



# **OUTPATIENT PHARMACY**

## **PHARMACIST'S USER MANUAL**

Version 7.0  
December 2007

(Revised August 2008)



## 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
08/08	vi-vii, 4, 39-40, 72, 79, 81, 81a-d, 85-87, 87a-d, 94, 119-120	PSO*7*225	<p>The following changes are included in this patch.</p> <ul style="list-style-type: none"> <li>• The Environmental Indicator, “Environmental Contaminant,” has been replaced with “Southwest Asia Conditions.”</li> <li>• “Was treatment related to PROJ 112/SHAD?” has been added.</li> <li>• The Service Connected question has been updated.</li> <li>• Original provider comments no longer being carried over to renewal orders has been noted.</li> <li>• Flag/unflag functionality has been added.</li> <li>• The ability to discontinue both pending and active orders for the same drug has been noted.</li> </ul> <p>(S. Templeton, PM; S. B. Scudder, Tech Writer)</p>
05/08	vi-vii, 30a-30b, 119-120	PSO*7*294	<p>Added new Chapter 10a on Medication Reconciliation; updated Table of Contents, and index; Added Medication Reconciliation to index.</p> <p>(S. Templeton, PM; D Dertien, Tech Writer)</p>
10/07	60-61, 69, 92, 96-101	PSO*7*260	<p>Included updates for the ePharmacy Phase 4 project. For more information, see the <i>ePharmacy/ECME Enhancements Release Notes</i>.</p> <p>(S. Spence, S. Krakosky, Tech Writer)</p>
10/07	All	PSO*7*264	<p>Re-numbered pages; removed headers and section breaks. Incorporated changes for FY07Q4 release; for specific updates, see the <i>Outpatient Pharmacy FY07 Q4 Release Notes</i>.</p> <p>(E. Williamson, PM; S. Krakosky, Tech Writer)</p>

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

# Table of Contents

<b><u>Chapter 1: Introduction</u></b>	<b>1</b>
Documentation Conventions	1
Getting Help	2
Related Manuals	2
<b><u>Chapter 2: List Manager</u></b>	<b>3</b>
Using List Manager with Outpatient Pharmacy	7
Entering Actions	7
Outpatient Pharmacy Hidden Actions	8
Speed Actions	9
Other Outpatient Pharmacy ListMan Actions	10
Other Screen Actions	10
<b><u>Chapter 3: Using the Pharmacist Menu</u></b>	<b>11</b>
<b><u>Chapter 4: Using the Bingo Board</u></b>	<b>13</b>
Bingo Board User	13
Enter New Patient	13
Display Patient's Name on Monitor	13
Remove Patient's Name from Monitor	14
Status of Patient's Order	14
<b><u>Chapter 5: Changing the Label Printer</u></b>	<b>15</b>
Change Label Printer	15
<b><u>Chapter 6: Changing the Suspense Date</u></b>	<b>17</b>
Change Suspense Date	17
<b><u>Chapter 7: Evaluating Drug Usage</u></b>	<b>19</b>
DUE Supervisor	19
Enter a New Answer Sheet	19
Edit an Existing Answer Sheet	19
Create/Edit a Questionnaire	20
Batch Print Questionnaires	20
DUE Report	20
<b><u>Chapter 8: Enter/Edit Clinic Sort Groups</u></b>	<b>21</b>
Enter/Edit Clinic Sort Groups	21
<b><u>Chapter 9: Using the Interface Menu</u></b>	<b>23</b>
External Interface Menu	23
Purge External Batches	23
Reprint External Batches	24
View External Batches	25
<b><u>Chapter 10: Using the Medication Profile</u></b>	<b>27</b>
Medication Profile	27
Medication Profile: Short Format	27

<a href="#"><i>Medication Profile: Long Format</i></a> .....	29
<b><a href="#">Chapter 10a: Using the Medication Reconciliation Tools</a></b> .....	<b>30a</b>
<a href="#">Medication Reconciliation</a> .....	30a
<b><a href="#">Chapter 11: Using the Pharmacy Intervention Menu</a></b> .....	<b>31</b>
<a href="#">Pharmacy Intervention Menu</a> .....	31
<a href="#">Enter Pharmacy Intervention</a> .....	31
<a href="#">Edit Pharmacy Intervention</a> .....	31
<a href="#">Print Pharmacy Intervention</a> .....	32
<a href="#">Delete Intervention</a> .....	32
<a href="#">View Intervention</a> .....	32
<b><a href="#">Chapter 12: Print from Suspense File</a></b> .....	<b>33</b>
<a href="#">Print from Suspense File</a> .....	33
<b><a href="#">Chapter 13: Processing Interactions</a></b> .....	<b>35</b>
<a href="#">Process Drug/Drug Interactions</a> .....	35
<b><a href="#">Chapter 14: Pull Early from Suspense</a></b> .....	<b>37</b>
<a href="#">Pull Early from Suspense</a> .....	37
<b><a href="#">Chapter 15: Queue CMOP Prescription</a></b> .....	<b>37</b>
<a href="#">QUEUE CMOP Prescription</a> .....	37
<b><a href="#">Chapter 16: Releasing Medication</a></b> .....	<b>39</b>
<a href="#">Release Medication</a> .....	39
<a href="#">Changes to Releasing Orders function - Digitally Signed Orders Only</a> .....	42
<a href="#">Changes to Releasing Orders function - ScripTalk®</a> .....	42
<a href="#">Changes to Releasing Orders function – HIPAA NCPDP Global</a> .....	43
<b><a href="#">Chapter 17: Returning Medication to Stock</a></b> .....	<b>45</b>
<a href="#">Return Medication to Stock</a> .....	45
<b><a href="#">Chapter 18: Ordering/Processing a Prescription</a></b> .....	<b>47</b>
<a href="#">Rx (Prescriptions)</a> .....	47
<a href="#">Patient Prescription Processing</a> .....	48
<a href="#">Entering a New Order</a> .....	51
<a href="#">Editing a New Order</a> .....	62
<a href="#">Using the Copy Action</a> .....	69
<a href="#">Renewing a Prescription</a> .....	77
<a href="#">Flagging and Unflagging a New Pending Order</a> .....	81a
<a href="#">Barcode Rx Menu</a> .....	82
<a href="#">Barcode Batch Prescription Entry</a> .....	82
<a href="#">Check Quality of Barcode</a> .....	82
<a href="#">Process Internet Refills</a> .....	83
<a href="#">Complete Orders from OERR</a> .....	85
<a href="#">Flagging and Unflagging a New Pending Order</a> .....	87a
<a href="#">Changes to Finishing Pending Orders Process - Digitally Signed Orders Only</a> .....	87
<a href="#">Finishing an Order from OERR with Multiple Institutions</a> .....	88

