Kroll Version 10 Service Pack 25

Feature Release Notes

April 2022

TELUS | Health

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Kroll Version 10 Service Pack 25 Feature Release Notes

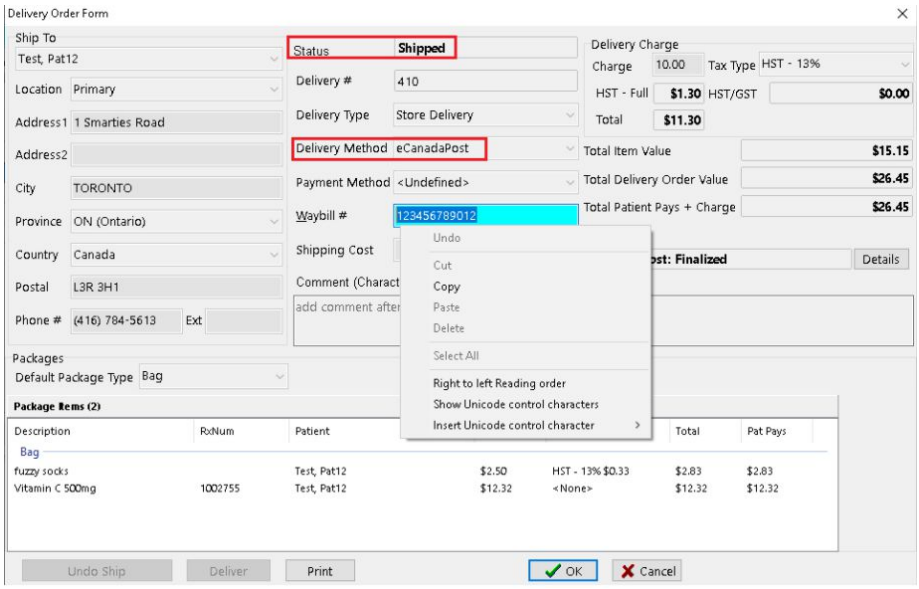
This document is a compilation of new Features in Kroll Version 10 Service Pack 25. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Canada Post

[KRL-6367] Changed delivery order waybill field from disabled to read only

Feature

When a delivery order has been shipped, the waybill field on the Delivery Order Form becomes read-only instead of greyed out and can now be highlighted and copied by the user.

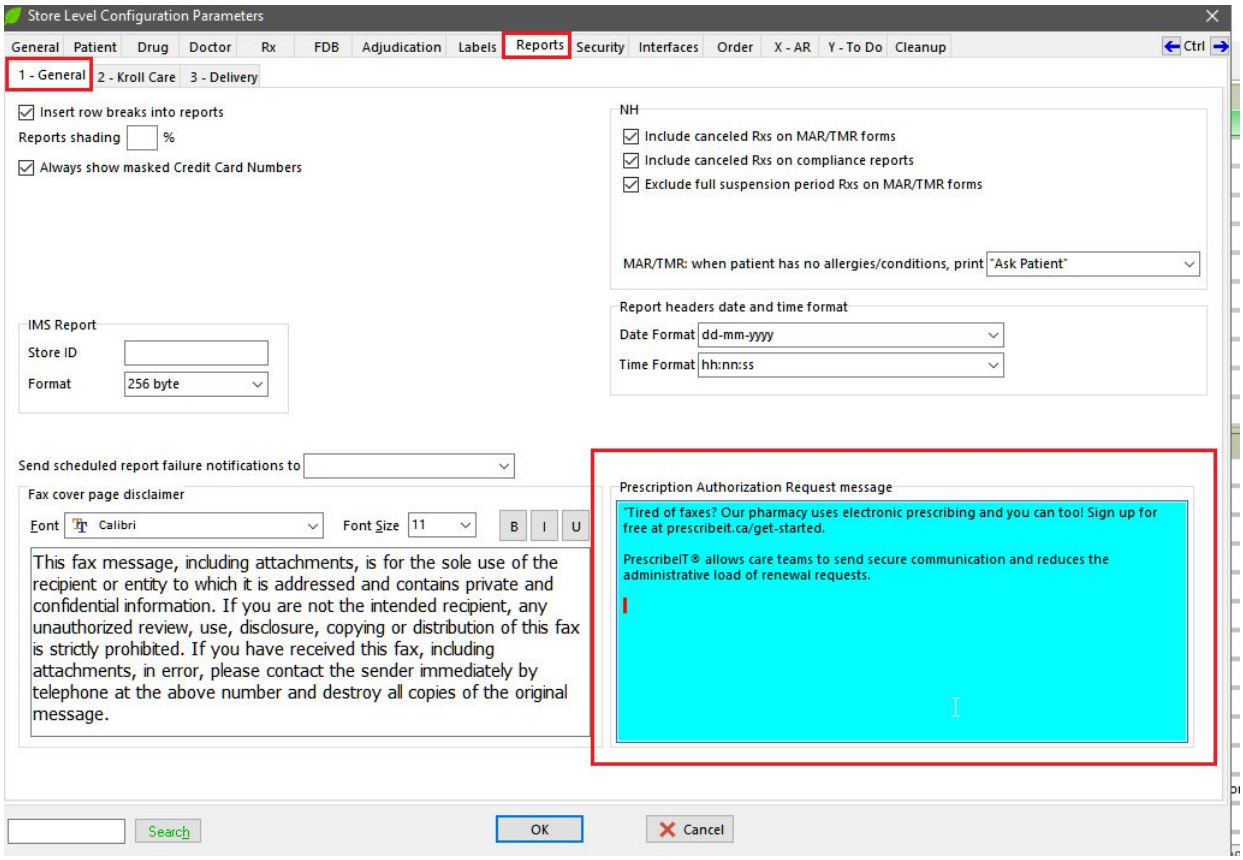


Configuration

[KRL-6359] On the Prescription Authorization Request Form a Prescription Authorization Request Message can now print

Feature

A new field **Prescription Authorization Request Message** was added to **Configuration> Store> Reports> General**. This allows a Prescription Authorization Request message to print on the Prescription Authorization Request form.


Store Level Configuration Parameters
General
Patient
Drug
Doctor
Rx
FDB
Adjudication
Labels
Reports
Security
Interfaces
Order
X - AR
Y - To Do
Cleanup
Ctrl
1 - General
2 - Kroll Care
3 - Delivery
Insert row breaks into reports
Reports shading
%
Always show masked Credit Card Numbers
NH
Include canceled Rxs on MAR/TMR forms
Include canceled Rxs on compliance reports
Exclude full suspension period Rxs on MAR/TMR forms
MAR/TMR: when patient has no allergies/conditions, print
"Ask Patient"
IMS Report
Store ID
Format
256 byte
Report headers date and time format
Date Format
dd-mm-yyyy
Time Format
hh:nn:ss
Send scheduled report failure notifications to
Fax cover page disclaimer
Font
Calibri
Font Size
11
B
I
U
This fax message, including attachments, is for the sole use of the recipient or entity to which it is addressed and contains private and confidential information. If you are not the intended recipient, any unauthorized review, use, disclosure, copying or distribution of this fax is strictly prohibited. If you have received this fax, including attachments, in error, please contact the sender immediately by telephone at the above number and destroy all copies of the original message.
Prescription Authorization Request message
"Tired of faxes? Our pharmacy uses electronic prescribing and you can too! Sign up for free at prescribeit.ca/get-started.
PrescribeIT® allows care teams to send secure communication and reduces the administrative load of renewal requests.
Search
OK
Cancel

Prescription Authorization Request

To: Dr. Blanchard, Angie Sharon
Box 6209
Bay Roberts NL
A0A 1G0

From: Kroll Pharmacy
123 which way
St.john's NL
A1A 1A1
Tel: (709) 555-6544
Pharmacist: KP

Patient: Kroll, Jordan
123 Which Way
Deer Lake NL A1A 1A1
(709) 555-3460

DOB: 14-Jul-1997

CONFIDENTIAL

Rx1001732 **Apo-Amilzide 50/5mg TAB**
Generic Name: Hydrochlorothiazide/Amiloride HCl
DIN 00784400 TAKE 1 TABLET ONCE DAILY
Reason for renewal: refills

Last Fill 12-Apr-2022
Disp Qty 30
Days Supply: 30

Approved Qty _____
Repeats _____

Prescriber Certification

- The prescription represents the original of the prescription drug order.
- The pharmacy addressee noted above is the only intended recipient and there are no others.
- The original prescription has been invalidated and securely filed, and will not be transmitted elsewhere at another time.

