



Kroll Version 10 Service Pack 25

Feature Release Notes

April 2022

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Kroll Version 10 Service Pack 25 Feature Release Notes

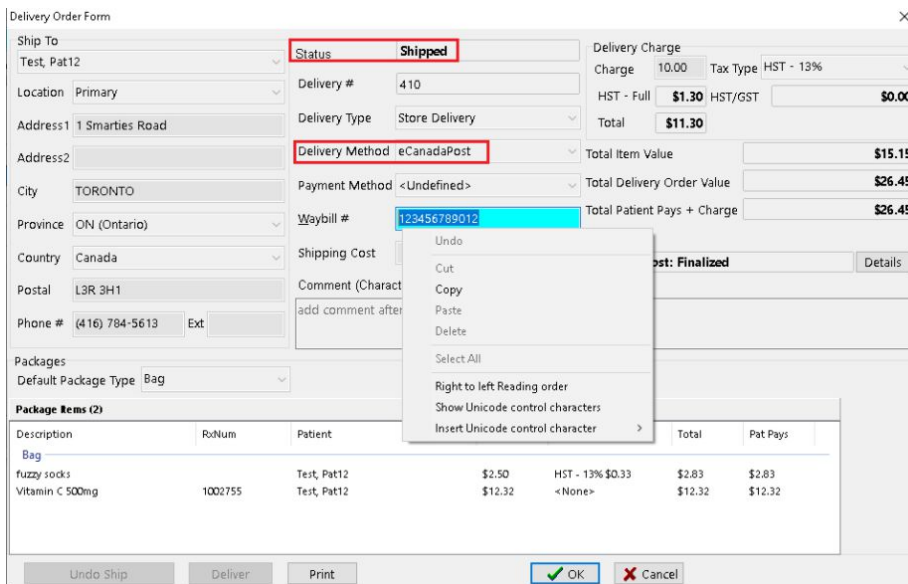
This document is a compilation of new Features in Kroll Version 10 Service Pack 25. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

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.



The screenshot shows the 'Delivery Order Form' with the following details:

- Ship To:** Test, Pat12
- Status:** Shipped
- Location:** Primary
- Address1:** 1 Smarties Road
- City:** TORONTO
- Province:** ON (Ontario)
- Country:** Canada
- Postal:** L3R 3H1
- Phone #:** (416) 784-5613
- Delivery #:** 410
- Delivery Type:** Store Delivery
- Delivery Method:** eCanadaPost
- Waybill #:** 123456789012
- Payment Method:** <Undefined>
- Shipping Cost:** (field is present but value is not clearly visible)
- Delivery Charge:** Charge 10.00, Tax Type HST - 13%, HST - Full \$11.30, HST/GST \$0.00, Total \$11.30
- Total Item Value:** \$15.15
- Total Delivery Order Value:** \$26.45
- Total Patient Pays + Charge:** \$26.45

A context menu is open over the 'Waybill #' field, showing options: Undo, Cut, Copy, Paste, Delete, Select All, Right to left Reading order, Show Unicode control characters, and Insert Unicode control character.

Description	RoNum	Patient	Total	Pat Pays
Bag				
fuzzy socks		Test, Pat12	\$2.50	\$2.83
Vitamin C 500mg	1002755	Test, Pat12	\$12.32	\$12.32

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

1 - General 2 - Kroll Care 3 - Delivery

Insert row breaks into reports
 Reports shading %
 Always show masked Credit Card Numbers

IMS Report
 Store ID
 Format

Send scheduled report failure notifications to

Fax cover page disclaimer
 Font Font Size **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.

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

Report headers date and time format
 Date Format
 Time Format

Prescription Authorization Request message
 "Tired of faxes? Our pharmacy uses electronic prescribing and you can too! Sign up for free at prescribit.ca/get-started.
 Prescribit® allows care teams to send secure communication and reduces the administrative load of renewal requests.

Search

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

Last Fill 12-Apr-2022

Disp Qty 30

Approved Qty _____

Days Supply: 30 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 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

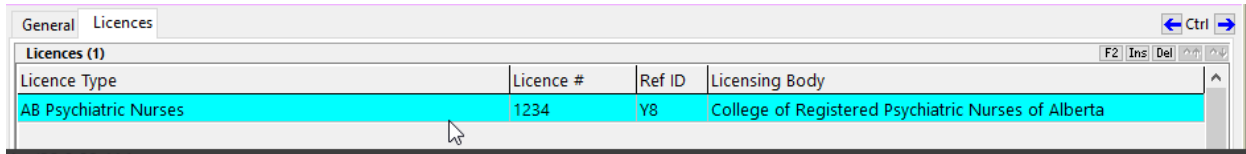
Page 1

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.



