

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.

\land 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**:

9 Store Level Configuration Paramet	ers			×
General Patient Drug Doctor	Rx FDB Adjudication Labels	s Delivery Reports Security Inte	rfaces Order X - AR Y - To Do Cleanup	← Ctrl →
Point of Sale Robotic Central Fill Outbound Fax External Interfaces PharmacyLink Due Dates VoicePort RxTouch AR Payment Import File PointClickCare Vigilance	Messages [8] Message Type Rx Ready For Pickup Refill Reminder Accounts Receivable Birthday Greeting Free Form Message Renewal Reminder New Prescriptions On File (Un Delivery order delivered not c Notify when items in Queue are moving Allow sending free form or editis Enable Shipping and Delivery Ni Send appointment reminder #1 60 Only send appointment reminder #2 144 Only send appointment reminder #3 Send appointment reminder #2 144 Only send appointment reminder #3 Send appointment immunization co Send appointment immunization co Multiplication co Rend appointment immunization co	Refill Reminder - Comm Type Phone E-mail SMS To Do Push Notifications Escalation Level 1 24 Level 2 48 Level 3 72 Level 4 hours Level 5 hours Index 1 100 Push Notifications 100 Push Notifications 100 Level 1 24 Level 2 48 hours 100 Level 3 72 hours 100 Level 5 hours Itevel 5 hours Itevel 5 hours Itevel 6 minutes overdue Ing predefined text messages 100 minutes before the appointment (br 11 #2 if the meeting was created at least alert in .ics file to 5 minutes befor ponsent questionnaire 180 minutes befor pussages 180	Provider <none> PharmacyLink PharmacyLink ToDo PharmacyLink Notification Window (Hours of Operation) Anytime ✓ Feedback Enabled ☑ Refills Remaining ☑ No Refills Remaining ☑ No Refills Remaining ☑ No Refills Remaining ☑ I2 hours before the reminder time Hank means no reminder) 12 hours before the reminder time Plank means no reminder) 13 hours before the reminder time Year the appointment (blank means no alert) efore the appointment (blank means no questionnaire)</none>	
Search		OK Cancel		

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.

🕖 Outbound Comr	munication Queue					- • ×
Processing Compl	leted					
Completed Items	s (3) Message Typ	e Refill Reminder	✓ Communication	Type All 🗸 🗸		D - Detail
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	- V
Patient, A	Refill Reminder	SMS		Completed with Errors	17/09/2024 2:38:19 PM	Recipent 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	
						~
				✔ ОК		

[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.

🕖 Outbound Communication Queue			- 0 ×
Processing Completed			
Completed Items (3) Message Type Refill Reminder	Communication Type SMS		Days 30 D- Detail
Subject Message Type Comm Type Patient, B Refill Reminder SMS	Response Status Sent Status Response Failed Completed Successfully	Action Taken On 17/09/2024 2:38:20 PM	Messages Bundle already managed
	✔ ОК		

[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**.

/ Outbound	Communication Queue						×
Processing Co	ompleted						
Completed I	tems (3) Message Typ	pe Refill Reminder	 Communication 	Type All 🗸 🗸		D	- Detail
Subject	Message Type	Comm Type	Response Status	Fent Status	Action Taken On	Messages	^
Patient, A	Refill Reminder	Mobile Push Notica	1	Completed Successfully	17/09/2024 2:38:18 PM		
Patient, A	Refill Reminder	SMS		Completed with Errors	17/09/2024 2:38:19 PM	Recipent has unsubscribed from not	ificat
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 Received	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		
				-			~
				🗸 ОК			

💋 Communication Qu	ueue - 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_feedb	ack_datetime	
Reference Number	******	*-####	***	ŧ	
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 r	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 Qu	ieue - Item Detail	
Patient	Lastname, Firstname	
Work Order #	####	
Notification	Refill Notification	
Comm Type	SMS	
committype		
Escalation Level	0	
Sent Status	Completed Successfully	
Response Status	Pending Response	
	0 1	_
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
	 Image: A second s	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 Q	ueue - 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 t	tt		
Action Taken On Date	dd/MM/yyyy hh:mm:ss t	tt		
Completed Action Date	dd/MM/yyyy hh:mm:ss t	tt		
Last Attempt Date	dd/MM/yyyy hh:mm:ss t	tt		
Reference Number	#######################################	.####-##############		
Messages	<reason failed="" for="" mess<="" td=""><td>age></td><td></td><td></td></reason>	age>		
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	 -
				~
	~ 0	ж		

[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**.

Outbound Communications Feedback Report		×
File Version IU		
Selection Selection 2 Options		
Show Messages Show Summary		
Sort By:		
Sent Date 🗸		
Sent Date		
Patient Name		
Message Type		
Sent Statu		
Response Status	Copies	1 📫
Tray (Default tray) ~		
Restore Defaults Print Preview Save <u>C</u> SV	🗙 Close]

[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**.

		Taki 1033, Phone:	Rx Summa 987 Testing Av (604) 697-8044	e ry Repor e, Burlington 4 Fax: (905)	t ON R3T 7/ 999-0000	<1		
ReportPara Fill Date - Printing S Print SMS Sort By F Include fr Print SMS	meters 13-04-2025 to 13-04-2025 ame Day Cancels Response Refils Only II Date te for service Rxs Response Refils Only							
Rx Summar	y Report					Pri	inted on: 23-04-2	025 16:40:44
12	Patient Name			QCY Drug		DIA	Auth J Dem	R0 Test
	Destar #	Plans			Status	Current	First	Refit SMS
	LOCCOL &							1000169
1000176	Pc, Sms3a	112112		1 TAB Taro-	-Carbamazepin	ie 200mg	11	1000100
1000176	Pc, Sms3a			1 TAB Taro-	-Carbamazepin	e 200mg 02407515	5 9	K
1000176	Pc, Sms3a 20091	Cash		1 TAB Taro-	-Carbamazepin Inact 1	ie 200mg 02407515 3-Apr-2025	5 9 11-Apr-2025	R
1000176 Totals	Pc, Sms3a 20091	Cash		1 TAB Taro-	-Carbamazepin Inact 1:	e 200mg 02407519 3-Apr-2025	5 9 11-Apr-2025	R
1000176 Totals	Pc, Sms3a 20091	Cash		1 TAB Taro-	-Carbamazepin Inact 1: 0	e 200mg 02407515 3-Apr-2025	5 9 11-Apr-2025	R
1000176 Totals	20091	Cash		1 TAB Taro- New Repeat	-Carbamazepin Inact 1: 0 1	e 200mg 02407515 3-Apr-2025	5 9 11-Apr-2025	R
1000176 Totals	Pc, Sms3a 20091	Cash	Dependencies	1 TAB Taro- New Repeat Total	Carbamazepin Inact 1: 0 1	e 200mg 02407519 3-Apr-2025	5 11 5 9 11-Apr-2025	R '

[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 Rxs 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

		###3				
		###13				
		###013				
		1###013				
		1####013				
		1#####013				
display_rx_num_masked	display_rx_num	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.				
		The following Masking rules will be applied to the				
		variable: display_rx_num_masked, if there is a				
		prefix set:				
		Rx: 1029-###3				
		Rx: 1029-###13				
		Rx: 1029-###013				
		Rx: 1029-1###013				
		Rx: 1029-1####013				
		Rx: 1029-1#####013				
		If there is no prefix set, the following Masking rules				
		will be applied to the variable:				
		display_rx_num_masked:				
		Rx: ###3				
		Rx: ###13				
		Rx: ###013				
		Rx: 1###013				
		Rx: 1####013				
		Rx: 1#####013				

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

New App	ointment		
New App Calendar Category Type Method Patient	Calendar name Calendar name In Person Johnson, Marvin Derek Send notification to patient	▽ ▽ ▽ F3 Del	Start Time 26/06/2024 III 12:00 PM Duration overlaps reserved slot All day event End Time 26/06/2024 III 12:15 PM 15 minutes C CRecurrence Confirmed Entered By User, Kroll on 20/06/2024 08:35:55 Description
Pharmacis	t User, Kroll	∑ Del Save	<u>Close</u>

• New flexible scheduling patterns include the following:

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

Scheduling Re	ecurrence
Start: 12:00 F	PM $\stackrel{\wedge}{\smile}$ End: 12:15PM $\stackrel{\wedge}{\smile}$ Duration: 15 minutes \checkmark
Recurrence pat	ttern
Daily	Every 1 day(s)
OWeekly	◯ Every weekday
Monthly	
Yearly	
Range of recuri	rence b/06/2024 Image: Description of the second
	C End by Wed 25/09/2024
[OK Cancel <u>R</u> emove Recurrence

• Weekly: Schedule for specific days across multiple weeks

Scheduling F	Recurrence
Start: 12:00	PM $\stackrel{\wedge}{\searrow}$ End: 12:15PM $\stackrel{\wedge}{\searrow}$ Duration: 15 minutes \checkmark
Recurrence pa	attern
ODaily	Recur every 1 week(s) on:
Weekly	🗌 Sunday 🔄 Monday 📄 Tuesday 📕 Wednesday
OMonthly	🗌 Thursday 🔄 Sunday 🔄 Saturday
OYearly	
Range of recu	rrence
Start Wed 2	26/06/2024 🔍 🔘 No end date
	O End after 10 occurences
	○ End by Wed 25/09/2024 ✓
	OK Cancel <u>R</u> emove Recurrence

• Monthly: Choose specific dates or patterns

Scheduling Recurrence
Start: 12:00 PM
Recurrence pattern
Daily Day 26 of every 1 month(s)
Weekly The fourth V Wednesday V of every 1 month(s)
Monthly
Yearly
Range of recurrence
Start Wed 26/06/2024 No end date
O End after 10 occurences
○ End by Wed 25/09/2024
OK Cancel <u>R</u> emove Recurrence

• Yearly: Set annual recurring appointments

Scheduling Recurrence
Start: 12:00 PM
Recurrence pattern
Daily Every 1 year(s) Weekly On June 26 Monthly On the fourth Wednesday of June
Range of recurrence
Start Wed 26/06/2024 🔍 🖲 No end date
O End after 10 occurences
○ End by Wed 25/09/2024
OK Cancel <u>R</u> emove 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 ~
Туре	
Method	n 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.

