Department of Veterans Health Administration

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Innovation Program

OneVA Pharmacy

Patch PSO\*7.0\*454

Release Notes



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| 10/13/16 | 1.2 | Update for new OneVA Pharmacy Label Routines; new label processing descriptive language; and new OneVA Pharmacy prompt | Kathy Coupland |
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Table of Contents

[1. Introduction 1](#_Toc467503582)

[2. Purpose 2](#_Toc467503583)

[3. Audience 2](#_Toc467503584)

[4. Documentation Conventions 2](#_Toc467503585)

[5. This Release 2](#_Toc467503586)

[5.1. New Features and Functions Added 2](#_Toc467503587)

[5.1.1. New ‘ONEVA PHARMACY FLAG (#3001)’ 3](#_Toc467503588)

[5.1.1.1. Host Site OneVA Pharmacy Flag Not Set on Message 4](#_Toc467503589)

[5.1.1.2. Steps to Turn on ONEVA PHARMACY FLAG (#3001) 4](#_Toc467503590)

[5.1.2. New REMOTE OP Medications View 7](#_Toc467503591)

[5.1.3. New HL7 Logical Link 7](#_Toc467503592)

[5.1.4. New REMOTE PRESCRIPTION LOG (#52.09’ File) 7](#_Toc467503593)

[5.1.5. New ONEVA PHARMACY PRESCRIPTION REPORT [PSO REMOTE RX REPORT] Menu 7](#_Toc467503594)

[5.2. Enhancements and Modifications to Existing Functionality 8](#_Toc467503595)

[5.2.1. Query HDR/CDS Repository for Prescriptions from other VA Pharmacy Locations & OneVA Pharmacy Prompt 8](#_Toc467503596)

[5.2.1.1. New OneVA Pharmacy Prompt 8](#_Toc467503597)

[5.2.1.2. New OneVA Pharmacy Checking for Prescriptions Message 8](#_Toc467503598)

[5.2.1.3. New OneVA Pharmacy System Down or Not Responding Message 9](#_Toc467503599)

[5.2.1.4. OneVA Pharmacy Patient Found No Rxs Informational Message 9](#_Toc467503600)

[5.2.2. Updates to Medication Profile View - Display Prescriptions from other VA Pharmacy 10](#_Toc467503601)

[5.2.3. Two new Actions ‘RE Refill Remote Order’ and ‘PR Partial’ 10](#_Toc467503602)

[5.2.4. New Data elements ‘Refill Multiple (#52.1)’ ‘Prescription File (#52)’ 10](#_Toc467503603)

[5.2.5. New Data elements ‘Partial Multiple (#52.2) ‘Prescription File (#52)’ 10](#_Toc467503604)

[5.2.6. OneVA Pharmacy Label Routines 10](#_Toc467503605)

[5.3. Known Issues 10](#_Toc467503606)

[5.3.1. Target VistA Time Out Awaiting Reply Message 10](#_Toc467503607)

[5.3.2. OneVA Pharmacy Label Reprint 11](#_Toc467503608)

[5.3.3. OneVA Pharmacy Out of Scope but Known Issues 11](#_Toc467503609)

[6. Product Documentation 13](#_Toc467503610)

# Introduction

OneVA Pharmacy software provides the Department of Veterans Health Administration (VHA) the capability to allow Veterans traveling across the United States to refill or partial their active VA non-controlled substance prescriptions at any VA Pharmacy location regardless of where the prescription originated. The patch expands available pharmacy information in Veterans Health Information Systems and Technology Architecture (VistA) to Pharmacists, providing direct access to any active and refillable prescription from any VA Pharmacy location.

OneVA Pharmacy software provides a foundation to build and extend new capabilities to the Veteran.

Patch PSO\*7.0\*454 is being released to enhance VistA’s “Patient Prescription Processing [PSO LM BACKDOOR ORDERS]” menu (found within the VistA Pharmacy Outpatient Pharmacy package). The OneVA Pharmacy patch will allow the Pharmacist to query for and refill patient’s active and refillable prescriptions from other VA Pharmacy VistA instances.

