



# **OUTPATIENT PHARMACY (PSO)**

## **PHARMACIST'S USER MANUAL**

Version 7.0  
December 2007

(Revised March 2012)



# 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
03/12	i, viii, 8, 15, 24, 35-36, 41, 160, 170a, 170e-170l, 170m-170n, 177-178	PSO*7*367	To add functionality to Outpatient Pharmacy for the printing and storing of FDA Medication Guides.  Updates to Index (N. Goyal, PM; B. Thomas, Tech Writer)
03/12	i, vii, 63, 107a-107b, 160-160b, 171, 172, 173	PSO*7*354	Update to TOC Automated Dispensing Device (ADD) enhancement ADD, DNS, OPAI added to Glossary. (Niha Goyal, PM; John Owczarzak, Tech Writer)
02/12	i-ii, iia-iiib, v-viii, 10, 13-14, 36-37, 43, 48a-48b, 50, 67, 67a-67n, 75, 111, 117-119, 122-123, 123a-123b, 125-128, 128a-128b, 130-134, 134a-134b, 135-138, 138a-138b, 139-140, 140a-140b, 141, 141a-141b, 142-146, 147-149, 149a, 150-154, 156a-156b, 157, 170e-170f, 171-178	PSO*7*385	Removed incorrect listing of View Additional Reject Info (ARI) action Added signature alerts Updated wording for ¾ Days Supply Hold Added rounding functionality for ¾ Days Supply Hold Added new actions Submit Multiple Actions (SMA) and Suspense Date Calculation (SMA) Added new option View ePharmacy Rx (VER) Corrected earlier formatting errors Corrected typos Updated Service Code values Updated changed security key names Added TRICARE and CHAMPVA examples of rejects on a new order Updated name of TRICARE CHAMPVA Bypass/Override Report Updated screen shots related to patch changes Updated wording based on reviewer feedback Added CHAMPVA functionality Added separate section to list changes to security keys Added CHAMPVA to Glossary (S. Spence, PM; C. Smith, Tech Writer)

<b>Date</b>	<b>Revised Pages</b>	<b>Patch Number</b>	<b>Description</b>
10/11	i-ii, v-viii, 4, 7-10, 36, 56-58, 64, 66, 95, 118, 120-124, 126-127, 128-128b, 135-137, 139-145, 146-146b, 148, 149-149b, 150-153, 154-154b, 155-156, 165, 175-178	PSO*7*359	Added new action View Additional Reject Info (ARI) Expanded ECME Numbers to twelve digits Updated screen shots related to patch changes Added TRICARE to Glossary Corrected typos Corrected formatting errors from 11/10 reissue (S. Spence, PM; C. Smith, Tech Writer)
09/11	i,vi-vii, 30a-30f	PSO*7*382	Added information regarding the new [PSO HRC PROFILE/REFILL] option. (N. Goyal, PM; J. Owczarzak, Tech Writer)
04/11	i, viii, 8, 170a-170d, 177-179	PSO*7*343	To add functionality to Outpatient Pharmacy for the On-Demand Displaying of FDA Medication Guides.  Display FDA Medication Guide [MG] added to Other OP Actions [OTH]  Updates to Index (T. Leggett, PM; B. Thomas, Tech Writer)
04/11	i, vi, vii, viii, 5, 8, 10, 27-27b, 28, 30, 39-39nnn, 40, 54-54t, 58, 59, 60-60l, 78, 82, 159, 163, 167-180	PSO*7*251	The following changes are included in this patch: -Outpatient List Manager Screen Views -Added HP and H to Hold Status -Removed DC code; Added DF,DE,DP,DD and DA -Added to Hidden Action List: IN - Removed DC code; Added DF,DE,DP,DD and DA, and - Added HP and H to Hold Status -Replaced Medication Short Profile -Inserted enhanced Order checks, Outpatient Pharmacy generated order checks -Added IN to Screen Scrape -Modified New Order Screen Scrape -Inserted Drug Allergy Screens -Updated Glossary and Index to start on odd pages (G. Tucker, PM; G. Scorca, Tech Writer)

<i>Using the Copy Action</i> .....	76
<i>Renewing a Prescription</i> .....	84
Flagging and Unflagging a New Pending Order .....	89
Barcode Rx Menu.....	92
<i>Barcode Batch Prescription Entry</i> .....	92
<i>Check Quality of Barcode</i> .....	92
<i>Process Internet Refills</i> .....	93
Complete Orders from OERR .....	95
<i>Flagging and Unflagging a New Pending Order</i> .....	99
<i>Changes to Finishing Pending Orders Process - Digitally Signed Orders Only</i> .....	103
<i>Finishing an Order from OERR with Multiple Institutions</i> .....	103
<i>Finishing an ePharmacy Order</i> .....	104
<i>Activity Log</i> .....	105
Discontinue Prescription(s) .....	108
Edit Prescriptions.....	109
ePharmacy Menu .....	111
<i>Ignored Rejects Report</i> .....	112
<i>ePharmacy Medication Profile (View Only)</i> .....	114
<i>NDC Validation</i> .....	116
<i>ePharmacy Medication Profile Division Preferences</i> .....	117
<i>ePharmacy Site Parameters</i> .....	117
<i>Third Party Payer Rejects - View/Process</i> .....	120
<i>Third Party Payer Rejects - Worklist</i> .....	125
<i>TRICARE CHAMPVA Bypass/Override Report</i> .....	130
View ePharmacy Rx .....	156a
MailMan Message for Open/Unresolved Rejects.....	157
Alerts for Discontinued CMOP Prescription.....	158
<i>Discontinued by a Background Process</i> .....	158
<i>Discontinued by a Foreground Pharmacy Process</i> .....	159
List One Patient's Archived Rx's .....	159
Manual Print of Multi-Rx Forms.....	159
Reprint an Outpatient Rx Label.....	160
Signature Log Reprint .....	160b
View Prescriptions.....	160b
<b>Chapter 20: Updating a Patient's Record.....</b>	<b>161</b>
Update Patient Record.....	161
<b>Chapter 21: Verifying Prescriptions .....</b>	<b>163</b>
Verification.....	163
List Non-Verified Scripts .....	164
Non-Verified Counts .....	165
Rx Verification by Clerk .....	165
Verifying ePharmacy Orders .....	166
<b>Chapter 22: CPRS Order Checks: How They Work .....</b>	<b>167</b>
Introduction .....	167
Order Check Data Caching.....	167
<b>Chapter 23: Error Messages.....</b>	<b>169</b>
Error Information.....	169

