PrescribeIT®

Kroll FAQ's

October 2022

Table of Contents

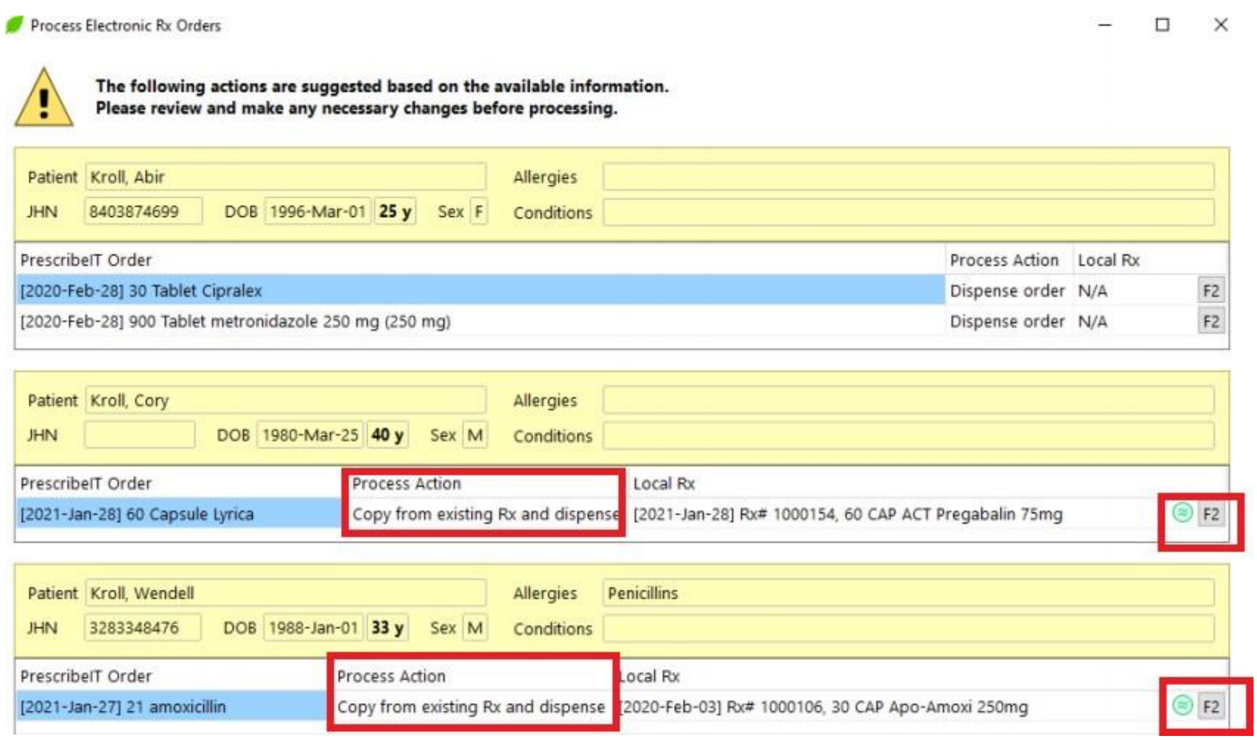
Introduction

The following document is intended to answer the most frequently asked questions regarding the PrescribeIT® functionality within Kroll. For a complete understanding of how to use PrescribeIT® please refer to the Training Videos and User Guide in addition to this document.

Frequently Asked Questions

1. What do the different icons mean when copying from Local Rxs from the Process Electronic Order screen?

The Process Electronic Rx Orders screen has been added when processing new PrescribeIT® Rxs. This allows the pharmacy to select multiple Rxs and set a process action for each individual medication in a single screen before proceeding to filling.



Depending on the patient's previously filled prescriptions on their profile, **a suggested Process Action will be selected by default**. If you wish to change the process action, press the **F2** button. If the Process action is to "Copy from existing Rx" you may see the following icons beside the Local Rx. These icons will make it easier for you to determine whether the Patient Profile has a therapeutic class match or higher. You can place the cursor over the icon to display a hover hint for details on the match.

If the match is identical you will see the following icons:

Identical (DIN)

Identical (CCDD MP)

If the match shows a Generic Equivalent, you will see the following icons:

Equivalent CCDD NTP)

Equivalent (GCN)

Equivalent (CCDD TM)

Equivalent (HiCL)

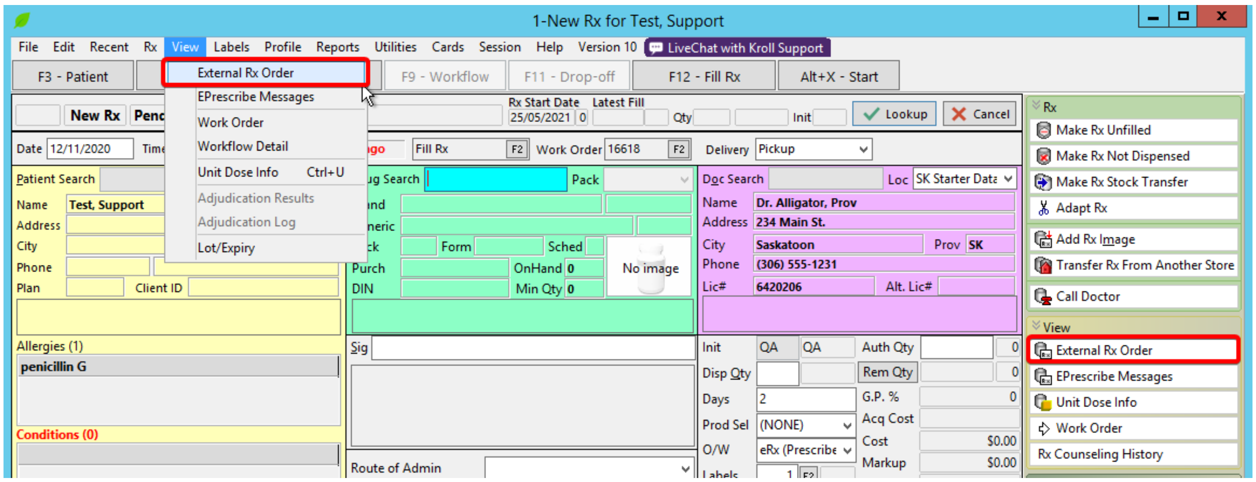
If the match shows a similar drug based on therapeutic class, the icon will be displayed. If a match cannot be confirmed the icon will be displayed.

NOTE: It is important to remember that Kroll will only provide a suggestion, you may come across a therapeutic class that is NOT the same as the product you would like to copy over. It is important to pay attention the icons to determine if you would like to "Copy from Existing Local Rx" or simply "Dispense the Rx".

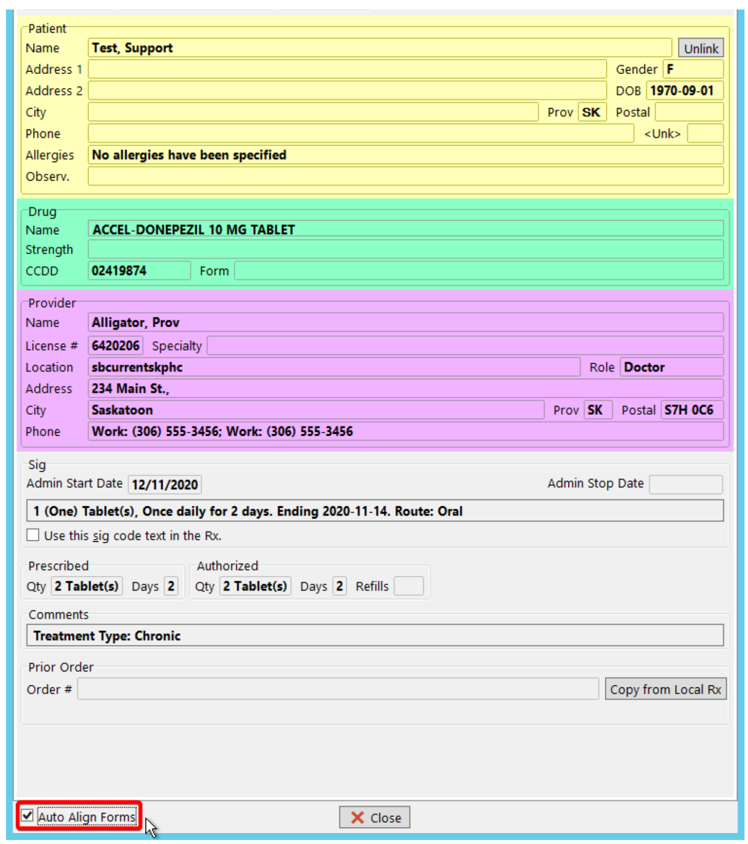
If you accidentally copy over the wrong "Local Rx" you may need to Unlink the Patient and return the eRx order to the ToDo Queue. Please review how to do this in the PrescribeIT® user guide or on our Training Videos.

2. My External Rx Order screen is not being displayed

After starting a PrescribeIT® order if your External Rx Order is not being displayed this may mean that the Auto Align button is not enabled. To enable the button, you may click on the 'External Rx Order' under View in the menu on the right hand side of your Kroll. You may also use the top menu a shown below.



The External Rx Order screen should appear and you will be able to select the Auto Align box as shown below so that your External Rx Order screen will now appear for PrescribeIT® Rxs automatically.

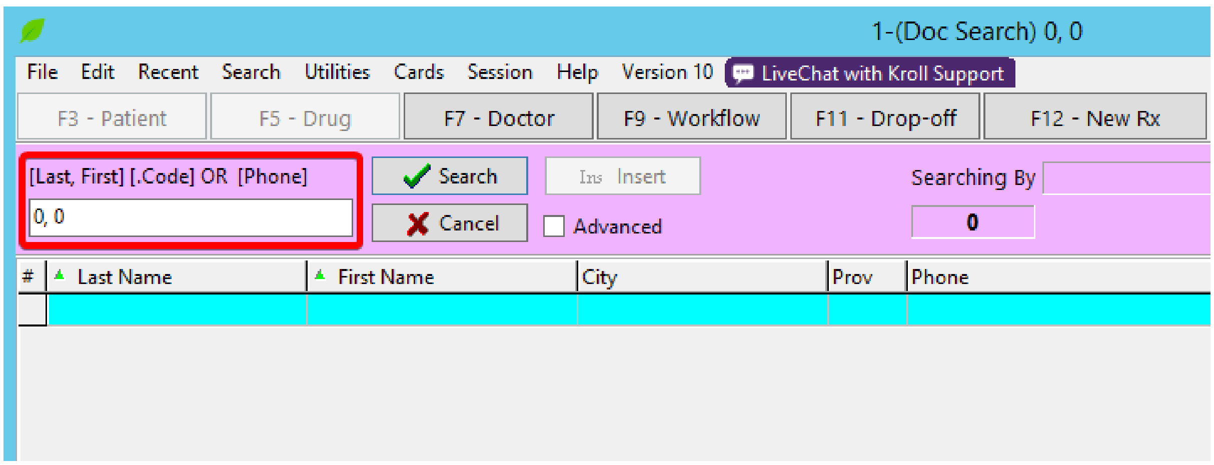


3. How do I search for Prescribers in my area that are using PrescribeIT®?

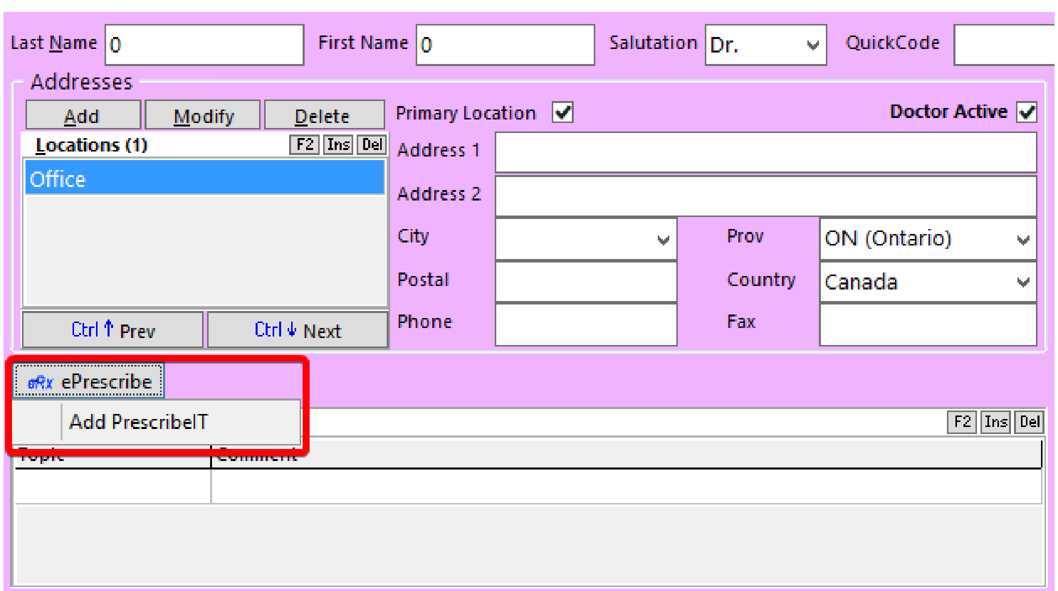
If you are live with PrescribeIT® you will periodically receive an updated list of all Prescribers. You can search this list for Prescribers in your area OR you may search inside of Kroll using the following steps.

To search for a Prescriber on the PrescribeIT® Registry in Kroll:

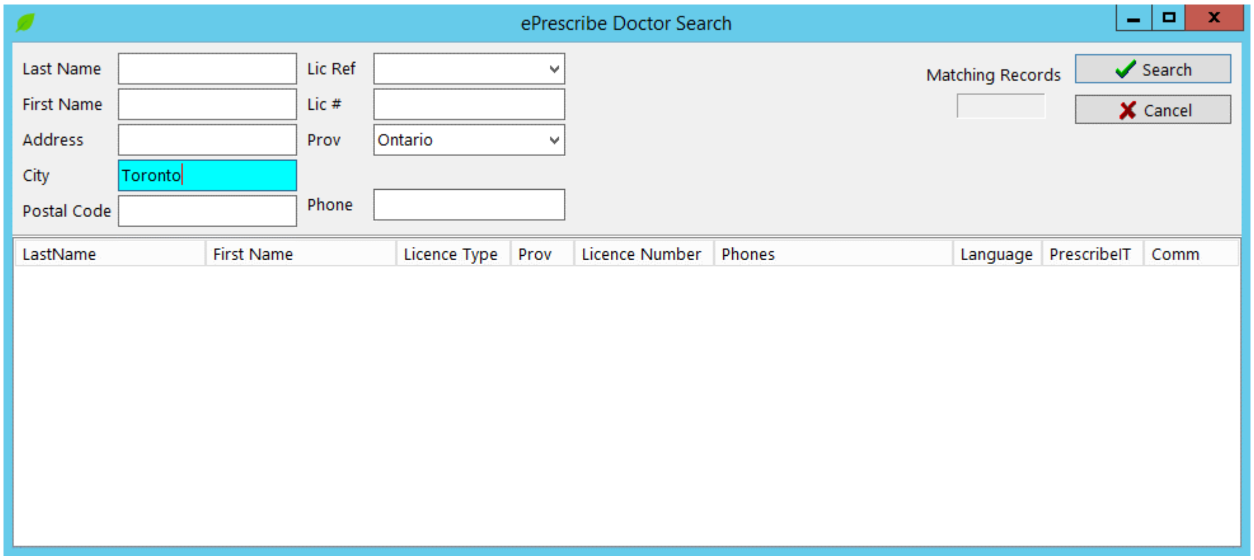
1. Navigate to F7 Doctor Card and click to insert the name of Prescriber that does not exist like 0, 0. Then click Insert.



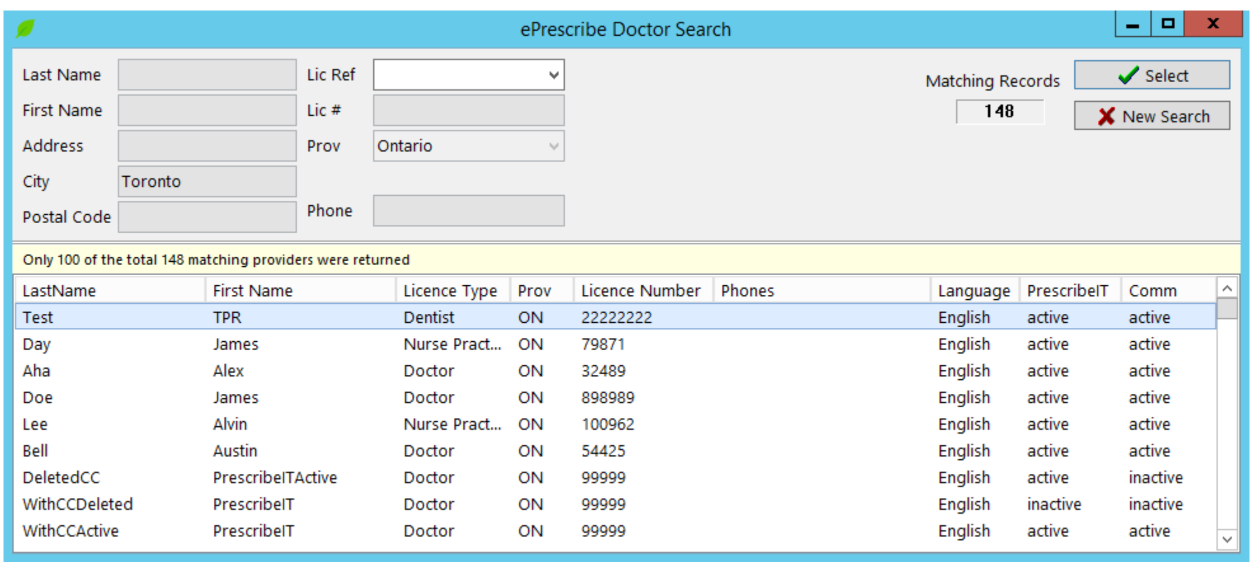
2. Under the Address box click eRx ePrescribe, and select Add PrescribeIT®.



