



# Kroll Version 10 Service Pack 33

Feature Release Notes

May 2025

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# Kroll Version 10 Service Pack 33 Feature Release Notes

This document is a compilation of new Features in Kroll Version 10 Service Pack 33. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.



## Prerequisite

As of Kroll Version 10 Service Pack 32, Kroll Windows requires the Microsoft ODBC Driver 17 for SQL (ODBC) and Visual C++ Redistributable (C++ Redist) to function properly. This driver is essential for establishing a connection between our application and the database server.

We strongly recommend the installation of the Microsoft ODBC Driver Version 17 and Visual C++ Redistributable, on all workstations, prior to installing the Version 10 Service Pack 33 Update.

## API V3

[KRL-11408] Modernize Kroll API

### Feature

KrollAPIService publishing has been updated to support both v1 and v3 APIs. This feature set is fully documented elsewhere. Contact your sales rep for more information.

## Bi-directional Patient Communication (Billable Solution)

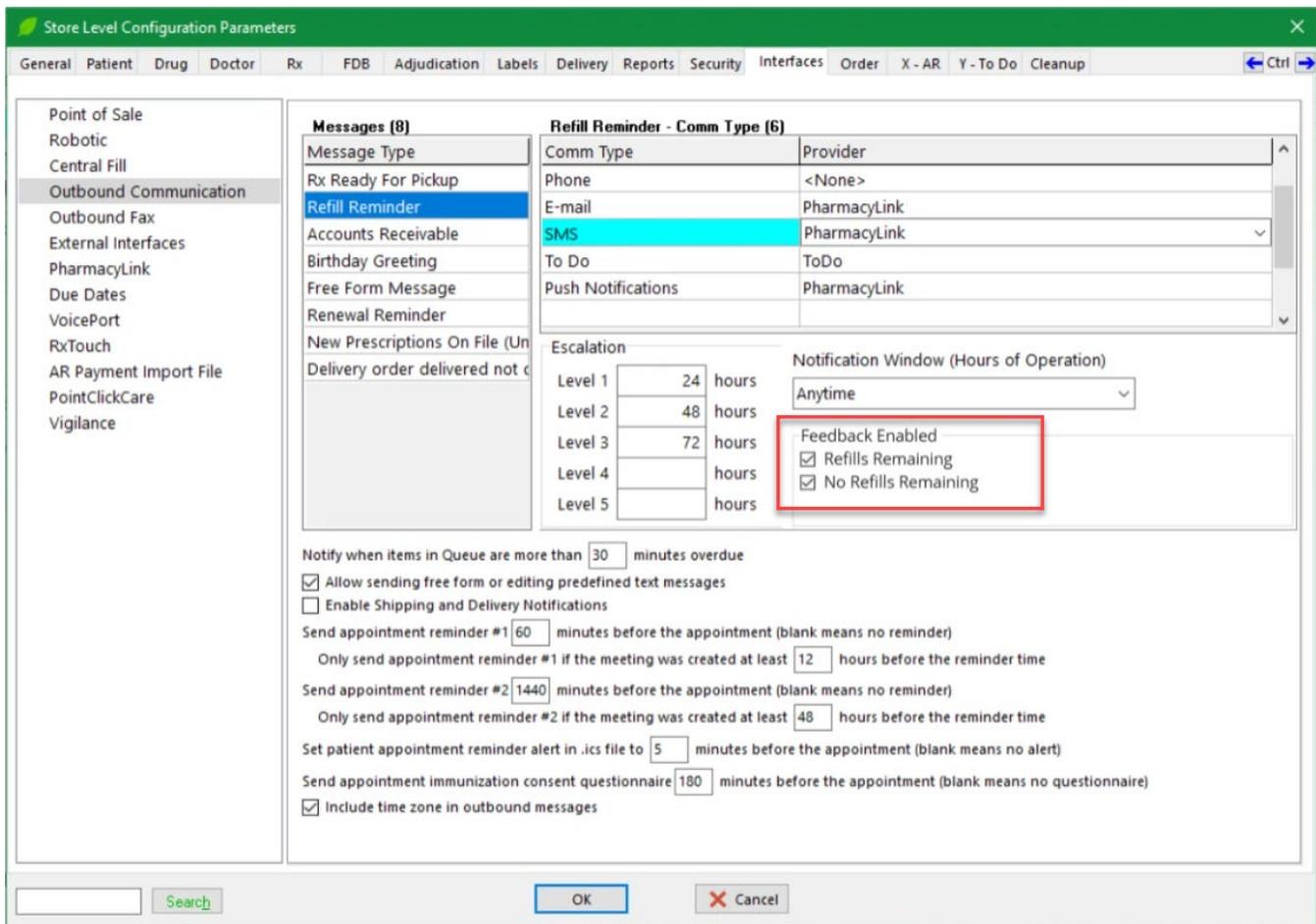
[KRL-13836] Enable or disable bi-directional communication

### Feature

You can now enable or disable the refill message type to allow SMS direct responses from the patient back into the Kroll system to trigger a fill on refills.

Feedback settings require setup within PharmacyLink in order to function. Contact the Kroll Sales team for assistance in purchasing this feature.

Once access is enabled, store level feedback can be enabled at the following location: **File > Configuration > Store > Interfaces > Outbound Communications > Refill Reminder:**



From this screen you can enable SMS messages when **Refills Remaining** and when **No Refills Remaining**.

## [KRL-13841] Processing outgoing messages for 2-way SMS

### Feature

When a Refill notification message is sent via SMS and 2-way communication is enabled for the message, Kroll tracks whether the outbound message was successful and indicates that it is pending a response.

To open the Outbound Communication Queue, from the **Alt+X – Start** screen, choose **Utilities > Outbound Communications > View Queue** from the main menu.

Subject	Message Type	Comm Type	Response Status	Sent Status	Action Taken On	Messages
Patient, A	Refill Reminder	Mobile Push Noticat		Completed Successfully	17/09/2024 2:38:18 PM	
Patient, A	Refill Reminder	SMS		Completed with Errors	17/09/2024 2:38:19 PM	Recipient has unsubscribed from notificat
Patient, A	Refill Reminder	SMS		Completed Successfully	17/09/2024 2:38:19 PM	
Patient, A	Refill Reminder	SMS	Pending Response	Completed Successfully	17/09/2024 2:38:19 PM	
Patient, B	Refill Reminder	SMS	Response Failed	Completed Successfully	17/09/2024 2:38:20 PM	Bundle already managed
Patient, B	Refill Reminder	SMS	Response Failed	Completed Successfully	17/09/2024 2:38:20 PM	Message Response handling error
Patient, B	Refill Reminder	SMS	Response Received	Completed Successfully	17/09/2024 2:38:20 PM	

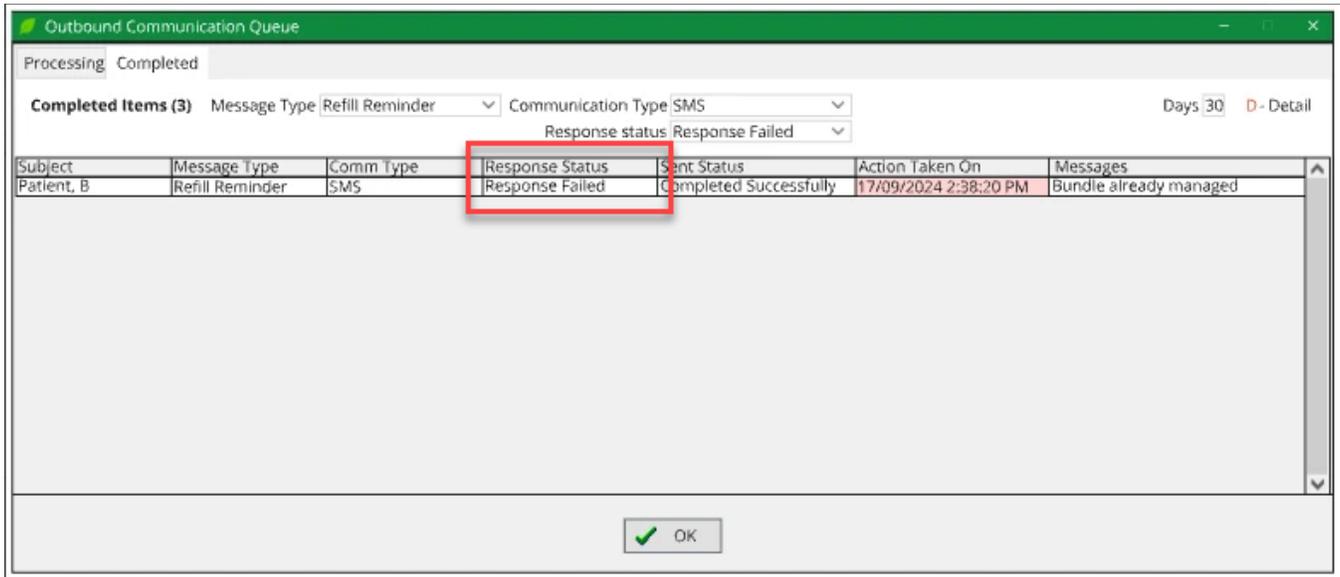
## [KRL-14494] Adjustments to the Outbound Communication queue to support SMS feedback

### Feature

The **Outbound Communication** queue for refill notifications has been updated to support SMS responses.

- The **Status** field has been renamed to **Send Status**.
- The **Contact Number** column now shows **PharmacyLink Managed** when the message was sent out from PharmacyLink.
- A **Response Status** filter has been added so you can see only messages of status **Pending Response**, **Response Failed**, or **Response Received**.

To open the Outbound Communication Queue, from the **Alt+X – Start** screen, choose **Utilities > Outbound Communications > View Queue** from the main menu.

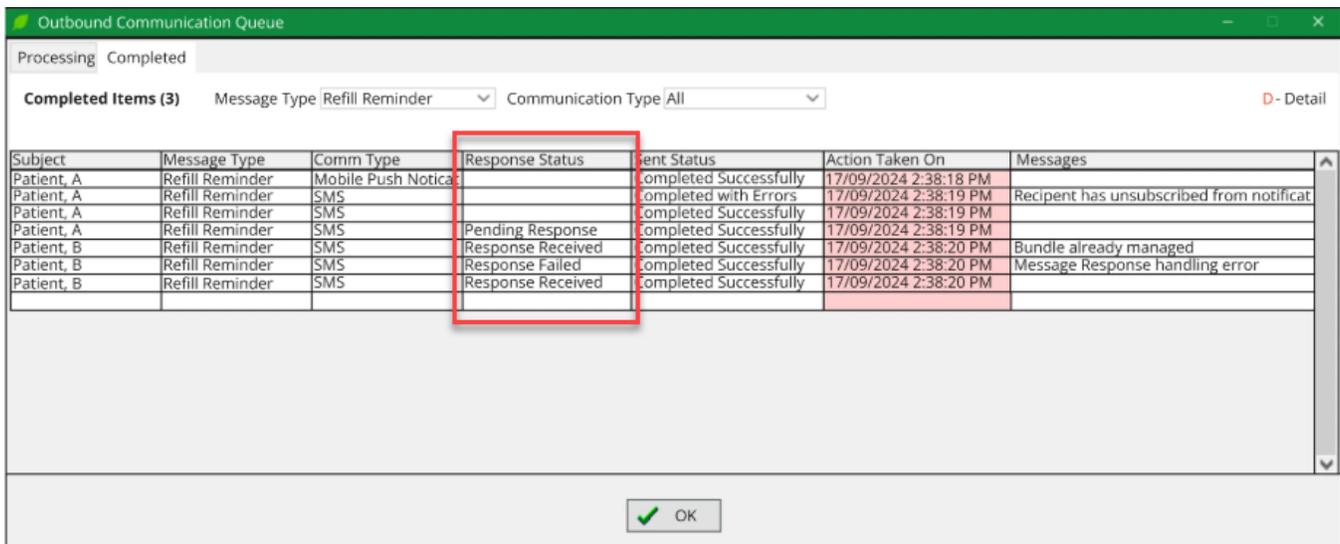


## [KRL-14496] 2-way communications | SMS response handling to create refill requests

### Feature

Kroll now accepts a response from a Refill SMS notification and manages it through the process. The end goal is to have all the prescriptions in the bundle end up in the proper queue for refill.

To view successful and unsuccessful SMS responses, on the **Outbound Communications** queue, filter for the Communication Type **SMS** and select **All**.



Communication Queue - Item Detail

Patient Lastname, Firstname

Work Order # ####

Notification Refill Notification

Comm Type SMS

Escalation Level 0

Sent Status Completed Successfully

Response Status Response Received

Scheduled Action Date dd/MM/yyyy hh:mm:ss tt

Action Taken On Date dd/MM/yyyy hh:mm:ss tt

Completed Action Date dd/MM/yyyy hh:mm:ss tt

Last Attempt Date dd/MM/yyyy hh:mm:ss tt

Response Date dd/MM/yyyy hh:mm:ss tt recipient\_feedback\_datetime

Reference Number #####-####-####-####-#####

Orig Rx Num	Rx Num	Patient	Drug	Form
1000009	1001292	Lastname, Firstname	Drug name	Drug Form
1000010	1003221	Lastname, Firstname	Drug name	Drug Form
1000984	1003223	Lastname, Firstname	Drug name	Drug Form

OK

Once a message has been successfully received and processed, Kroll places any Rx(s) listed in the bundle in the appropriate medication queues.

- Refills that have refills remaining go to the **To-Do** queue.
- Refills that don't have refills remaining go to the **Callbacks** queue (if configured as such).

Refills placed in **either** queue will have a new **Origin** of **Feedback Response**. This origin will be used for reporting to track how many refills were successfully refilled from an SMS response vs how many were handled by different means.

Refills generated based on an SMS Response will have the following details:

- **EnteredBy** - The PLink network (This is the same as when a refill comes from Plink)
- **ToDo Type** - Refill

## [KRL-14782] 2-way Coms | Adjustments to the outbound communication details screen to support SMS Feedback

### Feature

In order to support the new bi-directional SMS feature in Kroll/PharmacyLink, the **Outbound communication details** screen will display the response status and the response date/time on any SMS feedback enabled messages (currently refill reminders).

To open the **Communication Queue – Item Detail** screen, double-click on an item in the **Outbound Communications** screen.

Communication Queue - Item Detail

Patient Lastname, Firstname

Work Order # #####

Notification Refill Notification

Comm Type SMS

Escalation Level 0

Sent Status Completed Successfully

**Response Status Pending Response**

Scheduled Action Date dd/MM/yyyy hh:mm:ss tt

Action Taken On Date dd/MM/yyyy hh:mm:ss tt

Completed Action Date dd/MM/yyyy hh:mm:ss tt

Last Attempt Date dd/MM/yyyy hh:mm:ss tt

Reference Number #####-####-####-####-####

Orig Rx Num	Rx Num	Patient	Drug
1000009	1001292	Lastname, Firstname	Drug name
1000010	1003221	Lastname, Firstname	Drug name
1000984	1003223	Lastname, Firstname	Drug name

OK

When a message is pending a response, the message shows **Pending Response** in the response status and the response date/time is blank. If a message has been received, the message response status shows **Response**

received and the **Response Date/Time** shows when that response was received. If for some reason the response was not able to be processed, the **Detailed View** will reflect a “Response Failed” error.

Communication Queue - Item Detail

Patient Lastname, Firstname

Work Order # #####

Notification Refill Notification

Comm Type SMS

Escalation Level 0

Sent Status Completed with Errors

Scheduled Action Date dd/MM/yyyy hh:mm:ss tt

Action Taken On Date dd/MM/yyyy hh:mm:ss tt

Completed Action Date dd/MM/yyyy hh:mm:ss tt

Last Attempt Date dd/MM/yyyy hh:mm:ss tt

Reference Number #####-####-####-#####

Messages <Reason for failed message>

Orig Rx Num	Rx Num	Patient	Drug	Form
1000009	1001292	Lastname, Firstname	Drug name	Drug Form
1000010	1003221	Lastname, Firstname	Drug name	Drug Form
1000984	1003223	Lastname, Firstname	Drug name	Drug Form

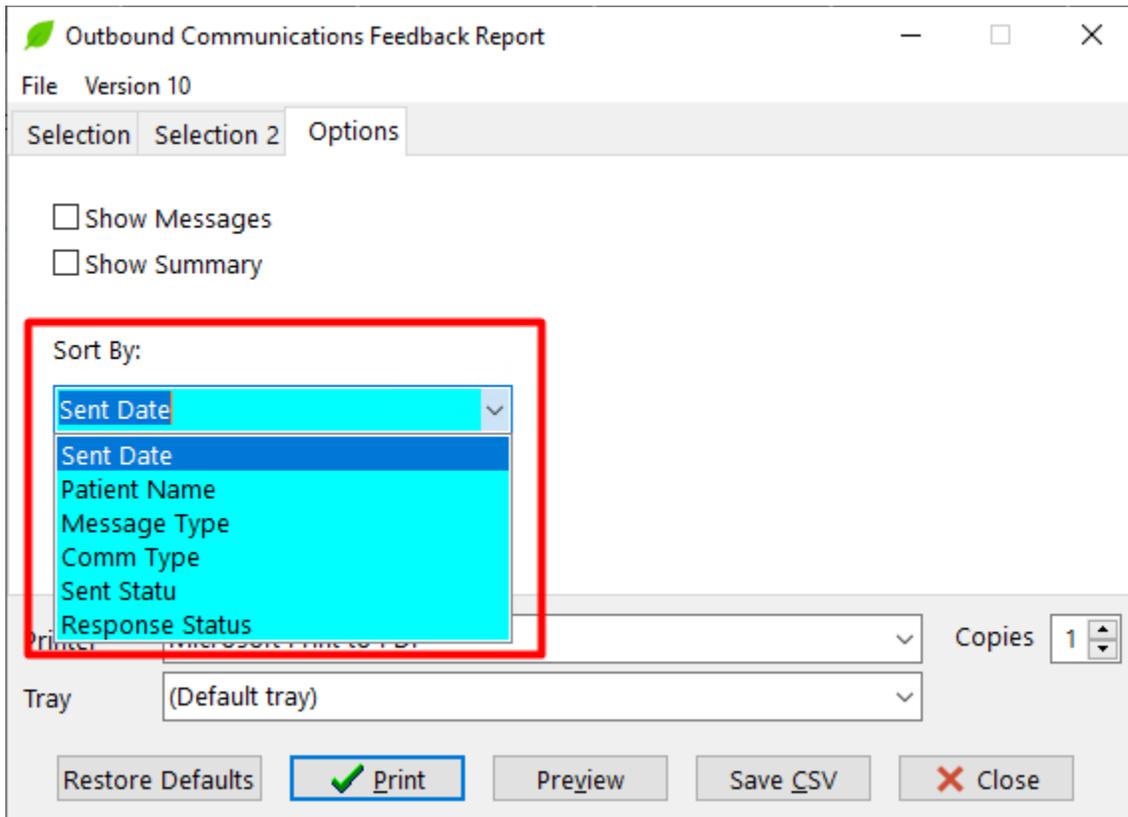
OK

## [KRL-14862] New report on notification responses

### Feature

The new **Outbound Communications Feedback Report** provides a comprehensive overview of patient communications, tracking which messages were sent, the responses received, and the success of those responses.

This report can be found in the main menu by choosing **Reports > Patient > Outbound Communications Feedback**.



[KRL-14903] Adjustment to the Rx Summary Report to display all refills triggered by SMS Responses

### Feature

The **Rx Summary Report** has been modified to include adjustments for SMS Responses, allowing the SMS column to display the feedback response.

The **Rx Summary Report** is found in the main menu under **Reports > Rx > Rx Summary**.

**Rx Summary Report**  
Taki 1033, 987 Testing Ave, Burlington ON R3T 7K1  
Phone: (604) 697-6044 Fax: (905) 999-0000

ReportParameters  
Fill Date - 13-04-2025 to 13-04-2025  
Printing Same Day Cancels  
Print SMS Response Refills Only  
Sort By Fill Date  
Include fee for service Rx's  
Print SMS Response Refills Only

Rx Summary Report  
Tx Patient Name Qty Drug Status Current DIN First Refil SMS  
1000176 Pc, Sms3a 1 TAB Taro-Carbamazepine 200mg 02407515 11 1000168  
20091 Cash Inact 13-Apr-2025 11-Apr-2025 R Y

Totals  
New 0  
Repeat 1  
Total 1  
Repeats via SMSResponse 1

Printed on: 23-04-2025 16:40:44  
Auth Rem  
11 9

[KRL-14911] 2-way communications | Mask Prescription numbers on outgoing communications

**Feature**

Outbound Communications for refill that are sent to Pharmacylink have a new variable that allows Rx numbers to be masked.

