



OUTPATIENT PHARMACY (PSO)

MANAGER'S USER MANUAL

Version 7.0
December 1997

(Revised September 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
09/12	i- iia, ix, xi, 169a – 169d , 175 – 177b , 187 , 195a , 292s	PSO*7*386	Updated TOC Added section on HOLD and UNHOLD functionality. Updated Flagging and Unflagging Pending Orders. Updated Activity Log for HOLD/UNHOLD comments. Added PSO TECH ADV key information. (Niha Goyal, PM; John Owczarzak, Tech Writer)
03/12	i, 59, 62, 195a-195b, 248a-248b, 268, 269, 270, 270a – 270b, 293 – 297	PSO*7*354	Add an option to the Maintenance menu Added Site Parameter Added Domain Name Server (DNS) and mail tracking information A file named PHARMACY AUTOMATED DISPENSING DEVICES added. A new multiple named OPAI added to DISPENSING SYSTEM PRINTER sub-file. Added the acronym and definition of ADD and OPAI to the Glossary (Niha Goyal, PM; John Owczarzak, Tech Writer)

Date	Revised Pages	Patch Number	Description
02/2012	i-ii, iia-iiib, v-xi, 12, 18, 30-31, 107, 126a-126b, 128, 133, 150, 150a-150n, 159, 198, 204-206, 209-211, 211a-211b, 212-213, 213a-213b, 215-216, 218, 218a-218b, 219-220, 220a-220b, 221-222, 222a-222b, 223-226, 226a-226b, 227-229, 229a-229b, 230-233, 234-236, 236a-236b, 237, 237a-237b, 238-240, 242-243, 244a-244b, 245-246, 276-277, 277a-277b, 278, 292s-292t, 293-297, 300-301	PSO*7*385	<p>Removed incorrect listing of View Additional Reject Info (ARI) action</p> <p>Added new actions Submit Multiple Actions (SMA) and Suspense Date Calculation (SMA)</p> <p>Added new option View ePharmacy Rx (VER)</p> <p>Added TRICARE and CHAMPVA examples of rejects on a new order</p> <p>Corrected earlier formatting errors</p> <p>Added signature alert</p> <p>Corrected typos</p> <p>Updated Service Code values</p> <p>Updated changed security key names</p> <p>Updated name of TRICARE CHAMPVA Bypass/Override Report</p> <p>Updated screen shots related to patch changes</p> <p>Updated wording based on reviewer feedback</p> <p>Added CHAMPVA functionality</p> <p>Added separate section to list changes to security keys</p> <p>Updated wording for $\frac{3}{4}$ Days Supply Hold</p> <p>Added rounding functionality for $\frac{3}{4}$ Days Supply Hold</p> <p>Added CHAMPVA to Glossary</p> <p>(S. Spence, PM; C. Smith, Tech Writer)</p>
10/2011	i-ii, v-xi, 6, 9, 12, 105, 135, 137, 147, 149, 178, 205, 207-209b, 210, 212, 215-216b, 217-218b, 219-220, 223-225, 227-233b, 234-238, 240-244, 297, 299-301	PSO*7*359	<p>Added new action View Additional Reject Info (ARI)</p> <p>Expanded ECME Numbers to twelve digits</p> <p>Updated screen shots related to patch changes</p> <p>Added TRICARE to Glossary</p> <p>Corrected typos</p> <p>Corrected formatting errors from 11/10 reissue</p> <p>(S. Spence, PM; C. Smith, Tech Writer)</p>