3. The ePrescribe Doctor Search form appears. After clearing the first and last name fields, you may use this window to search the PrescribeIT® network by entering a City or Postal Code to search by.

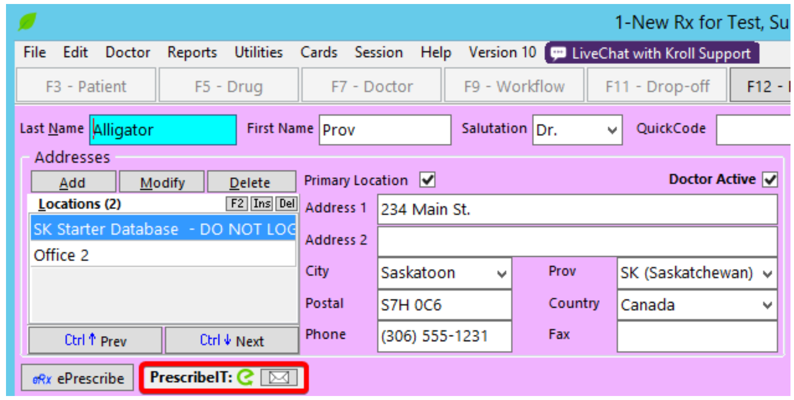


4. You will now see all Prescribers in the selected city. It is important to NOT add the prescriber from this screen but instead to open a separate Kroll session and add prescribers from their own local profile.

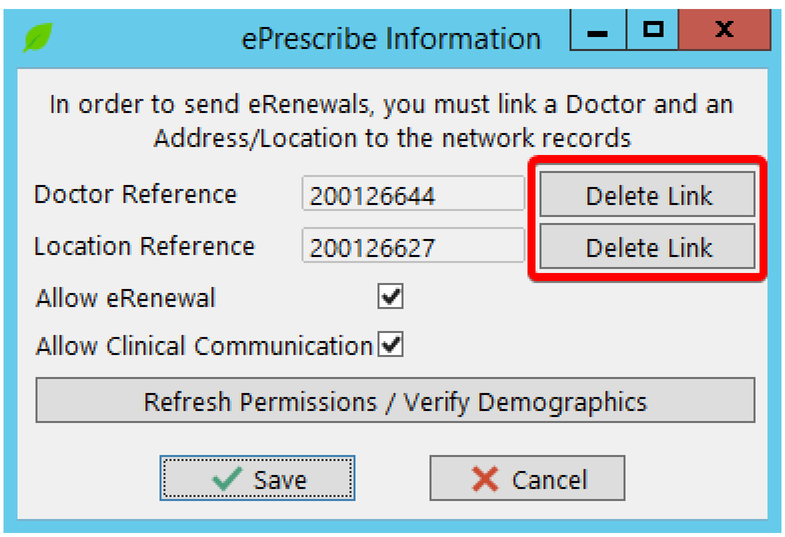


4. How do I know if my Prescriber allows for eRenewals or Clinical Communication?

Once you have linked a prescriber, two icons will appear on the doctor card indicating whether or not the prescriber allows eRenewals or Clinical Communication (as shown on the right). Please refer to Linking Prescribers in the Training Videos if you are unsure how to link a prescriber.



5. How do I "Unlink" a Prescriber if I selected the wrong one?



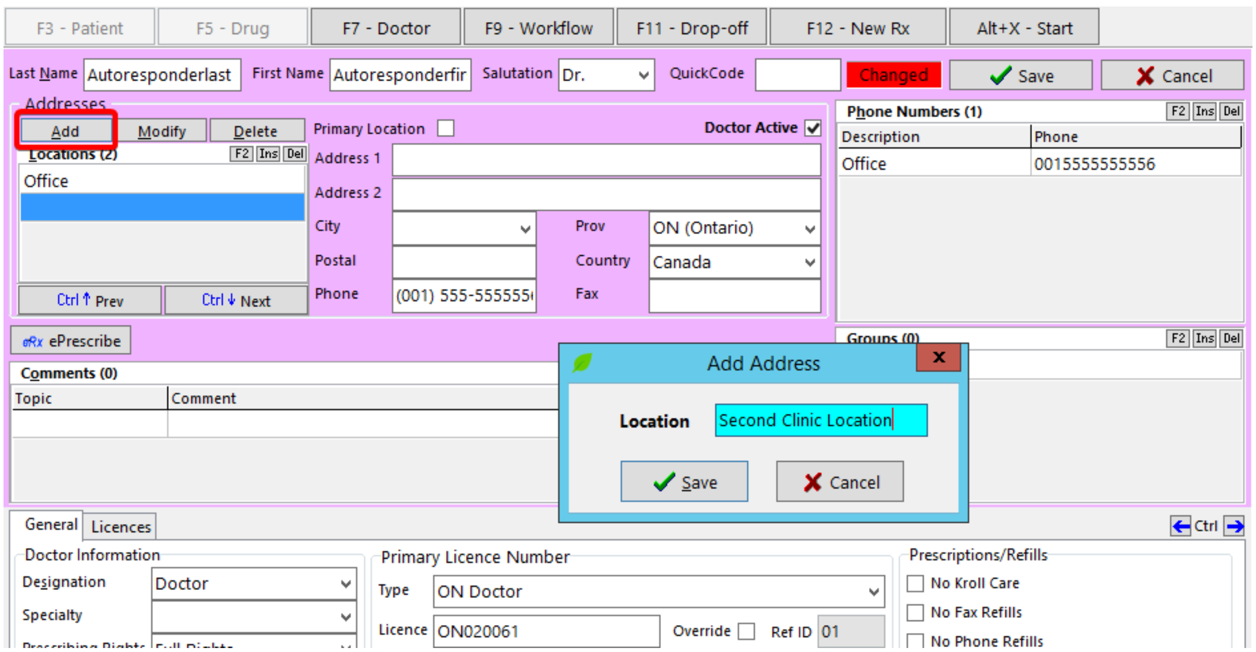
Clicking on the PrescribeIT® Icon on the doctor card as shown above will bring up the ePrescribe Information box. From here, you can click 'Delete Link' to remove the link.

6. What do I do when the Prescriber has more than one ePrescribing location?

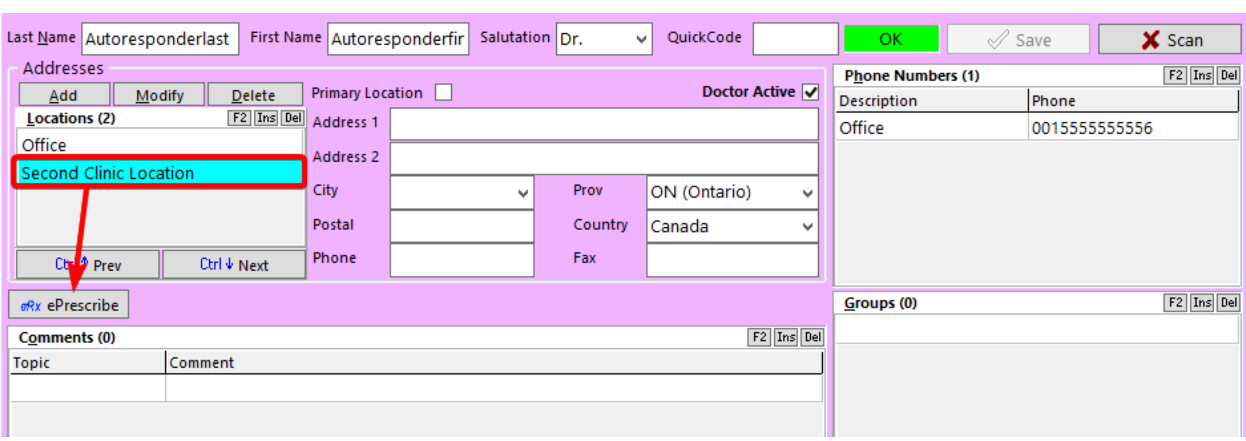
You may come across a prescriber that has more than one address specified on the Prescriber Registry. It is important that you link the correct address to the same address in your local Kroll address.

If you see multiple addresses for the Prescriber, you will want to first create a new office location locally in your doctor card, and then link the address to the correct local location:

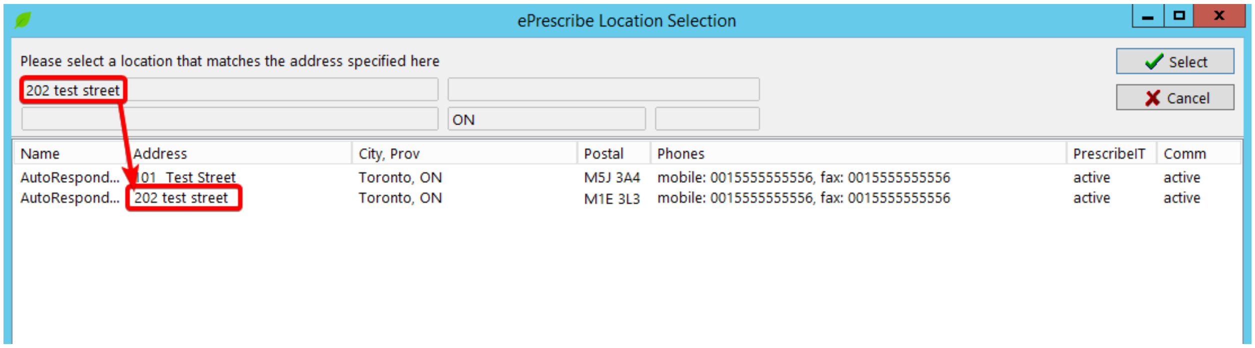
1. Create a new location by clicking Add in the Addresses box.



2. Insert a new location name and click Save. Then select the **newly added location** and click on ePrescribe icon and Add PrescribeIT.



3. From the ePrescribe location selection box, select the corresponding address to the newly added location.

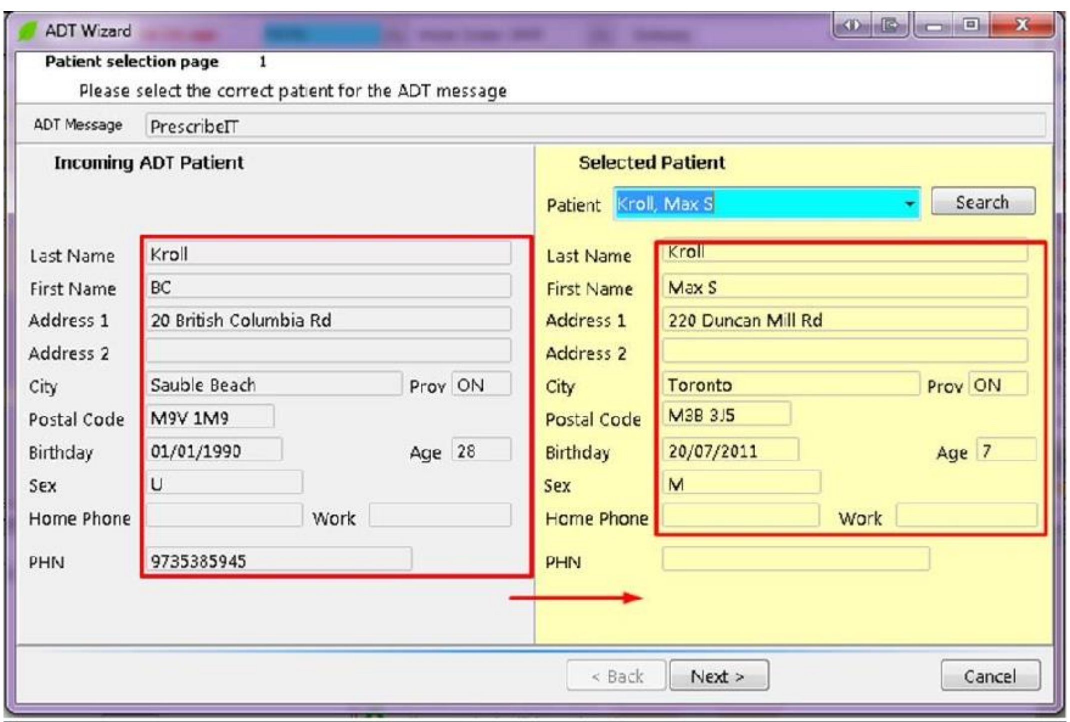


7. If I have linked an incorrect patient, how do I unlink the patient?

If a patient is incorrectly linked, you may receive prescriptions for an incorrect patient through PrescribeIT®. A user may break the link between the incorrect patient and the clinic in this case.

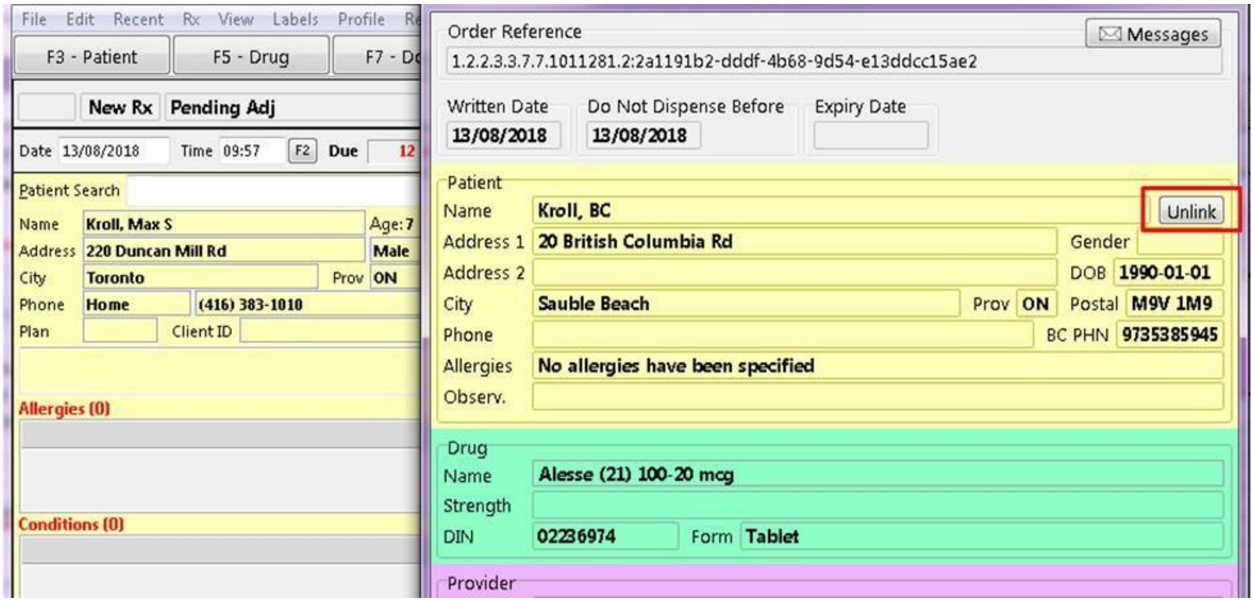
Unlinking Patients without any filled prescriptions

An incorrect patient has been linked to a PrescribeIT® incoming prescription from a specific clinic. Below example shows that the patients do not match and were incorrectly linked.

