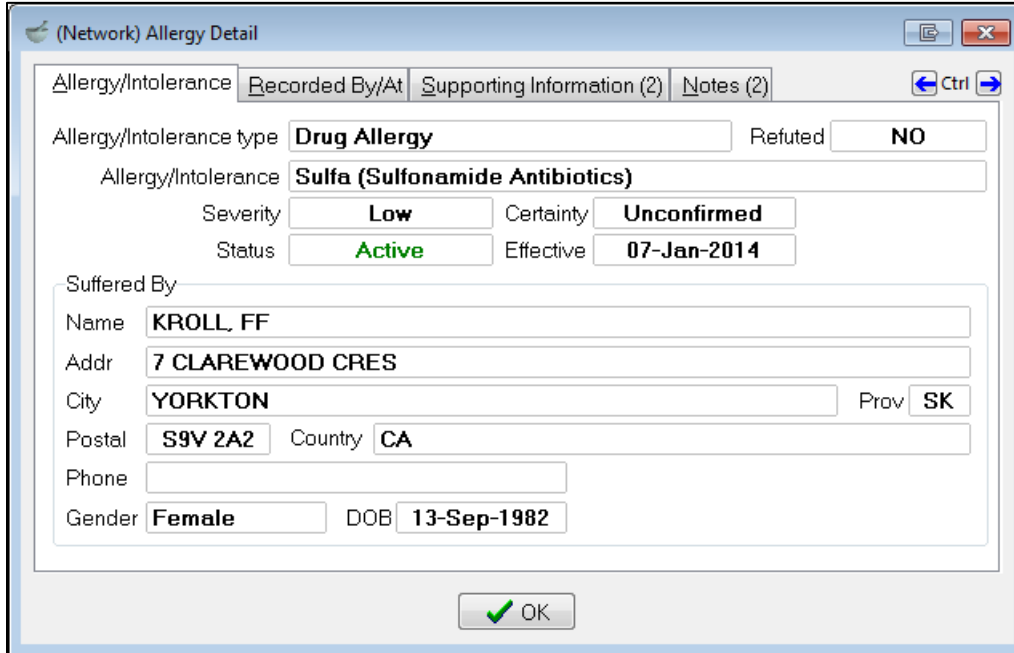


- The **Allergy History** screen will list an entry for every instance where a change in the allergy record has been made.

**NOTE:** The date listed on the upper left hand corner of the entry denotes the date that the allergy record was changed. Changes made to allergy records are only logged by the PIP; therefore, allergy history entries are tagged with a **Yellow-Network** data bar.

Allergy History				
	Changed	Allergy / Intolerance	Status	Effective
D A T A	Allergy Type		Severity	Certainty
	Comment			Refuted
<b>N E T W K</b>	07-Jan-2014	<b>Sulfa (sulfonamide Antibiotics)</b>	<b>Active</b>	07-Jan-2014
	Drug Allergy		Low	Unconfirmed
	Patient is going to see allergist for formal test			No
<b>N E T W K</b>	07-Jan-2014	<b>Sulfa (sulfonamide Antibiotics)</b>	<b>Active</b>	07-Jan-2014
	Drug Allergy		Low	Unconfirmed
				No
<b>N E T W K</b>	07-Jan-2014	<b>Sulfa (sulfonamide Antibiotics)</b>	<b>Active</b>	07-Jan-2014
	Drug Allergy		Low	Unconfirmed
				No

4. View the details of one allergy history entry versus another to track the changes that were made. See the details of an **Allergy History Entry** by highlighting the entry and clicking **Details** or pressing **D** on the keyboard; this will call up the **Allergy Detail** screen.



(Network) Allergy Detail

Allergy/Intolerance Recorded By/At Supporting Information (2) Notes (2) Ctrl

Allergy/Intolerance type **Drug Allergy** Refuted **NO**

Allergy/Intolerance **Sulfa (Sulfonamide Antibiotics)**

Severity **Low** Certainty **Unconfirmed**

Status **Active** Effective **07-Jan-2014**

Suffered By

Name **KROLL, FF**

Addr **7 CLAREWOOD CRES**

City **YORKTON** Prov **SK**

Postal **S9V 2A2** Country **CA**

Phone

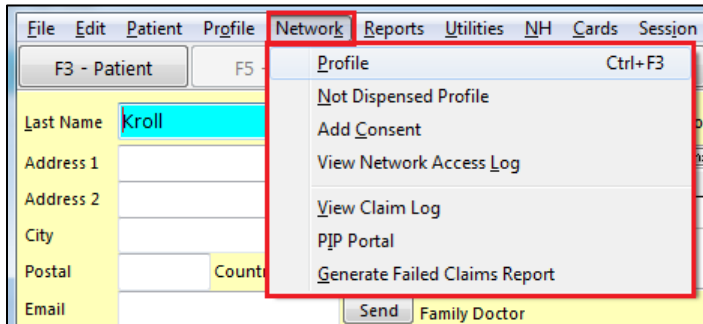
Gender **Female** DOB **13-Sep-1982**

OK

## Network Options from the Patient Card

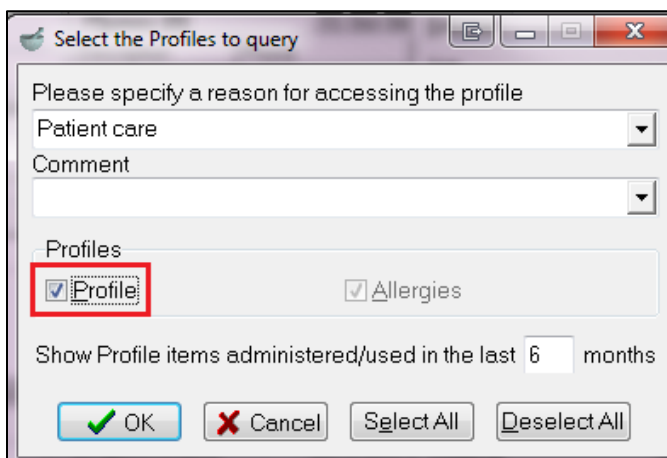
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Network options can be accessed from the F3 patient card under the **Network** dropdown menu.



### Profile

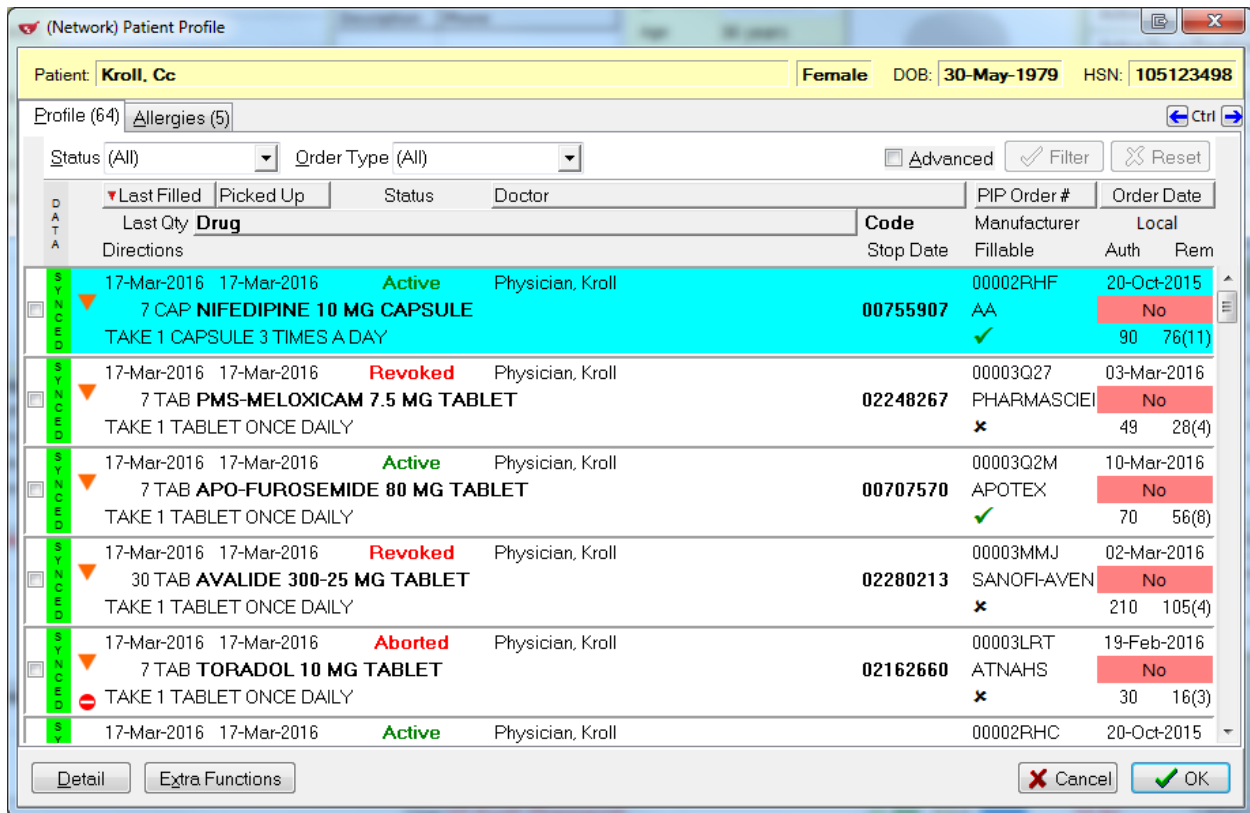
1. From the patient card go to **Network > Profile** or press **Ctrl + F3**.
2. Log in with your user initials and password.
3. Override the reason for accessing the profile (optional).
4. Enter an additional comment or choose one from the available list (optional).
5. From the **Select the Profiles to query form**, check the **Profile** flag to retrieve the patient medication profile. Enter the number of months of data being retrieved from PIP.



6. Once profile selections have been made, press **Enter** on the keyboard or click **OK** to continue.

7. Click on the tabs located on the top of the **Patient Network Profile** to access the corresponding information.
  - a. **Profile:** The profile shows **all** prescriptions filled for a patient.
  - b. **Allergies:** Lists all the allergies and intolerances for the patient.

**NOTE:** The bracketed numbers indicate the number of entries listed in the respective tabs. In the example shown below, the medication **Profile** tab contains 64 entries, and the **Allergies** tab contains 6 entries.

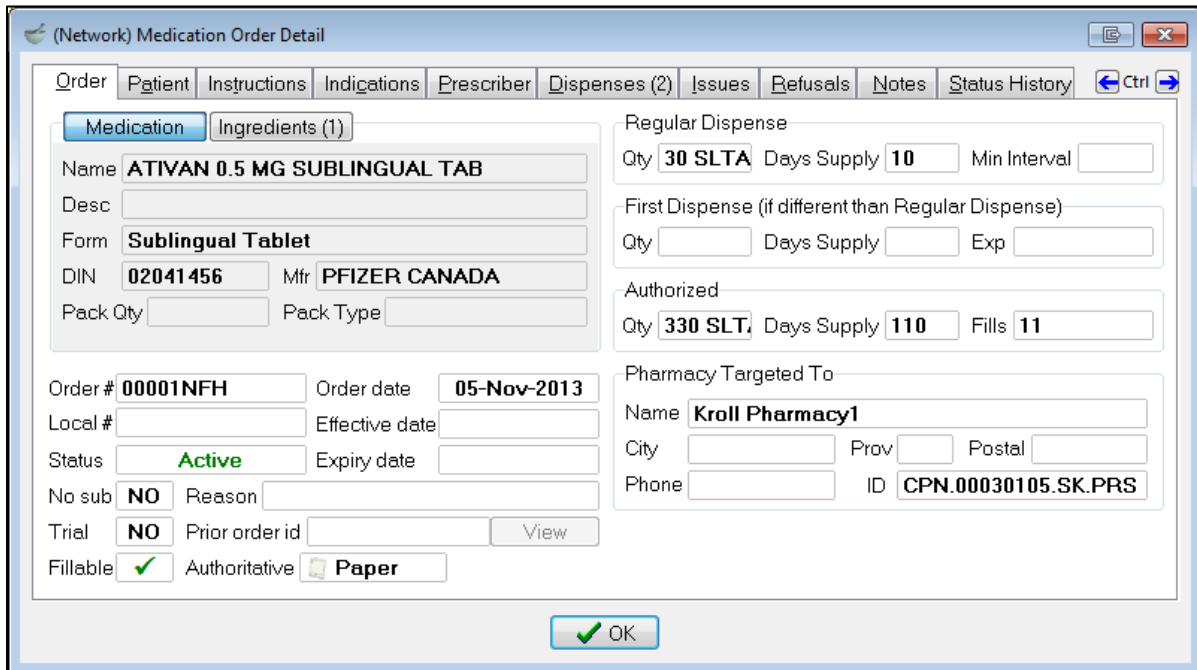


The screenshot shows a software window titled "(Network) Patient Profile" for Patient **Kroll, Cc**. The patient's details are: Female, DOB: 30-May-1979, HSN: 105123498. The window has two tabs: "Profile (64)" and "Allergies (5)". The "Profile" tab is active, displaying a list of prescriptions with columns for Last Filled, Picked Up, Status, Doctor, Code, PIP Order #, Order Date, Last Qty, Drug, Directions, Stop Date, Manufacturer, Fillable, Local, Auth, and Rem.

DATA	Last Filled	Picked Up	Status	Doctor	Code	PIP Order #	Order Date	Last Qty	Drug	Directions	Stop Date	Manufacturer	Fillable	Local	Auth	Rem
17-Mar-2016	17-Mar-2016	Active	Physician, Kroll	00755907	00002RHF	20-Oct-2015	7	CAP NIFEDIPINE 10 MG CAPSULE	TAKE 1 CAPSULE 3 TIMES A DAY			AA	✓	No	90	76(11)
17-Mar-2016	17-Mar-2016	Revoked	Physician, Kroll	02248267	00003Q27	03-Mar-2016	7	TAB PMS-MELOXICAM 7.5 MG TABLET	TAKE 1 TABLET ONCE DAILY			PHARMASCI	✗	No	49	28(4)
17-Mar-2016	17-Mar-2016	Active	Physician, Kroll	00707570	00003Q2M	10-Mar-2016	7	TAB APO-FUROSEMIDE 80 MG TABLET	TAKE 1 TABLET ONCE DAILY			APOTEX	✓	No	70	56(8)
17-Mar-2016	17-Mar-2016	Revoked	Physician, Kroll	02280213	00003MMJ	02-Mar-2016	30	TAB AVALIDE 300-25 MG TABLET	TAKE 1 TABLET ONCE DAILY			SANOFI-AVEN	✗	No	210	105(4)
17-Mar-2016	17-Mar-2016	Aborted	Physician, Kroll	02162660	00003LRT	19-Feb-2016	7	TAB TORADOL 10 MG TABLET	TAKE 1 TABLET ONCE DAILY			ATNAHS	✗	No	30	16(3)
17-Mar-2016	17-Mar-2016	Active	Physician, Kroll		00002RHC	20-Oct-2015										

Buttons at the bottom: Detail, Extra Functions, Cancel, OK.

8. An **Advanced** search can be performed to refine results coming back from PIP. Narrow search parameters by checking the **Advanced** flag and entering additional search criteria. Click **Filter** or press **Enter** on the keyboard to obtain more specific Network results.
9. View prescription details on the **Patient Network Profile** in one of three ways:
  - a. Highlight the prescription and click the **Detail** button.
  - b. Highlight the prescription and press **D** on the keyboard.
  - c. Right click on the prescription and click **Detail**.
  - d. **Double-click** to get the Details.



10. The **Medication Order Detail** screen will open with the details of the prescription. Click on the tabs located on the top of the screen to access corresponding information.
11. Click **OK** or press **Enter** on the keyboard to exit from the **Medication Order Detail** screen and return to the **Patient Network Profile**.

12. An **Advanced** search can be performed to refine search results coming back from PIP. Narrow search parameters by checking the **Advanced** flag and entering additional search criteria. Click **Filter** or press **Enter** on the keyboard to obtain more specific Network results.

(Network) Patient Profile

Patient: **Kroll, Ff** Female DOB: **13-Sep-1982** HSN: **105123315**

Profile (9) Allergies (3) Ctrl

Status (All) Order Type (All)  **Advanced**  Filter  Reset

Dispersed Yes  Refills Left Yes  Show only most recent order for each product  
 Dispersed No  Refills Left No  Effective Period to   
 Dispersed Both  Refills Left Both  Treatment type (All)

DIN  PIP Order #  Doctor Lic #

Diagnosis/Symptom Indication  F2 Other indication (All)

DATA	Last Filled	Picked Up	Status	Doctor	DIN	PIP Order #	Order Date		
							Manufacturer	Local	
	Last Qty	Drug				Fillable	Auth	Rem	
NETWORK	06-Nov-2013	06-Nov-2013	Completed	Physician, Kroll	02364441	00001NFO	AVANSTRA	Yes	30
	30 TAB	AVA-ATORVASTATIN 10 MG TABLET							
		TAKE 1 TABLET ONCE DAILY							

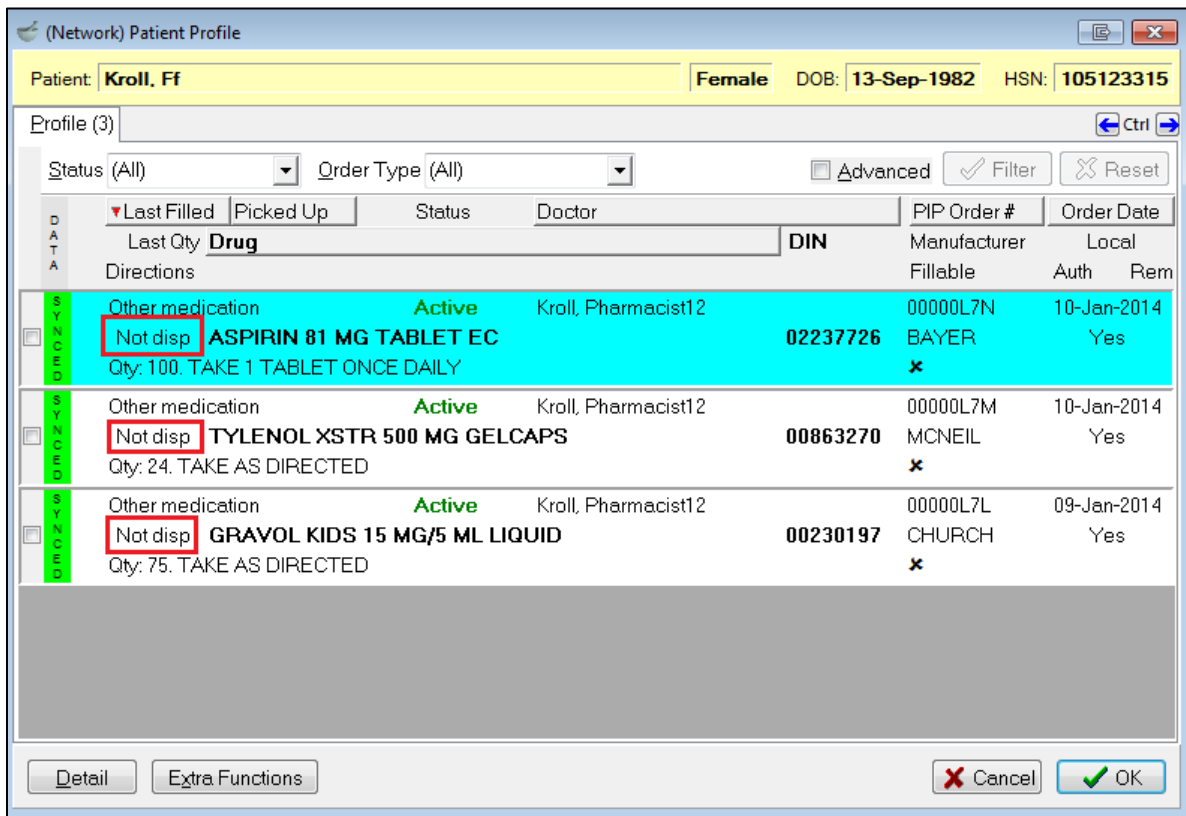
Detail Extra Functions

## Not Dispensed Profile

The **Not Dispensed** profile filters prescriptions coming back from PIP to entries that are considered other medications or over-the-counter (OTC) such as Gravol, baby aspirin, vitamins, etc.

**NOTE:** In order for a prescription to be logged on PIP as **not dispensed**, it must be sent as a **not dispensed** Rx from Kroll.

1. From the patient card, go to **Network > Not Dispensed Profile**.
2. Log in with Kroll initials and password.
3. Enter an optional reason for accessing the patient’s Network profile.
4. A list of **Not Dispensed** prescriptions will be returned by PIP.



(Network) Patient Profile

Patient: **Kroll, Ff**    Female    DOB: **13-Sep-1982**    HSN: **105123315**

Profile (3)    Ctrl

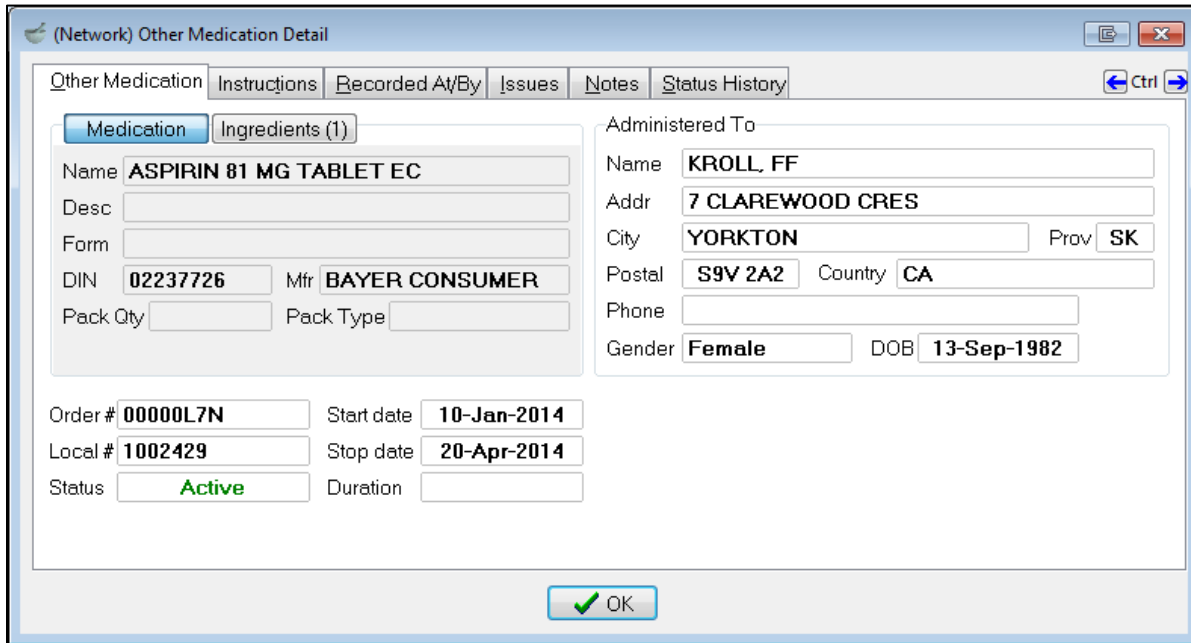
Status: (All)    Order Type: (All)    Advanced    Filter    Reset

DATA	▼ Last Filled	Picked Up	Status	Doctor	PIP Order #	Order Date
	Last Qty	Drug	DIN	Manufacturer	Local	Rem
	Directions	Fillable	Auth	Rem		
<input type="checkbox"/>		<b>Not disp</b> ASPIRIN 81 MG TABLET EC	02237726	BAYER	Yes	
	Qty: 100	TAKE 1 TABLET ONCE DAILY		x		
<input type="checkbox"/>		<b>Not disp</b> TYLENOL XSTR 500 MG GELCAPS	00863270	MCNEIL	Yes	
	Qty: 24	TAKE AS DIRECTED		x		
<input type="checkbox"/>		<b>Not disp</b> GRAVOL KIDS 15 MG/5 ML LIQUID	00230197	CHURCH	Yes	
	Qty: 75	TAKE AS DIRECTED		x		

Detail    Extra Functions    Cancel    OK

5. View details for **Not Dispensed** entries on the Network profile in one of three ways:
  - a. Highlight the prescription and click the **Detail** button.
  - b. Highlight the prescription and press **D** on the keyboard.
  - c. Right click on the prescription and click **Detail**.

- d. **Double-click** to bring up the details.
- 6. The **Medication Order Detail** screen will open with the details of the **Not Dispensed** prescription. Click on the tabs located on the top of the screen to access corresponding information.



The screenshot shows a software window titled "(Network) Other Medication Detail". It features several tabs at the top: "Other Medication", "Instructions", "Recorded At/By", "Issues", "Notes", and "Status History". The "Medication" tab is selected, and there is a sub-tab for "Ingredients (1)". The form is divided into two main sections: "Medication" and "Administered To".

**Medication Section:**

- Name: **ASPIRIN 81 MG TABLET EC**
- Desc: [Empty field]
- Form: [Empty field]
- DIN: **02237726** Mfr: **BAYER CONSUMER**
- Pack Qty: [Empty field] Pack Type: [Empty field]

**Administered To Section:**

- Name: **KROLL, FF**
- Addr: **7 CLAREWOOD CRES**
- City: **YORKTON** Prov: **SK**
- Postal: **S9V 2A2** Country: **CA**
- Phone: [Empty field]
- Gender: **Female** DOB: **13-Sep-1982**

**Order Information:**

- Order #: **00000L7N** Start date: **10-Jan-2014**
- Local #: **1002429** Stop date: **20-Apr-2014**
- Status: **Active** Duration: [Empty field]

At the bottom center of the window is a button with a green checkmark and the text "OK".

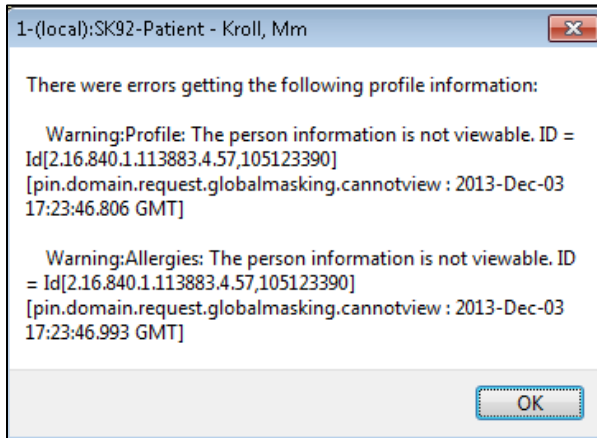
- 7. Click **OK** or press **Enter** on the keyboard to exit from the **Medication Order Detail** screen and return to the **Patient Network Profile**.



## Add Consent

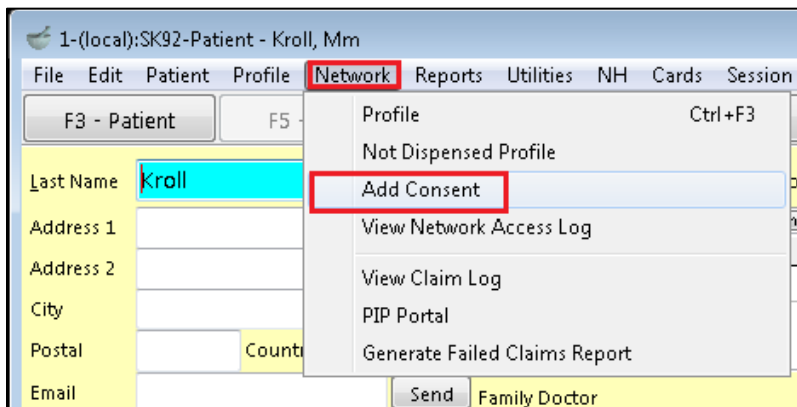
Saskatchewan patients have the ability to mask their **Patient Network Profile** so that only certain medical professionals have the right to view their medical history.

A patient with a masked medication profile will elicit the following message from PIP when a Network request is sent:

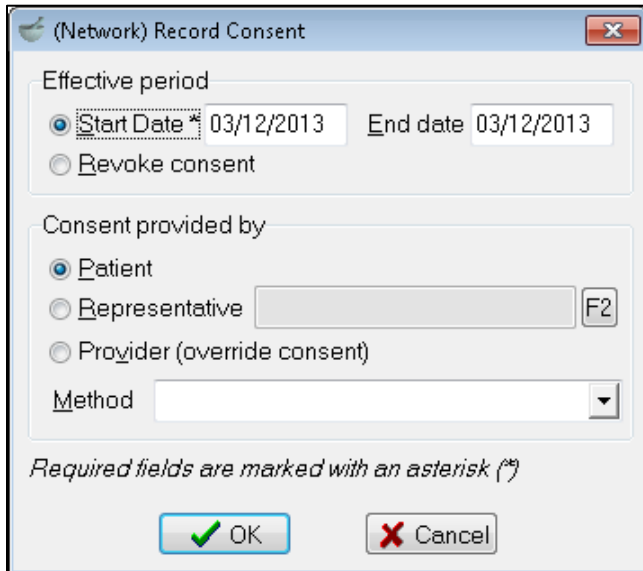


Healthcare providers can gain access to a patient’s full network profile if the patient provides consent. Log consent in Kroll as follows:

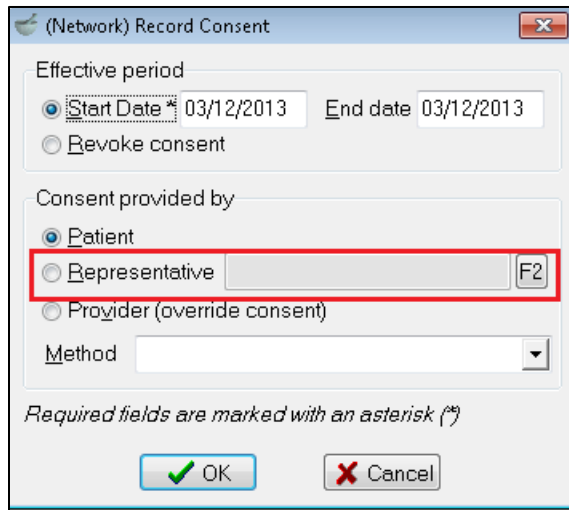
1. From the **F3-Patient** card, select **Network > Add Consent**.



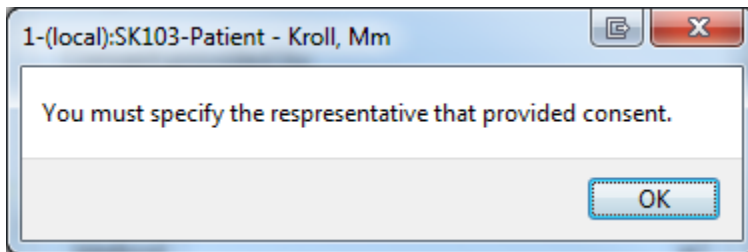
2. Log in with user initials and password to bring up the **Record Consent** form.



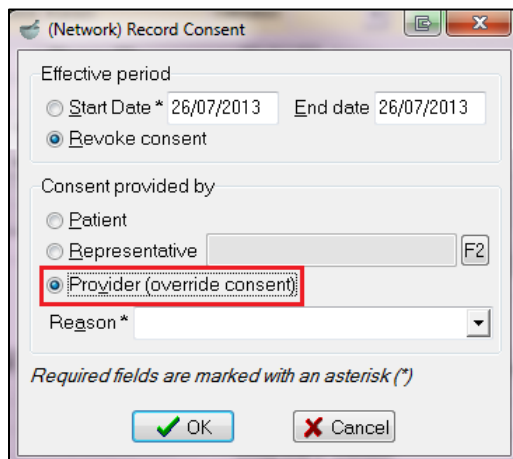
- Enter the period of consent provided by the patient. The **Start Date** and **End Date** are defaulted to the current date, but can be manually changed.
- **Revoke consent:** Check this flag if the patient requests that their medication and allergy profile no longer be available for viewing by pharmacy staff. Consent can be revoked at any time.
- **Consent Provided By:** Indicate who provided consent to view the patient profile.
  - a. **Patient:** Check this flag if the patient provided consent.
  - b. **Representative:** Check this flag if a legal guardian, power of attorney, etc. provided consent on behalf of the patient.
    - Press **F2** to enter information on the representative field.
    - From the **Select Responsible Party** form, click **F2** to select an existing patient from the Kroll database, or simply enter information manually into the available fields.



**NOTE:** When a **Representative** is providing consent, the **First Name** and **Last Name** of the representative must be sent to PIP or the following warning will appear.

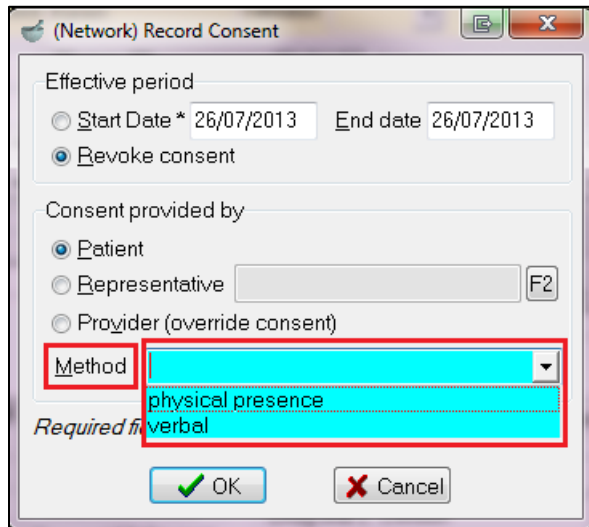


- **Provider:** Check this flag if the patient’s doctor or pharmacist deems it necessary to view the patient’s network profile without patient consent. This is also known as “**breaking the glass**”.

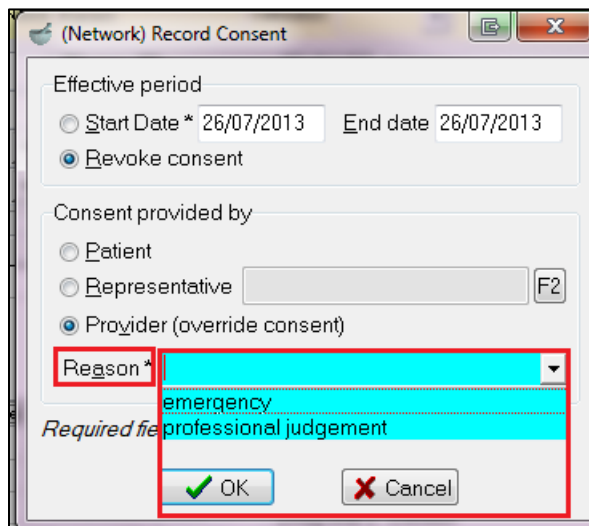


- If the **Patient** or a **Representative** provides consent, select the **Method** that consent was granted:

- a. Physical presence
- b. Verbal consent

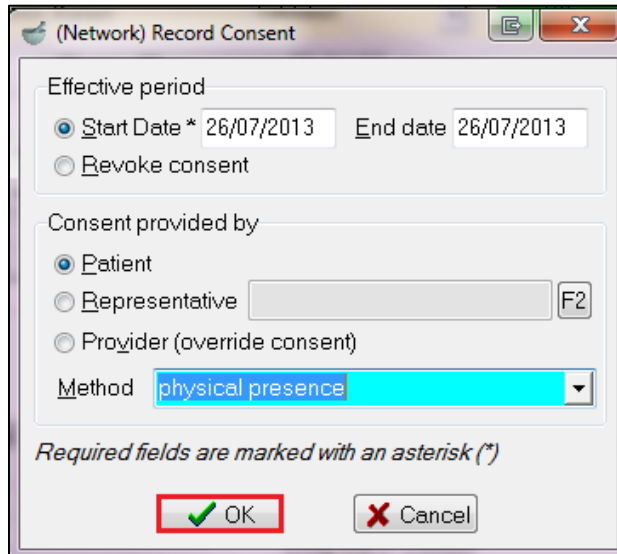


- If a **Provider** (i.e. doctor, pharmacist) overrides consent, select a **Reason** for the override from one of two options:
  - a. Emergency
  - b. Professional Judgment

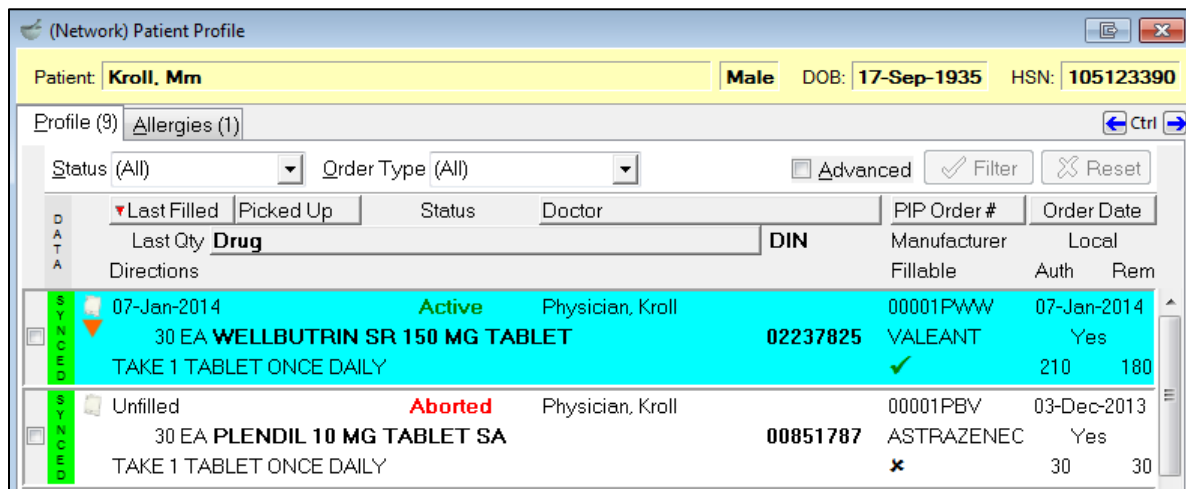


**NOTE:** A **Reason** MUST be specified when a provider (i.e. doctor) overrides consent.

- Click **OK** or press **Enter** on the keyboard to save changes to the **Record Consent** form.

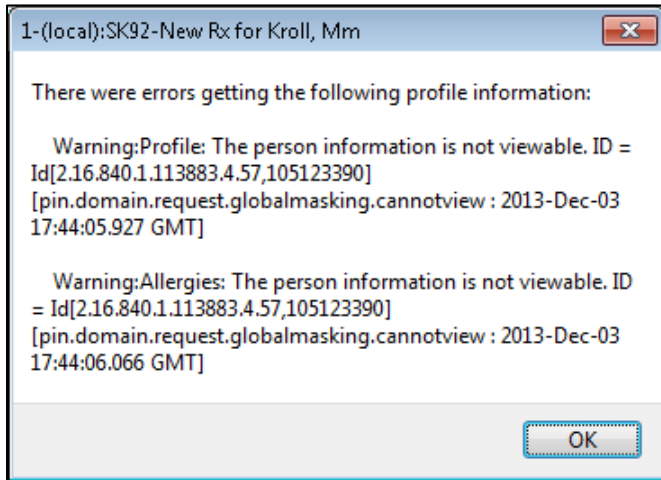


- Go to **Network > Profile** and login with User initials and password as usual to call up the **Patient Network Profile**. The full medication profile along with patient allergies will now be listed.



Patient: <b>Kroll, Mm</b>		<b>Male</b>	DOB: <b>17-Sep-1935</b>	HSN: <b>105123390</b>
Profile (9)		Allergies (1)		
Status	Order Type	Advanced	Filter	Reset
▼ Last Filled	Picked Up	Status	Doctor	PIP Order #
Last Qty	Drug	DIN	Manufacturer	Local
Directions	Fillable	Auth	Rem	
07-Jan-2014	Active	Physician, Kroll	00001PWW	07-Jan-2014
30 EA WELLBUTRIN SR 150 MG TABLET	02237825	VALEANT	Yes	
TAKE 1 TABLET ONCE DAILY	✓	210	180	
Unfilled	Aborted	Physician, Kroll	00001PBV	03-Dec-2013
30 EA PLENDIL 10 MG TABLET SA	00851787	ASTRAZENECA	Yes	
TAKE 1 TABLET ONCE DAILY	✗	30	30	

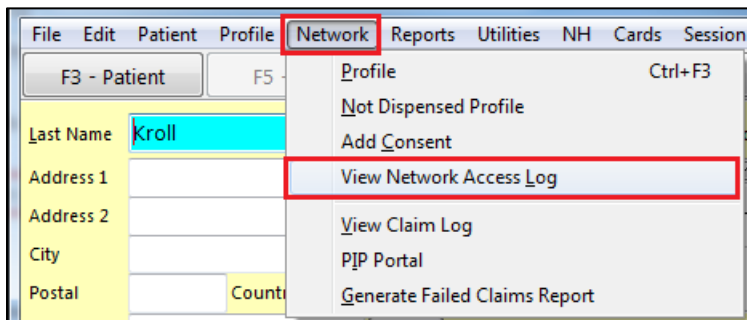
**NOTE:** When filling an Rx for a patient that consent has not been added, it will return **The person information is not viewable**. Press **OK**, go back to the patient and add consent. Before going back to fill the Rx, view the Network Profile manually and then proceed to filling the Rx.



## View Network Access Log

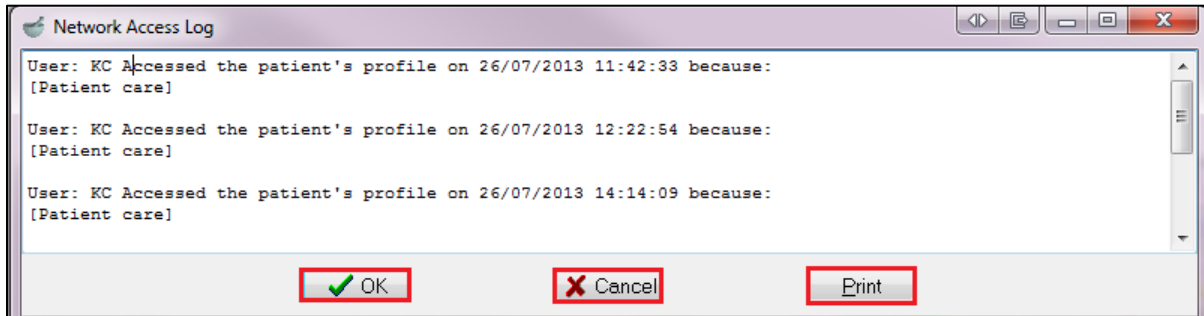
The Saskatchewan Ministry of Health is at liberty to request information regarding why a patient’s medication and/or allergy profile was accessed from PIP. Consequently, Kroll always prompts the user to enter a reason for accessing a patient’s network profile. Details on whom, when and why the patient’s profile has been accessed can be retrieved as follows:

1. From the F3-Patient card go to **Network > View Network Access Log**.



2. Log in with Kroll initials and password to bring up the **Network Access Log** for the patient.
3. Click **Print** or press **CTRL+P** to print the **Network Access Log**.

- Click **OK** or **Cancel** to exit from the Network Access Log and return to the F3 Patient card.

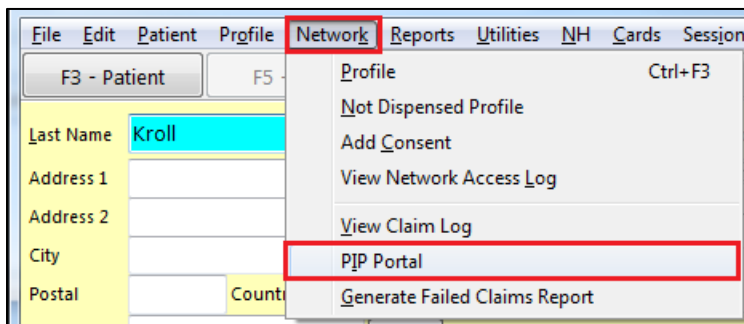


## PIP Portal

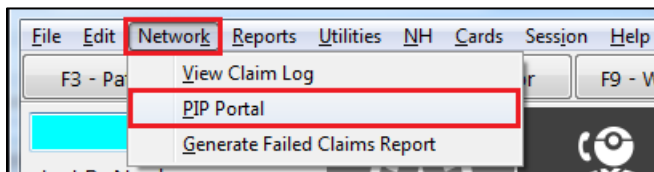
The network option for **PIP Portal** allows users to access the traditional PIP viewer via web browser.

- The **Network > PIP Portal** can be accessed from the **F3-Patient** card, **ALT-X-Start** screen or the **F12** screen.

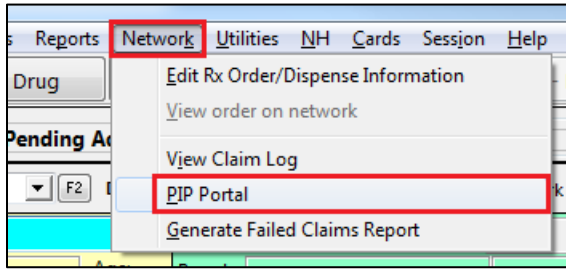
Patient Card:



Alt-X – Start Screen:



F12 Screen:



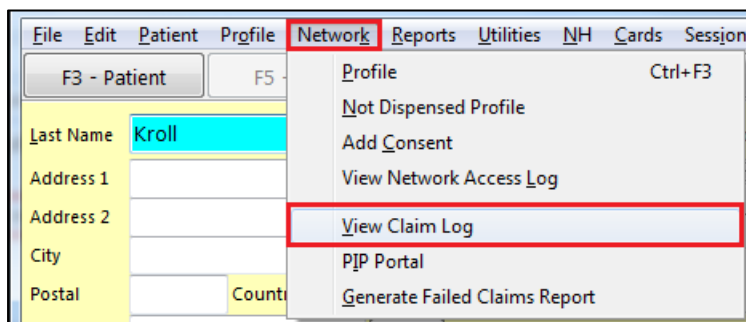
2. The [PIP viewer website](https://pip.ehealthsask.ca/) will be automatically brought up (<https://pip.ehealthsask.ca/>).
3. Login with PIP GUI username and password.