Two Levels of Error Messages .....	170
<b>Chapter 24: FDA Medication Guides .....</b>	<b>170a</b>
Displaying an FDA Medication Guide .....	170a
Printing an FDA Medication Guide.....	170e
Site Parameters .....	170e
FDA Medication Guide Printer Selection.....	170f
The Default FDA Medication Guide Printer .....	170f
Reprinting an FDA Medication Guide .....	170g
Changing the FDA Medication Guide Printer .....	170i
Prompt During Label Print .....	170j
Label Log and CMOP Event Log Display .....	170j
Audit Trail for FDA Medication Guide Printing .....	170j
Automatically Printing FDA Medication Guides is Optional .....	170j
<b>Chapter 25: Security Keys .....</b>	<b>170m</b>
New or Modified Security Keys.....	170m
<i>PSO TRICARE/CHAMPVA</i> .....	<i>170m</i>
<i>PSO TRICARE/CHAMPVA MGR</i> .....	<i>170m</i>
<b>Glossary.....</b>	<b>171</b>
<b>Index.....</b>	<b>177</b>

# Using List Manager with Outpatient Pharmacy

List Manager is a tool designed so that a list of items can be presented to the user for an action.

For Outpatient Pharmacy, the List Manager does the following:

- Allows the pharmacist or technician to browse through a list of actions
- Allows the pharmacist or technician to take action against those items
- Allows the user to select an action that displays an action or informational profile
- Allows the user to select a different action without leaving an option.

## Entering Actions

Actions are entered by typing the name(s), or synonym(s) at the "Select Item(s)" prompt. In addition to the various actions that may be available specific to a particular option, List Manager provides generic actions applicable to any List Manager screen. A double question mark (??) may be entered at the "Select Action" prompt for a list of all actions available. The following is a list of generic List Manager actions with a brief description. The synonym for each action is shown in brackets following the action name. Entering the synonym is the quickest way to select an action.

Action	Description
Next Screen [+]	Move to the next screen (may be shown as a default).
Previous Screen [-]	Move to the previous screen.
Up a Line [UP]	Move up one line.
Down a Line [DN]	Move down one line.
Shift View to Right [>]	Move the screen to the right if the screen width is more than 80 characters.
Shift View to Left [<]	Move the screen to the left if the screen width is more than 80 characters.
First Screen [FS]	Move to the first screen.
Last Screen [LS]	Move to the last screen.

<b>Action</b>	<b>Description</b>
Go to Page [GO]	Move to any selected page in the list.
Re Display Screen [RD]	Redisplay the current.
Print Screen [PS]	Prints the header and the portion of the list currently displayed.
Print List [PL]	Prints the list of entries currently displayed.
Search List [SL]	Finds selected text in list of entries.
Auto Display (On/Off) [ADPL] automatically.	Toggles the menu of actions to be displayed/not displayed
Quit [QU]	Exits the screen (may be shown as a default).

## Outpatient Pharmacy Hidden Actions

The Outpatient Pharmacy hidden actions will display with the previous hidden actions once a completed or finished order is selected and a double question mark (??) is entered at the "Select Action" prompt.

The following hidden actions appear on the Medication Profile screen and can only be applied to one order at a time.

<b>Action</b>	<b>Description</b>
Activity Logs [AL]	Displays the Activity Logs.
Copy [CO]	Allows the user to copy and edit an order.
DIN	Displays available drug restriction/guideline information for the Dispense Drug and Orderable Item associated with the selected medication order.
IN	Intervention Menu
Hold [HD]	Places an order on a hold status.
Other OP Actions [OTH]	Allows the user to choose from the following sub-actions: Progress Note [PN] Action Profile [AP] Print Medication Instructions [MI] Display Orders' Statuses [DO] Non-VA Meds Report [NV] Display FDA Medication Guide [MG] Reprint FDA Medication Guide [RM]]



# Chapter 1: Changing the Label Printer

---

This chapter describes the *Change Label Printer* option.

## Change Label Printer

### [PSO CHANGE PRINTER]

This option allows the user to change the printer to which labels are printed.

```
Select Outpatient Pharmacy Manager Option: Change Label Printer
Select LABEL PRINTER: LABELPRT2// <Enter> LABELPRT2

OK to assume label alignment is correct? YES//<Enter>

ALBANY's FDA Medication Guide Printer(s) on file:

    BIRM1$PRT
    L8150$PRT

Select FDA MED GUIDE PRINTER: HOME// SUP

    1 SUPPORT LEXMARK LASERJET    SUP HALLWAY - LINE 111
    2 SUPPORT LINE PRINTER      ROOM 273
    3 SUPPORT TEST PRINTER      ROOM 269
Choose 1-3> 1  SUPPORT LEXMARK LASERJET  SUP HALLWAY - LINE 111    Right
Margin:
    96//

This device cannot be used for printing FDA Medication Guides.
Please, contact your IRM and ask them to update the Windows
Network Printer Name for this device.

Select FDA MED GUIDE PRINTER: HOME// L8150$PRT
```

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## Chapter 2: Using the Interface Menu

---

This chapter describes the options on the *External Interface Menu*.



This menu is locked with the PSOINTERFACE lock. The PSOINTERFACE key should be assigned to all persons responsible for performing these functions.

### External Interface Menu

#### [PSO EXTERNAL INTERFACE]

This menu contains the following options for using an external interface device.

- *Purge External Batches*
- *Reprint External Batches*
- *View External Batches*

### Purge External Batches

#### [PSO INTERFACE PURGE]

This option purges entries from the PHARMACY EXTERNAL INTERFACE file.

