



Suspending, Resuming and Tracking Rxs

User Guide

2020

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Suspending, Resuming, and Tracking Rxs

Suspending an Rx prevents the system from processing refills during a specified period of time. This may be required when a Nursing Home patient takes an LOA (leave of absence) and is away for a period of time.

Suspensions are also required when a patient develops an allergy to a drug, when the patient is not available, or in other situations where the patient may need to stop administering the drug for a period of time.

This document explains how to suspend Rxs, how to resume Rxs when the suspension period has ended, and how to track suspensions.

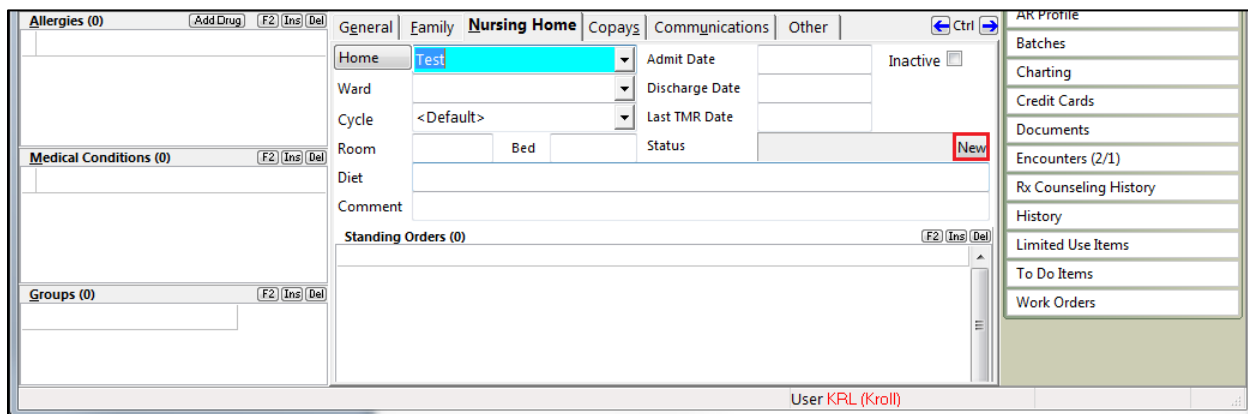
LOAs

When a patient is away from the Nursing Home for a specified period of time, setting an LOA status for the patient allows you to control which Rxs are suspended during their absence.

This section explains how to suspend Rxs in the event of an LOA, how to resume Rxs when the LOA period has ended, and how to track LOAs.

Suspending Rxs

1. Call up the Patient card for the selected patient.
2. Select the **Nursing Home** tab and click the **New** button next to the **Status** field.



The screenshot shows a software interface for patient management. The 'Nursing Home' tab is selected. The 'Status' field is highlighted in blue, and a red box highlights the 'New' button next to it. Other fields include 'Home' (Test), 'Ward' (<Default>), 'Room', 'Bed', 'Admit Date', 'Discharge Date', and 'Last TMR Date'. The interface also shows sections for 'Allergies (0)', 'Medical Conditions (0)', and 'Groups (0)'. A sidebar on the right lists various patient records like 'Batches', 'Charting', 'Credit Cards', etc. The user 'Kroll' is logged in.

3. The Start Patient Leave of Absence screen will appear.
 - Enter the **Start Date** and **End Date** (if one is available). The **Start Date** field will default to the current date and time.
 - Select **Leave of Absence** from the **Reason** dropdown menu.
 - Enter any comments in the **Comment** field.

- Select the Rxs you want to suspend.

Start Patient Leave of Absence for Doe, Jane

Start Date 07/03/2014 11:40 End Date

Reason Leave of Absence

Comment

Select Rxs to Suspend A - Select/Deselect All D - Detail Rx Suspension History

Status	Orig Rx	Rx Num	Doctor	Brand Name	Generic Name	Equivalent To	Sig	Sig Expansion	Auth	Rem	Qty
	00027	00027	Smith, Paul	Acetazolamic	Acetazolamic	Diamox	*1	TAKE 1 TAB	10	0	1
	00021	00021	Smith, Paul	Amlodipine 5	Amlodipine B		UD	AS DIRECTE	10	0	1
	00020	00020	Smith, Paul	Apo-Simvas	Simvastatin	Zocor	UD	AS DIRECTE	10	0	1
	00019	00019	Smith, Paul	Alloprin 300	Allopurinol 30		*1	TAKE 1 TAB	10	0	1
	00018	00018	Smith, Paul	Acetazolamic	Acetazolamic	Diamox	UD	AS DIRECTE	10	0	1
PartFill	00006	00006	Smith, Paul	642 Tablets	Propoxyphen		UD	AS DIRECTE	1	Unlim	
	00016	00017	Smith, Paul	Anbesol Liqu	Benzocaine/		ud	AS DIRECTE	2	0	

OK to Save

Suspend's Reason Patient not available

- Click **Save**. The Patient card will show a status of **Leave of Absence** in the **Status** field and the **New** button will change to an **End** button.