Licences (1)			
Licence Type	Licence #	Ref ID	Licensing Body
AB Psychiatric Nurses	1234	Y8	College of Registered Psychiatric Nurses of Alberta

[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.

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

F3 - Patient F5 - Mixture F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - Fill Rx Alt+X - Start

Rx Start Date 15/03/2022 | 0 Latest Fill Qty Init Lookup Cancel

Priority Default Wait Time F2 Due in 19 mins Fill Rx F2 Work Order 0 F2 Delivery Pickup

Patient Search Name: Friday, Girl Age: 36 Address: 123 Which way Female City: Dartmouth Prov: NS Phone: Home (902) 555-1122 Plan: NSDIS Client ID:		Mixture Search Name: Methadone 1mg/ml Form: MG (Solution) Sched: 1 (Schedule 1) PrcGrp: <None> CmpdType: 3 (Internal Use)		Dispense Name: Address: City: Phone: Level:																																									
Allergies (0)		Sig: UD AS DIRECTED		<table border="1"> <tr> <td>Init</td> <td>DR</td> <td>Auth Qty</td> <td>11</td> <td>11</td> </tr> <tr> <td>Disp Qty</td> <td>1 mg</td> <td>Rem Qty</td> <td>11</td> <td>11</td> </tr> <tr> <td>Days</td> <td>1</td> <td>G.P. %</td> <td>97.44</td> <td></td> </tr> <tr> <td>Prod Sel</td> <td>3 - Pharmacia</td> <td>Acq Cost</td> <td>\$0.29</td> <td></td> </tr> <tr> <td>O/W</td> <td>Written</td> <td>Cost</td> <td>\$0.29</td> <td></td> </tr> <tr> <td>Labels</td> <td>1 F2</td> <td>Markup</td> <td>\$0.03</td> <td></td> </tr> <tr> <td></td> <td></td> <td>Fee</td> <td>\$10.99</td> <td></td> </tr> <tr> <td></td> <td></td> <td>Total</td> <td>\$11.31</td> <td></td> </tr> </table>		Init	DR	Auth Qty	11	11	Disp Qty	1 mg	Rem Qty	11	11	Days	1	G.P. %	97.44		Prod Sel	3 - Pharmacia	Acq Cost	\$0.29		O/W	Written	Cost	\$0.29		Labels	1 F2	Markup	\$0.03				Fee	\$10.99				Total	\$11.31	
Init	DR	Auth Qty	11	11																																									
Disp Qty	1 mg	Rem Qty	11	11																																									
Days	1	G.P. %	97.44																																										
Prod Sel	3 - Pharmacia	Acq Cost	\$0.29																																										
O/W	Written	Cost	\$0.29																																										
Labels	1 F2	Markup	\$0.03																																										
		Fee	\$10.99																																										
		Total	\$11.31																																										
Conditions (0)		Route of Admin: Oral Dosage Form: Solution, Oral		Unit Dose (Ctrl-U): Disabled You must specify a dispensing allowed period start date You must specify a dispensing allowed period stop date Rx will expire on 2023-Mar-15 (365 days from written date) Drg Pack Tier Id: 1																																									

Plans Pricing Dates Comments Indications Images Other

Written 15/03/2022

Dispensing allowed period

Start
Stop

Administration period

Start 15/03/2022
Stop

Drug expiry
Ingest

Copy Information

Therapeutic start

From Rx
To Rx

Transferred

In
Out

Identity Verification

KRL-6809] Added Patient Identity Verification

Feature

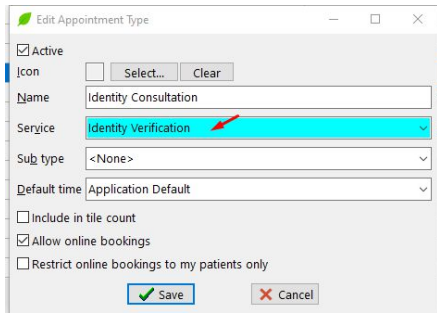
A new option has been added to Configuration>Store>Patient-> Enable Identify Verification

[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’

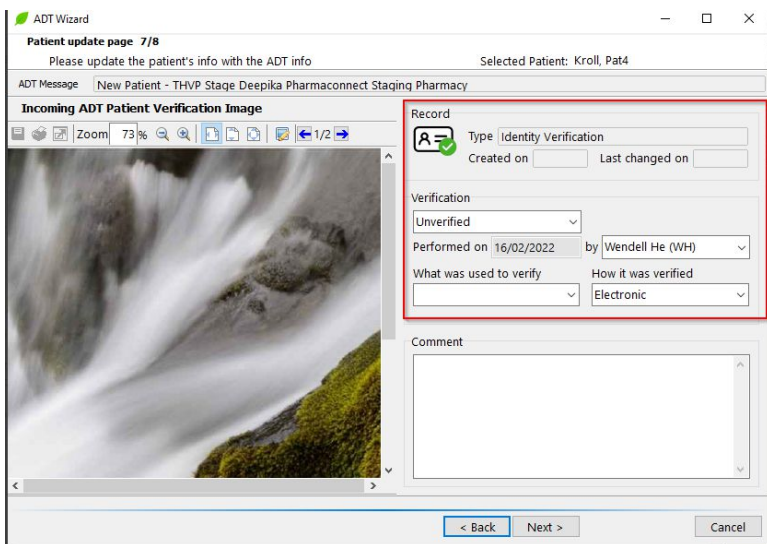
This will be pulled into Kroll under Appointment Type as Service “Identity Verification”.



