Veterans Health Administration
Office of Informatics and Analytics (OIA) Innovation Program

OneVA Pharmacy

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User Manual (Deliverable 0002AE)
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Revision History

Date	Version	Description	Author
9/30/2014	0.1	Final version for OneVA Pharmacy Deliverable	The BITS Team

Table of Contents

1. Introduction

The scope of this contract is the development of a prototype that extends the existing Veterans Health Information Systems and Technology Architecture (VistA) to provide pharmacists direct access to any active, refillable prescription from any VA Healthcare System.

This proof of concept prototype is developed in the Innovations Sandbox – the VA's virtual testing environment – to demonstrate the capabilities without impacting VHA's mission critical production environments.

2. Purpose and Objective

The purpose of the User Manual is to describe new capabilities that will allow patient prescriptions to be refilled in full or partially; this will be contingent on the originating site status where the refill is processed. To show details of these activities, new remote reports are also described.

The objective of this document is to provide descriptions for the following:

- Screen content
- Action responses
- Warnings and error messages

3. Items to be covered

- Changes to the Medication Profile screen
- How to perform a remote refill
- How to perform a remote partial refill
- Three new remote reports and how to display
    - Prescriptions we have filled for other facilities
    - Our prescriptions filled by other facilities
    - All remote activity

4. PSO LM BACKDOOR ORDERS

Sign-in to the VistA system and select the menu option
    Patient Prescription Processing [PSO LM BACKDOOR ORDERS]

1. Enter patient identifying information at the `Select PATIENT NAME:` prompt.

No changes were made for how a patient is selected. The system responds with the patient name, date of birth, and other patient information:

```
Select PATIENT NAME: 111550211  VOTEST,OOO        3-19-25    111550211     YES
   SC VETERAN

           VOTEST,OOO (111-55-0211)
     No Allergy Assessment!

  Press Return to continue:
```

2.   Press [Return] if this is the correct patient.

The system responds with the message:

```
Please wait. Checking for remote prescriptions. This may take a moment...
```

The system identifies and queries all other VA sites in which the patient is registered for any active, suspended, or held prescriptions. If the Pharmacy Manager is unable to respond, the following message is displayed:

```
The pharmacy manager is down or not responding.
Could not query remote prescriptions.

Press RETURN to continue:
```

Contact your support group if this problem persists. **Note:** The VistA session will continue to display the local prescriptions on the Medication Profile screen when proceeding. There will be no indication in regards to if a patient has been registered or has prescriptions on other sites.

3.   Press [Return] if you see this message.

The system displays the Eligibility indicator and prompts for RX PATIENT STATUS with the current status shown as the default:

```
Eligilbility:
RX PATIENT STATUS: OPT NSC//
```

4.   Press [Return] to accept the default or enter a valid status code change to the status.

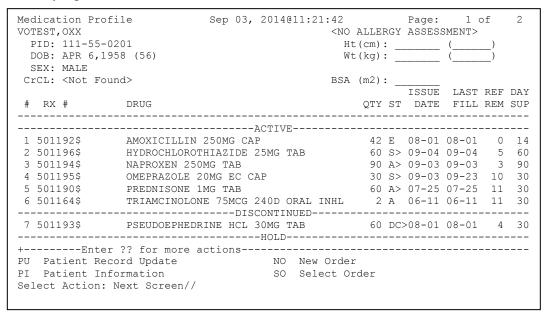The system displays the first page of Patient Information:

```
Patient Information          Sep 08, 2014@05:36:44       Page:   1 of    2
VOTEST,OOO                                    <NO ALLERGY ASSESSMENT>
  PID: 111-55-0211                            Ht(cm): _____ (_____)
  DOB: MAR 19,1925 (89)                       Wt(kg): _____ (_____)
  SEX: MALE
--------------------------------------------------------------------------------
Eligibility:     SC%:
RX PATIENT STATUS: OPT NSC

Disabilities:


                                             HOME PHONE:
                                             CELL PHONE:
                                             WORK PHONE:
Prescription Mail Delivery: Regular Mail


Allergies: No Allergy Assessment

+--------Enter ?? for more actions------------------------------------------
EA  Enter/Edit Allergy/ADR Data        PU  Patient Record Update
DD  Detailed Allergy/ADR List          EX  Exit Patient List
Select Action: Next Screen//
```

