

**Department of Veterans Affairs  
Pharmacy Benefits Management**

**VHA Directive 1164  
Essential Medication Information Standards**

Appendix A



**October 11, 2016**

**Version: 7**

## Revision History

**NOTE:** *The revision history cycle begins once changes or enhancements are requested and approved by the National Alliance for Patient Medication Information Management Standards (NAPMIS) .*

Date	Version	Change	Page	Author
1/12/15	V2	Added 'ACTIVE' to 'Prescription' in Veteran Explanation column; Added "Refillable" to list of terms; CAPITALIZED statuses to reflect current appearance; added "PRESCRIPTION" to status column title; rephrased content for all statuses; separated non-prescription terms from prescription terms	A-1	Eric.Spahn@va.gov
1/22/15	V3	Worked on incorporating MHV rx refill statuses (Refillable, Submitted, Refill In Process)	A-1	Eric.Spahn@va.gov
2/5/15	V4	Revised intro text to the glossary table	A-1	Eric.Spahn@va.gov
6/18/15	V5	Inserted information about contacting VA pharmacy/prescriber; changed 'Prescription status' to 'Pharmacy Terms' and created 'Patient Actions' column	A-1	Maureen.Layden@va.gov
12/3/15	V6	Moved the intro text from the table to section(c) 'Instructions to the patient' section of the Appendix; removed 'staff and patient facing' and inserted 'Explanation' and 'Possible Patient Actions'; inserted term 'Clinic' and explanation; inserted 'Also Known As' column	A-1	Eric.Spahn@va.gov
12/18/15	V7	Moved Section S. "Additional Recommended Information from above to below the glossary of	A-1	Eric.Spahn@va.gov

		pharmacy terms.		
1/21/16	V8	Reformatting changes to table	A-1	Eric.Spahn@va.gov
2/4/16	V9	Added 'Order' next to 'Pending' and inserted additional terms 'Suspense' and 'Active Suspense' in the AKA column; re-inserted MHV terms and explanations	A-1	Eric.Spahn@va.gov
3/17/16	V10	Redefined explanation for 'Pending'	A-1	Eric.Spahn@va.gov
4/7/16	V11	Noted that 'Instructions /Directions for use will not be available for Pending Orders under section (3); continued work on Pending explanation; alphabetized the pharmacy terms	Pg. 1	Eric.Spahn@va.gov
6/16/16	V12	Inserted the sentence "Each application showing pharmacy terms should consider the context of their application and how this table can be incorporated. For example, a patient medication list should have patient friendly terms " to give flexibility for context of the application being assessed.	A-1	Eric.Spahn@va.gov
9/19/16	V13	Accepted changes from edits to documentation.  Moved glossary of terms from Appendix A to Appendix C.  Inserted additional sections for sharing and communication of medication information.	A-1	Maureen.Layden@va.gov
9/20/16	V14	Added ways in which to manage refills	A-1	Eric.Spahn@va.gov
9/22/16	V15	Added Signature lines and contact information to revision	A-1	Eric.Spahn@va.gov

		table; inserted links to VHA MedRecon Directive and resources for Teach Back		
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## **Appendix A: Essential Medication Information**

### **Introduction**

This Appendix is intended to be updated between concurrence cycles and represents the minimal or essential elements necessary to review, manage, and communicate medication information among healthcare teams, Veterans, and caregivers. This medication information is exchanged verbally, in print, and via digital processes and tools

Refer to:

<http://vaww.infoshare.va.gov/sites/MedRecon/Essential%20Medication%20Information%20Standards%20Directi/Forms/AllItems.aspx>

for the most current version of the appendices..

### **A. The Essential Medication Information must consist of the following elements:**

#### **a. All medication entries include the following:**

- (1). Name of drug.
- (2). Strength/dosage of drug.
- (3). Instructions/Directions for use.
- (4). Notes: Section or white space to allow patients to write any information they need to help them manage their medications (indication, description of medication, etc.).

#### **b. Source of Medication Information:**

- (1). Local Active Medications. The active medications ordered and/or administrated by the treating Veterans Administration (VA) facility in the Computerized Patient Record System/Veterans Health Information Systems and Technology Architecture pharmacy package must reflect what the Veteran has been prescribed and has been dispensed by the local VA Pharmacy.

(2). Remote Medications. Remote medications are medications ordered and dispensed from any other VA facility and/or Department of Defense (DoD) facility (if applicable).

(3). Non-VA medication. Non VA medications are medications obtained outside VA (with the exception of DoD medications, which are viewed as Remote Medications)

- (i). Non-VA provider prescribed medications filled at non-VA pharmacies.
- (ii). VA provider prescribed medication filled at non-VA pharmacies.
- (iii). Other medications, such as sample prescription medications provided from a non-VA provider's office.
- (iv). Medications obtained from family or friends.
- (v). Herbals, over-the counter-medications, nutraceuticals, and alternative medications not dispensed through VA.

**c. For the purpose of reviewing medications with patients**

*A list of local VA medications with the following prescription status is important in determining what medications a patient may be taking:*

- (1). Recently discontinued (90-180 days)
- (2). Recently expired (90-180 days)
- (3). Pending where relevant (e.g., where patient is being seen by multiple providers in the same day)

**Note:** Recently changed doses may not be reflected in the VA Electronic Health Record pharmacy orders package and may be found upon progress note review.

**d. For the purpose of managing medications with patients**

***1. How to request a refill:***

The following communication may be used to explain the available options for refill requests. *Please note the wording of these*

explanations is in review at this time with NAPMIS. If you would like to use these explanations, please contact [Maureen.Layden@va.gov](mailto:Maureen.Layden@va.gov) and/or [Eric.Spahn@va.gov](mailto:Eric.Spahn@va.gov).