The overall OneVA Pharmacy software design has several components. They are:

1. Veterans Health Information Systems and Technology Architecture (VistA) (Patch PSO\*7.0\*454)
2. Health Level 7 (HL7) Messaging
3. Enterprise Messaging Infrastructure (eMI) Enterprise Service Bus (ESB)
4. Health Data Repository/Clinical Data Service (HDR/CDS) Repository

VistA is the user interface where a pharmacist uses the “Patient Prescription Processing [PSO LM BACKDOOR ORDERS]” menu (found within the VistA Pharmacy Outpatient Pharmacy package) to query for and refill patient’s active and refillable prescriptions from other VA Pharmacy VistA instances. Patch PSO\*7.0\*454 uses Health Level 7 (HL7) messaging to query and receive remote prescription details to and from the Health Data Repository/Clinical Data Services (HDR/CDS) Oracle Repository.

The VistA instance where the Veteran is requesting the refill or partial is considered the ‘dispensing’ VistA instance. This patch allows a Pharmacist from a ‘dispensing’ VistA instance to refill or partial a prescription that originated from another VA Pharmacy VistA instance and print a prescription label. The VA Pharmacy VistA instance where the prescription originated and currently exits is the ‘host’ VistA instance. The host VistA instance is where the update to the prescription record is made once the fill is processed. The label data elements are extracted from the host VistA instance and returned to the dispensing site via HL7 creating the OneVA Pharmacy label. The bar code on the label will be valid at the host site but not at the dispensing site.

The OneVA Pharmacy patch sends the HL7 query message through the Enterprise Service Bus (ESB) Enterprise Messaging Services (eMI). eMI executes a Web Service call to query the HDR/CDS Repository for specific medication information obtained from all VA Pharmacy’s VistA sites. The eMI configuration contains filtering processes that applies specific business rules against the HDR/CDS Web Service call to return the appropriate prescriptions to the dispensing VistA. VistA and eMI communicate using HL7 v2.5.1 over Minimal Layer Protocol (MLLP). Communication to the HDR/CDS Repository takes place via Simple Object Access Protocol (SOAP) Web Services.

The medication data elements return to the dispensing site via HL7 messaging. Once the prescriptions arrive at the dispensing site, they display below any 'local' prescriptions on the Medication Profile view. The prescriptions displayed to the Pharmacist sort by VA Pharmacy site and status. The dispensing Pharmacist can view the remote prescriptions and select one to refill or partially fill. For label printing, VistA triggers the HL7 message stream that executes during the refill or partial fill prescription processes. The host label data elements are returned to the dispensing site within the HL7 segment. The event triggers the Pharmacist to select the dispensing sites printing device to print a host label.

# Purpose

The purpose of the OneVA Pharmacy Release Notes document is to provide a summary document containing the new features and functions along with the enhancements to the existing Outpatient Pharmacy module found within the OneVA Pharmacy Patch PSO\*7.0\*454.

# Audience

The intended audience for this document is the VistA Outpatient Pharmacy users and administrators responsible for hosting and maintaining the system after production release.

# Documentation Conventions

All patient data displayed on screen images within this document consists of mocked up test data therefore there is no concern regarding misuse or violation of Personally Identifiable Information (PII) as defined in Office of Management and Budget (OMB) Memorandum M-07-1616.

Various symbols used throughout the documentation to alert the reader to special information.

The following table gives a description of each of these symbols.

Table : Document Conventions Symbols

| Symbol | Description |
| --- | --- |
| Symbol for additional information (letter "i") inside a circle. | NOTE: Used to inform the reader of general information including references to additional reading material |
| Triangle with an exclamation point (!) inside to indicate caution for the reader to take special notice of critical information. | CAUTION: Used to caution the reader to take special notice of critical information |

# This Release

The following sections provide a summary of the new features and functions added, enhancements and modifications to the existing software, and any known issues for the OneVA Pharmacy Patch PSO\*7.0\*454.

## New Features and Functions Added

The following are the new features and functions added by the OneVA Pharmacy Patch PSO\*7.0\*454.