09/2011	i, ii, v-xii, 85a-85f	PSO*7*382	Added information regarding the new [PSO HRC PROFILE/REFILL] option. (N. Goyal, PM; J. Owczarzak, Tech Writer)
04/2011	i v-xii 7 9 10 62 66 82 83 85 106 116 121-122ddd 132-132r 133 134a-134h 137-138 285-285b 292-292d 292e-292n 292o-292p 292q-292r 293-294 299-302	PSO*7*251	Updated Revision History Updated Table of Contents Added Order Status Add the word “prompt” New OP Hidden Action Added site parameter Added example of site parameter Added codes New example Added information regarding Intervention Menu Hidden Actions Added blank page Added blank page Allergy/ADR Order Checks and Drug-Drug Interaction Enhancements Enhanced Order Checks Added remote order checking note CPRS Order Checks Added Intervention Menu to the screen example Incorporate dosing checks in verification process Incorporate dosing checks in verification process examples Verifying ePharmacy Orders Updated screens for Process Checks and Rx Verification CPRS Order Checks – How They Work Error Messages and Order Check Added API, DATUP, DIF, & FDB to the Glossary, and updated page numbering Updated Index to include Enhanced Drug-Drug Interactions, Duplicate Drug Order Check, Allergy/ADR Order Check Display and CPRS Order Checks, and updated page numbering (G. Tucker, PM, H. Whitney, Developer, S. Heiress and G. Scorca, Tech Writer)
11/10	All	PSO*7*358	Added information regarding TRICARE Active Duty Bypass/Override details (S. Spence, PM; G. Johnson, Tech Writer)

(This page included for two-sided copying.)

Preface

This user manual describes the functional characteristics of Outpatient Pharmacy V. 7.0. It is intended for pharmacists and technicians who are familiar with the functioning of Outpatient Pharmacy in a Veterans Affairs Medical Center (VAMC).

(This page included for two-sided copying.)

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(This page included for two-sided copying.)

View of RX:

Medication Profile			Nov 04, 2005@09:25:14		Page: 1 of 1	
OPPATIENT, FOUR						
PID: 000-01-1322P			Ht (cm): _____ (_____)			
DOB: JAN 13, 1922 (83)			Wt (kg): _____ (_____)			
SEX: MALE						
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST REF DAY FILL REM SUP
-----ACTIVE-----						
1	100003853e	PREDNISONE 5MG TAB	30	A>	11-04	11-04 5 30
Enter ?? for more actions						
PU Patient Record Update			NO New Order			
PI Patient Information			SO Select Order			
Select Action: Quit//						

Holding and Unholding a Prescription

If a double question mark (??) is entered at the “Select Action” prompt, the hidden actions on the following page will display in the action area.

The following actions are also available:					
AL	Activity Logs (OP)	OTH	Other OP Actions	FS	First Screen
VF	Verify (OP)	REJ	View REJECT	GO	Go to Page
CO	Copy (OP)	DIN	Drug Restr/Guide (OP)	LS	Last Screen
RP	Reprint (OP)	+	Next Screen	PS	Print Screen
HD	Hold (OP)	-	Previous Screen	PT	Print List
UH	Unhold (OP)	<	Shift View to Left	QU	Quit
PI	Patient Information	>	Shift View to Right	RD	Re Display Screen
PP	Pull Rx (OP)	ADPL	Auto Display(On/Off)	SL	Search List
IP	Inpat. Profile (OP)	DN	Down a Line	UP	Up a Line

Use the Hold (HD) action to put a prescription on hold. Use the Unhold (UH) action to remove a prescription from hold.

Only key holders of the PSORPH security key or the PSO TECH ADV security key can hold or unhold a prescription.

PSORPH security key holders are allowed to put a prescription on hold using the following HOLD reasons:

- 1 INSUFFICIENT QTY IN STOCK
- 2 DRUG-DRUG INTERACTION
- 4 PROVIDER TO BE CONTACTED
- 6 ADVERSE DRUG REACTION
- 7 BAD ADDRESS
- 8 PER PATIENT REQUEST
- 9 CONSULT/PRIOR APPROVAL NEEDED
- 98 OTHER/TECH (NON-CLINICAL)
- 99 OTHER/RPH (CLINICAL)

Note: HOLD reasons 98 and 99 require the user to enter a HOLD comment.

PSO TECH ADV security key holders are allowed to put a prescription on hold using the following HOLD reasons:

- 1 INSUFFICIENT QTY IN STOCK
- 7 BAD ADDRESS
- 8 PER PATIENT REQUEST
- 98 OTHER/TECH (NON-CLINICAL)

Note: HOLD reason 98 requires the user to enter a HOLD comment.

