



OUTPATIENT PHARMACY

MANAGER'S USER MANUAL

Version 7.0
December 1997

(Revised March 2010)

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	176, 180	PSO*7*338	When using the <i>Complete Orders from OERR</i> option, the message <There are ## flagged orders for INSTITUTION> now appears in reverse video. (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. <ul style="list-style-type: none"> • Ability to duplicate the allergy intervention data filed for the last drug • Alerts for a discontinued CMOP prescription (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. (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. (A. Scott, PM; T. Dawson, 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. • Remote prescriptions print at the end of the Action Profile (132 Column Printout) Report. • "THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES" prints at the end of the Pull Early from Suspense and the Print from Suspense File reports. (G. Tucker, PM; S. B. Scudder, Tech Writer)

(This page included for two-sided copying.)

Complete Orders from OERR

[PSO LMOE FINISH]

When a clinician has created an order for a patient, the pharmacist needs to finish and verify the order. This option is used to finish orders entered into the patient record via Order Entry Results Reporting (OERR) V. 3.0. This option uses the List Manager features.

The user may select orders by patient, route, clinic, flag, or priority. Clinic or Clinic Sort Group can complete orders. In any sort, orders are completed on a first-in/first-out basis by patient. Clinic Sort Groups can be added or edited in the *Enter/Edit Clinic Sort Groups* option, found under the *Maintenance (Outpatient Pharmacy)* menu option. Orders entered before implementation of patch PSO*7*46 (Pharmacy Ordering Enhancements (POE)) must have the fields used to build the Sig filled in before processing can be completed.



Enter “E” at the “Select By:” prompt to stop processing orders.

If a temporary address has no end date, the following text is now displayed: “(Temp address from XXX 99,9999 till (no end date))”.

For ePharmacy orders, after an order is finished, the billing data is sent to ECME, which sends a message back to Outpatient Pharmacy displaying the status of the claim. For an example, see “Finishing an ePharmacy Order” in this section.

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// <Enter>

All Patients or Single Patient:  (A/S/E): SINGLE// <Enter>
Select Patient: OPPATIENT16,ONE  OPPATIENT16,ONE      4-3-41      000246802
      YES      SC VETERAN
WARNING : ** This patient has been flagged with a Bad Address Indicator.

Do you want to see Medication Profile? Yes// <Enter>
```



The user may enter a question mark at the “Select Patient” prompt to get a list of patients with pending orders. A single patient may be selected for processing, or pending orders for all patients may be processed in sequence by the time of each order’s entry into the system.



Flagged orders will not be processed. They are not a part of any pending orders. To process flagged orders, you should enter **FL** at the “Select By” prompt. 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.



If the user answers **YES** to “Do you want to see Medication Profile?” and the patient has remote prescription(s), the following prompt appears.

```
REMOTE PRESCRIPTIONS AVAILABLE!
Display Remote Data? N//
```

If the user answers **YES** to “Display Remote Data?” then the “Remote Facilities Visited” screen appears, allowing the user to see what facilities the patient has prescriptions at and what those prescriptions are.

If the user chooses to copy Provider Comments into the Patient Instructions, they will display 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.

Example: Finishing an Order from OERR (continued)

```
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 325MG 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 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. 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>
```