

PrescribeIT®

Kroll FAQ's

October 2022

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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 Rx's from the Process Electronic Order screen?

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

 Process Electronic Rx Orders - □ ×

 **The following actions are suggested based on the available information. Please review and make any necessary changes before processing.**

Patient: <input type="text" value="Kroll, Abir"/>		Allergies: <input type="text"/>	
JHN: <input type="text" value="8403874699"/>	DOB: <input type="text" value="1996-Mar-01"/> 25 y	Sex: <input type="text" value="F"/>	Conditions: <input type="text"/>
PrescribeIT Order	Process Action	Local Rx	
[2020-Feb-28] 30 Tablet Cipraleax	Dispense order	N/A	<input type="button" value="F2"/>
[2020-Feb-28] 900 Tablet metronidazole 250 mg (250 mg)	Dispense order	N/A	<input type="button" value="F2"/>

Patient: <input type="text" value="Kroll, Cory"/>		Allergies: <input type="text"/>	
JHN: <input type="text"/>	DOB: <input type="text" value="1980-Mar-25"/> 40 y	Sex: <input type="text" value="M"/>	Conditions: <input type="text"/>
PrescribeIT Order	Process Action	Local Rx	
[2021-Jan-28] 60 Capsule Lyrica	Copy from existing Rx and dispense	[2021-Jan-28] Rx# 1000154, 60 CAP ACT Pregabalin 75mg	<input type="button" value="F2"/>

Patient: <input type="text" value="Kroll, Wendell"/>		Allergies: <input type="text" value="Penicillins"/>	
JHN: <input type="text" value="3283348476"/>	DOB: <input type="text" value="1988-Jan-01"/> 33 y	Sex: <input type="text" value="M"/>	Conditions: <input type="text"/>
PrescribeIT Order	Process Action	Local Rx	
[2021-Jan-27] 21 amoxicillin	Copy from existing Rx and dispense	[2020-Feb-03] Rx# 1000106, 30 CAP Apo-Amoxi 250mg	<input type="button" value="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) 

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) 

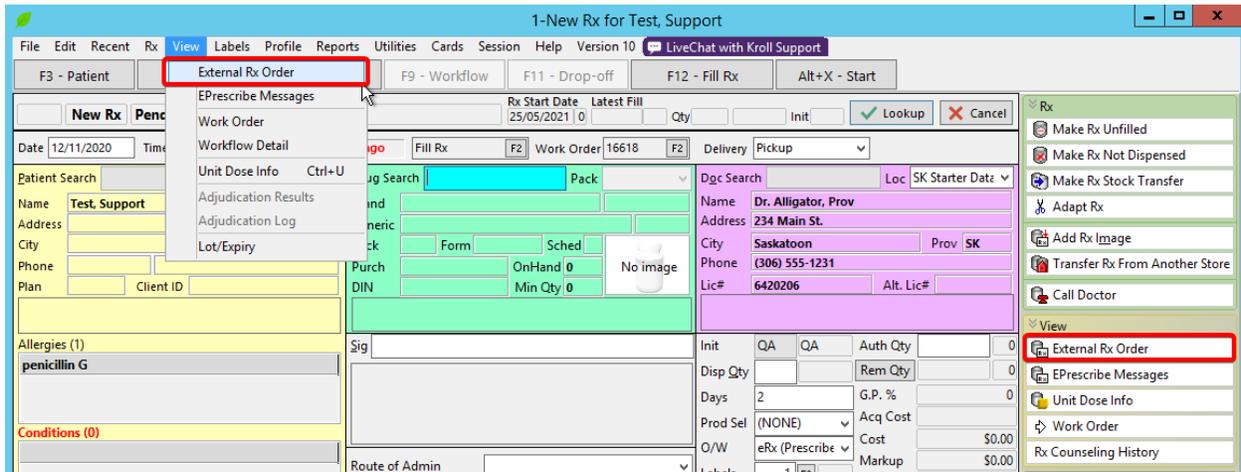
If the match shows a similar drug based on therapeutic class, the  icon will be displayed. If a match cannot be confirmed the  icon will be displayed.

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”.

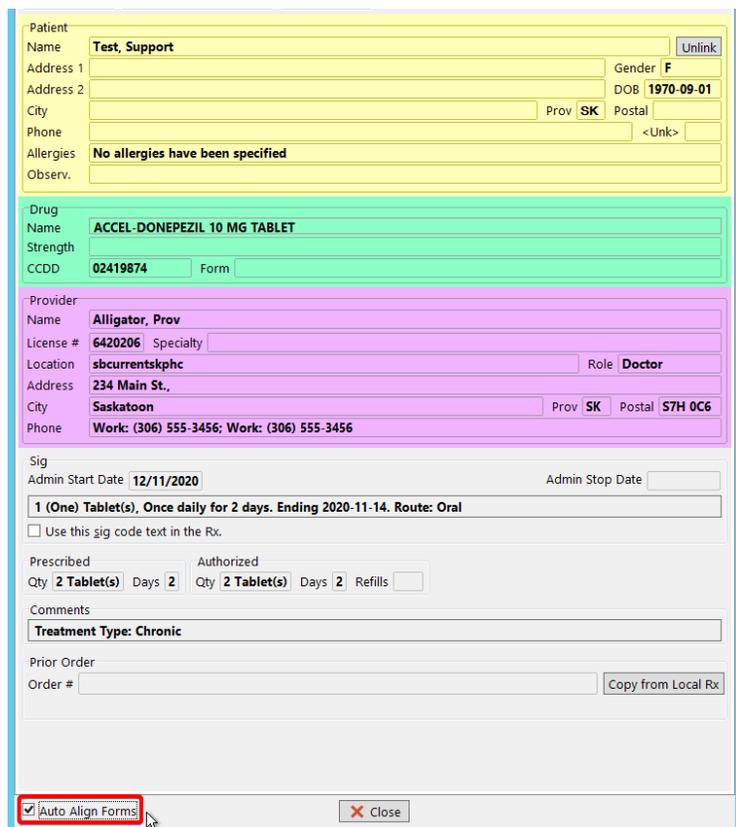
If you accidentally copy over the wrong “Local Rx” you may need to Unlink the Patient and return the eRx order to the ToDo Queue. Please review how to do this in the PrescribeIT® user guide or on our Training Videos.

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® Rx's automatically.

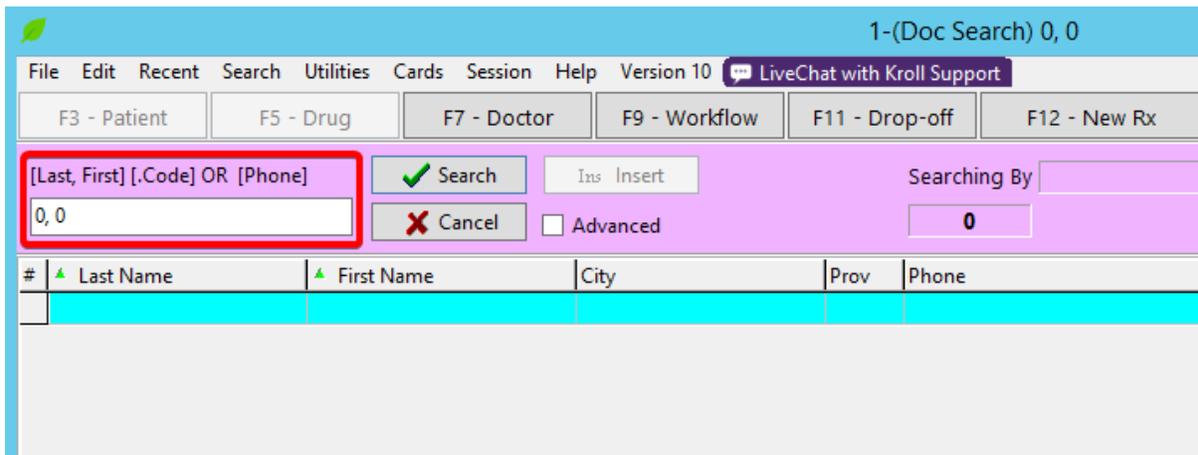


3. How do I search for Prescribers in my area that are using PrescribelT®?

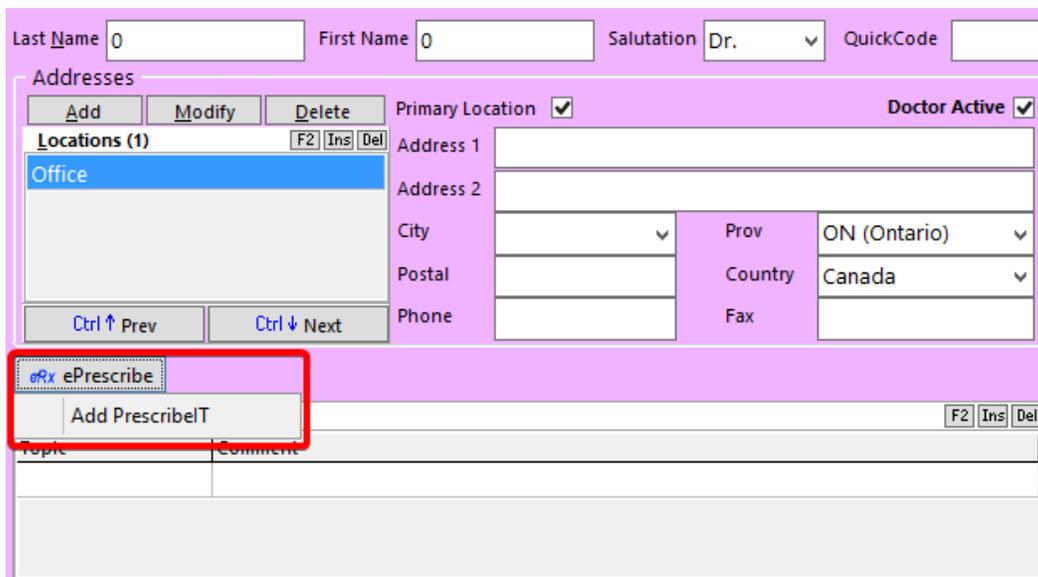
If you are live with PrescribelT® you will periodically receive an updated list of all Prescribers. You can search this list for Prescribers in your area OR you may search inside of Kroll using the following steps.

To search for a Prescriber on the PrescribelT® 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 PrescribelT®.



- 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.

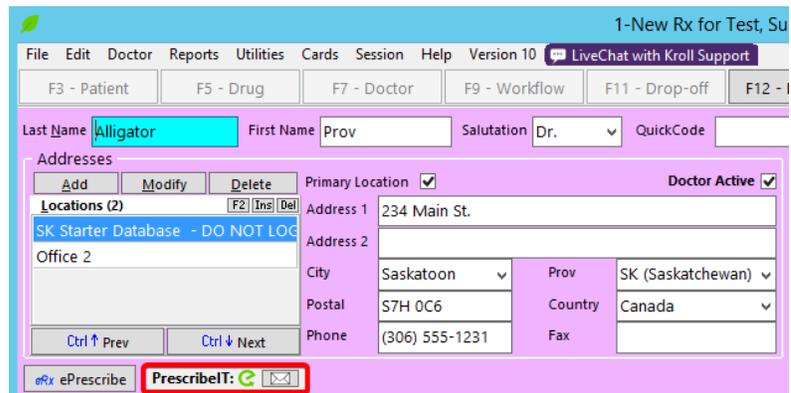
Last Name	First Name	Licence Type	Prov	Licence Number	Phones	Language	PrescribeIT	Comm

- 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.