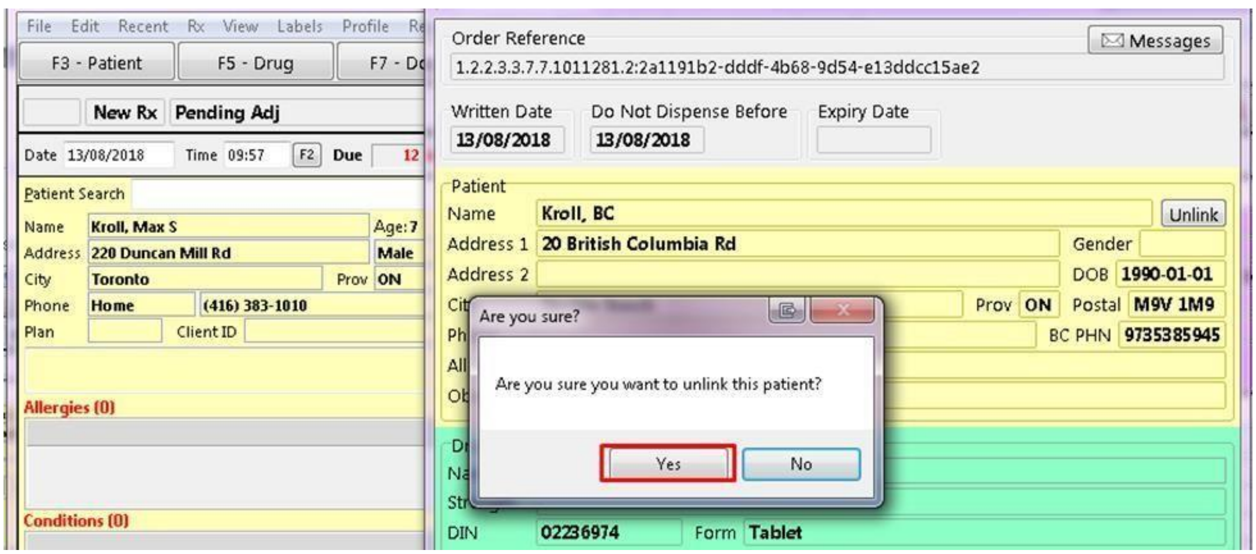


1. Call up a PrescribeIT® prescription for the patient from Rxs ToDo/Data Entry.

2. Click on the Unlink button on the External Rx Order.



3. Click on Yes when prompted 'Are you sure you want to unlink this patient?'

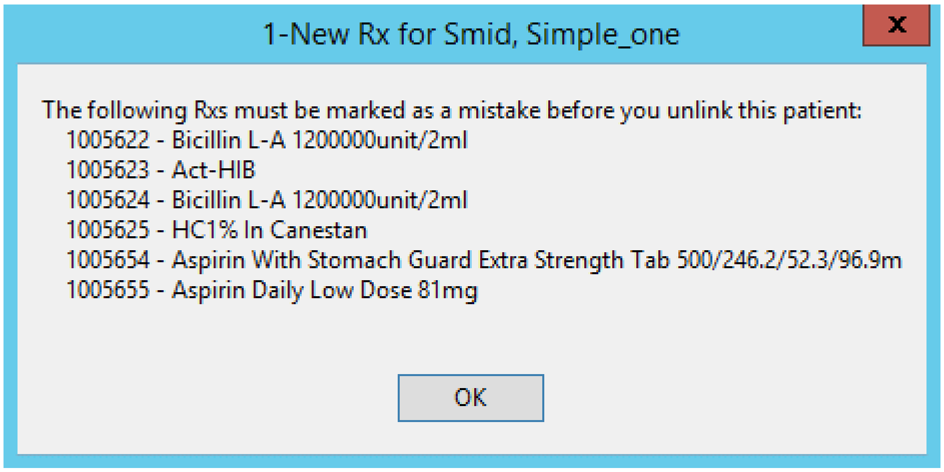


4. The prescription will be in the Rx's ToDo/Data Entry queue in its original state, with no local patient identified.

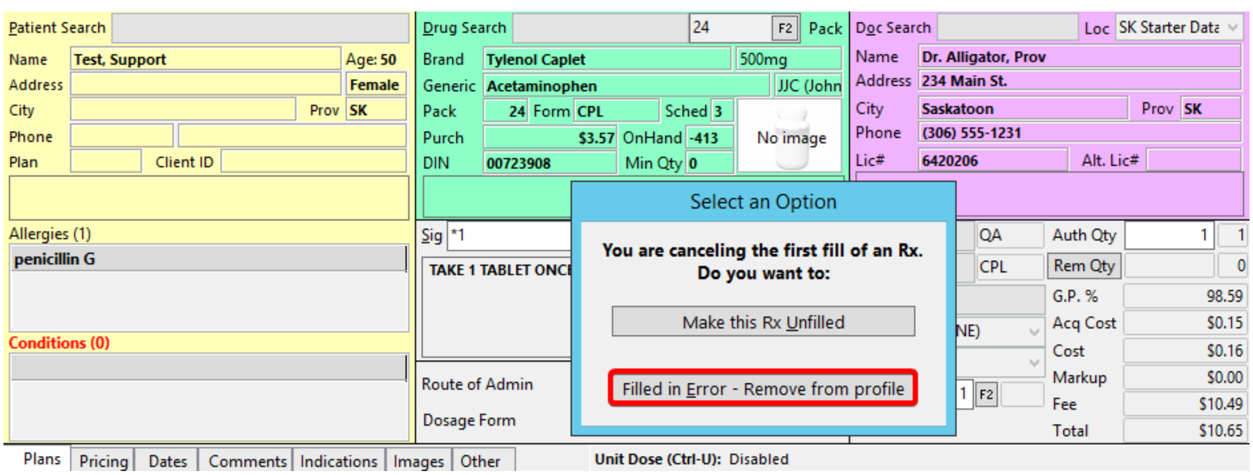
5. The next time the user calls up the PrescribeIT® prescription from the Rx's ToDo/Data Entry queue to fill, the ADT wizard will launch so the correct patient can be selected.

Unlinking Patients with filled prescriptions

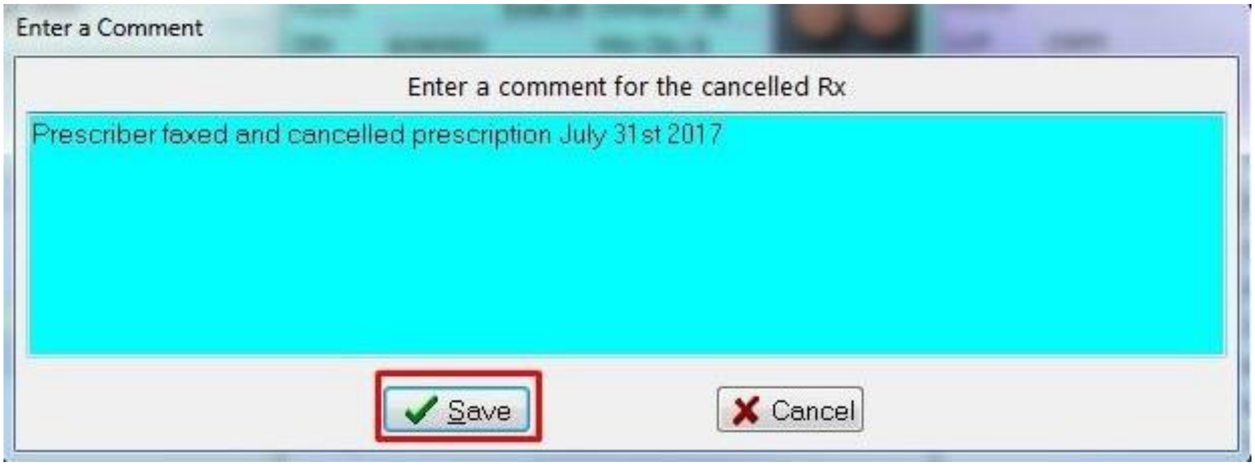
If you are trying to unlink a patient as shown in section a) and you receive the below message, this means that the listed existing eRxs linked to that patient need to be cancelled before the patient can be unlinked.



NOTE: If you have filled any prescriptions from the wrong patient, you will be prompted to cancel the identified eRx numbers before you can unlink the patient. When you are cancelling these PrescribeIT eRx numbers, you must choose the "**Filled in Error- Remove from Patient Profile"** prompt, and then **UNLINK** the patient. This will ensure that the PrescribeIT prescriptions are returned to the Rxs ToDo Queue.



Do not copy the prescription to a new number. Enter an optional comment and click SAVE.

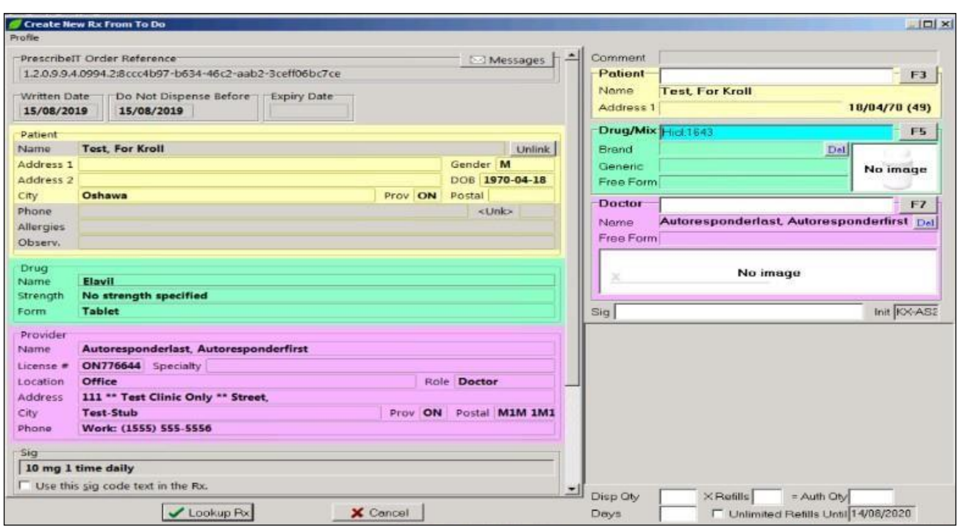


Once you have cancelled the PrescribeIT® prescriptions you will now be able to unlink the patient. The PrescribeIT® prescriptions will now be returned to the Rxs ToDo Queue, from where you can fill the eRx and link the correct patient.

For more information, please review Cancelling Rxs in the Kroll PrescribeIT® User Guide.

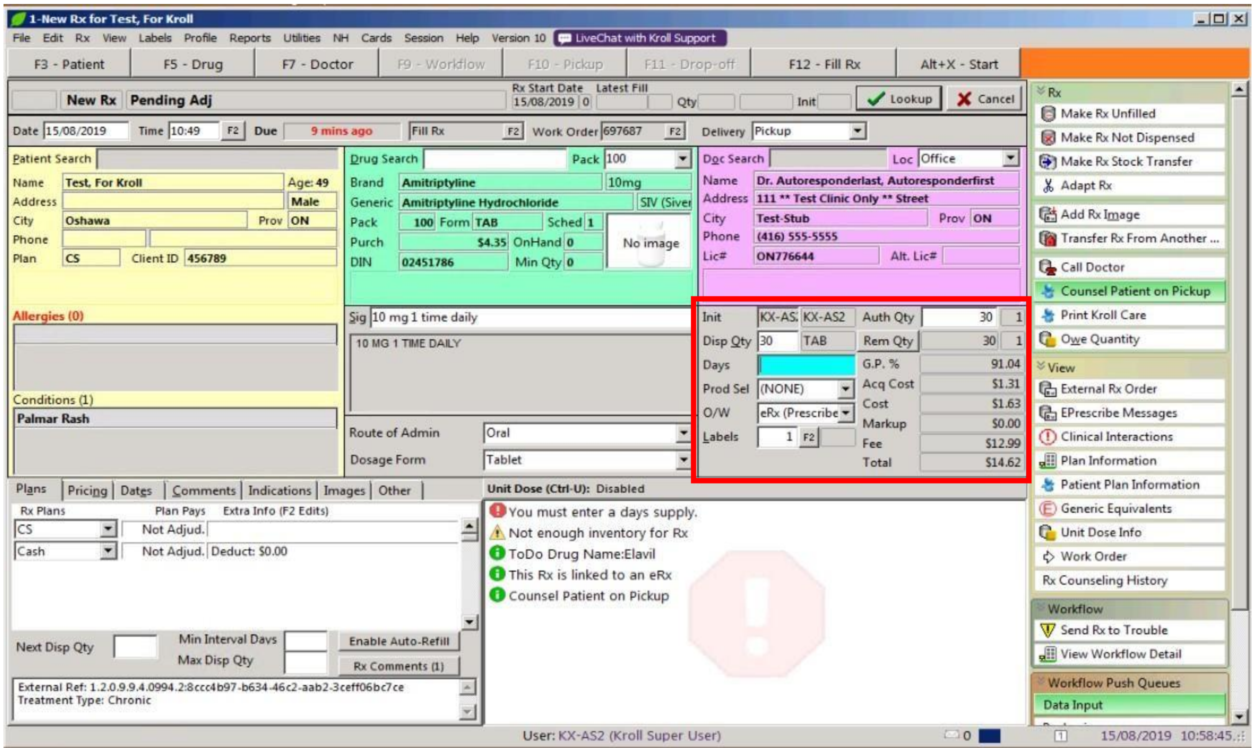
8. Why does my External Rx Order look different than indicated in the user guide or the training video?

If you are a pharmacy that has a paperless workflow, your External Rx Order appears within the "Create New Rx From To Do" screen. There are some slight differences as indicated below. When you Press F7 to call up the prescription from the Rxs ToDo, your External Rx Order will have data entry options on the left and the External Rx Order on the right.

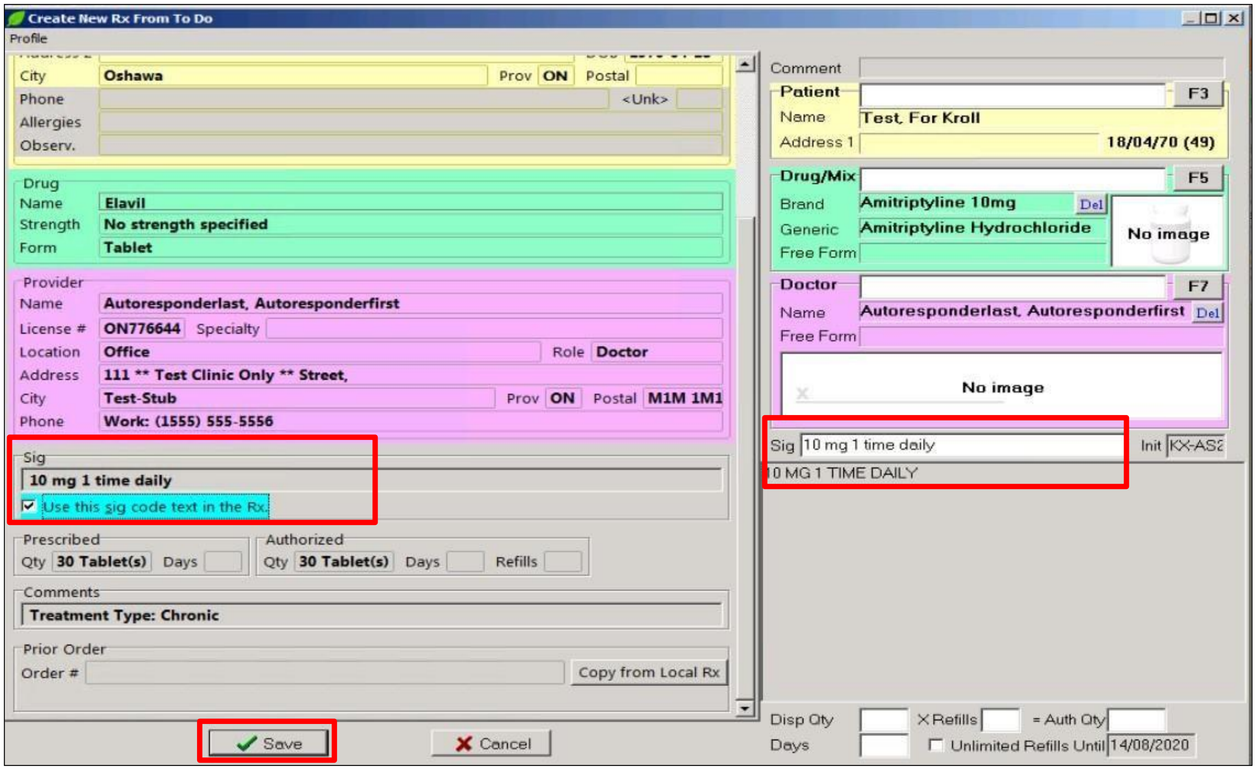


From this screen, go through each fill card on the right hand side (Patient, Drug, and Doctor) to verify you have the correct information. Typically, the patient and the doctor will be auto-selected, while you will have to confirm the brand and packaging of the product.