*“To prevent waste and reduce the risk that unneeded medications could fall into the wrong hands, VA does not **automatically** refill medications. In order to receive a medication refill authorized by your VA prescriber, you must actively request a refill using any one of the methods described below. To allow sufficient time for your refill to be processed and mailed to your home, it is critical that you request your refill at least 10 days before you will run out of your medication. You may request your refill well in advance of the date you will run out of your medication but the VA will not begin to process it until 10 days before you are scheduled to run out.*

**NOTE:** Some of your prescriptions may not be refillable at by VA Pharmacy. Examples of prescriptions the pharmacy cannot REFILL are:

- Prescriptions from VA providers that you fill or obtain outside the VA,
- Some controlled substances such as certain pain medications, which cannot be refilled,
- Short term antibiotics

Contact your VA healthcare team if you have any questions/concerns or need more of your medications.”

VA Prescription refills may be requested via:

- Online
- Telephone
- Mail

### **How to refill VA Prescriptions online:**

*“You can refill most VA prescriptions online using MyHealtheVet. <https://www.myhealth.va.gov/index.html>. To refill your prescriptions online, you must have a personal MyHealtheVet premium account. If you do not have a MyHealtheVet account, you may create one here: [https://www.myhealth.va.gov/mhv-portal-web/anonymous.portal?\\_nfpb=true&\\_nfto=false&\\_pageLabel=registrationHome](https://www.myhealth.va.gov/mhv-portal-web/anonymous.portal?_nfpb=true&_nfto=false&_pageLabel=registrationHome).*

*An advantage of refilling your prescriptions online using MyHealtheVet, is that you can view your prescription history and track the delivery status of your package. Prescriptions that require special handling (such as refrigeration) are mailed from your local medical center and cannot be tracked on MyHealtheVet at this time.”*

### **VA prescription refill requests by Phone**

*“Most VA Pharmacies have automated telephone refill lines. The phone number of your local VA Pharmacy can be found on your prescription label. To order refills by phone, you will need the prescription number (shown as RX # on the prescription label) and your Social Security Number.*

*A list of VA medical facility telephone numbers can also be found at: <http://www.va.gov/directory/guide/division.asp?dnum=1>”*

### **VA Prescription refills requests by Mail**

*“VA Pharmacy provides a refill request form with each prescription filled. To refill by mail, please complete the request form and mail it to your VA pharmacy at the address listed on the form.*

*To allow sufficient time for your refill to be processed and mailed to your home, it is critical that you request your refill at least 10 days before you will run out of your medication. You may request your refill well in advance of the date you will run out of your medication but the VA will not begin to process it until 10 days before you are scheduled to run out.*

**Please do not wait until you are out or almost out of medicine to order your refills**



*Take your medications as your provider told you to. Keep your medication list up to date and share it with your healthcare team.”*

***If you would like to cancel a Prescription you no longer use, please contact your healthcare team. The phone numbers for VA medical centers is the same as the pharmacy phone number of your prescription label.***

*A list of VA medical facility telephone numbers can also be found at: <http://www.va.gov/directory/guide/division.asp?dnum=1>*

**e. For the purpose of performing medication reconciliation with patients –**

VHA DIRECTIVE 2011-012 - Medication Reconciliation.

**[AHRQ Patient Safety Network: Medication Reconciliation](#)**

**f. For the purpose of communicating medication information**

**1. Identification**

**(a). Patient demographic information including the following:**

- (1). Full Name of Patient as recognized by VA standards
- (2). Full Date of Birth as recognized by VA standards
- (3). Other patient identifiers as needed
- (4). Known Patient Allergies/Adverse Drug Reactions

**(b). Prescriber and Pharmacy Information** in structured fields or allow white space on the medication list so patients may record this to help them coordinate and manage their care. See Appendix C for details on patient medication information display standards.

**(c). Facility contact information** (for example: facility name, phone number or Patient Aligned Care Team contact information for each institution that the patient has active, suspended, or pending medications) so that a patient and/or caregiver may contact the facility with any questions regarding their medications

## **2. Additional Information to include:**

**(a). Time and date the medication list** was printed/published to help patients keep their information updated.

**(b). Documentation of Veteran/family/caregiver education** and verbalization of their understanding of the medication information will be completed in accordance with relevant facility level requirements. An example of best practice is the Teach Back Method\*, where we ask the patient, “How well did I explain “BLANK, ie how to refill your medications, medication side effects, how to take your meds, etc.”

The following resource(s) will help to teach back skills to communicate clearly and obtain feedback from patients regarding the medication treatment plan:

[Agency for Healthcare Research and Quality - SHARE Approach Workshop Curriculum](#)

**(c). Instructions to the patient** regarding the importance of their role in keeping this information maintained, updated, and to share those updates with their health care team.

i. A glossary of pharmacy prescription terms be available on any print or electronic medication lists that includes the pharmacy prescription status to help staff and Veterans/caregivers understand how these terminologies affect the patient's availability of their prescriptions, and their medication use. ([See Appendix C](#) for the glossary and examples of its use in current products.)

ii. When possible, include statement:

*“You should take these medications as your provider told you to. The words active, discontinued, expired, on hold, pending refer to your VA Pharmacy's work on your prescription. See the glossary for an explanation of the pharmacy terms in your medication list.”*

**(e). Additional Recommended Information**

(a). Documentation via white space, structured fields and/or text of patient specific information that may impact medication treatment planning such as whether or not a patient has a caregiver managing their medications, cultural, educational considerations, any cognitive or physical impairment, whether a female patient may be pregnant and/or lactating, elderly, has a chronic illness such as kidney or liver disease, and so forth.