## View Claim Log

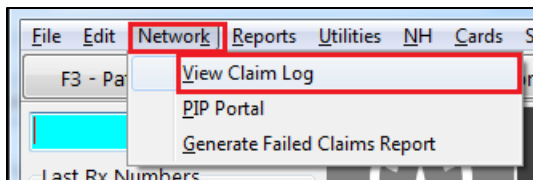
The **Network Claim Log** provides detailed information regarding the requests sent to PIP and the corresponding responses coming back from PIP (e.g. profile requests, consent records, allergy records, etc.). Entries contained in the Network Claim Log are not organized in a patient specific manner; it simply lists ALL transactions ‘sent to’ or ‘received from’ PIP in chronological order for a configurable number of days. Access the claim log as follows:

1. From the **F3-Patient** screen or **Alt-X - Start** screen, select **Network > View Claim Log**.

Patient Card:



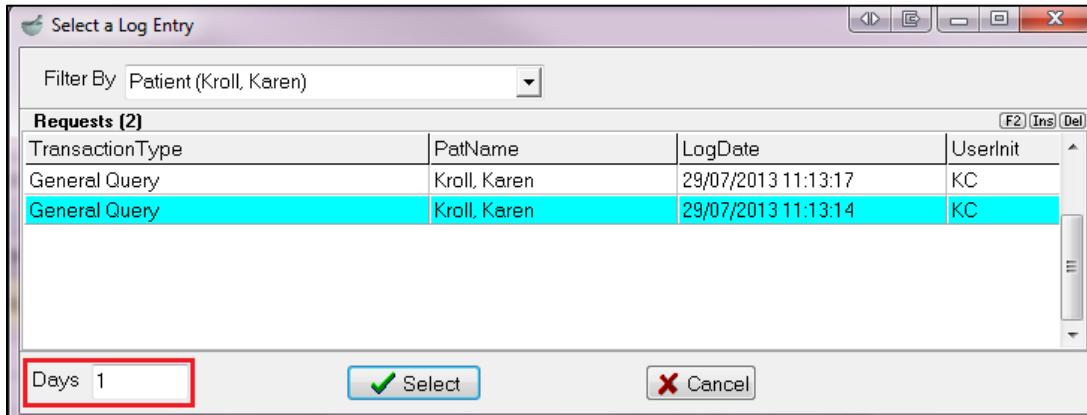
Alt-X-Start Screen:



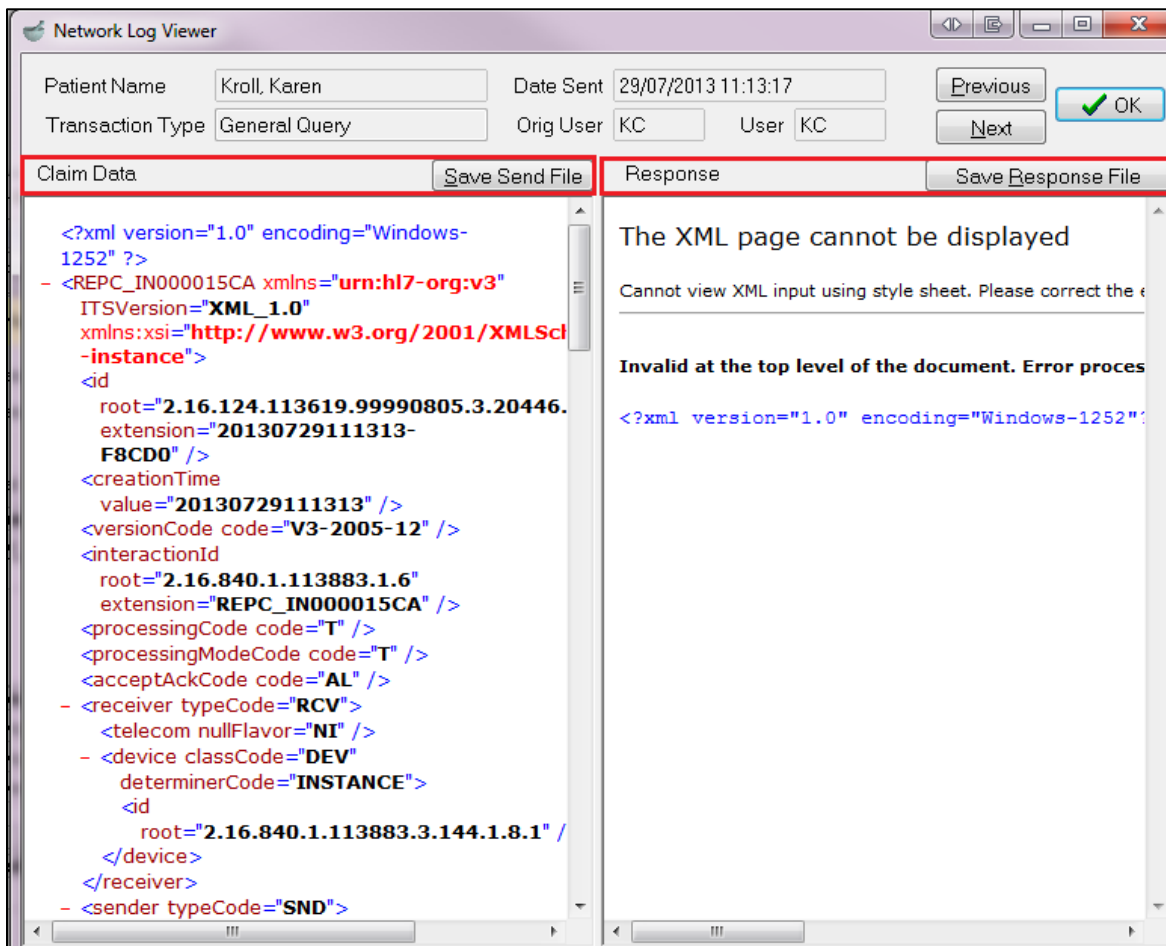
2. Log in with Kroll initials and password to bring up the **Select a Log Entry** screen.



- Enter the number of days of data being retrieved in the **Days** field.

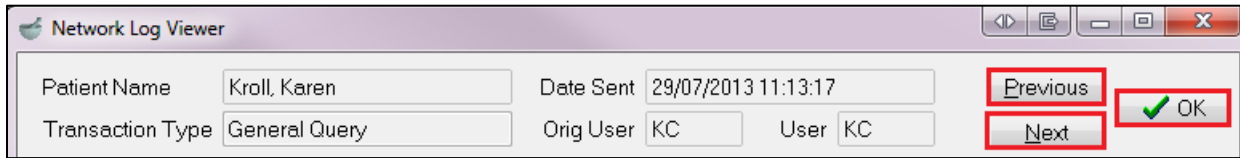


- Highlight the log entry of interest and click **Select** or press **Enter** on the keyboard to pull up the **CeRx Log Viewer**. The left side of the screen shows **Claim Data** sent to **PIP**, and the right side of the screen shows **Response** records coming back from **PIP**.



- Click **Previous** to see the log file for the preceding transaction; click **Next** to see the log file

for the following transaction; and click **OK** to exit from the **CeRx Log Viewer**.






Patient Name	Kroll, Karen	Date Sent	29/07/2013 11:13:17	Previous			
Transaction Type	General Query	Orig User	KC	User	KC	Next	OK

## Patient Network Profile

### (Network) Patient Profile Details

Patient information on the Patient Profile may reside locally on the Kroll database, and/or on the Saskatchewan PIP database. Many of the patient's records may be the same on both databases, and some data may exist on only one or the other. Kroll uses indicators to alert the user to the source of the data being returned in the Patient's Network Profile.

-  Indicates that this order exists on the local profile only. This order is displayed for information only, in order to give the user a more complete picture of this patient's profile. No Extra or Detail functions may be performed against this order.
-  Indicates that this order is both on the local & Network DIS Profile.
-  Indicates that this order is from the Network, and does not exist on the local profile.

(Network) Patient Profile

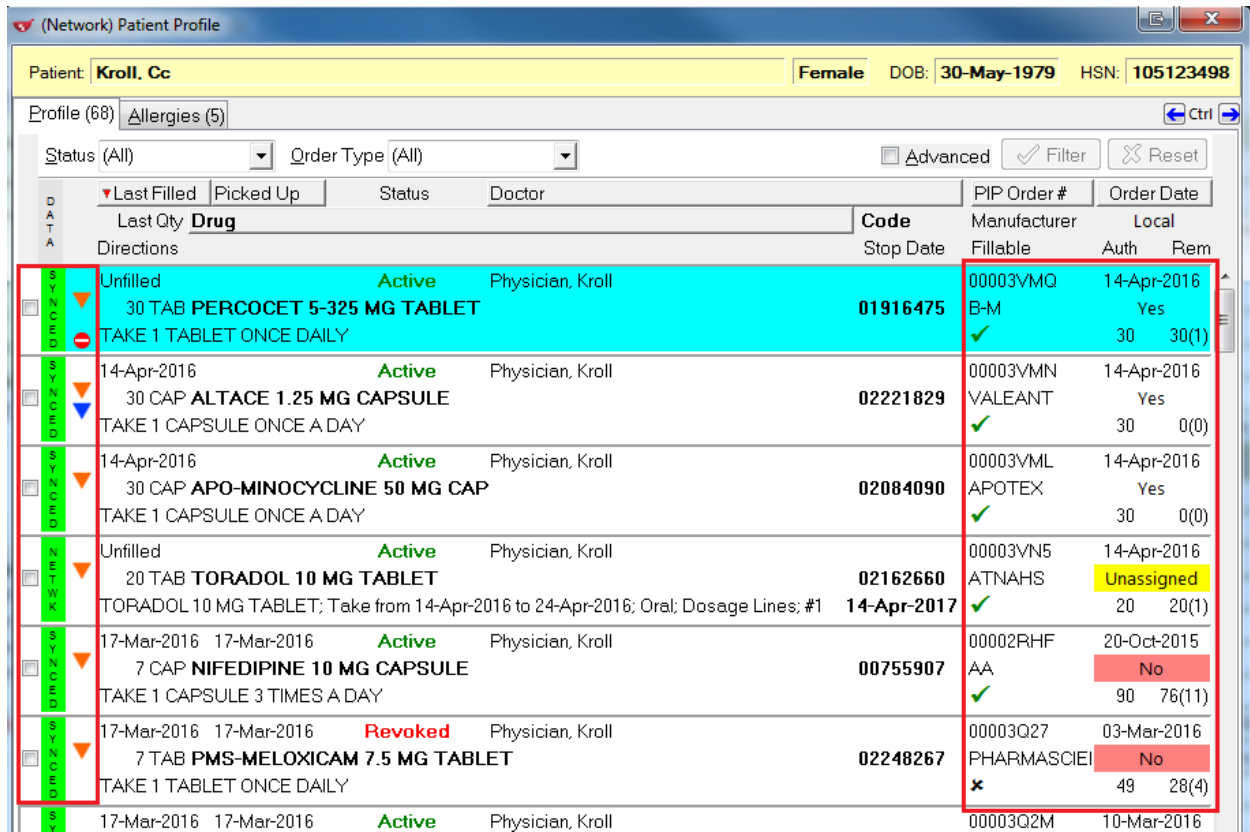
Patient: **Kroll, Cc** Female DOB: **30-May-1979** HSN: **105123498**

Profile (68) Allergies (5) Ctrl

Status (All) Order Type (All)  Advanced  Filter  Reset




DATA	Last Filled	Picked Up	Status	Doctor	PIP Order #	Order Date
	Last Qty	Drug	Code	Manufacturer	Local	Auth
	Directions	Stop Date	Fillable	Auth	Rem	
<input type="checkbox"/>	Unfilled		Active	Physician, Kroll	00003VMQ	14-Apr-2016
	30 TAB	PERCOCET 5-325 MG TABLET	01916475	B-M	Yes	
	TAKE 1 TABLET ONCE DAILY			✓	30	30(1)
<input type="checkbox"/>	14-Apr-2016		Active	Physician, Kroll	00003VMN	14-Apr-2016
	30 CAP	ALTACE 1.25 MG CAPSULE	02221829	VALEANT	Yes	
	TAKE 1 CAPSULE ONCE A DAY			✓	30	0(0)
<input type="checkbox"/>	14-Apr-2016		Active	Physician, Kroll	00003VML	14-Apr-2016
	30 CAP	APO-MINOCYCLINE 50 MG CAP	02084090	APOTEX	Yes	
	TAKE 1 CAPSULE ONCE A DAY			✓	30	0(0)
<input type="checkbox"/>	Unfilled		Active	Physician, Kroll	00003VN5	14-Apr-2016
	20 TAB	TORADOL 10 MG TABLET	02162660	ATNAHS	Unassigned	
	TORADOL 10 MG TABLET; Take from 14-Apr-2016 to 24-Apr-2016; Oral; Dosage Lines: #1	14-Apr-2017		✓	20	20(1)
<input type="checkbox"/>	17-Mar-2016	17-Mar-2016	Active	Physician, Kroll	00002RHF	20-Oct-2015
	7 CAP	NIFEDIPINE 10 MG CAPSULE	00755907	AA	No	
	TAKE 1 CAPSULE 3 TIMES A DAY			✓	90	76(11)
<input type="checkbox"/>	17-Mar-2016	17-Mar-2016	Revoked	Physician, Kroll	00003Q27	03-Mar-2016
	7 TAB	PMS-MELOXICAM 7.5 MG TABLET	02248267	PHARMASCI	No	
	TAKE 1 TABLET ONCE DAILY			✗	49	28(4)
<input type="checkbox"/>	17-Mar-2016	17-Mar-2016	Active	Physician, Kroll	00003Q2M	10-Mar-2016
	7 TAB	APO-FUROSEMIDE 80 MG TABLET	00707570	APOTEX	No	
	TAKE 1 TABLET ONCE DAILY			✓	70	56(8)
<input type="checkbox"/>	17-Mar-2016	17-Mar-2016	Revoked	Physician, Kroll	00003MMJ	02-Mar-2016

Network Rx entries on the **(Network)Patient Profile** have indicator icons and colored bars located on either end to quickly give the user extra information about an order:











DATA	Last Filled	Picked Up	Status	Doctor	Code	Manufacturer	Local
	Unfilled		Active	Physician, Kroll	01916475	00003VMQ B-M	14-Apr-2016 Yes
	30 TAB PERCOCET 5-325 MG TABLET						
	TAKE 1 TABLET ONCE DAILY						
	14-Apr-2016		Active	Physician, Kroll	02221829	00003VMN VALEANT	14-Apr-2016 Yes
	30 CAP ALTACE 1.25 MG CAPSULE						
	TAKE 1 CAPSULE ONCE A DAY						
	14-Apr-2016		Active	Physician, Kroll	02084090	00003VML APOTEX	14-Apr-2016 Yes
	30 CAP APO-MINOCYCLINE 50 MG CAP						
	TAKE 1 CAPSULE ONCE A DAY						
	Unfilled		Active	Physician, Kroll	02162660	00003VN5 ATNAHS	14-Apr-2016 Unassigned
	20 TAB TORADOL 10 MG TABLET						
	TOPADOL 10 MG TABLET; Take from 14-Apr-2016 to 24-Apr-2016; Oral; Dosage Lines: #1				14-Apr-2017		
	17-Mar-2016	17-Mar-2016	Active	Physician, Kroll	00755907	00002RHF AA	20-Oct-2015 No
	7 CAP NIFEDIPINE 10 MG CAPSULE						
	TAKE 1 CAPSULE 3 TIMES A DAY						
	17-Mar-2016	17-Mar-2016	Revoked	Physician, Kroll	02248267	00003Q27 PHARMASCI EI	03-Mar-2016 No
	7 TAB PMS-MELOXICAM 7.5 MG TABLET						
	TAKE 1 TABLET ONCE DAILY						
	17-Mar-2016	17-Mar-2016	Active	Physician, Kroll		00003Q2M	10-Mar-2016




**Left Hand Side Indicators:**

- The  icon indicates that this order has a **Refusal to Fill** recorded against it.
  - The  icon indicates that this order has **Detected Issue(s)** recorded against it.
  - The  icon indicates that this order has **Note(s)** recorded against it.
- iv.

**Right Hand Side indicators:**

- The  icon indicates that this Order is **Fillable**.
- The  icon indicates that this Order is **no longer Fillable**.
- The Rem Qty is indicated with a whole number and the number of refills based on the quantity is in brackets.

DATA	Last Filled	Picked Up	Status	Doctor	PIP Order #	Order Date
	Last Qty	Drug	Code	Manufacturer	Local	
	Directions	Stop Date	Fillable	Auth	Rem	
	17-Mar-2016	17-Mar-2016	Active	Physician, Kroll	00002RHF	20-Oct-2015
	7 CAP	NIFEDIPINE 10 MG CAPSULE	00755907	AA	No	
	TAKE 1 CAPSULE 3 TIMES A DAY				90	76(11)
	17-Mar-2016	17-Mar-2016	Revoked	Physician, Kroll	00003Q27	03-Mar-2016
	7 TAB	PMS-MELOXICAM 7.5 MG TABLET	02248267	PHARMASCI	No	
	TAKE 1 TABLET ONCE DAILY				49	28(4)

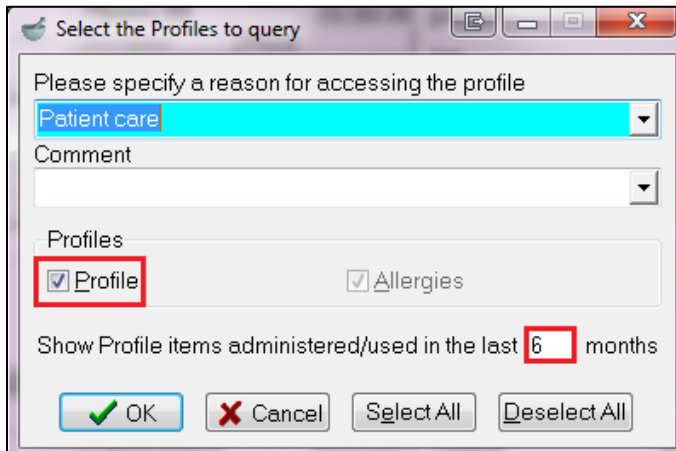
- The colored bars indicate the source of the Order:
  -  **Yes** Indicates that this Order is assigned to this location
  -  **No** Indicates that this Order is assigned to another Location
  -  **Unassigned** Indicates that this Order has not been Assigned to a particular location

## Accessing Extra Functions

Extra Functions are available from the Patient Network Profile (i.e. PIP Profile) and can be accessed as follows:

1. From the **F3-Patient** card, go to **Network > Profile**.
2. Login with Kroll initials and password.

3. From the **Select the Profiles to query** form, check **Profile**. Enter the number of months of data being recovered from PIP.



Select the Profiles to query

Please specify a reason for accessing the profile

Patient care

Comment

Profiles

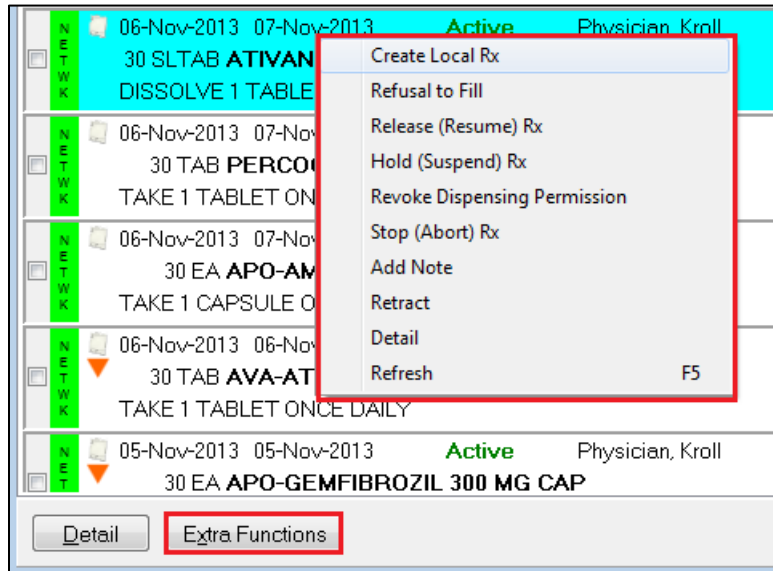
Profile  Allergies

Show Profile items administered/used in the last 6 months

OK Cancel Select All Deselect All

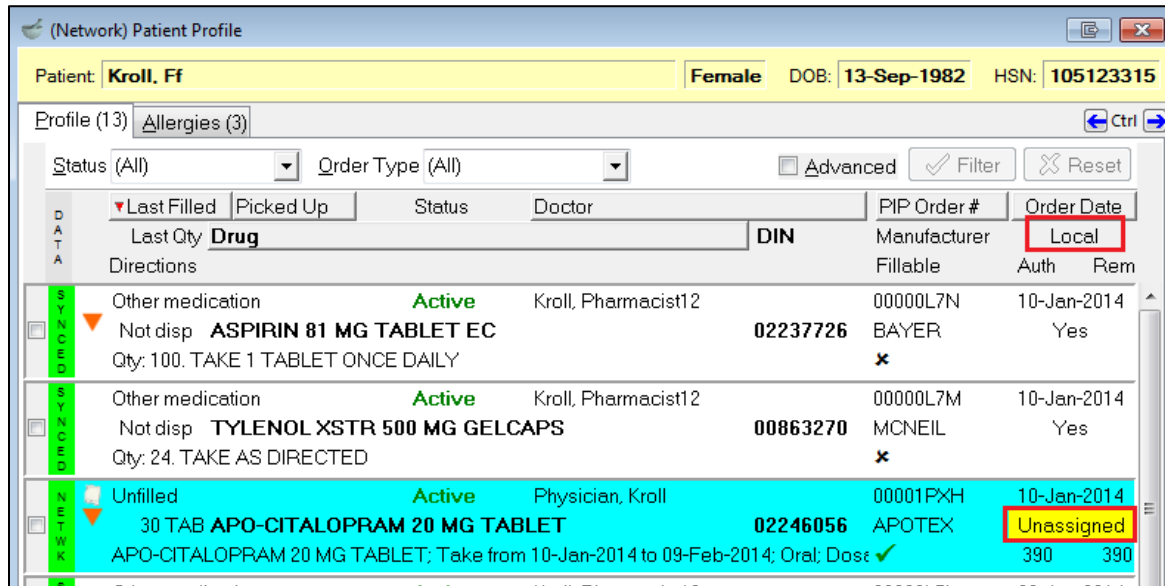
4. Once profile selections have been made, press **Enter** on the keyboard or click **OK** to continue.
5. Enter an OPTIONAL reason for accessing the **Patient Network Profile**.

6. From the **Allergies** tab, access **Extra Functions** in one of three ways:
- Highlight the Rx and click the **Extra Functions** button
  - Highlight the Rx and press **X** on the keyboard
  - Highlight the Rx and **Right Click** on the mouse.



## Create Local Rx with DIN

The option to **Create Local Rx** allows users to pull prescription information (i.e. patient, drug, doctor, and dispensing information) from the Network Profile into the local Kroll F12-Filling screen. This function allows pharmacy users to select a prescription record from PIP and pull it into the local system for filling. The **Create Local Rx** function can only be used for network prescription entries that do not exist locally.



(Network) Patient Profile

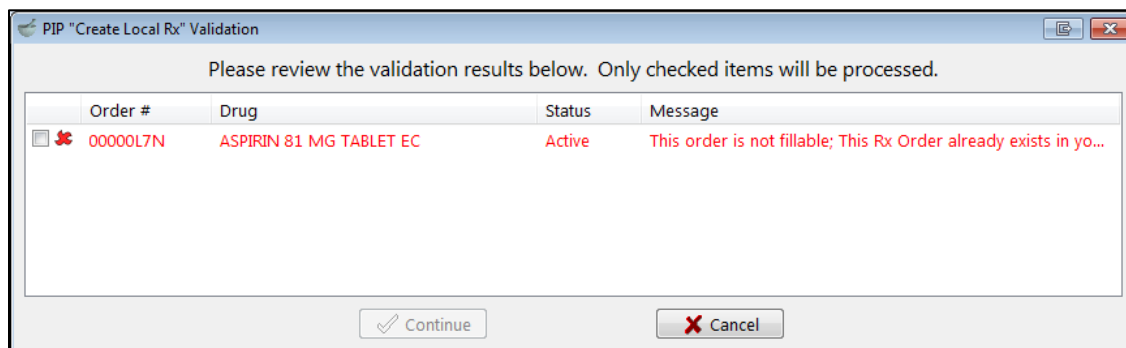
Patient: **Kroll, Ff** Female DOB: **13-Sep-1982** HSN: **105123315**

Profile (13) Allergies (3)

Status: (All) Order Type: (All)  Advanced  Filter  Reset

DATA	Last Filled	Picked Up	Status	Doctor	PIP Order #	Order Date
	Last Qty	Drug	DIN	Manufacturer	Local	Auth Rem
	Directions	Fillable				
<input type="checkbox"/>	Other medication	Active	Kroll, Pharmacist12	00000L7N	10-Jan-2014	
	Not disp	ASPIRIN 81 MG TABLET EC	02237726	BAYER	Yes	
	Qty: 100. TAKE 1 TABLET ONCE DAILY			*		
<input type="checkbox"/>	Other medication	Active	Kroll, Pharmacist12	00000L7M	10-Jan-2014	
	Not disp	TYLENOL XSTR 500 MG GELCAPS	00863270	MCNEIL	Yes	
	Qty: 24. TAKE AS DIRECTED			*		
<input type="checkbox"/>	Unfilled	Active	Physician, Kroll	00001PXH	10-Jan-2014	
	30 TAB	APO-CITALOPRAM 20 MG TABLET	02246056	APOTEX	Unassigned	
	APO-CITALOPRAM 20 MG TABLET; Take from 10-Jan-2014 to 09-Feb-2014; Oral; Dose: ✓				390	390

If the user attempts to execute the **Create Local Rx** function on a network prescription entry that exists locally, the following message will appear: **“This order is not fillable; This Rx Order already exists in your database.”**



PIP "Create Local Rx" Validation

Please review the validation results below. Only checked items will be processed.

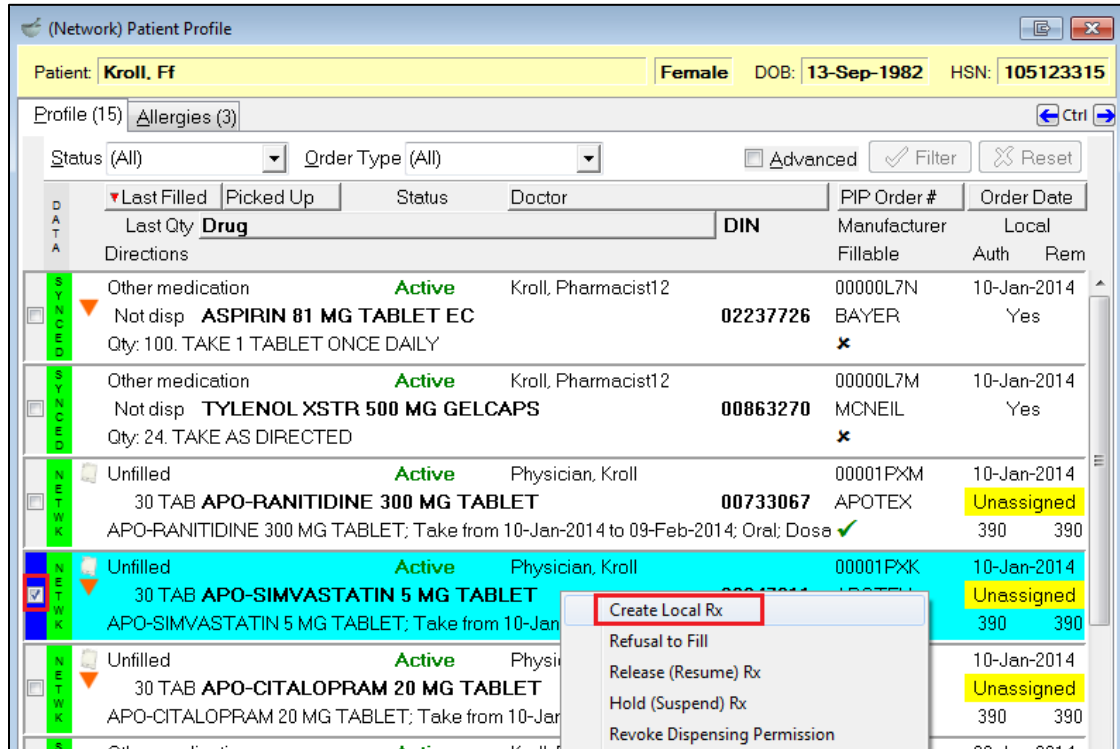
Order #	Drug	Status	Message
<input checked="" type="checkbox"/> 00000L7N	ASPIRIN 81 MG TABLET EC	Active	This order is not fillable; This Rx Order already exists in yo...

Continue  Cancel



## Create a Local Rx as follows:

1. Highlight/Check the network prescription(s) entries that you want to fill locally and access **Extra Functions** to select **Create Local Rx**.



(Network) Patient Profile

Patient: **Kroll, Ff** Female DOB: **13-Sep-1982** HSN: **105123315**

Profile (15) Allergies (3) [Ctrl]

Status (All) Order Type (All) [Advanced] [Filter] [Reset]

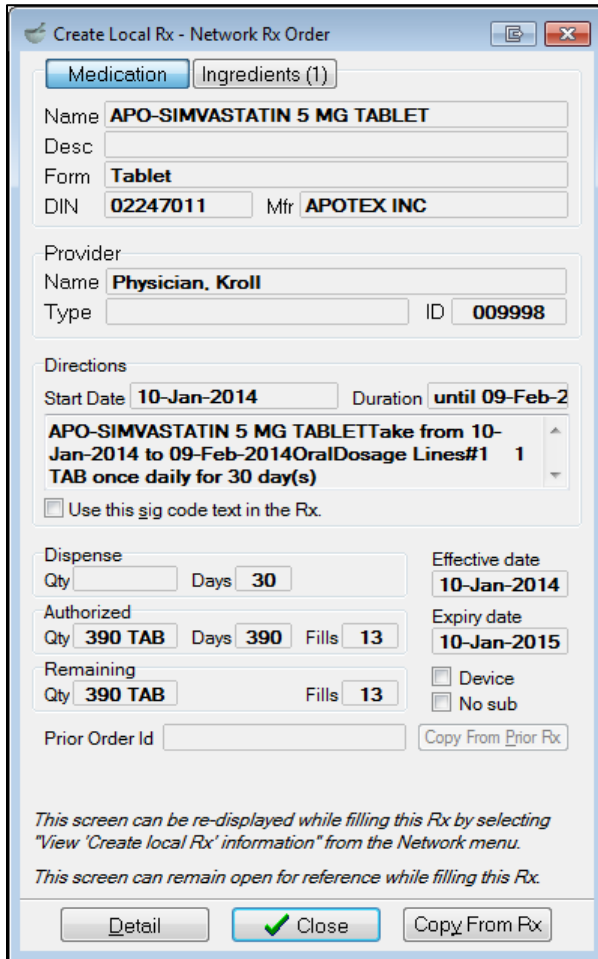
DATA	Last Filled	Picked Up	Status	Doctor	PIP Order #	Order Date
	Last Qty	Drug	DIN	Manufacturer	Local	
	Directions	Fillable	Auth	Rem		
SYSDRUG	Other medication	Active	Kroll, Pharmacist12	00000L7N	10-Jan-2014	
	Not disp	ASPIRIN 81 MG TABLET EC	02237726	BAYER	Yes	
	Qty: 100. TAKE 1 TABLET ONCE DAILY					
SYSDRUG	Other medication	Active	Kroll, Pharmacist12	00000L7M	10-Jan-2014	
	Not disp	TYLENOL XSTR 500 MG GELCAPS	00863270	MCNEIL	Yes	
	Qty: 24. TAKE AS DIRECTED					
NETWORK	Unfilled	Active	Physician, Kroll	00001PXM	10-Jan-2014	
	30 TAB	APO-RANITIDINE 300 MG TABLET	00733067	APOTEX	Unassigned	
	APO-RANITIDINE 300 MG TABLET; Take from 10-Jan-2014 to 09-Feb-2014; Oral; Dose ✓				390	390
NETWORK	Unfilled	Active	Physician, Kroll	00001PXX	10-Jan-2014	
	30 TAB	APO-SIMVASTATIN 5 MG TABLET			Unassigned	
	APO-SIMVASTATIN 5 MG TABLET; Take from 10-Jan-2014 to 09-Feb-2014; Oral; Dose ✓				390	390
NETWORK	Unfilled	Active	Physician, Kroll	00001PYK	10-Jan-2014	
	30 TAB	APO-CITALOPRAM 20 MG TABLET			Unassigned	
	APO-CITALOPRAM 20 MG TABLET; Take from 10-Jan-2014 to 09-Feb-2014; Oral; Dose ✓				390	390

Context Menu:

- Create Local Rx
- Refusal to Fill
- Release (Resume) Rx
- Hold (Suspend) Rx
- Revoke Dispensing Permission

- The **Create Local Rx – Network Rx Order** screen will appear so that you can view what information is being pulled into the local F12 Filling screen.

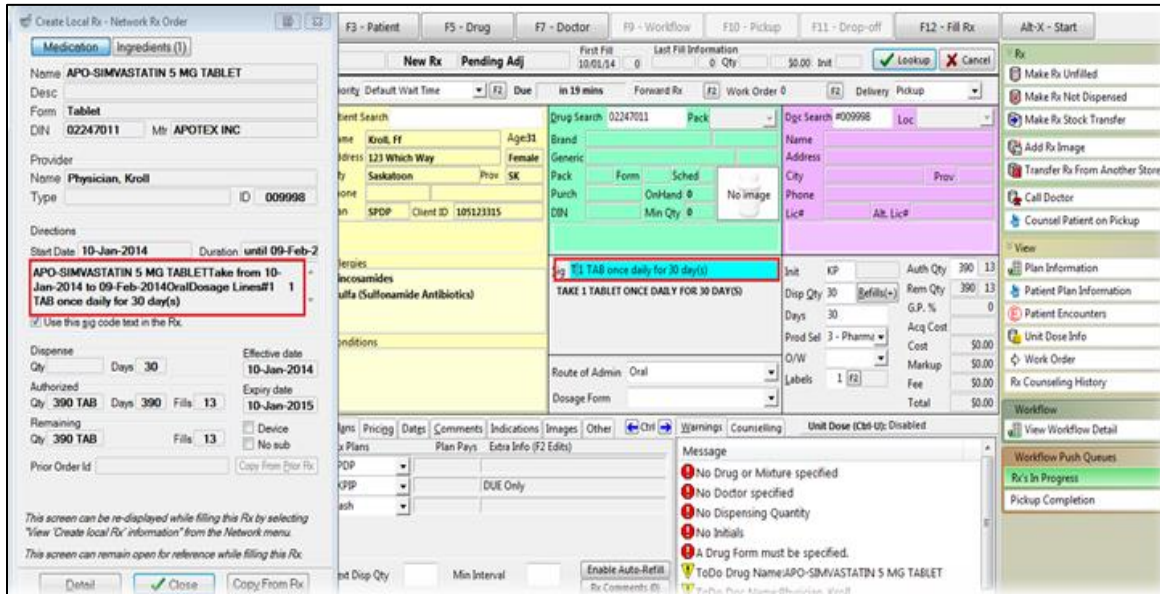
**NOTE:** Information on this screen cannot be changed or modified.



- This screen is movable and can be moved to the side to verify the information. You can either close it manually or when the Rx is finished, it will close automatically.

**NOTE:** The sig directions may need to be cleaned up to make it readable for the patient.

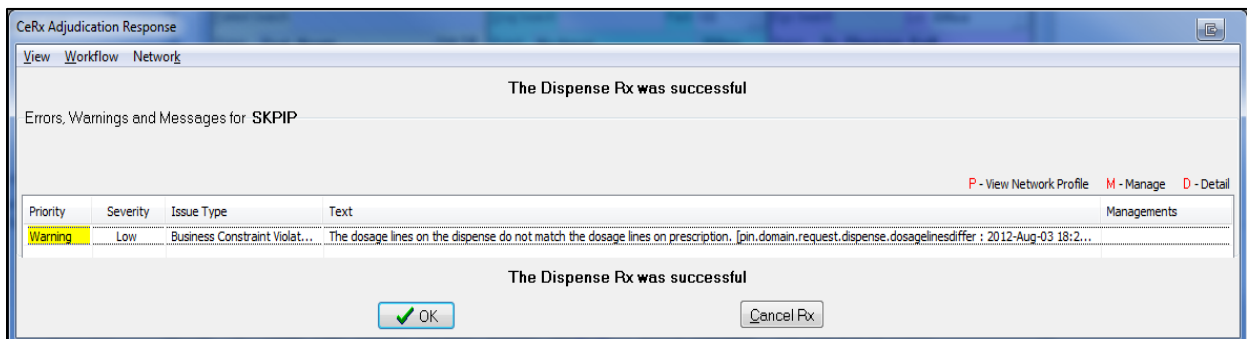
- Click **Lookup** or press **Enter** on the keyboard to select the applicable drug and doctor information from the local database. If the local database does not have the drug or doctor you are looking for, the corresponding records need to be added.



- Make any necessary changes to the prescription before clicking **F12-Fill Rx** or pressing **F12** on the keyboard to fill the Rx.

**NOTE:** If the user would like to recall the **Create Local Rx – Network Rx Order** screen to view details of the Network prescription, go to **Network > View ‘Create Local Rx’ Information**.

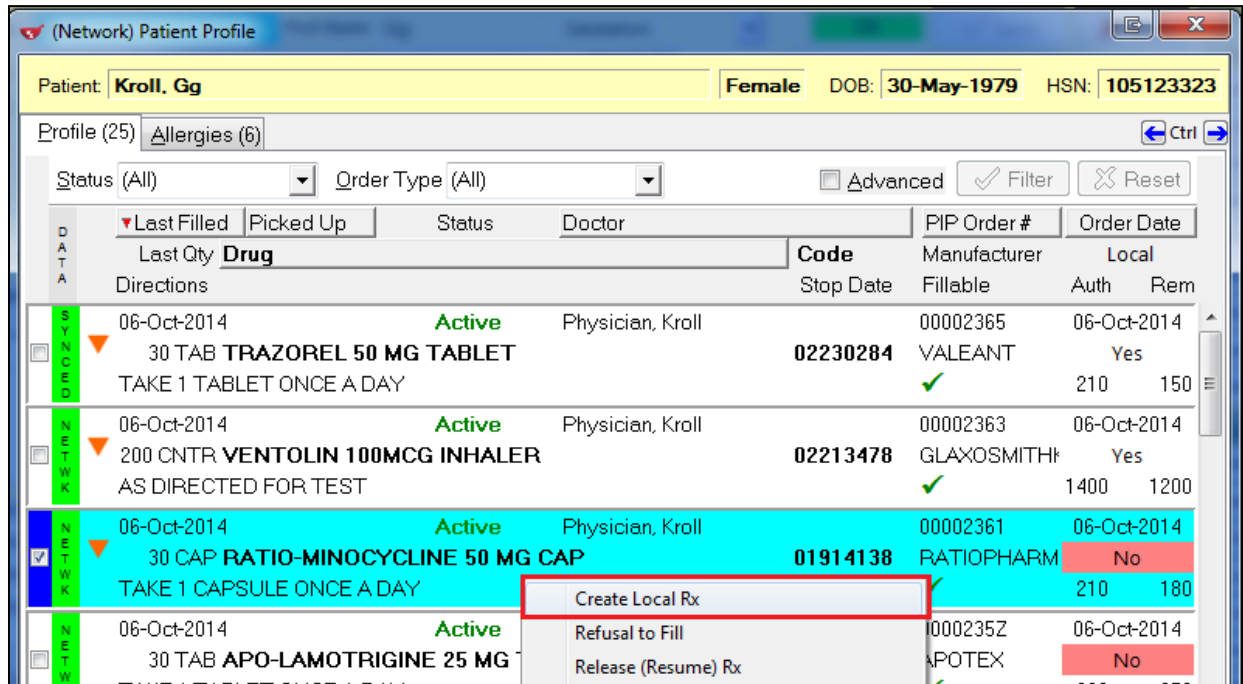
A low priority warning will be returned, this is because structured dosage is not implemented in Kroll therefore it is not included in the dispense that is sent to the Network. This warning does not need to be managed.



**NOTE:** You can **NOT** add repeats or change the authorized quantity to a prescription that has been pulled from the Network using the **Create Local Rx** function.

## Create Local Rx from another Pharmacy

1. Highlight or place a check mark next to the network prescription(s), right click or access **Extra Functions** and select **Create Local Rx**.



(Network) Patient Profile

Patient: **Kroll, Gg** Female DOB: **30-May-1979** HSN: **105123323**

Profile (25) Allergies (6) Ctrl

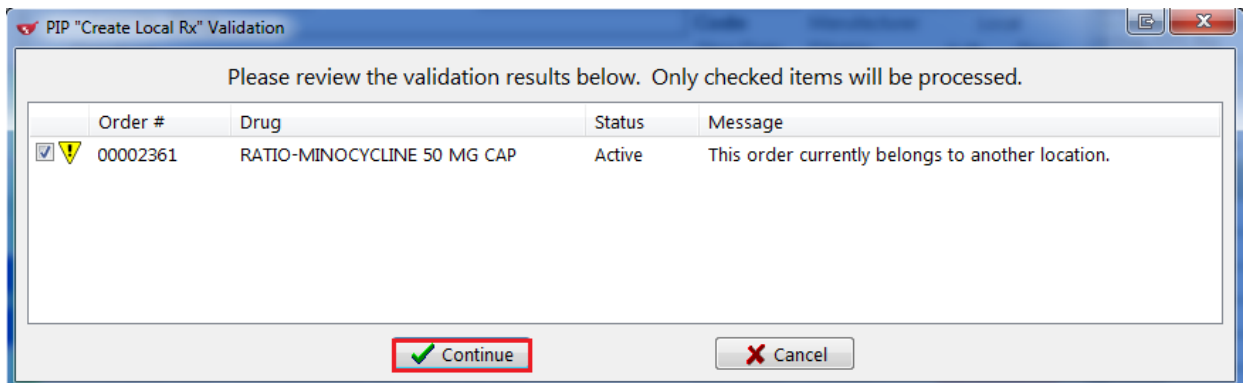
Status (All) Order Type (All)  Advanced  Filter  Reset

DATA	Last Filled	Picked Up	Status	Doctor	PIP Order #	Order Date
SYN	06-Oct-2014		Active	Physician, Kroll	00002365	06-Oct-2014
	30 TAB	TRAZOREL 50 MG TABLET			02230284	VALEANT
		TAKE 1 TABLET ONCE A DAY				210 150
NET	06-Oct-2014		Active	Physician, Kroll	00002363	06-Oct-2014
	200 CNTR	VENTOLIN 100MCG INHALER			02213478	GLAXOSMITHK
		AS DIRECTED FOR TEST				1400 1200
NET	06-Oct-2014		Active	Physician, Kroll	00002361	06-Oct-2014
	30 CAP	RATIO-MINOCYCLINE 50 MG CAP			01914138	RATIOPHARM
		TAKE 1 CAPSULE ONCE A DAY				210 180
NET	06-Oct-2014		Active		00002352	06-Oct-2014
	30 TAB	APO-LAMOTRIGINE 25 MG				POTEX
						No

Context menu for RATIO-MINOCYCLINE 50 MG CAP:

- Create Local Rx
- Refusal to Fill
- Release (Resume) Rx

2. This will open the PIP **“Create Local Rx” Validation** screen. Click **Continue**.

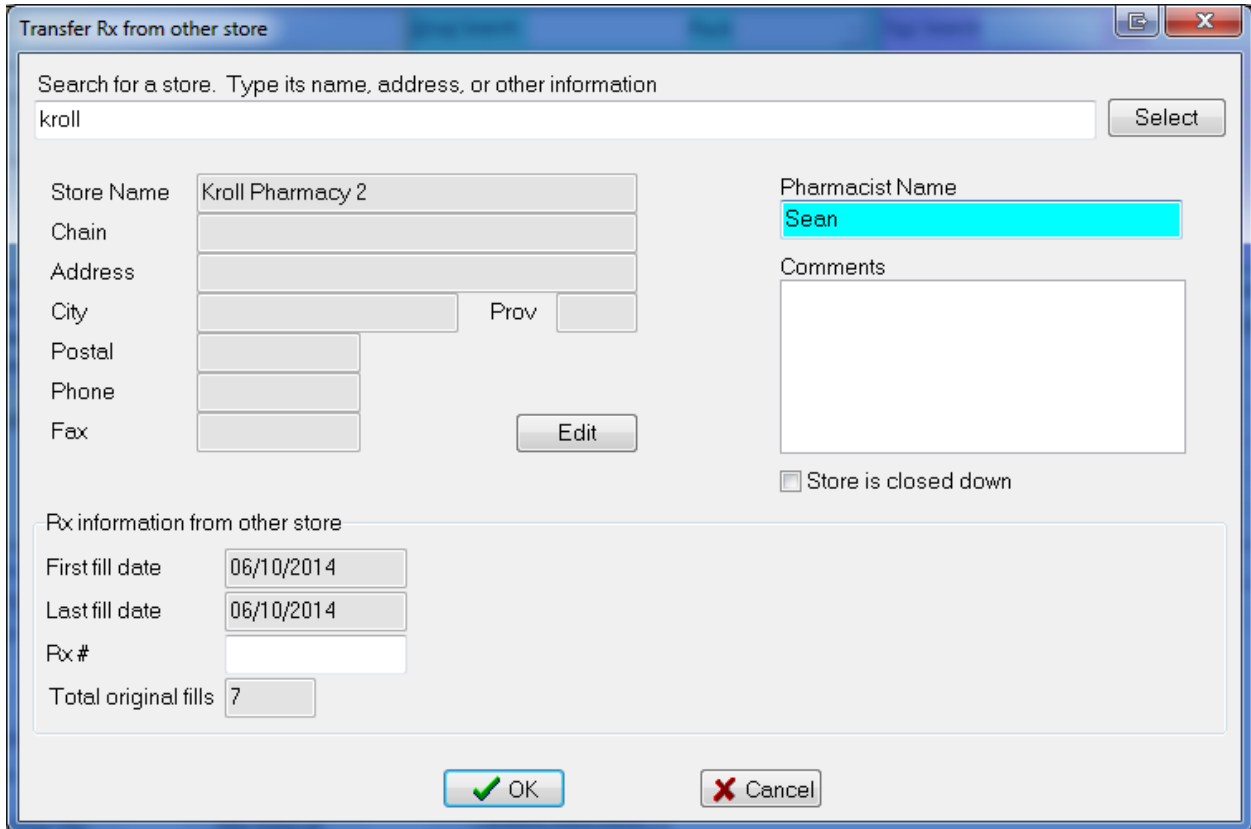


PIP "Create Local Rx" Validation

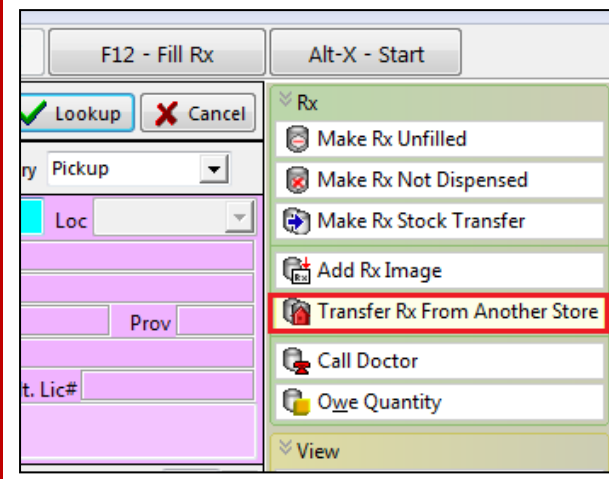
Please review the validation results below. Only checked items will be processed.