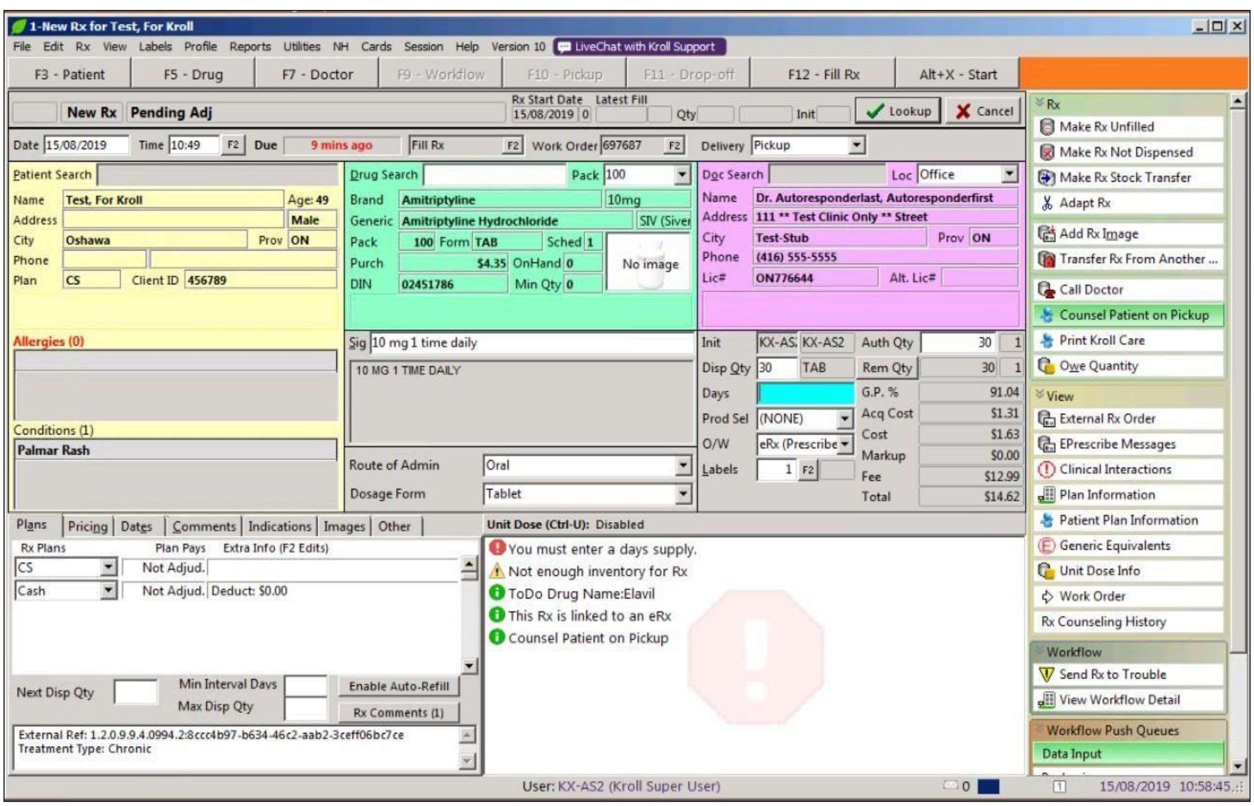
With a “Create New Rx from to Do” display you will not have to enter in the Disp QTY, X Refills, Auth Qty and Days Supply in the highlighted section above/below. Even though the fields are blank, they will be populated once you click “Save or Lookup Rx” and displayed on the F12 Fill Screen.



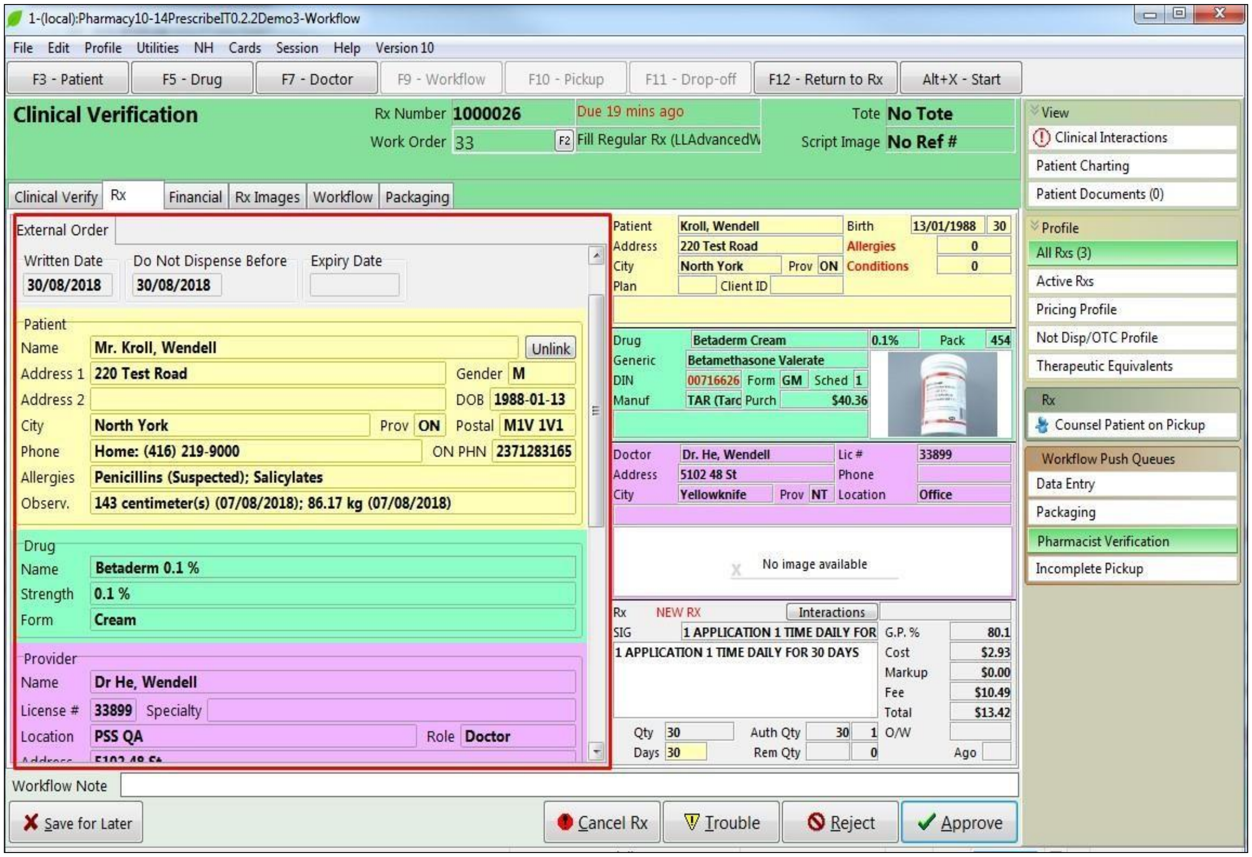
To bring the SIG into the script, click on the box “Use this SIG code text in the Rx”. Once your data entry is completed on the right side of the screen, click Save.



Once you have clicked Save, you will automatically be taken to the Kroll F12 Fill screen. You can now process your prescription.

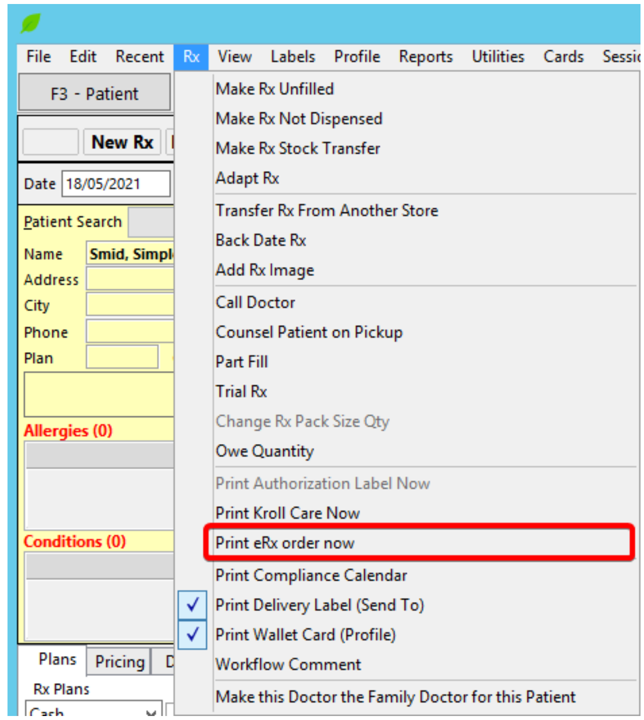


If your pharmacy has an advanced workflow configuration and employs verification screens, the External Rx Order will appear on the left hand side. This will aid in the verification process and limit the need to print out the order on paper, optimizing time and costs.

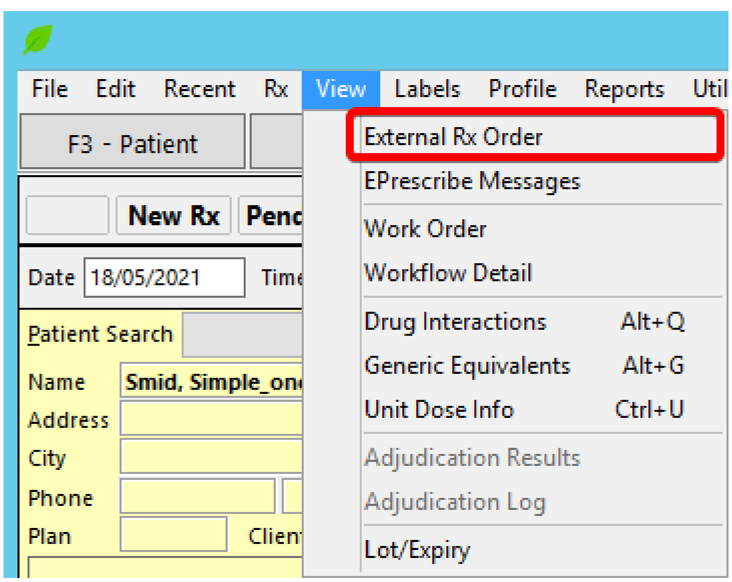


9. How do I print or view my External Rx Order?

To print a copy of the PrescribeIT® Order for your records, call up the Rx up in modify mode (Please refer to the Kroll user Manual Pg. 373 on how to display a prescription in Modify). On the top horizontal tool bar, click Rx, and then click Print eRx Order now.



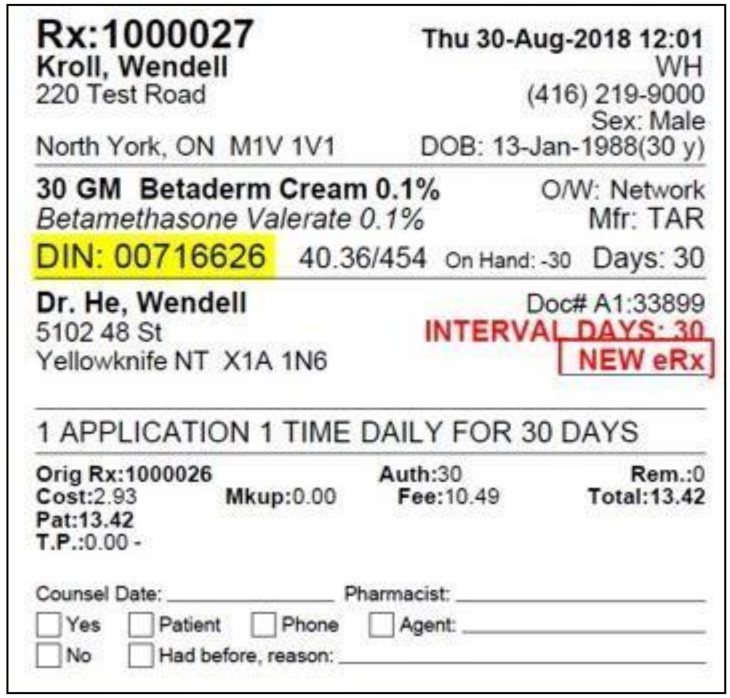
NOTE: When workflow is configured with the Print DIS Prescription Order action, the PrescribeIT® Order will print automatically when a PrescribeIT® prescription is Filled, Unfilled or Not Dispensed.



You can view your External Rx Order by going under View in the top menu and clicking External Rx Order.

10. Does my hard copy display that the prescription is a PrescribeIT® Prescription?

Yes, this will be displayed on the hard copy as indicated below.



Rx:1000027 **Thu 30-Aug-2018 12:01**
Kroll, Wendell WH
220 Test Road (416) 219-9000
Sex: Male
North York, ON M1V 1V1 DOB: 13-Jan-1988(30 y)

30 GM Betaderm Cream 0.1% O/W: Network
Betamethasone Valerate 0.1% Mfr: TAR
DIN: 00716626 40.36/454 On Hand: -30 Days: 30

Dr. He, Wendell Doc# A1:33899
5102 48 St **INTERVAL DAYS: 30**
Yellowknife NT X1A 1N6 **NEW eRx**

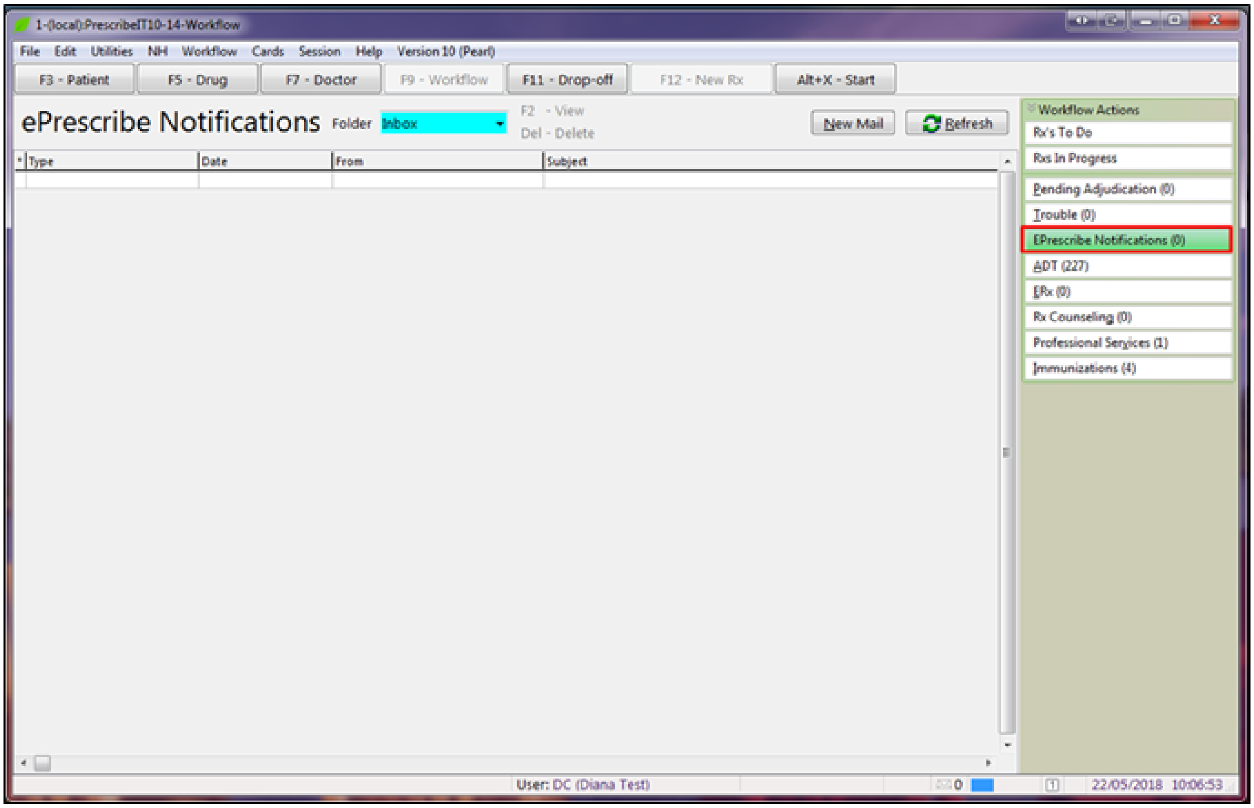
1 APPLICATION 1 TIME DAILY FOR 30 DAYS

Orig Rx:1000026 **Auth:**30 **Rem.:**0
Cost:2.93 **Mkup:**0.00 **Fee:**10.49 **Total:13.42**
Pat:13.42
T.P.:0.00 -

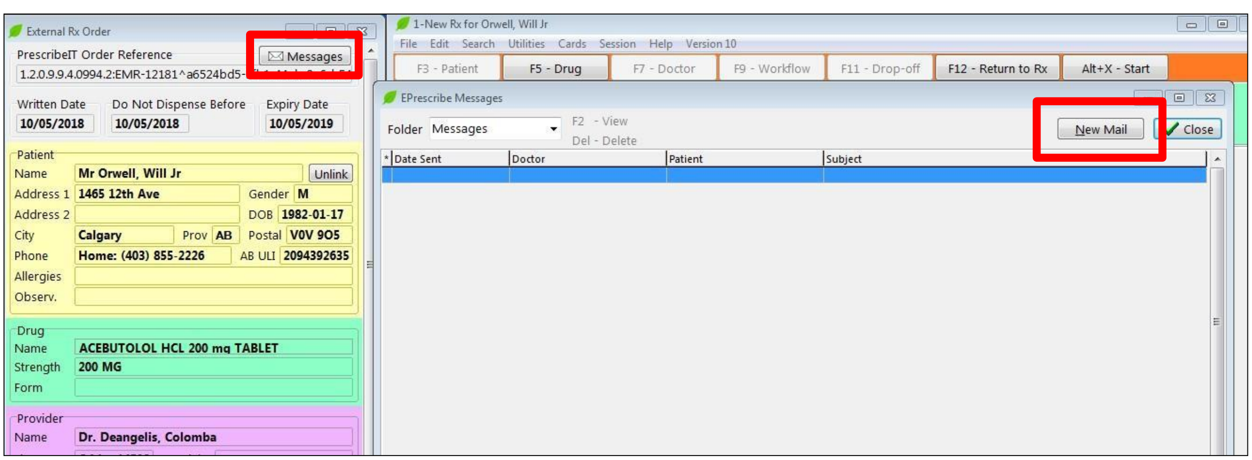
Counsel Date: ______ Pharmacist: ______
☐ Yes ☐ Patient ☐ Phone ☐ Agent: ______
☐ No ☐ Had before, reason: ______

