TELUS Health

Minor Ailment and Contraception Service (MACS)

Kroll User Guide - British Columbia

June 2023

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Minor Ailment and Contraception Service (MACS)

Introduction

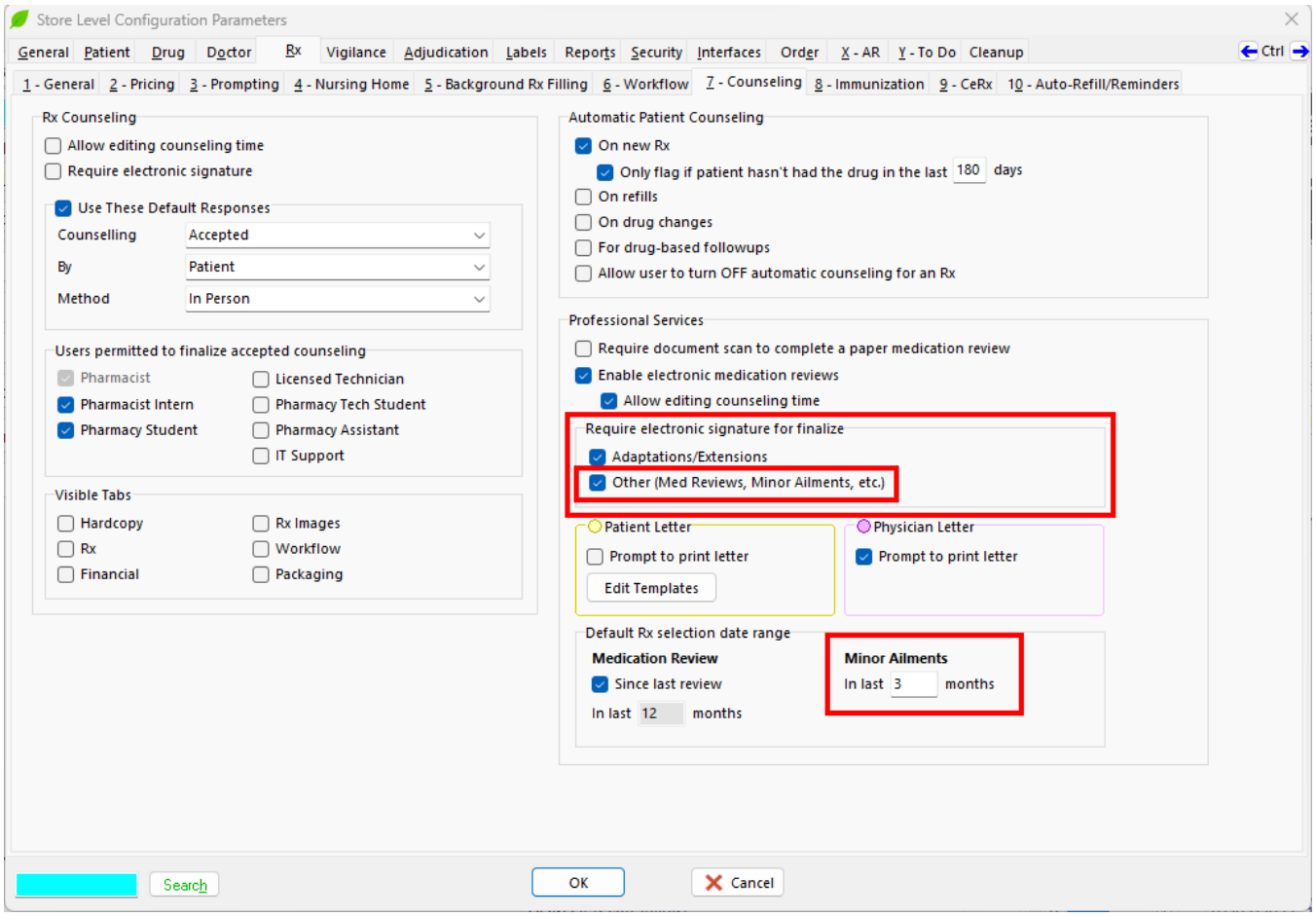
The pharmacist's scope of practice in many provinces includes the ability to assess and then prescribe appropriate therapy for patients who present with one or more of the Minor Ailment conditions listed as being approved. This document outlines the steps to follow when managing a patient encounter for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



2 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.**

Minimum Data Requirements

The following is a list of data elements that are 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

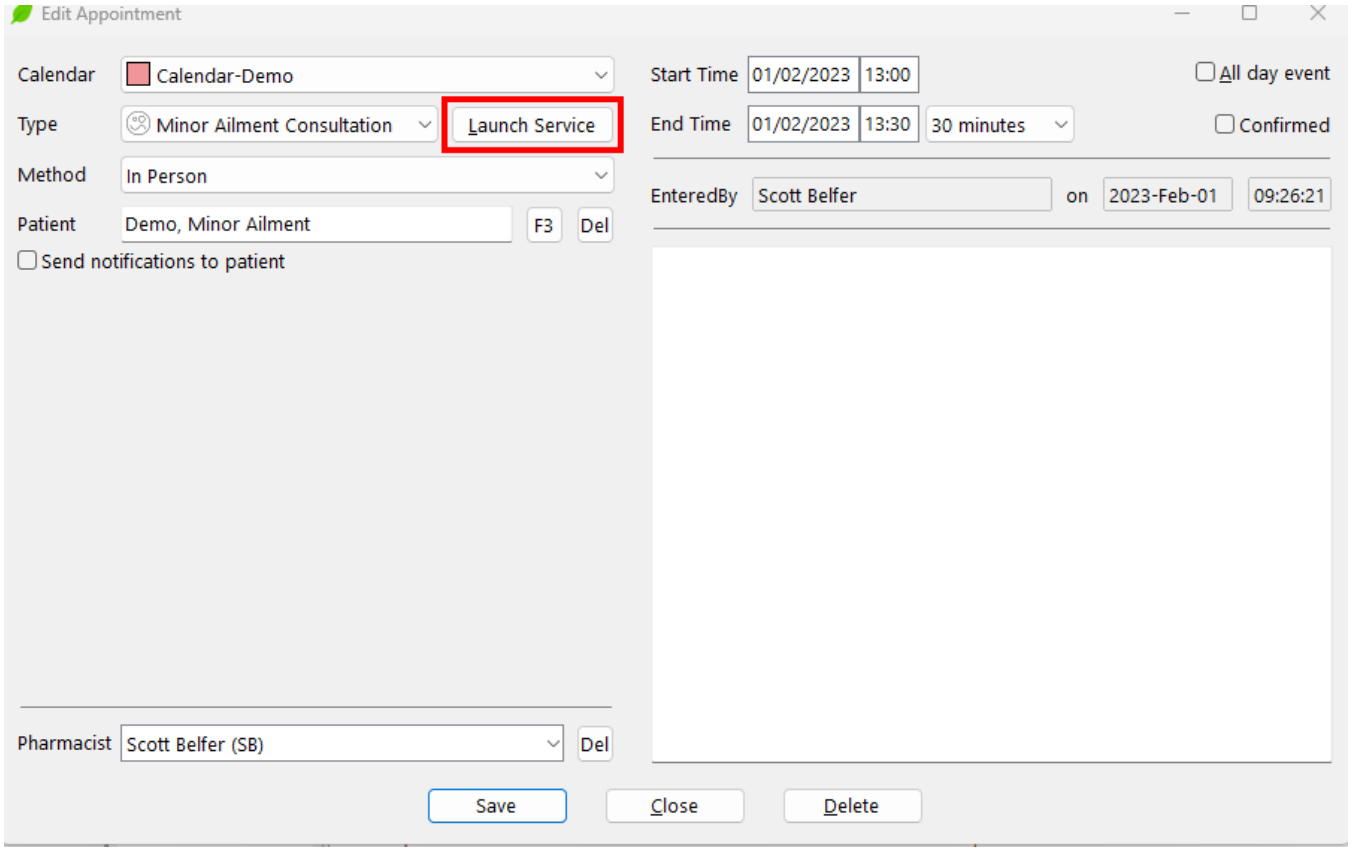
If any of the above information is not included, the RxConsultAction component of the module will display an error.

Initiating the Minor Ailment session

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

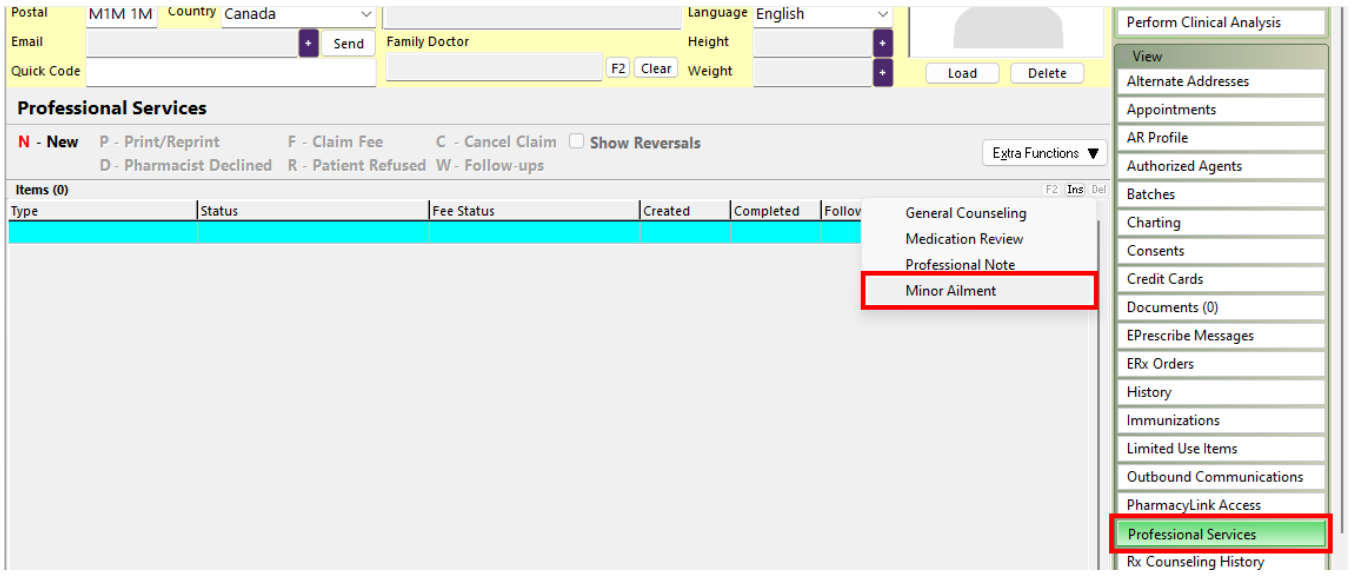
1. From an appointment record with Type = Minor Ailment Consultation.

Click **Launch Service** when ready to start.



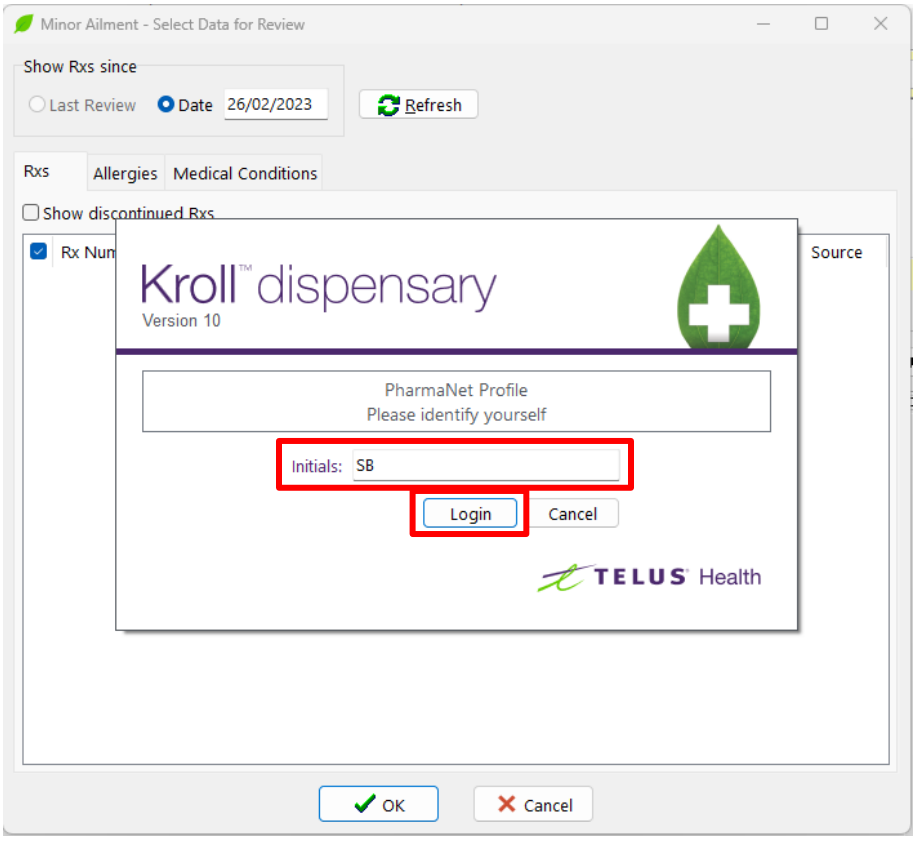
2. From the Professional Services area of the patient card.

Click **Ins** and select **Minor Ailment**.



Using the Tool: Minor Ailments

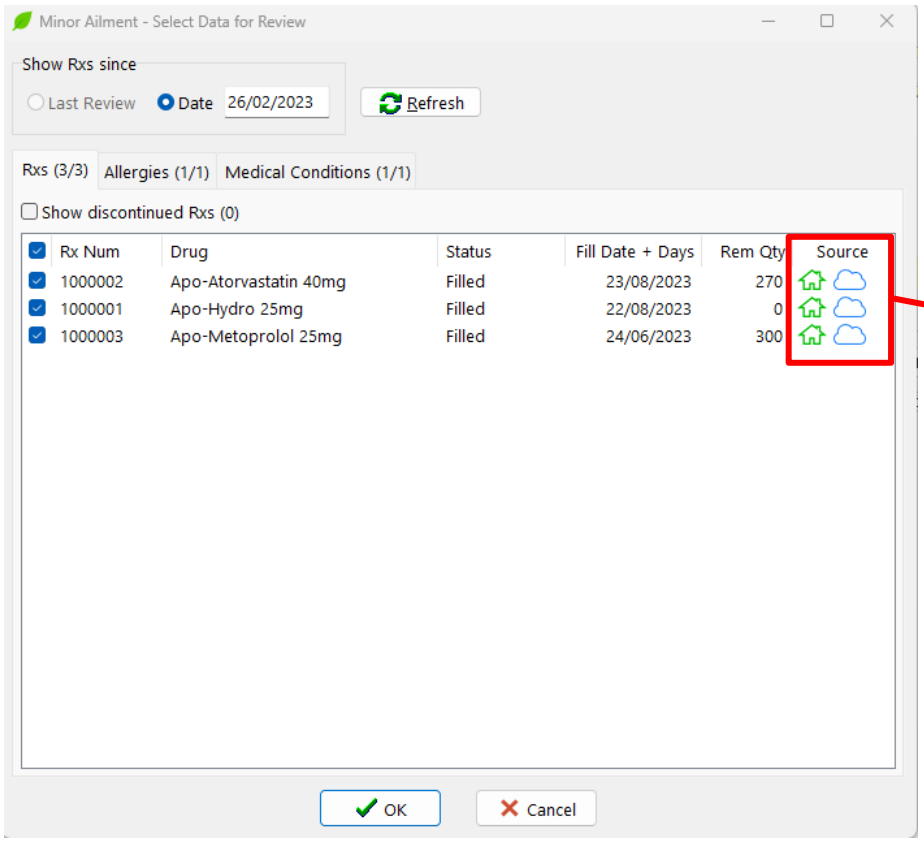
Once you have initiated the module, you will first be presented with the PharmaNet Profile request screen.



Key enter your initials as noted and click **Login.**

The “Minor Ailment - Select Data for Review” screen will display. This screen notes medications in the patient’s profile (based on the Store Configuration option) along with any drug allergies and medical conditions.

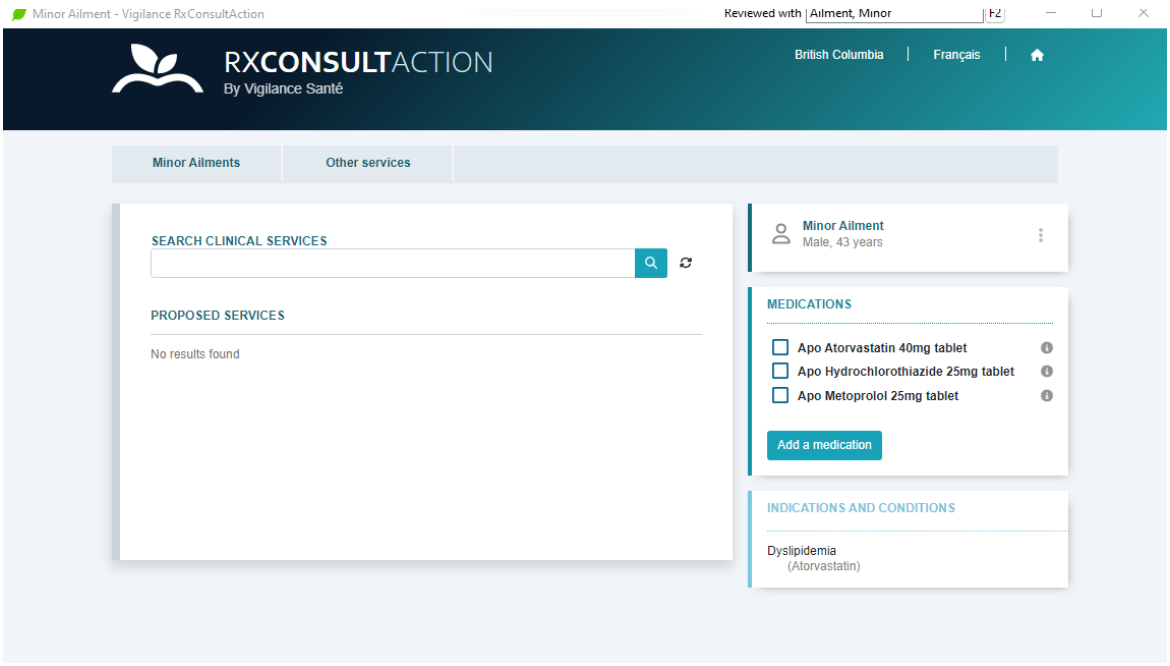
Click on each tab to review the information. This information will be sent to the RxConsultAction tool.



