# Table of contents

Kroll Version 10 Service Pack 29 Feature Release Notes

Central Fill ........................................................................................................................................... 4

<table>
<thead>
<tr>
<th>Feature Release Notes</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>[KRL-8932] Add support for advanced Central Fill Packager label configuration and printing</td>
<td>4</td>
</tr>
<tr>
<td>[KRL-8936] Add new workflow actions to enable sending individual labels to Central Fill</td>
<td>4</td>
</tr>
<tr>
<td>[KRL-8962] Allow collecting prescription order Lot numbers from Central Fill and saving them</td>
<td>5</td>
</tr>
<tr>
<td>[KRL-8963] Add Central Fill packager flag to indicate if packager support server generated receipt and server-generated Kroll Care</td>
<td>6</td>
</tr>
<tr>
<td>[KRL-8964] Add support for background update of Central Fill drug eligibility list and shipping schedule</td>
<td>7</td>
</tr>
<tr>
<td>[KRL-9041] Add support for pushing Warning labels from Kroll to Central Fill</td>
<td>7</td>
</tr>
<tr>
<td>[KRL-9088] Add new workflow handlers for ‘Send Compliance Calendar Label To CF’ and ‘Send Owe Label To CF’</td>
<td>8</td>
</tr>
<tr>
<td>[KRL-9091] Add workflow action to send Kroll Care to Central Fill</td>
<td>8</td>
</tr>
<tr>
<td>[KRL-9093] Add support for suppressing locally printed labels if they were sent to Central Fill</td>
<td>8</td>
</tr>
<tr>
<td>[KRL-9207] Ability to reprint a Vial Label that was suppressed for Central Fill</td>
<td>1</td>
</tr>
<tr>
<td>[KRL-9227] Add Central Fill Order ID and Store Corporate ID on the Delivery Label for Central Fill prescriptions</td>
<td>1</td>
</tr>
<tr>
<td>[KRL-9228] Create a new Enhanced Delivery Label with new format, linear bar code, and Central Fill/Store Corporate IDs</td>
<td>1</td>
</tr>
<tr>
<td>[KRL-9272] Display the Central Fill status window on the F9-Workflow screen</td>
<td>2</td>
</tr>
<tr>
<td>[KRL-9319] Update the Fill screen to remove the first prompt for eligible Central Fill prescriptions</td>
<td>2</td>
</tr>
<tr>
<td>[KRL-9410] Add reason codes when an eligible prescription is not being sent to Central Fill</td>
<td>2</td>
</tr>
<tr>
<td>[KRL-10342] Inactivate Central Fill consent when the agent's authorization has expired for a dependent</td>
<td>3</td>
</tr>
<tr>
<td>[KRL-10364] Hide the &quot;Unknown&quot; option in the “Given By” dropdown menu for all enhanced consent forms</td>
<td>3</td>
</tr>
<tr>
<td>Delivery Orders ................................................................................................................................. 4</td>
<td></td>
</tr>
<tr>
<td>[KRL-7181] Updating Delivery Consent via PharmacyLink® (Existing Patient)</td>
<td>4</td>
</tr>
<tr>
<td>[KRL-7185] Create a new Delivery Consent record screen</td>
<td>4</td>
</tr>
<tr>
<td>[KRL-7233] Delivery Order User Interface changes to support multiple addresses</td>
<td>5</td>
</tr>
<tr>
<td>[KRL-7234] Patient record User Interface changes to support delivery consent</td>
<td>6</td>
</tr>
<tr>
<td>[KRL-7238] Update Kroll reporting capabilities to include delivery Consent</td>
<td>7</td>
</tr>
<tr>
<td>[KRL-7613] Integrating Delivery Consent changes to the Document Scan queue</td>
<td>8</td>
</tr>
<tr>
<td>[KRL-7657] Merge Delivery Consent into existing patient records</td>
<td>10</td>
</tr>
<tr>
<td>[KRL-7770] Finalize Default Delivery Consent Schema for Kroll Central Maintenance</td>
<td>10</td>
</tr>
<tr>
<td>[KRL-7807] Delivery Address User Interface changes to support delivery consent</td>
<td>10</td>
</tr>
<tr>
<td>[KRL-7809] Create Store Configuration flag to enable Consent for Delivery Addresses</td>
<td>11</td>
</tr>
</tbody>
</table>
Kroll V10 SP29 Feature Release Notes

