



# **OUTPATIENT PHARMACY**

## **PHARMACIST'S USER MANUAL**

Version 7.0  
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(Revised November 2009)



## Revision History

Each time this manual is updated, the Title Page lists the new revised date and this page describes the changes. If the Revised Pages column lists "All," replace the existing manual with the reissued manual. If the Revised Pages column lists individual entries (e.g., 25, 32), either update the existing manual with the Change Pages Document or print the entire new manual.

Date	Revised Pages	Patch Number	Description
11/09	vii, 130-132, 145-146	PSO*7*324	The following changes are included in this patch. <ul style="list-style-type: none"> <li>Alerts for a discontinued CMOP prescription. (E. Wright, PM; R. Sutton, S. B. Gilbert, Technical Writers)</li> </ul>
10/09	v-vii, 12, 27-29, 33, 35, 37, 39, 41, 43, 49, 133, 135, 145-146	PSO*7*326	The Social Security Number was removed from print outs given to patients. The patient lookup has been expanded to include the ability to look up by prescription number or wand a barcode with the prescription from many options. TOC chapter numbering was corrected. (E. Wright, PM; S. B. Gilbert, Tech Writer)
08/09	All	PSO*7*320	The following changes are included in this patch. <ul style="list-style-type: none"> <li>Remote Data prompt, notification, and screen has been added.</li> <li>A hidden action, DR [Display Remote] has been added.</li> <li>"THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES" prints at the end of the Pull Early from Suspense report. (G. Tucker, PM; S. B. Scudder, Tech Writer)</li> </ul>

*(This page included for two-sided copying.)*

<a href="#"><i>Check Quality of Barcode</i></a>	90
<a href="#"><i>Process Internet Refills</i></a>	91
<a href="#">Complete Orders from OERR</a>	93
<a href="#"><i>Flagging and Unflagging a New Pending Order</i></a>	97
<a href="#"><i>Changes to Finishing Pending Orders Process - Digitally Signed Orders Only</i></a>	101
<a href="#"><i>Finishing an Order from OERR with Multiple Institutions</i></a>	101
<a href="#"><i>Finishing an ePharmacy Order</i></a>	102
<a href="#"><i>Activity Log</i></a>	103
<a href="#">Discontinue Prescription(s)</a>	106
<a href="#">Edit Prescriptions</a>	107
<a href="#">ePharmacy Menu</a>	109
<a href="#"><i>Third Party Payer Rejects - View/Process</i></a>	109
<a href="#"><i>Third Party Payer Rejects - Worklist</i></a>	114
<a href="#">MailMan Message for Open/Unresolved Rejects</a>	129
<a href="#">Alerts for Discontinued CMOP Prescription</a>	130
<a href="#"><i>Discontinued by a Background Process</i></a>	130
<a href="#"><i>Discontinued by a Foreground Pharmacy Process</i></a>	130
<a href="#">List One Patient's Archived Rx's</a>	131
<a href="#">Manual Print of Multi-Rx Forms</a>	131
<a href="#">Reprint an Outpatient Rx Label</a>	132
<a href="#">Signature Log Reprint</a>	132
<a href="#">View Prescriptions</a>	132
<b><a href="#">Chapter 20: Updating a Patient's Record</a></b>	<b>133</b>
<a href="#">Update Patient Record</a>	133
<b><a href="#">Chapter 21: Verifying Prescriptions</a></b>	<b>135</b>
<a href="#">Verification</a>	135
<a href="#">List Non-Verified Scripts</a>	136
<a href="#">Non-Verified Counts</a>	137
<a href="#">Rx Verification by Clerk</a>	137
<a href="#">Verifying ePharmacy Orders</a>	138
<b><a href="#">Glossary</a></b>	<b>139</b>
<b><a href="#">Index</a></b>	<b>145</b>