The House icon indicates a prescription that is on the patient's local Kroll profile. The Cloud icon indicates a prescription that is on the patient's PharmaNet profile.

Click **OK.**

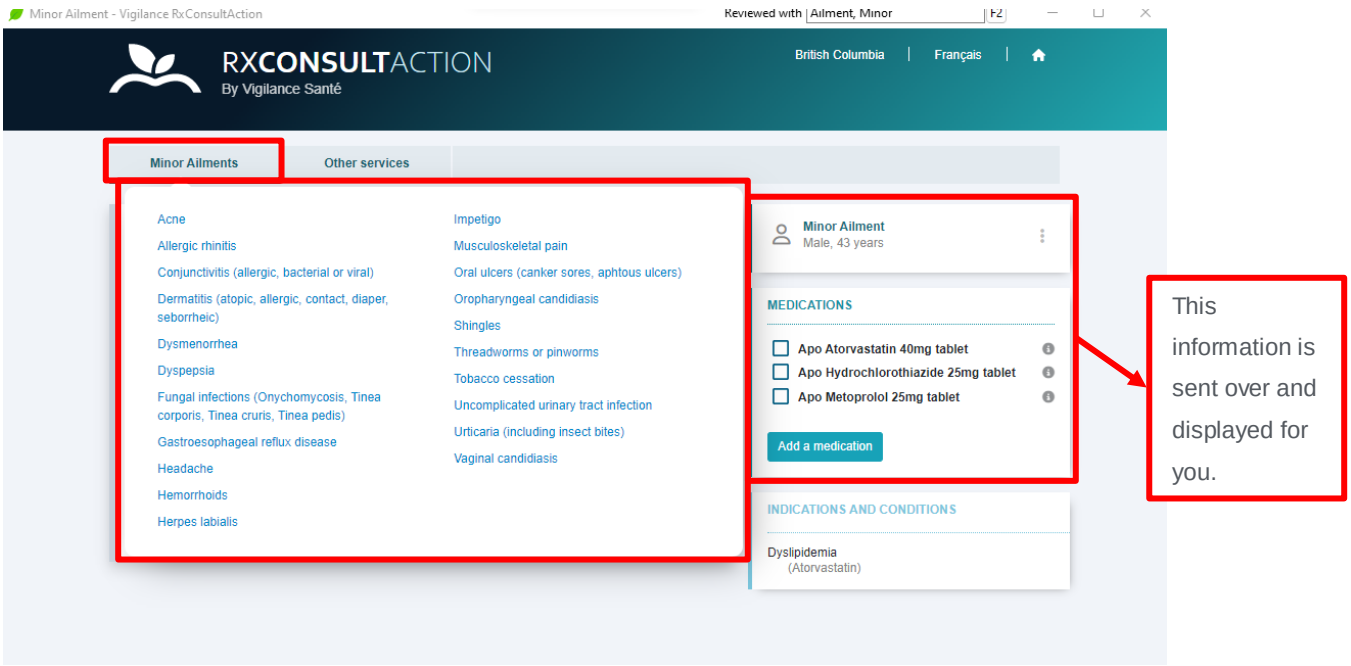
The RxConsultAction screen displays.



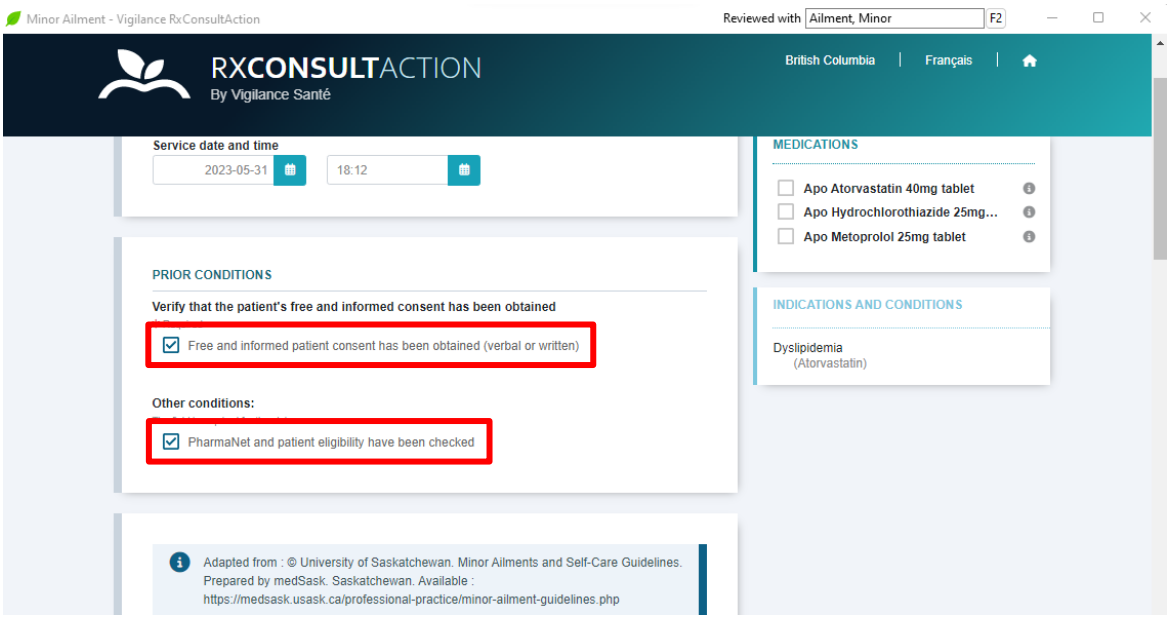
Click on the **Minor Ailments** tab.

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.



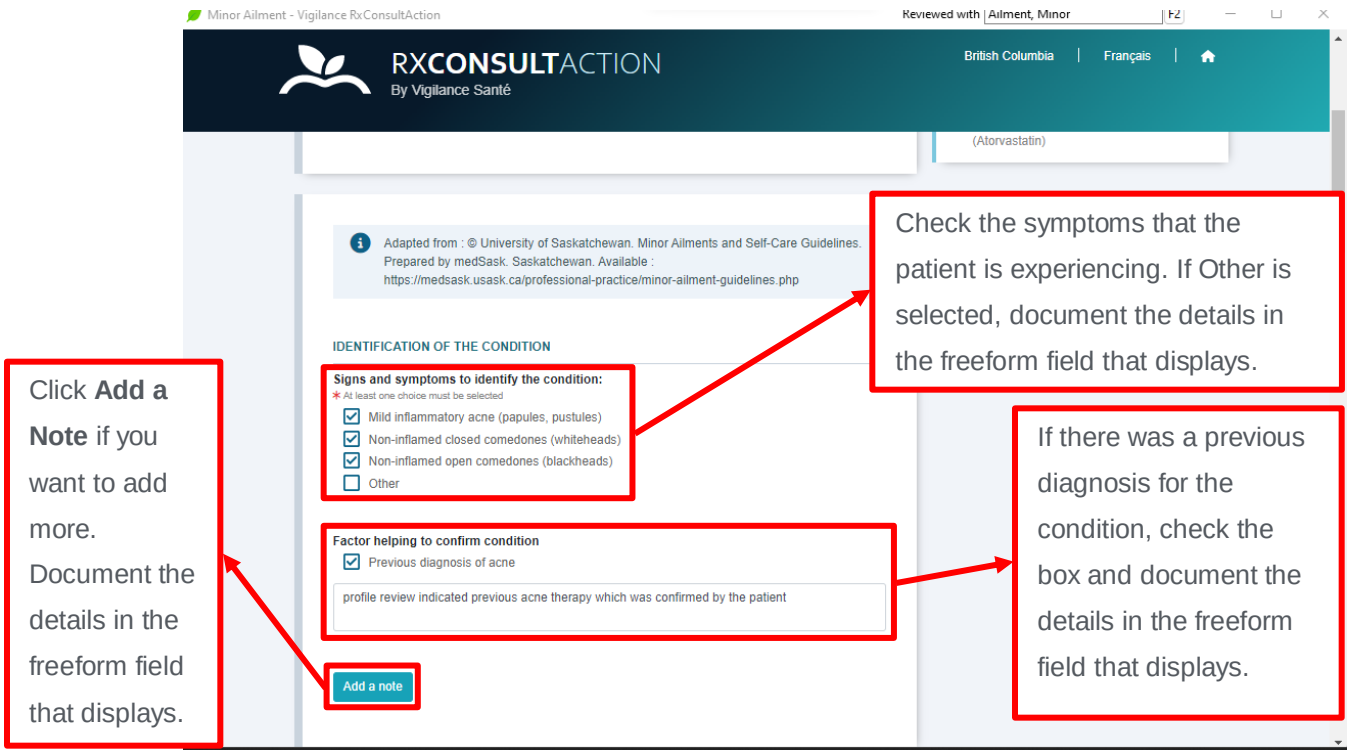
Check that you have received consent from the patient.

Check that you have reviewed the patient's PharmaNet profile and confirmed their eligibility for the service.

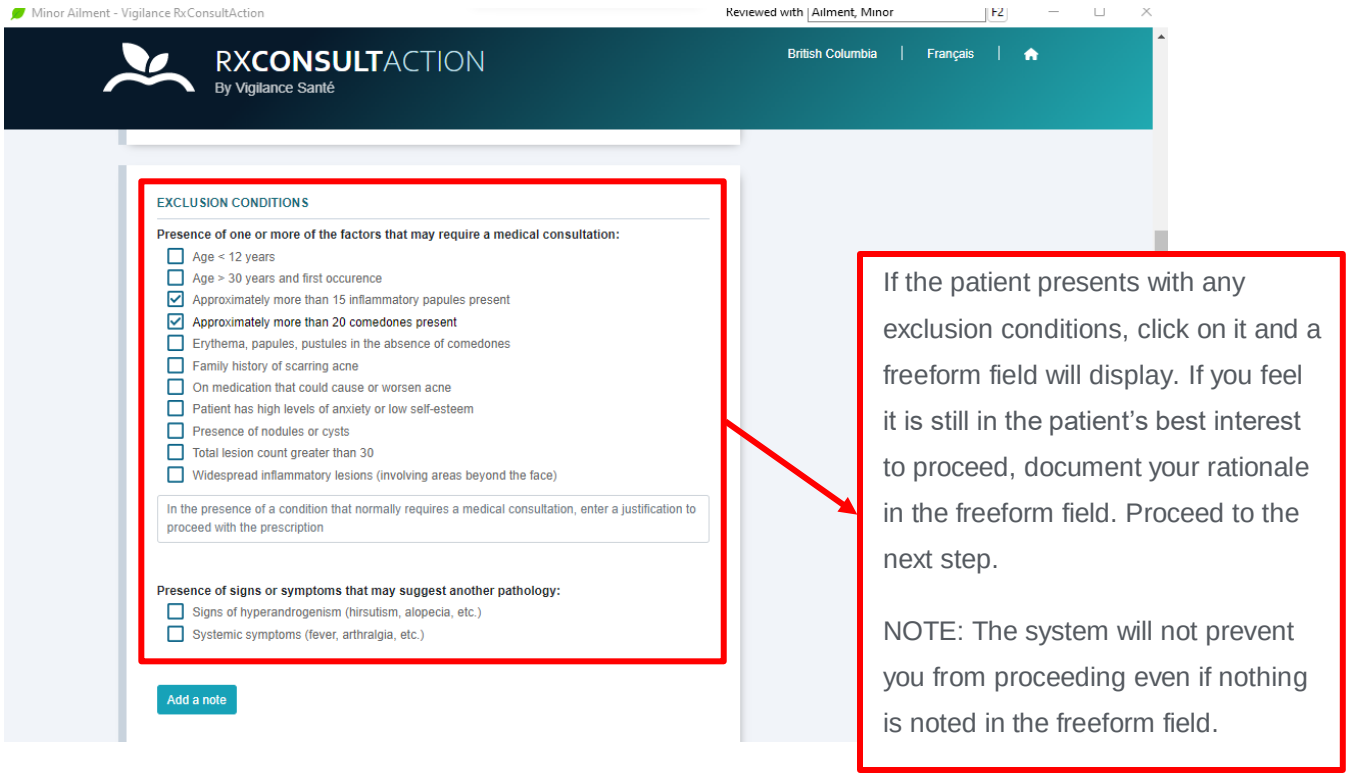
The rest of the form is now accessible.

Scroll down and complete each section where appropriate.

NOTE: The screenshots noted below are specific to the Acne Minor Ailment. The forms used for other minor ailments may differ.



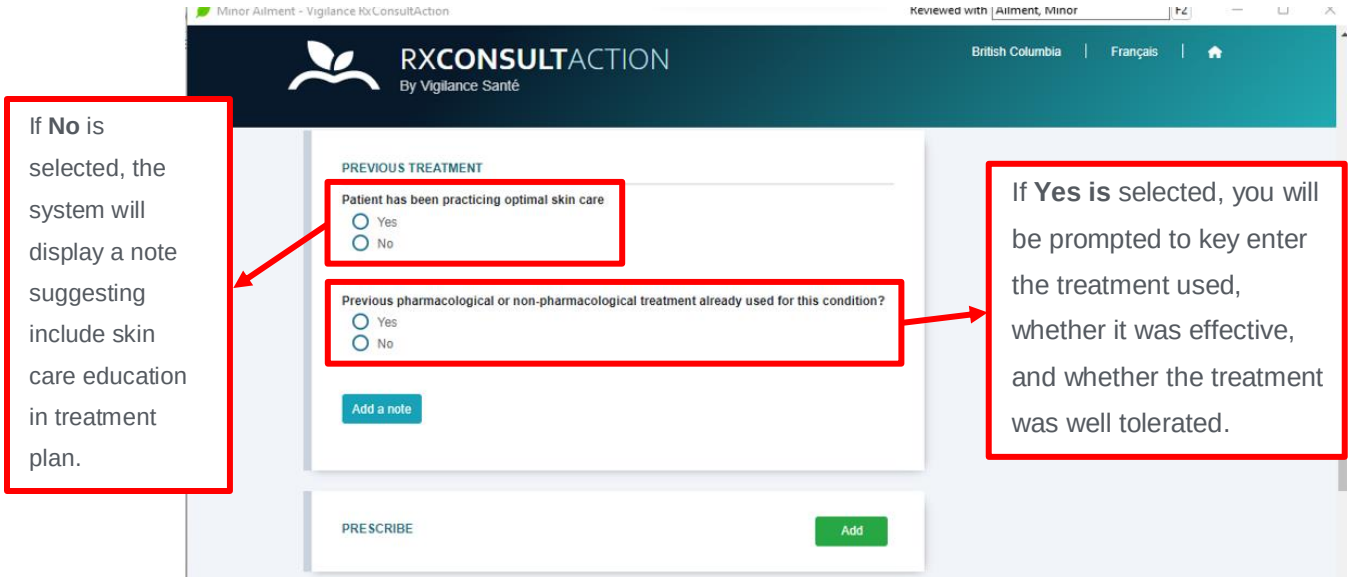
Scroll down to the next section.



If the patient presents with any exclusion conditions, click on it and a freeform field will display. If you feel it is still in the patient's best interest to proceed, document your rationale in the freeform field. Proceed to the next step.

NOTE: The system will not prevent you from proceeding even if nothing is noted in the freeform field.

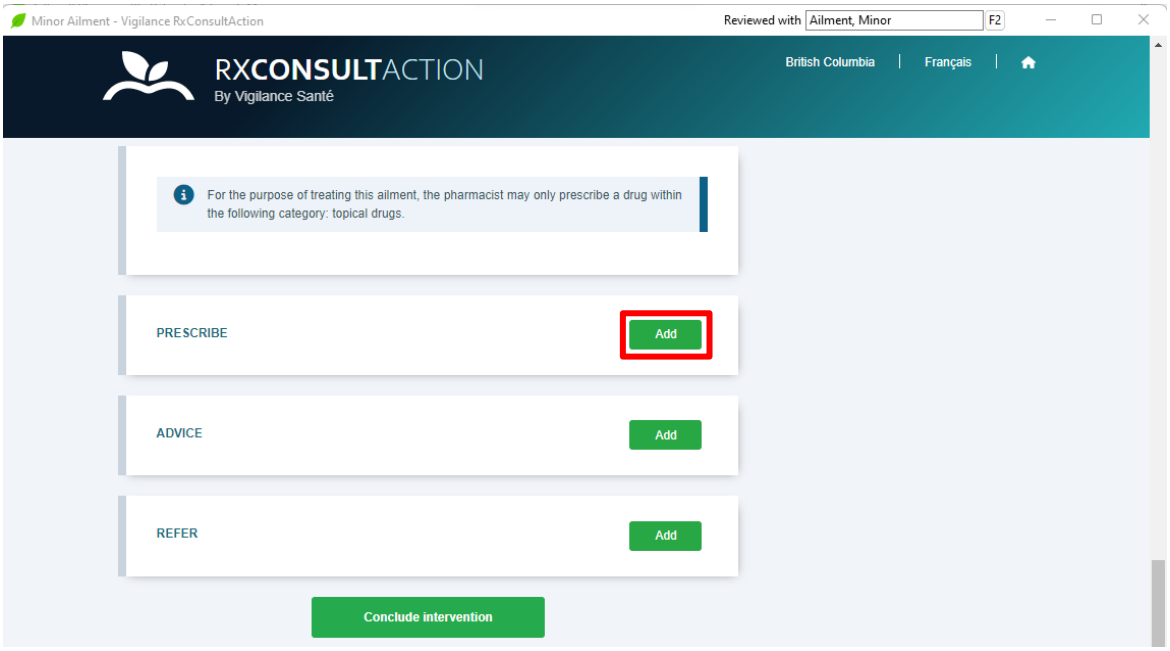
Scroll to the next section



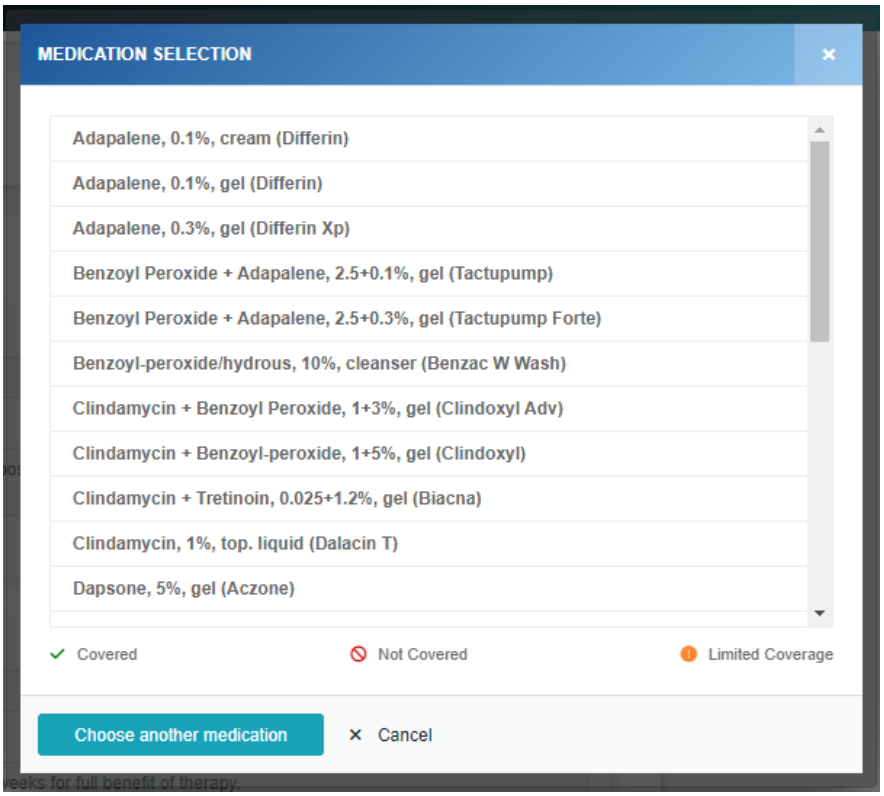
If **No** is selected, the system will display a note suggesting include skin care education in treatment plan.

