# OUTPATIENT PHARMACY (PSO)

## PHARMACIST'S USER MANUAL

Version 7.0
December 2007

(Revised September 2012)

Department of Veterans Affairs
Product 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 |
|---|---|---|---|
| 09/12 | i, iib,vii, viii, 83a – 83d, 89 – 91b, 99, 107a, 170m | PSO*7*386 | Updated TOC<br>Added section on HOLD and UNHOLD functionality.<br>Updated Flagging and Unflagging Pending Orders.<br>Updated Activity Log for HOLD/UNHOLD comments.<br>Added PSO TECH ADV key information.<br>(Niha Goyal, PM; John Owczarzak, Tech Writer) |
| 03/12 | i, viii, 8, 15, 24, 35-36, 41, 160, 170a, 170e-170l, 170m-170n, 177-178 | PSO*7*367 | To add functionality to Outpatient Pharmacy for the printing and storing of FDA Medication Guides.<br><br>Updates to Index<br>(N. Goyal, PM; B. Thomas, Tech Writer) |
| 03/12 | i, vii, 63,107a-107b,160-160b,171, 172, 173 | PSO*7*354 | Update to TOC<br>Automated Dispensing Device (ADD) enhancement<br>ADD, DNS, OPAI added to Glossary.<br>(Niha Goyal, PM; John Owczarzak, Tech Writer) |
| 02/12 | i-ii, iia-iib, v-viii, 10, 13-14, 36-37, 43, 48a-48b, 50, 67, 67a-67n, 75, 111, 117-119, 122-123, 123a-123b, 125-128, 128a-128b, 130-134, 134a-134b, 135-138, 138a-138b, 139-140, 140a-140b, 141, 141a-141b, 142-146, 147-149, 149a, 150-154, 156a-156b, 157, | PSO*7*385 | Removed incorrect listing of View Additional Reject Info (ARI) action<br>Added signature alerts<br>Updated wording for ¾ Days Supply Hold<br>Added rounding functionality for ¾ Days Supply Hold<br>Added new actions Submit Multiple Actions (SMA) and Suspense Date Calculation (SMA)<br>Added new option View ePharmacy Rx (VER)<br>Corrected earlier formatting errors<br>Corrected typos<br>Updated Service Code values<br>Updated changed security key names<br>Added TRICARE and CHAMPVA examples of rejects on a new order<br>Updated name of TRICARE CHAMPVA Bypass/Override Report<br>Updated screen shots related to patch changes |

| | | | |
|---|---|---|---|
| | 170e-170f, 171-178 | | Updated wording based on reviewer feedback<br>Added CHAMPVA functionality<br>Added separate section to list changes to security keys<br>Added CHAMPVA to Glossary<br>(S. Spence, PM; C. Smith, Tech Writer) |
| 10/11 | i-ii, v-viii, 4, 7-10, 36, 56-58, 64, 66, 95, 118, 120-124, 126-127, 128-128b, 135-137, 139-145, 146-146b, 148, 149-149b, 150-153, 154-154b, 155-156, 165, 175-178 | PSO*7*359 | Added new action View Additional Reject Info (ARI)<br>Expanded ECME Numbers to twelve digits<br>Updated screen shots related to patch changes<br>Added TRICARE to Glossary<br>Corrected typos<br>Corrected formatting errors from 11/10 reissue<br>(S. Spence, PM; C. Smith, Tech Writer) |
| 09/11 | i,vi-vii, 30a-30f | PSO*7*382 | Added information regarding the new [PSO HRC PROFILE/REFILL] option.<br>(N. Goyal, PM; J. Owczarzak, Tech Writer) |
| 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.<br><br>Display FDA Medication Guide [MG] added to Other OP Actions [OTH]<br><br>Updates to Index<br>(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:<br>-Outpatient List Manager Screen Views<br>-Added HP and H to Hold Status<br>-Removed DC code; Added DF,DE,DP,DD and DA<br>-Added to Hidden Action List: IN<br>- Removed DC code; Added DF,DE,DP,DD and DA, and<br>- Added HP and H to Hold Status<br>-Replaced Medication Short Profile<br>-Inserted enhanced Order checks, Outpatient Pharmacy generated order checks<br>-Added IN to Screen Scrape<br>-Modified New Order Screen Scrape<br>-Inserted Drug Allergy Screens<br>-Updated Glossary and Index to start on odd pages<br>(G. Tucker, PM; G. Scorca, Tech Writer) |
|---|---|---|---|
| 11/10 | All | PSO*7*358 | Added information regarding TRICARE Active Duty Bypass/Override details<br>(S. Spence, PM; G. Johnson, Tech Writer) |

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# Preface

This user manual describes the functional characteristics of Outpatient Pharmacy V. 7.0. It is intended for pharmacists and technicians who are familiar with the functioning of Outpatient Pharmacy in a Veterans Affairs Medical Center (VAMC).