11. Where are the notifications for my Clinical Communications? Where are all the places I can initiate messages?

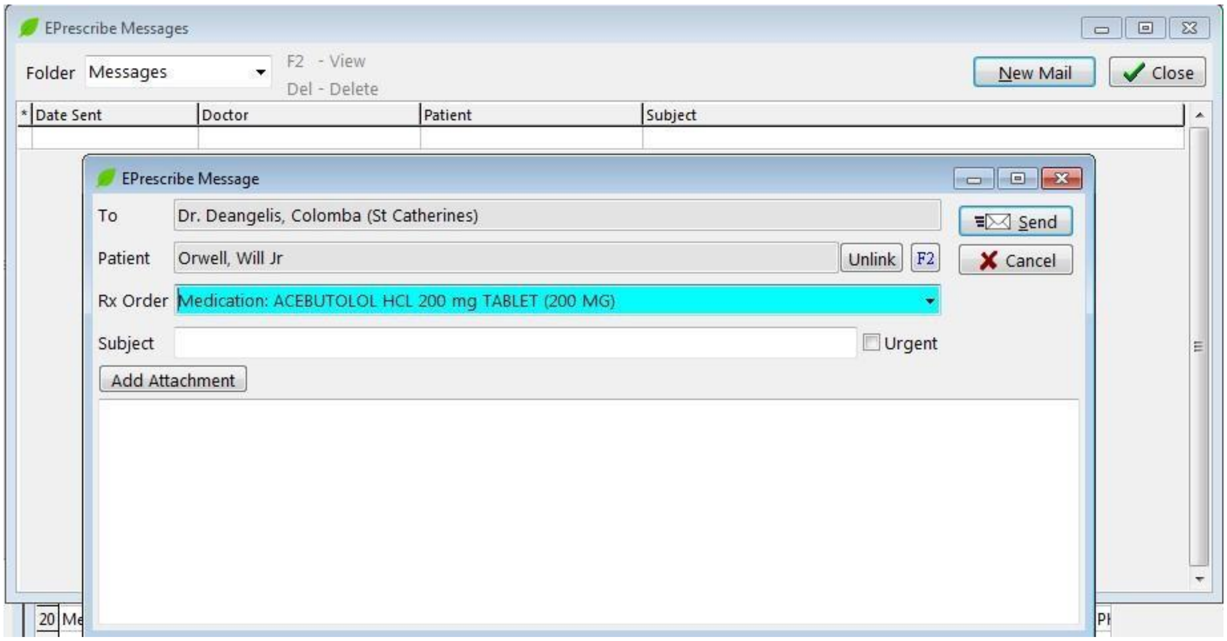
Notifications for Clinical Communication can be viewed by clicking F9 Workflow and then selecting ePrescribe Notifications from the right hand menu.



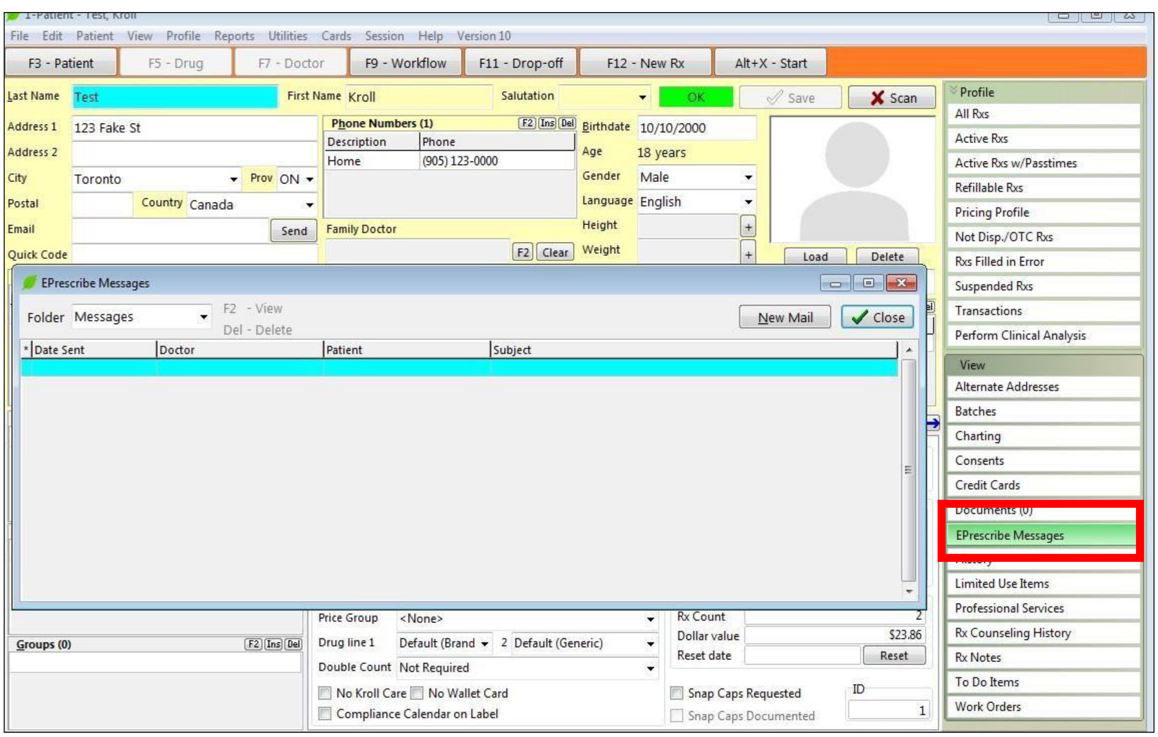
You can also send Clinical Communications from the External Rx Order. Call up a new External Rx Order from the 'Rx's to Do' or an existing one by clicking on 'Modify Rx'. Then click on message from the External Rx Order.



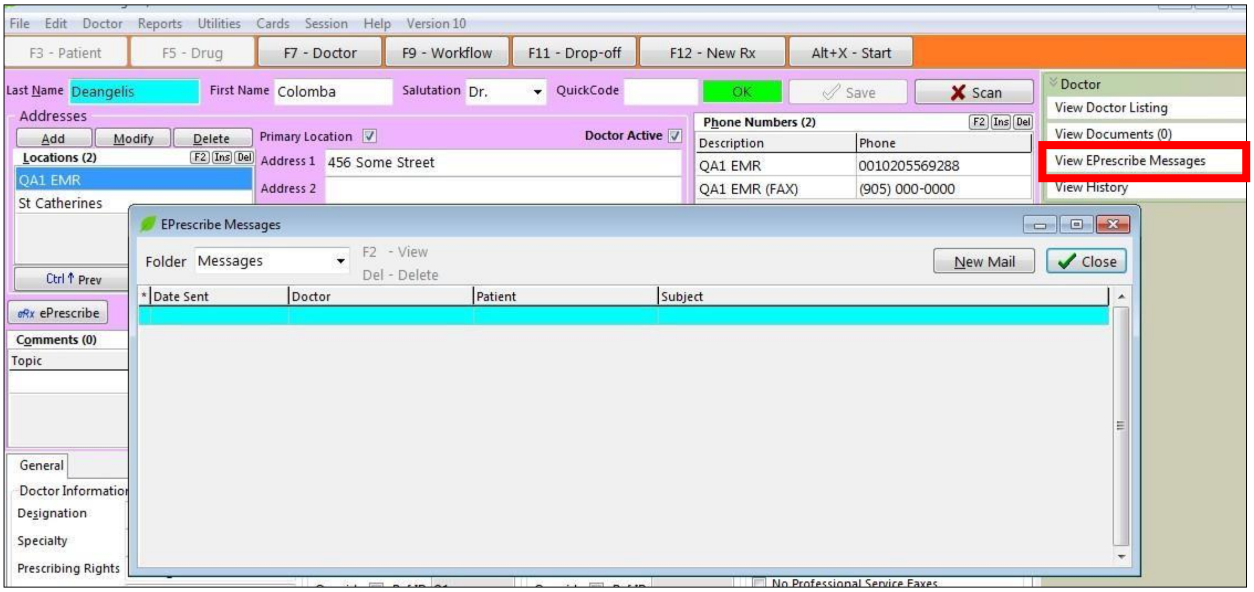
Once the EPrescribe Message box opens, click on 'New Mail'. This will automatically select the Patient, Drug, and Doctor information. **There is no need to attach an image of the Rx as it is done automatically.**



Anytime a patient is referenced in your Clinical Communication, there is also the history of messages in the patient's profile. To view Clinical Communications, go to the patient's profile and click on EPrescribe Messages. New messages can be generated from here as well.



Clinical Communications sent to a Prescriber can also be accessed from the Doctor Card by clicking on View EPrescribe Messages.



12. What is a Deferred Rx and how do I process it?

If a patient does not have a preferred pharmacy in mind when having prescriptions written at a PrescribeIT® enabled clinic, the Prescriber can provide the patient with a paper prescription while simultaneously sending an electronic version of the prescription to PrescribeIT®. These are known as PrescribeIT® deferred transmission prescriptions.

The paper prescription includes a PrescribeIT® Rx ID Barcode that can either be scanned using a hand-held scanner, or manually inputted to retrieve the electronic version of the prescription at a PrescribeIT® enabled pharmacy.

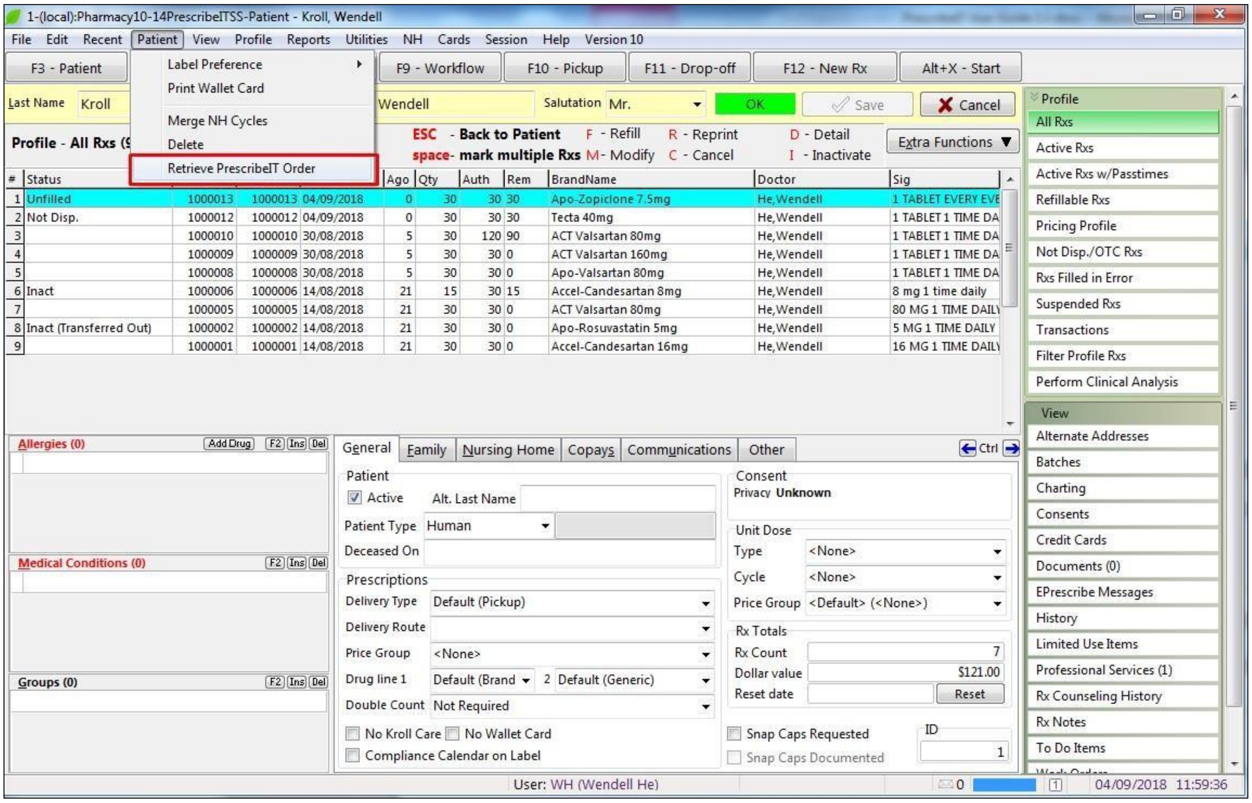
The paper prescription that the patient hands to the pharmacy is the authoritative version. For provinces where it is required, the authoritative printed copy can be scanned into Kroll.

Retrieving and Filling a Deferred Rx

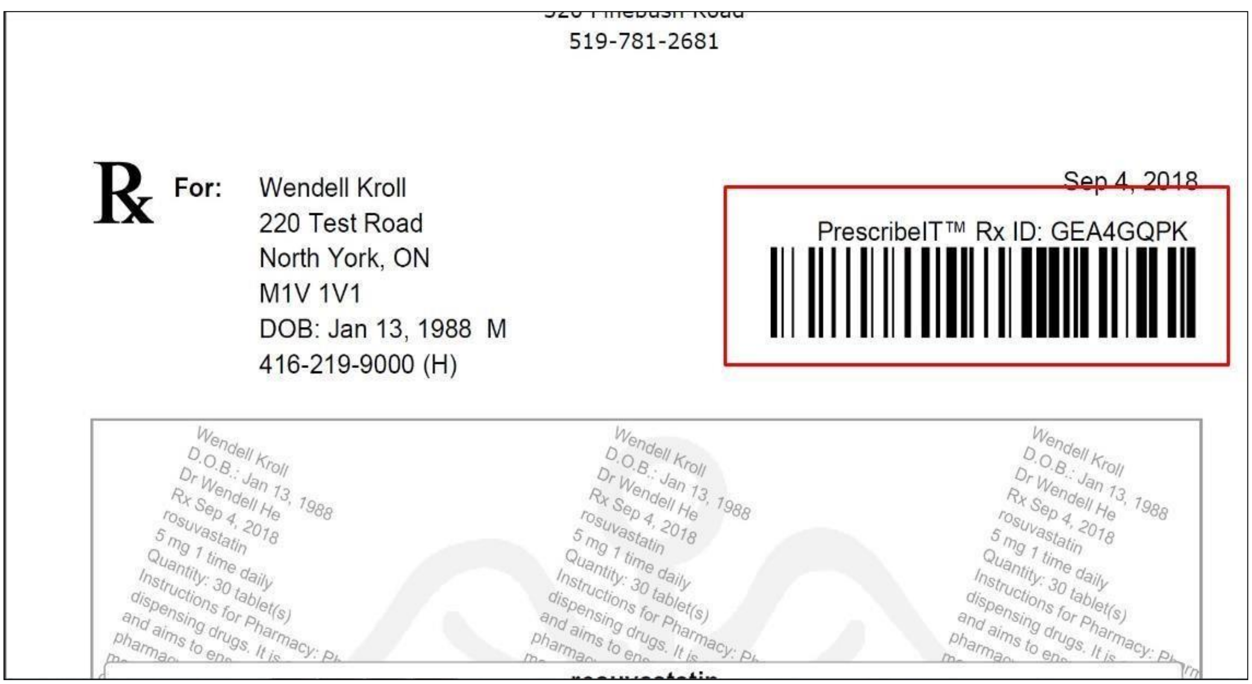
Navigate to the Patient Card by clicking F3. Search for your patient or create a new patient card if they do not exist in the local system (Please refer to the Kroll User Manual Page 71 –Creating Patient Records).

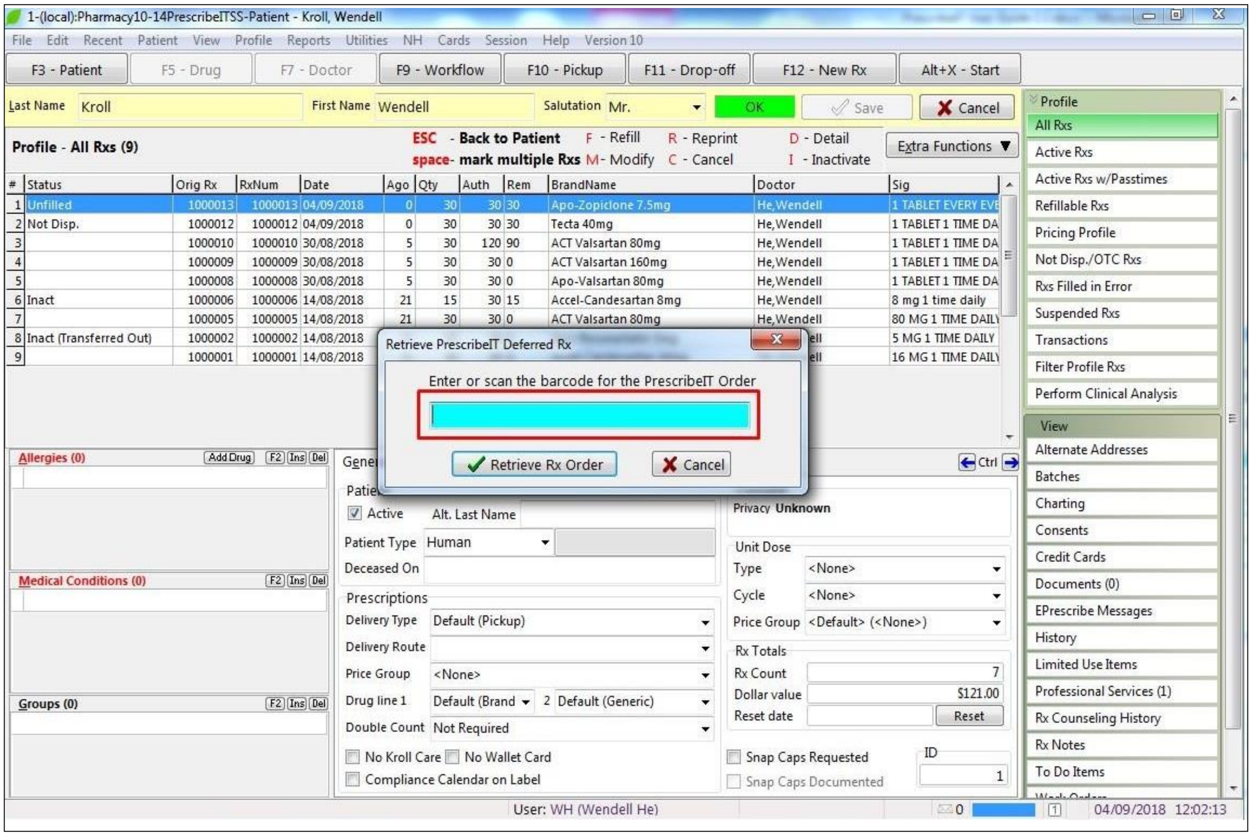
NOTE: In order to retrieve a deferred PrescribeIT® prescription, the patient last name in the local system must exactly match the patient last name on the printed copy.