If **Yes is** selected, you will be prompted to key enter the treatment used, whether it was effective, and whether the treatment was well tolerated.

If a prescription is warranted, click **Add** in the Prescribe section.

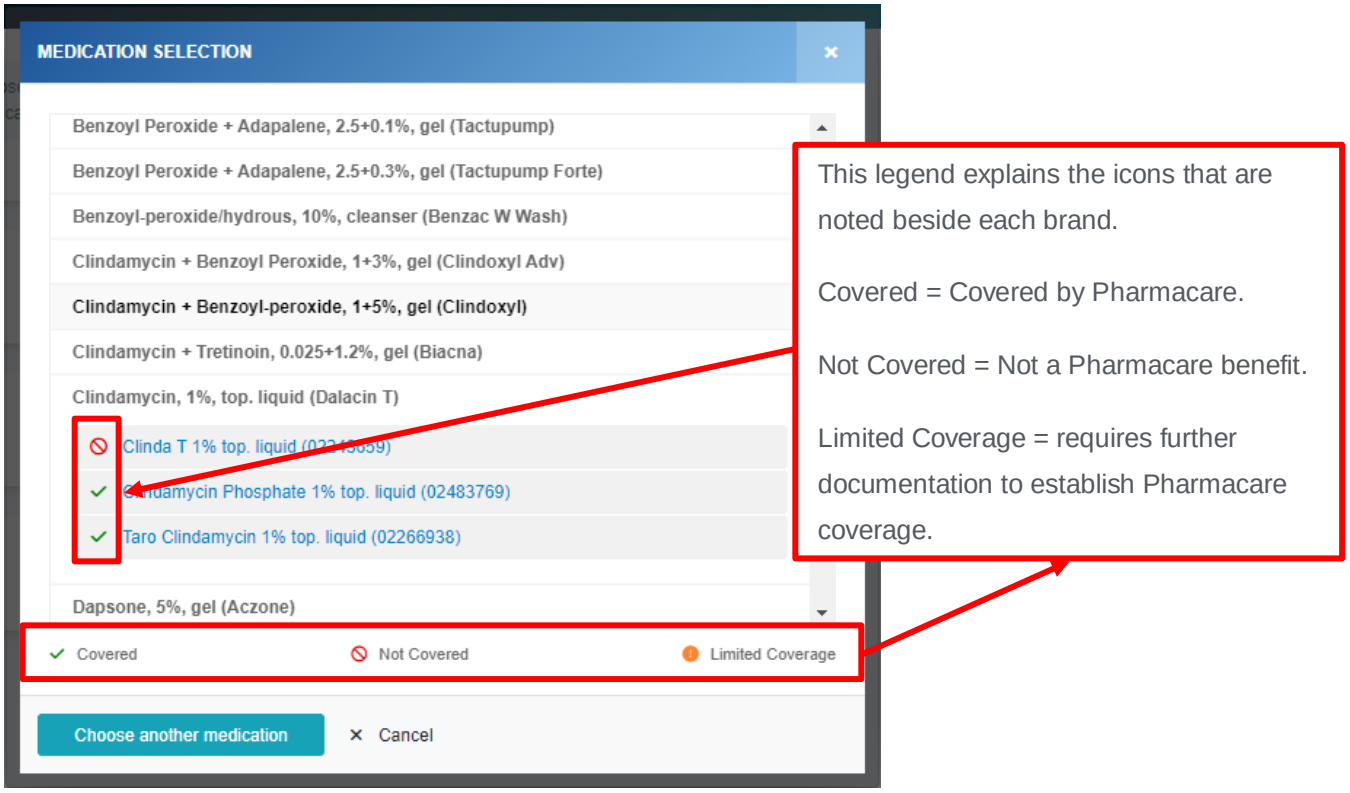


The Medication Selection screen displays. This screen will display the items included within the therapeutic category approved for the Minor Ailment.



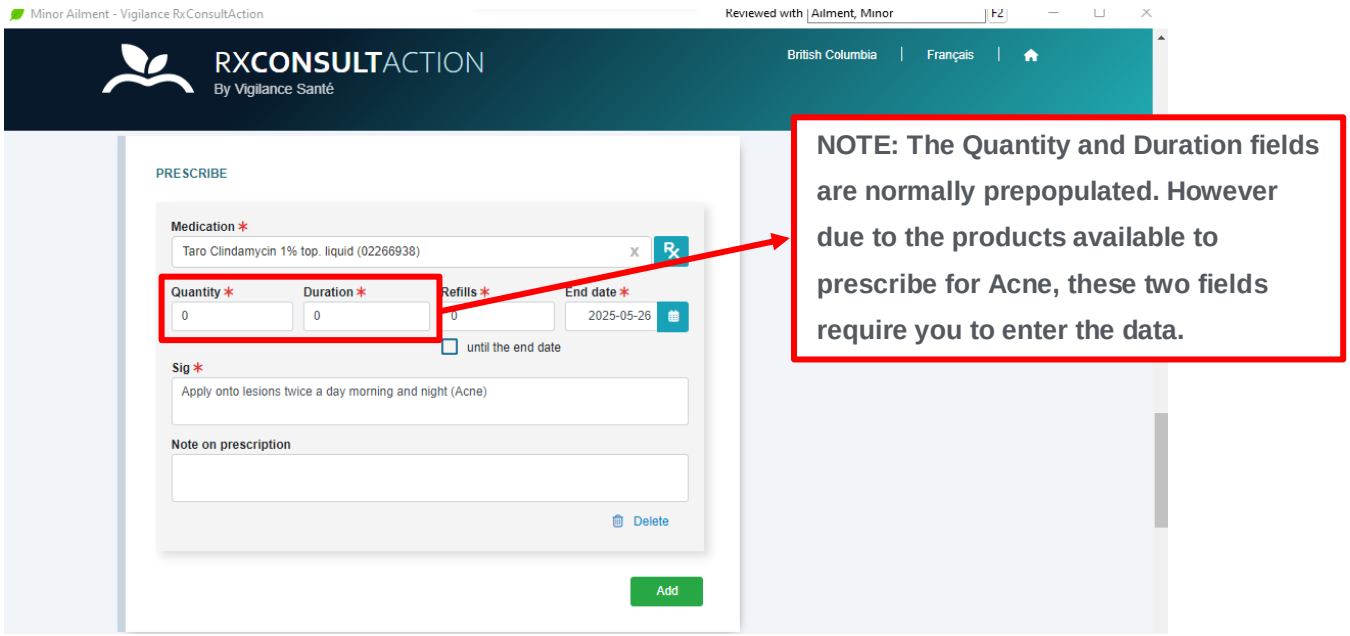
Scroll down and click on the **drug that you wish to prescribe**.

The list of brands will display.

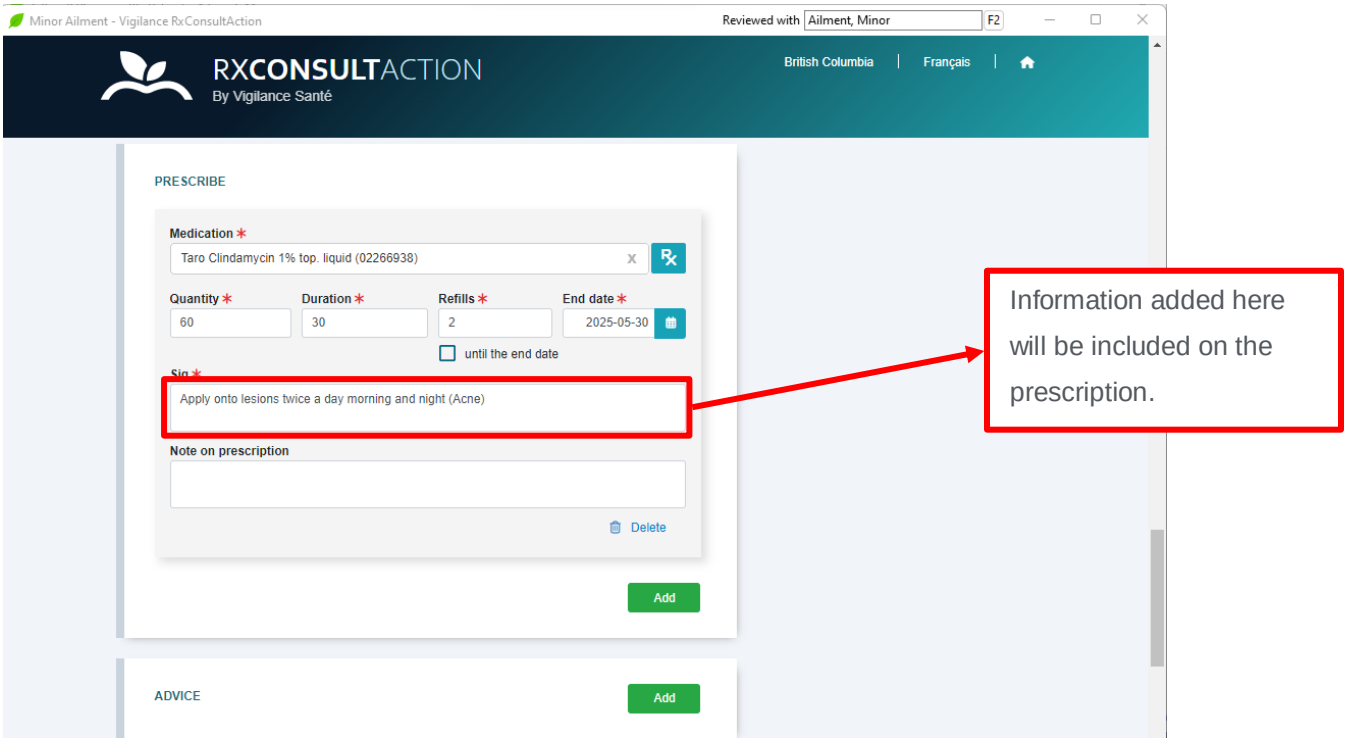


Click on **the brand that you wish to prescribe**.

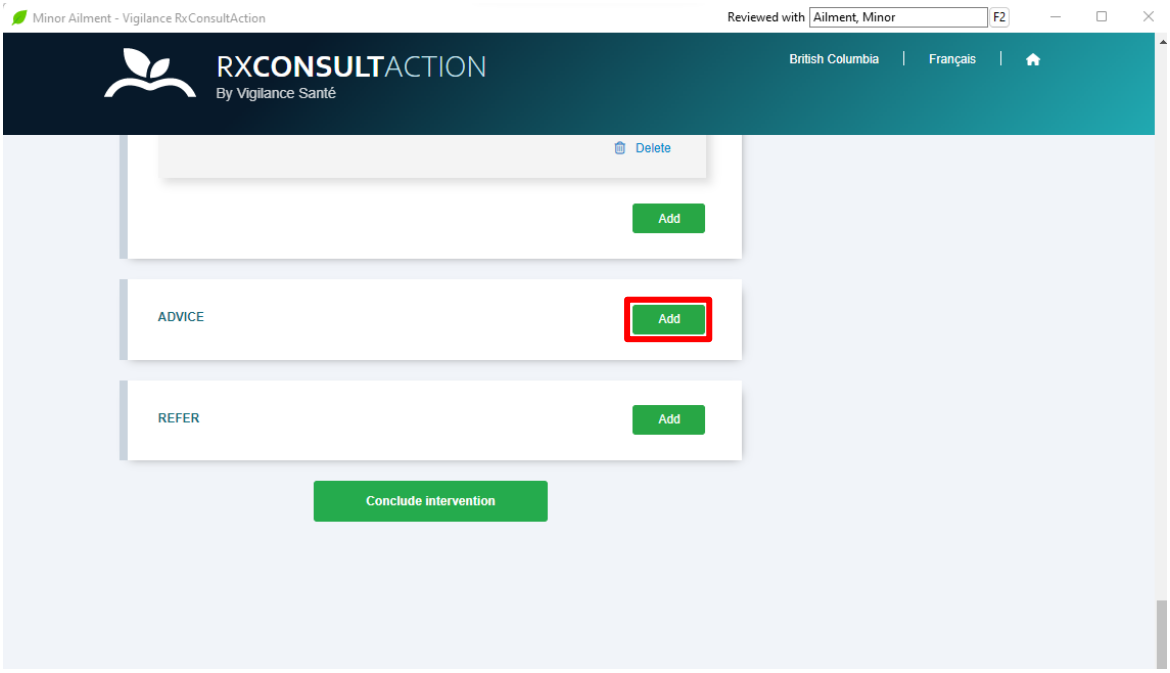
The prescribe screen will appear with the necessary fields prepopulated. If you wish, you have the ability to add or modify the information.



For Acne products only, key enter values into the Quantity and Duration fields. Number of refills can be noted in the Refills field if you feel comfortable. **(NOTE: Refills can be noted for any prescribed product, for any Minor Ailment if you wish).**

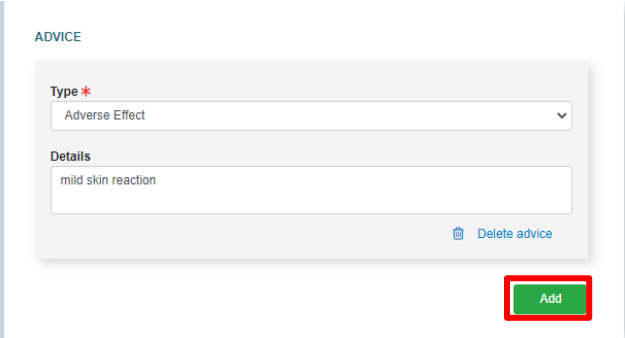


To document the supplemental information that you will discuss with the patient, click **Add** in the Advice section.



The Advice screen displays.

Using the drop down menu select the Type of advice to be provided and then document the details in the freeform Details field.



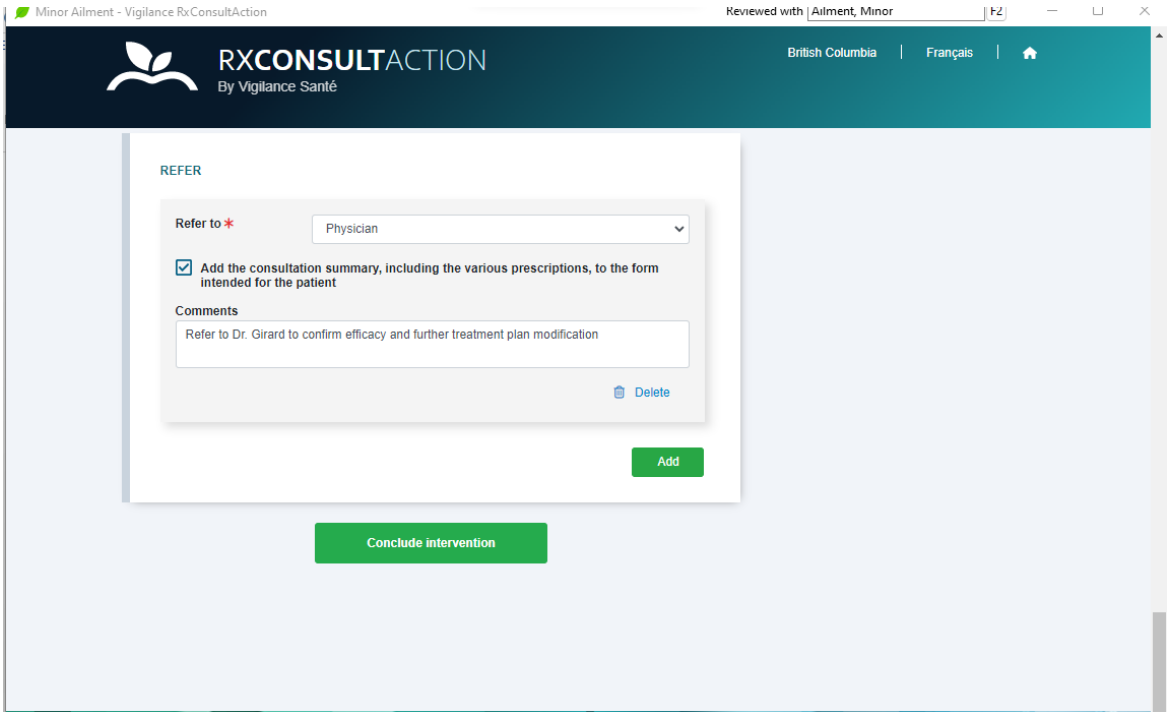
To add more Advice topics, click **Add.**

Repeat the entry. Continue to add Advice topics until you have noted everything that will be discussed with the patient.

NOTE: Everything documented in this section will be included on the documents generated by the module.

If a referral is warranted as well, click **Add** in the Refer section.

The referral information screen will display.



Click on the **arrow on the Refer to** field and select the Health Care Provider who is to receive the referral.