[KRL-8260] Allowing Delivery Consent records to be added from the Consent screen ........................................... 11
[KRL-8298] Creating Delivery Consent records from the Alternate Address screen ........................................... 12
[KRL-8299] Creating Delivery Consent records from the Patient record ......................................................... 12
[KRL-8814] Add prompt on the Delivery Order screen when delivery authorization is missing for selected address ................................................................. 12
[KRL-9001] Add delivery signature selection to Store Configuration ............................................................... 13
[KRL-9004] Uncheck Canada Post signature options when a signature is not required ........................................ 14
[KRL-9180] Update Delivery Orders to include new statuses ............................................................................. 14
[KRL-9181] Add two new Follow-Up Types and link them to Delivery Orders ............................................... 15
[KRL-9287] Add new Store Configuration option for enhanced thermal delivery labels ................................. 15
[KRL-9299] Allow users to manually set Delivery Order status ‘Delivered Not Confirmed’ ........................ 16
[KRL-9490] Add Buttons to the Delivery Order Edit Screen ............................................................................ 17
[KRL-9951] Allow users to manually override the Signature Required toggle ................................................ 18
[KRL-9953] Recalculate the Signature Required value when the Delivery Order is changed ........................ 18
[KRL-10019] Add Signature Eligibility field to the Delivery Order screen ..................................................... 18
[KRL-10020] Hide fields when ‘Allow patients to receive deliveries without signature’ is disabled ............... 19
[KRL-10021] Enable/Disable signature requested and signature required fields ........................................... 19
[KRL-10022] Calculate the Signature Required field based on Eligibility and Signature Requested fields .... 20

DIS................................................................................................................................................................. 20

[KRL-4801] Add a configuration option to not Print the prescription order on a Pharmacist Prescribe ........... 20
[KRL-5103] Improvements to prevent users from ignoring the DIS claims queue (Alberta) .............................. 21

General ........................................................................................................................................................... 23

[KRL-7629] Provide the ability to include the scanned prescription image/electronic prescription when transferring out a prescription .................................................................................. 23
[KRL-8344] Terminate Kroll at a configurable relative time ...................................................................... 23
[KRL-8380] Rx Canada Health Inform program no longer used ................................................................. 25
[KRL-9408] Update the Workflow queue section on the Dashboard to allow more queues to appear ........ 25
[KRL-9409] Update the F9-Workflow screen to allow configurability of visible queues ................................. 26
[KRL-9502] Track changes to pre-counselling comments .............................................................................. 28
[KRL-10413] Update all Database Maintenance - Inactivation screen titles and update text on the Patient Inactivation utility screen ........................................................................... 28

Minor Ailments .................................................................................................................................................. 29

[KRL-9670] Default the Intervention Code to ‘PS’ for the first fill of a Minor Ailment prescription (British Columbia) ...................................................................................................................... 29
[KRL-9673] Concatenate phone number and default SIG for Minor Ailment Fee For Service claims (British Columbia) ........................................................................................................................................ 29
[KRL-8103] Add Store Configuration option to support the CVV Verification with PharmacyLink®.

[KRL-9881] Improve the way refunds are posted in Kroll (collapse from AR Profile screen and send notifications).

[KRL-10083] Add a prompt for the Pharmacist to confirm the end of modifications to trigger invoice posting within the workflow.

[KRL-10099] Create logic to trigger the ‘Payment amount changed’ notification.

[KRL-10165] Warning when attempting to split a Pre-Pay Work Order.

[KRL-10539] The Privacy Label says “CHARGED” when the order is for pickup and the patient hasn’t paid yet.

[KRL-8772] Create and Manage “Out for Shipping” Bulletin Type.

[KRL-9376] Add new PharmacyLink® Due Date option for Transfer Prescriptions.

[KRL-9745] Update system data element related to unit using Systematized Nomenclature of Medicine (SNOMED) codes in Fast Healthcare Interoperability Resources (FHIR) messages.

