

A vertical image of a green plant stalk with several long, narrow leaves, positioned on the left side of the page.

# Minor Ailment and Contraception Service (MACS)

Kroll User Guide - British Columbia

June 2023

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# Minor Ailment and Contraception Service (MACS)

## Introduction

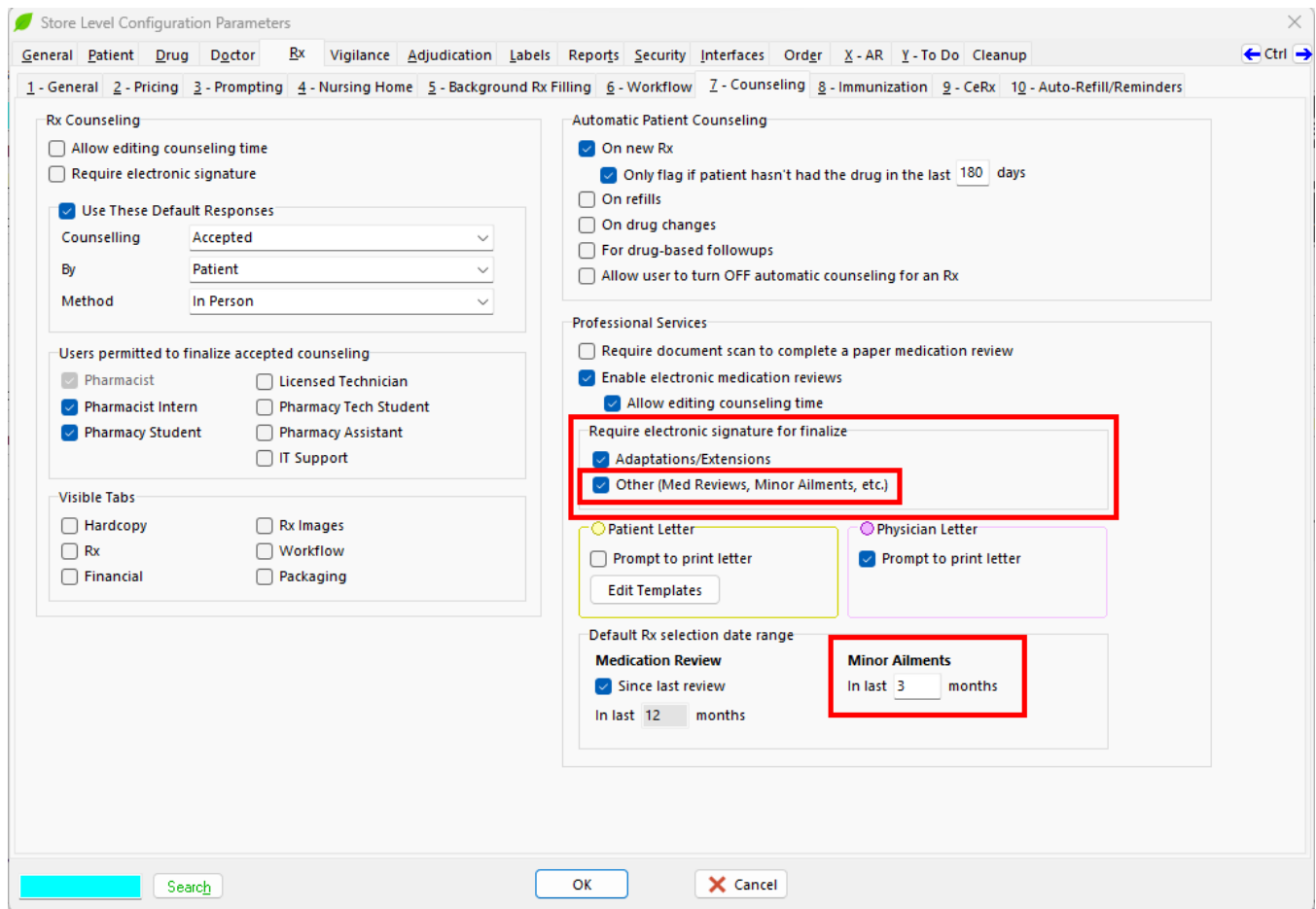
The pharmacist's scope of practice in many provinces includes the ability to assess and then prescribe appropriate therapy for patients who present with one or more of the Minor Ailment conditions listed as being approved. This document outlines the steps to follow when managing a patient encounter for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



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.

**Edit Appointment**

Calendar:  Start Time: 01/02/2023 13:00  All day event

Type:  **Launch Service** End Time: 01/02/2023 13:30 30 minutes  Confirmed

Method:  EnteredBy: Scott Belfer on 2023-Feb-01 09:26:21

Patient:  F3 Del

Send notifications to patient

Pharmacist:  Del

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

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

Postal: M1M 1M Country: Canada Language: English

Email:  Send Family Doctor Height:  Weight:  Load Delete

Quick Code:  F2 Clear

**Professional Services**

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

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

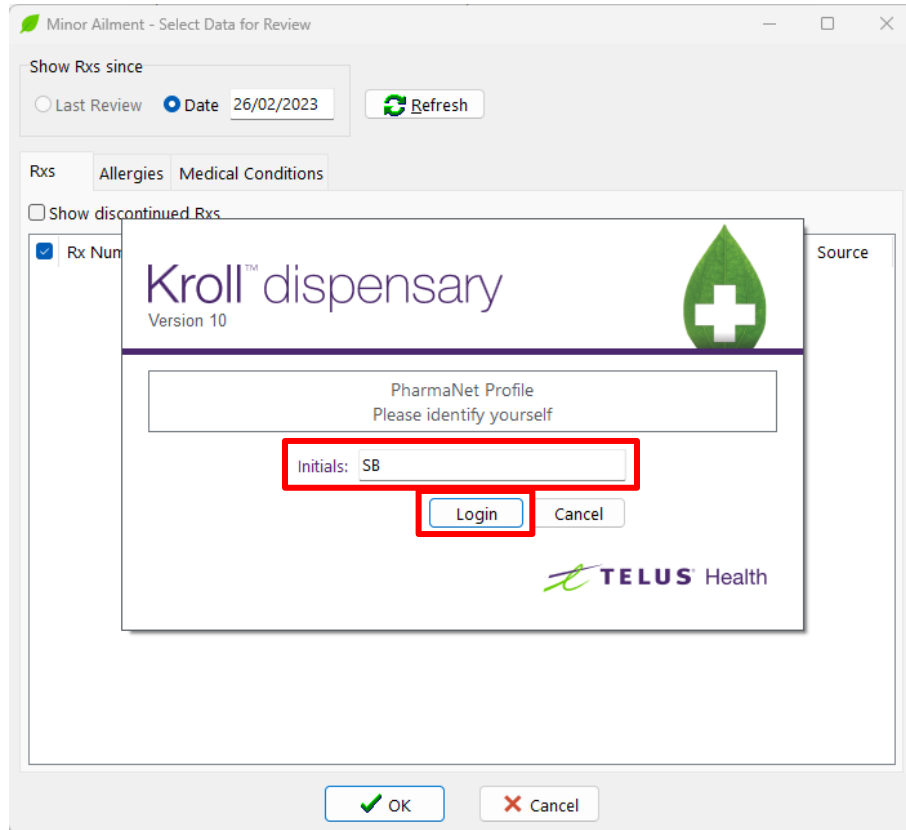
Type	Status	Fee Status	Created	Completed	Follow
<ul style="list-style-type: none"> <li>General Counseling</li> <li>Medication Review</li> <li>Professional Note</li> <li><b>Minor Ailment</b></li> </ul>					

Perform Clinical Analysis

- View
- Alternate Addresses
- Appointments
- AR Profile
- Authorized Agents
- Batches
- Charting
- Consents
- Credit Cards
- Documents (0)
- EPrescribe Messages
- ERx Orders
- History
- Immunizations
- Limited Use Items
- Outbound Communications
- PharmacyLink Access
- Professional Services**
- Rx Counseling History

## Using the Tool: Minor Ailments

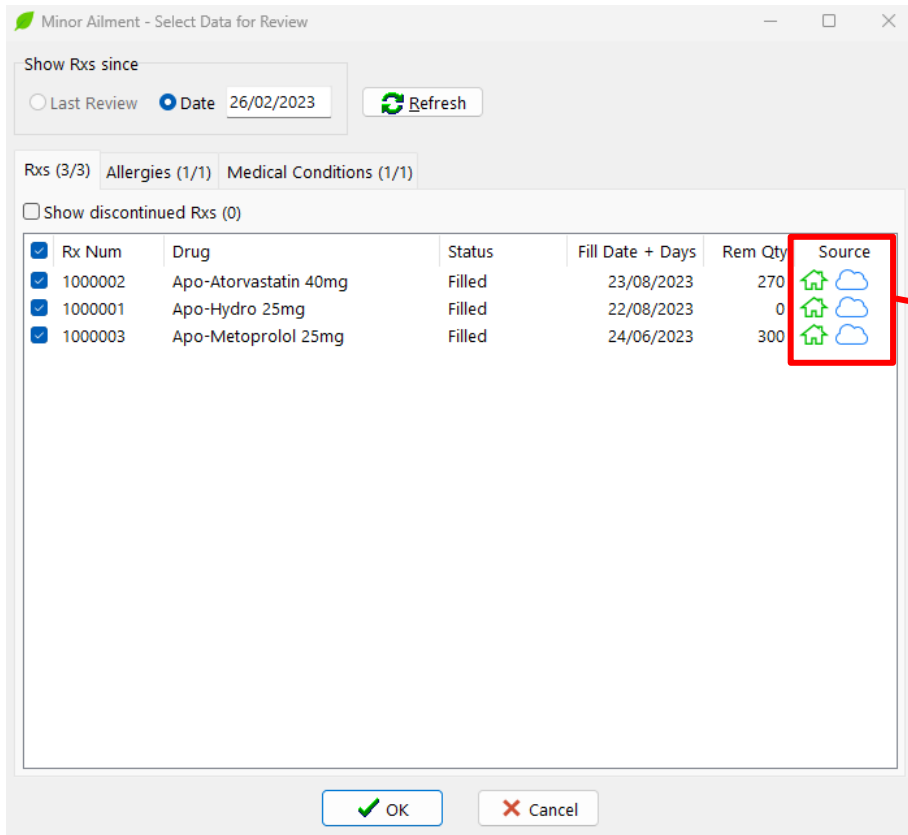
Once you have initiated the module, you will first be presented with the PharmaNet Profile request screen.



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.