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```

1 7/11/08@10:13:11 ORIGINAL OPHPARM,ONE
Comments: Submitted to ECME:PULLED FROM SUSPENSE(NDC:00024-0303-06)-E PAYABLE
2 7/30/08@14:32:17 REFILL 1 OPHPARM,TWO
Comments: Submitted to ECME:PULLED FROM SUSPENSE(NDC:00024-0303-06)-E REJECTED
3 7/30/08@14:55:56 REFILL 1 OPHPARM,TWO
Comments: Submitted to ECME:REJECT WORKLIST-E PAYABLE

ECME REJECT Log:
# Date/Time Rcvd Rx Ref Reject Type STATUS Date/Time Resolved
=====
1 7/30/08@14:32:16 REFILL 1 M/I Dispense As RESOLVED 7/30/08@14:55:40
Comments: AUTOMATICALLY CLOSED (CLAIM RE-SUBMITTED)
2 7/30/08@14:32:16 REFILL 1 REFILL TOO SOON RESOLVED 7/30/08@14:55:40
Comments: AUTOMATICALLY CLOSED (CLAIM RE-SUBMITTED)

Enter ?? for more actions

Select Action:Quit//

```

## MailMan Message for Open/Unresolved Rejects

When prescriptions remain on the Third Party Payer Reject - Worklist over the specified number of days, the system will send a Mailman Message. This message will be sent to a new PSO REJECTS BACKGROUND MESSAGE mail group. Those users needing access to this information will need to be added manually to this mail group

The specified number of days referred to above is the number of days an uncommented reject can remain on the reject worklist without being included in the nightly reject worklist alert mail message. The number of days are defined in the EPHARMACY SITE PARAMETERS file (#52.86) in the REJECT WORKLIST DAYS field.

The following are the criteria for generating a Mailman message regarding a rejected claim:

- Prescription is active,
- Prescription is unreleased,
- Claim is on the Reject Worklist for specified number of days or greater, and
- Claim has no comments added within date range.

Adding a comment to the reject will automatically reset the clock for the alert. The specified number of days will be site configurable and stored in EPHARMACY SITE PARAMETER file (#52.86). The initial patch default setting will be five (5) days; however, the site will be able to reset the parameter between one (1) and thirty (30) to generate the alert message. MailMan message will be sent as a Priority message, and there will be a separate MailMan message for each division. The following is an example of the message:

```

Subj: ePharmacy - OPEN/UNRESOLVED REJECTS LIST for ALBANY ISC [#2680833]
07/25/08@11:52 53 lines
From: OUTPATIENT PHARMACY PACKAGE In 'IN' basket. Page 1 *New*
-----

```

The prescriptions listed below are third party electronically billable and can not be filled until the rejection is resolved. No action to resolve the rejection has taken place within the past 1 days.

Please use the THIRD PARTY PAYER REJECTS WORKLIST option to resolve the rejection or add a comment to the rejection.

Unresolved rejects will not be sent to CMOP or the local print queue for filling. They will continue to show on the rejects list until acted upon.

# RX/FILL	PATIENT(ID)	DRUG	FILL DATE	REJECT DATE
1 100805/1	IBSCDC,TWO(2828)	SIMETHICONE 40MG TAB	6/5/08	6/5/08
Reason: 79 :Refill Too Soon				
2 101149/0	OPPATIENT,TH(7789)	DIAZEPAM 10MG S.T.	6/9/08	6/9/08
Reason: 75 :Prior Authorization Required				
COMMENT: JUN 09, 2008@18:04:35 - Automatically transferred due to Override for reject code. (PHARM,ONE)				
3 100928/0	IBPATIENT,QFO(567)	ETHACRYNIC ACID 50MG S.	5/7/08	6/23/08
Reason: 31 :Submission Clarification Code				
COMMENT: JUN 23, 2008@15:02:11 - Transferred by OPECC. (OPECC,ONE)				

Enter RETURN to continue or '^' to exit:

## Alerts for Discontinued CMOP Prescription

### Discontinued by a Background Process

When a CMOP prescription with a status of Transmitted or Retransmitted is discontinued by a background process to the Outpatient Pharmacy options, e.g. CPRS or Registration V. 5.3 packages, an email will be sent to the PSX EXTERNAL DISPENSE ALERTS mail group. If no recipients are defined in the new mail group, the message will be sent to PSXCMOPMGR key holders stating that a prescription was just discontinued and that the CMOP status for the discontinued prescription was either Transmitted or Retransmitted.