1. Click on the patient menu along the top of the screen and select Retrieve PrescribeIT® Order.

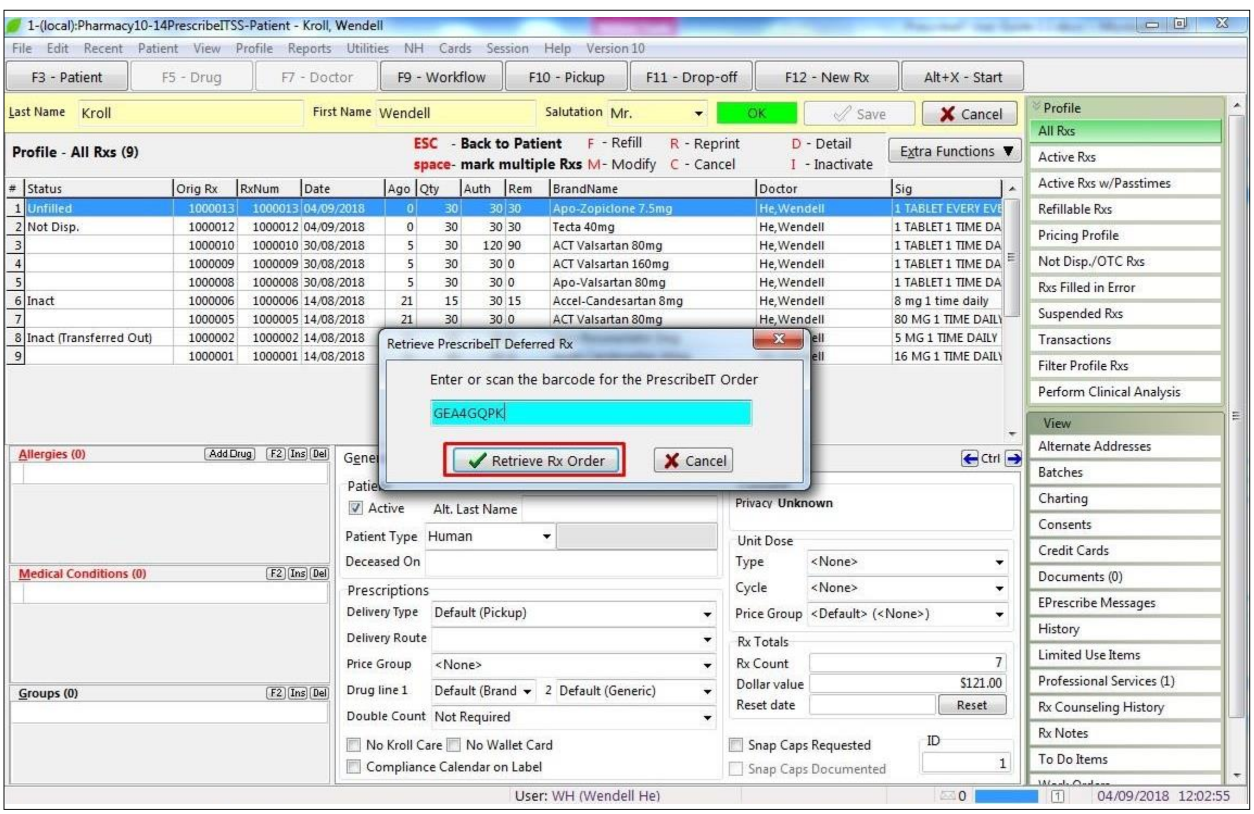


2. Using a handheld scanner, scan the PrescribeIT® Rx ID barcode that is printed on the paper prescription. The Rx ID can also be manually typed into the field.

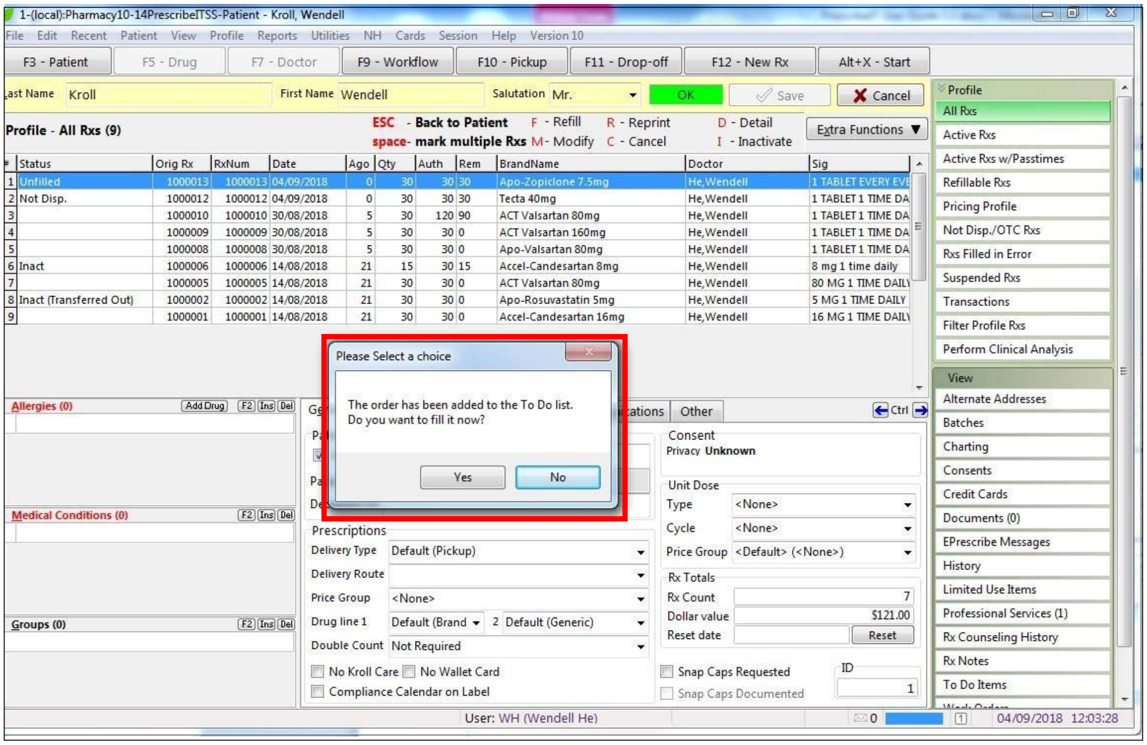




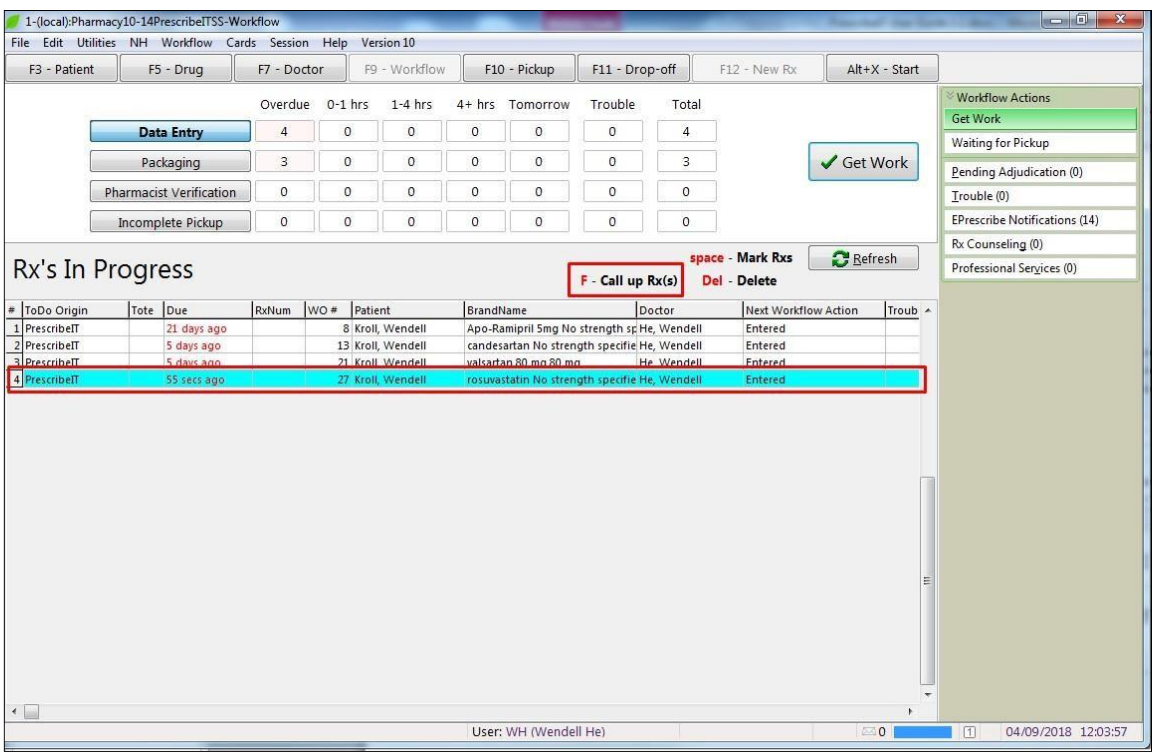
3. Once the barcode is typed or scanned in, click on Retrieve Rx Order.



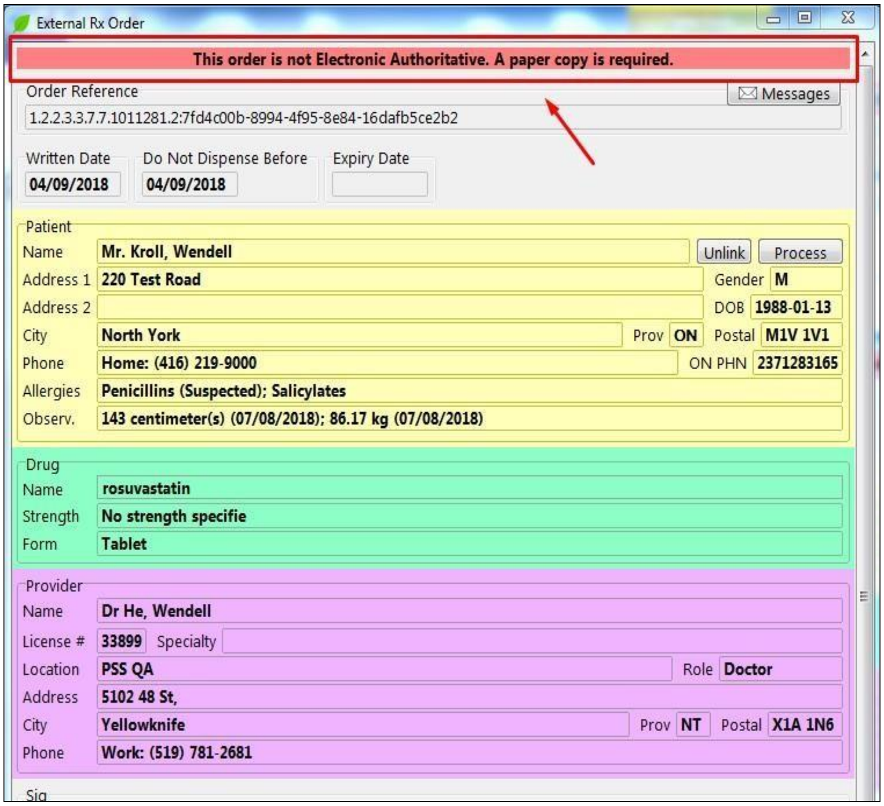
The medication(s) in the order will be placed in the ToDo/Data Entry Screen. The user may wish to fill the prescriptions now, or at a later time.



4. Select the appropriate option. Call the deferred prescription(s) up to fill.



NOTE: The External Rx Order states 'This order is 'not Electronic Authoritative. A paper copy is required and should be scanned into Kroll Images.



13. How do I know if my External Rx order is valid, even though there is no Prescriber signature? Is there a way to confirm the validity of the script?

Each PrescribeIT® prescription has a digital signature which is assigned by PrescribeIT®. The presence of this digital signature authenticates the validity of prescription as the digital signature is provided by the PrescribeIT® service. The digital signature can be viewed from the ePrescribe Log for each prescription when the request file is saved. The digital signature is a technical signature and is not human readable.

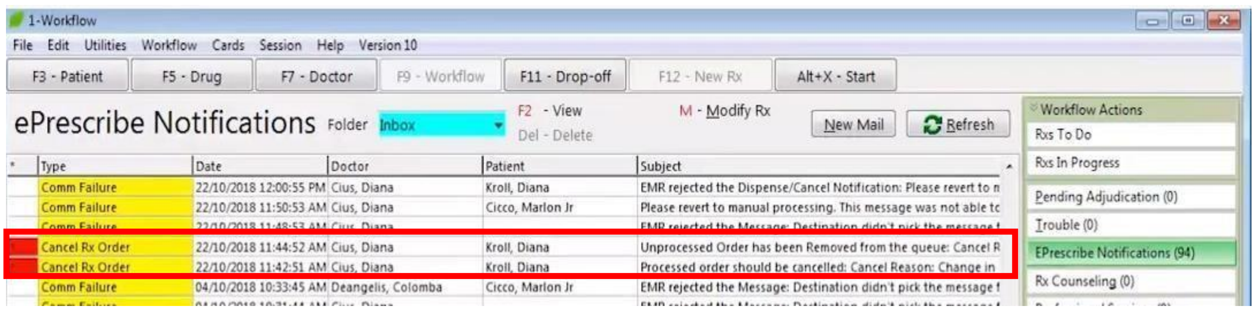
The validity of prescription is also being validated by Kroll upon receipt of each PrescribeIT® prescription. When Kroll receives the PrescribeIT® prescription it automatically runs a signature validation check on the digital signature that was provided in the message using the PrescribeIT® specific signature validation algorithm. If the signature validation checks fail, Kroll does not accept the PrescribeIT®

prescription and will return a rejection back to the sender with an error indicating a ‘Signature Verification failure’. This is viewable from the ePrescribe Log.

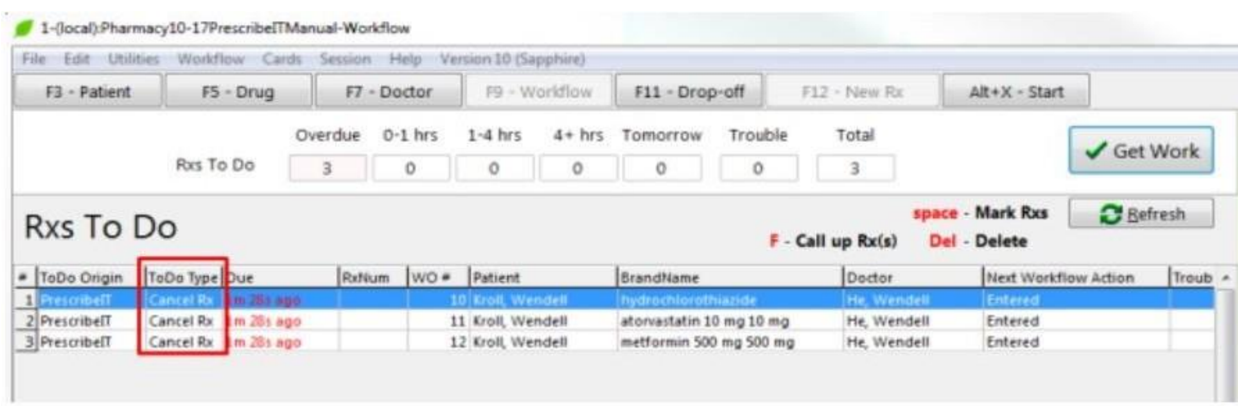
When the signature validation algorithm passes the PrescribeIT® prescription is then brought into Kroll for the user to action.