### New ‘ONEVA PHARMACY FLAG (#3001)’

The 'ONEVA PHARMACY FLAG (#3001)’ is located on the ‘OUTPATIENT SITE NAME (#59)’ file. This field will allow each division to toggle the OneVA Pharmacy logic 'on' or 'off' depending on current needs.

Triangle with an exclamation point (!) inside to indicate caution for the reader to take special notice of critical information.DO NOT turn on the OneVA Pharmacy Flag until directed to do so. Please know OneVA Pharmacy will be rolled out nationally in in accordance to the schedule as outlined in ‘Deployment/Installation’ table. The software will be released, deployed, and installed with the activation flag set to the “off” position. The Existing Product Intake Program (EPIP) Implementation Team will coordinate with the sites Pharmacy Automatic Data Processing Application Coordinator (ADPAC) on the specific date in which to activate the software.

The following table lists the deployment and installation activities for National Rollout.

Table : Deployment/Installation

| **Activity** | **Day** | **Time** | **Individual who completed task** |
| --- | --- | --- | --- |
| National Release Compliance: Installation to Test and Production in Off Position | 11/30/16\*- 12/15/16 |  |  |
| Region 1 Activations:  Primary Sites (2) \*  Remaining Sites | 12/05/16 – 12/06/16  12/07/16\* – 12/21/16 | Business Day | Region 1 VistA Support & Pharm ADPAC |
| Region 2 Activations:  Primary Sites (5) \*  Remaining Sites \*\* | 12/07/16 – 12/13/16  01/03/17 – 01/13/17 | Business Day | Region 2 VistA Support & Pharm ADPAC |
| Region 3 Activations:  Primary Sites (5) \*\*  Remaining Sites \*\* | 12/16/16 – 12/22/16  01/17/17 – 01/27/17 | Business Day | Region 3 VistA Support & Pharm ADPAC |
| Region 4 Activations:  Primary Sites (5) \*\*  Remaining Sites \*\* | 12/16/16 – 12/22/16  01/23/17 – 02/03/17 | Business Day | Region 4 VistA Support & Pharm ADPAC |

\*Note: Start of site installations is dependent upon the receipt of the national change order approval.

\*Note: Region 1 and Region 2 Primary sites are being requested to accelerate national release compliance in order to accommodate automated testing.

\*Note: Region 1 remaining sites are being requested to accelerate national release compliance in order to begin activation immediately after automated testing of the primary sites.

\*\*Note: If automated testing is progressing ahead of schedule, region 3 and 4 primary sites may be requested to accelerate the 11/15/16 national release compliance.

 \*\*Note: If regions are progressing ahead of schedule, subsequent regions may be requested to accelerate activation and smoke testing.

To use OneVA Pharmacy, the user turns on the ‘ONEVA PHARMACY FLAG (#3001)’. The 'ONEVA PHARMACY FLAG (#3001)’ is located on the ‘OUTPATIENT SITE NAME (#59)’ file. This field will allow each division to toggle the OneVA Pharmacy logic 'on' or 'off' depending on current needs. The user changes the field by using ‘FILEMAN [FM]’ and editing the 'ONEVA PHARMACY FLAG (#3001)’ field. The software patch delivers the ‘ONEVA PHARMACY FLAG (#3001)’ in the 'off' state. When this flag is in the 'off' state, the HDR/CDS Repository is not queried for external prescriptions and other VistA instances will not be able to refill prescriptions that belong to the VistA instance with the flag set to the 'off' state. When in the 'on' state, all prescription queries and actions may be taken for remote queries, refills, and partial fills. To process prescriptions from another VistA instance, that instance will also need to have its ‘ONEVA PHARMACY FLAG (#3001)’ set to the 'on' state.