[KRL-5826] Patient inactivations or previews are not printing correctly on the Security Audit Report.
Kroll Version 10 Service Pack 29 Feature Release Notes

This document is a compilation of new Features in Kroll Version 10 Service Pack 29. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Central Fill

[KRL-8932] Add support for advanced Central Fill Packager label configuration and printing

Feature

Added the ability to send any label stock to Central Fill, not just the single label stock designated for the store. Also, the Print Labels option on Workflow Actions was renamed to Print Label Set.

![Image of Edit Central Fill Packager dialog]

[KRL-8936] Add new workflow actions to enable sending individual labels to Central Fill

Feature

Added a number of new Workflow Actions to support sending different label types to Central Fill:
- Send Vial Label To Central Fill
- Send Receipt To Central Fill
- Send Hardcopy To Central Fill
- Send Counselling Label To Central Fill
- Send Delivery Label To Central Fill
- Send Profile Label To Central Fill
- Send Allergies Conditions Label To Central Fill
- Send Privacy Label To Central Fill
- Send Dialog Label To Central Fill
- Send Counseling Worksheet Label To Central Fill

[KRL-8962] Allow collecting prescription order Lot numbers from Central Fill and saving them

Feature
The system will now collect prescription orders’ Lot numbers from Central Fill and save them in Kroll’s drug record. Also, a new workflow behaviour was introduced when receiving Central Fill orders to move those Lot
numbers from the Central Fill prescription order Lot to the prescription Workflow drug pack details. So far, only the Parata Max and VBM packagers can send the drug Lot and Expiry to Kroll. However, users in Central Fill can manually enter the Lot and Expiry on the prescription order.

![Workflow output]

[KRL-8963] Add Central Fill packager flag to indicate if packager support server generated receipt and server-generated Kroll Care

**Feature**

Added new Central Fill packager configuration options to indicate whether the packager unit supports a server-generated Receipt and a server-generated Kroll Care monograph.

* Supports server generated Kroll Care
* Supports server generated Rx Receipt
[KRL-8964] Add support for background update of Central Fill drug eligibility list and shipping schedule

**Feature**
Kroll will support a scheduled background process that will **automatically update** a store with the Drug Eligibility List and the Shipping Schedules that are maintained via Central Fill.

[KRL-9041] Add support for pushing Warning labels from Kroll to Central Fill

**Feature**
Kroll will now be able to send **Warning labels** to Central Fill for a prescription. Central Fill will be able to receive these warning labels and then route them to the associated packaging machine. Data is being sent to Central Fill, however, so far, only the Parata Max packager is capable of sending this data in their transfer send file.
[KRL-9088] Add new workflow handlers for ‘Send Compliance Calendar Label To CF’ and ‘Send Owe Label To CF’

Feature
New workflow handlers were added to allow Compliance Calendar Labels to be sent to Central Fill facilities.

[KRL-9091] Add workflow action to send Kroll Care to Central Fill

Feature
A new Workflow Action was added to support the changes done for sending Kroll Care monographs to the Central Fill facility.

[KRL-9093] Add support for suppressing locally printed labels if they were sent to Central Fill

Feature
A new option has been added to the Workflow configuration to suppress a label from printing out at the store level if a prescription is sent to Central Fill.
• **Do Not Print if Label Sent to Central Fill**

The following types of labels can be suppressed:

- Allergies Conditions Label
- Compliance Calendar
- Counseling Label
- Counseling Worksheet
- Delivery Label
- Dialog
- Hardcopy

- Kroll Care
- Owe Label
- Privacy Label
- Receipt
- Vial Label
- Wallet Card
[KRL-9207] Ability to reprint a Vial Label that was suppressed for Central Fill

**Feature**
A change was made to ensure that the user can reprint a Vial Label in Kroll for prescriptions that were sent to Central Fill. This is supported with a new Workflow Action configuration option that will appear in a number of new Central Fill workflow screens.

[KRL-9227] Add Central Fill Order ID and Store Corporate ID on the Delivery Label for Central Fill prescriptions

**Feature**
Added the Central Fill Order ID and the Store ID to the new Enhanced Delivery Label.

[KRL-9228] Create a new Enhanced Delivery Label with new format, linear bar code, and Central Fill/Store Corporate IDs

**Feature**
Created a new Enhanced Delivery Label with new format, linear bar code, and Central Fill/Store Corporate IDs.
Display the Central Fill status window on the F9-Workflow screen

**Feature**

The Central Fill Status dialog that is currently displayed on the Alt-X Start screen will now also appear on the F9-Workflow screen.