*(This page included for two-sided copying.)*

# Table of Contents

View of RX:

```
Medication Profile          Nov 04, 2005@09:25:14        Page:    1 of    1
OPPATIENT,FOUR
  PID: 000-01-1322P                             Ht(cm): _____ (_____)
  DOB: JAN 13,1922 (83)                         Wt(kg): _____ (_____)
  SEX: MALE

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

-----------------------------------ACTIVE-----------------------------------
 1 100003853e    PREDNISONE 5MG TAB             30 A> 11-04 11-04   5  30









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

## Holding and Unholding a Prescription

If a double question mark (??) is entered at the "Select Action" prompt, the hidden actions on the following page will display in the action area.

```
The following actions are also available:
AL    Activity Logs (OP)    OTH  Other OP Actions     FS   First Screen
VF    Verify (OP)           REJ  View REJECT          GO   Go to Page
CO    Copy (OP)             DIN  Drug Restr/Guide (OP)LS   Last Screen
RP    Reprint (OP)          +    Next Screen          PS   Print Screen
HD    Hold (OP)             -    Previous Screen      PT   Print List
UH    Unhold (OP)           <    Shift View to Left   QU   Quit
PI    Patient Information    >    Shift View to Right  RD   Re Display Screen
PP    Pull Rx (OP)          ADPL Auto Display(On/Off) SL   Search List
IP    Inpat. Profile (OP)   DN   Down a Line          UP   Up a Line
```

Use the Hold (HD) action to put a prescription on hold. Use the Unhold (UH) action to remove a prescription from hold.

Only key holders of the PSORPH security key or the PSO TECH ADV security key can hold or unhold a prescription.

PSORPH security key holders are allowed to put a prescription on hold using the following HOLD reasons:

> 1 INSUFFICIENT QTY IN STOCK
> 2 DRUG-DRUG INTERACTION
> 4 PROVIDER TO BE CONTACTED
> 6 ADVERSE DRUG REACTION
> 7 BAD ADDRESS
> 8 PER PATIENT REQUEST
> 9 CONSULT/PRIOR APPROVAL NEEDED
> 98 OTHER/TECH (NON-CLINICAL)
> 99 OTHER/RPH (CLINICAL)

Note: HOLD reasons 98 and 99 require the user to enter a HOLD comment.

PSO TECH ADV security key holders are allowed to put a prescription on hold using the following HOLD reasons:

> 1 INSUFFICIENT QTY IN STOCK
> 7 BAD ADDRESS
> 8 PER PATIENT REQUEST
> 98 OTHER/TECH (NON-CLINICAL)

Note: HOLD reason 98 requires the user to enter a HOLD comment.

While PSORPH security key holders are allowed to remove a prescription from HOLD under any HOLD reason, PSO TECH ADV security key holders are only allowed to remove a prescription from hold under the above HOLD reasons (reasons 1,7, 8, and 98).

**Example: HOLD with PSORPH Security Key or PSO TECH ADV Security Key**

```
OP Medications (SUSPENDED)    May 11, 2012@10:12:56      Page:   1 of   3
PAGPATNM,M                                                         <A>
 PID: 666-00-0286                                Ht(cm): _____ (_____)
 DOB: DEC 1,1900                                 Wt(kg): _____ (_____)

              Rx #: 100002926
 (1) *Orderable Item: FLUOXETINE CAP,ORAL
 (2)      CMOP Drug: EFFEXOR
 (3)         *Dosage: 10 (MG)
              Verb: TAKE
     Dispense Units: 1
              Noun: CAPSULE
            *Route: ORAL
         *Schedule: QAM
 (4)Pat Instructions:
                SIG: TAKE ONE CAPSULE MOUTH EVERY MORNING
 (5)  Patient Status: OPT NSC
 (6)      Issue Date: 02/14/12          (7)  Fill Date: 05/09/12
     Last Fill Date: 05/29/12 (Mail)
 +        Enter ?? for more actions
DC   Discontinue         PR   Partial              RL   Release
ED   Edit                RF   (Refill)             RN   Renew
Select Action: Next Screen// HD   HD
Nature of Order: WRITTEN//       W
```

If the user has the PSORPH security key, the following HOLD reasons are available:

```
HOLD REASON: ?