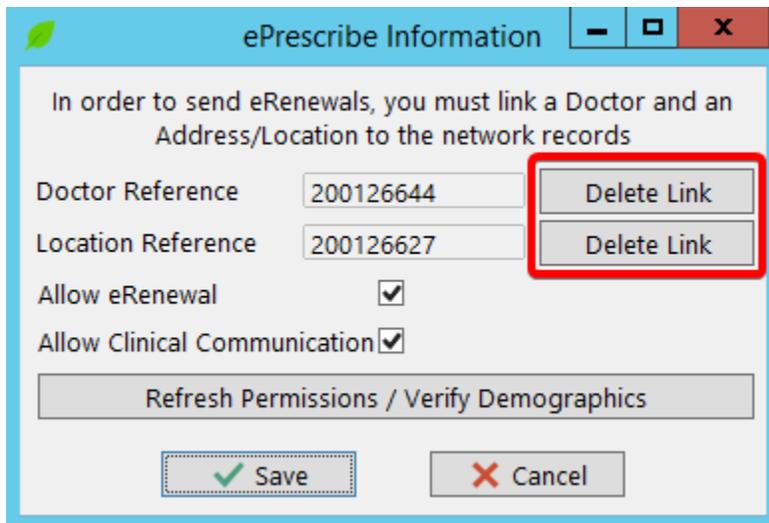
LastName	First Name	Licence Type	Prov	Licence Number	Phones	Language	PrescribeIT	Comm
Test	TPR	Dentist	ON	22222222		English	active	active
Day	James	Nurse Pract...	ON	79871		English	active	active
Aha	Alex	Doctor	ON	32489		English	active	active
Doe	James	Doctor	ON	898989		English	active	active
Lee	Alvin	Nurse Pract...	ON	100962		English	active	active
Bell	Austin	Doctor	ON	54425		English	active	active
DeletedCC	PrescribeITActive	Doctor	ON	99999		English	active	inactive
WithCCDeleted	PrescribeIT	Doctor	ON	99999		English	inactive	inactive
WithCCActive	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.



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



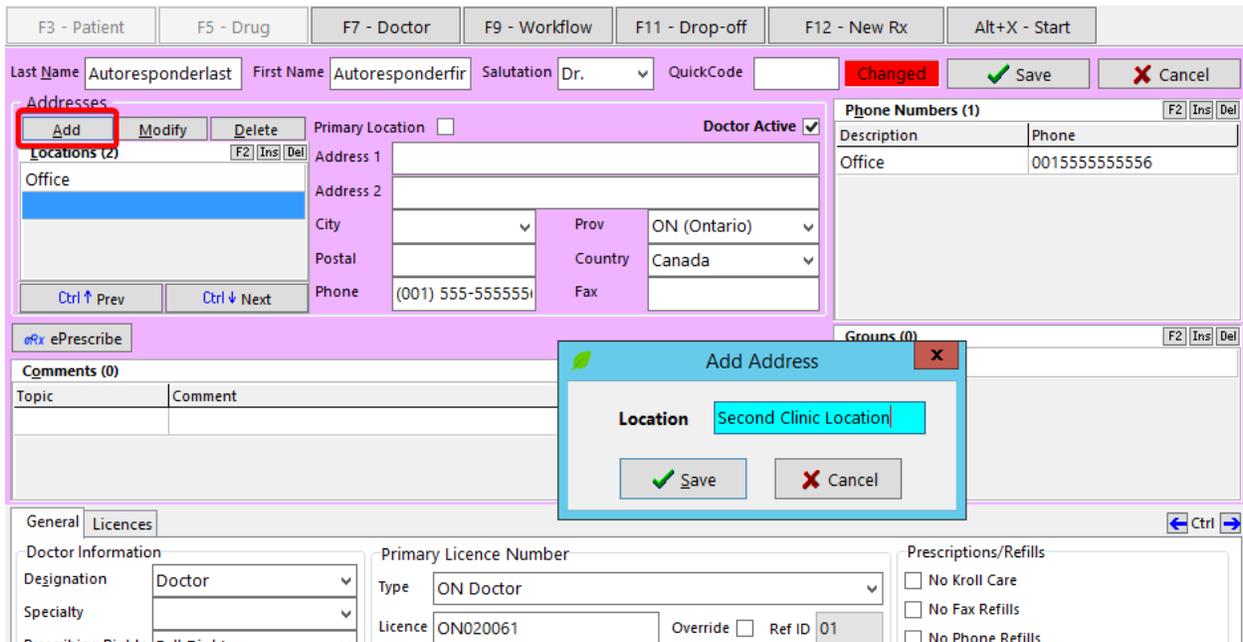
Clicking on the PrescriberIT® Icon on the doctor card as shown above will bring up the ePrescribe Information box. From here, you can click 'Delete Link' to remove the link.

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.

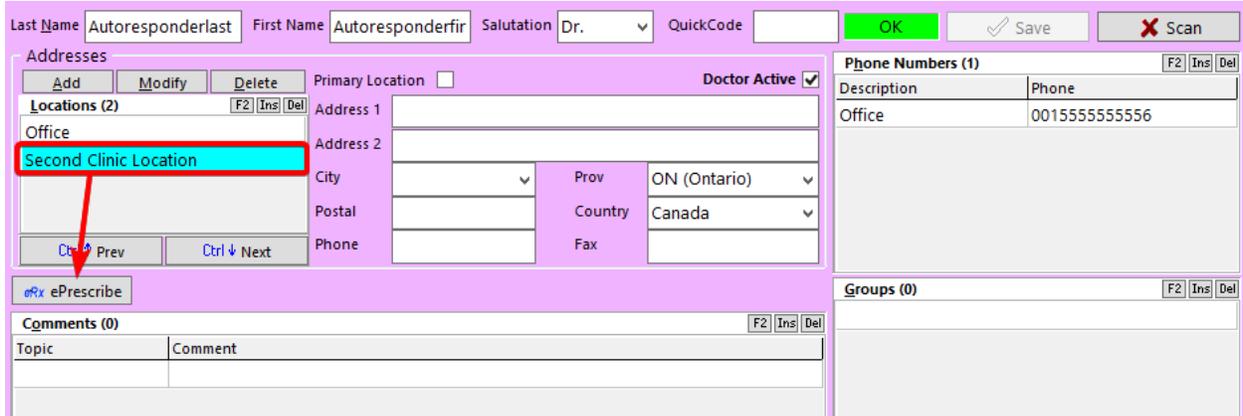
If you see multiple addresses for the Prescriber, you will want to first create a new office location locally in your doctor card, and then link the address to the correct local location:

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



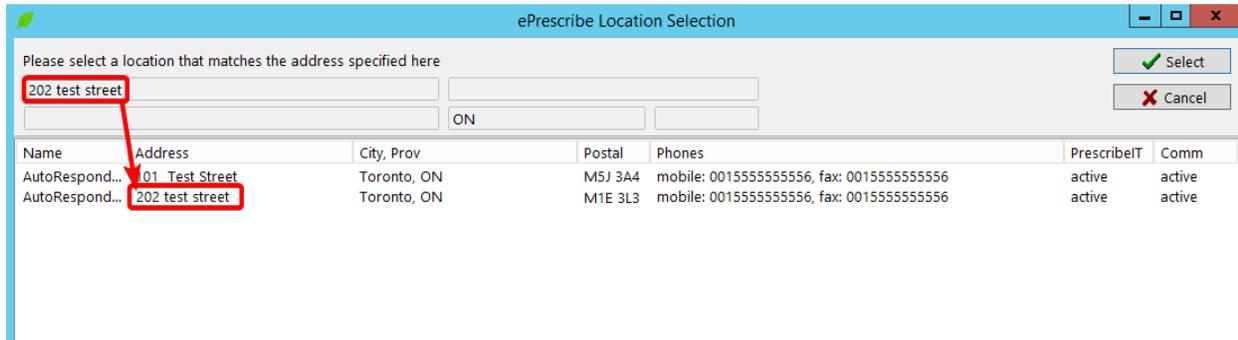
The screenshot shows the 'Add Address' dialog box in the Kroll software. The dialog box is titled 'Add Address' and has a 'Location' field containing 'Second Clinic Location'. There are 'Save' and 'Cancel' buttons at the bottom of the dialog. The background shows the 'Addresses' section of the software with the 'Add' button highlighted in red.

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



The screenshot shows the 'Addresses' section of the Kroll software. The 'Add' button is highlighted in red. The 'Locations (2)' list shows 'Office' and 'Second Clinic Location'. A red arrow points from the 'Second Clinic Location' entry to the 'ePrescribe' icon.

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

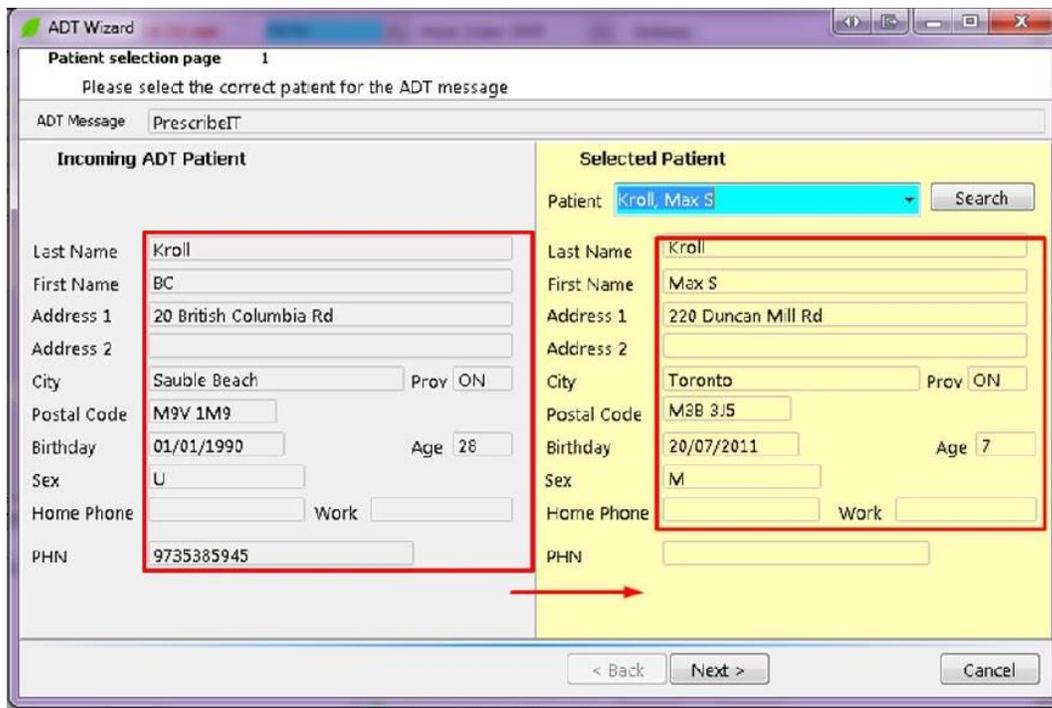


7. If I have linked an incorrect patient, how do I unlink the patient?

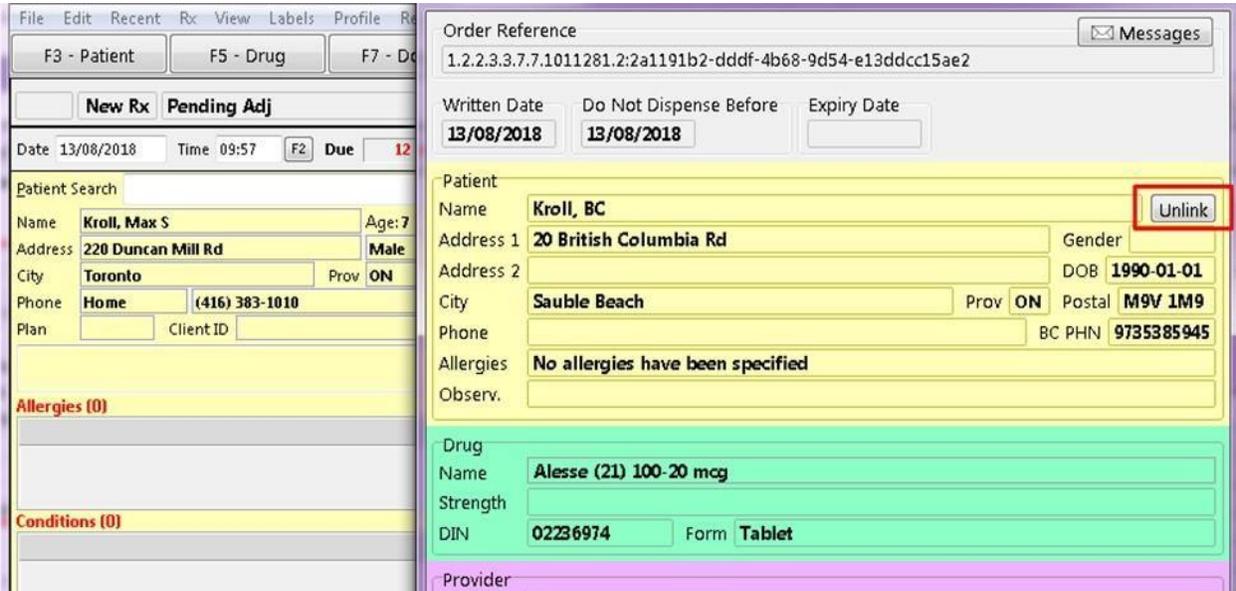
If a patient is incorrectly linked, you may receive prescriptions for an incorrect patient through PrescriberIT®. A user may break the link between the incorrect patient and the clinic in this case.