While PSORPH security key holders are allowed to remove a prescription from HOLD under any HOLD reason, PSO TECH ADV security key holders are only allowed to remove a prescription from hold under the above HOLD reasons (reasons 1, 7, 8, and 98).

Example: HOLD with PSORPH Security Key or PSO TECH ADV Security Key

```
OP Medications (SUSPENDED)    May 11, 2012@10:12:56    Page: 1 of 3
PAGPATNM,M                    <A>
PID: 666-00-0286              Ht(cm): _____ (_____)
DOB: DEC 1,1900                Wt(kg): _____ (_____)

Rx #: 100002926
(1) *Orderable Item: FLUOXETINE CAP,ORAL
(2) CMOP Drug: EFFEXOR
(3) *Dosage: 10 (MG)
    Verb: TAKE
    Dispense Units: 1
    Noun: CAPSULE
    *Route: ORAL
    *Schedule: QAM
(4)Pat Instructions:
    SIG: TAKE ONE CAPSULE MOUTH EVERY MORNING
(5) Patient Status: OPT NSC
(6) Issue Date: 02/14/12      (7) Fill Date: 05/09/12
    Last Fill Date: 05/29/12 (Mail)
+ Enter ?? for more actions
DC Discontinue PR Partial RL Release
ED Edit RF (Refill) RN Renew
Select Action: Next Screen// HD HD
Nature of Order: WRITTEN// W
```

If the user has the PSORPH security key, the following HOLD reasons are available:

```
HOLD REASON: ?

Enter reason medication is placed in a 'Hold' status.
Choose from:
1 INSUFFICIENT QTY IN STOCK
2 DRUG-DRUG INTERACTION
4 PROVIDER TO BE CONTACTED
6 ADVERSE DRUG REACTION
7 BAD ADDRESS
8 PER PATIENT REQUEST
9 CONSULT/PRIOR APPROVAL NEEDED
98 OTHER/TECH (NON-CLINICAL)
99 OTHER/RPH (CLINICAL)
```

If the user has the PSO TECH ADV security key, the following HOLD reasons are available:

```
HOLD REASON: ?

Enter reason medication is placed in a 'Hold' status.
Choose from:
1 INSUFFICIENT QTY IN STOCK
7 BAD ADDRESS
8 PER PATIENT REQUEST
98 OTHER/TECH (NON-CLINICAL)
```

The same conditions apply for Unholding a prescription. Users with the PSORPH security key can unhold for the following reason:

1	INSUFFICIENT QTY IN STOCK
2	DRUG-DRUG INTERACTION
4	PROVIDER TO BE CONTACTED
6	ADVERSE DRUG REACTION
7	BAD ADDRESS
8	PER PATIENT REQUEST
9	CONSULT/PRIOR APPROVAL NEEDED
98	OTHER/TECH (NON-CLINICAL)
99	OTHER/RPH (CLINICAL)

Users with only the PSO TECH ADV security key can unhold for the following reasons:

1	INSUFFICIENT QTY IN STOCK
7	BAD ADDRESS
8	PER PATIENT REQUEST
98	OTHER/TECH (NON-CLINICAL)

Note: If a user does not have a PSORPH security key and tries to unhold a prescription, the message “**The HOLD can only be removed by a pharmacist**” is displayed.

Each time a user holds or unholds a prescription, an entry is created in the Activity Log. These entries include HOLD COMMENTS and the HOLD REASON when a prescription is placed on HOLD and UNHOLD COMMENTS when the prescription is removed from HOLD. Again, HOLD reasons 98 and 99 require the user to enter a HOLD comment.

Example: Activity Log with HOLD/UNHOLD Comments

Activity Log:				
#	Date	Reason	Rx Ref	Initiator Of Activity
...				
8	05/10/12	HOLD	REFILL 1	USER,PHARMACY
Comments: Rx placed on HOLD (Reason: BAD ADDRESS) and removed from SUSPENSE - HOLD COMMENTS ENTERED BY THE USER MANUALLY.				
...				
9	05/10/12	UNHOLD	REFILL 1	USER,PHARMACY
Comments: Rx Removed from HOLD - UNHOLD COMMENTS ENTERED BY THE USER WHEN REMOVING THE RX FROM HOLD.				

