



OUTPATIENT PHARMACY

PHARMACIST'S USER MANUAL

Version 7.0
December 1997

(Revised September 2011)

Department of Veterans Affairs
Product Development

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
09/11	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)
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.)

Table of Contents

Preface	iii
Table of Contents	v
Chapter 1: Introduction.....	1
Documentation Conventions.....	1
Getting Help.....	2
Related Manuals.....	2
Chapter 2: List Manager	3
Using List Manager with Outpatient Pharmacy.....	7
Entering Actions	7
Outpatient Pharmacy Hidden Actions	8
<i>Speed Actions.....</i>	<i>9</i>
<i>Other Outpatient Pharmacy ListMan Actions</i>	<i>10</i>
<i>Other Screen Actions.....</i>	<i>10</i>
Chapter 3: Using the Pharmacist Menu.....	11
Patient Lookup	12
Chapter 4: Using the Bingo Board.....	13
Bingo Board User.....	13
<i>Enter New Patient.....</i>	<i>13</i>
<i>Display Patient's Name on Monitor.....</i>	<i>13</i>
<i>Remove Patient's Name from Monitor</i>	<i>13</i>
<i>Status of Patient's Order</i>	<i>14</i>
Chapter 5: Changing the Label Printer.....	15
Change Label Printer.....	15
Chapter 6: Changing the Suspense Date	17
Change Suspense Date	17
Chapter 7: Evaluating Drug Usage	19
DUE Supervisor	19
Enter a New Answer Sheet	19
Edit an Existing Answer Sheet	19
Create/Edit a Questionnaire.....	20
Batch Print Questionnaires	20
DUE Report	20
Chapter 8: Enter/Edit Clinic Sort Groups	21
Enter/Edit Clinic Sort Groups.....	21
Chapter 9: Using the Interface Menu	23
External Interface Menu	23
Purge External Batches.....	23
Reprint External Batches	24

View External Batches	25
Chapter 10: Using the Medication Profile	27
Medication Profile.....	27
Medication Profile: Short Format	27
Medication Profile: Long Format.....	29
Medication Profile and Refill.....	30a
Chapter 11: Using the Medication Reconciliation Tools.....	31
Medication Reconciliation.....	31
Chapter 12: Using the Pharmacy Intervention Menu	33
Pharmacy Intervention Menu.....	33
Enter Pharmacy Intervention	33
Edit Pharmacy Intervention	33
Print Pharmacy Intervention	34
Delete Intervention.....	34
View Intervention	34
Chapter 13: Print from Suspense File	35
Print from Suspense File.....	35
Chapter 14: Processing Interactions	39
Process Drug/Drug Interactions	39
Allergy/ADR Order Checks (PSO*7*251).....	39tt
Therapeutic Duplication	39xx
Chapter 15: Pull Early from Suspense	41
Pull Early from Suspense	41
Chapter 16: Queue CMOP Prescription.....	43
QUEUE CMOP Prescription	43
Chapter 17: Releasing Medication.....	45
Release Medication	45
Changes to Releasing Orders function - Digitally Signed Orders Only	48
Changes to Releasing Orders function - ScripTalk®	48
Changes to Releasing Orders function – HIPAA NCPDP Global	49
Chapter 18: Returning Medication to Stock.....	51
Return Medication to Stock	51
Chapter 19: Ordering/Processing a Prescription	53
Rx (Prescriptions)	53
Patient Prescription Processing.....	54
Duplicate Drug Order Check	54e
<i>Entering a New Order</i>	57
<i>CPRS Order Checks</i>	60c
<i>Editing a New Order</i>	69

<i>Editing a New Order</i>	69
<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 Bypass/Override Report</i>	130
MailMan Message for Open/Unresolved Rejects	157
Alerts for Discontinued CMOP Prescription	158
Discontinued by a Background Process	158
Discontinued by a Foreground Pharmacy Process.....	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	160
View Prescriptions	160
Chapter 20: Updating a Patient's Record	161
Update Patient Record.....	161
Chapter 21: Verifying Prescriptions	163
Verification	163
List Non-Verified Scripts	164
Non-Verified Counts	165
Rx Verification by Clerk	165
Verifying ePharmacy Orders	166
Chapter 22: CPRS Order Checks: How They Work	167
Introduction	167
Order Check Data Caching.....	167
Chapter 23: Error Messages	169

Error Information	169
Two Levels of Error Messages	170
Chapter 24: On-Demand Displaying of FDA Medication Guides.....	170a
Displaying a Medication Guide	170a
Glossary.....	171
Index.....	177

Medication Profile and Refill

[PSO HRC PROFILE/REFILL]

This option was originally requested by the Health Resource Center (HRC) to provide a new standalone option similar to that of the ePharmacy Medication Profile (View Only) [PSO PMP] option for the Compensation and Pension Record Interchange (CAPRI) system. It allows users to view a medication profile as well as refill prescriptions for a specific patient.