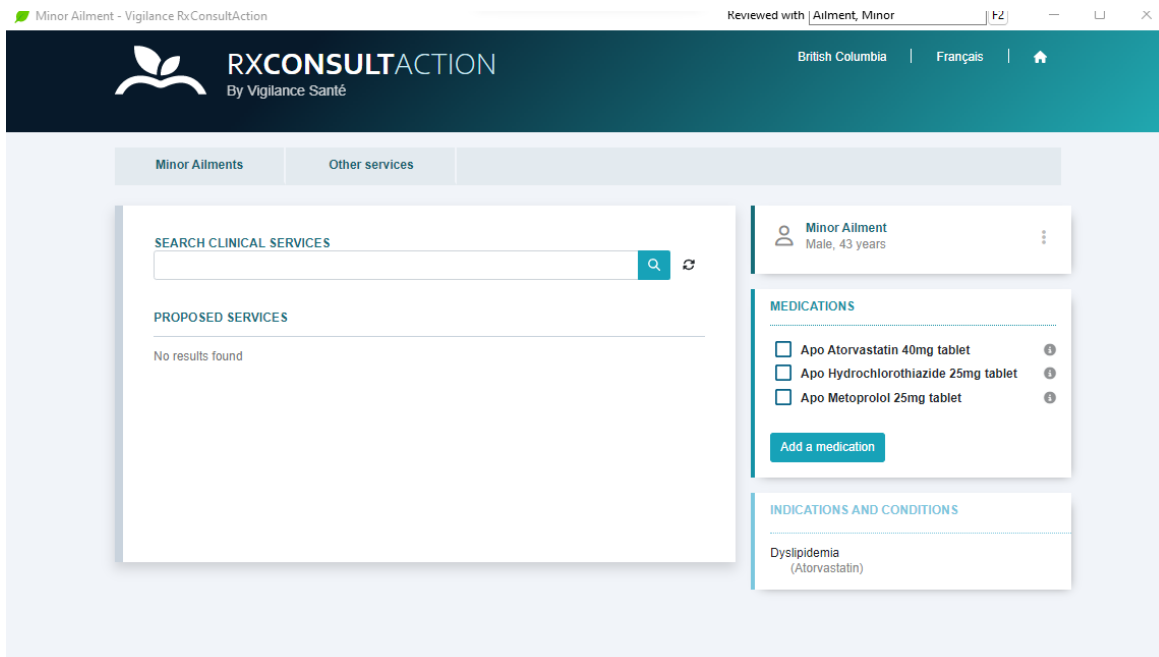
Click on each tab to review the information. This information will be sent to the RxConsultAction tool.



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**.

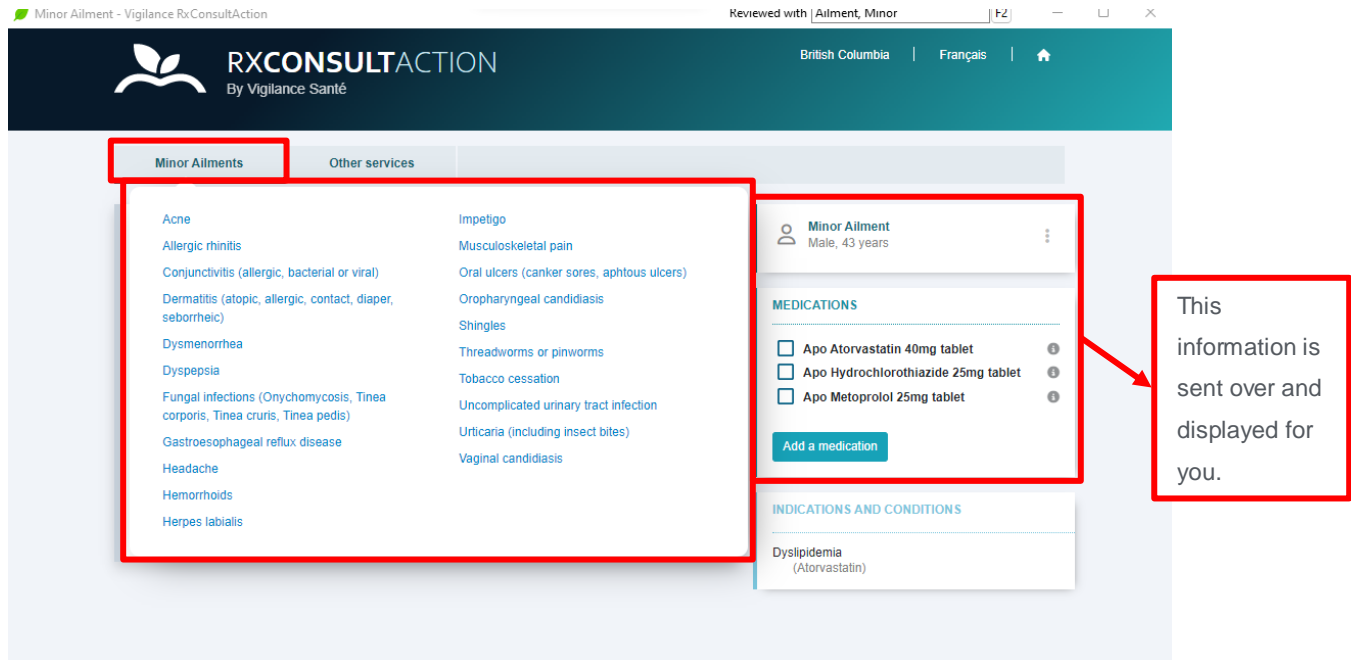
The RxConsultAction screen displays.



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.



Minor Ailment - Vigilance RxConsultAction

Reviewed with | Ailment, Minor

RXCONSULTATION  
By Vigilance Santé

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Minor Ailments | Other services

Acne  
Allergic rhinitis  
Conjunctivitis (allergic, bacterial or viral)  
Dermatitis (atopic, allergic, contact, diaper, seborrheic)  
Dysmenorrhea  
Dyspepsia  
Fungal infections (Onychomycosis, Tinea corporis, Tinea cruris, Tinea pedis)  
Gastroesophageal reflux disease  
Headache  
Hemorrhoids  
Herpes labialis

Impetigo  
Musculoskeletal pain  
Oral ulcers (canker sores, aphthous ulcers)  
Oropharyngeal candidiasis  
Shingles  
Threadworms or pinworms  
Tobacco cessation  
Uncomplicated urinary tract infection  
Urticaria (including insect bites)  
Vaginal candidiasis

Minor Ailment  
Male, 43 years

MEDICATIONS

- Apo Atorvastatin 40mg tablet
- Apo Hydrochlorothiazide 25mg tablet
- Apo Metoprolol 25mg tablet

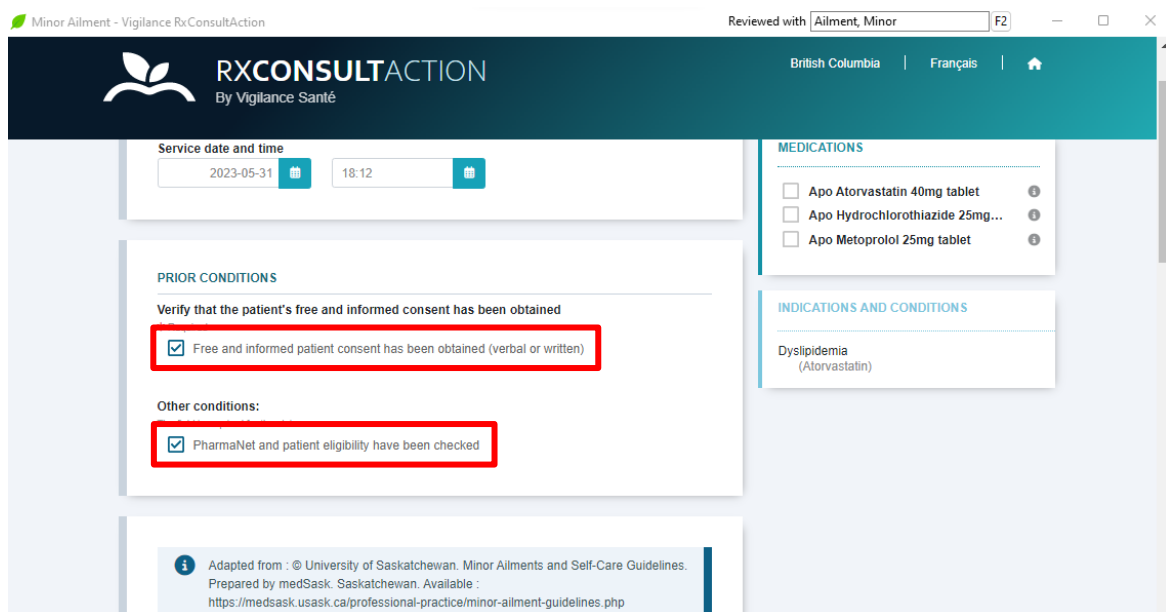
Add a medication

INDICATIONS AND CONDITIONS

Dyslipidemia (Atorvastatin)

This information is sent over and displayed for you.

The Minor Ailment form displays.



Minor Ailment - Vigilance RxConsultAction

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Service date and time  
2023-05-31 | 18:12

MEDICATIONS

- Apo Atorvastatin 40mg tablet
- Apo Hydrochlorothiazide 25mg...
- Apo Metoprolol 25mg tablet

INDICATIONS AND CONDITIONS

Dyslipidemia (Atorvastatin)

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

Adapted from : © University of Saskatchewan. Minor Ailments and Self-Care Guidelines.  
Prepared by medSask. Saskatchewan. Available :  
<https://medsask.usask.ca/professional-practice/minor-ailment-guidelines.php>

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.**

The screenshot shows the 'RXCONSULTATION' form for 'Acne Minor Ailment'. The header includes the logo and 'By Vigilance Santé'. The form content includes a source note, a section titled 'IDENTIFICATION OF THE CONDITION', and a section titled 'Factor helping to confirm condition'. A red box highlights the 'Add a note' button. Three other red boxes with arrows point to specific form elements: one to the 'Other' checkbox, one to the 'Previous diagnosis of acne' checkbox and its associated text field, and one to the 'Other' checkbox and its associated text field.

Click **Add a Note** if you want to add more. Document the details in the freeform field that displays.

Check the symptoms that the patient is experiencing. If Other is selected, document the details in the freeform field that displays.

If there was a previous diagnosis for the condition, check the box and document the details in the freeform field that displays.

Scroll down to the next section.

**EXCLUSION CONDITIONS**

Presence of one or more of the factors that may require a medical consultation:

- Age < 12 years
- Age > 30 years and first occurrence
- Approximately more than 15 inflammatory papules present
- Approximately more than 20 comedones present
- Erythema, papules, pustules in the absence of comedones
- Family history of scarring acne
- On medication that could cause or worsen acne
- Patient has high levels of anxiety or low self-esteem
- Presence of nodules or cysts
- Total lesion count greater than 30
- Widespread inflammatory lesions (involving areas beyond the face)

In the presence of a condition that normally requires a medical consultation, enter a justification to proceed with the prescription

Presence of signs or symptoms that may suggest another pathology:

- Signs of hyperandrogenism (hirsutism, alopecia, etc.)
- Systemic symptoms (fever, arthralgia, etc.)

