



# **OUTPATIENT PHARMACY**

## **MANAGER'S USER MANUAL**

Version 7.0  
December 1997

(Revised October 2009)



## Revision History

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

Date	Revised Pages	Patch Number	Description
10/09	v-xi, 12, 81-83, 87, 256, 280-281	PSO*7*326	The Social Security Number was removed from print outs given to patients. The patient lookup has been expanded to include the ability to look up by prescription number or wand a barcode with the prescription from many options. (E. Wright, PM; S. B. Gilbert, Tech Writer)
08/09	57, 78	PSO*7*311	Deleted Pharmacy Patient Non-VA Meds Report/Clean-up menu. (A. Scott, PM; T. Dawson, Tech Writer)
08/09	All	PSO*7*320	The following changes are included in this patch. <ul style="list-style-type: none"> <li>• Remote Data prompt, notification, and screen have been added.</li> <li>• A hidden action, DR [Display Remote], has been added.</li> <li>• Remote prescriptions print at the end of the Action Profile (132 Column Printout) Report.</li> <li>• "THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES" prints at the end of the Pull Early from Suspense and the Print from Suspense File reports.</li> </ul> (G. Tucker, PM; S. B. Scudder, Tech Writer)

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

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## Chapter 3: Using the *Outpatient Pharmacy Manager* Menu

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This manual describes options available on the *Outpatient Pharmacy Manager* menu. This menu should be assigned to supervisors, package coordinators, and members of the Automated Data Processing (ADP)/Information Resources Management Service (IRMS) staff.

### Example: Accessing the *Outpatient Pharmacy Manager* menu

```
Select OPTION NAME: PSO MANAGER      Outpatient Pharmacy Manager
Outpatient Pharmacy software - Version 7.0
```

The following options are available on the *Outpatient Pharmacy Manager* menu.

- *Archiving...*
- *Autocancel Rx's on Admission*
- *Bingo Board...*
- *Change Label Printer*
- *Clozapine Pharmacy Manager...*
- *Copay Menu...*
- *DUE Supervisor...*
- *Enter/Edit Clinic Sort Groups*
- *External Interface Menu...*
- *Label/Profile Monitor Reprint*
- *Maintenance (Outpatient Pharmacy)...*
- *Medication Profile*
- *Output Reports...*
- *Pharmacy Intervention Menu...*
- *Process Drug/Drug Interactions*
- *Release Medication*
- *Return Medication to Stock*
- *Rx (Prescriptions)...*
- *ScripTalk Main Menu...*
- *Supervisor Functions...*
- *Suspense Functions...*
- *Update Patient Record*
- *Verification...*

## Patient Lookup

The ability to look up a patient by prescription number or wand a barcode with the prescription has been added to the patient lookup prompt on the following options.

- *Patient Prescription Processing* [PSO LM BACKDOOR ORDERS]
- *Medication Profile* [PSO P]
- *Rx (Prescriptions)* [PSO RX]
- *Update Patient Record* [PSO PAT]
- *Manual Print of Multi-Rx Forms* [PSO LM MULTI-RX PRINT]
- *ScriptTalk Patient Enter/Edit* [PSO SCRIPTALK PATIENT ENROLL]
- *Patient Address Changes Report* [PSO ADDRESS CHANGE REPORT]
- *List Prescriptions Not Mailed* [PSO BAI NOT MAILED]
- *Non-VA Meds Usage Report* [PSO NON-VA MEDS USAGE REPORT]
- *Enter New Patient* [PSO BINGO NEW PATIENT]
- *Action Profile (132 COLUMN PRINTOUT)* [PSO ACTION PROFILE]
- *Poly Pharmacy Report* [PSOPOLY]

The help text for patient lookup reads as follows.

```
Enter the prescription number prefixed by a # (ex. #XXXXXXX) or
Wand the barcode of the prescription. The format of the barcode is
NNN-NNNNNNN where the first 3 digits are your station number.
- OR -
Answer with PATIENT NAME, or SOCIAL SECURITY NUMBER, or last 4 digits
of SOCIAL SECURITY NUMBER, or first initial of last name with last 4
digits of SOCIAL SECURITY NUMBER
Do you want the entire NNNNNNNN-Entry PATIENT List?
```

## Chapter 15: Using the Medication Profile

---

This chapter describes the Medication Profile, its different formats, and how it can be used in patient care.

### Medication Profile

[PSO P]

The Medication Profile displays a profile of all prescriptions on file for a particular patient. The prescription display includes all Non-VA Med orders also. The user may view this information directly on the screen or request it to be printed. The medication profile is available in two formats: short or long.

#### Medication Profile: Short Format

The short format displays the following information:

- patient name
- eligibility
- reactions
- prescription number
- Sig
- quantity
- last fill date
- address
- DOB
- narrative
- prescriptions
- drug name
- Status
- issue date
- refills remaining.

The short report format of the fields for Non-VA Med orders include the drug name or orderable item name, dosage, schedule and date documented.

