

PrescribeIT®

Kroll FAQ's

October 2022





Table of Contents

Introduction	2
Frequently Asked Questions	2
1. What do the different icons mean when copying from Local Rxs from the Process Electronic C screen?)rder 2
2. My External Rx Order screen is not being displayed	4
3. How do I search for Prescribers in my area that are using PrescribeIT®?	5
4. How do I know if my Prescriber allows for eRenewals or Clinical Communication?	7
5. How do I "Unlink" a Prescriber if I selected the wrong one?	7
6. What do I do when the Prescriber has more than one ePrescribing location?	8
7. If I have linked an incorrect patient, how do I unlink the patient?	9
Unlinking Patients without any filled prescriptions	9
Unlinking Patients with filled prescriptions	11
8. Why does my External Rx Order look different than indicated in the user guide or the training	video? 12
9. How do I print or view my External RxOrder?	16
10. Does my hard copy display that the prescription is a PrescribelT [®] Prescription?	17
11. Where are the notifications for my Clinical Communications? Where are all the places I can messages?	initiate 18
12. What is a Deferred Rx and how do I process it?	20
Retrieving and Filling a Deferred Rx	20
	24
13. How do I know if my External Rx order is valid, even though there is no Prescriber signature there a way to confirm the validity of the script?	? Is 24
14. Cancelling a PrescribeIT® Prescription - Updated feature	
15. I see "Transmit Failure" error messages in the "ePrescribe Notifications" Queue, how do I fix	them?
16. Can I see a summary of all PrescribeIT® transactions?	
17. How do I link prescribers to PrescribeIT® in SK?	
Overview	
First New Rx received through PrescribelT® from a prescriber	
Searching and Linking a Prescriber – F7 Doctor Card 'ePrescribe' button	
Additional Resources:	
	-





Introduction

The following document is intended to answer the most frequently asked questions regarding the PrescribelT® functionality within Kroll. For a complete understanding of how to use PrescribelT® 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 PrescribelT® 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.

Process	Electronic Rx Orde	ers												-		>
Ŷ	The following Please review	actions and ma	are sugg ke any ne	ested ba cessary o	sed on the hanges be	available info fore processin	rmatio g.									
Patient	Kroll, Abir					Allergies										1
JHN	8403874699	DOB	1996-Mai	r-01 25 y	Sex F	Conditions										
rescrib	eIT Order												Process Action	Local R	x	
2020-Fe	b-28] 30 Tablet	Cipralex											Dispense order	N/A		F2
2020-Fe	eb-28] 900 Tablet	metroni	idazole 25	i0 mg (25	0 mg)								Dispense order	N/A		F2
Patient	Kroll, Cory					Allergies)
JHN		DOB 1	980-Mar	25 40 y	Sex M	Conditions										
rescrib	eIT Order			Process	Action		Loc	al Rx								
2021-Ja	n-28] 60 Capsule	e Lyrica		Copy fr	om existing) Rx and dispen	ise [20	21-Jan	-28] Rx	# 1000	154, 60 C	AP ACT P	regabalin 75mg		6	F2
Patient	Kroll Wendell					Allergies	Penicill	ns								
JHN	3283348476	DOB	1988-Jan-	01 33 y	Sex M	Conditions										
rescrib	eIT Order			Process A	ction		Local	Rx								
2021-Ja	in-27] 21 amoxici	llin		Copy from	n existing F	tx and dispense	[2020	-Feb-0	03] Rx#	100010	06, 30 CA	P Apo-Am	noxi 250mg		6	F2





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)

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 the apeutic class, the 2 icon will be displayed. If a match cannot be confirmed the 2 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 PrescribelT® user guide or on our Training Videos.





2. My External Rx Order screen is not being displayed

After starting a PrescribelT® 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.

Ø 👘					1-New Rx	for Test, Sup	port				_ D X	
File Ed	lit Recent Rx	iew Labels Profile Repo	orts Utili	ties Cards Sess	ion Help Versi	ion 10 🧊 Live	Chat with k	(roll Support				
F3 -	Patient	External Rx Order		F9 - Workflow								
	New Rx Penc	EPrescribe Messages	3		×Rx							
Date 12/	/11/2020 Time	Workflow Detail	igo	Fill Rx	F2 Work Order	16618 F2	Delivery	Pickup	<u> </u>		Make Rx Unfilled	
Patient S	earch	Unit Dose Info Ctrl+U	J Jg Sei	arch	Pack	~	D <u>o</u> c Sear	ch	Loc SK Starter Dat	ta 🗸	Make Rx Stock Transfer	
Name	Test, Support	Adjudication Results	ind				Name	Dr. Alligator, Pro	v		🕺 Adapt Rx	
City		Lot/Expiry	neric ck	Form	Sched		City	Saskatoon	🖶 Add Rx I <u>m</u> age			
Phone		Lost Expiry	Purch		OnHand 0	No image	Phone		Transfer Rx From Another Store			
Plan	Client I		DIN		Min Qty 0		Lic# 6420206 Alt. Lic#				🕞 Call Doctor	
											∀ View	
Allergies	(1)		Sig				Init	QA QA	Auth Qty	0	🕞 External Rx Order	
penicilli	nG						Disp <u>O</u> ty		Rem Qty	0	🕞 EPrescribe Messages	
								2	G.P. %	0	🔁 Unit Dose Info	
Conditio	Conditions (0)						Prod Sel	el (NONE) V Acq Cost			⇔ Work Order	
			Route of	f Admin		~	O/W	eRx (Prescribe ↓	Markup	\$0.00	Rx Counseling History	

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 PrescribelT® Rxs automatically.

Patient		
Name	Test, Support	Unlink
Address 1		Gender F
Address 2		DOB 1970-09-01
City	Prov SK	Postal
Phone		<unk></unk>
Allergies	No allergies have been specified	
Observ.		
Name	ACCEL-DONEPEZIL 10 MG TABLET	
Strength		
CCDD	02419874 Form	
Provider	Alliantar Broy]
Liconco #	E4200206 Specialty	
Location	e420206 specially	Dector
Address	224 Main St	Doctor
City	Sarkataan Drov SK	Rostal S7H 0C6
Phone	Work: (306) 555-3456: Work: (306) 555-3456	Postal STITUCO
Sig		
Admin Star	T Date 12/11/2020 Admin Sto	p Date
1 (One) 1	Fablet(s), Once daily for 2 days. Ending 2020-11-14. Route: Oral	
Use this	s gig code text in the Rx.	
Prescribed	Authorized	
Qty 2 Tab	let(s) Days 2 Qty 2 Tablet(s) Days 2 Refills	
Comments		
Treatmen	nt Type: Chronic	
-Drior Ord-	···	
Order #	n 	Conv from Local Du
Order #		Copy from Local RX
L		
Auto Alio	n Forms Close	





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

If you are live with PrescribelT® 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:

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

Ø				1-(Doc Se	earch) 0, 0
File Edit Recent	Search Utilities	Cards Session Help	Version 10 💬 Liv	eChat with Kroll Supp	oort
F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F11 - Drop-off	F12 - New Rx
[Last, First] [.Code] (DR [Phone]	Search In	s Insert	Search	ing By
0, 0		X Cancel 🗌 Ad	vanced	C)
# 🔺 Last Name	▲ First N	ame Ci	ity	Prov Phone	

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

Last <u>N</u> ame 0 Fi	irst Name 0	Salutati	on Dr. 🗸 🗸	QuickCode				
Addresses								
Add Modify Dele	ete Primary Loca	ation 🖌		Doctor Active 🗸				
Locations (1) F2	Ins Del Address 1							
Office	Address 2							
	City	~	Prov	ON (Ontario) 🗸 🗸 🗸				
	Postal		Country	Canada 🗸 🗸				
Ctrl↑Prev Ctrl↓Nex	xt Phone		Fax					
erescribe								
Add PrescribelT				F2 Ins Del				
Topic Comment								





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.

<i>ø</i>				ePres	cribe Doctor Sear	ch			_	DX
Last Name		Lic Ref		¥			Mat	ching Recor	ds 🗸	Search
First Name		Lic #							×	Cancel
Address		Prov	Ontario	~						
City	Toronto									
Postal Code		Phone								
LastName	First Name		Licence Type	Prov	Licence Number	Phones		Language	PrescribelT	Comm
L										

 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.

Ø					ePres	cribe Doctor Sea	rch				x
Last Name First Name	e Lic Ref			~			Matching Records				
Address			Prov	Ontario	~						
City	Toronto										
Postal Code			Phone								
Only 100 of th	Only 100 of the total 148 matching providers were returned										
LastName		First Name		Licence Type	Prov	Licence Number	Phones	Language	PrescribelT	Comm	^
Test		TPR		Dentist	ON	22222222		English	active	active	
Day		James		Nurse Pract	ON	79871		English	active	active	
Aha		Alex		Doctor	ON	32489		English	active	active	
Doe		James		Doctor	ON	898989		English	active	active	
Lee		Alvin		Nurse Pract	ON	100962		English	active	active	
Bell		Austin		Doctor	ON	54425		English	active	active	
DeletedCC		PrescribelT	Active	Doctor	ON	99999		English	active	inactive	
WithCCDelet	ed	PrescribelT		Doctor	ON	99999		English	inactive	inactive	
WithCCActive	2	PrescribeIT		Doctor	ON	99999		English	active	active	~





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.