Prescriber Name (print name)_____ ID # _____

Prescriber Signature _____ Date _____

"Tired of faxes? Our pharmacy uses electronic prescribing and you can too! Sign up for free at prescribeit.ca/get-started.

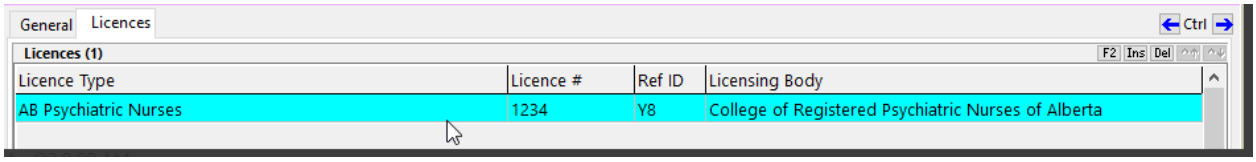
PrescribeIT® allows care teams to send secure communication and reduces the administrative load of renewal requests.

Printed on: 21-04-2022 08:41:33 Page 1

DIS

[KRL-6706] Alberta| Added support for Psychiatric Nurse prescriber

Feature
Effective November 1, 2021, Psychiatric Nurse prescribers now have prescribing rights in Alberta. The Ref ID 'Y8' and the Licensing body "College of Registered Psychiatric Nurses of Alberta" were added to Kroll to support this legislation.



[KRL-2080] Alberta| Pre-managements for Duplicate therapy are no longer sent to Netcare RTI when there are more than 50 management issues.

Feature
Duplicate therapy pre-managements are not sent to Netcare RTI when there are more than 50 management issues.

[KRL-6599] AB and NL| Network Patient Profile is displayed during the Workflow-Clinical verification if the profile has not already been viewed

Feature
The Network Patient Profile is displayed during the Workflow-Clinical verification step if the profile has not already been viewed by the current logged in user.

[KRL-5652] Newfoundland and Labrador| Requirement| Removed Revoke Dispensing Permission

Feature
The Revoke Dispensing Permission and retract of the Revoke Dispensing permission have been removed at the request of NLCHI.

[KRL-6598] Newfoundland and Labrador| Network Patient profile is displayed for refills.

Feature
The Network patient profile is displayed for refills on first patient encounter.

[KRL-7204] Newfoundland and Labrador| Added support for Midwife Prescriber

Feature
Midwives now have prescribing rights in Newfoundland and Labrador. Kroll now supports midwife as a prescriber.

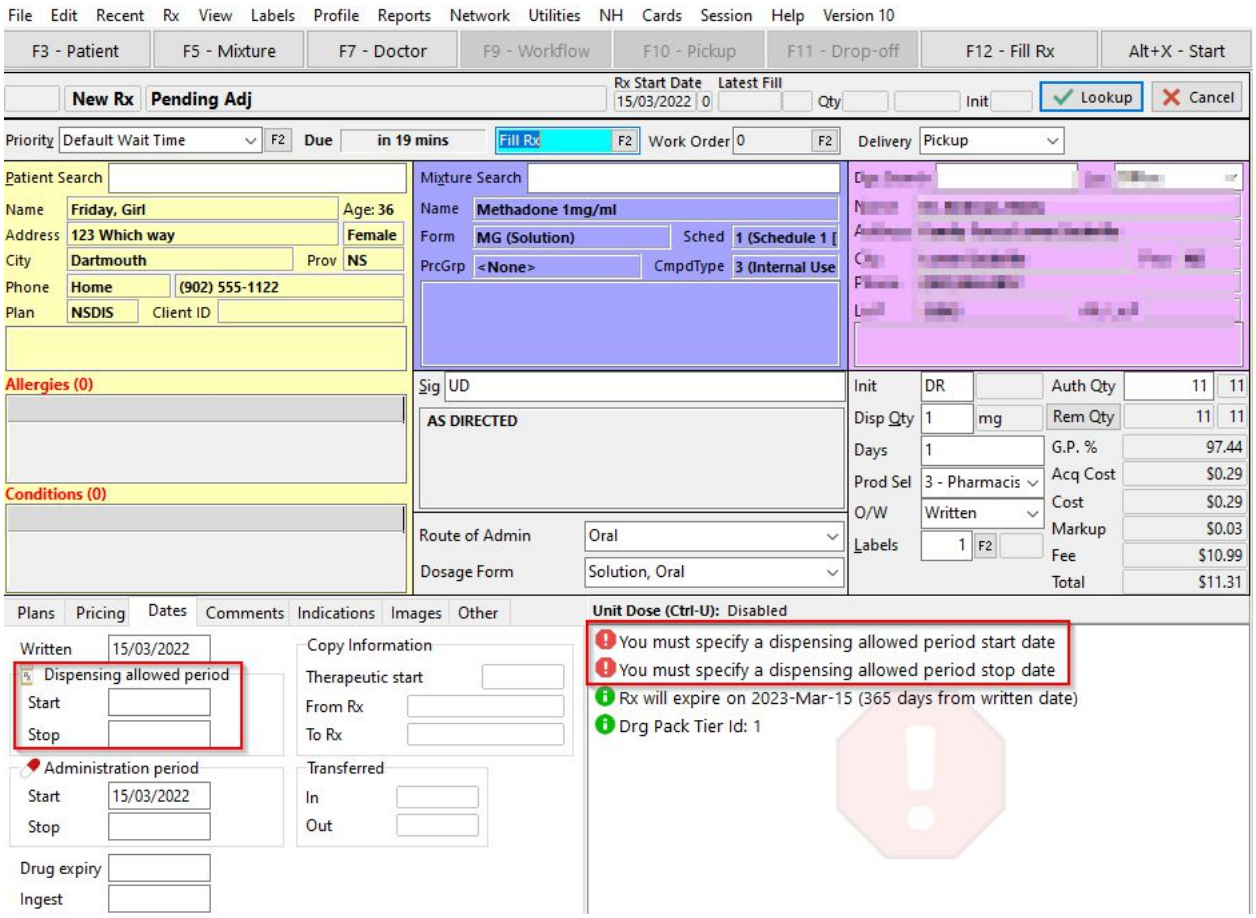
[KRL-3397]Nova Scotia DIS Provincial Requirement| Changed how partfill quantities are applied to Methadone and Suboxone cancelled prescriptions

Feature

NSDIS reported an issue where there were repeats left on the network but none locally on Methadone and Suboxone prescriptions. Due to a limitation with the NS DIS network, this posed a safety issue. This happened because while cancelling a Methadone or Suboxone prescription, users were provided with the prompt “Rx quantity will not be added back to the Rem qty”. When a user selected this prompt, it caused a discrepancy between the DIS Network and Local refills.

