

# Yukon Drug Information System (DIS)

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# Contents

<b>Glossary of Terms .....</b>	<b>1</b>
<b>Kroll User Accounts.....</b>	<b>1</b>
<b>Kroll Passwords .....</b>	<b>1</b>
<b>Synchronizing a Patient with the network.....</b>	<b>2</b>
Scenario 1 – Existing Local Patient also exists in Client Registry (Not Synchronized) .....	2
Scenario 2 – Existing Local Patient (Not Synchronized and Not Found in Client Registry) .....	8
Scenario 3 – New Patient (Not Found in Kroll but exists in Client registry) .....	10
Scenario 4 – New Patient (Not Found in Kroll or CR) .....	13
Out of Province Patients .....	16
Patient with Multiple Given Names.....	19
<b>Searching for a Prescriber on the Provider Registry.....</b>	<b>21</b>
<b>Filling Prescriptions.....</b>	<b>23</b>
Dispensing a New Rx (Inferred) .....	23
Managing Network Issues.....	29
Viewing Issue Managements for a Prescription .....	34
Creating Prescription Order (Unfill) .....	36
Filling Prescription for a Mixture .....	37
Viewing Mixture Prescription from the Network Profile.....	37
Filling Prescription for a Device that is not recognized by Yukon DIS (ie: devices not covered by Yukon Pharmacare).....	39
Filling a Prescription for an Animal .....	40
Recording a Non-prescribed (OTC) Medication (Not Dispensed Rx) .....	42
Stock Transfer for Locations .....	44
Filling a Prescription with a Natural Product Number (NPN) .....	48
<b>Cancelling a Prescription.....</b>	<b>48</b>

<b>Transferring Prescriptions .....</b>	<b>50</b>
Transfer Rx to another Store .....	50
Creating Local Rx (Transferring Rx from another Store).....	55
<b>DIS Order and Dispense Numbers .....</b>	<b>59</b>
<b>Yukon DIS Patient Profile .....</b>	<b>60</b>
Comprehensive Network Profile (Ctrl F3).....	61
(Network) Patient Profile Details.....	63
Detailing a Prescription Entry on Yukon DIS.....	66
Extra Functions from the Yukon DIS (Network) Patient Profile.....	72
<b>Patient Allergies &amp; Intolerances .....</b>	<b>90</b>
Adding a Patient Allergy/Intolerance .....	90
Adding a Patient Adverse Reaction.....	100
Deleting Patient Allergy/Intolerance or Adverse Reaction .....	102
Synchronizing Network and Local Allergies/Intolerances .....	107
Extra Functions from the Yukon DIS Allergies Profile.....	116
<b>Patient Medical Conditions .....</b>	<b>125</b>
Adding a Patient Medical Condition to the Pharmacy Network .....	125
Synchronizing Network and Local Medical Conditions.....	129
<b>Services .....</b>	<b>134</b>
Retract Professional Service sent to the Network.....	138
Retrieve Details of a Professional Service on Yukon DIS .....	139
<b>Observations .....</b>	<b>140</b>
Add Observation .....	140
<b>Patient Note .....</b>	<b>142</b>
Add Patient Note .....	142
Synchronizing Kroll and DIS Patient Notes .....	144
Removing a Patient Note from Kroll and Yukon DIS.....	146

<b>Network Options from the F3 - Patient Card .....</b>	<b>148</b>
Verify Patient Demographics .....	149
Comprehensive Patient Profile .....	152
Advanced Patient Profile .....	152
Unfilled Patient Profile.....	152
Not Dispensed Profile .....	153
Add Observation .....	154
Add Professional Service.....	154
Add Consent.....	154
View Network Access Log .....	155
Synchronize Patient .....	157
Unsyncronize Patient.....	157
View Claim Log.....	159
Search Locations .....	160
<b>What Happens When YTDIS Goes Down .....</b>	<b>161</b>
<b>Printing Labels for Dispensing when DIS is down .....</b>	<b>162</b>
<b>Sending Queued Yukon DIS Transactions .....</b>	<b>166</b>
Reviewing Responses.....	166
<b>Prescription Pickup .....</b>	<b>167</b>
Automatic Pickup.....	167
Manual Pickup.....	168
<b>Retract Prescription Pickup .....</b>	<b>170</b>
Undo Pickup .....	170
<b>Kroll Helpdesk Information .....</b>	<b>172</b>
Head Office – Toronto.....	172
Western Canada – Edmonton.....	172
Eastern Canada – Dartmouth.....	172



# Yukon Drug Information System (DIS)

The Yukon Drug Information System (DIS) is an electronic system that allows authorized health care providers such as community pharmacists, family physicians, optometrists, and dentists to access and manage individuals' medication information.

## Glossary of Terms

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**CR - Provincial Client Registry:** A centralized database of Patient Demographic Information which includes: Name, Date of Birth, Address, Provincial/Federal Health Care numbers, and Alternate Identifiers.

**Order:** The written or electronic copy of a prescription order.

**Dispense:** The electronic copy of a fill against a prescription order.

## Kroll User Accounts

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In conformance with Yukon DIS security standards, Kroll users must have a password associated with their user account; passwords must be used to log into a Kroll session. The enforcement of local passwords helps to keep patient information private and secure. If you do not currently have individual users and/or user passwords enabled, please contact the Kroll Support Desk.

## Kroll Passwords

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In conformance with Yukon Drug Information System (DIS) standards, Kroll passwords must meet the following minimum requirements:

- Must be a minimum of 8 characters
- Must contain lower and upper case characters
- Must be changed at least every 120 days
- Must be different than the last 5 passwords
- Must not contain any part of the user's full name or email

- Lockout after 5-10 login attempts

## Synchronizing a Patient with the network

For pharmacies integrated with Yukon DIS, there are five possible scenarios that can be encountered when searching for a patient:

- **Scenario 1 – Existing Local Patient also exists in Client Registry (patient is not synchronized)**  
Patient is in Kroll, and exists in the Client Registry.
- **Scenario 2 – Existing Local Patient (Not Synchronized and Not Found in Client Registry)**
- **Scenario 3 – New Patient (Not found in Kroll but exists Client Registry)**  
Patient is not found in the Kroll system, and is a new patient to the pharmacy. This patient has a health card number or has been entered in the Client Registry.
- **Scenario 4 – New Patient (Not found in Kroll or Client Registry)**  
Patient is not found in the Kroll System, and has not been entered on the Client Registry. Patient will be added to the Client Registry.

**NURSING HOME NOTE:** Users actively doing NH Batching or Retail Batching will want to synchronize these patients prior to starting the batch for the first time after integration with the DIS.

### Scenario 1 – Existing Local Patient also exists in Client Registry (Not Synchronized)

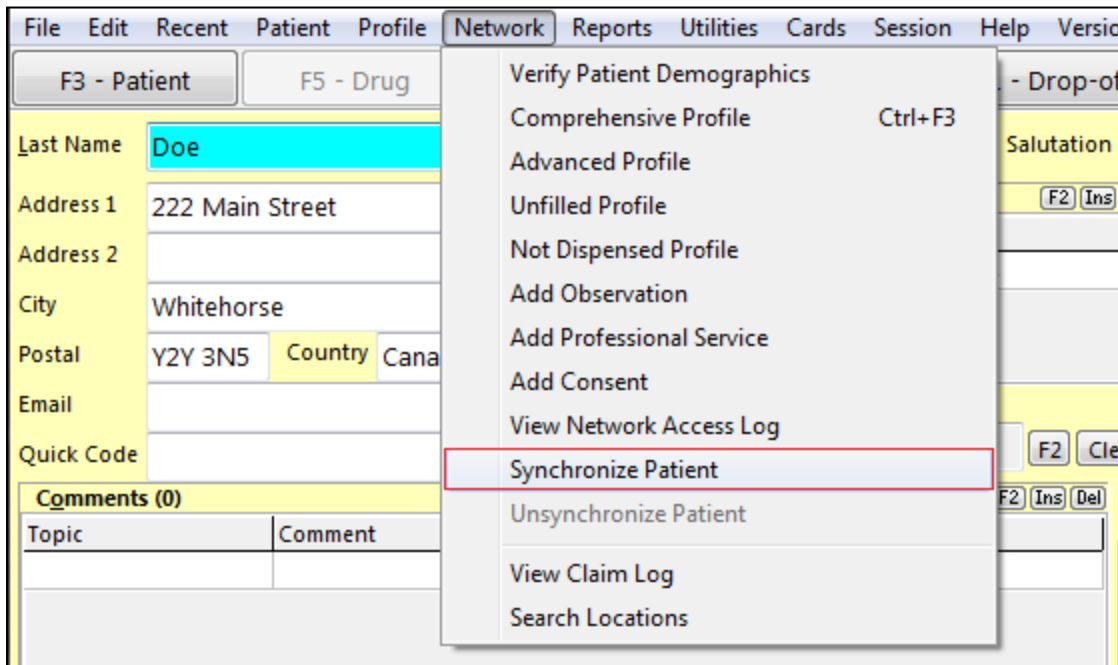
#### Synchronize by Health Care Number

(The local Kroll patient already has a health care number recorded on their file.)

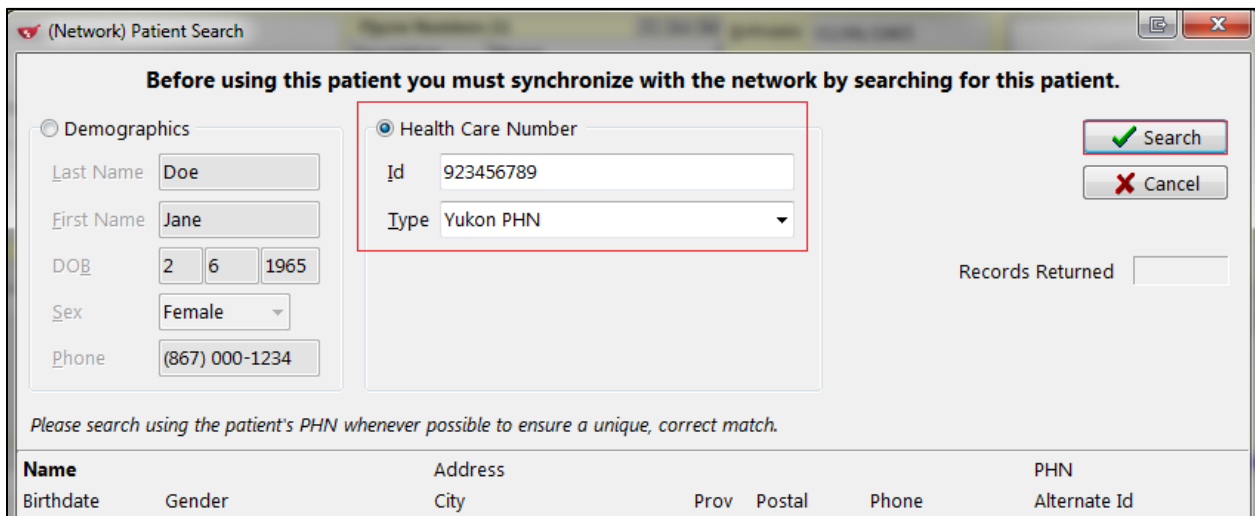
1. Search for the patient using the **F3 - Patient** search (patient is in Kroll and exists in the Client Registry).

Last,First; Code; Phone; or Bill #		<input type="button" value="✓ Edit"/>	<input type="button" value="Ins Insert"/>	Searching By	<b>Billing Number (Adv)</b>			
<input type="text" value="923456789"/>		<input type="button" value="✗ Cancel"/>	<input type="button" value="Copy Pat"/>	<input type="checkbox"/> Advanced	<input type="text" value="1"/>	<b>Record Found</b>		
#	▲ Last Name	▼ First Name	Address	City	Age	Phone	Plan	SYNCED
1	Doe	Jane	222 Main Street	Whitehorse	51	(867) 000-1234 Home	PHRM	

2. From the patient card, go to **Network > Synchronize Patient** and enter your login credentials.



3. Patient information from the local Kroll record is automatically copied into the Network Patient Search. The primary search will always be based on the Health Care Number when available. Click **Search**.



- From the list of patients returned from the **Network** search, highlight the matching entry and click **Select**.

(Network) Patient Search

**Before using this patient you must synchronize with the network by searching for this patient.**

Demographics

Last Name: Doe  
 First Name: Jane  
 DOB: 2 6 1965  
 Sex: Female  
 Phone: (867) 000-1234

Health Care Number

Id: 923456789  
 Type: Yukon PHN

Records Returned: 1

Please search using the patient's PHN whenever possible to ensure a unique, correct match.

Name	Address	PHN
Birthdate	City	Alternate Id
Gender	Prov	Postal
	Phone	
<b>Doe, Jane</b>	222 Main Street	923456789
02-Jun-1965	Whitehorse	YT Y2Y 3N5
Female	(867) 000-1234	

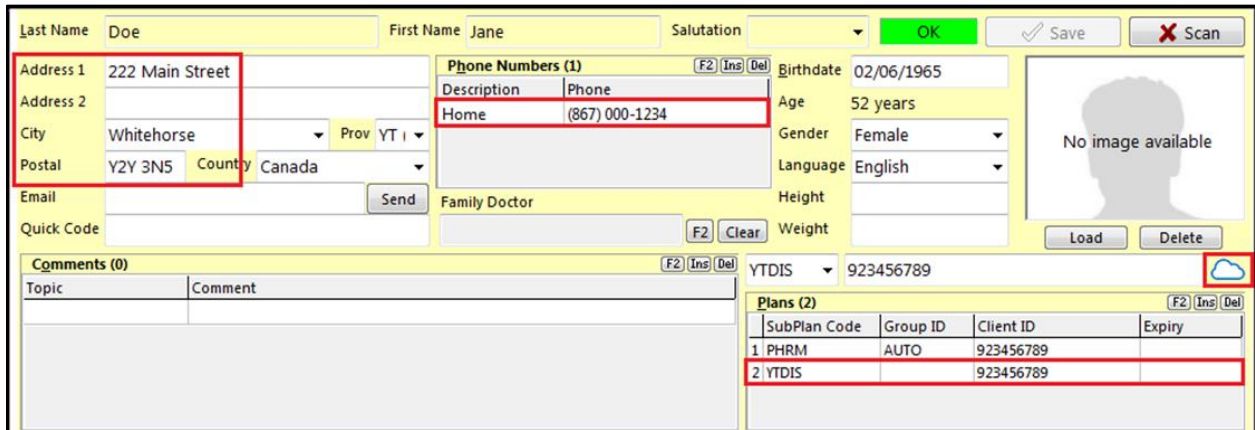
- The **Update Patient Demographics from Network** window will appear. This screen allows you to compare information between the local and network record. The first column displays current local patient information; the second column displays network (Client Registry) patient information; the last column displays the resulting information that will be updated on the local Kroll patient record. Any mismatched fields will be prefixed with a checkbox. If you place a checkmark next to any of the boxes, the information will be reflected in the New Data column.
- When you are finished comparing and optionally selecting the fields to update, click **Update**.

Update Patient Demographics from Network

**X** The Local information does not match the current Network information. Select the data that you want to update.

	Local	Network	New Data
Family Name	Doe	Doe	Doe
Given Name	Jane	Jane	Jane
Address	Whitehorse YT	<input checked="" type="checkbox"/> 222 Main Street Whitehorse YT Y2Y3N5	222 Main Street Whitehorse YT Y2Y3N5
Gender	Female	Female	Female
Phone		<input checked="" type="checkbox"/> (867) 000-1234	(867) 000-1234
Birthdate	02-Jun-1965	02-Jun-1965	02-Jun-1965
PHN		<input checked="" type="checkbox"/> 923456789	923456789

7. The YTDIS plan is added and any fields selected are updated.



Last Name: Doe, First Name: Jane, Salutation: [dropdown], OK, Save, Scan  
 Address 1: 222 Main Street, Address 2: [empty], City: Whitehorse, Prov: YT, Postal: Y2Y 3N5, Country: Canada  
 Phone Numbers (1): Description: Home, Phone: (867) 000-1234  
 Birthdate: 02/06/1965, Age: 52 years, Gender: Female, Language: English  
 Family Doctor: [empty], Height: [empty], Weight: [empty]  
 Comments (0): [empty]  
 YTDIS: 923456789  
 Plans (2):  

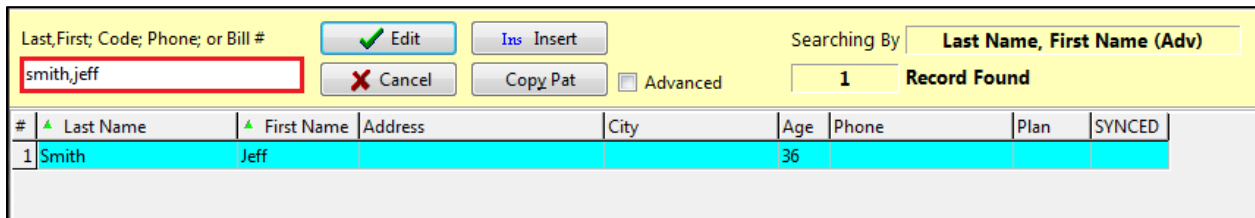
SubPlan Code	Group ID	Client ID	Expiry
1 PHRM	AUTO	923456789	
2 YTDIS		923456789	

8. The patient is now synchronized with the DIS.

## Synchronize by Demographics

(The local patient does not have a health care number on file.)

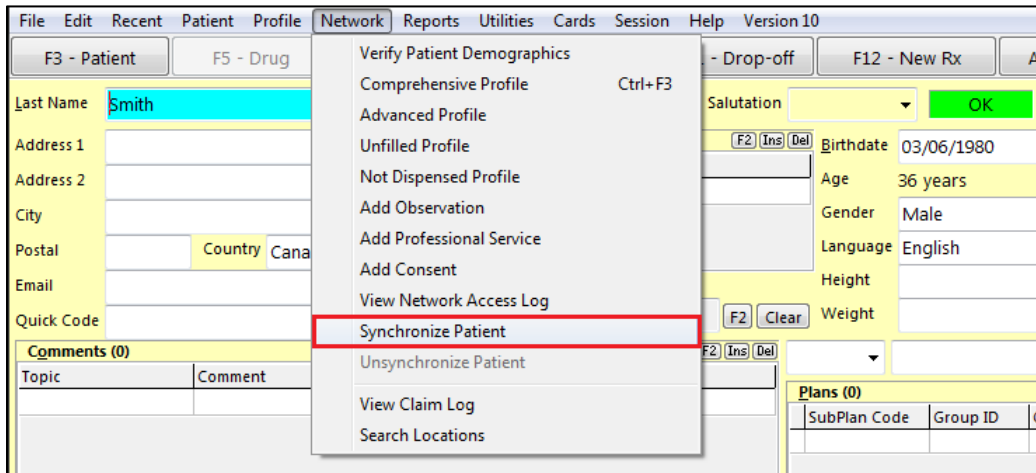
1. When a patient doesn't have a Health Care number, use the patient name to search. Select the patient.



Last,First; Code; Phone; or Bill #: smith,jeff  
 Edit, Ins Insert, Searching By: Last Name, First Name (Adv), Cancel, Copy Pat, Advanced, 1 Record Found  

#	Last Name	First Name	Address	City	Age	Phone	Plan	SYNCED
1	Smith	Jeff			36			

2. From the local patient card, go to **Network > Synchronize Patient**



File Edit Recent Patient Profile Network Reports Utilities Cards Session Help Version 10  
 F3 - Patient, F5 - Drug, Verify Patient Demographics, Comprehensive Profile (Ctrl+F3), Advanced Profile, Unfilled Profile, Not Dispensed Profile, Add Observation, Add Professional Service, Add Consent, View Network Access Log, Synchronize Patient, Unsynchronize Patient, View Claim Log, Search Locations  
 Last Name: Smith, Address 1: [empty], Address 2: [empty], City: [empty], Postal: [empty], Country: Cana, Email: [empty], Quick Code: [empty]  
 Comments (0): [empty]  
 Salutation: [dropdown], OK, Birthdate: 03/06/1980, Age: 36 years, Gender: Male, Language: English, Height: [empty], Weight: [empty]  
 Plans (0):  

SubPlan Code	Group ID	Cl
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- When the Health card is not available, the Demographics search will be enabled. Click **Search**.

(Network) Patient Search

**Before using this patient you must synchronize with the network by searching for this patient.**

Demographics
  Health Care Number

Last Name:   
 First Name:   
 DOB:     
 Sex:   
 Phone:

Id:   
 Type:

Records Returned:

*Please search using the patient's PHN whenever possible to ensure a unique, correct match.*

Name	Address	PHN
Birthdate	Gender	City
		Prov
		Postal
		Phone
		Alternate Id

- A list of patients closely matching the demographic criteria is displayed. Highlight the patient you want to synchronize to the local record and click **Select**.

(Network) Patient Search

**Before using this patient you must synchronize with the network by searching for this patient.**

Demographics
  Health Care Number

Last Name:   
 First Name:   
 DOB:     
 Sex:   
 Phone:

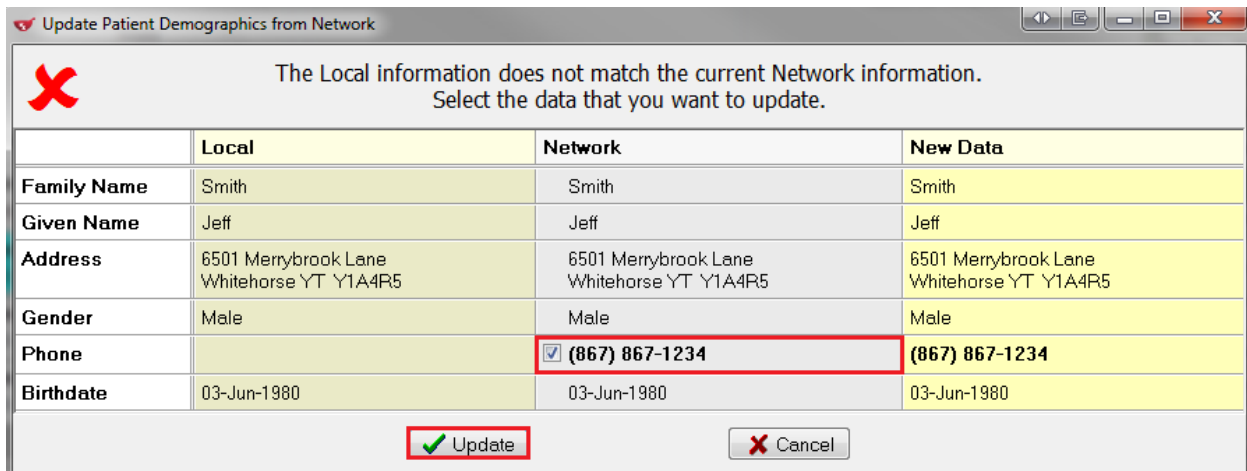
Id:   
 Type:

Records Returned:

*Please search using the patient's PHN whenever possible to ensure a unique, correct match.*

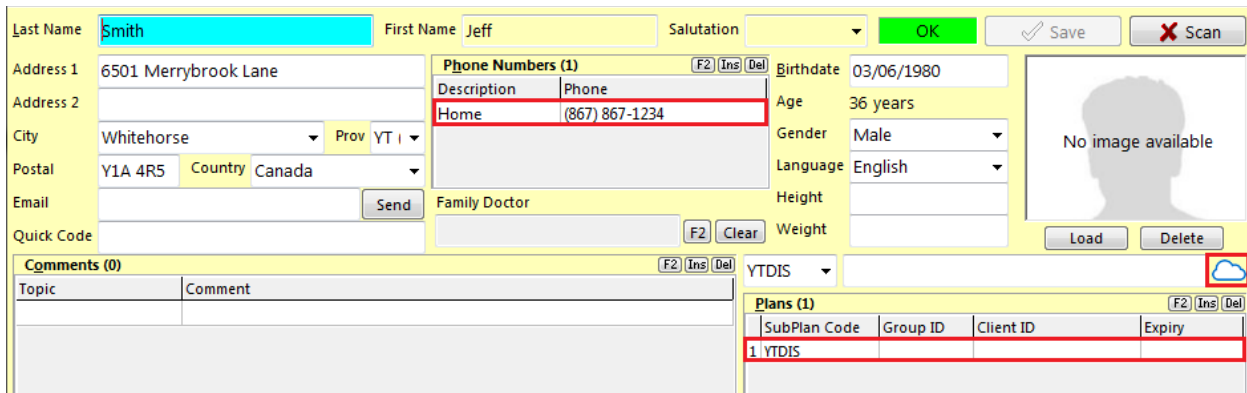
Name	Address	PHN
Birthdate	Gender	City
		Prov
		Postal
		Phone
		Alternate Id
<b>Smith, Jeff</b>	6501 Merrybrook Lane Whitehorse	YT Y1A 4R5 (867) 867-1234
<b>Smith, Jeff</b>	598 Six Line Whitehorse	YT Y5Y 6Y6 (867) 214-5654
<b>Smith, Jerry</b>	609 Rebecca Street Whitehorse	YT Y5Y 5Y6

- The **Update demographics from Network** window will appear. This screen allows you to compare information between the local and Network record. Any mismatched fields will be prefixed with a checkbox. Placing a checkmark in any of those boxes will be reflected in the **New Data** column that shows you what you patient record will look like once you update. When you are finished, click **Update**.



	Local	Network	New Data
Family Name	Smith	Smith	Smith
Given Name	Jeff	Jeff	Jeff
Address	6501 Merrybrook Lane Whitehorse YT Y1A4R5	6501 Merrybrook Lane Whitehorse YT Y1A4R5	6501 Merrybrook Lane Whitehorse YT Y1A4R5
Gender	Male	Male	Male
Phone		<input checked="" type="checkbox"/> (867) 867-1234	<b>(867) 867-1234</b>
Birthdate	03-Jun-1980	03-Jun-1980	03-Jun-1980

The patient details will be automatically updated, the YTDIS plan will be automatically inserted in the patient card and the patient will have a cloud icon indicating the patient is synced.




Last Name: **Smith**    First Name: Jeff    Salutation:           

Address 1: 6501 Merrybrook Lane    Phone Numbers (1): (867) 867-1234    Birthdate: 03/06/1980    Age: 36 years

Address 2:    Description: Home    Gender: Male    Language: English

City: Whitehorse    Prov: YT    Country: Canada    Family Doctor:    Height:    Weight:

Postal: Y1A 4R5    Email:    Quick Code:    YTDIS    

Comments (0):    Plans (1):

SubPlan Code	Group ID	Client ID	Expiry
1	YTDIS		

## Scenario 2 – Existing Local Patient (Not Synchronized and Not Found in Client Registry)

1. Search for the patient using the **F3 - Patient** search; the patient exists locally in your Kroll database, but has not been synchronized with a Network patient record.

Last, First, Code, Phone, or Bill #		<input type="button" value="Edit"/>	<input type="button" value="Ins Insert"/>	Searching By		<input type="text" value="Last Name, First Name"/>						
<input type="text" value="davis,eric"/>		<input type="button" value="Cancel"/>	<input type="button" value="Copy Pat"/>	<input type="checkbox"/> Advanced	<input type="text" value="1"/>	<b>Record Found</b>						
#	Last Name	First Name	Address	City	Age	Phone	Plan	SYNCED	Prov	Birth	Sex	Postal
1	Davis	Eric	66 Third Line	Whitehorse	39	(867) 412-1234 Home			YT	12/12/1977	M	Y6Y 4

2. From the patient card, go to **Network > Synchronize Patient** and enter your login credentials.

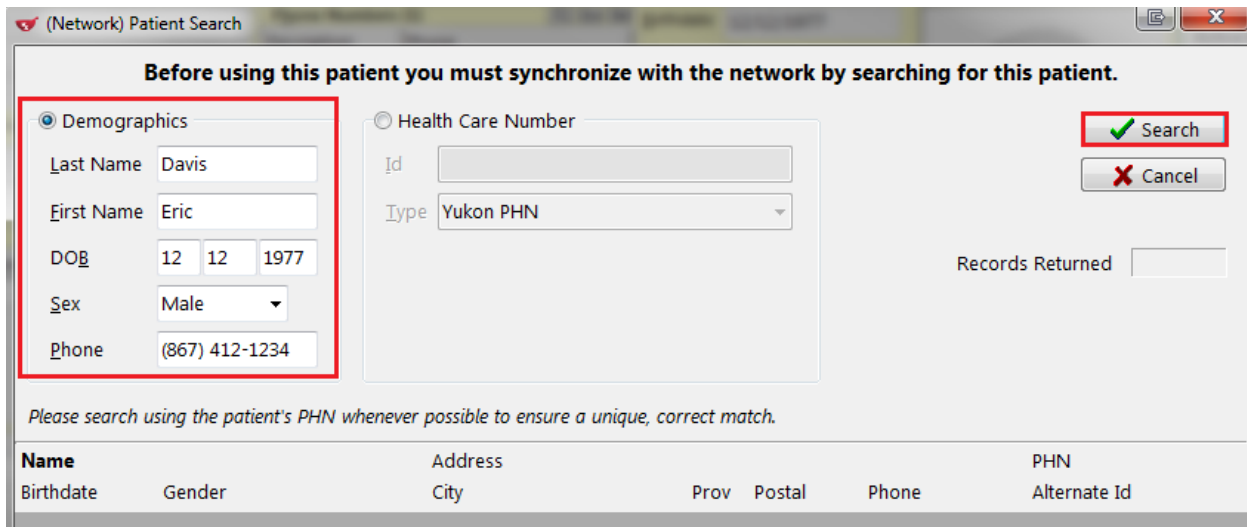
File Edit Recent Patient Profile <b>Network</b> Reports Utilities Cards Session H	
F3 - Patient F5 - Drug	
Last Name	Davis
Address 1	66 Third Line
Address 2	
City	Whitehorse
Postal	Y6Y 4Y4 Country Cana
Email	
Quick Code	
<b>Comments (0)</b>	
Topic	Comment

Verify Patient Demographics
Comprehensive Profile <span style="float: right;">Ctrl+F3</span>
Advanced Profile
Unfilled Profile
Not Dispensed Profile
Add Observation
Add Professional Service
Add Consent
View Network Access Log
<b>Synchronize Patient</b>
Unsyncronize Patient
View Claim Log
Search Locations



3. Patient information from the local Kroll record will automatically be pulled into the **(Network) Patient Search** and used as search criteria. Click **Search** or press **Enter** on the keyboard to search the CR for a matching patient.

**NOTE:** When the **Personal Health Number** is not available, the **'Last Name + Given Name'** or **'Last Name + Full Date of Birth'** must be provided in order to initiate the search.



**(Network) Patient Search**

**Before using this patient you must synchronize with the network by searching for this patient.**

Demographics

Last Name:

First Name:

DOB:

Sex:

Phone:

Health Care Number

Id:

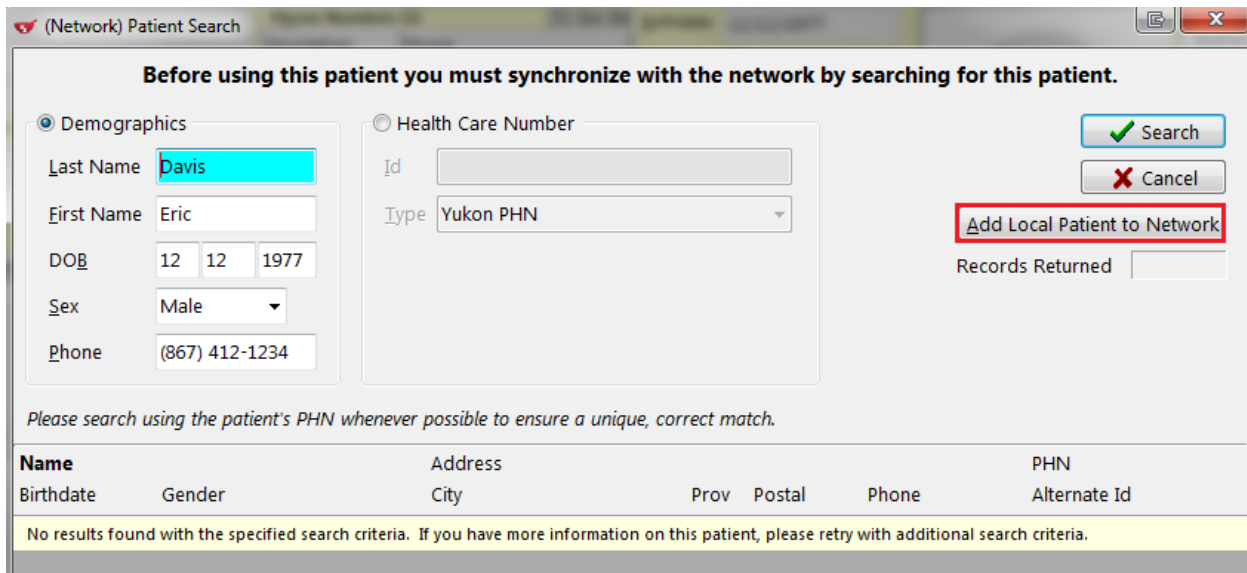
Type:

Records Returned:

*Please search using the patient's PHN whenever possible to ensure a unique, correct match.*

Name	Address	PHN
Birthdate	Gender	City
		Prov
		Postal
		Phone
		PHN
		Alternate Id

4. If an exhaustive search on the Network has been made for the local patient, but no records are found, click **Add Local Patient to the Network**.



**(Network) Patient Search**

**Before using this patient you must synchronize with the network by searching for this patient.**

Demographics

Last Name:

First Name:

DOB:

Sex:

Phone:

Health Care Number

Id:

Type:

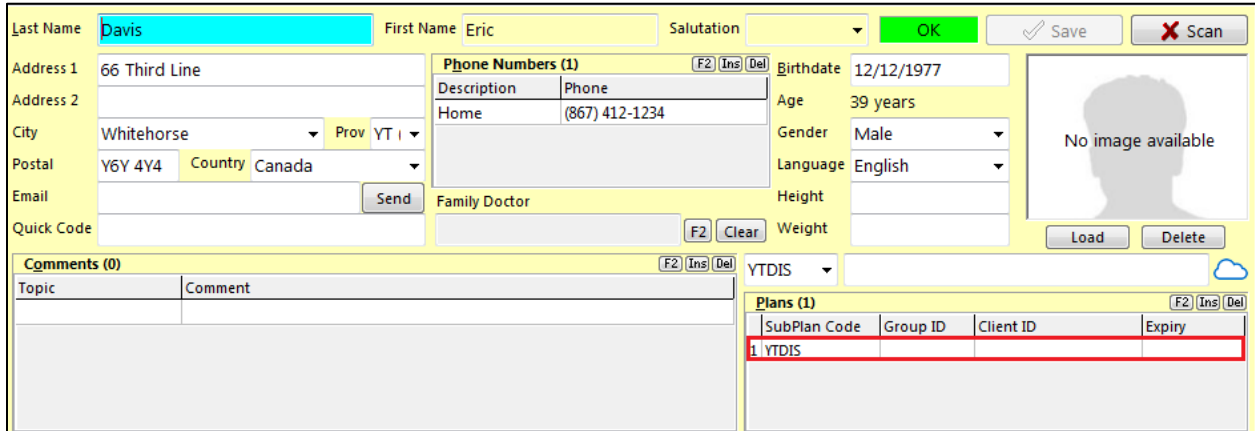
Records Returned:

*Please search using the patient's PHN whenever possible to ensure a unique, correct match.*

Name	Address	PHN
Birthdate	Gender	City
		Prov
		Postal
		Phone
		PHN
		Alternate Id

No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria.

- The patient will be added to the Network. The YTDIS plan will be automatically inserted in the patient card.

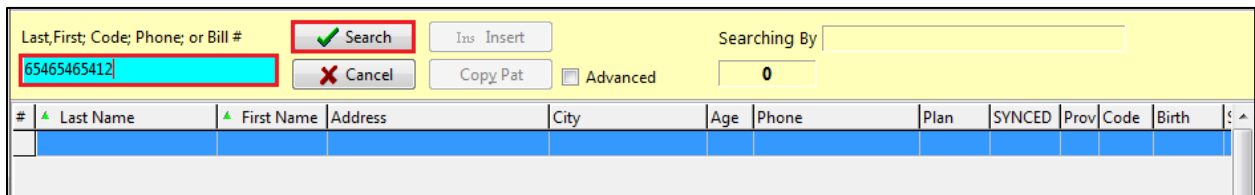


Last Name: **Davis** First Name: Eric Salutation: **OK** Save Scan  
 Address 1: 66 Third Line Address 2: Phone Numbers (1) Birthdate: 12/12/1977  
 City: Whitehorse Prov: YT | Description: Home Phone: (867) 412-1234 Age: 39 years  
 Postal: Y6Y 4Y4 Country: Canada Gender: Male Language: English  
 Email: Send Family Doctor: Height: Weight:  
 Quick Code: F2 Clear  
 Comments (0) YTDIS Load Delete  
 Plans (1)  

SubPlan Code	Group ID	Client ID	Expiry
1	YTDIS		

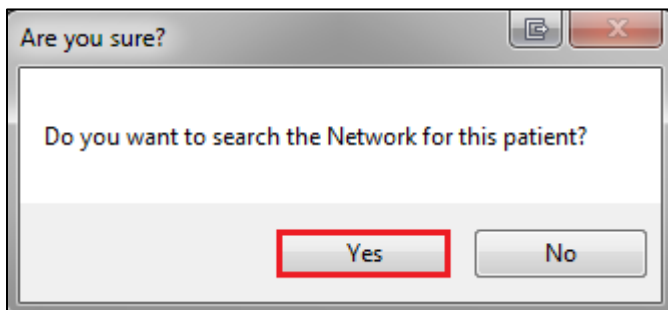
### Scenario 3 – New Patient (Not Found in Kroll but exists in Client registry)

- Search for the patient using the **F3 - Patient** search. If provided, use the patient’s HCN as this is the preferred method to search the network. Verify the patient does not exist. Click **Search** or press the **Enter** key on the keyboard to start a **(Network) Patient Search**.



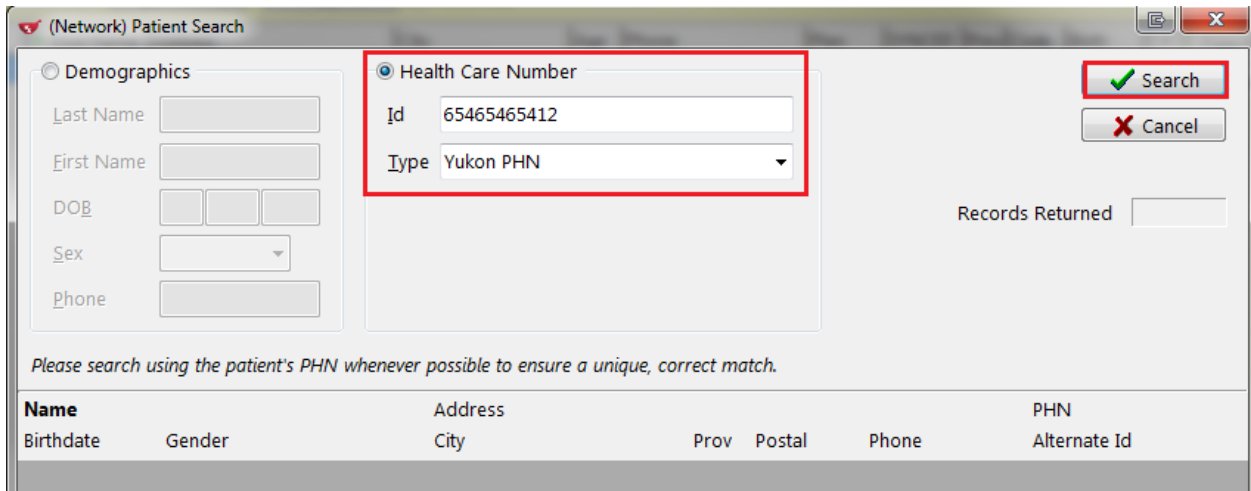
Last,First; Code; Phone; or Bill #  Ins Insert Searching By:   
  Copy Pat  Advanced   

#	Last Name	First Name	Address	City	Age	Phone	Plan	SYNCED	Prov	Code	Birth



Are you sure?  
 Do you want to search the Network for this patient?

2. The **Health Care Number** will be automatically inserted. Click **Search**.



**(Network) Patient Search**

Demographics

Last Name

First Name

DOB

Sex

Phone

Health Care Number

Id

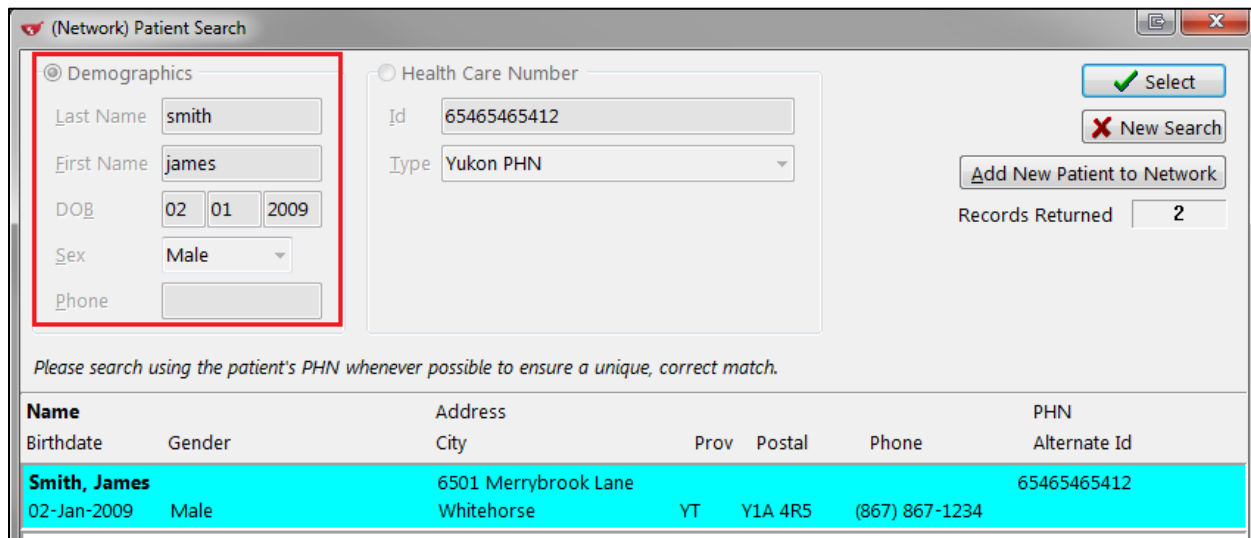
Type

Records Returned

*Please search using the patient's PHN whenever possible to ensure a unique, correct match.*

Name	Address	PHN				
Birthdate	Gender	City	Prov	Postal	Phone	Alternate Id

**NOTE:** When the health care number is not available, search by demographics.



**(Network) Patient Search**

Demographics

Last Name

First Name

DOB

Sex

Phone

Health Care Number

Id

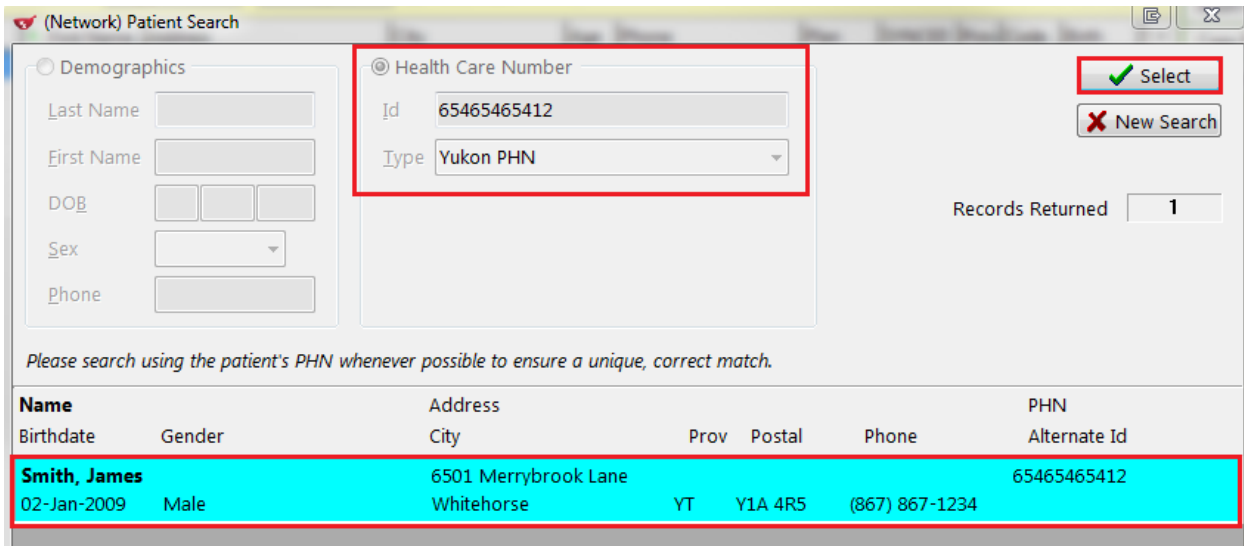
Type

Records Returned

*Please search using the patient's PHN whenever possible to ensure a unique, correct match.*

Name	Address	PHN				
Birthdate	Gender	City	Prov	Postal	Phone	Alternate Id
<b>Smith, James</b>	6501 Merrybrook Lane	65465465412				
02-Jan-2009	Male	Whitehorse	YT	Y1A 4R5	(867) 867-1234	

3. With a Health Care Number search, an exact match should be found. Click **Select**.



(Network) Patient Search

Demographics

Health Care Number

Id: 65465465412

Type: Yukon PHN

Select

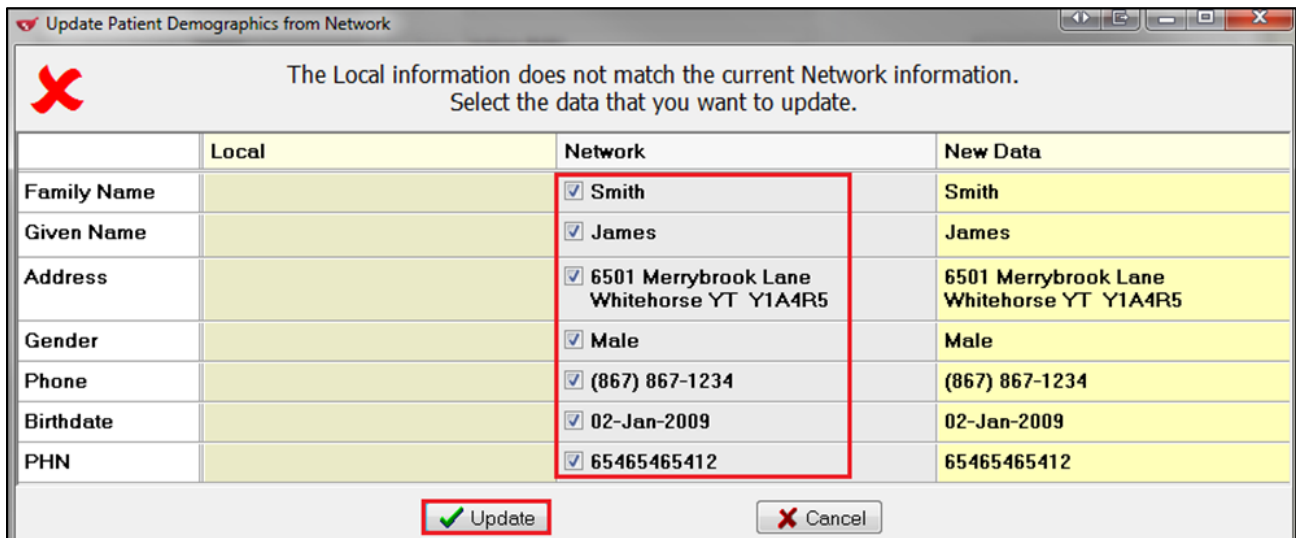
New Search

Records Returned: 1

Please search using the patient's PHN whenever possible to ensure a unique, correct match.

Name	Address	PHN
Birthdate	City	Alternate Id
Gender	Prov	Postal
	Phone	
<b>Smith, James</b>	6501 Merrybrook Lane	65465465412
02-Jan-2009	Whitehorse	YT Y1A 4R5
Male	(867) 867-1234	

4. The **Patient Update** screen will open allowing you to select the information to use from the Client Registry to create the local patient record. Click **Update**.



Update Patient Demographics from Network

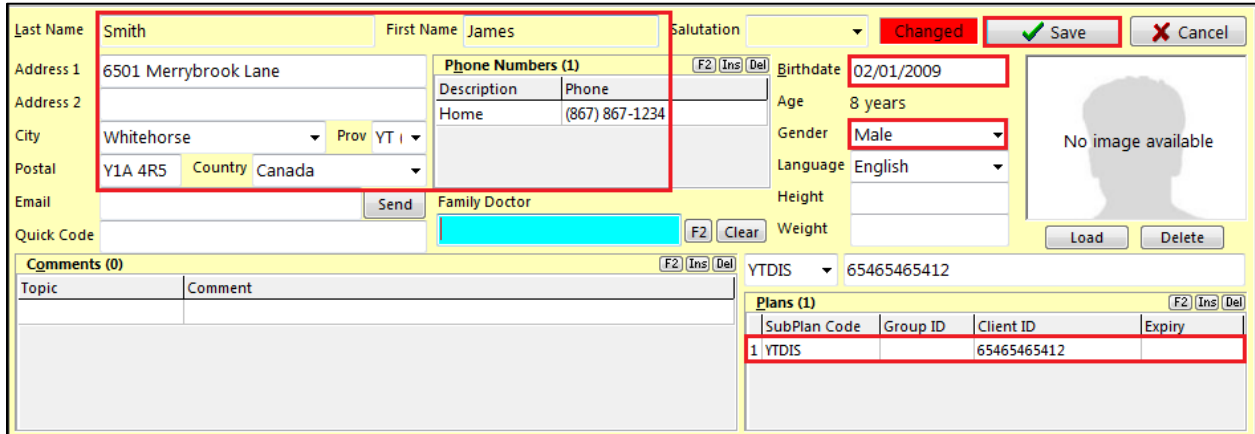
The Local information does not match the current Network information.  
Select the data that you want to update.

	Local	Network	New Data
Family Name		<input checked="" type="checkbox"/> Smith	Smith
Given Name		<input checked="" type="checkbox"/> James	James
Address		<input checked="" type="checkbox"/> 6501 Merrybrook Lane Whitehorse YT Y1A4R5	6501 Merrybrook Lane Whitehorse YT Y1A4R5
Gender		<input checked="" type="checkbox"/> Male	Male
Phone		<input checked="" type="checkbox"/> (867) 867-1234	(867) 867-1234
Birthdate		<input checked="" type="checkbox"/> 02-Jan-2009	02-Jan-2009
PHN		<input checked="" type="checkbox"/> 65465465412	65465465412

Update

Cancel

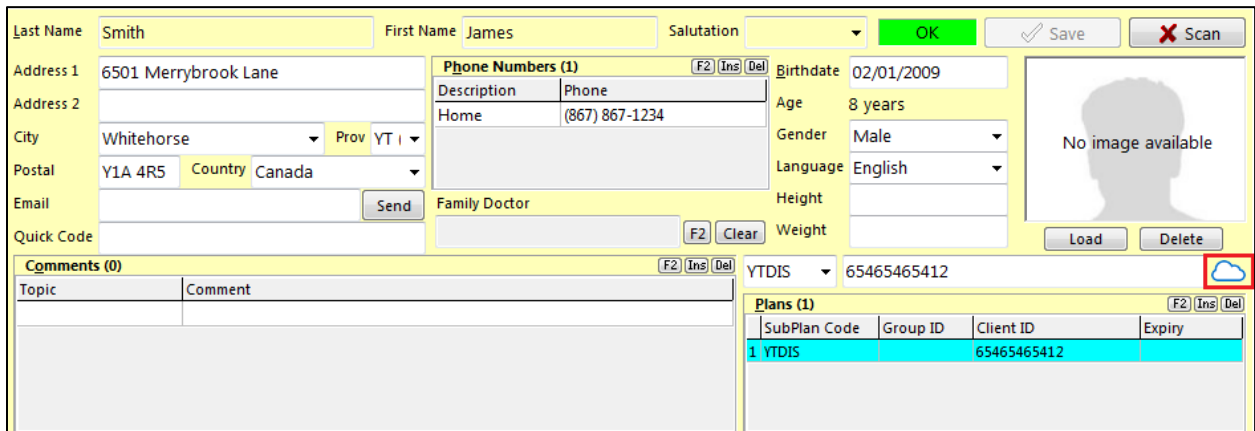
- A patient card will be created with the patient details selected and the YTDIS plan automatically inserted. Click **Save**.



Last Name: Smith | First Name: James | Salutation: **Changed** | **Save** | **Cancel**  
 Address 1: 6501 Merrybrook Lane | Phone Numbers (1): (867) 867-1234 | Birthdate: 02/01/2009  
 Address 2: | Description: | Phone: | Age: 8 years  
 City: Whitehorse | Prov: YT | | Home: | Gender: Male  
 Postal: Y1A 4R5 | Country: Canada | | | Language: English  
 Email: | Send | Family Doctor: | Height: | Weight: | No image available  
 Quick Code: | F2 | Clear | YTDIS: 65465465412  
 Comments (0): | YTDIS: 65465465412  
 Plans (1):  

SubPlan Code	Group ID	Client ID	Expiry
1	YTDIS	65465465412	

- Once saved the patient will be synced and a cloud symbol will appear to indicate the patient is synced.

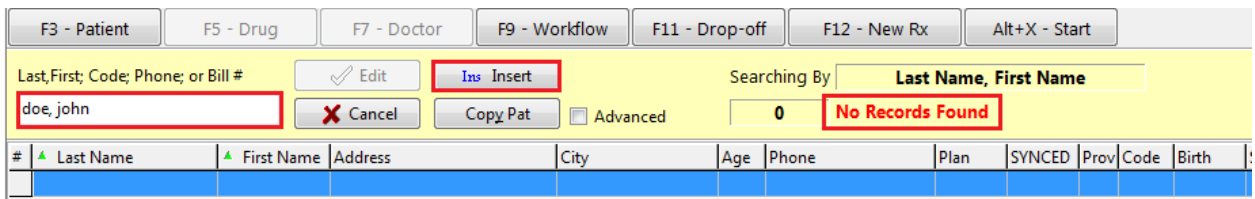


Last Name: Smith | First Name: James | Salutation: **OK** | **Save** | **Scan**  
 Address 1: 6501 Merrybrook Lane | Phone Numbers (1): (867) 867-1234 | Birthdate: 02/01/2009  
 Address 2: | Description: | Phone: | Age: 8 years  
 City: Whitehorse | Prov: YT | | Home: | Gender: Male  
 Postal: Y1A 4R5 | Country: Canada | | | Language: English  
 Email: | Send | Family Doctor: | Height: | Weight: | No image available  
 Quick Code: | F2 | Clear | YTDIS: 65465465412  
 Comments (0): | YTDIS: 65465465412  
 Plans (1):  

SubPlan Code	Group ID	Client ID	Expiry
1	YTDIS	65465465412	

### Scenario 4 – New Patient (Not Found in Kroll or CR)

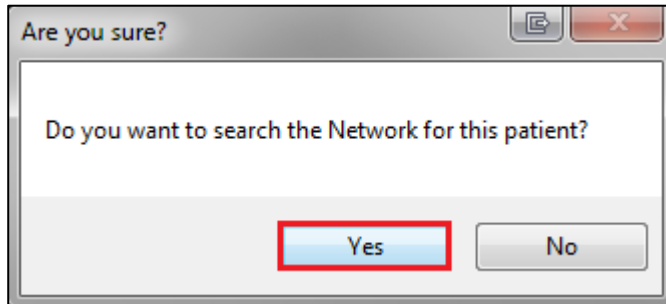
- Search for the patient using the **F3 - Patient** search.
- Verify that the patient does not exist in the local Kroll database, then click **Ins** or press **Insert** on the keyboard.



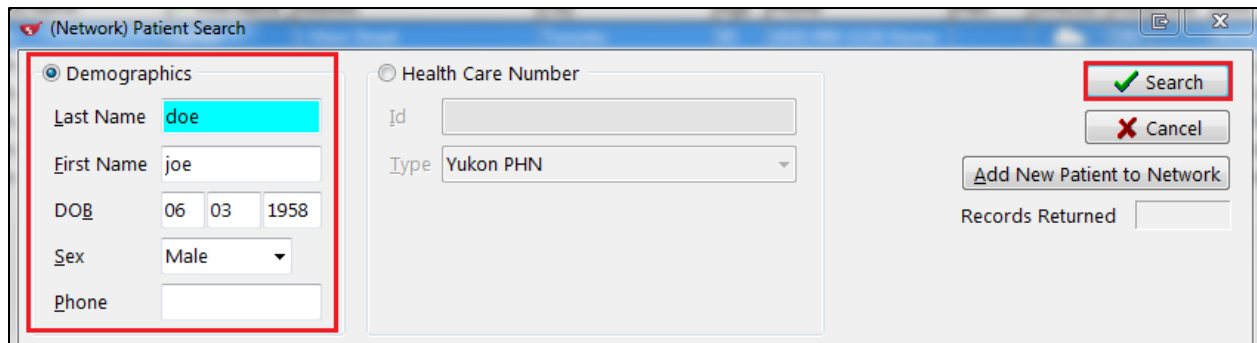
F3 - Patient | F5 - Drug | F7 - Doctor | F9 - Workflow | F11 - Drop-off | F12 - New Rx | Alt+X - Start  
 Last,First; Code; Phone; or Bill #: **doe, john** | **Ins Insert** | Searching By: **Last Name, First Name**  
**0** | **No Records Found**  

#	Last Name	First Name	Address	City	Age	Phone	Plan	SYNCD	Prov	Code	Birth

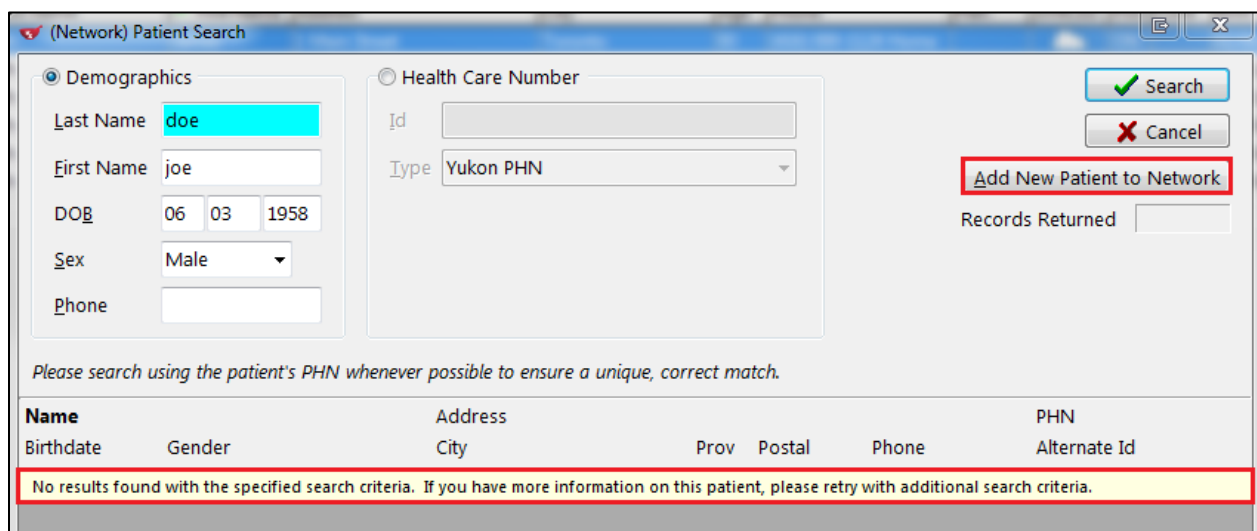
- When asked ‘Do you want to search the Network for this patient?’ answer **Yes** to search the CR for a matching patient.



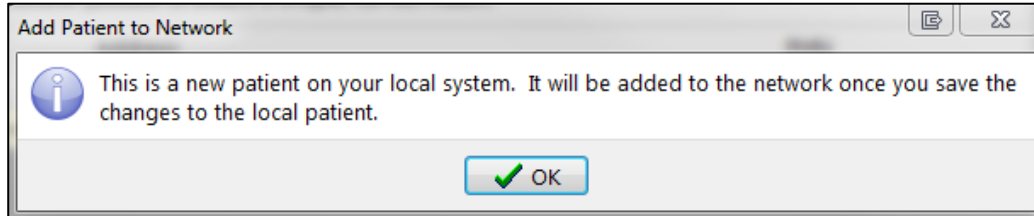
- Input all available patient information into the **Network Patient Search** window and click **Search** or press **Enter** on the keyboard to search the CR for the patient.



- If all available patient information has been entered to search for the patient and still no matching results are returned, click **Add New Patient to Network** or **CTRL-A**.



6. You will then receive a warning that this is a new patient and they will be added to the Network once you have saved the changes to the local system.



7. Complete all necessary patient information and click **Save** or press **Enter** on the keyboard to save the patient file. Note that data will now be recorded on Yukon DIS for this patient.

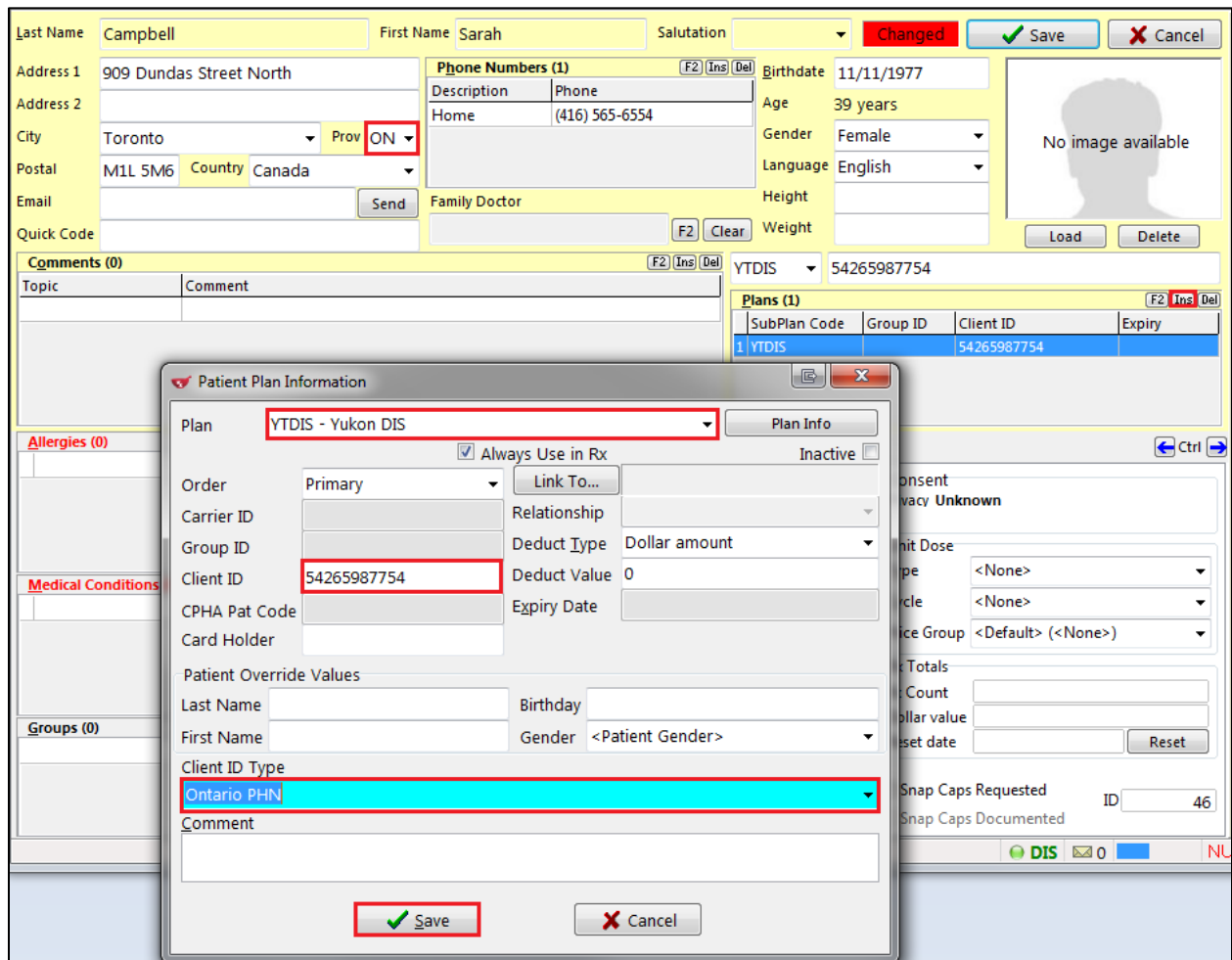


## Out of Province Patients

Some Yukon patients will have a PHN issued out of province, or from a Federal Agency.

### Existing Local Patient

1. For out-of-province patients that have a PHN from another province, insert a Yukon DIS plan with the patient’s PHN in the Client ID field and set the corresponding Client ID type. Note: In the below example, the patient has a PHN from Ontario.



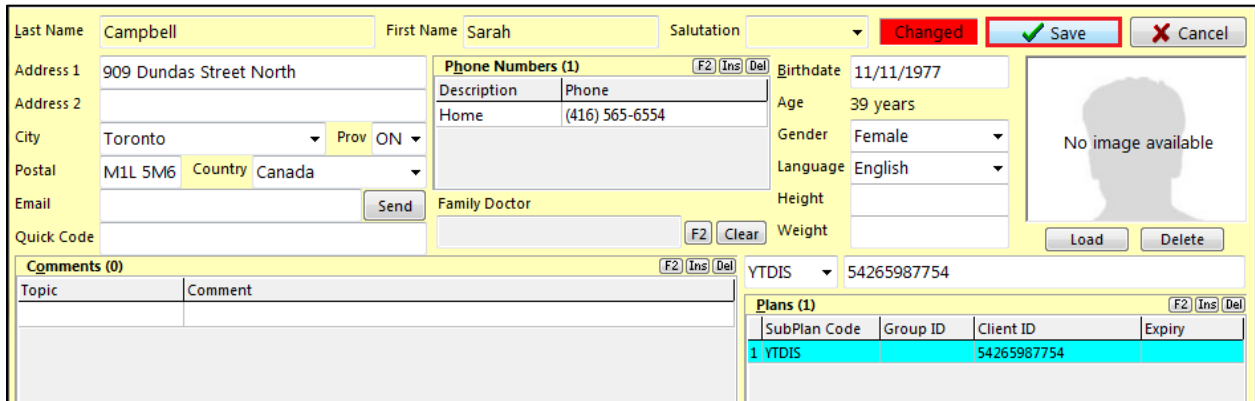
The screenshot displays the patient information system interface. The main form shows patient details for Sarah Campbell, including address, phone numbers, and birthdate. A 'Patient Plan Information' dialog box is open, showing the following fields:

- Plan: YTDIS - Yukon DIS
- Always Use in Rx:
- Inactive:
- Order: Primary
- Carrier ID: (empty)
- Relationship: (empty)
- Group ID: (empty)
- Deduct Type: Dollar amount
- Client ID: 54265987754
- Deduct Value: 0
- CPHA Pat Code: (empty)
- Expiry Date: (empty)
- Card Holder: (empty)
- Patient Override Values:
  - Last Name: (empty)
  - Birthdate: (empty)
  - First Name: (empty)
  - Gender: <Patient Gender>
- Client ID Type: Ontario PHN
- Comment: (empty)

The 'Save' button in the dialog box is highlighted with a red box.



2. Save changes to the patient.



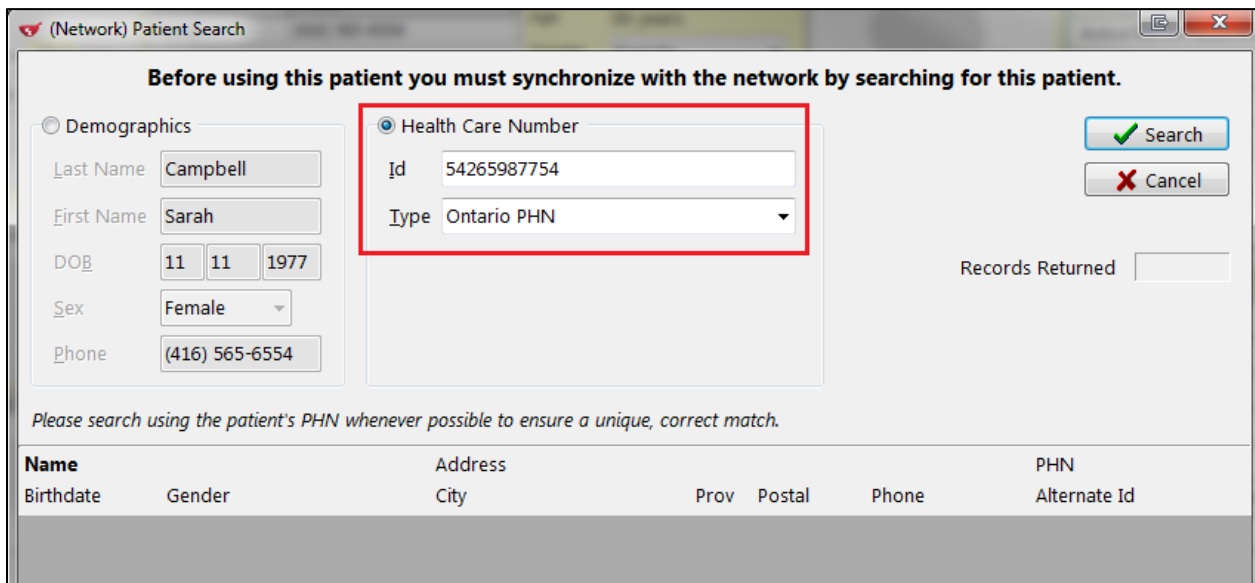
Last Name: Campbell | First Name: Sarah | Salutation: [dropdown] | **Changed** | **Save** | **Cancel**  
 Address 1: 909 Dundas Street North | Address 2: [empty] | City: Toronto | Prov: ON | Postal: M1L 5M6 | Country: Canada | Email: [empty] | Send  
 Birthdate: 11/11/1977 | Age: 39 years | Gender: Female | Language: English | Height: [empty] | Weight: [empty] | Load | Delete  
 Phone Numbers (1):  

Description	Phone
Home	(416) 565-6554

 Family Doctor: [empty] | F2 | Clear  
 Comments (0): [empty] | F2 | Ins | Del  
 YTDIS: [dropdown] | 54265987754  
 Plans (1):  

SubPlan Code	Group ID	Client ID	Expiry
1	YTDIS	54265987754	

3. The **(Network) Patient Search** will appear with the **PHN Type** set to **Ontario PHN**. Click **Search**.



**(Network) Patient Search**  
**Before using this patient you must synchronize with the network by searching for this patient.**  
 Demographics  
 Last Name: Campbell | First Name: Sarah | DOB: 11/11/1977 | Sex: Female | Phone: (416) 565-6554  
 Health Care Number  
 Id: 54265987754 | Type: Ontario PHN  
 Search | Cancel  
 Records Returned: [empty]  
*Please search using the patient's PHN whenever possible to ensure a unique, correct match.*  

Name	Birthdate	Gender	Address	City	Prov	Postal	Phone	PHN	Alternate Id

- If the patient is found, the CR will return the **Alternate ID** in the field directly below the PHN field.

(Network) Patient Search

**Before using this patient you must synchronize with the network by searching for this patient.**

Demographics

Last Name: Campbell  
 First Name: Sarah  
 DOB: 11 / 11 / 1977  
 Sex: Female  
 Phone: (416) 565-6554

Health Care Number

Id: 54265987754  
 Type: Ontario PHN


Records Returned: 1

Please search using the patient's PHN whenever possible to ensure a unique, correct match.

Name	Address	PHN
Birthdate	City	Alternate Id
<b>Campbell, Sarah</b>	909 Dundas Street North	
11-Nov-1977 Female	Toronto ON M1L5M6 (416) 565-6554	<b>ON PHN: 54265987754</b>

- If the patient is not found, perform a new search with patient demographics. If the patient is still not found, add the local patient to Network as outlined in the [Scenario 4 – New Patient \(Not Found in Kroll or CR\)](#) section.
4. Selecting the patient will call up the **Patient Update** window. Select all the parameters that need to be updated into the local Kroll patient card and click **Update** or press **Enter** on the keyboard.

Update Patient Demographics from Network

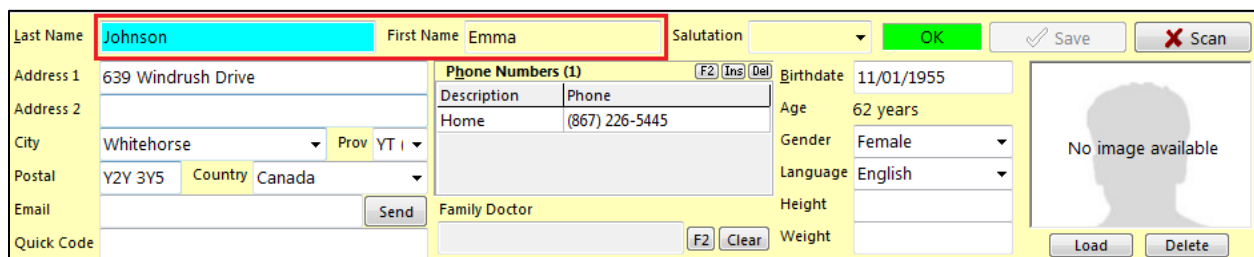
 The information is synchronized. No updates are required.