**Add a note**

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

**PREVIOUS TREATMENT**

Patient has been practicing optimal skin care

Yes  
 No

Previous pharmacological or non-pharmacological treatment already used for this condition?

Yes  
 No

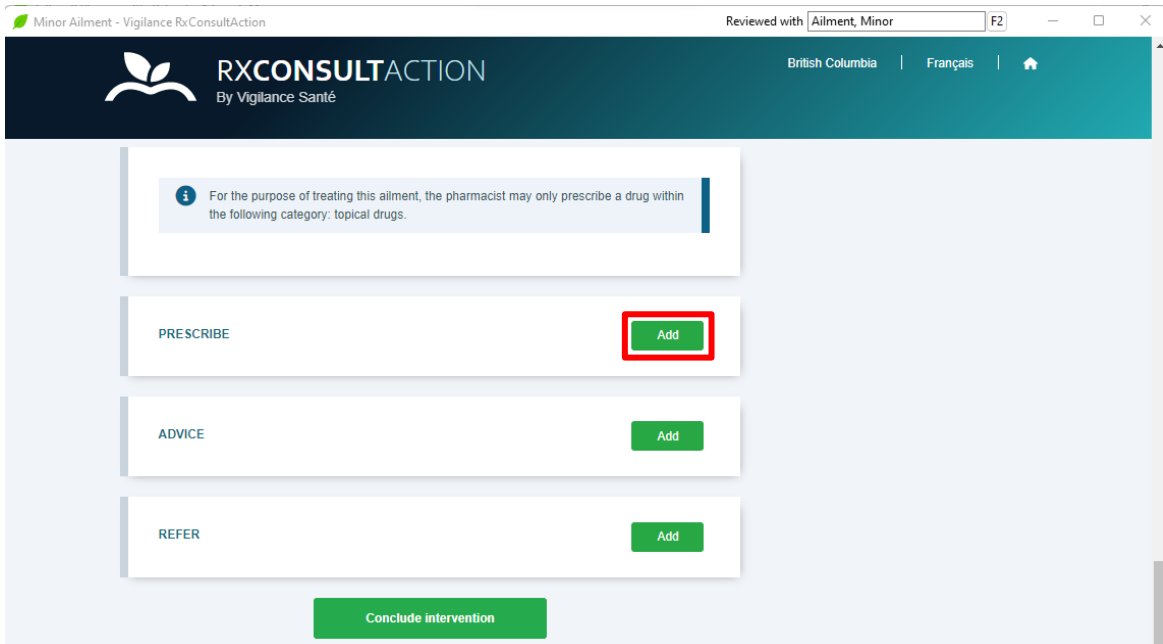
**Add a note**

**PRESCRIBE** **Add**

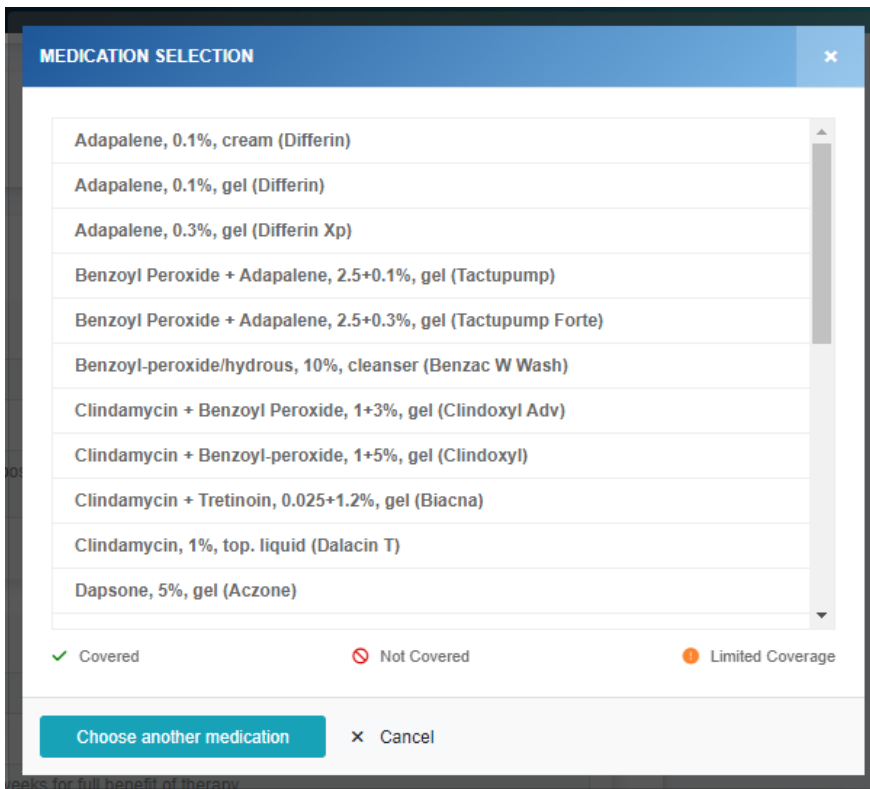
If **No** is selected, the system will display a note suggesting include skin care education in treatment plan.

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.

**MEDICATION SELECTION**

- Benzoyl Peroxide + Adapalene, 2.5+0.1%, gel (Tactupump)
- Benzoyl Peroxide + Adapalene, 2.5+0.3%, gel (Tactupump Forte)
- Benzoyl-peroxide/hydrous, 10%, cleanser (Benzac W Wash)
- Clindamycin + Benzoyl Peroxide, 1+3%, gel (Clindoxyl Adv)
- Clindamycin + Benzoyl-peroxide, 1+5%, gel (Clindoxyl)
- Clindamycin + Tretinoin, 0.025+1.2%, gel (Biacna)
- Clindamycin, 1%, top. liquid (Dalacin T)
- Clinda T 1% top. liquid (02213059)
- Clindamycin Phosphate 1% top. liquid (02483769)
- Taro Clindamycin 1% top. liquid (02266938)
- Dapsone, 5%, gel (Aczone)

Covered       Not Covered       Limited Coverage

This legend explains the icons that are noted beside each brand.

Covered = Covered by Pharmacare.

Not Covered = Not a Pharmacare benefit.

Limited Coverage = requires further documentation to establish Pharmacare coverage.

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.

Minor Ailment - Vigilance RxConsultAction

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**PRESCRIBE**

Medication \*  
Taro Clindamycin 1% top. liquid (02266938)

Quantity \*    Duration \*    Refills \*    End date \*

0    0    0    2025-05-26

until the end date

Sig \*  
Apply onto lesions twice a day morning and night (Acne)

Note on prescription

NOTE: The Quantity and Duration fields are normally prepopulated. However due to the products available to prescribe for Acne, these two fields require you to enter the data.

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).**

Minor Ailment - Vigilance RxConsultAction

Reviewed with Ailment, Minor

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**PRESCRIBE**

Medication \*  
Taro Clindamycin 1% top. liquid (02266938) x Rx

Quantity \* 60    Duration \* 30    Refills \* 2    End date \* 2025-05-30

until the end date

Sig \*  
Apply onto lesions twice a day morning and night (Acne)

Note on prescription

Delete

Add

ADVICE

Add

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

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Reviewed with Ailment, Minor

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Delete

Add

ADVICE

Add

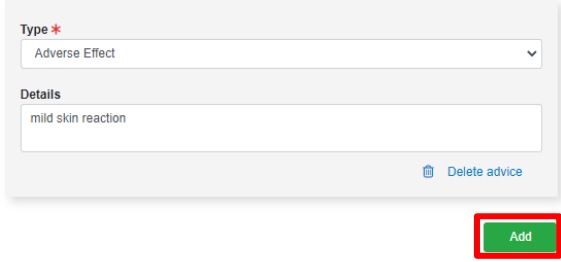
REFER

Add

Conclude intervention

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.



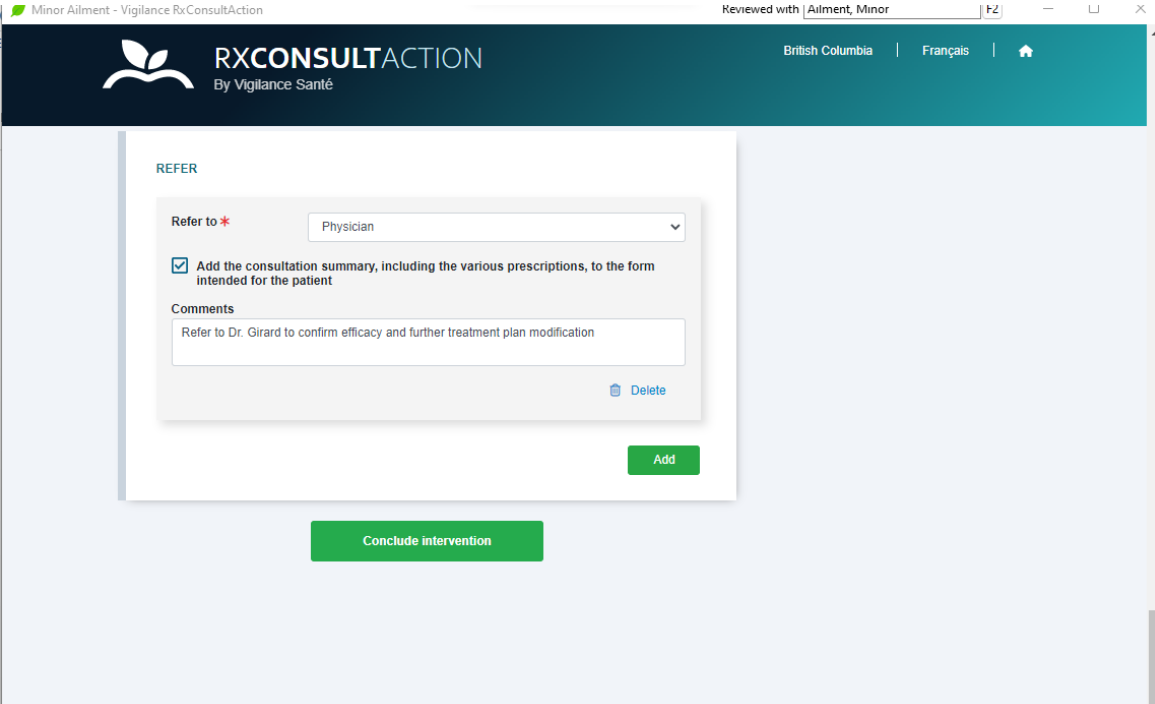
To add more Advice topics, click **Add**.