Unlinking Patients without any filled prescriptions

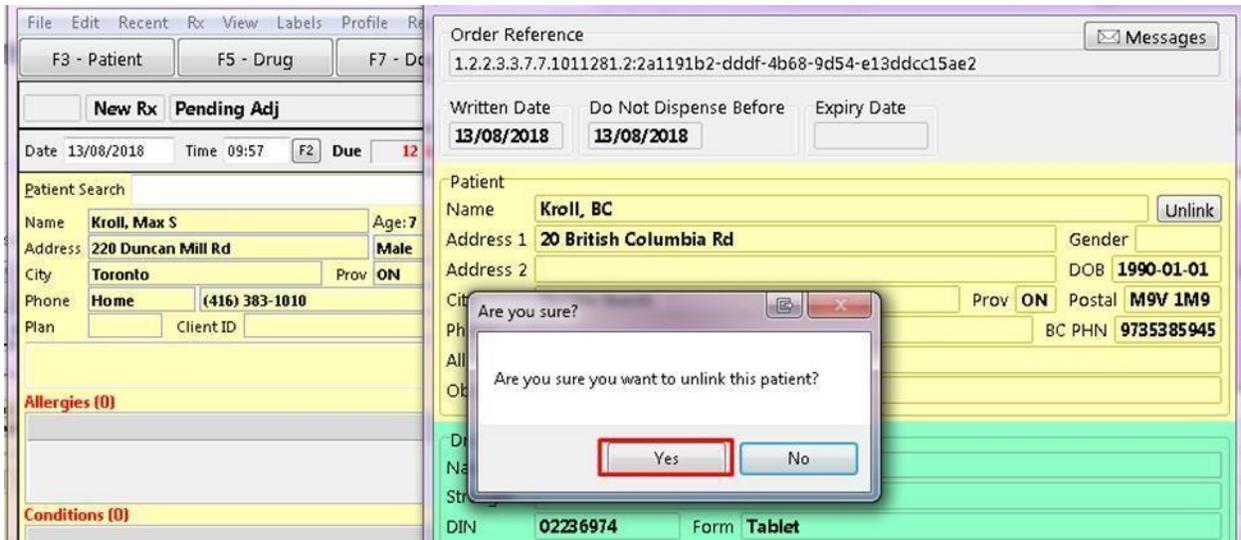
An incorrect patient has been linked to a PrescriberIT® incoming prescription from a specific clinic. Below example shows that the patients do not match and were incorrectly linked.



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.



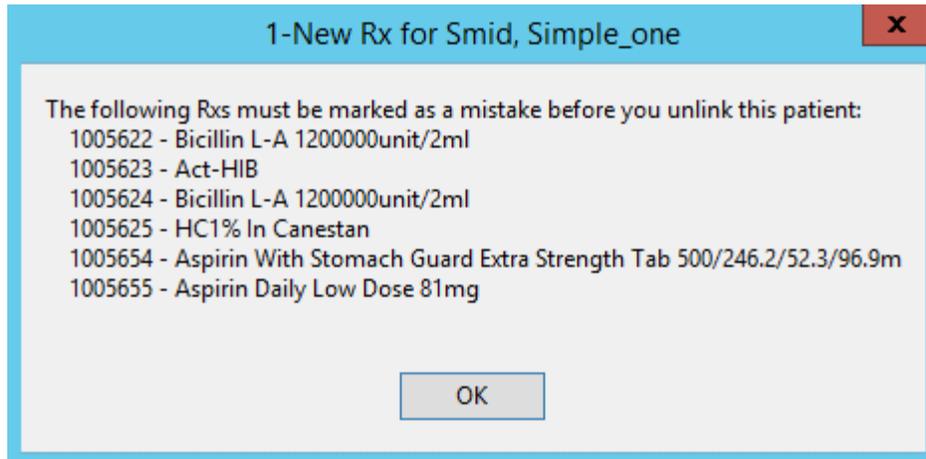
3. Click on Yes when prompted 'Are you sure you want to unlink this patient?'



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.

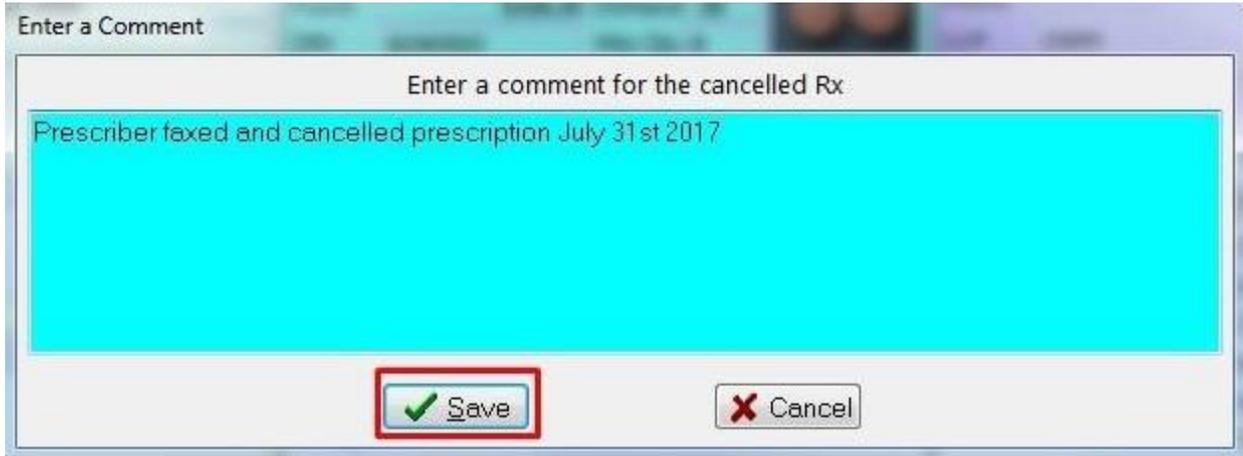
Unlinking Patients with filled prescriptions

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 eRx's 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 Rx's ToDo Queue.

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

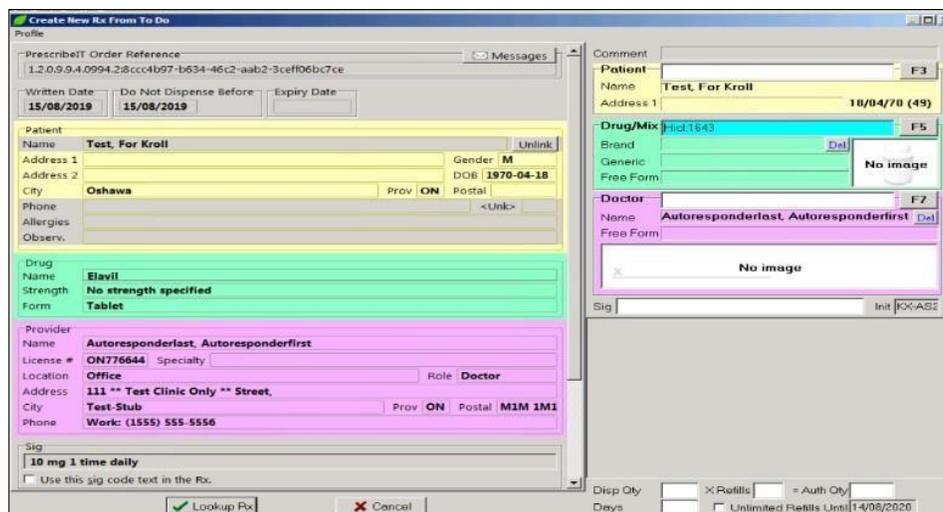


Once you have cancelled the PrescribelT® prescriptions you will now be able to unlink the patient. The PrescribelT® prescriptions will now be returned to the Rxs ToDo Queue, from where you can fill the eRx and link the correct patient.

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

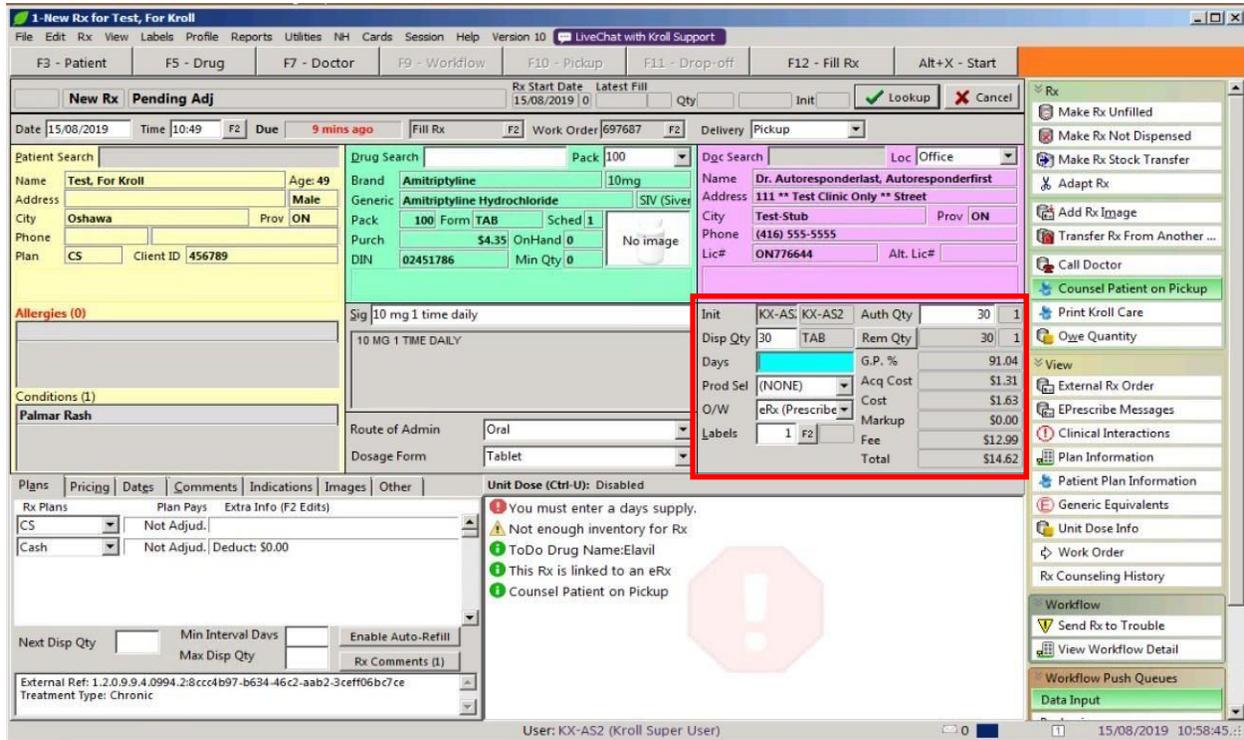
8. Why does my External Rx Order look different than indicated in the user guide or the training video?

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.