Example 1: Medication Profile with default view

Patient Medication Profile				Jun 04, 2007@19:22:16		Page: 1 of 1		
OPPATIENT,ONE						<A>		
PID: 000-12-5678				HEIGHT(cm): 175.26 (11/21/2006)				
DOB: NOV 28,1900 (111)				WEIGHT(kg): 108.18 (08/09/2007)				
SEX: MALE				EXP/CANCEL CUTOFF: 120 DAY				
#	Rx#	DRUG [^]	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
1	100004112	ALBUTEROL INHALER	1	A	04-21-07	04-21-07	11	7
2	300483e	ALPRAZOLAM 0.25MG TABS	30	DC	06-14-07	06-14-07	11	30
3	100004113	AMITRIPTYLINE 10MG TAB	60	A	04-21-07	04-21-07	11	30
4	100004075e	CABERGOLINE 0.5MG TAB	7	E	05-18-05	05-18-05	6	7
5	100004155	DESIPRAMINE 25MG	90	S	02-23-07	02-11-07	11	90
6	100004022\$e	DIGOXIN 0.05MG/ML ELIX (60CC)	30	A	02-01-07	02-20-07	10	90
7	100004081	METAPROTERENOL 5% SOLUTION 10ML	15	DC	06-02-07	06-03-07	11	15
8	100004082	METAPROTERENOL 5% SOLUTION 10ML	10	DC	06-02-07	06-03-07	11	10
9	100004083	METAPROTERENOL 5% SOLUTION 10ML	15	A>	06-02-07	06-23-07	11	15
10	100004079	NICOTINE 10MG/ML SOLN NASAL SPRAY	1	A>	06-02-07	06-23-07	11	15
11	100003298	SIMVASTATIN 20MG TAB	5	DC	05-28-05	04-27-07	3	30
12	100003298A	SODIUM CHLORIDE 0.9% NASAL SOLN(O	1	A	05-10-07	05-10-07	11	30
13	100004070e	VALSARTAN 80MG TAB	5	S	06-28-07	05-31-07	11	30
PENDING (2 order)								
14	ALBUTEROL INHALER			RF	06-03-07		2	30
15	AMITRIPTYLINE 10MG TAB			RN	06-02-07		3	10
Non-VA MEDS (Not dispensed by VA) (1 order)								
16	TAMOXIFEN CITRATE 10MG TABS				Date Documented: 06/04/07			
Enter ?? for more actions								
CV	Change View		PI	Patient Information		SIG	Show/Hide SIG	
GS	Group by Status		RF	Refill				
Select: Quit//								

The following options are available as Hidden Menu actions on this screen:

DR	- Sort by Drug	LF	- Sort by Last Fill
RX	- Sort by Prescription	ID	- Sort by Issue Date

The CV (*Change View*) action allows the user to change some characteristics of the screen above. The user can also save and/or delete preferences, which will be used every time the user runs this option. The users can have one set of preferences for each Division defined.

Example 2: Change View action

Enter CV at the “Select” prompt to change the view preferences.

```
OPPROVIDER,ONE's current default view (ALBANY):
-----
EXP/CANCEL CUTOFF   : 120 DAYS
SORT BY             : DRUG NAME
SORT ORDER          : ASCENDING
DISPLAY SIG         : NO
GROUP BY STATUS     : YES
DISPLAY ORDER COUNT : YES

Delete this default view? NO// <Enter>

EXP/CANCEL CUTOFF: 120// 120 DAYS
SORT BY: DR// DRUG NAME
SORT ORDER: ASCENDING// ASCENDING
DISPLAY SIG: OFF// OFF
GROUP BY STATUS: OFF// ON
DISPLAY ORDER COUNT: ON// OFF

Save as your default View? NO// YES

Saving...OK!
```