Allergies (0)

General | Family | **Nursing Home** | Copays | Communications | Other

Home **Test** Admit Date Inactive

Ward Discharge Date

Cycle <Default> Last TMR Date

Room Bed Status **Leave of Absence**

Diet

Comment

Standing Orders (0)

AR Profile

- Batches
- Charting
- Credit Cards
- Documents
- Encounters (2/1)
- Rx Counseling History
- History
- Limited Use Items
- To Do Items
- Work Orders

User KPL (Kroll)

Resuming Rxs

1. Call up the Patient card for the selected patient.
2. Select the **Nursing Home** tab and click the **End** button next to the **Status** field.

The screenshot shows a patient card interface with several tabs: General, Family, **Nursing Home**, Copays, Communications, and Other. The 'Nursing Home' tab is active. In the 'Status' field, the text 'Leave of Absence' is displayed in yellow, and an 'End' button is visible to its right. Other fields include Home (Test), Admit Date, Discharge Date, Last TMR Date, Room, Bed, and Comment. A sidebar on the right lists various patient history items like AR Profile, Batches, and Encounters.

3. The Start **Patient Leave of Absence** screen will appear.
 - Enter the End Date. This field will default to the current date and time.
 - Enter any comments in the Comment field.
 - Select the Rxs you want to resume.

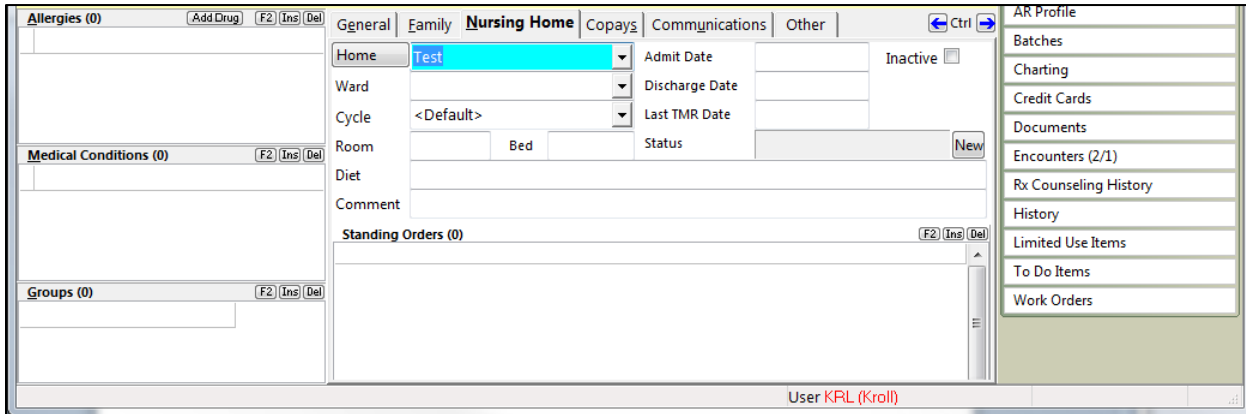
The dialog box is titled 'End Patient Leave of Absence for Doe, Jane'. It contains the following fields and elements:

- Start Date: 07/03/2014 11:40
- End Date: 07/03/2014 11:46
- Reason: Leave of Absence
- Comment: (empty text area)
- Table: Select Rxs to Resume

Status	Orig Rx	Rx Num	Doctor	Brand Name	Generic Name	Equivalent To	Sig	Sig Expansion	Auth	Rem	Qty
Suspend	00027	00027	Smith, Paul	Acetazolamic	Acetazolamic	Diamox	*1	TAKE 1 TAB	10	0	1
Suspend	00021	00021	Smith, Paul	Amlodipine 5	Amlodipine B		UD	AS DIRECTE	10	0	1
Suspend	00020	00020	Smith, Paul	Apo-Simvast	Simvastatin	Zocor	UD	AS DIRECTE	10	0	1
Suspend	00019	00019	Smith, Paul	Alloprin 300n	Allopurinol 30		*1	TAKE 1 TAB	10	0	1
Suspend	00018	00018	Smith, Paul	Acetazolamic	Acetazolamic	Diamox	UD	AS DIRECTE	10	0	1
Suspend	00006	00006	Smith, Paul	642 Tablets	Propoxyphen		UD	AS DIRECTE	1	Unlim	
Suspend	00016	00017	Smith, Paul	Anbesol Liqu	Benzocaine/		ud	AS DIRECTE	2	0	