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.

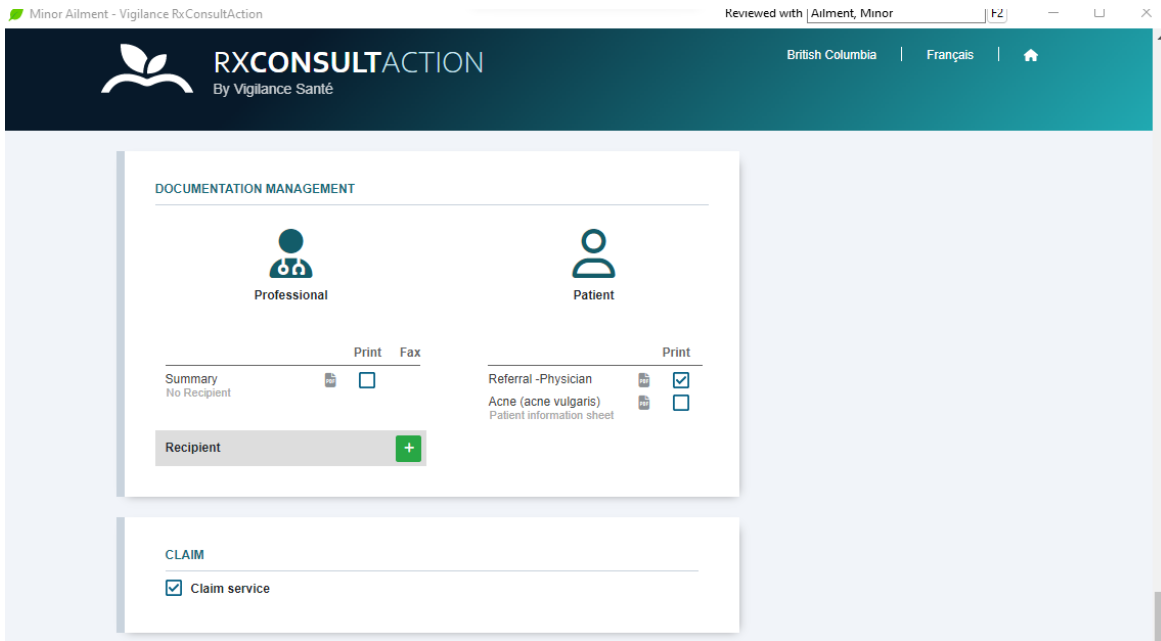
Click on the **box to include the consultation summary**.

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**

**ADDITION OF A RECIPIENT**

Quick selection of a prescriber  
Girard, Ryan (17725)

Sex: Select... First name\*: Ryan Last name\*: Girard

License\*: 17725 Type\*: Physician

Address: 45 Main Street

City: Vancouver Province: British Columbia Postal Code: V2A 1D5

Phone: (604) 555-6678 Fax: (604) 555-6679

Save Cancel

**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.**

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**DOCUMENTATION MANAGEMENT**

**Professional**

Summary No Recipient [Print] [Fax]

Summary Ryan Girard [Print] [Fax]

Recipient +

**Patient**

Referral -Physician [Print] [Checked]

Acne (acne vulgaris) [Print] [Checked]

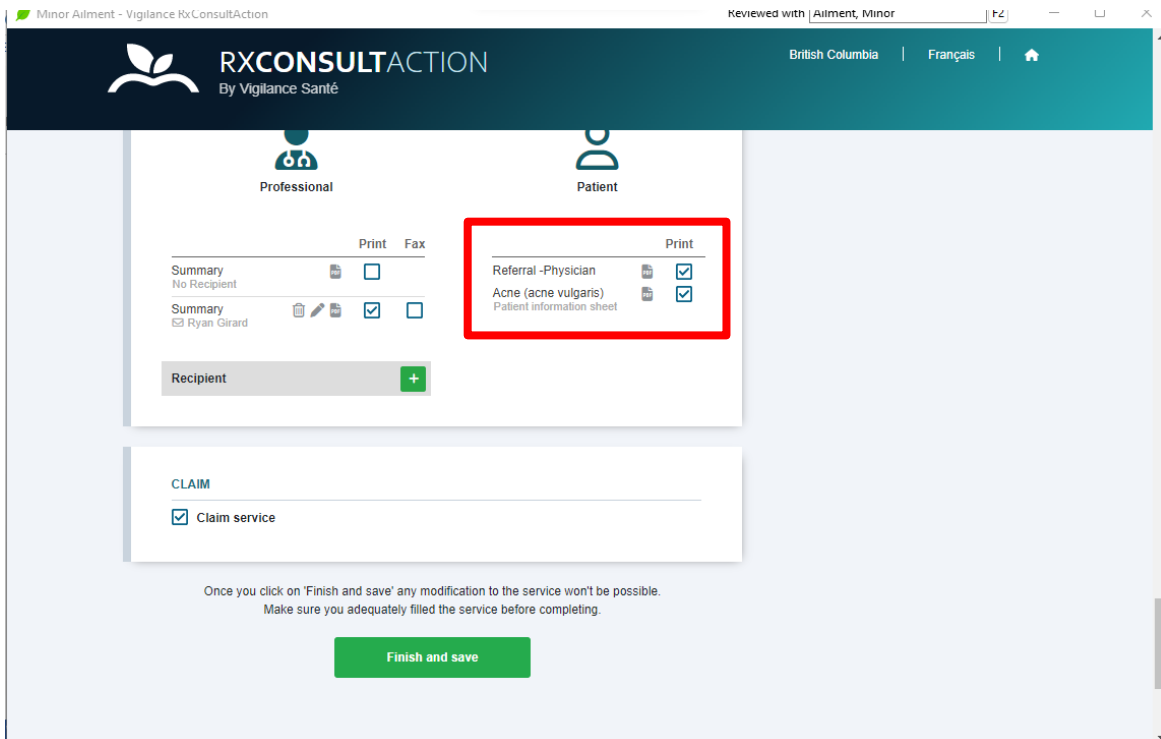
Patient information sheet [Print] [Checked]

**CLAIM**

Claim service



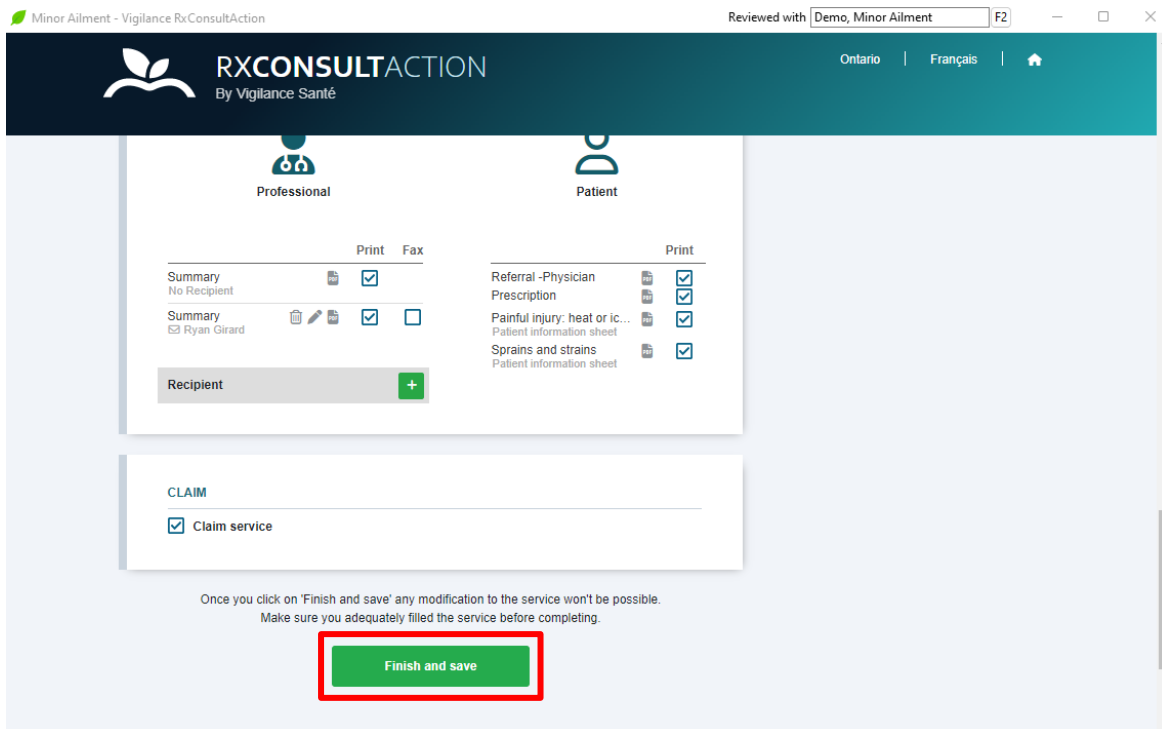
Under the **Patient** section on the right, the Referral (if a referral has been set up) will be checked automatically. If you want to generate a supplemental document to hand to the patient, click on the desired document(s).



**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**.

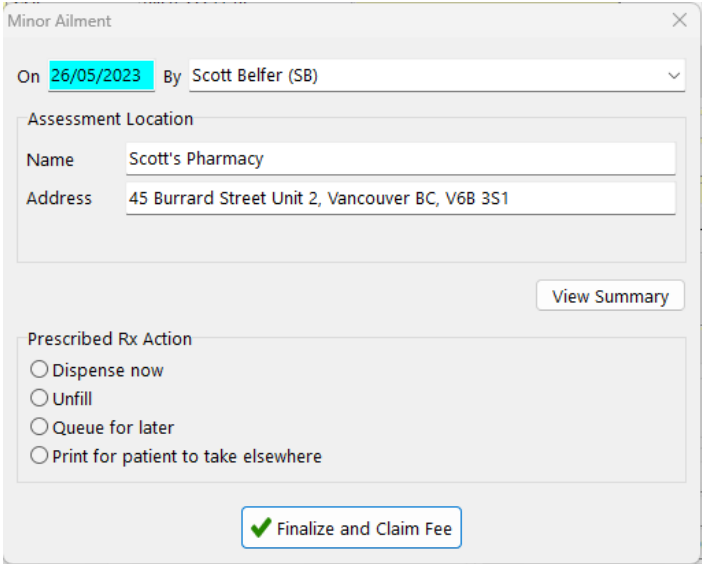


**NOTE: Once Finish and save has been clicked NO changes can be made. If there is a need to make a change after this step, you will need to initiate another Minor Ailment session.**

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.

