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Kroll Minor Ailments

Introduction

The pharmacist’s scope of practice in many provinces includes the ability to assess and then prescribe appropriate therapy for patients who present with one or more of the Minor Ailment conditions listed as being approved. This document outlines the steps to follow when managing a patient encounter for a Minor Ailment assessment using the Kroll Minor Ailments module.

Store Configuration options that affect the Minor Ailment module

For the pharmacy team member who has the proper permissions:

From the Start screen:

Click File > Configuration > Store > Rx > 7-Counselling.
Two configuration options impact the Minor Ailment module:

- **Require electronic signature for finalize**
  
  Other (Med Reviews, Minor Ailments, etc.)

  If your system supports Electronic signature capture, click on this option.

- **Minor Ailments**
  
  In last X months

  X represents how far Kroll will go back in the patient profile to select medications to be sent to RxConsultAction. **NOTE: The default is 3 months.**

**Initiating the Minor Ailment session**

The Minor Ailment tool can be initiated from one of two places:

- From an appointment record with Type = Minor Ailment Consultation. Click **Launch Service** when ready to start.

- From the Professional Services area of the patient card. Click **Ins** and select **Minor Ailment**.

![Edit Appointment](image)

Save  Close  Delete
Using the Tool

Once you have initiated the module, you will be presented with the Minor-Ailment-Select Data for Review screen. This screen notes medications in the patient’s profile (based on the Store Configuration option) along with any drug allergies noted and medical conditions noted. Click on each tab to review the information noted. This information will be sent to the RxConsultAction tool.
Click **OK**.

The RxConsultAction screen displays.

Click on the **Minor Ailments** tab. The list of available Minor Ailments will display. Click on the **Minor Ailment** that the patient is seeing you for.
The Minor Ailment form displays.

This information is sent over and displayed for you.
Check that you have received consent from the patient.

Click on the down arrow on the Means of Communication field and select how the service will be delivered. **NOTE:** This is how Kroll will know what Fee for Service drug card to select when creating the Fee for Service prescription record.

The rest of the form is now accessible. Complete each section.

Document the signs and symptoms that the patient is experiencing.

Document other factors being experienced by the patient if applicable.

Document whether the patient is experiencing signs or symptoms that may suggest another issue.

If a prescription is warranted, click **Add** in the Prescribe section.
The Medication Selection screen displays. This screen will display the items included within the therapeutic category approved for the Minor Ailment.
Scroll down and click on the **drug that you wish to prescribe**. The list of brands will display.

**NOTE:** The green checkmark indicates a brand covered by Ontario Drug Benefit. A red circle with the strikethrough indicates a brand NOT covered by Ontario Drug Benefit. An orange circle with an exclamation point indicates a brand with restricted coverage with Ontario Drug Benefit.
Click on the brand that you wish to prescribe. The prescribe screen will appear with the necessary fields prepopulated. If you wish, you have the ability to add or modify the information.
If a referral is warranted as well, Click **Add** in the Refer section.
Click on the **arrow on the Refer to** field and select the Health care provider who is to receive the referral.

Click on the **box to include the consultation summary**.

Key enter the rationale behind the referral in the free form field.

Click **Conclude Intervention**.

If no referral is required, simply click **Conclude intervention** after reviewing the prescription details.

The Document Management screen displays.
Under the Professional section on the left, click + adjacent to the Recipient field. The Addition of a Recipient screen displays.
Click the down arrow on the **Quick selection of a prescriber** field. A list of the prescribers who prescribed the prescriptions that displayed within this tool will appear. Select the prescriber that you wish to send the notification to.

The screen will be auto populated with the necessary information for the selected recipient.

Click **Save**.
Under the **Patient** section on the right, the Referral (if a referral has been set up) and the Prescription will be checked automatically. If you want to generate a supplemental document to hand to the patient, click on the desired document(s).
NOTE: The Claim Service will be checked by default. If you know that the patient has exceeded their annual limit, you may choose to uncheck this option. This results in Kroll NOT creating a Fee for Service claim.

When complete, scroll down and click Finish and Save.
Information from Rx ConsultAction will then be sent to Kroll

The documentation will automatically print. **NOTE: if you are using the integrated Kroll Fax module, the prescriber notification will automatically be sent to Kroll Fax and sent to the Prescriber.**

The Minor Ailment Screen will display.
You are presented with a number of options:

- **Dispense Now** – Kroll will automatically create the prescription record and display it for you to review.