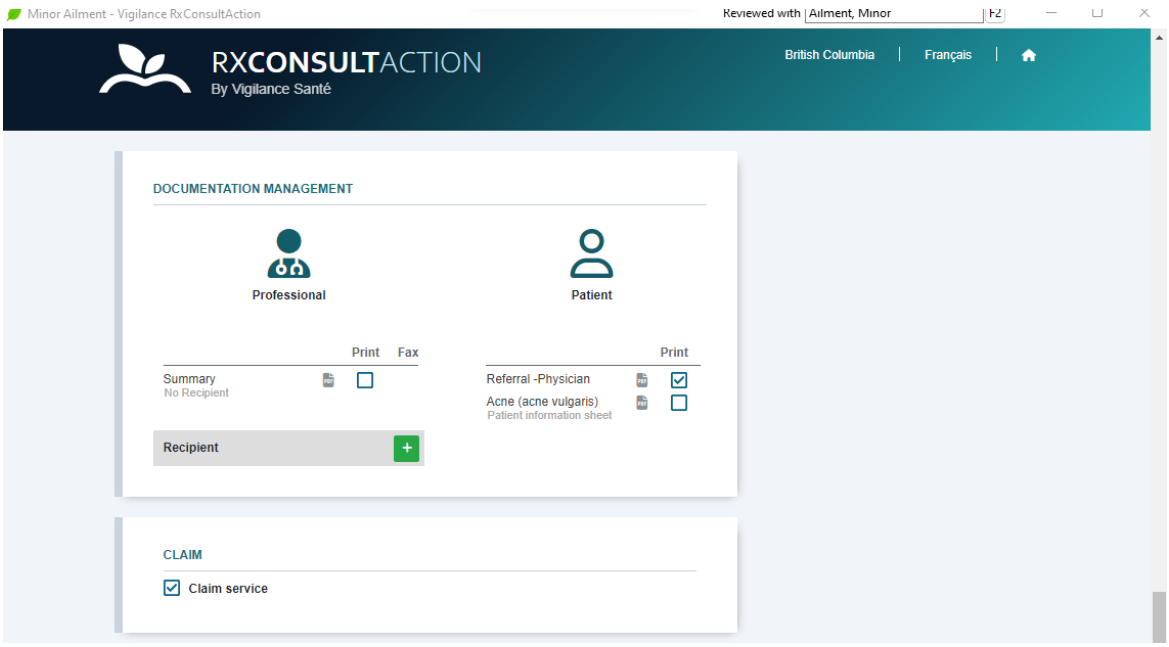
Click on the **box to include the consultation summary.**

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

Click **Add** if you wish to create a second referral to another Health Care Provider.

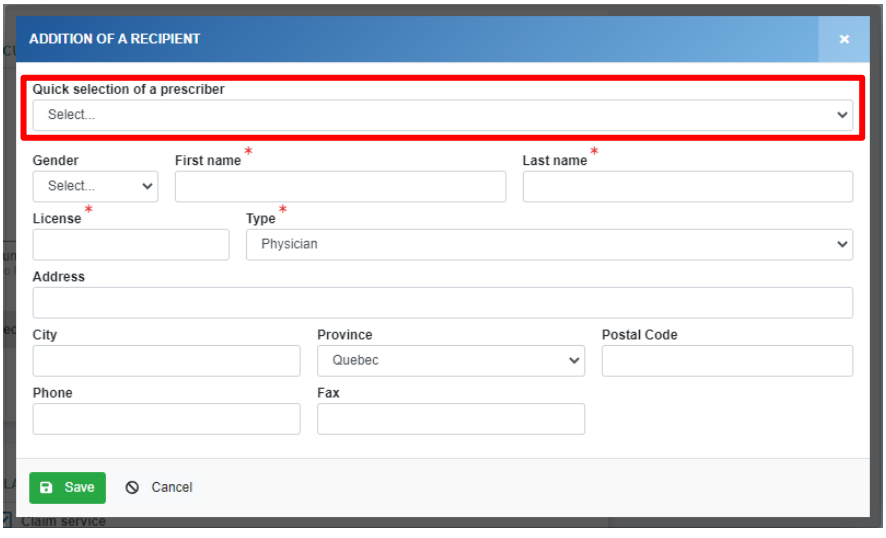
Click **Conclude Intervention** to continue.

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.

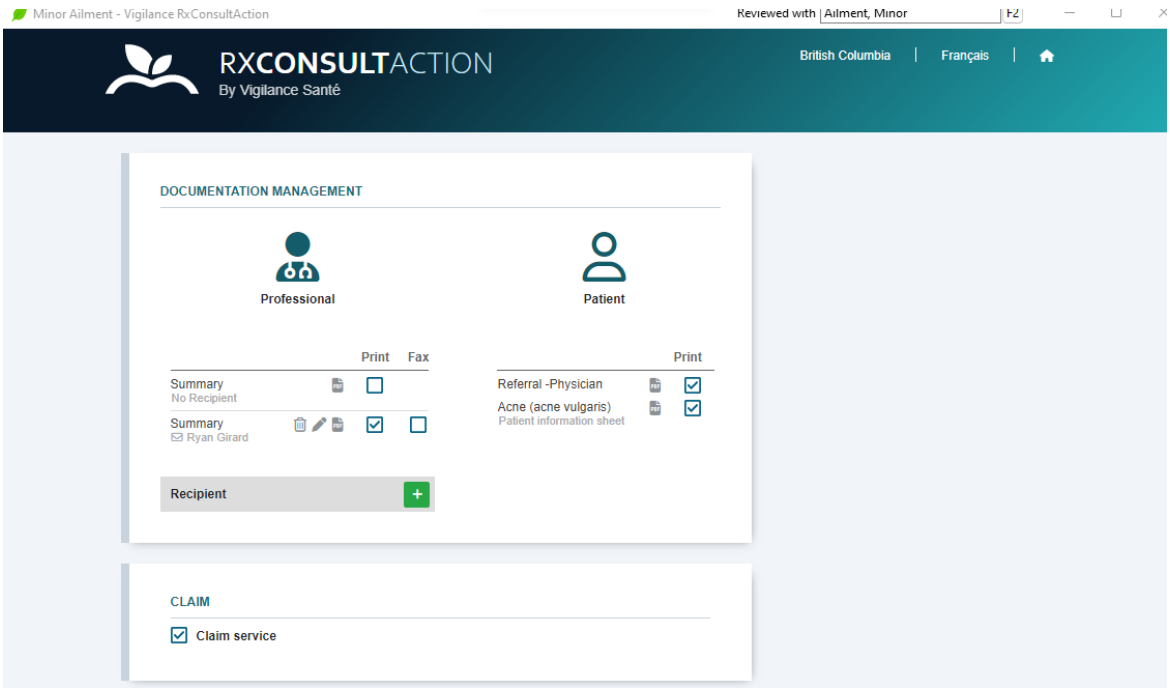
A list of the prescribers who previously prescribed the prescriptions for this patient, that were transmitted from the Minor Ailment-Select Data for Review screen (described on page 6) will appear.

Select the prescriber that you wish to send the notification to.

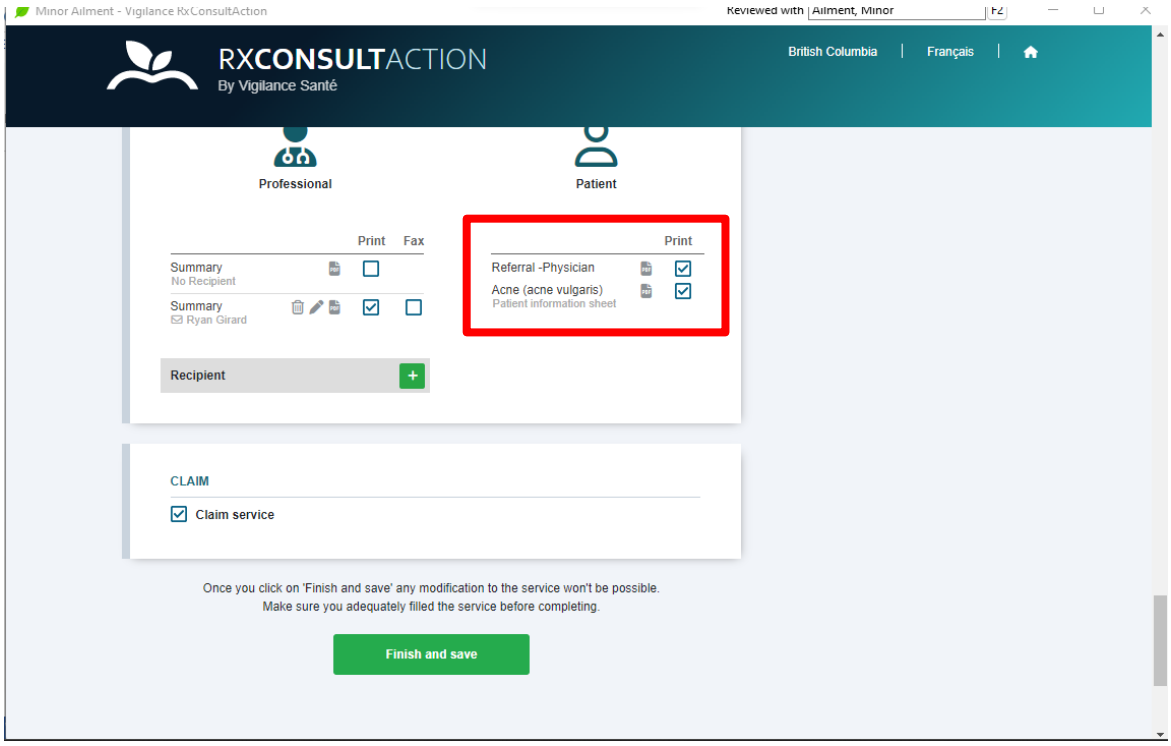
The screen will be auto-populated with the necessary information for the selected recipient.

Click **Save**

NOTE: If no physician's appear in the Quick selection of a prescriber field, manually key enter the physician's information and then click Save. If the patient does NOT have a primary care physician, bypass this step.



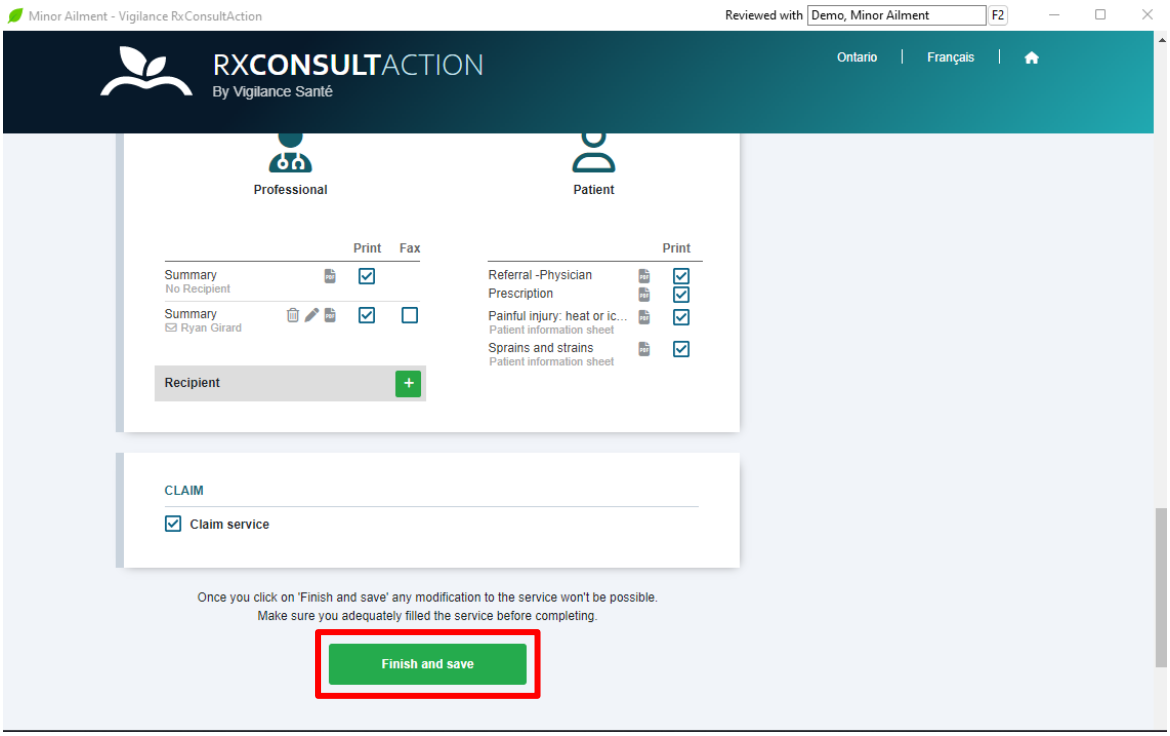
Under the **Patient** section on the right, the Referral (if a referral has been set up) will be checked automatically. If you want to generate a supplemental document to hand to the patient, click on the desired document(s).



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.

Review the information entered. If changes are needed, make them and continue.

When complete, scroll down and click **Finish and Save**.

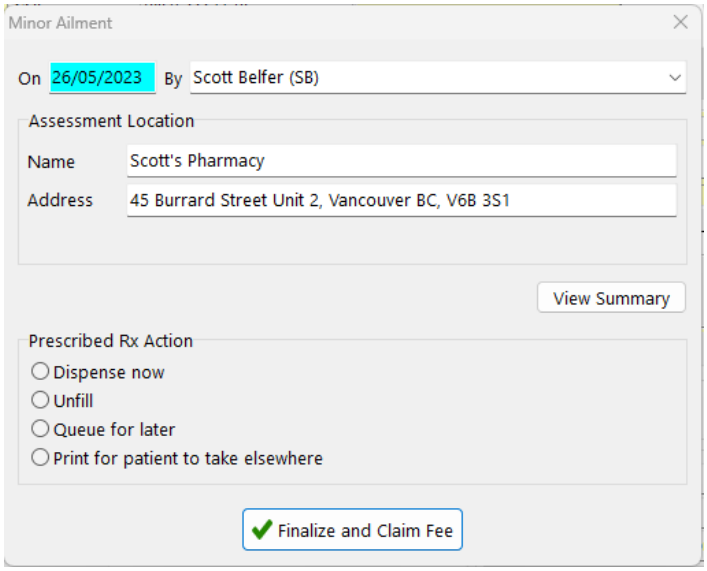


NOTE: Once Finish and save has been clicked NO changes can be made. If there is a need to make a change after this step, you will need to initiate another Minor Ailment session.

Information from RxConsultAction 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.**

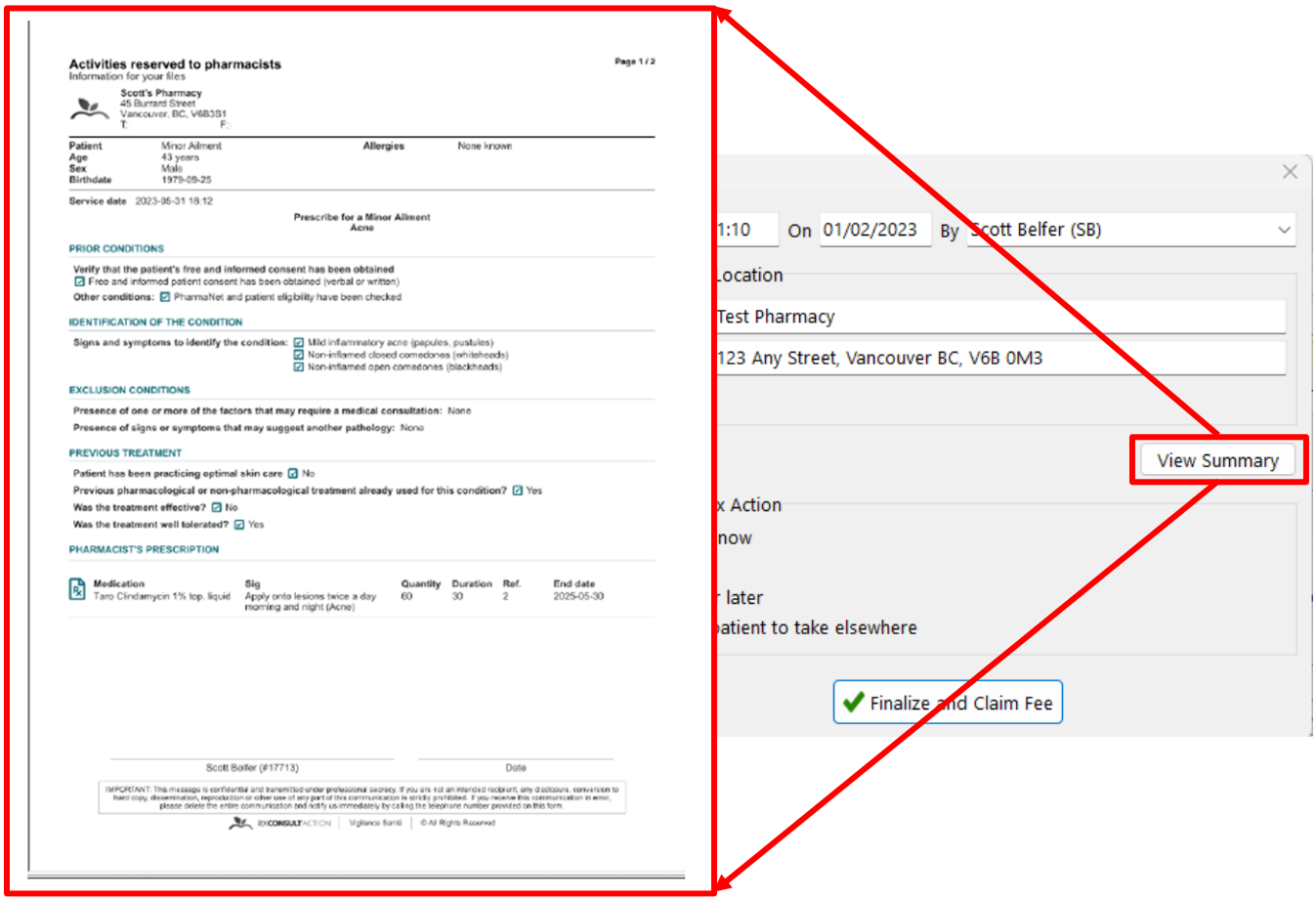
The Minor Ailment Screen will display.



