Pharmacy Reengineering (PRE)
Inbound ePrescribing (IEP) 2.0
VistA Patch # PSO*7.0*467

Release Notes

November 2017
Version 2.0

Department of Veterans Affairs

Office of Information and Technology (OI&T)

Table of Contents

1. Introduction

The Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) functionality addresses a longstanding need for the Department of Veterans Affairs (VA) to be able to receive and process prescriptions from external providers.

In order to improve on its ability to deliver Veterans their medications as quickly and efficiently as possible, the Veterans Health Administration (VHA), Patient Care Services (PCS), Pharmacy Benefits Management (PBM) requested a new capability as part of the PRE program to receive inbound electronic prescriptions (eR_x) from an external provider (e.g., a doctor not associated with the VA, medical staff at a Department of Defense [DoD] military treatment facility, etc.).

By automating data transmission from external providers to VA, the need for VA pharmacy personnel to manually input R_x data from non-VA providers is largely eliminated, reducing the chance for data to be entered incorrectly or missed.

The modifications to the Veterans Health Information Systems & Technology Architecture (VistA) Outpatient Pharmacy (OP) 7.0 application for Inbound ePrescribing are being released under the national patch module as Patch # PSO*7.0*467.

Additionally, complementing the release of the VistA patch is the release of a new IEP Web-based application.

1.1 Inbound ePrescribing Process Flow

This section provides a high-level overview of the IEP process flow. Additional details on the released functionality is outlined in Sections 2 and 3.

1. eRxs are sent from an external provider to SureScripts and/or Change Healthcare (CH). CH provides commercial ePrescribing solutions, and for the purposes of the IEP implementation, serves as a gateway to all participating ePrescribing providers nationwide.

2. CH verifies and transmits eR_x transactions to/from SureScripts and/or an external provider's EHR system and the IEP system.

3. The eRxs are routed from CH to the IEP Processing Hub via the Data Access Service (DAS) external gateway. DAS and CH communicate using https requests over a secured network.

4. In the IEP Processing Hub, autochecks occur on the eRxs for Patient, Provider, and Drug/SIG. The Master Veteran Index (MVI) is used for patient checking, depending on the data set that is sent by the Prescriber for that patient. For patient enrollment and eligibility checks, the Enrollment System (ES) is utilized. The ES assists Veterans to enroll for VA healthcare benefits and is the core application that feeds other VA systems with Enrollment and Eligibility (E&E) data.

5. Patient Registration is also confirmed against the instance of the receiving pharmacy. The Drug Name is matched against the local Drug File first, the VA Product Name next and then next, the National Drug Code (NDC), depending on which it matches first on. As a note, autochecks can be incorrect therefore the data must also be validated against the original eR_x data sent (Please refer to the section 3.7 Validate Drug/SIG).

6. The IEP Web-based GUI allows users to view and generate reports on the autocheck results in the Processing Hub, as well as manage VA pharmacy information, and search for and print an eR$_x$.

7. Once the eR$_x$ has completed all autochecks in the IEP Processing Hub, the original prescription, as well as the outcomes of all of the autochecks (patient, provider, and drug), are transmitted to VistA OP. VistA Link Remote Procedure Calls are used for the provider and drug checks against the VistA OP system.

8. The IEP Holding Queue in VistA OP allows for the initial validation and acceptance of an eR$_x$ before being transmitted to Outpatient Profile for additional order checks and then final dispensing.

2. New Inbound ePrescribing Web-Based Application

Version 2.0 of the IEP functionality includes the release of a new Web-based application for pharmacists, pharmacy technicians, and PBM personnel to use to add/update VA pharmacy information, search for and view details on various eR$_x$ messages, and to create a summary report of eRx data.

This section provides an overview of the functionality released as part of the Web-based application, including the following modules: Pharmacy Management, Track/Audit, Reports, User Management and Help.

Note that all authenticated VA users will have access to the application, with limited access to only the Home, Reports, and Help modules. Access to the Pharmacy Management and Track/Audit modules are provided by roles assigned by a site's local administrator.

The IEP Web-based application is accessed at the following link:
https://vaausappiep201.aac.va.gov/inbound/

2.1 Pharmacy Management

- The Pharmacy Management screen allows users to view a list of VA pharmacies, add new pharmacies, edit pharmacy information, and disable/enable a VA pharmacy from receiving eRxs from an external provider.
- The information entered on the Add Pharmacy and Edit Pharmacy screens is transmitted and updated in the local IEP database, as well as transmitted to CH for synchronization with their system.

2.2 Track/Audit

- The Track/Audit screen provides users with the ability to search for an eRx message by various search criteria, including, but not limited to the following: (1) VISN, (2) VA Station ID, (3) Received Date Range, (4) Message Type, (5) Message ID, (6) Relates to Message ID, (7) Patient SSN, (8) Patient First & Last Name, (9) Prescriber's NPI and First and Last Name (10) Message Status, and (11) eRx Reference #, (12) Sent or Received, (13) Prescribed Drug, and (14) Patient DOB.
- Search results can be exported out to .CSV format and can be viewed in Microsoft Excel.
- Details of a message can be accessed from the search results via a hyperlink, providing details on pharmacy, patient, prescriber, and prescription information for each message type, where applicable.