- **Display Rx** is what is printed on the label. It can include a prefix.
- **Original Rx** and **RxNum** are Rx numbers and can be different lengths. The system will mask appropriate parts of the Rx.

When Kroll triggers an action that will send out a refill notification where Rx's are supported in the PharmacyLink template, one of the following templates will be used. This way, the patient sees the notification with masked prescription numbers.

New template	Based on	Masking rule applied to new template
rx_num_masked	rx_num	variable: rx_num_masked ###3 ###13 ###013 1###013 1####013 1#####013
orig_rx_num_masked	orig_rx_num	variable: orig_rx_num_masked

		<p>###3</p> <p>###13</p> <p>###013</p> <p>1###013</p> <p>1####013</p> <p>1#####013</p>
display_rx_num_masked	display_rx_num	<p>This variable builds the rx_num based on Kroll settings and can vary on how it looks. display_rx_num_masked will still need to retain the string "Rx: " at the beginning.</p> <p>The following Masking rules will be applied to the variable: display_rx_num_masked, if there is a prefix set:</p> <p>Rx: 1029-###3</p> <p>Rx: 1029-###13</p> <p>Rx: 1029-###013</p> <p>Rx: 1029-1###013</p> <p>Rx: 1029-1####013</p> <p>Rx: 1029-1#####013</p> <p>If there is no prefix set, the following Masking rules will be applied to the variable:</p> <p>display_rx_num_masked:</p> <p>Rx: ###3</p> <p>Rx: ###13</p> <p>Rx: ###013</p> <p>Rx: 1###013</p> <p>Rx: 1####013</p> <p>Rx: 1#####013</p>

## Calendar

### KRL-13211 - Create recurring appointments in the calendar

#### Feature

Kroll's new recurring appointments feature allows users to create appointments that automatically repeat based on customizable patterns (daily, weekly, monthly, or yearly) and ranges. This functionality streamlines scheduling

for various pharmacy needs, such as vaccine series, infusion regimens, and recurring tasks, enhancing efficiency and competitiveness with other pharmacy management systems.

Changes have been made to the **Patient Card** (user interface) to incorporate the new fields and improve usability.

- A new **Recurrence** button has been added to the **New Appointment** window. This button enables setting up repeating appointments

The screenshot shows a 'New Appointment' window with the following fields and controls:

- Calendar:** A dropdown menu with a red square icon and the text 'Calendar name'.
- Category:** A dropdown menu.
- Type:** A dropdown menu.
- Method:** A dropdown menu with 'In Person' selected.
- Patient:** A text input field containing 'Johnson, Marvin Derek', with 'F3' and 'Del' buttons next to it. Below it is a checkbox labeled 'Send notification to patient'.
- Start Time:** A date field '26/06/2024' and a time field '12:00 PM'. To the right is a warning message: 'Duration overlaps reserved slot' and a checkbox 'All day event'.
- End Time:** A date field '26/06/2024', a time field '12:15 PM', and a duration dropdown '15 minutes'.
- Recurrence:** A button with a circular arrow icon and the text 'Recurrence', which is highlighted with a red border.
- Confirmed:** A checkbox.
- Entered By:** A text input field containing 'User, Kroll'.
- on:** A date field '20/06/2024' and a time field '08:35:55'.
- Description:** A large empty text area.
- Pharmacist:** A text input field containing 'User, Kroll' with a 'Del' button next to it.
- Buttons:** 'Save', 'Close', and 'Delete' buttons at the bottom.

- New flexible scheduling patterns include the following:

- **Daily:** Set appointments for every X days or every weekday

Scheduling Recurrence

**Time**  
 Start: 12:00 PM End: 12:15PM Duration: 15 minutes

**Recurrence pattern**  
 Daily     Every 1 day(s)  
 Weekly     Every weekday  
 Monthly  
 Yearly

**Range of recurrence**  
 Start: Wed 26/06/2024  No end date  
 End after 10 occurrences  
 End by Wed 25/09/2024

OK Cancel Remove Recurrence

- **Weekly:** Schedule for specific days across multiple weeks

Scheduling Recurrence

**Time**  
 Start: 12:00 PM End: 12:15PM Duration: 15 minutes

**Recurrence pattern**  
 Daily    Recur every 1 week(s) on:  
 Weekly     Sunday     Monday     Tuesday     Wednesday  
 Monthly     Thursday     Friday     Saturday  
 Yearly

**Range of recurrence**  
 Start: Wed 26/06/2024  No end date  
 End after 10 occurrences  
 End by Wed 25/09/2024

OK Cancel Remove Recurrence

- **Monthly:** Choose specific dates or patterns

Scheduling Recurrence

**Time**  
 Start: 12:00 PM End: 12:15PM Duration: 15 minutes

**Recurrence pattern**

Daily  
 Weekly  
 Monthly  
 Yearly

Day 26 of every 1 month(s)  
 The fourth Wednesday of every 1 month(s)

**Range of recurrence**

Start: Wed 26/06/2024

No end date  
 End after 10 occurrences  
 End by Wed 25/09/2024

OK Cancel Remove Recurrence

- **Yearly:** Set annual recurring appointments

Scheduling Recurrence

**Time**  
 Start: 12:00 PM End: 12:15PM Duration: 15 minutes

**Recurrence pattern**

Daily  
 Weekly  
 Monthly  
 Yearly

Every 1 year(s)  
 On June 26  
 On the fourth Wednesday of June

**Range of recurrence**

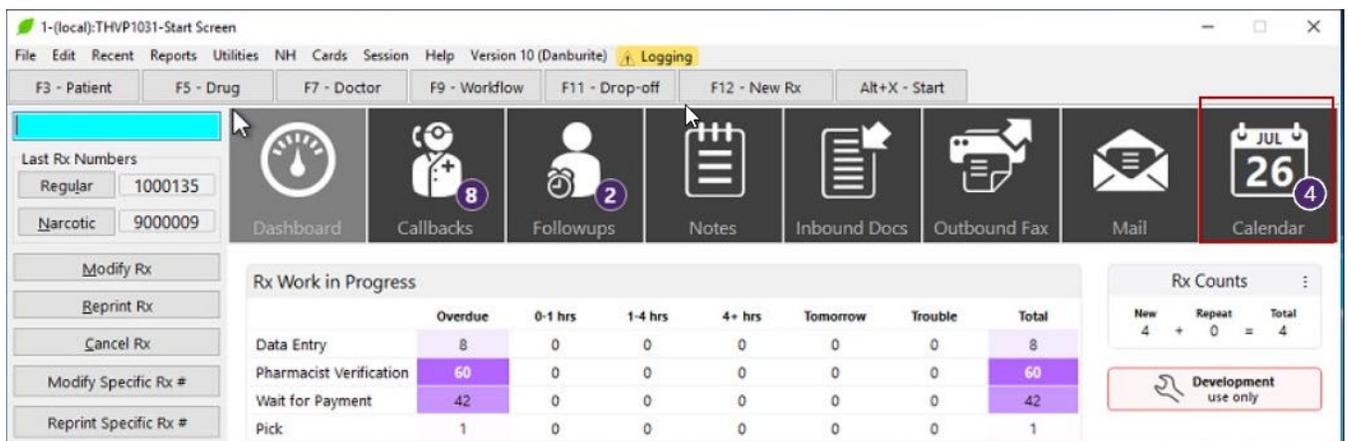
Start: Wed 26/06/2024

No end date  
 End after 10 occurrences  
 End by Wed 25/09/2024

OK Cancel Remove Recurrence

- Customizable recurrence settings include the following:
  - Set end conditions: after X occurrences or by specific date

- Option for no end date
- Maximum of 100 recurrences per series
- Enhanced Calendar Visibility
  - New icon indicator for recurring appointments
  - Updated calendar tile counter showing all appointments
  - Improved appointment tracking on **Alt-X – Start** screen



## [KRL-13524] - Enhanced Appointment Type Selection

### Feature

The drop-down **Appointment type** menu in the Kroll calendar **New Appointment** or **Edit Appointment** page has been replaced by a smart search functionality. This makes it easier to find and select appointment types.

To open this page, click **Calendar > New** for a new appointment, or click on an appointment in the calendar to edit it.

Calendar Calendar ▼

Type

Method In Person ▼

Patient  F3 Del

What's New:

- **Smart Search Bar:** Quickly find appointment types by typing the name or category
- **Real-Time Results:** See matching appointments as you type
- **Organized Display:** Results show appointment icons, types, and categories in alphabetical order
- **Bilingual Support:** Search tooltip available in English and French
- **Intuitive Interface:** Clear visual indicators for empty states and loading

#### Benefits

- Faster appointment scheduling
- Easier navigation through large appointment type lists
- More efficient workflow for creating appointments, including recurring appointments
- Improved user experience with visual appointment type identification

This update streamlines the appointment creation process, making it more efficient to manage various appointment types, including recurring appointments for vaccines, infusions, and regular tasks.

## Carrier IDs

[KRL-15730] Create new Kroll Update to update SK Blue Cross Carrier ID to 46 (Saskatchewan)

#### Feature

**Saskatchewan Blue Cross (SK BC)** is implementing a new Issuer Identification Number (IIN - formerly known as a BIN), new claim service endpoints, and a new Carrier ID effective **March 1, 2025**. The move to this new service and single, nationwide Carrier ID will eliminate pay-direct billing restrictions based on region and/or plan type and simplify the current transmission logic for SK BC, regardless of pharmacy location.

A **Kroll Update** has been created to grant a seamless transition. When applied, this update performs two key changes:

- Updates the **Carrier ID Default Value** to '46' for each Saskatchewan Blue Cross subplan in the **Plans/Pricing Configuration**.
- Updates the **Carrier ID** to '46' in the **Patient Plan Information** record for all patients who have the **Saskatchewan Blue Cross** plan.

## Central Fill

[KRL-14785] Addition of a column to indicate CF eligibility and CF Packagers

### Feature

A **CF Eligible** column has been added to **Drug Search** screens. The Column will only show when Central Fill Module is enabled in Kroll configuration.

If Central fill is disabled or there is no host with the type **Central Fill**, this column becomes hidden for any users that had it show and is removed from any users' stored grid view.

If Central fill becomes enabled and is setup again, the column becomes available to add but is not automatically added to the grid. Add or remove the column from the **Drug search** grid like any other column.

The **CF Eligible** column can be sorted alphabetically. It displays **Yes** when the drug has a packager. Hover over a field to view a list of packagers.

The screenshot shows the 'Drug Search' interface. At the top, there's a menu bar with 'File', 'Edit', 'Recent', 'Search', 'Utilities', 'NH', 'Central Fill', 'Cards', 'Session', 'Help', and 'Version 10'. Below the menu is a toolbar with buttons for 'F3 - Patient', 'F5 - Drug', 'F7 - Doctor', 'F9 - Workflow', 'F10 - Pickup', 'F11 - Drop-off', 'F12 - New Rx', and 'Alt+X - Start'. The main area has a search criteria field with a 'Mixture' checkbox, 'Edit', 'Insert', 'Cancel', and 'Copy Drug' buttons. The search criteria is 'Brand(Generic) Name (Advanced)' and it shows '24799 Records Found'. Below this is a table with the following columns: #, CF Eligible, DIN, BrandName, GenericName, Strength, Pack Size, Form, Manufacturer, and Equivalent To.

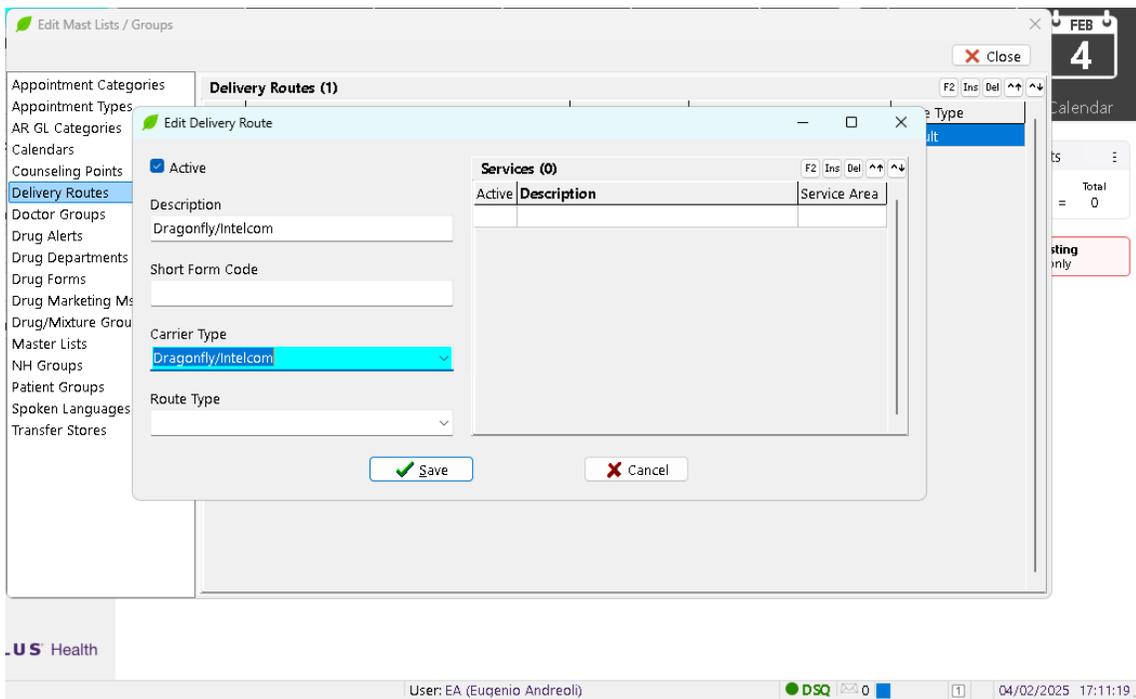
#	CF Eligible	DIN	BrandName	GenericName	Strength	Pack Size	Form	Manufacturer	Equivalent To
1	Yes	02172062	Synthroid	Levothyroxine Sodium	25mcg	90	TAB	( BGP Pharma	
2	Yes	01940473	Paxil	Paroxetine Hydrochloride	30mg	30	TAB	( GSK (GlaxoSr	
3	Yes	02172062	Synthroid	Levothyroxine Sodium	25mcg	1000	TAB	( BGP Pharma	
4	Yes	02238280	Apo-Sertraline	Sertraline HCl	25mg	100	CAP	( APX (Apotex Zoloft	
5	Yes	02167786	Apo-Metformin	Metformin Hydrochloride	500mg	100	TAB	( APX (Apotex Glucophage	
6				hydrocortisone Sodium Succina	100mg/vial	2	POW	HPH (Hospira	
7				metformin Hydrochloride	500mg	360	TAB	( APX (Apotex Glucophage	
8				ortriptyline HCl	10mg	100	CAP	( AAP (AA Phar	
9	yes	02167786	Apo-metformin	metformin Hydrochloride	500mg	500	TAB	( APX (Apotex Glucophage	
10	Yes	02230711	Lipitor	Atorvastatin Calcium	10mg	90	TAB	( PFC (Pfizer Ca	

## Delivery

[KRL-15085] Rename Intelcom delivery carrier to Dragonfly/Intelcom

### Feature

Intelcom delivery service has undergone a rebranding to "Dragonfly" across all Canadian provinces except Quebec, where it remains as "Intelcom". To accommodate this change, the 'Intelcom' delivery **Carrier Type** in Kroll has been updated to 'Dragonfly/Intelcom', ensuring proper representation of both brand names depending on the location.



## DIS

[KRL-15960] Fill | FDB | Oxyneo Dose Form code was not mapped in Kroll; therefore it was showing a blank Form on the DIS/Network Profile

### Improvement

The formcode for Oxyneo has been added to the FDB database. Now when dispensing Oxyneo, the formcode "ERTAB" is sent to DIS and is viewable under the Network Order/Dispense detail screen as Extended Release Tablet.

```

    <width value="3" unit="d"/>
  </expectedUseTime>
  <product>
    <medication>
      <player classCode="MMAT">
        <code codeSystem="2.16.840.1.113883.5.1105" code="02372584"/>
        <name>OxyNEO 80mg</name>
        <formCode codeSystem="2.16.840.1.113883.19.5.3" code="ERTAB"/>
      </player>
    </medication>
  </product>

```

(Network) Medication Dispense Detail

Dispense Pickup/Delivery Instructions Issues Notes Status History (1) ← Ctrl →

Medication

Name **OXYNEO 80 mg SWALLOW, ORAL**

Desc

Form **Extended Release Tablet**

DIN **02372584** Mfr **PFR (Purdue Frederick Inc.)**

Pack Qty Pack Type

Lot Num Expiry Date

Days Supply **3 days** Qty **3**

Dispensed By

Name **Simpson, Homer**

Type **Pharmacist** ID **2230**

Supervising Pharmacist

Name

Type ID

Dispensed At

Name **Fertility Pharmacy Services Ltd.**

Address

City Prov Postal

Phone ID **993**

Disp # **61801040** Fill date **16-Apr-2025**

Local # **9999071** Status **Active**

Type **First Fill**

Substitution

Selection **None**

By **Dispenser**

Reason

OK

[KRL-15532] New update strategy to support updating NB DIS endpoints / certificates (New Brunswick)

## Feature

A new update strategy has been implemented to manage **New Brunswick Drug Information System (NB DIS) route configurations**. This enhancement enables the system to update both the existing NB DIS route's certificate and hostname. The '**NB DIS Endpoint Update**' update ensures a seamless update to secure and accurate communication with the New Brunswick Drug Information System.

To find the certificate, go to **File > Adjudication** and choose the **Routes** tab. Double-click **New Brunswick DIS** to open the **Adjudication Route Edit** page.

## Exemption 56 Rules

[KRL-15220] Update Rx Transfer Out workflow logic to support Exemption 56 rules

### Feature

During the Pandemic, the rules regarding how prescriptions for controlled substances were to be managed were relaxed with the introduction of what has effectively become known as "Exemption 56" at the Federal level. One such rule that was relaxed provided pharmacists with the ability to transfer prescriptions for controlled substances under certain conditions. At the time, Kroll was modified to allow the removal of all built-in restrictions on the transfer of prescriptions for controlled substances. Recently, it was learned that the provinces continued to restrict WHO could process the transfer of prescriptions for controlled substances. To correct this, Version 10 SP33 introduces a new flag that when activated, will restrict which user types can process this type of transfer. For Kroll customers who received the modifications made during the pandemic, this new flag will be ACTIVE upon successful update to Version 10 SP33, and who can perform this action will be restricted. In the small number of stores that did not receive the modifications (the restrictions are still embedded in Kroll), there will be no noticeable change in how they manage transfers.

See <https://www.canada.ca/en/health-canada/services/health-concerns/controlled-substances-precursor-chemicals/policy-regulations/policy-documents/section-56-1-class-exemption-patients-pharmacists-practitioners-controlled-substances-covid-19-pandemic.html> for details.

## Live Chat

[KRL-15293] Move the Live Chat button away from actionable keys

### Improvement

The **Chat with Kroll support** button was positioned in the middle of the menu bar directly above some of the commonly used tabs. When working through flows within the application, users were accidentally clicking the chat button causing them to leave their flow and disrupting their work. This button has now moved to the far right of the menu bar away from commonly used tabs and buttons.

The screenshot shows the 'Start Screen' of the Kroll V10 SP33 application. The menu bar at the top includes 'File', 'Edit', 'Recent', 'Network', 'Reports', 'Utilities', 'NH', 'Central Fill', 'Cards', 'Session', and 'Help'. A 'LiveChat with Kroll Support' button is highlighted with a red box in the top right corner of the menu bar. Below the menu bar are several tabs: 'F3 - Patient', 'F5 - Drug', 'F7 - Doctor', 'F9 - Workflow', 'F10 - Pickup', 'F11 - Drop-off', 'F12 - New Rx', and 'Alt+X - Start'. The main interface features a dashboard with icons for 'Dashboard' (8179), 'Callbacks' (5), 'Followups' (2), 'Notes' (1), 'Inbound Docs' (2), 'Outbound Fax', 'Mail' (29984), and 'Calendar' (JUL 3). A 'Rx Work in Progress' table is displayed, showing counts for various stages like 'Data Entry', 'Local DUE', 'Data Entry Verification', 'Adjudication', 'Packaging', 'CF Receive', 'Pull Search', 'Package Verification', and 'Pickup Completion'. A 'Rx Counts' summary shows 'New' (0), 'Repeat' (0), and 'Total' (0). A 'Development use only' button is also visible.