[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.

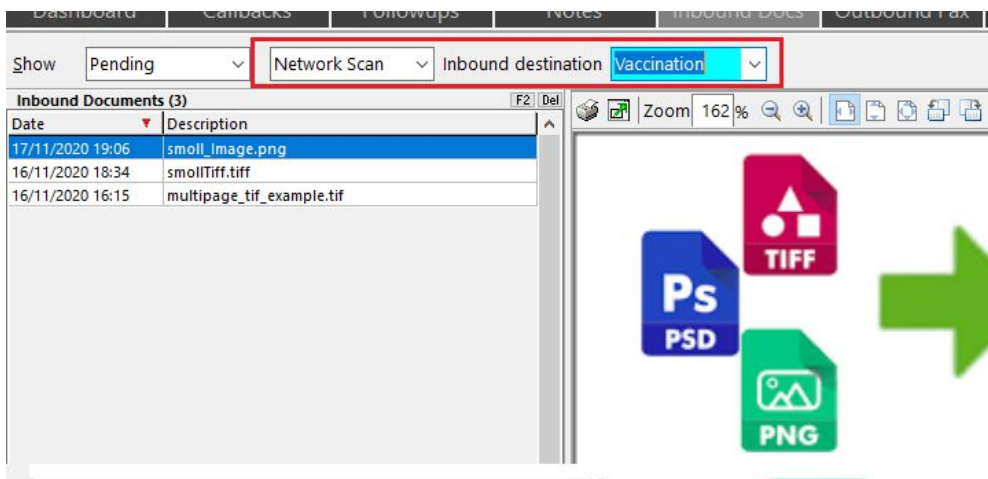
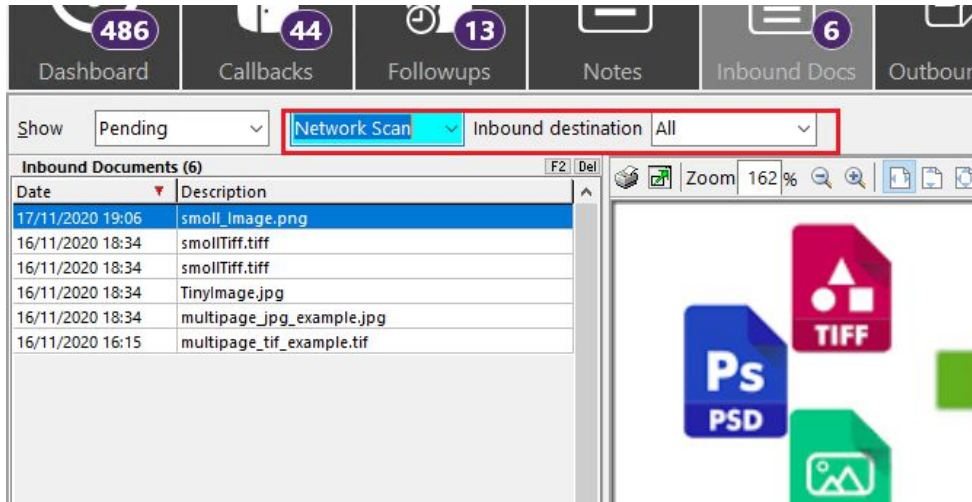


IVR

[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.

123Testing Ave, Toronto, ON A1A1A1
Toll Free 1-888-999-0000

1002889 Dr. D. Test KP
Test Murray
TPID# 123 Testing Blv 16-Feb-22
30 TAB Pantoprazole 40mg APX
Description: Yell Ovl Tab "APO"|"P40" **\$17.81**
TAKE 1 TABLET ONCE DAILY

DIN# 02292920
Exp:16-Feb-23 Refills: 0

123Testing Ave, Toronto, ON A1A1A1
Toll Free 1-888-999-0000

1002889 Dr. D. Test KP
Test Murray
TPID# 123 Testing Blv 16-Feb-22
30 TAB Pantoprazole 40mg APX
Description: Yell Ovl Tab "APO"|"P40" **\$17.81**
TAKE 1 TABLET ONCE DAILY