ø				1-New Rx for	Test, Su					
File Edit Doctor Reports	Utilities Cards Ses	sion Help Versior	n 10 🧊 LiveCh	at with Kroll Supp	oort					
F3 - Patient F5 - D	Drug F7 - D	octor F9 - W	orkflow F	11 - Drop-off	F12 -					
Last Name Alligator First Name Prov Salutation Dr. V QuickCode										
Addresses	<u>Delete</u> Primary Loc	ation 🗹		Doctor A	ctive 🗸					
SK Starter Database - DO N	NOT LOG Address 2	234 Main St.								
Office 2	City	Saskatoon 🗸	Prov	SK (Saskatchew	/an) 🗸					
	Postal	S7H 0C6	Country	Canada	~					
Ctrl↑ Prev Ctrl ↓	Next Phone	(306) 555-1231	Fax							
Rx ePrescribe PrescribeIT:	C 🖂									

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

🥖 ePrescribe Information 💶 🗖 🗙											
In order to send eRenewals, you must link a Doctor and an Address/Location to the network records											
Doctor Reference	200126644 Delete Link										
Location Reference	200126627	Delete Link									
Allow eRenewal	✓										
Allow Clinical Commun	nication 🗹										
Refresh Perm	Refresh Permissions / Verify Demographics										
Save X Cancel											

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:

F3 - Patient	F5 - Drug	F7 - D	octor	F9 - Wo	orkflow	F1	1 - Drop-off	F12	2 - New Rx	Alt+X	- Start	
Last <u>N</u> ame Autoresp	onderlast First Nar	me Autores	ponderfir	Salutatio	n Dr.	Ý	QuickCode		Changed	🗸 s	ave	🗶 Cancel
Addresses			_						Phone Numbers (1)			F2 Ins Del
<u>A</u> dd <u>M</u> o	odify <u>D</u> elete	Primary Loca	ation 🔄			Doctor Active V Description						
Locations (2) F2 Ins Del Address 1									Office		0015555	555556
Office Address 2												
	City V						ON (Ontario)	~				
		Postal			Count	ny	Canada	~				
Ctrl ↑ Prev	Ctrl ↓ Next	Phone	(001) 555	-5555556	Fax	[
eRx ePrescribe									Groups (0)			F2 Ins Del
Comments (0)					/		Add A	ddress	×			
Topic	Comment											
						Loca	ation Secon	nd Clinic I	Location			
								-				
							✓ <u>S</u> ave	×	Cancel			
General Licences												🗲 Ctrl 🚽
-Doctor Information	n	P	rimary Lic	ence Num	ber				Presc	riptions/Re	fills]
Designation					✓ □ No	Kroll Care						
Specialty		Lie		020061			Override	Ref ID 0		Fax Refills		
Desceribing Diabte	null minister								No	Phone Ref	ills	

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

Last <u>N</u> ame	Autorespo	onderlast	First Nan	e Autores	ponderfir	Salutatio	n Dr. 🕚	QuickCode		ОК	🖉 Save	🗶 Scan
- Addres	\ddresses									Phone Numbers	; (1)	F2 Ins Del
<u>A</u> dd	<u>M</u> o	dify <u>D</u>	elete	Primary Loc	ation 🔄			Doctor	Active 🗸	Description	Phone	
Locatio	ns (2)	E	2 Ins Del	Address 1						Office	001555	5555556
Office				Address 2								
Second	Clinic Loca	ation		Addressie								
				City		~	Prov	ON (Ontario)	~			
				Postal			Country	Canada	~			
Ctr	Prev	Ctrl ∳ I	Vext	Phone			Fax					
offx ePres	scribe									<u>G</u> roups (0)		F2 Ins Del
C <u>o</u> mmen	ts (0)							[F2 Ins Del			
Topic		Comment										





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

		ePrescribe Lo	ocation Selectio	n	L-	
cation that matches the addre	ss specified here				~	Select
						Cancel
		ON				
Address	City, Prov	Post	al Phones		PrescribelT	Comm
101 Test Street	Toronto, ON	M5J	3A4 mobile: 00	15555555556, fax: 0015555555556	active	active
202 test street	Toronto, ON	M1E	3L3 mobile: 00	15555555556, fax: 001555555556	active	active
	Address 01 Test Street 202 test street	cation that matches the address specified here Address City, Prov 01 Test Street Toronto, ON 202 test street Toronto, ON	ePrescribe Lo cation that matches the address specified here ON Address City, Prov Post 01 Test Street Toronto, ON M5J 202 test street Toronto, ON M1E	ePrescribe Location Selection cation that matches the address specified here ON Address City, Prov Postal Phones OI Test Street Toronto, ON M1E 3L3 mobile: 00	ePrescribe Location Selection cation that matches the address specified here ON ON Address City, Prov Postal Phones O1 Test Street Toronto, ON M5J 3A4 202 test street Toronto, ON M1E 3L3 mobile: 001555555556, fax: 001555555556	ePrescribe Location Selection cation that matches the address specified here Image: Colspan="2">Image: Colspan="2" Address City, Prov Postal Phones PrescribeIT ON M5J 3A4 Mobile: 001555555556 active OI Test Street Toronto, ON M1E 3L3 mobile: 0015555555556 active 202 test street Toronto, ON M1E 3L3 mobile: 0015555555555 active

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 PrescribelT® incoming prescription from a specific clinic. Below example shows that the patients do not match and were incorrectly linked.

ADT Message	PrescribeT				
Incoming	ADT Patient		Selected	l Patient , Max S	- Search
Last Name First Name Address 1 Address 2 City Postal Code Birthday Sex Home Phone PHN	Kroll BC 20 British Columbia Rd Sauble Beach M9V 1M9 01/01/1990 U Work 9735385945	Prov ON Age 28	Last Name First Name Address 1 Address 2 City Postal Code Birthday Sex Home Phone PHN	Kroll Max S 220 Duncan Mill Rd Toronto M3B 3/5 20/07/2011 M Worl	Prov ON Age 7





- 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.

File Edit Recent Rx View Labels Profile R	Order Reference	Messages						
F3 - Patient F5 - Drug F7 - D	De 1.2.2.3.3.7.7.1011281.2:2a1191b2-dddf-4b68-9d54-e13ddcc15ae2							
New Rx Pending Adj	Written Date Do Not Dispense Before Expiry Date 13/08/2018 13/08/2018							
Date 13/08/2018 Time 09:57 F2 Due 12 Patient Search	Patient							
Name Kroll, Max S Age: 7 Address 220 Duncan Mill Rd Male	Name Kroll, BC Address 1 20 British Columbia Rd	Gender						
City Toronto Prov ON Phone Home (416) 383-1010	Address 2 City Sauble Beach Prov ON	DOB 1990-01-01 Postal M9V 1M9						
Plan Client ID	Phone Bo Allergies No allergies have been specified	BC PHN 9735385945 No allergies have been specified						
Allergies (0)	Observ.							
Conditions (D)	Drug Name Alesse (21) 100-20 mcg Strength	Alesse (21) 100-20 mcg						
	DIN 02236974 Form Tablet							

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

File Edit Recent Rx View Labels Profile Re F3 - Patient F5 - Drug F7 - Dc	Order Reference 1.2.2.3.3.7.7.1011281.2:2a1191b2-dddf-4b68-9d54-e13ddcc15ae2	Messages
New Rx Pending Adj Date 13/08/2018 Time 09:57 F2 Due 12	Written Date Do Not Dispense Before Expiry Date 13/08/2018 13/08/2018 13/08/2018	
Batient Search Age: 7 Name Kroll, Max S Age: 7 Address 220 Duncan Mill Rd Male City Toronto Prov ON Phone Home (416) 383-1010 Image: 100 million	Patient Name Kroll, BC Address 1 20 British Columbia Rd Address 2 Cit Are you sure? Prov ON	Unlink Gender DOB 1990-01-01 Postal M9V 1M9
Plan Client ID Allergies (0)	Ph All Ot Are you sure you want to unlink this patient?	C PHN 9735385945
Conditions (D)	DI Yes No Str. DIN 02236974 Form Tablet	

- 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 PrescribelT® 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.

	1-New Rx for Smid, Simple_one
I	The following Rxs must be marked as a mistake before you unlink this patient: 1005622 - Bicillin L-A 1200000unit/2ml 1005623 - Act-HIB 1005624 - Bicillin L-A 1200000unit/2ml 1005625 - HC1% In Canestan 1005654 - Aspirin With Stomach Guard Extra Strength Tab 500/246.2/52.3/96.9m 1005655 - Aspirin Daily Low Dose 81mg
	ОК

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.

<u>P</u> atient S	earch			<u>D</u> rug Sea	irch		24		2 Pack	D <u>o</u> c Sear	ch		Loc	SK Starter Data 🗸
Name	Test, Support		Age: 50	Brand	Tylenol Cap	let		500m	9	Name	Dr. A	lligator, Prov	v	
Address			Female	Generic	Acetaminop	ohen			IJC (John	Address	234 I	Main St.		
City		Prov	SK	Pack	24 Form	n CPL	Sched	3	1	City	Sask	atoon		Prov SK
Phone				Purch		\$3.57	OnHand -413	No	image	Phone	(306)	555-1231		
Plan	Client ID			DIN	00723908		Min Qty 0			Lic#	6420	206	Alt. Li	c#
							Sel	ect an (Option	11				
Allergies	(1)			<u>S</u> ig *1								QA	Auth Qty	1 1
penicilli	n G			TAKE 1	TABLET ONC	Y YO	ou are cance Do	ling the b you wa	first fill int to:	of an Rx		CPL	Rem Qty	0
													G.P. %	98.59
							Mak	e this Rx	<u>U</u> nfilled			NE) V	Acq Cost	\$0.15
Conditio	ns (0)											· · ·	Cost	\$0.16
				Route of	Admin	ſ	Filled in Erro	nr - Rem	ove from	profile		1 -	Markup	\$0.00
					-	•	The drift Erre	n nem	ore non	prome	'	1 F2	Fee	\$10.49
				Dosage	orm								Total	\$10.65
Plans	Pricing Dates Comments I	ndica	tions		her	Un	it Dose (Ctrl-U)	: Disable	d					





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

rescription July 3	11st 2017	
	rescription July 3	rescription July 31st 2017

Once you have cancelled the PrescribelT® prescriptions you will now be able to unlink the patient. The PrescribelT® 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 PrescribelT® 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.