<a href="#"><u>Finishing an ePharmacy Order</u></a>	89
<a href="#"><u>Activity Log</u></a>	90
<a href="#"><u>Discontinue Prescription(s)</u></a>	93
<a href="#"><u>Edit Prescriptions</u></a>	94
<a href="#"><u>ePharmacy Menu</u></a>	95
<a href="#"><u>Third Party Payer Rejects - View/Process</u></a>	95
<a href="#"><u>Third Party Payer Rejects - Worklist</u></a>	100
<a href="#"><u>List One Patient's Archived Rx's</u></a>	104
<a href="#"><u>Manual Print of Multi-Rx Forms</u></a>	104
<a href="#"><u>Reprint an Outpatient Rx Label</u></a>	105
<a href="#"><u>Signature Log Reprint</u></a>	105
<a href="#"><u>View Prescriptions</u></a>	106
<b><a href="#"><u>Chapter 19: Updating a Patient's Record</u></a></b>	<b>107</b>
<a href="#"><u>Update Patient Record</u></a>	107
<b><a href="#"><u>Chapter 20: Verifying Prescriptions</u></a></b>	<b>109</b>
<a href="#"><u>Verification</u></a>	109
<a href="#"><u>List Non-Verified Scripts</u></a>	110
<a href="#"><u>Non-Verified Counts</u></a>	111
<a href="#"><u>Rx Verification by Clerk</u></a>	111
<a href="#"><u>Verifying ePharmacy Orders</u></a>	112
<b><a href="#"><u>Glossary</u></a></b>	<b>113</b>
<b><a href="#"><u>Index</u></a></b>	<b>119</b>

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



# Chapter 1: List Manager

The screen displayed when processing an order has changed dramatically from the previous version of Outpatient Pharmacy (e.g., v. 6.0). The new screen was designed using List Manager.

This new screen gives more information and easier accessibility to vital reports and areas of a patient's chart.

Please take the time to read over the explanation of the screen and the actions that can now be executed at the touch of a key. This type of preparation before attempting to use List Manager will reduce the time and effort needed to become skilled in order processing with this new version of List Manager.

## Outpatient List Manager

Allergy Indicator

Screen Title → Patient Information      Feb 09, 2006 16:31:03      Page: 1 of 2

Header Area {  
OPPATIENT17, ONE  
PID: 000-12-3456      Ht(cm): 175.26 (08/06/2000)  
DOB: AUG 30,1948 (52)      Wt(kg): 108.18 (01/14/2006)  
SEX: MALE  
+  
Eligibility: SERVICE CONNECTED 50% to 100%      SC%: 70  
RX PATIENT STATUS: SC LESS THAN 50%

List Area (Scrolling region) {  
Disabilities:  
1313 TWIN OAKS LANE  
ANYVILLE  
ALABAMA 12345  
Prescription Mail Delivery: Regular Mail  
HOME PHONE: 555-555-8361  
CELL PHONE:  
WORK PHONE:

Message Window {  
Allergies  
Verified: PEANUTS,  
+ Enter ?? for more actions

Action Area {  
EA Enter/Edit Allergy/ADR Data      PU Patient Record Update  
DD Detailed Allergy/ADR List      EX Exit Patient List  
Select Action: Quit//

**Screen title:** The screen title changes according to what type of information List Manager is displaying (e.g., Patient Information, Medication Profile, New OP Order (ROUTINE), etc.).

**Allergy indicator:** This indicator displays when there has been information entered into the ALLERGY field for the patient. The indicator displays "NO ALLERGY ASSESSMENT" if there is no allergy assessment for the patient.

**Header area:** The header area is a "fixed" (non-scrollable) area that displays patient information.

**List area:** (scrolling region) This area scrolls (like the previous version) and displays the information on which action can be taken.

**Message window:** This section displays a plus (+) sign, minus (-) sign, or informational text (i.e., Enter ?? for more actions). If a plus sign is entered at the action prompt, List Manager will "jump" forward a page. If a minus sign is displayed and entered at the action prompt, List Manager will "jump" back a screen. The plus and minus signs are only valid actions if they are displayed in the message window.

**Action area:** A list of actions display in this area of the screen. If a double question mark (??) is entered at the "Select Item(s)" prompt, a "hidden" list of additional actions that are available will be displayed. Outpatient Pharmacy hidden actions are displayed with the letters (OP) next to the action.

### Example: Showing more Indicators and Definitions

### Order Status and CMOP Indicators

### Allergy Indicator

### Copay Indicator

### ePharmacy Indicator

### Pending Orders

### Flagged Order

### Non-VA Meds Orders

### Return To Stock Indicator

Medication Profile		May 22, 2006 10:44:56	Page: 1 of 1					
OPPATIENT16,ONE			<A>					
PID: 000-24-6802		Ht(cm): 177.80 (02/08/2004)						
DOB: APR 3,1941 (65)		Wt(kg): 90.45 (02/08/2004)						
SEX: MALE		Non-VA Meds on File						
		Last entry on 01/13/01						
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
-----ACTIVE-----								
1	503902	ACETAMINOPHEN 500MG TAB	60	AT	05-22	05-22	3	30
2	503886\$	DIGOXIN (LANOXIN) 0.2MG CAP	60	A>	05-07	05-07	5	30
3	503871\$	HISTOPLASMIN 1ML	1	A	03-14	03-14R	5	30
4	100002042\$e	NALBUPHINE HCL INJ 10MG/ML	1	A	03-14	03-14	5	30
5	100002040\$▲	SALICYLIC ACID 40% OINT (OZ)	1	S	03-14	03-17	5	30
-----DISCONTINUED-----								
6	503881	BACLOFEN 10MG TABS	30	DC	04-07	05-01	2	30
7	100002020A\$	TIMOLOL 0.25% OPTH SOL 10ML	1	DE	02-03	02-03	5	30
-----HOLD-----								
8	100001942	ABDOMINAL PAD 7 1/2 X 8 STERILE	1	H	09-28	09-28	5	30
-----NON-VERIFIED-----								
9	100002039\$	BACLOFEN 10MG TABS	30	N	03-14	03-14	5	30
-----PENDING-----								
10	AMPICILLIN 250MG CAP		QTY: 40		ISDT: 05-29		REF: 0	
11	SIMETHICONE 40MG TAB		QTY: 30		ISDT: 05-30		REF: 3	
-----NON-VA MEDS (Not dispensed by VA)-----								
GINKO EXT 1 TAB ONCE A DAY BY MOUTH					Date Documented: 01/13/01			
IBUPROFEN 50MG TAB					Date Documented: 12/10/00			
Enter ?? for more actions								
PU	Patient Record Update			NO	New Order			
PI	Patient Information			SO	Select Order			
Select Action: Quit//								

## Chapter 2: Releasing Medication

---

This chapter describes the option used for releasing medications.