	Local	Network	New Data
<b>Family Name</b>	Campbell	Campbell	Campbell
<b>Given Name</b>	Sarah	Sarah	Sarah
<b>Address</b>	909 Dundas Street North Toronto ON M1L5M6	909 Dundas Street North Toronto ON M1L5M6	909 Dundas Street North Toronto ON M1L5M6
<b>Gender</b>	Female	Female	Female
<b>Phone</b>	Home: (416) 565-6554	(416) 565-6554	Home: (416) 565-6554
<b>Birthdate</b>	11-Nov-1977	11-Nov-1977	11-Nov-1977
<b>Alternate Id</b>	ON PHN: 54265987754	ON PHN: 54265987754	ON PHN: 54265987754

## Patient with Multiple Given Names

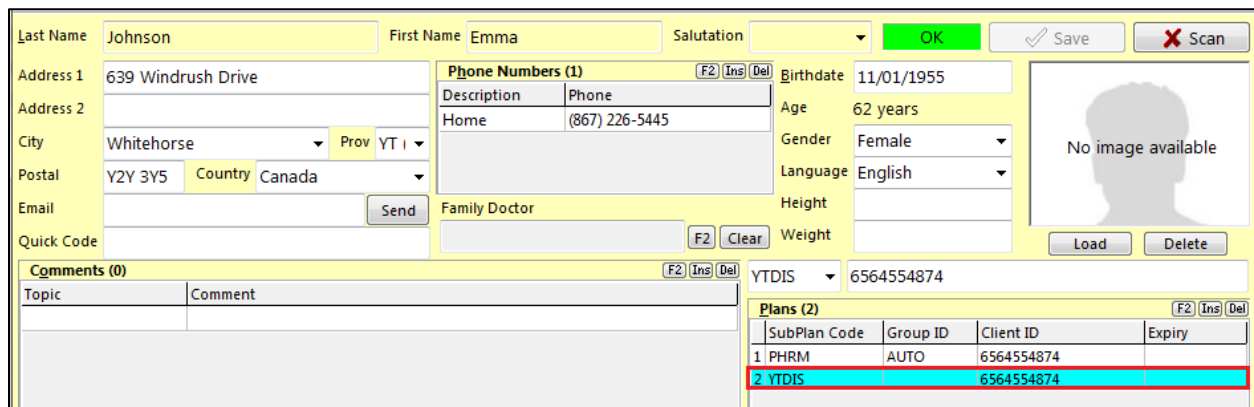
Pharmacy users will often encounter situations where a patient will go by multiple names. For example, a patient may have registered with Yukon Health under the first name Robert, but would like the name on his vial labels to read Bob. A patient may have registered with Yukon Health using their maiden name, and then get married and adopt their spouse’s last name without informing the provincial Client Registry. In situations like these, users can send one name to DIS (or any Plan) and have another name printed and recorded on the local Kroll patient file. This can be achieved as follows:

1. Search for and call up the local **F3 - Patient Card**.
2. Enter the name that the patient would like printed on the vial label in the **First Name** and/or **Last Name** field.



The screenshot shows the 'Patient Card' form. The 'Last Name' field is highlighted in red and contains the text 'Johnson'. The 'First Name' field contains 'Emma'. Other fields include 'Address 1' (639 Windrush Drive), 'City' (Whitehorse), 'Postal' (Y2Y 3Y5), 'Country' (Canada), 'Birthdate' (11/01/1955), 'Age' (62 years), 'Gender' (Female), and 'Language' (English). There are buttons for 'OK', 'Save', 'Scan', 'Send', 'Load', and 'Delete'.

3. Double click the **Yukon DIS** plan under the **Plans** section to call up the **Patient Plan Information** window.



The screenshot shows the 'Patient Plan Information' window. The 'Last Name' field is 'Johnson' and 'First Name' is 'Emma'. The 'Plans' section is expanded, showing a table with the following data:

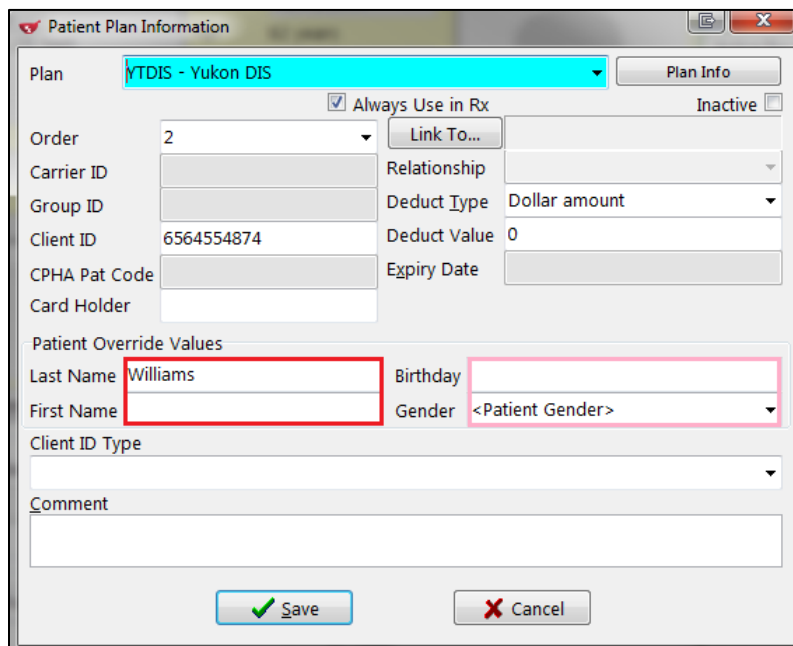
SubPlan Code	Group ID	Client ID	Expiry
1 PHRM	AUTO	6564554874	
2 YTDIS		6564554874	

The 'YTDIS' row is highlighted with a red border. There are also 'Comments' and 'Family Doctor' sections visible.

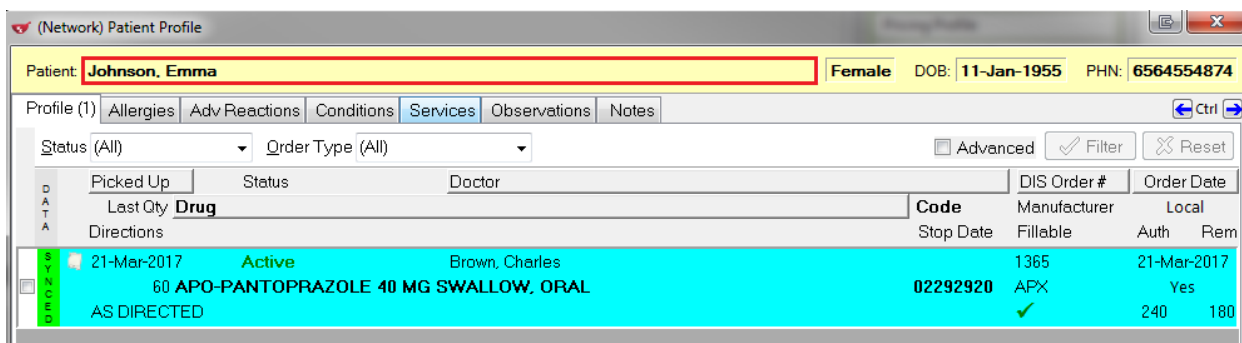
4. In the **Yukon DIS Patient Plan Information** window, enter the name(s) the patient used to register with DIS and click **Save** or press **Enter** on the keyboard. The name(s) entered here will be sent to DIS.

**NOTE:** The **First Name** or **Last Name Alias** can be left blank if it is the same as the name entered on the main patient card.

**NOTE:** You may also do a DOB or gender alias for specific plans. Enter the patient’s actual DOB or gender in the patient card, and use the birthday or gender alias field on the appropriate plan.



5. When the **Network Patient Profile** is retrieved for the patient, the name on the main patient card will be displayed.

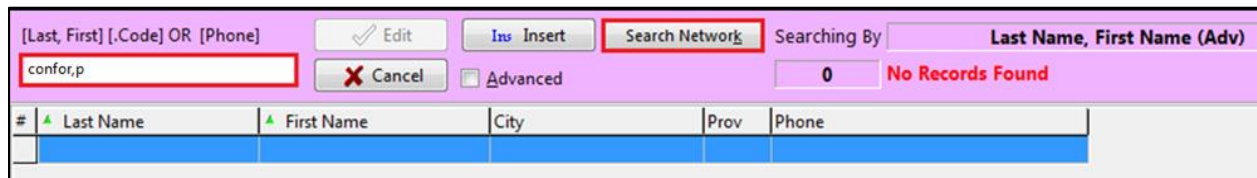


Picked Up	Status	Doctor	DIS Order #	Order Date
21-Mar-2017	Active	Brown, Charles	1365	21-Mar-2017
60 APO-PANTOPRAZOLE 40 MG SWALLOW, ORAL			02292920	APX
AS DIRECTED			240	180

- Once the DIS plan has been entered on the patient card, ensure that it is set as the last plan.

## Searching for a Prescriber on the Provider Registry

If a prescriber does not yet exist in the local system, click **Search Network** to add the prescriber’s information to the local system.

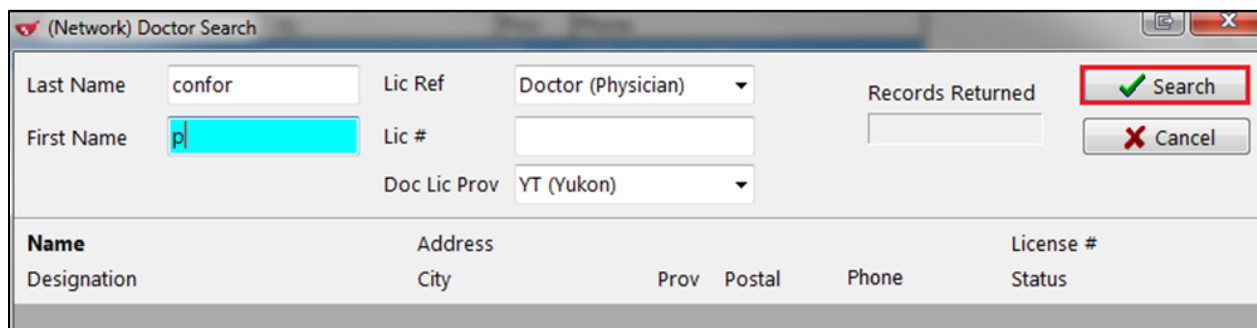


[Last, First] [.Code] OR [Phone]    Edit    Ins Insert    **Search Network**    Searching By    Last Name, First Name (Adv)

confor,p    Cancel    Advanced    0    No Records Found

#	Last Name	First Name	City	Prov	Phone
0 No Records Found					

The (Network) Doctor Search form will appear. Select Search.



(Network) Doctor Search

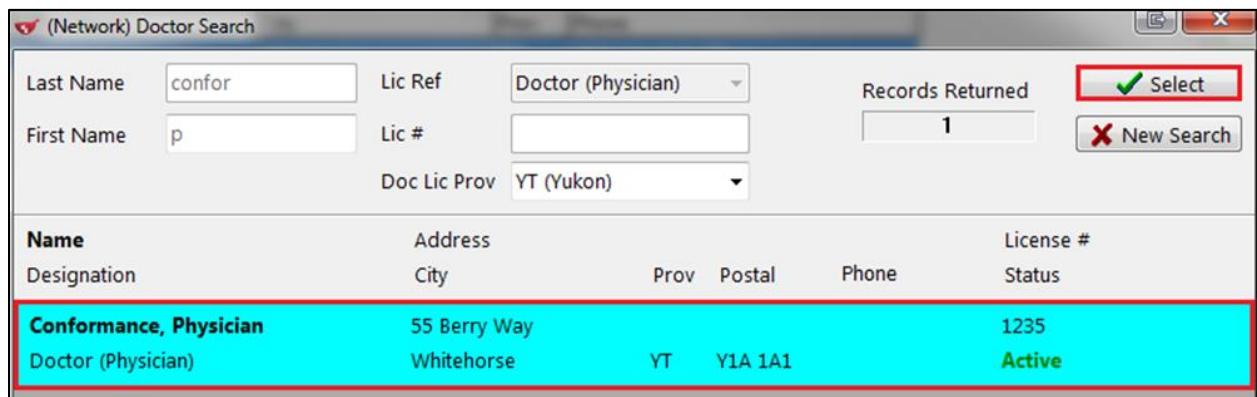
Last Name: confor    Lic Ref: Doctor (Physician)    Records Returned: 0    **Search**

First Name: p    Lic #:    **Cancel**

Doc Lic Prov: YT (Yukon)

Name	Address	License #
Designation	City	Status
	Prov	Postal
	Phone	

A list of providers on the network matching the search criteria will display. Click on the provider and click Select.



(Network) Doctor Search

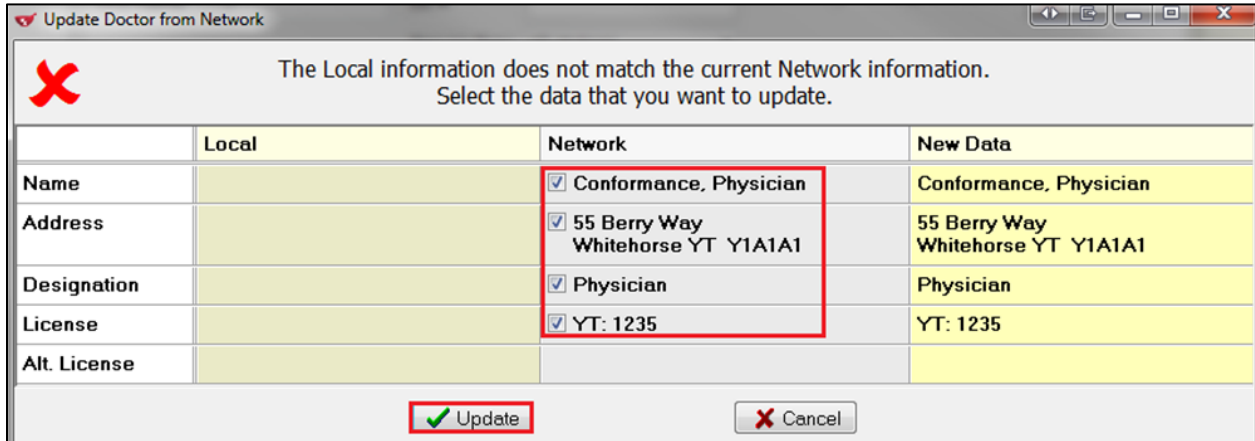
Last Name: confor    Lic Ref: Doctor (Physician)    Records Returned: 1    **Select**

First Name: p    Lic #:    **New Search**

Doc Lic Prov: YT (Yukon)

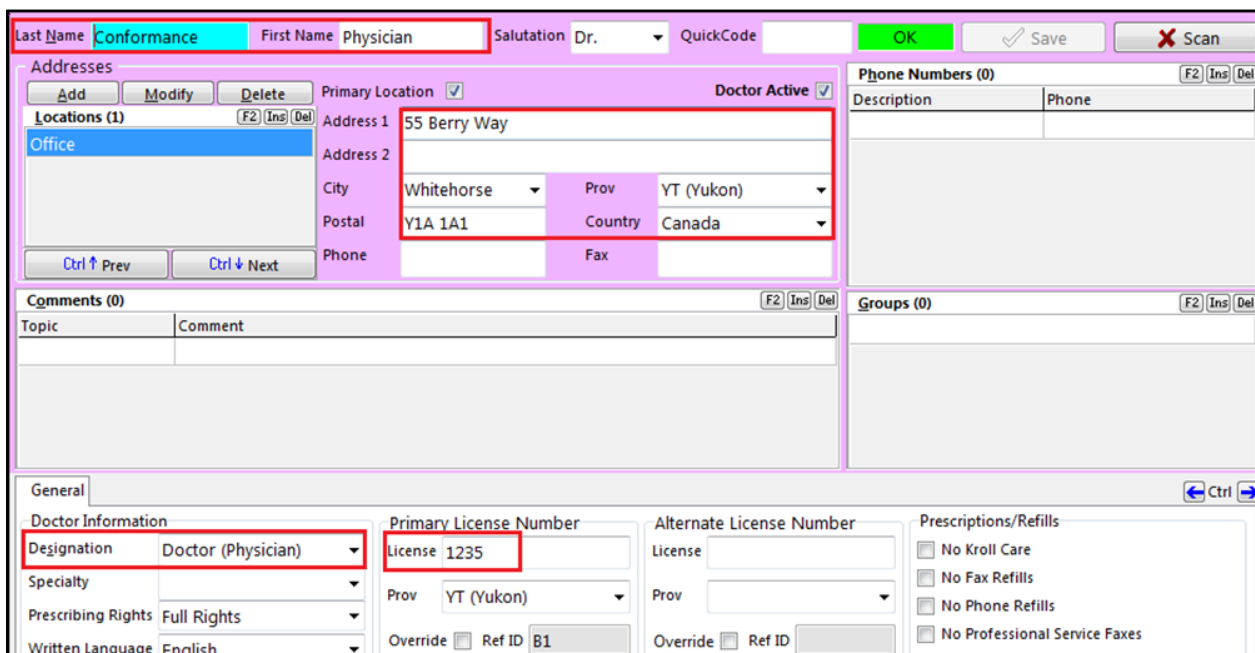
Name	Address	License #
Designation	City	Status
	Prov	Postal
	Phone	
<b>Conformance, Physician</b>	55 Berry Way	1235
Doctor (Physician)	Whitehorse	Active
	YT	Y1A 1A1

The **Update Doctor from Network** form will appear to add/update any information if any on the local system. Click on **Update**.



	Local	Network	New Data
Name		<input checked="" type="checkbox"/> Conformance, Physician	Conformance, Physician
Address		<input checked="" type="checkbox"/> 55 Berry Way Whitehorse YT Y1A1A1	55 Berry Way Whitehorse YT Y1A1A1
Designation		<input checked="" type="checkbox"/> Physician	Physician
License		<input checked="" type="checkbox"/> YT: 1235	YT: 1235
Alt. License			

The new doctor card will be created with the doctor's information.



## Filling Prescriptions

---

Once Yukon DIS is integrated with Kroll, you must complete the following steps before filling a prescription:

1. Search for the patient in Kroll and synchronize the patient to Yukon DIS.
2. View the patient's (Network) Patient Profile.
3. Assess the patient (e.g., view Allergies, Detected Issues, Notes, etc.)
4. Assess the prescription that is being filled.

All prescriptions filled for human patients in Yukon must be sent to Yukon DIS for clinical recording. With Yukon DIS integration in Kroll, prescriptions should first be adjudicated to all fiscal plan(s) for financial reimbursement, and then sent to DIS for clinical recording. The “cash” plan will always come after the DIS plan. This sequence of plans allows prescriptions to be billed, and then logged on the Yukon DIS before passing down any remaining co-payment amounts to the patient. In the event that the DIS Network is down, you can bill the fiscal plans, print the label, and then place the Rx in a **Network Pending Queue** until the DIS Network is back up. At which point the Rx can be completed in its entirety (Please see the section on [What to do When the Yukon DIS is Unavailable](#) for more information).

### Dispensing a New Rx (Inferred)

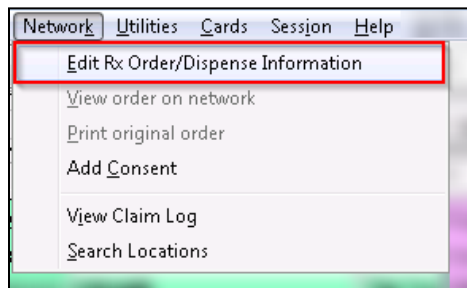
1. Complete the patient, drug, doctor, sig, dispense information, etc. from the **F12 - Filling** screen.

**New Rx Pending Adj** Rx Start Date 21/03/2017 Latest Fill 0 Qty Init

Priority Default Wait Time  Due in 19 mins Forward Rx  Work Order 0  Delivery Pickup

<b>Patient Search</b> Name: <b>Smith, James</b> Age: 8 Address: <b>6501 Merrybrook Lane</b> Male City: <b>Whitehorse</b> Prov: <b>YT</b> Phone: <b>Home (867) 867-1234</b> Plan: <b>PHRM</b> Client ID: <b>65465465412</b>		<b>Drug Search</b> 90 Pack Brand: <b>Crestor</b> 10mg Generic: <b>Rosuvastatin Calcium</b> AZC (Ast) Pack: <b>90 Form TAB</b> Sched <b>1</b> Purch: <b>\$136.41</b> OnHand <b>0</b> DIN: <b>02247162</b> Min Qty <b>0</b>		<b>Dgc Search</b> Loc: <b>Office</b> Name: <b>Dr. Brown, Charles</b> Address: <b>1 Main Street</b> City: <b>Whitehorse</b> Prov: <b>YT</b> Phone: <b>(867) 212-1454</b> Lic#: <b>1234</b> Alt. Lic#:																																																	
<b>Allergies (0)</b>  <b>Conditions (0)</b> 		Sig <b>*1</b> <b>TAKE 1 TABLET ONCE DAILY</b>  Route of Admin: <b>Oral</b> Dosage Form: <b>Tablet</b>		<table border="1"> <tr><td>Init</td><td>RS</td><td>RS</td><td>Auth Qty</td><td>1,100</td><td>11</td></tr> <tr><td>Disp Qty</td><td>100</td><td>Refills(+)</td><td>Rem Qty</td><td>1,100</td><td>11</td></tr> <tr><td>Days</td><td>100</td><td>G.P. %</td><td></td><td>24.68</td><td></td></tr> <tr><td>Prod Sel</td><td>3 - Pharmacia</td><td>Acq Cost</td><td></td><td>\$151.57</td><td></td></tr> <tr><td>O/W</td><td></td><td>Cost</td><td></td><td>\$192.49</td><td></td></tr> <tr><td>Labels</td><td>1 <input type="button" value="F2"/></td><td>Markup</td><td></td><td>\$0.00</td><td></td></tr> <tr><td></td><td></td><td>Fee</td><td></td><td>\$8.75</td><td></td></tr> <tr><td></td><td></td><td>Total</td><td></td><td>\$201.24</td><td></td></tr> </table>		Init	RS	RS	Auth Qty	1,100	11	Disp Qty	100	Refills(+)	Rem Qty	1,100	11	Days	100	G.P. %		24.68		Prod Sel	3 - Pharmacia	Acq Cost		\$151.57		O/W		Cost		\$192.49		Labels	1 <input type="button" value="F2"/>	Markup		\$0.00				Fee		\$8.75				Total		\$201.24	
Init	RS	RS	Auth Qty	1,100	11																																																
Disp Qty	100	Refills(+)	Rem Qty	1,100	11																																																
Days	100	G.P. %		24.68																																																	
Prod Sel	3 - Pharmacia	Acq Cost		\$151.57																																																	
O/W		Cost		\$192.49																																																	
Labels	1 <input type="button" value="F2"/>	Markup		\$0.00																																																	
		Fee		\$8.75																																																	
		Total		\$201.24																																																	
Plans Pricing Dates Comments Indications Images Other Rx Plans Plan Pays Extra Info (F2 Edits) PHRM 201.24 <b>YTDIS</b> Not Adj. DUE Only Cash 0.00 Deduct: \$0.00		Unit Dose (Ctrl-U): Disabled Warnings Delivery Label will be printed Counsel Patient on Pickup Drg Pack Tier Id: 1																																																			

- You can choose to add supplementary information regarding the dispense. From the **F12 - Filling** screen, select **Network > Edit Rx Order/Dispense Information**.

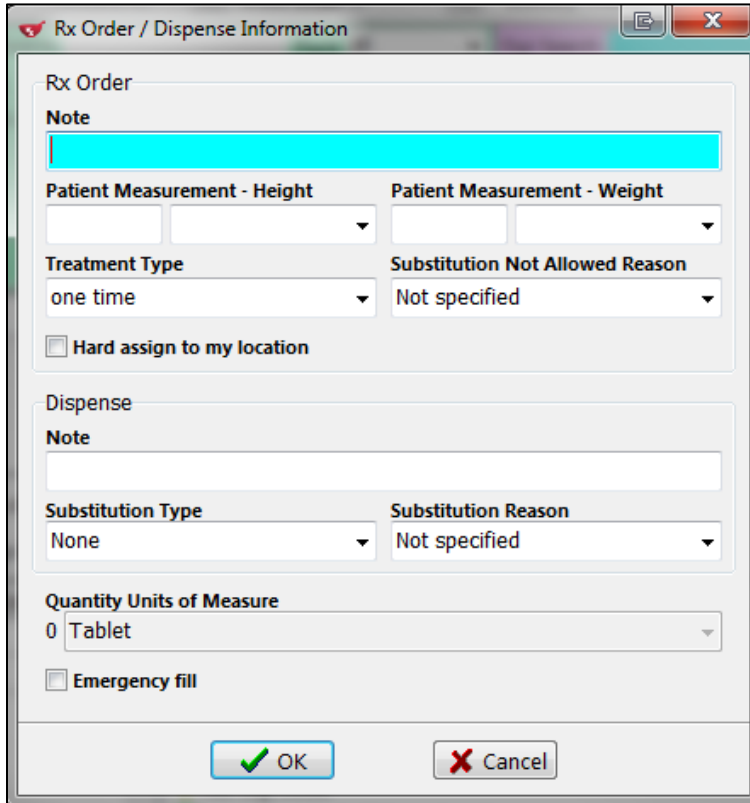


Network Utilities Cards Session Help

- Edit Rx Order/Dispense Information**
- View order on network
- Print original order
- Add Consent
- View Claim Log
- Search Locations

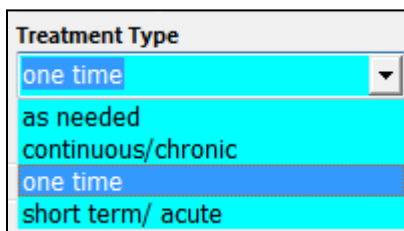


The **Rx Order / Dispense Information** window will appear displaying both the **Rx Order** and the **Dispense** information.

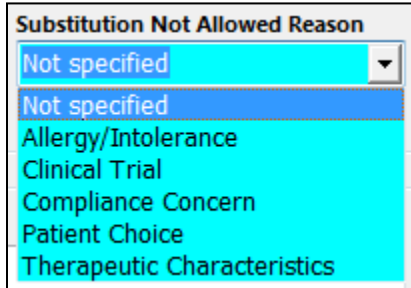


**Rx Order:**

- **Note:** Allows you to add a note to the Rx order;
- **Patient Measurement – Height:** Allows you to record the patient’s current height measurement;
- **Patient Measurement – Weight:** Allows you to record the patient’s current weight measurement;
- **Treatment Type:** Allows you to record the rational for the treatment;



- **Substitution Not Allowed Reason:** Allows you to record the reason for ‘No Substitutions’ on the Rx order;

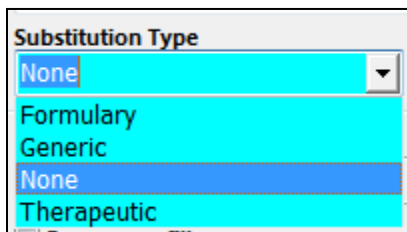


A screenshot of a dropdown menu titled "Substitution Not Allowed Reason". The menu is open, showing a list of options: "Not specified", "Allergy/Intolerance", "Clinical Trial", "Compliance Concern", "Patient Choice", and "Therapeutic Characteristics". The "Not specified" option is currently selected and highlighted in blue.

- **Hard Assign to my Location:** Allows you to set this order as only dispensable from this location.

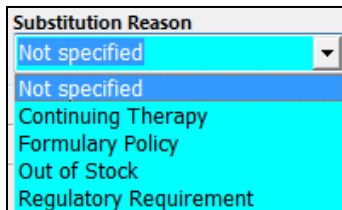
**Dispense Information:**

- **Note:** Allows you to add a note to the dispense;
- **Substitution Type:** If a drug substitution was made for this dispense, allows you to indicate the type of substitution;



A screenshot of a dropdown menu titled "Substitution Type". The menu is open, showing a list of options: "None", "Formulary", "Generic", "None", and "Therapeutic". The "None" option is currently selected and highlighted in blue.

- **Substitution Reason:** If a drug substitution was made, allows you to indicate the reason for substitution;



A screenshot of a dropdown menu titled "Substitution Reason". The menu is open, showing a list of options: "Not specified", "Continuing Therapy", "Formulary Policy", "Out of Stock", and "Regulatory Requirement". The "Not specified" option is currently selected and highlighted in blue.

- **Quantity Units of Measure:** This field is pre-populated from the units of measure linked on the drug card, or specified on the **F12 - Filling** screen.
- **Emergency Fill:** Allows you to specify that this is an emergency fill for the patient.

- Once you have completed the above sections they wish to fill out, press **Enter** or click **OK** to save.
- Ensure that the **Yukon DIS** plan is the last plan before 'cash'.

**NOTE:** The DIS plan is always marked as **Drug Utilization Evaluation Only "DUE Only"**, indicating there is no financial adjudication involved.

Plans	Pricing	Dates	Comments	Indications	Ima
Rx Plans	Plan Pays	Extra Info (F2 Edits)			
PHRM	0.00				
YTDIS	Not Adjud.	DUE Only			
Cash	0.00	Deduct: \$0.00			

- 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.

**New Rx Pending Adj**
Rx Start Date: 21/03/2017 Latest Fill: 0 Qty:  Init:

Priority: Default Wait Time  Due: in 19 mins 
**Forward Rx**  Work Order 0 
Delivery: Pickup

**Patient Search**

Name: **Smith, James** Age: 8

Address: **6501 Merrybrook Lane** Male

City: **Whitehorse** Prov: **YT**

Phone: **Home (867) 867-1234**

Plan: **PHRM** Client ID: **65465465412**

**Allergies (0)**

**Conditions (0)**

**Drug Search** 90 Pack


Brand: **Crestor** 10mg

Generic: **Rosuvastatin Calcium** AZC (Ast)

Pack: **90 Form TAB** Sched: **1**

Purch: **\$136.41** OnHand: **0**

DIN: **02247162** Min Qty: **0**



**Dgc Search** Loc: **Office**

Name: **Dr. Brown, Charles**

Address: **1 Main Street**

City: **Whitehorse** Prov: **YT**

Phone: **(867) 212-1454**

Lic#: **1234** Alt. Lic#:

Sig: \*1

**TAKE 1 TABLET ONCE DAILY**

**Total: 7, Finished: 3, Pending: 4**

Route of Admin: **Oral**

Dosage Form: **Tablet**

Init	RS	RS	Auth Qty	1,100	11
Dien Qty	100	Refills(+)	Rem Qty	1,100	11
	00		G.P. %		24.68
		- Pharmacia	Acq Cost		\$151.57
			Cost		\$192.49
			Markup		\$0.00
			Fee		\$8.75
			<b>Total</b>		<b>\$201.24</b>

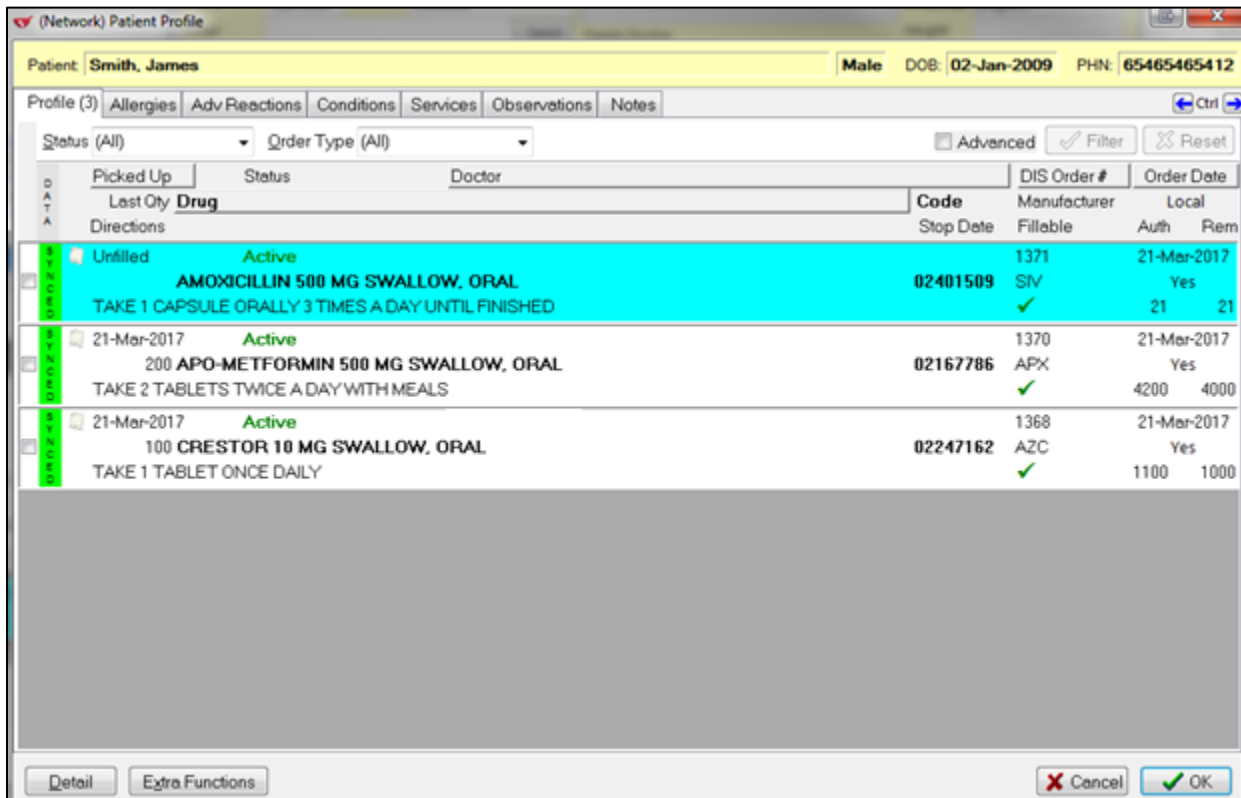
Plans	Pricing	Dates	Comments	Indications	Images	Other
Rx Plans	Plan Pays	Extra Info (F2 Edits)				
PHRM	201.24					
YTDIS	Not Adjud.	DUE Only				
Cash	0.00	Deduct: \$0.00				

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

**Warnings**

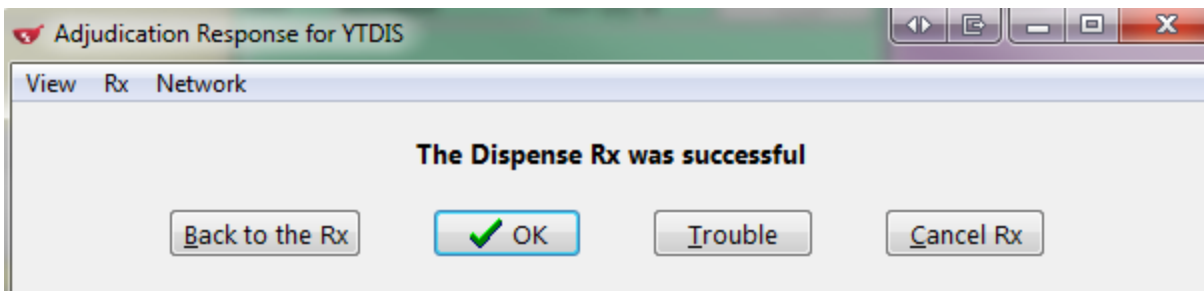
- Delivery Label will be printed
- Counsel Patient on Pickup
- Drg Pack Tier Id: 1

**NOTE:** The **(Network) Patient Profile** is automatically displayed for a patient with the first prescription filled. The **(Network) Patient Profile** will not be returned for subsequent Rx unless you escape from the patient card, searches for another patient, and then returns to the original patient again.



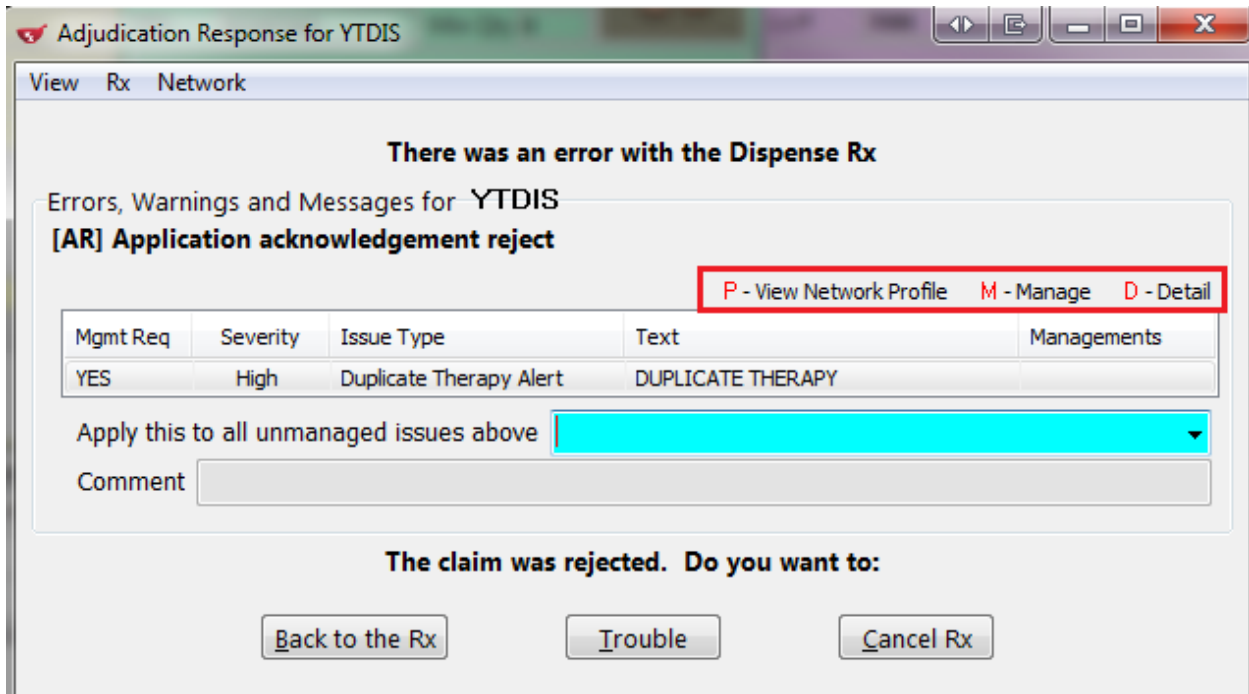
- Adjudication to the fiscal plan(s) will be completed first, and then the Rx will be sent to **YTDIS – Yukon DIS** for clinical recording.

If there are no **Detected Issues** or **Warnings** returned by Yukon DIS, you will get a message **'The Dispense Rx was successful'** and a prescription label will print.

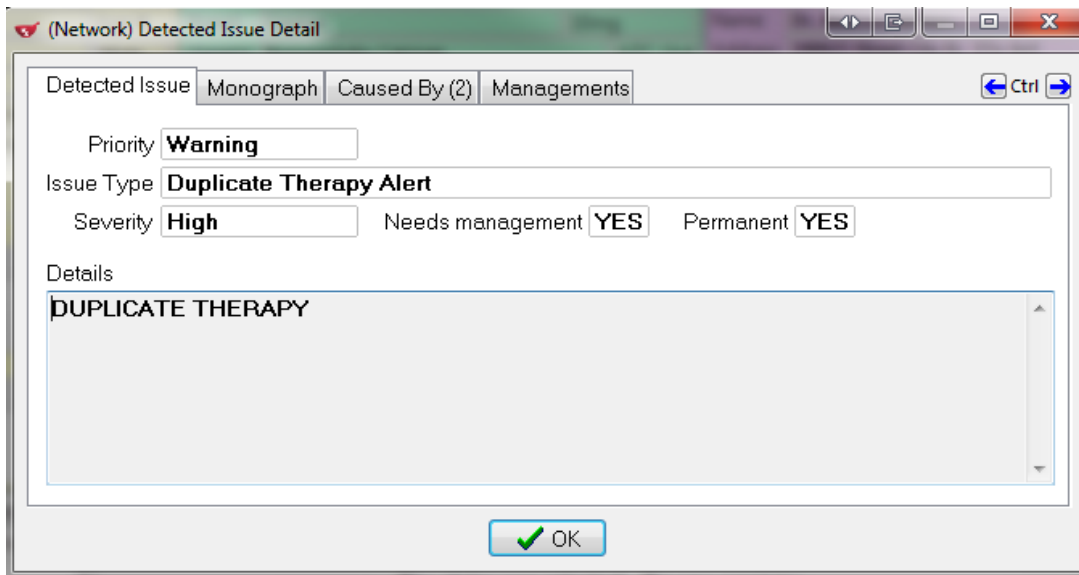




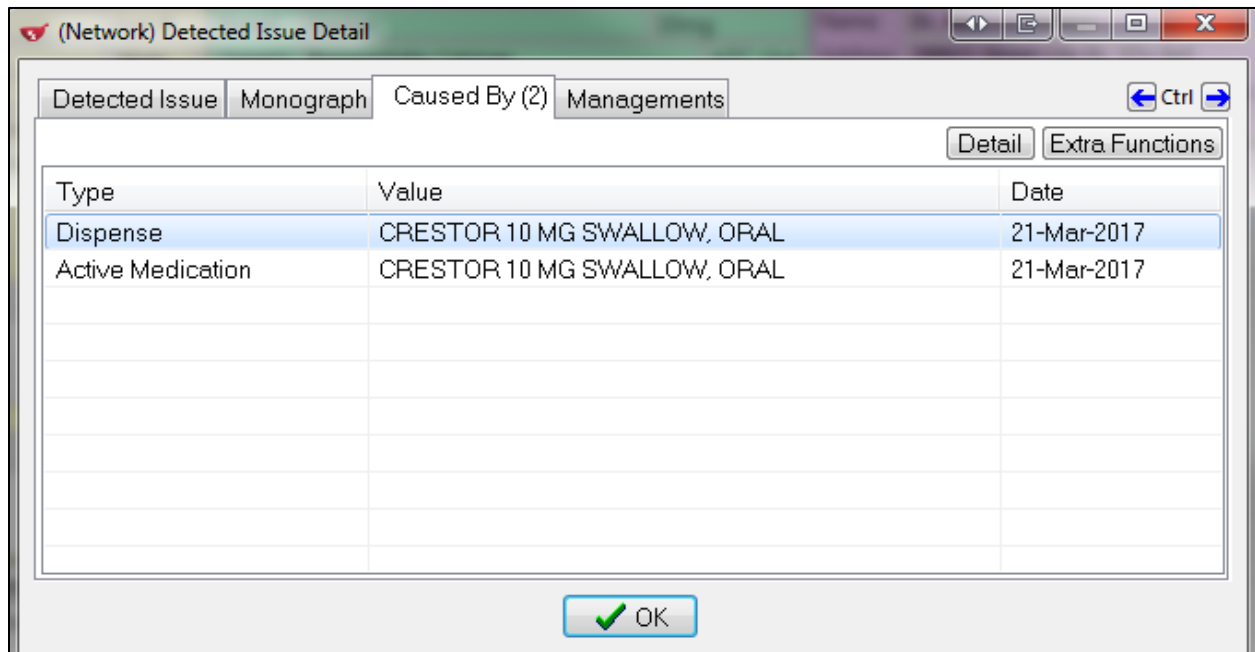
2. The **CeRx Adjudication Response** window contains three (3) options:



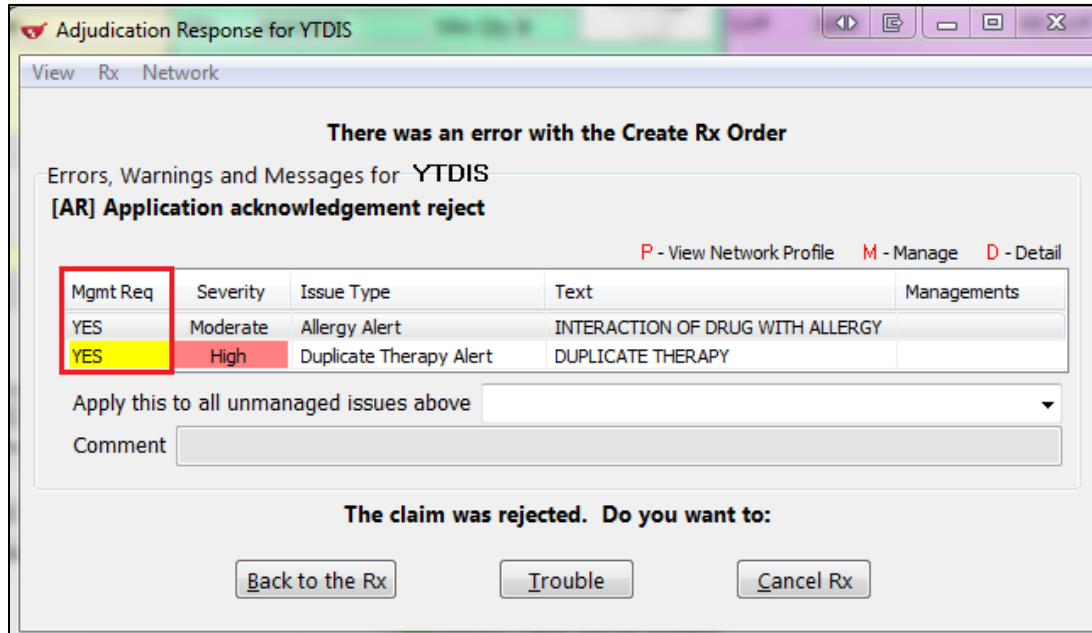
- a) **P-View Network Profile:** This option will call up the **(Network) Patient Profile** so you may cross reference the Rx they are filling with the existing medications on the patient’s Yukon DIS Medication Profile. Accessing the patient profile also allows you to stop Rxs and make adjustments to allergies, etc. that could be causing detected issues or errors on the Rx being filled.
- a) **D-Detail:** Highlight a **Detected Issue** and press **D** on the keyboard to call up the **(Network) Detected Issue Detail** window which displays extra information regarding the issue. Select the tabs across of the top of the **(Network) Detected Issue Detail** window to access respective information. Click **OK** or press **Enter** on the keyboard to return to the **DIS Adjudication Response** window.



Selecting **Caused By** will display the items on the DIS that are causing the issue to be returned. You may also further detail down to see additional details if desired.

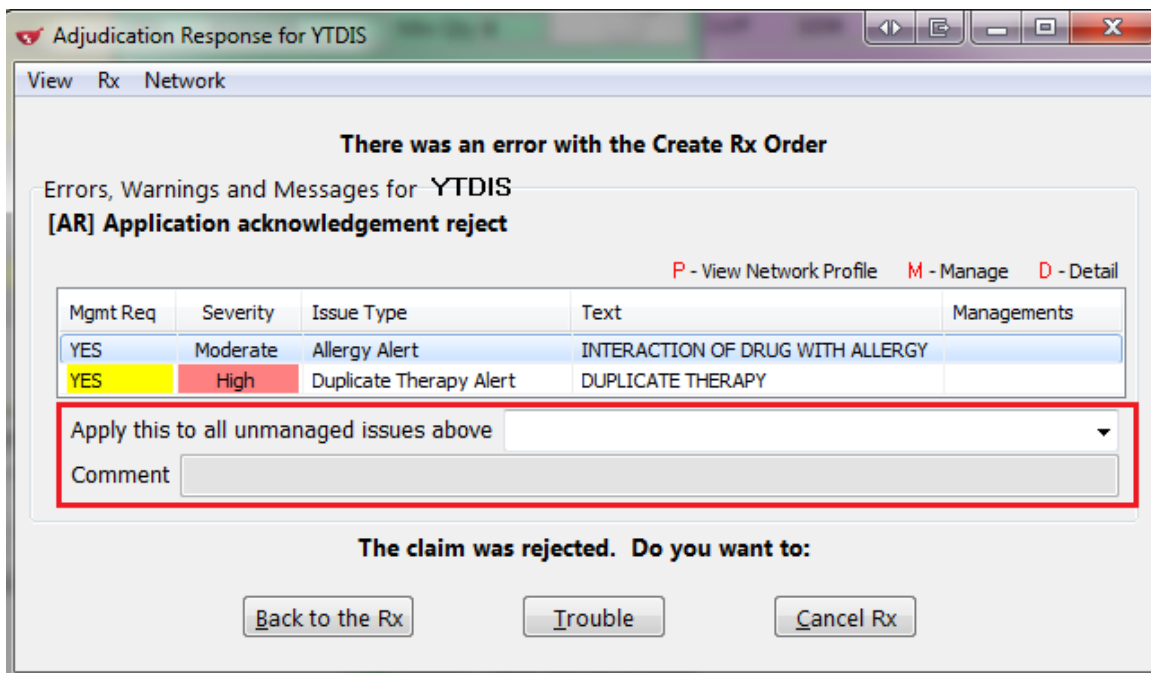


- b) **M-Manage:** This allows you to manage any individually selected issue. Highlight the detected issue you wish to manage and press M on the keyboard to access a list of managements.



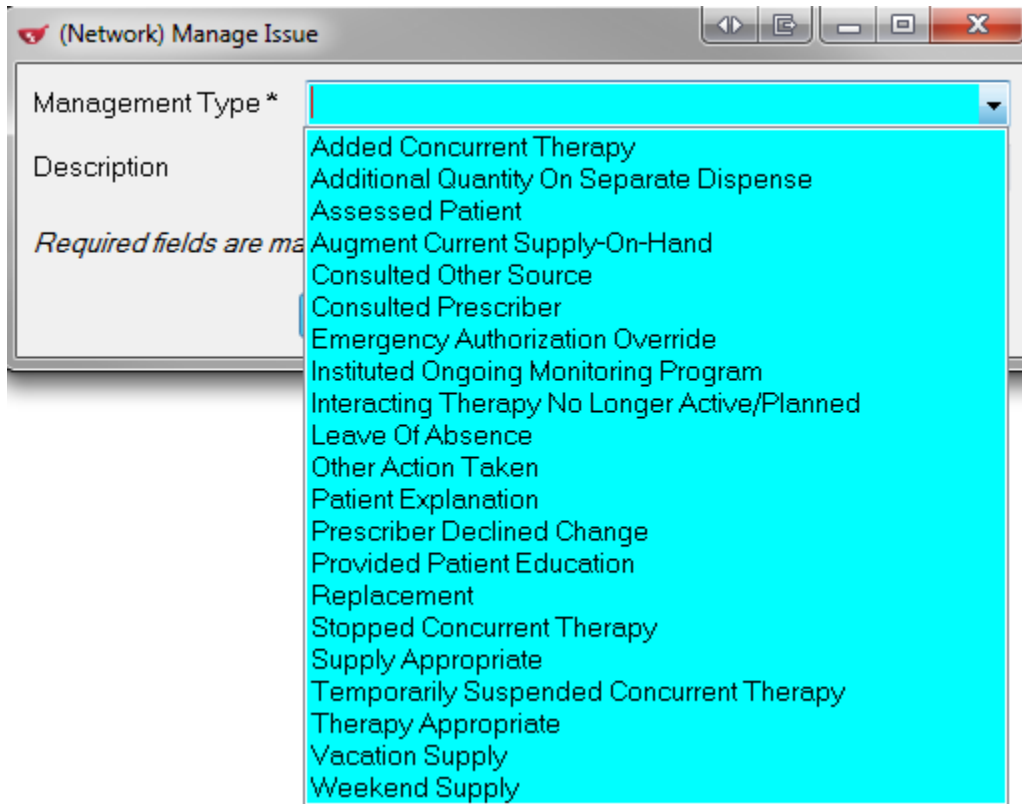
**NOTE:** All Detected Issues with an 'Mgmt Req' > 'Yes', Yukon DIS must be managed in order to proceed with filling the prescription; those showing 'No' need not be managed.

- You may choose to manage each issue individually, or all items at once. Selecting **M - Manage** will manage each issue individually, where selecting a management in the **Apply this to all unmanaged issues above** will apply the same management to all detected issues.

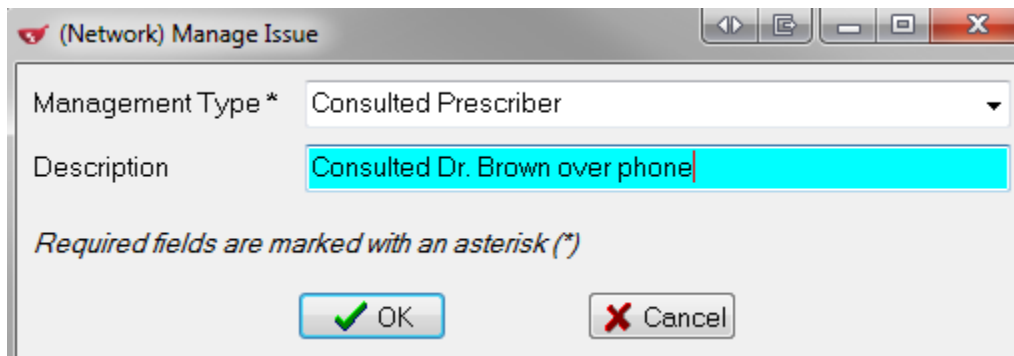




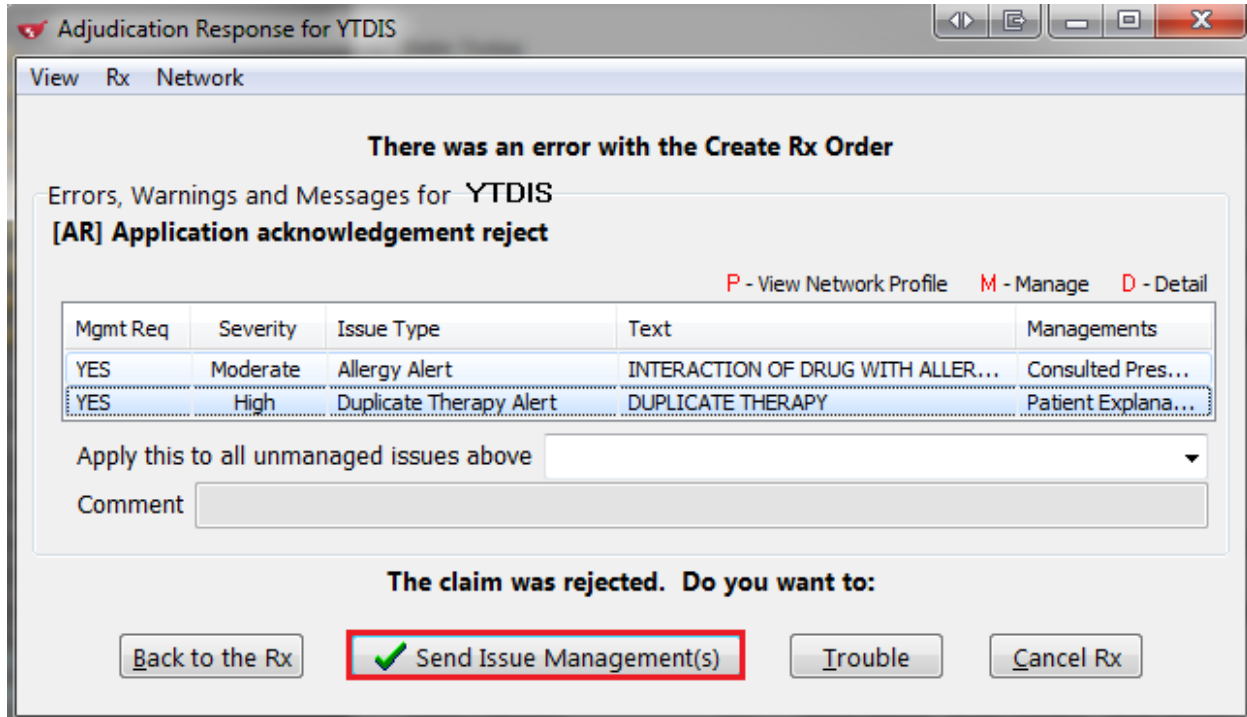
4. Select a reason for managing each issue.



5. Enter any supplementary information in the **Description** field.



- Once all **Mgmt Req** detected Issues have been managed, send the issue managements to the Yukon DIS by clicking **Send Issue Managements** or by pressing **Enter** on the keyboard.



Adjudication Response for YTDIS

View Rx Network

**There was an error with the Create Rx Order**

Errors, Warnings and Messages for YTDIS

**[AR] Application acknowledgement reject**

P - View Network Profile M - Manage D - Detail

Mgmt Req	Severity	Issue Type	Text	Managements
YES	Moderate	Allergy Alert	INTERACTION OF DRUG WITH ALLER...	Consulted Pres...
YES	High	Duplicate Therapy Alert	DUPLICATE THERAPY	Patient Explana...

Apply this to all unmanaged issues above


Comment

**The claim was rejected. Do you want to:**

**NOTE:** From the **CeRx Adjudication Response** window, you can click **Back to the Rx** to return to the **F12 - Filling** screen, **Trouble** to send the Rx to the **Trouble Queue** or **Cancel Rx** to reverse the prescription.

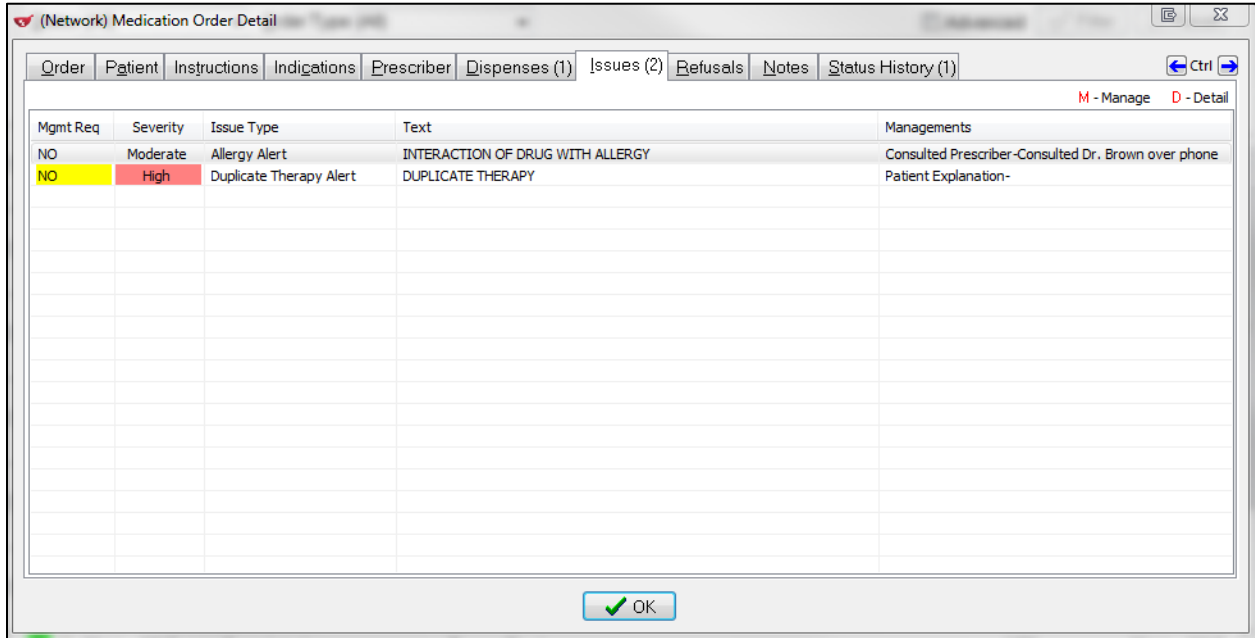
## Viewing Issue Managements for a Prescription

You may retrieve the managements used to address a **Detected Issue** by calling up the patient's **(Network) Patient Profile**:

- From the **F3 - Patient** card, go to **Network menu**, and select **Comprehensive** or **Advanced Profile**. In the **(Network) Patient Profile**, you can identify which prescriptions have recorded issues by the  icon located on the left of the Rx entry.

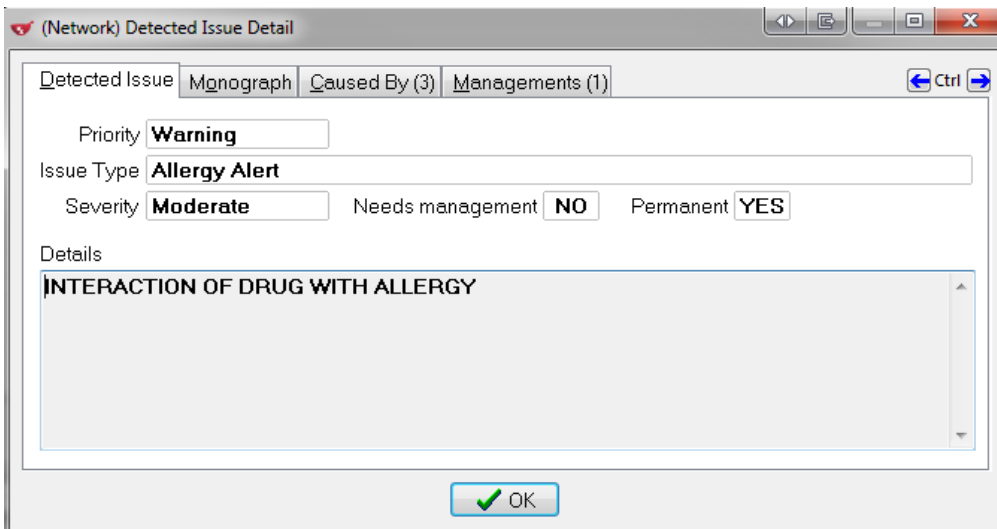
22-Mar-2017	Completed	Brown, Charles	1388	22-Mar-2017
30 AMOXICILLIN 500 MG SWALLOW, ORAL	02352729	SNS	Yes	
TAKE 1 CAPSULE ORALLY 3 TIMES A DAY UNTIL FINISHED		✓	30	0

- Retrieve **Issue Managements** by detailing the Rx entry from the **(Network) Patient Profile** to bring up the **(Network) Medication Order Detail** window and then select the **Issues** tab.



**NOTE:** You have the ability to add or edit managements.

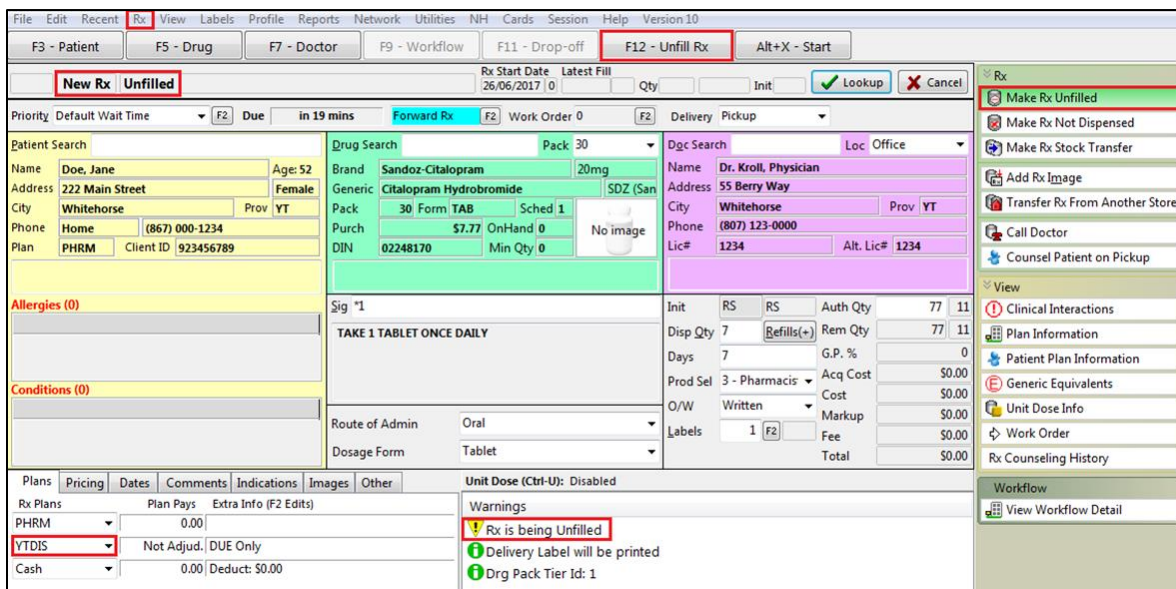
- Call up the **Details** of the **Issue** by highlighting the entry and clicking **D-Detail**, pressing **D** on the Keyboard, or double-clicking the entry. Select the tabs located across the top of the **(Network) Detected Issue Detail** window to access supplementary information.



## Creating Prescription Order (Unfill)

When a patient requests the pharmacy to keep a record of a prescription, but not dispense it until a later time, they are Unfilling the Rx or “deferring” it. Unfilled prescription orders are recorded both locally and sent to Yukon DIS

To record an unfilled prescription, complete the patient, drug, doctor, SIG and dispense information on the **F12 - Filling** screen and select **Rx > Make Rx Unfilled**, or select the **Make Rx Unfilled** button on the right navigation pane. Click or press **F12** to Unfill the Rx.



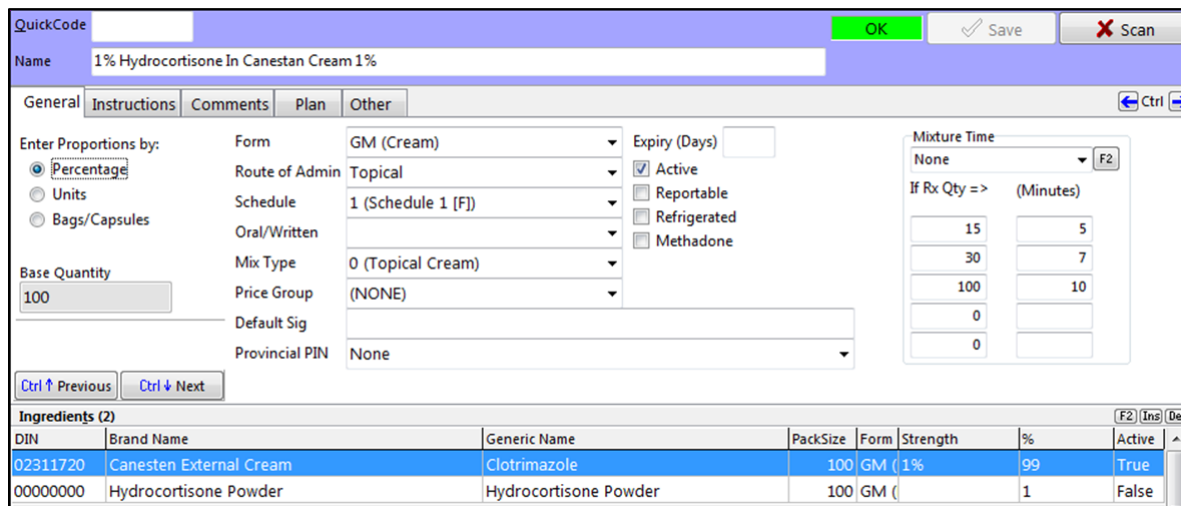
Once the Unfilled order is completed, it is recorded on the Network with a status of ‘Unfilled’.

Unfilled	Active	Brown, Charles	3506	26-Jun-2017
SANDOZ CITALOPRAM 20 MG SWALLOW, ORAL	02248170	SDZ	Yes	
TAKE 1 TABLET ONCE DAILY		✓	77	77

## Filling Prescription for a Mixture

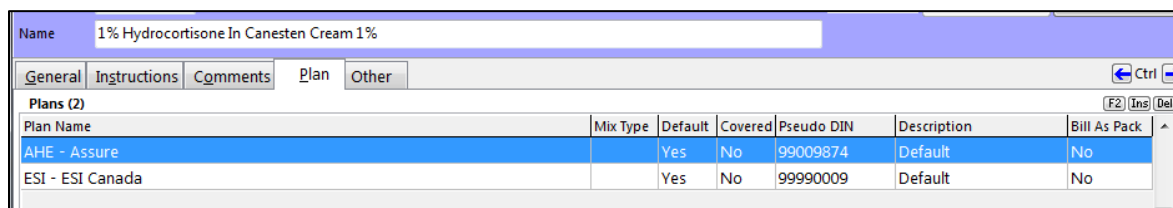
When sending a mixture to Yukon DIS, components within the mixture are identified by textual format only. In Hydrocortisone Powder 1% in Clotrimaderm Cream for example, only the ingredient descriptions will be sent and logged on the Network; the DINs are not recorded.

Mixtures are entered into Kroll using the same process as performed before Yukon DIS integration.



DIN	Brand Name	Generic Name	PackSize	Form	Strength	%	Active
02311720	Canestan External Cream	Clotrimazole	100	GM (	1%	99	True
00000000	Hydrocortisone Powder	Hydrocortisone Powder	100	GM (		1	False

**Note: Pseudo DINs are NOT required for submission to the Yukon DIS plan.** Existing pseudo DINs for third-party plans will work in the same manner as before Yukon DIS integration.



Plan Name	Mix Type	Default	Covered	Pseudo DIN	Description	Bill As Pack
AHE - Assure		Yes	No	99009874	Default	No
ESI - ESI Canada		Yes	No	99990009	Default	No

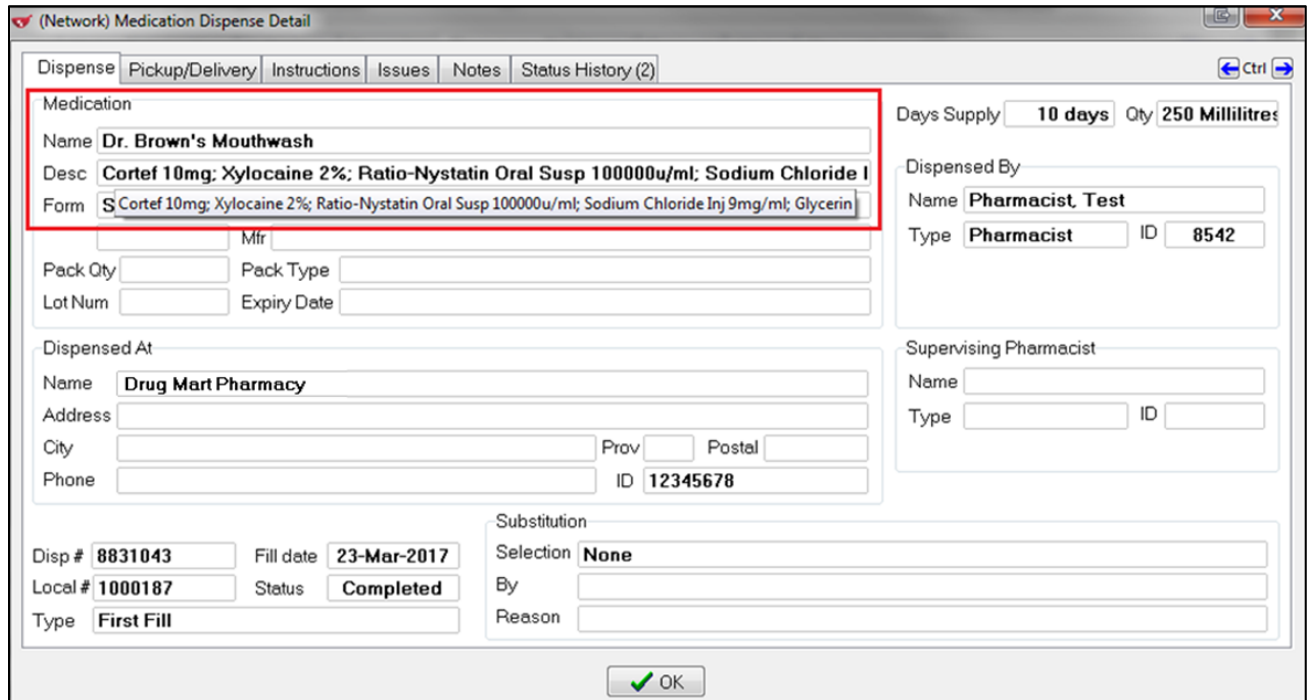
## Viewing Mixture Prescription from the Network Profile

To view the mixture prescription from the Yukon DIS medication profile, go back to the **F3 - Patient** card, select **Network > Comprehensive or Advanced Profile**.

29-Jun-2017	Active	CONFORMANCE, PHYSICIAN	3541	29-Jun-2017
30000 1% Hydrocortisone In Canestan Cream 1%				
APPLY TO AFFECTED AREA(S) AS DIRECTED				
			✓	180000 150000

From the **(Network) Patient Profile**, highlight the mixture prescription and press **D** or click **Detail** on the bottom of the screen to call up the **(Network) Medication Order Detail** window. This displays the particulars of the mixture prescription.

**NOTE:** For mixture names and descriptions that are very long, hover the mouse over the respective field and a fly over will display the whole description.



**(Network) Medication Dispense Detail**

Dispense Pickup/Delivery Instructions Issues Notes Status History (2)

**Medication**

Name **Dr. Brown's Mouthwash**

Desc **Cortef 10mg; Xylocaine 2%; Ratio-Nystatin Oral Susp 100000u/ml; Sodium Chloride I**

Form **S Cortef 10mg; Xylocaine 2%; Ratio-Nystatin Oral Susp 100000u/ml; Sodium Chloride Inj 9mg/ml; Glycerin**

Mfr

Pack Qty Pack Type

Lot Num Expiry Date

Days Supply **10 days** Qty **250 Millilitres**

Dispensed By

Name **Pharmacist, Test**

Type **Pharmacist** ID **8542**

Supervising Pharmacist

Name

Type ID

Dispensed At

Name **Drug Mart Pharmacy**

Address

City Prov Postal

Phone ID **12345678**

Disp # **8831043** Fill date **23-Mar-2017**

Local # **1000187** Status **Completed**

Type **First Fill**

Substitution

Selection **None**

By

Reason

OK

In **(Network) Medication Order Detail** screen, the medication details do not display information on DINs; only the mixture name and description will be listed.

**NOTE:** While the Network records the ingredient list, it does not record the specific formulation.

## Filling Prescription for a Device that is not recognized by Yukon DIS (ie: devices not covered by Yukon Pharmacare).

Devices such as diabetic strips, lancets, alcohol swabs, compression stockings, etc., are considered non-drug products. If a device is listed in the Yukon Formulary (ie. covered by Yukon Pharmacare) it will be sent to YTDIS like any other prescription. However if a device is not in the Yukon Formulary (ie. not covered by Yukon Pharmacare) the device flag will be enabled in the drug card and it will not be sent to YTDIS.