Fil	e Edit R	lain)(Drg Sea ecent Search	Utilities	NH Central Fill	Cards Sess	ion Help	Version 10						
	F3 - Patier	nt F5	- Drug	F7 - Doctor	F9 - V	Vorkflow	F10 -	Pickup F11	- Drop-of	f	F12 - New F	bx Alt-	X - Start
Se	arch Criteria	a Mix	ture 🔲 🛛	🖌 Edit	In Insert			Searching By	Brand(Ge	neric) Name (Adva	nced)	
ŀ				X Cancel	Copy Drug	Adv	anced	24799	Records Fe	ound			
#	 CF Eligi 	. DIN	BrandN	ame	GenericNa	me		Strength	Pack Size	Form	Manufacturer	Equivalent To	10
1	Yes	02172062	Synthro	aid	Levothyre	Levothyroxine Sodium		25mcg	90	TAB	(BGP Pharma		
2	Yes	01940473	Paxil		Paroxetin	e Hydrochi	oride	30mg	30	TAB	(I GSK (GlaxoSi	6	
3	Yes	02172062	Synthro	bid	Levothyre	oxine Sodiu	m	25mcg	1000	TAB	(BGP Pharma	1	
4	Yes	02238280	Apo-Se	rtraline	Sertraline	HCI		25mg	100	CAP	(APX (Apotex	Zoloft	
5	Yes	02167786	Apo-Me	etformin	Metformi	in Hydrochi	loride	500mg	100	TAB	APX (Apotex	Glucophage	
6	Bacmod (E 10.36 Super	od CE 10	22 Bacmad CE 10	ydrocor	tisone Sodi	um Succina	100mg/vial	2	POW	HPH (Hospira		
7	SunMed (CE1020, Symm	d CE1029	Synmed CE 10.26	etformi	in Hydrochi	loride	500mg	360	TAB	(APX (Apotex	Glucophage	
8	Pacmed C	CF1030	u ci iuci	, synned of Toleo,	ortripty	line HCI		10mg	100	CAP	(AAP (AA Phar		
9	Tes	U2107780	Аро-ма	ettormin	wietformi	in Hydrochi	loride	500mg	500	TAB	(APX (Apotex	Glucophage	
10	Yes	02230711	Lipitor		Atorvasta	tin Calcium		10mg	90	TAB	(I 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.

Appointment Categories Delivery Routes (1) Appointment Types AR GL Categories Calendars Caunes ling Points Description Drug Aparts Drug Aparts Drug Aparts Drug Marketing M. Drug M. Dru	💋 Edit Mast Lists / G	Groups				× tree t
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	. U S' Health		∑ Save	Cancel		

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 unit="d" value="3"></width>
<medication></medication>
<player classcode="MMAT"></player>
<code code="02372584" codesystem="2.16.840.1.113883.5.1105"></code>
<name>OxyNEO 80mg</name>
<formcode code="ERTAB" codesystem="2.16.840.1.113883.19.5.3"></formcode>

	Lienapree	ivery inograci			1 1101019 (1)								(
Medicat	ion								Days Su	pply	3 days	Qty			
Name OXYNEO 80 mg SWALLOW, ORAL															
Desc										Dispensed By					
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	2372584	Mfr PFR (Purdue Frederic		Туре	Pharm	acist	ID	2230						
Pack Qt	y	Pack Type													
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Dispens	ed At								Superv	ising Ph	armacist				
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Address	1								Туре			ID			
City						Prov		Postal							
Phone						ID	993								
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isp#6	1801040	Fill date	16-Apr-2025	Selection	None										
ocal # 9	999071	Status	Active	Ву	Dispenser										
	irst Fill			Reason											

[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.

💋 Adjudication Route Edit	×
Name New Brunswick DIS	Route type Production ~
Down	Default retry delay 60 mins
Connection Node type TCP ~ Connection Timeout 45 secs	
Hostname/IP dhdmzrhapprd.gnb.ca	Port 4433
Keep connection open for 0 secs after claim sent	Max threads 10
Options Protocol type NB CeRx Remote certificate name TLS Client Certificate Original File Load Clear Password Check Password Subject CN Expiry Date Default endpoint cerx Client Registry endpoint cr	
Save X Cancel	

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

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.

Start Screen	ent Network Re	norts Utilities NH Cent	ral Fill Carde S	ession Hel	n Version 1	(Euclase)					X
F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F10	- Pickup	F11 - Drop-o	ff F12 -	New Rx	Alt+X - Start	The Fired	nat with Kroll Supp
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Modify Sp	ecific Rx #	Local DUE	14	0	0	0	0	0	14	2	Development
in surj sp		Data Entry Verification	6	0	0	0	0	0	ő	61	use only
Reprint Sp	pecific Rx #	Adjudication	20	0	0	0	0	0	20		
Coun	sel Rx	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		
		Rx's Waiting for Pick	kup								
			1-7 days	7-14 days	14-21 days	21-28 days	28+ days	Total	Total S		
		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.

F3 - Patient F5	Drug F7	- Doctor	F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt+X - Start
Last Rx Numbers Regular 1003167 Narcotic 9000194 Modify Rx Reprint Rx Cancel Rx	Kroll Config General Con DB Type Province Chain Organization	guration Param figuration N Developm ON (Ontar (NONE) (NONE)	eters fodules Therapeut ent io)	tic Advisor Station	Logging		
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	Enable Liv	e Helper Cha		— In most cases, / OK	it should match the l	Kroll ID for Reporting.	

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.

PrescribelT[®]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 PrescribelT[®] request for a provider that is already in Kroll but does not have associated PrescribelT[®] 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.

1-yrk-q File Edit	Create Ne	💋 Doctor - Ranger, Paul			×) ×
F3 - Pat	PrescribelT	Doctor	Please select the doctor and location that co	orrespond to this orde	er.		
Ne	Written Da	Last <u>Name</u> Ranger First Name Paul	Salutation Dr. 🗸 QuickCode	ОК	Scan	F3	
Date 28/08/	28/08/202	Addresses <u>A</u> dd <u>M</u> odify <u>D</u> elete Prima	y Location 🗹 Do	ctor Active O	e Numbers (0) F2 Ins Del iption Phone	/72 (51)	ised ifer
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City Mi Phone Ho	Address 1 Address 2	City	Prov ON (O	ntario) 🗸) image	other Store
Plan	City Phone	Ctrl † Prev Ctrl ↓ Next Phone	Fax			F7	
Allergies (0)	Allergies Observ.	eRx ePrescribe		F2 Ins Del	ps (0) F2 Ins Del	Del	
Conditions (Drug Name Strength DIN	Topic Comment				nit DM	
Plans D	Provider	General Licences Doctor Information	Primary Licence Number		← Ctrl → Prescriptions/Refills		
Rx Plans Cash	License # Location	Designation Doctor ~ Specialty ~ ~ Prescribing Rights Full Rights ~	Type AB Doctor Licence 443674 Override	Ref ID 81	No Kroll Care No Fax Refills No Phone Refills No Phone Refills No ERenewals		il]
	City	Written Language English ~	Other Licences (0) Signature		No Professional Service Faxes		
Next Disp Q	Sig Admin Star	Email Send Dates Created On 28/08/2024 10:43:49	X	lo image available			
External Ref Treatment Ty Indication: A	These are	Changed On 28/08/2024 10:46:50			Load Delete		
) 10:47:43

[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.

ine Luit Recen	t Doctor Reports	Iltilitier N	H Central Fill Cor	de Section	Help Version 10						
F3 - Patient	F5 - Drug	F7 - E	Doctor F9 - W	orkflow	F11 - Drop-off	F12 - New	Rx	Alt+X - S	tart		
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Locations (1)	F2 Ins I	Oel Address 1	25 York St			Cell		(4	16) 990-6370		View EPrescribe Messages
Office		Address 2				Fax		1-	555-555-5556		View History
		City	Toronto ~	Prov	ON (Ontario)	Office		(4	16) 555-0000		
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If this option is checked, it will warn the user when creating an electronic Renewal Request for a doctor that is set to PrescribeIT[®]. 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**.