	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total
Data Entry	8081	0	0	0	0	0	8081
Local DUE	14	0	0	0	0	0	14
Data Entry Verification	6	0	0	0	0	0	6
Adjudication	20	0	0	0	0	0	20
Packaging	54	0	0	0	0	0	54
CF Receive	2	0	0	0	0	0	2
Pull Search	2	0	0	0	0	0	2
Package Verification	0	0	0	0	0	0	0
Pickup Completion	0	0	0	0	0	0	0

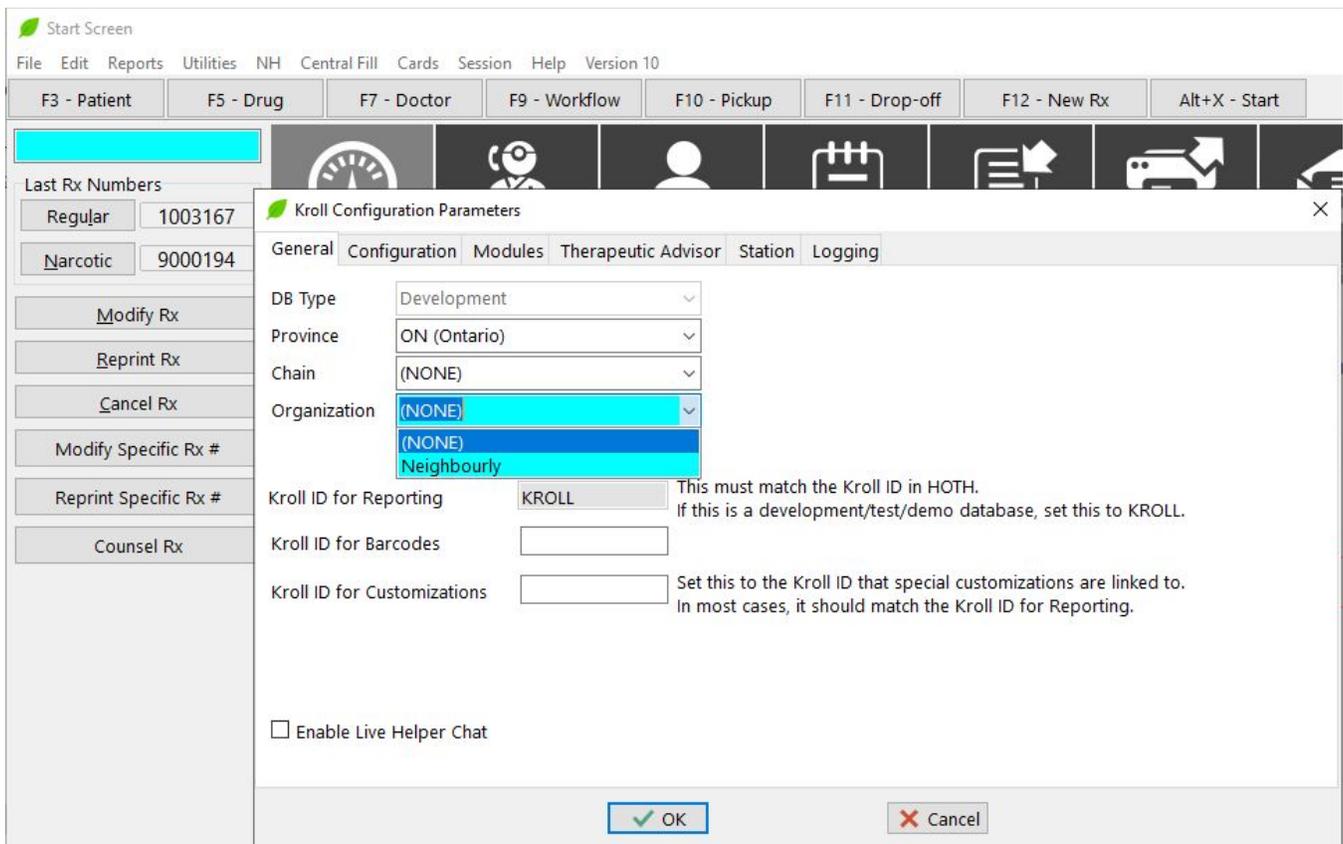
	1-7 days	7-14 days	14-21 days	21-28 days	28+ days	Total	Total \$
Waiting for Pickup	0	0	0	0	14	14	\$495.00

## Ownership Groups

[KRL-14558] Designating a store's organization

### Feature

An **Organization** field has been added to **Kroll Configuration Parameters** to allow authorized users to designate a store's organization.



This change establishes an additional hierarchy layer, providing more options for Kroll to streamline targeted software updates.

## [KRL-14902] New access role

### Feature

The new **Organization User** role has been created. This role is intended to manage access and permissions at the **Organization** hierarchy. It has the same permissions as the existing **Chain User** role, but only has access to stores that have an **Organization** set that matches their organization. This role does not have access to stores that do not fall within their assigned organization.

The **Organization User** has read/write access to all data related to the **Organization** hierarchy, including reports, logs, and configuration settings, and includes visibility into data analytics and performance metrics at the **Organization** level, similar to the data access available to Chain users.

All actions performed by the **Organization User** are logged for audit purposes. Logs capture key activities (e.g., user creation, permissions modifications) and provide traceability in alignment with compliance requirements.

## PrescribeIT® V3

### [KRL-71] Add functionality to support several Prescriber types

#### Feature

License OIDs are now translated both when receiving ERxOrders and when processing Doctor Search responses.

When displaying provider search results, Kroll shows the license type and/or role, preferred language, and province.

When searching for a provider, a doctor designation is added, in order to send the proper OID, depending on the doctor designation and the province. If there is no mapping for the Doctor designation and province, Kroll shows an error message.

When sending outgoing messages, Kroll populates the proper license OID based on the doctor's province and designation and uses the provider's preferred language.

When receiving an order and creating a doctor, the doctor's designation and province are determined first by the OID and then the role.

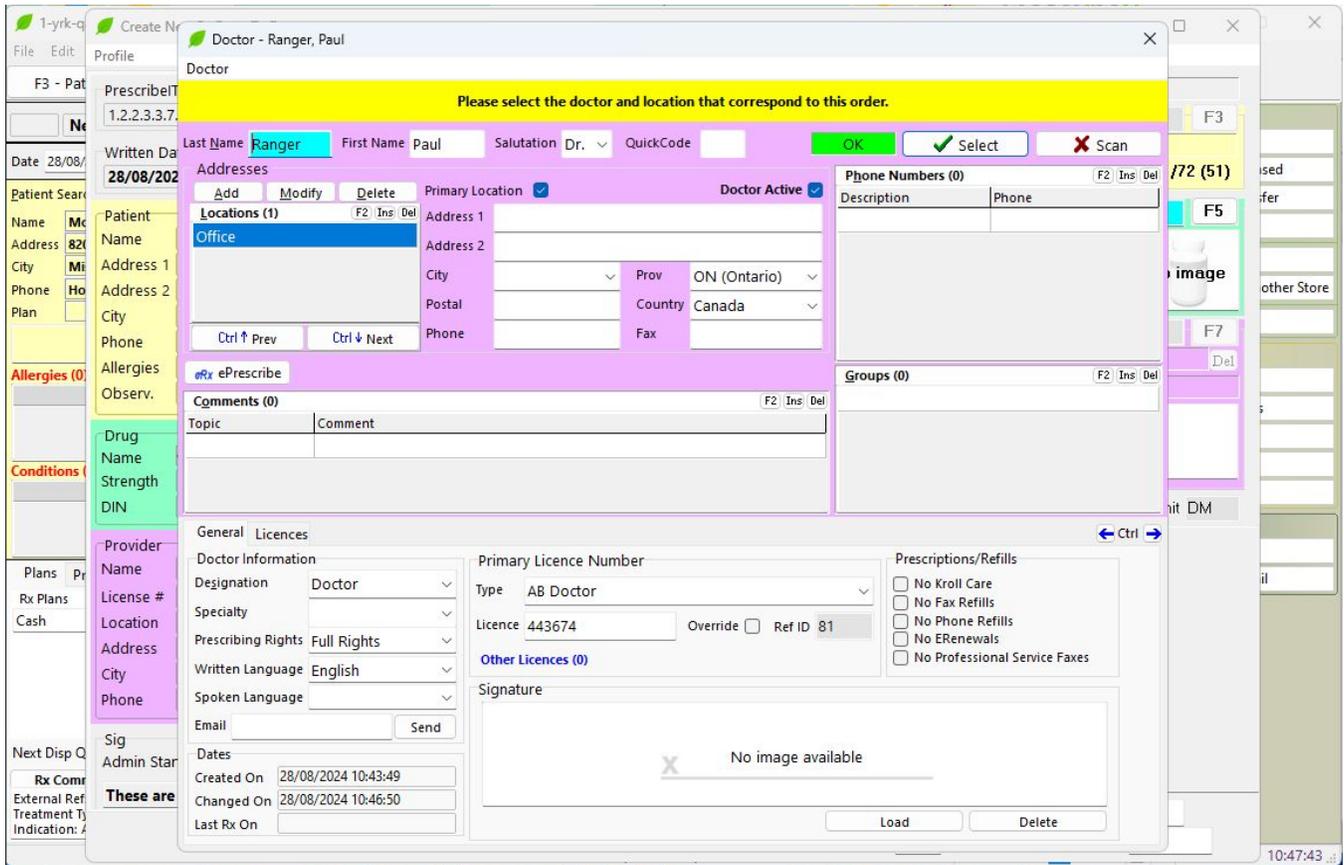
On receiving an order and displaying the doctor data, the proper designation is shown in the **Role** field.

### [KRL-3015] Display a prompt to the user if there is no ExternalDocAddLink when an ExternalDocLink is present

#### Feature

Previously for PrescribeIT®, requests coming from the EMR would sometimes result in the PrescribeIT® IDs for the provider not properly saving to the patient profile. This was a very common occurrence if the doctor was already on the local system, but it was the first time they were sending an electronic prescription. If the user was not proactive and did not add the PrescribeIT® IDs manually, they ended up being lost. The user would then have to perform a manual search from the doctor card to properly populate these external IDs.

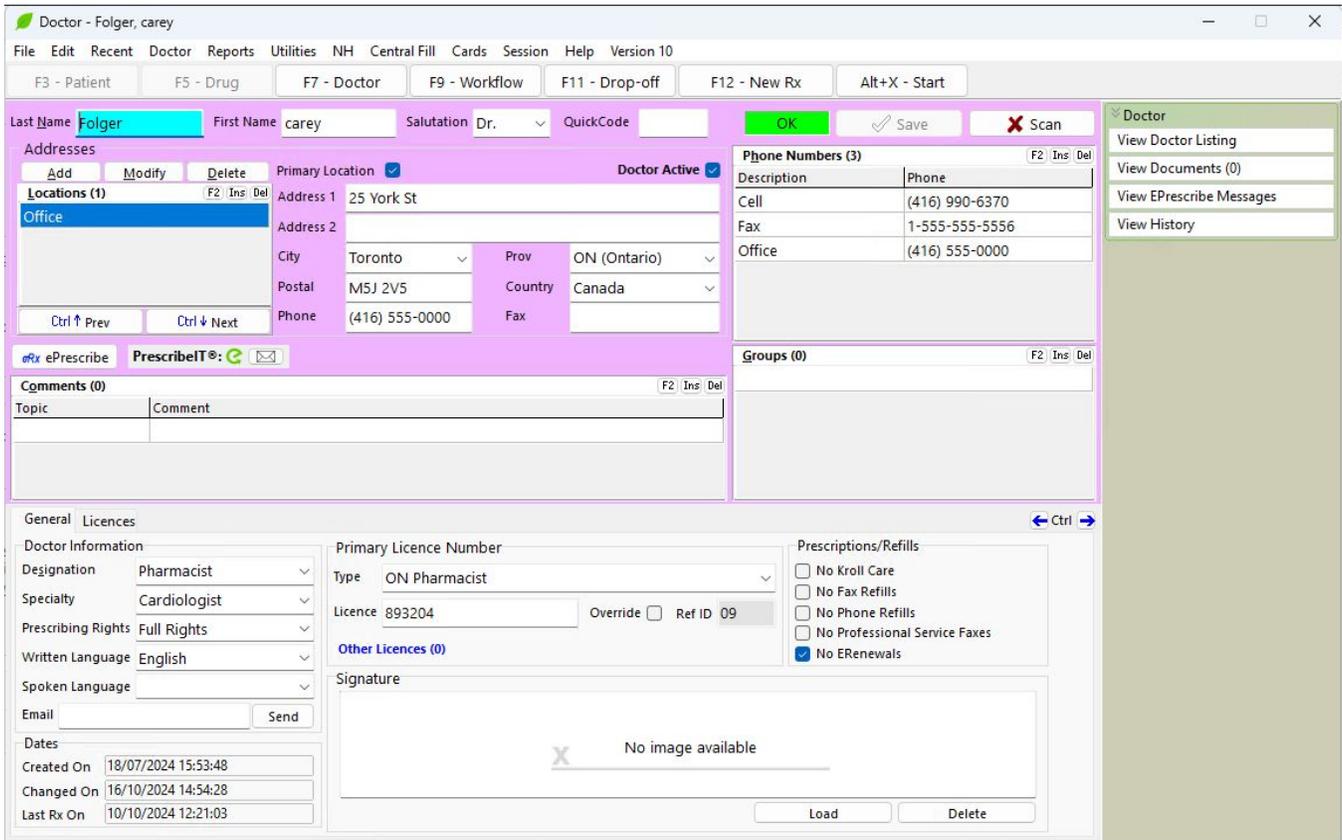
This logic has changed. When the Kroll user is triaging an incoming PrescribeIT® request for a provider that is already in Kroll but does not have associated PrescribeIT® IDs, the system will automatically display the Doctor screen with these External IDs listed. The user can opt to add them at this point if they wish. If they do, the system will automatically update the doctor record with these details.



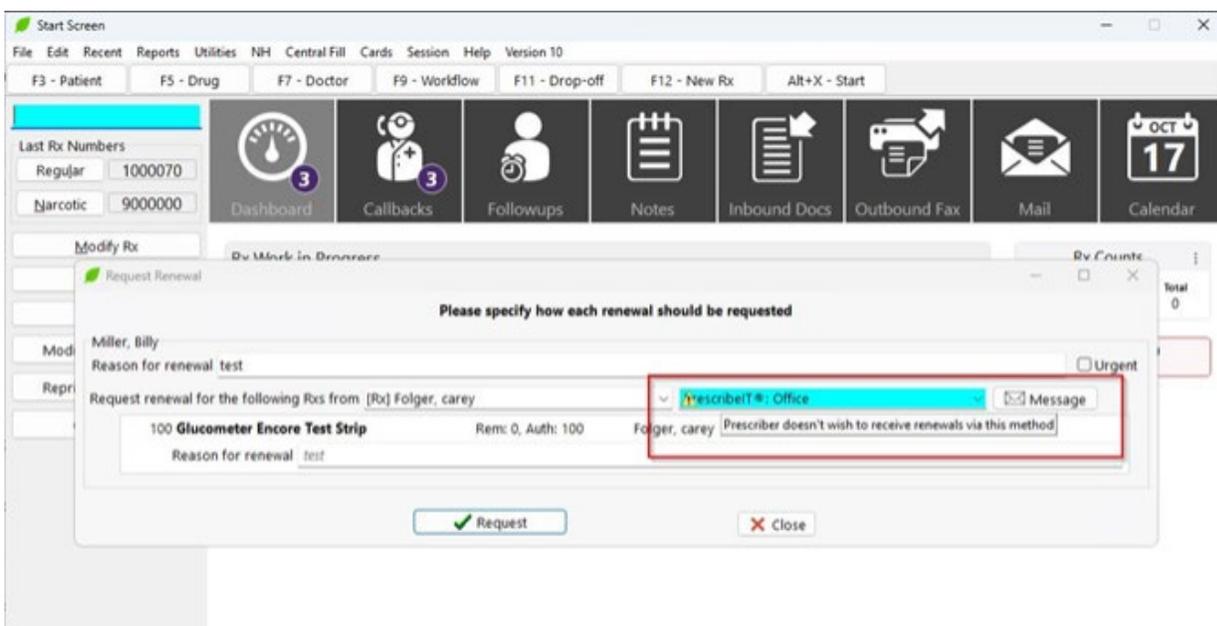
[KRL-3242] Add a new option to indicate that a provider does not want eRenewal Requests

### Feature

A new refill allowed option of **No ERenewals** has been added to the doctor record.



If this option is checked, it will warn the user when creating an electronic Renewal Request for a doctor that is set to PrescriberIT®. The warning indicates that the provider does not allow eRenewal Requests. This is a warning only, and works exactly the same as it does for **No Fax Refills** and **No Phone Refills**.

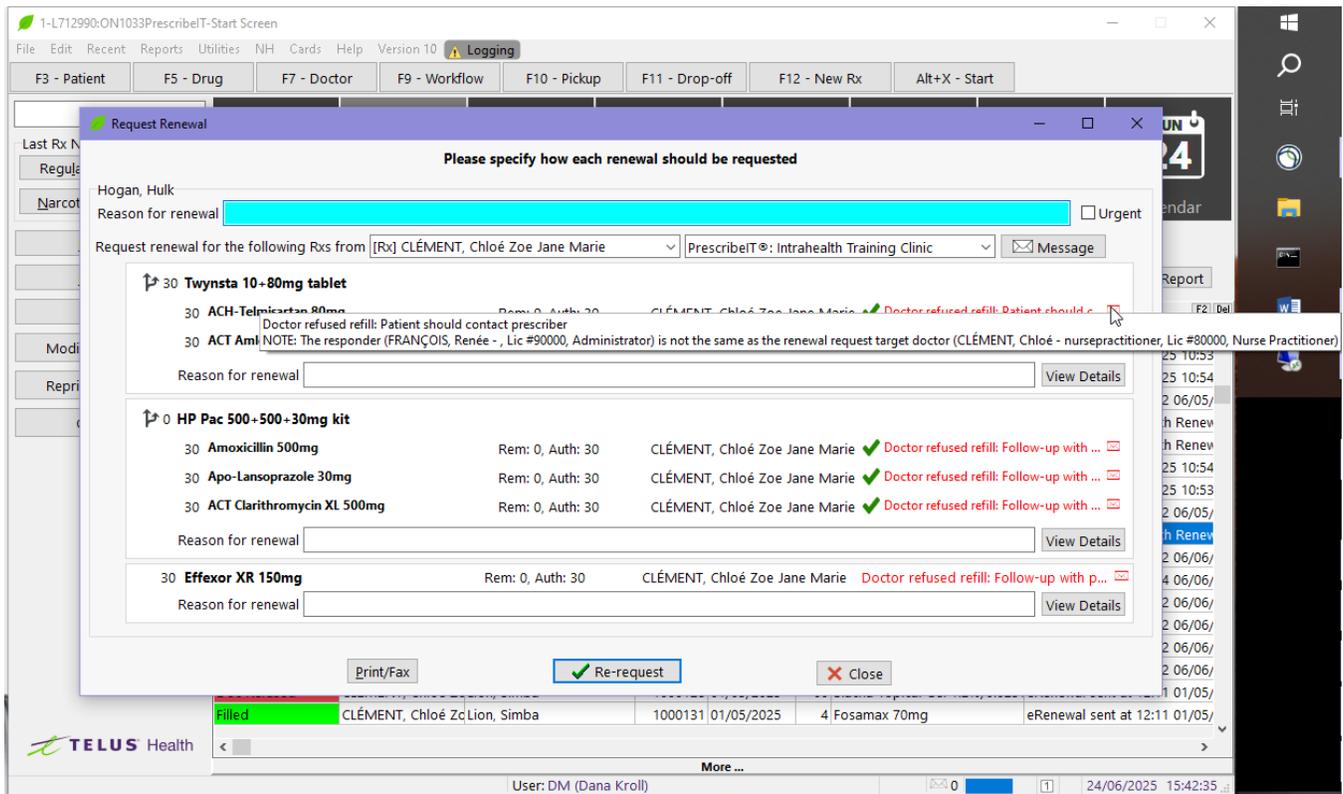


[KRL-13336] When processing a renewal response, display who sent the response as it may not be a doctor

### Feature

Stores using PrescribelT<sup>®</sup> are able to send electronic renewal requests to providers for authorization of a new prescription. In some provinces, Medical Assistants at the clinic have the authority to “deny” or place renewals “under review” on behalf of the provider. In those cases, an extra section of the message that is sent to the pharmacy contains details about the person actually performing the action. While the provider is still referenced as the authorizing physician, the medical assistant is also tagged as the “recorder” of the message.