You are presented with a number of options:

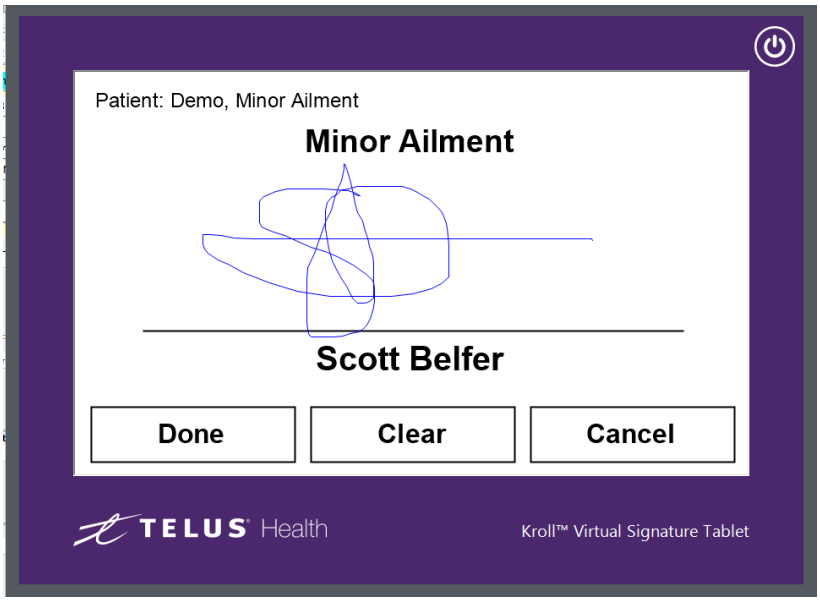
- **Dispense Now** – Kroll will automatically create the prescription record and display it for you to review.
- **Unfill** – Kroll will automatically create the prescription record with the Unfill status noted.
- **Queue for Later** – Kroll will automatically create the prescription record and place 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.

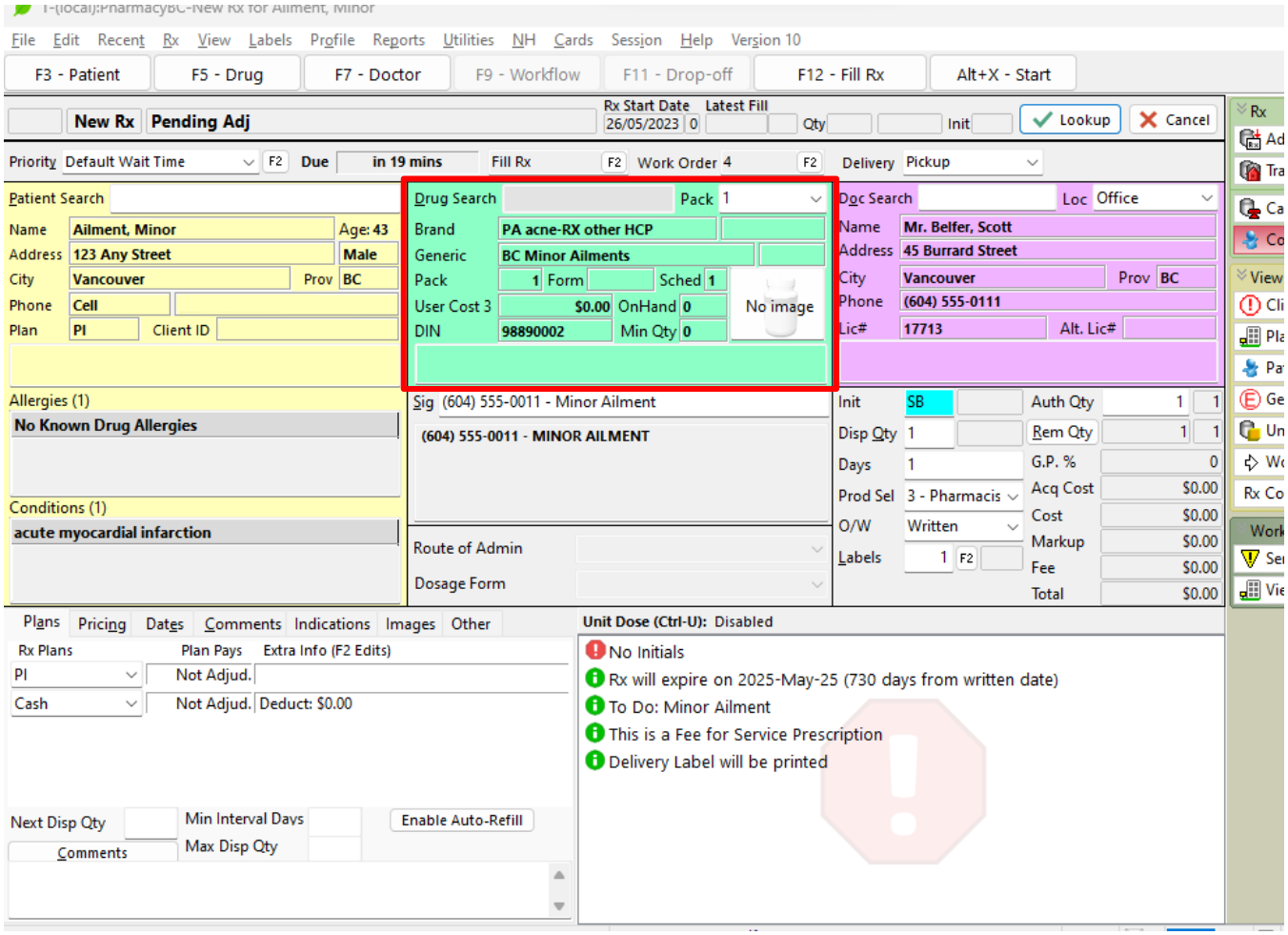


Click **Finalize and Claim Fee.**

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 document will include a 2D barcode so Kroll will know where to save it.



The fee for service F12 screen will display with the correct Fee for Service Drug card preselected.

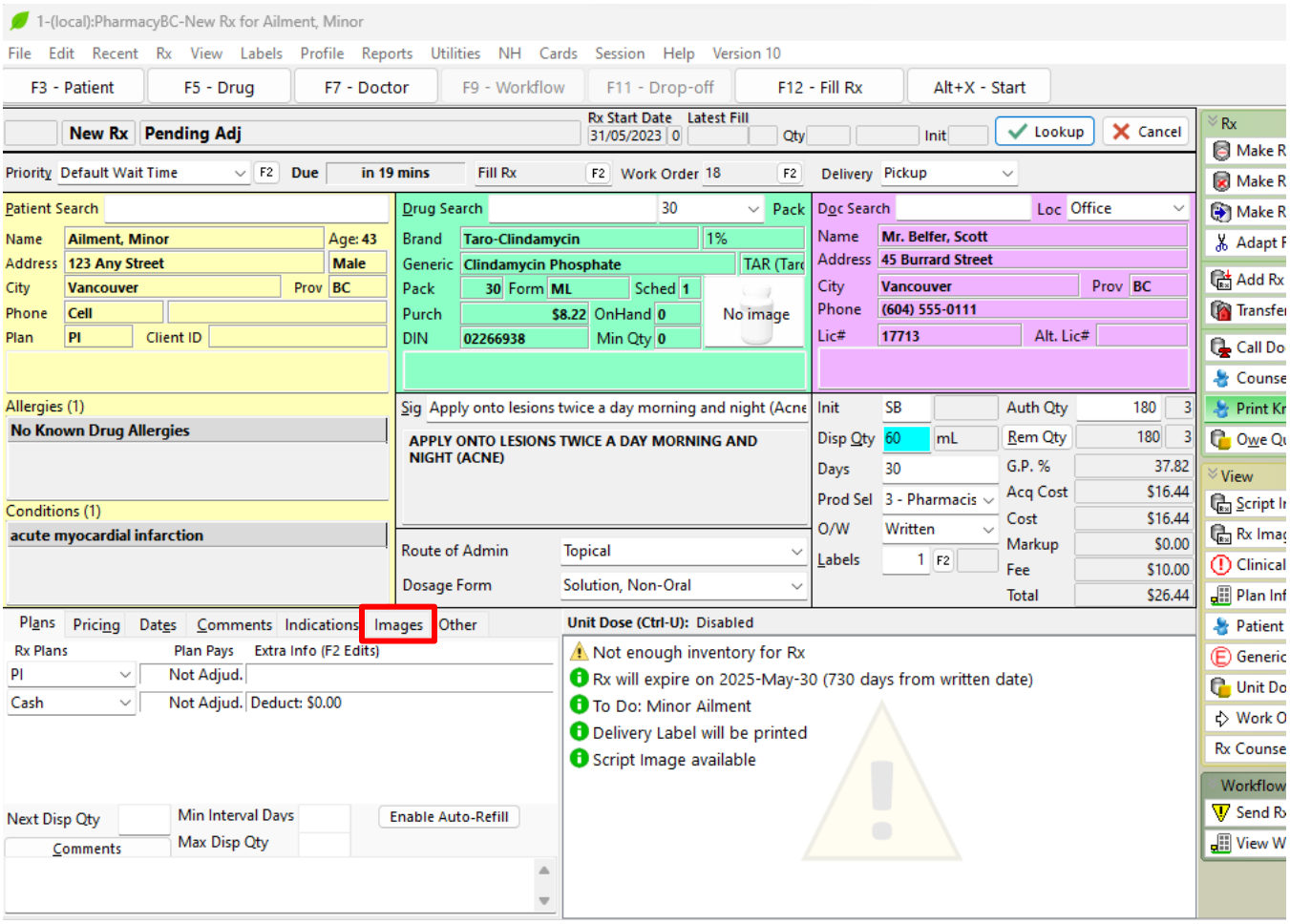


The system will automatically note the store's Phone number in the SIG field as per PharmaNet requirements.

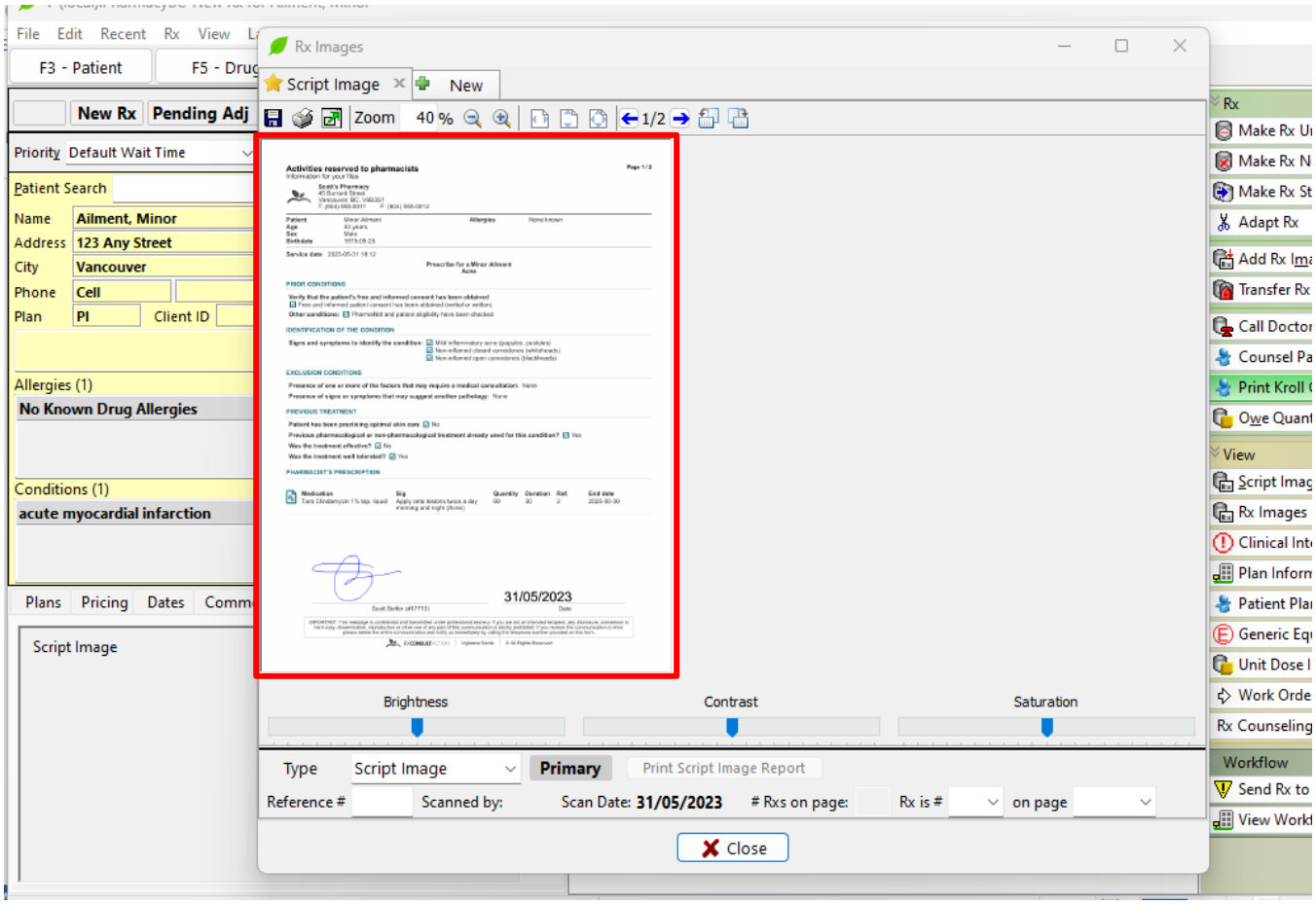
NOTE: A future update will auto-populate the SIG field with the Store Phone number along with the information that is noted in the Default SIG field of the Fee for Service Drug Card.

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.



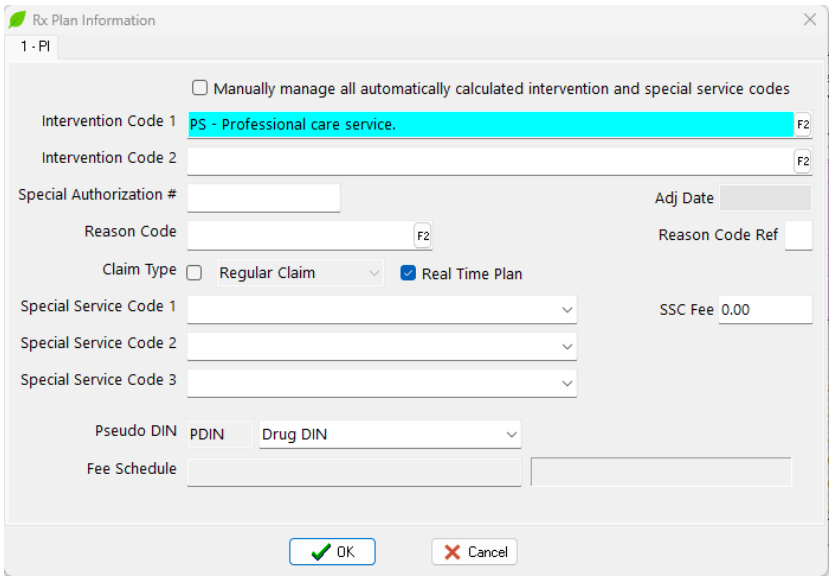
Click **Close.**

Click **Plan Information** located on the right side of the F12 screen. The Rx Plan Information screen will display.

Click **F2** on the Intervention Code 1 field.

Search for and then select the **PS** intervention code.

Click **OK.**

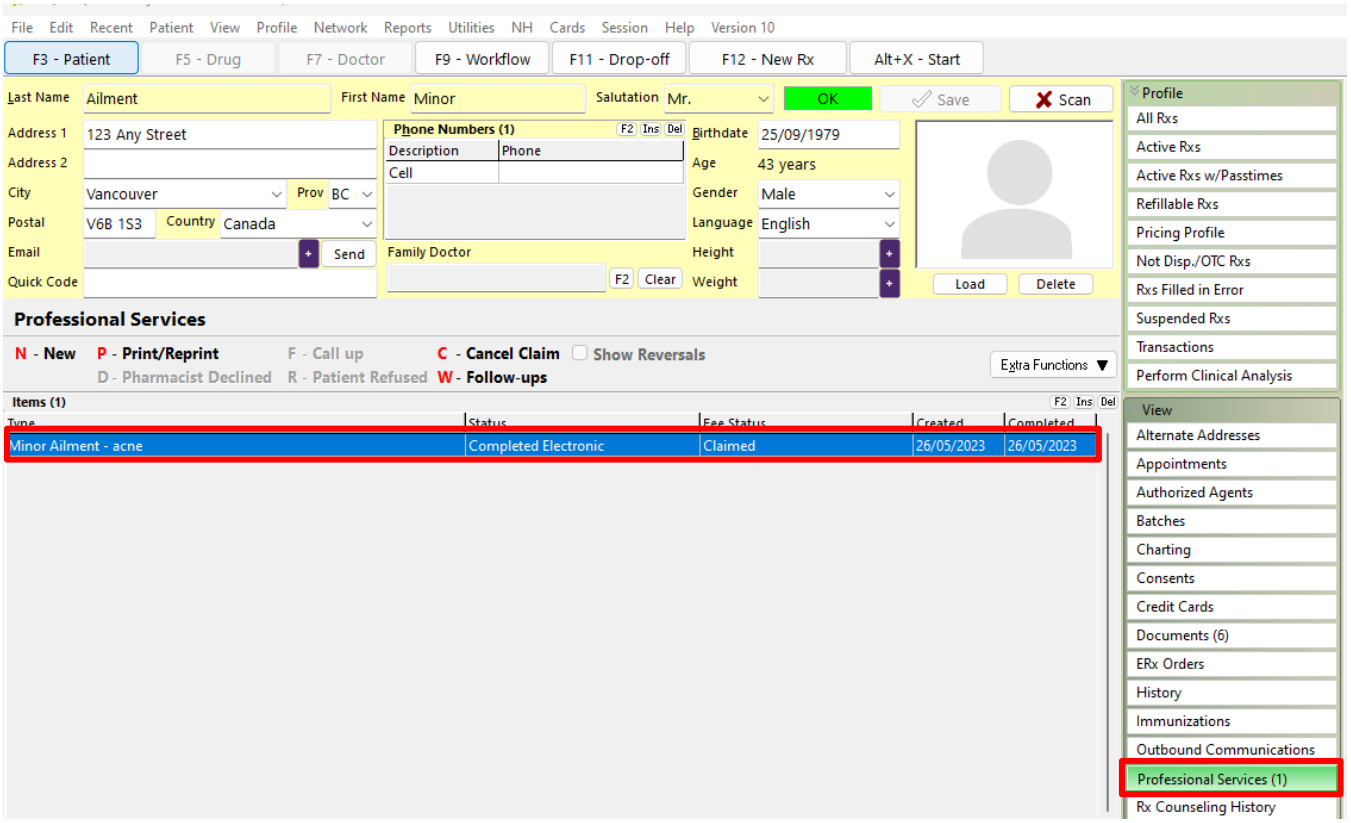


NOTE: The inclusion of the PS intervention on the prescription record is a requirement for PharmaNet. For the time being, its insertion must be done manually. A future program update will automate this process.