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	100 Glucom	eter Encore Test Strip	p Rem: 0, Auth: 100	Folger, carey Prescriber doesn't wish to rec	eive renewals via this method
	Reason	for renewal test			
			✓ Request	× Close	

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

Feature

Stores using PrescribelT[®] 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[®] 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[®], 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.

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

Feature

A new Kroll Configuration option has been added to control the version of PrescribelT[®] 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 PrescribeIT[®] 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.

PrescribelT[®]V5

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

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 PrescribelT[®] 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 PrescribelT[®] 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 PrescribelT[®], 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. PrescribelT[®] 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 PrescribelT[®] 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 PrescribeIT[®] 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[®] orders. Processing these orders will not send PrescribelT[®] notifications.
- View External Interface References, displaying PrescribeIT[®] 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[®] prescriptions.
- External Rx Order Report from the Reports menu accessible from the Alt+X Start screen.
- PrescribelT[®] 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[®] module is deactivated:

- EPrescribe Messages view in F3 Patient card.
- Retrieve PrescribelT[®] 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**[®] status section in **F7-Doctor** card.
- **PrescribelT**[®] 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 PrescribeIT[®] was disabled (PrescribeIT[®] 3.0 and up only).

[KRL-17031] Localize ePrescribe Log Transaction Types

Feature

Stores on PrescribelT[®] 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 PrescribelT[®] 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 PrescribeIT[®] 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 PrescribeIT[®]. 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).

PrescribelT[®]V5 | Split Rx

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

Feature

Stores configured with PrescribeIT[®] now allow the user to take a medication order from the provider and split it into up to five separate Rxs. 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.

🕖 Modify Rx for Mcnally, Andy								– 🗆 X
File Edit Rx View Labels Profile Reports Util	ities NH Central Fill	Cards Session Help Version	n 10 🤛 Chat	with Kroll	l Support	🔥 Loggi	ng	
F3 - Patient F5 - Drug F7 - Doc	tor F9 - Workflow	Prostart Data Provinus Fill	- Drop-off	F12 - S	Save Char	nges	Alt+X - Start	
1000864 Modify Rx		25/02/2025 0	25/02/2025	0 25/02/2	2025 0	🗸 Looku	p 🗙 Cancel	[⊗] Rx
Date 19/01/2025 Time 20:02 F2 Due 1m (5d ago Fill Rx	F2 Work Order 1679	F2 Delivery	Pickup	, ,	/		Add KX Image
Patient Search	Drug Search	250 50 0	ack Doc Sear	ch		loc (Office	Transfer RX From Another
Name Mcnally Andy Are: 52	Brand ACT-Sertraline	50mg	Name	Dr. Folge	er. Carev	200		
Address 820 Heritage Hills Blvd Male	Generic Sertraline Hyd	rochloride ACT (Act Address	25 York S	St			
City Mississauga Prov ON	Pack 250 Form C	CAP Sched 1	City	Toronto			Prov ON	S Cancel Rx
Phone Home (905) 232-8044	Purch \$10	07.50 OnHand -30	Phone					🕞 Call Doctor
Plan ONNMS Client ID 123456789	DIN 02287404	Min Qty 0	Lic#	893204		Alt. Lie	:#	👌 Counsel Patient on Pickup
								👆 Print Kroll Care
Allergies (0)	<u>S</u> ig UD		Init	AS A	AS /	Auth Qty	120 4	[⊗] View
	AS DIRECTED		Disp <u>Q</u> ty	30 C	САР	Rem Qty	90 3	🕞 External Rx Order
			Days	30	(G.P. %	47.73	🖶 EPrescribe Messages
			Prod Sel	3 - Pharr	macis \sim $^{\prime}$	Acq Cost	\$12.90	() Clinical Interactions
Conditions (U)			0/W	eRx (Pres	scribe \vee	Cost	\$12.90	C Refill Information
	Route of Admin	Oral	Labels	1 F	F2	Markup	\$1.29	🛓 Patient Plan Information
	Dosage Form	Capsule	\sim			Total	\$10.49	E Generic Equivalents
Plans Pricing Dates Comments (1) Indications	Images Other	Unit Dose (Ctrl-U): Disabled					924.00	Rx as it was Filled
Rx Plans Plan Pays Extra Info (F2 Edits)		A Prescription has been spl	it					C Unit Dose Info
Cash ~ 24.68		A Drug Cost (Purchase) has	n't been upd	ated in 2	793 days			↓ Work Order
(More Plans Available)		🛕 Drug Cost (McKesson) ha	isn't been up	dated in	2789 day	s		↑ Split Rx Details
		🛕 Drug Cost (K&F) hasn't be	een updated	in 4690 c	days			Rx Counseling History
		🕕 This Rx is linked to an eR	د / ۱					
		Drug will be Ordered						Workflow
Next Disp Qty Min Interval Days A	uto Refill	Delivery Label will be prin	ted					
Rx Comments (1) Max Disp Qty 🔽 E	nable Renewal Reminder	Counsel Patient on Pickup						Workflow Push Queues

 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 PrescribelT[®]. This option will allow the user to split a prescription into more than one medication.

💋 Create New Rx From To Do					- 🗆 X
Profile					
PrescribelT® Order Reference 1.2.2.3.3.7.71024506.2:b6e40f35-4d9d-4087	7-91de-10ffa5d06f84	Messages	Single	Split	
Written Date Do Not Dispense Before 08/01/2025 09/01/2025	Expiry Date 08/02/2025	View Details	Patient Name Address 1	ller, Billy New Address	01/08/58 (66)
Address 1 59 New Address		Unlink Sex M	Drug/Mix 90	00789	F5
Address 2 City Pickering Phone Home: (647) 111-2222: Mobile	Prov ON F	OOB 1958-08-01 Postal M2T 6J1	Generic Free Form		No image
Allergies PENICILLIN (Moderate); doxyc Observ. 175 centimeter(s) (14/03/2024)	ycline); 70 kg (14/03/2024)		Doctor Name Fo	lger, Carey	F7 Del
Drug Name venlafaxine (venlafaxine hydro Strength some strength description DIN 9000789 Form Caplet	chloride) 150 mg prolonged-relea	ise oral capsule	Free Form	No image	
Provider Name Folger, Carey License # 893204 Specialty Doctor Location Kroll QA PrescribelT Clinic-ON	Role	Doctor	Sig		Init AS
Address test, City toronto Phone Mobile: 4165554000; Work: 884	Prov ON 88888888 Fax: 8335554000	Postal L7Y2K5	Disp Qty Days 5	X Refills 0 =	= Auth Qty 0 efills Until 06/07/2026
Sig Admin Start Date These are rendered dosace instructions f Lookup Rx	Admin Stop	Date			

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 Rxs, 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 Rxs.
- 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 Rxs 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 PrescribelT_® can be split.

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

Feature

Stores configured with PrescribeIT[®] send dispense messages to the provider after an electronic medication order has been given to the patient. To properly support Split Rxs for PrescribeIT[®], 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 PrescribeIT[®] 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 PrescribeIT[®], 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.

Rys To Do	2	0 0		0 0) 0	2			
10.5 10 20	-	о о				-			
							 ✓ (Get Wor	k
Rxs To Do	r					sp	ace - Mark Rxs	0	<u>R</u> efresh
10.5 10 00					F -	Call up Rx(s)	Del - Delete		
≠ ToDo Origin	ToDo Type	Due	RxNum	WO # Patient	BrandName	Doctor	ToDo C	omment	Next Workfle
1 PrescribelT®	Replace Rx	1m 27d ago		319 Miller, Bill	y ZOMIG NASAL	SPRAY (zolmit Folger,	, carey cyntł		Input
2 PrescribelT®	🏞 Cancel Rx	Yesterday		353 Miller, Bill	y TARO-RISPERIE	OONE (risperi Folger,	, carey cyntł		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.