				1				
Prescribel	l Order Reference		Messages	- Comm	ent.			
1.2.0.9.9.4	.0994.2:8ccc4b97-b634-46c2-aab2-3ceff06bc7ce			Patie	ont			- F3
Written Da	te Do Not Dispense Before Expiry Date			Name	Tet	st, For Krall		
15/08/20	19 15/08/2019			Addre	ess 1		18	/04/70 (49)
Dationt				Drug		1643		ES.
Name	Test For Kroll		Unlink	Brenc			Dall	plases
Address 1		6	iender M	Gene			2711	
Address 2		D	OB 1970-04-18	Free	Form			No image
City	Oshawa Prov (ON P	ostal		10000			
Phone			<unk></unk>	Doct	or	s		F7
Allergies				Neme	Aut	oresponderlast, Au	lorespon	derfirst De
Observ.				Free	Form			
1200000								
Drug	Flavil			×		No image		
Strength	No strength specified							
Form	Tablet			Sig				Init KX-AS
Sector Sector								
Name	Autoresponderlast Autoresponderfirst							
License #	ON776644 Specialty							
Location	Office	Role	Doctor					
Address	111 ** Test Clinic Only ** Street							
City	Test-Stub Prov	ON	Postal M1M 1M1					
Phone	Work: (1555) 555-5556							
-								
10 mg 1	time dally							
1 010 1	dime daily							





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.

💋 1-New Rx for Test, For Kroll	1-New Rx for Test, For Kroll							
File Edit RX view Labels Profile Reports Utilities	NH Cards Session Help Version 10 Cards LiveChat with Kroll Su	pport						
F3 - Patient F5 - Drug F7 - Doo	tor F9 - Workflow F10 - Pickup F11 - E	Prop-off F12 - Fill Rx Alt+X - Start						
New Rx Pending Adj	Rx Start Date Latest Fill 15/08/2019 0 <	ty Init Vookup X Cancel	×Rx ▲					
Date 15/08/2019 Time 10:49 F2 Due 9m	ins ago Fill Rx F2 Work Order 697687 F2	Delivery Pickup	Make Py Not Dispansed					
Patient Search	Drug Search Pack 100	Doc Search Loc Office	Make Px Stock Transfer					
Name Test For Kroll Age: 49	Brand Amitrintyline 10mg	Name Dr. Autoresponderlast, Autoresponderfirst	V Adapt Du					
Address Male	Generic Amitriptyline Hydrochloride SIV (Sive	Address 111 ** Test Clinic Only ** Street	A Adapt RX					
City Oshawa Prov ON	Pack 100 Form TAB Sched 1	City Test-Stub Prov ON	Add Rx Image					
Phone	Purch \$4.35 OnHand 0 No image	Phone (416) 555-5555	Transfer Rx From Another					
Plan CS Client ID 456789	DIN 02451786 Min Qty 0	LIC# ON/76644 Alt. LIC#	Call Doctor					
			S Counsel Patient on Pickup					
Allergies (0)	Sig 10 mg 1 time daily	Init KX-AS, KX-AS2 Auth Qty 30 1	👆 Print Kroll Care					
	10 MG 1 TIME DAILY	Disp Oty 30 TAB Rem Oty 30 1	🔁 Owe Quantity					
		Days G.P. % 91.04	⊻ View					
		Prod Sel (NONE) Acq Cost \$1.31	C External Rx Order					
Conditions (1)		O/W eBx (Prescribe Cost \$1.63	C EPrescribe Messages					
Palmar Kash	Route of Admin Oral -	Labels 1 F2 Markup \$0.00	Clinical Interactions					
	Dosage Form	Fee \$12.99	III Plan Information					
		10141 \$14.02	Separation Plan Information					
Plans Pricing Dates Comments Indications Ir	nages Other Unit Dose (Ctrl-U): Disabled							
CS Not Adjud	You must enter a days supp	у.	Contene Equivalents					
Cash Not Adjud, Deduct: \$0.00	ToDo Drug Name:Elavil		A West Order					
	This Bx is linked to an eBx		C Work Order					
	Counsel Patient on Pickup		Rx Counseling History					
	-1		Workflow					
Min Interval Days	Enable Auto-Refill		V Send Rx to Trouble					
Max Disp Qty	Bx Comments (1)		View Workflow Detail					
External Ref: 1.2.0.9.9.4.0994.2:8ccc4b97-b634-46c2-aab2-	3ceff06bc7ce		Workflow Push Queues					
Treatment Type: Chronic	-1		Data Input					
	User: KX-AS2 (Kroll Super	User) 🖾 0 🔛	15/08/2019 10:58:45.::					

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.





🕖 Create Ne	ew Rx From To Do					
Profile						
City	Oshawa	Prov ON Postal		Comment		
Phone		<unk></unk>		Patient		- F3
Allergies				Name	Test, For Kroll	
Observ.				Address 1		8/04/70 (49)
Drug				Drug/Mix		F5
Name	Elavil			Brand	Amitriptyline 10mg Del	
Strength	No strength specified			Generic	Amitriptyline Hydrochloride	No image
Form	Tablet			Free Form		No mage
Provider				Doctor		E7
Name	Autoresponderlast, Autoresponderfi	rst		News	Autorocoondorlact Autorocoo	ndorfiret p.i
License #	ON776644 Specialty			Free Form	Autorespondences Autorespo	indennist Del
Location	Office	Role Doctor		FreeForm	<u> </u>	
Address	111 ** Test Clinic Only ** Street,					
City	Test-Stub	Prov ON Postal M1M	1M1	<u>×</u>	No Image	
Phone	Work: (1555) 555-5556					
Sia				Sig 10 mg	1 time daily	Init KX-AS2
10 mg 1	time daily		_	10 MG 1 TIM	E DAILY	
Use thi	is sig code text in the Rx.					
Prescribe	d Authorized					
Qty 30 Ta	ablet(s) Days Qty 30 Tablet(s)	Days Refills				
Comment	3					
Treatme	nt Type: Chronic		1			
Prior Ord	er					
Order #		Copy from Loca	IRX			
1			<u>×</u>	Disp Oty	×Refills = Auth Oty	
	Save	X Cancel		Days	Unlimited Refills Until	14/08/2020

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

💋 1-New Rx for Test, For Kroll				_ [] ×
File Edit Rx View Labels Profile Reports Utilities !	NH Cards Session Help Version 10 💭 LiveChat with 1	roll Support		
F3 - Patient F5 - Drug F7 - Doc	tor F9 - Worldlow F10 - Pickup F	L1 - Drop-off F12 - Fill	Rx Alt+X - Start	
New Rx Pending Adi	Rx Start Date Latest Fill	Oty	Lookup X Cancel	l ≫ Rx _
				Make Rx Unfilled
Date 15/08/2019 Time 10:49 F2 Due 9 mi	ns ago Fill Rx F2 Work Order 697687	F2 Delivery Pickup	<u> </u>	😡 Make Rx Not Dispensed
Patient Search	Drug Search Pack 100	Doc Search	Loc Office 💌	Make Rx Stock Transfer
Name Test, For Kroll Age: 49	Brand Amitriptyline 10mg	Name Dr. Autorespond	Ierlast, Autoresponderfirst	🔏 Adapt Rx
Address Male	Generic Amitriptyline Hydrochloride SI	City Test-Stub	Prov ON	🚰 Add Rx Image
Phone	Purch \$4.35 OnHand 0 No ir	Phone (416) 555-5555		Manual Transfer Rx From Another
Plan CS Client ID 456789	DIN 02451786 Min Qty 0	Lic# 0N776644	Alt. Lic#	Call Doctor
				Counsel Patient on Pickup
Allergies (0)	Sig 10 mg 1 time daily	Init KX-AS KX-AS2	Auth Oty 30 1	A Print Kroll Care
		Disp Oty 30 TAB	Rem Oty 30 1	C Owe Quantity
	I WING I TIME DOLLI	Davs	G.P. % 91.04	≥ View
		Prod Set (NONE)	Acq Cost \$1.31	External Rx Order
Conditions (1)		O/W eRx (Prescribe	Cost \$1.63	C EPrescribe Messages
Palmar Kash	Route of Admin Oral	Labels 1 F2	Markup \$0.00	Clinical Interactions
	Dosage Form Tablet		Total \$14.62	- Plan Information
	Louis L Heit Dave (Chi II): Disabled			Patient Plan Information
Ry Plans Plan Pays Extra Info (E2 Edits)	ages Other One Dose (Chi-o): Disabled	supply		(F) Generic Equivalents
CS Not Adjud.	Not enough inventory	or Bx		Unit Dose Info
Cash Not Adjud. Deduct: \$0.00	ToDo Drug Name:Elavi			Nork Order
	1 This Rx is linked to an	Rx		Rx Counseling History
	Counsel Patient on Pick	up		(States)
	<u> </u>			Vorkilow
Next Disp Qty Min Interval Days	Enable Auto-Refill			View Workflow Detail
Max Disp Qty	Rx Comments (1)			
External Ref: 1.2.0.9.9.4.0994.2:8ccc4b97-b634-46c2-aab2- Treatment Type: Chronic	3ceff06bc7ce			Pota Janut
1	<u> </u>			vata input
	User: KX-AS2 (Kroll S	uper User)	⊡.0 	1 15/08/2019 10:58:45.::





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.