DIN# 02292920
Exp:16-Feb-23 Refills: 0

Test RICN
Murray 1002889

Test RICN
Murray 1002889

Test RICN
Murray 1002889

Test Murray
1002889

123Testing Ave, Toronto, ON A1A1A1
Toll Free 1-888-999-0000

1002889 Dr. D. Test KP
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TPID# 123 Testing Blv 16-Feb-22
30 TAB Pantoprazole 40mg APX
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DIN# 02292920
Exp:16-Feb-23 Refills: 0

123Testing Ave, Toronto, ON A1A1A1
Toll Free 1-888-999-0000

1002889 Dr. D. Test KP
Test Murray
TPID# 123 Testing Blv 16-Feb-22
30 TAB Pantoprazole 40mg APX
Description: Yell Ovl Tab "APO"|"P40" **\$17.81**
TAKE 1 TABLET ONCE DAILY

DIN# 02292920
Exp:16-Feb-23 Refills: 0

Apo-Pantoprazole 40mg
** Label Only ** FIRST FILL

1002889 Pantoprazole 40mg
TAKE 1 TABLET ONCE DAILY
QTY: 30

123 Testing Blvd
Test Murray
FILE# 1002889

Test Murray
123 Testing Blv PHIN#234567890123
DOB: February 2, 1963 Allergy:halazone
Allergy:Orciprenaline RICHMOND HILL
Apo-Pantoprazole 40mg DIN: 02292920

Before use, important to read the Medication Guide. Call MD or RPh re: timing of taking with other meds. Swallow whole. Do not break/chew/crush/dissolve. Success is dependent on completing therapy course. May increase risk of bone fractures. Call doctor if you are not getting better. Call MD now for heartburn with sweating & dizziness. Call doctor if you get severe diarrhea

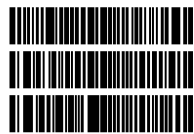
NS

Test Murray
123 Testing Blv PHIN# 1234567890123
DOB: February 2, 1963 RICHMOND HILL ON L3F 303
ALLERGIES:
halazone,Orciprenaline

30TABPantoprazole 40mg 1002889
TAKE 1 TABLET ONCE DAILY

Description: Yell Ovl Tab "APO"|"P40"

Murray
Test 123 Testing Blvd
RICHMOND HILL ON L3F 303
(416) 712-3331



PAYS: \$17.81 23-Feb-22
1002889 KP 16-Feb-22 Tx# 002889
Test Murray
TPID#123 TestingBlv RICHMONDHILL ON L3F 303
Dr. D. Test Lic.45645 ph(416)897-1310
8 Clinic Ave TORONTO ON

30TABApo-Pantoprazole40mg DAYS: 30
Pantoprazole40mg APX
TAKE 1 TABLET ONCE DAILY

123Testing Ave, Toronto, ON A1A1A1
Toll Free 1-888-999-0000

Dr. D. Test \$17.81 Pat.Pays:\$17.81

Test Murray TN: 123 Testing Blvd
30 TABPantoprazole40mg Dated: 16-Feb-22*GMHS*
TAKE 1 TABLET ONCE DAILY

0 Refills

Test Murray TN: 123 Testing Blvd
30 TABPantoprazole40mg Dated: 16-Feb-22*GMHS*
TAKE 1 TABLET ONCE DAILY

0 Refills

1002889 16-Feb-22 *GMHS* Refills 0 T
Test Murray Rx# 002889
Pantoprazole 40mg RICHMOND HILL

Rx Total: \$17.81
Refills: 0
DIN# 02292920
T/P

patientcomment1line 1.patientcomment1line 1.patientcomment1 li...
patientcomment2line 1.patientcomment2line 1.patientcomment2 li...
patientcomment3line 1.patientcomment3line 1.patientcomment3 li...
patientcomment4line 1.patientcomment4line 1.patientcomment4 li...
patientcomment5line 1.patientcomment5line 1.patientcomment5 li...

123Testing Blvd
Tx# 002889 16-Feb-22 Rx# 002889
Test Murray
30TABApo-Pantoprazole40mg DIN# 02292920

NO REFILL LEFT



Murray 123 Testing Blvd
1002889 FFFTest

[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.

PAYS: \$1.53 **23-Feb-22**
1002890 KP 16-Feb-22 Tx# 1002891
 Test Murray
 TPID# 123 Testing Blv RICHMOND HILL ON L3F 303
 Dr. D. Kroll Lic. 2131331 ph(416) 888-7777
 123123 Stickers Blvd RICHMOND HILL ON

Primary Test response 1 from plan 1. Test response 2 from plan 1. | | |
 Secondary Test response 1 from plan 2. Test response 2 from plan 2. | | | DA | | | | |

30 CAP Teva-Duloxetine 30mg **DAYS: 30**
TEV
Duloxetine 30mg

TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG
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 TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG
 TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG
 TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG
 TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG

Rx Total: \$24.43 DIN# 02456753
 Refills 1 T/P ODB/AHE

patient comment 1 line 1. patient comment 1 line 1. patient comment 1 li...
 patient comment 2 line 1. patient comment 2 line 1. patient comment 2 li...
 patient comment 3 line 1. patient comment 3 line 1. patient comment 3 li...
 patient comment 4 line 1. patient comment 4 line 1. patient comment 4 li...
 patient comment 5 line 1. patient comment 5 line 1. patient comment 5 li...