To correct this issue for Methadone and Suboxone prescriptions, there were some modifications:

- The Dispensing Allowed Period Stop Date will no longer be calculated and will default to blank.
- If the Dispensing Allowed Period Start date and the Dispensing Allowed period stop date are left blank, the below stop messages will be displayed on the prescription filling screen preventing users from completing the prescription. This will need to be entered in order to complete the prescription.
    - “You must specify a dispense allowed period start date”
    - “You must specify a dispense allowed period stop date”
- When cancelling a prescription record, the question “Are you cancelling this Rx because the patient did not pick it up?” will no longer prompt and the prescription quantity will automatically be added back to the remaining quantity.

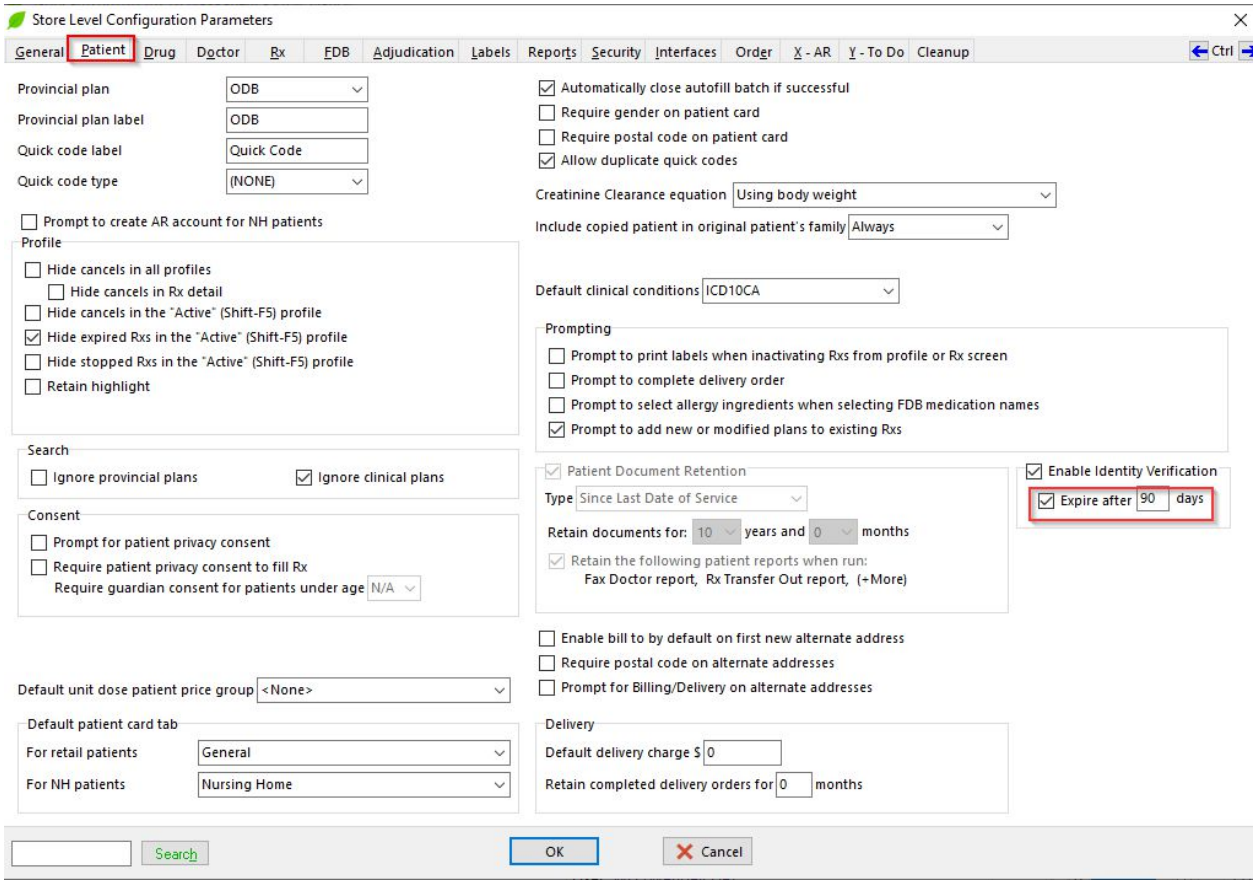


Identity Verification

KRL-6809] Added Patient Identity Verification

Feature

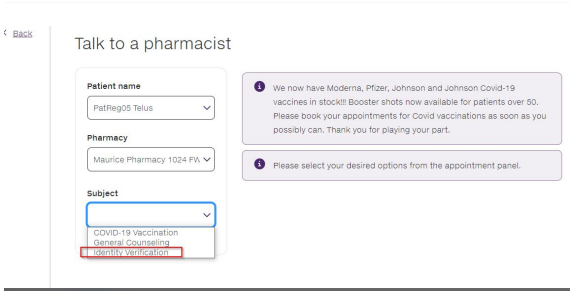
A new option has been added to Configuration>Store>Patient-> Enable Identify Verification



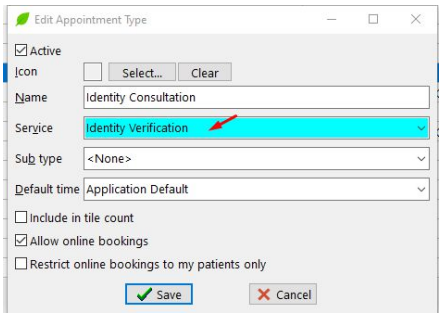
[KRL-6951] A new Appointment Service type was added to include “Identity Verification”

Feature

When booking an appointment on the Web/Mobile App, a user can select “Identity Verification” as an appointment type or ‘Subject’



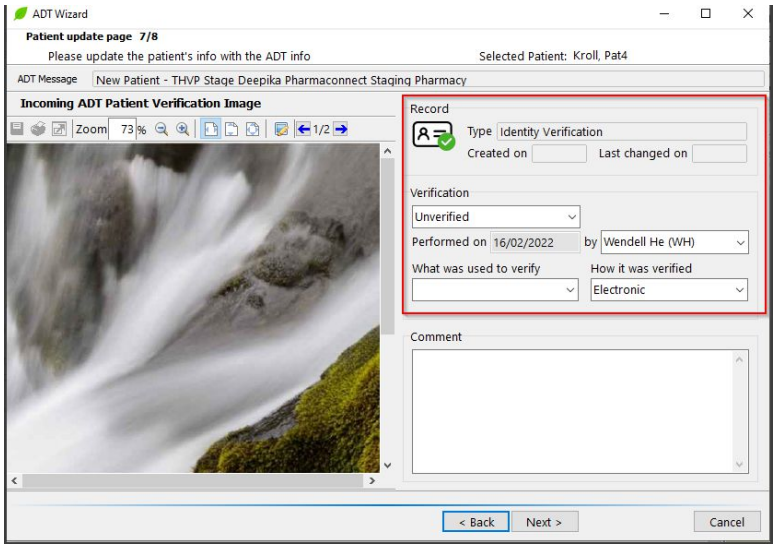
This will be pulled into Kroll under Appointment Type as Service “Identity Verification”.