#### Host Site OneVA Pharmacy Flag Not Set on Message

If the ‘ONEVA PHARMACY FLAG (#3001)’ is not set to the ‘on’ state at the host site, the dispensing site will receive the following message:

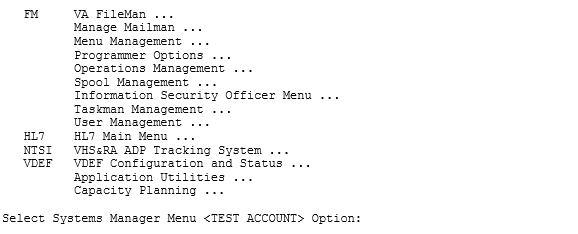
*The OneVA Pharmacy flag is turned ‘OFF’ at this facility. Unable to process refill/partial fill requests. Queries will NOT be made to other VA Pharmacy locations.*

#### Steps to Turn on ONEVA PHARMACY FLAG (#3001)

To turn on the ‘ONEVA PHARMACY FLAG (#3001)’ for all the divisions, use the ‘VA FILEMAN [DIUSER]’ utility and perform the following steps.

Sign-in to the VistA system and select the menu option: VA FILEMAN [DIUSER].

Figure : OneVA Pharmacy Flag: VA FileMan



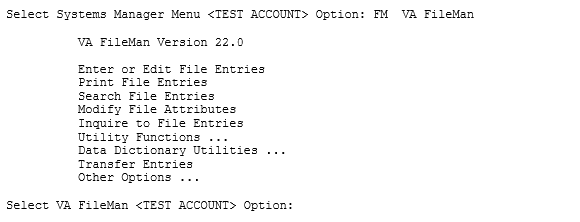
1. Enter <**FM>** and press **<ENTER>.**

Figure : OneVA Pharmacy Flag: Enter FM Prompt

The image displays the OneVA Pharmacy Flag:  Enter FM.


The system displays the option name and the prompt for the specific FileMan feature, as displayed in the following image.

Figure : OneVA Pharmacy Flag: VA FileMan Menu Prompt



1. Enter <**EN>** and press **<ENTER>.**

Figure : OneVA Pharmacy Flag: Enter <EN> to Enter or Edit File Entries Prompt

The image displays the OneVA Pharmacy Flag:  Enter EN to Enter or Edit File Entries

The system displays the option name and the prompt for the ‘INPUT TO WHAT FILE’, as displayed in the following image.

Figure : OneVA Pharmacy Flag: Input to What File Prompt

The image displays the OneVA Pharmacy Flag:  Input to What File Prompt

1. Enter <**59>** for the ‘OUTPATIENT SITE (#59)’ file and press **<ENTER>.**

The system displays the option name and the prompt for the ‘EDIT WHICH FILE’, as displayed in the following image.

Figure : OneVA Pharmacy Flag: Edit Which Filed Prompt

The image displays the OneVA Pharmacy Flag:  Edit Which Filed Prompt.

1. Enter <**3001>** for the ‘ONEVA PHARMACY FLAG (#3001)’ field and press **<ENTER>.**

The system displays the option name and the prompt for the ‘THEN EDIT FIELD’, as displayed in the following image.

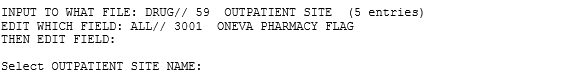
Figure : OneVA Pharmacy Flag: Then Edit Field Prompt

The image displays the OneVA Pharmacy Flag:  Then Edit Field Prompt

1. Press **<ENTER>.**

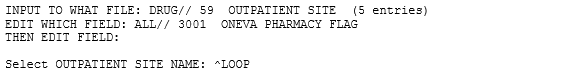
The system displays the option name and the prompt for the specific ‘OUTPATIENT SITE NAME’, as displayed in the following image.

Figure : OneVA Pharmacy Flag: Select OUTPATIENT SITE NAME Prompt



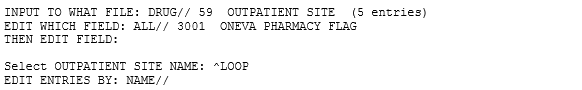
1. Enter the following command <**^LOOP>** and press **<ENTER>.**

Figure : OneVA Pharmacy Flag: ^LOOP Command



The system displays the option name and the prompt for the specific ‘EDIT ENTRIES BY: NAME//’, as displayed in the following image.

