Kroll Version 10
Service Pack 28
Feature Release Notes

April 2023
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Kroll Version 10 Service Pack 28 Feature Release Notes

This document is a compilation of new Features in Kroll Version 10 Service Pack 28. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Delivery Orders

[KRL-7181] Updating existing patient Delivery Consent via PharmacyLink

Feature

Added the ability to receive updated delivery consent information for a patient via PharmacyLink and update the patient card automatically (Enhanced Consents module required).

When a Consent record is updated via PharmacyLink, the Via field shows “Online”.

[KRL-7182] Create a new Delivery Consent Schema

Feature

Kroll now allows a new embedded delivery consent schema to be sent to the PharmaConnect app when PharmacyLink makes a request (Enhanced Consents module required).
I, the undersigned, hereby authorize the above-identified pharmacy to deliver my prescriptions through its associated third-party services or by any available courier services of its choice to the address listed below, in accordance with the following:

- A service provider may deliver my prescriptions to any person present during the time of delivery at the delivery address listed below.
- A service provider is allowed to contact me using the information provided to coordinate delivery.
- A service provider is allowed to contact me using the information provided if there is a service disruption.
- Delivery times may vary, so I understand that I must take the proper means to have enough medication on hand and request any prescriptions to be delivered accordingly.
- If any prescription package delivered to me is found to be compromised in any way or damaged, I am obligated to notify the pharmacy immediately.
- If any prescription package delivered does not belong to me, I am obligated to notify the pharmacy immediately.
- If I make any changes to my address, phone number and/or delivery location before requesting the next prescription delivery, I am obligated to notify the pharmacy.

**Patient name:** Beth Boland

**Prescription delivery address:**

Third Address: No Where Location
Toronto ON: 6444034
Phone: (555) 555-5555

**Patient Signature:** ___________________________ **Date:** ___________________________

You may withdraw your prescription delivery authorization at any time by notifying the pharmacy.
[KRL-7185] Create a new Delivery Consent record screen

Feature

Kroll now allows users to create and view Delivery Consent records from the patient Consent (Enhanced Consents module required).

The Delivery Consent record can be viewed and/or edited by **double-clicking** on the record or by pressing **F2**.

The Consent form can be saved using the **Save** button or saved and printed out using the **Save and Print** button.
Delivery Consent forms can also be reprinted from the Consent screen by right-clicking on the record and choosing Print or by choosing the Print option from the Extra Functions menu.
An **uncompleted** Delivery Consent can be deleted by selecting the record and clicking the **Del** button or by right-clicking on the record and choosing **Delete**.

A **completed** Delivery consent however can only be revoked. This can be done by selecting the record and clicking the **Del** button, by right-clicking on the record and choosing **Revoke** or by choosing the **Revoke** option from the **Extra Functions** menu.
[KRL-7233] Delivery Order UI changes to support multiple addresses

Feature

The Delivery Order Form has been changed to support Delivery Consents.

Badges are displayed in the Location field to indicate if an address is marked as Preferred or Alternate Delivery address as well as if it is linked to an active, completed Delivery Consent.
• If there are no Alternate Addresses on file, then the patient’s Primary Address will be marked as Preferred.

• If there are Alternate Addresses but none of them is marked as Preferred, then the patient’s Primary Address will be marked as Preferred.

The Authorized Address badge will not display if:

• The associated Delivery Consent record has been revoked.

• The associated Delivery Consent record has been inactivated.

• The address was altered in such a way that even if it was once associated with a Delivery Consent record, Kroll can no longer find a match.

[KRL-7234] Patient record UI changes to support delivery consent

Feature

A badge is now automatically shown next to the patient’s Primary Address on the Patient card when the address is matched to an active Delivery Consent record.

The Authorized Address badge will not display if:

• The associated Delivery Consent record has been revoked.

• The associated Delivery Consent record has been inactivated.

• The address was altered in such a way that even if it was once associated with a Delivery Consent record, Kroll can no longer find a match.
[KRL-7238] Update Kroll reporting capabilities to include Delivery Consent

**Feature**

Added Delivery Consent changes to the **Patient Consent Report**.

Consents can be filtered by status:

- Unverified
- Accepted

Revoked Delivery Consents can be included in the report.