Example: Purge External Batches

```
Select External Interface Menu Option: Purge External Batches
Enter cutoff date for purge of External Interface file: 022807 (FEB 28, 2007)

Purge entries that were not successfully processed? NO// <Enter>

Purge queued to run in background.

Select External Interface Menu Option:
```

## Reprint External Batches

### [PSO INTERFACE REPRINT]

This option enables the reprinting of labels for batches of prescriptions that have been sent to the external interface.

Example: Reprint External Batches

```
Select External Interface Menu Option: Reprint External Batches

Enter a date/time range to see all batches sent to the External Interface.

Start date/time: 022807  (FEB 28, 2007)

End date/time: 030707  (MAR 07, 2007)

Gathering batches, please wait...

  BATCH      QUEUED TO PRINT ON:      PATIENT:      ALBANY
-----
  1          FEB 28,2007@08:06:14      OPPATIENT12,ONE
  2          FEB 28,2007@08:10:56      OPPATIENT12,ONE
  3          FEB 28,2007@08:19:20      OPPATIENT22,ONE
  4          FEB 28,2007@08:38:17      OPPATIENT28,ONE
  5          FEB 28,2007@08:50:32      OPPATIENT9,ONE
  6          FEB 28,2007@09:15:35      OPPATIENT9,ONE
  7          FEB 28,2007@09:33:48      OPPATIENT18,ONE
  8          FEB 28,2007@09:39:31      OPPATIENT1,ONE
  9          FEB 28,2007@10:36:51      OPPATIENT10,ONE
 10          FEB 28,2007@13:37:24      OPPATIENT4,ONE
 11          FEB 28,2007@13:46:07      OPPATIENT8,ONE

Select Batch(s) to reprint:  (1-11): 5,6

Batches selected for Reprint are:

Batch 5 Queued for FEB 28,2007@08:50:32 by OPPHARMACIST4,THREE
Batch 6 Queued for FEB 28,2007@09:15:35 by OPPHARMACIST4,THREE

Reprint the FDA Medication Guide? No// YES

Before Reprinting, would you like a list of these prescriptions? N// <Enter> O

Are you sure you want to Reprint labels? Y// <Enter> YES..

Select LABEL DEVICE: [Select Print Device]

LABEL(S) QUEUED TO PRINT!

Select External Interface Menu Option:
```

## Chapter 3: Print from Suspense File

---

This chapter describes the *Print from Suspense File* option used for printing suspended prescriptions.

### Print from Suspense File

[PSO PNDLBL]

This option allows the user to print labels from the RX SUSPENSE file. First, enter the “Print Through” date. Any prescriptions with a suspense date on or before the date entered will print. Additionally, if a patient has at least one prescription on or before the date entered, any other prescriptions for that patient that are in suspense will be printed for the site parameter specified number of days to be pulled from suspense.

For example, if today’s date is entered and Patient A has a prescription to be printed through the that date, all of Patient A’s prescriptions between the date entered plus the number of days set in the local site parameter will be printed. If there are no prescriptions for Patient A through the date entered, no labels will print.

Labels can be sorted by the patient name, the SSN, or the DEA Special Handling code. If sorted by DEA, the labels must then sort by patient name or SSN. Sorting by DEA will send the labels to the printer in three groups:

- **First group** – will contain all the prescriptions with drugs that contain an “A” (narcotics and alcoholics) or a “C” (controlled substances-non narcotic) in the DEA Special Handling field.
- **Second group** – will contain all the prescriptions with drugs containing an “S” (supply) in the DEA Special Handling field.
- **Third group** – will contain all others. If a patient has prescriptions in suspense that fall in all three categories, that patient’s labels will be printed three times, once in each group.

Only one job is tasked for all of the prescriptions in the batch; therefore, if the job is queued by mistake, only one tasked job must be undone. Any prescription that is put in suspense for the “Print Through Date” between the times the job was queued until the time it actually runs will be included in the job.

Labels for each job printed from suspense will be part of a batch. Each batch is identified by the Division, the user who queued the batch, and the date/time that the job was queued to begin.



Prescriptions pulled early from suspense will not be part of a batch, so they will not be able to be reprinted through the *Reprint Batches from Suspense* option.



Prescriptions with an FDA Medication Guide associated will automatically print along with the labels (if one is available). In order to ensure that the documents are sent to an actual printer users will be required to enter a valid printer for printing the FDA Medication Guides at this option if one has not been selected when they logged on to the Outpatient Pharmacy Division.

A short profile for every patient for whom a label for a new prescription is being printed will also be printed if the local Profile with New Prescriptions site parameter is set to Yes.



If a patient has partial prescriptions with regular fills, only one set of trailing documents will print for that patient. (In V. 6.0 trailer documents were printed after each partial.)

If a prescription is determined to be an ePharmacy prescription (e.g., third party electronically billable), an electronic claim will be sent by the Electronic Claims Management Engine (ECME) to the third party payer. TRICARE and CHAMPVA prescriptions are exceptions, as noted in the TRICARE and CHAMPVA section. The communication events between Outpatient Pharmacy and ECME are recorded in the ECME Log section of each prescription. The ECME log can be viewed in the patient Medication Profile screen (Activity Log option - AL) and also from the View Prescriptions option. If the claim submission returns a Refill Too Soon (79) or Drug Utilization Review (88) reject, the label is not printed for the prescription and it is moved to the Refill Too Soon/DUR section of the patient Medication Profile screen until the user resolves the reject. The prescription will also display on the Third Party Payer Reject worksheet.

### **¾ Days Supply Hold**

Because of the great number of refill-too-soon third party claim rejections that can occur due to prescriptions being filled too early, the system verifies that ¾ of the days supply has elapsed on the previous fill before the ePharmacy prescription may be refilled. The following list describes this functionality.

- ePharmacy prescriptions are delayed from being sent to CMOP and printed for local mail until ¾ of the days supply has elapsed. For CMOP suspense, a partial day will be rounded up (ex.: ¾ of 30 days will be 23 days). With the release of PSO\*7\*367, this rounding functionality will also be available for local mail suspense.
- An activity log entry will state the date/time that the Rx will be allowed to be removed from suspense. The activity log will be defined on the initial evaluation. The following is an example of the log entry:

4	06/18/08	SUSPENSE	REFILL 2	OPHARM,ONE
Comments: 3/4 of Days Supply SUSPENSE HOLD until 6/20/08.				