- A Print button is also available for printing the details of an eRx (and for all message types) and can be accessed from the detailed view.

2.3 Reports

- A Reports module is also available to generate a high-level report on the total number of eR$_x$s, grouped by various statuses and errors for all VISNs, within a VISN, or within a VA Station ID.
- The report can be exported out to a local or network location in .CSV format and can be viewed in Microsoft Excel.

2.4 User Management

- This screen provides Administratos with the ability to add and delete users and modify user roles.
- This screen only will display for users with Administrator access.

2.5 Help

- A Help module is also available that provides step-by-step guidance on the application, as well as production support information.

3. Outpatient Pharmacy 7.0 Enhancements

This section provides a brief description of the new features and functionality of the IEP VistA enhancements for patch PSO*7.0*467. More detailed information on the VistA functionality can be found in the application user and technical manuals found on the Outpatient Pharmacy (OP) VA Software Documentat Library (VDL) repository at the following link:

https://www.va.gov/vdl/application.asp?appid=90

3.1 Inbound ePrescribing Menu & Holding Queue

With the installation of this patch, a new menu item Complete Orders from eRx [PSO ERX FINISH], was added to the R$_x$ (Prescriptions) menu for IEP for accessing the new IEP Holding Queue for eR$_x$ processing. The Holding Queue allows VA pharmacy users to validate eR$_x$s prior to the eR$_x$ being added to the Outpatient Profile and merging with existing OP functionality.

Depending on the security key assigned, VA pharmacy users can validate patient, provider, and drug/SIG information on the eR$_x$, as well as hold/unhold, reject, remove, print and accept eR$_x$s in the Holding Queue. Additional details on the new IEP VistA functionality are provided in the following sections.

3.2 Inbound ePrescribing Holding Queue List

- An eR$_x$ message is transmitted from the Transaction Hub to VistA OP where it is sent to the new IEP Holding Queue.
- The Holding Queue List is displayed to users when the Complete Orders from eRx [PSO ERX FINISH] option is selected.
- The Holding Queue List displays a list of all eR$_x$s received by VistA from an external provider.

3.3 Select, Search & Sort eR$_x$s

- The default filter on the List View displays all eR$_x$s, except Removed, Rejected, or Processed items. The following actions are available from the eR$_x$ Holding Queue:
    - o <**SI**> can be entered to select an item or the record # of the eR$_x$.
    - o <**SR**> can be entered to search the list of eR$_x$s. Users can search by using one or more of the following search criteria: (1) Patient Name, (2) Date of Birth, (3) Received Date Range, (4) Provider Name, (5) ERX Status, and (6) Drug Name.
    - o <**SO**> can be entered to sort the list of eR$_x$s. Users can sort by using one of the following sort criteria: (1) Patient Name, (2) Date of Birth, (3) Received Date Range, (4) Provider Name, (5) ERX Status, and (6) Drug Name.

3.4 Summary Screen

- When a user selects a record from the Holding Queue List View, the first screen displayed is the Summary screen, which displays limited information about the eR$_x$ and VistA R$_x$, including patient, provider, and drug/SIG information.

- Prior to accepting an eR$_x$, the patient, provider, and drug/SIG must be validated. From the Summary screen, actions are available for validating patient, provider, and drug/SIG information [VP] Validate Patient, [VM] Validate Provider, and [VD] Validate Drug/SIG.

- The following additional actions are available on the Summary screen: [H] Hold, [UH] Un Hold, [AC] Accept eRx, [RJ] Reject, [RM] Remove, and Print [P].

3.5 Validate Patient

- The [VP] Validate Patient action is available on the Summary screen to access the Validate Patient screen.

- From the Validate Patient screen, the following actions are available: [E] Edit the patient information, [H] Hold, [UH] Un Hold, [AV] Accept Validation, and [RJ] Reject.

- An autovalidation feature is also available to auto-validate patient information on multiple eR$_x$s received for the same patient on the same day.

- Once the patient information has been validated, users can enter [AV] Accept Validation.

3.6 Validate Provider

- The [VM] Validate Provider action is available on the Summary screen to access the Validate Provider screen.

- The following actions are available on the Validate Provider screen: [E] Edit the provider information, [H] Hold, [UH] Un Hold, [AV] Accept Validation, and [RJ] Reject.

- An autovalidation feature is also available to auto-validate provider information on multiple eR$_x$s received by the same provider for the same patient on the same day.

- Once the provider information has been validated, users can enter [AV] Accept Validation to accept the provider validation.

3.7 Validate Drug/SIG

- The [VD] Validate Drug/SIG action is available on the Summary screen to access the Validate Drug screen.
- The following actions are available on the Validate Drug screen: [E] Edit the drug information, [H] Hold, [UH] Un Hold, [AV] Accept Validation, and [RJ] Reject.
- The [E] Edit action allows the user to select a VistA drug and build a SIG based on what has been prescribed by the external provider.
- Once the drug information has been validated, users can enter [AV] Accept Validation to accept the drug/SIG information.