Update the Fill screen to remove the first prompt for eligible Central Fill prescriptions

**Feature**

Initially, when filling a prescription that qualified for Central Fill, Kroll would prompt users twice to confirm whether they wished to send the prescription to the Central Fill facility. The first dialog box, asking *Do you want to send the Rx to central fill?* allowed users to choose Yes or No. However, this choice became redundant as users were presented with a subsequent dialog (Central Fill Parameters), providing them with another chance to decide whether to send the prescription to Central Fill or return to the prescription. For this reason, the first prompt has been removed, leaving just the second in place.

Add reason codes when an eligible prescription is not being sent to Central Fill

**Feature**

Added a new dropdown list to the pop-up that appears when the user has opted to not send an eligible prescription to Central Fill. The new dropdown list allows users to select from a predetermined list of Reasons. The Comment section is still available. Either a Reason and/or a Comment is required to continue from this prompt.
[KRL-10342] Inactivate Central Fill consent when the agent's authorization has expired for a dependent

**Feature**

Central Fill Consent governs whether or not prescriptions can be transmitted to the Kroll Central Fill (CF) application for processing of prescriptions.

Authorized Agents (e.g. caregivers) are able to provide consent for these patients, who are minors, up until the age of minority.

When the patient reaches the age of majority, the consent provided by an agent is no longer valid, and a new consent must be provided in order to continue receiving service from the pharmacy. In Kroll, the Central Fill Consent text under Consent in the Patient Card will become *italicized* and grey, to indicate it is no longer valid.

---

[KRL-10364] Hide the "Unknown" option in the “Given By” dropdown menu for all enhanced consent forms

**Feature**

The ‘Unknown’ option in the Given By dropdown menu will no longer be available in any consent form when the store is using the Enhanced Consent module.
Delivery Orders

[KRL-7181] Updating Delivery Consent via PharmacyLink® (Existing Patient)

**Feature**
Added the ability for a patient to sign a Delivery Consent form in PharmaConnect and then have that form sent back to Kroll and added to the patient's profile as a Consent record when the patient record already exists in Kroll.

[KRL-7185] Create a new Delivery Consent record screen

**Feature**
A new Consent record screen was created to support the Delivery Consent form. The user can access this via the Consents tab within the Patient profile. This screen allows for the recording of a patient's authorization of their address for Delivery Orders or allows an Authorized Agent to consent on behalf of a dependent.
[KRL-7233] Delivery Order User Interface changes to support multiple addresses

**Feature**

The **Delivery Order** screen was modified to indicate to the user when an **Alternate Address** has been identified as the 'preferred' delivery address or as an 'alternate' delivery address. A new icon was added to the **Locations** drop-down using a **delivery truck symbol**. The icon with the **star symbol** denotes the 'preferred' delivery address.
[KRL-7234] Patient record User Interface changes to support delivery consent

**Feature**

Two new icons were added to the Street Address line on the main patient profile. One icon identifies the Main Address as the preferred delivery address if no other alternate address for that patient has been flagged as the ‘preferred’ delivery address. The second icon will indicate if that address has previously been authorized by that patient for delivery.
[KRL-7238] Update Kroll reporting capabilities to include delivery Consent

**Feature**

Added the new **Delivery Consent** type to the **Patient Consent Report**. The user can select this type as a filter.
[KRL-7613] Integrating Delivery Consent changes to the Document Scan queue

**Feature**

The user will be able to print off a **Delivery Consent** form, have the patient sign it, and then scan that document back into Kroll. The printout now has the **2D bar code** that will link the document to the correct Delivery Consent record.
[KRL-7657] Merge Delivery Consent into existing patient records

**Feature**
When patient records are merged, the system will retain *Delivery Consent* forms and records from both profiles and merge them into the "final" profile.

[KRL-7770] Finalize Default Delivery Consent Schema for Kroll Central Maintenance

**Feature**
Backend work to add the correct XML file into the "main" Kroll Central Maintenance system to support the Delivery Consent form. This particular form is the general form used for Kroll Central Maintenance customers.