- To fill the prescription earlier, users may pull these types of prescriptions early from suspense.

### **Host Errors**

Prescriptions (ePharmacy only) will be prevented from being filled/sent to CMOP when a host processing error occurs as a claim is submitted through ECME. Host processing errors are identified by reject codes M6, M8, NN, and 99 which are returned by the third party payer. The following conditions apply when this scenario occurs.

- The transmission of the prescription fill will be delayed 1 day in hopes that the host processing issues will be resolved by the third party payer.
- An activity log entry will state the date/time along with a comment stating that the Rx/fill was left in suspense hold due to a host processing error. The following is an example of the log entry:

## Chapter 4: Pull Early from Suspense

---

This chapter describes the option for pulling prescriptions early from the SUSPENSE file.

### Pull Early from Suspense

[PSO PNDRX]

This option is used to pull a specific prescription or all prescriptions for a patient early. If a prescription is pulled early using this option, it will not be associated with any printed batch. A label cannot be reprinted with the *Reprint Batches from Suspense* option if the prescription has been pulled early suspense. In addition, Method of Pickup can be edited. Also, there is no longer a "DELETE FROM SUSPENSE PROMPT." That prompt has been changed to "Pull Rx(s) and delete from Suspense." Yes must be answered to this prompt to pull the prescriptions, and they will always be deleted from suspense. Since prescriptions that are pulled early from suspense do not belong to any printed batch and cannot be reprinted from suspense, there is no reason to leave them in suspense.



If the prescription being pulled from suspense has an FDA Medication Guide associated, the user will be required to enter a valid FDA Medication Guide printer.



If the routing is changed to "Window" when pulling from suspense early, and the bingo board is being used, those prescriptions will be sent to the bingo board.



If the patient has remote prescriptions, then the text "THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES" will appear on the report as shown in the following example.

PRESCRIPTION PROFILE AS OF 12/30/2008

NAME: PSOPATIENT, ONE

THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES

PHARMACIST: \_\_\_\_\_ DATE: \_\_\_\_\_

If a prescription is determined to be an ePharmacy prescription (e.g., third party electronically billable), an electronic claim will be sent by ECME to the third party payer. The communication events between Outpatient Pharmacy and ECME are recorded in the ECME Log section of each prescription. The ECME log can be viewed in the patient Medication Profile screen (Activity Log option - AL) and also from the *View Prescriptions* option. If the claim submission returns a Refill Too Soon (79) or Drug Utilization Review (88) reject, the label is not printed for the prescription and it is moved to the Refill Too Soon/DUR section of the patient Medication Profile screen until the user resolves the reject. The prescription will also display on the Third Party Payer Reject worklist.

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## 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 in Local Rx:

      Rx #: 123456789
      Drug: A AND Z OINTMENT
      SIG: APPLY 1 TUBE TO AFFECTED AREA TWICE A DAY
      QTY: 1                      Refills remaining: 5
      Provider: OPPROVIDER, PROV          Issued: 11/27/09
      Status: Active                      Last filled on: 11/27/09
      Processing Status: Transmitted to CMOP on 11/27/09
                                   Days Supply: 5
-----
```

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: OPPPATIENT2,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
Reprint the FDA Medication Guide? No// YES
Comments:

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

AS DIR ON AFFECTED AREA

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

Select LABEL DEVICE: L8150$PRT COPY ROOM 1A

ALBANY's FDA Medication Guide Printer(s) on file:

    BIRM1$PRT(Default)
    L8150$PRT

Select FDA MED GUIDE PRINTER: BIRM1$PRT// <Enter>

LABEL(S) QUEUED TO PRINT
```

When reprinting, you can choose whether or not you want to resend to a dispensing device using an external interface. If you do choose to resend, then the prescription will be sent to the dispensing system, and an entry will be made in the label log. This documents that this was a reprint and also resent to the dispensing system device. If you do not resend the prescription to the dispensing device, then only one entry is made in the label log.

## Chapter 24: FDA Medication Guides

---

Medication Guides are paper handouts that come with many prescription medicines. These guides address issues that are specific to particular drugs and drug classes, and they contain FDA approved information that can help patients avoid serious adverse events. The FDA requires that medication guides be issued with certain prescribed drugs and biological products when the agency determines that: certain information is necessary to prevent serious adverse effect; patient decision-making should be informed by information about a known serious side effect with a product; or patient adherence to directions for the use of a product are essential to its effectiveness. The VA maintains a web-enabled repository of all approved FDA Medication Guides, both current and archived versions of the documents. Following is the link to this repository:

<http://vaww.national.cmop.va.gov/FDAMedGuides/>

### Displaying an FDA Medication Guide

The system provides users the ability to display individual FDA Medication Guides for a specific prescription when one is available.

Outpatient Pharmacy provides an option under the OTH hidden action within the Patient Prescription Processing [PSO LM BACKDOOR] option, aka 'Backdoor Pharmacy', allowing users to retrieve the Medication Guide associated with a prescription similar to the reprint of the PMI. Users may retrieve an FDA Mediation Guide for a specific prescription by invoking the OTH (Other OP Actions) hidden action and selecting the new action, MG Display FDA Medication Guide.

A Java software component running on the user's PC will then display the FDA Medication Guide Adobe Acrobat document (.pdf) by automatically opening it through the Adobe Acrobat reader via Microsoft Internet Explorer.