### Release Medication

#### [PSO RELEASE]

The *Release Medication* option is used at the time the prescription is filled and ready to be given to the patient. Inventory is decreased, certain fields in the file are updated, and a copay is generated if the action is applicable to the prescription. With this option, prescriptions can be batch processed. Communication is made with the Integrated Funds Control, Accounting and Procurement (IFCAP) and Integrated Billing (IB) software to generate copay charges. IFCAP and IB software handle patient billing, tracking of charges, and payment received.

The copay status of a prescription is re-evaluated whenever a fill is released. Various actions can occur based on changes to the criteria that determine the copay status of a prescription. The actions that may result at the time a fill is released are described below.

1. **No action is taken.** No changes to the criteria that determine copay status of a prescription have occurred.
2. **The copay status of the prescription is automatically reset and an entry is placed in the copay activity log.**

Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay.

3. **The copay status of the prescription is automatically reset, an entry is placed in the copay activity log, and a MailMan message is generated detailing missing information required for user follow up.**

Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay. The patient has been documented as being exposed to Southwest Asia Conditions during Persian Gulf War service since the last fill. A MailMan message will be generated informing the user that the 'Is this Rx for treatment related to service in SW Asia?' question must be addressed and documented using the *Reset Copay Status/Cancel Charges* option.

4. **A MailMan message is generated detailing missing information required for user follow-up.**

Example: A veteran is documented as having Agent Orange exposure. Refill #2 for a prescription entered into the system before the new medication copay exemptions took effect on January 1, 2002 is released. The prescription is copay eligible. A MailMan message will be generated informing recipients that the 'Is this Rx for treatment of Vietnam-Era Herbicide (Agent Orange) exposure?' question must be addressed. The copay status of the Rx may change based on the response entered using the *Reset Copay Status/Cancel Charges* option.

If a MailMan message is generated at the time a prescription fill is released, the recipients of the message will be the provider of record, the pharmacy user who finished the order, and holders of the PSO COPAY key. The message lists the patient name, prescription number, and medication ordered, current copay status, and applicable copay exemption questions that need addressing to determine the prescription's copay status. The *Reset Copay Status/Cancel Charges* option must be used to enter the responses to the medication copay exemption questions listed in the MailMan message. If responses are not entered for the applicable medication copay exemption questions, any subsequent refills when released for this prescription and possibly other prescriptions for this patient will continue to generate the same MailMan message.

**Example: MailMan Message**

```
Subj: PRESCRIPTION QUESTIONS REVIEW NEEDED (500)  [#30364] 10/11/05@19:56
35 lines
From: OUTPATIENT PHARMACY PACKAGE  In 'IN' basket. Page 1
-----

OPPATIENT29,ONE (6543P)      CHEYENNE VAM&ROC
Eligibility: SC LESS THAN 50%      SC%: 20
            REIMBURSABLE INSURANCE

Disabilities: ARTHRITIS-10%(SC), FOREARM CONDITION-5%(NSC),
              FOREARM CONDITION-4%(NSC), BENIGN EYE GROWTH-0%(NSC),
              LOSS OF FIELD OF VISION-20%(SC),

Rx# 102006 (1)      COPAY
ALBUTEROL SO4 0.083% INHL 3ML

Due to a change in criteria, additional information listed below is needed
to determine the final VA copay and/or insurance billable status for this Rx
so that appropriate action can be taken by pharmacy personnel.

Is this Rx for a Service Connected Condition?

Is this Rx for treatment related to service in SW Asia?

This message has been sent to the provider of record, the pharmacist who
finished the prescription order, and all holders of the PSO COPAY key.

Enter RETURN to continue or '^' to exit: <Enter>
-----example continues-----
```

### Example: Using the Copy Action (continued)

New OP Order (COPY)	Jun 04, 2001 15:51:32	Page: 1 of 2
OPPATIENT6,ONE		
PID: 000-13-5790	Ht(cm): 175.26 (08/10/1999)	
DOB: FEB 8,1922 (79)	Wt(kg): 75.45 (08/10/1999)	
Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***		
(1) Drug: AMPICILLIN 250MG CAP ***(N/F)***		
(2) Patient Status: OUTPT NON-SC		
(3) Issue Date: JUN 4,2001	(4) Fill Date: JUN 4,2001	
(5) Dosage Ordered: 500 (MG)		
Verb: TAKE		
Dispense Units: 2		
Noun: CAPSULES		
Route: ORAL		
Schedule: QID		
(6) Pat Instruction: Prov Comments		
SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV		
COMMENTS		
(7) Days Supply: 10	(8) QTY (CAP): 80	
+ Enter ?? for more actions		
AC Accept	ED Edit	
Select Action: Next Screen// <b>AC</b> Accept		

Once the copied order is accepted, the previous order information displays.

```
-----
DUPLICATE DRUG AMPICILLIN 250MG CAP in Prescription: 503911

      Status: Active                      Issued: 05/25/01
      SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV
      COMMENTS
      QTY: 80                            # of refills: 0
      Provider: OPPROVIDER4,TWO          Refills remaining: 0
                                          Last filled on: 06/01/01
                                          Days Supply: 10
-----
Discontinue Rx # 503911? YES

Duplicate Drug will be discontinued after the acceptance of the new order.

Now doing order checks. Please wait...
Nature of Order: WRITTEN// <Enter> W
WAS THE PATIENT COUNSELED: NO// <Enter> NO

Do you want to enter a Progress Note? No// <Enter> NO
-----example continues-----
```

The new order information is displayed and, once verified, the old order is discontinued.

### Example: Using the Copy Action (continued)

```
Rx # 503913          06/04/01
OPPATIENT6,ONE      #80
TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV COMMENTS

AMPICILLIN 250MG CAP
OPPROVIDER4,TWO      OPPHARMACIST4,THREE
# of Refills: 0

Is this correct? YES//<Enter> ...
-Rx 503911 has been discontinued...

      SC Percent: 10%
      Disabilities:
PROSTATE GLAND CONDITION      10% - SERVICE CONNECTED
INGUINAL HERNIA              0% - SERVICE CONNECTED

Was treatment for Service Connected condition: N
```

The Medication Profile screen is redisplayed at this point. The dollar sign after the first prescription number means that a copay charge is associated with that order. The default printer is displayed and the user can queue the label to print, change the default printer, or hold, suspend, or bypass printing.

```
Medication Profile      Jun 04, 2001 16:03:55      Page:      1 of      1
OPPATIENT6,ONE
  PID: 000-13-5790      Ht(cm): 175.26 (08/10/1999)
  DOB: FEB 8,1922 (79)      Wt(kg): 75.45 (08/10/1999)
  <A>

#  RX #      DRUG      QTY ST  ISSUE  DATE  LAST REF  DAY
                                FILL REM SUP
-----
1  503913$    AMPICILLIN 250MG CAP      80 A  06-04  06-04    0  10
2  503901      LISINOPRIL 10MG TAB      150 A> 05-17  05-17    2  30

-----ACTIVE-----

Enter ?? for more actions
PU  Patient Record Update      NO  New Order
PI  Patient Information      SO  Select Order
Select Action: Quit// <Enter>

Label Printer: TELNET
LABEL: QUEUE/CHANGE PRINTER/HOLD/SUSPEND or '^' to bypass Q//<Enter>

LABEL(S) QUEUED TO PRINT

Select PATIENT NAME: <Enter>
```



Original provider comments are not carried over to any renewals in Outpatient Pharmacy.