[KRL-7807] Delivery Address User Interface changes to support delivery consent

**Feature**
The alternate address screen was modified to allow more than one alternate address to be identified as a Delivery Address. Two options are provided: **Preferred** and **Alternate**.
[KRL-7809] Create Store Configuration flag to enable Consent for Delivery Addresses

**Feature**

Two new configuration options were added to the Store Level Configuration Parameters screen under the Patient tab.

- **Enable delivery authorization** - This option enables Delivery Consent in the patient record.
- **Prompt for delivery consent** - This option allows to control whether or not having an authorized Delivery Address will prompt the user in Kroll to obtain a Delivery Consent from the patient.

![Configuration Options](image)

[KRL-8260] Allowing Delivery Consent records to be added from the Consent screen

**Feature**

The ability to create Delivery Consent records from the patient Consent screen. This allows users in Kroll to identify an address that has not yet been authorized by the patient, and then obtain consent to use it.
[KRL-8298] Creating Delivery Consent records from the Alternate Address screen

**Feature**

When the user saves an *Alternate Address* marked as 'Delivery', the system will check to see if the address has been previously authorized by the patient. If not, the **user will be prompted** to get authorization from the patient to allow that address to be delivered to.

[KRL-8299] Creating Delivery Consent records from the Patient record

**Feature**

Kroll was enhanced to trigger a new prompt when the patient has a *Delivery Address* on file but has not yet been authorized. When the user creates or edits details on the "main" patient screen, the primary address will be evaluated by the system to see if that address has already been authorized. If not, the user will be prompted to get authorization from the patient to allow that address to be used for deliveries.

[KRL-8814] Add prompt on the Delivery Order screen when delivery authorization is missing for selected address

**Feature**

Added a **dialog** that will display when adding or editing an *Alternate Address* that has not yet been authorized by the patient. The prompt is informational only and will not affect the processing of the Delivery Order.
[KRL-9001] Add delivery signature selection to Store Configuration

Feature

Added new options to Store Level Configuration Parameters to control whether delivery is permitted with or without a signature.
[KRL-9004] Uncheck Canada Post signature options when a signature is not required

**Feature**

Added functionality to uncheck the 'Signature option' checkbox on the Canada Post Create Shipment form when a Delivery Order is being shipped without requiring a signature by the recipient.

[KRL-9180] Update Delivery Orders to include new statuses

**Feature**

Added three new statuses to Delivery Orders:

- **Delivered Not Confirmed** - This status is displayed when an order has been delivered without a signature being required and the patient has not yet confirmed that they have received the order.
- **Not Received** - This status indicates that the patient has reported that they have not received the order.
- **Closed Not Received** - This status is displayed when an order is closed due to the patient not receiving their order.
[KRL-9181] Add two new Follow-Up Types and link them to Delivery Orders

Feature
Two new Follow-Up Types have been added to Kroll:

- Delivery Confirmation Followup - This is used to follow up with a patient to get confirmation that a 'no-signature' delivery has been received.
- Order Not Received Followup - This type serves to follow up with a patient when they have indicated that they did not receive an order that was marked as being delivered to them.

[KRL-9287] Add new Store Configuration option for enhanced thermal delivery labels

Feature
A new option was added to the Store Level Configuration Parameters screen, under the Labels tab.

- Use enhanced delivery label (Thermal only)
When this option is enabled, the new **Enhanced Delivery Label** will print in place of the standard Delivery Label.

The new label will print the *prescription’s number*, *copay amount* and the *patient’s phone number* on the Delivery Label. Non-enhanced labels will continue to only allow two of the three fields.

[KRL-9299] Allow users to manually set Delivery Order status ‘Delivered Not Confirmed’

**Feature**

A button has been added to the **Delivery Orders** screen to allow a user to mark a **Delivery Order** as being delivered but not confirmed. As well as updating the **Delivery Order**’s status, a **Delivery Confirmation Follow-Up** is automatically created.
[KRL-9490] Add Buttons to the Delivery Order Edit Screen

**Feature**

Additional buttons have been added to the **Delivery Order Form** to allow a user to update the Delivery Order's status:

- Not Received
- Closed Not Received
[KRL-9951] Allow users to manually override the Signature Required toggle

**Feature**

Added functionality to allow users to override the system’s recommendation as to whether a Delivery signature is or is not required.