Enter reason medication is placed in a 'Hold' status.
Choose from:
1        INSUFFICIENT QTY IN STOCK
2        DRUG-DRUG INTERACTION
4        PROVIDER TO BE CONTACTED
6        ADVERSE DRUG REACTION
7        BAD ADDRESS
8        PER PATIENT REQUEST
9        CONSULT/PRIOR APPROVAL NEEDED
98       OTHER/TECH (NON-CLINICAL)
99       OTHER/RPH (CLINICAL)
```

If the user has the PSO TECH ADV security key, the following HOLD reasons are available:

```
HOLD REASON: ?

Enter reason medication is placed in a 'Hold' status.
Choose from:
1        INSUFFICIENT QTY IN STOCK
7        BAD ADDRESS
8        PER PATIENT REQUEST
98       OTHER/TECH (NON-CLINICAL)
```

The same conditions apply for Unholding a prescription. Users with the PSORPH security key can unhold for the following reason:

```
1          INSUFFICIENT QTY IN STOCK
2          DRUG-DRUG INTERACTION
4          PROVIDER TO BE CONTACTED
6          ADVERSE DRUG REACTION
7          BAD ADDRESS
8          PER PATIENT REQUEST
9          CONSULT/PRIOR APPROVAL NEEDED
98         OTHER/TECH (NON-CLINICAL)
99         OTHER/RPH (CLINICAL)
```

Users with only the PSO TECH ADV security key can unhold for the following reasons:

```
1          INSUFFICIENT QTY IN STOCK
7          BAD ADDRESS
8          PER PATIENT REQUEST
98         OTHER/TECH (NON-CLINICAL)
```

Note: If a user does not have a PSORPH security key and tries to unhold a prescription, the message "**The HOLD can only be removed by a pharmacist**" is displayed.

Each time a user holds or unholds a prescription, an entry is created in the Activity Log. These entries include HOLD COMMENTS and the HOLD REASON when a prescription is placed on HOLD and UNHOLD COMMENTS when the prescription is removed from HOLD. Again, HOLD reasons 98 and 99 require the user to enter a HOLD comment.

Example: Activity Log with HOLD/UNHOLD Comments

```
Activity Log:
      #  Date          Reason          Rx Ref          Initiator Of Activity
      ...
      8  05/10/12      HOLD            REFILL 1        USER,PHARMACY
      Comments: Rx placed on HOLD (Reason: BAD ADDRESS) and removed from
              SUSPENSE - HOLD COMMENTS ENTERED BY THE USER MANUALLY.
      ...
      9  05/10/12      UNHOLD          REFILL 1        USER,PHARMACY
      Comments: Rx Removed from HOLD - UNHOLD COMMENTS ENTERED BY THE USER
              WHEN REMOVING THE RX FROM HOLD.
```

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Reversing prescription 100003642.

```
Claim Status:
Reversing and Rebilling a previously submitted claim...
Reversing...
IN PROGRESS-Waiting for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Waiting to process response
E REVERSAL ACCEPTED

 -Rx 100003642 has been discontinued...
```

Original provider comments are not carried over to any renewals in Outpatient Pharmacy.

# Flagging and Unflagging Pending Orders

Flagging a pending order allows you to prevent an order from processing and attach a note known as a flag to the pending order. Flag/Unflag functionality is only available for Pending new orders and Pending renewals; only holders of the PSORPH security key can flag or unflag an order.

The following provides examples of how to flag and unflag a pending order from a medication profile within *Patient Prescription Processing*.

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.
```

When an order is flagged, "FL-" is placed in front of "Pending OP Orders" in the upper left corner, and the flagged reason is listed below the patient identifying information.