### **Renewing an ePharmacy Order**

When renewing an ePharmacy order, upon acceptance of the renewed order the original prescription will be discontinued and a new order created. If the latest fill of the original order has not been released and is E Payable, the claim for that fill will be reversed. A new claim is submitted for the new prescription.

*[This example begins after an order is selected from the Medication Profile screen.]*

```
OP Medications (ACTIVE)      Nov 04, 2005@11:48:14      Page:      1 of      3
OPPATIENT,FOUR
  PID: 000-01-1322P          Ht (cm): _____ (_____)
  DOB: NOV 12,1075 (29)      Wt (kg): _____ (_____)

      Rx #: 100003642$e
(1) *Orderable Item: SIMETHICONE TAB,CHEWABLE
(2)      Drug: SIMETHICONE 40MG TAB
(3)      *Dosage: 40 (MG)
          Verb: CHEW
          Dispense Units: 1
          Noun: TABLET
          *Route: ORAL
          *Schedule: TID
(4)Pat Instructions:
          SIG: CHEW ONE TABLET BY BY MOUTH THREE TIMES A DAY
(5) Patient Status: OPT NSC
(6)      Issue Date: 08/11/05      (7) Fill Date: 08/11/05
          Last Fill Date: 08/11/05 (Window)
+      Enter ?? for more actions
DC  Discontinue      PR  Partial      RL  Release
ED  Edit      RF  Refill      RN  Renew
Select Action: Next Screen//  RN  Renew
FILL DATE: (11/4/2005 - 11/5/2006): TODAY// <Enter> (NOV 04, 2005)
MAIL/WINDOW: WINDOW// <Enter>WINDOW
METHOD OF PICK-UP: <Enter>
Nature of Order: WRITTEN// <Enter> W
WAS THE PATIENT COUNSELED: NO//<Enter> NO

Now Renewing Rx # 100003642 Drug: SIMETHICONE 40MG TAB

Now doing order checks. Please wait...

100003642A SIMETHICONE 40MG TAB QTY: 90
# OF REFILLS: 5 ISSUED: 11-04-05
SIG: CHEW ONE TABLET BY BY MOUTH THREE TIMES A DAY
FILLED: 11-04-05
ROUTING: WINDOW PHYS: OPPROVIDER4,TWO

Edit renewed Rx ? Y// <Enter> ES
```

-----example continues-----

### Example: Renewing an ePharmacy Order (continued)

(To save space, only the second Prescription Renew screen is displayed in this example.)

Prescription Renew	Jun 04, 2001 16:18:17	Page:	2 of 2
OPPATIENT,FOUR			
PID: 000-01-1322P		Ht (cm): _____ (_____)	
DOB: NOV 12,1075 (29)		Wt (kg): _____ (_____)	
+			
Days Supply: 30			
QTY ( ): 90			
(3) # of Refills: 5			
(4) Routing: WINDOW			
(5) Clinic:			
(6) Provider: OPPROVIDER4,TWO			
(7) Copies: 1			
(8) Remarks: RENEWED FROM RX # 100003642			
Entry By: OPPHARMACIST4,THREE		Entry Date: NOV 4,2005	
11:56:31			
Enter ?? for more actions			
AC	Accept	DC	Discontinue
BY	Bypass	ED	Edit
Select Item(s): Quit// 5			
CLINIC: 3EN			

Prescription Renew	Jun 04, 2001 16:24:32	Page:	2 of 2
OPPATIENT,FOUR			
PID: 000-01-1322P		Ht (cm): _____ (_____)	
DOB: NOV 12,1075 (29)		Wt (kg): _____ (_____)	
+			
Days Supply: 30			
QTY ( ): 90			
(3) # of Refills: 5			
(4) Routing: WINDOW			
(5) Clinic:			
(6) Provider: OPPROVIDER4,TWO			
(7) Copies: 1			
(8) Remarks: RENEWED FROM RX # 100003642			
Entry By: OPPHARMACIST4,THREE		Entry Date: NOV 4,2005 11:56:31	
Enter ?? for more actions			
AC	Accept	DC	Discontinue
BY	Bypass	ED	Edit
Select Item(s): Quit// AC Accept			
SC Percent: 40%			
Disabilities: NONE STATED			
Was treatment for Service Connected condition? NO// <Enter>			



Reversing prescription 100003642.

Claim Status:

Reversing and Rebilling a previously submitted claim...

Reversing...

IN PROGRESS-Waiting for transmit

IN PROGRESS-Transmitting

IN PROGRESS-Waiting to process response

E REVERSAL ACCEPTED

-Rx 100003642 has been discontinued...



Original provider comments are not carried over to any renewals in Outpatient Pharmacy.

## Flagging and Unflagging a New Pending Order

Flagging a pending order allows you to prevent an order from being processed and attach a note known as a flag to the pending order. After the flag has been addressed, you can unflag the order, allowing it to then be processed. Note that only new pending orders can be flagged.

The following provides examples of how to flag and unflag a pending order from a medication profile within *Patient Prescription Processing*.

If a pending order is flagged, the row number is highlighted on the Medication Profile screen (shown in the following example). Select the order to view the flag or to flag the new pending order.

### Example: A Flagged Pending Order

```
Medication Profile      Mar 13, 2008@16:31:24      Page: 1 of 1
OPPATIENT16,ONE      <NO ALLERGY ASSESSMENT>
  PID: 000-24-6802      Ht(cm): 177.80 (02/08/2007)
  DOB: APR 3,1941 (66)  Wt(kg): 90.45 (02/08/2007)
  SEX: MALE

#  RX #      DRUG      QTY ST  DATE  FILL  REM  SUP
-----
1 100002518  PENICILLAMINE 250MG TAB      31 A  02-29 02-29  5  31
-----
2 ACETAMINOPHEN 500MG TAB      QTY: 60      ISDT: 03-13  REF: 3
Enter ?? for more actions
PU Patient Record Update      NO  New Order
PI Patient Information      SO  Select Order
Select Action: Quit// SO Select Order
Select Orders by number: (1-2): 2
```

From the Pending OP Orders screen, you can flag and unflag an order, as well as view the flagged reason. To flag the order, enter **FL** and then enter a “REASON FOR FLAG”, alert the proper individual that the flag has been added by pressing **<Enter>** to select the default name or entering a different user name and pressing **<Enter>**, and the flagging process is complete.