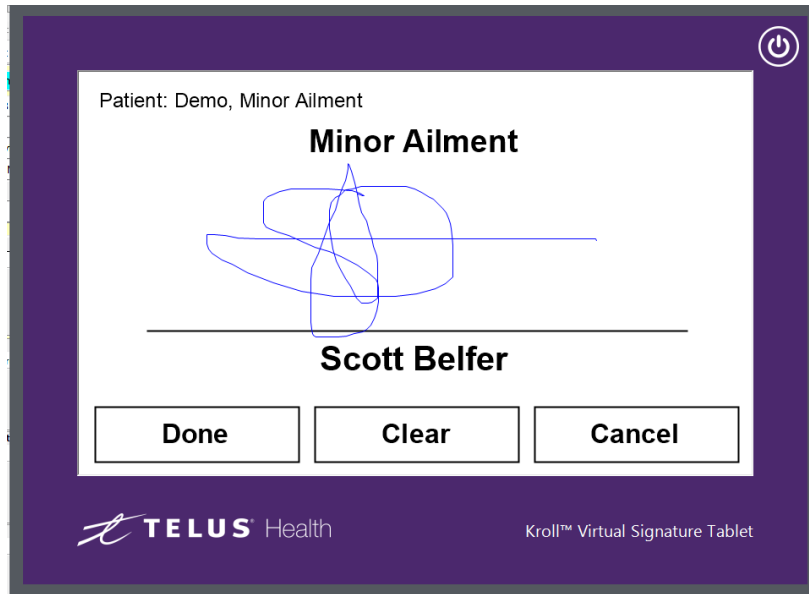
The screenshot shows a medical consultation summary form. A red box highlights the form content, and a red arrow points from this box to a 'View Summary' button on the right. The form includes the following sections:

- Activities reserved to pharmacists** (Page 1 / 2)
- Information for your files**: Scott's Pharmacy, 45 Burrard Street, Vancouver, BC, V6B3S1
- Patient Information**: Patient: Minor Ailment, Age: 43 years, Sex: Male, Birthdate: 1979-09-25, Allergies: None known
- Service date**: 2023-06-31 18:12
- Prescribe for a Minor Ailment**: Acne
- PRIOR CONDITIONS**: Verify that the patient's free and informed consent has been obtained (checked), Other conditions: Pharmacist and patient eligibility have been checked (checked)
- IDENTIFICATION OF THE CONDITION**: Signs and symptoms to identify the condition: Mild inflammatory acne (papules, pustules) (checked), Non-inflamed closed comedones (whiteheads) (checked), Non-inflamed open comedones (blackheads) (checked)
- 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
- PREVIOUS TREATMENT**: Patient has been practicing optimal skin care (checked), Previous pharmacological or non-pharmacological treatment already used for this condition? (checked), Was the treatment effective? (checked), Was the treatment well tolerated? (checked)
- PHARMACIST'S PRESCRIPTION**: Medication: Taro Clindamycin 1% top. liquid, Sig: Apply onto lesions twice a day morning and night (Acne), Quantity: 60, Duration: 30, Ref.: 2, End date: 2025-05-30
- Signature**: Scott Belfer (#17713), Date
- IMPORTANT**: This message is confidential and transmitted under professional secrecy. If you are not an intended recipient, any disclosure, conversion to hard copy, dissemination, reproduction or other use of any part of this communication is strictly prohibited.
- Footer**: iDXCONSULTATION | Vigilance Santé | © All Rights Reserved

On the right side of the screenshot, there is a 'View Summary' button highlighted with a red box. Below it, there is a 'Finalize and Claim Fee' button with a green checkmark.

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.

File Edit Recent Rx View Labels Profile Reports Utilities NH Cards Session Help Version 10

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

New Rx Pending Adj Rx Start Date 26/05/2023 Latest Fill Qty Init Lookup Cancel

Priority Default Wait Time F2 Due in 19 mins Fill Rx F2 Work Order 4 F2 Delivery Pickup

<b>Patient Search</b> Name: Ailment, Minor Age: 43 Address: 123 Any Street Male City: Vancouver Prov: BC Phone: Cell Plan: PI Client ID:	<b>Drug Search</b> Pack 1 Brand: PA acne-RX other HCP Generic: BC Minor Ailments Pack: 1 Form Sched 1 User Cost 3: \$0.00 On-Hand 0 No image DIN: 98890002 Min Qty 0	<b>Doc Search</b> Loc Office Name: Mr. Belfer, Scott Address: 45 Burrard Street City: Vancouver Prov: BC Phone: (604) 555-0111 Lic#: 17713 Alt. Lic#:
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Allergies (1)  
No Known Drug Allergies

Conditions (1)  
acute myocardial infarction

Sig (604) 555-0011 - Minor Ailment  
(604) 555-0011 - MINOR AILMENT

Route of Admin  
Dosage Form

Init SB Auth Qty 1 1  
 Disp Qty 1 Rem Qty 1 1  
 Days 1 G.P. % 0  
 Prod Sel 3 - Pharmacia Acq Cost \$0.00  
 O/W Written Cost \$0.00  
 Labels 1 F2 Markup \$0.00  
 Fee \$0.00  
 Total \$0.00

Plans Pricing Dates Comments Indications Images Other

Rx Plans Plan Pays Extra Info (F2 Edits)  
 PI Not Adj.  
 Cash Not Adj. Deduct: \$0.00

Next Disp Qty Min Interval Days Enable Auto-Refill  
 Comments Max Disp Qty

Unit Dose (Ctrl-U): Disabled

- No Initials
- Rx will expire on 2025-May-25 (730 days from written date)
- To Do: Minor Ailment
- This is a Fee for Service Prescription
- Delivery Label will be printed

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.**

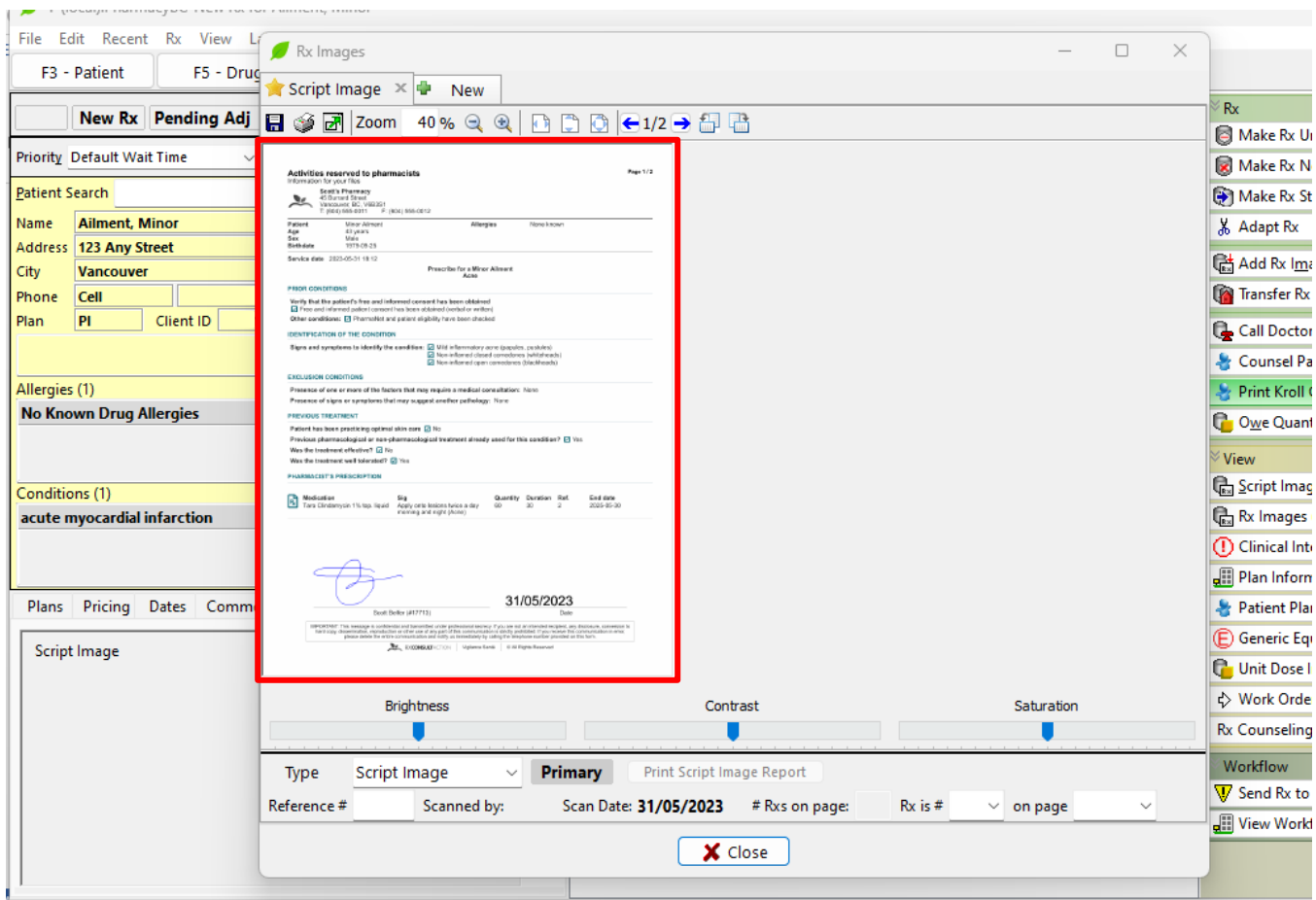
Click **F12-Fill Rx** to continue and process the Fee for Service claim OR click **Cancel** which will place the record into the ToDo queue to be processed at a later time.

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 screenshot shows the pharmacy software interface with the following details:

- Patient Search:** Name: Ailment, Minor; Age: 43; Address: 123 Any Street; City: Vancouver; Prov: BC.
- Drug Search:** Brand: Taro-Clindamycin 1%; Generic: Clindamycin Phosphate; Pack: 30 Form ML; Sched: 1; Purch: \$8.22; OnHand: 0; DIN: 02266938; Min Qty: 0.
- Doc Search:** Name: Mr. Belfer, Scott; Address: 45 Burrard Street; City: Vancouver; Prov: BC; Phone: (604) 555-0111; Lic#: 17713.
- Prescription Details:** Sig: Apply onto lesions twice a day morning and night (Acne); Route of Admin: Topical; Dosage Form: Solution, Non-Oral; Disp Qty: 60 mL; Days: 30; Prod Sel: 3 - Pharmacia; O/W: Written; Labels: 1 F2.
- Costs:** Acq Cost: \$16.44; Cost: \$16.44; Markup: \$0.00; Fee: \$10.00; Total: \$26.44.
- Images Tab:** Unit Dose (Ctrl-U): Disabled; Not enough inventory for Rx; Rx will expire on 2025-May-30 (730 days from written date); To Do: Minor Ailment; Delivery Label will be printed; Script Image available.