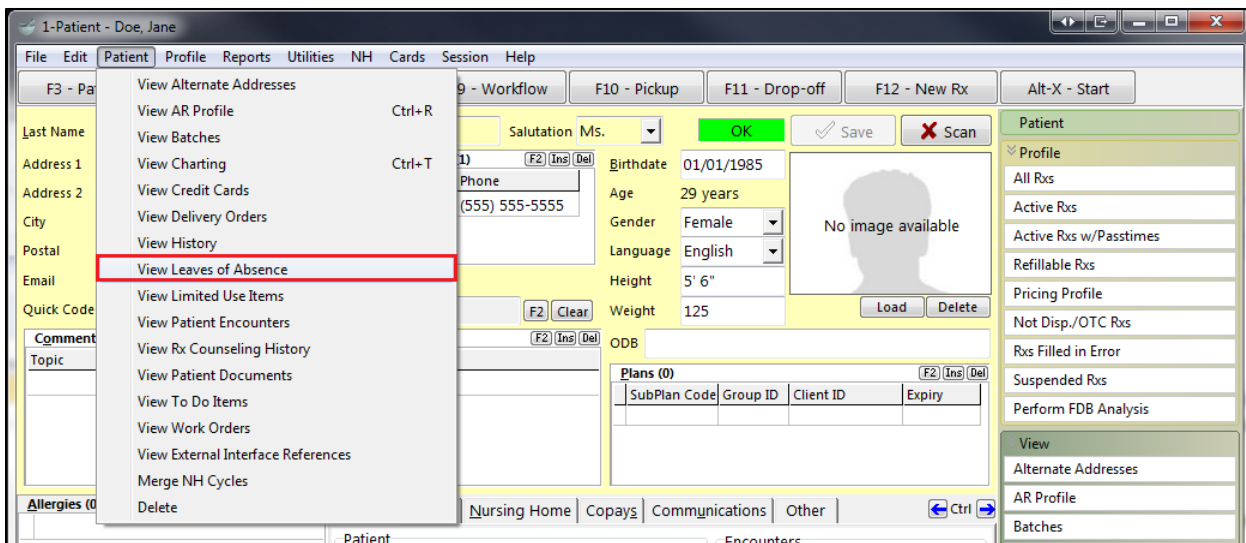
At the bottom, there is a dropdown for 'Suspend's Reason' set to 'Patient not available', and 'Save' and 'Cancel' buttons.

4. Click **Save**. The Patient card will no longer show a status in the **Status** field.

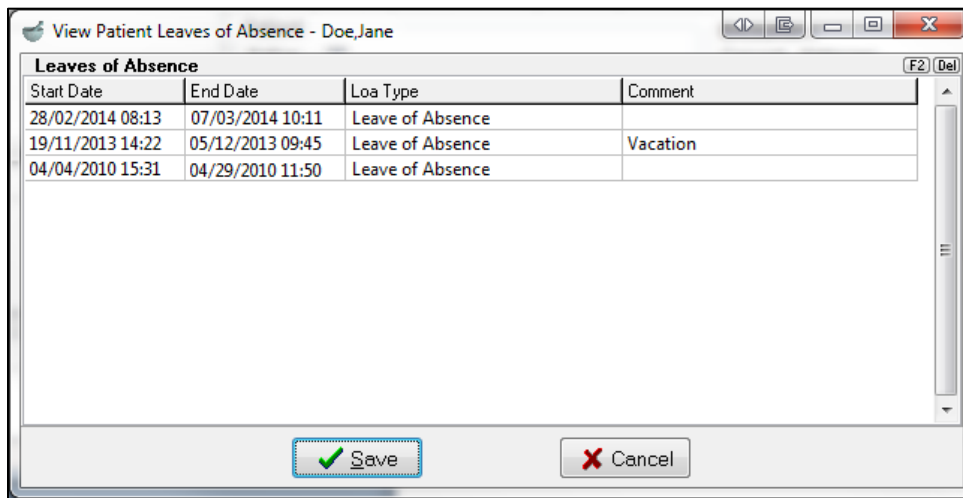


Tracking LOAs

1. Call up the Patient card for the selected patient.
2. Go to **Patient > View Leaves of Absence**.



3. The **View Patient Leaves of Absence** screen will appear.

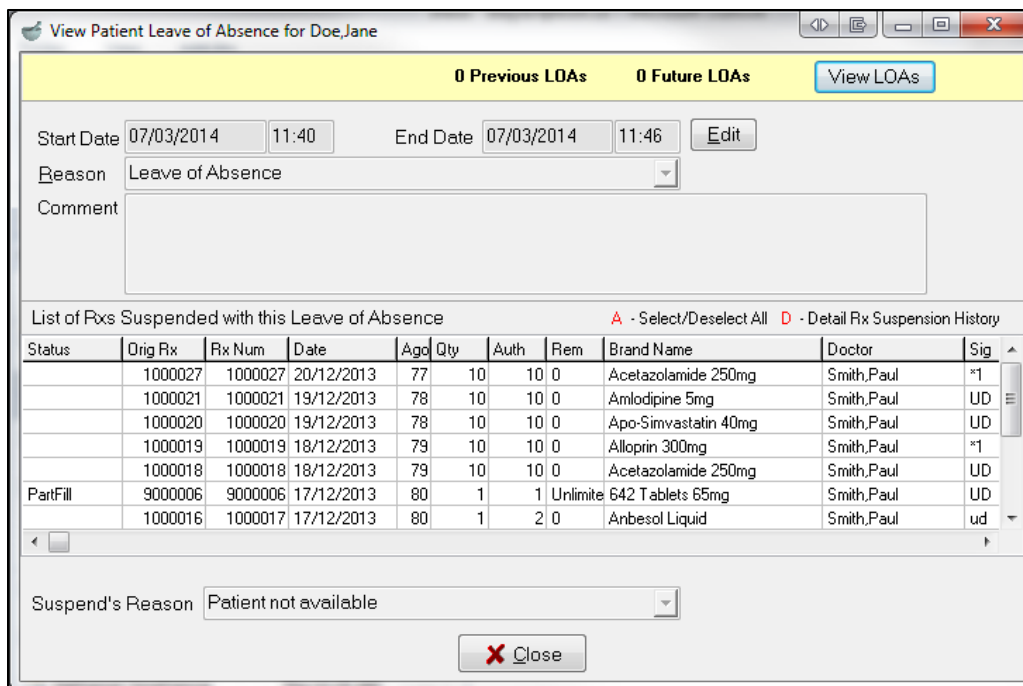


Leaves of Absence (F2) (Del)