```

Subj: TROY - DC Alert on CMOP Rx 123456789 TRANSMITTED [#90494]
03/03/09@17:37 8 lines
From: POSTMASTER In 'IN' basket. Page 1 *New*
-----
Rx #: 123456789 Fill: 0
Patient: OUTPATIENT,DCONE (6660)
Drug: TAMOXIFEN CITRATE 10MG TABS
Rx Status: DISCONTINUED BY PROVIDER
Processing Status: TRANSMITTED to CMOP on 02/27/09
Provider: OPPROVIDER, PROV

***** Please contact CMOP or take appropriate action *****

Enter message action (in IN basket): Ignore//
-----

```

### Discontinued by a Foreground Pharmacy Process

When a CMOP prescription with a status of Transmitted or Retransmitted is discontinued by a foreground Pharmacy process due to a duplicate drug scenario that would trigger the duplicate to be discontinued, then the Processing Status field of the duplicate drug message is highlighted to alert the user.



```

-----
Duplicate Drug A AND Z OINTMENT in Prescription: 123456789

      Status: Active                               Issued: 11/27/09
Processing Status: Transmitted to CMOP on 11/27/09
      SIG: APPLY 1 TUBE TO AFFECTED AREA TWICE A DAY
      QTY: 1                                       # of refills: 5
      Provider: OPPROVIDER, PROV                 Refills remaining: 5
                                              Last filled on: 11/27/09
                                              Days Supply: 5
-----

Discontinue RX # 123456789?

```

In the above example, the line “Processing Status: Transmitted to CMOP on 11/27/09” is bold.

## List One Patient's Archived Rx's

### [PSO ARCHIVE LIST RX'S]

This option shows the basic patient demographics and the prescription numbers and dates of archiving for archived prescriptions for this patient.

## Manual Print of Multi-Rx Forms

### [PSO LM MULTI-RX PRINT]

This option allows the user to reprint the Multi-Rx Refill Request form on laser label stock without having to reprint the entire prescription labels. The user will receive a system confirmation that this form has been queued to print.

Example: Manually Printing Multi-Rx Forms

```

Select Rx (Prescriptions) Option: MANual Print of Multi-Rx Forms

Enter patient to reprint Multi-Rx refill form for: OPPatient2,ONE

Select LABEL DEVICE: LEX2 LEX2$PRT Bay Pines

Multi-Rx form queued to print

```

## Reprint an Outpatient Rx Label

### [PSO RXRPT]

The label reprint function allows a single label or many copies of the same label to be reproduced. When the patient is enrolled in ScripTalk®, a message is displayed to the user indicating this and prompting the user to use the ScripTalk® label for the prescription bottle.

Example: Reprinting an Outpatient Rx Label

```
Select Rx (Prescriptions) Option: REPRINT AN OUTPATIENT RX LABEL

Reprint Prescription Label: 400693          ADHESIVE TAPE WATERPROOF 1IN ROLL
Patient is a ScripTalk patient. Use ScripTalk label for prescription bottle.

Number of Copies? : (1-99): 1// <Enter>
Print adhesive portion of label only? N// <Enter> 0
Comments:

Rx # 400693          06/27/03          #1
OPPATIENT16,ONE

AS DIR ON AFFECTED AREA

ADHESIVE TAPE WATERPROOF 1IN ROLL
OPPROVIDER30,TWO          OPPHARMACIST4,THREE
# of Refills: 2
```

## Signature Log Reprint

### [PSO SIGLOG REPRINT]

This option allows the user to reprint the Signature Log for a prescription. The system will prompt for a prescription number and printer device. The user will receive a system confirmation that this log has been queued to print.

Example: Reprinting a Signature Log

```
Select Rx (Prescriptions) Option: Signature Log Reprint

Reprint Signature Log for Prescription: 100002277A          PREDNISONE 20MG S.T.