For devices that are not accepted by YTDIS mark a drug card as a device so it does not send to YTDIS:

1. Bring up the **F5 - Drug** card for a device by performing a drug search.

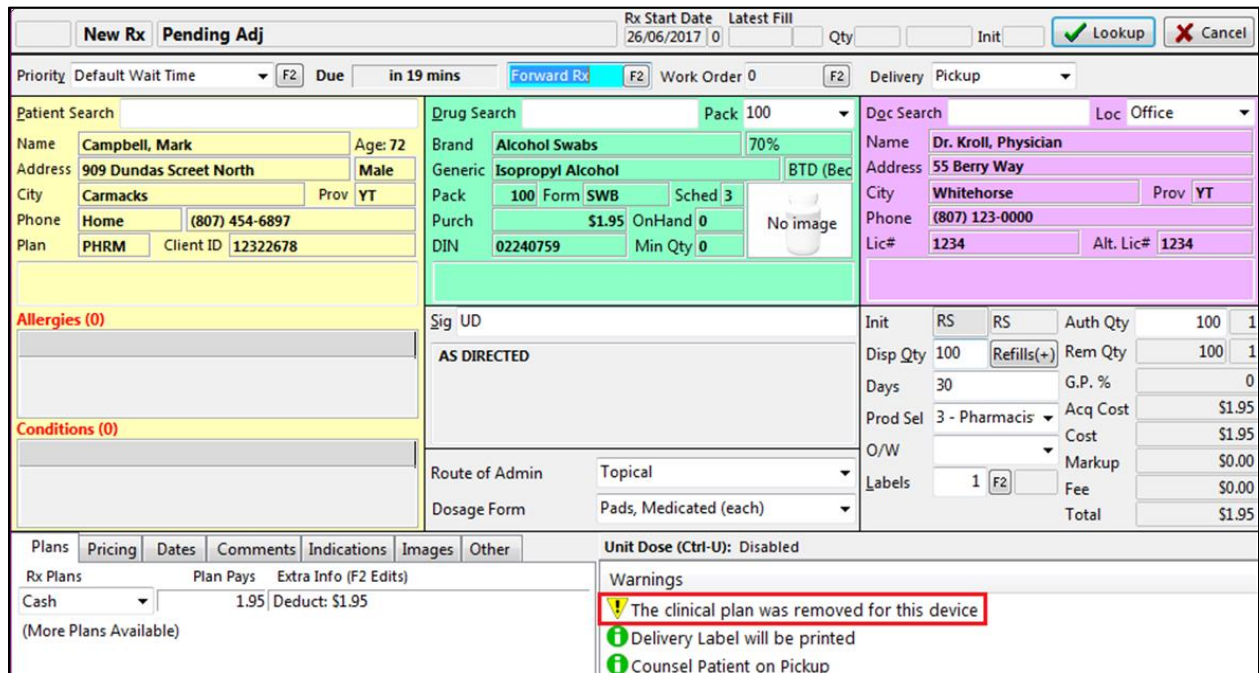
Search Criteria		Mixture <input type="checkbox"/>	<input checked="" type="button" value="Edit"/>	<input type="button" value="Ins Insert"/>	Searching By <b>Brand(Generic) Name (Adv)</b>		
alcohol		<input checked="" type="button" value="Cancel"/>	<input type="button" value="Copy Drug"/>	<input type="checkbox"/> Advanced	<b>1</b>	<b>Record Found</b>	
#	BrandName	GenericName	Strength	Pack Size	DIN	Form	Manufacturer
1	Alcohol Swabs	Isopropyl Alcohol	70%	100	02240759	SWB (Swab)	BTD (Becton Dickinson)

2. The **Device** flag must be checked in the drug card so it does not send to YTDIS.

Name	Alcohol Swabs	DIN	02240759	<input checked="" type="button" value="OK"/>	<input checked="" type="button" value="Rx"/>	<input checked="" type="button" value="Scan"/>
Generic	Isopropyl Alcohol	Strength	70%	Sched 3 (Schedule 3 [C])	<input type="checkbox"/> Reportable	<input type="checkbox"/> Methadone
Description	Pre Packages Swabs in a Box	Followup (Days)	Oral/Written	Not Specified	<input type="checkbox"/> Dispense as Pack	<input type="checkbox"/> Ward Stock
Description 2		Form	SWB (Swab)		<input type="checkbox"/> Trial	<input checked="" type="checkbox"/> Device
Equivalent To		Route	Topical (Default)		<input type="checkbox"/> Rx Sync	<input type="checkbox"/> Print compliance calendar
Default Sig		Manufacturer	BTD (Becton Dickinson)		<input checked="" type="checkbox"/> Eligible for coupon	<input type="checkbox"/> Flavor Rx
Location		Handling Instr.			<input type="checkbox"/> Health Inform/Rx Canada	<input type="checkbox"/> Class
Generic Type	Brand Single Source	Price Group	OTC		<input type="checkbox"/> Class	84.04.92.00
Labels / Workflow Packaging		Department	<None>		<input type="checkbox"/> Clinical Form	Pads, Medicated (each)
Drug line 1	Default (Brand)	Marketing Msg	<None>			
Drug line 2	Default (Generic)	Fee for Svc.	<None>			
Half-size Sig		<input type="button" value="Drug Sub"/>		<input type="button" value="Clear"/>		
Comments (0)		Groups (0)				
Topic	Plain Text Comment					



3. Click **F12 - Fill Rx** or press **F12** on the keyboard to complete the Rx.



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

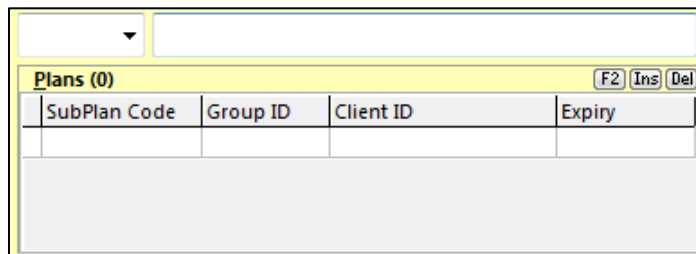
- Header:** New Rx, Pending Adj, Rx Start Date: 26/06/2017, Latest Fill: 0, Qty: , Init: , Lookup, Cancel.
- Priority:** Default Wait Time, F2, Due: in 19 mins, Forward Rx, F2, Work Order 0, F2, Delivery: Pickup.
- Patient Search:** Name: Campbell, Mark, Age: 72, Address: 909 Dundas Sreet North, City: Carmacks, Prov: YT, Phone: (807) 454-6897, Plan: PHRM, Client ID: 12322678.
- Drug Search:** Brand: Alcohol Swabs, Pack: 100, Generic: Isopropyl Alcohol, Pack: 100 Form SWB, Sched 3, Purch: \$1.95, OnHand 0, DIN: 02240759, Min Qty 0.
- Dgc Search:** Name: Dr. Kroll, Physician, Address: 55 Berry Way, City: Whitehorse, Prov: YT, Phone: (807) 123-0000, Lic#: 1234, Alt. Lic#: 1234.
- AS DIRECTED:** Sig UD, Route of Admin: Topical, Dosage Form: Pads, Medicated (each).
- Financials:** Init: RS, RS, Auth Qty: 100, 1, Disp Qty: 100, Refills(+), Rem Qty: 100, 1, Days: 30, G.P. %: 0, Prod Sel: 3 - Pharmacia, Acq Cost: \$1.95, Cost: \$1.95, O/W: Markup: \$0.00, Labels: 1, Fee: \$0.00, Total: \$1.95.
- Plans:** Rx Plans, Plan Pays, Extra Info (F2 Edits), Cash: 1.95, Deduct: \$1.95, (More Plans Available).
- Warnings:** The clinical plan was removed for this device, Delivery Label will be printed, Counsel Patient on Pickup.

## Filling a Prescription for an Animal

Prescriptions filled for animals are not recorded on DIS. Animals in the database must have the **Animal** indicator enabled. Animal patients will not have a PHN and therefore no **(Network) Patient Profile**.

Fill a prescription for an animal patient as follows:

1. From the **F3 - Patient** card leave the **Plans** blank.

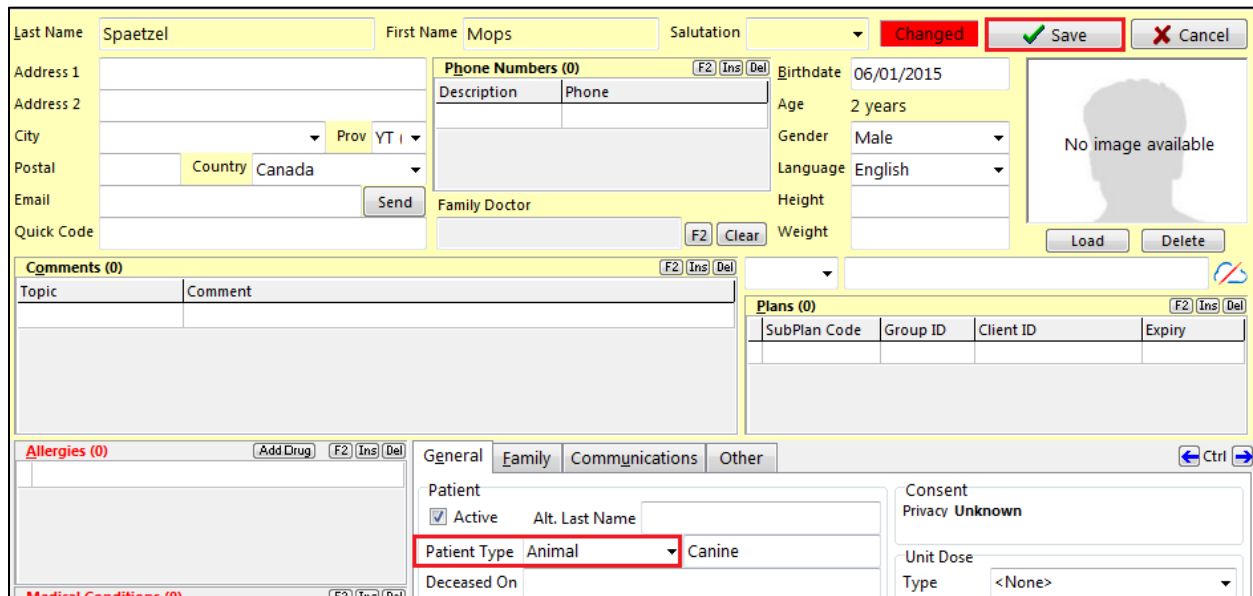


The screenshot shows the 'Plans (0)' section with a table for plan details:

SubPlan Code	Group ID	Client ID	Expiry



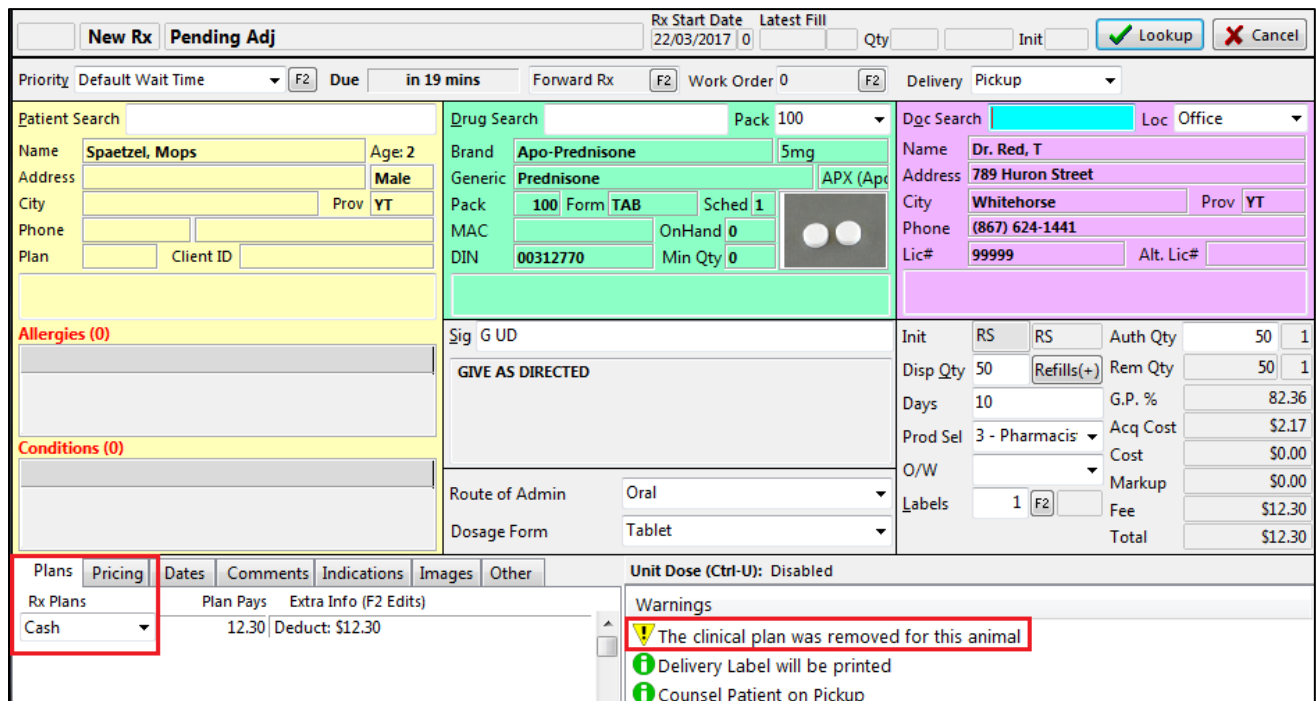
2. On the **General** tab select **Animal**. Save changes to the Patient card.



Last Name: Spaetzel | First Name: Mops | Salutation: [Dropdown] | **Changed** | **Save** | **Cancel**  
 Address 1: [Field] | Address 2: [Field] | City: [Field] | Postal: [Field] | Country: Canada | Email: [Field] | Send  
 Birthdate: 06/01/2015 | Age: 2 years | Gender: Male | Language: English | Height: [Field] | Weight: [Field] | No image available | Load | Delete  
 Phone Numbers (0): [Table with Description and Phone columns]  
 Family Doctor: [Field] | F2 | Clear  
 Comments (0): [Table with Topic and Comment columns]  
 Plans (0): [Table with SubPlan Code, Group ID, Client ID, and Expiry columns]  
 Allergies (0): [Table with Add Drug, F2, Ins, Del buttons]  
 Medical Conditions (0): [Table with F2, Ins, Del buttons]

**General** | Family | Communications | Other | Ctrl | [Arrow]  
 Patient:  Active | Alt. Last Name: [Field]  
 Patient Type: **Animal** | Canine  
 Deceased On: [Field]  
 Consent: Privacy: Unknown  
 Unit Dose: Type: <None>

3. Proceed to fill a prescription for the animal. There will not be a **DIS** plan on the Rx, and the prescription will not be sent to Yukon DIS.



New Rx | Pending Adj | Rx Start Date: 22/03/2017 | Latest Fill: 0 | Qty: [Field] | Init: [Field] | **Lookup** | **Cancel**  
 Priority: Default Wait Time | F2 | Due: in 19 mins | Forward Rx: [Field] | Work Order: 0 | F2 | Delivery: Pickup | [Dropdown]

**Patient Search** | Name: Spaetzel, Mops | Age: 2 | Male | Address: [Field] | City: [Field] | Prov: YT | Phone: [Field] | Plan: [Field] | Client ID: [Field]

**Drug Search** | Pack: 100 | Brand: Apo-Prednisone | 5mg | Generic: Prednisone | APX (App) | Pack: 100 Form TAB | Sched: 1 | MAC: [Field] | OnHand: 0 | DIN: 00312770 | Min Qty: 0

**Dgc Search** | Loc: Office | Name: Dr. Red, T | Address: 789 Huron Street | City: Whitehorse | Prov: YT | Phone: (867) 624-1441 | Lic#: 99999 | Alt. Lic#: [Field]

Sig: G UD  
**GIVE AS DIRECTED**  
 Route of Admin: Oral | Dosage Form: Tablet

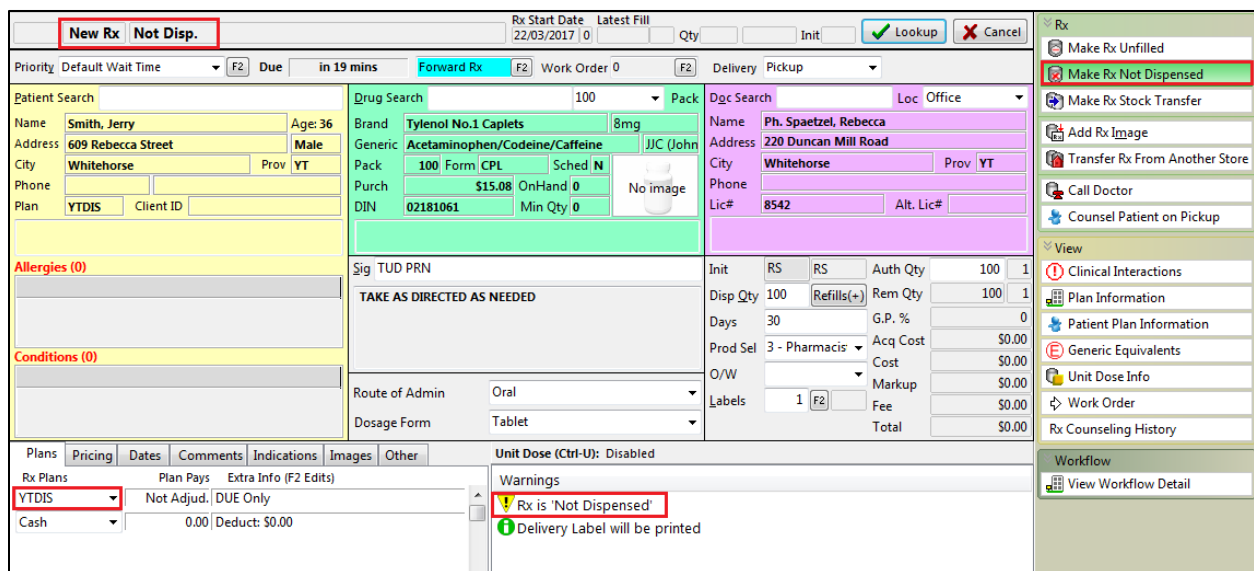
Init: RS | RS | Auth Qty: 50 | 1  
 Disp Qty: 50 | Refills(+): [Field] | Rem Qty: 50 | 1  
 Days: 10 | G.P. %: 82.36  
 Prod Sel: 3 - Pharmacia | Acq Cost: \$2.17  
 O/W: [Dropdown] | Cost: \$0.00  
 Labels: 1 | F2 | Markup: \$0.00  
 Fee: \$12.30  
 Total: \$12.30

**Plans** | Pricing | Dates | Comments | Indications | Images | Other | Unit Dose (Ctrl-U): Disabled  
 Rx Plans: Cash | Plan Pays: 12.30 | Extra Info (F2 Edits): Deduct: \$12.30  
**Warnings**  
 ⚠ The clinical plan was removed for this animal  
 ⓘ Delivery Label will be printed  
 ⓘ Counsel Patient on Pickup

## Recording a Non-prescribed (OTC) Medication (Not Dispensed Rx)

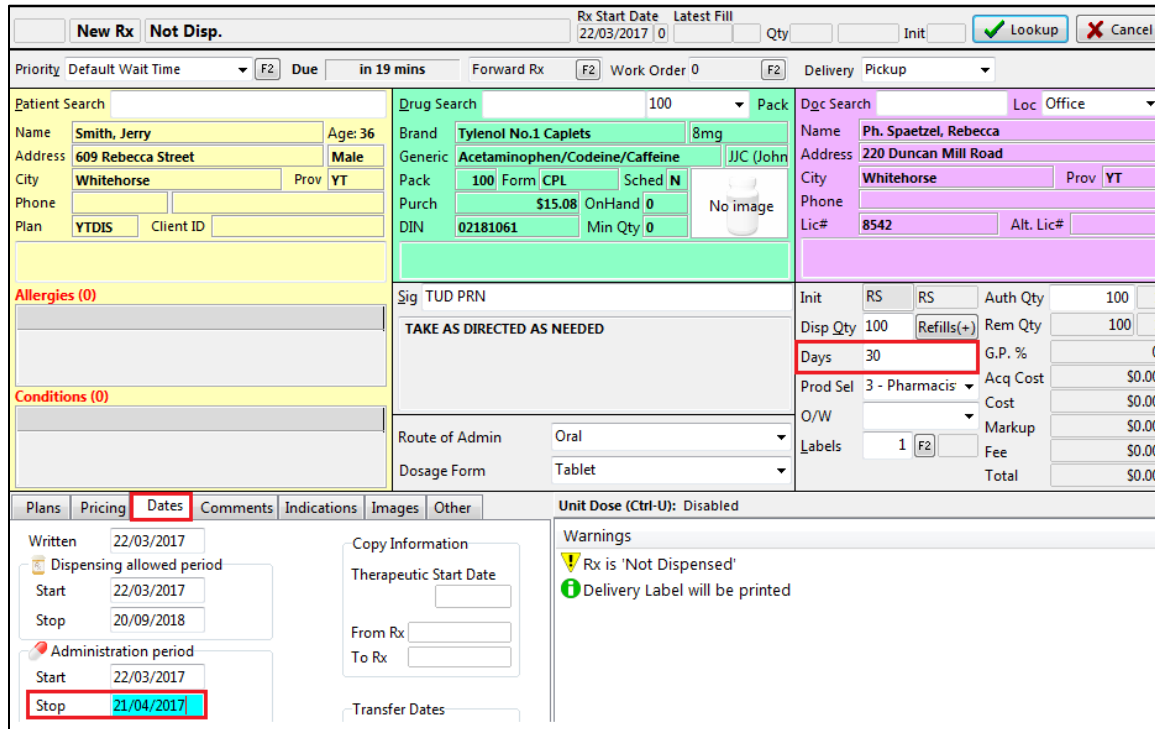
OTC medications such as physician samples, Gravol, Baby Aspirin, Vitamins, Tylenol #1, etc., that are taken by the patient, but not actually dispensed by the pharmacy are considered 'Other Medications' on the Yukon DIS. To record a non-prescribed medication, use the 'Not Dispensed' function as follows:

1. Fill out the **F12 - Filling** screen with the patient, "other medication", doctor, sig, and dispense information as usual and select **Make Rx Not Dispensed** from the right navigation pane.



The screenshot shows the 'Filling' screen in the YTDIS system. At the top, there are buttons for 'New Rx' and 'Not Disp.' (highlighted with a red box). The patient information includes Name: Smith, Jerry, Age: 36, Address: 609 Rebecca Street, Whitehorse, YT. The drug search results show Tylenol No.1 Caplets, 8mg, Acetaminophen/Codeine/Caffeine. The pharmacy information is Ph. Spaetzel, Rebecca, 220 Duncan Mill Road, Whitehorse, YT. The right-hand navigation pane has 'Make Rx Not Dispensed' highlighted with a red box. At the bottom, the 'Plans' section shows 'YTDIS' and 'Cash' selected. A warning message at the bottom center states 'Rx is 'Not Dispensed'' and 'Delivery Label will be printed'.

- You may choose to enter a specific **Stop Date** on the **Dates Tab**. If no date is entered, the **Stop Date** of the **Other Medication** is automatically calculated by the **Days Supply** entered.

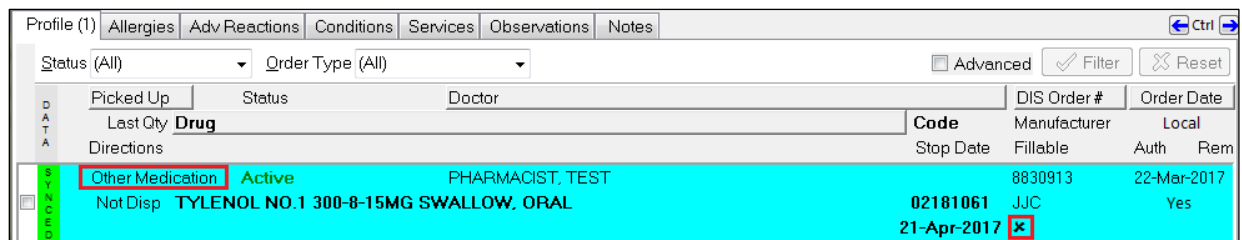


**Written** 22/03/2017  
**Dispensing allowed period**  
 Start 22/03/2017  
 Stop 20/09/2018  
**Administration period**  
 Start 22/03/2017  
 Stop 21/04/2017

**Days** 30

- Click **F12 - Fill Rx** or press **F12** on the keyboard to complete the **Not Dispensed Rx** and to record it on Yukon DIS.
- A **Not Dispensed Rx** will look different from a regular Rx entry on the **(Network) Patient Profile**. Access the **(Network) Patient Profile** from **Network > Profile**; the entry for the Rx filled for an 'other medication' will be labeled as 'Other Medication'. There is no 'Last Dispensed' or 'Picked Up' date.

**NOTE:** Entries for Other Medications on the Network are not fillable. However, they can be refilled on the local system which will not create an entry on the Network.



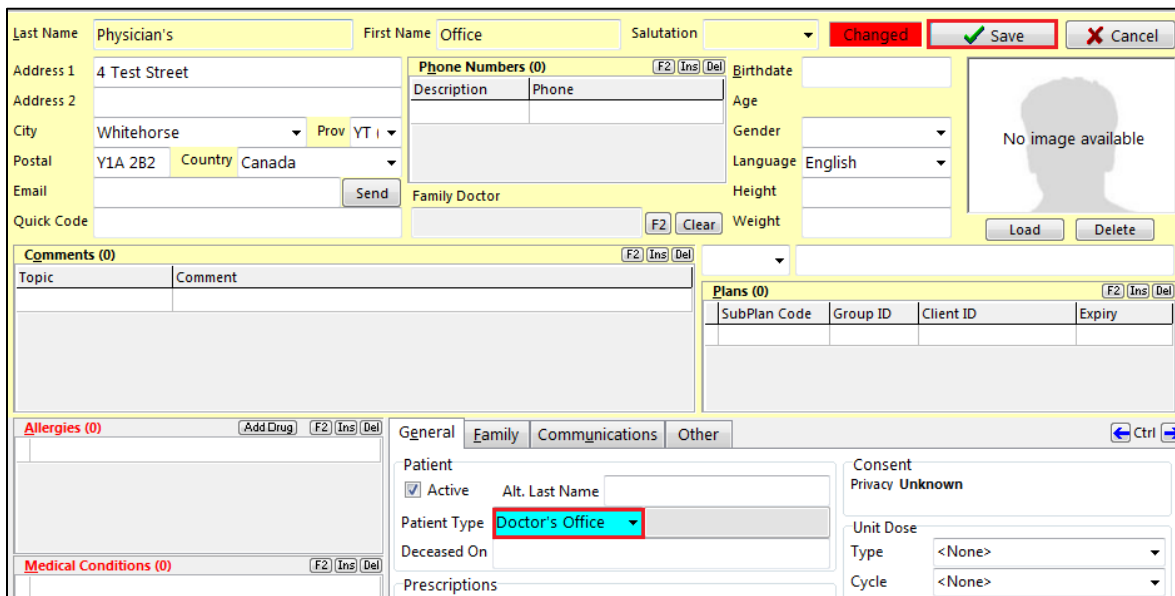
DATA	Picked Up	Status	Doctor	DIS Order #	Order Date
Other Medication	Active	PHARMACIST, TEST	8830913	22-Mar-2017	
Not Disp	TYLENOL NO.1 300-8-15MG SWALLOW, ORAL	02181061	JJC	21-Apr-2017	Yes

Profile - All Rxs (1)												
#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor	Sig	DIN
1	Not Disp.	9000004	9000004	22/03/2017	0	100	100	100	Tylenol No.1 Caplets 8mg	Spaetzel,Rebecca	TUD PRN	02181061

## Stock Transfer for Locations

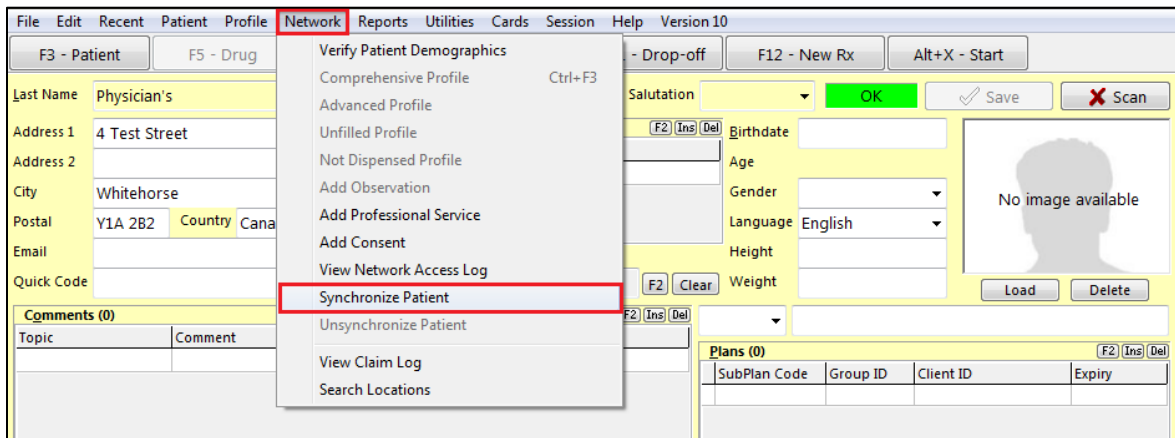
1. Click **F3 - Patient** to search or add the location to local system.

- Input the location information.
- Set the **Patient Type** to **Doctor's Office**.
- Click **Save** to save the patient information.



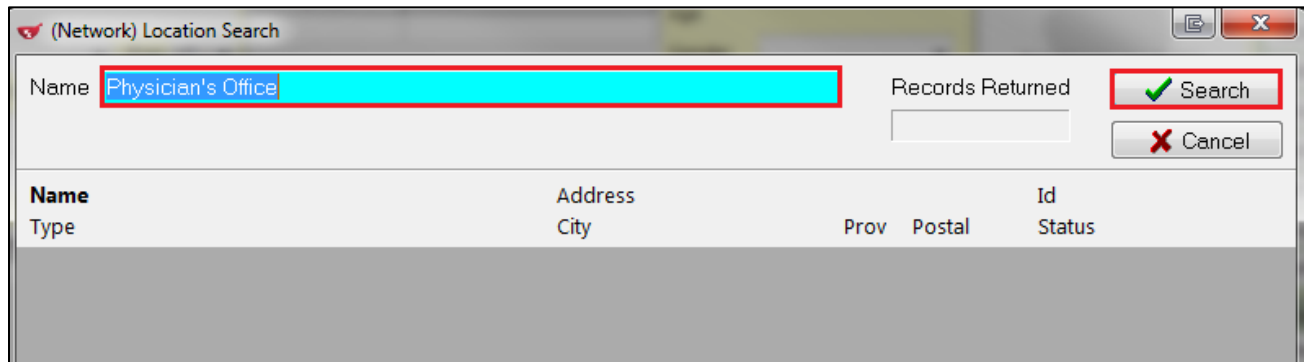
The screenshot shows a patient profile form for a 'Physician's Office'. The 'Save' button is highlighted with a red box. Other fields include: Last Name: Physician's, First Name: Office, Address 1: 4 Test Street, City: Whitehorse, Country: Canada, Patient Type: Doctor's Office (highlighted in blue), and Patient Status: Active.

- From the **Network** menu select **Synchronize Patient**.



The screenshot shows the 'Network' menu open in the application. The 'Synchronize Patient' option is highlighted with a red box. The background shows the same patient profile form as the previous screenshot.

- The (Network) Location Search form appears. Search for the Doctor’s location.

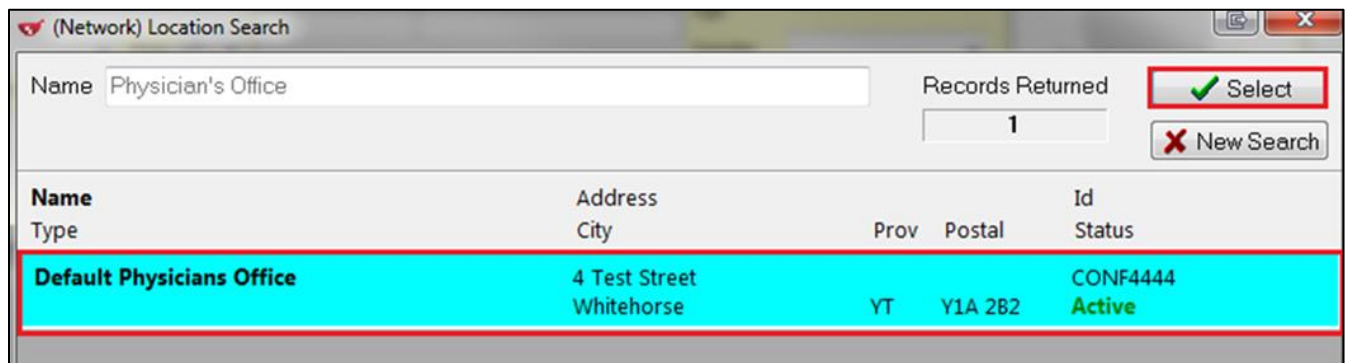


(Network) Location Search

Name  Records Returned

Name	Address	Prov	Postal	Id
Type	City			Status

- Click on the location and click on Select.

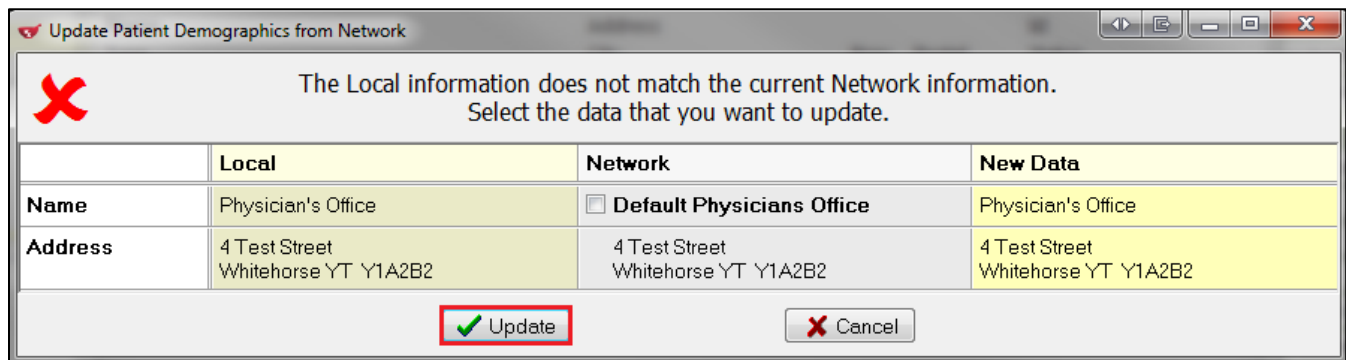


(Network) Location Search


Name  Records Returned

Name	Address	Prov	Postal	Id
Type	City			Status
<b>Default Physicians Office</b>	4 Test Street Whitehorse	YT	Y1A 2B2	CONF4444 <b>Active</b>

- The **Update Patient Demographics from Network** form appears. Select any data that is to be updated and select **Update**.



Update Patient Demographics from Network

 The Local information does not match the current Network information.  
Select the data that you want to update.

	Local	Network	New Data
Name	Physician's Office	<input type="checkbox"/> <b>Default Physicians Office</b>	Physician's Office
Address	4 Test Street Whitehorse YT Y1A2B2	4 Test Street Whitehorse YT Y1A2B2	4 Test Street Whitehorse YT Y1A2B2

- In the patient card, a YTDIS plan will be automatically and a cloud symbol will display indicating it is synced.

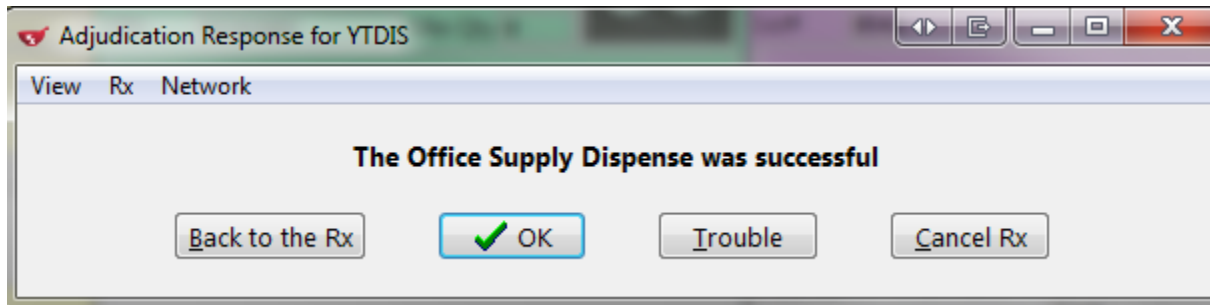
SubPlan Code	Group ID	Client ID	Expiry
1 YTDIS			

**NOTE:** Only Patient type **Doctor's Office** will send stock transfers to the Network.

2. From the **Rx Filling** screen, select **Make Rx Stock Transfer** from the right navigation pane.

3. The **YTDIS** plan will be included in the prescription. Select **F12-Fill** and complete the prescription.

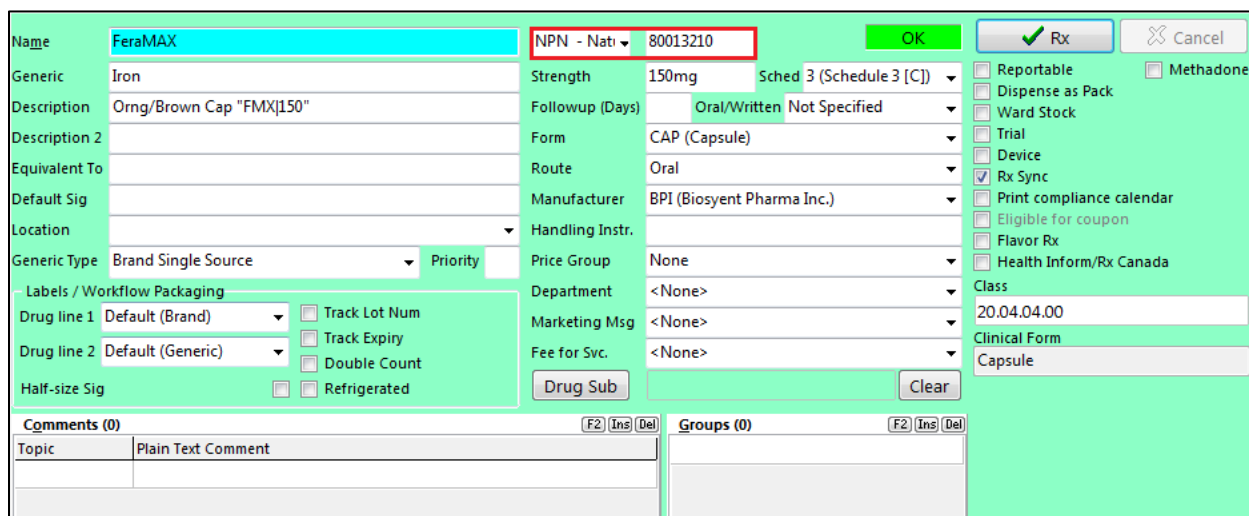
4. The stock transfer will be recorded on YTDIS.



**NOTE:** Stock Transfer Rxs can not be viewed under the (Network) Patient Profile

## Filling a Prescription with a 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 Yukon DIS through Kroll as normal prescription orders. Yukon DIS accepts both DIN and NPN numbers. In the drug card set to NPN and insert the number.



## Cancelling a Prescription

This section explains how to cancel a prescription.

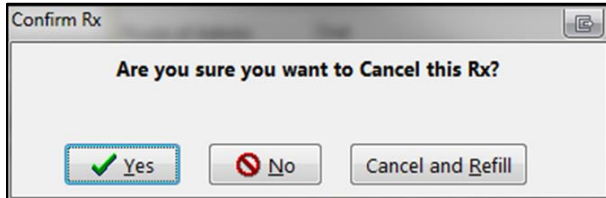
1. Call up the local patient profile from the **F3 - Patient** card by accessing **Profile > All Rxs** or pressing **Shift-F3** on the keyboard.
2. Highlight the Rx that needs to be cancelled and click **C - Cancel** or press **C** on the keyboard.

Profile - All Rxs (7)											
<span style="color: red;">ESC</span> - Back to Patient <span style="color: red;">F</span> - Refill <span style="color: red;">R</span> - Reprint <span style="color: red;">D</span> - Detail <span style="color: red;">I</span> - Inactivate    Extra Functions ▼											
<span style="color: red;">space</span> - mark multiple Rxs <span style="color: red;">M</span> - Modify <span style="color: red; border: 1px solid red;">C</span> - Cancel											
#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Sig	Doctor
1		1000085	1000101	07/07/2017	0	30	180	150	@1% Hydrocortisone In Canes	AAA UD	Conformance,Physician
2	Unfilled	1000089	1000089	07/07/2017	0	100	1,100	1100	Aleve 220mg	UD PRN	Pharmacist,Conformance
3	Suspended	1000074	1000074	28/06/2017	9	90	990	900	Apo-Omeprazole 20mg	*1 C	Conformance,Physician
4	Unfilled (Suspended)	1000059	1000060	26/06/2017	11	90	540	540	Teva-Escitalopram 10mg	*1	Conformance,Physician
5	Unfilled (Inact) (Transfe	1000054	1000054	26/06/2017	11	7	77	77	Sandoz-Citalopram 20mg	*1	Conformance,Physician
6	Inact (Transferred Out)	1000055	1000057	21/06/2017	16	30	180	120	Apo-Pantoprazole 20mg	*1	Conformance,Physician
7	Inact	1000056	1000056	24/05/2017	44	30	30	0	Aleve 220mg	UD	Conformance,Physician

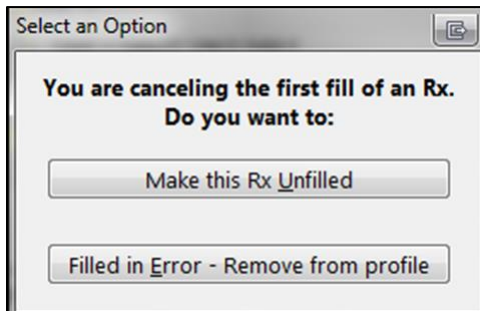
3. If the correct prescription is being called up for cancellation, answer **Yes** when asked **'Are you sure you want to Cancel this Rx?'**



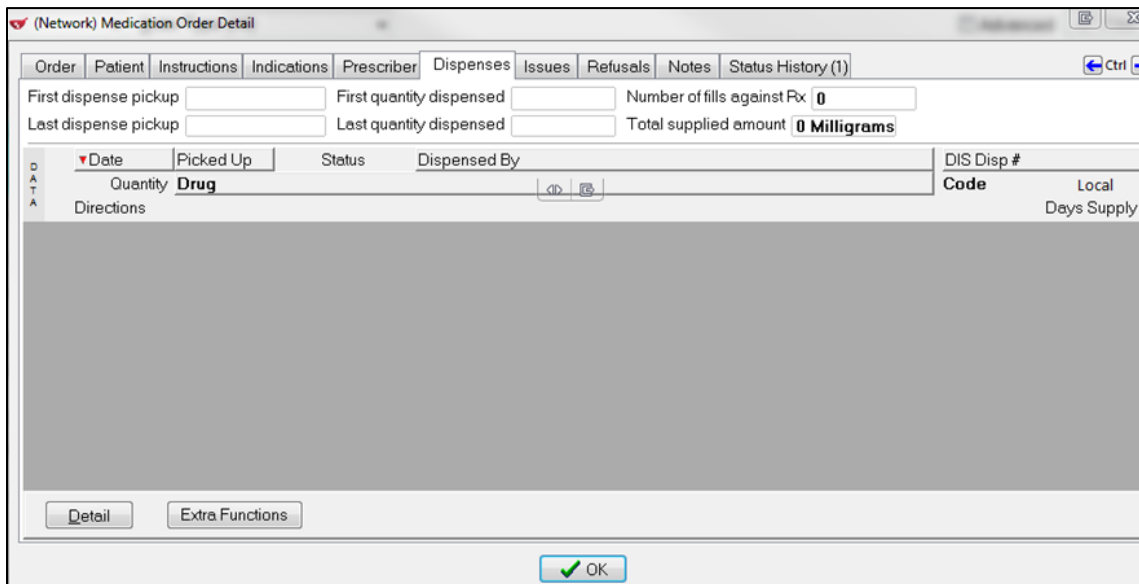
**NOTE:** Select the option to **Cancel and Refill** if you are looking to reverse the claim, modify it, and then resend it immediately.



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

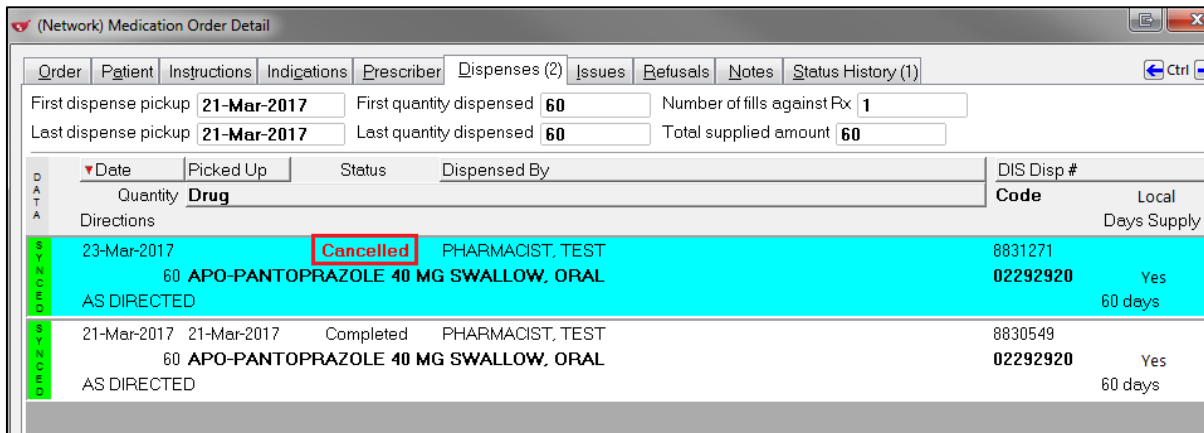


- Make this Rx Unfilled:** Selecting this option will mark the local Rx as 'unfilled' and leave the prescription order on the Yukon DIS. The dispense will be retracted.



- 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 **Rxs Filled in Error** profile. The Network entry will be retracted and will not appear in the **(Network) Patient Profile**.

**NOTE:** Cancelling a refilled Rx prescription in Kroll will mark the associated network dispense as ‘Cancelled’ on Yukon DIS.



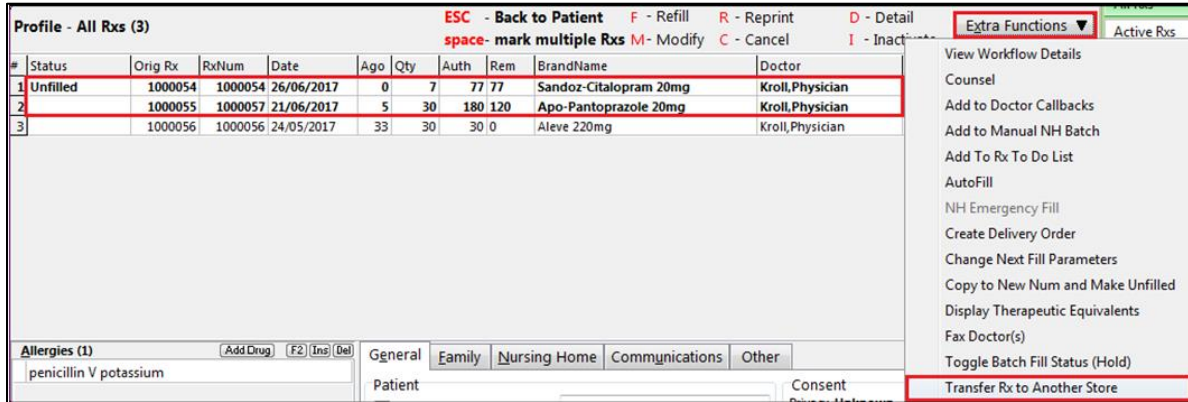
(Network) Medication Order Detail							
Order Patient Instructions Indications Prescriber Dispenses (2) Issues Refusals Notes Status History (1)							
First dispense pickup		21-Mar-2017		First quantity dispensed		60	
Last dispense pickup		21-Mar-2017		Last quantity dispensed		60	
				Number of fills against Rx		1	
				Total supplied amount		60	
D A T A	▼ Date	Picked Up	Status	Dispensed By	DIS Disp #		
	Quantity	Drug			Code	Local	Days Supply
S P R O N G	23-Mar-2017		Cancelled	PHARMACIST, TEST	8831271		
	60	APO-PANTOPRAZOLE 40 MG SWALLOW, ORAL			02292920	Yes	60 days
AS DIRECTED							
S P R O N G	21-Mar-2017	21-Mar-2017	Completed	PHARMACIST, TEST	8830549		
	60	APO-PANTOPRAZOLE 40 MG SWALLOW, ORAL			02292920	Yes	60 days
AS DIRECTED							

## Transferring Prescriptions

### Transfer Rx to another Store

When another pharmacy contacts you for a prescription transfer, use the **Transfer Rx to Another Store** function as you would have prior to the DIS integration. Your local prescription will be made inactive and the transfer information will be sent to Yukon DIS – the Network prescription will remain active. When the other pharmacy invokes their ‘Transfer From’ function against this Rx, their new dispense will be recorded against their pharmacy.

1. Highlight prescriptions that are to be transferred with the space bar and go to **Extra Functions > Transfer Rx to Another Store.**



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

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor
1	Unfilled	1000054	1000054	26/06/2017	0	7	77 77		Sandoz-Citalopram 20mg	Kroll,Physician
2		1000055	1000057	21/06/2017	5	30	180 120		Apo-Pantoprazole 20mg	Kroll,Physician
3		1000056	1000056	24/05/2017	33	30	30 0		Aleve 220mg	Kroll,Physician

Extra Functions

- 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
- Fax Doctor(s)
- Toggle Batch Fill Status (Hold)
- Transfer Rx to Another Store**

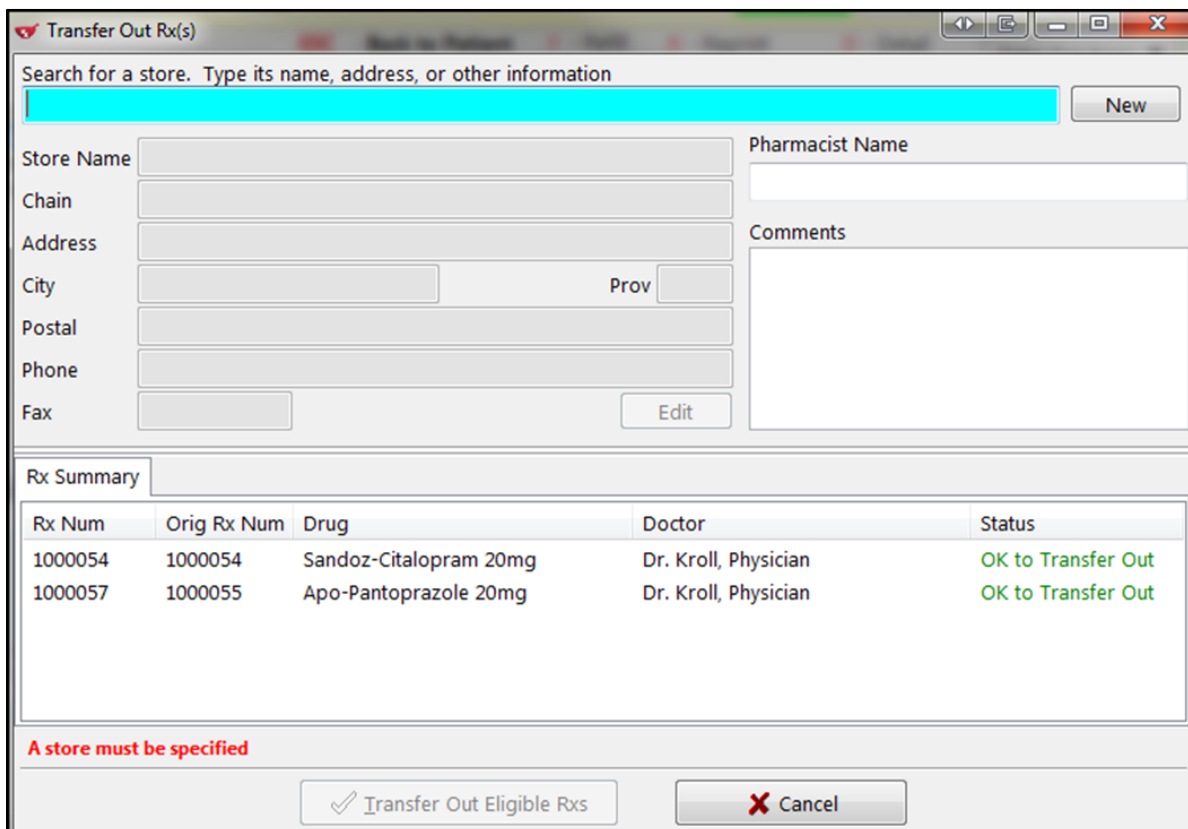
Allergies (1) (Add Drug) (F2) (Inp) (Del)

penicillin V potassium

General Family Nursing Home Communications Other

Patient Consent

2. Search for the **Location** requesting the transfer.



Transfer Out Rx(s)

Search for a store. Type its name, address, or other information

[Search Field] [New]

Store Name [Field] Pharmacist Name [Field]

Chain [Field]

Address [Field]

City [Field] Prov [Field]

Postal [Field]

Phone [Field]

Fax [Field] [Edit]

Comments [Text Area]

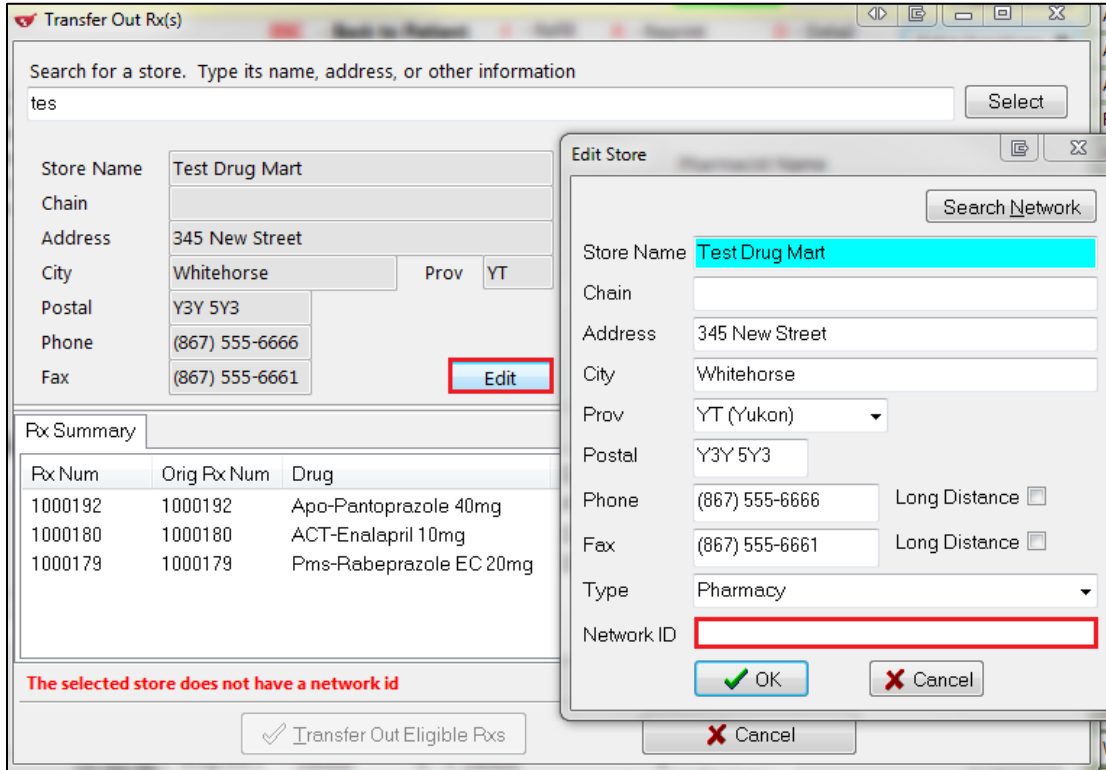
Rx Summary

Rx Num	Orig Rx Num	Drug	Doctor	Status
1000054	1000054	Sandoz-Citalopram 20mg	Dr. Kroll, Physician	OK to Transfer Out
1000057	1000055	Apo-Pantoprazole 20mg	Dr. Kroll, Physician	OK to Transfer Out

A store must be specified

[Transfer Out Eligible Rxs] [Cancel]

**NOTE:** If selecting an existing **Transfer Location**, select the **Edit** button to open the **Edit Store** form, which will allow you to search the network for the applicable **Network ID**.



Transfer Out Rx(s)

Search for a store. Type its name, address, or other information

tes Select

Store Name: Test Drug Mart

Chain:

Address: 345 New Street

City: Whitehorse Prov: YT

Postal: Y3Y 5Y3

Phone: (867) 555-6666

Fax: (867) 555-6661 Edit

Rx Summary

Rx Num	Orig Rx Num	Drug
1000192	1000192	Apo-Pantoprazole 40mg
1000180	1000180	ACT-Enalapril 10mg
1000179	1000179	Pms-Rabeprazole EC 20mg

The selected store does not have a network id

Transfer Out Eligible Pxs Cancel

**Edit Store**

Search Network

Store Name: Test Drug Mart

Chain:

Address: 345 New Street

City: Whitehorse

Prov: YT (Yukon)

Postal: Y3Y 5Y3

Phone: (867) 555-6666  Long Distance

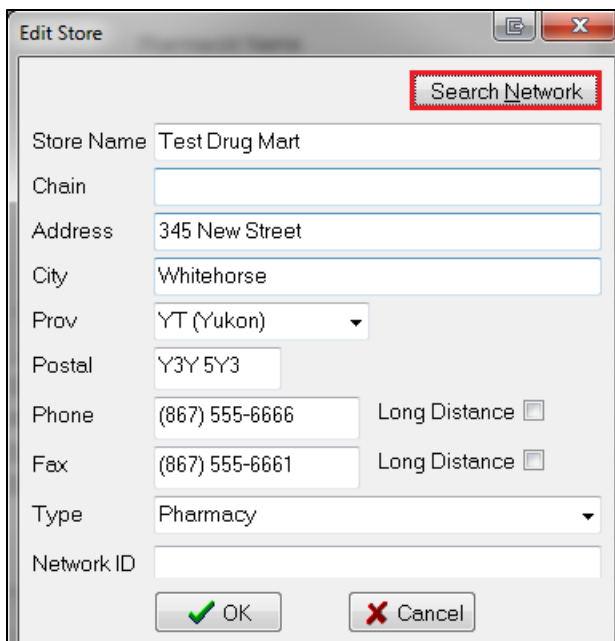
Fax: (867) 555-6661  Long Distance

Type: Pharmacy

Network ID:

OK Cancel

a) **Search Network** will fill in the applicable Network location information.



**Edit Store**

Search Network

Store Name: Test Drug Mart

Chain:

Address: 345 New Street

City: Whitehorse

Prov: YT (Yukon)

Postal: Y3Y 5Y3

Phone: (867) 555-6666  Long Distance

Fax: (867) 555-6661  Long Distance

Type: Pharmacy

Network ID:

OK Cancel

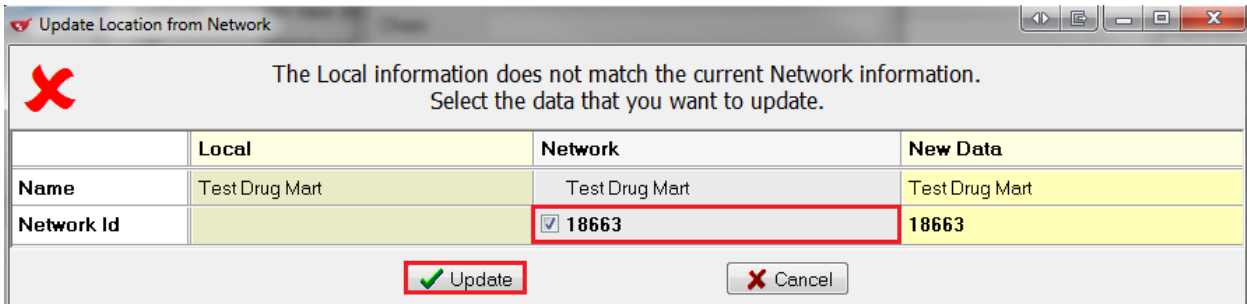
- Search and select the location on the **(Network) Location Search** screen.



The screenshot shows a window titled "(Network) Location Search". At the top, there is a search field containing "Test Drug Mart" and a "Records Returned" counter showing "1". To the right are two buttons: "Select" (with a green checkmark icon) and "New Search" (with a red X icon). Below this is a table with the following data:

Name	Address	Prov	Postal	Id
Type	City			Status
<b>Test Drug Mart</b>				<b>18663</b> Active

- After clicking on **Select** the **Update Location from the Network** screen appears.



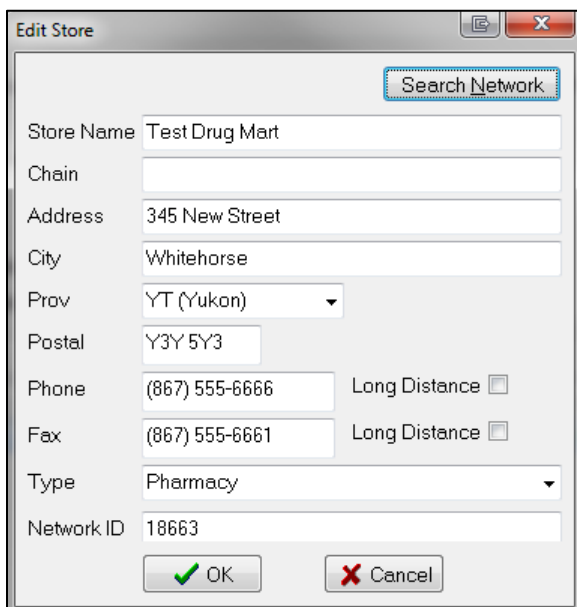
The screenshot shows a window titled "Update Location from Network". At the top left is a red X icon. The main text reads: "The Local information does not match the current Network information. Select the data that you want to update." Below this is a comparison table:

	Local	Network	New Data
<b>Name</b>	Test Drug Mart	Test Drug Mart	Test Drug Mart
<b>Network Id</b>		<input checked="" type="checkbox"/> 18663	18663

At the bottom are two buttons: "Update" (with a green checkmark icon) and "Cancel" (with a red X icon).

- Select the **Update** option, to populate the Local location with the information from the **Network**.

**NOTE:** Address for the location is required for a transfer. If it is missing on the network, enter it manually.

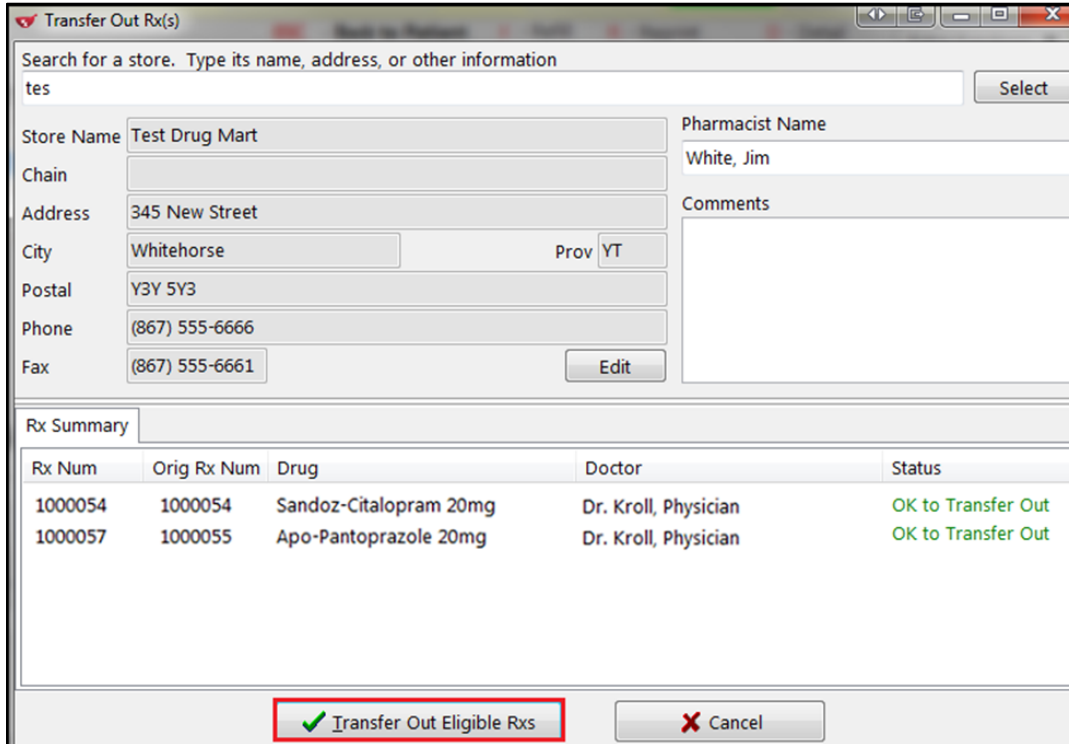


The screenshot shows an "Edit Store" window with the following fields:

- Store Name: Test Drug Mart
- Chain: (empty)
- Address: 345 New Street
- City: Whitehorse
- Prov: YT (Yukon)
- Postal: Y3Y 5Y3
- Phone: (867) 555-6666 Long Distance
- Fax: (867) 555-6661 Long Distance
- Type: Pharmacy
- Network ID: 18663

At the top right is a "Search Network" button. At the bottom are "OK" (with a green checkmark icon) and "Cancel" (with a red X icon) buttons.

- Once you have completed the remaining required information, you may then complete the transfer by clicking **Transfer Out Eligible Rxs**.



The screenshot shows a window titled "Transfer Out Rx(s)". At the top, there is a search bar with the text "Search for a store. Type its name, address, or other information" and a "Select" button. Below the search bar, there are several input fields for store information: Store Name (Test Drug Mart), Chain, Address (345 New Street), City (Whitehorse), Postal (Y3Y 5Y3), Phone ((867) 555-6666), and Fax ((867) 555-6661). There is also a "Prov" dropdown set to "YT" and an "Edit" button. To the right, there are fields for "Pharmacist Name" (White, Jim) and "Comments". Below the form is an "Rx Summary" table with the following data:

Rx Num	Orig Rx Num	Drug	Doctor	Status
1000054	1000054	Sandoz-Citalopram 20mg	Dr. Kroll, Physician	OK to Transfer Out
1000057	1000055	Apo-Pantoprazole 20mg	Dr. Kroll, Physician	OK to Transfer Out

At the bottom of the window, there are two buttons: a green checkmark button labeled "Transfer Out Eligible Rxs" and a red X button labeled "Cancel".

Once transferred out, the orders will display as belonging to another location

Picked Up	Status	Doctor	Code	DIS Order#	Order Date
Last Qty	<b>Drug</b>		Stop Date	Manufacturer	Local
Directions				Fillable	Auth Rem
26-Jun-2017	Active	CONFORMANCE, PHYSICIAN		3507	24-May-2017
30	APO-PANTOPRAZOLE 20 MG SWALLOW, ORAL		02292912	APX	No
TAKE 1 TABLET ONCE DAILY				✓	180 120
Unfilled	Active	CONFORMANCE, PHYSICIAN		3506	26-Jun-2017
	SANDOZ CITALOPRAM 20 MG SWALLOW, ORAL		02248170	SDZ	No
TAKE 1 TABLET ONCE DAILY				✓	11 11

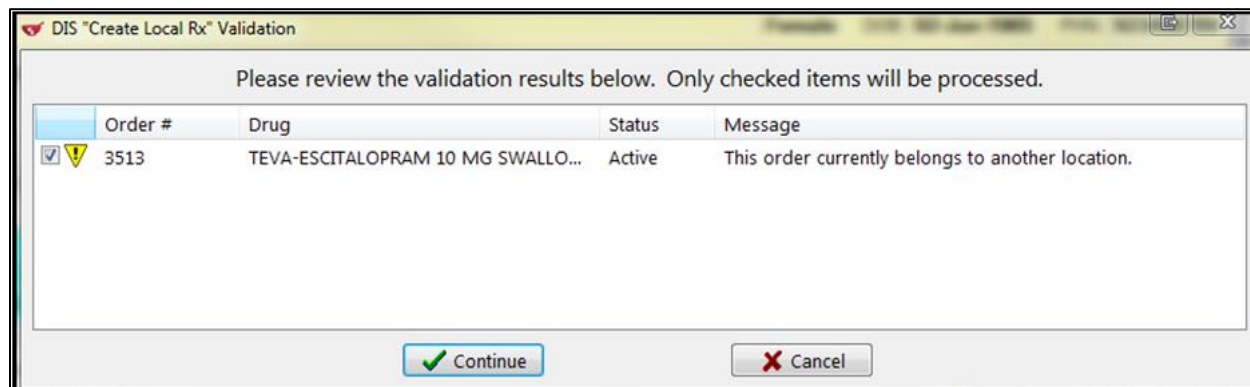
## Creating Local Rx (Transferring Rx from another Store)

When transferring a prescription in from another Yukon pharmacy, call the other pharmacy and request a transfer. That location will perform the Transfer out function. Once complete, access the **(Network) Patient Profile**, locate the Rx and use the **Create Local Rx** function. By doing so, the original prescription order is maintained on DIS. Simply creating a new Rx on Kroll and manually invoking the **Transfer Rx From Another Store** function will create a duplicate order on the DIS with no reference to the original Rx. Both the original and new order will show as active prescriptions, and will generate an unnecessary management error.

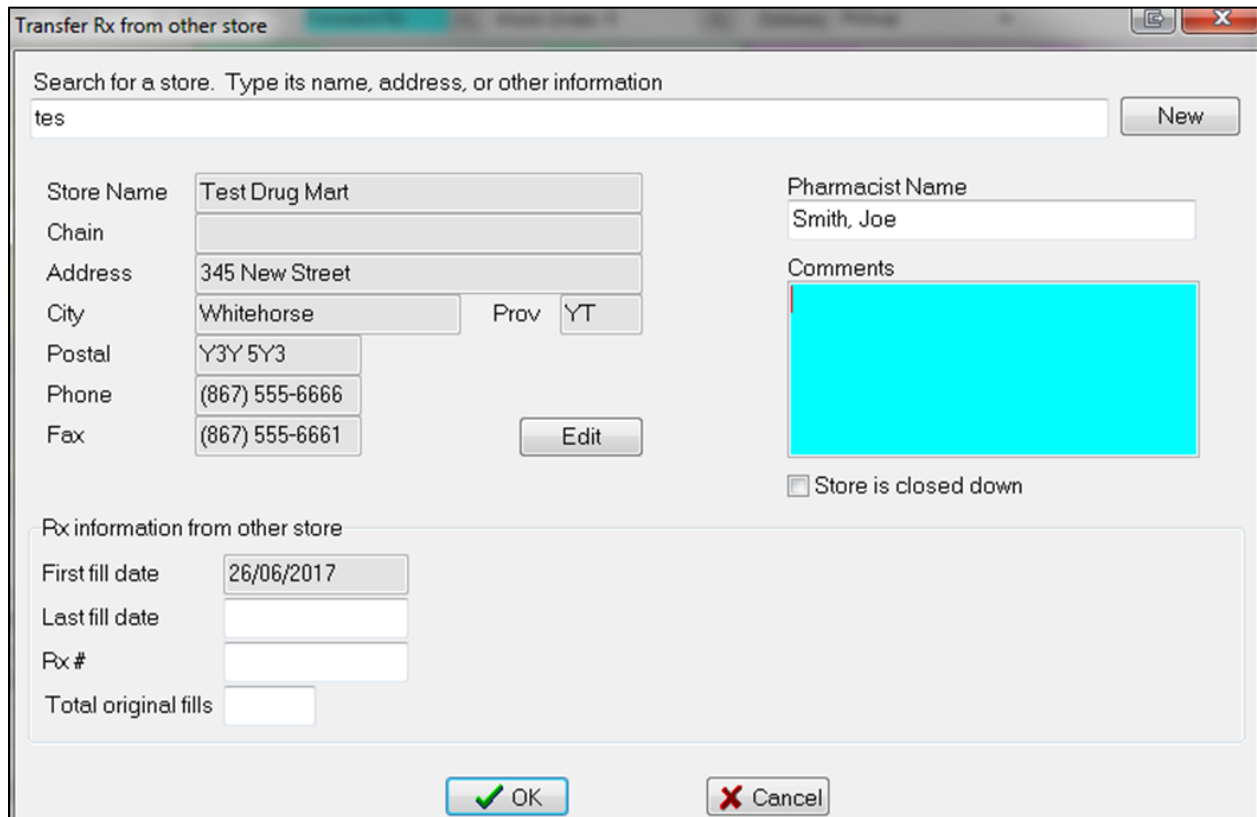
1. From the patient's **Network Profile**, select **Extra Functions > Create Local Rx**.