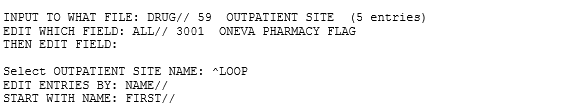
Figure : OneVA Pharmacy Flag: Edit Entries by: NAME// Prompt



1. Press **<ENTER>.**

The system displays the option name and the prompt for the specific ‘START WITH NAME: FIRST//’, as displayed in the following image.

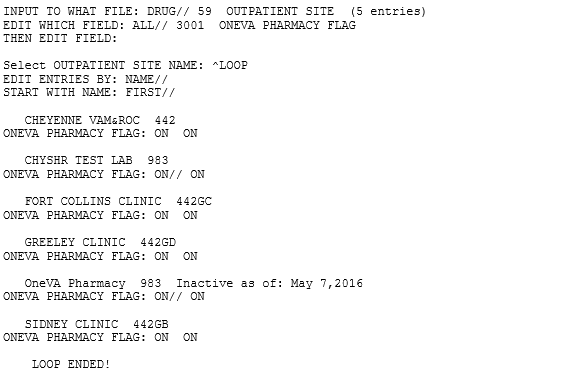
Figure : OneVA Pharmacy Flag: Start with Name Prompt



The ‘^LOOP’ command causes the system to display each division, one by one, allowing the user to set the ‘ON’ option for the ‘ONEVA PHARMACY FLAG’ for each division. After pressing the return key, the next division will display until the ‘LOOP ENDED!’ message displays.

1. Enter <**ON**> for each division press **<ENTER>** as displayed in the example for a test VistA instance in the following image.

Figure : OneVA Pharmacy Flag: Loop Command Example



### New REMOTE OP Medications View

The OneVA Pharmacy patch comes with a new view, ‘REMOTE OP Medications’, which displays the details of the remote prescription order.

### New HL7 Logical Link

The OneVA Pharmacy patch introduces a new HL7 logical link, ‘PSORRXSEND’ to facilitate the sending of the HL7 messages to eMI.

### New REMOTE PRESCRIPTION LOG (#52.09’ File)

The OneVA Pharmacy introduces the ‘REMOTE PRESCRIPTION LOG (#52.09) file. All activity related to remote refills’ and ‘partial fills’ are logged in this file on both the host and dispensing site. The OneVA Pharmacy reporting feature uses the new Remote Prescription Log (#52.09) file.

### New ONEVA PHARMACY PRESCRIPTION REPORT [PSO REMOTE RX REPORT] Menu

The OneVA Pharmacy patch comes with a new menu option for retrieving the OneVA Pharmacy Prescription Reports. The ‘ONEVA PHARMACY PRESCRIPTION REPORT [PSO REMOTE RX REPORT]’ menu is located on the ‘RX (PRESCRIPTIONS) [PSO RX]’ menu. There are three new reports available on the menu with self-describing titles. They are:

1. Prescriptions we have dispensed for other Host Pharmacies
2. Our prescriptions, filled by other facilities as the Dispensing Pharmacy
3. All OneVA Pharmacy Prescription Activity

## Enhancements and Modifications to Existing Functionality

The following are the OneVA Pharmacy Patch PSO\*7.0\*454enhancements and modification to existing functionality.

### Query HDR/CDS Repository for Prescriptions from other VA Pharmacy Locations & OneVA Pharmacy Prompt

OneVA Pharmacy uses HL7 messaging via eMI to query the HDR/CDS Repository for prescriptions from other VA Pharmacy locations and returns them, displaying in the Medications Profile view.

#### New OneVA Pharmacy Prompt

The OneVA Pharmacy software executes a new service call to the HDR/CDS Repository each time the user responds ‘YES’ to a new prompt being introduced within the ‘PATIENT PRESCRIPTION PROCESSING [PSO LM BACKDOOR ORDERS]’ menu. This new service call will only execute if the patient has been treated at more than one VA Medical Center. This additional service call retrieves all prescriptions associated with the patient from the repository, which requires additional time. To execute the HDR/CDS Repository query, the user must accept the default of ‘YES’ to the ‘Would you like to query prescriptions from other OneVA Pharmacy locations?’ prompt as displayed in the following image.