When the renewal response is received by Kroll, the person who recorded the response will be appended to the **Resolve Comments** of the **Callback** record. This can be viewed via the **Renewal Response** screen for PrescribelT<sup>®</sup> requests via the new **View Details** option.



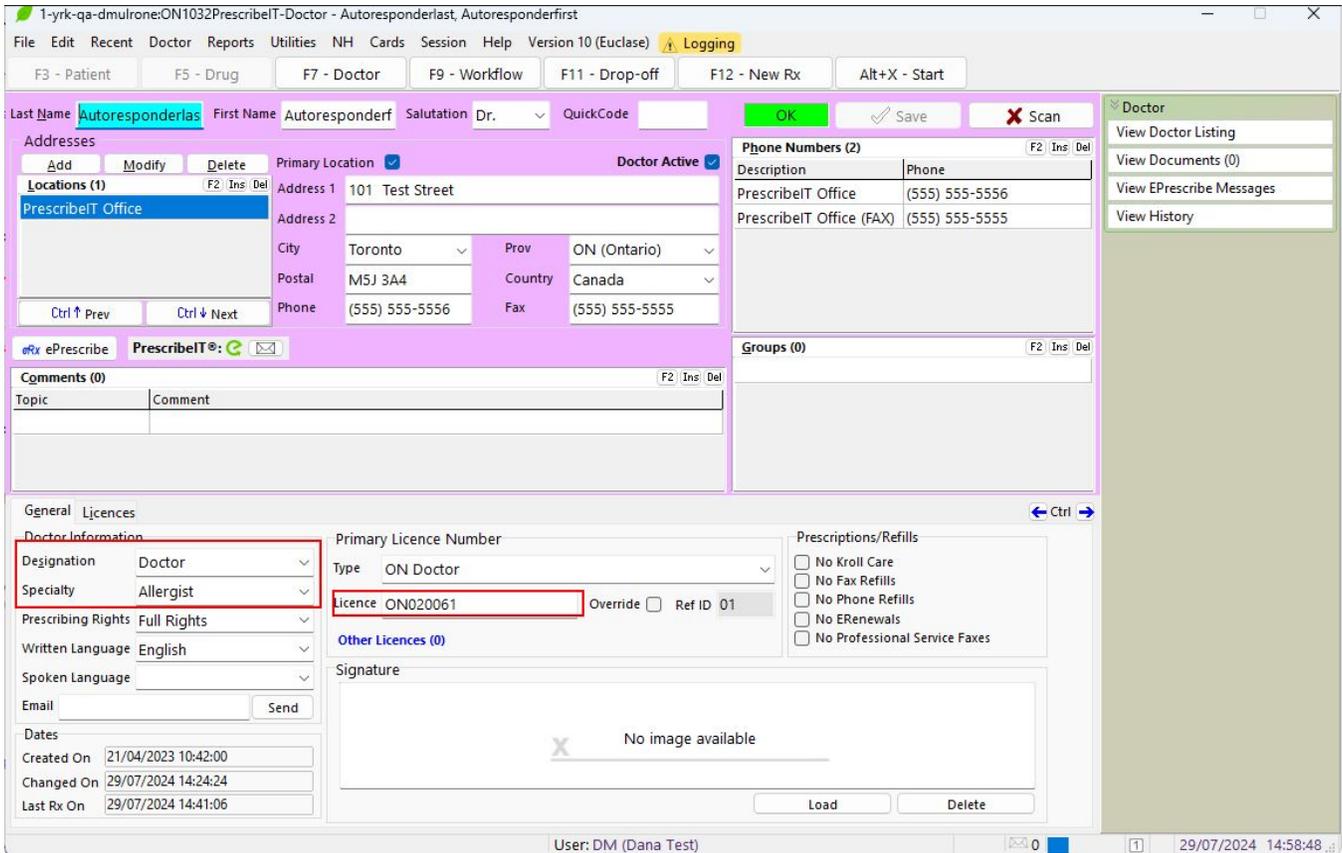
[KRL-13337] For eRenewals, the Doctor Role, Specialty and License must be sent if known

### Feature

In Kroll, users have the ability to assign a Specialty to a doctor. For users of PrescribelT<sup>®</sup>, this specialty was not being sent to the EMR. One of their requirements is to include this information, if known. The message has been updated to ensure that the following details are always populated when required:

- Doctor Role
- Doctor License Number
- Doctor Specialty

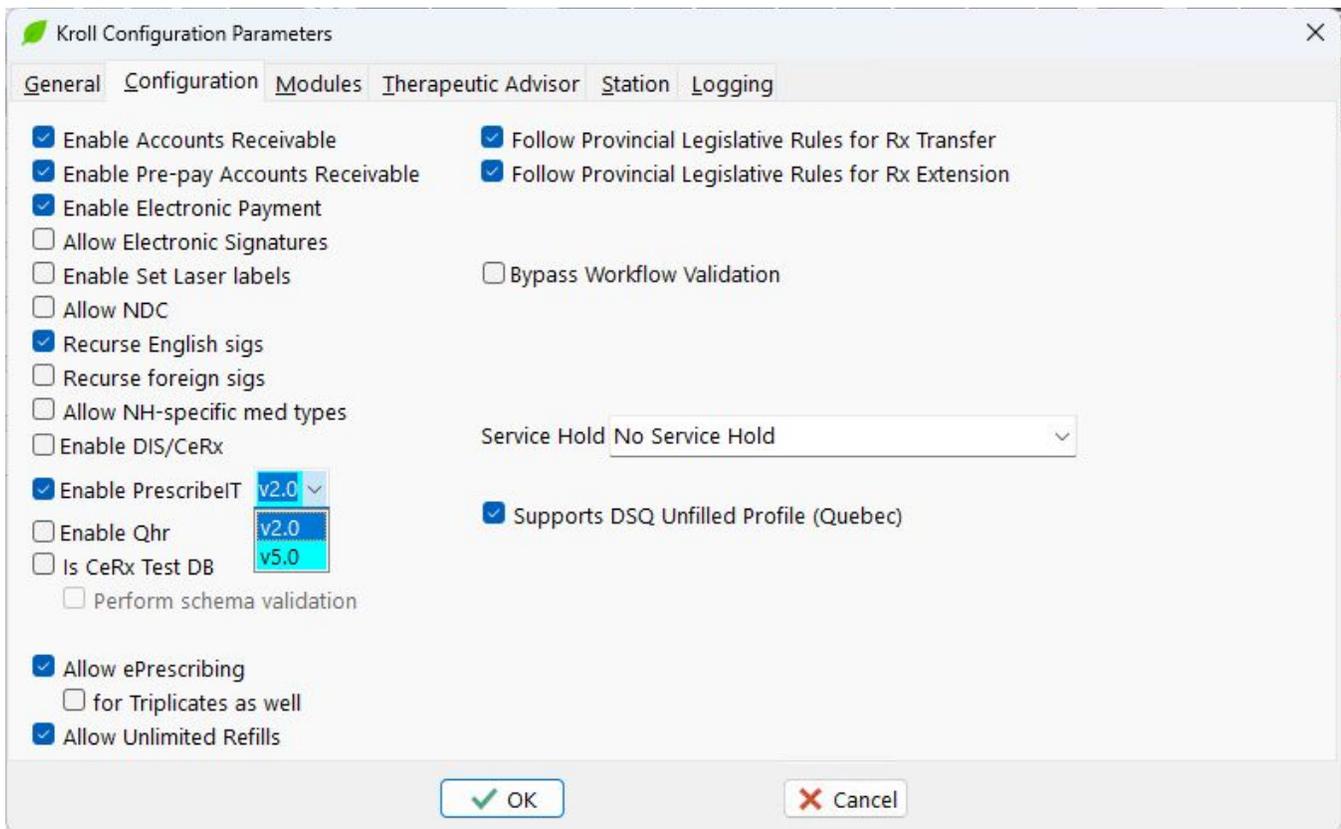
There were no UI changes made in Kroll to effect this change. It is a message-level update only.



[KRL-13799] Add Kroll configuration option to switch code to a specific version of PrescriberIT®

### Feature

A new Kroll Configuration option has been added to control the version of PrescriberIT® that a store is on. The options allowed will be v2.0 and v5.0. When the version of Kroll that contains the new v5.0 logic in it is installed, the system will default this setting to v2.0, allowing stores and chains to switch their systems to v5.0 on their own schedules.



[KRL-15309] 'Prescription indication for use' is not translated to French on External Rx Order screen

### Improvement

Stores on PrescriberIT® receive medication orders from the provider. The message sent may contain indications as to why the patient is taking the medication (e.g. Diabetic). When the order is received in Kroll, all of the details sent from the EMR are displayed to the pharmacist. However, when the Kroll session was set to French, it was displaying the indications in English. This defect has been addressed. Indications now display as intended based on the language of the user session.

## PrescriberIT® V5

[KRL-13845] Other | Support Middle Name and Suffix for PrescriberIT®

### Feature

Kroll recently added **Middle Name** to the patient card. Previous to this, users would often put the middle name in the **First Name** field and use a space to differentiate the two. When sending a message to the PrescriberIT® system, Kroll would split out the two first names and send them as **First Name** and **Middle Name** automatically.

With the addition of the **Middle Name** field in Kroll, the system has to rework the way in which patient names are sent. Moving forward, the system will now send whatever is in the **First Name** field as the full first name, and will send whatever is in the **Middle Name** field as the full middle name.

For users, the suggested course of action is to update the patient card properly and remove the middle name from **First Name** and properly add it to **Middle Name**.

In addition to this change, any PrescriberT<sup>®</sup> messages that come into the ADT queue will now support the display of **Middle Name** as a separate data entry field. This means being able to update your patient record properly when creating or updating a patient via the ADT Wizard.

The following screens have been updated to display **Middle Name** as a separate entry:

- Processing Electronic Rx Orders
- Electronic Rx Order Processing Details
- External Rx Order
- Create New Rx From To Do
- ERx Order Details
- ADT Details Summary
- ADT Wizard
- ePrescribe Notifications

The **External Rx Order Report** has been updated to include **Middle Name**.

## [KRL-14185] Reports | Remove the word 'Print' from the Script Image Report and External Rx Order Report

### Feature

The name of both the **Print External Rx Order Report** and the **Print Script Image Report** currently display the word **Print** in front. This is inconsistent with the naming standard in Kroll. The word **Print** has been removed from the menu option and is now displayed simply as:

- External Rx Order Report
- Script Image Report

Note: Searching for reports by the word **Print** will no longer find these reports.

## [KRL-14215] Other | Fix issue where Doctor First Name with three or more spaced names causes transmission failure

### Feature

For stores using PrescribeIT®, there was an issue when sending a message to the clinic where the **Doctor's First Name** in Kroll had three or more names within it. Kroll was parsing the First name to a Given Name field multiple times. PrescribeIT® only allows 2 Given names to be sent electronically. Kroll does not store a middle name for the doctor, so users often add extra names to the First Name field with a space in between.

For example, **John Jacob Jack** would cause three Given Names to be sent, but the switch would reject the message because it only allows two.

Kroll has been updated to only parse the first and second names indicated in the **Doctor's First Name** field, and then send anything beyond three or as part of the second given name.

So in the example above: John Jacob Jack will now be sent as:

Given 1 -> John

Given 2 -> Jacob Jack

## [KRL-14736] Consistent Date Format across Status in Doctor Callbacks Screen

### Improvement

When a renewal request is sent via PrescribeIT® to a provider, Kroll creates an associated **Callback** record. The **Comments** are automatically updated with the date that the eRenewal was sent. The date format was displaying as DD-MMM-YYYY. However, originally as implemented for faxes, the date format is DD/MM/YYYY.

The **Comment** in the callback record has been updated to display in DD/MM/YYYY format for all types of renewal requests.

## [KRL-15066] Ensure PrescribeIT® history remains accessible after module deactivation

### Improvement

Kroll has been enhanced to allow users to view historical messages, prescriptions, and renewals that were sent through PrescribeIT®, even after the PrescribeIT® module has been deactivated. Previously, some areas such as **EPrescribe Log** and **EPrescribe Notifications** became inaccessible after deactivation. Now, if a PrescribeIT® interface has ever existed, these areas remain visible in a view-only state when historical data exists.

The following functionality remains accessible when the PrescribeIT® module is deactivated:

- **EPrescribe Log** through **Utilities > EPrescribe Log** menu option, with all options accessible.

- **EPrescribe Notifications** from **F9 - Workflow** screen, including **Inbox, Outbox, Deleted, Sent, and Drafts** folders.
- **View, Refresh** and **Delete** options for '**Communication**' type notifications (**Reply** and **New Mail** removed).
- **View, Refresh, Delete,** and **Modify Rx** options for '**Transmit Failure**' type notifications (**Resend** and **New Mail** removed).
- **View, Refresh** and **Delete** options for '**ERenewal Response**' type notifications (**Resend** and **New Mail** removed).
- **External Interface References,** displaying PrescribelT<sup>®</sup> Reference IDs, under the **View** menu in **F3 - Patient** card; users retain delete capability.
- **ERx Orders** option under **View** menu in **F3 - Patient** card, allowing view and processing of past PrescribelT<sup>®</sup> orders. Processing these orders will not send PrescribelT<sup>®</sup> notifications.
- **View External Interface References,** displaying PrescribelT<sup>®</sup> Reference ID (CPR ID), under the **Doctor** menu in **F7 - Doctor** card. Users retain delete capability.
- **External Rx Order** option in the **F12** prescription filling screen for PrescribelT<sup>®</sup> prescriptions.
- **External Rx Order Report** from the Reports menu accessible from the **Alt+X - Start** screen.
- **PrescribelT<sup>®</sup> eRenewals** in the **Callbacks** tab of the screen **Alt+X - Start** screen.
- **F-Call up Rxs** functionality in the **Rxs To Do (Data Entry)** queue of the **F9 - Workflow** screen.

The following features will be removed when the PrescribelT<sup>®</sup> module is deactivated:

- **EPrescribe Messages** view in **F3 - Patient** card.
- **Retrieve PrescribelT<sup>®</sup> Order** option under the **Patient** menu in the **F3 - Patient** card.
- **EPrescribe Messages** option in the **View** menu of the **F7-Doctor** card.
- **EPrescribe** button in **F7-Doctor** card.
- **PrescribelT<sup>®</sup>** status section in **F7-Doctor** card.
- **PrescribelT<sup>®</sup>** as a **Delivery Method** selection for **Renewal Requests.**
- **EPrescribe Messages** option in the **View** menu in the **F12 prescription filling** screen.

The **No eRenewals** field on the **F7-Doctor** card remains displayed with its state preserved from when PrescriberIT® was disabled (PrescriberIT® 3.0 and up only).

## [KRL-17031] Localize ePrescribe Log Transaction Types

### Feature

Stores on PrescriberIT® are able to view logs of messages sent back and forth from the store to the EMRs. This option is accessed from the **Utilities** menu. This screen displays the transaction type. The **Type** column was only displaying in English, even if the user was in a French session. The UI has been fixed to display the PrescriberIT® message type in either English or French, depending on how the User Session language is set.

## [KRL-17742] Other | Update To Do records when eRenewal response received when callback manually resolved

### Feature

Stores on PrescriberIT® are able to send electronic eRenewal requests to a provider. Kroll allows the user to manually approve the request if the provider has not yet responded. There is no message sent back, as this is not supported via PrescriberIT®. In some cases, even after the request has been approved locally, the provider is still able to respond electronically. Today when this occurs, a New Rx is added to the To Do queue, but there is no indication to the user that the prescription was already “manually” approved by the store.

Kroll has been updated to better inform the user as follows:

- If the provider sends an electronic approval after the user has already manually approved an eRenewal renewal, a new To Do record will be created with the To Do Type of “Duplicate eRx”.
- Selecting this To Do record will present the user with a new screen that indicates the approval has already been done, and that the user can either delete the existing request or create a new prescription.
- In the case where the New Rx is still sitting in the To Do queue, the system will remove that record and replace it with the electronic approval (*as this the true authoritative response*).

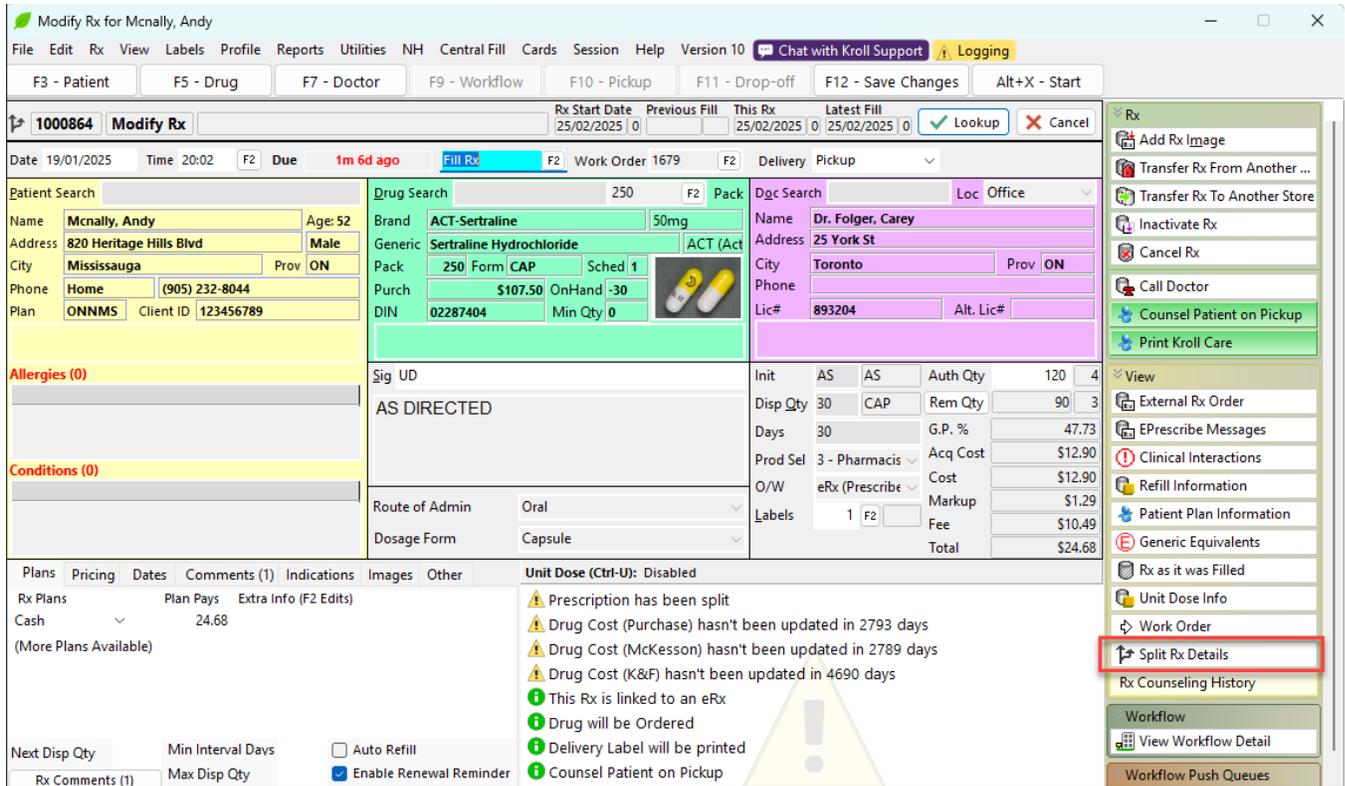
## PrescriberIT® V5 | Split Rx

### [KRL-13966] Split Rx | Integrate Split Rx with non-dispensing functionality within Kroll

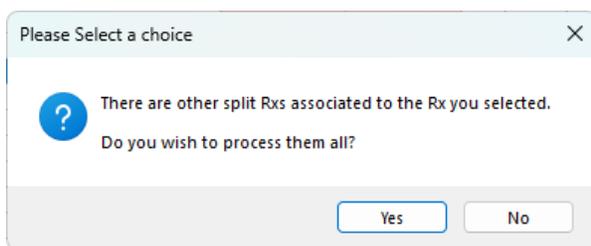
### Feature

Stores configured with PrescriberIT® now allow the user to take a medication order from the provider and split it into up to five separate Rx's. To properly support Split Rx, the user must be able to action these split prescriptions together. The following changes have been made to the system:

- Most workflow screens have been updated with a new View Side-Bar/Menu option called **Split Rx Details** that shows the entire list of split Rxs associated to one medication order.



