



OUTPATIENT PHARMACY

MANAGER'S USER MANUAL

Version 7.0
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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 |
|-------|--|--------------|---|
| 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.)

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(This page included for two-sided copying.)

If a double question mark (??) had been entered at the above “Select Action” prompt, the following hidden actions would display in the action area. Actions that apply only to outpatient orders are followed by (OP).

```
The following actions are also available:
RP  Reprint (OP)          OTH  Other OP Actions      DR  Display Remote
RN  Renew (OP)           DN   Down a Line          QU  Quit
DC  Discontinue (OP)     RD   Re Display Screen   LS  Last Screen
RL  Release (OP)        PT   Print List          FS  First Screen
RF  Refill (OP)         PS   Print Screen       GO  Go to Page
PP  Pull Rx (OP)        >    Shift View to Right +  Next Screen
IP  Inpat. Profile (OP) <    Shift View to Left -  Previous Screen
RS  Reprint Sig Log     SL   Search List       ADPL Auto Display(On/Off)
CM  Manual Queue to CMOP RDD Fill/Rel Date Disply UP  Up a Line
Select Action: Quit//
```

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

Typing in the letters **NO** creates a new order.

Example: Entering a New Order (continued)

```
Medication Profile          May 22, 2006 10:44:56          Page: 1 of 1
(Patient information is displayed here.)
:
:

Enter ?? for more actions
PU  Patient Record Update          NO  New Order
PI  Patient Information            SO  Select Order
Select Action: Quit// NO  New Order

Eligibility: SC
RX PATIENT STATUS: SERVICE CONNECTED// <Enter>
DRUG: ACETAMINOPHEN
Lookup: GENERIC NAME
1  ACETAMINOPHEN 1000MG TABLET          CN100
2  ACETAMINOPHEN 160MG/5ML LIQUID        CN103
3  ACETAMINOPHEN 325MG TABLET          CN103      INFECTIOUS DISEASE
RESTRICTED TO
4  ACETAMINOPHEN 650MG SUPPOS.          CN103
5  ACETAMINOPHEN AND CODEINE 30MG        CN101
Press <RETURN> to see more, '^' to exit this list, '^ ^' to exit all lists, OR
CHOOSE 1-5: 1      1000MG TABLET          CN100

-----
*** SAME CLASS *** OF DRUG IN RX #46309525 FOR ACETAMINOPHEN 500MG TAB
CLASS: CN103
Status: Active                      Issued: 09/21/05
SIG: TAKE ONE TABLET BY MOUTH EVERY SIX(6) HOURS AS NEEDED
QTY: 360                          # of refills: 3
Provider: PROVIDER, ONE            Refills remaining: 3
Last filled on: 09/21/05
Days Supply: 90
-----
Discontinue RX # 46309525? NO -Prescription was not discontinued...
```

The system checks the medication selected for any duplicate drugs or classes, interactions, or allergies that are noted in the patient's local and remote record. This also includes any local Non-VA Meds. See the following example of local and remote order checking.

Example: Entering a New Order (continued)

```
Now doing remote order checks. Please wait...

-----
*** SAME CLASS *** OF DRUG IN REMOTE RX FOR ASPIRIN 325MG BUFFERED TAB
>> CHEYENNE VAMROC
CLASS: CN103
      Rx #: 712996
      Status: ACTIVE                               Issued: 09/21/05
Processing Status: Released locally on 09/21/05@11:34:13 (Window)
      SIG: TAKE ONE TABLET BY MOUTH EVERY DAY
      QTY: 30
      Provider: PROVIDER, TWO                      Refills remaining: 11
                                                    Last filled on: 09/21/05
                                                    Days Supply: 30
Press Return to continue...<Enter>
Now doing drug interaction and allergy checks. Please wait...
```



If a patient does not have an allergy assessment, the user will have to create an intervention. If the patient already has a prescription for which an Intervention was created, the user will have the option to copy the existing Intervention. For more information about copying an existing Intervention, refer to the *Complete Orders from OERR* section.