Figure : Query Prescription from other OneVA Pharmacy Locations Prompt

The image displays the Query Prescription from other OneVA Pharmacy Locations Prompt

#### New OneVA Pharmacy Checking for Prescriptions Message

The OneVA Pharmacy software interfaces with the HDR/CDS Repository and when the user responds ‘YES’ or accepts the default to the OneVA Pharmacy prompt, the system displays the following OneVA Pharmacy Query Message.

Figure : OneVA Pharmacy Checking for Prescriptions Message

The image displays the message that will display on the screen while the Web Service call is made to the HDR/CDS Repository to retreive prescription from other VA Pharamcy locations.

 The OneVA Pharmacy’s feature to query the HDR/CDS Repository will not execute if the patient has only one entry in the ‘TREATING FACILITY LIST (#391.91)’. Prior to validating the ‘TREATING FACILITY LIST’ entries, the process filters on the following list of valid facility types: VAMC, M&ROC, M&ROC(M&RO), OC, OPC, CBOC, PRRTP, DOM, HCS, MC(M), MC(M&D), MORC, NHC, VANPH, SOC, SARRTP.

If there are not two or more valid entries, the system will not display the ‘Executing OneVA Pharmacy Query Message’ listed in the figure above nor will medications that originated from another VA Pharmacy location display on the Medication Profile view.

#### New OneVA Pharmacy System Down or Not Responding Message

The system identifies and queries the HDR/CDS Repository for all the prescriptions that are active, suspended, on hold, expired (within 120 days), or discontinued (within 120 days). If the connection fails, the system is down message will display as shown in the following image.

Figure : OneVA Pharmacy System Not Responding Message

The image displays the error message:  The system is down or not responding. Could not query prescriptions at other VA Pharmacy locations. Press RETURN to continue.

Triangle with an exclamation point (!) inside to indicate caution for the reader to take special notice of critical information.[Contact local support](#_National_Service_Desk) if this problem persists.

 When the system is down message displays, the VistA session will continue to display the local/dispensing sites prescriptions on the Medication Profile view. There will be no indication if a patient is registered or has prescriptions on other sites (i.e., remote site/OneVA Pharmacy prescriptions will not display on the Medication Profile view.)

#### OneVA Pharmacy Patient Found No Rxs Informational Message

The system identifies and queries the HDR/CDS Repository if more than one entry has been found in the ‘TREATING FACILITY LIST (#391.91)’ file. Prior to validating the ‘TREATING FACILITY LIST’ entries, the process filters on the following list of valid facility types: VAMC, M&ROC, M&ROC(M&RO), OC, OPC, CBOC, PRRTP, DOM, HCS, MC(M), MC(M&D), MORC, NHC, VANPH, SOC, SARRTP. If the patient does not have any prescription records from other VA Pharmacy locations, matching the search criteria, the following informational message displays:

Figure : Informational Message Patient Exists but Has No Remote Prescriptions

The image contains the Informational Message Patient Exists but Has No Remote Prescriptions


### Updates to Medication Profile View - Display Prescriptions from other VA Pharmacy

The OneVA Pharmacy patch enhanced the ‘Medication Profile’ view to list all prescriptions that originated at the dispensing Pharmacy first, followed by ‘Non-VA MEDS (Not Dispensed by VA)’, then by the prescriptions retrieved from the HDR/CDS Repository that originated at other VA Pharmacy locations. The prescriptions originating from other VA Pharmacy locations display under a divider header line showing the site name, site number, and status.

### Two new Actions ‘RE Refill Remote Order’ and ‘PR Partial’

OneVA Pharmacy patch introduces two new actions for prescription orders that originated from other VA Pharmacy locations. They are:

1. RF Refill Remote Order
2. PR Partial

### New Data elements ‘Refill Multiple (#52.1)’ ‘Prescription File (#52)’

OneVA Pharmacy patch introduces field #91, #92, and #93, ‘Remote Fill Site’, ‘Remote Pharmacist’, and Remote Pharmacist Phone’ respectively to the ‘Refill Multiple (#52.1)’ of the ‘Prescription File (#52.)

