



OUTPATIENT PHARMACY

TECHNICIAN'S USER MANUAL

Version 7.0
December 1997

(Revised October 2009)

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
10/09	v, 11, 21-23, 61, 81	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. (E. Wright, PM; S. B. Gilbert, Tech Writer)
08/09	All	PSO*7*320	The following changes are included in this patch. <ul style="list-style-type: none">• Remote Data prompt, notification, and screen have 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)

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Chapter 3: Using the Pharmacy Technician's Menu

The options shown in this chapter are intended for use by pharmacy technicians and other pharmacy personnel assigned the *PSO USER2* menu, who will view prescriptions and/or inquire into other Outpatient Pharmacy files.

Example: Accessing the *Pharmacy Technician's Menu*

```
Select OPTION NAME: PSO USER2          Pharmacy Technician's Menu
Outpatient Pharmacy software - Version 7.0
```

The following options are available on this menu:

- *Bingo Board User ...*
- *Change Label Printer*
- *DUE User ...*
- *Medication Profile*
- *Patient Prescription Processing*
- *Pull Early from Suspense*
- *Queue CMOP Prescription*
- *Release Medication*
- *Update Patient Record*

Patient Lookup

The ability to look up a patient by prescription number or wand a barcode with the prescription has been added to the patient lookup prompt on the following options.

- *Bingo Board User ...* [PSO BINGO USER]
- *Medication Profile* [PSO P]
- *Patient Prescription Processing* [PSO LM BACKDOOR ORDERS]
- *Update Patient Record* [PSO PAT]

The help text for patient lookup reads as follows.

```
Enter the prescription number prefixed by a # (ex. #XXXXXXX) or
Wand the barcode of the prescription. The format of the barcode is
NNN-NNNNNNNN where the first 3 digits are your station number.
- OR -
Answer with PATIENT NAME, or SOCIAL SECURITY NUMBER, or last 4 digits
of SOCIAL SECURITY NUMBER, or first initial of last name with last 4
digits of SOCIAL SECURITY NUMBER
Do you want the entire NNNNNNNN-Entry PATIENT List?
```

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Chapter 7: Using the Medication Profile

This chapter describes the Medication Profile, its different formats, and how it can be used in patient care.

Medication Profile

[PSO P]

The Medication Profile displays a profile of all prescriptions on file for a particular patient. The prescription display includes all Non-VA Med orders also. The user may view this information directly on the screen or request it to be printed. The medication profile is available in two formats: short or long.

Medication Profile: Short Format

The short format displays the following information:

- patient name
- eligibility
- reactions
- prescription number
- Sig
- quantity
- last fill date
- address
- DOB
- narrative
- prescriptions
- drug name
- status
- issue date
- refills remaining.

The short report format of the fields for Non-VA Med orders include the drug name or orderable item name, dosage, schedule and date documented.

The short format displays the status in an abbreviated form. The following is an explanation of the codes:

Code	Status/Description
A	Active
B	Bad Address Indicated
DC	Discontinued
E	Expired
H	Hold
N	Non Verified
P	Pending due to drug interactions
S	Suspended
\$	Copay eligible
E	third-party electronically billable
R	Returned to stock prescription (next to last fill date)

Example: Medication Profile – Short Format

```
Select PATIENT NAME:  OPPATIENT,THREE      3-5-9      000006578      NO
NSC
VETERAN      OPPATIENT,THREE
WARNING : ** This patient has been flagged with a Bad Address Indicator.
LONG or SHORT: SHORT//  SHORT
Sort by DATE, CLASS or MEDICATION: DATE//  <Enter>

All Medications or Selection (A/S): All//  <Enter>
DEVICE: HOME//  [Select Print Device]  GENERIC INCOMING TELNET
```

OPPATIENT,THREE

```
321 PECAN STREET      DOB:  DEC 29,1968
TESTING 2
ANYTOWN      PHONE: 5554325455
TEXAS 12345      ELIG:  SC LESS THAN 50%
SC%:  40
CANNOT USE SAFETY CAPS.
```

```
WEIGHT(Kg):      HEIGHT(cm):
DISABILITIES:
```