- **Unfill** – Kroll will automatically create the prescription record with the Unfill status noted

- **Queue for Later** – Kroll will automatically create the prescription record and place it in the ToDo queue

- **Print for patient to take elsewhere** – Kroll will NOT create a prescription record, however it will print the prescription that you would then sign and hand to the patient. This is used when the patient has indicated that they wish to have the prescription filled somewhere else.

- **View summary** – When selected, the consultation summary is displayed.
**Expanded Scope Activities**

Information for your files

Test Pharmacy
123 Any Street
Vancouver, BC, V6B1M3

Patient: Minor Ailment Demo
Address: 123 Any Street, Anytown, Ontario, M1M1M1
Age: 51 years
Gender: Male
Birthdate: 1971-09-25
Service date: 2023-02-01 09:55

**Allergies**
None known

**Prescribe for a Minor Ailment**
Musculoskeletal sprains and strains

**CLAIM CONDITIONS**
Verify that the patient’s free and informed consent has been obtained
means of communication used: In person

**IDENTIFICATION OF THE CONDITION**
Signs and symptoms to identify the condition:
- Bruising
- Inflammation (swelling, redness, warmth, etc.)
- Pain or tenderness

**EXCLUSION CONDITIONS**
Presence of one or more of the factors that may require a medical consultation: None
Presence of signs or symptoms that may suggest another pathology: None

**PHARMACIST’S PRESCRIPTION**

<table>
<thead>
<tr>
<th>Medication</th>
<th>Sig</th>
<th>Quantity</th>
<th>Duration</th>
<th>Ref.</th>
<th>End date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apo Diclo SR 75mg 12h-tablet</td>
<td>Take 1 tablet daily with food - as needed (inflammation or pain)</td>
<td>14</td>
<td>14</td>
<td>0</td>
<td>2025-02-01</td>
</tr>
</tbody>
</table>

**REFER**

Refer to
Physician

Precision
Suggest that patient book an appointment with their physician if the suggested prescription is not helping or the condition comes back

Scott Baffler (#98784)
Date
Click **Finalize and Claim Fee**

If Electronic Signature capture is enabled, you will be prompted for your signature. If it is not activated, you will physically sign the document generated and scan it back into Kroll using the Document Scan utility.
The fee for service F12 screen will display with the correct Drug card preselected.

Key enter MINOR AILMENT into the SIG field.

Click **F12-Fill Rx** to continue and process the Fee for Service claim OR click **Cancel** which will place the record into the ToDo queue to be processed at a later time.

Once the Fee for Service claim has been completed (or moved to the ToDo queue), the F12 screen with the prescription details will display.
The image of the prescription will be automatically saved to the prescription record. To view, click the **Images tab** in the lower left section of the record and then click the blue **View Image** hyperlink.
Click **Close**.

When you are ready, click **F12 - Fill Rx** to continue.
The Patient Card

Whenever a Minor Ailment session has been initiated, Kroll will automatically create a Minor Ailment line item in the Professional Services history section of the patient card.

Column Headers:

- **Type** – the type of Minor Ailment
- **Status** – indicates the status of the encounter record
- **Fee Status** – notes if the Fee for Service claim has been paid
- **Created** – the date the record was created
- **Completed** – the date the record was completed
- **Follow ups** – will note follow up created (Phase 2)
- **Started by** – initials of the person on the terminal when the record was started
- **Completed by** – initials of the person on the terminal when the record was completed
- **Provided by** – name of the pharmacist who conducted the consultation

- **Drug(s)** – drug(s) prescribed during the consultation

To view the details of the professional service record, highlight the desired line item and click or press F2.

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The information noted in the Brown coloured header is similar to the column headers in the Professional Service history. It also includes details of the Fee for Service claim: specifically, the status, who processed the claim, the date it was processed, the Rx number of the claim, the Fee and the intervention code included.

The documents generated can be viewed by clicking on the tabs.

- **Tab with the Date and time** – displays the complete consultation summary document
- **Referral Form - Physician tab** (NOTE: If the referral is intended for another healthcare provider, that healthcare provider will be noted). The referral form displays.