Order #	Drug	Status	Message	
<input checked="" type="checkbox"/> <input type="checkbox"/>	00002361	RATIO-MINOCYCLINE 50 MG CAP	Active	This order currently belongs to another location.

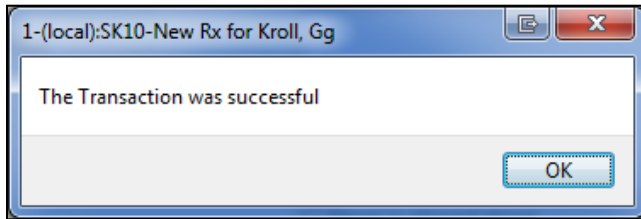
3. This will open **Transfer Rx from other store** screen. Fill in transfer information.



**NOTE:** If this Transfer Screen does not open automatically, you will need to manually open this form from the Rx filling screen on the right tool bar and select **Transfer Rx from Another Store**.

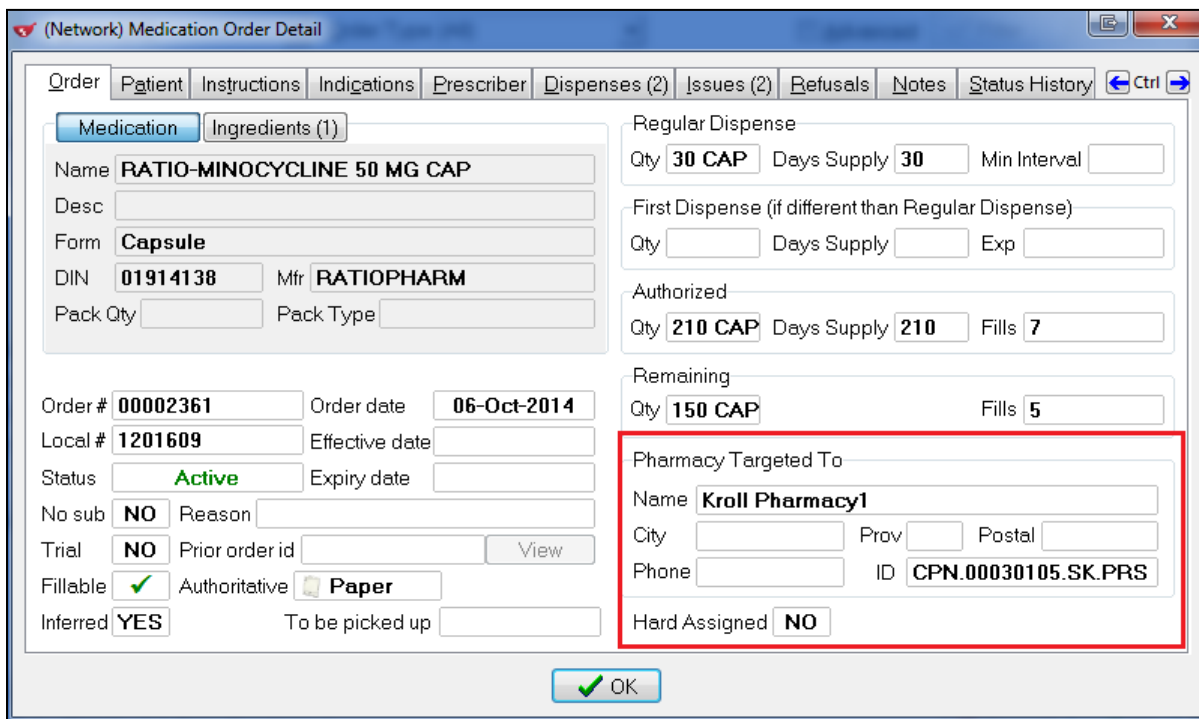


4. Clicking on **OK** will send the Transfer from message to the Network.



5. Fill in the Rx filling screen and hit **F12** to fill the Rx.

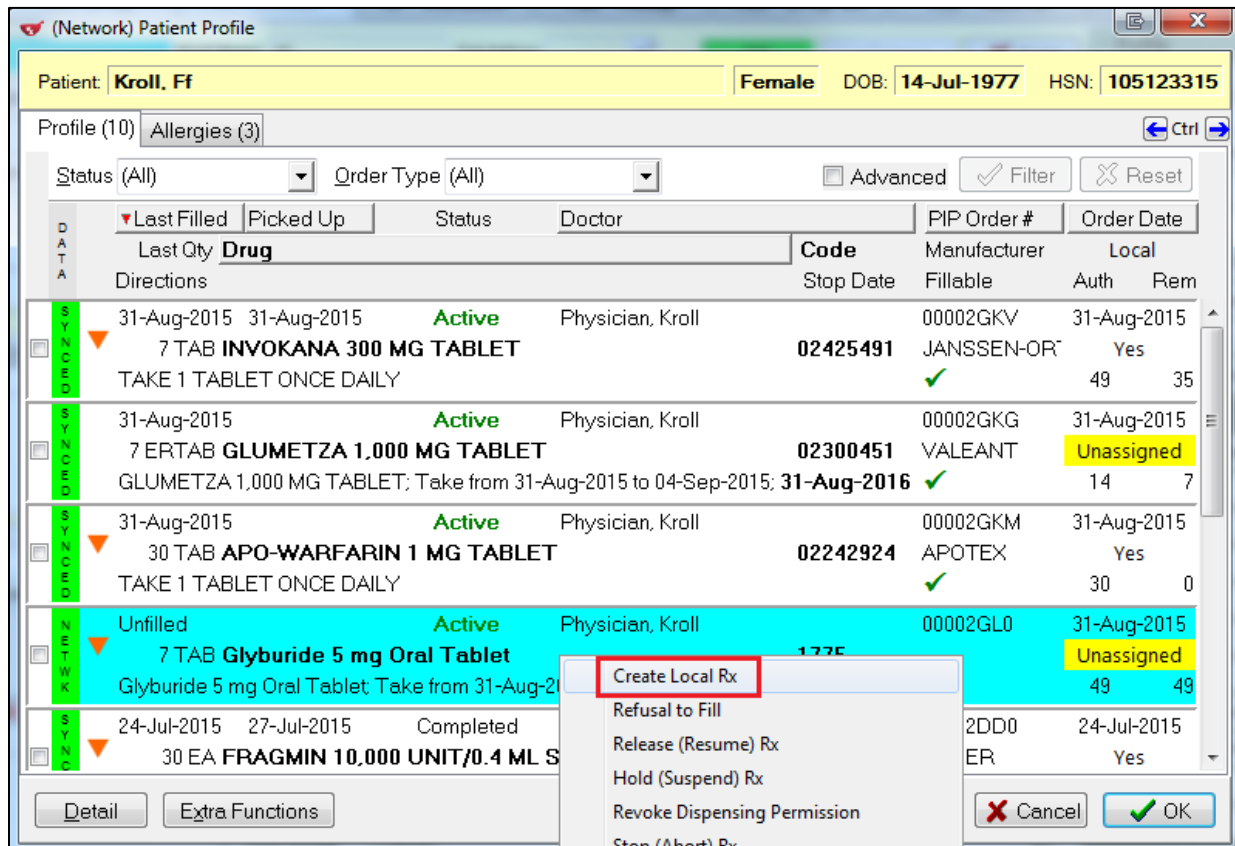
6. On the Network, the Prescription Order belongs to your pharmacy.



## Create Local Rx with GCN Sequence Number

An Rx can also be created if there is no DIN but a **GCN** sequence number.

1. Highlight or place a check mark next to the network prescription(s), right click or access **Extra Functions** and select **Create Local Rx**.



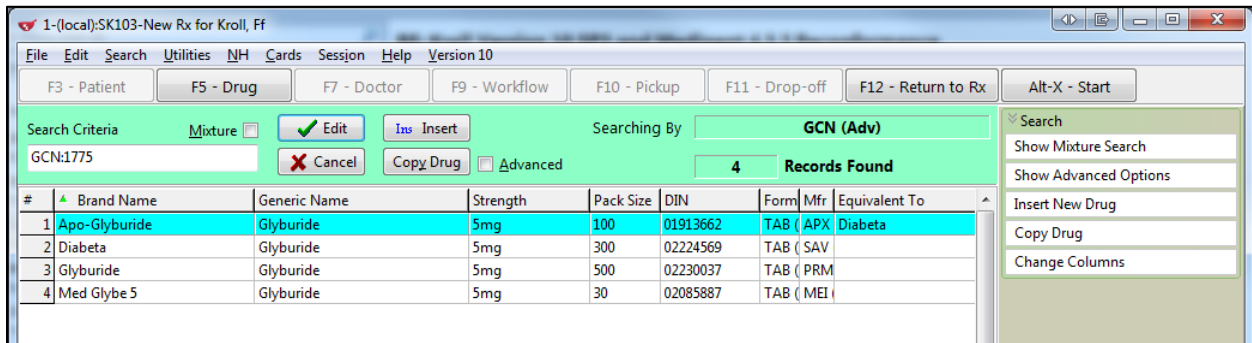
The screenshot shows the "(Network) Patient Profile" window for patient "Kroll, Ff". The patient's details include "Female", "DOB: 14-Jul-1977", and "HSN: 105123315". The window displays a list of prescriptions with columns for "Last Filled", "Picked Up", "Status", "Doctor", "Code", "Manufacturer", "Local", "Auth", and "Rem".

DATA	Last Filled	Picked Up	Status	Doctor	Code	Manufacturer	Local	Auth	Rem
SYN	31-Aug-2015	31-Aug-2015	Active	Physician, Kroll	02425491	JANSSEN-OR	Yes	49	35
SYN	31-Aug-2015		Active	Physician, Kroll	02300451	VALEANT	Unassigned	14	7
SYN	31-Aug-2015		Active	Physician, Kroll	02242924	APOTEX	Yes	30	0
NET	Unfilled		Active	Physician, Kroll	1375	00002GL0	Unassigned	49	49
SYN	24-Jul-2015	27-Jul-2015	Completed			2DD0	ER	Yes	24-Jul-2015

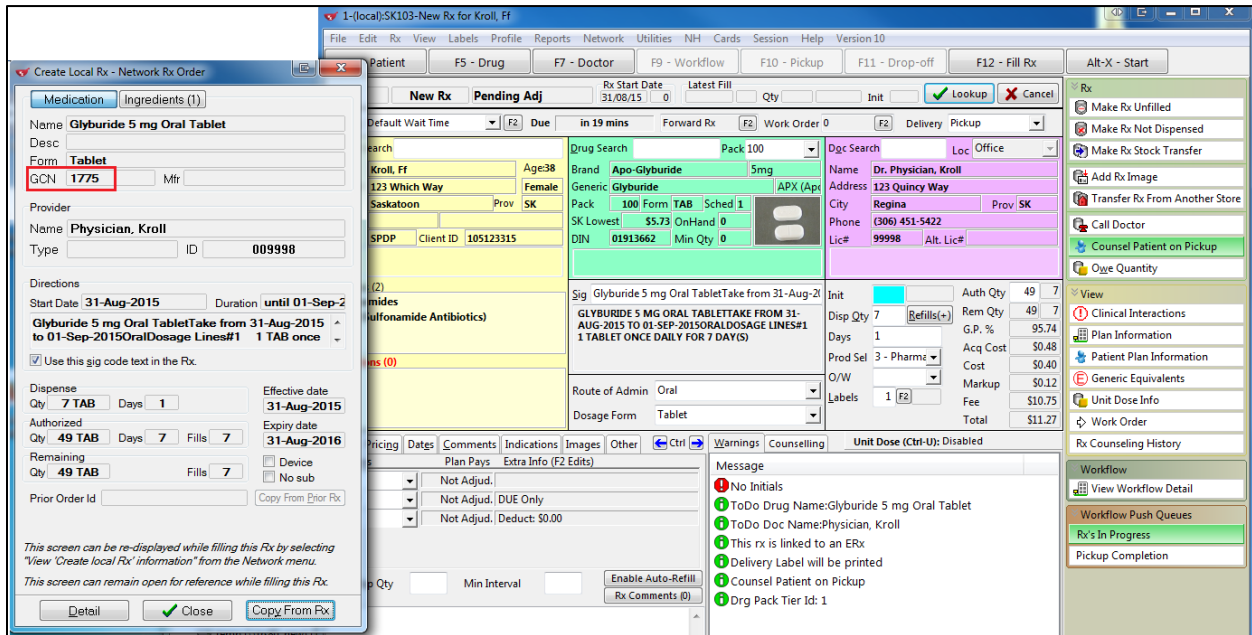
The context menu for the highlighted prescription includes the following options:

- Create Local Rx
- Refusal to Fill
- Release (Resume) Rx
- Hold (Suspend) Rx
- Revoke Dispensing Permission
- Stop (Abort) Rx

- The **GCN** number will automatically be entered into **Drug Search**. Pick the brand you wish to dispense.



This takes you back to the **Fill** screen. All of the Network information is inputted on the Rx screen.



- Click **F12-Fill Rx** or press **F12** on the keyboard to dispense the prescription.



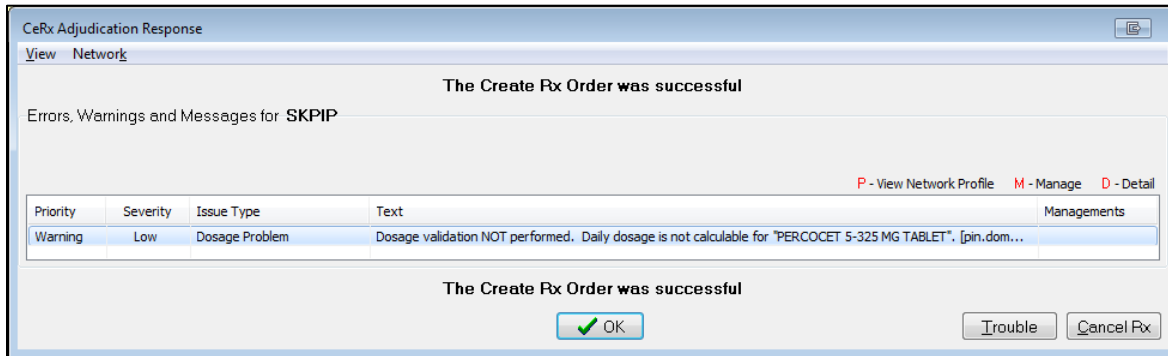
## Refusal to Fill

This message is used when a pharmacist decides they ‘will not’ or ‘cannot’ fill a prescription for a patient. The intent of the message is to record situations such as suspected abuse, poly-pharmacy activities, and operational situations such as ‘out of stock’ item, but can be used as the pharmacist deems fit. A pre-populated dropdown menu of Refusal **Reasons** is available for selection and submission to PIP.

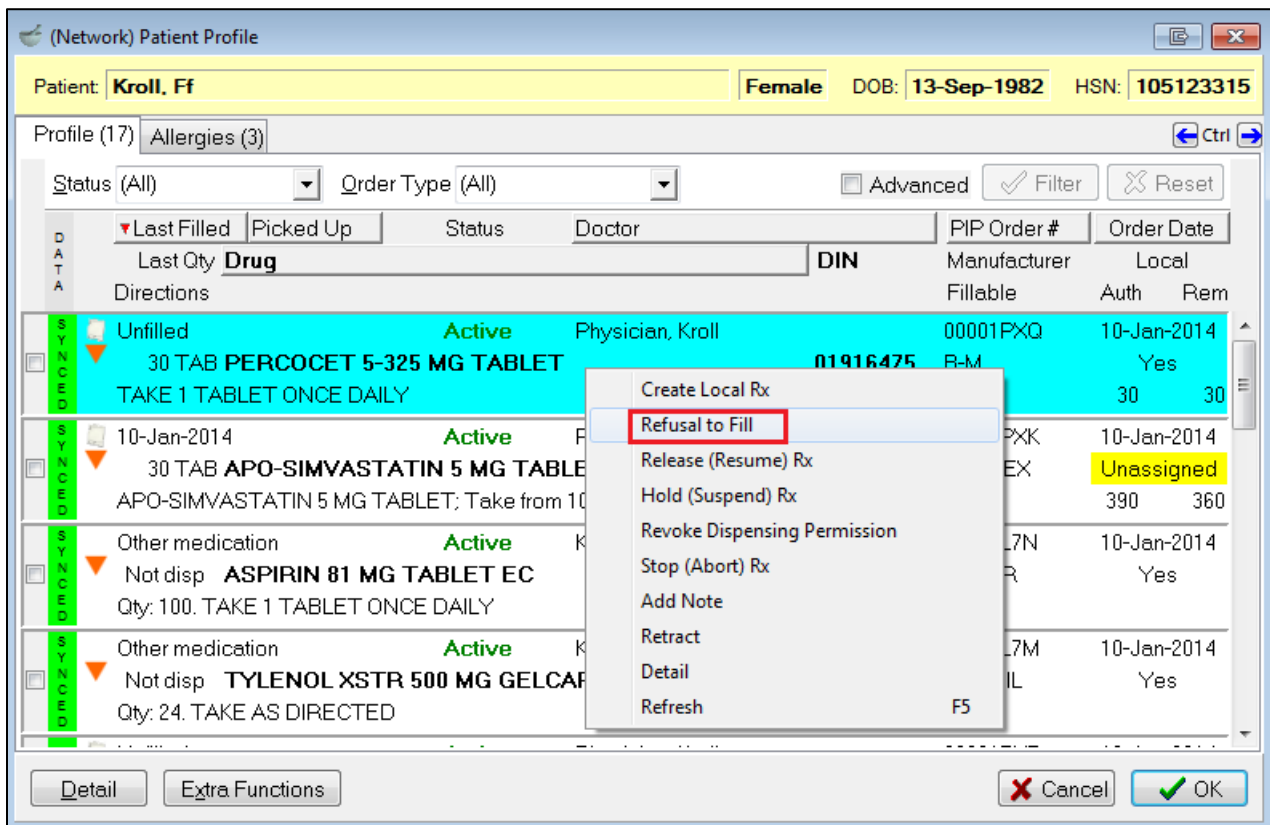
1. To claim a **Refusal to Fill**, Unfill the Rx to send the Rx Order to PIP.

F3 - Patient		F5 - Drug		F7 - Doctor		F9 - Workflow		F10 - Pickup		F11 - Drop-off		F12 - Unfill Rx	
New Rx		Unfilled		First Fill 10/01/14		Last Fill Information		0 Qty		\$0.00 Init		<input checked="" type="button" value="Lookup"/> <input type="button" value="Cancel"/>	
Priority Default Wait Time		F2 Due		in 19 mins		Forward Rx		F2 Work Order 0		F2 Delivery		Pickup	
<b>Patient Search</b> Name: Kroll, Ff Age: 31 Address: 123 Which Way Female City: Saskatoon Prov: SK Phone: Plan: SPDP Client ID: 105123315				<b>Drug Search</b> Pack 25 Brand: Percocet 5/325mg Generic: Oxycodone Hcl/Acetaminophen BQU(Bris) Pack: 25 Form: TAB Sched: N Purch: \$21.50 OnHand: 0 DIN: 01916475 Min Qty: 0				<b>Doc Search</b> Loc: Office Name: Dr. Physician, Kroll Address: 123 Quincey Way City: Regina Prov: SK Phone: (306) 451-5422 Lic#: 99998 Alt. Lic#:					
<b>Allergies</b> Lincosamides Sulfa (Sulfonamide Antibiotics)				Sig: *1 TAKE 1 TABLET ONCE DAILY				Init: KP Auth Qty: 30 1 Disp Qty: 30 Refills(+) Days: 30 Rem Qty: 30 1 Prod Sel: 3 - Pharma G.P. %: 0 O/W: Written Acq Cost: Labels: 1 F2 Cost: \$0.00 Markup: \$0.00 Fee: \$0.00 Total: \$0.00					
Plans		Pricing		Dates		Comments		Indications		Images		Other	
Rx Plans		Plan Pays		Extra Info (F2 Edits)		Warnings		Counselling		Unit Dose (Ctrl-U): Disabled			
SPDP		Not Adjud.				Message <span style="border: 2px solid red; padding: 2px;">⚠ Rx is being Unfilled</span> <input checked="" type="checkbox"/> Delivery Label will be printed							
SKPIP		Not Adjud.		DUE Only									
Cash		Not Adjud.		Deduct: \$0.00									

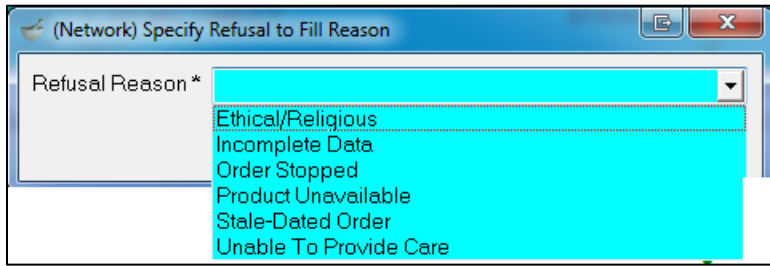
2. A warning message appears, click **OK** to continue.



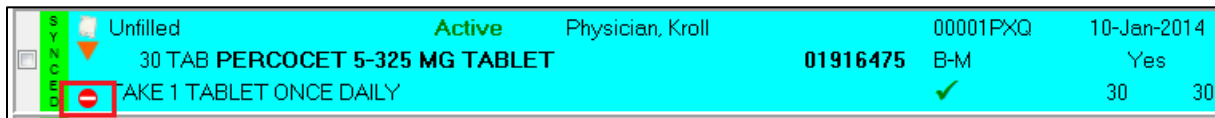
3. Go to the **Network Patient Profile** and locate the Rx you wish to **Refusal to Fill**. Right click and select **Refusal to Fill**.



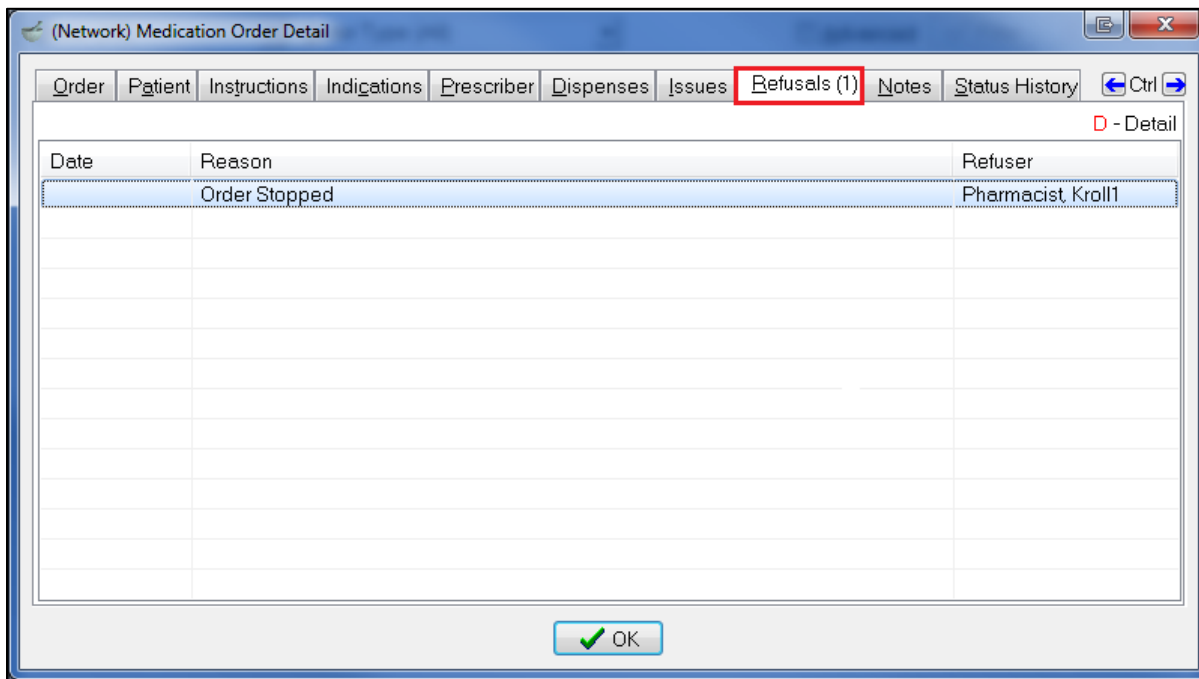
4. Select a **Refusal Reason**.



**NOTE:** On the **Network Profile Summary** screen, there is a red circle icon with a white line to indicate that this is a refusal to fill Rx.



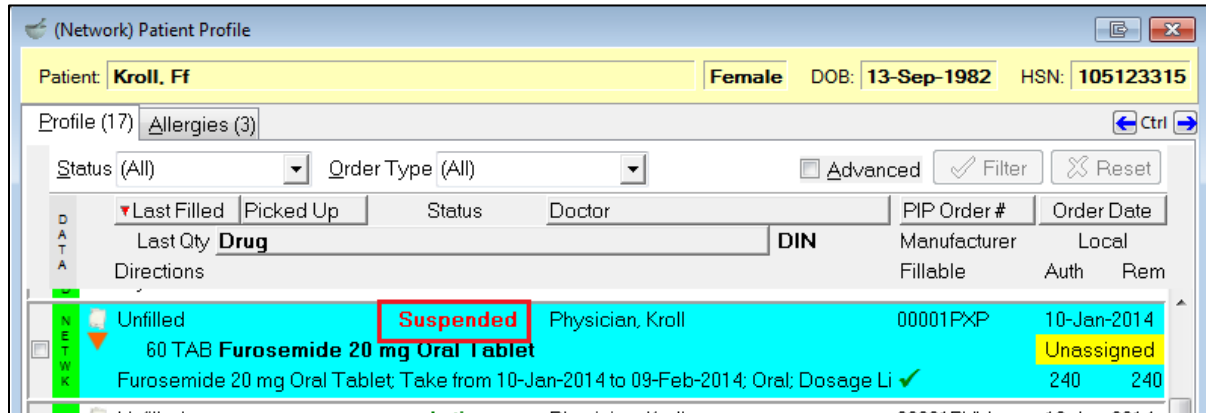
5. When you detail the Rx, it will show under the **Refusals** tab.



**NOTE:** If a refusal to fill fee needs to be claimed to ADAPT, this is done in a separate Rx with the Refusal to Fill fee drug card. This is not sent to PIP.

## Hold (Suspend) Rx

A prescription is put **on hold** when a provider determines that a drug should not be taken by the patient for a specified interval of time. This identifies the intent that the drug therapy be continued in the future, but that it is **suspended** for the period indicated on the hold. A prescription that is **on hold** will have a status of **Suspended** on the Patient Network Profile.

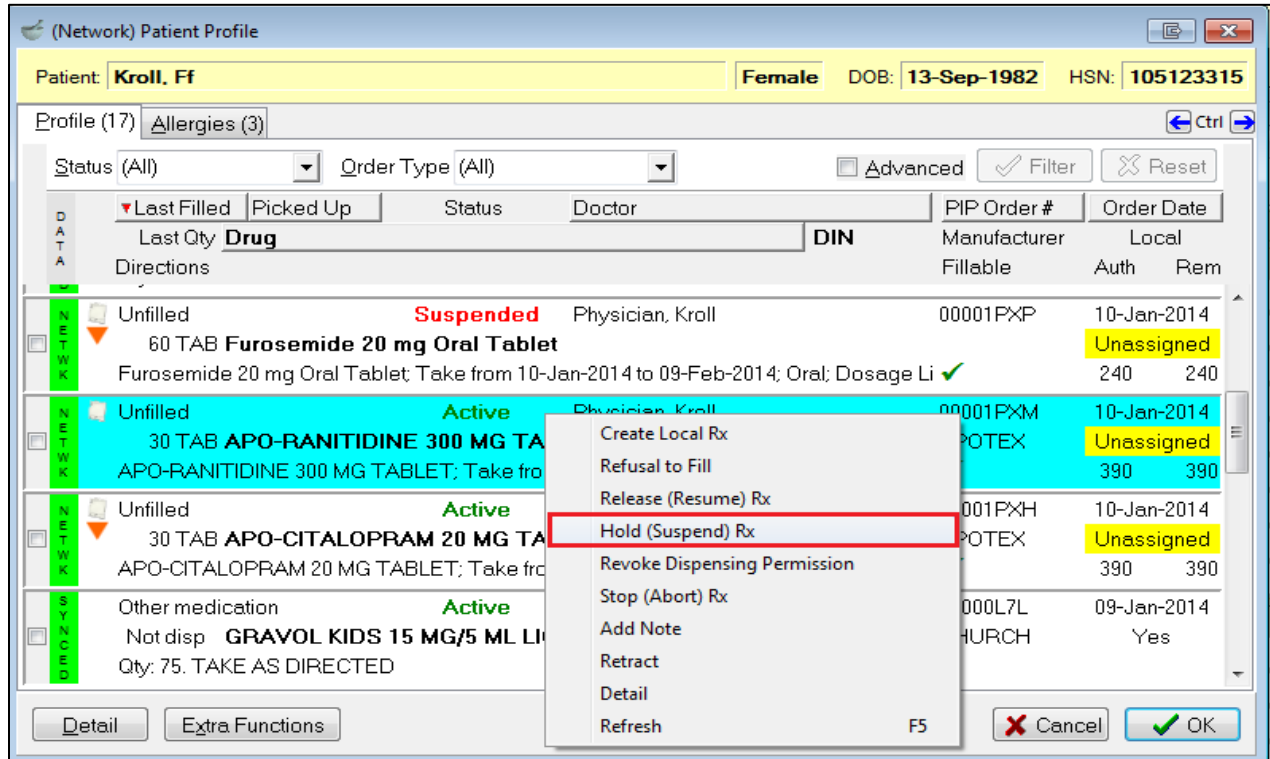


There are two scenarios for placing an Rx on Hold:

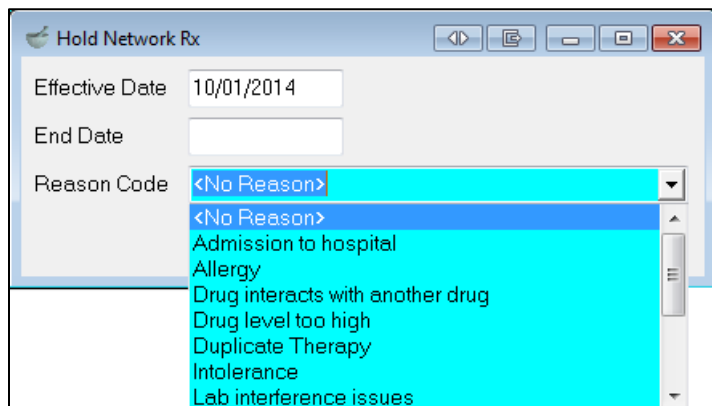
- a. Network Rx not assigned to the Local pharmacy
- b. Network Rx assigned to Local pharmacy

## Hold (Suspend) Network Rx not assigned to the Local Pharmacy

1. Highlight the Rx from the Patient Network Profile and select **Hold (Suspend) Rx** from the Extra Functions menu.



2. This will call up the **Hold Network Rx** form.



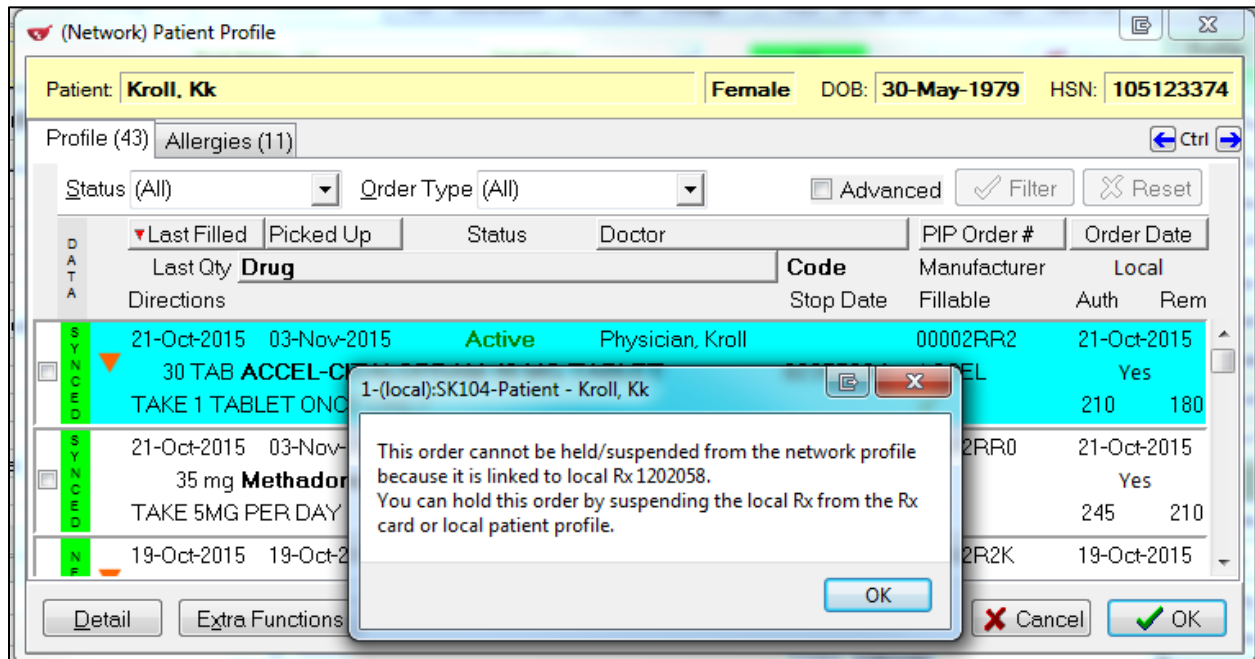
- a. In the **Effective Date** field, enter the date that the hold begins (i.e. when the patient should stop taking the medication).
- b. In the **End Date** field, optionally enter the date that the hold ends (leaving this field blank means that the hold is indefinite).

- c. From the **Reason Code** field, access the dropdown menu and select an option to explain why the prescription was placed on hold.
3. Click **OK** or press **Enter** on the keyboard to execute the hold.

**NOTE:** The **Reason Code** field cannot be populated free-form. A selection must be made from one of the reasons provided.

## Hold (Suspend) Network Rx Assigned to the Local Pharmacy

An Rx that was created or dispensed locally has to be put on **HOLD** locally. If an attempt is made to **HOLD** a local Rx on the Network, an error message will be displayed.



1. Highlight the Rx..

2. Select Extra Function > Suspend.

Last Name: Kroll    First Name: Kk    Salutation:    OK Save Cancel

Profile - All Rx's (61)    ESC - Back to Patient space    F - Refill    R - Reprint    D - Detail    M - Modify    C - Cancel    I - Inactivate    Extra Functions

#	Status	Orig Rx	Rx Num	DIN	Date	Age	Qty	Auth	Rem	Brand Name	Doctor
1		1202058	1202058	02355264	21/10/2015	14	30	210	180	Accel-Citalopram 40mg	
2	PartFill	9012414	9012414		21/10/2015	14	35	245	210	@Methadone 1mg/ml	
3	Transferred In	1202046	1202046	00865532	19/10/2015	16	60	300	240	Nu-Triazide 50/25mg	
4		9012407	9012407	02163918	14/09/2015	51	30	30	0	Tylenol With Codeine #4 30	
5		1201980	1201980		14/09/2015	51	100	700	600	@HC 1% Salicylic Acid 5%	
6	Inact (Transferred Out)	1201957	1201957	02305062	09/09/2015	56	1	7	6	Apo-Metformin ER 500mg	
7	Inact	1201956	1201956	02425491	09/09/2015	56	1	7	6	Invokana 300mg	
8	Inact	1201955	1201955	02293811	09/09/2015	56	1	7	6	Apo-Lansoprazole 15mg	
9		1201954	1201954	02247011	09/09/2015	56	1	7	6	Apo-Simvastatin 5mg	
10		1201953	1201953	02280213	09/09/2015	56	1	7	6	Avalide 25/300mg	
11	Not Disp. (Stop Date)	9012403	9012403	02303299	26/08/2015	70	30	30	30	AC&C Tablets 375/15/8mg	
12		1201943	1201943	02230879	17/08/2015	79	225	225	0	Apo-Amoxi Sugar Free Oral	

Allergies (6)    Add Drug    (F2)    Ins    Del  
 \* Cipro  
 \* Lincosamides  
 \* Macrobid  
 Macrolide Antibiotics  
 More ...  
 Medical Conditions (0)    (F2)    Ins    Del  
 Groups (0)    (F2)    Ins    Del

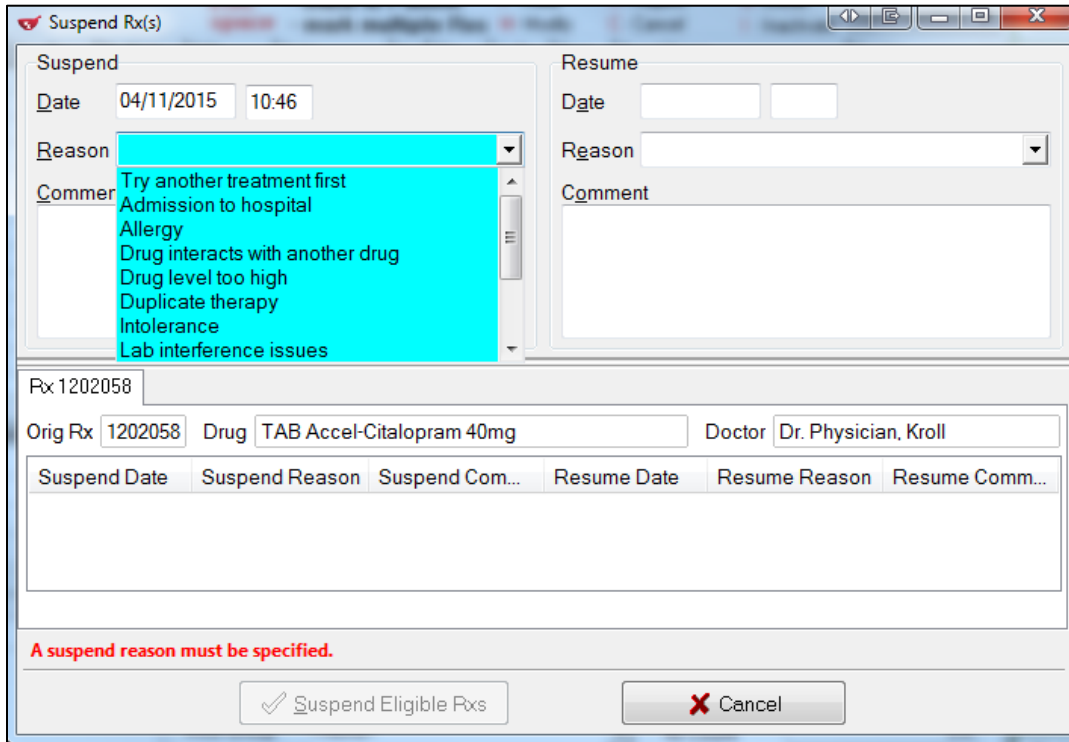
General    **Family (2)**    Nursing Home    Communications    Other  
 Patient  
 Active  
 Patient Type: Human  
 Deceased On:   
 Prescriptions  
 Delivery Type: Default (Pickup)  
 Delivery Route:   
 Price Group: <None>  
 Drug line 1: Default    2 Default  
 Double Count: Not Required  
 Snap Caps Requested     Snap Caps Documented  
 No Kroll Care     Compliance Calendar on Label

Consent  
 Privacy: Unknown  
 Unit Dose  
 Type: <N>  
 Cycle: <N>  
 Price Group: <D>  
 Rx Totals  
 Rx Count:   
 Dollar value:   
    date

User: KP (Kroll1 Pharmacist)

Profile  
 All Rx's  
 Active Rx's  
 Active Rx's w/Passtimes  
 Fill  
 Modify  
 Cancel  
 Reprint  
 Detail  
 Inactivate Rx  
 View Workflow Details  
 Counsel  
 Add to Doctor Callbacks  
 Add to Manual NH Batch  
 Add To Rx To Do List  
 AutoFill  
 NH Emergency Fill  
 Create Delivery Order  
 Change Next Fill Parameters  
 Copy to New Num and Make Unfilled  
 Display Therapeutic Equivalents    Ctrl+F5  
 Fax Doctor(s)  
 Renewal Notification  
 Toggle Batch Fill Status (Hold)  
 Transfer Rx to Another Store  
 Reactivate Rx  
**Suspend**  
 Resume  
 Change Columns

3. The **Suspend Rx(s)** form opens. Select a mandatory reason and enter a comment optionally.



Rx: 1202058

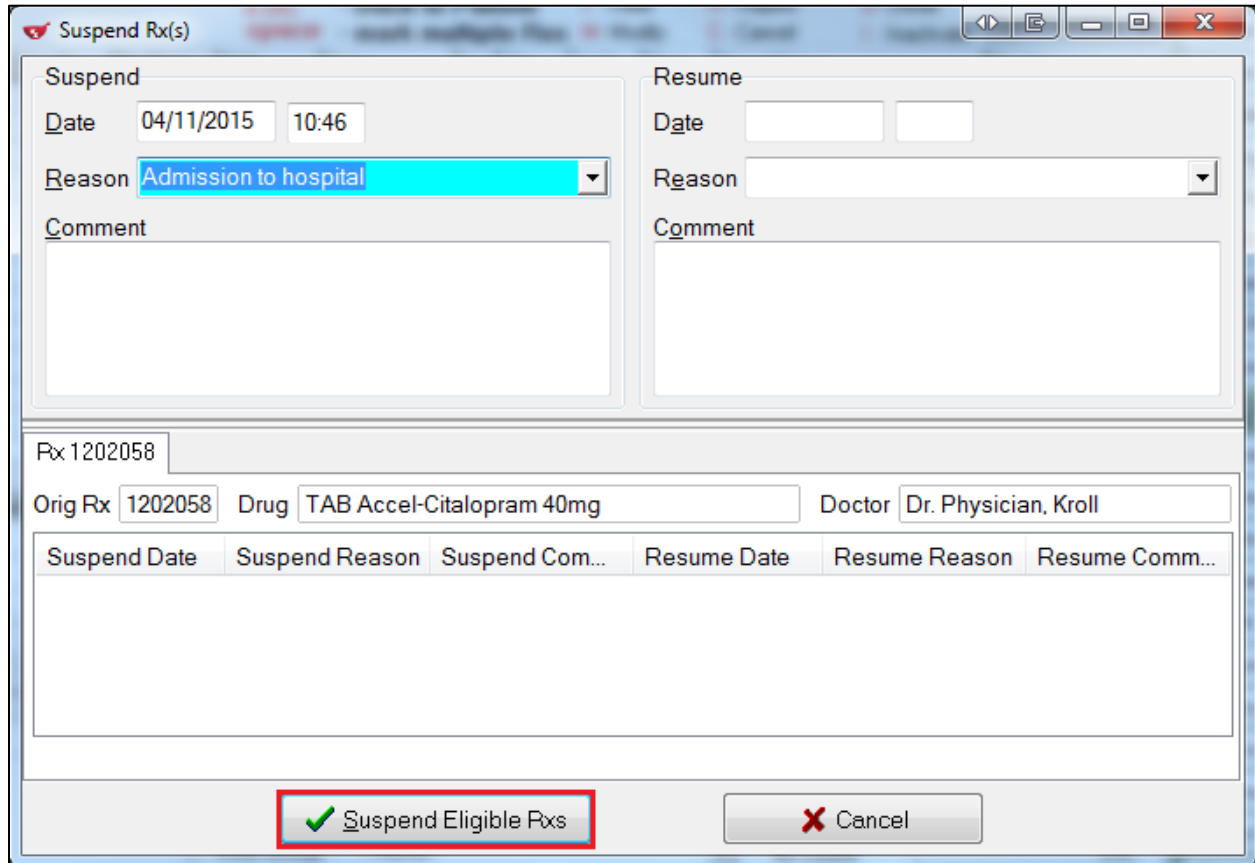
Orig Rx: 1202058    Drug: TAB Accel-Citalopram 40mg    Doctor: Dr. Physician, Kroll

Suspend Date	Suspend Reason	Suspend Com...	Resume Date	Resume Reason	Resume Comm...

