



OUTPATIENT PHARMACY

PHARMACIST'S USER MANUAL

Version 7.0
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(Revised April 2011)

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
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)

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Using List Manager with Outpatient Pharmacy

List Manager is a tool designed so that a list of items can be presented to the user for an action.

For Outpatient Pharmacy, the List Manager does the following:

- Allows the pharmacist or technician to browse through a list of actions
- Allows the pharmacist or technician to take action against those items
- Allows the user to select an action that displays an action or informational profile
- Allows the user to select a different action without leaving an option.

Entering Actions

Actions are entered by typing the name(s), or synonym(s) at the "Select Item(s)" prompt. In addition to the various actions that may be available specific to a particular option, List Manager provides generic actions applicable to any List Manager screen. A double question mark (??) may be entered at the "Select Action" prompt for a list of all actions available. The following is a list of generic List Manager actions with a brief description. The synonym for each action is shown in brackets following the action name. Entering the synonym is the quickest way to select an action. Outpatient Pharmacy hidden actions are displayed with the letters (OP) next to the action.

Action	Description
Next Screen [+]	Move to the next screen (may be shown as a default).
Previous Screen [-]	Move to the previous screen.
Up a Line [UP]	Move up one line.
Down a Line [DN]	Move down one line.
Shift View to Right [>]	Move the screen to the right if the screen width is more than 80 characters.
Shift View to Left [<]	Move the screen to the left if the screen width is more than 80 characters.
First Screen [FS]	Move to the first screen.
Last Screen [LS]	Move to the last screen.

Action	Description
Go to Page [GO]	Move to any selected page in the list.
Re Display Screen [RD]	Redisplay the current.
Print Screen [PS]	Prints the header and the portion of the list currently displayed.
Print List [PL]	Prints the list of entries currently displayed.
Search List [SL]	Finds selected text in list of entries.
Auto Display (On/Off) [ADPL] automatically.	Toggles the menu of actions to be displayed/not displayed
Quit [QU]	Exits the screen (may be shown as a default).

Outpatient Pharmacy Hidden Actions

The Outpatient Pharmacy hidden actions will display with the previous hidden actions once a completed or finished order is selected and a double question mark (??) is entered at the "Select Action" prompt.

The following hidden actions appear on the prescription profile screen and can only be applied to one order at a time.

Action	Description
Activity Logs [AL]	Displays the Activity Logs.
Copy [CO]	Allows the user to copy and edit an order.
DIN	Displays available drug restriction/guideline information for the Dispense Drug and Orderable Item associated with the selected medication order.
IN	Intervention Menu
Hold [HD]	Places an order on a hold status.
Other OP Actions [OTH]	Allows the user to choose from the following sub-actions: Progress Note [PN], Action Profile [AP], Print Medication Instructions [MI], Display Orders' Statuses [DO], Non-VA Meds Report [NV], or Display FDA Medication Guide [MG].

Chapter 24: On-Demand Displaying of FDA Medication Guides

Medication Guides are paper handouts that come with many prescription medicines. These guides address issues that are specific to particular drugs and drug classes, and they contain FDA approved information that can help patients avoid serious adverse events. The FDA requires that medication guides be issued with certain prescribed drugs and biological products when the agency determines that: certain information is necessary to prevent serious adverse effect; patient decision-making should be informed by information about a known serious side effect with a product; or patient adherence to directions for the use of a product are essential to its effectiveness. The VA maintains a web-enabled repository of all approved FDA Medication Guides, both current and archived versions of the documents. Following is the link to this repository:

<http://vaww.national.cmop.va.gov/FDAMedGuides/>

Displaying a Medication Guide

The system provides users the ability to display individual FDA Medication Guides for a specific prescription when one is available.

Outpatient Pharmacy provides an option under the OTH hidden action within the Patient Prescription Processing [PSO LM BACKDOOR] option, aka 'Backdoor Pharmacy', allowing users to retrieve the Medication Guide associated with a prescription similar to the reprint of the PMI. Users may retrieve an FDA Medication Guide for a specific prescription by invoking the OTH (Other OP Actions) hidden action and selecting the new action, MG Display FDA Medication Guide.

A Java software component running on the user's PC will then display the FDA Medication Guide Adobe Acrobat document (.pdf) by automatically opening it through the Adobe Acrobat reader via Microsoft Internet Explorer.