(This page included for two-sided copying.)

Renewing a Prescription

This action allows the pharmacy manager, pharmacist, or pharmacy technician to process renewals for existing orders.

Example: Renewing a Prescription

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

OP Medications (ACTIVE)	Jun 04, 2006 16:14:40	Page:	1 of 3
-------------------------	-----------------------	-------	--------

OPPATIENT29,ONE

PID: 000-87-6543

DOB: SEP 12,1919 (81)

Ht(cm): 175.26 (06/07/2000)

Wt(kg): 79.09 (06/07/2000)

Rx #: 503910

(1) *Orderable Item: AMPICILLIN CAP,ORAL *** (N/F)***

(2) Drug: AMPICILLIN 250MG CAP *** (N/F)***

(3) *Dosage: 500 (MG)

Verb: TAKE

Dispense Units: 2

Noun: CAPSULES

*Route: ORAL

*Schedule: QID

*Duration: 10D (DAYS)

(4)Pat Instructions: with food

SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD

(5) Patient Status: SERVICE CONNECTED

+ Enter ?? for more actions

DC	Discontinue	PR	Partial	RL	Release
ED	Edit	RF	(Refill)	RN	Renew

Select Action: Next Screen// **RN** Renew

FILL DATE: (6/4/2006 - 7/4/2006): TODAY// **<Enter>** (JUN 04, 2006)

MAIL/WINDOW: WINDOW// **<Enter>** WINDOW

METHOD OF PICK-UP: **<Enter>**

Nature of Order: WRITTEN// **<Enter>** W

WAS THE PATIENT COUNSELED: NO// **<Enter>** NO

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

Now Renewing Rx # 503910 Drug: AMPICILLIN 250MG CAP

Now doing order checks. Please wait...

503910A AMPICILLIN 250MG CAP QTY: 80

OF REFILLS: 0 ISSUED: 06-04-01

SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD

FILLED: 06-20-01

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, 2006 16:18:17	Page:	2 of 2
OPPATIENT,FOUR			
PID: 000-01-1322P		Ht (cm): _____ (_____)	
DOB: NOV 12,1975 (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, 2006 16:24:32	Page:	2 of 2
OPPATIENT,FOUR			
PID: 000-01-1322P		Ht (cm): _____ (_____)	
DOB: NOV 12,1975 (29)		Wt (kg): _____ (_____)	
+			
Days Supply: 30			
QTY (): 90			
(3) # of Refills: 5			
(4) Routing: WINDOW			
(5) Clinic: 3EN			
(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>			

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

Example: Renewing an ePharmacy Order (continued)

```
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...
```

```
Prescription 100003642A successfully submitted to ECME for claim generation.
```

```
Claim Status:
```

```
IN PROGRESS-Waiting to start
```

```
IN PROGRESS-Waiting for packet build
```

```
IN PROGRESS-Packet being built
```

```
IN PROGRESS-Waiting for transmit
```

```
IN PROGRESS-Transmitting
```

```
IN PROGRESS-Receiving response
```

```
E PAYABLE
```



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

Flagging and Unflagging Pending Orders

Flagging a pending order allows you to prevent an order from processing and attach a note known as a flag to the pending order. Flag/Unflag functionality is only available for Pending new orders and Pending renewals; only holders of the PSORPH security key can flag or unflag an order.

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 New Pending 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)	
Flagged 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// FL Flag/Unflag		

Example: A Flagged Renewel

FL-Prescription Renew		Jun 12, 2012@14:00:51	Page: 1 of 2
PAGPATNM,M		<A>	
PID: 666-00-0286	Ht(cm): _____ (_____)		
DOB: DEC 1,1900	Wt(kg): _____ (_____)		
Flagged by PHARMACY,USER on 6/12/12@14:00: test			
Rx#: 100001943A Orderable Item: ACETAMINOPHEN TAB CMOP Drug: THIORIDAZINE 30MG/ML CONC. Patient Status: OPT NSC (1) Issue Date: JUN 12,2012 (2) Fill Date: JUN 12,2012 Dosage: 20 (MG) Verb: TAKE Dispense Units: 2 Noun: TABLETS Route: ORAL (BY MOUTH) Schedule: BID-PRN			
+ Enter ?? for more actions			
AC Accept	DC Discontinue	FL Flag/Unflag	
BY Bypass	ED Edit		
Select Item(s): Next Screen//			

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.

