OUTPATIENT PHARMACY

PHARMACIST'S USER MANUAL

Version 7.0
December 2007

(Revised March 2010)

Department of Veterans Affairs
Office of Enterprise 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
03/10	97	PSO*7*338	When using the *Complete Orders from OERR* option, the message <There are ## flagged orders for INSTITUTION> now appears in reverse video. (R. Santos, PM; S. B. Gilbert, Technical Writer)
11/09	vii, 130-132, 145-146	PSO*7*324	The following changes are included in this patch. • Alerts for a discontinued CMOP prescription. (E. Wright, PM; R. Sutton, S. B. Gilbert, Technical Writers)
10/09	v-vii, 12, 27-29, 33, 35, 37, 39, 41, 43, 49, 133, 135, 145-146	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. TOC chapter numbering was corrected. (E. Wright, PM; S. B. Gilbert, Tech Writer)
08/09	All	PSO*7*320	The following changes are included in this patch. • Remote Data prompt, notification, and screen has been added. • A hidden action, DR [Display Remote] has been added. • "THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES" prints at the end of the Pull Early from Suspense report. (G. Tucker, PM; S. B. Scudder, Tech Writer)

(This page included for two-sided copying.)

Flagging and Unflagging a New Pending Order

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. After the flag has been addressed, you can unflag the order, allowing it to then be processed. Note that only new pending orders can be flagged.

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>
```

After answering the "Medication Profile" prompt, a warning displays if no allergy assessment has been made. The patient's eligibility and RX patient status also displays.

```
  OPPATIENT16,ONE        4-3-41     000246802
  YES    SC VETERAN
    No Allergy Assessment!

Press Return to continue: <Enter>
Eligibility: SC
RX PATIENT STATUS: SERVICE CONNECTED// <Enter>
```

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

                                                       ISSUE  LAST REF DAY
 #  RX #          DRUG                             QTY ST  DATE  FILL REM SUP

----------------------------------ACTIVE------------------------------------
 1 100002518     PENICILLAMINE 250MG TAB               31 A  02-29 02-29  5  31
----------------------------------PENDING-----------------------------------
 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.
```