1-(local):Pharmacy10-14PrescribeIT0.2.2Demo3-Workflow	
File Edit Profile Utilities NH Cards Session Help Version 10	
F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10) - Pickup F11 - Drop-off F12 - Return to Rx Alt+X - Start
Clinical Verification Rx Number 1000026	Due 19 mins ago Tote No Tote
Work Order 33	F2 Fill Regular Rx (LLAdvancedW Script Image No Ref # ① Clinical Interactions
	Patient Charting
Clinical Verify Rx Financial Rx Images Workflow Packaging	Patient Documents (0)
External Order	Patient Kroll, Wendell Birth 13/01/1988 30 V Profile
Written Date Do Not Dispense Before Expiry Date	Address 220 Test Road Allergies 0 All Rxs (3)
30/08/2018 30/08/2018	Plan Client ID Active Rxs
Definet	Pricing Profile
Name Mr. Kroll Wendell	Drug Betaderm Cream 0.1% Pack 454 Not Disp/OTC Profile
Address 1 220 Test Road Gender M	Generic Betamethasone Valerate Therapeutic Equivalents
Address 2 DOB 1988-01-	-13 Manuf TAR (Tarc Purch \$40.36 Rx
City North York Prov ON Postal M1V 1V	V1 S Counsel Patient on Pickup
Phone Home: (416) 219-9000 ON PHN 2371283	165 Doctor Dr. He, Wendell Lic # 33899 Workflow Push Queues
Allergies Penicillins (Suspected); Salicylates	Address 5102 48 St Phone Data Entry
Observ. 143 centimeter(s) (07/08/2018); 86.17 kg (07/08/2018)	Packaging
Drug	Pharmacist Verification
Name Betaderm 0.1 %	No image available Incomplete Pickup
Strength 0.1 %	
Form Cream	SIG 1 APPLICATION 1 TIME DAILY FOR G.P. % 80.1
Provider	1 APPLICATION 1 TIME DAILY FOR 30 DAYS Cost \$2.93
Name Dr He, Wendell	Markup \$0.00
License # 33899 Specialty	Total \$13.42
Location PSS QA Role Doctor	Qty 30 Auth Qty 30 1 O/W
Address E103 A0 CA	Days 30 Rem Qty 0 Ago
Workflow Note	
X Save for Later	● <u>Cancel Rx</u> Irouble S <u>Reject</u> Approve





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

To print a copy of the PrescribelT® 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.

Ø										
File	Edit	Recent	Rx	View	Labels	Profile	Reports	Utilities	Cards	Sessi
F	3 - Pa	atient		Make	Rx Unfille	d				
				Make	Rx Not Di	spensed				
	N	lew Rx		Make	Rx Stock	Transfer				
Date	18/05	6/2021		Adapt	Rx					
Patier	nt Sea	rch		Transf	er Rx Froi	m Anothe	er Store			
Name	S	mid. Simpl		Back D)ate Rx					
Addre	ess	ind, Simpi		Add R	x Image					
City				Call D	octor					
Phon	e 🗌			Couns	el Patient	t on Picku	qu			
Plan				Part Fi	II					
				Trial R	x					
Aller	aies ((0)		Chang	je Rx Pacl	c Size Qty				
				Owe C	Quantity					
				Print A	Authorizat	tion Labe	l Now			
				Print K	(roll Care	Now				
Cond	itions	; (0)	- [Print e	Rx order	now				
				Print C	Complian	ce Calend	lar			
			\checkmark	Print D	elivery L	abel (Sen	d To)			
			\checkmark	Print V	Vallet Car	rd (Profile	:)			
Pla	ns P	Pricing D		Workf	low Com	ment				
Rx P	lans			Make	this Doct	or the Far	nily Docto	r for this P	atient	
I I Cack		- U I								

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

/					
File Edit Recent Rx	Viev	v Labels	Profile	Reports	Util
F3 - Patient		External F	& Order		
		EPrescrib	e Message	s	
New Rx Pend		Work Ord	ler		
Date 18/05/2021 Time		Workflov	v Detail		
Patient Search		Drug Inte	ractions	Alt+0	2
Name Smid, Simple on		Generic E	quivalents	Alt+(5
Address		Unit Dos	e Info	Ctrl+l	J
City		Adjudica	tion Result	s	
Phone		Adjudica	tion Log		
Plan Clien		Lot/Expir	у		

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 PrescribelT[®] Prescription?

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

Rx:1000027 Kroll, Wendell 220 Test Road	Thu 30-Aug-2018 12:01 WH (416) 219-9000 Sex: Male
North York, ON M1V 1V1	DOB: 13-Jan-1988(30 y
30 GM Betaderm Cream Betamethasone Valerate 0	0.1% O/W: Network 0.1% Mfr: TAR
DIN: 00716626 40.36	/454 On Hand: -30 Days: 30
Dr. He, Wendell 5102 48 St Yellowknife NT X1A 1N6	Doc# A1:33899 INTERVAL DAYS: 30 NEW eR
and the second s	Austhania Dama d
Orig Rx:1000026 Cost:2.93 Mkup:0.00 Pat:13.42 T.P.:0.00 -	Fee:10.49 Total:13.42
Orig Rx:1000026 Cost:2.93 Mkup:0.00 Pat:13.42 T.P.:0.00 - Counsel Date: Pha	Fee:10.49 Total:13.42





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.

🖉 External Rx Order	1-New Rx for Orv	vell, Will Jr		10				
PrescribeIT Order Reference Messages	F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F11 - Drop-off	F12 - Return to Rx	Alt+X - Start	
Written Date Do Not Dispense Before Expiry Date 10/05/2018 10/05/2019 10/05/2019	EPrescribe Messages	s F2 - V	liew				New Mail	
Patient	* Date Sent	Del - D Doctor	Patient		Subject			
Address 1 1465 12th Ave Gender M Address 2 Dop 1992 01 17								
City Calgary Prov AB Postal V0V 905 Phone Hame (402) 955 2226 AB HIT 2004292625								
Allergies	E							
Drug								E
Name ACEBUTOLOL HCL 200 mg TABLET Strength 200 MG								
Form								
Name Dr. Deangelis, Colomba								





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.

🕖 EPrescribe Me	essages				
Folder Messa	ges • F2 - V Del - D	iew relete		<u>N</u> ew I	Mail 🗸 Close
* Date Sent	Doctor	Patient	Subject		^
EP	rescribe Message				
То	Dr. Deangelis, Colom	ba (St Catherines)		∎⊠ <u>S</u> er	nd
Patier	orwell, Will Jr			Unlink F2 X Canc	el
Rx Or	der Medication: ACEBUT	DLOL HCL 200 mg TABLET (200 MG)	*	
Subje	d			🖾 Urgent	=
Add	l Attachment				
20 Me					DI

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.

F3 - Pa	tient F5 - Drug F7 - D	ctor	F9 - Work	flow	F11 - Drop-off	F12 -	New Rx	Alt+X	- Start			
st Name	Test F	st Name	Kroll		Salutation		▼ OK		/ Save	X Sca	n	[⊗] Profile
ldress 1	123 Fake St	Ph	one Numbers (1)	F2 Ins Del	Birthdate	10/10/2000				-	All Rxs
idress 2		Des	scription	Phone		Age	18 years	_				Active Rxs
+	Tauanta Broy Ot	Hor	me	(905) 123-	-0000	Gender	Malo					Active Rxs w/Passtimes
.y						Language	Faslish	100				Refillable Rxs
ostal	Country Canada					Haight	English					Pricing Profile
nail	Se	d Fam	nily Doctor			rieignu		_ <u><u></u> []</u>		1927		Not Disp./OTC Rxs
uick Code		I.		_	F2 Clear	weight		+	Load	Delete	4	Rxs Filled in Error
💋 EPres	scribe Messages											Suspended Rxs
Folder	Messages - View							Ne	w Mail	/ Close		Transactions
. order	Del - Delete	1						<u></u>		- ciuse	' H	Perform Clinical Analysis
* Date S	ent Doctor	Pati	ient		Subject							Minu
												Alternate Addresses
												Alternate Addresses Batches
											,	Alternate Addresses Batches Charting
											•	Alternate Addresses Batches Charting Consents
											1	Alternate Addresses Batches Charting Consents Credit Cards
												Alternate Addresses Batches Charting Consents Credit Cards Lincompensation
												Alternate Addresses Batches Charting Consents Credit Cards Documents (U) Effective Memory
											1	Alternate Addresses Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages
												Alternate Addresses Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages Liscited Up Reserved
												Alternate Addresses Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages Limited Use Items D. Science Consents
		Price	Group <no< td=""><td>ne></td><td></td><td></td><td>■ Rx Cour</td><td>ıt</td><td></td><td></td><td>2</td><td>Alternate Addresses Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages Limited Use Items Professional Services Professional Services</td></no<>	ne>			■ Rx Cour	ıt			2	Alternate Addresses Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages Limited Use Items Professional Services Professional Services
<u>G</u> roups (0) (E2) (Int) (0	Price	Group <no line 1 Defa</no 	ne> ult (Branc	d ▼ 2 Default (Ge	neric)	Rx Cour Dollar v	nt alue		523	286	Alternate Addresses Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages Limited Use Items Professional Services Rx Counseling History
<u>G</u> roups (0) (F2)(In2)(D	Price Drug Doub	Group <no line 1 Defa ple Count Not I</no 	ne> ult (Branc Required	d 👻 2 Default (Ger	neric)		it alue		s23 Reset	2	Alternate Addresses Alternate Addresses Charting Consents Credit Cards Uocuments (U) EPrescribe Messages Limited Use Items Professional Services Rx Counseling History Rx Notes
<u>G</u> roups (0) (F2)[In3](D	Price Drug Doub	Group <no line 1 Defa ble Count Not 1 lo Kroll Care</no 	ne> ult (Branc Required No Walli	d ▼ 2 Default (Ger	neric)	Rx Cour Dollar v. Reset da	it alue tte	iested	s23 Reset	2	Alternate Addresses Batches Charting Consents Credit Cards Uccuments (U) EPrescribe Messages Honory Limited Use Items Professional Services Rx Counseling History Rx Notes To Do Items





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

File Edit Doctor	Reports Utilities	Cards Session Hel	p Version 10						······································
F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F11 - Drop-off	F12	- New Rx	Alt+X - Start		
Last <u>N</u> ame <mark>Deangeli</mark>	s First Na	me Colomba	Salutation Dr.	✓ QuickCode		OK	Save	🗙 Scan	✓ Doctor
Addresses	dify Delete	Primary Location	-	Doctor A	ctive 🗸	Phone Number Description	ers (2) Phone	F2 Ins Del	View Documents (0)
QA1 EMR St Catherines		Address 2	e Street			QA1 EMR QA1 EMR (FA	0010205 X) (905) 00	5569288 10-0000	View History
Ctrl ↑ Prev	Folder Message	ages F2 Del	- View - Delete					<u>N</u> ew Mail	Close
Comments (0) Topic	* Date Sent	Doctor	Patier	nt	Subj	ect			
General									E
Doctor Information De <u>s</u> ignation Specialty									_
Prescribing Rights	-					I No	Professional Service I	Faver	