[KRL-6623] Enhanced ADT wizard to include Identity Verification

Feature

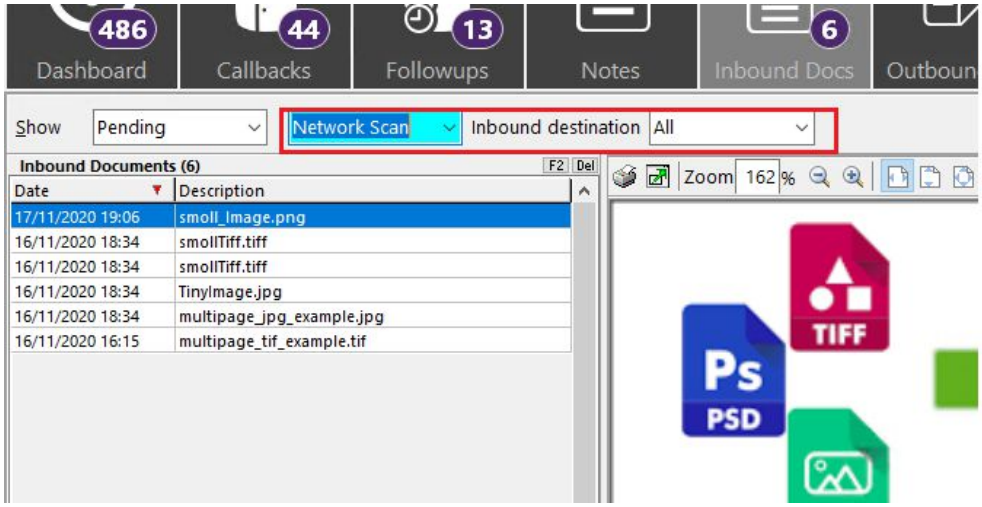
The ADT wizard includes Identity Verification. This feature allows pharmacies to safely onboard new patients while utilizing virtual feature or maintaining social distance protocol. Patient can confirm their identity by sharing information or images of their identification via features enabled in the Kroll Virtual Consultation.

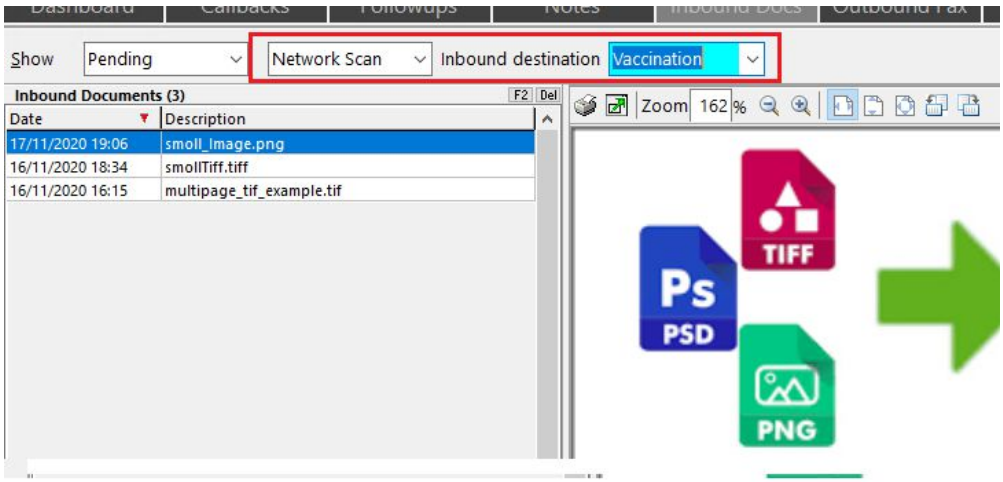


IVR

[KRL-1043] IVR| Inbound documents can now be filtered.

Feature
Inbound documents from the IVR service can now be filtered.





Labels

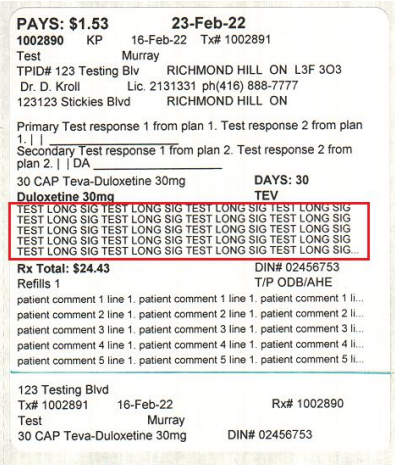
[KRL-7023] Grand Medicine Label| Drug strength prints in the Counseling Message

Feature
The drug strength prints beside the drug name in the Counselling Message section of the label.

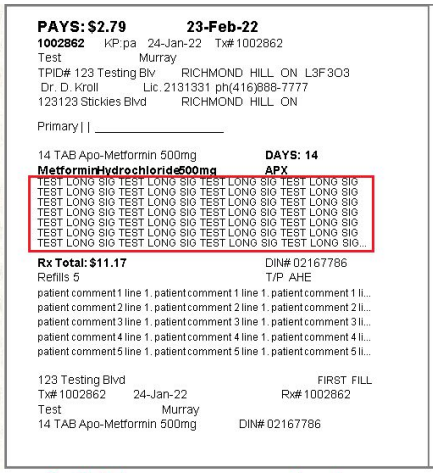
[KRL-7024] Grand Medicine Label| Extended the sig length on the Hardcopy label

Feature

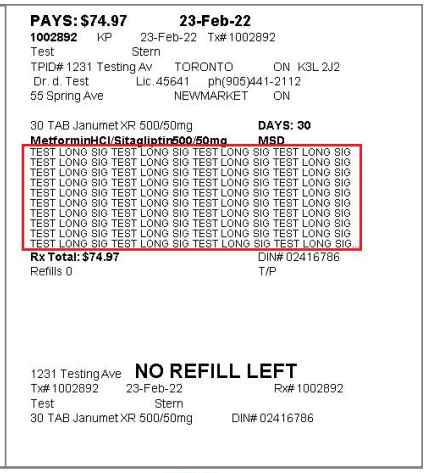
On the Hardcopy label, the sig length was extended to maximize all available area.



Maximun adjudication response messges printed



Rx with 1 plan, no response message from plan



Cash Rx

Mobile Pay

[KRL-6728] As a User going through any type of payment (pre-pay, post-pay) on PharmaConnect , once the payment is completed in Kroll, an e-mail notification is sent providing proof the transaction was completed.

Feature

When an electronic payment is processed in Kroll for a user that is linked to a PharmaConnect, an e-mail notification will be sent to the user's email address registered for notifications confirming the amount processed and the card the payment was applied to.

Ontario

[KRL-5765] Ontario| ODB| Added separate Drug Benefit Claim Submissions and Drug Benefit Claim Reversal form

Feature

The former ODB 2-in-1 Drug Benefit Claim/Reversal form was separated into 2 distinct reports. They include the Drug Benefit Claim Submission Form and the Drug Benefit Reversal Claim form.