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.

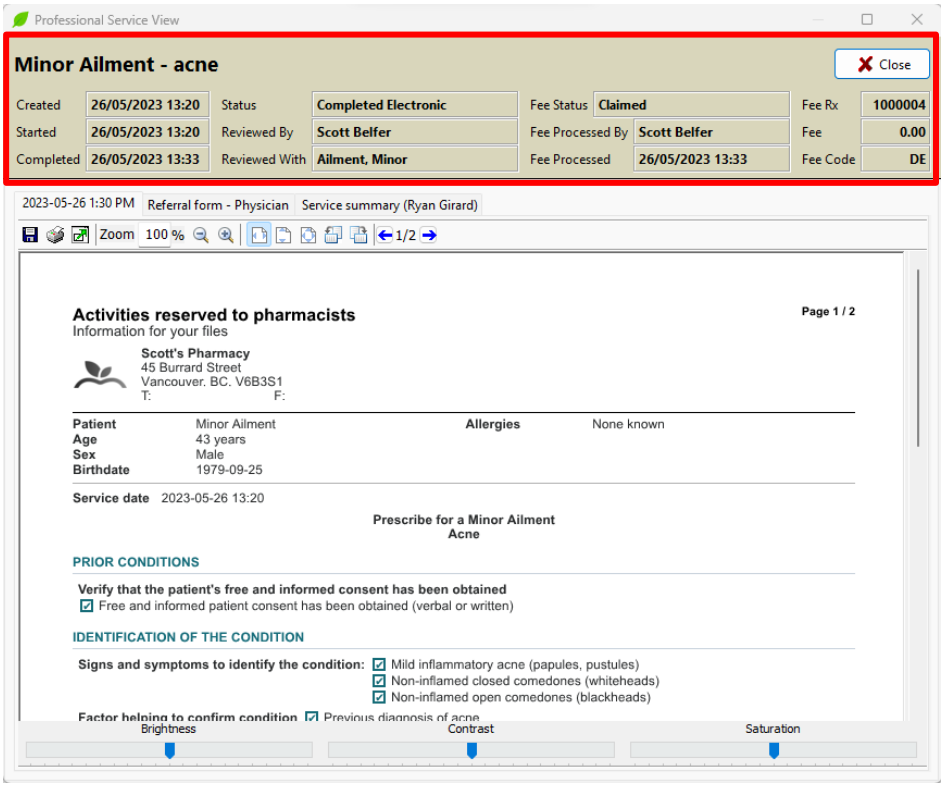


Available Column Headers:

- **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

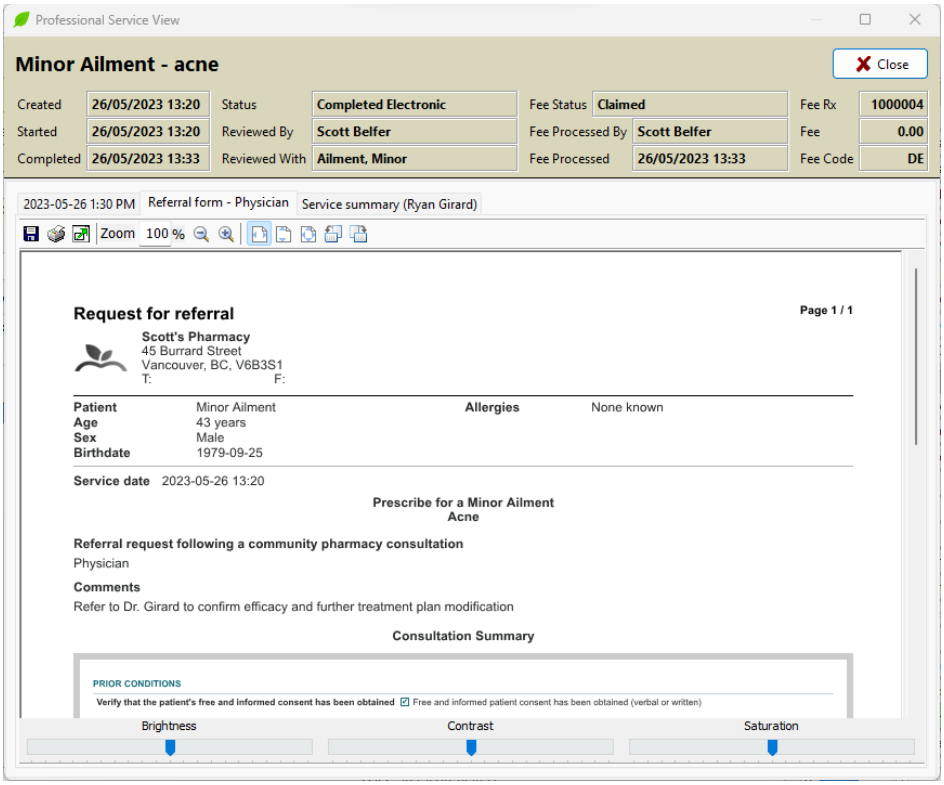
To view the details of the professional service record, highlight the desired line item and click or press **F2.**



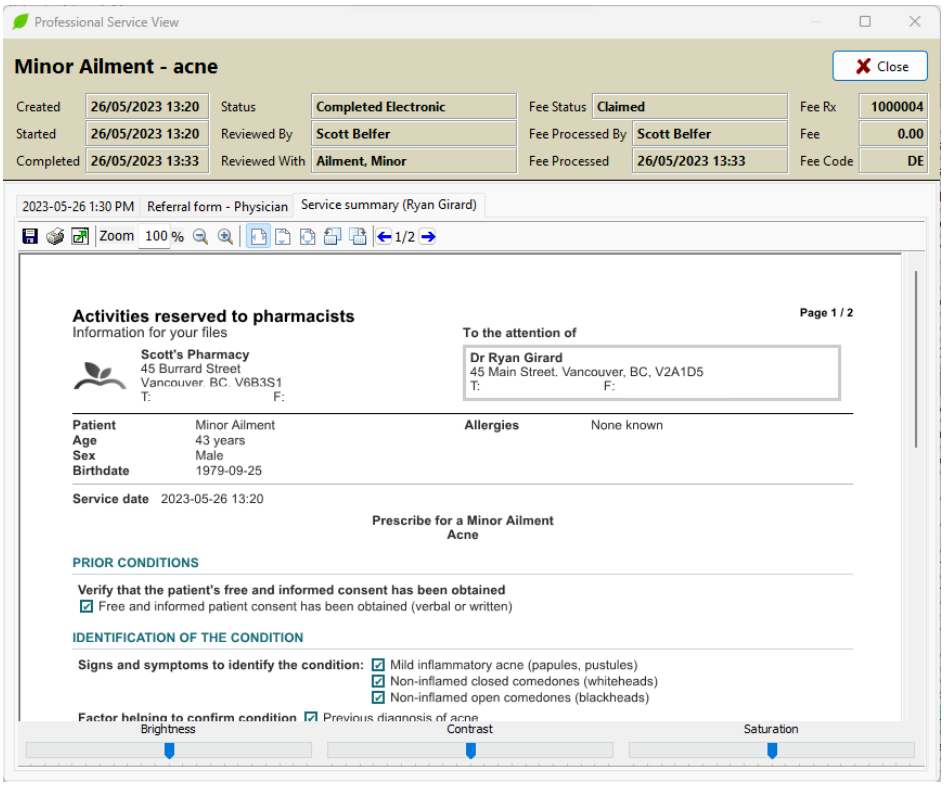
The information noted in the Brown coloured header is similar to the column headers in the Professional Service history. It also includes details of the Fee for Service claim: specifically, the status, who processed the claim, the date it was processed, the Rx number of the claim, the Fee and the intervention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

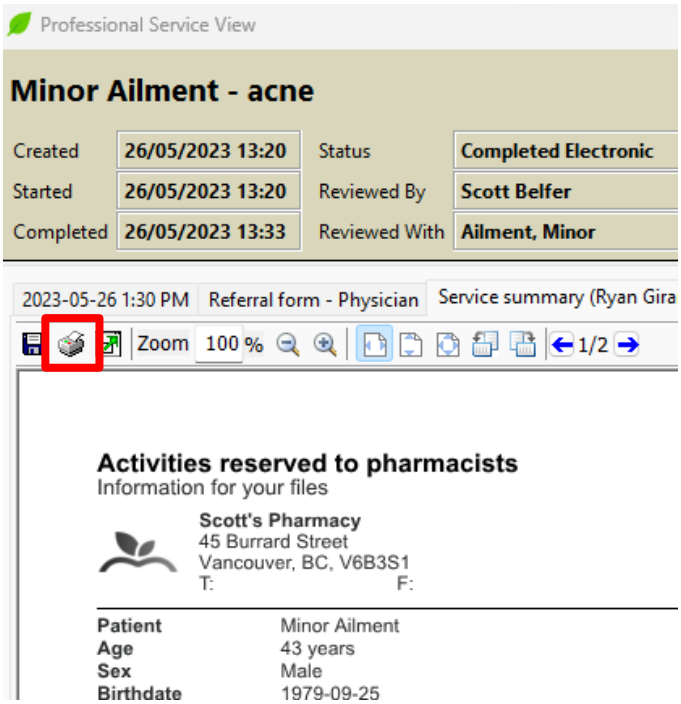
The documents generated can be viewed by clicking on the tabs.

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



- **Service Summary (prescriber's name) tab**– displays what is to be or was sent to the Prescriber.



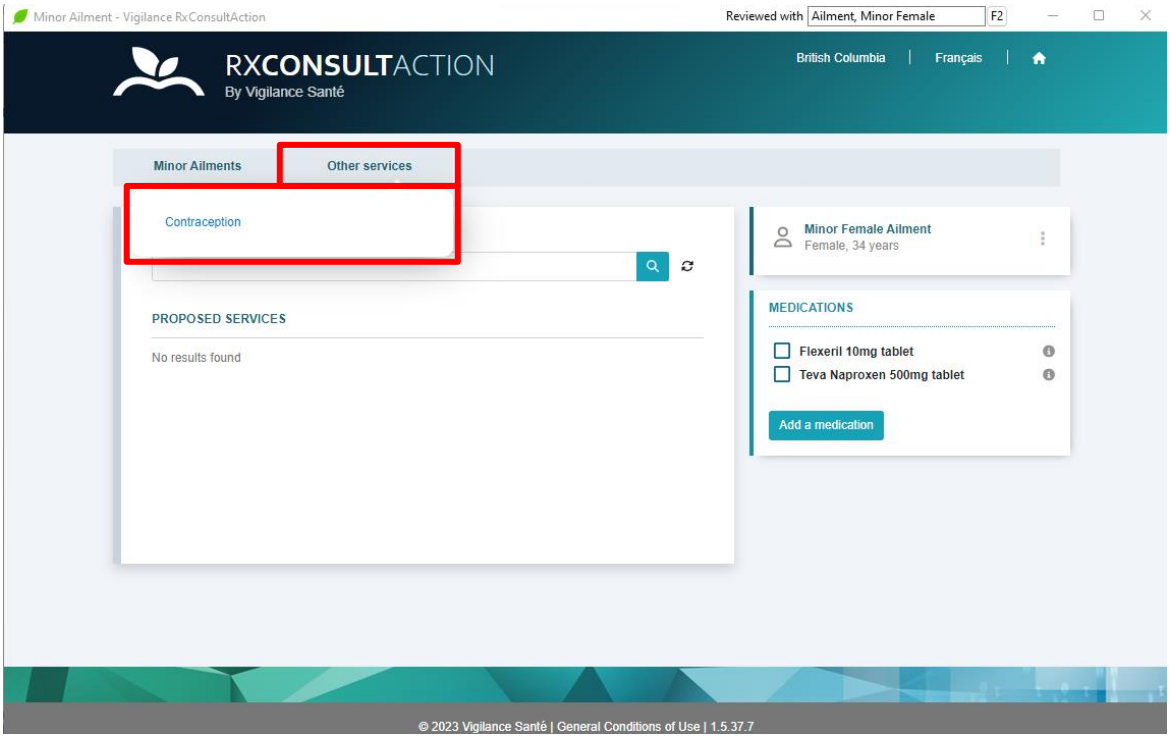


You are able to print any of these forms. Display the form that you wish to print by clicking on the appropriate tab and then click on the **Printer icon** located in the upper left corner.

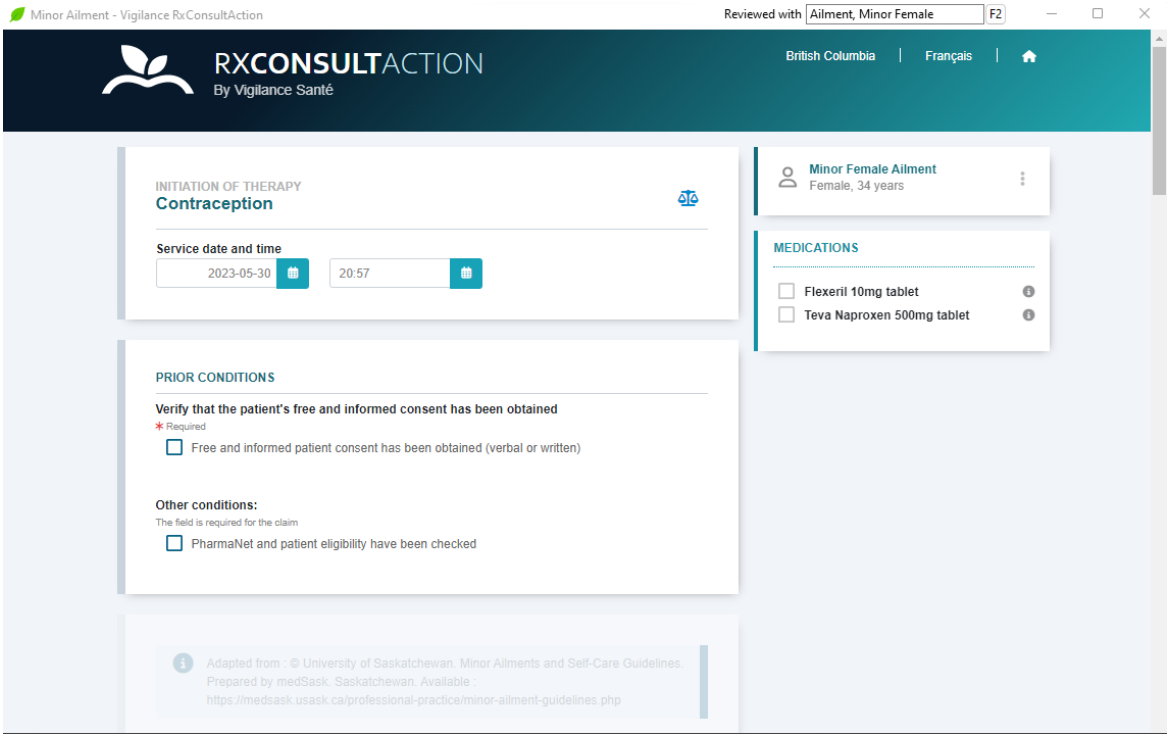
Using the Tool: Contraception Service

Initiate the module in exactly the same fashion as noted above for a Minor Ailment encounter.

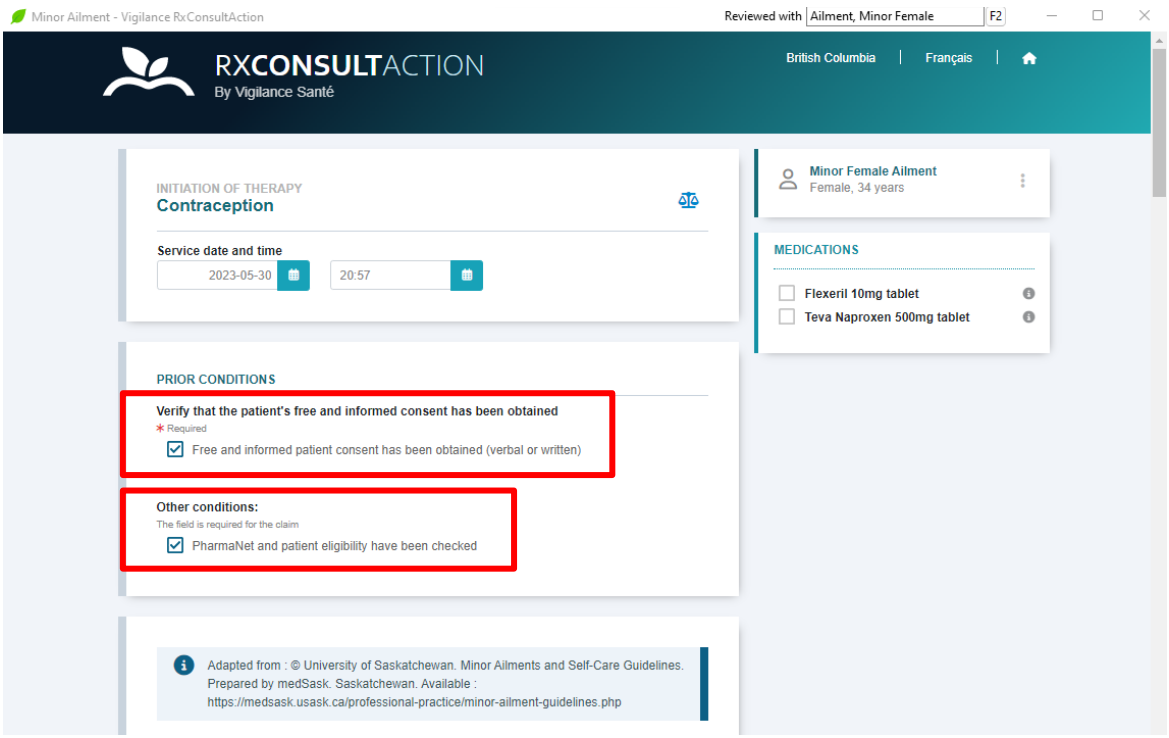
When the RxConsultAction screen displays, click **Other Services** and then click **Contraception.**



The Contraception screen displays.



As with Minor Ailments, click **Free and informed patient consent has been obtained (verbal or written)** and click **PharmaNet and patient eligibility have been checked**.



The rest of the form is now accessible. Scroll down and complete each section where appropriate. Form completion is similar to that for Minor Ailments however the content is specific to Contraception. The form is broken down in a similar fashion as that for Minor Ailments.