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 handheld 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 PrescribelT[®] 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 PrescribelT® Order.

	atient View Profile Report	c Utilities	NH C	ards Session	Help Version 10			
F3 - Patient	Label Preference	• Genetes	F9 - Wo	rkflow F1	.0 - Pickup F11 - Dro	p-off F12 - Ne	ew Rx Alt+X - Start]
st Name Kroll	Print Wallet Card	w	endell		Salutation Mr	ОК	Save X Cancel	✓ Profile
rofile - All Rxs (§	Delete		ESC	- Back to Patie	ent F - Refill R - R	eprint D - Det	ail Extra Functions ▼	All Rxs Active Rxs
Status	Retrieve PrescribeIT Order	14	an lOty	Auth Rem	BrandName	Doctor	Sig A	Active Rxs w/Passtimes
Unfilled	1000013 1000013 04/0	9/2018	0 3	0 30 30	Apo-Zopiclone 7.5mg	He, Wendell	1 TABLET EVERY EVE	Refillable Rxs
Not Disp.	1000012 1000012 04/0	9/2018	0 3	0 30 30	Tecta 40mg	He,Wendell	1 TABLET 1 TIME DA	Drising Drofile
	1000010 1000010 30/0	8/2018	5 3	0 120 90	ACT Valsartan 80mg	He,Wendell	1 TABLET 1 TIME DA	Fricing Frome
	1000009 1000009 30/0	8/2018	5 3	0 30 0	ACT Valsartan 160mg	He,Wendell	1 TABLET 1 TIME DA	Not Disp./OTC Rxs
	1000008 1000008 30/0	8/2018	5 3	30 0	Apo-Valsartan 80mg	He,Wendell	1 TABLET 1 TIME DA	Rxs Filled in Error
Inact	1000006 1000006 14/0	8/2018	21 1	5 30 15	Accel-Candesartan 8mg	He,Wendell	8 mg 1 time daily	Surnended Ryr
	1000005 1000005 14/0	3/2018	21 3	0 30 0	ACT Valsartan 80mg	He,Wendell	80 MG 1 TIME DAILY	Suspended los
Inact (Iransferred Ou	t) 1000002 1000002 14/0	3/2018	21 3	0 30 0	Apo-Rosuvastatin 5mg	He,Wendell	5 MG 1 HME DAILY	Transactions
	1000001 1000001 14/0	5/2016	21 3	0 50 0	Accel-candesartan 16mg	ne, wenden	16 MG I HME DAILI	Filter Profile Rxs
llergies (0)	Add Drug F2 Ins Del	G <u>e</u> neral	Eamily	Nursing Hor	ne Copay <u>s</u> Comm <u>u</u> nica	tions Other	🗲 Ctrl 🔿	Alternate Addresses
		Patient				Star Inc. March		Batches
		10781 A 17				Consent Privacy Unknown		Batches Charting
		V Activ	ve Alt	. Last Name		Consent Privacy Unknown		Batches Charting Consents
		Patient 1	ve Alt Type Hur	. Last Name	•	Consent Privacy Unknown Unit Dose	net	Batches Charting Consents Credit Cards
ledical Conditions (0)) (F2)(Ins)(De)	Patient 1 Decease	ve Alt Type Hur d On	. Last Name	•	Consent Privacy Unknown Unit Dose Type < No	ne> v	Batches Charting Consents Credit Cards Documents (0)
dedical Conditions (0)) (F2)[Ins][Del]	Patient 1 Decease Prescrip	ve Alt Type Hur d On ptions	. Last Name nan	•	Consent Privacy Unknown Unit Dose Type <no Cycle <no< td=""><td>ne> 👻</td><td>Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages</td></no<></no 	ne> 👻	Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages
ledical Conditions (0)) (F2)[Ins][De]	Patient 1 Decease Prescrip Delivery	ve Alt Type Hur d On ptions Type De	. Last Name nan fault (Pickup)		Consent Privacy Unknown Unit Dose Type <no Cycle <no Price Group <det< td=""><td>ne></td><td>Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages History</td></det<></no </no 	ne>	Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages History
edical Conditions (0)) (F2)(Ins)(De)	Acti Patient 3 Decease Prescrip Delivery	ve Alt Type Hur d On ptions Type De Route	. Last Name nan fault (Pickup)	•	Consent Privacy Unknown Unit Dose Type <no Cycle <no Price Group <det Rx Totals</det </no </no 	ne> • ne> • iault> (<none>) •</none>	Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages History
edical Conditions (0)) (F2)(Ins)(De)	Acti Patient 1 Decease Prescrip Delivery Delivery Price Gro	ve Alt Type Hur d On ptions Type De Route Dup <n< td=""><td>Last Name nan fault (Pickup)</td><td>.</td><td>Consent Privacy Unknown Unit Dose Type <no< td=""> Cycle <no< td=""> V Price Group <del< td=""> Rx Totals Rx Count</del<></no<></no<></td><td>ne> v ne> v fault> (<none>) v 7</none></td><td>Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages History Limited Use Items</td></n<>	Last Name nan fault (Pickup)	.	Consent Privacy Unknown Unit Dose Type <no< td=""> Cycle <no< td=""> V Price Group <del< td=""> Rx Totals Rx Count</del<></no<></no<>	ne> v ne> v fault> (<none>) v 7</none>	Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages History Limited Use Items
ledical Conditions (0)) (F2) (Ins) (De)	Acti Patient 1 Decease Prescrip Delivery Delivery Price Gro Drug lin	ve Alt Type Hur d On ptions Type De Route oup <n e 1 De</n 	Last Name nan fault (Pickup) lone> fault (Brand 🗸	2 Default (Generic)	Consent Privacy Unknown Unit Dose Type Yope Cycle Price Group Price Group Rx Totals Rx Count Dollar value	ne> re> fault> (<none>)</none>	Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages History Limited Use Items Professional Services (1)
ledical Conditions (0) roups (0)) (F2) (m) (be)	Acti Patient 1 Decease Prescrip Delivery Delivery Price Gro Drug lin Double	ve Alt Type Hur d On ptions Type De Route Dup <n e 1 De Count No</n 	Last Name nan fault (Pickup) lone> fault (Brand ↓ t Required	2 Default (Generic)	Consent Privacy Unknown Unit Dose Type <no Cycle <no Price Group <del Rx Totals Rx Count Dollar value Reset date</del </no </no 	ne> ne> iault> (<none>)</none>	Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages History Limited Use Items Professional Services (1) Rx Counseling History
fedical Conditions (0) iroups (0)) (F2) (ins) (be) (F2) (ins) (be)	Acti Patient Decease Prescrip Delivery Delivery Price Gro Drug lin Double	ve Alt Type Hur d On ptions Type De Route Dup <n e 1 De Count Nc (roll Care</n 	a Last Name nan fault (Pickup) lone> fault (Brand ↓ t Required No Waller Co.	2 Default (Generic) rd	Consent Privacy Unknown Unit Dose Type <no Cycle <no Price Group <det Rx Totals Rx Count Dollar value Reset date</det </no </no 	ne> re> re> row re> row	Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages History Limited Use Items Professional Services (1) Rx Counseling History Rx Notes
(edical Conditions (0) roups (0)) (F2) [ins] [bs]	Acti Patient Patient Prescrip Delivery Price Gro Drug lin Double No K Com	ve Alt Type Hur d On ptions Type De Route Dup <n count Nc Grount Nc</n 	a Last Name man fault (Pickup) lone> fault (Brand ↓ t Required No Wallet Caa Jendar on Label	Default (Generic)	Consent Privacy Unknown Unit Dose Type <no Cycle <no Price Group <det R Totals R Count Dollar value Rest date Snap Caps Requ</det </no </no 	ne> re> re> rault> (<none>) r r r r r r r r r r r r r r r r r r r</none>	Batches Charting Consents Credit Cards Documents (0) EPrescribe Messages History Limited Use Items Professional Services (1) Rx Counseling History Rx Notes To Do Items

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.







💋 1-(local):Pharmacy10-14PrescribeITSS-Patient - Kroll,	Wendell	Paulout on Sol	
File Edit Recent Patient View Profile Reports	Utilities NH Cards Session Help Version 10		
F3 - Patient F5 - Drug F7 - Doc	tor F9 - Workflow F10 - Pickup F11 - Drop-o	off F12 - New Rx Alt+X - Start	
Last Name Kroll Firs	t Name Wendell Salutation Mr. 🗸	OK Save X Cancel	V Profile
	ECC Pack to Patiant C - Refill P - Rope	int D - Dotail	All Rxs
Profile - All Rxs (9)	space - mark multiple Rxs M - Modify C - Canc	el I - Inactivate	Active Rxs
# Status Orig Rx RxNum Date	Ago Qty Auth Rem BrandName	Doctor Sig	Active Rxs w/Passtimes
1 Unfilled 1000013 1000013 04/09	/2018 0 30 30 30 Apo-Zopiclone 7:5mg	He,Wendell 1 TABLET EVERY EVE	Refillable Rxs
2 Not Disp. 1000012 1000012 04/09	/2018 0 30 30 30 Tecta 40mg	He,Wendell 1 TABLET 1 TIME DA	Pricing Profile
4 1000010 1000010 30/08	2018 5 30 120 90 ACT Valsartan 80mg	He Wendell 1 TABLET 1 TIME DA	Not Disp./OTC Rxs
5 1000008 1000008 30/08	/2018 5 30 30 0 Apo-Valsartan 80mg	He,Wendell 1 TABLET 1 TIME DA	Bys Filled in Error
6 Inact 1000006 1000006 14/08	/2018 21 15 30 15 Accel-Candesartan 8mg	He,Wendell 8 mg 1 time daily	Surpended Ryr
7 1000005 1000005 14/08 8 Inact (Transformed Out) 1000003 1000003 14/08	2018 21 30 30 ACT Valsartan 80mg	He,Wendell 80 MG 1 TIME DAILY	T
9 1000002 1000002 14/08	2/2018 Retrieve PrescribeIT Deferred Rx	ell 16 MG 1 TIME DAILY	Transactions
	Enter or scan the barcode for the PrescribeIT (Drder	Filter Profile Rxs
	T		Perform Clinical Analysis
			View
Allergies (0) Add Drug (F2 Tas Del			Alternate Addresses
	Retrieve Rx Order		Batches
	Active Alt Last Name	Privacy Unknown	Charting
	Detient Tune Human		Consents
	Present Op	Unit Dose	Credit Cards
Medical Conditions (0) (F2) Ins (Del	Deceased On	Type <none></none>	Documents (0)
	Prescriptions	Cycle <none> +</none>	EPrescribe Messages
	Delivery Type Default (Pickup)	Price Group <default> (<none>)</none></default>	History
	Delivery Route 👻	Rx Totals	Limited Ura Items
	Price Group <none></none>	Rx Count 7	Limited Use items
Groups (0) F2 Ins Del	Drug line 1 Default (Brand 🗸 2 Default (Generic) 👻	Dollar value \$121.00	Professional Services (1)
	Double Count Not Required 👻	Reset date Reset	Rx Counseling History
	No Kroll Care No Wallet Card	Snap Caps Requested ID	Rx Notes
	Compliance Calendar on Label	Snap Caps Documented	To Do Items
1	User: WH (Wendell He)		1 04/09/2018 12:02:13
	- sen minimender ner		