#### Example 1: Displaying an FDA Medication Guide

```
--- Other OP Actions ---
  PN   Progress Note (OP)
  AP   Action Profile (OP)
  MI   Print Medication Instructions
  DO   Display Orders' Statuses
  MG   Display FDA Medication Guide

Select Item(s): MG   Display FDA Medication Guide

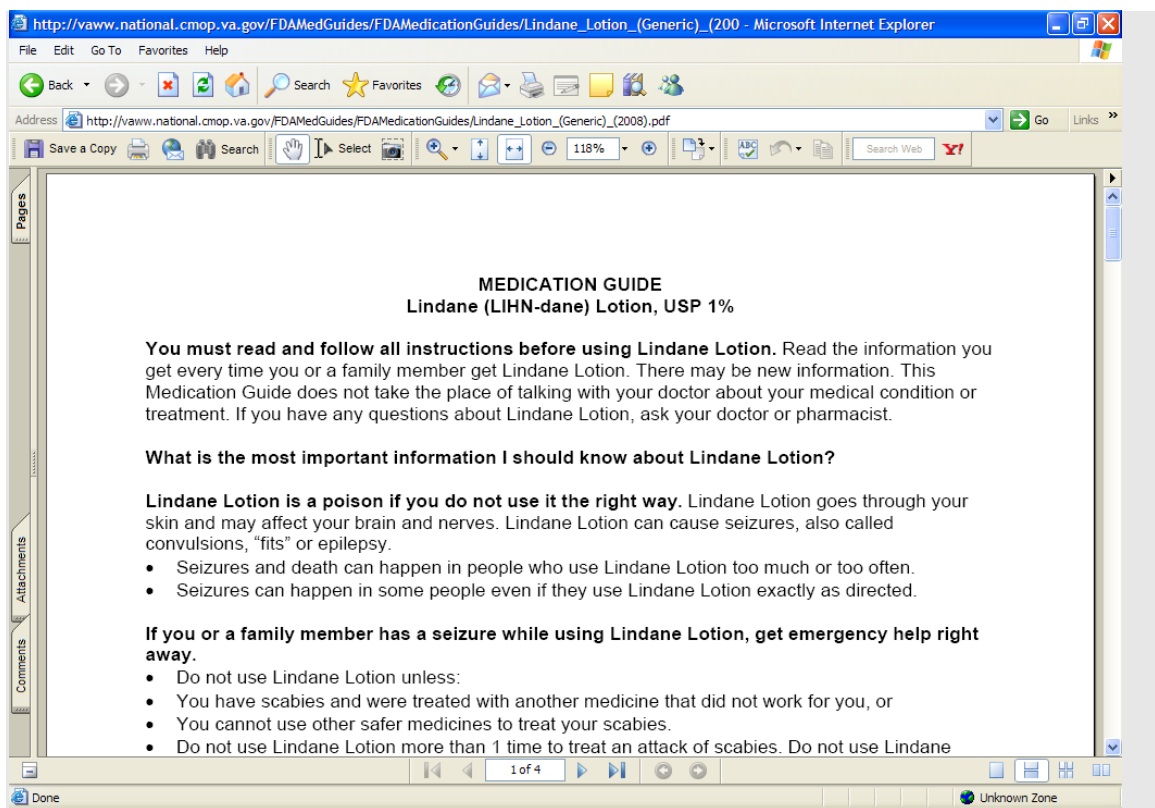
The following URL provides the link to the FDA Medication Guide
associated with this medication: Thin Client users; copy/paste the
URL below into a browser to access the FDA Medication Guide for this
drug:

vaww.national.cmop.va.gov/FDAMedGuides/Lindane_(Generic)_(2008).pdf

Please wait...

Enter RETURN to continue, '?' for HELP, or '^' to exit:
```

The following Internet explorer browser will open automatically:



## Example 2: Displaying an FDA Medication Guide for an Rx when the Java Software Component is not installed.

If a user tries to use this option from a computer which does not have the required Java software component installed, the following message will display:

```
Select Item(s): MG    Display FDA Medication Guide

The following URL provides the link to the FDA Medication Guide associated
with this medication. Thin Client users: copy/paste the URL below into a
browser to access the FDA Medication Guide for this drug:

vaww.national.cmop.va.gov/FDAMedGuides/Lindane_(Generic)_(2008).pdf

Please wait...

The system is unable to display FDA Med Guide automatically.

The FDA Medication Guide will not automatically open on Thin Client and some
types of encrypted sessions. If you do not believe this is the reason contact
your local technical support for assistance.

You can copy/paste the link above into your browser's address bar to retrieve
the FDA Medication Guide.

Enter RETURN to continue, '?' for HELP, or '^' to exit: ?
```

# Printing an FDA Medication Guide

The Outpatient Pharmacy application automatically prints an FDA Medication Guide on a separate, designated printer after printing the prescription label and PMI sheet, if one is available, for the medication being dispensed. Anytime a label is printed, the system ensures that if the specific drug has an associated medication guide, it will be printed whether the script is a normal fill, a partial fill or a refill.

When an FDA medication guide is sent to the printer, information is included in the footer of the document to identify the Patient, the Rx# and the date it was printed.



The system indicates when an associated medication guide exists on the prescription label printout. The printout contains the following statement on the same line where Additional Warnings appear: “Read FDA MED Guide.”

## Site Parameters

### [PSO SITE PARAMETERS]

There are new site parameters related to the automatic printing of FDA Medication Guides.

#### Example 1: Updating the FDA Medication Guide Print Server URL

```
Select Outpatient Pharmacy Manager Option: MAINTenance (Outpatient Pharmacy)

Select Maintenance (Outpatient Pharmacy) Option: SITE Parameter Enter/Edit

Select SITE NAME:      ALBANY  500
Would you like to see all site parameters for this division? Y// NO

NAME: ALBANY//
MAILING FRANK STREET ADDRESS: 114 HOLLAND AVE//
AREA CODE: 518//
PHONE NUMBER: 472-4307//
MAILING FRANK ZIP+4 CODE: 12180//
SITE NUMBER: 514//
NCPDP NUMBER: ^FDA
    1  FDA MED GUIDE PRINT SERVER URL
    2  FDA MED GUIDE PRINTER
CHOOSE 1-2: 1  FDA MED GUIDE PRINT SERVER URL
FDA MED GUIDE PRINT SERVER URL: ??
    This is the Uniform Resource Locator (URL) and Port Number for the Print

    Server running the Java Application responsible for automatically
    printing of the Food and Drug Administration (FDA) Medication Guides for

    the division (e.g., 'http://10.4.21.22:8092/').

FDA MED GUIDE PRINT SERVER URL: http://10.234.173.93:8092/
```

## FDA Medication Guide Printer Selection

Upon logging into outpatient pharmacy, in addition to selecting the Label and Profile printers, the user is prompted to select the FDA Medication Guide printer as well. Only devices with a WINDOWS NETWORK PRINTER NAME field (#135) defined in the DEVICE file (#3.5) are selectable. The FDA Medication Guide printer can be changed at any point of the dispensing process. The user can also change the FDA Medication Guide printer through the Change Label Printer option [PSO CHANGE PRINTER].