### Example: Flagging an Order

```
REASON FOR FLAG: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE
DISPENSING.
Send alert to: PSOUSER,ONE//      BIRMINGHAM      ALABAMA      OP
PHARMACIST
... order flagged.
```

When an order is flagged, “FL-” is placed in front of “Pending OP Orders” in the upper left corner, and the flagged reason is listed below the patient identifying information.

#### Example: A Flagged Order

FL-Pending OP Orders (ROUTINE)March 13, 2008 16:31:33		Page: 1 of 2
OPPATIENT16,ONE		<NO ALLERGY ASSESSMENT>
PID: 000-24-6802	Ht(cm): 177.80 (02/08/2007)	
DOB: APR 3,1941 (66)	Wt(kg): 90.45 (02/08/2007)	
<b>Flagged</b> by OPPHARM,TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.		
*(1) Orderable Item: ACETAMINOPHEN TAB (2) CMOP Drug: ACETAMINOPHEN 500MG TAB Drug Message: NATL FORM (3) *Dosage: 500 (MG) Verb: TAKE Dispense Units: 1 *Route: ORAL *Schedule: BID (4) Pat Instruct: Provider Comments: ProvComments SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY (5) Patient Status: SERVICE CONNECTED (6) Issue Date: MAR 13,2008 (7) Fill Date: MAR 13,2008 (8) Days Supply: 30 (9) QTY (TAB): 60		<i>* Editing starred fields will create a new order</i>
+ Enter ?? for more actions		
BY Bypass	DC Discontinue	FL Flag/Unflag
ED Edit	FN Finish	
Select Item(s): Next Screen// <b>FL</b> Flag/Unflag		

To unflag an order, enter **FL** at the “Select Item(s)” prompt, and then enter your “COMMENTS”. When you press <Enter>, the order is no longer flagged.

#### Example: Unflagging an Order

```

FLAGGED: 03/13 23:14 by OPPHARM,TWO
        DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.
COMMENTS: CHECKED WITH PATIENT. NO HEART CONDITION.
        ... order unflagged.
  
```

At that point, the flag from the Medication Profile is removed, but the flagged/unflagged reason remains on the Pending OP Orders screen unless you reflag the order.

### Example: An Unflagged Order

Pending OP Orders (ROUTINE)		March 14, 2008 09:16:33	Page: 1 of 2
OPPATIENT16,ONE		<NO ALLERGY ASSESSMENT>	
PID: 000-24-6802		Ht(cm): 177.80 (02/08/2007)	
DOB: APR 3,1941 (66)		Wt(kg): 90.45 (02/08/2007)	
<b>Flagged</b> by OPPHARM,TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING. <b>Unflagged</b> by OPPHARM,TWO on 03/14/08@09:26: CHECKED WITH PATIENT. NO HEART CONDITION.			
*(1) Orderable Item: ACETAMINOPHEN TAB (2) CMOP Drug: ACETAMINOPHEN 500MG TAB Drug Message: NATL FORM (3) *Dosage: 500 (MG) Verb: TAKE Dispense Units: 1 *Route: ORAL *Schedule: BID (4) Pat Instruct: Provider Comments: ProvComments SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY (5) Patient Status: SERVICE CONNECTED (6) Issue Date: MAR 13,2008 (7) Fill Date: MAR 13,2008 (8) Days Supply: 30 (9) QTY (TAB): 60		<i>* Editing starred fields will create a new order</i>	
+ Enter ?? for more actions			
BY Bypass	DC Discontinue	FL Flag/Unflag	
ED Edit	FN Finish		
Select Item(s): Next Screen//			

After pending orders have been unflagged, they can be processed.



If you attempt to process a flagged order, you are prompted “Unflag Order? NO//”. If you respond **YES**, enter comments to unflag the order and continue with processing. If you respond **NO**, you cannot process the order because it is still flagged.

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

## **Barcode Rx Menu**

### **[PSO BARCODE MENU]**

Use this menu to batch barcode refills and renewals of prescriptions, and check the quality of the barcode print. The menu contains the following options:

- *Barcode Batch Prescription Entry*
- *Check Quality of Barcode*
- *Process Internet Refills*

## **Barcode Batch Prescription Entry**

### **[PSO BATCH BARCODE]**

Enter refills or renewals by batch entry using barcodes with this option. Select either refills or renewals. Then fill in information for the prescriptions to be batch barcode, i.e., fill date, route, etc. Next, use a barcode wand to enter the barcodes for the prescriptions to be refilled or renewed.

## **Check Quality of Barcode**

### **[PSO BARCODE CHECK]**

No action is taken on the prescription by using this option. Use this option to check the quality of the printed barcodes or use it to practice using the barcode reader. After the barcode is scanned the barcode number will echo back on the screen and the screen will return to the "Read Barcode" prompt. No action is taken on the prescription by using this option.

The following are some common causes for failure of the barcode reader and how they can be corrected.

1. Barcode too faint (change printer ribbon)
2. Improper scanning (move the wand at a steady rate)
3. Defective barcode reader (replace the reader)

## Complete Orders from OERR

### [PSO LMOE FINISH]

When a clinician has created an order for a patient, the pharmacist then completes and verifies the order. The *Complete Orders from OERR* option is used to complete orders entered into the patient record through Order Entry Results Reporting (OERR) V. 3.0. This option uses the List Manager features.

Orders may be selected by patient, route, clinic, flag, or priority. "E" can be entered at the "Select By:" prompt to stop processing orders.

If a temporary address has no end date, the following text is now displayed: "(Temp address from XXX 99,9999 till (no end date))".

For ePharmacy orders, after an order is finished, the billing data is sent to the Electronic Management Claims Engine (ECME). ECME sends a message back to Outpatient Pharmacy displaying the status of the claim. For an example, see "Finishing an ePharmacy Order" in this section.