**Example: A Flagged New Pending Order**

```
FL-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 (02/08/2007)
 DOB: APR 3,1941 (66)                            Wt(kg): 90.45 (02/08/2007)

Flagged by OPPHARM,TWO on 03/13/08@23:14:   DOUBLE CHECK WITH PATIENT FOR HEART
CONDITION BEFORE DISPENSING.

*(1) Orderable Item: ACETAMINOPHEN TAB          * Editing starred fields will
 (2)       CMOP Drug: ACETAMINOPHEN 500MG TAB     create a new order
       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// FL Flag/Unflag
```

**Example: A Flagged Renewel**

```
FL-Prescription Renew        Jun 12, 2012@14:00:51      Page:    1 of   2
PAGPATNM,M                                                <A>
 PID: 666-00-0286                               Ht(cm): _____ (_____)
 DOB: DEC 1,1900                                Wt(kg): _____ (_____)

Flagged by PHARMACY,USER on 6/12/12@14:00: test

              Rx#: 100001943A
      Orderable Item: ACETAMINOPHEN TAB
          CMOP Drug: THIORIDAZINE 30MG/ML CONC.
      Patient Status: OPT NSC
 (1)     Issue Date: JUN 12,2012
 (2)      Fill Date: JUN 12,2012
             Dosage: 20 (MG)
               Verb: TAKE
     Dispense Units: 2
               Noun: TABLETS
              Route: ORAL (BY MOUTH)
           Schedule: BID-PRN
+           Enter ?? for more actions
AC   Accept              DC   Discontinue       FL   Flag/Unflag
BY   Bypass              ED   Edit
Select Item(s): Next Screen//
```

To unflag an order, enter **FL** at the "Select Item(s)" prompt, and then enter your "COMMENTS". When you press <**Enter**>, the order is no longer flagged.

Example: Unflagging an Order

```
FLAGGED: 03/13 23:14 by OPPHARM,TWO
         DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.
COMMENTS: CHECKED WITH PATIENT. NO HEART CONDITION.
         ... order unflagged.
```

At that point, the flag from the Medication Profile is removed, but the flagged/unflagged reason remains on the Pending OP Orders screen unless you reflag the order.

Note: If a user does not have the PSORPH security key, they cannot unflag an order and will receive the following message when selecting the Accept (AC) action:

```
+          Enter ?? for more actions
AC   Accept              DC   (Discontinue)      FL   (Flag/Unflag)
BY   Bypass              ED   (Edit)
Select Item(s): Next Screen// AC   Accept

Order must be unflagged by a pharmacist before it can be finished.

Enter RETURN to continue:
```

Example: An Unflagged Order

```
Pending OP Orders (ROUTINE)   March 14, 2008 09:16:33      Page:   1 of   2
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)

Flagged by OPPHARM,TWO on 03/13/08@23:14:  DOUBLE CHECK WITH PATIENT FOR HEART
CONDITION BEFORE DISPENSING.
Unflagged by OPPHARM,TWO on 03/14/08@09:26:  CHECKED WITH PATIENT. NO HEART
CONDITION.

*(1) Orderable Item: ACETAMINOPHEN TAB          * Editing starred fields will
 (2)     CMOP Drug: ACETAMINOPHEN 500MG TAB        create a new order
      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//
```

**Example: An Unflagged Renewel**

```
Prescription Renew            Jun 12, 2012@14:02:18        Page:   1 of   2
PAGPATNM,M                                                         <A>
  PID: 666-00-0286                             Ht(cm): _____ (_____)
  DOB: DEC 1,1900                              Wt(kg): _____ (_____)
_____
Flagged by PHARMACY,USER on 6/12/12@14:00: test
Unflagged by PHARMACY,USER on 6/12/12@14:02: testing unflag

                   Rx#: 100001943A
        Orderable Item: ACETAMINOPHEN TAB
             CMOP Drug: THIORIDAZINE 30MG/ML CONC.
        Patient Status: OPT NSC
   (1)      Issue Date: JUN 12,2012
   (2)       Fill Date: JUN 12,2012
                Dosage: 20 (MG)
                  Verb: TAKE
        Dispense Units: 2

                  Noun: TABLETS
                 Route: ORAL (BY MOUTH)
+        Enter ?? for more actions
AC   Accept                 DC   Discontinue        FL   Flag/Unflag
BY   Bypass                 ED   Edit
Select Item(s): Next Screen// Prescription Renew        Jun 12, 2012@14:02:1
8          Page:   1 of   2
```

After pending orders have been unflagged, they can be processed.