**A suspend reason must be specified.**



4. Click **Suspend Eligible Rxs.**



5. Locally the Rx has a status of **Suspended**.

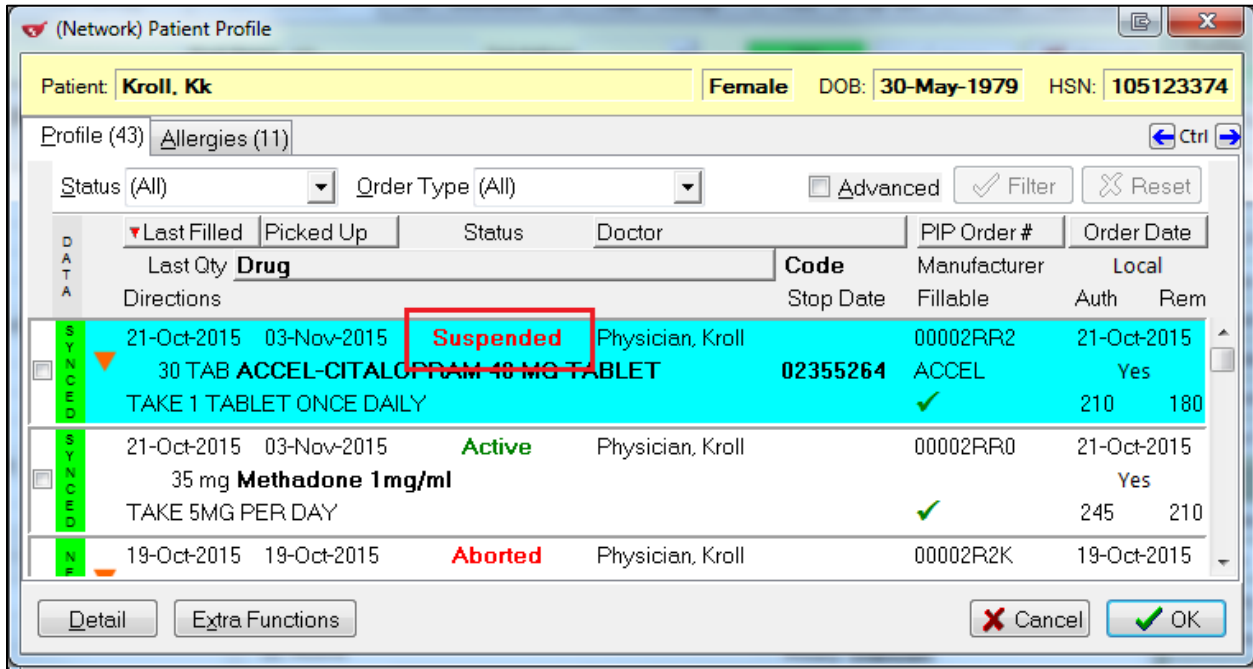
Last Name: Kroll, First Name: Kk, Salutation: [dropdown], [OK] [Save] [Cancel]

ESC - Back to Patient space - mark multiple Rxs

F - Refill, R - Reprint, D - Detail, M - Modify, C - Cancel, I - Inactivate, Extra Functions [dropdown]

#	Status	Orig Rx	Rx Num	DIN	Date	Agd Qty	Auth	Rem	Brand Name	Doctor
1	<b>Suspended</b>	1202058	1202058	02355264	21/10/2015	14 30	210 180		Accel-Citalopram 40mg	Physician,Kroll
2	PartFill	9012414	9012414		21/10/2015	14 35	245 210		@Methadone 1mg/ml	Physician,Kroll
3	Transferred In	1202046	1202046	00865532	19/10/2015	16 60	300 240		Nu-Triazide 50/25mg	Physician,Kroll
4		9012407	9012407	02163918	14/09/2015	51 30	30 0		Tylenol With Codeine #4 300/6	Physician,Kroll
5		1201980	1201980		14/09/2015	51 100	700 600		@HC 1% Salicylic Acid 5% In C	Physician,Kroll
6	Inact (Transferred Out)	1201957	1201957	02305062	09/09/2015	56 1	7 6		Apo-Metformin ER 500mg	Physician,Kroll
7	Inact	1201956	1201956	02425491	09/09/2015	56 1	7 6		Invokana 300mg	Physician,Kroll
8	Inact	1201955	1201955	02293811	09/09/2015	56 1	7 6		Apo-Lansoprazole 15mg	Physician,Kroll
9		1201954	1201954	02247011	09/09/2015	56 1	7 6		Apo-Simvastatin 5mg	Physician,Kroll
10		1201953	1201953	02280213	09/09/2015	56 1	7 6		Avalide 25/300mg	Physician,Kroll
11	Not Disp. (Stop Date)	9012403	9012403	02303299	26/08/2015	70 30	30 30		AC&C Tablets 375/15/8mg	Pharmacist,Kroll
12		1201943	1201943	02230879	17/08/2015	79 225	225 0		Apo-Amoxi Sugar Free Oral Sus	Physician,Kroll

6. On the Network the Rx has a status of **Suspended**.



## Release (Resume) Rx

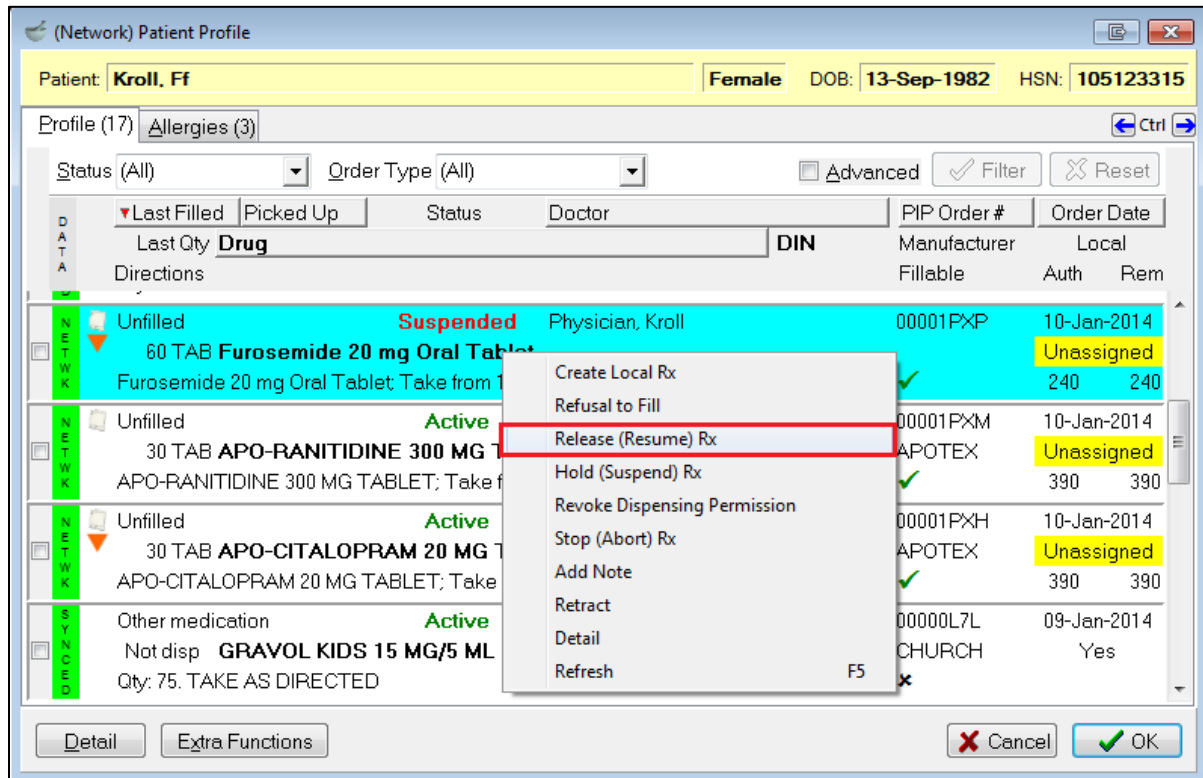
The option to **Release (Resume) Rx** is used to release prescriptions that are currently on hold (i.e. status **Suspended**). For example, a patient who transitions from an inpatient situation back to the community may require held prescriptions to be “released”.

There are two scenarios for **Releasing** an Rx:

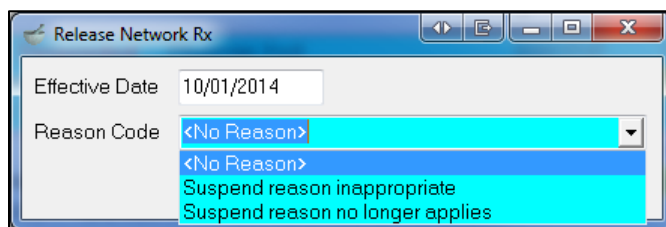
- a. Suspended Network Rx not assigned to the Local pharmacy
- b. Suspended Network Rx assigned to Local pharmacy

## Release (Resume) Suspended Network Rx

- To release a prescription that is on hold, highlight the suspended Rx from the **Patient Network Profile** and select **Release (Resume) Rx** from **Extra Functions** menu.



- This will call up the **Release Network Rx** form.



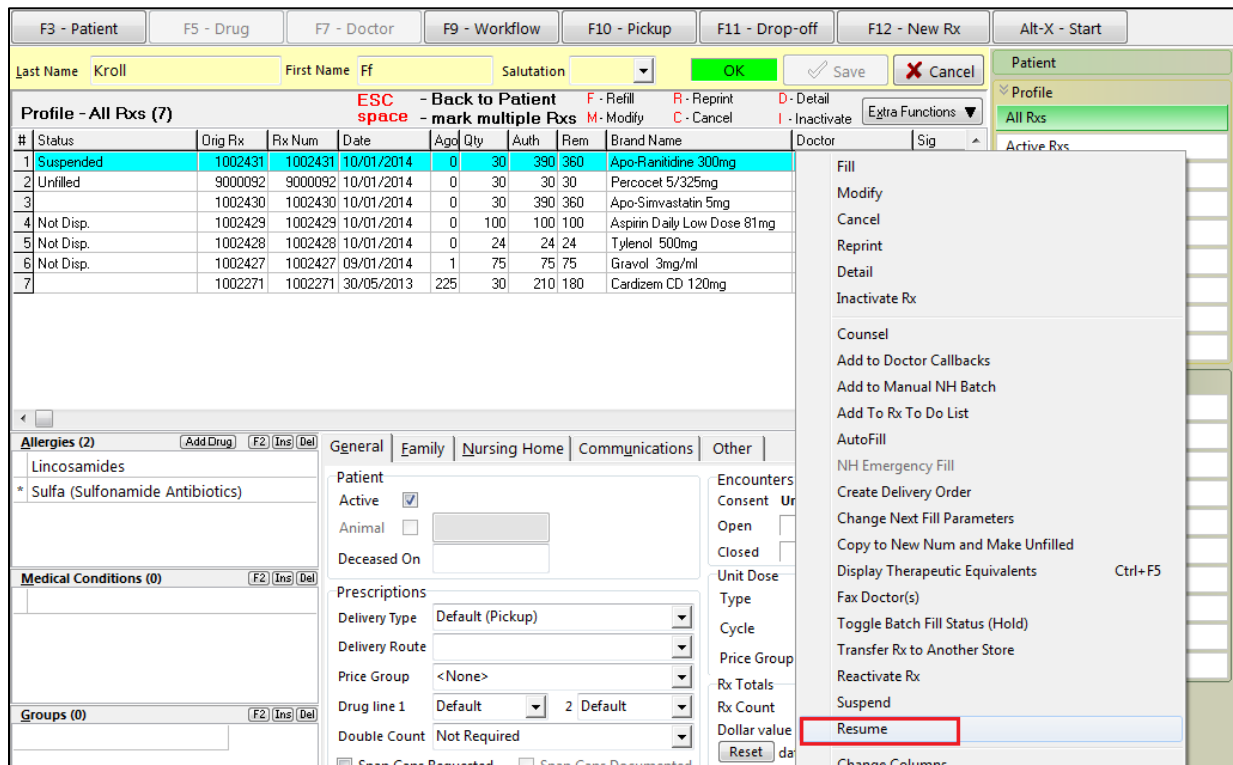
- In the **Effective Date** field, enter the date that the prescription was taken off hold (i.e. suspend) status.
  - From the **Reason Code** field, access the dropdown menu and select an available option to explain why the prescription was taken off hold.
- Click **OK** or press **Enter** on the keyboard to execute the **Release Rx**.

**NOTE:** The **Reason Code** field cannot be populated free-form. A selection must be made from one of the reasons provided.

## Release (Resume) Suspended Local Rx

A local Rx that has been suspended can only be **Resumed/ Released** from the local patient profile.

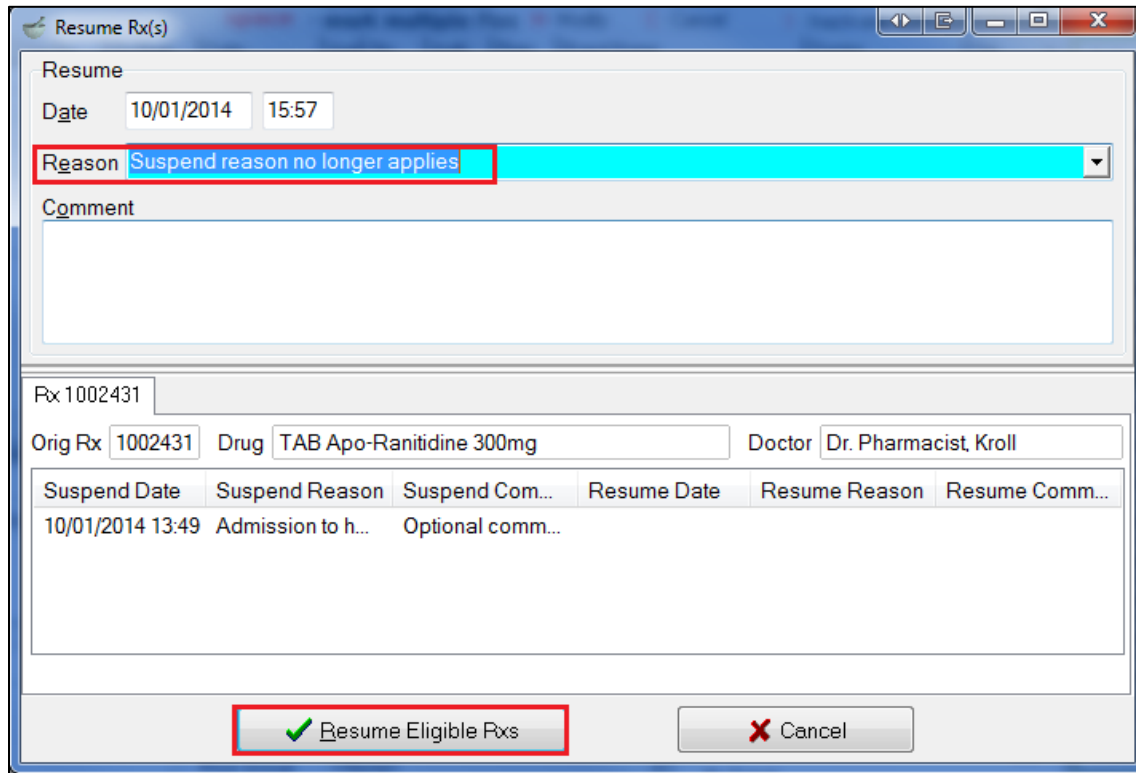
1. Go to patient profile, highlight Rx and then go to **Extra Functions** and select **Resume**.



The screenshot shows a patient profile for 'Kroll, FF'. A table of prescriptions is displayed, with the first row highlighted in blue. The 'Extra Functions' menu is open, and the 'Resume' option is highlighted with a red box.

#	Status	Orig Rx	Rx Num	Date	Agg Qty	Auth	Rem	Brand Name	Doctor	Sig
1	Suspended	1002431	1002431	10/01/2014	0	30	390 360	Apo-Ranitidine 300mg		
2	Unfilled	9000092	9000092	10/01/2014	0	30	30 30	Percocet 5/325mg		
3		1002430	1002430	10/01/2014	0	30	390 360	Apo-Simvastatin 5mg		
4	Not Disp.	1002429	1002429	10/01/2014	0	100	100 100	Aspirin Daily Low Dose 81mg		
5	Not Disp.	1002428	1002428	10/01/2014	0	24	24 24	Tylenol 500mg		
6	Not Disp.	1002427	1002427	09/01/2014	1	75	75 75	Gravol 3mg/ml		
7		1002271	1002271	30/05/2013	225	30	210 180	Cardizem CD 120mg		

- The Resume Rx(s) window will open. Select a reason for resuming the Rx and then click on **Resume Eligible Rx(s)** to send the message to the Network.



Resume Rx(s)

Resume

Date: 10/01/2014 15:57

Reason: Suspend reason no longer applies

Comment:

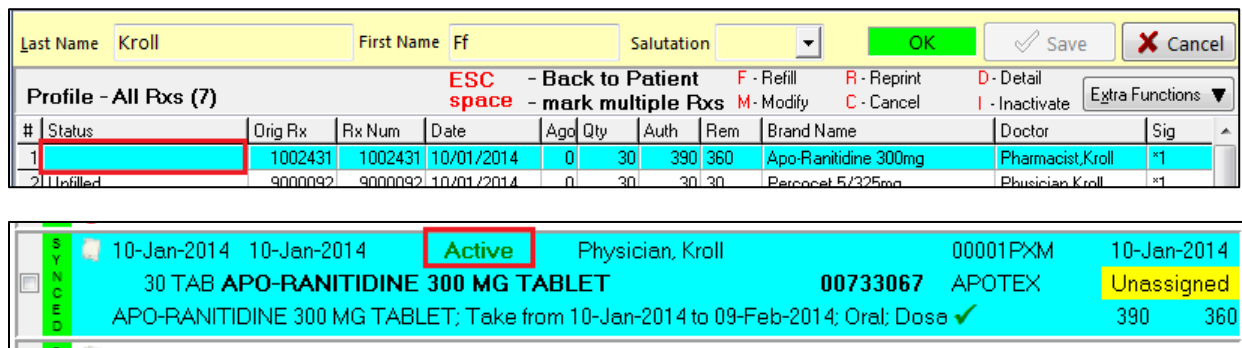
Rx 1002431

Orig Rx: 1002431 Drug: TAB Apo-Ranitidine 300mg Doctor: Dr. Pharmacist, Kroll

Suspend Date	Suspend Reason	Suspend Com...	Resume Date	Resume Reason	Resume Comm...
10/01/2014 13:49	Admission to h...	Optional comm...			

Resume Eligible Pxs Cancel

- The local Rx and associated Network Rx are now available for filling.



Last Name: Kroll First Name: Ff Salutation: OK Save Cancel

Profile - All Rxs (7)

ESC - Back to Patient F - Refill R - Reprint D - Detail  
 space - mark multiple Rxs M - Modify C - Cancel I - Inactivate Extra Functions

#	Status	Orig Rx	Rx Num	Date	Ago	Qty	Auth	Rem	Brand Name	Doctor	Sig
1	Infilled	1002431	1002431	10/01/2014	0	30	390	360	Apo-Ranitidine 300mg	Pharmacist, Kroll	*1
2	Infilled	9000092	9000092	10/01/2014	0	30	30	30	Percocet 5/325mg	Physician, Kroll	*1

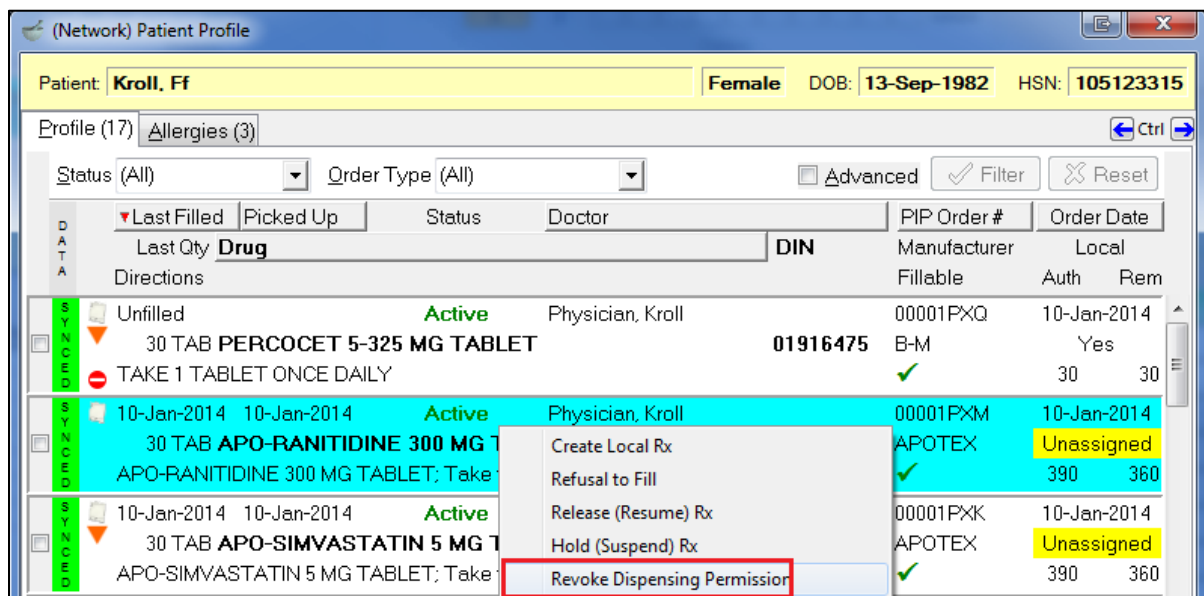
10-Jan-2014	10-Jan-2014	Active	Physician, Kroll	00001PXM	10-Jan-2014
30 TAB APO-RANITIDINE 300 MG TABLET		00733067	APOTEX	Unassigned	
APO-RANITIDINE 300 MG TABLET; Take from 10-Jan-2014 to 09-Feb-2014; Oral; Dosa ✓		390	360		

## Revoke Dispensing Permission

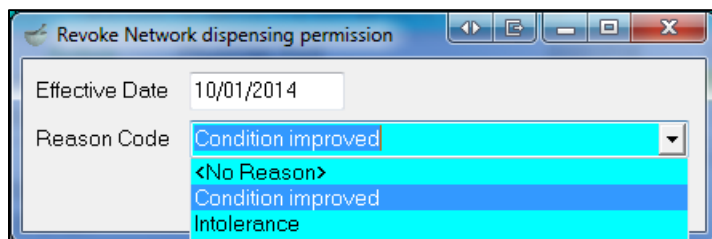
The option to **Revoke Dispensing Permission** is used when a **doctor** has decided that the prescription should no longer be dispensed to the patient. The intent of the message is to inform the dispenser (e.g. Pharmacist) that the patient should continue to consume the medication that they have in their possession until it is gone, but no further dispenses are allowed against the prescription (i.e. all remaining refills are cancelled).

### Revoke Dispensing Permission on the Network

1. To **Revoke** a prescription, highlight the Rx from the **Patient Network Profile** and select **Revoke Dispensing Permission** from the **Extra Functions** menu.



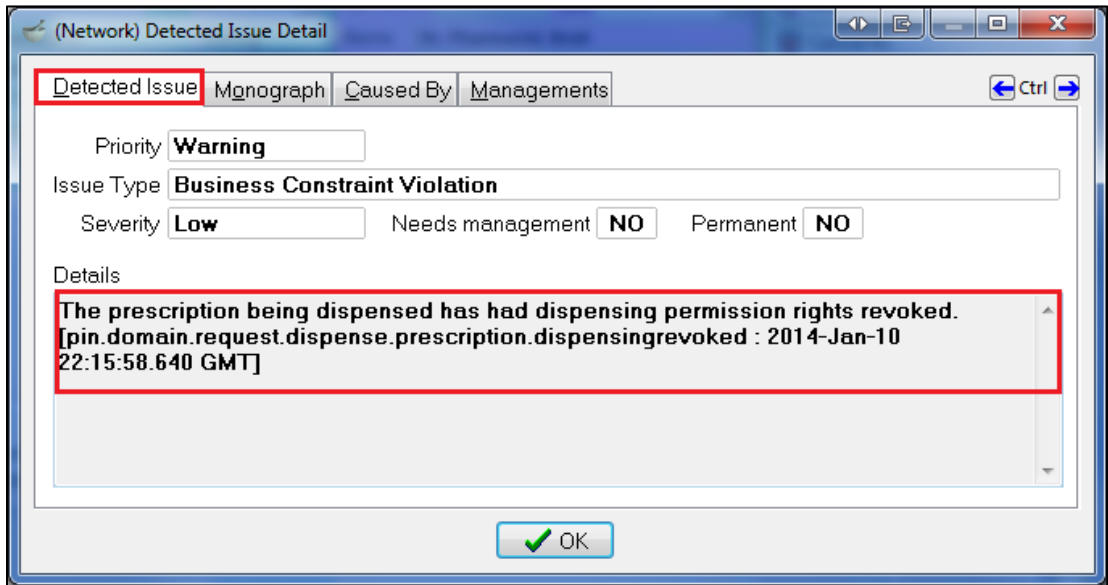
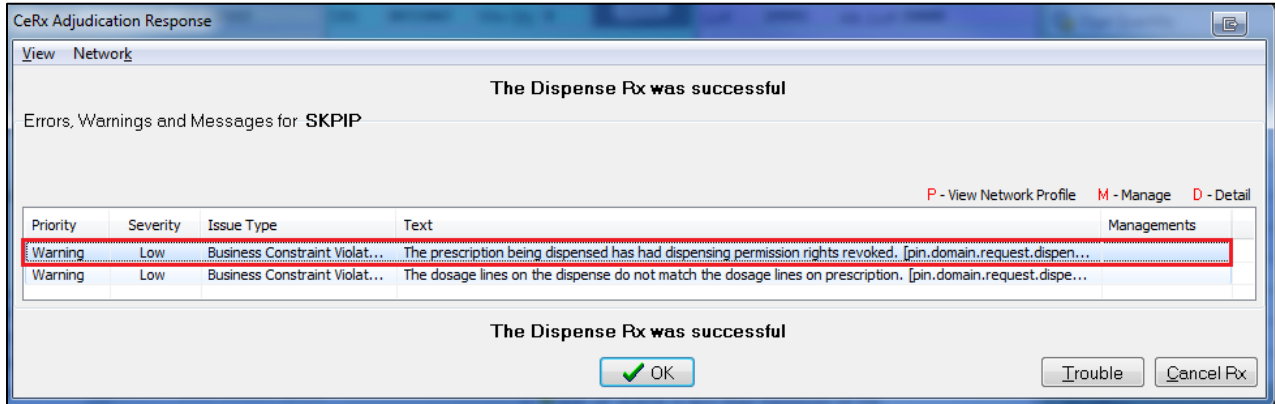
2. This will call up the Revoke Network dispensing permission form.



- a. In the **Effective Date** field, enter the date that the prescription was revoked (i.e. future refills stopped).
- b. From the **Reason Code** field, access the dropdown menu and select an option to explain why the prescription is being revoked.

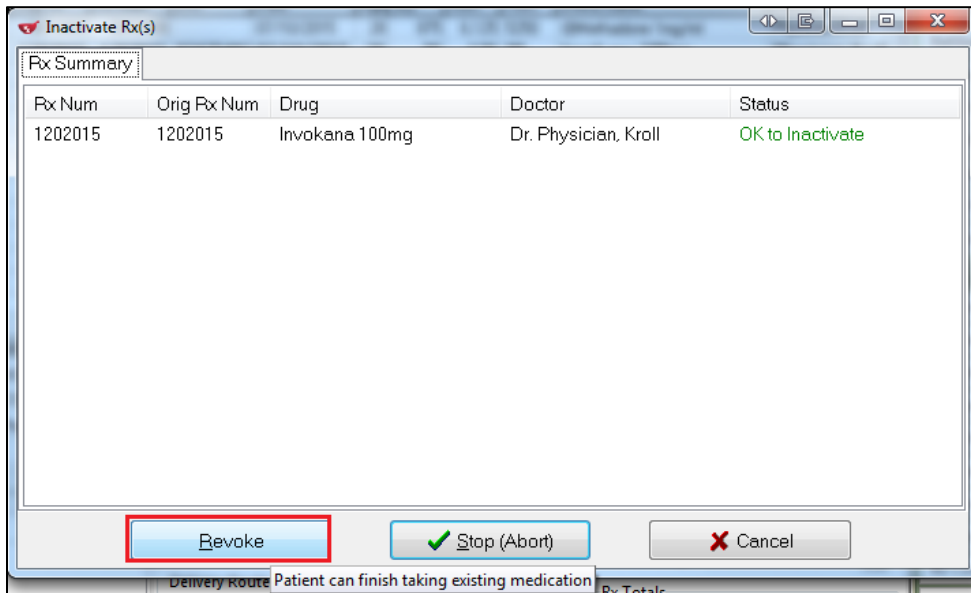
3. Click **OK** or press **Enter** on the keyboard to execute the revocation.

**NOTE:** The **Reason Code** field cannot be populated free-form. A selection must be made from one of the reasons provided. If you attempt to fill a prescription that has been revoked on the Network, PIP will accept the prescription, but will return the following warning:

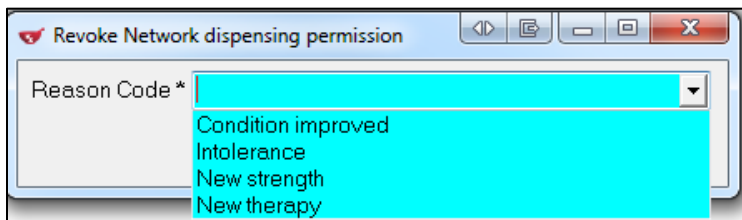


## Revoke Dispensing Permission locally

1. Locate Rx in patient profile. Highlight it and press **I** on the keyboard to **Inactivate**.
2. The **Inactivate Rx(s)** form will open.
3. Click **Revoke**.



4. Select a **Reason Code**.





5. Rx has a status of **Inact** locally

#	Status	Orig Rx	Rx Num	DIN	Date	Age	Qty	Auth	Rem	Brand Name	Doctor
1	PartFill	9012409	9012409		07/10/2015	28	875	6,125	5250	@Methadone 1mg/ml	Physician,Kroll
2	<b>Inact</b>	1202015	1202015	02425483	07/10/2015	28	30	120	90	Invokana 100mg	Physician,Kroll
3		1202014	1202014	01979574	07/10/2015	28	30	30	0	Apo-Gemfibrozil 300mg	Physician,Kroll
4		1202002	1202002		07/10/2015	28	15	15	0	@HC 1% Salicylic Acid 5% In G	Physician,Kroll
5	Unfilled	1202001	1202001	02293811	07/10/2015	28	30	30	30	Apo-Lansoprazole 15mg	Pharmacist,Kroll
6		1201999	1202000	00611174	07/10/2015	28	15	105	75	Lotriderm	Physician,Kroll
7	Unfilled	1201998	1201998	02383012	07/10/2015	28	1	1	1	Pms-Bosentan 62.5mg	Physician,Kroll
8	Unfilled (Inact)	1201996	1201996	02300451	07/10/2015	28	30	210	210	Glumetza 1000mg	Physician,Kroll
9	Unfilled (Inact)	1201995	1201995	02399164	07/10/2015	28	30	210	210	Med-Rosuvastatin 5mg	Physician,Kroll
10	Inact (Copied)	1201813	1201813	02293811	15/06/2015	142	30	150	120	Apo-Lansoprazole 15mg	Pharmacist,Kroll
11	Inact	1201712	1201712	00514497	10/03/2015	239	30	60	30	Loniten 2.5mg	Pharmacist,Kroll
12	Inact	1201678	1201678	02216965	11/02/2015	266	30	30	0	Invirase 200mg	Physician,Kroll

6. On the Network, the Rx has a status of **Revoked**.

(Network) Patient Profile

Patient: **Kroll, LI** Female DOB: **02-Jul-1982** HSN: **105123382**

Profile (27) Allergies (8)

Status (All) Order Type (All)  Advanced  Filter  Reset

Dispensed Yes  Refills Left Yes  Show only most recent order for each product  DIN  
 Dispensed No  Refills Left No  Effective Period to  PIP Order # 00002NZX  
 Both  Both  Treatment type (All) Doctor Lic #

Diagnosis/Symptom Indication  F2 Other indication (All)

DATA	Last Filled	Picked Up	Status	Doctor	PIP Order #	Order Date
	Last Qty	<b>Drug</b>	<b>Code</b>	Manufacturer	Local	
	Directions	Stop Date	Fillable	Auth	Rem	
<b>SYNCHRONIZED</b>	07-Oct-2015	07-Oct-2015	<b>Revoked</b>	Physician, Kroll	00002NZX	07-Oct-2015
		30 TAB	<b>Canagliflozin 100 mg Oral Tablet</b>	<b>70791</b>		<b>Unassigned</b>
	Canagliflozin 100 mg Oral Tablet; Take from 07-Oct-2015 to 06-Nov-2015; <b>07-Oct-2016</b> ✕					120 90

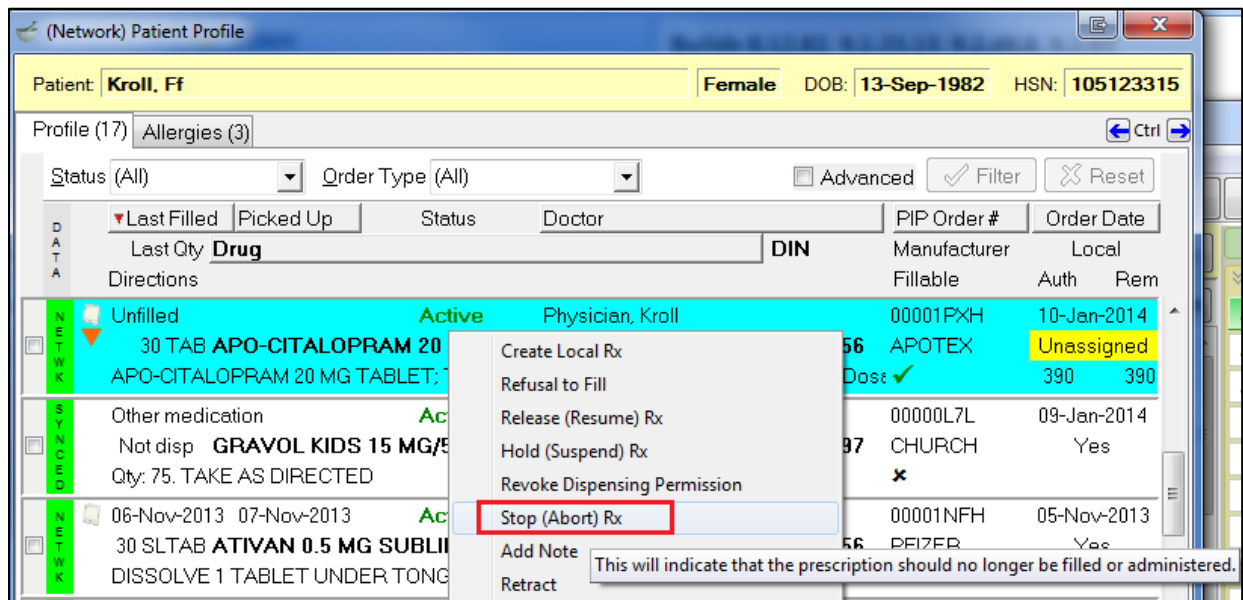
Detail Extra Functions  Cancel  OK

## Stop (Abort) Rx

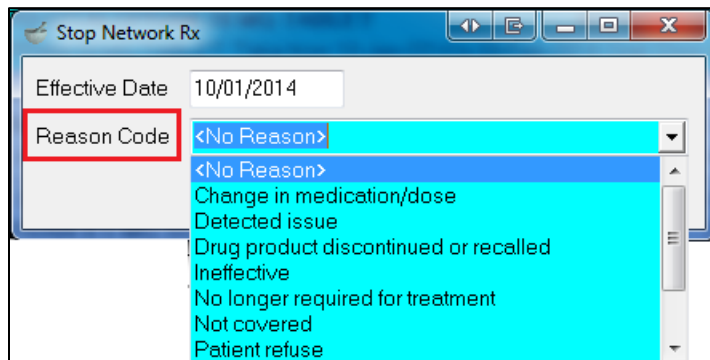
The option to Stop (Abort) Rx is used when a pharmacist or provider determines that a drug should no longer be dispensed and should no longer be taken by the patient. Situations where a prescription may need to be stopped (i.e. aborted) are product recalls, duplicate therapy contraindication, or other therapy issues. This request can be sent throughout the prescription lifecycle.

### Stop (Abort) Rx from Network Profile

1. To stop/abort a prescription, highlight the Rx from the **Patient Network Profile** and select **Stop (Abort) Rx** from the **Extra Functions** menu.

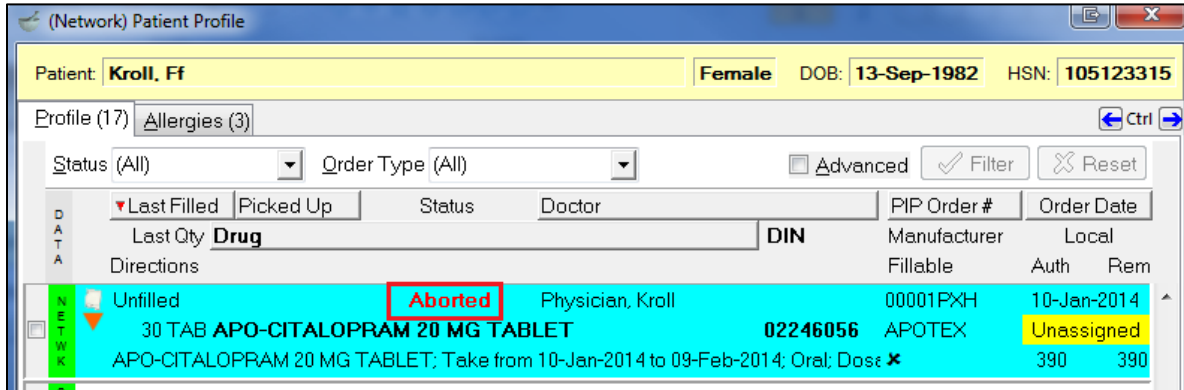


2. This will call up the **Stop Network Rx** form.



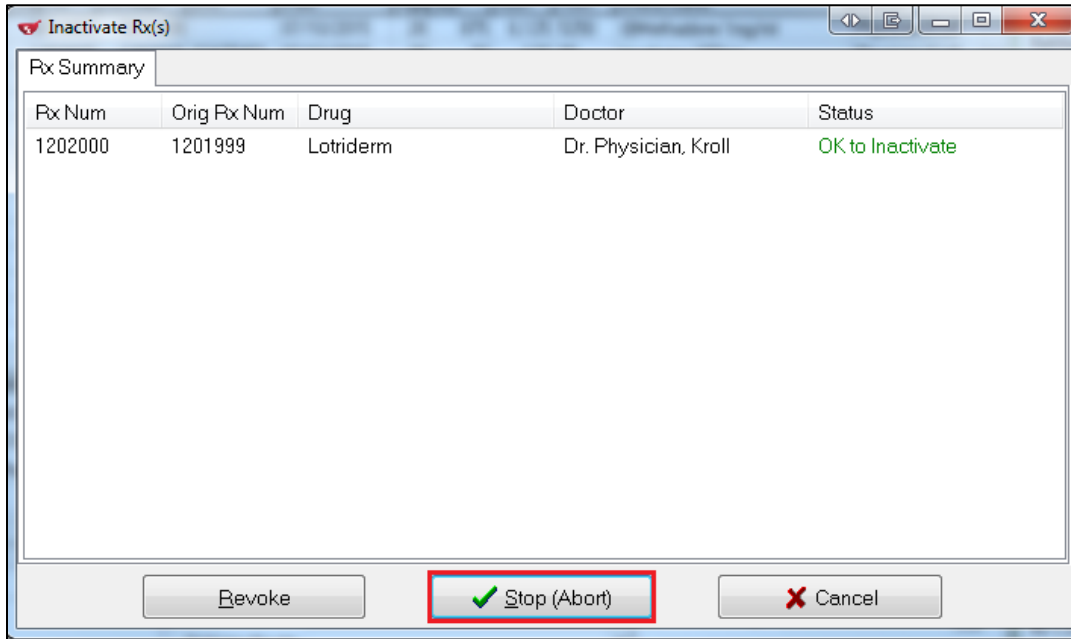
- a. In the **Effective Date** field, enter the date that the prescription was stopped (i.e. aborted).
  - b. From the **Reason Code** field, access the dropdown menu and select an available option to explain why the prescription is being aborted.
3. Click **OK** or press **Enter** on the keyboard to execute the **Stop (Abort) Rx**.

The Rx will now have a status of aborted.

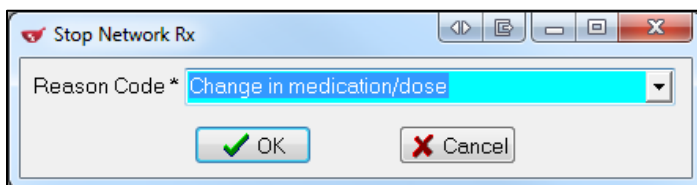


## Stop (Abort) from Local Patient Profile

1. To stop/abort a prescription, highlight Rx to Stop (Abort) and press I on the keyboard to inactivate.
2. The **Inactivate (Rxs)** form will open.
3. Click **Stop (Abort)**.



4. Enter a reason for the stop and the click **OK**.



5. Locally, Rx has a status **Inactive**.

#	Status	Orig Rx	Rx Num	DIN	Date	Agd	Qty	Auth	Rem	Brand Name	Doctor
1	PartFill	9012409	9012409		07/10/2015	28	875	6,125	5250	@Methadone 1mg/ml	Physician,Kroll
2	Inact	1202015	1202015	02425483	07/10/2015	28	30	120	90	Invokana 100mg	Physician,Kroll
3		1202014	1202014	01979574	07/10/2015	28	30	30	0	Apo-Gemfibrozil 300mg	Physician,Kroll
4		1202002	1202002		07/10/2015	28	15	15	0	@HC 1% Salicyclic Acid 5% In C	Physician,Kroll
5	Unfilled	1202001	1202001	02293811	07/10/2015	28	30	30	30	Apo-Lansoprazole 15mg	Pharmacist,Kroll
6	<b>Inact</b>	<b>1201999</b>	<b>1202000</b>	<b>00611174</b>	<b>07/10/2015</b>	<b>28</b>	<b>15</b>	<b>105</b>	<b>75</b>	<b>Lotiderm</b>	<b>Physician,Kroll</b>
7	Unfilled	1201998	1201998	02383012	07/10/2015	28	1	1	1	Pms-Bosentan 62.5mg	Physician,Kroll
8	Unfilled (Inact)	1201996	1201996	02300451	07/10/2015	28	30	210	210	Glumetza 1000mg	Physician,Kroll
9	Unfilled (Inact)	1201995	1201995	02399164	07/10/2015	28	30	210	210	Med-Rosuvastatin 5mg	Physician,Kroll
10	Inact (Copied)	1201813	1201813	02293811	15/06/2015	142	30	150	120	Apo-Lansoprazole 15mg	Pharmacist,Kroll
11	Inact	1201712	1201712	00514497	10/03/2015	239	30	60	30	Loniten 2.5mg	Pharmacist,Kroll
12	Inact	1201678	1201678	02216965	11/02/2015	266	30	30	0	Invirase 200mg	Physician,Kroll

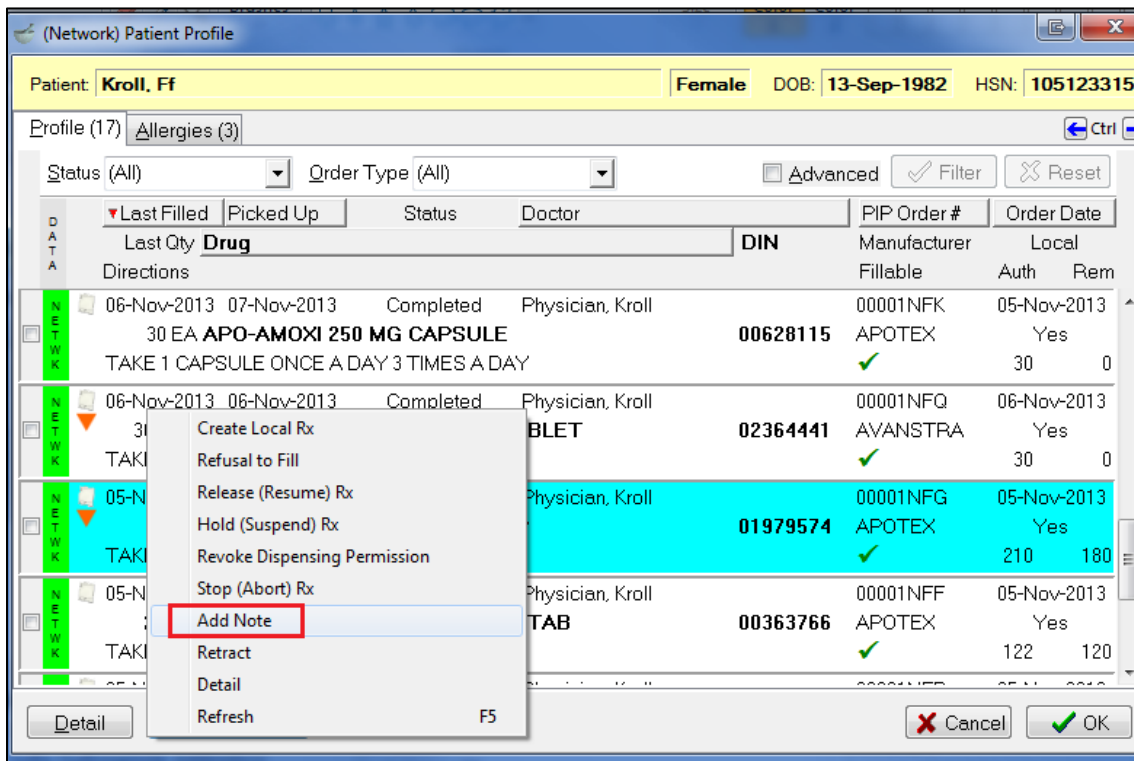
6. On the Network Profile the Rx has a status of **Aborted**.

DATA	Last Filled	Picked Up	Status	Doctor	PIP Order #	Order Date
<div style="background-color: #00FF00; padding: 2px;">07-Oct-15</div> <div style="background-color: #00FF00; padding: 2px;">30 TAB</div> <div style="background-color: #00FF00; padding: 2px;">Canagliflozin 100 mg Oral Tablet</div>	07-Oct-2015	07-Oct-2015	<b>Revoked</b>	Physician, Kroll	00002NZX	07-Oct-2015
<div style="background-color: #00FF00; padding: 2px;">07-Oct-15</div> <div style="background-color: #00FF00; padding: 2px;">30 CAP</div> <div style="background-color: #00FF00; padding: 2px;">APO-GEMFIBROZIL 300 MG CAP</div>	07-Oct-2015	07-Oct-2015	<b>Active</b>	Physician, Kroll	00002NZR	07-Oct-2015
<div style="background-color: #00FF00; padding: 2px;">07-Oct-15</div> <div style="background-color: #00FF00; padding: 2px;">15 g</div> <div style="background-color: #00FF00; padding: 2px;">HC 1% Salicyclic Acid 5% In Glaxal Base</div>	07-Oct-2015	07-Oct-2015	<b>Revoked</b>	Physician, Kroll	00002NZ8	07-Oct-2015
<div style="background-color: #00FF00; padding: 2px;">07-Oct-15</div> <div style="background-color: #00FF00; padding: 2px;">15 ml</div> <div style="background-color: #00FF00; padding: 2px;">LOTRIDERM 1 %-0.05 % CREAM</div>	07-Oct-2015	19-Oct-2015	<b>Aborted</b>	Physician, Kroll	00002NZ4	07-Oct-2015

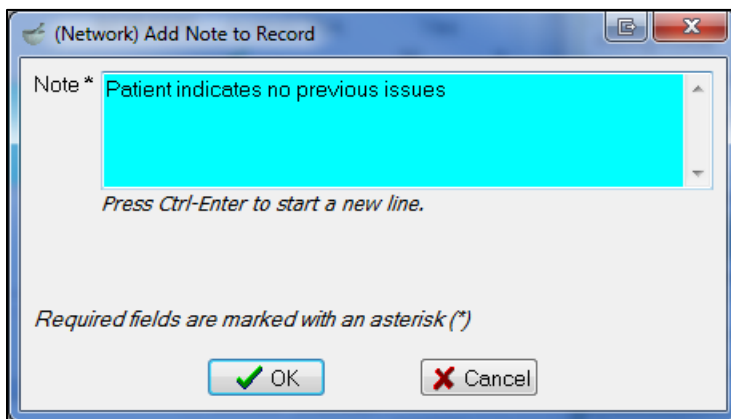
## Add Note

The option to **Add Note** is used to document additional information concerning a prescription. Notes are primarily used to document error corrections, information change, or new information, but can be used for any reason deemed fit by the pharmacy.