Select LABEL DEVICE: LEX2  LEX2$PRT  Bay Pines

Signature Log Reprint queued
```

## View Prescriptions

### [PSO VIEW]

View the most complete information available for a specific prescription. The activity log lists the date, reason, prescription reference (Rx Ref), the initiator of the activity, and comments. The label log lists the date, prescription (Rx Ref), the person who printed it, and comments. Prescriptions with a deleted status cannot be viewed.

# Index

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## 3

*3/4 Days Supply Hold*, 36

## A

Alerts for Discontinued CMOP Prescription, 130

## B

Barcode Batch Prescription Entry, 90  
Barcode Rx Menu, 90  
Batch Print Questionnaires, 20

## C

Change Label Printer, 15  
Change Suspense Date, 17  
Check Quality of Barcode, 90  
Complete Orders from OERR, 93  
Create/Edit a Questionnaire, 20

## D

DAW Code, 71  
DAW/NDC Edit, 108  
Delete Intervention, 34  
Discontinue Prescription(s), 106  
Discontinued by a Background Process, 130  
Discontinued by a Foreground Pharmacy Process, 130  
Dispense as Written, 71  
Display Patient's Name on Monitor, 13  
DUE Report, 20  
DUE Supervisor, 19  
DUR reject, 109

## E

Edit an Existing Answer Sheet, 19  
Edit Pharmacy Intervention, 33  
Edit Prescription(s), 107  
Enter a New Answer Sheet, 19  
Enter New Patient, 13  
Enter Pharmacy Intervention, 33  
Enter/Edit Clinic Sort Groups, 21  
Entering Actions, 7  
ePharmacy Menu, 109

November 2009

Evaluating Drug Usage, 19  
External Interface Menu, 23

## F

Flagging and Unflagging a New Pending Order, 87, 97, 129

## H

*Host Errors*, 36

## I

Introduction, 1

## L

List Manager, 3  
List Non-Verified Scripts, 136  
List One Patient's Archived Rx's, 131

## M

MailMan message for Open/Unresolved Rejects, 129  
Manual Print of Multi-Rx Forms, 131  
Medication Profile, 27  
Medication Reconciliation, 31

## N

Non-VA Meds Usage Report, 8  
Non-Verified Counts, 137

## O

Ordering/Processing a Prescription, 51  
Other Outpatient Pharmacy ListMan Actions, 10  
Other Rejects, 125  
Other Screen Actions, 10  
Outpatient Pharmacy Hidden Actions, 8

## P

Patient Lookup, 12  
Patient Prescription Processing, 52  
Pharmacy Intervention, 33  
Print from Suspense File, 35

Print Pharmacy Intervention, 34  
Process Drug/Drug Interactions, 37  
Process Internet Refills, 91  
Pull Early from Suspense, 39, 41  
Purge External Batches, 23

## **R**

Refill Too Soon reject, 109  
Release Medication, 43  
Remove Patient's Name from Monitor, 14  
Reprint an Outpatient Rx Label, 132  
Reprint External Batches, 21, 24  
Resolving Open Rejects, 114  
Return Medication to Stock, 49  
Rx (Prescriptions), 51  
Rx Verification by Clerk, 137

## **S**

Signature Log Reprint, 132  
Speed Actions, 9  
Status of Patient's Order, 14

## **T**

Third Party Payer Rejects - View/Process, 109  
Third Party Payer Rejects - Worklist, 114  
Tricare Reject Processing, 118

## **U**

Update Patient Record, 133  
Using List Manager with Outpatient Pharmacy,  
7  
Using the Interface Menu, 23

## **V**

Verifying Prescriptions, 135  
View External Batches, 25  
View Intervention, 34  
View Prescriptions, 132  
Viewing and Resolving Open Rejects, 110