### Example 2: Selecting the Printer

```
Select OPTION NAME: PSO MAN
  1  PSO MANAGER      Outpatient Pharmacy Manager
  2  PSO MANUAL AUTO EXPIRE      Manual Auto Expire Rxs
CHOOSE 1-2: 1  PSO MANAGER      Outpatient Pharmacy Manager
Outpatient Pharmacy software - Version

Division:      ALBANY  500

      You are logged on under the ALBANY division.

Select PROFILE PRINTER: HOME//      GENERIC INCOMING TELNET

Select LABEL PRINTER: HOME//      GENERIC INCOMING TELNET

OK to assume label alignment is correct? YES//

ALBANY's FDA Medication Guide Printer(s) on file:

      BIRM1$PRT
      L8150$PRT

Select FDA MED GUIDE PRINTER: HINES FDA MED GUIDE PRINTER//      HINES

Bingo Board Display: OUTPATIENT//
```

## The Default FDA Medication Guide Printer [PSO SITE PARAMETERS]

Only one printer from the PHARMACY DIVISION file (#59) list of available printers used to print FDA Medication Guides may be selected as the default printer. The use of the list by the sites is optional. The user also has the ability to change the default FDA Medication Guide printer through the Site Parameter Enter/Edit option [PSO SITE PARAMETERS].

### Example 3: Setting the Default FDA Medication Guide Printer

```
Select Outpatient Pharmacy Manager Option: MAINTenance (Outpatient Pharmacy)

Select Maintenance (Outpatient Pharmacy) Option: SITE Parameter Enter/Edit

Select SITE NAME:      ALBANY  500
Would you like to see all site parameters for this division? Y// NO

NAME: ALBANY//
```

```

MAILING FRANK STREET ADDRESS: 114 HOLLAND AVE//
AREA CODE: 518// ^FDA      1      FDA MED GUIDE PRINT SERVER URL
      2      FDA MED GUIDE PRINTER
CHOOSE 1-2: 2      FDA MED GUIDE PRINTER
Select FDA MED GUIDE PRINTER: BAY PINES FDA MED GUIDE PRINTER
      // ?
      Answer with FDA MED GUIDE PRINTER
      Choose from:
      SUPPORT LINE PRINTER
      BIRM1$PRT
      HINES FDA MED GUIDE PRINTER
      BAY PINES MED GUIDE PRINTER

      You may enter a new FDA MED GUIDE PRINTER, if you wish
      Enter the FDA Medication Guide printer for the division.
      Only devices with a Windows Network Printer Name are allowed.

      Answer with DEVICE NAME, or LOCAL SYNONYM, or $I, or VOLUME SET(CPU), or
      SIGN-ON/SYSTEM DEVICE, or FORM CURRENTLY MOUNTED
      Do you want the entire DEVICE List? N (No)
Select FDA MED GUIDE PRINTER: BAY PINES MED GUIDE PRINTER
      // BIRM1 BIRM1$PRT      BHM      |PRN|\\VHAISPLAB5\BIRM1
      ...OK? Yes// (Yes)

      FDA MED GUIDE PRINTER: BIRM1$PRT//
      DEFAULT PRINTER: ?
      Indicate whether the printer is the default FDA Medication Guide Printer
      for the division.
      Choose from:
      1      YES
      DEFAULT PRINTER: 1 YES
Select FDA MED GUIDE PRINTER:

```

## Reprinting an FDA Medication Guide

### [PSO LM BACKDOOR ORDERS]

The system allows the user to reprint the associated FDA Medication Guide for a given prescription fill (or the latest FDA Medication Guide available for the medication on the prescription when reprinting a prescription label) and for prescription fills sent to CMOP by invoking the RM action under the OTH (Other OP Actions) after selecting a specific prescription in Backdoor Pharmacy, as seen below. The system prompts the user whether to reprint a medication guide, if an FDA Medication Guide is associated with a Prescription, when reprinting a label. The Default is set to 'NO'.

#### Example 4: Drug Not matched to National Drug File

If a user tries to use this option for a medication that is not matched to the National Drug File, the following message will display:

```

--- Other OP Actions ---
PN   Progress Note (OP)
AP   Action Profile (OP)
MI   Print Medication Instructions
DO   Display Orders' Statuses
MG   Display FDA Medication Guide
RM   Reprint FDA Medication Guide

```

```
Select Item(s): RM    Reprint FDA Medication Guide
ACETAMINOPHEN 325MG C.T. not matched to the National Drug File (NDF)

Enter RETURN to continue:
```

### Example 5: No FDA Medication Guide Associated with Drug

If a user tries to use this option for a medication that does not have an FDA Medication Guide on file, the following message will display:

```
--- Other OP Actions ---

PN    Progress Note (OP)
AP    Action Profile (OP)
MI    Print Medication Instructions
DO    Display Orders' Statuses
MG    Display FDA Medication Guide
RM    Reprint FDA Medication Guide

Select Item(s): RM    Reprint FDA Medication Guide

No FDA Medication Guide on file for this Rx.
Enter RETURN to continue:
```