Outbound Call Module

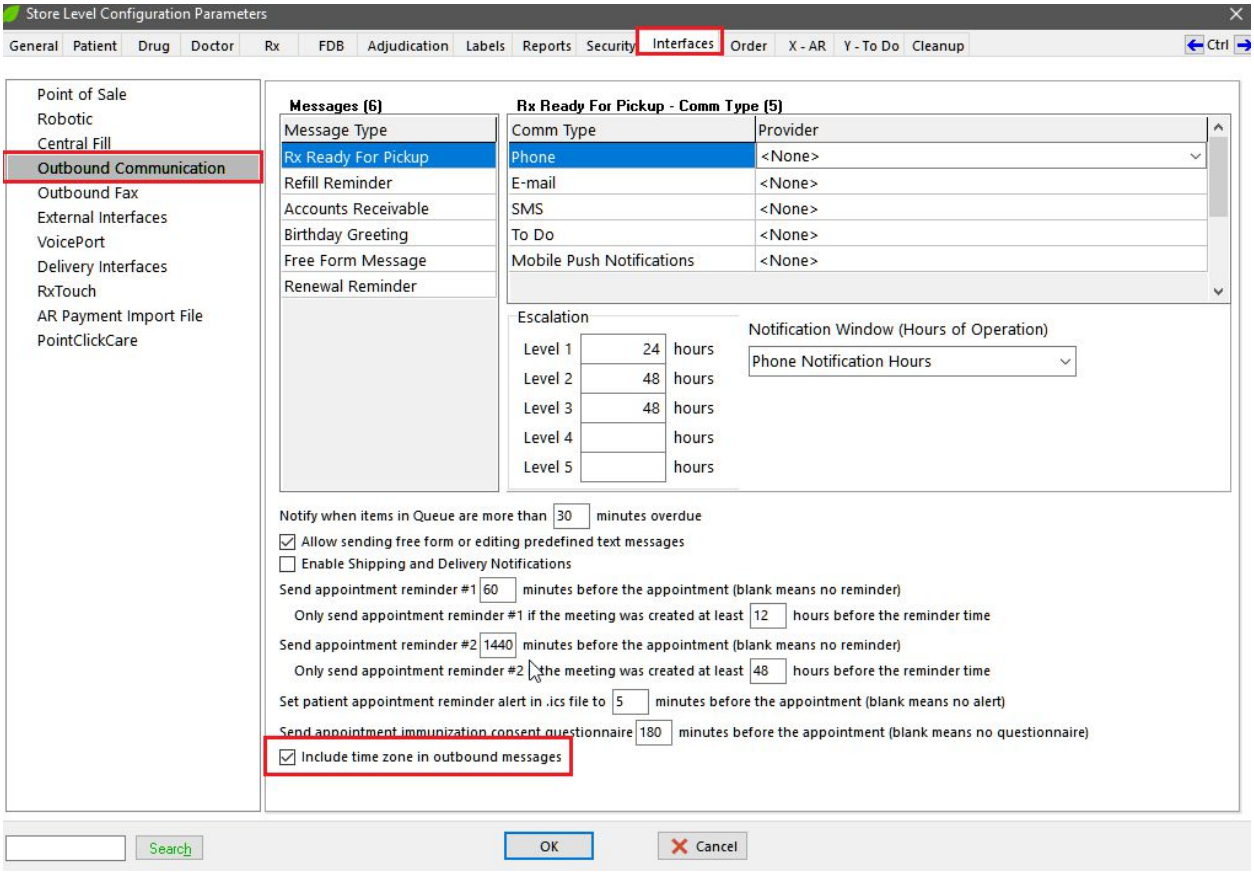
[KRL-6378] OCM| Queue up a delivery order OCM shipped message when a delivery order has been shipped.

Feature

When a delivery order's status is changed to 'Shipped', a message will be queued in OCM and will be sent as an email, SMS and or push notification to the user if they are linked to a PharmaConnect account.

[KRL-7082] A new option was added to send time zone in Outbound Communication messages

A new option was added to Configuation>Store>Interfaces>Outbound Communication- **Include time zone in outbound messages.**



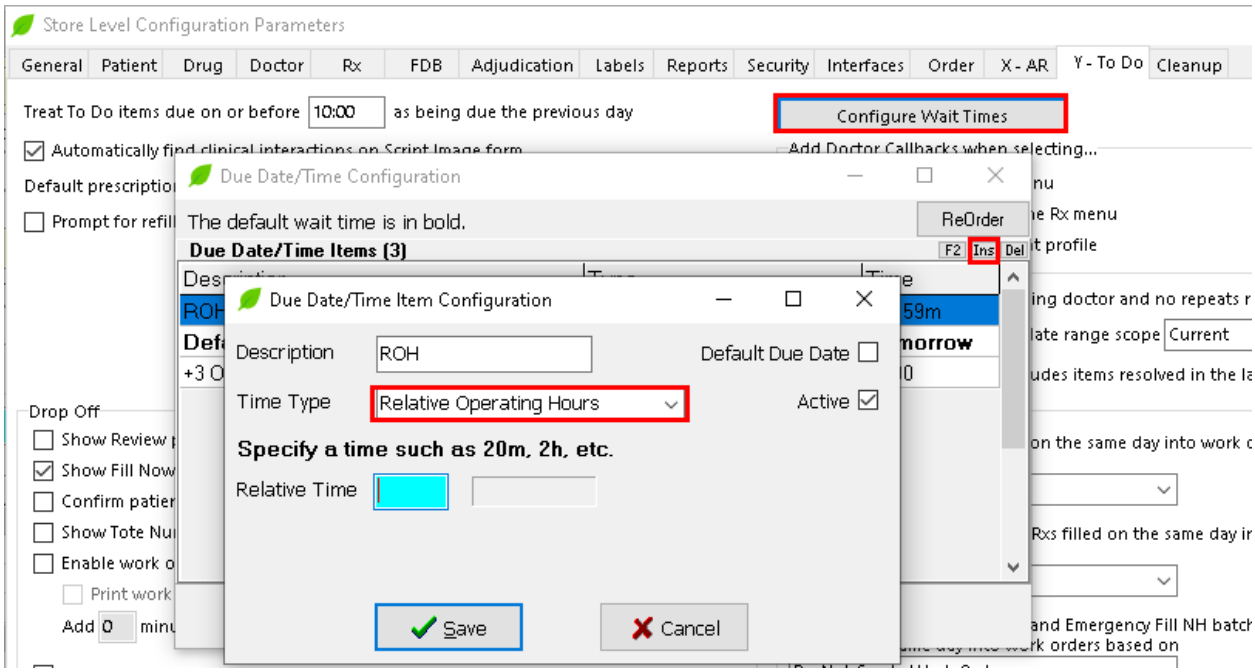
PharmacyLink

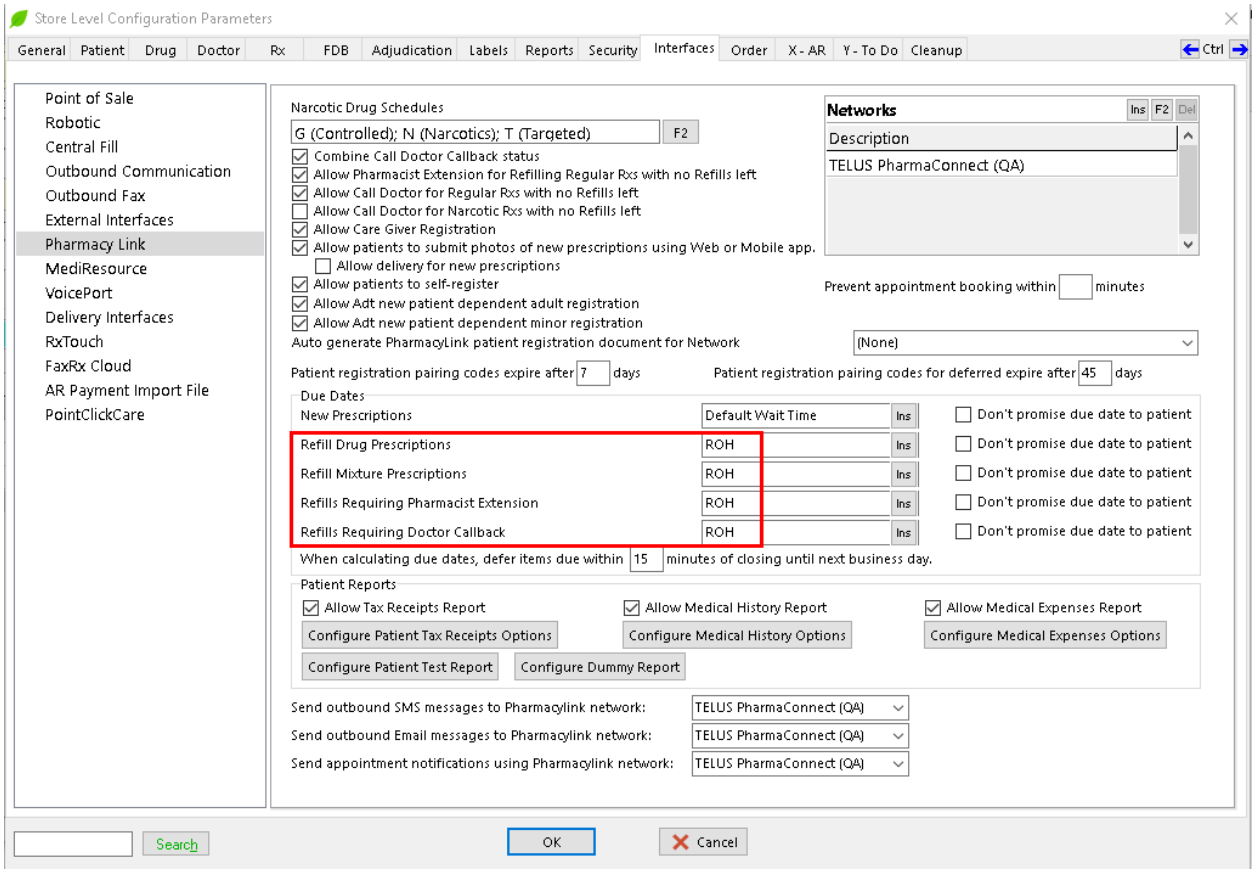
[KRL-6126] New Wait time type “Relative Operating Hours was added for PharmacyLink users