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

/ 1-(local):Pharmacy10-14	PrescribeITS	S-Patient -	Kroll, Wende	II				_		Parcent in Sec.	
F3 - Patient	nt View 5 - Drug	Profile Re	- Doctor	F9 - Wo	ards Se rkflow	ssion F:	Help Version 10 10 - Pickup F11 - Drop-	off F12	- New Rx	Alt+X - Start	
ast Name Kroll		- (°	First Name	Wendell			Salutation Mr. 👻	OK (🖉 Save	X Cancel	[∞] Profile
Profile - All Rxs (9)				ESC	- Back t - mark	o Pati multij	ient F - Refill R - Rep ple Rxs M - Modify C - Can	rint D · cel I ·	Detail Inactivate	Extra Functions	Active Rxs
Status	Orig Rx	RxNum	Date	Ago Qty	Auth	Rem	BrandName	Doctor	-	Sig	Active Rxs w/Passtimes
Unfilled	1000013	1000013	04/09/2018	0	30 30	30	Apo-Zopiclone 7.5mg	He, Wend	ieil	1 TABLET EVERY EVE	Refillable Rxs
Not Disp.	1000012	1000012	04/09/2018	0 3	30 30	30	Tecta 40mg	He,Wend	fell	1 TABLET 1 TIME DA	Pricing Profile
	1000010	1000010	30/08/2018	5	30 120	90	ACT Valsartan 80mg	He,Wend	iell :	TABLET 1 TIME DA	Not Disp /OTC Bys
÷	1000009	1000009	30/08/2018	5 3	30 30	0	Apo-Valsartan 80mg	He.Wend	fell	1 TABLET 1 TIME DA	Des Filled in France
Inact	1000006	1000006	14/08/2018	21 :	15 30	15	Accel-Candesartan 8mg	He, Wend	iell	8 mg 1 time daily	Exs Filled in Error
	1000005	1000005	14/08/2018	21	30 30	0	ACT Valsartan 80mg	He, Wend	iell i	BO MG 1 TIME DAILY	Suspended Rxs
Inact (Transferred Out)	1000002	1000002	14/08/2018	Retrieve Pr	rescribeIT	Defen	red Rx	- X -	ell	5 MG 1 TIME DAILY	Transactions
	1000001	1000001	14/08/2018						ell	16 MG 1 TIME DAIL)	Filter Profile Rxs
Allergies (0)	Add D	rug) (F2)[In	s Del Gene	GE	EA4GQPk	4 atriau		a		*	View Alternate Addresses
			<u>Oc</u> ile		K R	etriev			-		Batches
			Patie A	ctive Alf	t. Last Na	me		Privacy Unkn	own		Charting
			Destin	A Trues I hu			_				Consents
			Patier	it Type Hu	man		•	Unit Dose			Credit Cards
Medical Conditions (0)		(F2)In	s Del	ised On				Type	<none></none>	-	Documents (0)
			Pres	criptions	a 1. (B)			Cycle	<inone></inone>		EPrescribe Messages
			Delive	ery Type De	efault (Pic	kup)	•	Price Group	<default> (<n< td=""><td>one>) 👻</td><td>History</td></n<></default>	one>) 👻	History
			Delive	ery Route			*	Rx Totals			Linched Han Banan
			Price	Group <1	None>		-	Rx Count		7	Limited Ose items
Groups (0)		(F2) In	s Del Drug	line 1 De	efault (Bra	nd 🗸	2 Default (Generic) 👻	Dollar value		\$121.00	Protessional Services (1)
			Doub	le Count No	ot Require	ed	*	Reset date		Reset	Rx Counseling History
			I N	Kroll Care	No W	allet C	ard	Span Conr	Requested	ID	Rx Notes
				o moliance C	alendar o	nlabe	l l	Cran Carro	Decumented	1	To Do Items
				piinise e				I - Sugh cabs	Documented		Mande Cardana





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.

1-(local):Pharmacy10-14	PrescribeITS	S-Patient -	Kroll, Wende	ell						Supervised Super-	
ile Edit Recent Patie	nt View I	Profile Re	eports Utilit	ies NH I	Cards Sessio	n Help Version 10					
F3 - Patient	5 - Drug	F7	- Doctor	F9 - W	orkflow	F10 - Pickup F11	- Drop-o	ff F12	- New Rx	Alt+X - Star	t
st Name Kroll			First Name	Wendell		Salutation Mr.	•	OK I	Save	X Cance	Profile
(1. 1. T. DEll					All Rxs
rofile - <mark>All Rxs (</mark> 9)				space	- Back to P e- mark mu	atient F - Remi	R - Keprii C - Cance	nt D·	Inactivate	<u>x</u> tra Functions	Active Rxs
Status	Orig Rx	RxNum	Date	Ago Qty	Auth Re	m BrandName		Doctor	si	q	Active Rxs w/Passtimes
Unfilled	1000013	1000013	04/09/2018	0	30 30 30	Apo-Zopiclone 7.5mg	R.	He, Wend	iell 1	TABLET EVERY EV	Refillable Rxs
Not Disp.	1000012	1000012	04/09/2018	0	30 30 30 30 120 90	Tecta 40mg		He,Wend	lell 1	TABLET 1 TIME DA	Pricing Profile
	1000009	1000009	30/08/2018	5	30 30 0	ACT Valsartan 160mg		He, Wend	lell 1	TABLET 1 TIME DA	Not Disp./OTC Rxs
	1000008	1000008	30/08/2018	5	30 30 0	Apo-Valsartan 80mg		He,Wend	lell 1	TABLET 1 TIME DA	Rxs Filled in Error
ínact	1000006	1000006	14/08/2018	21	15 30 15	Accel-Candesartan 8n	ng	He,Wend	lell 8	mg 1 time daily	Suspended Rys
	1000005	1000005	14/08/2018	21	30 30 0	ACT Valsartan 80mg		He,Wend	lell 80	MG 1 TIME DAIL	Juspendeu ixs
inact (Iransferred Out)	1000002	1000002	14/08/2018	21	30 30 0	Apo-Rosuvastatin 5m	g	He, Wend	1611 5 1611 16	MG 1 TIME DAILY	Iransactions
	1000001	1000001	14/00/2010		50 50 0	Accel-cundesartan 10	ing	ne, went		ING I TIME DAL	Filter Profile Rxs
			ſ	Please Selec	t a choice	X	D				Perform Clinical Analysis
											View
llergies (0)	Add D	ua) (F2)(In	s Del Con	The order	has been add	ed to the To Do list.					Alternate Addresses
				Do you w	ant to fill it no	w?	ations	other		Cu Cu	Batches
			Pal					Consent Privacy Unkn	own		Charting
					Ves	No					Consents
			Pa					Unit Dose	2012/12/06/06/2012/20		Credit Cards
edical Conditions (0)		[F2][In	s(Del)	-				Type	<none></none>	1	Documents (0)
			Pres	criptions				Cycle	<none></none>		EDreccribe Mercager
			Deliv	ery Type D	efault (Pickup)	•	Price Group	<default> (<no< td=""><td>ne>)</td><td></td></no<></default>	ne>)	
			Deliv	ery Route			+	Rx Totals			History
			Price	Group <	None>		•	Rx Count		ji.	7 Limited Use Items
roups (0)		[E2][In	and Druc	line 1 D	efault (Brand	 2 Default (Generic) 		Dollar value		\$121.00	Professional Services (1)
oups (o)		(r2)(In	Doul	bla Count	let Desivised		10	Reset date		Reset	Rx Counseling History
				la Kaall Care		Card			Description	ID	Rx Notes
				o Kroll Care	Calendar on La	ibel	3	Snap Caps	Documented		1 To Do Items
								- auch caba	socumented		

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

F3 - Patient	F5 - Drug	F7 - Doct	or F9	- Workflow	F10	- Pickup	F11 - Drop	p-off	F12 - New Rx	Alt+	X - Start		
		Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total				Workfl	ow Actions
	Data Entry	4	0	0	0	0	0	4				Get Wo	k
	Dackaging	2	0	0	0	0	0			1 Cat	Mark	Waiting	for Pickup
	Packaging]		0	U	0	0	3		✓ Get	VVOFK	Pending	Adjudication (0)
	Pharmacist Verification	0	0	0	0	0	0	0				Trouble	(0)
	Incomplete Pickup	0	0	0	0	0	0	0				EPrescri	be Notifications (14)
									Mark Door	0		Rx Cour	seling (0)
's In I	Progress					Г	E. Call and	spa	ce - Mark KXS	2 <u>R</u> ef	resh	Professi	onal Ser <u>v</u> ices (0)
							r - can up r		ei - Delete				
Do Origin	Tote Due	RxNum V	VO # Patie	nt	BrandN	ame	Do	octor	Next Workf	ow Action	Troub 🔺		
escribeIT	21 days ago		8 Kroll,	Wendell	Apo-Ra	mipril 5mg No	strength sp He	e, Wendell	Entered				
escribeli	5 days ago	-	13 Kroll,	vvendell	candesa	artan No stren	igth specifie He	e, wendell	Entered				
Second and A	E shares a see		21 Mar 11	The second set		- 00		14/10/10/10/11	Endersed				
rescribelT rescribelT	5 days ano 55 secs ago		21 Kroll, 27 Kroll,	Wendell	rosuvas	n 80 ma 80 ma tatin No stren	n He gth specifie He	e Wendell e, Wendell	Entered Entered				
rescribeIT rescribeIT	SS secs ago		21 Kroll	Wendell	rosuvas	<u>n 80 ma 80 ma</u>	a i li g Igth specifie He	e Wendell	Entered Entered				