14. Cancelling a PrescribeIT® Prescription - Updated feature

The location of any Cancel requests sent by Prescribers has been conveniently moved to the Rxs ToDo Queue. Previously a Cancel request was found in ePrescribe Notifications as shown below.

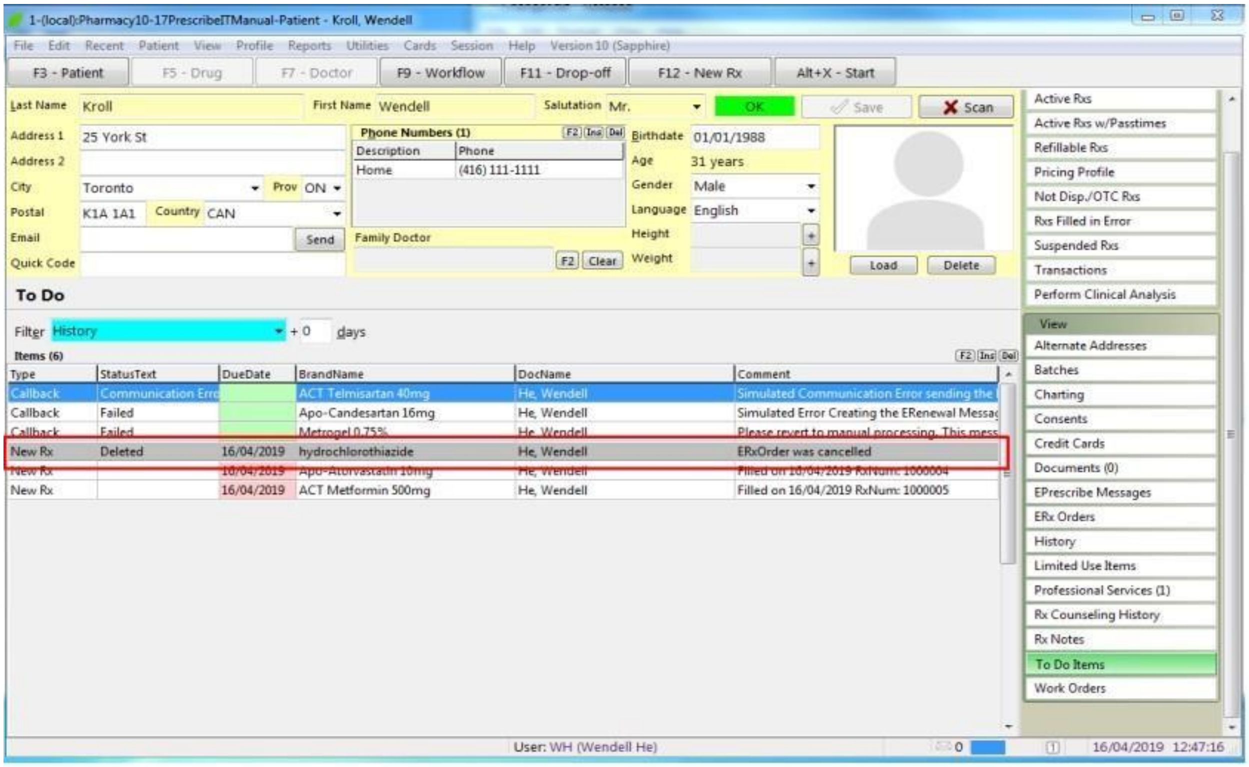


In Kroll Version 10.18 and above all Cancel Rx requests will appear in the Rxs ToDo/Data Entry Queue, and will be indicated as Cancel Rx under the ToDo Type Column.



When a Cancel Rx request is sent to the pharmacy for a medication or non-medication, the pharmacy must reply to the prescriber with an Approve, Deny, or Revoke Remaining Refills response. The response chosen by the pharmacy will be based on where the prescription is in workflow. To review cancelling a PrescribeIT® Prescription please review the PrescribeIT user guide, (Link below)

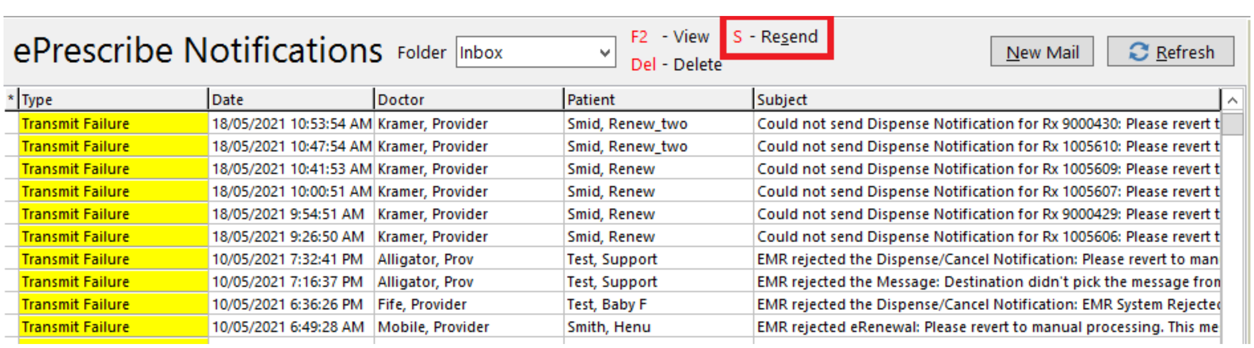
All cancelled requests can be viewed by navigating to the Patient card and clicking on ToDo Items from the right ribbon menu. You may have to change your filter to “History”.



To review cancelling a PrescribeIT® Prescription please review the PrescribeIT user guide, (Link below)

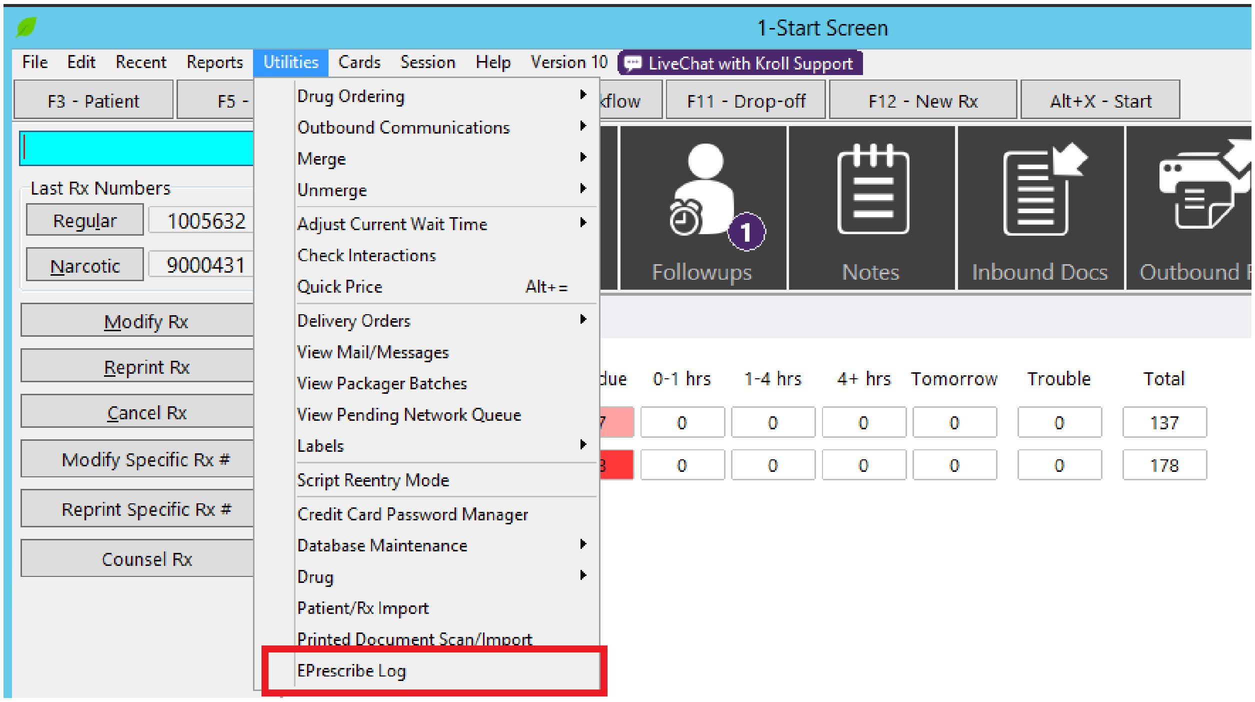
15. I see “Transmit Failure” error messages in the “ePrescribe Notifications” Queue, how do I fix them?

The rejection reason could vary, for example it could be due to a missing field in the patient or you may get a rejection message returned because a field somewhere the EMR might be rejecting the message. As a first step, try to resend the message. You can do this by highlighting the message then clicking on resend. If you still get a transmit failure, please contact Kroll Support to investigate.

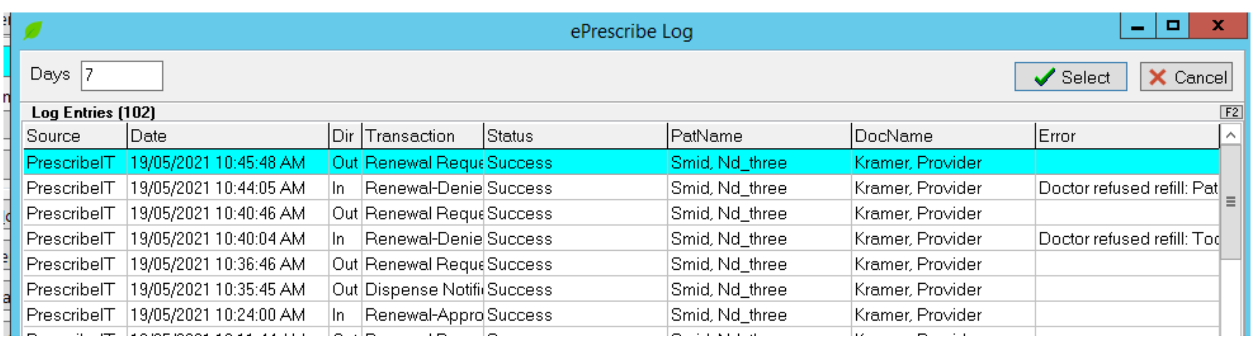


16. Can I see a summary of all PrescribeIT® transactions?

Yes, there is a screen in Kroll that will give you a snap-shot of all incoming and outgoing PrescribeIT transactions. We call this the ePrescribe Log. To Access the ePrescribe Log, click on Utilities from any screen in Kroll. Then click on the ePrescribe Log.



Once you click the log, you can see the status of all of your PrescribeIT transactions and can double click for greater detail.



17. How do I link prescribers to PrescribeIT® in SK?

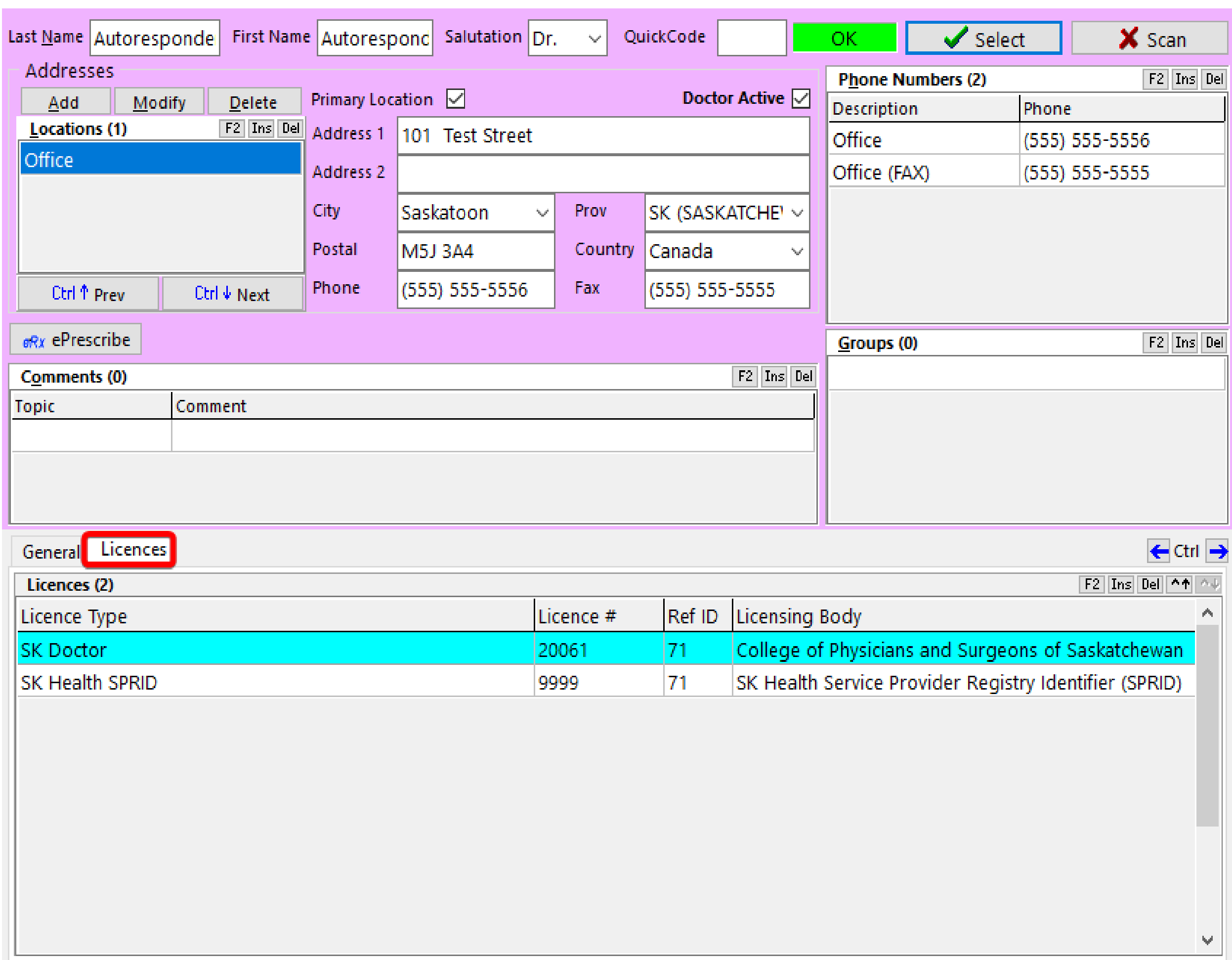
PrescribeIT® requires a prescribers Regulatory College License Number to be saved in Kroll. This document will outline how to appropriately save both, a prescriber's license number and eHealth Saskatchewan PIP number in Kroll. This will ensure that you may link prescribers to PrescribeIT® and bill to eHealth Sask respectively.

Overview

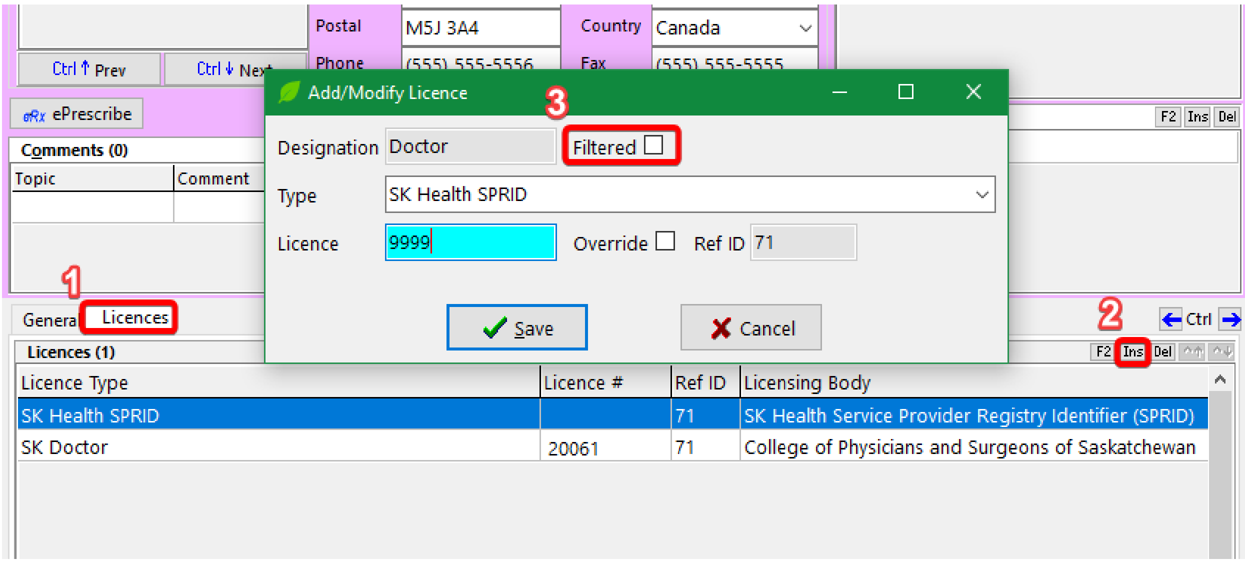
Why is this link important? The PrescribeIT® link is used to communicate back and forth with prescribers and allows for outbound communication in the form of Clinical Communications and eRenewal requests.

The 'Licences' section under your 'F7 – Doctor card' will need to be setup as follows.