The short format displays the status in an abbreviated form. The following is an explanation of the codes:

Code	Status/Description
A	Active
B	Bad Address Indicated
DC	Discontinued
E	Expired
H	Hold
N	Non Verified
P	Pending due to drug interactions
S	Suspended
\$	Copay eligible
E	third-party electronically billable
R	Returned to stock prescription (next to last fill date)

## Example: Medication Profile – Short Format

```
Select PATIENT NAME:   OPPATIENT,THREE      3-5-9      000006578      NO
NSC
VETERAN      OPPATIENT,THREE
WARNING : ** This patient has been flagged with a Bad Address Indicator.
LONG or SHORT: SHORT// SHORT
Sort by DATE, CLASS or MEDICATION: DATE// <Enter>

All Medications or Selection (A/S): All// <Enter>
DEVICE: HOME// [Select Print Device]  GENERIC INCOMING TELNET
```

OPPATIENT,THREE

321 PECAN STREET  
TESTING 2  
ANYTOWN  
TEXAS 12345

DOB: DEC 29,1968  
PHONE: 5554325455  
ELIG: SC LESS THAN 50%  
SC%: 40

CANNOT USE SAFETY CAPS.

WEIGHT(Kg):  
DISABILITIES:

HEIGHT(cm):

ALLERGIES:\_\_\_\_\_

ADVERSE REACTIONS:\_\_\_\_\_

Enter RETURN to continue or '^' to exit: **<Enter>**

Outpatient prescriptions are discontinued 72 hours after admission

Medication Profile Sorted by ISSUE DATE				
Rx#	Drug	REF		
		ST	REM	Issued Last Fill
300486	ACE BANDAGE 4 INCH	A	5	10-17-06 10-17-06
QTY: 1	SIG: USE LOOSELY ON AFFECTED AREA AS NEEDED			
\$100002342	AMOXICILLIN 250MG CAP	A	3	10-10-06 10-10-06
QTY: 15	SIG: TAKE ONE CAPSULE BY BY MOUTH QAM\QPM\Q4D&Q6D~Q12D			
	TAKE ONE   EVERY   TWO ~ THREE & FOUR \ FIVE \TAB			
\$100002343	SIMETHICONE 40MG TAB	DC	3	10-10-06 10-10-06
QTY: 15	SIG: CHEW ONE TABLET BY BY MOUTH QAM\QPM!Q4D&Q6D~Q12D			
	TAKE ONE   EVERY   TWO ~~THREE ~ AND &&FOUR&HHHH			
	\ FIVE \TAB			



## Medication Profile: Long Format

The long format displays all information contained on the short format as well as the following additional fields:

- physician's name
- fill date
- dates of refills/partial fills
- whether the prescription was filled at the pharmacy window or by mail
- clerk code
- total allowable refills
- which division filled it

The long report format of the fields for Non-VA Med orders include the start date, CPRS order #, status, documented by, order check(s), override reason, override provider, and statement of explanation.

### Example: Medication Profile – Long Format

```
Select PATIENT NAME:  OPPATIENT,ONE      8-5-19      666000777      NO      NSC
VETERAN      OPPATIENT,ONE
WARNING : ** This patient has been flagged with a Bad Address Indicator.
LONG or SHORT: SHORT// LONG
Sort by DATE, CLASS or MEDICATION: DATE// <Enter>

All Medications or Selection (A/S): All// <Enter>
DEVICE: HOME// [Select Print Device]  GENERIC INCOMING TELNET

OPPATIENT,ONE
      (TEMP ADDRESS from AUG 28,2006 till (no end date))
LINE1                                DOB:  AUG 5,1919
ANYTOWN                                PHONE: 555-1212
TEXAS  77379                          ELIG:  NSC
CANNOT USE SAFETY CAPS.

WEIGHT(Kg):                          HEIGHT(cm):
DISABILITIES:

ALLERGIES:_____
ADVERSE REACTIONS:_____

Enter RETURN to continue or '^' to exit: <Enter>

Outpatient prescriptions are discontinued 72 hours after admission
```

#### Medication Profile Sorted by ISSUE DATE

```
Rx #:  100001968Ae      Drug: LOPERAMIDE 2MG CAP
SIG: TAKE TWO CAPSULES BY MOUTH EVERY DAY
QTY: 60      # of Refills: 5      Issue/Expr: 12-15-05/06-16-06
Prov: OPPROVIDER16,TWO  Entry By: 10000000013 Filled: 01-14-06 (M)
Last Released:      Original Release:
Refilled: 02-19-04 (M)      Released:
Remarks:
Division: ALBANY (500)      Active      4 Refills Left
```

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

### Example: Medication Profile – Long Format (continued)

```
-----  
Non-VA MEDS (Not Dispensed by VA)  
GINKO BILLOBA TAB  
Dosage: 1 TABLET  
Schedule: ONCE A DAY  
Route: MOUTH  
Status: Discontinued (10/08/03)  
Start Date: 09/03/03      CPRS Order #: 12232  
Documented By: OPCLERK21,FOUR on 09/03/03  
Statement of Explanation: Non-VA medication not recommended by VA provider.
```

```
ACETAMINPHEN 325MG CT  
Dosage: 325MG  
Schedule:  
Route:  
Status: Active  
Start Date: 09/03/03      CPRS Order #: 12234  
Documented By: OPCLERK21,FOUR on 09/03/03  
Statement of Explanation: Non-VA medication recommended by VA provider  
Patient wants to buy from Non-VA pharmacy
```

## Medication Reconciliation

The Medication Reconciliation product (patch PSO\*7\*294) introduces the components necessary to build four tools useful for medication reconciliation. The product utilizes Health Summary components and Text Integrated Utility (TIU) data objects to create a list of current medications. Medication Reconciliation also leverages the Remote Data Interoperability (RDI) software to include medication data from other sites.