Example 3: Patient Information action

Enter PI at the “Select” prompt to view patient information.

```
Patient Information          Jul 12, 2011@13:28:53          Page:    1 of    2
OPPATIENT,ONE                                     <A>
  PID: 000-12-5678                                Ht (cm): _____ (_____)
  DOB: NOV 28,1900 (111)                          Wt (kg): _____ (_____)
  SEX: MALE

Eligibility: NSC, VA PENSION
RX PATIENT STATUS: OPT NSC

Disabilities: POST-TRAUMATIC STRESS DISORDER-100% (SC),

2222 CENTRAL AVE

ALBANY                                           HOME PHONE:
NEW YORK 01280-7654                             CELL PHONE:
Prescription Mail Delivery: Regular Mail        WORK PHONE:
Cannot use safety caps.

Allergies
  Verified: PENICILLIN,

Adverse Reactions

+      Enter ?? for more actions
DD Detailed Allergy/ADR List                    EX Exit Patient List
Select Action: Next Screen//
```

Example 4: Medication Profile with SIG expanded

Enter SIG at the “Select” prompt to show/hide the Rx SIG.

Patient Medication Profile			Jun 04, 2007@19:22:16		Page: 1 of 1			
OPPATIENT,ONE					<A>			
PID: 000-12-5678			HEIGHT(cm): 175.26		(11/21/2006)			
DOB: NOV 28,1900 (111)			WEIGHT(kg): 108.18		(08/09/2007)			
SEX: MALE			EXP/CANCEL CUTOFF: 120 DAY					
#	Rx#	DRUG [^]	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
1	100004112	ALBUTEROL INHALER	1	A	04-21-07	04-21-07	11	7
SIG: TAKE 1 PUFF BY MOUTH EVERY DAY FOR 10 DAYS								
2	300483e	ALPRAZOLAM 0.25MG TABS	30	DC	06-14-07	06-14-07	11	30
SIG: TAKE ONE CAPSULE BY BY MOUTH EVERY MORNING								
3	100004113	AMITRIPTYLINE 10MG TAB	60	A	04-21-07	04-21-07	11	30
SIG: TAKE ONE TABLET BY BY MOUTH EVERY MORNING								
4	100004075e	CABERGOLINE 0.5MG TAB	7	E	05-18-05	05-18-05	6	7
SIG: TAKE 2 TABLET(S) BY BY MOUTH EVERY 12 HOURS								
5	100004155	DESIPRAMINE 25MG	90	S	02-23-07	02-11-07	11	90
SIG: TAKE 2 TABLET(S) BY BY MOUTH EVERY 12 HOURS								
6	100004022\$e	DIGOXIN 0.05MG/ML ELIX (60CC)	30	A	02-01-07	02-20-07	10	90
SIG: INJECT 1000IM EVERY DAY								
7	100004081	METAPROTERENOL 5% SOLUTION 10ML	15	DC	06-02-07	06-03-07	11	15
SIG: INJECT 1000 IM EVERY DAY								
8	100004082	METAPROTERENOL 5% SOLUTION 10ML	10	DC	06-02-07	06-03-07	11	10
SIG: INJECT 1000 IM EVERY DAY								
9	100004083	METAPROTERENOL 5% SOLUTION 10ML	15	A>	06-02-07	06-23-07	11	15
SIG: INJECT 1000 IM EVERY DAY								
10	100004079	NICOTINE 10MG/ML SOLN NASAL SPRAY	1	A>	06-02-07	06-23-07	11	15
SIG: APPLY 1 PATCH ON SHOULDER DAILY								
11	100003298	SIMVASTATIN 20MG TAB	5	DC	05-28-05	04-27-07	3	30
SIG: TAKE 2 TABLET(S) PO FOUR TIMES A DAY								
12	100003298A	SODIUM CHLORIDE 0.9% NASAL SOLN(O	1	A	05-10-07	05-10-07	11	30
SIG: TAKE 2 PUFFS EACH NOSTRIL EVERY 8 HOURS								
13	100004070e	VALSARTAN 80MG TAB	5	S	06-28-07	05-31-07	11	30
SIG: TAKE ONE TABLET BY MOUTH EVERY MORNING								
PENDING (2 order)								
14	ALBUTEROL INHALER			RF	06-03-07		2	30
SIG: 1 PUFF BY MOUTH EVERY DAY FOR 5 DAYS								
15	AMITRIPTYLINE 10MG TAB			RN	06-02-07		3	10
SIG: TAKE 2 TABLET(S) PO FOUR TIMES A DAY								
Non-VA MEDS (Not dispensed by VA) (1 order)								
16	TAMOXIFEN CITRATE 10MG TABS				Date Documented: 06/04/07			
SIG: TAKE 2 TABLET(S) PO FOUR TIMES A DAY								
Enter ?? for more actions								
CV	Change View	PI	Patient Information	SIG Show/Hide SIG				
GS	Group by Status	RF	Refill					
Select: Quit//								

Example 5: Group By Status action

Enter GS at the “Select” prompt to group/ungroup list by Rx status.