- The user will be prompted to add all split Rxs when one is selected from the **Rx Profile** menu and is being actioned upon.



**Note:** This prompt only occurs when the action in context is for the prescription itself, not on an individual fill. For example, opting to **Modify** a split Rx will not prompt the user, but opting to **Inactivate** one will.

- Cancelling a split Rx will either:
  - Remove it from the split Rx group permanently if the prescription is completely discarded.

- Keep it associated to the split Rx group if Unfilled at that time.
- Copying a split Rx will only allow the user to maintain the split IF the prescription renewal request was a result of an electronic order via PrescribeIT®. This could occur in the following ways:
  - The store sent an eRenewal Request to the provider and they responded back with an Approval or a Deny & Replace.
  - The provider sent a New Medication Order to the store and the user is creating a new split.
  - The provider sent a Renew Medication Order to the store and the user is maintaining the split. The user would still need to create a new split Rx order in this case.
- If the user manually copies a previously split Rx to a new number, the new prescription will not be part of any split and a new split cannot be created. The user will be warned when this occurs.

## [KRL-13967] Split Rx | Add ability to split a prescription into multiple Rxs for incoming PrescribeIT® medication requests

### Feature

A new option has been added to the **Create New Rx from To Do** screen that appears when a user is processing a new medication order received via PrescribeIT®. This option will allow the user to split a prescription into more than one medication.

This is ideal for situations where a provider has prescribed a medication that does not have an exact product that can be associated to it.

*For example, a provider may prescribe Effexor 187.5 MG to a patient. However, this drug does not come in a strength of 187.5 MG. Instead, the pharmacist will have to split this prescription into two separate Rx's, one filled at 150MG, the other for 37.5 MG. This way, the patient can take the correct dosage as prescribed.*

In order to support the above, the following changes have been made to the system:

- The **Create New Rx from To Do** screen has been updated with new **Single Rx** and **Split Rx** modes. In **Split Rx** mode, the user can split a prescription between 2 to 5 different Rx's.
- As each prescription is filled, the system links them together in the background to ensure that they can be treated as a single order.
- Once the order is complete, the system adds all Rx's into the **To Do** queue and the same work order.

- All split Rxs are linked in the background to maintain the association to each other.
- The user can alter the split Rx order as each one is filled for the first time. They can access these from the Rx's **To Do** queue later if they do not want to process them all right away.
- When processing these from the Rx's **To Do** queue, the system prompts the user on the Prescription Filling screen if they wish to process all split Rxs at the same time.
- When deleting these from the Rx's **To Do** queue, the system prompts the user if they wish to delete all split Rxs at the same time.

**Note:** *Only prescriptions that have come electronically from the provider via PrescribIT® can be split.*

### [KRL-13968] Split Rx | Integrate Dispense Notifications with Split Rxs

#### Feature

Stores configured with PrescribIT® send dispense messages to the provider after an electronic medication order has been given to the patient. To properly support Split Rxs for PrescribIT®, the **Dispense Notification** has been updated to properly alert the provider that the original prescription order has been split into multiple prescriptions.

This message is sent automatically to the provider when a prescription is dispensed to the patient in Kroll, either through Rx Pickup or when the prescription is tagged as **Completed**.

An accompanying **Dispense Cancel Notification** message is sent when a fill is cancelled by the user in Kroll.

Again, this is sent in the backend without any user intervention and has been updated to support this new split Rx functionality.

### [KRL-13974] Split Rx | Integrate Cancel Prescription messages received from EMRs with Split Rx

#### Feature

Stores configured with PrescribIT® can receive cancel requests from the provider after receiving an electronic medication for a patient. Kroll now allows the user to take a medication order from the provider and split it into separate Rxs. To properly support this for PrescribIT®, the logic when Kroll receives Cancel Rx requests has been changed as follows:

- The system creates one **Cancel Rx To Do** record for each split Rx group that was created by the pharmacy where the initial order has since been cancelled by the provider.
- The system looks at the split Rx group as a whole to determine how the user should respond back to the request.

- If all split Rxs were still in the **To Do** queue, then the user just has to Acknowledge the cancel request.

Rxs To Do	2	0	0	0	0	0	2
-----------	---	---	---	---	---	---	---

✔ Get Work

Rxs To Do										
space - Mark Rxs    Refresh										
F - Call up Rx(s)    Del - Delete										
#	ToDo Origin	ToDo Type	Due	RxNum	WO #	Patient	BrandName	Doctor	ToDo Comment	Next Workfl
1	PrescribeIT®	Replace Rx	1m 27d ago		319	Miller, Billy	ZOMIG NASAL SPRAY (zolmit	Folger, carey cynth		Input
2	PrescribeIT®	Cancel Rx	Yesterday		353	Miller, Billy	TARO-RISPERIDONE (risperi	Folger, carey cynth		Input

- If at least one of the split Rxs has been filled and given to the patient (and has no refills left), then the system allows the user to cancel the request or to cancel the order. This means all split Rxs will be cancelled as well, filled or not.

The screenshot shows a 'Modify Rx' window for patient Miller, Billy. A central dialog box asks for confirmation to cancel the order. The background interface displays drug details for Crestor (Rosuvastatin Calcium) and a list of system messages. The messages include:
 

- ⚠ Not enough inventory for Rx
- ⚠ Prescription has been split
- ⚠ Drug Cost (Purchase) hasn't been updated in 663 days
- ℹ This Rx is linked to an eRx
- ℹ Drug will be Ordered
- ℹ Delivery Label will be printed
- ℹ Drg Pack Tier Id: 1
- ℹ Central Fill calculated eligibility: 4 with backing field 4
- ℹ IsCF: 0 WantCF: 2 and PersistentFlags.WantCF: 0
- ℹ IsCF: 0 WantCF: 0 and PersistentFlags.WantCF: 0

- If at least one of the split Rxs has been filled and given to the patient (and has refills left), then the system allows the user to revoke or cancel the request; this means any that were filled will be inactivated and any that were not filled will be removed.

External Rx Order

Cancel

PrescribeIT® Order Reference: 1.2.2.3.3.7.7.1024506.2:b7ca040f-841c-434a-bc8d-1706903985ed

Written Date: 05/03/2025 | Do Not Dispense Before: 05/03/2025 | Expiry Date: [ ] | View Details

**Patient**

Name: Miller, Billy | Unlink

Address 1: 59 New Address | Sex: M

Address 2: [ ] | DOB: 1958-08-01

City: Pickering | Prov: ON | Postal: M2T 6J1

Phone: Home: (647) 111-2222; Mobile: (123) 789-1111 | ON PHN: 521463984

Allergies: PENICILLIN (Moderate); doxycycline

Observ.: 175 centimeter(s) (14/03/2024); 70 kg (14/03/2024)

**Drug**

Name: TARO-RISPERIDONE (risperidone 0.5 mg oral tablet) SUN PHARMA CANADA INC

Strength: [ ]

CCDD: 02328313 | Form: [ ]

**Provider**

Name: Folger, Carey Cynthia Smith

**This order has been cancelled by the prescriber**

1.2.2.3.3.7.7.1024506.2:b7ca040f-841c-434a-bc8d-1706903985ed | View Old Order

Reason: Change in order - .

**Rx needs to be cancelled unless given to the patient**

↗ This order has been split. | View Split Rxs

Cancel Rx

Cannot Cancel Order

Close

In general, the system will behave as if the user is only cancelling one prescription, but will apply the same type of logic to all of the split Rxs in the group.

In all cases above, the system will also send **Dispense Cancel Notifications** for each fill that is cancelled.

## [KRL-13976] Split Rx | Integrate eRenewal Requests and Responses with Split Rx

### Feature

Stores configured with PrescribeIT® are able to send electronic renewal requests back to the provider for medication orders that were originally sent from the EMR. Recently, the ability to split these medication orders into several prescriptions was implemented.

Create New Rx From To Do

Profile

PrescriberIT® Order Reference: 1.2.2.3.3.7.7.1024507.2:0c55fd05-b456-449d-8afd-e7fe4f921a0e [Messages]

Written Date: 01/04/2025 Do Not Dispense Before: 01/04/2025 Expiry Date: [ ] [View Details]

**Patient**

Name: MCNALLY, Andy [Unlink]

Address 1: 820 HERITAGE HILLS BLVD Sex: M

Address 2: [ ] DOB: 1972-11-13

City: MISSISSAUGA Prov: ON Postal: L5R 1Y0

Phone: [ ] <Unk> [ ]

Allergies: [ ]

Observ.: [ ]

**Drug**

Name: TARO-WARFARIN (warfarin sodium 3 mg oral tablet) TARO PHARMACEUTICALS INC

Strength: 10mg

CCDD: 02242683 Form: Tablet

**Provider**

Name: Ranger, Paul

License #: 443674 Specialty: Doctor

Location: Dana Test Clinic Role: Doctor

Address: 123 Test St.

City: Toronto Prov: ON Postal: k2H 3L2

Phone: Work: 9999999999; Mobile: 9999999999; Work: 1514846181 Fax: [ ]

**Sig**

Admin Start Date: [ ] Admin Stop Date: [ ]

take as directed

Use this sig code text in the Rx

**First Fill**

Qty: 45.124 Tablet(s) Days: 30 Expiry Date: 28/03/2025

**Prescribed**

Qty: 45.124 Tablet(s) Days: 30 Authorized Qty: 45.124 Tablet(s) Days: 30 Refills: 1

Max Disp. Qty: [ ]

[Save] [Cancel]

Single **Split**

**Patient** F3

Name: MCNALLY, Andy

Address 1: 820 HERITAGE HILLS BLVD 13/11/72 (52)

**Doctor** F7

Name: Ranger, Paul [Del]

Free Form: [ ]

No image

Reason for Split: Not Available

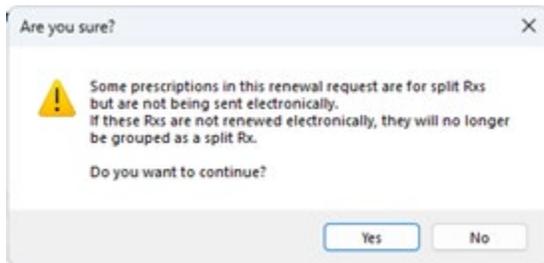
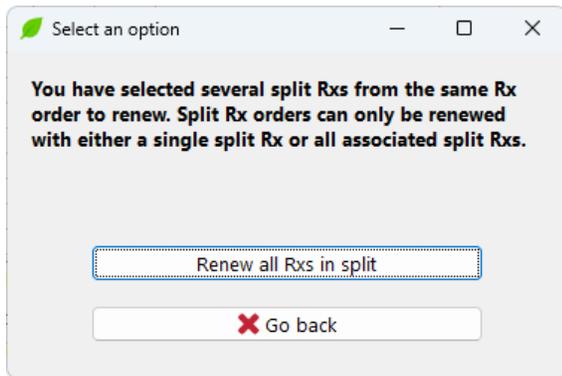
Reason Comments: Warfarin 3mg unavailable

**Split Rxs (2)** [F2] [Ins] [Del]

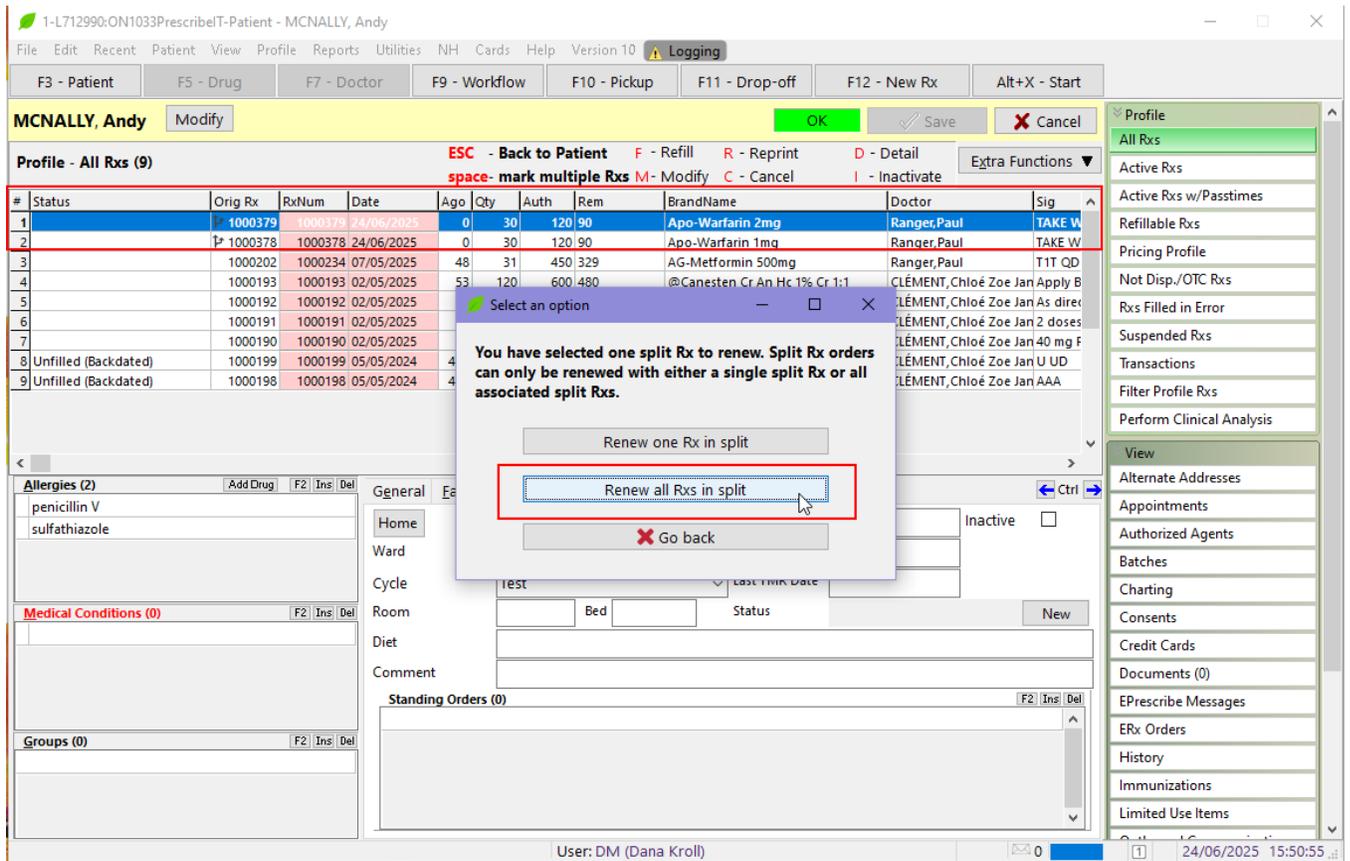
Drug	Disp Qty	Days	Auth Qty
Apo-Warfarin 1mg	30	30	120
Apo-Warfarin 2mg	30	30	120

In order to properly support these new split Rxs with electronic renewal requests, the following changes have been made:

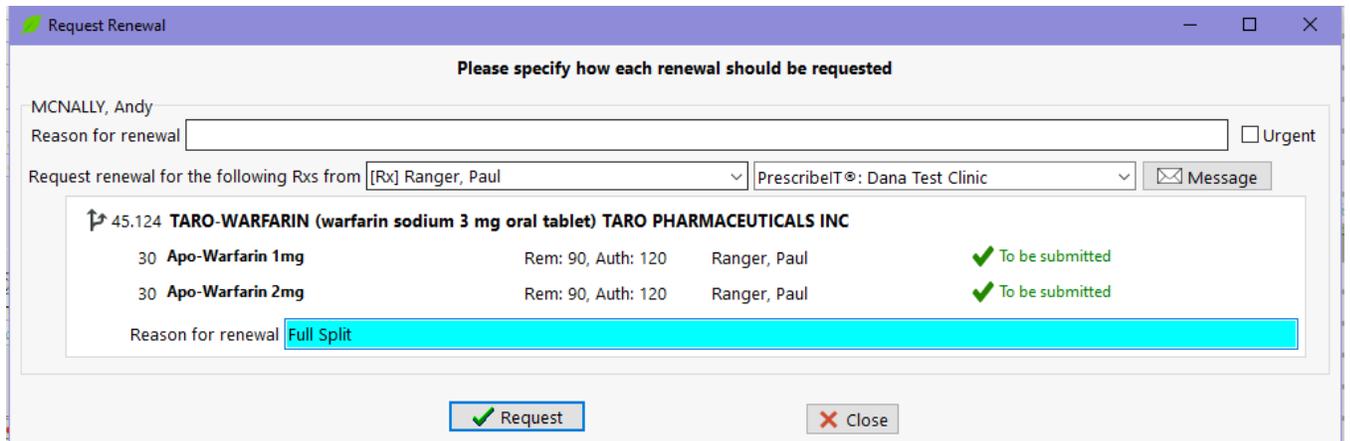
- Stores can request renewal requests to the EMR for split Rxs with either one of the split Rxs or all of the split Rxs in a group. The user cannot submit a partial renewal.



- In the case of a single split, the renewal request will reference the one Rx as being requested, while the rest are set to **Informational**. One **Callback record** is created to track the single request.



- In the case of the full split, the renewal request references all Rxs as being requested. Callback records are created to track every Rx in the split Rx grouping.



- When creating a renewal request from the **Rx Profile**, the system warns the user if either only a single Rx has been selected, or a sub-set of the entire group. The prompt indicates to the user the correct courses of action that should be taken.

**Specific Doctor Callback**

**Dr. Ranger, Paul** X Cancel

Dana Test Clinic Location  
 Phone (123) 456-7899  
 Fax (987) 654-3211

**C - Mark as Call Doctor**    **O - OK Refills**  
**W - Mark as Waiting**       **R - Refuse Refills**    **A - Request Renewal**  
**U - Mark as Under Review**

Items (3) F2 Ins Del

Status	Patient	RxNum	Qty	Brand Name	Last Fill	Auth	Rem	Comment
Call Doctor	Macnally, Andres	1000316	45	Abbott-Citalopram 20mg	30/05/2025	45	0	
Wait for Doc	MCNALLY, Andy	1000378	30	Apo-Warfarin 1mg	24/06/2025	120	90	eRenewal sent at 15:53 24/06/
Wait for Doc	MCNALLY, Andy	1000379	30	Apo-Warfarin 2mg	24/06/2025	120	90	eRenewal sent at 15:53 24/06/

- If faxing or printing a renewal request for split Rx's, the system takes into account the single split vs full split situation.
  - The print-out has been updated to group split Rx's together, with the additional disclaimers that the prescription has been split and why.
  - The print-out lists just the one Rx as being requested when a single split is being requested, with a reference to the remaining Rx's that are not, so that the provider can understand what the pharmacy has done.

**Request Renewal**

**Please specify how each renewal should be requested**

Kroll, Bb  
 Reason for renewal  Urgent

Request renewal for the following Rx's from Dr. Folger, Carey    PrescribeIT®: Kroll QA PrescribeIT Clinic - ON    Message

90 **ACH-Atorvastatin Calcium 40mg**    Rem: 270, Auth: 360    Kumar, Andy  
 Reason for renewal View Details

Request renewal for the following Rx's from [Rx] Folger, Carey    PrescribeIT®: Kroll QA PrescribeIT Clinic - ON    Message

30 <b>Accel-Candesartan 107MG</b>	Rem: 90, Auth: 120	Folger, Carey	✓ To be submitted
30 <b>Accel-Candesartan 40mg</b>	Rem: 90, Auth: 120	Folger, Carey	✗ Not included
30 <b>Accel-Candesartan 32mg</b>	Rem: 90, Auth: 120	Folger, Carey	✗ Not included
30 <b>Accel-Candesartan 30mg</b>	Rem: 90, Auth: 120	Folger, Carey	✗ Not included
30 <b>Accel-Candesartan 2mg</b>	Rem: 90, Auth: 120	Folger, Carey	✗ Not included
30 <b>Accel-Candesartan 3mg</b>	Rem: 90, Auth: 120	Folger, Carey	✗ Not included

Reason for renewal View Details

- The print-out lists all Rx's as being requested when a full split is being requested.