![Referral Form Image]

<table>
<thead>
<tr>
<th>Created</th>
<th>Status</th>
<th>Fee Status</th>
<th>Claimed</th>
<th>Fee Rx</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/02/2023 09:40</td>
<td>Completed Electronic</td>
<td>Fee Processed By</td>
<td>Scott Belfer</td>
<td>01/02/2023 11:10</td>
<td>1000715</td>
</tr>
</tbody>
</table>

**Request for referral**

Test Pharmacy  
123 Any Street, Anytown, Ontario, M1M1M1  
T. (647) 462-9587  F. (800) 263-0000

<table>
<thead>
<tr>
<th>Patient</th>
<th>Address</th>
<th>Age</th>
<th>Gender</th>
<th>Birthdate</th>
<th>Service date</th>
<th>Referral request following a community pharmacy consultation:</th>
<th>Consultation Summary</th>
</tr>
</thead>
</table>
| Minor Ailment Demo | 123 Any Street, Anytown, Ontario, M1M1M1 | 51 years | Male | 1971-09-25 | 2023-02-01 09:55 | Physician  
Musculoskeletal sprains and strains  
Prescribe for aMinor Ailment  
Musculoskeletal sprains and strains  
Suggest that patient book an appointment with their physician if the suggested prescription is not helping or the condition comes back | Brightness | Contrast | Saturation |

**Prescription**

None Known
- **Prescription tab** - displays the prescription
Service Summary (prescriber’s name) tab—displays what is to be or was sent to the Prescriber
You are able to print any of these forms. Display the form that you wish to print by clicking on the appropriate tab and then click on the **Printer icon** located in the upper left corner.
Quick Minor Ailments FAQs

Do I need to have Electronic Medication Reviews enabled in my Store Configurations for Minor Ailments?
No. Electronic Medication Reviews do not need to be enabled to use the Minor Ailments module.

What information and fields need to exist before I launch a Minor Ailments Professional Service?
The following is required as part of using the Minor Ailments Module. Prior to launching the Minor Ailments tool, ensure that the following is entered:

- **Patient**: First Name, Last Name, Address, City, Province, Postal Code, Birthdate and Gender (M/F)
- **Store Information** (File > Configuration > Store): Store Name, Address, City, Province, Postal Code and Phone Number
- **Pharmacist** (Edit > Users and Groups): First Name, Last Name, Type = Pharmacist and License 1
  - If not yet created, a Doctor card will be required for the Pharmacist, where the Designation = Pharmacist
- **Patient Family Doctor** and **Rx Doctors**: First Name, Last Name, Designation and License

If any of the above information is not included, the RxConsultAction component of the module will display an error.

Can Licensed Technicians or Pharmacy Assistants use the Minor Ailments tool?
As per the Ontario College of Pharmacists, only Part A Pharmacists, registered pharmacy students and pharmacist interns are able to provide minor ailment services.

Why am I prompted to select prescriptions before launching the Minor Ailments tool?
The prescription selection provides the Pharmacist the opportunity to easily view patient prescription information within the Minor Ailments/RxConsult tool.

How do I know if I am eligible to submit a claim for the Minor Ailment Fee for Service?
The Ontario Ministry has set maximums to the number of claims that can be submitted for each category of Minor Ailments in a 365 day period. The values are available in the following link (pages 5 and 6).

I have Advanced/Paperless workflow configured in Kroll. Does the Fee for Service claim go through my workflow?

A Minor Ailments Fee for Service claim will move through your workflow the same way a Medication Review Fee for Service claim currently does. If you wish to have adjustments to how your Fee for Service claims are processed through Workflow, please reach out to our Kroll Customer Experience team.

I don’t have a signature pad. How do I sign the prescription?

If you do not have a physical signature pad, or the Kroll Virtual Signature module, the necessary documentation will print for the Pharmacist to sign physically, and can then be scanned into Kroll.

Why didn’t the Rx image save automatically for the new prescribed medication?

As signatures are required for authorized prescriptions, Kroll will only save the Rx image if an electronic signature is being captured as part of the Minor Ailments tool. If you have electronic signatures available in Kroll, go to File > Configuration > Store > Rx > Counseling and enable “Require electronic signature for: Other”. If you are interested in electronic signature capture options, please speak with our Sales team.

How do I reprint documents?

Return to the Professional Services section of the Patient card. Select the Minor Ailments entry and press F2. Each document generated will have a tab. Each tab has a printer icon, which will allow you to re-print the document.

Is there a report for how many Minor Ailment encounters I’ve done?