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.



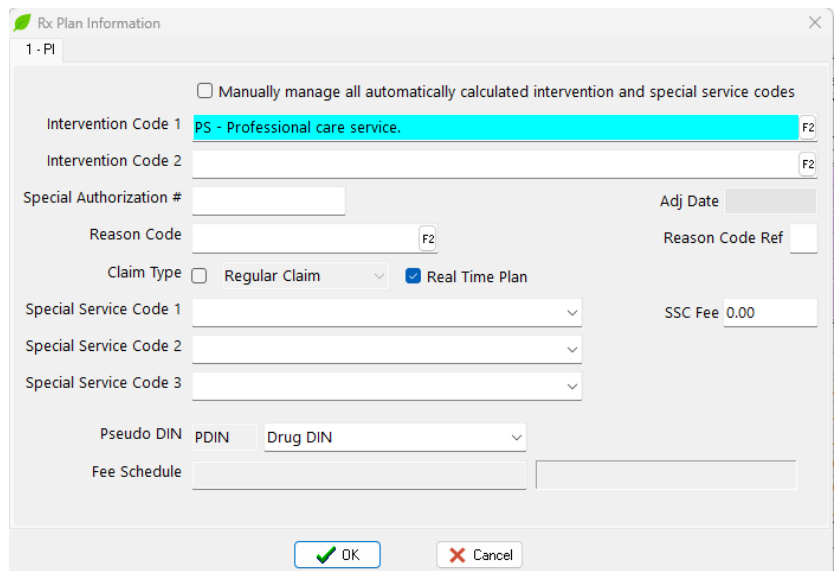
Click **Close**.

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.

The screenshot displays the PharmaNet Patient Card interface. At the top, there is a menu bar with options like File, Edit, Recent, Patient, View, Profile, Network, Reports, Utilities, NH, Cards, Session, and Help. Below this is a toolbar with buttons for F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, and Alt+X - Start. The main area is divided into several sections:

- Patient Information:** Includes fields for Last Name (Ailment), First Name (Minor), Salutation (Mr.), Birthdate (25/09/1979), Age (43 years), Gender (Male), Language (English), City (Vancouver), Postal (V6B 1S3), and Country (Canada).
- Professional Services:** A section with a legend for status codes (N - New, P - Print/Reprint, F - Call up, C - Cancel Claim, D - Pharmacist Declined, R - Patient Refused, W - Follow-ups) and a table of items.
- Items Table:** A table with columns for Type, Status, Fee Status, Created, and Completed. One row is highlighted in red: "Minor Ailment - acne" with Status "Completed Electronic", Fee Status "Claimed", Created "26/05/2023", and Completed "26/05/2023".
- Right Sidebar:** A vertical menu with options like Profile, All Rxs, Active Rxs, Refillable Rxs, Pricing Profile, Not Disp./OTC Rxs, Rxs Filled in Error, Suspended Rxs, Transactions, Perform Clinical Analysis, View, Alternate Addresses, Appointments, Authorized Agents, Batches, Charting, Consents, Credit Cards, Documents (6), ERx Orders, History, Immunizations, Outbound Communications, Professional Services (1), and Rx Counseling History.

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**.

**Professional Service View**

**Minor Ailment - acne** Close

Created	26/05/2023 13:20	Status	Completed Electronic	Fee Status	Claimed	Fee Rx	1000004
Started	26/05/2023 13:20	Reviewed By	Scott Belfer	Fee Processed By	Scott Belfer	Fee	0.00
Completed	26/05/2023 13:33	Reviewed With	Ailment, Minor	Fee Processed	26/05/2023 13:33	Fee Code	DE

2023-05-26 1:30 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 Ailment	Allergies	None known
Age	43 years		
Sex	Male		
Birthdate	1979-09-25		

Service date 2023-05-26 13:20

Prescribe for a Minor Ailment  
Acne

**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)

**IDENTIFICATION OF THE CONDITION**

Signs and symptoms to identify the condition:  
 Mild inflammatory acne (papules, pustules)  
 Non-inflamed closed comedones (whiteheads)  
 Non-inflamed open comedones (blackheads)

Factor helping to confirm condition  Previous diagnosis of acne

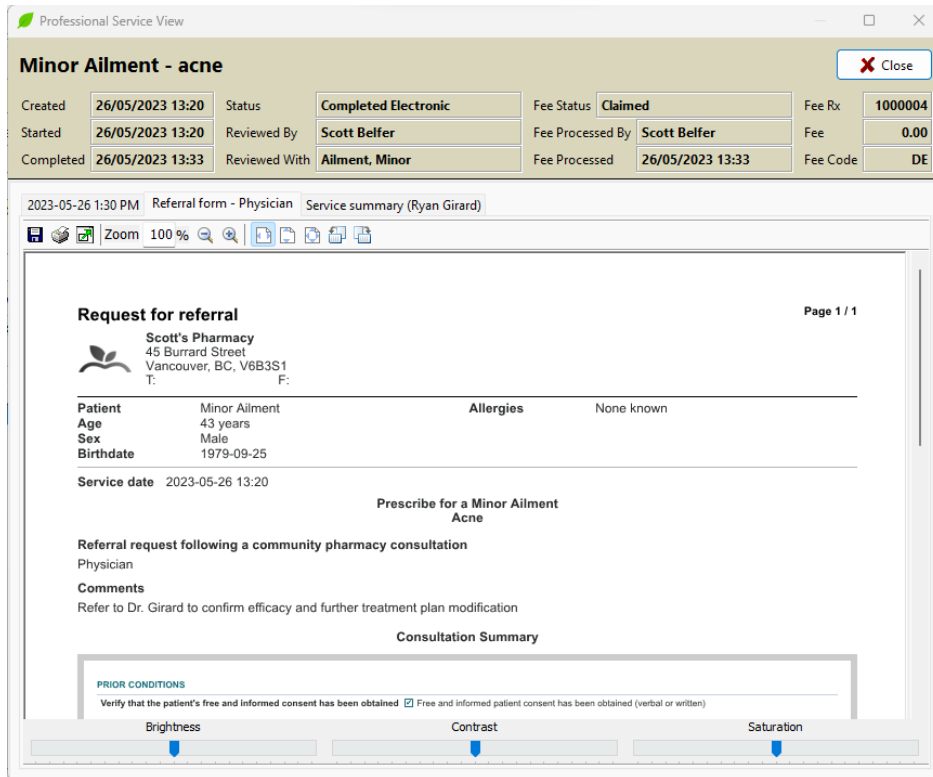
Brightness Contrast Saturation

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.

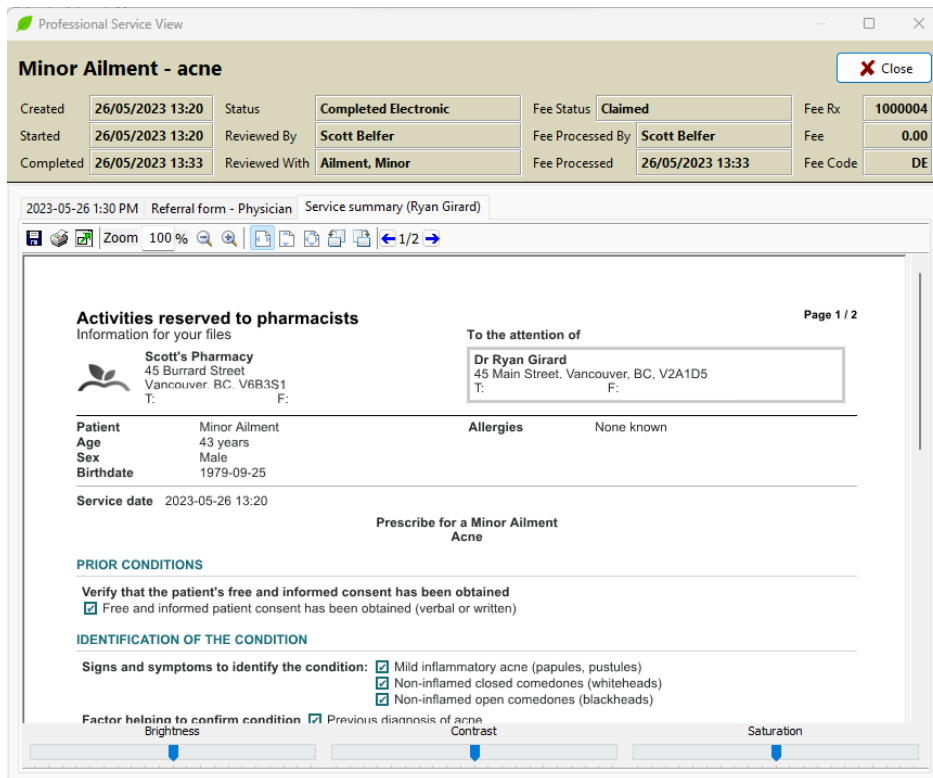
The documents generated can be viewed by clicking on the tabs.

- **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.



Professional Service View


### Minor Ailment - acne

Created	26/05/2023 13:20	Status	Completed Electronic
Started	26/05/2023 13:20	Reviewed By	Scott Belfer
Completed	26/05/2023 13:33	Reviewed With	Ailment, Minor

2023-05-26 1:30 PM Referral form - Physician Service summary (Ryan Gira)