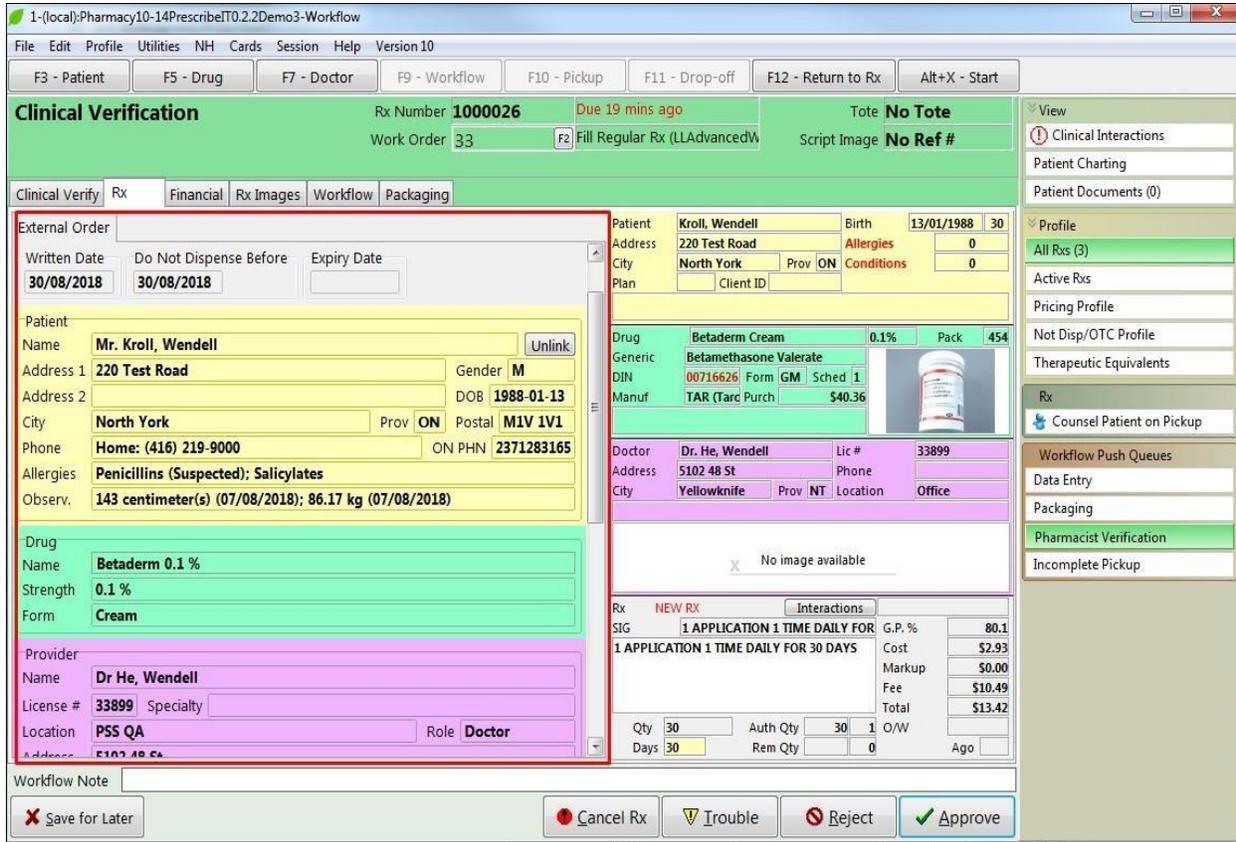
From this screen, go through each fill card on the right hand side (Patient, Drug, and Doctor) to verify you have the correct information. Typically, the patient and the doctor will be auto-selected, while you will have to confirm the brand and packaging of the product.

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.

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.



External Order

Written Date: 30/08/2018 | Do Not Dispense Before: 30/08/2018 | Expiry Date:

Patient

Name: Mr. Kroll, Wendell | Gender: M | Unlink

Address 1: 220 Test Road | City: North York | Prov: ON | Postal: M1V 1V1

DOB: 1988-01-13 | Phone Home: (416) 219-9000 | ON PHN: 2371283165

Allergies: Penicillins (Suspected); Salicylates

Observ: 143 centimeter(s) (07/08/2018); 86.17 kg (07/08/2018)

Drug

Name: Betaderm 0.1 % | Strength: 0.1 % | Form: Cream

Provider

Name: Dr He, Wendell | License #: 33899 | Role: Doctor

Patient

Name: Kroll, Wendell | Birth: 13/01/1988 | Age: 30

Address: 220 Test Road | City: North York | Prov: ON

Drug

Drug: Betaderm Cream | Strength: 0.1% | Pack: 454

Generic: Betamethasone Valerate | DIN: 00716626 | Form: GM | Sched: 1

Manuf: TAR (Tard Purch) | Price: \$40.36

Doctor

Name: Dr. He, Wendell | License #: 33899

Address: 5102 48 St | City: Yellowknife | Prov: NT | Location: Office

Rx

NEW RX | Interactions

SIG: 1 APPLICATION 1 TIME DAILY FOR 30 DAYS

G.P. %: 80.1 | Cost: \$2.93 | Markup: \$0.00 | Fee: \$10.49 | Total: \$13.42

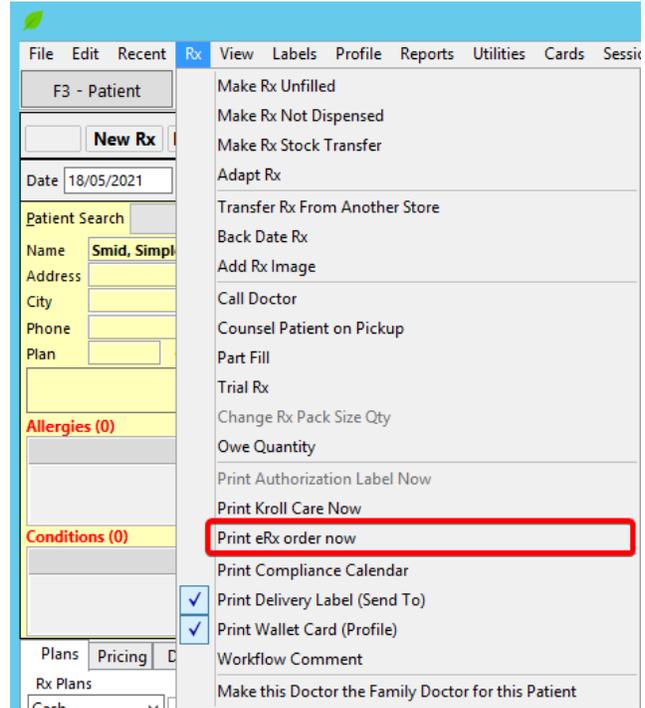
Qty: 30 | Auth Qty: 30 | O/W: 1 | Days: 30 | Rem Qty: 0

Workflow Note

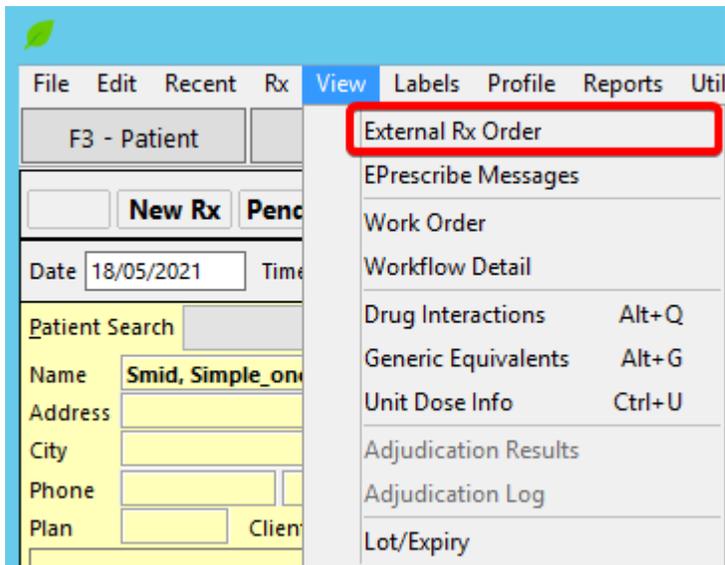
Buttons: Save for Later, Cancel Rx, Trouble, Reject, Approve

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.



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.



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

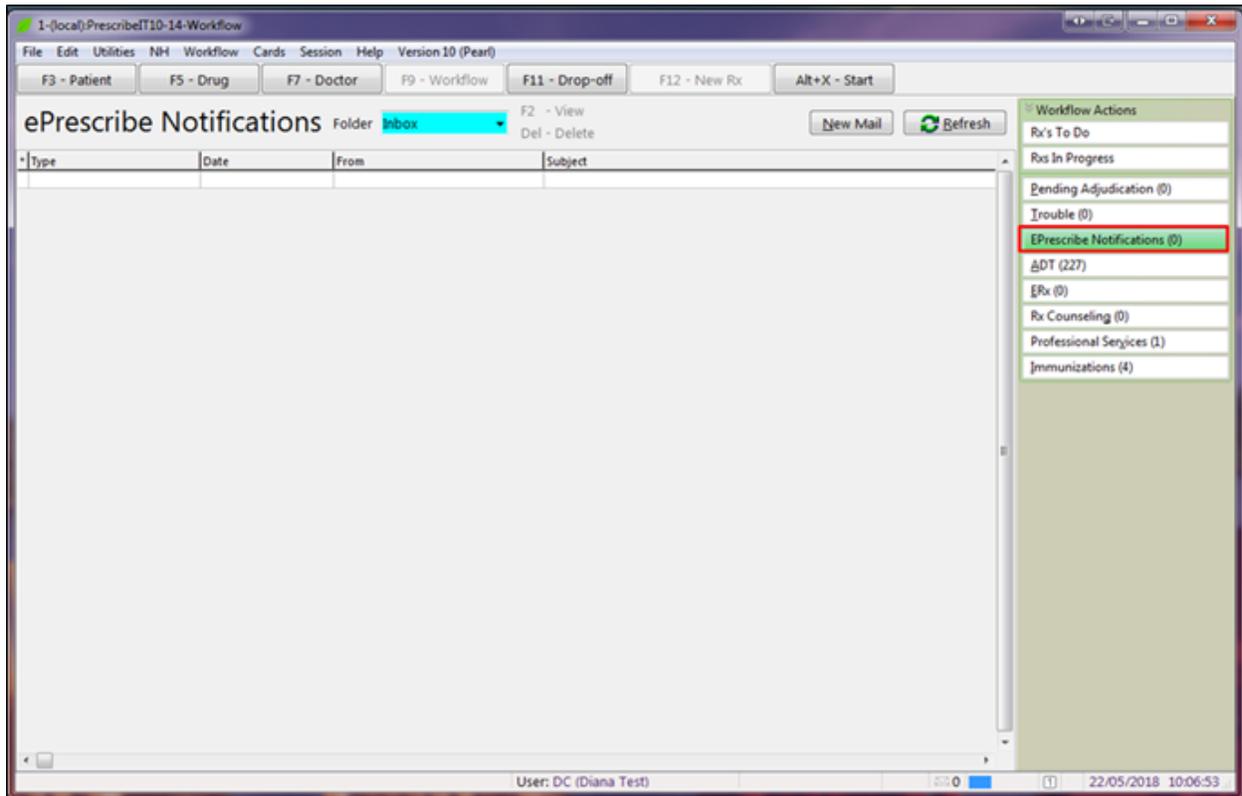
10. Does my hard copy display that the prescription is a PrescribeIT® Prescription?