3.8 Accept eR$_x$

- Once all validation steps have been completed on the Validate Patient, Validate Provider, and Validate Drug/SIG screens, the [AC] Accept eRx is available to finalize the eR$_x$ and move it to Pending Outpatient Orders file #52.4.
- The eR$_x$ is then processed further by Complete Orders from OERR or Patient Prescription Processing (refer to Section 3.12).
- Once the eR$_x$ is accepted, it is not displayed on the main Holding Queue List; however, the eR$_x$ can be accessed by using the Search functionality.

3.9 Remove eR$_x$

- The [RM] Remove is available on the Summary screen and on the Validate Patient, Provider, and Drug/SIG screens.
- The [RM] Remove functionality removes the eR$_x$ from further processing without sending a notification back to the provider.
- Once the eR$_x$ is removed, it will no longer be visible in the List View; however, the eR$_x$ can be accessed by using the Search functionality on the List View.

3.10 Reject eR$_x$

- The [RJ] Reject action is available on the Summary screen and on the Validate Patient, Provider, and Drug/SIG screens.
- The Reject functionality sends a message back to the external provider indicating that the eR$_x$ was rejected, with details on the reason for the rejection.
- Once the eR$_x$ is rejected, it will no longer be visible in the List View; however, the eR$_x$ can be accessed by using the Search functionality on the List View.

3.11 Hold/UnHold eR$_x$

- The [H] Hold and [UH] Un Hold actions are available on the Summary screen and on the Validate Patient, Provider, and Drug/SIG screens.
- When an eR$_x$ is placed on hold, various hold statuses are available to select from along with free text comments indicating why the eR$_x$ was placed on hold.
- The Hold Reason and the user who placed the eR$_x$ on hold (with the date and timestamp) displays on the Summary screen when the eR$_x$ is placed on hold.

- When an eR$_x$ is placed on hold, the VA Pharmacist is not allowed to Accept the eR$_x$.

3.12 Updates to Complete Orders from OERR and Patient Precription Processing

- Once the eR$_x$ is accepted and processed out of the IEP Holding Queue, it becomes a pending outpatient order and follows the normal processing in VistA (i.e., stored in Pending Outpatient Orders [File #52.41] and the Orders File [File #100], and is managed by Complete Orders from OERR or Patient Prescription Processing).
- Complete Orders from OERR and Patient Prescription Processing were updated with the release of this patch so that the eR$_x$ information displays above the order information to indicate that the eR$_x$ is from an external provider.
- Users can also print the eR$_x$ (hidden action) from Complete Orders from OERR and Patient Prescription Processing.

3.13 New eR$_x$ Holding Queue Files

- **ERX Holding Queue File #52.49**: Stores information from the incoming new eR$_x$.
- **ERX External Pharmacy File #52.47**: Stores pharmacy information from the new eR$_x$. Each pharmacy record is unique based on a combination of parameters.
- **ERX External Patient File #52.46**: Stores patient information from each incoming eR$_x$. Each patient record is unique based on a combination of parameters.
- **ERX External Person File #52.48**: Stores external provider information from the incoming new eR$_x$. Each provider record is unique based on a combination of parameters.
- **ERX Service Reason Codes File #52.45**: Service Reason Codes and their corresponding translations.

3.14 Modifications to Outpatient Site File #59

A new field for a VA site's default eR$_x$ clinic (DEFAULT ERX CLINIC #10) was added to the Outpatient Site File #59 and is also released as part of the VistA patch.

4. Product Documentation

Documentation describing the new functionality introduced by this patch is available. The preferred method is to retrieve files from download.vista.med.va.gov. This transmits the files from the first available server. Sites may also elect to retrieve files directly from a specific server.

Sites may retrieve the software and/or documentation directly using Secure File Transfer Protocol (SFTP) from the ANONYMOUS.SOFTWARE directory at the following OI Field Offices:

Hines	ftp.fo-hines.med.va.gov	\<ftp://ftp.fo-hines.med.va.gov\>
Salt Lake City	ftp.fo-slc.med.va.gov	\<ftp://ftp.fo-slc.med.va.gov\>

The documentation will be in the form of Adobe Acrobat files. Documentation can also be found on the VA Software Documentation Library at:

https://www.va.gov/vdl/application.asp?appid=90

File Description	File Name	FTP Mode
User Manual – Inbound ePrescribing (IEP) Version 2.0//Patch # PSO*7.0*467	PSO_7_0_P467_UM.pdf	Binary
Technical Manual – Outpatient Pharmacy 7.0 PSO*7.0*467	PSO_7_0_TM.pdf	Binary
Installation Guide – Inbound ePrescribing (IEP) Version 2.0/Patch # PSO*7.0*467	PSO_7_0_P467_IG.pdf	Binary
Release Notes – Inbound ePrescribing (IEP) Version 2.0/Patch # PSO*7.0*467	PSO_7_0_P467_RN.pdf	Binary
Implementation Guide – Inbound ePrescribing (IEP) Version 2.0/Patch # PSO*7.0*467	PSO_7_0_P467_IMG.pdf	Binary