[KRL-9953] Recalculate the Signature Required value when the Delivery Order is changed

**Feature**

When a Delivery Order has been updated after the order has been placed in PharmaConnect, Kroll will recalculate the eligibility of that order to decide whether it can or cannot be sent without a signature being required.

[KRL-10019] Add Signature Eligibility field to the Delivery Order screen

**Feature**

Added a ‘Signature Eligibility’ field to the Delivery Order Form to indicate whether the order is eligible for delivery without signature based on the related Store Level Configuration Parameters settings.
**[KRL-10020] Hide fields when ‘Allow patients to receive deliveries without signature’ is disabled**

**Feature**

The fields related to delivery without signature will be hidden from the Delivery Order Form when the ‘Allow patients to receive deliveries without signature’ Store Level Configuration Parameter option is not enabled.

**[KRL-10021] Enable/Disable signature requested and signature required fields**

**Feature**

When the status of a Deliver Order is Pending, the Signature Requested? and Signature Required fields on the Delivery Order Form will be enabled. In all other scenarios, these options will be disabled.
[KRL-10022] Calculate the Signature Required field based on Eligibility and Signature Requested fields

**Feature**

Added functionality to **automatically toggle** the **Signature Required** option on the **Delivery Order Form** based on whether the order is eligible for no signature and the patient has requested delivery without signature.

**DIS**

[KRL-4801] Add a configuration option to not Print the prescription order on a Pharmacist Prescribe

**Feature**

The **“Print Prescription Order when pharmacist records pharmacist prescribe”** dropdown menu has been added to the Store Level Configuration Parameters screen to control printing of the **Prescription Order** when pharmacist users fill **Pharmacist Prescribe** prescriptions.

Available options are:
• **Ask** – A prompt will be shown: “Do you want to print a Prescription Order?”.
• **No** – A Prescription Order will not print automatically.
• **Yes** – A Prescription Order will always print automatically.

**Feature**

A new prompt has been integrated into Kroll, which appears when a Pharmacist or a non-pharmacist Manager user logs into a Kroll session.

This prompt serves to notify the user about any pending clinical transactions that should be sent to the DIS (Drug Information System), indicating whether they are **overdue by more than 7 days**, **overdue by less than 7 days** and can be completed by the current user, or **overdue by less than 7 days but must be completed by another user**.

**[KRL-5103] Improvements to prevent users from ignoring the DIS claims queue (Alberta)**
The **Pending Adjudication** screen filters have been changed to include the following options:

- **Over 7 days old** – This will display pending claims overdue by more than 7 days.
- **7 days or less, I can complete** – This will display claims overdue by 7 days or less that the current user can complete.
- **7 days or less, another user must complete** – This will display claims overdue by 7 days or less that must be completed by a different user.

Clicking on any of the **Review Now** buttons on the prompt will bring the user to the Pending Adjudication queue, where the correct filter will be automatically selected to align with the three new filters introduced.
General

[KRL-7629] Provide the ability to include the scanned prescription image/electronic prescription when transferring out a prescription

Feature

Added the new **Print Rx Image** option to the **Rx Transfer Report** configuration screen. When enabled, the system will generate a copy of the scanned prescription image/saved eRx order and attach it to the Rx Transfer Report. Both can be printed out and/or faxed via Kroll Fax.

[KRL-8344] Terminate Kroll at a configurable relative time

Feature

A new feature has been added to have Kroll sessions automatically close after a configurable amount of time. This feature enhances security by providing an extra layer of protection.
A new option has been added to the **Store Level Configuration Parameters** screen:

- **Terminate session _ minutes after locked session** - setting this to a value other than 0 will automatically exit the Kroll session after the specified number of minutes.