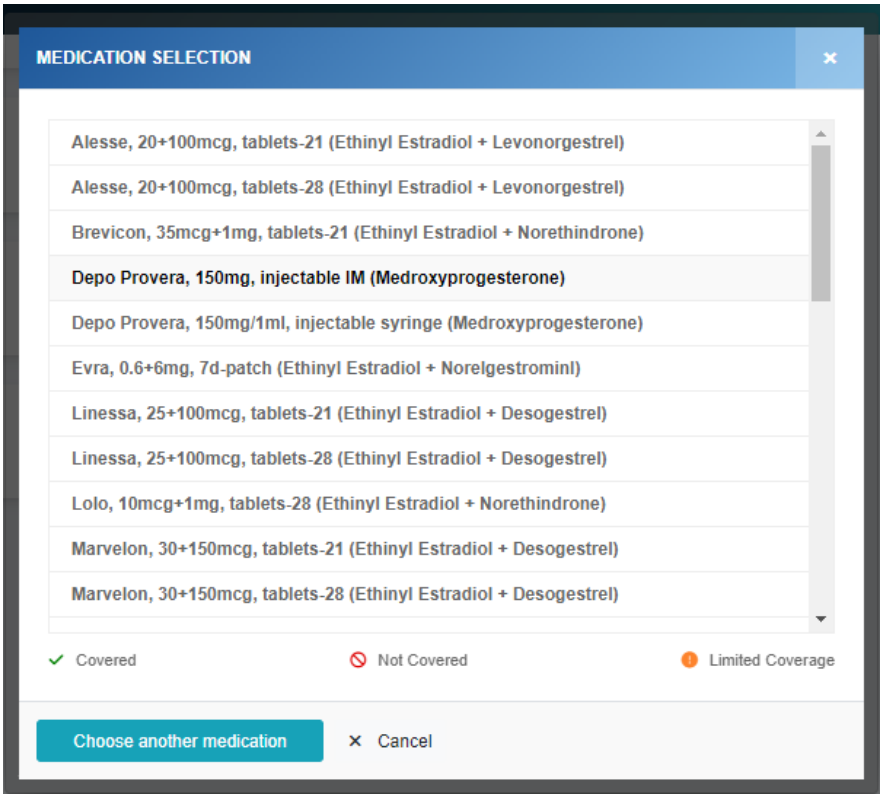
Categories include:

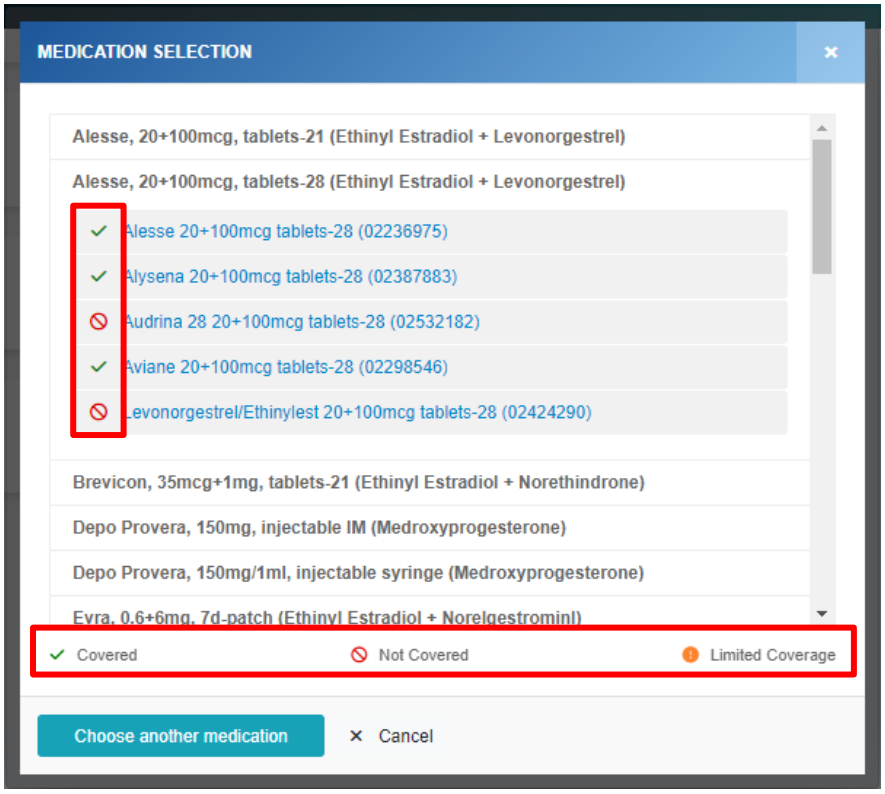
- Assessment
  - Context Assessment
  - Exclusion Conditions
  - Decision Support
- Prescribe
- Advice
- Refer

The Assessment section behaves in exactly the same manner as the Assessment section for Minor Ailments: the user is presented with options depending upon the answer recorded, freeform fields will display allowing for the documentation of more information and you are presented with the ability to Add a note in numerous areas of the Assessment section.

When the Assessment section has been completed and a prescription is warranted, click **Add** in the Prescribe section.

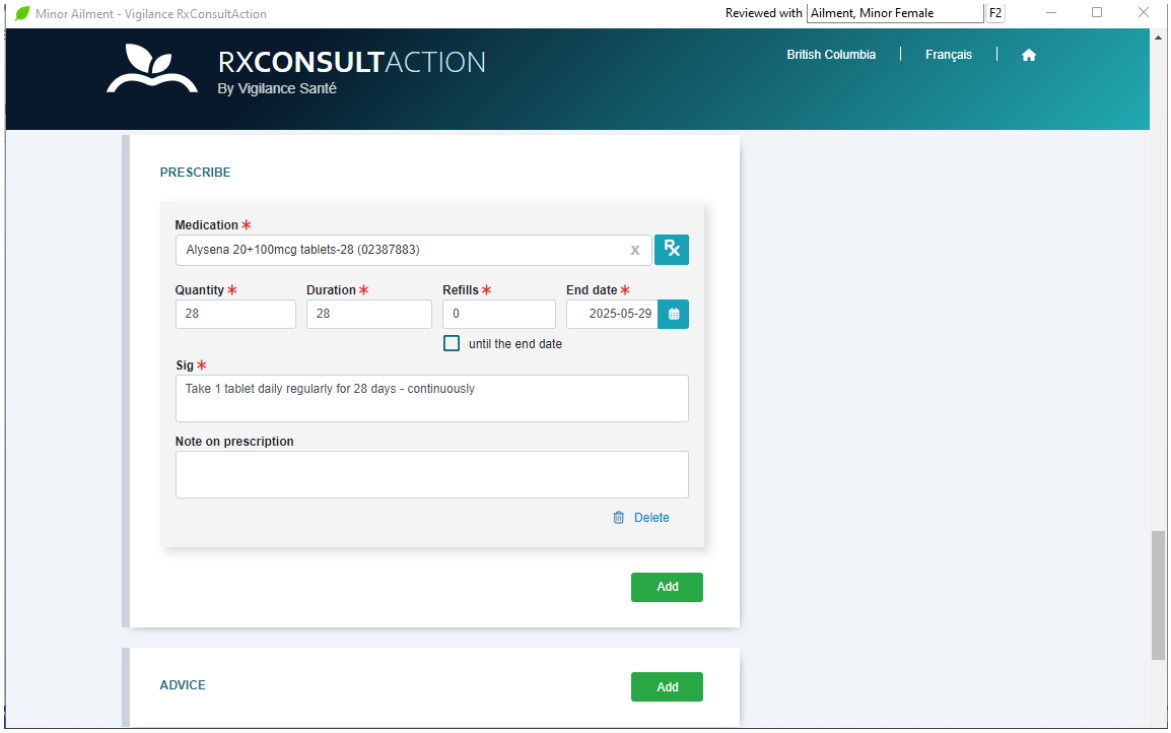
The Medication selection screen displays.



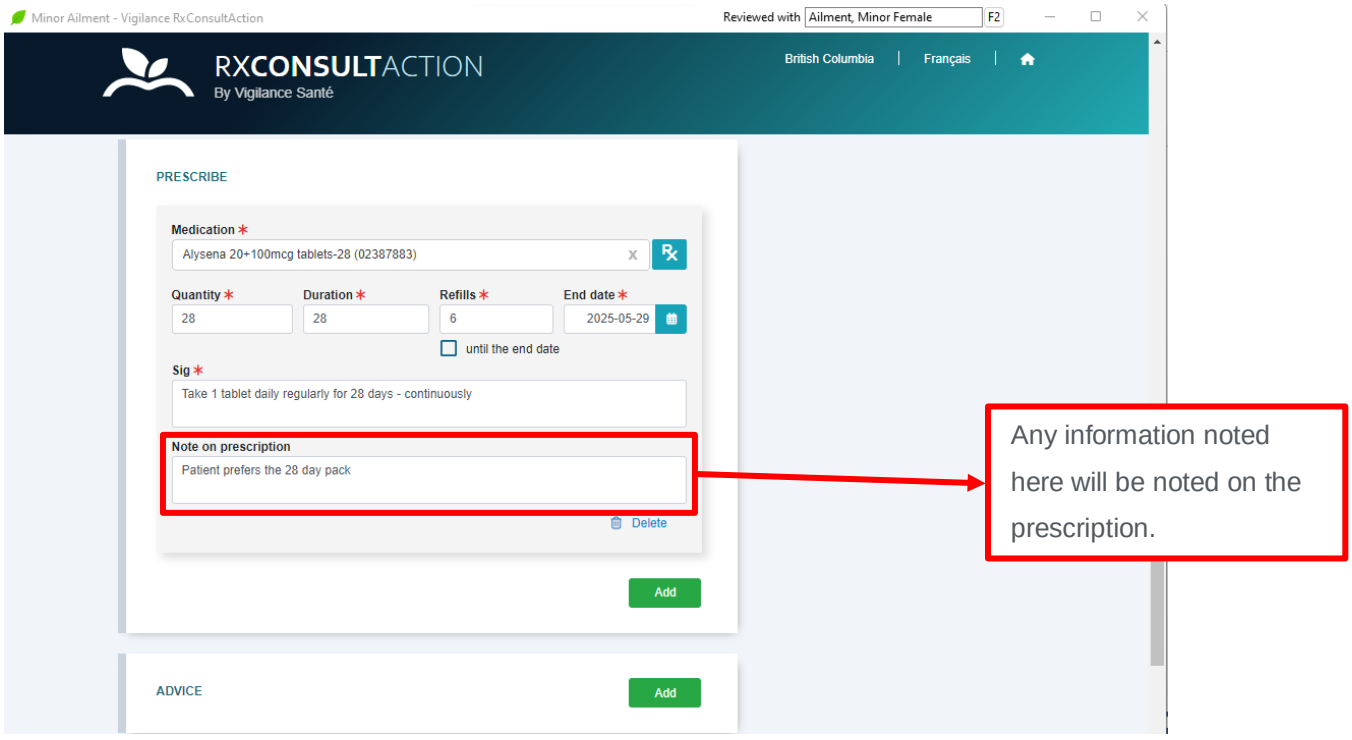


Click on the product that you want to prescribe. As with Minor Ailments, a list of available brands will display along with the icon indicating coverage status.

Click the brand that you wish to prescribe.



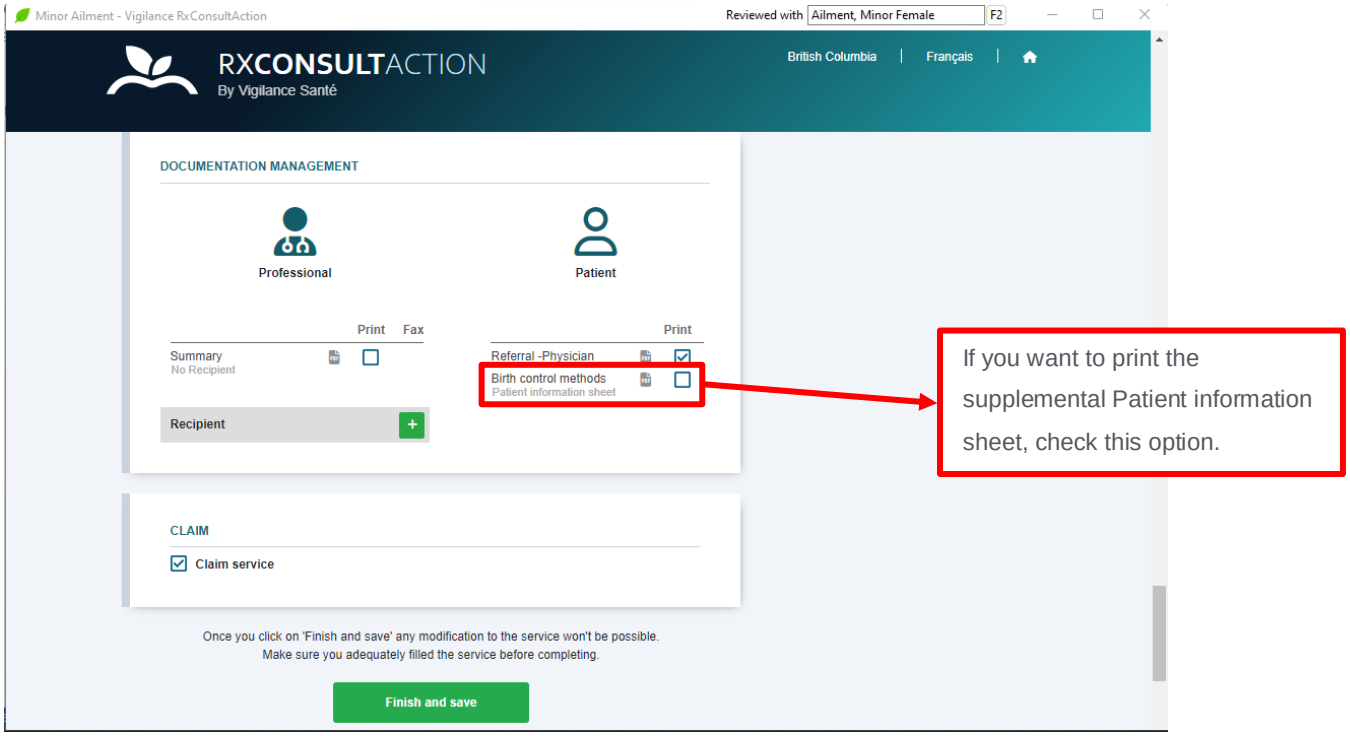
All mandatory fields (those with *) are pre-populated. You may change any of these fields if you wish and even add a note in the Note on prescription freeform field.



Documentation of Advice and the Referral is done in the same manner as those for Minor Ailments.

When completed, click **Conclude Intervention.**

The Documentation Management screen displays.



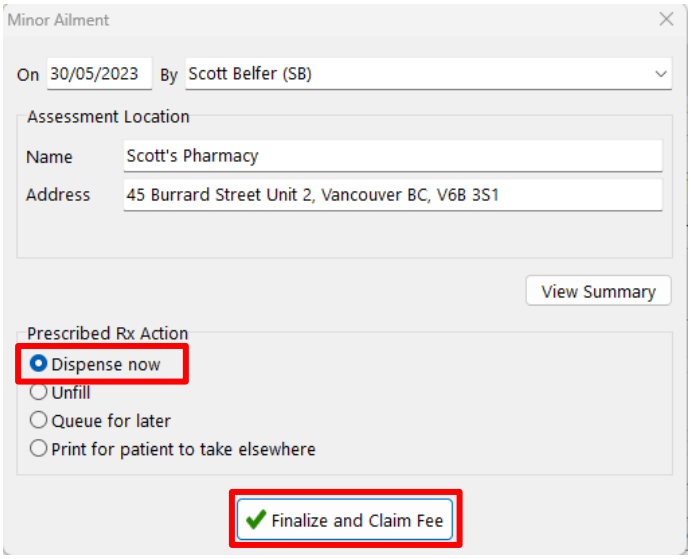
Once again, this is managed in the same manner as that for Minor Ailments.

When completed, click **Finish and Save.** RxConsultAction will send information back to Kroll.

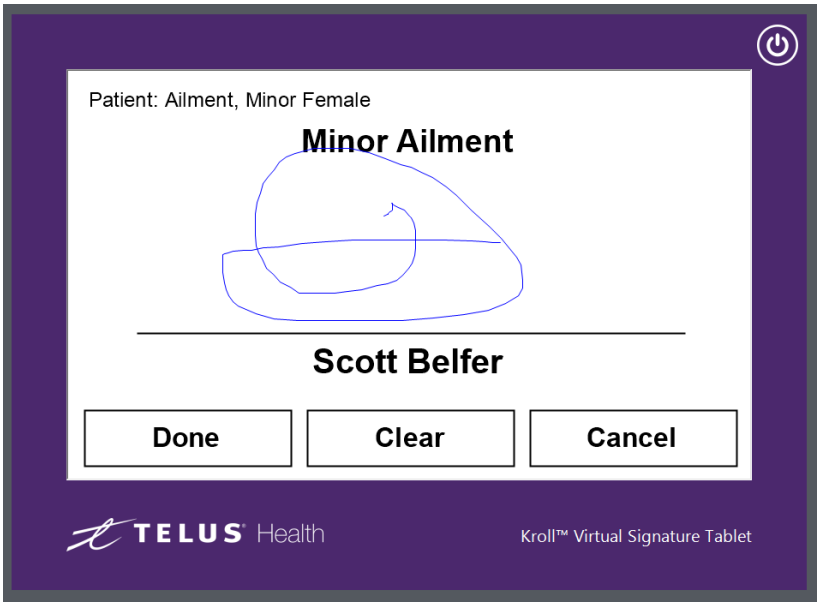
The Minor Ailment screen in Kroll displays.

Select the appropriate Prescribed Rx Action.