123 Testing Blvd **Rx# 1002890**
 Tx# 1002891 16-Feb-22
 Test Murray
 30 CAP Teva-Duloxetine 30mg DIN# 02456753

Maximum adjudication response messages printed

PAYS: \$2.79 **23-Feb-22**
1002862 KP pa 24-Jan-22 Tx# 1002862
 Test Murray
 TPID# 123 Testing Blv RICHMOND HILL ON L3F 303
 Dr. D. Kroll Lic. 2131331 ph(416) 888-7777
 123123 Stickers Blvd RICHMOND HILL ON

Primary | | |

14 TAB Apo-Metformin 500mg **DAYS: 14**
MetforminHydrochloride500mg **APX**

TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG
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 TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG

Rx Total: \$11.17 DIN# 02167786
 Refills 5 T/P AHE

patient comment 1 line 1. patient comment 1 line 1. patient comment 1 li...
 patient comment 2 line 1. patient comment 2 line 1. patient comment 2 li...
 patient comment 3 line 1. patient comment 3 line 1. patient comment 3 li...
 patient comment 4 line 1. patient comment 4 line 1. patient comment 4 li...
 patient comment 5 line 1. patient comment 5 line 1. patient comment 5 li...

123 Testing Blvd **FIRST FILL**
 Tx# 1002862 24-Jan-22 **Rx# 1002862**
 Test Murray
 14 TAB Apo-Metformin 500mg DIN# 02167786

Rx with 1 plan, no response message from plan

PAYS: \$74.97 **23-Feb-22**
1002892 KP 23-Feb-22 Tx# 1002892
 Test Stern
 TPID# 1231 Testing Av TORONTO ON K3L 2J2
 Dr. d. Test Lic. 45641 ph(905)441-2112
 55 Spring Ave NEWMARKET ON

30 TAB Janumet XR 500/50mg **DAYS: 30**
MetforminHC/Sitagliptin500/50mg **MSD**

TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG TEST LONG SIG
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Rx Total: \$74.97 DIN# 02416786
 Refills 0 T/P

1231 Testing Ave **NO REFILL LEFT**
 Tx# 1002892 23-Feb-22 **Rx# 1002892**
 Test Stern
 30 TAB Janumet XR 500/50mg DIN# 02416786

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

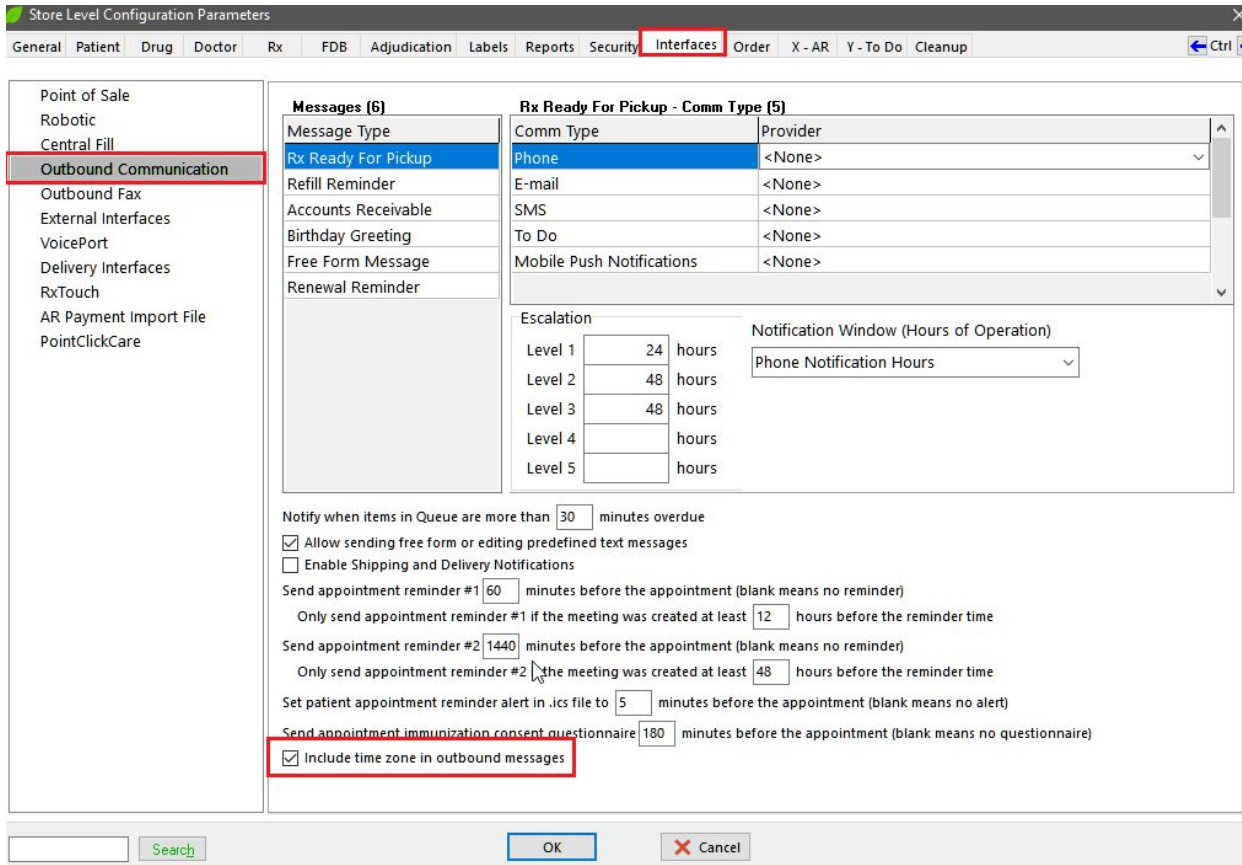
[KRL-6378] OCM| Queue up a delivery order OCM shipped message when a delivery order has been shipped.