Start Date	End Date	Loa Type	Comment
28/02/2014 08:13	07/03/2014 10:11	Leave of Absence	
19/11/2013 14:22	05/12/2013 09:45	Leave of Absence	Vacation
04/04/2010 15:31	04/29/2010 11:50	Leave of Absence	

Save Cancel

4. Double-click an **LOA** entry to view its details.



0 Previous LOAs **0 Future LOAs** View LOAs

Start Date: 07/03/2014 11:40 End Date: 07/03/2014 11:46 Edit

Reason: Leave of Absence

Comment:

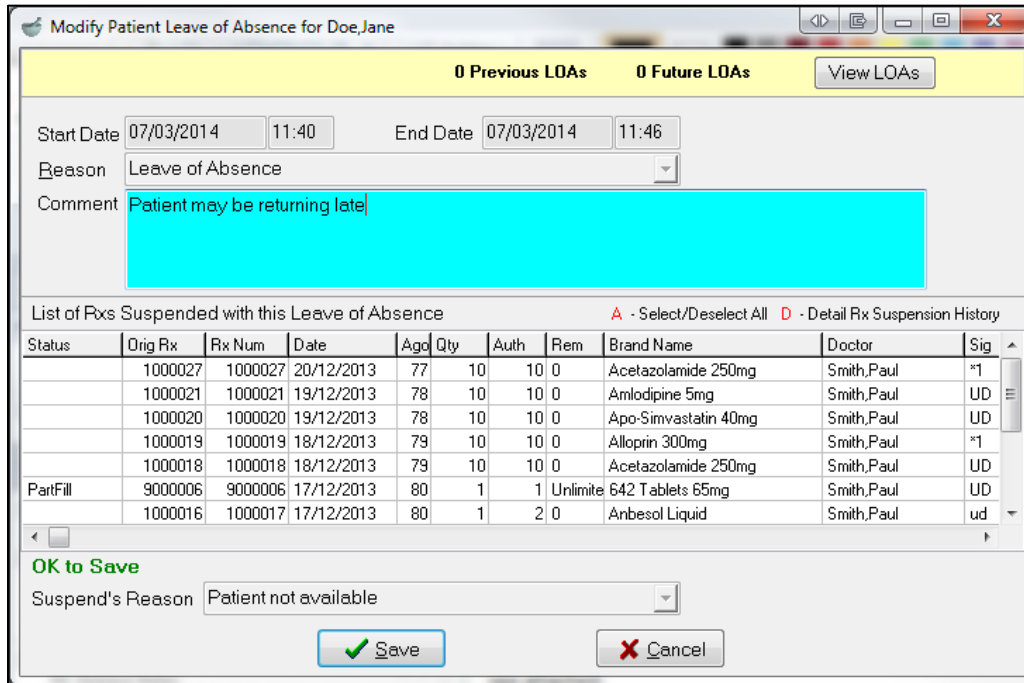
List of Pxs Suspended with this Leave of Absence A - Select/Deselect All D - Detail Rx Suspension History

Status	Orig Rx	Rx Num	Date	Ago	Qty	Auth	Rem	Brand Name	Doctor	Sig
	1000027	1000027	20/12/2013	77	10	10	0	Acetazolamide 250mg	Smith,Paul	*1
	1000021	1000021	19/12/2013	78	10	10	0	Amlodipine 5mg	Smith,Paul	UD
	1000020	1000020	19/12/2013	78	10	10	0	Apo-Simvastatin 40mg	Smith,Paul	UD
	1000019	1000019	18/12/2013	79	10	10	0	Alloprin 300mg	Smith,Paul	*1
	1000018	1000018	18/12/2013	79	10	10	0	Acetazolamide 250mg	Smith,Paul	UD
PartFill	9000006	9000006	17/12/2013	80	1	1	Unlimite	642 Tablets 65mg	Smith,Paul	UD
	1000016	1000017	17/12/2013	80	1	2	0	Anbesol Liquid	Smith,Paul	ud

Suspend's Reason: Patient not available

Close

- Information on the **View Patient Leave of Absence** screen is read-only, except for the **Comment** field, which can be edited by clicking the **Edit** button.