- 'SK Health SPRID' is the prescribers PIP number and will ensure billing can be completed.
- 'SK Doctor' is for the prescribers College License Number (ie CPSS #) used in the PrescribeIT® link. 'SK Nurse' may also be used if the prescriber is a Nurse Practitioner.



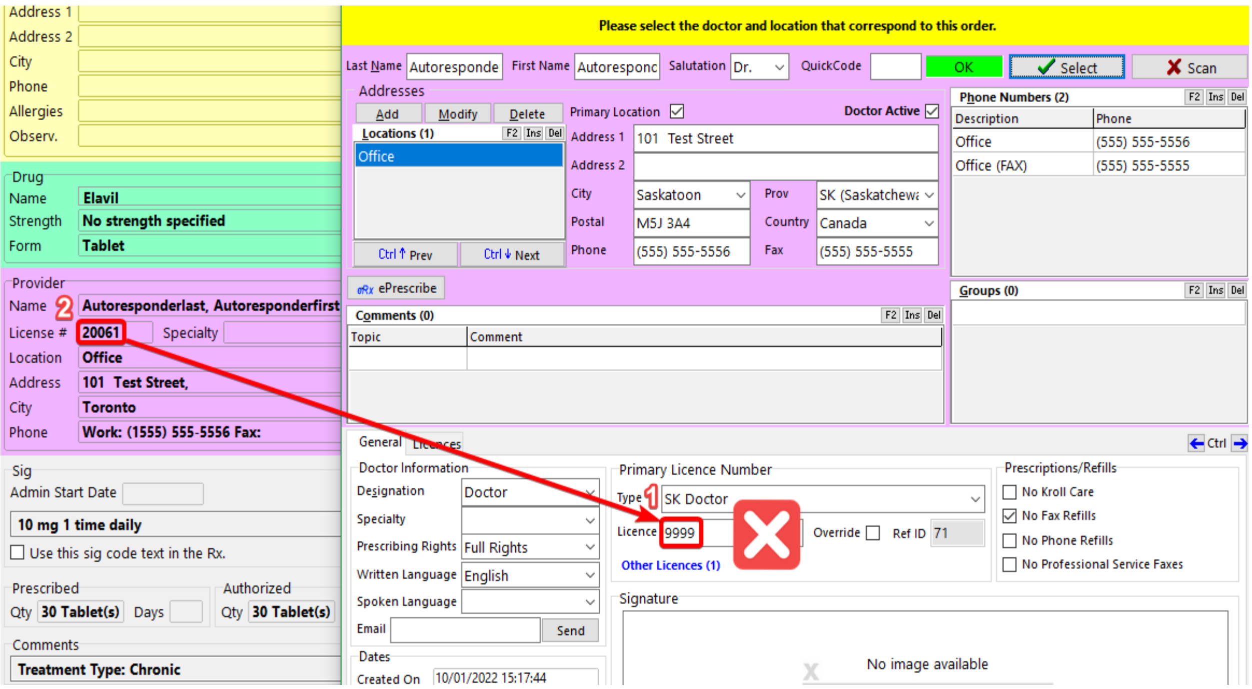
To add the ‘SK Health SPRID’ field, open the Licences tab in the Doctor Card > press ‘Ins’ > uncheck the ‘Filtered’ box > select the ‘SK Health SPRID’ under the Type drop down. Key in the PIP number and Save.



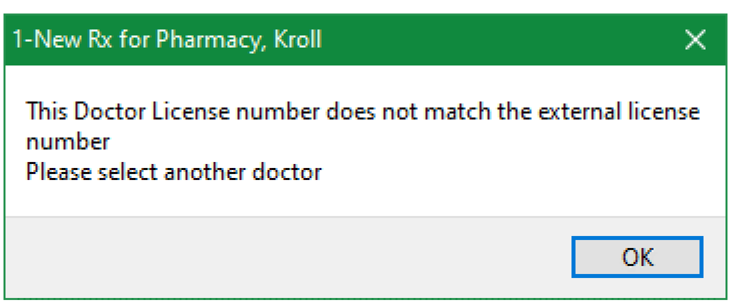
First New Rx received through PrescribeIT® from a prescriber

The first time a PrescribeIT® Order is received from a prescriber, Kroll will match the incoming order to an existing doctor card based off first name and last name. The user will be prompted to confirm this is the correct prescriber and the 'SK Doctor' fields needs to be properly configured in order to link the prescriber successfully.

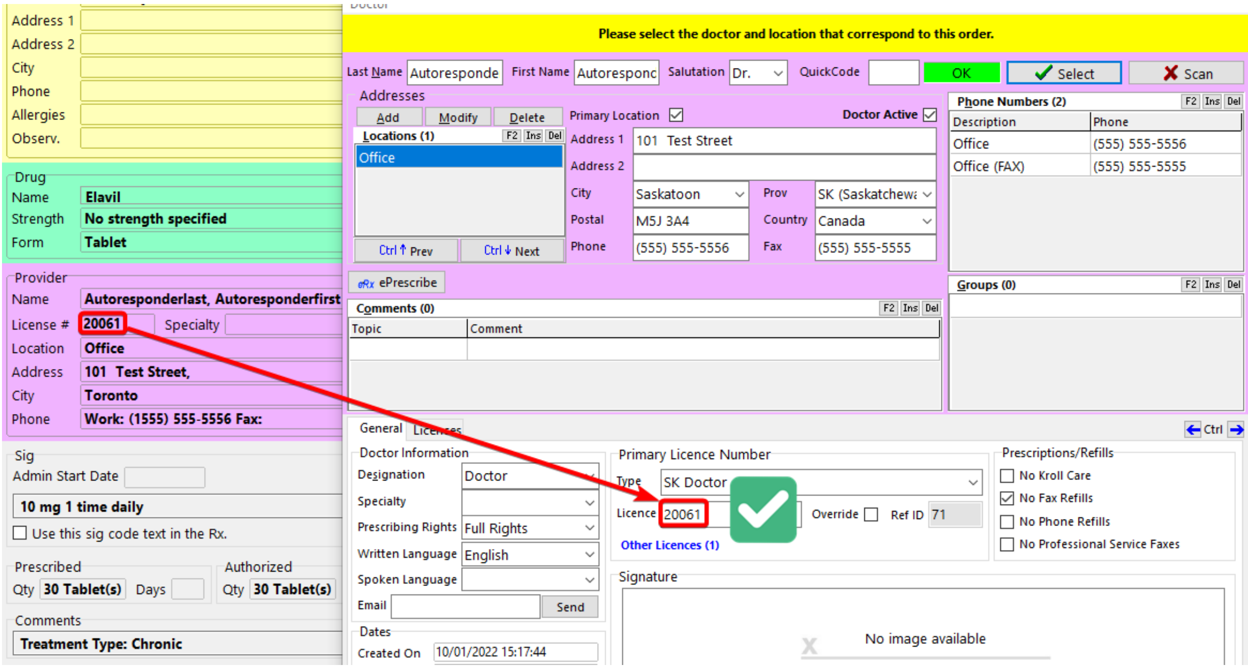
Below is the prompt that will appear to select the correct prescriber in your Kroll, your PrescribeIT® Order will be on the left.



If the 'SK Doctor' field in Kroll **1** does not match the 'License #' on the PrescribeIT® Order **2**, the following message would be received. This may be because in your local Kroll system you had the SK eHealth PIP number (SPRID) listed for this prescriber, whereas PrescribeIT® will always reflect the prescriber's College License Number (ie. CPSS #).



Updating/Adding the 'SK Doctor' field in the Doctor Card to match the PrescribeIT® Order will allow you to complete the PrescribeIT® link.

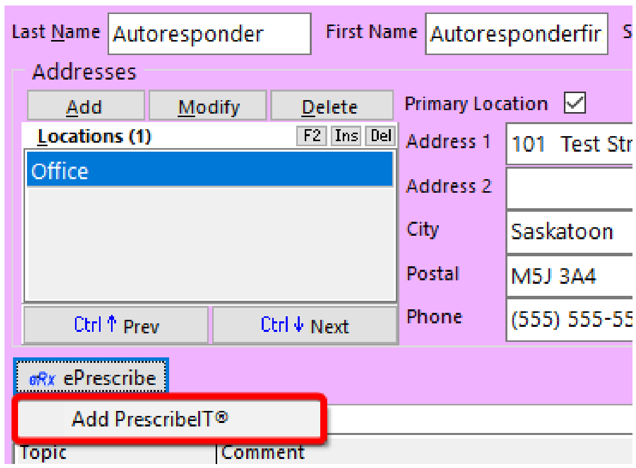


Note: If the 'SK Doctor' field was previously holding the PIP (SPRID) number, please remember to add the 'SK Health SPRID' number under the 'Licences' tab on the Doctor Card. Refer to the Overview section for more information.

Searching and Linking a Prescriber – F7 Doctor Card ‘ePrescribe’ button

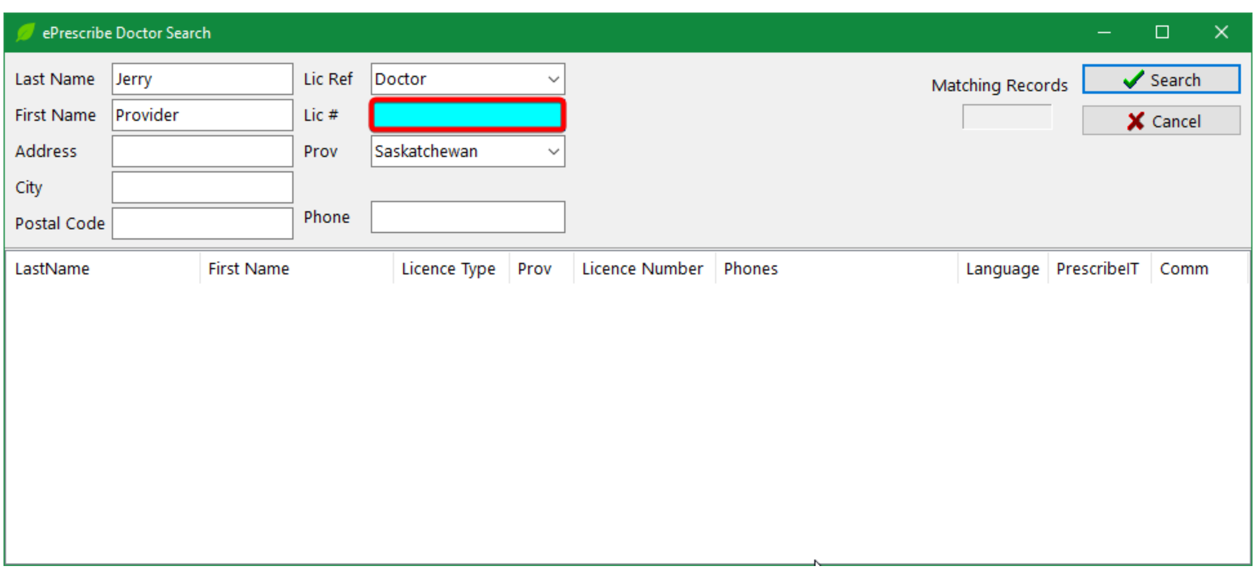
Prescribers may also be linked using the ‘ePrescribe’ button on the Doctor Card. The ‘ePrescribe’ button allows searching the PrescribeIT® network and establishing a link prior to receiving your first ePrescription from a doctor.

Pressing ‘ePrescribe’ > Add PrescribeIT® will open up the PrescribeIT® network search and bring in the information from the open Doctor Card.

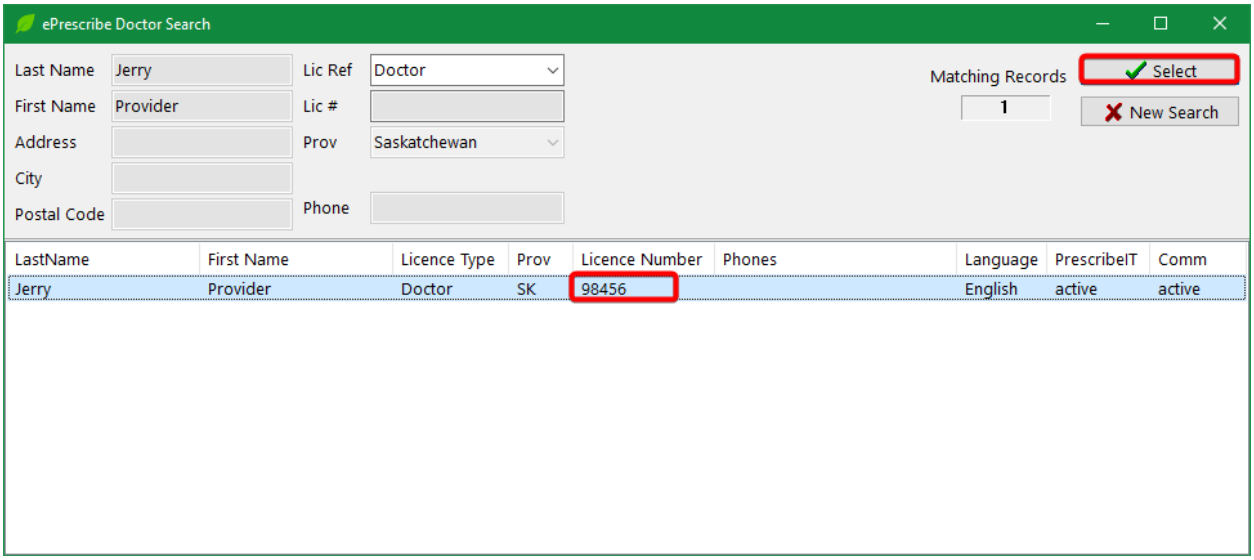


The licence # listed under ‘SK Doctor’ will be brought into this box to search for the doctor, if no ‘SK Doctor’ licence type exists, then any other existing licence type listed in Kroll will be brought into the search.

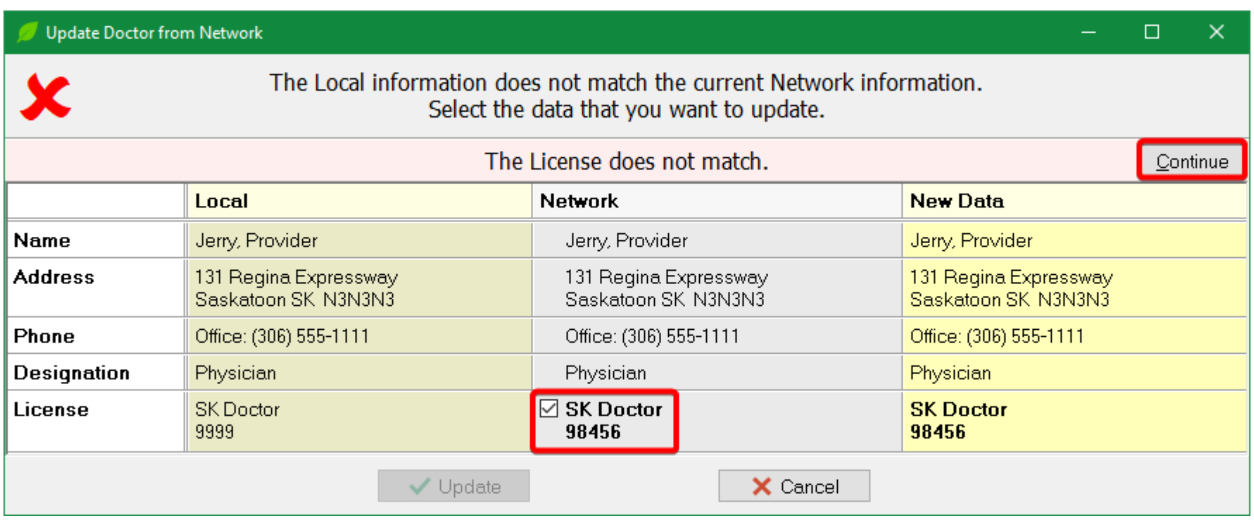
Important: In order to have a successful search, the ‘Lic #’ field must either be blank or contain the prescribers CPSS license number. Searching using the PIP license # will result in no matches for PrescribeIT® registered prescribers.



Searching with the 'Lic #' field as blank will bring up the correct licence number to use to establish the PrescribeIT® link. If this is the correct prescriber, you may select the record followed by selecting the correct working location.



A confirmation box will appear and the checkbox can be used to update the Doctor Card to the CPSS licence number of the prescriber. The SK Doctor field will be overwritten with the new College License (ie CPSS) value brought in from PrescribeIT®, or if no SK Doctor licence is saved in Kroll then a new entry would be added.



Note: If the SK Doctor field is overwritten, please refer to the Overview section to add the prescribers PIP number (SPRID) if needed. For example, if you find you are unable to send your medication dispense billing to PIP system after completing this, you may need to add the SPRID to your Doctor Card to ensure both numbers – SPRID and College License # are listed

Additional Resources:

- The PrescribeIT® training video can be found here: PrescribeIT® Training
- The Full PrescribeIT® user guide can be found here: PrescribeIT® UserGuide
- For any PrescribeIT® related questions you can always call the **Kroll Support Desk** and our agents will be happy to help, they can be reached at **1-800-263-5876** or by using the Live Chat button inside of your Kroll**.**