Click **Finalize and Claim Fee.**



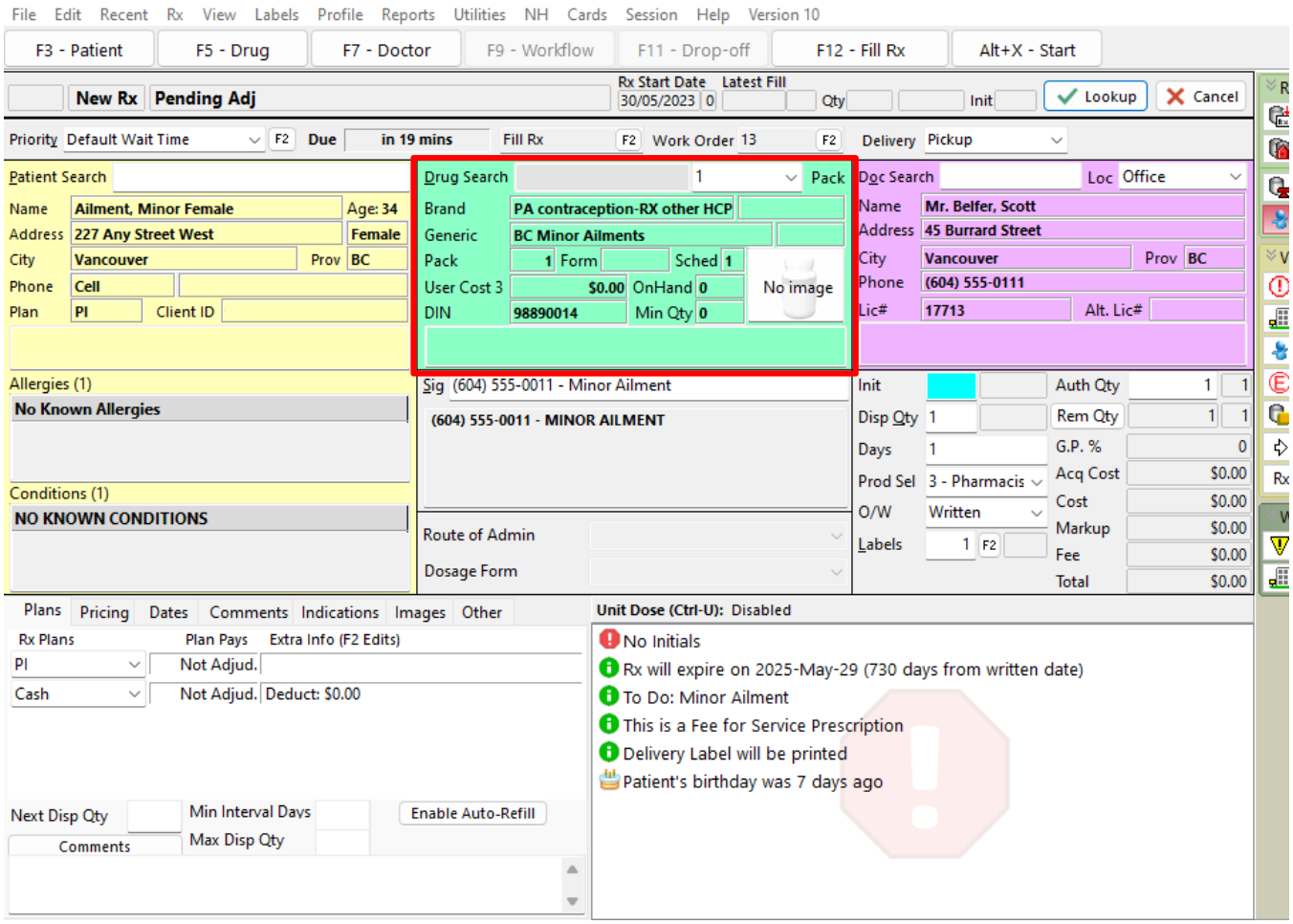
If Electronic Signature capture is activated, you will be prompted for your signature.



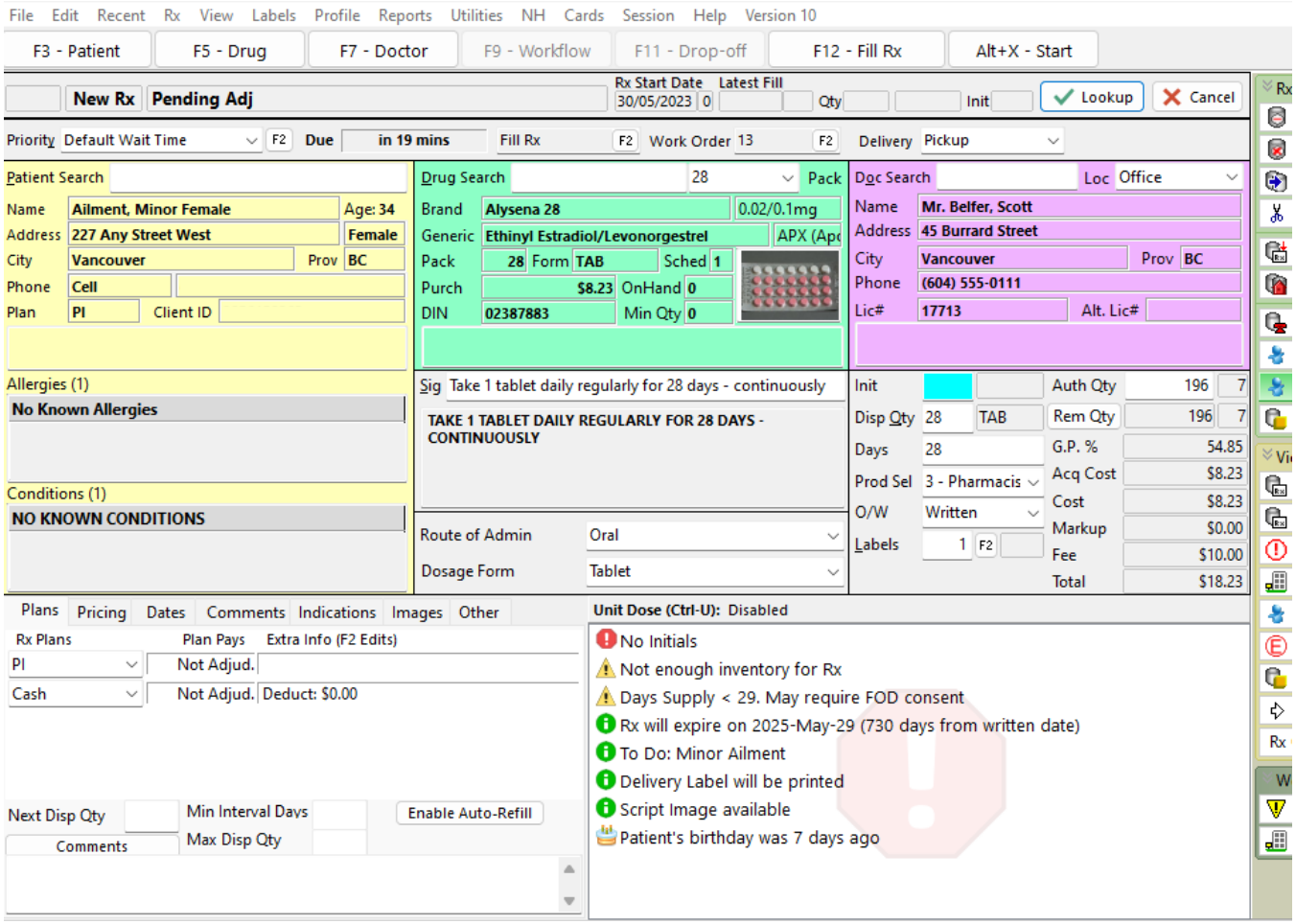
Click **Done.**

As with Minor Ailments, if Electronic Signature capture is NOT activated, the documentation will be printed. You will be required to sign, date and then scan the documentation back into Kroll. The 2D barcode will tell Kroll where to save the image.

The Fee for Service record will display first. The correct Fee for Service Drug card will automatically be selected.



Once the Fee for Service record has been processed, the prescription record will automatically display.

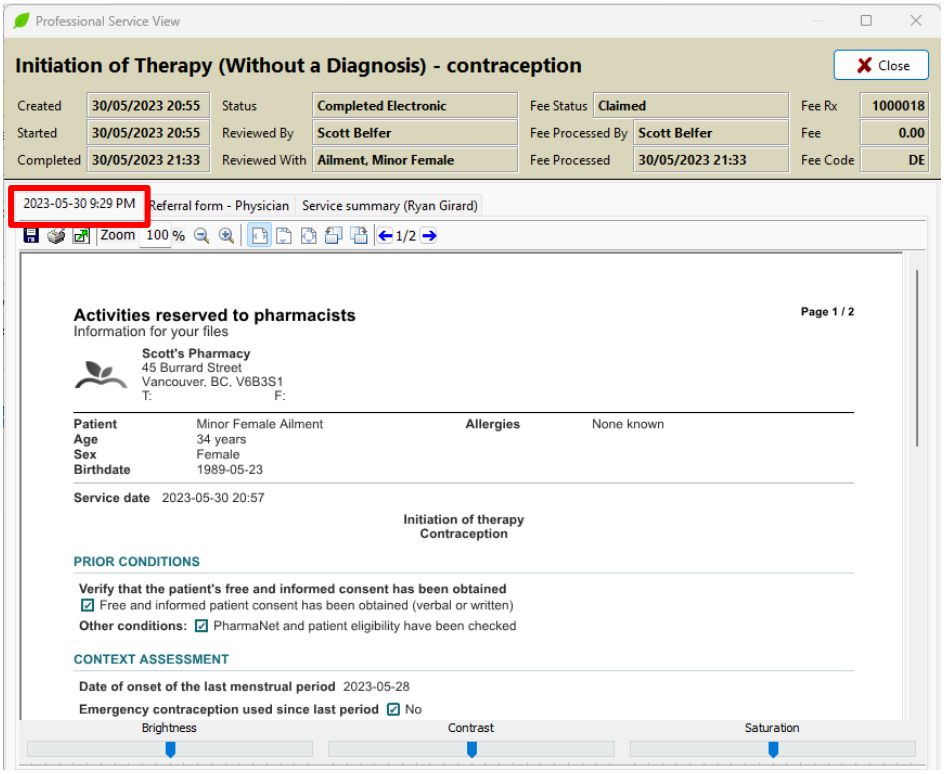


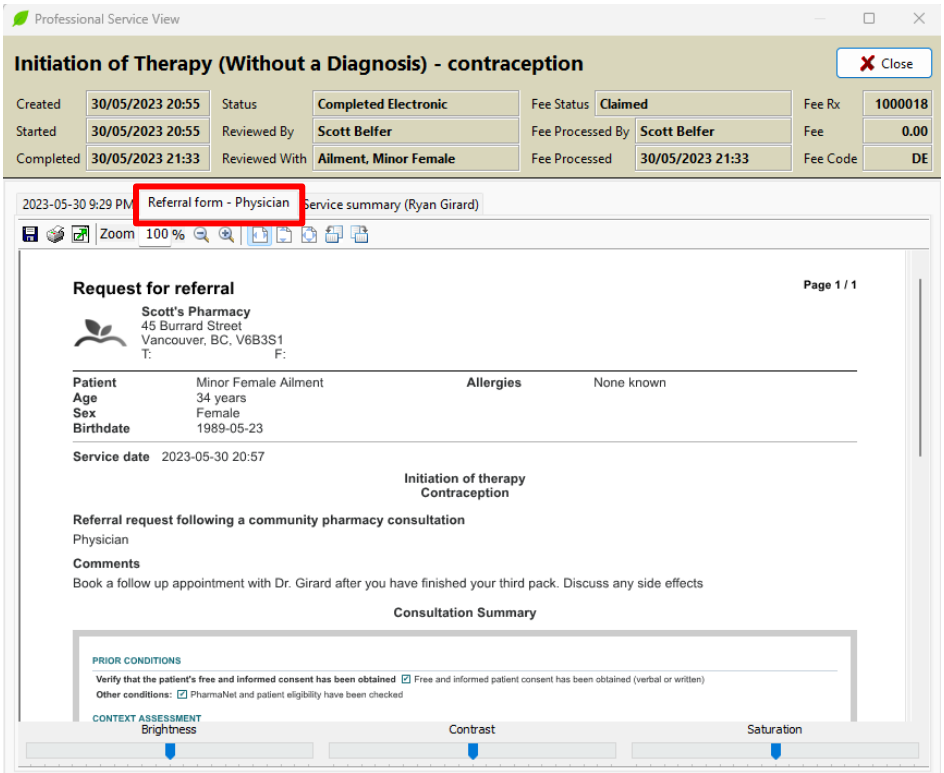
As with Minor Ailments, before clicking **F12-Fill Rx** manually add the PS intervention code. As noted, this process will be automated in an upcoming system update.

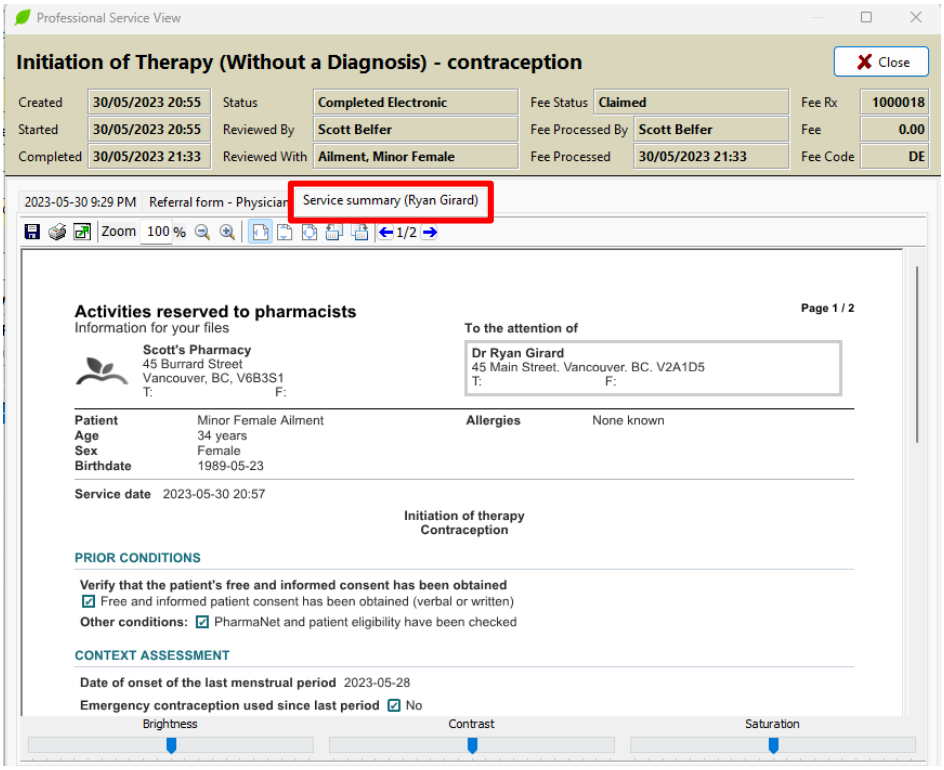
The signed and dated documentation will be easily viewed by clicking the **Images** tab and the clicking the blue link.

To view the documentation generated, display the Professional Services section on the Patient card, highlight the record that you want displayed and click **F2.**

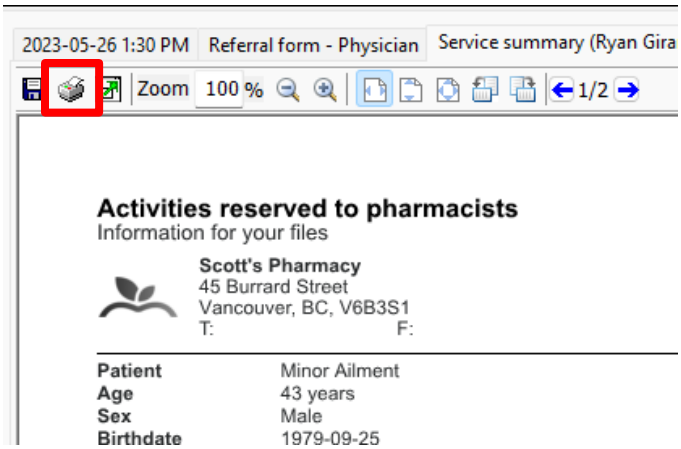
Click on the tab to display the document.


Professional Service View
Initiation of Therapy (Without a Diagnosis) - contraception
Close
Created 30/05/2023 20:55
Status Completed Electronic
Fee Status Claimed
Fee Rx 1000018
Started 30/05/2023 20:55
Reviewed By Scott Belfer
Fee Processed By Scott Belfer
Fee 0.00
Completed 30/05/2023 21:33
Reviewed With Ailment, Minor Female
Fee Processed 30/05/2023 21:33
Fee Code DE
2023-05-30 9:29 PM
Referral form - Physician
Service summary (Ryan Girard)
Zoom 100 %
1/2
Activities reserved to pharmacists
Page 1 / 2
Information for your files
Scott's Pharmacy
45 Burrard Street
Vancouver, BC, V6B3S1
T: F:
Patient Minor Female Ailment
Age 34 years
Sex Female
Birthdate 1989-05-23
Allergies None known
Service date 2023-05-30 20:57
Initiation of therapy
Contraception
PRIOR CONDITIONS
Verify that the patient's free and informed consent has been obtained
Free and informed patient consent has been obtained (verbal or written)
Other conditions: PharmaNet and patient eligibility have been checked
CONTEXT ASSESSMENT
Date of onset of the last menstrual period 2023-05-28
Emergency contraception used since last period No
Brightness
Contrast
Saturation


Professional Service View
Initiation of Therapy (Without a Diagnosis) - contraception
Close
Created 30/05/2023 20:55
Status Completed Electronic
Fee Status Claimed
Fee Rx 1000018
Started 30/05/2023 20:55
Reviewed By Scott Belfer
Fee Processed By Scott Belfer
Fee 0.00
Completed 30/05/2023 21:33
Reviewed With Ailment, Minor Female
Fee Processed 30/05/2023 21:33
Fee Code DE
2023-05-30 9:29 PM
Referral form - Physician
Service summary (Ryan Girard)
Zoom 100 %
Request for referral
Page 1 / 1
Scott's Pharmacy
45 Burrard Street
Vancouver, BC, V6B3S1
T: F:
Patient Minor Female Ailment
Age 34 years
Sex Female
Birthdate 1989-05-23
Allergies None known
Service date 2023-05-30 20:57
Initiation of therapy
Contraception
Referral request following a community pharmacy consultation
Physician
Comments
Book a follow up appointment with Dr. Girard after you have finished your third pack. Discuss any side effects
Consultation Summary
PRIOR CONDITIONS
Verify that the patient's free and informed consent has been obtained
Free and informed patient consent has been obtained (verbal or written)
Other conditions: PharmaNet and patient eligibility have been checked
CONTEXT ASSESSMENT
Brightness
Contrast
Saturation



To print any of the forms, click the **Printer Icon** on any of the tabs.



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.

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/RxConsultAction tool.

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 Pseudo DIN 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.