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
<i>Betamethasone Valerate 0.1%</i>	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
Cost:2.93	Mkup:0.00
Pat:13.42	Fee:10.49
T.P.:0.00 -	Rem.:0
Total:13.42	
Counsel Date: _____	Pharmacist: _____
<input type="checkbox"/> Yes	<input type="checkbox"/> Patient
<input type="checkbox"/> No	<input type="checkbox"/> Phone
	<input type="checkbox"/> Agent: _____
	<input type="checkbox"/> Had before, reason: _____

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

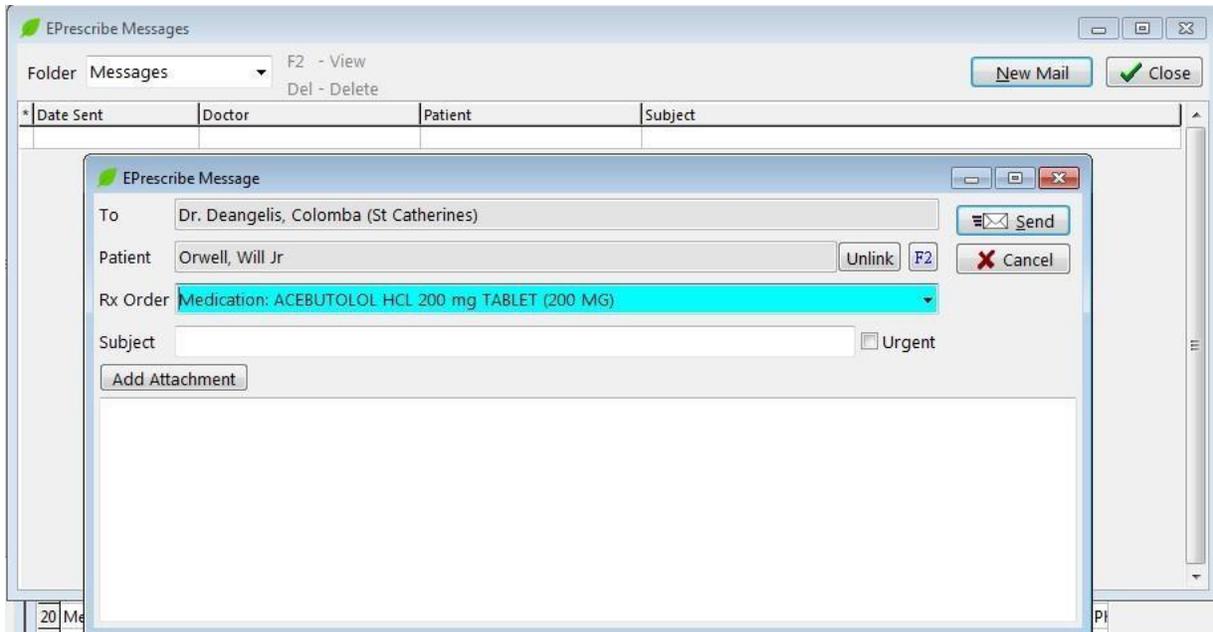
Notifications for Clinical Communication can be viewed by clicking F9 Workflow and then selecting ePrescribe Notifications from the right hand menu.



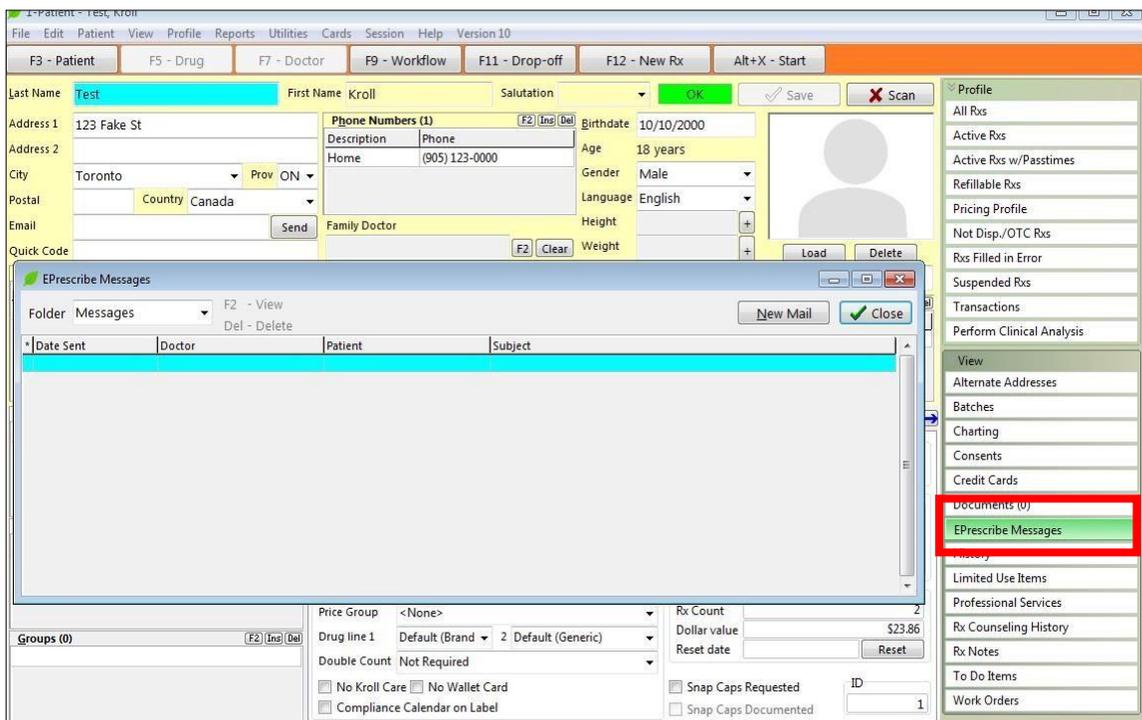
You can also send Clinical Communications from the External Rx Order. Call up a new External Rx Order from the 'Rx's to Do' or an existing one by clicking on 'Modify Rx'. Then click on message from the External Rx Order.



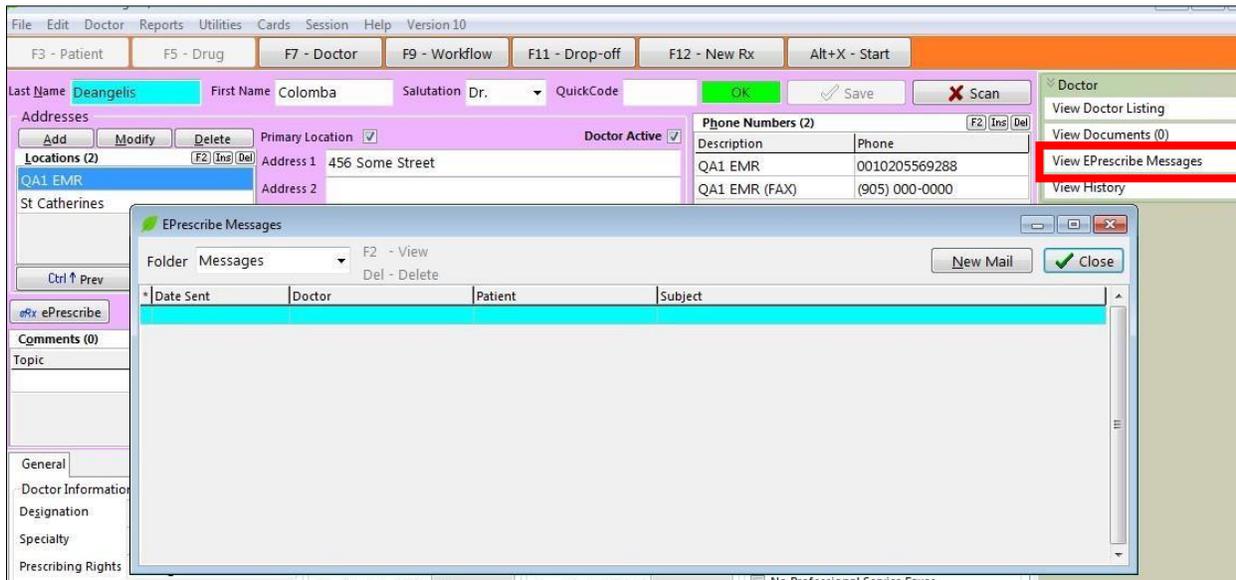
Once the EPrescribe Message box opens, click on 'New Mail'. This will automatically select the Patient, Drug, and Doctor information. **There is no need to attach an image of the Rx as it is done automatically.**



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 PrescribelT® enabled clinic, the Prescriber can provide the patient with a paper prescription while simultaneously sending an electronic version of the prescription to PrescribelT®. These are known as PrescribelT® deferred transmission prescriptions.

The paper prescription includes a PrescribelT® 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 PrescribelT® enabled pharmacy.

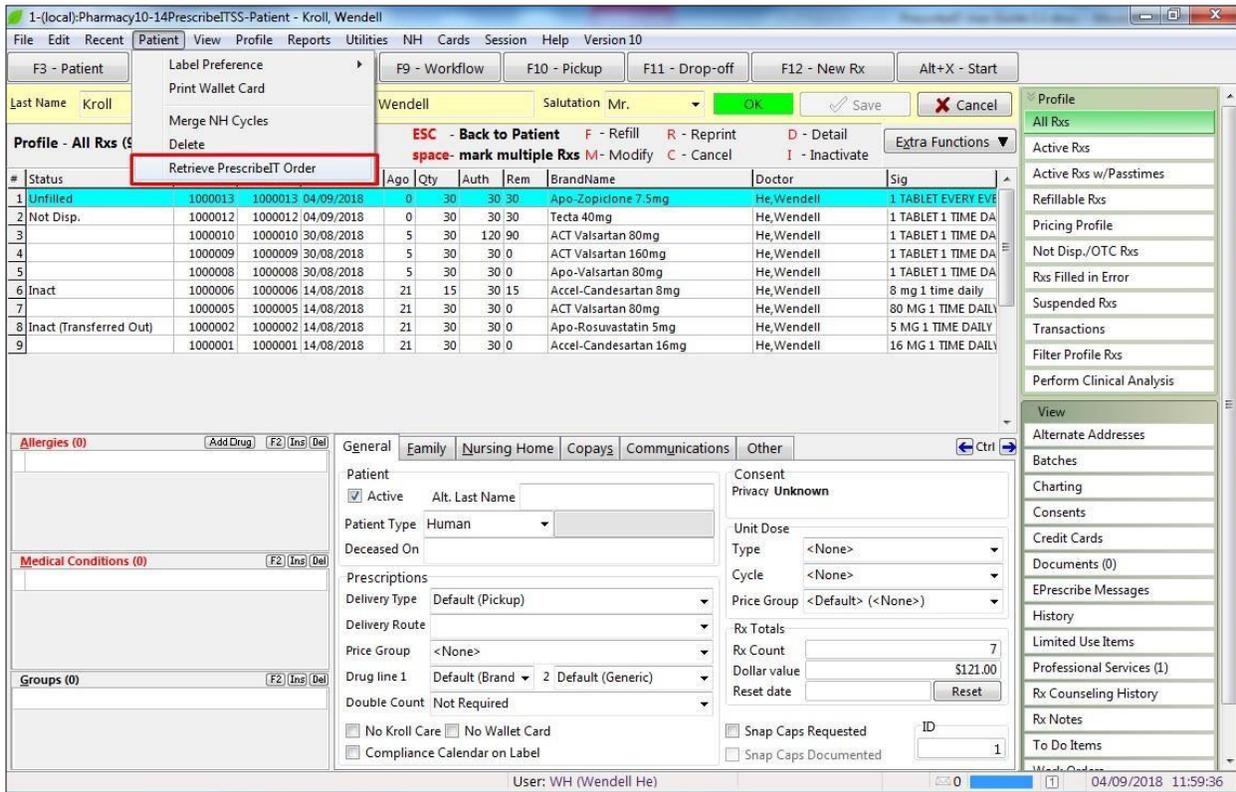
The paper prescription that the patient hands to the pharmacy is the authoritative version. For provinces where it is required, the authoritative printed copy can be scanned into Kroll.