Note: If a user does not have the PSORPH security key, they cannot unflag an order and will receive the following message when selecting the Accept (AC) action:

```
+      Enter ?? for more actions
AC  Accept          DC  (Discontinue)      FL  (Flag/Unflag)
BY  Bypass          ED  (Edit)
Select Item(s): Next Screen// AC  Accept

Order must be unflagged by a pharmacist before it can be finished.

Enter RETURN to continue:
```

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)

Flagged by OPPHARM,TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART
CONDITION BEFORE DISPENSING.
Unflagged by OPPHARM,TWO on 03/14/08@09:26: CHECKED WITH PATIENT. NO HEART
CONDITION.

*(1) Orderable Item: ACETAMINOPHEN TAB  *Editing starred fields will
(2)      CMOP Drug: ACETAMINOPHEN 500MG TAB  create a new order
      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

+      Enter ?? for more actions
BY  Bypass          DC  Discontinue      FL  Flag/Unflag
ED  Edit            FN  Finish
Select Item(s): Next Screen//
```

Example: An Unflagged Renewal

```
Prescription Renew          Jun 12, 2012@14:02:18          Page: 1 of 2
PAGPATNM,M                                                         <A>
  PID: 666-00-0286          Ht(cm): _____ (_____)
  DOB: DEC 1,1900          Wt(kg): _____ (_____)

Flagged by PHARMACY,USER on 6/12/12@14:00: test
Unflagged by PHARMACY,USER on 6/12/12@14:02: testing unflag

      Rx#: 100001943A
    Orderable Item: ACETAMINOPHEN TAB
      CMOP Drug: THIORIDAZINE 30MG/ML CONC.
    Patient Status: OPT NSC
(1)      Issue Date: JUN 12,2012
(2)      Fill Date: JUN 12,2012
      Dosage: 20 (MG)
      Verb: TAKE
    Dispense Units: 2

      Noun: TABLETS
      Route: ORAL (BY MOUTH)
+      Enter ?? for more actions
AC      Accept          DC      Discontinue          FL      Flag/Unflag
BY      Bypass          ED      Edit
Select Item(s): Next Screen// Prescription Renew          Jun 12, 2012@14:02:1
8      Page: 1 of 2
```

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



If you attempt to process a flagged order and are a user with a PSORPH security key, 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. Users with only the PSO TECH ADV security key cannot unflag an order and will receive the following message when selecting the Accept (AC) action:

```
+      Enter ?? for more actions
AC      Accept          DC      (Discontinue)          FL      (Flag/Unflag)
BY      Bypass          ED      (Edit)
Select Item(s): Next Screen// AC      Accept

Order must be unflagged by a pharmacist before it can be finished.

Enter RETURN to continue:
```

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If the user chooses to copy Provider Comments into the Patient Instructions, they will display 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.

Example: Finishing an Order from OERR (continued)

```
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 325MG 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 Pending Orders

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. Flag/Unflag functionality is only available for Pending new orders and Pending renewals; only holders of the PSORPH security key can flag or unflag an order.

Flagged orders will not be processed. 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.

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>
```

The Domain Name Server (DNS) information of the automated dispensing device is appended to the Comment field of the activity log. This is usually an IP address or the DNS name.

The activity log has an entry indicating that the Rx has been sent to the external interface. With patch PSO*7*354, this activity entry is enhanced to indicate the routing automated dispensing device. The Domain Name Server (DNS) information of the automated dispensing device is appended to the Comment field of the activity log. This is usually an IP address or the DNS name.

The activity log was also updated to display the mail tracking information available in the RXD-13 segment of the HL7 message received by VistA from the external dispensing interface.

Example: Activity Log with multiple dispensing devices