🕖 Modify Rx for Miller, Billy			– 🗆 X
File Edit Rx View Labels Profile Reports Utilities NH Centr	al Fill Cards Session Help Version 10		
F3 - Patient F5 - Drug F7 - Doctor F9 - W	orkflow F11 - Drop-off F12 - Save Changes Alt+X - Sta	art	
1000129 Modify Rx	Rx Start Date Previous Fill This Rx Latest Fill 05/03/2025 1 05/03/2025 1 05/03/2025 1	🗸 Lookup 🔀 Cancel	[⊗] Rx
			🖶 Add Rx I <u>m</u> age
Date 05/03/2025 Time 14:15 F2 Due Yesterday Fill R	x F2 Work Order 352 F2 Delivery Pickup	<u></u>	iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii
Patient Search Drug Search	30 F2 Pack Doc Search	Loc Office V	🐑 Transfer Rx To Another Store
Name Miller, Billy Age: 66 Brand Crestor	20mg Name Dr. Folger, carey cyr	nthia Smith	🔂 Inactivate Rx
Address 59 New Address Male Generic Rosuva	Address 25 York St	Danie ON	🗑 Cancel Rx
Phone Home (647) 111-2222 Purch	for of Option of Phone (416) 555-0000	PIOV ON	Call Doctor
Plan ODB Client ID 521463984 DIN Select an C	Dption	Alt. Lic#	Counsel Patient on Pickup
			Print Kroll Care
Allegeige (1)	Jrder has been Cancelled by the prescriber: Entered in error - test.		Cove Quantity
	Do you want to:	n Qty 20 4	C One country
AS		n Qty 15 3	View View
	<u>C</u> ancel the Rx	.% 54.19	C External Rx Order
Conditions (0)		t \$10.64	EPrescribe Messages
P	Continue Processing the Rx	kup \$0.00	(1) Clinical Interactions
Kou		\$10.49	C Refill Information
Dos	Exit the Rx	al \$21.13	👌 Patient Plan Information
Plans Pricing Dates Comments (1) Indications Imag			E Generic Equivalents
Rx Plans Plan Pays Extra Info (F2 Edits)	A Not enough inventory for Rx		🗑 Rx as it was Filled
Cash ~ 21.13	A Prescription has been split		🔁 Unit Dose Info
(More Plans Available)	🛕 Drug Cost (Purchase) hasn't been updated in 663 days		¢> Work Order
	This Rx is linked to an eRx		↑ Split Rx Details
	Drug will be Ordered		Rx Counseling History
	Delivery Label will be printed		Manual Alarm
Next Disp Qty Min Interval Days Auto Refill	Ung Pack Tier Id: 1		Workflow Detail
Rx Comments (1) Max Disp Qty	Central Fill calculated eligibility: 4 with backing field 4		
inis order is iriai Eligible	ISCF. U WantCF: 2 and Persistentriags.wantCF: U	Packagorid: 0	
This Order has been cancelled by the prescriber: Entered in error - test			

• 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.

1 court	Rx Order	8					-			>
Cancel										
Prescribel	T® Ord	er Refere	ence :a040f-841c-434a	a-bc8d-1706903985	ed			Mes	sages	
Written Da	ate (Do Not D	Dispense Before	Expiry Date			Vi	ew C	Details	ו
05/03/20	25	05/03/20	025				_			1
Patient								_		1
Name	Miller,	Billy					_		Unlink	
Address 1	59 Nev	v Addres	55				Sex	×M		
Address 2							DOB 1	1958	-08-01	
City	Picker	ing			Prov	ON	Postal	M2	T 6J1	
hone	Home: (647) 111-2222; Mob			: (123) 789-1111		0	N PHN	IN 521463984		
Allergies	PENIC	LLIN (M	loderate); doxyo	ycline						
Drug Name	TARO-I	RISPERID	OONE (risperido	ne 0.5 mg oral tab	let) SUI	N PH	ARMA C	CAN	ADA	
Strength	INC									
CCDD	023283	13	Form							
CCDD Provider	023283	813	Form							
CCDD Provider Name	023283 Folger	, Carey (Form							
CCDD Provider Name	023283 Folger	313 , Carey (Th	Form Cynthia Smith	en cancelled by the	e prescr	iber				
CCDD Provider Name .2.2.3.3.7.7	023283 Folger	313 , Carey (Th 16.2:b7ca	Form Cynthia Smith is order has bee 040f-841c-434a-	en cancelled by the	e prescr	iber		√iew	Old Or	d
CCDD Provider Name .2.2.3.3.7.7 eason Cha	023283 Folger	313 , Carey (Th 6.2:b7ca order	Form Cynthia Smith is order has bee 040f-841c-434a-1	en cancelled by the bc8d-1706903985ee	e prescr	iber) (√iew	Old Or	d
CCDD Provider Name .2.2.3.3.7.7 eason Cha	023283 Folger 7.102450 ange in 0	Carey (Th 6.2:b7ca order Rx ne	Form Cynthia Smith is order has bee 040f-841c-434a-	en cancelled by the bc8d-1706903985ee elled unless given t	e prescr d	iber) (√iew	Old Or	d
CCDD Provider Name .2.2.3.3.7.7 eason Cha	023283 Folger 7.102450 ange in 0	313 , Carey (Th 6.2:b7ca order Rx ne	Form Cynthia Smith is order has bee 040f-841c-434a- eeds to be cance \$7 This on	en cancelled by the bc8d-1706903985ed elled unless given t der has been split.	e prescr d to the p	iber	nt	View	Old Or v Split F	
CCDD Provider Name 2.2.3.3.7.7 eason Cha	Folger 7.102450	513 , Carey (Th 16.2:b7ca order Rx ne	Form Cynthia Smith is order has bee 040f-841c-434a-1 eeds to be cance fr This on	en cancelled by the bc8d-1706903985e elled unless given t der has been split. <u>Cancel Rx</u>	e prescr d to the p	iber atie) (nt	√iew Viev	Old Or v Split F	d
CCDD Provider Name .2.2.3.3.7.7 eason Cha	Folger 7.102450	513 , Carey (Th 6.2:b7ca order Rx ne	Form Cynthia Smith is order has bee 040f-841c-434a- eeds to be cance \$7 This on Cagn	en cancelled by the bc8d-1706903985ed elled unless given f der has been split. <u>Cancel Rx</u> iot Cancel Order	e prescr d to the p	iber	nt	√iew Viet	Old Or v Split F	
CCDD Provider Name 1.2.2.3.3.7.7 teason Cha	Folger 7.102450	313 , Carey (Th 16.2:b7ca order Rx ne	Form Cynthia Smith is order has bee 040f-841c-434a- eeds to be cance P This on	en cancelled by the bc8d-1706903985ed elled unless given t der has been split.	e prescr d to the p	iber	nt	√iew Viev	Old w Spl	Or it F

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 PrescribelT[®] 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 N	lew Rx From To Do			- 🗆 X				
Profile								
Prescribel	T® Order Reference 7.7.1024507.2:0c55fd05-b456-449d-8afd-e7fe4f921a0e	🖂 Messages	^	Single Split				
Written D 01/04/20	ate Do Not Dispense Before Expiry Date 25 01/04/2025	View Details		Patient F3 Name MCNALLY, Andy Address 1 200 UEDITA SE UNIC DUX				
Patient				Address 1 820 HERITAGE HILLS BLVD 13/11/12 (52)				
Name	MCNALLY, Andy	Unlink		Doctor F7				
Address 1	820 HERITAGE HILLS BLVD	Sex M		Name Ranger, Paul Del				
Address 2		DOB 1972-11-13		Free Form				
City	MISSISSAUGA Prov O	N Postal L5R 1Y0						
Phone		<unk></unk>		No farman				
Allergies				X No Image				
Observ.								
L								
Drug				Reason for Split				
Name	TARO-WARFARIN (warfarin sodium 3 mg oral tablet) TARO INC	PHARMACEUTICALS		Not Available ~				
Strength	10mg							
CCDD	02242683 Form Tablet		Reason Comments					
			Warfarin 3mg unavailable					
Provider	Dên ye ye Davel							
Name	Kanger, Paul							
License #	443674 Specialty Doctor							
Location	Dana Test Clinic	Role Doctor						
Address	123 Test St,							
City	Toronto Prov C	ON Postal k2H 3L2						
Phone	Work: 9999999999; Mobile: 999999999; Work: 1514846181	Fax:						
Sig								
Admin Sta	rt Date Admin S	Stop Date						
take as d	irected							
🗌 Use thi	s <u>s</u> ig code text in the Rx							
First Fill				Split Rxs (2) F2 Ins D				
Oby AE 13	A Tablat(a) Davis 20 Evisity Data 28/02/2025			Drug Disp Qty Days Auth Qty				
Qty 45.12	Tabletta) Days av Expiry Date 20/05/2025			Apo-Warfarin 1mg 30 30 12				
Prescribe	d Authorized			Apo-Warfarin 2mg 30 30 120				
Qty 45.12	24 Tablet(s) Days 30 Qty 45.124 Tablet(s) Days 30 Re	fills 1						
May Dice			~					
	Save X Cancel							

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.

You orde	lect an option have selected several split r to renew. Split Rx orders	Rxs from the	e same f	× Rx
with	either a single split Rx or	all associated	d split R	xs.
	Renew all Rxs	in split		
	🗶 Go ba	ack		
Are you	i sure?			×
rac you				
1	Some prescriptions in this renew but are not being sent electronic if these Rxs are not renewed elec be grouped as a split Rx.	al request are for ally. tronically, they wi	split Rxs Il no longe	tr
	Do you want to continue?			

• 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.