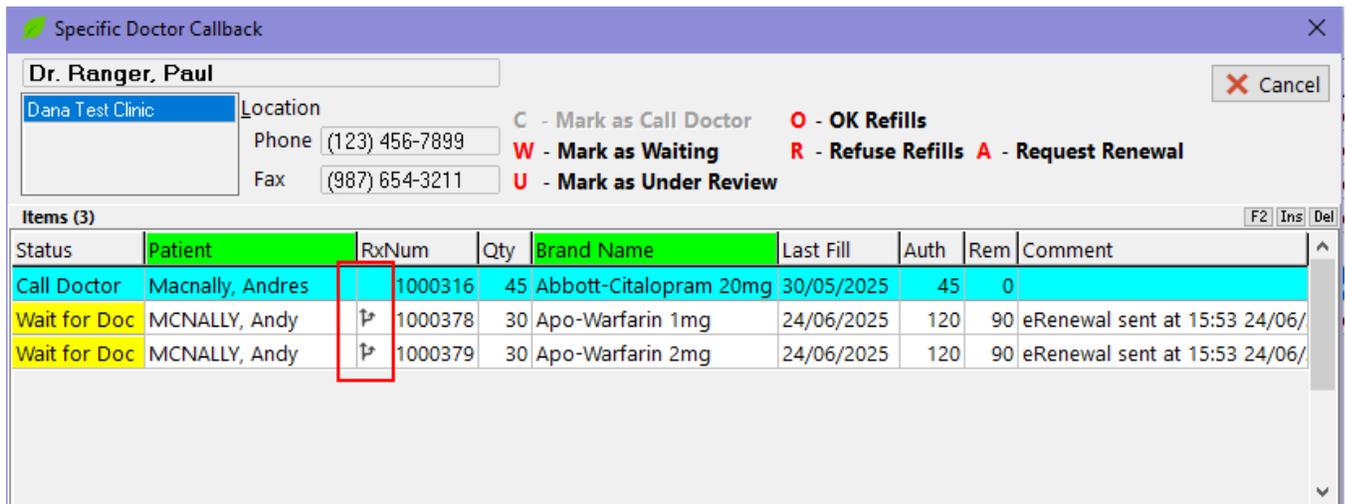
- In a single split situation, the electronic response back from the provider applies to just the one Rx. The new prescription added to the To Do queue will no longer be split (although the user can split the new order if needed).
- In a full split situation, the electronic response back from the provider applies to the entire full split Rx group. The new prescriptions added to the To Do queue will still be split (and the user can alter the split group as needed).

[KRL-14220] Split Rx | Add ability to refill split Rxs from Prescription Filling

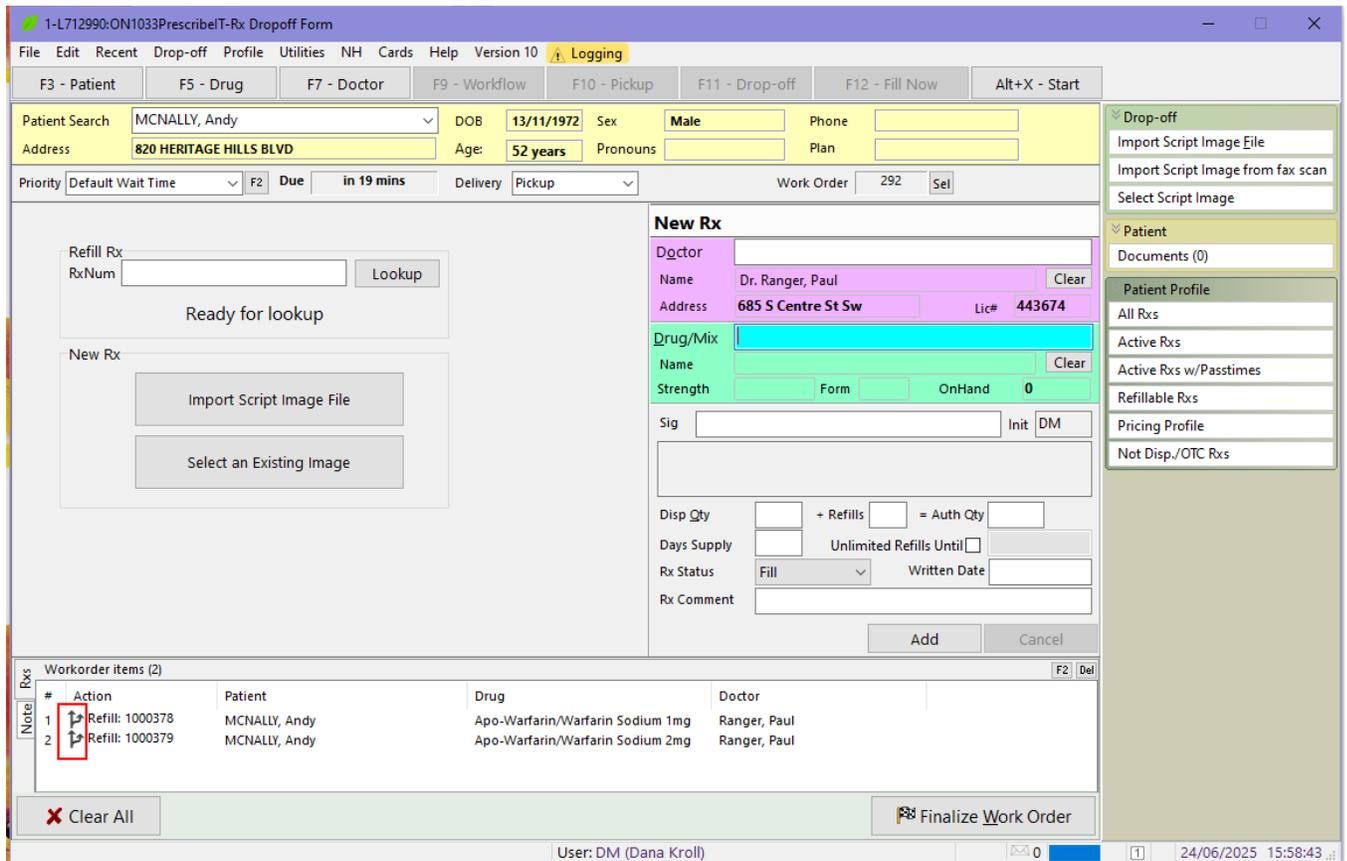
**Feature**

Stores configured with PrescribeIT® now allow the user to take a medication order from the provider and split it into separate Rxs. They must then be able to refill these split prescriptions together. To support this, the following changes have been made to the system:

- The **Split Rx** icon displays in either the **Original Rx** or **Rx Number** column for each **Rx Profile** screen. If both are displayed, the icon displays in the **Original Rx** column.



- The **Split Rx** Icon displays for split Rxs added to a work order from **Rx Drop Off**.



- A new **Split Rx Details** right-click menu option has been added to each **Rx Profile** screen to allow the user to see the entire list of split Rx's associated to one medication order. A PrescribeIT® order can be split up to 5 times.
- If the user is tagging a split Rx on any **Rx Profile** screen, but does not also tag all associated split Rx's at that time, the system treats them as if they are part of the same work order and allows the user to refill them as well, similar to when using the Rx's **To Do** queue.
- If the user is selecting a split Rx from **Rx Drop Off**, the system prompts the user to add the other split Rx's into the same work order.
- The user can refill all split Rx's as before, however while refilling each one, the system keeps all split Rx's together so they are processed in sequential order.

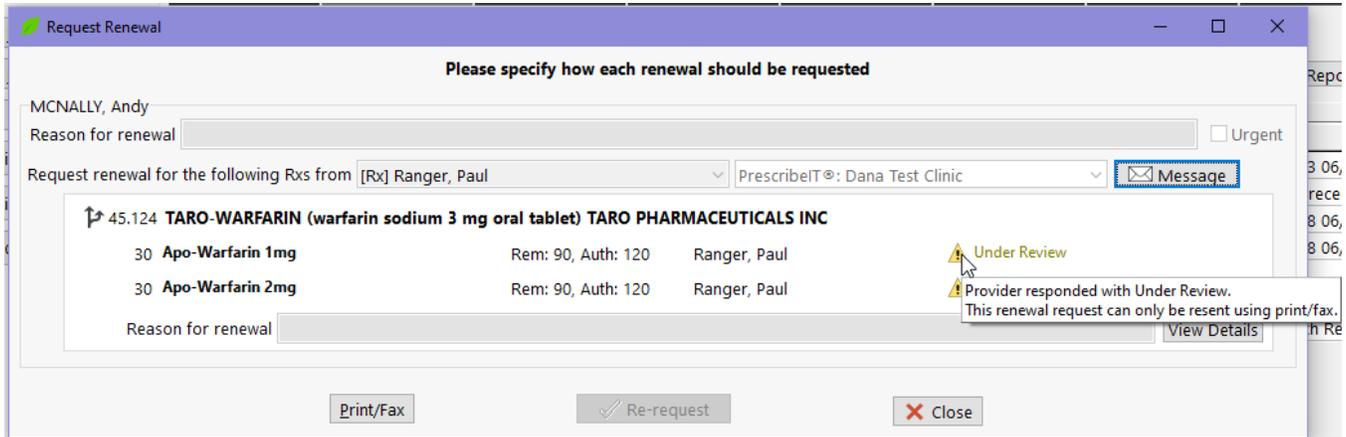
**Note:** The user will not be able to use the split Rx feature on refills if the original fill was not split already.

# PrescribeIT® V5 | Under Review

[KRL-13093] Under Review | Accept and process a PrescribeIT® 'Under Review' eRenewal response

## Feature

The system has been updated to allow users to update a callback record with an **Under Review** status.



This status is used to indicate that the provider has responded back to a renewal request but is not yet ready to approve or deny it. In these cases, the provider may need further consultation with the patient, or perhaps is waiting for lab work to be completed. For stores connected to PrescribeIT®, this status update can now come in electronically from the provider. This means that any inbound responses to eRenewal Requests will automatically update the status to **Under Review**.

**Doctor Callback** [X]

Status **Under Review**

Reason for renewal **Full Split**

**Split Rx**

**Patient** MCNALLY, Andy

Address 1 820 HERITAGE HILLS BLVD MISSISSAUGA

**Drg/Mix** TARO-WARFARIN (warfarin sodium 3 mg oral tablet) TARO PHARMACEUTICALS

Generic

Strength Form Manuf

**Doctor** Dr. Ranger, Paul

Address 685 S Centre St Sw Lic# 443674

Comment

Doctor responded with Renewal Under Review: Will respond once lab work is reviewed - waiting for blood test results - eRenewal sent at 15:53 24/06/2025

Entered by DM on 24/06/2025 15:52:53

Resolved by on

Resolved Comments

[View Split Rx Details](#) [View History](#)

This puts the callback record into a **Paused** state. A few things to note:

- Callbacks set to **Under Review** will sit in the **Callbacks** queue until the provider sends a subsequent Approval or Denial.
- Callbacks set to **Under Review** can still be manually updated by the user.
- Callbacks where the **Under Review** notification came via PrescribelT® cannot be resent electronically until the callback record is either completed or deleted, although a printed version or sending it to a different PrescribelT® provider is allowed.

## [KRL-13094] Under Review | Process a subsequent eRenewal response for requests that are Under Review

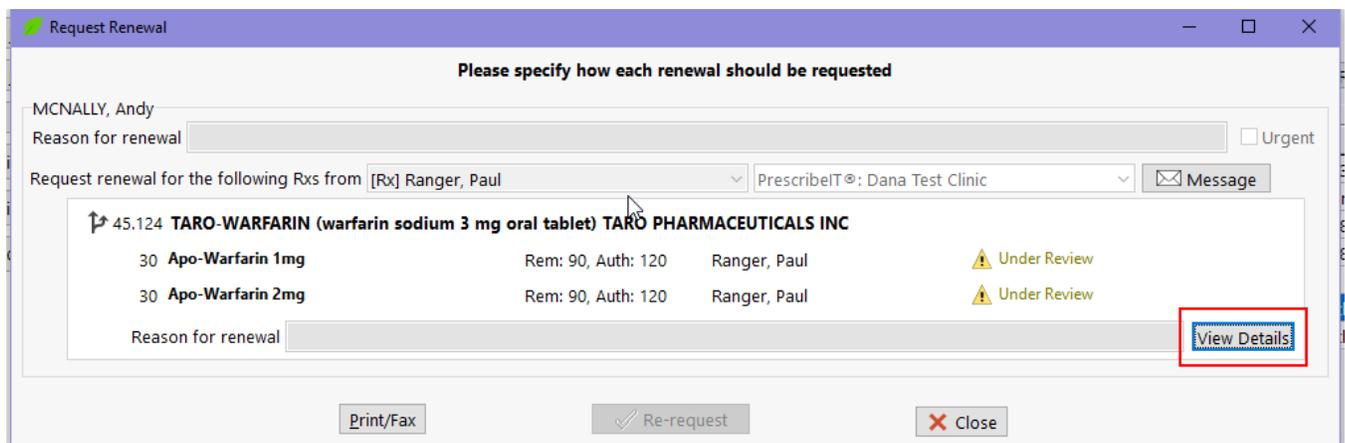
### Feature

Once the provider has determined the correct course of action on a request in an **Under Review** status, they will follow-up with an Approve or a Deny. When this occurs, Kroll will support the following:

- If the provider Approves the renewal, it sets the **Callback** record to **Doc Okayed** and create a new **To Do** record.
- If the provider Denies the renewal, it sets the **Callback** record to **Doc Refused**, and no **To Do** record is created.

The **Doctor Callback** screen has been completely updated and changed to be more in line with other Kroll screens. A new option was added to allow the user to view the message history of PrescribeIT® renewal requests.

In previous versions, only the completed **Request Renewal** screen was visible for PrescribeIT® callbacks. A new **View Details** option has been added to the **Renewal request** screens to view the above **Doctor Callback** screen.



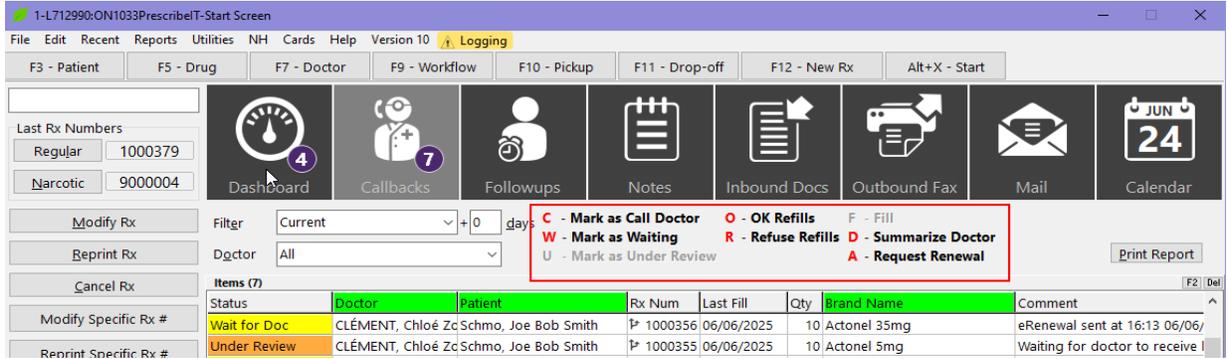
## [KRL-13187] Under Review | Add new Callback type of 'Under Review' for Renewal Requests

### Feature

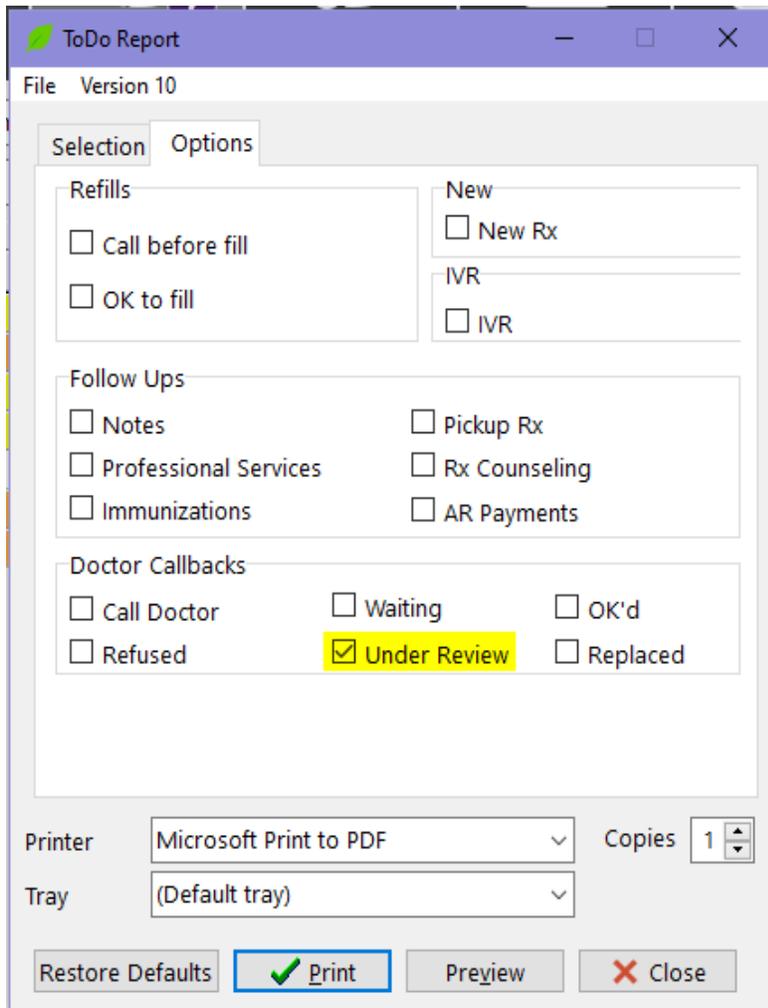
A new callback status has been added to the **Callbacks** queue. The user can mark a renewal request as **Under Review** using either the top menu option or from the right-click menu. This option is useful for cases where the provider has responded back to an initial **Renewal Request**, but cannot approve the medication until they follow-up with the patient or their care team. In the meantime, the user in Kroll can tag that **Renewal Request** as **Under Review**, thus notifying all staff at the pharmacy that the provider is taking action on that request.