```

Rx Activity Log                               May 23, 2011@12:30:12           Page: 2 of 3
OUTPATIENT,SIX                                   <A>
  PID: 355-43-4343                               Ht (cm): _____ (_____)
  DOB: OCT 29,1932 (78)                           Wt (kg): _____ (_____)
+
1  05/04/11    REPRINT          ORIGINAL          OPPHARMACIST4,FOUR
Comments: TESTING MULTIDEVICES (1 COPIES)
2  05/04/11    X-INTERFACE      ORIGINAL          OPPHARMACIST4,FOUR
Comments: Prescription (Reprint) sent to external interface.
3  05/04/11    X-INTERFACE      ORIGINAL          POSTMASTER
Comments: HL7 ID - 50073974 MESSAGE TRANSMITTED TO 10.4.131.13
4  05/04/11    X-INTERFACE      ORIGINAL          POSTMASTER
Comments: HL7 ID - 50073975 MESSAGE TRANSMITTED TO 10.4.142.22
Comments: External Interface Dispensing is Complete.  Filled By: OPTECH,ONE
        Checking Pharmacist: OPPHARMACIST4,FOUR
        Mail Tracking Info.: USPS #123456789 received at 05/04/11@15:32:23

Label Log:
#   Date       Rx Ref                               Printed By
=====
1   05/02/11    ORIGINAL                               OPPHARMACIST4,FIVE
Comments: From RX number 100002987
2   05/04/11    ORIGINAL                               OPPHARMACIST4,FOUR
Comments: From RX number 100002987 (Reprint)
+       Enter ?? for more actions
Select Action:Next Screen//
  
```

For HOLD/UNHOLD of prescriptions, the activity log entries include HOLD COMMENTS and the HOLD REASON when a prescription is placed on HOLD and UNHOLD COMMENTS when the prescription is removed from HOLD.

Example: Activity Log with HOLD/UNHOLD Comments

```

Activity Log:
#   Date       Reason          Rx Ref          Initiator Of Activity
...
8   05/10/12    HOLD              REFILL 1        USER,PHARMACY
Comments: Rx placed on HOLD (Reason: BAD ADDRESS) and removed from
          SUSPENSE - HOLD COMMENTS ENTERED BY THE USER MANUALLY.
...
9   05/10/12    UNHOLD            REFILL 1        USER,PHARMACY
Comments: Rx Removed from HOLD - UNHOLD COMMENTS ENTERED BY THE USER
          WHEN REMOVING THE RX FROM HOLD.
  
```


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Error Level	Error Message	Reason	Why message is being displayed.
Drug	Enhanced Order Checks cannot be performed for Orderable Item: <OI NAME>	No active, marked for IV Fluid Order Entry IV Additive/Solution found	The orderable item associate with an IV Fluid order did not have an active IV Additive/IV Solution marked for IV fluid order entry use at the time the order check was executed. This is another error the user will probably not see.

Error Information

The text in the error message and reason column will be displayed to the user. The type of error is displayed in column 1.

Two Levels of Error Messages

System When such an error occurs no drug interaction or duplicate therapy order checks will be performed. Other order checks that do not use the COTS database (FDB) will still be performed such as allergy/ADRs, duplicate drug (for outpatient only) and new CPRS order checks, etc.

Drug The second error level is for the drug and no drug interaction/duplicate therapy order checks will be performed for a specific drug. When you are processing an order, you may see a drug level error for a drug that is on the profile. This indicates that a drug interaction or duplicate therapy order check will not be performed for the drug in the order you are processing against this profile drug. Profile drug errors will only be shown once per patient session. So if you process several more orders, you will not see the error again. However, if you exit the option and at some later time reselect this patient to process new orders or take action on any existing orders, you will be shown the profile drug error once again.

If a drug level error occurs on the drug in the order you are processing, no profile drug errors will be displayed. No order checks (duplicate therapy or drug interaction) will occur for the processing drug (prospective drug). The only exception to this is when you are processing an IV order with multiple prospective drugs (i.e. multiple additives)

Chapter 1: Security Keys

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.

PSO TECH ADV

PSO*7*386 added the PSO TECH ADV security key for use of holding and unholding prescriptions. Please see [Holding and Unholding a Prescription](#) for further information on this security key.

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