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 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.**

Store Level Configuration Parameters

General Patient Drug Doctor Rx FDB Adjudication Labels Reports Security Interfaces Order X - AR Y - To Do Cleanup

Treat To Do items due on or before 10:00 as being due the previous day Configure Wait Times

Automatically find clinical interactions on Script Image form

Default prescription Due Date/Time Configuration

Prompt for refill

The default wait time is in bold.

Due Date/Time Items (3)

Due Date/Time Item Configuration

Description ROH Default Due Date Active

Time Type Relative Operating Hours

Specify a time such as 20m, 2h, etc.

Relative Time

Save Cancel

Store Level Configuration Parameters

General Patient Drug Doctor Rx FDB Adjudication Labels Reports Security Interfaces Order X - AR Y - To Do Cleanup

Point of Sale
 Robotic
 Central Fill
 Outbound Communication
 Outbound Fax
 External Interfaces
Pharmacy Link
 MediResource
 VoicePort
 Delivery Interfaces
 RxTouch
 FaxRx Cloud
 AR Payment Import File
 PointClickCare

Narcotic Drug Schedules
 G (Controlled); N (Narcotics); T (Targeted) F2

Combine Call Doctor Callback status
 Allow Pharmacist Extension for Refilling Regular Rxs with no Refills left
 Allow Call Doctor for Regular Rxs with no Refills left
 Allow Call Doctor for Narcotic Rxs with no Refills left
 Allow Care Giver Registration
 Allow patients to submit photos of new prescriptions using Web or Mobile app.
 Allow delivery for new prescriptions
 Allow patients to self-register
 Allow Adt new patient dependent adult registration
 Allow Adt new patient dependent minor registration
 Auto generate PharmacyLink patient registration document for Network (None)

Patient registration pairing codes expire after 7 days Patient registration pairing codes for deferred expire after 45 days

Due Dates	Default Wait Time	Ins	Del	Don't promise due date to patient
New Prescriptions				<input type="checkbox"/>
Refill Drug Prescriptions	ROH	Ins		<input type="checkbox"/>
Refill Mixture Prescriptions	ROH	Ins		<input type="checkbox"/>
Refills Requiring Pharmacist Extension	ROH	Ins		<input type="checkbox"/>
Refills Requiring Doctor Callback	ROH	Ins		<input type="checkbox"/>

When calculating due dates, defer items due within 15 minutes of closing until next business day.

Patient Reports
 Allow Tax Receipts Report Allow Medical History Report Allow Medical Expenses Report
 Configure Patient Tax Receipts Options Configure Medical History Options Configure Medical Expenses Options
 Configure Patient Test Report Configure Dummy Report

Send outbound SMS messages to Pharmacylink network: TELUS PharmaConnect (QA)
 Send outbound Email messages to Pharmacylink network: TELUS PharmaConnect (QA)
 Send appointment notifications using Pharmacylink network: TELUS PharmaConnect (QA)

Search OK Cancel

Pharmacy Hours of Operation ✕

Normal Hours of Operation

Sunday	Closed		
Monday	Open	09:00	to 18:00
Tuesday	Open	09:00	to 18:00
Wednesday	Open	09:00	to 18:00
Thursday	Open	09:00	to 18:00
Friday	Open	09:00	to 18:00
Saturday	Closed		

Holiday Hours (1) F2 Ins Del

Date	Open/Closed	Open	Close	Comment
27/04/2022	Closed		Wednesday	

[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.