#### Example: Finishing an Order from OERR

```
Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

      Orders to be completed for all divisions: 16

Do you want an Order Summary? No//  <Enter> NO

      Patient Prescription Processing
      Barcode Rx Menu ...
      Complete Orders from OERR
      Discontinue Prescription(s)
      Edit Prescriptions
      ePharmacy Menu...
      List One Patient's Archived Rx's
      Manual Print of Multi-Rx Forms
      Reprint an Outpatient Rx Label
      Signature Log Reprint
      View Prescriptions

Select Rx (Prescriptions) Option: COMplete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for
finishing orders entered through CPRS. Select the Institution for which to
finish orders from.  Enter '?' to see all choices.

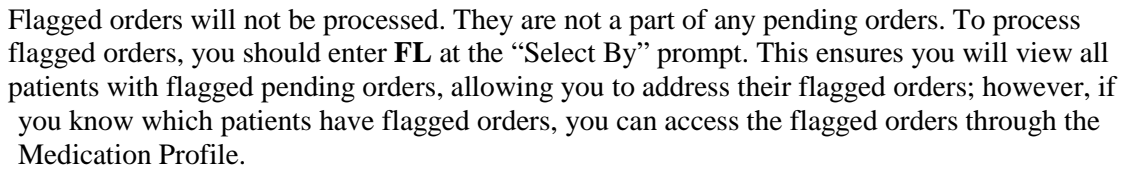
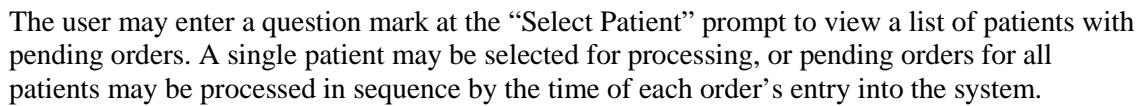
Select CPRS ORDERING INSTITUTION: ALBANY// <Enter>      NY  VAMC  500

You have selected ALBANY.
After completing these orders, you may re-enter this option and select again.

Select By:  (PA/RT/PR/CL/FL/E): PATIENT// <Enter>
All Patients or Single Patient:  (A/S/E): SINGLE// <Enter>
Select Patient: OPPATIENT16,ONE  OPPATIENT16,ONE      4-3-41      000246802
      YES      SC VETERAN

Do you want to see Medication Profile? Yes//
```

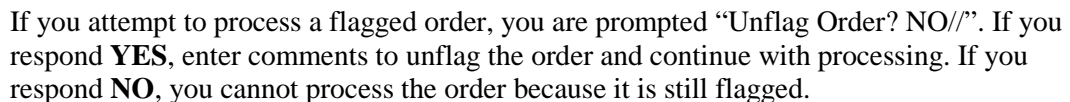
-----example continues-----



### Example: Finishing an Order from OERR (continued)

*(The Patient Information and Medication Profile screens display next, but are not shown in this example.)*

After “Finish” is selected, the user is prompted to fill in any information missing from fields needed to complete the order.







If an order is sent from OERR without a Dispense Drug selected, and there is only one Dispense Drug tied to the Orderable Item, that drug will be inserted in the DRUG field (#2 on the screen). If there is more than one Dispense Drug tied to the Orderable Item, a “No Dispense Drug Selected” message will display in the DRUG field (#2 on the screen) and a Dispense Drug must be selected to complete/finish the order.

The following Drug are available for selection:

1. ACETAMINOPHEN 325MG
2. ACETAMINOPHEN EXTRA STR 500MG



If the drug list is empty, the user should select a new orderable item or the order can be discontinued.

#### Example: Finishing an Order from OERR (continued)

Select Drug by number: (1-2): 1

If the user chooses to copy Provider Comments into the Patient Instructions, they will be displayed on the end of both the Patient Instructions and the Sig.



If the patient has been identified as having another language preference, the Provider Comments will not be appended to the other language Sig.

```

Provider Comments:
WITH A FULL MEAL
Copy Provider Comments into the Patient Instructions? No// Y YES

(TAKE ONE TABLET BY MOUTH TWICE A DAY WITH A FULL MEAL)

Rx # 503902          05/22/01
OPPATIENT16,ONE          #60
TAKE ONE TABLET BY MOUTH TWICE A DAY WITH A FULL MEAL

ACETAMINOPHEN 500MG TAB
OPPROVIDER4,TWO          OPPHARMACIST4,THREE
# of Refills: 3

Are you sure you want to Accept this Order? NO// Y YES

```

After an order is accepted, the user will be prompted to enter the missing information.

```

METHOD OF PICK-UP:
WAS THE PATIENT COUNSELED: NO// Y YES
WAS COUNSELING UNDERSTOOD: NO// Y YES

Do you want to enter a Progress Note? No// <Enter> NO

    SC Percent: 20%
    Disabilities:
KNEE CONDITION          10% - SERVICE CONNECTED
TRAUMATIC ARTHRITIS     10% - SERVICE CONNECTED
SEPTUM, NASAL, DEVIATION OF 0% - SERVICE CONNECTED
RESIDUALS OF FOOT INJURY 0% - SERVICE CONNECTED

This Rx has been flagged as: SC
Was treatment for Service Connected condition: YES// <Enter>
Press Return to Continue:

```

## Flagging and Unflagging a New Pending Order

Flagging a pending order allows you to prevent an order from being processed and attaches a note known as a flag to the pending order. After the flag has been addressed, you can unflag the order, allowing it to then be processed. Note that only new pending orders can be flagged.

Flagged orders will not be processed. They are not a part of any pending orders. When you have flagged orders to process from the *Complete Orders from OERR* option, you should enter **FL** at the “Select By” prompt (shown in the following example). This ensures you will view all patients with flagged pending orders, allowing you to address their flagged orders; however, if you know which patients have flagged orders, you can access the flagged orders through the Medication Profile. Entering any other selection at the “Select By” prompt when you have flagged orders means that those flagged orders will not be part of the batches,

The following provides examples of how to flag and unflag pending orders from a medication profile within the *Complete Orders from OERR* option.

### Example: Finishing an Order from OERR

```
Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

      Orders to be completed for all divisions: 16

Do you want an Order Summary? No//  <Enter> NO

      Patient Prescription Processing
      Barcode Rx Menu ...
      Complete Orders from OERR
      Discontinue Prescription(s)
      Edit Prescriptions
      ePharmacy Menu...
      List One Patient's Archived Rx's
      Manual Print of Multi-Rx Forms
      Reprint an Outpatient Rx Label
      Signature Log Reprint
      View Prescriptions

Select Rx (Prescriptions) Option: COMplete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for
finishing orders entered through CPRS. Select the Institution for which to
finish orders from. Enter '?' to see all choices.

Select CPRS ORDERING INSTITUTION: ALBANY//  <Enter>  NY  VAMC  500

You have selected ALBANY.
After completing these orders, you may re-enter this option and select again.

      <There are 3 flagged orders for ALBANY>

Select By:  (PA/RT/PR/CL/FL/E): PATIENT//  FL <Enter>

Do you want to see Medication Profile? Yes//  <Enter>
```

After answering the “Medication Profile” prompt, a warning displays if no allergy assessment has been made. The patient’s eligibility and RX patient status also displays.

```

OPPATIENT16,ONE      4-3-41      000246802
YES      SC VETERAN
      No Allergy Assessment!

Press Return to continue: <Enter>
Eligibility: SC
RX PATIENT STATUS: SERVICE CONNECTED// <Enter>

```

If a pending order is flagged, the row number is highlighted on the Medication Profile screen (shown in the following example). Select the order to view the flag or to flag the new pending order.