Retrieving and Filling a Deferred Rx

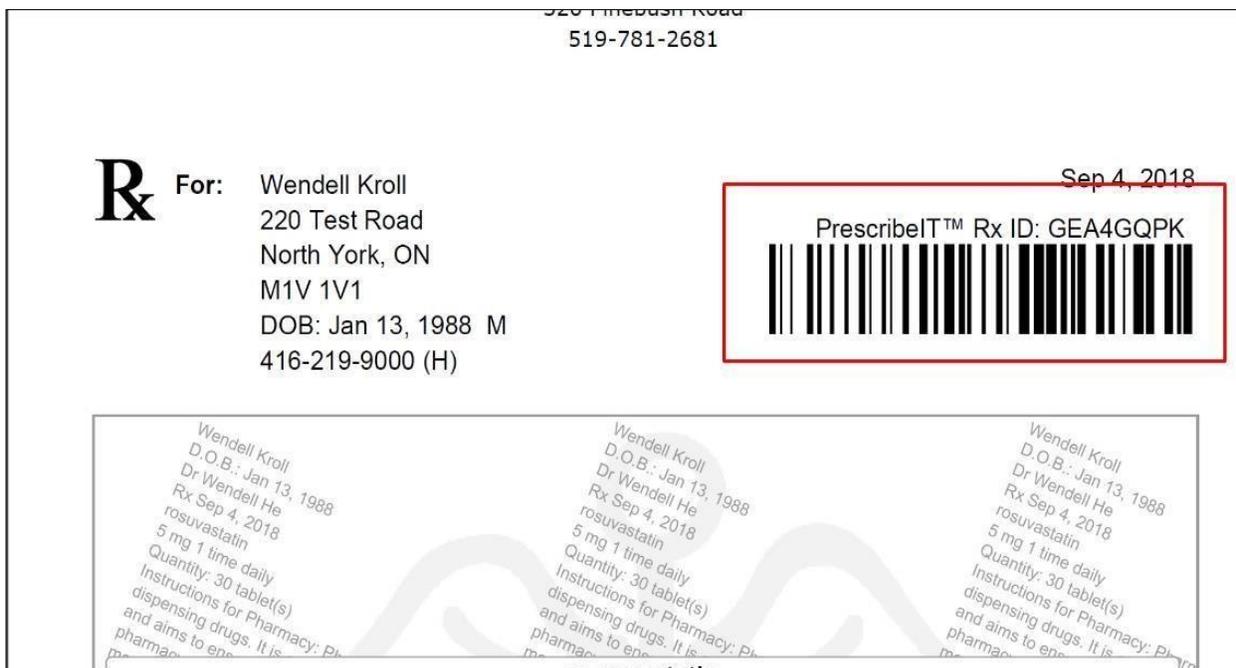
Navigate to the Patient Card by clicking F3. Search for your patient or create a new patient card if they do not exist in the local system (Please refer to the Kroll User Manual Page 71 –Creating Patient Records).

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 Prescriber® Order.



2. Using a handheld scanner, scan the Prescriber® 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

File Edit Recent Patient View Profile Reports Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start

Last Name Kroll First Name Wendell Salutation Mr. OK Save Cancel

Profile - All Rxs (9) ESC - Back to Patient F - Refill R - Reprint D - Detail space- mark multiple Rxs M - Modify C - Cancel I - Inactivate Extra Functions

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor	Sig
1	Unfilled	1000013	1000013	04/09/2018	0	30	30	30	Apo-Zopiclone 7.5mg	He,Wendell	1 TABLET EVERY EVE
2	Not Disp.	1000012	1000012	04/09/2018	0	30	30	30	Tecta 40mg	He,Wendell	1 TABLET 1 TIME DA
3		1000010	1000010	30/08/2018	5	30	120	90	ACT Valsartan 80mg	He,Wendell	1 TABLET 1 TIME DA
4		1000009	1000009	30/08/2018	5	30	30	0	ACT Valsartan 160mg	He,Wendell	1 TABLET 1 TIME DA
5		1000008	1000008	30/08/2018	5	30	30	0	Apo-Valsartan 80mg	He,Wendell	1 TABLET 1 TIME DA
6	Inact	1000006	1000006	14/08/2018	21	15	30	15	Accel-Candesartan 8mg	He,Wendell	8 mg 1 time daily
7		1000005	1000005	14/08/2018	21	30	30	0	ACT Valsartan 80mg	He,Wendell	80 MG 1 TIME DAILY
8	Inact (Transferred Out)	1000002	1000002	14/08/2018						ell	5 MG 1 TIME DAILY
9		1000001	1000001	14/08/2018						ell	16 MG 1 TIME DAILY

Retrieve Rx Order dialog box: Enter or scan the barcode for the PrescribeIT Order. [Red box around input field] Retrieve Rx Order Cancel

Medical Conditions (0) Groups (0) Allergies (0)

Prescriptions: Delivery Type Default (Pickup) Delivery Route Price Group <None> Drug line 1 Default (Brand) 2 Default (Generic) Double Count Not Required

Unit Dose Type <None> Cycle <None> Price Group <Default> (<None>) Rx Totals Rx Count 7 Dollar value \$121.00 Reset date Reset

Privacy Unknown Snap Caps Requested ID 1 Snap Caps Documented

User: WH (Wendell He) 04/09/2018 12:02:13

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

1-(local):Pharmacy10-14PrescribeITSS-Patient - Kroll, Wendell

File Edit Recent Patient View Profile Reports Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start

Last Name Kroll First Name Wendell Salutation Mr. OK Save Cancel

Profile - All Rxs (9) ESC - Back to Patient F - Refill R - Reprint D - Detail space- mark multiple Rxs M - Modify C - Cancel I - Inactivate Extra Functions

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor	Sig
1	Unfilled	1000013	1000013	04/09/2018	0	30	30	30	Apo-Zopiclone 7.5mg	He,Wendell	1 TABLET EVERY EVE
2	Not Disp.	1000012	1000012	04/09/2018	0	30	30	30	Tecta 40mg	He,Wendell	1 TABLET 1 TIME DA
3		1000010	1000010	30/08/2018	5	30	120	90	ACT Valsartan 80mg	He,Wendell	1 TABLET 1 TIME DA
4		1000009	1000009	30/08/2018	5	30	30	0	ACT Valsartan 160mg	He,Wendell	1 TABLET 1 TIME DA
5		1000008	1000008	30/08/2018	5	30	30	0	Apo-Valsartan 80mg	He,Wendell	1 TABLET 1 TIME DA
6	Inact	1000006	1000006	14/08/2018	21	15	30	15	Accel-Candesartan 8mg	He,Wendell	8 mg 1 time daily
7		1000005	1000005	14/08/2018	21	30	30	0	ACT Valsartan 80mg	He,Wendell	80 MG 1 TIME DAILY
8	Inact (Transferred Out)	1000002	1000002	14/08/2018						ell	5 MG 1 TIME DAILY
9		1000001	1000001	14/08/2018						ell	16 MG 1 TIME DAILY

Retrieve Rx Order dialog box: Enter or scan the barcode for the PrescribeIT Order. GEA4GQPK [Red box around input field] Retrieve Rx Order Cancel

Medical Conditions (0) Groups (0) Allergies (0)

Prescriptions: Delivery Type Default (Pickup) Delivery Route Price Group <None> Drug line 1 Default (Brand) 2 Default (Generic) Double Count Not Required

Unit Dose Type <None> Cycle <None> Price Group <Default> (<None>) Rx Totals Rx Count 7 Dollar value \$121.00 Reset date Reset

Privacy Unknown Snap Caps Requested ID 1 Snap Caps Documented

User: WH (Wendell He) 04/09/2018 12:02:55

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.

The screenshot shows the 'Profile - All Rxs (9)' window. A dialog box is open in the center with the text: 'Please Select a choice. The order has been added to the To Do list. Do you want to fill it now?'. The dialog has 'Yes' and 'No' buttons. The background window shows a table of prescriptions with columns for Status, Orig Rx, RxNum, Date, Qty, Auth, Rem, BrandName, Doctor, and Sig.

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor	Sig
1	Unfilled	1000013	1000013	04/09/2018	0	30	30	30	Apo-Zopiclone 7.5mg	He,Wendell	1 TABLET EVERY EVE
2	Not Disp.	1000012	1000012	04/09/2018	0	30	30	30	Tecta 40mg	He,Wendell	1 TABLET 1 TIME DA
3		1000010	1000010	30/08/2018	5	30	120	90	ACT Valsartan 80mg	He,Wendell	1 TABLET 1 TIME DA
4		1000009	1000009	30/08/2018	5	30	30	0	ACT Valsartan 160mg	He,Wendell	1 TABLET 1 TIME DA
5		1000008	1000008	30/08/2018	5	30	30	0	Apo-Valsartan 80mg	He,Wendell	1 TABLET 1 TIME DA
6	Inact	1000006	1000006	14/08/2018	21	15	30	15	Accel-Candesartan 8mg	He,Wendell	8 mg 1 time daily
7		1000005	1000005	14/08/2018	21	30	30	0	ACT Valsartan 80mg	He,Wendell	80 MG 1 TIME DAILY
8	Inact (Transferred Out)	1000002	1000002	14/08/2018	21	30	30	0	Apo-Rosuvastatin 5mg	He,Wendell	5 MG 1 TIME DAILY
9		1000001	1000001	14/08/2018	21	30	30	0	Accel-Candesartan 16mg	He,Wendell	16 MG 1 TIME DAILY

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

The screenshot shows the 'Workflow' screen with a table of 'Rx's In Progress'. A red box highlights the fourth row of the table. The table has columns for #, ToDo Origin, Tote, Due, RxNum, WO #, Patient, BrandName, Doctor, Next Workflow Action, and Troub.

#	ToDo Origin	Tote	Due	RxNum	WO #	Patient	BrandName	Doctor	Next Workflow Action	Troub
1	PrescribeIT		21 days ago			8 Kroll, Wendell	Apo-Ramipril 5mg No strength sp	He, Wendell	Entered	
2	PrescribeIT		5 days ago			13 Kroll, Wendell	candesartan No strength specific	He, Wendell	Entered	
3	PrescribeIT		5 days ago			21 Kroll, Wendell	valsartan 80 mg 80 mg	He, Wendell	Entered	
4	PrescribeIT		55 secs ago			27 Kroll, Wendell	rosuvastatin No strength specific	He, Wendell	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.

External Rx Order

This order is not Electronic Authoritative. A paper copy is required.

Order Reference: 1.2.2.3.3.7.7.1011281.2:7fd4c00b-8994-4f95-8e84-16dafb5ce2b2

Written Date: 04/09/2018 | Do Not Dispense Before: 04/09/2018 | Expiry Date: []

Patient

Name: Mr. Kroll, Wendell | Unlink | Process

Address 1: 220 Test Road | Gender: M

Address 2: [] | DOB: 1988-01-13

City: North York | Prov: ON | Postal: M1V 1V1

Phone: Home: (416) 219-9000 | ON PHN: 2371283165

Allergies: Penicillins (Suspected); Salicylates

Observ.: 143 centimeter(s) (07/08/2018); 86.17 kg (07/08/2018)

Drug

Name: rosuvastatin

Strength: No strength specific

Form: Tablet

Provider

Name: Dr He, Wendell

License #: 33899 | Specialty: []

Location: PSS QA | Role: Doctor

Address: 5102 48 St.

City: Yellowknife | Prov: NT | Postal: X1A 1N6

Phone: Work: (519) 781-2681

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 PrescriberIT® prescription has a digital signature which is assigned by PrescriberIT®. The presence of this digital signature authenticates the validity of prescription as the digital signature is provided by the PrescriberIT® 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.

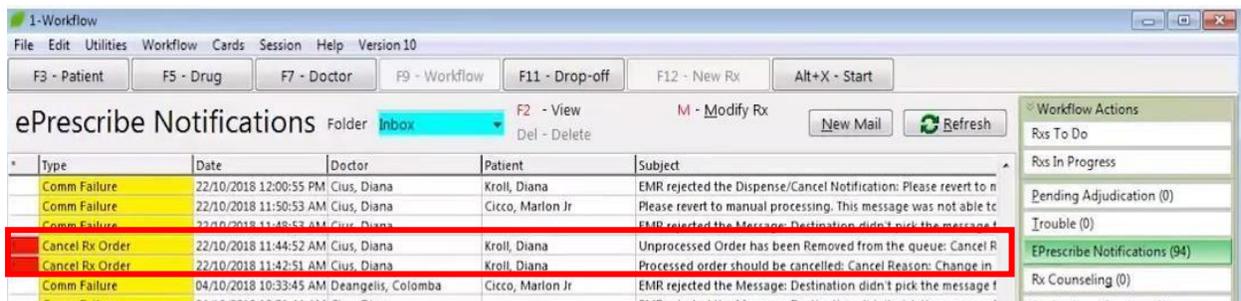
The validity of prescription is also being validated by Kroll upon receipt of each PrescriberIT® prescription. When Kroll receives the PrescriberIT® prescription it automatically runs a signature validation check on the digital signature that was provided in the message using the PrescriberIT® specific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

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 PrescriberIT® prescription is then brought into Kroll for the user to action.

