Kroll Version 10
Service Pack 25
Feature Release Notes
April 2022
# Table of Contents

**Kroll Version 10 Service Pack 25 Feature Release Notes** ................................................................. 3

- **Canada Post** ........................................................................................................................................ 3
  - [KRL-6367] Changed delivery order waybill field from disabled to read only ........................................ 3
- **Configuration** ..................................................................................................................................... 3
  - [KRL-6359] On the Prescription Authorization Request Form a Prescription Authorization Request Message can now print ............................................................................................................. 3
- **DIS** .................................................................................................................................................. 6
  - [KRL-6706] Alberta| Added support for Psychiatric Nurse prescriber ................................................. 6
  - [KRL-2080] Alberta| Pre-managements for Duplicate therapy are no longer sent to Netcare RTI when there are more than 50 management issues ..................................................................................... 6
  - [KRL-6599] AB and NL| Network Patient Profile is displayed during the Workflow-Clinical verification if the profile has not already been viewed ................................................................................... 6
  - [KRL-5652] Newfoundland and Labrador| Requirement| Removed Revoke Dispensing Permission .......... 6
  - [KRL-6598] Newfoundland and Labrador| Network Patient profile is displayed for refills ..................... 6
  - [KRL-7204] Newfoundland and Labrador| Added support for Midwife Prescriber ................................. 6
  - [KRL-3397] Nova Scotia DIS Provincial Requirement| Changed how partfill quantities are applied to Methadone and Suboxone cancelled prescriptions ......................................................................................... 7
- **Identity Verification** ............................................................................................................................ 8
  - KRL-6809| Added Patient Identity Verification .......................................................................................... 8
  - [KRL-6951] A new Appointment Service type was added to include “Identity Verification” .................... 9
  - [KRL-6623] Enhanced ADT wizard to include Identity Verification ........................................................... 10
- **IVR** .................................................................................................................................................. 11
  - [KRL-1043] IVR| Inbound documents can now be filtered ........................................................................ 11
- **Labels** ............................................................................................................................................. 11
  - [KRL-7023] Grand Medicine Label| Drug strength prints in the Counseling Message ............................... 11
  - [KRL-7024] Grand Medicine Label| Extended the sig length on the Hardcopy label ............................... 12
- **Mobile Pay** .................................................................................................................................... 13
  - [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. 13
- **Ontario** .......................................................................................................................................... 13
  - [KRL-5765] Ontario| ODB| Added separate Drug Benefit Claim Submissions and Drug Benefit Claim Reversal form ....................................................................................................................... 13
- **Outbound Call Module** ..................................................................................................................... 13
  - [KRL-6378] OCM| Queue up a delivery order OCM shipped message when a delivery order has been shipped ........................................................................................................................................... 13
[KRL-7082] A new option was added to send time zone in Outbound Communication messages .................... 14
PharmacyLink ...................................................................................................................................................... 14

[KRL-6126] New Wait time type "Relative Operating Hours was added for PharmacyLink users .................. 14
[KRL-6714] Added patient name to the ToDo queue for PharmacyLink ......................................................... 16
[KRL-6718] A new option "Fax Rx Transfer-In Request" was added to the Drop off screen ......................... 17

Payment .......................................................................................................................................................... 18

[KRL-6341] Deleting pending electronic payments is now allowed ................................................................. 18
[KRL-6430] For Prepay AR Accounts, added a button to manually trigger an OCM notification .................... 18
[KRL-6432] Removed viewing AR account from the Rx filling screen. ........................................................... 19
[KRL-6444] Fill | Payment | Allow Deletion of Patient Credit Cards if it has been used previously for an Electronic Payment .................................................................................................................................................. 19
[KRL-6457] Create a bulletin for PharmaConnect when AR account has something to pay .......................... 20

Services .......................................................................................................................................................... 20

[KRL-6590] Kroll Reporting Service Client| Added a new option to enable/disable shipping/delivery notifications for Outbound Communications .......................................................................................................................................................... 20

SMS ............................................................................................................................................................... 21

[KRL-6952] Patients can now opt out of SMS communications ................................................................. 21

Workflow ....................................................................................................................................................... 21

[KRL-6661] The Kroll Workflow Verification and Packaging screens can now be automatically maximized.. 21
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.

![Screenshot of Delivery Order Form](image)

**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.
Prescription Authorization Request

To: Dr. Blanchard, Angie Sharon  
Box 6209  
Bay Roberts NL  
A0A 1C0

From: Kroll Pharmacy  
123 which way  
St John’s NL  
A1A 1A1  
Tel: (709) 555-6544  
Pharmacist: KF

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  
Last Fill 12-Apr-2022  
Disp Qty 30  
DIN 00784400  TAKE 1 TABLET ONCE DAILY  
Days Supply: 30  
Approved Qty  
Repeats  
Reason for renewal: refills

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: ___________________________ ID #: ____________
Prescriber Signature: ___________________________ Date: ___________________________

Tired of faxes? Our pharmacy uses electronic prescribing end 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.
**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.

![Image of Licences](image)

[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

<table>
<thead>
<tr>
<th>Store Level Configuration Parameters</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provincial plan</strong></td>
</tr>
<tr>
<td><strong>Provincial plan label</strong></td>
</tr>
<tr>
<td><strong>Quick code label</strong></td>
</tr>
<tr>
<td><strong>Quick code type</strong></td>
</tr>
</tbody>
</table>

- Prompt to create AR account for NH patients
- Hide cancels in all profiles
- Hide cancels in the “Active” (Shift-F5) profile
- Hide expired Rxs in the “Active” (Shift-F5) profile
- Hide stopped Rxs in the “Active” (Shift-F5) profile
- Retain highlight

- Consent
  - Prompt for patient privacy consent
  - Require patient privacy consent to fill Rx
  - Require guardian consent for patients under age N/A

- Default unit dose patient price group
- Default patient card tab
  - For retail patients: General
  - For NH patients: Nursing Home

- Creatinine Clearance equation
- Include copied patient in original patient’s family
- Default clinical conditions
- Prompting
  - Prompt to print labels when deactivating Rx from profile or Rx screen
  - Prompt to complete delivery order
  - Prompt to select allergy ingredients when selecting FDX medication names
  - Prompt to add new or modified plans to existing Rxs

- Patient Document Retention
  - Type: Since Last Date of Service
  - Retain documents for: 10 years and 5 months
  - Return the following patient reports when run: Form Template report, Rx Transfer Order report, (More)

- Enable date to by default on first new alternate address
- Require last name on alternate addresses
- Prompt on Billing/Delivery on alternate addresses

- Delivery
  - Default delivery charge: 0
  - Return completed delivery orders for: 5 months

**[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.
**Feature**

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

---

[KRL-7024] Grand Medicine Label| Extended the sig length on the Hardcopy label
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.
Kroll V10 SP25 Feature Release Notes

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

A new option was added to Configuration>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”