Modify Patient Leave of Absence for Doe, Jane

0 Previous LOAs 0 Future LOAs View LOAs

Start Date: 07/03/2014 11:40 End Date: 07/03/2014 11:46

Reason: Leave of Absence

Comment: Patient may be returning late

List of Rx's Suspended with this Leave of Absence A - Select/Deselect All D - Detail Rx Suspension History

Status	Orig Rx	Rx Num	Date	Ago	Qty	Auth	Rem	Brand Name	Doctor	Sig
	1000027	1000027	20/12/2013	77	10	10	0	Acetazolamide 250mg	Smith, Paul	*1
	1000021	1000021	19/12/2013	78	10	10	0	Amlodipine 5mg	Smith, Paul	UD
	1000020	1000020	19/12/2013	78	10	10	0	Apo-Simvastatin 40mg	Smith, Paul	UD
	1000019	1000019	18/12/2013	79	10	10	0	Allopurin 300mg	Smith, Paul	*1
	1000018	1000018	18/12/2013	79	10	10	0	Acetazolamide 250mg	Smith, Paul	UD
PartFill	9000006	9000006	17/12/2013	80	1	1	Unlimite	642 Tablets 65mg	Smith, Paul	UD
	1000016	1000017	17/12/2013	80	1	2	0	Anbesol Liquid	Smith, Paul	ud

OK to Save

Suspend's Reason: Patient not available

Save Cancel

Suspending Individual Rx's (No LOA)

Individual Rx's may need to be suspended in situations where the patient may need to stop administering a drug for a period of time.

This section explains how to suspend individual Rx's, how to resume Rx's when the suspension period has ended, and how to track suspensions.

Suspending Rx's

- Call up the Patient card for the selected patient.

2. Select **All Rxs** from the right navigation pane.

The screenshot shows a patient profile form for Jane Doe. The right-hand navigation pane is open, and the 'All Rxs' option is highlighted with a red box. Other options in the pane include Profile, Active Rxs, Active Rxs w/Passtimes, Refillable Rxs, Pricing Profile, Not Disp./OTC Rxs, Rxs Filled in Error, Suspended Rxs, and Perform FDB Analysis.

3. The **Profile - All Rxs** screen will appear. Highlight the Rx(s) you want to suspend and select **Extra Functions > Suspend**.

The screenshot shows the 'Profile - All Rxs' screen. A table of prescriptions is displayed with columns for #, Status, Orig Rx, Rx Num, Date, Agd Qty, Auth, Rem, Brand Name, and Doctor. The 'Extra Functions' dropdown menu is open, and the 'Suspend' option is highlighted with a red box.

#	Status	Orig Rx	Rx Num	Date	Agd Qty	Auth	Rem	Brand Name	Doctor
1		1000027	1000027	20/12/2013	80	10	0	Acetazolamide 250mg	Smith,Paul
2		1000021	1000021	19/12/2013	81	10	0	Amlodipine 5mg	Smith,Paul
3		1000020	1000020	19/12/2013	81	10	0	Apo-Simvastatin 40mg	Smith,Paul
4		1000019	1000019	18/12/2013	82	10	0	Allopurin 300mg	Smith,Paul
5		1000018	1000018	18/12/2013	82	10	0	Acetazolamide 250mg	Smith,Paul
6	Cancelled (Ine	9000007	9000007	18/12/2013	82	10	10	642 Tablets 65mg	Smith,Paul
7	PartFill	9000006	9000006	17/12/2013	83	1	1	Unimite 642 Tablets 65mg	Smith,Paul
8		1000016	1000017	17/12/2013	83	1	2	Anbesol Liquid	Smith,Paul

4. The **Suspend Rx(s)** screen will appear.

- Enter the start date in the **Date** field. This field will default to the current date and time.
- Select the suspend reason from the **Reason** dropdown menu.
- Enter any comments in the **Comment** field.

Enter the **Resume Date** and time (if available).

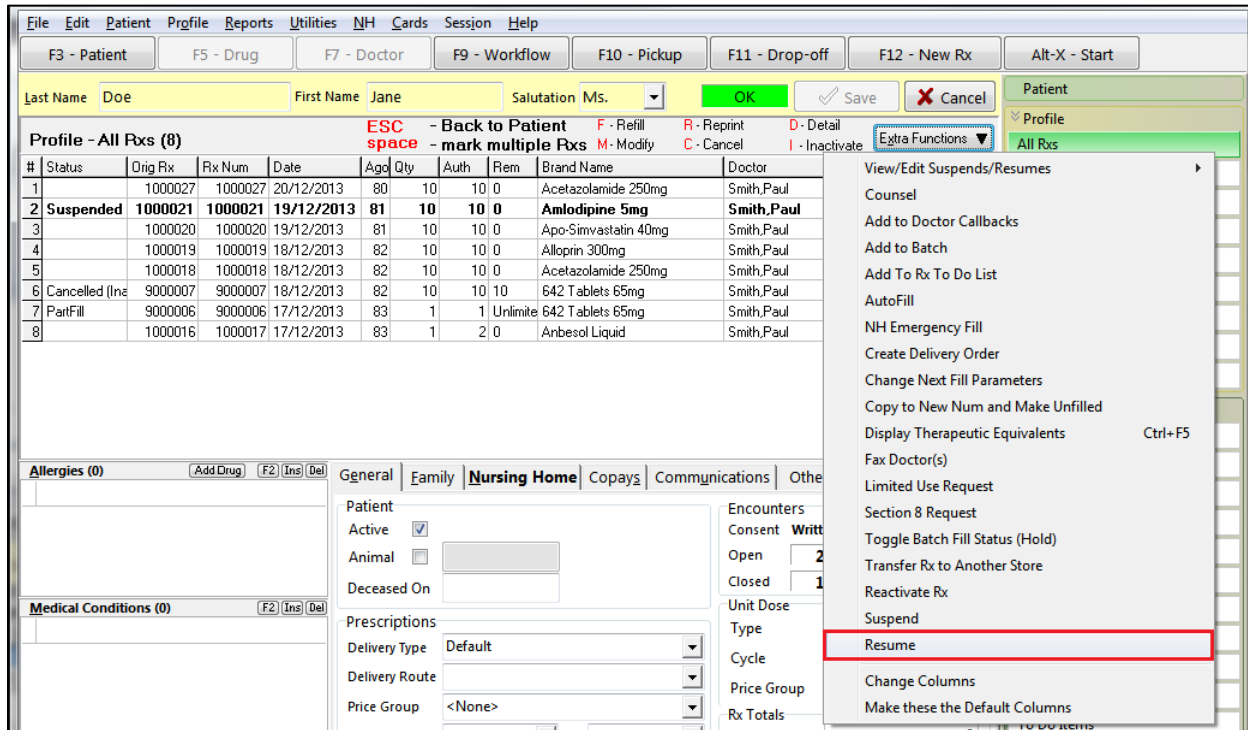
5. Click **Suspend Eligible Rx's**. The Profile - **All Rx's** screen will show a status of **Suspended**.