File Edit Utilities NH Workflow Cards Session Help Version 10

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

	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total
Data Entry	0	2	0	0	0	4	6
Pharmacist Verification	0	0	0	0	0	0	0
Wait for Payment	16	0	0	0	0	0	16
Packaging	0	0	0	0	0	0	0
Verify Rx New	0	0	0	0	0	0	0
Verify Rx Refill	0	0	0	0	0	0	0
Delivery	0	0	0	0	0	0	0

Rx's In Progress space - Mark Rxs Refresh

F - Call up Rx(s) Del - Delete

#	ToDo Origin	Tote	Due	RxNum	WO #	Patient	BrandName	Doctor	Next Workflow Action	Trouble Comment
1	Pharmacy Link		in 12 mins		1047	Kroll, Kite	(Script Image)		Entered	
2	Pharmacy Link		in 14 mins				(Script Image)		Entered	

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

File Edit Utilities NH Workflow Cards Session Help Version 10

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

	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total
Data Entry	0	2	0	0	0	4	6
Pharmacist Verification	0	0	0	0	0	0	0
Wait for Payment	16	0	0	0	0	0	16
Packaging	0	0	0	0	0	0	0
Verify Rx New	0	0	0	0	0	0	0
Verify Rx Refill	0	0	0	0	0	0	0
Delivery	0	0	0	0	0	0	0

Rx's In Progress space - Mark Rxs Refresh

F - Call up Rx(s) Del - Delete

#	ToDo	Origin	Tote	Due	RxNum	WO #	Patient	BrandName	Doctor	Next Workflow Action	Trouble	Comment
1	Pharmacy Link			in 12 mins			1047 Kroll, Kite	(Script Image)		Entered		
2	Pharmacy Link			in 14 mins			1048	(Script Image)		Entered		

[KRL-6718] A new entry 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.

File Edit Recent Drop-off Utilities NH Cards Session Help Version 10

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

Patient Search: Kroll, Noname DOB: 30/06/1987 Age: 34 years Cell: [redacted]
 Address: 12 Which Way Gender: Male Plan: [redacted]

Priority: Default Wait Time Due: Yesterday Delivery: Mail Order/Couri Work Order: 1054 Sel

Ref: [redacted] # Rxs on page: [redacted]

Transfer In - 1 of 1 Rx is # [redacted] on page 1/1

Doctor Name [redacted] Address [redacted] Lic# [redacted]

Drug/Mix Name [redacted] Strength [redacted] Form [redacted] OnHand 0

Sig [redacted] Init WH

Disp Qty [redacted] + Refills [redacted] = Auth Qty 0

Days Supply [redacted] Unlimited Refills Until [redacted]

Rx Status: Unfill Written Date [redacted]

Rx Comment [redacted]

Add Don't Add

Prescriptions Transfer Request

Patient: Noname Kroll Birthdate: 30/06/1987

From Pharmacy: [redacted]

Please transfer all prescriptions for the patient Noname Kroll from the pharmacy [redacted].

Request: Place on file

Import New Image Select a Different Image Don't Use This Image

Drop-off

Clear Script Image

Fax Rx Transfer-In Request

Transfer in Rxs on Script Image

Patient Documents (0)

Patient Profile

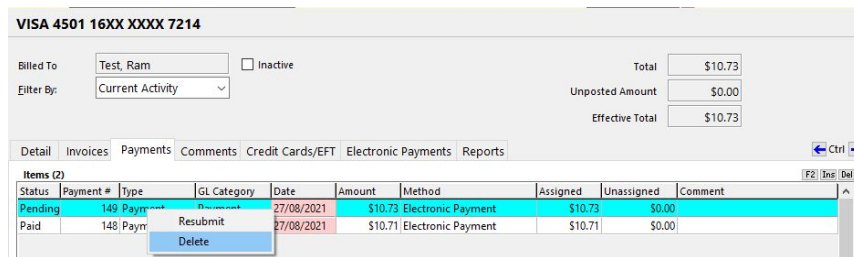
Cancel All Trouble Finalize Work Order

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

File Edit Recent Patient View AR Profile Reports Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start

Last Name: Kroll First Name: WaterAR Salutation: [v] [OK] [Save] [X] Scan

Address 1: [] Phone Numbers (0) Birthdate: 25/01/1971

Address 2: [] Description: [] Phone: [] Age: 51 years

City: [] Prov: ON Gender: Male

Postal: [] Country: Canada Language: English

Email: [] Family Doctor: [] Height: [] Weight: []