Example 1: Displaying an FDA Medication Guide

```
--- Other OP Actions ---
  PN   Progress Note (OP)
  AP   Action Profile (OP)
  MI   Print Medication Instructions
  DO   Display Orders' Statuses
  MG   Display FDA Medication Guide

Select Item(s): MG   Display FDA Medication Guide

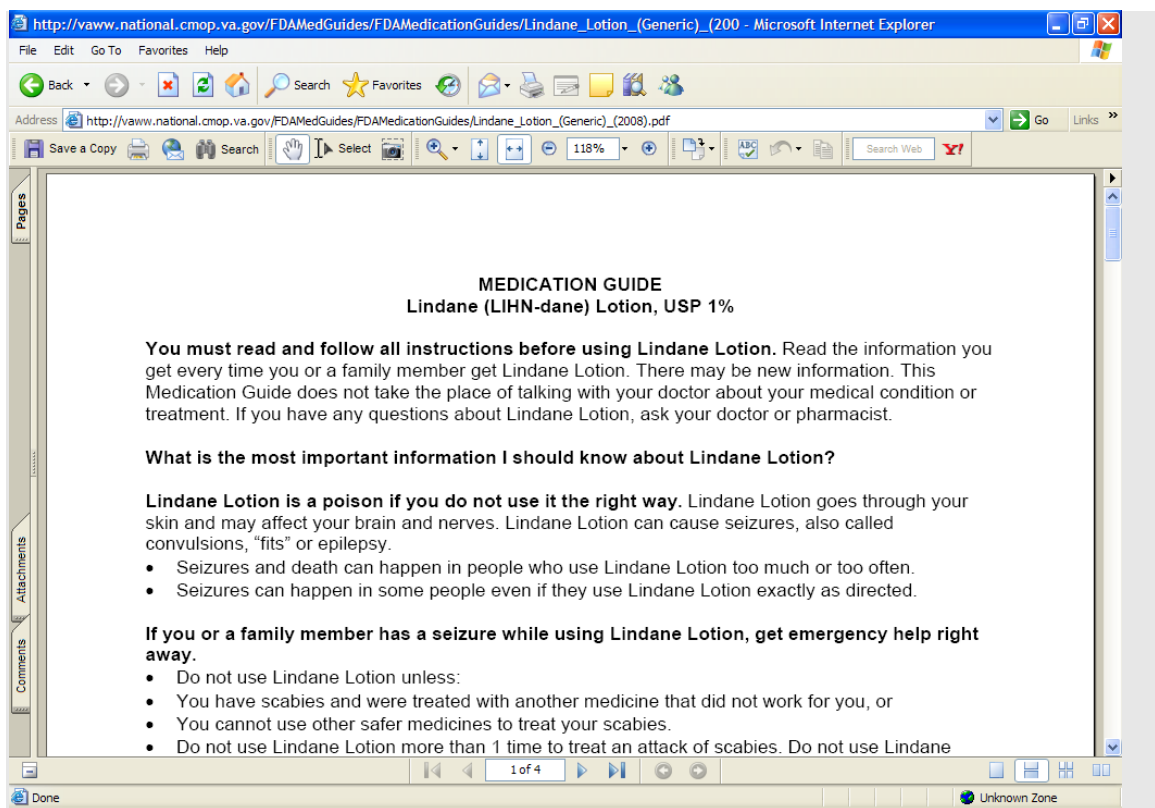
The following URL provides the link to the FDA Medication Guide
associated with this medication: Thin Client users; copy/paste the
URL below into a browser to access the FDA Medication Guide for this
drug:

vaww.national.cmop.va.gov/FDAMedGuides/Lindane_(Generic)_(2008).pdf

Please wait...

Enter RETURN to continue, '?' for HELP, or '^' to exit:
```

The following Internet explorer browser will open automatically:



Example 2: Displaying an FDA Medication Guide for an Rx when the Java Software Component is not installed.

If a user tries to use this option from a computer which does not have the required Java software component installed, the following message will display:

```
Select Item(s): MG    Display FDA Medication Guide

The following URL provides the link to the FDA Medication Guide associated
with this medication. Thin Client users: copy/paste the URL below into a
browser to access the FDA Medication Guide for this drug:

vaww.national.cmop.va.gov/FDAMedGuides/Lindane_(Generic)_(2008).pdf

Please wait...

The system is unable to display FDA Med Guide automatically.

The FDA Medication Guide will not automatically open on Thin Client and some
types of encrypted sessions. If you do not believe this is the reason contact
your local technical support for assistance.

You can copy/paste the link above into your browser's address bar to retrieve
the FDA Medication Guide.

Enter RETURN to continue, '?' for HELP, or '^' to exit: ?
```

When unable to get the FDA Medication Guide to display, review the following suggestion(s) for troubleshooting potential problems:

- 1) The browser did not open automatically. This may be due to the following:
 - You might be connected to Vista via Thin Client or an encrypted session that prevents the FDA Med Guide from automatically displaying. Please copy and paste the URL link below into your browser's address bar to retrieve the FDA Medication Guide:

`vaww.national.cmop.va.gov/FDAMedGuides/Lindane_Lotion_(Generic)_(2008).pdf`

- The computer might not have the required Java software component installed or the software might not be functioning properly. Please, contact technical support for assistance.
- 2) When doing a copy/paste of the link into the browser's address and an HTTP 404 - File Not Found error is received. This may be due to the following:
 - A common issue exists when the link is displayed in two lines in the terminal screen. When you copy both lines at the same time and paste it into the browser's address, the second line is ignored by the browser resulting in a 'broken' link. To resolve this issue, copy and paste one line at a time from the terminal screen into the browser's address to make sure the complete link is used.
 - The FDA Medication Guide Server may be down at the moment. Please, wait a few minutes and try again. If the problem persists, contact technical support for assistance.
 - 3) The browser opened automatically, however you receive an HTTP 404 - File Not Found error. This may be due to the following:
 - The FDA Medication Guide Server may be down at the moment. Please, wait a few minutes and try again. If the problem persists, contact technical support for assistance.

Example 3: Displaying an FDA Medication Guide for a medication that does not have an FDA Medication Guide on file.

If a user tries to use this option for a medication that does not have an FDA Medication Guide on file, the following message will display:

```
Select Item(s): MG    Display FDA Medication Guide
```

There is no FDA Medication Guide associated with this medication.

Enter RETURN to continue, '?' for HELP, or '^' to exit: ?

When unable to get the FDA Medication Guide to display, review the following suggestion(s) for troubleshooting potential problems:

- 1) If no FDA Medication Guide exists for a product that you believe should have one, confirm that one is required by visiting the FDA website (www.fda.gov). If one is required, log a support ticket to request its addition. Please understand that there may be a delay between the time that a new Medication Guide is posted to the FDA website and when it is made available in Vista through a National Drug File data update patch.

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