The following additional changes have been made to support this new status:

- Updated buttons on the main **Callback** screen



- Flagged **Under Review** records in ORANGE color
- Updated **ToDo Report** to include **Under Review** as a filter option



- Added **Request Renewal** as an option on the **Specific Doctor Callback** screen, so users can actually send a fax from that screen to the doctor, if needed.
- Renamed **Fax Doctor** to **Request Renewal** on the **Callback** screen and removed the informational prompt that used to appear.
- Removed the **Fax Doctor** option from the following screens since it was redundant with the newer **Request Renewal** option:
  - Rx To Do queue
  - Rx In Progress
  - Rx Profile screens
  - NH Cycle Batch Form

# PrescribeIT® V5 | Deny & Replace

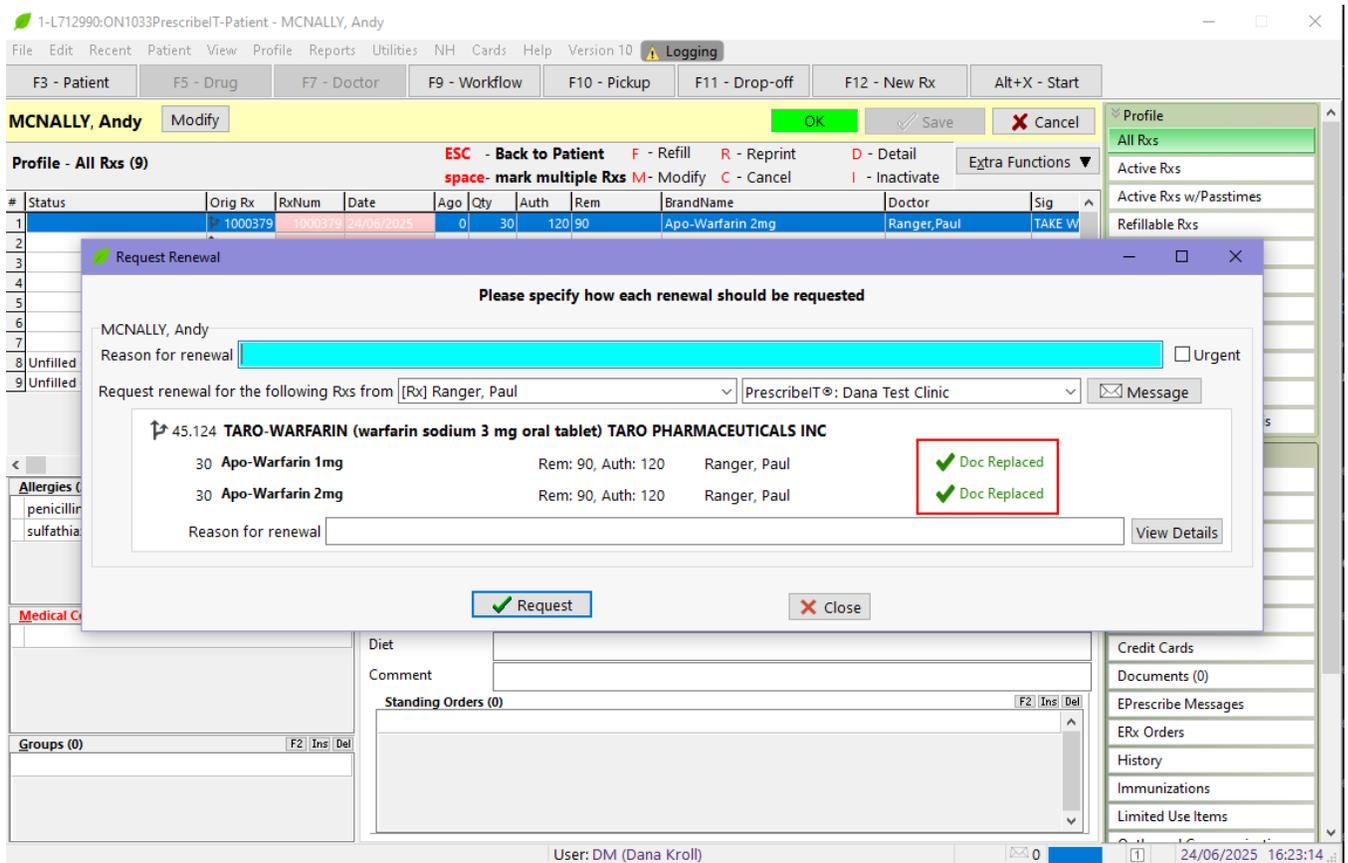
[KRL-13603] Deny & Replace | Accept and view Deny & Replace eRenewal responses received via PrescribeIT®

## Feature

PrescribeIT® now allows providers to respond to eRenewal requests from pharmacies with a **Deny & Replace** feature. A **Deny & Replace** occurs when the provider has decided to change the treatment for a medication of a patient. The provider can **Deny** or **Refuse** the renewal request, and link a replacement prescription to treat the patient moving forward. PrescribeIT® will also allow the provider to indicate up to five different medications to replace the previous prescription.

The following changes have been made to Kroll in order to track these types of responses:

- A new status called **Doc Replaced** has been added to the **Callbacks** screen to flag eRenewal requests where the provider responded back with a **Deny & Replace**.



**To Do**

Filter: **Current or Resolved in last 3 days** + 0 days

Items (7)

Type	Status	Due Date	Brand Name	Doctor	Last Comment
Callback	Doc Replaced		Apo-Warfarin 1mg	Ranger, Paul	Doctor replaced: Replace with this new prescri
Callback	Doc Replaced		Apo-Warfarin 2mg	Ranger, Paul	Doctor replaced: Replace with this new prescri
New Rx		24/06/2025	Apo-Warfarin 1mg	Ranger, Paul	Filled on 24/06/2025 RxNum: 1000378
New Rx		24/06/2025	Apo-Warfarin 2mg	Ranger, Paul	Filled on 24/06/2025 RxNum: 1000379
Refill		24/06/2025	Apo-Warfarin 1mg	Ranger, Paul	
Refill		24/06/2025	Apo-Warfarin 2mg	Ranger, Paul	
New Rx	Replace Rx	24/06/2025	TARO-WARFARIN (warfarin sodium 2.5	Ranger, Paul	

User: DM (Dana Kroll) 24/06/2025 16:22:28

1-L712990:ON1033PrescriberT-Start Screen

File Edit Recent Reports Utilities NH Cards Help Version 10 Logging

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

Last Rx Numbers  
Regular: 1000379  
Narcotic: 9000004

Dashboard 4 Callbacks 5 Followups Notes Inbound Docs Outbound Fax Mail Calendar

Filter: Current or Resolved in last 0 days  
Doctor: All

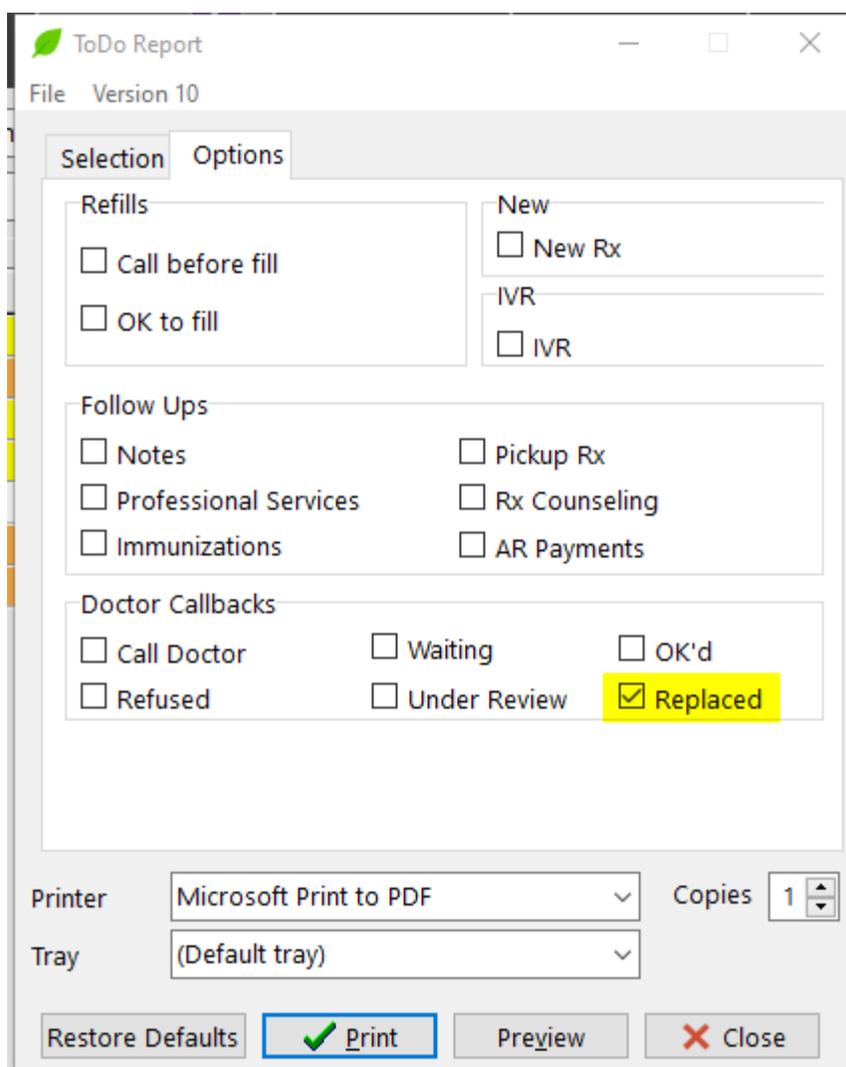
C - Mark as Call Doctor O - OK Refills F - Fill  
W - Mark as Waiting R - Refuse Refills D - Summarize Doctor  
U - Mark as Under Review A - Request Renewal

Print Report

Items (7)

Status	Doctor	Patient	Rx Num	Last Fill	Qty	Brand Name	Comment
Wait for Doc	CLÉMENT, Chloé Zc	Schmo, Joe Bob Smith	1000356	06/06/2025	10	Actonel 35mg	eRenewal sent at 16:13 06/06/
Under Review	CLÉMENT, Chloé Zc	Schmo, Joe Bob Smith	1000355	06/06/2025	10	Actonel 5mg	Waiting for doctor to receive I
Wait for Doc	FRANÇOIS, Renée	Schmo, Joe Bob Smith	1000368	06/06/2025	30	Apo-Lansoprazole 15mg	eRenewal sent at 15:58 06/06/
Wait for Doc	FRANÇOIS, Renée	Schmo, Joe Bob Smith	1000369	06/06/2025	30	Apo-Lansoprazole 30mg	eRenewal sent at 15:58 06/06/
Call Doctor	Ranger, Paul	Macnally, Andres	1000316	30/05/2025	45	Abbott-Citalopram 20mg	
Doc Replaced	Ranger, Paul	MCNALLY, Andy	1000378	24/06/2025	30	Apo-Warfarin 1mg	Doctor responded with Renew
Doc Replaced	Ranger, Paul	MCNALLY, Andy	1000379	24/06/2025	30	Apo-Warfarin 2mg	Doctor responded with Renew

- A new type called **Replace Rx** has been added to the Rx's To Do queue to flag those prescriptions that are new, yet are replacing the previous medication.
- Updated **ToDo Report** to include **Doc Replace** as a filter option



[KRL-13605] Deny & Replace | Process replacement prescriptions for Deny & Replace eRenewal responses received via PrescribeIT®

### Feature

Previously, Kroll had no ability to know if a denied prescription had a replacement associated with it. Anyone navigating to the Rx's To Do queue would only see **New** Rxs, without any clear indication that it was also a "replacement" prescription. In order to make processing these types of prescriptions clearer, the following changes have been made to Kroll:

- The **Rxs To Do** screen has been updated to flag these orders as **Replace Rx**.

1-L712990:ON1033PrescribeIT-Workflow

File Edit Utilities NH Workflow Cards Help Version 10 A Logging

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

<input checked="" type="checkbox"/> Show Rxs from	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total
<input checked="" type="checkbox"/> Data Entry	4	0	0	0	0	0	4
<input checked="" type="checkbox"/> Adjudication	0	0	0	0	0	0	0
<input checked="" type="checkbox"/> Packaging	0	0	0	0	0	0	0
<input checked="" type="checkbox"/> Pharmacist Verification	0	0	0	0	0	0	0
<input checked="" type="checkbox"/> Incomplete Pickup	0	0	0	0	0	0	0

Show/Hide Queues Get Work

**Workflow Actions**

- Get Work
- Waiting for Pickup
- Pending Adjudication (0)
- Trouble (0)
- EPrescribe Notifications (183)
- Rx Counseling (0)
- Professional Services (0)
- Immunizations (0)

### Rx's In Progress

space - Mark Rxs Refresh  
F - Call up Rx(s) Del - Delete

#	ToDo Origin	ToDo Type	Tote	Due	RxNum	Patient	BrandName	Doctor	Nex ^
1	PrescribeIT®	New Rx		18 days ago		Hogan, Hulk	AG-Metformin 500mg	Mulroney, Dana	Ent
2	PrescribeIT®	New Rx		4 days ago		Peach, Fuzzy	Ragwitek	Ranger, Paul	Ent
3	PrescribeIT®	Replace Rx		16 mins ago		MCNALLY, Andy	TARO-WARFARIN (warfarin sodium 2.5 mg ori	Ranger, Paul	Ent
4	PrescribeIT®	Replace Rx		3 mins ago		Kroll, Bb	TARO-WARFARIN (warfarin sodium 2.5 mg oral	Ranger, Paul	Ent

- The **Processing Electronic Rx Orders** screen and the **Electronic Rx Order Processing Details** screen have been updated to properly support replacement prescriptions.

Electronic Rx Order Processing Details

Patient  Allergies

JHN  DOB  **52 y** Sex  Conditions

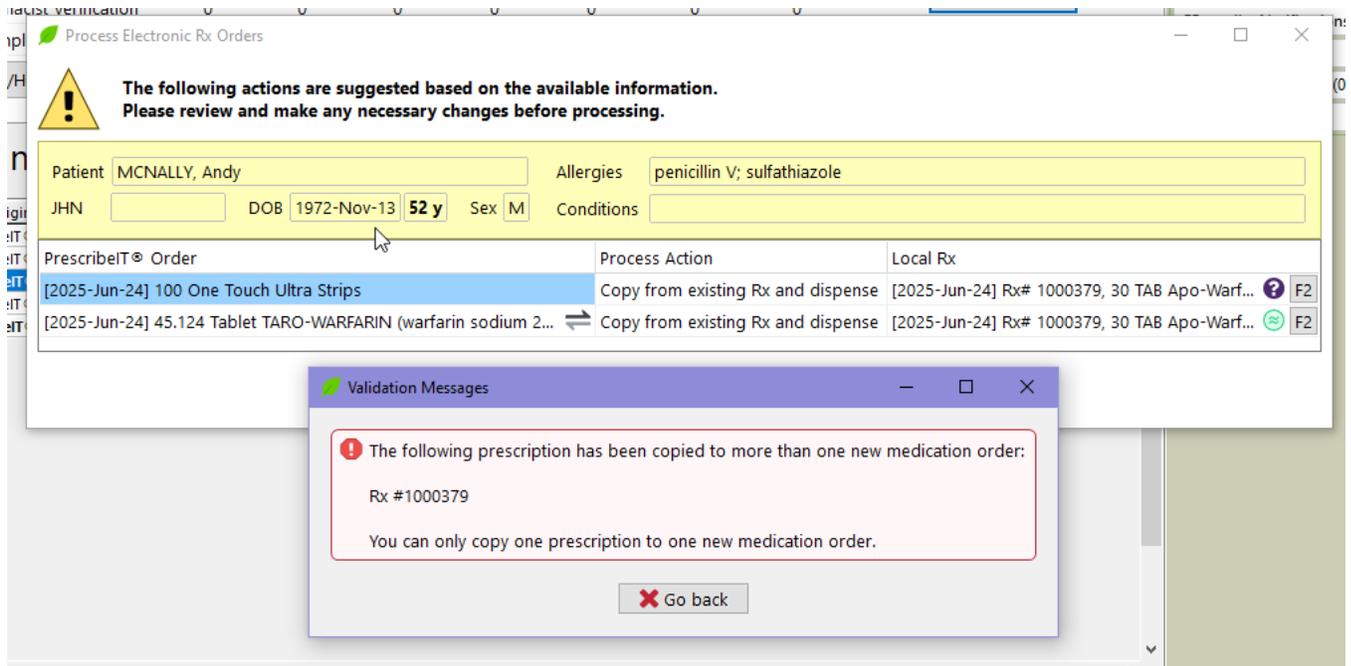
Process Action  Local Rx

Field	PrescribeIT® Order	Local Rx
Order Reference	1.2.2.3.3.7.7.1024507.2:4474aa63-4408-4cfc-a0de-e51636b2028b	1.2.2.3.3.7.7.1024507.2:0c55fd05-b456-449d-8afd-e7fe4f921a0e
Status		Filled
Last Dispensed On	N/A	2025-Jun-24
Product	TARO-WARFARIN (warfarin sodium 2.5 mg oral tablet) TARO PHARMACEUTICALS INC (10mg) DIN 02242682	Apo-Warfarin 2mg DIN 02242925, Schedule 1
Prescriber	Ranger, Paul Doctor Licence# 443674	Ranger, Paul Doctor Licence# 443674
Administration Start		2025-Jun-24
Administration Stop		

Replacement Rx

- The system will now flag medication order types where the intent is to Deny & Replace the requested eRenewal.

- The system will default the system to the **Copy and Dispense** option and link to the denied prescription. If there is more than one replacement Rx, then only one can be copied from the denied prescription.



- A new **View Response** option has been added to the **Electronic Rx Order Processing Details** screen to view the Callback record associated to the initial request.

Create New Rx From To Do

Profile

Prescriber® Order Reference: 1.2.2.3.3.7.7.1024507.2:4474aa63-4408-4cfc-a0de-e51636b2028b Messages

Written Date: 24/06/2025 Do Not Dispense Before: 24/06/2025 Expiry Date: View Details View Response

**Patient**

Name: MCNALLY, Andy Unlink

Address 1: 820 HERITAGE HILLS BLVD Sex: M

Address 2: DOB: 1972-11-13

City: MISSISSAUGA Prov: ON Postal: L5R 1Y0

Phone: <Unk>

Allergies: Observ.

**Drug**

Name: TARO-WARFARIN (warfarin sodium 2.5 mg oral tablet) TARO PHARMACEUTICALS INC

Strength: 10mg

DIN: 02242682 Form: Tablet

**Provider**

Name: Ränger, Paul

License #: 443674 Specialty: Doctor

Location: Dana Test Clinic Role: Doctor

Address: 123 Test St.

City: Toronto Prov: ON Postal: k2H 3L2

Phone: Work: 9999999999; Mobile: 9999999999; Work: 1514846181 Fax:

Sig: TAKE WITH 1MG TABLETS ONCE DAILY Init: DM

Admin Start Date: Admin Stop Date:

take as directed

Use this sig code text in the Rx

First Fill

Qty: 45.124 Tablet(s) Days: 30 Expiry Date: 28/03/2025

Prescribed: Qty: 45.124 Tablet(s) Days: 30 Authorized: Qty: 45.124 Tablet(s) Days: 30 Refills: 1

Disp Qty: 45.124 X Refills: 0 = Auth Qty: 45.124

Days: 30  Unlimited Refills Until:

Save Cancel

**Patient** F3

Name: MCNALLY, Andy

Address 1: 820 HERITAGE HILLS BLVD 13/11/72 (52)

**Drug/Mix** F5

Brand: Apo-Warfarin 2mg Del

Generic: Warfarin Sodium 2mg

Free Form: 

**Doctor** F7

Name: Ränger, Paul Del

Free Form: No image

Sig: TAKE WITH 1MG TABLETS ONCE DAILY Init: DM

TAKE WITH 1MG TABLETS ONCE DAILY

Disp Qty: 45.124 X Refills: 0 = Auth Qty: 45.124

Days: 30  Unlimited Refills Until:

## Professional Services

[KRL-13356] Automatic selection of Special Service Code (SSC = 2) for specific Adaptation fee claims (Nova Scotia)

### Feature

In Nova Scotia, pharmacists can claim a professional service fee with Nova Scotia Pharmacare (MSI) when they adapt one or more prescriptions. For these claims, Pharmacare requires a specific **Special Service Code (SSC)** to be included with the information submitted to the plan, based on the **reason** for the Adaptation.

In Kroll, when finalizing an Adaptation for a prescription in the **Rx Adaptation** screen (accessed through the **Adapt Rx by Pharmacist** function), users have the option to claim a fee for that Professional Service. If a user chooses to claim a fee, Kroll automatically creates a Fee For Service prescription with the information from the **Rx Adaptation** screen.

