



# **OUTPATIENT PHARMACY (PSO)**

## **PHARMACIST'S USER MANUAL**

Version 7.0  
December 2007

(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, iib, vii, viii, <a href="#">83a – 83d</a> , <a href="#">89 – 91b</a> , <a href="#">99</a> , <a href="#">107a</a> , <a href="#">170m</a>	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, 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-iib, 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,	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

	170e-170f, 171-178		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)
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	<p>The following changes are included in this patch:</p> <ul style="list-style-type: none"> <li>-Outpatient List Manager Screen Views</li> <li>-Added HP and H to Hold Status</li> <li>-Removed DC code; Added DF,DE,DP,DD and DA</li> <li>-Added to Hidden Action List: IN</li> <li>- Removed DC code; Added DF,DE,DP,DD and DA, and</li> <li>- Added HP and H to Hold Status</li> <li>-Replaced Medication Short Profile</li> <li>-Inserted enhanced Order checks, Outpatient Pharmacy generated order checks</li> <li>-Added IN to Screen Scrape</li> <li>-Modified New Order Screen Scrape</li> <li>-Inserted Drug Allergy Screens</li> <li>-Updated Glossary and Index to start on odd pages (G. Tucker, PM; G. Scorca, Tech Writer)</li> </ul>
11/10	All	PSO*7*358	<p>Added information regarding TRICARE Active Duty Bypass/Override details (S. Spence, PM; G. Johnson, Tech Writer)</p>

*(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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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
-----ACTIVE-----						
1	100003853e	PREDNISONE 5MG TAB	30	A>	11-04	11-04 5 30
<p>Enter ?? for more actions</p> <p>PU Patient Record Update      NO New Order</p> <p>PI Patient Information          SO Select Order</p> <p>Select Action: Quit//</p>						

## 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
  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.				



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## Reversing prescription 100003642.

```
Claim Status:  
Reversing and Rebilling a previously submitted claim...  
Reversing...  
IN PROGRESS-Waiting for transmit  
IN PROGRESS-Transmitting  
IN PROGRESS-Waiting to process response  
E REVERSAL ACCEPTED  
  
-Rx 100003642 has been discontinued...
```



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

## Flagging and Unflagging 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		<b>&lt;NO ALLERGY ASSESSMENT&gt;</b>			
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	ISSUE DATE	LAST FILL	REF REM	DAY SUP
-----ACTIVE-----								
1	100002518	PENICILLAMINE 250MG TAB	31	A	02-29	02-29	5	31
-----PENDING-----								
<b>2</b>		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: PSUSER,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)	
<b>Flagged</b> by OPPHARM,TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.		
* (1) Orderable Item: ACETAMINOPHEN TAB (2) CMOP Drug: ACETAMINOPHEN 500MG TAB Drug Message: NATL FORM (3) *Dosage: 500 (MG) Verb: TAKE Dispense Units: 1 *Route: ORAL *Schedule: BID (4) Pat Instruct: Provider Comments: ProvComments SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY (5) Patient Status: SERVICE CONNECTED (6) Issue Date: MAR 13,2008 (7) Fill Date: MAR 13,2008 (8) Days Supply: 30 (9) QTY (TAB): 60		<i>* Editing starred fields will create a new order</i>
+ Enter ?? for more actions		
BY Bypass	DC Discontinue	FL Flag/Unflag
ED Edit	FN Finish	
Select Item(s): Next Screen// <b>FL</b> Flag/Unflag		

#### 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): _____ (_____)		
<b>Flagged</b> 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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Example: Finishing an Order from OERR (continued)

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

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



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

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

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

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

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

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

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

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

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

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

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



## Flagging and Unflagging 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.

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

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 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
5  05/04/11    DISP COMPLETED ORIGINAL
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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# Chapter 15: 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.

### 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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