#	Status	Orig Rx	Rx Num	Date	Agd Qty	Auth	Rem	Brand Name	Doctor	Sig
1		1000027	1000027	20/12/2013	80	10	0	Acetazolamide 250mg	Smith,Paul	*1
2	Suspended	1000021	1000021	19/12/2013	81	10	0	Amlodipine 5mg	Smith,Paul	UD
3		1000020	1000020	19/12/2013	81	10	0	Apo-Simvastatin 40mg	Smith,Paul	UD
4		1000019	1000019	18/12/2013	82	10	0	Alloprin 300mg	Smith,Paul	*1
5		1000018	1000018	18/12/2013	82	10	0	Acetazolamide 250mg	Smith,Paul	UD
6	Cancelled (Ine	9000007	9000007	18/12/2013	82	10	10	642 Tablets 65mg	Smith,Paul	UD
7	PartFill	9000006	9000006	17/12/2013	83	1	1	Unlimite 642 Tablets 65mg	Smith,Paul	UD
8		1000016	1000017	17/12/2013	83	1	2	Anbesol Liquid	Smith,Paul	ud

Resuming Rx's

1. Call up the Patient card for the selected patient.
2. Select **All Rx's** from the right navigation pane.

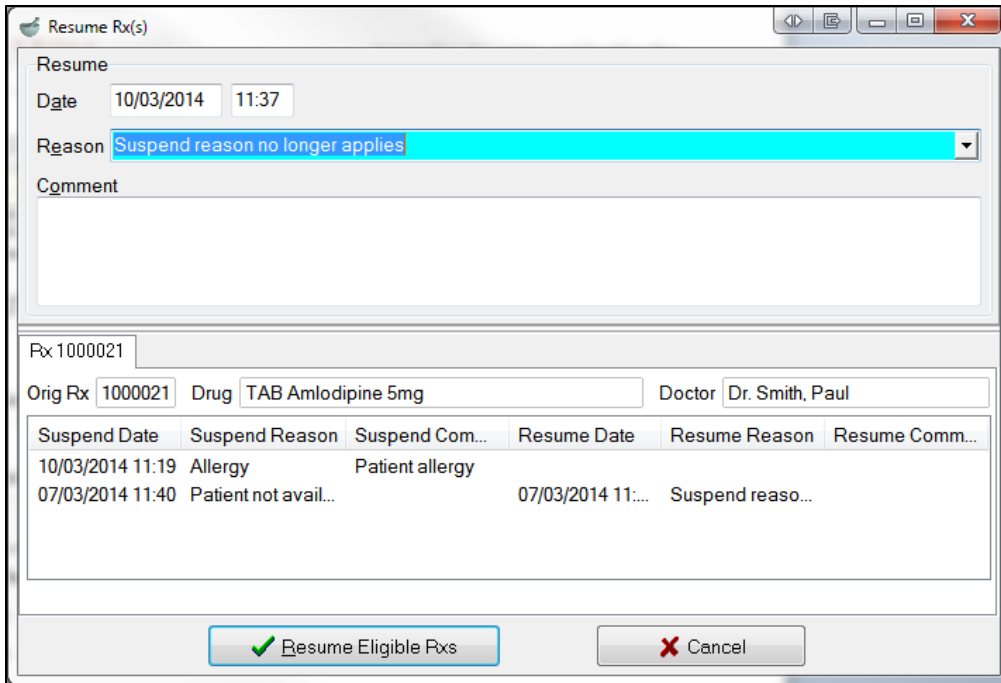
- The **Profile - All Rxs** screen will appear. Highlight the Rx(s) you want to suspend and select **Extra Functions > Resume**.