Unfilled	Active	CONFORMANCE, PHYSICIAN	Create Local Rx	3513	26-Jun-2017
TEVA-ESCITALOPRAM 10 MG SWALLOW, ORAL			Refusal to Fill	318180 TEV	Yes
TAKE 1 TABLET ONCE DAILY			Release (Resume) Rx	✓	540 540

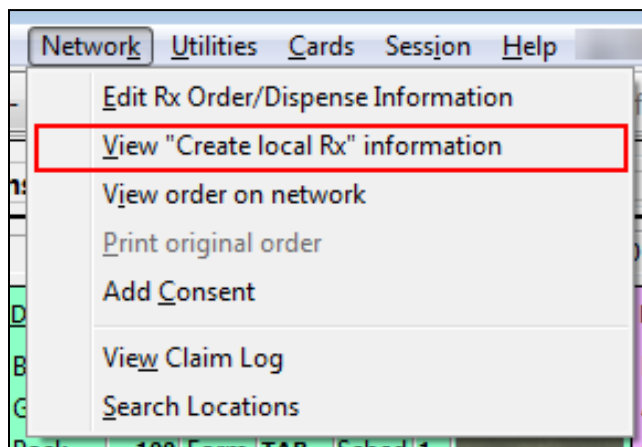
**NOTE:** If the user at the transferring pharmacy has not yet transferred the Rx order, or has transferred it to the incorrect location, you may see the following error:



2. Enter the transfer store information and click **OK**.

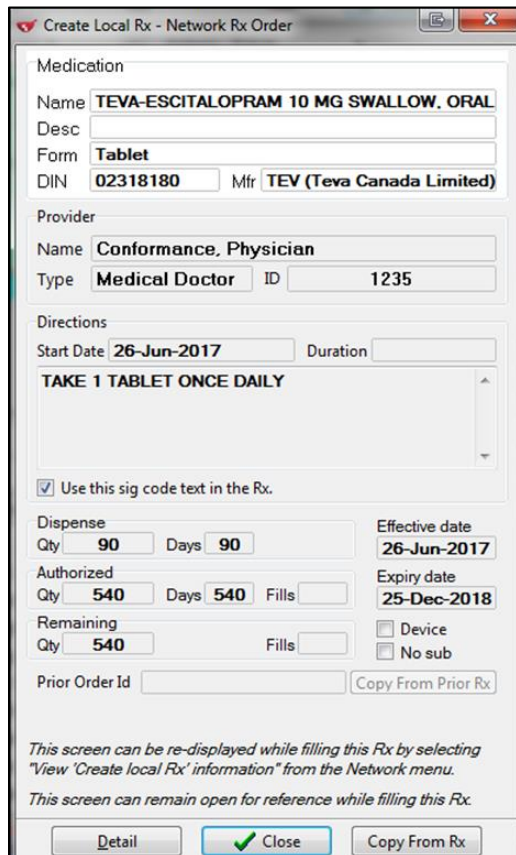


3. Once you have transferred the prescription into their local system, you will then see an electronic copy of the order. You have the option of moving the **Create Local Rx- Network Rx Order** screen to the side to verify the Rx information. You may also close it and recall it from the **Network > View "Create Local Rx" Information**.



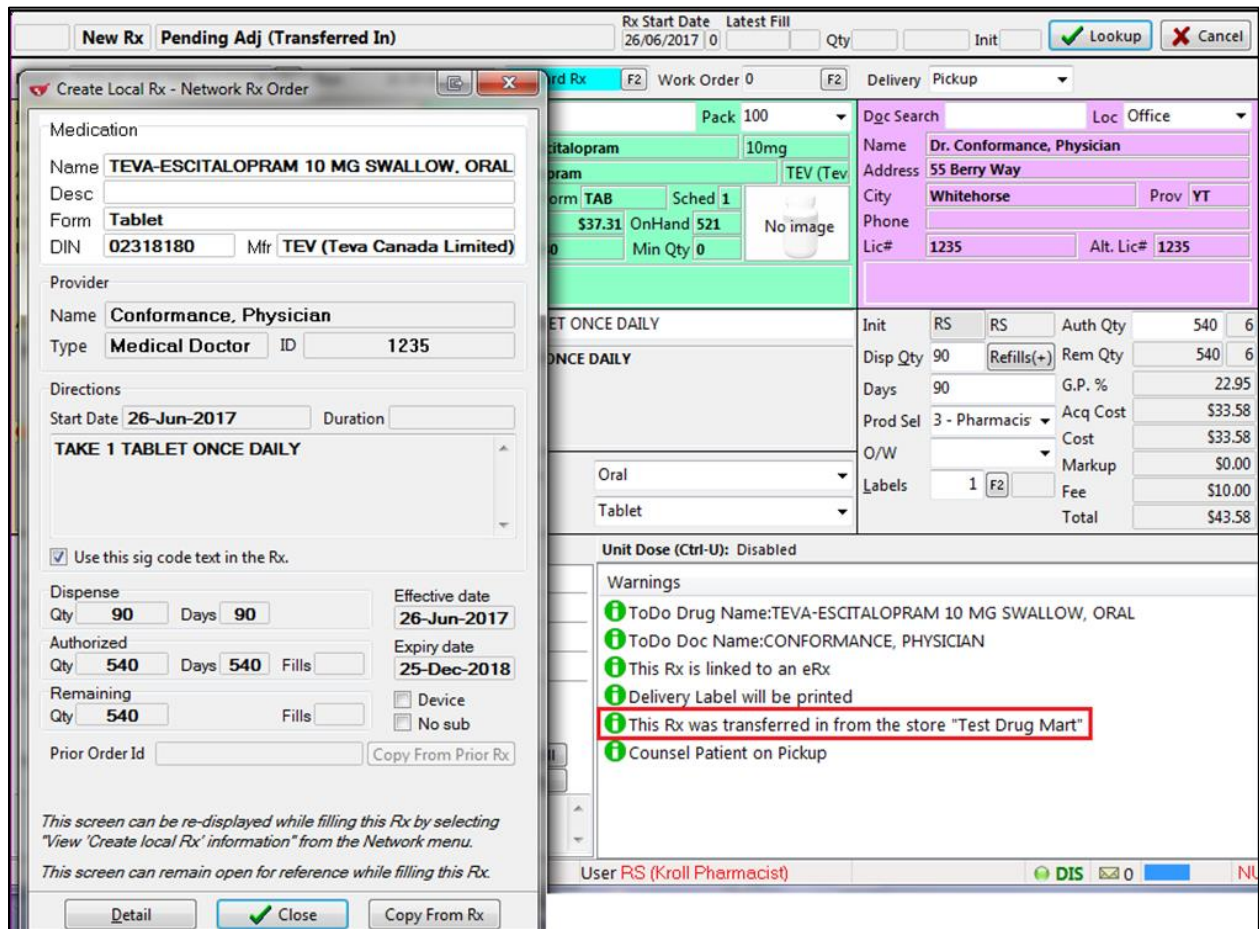


From the **Create Local Rx - Network Rx Order** screen, you have several options:



- **Medication:** If the medication is a compound containing a monitored product, you may select this button to have it reveal the quantity of the monitored product;
- **Desc:** If the full description is not visible, you may hover over this field with the mouse and it will expand;
- **Use this SIG code text in the Rx:** Transposes the sig from the electronic order to the local system;
- **Device:** Indicates that this is a device on the Network;
- **No Sub:** Indicates that is a no-sub order on the Network;
- **Copy from Prior Rx:** Allows you to link this new Rx to an existing Rx on the patient's profile, if not already prompted to do so;
- **Detail:** Displays detailed order information from the Network;
- **Copy From Rx:** Same as 'Copy from Prior Rx'.

4. Information from the electronic order is automatically populated in the fill screen.



**Medication**

Name: TEVA-ESCITALOPRAM 10 MG SWALLOW, ORAL  
 Desc:  
 Form: Tablet  
 DIN: 02318180 Mfr: TEV (Teva Canada Limited)

**Provider**

Name: Conformance, Physician  
 Type: Medical Doctor ID: 1235

**Directions**

Start Date: 26-Jun-2017 Duration:  
 TAKE 1 TABLET ONCE DAILY

Use this sig code text in the Rx.

**Dispense**

Qty: 90 Days: 90 Effective date: 26-Jun-2017  
 Authorized Qty: 540 Days: 540 Fills: Expiry date: 25-Dec-2018  
 Remaining Qty: 540 Fills:  Device  No sub

Prior Order Id: Copy From Prior Rx

*This screen can be re-displayed while filling this Rx by selecting "View 'Create local Rx' information" from the Network menu.  
 This screen can remain open for reference while filling this Rx.*

**Warnings**

- ToDo Drug Name:TEVA-ESCITALOPRAM 10 MG SWALLOW, ORAL
- ToDo Doc Name:CONFORMANCE, PHYSICIAN
- This Rx is linked to an eRx
- Delivery Label will be printed
- This Rx was transferred in from the store "Test Drug Mart"**
- Counsel Patient on Pickup

User RS (Kroll Pharmacist) DIS 0

5. Complete the dispense or unfill as per usual.

## DIS Order and Dispense Numbers

Prescription orders and dispenses are assigned a Yukon DIS Order Number and a DIS Dispense Number by Yukon DIS. These two numbers are the unique identifiers used to track prescription on the Network. These numbers are printed on the vial label of the prescription and can be viewed on the Network profile.

<b>Rx: 1000214</b>	<b>Doe, Jane</b>
Dr. Conformance, Physician RS 26-Jun-2017	
90 TAB Teva-Escitalopram 10mg	
Escitalopram 10mg	
<b>DIN: 02318180</b>	TEV
<b>Refills: 5</b>	
DIS Order # <b>3513</b>	DIS Disp # <b>8852487</b>
<b>TAKE 1 TABLET ONCE DAILY</b>	

The DIS Order number and Dispense number can be used to reference specific prescription orders or dispenses when speaking with a DIS Helpdesk agent. The DIS Order Number can also be used to search for a specific Rx Order within a Network Patient Profile. This is especially helpful when the Network patient profile has multiple prescriptions for the same drug, or if the profile is very large.

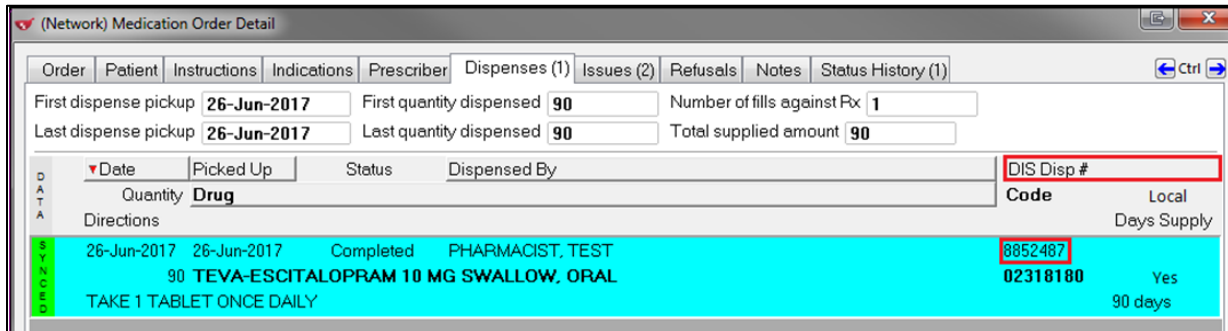
Use the DIS Order Number to search for a specific Rx on the Network Patient Profile as follows:

1. From the **F3 - Patient** card, select **Network > Profile**.
2. From the **Network Patient Profile**, check the **Advanced** flag to reveal additional options for searching prescriptions in the medication profile. On the right hand side of the window, look for the **DIS Order #** search field. Type in the **DIS Order #** and click **Filter**, or press **Enter** on the keyboard. The Rx Order entry matching the DIS Order Number will be returned on the **(Network) Patient Profile**.

Profile (11) Allergies (1) Adv Reactions Conditions Services Observations Notes																																							
Status (All)		Order Type (All)		<input checked="" type="checkbox"/> Advanced		<input checked="" type="checkbox"/> Filter		<input checked="" type="checkbox"/> Reset																															
Dispensed		Refills Left		<input type="checkbox"/> Show only most recent order for each product		DIN		DIS Order # 3513																															
<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Both		<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Both		Effective Period _____ to _____		Treatment type (All)		Doctor Lic # _____																															
Diagnosis/Symptom Indication																																							
F2 Other indication (All)																																							
<table border="1"> <thead> <tr> <th>Picked Up</th> <th>Status</th> <th>Doctor</th> <th>DIS Order #</th> <th>Order Date</th> </tr> </thead> <tbody> <tr> <td>Last Qty</td> <td>Drug</td> <td>Code</td> <td>Manufacturer</td> <td>Local</td> </tr> <tr> <td>Directions</td> <td>Stop Date</td> <td>Fillable</td> <td>Auth</td> <td>Rem</td> </tr> <tr> <td>26-Jun-2017</td> <td>Active</td> <td>CONFORMANCE, PHYSICIAN</td> <td>3513</td> <td>26-Jun-2017</td> </tr> <tr> <td>90 TEVA-ESCITALOPRAM 10 MG SWALLOW, ORAL</td> <td>02318180</td> <td>TEV</td> <td>✓</td> <td>540 450</td> </tr> <tr> <td>TAKE 1 TABLET ONCE DAILY</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>										Picked Up	Status	Doctor	DIS Order #	Order Date	Last Qty	Drug	Code	Manufacturer	Local	Directions	Stop Date	Fillable	Auth	Rem	26-Jun-2017	Active	CONFORMANCE, PHYSICIAN	3513	26-Jun-2017	90 TEVA-ESCITALOPRAM 10 MG SWALLOW, ORAL	02318180	TEV	✓	540 450	TAKE 1 TABLET ONCE DAILY				
Picked Up	Status	Doctor	DIS Order #	Order Date																																			
Last Qty	Drug	Code	Manufacturer	Local																																			
Directions	Stop Date	Fillable	Auth	Rem																																			
26-Jun-2017	Active	CONFORMANCE, PHYSICIAN	3513	26-Jun-2017																																			
90 TEVA-ESCITALOPRAM 10 MG SWALLOW, ORAL	02318180	TEV	✓	540 450																																			
TAKE 1 TABLET ONCE DAILY																																							

**NOTE:** Entering the **DIS Disp #** in this field will not pull up the particular dispense entry.

- Detail the Rx Order by double clicking the entry, clicking the **Detail button** or pressing “**D**” on the keyboard to call up the **Medication Order Detail** form. The **Dispenses** tab is displayed by default. The **DIS Disp #** number for each dispense against the Rx Order is displayed here.



The screenshot shows the 'Medication Order Detail' window with the 'Dispenses' tab selected. The 'DIS Disp #' field is highlighted in red. The dispense entry is as follows:

Date	Picked Up	Status	Dispensed By	DIS Disp #	Code	Local	Days Supply
26-Jun-2017	26-Jun-2017	Completed	PHARMACIST, TEST	8852487	02318180	Yes	90 days

Additional information from the screenshot: First and last dispense pickup dates are 26-Jun-2017, first and last quantity dispensed are 90, and total supplied amount is 90. The drug name is TEVA-ESCITALOPRAM 10 MG SWALLOW, ORAL, and the directions are TAKE 1 TABLET ONCE DAILY.

## Yukon DIS Patient Profile

The Yukon DIS Patient Profile consists of a current, consolidated view of the following:

Profile (11)	Allergies (1)	Adv Reactions	Conditions (1)	Services	Observations	Notes
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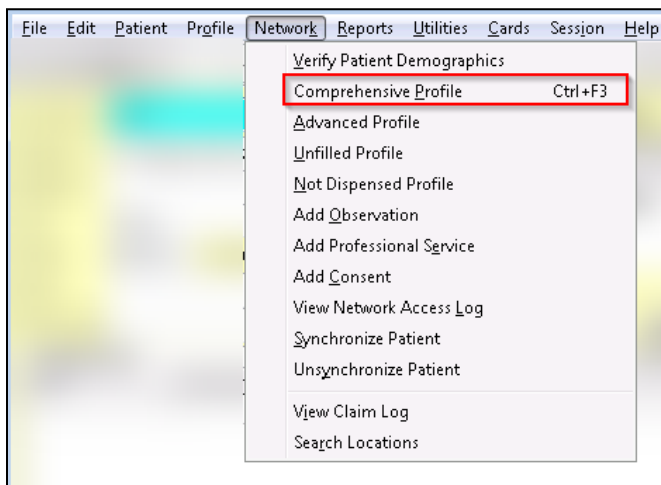
- Profile: Prescriptions, Devices and Other Medications.
- Allergies
- Adverse Reactions
- Conditions
- Services
- Observations
- Notes

Supplementary information is also available from the Yukon DIS Patient Profile including issues and managements relating to a prescription, and notes concerning a prescription/dispense.

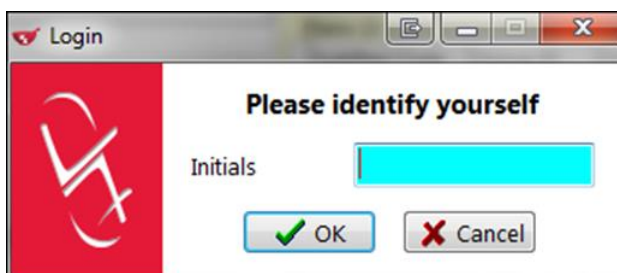
## Comprehensive Network Profile (Ctrl F3)

The comprehensive profile for a patient will display all clinically relevant information for this patient from the last 45 days. The comprehensive profile will automatically return all Prescriptions and Other Medications, Devices, Adverse Reactions, Professional Services, Patient Observations that have occurred in the last 45 days. It also displays all Active Allergies, Intolerances, and Medical Conditions.

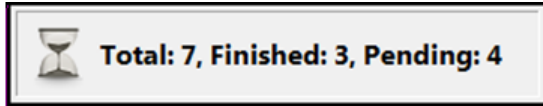
1. Go to the **F3 - Patient** card and select **Network > Profile** (or press Ctrl-F3) to access the **Comprehensive Network Profile**.



2. Enter your login credentials and click **OK**.



- When Kroll is retrieving information from Yukon DIS, a small progress window will appear displaying the action being performed at that moment.










A Yukon DIS (**Network Patient Profile**) will display showing the Prescription Order Summary:

Patient: <b>Kroll, Karen</b> Female DOB: 11-Jun-1985									
Profile (9) Allergies Adv Reactions Conditions Services Observations Notes									
Status (All) Order Type (All) <input type="checkbox"/> Advanced <input checked="" type="checkbox"/> Filter <input type="checkbox"/> Reset									
Picked Up	Status	Doctor	DIS Order #	Order Date	Last Qty	Drug	Code	Manufacturer	Local
Directions	Stop Date	Fillable	Auth	Rem					
27-Mar-2017	Active	CONFORMANCE, PHYSICIAN	1493	27-Mar-2017		30000 Hydrocortisone Powder 1% in Clotrimaderm Cream			No
						APPLY AS DIRECTED		210000	180000
27-Mar-2017	Active	CONFORMANCE, PHYSICIAN	825	26-Jan-2017		7 PMS-IRBESARTAN-HCTZ 150-12.5MG SWALLOW, ORAL	02328518	PMS	No
						TAKE 1 TABLET ONCE DAILY		49	42
23-Mar-2017	Completed	CONFORMANCE, PHYSICIAN	1306	09-Mar-2017		1 ACCEL-DONEPEZIL 5 MG SWALLOW, ORAL	02419866	ACE	Yes
						TAKE 1 TABLET ONCE DAILY		1	0
23-Mar-2017	Obsolete	CONFORMANCE, PHYSICIAN	1305	09-Mar-2017		1 ACCEL-DONEPEZIL 5 MG SWALLOW, ORAL	02419866	ACE	Yes
						TAKE 1 TABLET ONCE DAILY		1	0
23-Mar-2017	Obsolete	CONFORMANCE, PHYSICIAN	1067	10-Feb-2017		30 APO-FUROSEMIDE 20 MG SWALLOW, ORAL	00396788	APX	Yes
						TAKE 1 TABLET ONCE DAILY		30	0
Unfilled	Active	CONFORMANCE, PHYSICIAN	1346	20-Mar-2017		APO-CEPHALEX 500 MG SWALLOW, ORAL	00768715	APX	Yes
						TAKE 1 TABLET ONCE DAILY		30	30

## (Network) Patient Profile Details





Patient information on the Yukon DIS Patient Profile may reside locally on the Kroll database, and/or on the Yukon DIS 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 you 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 you 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 and Network DIS Profile.
-  Indicates that this order is from the Network, and does not exist on the local profile.






Profile (6) Allergies Adv Reactions Conditions Services Observations Notes										
Status (All)		Order Type (All)		<input type="checkbox"/> Advanced		<input checked="" type="checkbox"/> Filter		<input type="checkbox"/> Reset		
DATA	Picked Up	Status	Doctor	DIS Order #	Order Date					
	Last Qty	Drug	Code	Manufacturer	Local					
	Directions	Stop Date	Fillable	Auth	Rem					
	07-Jul-2017	Completed	PHYSICIAN, JANE	3564	05-Jul-2017	15000	HYDERM 1 % TOPICAL	00716839	TAR	No
	APPLY TO AFFECTED AREA(S) DAILY AS DIRECTED			✓	15000	0				
	07-Jul-2017	Active	CONFORMANCE, PHYSICIAN	3563	07-Jul-2017	2000	200 APO-SALVENT 100 MCG INHALATION, NASAL	02245669	APX	Yes
	INHALE 2 PUFF(S) FOUR TIMES A DAY AS NEEDED AS DIRECT			✓	2000	1800				
	Unfilled	Active	CONFORMANCE, PHYSICIAN	3562	07-Jul-2017	180000	FUCIDIN H 2 %-1 % TOPICAL	02238578	LEO	Yes
	APPLY TO AFFECTED AREA(S) FOUR TIMES A DAY AS DIRECT			✓	180000	180000				
	Unfilled	Active	DOCTOR, CAROL	3559	07-Jul-2017	90	NEXIUM 40 MG SWALLOW, ORAL	02244522	AZC	Unassigned
	Take once a day			✓	90	90(3)				

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





Profile (6)   Allergies   Adv Reactions   Conditions   Services   Observations   Notes							
Status (All)		Order Type (All)		Advanced	Filter	Reset	
Picked Up	Status	Doctor	DIS Order #	Order Date			
Last Qty	Drug	Code	Manufacturer	Local			
Directions	Stop Date	Fillable	Auth	Rem			
	07-Jul-2017	Completed	PHYSICIAN, JANE	3564	05-Jul-2017		
	15000 HYDERM 1 % TOPICAL	00716839	TAR	No			
	APPLY TO AFFECTED AREA(S) DAILY AS DIRECTED		✓	15000	0		
	07-Jul-2017	Active	CONFORMANCE, PHYSICIAN	3563	07-Jul-2017		
	200 APO-SALVENT 100 MCG INHALATION, NASAL	02245669	APX	Yes			
	INHALE 2 PUFF(S) FOUR TIMES A DAY AS NEEDED AS DIRECT		✓	2000	1800		
	Unfilled	Active	CONFORMANCE, PHYSICIAN	3562	07-Jul-2017		
	FUCIDIN H 2 %-1 % TOPICAL	02238578	LEO	Yes			
	APPLY TO AFFECTED AREA(S) FOUR TIMES A DAY AS DIRECT		✓	180000	180000		
	Unfilled	Active	DOCTOR, CAROL	3559	07-Jul-2017		
	NEXIUM 40 MG SWALLOW, ORAL	02244522	AZC	Unassigned			
	Take once a day		✓	90	90(3)		

Left-hand indicators:

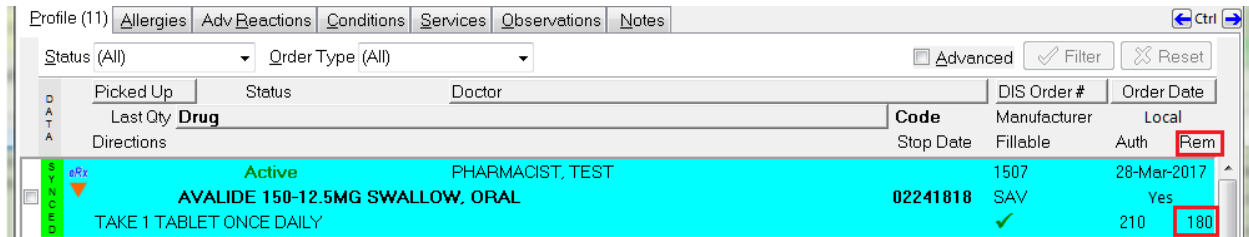
- The  icon indicates that this is not an electronic-authoritative order. The pharmacy will have a paper prescription copy or a verbal order for this script.
- The  icon indicates the this order was created on the Network by a physician and can be pulled into the pharmacy to fill when it is unassigned
- 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.

Right-hand 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.

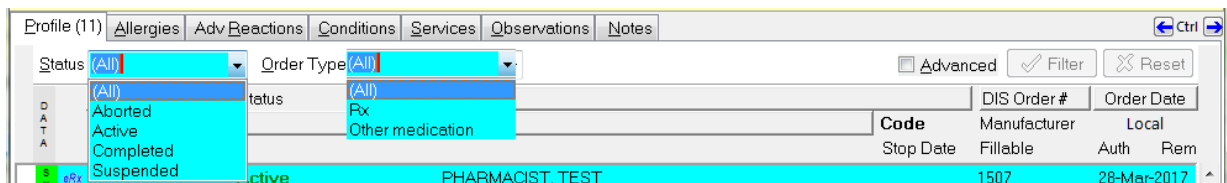


Picked Up	Status	Doctor	DIS Order #	Order Date
Last Qty	<b>Drug</b>	<b>Code</b>	Manufacturer	Local
Directions	Stop Date	Fillable	Auth	<b>Rem</b>
<b>Active</b> PHARMACIST, TEST <b>AVALIDE 150-12.5MG SWALLOW, ORAL</b> <b>02241818</b> SAV Yes TAKE 1 TABLET ONCE DAILY ✓ 210 <b>180</b>				

- 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.

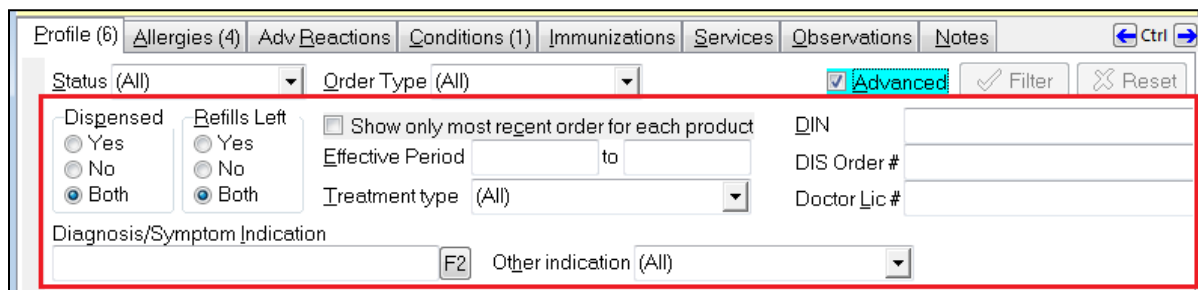
Supplementary features about the Yukon DIS Patient Medication Profile:

- You can filter the medication entries coming back from Yukon DIS by **Status** or **Order Type**.



Status	Order Type	DIS Order #	Order Date
(All)	(All)	1507	28-Mar-2017
Aborted	Rx		
Active	Other medication		
Completed			
Suspended			

- You may place a check mark next to the **Advanced** flag to display advanced filter option.



**Advanced**  Filter  Reset

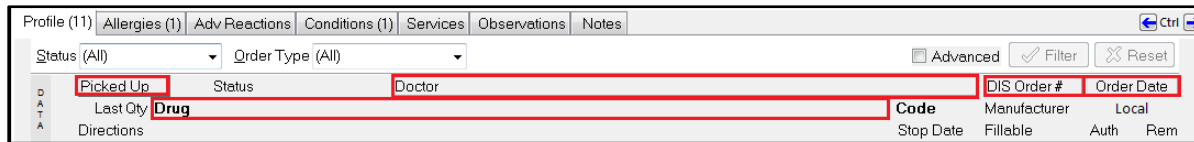
Dispersed Yes  Refills Left Yes  Show only most recent order for each product  DIN

Dispersed No  Refills Left No Effective Period  to   DIS Order #

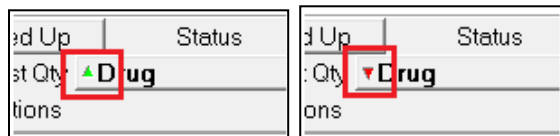
Dispersed Both  Refills Left Both Treatment type (All)  Doctor Lic #

Diagnosis/Symptom Indication  F2 Other indication (All)

- You may choose to sort the returned profile by clicking on the column headers which appear as buttons. **Picked Up, Doctor, DIS Order #, Order Date, and Drug.**



**NOTE:** When the column being sorted has a green triangle, entries are displayed in ascending order; when the column being sorted has a red triangle, entries are displayed in descending order. Click the column name to change it from ascending (green) to descending (red) or vice versa.



## Detailing a Prescription Entry on Yukon DIS

Once you access the Yukon DIS Patient Medication Profile, you may need to access the details of a particular prescription order to obtain supplementary information such as:

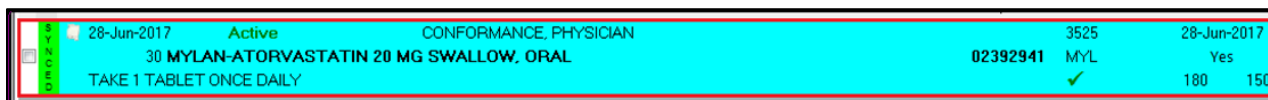
- Dispenses made against a prescription
- Prescription Issues and Managements
- Dispense Notes
- Drug indications
- Refusal to fill

**NOTE:** You cannot detail the 'local-only' placeholder prescriptions in the **(Network) Patient Profile** (i.e., the yellow 'local' data bar).

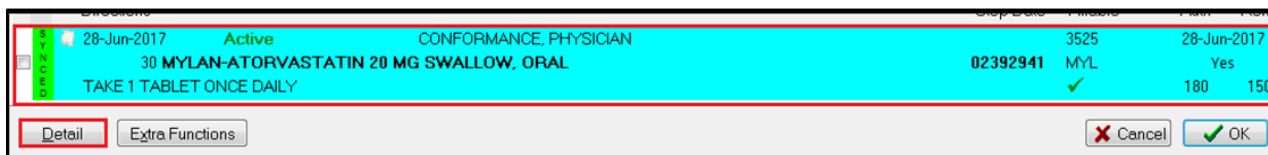


There are multiple ways to retrieve additional details for Network Data:

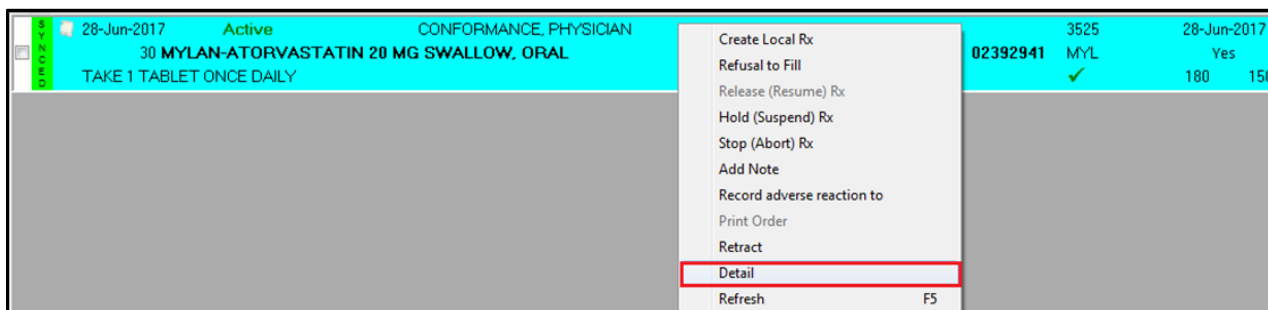
1. Use the mouse to double-click the entry.



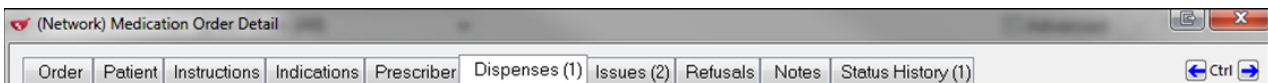
2. Highlight the entry and click the **Detail** button on the bottom left of the window or press **CTRL-D** on the keyboard.



3. Right-click an entry and select **Detail**.

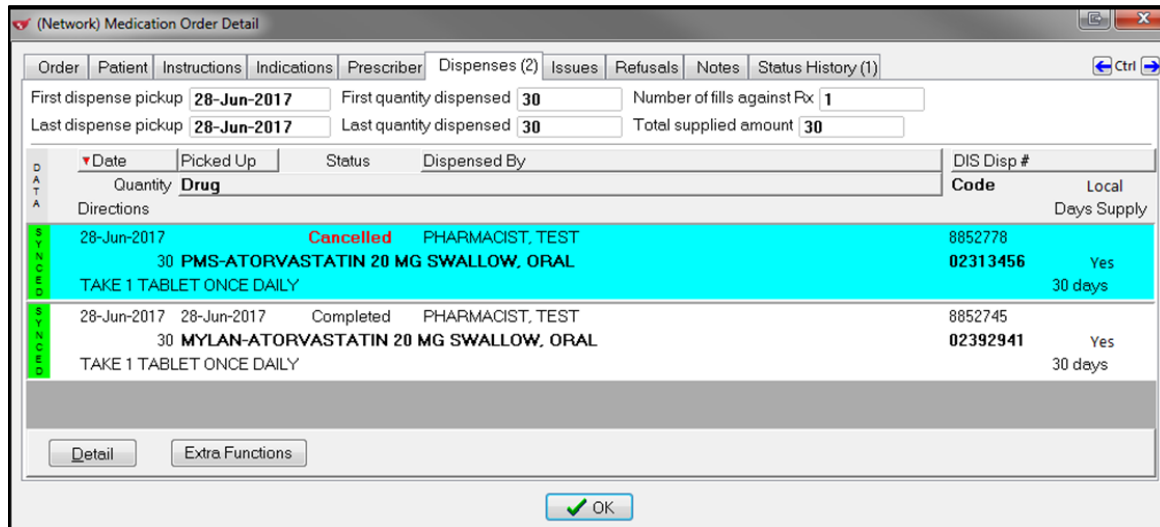


The **(Network) Medication Order Detail** window displays supplementary information regarding the prescription and the related dispenses. Information contained in the **(Network) Medication Order Detail** window is organized into “tabs” across the top of the window. You can select the tabs to access the associated information.



## Displaying Dispenses for a Prescription Order

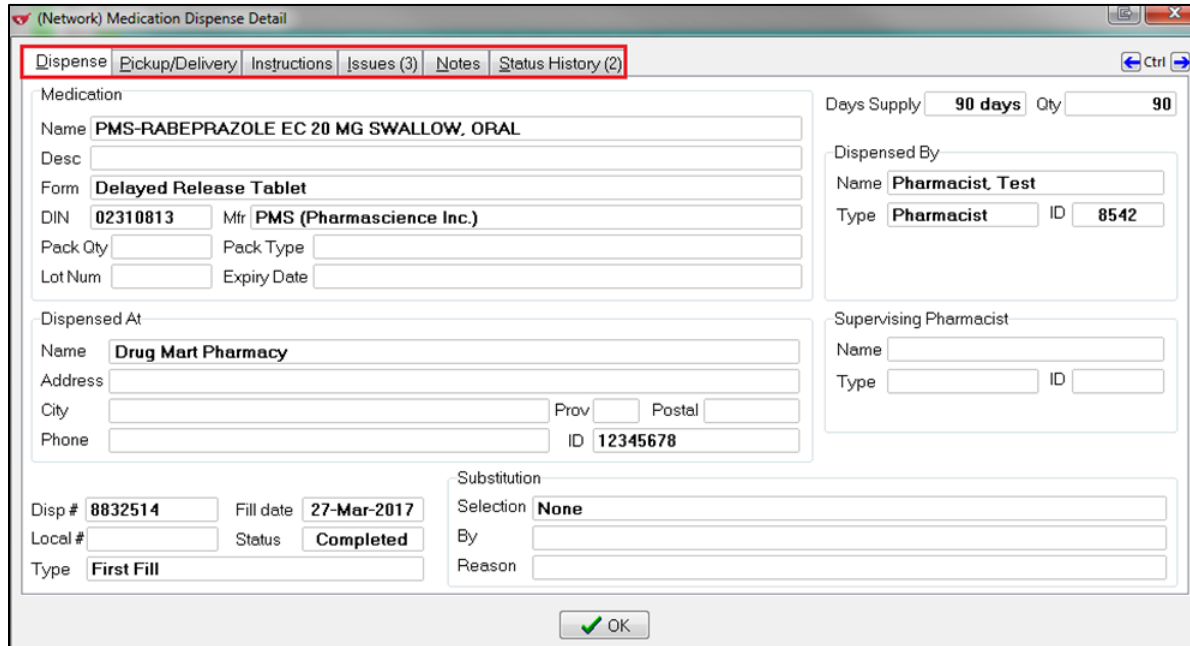
Dispenses for a given prescription order are automatically displayed when you choose to detail an order.



The screenshot shows a software window titled "(Network) Medication Order Detail". It has several tabs: Order, Patient, Instructions, Indications, Prescriber, Dispenses (2), Issues, Refusals, Notes, and Status History (1). The "Dispenses (2)" tab is active. At the top, there are input fields for pickup dates and quantities: "First dispense pickup 28-Jun-2017", "Last dispense pickup 28-Jun-2017", "First quantity dispensed 30", "Last quantity dispensed 30", "Number of fills against Rx 1", and "Total supplied amount 30". Below this is a table with columns: Date, Picked Up, Status, Dispensed By, DIS Disp #, Code, Local Days Supply. The first row is highlighted in cyan and shows a cancelled dispense of 30 PMS-ATORVASTATIN 20 MG SWALLOW, ORAL tablets on 28-Jun-2017. The second row shows a completed dispense of 30 MYLAN-ATORVASTATIN 20 MG SWALLOW, ORAL tablets on 28-Jun-2017. At the bottom of the window are buttons for "Detail", "Extra Functions", and "OK".

Date	Picked Up	Status	Dispensed By	DIS Disp #	Code	Local Days Supply
28-Jun-2017		Cancelled	PHARMACIST, TEST	8852778	02313456	Yes 30 days
28-Jun-2017	28-Jun-2017	Completed	PHARMACIST, TEST	8852745	02392941	Yes 30 days

1. You can further **Detail** a dispense to call up the **(Network) Medication Dispense Detail** just like they can detail an Rx order in the following ways:
  - Use the mouse to double-click the dispense entry you would like to see details for.
  - Highlight the dispense entry and click the **Detail** button.
  - Highlight the entry and press **D** on the keyboard.
  - Right-click entry to access a menu list, and then click **Detail**.

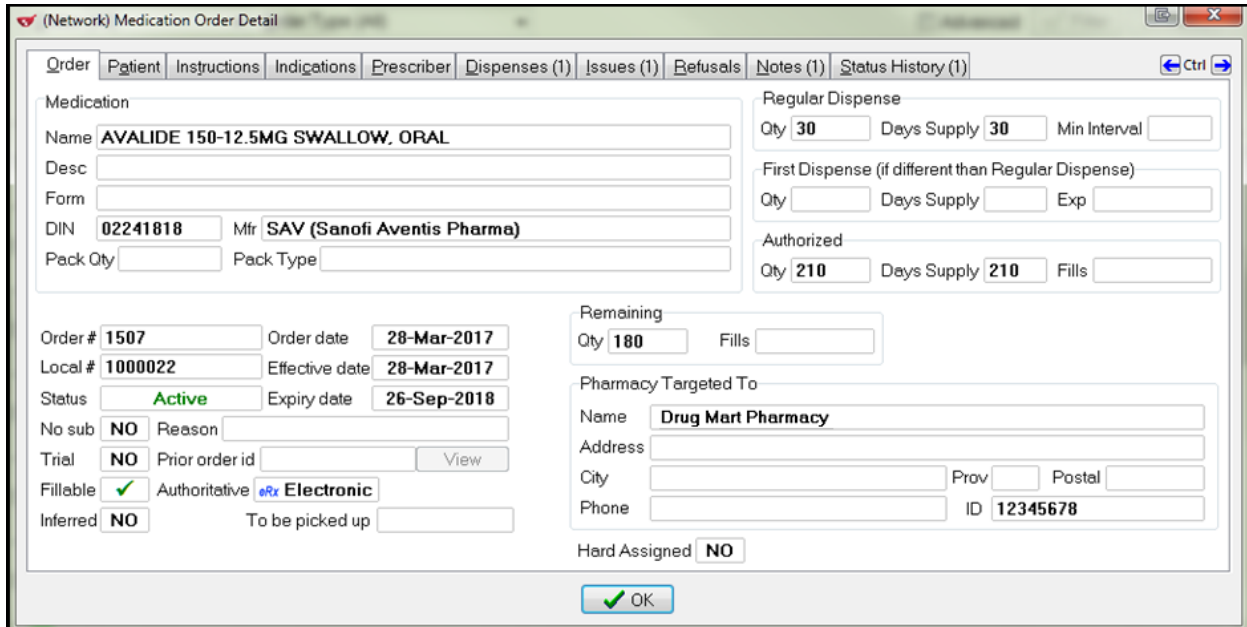


2. The **(Network) Medication Dispense Detail** window will display information on the following:

- **Dispense:** Displays general Rx information regarding the refill.
- **Pickup/Delivery:** Displays information on whether a dispense was picked up.
- **Instructions:** Displays the sig on the dispense.
- **Issues:** Displays any managements sent with the dispense.
- **Notes:** Displays dispense notes (this is different than patient notes or prescription notes).
- **Status History:** Displays changes in the status of the dispense.

## Displaying the Order Detail

1. From the **(Network) Medication Order Detail** screen, select the **Order** tab.



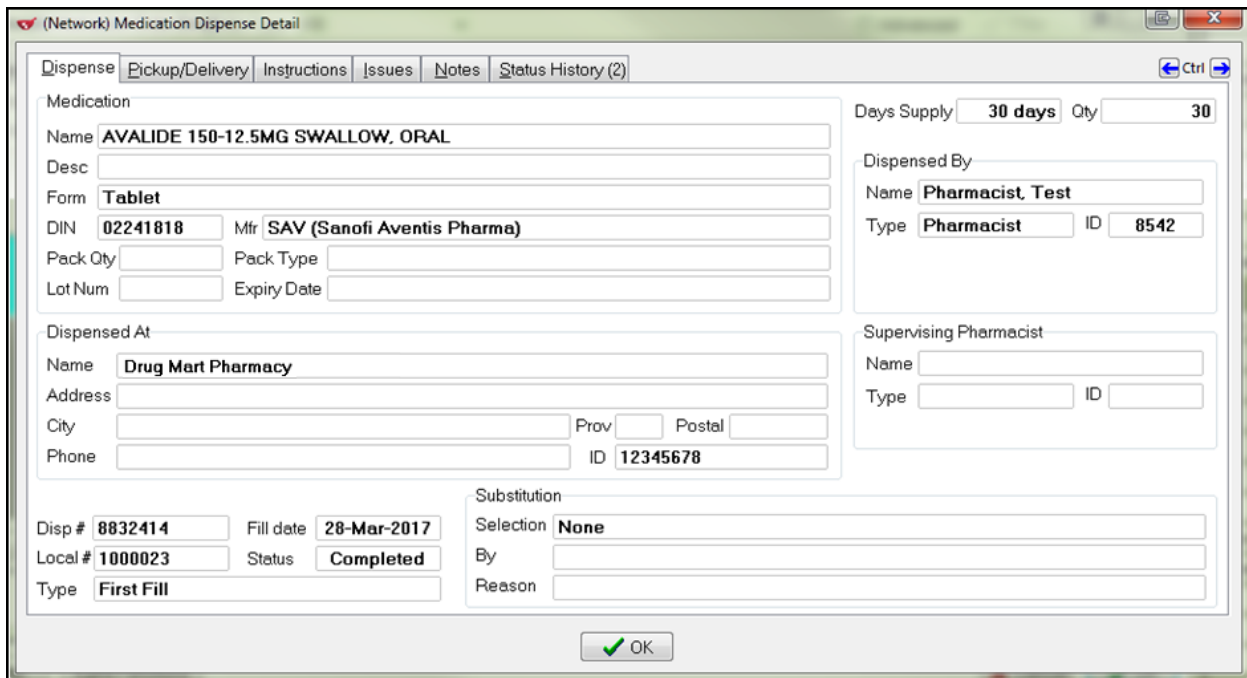
**(Network) Medication Order Detail**

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

Medication  
 Name: AVALIDE 150-12.5MG SWALLOW, ORAL  
 Desc:   
 Form:   
 DIN: 02241818 Mfr: SAV (Sanofi Aventis Pharma)  
 Pack Qty:   
 Pack Type:   
 Regular Dispense  
 Qty: 30 Days Supply: 30 Min Interval:   
 First Dispense (if different than Regular Dispense)  
 Qty:   
 Days Supply:   
 Exp:   
 Authorized  
 Qty: 210 Days Supply: 210 Fills:   
 Remaining  
 Qty: 180 Fills:   
 Pharmacy Targeted To  
 Name: Drug Mart Pharmacy  
 Address:   
 City:   
 Prov:   
 Postal:   
 Phone:   
 ID: 12345678  
 Hard Assigned: NO

Order # 1507 Order date 28-Mar-2017  
 Local # 1000022 Effective date 28-Mar-2017  
 Status Active Expiry date 26-Sep-2018  
 No sub NO Reason:   
 Trial NO Prior order id:   
 View  
 Fillable  Authoritative  Electronic  
 Inferred NO To be picked up:   
 OK

2. The **(Network) Medication Dispense Detail** window will display information on the following:



**(Network) Medication Dispense Detail**

Dispense Pickup/Delivery Instructions Issues Notes Status History (2)

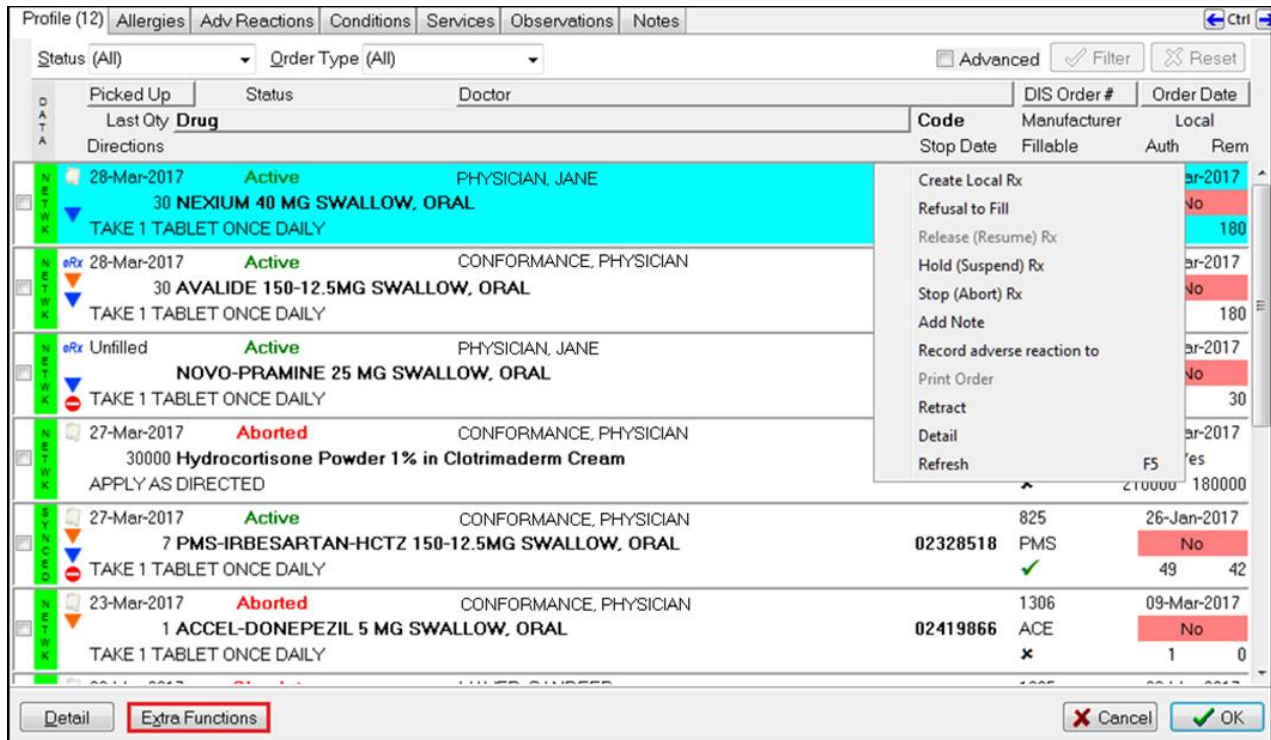
Medication  
 Name: AVALIDE 150-12.5MG SWALLOW, ORAL  
 Desc:   
 Form: Tablet  
 DIN: 02241818 Mfr: SAV (Sanofi Aventis Pharma)  
 Pack Qty:   
 Pack Type:   
 Lot Num:   
 Expiry Date:   
 Days Supply: 30 days Qty: 30  
 Dispensed By  
 Name: Pharmacist, Test  
 Type: Pharmacist ID: 8542  
 Supervising Pharmacist  
 Name:   
 Type:   
 ID:   
 Dispensed At  
 Name: Drug Mart Pharmacy  
 Address:   
 City:   
 Prov:   
 Postal:   
 Phone:   
 ID: 12345678  
 Substitution  
 Selection: None  
 By:   
 Reason:   
 Disp # 8832414 Fill date 28-Mar-2017  
 Local # 1000023 Status Completed  
 Type First Fill  
 OK

- **Medication:** List of Ingredients for compounds;
- **Order #:** Electronic Order ID assigned by YTDIS. This is the Order ID that also prints on the vial label;
- **Local #:** The original Rx number assigned to the prescription at the originating location;
- **Status:** Displays the current status of the order;
- **Order Date:** The date that the DIS received (and created) the order on the Network;
- **Effective Date:** The date that this order came into effect;
- **Expiry Date:** Displays the expiry date of the order (if known);
- **No Sub:** Displays the no substitution status, and the rationale;
- **Trial:** Displays the trial Rx status;
- **Prior Order ID:** Displays the ID of the order this was copied from;
- **Fillable:** Displays if the order is still fillable;
- **Authoritative:** Displays the source of the order;
- **Pharmacy Targeted To:** Displays the pharmacy currently holding the order;
- **Hard Assigned:** Indicates if this script is designated to its targeted pharmacy.

## Extra Functions from the Yukon DIS (Network) Patient Profile

Extra functions can be performed for Rx entries on the Yukon DIS (Network) Patient Profile.

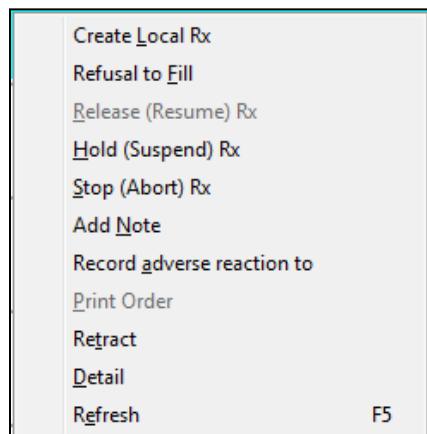
Right click (or click on **Extra Functions** button or type **CTRL +X**) the selected entry to access the **Extra Functions** menu list.



The screenshot shows the 'Profile (12)' window with tabs for Allergies, Adv Reactions, Conditions, Services, Observations, and Notes. A table of prescriptions is displayed with columns for Status, Doctor, DIS Order #, and Order Date. A context menu is open over the first prescription entry, listing various actions such as 'Create Local Rx', 'Refusal to Fill', 'Release (Resume) Rx', etc. The 'Extra Functions' button at the bottom of the window is highlighted with a red box.

Status (All)	Order Type (All)	Advanced	Filter	Reset
Picked Up	Status	Doctor	DIS Order #	Order Date
Last Qty	Drug	Code	Manufacturer	Local
Directions	Stop Date	Fillable	Auth	Rem
28-Mar-2017	Active	PHYSICIAN, JANE	ar-2017	
30 NEXIUM 40 MG SWALLOW, ORAL			No	
TAKE 1 TABLET ONCE DAILY			180	
eRx 28-Mar-2017	Active	CONFORMANCE, PHYSICIAN	ar-2017	
30 AVALIDE 150-12.5MG SWALLOW, ORAL			No	
TAKE 1 TABLET ONCE DAILY			180	
eRx Unfilled	Active	PHYSICIAN, JANE	ar-2017	
NOVO-PRAMINE 25 MG SWALLOW, ORAL			No	
TAKE 1 TABLET ONCE DAILY			30	
27-Mar-2017	Aborted	CONFORMANCE, PHYSICIAN	ar-2017	
30000 Hydrocortisone Powder 1% in Clotrimaderm Cream			es	
APPLY AS DIRECTED			F5	
27-Mar-2017	Active	CONFORMANCE, PHYSICIAN	26-Jan-2017	
7 PMS-IRBESARTAN-HCTZ 150-12.5MG SWALLOW, ORAL			No	
TAKE 1 TABLET ONCE DAILY			49	42
23-Mar-2017	Aborted	CONFORMANCE, PHYSICIAN	09-Mar-2017	
1 ACCEL-DONEPEZIL 5 MG SWALLOW, ORAL			No	
TAKE 1 TABLET ONCE DAILY			1	0

The **Extra Functions** menu list contains the following options:



The menu list contains the following options:

- Create Local Rx
- Refusal to Fill
- Release (Resume) Rx
- Hold (Suspend) Rx
- Stop (Abort) Rx
- Add Note
- Record adverse reaction to
- Print Order
- Retract
- Detail
- Refresh F5

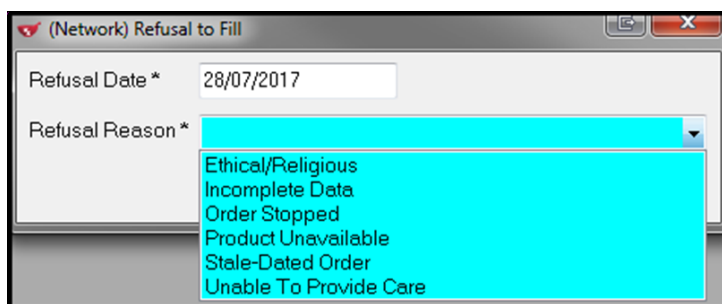


## Create Local Rx


Allows you to pull down an Rx Order from the Network into the local system and have the information pre-populated on the local system. Please see the Create Local Rx (Transfer Rx from another store) section for more details on how to create a local Rx.




## Refusal to Fill

The **Refusal to Fill** is used when you decide you ‘will not’ or ‘cannot’ fill a prescription request for a patient.

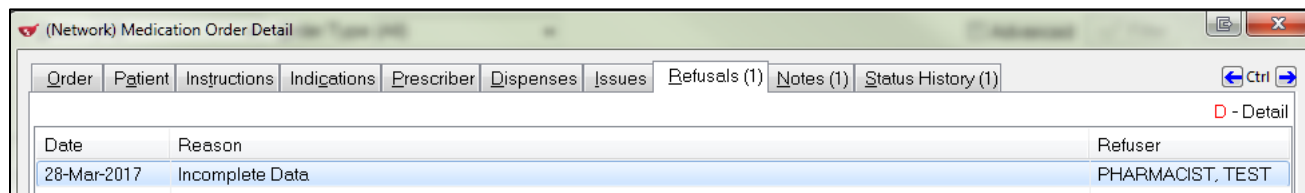


Once a refusal to fill is sent to Yukon DIS, it is then viewable by any other provider accessing the same patient profile. Although the prescription has been refused by one provider, it may still be filled by another. A pre-populated list of **Refusal Reasons** is available for selection; you cannot enter a free-form reason in this field.

From the **(Network) Patient Profile**, you can easily determine which prescription entries have Refusals attached to them by looking for the  icon located on the lower-left of the entry.

	27-Mar-2017	Active	CONFORMANCE, PHYSICIAN	825	26-Jan-2017
	7 PMS-IRBESARTAN-HCTZ 150-12.5MG SWALLOW, ORAL			02328518	PMS
	TAKE 1 TABLET ONCE DAILY			✓	No
					49 42

To recall the details of a **Refusal to Fill** from the **Yukon DIS Patient Medication Profile**, highlight the prescription that was refused and click the **Detail** button. This brings up the **(Network) Medication Order Detail** screen. From there, click the **Refusals** tab; the reason for the refusal, date of refusal and the ‘**Refuser**’ will be displayed in this section.



Date	Reason	Refuser
28-Mar-2017	Incomplete Data	PHARMACIST, TEST

## Holding (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’s Network profile.

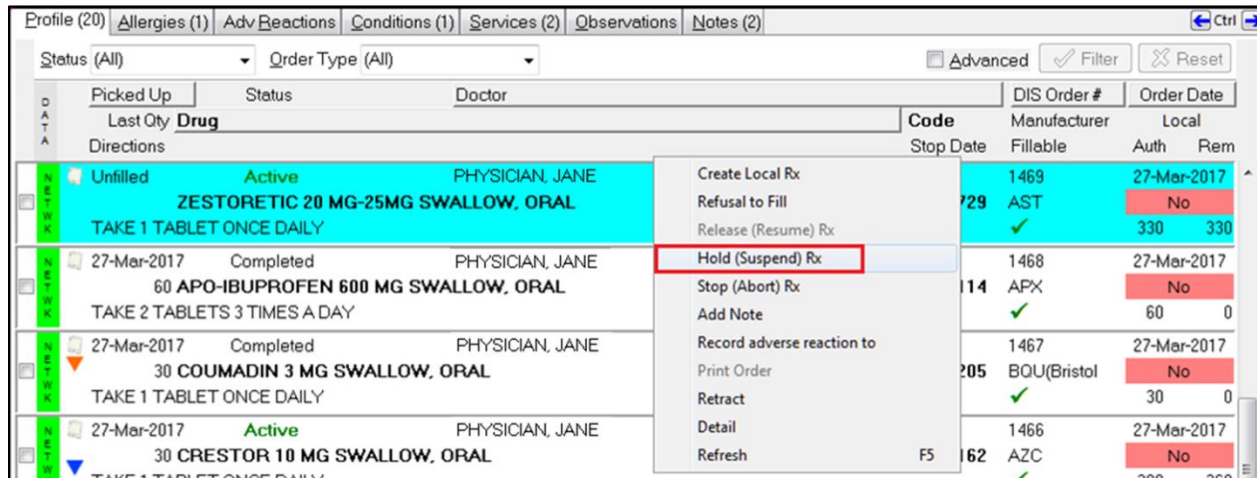
S W K	27-Mar-2017	<b>Suspended</b>	CONFORMANCE, PHYSICIAN	1466	27-Mar-2017
	30 CRESTOR 10 MG SWALLOW, ORAL			02247162 AZC	No
	TAKE 1 TABLET ONCE DAILY			✓	390 360

There are two scenarios for placing an Rx on hold:

- Network Rx not assigned to the local pharmacy;
- Network Rx assigned to local pharmacy.

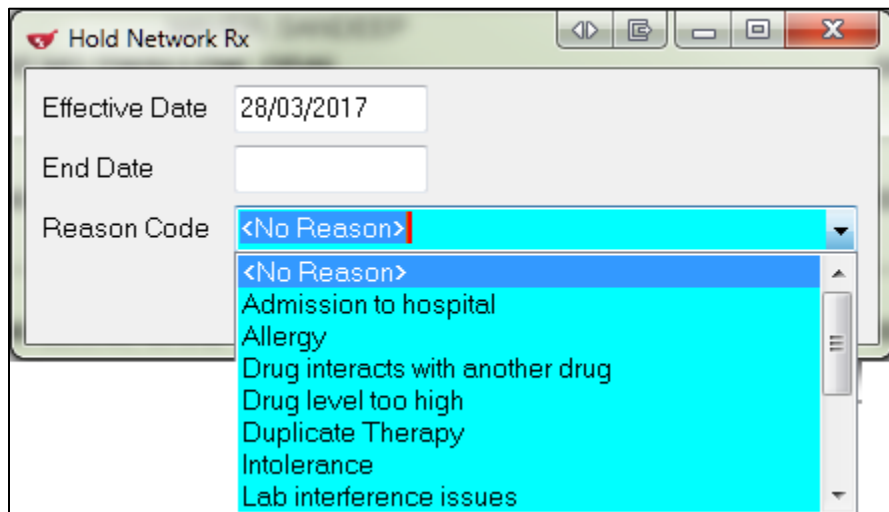
## Hold (Suspend) Network Rx not assigned to the Local Pharmacy

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



Picked Up	Status	Doctor	DIS Order #	Order Date
Unfilled	Active	PHYSICIAN, JANE	1469	27-Mar-2017
ZESTORETIC 20 MG-25MG SWALLOW, ORAL TAKE 1 TABLET ONCE DAILY				
27-Mar-2017	Completed	PHYSICIAN, JANE	1468	27-Mar-2017
60 APO-IBUPROFEN 600 MG SWALLOW, ORAL TAKE 2 TABLETS 3 TIMES A DAY				
27-Mar-2017	Completed	PHYSICIAN, JANE	1467	27-Mar-2017
30 COUMADIN 3 MG SWALLOW, ORAL TAKE 1 TABLET ONCE DAILY				
27-Mar-2017	Active	PHYSICIAN, JANE	1466	27-Mar-2017
30 CRESTOR 10 MG SWALLOW, ORAL TAKE 1 TABLET ONCE DAILY				

2. The **Hold Network Rx** form will appear.



Hold Network Rx

Effective Date: 28/03/2017

End Date:

Reason Code: <No Reason>

- <No Reason>
- Admission to hospital
- Allergy
- Drug interacts with another drug
- Drug level too high
- Duplicate Therapy
- Intolerance
- Lab interference issues

- In the **Effective Date** field, enter the date that the hold begins (i.e., when the patient should stop taking the medication).
- In the **End Date** field, optionally enter the date that the hold ends (leaving this field blank means that the hold is indefinite).
- From the **Reason Code** field, access the dropdown menu and select an option to explain why the prescription was placed on hold.

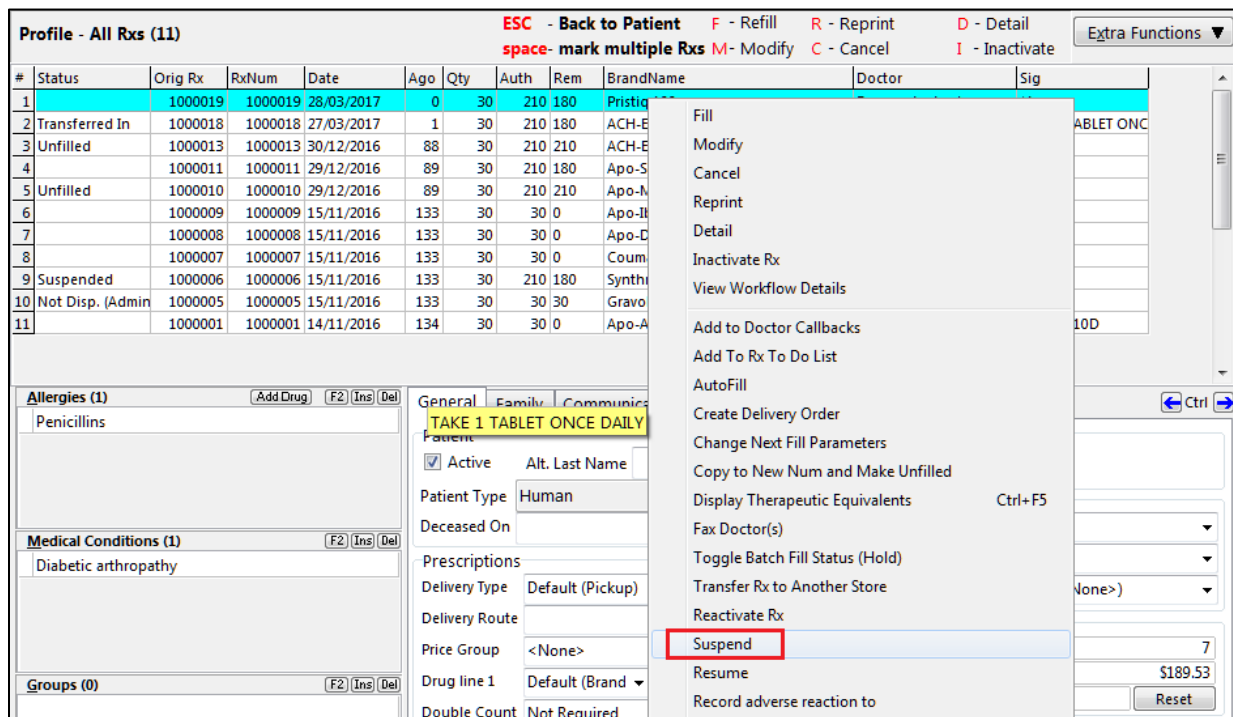
3. Click **OK** or press **Enter** on the keyboard to execute the hold.
4. The Order now has a Suspended Status.

**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

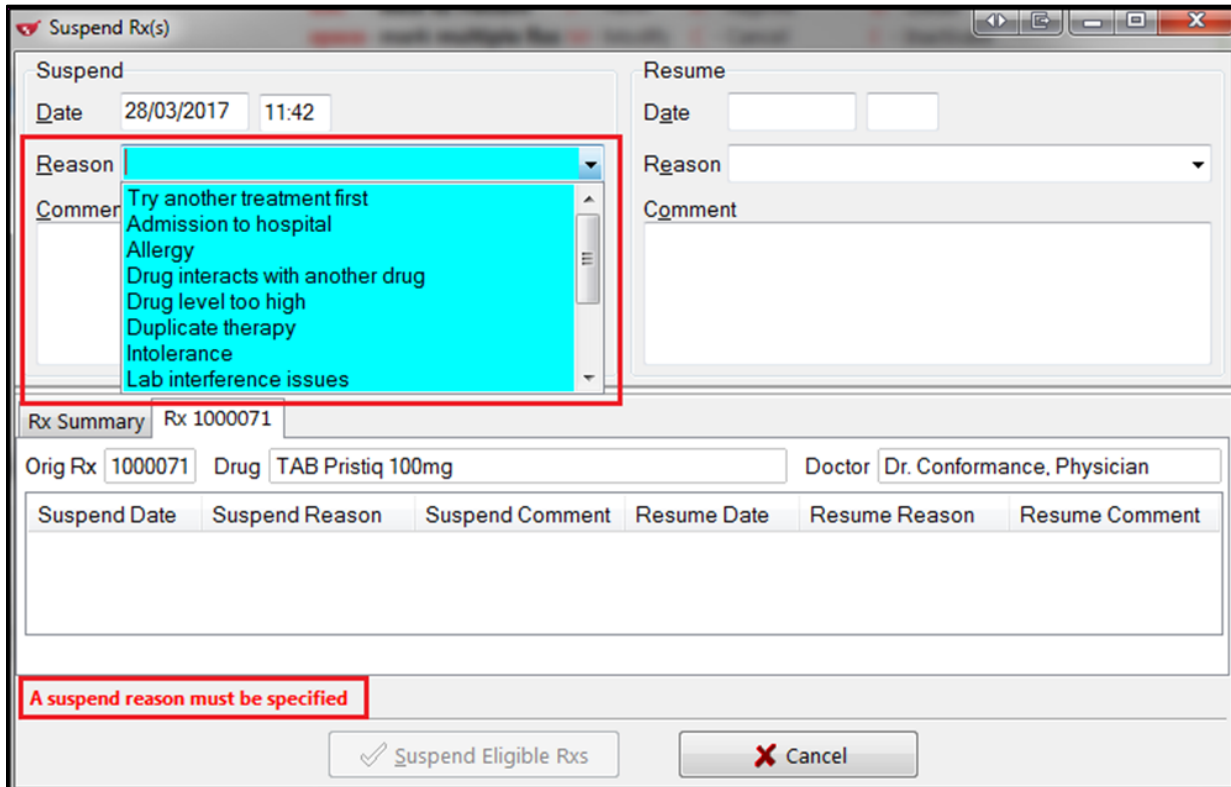
An Rx that was created or dispensed locally has to be put on hold locally. If an attempt is made to hold a local Rx on the Network, an error message will be displayed.

1. From the local patient profile, highlight the Rx to suspend and select **Extra Functions > Suspend**.



The screenshot displays the 'Profile - All Rxs (11)' window. At the top, there are navigation options: ESC - Back to Patient, F - Refill, R - Reprint, D - Detail, space- mark multiple Rxs, M - Modify, C - Cancel, and I - Inactivate. An 'Extra Functions' dropdown menu is open, showing various actions. The 'Suspend' option is highlighted with a red box. The background shows a table of prescriptions with columns for #, Status, Orig Rx, RxNum, Date, Ago, Qty, Auth, Rem, BrandName, Doctor, and Sig. The first row is highlighted in blue. Below the table, there are sections for Allergies (1) with 'Penicillins', Medical Conditions (1) with 'Diabetic arthropathy', and Groups (0). A 'General' tab is active, showing 'TAKE 1 TABLET ONCE DAILY' and other patient information like 'Active', 'Patient Type: Human', and 'Deceased On'. The 'Prescriptions' section shows 'Delivery Type: Default (Pickup)', 'Delivery Route', 'Price Group: <None>', 'Drug line 1: Default (Brand)', and 'Double Count: Not Required'. A price of '\$189.53' is visible at the bottom right.

- The **Suspend Rx(s)** window appears. A **Reason** code must be entered.



**Suspend Rx(s)**

Suspend  
Date: 28/03/2017 11:42

Reason: [Dropdown menu open with options: Try another treatment first, Admission to hospital, Allergy, Drug interacts with another drug, Drug level too high, Duplicate therapy, Intolerance, Lab interference issues]

Resume  
Date: [ ] [ ]  
Reason: [ ]  
Comment: [ ]

Rx Summary Rx 1000071

Orig Rx: 1000071 Drug: TAB Pristiq 100mg Doctor: Dr. Conformance, Physician

Suspend Date	Suspend Reason	Suspend Comment	Resume Date	Resume Reason	Resume Comment

**A suspend reason must be specified**

[Suspend Eligible Rxs] [Cancel]

- Optionally, enter a resume date and reason for when the hold ends (leaving these fields blank means that the hold is indefinite).
- Click **Suspend Eligible Rxs** to send to the Network.
- In the local and Network Profile, the Rx is marked as **'Suspended'**.

**Profile - All Rxs (2)**      ESC - Back to Patient    F - Refill    R - Reprint    D - Detail  
space- mark multiple Rxs    M - Modify    C - Cancel    I - Inactivate

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor	Sig
1	Suspended	1000073	1000073	28/06/2017	0	30	60 30		Pristiq 100mg	Conformance, Physician	*1
2		1000067	1000069	28/06/2017	0	30	180 150		Mylan-Atorvastatin 20mg	Conformance, Physician	*1

28-Jun-2017	Suspended	CONFORMANCE, PHYSICIAN	3531	28-Jun-2017
30 PRISTIQ 100 MG SWALLOW, ORAL			02321106 WYE	Yes
TAKE 1 TABLET ONCE DAILY			✓ 60	30

## 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:

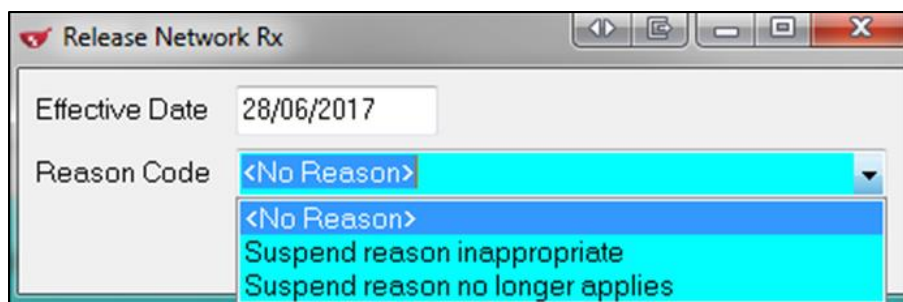
- a. Suspended Network Rx not assigned to the Local pharmacy
- b. Suspended Network Rx assigned to Local pharmacy

## Release (Resume) Suspended Network Rx

1. To release a prescription that is on hold, highlight the suspended Rx from the **(Network) Patient Profile** >right click and select **Release (Resume) Rx**.

28-Jun-2017	<b>Suspended</b>	90 APO-OMEPRAZOLE 20 MG SWAL TAKE 1 CAPSULE ONCE A DAY	02245058	APX	3532	28-Jun-2017	No	990	900
26-Jun-2017	Active	90 TEVA-ESCITALOPRAM 10 MG SW TAKE 1 TABLET ONCE DAILY	02318180	TEV	3513	26-Jun-2017	Yes	540	450
26-Jun-2017	Active	30 APO-PANTOPRAZOLE 20 MG SW TAKE 1 TABLET ONCE DAILY	02292912	APX	3507	24-May-2017	No	180	120
Unfilled	Active	SANDOZ CITALOPRAM 20 MG SW TAKE 1 TABLET ONCE DAILY	02248170	SDZ	3506	26-Jun-2017	No	77	77

2. The **Release Network Rx** form will appear.



- 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**.
- The Rx has a status of **Active**.