#### Example: A Flagged Pending Order

```

Medication Profile      Mar 13, 2008@16:31:24      Page:      1 of      1
OPPATIENT16,ONE      <NO ALLERGY ASSESSMENT>
  PID: 000-24-6802      Ht(cm): 177.80 (02/08/2007)
  DOB: APR 3,1941 (66)      Wt(kg): 90.45 (02/08/2007)
  SEX: MALE

      ISSUE      LAST REF DAY
#  RX #      DRUG      QTY ST  DATE  FILL REM SUP
-----
1 100002518      PENICILLAMINE 250MG TAB      31 A  02-29 02-29  5  31
-----
2 ACETAMINOPHEN 500MG TAB      QTY: 60      ISDT: 03-13  REF:  3
Enter ?? for more actions
PU  Patient Record Update      NO  New Order
PI  Patient Information      SO  Select Order
Select Action: Quit// SO Select Order
Select Orders by number: (1-2): 2

```

From the Pending OP Orders screen, you can flag and unflag an order, as well as view the flagged reason. To flag the order, enter **FL** and then enter a “REASON FOR FLAG”, alert the proper individual that the flag has been added by pressing **<Enter>** to select the default name or entering a different user name and pressing **<Enter>**, and the flagging process is complete.

#### Example: Flagging an Order

```

REASON FOR FLAG: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE
DISPENSING.
Send alert to: PSOUSER,ONE//      BIRMINGHAM      ALABAMA      OP
PHARMACIST
... order flagged.

```

When an order is flagged, “FL-” is placed in front of “Pending OP Orders” in the upper left corner, and the flagged reason is listed below the patient identifying information.

### Example: A Flagged Order

FL-Pending OP Orders (ROUTINE)March 13, 2008 16:31:33		Page: 1 of 2
OPPATIENT16,ONE		<NO ALLERGY ASSESSMENT>
PID: 000-24-6802	Ht(cm): 177.80 (02/08/2007)	
DOB: APR 3,1941 (66)	Wt(kg): 90.45 (02/08/2007)	
<b>Flagged</b> by OPPHARM,TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.		
*(1) Orderable Item: ACETAMINOPHEN TAB (2) CMOP Drug: ACETAMINOPHEN 500MG TAB Drug Message: NATL FORM (3) *Dosage: 500 (MG) Verb: TAKE Dispense Units: 1 *Route: ORAL *Schedule: BID (4) Pat Instruct: Provider Comments: ProvComments SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY (5) Patient Status: SERVICE CONNECTED (6) Issue Date: MAR 13,2008 (7) Fill Date: MAR 13,2008 (8) Days Supply: 30 (9) QTY (TAB): 60		<i>* Editing starred fields will create a new order</i>
+ Enter ?? for more actions		
BY Bypass	DC Discontinue	FL Flag/Unflag
ED Edit	FN Finish	
Select Item(s): Next Screen// <b>FL</b> Flag/Unflag		

To unflag an order, enter **FL** at the “Select Item(s)” prompt, and then enter your “COMMENTS”. When you press <Enter>, the order is no longer flagged.

### Example: Unflagging an Order

```

FLAGGED: 03/13 23:14 by OPPHARM,TWO
        DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.
COMMENTS: CHECKED WITH PATIENT. NO HEART CONDITION.
        ... order unflagged.
  
```

At that point, the flag from the Medication Profile is removed, but the flagged/unflagged reason remains on the Pending OP Orders screen unless you reflag the order.

### Example: An Unflagged Order

Pending OP Orders (ROUTINE) March 14, 2008 09:16:33		Page: 1 of 2
OPPATIENT16,ONE PID: 000-24-6802 DOB: APR 3,1941 (66)		<b>&lt;NO ALLERGY ASSESSMENT&gt;</b> Ht(cm): 177.80 (02/08/2007) Wt(kg): 90.45 (02/08/2007)
<b>Flagged</b> by OPPHARM,TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING. <b>Unflagged</b> by OPPHARM,TWO on 03/14/08@09:26: CHECKED WITH PATIENT. NO HEART CONDITION.		
*(1) Orderable Item: ACETAMINOPHEN TAB (2) CMOP Drug: ACETAMINOPHEN 500MG TAB Drug Message: NATL FORM (3) *Dosage: 500 (MG) Verb: TAKE Dispense Units: 1 *Route: ORAL *Schedule: BID (4) Pat Instruct: Provider Comments: ProvComments SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY (5) Patient Status: SERVICE CONNECTED (6) Issue Date: MAR 13,2008 (7) Fill Date: MAR 13,2008 (8) Days Supply: 30 (9) QTY (TAB): 60		<i>* Editing starred fields will create a new order</i>
+ Enter ?? for more actions BY Bypass DC Discontinue FL Flag/Unflag ED Edit FN Finish Select Item(s): Next Screen//		

After pending orders have been unflagged, they can be processed.



If you attempt to process a flagged order, you are prompted “Unflag Order? NO//”. If you respond **YES**, enter comments to unflag the order and continue with processing. If you respond **NO**, you cannot process the order because it is still flagged.

### Changes to Finishing Pending Orders Process - Digitally Signed Orders Only

Digitally signed orders will be identifiable by the “Digitally Signed Order” message in reverse video on the message bar.



If the terminal in use is set up as a VT-100, there may be problems with this message display and the “Processing Digitally Signed Order” message. Updating the VistA terminal session to use VT-320 will avoid this problem.

The provider’s PKI certificate is re-validated when accessing a digitally signed order. If the validation check is unsuccessful, an error code is sent to the pharmacist and an entry is made in the Rx Activity Log. The error code type will result in either the order being automatically rejected/discontinued or the pharmacist being given the choice to finish, bypass, or discontinue the order. Digitally signed prescriptions that have been discontinued cannot be reinstated. The Speed Discontinuation functionality will no longer delete unverified prescriptions.

## Finishing an Order from OERR with Multiple Institutions

Multiple Institution entries can be added using the *Site Parameter Enter/Edit* option. If the local site has multiple entries in the CPRS ORDERING INSTITUTION field the user will be prompted for an Institution when entering the *Complete Orders from OERR* option. After an Institution is selected, then the Pending Orders that will be shown for completion will be those Pending Orders from clinics that are associated with the Institution selected.

### Example: Finishing an Order from OERR with Multiple Institutions

```
Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

      Orders to be completed for all divisions: 21

Do you want an Order Summary:? No// <Enter>  NO

Select Rx (Prescriptions) Option: Complete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for
finishing orders entered through CPRS. Select the Institution from which to
finish orders. Enter '?' to see all choices.

Select CPRS ORDERING INSTITUTION: BIRMINGHAM, AL.// <Enter> BIRMINGHAM, AL.521

You have selected BIRMINGHAM, AL..
After completing these orders, you may re-enter this option and select again.

Select By: (PA/RT/PR/CL/E): PATIENT// PA
```

*[See the previous example for completion of this option.]*

## Discontinue Prescription(s)

[PSO C]

This option is used either to discontinue a prescription without deleting its record from the files, or to reinstate a prescription discontinued by pharmacy.