> If you attempt to process a flagged order and are a user with a PSORPH security key, 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. Users with only the PSO TECH ADV security key cannot unflag an order and will receive the following message when selecting the Accept (AC) action:

```
+        Enter ?? for more actions
AC   Accept                 DC   (Discontinue)      FL   (Flag/Unflag)
BY   Bypass                 ED   (Edit)
Select Item(s): Next Screen// AC   Accept

Order must be unflagged by a pharmacist before it can be finished.

Enter RETURN to continue:
```

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Example: Finishing an Order from OERR (continued)

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

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

```
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 500MG 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 Pending Orders

Flagging a pending order allows you to prevent an order from processing and attach a note known as a flag to the pending order. Flag/Unflag functionality is only available for Pending new orders and Pending renewals; only holders of the PSORPH security key can flag or unflag an order.

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>
```

The activity log has an entry indicating that the Rx has been sent to the external interface. With patch PSO*7*354, this activity entry is enhanced to indicate the routing automated dispensing device. The Domain Name Server (DNS) information of the automated dispensing device is appended to the Comment field of the activity log. This is usually an IP address or the DNS name.

The activity log was also updated to display the mail tracking information available in the RXD-13  segment of the HL7 message received by VistA from the external dispensing interface.

Example: Activity Log with Multiple Dispensing Devices

```
Rx Activity Log                  May 23, 2011@12:30:12         Page:    2 of    3
OUTPATIENT,SIX                                                            <A>
  PID: 355-43-4343                                     Ht(cm): _____  (_____)
  DOB: OCT 29,1932 (78)                                Wt(kg): _____  (_____)
+
1   05/04/11    REPRINT         ORIGINAL        OPPHARMACIST4,FOUR
Comments: TESTING MULTIDEVICES (1 COPIES)
2   05/04/11    X-INTERFACE     ORIGINAL        OPPHARMACIST4,FOUR
Comments: Prescription (Reprint) sent to external interface.
3   05/04/11    X-INTERFACE     ORIGINAL        POSTMASTER
Comments: HL7 ID - 50073974 MESSAGE TRANSMITTED TO 10.4.131.13
4   05/04/11    X-INTERFACE     ORIGINAL        POSTMASTER
Comments: HL7 ID - 50073975 MESSAGE TRANSMITTED TO 10.4.142.22
5   05/04/11    DISP COMPLETED ORIGINAL
Comments: External Interface Dispensing is Complete.   Filled By: OPTECH,ONE
          Checking Pharmacist: OPPHARMACIST4,FOUR
          Mail Tracking Info.: USPS #123456789 received at 05/04/11@15:32:23

Label Log:
#   Date          Rx Ref                    Printed By
===============================================================================
1   05/02/11    ORIGINAL                  OPPHARMACIST4,FIVE
Comments: From RX number 100002987
2   05/04/11    ORIGINAL                  OPPHARMACIST4,FOUR
Comments: From RX number 100002987 (Reprint)
+         Enter ?? for more actions
Select Action:Next Screen//
```

For HOLD/UNHOLD of prescriptions, the activity log entries include HOLD COMMENTS  and the HOLD REASON when a prescription is placed on HOLD and UNHOLD COMMENTS when the prescription is removed from HOLD.

Example: Activity Log with HOLD/UNHOLD Comments

```
Activity Log:
    #   Date          Reason          Rx Ref          Initiator Of Activity
    ...
    8   05/10/12    HOLD            REFILL 1        USER,PHARMACY
    Comments: Rx placed on HOLD (Reason: BAD ADDRESS) and removed from
              SUSPENSE - HOLD COMMENTS ENTERED BY THE USER MANUALLY.
    ...
    9   05/10/12    UNHOLD          REFILL 1        USER,PHARMACY
    Comments: Rx Removed from HOLD - UNHOLD COMMENTS ENTERED BY THE USER
              WHEN REMOVING THE RX FROM HOLD.
```

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# Chapter 15: Security Keys

A security key is a unique entry in the Security Key file (^DIC(19.1,) which may prevent access to a specific option or action by including the key as part of the option's entry in the Option file (^DIC(19,). Only users entered in the Holder field of the Security Key file may access the option or action.

## New or Modified Security Keys

### PSO TRICARE/CHAMPVA

PSO*7*385 renamed the PSO TRICARE security key to PSO TRICARE/CHAMPVA. Please see TRICARE/CHAMPVA Eligible Outpatient Override Function for further information on this security key.

### PSO TRICARE/CHAMPVA MGR

PSO*7*385 renamed the PSO TRICARE MGR security key to PSO TRICARE/CHAMPVA MGR. Please see TRICARE CHAMPVA Bypass/Override Report for further information on this security key.

### PSO TECH ADV
PSO*7*386 added the PSO TECH ADV security key for use of holding and unholding prescriptions. Please see Holding and Unholding a Prescription for further information on this security key.

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