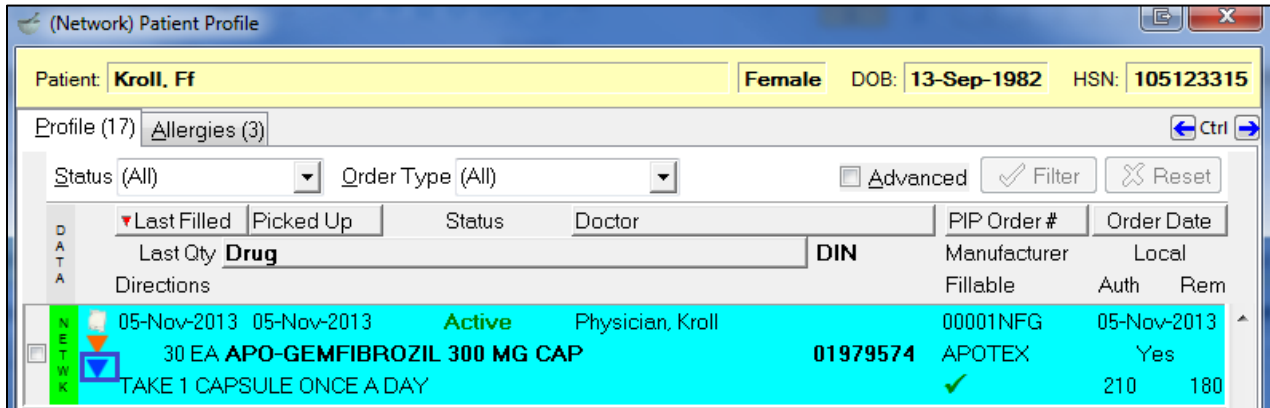
1. To add a note to a prescription, highlight the Rx from the **Patient Network Profile** and select **Add Note** from the **Extra Functions** menu.



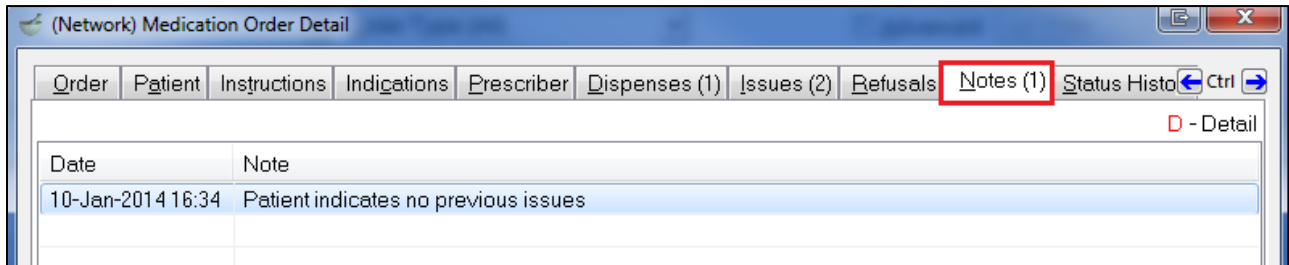
2. This will call up the **Add Note to Record** form.



- a. In the **Reason for change** field, select a reason why the note is being added. Enter the note and click **OK** or press **Enter** on the keyboard to add the note to PIP.
3. A blue indicator on the **Profile Summary** screen indicates there are attached notes on this prescription.



4. Retrieve notes that have been added to a prescription from the **Patient Network Profile** by detailing the prescription entry and clicking on the **Notes** tab.



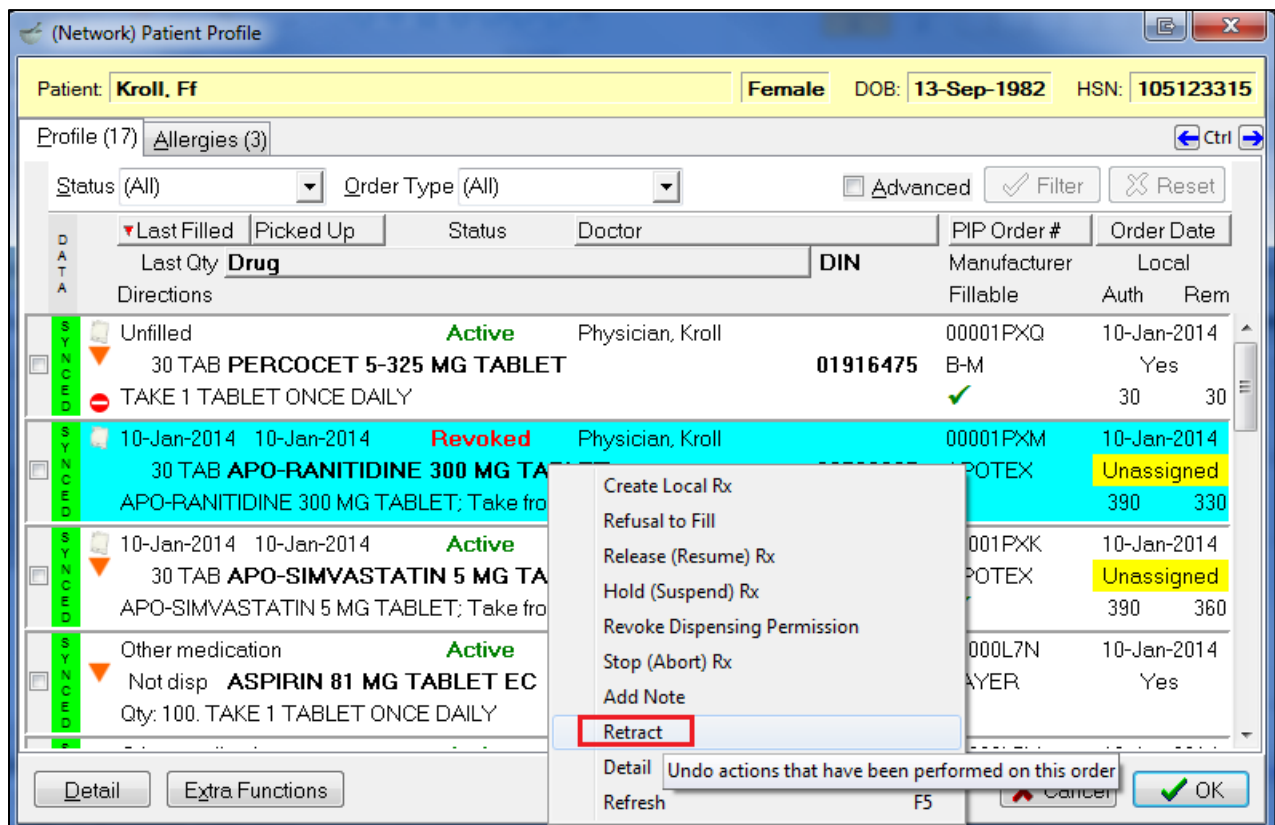
## Retract Rx

This function allows you to reverse a Network transaction (e.g. Hold Rx, Release Rx, Stop Rx, etc.) made to prescription entries on a patient’s Network profile. Once an action has been “retracted” it will no longer appear in the result set of subsequent queries made on that prescription.

A transaction must meet three conditions in order to be retracted:

1. The Network user who executed the transaction must be the user who performs the retract.
2. No other Network user has viewed the Patient Network Profile after the transaction was made.
3. The retract must be performed within 24 hours of when the transaction was created.

To retract an Rx, highlight the network prescription entry and select **Retract Rx** from the **Extra functions** menu.



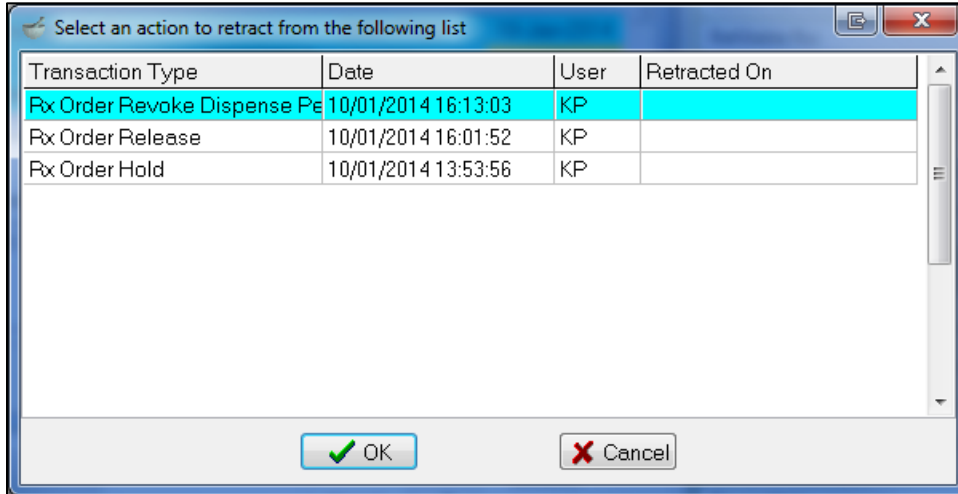
The screenshot shows the (Network) Patient Profile window for Patient: Kroll, FF, Female, DOB: 13-Sep-1982, HSN: 105123315. The interface includes a search bar, filters for Status and Order Type, and a table of prescriptions. The following table represents the data visible in the screenshot:

DATA	Last Filled	Picked Up	Status	Doctor	PIP Order #	Order Date
Unfilled			Active	Physician, Kroll	00001PXQ	10-Jan-2014
30 TAB PERCOCET 5-325 MG TABLET					01916475	
TAKE 1 TABLET ONCE DAILY						
10-Jan-2014	10-Jan-2014		Revoked	Physician, Kroll	00001PXM	10-Jan-2014
30 TAB APO-RANITIDINE 300 MG TA					POTEX	Unassigned
APO-RANITIDINE 300 MG TABLET; Take fro						390 330
10-Jan-2014	10-Jan-2014		Active		0001PXX	10-Jan-2014
30 TAB APO-SIMVASTATIN 5 MG TA					POTEX	Unassigned
APO-SIMVASTATIN 5 MG TABLET; Take fro						390 360
Other medication			Active		000L7N	10-Jan-2014
Not disp ASPIRIN 81 MG TABLET EC					AYER	Yes
Qty: 100. TAKE 1 TABLET ONCE DAILY						

The context menu for the highlighted entry includes the following options: Create Local Rx, Refusal to Fill, Release (Resume) Rx, Hold (Suspend) Rx, Revoke Dispensing Permission, Stop (Abort) Rx, Add Note, **Retract**, Detail, Refresh, and Undo actions that have been performed on this order.



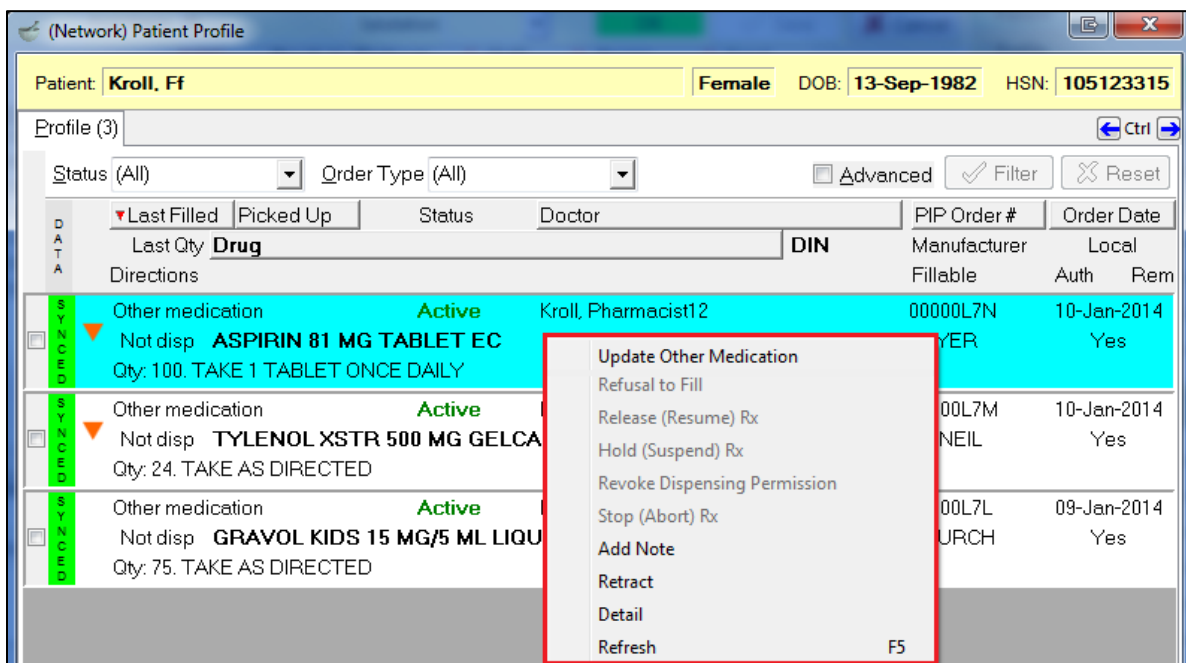
A screen will appear listing all the Network transactions that were made to the prescription. Highlight the **Transaction Type** that needs to be reversed and press **Enter** or click **OK** to perform the **Retract**.



## Extra Functions for Not Dispensed Rxs on the Network

**Not Dispensed** prescriptions on the Network (i.e. Rxs filled for “other medications”) have a slightly different **Extra Functions** menu than “regular” prescriptions.

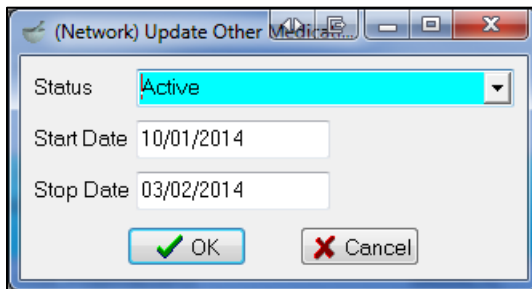
Highlight the **Not Dispensed** Rx of interest and call up the **Extra Functions** menu by clicking on the **Extra Functions** button, or pressing **X** on the keyboard.



The options to **Add Note**, **Retract Rx**, **Detail** and **Refresh** are the same as for regular prescription entries; however, the **Update Other Medication** option is unique to **Not Dispersed** Rxs only.

## Update Other Medication

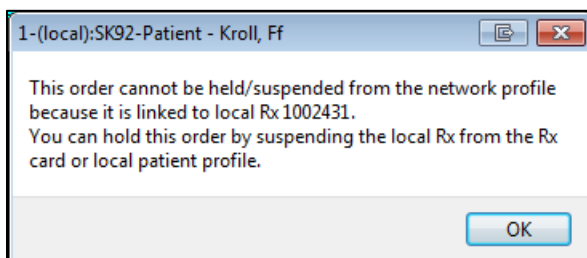
Highlight a **Not Dispersed** prescription from the **Patient Network Profile** and select **Update Other Medication** from the **Extra Functions** menu to call up the **Update Other Medication** form.



- **Status:** Update the status of the **Not Dispersed** Rx to **Active** (i.e. the patient is still taking the “other medication”) or **Complete** (i.e. the patient is finished with the course of the “other medication”).
- **Start Date:** Enter the date that the patient starts taking the “other medication”. The date is defaulted to the current date, but can be manually adjusted.
- **Stop Date:** Optionally enter the date that the patient completes, or is expected to complete, the “other medication” therapy (a blank stop dates indicates that the therapy is to continue indefinitely).

Click **OK** or press **Enter** on the keyboard to save information on the **Update Other Medication** form.

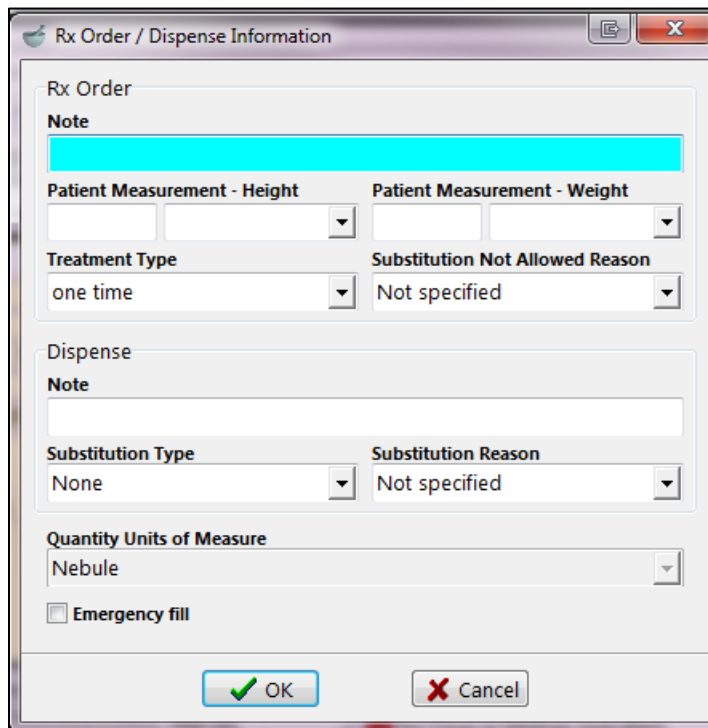
**NOTE:** If a **Not Dispersed** Rx is updated on the Network, it will not be updated on the local system. And if it is update on the local system, it is not resent to the Network.



## Network Options from the Filling Screen

From the F12 Filling screen, you can add supplementary **Rx Order/Dispense Information** to PIP. **Rx Order** information is entered one-time only; it is essentially the electronic record of the written script. **Dispense** information can be entered each time a prescription is filled or refilled. Dispense information is specific to a particular fill in a prescription chain. Entering supplementary **Rx Order** and/or **Dispense** information is optional.

1. From the F12-Fill Rx screen, go to Network > Edit Rx Order/Dispense Information.



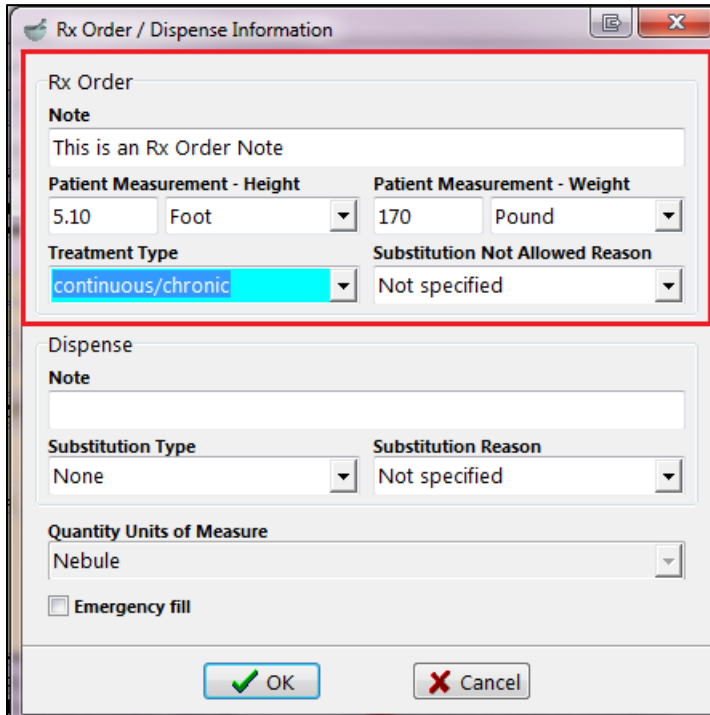
2. Fill out the **Rx Order** section of the form:

**NOTE:** The **Rx Order** section is only available for **New Rxs** or **Unfilled Rxs**.

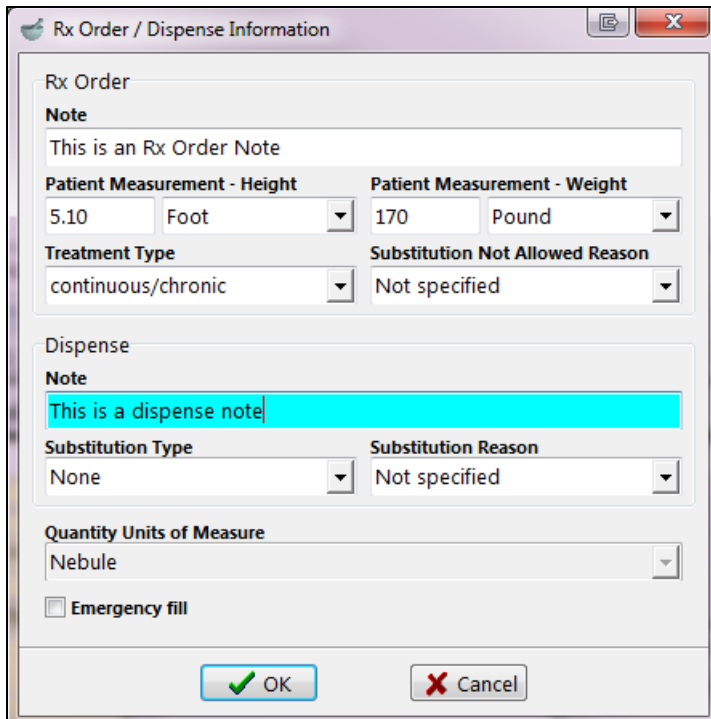
- a. **Note:** Enter a note that will apply to the prescription as a whole, as opposed to just one particular fill.
- b. **Patient Measurement – Height:** Enter the height of the patient in centimeters, feet, inches or meters.
- c. **Patient Measurement – Weight:** Enter the weight of the patient in grams, kilograms, ounces or pounds.
- d. **Treatment Type:** From a pre-populated dropdown menu, indicate whether the treatment is ‘as needed’, ‘continuous/chronic’, ‘one time’, or ‘short term/acute’.

- e. **Substitution Not Allowed Reason:** From a pre-populated dropdown menu, select a reason why drug substitutions are not allowed for the Rx Order. Option include: 'Not Specified', 'Allergy/Intolerance', 'Clinical Trial', 'Compliance Concern', 'Patient Choice' or 'Therapeutic Characteristics'.

**NOTE:** When the **Substitution Not Allowed Reason** is set to **Not Specified**, drug substitutions are allowed for future fills.



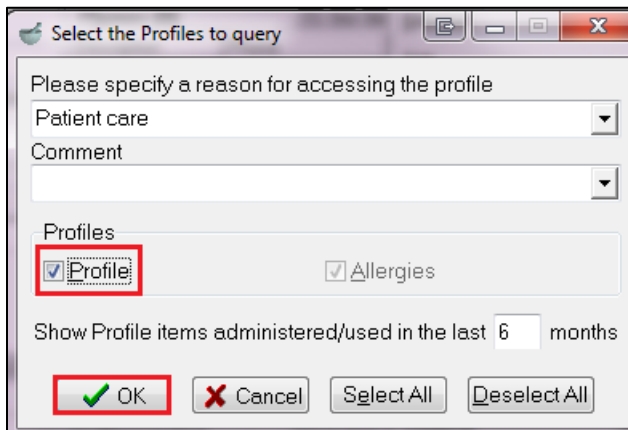
3. Fill out the **Dispense** section of the form:
  - a. **Note:** Enter a note that is specific to the particular fill and not necessarily to the Rx Order as a whole.
  - b. **Substitution Type:** If a drug substitution is being made to the fill, indicate whether it is a 'Formulary', 'Generic', or 'Therapeutic' substitution.
  - c. **Substitution Reason:** If a drug substitution is being made to the dispense, indicate the reason for the substitution as 'Not Specified', 'Continuing Therapy', 'Formulary Policy', 'Out of Stock', or 'Regulatory Requirement'.



4. Press **Enter** on the keyboard or click **OK** to save changes made to the **Rx Order/Dispense Information** form.
5. Press **F12-Fill Rx** to fill the prescription.

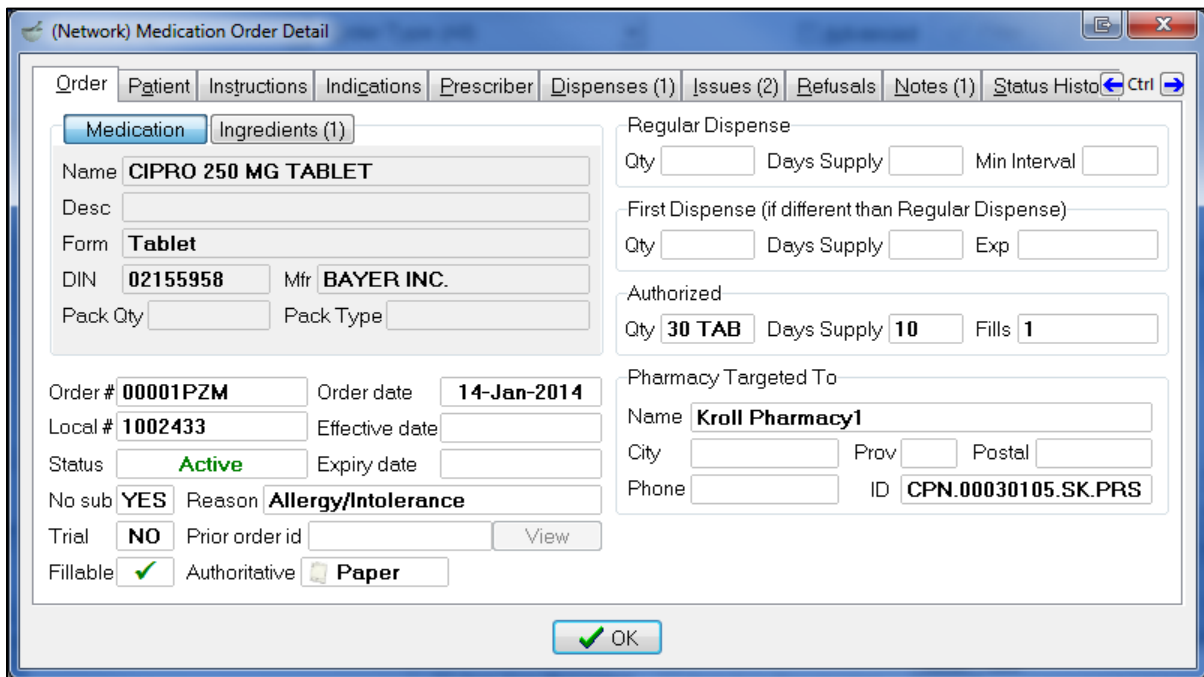
## Retrieve Rx Order/Dispense Details

1. Pull up the patient card.
2. Go to Network > Profiles.
3. Log in with your Kroll username and password to access the patient's Network profile.



4. Highlight the Rx that contains the **Rx Order/Dispense Information** that needs to be retrieved.
5. Click the **Detail** button or press **D** on the keyboard to bring up the **Medication Order Detail** form.
6. Rx Order/Dispense Information can be recalled from the Medication Order Detail form under the Order, Dispenses and Notes tabs.

**NOTE:** The bracketed number next to **Dispenses**, **Notes** and **Issues** tab indicates the number of fills, notes and Issues for the original **Rx Order**.



The screenshot shows a software window titled "(Network) Medication Order Detail". At the top, there is a navigation bar with tabs: Order, Patient, Instructions, Indications, Prescriber, Dispenses (1), Issues (2), Refusals, Notes (1), and Status History. The "Medication" tab is selected. Below the tabs, there are two sub-tabs: "Medication" and "Ingredients (1)".

The "Medication" section contains the following fields:

- Name: CIPRO 250 MG TABLET
- Desc: (empty)
- Form: Tablet
- DIN: 02155958 Mfr: BAYER INC.
- Pack Qty: (empty) Pack Type: (empty)

The "Dispenses" section contains:

- Regular Dispense: Qty (empty) Days Supply (empty) Min Interval (empty)
- First Dispense (if different than Regular Dispense): Qty (empty) Days Supply (empty) Exp (empty)
- Authorized: Qty 30 TAB Days Supply 10 Fills 1

The "Order" section contains:

- Order #: 00001PZM Order date: 14-Jan-2014
- Local #: 1002433 Effective date: (empty)
- Status: Active Expiry date: (empty)
- No sub: YES Reason: Allergy/Intolerance
- Trial: NO Prior order id: (empty) View: (button)
- Fillable:  Authoritative:  Paper:

The "Pharmacy Targeted To" section contains:

- Name: Kroll Pharmacy1
- City: (empty) Prov: (empty) Postal: (empty)
- Phone: (empty) ID: CPN.00030105.SK.PRS

At the bottom center of the window is an "OK" button with a green checkmark icon.

(Network) Medication Order Detail

Order Patient Instructions Indications Prescriber **Dispenses (1)** Issues (2) Refusals Notes (1) Status History Ctrl

DATA	Date	Picked Up	Status	Dispensed By	PIP Disp #	DIN	Local
							Days Supply
<b>NEW</b>	14-Jan-2014		Active	Kroll, Pharmacist12	000032GT	02155958	Yes
<b>WORK</b>							10 days

Quantity **Drug**  
Directions  
TAKE 1 TABLET 3 TIMES A DAY UNTIL FINISHED

**Detail** Extra.Functions

OK

(Network) Medication Order Detail

Order Patient Instructions Indications Prescriber Dispenses (1) **Issues (2)** Refusals Notes (1) Status History Ctrl

**D - Detail**

Priority	Severity	Issue Type	Text	Managements
Error	Low	Drug Interaction Alert		Added Concurrent Therapy-
<b>Error</b>	Low	Therapeutic Product Alert	DDI Detected. The DDI monograph title is: CITALOPRAM/QT ...	Added Concurrent Therapy-

(Network) Medication Order Detail

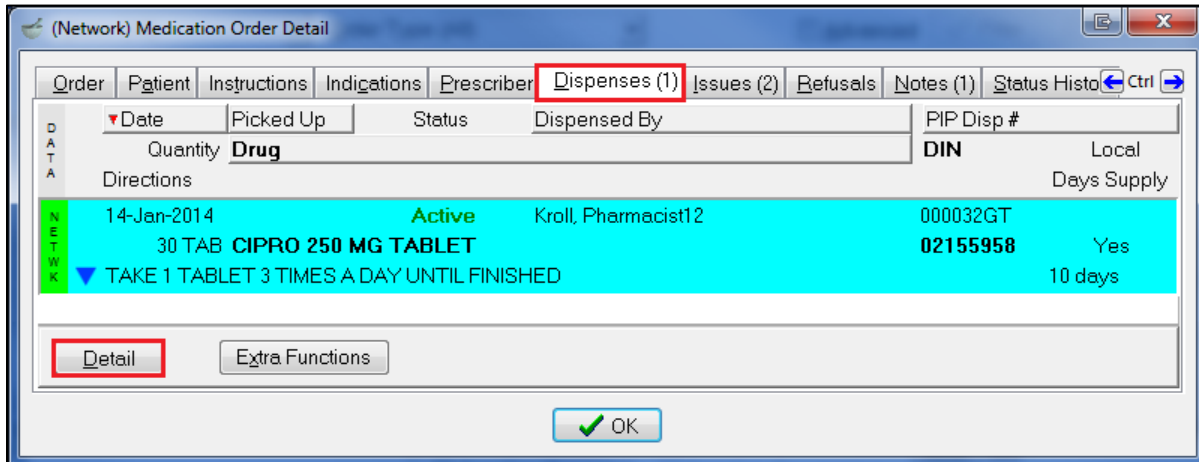
Order Patient Instructions Indications Prescriber Dispenses (1) Issues (2) Refusals **Notes (1)** Status History Ctrl

**D - Detail**

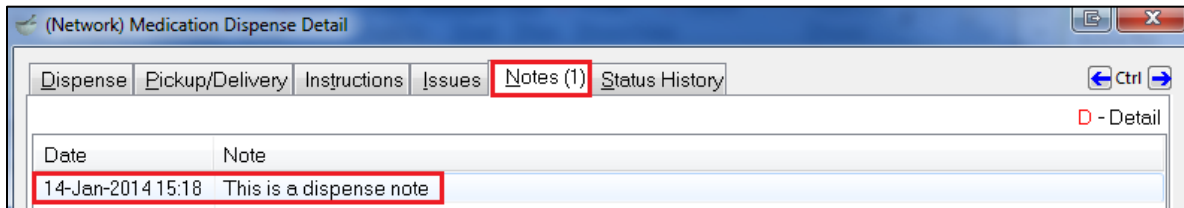
Date	Note
14-Jan-2014 15:18	Patient cannot tolerate generic

7. Access **Dispense notes** as follows:

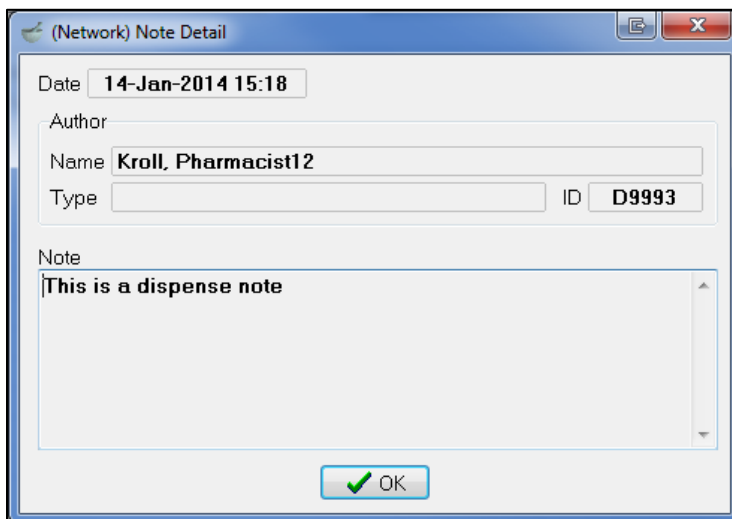
- a. From the **Medication Order Detail** form, click on the **Dispense** tab.
- b. Highlight the appropriate dispense date and click the **Details** button or press **D** on the keyboard to call up the **Rx Order Dispense Detail** screen.



- c. From the Rx Order Dispense Detail screen, click on the **Notes** tab to view the note.



- d. Highlight the note and press **D** on the keyboard to call up full note details.





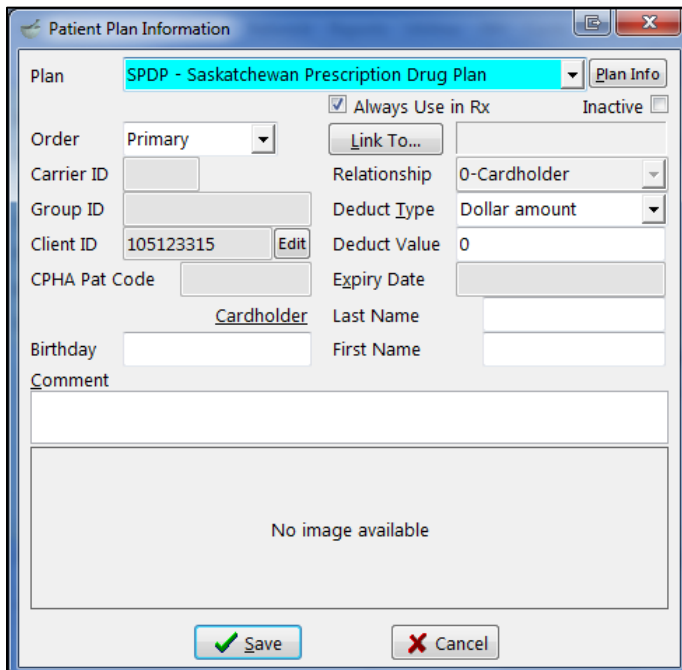
# Filling Prescriptions

With PIP integrated in Kroll, all prescriptions must first be sent to the fiscal plan(s) (e.g. SPDP, AHE, ESI, CS, etc.) and then sent to the Saskatchewan Pharmaceutical Information Program (SKPIP) plan for clinical recording; the last 'plan' should be listed as 'Cash'. This sequence of plans allows prescriptions to be **billed online**, and then **logged clinically** before passing down any monies to the patient in the form of a cash plan. Keep in mind that the process of fiscal billing to third parties is completely independent from the process of prescription logging on PIP.

**NOTE:** If a patient has an **HSN**, all dispenses must be sent to the **PIP Network**. The Exception is Devices which are not sent to the **PIP Network**. All Rxs not sent to the **PIP Network** will show up on the **Failed Provincial Claims report** which is sent to **PIP** to review.

1. Always enter the patient's **HSN/DIAND** number in the **HSN** field; this will automatically populate the SPDP plan entry. An entry for SKPIP is not necessary as it is created with the SPDP plan and can be seen on the Rx filling screen.

HSN	105123455		
<b>Plans (2)</b> <span style="float: right;">F2   Ins   Del</span>			
SubPlan Code	Group ID	Client ID	Expiry
1 SPDP		105123455	
2 AHE	123456	123456789000	



The screenshot shows a 'Patient Plan Information' dialog box with the following fields and values:

- Plan: SPDP - Saskatchewan Prescription Drug Plan (dropdown menu)
- Order: Primary (dropdown menu)
- Carrier ID: (empty)
- Group ID: (empty)
- Client ID: 105123315 (with an 'Edit' button)
- CPHA Pat Code: (empty)
- Relationship: 0-Cardholder (dropdown menu)
- Deduct Type: Dollar amount (dropdown menu)
- Deduct Value: 0
- Expiry Date: (empty)
- Cardholder: (checkbox checked)
- Last Name: (empty)
- First Name: (empty)
- Birthdate: (empty)
- Comment: (empty text area)

Buttons at the bottom include 'Save' (with a green checkmark) and 'Cancel' (with a red X).

- Once the HSN/DIAND Number is entered into the patient card, the SKPIP plan will automatically be added to the plan adjudication sequence in the F12-Filling screen right before **Cash**.

Plans	Pricing	Dates	Comments	Indications	Images	Other	← Ctrl →
Rx Plans	Plan Pays	Extra Info (F2 Edits)					
SPDP	Not Adjud.						
AHE	Not Adjud.	Inter:DA					
SKPIP	Not Adjud.	DUE Only					
Cash	Not Adjud.	Deduct: \$0.00					
Next Disp Qty	Min Interval	<input type="button" value="Enable Auto-Refill"/> <input type="button" value="Rx Comments (0)"/>					

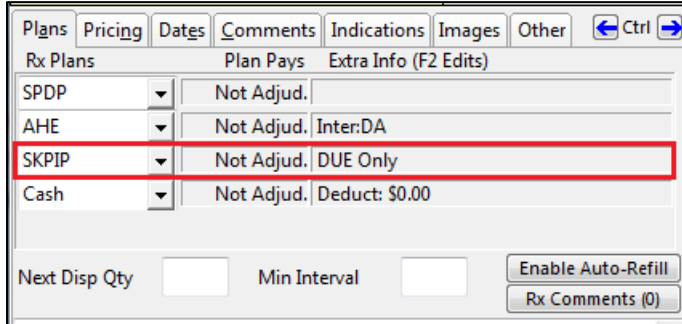
### Filling a Prescription to PIP:

- Fill out the patient, drug, doctor, SIG; dispense information, etc. as usual from the F12 filling screen.

F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - Fill Rx	Alt-X - Start
New Rx		Pending Adj		First Fill 14/01/14	Last Fill Information 0 Qty	\$0.00 Init	<input type="button" value="Lookup"/> <input type="button" value="Cancel"/>
Priority	Default Wait Time	F2 Due	in 19 mins	Forward Rx	F2 Work Order 0	F2 Delivery	Pickup
<b>Patient Search</b> Name: Kroll, Ff Age:31 Address: 123 Which Way Female City: Saskatoon Prov: SK Phone: Plan: SPDP Client ID: 105123315		<b>Drug Search</b> Brand: Apo-Simvastatin 5mg Generic: Simvastatin APX (Ap Pack: 100 Form: TAB Sched: 1 SK Net: \$35.79 OnHand: 0 DIN: 02247011 Min Qty: 0		<b>Dgc Search</b> Name: Dr. Physician, Kroll Address: 123 Quincy Way City: Regina Prov: SK Phone: (306) 451-5422 Lic#: 99998 Alt. Lic#:		<input type="button" value="Make Rx Unfilled"/> <input type="button" value="Make Rx Not Dispensed"/> <input type="button" value="Make Rx Stock Transfer"/> <input type="button" value="Add Rx Image"/> <input type="button" value="Transfer Rx From Another Store"/> <input type="button" value="Call Doctor"/> <input type="button" value="Counsel Patient on Pickup"/> <input type="button" value="Owe Quantity"/>	
<b>Allergies</b> Lincosamides Sulfa (Sulfonamide Antibiotics)		<b>Sig</b> *1 TAKE 1 TABLET ONCE DAILY		Init: KP Auth Qty: 210 7 Disp Qty: 30 Refills(+) Days: 30 Prod Sel: 3 - Pharm O/W: Labels: 1 F2		Rem Qty: 210 7 G.P. %: 21.9 Acq Cost: \$17.01 Cost: \$10.74 Markup: \$1.61 Fee: \$9.43 Total: \$21.78	
<b>Conditions</b>		Route of Admin: Oral Dosage Form: Tablet		<b>Warnings</b> Counseling Unit Dose (Ctrl-U): Disabled Message: <input type="button" value="Delivery Label will be printed"/>		<input type="button" value="View"/> <input type="button" value="Clinical Interactions"/> <input type="button" value="Plan Information"/> <input type="button" value="Patient Plan Information"/> <input type="button" value="Generic Equivalents"/> <input type="button" value="Patient Encounters"/> <input type="button" value="Unit Dose Info"/> <input type="button" value="Work Order"/> <input type="button" value="Rx Counseling History"/> <b>Workflow</b> <input type="button" value="View Workflow Detail"/> <b>Workflow Push Queues</b> <input type="button" value="Rx's In Progress"/> <input type="button" value="Pickup Completion"/>	
<b>Plans</b> Pricing Dates Comments Indications Images Other Rx Plans Plan Pays Extra Info (F2 Edits) SPDP Not Adjud. AHE Not Adjud. Inter:DA SKPIP Not Adjud. DUE Only Cash Not Adjud. Deduct: \$0.00		Next Disp Qty Min Interval <input type="button" value="Enable Auto-Refill"/> <input type="button" value="Rx Comments (0)"/>		User KP (Kroll Pharmacist) NUM 14/01/14 16:21:30			

2. Ensure that SKIP plan is the **LAST** adjudicated plan right before **Cash**.

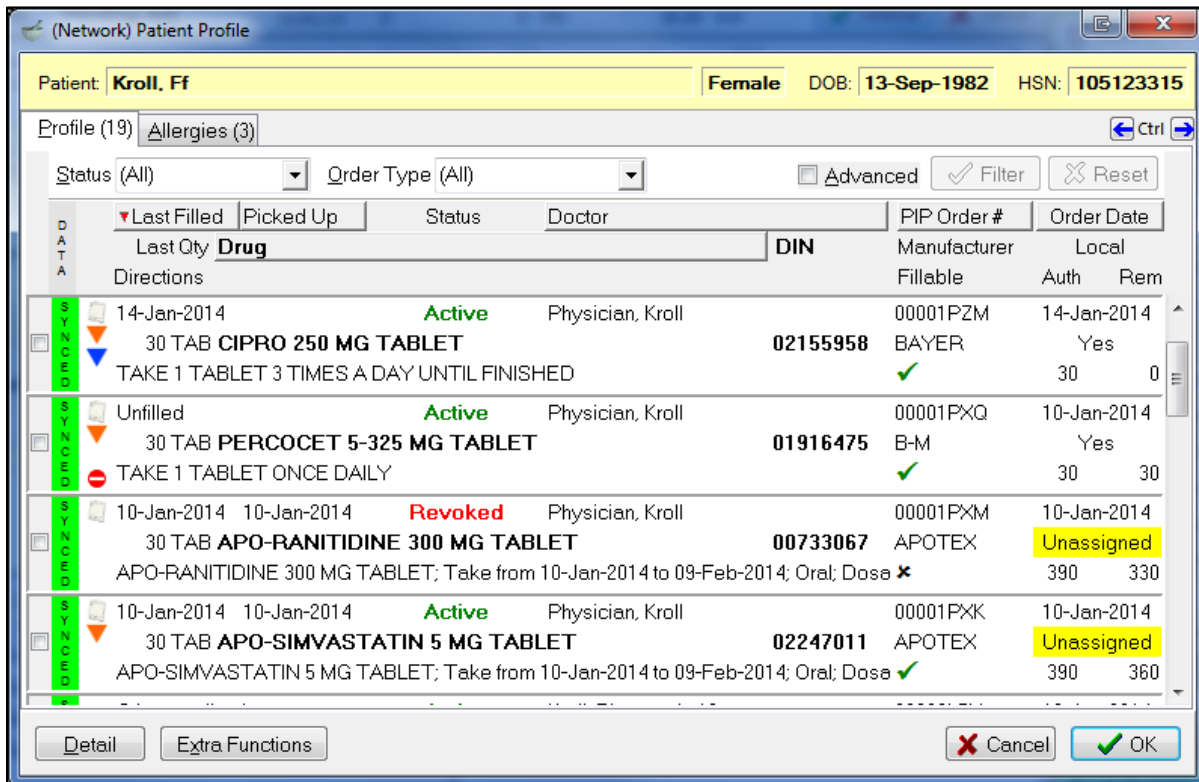
**NOTE:** Cash is **NOT** considered an “adjudicated” plan.



Rx Plans	Plan Pays	Extra Info (F2 Edits)
SPDP	Not Adjud.	
AHE	Not Adjud.	Inter:DA
SKIP	Not Adjud.	DUE Only
Cash	Not Adjud.	Deduct: \$0.00

3. Once all necessary information is entered into the F12 filling screen, click **F12-Fill Rx** or press **F12** on the keyboard to fill the prescription.

**NOTE:** The **Patient Network Profile** is returned by PIP for the first prescription filled after entering the F3-patient card (regardless of whether the Rx is New or Refill). The Profile and Allergy tab should be reviewed for any relevant information. The Network Profile will not be returned for subsequent Rxs.