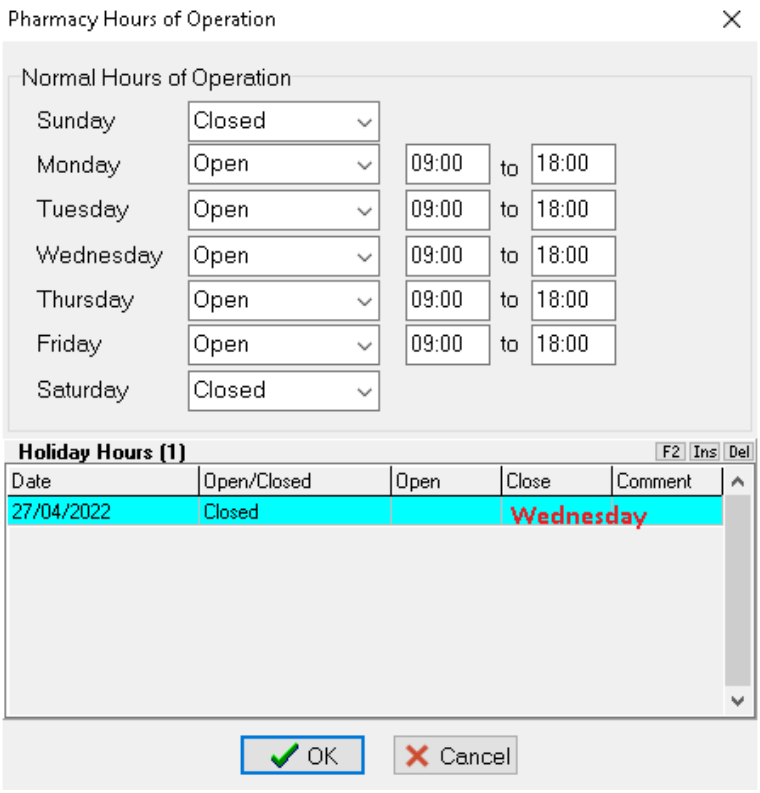
Feature

A new time type ‘Relative Operation Hours’ was added to **Configuration>Store> Y-To Do>Configure Wait Times**. When it is selected in the Pharmacy Link interface configuration, the earliest prescription ready time will

be calculated based on time set in **Configuration> Hours of Operation> Pharmacy**.