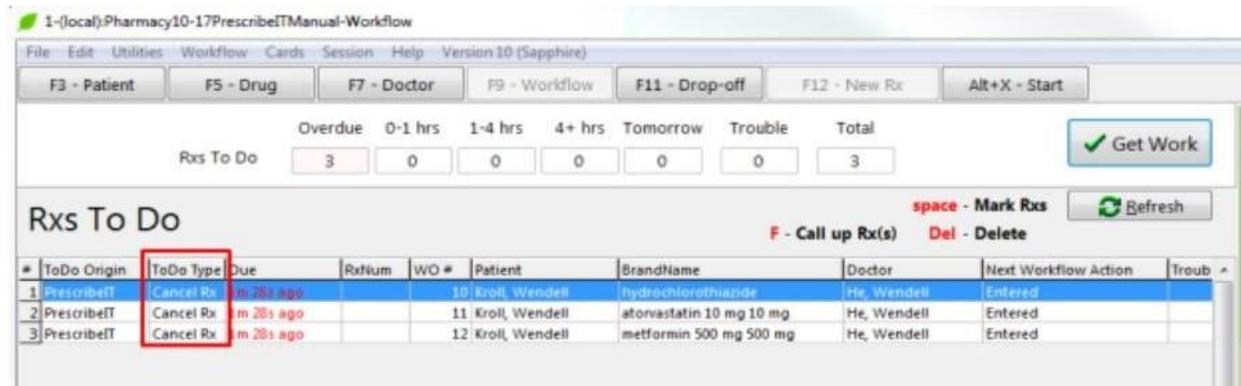
14. Cancelling a PrescriberIT® Prescription - Updated feature

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.



Type	Date	Doctor	Patient	Subject
Comm Failure	22/10/2018 12:00:55 PM	Cius, Diana	Kroll, Diana	EMR rejected the Dispense/Cancel Notification: Please revert to n
Comm Failure	22/10/2018 11:50:53 AM	Cius, Diana	Cicco, Marlon Jr	Please revert to manual processing. This message was not able to
Comm Failure	22/10/2018 11:48:53 AM	Cius, Diana	Kroll, Diana	EMR rejected the Message: Destination didn't pick the message!
Cancel Rx Order	22/10/2018 11:44:52 AM	Cius, Diana	Kroll, Diana	Unprocessed Order has been Removed from the queue: Cancel R
Cancel Rx Order	22/10/2018 11:42:51 AM	Cius, Diana	Kroll, Diana	Processed order should be cancelled: Cancel Reason: Change in
Comm Failure	04/10/2018 10:33:45 AM	Deangelis, Colomba	Cicco, Marlon Jr	EMR rejected the Message: Destination didn't pick the message!

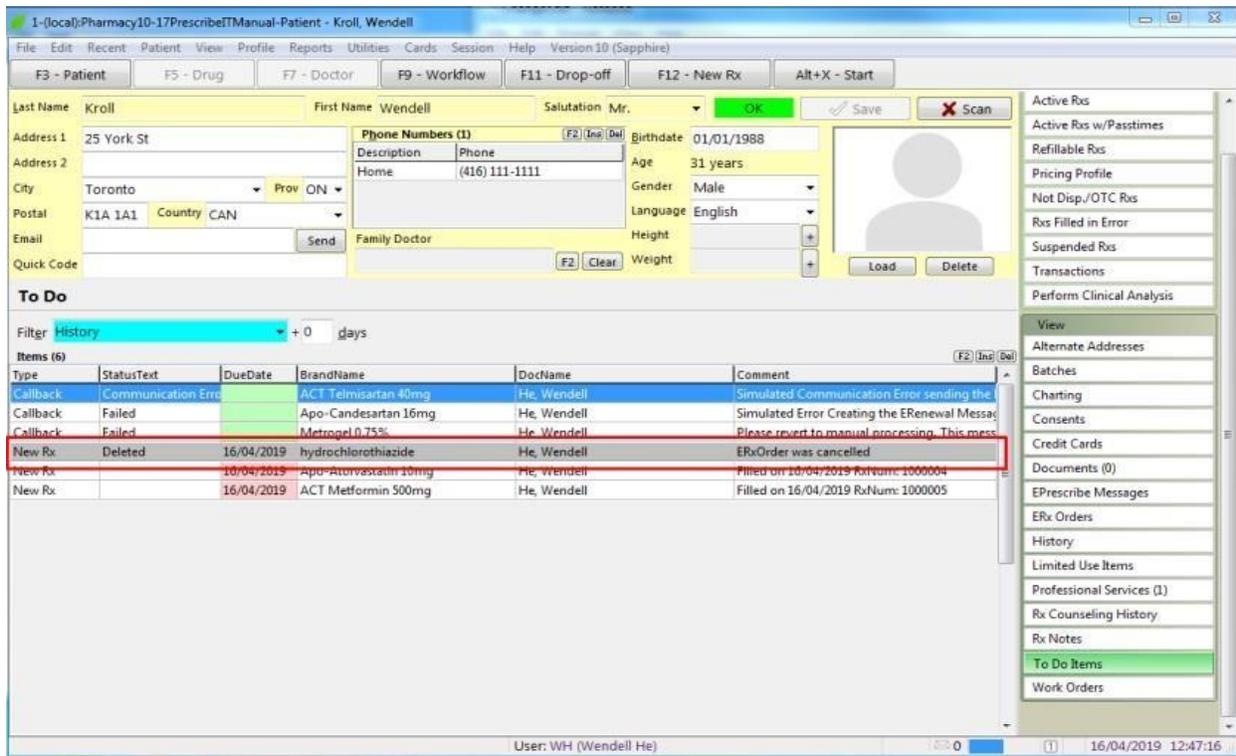
In Kroll Version 10.18 and above all Cancel Rx requests will appear in the Rxs ToDo/Data Entry Queue, and will be indicated as Cancel Rx under the ToDo Type Column.



ToDo Origin	ToDo Type	Due	RxNum	WO #	Patient	BrandName	Doctor	Next Workflow Action	Troub
1 PrescriberIT	Cancel Rx	m 28s ago	10		Kroll, Wendell	hydrochlorothiazide	He, Wendell	Entered	
2 PrescriberIT	Cancel Rx	m 28s ago	11		Kroll, Wendell	atorvastatin 10 mg 10 mg	He, Wendell	Entered	
3 PrescriberIT	Cancel Rx	m 28s ago	12		Kroll, Wendell	metformin 500 mg 500 mg	He, Wendell	Entered	

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 PrescriberIT® Prescription please review the PrescriberIT 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”.



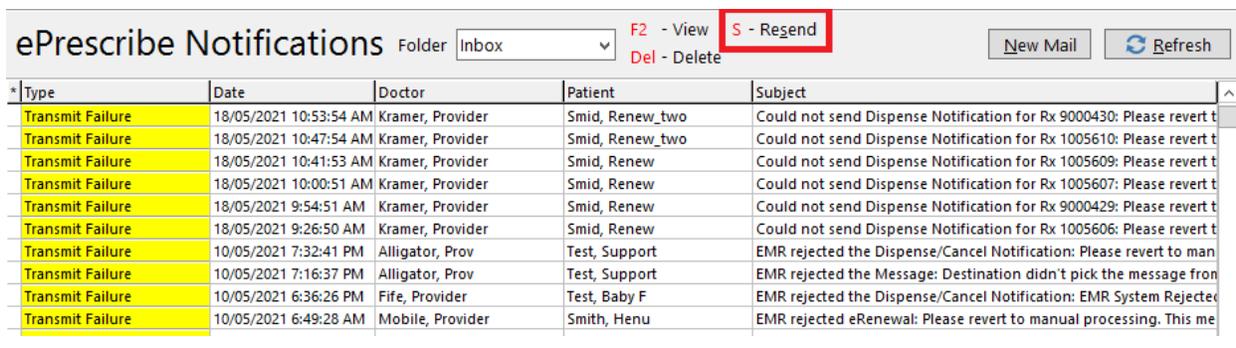
The screenshot shows the 'To Do' section of the software. The filter is set to 'History' with '+ 0 days'. The list contains the following items:

Type	StatusText	DueDate	BrandName	DocName	Comment
Callback	Communication Error		ACT Telmisartan 40mg	He, Wendell	Simulated Communication Error sending the
Callback	Failed		Apo-Candesartan 16mg	He, Wendell	Simulated Error Creating the ERenewal Messag
Callback	Failed		Metropol 0.75%	He, Wendell	Please revert to manual processing. This mess
New Rx	Deleted	16/04/2019	hydrochlorothiazide	He, Wendell	ERaOrder was cancelled
New Rx		16/04/2019	Apo-Atorvastatin 20mg	He, Wendell	Filed on 16/04/2019 RxNum: 1000004
New Rx		16/04/2019	ACT Metformin 500mg	He, Wendell	Filed on 16/04/2019 RxNum: 1000005

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.

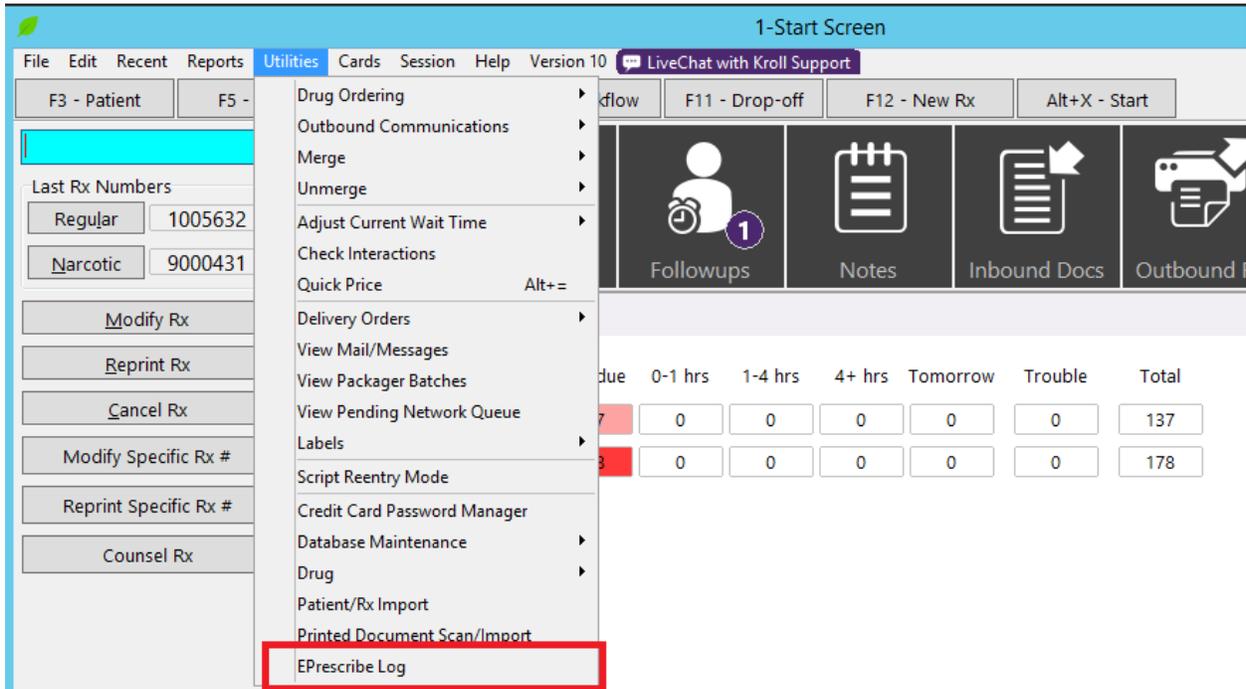


The screenshot shows the 'ePrescribe Notifications' queue. The 'S - Resend' button is highlighted with a red box. The queue contains the following messages:

*Type	Date	Doctor	Patient	Subject
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 fro
Transmit Failure	10/05/2021 6:36:26 PM	Fife, Provider	Test, Baby F	EMR rejected the Dispense/Cancel Notification: EMR System Rejecte
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.