The existing **Blank screen after _ minutes** option has been renamed to:

- **Lock session after _ minutes**

Additionally, the **Blank screen after _ minutes** option in **Station Configuration** has been renamed to:

- **Lock session after _ minutes**
[KRL-8380] Rx Canada Health Inform program no longer used

**Feature**

Removed User Interface and logic associated with Rx Canada Health Inform, including:

- Configuration setting to enable the feature
- Prompting at the time of prescription fill for participation in the program
- Report for generating data

[KRL-9408] Update the Workflow queue section on the Dashboard to allow more queues to appear

**Feature**

The Dashboard screen has been enhanced to allow for a larger number of queues to appear, by incorporating a “heat map”. The list will be scrollable if the number of queues exceeds the default space. Warning messages that appeared at the bottom of the screen have been moved to the right.
[KRL-9409] Update the F9-Workflow screen to allow configurability of visible queues

**Feature**

The **F9-Workflow** screen has been enhanced to display more queues by default.
New options have been added to the **Station Configuration** screen, under the Workflow tab, to allow users to configure which queues are displayed by default at that particular workstation.

Users can also opt to save these settings as-is on the associated workstation configuration screen.
[KRL-9502] Track changes to pre-counselling comments

Feature
A new history table was created to track when a pre-counselling note or comment is added, updated or deleted by a user when filling a prescription. The records can be viewed using the Field Modification History Report.

![Field Modification History Report]

[KRL-10413] Update all Database Maintenance - Inactivation screen titles and update text on the Patient Inactivation utility screen

Improvement
The titles at the top of the existing Inactivation utilities have been updated to be more descriptive.

In addition, the text phrasing has been updated specifically within the Patient Inactivation utility.

These pre-existing Utilities can be found under the Utilities menu in Kroll:

Utilities -> Database Maintenance -> Inactivation.

Updated screen titles on the form(s):

<table>
<thead>
<tr>
<th>Original form title</th>
<th>Updated form title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inactivate Patient Form</td>
<td>Patient Inactivation</td>
</tr>
<tr>
<td>Drug Inactivation Form</td>
<td>Drug Inactivation</td>
</tr>
<tr>
<td>Inactivate Mixtures Form</td>
<td>Mixture Inactivation</td>
</tr>
</tbody>
</table>
**Inactivate Expired Rxs**

Patient Inactivation utility screen updated text:

<table>
<thead>
<tr>
<th>Original text</th>
<th>Updated text</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deactivate Patients that have been inactive for more than XX months and no AR activity</td>
<td>Inactivate patients with no Rx or AR activity in the past XX months</td>
</tr>
</tbody>
</table>

**Minor Ailments**

[KRL-9670] Default the Intervention Code to ‘PS’ for the first fill of a Minor Ailment prescription (British Columbia)

**Feature**

In British Columbia, the Intervention Code of ‘PS’ will automatically be submitted to PharmaNet when adjudicating the first fill of a Minor Ailment prescription. This intervention code is a requirement for the British Columbia Minor Ailment and Contraception Services program.

[KRL-9673] Concatenate phone number and default SIG for Minor Ailment Fee For Service claims (British Columbia)

**Feature**

For Minor Ailments in British Columbia, the prescription SIG for the Fee for Service claim will always be pre-populated with the store's phone number. If the drug record in question also has default SIG text, that text will be added after the store's phone number for each claim.
Payments

[KRL-8103] Add Store Configuration option to support the CVV Verification with PharmacyLink®

Feature
A new PharmacyLink® configuration option was added to support third party payment solutions.

- **Require payment card verification for delivery**

This option will inform PharmaConnect if the store in question requires the Card Verification Value (CVV) number on a credit card to be authorized against the address that the order is being delivered to.

[KRL-9881] Improve the way refunds are posted in Kroll (collapse from AR Profile screen and send notifications)

Feature
A new functionality allows users to consolidate 'Posted' and 'Open' Invoices from the patient AR Profile screen for AR (Accounts Receivable) Pre-Pay Accounts.
Invoices that are linked to the same original Invoice can be **highlighted** by the user and consolidated into one Invoice using the **Consolidate Invoices** function from the AR menu. The existing ‘Posted’ or ‘Open’ Invoices will be deleted a new Invoice with the appropriate balance will be created.

[KRL-10083] Add a prompt for the Pharmacist to confirm the end of modifications to trigger invoice posting within the workflow

**Feature**

When a user makes a change to a prescription charged to an AR (Accounts Receivable) Post-Pay Account, whether it’s a **cancellation** or a **clinical** or **billing** change, there are impacts on invoicing.