### Example 6: Reprinting an FDA Medication Guide for a Medication that has an FDA Medication Guide on File

```
--- Other OP Actions ---

PN    Progress Note (OP)
AP    Action Profile (OP)
MI    Print Medication Instructions
DO    Display Orders' Statuses
MG    Display FDA Medication Guide
RM    Reprint FDA Medication Guide

Select Item(s): RM    Reprint FDA Medication Guide

ALBANY's FDA Medication Guide Printer(s) on file:

    BIRM1$PRT
    L8150$PRT

Select FDA MED GUIDE PRINTER: SUPPORT LINE PRINTER//    ROOM 234

Select FDA Medication Guide to reprint:

-----
# FL  FDA MED GUIDE FILE NAME                                TYPE    DATE
-----
1  0  Lindane_Lotion_(Generic)_(2008).pdf                    WINDOW  07/02/11
2  P1 Lindane_Lotion_(Generic)_(2008).pdf                    WINDOW  08/16/11
3  1  Lindane_Lotion_(Generic)_(2008).pdf                    WINDOW  09/21/11

4      Lindane_Lotion_(Generic)_(2008).pdf                    LATEST

Select FDA Med Guide (1-4): 3 Lindane_Lotion_(Generic)_(2008).pdf

FDA Medication Guide sent to printer.

Enter RETURN to continue:
```



### Example 7: Reprinting FDA Medication Guide from Profile

```
OP Medications (ACTIVE)      Oct 04, 2011@10:52:23      Page:      1 of      2
OUTPATNM,CATHLEEN              <NO ALLERGY ASSESSMENT>
  PID: 666-00-0704              Ht(cm): _____ (_____)
  DOB: FEB 1,1955 (56)          Wt(kg): _____ (_____)
-----
Rx #: 300411$
(1) *Orderable Item: LINDANE SHAMPOO
(2)      Drug: LINDANE 1% SHAMPOO
      Verb: SHAMPOO
(3)      *Dosage: 1
      *Route: ORAL (BY MOUTH)
      *Schedule: QD
(4)Pat Instructions:
      SIG: SHAMPOO 1 BY MOUTH EVERY DAY
(5) Patient Status: SC LESS THAN 50%
(6)      Issue Date: 09/02/11      (7) Fill Date: 09/02/11
      Last Fill Date: 09/02/11 (Window)
      Last Release Date:      (8)      Lot #:
      Expires: 09/02/12      MFG:
+-----Enter ?? for more actions-----
DC  Discontinue      PR  Partial      RL  Release
ED  Edit      RF  Refill      RN  Renew
Select Action: Next Screen// rp  RP
Number of Copies? : (1-99): 1//
Print adhesive portion of label only? No//  NO
Reprint the FDA Medication Guide? No// YES
Comments: TESTING SINGLE RX REPRINT

Rx # 300411      09/02/11
OUTPATNM,CATHLEEN      #1
SHAMPOO 1 BY MOUTH EVERY DAY

LINDANE 1% SHAMPOO
ROBERTSON,MARK      ROCHA,MARCELO
# of Refills: 5

Press Return to Continue:
```

### Changing the FDA Medication Guide Printer [PSO CHANGE PRINTER]

Users have the ability to change the currently selected FDA Medication Guide printer through the Change Label Printer option [PSO Change Printer.]

### Example 8: Changing the FDA Med Guide Printer

```
Select Outpatient Pharmacy Manager Option:  Change Label Printer
Select PROFILE PRINTER: TELNET-IN//  GENERIC INCOMING TELNET

Select LABEL PRINTER: TELNET-IN//  GENERIC INCOMING TELNET

OK to assume label alignment is correct? YES//

ALBANY's FDA Medication Guide Printer(s) on file:

BIRM1$PRT
```

```
L8150$PRT
Select FDA MED GUIDE PRINTER: BIRMI$PRT// hines  HINES FDA MED GUIDE PRINTER  HI
NES
```

## Prompt During Label Print

The system prompts the user to select a different FDA Medication Guide printer when printing labels, if at least one FDA Medication Guide is associated with a Prescription label being printed.

## Label Log and CMOP Event Log Display

The Label Log displays the FDA MED Guide URL under the Comments line to denote that an FDA Medication Guide was associated with the medication at the time the label was printed. The CMOP Event Log will display the filename of the FDA Med Guide that was associated with the medication at the time the prescription fill was transmitted to CMOP.

### Example 9: Label Log and CMOP Event Log Display

```
Label Log:
#      Date      Rx Ref      Printed By
=====
1      10/04/11   ORIGINAL      ROCHA,MARCELO
Comments: From RX number 300418
FDA Med Guide: Lindane_Lotion_(Generic)_(2008).pdf

CMOP Event Log:
Date/Time      Rx Ref  TRN-Order  Stat      Comments
=====
10/04/11@0943  Orig    15-1      TRAN
FDA Med Guide: NSAIDs_(Class)_(2009).pdf
```

## Audit Trail for FDA Medication Guide Printing

The system stores the unique FDA Medication Guide document name for each fill being transmitted to CMOP in the PRESCRIPTION file (#52). This is only an indication of the current FDA Med Guide at that time, as the Med Guide filename is not directly transmitted to CMOP. The Med Guide will be dispensed with the prescription by CMOP based on an indicator that an FDA Med Guide is required.

## Automatically Printing FDA Medication Guides is Optional

The FDA Medication Guide automatic printing functionality is an **optional** functionality. Each pharmacy division may choose to turn this functionality ON or OFF. Reasons a pharmacy division might choose to turn the FDA Medication Guide automatic printing functionality OFF are:

- FDA Medication Guides print on a different printer than the prescription labels. High-volume window prescription dispensing sites may not have the necessary resources for collating FDA Medication Guides with their corresponding prescription labels.
- Automated-dispensing systems such as Optfill also perform the prescription label printing, which usually happens at a later time than when the labels are printed in VistA. Since FDA Medication

Guides automatically print at the same time labels print from VistA, medication guides may print too early in the dispensing process, causing confusion.

To turn the FDA Medication Guide automatic printing functionality OFF or to not turn it ON for a specific pharmacy division, make sure the FDA MED GUIDE PRINT SERVER URL field has no value. This field can be edited via the Site Parameter Enter/Edit [PSO SITE PARAMETERS] option, as shown below.



Whether the functionality is being turned ON or OFF, the prescription label printed from VistA will still include the note “Read FDA Med Guide” when one is associated with the medication being dispensed.