If the new order is for Clozapine, there are additional restrictions for filling a prescription. See “Chapter 8: Controlling the Dispensing of Clozapine” for more information.

```
A Drug-Allergy Reaction exists for this medication and/or class!
Drug: ACETAMINOPHEN 325MG TAB
Drug Class: CN103 NON-OPIOID ANALGESICS (REMOTE SITE(S))
Do you want to Intervene? Y// NO
```

After the user answers 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      000-24-6802
YES      SC VETERAN
      No Allergy Assessment!

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

```

(The Patient Information and Medication Profile screens display next, but are not shown in this example.)

| Pending OP Orders (ROUTINE) | | March 13, 2008 16:31:33 | Page: 1 of 2 |
|--|----------------|--|--------------|
| OPPATIENT16,ONE | | <NO ALLERGY ASSESSMENT> | |
| PID: 000-24-6802 | | Ht(cm): 177.80 (02/08/2008) | |
| DOB: APR 3,1941 (66) | | Wt(kg): 90.45 (02/08/2008) | |
| * (1) Orderable Item: ACETAMINOPHEN TAB | | * Editing starred fields will create a new order | |
| (2) CMOP Drug: ACETAMINOPHEN 500MG TAB | | | |
| Drug Message: NATL FORM | | | |
| (3) *Dosage: 500 (MG) | | | |
| Verb: TAKE | | | |
| Dispense Units: 1 | | | |
| *Route: ORAL | | | |
| *Schedule: BID | | | |
| (4) Pat Instruct: | | | |
| Provider Comments: ProvComments | | | |
| SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY | | | |
| (5) Patient Status: SERVICE CONNECTED | | | |
| (6) Issue Date: MAR 13,2008 | | (7) Fill Date: MAR 13,2008 | |
| (8) Days Supply: 30 | | (9) QTY (TAB): 60 | |
| + Enter ?? for more actions | | | |
| BY Bypass | DC Discontinue | FL Flag/Unflag | |
| ED Edit | FN Finish | | |
| Select Item(s): Next Screen//// FN Finish | | | |

After “Finish” is selected, the user is prompted to fill in any information missing from fields needed to complete the order.



If you attempt to process a flagged order, you are prompted “Unflag Order? NO//”. If you respond **YES**, enter comments to unflag the order and continue with processing. If you respond **NO**, you cannot process the order because it is still flagged.



If an order is sent from OERR without a Dispense Drug selected, and there is only one Dispense Drug tied to the Orderable Item, that drug will be inserted in the DRUG field (#2 on the screen). If there is more than one Dispense Drug tied to the Orderable Item, a “No Dispense Drug Selected” message will display in the DRUG field (#2 on the screen) and a Dispense Drug must be selected to complete/finish the order.

```

The following Drug are available for selection:
1. ACETAMINOPHEN 325MG
2. ACETAMINOPHEN EXTRA STR 500MG

```



If the drug list is empty, the user should select a new orderable item or the order can be discontinued.

```
Select Drug by number: (1-2): 1
```

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

Drug interaction and allergy checks are now performed. If the patient does not have an allergy assessment, a warning is displayed. If the user continues with the order, the user will have to create an intervention.

```
Now doing drug interaction and allergy checks. Please wait...

There is no allergy assessment on file for this patient.
You will be prompted to intervene if you continue with this prescription
Do you want to Continue?: N// YES
```

To continue with the order, respond **YES**. To cancel the order, respond **NO**.

If the user continues with the order, and the patient does not have an allergy assessment, and does not already have a prescription for which an Intervention was created, the user will have to create an intervention.

To create a new intervention, respond to the prompts as they are presented..