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

			_								
	This order is not Electronic Authoritative. A paper copy is re	quired.	5								
Order Ref	erence				Messages						
1.2.2.3.3.7	7.1011281.2:7fd4c00b-8994-4f95-8e84-16dafb5ce2b2										
Written Da	te Do Not Dispense Before Expiry Date										
04/09/20	8 04/09/2018										
Patient					_						
Name	Mr. Kroll, wendell				Process						
Address 1	220 Test Koad			Gender	M						
Address 2	North Mart			DOR	988-01-13						
City	North York	Prov	IN	Postal	MIV IVI						
Phone	Home: (416) 219-9000	tome: (416) 219-9000 ON PHN 2371283165									
Allergies	Penicillins (Suspected); Salicylates										
Observ.	143 centimeter(s) (07/08/2018); 80.17 kg (07/08/2018)										
Drug											
Name	rosuvastatin										
Strength	No strength specifie										
Form	Tablet										
Provider											
Name	Dr He Wendell										
- territe	33800 Specialty										
liconco #			Role	Docto	r						
License #			NOIE	Docto							
License # Location Address	5102 48 5t										
License # Location Address City	5102 48 St, Vellowknife	Prov	NT	Postal	X1A 1N6						

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 PrescribelT® prescription has a digital signature which is assigned by PrescribelT®. The presence of this digital signature authenticates the validity of prescription as the digital signature is provided by the PrescribelT® 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 PrescribelT® prescription. When Kroll receives the PrescribelT® prescription it automatically runs a signature validation check on the digital signature that was provided in the message using the PrescribelT® specific signature validation algorithm. If the signature validation checks fail, Kroll does not accept the PrescribelT®





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.

1-Workflow le Edit Uti	ilities Workflow	Cards Session H	lelp Version 10					<u></u>
F3 - Patien	t F5 - Dru	g F7 - Do	P9 - World	low F11 - Drop-off	F12 - New Rx	Alt+X - Start		
Presc	ribe Notif	ications	Folder Inbox	F2 - View Del - Delete	M - Modify Rx	New Mail	2 Refresh	[⊗] Workflow Actions Rxs To Do
Type	Dat	e	Doctor	Patient	Subject			Rxs In Progress
Comm Fail	ure 22/	0/2018 12:00:55 PM	Cius, Diana	Kroll, Diana	EMR rejected the Disper	nse/Cancel Notification:	Please revert to n	Pending Adjudication (0)
Comm Fail	ure 22/	0/2018 11:50:53 AM	l Cius, Diana	Cicco, Marlon Jr	Please revert to manual	processing. This messag	e was not able to	Fernang Aujudication (0)
Comm Fail	22/	0/2018 11-48-53 41	Ciur Diana		EMP rejected the Messa	ge: Dectination didn't n	ick the mercane t	Irouble (0)
Cancel Rx	Order 22/	0/2018 11:44:52 AN	Cius, Diana	Kroll, Diana	Unprocessed Order has	been Removed from the	e gueue: Cancel R	EPrescribe Notifications (94)
Cancel Rx	Order 22/	0/2018 11:42:51 AM	Cius, Diana	Kroll, Diana	Processed order should	be cancelled: Cancel Re	ason: Change in	
Comm Fail	ure 04/	10/2018 10:33:45 AM	Deangelis, Colomba	Cicco, Marlon Jr	EMR rejected the Messa	ge: Destination didn't p	ick the message f	Rx Counseling (0)
						Construction of the second sec	the state of the s	and the second se

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.

File Edit Utilit	ties WorldTow C	ards Sessie	in Hel	ip Ven	sion 10 (Sa	apphire)							
F3 - Patient	F5 - Drug	F	7 - Dod	tor	F9 - W	VorldIow	F11 - Dr	op-off		F13	! - New Rx	Alt+X - Start	
		Overdue	0-1	hrs	1-4 hrs	4+ hrs	Tomorroy	r Tro	uble		Total	[1 Carried
	Rxs To Do	3	0	0	0	0	0	1 6	0		3		Get Work
Due Te I	De										5	ace - Mark Rxs	C Befresh
Rxs To [Do								F-	Call	up Rx(s)	Del - Delete	C Refresh
Rxs To [ToDo Origin	DO	R	Num	wo #	Patient		BrandNam		F-	Call	sp up Rx(s)	Del - Delete	Refresh
ToDo Origin	Do ToDo Type Due (Cancel RX m 28)	R	Num	wo =	Patient Kroll, We	endell	BrandName	othiazide	F -	Call	sy up Rx(s) Doctor	Del - Delete Next Workflig Entered	C Refresh

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".

F3 - Pa	tient	F5 - Drug	F7	- Docto	r F9 - Wo	orkflow	F11 -	Drop-off	F12 -	New Rx	Alt+X	- Start		
ast Name	Kroll			First N	lame Wendell		54	alutation Mr		- OK		A Save	X Scan	Active Rxs
	TELEVIS VOLU				Phone Numbe	(f)	100	(F2)Tes [Dal]				[Active Rxs w/Passtimes
Address 1	25 York St	8			Description	Phone		(***)(****)(****)	Birthdate	01/01/1988		1		Refillable Ros
ddress 2					Home	(416) 111-	1111		Age	31 years				Pricing Profile
City	Toronto		· Pro	V ON V					Gender	Male	8.5			Not Disp./OTC Rxs
ostal	K1A 1A1	Country C	AN						Language	English	136			Rxs Filled in Error
imail				Send	Family Doctor				Height		*			Susnended Rys
Quick Code								F2 Clear	Weight		+	Load	Delete	Trapsactions
To Do											-			Perform Clinical Analysis
				-										View
Filter Hist	ory			+0 d	ays								-	Alternate Addresses
Items (6)	StaturTer	<i>t</i>	DueDate	Brandhla	ma		Dochia	me		Lomm	ant		(F2)Ins Bel	Batches
Callback	Commu	nication Erro	Duebate	ACT Tel	misartan 40mg		He W	endell		Simul	sted Comr	nunication Er	ror sending the	Charting
Callback	Failed			Apo-Car	ndesartan 16mg		He, W	endell		Simula	ted Error	Creating the B	Renewal Messag	Consents
Callback	Eailed		Nero un provincio del	Metroge	10.75%		He W	endell		Please	revert to a	manual proce	ssing. This mess	Credit Cards
Jew Rx	Deleted		16/04/2019	hydroch	lorothiazide		He, W	endell		ERxOn	der was ca	ncelled		Documents (0)
New Rx			16/04/2019	ACT Me	Mastauli 10mg		He W	endell		Filled	n 16/04/2	019 RxNum:	1000004	EBreccibe Mercaper
Territe.			20) 04/ 2020		John			chuch.		Tinco		in the second second		CPrescribe Messages
														Enx Orders
														History
														Limited Use Items
														Professional Services (1)
														Rx Counseling History
														Rx Notes
														To Do Items
														Work Orders

To review cancelling a PrescribelT® Prescription please review the PrescribelT 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.

e	ePrescribe Notifications Folder Inbox F2 - View S - Regend Del - Delete Del - Delete											
*	Туре	Date	Doctor	Patient	Subject A							
	Transmit Failure	18/05/2021 10:53:54 AM	Kramer, Provider	Smid, Renew_two	Could not send Dispense Notification for Rx 9000430: Please revert t							
	Transmit Failure	18/05/2021 10:47:54 AM	Kramer, Provider	Smid, Renew_two	Could not send Dispense Notification for Rx 1005610: Please revert t							
	Transmit Failure	18/05/2021 10:41:53 AM	Kramer, Provider	Smid, Renew	Could not send Dispense Notification for Rx 1005609: Please revert t							
	Transmit Failure	18/05/2021 10:00:51 AM	Kramer, Provider	Smid, Renew	Could not send Dispense Notification for Rx 1005607: Please revert t							
	Transmit Failure	18/05/2021 9:54:51 AM	Kramer, Provider	Smid, Renew	Could not send Dispense Notification for Rx 9000429: Please revert t							
	Transmit Failure	18/05/2021 9:26:50 AM	Kramer, Provider	Smid, Renew	Could not send Dispense Notification for Rx 1005606: Please revert t							
	Transmit Failure	10/05/2021 7:32:41 PM	Alligator, Prov	Test, Support	EMR rejected the Dispense/Cancel Notification: Please revert to man							
	Transmit Failure	10/05/2021 7:16:37 PM	Alligator, Prov	Test, Support	EMR rejected the Message: Destination didn't pick the message fron							
	Transmit Failure	10/05/2021 6:36:26 PM	Fife, Provider	Test, Baby F	EMR rejected the Dispense/Cancel Notification: EMR System Rejected							
	Transmit Failure	10/05/2021 6:49:28 AM	Mobile, Provider	Smith, Henu	EMR rejected eRenewal: Please revert to manual processing. This me							





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.