When Delivery Consent is selected as the report's Consent Type, the Delivery Address associated with the consent record is printed on the report.
## Patient Consent Report

Kroll pharmacy, 123 kroll st, Toronto ON A1A 1A1  
Phone: (555) 555-5555  Fax: (555) 555-5555

<table>
<thead>
<tr>
<th>Patient</th>
<th>Consent Delivery Address</th>
<th>Date</th>
<th>Giver</th>
<th>Form</th>
<th>Utensils</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Patient</td>
<td>Accepted</td>
<td>Kroll Rd 123</td>
<td></td>
<td>Patient</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Summary

- Consent: 1
- Accepted: 1
- Total: 1
[KRL-7613] Integrating delivery consent changes to the Document Scan Queue

**Feature**
The form printed when creating a new Delivery Consent record includes a **2D barcode** that allows Kroll to recognize the document type and automatically link it to the patient consent record when scanned using the **Printed Document Scan/Import** utility.

[Image]

[KRL-7657] Merging delivery consent into existing patient records

**Feature**
Added the ability to properly assimilate Delivery Consent records when merging two patient records.
[KRL-7770] Finalize Default Delivery Consent Schema for Kroll Central Management (KCM)

Feature

Kroll now supports a default embedded Delivery Consent form that can potentially be deployed to stores via Kroll Central Maintenance (KCM) (Enhanced Consents module required).
[KRL-7807] Delivery Address UI changes to support delivery consent

**Feature**

The Alternate Addresses screen on the Patient card has been changed to support Delivery Consents (Enhanced Consents module required).

A badge in the **Auth** column now indicates which Alternate Address record has an **active** Delivery Consent associated with it.

The same badge is also visible in the **Alternate Patient Addresses** screen, where the Delivery Consent field has been removed.
When an Alternate Address that has a linked Delivery Consent record is **edited**, Kroll will prompt users that a new authorization is required.

Pressing on Continue, the Delivery Consent record will be decoupled from the address record, however, it will remain active.

When **deleting** an Alternate Address linked to a Delivery Consent record, a prompt is displayed.
Choosing **Yes**, the Alternate Address record will be **deleted**, however, the Delivery Consent will remain **active**.

If a new Alternate Address for which an active Delivery Consent exists is **added**, the address will automatically be linked to the existing consent and a badge will be shown.

**[KRL-7809] Create Store Configuration option to enable Consent for delivery addresses**

**Feature**

Two new options have been added to Store Level Configuration Parameters (Enhanced Consents module required).

- **Enable delivery authorization** - This option allows users to enable or disable Delivery Authorization.
- **Prompt for delivery consent** - When enabled, users are prompted to add a Delivery Consent for a delivery address that has not yet been authorized by the patient.
[KRL-8260] Allowing Delivery Consent records to be added via Kroll

**Feature**

Added the ability to insert Delivery Consents from the patient Consent screen (Enhanced Consents module required).

A new consent can be added by clicking the **Ins** button and choosing **Delivery Consent**.
A prompt to select an existing Location or to add a new address is shown.

- If an existing address is selected, pressing OK will show the Prescription Delivery Authorization Form.
• If **Add a new address** is chosen, the **Alternate Patient Address** form is displayed.
Once the required data is entered the **Save** button is pressed, a new Alternate Address is created and the **Select an address for delivery authorization** prompt is shown again. The newly created Location is added to the prompt and pre-selected.
Pressing **OK** will show the **Prescription Delivery Authorization Form**.
Pressing **Save and Print**, the consent form will be printed out and the Delivery Consent record will be saved. Pressing **Save**, the following prompt is shown.

Pressing **OK**, the Delivery Consent record is created.

In both cases, the Consent will not be marked as Completed until the form has been printed out and scanned back in.
When a user attempts to insert a Delivery Consent for an address that’s already been authorized, the following prompt is shown.

![Warning](image)

**[KRL-8298] Creating Delivery Consent records from the Alternate Address screen**

**Feature**

Added the ability to insert a Delivery Consent record from the Alternate Addresses screen via a prompt.

When **Prompt for delivery consent** is enabled in Store Level Configuration Parameters, users are prompted to add a Delivery Consent when they insert or modify an address that is marked as a Delivery Address and that has not yet been authorized by the patient.

Upon clicking on **Save** on the Alternate Patient Addresses screen, the Prescription Delivery Authorization Form is displayed.