Quick Code: [] [F2] Clear [Load] [Delete]

Prepay 15: VISA 4501 16XX XXXX 7214

Billed To: Kroll, WaterAR Inactive Total: \$1.35

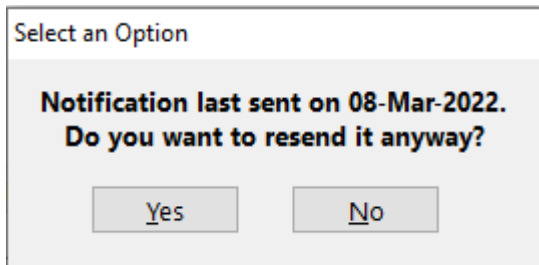
Filter By: Current Activity Unposted Amount: \$0.00

Effective Total: \$1.35

Detail Invoices Payments Comments Credit Cards/EFT Electronic Payments Reports

Status	Invoice #	Date	RxNum	Patient Name	Comment	GL Category	TaxType	Amount
Posted	470	08/10/2021 1:1		Kroll, WaterAR		Charge	None	\$12.00
Paid	462	27/09/2021 4:0		Kroll, WaterAR		Charge	HST - 5%	\$12.00
Paid	461	27/09/2021 3:0		Kroll, WaterAR		Charge	None	\$22.00
Paid	459	27/09/2021	1000492	Kroll, WaterAR	1 Abbott-Pantoprazole 40mg	Charge	None	\$10.85
Paid	458	27/09/2021	1000491	Kroll, WaterAR	1 ACT Meloxicam 7.5mg	Charge	None	\$10.71
Paid	457	27/09/2021	1000490	Kroll, WaterAR	1 ACT-Venlafaxine XR 37.5mg	Charge	None	\$10.59
Paid	448	24/09/2021 1:2		Kroll, WaterAR		Charge	None	\$12.00
Paid	456	24/09/2021	1000489	Kroll, WaterAR	1 Apo-Domperidone 10mg	Charge	None	-\$10.54
Paid	455	24/09/2021	1000489	Kroll, WaterAR	1 Apo-Domperidone 10mg	Charge	None	-\$10.54
Paid	454	24/09/2021	1000488	Kroll, WaterAR	1 AA-Amilzide 50/5mg	Charge	None	-\$10.58

Items (54) [F2] [In] [Del]



[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.

Prepay 15: VISA 4501 16XX XXXX 7214

Billed To: Inactive
 Filter By:

Total: \$1.35
 Unposted Amount: \$0.00
 Effective Total: \$1.35

Detail Invoices Payments Comments Credit

Payment Method:

Are you sure?

Are you sure you want to delete
Credit card - American Express 3414 00XXXX X0000?

Yes No

Credit Cards (4)			
Debit Type	Card Type		Expiry
Credit card	Visa		07/24
Credit card	MasterCard	5194 41XX XXXX 0007	07/25
Credit card	American Express	3414 00XXXX X0000	07/25
Credit card	VISA	4501 16XX XXXX 7214	07/25

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

Feature

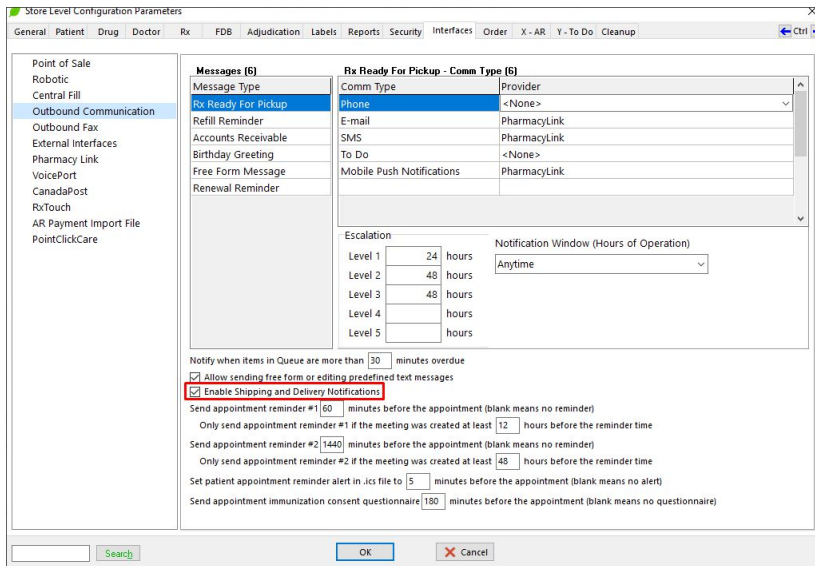
If the patient has a prepay account that the patient can pay online, and we have a positive balance on the patient AR account, then a bulletin is created on the PharmaConnect patient portal.

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”