1	1-Start Screen
File Edit Recent Reports	Utilities Cards Session Help Version 10 💬 LiveChat with Kroll Support
F3 - Patient F5 -	Drug Ordering flow F11 - Drop-off F12 - New Rx Alt+X - Start
Last Rx Numbers Regular 1005632 Narcotic 9000431	Outbound Communications Merge Unmerge Adjust Current Wait Time Check Interactions Outk Price Outk Price Alt+= Followups Notes Outbound Communications Outbound Docs
Modify Rx	Delivery Orders
<u>R</u> eprint Rx	View Mail/Messages View Packager Batches due 0-1 hrs 1-4 hrs 4+ hrs Tomorrow Trouble Total
<u>C</u> ancel Rx	View Pending Network Queue 7 0 0 0 0 0 137
Modify Specific Rx #	
	Script Reentry Mode
Reprint Specific Rx #	Credit Card Password Manager
Counsel Rx	Drug Prug
	Patient/Rx Import
	Printed Document Scan/Import
	EPrescribe Log

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

2	ePrescribe Log											
	Days 7											
-	Log Entries (102)											
4	Source	Date	Dir	Transaction	Status	PatName	DocName	Error 🔼				
	PrescribelT	19/05/2021 10:45:48 AM	Out	Renewal Reque	Success	Smid, Nd_three	Kramer, Provider					
1	PrescribelT	19/05/2021 10:44:05 AM	In	Renewal-Denie	Success	Smid, Nd_three	Kramer, Provider	Doctor refused refill: Pat				
¢	PrescribelT	19/05/2021 10:40:46 AM	Out	Renewal Reque	Success	Smid, Nd_three	Kramer, Provider	=				
	PrescribelT	19/05/2021 10:40:04 AM	In	Renewal-Denie	Success	Smid, Nd_three	Kramer, Provider	Doctor refused refill: Too				
2	PrescribelT	19/05/2021 10:36:46 AM	Out	Renewal Reque	Success	Smid, Nd_three	Kramer, Provider					
	PrescribelT	19/05/2021 10:35:45 AM	Out	Dispense Notifi	Success	Smid, Nd_three	Kramer, Provider					
	PrescribelT	19/05/2021 10:24:00 AM	In	Renewal-Appro	Success	Smid, Nd_three	Kramer, Provider					
	- · · · -				-	- · · · · · · ·						





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

PrescribelT® 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 PrescribelT® 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 PrescribelT® link. 'SK Nurse' may also be used if the prescriber is a Nurse Practitioner.

Last Name Autores	ponde First Nam	e Autoresp	ond Salutation [Dr. V Qu	uickCode		OK	Select	t	🛛 👗 Scar	1
Addresses							P <u>h</u> one N	umbers (2)		F2 I	ns Del
<u>A</u> dd <u>M</u> o	dify <u>D</u> elete	Primary Loc	ation 🗹		Docto	r Active 🔽	Descriptio	n	Phone		
Locations (1)	F2 Ins Del	Address 1	101 Test Street				Office		(555) 55	5-5556	
Office		Address 2					Office (F	AX)	(555) 555-5555		
		City	Saskatoon	Prov	SK (SASK						
		Postal	M5J 3A4	Country	Canada	~					
Ctrl 🕈 Prev	Ctrl ∳ Next	Phone	(555) 555-5556	Fax	(555) 555	-5555					
ePrescribe							<u>G</u> roups (0)		F2 I	ns Del
C <u>o</u> mments (0)						F2 Ins Del					
Topic	Comment										
General Licence	s									← 0	trl →
Licences (2)	-								F	2 Ins Del ^	† ^4
Licence Type				Licence #	Ref ID	Licensing	Body				^
SK Doctor				20061	71	College o	f Physiciar	s and Surgeo	ns of Sas	katchewan	
SK Health SPRID				9999	71	SK Health	Service P	ovider Registi	ry Identif	ier (SPRID)	·
											~





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.

		Postal	M5J 3A4	Country (anada	~
Ctrl ↑ Prev	Ctrl ∳ Nex*	Phone	(555) 555-5556	Fax (555) 555	5-5555
ePrescribe		💋 Add/Modi	fy Licence	3		× F2 Ins Del
Comments (0)		Designation	Doctor	Filtered 🗌	J	
Topic	Comment	Туре	SK Health SPRID			~
		Licence	9999	Override [Ref II	ID 71
1						
Genera Licences	5		🗸 🗸 <u>S</u> av	ve	×	Cancel 2 Ctrl 🔿
Licences (1)						F2 Ins Del At AV
Licence Type				Licence #	Ref ID	Licensing Body ^
SK Health SPRID					71	SK Health Service Provider Registry Identifier (SPRID)
SK Doctor				20061	71	College of Physicians and Surgeons of Saskatchewan





First New Rx received through PrescribeIT® from a prescriber

The first time a PrescribelT® 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 PrescribelT® Order will be on the left.

Address 1				Plane	a coloct the dector a	nd location	n that correspond to th	his order			
Address 2				rieas	e select the doctor a		in that correspond to th	iis order.			
City		Last Name Autores	ponde First Nam	e Autoresp	oond Salutation Dr.	~ Q	uickCode	ОК	🗸 Selec	t 🗙	Scan
Phone		Addresses		· · ·				Phone N	umbers (2)		F2 Ins Del
Allergies		Add Mo	dify <u>D</u> elete	Primary Loc	ation 🗹		Doctor Active 🗸	Descriptio	n	Phone	
Observ.		Locations (1)	F2 Ins Del	Address 1	101 Test Street			Office		(555) 555-555	6
L		Office		Address 2				Office (FA	X)	(555) 555-555	5
Drug	Flexil			City	Saskatoon V	Prov	SK (Saskatchew: V	· · ·			
Strongth	Elavii No strength specified			Portal	NAEL DA A	Country	Canada				
Form	Tablet			Postal	IVI5J 3A4	country					
FOIII	Tablet	Ctrl ↑ Prev	Ctrl ∳ Next	Phone	(555) 555-5556	Fax	(555) 555-5555				
Provider		Rx ePrescribe						Groups (())		F2 Ins Del
Name 2	Autoresponderlast, Autoresponderfirst	Comments (0)					F2 Ins Del				
License #	20061 Specialty	Topic	Comment								
Location	Office										
Address	101 Test Street,										
City	Toronto	1									
Phone	Work: (1555) 555-5556 Fax:	General Licences									← Ctrl →
Sia		-Doctor Informatio	'n	Pr	rimary Licence Num	ber		P	rescriptions/R	efills	
Admin Star	t Date	Designation	Doctor	TV] No Kroll Care		
10 mg 1 f	time daily	Specialty		~	SK DOCION			E	No Fax Refill	s	
		Prescribing Rights	Full Rights	Lic	tence 9999		Override Ref ID 7	1] No Phone Re	fills	
Use this	sig code text in the Rx.	Written Language	Faaliah	o	ther Licences (1) 🕓] No Professio	nal Service Faxe	s
Prescribed	Prescribed Authorized Written Language English				apaturo						
Qty 30 Ta	blet(s) Days Qty 30 Tablet(s)	Spoken Language			gilature						
Comments		Email	S	end							
Treatmen	t Type: Chronic	Dates					No image av	vailable			
nearmen	in type: entonic	Created On 10/0	1/2022 15:17:44				<u> </u>				

If the 'SK Doctor' field in Kroll **1** does not match the 'License #' on the PrescribelT® 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 PrescribelT® 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.

rder.		
Select	👗 Scan	
hone Numbers (2)	F2 Ins Del	
scription	Phone	
fice ((555) 555-5556	
fice (FAX) ((555) 555-5555	
roune (0)	F2 Inc Dal	
Toups (0)		
	Ctrl 🔿	
Prescriptions/Ret	fills	
No Fax Refills		
No Phone Ref	ills	
No Profession	al Service Faxes	
ie available		
	er.	

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.

Li	ast <u>N</u> ame Auto	oresponder	ne Autoresponderfir S							
	Addresses									
	<u>A</u> dd	<u>M</u> odify	Primary Location 🗹							
	Locations (1)		F2	Ins Del	Address 1	101 Test S	tr			
	Office		Address 2							
			City	Saskatoon						
				Postal	M5J 3A4					
	Ctrl 🕈 Pre	v (ltrl∳ Ne	xt	Phone	(555) 555-5	55			
eRx ePrescribe										
ſ	Add Pres	cribelT®								
ľ	opic	Comr	nent							

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.

🕖 ePrescribe Doctor Search - 🗆 X											
Last Name	Jerry		Lic Ref	Doctor	~			Ma	tching Reco	ds 🗸	Search
First Name	Provider		Lic #							×	Cancel
Address			Prov	Saskatchewan	~						
City											
Postal Code			Phone								
LastName		First Name		Licence Type	Prov	Licence Number	Phones		Language	PrescribelT	Comm
1											





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.

🕖 ePrescribe	Doctor Searc	:h										—		×
Last Name	Jerry		Lic Ref	Do	ctor	~				Ma	tching Reco	rds 🔽	Select	
First Name Provider		Lic #								1	🛛 🗶 Ne	w Search	n	
Address			Prov	Sas	skatchewan	\sim								
City														
Postal Code			Phone											
LastName		First Name			Licence Type	Prov	Licence Numb	er	Phones		Language	PrescribelT	Comm	
Jerry		Provider			Doctor	SK	98456				English	active	active	

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.

🥖 Update Doctor from Network — 🗆 >											
The Local information does not match the current Network information. Select the data that you want to update.											
The License does not match.											
	Local	Network	New Data								
Name	Jerry, Provider	Jerry, Provider	Jerry, Provider								
Address	131 Regina Expressway Saskatoon SK N3N3N3	131 Regina Expressway Saskatoon SK N3N3N3	131 Regina Expressway Saskatoon SK N3N3N3								
Phone	Office: (306) 555-1111	Office: (306) 555-1111	Office: (306) 555-1111								
Designation	Physician	Physician	Physician								
License	SK Doctor 9999	SK Doctor 98456	SK Doctor 98456								
	✓ Update	X Cancel									

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 PrescribelT[®] training video can be found here: <u>PrescribelT® Training</u>
- The Full PrescribelT[®] user guide can be found here: <u>PrescribelT® UserGuide</u>
- For any PrescribelT[®] 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.