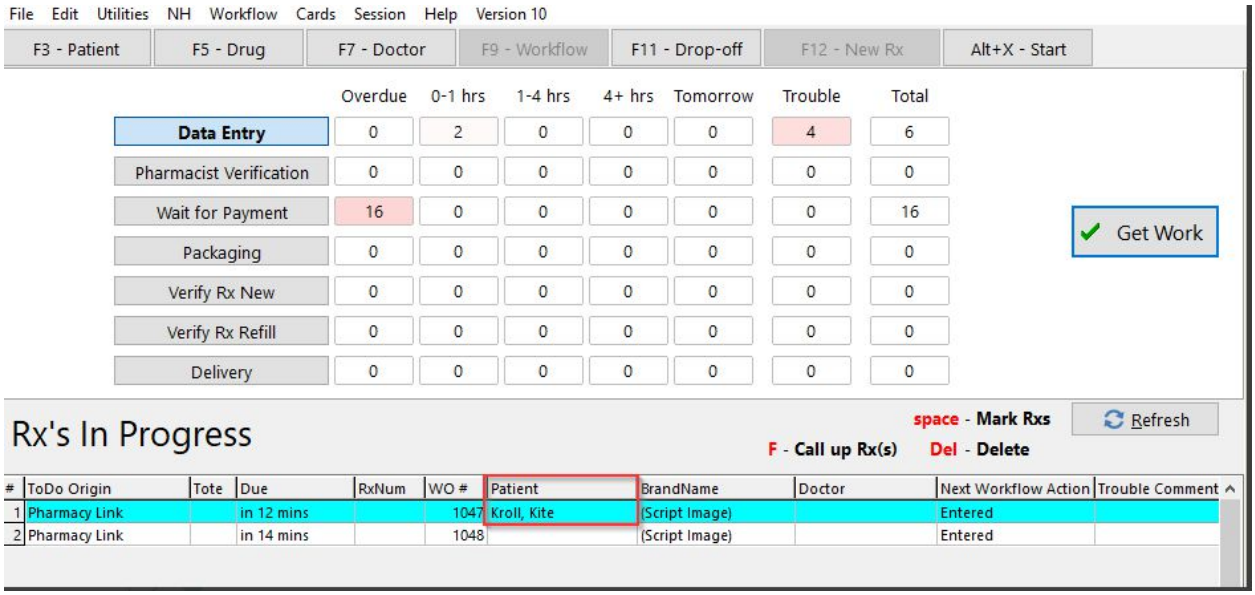




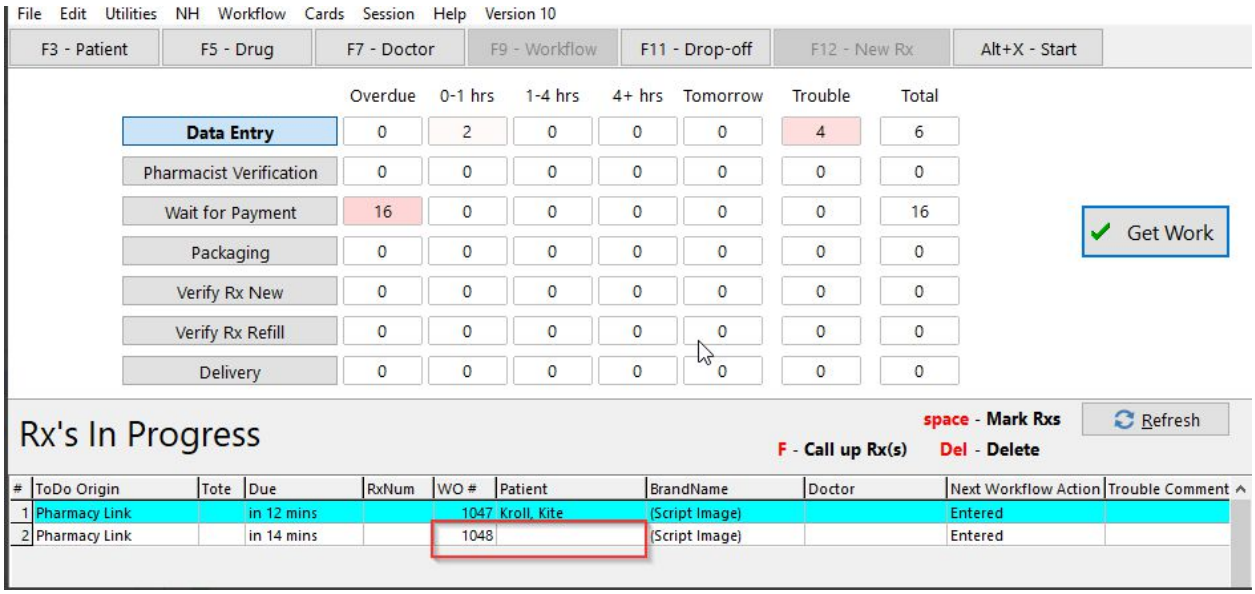
[KRL-6714] Added patient name to the ToDo queue for PharmacyLink.

Feature

Patient name is now displayed in the ToDo queue for a PharmacyLink Transfer Order, if the patient has been registered in ADT and the patient linked status = registered.



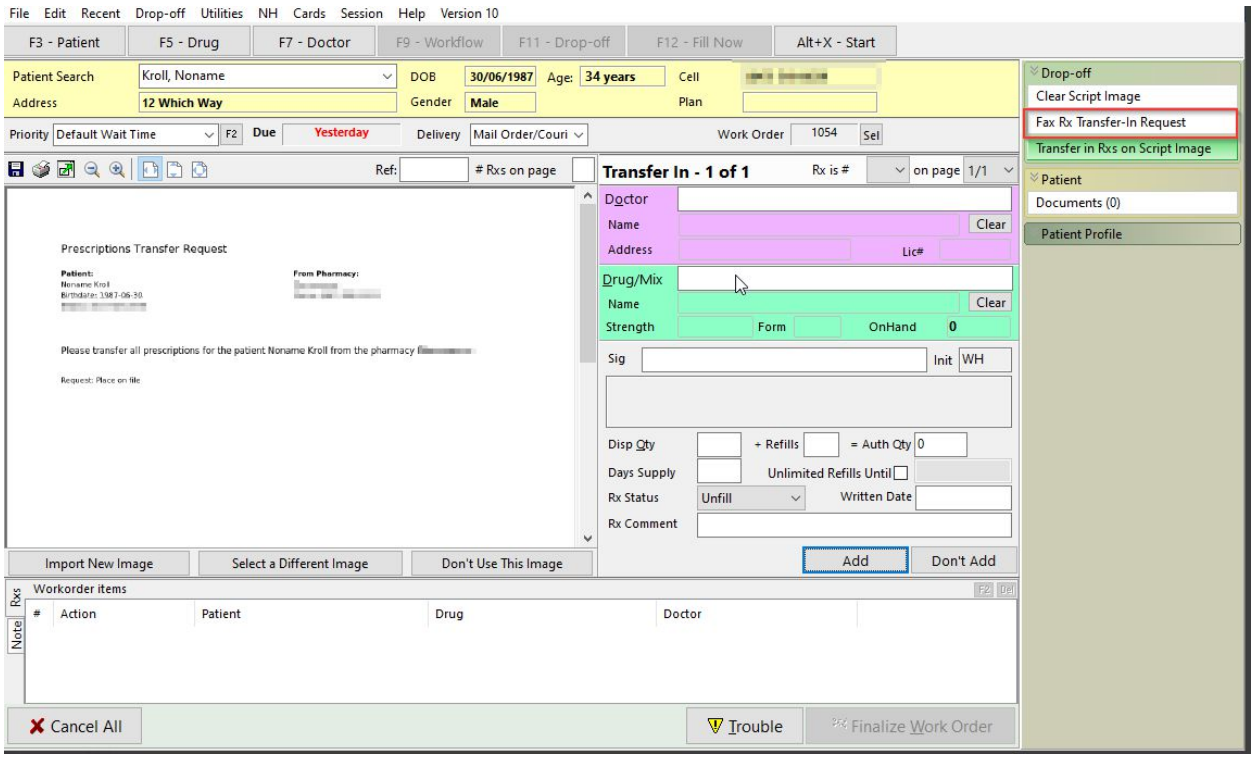
If the order has multiple patients then no name is displayed.



[KRL-6718] A new option “Fax Rx Transfer-In Request” was added to the Drop off screen

Feature

When a PharmacyLink Transfer Request is processed from the ToDo queue, a new option “Fax Rx Transfer-In Request” is available. This feature requires that Kroll eFax is enabled to work.

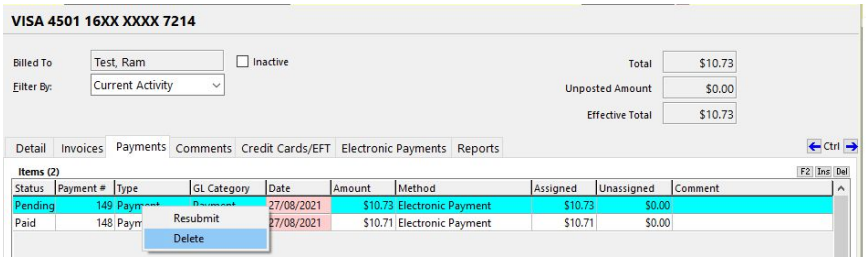


Payment

[KRL-6341] Deleting pending electronic payments is now allowed

Feature

When a payment has a status of pending, we can now delete the payment. Select the pending payment, right click and choose Delete. Once the payment has been deleted, it is removed from the Payment list.



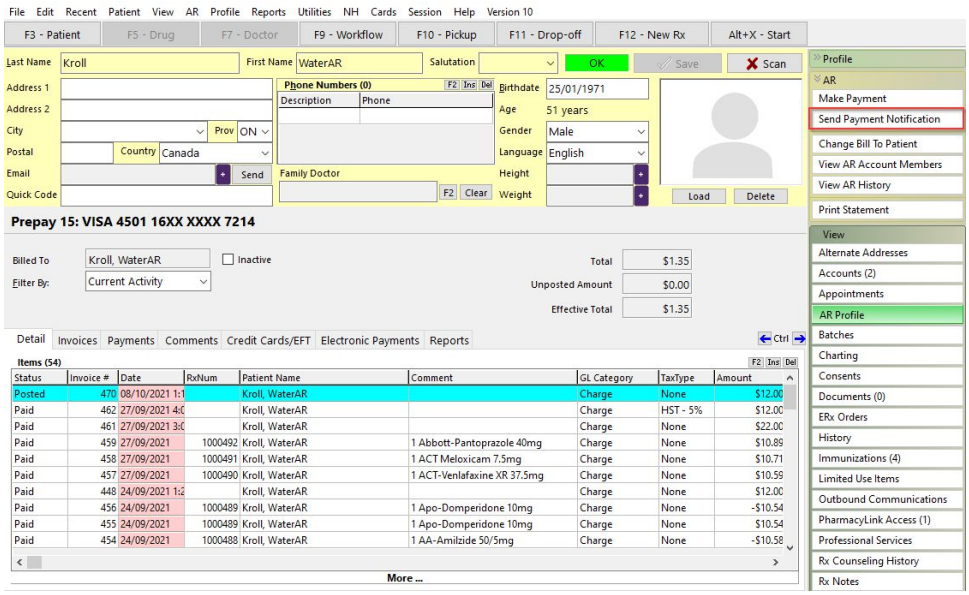
[KRL-6430] For Prepay AR Accounts, added a button to manually trigger an OCM notification