For a complete list of functionality, please refer to the Medication Reconciliation Implementation Guide.

Informational Rx Profile Run Date: JUL 11,2007 Page: 1  
Sorted by drug classification for Rx's currently active and for those Rx's that have been inactive less than 120 days.  
Site: VAMC ALBANY (500)

Name : OPPATIENT,TEN  
DOB : APR 4,1944 Address : 4 ANYSTREET DR.  
ANYCITY, NEW YORK 12345  
Phone : 723-5678

WEIGHT(Kg): HEIGHT(cm):  
DISABILITIES:

ALLERGIES: ASPIRIN-DRUG, METRONIDAZOLE 250MG TAB, METRONIDAZOLE PWDR, PENICILLIN

ADVERSE REACTIONS:

Medication/Supply Rx#  
Status Expiration Provider  
Date  
Classification: CN101 - OPIOID ANALGESICS  
ACETAMINOPHEN AND CODEINE 30MG Qty: 40 for 31 Days 100003  
273 Active 07-16-2007 OPPROVIDER,ONE  
COSIGNER: OPPROVIDER,FOUR  
Sig: TAKE 2 TABLETS BY BY MOUTH EVERY SU FOR 10 DAYS WITH FOOD  
Filled: 06-15-2007 Past Fills: 06-15-2007  
Remaining Refills: 0 Clinic: INFIRMARY  
Price: \$1.48

-----PENDING ORDERS-----

Drug: ASPIRIN BUFFERED 325MG TAB  
Eff. Date: 10-04-2000Qty: 10 Refills: 3 Prov: OPPROVIDER,ONE  
Sig: TAKE 1 CAP,ORAL BY BY MOUTH TWICE A DAY

Drug: HYDROCHLOROTHIAZIDE 50MG  
Eff. Date: 10-04-2000Qty: 10 Refills: 3 Prov: OPPROVIDER,ONE  
Sig: TAKE 2 TAB BY BY MOUTH TWICE A DAY

Patient: OPPATIENT,TEN      DOB: 04/04/1944

```
=====
RX #          DRUG          ST  QTY  ISSUED   LAST FILLED
=====
HDR CHEYENNE

712885        AMOXICILLIN TRIHYDRATE 250MG CAP  A    90  11/06/08   11/06/08
SIG: TAKE ONE CAPSULE BY MOUTH THREE TIMES A DAY
PROVIDER: PSOPROVIDER,ONE

712886        DILTIAZEM (INWOOD) 240MG CAP,SA  A    30  11/28/08   11/28/08
SIG: TAKE ONE CAPSULE BY MOUTH EVERY DAY
PROVIDER: PSOPROVIDER,ONE

712887        SIMVASTATIN 20MG TAB          A    15  12/09/08   12/09/08
SIG: TAKE ONE-HALF TABLET BY MOUTH EVERY EVENING TESTING
      FOR PATTESTING FOR PATIENT TESTING FOR PATTESTING
      FOR PATIENTENT INTRUCT ION ON SIG1 TESTING FOR
      PATIENT INTRUCTION ON SIG1 TESTING FOR PATIENT
      REPLACE IENT WITH IENT TESTING FOR PATIENT
      INTRUCTION ON SIG1 TESTING FOR PATI
PROVIDER: PSOPROVIDER,ONE
```

## Delete Printed Rx's from Suspense

### [PSO PNDPRI]

With this option printed prescriptions can be deleted from suspense manually. Basically, it does the same thing as the *Auto-delete from Suspense* option, but it prompts the user to delete a single prescription, all prescriptions for one patient, all prescriptions for a given date range, or all prescriptions that have printed in a batch.

A batch is the group of labels that printed for a particular Print from Suspense File job. For example, if for one day, the *Print from Suspense File* option is queued 3 times, three batches will be printed for that day. (See the *Print from Suspense File* option.)

If it is necessary to reset and reprint the suspense labels and only selected labels are wanted, those not wanted can be deleted from the batch. The deleted labels will not be reprinted as part of the batch.

## Log of Suspended Rx's by Day (this Division)

### [PSO PNDLOG]

Using this option, the manager can print a report by division of all suspended prescriptions sorted either by patient or identification number. The log contains the prescription number, patient name, drug name, type, and print status.

The *Log of Suspended Rx's by Day (this Division)* [PSO PNDLOG] option is updated to add a new column showing the B/D/F (Bad Address Indicator/ Do Not Mail/ Foreign Address) status of the prescription.

## 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 date entered, 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.

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 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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