Patient Medication Profile		Jun 04, 2007@19:22:16		Page:	1 of 1	
OPPATIENT,ONE				<A>		
PID: 000-12-5678		HEIGHT(cm): 175.26		(11/21/2006)		
DOB: NOV 28,1900 (111)		WEIGHT(kg): 108.18		(08/09/2007)		
SEX: MALE		EXP/CANCEL CUTOFF: 120 DAY				
# Rx#	DRUG [^]	QTY ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
ACTIVE (6 orders)						
1 100004112	ALBUTEROL INHALER	1 A	04-21-07	04-21-07	11	7
2 100004113	AMITRIPTYLINE 10MG TAB	60 A	04-21-07	04-21-07	11	30
3 100004022\$e	DIGOXIN 0.05MG/ML ELIX (60CC)	30 A	02-01-07	02-20-07	10	90
4 100004083	METAPROTERENOL 5% SOLUTION 10ML	15 A>	06-02-07	06-23-07	11	15
5 100004079	NICOTINE 10MG/ML SOLN NASAL SPRAY	1 A>	06-02-07	06-23-07	11	15
6 100003298A	SODIUM CHLORIDE 0.9% NASAL SOLN(O	1 A	05-10-07	05-10-07	11	30
DISCONTINUED (4 orders)						
7 300483e	ALPRAZOLAM 0.25MG TABS	30 DC	06-14-07	06-14-07	11	30
8 100004081	METAPROTERENOL 5% SOLUTION 10ML	15 DC	06-02-07	06-03-07	11	15
9 100004082	METAPROTERENOL 5% SOLUTION 10ML	10 DC	06-02-07	06-03-07	11	10
10 100003298	SIMVASTATIN 20MG TAB	5 DC	05-28-05	04-27-07	3	30
SUSPENDED (2 orders)						
11 100004155	DESIPRAMINE 25MG	90 S	02-23-07	02-11-07	11	90
12 100004070e	VALSARTAN 80MG TAB	5 S	06-28-07	05-31-07	11	30
EXPIRED (1 order)						
13 100004075e	CABERGOLINE 0.5MG TAB	7 E	05-18-05	05-18-05	6	7
PENDING (2 order)						
14 ALBUTEROL INHALER		RF	06-03-07		2	30
15 AMITRIPTYLINE 10MG TAB		RN	06-02-07		3	10
Non-VA MEDS (Not dispensed by VA) (1 order)						
16 TAMOXIFEN CITRATE 10MG TABS		Date Documented: 06/04/07				
Enter ?? for more actions						
CV Change View	PI Patient Information	SIG Show/Hide SIG				
GS Group by Status	RF Refill					
Select: Quit//						

Example 6: Refill action

Enter RF at the “Select” prompt to request a refill for one or more prescriptions as shown below. This action is also available after selecting a specific prescription.

```
Enter ?? for more actions
CV Change View      PI Patient Information  SIG Show/Hide SIG
GS Group by Status  RF Refill
Select: Quit// RF   Refill
Barcode Refill? NO//
Select Orders by number: (1-16): ?

This response must be a list or range, e.g., 1,3,5 or 2-4,8.

Select Orders by number: (1-16): 2
FILL DATE: (5/2/2011 - 11/2/2011): TODAY// (JUL 12, 2011)
MAIL/WINDOW: MAIL// MAIL
Now refilling Rx# 100004113 Drug: AMITRIPTYLINE 10MG TAB

Qty: 120          Sig: TAKE ONE TABLET BY MOUTH FOUR TIMES A DAY

RX# 100004113 has been suspended until 07-12-11.
```

NOTE: The system has the flexibility to sort the Medication Profile by different columns (RX, drug name, date, etc). When selecting a range of prescriptions from the Medication Profile to be refilled, selection is not limited to active prescriptions. If discontinued or expired prescriptions are included in a range, the system will display a message stating the status of each prescription as they are processed within the range. For example:

Cannot refill Rx # 100002897, Rx is in DISCONTINUED status.

(This page included for two-sided copying.)