**[KRL-8299] Creating Delivery Consent records from the patient record (i.e. main address)**

**Feature**

Added the ability to insert a Delivery Consent record from the Patient card screen via a prompt.

When **Prompt for delivery consent** is enabled in Store Level Configuration Parameters, users are prompted to add a Delivery Consent when they enter or modify a patient’s Primary Address.

- Choosing **Authorize** displays the Prescription Delivery Authorization Form.
- Choosing **I'll do this later** saves the Patient record without a Delivery Consent.
[KRL-8814] Add prompt on the Delivery Order screen when delivery authorization missing for selected address

**Feature**

When **Prompt for Delivery Consent** is enabled in Store Level Configuration Parameters, users are prompted that an address has not yet been authorized by the patient when creating a Delivery Order for an address that is not linked to an active Delivery Consent.

Upon clicking on **Ship**, **Print** or **OK** on the **Delivery Order form**, the following prompt is displayed.

![Validation Messages]

⚠️ The selected delivery address has not yet been authorized by the patient. You may need to obtain authorization at a later time.

✅ Continue  ❌ Go back
The user can **Continue** with the creation of the Delivery Order or **Go back** to the Delivery Order form to make changes.

**DIS**

[KRL-6213] Allow Failed Claims Report to be generated in CeRx jurisdictions (Alberta, New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, Yukon)

**Feature**

The **Failed Claims Report** is now available in the following provinces: Alberta, New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island and Yukon.

This report shows prescriptions filled in a given date and time range that were not sent to the provincial Drug Information System (DIS) network. These may include:

- Prescriptions for which **adjudication to the DIS network failed** and either the “**Skip Plan**” or “**Send Later**” option was chosen.
- Prescriptions not adjudicated to the DIS such as:
  - Prescriptions with pending or failed DIS transactions.
  - Prescriptions for patients with Patient Type set as Animal, Pharmacy, Nursing Home or Wholesaler.
[KRL-7869] Allow retraction of completed immunization records (Newfoundland and Labrador, Nova Scotia, Prince Edward Island)

**Feature**

It is now possible to retract an immunization that was recorded on the Drug Information System (DIS) network from the Patient Card, for those jurisdictions that support immunization records.
When reversing an immunization claim, by highlighting a Claimed record on the Immunizations screen and pressing C – Cancel Claim, the following prompt is shown:

Choosing Yes, the immunization on the patient’s network profile linked to the selected record is retracted. Kroll then proceeds with the normal cancellation process for the associated prescription.

Choosing No, the immunization on the patient’s network profile linked to the selected record is not retracted. Users still have the ability to proceed with cancelling the associated prescription. The option selected on this prompt is retained for future usage, should the user opt not to cancel the associated prescription immediately.

It is also possible to record an immunization that was previously retracted on the network again.

When calling up a reversed immunization claim, by highlighting a Reversed record on the Immunizations screen and pressing F – Claim Fee, the following prompt is shown:

Choosing Yes, a new immunization is recorded on the patient’s network profile. Kroll then proceeds with filling a new prescription for the immunization product.

Choosing No, no new immunization is recorded on the patient’s network profile. Users can still proceed with filling a new prescription for the immunization record.

**ERx**

[KRL-9264] PointClickCare® - View ERx Order Type on the order printout

**Improvement**

The ERx Order printout now shows the Order Type and the transaction’s origin, when generated by a user via the “Print” button on the ERx Order Form.
[KRL-9303] Add column header to sort ERx items by Communication Method

**Feature**

A new column header "**Communication Method**" has been added to the ERx screen to allow sorting ERx Items by their Communication Method. The sort order includes:

- Prescriber Entered
- Written
- Oral
- None
General

[KRL-6311] Add support for scanning 2D Delivery Order barcode from the Start screen

**Feature**

Delivery Orders can now be called up from the Start Screen by scanning the report’s 2D barcode.

[KRL-7092] Enhance Transfer In screen to better collect info for proper prescription expiry date calculation

**Feature**

Two new fields were added to the “Transfer Rx from other store” and the “Transfer Rx In Details” forms:

- Expiry Date
- Written Date
If no Expiry Date is provided, the Written Date provided by the transfer-from store is entered, Kroll will use it to calculate the prescription’s expiry date, according to the Days entered in Store Level Configuration Parameters.