1-L712990:ON1033PrescribelT-Patient - MCNALL	Andy	- 🗆 X
File Edit Recent Patient View Profile Repo	ts Utilities NH Cards Help Version 10 🕂 Logging	
F3 - Patient F5 - Drug F7 - E	octor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Si	tart
MCNALLY, Andy Modify	OK 🗸 🗸 Save 🔀 Car	ncel Profile
	ESC - Back to Patient F - Refill R - Reprint D - Detail	All Rxs
Profile - All Rxs (9)	space- mark multiple Rxs M- Modify C - Cancel I - Inactivate	Active Rxs
# Status Orig Rx RxNum	Date Ago Qty Auth Rem BrandName Doctor Sig	Active Rxs w/Passtimes
1 1000379 1000379	24/06/2025 0 30 120 90 Apo-Warfarin 2mg Ranger,Paul TAK	E W Refillable Rxs
2 7 1000378 1000378	24/06/2025 0 30 120 90 Apo-Warfarin 1mg Ranger, Paul TAK	E W Pricing Profile
4 1000202 1000234	07/05/2025 48 31 450 329 AG-Mettormin 500mg Ranger, Paul 11 02/05/2025 53 120 600 480 @Canesten Cr An Hr 1% Cr 1:1 ClÉMENT Chicé Zoe Jan Ann	UV B Not Disp./OTC Rxs
5 1000192 1000192	02/05/2025 Select an option — — — X LÉMENT, Chloé Zoe Jan As o	direc Rys Filled in Error
6 1000191 1000191	02/05/2025	ses Summer ded Pus
7 1000190 1000190 2 Unfilled (Parketech) 1000100 1000100	02/05/2025 You have selected one split Rx to renew. Split Rx orders	ng F Suspended rxs
9 Unfilled (Backdated) 1000199 1000199	05/05/2024 4 can only be renewed with either a single split Rx or all	D Iransactions
Sommed (Backdared)	associated split Rxs.	Filter Profile Rxs
		Perform Clinical Analysis
	Renew one Rx in split	View
Alleraies (2)		Alternate Addresses
Allergies (2) Rootong 12 IIIs	General Fa	Ctrl -> Appointments
sulfathiazole	Home Inactive	Authorized Agents
	Ward Go Dack	- Authorized Agents
		Batches
		Charting
Medical Conditions (0) F2 Ins	Room Bed Status Ne	w Consents
	Diet	Credit Cards
	Comment	Documents (0)
	Standing Orders (0) F2 Ins	Del EPrescribe Messages
		ERx Orders
Groups (0) F2 Ins		History
		Immunizations
		✓ Limited Use Items
	User: DM (Dana Kroll)	1 24/06/2025 15:50:55 .::

• 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.

🕖 Request Renewal					-		×			
	Plea	se specify how each ren	ewal should be reque	sted						
MCNALLY, Andy Reason for renewal] 🗆 Ur	gent			
Request renewal for the following Rxs from [Rx] Ranger, Paul V PrescribelT®: Dana Test Clinic V Message										
1 ∕2 45.124 TARO -	1 45.124 TARO-WARFARIN (warfarin sodium 3 mg oral tablet) TARO PHARMACEUTICALS INC									
30 Apo-W	arfarin 1mg	Rem: 90, Auth: 120	Ranger, Paul	✓ To be submitted						
30 Apo-W	arfarin 2mg	Rem: 90, Auth: 120	Ranger, Paul	✓ To be submitted						
Reason for	renewal Full Split									
		Request	× c	ose						

• 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 De	octor Callba	ick											×
 	Dr. Range Dana Test Clin	r, Paul ic	Location Phone Fax	(123 (987) 456-7899) 654-3211	c W U	- Mark as Call Doctor - Mark as Waiting - Mark as Under Review	O - OK Ref R - Refuse	fills Refills	A -	Request Renev	val	Cance	el
	Items (3)	1						1			1		F2 Ins	Del
#	Status	Patient		F	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	1	1000378	30	Apo-Warfarin 1mg	24/06/2025	120	90	eRenewal sent	at 15:53	24/06/	
	Wait for Doc	MCNALLY	, Andy	1	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 Rxs, the system takes into account the single split vs full split situation.
 - The print-out has been updated to group split Rxs 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 Rxs that are not, so that the provider can understand what the pharmacy has done.

Kroll, Bb Reason for renewa Request renewal fo 90 ACH Reaso Request renewal fo	al or the following Rxs from _Dr. Fo - Atorvastatin Calcium 40mg on for renewal	Please specify how each Iger, Carey ~ Rem: 270, Auth: 360	PrescribelT®: Kroll Q Kumar, Andy	quested A PrescribelT Clinic - ON 🖌 🖂 M	lessage	Urgent		
Kroll, Bb Reason for renewa Request renewal fo 90 ACH Reaso Request renewal fo	al or the following Rxs from Dr. Fo -Atorvastatin Calcium 40mg on for renewal	lger, Carey 🗸	PrescribelT®: Kroll Q Kumar, Andy	A PrescribelT Clinic - ON 🗸 🖂 N	lessage	🗆 Urgent		
Reason for renewa Request renewal fo 90 ACH Reaso Request renewal fo	al or the following Rxs from _Dr. Fo -Atorvastatin Calcium 40mg on for renewal	lger, Carey 🗸	PrescribelT®: Kroll Q Kumar, Andy	A PrescribelT Clinic - ON 🗸 🖂 M	/essage	Urgent		
Request renewal fo 90 ACH Reaso Request renewal fo	or the following Rxs from Dr. Fo -Atorvastatin Calcium 40mg on for renewal	lger, Carey v Rem: 270, Auth: 360	PrescribelT®: Kroll Q Kumar, Andy	A PrescribelT Clinic - ON 🗸 🖂 M	lessage			
90 ACH Reaso Request renewal fo	-Atorvastatin Calcium 40mg on for renewal	Rem: 270, Auth: 360	Kumar, Andy					
Reaso	on for renewal							
Request renewal fo					View C	Details		
Request renewal fo								
	Request renewal for the following Rxs from [Rx] Folger, Carey 🗸 PrescribelT®: Kroll QA PrescribelT Clinic - ON 🗸 🖂 Message							
5) 30 Acce	l-Candesartan 107MG							
30 A	ccel-Candesartan 40mg	Rem: 90, Auth: 120	Folger, Carey	✓ To be submitted				
30 A	ccel-Candesartan 32mg	Rem: 90, Auth: 120	Folger, Carey	× Not included				
30 A	ccel-Candesartan 30mg	Rem: 90, Auth: 120	Folger, Carey	X Not included				
30 A	ccel-Candesartan 2mg	Rem: 90, Auth: 120	Folger, Carey	X Not included				
50 A	ccel-candesartan Smg	Kem: 90, Autn: 120	Foiger, Carey					
Reaso	on for renewal				View D	Details		

• The print-out lists all Rxs 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.

Specific Doctor Callback X													
Dr. Ranger, Paul Dana Test Clinic Location Phone (123) 456-7899 Fax (987) 654-3211					C W U	- Mark as Call Doctor - Mark as Waiting - Mark as Under Review	O - OK Ref R - Refuse	ills Refills	A -	Request Renew	al	Canc	el
Items (3)	Items (3) F2 Ins Del												
Status	Patient		RxI	Jum	Qty	Brand Name	Last Fill	Auth	Rem	Comment			^
Call Doctor	Macnally, J	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 a	at 15:53	24/06/	/
Wait for Doc	MCNALLY,	Andy	4	1000379	30	Apo-Warfarin 2mg	24/06/2025	120	90	eRenewal sent a	at 15:53	24/06/	/.
				1									~

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

💋 1-L712990:ON1033PrescribelT-Rx Dropoff Form — 🗌 🗙							
File Edit Recent Drop-off Profile Utilities NH Cards Help	Version 10 🕂 Logging						
F3 - Patient F5 - Drug F7 - Doctor F9 -	Workflow F10 - Pickup	F11 - Drop-off F12 -	- Fill Now Alt+X - Start				
Patient Search MCNALLY, Andy 🗸 🗸	DOB 13/11/1972 Sex M	ale Phone		[⊗] Drop-off			
Address 820 HERITAGE HILLS BLVD	Age: 52 years Pronouns	Plan		Import Script Image <u>F</u> ile			
Priority Default Wait Time V F2 Due in 19 mins	Delivery Pickup ~	Work Order	292 Sel	Import Script Image from fax scan			
				Select Script Image			
	Ne	w Rx		♥ Patient			
Refill Rx	Doc	tor		Documents (0)			
	Nan	e Dr. Ranger, Paul	Clear	Patient Profile			
Ready for lookup	Add	ress 685 S Centre St Sw	Lic# 443674	All Rxs			
New Ry	Drug	J/Mix		Active Rxs			
	Nan	ie	Clear	Active Rxs w/Passtimes			
Import Script Image File	Stre	ngth Form	OnHand 0	Refillable Rxs			
	Sig		Init DM	Pricing Profile			
Select an Existing Image				Not Disp./OTC Rxs			
	Dist	Qty + Refills	= Auth Qty				
	Day	s Supply Unlimit	ted Refills Until				
	Rx S	tatus Fill 🗸	Written Date				
	Rx C	omment					
			Add Cancel				
👷 Workorder items (2)			F2 Del				
# Action Patient	Drug	Doctor					
1 Prefill: 1000378 MCNALLY, Andy	Apo-Warfarin/Warfarin Sodium 1m	g Ranger, Paul					
2 🎾 Refill: 1000379 MCNALLY, Andy	Apo-Warfarin/Warfarin Sodium 2m	g Ranger, Paul					
🗶 Clear All			🕅 Finalize <u>W</u> ork Order				
	User: DM (Dana Kr	oll)	0	1 24/06/2025 15:58:43			

- 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 Rxs associated to one medication order. A PrescribelT[®] 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 Rxs 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 Rxs into the same work order.
- The user can refill all split Rxs as before, however while refilling each one, the system keeps all split Rxs 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.