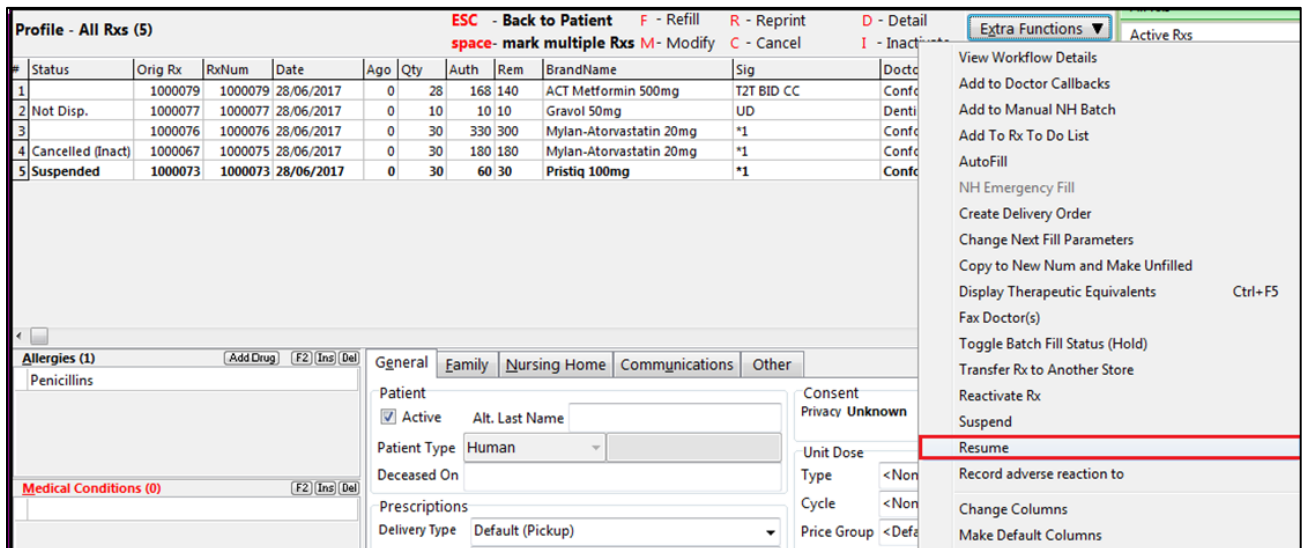
28-Jun-2017	Active	CONFORMANCE, PHYSICIAN	3532	28-Jun-2017
90 APO-OMEPRAZOLE 20 MG SWALLOW, ORAL	02245058	APX	No	
TAKE 1 CAPSULE ONCE A DAY		✓	990	900

**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.

- Go to patient profile, highlight Rx and select **Extra Functions > Resume**.

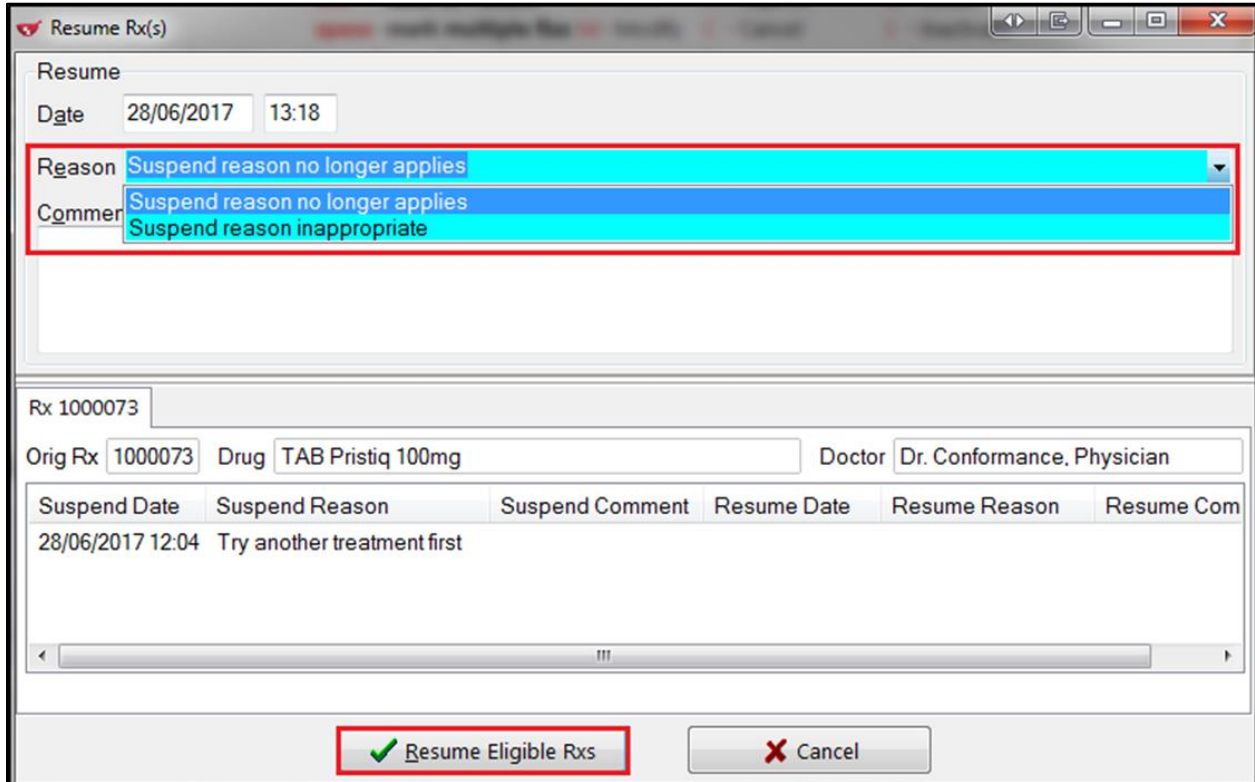


The screenshot shows the 'Profile - All Rxs (5)' window. At the top, there are navigation options: ESC - Back to Patient, F - Refill, R - Reprint, D - Detail, space - mark multiple Rxs, M - Modify, C - Cancel, I - Inact. The 'Extra Functions' dropdown menu is open, showing various actions. The 'Resume' option is highlighted with a red box. Below the menu, the patient's general information is visible, including 'Patient' status (Active), 'Patient Type' (Human), and 'Delivery Type' (Default (Pickup)).

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Sig	Doctc
1		1000079	1000079	28/06/2017	0	28	168	140	ACT Metformin 500mg	T2T BID CC	Conf
2	Not Disp.	1000077	1000077	28/06/2017	0	10	10	10	Gravol 50mg	UD	Denti
3		1000076	1000076	28/06/2017	0	30	330	300	Mylan-Atorvastatin 20mg	*1	Conf
4	Cancelled (Inact)	1000067	1000075	28/06/2017	0	30	180	180	Mylan-Atorvastatin 20mg	*1	Conf
5	Suspended	1000073	1000073	28/06/2017	0	30	60	30	Pristiq 100mg	*1	Conf



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



- The local Rx and associated Network Rx have a status of Active.

**Profile - All Rxs (5)**      **ESC - Back to Patient**    **F - Refill**    **R - Reprint**    **D - Detail**  
**space- mark multiple Rxs**    **M - Modify**    **C - Cancel**    **I - Inactivate**

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Sig	Doctor
1		1000079	1000079	28/06/2017	0	28	168	140	ACT Metformin 500mg	T2T BID CC	Conformanc
2	Not Disp.	1000077	1000077	28/06/2017	0	10	10	10	Gravol 50mg	UD	Dentist, Con
3		1000076	1000076	28/06/2017	0	30	330	300	Mylan-Atorvastatin 20mg	*1	Conformanc
4	Cancelled (Inact)	1000067	1000075	28/06/2017	0	30	180	180	Mylan-Atorvastatin 20mg	*1	Conformanc
5		1000073	1000073	28/06/2017	0	30	60	30	Pristiq 100mg	*1	Conformanc

28-Jun-2017	Active	CONFORMANCE, PHYSICIAN	3531	28-Jun-2017
30 PRISTIQ 100 MG SWALLOW, ORAL			02321106 WYE	Yes
TAKE 1 TABLET ONCE DAILY			✓	60 30



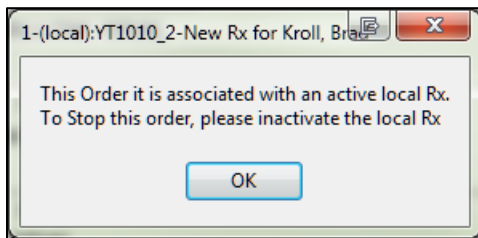
## Stop (Abort) Rx

**Stop (Abort) Rx** is used when you determine that an order should no longer be dispensed and the patient should stop taking the medication. An order may need to be stopped or aborted due to product recalls, therapeutic conflicts, etc. A prescription that has been stopped will have a status of 'Aborted'.

28-Jun-2017	<b>Aborted</b>	CONFORMANCE, PHYSICIAN	3533	28-Jun-2017
30	MYLAN-ATORVASTATIN 20 MG SWALLOW, ORAL	02392941	MYL	Yes
	TAKE 1 TABLET ONCE DAILY		x	330 300

## Hold (Suspend) Network Rx assigned to Local Pharmacy

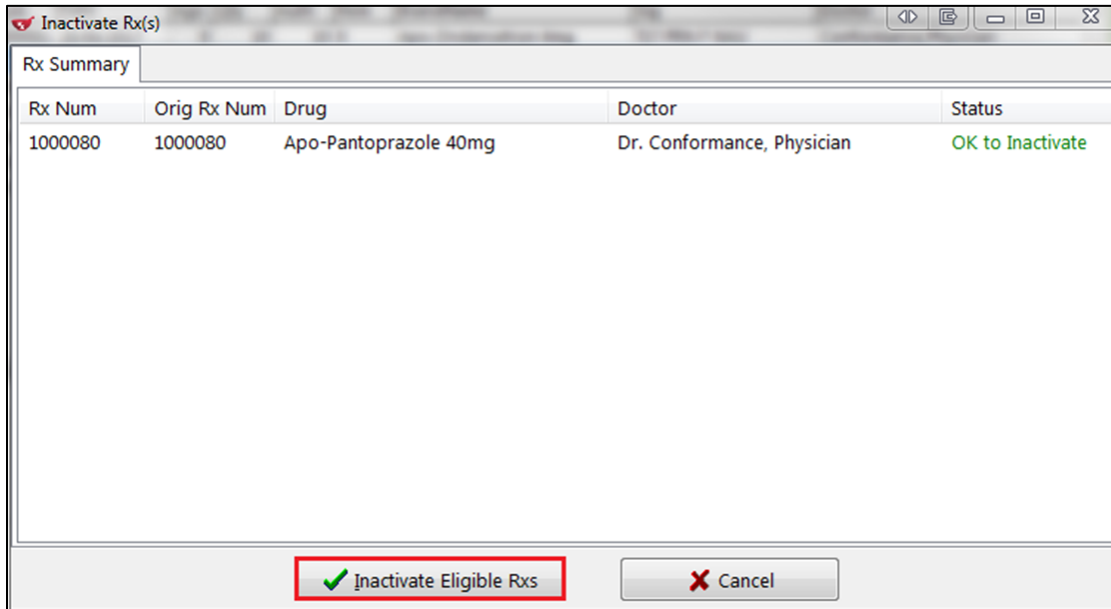
You can only manually stop/abort an order on Yukon DIS, from the **(Network) Patient Profile** if the Rx belongs to a different pharmacy. If you attempt to stop a local Order, a message is presented, 'This order is associated with an Active Local Rx. To Stop this order, please inactivate the local Rx.'



1. On the Local Rx, right click or from Extra Functions choose **Inactivate Rx**

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Sig	Doctor
1	Transferred In	1000081	1000081	28/06/2017	0	10	10 0		Apo-Ondansetron 4mg	T1T PRN F NAU	Conformance, Physician
2		1000080	1000080	28/06/2017	0	30	330 300		Apo-Pant...		Conformance, Physician
3		1000079	1000079	28/06/2017	0	28	168 140		ACT Metfr		Conformance, Physician
4	Not Disp.	1000077	1000077	28/06/2017	0	10	10 10		Gravol 50		Conformance, Physician
5	Inact	1000076	1000076	28/06/2017	0	30	330 300		Mylan-At		Conformance, Physician
6	Cancelled (Inact)	1000067	1000075	28/06/2017	0	30	180 180		Mylan-At		Conformance, Physician
7		1000073	1000073	28/06/2017	0	30	60 30		Pristiq 10		Conformance, Physician

2. Inactivate Rx(s) window opens displaying the Rx to inactivate. Choose **Inactivate Eligible Rxs**.

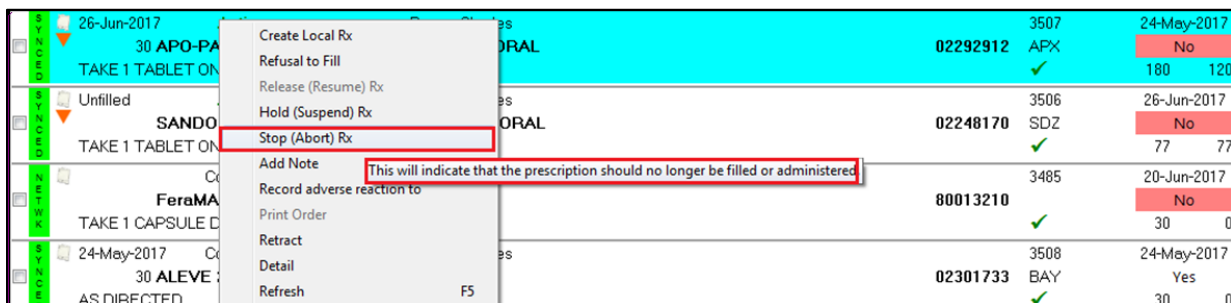


3. On the Network, the Order has a status of Aborted.

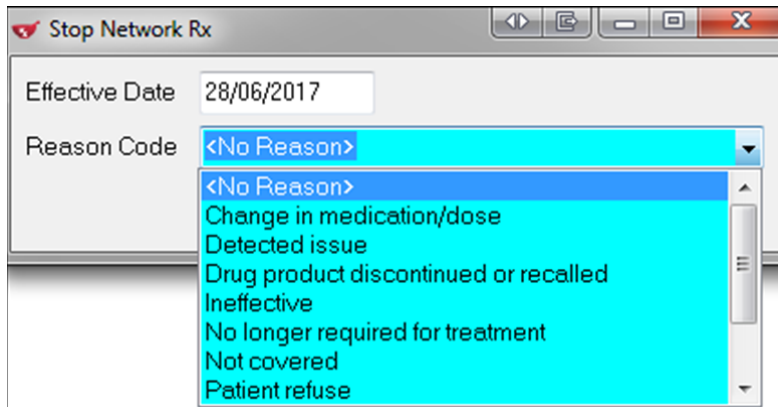
28-Jun-2017	Aborted	CONFORMANCE, PHYSICIAN	3536	28-Jun-2017
30 APO-PANTOPRAZOLE 40 MG SWALLOW, ORAL	02292920	APX	Yes	
TAKE 1 TABLET ONCE DAILY	*	330	300	

## Stop (Abort) Network Rx not assigned to the Local Pharmacy

1. To stop another pharmacy's order, right click the Order and then select **Stop (Abort) Rx**.



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



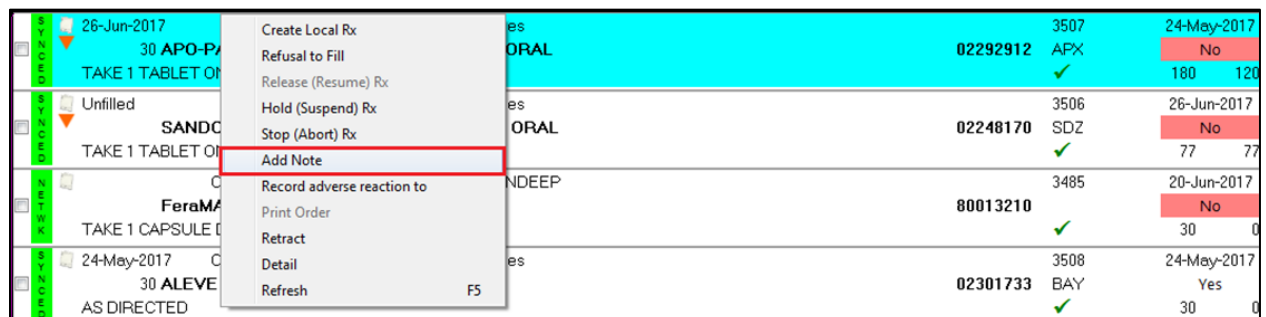
- The **Effective Date** field is the date that the prescription was stopped/aborted.
- From the **Reason Code** field, access the dropdown menu and select the applicable option to explain why the prescription is being aborted.

## Add Note

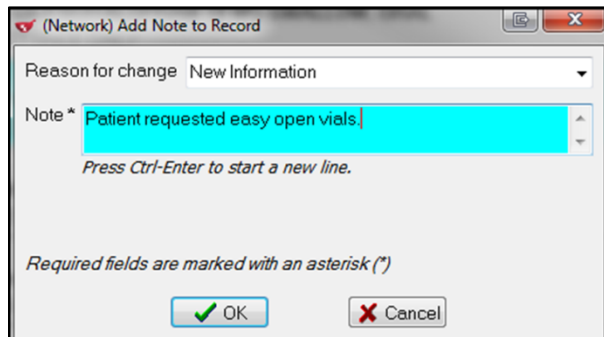
**Add Note** is used to document additional information concerning an order or dispense. Notes are primarily used to document error corrections, information changes, or add new information, but can be used for any reason deemed fit by the provider.

**NOTE:** Once a note is added to a patient’s Yukon DIS profile, it is viewable by any other provider accessing this same patient profile.

1. To add a note to an order, highlight the Rx from the **(Network) Patient Profile** and select **Add Note**.



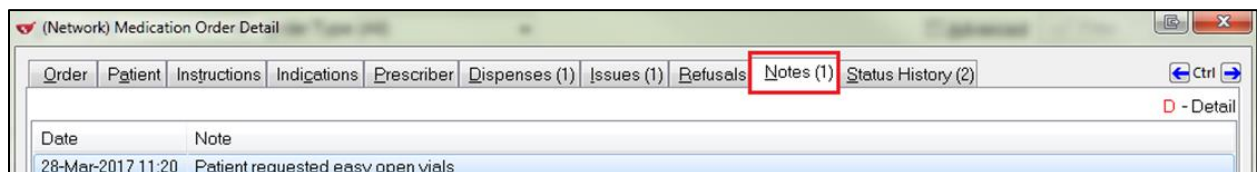
- This will call up the **(Network) Add Note to Record** screen. Enter an optional **Reason for change** and a mandatory Note. Click Ok.



- On the Prescription Summary window, the Order has a blue triangle to indicate there is a note on the Order.

26-Jun-2017	Active	CONFORMANCE, PHYSICIAN	3507	24-May-2017
<div style="background-color: cyan; padding: 2px;">           90 APO-PANTOPRAZOLE 20 MG SWALLOW, ORAL      02292912    APX      No         </div>				
<div style="background-color: cyan; padding: 2px;">           TAKE 1 TABLET ONCE DAILY      ✓      180    120         </div>				
<div style="background-color: cyan; padding: 2px;">           This record includes notes         </div>				
	Active	CONFORMANCE, PHYSICIAN	3506	26-Jun-2017

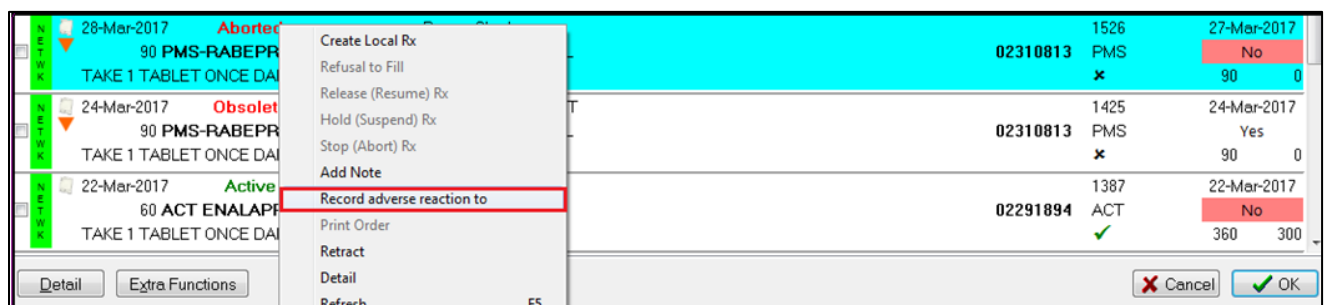
- Detail the Order to view the notes added under the **Notes** tab.



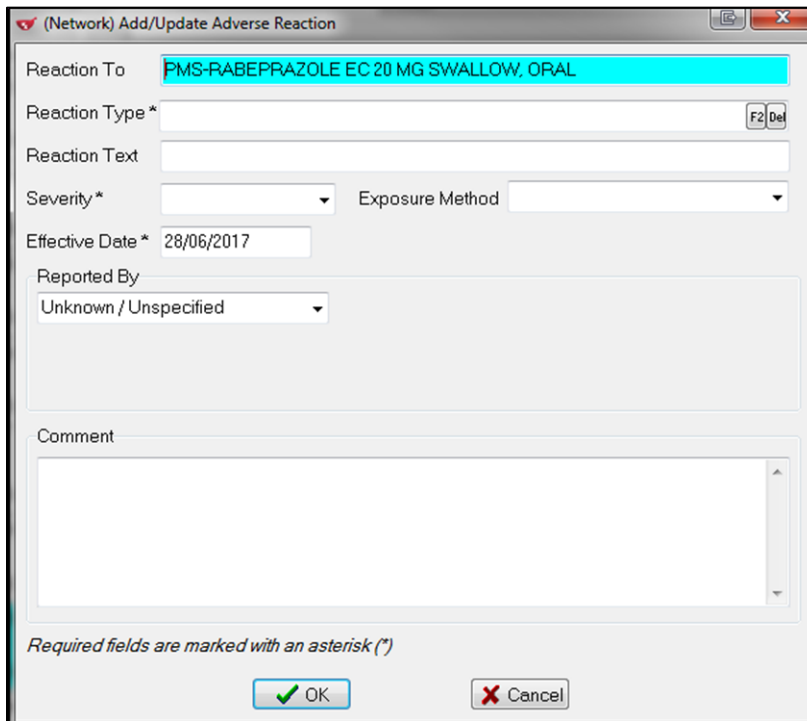
## Record Adverse Reaction

The **Record Adverse Reaction** to function allows you to record and report adverse reactions that a patient may have experienced from a drug.

- To record an adverse reaction on an order, highlight the Rx from the **(Network) Patient Profile** and select **Record adverse reaction to**.



2. This will call up the **(Network) Add/Update Adverse Reaction** screen.



(Network) Add/Update Adverse Reaction

Reaction To: PMS-RABEPRAZOLE EC 20 MG SWALLOW, ORAL

Reaction Type\*  F2 Del

Reaction Text

Severity\*  Exposure Method

Effective Date\* 28/06/2017

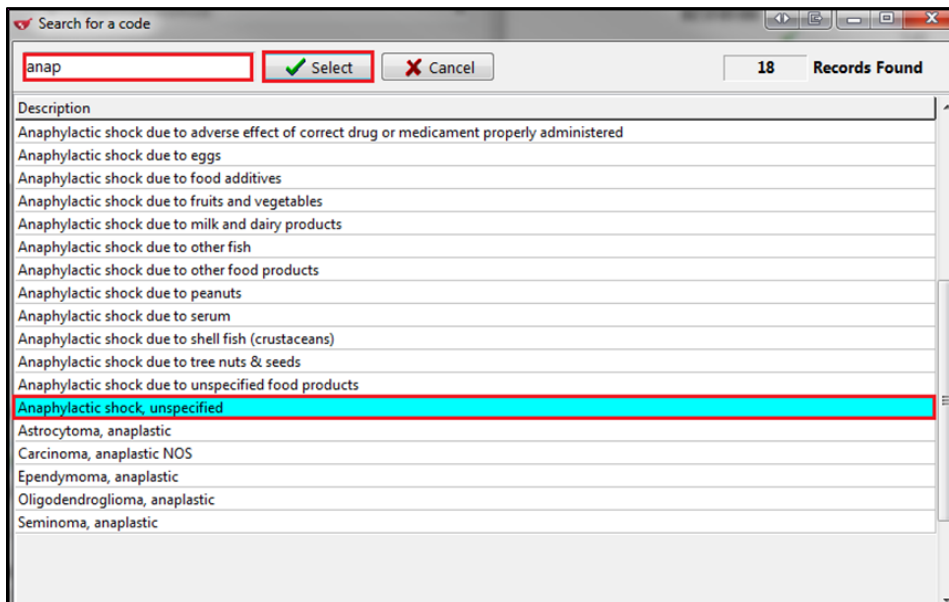
Reported By  
Unknown / Unspecified

Comment

Required fields are marked with an asterisk (\*)

OK Cancel

- The **Reaction To** field will be pre-populated by the order that was selected when the **Record Adverse Reaction To** was invoked.
- Enter the **Reaction Type** by searching an appropriate type and then click **Select**.



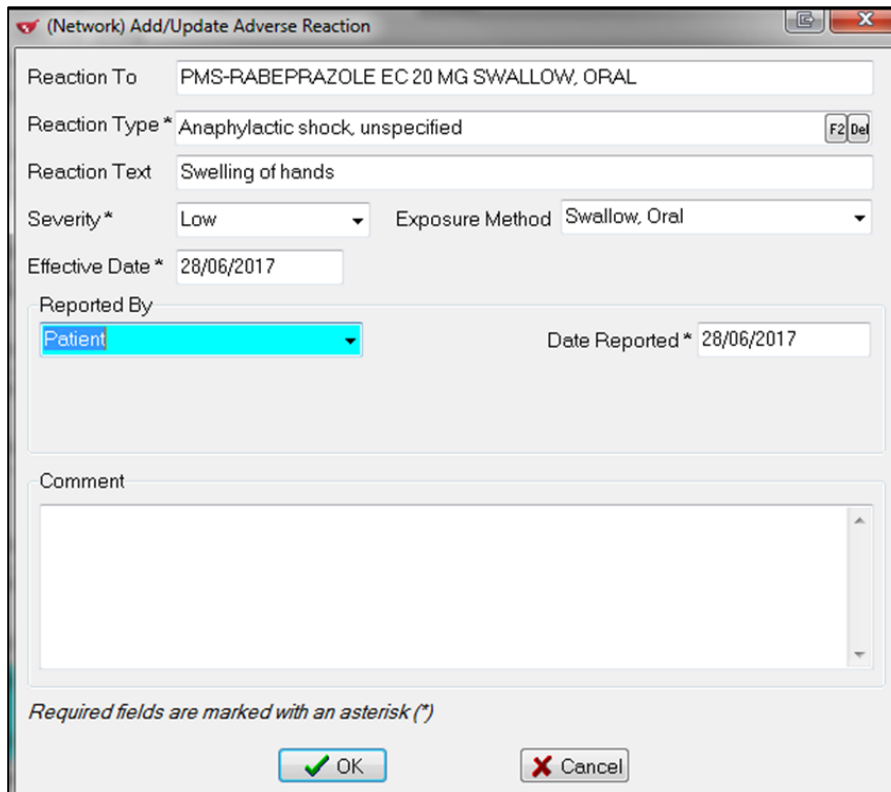
Search for a code

anap

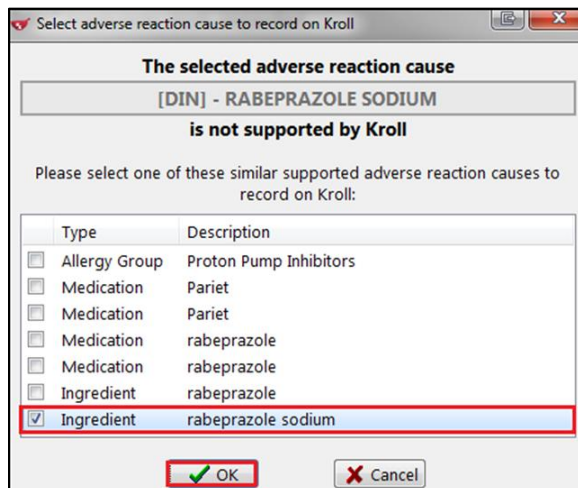
18 Records Found

Description
Anaphylactic shock due to adverse effect of correct drug or medicament properly administered
Anaphylactic shock due to eggs
Anaphylactic shock due to food additives
Anaphylactic shock due to fruits and vegetables
Anaphylactic shock due to milk and dairy products
Anaphylactic shock due to other fish
Anaphylactic shock due to other food products
Anaphylactic shock due to peanuts
Anaphylactic shock due to serum
Anaphylactic shock due to shell fish (crustaceans)
Anaphylactic shock due to tree nuts & seeds
Anaphylactic shock due to unspecified food products
<b>Anaphylactic shock, unspecified</b>
Astrocytoma, anaplastic
Carcinoma, anaplastic NOS
Ependymoma, anaplastic
Oligodendroglioma, anaplastic
Seminoma, anaplastic

- Select **Severity** and complete any other relevant information.



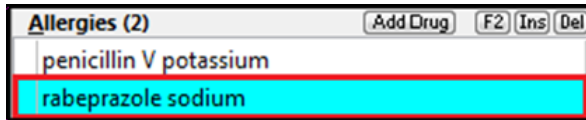
3. Click on OK and the **(Network) Add/Update Adverse Reaction** window opens. Select a type to record on the Network and then OK.



Type	Description
<input type="checkbox"/>	Allergy Group Proton Pump Inhibitors
<input type="checkbox"/>	Medication Pariet
<input type="checkbox"/>	Medication Pariet
<input type="checkbox"/>	Medication rabeprazole
<input type="checkbox"/>	Medication rabeprazole
<input type="checkbox"/>	Ingredient rabeprazole
<input checked="" type="checkbox"/>	Ingredient rabeprazole sodium

**NOTE:** Kroll does not support allergies by DIN for FDB checking. You will be required to select an associated Allergy Group, Medication, or Ingredient.

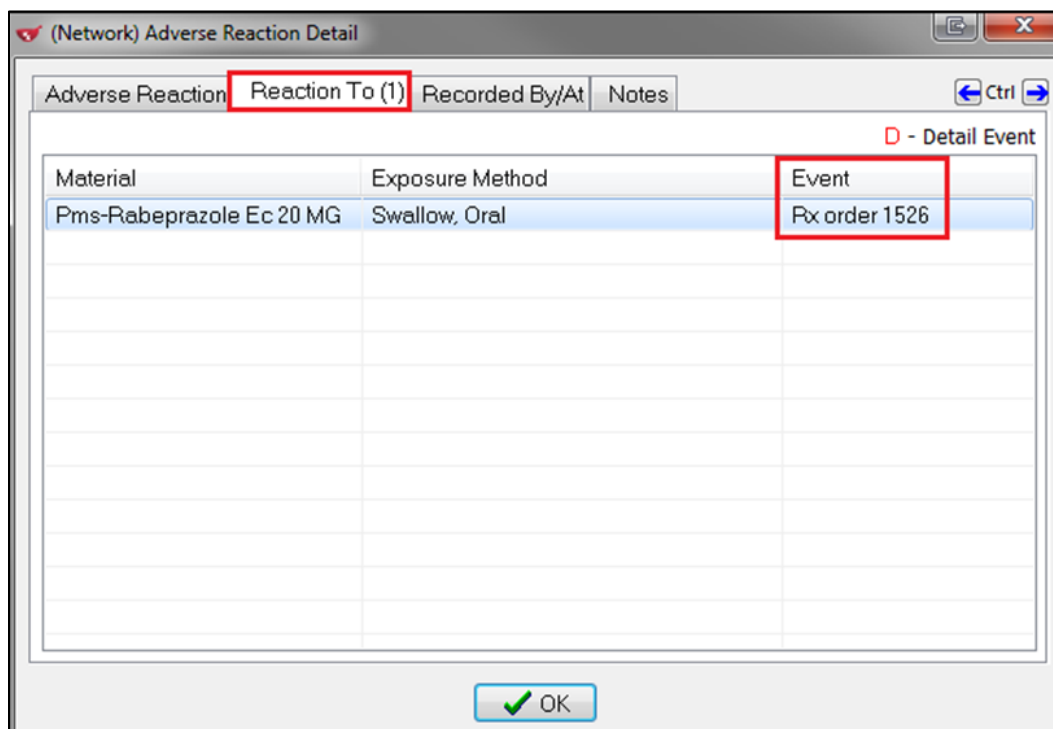
4. Locally, Adverse Reaction is displayed.



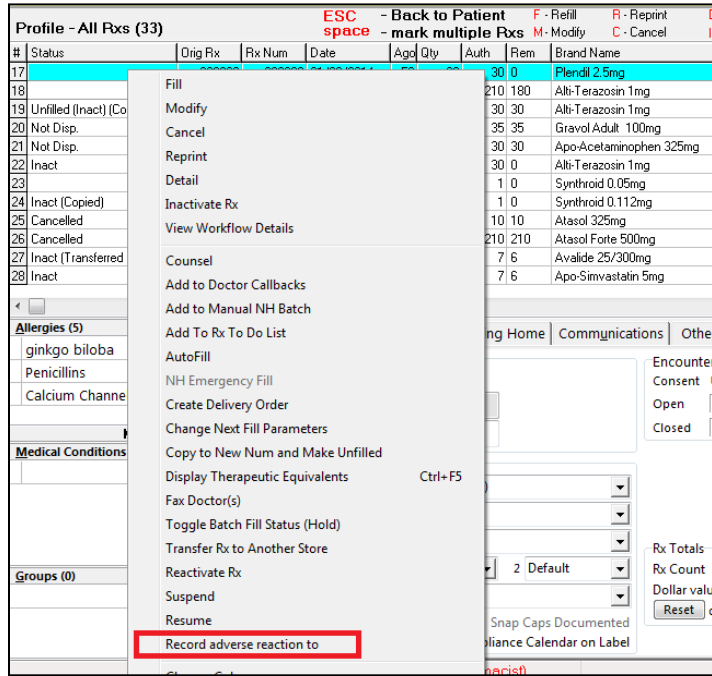
On the Network, the Adverse Reaction is displayed under the Adverse reaction tab



5. Detail the Adverse Reaction and under the Reaction To tab, the Event displays the Rx order that caused the reaction.



Alternately, you may elect to record an adverse reaction on local prescription order. Highlight the Rx from the **(Local) Patient Profile** and select **Extra Functions > Record adverse reaction to**.



## Print Order

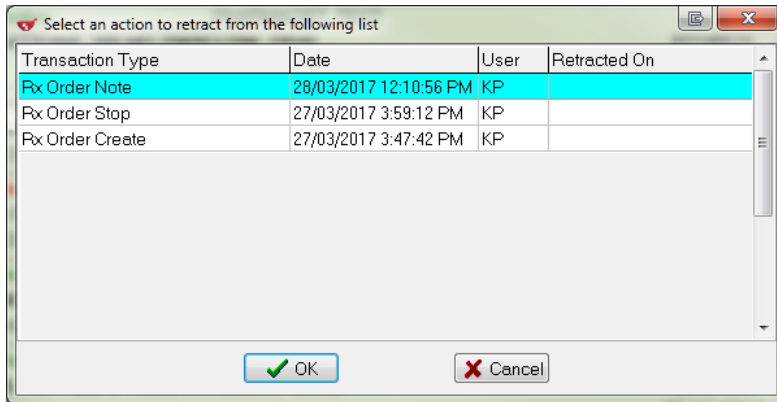
This is not available at this time.

## Retract

The **Retract** function allows you to retract an action that was performed in error on the Yukon DIS Patient Profile.

To manually retract an action made against a prescription, highlight the network Rx entry and select **Retract** from the **Extra Functions** menu. A screen will appear listing all the retractable Network transactions that were made to the prescription. Highlight the **Transaction Type** that needs to be revoked and press **Enter** or click **OK** to perform the retract.





## Refresh (F5)

Refresh (F5) updates the currently viewed screen on the **(Network) Patient Profile**.

## Patient Allergies & Intolerances

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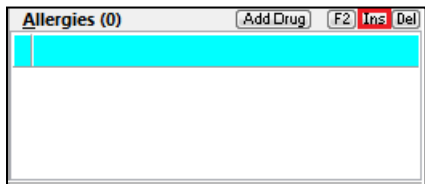
Recording patient allergies and intolerances on Yukon DIS is an integral part of creating a comprehensive **Electronic Health Record (EHR)** for Yukon residents. The availability of this information allows pharmacists and other healthcare professionals to make optimal drug therapy decisions.

With the integration of Yukon DIS in Kroll Windows, any allergy or intolerance entered locally will automatically prompt to be sent to Yukon DIS for clinical recording. You may select **First Data Bank (FDB) Medication** codes or **Ingredient** codes. **Allergy Group** codes are **NOT** accepted by Yukon DIS and will prompt you to select the appropriate accepted DIN type.

### Adding a Patient Allergy/Intolerance

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

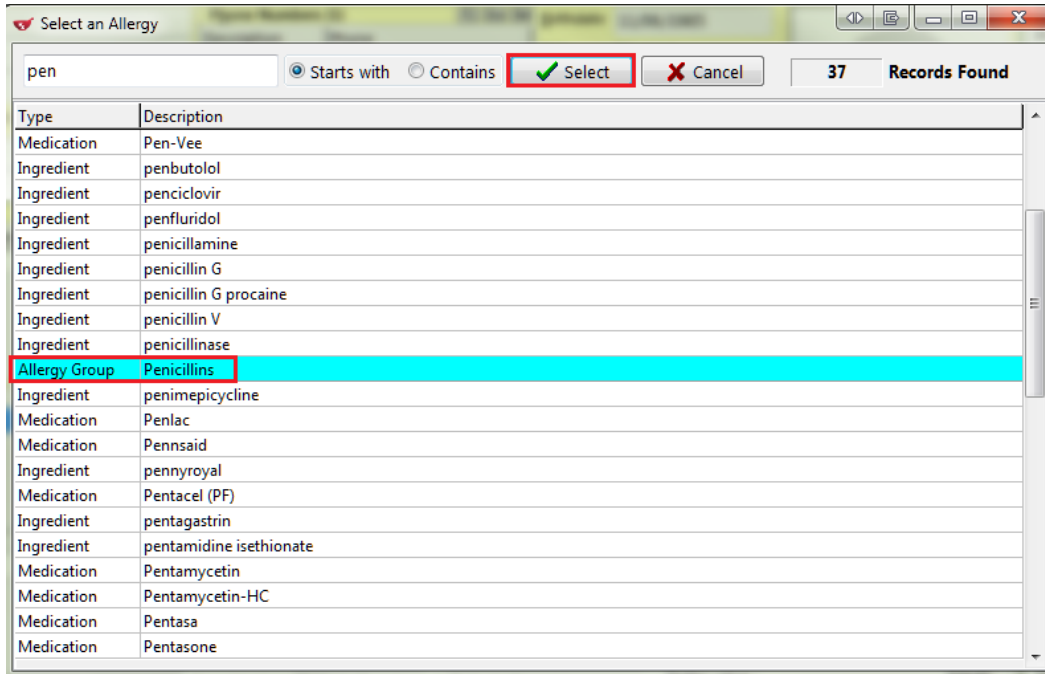
1. Bring up the patient card using the **F3 - Patient** search.
2. From the **Allergies** section of the patient card, click **Ins**, press **Insert** on the keyboard, or start typing the allergy information; to call up the **Select an Allergy** window.



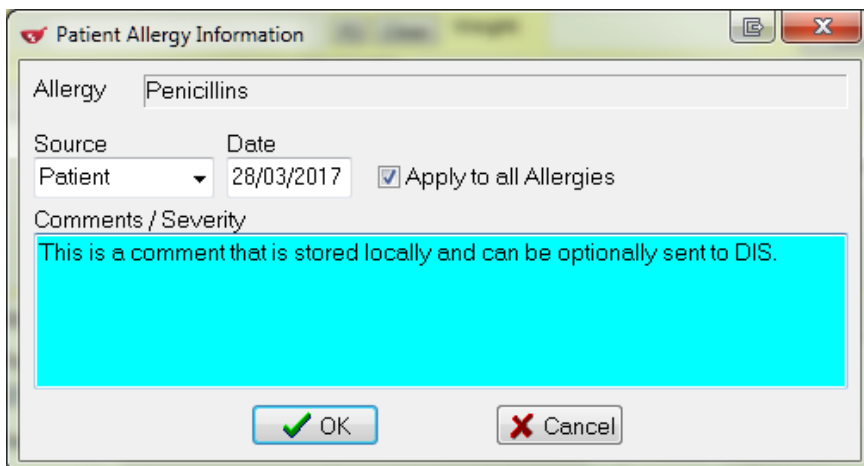
3. Search for an allergy/intolerance from the **Select an Allergy** window and click **Search** or press **Enter** on the keyboard to obtain search results (e.g. Type “sulf” to search for a Sulfonamide allergy/intolerance).

**NOTE:** Options are available to search the criteria entered by ‘**Starts With**’ or ‘**Contains**’.

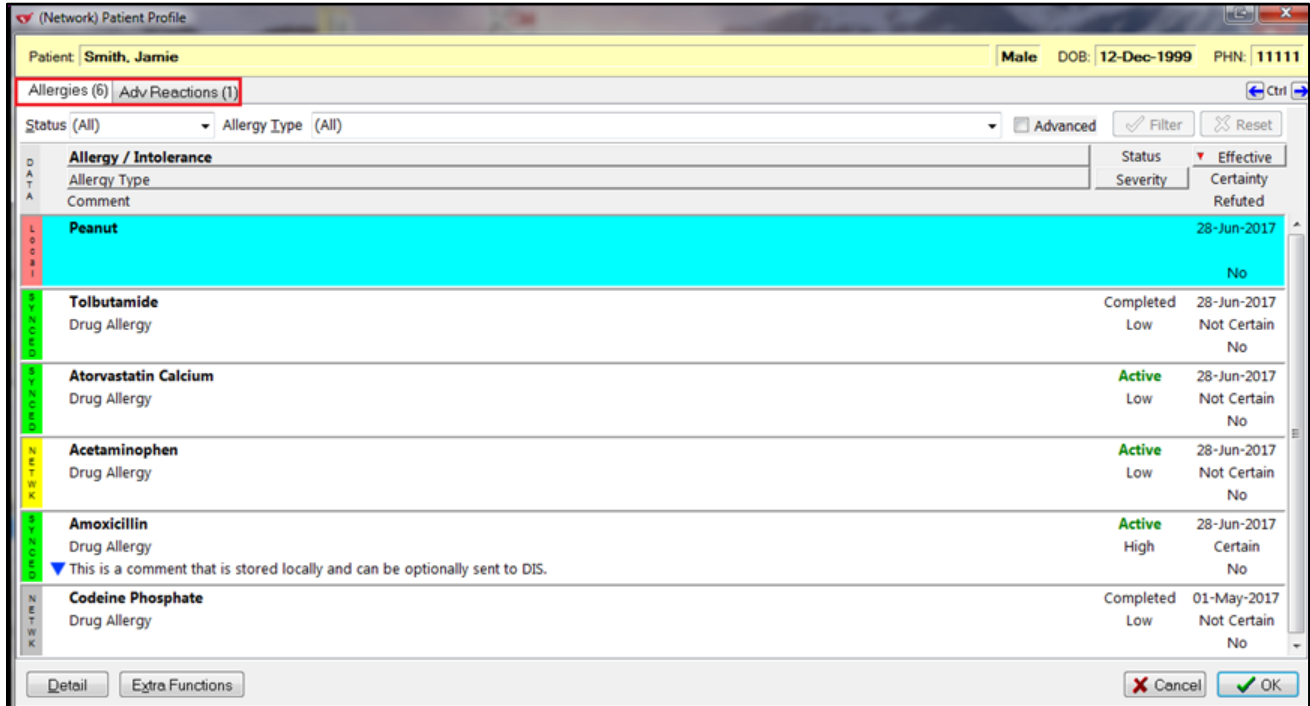
4. Select the Allergy Group by highlighting the entry and pressing **Enter** on the keyboard or clicking **Select**. This will bring up the **Patient Allergy Information** form.



5. From the **Patient Allergy Information** form, verify the **Source**, **Date**, and **Apply to all Allergies** options. Enter an optional comment regarding the nature and severity of the allergy/intolerance. Click **OK** or press **Enter** on the keyboard to continue.



- Kroll will automatically establish a connection with Yukon DIS and the **(Network) Patient Profile** will display allergy and intolerances.



**NOTE:** The colored data bars on the left side of each allergy/intolerance entry provide information on whether local records match Yukon DIS records.

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



**Yellow (Network):** A yellow 'Network' data bar indicates that the allergy/intolerance entry exists on Yukon DIS only, but is not synchronized with a local allergy record.



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

Synced	Atorvastatin Calcium	Active	28-Jun-2017
	Drug Allergy	Low	Not Certain
			No

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

Network	Codeine Phosphate	Completed	01-May-2017
	Drug Allergy	Low	Not Certain
			No

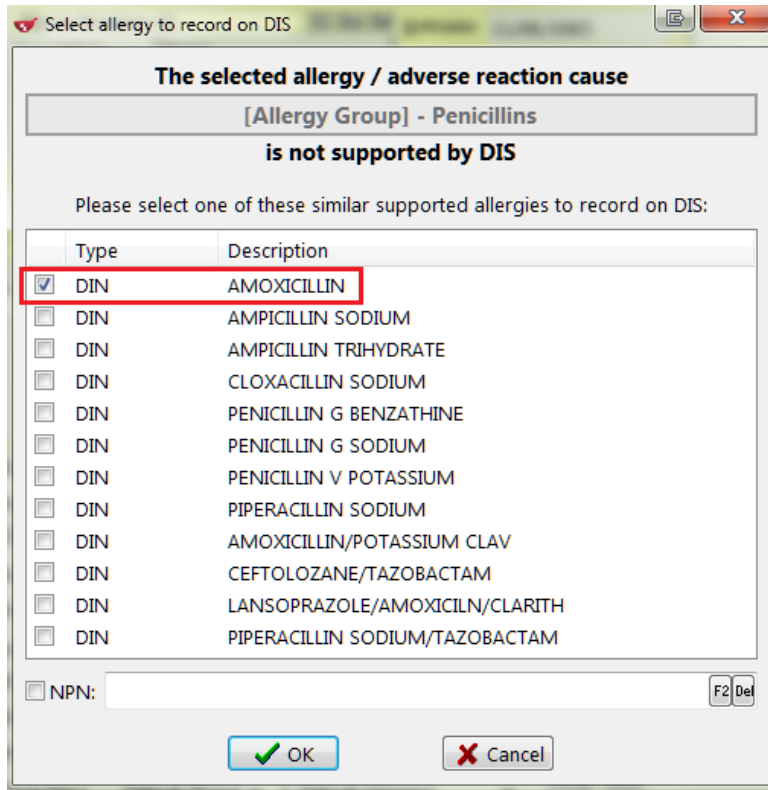
**Muted Gray:** The whole entry is a muted gray indicates the record has been refuted.

Muted Gray	Atorvastatin Calcium	Completed	28-Jun-2017
	Drug Allergy	Low	Not Certain
			Yes

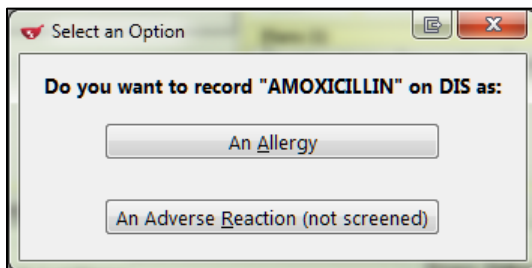
7. Click **OK** or press **Enter** on the keyboard to continue.



8. Select the appropriate matching **DIN/Drug** or **NPN** and then click **OK**.



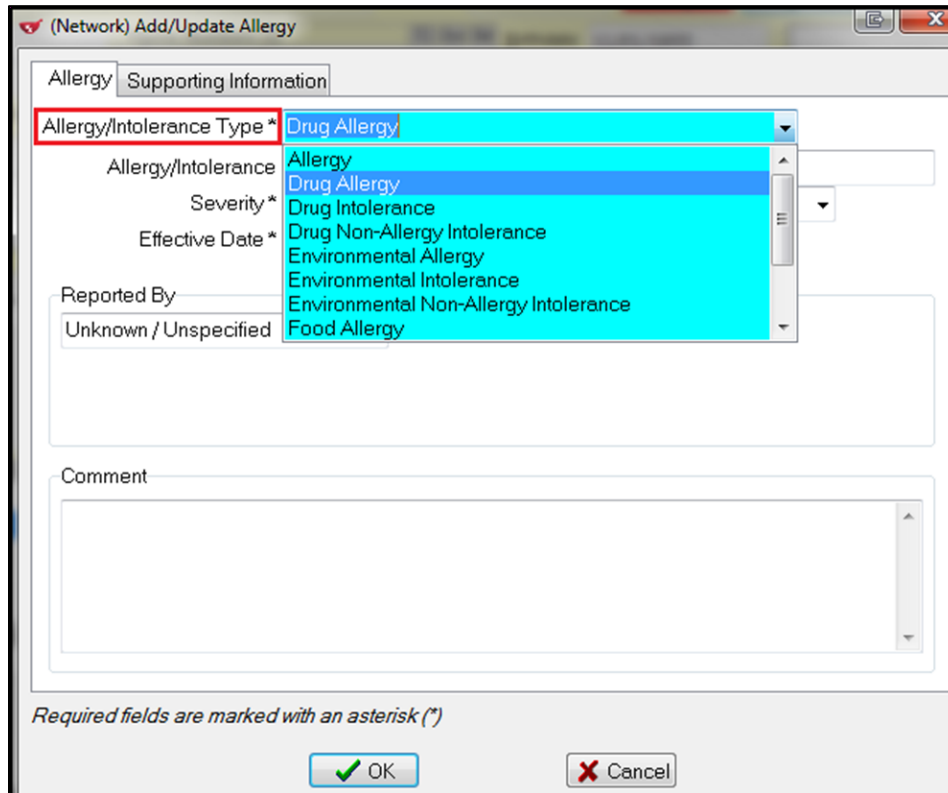
9. Select whether it is An Allergy or An Adverse Reaction (not screened).



**NOTE:** Adverse reactions are not screened against drugs, allergies, conditions, etc. to provide warnings during prescription filling.

10. Once the option to send an allergy to DIS is selected, the **(Network) Add/Update Allergy** form will appear.

- Select an **Allergy/Intolerance Type** from the list.



(Network) Add/Update Allergy

Allergy Supporting Information

Allergy/Intolerance Type \* Drug Allergy

Allergy/Intolerance Allergy

Severity \* Drug Allergy

Effective Date \* Drug Intolerance

Reported By Drug Non-Allergy Intolerance

Unknown / Unspecified Environmental Allergy

Environmental Intolerance

Environmental Non-Allergy Intolerance

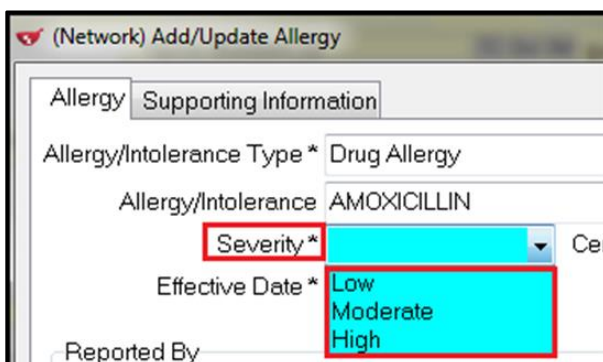
Food Allergy

Comment

Required fields are marked with an asterisk (\*)

OK Cancel

- Identify the **Severity** of the indicated allergy as **High, Low, or Moderate**. A selection must be made in this field.



(Network) Add/Update Allergy

Allergy Supporting Information

Allergy/Intolerance Type \* Drug Allergy

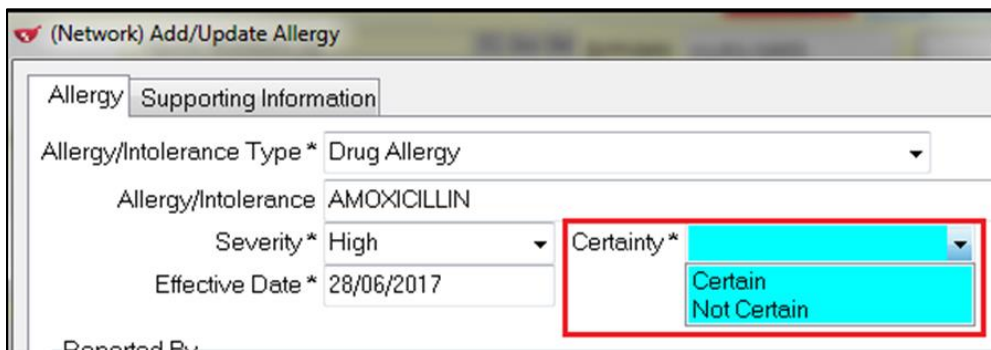
Allergy/Intolerance AMOXICILLIN

Severity \* Low

Effective Date \* Moderate

Reported By High

- Identify the **Certainty** of the indicated allergy as **Certain** or **Not Certain**.



(Network) Add/Update Allergy

Allergy Supporting Information

Allergy/Intolerance Type \* Drug Allergy

Allergy/Intolerance AMOXICILLIN

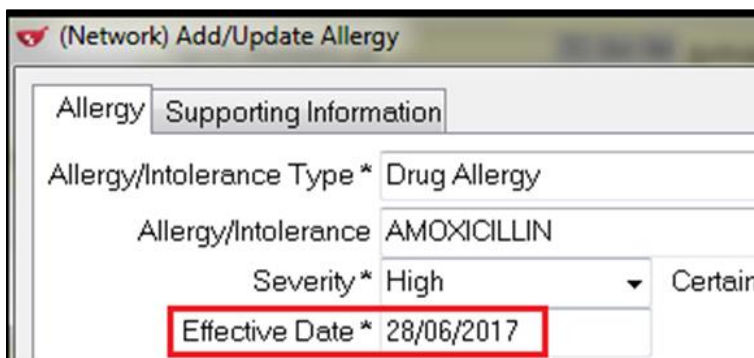
Severity \* High

Effective Date \* 28/06/2017

Reported By

Certainty \*  
Certain  
Not Certain

- The **Effective Date** is the date that the allergy was acknowledged by the patient. The date is defaulted to the current date.



(Network) Add/Update Allergy

Allergy Supporting Information

Allergy/Intolerance Type \* Drug Allergy

Allergy/Intolerance AMOXICILLIN

Severity \* High

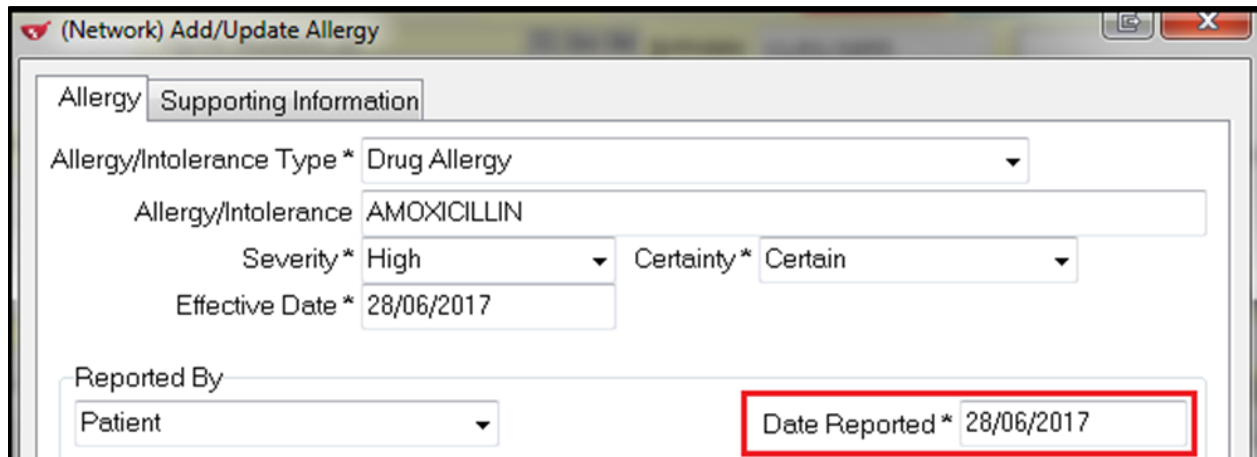
Effective Date \* 28/06/2017

Certain



11. Complete the **Reported By** section (optional).

- **Date Reported:** The date that the pharmacy was made aware of the patient allergy.



(Network) Add/Update Allergy

Allegory Supporting Information

Allergy/Intolerance Type \* Drug Allergy

Allergy/Intolerance AMOXICILLIN

Severity \* High Certainty \* Certain

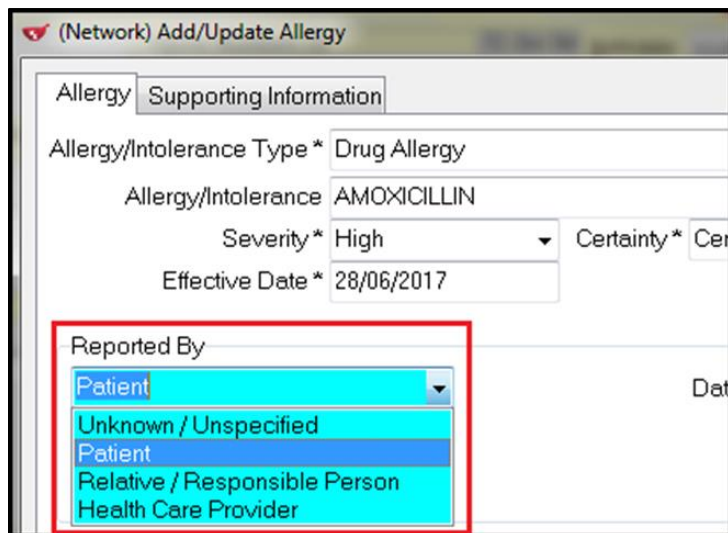
Effective Date \* 28/06/2017

Reported By

Patient

Date Reported \* 28/06/2017

- **Reported By:** Select from Patient, Relative/ Responsible Person, or Health Care Provider.



(Network) Add/Update Allergy

Allegory Supporting Information

Allergy/Intolerance Type \* Drug Allergy

Allergy/Intolerance AMOXICILLIN

Severity \* High Certainty \* Cer

Effective Date \* 28/06/2017

Reported By

Patient

Unknown / Unspecified

Patient

Relative / Responsible Person

Health Care Provider

- When the allergy is reported by the **Patient**, the **Date Reported** field is required.



Reported By

Patient

Date Reported \* 28/06/2017

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

Reported By		Date Reported *	28/06/2017
Relative / Responsible Person		F2 - Select existing patient	
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 #) can be entered.

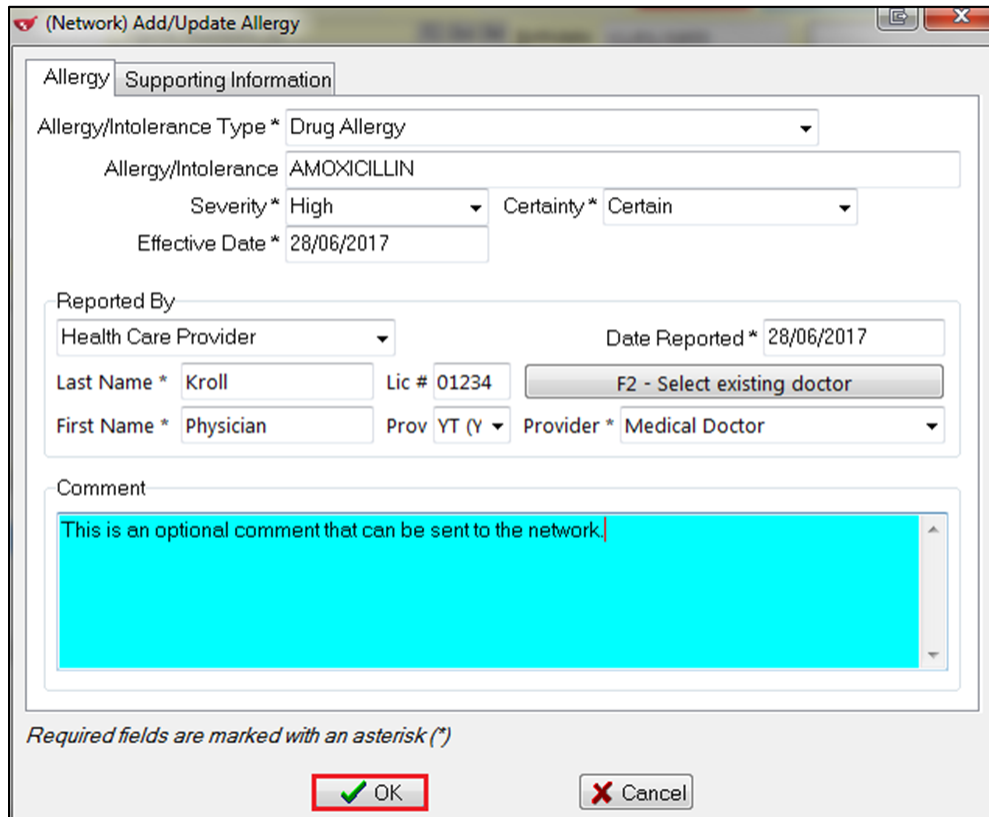
Reported By		Date Reported *	28/06/2017
Health Care Provider		F2 - Select existing doctor	
Last Name *	Kroll	Lic #	01234
First Name *	Physician	Prov	YT (Y)
		Provider *	Medical Doctor

- Enter an optional **Comment** regarding the nature and severity of the allergy.

Comment
This is an Optional comment that can be sent to the Network.

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

- Press **Enter** on the keyboard or click **OK** to save changes made to the **CeRx Allergy Form**. This will save changes to the **CeRx Allergy Form** and record the allergy or adverse reaction on **DIS**.



**(Network) Add/Update Allergy**

Allergy Supporting Information

Allergy/Intolerance Type \* Drug Allergy

Allergy/Intolerance AMOXICILLIN

Severity \* High Certainty \* Certain

Effective Date \* 28/06/2017

Reported By

Health Care Provider Date Reported \* 28/06/2017

Last Name \* Kroll Lic # 01234 F2 - Select existing doctor

First Name \* Physician Prov YT (Y) Provider \* Medical Doctor


Comment

This is an optional comment that can be sent to the network

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

OK Cancel

- On the **(Network) Patient Profile**, the allergy is displayed.



**(Network) Patient Profile**

Patient: **Williams, Emma** Female DOB: 11-Jan-1955 PHN: 6564554874

Profile (3) Allergies (1) Adv Reactions Conditions Services Observations Notes (1)

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

Allergy / Intolerance		Status	Effective
Allergy Type	Severity	Certainty	Refuted
Amoxicillin	High	Active	28-Jun-2017
Drug Allergy	Certain		No

Comment

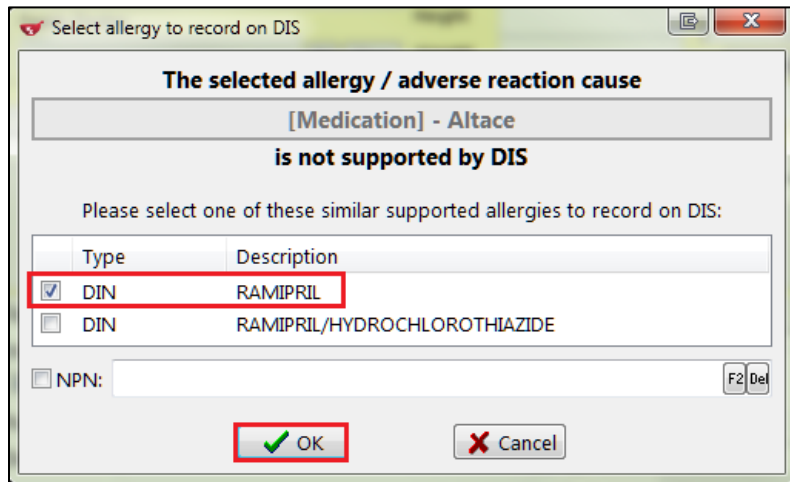
▼ This is an optional comment that can be sent to the network.

Detail Extra Functions Cancel OK

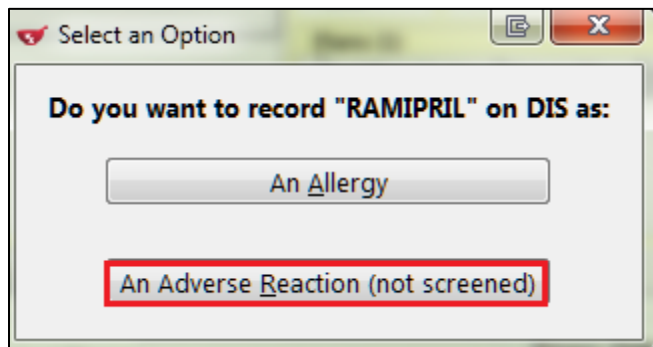
## Adding a Patient Adverse Reaction

An adverse reaction is any unexpected or dangerous reaction to a drug. It is an unwanted effect caused by the administration of a drug. The onset of the adverse reaction may be sudden or develop over time.

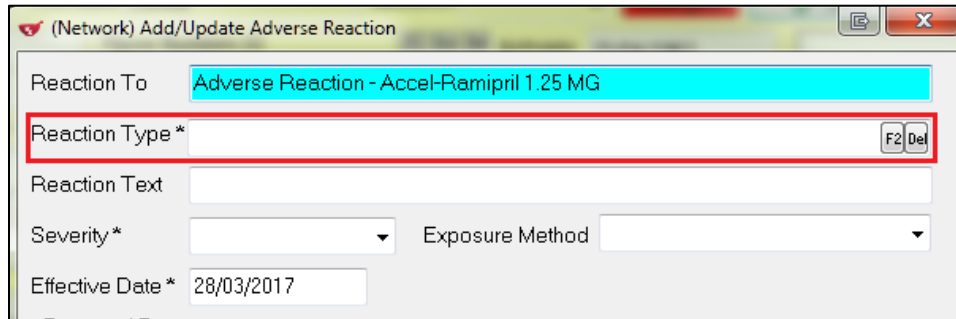
1. For an Adverse reaction, like the Allergies, you must pick a similar support adverse reaction and then choose **OK**.



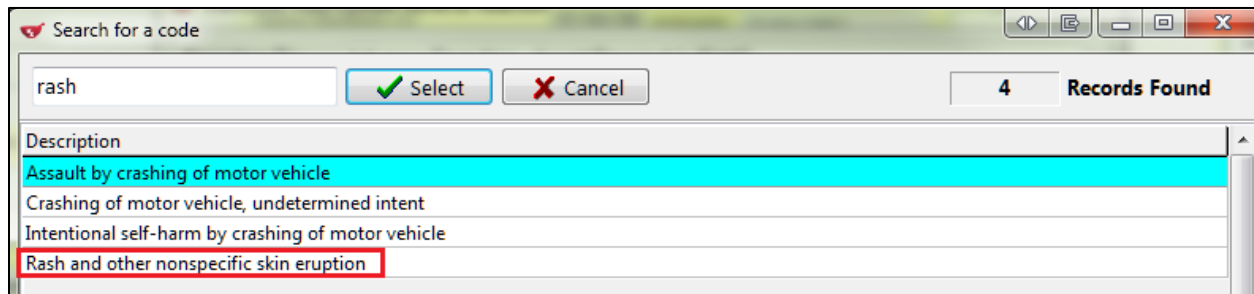
2. Once the option to send 'An Adverse Reaction' to DIS is selected, the adverse reaction form will appear.



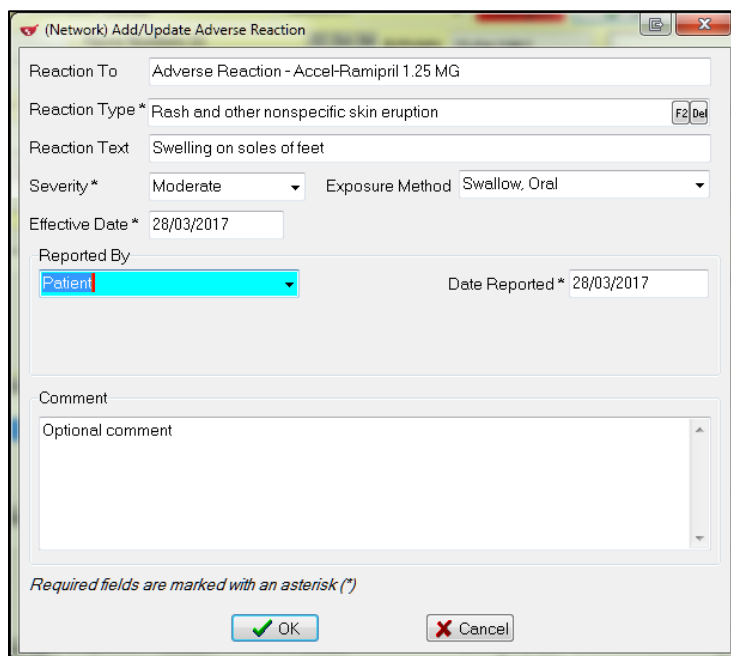
3. Search for a **Reaction Type** by clicking/pressing **F2** on the keyboard. This brings up the form where you can search for a reaction type.



4. Highlight the appropriate reaction type and press **Enter** on the keyboard or click **Select**.



5. Enter the **Reaction Text**, **Severity**, **Exposure Method**, **Effective date**, **Reported by** and optional **Comment**. The choose **OK**.



6. On the Network, the adverse reaction is displayed under Adv Reaction tab.

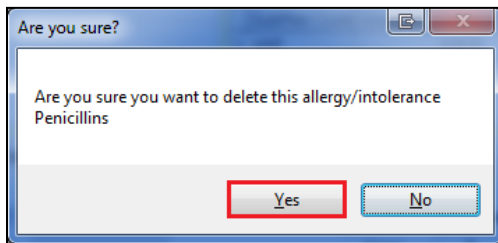
Profile (1) Allergies (1) Adv Reactions (1) Conditions Services Observations Notes		Severity	Effective
D A T A	<b>Reaction To</b>		
	Reaction Type	Description	
	Comment		
S Y N C R E D	<b>Accel-Ramipril 1.25 MG</b>	Moderate	28-Mar-2017
	Rash and other nonspecific skin eruption	Swelling on soles of feet	
	Optional comment		

## Deleting Patient Allergy/Intolerance or Adverse Reaction

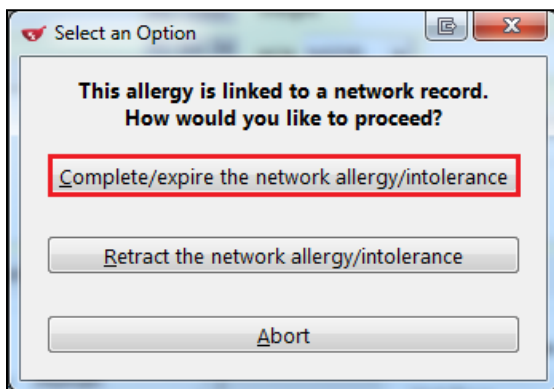
Patient allergies and intolerances can be deleted locally on Kroll. You can decide whether they want to mark the allergy/adverse reaction as completed/ expired on the Network or deleted and removed off the Network.

### Complete/Expire patient allergy/intolerance or adverse reaction

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



4. Click **Complete/expire the network allergy/intolerance**.

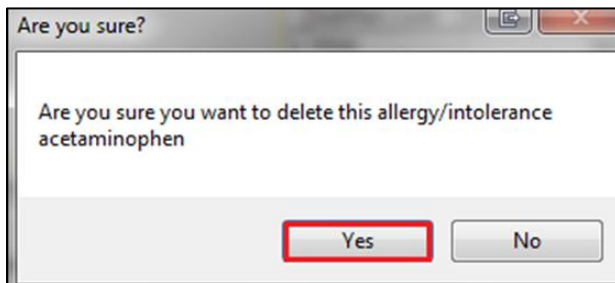


- On the Network, Summary screen show the data bar as **gray** for completed and the Status as **Completed** as well.

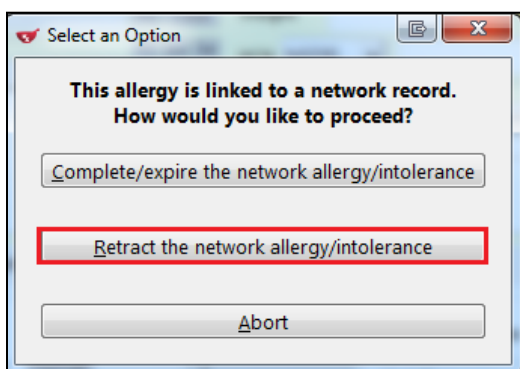
Allergies (1) Adv Reactions (1)		Status (All)		Allergy Type (All)		Advanced	Filter	Reset
Allergy / Intolerance	Status	Effective	Severity	Certainty	Refuted			
Amoxicillin Drug Allergy This is an Optional comment that can be sent to the Network	Completed	28-Jun-2017	Low	Certain	No			

## Delete Allergy/Intolerance or Adverse Reaction

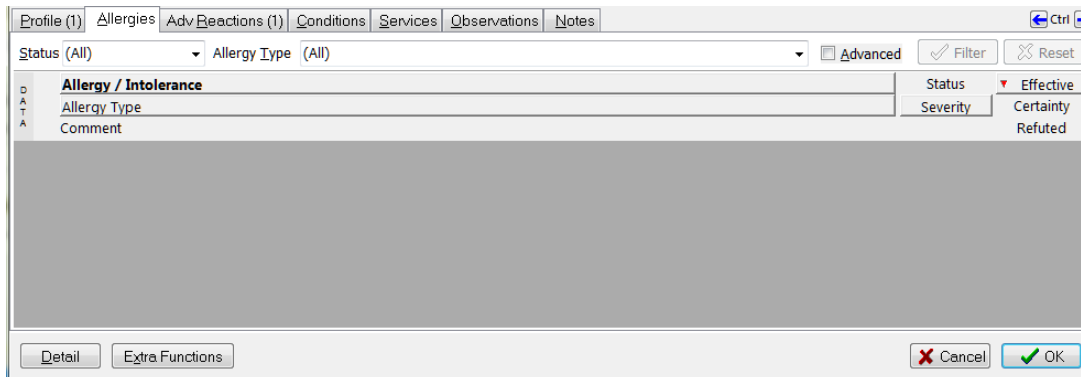
- Search and call up the F3 patient card.
- From the **Allergies** section of the patient card, highlight the allergy/adverse reaction you want to remove and click **Del** or press **Delete** on the keyboard.
- Answer **Yes** to the 'Are you sure you want to delete this allergy/intolerance acetaminophen' prompt.