Zoom 100%

**Activities reserved to pharmacists**  
Information for your files

 **Scott's Pharmacy**  
45 Burrard Street  
Vancouver, BC, V6B3S1  
T: F:

---

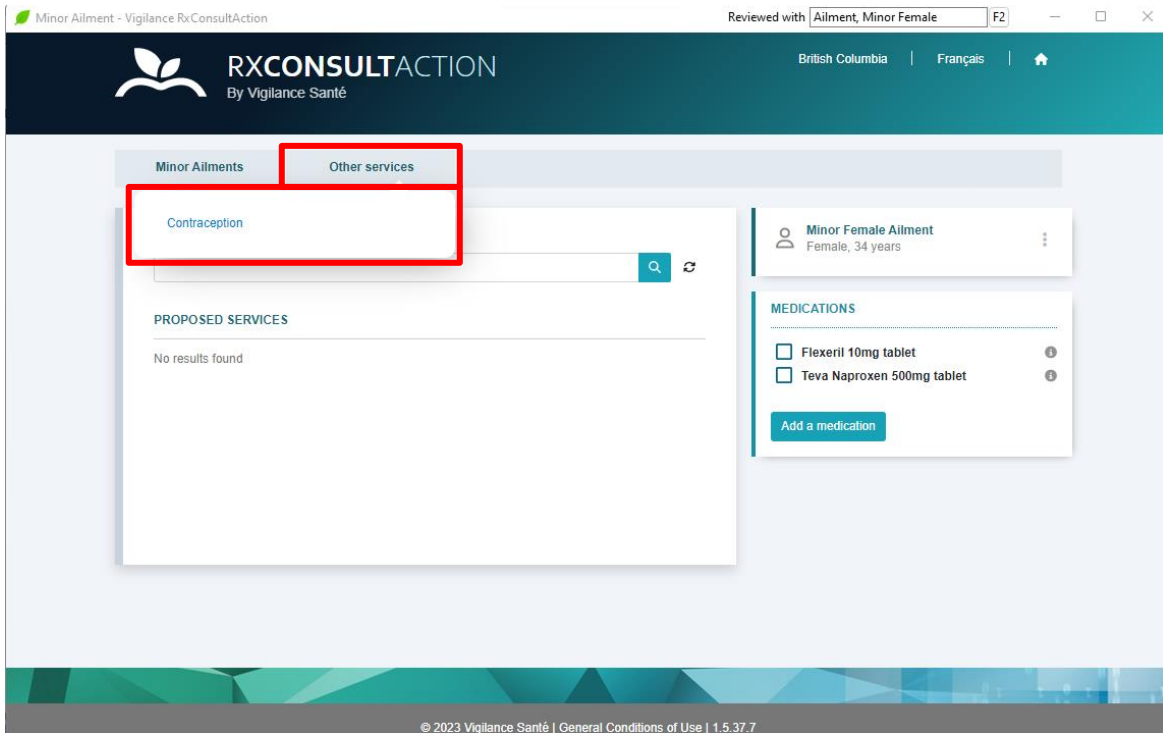
<b>Patient</b>	Minor Ailment
<b>Age</b>	43 years
<b>Sex</b>	Male
<b>Birthdate</b>	1979-09-25

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.

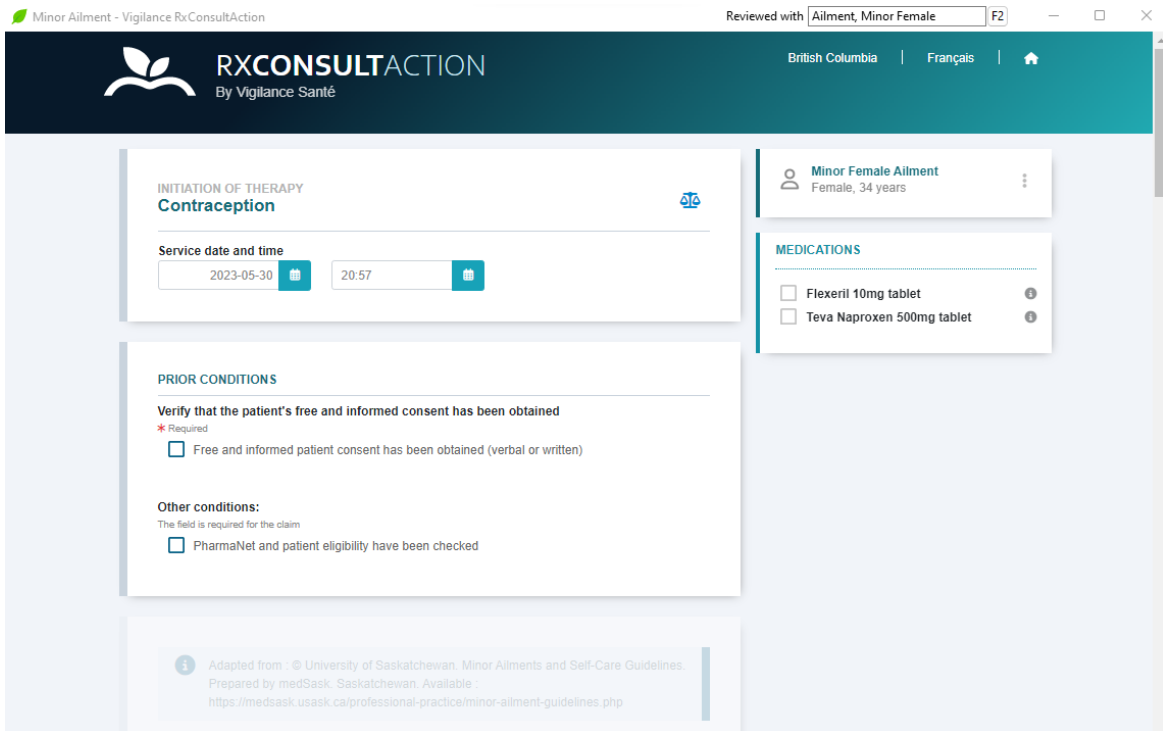
## Using the Tool: Contraception Service

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**.

Minor Ailment - Vigilance RxConsultAction

Reviewed with Ailment, Minor Female F2

British Columbia | Français | Home

**RXCONSULTATION**  
By Vigilance Santé

INITIATION OF THERAPY  
**Contraception**

Service date and time  
2023-05-30 20:57

PRIOR CONDITIONS

Verify that the patient's free and informed consent has been obtained  
\* Required  
 Free and informed patient consent has been obtained (verbal or written)

Other conditions:  
The field is required for the claim  
 PharmaNet and patient eligibility have been checked

MEDICATIONS

Flexeril 10mg tablet  
 Teva Naproxen 500mg tablet

Minor Female Ailment  
Female, 34 years

Adapted from : © University of Saskatchewan. Minor Ailments and Self-Care Guidelines.  
Prepared by medSask, Saskatchewan. Available :  
<https://medsask.usask.ca/professional-practice/minor-ailment-guidelines.php>

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.

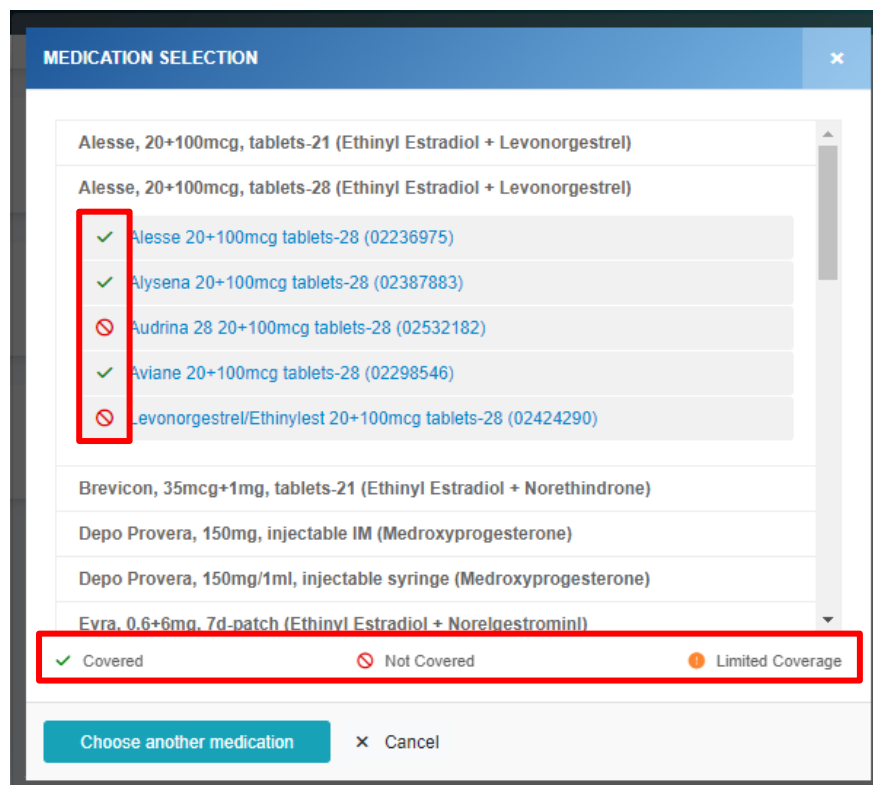
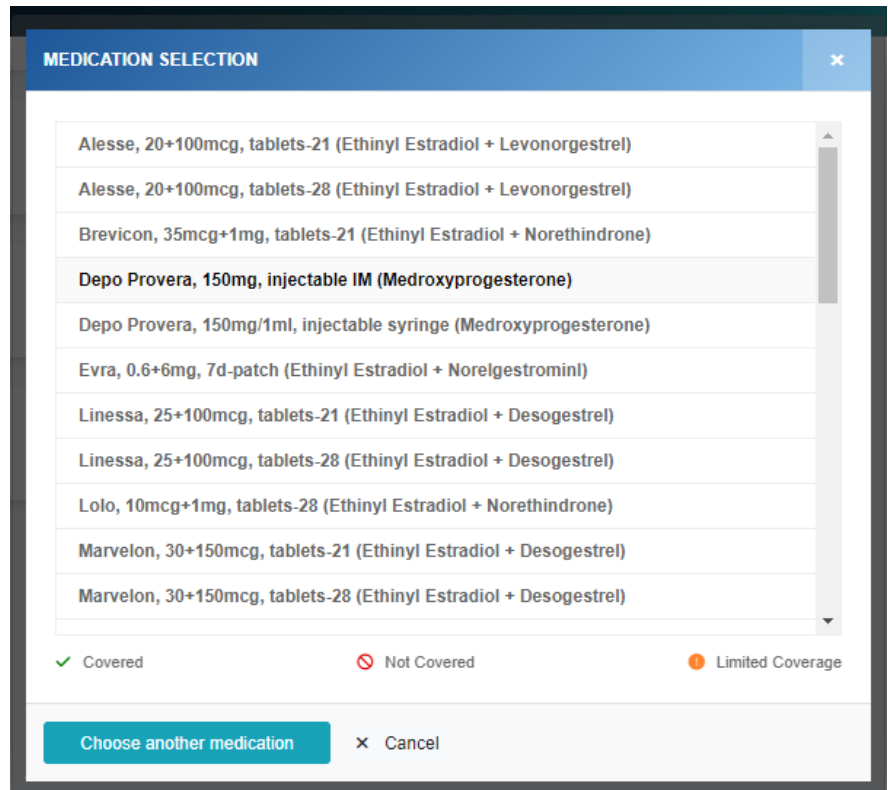
Categories include:

- 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.

Minor Ailment - Vigilance RxConsultAction

Reviewed with Ailment, Minor Female F2

British Columbia | Français | Home

**RXCONSULTATION**  
By Vigilance Santé

**PRESCRIBE**

**Medication \***  
Alysen 20+100mcg tablets-28 (02387883) X Rx

**Quantity \*** 28 **Duration \*** 28 **Refills \*** 0 **End date \*** 2025-05-29

until the end date

**Sig \***  
Take 1 tablet daily regularly for 28 days - continuously

**Note on prescription**

Delete

Add

**ADVICE** Add

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.