(Network) Patient Profile

Patient: **Kroll, Ff** Female DOB: **13-Sep-1982** HSN: **105123315**

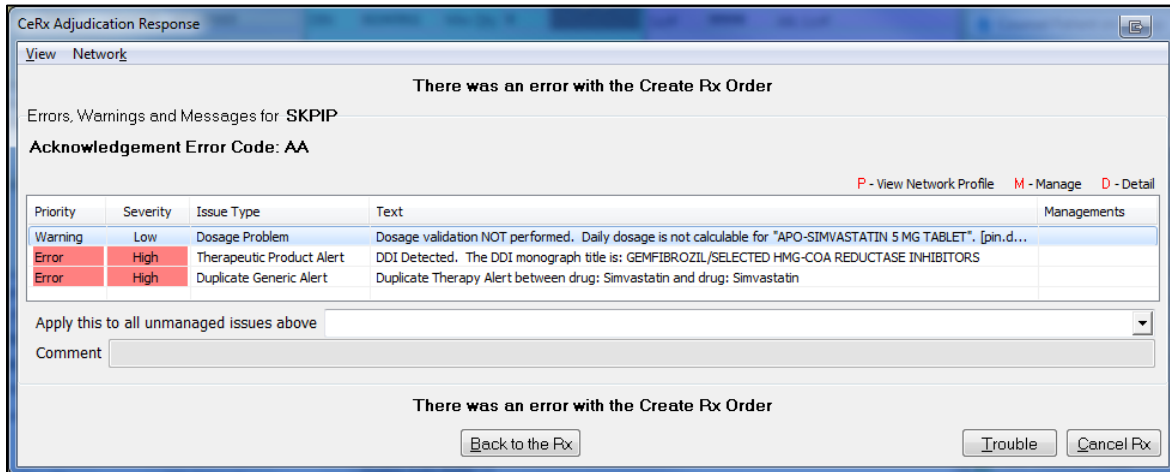
Profile (19) Allergies (3)

Status (All) Order Type (All)  Advanced  Filter  Reset

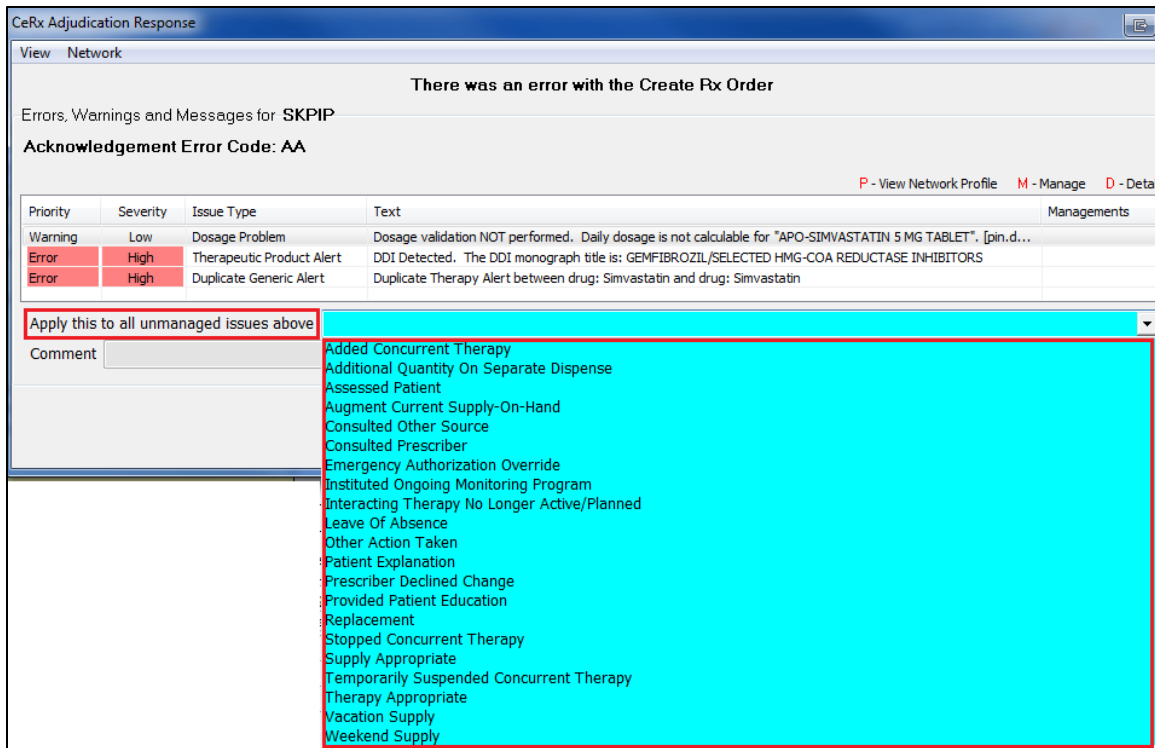
DATA	Last Filled	Picked Up	Status	Doctor	PIP Order #	Order Date
14-Jan-2014 30 TAB CIPRO 250 MG TABLET TAKE 1 TABLET 3 TIMES A DAY UNTIL FINISHED	Active	Physician, Kroll	02155958	00001PZM	14-Jan-2014	
Unfilled 30 TAB PERCOCET 5-325 MG TABLET TAKE 1 TABLET ONCE DAILY	Active	Physician, Kroll	01916475	00001PXQ	10-Jan-2014	
10-Jan-2014 10-Jan-2014 30 TAB APO-RANITIDINE 300 MG TABLET APO-RANITIDINE 300 MG TABLET; Take from 10-Jan-2014 to 09-Feb-2014; Oral; Dose ✘	Revoked	Physician, Kroll	00733067	00001PXM	10-Jan-2014 Unassigned	
10-Jan-2014 10-Jan-2014 30 TAB APO-SIMVASTATIN 5 MG TABLET APO-SIMVASTATIN 5 MG TABLET; Take from 10-Jan-2014 to 09-Feb-2014; Oral; Dose ✔	Active	Physician, Kroll	02247011	00001P XK	10-Jan-2014 Unassigned	

Detail Extra Functions

4. Adjudication to the fiscal plans will be completed first, and then the Rx will be sent to SKPIP for prescription logging.
5. If **Errors** are returned by SKPIP on the **CeRx Adjudication Response** screen, they will need to be **managed** in order to complete the prescription.

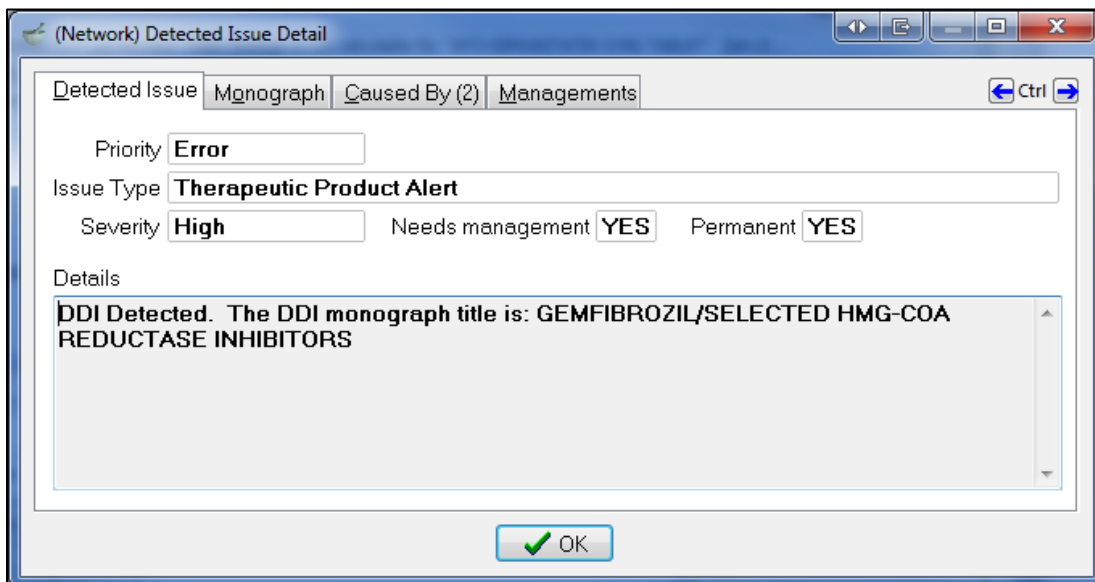


6. The **CeRx Adjudication Response** screen contains three (3) options:
  - a. **P – View Network Profile:** Selecting this option will prompt the user to enter an optional reason for accessing the profile, and subsequently call up the full patient Network profile.
  - b. **M – Manage:** Highlight an **error** and press **M** on the keyboard to document the reason (i.e. Management Code) for bypassing an error or multiple errors can be managed at the same time and sent to PIP.

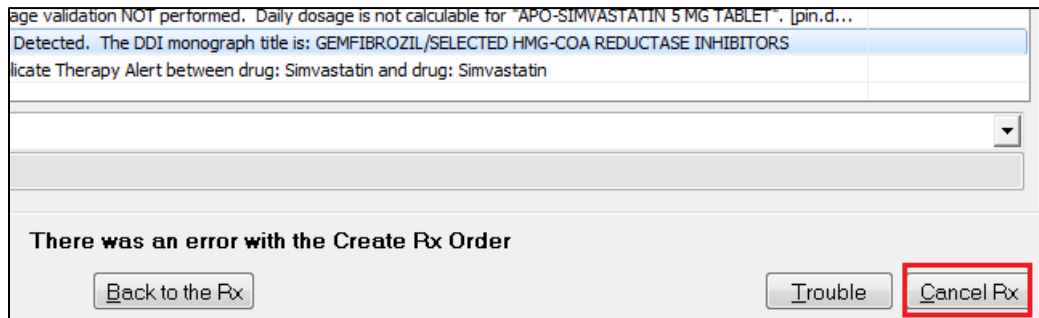


**NOTE:** All errors returned by PIP must be 'managed' in order to proceed with filling the prescription.

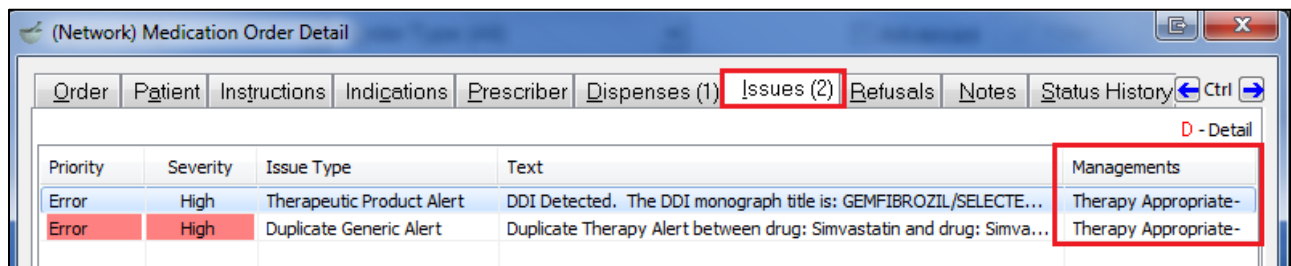
- c. **D – Detail:** Highlight a warning/error returned by the Network and press **D** on the keyboard to call up the **Detected Issue Detail** form. Once **ALL Errors** have been **managed**, continue from the **CeRx Adjudication Response** screen by clicking **Send Issue Managements** or by pressing **Enter** on the keyboard.



**NOTE:** Click on **Cancel Rx** to reverse the prescription.

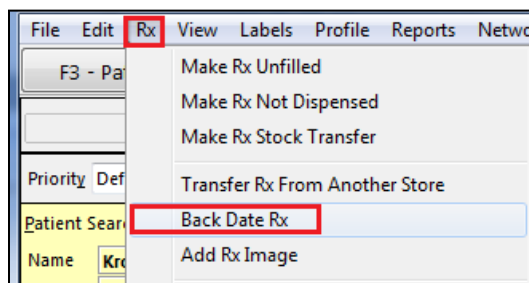


- Retrieve the management codes sent with a prescription by accessing the **Patient Network Profile**. Highlight the Rx entry you want to view management codes for and click **Details** or press **D** on the keyboard to call up the **Medication Order Detail** screen. Click on the **Issues** tab to view management codes sent for the prescription.

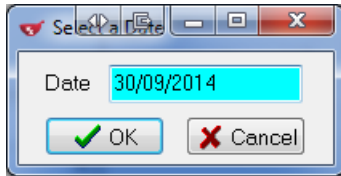


### Back dating a Prescription:

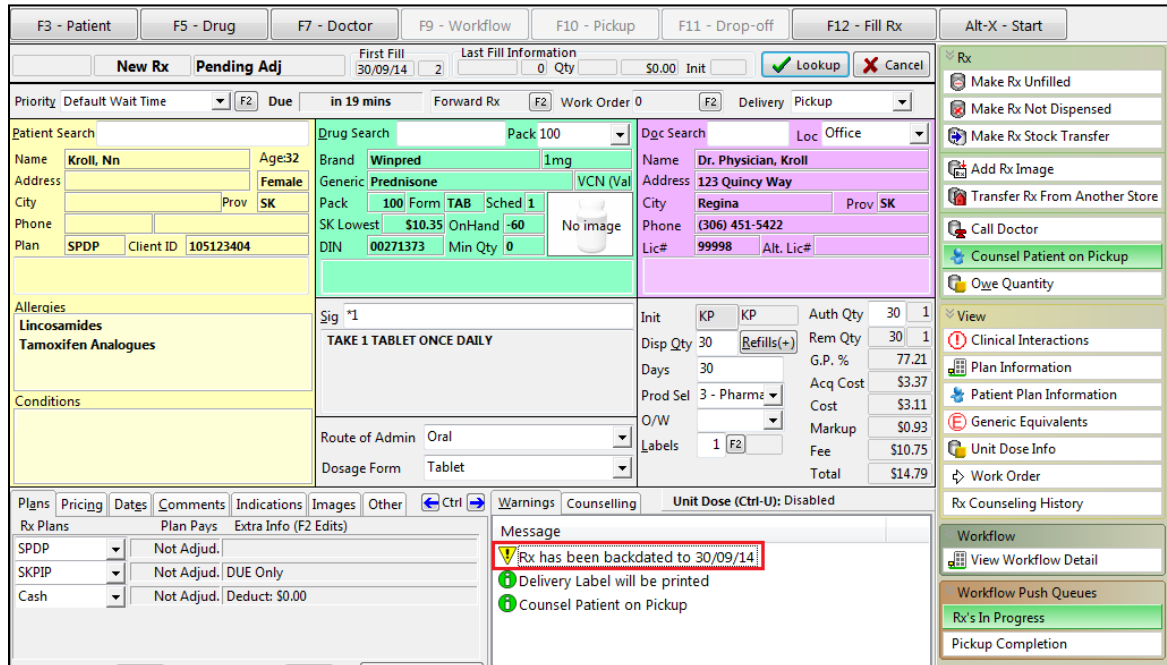
- On the F12 filling screen fill out the Rx details as usual
- Select **Back Date Rx** from the **Rx** menu



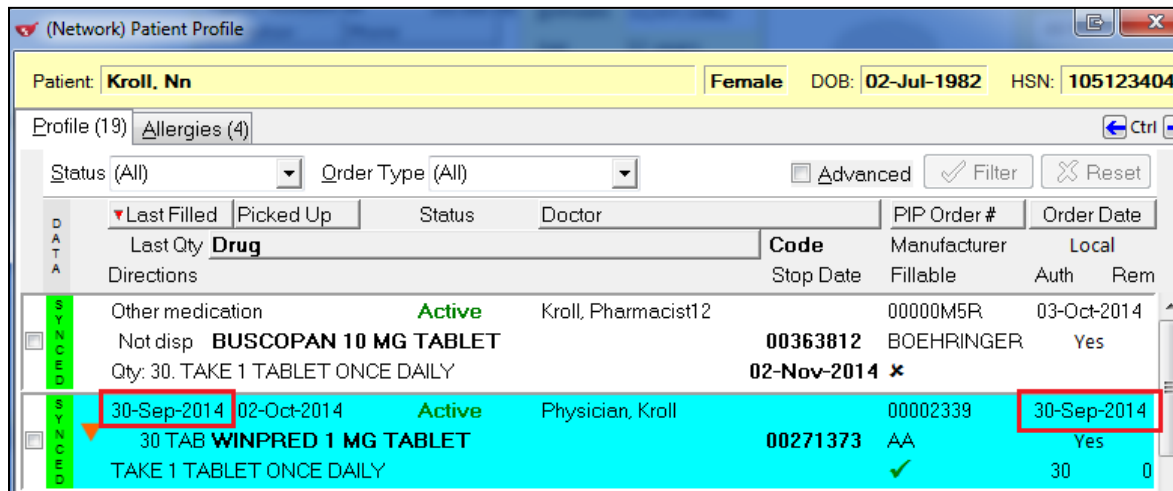
3. Enter the date to back date the Rx.



4. On the Filling Screen under the warnings it displays **Rx has been backdated to 30/09/14.**



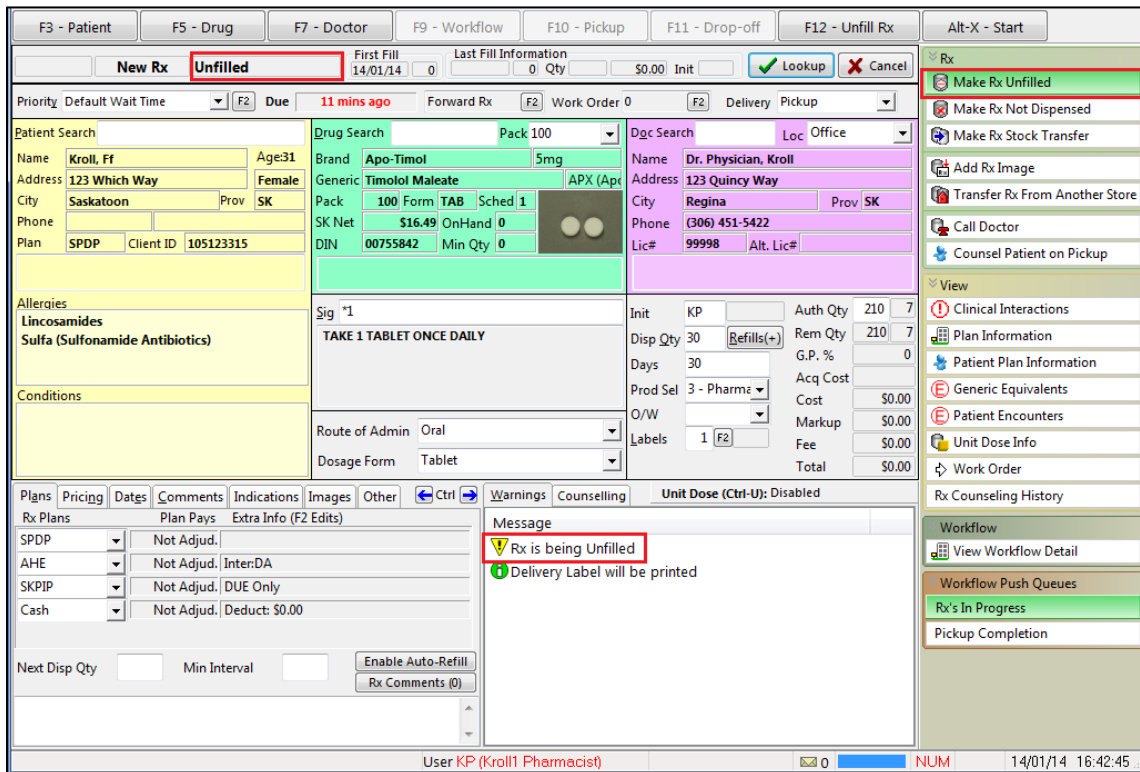
5. On the Network Profile it will display the **Back** date.



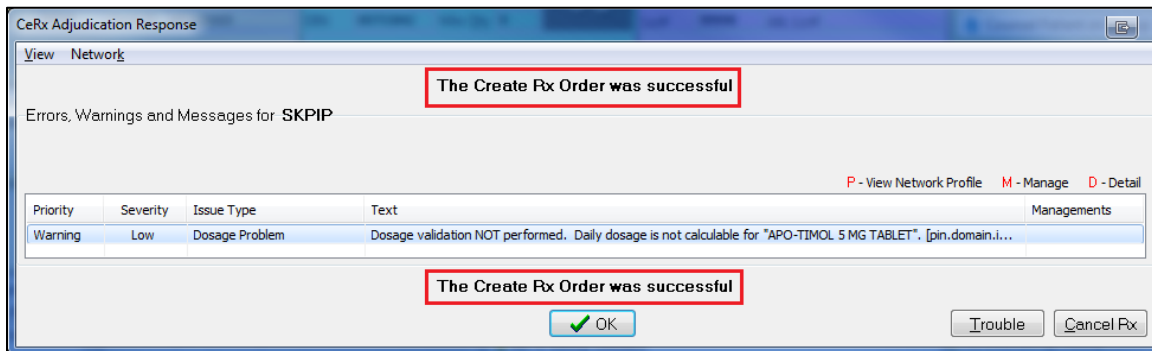
**NOTE:** You cannot backdate a Dispense before the date of creation on the Order.

# Putting a Prescription on Hold (Unfilled Rx)

1. Fill out the patient, drug, doctor, SIG; dispense information, etc. as usual from the F12 filling screen.
2. Select **Make Rx Unfilled** from the side pane.

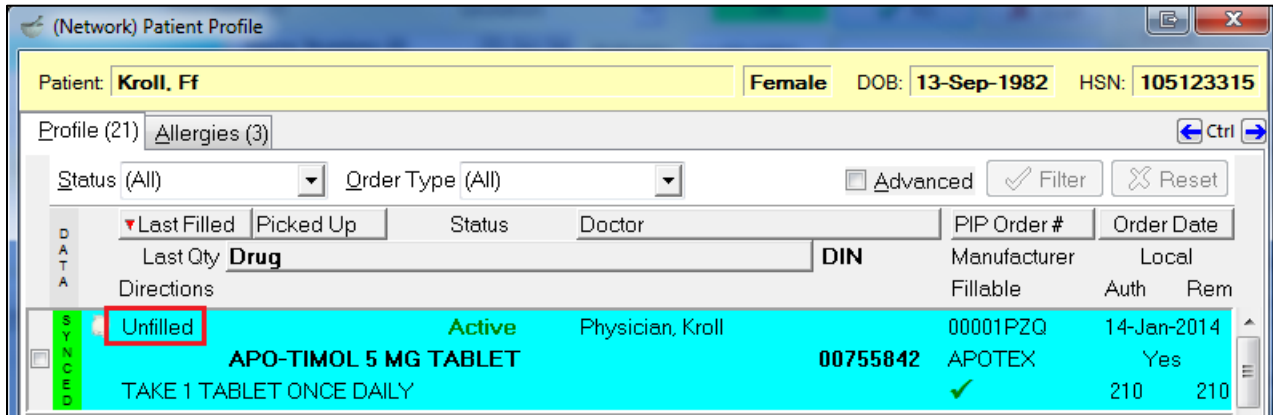


3. Click **F12-Unfill Rx** or press **F12** on the keyboard to place the prescription on hold. The Unfilled Rx will bypass the fiscal plans and adjudicate through SKPIP for prescription logging.
4. The **CeRx Adjudication Response** screen will look similar to the following for a successful transaction logged on PIP.





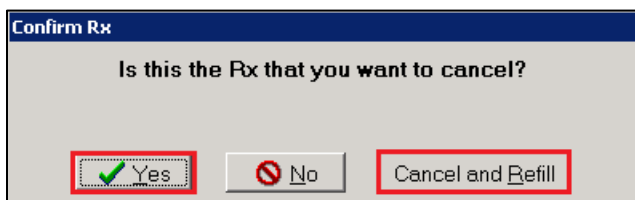
5. An **Unfilled** Rx on the **Patient Network Profile** will look similar to the following:



## Cancelling an Rx that has not been Picked Up

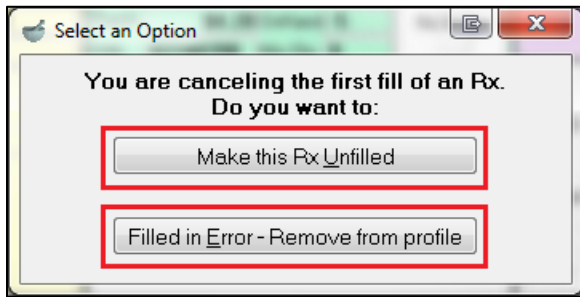
1. Call up the local medication profile **SHIFT+F3** from the patient card by accessing **Profile > All Rx's** or pressing **SHIFT+F3** on the keyboard from the patient card.
2. Highlight the Rx that needs to be cancelled and click **Cancel** or press **C** on the keyboard.
3. If the correct prescription is being pulled up for cancellation, answer **Yes** to the prompt **"Is this the Rx that you want to cancel?"**

**NOTE:** Select **Cancel and Refill** if you are looking to reverse the claim, modify it, and then re-send it.

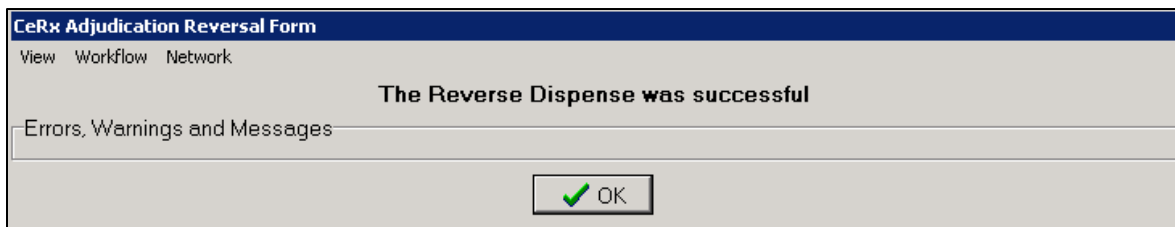


4. Enter your user initials and password to continue cancelling the Rx if/when prompted.

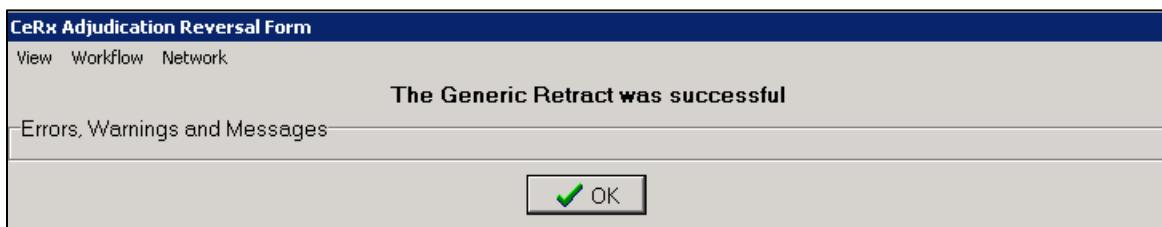
5. If you are cancelling the first fill of a prescription, the following screen will appear. Select the appropriate option.



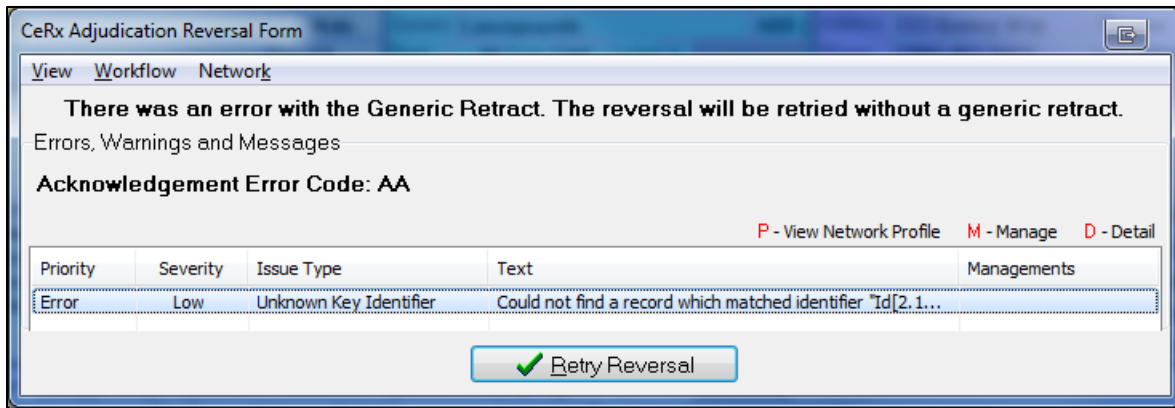
- a. **Make this Rx Unfilled:** Selecting this option will mark the local and Network Rx entry as “Unfilled” with a status of “Active”. A successful reversal using this option will display the following **CeRx Adjudication Response** screen.



- b. **Filled in Error – Remove from Profile:** Selecting this option will mark the Rx as a “mistake” on the local system and place it into the **SHIFT+F9 – Rxs Filled in Error** profile. The Network entry will be **retracted** and will NOT appear in the **Patient Network Profile**. A successful retract using this option will display the following **CeRx Adjudication Response** screen.



**NOTE:** If a **Generic Retract** fails, it will proceed with Abort. User would then need to go to the Rx on the Network profile and stop the Rx Order.



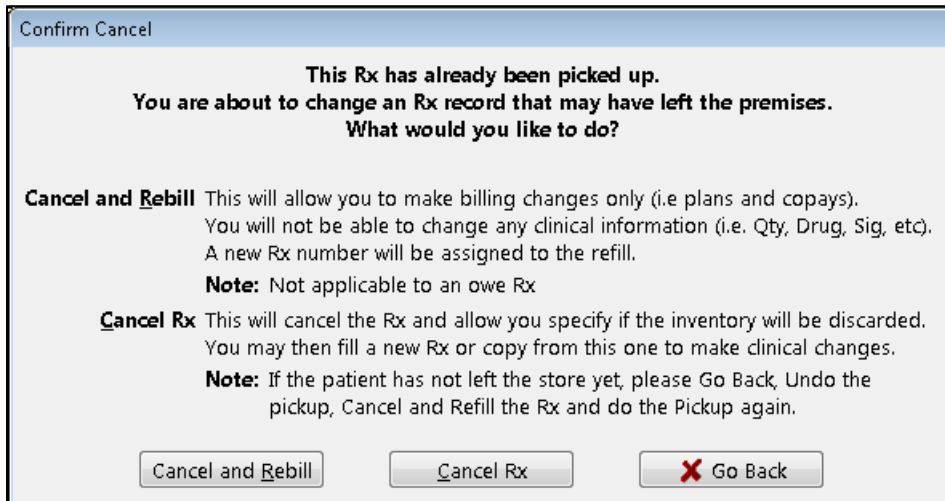
c. Click **OK** or press **Enter** on the keyboard to complete the cancel.

**NOTE:** If an Rx was backdated then cancelled and refilled, the user must manually backdate the Rx.

## Canceling an Rx that has been Picked Up

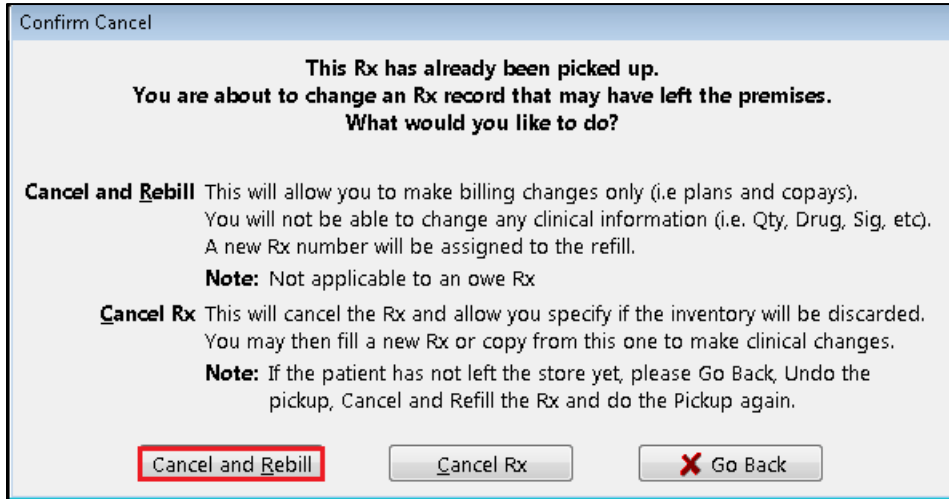
When cancelling an Rx that has been picked up, there are two options to choose from:

1. **Cancel and Rebill:** Allows you to only make billing changes.
2. **Cancel Rx:** Allows you to reverse an Rx and copy to a new number to make clinical changes (Qty, Drug, Sig, etc.)



## Cancel and Rebill

1. Select **Cancel and Rebill** from the **Confirm Cancel** screen. The login screen appears.



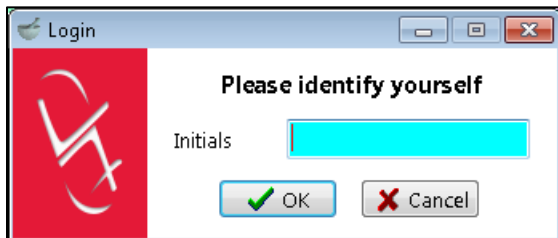
Confirm Cancel

**This Rx has already been picked up.  
You are about to change an Rx record that may have left the premises.  
What would you like to do?**

**Cancel and Rebill** This will allow you to make billing changes only (i.e plans and copays).  
You will not be able to change any clinical information (i.e. Qty, Drug, Sig, etc).  
A new Rx number will be assigned to the refill.  
**Note:** Not applicable to an owe Rx

**Cancel Rx** This will cancel the Rx and allow you specify if the inventory will be discarded.  
You may then fill a new Rx or copy from this one to make clinical changes.  
**Note:** If the patient has not left the store yet, please Go Back, Undo the pickup, Cancel and Refill the Rx and do the Pickup again.

Login with your user credentials.

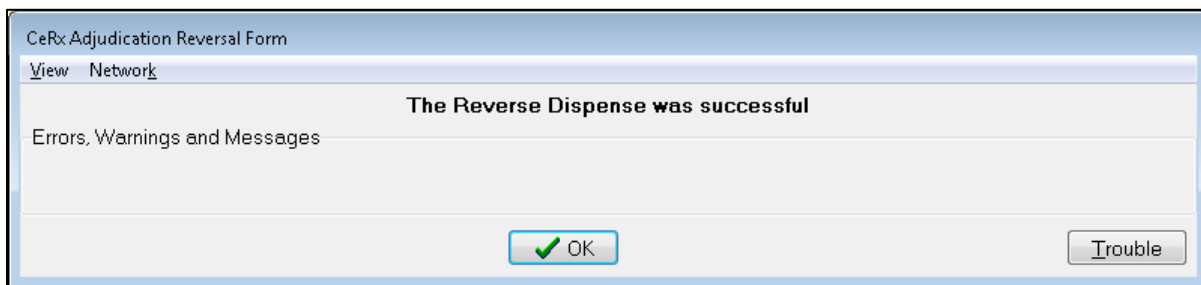


Login

**Please identify yourself**

Initials

2. The pickup and Dispense are reversed.



CeRx Adjudication Reversal Form

[View](#) [Network](#)

**The Reverse Dispense was successful**

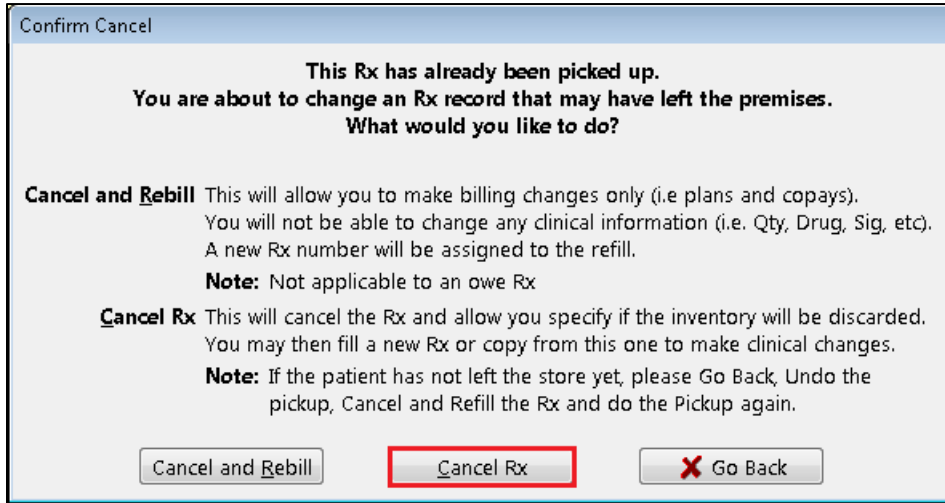
Errors, Warnings and Messages

3. Add or remove a plan and by clicking **F12**, the dispense and pickup are sent automatically.

**NOTE:** If the Rx was filled in the past, the Rx and pickup will be automatically backdated.

## Cancel Rx

1. Select **Cancel Rx** from the **Confirm Cancel** screen.



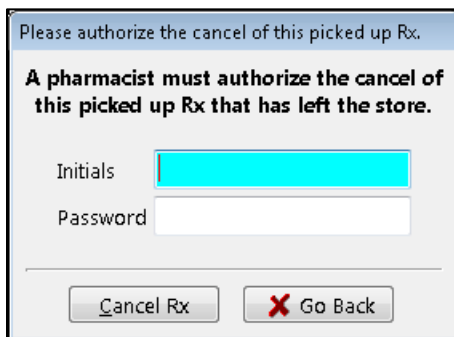
**Confirm Cancel**

**This Rx has already been picked up.  
You are about to change an Rx record that may have left the premises.  
What would you like to do?**

**Cancel and Rebill** This will allow you to make billing changes only (i.e plans and copays).  
You will not be able to change any clinical information (i.e. Qty, Drug, Sig, etc).  
A new Rx number will be assigned to the refill.  
**Note:** Not applicable to an owe Rx

**Cancel Rx** This will cancel the Rx and allow you specify if the inventory will be discarded.  
You may then fill a new Rx or copy from this one to make clinical changes.  
**Note:** If the patient has not left the store yet, please Go Back, Undo the pickup, Cancel and Refill the Rx and do the Pickup again.

A pharmacist has to login and authorize the cancel that was previously picked up.



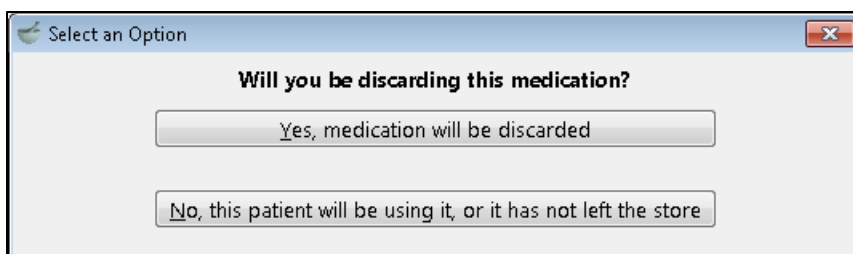
**Please authorize the cancel of this picked up Rx.**

**A pharmacist must authorize the cancel of this picked up Rx that has left the store.**

Initials

Password

2. You will be prompted to select one of two options. If you are going to discard the medication, select **'Yes, Medication will be discarded'** or if the patient is still using it or the medication has not left the store, select **'No, this patient will be using it, or it has not left the store'**.

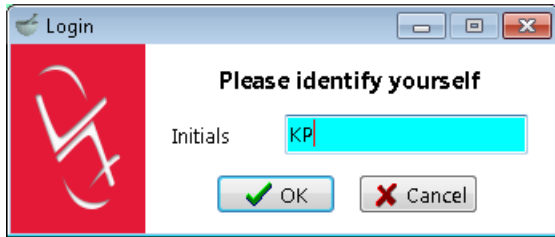


**Select an Option**

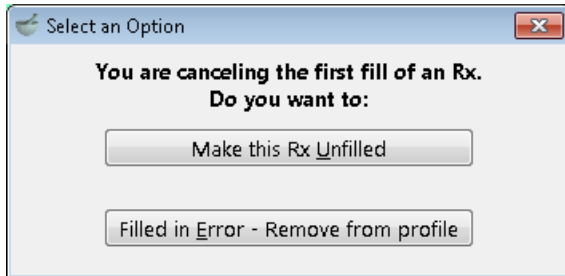
**Will you be discarding this medication?**

If you select **'Yes, Medication will be discarded'**, you will be prompted to login with your initials.

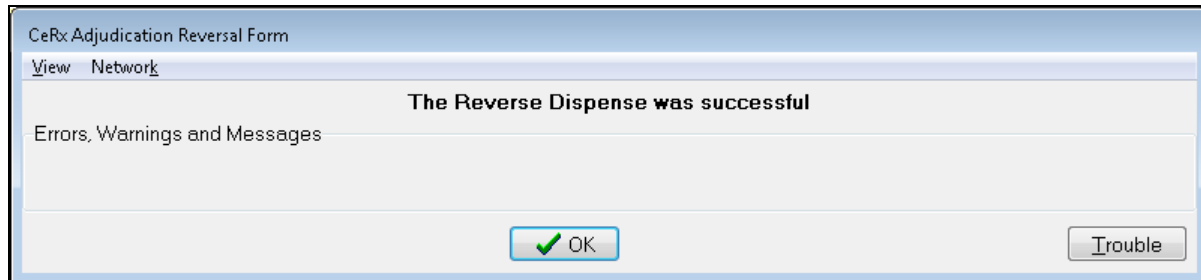
- Enter your initials and click **OK**.



- Select if the Rx should be made **Unfilled** or **Removed** from the profile.

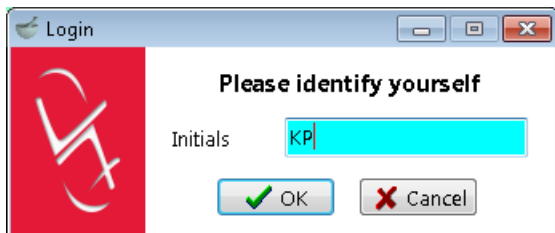


If you select **Unfill**, the pickup is retracted and the dispense is reversed.

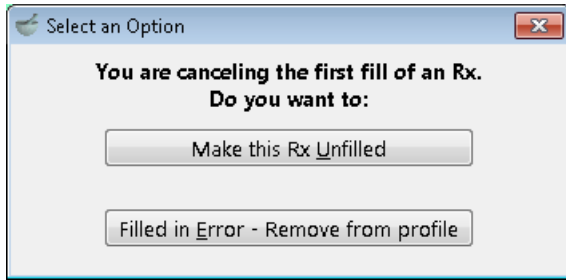


When you select **'No, this patient will be using it, or it has not left the store'**, you will be prompted to login with your initials.

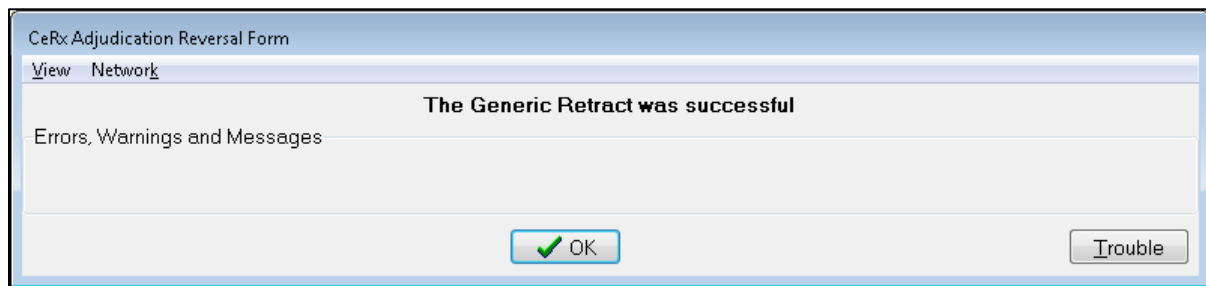
- Enter your initials and click **OK**.



- Select **Make this Rx Unfilled** or **Filled in Error - Remove from profile**.



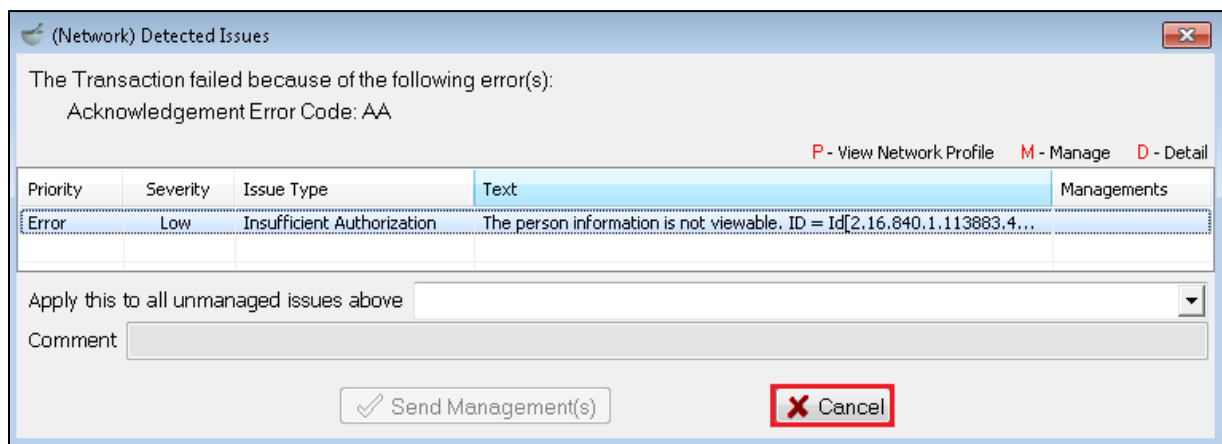
- If you select **Filled in Error - Remove from profile**, the retract pickup and generic retract are successful.



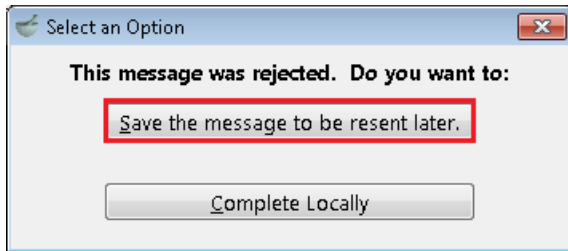
- The Filled in Error Rx is no longer on the Network Profile.

**NOTE:** When Reversing an Rx that has been picked up and consent has not been given, you will need to perform the following:

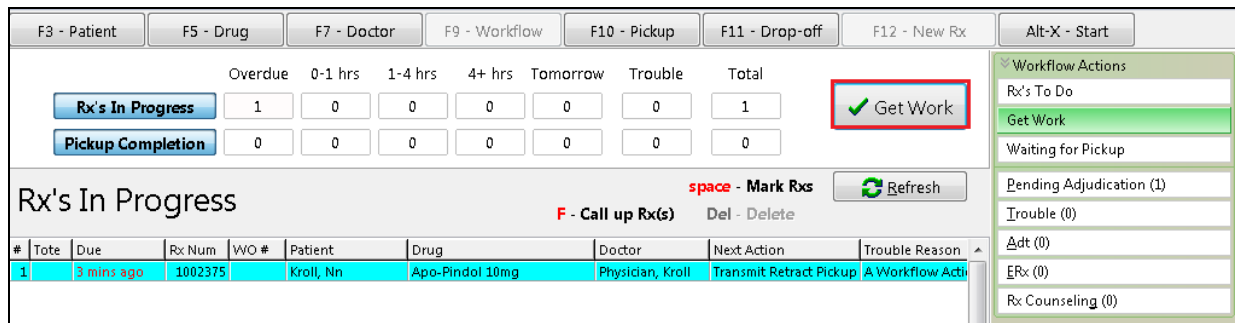
3. Click **Cancel**.