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

The screenshot shows the 'ePrescribe Log' window with a filter set to 'Days 7'. The table below displays the log entries:

Source	Date	Dir	Transaction	Status	PatName	DocName	Error
PrescribeIT	19/05/2021 10:45:48 AM	Out	Renewal Reque	Success	Smid, Nd_three	Kramer, Provider	
PrescribeIT	19/05/2021 10:44:05 AM	In	Renewal-Denie	Success	Smid, Nd_three	Kramer, Provider	Doctor refused refill: Pat
PrescribeIT	19/05/2021 10:40:46 AM	Out	Renewal Reque	Success	Smid, Nd_three	Kramer, Provider	
PrescribeIT	19/05/2021 10:40:04 AM	In	Renewal-Denie	Success	Smid, Nd_three	Kramer, Provider	Doctor refused refill: Toc
PrescribeIT	19/05/2021 10:36:46 AM	Out	Renewal Reque	Success	Smid, Nd_three	Kramer, Provider	
PrescribeIT	19/05/2021 10:35:45 AM	Out	Dispense Notifi	Success	Smid, Nd_three	Kramer, Provider	
PrescribeIT	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?

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.

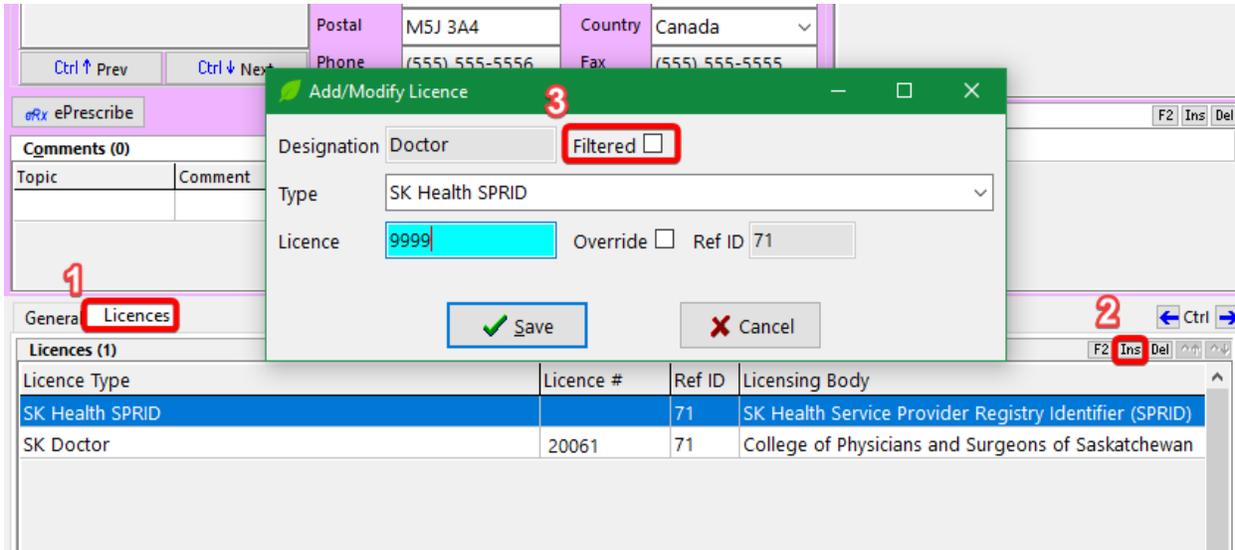
The ‘Licences’ section under your ‘F7 – Doctor card’ will need to be setup as follows.

- ‘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.

The screenshot shows the 'Licences' section of the Kroll software interface. The 'Licences' tab is highlighted with a red box. The table below shows two licenses:

Licence Type	Licence #	Ref ID	Licensing Body
SK Doctor	20061	71	College of Physicians and Surgeons of Saskatchewan
SK Health SPRID	9999	71	SK Health Service Provider Registry Identifier (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.



The screenshot shows a software interface with a dialog box titled "Add/Modify Licence". The dialog box has the following fields and controls:

- Designation:** Doctor
- Filtered:** (Circled in red with a '3')
- Type:** SK Health SPRID
- Licence:** 9999
- Override:**
- Ref ID:** 71
- Buttons:** Save (with a green checkmark icon) and Cancel (with a red X icon)

The background interface shows a "Licences" tab (circled in red with a '1') and a table of licences (circled in red with a '2').

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 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 need 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.

Please select the doctor and location that correspond to this order.

Last Name: Autoresponde First Name: Autoresponc Salutation: Dr. QuickCode: OK Select Scan

Addresses

Locations (1)	Address 1	Address 2	City	Postal	Phone	Prov	Country
Office	101 Test Street		Saskatoon	M5J 3A4	(555) 555-5556	SK (Saskatchew	Canada

Primary Location: Doctor Active:

Phone Numbers (2)

Description	Phone
Office	(555) 555-5556
Office (FAX)	(555) 555-5555

Groups (0)

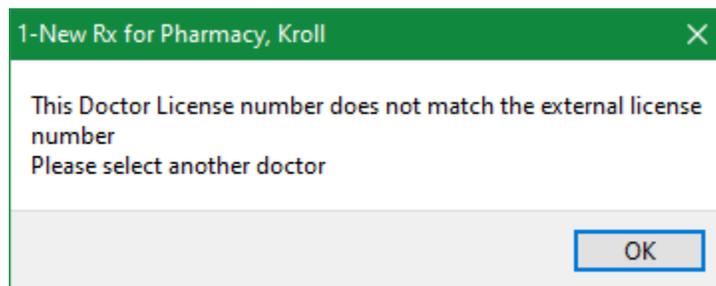
Provider Information

Name: 2 Autoresponderlast, Autoresponderfirst License #: 20061 Specialty: Office Address: 101 Test Street, City: Toronto Phone: Work: (1555) 555-5556 Fax:

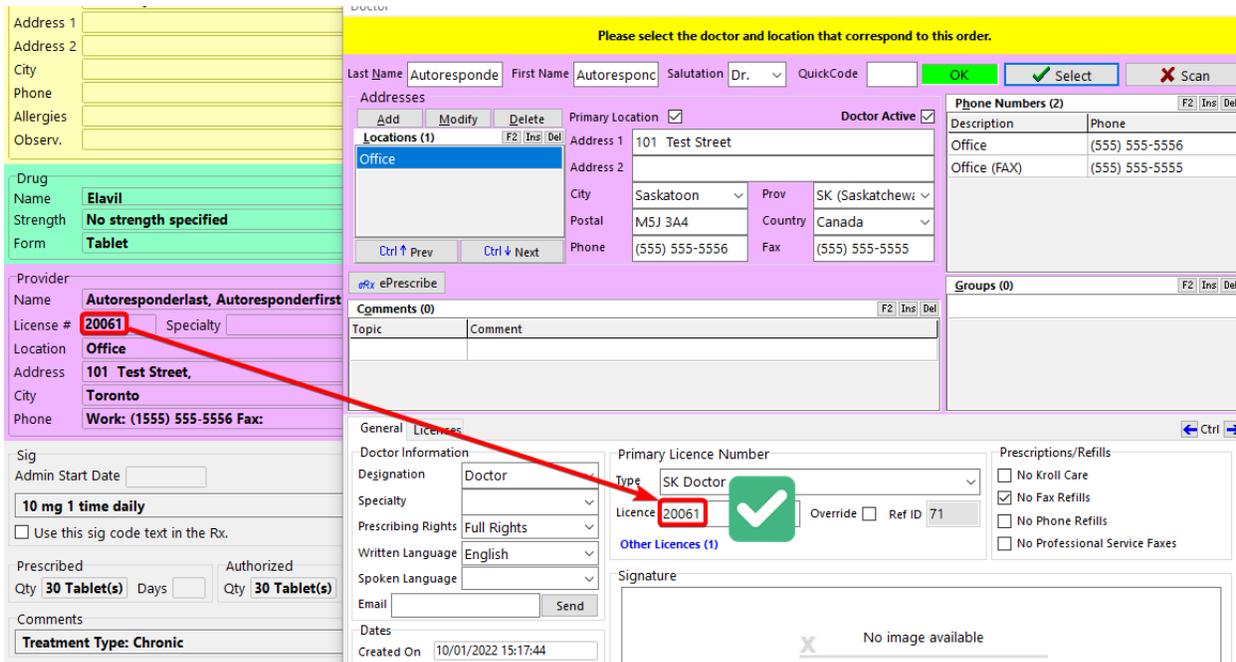
SK Doctor Type: 1 SK Doctor License: 9999 Other Licences (1)

Prescriptions/Refills: No Kroll Care No Fax Refills No Phone Refills No Professional Service Faxes

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.



Please select the doctor and location that correspond to this order.

Last Name: Autoreponde First Name: Autoreponc Salutation: Dr. QuickCode:

Addresses

Locations (1)

Office

Primary Location Doctor Active

Address 1: 101 Test Street Address 2:
 City: Saskatoon Prov: SK (Saskatchew: Country: Canada Postal: M5J 3A4 Phone: (555) 555-5556 Fax: (555) 555-5555

Phone Numbers (2)

Description	Phone
Office	(555) 555-5556
Office (FAX)	(555) 555-5555

Groups (0)

Provider Name: Autoreponderlast, Autoreponderfirst License #: 20061 Specialty:
 Location: Office Address: 101 Test Street, City: Toronto Phone: Work: (1555) 555-5556 Fax:
 Sig: Admin Start Date: 10 mg 1 time daily Use this sig code text in the Rx.
 Prescribed: Qty 30 Tablet(s) Days: Authorized: Qty 30 Tablet(s)
 Comments: Treatment Type: Chronic

General Licences

Doctor Information Designation: Doctor Specialty: Prescribing Rights: Full Rights Written Language: English Spoken Language:
 Primary Licence Number: SK Doctor Licence: 20061 Override Ref ID: 71
 Other Licences (1)
 Signature:
 Dates: Created On: 10/01/2022 15:17:44
 Prescriptions/Refills: No Kroll Care No Fax Refills No Phone Refills No Professional Service Faxes
 No image available

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 PrescriberIT® network and establishing a link prior to receiving your first ePrescription from a doctor.

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

The screenshot shows a form with the following fields and controls:

- Last Name: Autoresponder
- First Name: Autoresponderfir
- Addresses section with buttons: Add, Modify, Delete
- Primary Location:
- Locations (1) table:

Office

- Address 1: 101 Test Str
- Address 2: (empty)
- City: Saskatoon
- Postal: M5J 3A4
- Phone: (555) 555-55
- Navigation: Ctrl ↑ Prev, Ctrl ↓ Next
- Buttons: eRx ePrescribe (highlighted), Add PrescriberIT® (highlighted with a red box)
- Table headers: Topic, Comment

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 PrescriberIT® registered prescribers.

The screenshot shows the 'ePrescribe Doctor Search' window with the following fields and controls:

- Last Name: Jerry
- First Name: Provider
- Address: (empty)
- City: (empty)
- Postal Code: (empty)
- Lic Ref: Doctor
- Lic #: (highlighted with a red box)
- Prov: Saskatchewan
- Phone: (empty)
- Matching Records: 0
- Buttons: Search (with green checkmark), Cancel (with red X)
- Table headers:

LastName	First Name	Licence Type	Prov	Licence Number	Phones	Language	PrescriberIT	Comm
----------	------------	--------------	------	----------------	--------	----------	--------------	------

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

The screenshot shows the 'ePrescribe Doctor Search' window. The search criteria include Last Name: Jerry, Lic Ref: Doctor, and Prov: Saskatchewan. The 'Lic #' field is empty. The search results table shows one record for Jerry Provider, a Doctor in Saskatchewan with Licence Number 98456. The 'Lic #' field in the search criteria and the 'Licence Number' in the results table are highlighted with red boxes. A 'Select' button is also highlighted with a red box.

Last Name	First Name	Licence Type	Prov	Licence Number	Phones	Language	PrescriberIT	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 PrescriberIT®, or if no SK Doctor licence is saved in Kroll then a new entry would be added.

The screenshot shows the 'Update Doctor from Network' dialog box. It displays a comparison between local and network information for Jerry Provider. The 'License' field shows a mismatch: the local information is 'SK Doctor 9999' and the network information is 'SK Doctor 98456'. A checkbox next to the network license is checked. A 'Continue' button is highlighted with a red box.

	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	<input checked="" type="checkbox"/> SK Doctor 98456	SK Doctor 98456

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: [PrescribelT[®] Training](#)
- The Full PrescribelT[®] user guide can be found here: [PrescribelT[®] UserGuide](#)
- 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.