Minor Ailment - Vigilance RxConsultAction

Reviewed with Ailment, Minor Female F2

British Columbia | Français | Home

**RXCONSULTATION**  
By Vigilance Santé

**PRESCRIBE**

**Medication \***  
Alysen 20+100mcg tablets-28 (02387883) X Rx

**Quantity \*** 28 **Duration \*** 28 **Refills \*** 6 **End date \*** 2025-05-29

until the end date

**Sig \***  
Take 1 tablet daily regularly for 28 days - continuously

**Note on prescription**  
Patient prefers the 28 day pack

Delete

Add

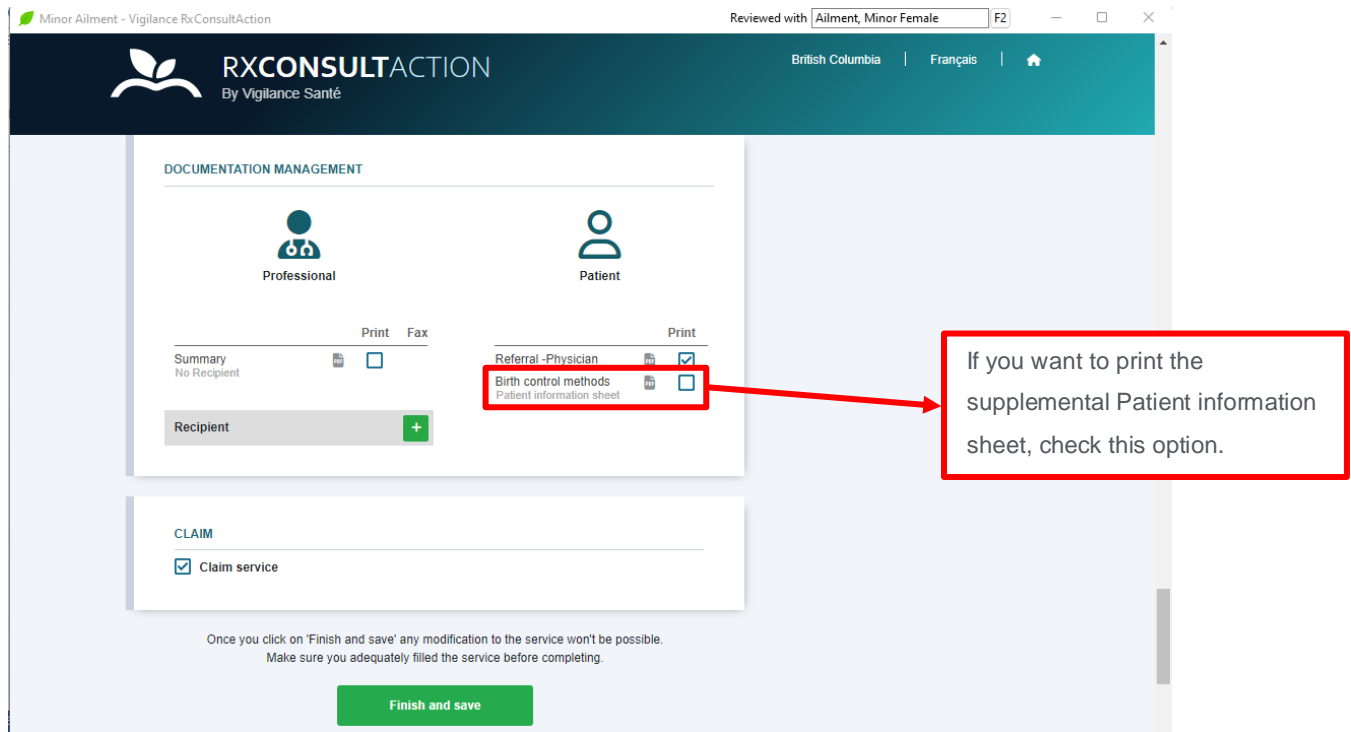
**ADVICE** Add

Any information noted here will be noted on the prescription.

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.



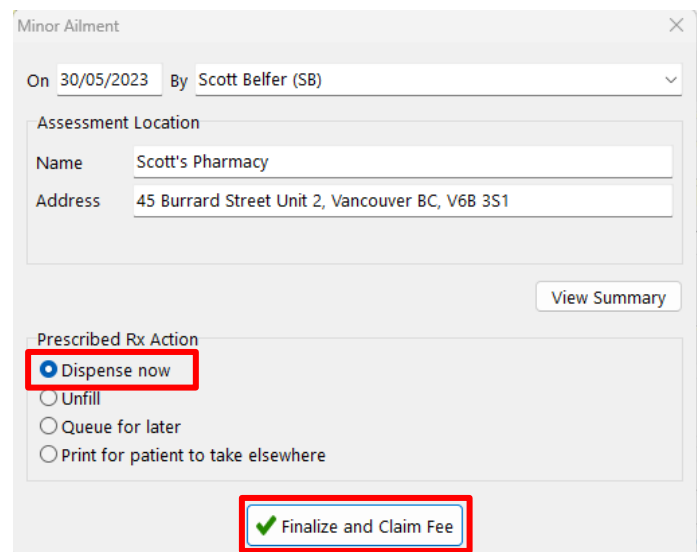
Once again, this is managed in the same manner as that for Minor Ailments.

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

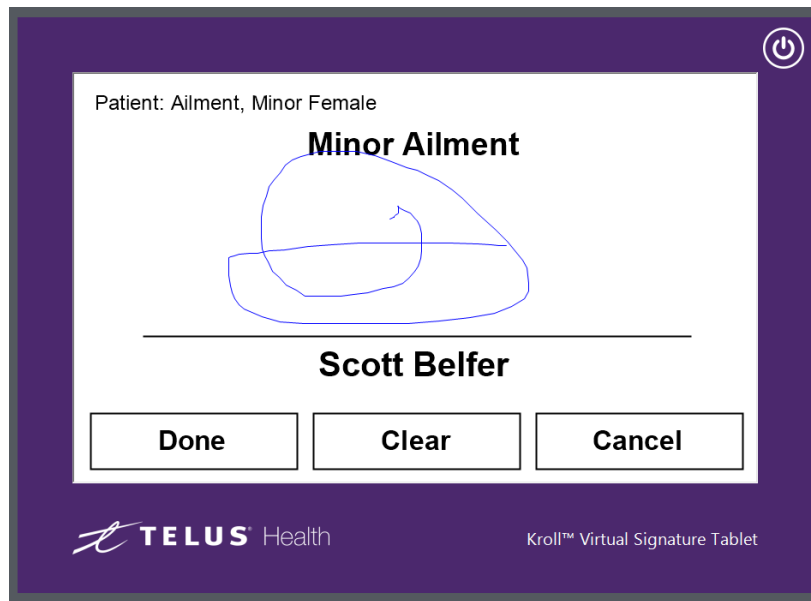
The Minor Ailment screen in Kroll displays.

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.





File Edit Recent Rx View Labels Profile Reports Utilities NH Cards Session Help Version 10

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

**New Rx Pending Adj** Rx Start Date 30/05/2023 Latest Fill 0 Qty Init

Priority Default Wait Time  Due in 19 mins Fill Rx  Work Order 13  Delivery Pickup

<b>Patient Search</b> Name: <b>Ailment, Minor Female</b> Age: 34 Address: <b>227 Any Street West</b> Female City: <b>Vancouver</b> Prov: <b>BC</b> Phone: Cell Plan: PI Client ID	<b>Drug Search</b> 28 Pack Brand: <b>Alysenia 28</b> 0.02/0.1mg Generic: <b>Ethinyl Estradiol/Levonorgestrel</b> APX (App) Pack: <b>28 Form TAB</b> Sched <b>1</b> Purch: <b>\$8.23</b> OnHand <b>0</b> DIN: <b>02387883</b> Min Qty <b>0</b>	<b>Doc Search</b> Loc Office Name: <b>Mr. Belfer, Scott</b> Address: <b>45 Burrard Street</b> City: <b>Vancouver</b> Prov: <b>BC</b> Phone: <b>(604) 555-0111</b> Lic#: <b>17713</b> Alt. Lic#
<b>Allergies (1)</b> <b>No Known Allergies</b>	Sig: <b>Take 1 tablet daily regularly for 28 days - continuously</b> <b>TAKE 1 TABLET DAILY REGULARLY FOR 28 DAYS - CONTINUOUSLY</b>	Init <input type="text"/> Auth Qty 196 7 Disp Qty 28 TAB Rem Qty 196 7 Days 28 G.P. % 54.85 Prod Sel 3 - Pharmacia Acq Cost \$8.23 O/W Written Cost \$8.23 Labels 1 <input type="button" value="F2"/> Markup \$0.00 Fee \$10.00 Total \$18.23
<b>Conditions (1)</b> <b>NO KNOWN CONDITIONS</b>	Route of Admin Oral Dosage Form Tablet	<b>Unit Dose (Ctrl-U): Disabled</b> ! No Initials ! Not enough inventory for Rx ! Days Supply < 29. May require FOD consent i Rx will expire on 2025-May-29 (730 days from written date) i To Do: Minor Ailment i Delivery Label will be printed i Script Image available 🎂 Patient's birthday was 7 days ago

Plans Pricing Dates Comments Indications Images Other

Rx Plans Plan Pays Extra Info (F2 Edits)

PI  Not Adjud.

Cash  Not Adjud. Deduct: \$0.00

Next Disp Qty  Min Interval Days

Comments  Max Disp Qty

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

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 %

**Activities reserved to pharmacists** Page 1 / 2  
 Information for your files

**Scott's Pharmacy**  
 45 Burrard Street  
 Vancouver, BC, V6B3S1  
 T: F:

<b>Patient</b>	Minor Female Ailment	<b>Allergies</b>	None known
<b>Age</b>	34 years		
<b>Sex</b>	Female		
<b>Birthdate</b>	1989-05-23		

**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

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:

<b>Patient</b>	Minor Female Ailment	<b>Allergies</b>	None known
<b>Age</b>	34 years		
<b>Sex</b>	Female		
<b>Birthdate</b>	1989-05-23		

**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

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%

**Activities reserved to pharmacists**  
Information for your files

**Scott's Pharmacy**  
45 Burrard Street  
Vancouver, BC, V6B3S1  
T: F:

**To the attention of**  
**Dr Ryan Girard**  
45 Main Street, Vancouver, BC, V2A1D5  
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

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

2023-05-26 1:30 PM Referral form - Physician **Service summary (Ryan Girard)**

Zoom 100%

**Activities reserved to pharmacists**  
Information for your files

**Scott's Pharmacy**  
45 Burrard Street  
Vancouver, BC, V6B3S1  
T: F:

**Patient** Minor Ailment  
**Age** 43 years  
**Sex** Male  
**Birthdate** 1979-09-25

## 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.