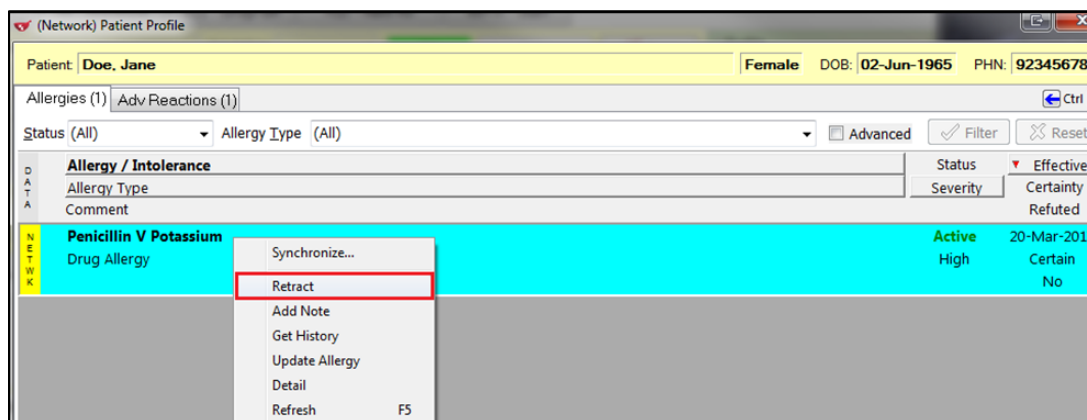
- Click **Retract the network allergy/intolerance**.



5. The allergy will be removed from the local patient record and from the DIS.



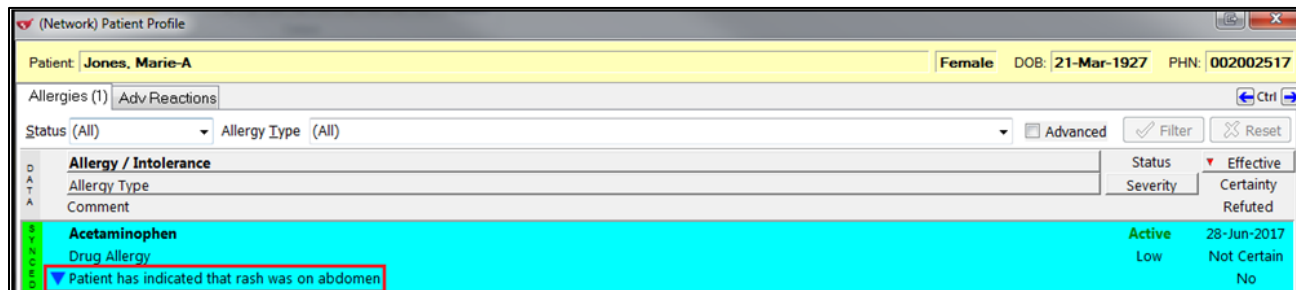
**NOTE:** An allergy can also be retracted from the Network profile. Right-click on the allergy and select **Retract**.



**NOTE:** Once an allergy or adverse reaction have been retracted it cannot be reversed.

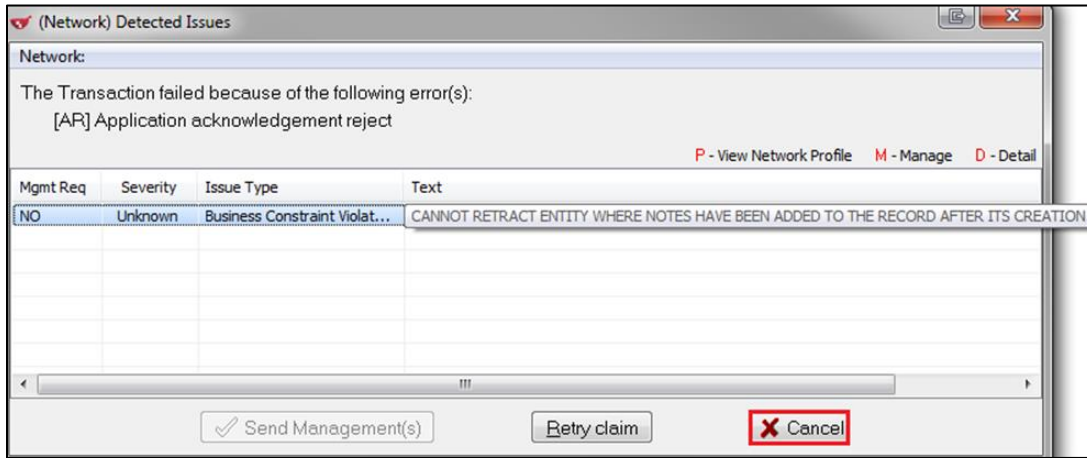
## Retract Allergy/adverse reaction with Notes

There are times when an allergy will have notes that were added after the allergy was initially recorded.

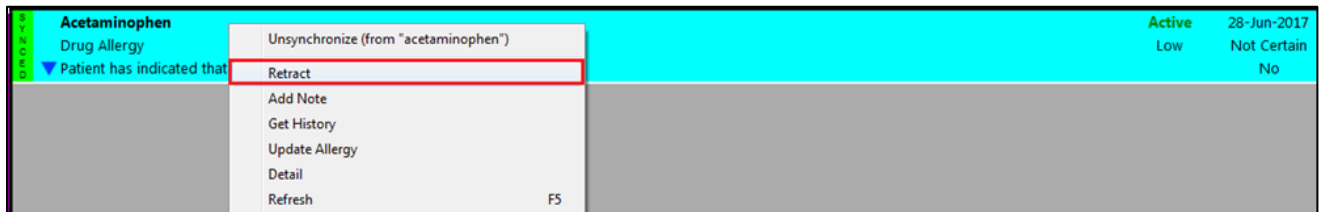




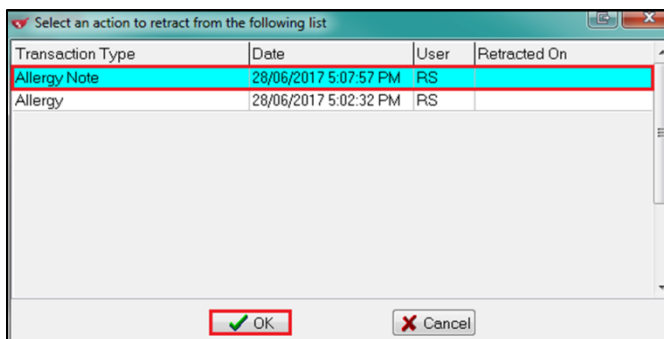
If you attempt to retract the local allergy, you will be stopped. Cancel out of this process.



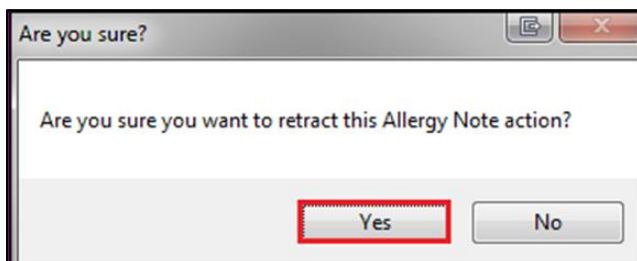
1. From the Network profile, right-click the allergy and select **Retract**.



2. Select to retract the Transaction Type **Allergy Note** and click **OK**.

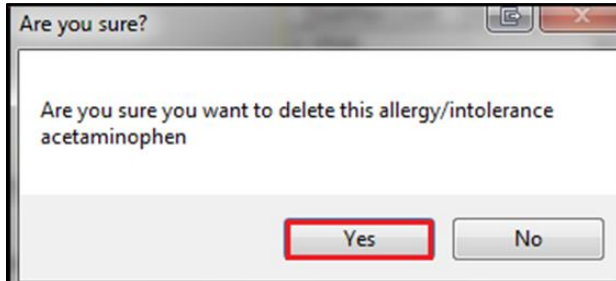


3. Answer **Yes** to Retract the Allergy prompt.

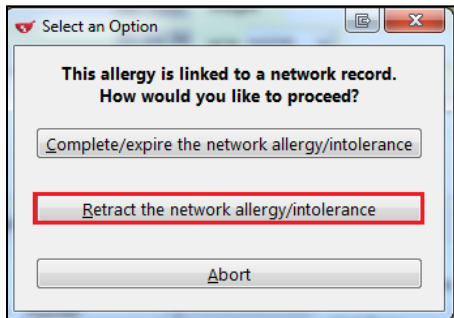


4. Go back to local patient and delete the allergy.

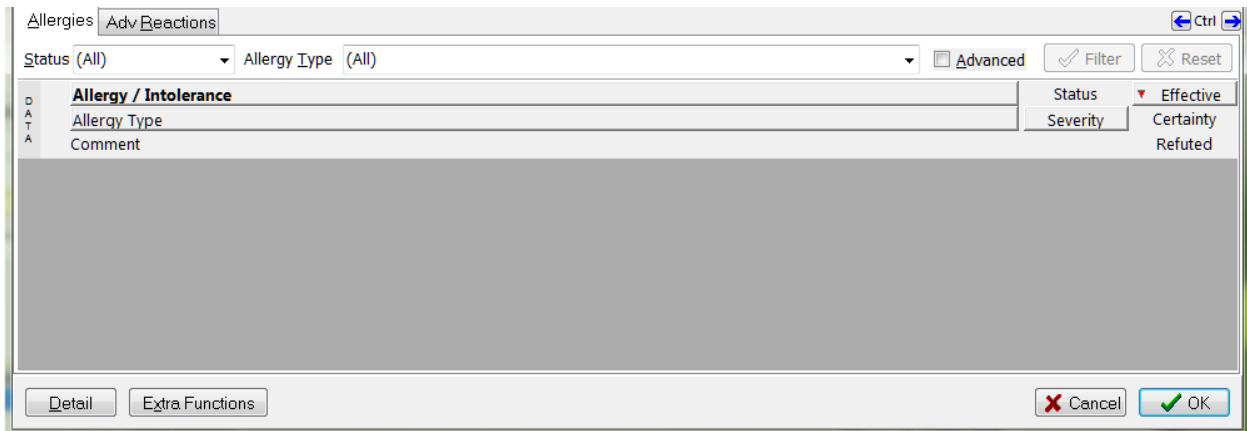
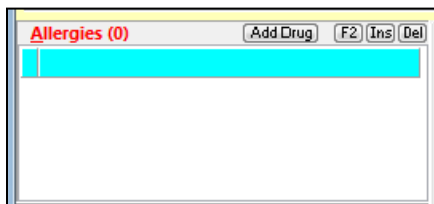
5. Answer **Yes** to the **Are you sure?** prompt.



6. Click **Retract the network allergy/intolerance**.



7. Allergy is removed locally and is off the network.



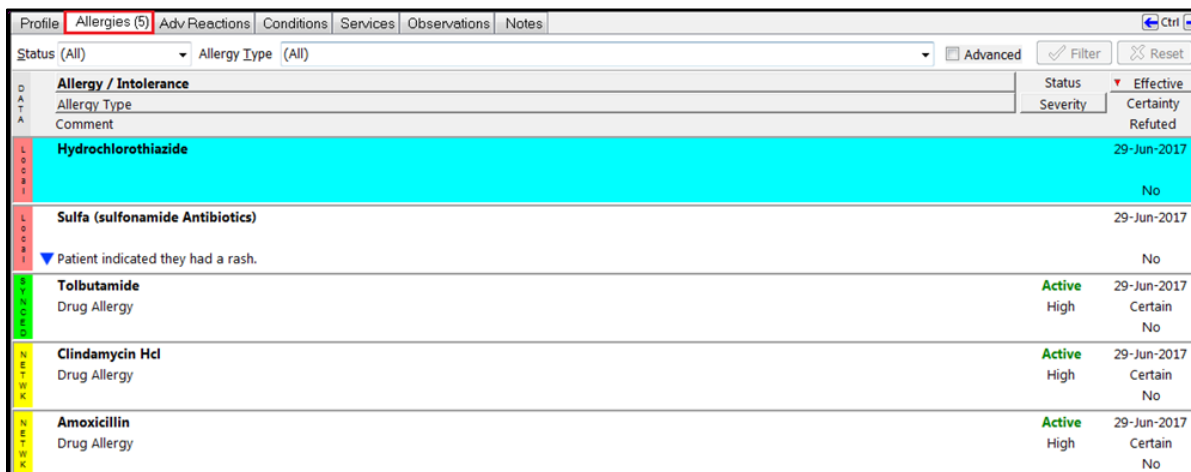
## Synchronizing Network and Local Allergies/Intolerances

Consistency between allergy/intolerance records in Kroll and Yukon DIS is integral to the underlying purpose of a patient electronic health record. There are two scenarios where allergy/intolerance records will need to be synchronized so that Kroll entries are consistent with Yukon DIS entries:

1. Intolerance entries that exist in Yukon DIS, but not in Kroll.
2. Allergy/Intolerance entries that exist in Kroll, but not in Yukon DIS.

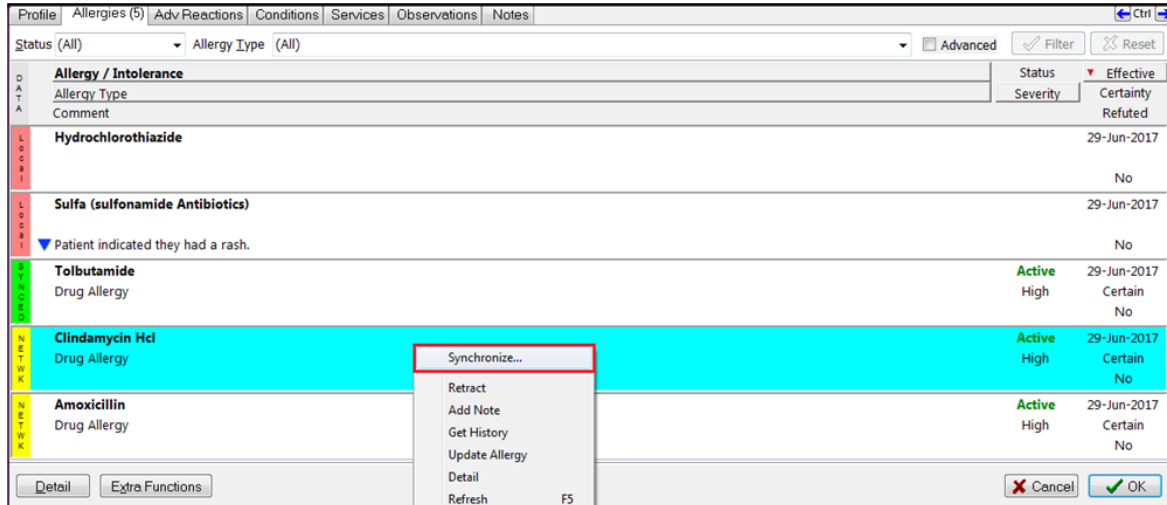
### Synchronizing a Yukon DIS Allergy/Intolerance to Kroll

1. From the **Allergies** tab of the **(Network) Patient Profile**, identify entries with a yellow 'Network' data bar; these entries do not exist locally on Kroll and need to be synchronized.



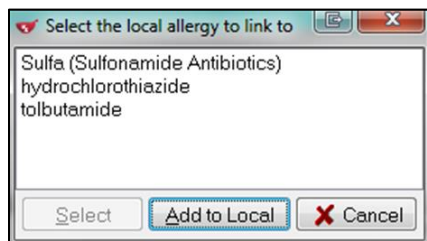
Allergy / Intolerance		Status	Effective
Allergy Type	Comment	Severity	Certainty
			Refuted
Hydrochlorothiazide			29-Jun-2017
Sulfa (sulfonamide Antibiotics)			29-Jun-2017
Patient indicated they had a rash.			No
Tolbutamide		Active	29-Jun-2017
Drug Allergy		High	Certain
			No
Clindamycin Hcl		Active	29-Jun-2017
Drug Allergy		High	Certain
			No
Amoxicillin		Active	29-Jun-2017
Drug Allergy		High	Certain
			No

- Right click the yellow 'Network' entry and select **Synchronize**. This will call up the **Select the local allergy to link to** window.

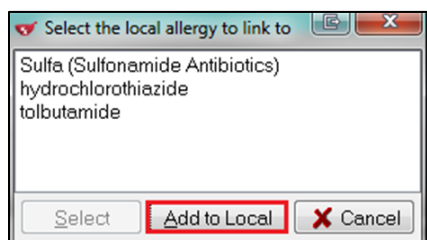


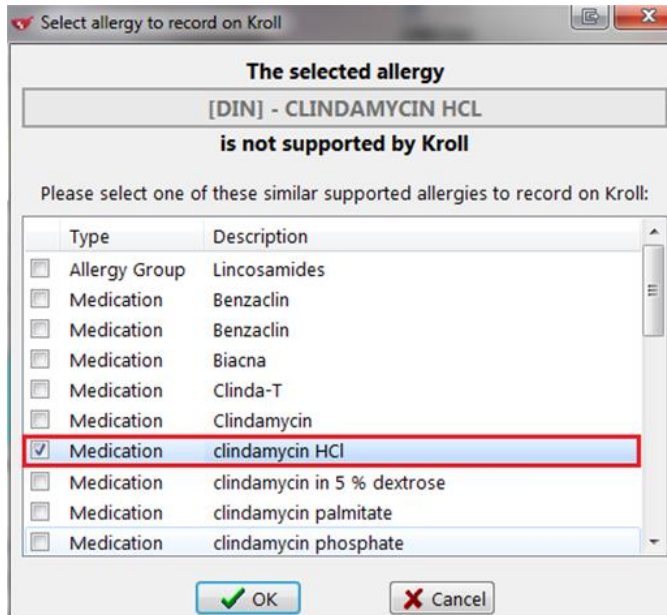
- From the **Select the local allergy to link to** window, a list of local Kroll allergy entries will be displayed.
  - If the yellow 'Network' allergy entry matches one of the existing local allergies, highlight the local entry and click **Select** to synchronize the two records.

**NOTE:** In our example, the yellow 'Network' allergy entry is for Macrolide Antibiotics. This allergy group does not exist in our local system because it is not listed in the **Select the local allergy to link to** window.



- If the yellow 'Network' entry does not match any of the existing local allergies, click **Add to Local** or press **CTRL-A** on the keyboard.

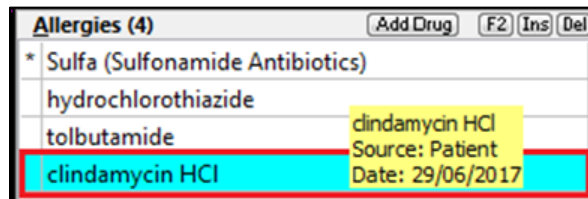




- Once the yellow 'Network' allergy entry is synchronized to the local Kroll system, the data bar will change to a green 'Synced'.

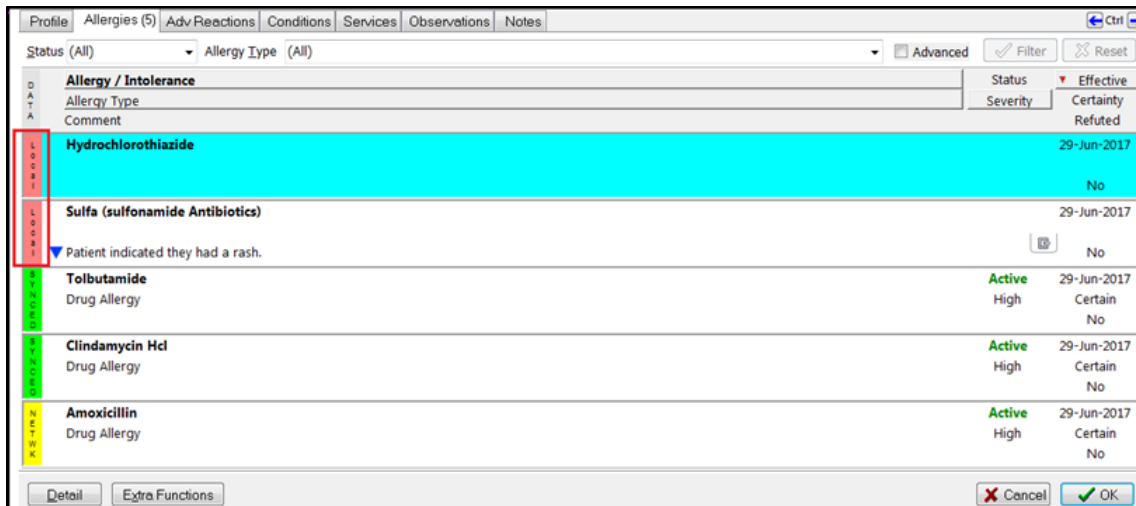
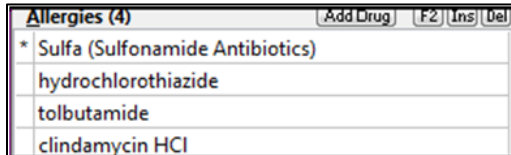
Clindamycin Hcl	Drug Allergy	Active	29-Jun-2017
		High	Certain
			No

The allergy is also added to the **Allergies** section of the local patient card.

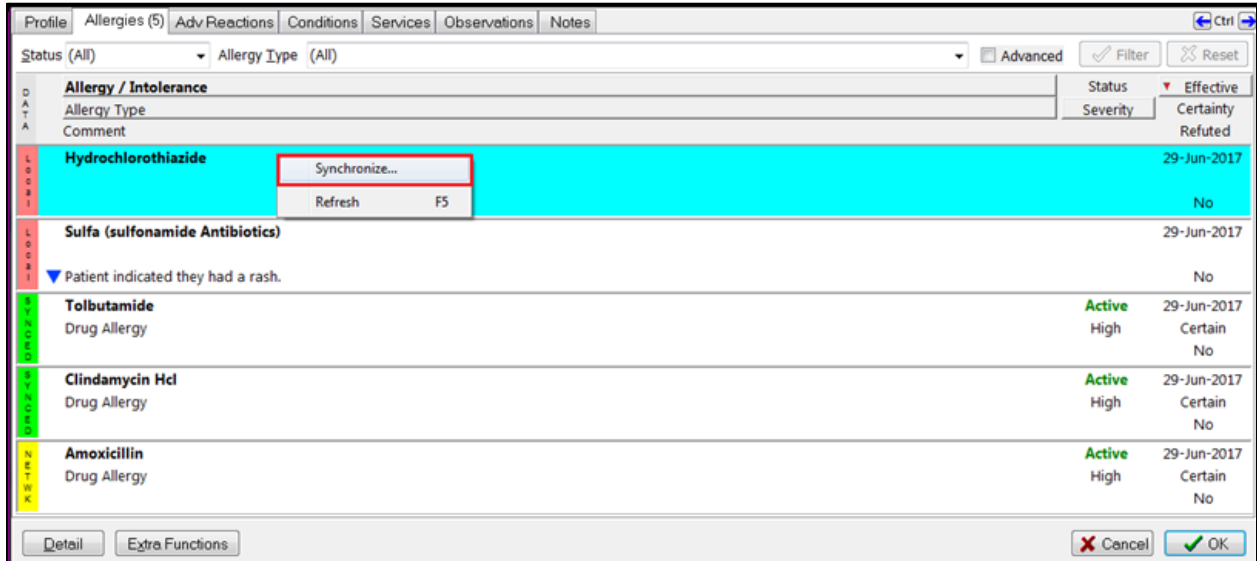


## Synchronizing a Kroll Allergy/Intolerance to Yukon DIS

1. From the **Allergies** tab of the **(Network) Patient Profile**, identify entries with a red 'Local' data bar; these entries do not exist on Yukon DIS and need to be synchronized.



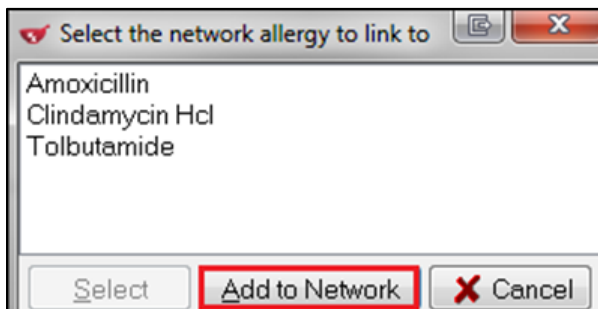
- Right click the red 'Local' entry and select **Synchronize**. This will call up the **Select the network allergy to link to** screen.



- From the **Select the network allergy to link to** screen, a list of Yukon DIS allergy entries will be displayed.
  - If the red 'Local' allergy entry matches one of the existing Yukon DIS allergies, highlight the entry and click **Select** to synchronize the two records.

**NOTE:** In our example, the red 'Local' allergy entry is for Opioids. This allergy group is not listen on Yukon DIS.

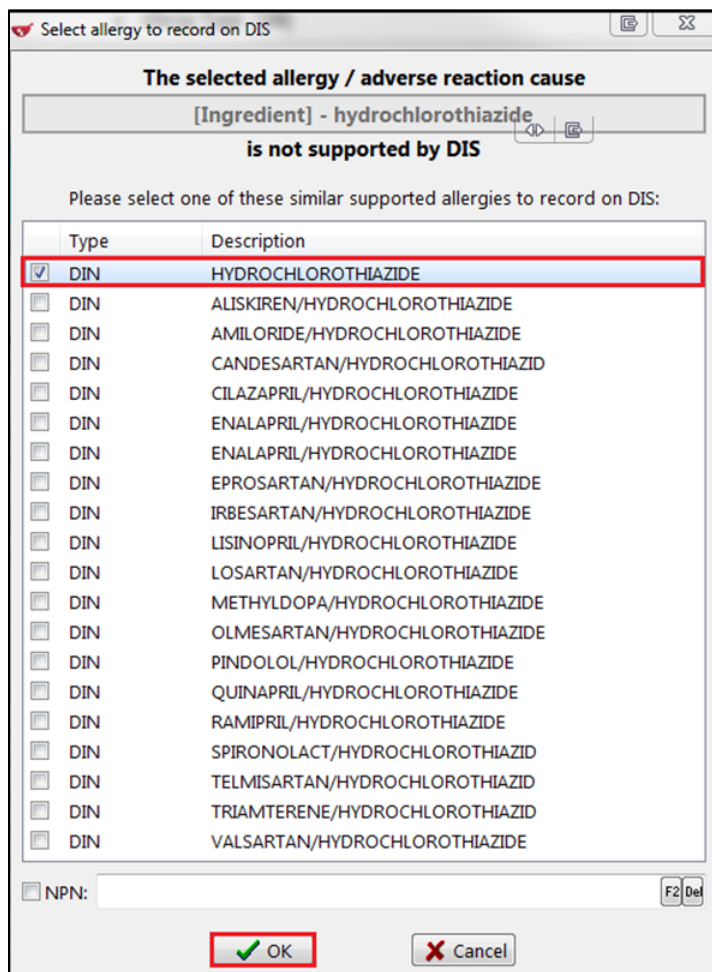
- If the red 'Local' entry does not match any of the existing Yukon DIS allergies, click **Add to Network** or press **CTRL-A** on the keyboard.



- The Yukon DIS requires allergy entry to be assigned to a specific or similar allergy. When adding/synchronizing allergies, you will be prompted to select the corresponding allergen from the network.

**NOTE:** If the allergen is an NPN rather than a DIN, use the optional NPN field below the displayed DIN list.

- Select a similar Allergy and then choose **OK**.



**The selected allergy / adverse reaction cause**

[Ingredient] - hydrochlorothiazide  
is not supported by DIS

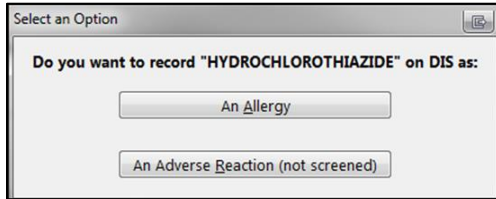
Please select one of these similar supported allergies to record on DIS:

Type	Description
<input checked="" type="checkbox"/> DIN	HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	ALISKIREN/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	AMILORIDE/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	CANDESARTAN/HYDROCHLOROTHIAZID
<input type="checkbox"/> DIN	CILAZAPRIL/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	ENALAPRIL/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	ENALAPRIL/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	EPROSARTAN/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	IRBESARTAN/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	LISINOPRIL/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	LOSARTAN/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	METHYLDOPA/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	OLMESARTAN/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	PINDOLOL/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	QUINAPRIL/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	RAMIPRIL/HYDROCHLOROTHIAZIDE
<input type="checkbox"/> DIN	SPIRONOLACT/HYDROCHLOROTHIAZID
<input type="checkbox"/> DIN	TELMISARTAN/HYDROCHLOROTHIAZID
<input type="checkbox"/> DIN	TRIAMTERENE/HYDROCHLOROTHIAZID
<input type="checkbox"/> DIN	VALSARTAN/HYDROCHLOROTHIAZIDE

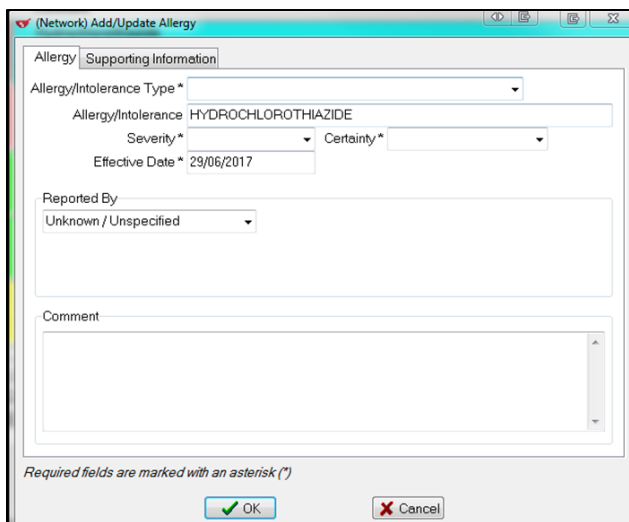
NPN:  F2 Del



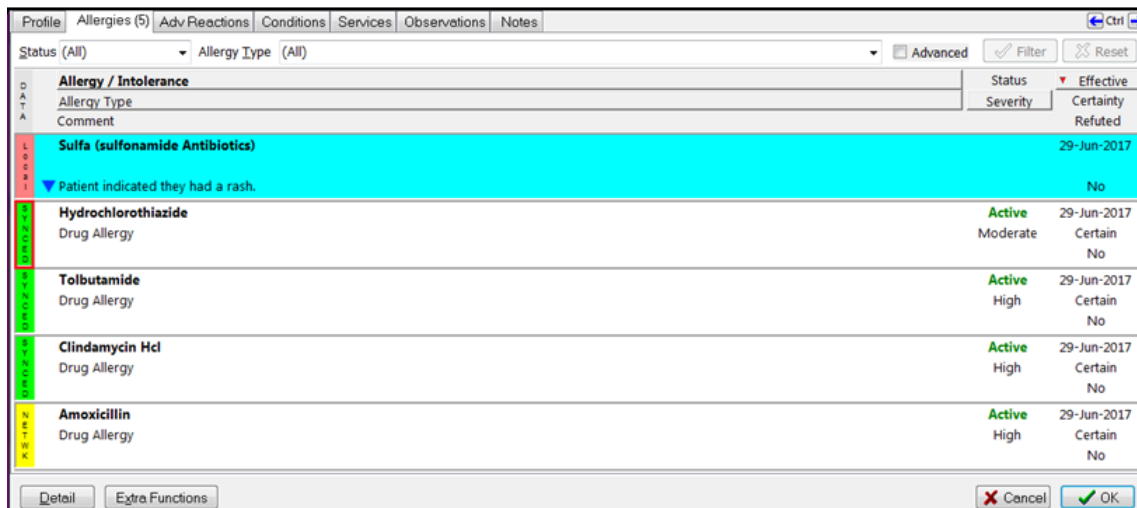
- (Network) Add/Update Allergy** window will appear. Choose either **An Allergy** or **An Adverse Reaction**.



- Complete all the mandatory fields for the allergy. (Note that required fields are marked with an asterisk '\*'). Click **OK** or press **Enter** to send the information to Yukon DIS.



- The data bar will change to a green 'Synced' on the **(Network) Patient Profile**.



## Refute or Complete/Expire a Network Allergy/Intolerance

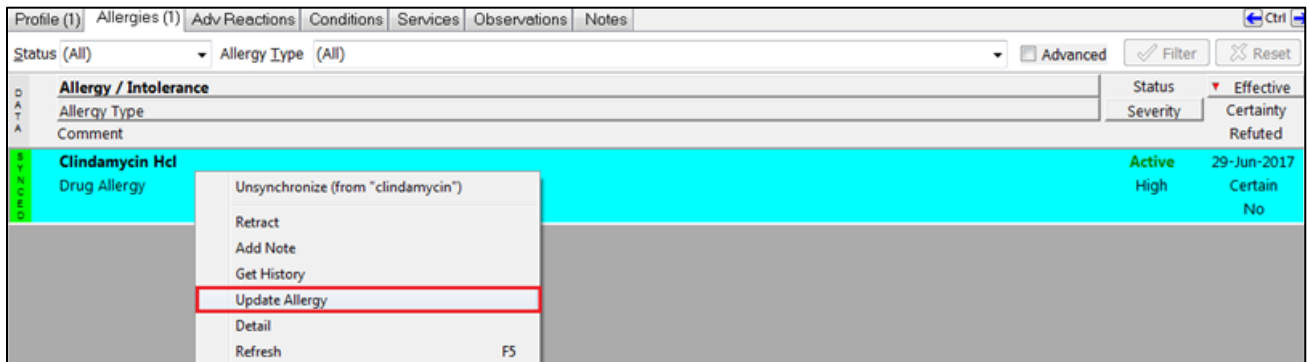
Once an allergy/intolerance record is added in Yukon DIS, it cannot be retracted once viewed by another user. An allergy/intolerance record entered in error may be refuted or completed/expired. Refuted or completed/expired allergies are not displayed in the 45-day Comprehensive Profile.

Allergy / Intolerance		Status	Effective
Allergy Type	Severity	Severity	Certainty
Comment			Refuted
<b>Sulfa (sulfonamide Antibiotics)</b>			29-Jun-2017
Patient indicated they had a rash.			
		No	No
<b>Hydrochlorothiazide</b>		<b>Completed</b>	29-Jun-2017
Drug Allergy	Moderate	Certain	No
		No	No
<b>Clindamycin Hcl</b>		<b>Active</b>	29-Jun-2017
Drug Allergy	High	Certain	No
		No	No
<b>Amoxicillin</b>		<b>Active</b>	29-Jun-2017
Drug Allergy	High	Certain	No
		No	No
<b>Tolbutamide</b>		<b>Completed</b>	29-Jun-2017
Drug Allergy	Low	Certain	<b>Yes</b>

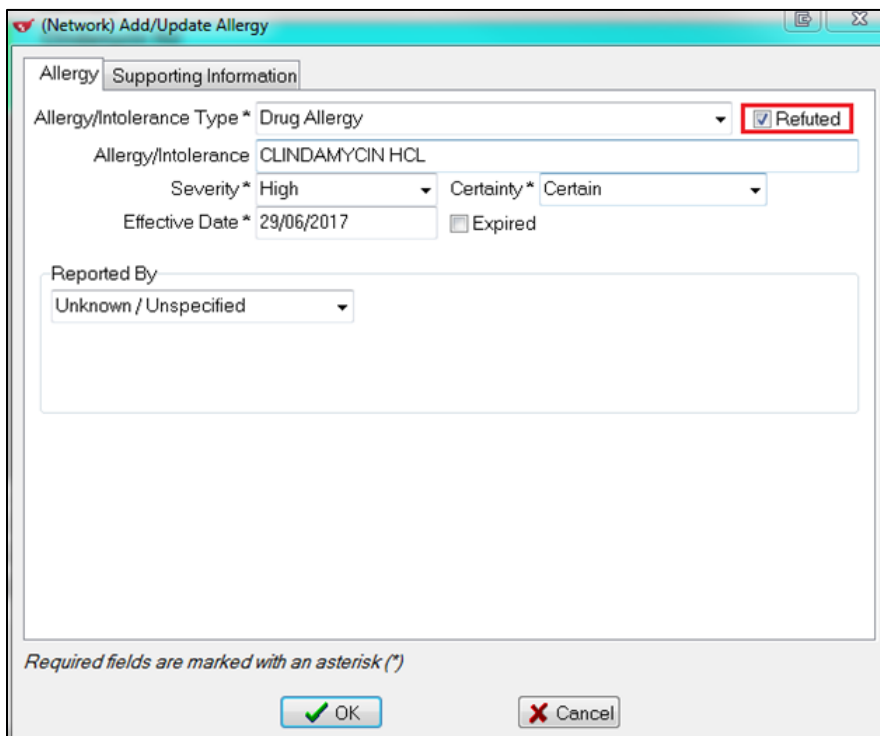
## Refuting a Network Allergy/Intolerance from the Network

As Kroll only provides space for you to record allergies, many users record both allergies and intolerances in the allergy field on the patient card. There may be an instance where the user wishes to have synchronized information refuted on the Network, but left on the patient’s local profile (i.e., the user added an allergy, where it should have been added as an adverse reaction).

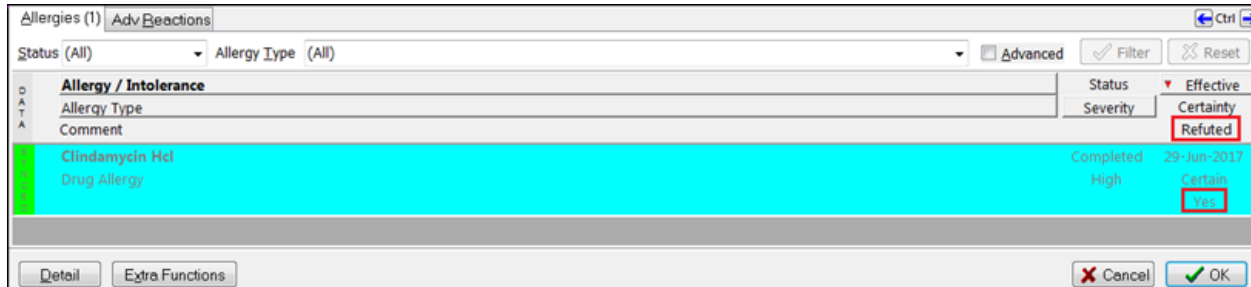
1. From the **(Network) Patient Profile**, right-click an allergy and select **Update Allergy**.



2. Check the **Refuted** flag.



- A Refuted Allergy will appear under the Allergies tab of the **(Network) Patient Profile** with status of **Yes** under the **Refuted** column on the right hand side of the profile.



DATA	Allergy / Intolerance	Status	Effective
	Clindamycin Hcl Drug Allergy	Completed	29-Jun-2017
		High	Certain
			Refuted
			Yes

- If an allergy has been refuted and expired, it will not appear in the **Allergies** tab of the **(Network) Patient Profile** with grey Data bar and a status completed.

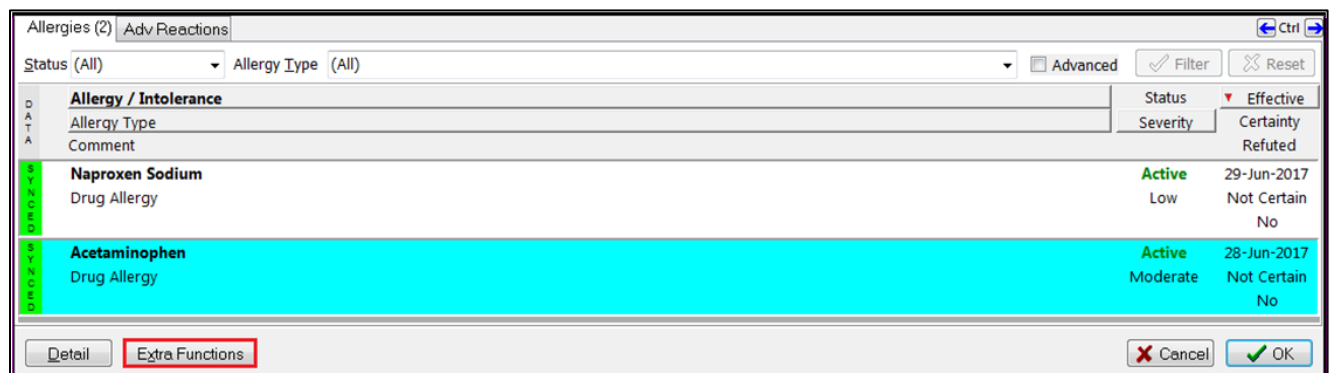


NETWORK	Mirtazapine Drug Allergy	Completed	28-Mar-2017
			No

## Extra Functions from the Yukon DIS Allergies Profile

Extra functions can be performed for Network allergy entries listed on the Yukon DIS Patient Profile. Extra functions are not available for local allergy entries because they are not linked to Yukon DIS. There are three ways to access **Extra Functions** from the **(Network) Patient Profile**:

- Right-click the selected allergy entry to see the **Extra Functions** menu list.
- Highlight the applicable allergy entry and click the **Extra Functions** button.
- Highlight the applicable allergy entry and press **Ctrl-X** on the keyboard.



DATA	Allergy / Intolerance	Status	Effective
	Naproxen Sodium Drug Allergy	Active	29-Jun-2017
		Low	Not Certain
			No
	Acetaminophen Drug Allergy	Active	28-Jun-2017
		Moderate	Not Certain
			No

The **Extra Functions** menu list for allergy entries contains the following options:



## Synchronize/Unsyncronize

The option to **Synchronize** will create a link between a local allergy record and a Network allergy record. Only yellow 'Network' allergy records and red 'Local' allergy records will have the option to **Synchronize**.

The **Unsyncronize** option will break the link between a local allergy record and a Network allergy record. Only green 'Synced' Network records have the option to **Unsyncronize**.

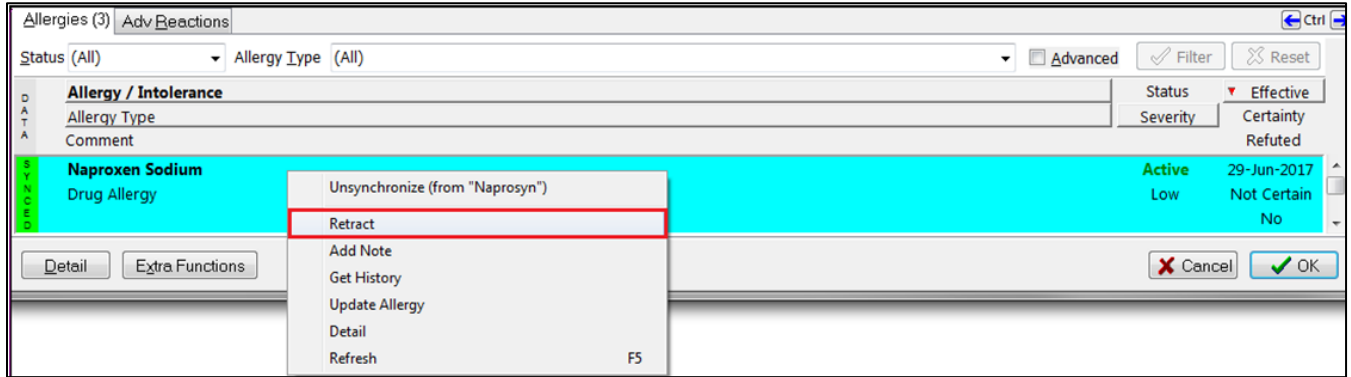
Acetaminophen Drug Allergy	Active Moderate	28-Jun-2017 Not Certain No
-------------------------------	--------------------	----------------------------------

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.

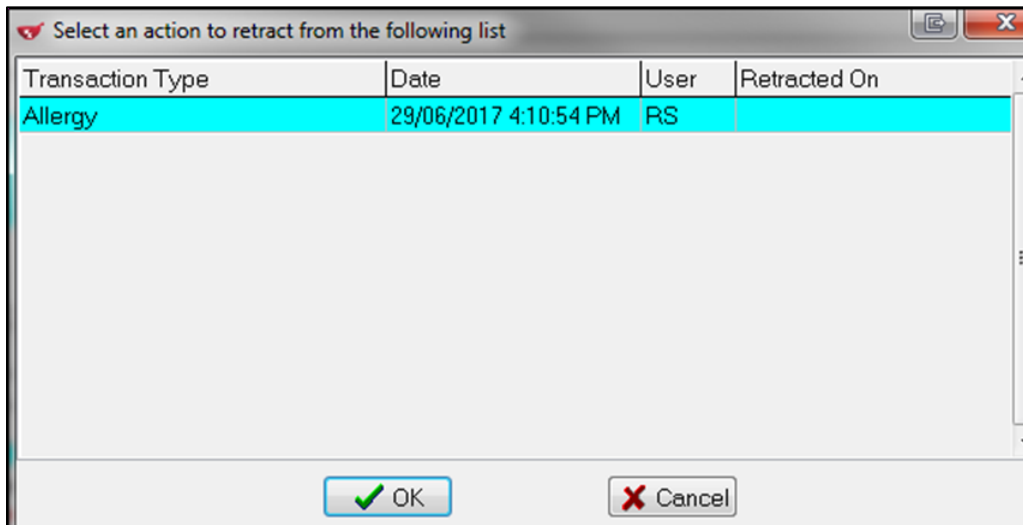
Acetaminophen		28-Jun-2017 No
Acetaminophen Drug Allergy	Active Moderate	28-Jun-2017 Not Certain No

## Retract

**Retract** will allow you to undo the last action to the Network allergy record.



When **Retract** is selected, Kroll will show you a list of actions that you may attempt to retract.

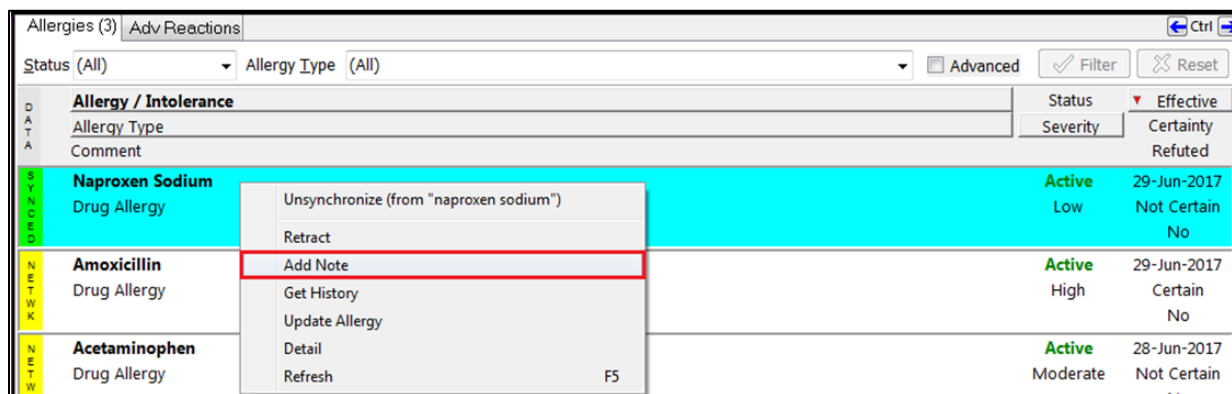


**NOTE:** If the action you are attempting to retract has been viewed by another user of the DIS, the retraction will not be allowed to proceed.

## Add Note

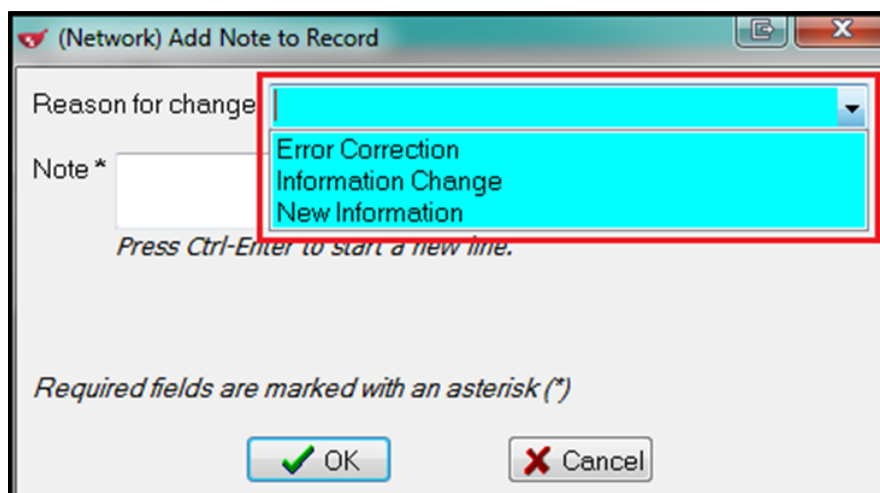
You can add supplementary free-form notes to existing Network allergies by using the **Add Note** function. Add a note to a Network allergy record as follows:

1. From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy that you want to add a note.
2. Access the **Extra functions** menu and select **Add Note**. This will call up the **(Network) Add Note to Record** window.



DATA	Allergy / Intolerance	Status	Effective
	Allergy Type	Severity	Certainty
	Comment		Refuted
SYNOPSIS	<b>Naproxen Sodium</b> Drug Allergy	Active	29-Jun-2017
		Low	Not Certain
			No
NETWORK	<b>Amoxicillin</b> Drug Allergy	Active	29-Jun-2017
		High	Certain
			No
NETWORK	<b>Acetaminophen</b> Drug Allergy	Active	28-Jun-2017
		Moderate	Not Certain

3. From the **(Network) Add Note to Record** window, select an optional pre-populated **Reason for change** or enter a free-form topic for the note.



**(Network) Add Note to Record**

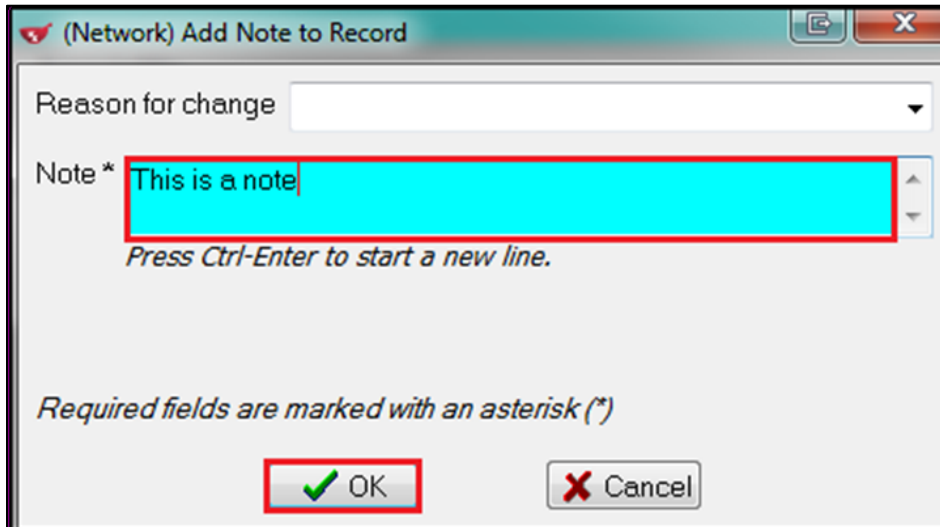
Reason for change: Error Correction  
Information Change  
New Information

Note \*

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

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

4. Enter a free-form note in the **Note** field; press **Ctrl-Enter** to start a new line. Click **OK** or press **Enter** on the keyboard to save and send the allergy note to the DIS.



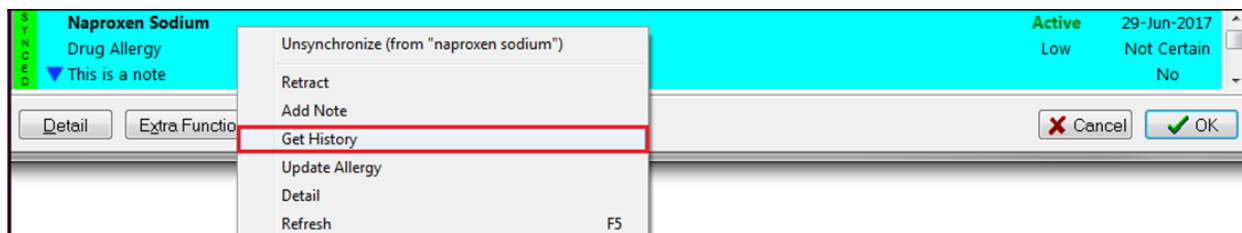
5. A blue triangle ( ▼ ) will appear below the allergy to indicate that a note has been added.

<table border="0"> <tr> <td style="width: 10px; text-align: center;">▼</td> <td style="width: 150px;"><b>Naproxen Sodium</b></td> <td style="width: 100px; text-align: right;"><b>Active</b></td> <td style="width: 100px; text-align: right;">29-Jun-2017</td> </tr> <tr> <td></td> <td>Drug Allergy</td> <td style="text-align: right;">Low</td> <td style="text-align: right;">Not Certain</td> </tr> <tr> <td></td> <td>▼ This is a note</td> <td></td> <td style="text-align: right;">No</td> </tr> </table>	▼	<b>Naproxen Sodium</b>	<b>Active</b>	29-Jun-2017		Drug Allergy	Low	Not Certain		▼ This is a note		No
▼	<b>Naproxen Sodium</b>	<b>Active</b>	29-Jun-2017									
	Drug Allergy	Low	Not Certain									
	▼ This is a note		No									

## Get History

The **Get History** function allows you to track the incremental changes made to a Network allergy record (e.g., displays when a note was added, when an allergy was refuted, etc.)

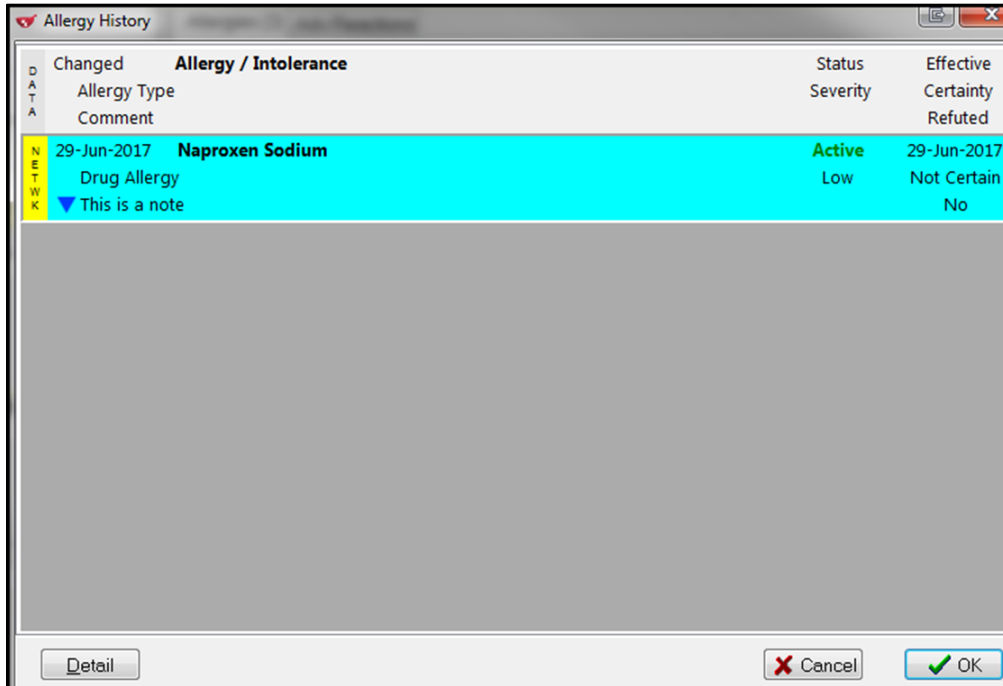
1. From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy entry.
2. Access the **Extra Functions** menu and select the option to **Get History**. This will call up the **Allergy History** window.



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

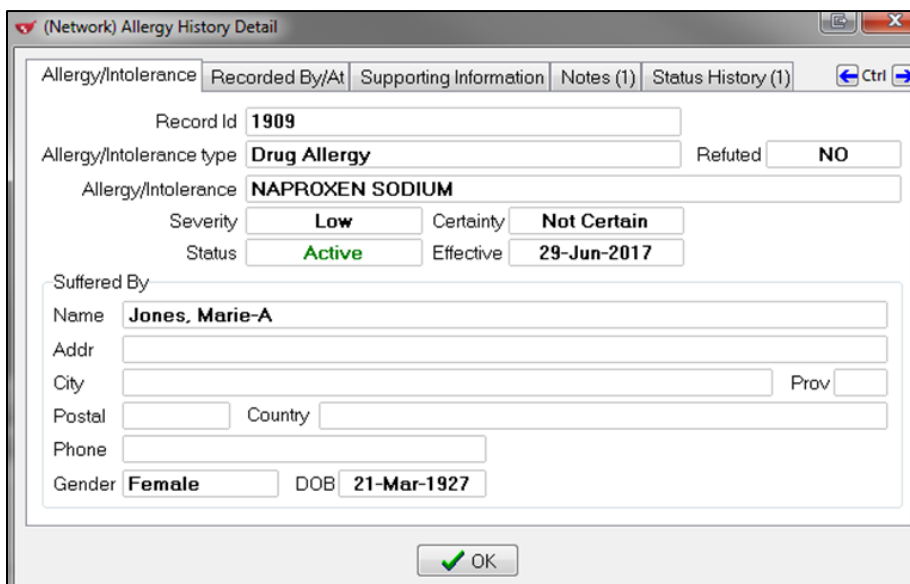


**NOTE:** The date listed on the upper left hand corner of the entry denotes the date that the allergy record was changed. Changes made to allergy records are only logged by the DIS and not locally on Kroll.



Changed	Allergy / Intolerance	Status	Effective
Allegory Type		Severity	Certainty
Comment			Refuted
29-Jun-2017	<b>Naproxen Sodium</b>	<b>Active</b>	29-Jun-2017
	Drug Allergy	Low	Not Certain
	▼ This is a note		No

- 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 an entry and clicking **Details** or pressing **D** on the keyboard; this will call up the **(Network) Allergy Detail** window.



**(Network) Allergy History Detail**

Record Id: **1909**

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

Allergy/Intolerance: **NAPROXEN SODIUM**

Severity: **Low** Certainty: **Not Certain**

Status: **Active** Effective: **29-Jun-2017**

Suffered By:

Name: **Jones, Marie-A**

Addr: \_\_\_\_\_

City: \_\_\_\_\_ Prov: \_\_\_\_\_

Postal: \_\_\_\_\_ Country: \_\_\_\_\_

Phone: \_\_\_\_\_

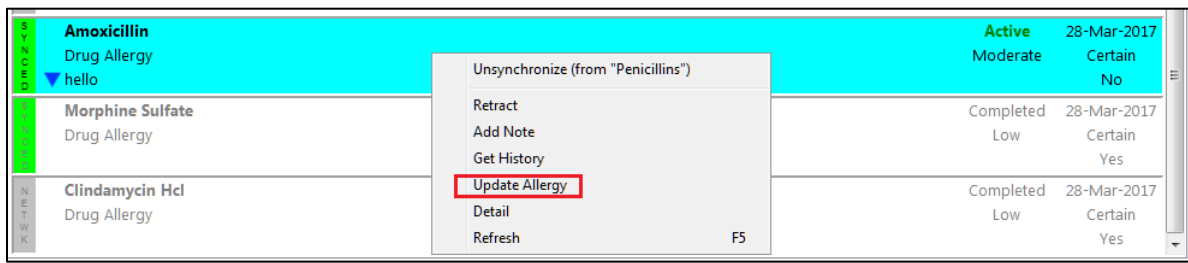
Gender: **Female** DOB: **21-Mar-1927**

- Click the different tabs across the top of the window to view information in the respective tabs. Click **OK** or press **Enter** on the keyboard to exit from the **(Network) Allergy Detail** window.

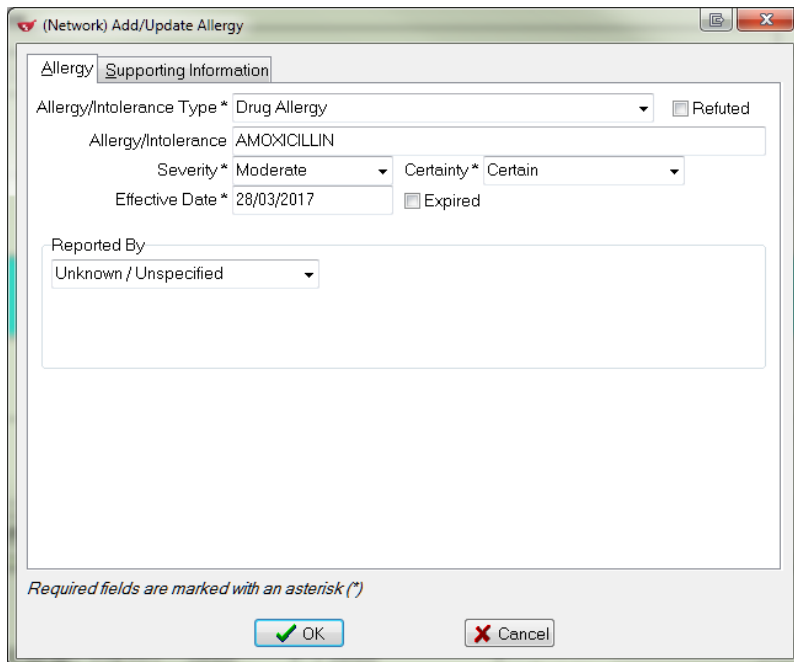
## Update Allergy

The option to **Update Allergy** allows you to add or change information on the Network allergy entry after it has been initially entered. Note that Network allergy information may only be removed if it has not already been viewed by another user. Update a Network allergy entry as follows:

- From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy entry you want to update.



- (Network) Add/Update Allergy** opens showing the original entered information.



(Network) Add/Update Allergy

Allergy/Intolerance Type \* Drug Allergy  Refuted  
 Allergy/Intolerance AMOXICILLIN  
 Severity \* Moderate Certainty \* Certain  
 Effective Date \* 28/03/2017  Expired  
 Reported By  
 Unknown / Unspecified

Required fields are marked with an asterisk (\*)

**NOTE:** The **Allergy/Intolerance Type** is now grayed out and cannot be changed. If you wish to change the allergy/intolerance type, they will have to refute the existing record and add a new allergy/intolerance record.

All white (open) fields on the **(Network) Add/Update Allergy** window can be edited, including entries in the **Supporting Information** tab. Once all changes/modifications have been completed, click **OK** or press **Enter** to save the updated allergy information on Yukon DIS.

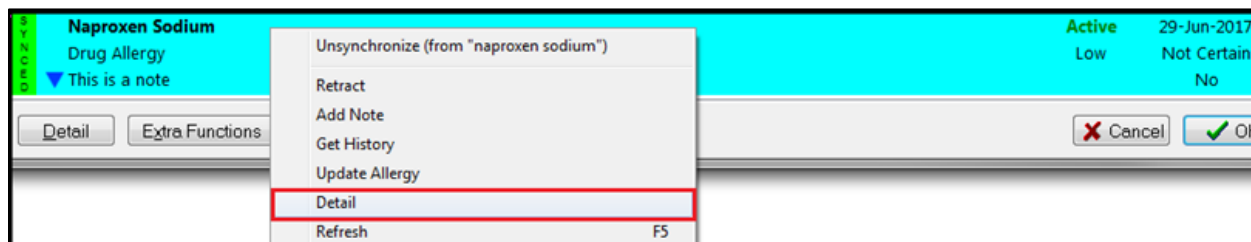
## Detail

Once you access the **Allergies** tab of the **(Network) Patient Profile**, you may need to view the details of a particular allergy entry to obtain supplementary information including:

- Who, where, and when the allergy was recorded by/at?
- What were the reported reactions?
- What notes were added, if any?

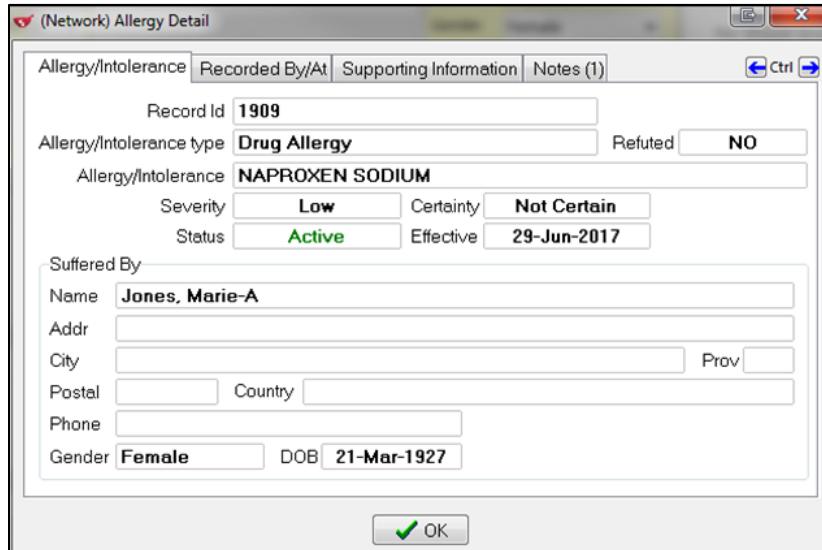
There are four ways to detail an allergy entry from the Network patient profile. Note that only Network allergies will have Network details; allergy entries that only exist locally on Kroll will not have the option to **Detail**.

1. Use the mouse to double-click the allergy entry you would like to see details for.
2. Highlight the allergy entry and click the **Detail** button on the bottom-left of the window.
3. Highlight the entry and press **Ctrl-D** on the keyboard.
4. Right-click an entry and select **Detail**.



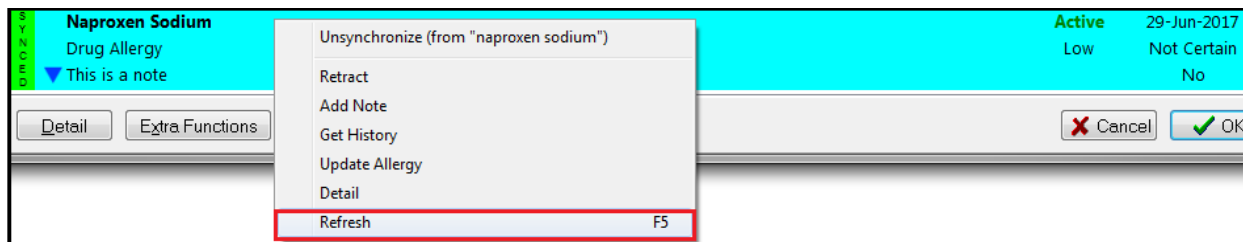
Once the Network allergy has been detailed, the **(Network) Allergy Detail** window will be displayed. Click the tabs at the top of the window to view respective information. Accessing the **Supporting Information** tab will show the **Reported Reactions** for the allergy.

Accessing the **Notes** tab will display any supplementary free-form notes that were added to the allergy record.



## Refresh (F5)

Refreshing the **(Network) Patient Profile** will retrieve on demand, the most current information from Yukon DIS.

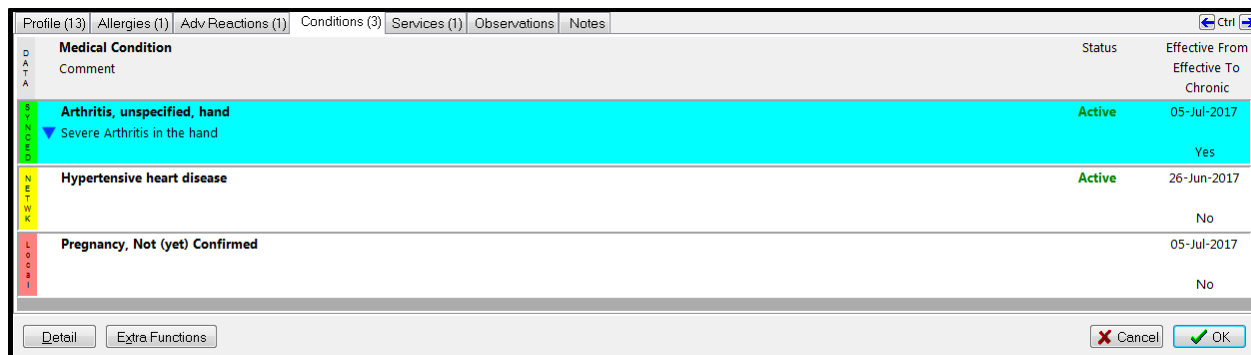


To refresh (F5) the **(Network) Patient Profile**, right click anywhere on the window to access the **Extra Functions** menu and select **Refresh (F5)**, or press **F5** on the keyboard.

## Patient Medical Conditions

Recording patient conditions on the Yukon DIS is an added part of creating a comprehensive **Electronic Health Record (EHR)** for Yukon residents. The availability of this information allows pharmacists and other healthcare professionals to make optimal drug therapy decisions.

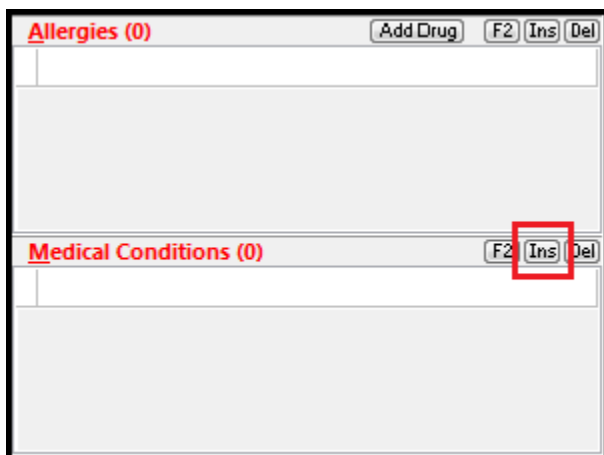
With the integration of Yukon DIS in Kroll Windows, any condition added locally will automatically prompt to be sent to Yukon DIS for clinical recording. Yukon DIS accepts ICD-10-CA Conditions only. FDBDX codes NOT accepted by Yukon DIS and will return an error message when attempted.



Medical Condition	Status	Effective From	Effective To	Chronic
Arthritis, unspecified, hand Severe Arthritis in the hand	Active	05-Jul-2017		Yes
Hypertensive heart disease	Active	26-Jun-2017		No
Pregnancy, Not (yet) Confirmed			05-Jul-2017	No

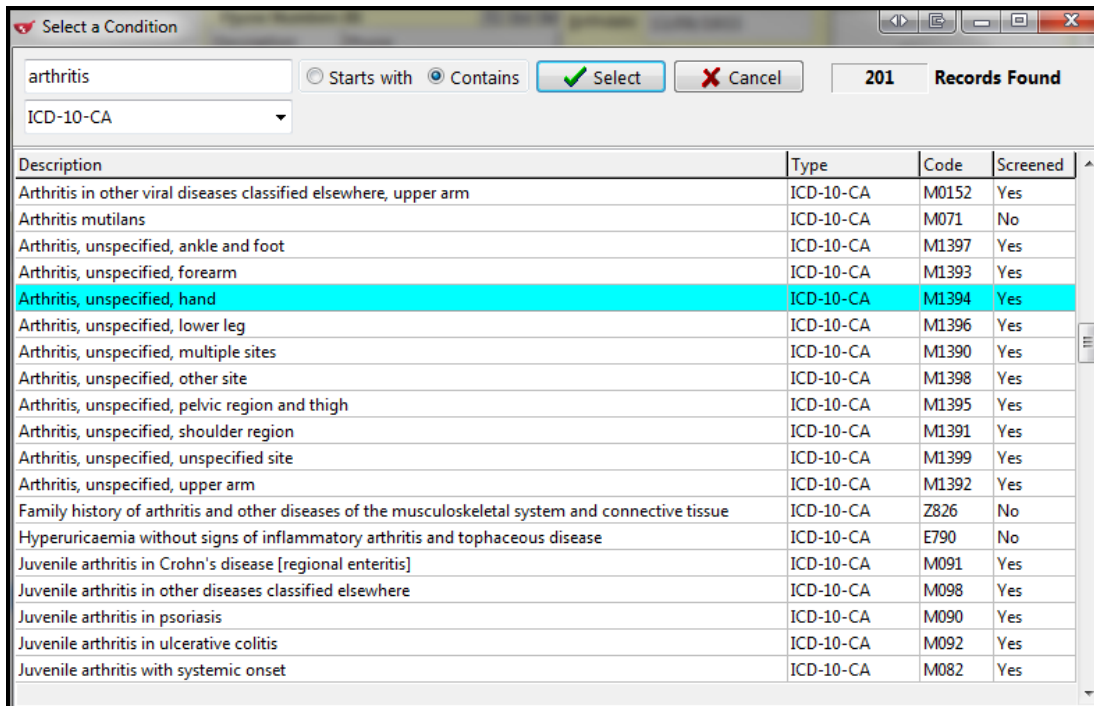
## Adding a Patient Medical Condition to the Pharmacy Network

1. Bring up the patient using the **F3 - Patient** search.
2. From the **Medical Conditions** section of the patient card, click **Ins**, press **Insert** on the keyboard, or start typing the condition information to call up the **Select a Condition** screen.



- Search for a condition from the **Select a Condition** screen and click **Search** or press **Enter** on the keyboard to obtain search results (e.g., Type “arthritis” and select “contains” to find Arthritis as a condition).

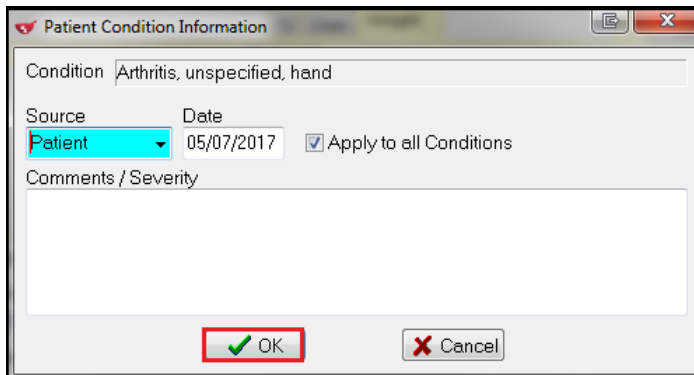
**NOTE:** Options are available to search the criteria entered by **Starts with** or **Contains**.