### Example: Discontinuing a prescription

```
Select Rx (Prescriptions) Option: DISCONTINUE Prescription(s)

Discontinue/Reinstate by Rx# or patient name: (R/P): PATIENT NAME

Are you entering the patient name or barcode: (P/B): Patient Name

Select PATIENT NAME: OPPATIENT16,ONE  OPPATIENT16,ONE      9-7-52      000246802
                     YES      SC VETERAN

      RX #          DRUG                                QTY ST  ISSUE  LAST REF DAY
      -----
      -----ACTIVE-----
      1 100003218    AMPICILLIN 500MG CAP                10 A   05-11 05-11    5 30
      2 100003238    PREDNISONE 5MG TAB                  30 A   05-30 05-30    3 10
      3 100003205$   TRIPROLIDINE & PSEUDOEPHEDRINE                10 A   05-01 05-01    5 31
      -----DISCONTINUED-----
      4 100003216$   AMPICILLIN 10GM INJ. M.D.V.                        30 DC 05-07 05-07    5 30
      5 100003214    PREDNISONE 1MG TAB                  30 DE 05-07 05-07    3 10
Press RETURN to continue: <Enter>

Discontinue all or specific Rx#'s?: (A/S): SPECIFIC Rx's

ENTER THE LINE #: (1-5): 2

Comments: RESTRICTED/NF MED
Nature of Order: SERVICE CORRECTION// ??

      Nature of Order Activity      Require      Print      Print on
      -----      E.Signature      Chart Copy      Summary
      -----
      WRITTEN
      VERBAL                      x              x              x
      TELEPHONED                  x              x              x
      SERVICE CORRECTION
      POLICY                      x              x              x
      DUPLICATE
      SERVICE REJECT              x              x

Nature of Order: SERVICE CORRECTION// SERVICE REJECT      R

Requesting PROVIDER: OPPROVIDER30,TWO // <Enter>      TO
100003238 PREDNISONE 5MG TAB      OPPATIENT16,ONE
                        Rx to be Discontinued

Press Return to Continue: <Enter>

OK to Discontinue? N// YES
```

When a prescription is discontinued, the software checks for any unresolved ECME rejections for that prescription. If a DUR REJECT or REFILL TOO SOON REJECT is found, it will be marked resolved with the reason PRESCRIPTION DISCONTINUED.

When an ePharmacy prescription is discontinued, the software checks for any unreleased fills with a PAYABLE claim. If found, a reversal request is sent to ECME, which forwards it on to the third party payer.

When a pending renewal order is discontinued, Outpatient Pharmacy verifies if there is an active prescription for the same drug. If an active prescription is found, you are prompted with “There is an active Rx for this pending order, Discontinue both (Y/N)?” If you respond **YES**, both the pending order and the active order are discontinued. If you respond **NO**, only the pending order is discontinued and the active order is not discontinued.

## **Edit Prescriptions**

### **[PSO EXEDIT]**

This option allows changes to be made to entered orders. Newly entered orders can be edited before release by typing in the corresponding field number. Previously entered orders can be edited by entering the prescription number, then specifying the field to be edited. An asterisk or star (\*) is shown in front of each field that will create a new order if it is changed. See the section “Editing an Order” for an example.

When editing fields preceded by an asterisk (\*) in an ePharmacy order (or electronically third party billable prescription), upon acceptance of the edited order the original prescription will be discontinued and a new order created. If the latest fill of the original order has not been released, the claim for that fill will be reversed. A new claim is created for the new prescription. See “Editing an ePharmacy Order” for an example of editing ePharmacy orders.



# Index

---

## B

Barcode Batch Prescription Entry, 82  
Barcode Rx Menu, 82  
Batch Print Questionnaires, 20

## C

Change Label Printer, 15  
Change Suspense Date, 17  
Check Quality of Barcode, 82  
Complete Orders from OERR, 85  
Create/Edit a Questionnaire, 20

## D

DAW Code, 66  
Delete Intervention, 32  
Discontinue Prescription(s), 93  
Dispense as Written, 66  
Display Patient's Name on Monitor, 13  
DUE Report, 20  
DUE Supervisor, 19  
DUR reject, 95

## E

Edit an Existing Answer Sheet, 19  
Edit Pharmacy Intervention, 31  
Edit Prescription(s), 94  
Enter a New Answer Sheet, 19  
Enter New Patient, 13  
Enter Pharmacy Intervention, 31  
Enter/Edit Clinic Sort Groups, 21  
Entering Actions, 7  
ePharmacy Menu, 95  
Evaluating Drug Usage, 19  
External Interface Menu, 23

## F

Flagging and Unflagging a New Pending Order,  
81a, 87a

## I

Introduction, 1

## L

List Manager, 3  
List Non-Verified Scripts, 110  
List One Patient's Archived Rx's, 104

## M

Manual Print of Multi-Rx Forms, 104  
Medication Profile, 27  
Medication Reconciliation, 30a

## N

Non-VA Meds Usage Report, 8  
Non-Verified Counts, 111

## O

Ordering/Processing a Prescription, 47  
Other Outpatient Pharmacy ListMan Actions, 10  
Other Screen Actions, 10  
Outpatient Pharmacy Hidden Actions, 8

## P

Patient Prescription Processing, 48  
Pharmacy Intervention, 31  
Print from Suspense File, 33  
Print Pharmacy Intervention, 32  
Process Drug/Drug Interactions, 35  
Process Internet Refills, 83  
Pull Early from Suspense, 37  
Purge External Batches, 23

## R

Refill Too Soon reject, 95  
Release Medication, 39  
Remove Patient's Name from Monitor, 14  
Reprint an Outpatient Rx Label, 105  
Reprint External Batches, 21, 24  
Resolving Open Rejects, 100  
Return Medication to Stock, 45  
Rx (Prescriptions), 47  
Rx Verification by Clerk, 111

## **S**

Signature Log Reprint, 105  
Speed Actions, 9  
Status of Patient's Order, 14

## **T**

Third Party Payer Rejects - View/Process, 95  
Third Party Payer Rejects - Worklist, 100

## **U**

Update Patient Record, 107

Using List Manager with Outpatient Pharmacy,  
7  
Using the Interface Menu, 23

## **V**

Verifying Prescriptions, 109  
View External Batches, 25  
View Intervention, 32  
View Prescriptions, 106  
Viewing and Resolving Open Rejects, 96