PrescribelT[®]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.

💋 Re	equest Renewal				-		×	
		Please specify how each r	enewal should be requeste	ed				Repo
MCN	NALLY, Andy							
Reas	son for renewal					Ur	gent	
Requ	uest renewal for the following Rxs fr	om [Rx] Ranger, Paul	✓ PrescribelT®: D	ana Test Clinic 🗸 🗸	🖂 Mes	sage		3 06,
1 45.124 TARO-WARFARIN (warfarin sodium 3 mg oral tablet) TARO PHARMACEUTICALS INC							rece 8 06,	
	30 Apo-Warfarin 1mg	Rem: 90, Auth: 120	Ranger, Paul	Under Review				8 06,
	30 Apo-Warfarin 2mg	Rem: 90, Auth: 120	Ranger, Paul	Provider responded w	vith Under R	eview.		
	Reason for renewal			This renewal request of	can only be Vie	resent us w Detai	ing print	t/fax. h Re
		Print/Fax	-request	× Close				

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 PrescribelT[®], 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 Ur Reason fo P Split	nder Review or renewal Full Split Rx							
Patient Address 1	MCNALLY, Andy 820 HERITAGE HILLS BLVD MISSISSAUGA							
Drg/Mix Generic Strength	TARO-WARFARIN (warfarin sodium 3 mg oral tablet) TARO PHARMACEUTICALS Form Manuf							
Doctor Address	Dr. Ranger, Paul 685 S Centre St Sw Lic# 443674							
Comment Doctor re waiting fo	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 b Resolved Resolved Viev	y DM on 24/06/2025 15:52:53 by on Comments v Split Rx Details View History ✓ OK							

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 PrescribelT[®] callbacks. A new **View Details** option has been added to the **Renewal request** screens to view the above **Doctor Callback** screen.

🥖 Request Renewal				-		×				
Please specify how each renewal should be requested										
MCNALLY, Andy										
Reason for renewal					Ur	gent				
tequest renewal for the following Rxs from [Rx] Ranger, Paul 🗸 PrescribelT®: Dana Test Clinic 🗸 🖂 Message										
1 45.124 TARO-WARFARIN (warfarin sodium 3 mg oral tablet) TARO PHARMACEUTICALS INC										
30 Apo-Warfarin 1mg	Rem: 90, Auth: 120	Ranger, Paul	🛕 Under Review							
30 Apo-Warfarin 2mg	Rem: 90, Auth: 120	Ranger, Paul	🛕 Under Review							
Reason for renewal				Vie	w Detail	ls				
Drint/Eav	// Do	august at								

[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 followup 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

🕖 ToDo Report		- 🗆 X			
File Version 10					
Selection Options Refills	New New	Rx			
Follow Ups					
□ Notes	🗌 Pickup F	X			
Professional Service	s 🗌 Rx Cour	nseling			
Immunizations	AR Payments				
Doctor Callbacks					
Call Doctor	🗆 Waiting	ОК'd			
Refused	Under Review	Replaced			
Printer Microsoft Print	to PDF	✓ Copies 1 →			
Tray (Default tray)		~			
Restore Defaults	<u>P</u> rint Pre <u>v</u> iew	× Close			

- 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

PrescribelT[®] V5 | Deny & Replace

[KRL-13603] Deny & Replace | Accept and view Deny & Replace eRenewal responses received via $\mathsf{PrescribelT}^{\$}$

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**.

🕖 1-L712990:	:ON1033	PrescribelT-Patien	t - MCNALLY, A	Andy									\times
File Edit Re	ecent F	atient View P	rofile Reports	Utilities NH	H Cards H	elp Version 10	🚹 Logging						
F3 - Patier	nt	F5 - Drug	F7 - Do	tor F9	- Workflow	F10 - Pick	up F11 - Drop-c	off F12 - Ne	ew Rx	Alt+X - Start			
MCNALLY,	Andy	Modify						ОК	// Save	X Cancel	[⊗] Profile		^
	-				CC Dealer	Detient (Dofill D Domi		-11		All Rxs		
Profile - All	Rxs (9)			s	pace- mark	multiple Rxs I	M-Modify C-Canc	el I-Ina	tivate	E <u>x</u> tra Functions 🔻	Active Rxs		
# Status		Orig Rx	RxNum D	ate Ag	go Qty Au	ith Rem	BrandName	D	octor	Sig \land	Active Rxs w/	Passtimes	
1		10003	7 <mark>9</mark> 1000379 2	4/06/2025	0 30	120 90	Apo-Warfarin 2mg	Ri	anger, Paul	TAKE W	Refillable Rxs		
2	🕖 Reque	st Renewal									- 0	×	
4					Please s	necify how ea	ch renewal should h	e requested					
5					r reuse s	peeny now cu		erequested					
7	MCNAL	LY, Andy											
8 Unfilled	Reason	for renewal										rgent	
9 Unfilled	Request	renewal for the	following Rxs	from [Rx] Ra	nger, Paul		✓ Presc	ribeIT®: Dana Te	st Clinic	~	🖂 Message		
		45.124 TARO	WARFARIN	warfarin sod	ium 3 ma oi	ral tablet) TAR	O PHARMACEUTICA					s	
		20 Ano-M	Varfarin 1mg			Romi 00 Auth	120 Bangar Ba	 .1	Dr	oc Replaced			
<		50 100-0				Kem: 90, Aum	120 Kanger, Pa			De la ceu			
penicillir		30 Apo-V	Vartarin 2mg			Rem: 90, Auth:	120 Ranger, Pa	ul.	V Do	oc Replaced			
sulfathia:		Reason for	renewal								View Deta	ils	
					4-								
Medical Co					🗸 🗸 Re	quest		× Close					
				Diet							Credit Cards		
				Comment							Documents (0)	
				Standing C	orders (0)					F2 Ins Del	EPrescribe Me	ssages	
Groups (0)			F2 Ins Del							^	ERx Orders		
											History		
											Immunization	s	
										~	Limited Use It	ems	
						User: DM (D	ana Kroll)				1 24/	06/2025 16:2	23:14

To Do							Datches
10 00							Charting
Filt <u>e</u> r Curr	ent or Resolved in la	st 3 days 🗸	+ 0 <u>d</u> ays				Consents
Items (7)					-	F2 Ins Del	Credit Cards
Туре	Status	Due Date	Brand Name	Doctor	Last Comment	^	Documents (0)
Callback	Doc Replaced		Apo-Warfarin 1mg	Ranger, Paul	Doctor replaced: Replace with this new	prescri	bocamenta (o)
Callback	Doc Replaced		Apo-Warfarin 2mg	Ranger, Paul	Doctor replaced: Replace with this new	prescri	EPrescribe Messages
New Rx		24/06/2025	Apo-Warfarin 1mg	Ranger, Paul	Filled on 24/06/2025 RxNum: 1000378		ERx Orders
New Rx		24/06/2025	Apo-Warfarin 2mg	Ranger, Paul	Filled on 24/06/2025 RxNum: 1000379		History
Refill		24/06/2025	Apo-Warfarin 1mg	Ranger, Paul			Immunizations
Refill		24/06/2025	Apo-Warfarin 2mg	Ranger, Paul			
New Rx	Replace Rx	24/06/2025	TARO-WARFARIN (warfarin sodium 2.	Ranger, Paul			Limited Use Items
							Outbound Communications
							Professional Services (1)
							Rx Counseling History
							Rx Notes
							To Do Items
							Work Orders
						×	
				User: DM (Dana Kroll)		0	1 24/06/2025 16:22:28