4. Select **Save the message to be resent later**. This will add it to the **Rxs in Progress** workflow to be sent once consent has been given.



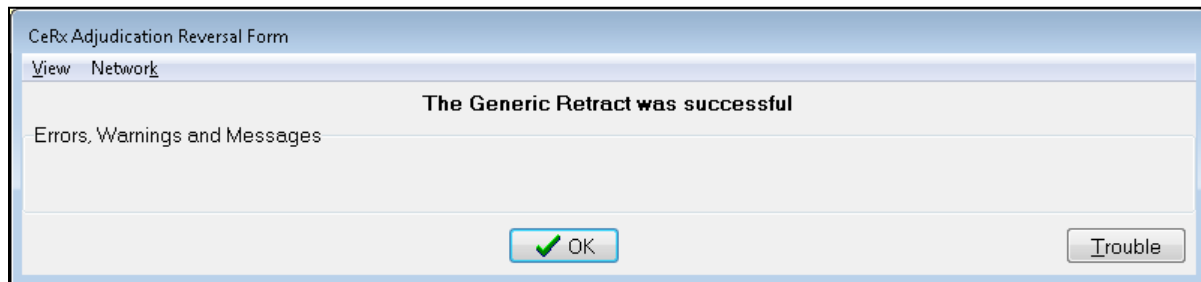
5. Go to patient and add consent.
6. Go to **Rxs in Progress** and click **Get work**. This will resend the retract pickup and retract dispense.



	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total
<b>Rx's In Progress</b>	1	0	0	0	0	0	1
<b>Pickup Completion</b>	0	0	0	0	0	0	0

#	Tote	Due	Rx Num	WO #	Patient	Drug	Doctor	Next Action	Trouble Reason
1		3 mins ago	1002375		Kroll, Nn	Apo-Pindolol 10mg	Physician, Kroll	Transmit Retract Pickup	A Workflow Acti





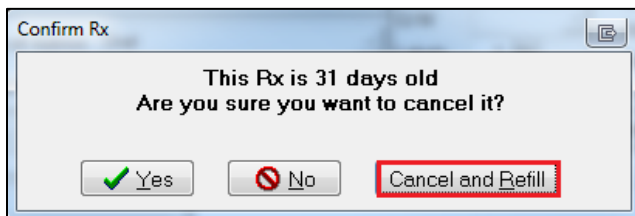
## Cancel Rx and refill an Rx that has been discontinued

Users can correct information on a dispense after the prescription has been discontinued and re-send it to PIP and any relevant adjudicators for up to 62 days from the original dispense.

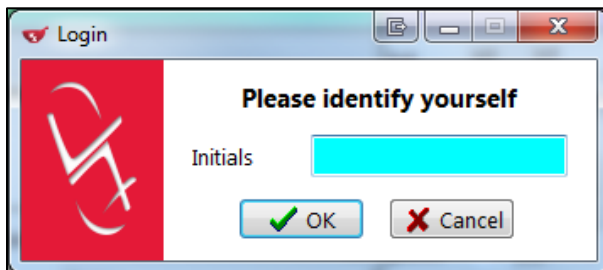
1. Locate in the local patient profile the inactivated (Discontinued Rx) you want to do a cancel and refill on.

F3 - Patient		F5 - Drug		F7 - Doctor		F9 - Workflow		F10 - Pickup		F11 - Drop-off		F12 - Return to Rx	
Last Name	Kroll	First Name	Cc	Salutation		OK		✓ Rx		✗ Cancel			
<b>Profile - All Rxs (115)</b> <span style="float: right;">           ESC - Back to Patient            space - mark multiple Rxs         </span>													
#	Status	Orig Rx	Rx Num	DIN	Date	Ago	Qty	Auth	Rem	Brand Name	Doctor	F - Refill    R - Reprint    D - Detail M - Modify    C - Cancel    I - Inactivate    Extra Functions ▼	
10		1202395	1202397	00707570	17/03/2016	28	7	70	56	Apo-Furosemide 80mg	Physician,Kroll		
11		1202226	1202396	02237824	17/03/2016	28	7	49	0	Wellbutrin SR 100mg	Physician,Kroll		
12		1202229	1202365	00445282	15/03/2016	30	7	49	7	Apo-Sulfatrim DS 800/160mg	Physician,Kroll		
13	Inact (Transferred Out)	1202228	1202364	02162660	15/03/2016	30	7	364	322	Toradol 10mg	Physician,Kroll		
14	Inact (Transferred Out)	1202227	1202363	02425610	15/03/2016	30	7	364	322	ACH-Ezetimibe 10mg	Physician,Kroll		
15	Inact (Backdated)	1202486	1202486	02243661	14/03/2016	31	30	30	0	Apo-Oxaprozin 600mg	Physician,Kroll		
16		1202191	1202191	00013803	03/03/2016	42	8	8	0	Gravol 50mg	Physician,Kroll		
17	Not Disp. (Inact) (Copied)	1202190	1202190	00013803	03/03/2016	42	8	8	8	Gravol 50mg	Physician,Kroll		
18		1202187	1202187	96899994	02/03/2016	43	1	1	0	Aerochamber Max Adult Mask	Physician,Kroll		
19	Not Disp. (Stop Date)	1202186	1202186	00013803	02/03/2016	43	30	30	30	Gravol 50mg	Physician,Kroll		
20	Cancelled Refusal	9012421	9012421	01916475	19/02/2016	55	1	1	1	Percocet 5/325mg	Nurse Practioner,		
21	Cancelled Refusal	9012420	9012420	01916475	19/02/2016	55	1	1	1	Percocet 5/325mg	Physician,Kroll		

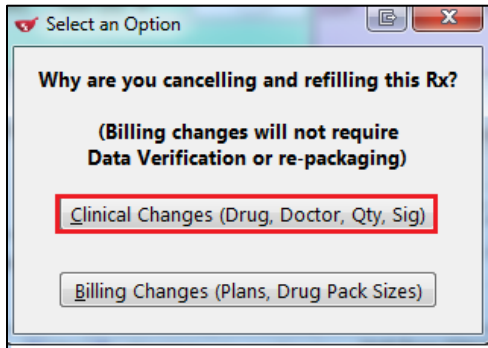
2. Type C on keyboard to cancel
3. Select **Cancel and Refill**.



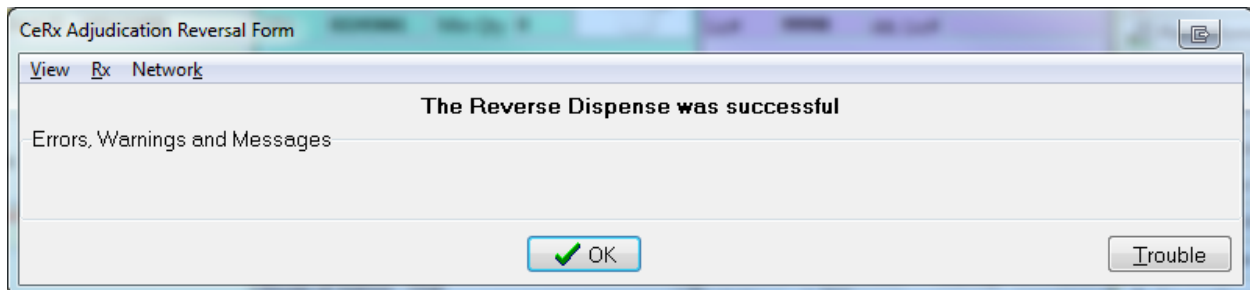
4. Enter your login credentials.



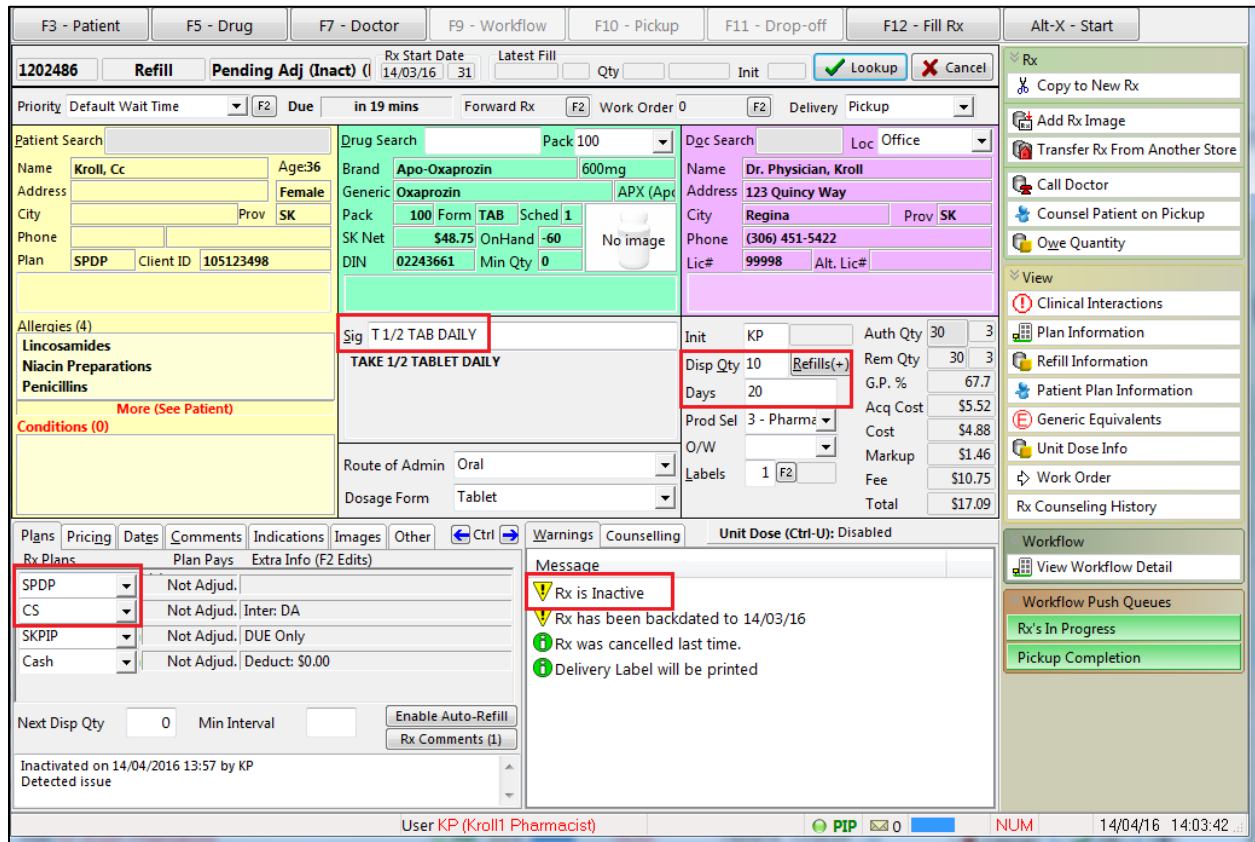
5. Select **Clinical Changes (Drug, Doctor, Qty, Sig)**.



6. Reverse Dispense is successful. Click **OK**.

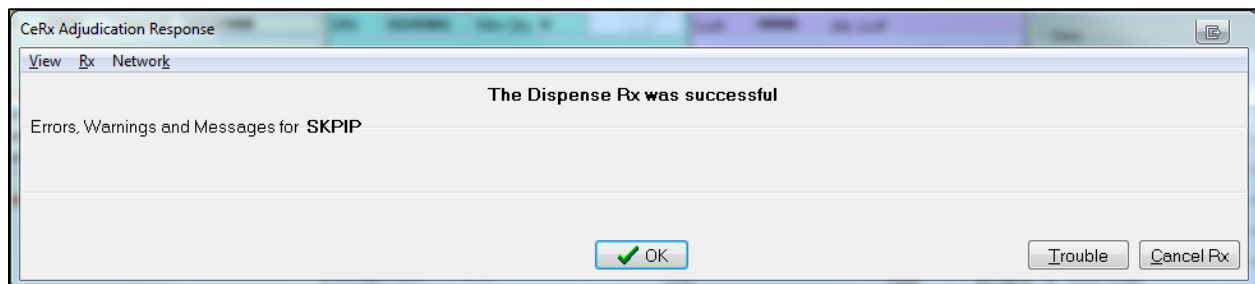


- Make adjustments to the Rx. There will be a warning that the Rx is Inactive. Click **F12** to Fill the Rx.



The screenshot shows a software interface for a pharmacy. At the top, there are navigation tabs: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F10 - Pickup, F11 - Drop-off, F12 - Fill Rx, and Alt-X - Start. The main window displays a prescription for Apo-Oxaprozoin 600mg. The patient is identified as Kroll, Cc, Age 36, Female. The drug is Apo-Oxaprozoin, 600mg, Form TAB, Sched 1. The prescription is for 100 tablets, with a cost of \$48.75. The prescription is currently inactive, as indicated by the 'Pending Adj (Inact)' status and the warning message: 'Rx is Inactive'. The warning also states: 'Rx has been backdated to 14/03/16', 'Rx was cancelled last time.', and 'Delivery Label will be printed'. The interface includes various fields for patient search, drug search, and doctor search, as well as a 'Message' box for warnings and counseling. The bottom of the screen shows the user 'KP (Kroll Pharmacist)' and the date/time '14/04/16 14:03:42'.

Dispense is successful

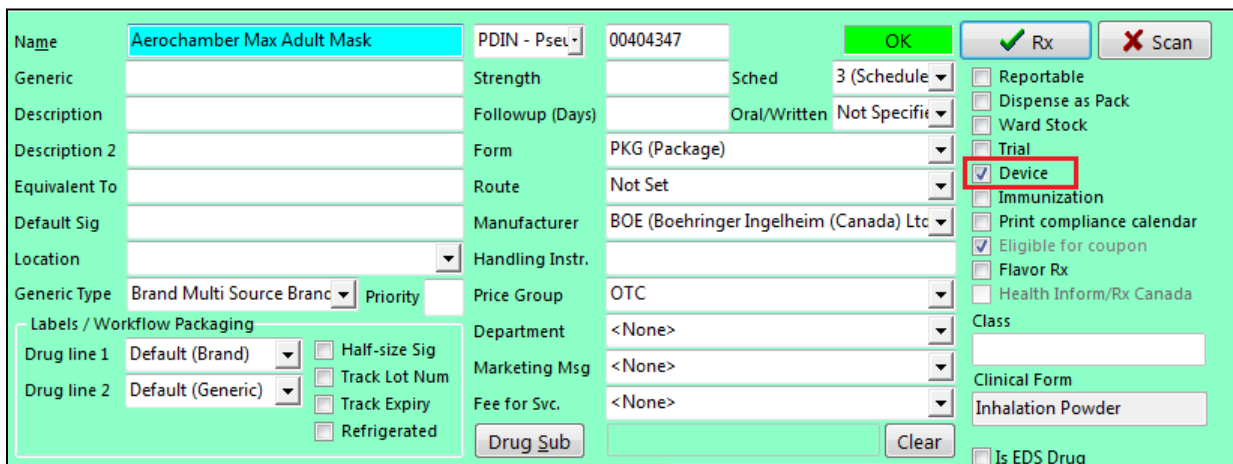


The screenshot shows a dialog box titled 'CeRx Adjudication Response'. The dialog has a 'View' button and a 'Network' label. The main text in the dialog reads: 'The Dispense Rx was successful'. Below this, it says 'Errors, Warnings and Messages for SKIP'. At the bottom of the dialog, there are three buttons: 'OK', 'Trouble', and 'Cancel Rx'. The 'OK' button is highlighted with a green checkmark.

## Filling an Rx for a Device

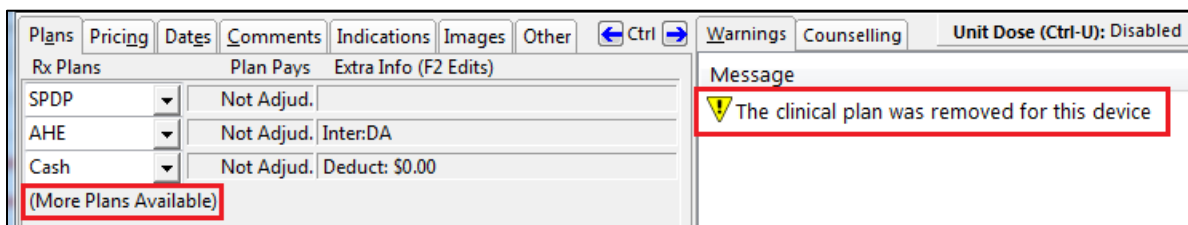
**Devices** are considered **non-drug products** such as diabetic strips, lancets, Aerochambers, compression stockings, etc. When a prescription is filled for a device it is **NOT** sent to PIP. It bypasses PIP and carries on to the ADAPT financial billing portion. Fill an Rx for a device as follows:

1. Bring up the drug card for a device by doing an **F5** drug search.
2. Place a checkmark next to the **Device** flag.

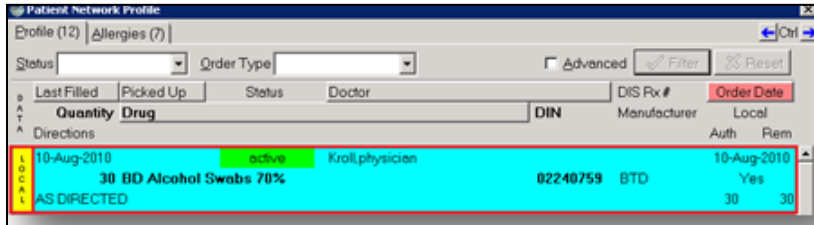


3. Press **Enter** on the keyboard or click **Save** to save changes made to the drug card.
4. Press **F12-Fill Rx** to fill a prescription for the device.

**NOTE:** If the drug being filled has the **Device** flag **ON** and the **SKPIP** plan is included in the plan sequence, the system automatically drops the SKPIP plan and a warning message will appear stating **'The clinical plan was removed for this device'**.



- The prescription will bypass PIP as a result of the Device flag. As such, when you access the Patient Network Profile, the **Device Rx** will appear with a yellow-local data-bar because it only exists locally on Kroll.

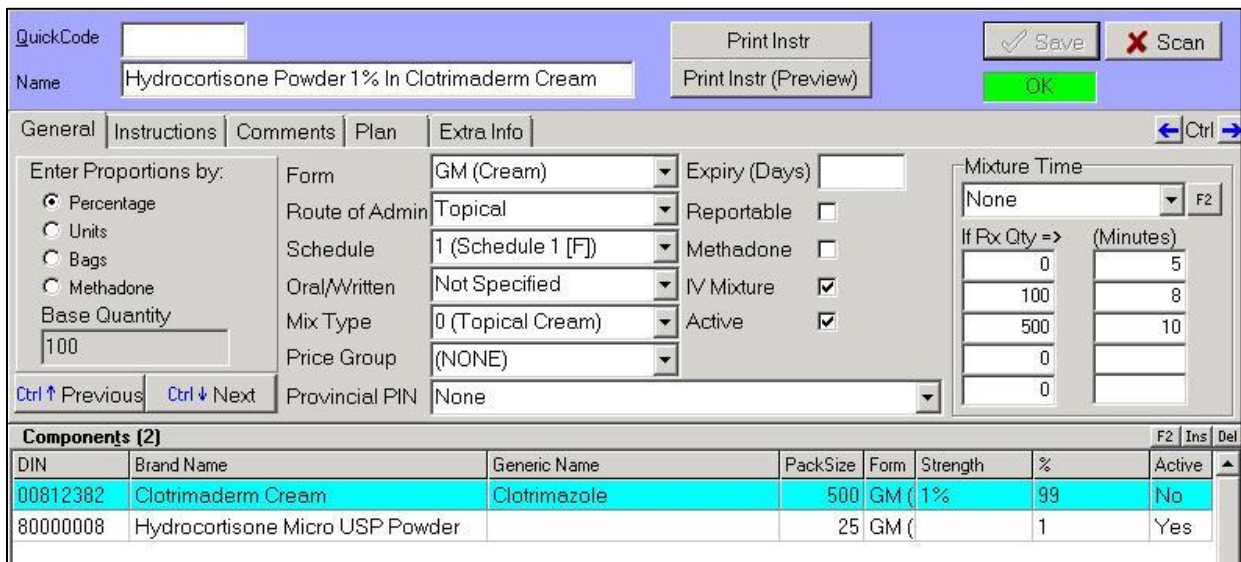


## Filling a Mixture Rx

When adjudicating a mixture to SKIP, DIN numbers are not sent; instead the ingredient names are logged on PIP.

Since DINs are not sent to PIP, the addition of SKIP pseudo DINs are NOT required and mixtures will be added into Kroll in the same manner as always.

The following screen shot depicts a mixture for Hydrocortisone Powder 1% in Clotrimaderm Cream:



**NOTE:** There are NO pseudo DINs entered for the SKIP plan because NO DINs are being sent. (Pseudo DINs for fiscal plans are entered in the same manner as always).

QuickCode  Print Instr

Name Hydrocortisone Powder 1% In Clotrimaderm Cream Print Instr (Preview)

General | Instructions | Comments | **Plan** | Extra Info

Plans (2)							F2	Ins	Del
Plan Name	Mix Type	Default	Covered	Pseudo DIN	Description	Bill As Pack			
AHE - Assure Health		Yes	Yes	99999999	Default	No			
ESI - ESI Canada		Yes	Yes	91199119	Default	No			

A prescription for a mixture will be entered and filled as usual:

New Rx Pending Adj First Fill 02/03/11 0 Last Fill Information 0 Qty \$0.00 Init

<b>Patient Search</b> Name <b>Kroll, BB</b> Age: 52 Address City Prov <b>SK</b> Phone Plan <b>AHE</b> Client ID <b>123456789000</b> <b>105123455 BB KROLL</b> <b>19580714</b> Allergies <b>Lincosamides</b> <b>Penicillins</b> <b>Sulfa (Sulfonamide A)</b> Conditions <b>Rash and other nons</b>	<b>Mixture Search</b> Name <b>Hydrocortisone Powder 1% In Clotrima</b> Form <b>GM (Cream)</b> Sched <b>1 (Schedule</b> ProcGrp <b>(NONE)</b> CmpdType <b>0 (Topical Cre</b>	<b>Dgc Search</b> Loc <b>Office</b> Name <b>Dr. Kroll, physician</b> Address Phone Lic# <b>99999</b>
--	--	---

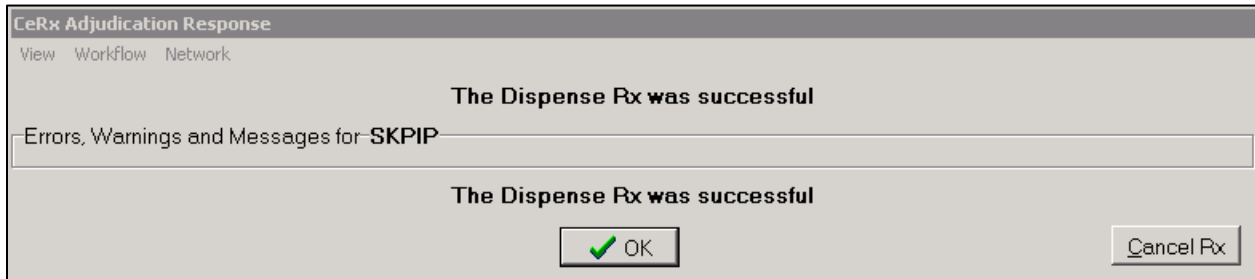
Init **KC** Auth Qty **200** **4**  
 Disp Qty **50** Refills(+) Rem Qty **200** **4**  
 Days **20** G.P. % **72.93**  
 Prod Sel **3 - Pharmacia** Cost **\$4.98**  
 O/W Markup **\$1.49**  
 Labels **1** F2 Fee **\$11.93**  
 Total **\$18.40**

Plans Pricing Dates Comments Indications Workflow Misc   Warnings Counselling **Unit Dose (Ctrl-U): Disabled**

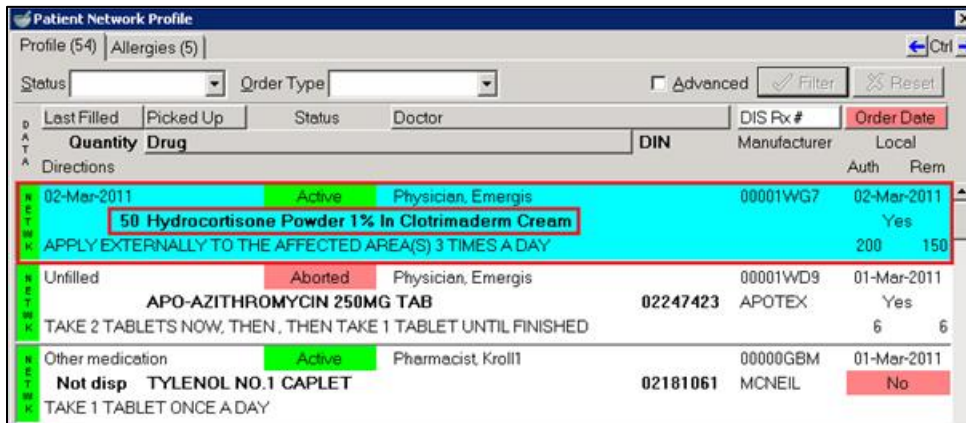
Rx Plans	Plan Pays	Extra Info (F2 Edits)	Next Qty
<b>SPDP</b>	<b>Not Adjud.</b>		
<b>AHE</b>	<b>Not Adjud.</b>	Inter:DA	Min Interval
<b>SKIP</b>	<b>Not Adjud.</b>	DUE Only	Days
<b>Cash</b>	<b>Unknown</b>	Deduct: \$0.00	Lot # <input type="text"/> F2

Auto Refill  Rx Comments (0)

Successful adjudication to SKPIP for clinical recording will result in a **CeRx Adjudication Response** screen similar to the following:



To view the logged mixture prescription from PIP, go back to the **F3**-patient card and access **Network > Profile** and log in with your user initials and password.



Highlight the mixture prescription and press **D**, or click **Detail** on the bottom of the screen to call up the **Medication Order Detail** form which displays the particulars of the mixture prescription.

**NOTE:** The **Order Details** do not list any DINs for the medication or ingredients of the mixture. The active ingredient is listed under the tab **'Medication'**.

**Medication Order Detail**

Order | Patient | Instructions | Indications | Prescriber | Dispenses (1) | Issues | Refusals | Notes | Status History | ⌂ Ctrl →

Medication | Ingredients (1)

Name: **Hydrocortisone Powder 1% In Clotrimaderm C**  
 Desc: **0.500 Hydrocortisone Micro USP Powder .**  
 Form: **CRM**  
 Id:  Mfr:   
 Pack Qty:  Pack Form:

Authorized: Days Supply **80 d** Qty **200** Fills **4**  
 First Fill: Days Supply  Qty  Exp   
 Subsequent Fill: Days Supply **20 d** Qty **50** Min Interval

ID: **00001WG7** Order date: **02-Mar-2011**  
 Rx #: **1000284** Start date:   
 Status: **Active** Stop date:   
 No sub: **NO** Reason:   
 Trial: **NO**

Pharmacy Targetted To: Name **Kroll Pharmacy 2**  
 City **Prince Albert** Prov **SK** Postal **S9S 7Y5**  
 Phone:

Click the **Ingredients** tab to view ingredient(s) of the mixture:

**Medication Order Detail**

Order | Patient | Instructions | Indications | Prescriber | Dispenses (1) | Issues | Refusals | Notes | Status History | ⌂ Ctrl →

Medication | **Ingredients (1)**

Name	Strength
CLOTRIMAZOLE	49.5

Authorized: Days Supply **80 d** Qty **200** Fills **4**  
 First Fill: Days Supply  Qty  Exp   
 Subsequent Fill: Days Supply **20 d** Qty **50** Min Interval

ID: **00001WG7** Order date: **02-Mar-2011**  
 Rx #: **1000284** Start date:   
 Status: **Active** Stop date:   
 No sub: **NO** Reason:   
 Trial: **NO**

Pharmacy Targetted To: Name **Kroll Pharmacy 2**  
 City **Prince Albert** Prov **SK** Postal **S9S 7Y5**  
 Phone:



## Transferring an Rx to another Pharmacy

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When you are transferring an Rx to another pharmacy, use the standard **Transfer Out** process from the **Extra Functions** button of the local patient profile. When a transfer out is performed, if the targeted pharmacy is out of province, a message will be sent to PIP and the network profile will immediately reflect the new targeted pharmacy.

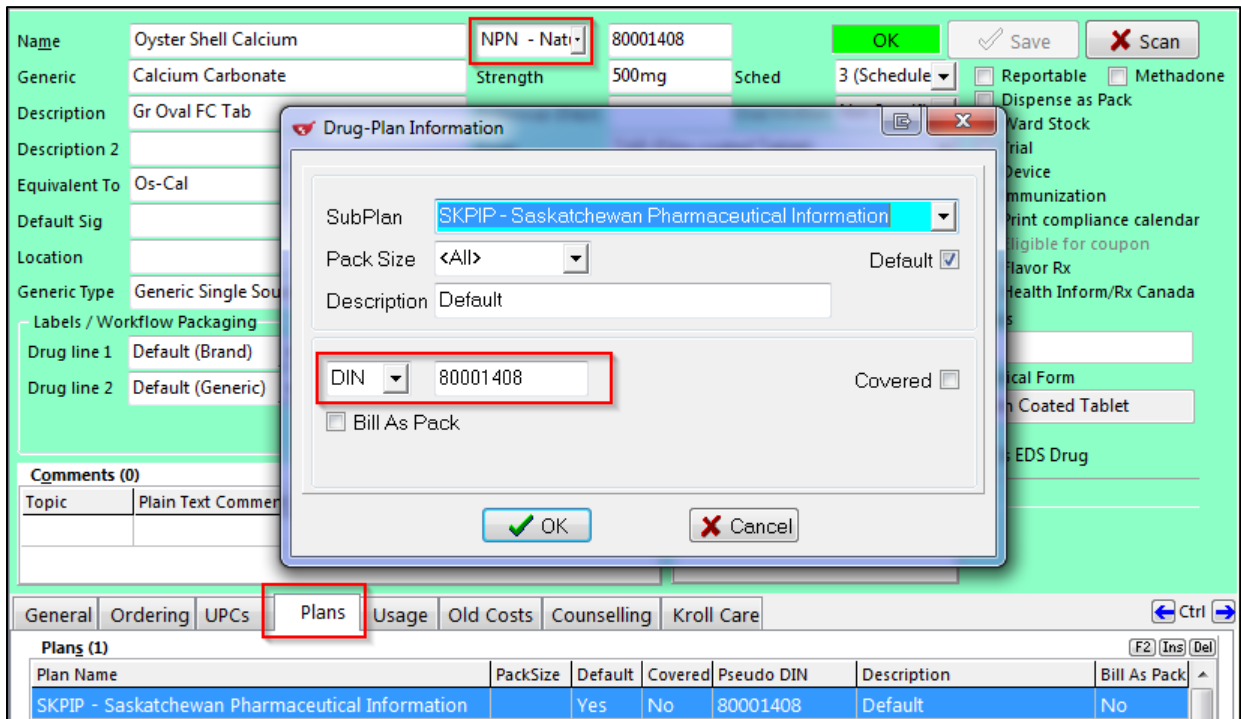
Pharmacy Targeted To					
Name	OOP Pharmacy				
City	Regina	Prov	SK	Postal	S4S 6X6
Phone	(306) 787-3421	ID	CPN.00027204.SK.PRS		

If the targeted store is within the province of Saskatchewan, then no message is sent. The network profile will not reflect the new targeted pharmacy until that pharmacy performs a dispense against the order.

# Filling an Rx using an Natural Product Number (NPN)

A Natural Product Number (**NPN**) is assigned by Health Canada to a product whose manufacturer has submitted enough human evidence to support the health claims they have declared. Natural health products that are dispensed to patients can be recorded on PIP through Kroll as follows:

1. In the **F5-Drug** screen for the natural health product, go to the **Plans** tab and ensure that there is an entry for **SKPIP** with the DIN type set to **DIN**.



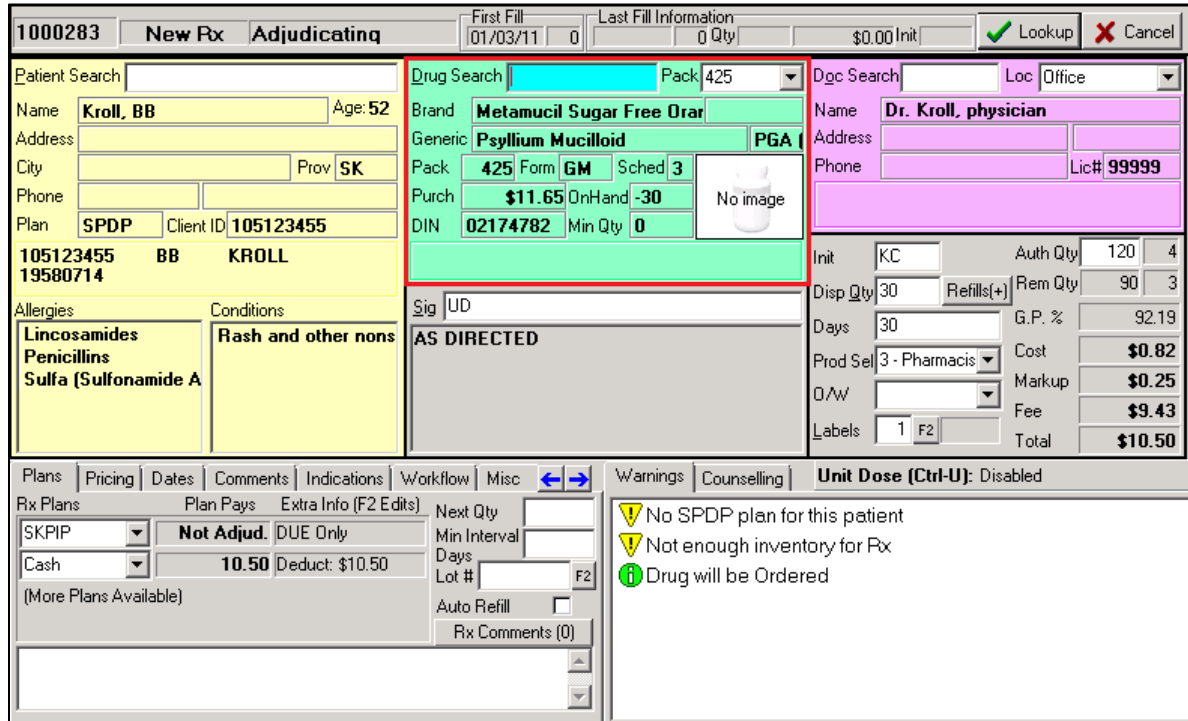
-OR-

In the **F5-Drug** screen for the natural health product, ensure that the main DIN type is set to **DIN**



2. Enter the **NPN** number listed on the product in the **DIN** field.

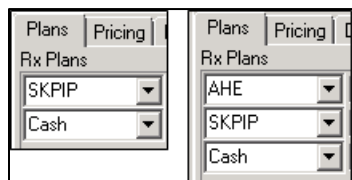
3. Click **Save** or press **Enter** from the drug card to save any changes that were made.
4. Start a prescription and fill out the patient, drug, doctor, SIG and dispense information for the prescription as usual where the drug is the natural health product.



The screenshot shows a prescription entry screen with the following details:

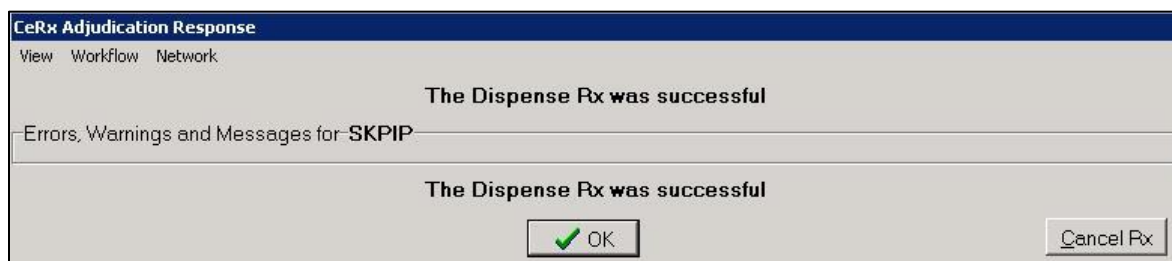
- Patient Search:** Name: Kroll, BB, Age: 52, Client ID: 105123455, BB KROLL, 19580714. Allergies: Lincosamides, Penicillins, Sulfa (Sulfonamide A). Conditions: Rash and other nons.
- Drug Search:** Brand: Metamucil Sugar Free Orar, Generic: Psyllium Mucilloid, Pack: 425, Form: GM, Sched: 3, Purch: \$11.65, OnHand: -30, DIN: 02174782, Min Qty: 0.
- Doctor Search:** Name: Dr. Kroll, physician, Lic#: 99999.
- Dispense Information:** Init: KC, Auth Qty: 120, 4, Disp Qty: 30, Refills(+):, Rem Qty: 90, 3, Days: 30, G.P. %: 92.19, Prod Sel: 3 - Pharmacia, Cost: \$0.82, Markup: \$0.25, Fee: \$9.43, Total: \$10.50.
- Plans:** SKIP, Not Adjud. DUE Only, Cash, 10.50, Deduct: \$10.50.
- Warnings:** No SPDP plan for this patient, Not enough inventory for Rx, Drug will be Ordered.

5. Usually natural health products are not covered by third parties so the plan sequence will be SKIP and then CASH. If the natural health product is covered by a third party payer, the sequence will be 'fiscal' plan, SKIP, and then CASH.



The first screenshot shows the Rx Plans dropdown menu with 'SKIP' and 'Cash' selected. The second screenshot shows the Rx Plans dropdown menu with 'AHE', 'SKIP', and 'Cash' selected.

6. Click **F12-Fill Rx** or press **F12** on the keyboard to fill the NPN prescription. A successfully logged Rx for a natural health product will elicit the following **CeRx Adjudication Response** screen.



The screenshot shows the CeRx Adjudication Response screen with the following text:

The Dispense Rx was successful

Errors, Warnings and Messages for: SKIP

The Dispense Rx was successful

Buttons: OK, Cancel Rx

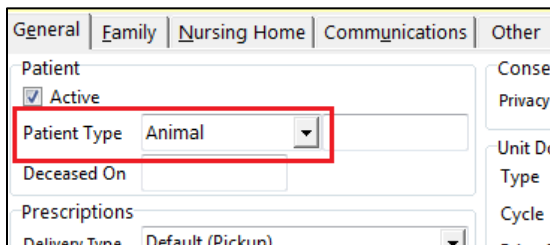
## Filling an Rx for an Animal

Prescriptions filled for pets are **NOT** recorded on PIP. Pets in the database must have an animal indicator turned **ON** in order to successfully fill prescriptions.

**NOTE:** All prescriptions filled for an animal will bypass PIP and be stored locally only. Animal- patients do not need a HSN number and will NOT have a Patient Network Profile.

Mark a pet as ‘**animal**’ in Kroll as follows:

1. Bring up the patient card for the animal using an **F3-Patient** search.
2. Go to the **General** tab of the patient card.
3. Change the **Patient Type** to **Animal** and provide an optional descriptor (e.g. cat, dog, etc.).

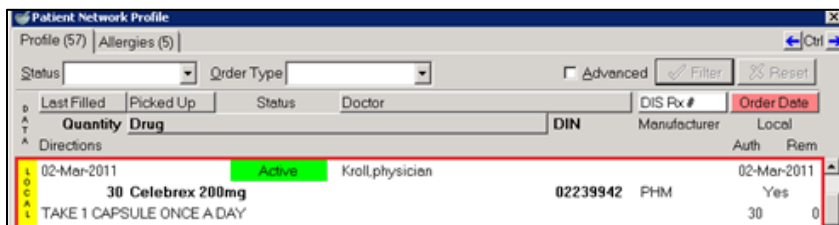


The screenshot shows the 'General' tab of a patient card. The 'Patient Type' dropdown menu is highlighted with a red box and is set to 'Animal'. Other visible fields include 'Active' (checked), 'Deceased On', 'Prescriptions', and 'Delivery Type' (Default (Pickup)).

4. Click **Save** or press **Enter** on the keyboard to save changes made to the patient card.
5. Proceed to fill a prescription for the animal that will bypass PIP.

## Filling an Rx for Out-of-Province Patient

Pharmacies will fill ‘**out of province**’ patient prescriptions as usual by ensuring that the SKPIP plan is not a part of the Rx. These out of province patient prescription will show up on the Patient Network Profile as LOCAL Rx only.



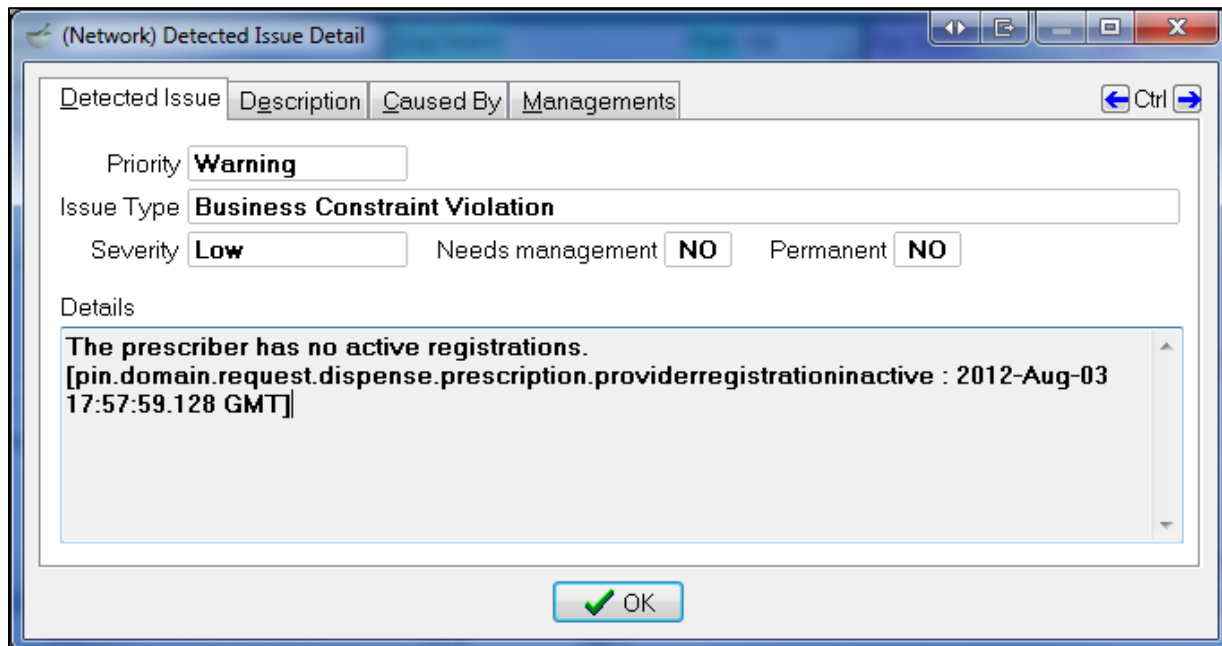
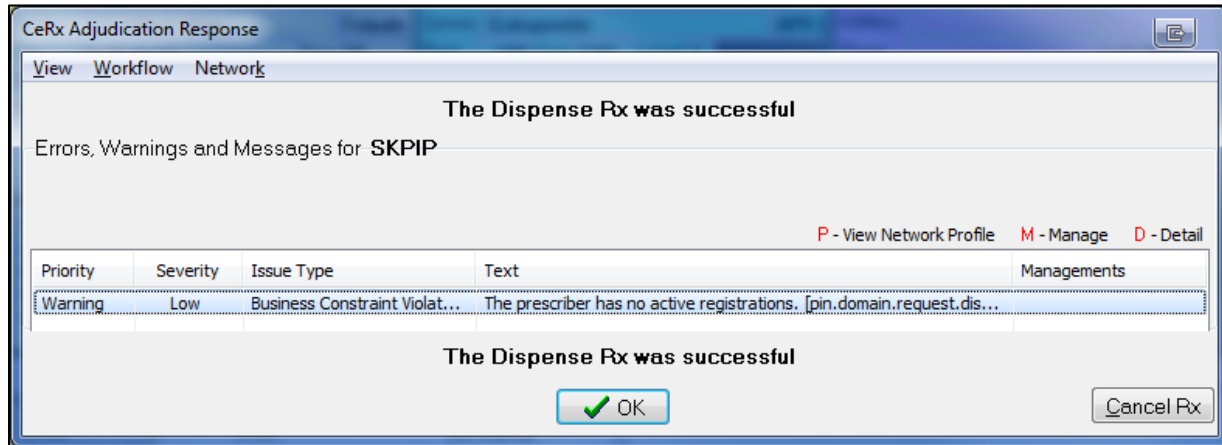
The screenshot shows the 'Patient Network Profile' window. It displays a table of prescriptions with columns for Last Filled, Picked Up, Status, Doctor, DIS Rx #, Order Date, Quantity, Drug, DIN, Manufacturer, Local, Auth, and Rem. A red box highlights a prescription for Celebrex 200mg, which is marked as 'Active' and 'Local'.

Last Filled	Picked Up	Status	Doctor	DIS Rx #	Order Date	Quantity	Drug	DIN	Manufacturer	Local	Auth	Rem
02-Mar-2011		Active	Kroll,physician	02239942	02-Mar-2011	30	Celebrex 200mg		FHM	Yes	30	0

Directions: TAKE 1 CAPSULE ONCE A DAY

## Filling an Rx for an Out-of-Province Doctor

If you are filling an Rx for **Out of Province Doctor**, a low priority warning will be returned from PIP. This does not need to be managed.



## Filling an Rx for Stock Transfers

---

Pharmacies filling an Rx for Stock Transfers should follow the same procedure as filling for an Rx by filling out the **F12 – Fill Rx** screen and going to **Rx > Extra Functions > Stock Transfer** to indicate that the Rx is a stock transfer. When this flag is on, the Rx will bypass PIP.

The **Stock Transfer Rx** will show up on the 'Failed Provincial Claims Report' as **SK Patient has no HSN**.