After submitting the changes to the prescription, the Pharmacist will now have the ability to choose to ‘**Leave the invoice open**’ to modify another prescription on the same Work Order or to ‘**Post and consolidate with other pending invoices**’; choosing this option will finalize the invoice in Kroll, reflect the changes in PharmaConnect and trigger the appropriate notification to the patient.
[KRL-10099] Create logic to trigger the ‘Payment amount changed’ notification

Feature
When a ‘Posted’ Pre-Pay Work Order Invoice has been modified resulting in a different dollar amount owing but the Patient has not yet paid for their prescription in PharmaConnect, Kroll will now trigger a notification to the patient letting them know that the amount owing for their recent order has been updated.

[KRL-10165] Warning when attempting to split a Pre-Pay Work Order

Feature
When a user attempts to split a Pre-Pay Work Order that originated from the PharmaConnect app, a message will be displayed warning the user that doing so may result in issues with payment functions and patient notifications.

[KRL-10539] The Privacy Label says "CHARGED" when the order is for pickup and the patient hasn’t paid yet

Improvement
The Privacy Label has been improved so that the word "CHARGED", which is printed when the ‘Print CHARGED or NOT CHARGED on receipts for patients with AR Account’ option is enabled in Store Level Configuration Parameters, is omitted if the prescription is part of a work order that is paid online.

The original purpose of the word "CHARGED" applies to patients using the Accounts Receivable module, where prescriptions are being charged to a monthly statement or account. With online payments, a customer or staff member might unintentionally become confused with the term "CHARGED".
PharmacyLink®

[KRL-8772] Create and Manage “Out for Shipping” Bulletin Type

**Feature**
Ensure that the PharmaConnect app accurately displays delivery bulletins to the end-user based on the status of a Delivery Order in Kroll.

[KRL-9376] Add new PharmacyLink® Due Date option for Transfer Prescriptions

**Feature**
A new configuration option has been added to the Pharmacy Link Due Dates section in the Store Level Configuration Parameters screen. The store will be able to indicate what the default Wait Time will be for Transfer Prescriptions that are received from patients via PharmaConnect. Users can select an existing Wait Time from the dropdown list or insert a new one.
PrescribeIT®

[KRL-9745] Update system data element related to unit using Systematized Nomenclature of Medicine (SNOMED) codes in Fast Healthcare Interoperability Resources (FHIR) messages

Feature

The Uniform Resource Locator (URL) value that represents Systematized Nomenclature of Medicine (SNOMED) codes in electronic prescriptions sent from Electronic Medical Record (EMR) systems was changed in PrescribeIT® v5.0. When the new code was being received by Kroll from EMR systems using PrescribeIT® v5.0, the system would end up forcing users to manually type in the Dispense Quantity on the F12 screen. Kroll will now accept both the current and this new system value and will properly pre-populate the Dispense Quantity on the F12 screen.

Reports

[KRL-5826] Patient inactivations or previews are not printing correctly on the Security Audit Report

Feature

The Security Audit Report has been enhanced to more properly identify access to Patient records and the Database Maintenance Inactivation Utility.

Security Audit Report
Olga's Pharmacy, 55 Anystreet, Toronto ON M1M 1M1

<table>
<thead>
<tr>
<th>Time Stamp</th>
<th>User</th>
<th>Type</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>17-Aug-2023 13:27:19</td>
<td>LK</td>
<td>Database Maint/Inactivation (Patient)</td>
<td>Effective Date: 2023-Jul-18</td>
</tr>
<tr>
<td>17-Aug-2023 10:36:47</td>
<td>LK</td>
<td>PatientAccess</td>
<td>Patientcard (Rain, Jane)</td>
</tr>
<tr>
<td>17-Aug-2023 11:40:59</td>
<td>LK</td>
<td>PatientAccess</td>
<td>Patientcard (Rain, Jane)</td>
</tr>
<tr>
<td>17-Aug-2023 14:41:59</td>
<td>LK</td>
<td>PatientAccess</td>
<td>Patientcard (Test, security)</td>
</tr>
<tr>
<td>17-Aug-2023 11:56:47</td>
<td>LK</td>
<td>PatientAccess</td>
<td>Patientcard (Kroll, Test)</td>
</tr>
<tr>
<td>17-Aug-2023 11:56:45</td>
<td>LK</td>
<td>PatientAccess</td>
<td>Patientcard (Kroll, James)</td>
</tr>
</tbody>
</table>