9 1-L712990:ON1033PrescribelT-	-Start Screen								– 🗆 X
File Edit Recent Reports U	tilities NH Cards	Help Version 10 🕂	Logging						
F3 - Patient F5 - Dr	ug F7 - Doc	tor F9 - Workf	low F10 - Pickup	F11 - Drop	p-off F1	2 - New Rx	Alt+X - Start		
Last Rx Numbers Regular 1000379 Narcotic 9000004	Dashboard	Callbacks	Followups	Notes	Inbound	Docs Out	bound Fax	Mail	24 Calendar
Modify Rx <u>R</u> eprint Rx	Filt <u>e</u> r Current	or Resolved in la: ~	+ 0 <u>d</u> ays <mark>C</mark> - Mark a W - Mark a ✓ U - Mark a	s Call Doctor s Waiting s Under Revi	O - OK Re R - Refus ew	efills F - F ie Refills D - S A - R	ill ummarize Doctor equest Renewal		Print Report
Cancel Rx	Items (7)				•				F2 De
	Status	Doctor	Patient	Rx Num	Last Fill	Qty Brand Na	ime	Comment	^
Modify Specific Rx #	Wait for Doc	CLÉMENT, Chloé Zo	Schmo, Joe Bob Smith	₽ 1000356	06/06/2025	10 Actonel 3	5mg	eRenewal se	nt at 16:13 06/06/
Reprint Specific Bx #	Under Review	CLÉMENT, Chloé Zo	Schmo, Joe Bob Smith	₽ 1000355	06/06/2025	10 Actonel 5	mg	Waiting for d	loctor to receive l
	Wait for Doc	FRANÇOIS, Renée	Schmo, Joe Bob Smith	₽ 1000368	06/06/2025	30 Apo-Lans	oprazole 15mg	eRenewal se	nt at 15:58 06/06/
Counsel Rx	Wait for Doc	FRANÇOIS, Renée	Schmo, Joe Bob Smith	₽ 1000369	06/06/2025	30 Apo-Lans	oprazole 30mg	eRenewal se	nt at 15:58 06/06/
	Call Doctor	Ranger, Paul	Macnally, Andres	₽ 1000316	30/05/2025	45 Abbott-C	italopram 20mg		
	Doc Replaced	Ranger, Paul	MCNALLY, Andy	₽ 1000378	24/06/2025	30 Apo-War	farin 1mg	Doctor respo	onded with Renew
	Doc Replaced	Ranger, Paul	MCNALLY, Andy	₽ 1000379	24/06/2025	30 Apo-War	farin 2mg	Doctor respo	onded 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

ToDo Report File Version 10		—		×
Selection Options	Now			
- Call before fill		Rx		
Follow Ups	Pickup R	bx .		
Professional Services Immunizations	Rx Coun	seling nents		
Doctor Callbacks	Under Review	□ o ☑ R	K'd eplaced	
Printer Microsoft Print t Tray (Default tray)	o PDF	~	Copies [1 🔹
Restore Defaults	rint Pre <u>v</u> iew		× Clos	e

[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**.

F3 - Patient F5 -	Drug	F7 - Doctor	F9 -	Workflow	F10 - Picku	p F11 -	Drop-off	F12 - New Ro	Alt+X -	Start	
											[⊗] Workflow Actions
Show Rxs from	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total				Get Work
☐ Data Entry	4	0	0	0	0	0	4				Waiting for Pickup
Adjudication	0	0	0	0	0	0	0				Pending Adjudication (0)
Packaging	0	0	0	0	0	0	0		Cathler		
Pharmacist Verification	0	0	0	0	0	0	0	~	Get Work		Irouble (0)
Zincomplete Dickup	-	-	-	0	-	0	-				EPrescribe Notifications (183
	0	U	U	0	0	U	0				Rx Counseling (0)
Show/Hide Queues											Professional Services (0)
											Immunizations (0)
ula la Dua ave								space - Mark Rxs	C Refres	sh	
x s in Progre	SS					F - Call	up Rx(s)	Del - Delete			
	2	Tote Due		RxNum Pat	ient	BrandName			Doctor	Nex 🔿	
ToDo Origin ToDo Typ		18 d	ays ago	Ho	gan, Hulk	AG-Metformir	n 500mg		Mulroney, Dana	Ent	
ToDo Origin ToDo Typ PrescribelT® New Rx				Pea	ch, Fuzzy	Ragwitek			Ranger, Paul	Ent	
ToDo Origin ToDo Typ PrescribelT® New Rx PrescribelT® <u>New Rx</u>		4 da	ys ago								
ToDo Origin ToDo Typ PrescribelT© New Rx PrescribelT© <u>New Rx</u> PrescribelT® <mark>⇒ Replac</mark>	te Rx	4 da	ys ago <mark>1ins ago</mark>	MC	NALLY, Andy	TARO-WARFA	RIN (warfari	n sodium 2.5 mg or:	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.

Allergies penicillin V; su	fathiozolo
OB 1972-Nov-13 52 y Sex M Conditions	
xisting Rx and dispense V Local Rx [2025-Jun-24	l] Rx# 1000379, 30 TAB Apo-Warfarin 2mg 🛛 😒
PrescribelT® Order	Local Rx
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
	Filled
N/A	2025-Jun-24
TARO-WARFARIN (warfarin sodium 2.5 mg oral tablet) TARO PHARMACEUTICALS INC (10mg) DIN 02242682	Apo-Warfarin 2mg DIN 02242925, Schedule 1
Rânger, Paul Doctor Licence# 443674	Ranger,Paul Doctor Licence# 443674
	2025-Jun-24
wal Response	¥ Cancel
	isting Rx and dispense Local Rx [2025-Jun-24 PrescribelT® Order 1.2.2.3.3.7.7.1024507.2:4474aa63-4408-4cfc-a0de-e51636b2028b N/A TARO-WARFARIN (warfarin sodium 2.5 mg oral tablet) TARO PHARMACEUTICALS INC (10mg) DIN 02242682 Rânger, Paul Doctor Licence# 443674 wal Response

• 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.

nau	🗩 Proce	ess El	ectronic F	Rx Ord	ers	v	U		U		,	U U						- []	×	n
/Н	<u>.</u>	T P	he follo lease rev	wing a view a	actions ind ma	are sug ke any	ggeste neces	ed base sary ch	d on the anges be	availab fore pr	ole info ocessii	ormation. ng.									(0
n	Patient	М	CNALLY,	Andy						Aller	gies	penicillin V; sulfathiazole									
igir	JHN				DOB	1972-No	ov-13	52 y	Sex M	Cond	ditions										l
an s an s	Prescrib	elT	∍ Order				3				Proce	ss Action	Local	Rx							l
elT ([2025-Ju	un-2	4] 100 O	ne To	uch Ult	ra Strips	5				Сору	from existing Rx and dispense	[2025	-Jun-24]	Rx# 10	000379	, 30 TAI	B Apo-War	😧	F2	l
ar s ar s	[2025-Ju	un-2	4] 45.124	4 Table	et TARC	D-WARFA	ARIN (warfarin	sodium	2 ᆃ	Сору	from existing Rx and dispense	[2025	-Jun-24]	Rx# 10	000379	, 30 TA	B Apo-War	f 🛞	F2	l
						<u>,</u> v.	The f	followin 1000379 can only	ges g prescrip e r copy on	otion ha	is beer	n copied to more than one nev to one new medication order. X Go back	– / medica	ation or	× der:		ļ				

• 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.

						_ <i>,</i>
rofile						
Prescribel	T⊗ Order Reference		🖂 Messa	ges ^	Single	Split
1.2.2.3.3.7	7.7.1024507.2:4474aa63-4408-4cfc	-a0de-e51636b2028b				···
Written Da	ate Do Not Dispense Before	Expiry Date	View Det	ails	Patient	F3
24/06/202	25 24/06/2025		View Boon		Name	MCNALLY, Andy
			view Kesp	onse	Address 1	820 HERITAGE HILLS BLVD 13/11/72 (52)
Patient	MCNALLY And			- Early	Dava (Mis	
Name			Sox M	nlink	Drug/ivitx	Ang Manfarin 2mg
Address 2			DOB 1972-1	-13	Brand	Apo-warrann 2mg Del
City	MISSISSAUGA	Pro	v ON Postal L5R 1	(0	Generic	Warfarin Sodium 2mg
Phone			<unk></unk>		Free Form	
Allergies					Doctor	F7
Observ.	3				Name	Ranger, Paul
D					Free Form	
Drug	TARO-WARFARIN (warfarin sod	ium 2.5 mg oral tablet)	TARO PHARMACEUTI	CALS		
Name	INC	······································			X	No image
Strength	10mg				<u>^</u>	
DIN	02242682 Form Tablet	•				
Provider					SIG TAKE W	Init DM
Name	Rânger, Paul				TAKE WITH	1MG TABLETS ONCE DAILY
License #	443674 Specialty Doctor					
Location	Dana Test Clinic		Role Doctor			
Address	123 Test St,				Disp Qty	45.12 ² X Refills 0 = Auth Qty 45.124
City	Toronto	Pr	ov ON Postal k2H	BL2	Davis	80 Unlimited Refills Until
Phone	Work: 9999999999; Mobile: 999	99999999; Work: 1514846	181 Fax:		Days	
Sig						
Admin Star	rt Date	Adr	nin Stop Date			
take as di	irected					
Use this	s sig code text in the Rx					
First Fill						
Qty 45.12	4 Tablet(s) Days 30 Expiry Da	ate 28/03/2025				
Prescribed	Authori	124 Tablet(c) Dave 20	Defille 1			
Qty 45.12	4 Tablet(s) Days 30 Qty 45	.124 Tablet(S) Days 30	Refills I	~		

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.