In June 2024, Pharmacare updated their CPhA (Canadian Pharmacists Association) Claim Standards, specifying that claims for the following reasons must be submitted with **SSC = 2**:

- Therapeutic substitutions
- Refusal to fill a prescription for a Drug Monitored by the Nova Scotia Prescription Monitoring Program (NSPMP)
- Changing a prescription for a clinical reason to enhance patient outcomes related to a change in Dose or Duration

Kroll will now auto-populate the appropriate Special Service Code for the **MSI** plan, when it creates a Fee For Service prescription for an Adaptation, based on the **Reason for Adaptation** chosen in the **Rx Adaptation** screen. This ensures that **SSC = 2** is correctly selected for the following reasons:

- Dose Change
- Duration Change
- Refusal to Fill a PMP Monitored Drug
- Therapeutic Substitution: Drug shortages
- Therapeutic Substitution: Better patient outcome
- Therapeutic Substitution: Reduce patient financial impact

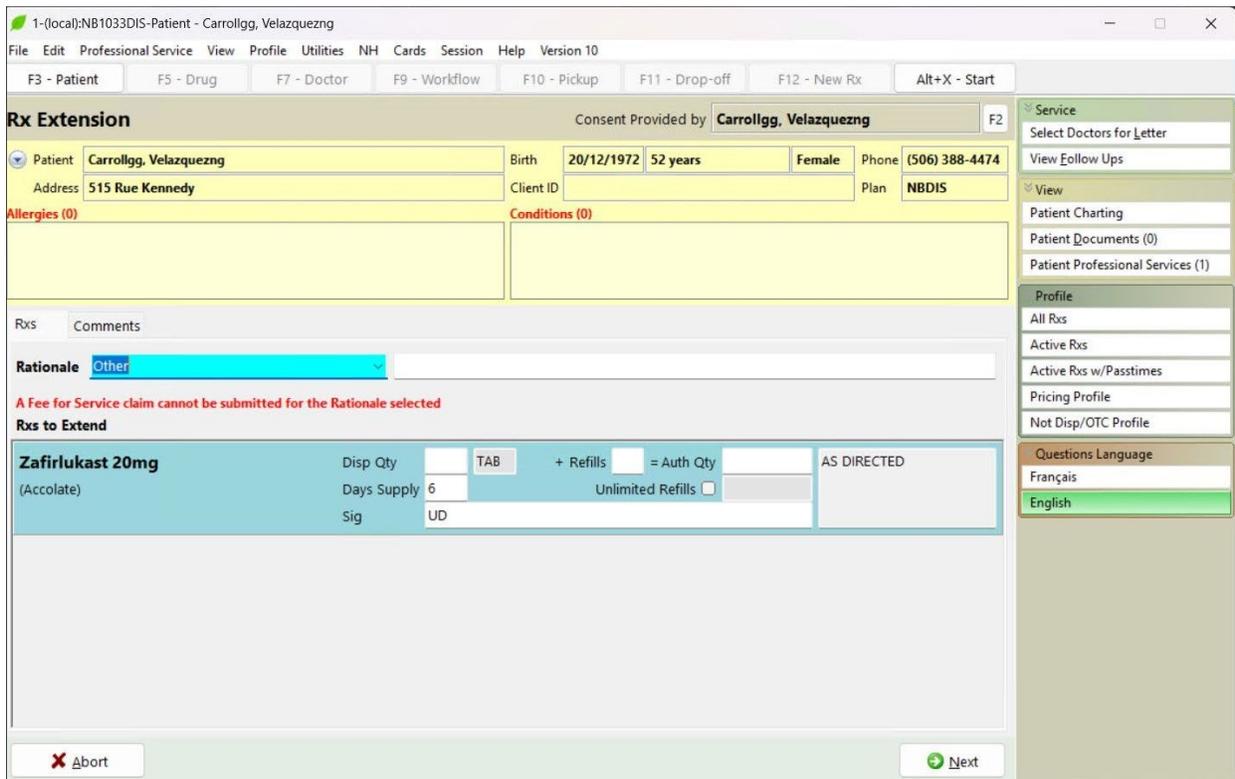
## [KRL-14881] Automatically create a Fee for Service claim when performing Pharmacist Extensions in NB

### Feature

Stores in the province of New Brunswick are allowed to submit a Fee for Service claim when extending prescriptions in certain circumstances. The store is allowed to submit up to 4 claims per patient, per year. In previous releases, Kroll did not track this for NB sites, nor did it automatically create a proper Fee for Service claim. Kroll has been updated as follows:

- The system will automatically create Fee for Service claims when performing Rx Extensions in NB.

- The system will warn the user when a Rationale has been selected that is not covered.



Only the following Rationales are covered:

- Extending refill(s) during physician absence
  - Emergency supply of medication
- The system will count the number of prescriptions being adapted in that request and which Rationale is selected, and will then determine the proper PIN and Fee for Service record to submit (see chart below):

Type	Number of Prescriptions Renewed	PIN	Fee
Extending refill(s) during physician absence	2 or less	22224000	\$10
	3	22224001	\$15
	4 or more	22224002	\$20
Emergency supply of medication	2 or less	22224003	\$10
	3	22224004	\$15
	4 or more	22224005	\$20

- The system will also check to see how many Fee for Service claims have been done for that patient over the past 12 months. The patient is allowed 4. Once that is exceeded, the system will not automatically create the FFS claim anymore.

## SMS Messages

[KRL-14702] Show the message sent to the patient

### Feature

Previously when sending the user an SMS message in Kroll (**Patient > Send Text Message**), there was no ability for anyone to see what was mentioned in the text message. Users are now able to see free text that was sent to the patient by looking at the **Outbound Message Details** on the patient card.

**Communications Queue - Item Detail**

Patient: Wrightson, David

Notification: Renewal Reminder

Comm Type: General Fanout

Escalation Level: 0

Status: Waiting for action date

Scheduled Action Date: 20/02/2025 1:56:58 PM

Message Sent: With other changes on the outbound communication details screen, we will also like to add the support to display what is sent to a patient using the Send Text Message feature in the patient chart. Kroll will track outbound SMS messages that

OK

## Translation

To ensure accuracy and professionalism for French-speaking users, we have revised the French interface. These updates correct language errors and enhance consistency with medical terminology used in pharmacy settings. French localization updates were applied to various labels, buttons, checkboxes, shortcut commands, table headers, and right-click menu options to ensure a more accurate, professional, and user-friendly experience for French-speaking pharmacy users:

- Corrected grammatical errors (e.g., subject-verb agreement, article usage), sentence structure, and awkward phrasing in French translations.

- Standardized vocabulary, fixed improper syntax, and clarified field labels and messages.
- Improved consistency and professionalized terminology for workflows, deliveries, verification, scanning, and packaging.
- Adjusted graphical alignment to ensure text fits in provided areas.

These improvements help provide a clear, localized interface, aligning with professional standards and user expectations in French-speaking pharmacies:

- [KRL-14659] Allergy Section - French label update for **Add Drug** Button
- [KRL-14660] Alternate Address Section - Update French Column Headers
- [KRL-14664] Batches Section - Correct Typo for a Column Header in Table
- [KRL-14663] Appointments Section - Update Table Title
- [KRL-14670] Comments Section - Main Screen - Correct French Grammar in Table Title and Column Headers
- [KRL-14682] Charting section - Update French Translations for Charting Test/Biometric Readings options
- [KRL-14683] Charting section - Update French Translations for Buttons, Tooltips, and Menu Titles
- [KRL-14685] Demographic Information - Main Screen - Update French Labels for Family Doctor and Birthdate Fields
- [KRL-14689] Demographic Information - Main Screen - Email and Notification Pop-up - Update labels and buttons to display accurate French terminology
- [KRL-14692] ERx orders Section - Add French Translation for Outgoing Orders Checkbox
- [KRL-14693] Immunization Section - Update French Translations and Fix UI Alignment
- [KRL-14981] French language fixes on Drug Search page
- [KRL-14983] French language fixes on Drug card
- [KRL-15002] Outbound Communication Section - Update French Translations in UI
- [KRL-15335] Services Configurations - Correction of Grammar and UI Overlap
- [KRL-15338] Kroll Configuration - Some fields and labels are too short

- [KRL-15450] Store-level configuration – General tab
- [KRL-15452] Active Medication Listing Report
- [KRL-15458] Adjudication totals
- [KRL-15539] French Translation Corrections on Store-Level Configuration (Drug tab)
- [KRL-15896] Store-level Configuration – Rx tab - Prompting tab
- [KRL-15901] Store-level Configuration – Rx tab - Nursing Home tab
- [KRL-15907] Store-level Configuration – Rx tab - Background Rx Filling
- [KRL-15908] Store-level Configuration – Rx tab - Counselling tab
- [KRL-15965] Store-level configuration - Rx-Tab - Workflow Tab
- [KRL-15984] Store level configuration – RX tab - Immunization tab
- [KRL-16049] Store-level Configuration – Rx tab- Auto-Refill/Reminders tab
- [KRL-16135] Store-level Configuration – Vigilance tab
- [KRL-16171] Store-level Configuration - Adjudication Tab -Retail Tab
- [KRL-16899] Store-level Configuration - Clean-up Tab

French-speaking users now see correct and professional French throughout the interface. These updates aim to improve the user experience for French-speaking pharmacy staff by using standardized, intuitive terminology that is clear, consistent, and correctly formatted and aligned, helping to ensure clear understanding and usability.

## [KRL-15538] Store-level Configuration - Patient Tab

### Improvement

The following configuration updates were made to the **Patient tab** to support enhanced functionality and localization for Canadian French users.

- Require Sex on Patient Card
  - *EN*: Sex is now a required field on the patient card.
  - *FR (CA)*: **Exiger le sexe sur la carte du patient**
- Allow Duplicate Quick Codes

- *EN*: The system now allows duplicate quick codes for patient records.
- *FR (CA)*: **Permettre les codes rapides en double**
- Prompt for Patient Privacy Consent (Retail Patients Only)
  - *EN*: A privacy consent prompt is now enabled for **retail patients**.
  - *FR (CA)*: **Demander le consentement de confidentialité du patient – Pour les patients réguliers**
- Enable Identity Verification
  - *EN*: Identity verification is now enabled for patients.
  - *FR (CA)*: **Permettre la vérification de l'identité**
- Relationships for Authoritative Caregivers:
  - Adults:
    - *EN*: Relationship tracking is now supported for caregivers of adult patients.
    - *FR (CA)*: **Relations pour les soignants autorisés d'un adulte**
  - Minors:
    - *EN*: Relationship tracking is now supported for caregivers of minor patients.
    - *FR (CA)*: **Relations pour les soignants autorisés d'un mineur**

## Tx Unfill Notification

[KRL-15011] Adjust the Rx Transfer status if the Drug is unfilled and no Authoritative Image exists

### Improvement

Previously when transferring an Rx from one store to another, there was no warning given if the transferring store did not have an authoritative scan of the Rx prior to transferring. Now when transferring out Rx's from one store to another, a warning will appear if the Drug does not have an original/authoritative Rx image attached.

Transfer Out Rx(s)

Search for a store. Type its name, address, or other information

Store Name  Pharmacist Name

Chain

Address

City  Prov

Postal

Phone  Fax

Comments

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Rx Summary

Rx Num	Orig Rx Num	Drug	Doctor	Status
1000124	1000123	AA-Amilzide 50/5mg	Dr. Smith, J	This Rx is waiting to be picked up.
1000126	1000125	3TC 150mg	Dr. Smith, J	 No Authoritative Script Image Available

**A store must be specified**

[KRL-15012] Always print the Rx Image when Transferring out an Unfilled PharmacyLink Rx

### Improvement

Previously, when transferring an Rx to another store where there was no authoritative/original Rx received yet by a patient, the inclusion of the non-authoritative copy was an option in the transfer. Now, when transferring out an Rx to another store where the authoritative Rx isn't present, the Rx image/scan that is present will ALWAYS be included in the transfer.

[KRL-15015] Adjustment to the Transferred Out report to add a message concerning the original for the receiving pharmacy

### Improvement

Previously, the Transferred Out report did not indicate which Rxs were transferred that didn't have an authoritative/original copy of the Rx. This has been resolved. All Rxs without an authoritative/original scanned copy now have a message 'Authoritative Rx not obtained from patient' on the Transfer Out report.

Tx #	Patient Details	Doctor	Drug	Fill Date Transfer Date	Total Status
<b>TransferredOUT</b>					
1000103	tx, unfill Store: A, First Fill Date: N/A, Last Fill Date: N/A	Dr. Smith, J	1 TAB 3TC 150mg	24-Feb-2025 10-Mar-2025	0.00 On File
1000104	tx, unfill Store: A	Dr. Smith, J	1 TAB AA-Amilzide 50/5mg	24-Feb-2025 10-Mar-2025	10.59
1000105	tx, unfill Store: A	Dr. Smith, J	1 TAB 3TC 150mg	24-Feb-2025 10-Mar-2025	16.83
1000106	tx, unfill Store: A	Dr. Smith, J	1 TAB 3TC 150mg	26-Feb-2025 10-Mar-2025	16.83
1000107	tx, unfill Store: A, First Fill Date: N/A, Last Fill Date: N/A Authoritative Rx not obtained from patient	Dr. Smith, Zachary	1 TAB 3TC 150mg	26-Feb-2025 10-Mar-2025	0.00 On File
1000110	tx, unfill Store: A, Pharmacist: suyash Comment: test	Dr. Smith, J	1 ML 5% Dextrose & 0.45% NAACL W 0.15% KCL 20 ME...	03-Mar-2025 27-Mar-2025	10.50
9000047	tx, unfill Store: A, First Fill Date: N/A, Last Fill Date: N/A Authoritative Rx not obtained from patient	Dr. Smith, J	1 TAB 282 MEP 350/200/15mg	11-Mar-2025 27-Mar-2025	0.00 On File(PART...

[KRL-15050] Adjustments to the Rx Transfers Report to show non-authoritative Rx(s) present

### Improvement

Previously, the Rx Transfers report did not indicate which Rx's were transferred that didn't have an authoritative/original copy of the Rx. This has been resolved. All Rx's without an authoritative/original scanned copy now have a message 'Authoritative Rx not obtained from patient' on the Rx Transfer report.

Report Preview  
 File Page Zoom  
 Page 1 of 6 Zoom 110.0  
 (610) 877-6543

Rx Transfer Report Printed on: 28-03-2025 19:48:00

**Patient: tx, unfill**

Rx	Drug DIN Dispensed Qty Sig Code	First Fill Date Authorized Qty	Written/Oral Last Fill Date Remaining Qty	Doctor Address City/Prov	Doc Lic # Phone Written Date
1000127	5% Dextrose & 0.45% NaCl w/ 0.15% KCl 20 MEQ/15... 00437999 1 USE	28-03-2025 2	Unknown 28-03-2025 1	Dr. Smith, J N4K 5N4	12886 376-2130 28-03-2025
	Comment: Test Transfer				
1000126	3TC 150mg TAB 02192683 1 USE	N/A 8	Unknown N/A 8	Dr. Smith, J N4K 5N4	12886 376-2130 20-03-2025
	Authoritative Rx not obtained from patient Comment: Test Transfer				
1000124	AA-Amizide 50/5mg TAB 00784400 1 USE	19-03-2025 6	Unknown 20-03-2025 4	Dr. Smith, J N4K 5N4	12886 376-2130 19-03-2025
	Comment: Test Transfer				

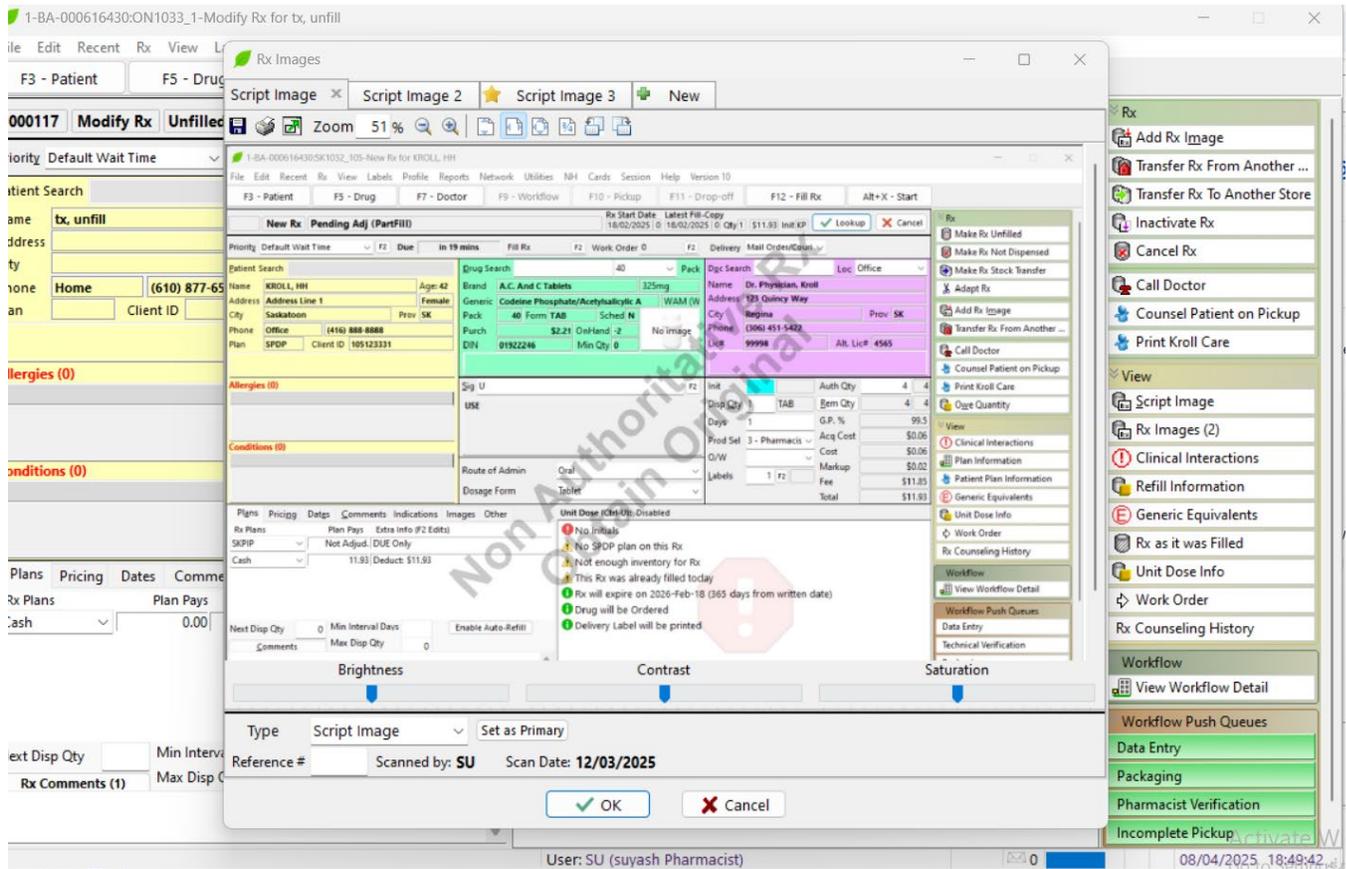
[KRL-15482] Check primary Rx image for authority and manage additional images

### Feature

Kroll evaluates the attached Primary Rx Image to determine whether it is authoritative or non-authoritative.

If a user modifies or adds a new image to the Rx, if the **Primary** Script Image is:

- **Unauthoritative:** Kroll will make the new Script image added the primary image and retain the previous image, but it will no longer be primary.



- **Authoritative:** Kroll will add the new script image and retain the previous image, which will still be primary.

On the **Scan Image** screen, select **Script Image** type and click **Save**. The new image is set as primary on the **Rx Images** screen. If a different type is selected, the new image is added as that type and the script image that was present is still the primary.

If a user modifies an **existing image that is non-authoritative**, regardless of whether if the **Primary** Script Image is authoritative, Kroll will take the new image and add it as a subsequent image and retain the previous image, which will still be primary.

If the user modifies an **existing image that is Authoritative** and the **Primary** Script Image is Unauthoritative, Kroll will make the new Script image added the primary image and will retain the previous image, but it will no longer be primary. If the **Primary** Script Image is Authoritative, Kroll will add the new script image and will retain the previous image, which will still be primary.

If a user modifies an **existing image that is NOT a script Image**, Kroll will add the new image as the selected type and retain the previous script image, which will still be primary.

[KRL-15868] Display Transfer Rx summary and transfer status when transfer out Rx through Modify Rx screen

### Feature

When transferring an Rx from the **Modify Rx** screen, the **Rx summary** and **Transfer status** now display, and if the Rx image is unauthoritative, a notification will appear.

Transfer Rx to Other Store

Search for a store. Type its name, address, or other information

Store Name  Pharmacist Name

Chain

Address

City  Prov

Postal

Phone  Fax

**A store must be specified**

Transfer Information

Transfer date 04/04/2025

**⚠ No Authoritative Script Image Available**

## Yardi

[KRL-12550] Transmit proper TQ1 segments to Yardi (i.e. Administration Timing Segments for Passtimes)

### Feature

Kroll is integrated with Yardi, an application that manages prescription orders for Nursing Home facilities. This integration allows participating stores to send new medication orders electronically to the associated facility. This message is formatted as an HL7 xml standard. Within that message is a technical segment that codifies the administration times that a medication is to be given to patient at the home.

There was a previous issue with Yardi in that some frequencies selected by the user in Kroll were not properly populating the HL7 xml message. This issue has been corrected. There are no UI changes in Kroll required to fix this, as any messages sent to Yardi occur in the background. The user will not "see" the message, however the user can view the xml via the Rx Instructional note on the Prescription Filling screen ("This Rx is linked to an eRx").

1. Double click the instructional note to open the **ERx Details** screen.
2. Select the order to open a **Details** page. Select **Other > View Request**.

This displays the xml message actually sent. The segment in question is called 'TQ1'.