## Filling an Rx for a Drug not on PIP

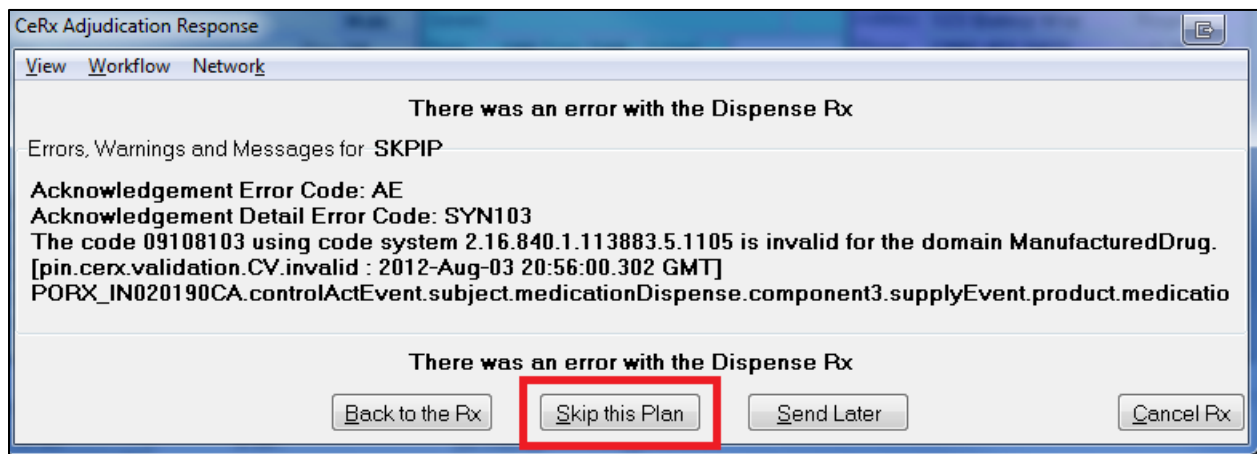
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New drugs will sometimes not be on PIP. Pharmacies should remove the PIP plan on these Rxs and continue filling. These Rxs will then show up on the Failed Provincial Claims Report. They should then call Kroll Support desk to report who in turn will call PIP help desk.

## Filling an Rx that is rejected by PIP

---

If a Dispense is rejected, select **Skip this Plan** to ensure the Rx shows up on the **Failed Provincial Claims Report** with the proper error message.



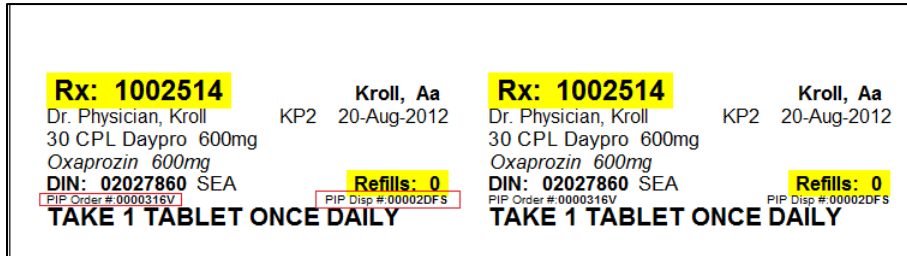
## Refilling an Rx without PIP

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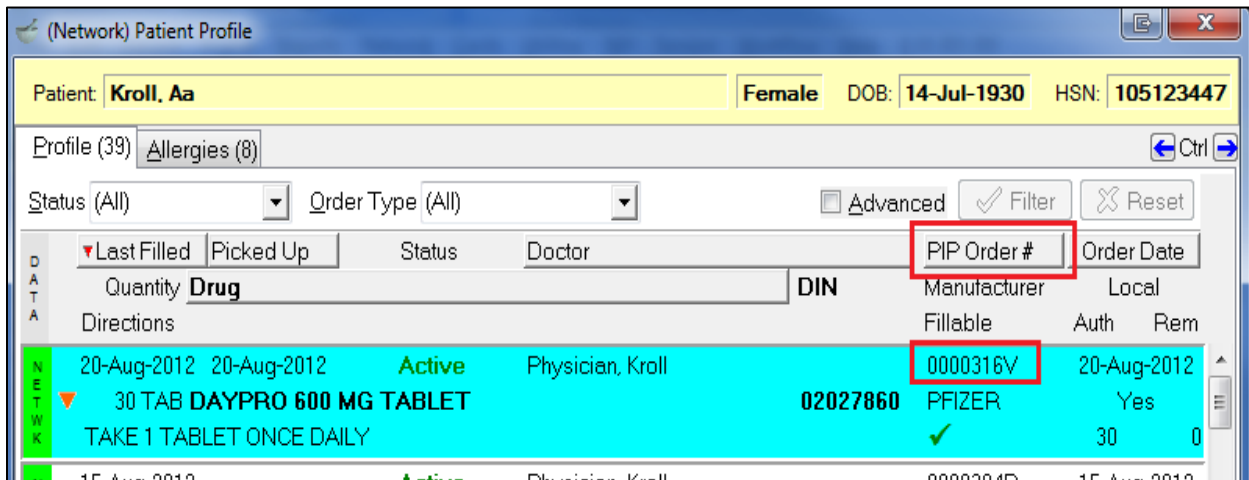
If an Rx was filled previously without the PIP plan, users will need to add this plan manually on a refill.

# Prescription Vial Labels

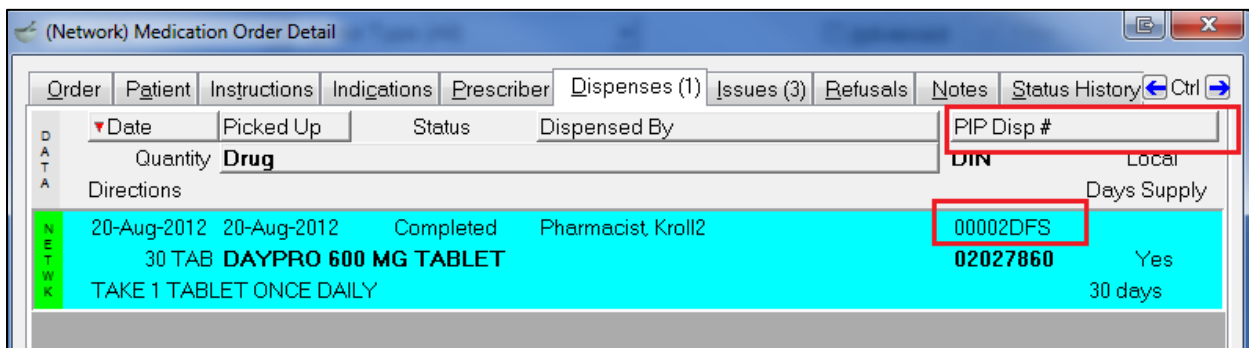
The PIP Rx order and Dispense number will print on the vial labels. When you need to troubleshoot a prescription with the PIP helpdesk, the Rx order number will be required. If you do not have the original label, you can bring the Rx up in modify mode and under **Labels > Labels Preview** to see **PIP Order # and PIP DISP#**.



The Rx Order Number can also be seen on the Patient Network Profile as **PIP Order#**.



The **PIP DISP #** will be displayed under the **Dispenses** tab.

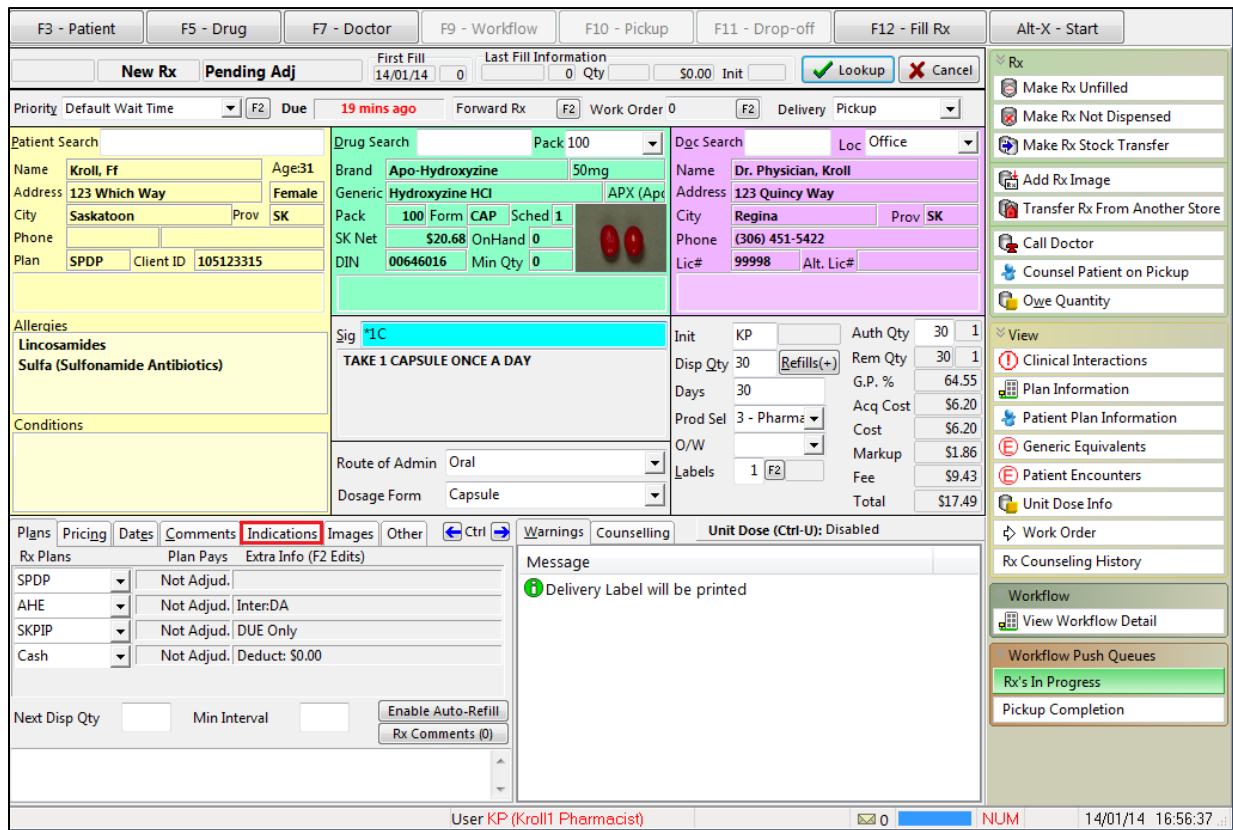


# Indications

## Sending Indications to the Network

In medicine, an **indication** is defined as a condition which makes a particular treatment (i.e. drug) or procedure advisable. Pharmacy users can add the indication of a drug from the **F12-Filling** screen and send it to PIP for clinical recording as follows:

1. Fill out the patient, drug, doctor, SIG and dispense information on the F12-Filling screen.
2. Click on the **Indications** tab located on the lower left of the F12-Filling screen.



The screenshot shows the F12-Fill Rx screen with the following details:

- Navigation:** F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F10 - Pickup, F11 - Drop-off, F12 - Fill Rx, Alt-X - Start
- Buttons:** New Rx, Pending Adj, First Fill (14/01/14), Last Fill Information, \$0.00, Init, Lookup, Cancel
- Priority:** Default Wait Time, F2, Due (19 mins ago), Forward Rx, F2, Work Order 0, F2, Delivery, Pickup
- Patient Search:** Name: Kroll, FF, Age: 31, Address: 123 Which Way, City: Saskatoon, Prov: SK, Plan: SPDP, Client ID: 105123315
- Drug Search:** Brand: Apo-Hydroxyzine 50mg, Generic: Hydroxyzine HCl, Pack: 100, Form: CAP, Sched: 1, SK Net: \$20.68, OnHand: 0, DIN: 00646016, Min Qty: 0
- Doc Search:** Name: Dr. Physician, Kroll, Address: 123 Quincey Way, City: Regina, Prov: SK, Phone: (306) 451-5422, Lic#: 99998
- Indications:** Sig: 1C, TAKE 1 CAPSULE ONCE A DAY, Route of Admin: Oral, Dosage Form: Capsule
- Bottom Menu:** Plans, Pricing, Dates, Comments, **Indications** (highlighted), Images, Other, Warnings, Counselling, Unit Dose (Ctrl-U): Disabled
- Message:** Delivery Label will be printed
- Footer:** User KP (Kroll1 Pharmacist), NUM, 14/01/14 16:56:37

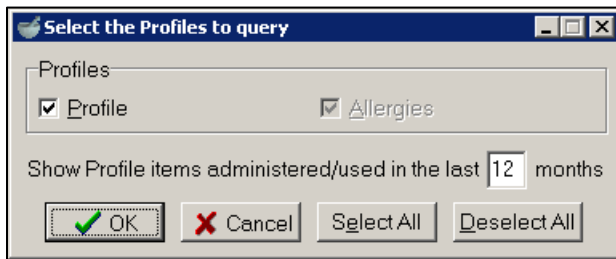
3. Click **Ins** or press **Insert** on the keyboard to add an indication for the drug listed in the prescription.



## Retrieving Indications on the Network

Indications can be retrieved from the Patient Network Profile as follows:

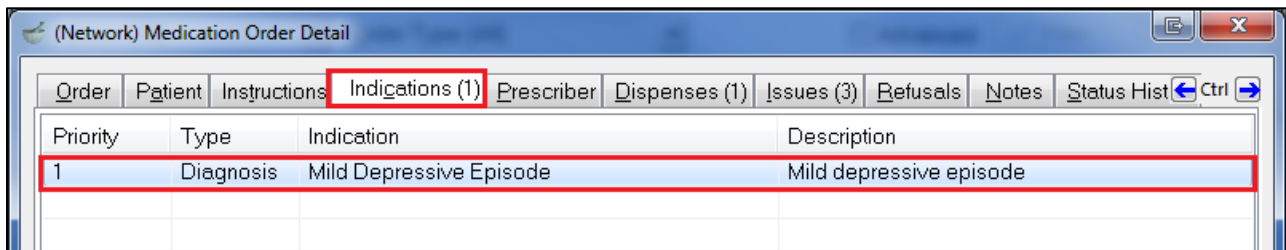
1. From the patient card, go to **Network > Profile** and log in with Kroll initials and password.
2. From the **Select Profiles to query** form, place a check mark next to **Profile** and click **OK**.



3. Enter an optional reason for accessing the patient profile and click **OK** or press **Enter** on the keyboard to continue.

Highlight the prescription you wish to view indications for and click **Detail** or press **D** on the keyboard to call up the **Medication Order Detail** screen.

4. Click on the **Indications** tab or press **CTRL+C** on the keyboard to view the logged indications.



Order	Patient	Instructions	Indications (1)	Prescriber	Dispenses (1)	Issues (3)	Refusals	Notes	Status Hist
Priority	Type	Indication	Description						
1	Diagnosis	Mild Depressive Episode	Mild depressive episode						

# Prescription Pickup

The Saskatchewan Health Information Network (SHIN) requires pharmacies to log when a prescription is physically picked up from the pharmacy. This information is entered in Kroll and sent to PIP for clinical recording.

It is important to note that recording prescription pick-ups is a crucial part of the prescription lifecycle. If an Rx is not marked as “picked up” and the pharmacy goes to fill another dispense against the prescription, PIP will return a warning “This prescription has one or more dispenses that have been filled but not picked up”. In addition, the ‘remaining quantity’ for a prescription listed on the Pharmacy Network is not adjusted until the Rx is marked as picked up.

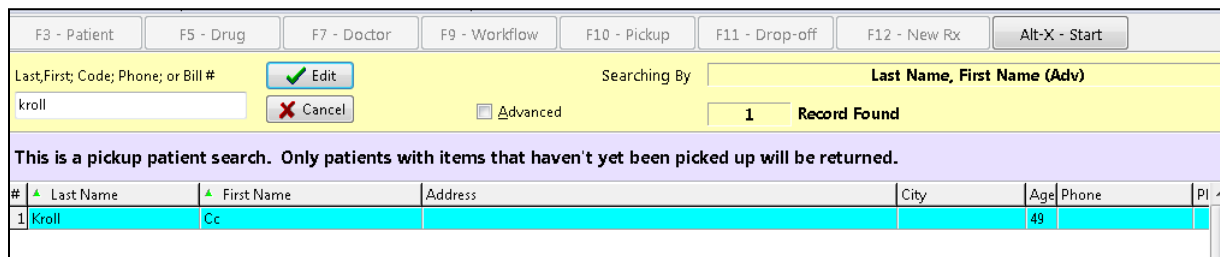
**NOTE:** Prescriptions that are UNFILLED, NOT DISPENSED, INACTIVE or CANCELLED do not need to be marked as ‘picked up’ on PIP. Once an Rx is filled and ‘picked up’ on PIP, if the pickup needs to be retracted; the entire Rx needs to be retracted and then refilled without the pickup being completed.

## Automatic Pickup

You can send pickups at the time of fill. Please contact Kroll to set up this Workflow.

## Manual Pickup

1. From the **Alt-X Start** screen, select **F10-Pickup**.
2. Enter the name of the patient for the Rxs that are to be picked up.



The screenshot shows the 'Alt-X - Start' screen with the 'F10 - Pickup' function selected. A search for 'kroll' has been performed, resulting in one record found. The search criteria are 'Last Name, First Name (Adv)'. Below the search results, a table lists the patient details.

#	Last Name	First Name	Address	City	Age	Phone	PI
1	Kroll	Cc			49		

- A list of Rx's waiting for pickup will be displayed. The user can choose to pick up all the Rx's that are listed or uncheck the Rx's that are not being picked up at this time. Then click on **Pickup 3 Items**.

F3 - Patient   F5 - Drug   F7 - Doctor   F9 - Workflow   F10 - Pickup   F11 - Drop-off   F12 - New Rx   Alt-X - Start

Use the check mark to select the items that the patient wants to pickup. Patient Pays: \$55.93

Please select Rx's to pick up

**Kroll, Cc (Male, 49)**

<input checked="" type="checkbox"/>	<b>Apo-Oxaprozin 600mg</b> Rx: 1002367	Waiting for Pickup	<b>\$16.56</b>
<input checked="" type="checkbox"/>	<b>Plendil 10mg</b> Rx: 1002364	Waiting for Pickup	<b>\$17.87</b>
<input checked="" type="checkbox"/>	<b>Toradol 10mg</b> Rx: 1002366	Waiting for Pickup	<b>\$21.50</b>

- Select the person picking up the Rx's. It defaults to the patient. Once you have selected the person picking up the Rx, click on **Edit** or press **Enter** on the keyboard.

F3 - Patient   F5 - Drug   F7 - Doctor   F9 - Workflow   F10 - Pickup   F11 - Drop-off   F12 - New Rx   Alt-X - Start

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

Last,First; Code; Phone; or Bill #    Searching By

Advanced   3 Records Found

#	Last Name	First Name	Address	City	Age	Phone	Plan
1	Kroll	Cc			49		
2	Kroll	Aa			53		
3	Kroll	Ee			53		AHE

- If the Rx's are being picked by someone other than the patient, select the Relationship of that person with the patient and then click **Confirm**.

F3 - Patient   F5 - Drug   F7 - Doctor   F9 - Workflow   F10 - Pickup   F11 - Drop-off   F12 - New Rx   Alt-X - Start

Confirm the person picking up the items

Last Name  First Name

Address 1

Address 2

City  Prov

Postal Code  Phone

Photo Id #  Type

Please specify the relationship of the patient to the person picking up the Rx(s).

**Aa is Cc Kroll's**

- Wife
- Sister
- Wife
- Cousin
- Aunt
- Neice
- Step-mother
- Step-daughter
- Step-sister

6. A list of Rx's that are being picked up is displayed for confirmation. Click on **Confirm 3 Items**.

F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt-X - Start	
							<b>Patient Pays: \$55.93</b>	
<b>X</b> Back	Start Over	Please confirm items to pick up					<b>Confirm 3 Items</b>	
Rx: 1002367	Kroll, Cc	<b>Apo-Oxaprozin 600mg</b>					<b>\$16.56</b>	
Rx: 1002364	Kroll, Cc	<b>Plendil 10mg</b>					<b>\$17.87</b>	
Rx: 1002366	Kroll, Cc	<b>Toradol 10mg</b>					<b>\$21.50</b>	

When the pickups are successful, you are returned to the pickup screen to enter a new patient if required.

## Retrieving Picked Up Status from the Pharmacy Network

1. Bring up the Patient card using the **F3-Patient** search.
2. Go to **Network > Profile** and log in with your Kroll username and password.
3. Enter an optional reason for accessing the profile.
4. From the **Profiles** tab, prescriptions that are picked up will have a date listed in the **Picked Up** column.

(Network) Patient Profile

Patient: **Kroll, Cc**    **Male**    DOB: **20-Jul-1964**    HSN: **105123498**

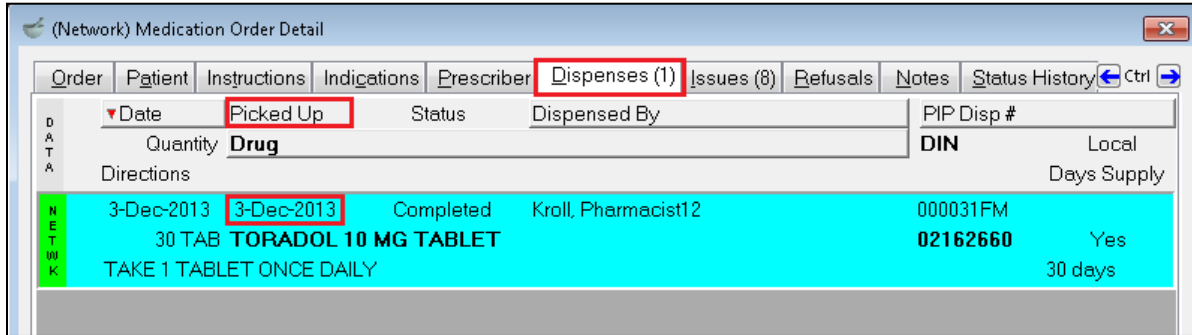
Profile (16)    Allergies (1)    ← Ctrl →

Status (All)    Order Type (All)     Advanced     Filter     Reset

DATA	Last Filled	Picked Up	Status	Doctor	PIP Order #	Order Date
Last Qty	Drug	DIN	Manufacturer	Local	Auth	Rem
Directions	Fillable	Yes	No	30	42	0
SYNCE D	3-Dec-2013	3-Dec-2013	Active	Physician, Kroll	00001PBJ	3-Dec-2013
30 TAB	<b>APO-OXAPROZIN 600 MG TABLET</b>	02243661	APOTEX	Yes	30	0
TAKE 1 TABLET ONCE DAILY	✓					
SYNCE D	3-Dec-2013	3-Dec-2013	Active	Physician, Kroll	00001PBG	3-Dec-2013
30 TAB	<b>TORADOL 10 MG TABLET</b>	02162660	HOFFMANN-L	Yes	30	0
TAKE 1 TABLET ONCE DAILY	✓					
SYNCE D	3-Dec-2013	3-Dec-2013	Active	Physician, Kroll	00001PB9	3-Dec-2013
7 EA	<b>PLENDIL 10 MG TABLET SA</b>	00851787	ASTRAZENECA	Yes	49	42
TAKE 1 TABLET ONCE DAILY	✓					

5. To obtain more information on the pickup, highlight the prescription of interest and press **D** on the keyboard to bring up the **Medication Order Detail** form.

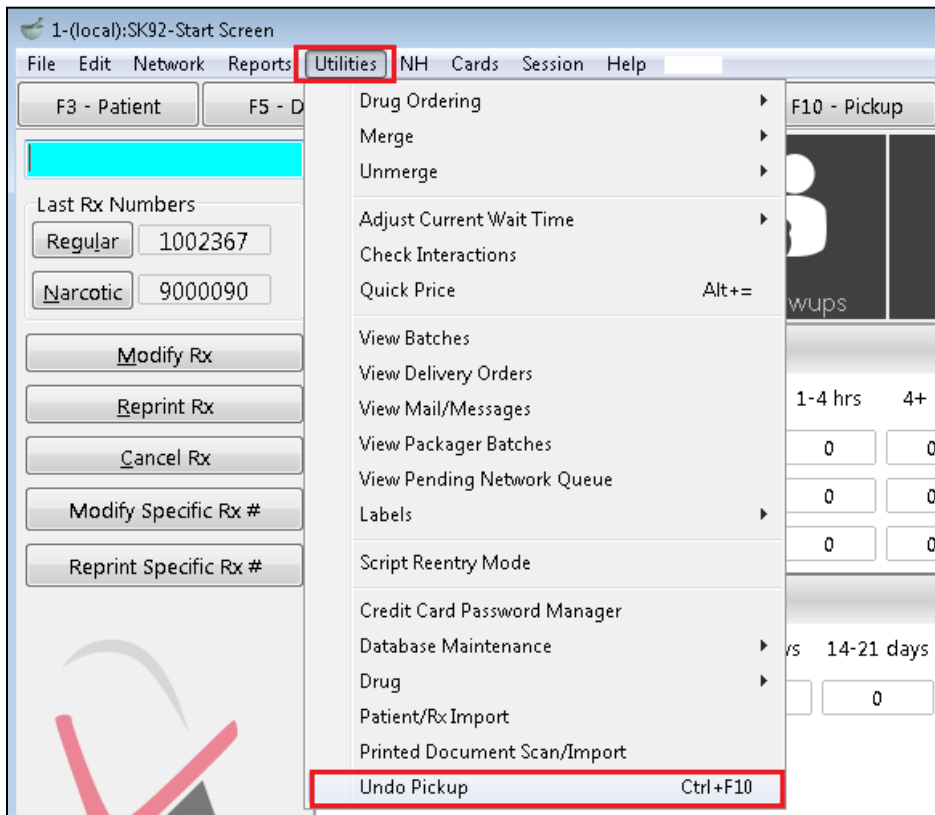
6. The picked up status are also displayed under the **Dispenses Tab**.



## Undo Pickups

This section outlines the process for undoing a pickup.

1. From the **Pickup** patient search screen or the **Alt-X Start** screen, select **Utilities** from the menu bar located at the top of the screen and select **Undo Pickup** or press **(Ctrl + F10)** on the keyboard.



- The Undo Pickup screen appears. Highlight the **Delivery Order** that needs to have the pickups retracted and click **Select**.

F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt-X - Start
Refresh	Close	Select delivery order to undo pickup				Lookup Rx	Select
Delivery Order Id: 52 Kroll, Jj Rx: 1002368 Apo-Furosemide 80mg				Pickup Date: 3-Dec-2013 9:52 AM			
Delivery Order Id: 51 Kroll, Cc Kroll, Cc Kroll, Cc Rx: 1002364 Plendil 10mg Rx: 1002366 Toradol 10mg Rx: 1002367 Apo-Oxaprozin 600mg				Pickup Date: 3-Dec-2013 9:25 AM			

- The **Undo Confirmation** screen will appear. Click **Confirm Undo**.

F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt-X - Start
Verify that this is the delivery order that you want to undo the pickup for.							
Back	Start Over	Please select Rxs to pick up				Rx Info	Confirm Undo
Picked Up On	3-Dec-2013 9:25 AM	Picked Up By	Kroll, Aa				
Pickup Recorded By	KP	Address 1					
Delivery Order Id	51	Address 2					
Total Order Value	\$55.93	Patient Pays	\$55.93	City		Prov	SK
Phone							
List of items that were picked up							
Kroll, Cc	Rx: 1002364	Plendil 10mg	\$17.87				
Kroll, Cc	Rx: 1002366	Toradol 10mg	\$21.50				
Kroll, Cc	Rx: 1002367	Apo-Oxaprozin 600mg	\$16.56				

- A Login screen appears with a warning to ensure that you are about to finalize the undo of a pickup. Enter your initials and password and click **OK** to perform the Undo.

**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.**

Initials

Password

- The retract pickups are sent to the Network. Once completed, the **Undo Pickup** screen

displays again. Select **Close** to exit the screen.

F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt-X - Start
Refresh	<b>X Close</b>	Select delivery order to undo pickup				Lookup Rx	Select
No eligible delivery orders were found.							

6. The Rxs are now back in the **waiting for Pickup** queue.

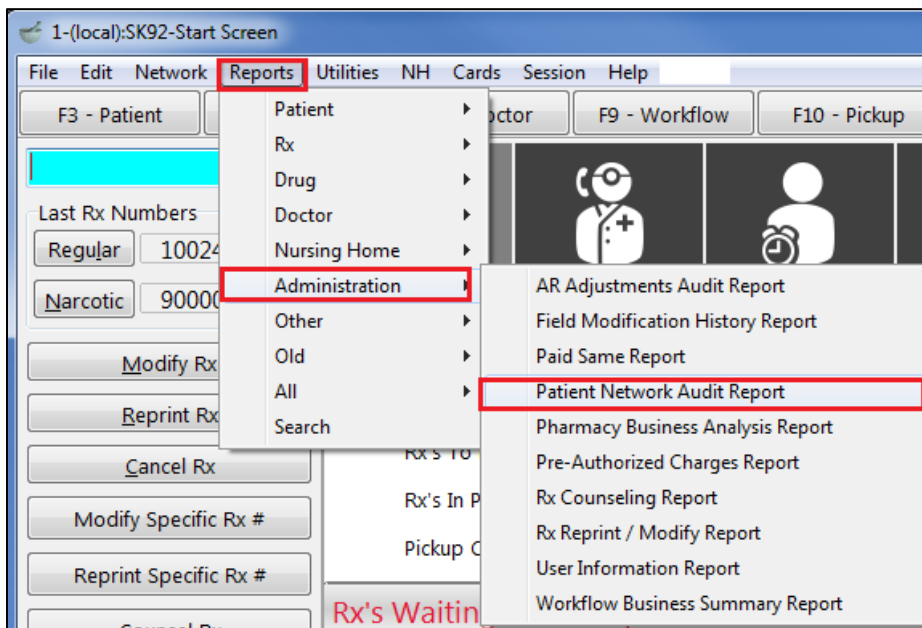
F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt-X - Start
Use the check mark to select the items that the patient wants to pickup.							<b>Patient Pays: \$34.43</b>
<b>X Back</b>	Start Over	Please select Rxs to pick up				Rx Info	<b>✓ Pickup 2 Items</b>
<b>Kroll, Cc (Male, 49)</b>							
<input checked="" type="checkbox"/>	<b>Apo-Oxaprozin 600mg</b> Rx: 1002367	Waiting for Pickup				<b>\$16.56</b>	
<input checked="" type="checkbox"/>	<b>Plendil 10mg</b> Rx: 1002364	Waiting for Pickup				<b>\$17.87</b>	
<input type="checkbox"/>	<b>Toradol 10mg</b> Rx: 1002366	Waiting for Pickup				<b>\$21.50</b>	

# Reports

## Patient Network Audit Report

The **Patient Network Audit Report** provides a listing of all network accesses for a given time period broken down by patient. The report contains supplementary information on when the patient's profile was accessed, who it was accessed by, the reason for access if available, and the type of access (e.g. CeRx Profile Access).

1. From the **Alt-X Start** screen, go to **Reports > Administration > Patient Network Audit Report**.



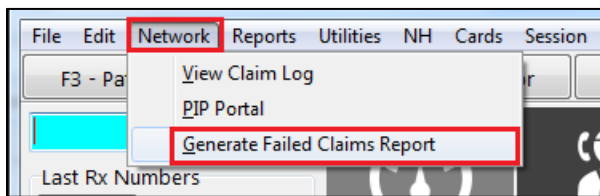


## Failed Provincial Claims Flat File Report

The **Failed Provincial Claims Flat File Report** captures all prescriptions that are NOT clinically recorded on PIP through Kroll adjudication. For example, the report will capture prescriptions filled for devices, out-of-province patients, animals, stock transfers, etc. The report is a requirement of HISC (Health Information Solutions Centre) and its purpose is to ensure that there are no gaps in the clinical recording of prescriptions filled by the pharmacy.

This report will run automatically at the beginning of every month (for the previous month's claims). This process will be set up in the Kroll scheduler. However, the pharmacy should manually print this report towards the end of every month in order to correct any claim errors so that those claims will no longer be exceptions and not included in the report when it is run automatically.

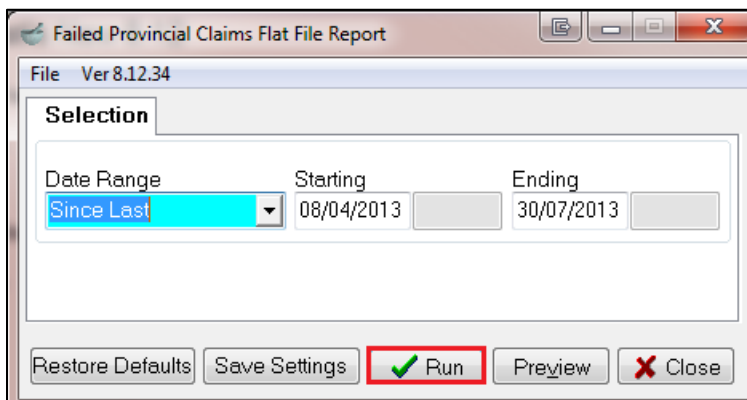
To generate a report manually, go to **Network > Generate Failed Claims Report**.



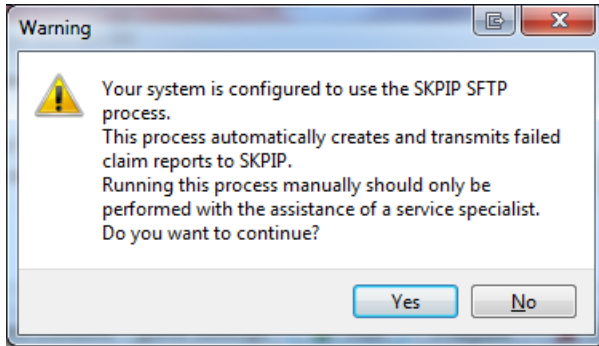
Select an appropriate date range (typically "This Month" if you are doing this near the end of the month) and click **Preview**.

If you need a hardcopy, print a copy of the report from the resulting report preview.

To send to PIP manually, click **Run**.



Prior to running the report generator, you will see the following warning:



**Sample Failed Provincial Claims Report:**

<b>Failed Provincial Claims Report</b>							
Kroll Pharmacy, #313, 9622 - Broadview Avenue, Regina SK R3C 3F3 (306) 555-9346 Fax: (306) 555-9348							
Report Parameters Fill Date - 15/08/2012 to 15/08/2012							
<b>Legend</b> ? = Patient Has No HSN      ✈ = Out-Of-Province Patient      ✖ = Rx For Device							
Failed Provincial Claims Report							Printed on: 15/08/2012 10:58:59
Rx Number	Fill Date	Record Type	User	Product	Doctor	DIN	
Patient			Prov	Id			
PIP Error Message							
<b>? SK Patient Has No HSN</b>							
1000081	2012-Aug-15	Dispense	RI	Apo-Warfarin 5 mg		02242928	?
	Saskatchewan, Patient		SK		Carter, Robert		
1000082	2012-Aug-15	Dispense	RI	Apo-Atenol 50mg		00773689	?
	Saskatchewan, Patient		SK		Carter, Robert		
<b>✖ Rx For Device</b>							
1000085	2012-Aug-15	Dispense	RI	Syringe Luer Lok 5cc #9603		99400535	✖
	Rita, James		SK	HSN: 290227208	Carter, Robert		
<b>✈ Out-Of-Province Patient</b>							
1000084	2012-Aug-15	Dispense	RI	Pradax 150mg		02358808	✈ ?
	Alberta, Patient		AB		Smith, John		
<b>🐾 Patient Is Animal</b>							
1000083	2012-Aug-15	Dispense	RI	Humulin-L Lente 100u/ml		00646148	?
	Spot, The Dog		SK		Vetenarian, John		

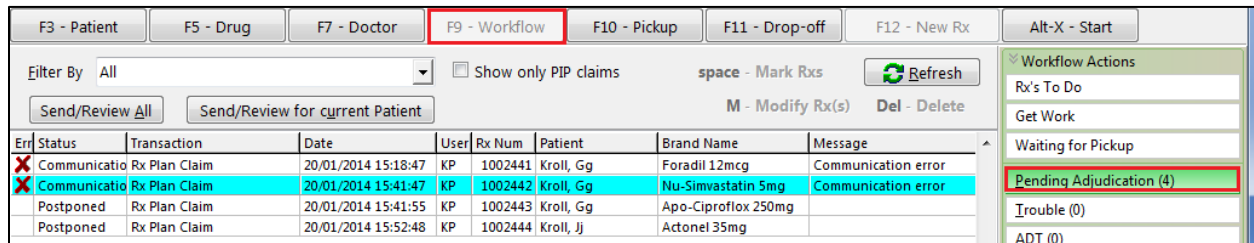
# What Happens When PIP Goes Down

In the event the PIP server goes down, Kroll will queue all claims (i.e. allergy adds, Rx orders, Rx dispenses, updates, etc.) in the order of creation so that they can be sent when PIP is up again.

No new claims for a particular patient can be sent to PIP until all queued claims for that patient have been sent to PIP. A prior queued claim may have an impact on the results of another claim that is sent down (e.g. an allergy add request must be sent before more dispenses are sent because that may affect the outcomes of the DUR processing for those subsequent dispenses).

When PIP is down, claims are queued in order of creation in the following area:

1. Go to **F9 - Workflow > Pending Adjudication**.
2. When PIP is up again, users can click on **Send/Review All** to send everything at once or they can select **Send/Review for Current Patient** to be sent to a particular patient only.



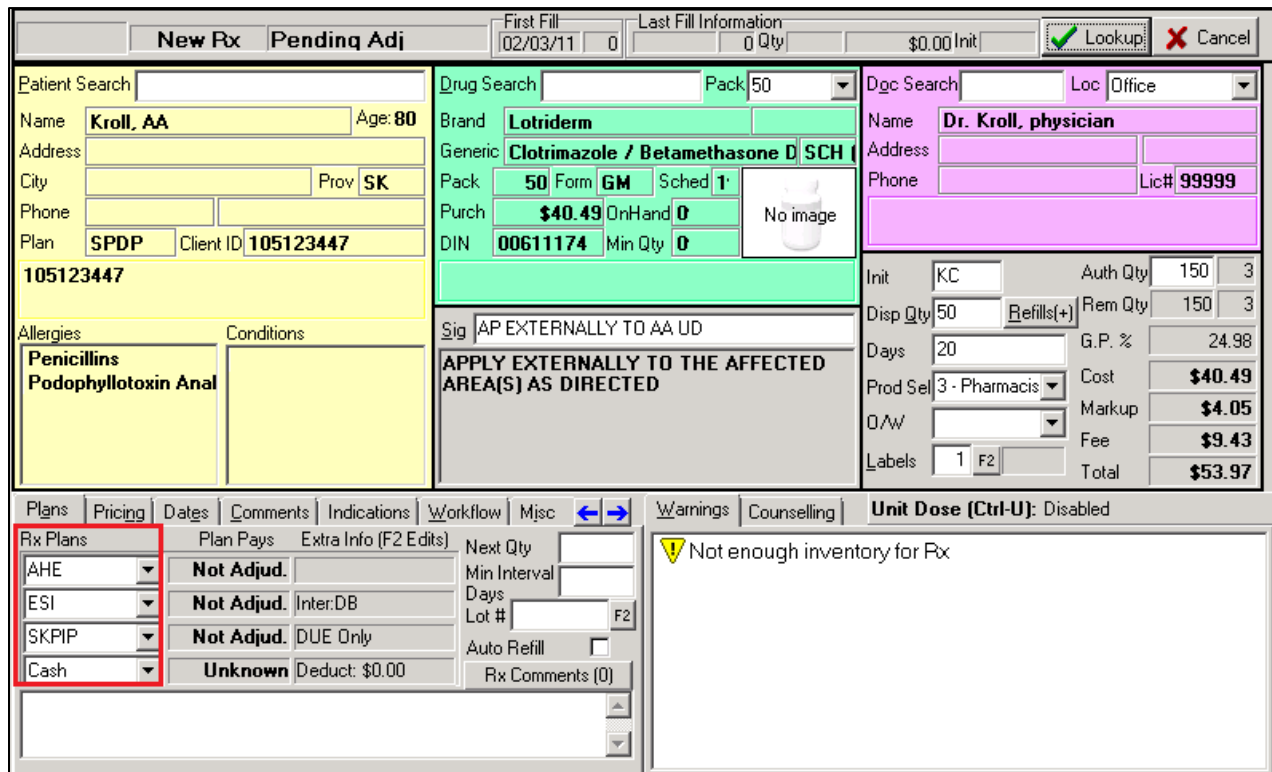
Err	Status	Transaction	Date	User	Rx Num	Patient	Brand Name	Message
X	Communication error	Rx Plan Claim	20/01/2014 15:18:47	KP	1002441	Kroll, Gg	Foradil 12mcg	Communication error
X	Communication error	Rx Plan Claim	20/01/2014 15:41:47	KP	1002442	Kroll, Gg	Nu-Simvastatin 5mg	Communication error
	Postponed	Rx Plan Claim	20/01/2014 15:41:55	KP	1002443	Kroll, Gg	Apo-Ciproflox 250mg	
	Postponed	Rx Plan Claim	20/01/2014 15:52:48	KP	1002444	Kroll, Jj	Actonel 35mg	

**NOTE:** The exception to this is when the Pharmacy marks PIP as down when they know PIP will be down for a period of time. If an allergy is added when the network is down, it is added locally only. Remember to sync allergies to the network when the network is available.

# Printing Labels for Dispensing when PIP is Down

When PIP is down, users can adjudicate claims to the fiscal plans first, print labels for dispensing, and then place the Rx in a Network queue for adjudication to SKPIP once the PIP server is back up.

1. The plan sequence should have the fiscal plans listed first, then the SKPIP plan, followed by the Cash plan.



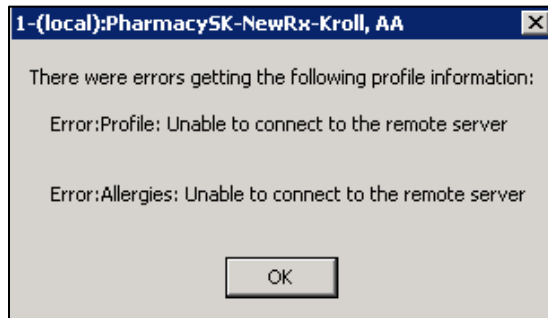
The screenshot shows a software interface for a pharmacy. At the top, there are tabs for 'New Rx' and 'Pending Adj'. Below this, there are several input fields for patient information (Name: Kroll, AA, Age: 80, Address, City, Prov: SK, Phone, Plan: SPDP, Client ID: 105123447) and drug information (Drug Search: Lotriderm, Pack: 50, Brand: Lotriderm, Generic: Clotrimazole / Betamethasone D SCH, Pack: 50 Form GM Sched 1, Purch: \$40.49 OnHand 0, DIN: 00611174 Min Qty 0). There is also a section for 'Dgc Search' with Name: Dr. Kroll, physician, Address, Phone, and Lic#: 99999. A 'Sig' field contains 'AP EXTERNALLY TO AA UD' and a note 'APPLY EXTERNALLY TO THE AFFECTED AREA(S) AS DIRECTED'. A pricing table shows: Init: KC, Auth Qty: 150, 3; Disp Qty: 50, Refills(+), Rem Qty: 150, 3; Days: 20, G.P. %: 24.98; Prod Sel: 3 - Pharmacia, Cost: \$40.49; O/W, Markup: \$4.05; Labels: 1 F2, Fee: \$9.43; Total: \$53.97. At the bottom, there is a 'Plans' section with a table:

Rx Plans	Plan Pays	Extra Info (F2 Edits)	Next Qty
AHE	Not Adjud.		Min Interval
ESI	Not Adjud.	Inter.DB	Days
SKPIP	Not Adjud.	DUE Only	Lot #
Cash	Unknown	Deduct: \$0.00	Auto Refill

Below the table, there is a 'Warnings' section with a yellow triangle icon and the text 'Not enough inventory for Rx'. The 'Unit Dose (Ctrl-U): Disabled' option is also visible.

2. Clicking **F12-Fill Rx** or pressing **F12** will initiate adjudication of the prescription.

**NOTE:** If the system attempts to access the Patient Network Profile when PIP is down (because this is the first Rx being filled after pulling up the patient card), the following message will appear:



3. Click **OK**.
4. The Rx will go through the fiscal plans and will be paid. Here is an example for **AHE** and **ESI**.

**Adjudication Response for AHE**  
View Workflow Network

**The claim was accepted**

Errors, Warnings and Messages for **AHE**

Pricing Adjustments							Rx Total	
	Cost	Markup	Fee	Mix Fee	SSC Fee	Total		
Submitted	40.49	4.05	9.43	0.00	0.00	53.97	Prev Paid	<b>0.00</b>
Accepted	40.49	4.05	9.43	0.00	0.00	53.97	Plan Pays	<b>40.49</b>
Difference	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	Balance	<b>13.48</b>

**The claim was accepted**

**Adjudication Response for ESI**  
View Workflow Network

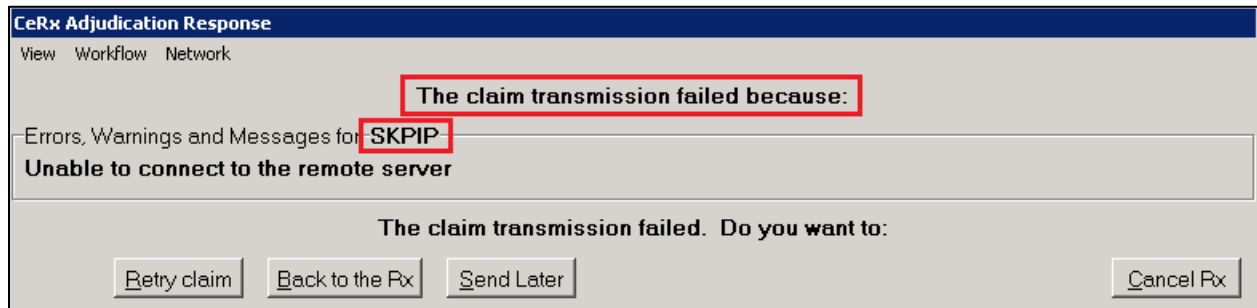
**The claim was accepted**

Errors, Warnings and Messages for **ESI**

Pricing Adjustments							Rx Total	
	Cost	Markup	Fee	Mix Fee	SSC Fee	Total		
Submitted	40.49	4.05	9.43	0.00	0.00	53.97	Prev Paid	<b>40.49</b>
Accepted	40.49	4.05	9.43	0.00	0.00	53.97	Plan Pays	<b>13.00</b>
Difference	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	Balance	<b>0.48</b>

**The claim was accepted**

- Once fiscal adjudication is complete, the prescription will be sent to SKPIP for clinical recording. Since the PIP server is down, the claim transmission will fail.



- Select the option **Send Later**; labels will print automatically, and the prescription will be queued.
- Once the PIP server is back up, send to SKPIP.

## Kroll Helpdesk Information

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