The Expanded Scope of Practice Report (Rx report) will provide you with a count of the Professional Services provided by Pharmacy User. The Rx for Drug/Doctor Groups Report will provide detail of the Fee for Service claims when the PseudoDIN drug cards are added under the Drug section of the report set up screen. There are plans to provide a more comprehensive report in the near future.

When the tool is launched, I am seeing a second tab entitled Other Services. What is that used for?

If you plan on prescribing Paxlovid to a patient who requires it, select Other Services and select COVID-19-treatment (Paxlovid). The system will walk you through a process similar to Minor Ailments.
Sample of the supplementary printout for the patient

Below are samples of the two patient printouts for the example used in this user guide

**Painful injury: HEAT or ICE?**

**ICE**

After a sports injury, acting quickly is important to promote healing. In the first 72 hours (3 days) following an injury, it’s recommended to follow the RICE method:

- **R: Rest**
  - The injured area should not be used for the first 12 hours. In the case of an ankle injury, for example, you should not put any weight on the joint.

- **I: Ice**
  - The injured area should be iced as soon as possible, as the cold will help reduce inflammation and relieve pain. The recommended method is to apply the ice for 15 minutes every 2-3 hours. The ice should not be applied directly to the skin, because doing so could lead to skin damage (frostbite).

- **C: Compression**
  - Wrapping the injured area with a compression bandage will reduce swelling.

- **E: Elevation**
  - The injured area should be elevated so that gravity can help drain the accumulated fluid that causes swelling. For example, if you have an injured ankle, you can prop it on a chair when you’re sitting and on a pillow when you’re sleeping.

Do not apply ice if you have any of the following conditions:

- A blood circulation problem
- A serious heart condition
- Diabetes
- An open or infected wound

**HEAT**

After the first 72 hours (3 days), applying ice no longer has significant benefits. At this point, heat can be used to promote blood circulation in the affected area, which can aid the healing process. Heat should be applied for 20-30 minutes, 3-5 times a day.

You can also apply heat to relieve menstrual cramps, abdominal cramps (stomach pain), and chronic lower back pain.

Heat therapy is not recommended if you have any of the following conditions:

- Cancer
- A bleeding wound
- Diabetes
- An open or infected wound

**When should I see a health care professional?**

Consult your health care provider in the following cases:

- You see no improvement after 72 hours of the RICE method
- Your symptoms worsen (pain)
Sprains and strains

Sprains and strains affect the tissues that make up a joint, namely muscles, ligaments, and tendons. They occur when the tissues surrounding a joint are stretched or torn. Other injuries such as fractures may also arise or develop.

Sprains and strains particularly affect the limbs (e.g. arms and legs). However, they can affect any part of the body, such as the neck or the back.

The main symptoms are as follows:
- Pain
- Difficulty moving the joint or using the affected muscle
- Swelling
- In certain cases, ecchymosis (commonly known as bruising)

Causes and triggers

Sprains and strains are typically caused by the following incidents:
- Direct trauma, such as being in a car accident, experiencing a fall, or making an awkward movement
- Wear and tear caused by daily activities, vibrations, shaking, or repeated use of the same muscles or joints
- Overuse, as a result of intensive sports training, for instance

The severity of the injury depends on the extent of the stretch or tear and how much of the tissue was injured. These injuries can also become chronic if they aren't properly treated.

Treatment

In the first 24 to 48 hours following the injury, the goal is to decrease pain and inflammation. Here are the 5 elements of the PRICE treatment technique:
- Protection: protect the injured joint or limb.
  - Use a splint, for example.
- Rest: let the injured joint or muscle rest.
  - Use crutches to avoid using an injured leg, for example.
- Ice: apply a cold compress.
  - Use ice wrapped in a towel to avoid freezing the skin.
  - Apply for 15 to 20 minutes, several times a day.
- Compression: compress the joint.
  - Use an elastic bandage wrapped around the joint while taking care not to cut off blood circulation.
- Elevation: elevate the affected limb 20 to 50 cm above heart level as often as possible.

Minor injuries can be adequately treated at home. For more serious injuries, the joint may need to be immobilized with a cast. An X-ray may be performed to assess the severity of the injury. In more serious cases, surgery may be required.

Several factors can affect how long it will take the injury to heal. The severity of the injury and the age of the person can play a role, for instance. Rehabilitation may also be necessary. This primarily consists in doing stretching and strengthening exercises.

When should I see a health care professional?

Speak with your health care provider in the following cases:
- You can no longer use or move the injured joint or limb
- You notice that your joint looks abnormal