The screenshot shows a window titled "Select a Condition" with a search bar containing "arthritis". Below the search bar, there are radio buttons for "Starts with" and "Contains", with "Contains" selected. To the right are "Select" and "Cancel" buttons, and a status bar showing "201 Records Found". Below this is a table with the following columns: Description, Type, Code, and Screened.

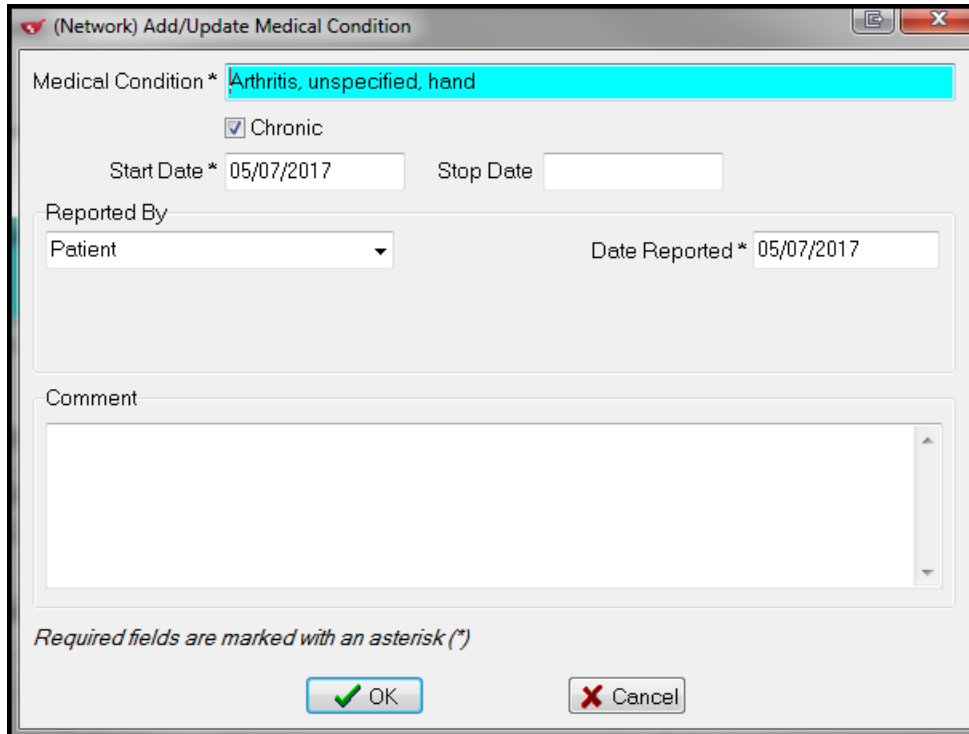
Description	Type	Code	Screened
Arthritis in other viral diseases classified elsewhere, upper arm	ICD-10-CA	M0152	Yes
Arthritis mutilans	ICD-10-CA	M071	No
Arthritis, unspecified, ankle and foot	ICD-10-CA	M1397	Yes
Arthritis, unspecified, forearm	ICD-10-CA	M1393	Yes
Arthritis, unspecified, hand	ICD-10-CA	M1394	Yes
Arthritis, unspecified, lower leg	ICD-10-CA	M1396	Yes
Arthritis, unspecified, multiple sites	ICD-10-CA	M1390	Yes
Arthritis, unspecified, other site	ICD-10-CA	M1398	Yes
Arthritis, unspecified, pelvic region and thigh	ICD-10-CA	M1395	Yes
Arthritis, unspecified, shoulder region	ICD-10-CA	M1391	Yes
Arthritis, unspecified, unspecified site	ICD-10-CA	M1399	Yes
Arthritis, unspecified, upper arm	ICD-10-CA	M1392	Yes
Family history of arthritis and other diseases of the musculoskeletal system and connective tissue	ICD-10-CA	Z826	No
Hyperuricaemia without signs of inflammatory arthritis and tophaceous disease	ICD-10-CA	E790	No
Juvenile arthritis in Crohn's disease [regional enteritis]	ICD-10-CA	M091	Yes
Juvenile arthritis in other diseases classified elsewhere	ICD-10-CA	M098	Yes
Juvenile arthritis in psoriasis	ICD-10-CA	M090	Yes
Juvenile arthritis in ulcerative colitis	ICD-10-CA	M092	Yes
Juvenile arthritis with systemic onset	ICD-10-CA	M082	Yes

- Choose the applicable **Condition** by highlighting the entry and clicking **Select** or pressing **Enter** on the keyboard; this will bring up the **(Local) Patient Condition Information** form. Verify the **Source**, **Date**, and **Apply to all Conditions** options. Enter any optional comments regarding the nature and severity of the condition which can be sent to DIS. Once complete, click **OK** or press **Enter** on the keyboard to continue.



The screenshot shows a window titled "Patient Condition Information". The "Condition" field contains "Arthritis, unspecified, hand". Below this are fields for "Source" (set to "Patient"), "Date" (set to "05/07/2017"), and a checked checkbox for "Apply to all Conditions". There is a large text area for "Comments / Severity". At the bottom, there are "OK" and "Cancel" buttons.

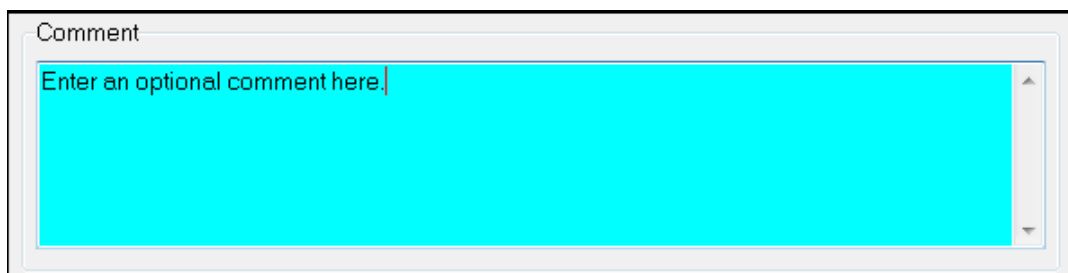
5. From the **(Network) Add/Update Condition** window, complete the details of the condition. Note that required fields are marked with an asterisk (\*).



The screenshot shows a window titled "(Network) Add/Update Medical Condition". It contains the following fields and controls:

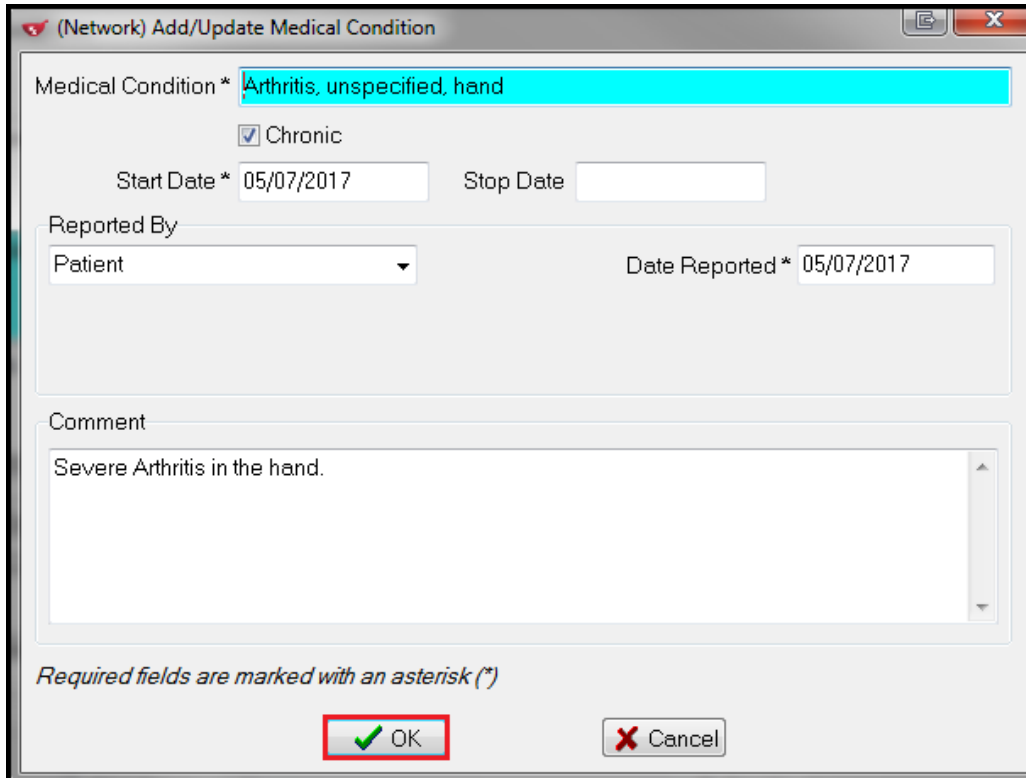
- Medical Condition \***: A text box containing "Arthritis, unspecified, hand".
- Chronic**: A checked checkbox.
- Start Date \***: A date picker showing "05/07/2017".
- Stop Date**: An empty date picker.
- Reported By**: A section containing:
  - Patient**: A dropdown menu.
  - Date Reported \***: A date picker showing "05/07/2017".
- Comment**: A large empty text area.
- Required fields are marked with an asterisk (\*)**: A note at the bottom of the form.
- OK** and **Cancel** buttons: Located at the bottom of the window.

- **Medical Condition:** Patient’s medical condition.
  - **Chronic:** Allows you to indicate that this is a Chronic Condition.
  - **Start Date:** Start date of the condition. Defaults to today’s date if unaltered;
  - **Stop Date:** End date of the condition if applicable i.e., pregnancy.
6. Enter an optional comment in the **Comment** field. Note that comments entered locally in the **Patient Condition Information** window will automatically be copied to this field, but can be manually removed before sending to Yukon DIS.



The close-up shows the **Comment** field with the placeholder text "Enter an optional comment here." and a cursor at the end of the text.

7. From the **(Network) Add/Update Condition** screen, click **OK** or press **Enter** on the keyboard to save changes and to send the condition record to the DIS.



The screenshot shows a dialog box titled "(Network) Add/Update Medical Condition". The "Medical Condition" field is highlighted in cyan and contains the text "Arthritis, unspecified, hand". Below this, the "Chronic" checkbox is checked. The "Start Date" field is set to "05/07/2017" and the "Stop Date" field is empty. The "Reported By" dropdown menu is set to "Patient" and the "Date Reported" field is set to "05/07/2017". A "Comment" text area contains the text "Severe Arthritis in the hand.". At the bottom, there are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon). The "OK" button is highlighted with a red rectangle. A note at the bottom left states "Required fields are marked with an asterisk (\*)".



## Synchronizing Network and Local Medical Conditions

Consistency between condition records in Kroll and the DIS is integral to the underlying purpose of a patient electronic health record. There are two scenarios where condition records will need to be synchronized so that Kroll entries are consistent with Yukon DIS entries:

1. Condition entries that exist in Yukon DIS, but not in Kroll.
2. Condition entries that exist in Kroll, but not in Yukon DIS.

Medical Condition	Status	Effective From	Effective To	Chronic
Arthritis, unspecified, hand Severe Arthritis in the hand.	Active	05-Jul-2017		Yes
Hypertensive heart disease	Active	26-Jun-2017		No
Pregnancy, Not (yet) Confirmed		05-Jul-2017		No

**NOTE:** The coloured data bars on the left side of each condition entry provide information on whether local records match Yukon DIS records.

- **Red (Local):** A red (Local) data bar indicates that the condition entry exists on the local system only, this information has not been recorded on the DIS and should be synchronized.

Pregnancy, Not (yet) Confirmed	05-Jul-2017	No
--------------------------------	-------------	----

- **Yellow (Network):** A yellow (Network) data bar indicates that the condition entry exists on the DIS only and that this information has not been recorded locally in Kroll and should usually be synchronized.

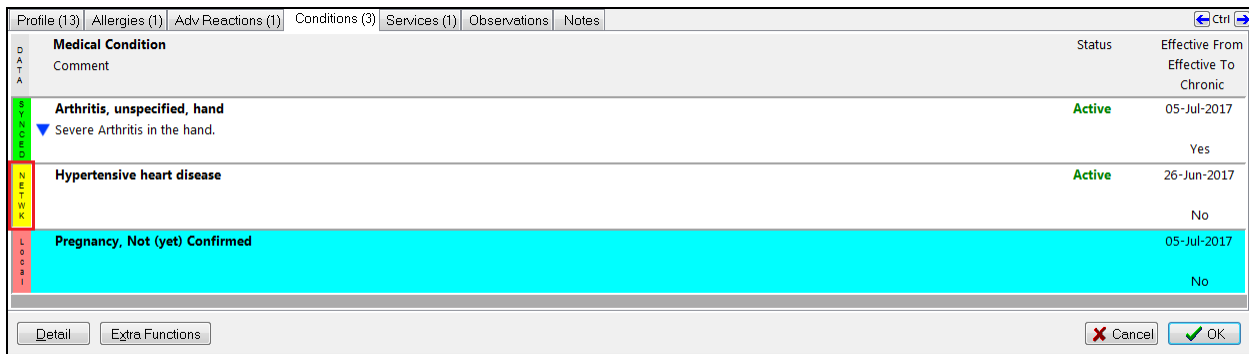
Hypertensive heart disease	Active	26-Jun-2017	No
----------------------------	--------	-------------	----

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

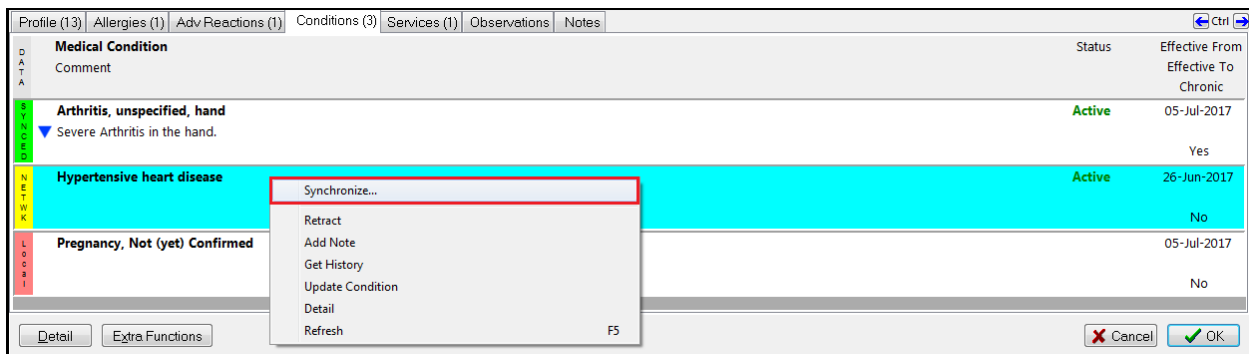
Arthritis, unspecified, hand Severe Arthritis in the hand	Active	05-Jul-2017	Yes
--	--------	-------------	-----

## Synchronizing a Yukon DIS Condition to Kroll

1. From the **Conditions** tab of the **(Network) Patient Profile**, identify entries with a yellow (Network) data-bar; these entries do not exist locally on Kroll and may need to be synchronized.

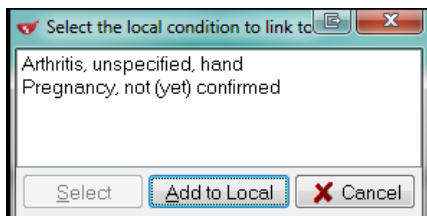


2. Right click the yellow (Network) entry to call up the **Extra Functions** menu and select **Synchronize**. This will call up the **Select the local condition to link to** screen.

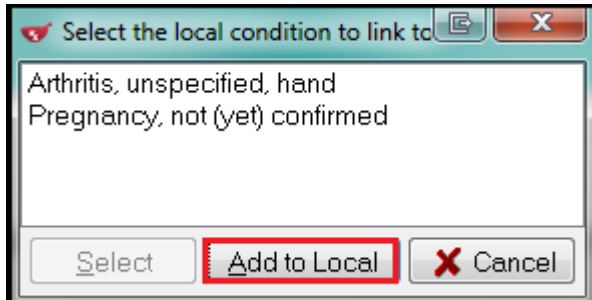


3. From the **Select the local condition to link to** screen, a list of local Kroll condition entries will be displayed. If the yellow (Network) condition entry matches one of the existing local conditions, highlight the local entry and click **Select** to synchronize the two records.

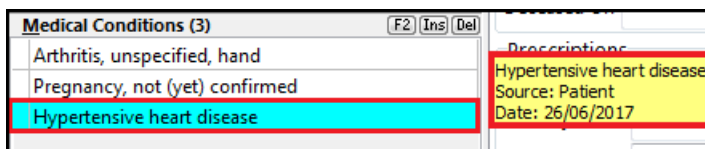
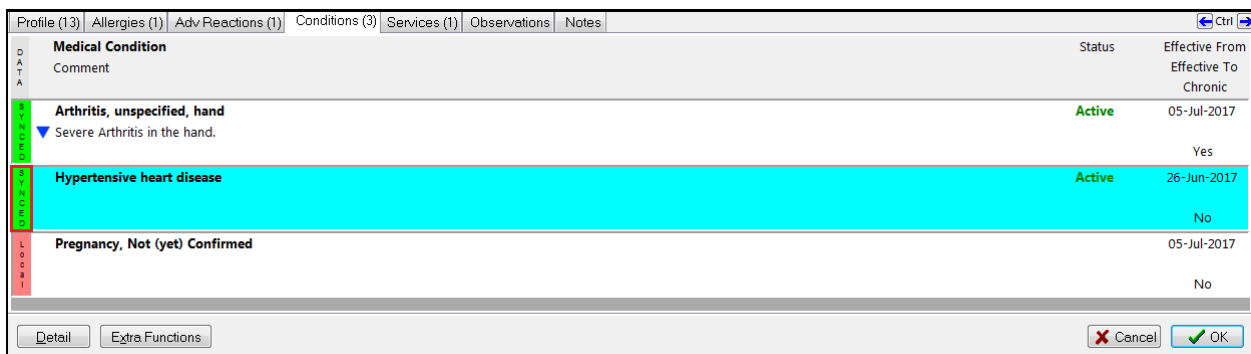
**NOTE:** In our example, the yellow (Network) condition entry is for Hypertensive heart disease. This condition group does not exist in our local system because it is not listed in the **Select the local condition to link to** form.



- If the yellow (Network) entry does not match any of the existing local conditions, select **Add to Local** or press **Ctrl-A** on the keyboard.

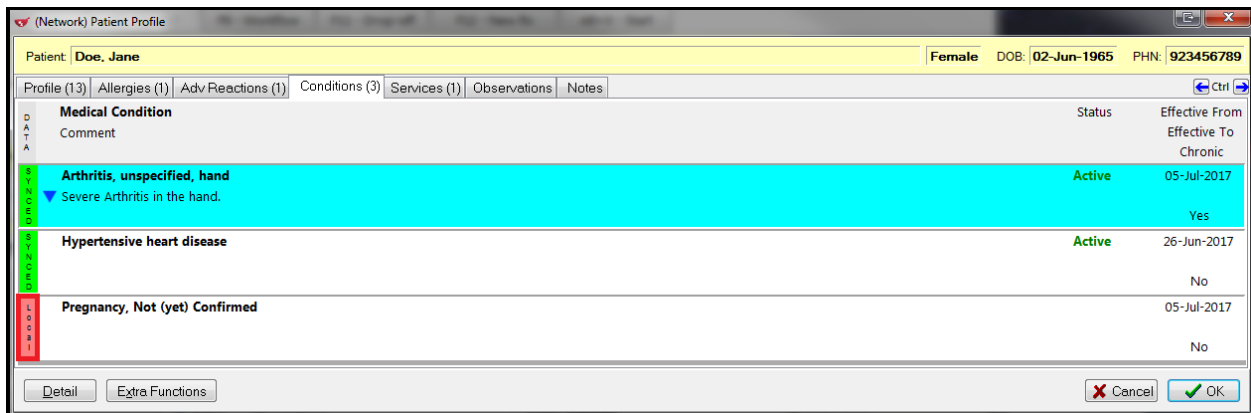
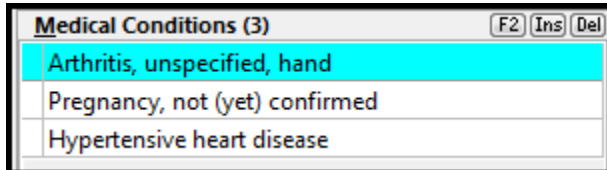


- Once the yellow (Network) condition entry is synchronized to the local Kroll system, the data bar will change to a green (Synced). As well, the condition will be added to the **Medical Conditions** section of the local patient card.



## Synchronizing a Local Medical Condition to Yukon DIS

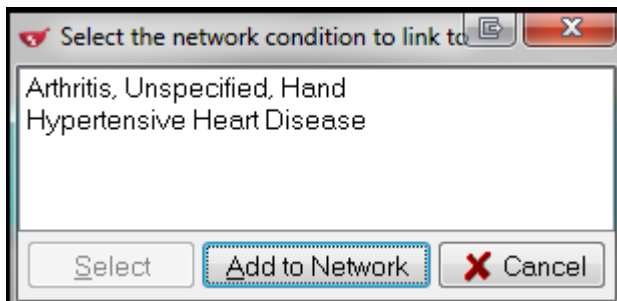
1. From the **Conditions** tab of the **(Network) Patient Profile**, identify entries with a red (Local) data-bar; these entries do not exist on the DIS and may need to be synchronized.



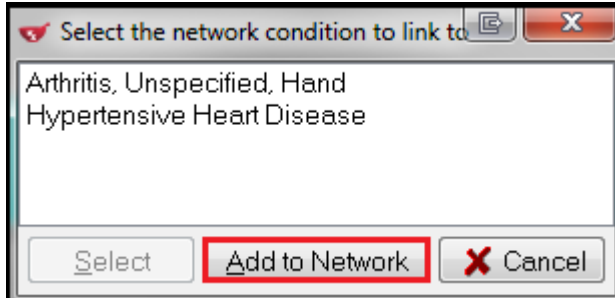
2. Right click the red (Local) entry to call up the **Extra Functions** menu and select **Synchronize**. This will call up the **Select the network condition to link to** screen.



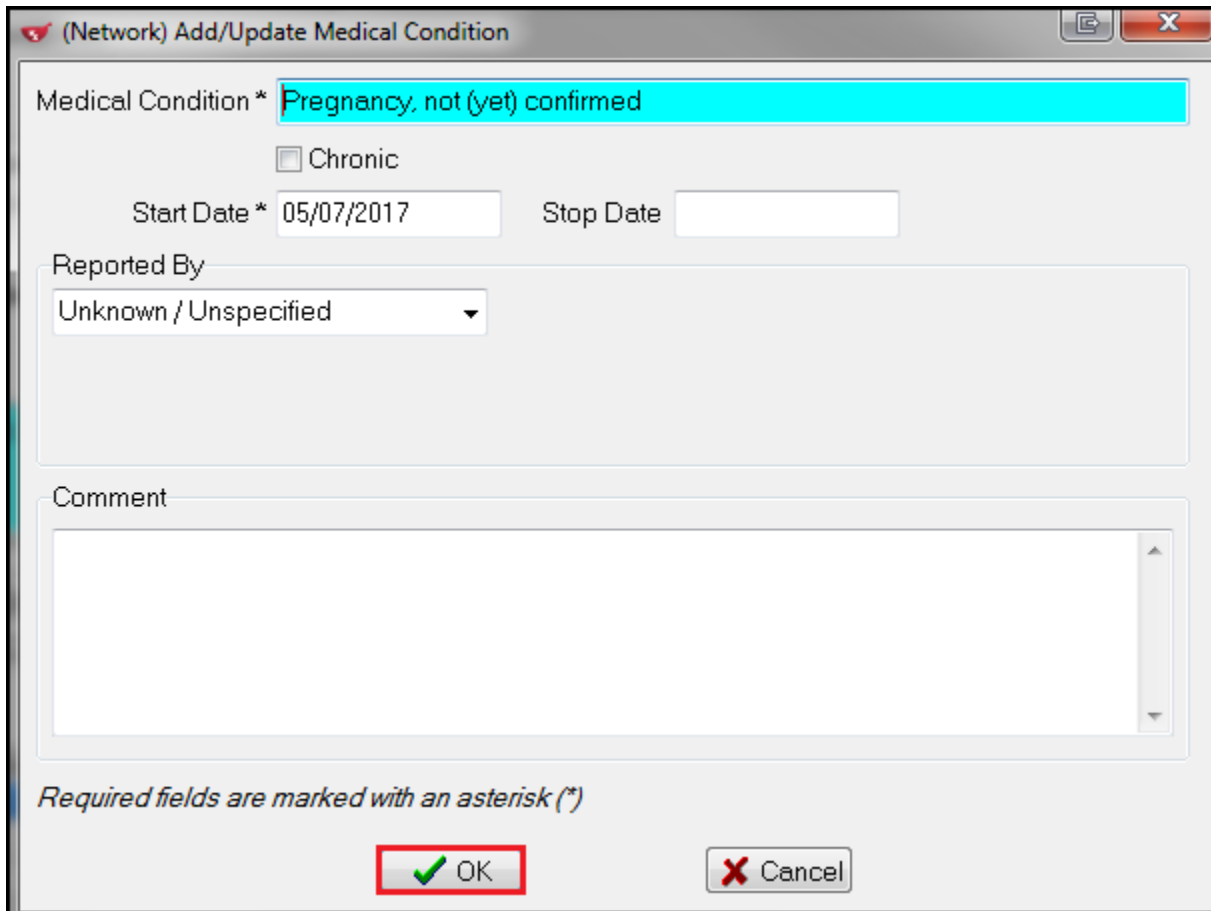
3. From the **Select the network condition to link to** screen, a list of DIS condition entries will be displayed. If the red (Local) condition entry matches one of the existing DIS allergies, highlight the entry and click **Select** to synchronize the two records.



4. If the red (Local) entry does not match any of the existing DIS allergies, click **Add to Network** or press **Ctrl-A** on the keyboard.



5. From the **(Network) Add/Update Condition** screen, click **OK** or press **Enter** on the keyboard to save changes and to send the condition record to the DIS.



Medical Condition \* Pregnancy, not (yet) confirmed

Chronic

Start Date \* 05/07/2017 Stop Date

Reported By  
Unknown / Unspecified

Comment

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

OK Cancel

## Services

Users perform many types of services for patients which they may record on the local Kroll system for their own use, and may also wish to record this information on the DIS to be viewed by all authorized providers.

Medication Administration
Medication Review
Patient Assessment
Patient Device Education And/Or Ins
Patient Education And/Or Instruction
Patient Medication Monitoring
Preparation Of A Care Or Treatment
Research
Self Care Consultation
Smoking Cessation
Wellness And Disease Prevention

Some examples of professional services that may be recorded on the DIS include:

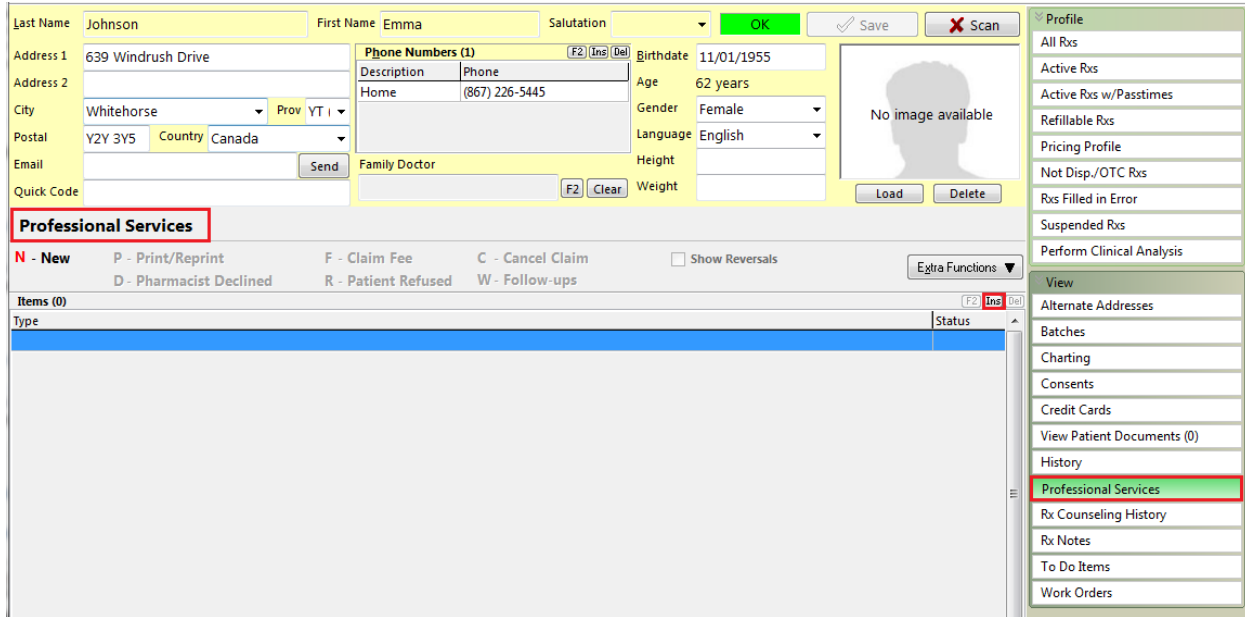
- Training on usage of a device such as blood glucose monitors or peak flow meters;
- Home visits to assess patient compliance/overuse/home supplies;
- Pre-filling syringes.

A professional service may be recorded as a one-time event or may be recorded as an ongoing service with a date range. Examples of services with a date range would be regular home visits, or ongoing pre-fills of insulin syringes. Date range is meant to indicate the length of a service.

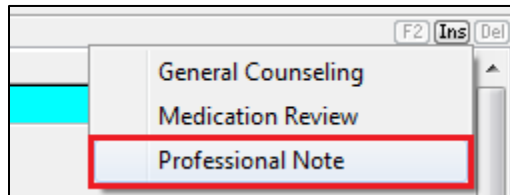
Profile (13) Allergies (1) Adv Reactions (1) Conditions (3) <b>Services (3)</b> Observations Notes		Status	Date
DATA	Service Type	Confidentiality	Local
NEW	<b>Medication Review</b> 31 minutes Accessed patient...	Completed N/A	29-Jun-2017 No
LOCAL	<b>Medication Administration</b> Administration of Flu Vaccine.	N/A	05-Jul-2017 Unassigned
LOCAL	<b>Patient Device Education And/Or Instruction</b>	N/A	05-Jul-2017 Unassigned

Detail Extra Functions Cancel OK

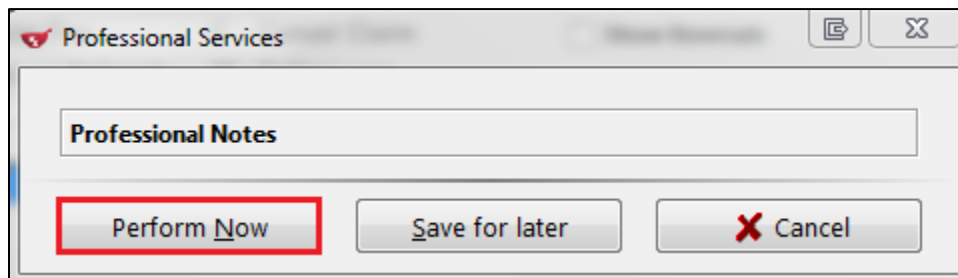
1. Professional Services can be added from the Network menu or by selecting **Professional Services** from the right navigation pane. Click **Ins** to initiate a new service.



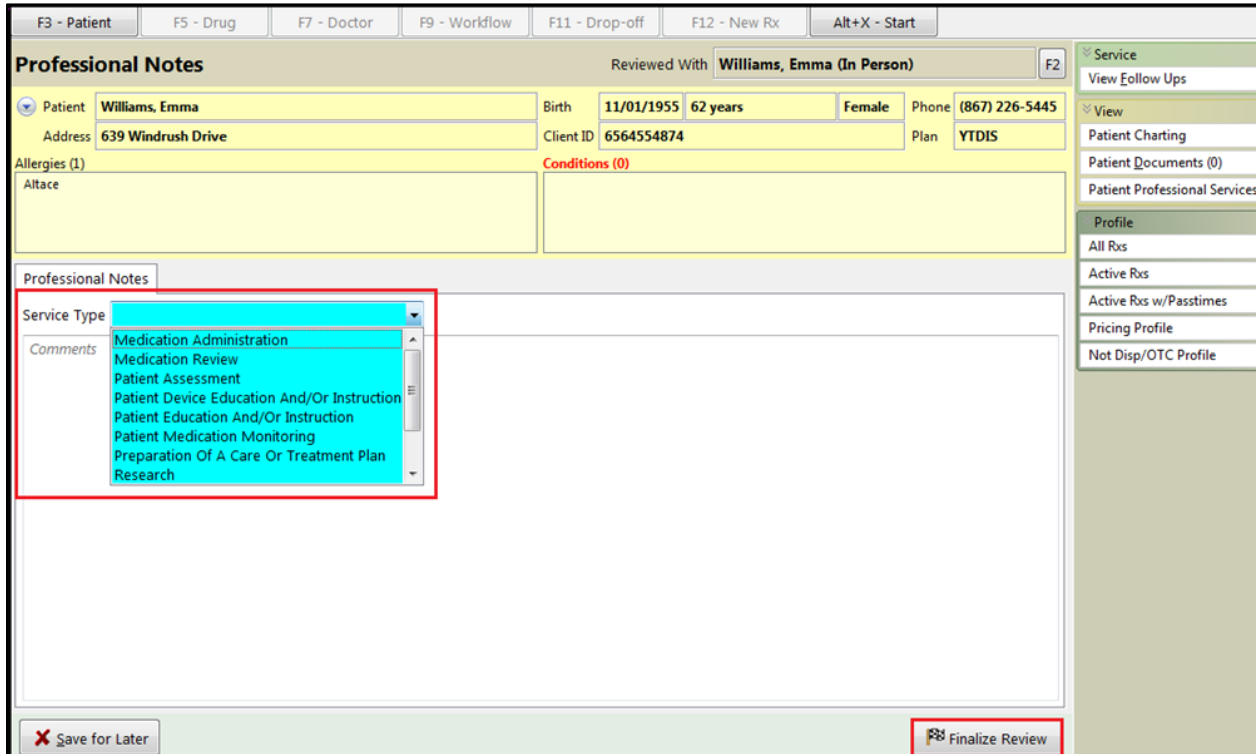
2. The **Medication Review/Dialog** screen will appear. Select **Professional Note** from the list.



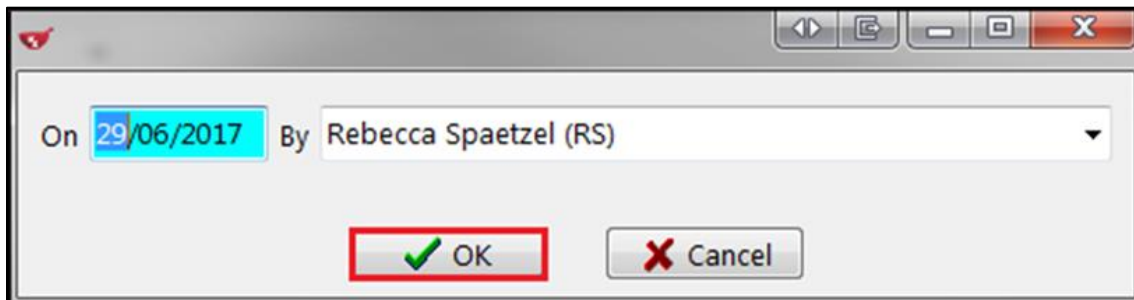
You can either **Perform Now** or **Save for later**. Click **Perform Now**.



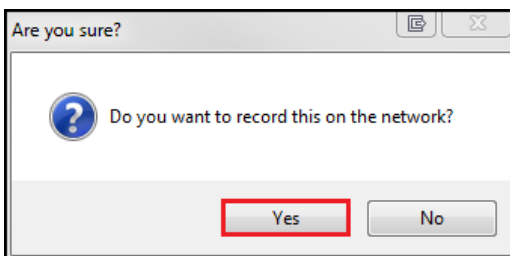
The **Professional Notes** screen will appear. Choose a service type from the drop down list and enter an optional comment if desired. Click **Finalize Review**.



3. Window opens with pre-populated information that is editable. Click **OK**.

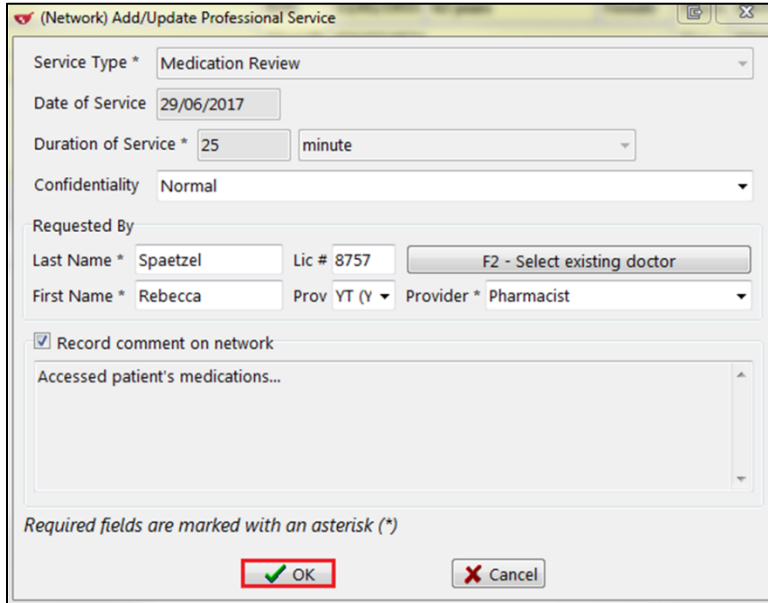


4. You will be prompted to record on Network. Answer **Yes**.





- (Network) Add/Update Professional Service screen will appear. Enter all the required information and click **OK**.



(Network) Add/Update Professional Service

Service Type \* Medication Review

Date of Service 29/06/2017

Duration of Service \* 25 minute

Confidentiality Normal

Requested By

Last Name \* Spaetzel Lic # 8757 F2 - Select existing doctor

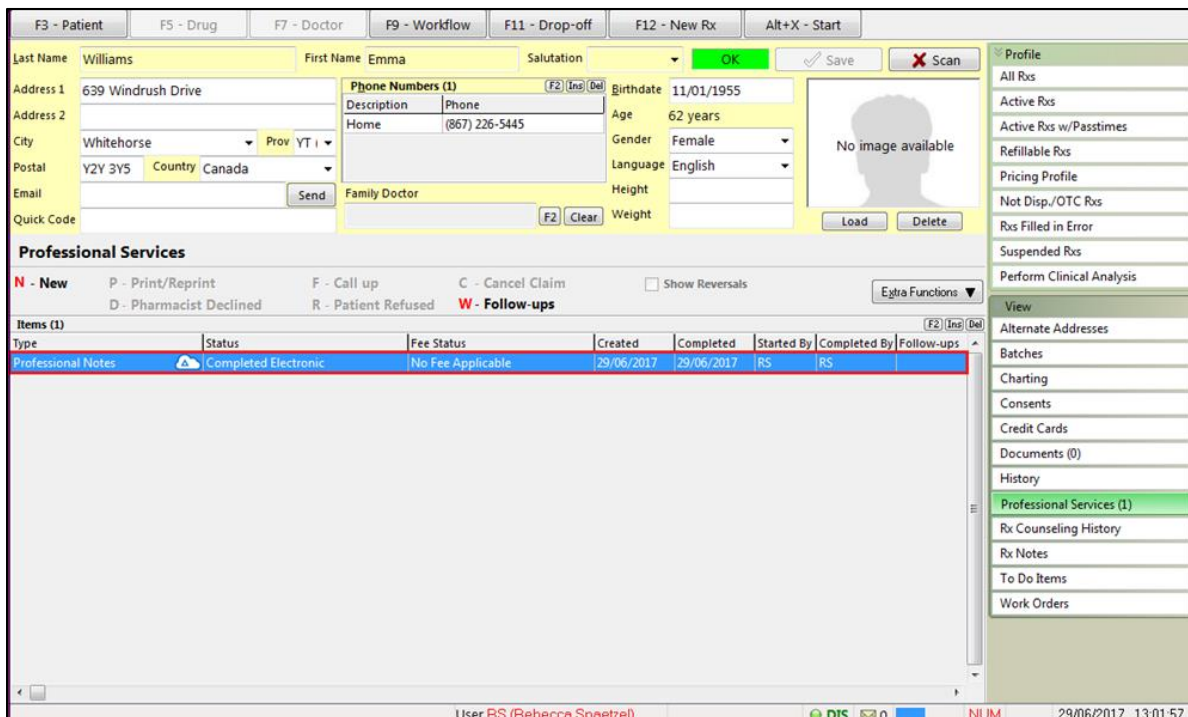
First Name \* Rebecca Prov YT (Y) Provider \* Pharmacist

Record comment on network

Accessed patient's medications...

Required fields are marked with an asterisk (\*)

- The Professional Service will be recorded locally and on the Network.



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

Last Name Williams First Name Emma Salutation OK Save Scan

Address 1 639 Windrush Drive Phone Numbers (1) Birthdate 11/01/1955

Address 2 City Whitehorse Prov YT Home (867) 226-5445 Age 62 years

Postal Y2Y 3Y5 Country Canada Gender Female

Email Send Family Doctor Language English

Quick Code Height Weight Load Delete

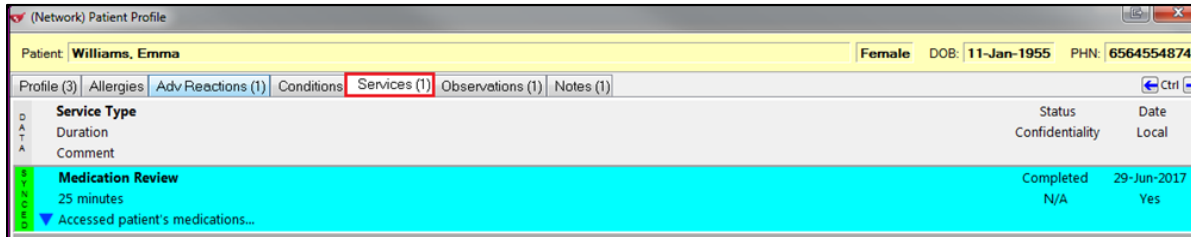
**Professional Services**

N - New P - Print/Reprint F - Call up C - Cancel Claim Show Reversals Extra Functions

D - Pharmacist Declined R - Patient Refused W - Follow-ups

Type	Status	Fee Status	Created	Completed	Started By	Completed By	Follow-ups
Professional Notes	Completed Electronic	No Fee Applicable	29/06/2017	29/06/2017	RS	RS	

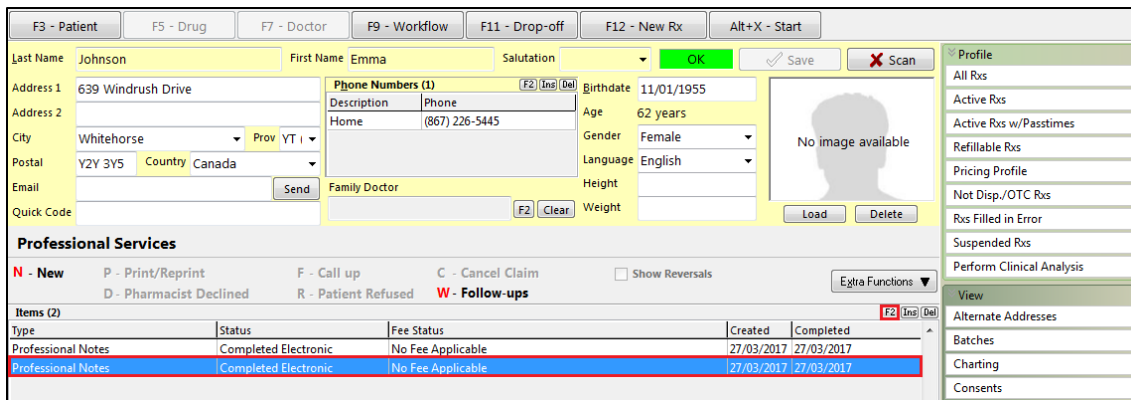
User RS (Rebecca Spaetzel) DJS NUM 29/06/2017 13:01:57



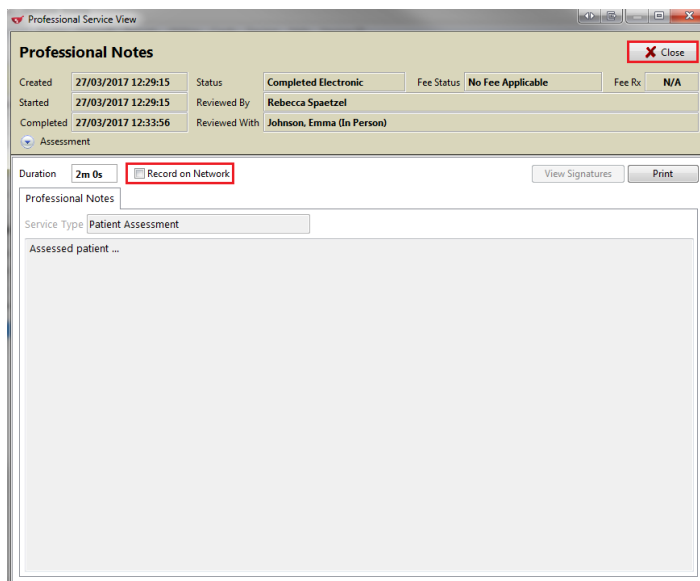
## Retract Professional Service sent to the Network

If a **Professional Service** was sent to the Network in error you can undo/ retract it locally.

1. Double-click or highlight the entry and press **F2**.



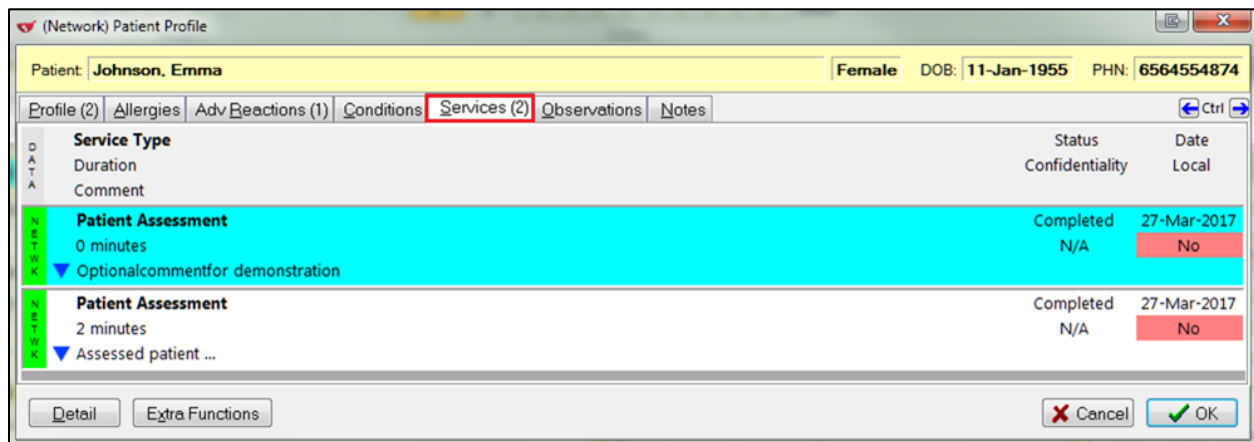
2. Un-check **Record on Network**. Click **Close**. This action sends the retract message to the network and the Professional Note is removed. It will still be recorded locally.



## Retrieve Details of a Professional Service on Yukon DIS

Once a Professional Service is logged on the DIS, it can be retrieved as follows:

1. From the **F3 - Patient** card, go to the **Network** menu and select either the **Comprehensive** or **Advanced Profile**.
2. From the **(Network) Patient Profile**, access the **Services** tab.



(Network) Patient Profile

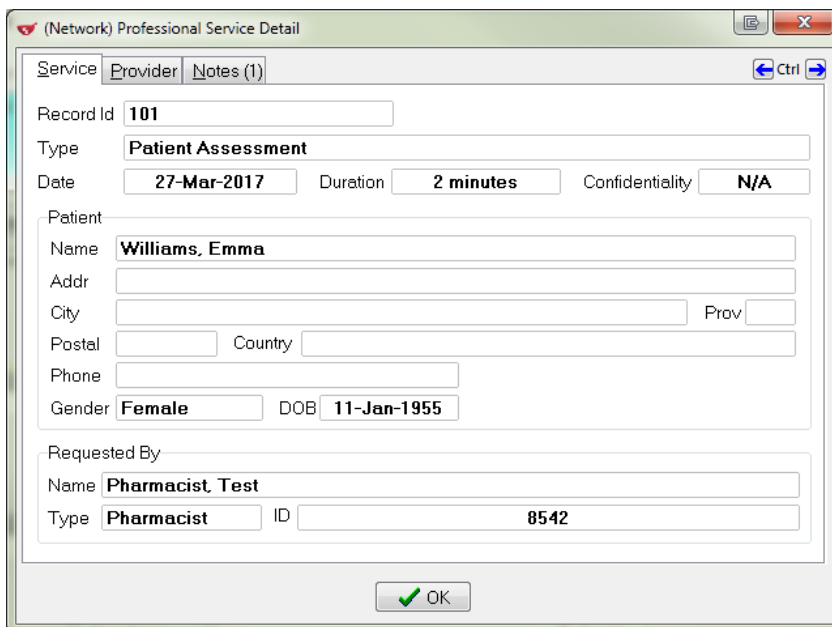
Patient: **Johnson, Emma** Female DOB: **11-Jan-1955** PHN: **6564554874**

Profile (2) Allergies Adv Reactions (1) Conditions **Services (2)** Observations Notes

Service Type	Status	Date
<b>Patient Assessment</b> 0 minutes Optional comment for demonstration	Completed N/A	27-Mar-2017 No
<b>Patient Assessment</b> 2 minutes Assessed patient ...	Completed N/A	27-Mar-2017 No

Buttons: Detail, Extra Functions, Cancel, OK

3. Double-click the applicable Professional Service entry; this will call up the **(Network) Professional Service Detail** screen.



(Network) Professional Service Detail

Service Provider Notes (1)

Record Id: **101**

Type: **Patient Assessment**

Date: **27-Mar-2017** Duration: **2 minutes** Confidentiality: **N/A**

Patient

Name: **Williams, Emma**

Addr: \_\_\_\_\_

City: \_\_\_\_\_ Prov: \_\_\_\_\_

Postal: \_\_\_\_\_ Country: \_\_\_\_\_

Phone: \_\_\_\_\_

Gender: **Female** DOB: **11-Jan-1955**

Requested By

Name: **Pharmacist Test**

Type: **Pharmacist** ID: **8542**

Buttons: OK

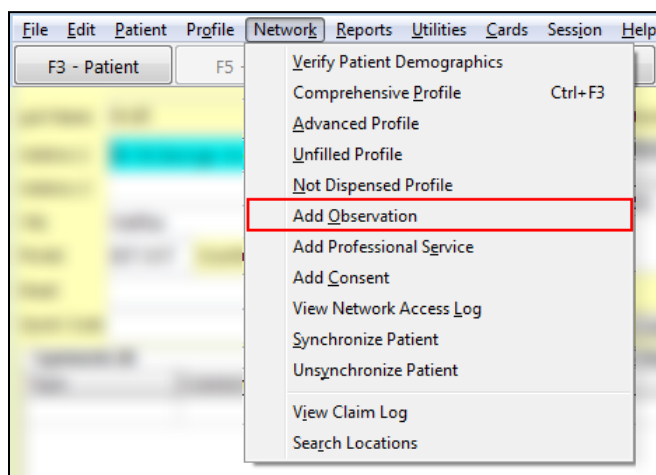
## Observations

The **Add Observation** option allows you to record observations about a patient that may be helpful in providing the most complete healthcare to a patient as possible.

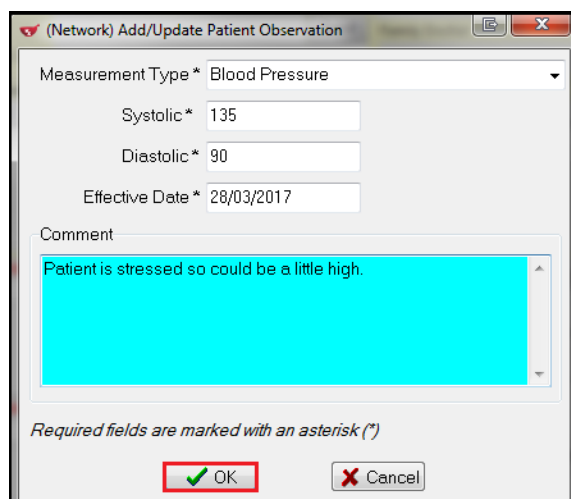
### Add Observation

Observations are measurable characteristics. They include blood pressure, individual systolic and diastolic measurements, blood glucose, height, weight, pulse, respiration rate, or temperature.

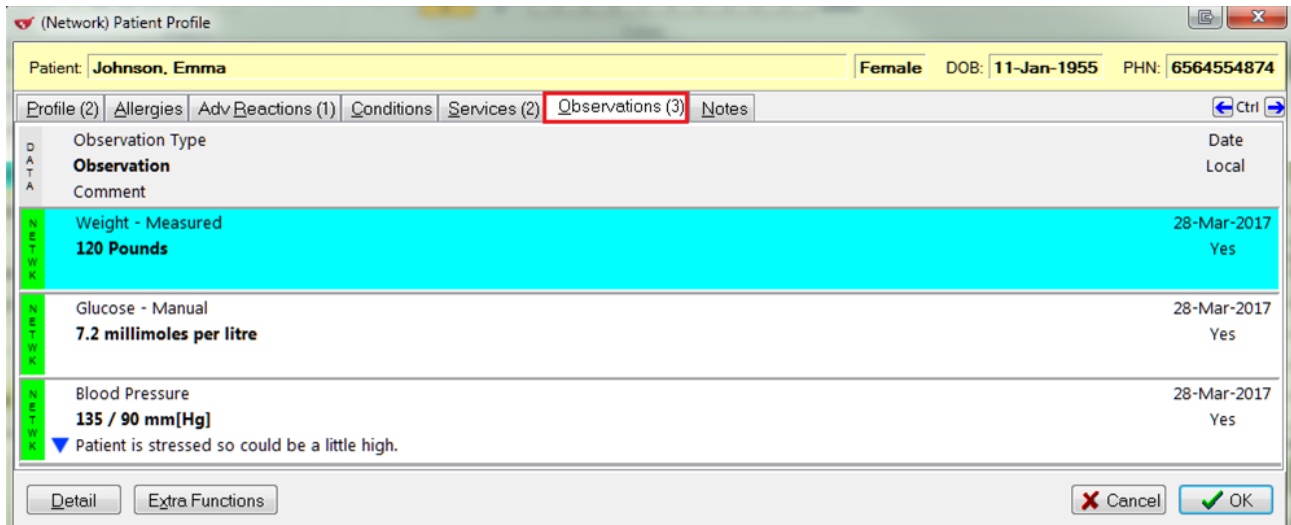
1. From the **F3 - Patient** card, select **Network > Add Observation**.



2. Select the **Measurement Type** (from the drop down), **Values**, and **Effective Date** (defaults to today's date). Click OK or press enter on keyboard.

A screenshot of a dialog box titled '(Network) Add/Update Patient Observation'. It contains several input fields: 'Measurement Type \*' is a dropdown menu set to 'Blood Pressure'; 'Systolic \*' is a text box with '135'; 'Diastolic \*' is a text box with '90'; 'Effective Date \*' is a date picker set to '28/03/2017'. Below these is a 'Comment' text area containing the text 'Patient is stressed so could be a little high.' At the bottom, there are 'OK' and 'Cancel' buttons. A note at the bottom states 'Required fields are marked with an asterisk (\*)'.

3. On the Network, the observation is displayed under the **Observations** tab.



(Network) Patient Profile

Patient: **Johnson, Emma** Female DOB: **11-Jan-1955** PHN: **6564554874**

Profile (2) Allergies Adv Reactions (1) Conditions Services (2) **Observations (3)** Notes

DATA	Observation Type	Date
	<b>Observation</b>	Local
	Comment	
<b>NETWORK</b>	Weight - Measured <b>120 Pounds</b>	28-Mar-2017 Yes
<b>NETWORK</b>	Glucose - Manual <b>7.2 millimoles per litre</b>	28-Mar-2017 Yes
<b>NETWORK</b>	Blood Pressure <b>135 / 90 mm[Hg]</b>	28-Mar-2017 Yes
	▼ Patient is stressed so could be a little high.	

Detail Extra Functions Cancel OK

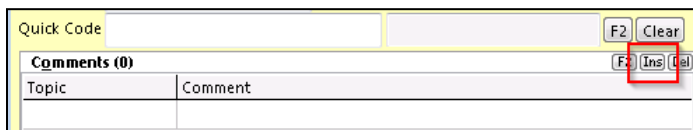
## Patient Note

**Patient Note(s)** are used to document additional information concerning a patient. Patient notes can be used to record any medical/health information you feel should be shared with other health care providers. Once a patient note is recorded on the DIS, it may be viewed by any other user with access to the DIS.

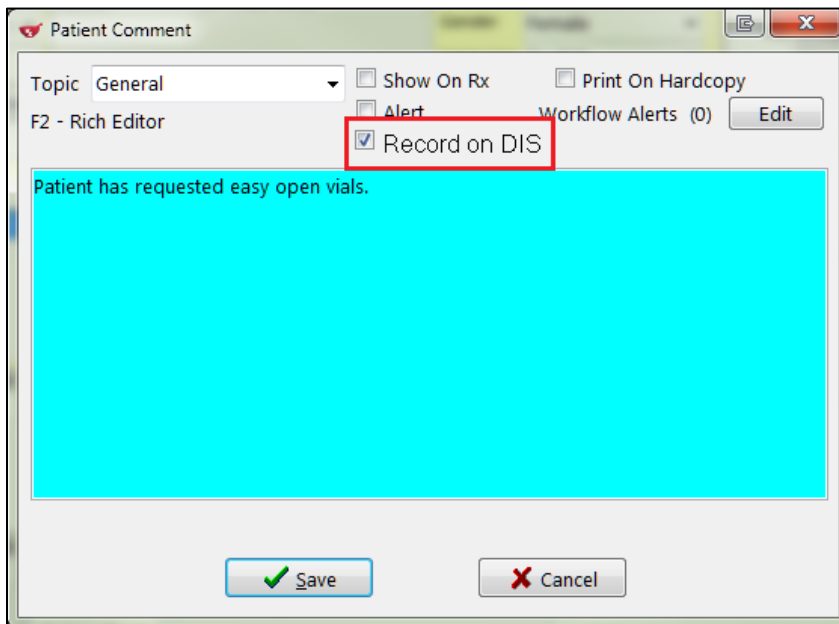
### Add Patient Note

When adding a local patient comment you now have an addition option to **Record on DIS**.

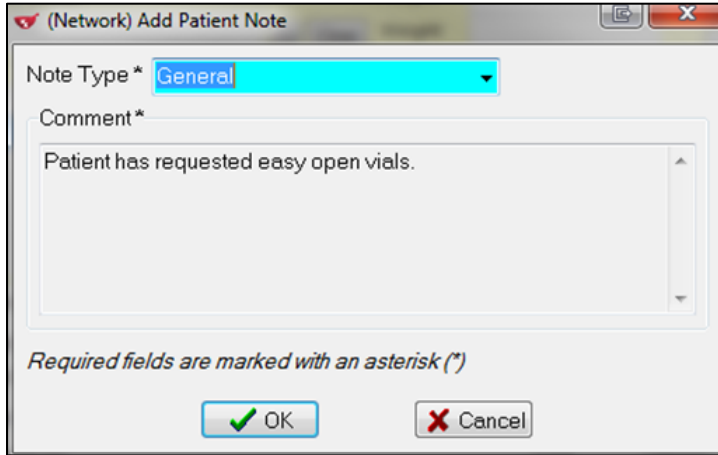
1. From the **Comments** section of the **F3 - Patient** card, click **Ins** or press the **Insert** key on the keyboard.



2. Select a **Topic** for the comment, and flag the **Record on DIS** option. If left unchecked, the note is only stored locally. Enter a free-form comment and click **Save**, press **Enter** or **Ctrl-S** on the keyboard to continue.



3. **(Network) Add Patient Note** window will open allowing you to edit the **Note Type** before transmitting to the DIS. Click **OK**.



(Network) Add Patient Note

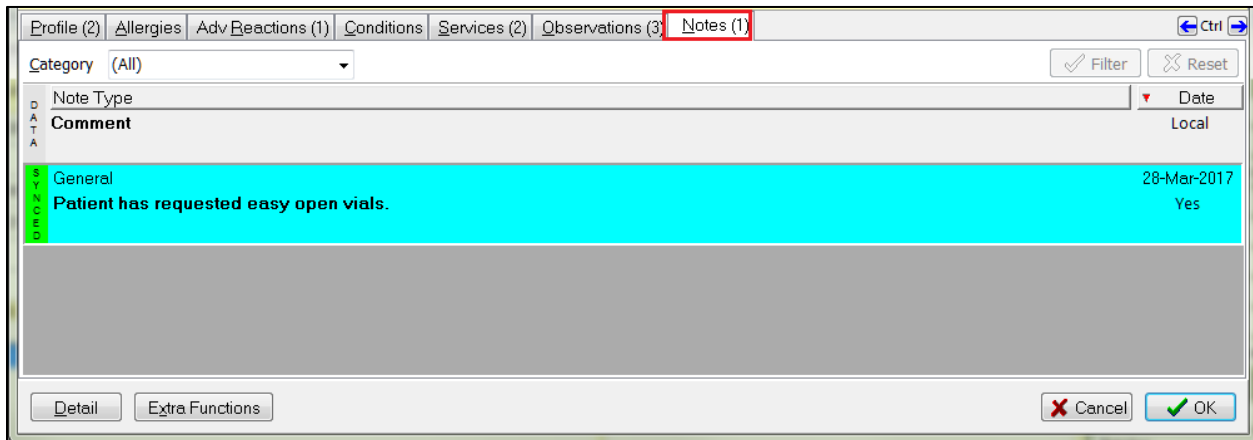
Note Type \* **General**

Comment \*

Patient has requested easy open vials.

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

4. On the Network, the note will display under the **Notes** tab.



Profile (2) Allergies Adv Reactions (1) Conditions Services (2) Observations (3) **Notes (1)** Ctrl

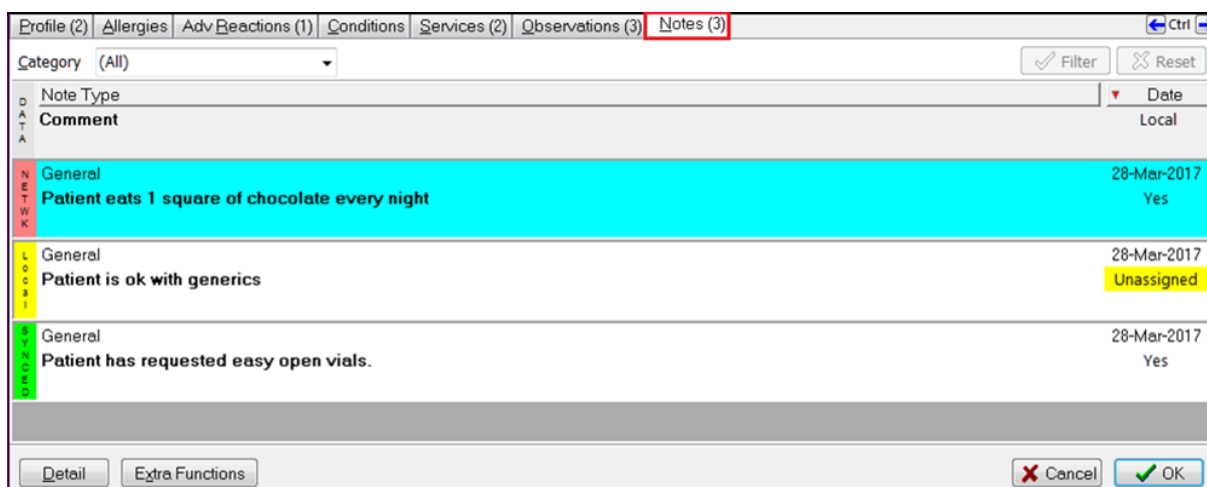
Category (All)

	Note Type	Date
<b>DATA</b>	<b>Comment</b>	Local
<b>STATUS</b>	General	28-Mar-2017
	<b>Patient has requested easy open vials.</b>	Yes

## Synchronizing Kroll and DIS Patient Notes

It is the aim of Yukon DIS that all medical and/or health related patient notes residing in Yukon DIS are synchronized with the local system and vice-versa. This promotes a comprehensive patient profile for providers. The following section will show you how to synchronize patient notes:

1. From the **F3 - Patient** card, select **Network > Comprehensive or Advanced Profile**.
2. Access the **Notes** tab from the **(Network) Patient Profile**.



Category	Note Type	Comment	Date
Network	General	Patient eats 1 square of chocolate every night	28-Mar-2017 Yes
Local	General	Patient is ok with generics	28-Mar-2017 Unassigned
Dismissed	General	Patient has requested easy open vials.	28-Mar-2017 Yes

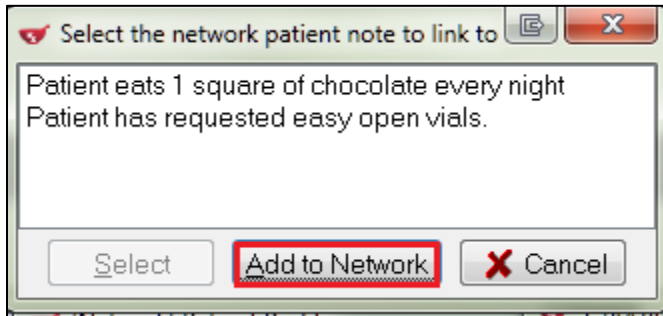
3. Right-click the yellow (Local) note you wish to synchronize with Yukon DIS.



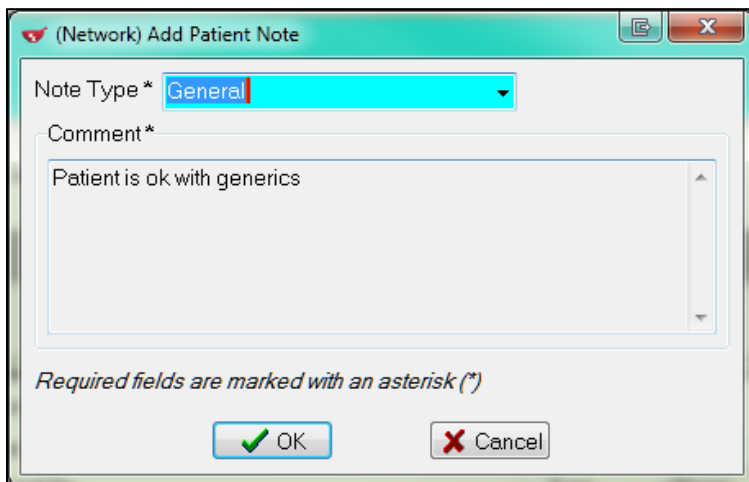
Local	General	Patient is ok with generics	28-Mar-2017 Unassigned
Dismissed	General		28-Mar-2017



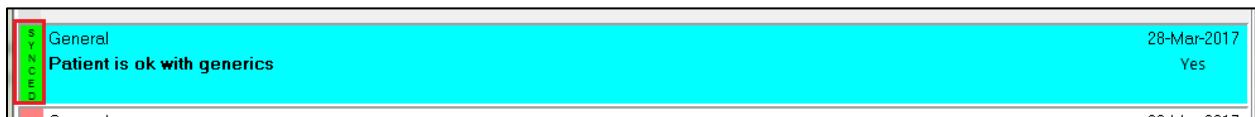
- The **Select the Network patient comment to link to** window will appear. If there is an existing Network comment that matches the local comment, highlight the Network comment and **Select** to synchronize the two entries. If there is no matching **Network Note**, select **Add to Network**.



- The **(Network) Add Patient Note** screen will appear where you can select a **Note Type** and enter a free-form comment. When you are finished, click **OK**.



- Once the yellow local note is synchronized, it will have a green (Synced) data bar.

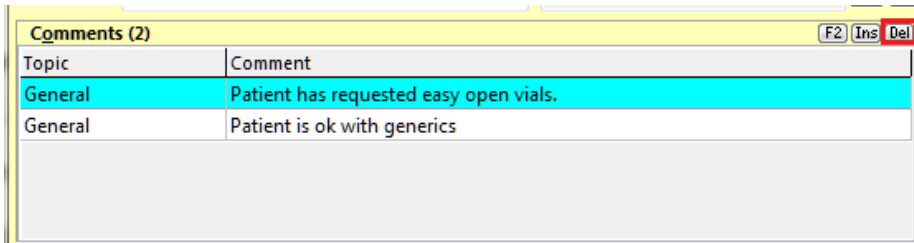


## Removing a Patient Note from Kroll and Yukon DIS

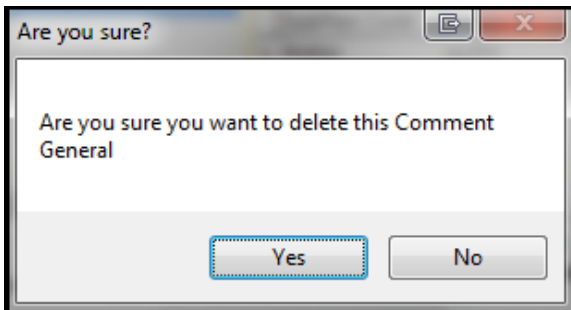
If you decide to remove a patient note locally on Kroll, they should also remove the note from Yukon DIS as well. There are two ways to remove a patient note from Kroll and Yukon DIS.

### Removing a Patient Note from Kroll

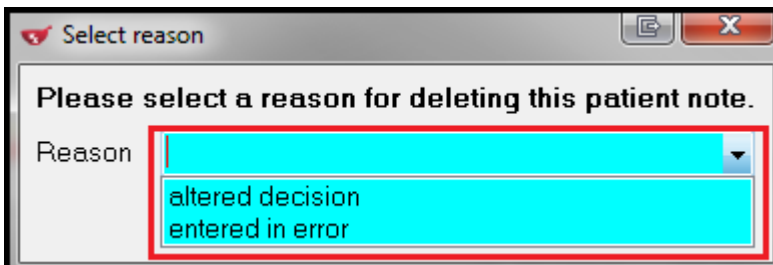
1. From the **F3 - Patient** card, highlight the comment that you would like to remove and click **Del** or press **Delete** on the keyboard.



2. You will be asked if you are sure you want to delete this comment. If you answer **Yes**, the comment will be removed locally and on the DIS.



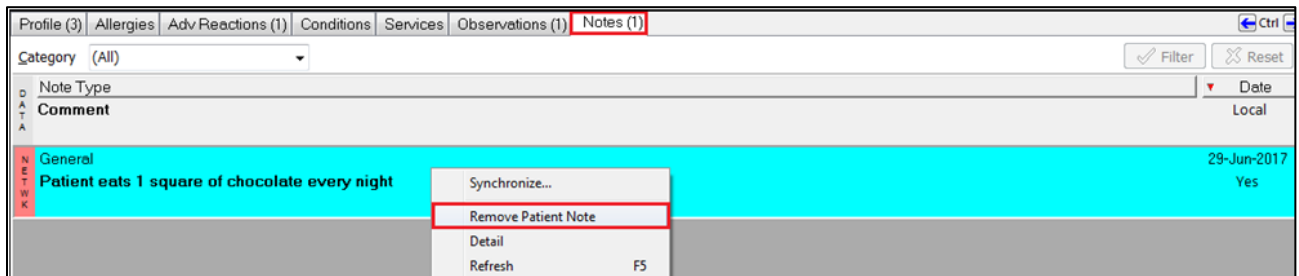
3. Select a reason for deleting the note and click **OK**.



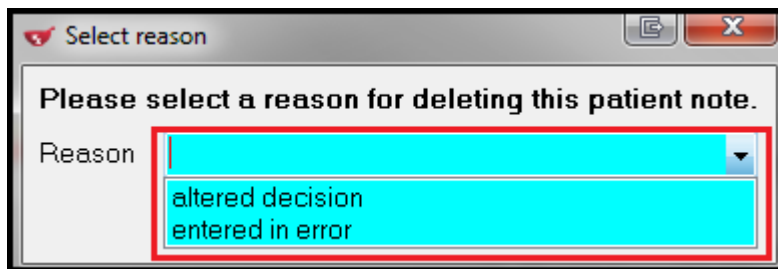
4. The note will be removed locally and from the Network.

## Removing a Patient Note from the Network:

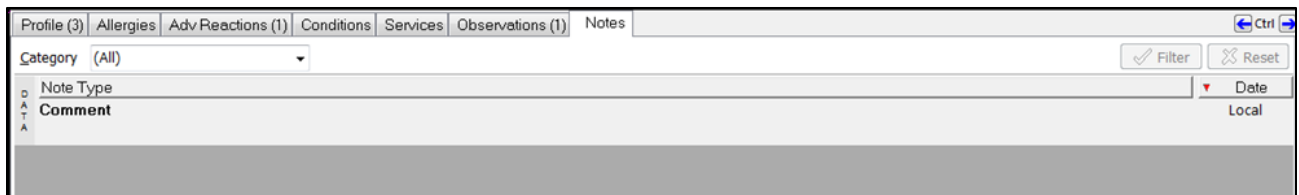
1. From the **F3 - Patient** card, select **Network > Comprehensive or Advanced Profile**.
2. Access the **Notes** tab from the **(Network) Patient Profile** and right-click the note you want to remove and select **Remove Patient Note**.