The screenshot shows the TELUS Health software interface. At the top, there is a menu bar with options: File, Edit, Patient, Profile, Reports, Utilities, NH, Cards, Session, Help. Below the menu bar are function keys: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F10 - Pickup, F11 - Drop-off, F12 - New Rx, and Alt-X - Start. The main window displays patient information: Last Name: Doe, First Name: Jane, Salutation: Ms. There are buttons for OK, Save, and Cancel. Below this is a toolbar with icons for ESC (Back to Patient), space (mark multiple Rxs), F (Refill), R (Reprint), D (Detail), M (Modify), and C (Cancel). A dropdown menu labeled 'Extra Functions' is open, showing a list of actions. The 'Resume' option is highlighted with a red box. The main area contains a table of prescriptions with columns: #, Status, Orig Rx, Rx Num, Date, Agd, Qty, Auth, Rem, Brand Name, and Doctor. The table lists 8 prescriptions, with the first one being 'Suspended'. Below the table are sections for Allergies (0) and Medical Conditions (0). On the right side, there are tabs for General, Family, Nursing Home, Copay, Communications, and Other. The 'Nursing Home' tab is selected, showing fields for Patient (Active, Animal, Deceased On), Encounters (Consent, Open, Closed), Unit Dose (Type, Cycle, Price Group, Rx Totals), and a 'Writ' field.

#	Status	Orig Rx	Rx Num	Date	Agd	Qty	Auth	Rem	Brand Name	Doctor
1		1000027	1000027	20/12/2013	80	10	10	0	Acetazolamide 250mg	Smith,Paul
2	Suspended	1000021	1000021	19/12/2013	81	10	10	0	Amlodipine 5mg	Smith,Paul
3		1000020	1000020	19/12/2013	81	10	10	0	Apo-Simvastatin 40mg	Smith,Paul
4		1000019	1000019	18/12/2013	82	10	10	0	Allopurin 300mg	Smith,Paul
5		1000018	1000018	18/12/2013	82	10	10	0	Acetazolamide 250mg	Smith,Paul
6	Cancelled (Ine	9000007	9000007	18/12/2013	82	10	10	10	642 Tablets 65mg	Smith,Paul
7	PartFill	9000006	9000006	17/12/2013	83	1	1	Unlimite	642 Tablets 65mg	Smith,Paul
8		1000016	1000017	17/12/2013	83	1	2	0	Anbesol Liquid	Smith,Paul

4. The **Resume Rx(s)** screen will appear.
 - Select a resume reason from the **Reason** dropdown menu.
 - Enter any comments in the **Comment** field.



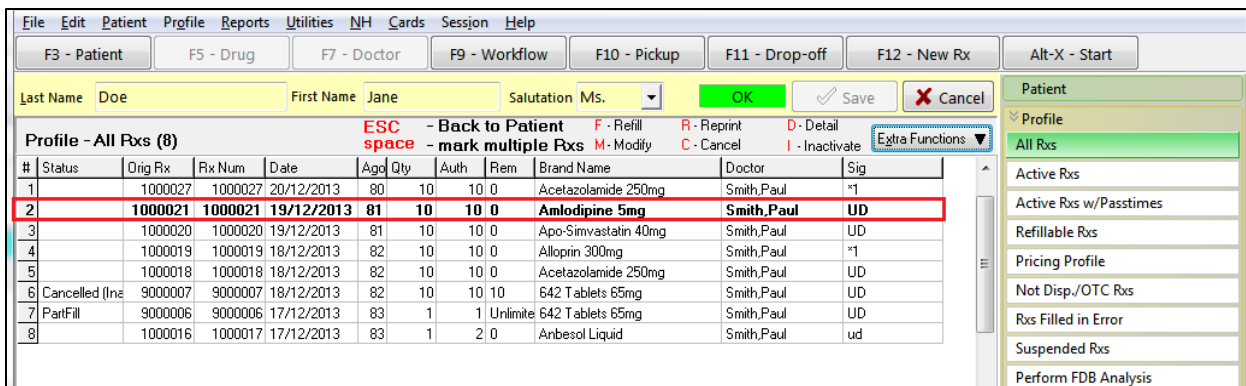
Resume Rx(s)

Resume
 Date: 10/03/2014 11:37
 Reason: Suspend reason no longer applies
 Comment:
 Rx 1000021
 Orig Rx: 1000021 Drug: TAB Amlodipine 5mg Doctor: Dr. Smith, Paul

Suspend Date	Suspend Reason	Suspend Com...	Resume Date	Resume Reason	Resume Comm...
10/03/2014 11:19	Allergy	Patient allergy			
07/03/2014 11:40	Patient not avail...		07/03/2014 11:...	Suspend reaso...	

Resume Eligible Rxs Cancel

5. Click **Resume Eligible Rxs**. The **Profile - All Rxs** screen will no longer show a status of **Suspended**.



File Edit Patient Profile Reports Utilities NH Cards Session Help

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

Last Name: Doe First Name: Jane Salutation: Ms. OK Save Cancel

Profile - All Rxs (8) 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	Agd Qty	Auth	Rem	Brand Name	Doctor	Sig
1		1000027	1000027	20/12/2013	80	10	0	Acetazolamide 250mg	Smith,Paul	*1
2		1000021	1000021	19/12/2013	81	10	0	Amlodipine 5mg	Smith,Paul	UD
3		1000020	1000020	19/12/2013	81	10	0	Apo-Simvastatin 40mg	Smith,Paul	UD
4		1000019	1000019	18/12/2013	82	10	0	Alloprin 300mg	Smith,Paul	*1
5		1000018	1000018	18/12/2013	82	10	0	Acetazolamide 250mg	Smith,Paul	UD
6	Cancelled (Ine	9000007	9000007	18/12/2013	82	10	10	642 Tablets 65mg	Smith,Paul	UD
7	PartFill	9000006	9000006	17/12/2013	83	1	1	Unlimite 642 Tablets 65mg	Smith,Paul	UD
8		1000016	1000017	17/12/2013	83	1	2	Anbesol Liquid	Smith,Paul	ud