```
Now creating Pharmacy Intervention
for ACETAMINOPHEN 325MG

PROVIDER: OPPROVIDER4,TWO
RECOMMENDATION: ?
    Answer with APSP INTERVENTION RECOMMENDATION, or NUMBER
    Choose from:
    1          CHANGE DRUG
    2          CHANGE FORM OR ROUTE OF ADMINISTRATION
    3          ORDER LAB TEST
    4          ORDER SERUM DRUG LEVEL
    5          CHANGE DOSE
    6          START OR DISCONTINUE A DRUG
    7          CHANGE DOSING INTERVAL
    8          NO CHANGE
    9          OTHER

RECOMMENDATION: 2 CHANGE FORM OR ROUTE OF ADMINISTRATION

See 'Pharmacy Intervention Menu' if you want to delete this
intervention or for more options.

Would you like to edit this intervention ? N//
```

If the patient does not have an allergy assessment, but already has a prescription for which an Intervention was created, the user will have the option to copy the existing Intervention.

```
Now doing drug interaction and allergy checks. Please wait...

No Allergy Assessment - Do you want to duplicate Intervention?: Yes//
```

To duplicate the intervention, respond **YES**. The Intervention is displayed and the user is prompted to edit the Intervention.

```
No Allergy Assessment - Do you want to duplicate Intervention?: Yes//  YES

INTERVENTION DATE: JUL 20, 2009      PATIENT: OPPATIENT16,ONE
PROVIDER: OPPROVIDER4,TWO          PHARMACIST: OPPHARMACIST4,THREE
DRUG: ACETAMINPHEN 325MG             INSTITUTED BY: PHARMACY
INTERVENTION: ALLERGY                RECOMMENDATION: NO CHANGE
ORIGINATING PACKAGE: OUTPATIENT      DIVISION: ALBANY

Would you like to edit this intervention ? N//
```

To accept the existing intervention as is, respond **NO**. To edit the intervention, respond **YES**. Edit as any other intervention.

To create a new intervention, respond **NO**.

```
No Allergy Assessment - Do you want to duplicate Intervention?: Yes// n  NO

Now creating Pharmacy Intervention
for  ACETAMINPHEN 325MG
```

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Alerts for Discontinued CMOP Prescription

Discontinued by a Background Process

When a CMOP prescription with a status of Transmitted or Retransmitted is discontinued by a background process to the Outpatient Pharmacy options, e.g. CPRS or Registration V. 5.3 packages, an email will be sent to the PSX EXTERNAL DISPENSE ALERTS mail group. If no recipients are defined in the new mail group, the message will be sent to PSXCMOPMGR key holders stating that a prescription was just discontinued and that the CMOP status for the discontinued prescription was either Transmitted or Retransmitted.

```
Subj: TROY - DC Alert on CMOP Rx 123456789 TRANSMITTED  [#90494]
03/03/09@17:37 8 lines
From: POSTMASTER In 'IN' basket.   Page 1  *New*
-----
Rx #: 123456789    Fill: 0
Patient: OUTPATIENT,DCONE (6660)
Drug: TAMOXIFEN CITRATE 10MG TABS
Rx Status: DISCONTINUED BY PROVIDER
Processing Status: TRANSMITTED to CMOP on 02/27/09
Provider: OPPROVIDER, PROV

***** Please contact CMOP or take appropriate action *****

Enter message action (in IN basket): Ignore//
-----
```

Discontinued by a Foreground Pharmacy Process

When a CMOP prescription with a status of Transmitted or Retransmitted is discontinued by a foreground Pharmacy process due to a duplicate drug scenario that would trigger the duplicate to be discontinued, then the Processing Status field of the duplicate drug message is highlighted to alert the user.

```
-----
Duplicate Drug A AND Z OINTMENT in Prescription: 123456789

Status: Active                               Issued: 11/27/09
Processing Status: Transmitted to CMOP on 11/27/09
SIG: APPLY 1 TUBE TO AFFECTED AREA TWICE A DAY
QTY: 1                                       # of refills: 5
Provider: OPPROVIDER, PROV                 Refills remaining: 5
                                           Last filled on: 11/27/09
                                           Days Supply: 5
-----

Discontinue RX # 123456789?
```

In the above example, the line “Processing Status: Transmitted to CMOP on 11/27/09” is bold.

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