3. Select a reason for deleting the patient note and click **OK**.



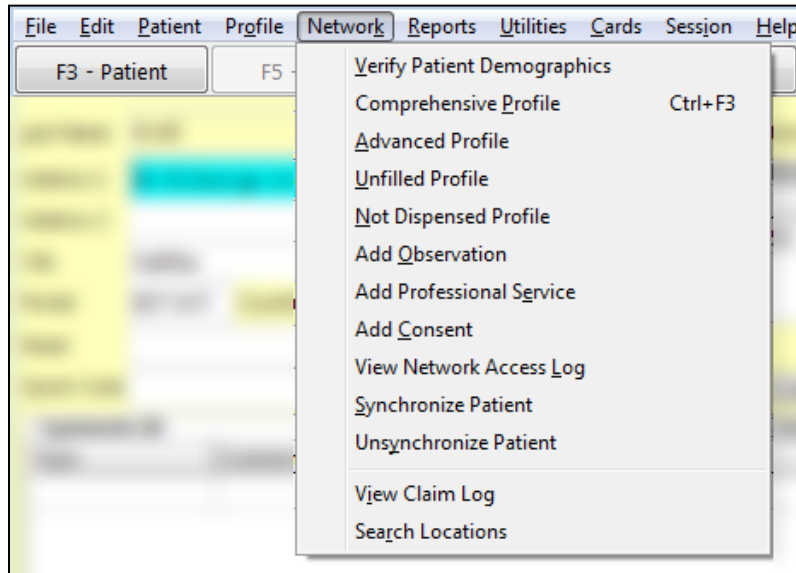
4. Patient note is removed from the Network.



## Network Options from the F3 - Patient Card

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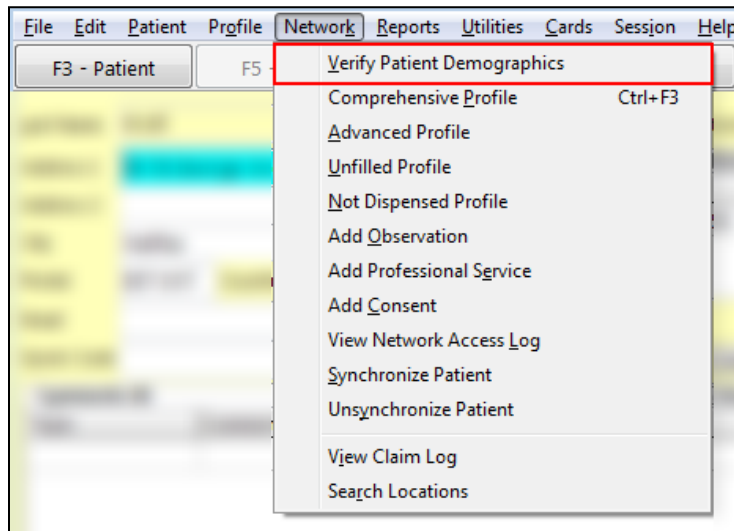
Network options can be accessed from the **F3 - Patient** card under the **Network** dropdown menu. Information entered, changed or removed via these options will be transmitted to the DIS.



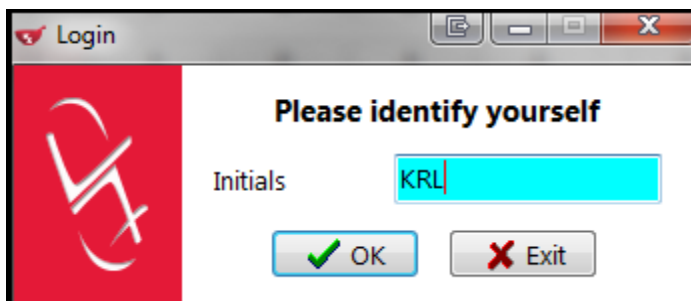
## Verify Patient Demographics


The **Verify Patient Demographics** Network option is used to validate local patient information, such as name, address, birthdate, gender, and PHN against patient information on the DIS. You will have the option to update their local patient profiles with the demographics listed in Yukon DIS.

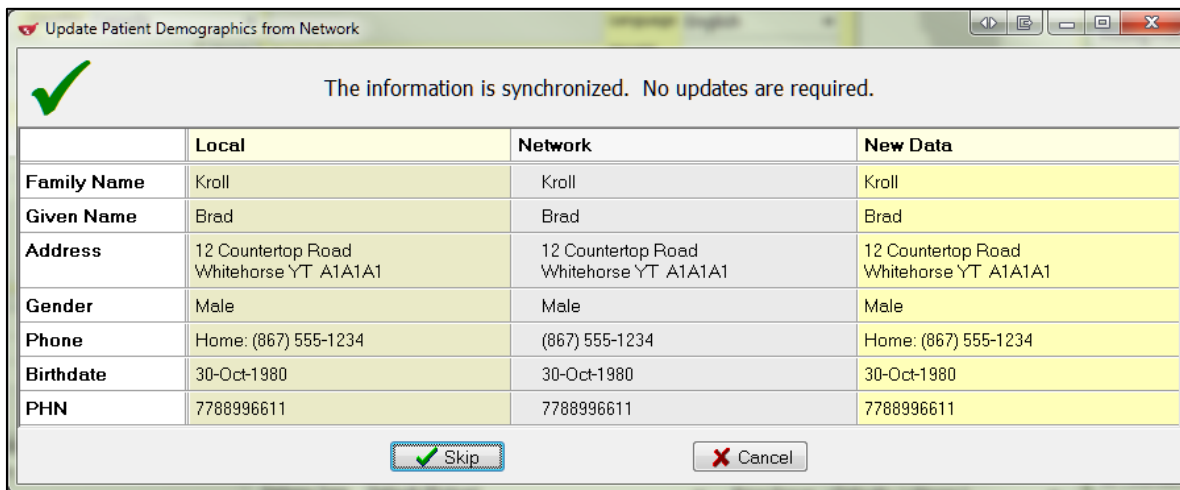
1. From the **F3 - Patient** card, select **Network > Verify Patient Demographics**.




2. Enter your login credentials.



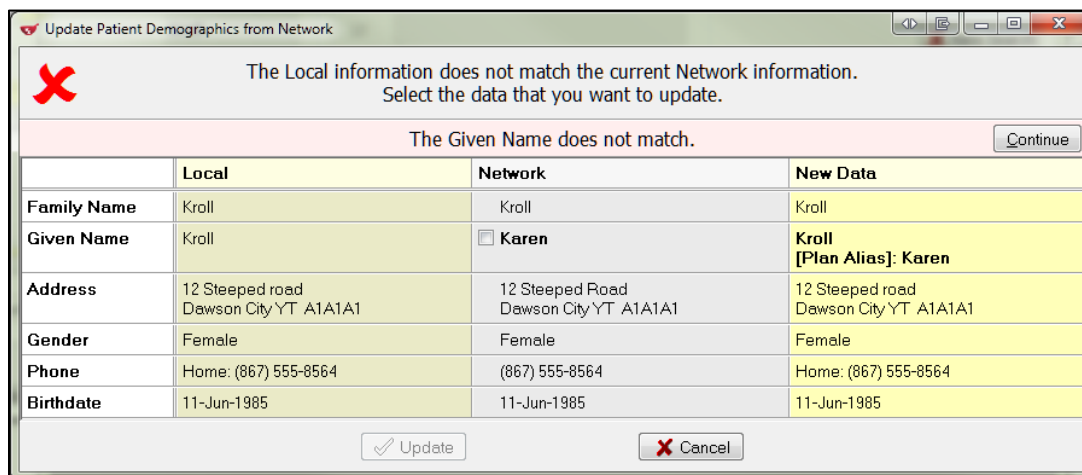
- The **Patient Update** window will appear with patient demographics and three columns listing **Local**, **Network**, and **New Data** patient information.
  - If there are no differences detected between the DIS and the local system, you will see a  icon and the message **'The information is synchronized. No updates are required'**.



	Local	Network	New Data
<b>Family Name</b>	Kroll	Kroll	Kroll
<b>Given Name</b>	Brad	Brad	Brad
<b>Address</b>	12 Countertop Road Whitehorse YT A1A1A1	12 Countertop Road Whitehorse YT A1A1A1	12 Countertop Road Whitehorse YT A1A1A1
<b>Gender</b>	Male	Male	Male
<b>Phone</b>	Home: (867) 555-1234	(867) 555-1234	Home: (867) 555-1234
<b>Birthdate</b>	30-Oct-1980	30-Oct-1980	30-Oct-1980
<b>PHN</b>	7788996611	7788996611	7788996611

- If there are detected differences, you will see an  icon and the message **'The local information does not match the current Network information. Select the data that you want to update'**.

**NOTE:** If the patient's first or last name does not match, you must also acknowledge this discrepancy before continuing.

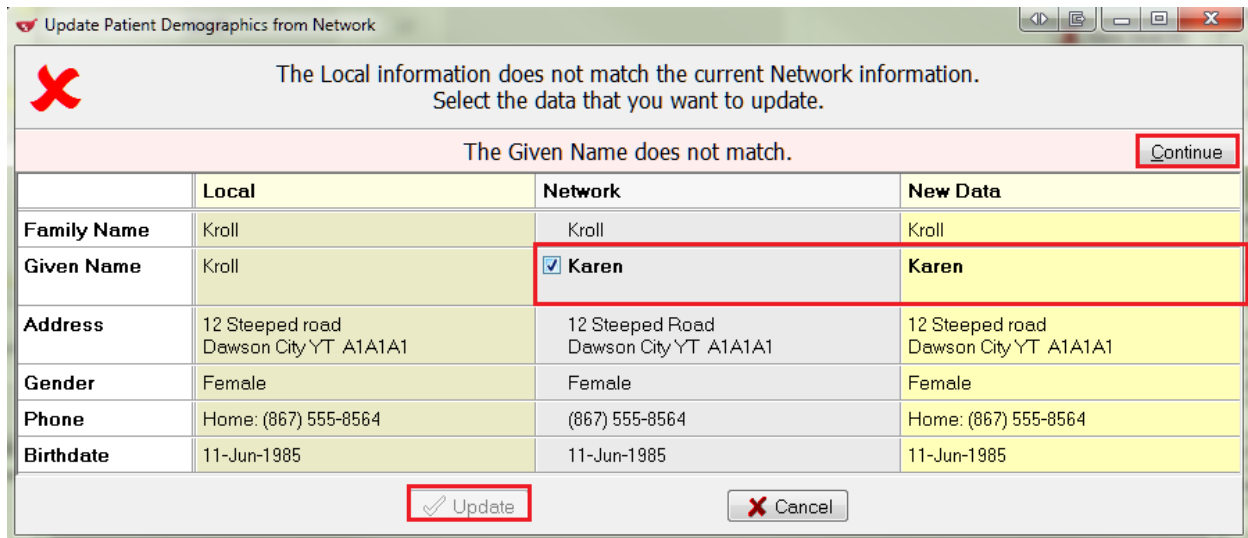


The Local information does not match the current Network information.  
Select the data that you want to update.

The Given Name does not match. Continue

	Local	Network	New Data
<b>Family Name</b>	Kroll	Kroll	Kroll
<b>Given Name</b>	Kroll	<input type="checkbox"/> Karen	<b>Kroll</b> <b>[Plan Alias]: Karen</b>
<b>Address</b>	12 Steeped road Dawson City YT A1A1A1	12 Steeped Road Dawson City YT A1A1A1	12 Steeped road Dawson City YT A1A1A1
<b>Gender</b>	Female	Female	Female
<b>Phone</b>	Home: (867) 555-8564	(867) 555-8564	Home: (867) 555-8564
<b>Birthdate</b>	11-Jun-1985	11-Jun-1985	11-Jun-1985

- From the **Network** column, place a check mark next to the Network patient information you want to update into your local record. The **New Data** column on the far right will show you what your local patient record will look like after the changes. Click **Continue** and then **Update** or press **Enter** on the keyboard.



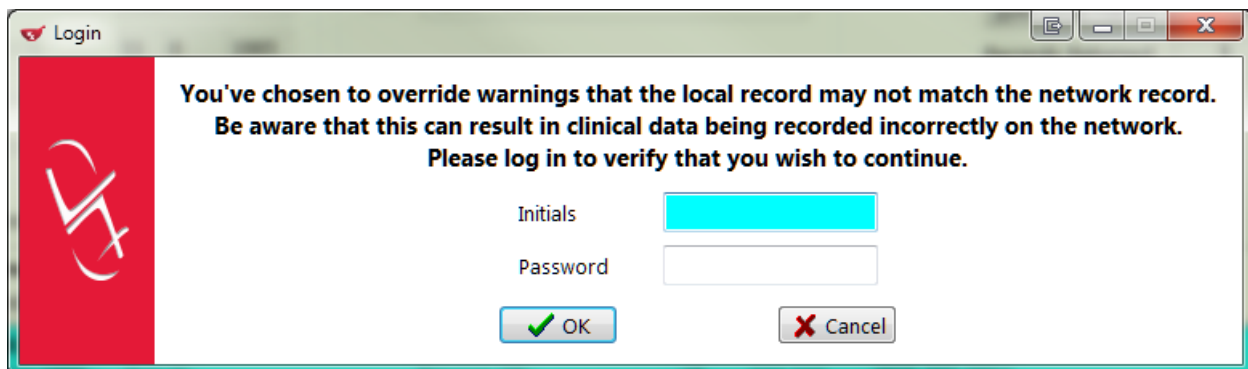
The Local information does not match the current Network information.  
Select the data that you want to update.

The Given Name does not match. Continue

	Local	Network	New Data
<b>Family Name</b>	Kroll	Kroll	Kroll
<b>Given Name</b>	Kroll	<input checked="" type="checkbox"/> Karen	Karen
<b>Address</b>	12 Steeped road Dawson City YT A1A1A1	12 Steeped Road Dawson City YT A1A1A1	12 Steeped road Dawson City YT A1A1A1
<b>Gender</b>	Female	Female	Female
<b>Phone</b>	Home: (867) 555-8564	(867) 555-8564	Home: (867) 555-8564
<b>Birthdate</b>	11-Jun-1985	11-Jun-1985	11-Jun-1985

Update
Cancel

- This will open a security login screen indicating the user understands the information doesn't match. Login and then OK.



**Login**

You've chosen to override warnings that the local record may not match the network record.  
Be aware that this can result in clinical data being recorded incorrectly on the network.  
Please log in to verify that you wish to continue.

Initials

Password

OK
Cancel

- Local patient card is now updated with the new information.

## Comprehensive Patient Profile

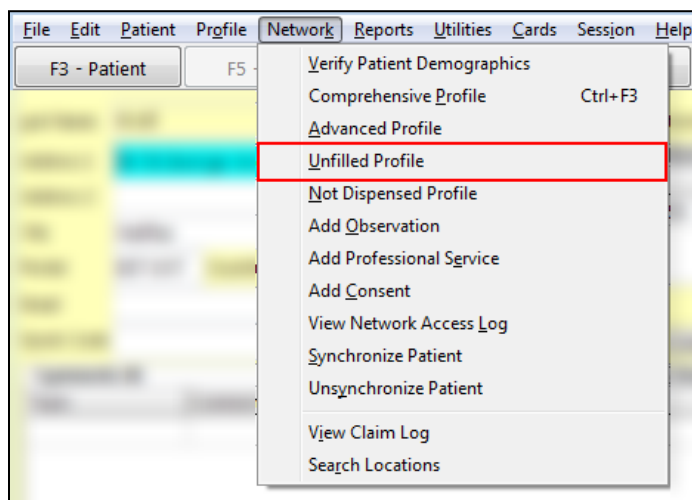
The **Comprehensive Profile** automatically returns all clinically relevant patient data from the last 45 days.

## Advanced Patient Profile

The **Advanced Profile** allows you to select the portion(s) of the patient’s Network profile, and the length of time that they wish to go back for. The advanced profile will then display all of the selected data in this time range.

## Unfilled Patient Profile

The unfilled profile returns all unfilled orders on the Network for a patient.



NeverDispensed (8)

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

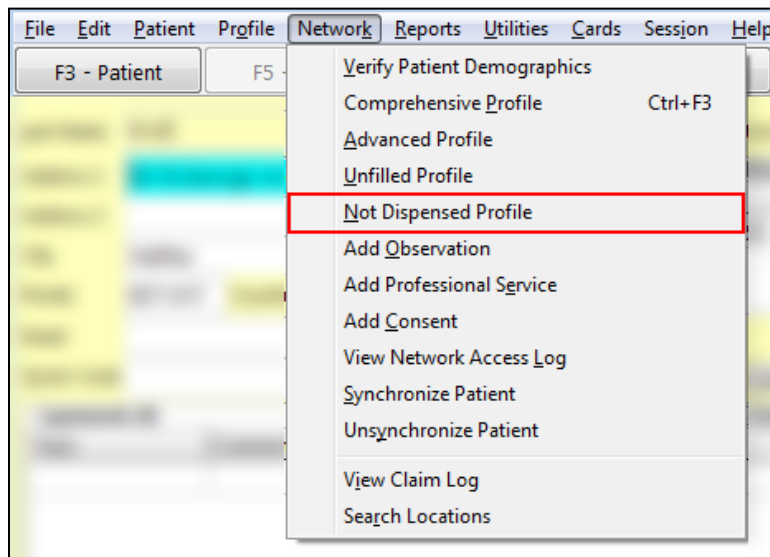
Picked Up	Status	Doctor	DIS Order #	Order Date
Last Qty	Drug	Code	Manufacturer	Local
Directions	Stop Date	Fillable	Auth	Rem
Unfilled	Active	CONFORMANCE, PHYSICIAN	3553	06-Jul-2017
MYLAN-PANTOPRAZOLE 40 MG SWALLOW, ORAL	02299585	MYL	Yes	
TAKE 1 TABLET ONCE DAILY	✓	540	540	
Unfilled	Active	CONFORMANCE, PHYSICIAN	3542	29-Jun-2017
1% Hydrocortisone In Canestan Cream 1%			Yes	
APPLY TO AFFECTED AREA(S) AS DIRECTED	✓	180000	180000	
Unfilled	Active	Brown, Charles	3506	26-Jun-2017
SANDOZ CITALOPRAM 20 MG SWALLOW, ORAL	02248170	SDZ	No	
TAKE 1 TABLET ONCE DAILY	✓	77	77	

Detail Extra.Functions



## Not Dispensed Profile

The **Not Dispensed Profile** returns all not dispensed orders on the Network for a patient. These will be items like physician samples, or other items that you have elected to record on a patient’s network profile for them.



Profile (4)

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

Picked Up	Status	Doctor	DIS Order #	Order Date
Last Qty <b>Drug</b>			Code	Manufacturer
Directions			Stop Date	Fillable
				Auth
				Rem
Other Medication <b>Active</b>	PHARMACIST, TEST	8831715	27-Mar-2017	
Not Disp <b>TYLENOL NO.1 300-8-15MG SWALLOW, ORAL</b>		<b>02181061</b>	JJC	No
Qty: 100. TAKE 1 TABLET ONCE DAILY		<b>05-Jul-2017</b>	*	
Other Medication <b>Completed</b>	PHARMACIST, TEST	8829029	13-Feb-2017	
Not Disp <b>Gravergol 50-1-100MG</b>		<b>00116858</b>	HOR	No
Qty: 20. AS DIRECTED		13-Feb-2017	*	
Other Medication <b>Completed</b>	PHARMACIST, TEST	8827867	31-Jan-2017	
Not Disp <b>GRAVOL 50 MG SWALLOW, ORAL</b>		<b>02245867</b>	CHC	No
Qty: 8. AS DIRECTED		31-Jan-2017	*	
Other Medication <b>Completed</b>	PHARMACIST, TEST	8826952	16-Jan-2017	
Not Disp <b>GRAVOL 100 MG TOPICAL APPLICATION, RECTAL</b>		<b>00013609</b>	HOR	No
Qty: 10. USE AS DIRECTED		26-Jan-2017	*	

## Add Observation

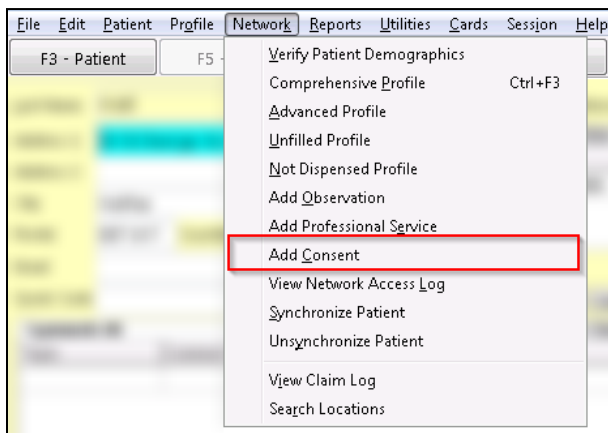
The option to **Add Observation** allows you to record Observations about a patient that may be helpful in providing the most complete healthcare to a patient as possible. For addition details, please refer to the Observations section of this user guide.

## Add Professional Service

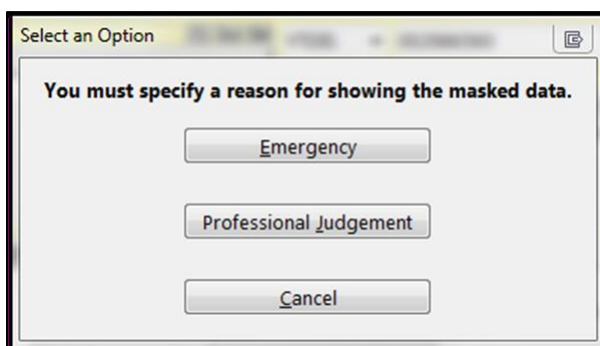
**Add Profession Service** allows you to log Professional Services performed for this patient. For additional details, please refer to the Services section of this user guide.

## Add Consent

There are some patients who may elect to have their profile masked or restricted from view without authorization. You are unable to view the network profile without adding authorization.



Once you have elected to add consent, you will then be prompted for the reason they are viewing masked data.

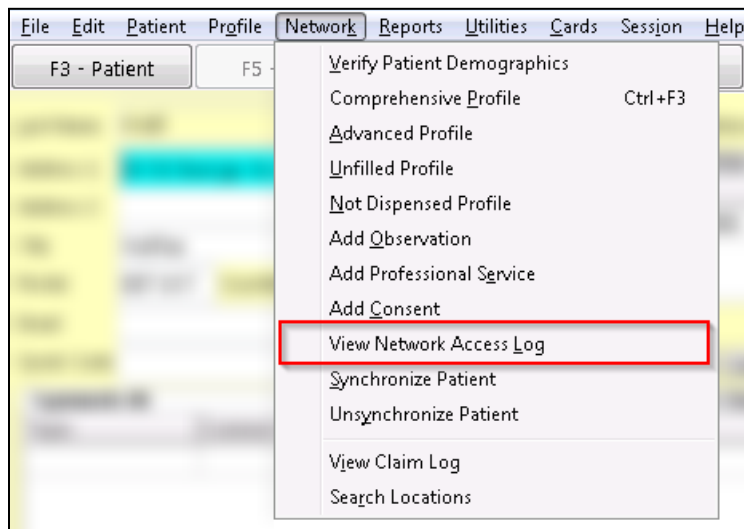


- **Emergency:** The patient is in an emergency situation and the user feels it necessary to view the network profile. As this is not considered to be expressed or implied consent, these transactions will normally trigger a pharmacy network audit.
  - **Professional Judgment:** The patient has given the user expressed or implied consent by virtue of the request to fill a script.
  - **Cancel:** If you have accessed the add consent option in error, this allows you to back-out without consequences.

## View Network Access Log

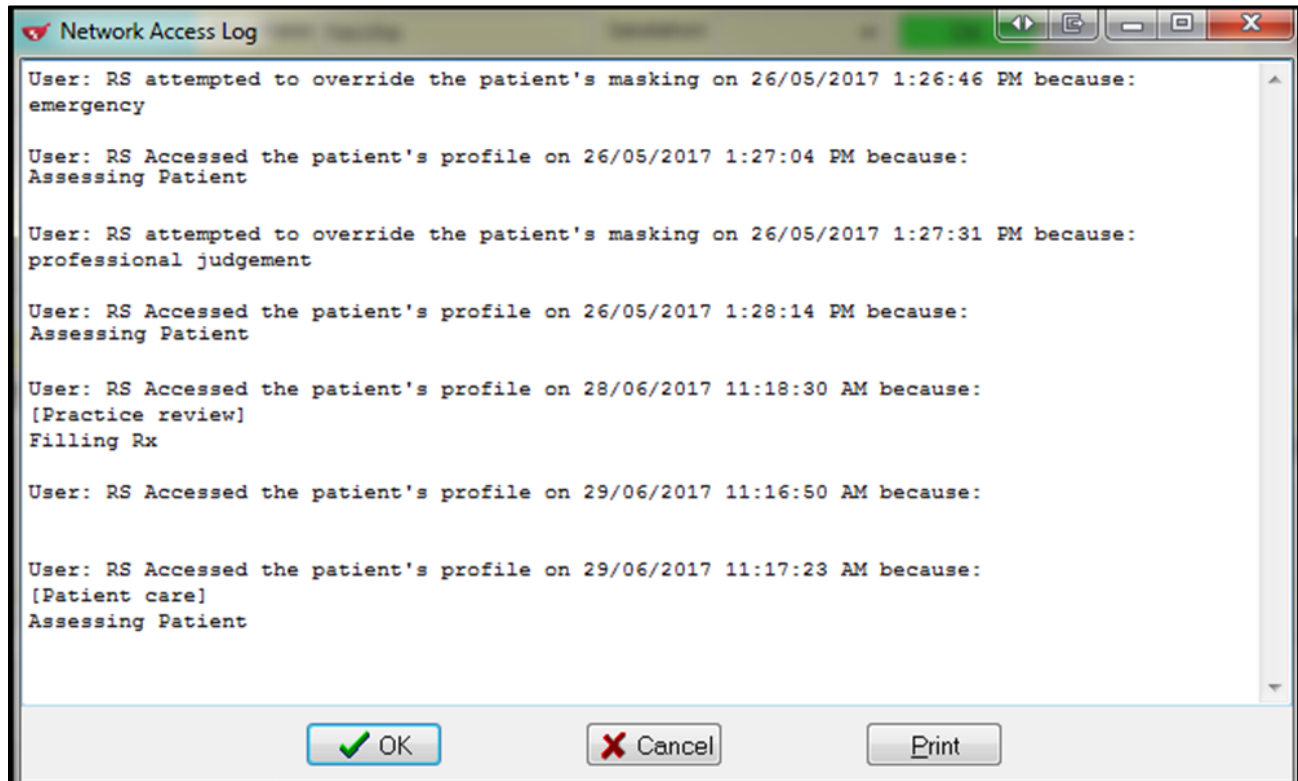
Patients are at liberty to request copies of their Yukon Electronic Health Record as well as a listing of users who have accessed it and why at any time. Yukon Health & Wellness will then request information regarding when and why a patient’s Network profile (including medications, allergies, services and notes) was accessed from the store.

1. From the **Network** menu, select **View Network Access Log**. Enter your login credentials.



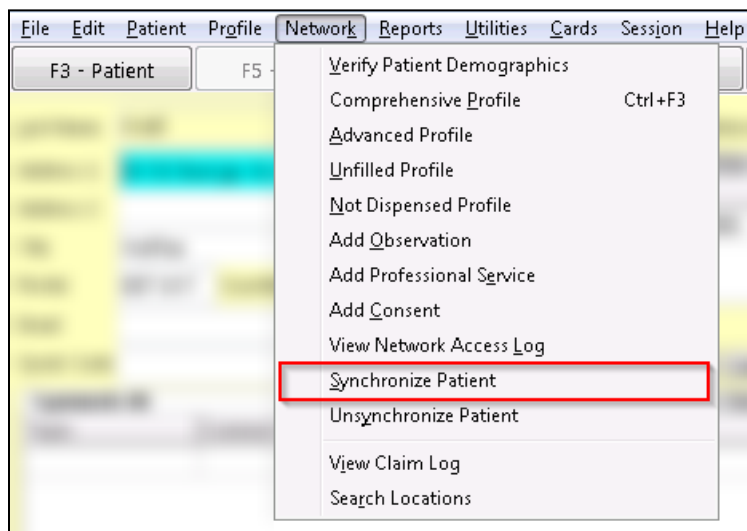
2. The **Network Access Log** displays the **User**, **Date**, **Time of Access**, and **Reason for Access**.

**NOTE:** While the Network Profile Access Reason is optional, Kroll strongly recommends always entering a reason. Entries are displayed in chronological order



## Synchronize Patient

The Network option to **Synchronize** allows all users to synchronize an existing local patient with the corresponding DIS patient record. This option is most often used by newly integrated pharmacies with the DIS; however, you may sometimes be requested by Kroll and DIS to un-sync and re-synchronize a specific patient. For example, where there may have been duplicate patient records discovered or non-human patients have been inadvertently added to the Network.



Please refer to the Scenario 1 – Existing Local Patient (Not Synchronized to CR) section for more information.

**NOTE:** Users who are actively doing NH Batching or Retail Batching, will want to synchronize these patients prior to starting the batch for the first time post-integration.

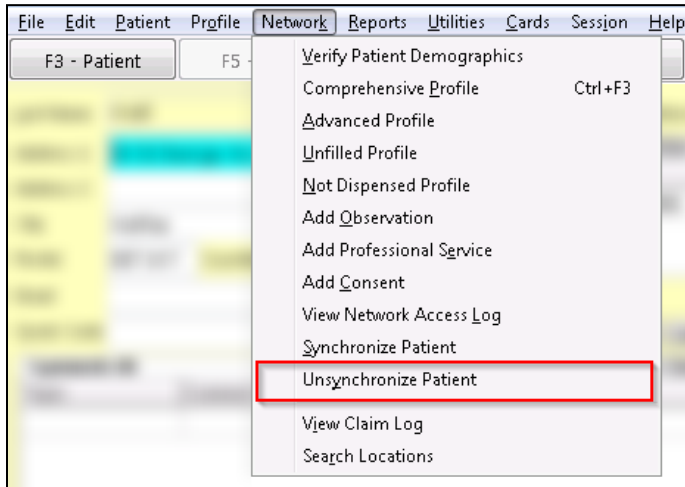
## Unsyncronize Patient

Occasionally, there may be situations where you have synced the wrong patient, or where multiple patient records have been discovered on the DIS, and the local Kroll patient record is synced to the record that was subsumed in the merge.

Where you have synced the local patient to the wrong patient file on the network, you will be required to Unsyncronize the local patient from the Network record. Then you will need to contact the DIS Support Desk.

Where you come across a synced local patient who may have had multiple records, you will be prompted to Unsyncronize and re-synchronize the patient.

1. Select **Network > Unsyncronize Patient**. Enter your login credentials.

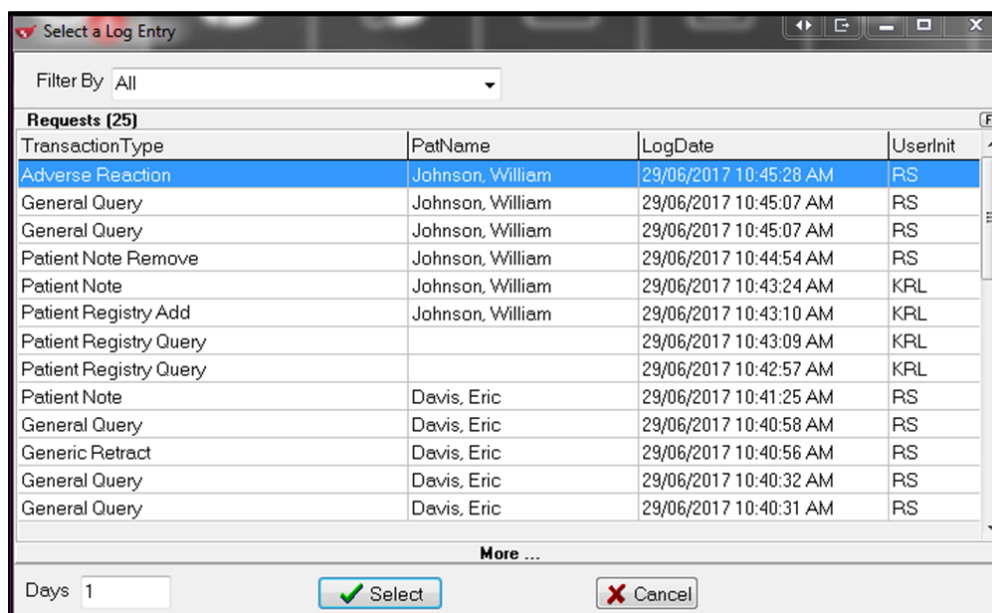


**NOTE:** Once you have entered your initials and password, the screen will go back to the patient card, and it will not look like anything happened. Kroll recommends you go back and manually sync the affected patient at this point.

## View Claim Log

This function is not patient specific. It is an ongoing record of all transactions against Yukon DIS. Messages sent to the DIS as well as messages received from the DIS are recorded here in the form of XML files. These will normally only be needed by Kroll to troubleshoot issues.

1. Select **Network > View Claim Log**. Enter your login credentials.



The screenshot shows a window titled "Select a Log Entry" with a "Filter By" dropdown set to "All". Below is a table with 25 requests. The first row is highlighted in blue.

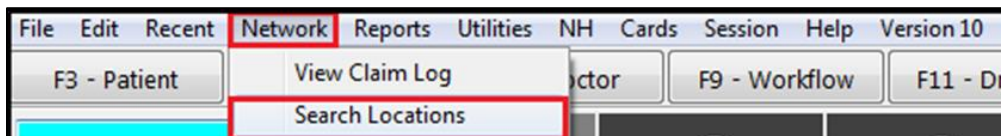
TransactionType	PatName	LogDate	UserInit
Adverse Reaction	Johnson, William	29/06/2017 10:45:28 AM	RS
General Query	Johnson, William	29/06/2017 10:45:07 AM	RS
General Query	Johnson, William	29/06/2017 10:45:07 AM	RS
Patient Note Remove	Johnson, William	29/06/2017 10:44:54 AM	RS
Patient Note	Johnson, William	29/06/2017 10:43:24 AM	KRL
Patient Registry Add	Johnson, William	29/06/2017 10:43:10 AM	KRL
Patient Registry Query		29/06/2017 10:43:09 AM	KRL
Patient Registry Query		29/06/2017 10:42:57 AM	KRL
Patient Note	Davis, Eric	29/06/2017 10:41:25 AM	RS
General Query	Davis, Eric	29/06/2017 10:40:58 AM	RS
Generic Retract	Davis, Eric	29/06/2017 10:40:56 AM	RS
General Query	Davis, Eric	29/06/2017 10:40:32 AM	RS
General Query	Davis, Eric	29/06/2017 10:40:31 AM	RS

At the bottom of the window, there is a "Days" input field set to "1", a "More ..." button, and "Select" and "Cancel" buttons.

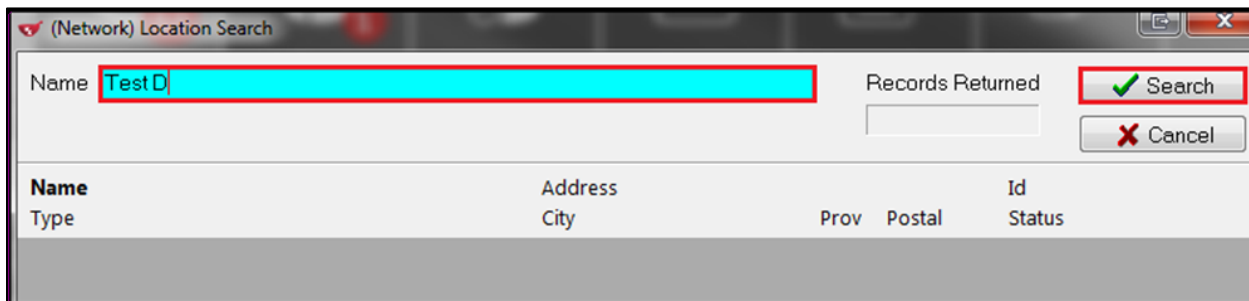
## Search Locations

The **Search Locations** function allows you to quickly find information from the DIS on another location. This function is for reference only. You are unable to do anything with this information from here.

1. Select **Network > Search Locations**.



2. Type the name of the location and select **Search**.



3. Location information will be displayed.



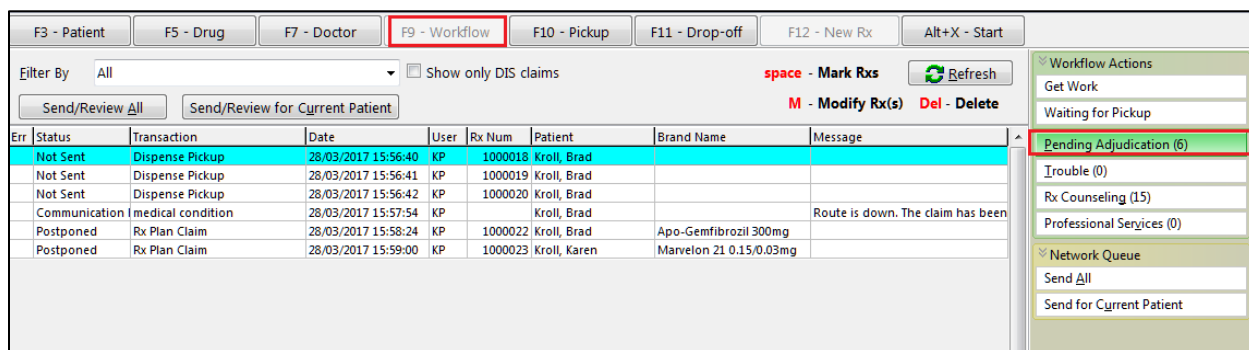


## What Happens When YTDIS Goes Down

In the event the DIS 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 DIS is up again.

No new claims for a particular patient can be sent to DIS until all queued claims for that patient have been sent to DIS. 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 DIS is down, claims are queued in order of creation in the following area:



The screenshot shows the 'F9 - Workflow' tab selected. The interface includes a filter dropdown set to 'All', a 'Show only DIS claims' checkbox, and buttons for 'Send/Review All' and 'Send/Review for Current Patient'. A table lists claims with columns for Status, Transaction, Date, User, Rx Num, Patient, Brand Name, and Message. The 'Pending Adjudication (6)' item in the 'Workflow Actions' sidebar is highlighted with a red box.

Err	Status	Transaction	Date	User	Rx Num	Patient	Brand Name	Message
	Not Sent	Dispense Pickup	28/03/2017 15:56:40	KP	1000018	Kroll, Brad		
	Not Sent	Dispense Pickup	28/03/2017 15:56:41	KP	1000019	Kroll, Brad		
	Not Sent	Dispense Pickup	28/03/2017 15:56:42	KP	1000020	Kroll, Brad		
	Communication	medical condition	28/03/2017 15:57:54	KP		Kroll, Brad		Route is down. The claim has been
	Postponed	Rx Plan Claim	28/03/2017 15:58:24	KP	1000022	Kroll, Brad	Apo-Gemfibrozil 300mg	
	Postponed	Rx Plan Claim	28/03/2017 15:59:00	KP	1000023	Kroll, Karen	Marvelon 21 0.15/0.03mg	

**Note:** When DIS is down, on the bottom of the screen the circle will change from Green to Red.

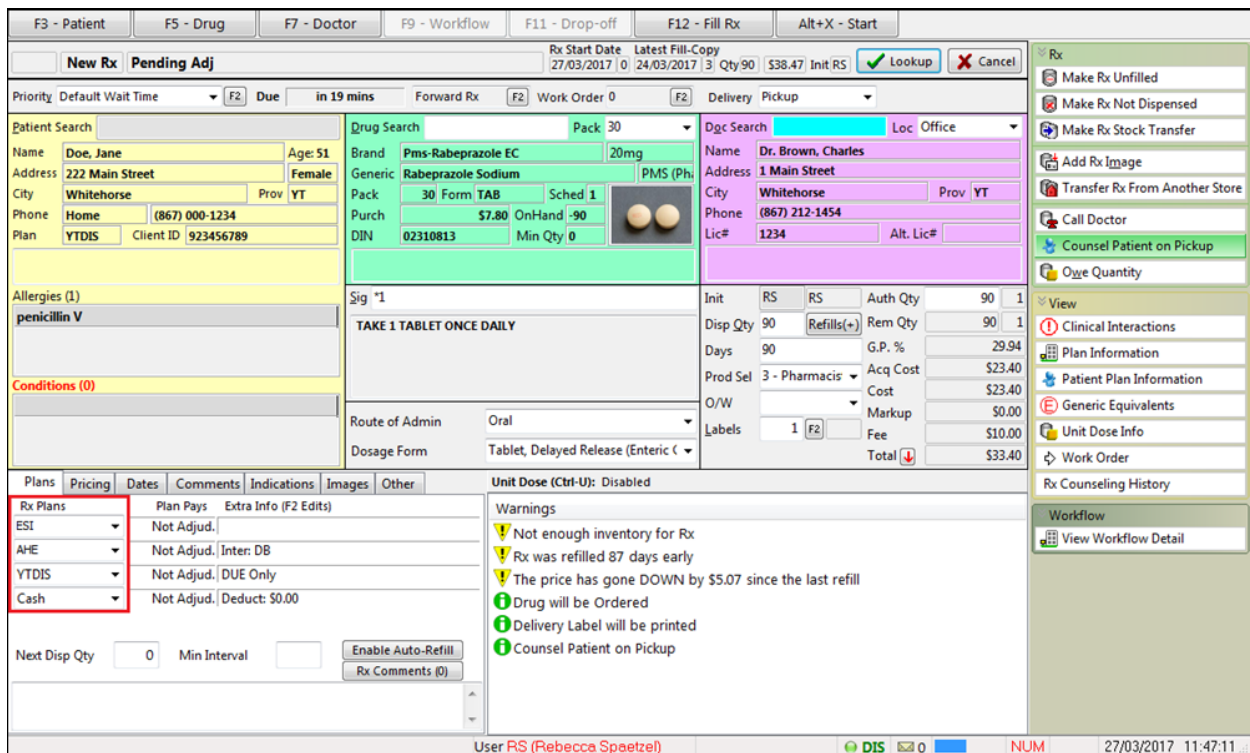


The status bar shows 'User RS (Kroll Pharmacist)', a red circle with 'DIS' next to it, '0' in a blue box, 'NUM', and the date/time '27/06/2017 12:26:59'.

# Printing Labels for Dispensing when DIS is down

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

1. From the **F12 - Filling** screen, the plan sequence should list the fiscal plans first, then the **Yukon DIS** plan, followed by the 'cash' plan.



The screenshot displays the 'F12 - Filling' screen. At the top, there are navigation tabs: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - Fill Rx, and Alt+X - Start. The main area is divided into several sections:

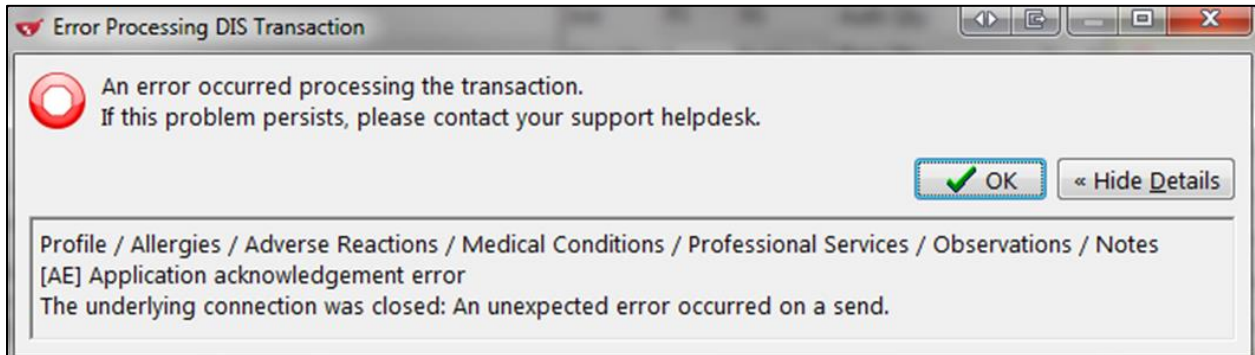
- Patient Search:** Name: Doe, Jane; Address: 222 Main Street, Whitehorse, YT; Age: 51; Female.
- Drug Search:** Brand: Pms-Rabeprazole EC 20mg; Generic: Rabeprazole Sodium; Pack: 30 Form TAB; Sched: 1; DIN: 02310813; Min Qty: 0.
- Physician Search:** Name: Dr. Brown, Charles; Address: 1 Main Street, Whitehorse, YT; Phone: (867) 212-1454; Lic#: 1234.
- Allergies (1):** penicillin V.
- Conditions (0):** (Empty)
- Instructions:** TAKE 1 TABLET ONCE DAILY.
- Route of Admin:** Oral; **Dosage Form:** Tablet, Delayed Release (Enteric C).
- Costs:** Total: \$33.40.
- Rx Plans:** A table with columns 'Plan Pays' and 'Extra Info (F2 Edits)'. The 'Cash' plan is highlighted in red.
 

Plan	Plan Pays	Extra Info (F2 Edits)
ESI	Not Adjud.	
AHE	Not Adjud.	Inter: DB
YTDIS	Not Adjud.	DUE Only
Cash	Not Adjud.	Deduct: \$0.00
- Warnings:**
  - Not enough inventory for Rx
  - Rx was refilled 87 days early
  - The price has gone DOWN by \$5.07 since the last refill
  - Drug will be Ordered
  - Delivery Label will be printed
  - Counsel Patient on Pickup

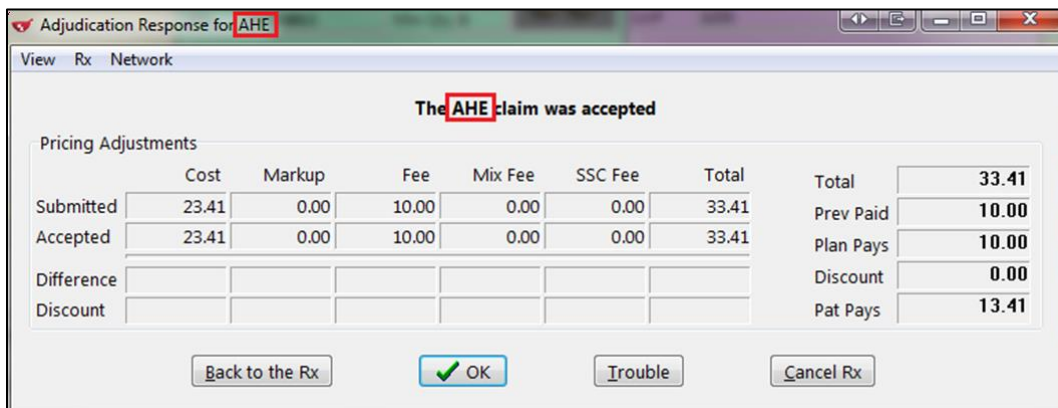
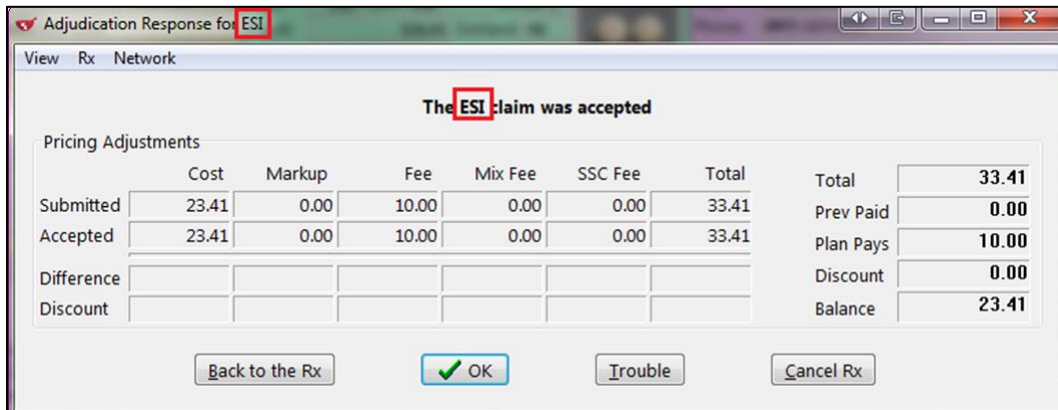
At the bottom, the status bar shows 'User RS (Rebecca Spaetzel)', 'DIS' status, 'NUM', and the date/time '27/03/2017 11:47:11'.

- Click **F12 - Fill Rx** or press **F12** on the keyboard to initiate adjudication of the prescription.

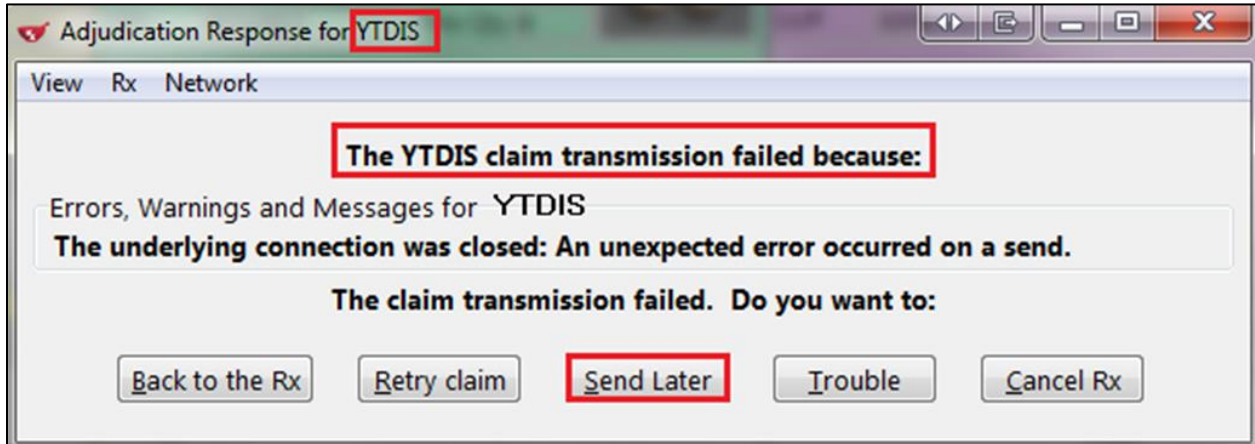
**NOTE:** If the system attempts to access the Patient Network Profile when DIS is down (because this is the first Rx being filled after pulling up the patient card), the following message will appear:



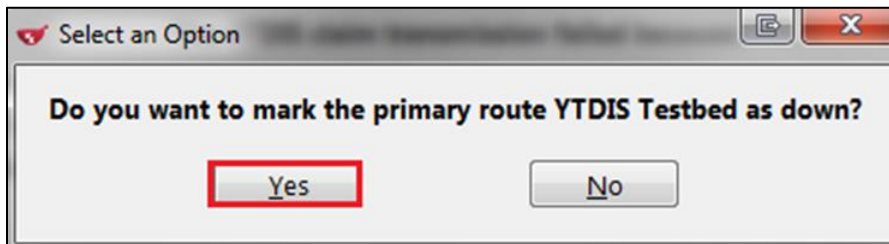
- Click **OK**.
- The Rx will go through the fiscal plans and will be paid. Here is an example for **ESI** and **AHE**.



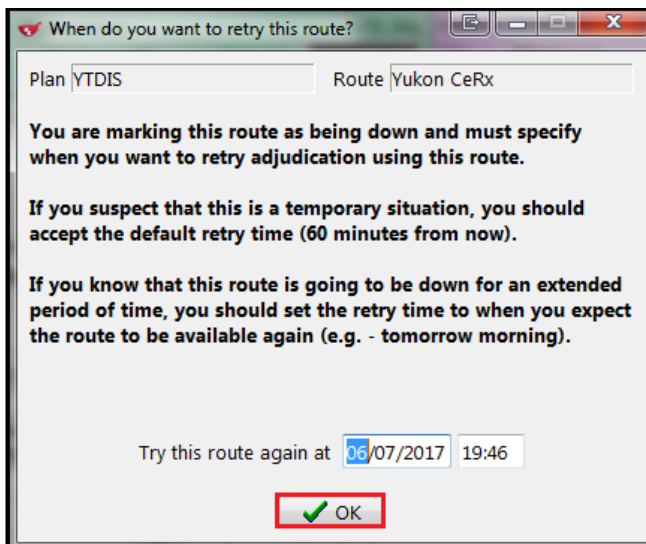
Once fiscal adjudication is complete, the prescription will be sent to DIS for clinical recording. Since the DIS server is down, the claim transmission will fail.



5. Select **Send Later**; you will be prompted to mark the DIS as Down. Answer **Yes** if you know the DIS server will be down for a while. Answer **No** to retry on the next claims.

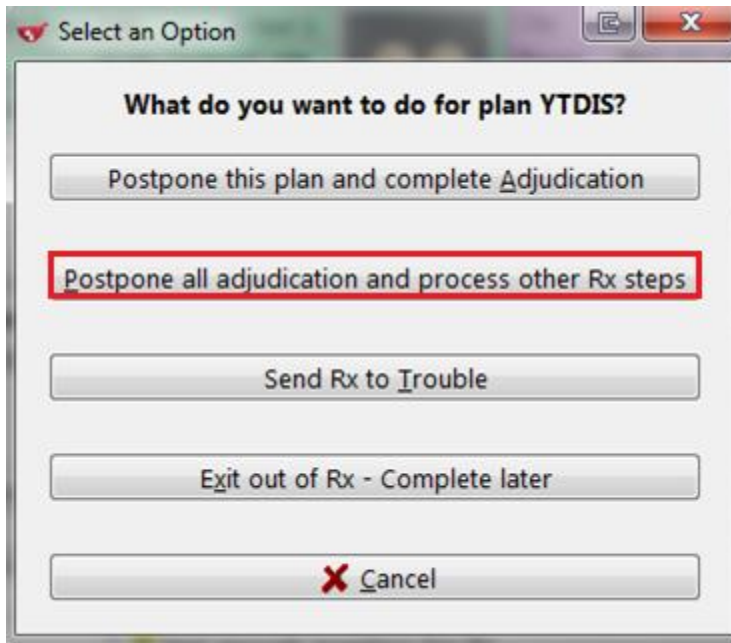


6. If you answer **Yes**, the **When do you want to retry this route?** prompt will appear with a default retry time already entered. Click **OK**.



7. The **Select an Option** screen will appear. You can choose to:

- **Postpone all adjudication and Process other Rx steps:** This option allows the Rx to go through all workflow steps including printing a label. The Rx is in the Pending Adjudication queue for sending later when DIS is online again.
- **Send Rx to Trouble:** This option allows you to troubleshoot any other adjudication issues.
- **Exit out of Rx:** This option allows you to exit the Rx without completing the other workflow steps. No labels will be printed.



8. Select **Postpone all adjudication and process other Rx Steps** to print labels automatically and add the Rx to the Pending Adjudication queue.

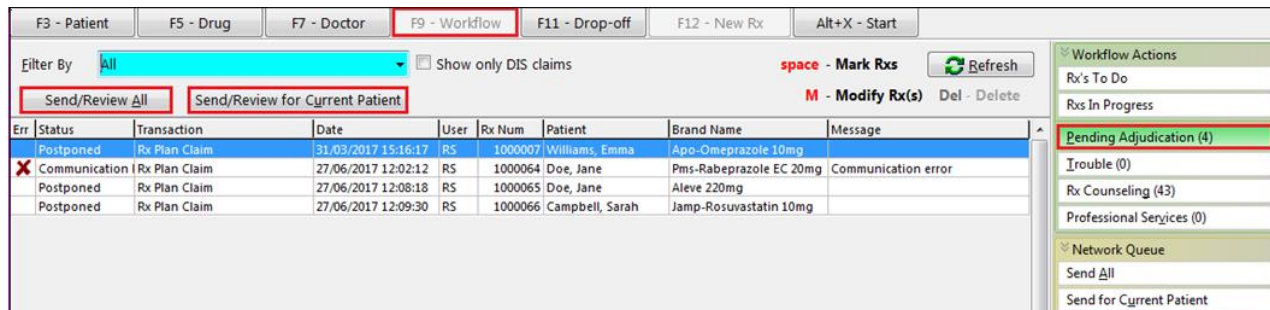
**NOTE:** If you are syncing a patient, you will need to add a blank **YTDIS** patient plan so the prescriptions will queue for these patients

Plans (1) <span style="float: right;">F2 Ins Del</span>			
SubPlan Code	Group ID	Client ID	Expiry
1 YTDIS			

## Sending Queued Yukon DIS Transactions

When the DIS server is back up, any pending claims must be sent.

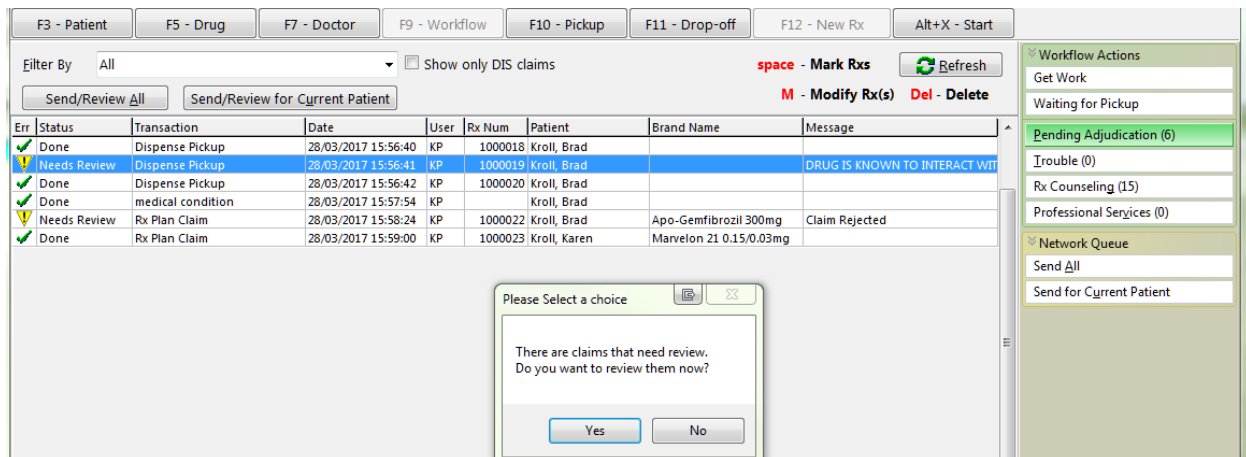
1. Go to **F9 - Workflow > Pending Adjudication**.
2. Click **Send/Review All** to send everything at once or click **Send/Review for Current Patient** to send for a particular patient only.



Err	Status	Transaction	Date	User	Rx Num	Patient	Brand Name	Message
	Postponed	Rx Plan Claim	31/03/2017 15:16:17	RS	1000007	Williams, Emma	Apo-Omeprazole 10mg	
X	Communication	Rx Plan Claim	27/06/2017 12:02:12	RS	1000064	Doe, Jane	Pms-Rabeprazole EC 20mg	Communication error
	Postponed	Rx Plan Claim	27/06/2017 12:08:18	RS	1000065	Doe, Jane	Aleve 220mg	
	Postponed	Rx Plan Claim	27/06/2017 12:09:30	RS	1000066	Campbell, Sarah	Jamp-Rosuvastatin 10mg	

## Reviewing Responses

If all queued transactions are successful, the queued entries will be removed from the list; however, if any transactions had issues returned, they will be left in the queue and the following prompt will appear “There are claims that need review. Do you want to review them now?”



Err	Status	Transaction	Date	User	Rx Num	Patient	Brand Name	Message
	Done	Dispense Pickup	28/03/2017 15:56:40	KP	1000018	Kroll, Brad		
	Needs Review	Dispense Pickup	28/03/2017 15:56:41	KP	1000019	Kroll, Brad		DRUG IS KNOWN TO INTERACT WITH
	Done	Dispense Pickup	28/03/2017 15:56:42	KP	1000020	Kroll, Brad		
	Done	medical condition	28/03/2017 15:57:54	KP		Kroll, Brad		
	Needs Review	Rx Plan Claim	28/03/2017 15:58:24	KP	1000022	Kroll, Brad	Apo-Gemfibrozil 300mg	Claim Rejected
	Done	Rx Plan Claim	28/03/2017 15:59:00	KP	1000023	Kroll, Karen	Marvelon 21 0.15/0.03mg	

Answering **Yes** will recall each outstanding transaction. If the transaction was a prescription, you will be presented with the Fill screen and the detected issue(s). You will be provided with the opportunity to respond to those issues or to cancel the Rx. If the transaction was not a



prescription, you will only be presented with the detected issue. Depending on the type of transaction, you may be able to retry the transaction or send a management.

The **Delete From Queue** button will remove this entry from the queue but you should note the transaction type and associated Rx and/or patient as you may need to perform a manual reconciliation in order to successfully send the original transaction again, if desired.

The **Stop Processing** button halts the processing of these outstanding transactions, allowing you to return to this screen at a later time.

**NOTE:** If you leave any outstanding transactions in this queue, they may prevent you from sending new transactions for the same patient. You will need to either resolve the issue or delete the transaction from the queue before proceeding with a new transaction for the same patient.

## Prescription Pickup

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Pharmacy staff can log the date and time of when a prescription is physically picked up from a pharmacy and who the prescription was picked up by. This information can be entered in Kroll and sent to Yukon DIS for clinical recording.

Recording prescription pickups facilitate health care providers to promote compliancy and prevent or reduce medication abuse.

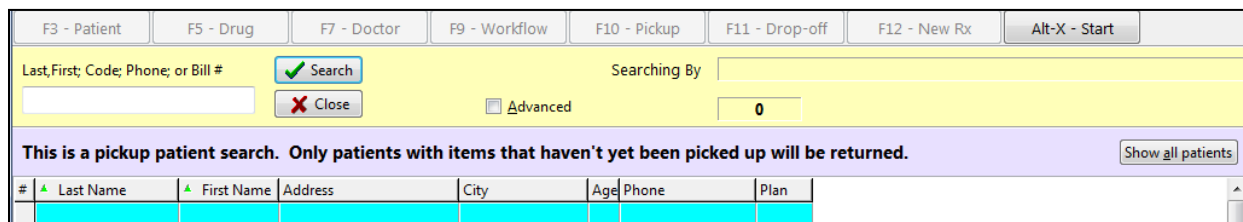
Unless the site has elected to **Manually** send Prescription Pickups, **Pickups** are normally configured in the **Workflow Module** to be sent automatically at the time of fill.

### Automatic Pickup

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

## Manual Pickup

1. Select **F10 - Pickup** from the **Alt-X - Start** screen. The pickup patient search screen appears:



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

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

**This is a pickup patient search. Only patients with items that haven't yet been picked up will be returned.**

#	Last Name	First Name	Address	City	Age	Phone	Plan

2. Type in the name of the patient for the Rxs that are to be picked up and then choose **Select**.



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

Last,First; Code; Phone; or Bill #   Searching By    Advanced  Record Found

**This is a pickup patient search. Only patients with items that haven't yet been picked up will be returned.**

#	Last Name	SYNCED	First Name	Address	City	Age	Phone	Plan
1	Kroll		Brad	12 Countertop Road	Whitehorse	36	(867) 555-1234 Home	

3. A list of Rxs waiting for pickup will be displayed. You can choose to pick up all the Rxs that are listed or uncheck the Rxs that are not being picked up at this time. Then click **Pickup 3 Items**.



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

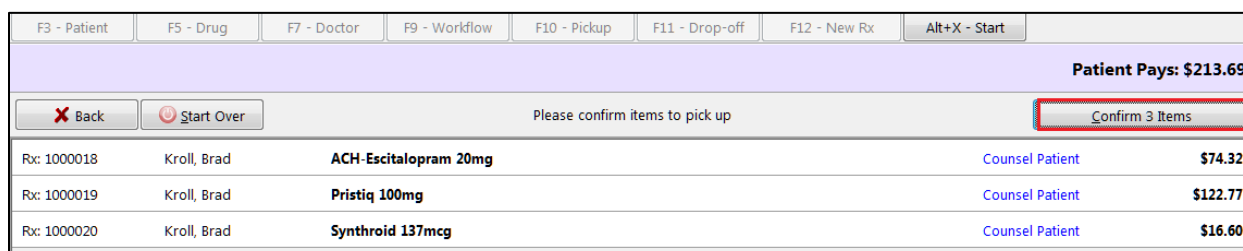
Use the check mark to select the items that the patient wants to pickup. **Patient Pays: \$213.69**

Please select Rxs to pick up

**Kroll, Brad (Male, 36)**

<input checked="" type="checkbox"/>	<b>ACH-Escitalopram 20mg</b> Rx: 1000018	Counsel Patient	Waiting for Pickup	<b>\$74.32</b>
<input checked="" type="checkbox"/>	<b>Pristiq 100mg</b> Rx: 1000019	Counsel Patient	Waiting for Pickup	<b>\$122.77</b>
<input checked="" type="checkbox"/>	<b>Synthroid 137mcg</b> Rx: 1000020	Counsel Patient	Waiting for Pickup	<b>\$16.60</b>

4. A list of Rxs that are being picked up is displayed for confirmation. Click **Confirm three Items**.



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

**Patient Pays: \$213.69**

Please confirm items to pick up

Rx: 1000018	Kroll, Brad	<b>ACH-Escitalopram 20mg</b>	Counsel Patient	<b>\$74.32</b>
Rx: 1000019	Kroll, Brad	<b>Pristiq 100mg</b>	Counsel Patient	<b>\$122.77</b>
Rx: 1000020	Kroll, Brad	<b>Synthroid 137mcg</b>	Counsel Patient	<b>\$16.60</b>



5. When the pickups are successful, you are returned to the pickup screen to enter a new patient if required.
6. On the **(Network) Patient Profile** the Rxs are now picked up.

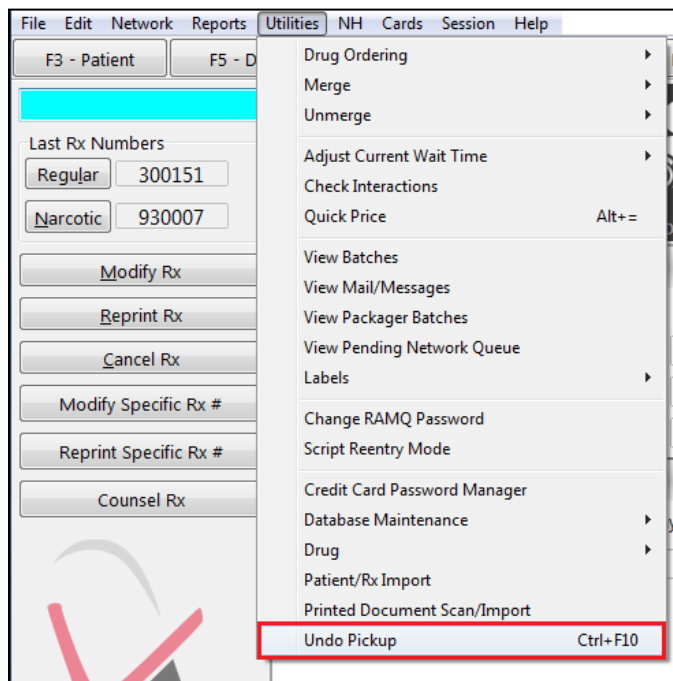
Profile (23) Allergies (2) Adv Reactions (1) Conditions (2) Services (2) Observations Notes (2) <span style="float: right;">← Ctrl →</span>									
Status (All)		Order Type (All)		<input type="checkbox"/> Advanced		<input checked="" type="checkbox"/> Filter		<input type="checkbox"/> Reset	
DATA	Picked Up	Status	Doctor	DIS Order #	Order Date				
	Last Qty	Drug	Code	Manufacturer	Local				
	Directions	Stop Date	Fillable	Auth	Rem				
<input checked="" type="checkbox"/>	Completed	CONFORMANCE, PHYSICIAN	1586	28-Mar-2017					
	<b>APO-GEMFIBROZIL 300 MG SWALLOW, ORAL</b>		<b>01979574</b>	APX	Yes				
	TAKE 1 CAPSULE ONCE A DAY		✓	30	0				
<input type="checkbox"/>	Unfilled	Active	CONFORMANCE, PHYSICIAN	1566	28-Mar-2017				
	<b>ACT RANITIDINE 300 MG SWALLOW, ORAL</b>		<b>02248571</b>	CBT	Yes				
	AS DIRECTED		✓	30	30				
<input type="checkbox"/>	28-Mar-2017	Completed	CONFORMANCE, PHYSICIAN	1565	28-Mar-2017				
	30 <b>SYNTHROID 137 MCG SWALLOW, ORAL</b>		<b>02233852</b>	BGP	Yes				
	TAKE 1 TABLET ONCE DAILY		✓	30	0				
<input type="checkbox"/>	28-Mar-2017	Aborted	CONFORMANCE, PHYSICIAN	1545	28-Mar-2017				
	30 <b>PRISTIQ 100 MG SWALLOW, ORAL</b>		<b>02321106</b>	WYE	Yes				
	TAKE 1 TABLET ONCE DAILY		✗	210	180				
<input type="checkbox"/>	28-Mar-2017	Active	CONFORMANCE, PHYSICIAN	1490	27-Mar-2017				
	30 <b>ACH-ESCITALOPRAM 20 MG SWALLOW, ORAL</b>		<b>02434660</b>	ACH	Yes				
	TAKE 1 TABLET ONCE DAILY		✓	210	180				
<input type="checkbox"/>	28-Mar-2017	Active	CONFORMANCE, PHYSICIAN	626	29-Dec-2016				
	30 <b>APO-MINOCYCLINE 50 MG SWALLOW, ORAL</b>		<b>02084090</b>	APX	No				
	TAKE 1 CAPSULE ONCE A DAY		✓	210	150				
<input type="checkbox"/>	Other Medication	Active	PHARMACIST, TEST	8831715	27-Mar-2017				
	Not Disp <b>TYLENOL NO.1 300-8-15MG SWALLOW, ORAL</b>		<b>02181061</b>	JJC	No				
			<b>05-Jul-2017</b>	✗					

# Retract Prescription Pickup

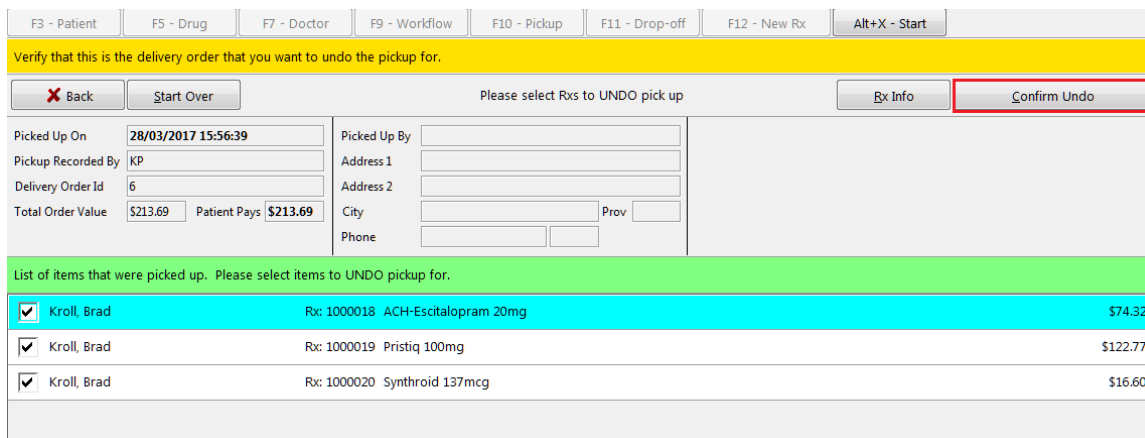
If a prescription has been marked as picked up it is possible to retract the pickup portion only; however, if there is more than one Rx in the work order all the Rxs will have the pickups retracted. They will need to have the pickups resent.

## Undo Pickup

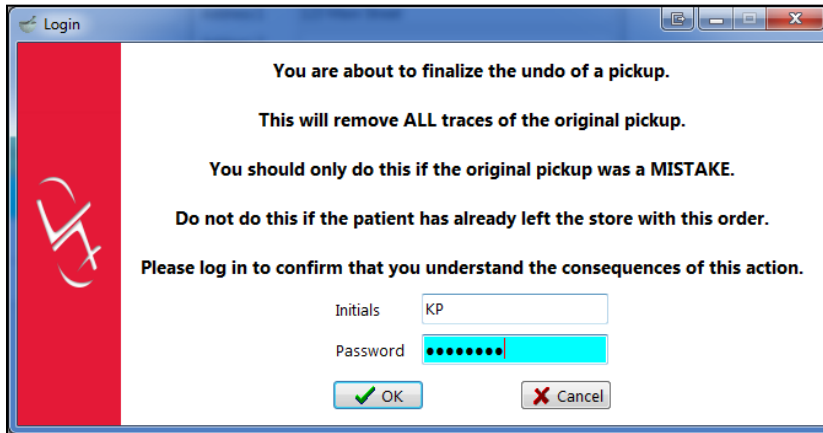
1. From the **Alt-X - Start** screen, select **Utilities > Undo Pickup**.



2. A list of prescriptions will be displayed. Click **Confirm Undo (Ctrl-C)**.



3. Enter your login credentials to confirm the undo of a pickup.



**Login**

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:

4. The retract pickup will be sent to the Network and when successful, the Rxs are available for pickup again.

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: \$228.98</b>	
<input type="button" value="Back"/>		<input type="button" value="Start Over"/>		Please select Rxs to pick up		<input type="button" value="Rx Info"/>	<input type="button" value="Pickup 4 Items"/>	
<b>Kroll, Brad (Male, 36)</b>								
<input checked="" type="checkbox"/>	<b>ACH-Escitalopram 20mg</b> Rx: 1000018	Counsel Patient	Waiting for Pickup					<b>\$74.32</b>
<input checked="" type="checkbox"/>	<b>Apo-Gemfibrozil 300mg</b> Rx: 1000022	Counsel Patient	Waiting for Pickup					<b>\$15.29</b>
<input checked="" type="checkbox"/>	<b>Pristiq 100mg</b> Rx: 1000019	Counsel Patient	Waiting for Pickup					<b>\$122.77</b>
<input checked="" type="checkbox"/>	<b>Synthroid 137mcg</b> Rx: 1000020	Counsel Patient	Waiting for Pickup					<b>\$16.60</b>

## **Kroll Helpdesk Information**

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