# OUTPATIENT PHARMACY

## MANAGER'S USER MANUAL

Version 7.0
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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, ii, v-xii, 85a-85f | PSO*7*382 | Added information regarding the new [PSO HRC PROFILE/REFILL] option.<br>(N. Goyal, PM; J. Owczarzak, Tech Writer) |
| 04/2011 | i<br>v-xii<br>7<br>9<br>10<br>62<br>66<br>82<br>83<br>85<br><br>106<br>116<br>121-122ddd<br><br>132-132r<br>133<br>134a-134h<br>137-138<br>285-285b<br>292-292d<br>292e-292n<br><br>292o-292p<br>292q-292r<br>293-294<br><br>299-302 | PSO*7*251 | Updated Revision History<br>Updated Table of Contents<br>Added Order Status<br>Add the word "prompt"<br>New OP Hidden Action<br>Added site parameter<br>Added example of site parameter<br>Added codes<br>New example<br>Added information regarding Intervention Menu Hidden Actions<br>Added blank page<br>Added blank page<br>Allergy/ADR Order Checks and Drug-Drug Interaction Enhancements<br>Enhanced Order Checks<br>Added remote order checking note<br>CPRS Order Checks<br>Added Intervention Menu to the screen example<br>Incorporate dosing checks in verification process<br>Incorporate dosing checks in verification process examples<br>Verifying ePharmacy Orders<br>Updated screens for Process Checks and Rx Verification<br>CPRS Order Checks – How They Work<br>Error Messages and Order Check<br>Added API, DATUP, DIF, & FDB to the Glossary, and updated page numbering<br>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<br>(G. Tucker, PM, H. Whitney, Developer, S. Heiress and G. Scorca, Tech Writer) |

| Date | Revised Pages | Patch Number | Description |
|---|---|---|---|
| 11/10 | All | PSO*7*358 | Added information regarding TRICARE Active Duty Bypass/Override details<br>(S. Spence, PM; G. Johnson, Tech Writer) |
| 06/10 | i, viii-xi, 85, 105, 105a-b, 106, 112, 112a-b, 280, 281 | PSO*7*348 | Added two new options to OUTPUT REPORTS menu: List of Patients/Prescriptions for Recall Notice option and Prescription List for Drug Warnings option. |
| 03/10 | 176, 180 | PSO*7*338 | When using the Complete Orders from OERR option, the message <There are ## flagged orders for INSTITUTION> now appears in reverse video.<br>(R. Santos, PM; S. B. Gilbert, Technical Writer) |
| 11/09 | ix-xi, 132, 178, 178a-b, 224a-b, 279-281 | PSO*7*324 | The following changes are included in this patch.<br>• Ability to duplicate the allergy intervention data filed for the last drug<br>• Alerts for a discontinued CMOP prescription<br>(E. Wright, PM; R. Sutton, S. B. Gilbert, Technical Writers) |
| 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.<br>(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.<br>(A. Scott, PM; T. Dawson, Tech Writer) |
| 08/09 | All | PSO*7*320 | The following changes are included in this patch.<br>• Remote Data prompt, notification, and screen have been added.<br>• A hidden action, DR [Display Remote], has been added.<br>• Remote prescriptions print at the end of the Action Profile (132 Column Printout) Report.<br>• "THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES" prints at the end of the Pull Early from Suspense and the Print from Suspense File reports.<br>(G. Tucker, PM; S. B. Scudder, Tech Writer) |

# 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).

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**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
```

The Intervention menu hidden action has been included in the Patient Information, the Medication Profile and Detailed Order ListMan screens when utilizing the following options:

- Patient Prescription Processing [PSO LM BACKDOOR ORDERS]
- Complete Orders from OERR [PSO LMOE FINISH]
- Edit Prescriptions [PSO RXEDIT]

See Chapter 17, “Using the Pharmacy Intervention Menu” for more details.

## 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.

## 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
                                                          ISSUE    LAST     REF  DAY
  # Rx#          DRUG [^]                          QTY ST  DATE     FILL     REM  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
                                                  HOME PHONE:
ALBANY                                            CELL PHONE:
NEW YORK  01280-7654                              WORK PHONE:
Prescription Mail Delivery: Regular Mail
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
                                                                ISSUE    LAST     REF  DAY
  # Rx#          DRUG [^]                              QTY ST  DATE     FILL     REM  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
                                                            ISSUE    LAST     REF  DAY
  # Rx#           DRUG [^]                          QTY ST  DATE     FILL     REM  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.

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# Chapter 1: About the Output Reports Menu

This chapter describes the options on the *Output Reports* menu.

## Output Reports
### [PSO OUTPUTS]

The *Output Reports* menu generates a variety of management reports. These reports contain current medication profiles, utilization, cost, and workload information that help management maintain the highest level of patient care.

The following reports and menus are available on the *Output Reports* menu:

- *Action Profile (132 COLUMN PRINTOUT)*
- *Alpha Drug List and Synonyms*
- *AMIS Report*
- *Bad Address Reporting Main Menu ...*
- *CMOP Controlled Substance Rx Dispense Report*
- *Commonly Dispensed Drugs*
- *Cost Analysis Reports ...*
- *Daily AMIS Report*
- *Drug List By Synonym*
- *Free Text Dosage Report*
- *Inactive Drug List*
- *Internet Refill Report*
- *List of Patients/Prescriptions for Recall Notice*
- *List Prescriptions on Hold*
- *Management Reports Menu ...*
- *Medication Profile*
- *Monthly Drug Cost*
- *Narcotic Prescription List*
- *Non-Formulary List*
- *Non-VA Meds Usage Report*
- *Poly Pharmacy Report*
- *Prescription List for Drug Warnings*
- *Released and Unreleased Prescription Report*