### New Data elements ‘Partial Multiple (#52.2) ‘Prescription File (#52)’

OneVA Pharmacy patch introduces field #91, #92, and #93, ‘Remote Fill Site’, ‘Remote Pharmacist’, and Remote Pharmacist Phone’ respectively to the ‘Refill Multiple (#52.2)’ of the ‘Prescription File (#52.)

### OneVA Pharmacy Label Routines

In developing the routine(s) to print an OneVA Pharmacy label at a dispensing site-printing device the OneVA Pharmacy patch contains routines cloned from the current PSO label routine.

Triangle with an exclamation point (!) inside to indicate caution for the reader to take special notice of critical information.**IMPORTANT:**  The OneVA Pharmacy requires stock prescription labels and a laser printer that is accessible at the Select LABEL DEVICE: prompt. If either one of the requirements are lacking, then the label will not print as programmed.

## Known Issues

### Target VistA Time Out Awaiting Reply Message

OneVA Pharmacy remote refill and remote partial fill actions at times receives the following exception message:

**MESSAGE SENT TO TARGET VISTA; TIME OUT AWAITING REPLY**

**Press RETURN to continue:**

The user pressed RETURN and must execute the transaction steps for a second time. If the user repeats the transaction, the process successfully executes.

### OneVA Pharmacy Label Reprint

The OneVA Pharmacy patch retrieves the prescription information for the label from the host site and transmits the data back to the dispensing site for printing. As of this writing, there is no ‘OneVA Pharmacy REPRINT’ action available for OneVA Pharmacy orders. The ‘REPRINT’ action, found on a local prescription order, is not operational for the OneVA Pharmacy refills or partials; however, plans are being made to release a new action as part of the OneVA Pharmacy Phase II initiative.

To reprint a label due to a paper or printer jam, a malfunction of the printer, or the need to label multiple packages like inhalers, it is suggested to use the OneVA Pharmacy ‘Partial Fill Prescription Order’ process and perform the transaction again.

It is also a known issue that the OneVA Pharmacy label will currently not reprint to the Outpatient Automation Interface (OPAI)/automated dispensing equipment.

Since an OneVA Pharmacy label reprint action is not available constraints have been introduced. All OneVA Pharmacy label reprints must be audited and must only be available for prescription orders successfully processed via the OneVA Pharmacy process.

### OneVA Pharmacy Out of Scope but Known Issues

Leadership at the VAs Grassroots Innovations Program, a cooperative effort between the Chief Technology Officer, the Health and Medical Informatics Office, and the VAs Office of Information and Technology (OI&T) provided innovators (VA employees) with a forum to propose new opportunities and to develop new ideas into functional prototypes. The OneVA Pharmacy software and patch is an Innovation Program concept therefore it was fast tracked through the enterprise to accommodate the sense of urgency associated with Innovation programs and their National Release date.

The OneVA Pharmacy software provides VHA the capability to allow Veterans traveling across the United States to refill their active VA prescription at any VA Pharmacy location regardless of where the prescription originated. Therefore, the benefit of providing this enhancement outweighed the list of items that were not included in the initial release. The following suggested items are known within the Pharmacy Benefits Management (PBM) organization but were considered out of scope for this Innovations effort:

* OneVA Pharmacy Flag is found on the Pharmacy Site (division) file which requires the VistA installer to update the file for each division within the site’s VistA instance. The flag should ideally be set at a higher level; defined in the Pharmacy System file (#59.7). The system should be designed to allow the Pharmacy staff to directly enable/disable at the VistA system level.
* OneVA Pharmacy software should be integrated with the Inventory function and accurately account for inventory, including:
  + Modification at the dispensing site to deduct inventory
  + Modification at the host site to update prescription information but not deduct inventory
* Add a site-specific parameter for the OneVA Pharmacy Prompt default and allow each site to set the default value to either 'Yes' or 'No'
* The software should provide the capability to send a OneVA Pharmacy prescription order thru OPAI to use the automated dispensing equipment
* Add the capability to generate a label for a partial fill of an expired prescription order
* Within the Patient Prescription Processing flow, a call to the HDR/CDS Repository is being made twice. It has been suggested to remove the call to reduce the processing time of the entire Medication Profile experience.
* OneVA Pharmacy function needs to be integrated with the Release function to invoice co-pay for billing and third party insurance collection (at/on the host system), integrate with the dispensing site Bingo Board (aka the Pharmacy Prescription Ready Notification Board), accurately reflect the medication dispensing history, and allow for subsequent refill requests.
* OneVA Pharmacy function should create the capability to cache the HDR/CDS Repository queries for a defined amount of time (e.g. 2 hours). This will provide a shorter refresh time after dispensing an OneVA Pharmacy prescription order.
* Provide the capability to filter potential drug matches to active items marked for outpatient dispensing
* Ability to limit OneVA pharmacy for selected drug file items (clozapine, REMS drugs, restricted medications, infusions) that are not currently blocked. This limitation would be designed similar to the current behavior of controlled substances.
* It was discovered that the VA Product ID is not being sent to the HDR/CDS Repository. When OneVA Pharmacy receives the data from the HDR/CDS Repository it compares the Consolidated Mail Outpatient Pharmacy (CMOP) ID (from the HDR/CDS Repository) to the VA Product ID (from VistA). Review this process to determine if the VA Product ID should be sent to the HDR/CDS Repository then change the mapping in eMI for OneVA Pharmacy or determine if things are fine as is.
* The prescription order at the host site had a duplicate order at the dispensing site. The system allowed the dispensing site to partial an order at the host site without warning of a duplicate order.
* The software allowed the dispensing site to partial fill a prescription for a restricted medication at the host site without providing any warning message.
* HL7 RTB^K13 Message Control ID needs to be incremented by one each time for uniqueness. This would be processed within the eMI source code that contains the OneVA Pharmacy business rules.
* The system allowed a partial on a drug not located in any packages (which inactivated the orderable item.)
* The system allowed a partial on a non-VA drug, a ward stock drug, and entry in IV package only.

# Product Documentation

The following documents describe the new functionality introduced by the OneVA Pharmacy Patch PSO\*7.0\*454.

Table : OneVA Pharmacy Product Documentation

| File Description | File Name | FTP Mode |
| --- | --- | --- |
| Pharm: Outpatient Pharmacy: User Manual – Manager | <http://www.va.gov/vdl/documents/Clinical/Pharm-Outpatient_Pharmacy/pso_7_man_um.pdf> | Binary |
| Pharm: Outpatient Pharmacy: User Manual – Pharmacist Menu | <http://www.va.gov/vdl/documents/Clinical/Pharm-Outpatient_Pharmacy/pso_7_phar_um.pdf> | Binary |
| Pharm: Outpatient Pharmacy: User Manual – Technician | <http://www.va.gov/vdl/documents/Clinical/Pharm-Outpatient_Pharmacy/pso_7_tech_um.pdf> | Binary |
| Pharm: Outpatient Pharmacy: User Manual – Supplemental | <http://www.va.gov/vdl/documents/Clinical/Pharm-Outpatient_Pharmacy/pso_7_supplemental_um_r0310.pdf> | Binary |
| Pharm: Outpatient Pharmacy: Installation Guide – OneVA Pharmacy | <http://www.va.gov/vdl/documents/Clinical/Pharm-Outpatient_Pharmacy/pso_7_p454.ig.pdf> | Binary |
| Pharm: Outpatient Pharmacy: Technical Manual/Security Guide | <http://www.va.gov/vdl/documents/Clinical/Pharm-Outpatient_Pharmacy/pso_7_tm.pdf> | Binary |

Documentation can also be retrieved from the VA Software Documentation Library (VDL) on the Internet at the following address: <http://www4.va.gov/vdl> or the preferred method is to sFTP the files from <ftp://download.vista.med.va.gov/>.

This transmits the files from the first available SFTP server. Sites may also elect to retrieve software directly from a specific server as follows:

Albany [ftp.fo-albany.med.va.gov](ftp://ftp.fo-albany.med.va.gov) <<ftp://ftp.fo-albany.med.va.gov>>

Hines [ftp.fo-hines.med.va.gov](ftp://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) <<ftp://ftp.fo-slc.med.va.gov>>