ALLERGIES:_____

ADVERSE REACTIONS:_____

Enter RETURN to continue or '^' to exit: <Enter>

Outpatient prescriptions are discontinued 72 hours after admission

Medication Profile Sorted by ISSUE DATE				
Rx#	Drug	REF		
		ST	REM	Issued Last Fill
300486	ACE BANDAGE 4 INCH	A	5	10-17-06 10-17-06
QTY: 1	SIG: USE LOOSELY ON AFFECTED AREA AS NEEDED			
\$100002342	AMOXICILLIN 250MG CAP	A	3	10-10-06 10-10-06
QTY: 15	SIG: TAKE ONE CAPSULE BY BY MOUTH QAM\QPM\Q4D&Q6D~Q12D			
	TAKE ONE EVERY TWO ~ THREE & FOUR \ FIVE \TAB			
\$100002343	SIMETHICONE 40MG TAB	DC	3	10-10-06 10-10-06
QTY: 15	SIG: CHEW ONE TABLET BY BY MOUTH QAM\QPM!Q4D&Q6D~Q12D			
	TAKE ONE EVERY TWO ~~THREE ~ AND &&FOUR&HHHH			
	\ FIVE \TAB			

Medication Profile: Long Format

The long format displays all information contained on the short format as well as the following additional fields:

- physician's name
- fill date
- dates of refills/partial fills
- whether the prescription was filled at the pharmacy window or by mail
- clerk code
- total allowable refills
- which division filled it

The long report format of the fields for Non-VA Med orders include the start date, CPRS order #, status, documented by, order check(s), override reason, override provider, and statement of explanation.

Example: Medication Profile – Long Format

```
Select PATIENT NAME:  OPPATIENT,ONE      8-5-19      666000777      NO      NSC
VETERAN      OPPATIENT,ONE
WARNING : ** This patient has been flagged with a Bad Address Indicator.
LONG or SHORT: SHORT// LONG
Sort by DATE, CLASS or MEDICATION: DATE// <Enter>

All Medications or Selection (A/S): All// <Enter>
DEVICE: HOME// [Select Print Device]  GENERIC INCOMING TELNET

OPPATIENT,ONE
      (TEMP ADDRESS from AUG 28,2006 till (no end date))
LINE1                                DOB:  AUG 5,1919
ANYTOWN                                PHONE: 555-1212
TEXAS 77379                           ELIG:  NSC
CANNOT USE SAFETY CAPS.

WEIGHT(Kg):                          HEIGHT(cm):
DISABILITIES:

ALLERGIES:_____
ADVERSE REACTIONS:_____

Enter RETURN to continue or '^' to exit: <Enter>

Outpatient prescriptions are discontinued 72 hours after admission
```

Medication Profile Sorted by ISSUE DATE

```
Rx #: 100001968Ae      Drug: LOPERAMIDE 2MG CAP
SIG: TAKE TWO CAPSULES BY MOUTH EVERY DAY
QTY: 60      # of Refills: 5      Issue/Expr: 12-15-05/06-16-06
Prov: OPPROVIDER16,TWO  Entry By: 100000000013 Filled: 01-14-06 (M)
Last Released:      Original Release:
Refilled: 02-19-04 (M)      Released:
Remarks:
Division: ALBANY (500)      Active      4 Refills Left
```

-----example continues-----

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

Chapter 9: Pull Early from Suspense

This chapter describes the options used for handling suspended prescriptions.

Pull Early from Suspense

[PSO PNDRX]

This option is used to pull a specific prescription or all prescriptions for a patient early. If a prescription is pulled early using this option, it will not be associated with any printed batch, and the user will not be able to reprint a label with the *Reprint Batches from Suspense* option. Since prescriptions that are pulled early from suspense do not belong to any printed batch and cannot be reprinted from suspense, there is no reason to leave them in suspense.

The user may also edit the “Method of Pickup”. For the prompt “Pull Rx(s) and delete from Suspense”, the user should answer **YES** to pull the prescriptions, and they will always be deleted from suspense.



If the patient has remote prescriptions, then the text “THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES” will appear on the report as shown in the following example.

```
PRESCRIPTION PROFILE AS OF 12/30/2008

NAME: PSOPATIENT, ONE

THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES

PHARMACIST: _____ DATE: _____
```

If a prescription is determined to be an ePharmacy prescription (e.g., third party electronically billable), an electronic claim will be sent by ECME to the third party payer. The communication events between Outpatient Pharmacy and ECME are recorded in the ECME Log section of each prescription. The ECME log can be viewed in the patient Medication Profile screen (Activity Log option - AL) and also from the View Prescriptions option. If the claim submission returns a Refill Too Soon (79) or Drug Utilization Review (88) reject, the label is not printed for the prescription and it is moved to the Refill Too Soon/DUR section of the patient Medication Profile screen until the user resolves the reject. The prescription will also display on the Third Party Payer Reject worklist.

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