### Example 10: Updating the FDA Med Guide Print Server URL Field

```
Select Outpatient Pharmacy Manager Option: SUPERvisor Functions

Add New Providers
Daily Rx Cost
Delete a Prescription
Edit Provider
Initialize Rx Cost Statistics
Inter-Divisional Processing
Inventory
Lookup Clerk by Code
Monthly Rx Cost Compilation
Patient Address Changes Report
Pharmacist Enter/Edit
Purge Drug Cost Data
Recompile AMIS Data
Site Parameter Enter/Edit
View Provider

Select Supervisor Functions Option: SITE Parameter Enter/Edit

Select SITE NAME: ALBANY      500
Would you like to see all site parameters for this division? Y// NO

NAME: ALBANY//
MAILING FRANK STREET ADDRESS: 114 HOLLAND AVE//
AREA CODE: 518//
PHONE NUMBER: 472-4307//
MAILING FRANK ZIP+4 CODE: 12208//
SITE NUMBER: 500//
NCPDP NUMBER:

...

LOGICAL LINK: PSO DISP//
PROCESS AUTO REFILLS FOR INPAT:
PROCESS AUTO REFILLS FOR CNH:
FDA MED GUIDE PRINT SERVER URL: ??
    This is the Uniform Resource Locator (URL) and Port Number for the Print
    Server running the Java Application responsible for automatically
    printing of the Food and Drug Administration (FDA) Medication Guides for
    the division (e.g., 'http://10.4.21.22:8092/').

FDA MED GUIDE PRINT SERVER URL: ←
```

Make sure this field is blank (no value).

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## Chapter 25: Security Keys

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A security key is a unique entry in the Security Key file (^DIC(19.1,)) which may prevent access to a specific option or action by including the key as part of the option's entry in the Option file (^DIC(19,)). Only users entered in the Holder field of the Security Key file may access the option or action.

### New or Modified Security Keys

#### **PSO TRICARE/CHAMPVA**

PSO\*7\*385 renamed the PSO TRICARE security key to PSO TRICARE/CHAMPVA. Please see [TRICARE/CHAMPVA Eligible Outpatient Override Function](#) for further information on this security key.

#### **PSO TRICARE/CHAMPVA MGR**

PSO\*7\*385 renamed the PSO TRICARE MGR security key to PSO TRICARE/CHAMPVA MGR. Please see [TRICARE CHAMPVA Bypass/Override Report](#) for further information on this security key.

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# Index

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## 3

*3/4 Days Supply Hold*, 36

## A

Alerts for Discontinued CMOP Prescription, 158

## B

Barcode Batch Prescription Entry, 92

Barcode Rx Menu, 92

Batch Print Questionnaires, 20

## C

Change Label Printer, 15

Change Suspense Date, 17

Check Quality of Barcode, 92

Complete Orders from OERR, 95

CPRS Order Checks

How They Work, 167

Create/Edit a Questionnaire, 20

## D

DAW Code, 73

DAW/NDC Edit, 110

Delete Intervention, 34

Discontinue Prescription(s), 108

Discontinued by a Background Process, 158

Discontinued by a Foreground Pharmacy  
Process, 159

Dispense as Written, 73

Displaying an FDA Medication Guide, 170a

Display Patient's Name on Monitor, 13

DUE Report, 20

DUE Supervisor, 19

## E

Edit an Existing Answer Sheet, 19

Edit Pharmacy Intervention, 33

Edit Prescription(s), 109

Enter a New Answer Sheet, 19

Enter New Patient, 13

Enter Pharmacy Intervention, 33

Enter/Edit Clinic Sort Groups, 21

Entering Actions, 7

March 2012

ePharmacy Medication Profile Division

Preferences, 117

ePharmacy Menu, 111

ePharmacy Site Parameters, 117

Error Information, 169

Error Messages, 169

Evaluating Drug Usage, 19

External Interface Menu, 23

## F

FDA Medication Guides, 170a

Flagging and Unflagging a New Pending Order,  
89, 99, 157

## H

Host Errors, 36

## I

Ignored Rejects Report, 112

Introduction, 1

## L

List Manager, 3

List Non-Verified Scripts, 164

List One Patient's Archived Rx's, 159

## M

MailMan message for Open/Unresolved Rejects,  
157

Manual Print of Multi-Rx Forms, 159

Medication Profile, 27

Medication Reconciliation, 31

## N

NDC Validation, 116

New or Modified Security Keys, 170m

Non-VA Meds Usage Report, 8

Non-Verified Counts, 165

## O

Order Check Data Caching, 167

Ordering/Processing a Prescription, 53

Other Outpatient Pharmacy ListMan Actions, 10

Other Rejects, 152  
Other Screen Actions, 10  
Outpatient Pharmacy Hidden Actions, 8

## **P**

Patient Lookup, 12  
Patient Prescription Processing, 54  
Pharmacy Intervention, 33  
Print from Suspense File, 35  
Printing an FDA Medication Guide, 170e  
Print Pharmacy Intervention, 34  
Process Drug/Drug Interactions, 39  
Process Internet Refills, 93  
Pull Early from Suspense, 41, 43  
Purge External Batches, 23

## **R**

Release Medication, 45  
Remove Patient's Name from Monitor, 14  
Reprint an Outpatient Rx Label, 160  
Reprint External Batches, 21, 24  
Resolving Open Rejects, 125  
Return Medication to Stock, 51  
Rx (Prescriptions), 53  
Rx Verification by Clerk, 165

## **S**

Security Keys, 170m  
Signature Log Reprint, 160  
Speed Actions, 9  
Status of Patient's Order, 14

## **T**

Therapeutic Duplication, 39xx  
Third Party Payer Rejects - View/Process, 120  
Third Party Payer Rejects - Worklist, 125  
TRICARE Reject Processing, 139

## **U**

Update Patient Record, 161  
Using List Manager with Outpatient Pharmacy,  
7  
Using the Interface Menu, 23

## **V**

Verifying Prescriptions, 163  
View External Batches, 25  
View Intervention, 34  
View Prescriptions, 160a  
Viewing and Resolving Open Rejects, 120