Patient Profile All Rxs Active Rxs Active Rxs w/Passtimes Refillable Rxs Pricing Profile Not Disp./OTC Rxs Rxs Filled in Error Suspended Rxs Perform FDB Analysis

Tracking Rxs

1. Call up the **F12 - Fill Rx** screen for the selected Rx.
2. Select **Suspensions** from the right navigation pane.

The screenshot shows the 'F12 - Fill Rx' screen. At the top, there are navigation buttons: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F10 - Pickup, F11 - Drop-off, F12 - Fill Rx, and Alt-X - Start. Below these are fields for '1000021 Refill Pending Adj', 'First Fill 19/12/13 81', 'Last Fill Information 19/12/13 81', 'Qty 10', '\$14.46', 'Init KRL', 'Lookup', and 'Cancel'. The main area is divided into sections: Patient Search (Name: Doe, Jane; Age: 29; Address: 100 Any St; City: Toronto; Prov: ON), Drug Search (Brand: Amlodipine; Pack: 100 Form TAB; Sched: 1; Generic: Amlodipine Besylate; DIN: 02331284), and Dgc Search (Name: Dr. Smith, Paul; Address: 123 Any St; City: Toronto; Prov: ON). A right-hand navigation pane contains various actions like 'Copy to New Rx', 'Add Rx Image', 'Inactivate Rx', 'Charge to AR', 'Call Doctor', 'Counsel Patient on Pickup', and a 'View' section with options like 'Clinical Interactions', 'Refill Information', 'Patient Plan Information', 'Generic Equivalents', 'Patient Encounters', 'Nursing Home Info', 'Suspensions' (highlighted with a red box), 'Work Order', and 'Rx Counseling History'. At the bottom, there are buttons for 'Plans', 'Pricing', 'Dates', 'Comments', 'Indications', 'Images', 'Other', 'Warnings', 'Counselling', and 'NH (Alt-N)'.

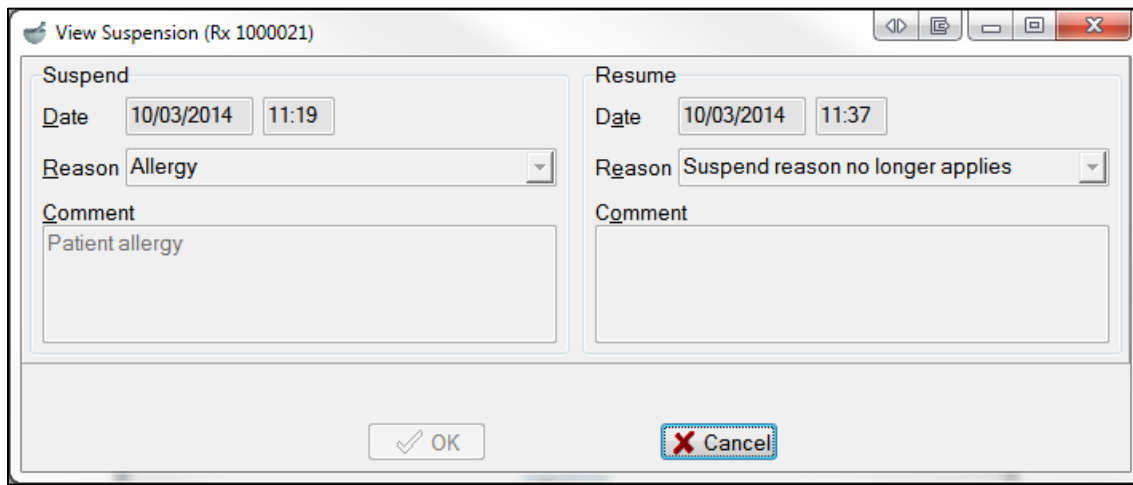
3. The **Suspensions for Rx [xxxxxxx]** screen will appear, showing all of the suspensions associated with the Rx.

The screenshot shows the 'Suspensions for Rx 1000021' window. At the top, it displays 'Orig Rx 1000021', 'Drug TAB Amlodipine 5mg', and 'Doctor Dr. Smith, Paul'. Below this is a table with the following data:

Suspend Date	Suspend Reason	Suspend Comment	Resume Date	Resume Reason	Resume Comment
10/03/2014 11...	Allergy	Patient allergy	10/03/2014 1...	Suspend reason no ...	
07/03/2014 11...	Patient not available		07/03/2014 1...	Suspend reason no ...	

At the bottom of the window, there is a 'Close' button.

4. Double-click an entry to view its suspension details.



View Suspension (Rx 1000021)

Suspend	Resume
Date: 10/03/2014 11:19	Date: 10/03/2014 11:37
Reason: Allergy	Reason: Suspend reason no longer applies
Comment: Patient allergy	Comment:

OK Cancel