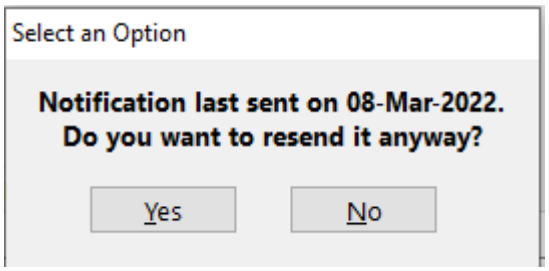
Feature

A new option is added to Prepay AR accounts to manually trigger an OCM notification. By clicking the option, if the patient does not have any existing notifications, then a new OCM notification is sent. If the patient has existing notifications, then a prompt is displayed (see screenshot below).

The new option works with below condition:

- Account has to be prepay
- Current Balance on the patient AR profile > 0
- Credit card needs to be set





[KRL-6432] Removed viewing AR account from the Rx filling screen.

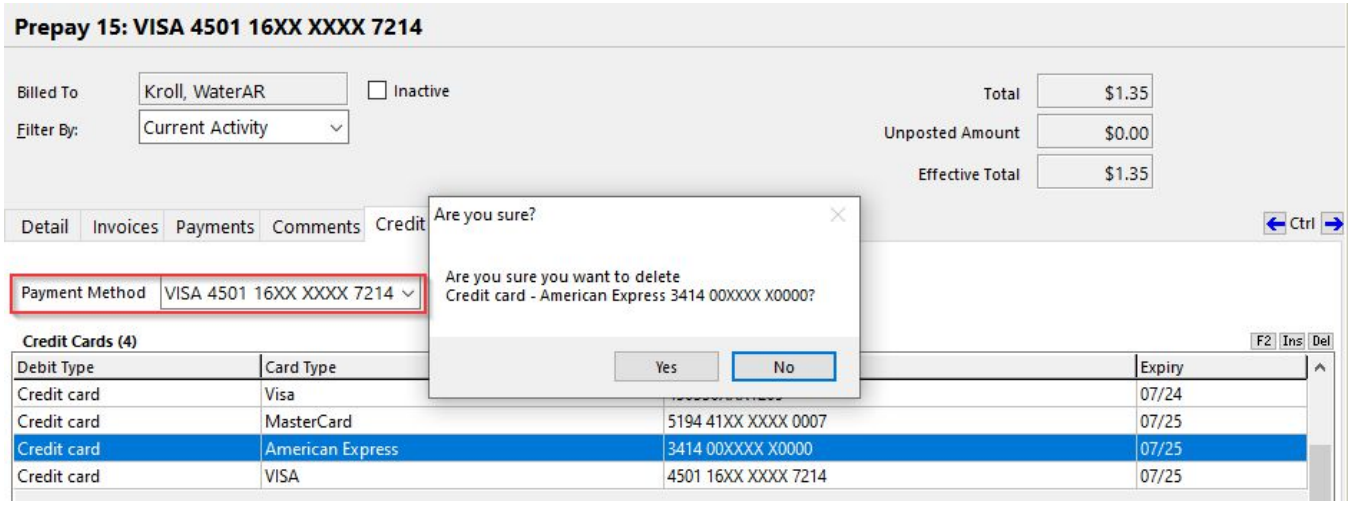
Feature

On the Rx filling screen, under View menu removed the AR account option.

[KRL-6444] Fill | Payment | Allow Deletion of Patient Credit Cards if it has been used previously for an Electronic Payment

Feature

Users can now delete a credit card that is not the default payment card from the patient AR profile if it has been previously used.



[KRL-6457] Create a bulletin for PharmaConnect when AR account has something to pay

Feature

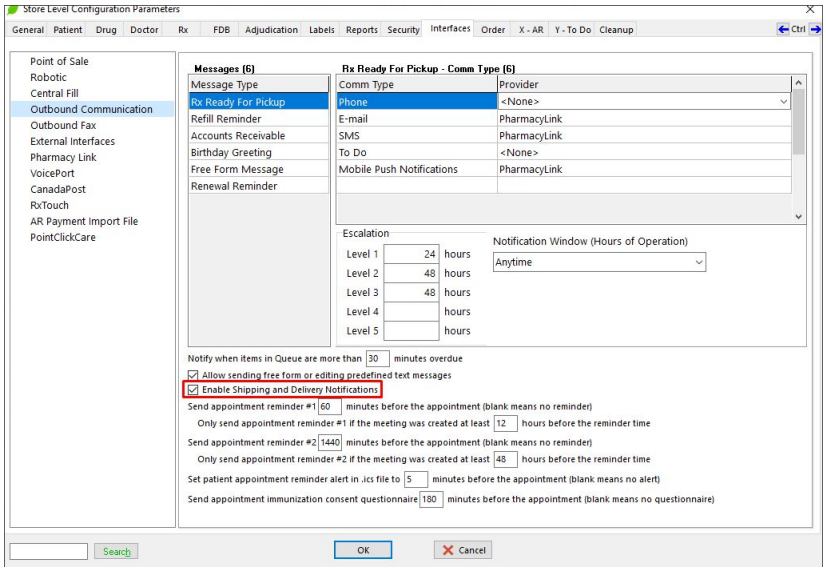
If the patient has a prepay account that the patient can pay online, and we have a positive balance on the patient AR account, then a bulletin is created on the PharmaConnect patient portal.

Services

[KRL-6590] Kroll Reporting Service Client| Added a new option to enable/disable shipping/delivery notifications for Outbound Communications

Feature

A new option "Enable Shipping and Delivery Notification" is added in File > Configuration> Store > Interface > Outbound Communication. When the option is enabled, a delivery order that has a delivery type set as mail order/courier, and is shipped and delivered, a notification will be queued for the delivery order status that is marked as shipped or delivered respectively. When the option is disabled, no shipped or delivered notification will be queued.



SMS

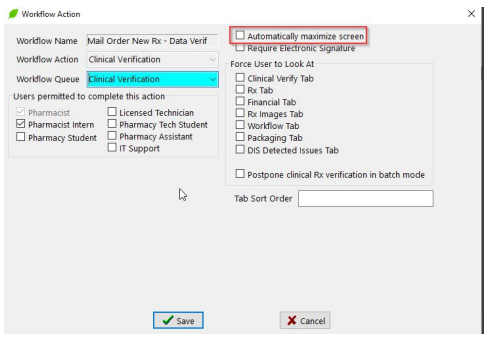
[KRL-6952] Patients can now opt out of SMS communications.

Feature

A patient can opt out of SMS communication when they type the “Stop” keyword as a reply to a sent message on the mobile device. This is then reflected back and can be reactivated in Kroll or PharmaConnect via the Patient card or Pharmaconnect preferences> Outbound Communications screen and Settings > Notifications respectively.

Workflow

[KRL-6661] The Kroll Workflow Verification and Packaging screens can now be automatically maximized.

Feature

Pharmacies can now automatically maximize the Workflow Verification and Packaging screens. This is done through **Configuration> Workflow> Edit Workflow**. On the Workflow Action screen, a new option has been added “Automatically maximize screen”