If no Written Date is entered but a First fill date or a Last fill date provided by the transfer-from store is entered, then these dates will be used to calculate the expiry date of the prescription.
[KRL-8603] Add PharmacyLink checklist item to ensure Email in Store Configuration is set

**Feature**
The PharmacyLink checklist is now showing a red cross if the store’s e-mail address is not set in Store Level Configuration Parameters.

![PharmacyLink Configuration Validation](image)

[KRL-9569] Work Order Drug List label - Print one prescription instead of vial label

**Feature**
The Work Order Drug List label can now be printed in place of the Vial label when there is only one prescription in the Work Order.

A new option is available in the Print Work Order Drug List workflow action configuration screen.
[KRL-9595] Work Order Drug List label - Update barcode to be workflow barcode

**Feature**

The Work Order Drug List label now features a Kroll workflow 2D barcode. Scanning the barcode pulls up the Work Order.
Payments

[KRL-7507] Prevent user from adding credit card when PharmaConnect is using a third party payment solution

**Feature**

An error message is now displayed when users attempt to insert a Credit Card record on a Patient card when the store is linked to PharmacyLink and uses a payment provider different than PayFacto®.
[KRL-8103] Add Store Configuration option to support the CVV Verification with PharmacyLink

**Feature**

A new option “**Require payment card verification for delivery**” has been added to the Store Level Configuration Parameters screen.

When enabled, Credit Card Verification Value (CVV) verification is enabled in PharmacyLink for the store.

[KRL-8841] Pick-Up prescriptions requested via PharmaConnect must be removed from associated invoice

**Feature**

When pickup prescriptions are ordered via PharmaConnect and the account holder chooses to review charges before paying, an Invoice will be created in Kroll for the associated Prepay account Work Order. Once all the prescriptions in the Work Order are processed, the Invoice is Posted automatically and it becomes available for payment in the app. In this scenario, patients (or authorized agents) still have the ability to pay in person when they pick up the medications.
Kroll will now remove prescriptions ordered through PharmaConnect with a pending payment from the posted Invoice when they are picked up. When a user completes the Pick Up from the F10 – Pickup screen or the Touch/Pickup session for only some of the prescriptions included in an Invoice, Kroll will remove the prescriptions from the Invoice and post it again automatically, updating the balance. If an Employee Discount had been applied to the invoice, the discount will be recalculated and applied to the Invoice again according to the new balance.

When a Prepay Work Order is open on a Kroll session and a user attempts to pick up a prescription included in a Posted invoice for the same Work Order from the F10 – Pickup screen on another session or from the Touch/Pickup session at the same time, the message “AR IN USE” will be displayed and the prescription can not be selected.
When a user attempts to view a Prepay Work Order and prescriptions included in a Posted Invoice for the same Work Order are being viewed on the F10 – Pickup screen on another session or the Touch/Pickup session, a prompt will be displayed.
Reports

[KRL-1636] Drug Inventory Listing Report - Include new values for Pickup and Packaging totals

Feature

A new option "Show inventory waiting to be packaged or picked up" has been added as a sub-option of "Show inventory total only" for the Drug Inventory Listing Report.

When enabled, the total dollar amount for drug packs of prescriptions waiting to be packaged or picked up is printed and added to the Total for on-hand inventory to calculate the Total inventory value.
[KRL-8050] Show patients per cycle on Nursing Home Patient Statistics report

**Feature**

The Nursing Home Patient Statistics report has been updated to show the number of patients per Nursing Home Cycle (Enhanced Nursing Home module required).
A new option “Show patients per cycle” has been added to the Options tab in the report’s configuration screen.
### Nursing Home Patient Statistics Report

Report Parameters:
- Date: 01-03-2023 to 30-03-2023

**Nursing Home Patient Statistics Report**

<table>
<thead>
<tr>
<th>Name</th>
<th>Patients</th>
<th>Active</th>
<th>Inactive</th>
<th>New</th>
<th>Discharged</th>
<th>Deceased</th>
</tr>
</thead>
<tbody>
<tr>
<td>2Test 8050 Da</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>C</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Test 8050 Ward 1 Cycle 3</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Cycle 5</td>
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<td>1</td>
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<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Ward 2 Cycle 1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Ward 3 Cycle 2</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Cycle 2</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>