F3 - Patient F5 - C X Extension Patient Carrollgg, Velazqu Address 515 Rue Kennedy ergies (0)	ezng	tor F9 -	Workflow	F10 -	Pickup Consent 20/12/197	F11 - Drop-off Provided by Carrol	F12 - New F Igg, Velazquez	ng	Alt+X - Sta	F2	Service
Carrollgg, Velazqu Address 515 Rue Kennedy ergies (0)	ezng			Birth	Consent 20/12/197	Provided by Carrol	ligg, Velazquez	ng		F2	Service
Address 515 Rue Kennedy regies (0)	ezng			Birth Client ID	20/12/197	72 52 waars	1	1			Select Ductors for Letter
Address 515 Rue Kennedy ergies (0)				Client ID		72 52 years Female		Phone	(506) 388-44	474	View <u>F</u> ollow Ups
ergies (0)				Client ID				Plan	NBDIS		∀View
XS Comments				Conditio	ns (0)						Patient Charting
X5 Comments											Patient Documents (0)
XS Comments											Patient Professional Services (1
XS Comments											Profile
											All Rxs
											Active Rxs
lationale Other		~									Active Rxs w/Passtimes
Fee for Service claim canno	be submitted for the	Rationale select	ted								Pricing Profile
txs to Extend											Not Disp/OTC Profile
Zafirlukast 20mg		Disp Qty	TA	в +	+ Refills	= Auth Qty	AS D	RECTED			Questions Language
(Accolate)		Days Supply	6		Unlim	nited Refills					Français
		Sig	UD								English

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):

Туре	Number of Prescriptions	PIN	Fee
	Renewed		
Extending refill(s) during	2 or less	22224000	\$10
physician absence	3	22224001	\$15
	4 or more	22224002	\$20
Emergency supply of	2 or less	22224003	\$10
medication	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 Que	ue - 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 Rxs from one store to another, a warning will appear if the Drug does not have an original/authoritative Rx image attached.

🕖 Transfer Ou	ut Rx(s)			>
Search for a s	tore. Type its n	ame, address, or other i	nformation	
				New
Store Name				Pharmacist Name
Chain				
Address				Comments
City			Prov	
Postal				
POSIAI				
Phone		Fax		
			Edit	
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	\Lambda No Authoritative Script Image Available
A store must l	be specified			
		Transfer Out Eligib	le Rxs	X Cancel

[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.

	Report Preview						
Eile	<u>Page</u> Zoom				_		
3	🖥 🥩 🛤	🛛 🕨 🕨 Pag	je 1of 2 🔍 🤤	E Zoom 120.0 %			
	Tx #	e Patie Deta	ent ils	Doctor	Drug	Fill Date Transfer Date	Total Status
	Tra	nsferred Ol	JT				
	1000)103 tx, u Store	nfill e: A, First Fill Date: N/A,	Dr. Smith, J Last Fill Date: N/A	1 TAB 3TC 150mg	24-Feb-2025 10-Mar-2025	0.00 On File
	1000	0104 tx, u Store	nfill e: A	Dr. Smith, J	1 TAB AA-Amilzide 50/5mg	24-Feb-2025 10-Mar-2025	10.59
	1000	0105 tx, u Store	nfill e: A	Dr. Smith, J	1 TAB 3TC 150mg	24-Feb-2025 10-Mar-2025	16.83
	1000	0106 tx, u Store	nfill e: A	Dr. Smith, J	1 TAB 3TC 150mg	26-Feb-2025 10-Mar-2025	16.83
	1000	0107 tx, u Store Auth	nfill e: A, First Fill Date: N/A, oritative Rx not obtained	Dr. Smith, Zachary Last Fill Date: N/A from patient	1 TAB 3TC 150mg	26-Feb-2025 10-Mar-2025	0.00 On File
	1000	0110 tx, u Store Com	nfill e: A, Pharmacist: suyash ment: test	Dr. Smith, J	1 ML 5% Dextrose & 0.45% NACL W 0.15% KCL 20 ME	03-Mar-2025 27-Mar-2025	10.50
	9000	0047 bx, u Store Auth	nfill e: A, First Fill Date: N/A, oritative Rx not obtained	Dr. Smith, J Last Fill Date: N/A from patient	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 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 Rx Transfer report.

🗾 Report Pre	eview					
File Page	Zoom					
) 🕲 🖪 🖻		Page 1	of 6 🔍 🥄 📄 🖹 Zoo	om 110.0		
	Rx Transfe	r Report			Printed on: 3	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% NA 00437999 1 USE Comment: Test	CLW0.15% KCL20MEQINJ5G/15 28-03-2025 2 Transfer	Unknown 28-03-2025 1	Dr. Smith, J N4K 5N4	12886 376-2130 28-03-2025
	1000126	3TC 150mg TAE 02192683 1 USE	3 N/A 8	Unknown N/A 8	Dr. Smith, J N4K 5N4	12886 376-2130 20-03-2025
	Comment: TestTransfer					
	1000124	AA-Amilzide 50/ 00784400 1 USE Comment: Test	5mg TAB 19-03-2025 6 Transfer	Unknown 20-03-2025 4	Dr. Smith, J N4K 5N4	12886 376-2130 19-03-2025

[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.

1-BA-000616430:ON1033_1-Modify Rx for tx, unfill	- 🗆 X
ile Edit Recent Rx View L	×
F3 - Patient F5 - Drug	
Script Image × Script Image 3 Vew	× Rx
000117 Modify Rx Unfilled 🖬 🎯 🗃 Zoom _51% 🔍 🍭 🗎 🎦 🖸 🖄 🖆 🚰	Add Rx Image
iority Default Wait Time 🗸 🖉 I-BA-000616/335X1032_105-New Rx for KROLL, HH –	× 1 m Transfer Rx From Another
The Edd Recent Br View Labels Public Reports Network Offices NM Cards Session Help Version 10 His - Patient Fig	Transfer Rx To Another Store
ame bx, unfill New 8x Padina Ad (Part/III) Padina A	C Inactivate Rx
differes Priority Default Wait Time v 172 Date In 19 mins Fill Rx 12 Work Order 0 12 Delivery Mail Operationary Other Research	Cancel Ry
ty Defent Search Dirug Search 40 V Pack Digt Search Lec Office V What are to compared	
100e Home (610) 877-65 Kane & ROLL 191 Age 2 Bind A.C. And Chables 225mg Name Dr. PhysRean, Roll & Adapt R.	Call Doctor
an Client ID Court Statuton Provide Court Sta	🎂 Counsel Patient on Pickup
Phone Office 4159 Bill 84888 Puch 51221 Online1 2 Noimage Use 9999 ALL Lice 4585 BL Content of Control 10512331 DIN 91322246 Min Cop 0 9999 ALL Lice 4585 BL Content of Control 10512331 DIN 91322246 Min Cop 0 9999 ALL Lice 4585 BL Content of C	🌯 Print Kroll Care
erroies (III)	P
Alergies (0) Sg U Srz bit Alergies (0) Sg U	EL Seriet Image
USE Drates Table Section 1 (all generative and the section of the	
Prod Set 3 - Pharmacis ~ Acq Cost Store	Rx Images (2)
Participant (D) Cost S100 #Pain Information	① Clinical Interactions
Dosage Form Lieble V Laters 1/2 Fee S118 & Prilett Plan Information	- Refill Information
Plats Projg Datg: Commerts indications images Other Unit Doge (dirt/d); Disabled Quarks Commerts indications images Other Unit Doge (dirt/d); Disabled Quarks Commerts indications images (dirt/d); Disabled Quarks Commerts images (dirt/d); Disabled Quark	E Generic Equivalents
R Plan Pap Exts lints (F2 Exts) Viol Arbitrary	Rx as it was Filled
Cash V 1193 Deduct \$11.93 Not enough inventory for Ru	B Unit Dece Infe
Plans Pricing Dates Comme Arthis Russ already filed today Woottow Vertain Woottow Vertain Vert	
Rx Plan s Plan Pays O Drug will be Ordered Workflew Push Queues	' ¢ Work Order
AST ULU Next Disp Chy O Min Internal Davs Enable Auto-Refit O Delivery Label will be printed Data Entry	Rx Counseling History
Sommerts motivation	Workflow
bigititess Contrast saturation	View Workflow Detail
Type Script Image v Set as Primary	Workhow Push Queues
ext Disp Qty Min Interve Reference # Scanned by: SU Scan Date: 12/03/2025	Data Entry
Rx Comments (1) Max Disp C	Packaging
V OK X Cancel	Pharmacist Verification
· · · · · · · · · · · · · · · · · · ·	Incomplete PickupActivate
User: SU (suyash Pharmacist)	08/04/2025 18:49:42

• 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.

Search for a store. Type its name, add	ress, or othe	ar intermention		
		er information		New
Store Name			Pharmacist Name	
Chain				
Address			Comments	
City		Prov		
Postal				
Phone	Fax			
		Edit		
A store must be specified				
Transfer Information				
Transfer date 04/04/2025				

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'.