Figure 1 – Patient Information screen – page 1

5.   Press [Return] to see the second page.

6.   Press [Return] to see the Medication Profile screen.

4.1. Medication Profile

The Medication Profile screen will continue to show all prescriptions created on the local site while identifying the current status:

```
Medication Profile          Sep 03, 2014@11:21:42      Page:   1 of   2
VOTEST,OXX                              <NO ALLERGY ASSESSMENT>
  PID: 111-55-0201                      Ht(cm): _____ (_____)
  DOB: APR 6,1958 (56)                  Wt(kg): _____ (_____)
  SEX: MALE
 CrCL: <Not Found>                      BSA (m2): _____
                                             ISSUE  LAST REF DAY
 #  RX #          DRUG                  QTY ST  DATE  FILL REM SUP
--------------------------------------------------------------------------
-----------------------------------ACTIVE---------------------------------
 1 501192$       AMOXICILLIN 250MG CAP           42 E  08-01 08-01  0  14
 2 501196$       HYDROCHLOROTHIAZIDE 25MG TAB    60 S> 09-04 09-04  5  60
 3 501194$       NAPROXEN 250MG TAB              90 A> 09-03 09-03  3  90
 4 501195$       OMEPRAZOLE 20MG EC CAP          30 S> 09-03 09-23 10  30
 5 501190$       PREDNISONE 1MG TAB              60 A> 07-25 07-25 11  30
 6 501164$       TRIAMCINOLONE 75MCG 240D ORAL INHL 2 A  06-11 06-11 11  30
--------------------------------DISCONTINUED------------------------------
 7 501193$       PSEUDOEPHEDRINE HCL 30MG TAB    60 DC>08-01 08-01  4  30
------------------------------------HOLD-----------------------------------
+---------Enter ?? for more actions--------------------------------------
PU  Patient Record Update            NO  New Order
PI  Patient Information              SO  Select Order
Select Action: Next Screen//
```

```
Medication Profile          Sep 03, 2014@11:22:21      Page:   2 of   2
VOTEST,OXX                              <NO ALLERGY ASSESSMENT>
  PID: 111-55-0201                      Ht(cm): _____ (_____)
  DOB: APR 6,1958 (56)                  Wt(kg): _____ (_____)
  SEX: MALE
 CrCL: <Not Found>                      BSA (m2): _____
                                             ISSUE  LAST REF DAY
 #  RX #          DRUG                  QTY ST  DATE  FILL REM SUP
+--------------------------------------------------------------------------
 8 501191$       RAMIPRIL 10MG CAP               60 H> 08-01   -    5  60




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

Figure 2 - Medication Profile screens local prescriptions only

Active, suspended, and held prescriptions created on other sites are shown on the Medication Profile screen. The prescription information from a remote site is grouped under a divider header line showing the site name, number, and status.

```
Medication Profile           Sep 08, 2014@05:17:32        Page:    1 of    1
VOTEST,OOO                                  <NO ALLERGY ASSESSMENT>
  PID: 111-55-0211                             Ht(cm): _____  (_____)
  DOB: MAR 19,1925 (89)                        Wt(kg): _____  (_____)
  SEX: MALE
 CrCL: <Not Found>                        BSA (m2): _____
                                                   ISSUE  LAST REF DAY
 #  RX #          DRUG                      QTY ST  DATE  FILL REM SUP
 -----------------------------------------------------------------------
 ------------------------------------ACTIVE-----------------------------
 1 501175$      ACETAMINOPHEN 325MG TAB         240 S> 07-25 09-13   4  30
 2 501174$      TRIAMCINOLONE 75MCG 240D ORAL INHL  2 A  07-23 07-23  11  30
 --------------------ONEVA PHARMACY GOLDTEST2 (2302) ACTIVE REMOTE------------
 3 501252       NAPROXEN 250MG TAB               60 A  05-16 05-16  11  30
 4 501253       RANITIDINE HCL 25MG EFFER TAB    60 A  05-16 05-16   6  30
 --------------------ONEVA PHARMACY GOLDTEST2 (2302) SUSPENDED REMOTE----------
 5 501254       IBUPROFEN 200MG TAB             120 S  08-15 09-04   2  30
 --------------------ONEVA PHARMACY GOLDTEST3 (2303) ACTIVE REMOTE------------
 6 501144       VERAPAMIL HCL 120MG SA CAP       60 A  08-23 08-23  11  30
 ----------Enter ?? for more actions-----------------------------------------
PU  Patient Record Update              NO  New Order
PI  Patient Information                SO  Select Order
Select Action: Quit//
```

Figure 3 - Medication Profile screen with remote prescriptions

When a remote site cannot be queried for prescriptions, a message is displayed below the header:

```
---------------------ONEVA PHARMACY GOLDTEST3 (2303) ACTIVE REMOTE------------
<Could not connect to site, or site is unavailable.>
```

This message indicates a patient is registered on an identified site. You may try to attempt later or contact support in order to find out when the given site will be available.

4.2. Local Orders

No changes were made in the prototype for actions on local orders. A prescription is selected from the Medication Profile screen by entering the Select Order action abbreviation "SO" at the Select Action prompt and then entering one of the order numbers.

The system displays the OP Medications screen:

```
OP Medications (ACTIVE)      Sep 03, 2014@13:33:17      Page:   1 of   3
VOTEST,OOO                                  <NO ALLERGY ASSESSMENT>
  PID: 111-55-0211                       Ht(cm): _____ (_____)
  DOB: MAR 19,1925 (89)                  Wt(kg): _____ (_____)
  SEX: MALE
 CrCL: <Not Found>                       BSA (m2): _____
--------------------------------------------------------------------------------
               Rx #: 501174$
 (1) *Orderable Item: TRIAMCINOLONE AEROSOL,ORAL ***(N/F)***
 (2)           Drug: TRIAMCINOLONE 75MCG 240D ORAL INHL ***(N/F)***
               Verb: INHALE
 (3)        *Dosage: 2 sprays
             *Route: ORAL (BY MOUTH)
          *Schedule: QID PRN
 (4)Pat Instructions:
                 SIG: INHALE 2 SPRAYS BY MOUTH FOUR TIMES A DAY AS NEEDED
 (5)  Patient Status: OPT NSC
 (6)     Issue Date: 07/23/14           (7)  Fill Date: 07/23/14
     Last Fill Date: 07/23/14 (Window)
+--------Enter ?? for more actions----------------------------------------
DC  Discontinue       PR   Partial            RL   Release
ED  Edit              RF   Refill             RN   Renew
Select Action: Next Screen//
```

Figure 4 – OP Medications screen for a local prescription

Additionally it provides access to all previously available actions – no changes were made in the prototype for actions on local orders:

```
DC   Discontinue         PR   Partial           RL   Release
ED   Edit                RF   (Refill)          RN   Renew


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

4.3. Remote Orders

4.3.1. Remote Refill

The system displays remote prescriptions on the Medication Profile screen:

```
Medication Profile           Sep 18, 2014@09:54:49       Page:   1 of   1
ESIASON,KEN
  PID: 111-00-0480                              Ht(cm): _____  (_____)
  DOB: SEP 14,1923 (91)                         Wt(kg): _____  (_____)
  SEX: MALE
 CrCL: <Not Found>                         BSA (m2): _____
                                                    ISSUE   LAST REF DAY
 #  RX #          DRUG                       QTY ST  DATE   FILL REM SUP
--------------------------------------------------------------------------------
-----------------------------------ACTIVE-----------------------------------
 1 501394$       ASPIRIN 25MG/DIPYRIDAMOLE 200MG SA CAP   A> 04-09 09-18  10  30
                                               Qty: 90
 2 501415$       IBUPROFEN 100MG/5ML SUSP          90 A> 04-10 09-18  10  30
--------------------ONEVA PHARMACY GOLD2 (2302) ACTIVE REMOTE----------------
 3 501158        NAPROXEN 125MG/5ML SUSP           90 A  04-10 04-10  11  30
 4 501159        ACETAMINOPHEN 100MG/ML (SF) ORAL SU  90 A  04-10 04-10  11  30
 5 501160        AMOXICILLIN 250/CLAV K 125MG TAB    90 A  04-10 04-10  11  30
--------------------ONEVA PHARMACY GOLD3 (2303) REMOTE--------------------
<No active prescriptions found.>
----------Enter ?? for more actions----------------------------------------
PU  Patient Record Update              NO  New Order
PI  Patient Information                SO  Select Order
Select Action: Quit//
```

Figure 5 – Medication Profile screen for the remote refill example

Prescriptions originating on other sites are accessed in the same way as a local order would.

1. Type SO +[Enter] at the Select Action prompt and then the remote order number.

```
Select Action: Quit// SO   Select Order
Select Orders by number:  (1-5): 5
```

The system displays the REMOTE OP Medications screen showing the order details:

```
REMOTE OP Medications (ACTIVE)Sep 18, 2014@09:54:49         Page:    1 of    1
ESIASON,KEN
  PID: 111-00-0480                            Ht(cm): _____ (_____)
  DOB: SEP 14,1923 (91)                       Wt(kg): _____ (_____)
  SEX: MALE
 CrCL: <Not Found>                            BSA (m2): _____
 ------------------------------------------------------------------------------
          Site #: 2302(ONEVA PHARMACY GOLD2)
            Rx #: 501160
       Drug Name: AMOXICILLIN 250/CLAV K 125MG TAB
     Days Supply: 30
        Quantity: 90
         Refills: 11
 Expiration Date: 04/11/15
      Issue Date: 04/10/14
       Stop Date: 04/11/15
  Last Fill Date: 04/10/14
          Detail: AMOXICILLIN 250/CLAV K 125MG TAB Qty: 90 for 30 days
             Sig: TAKE ONE TABLET EVERY 24 HOURS AT BEDTIME BY MOUTH Q3HPRN

 ----------Enter ?? for more actions------------------------------------------
 RF   Refill Remote Order            PR    Partial
 Select Action:Quit//
```

Figure 6 – Remote OP Medications screen for a prescription

Only two actions are available:

```
    RF   Refill Remote Order                PR    Partial
    Select Action:Quit//
```

2.   Type RF +[Enter] at the Select Action prompt.

The system confirms the action selected by showing Refill Remote Order on the prompt line:

```
    Select Action:Quit// RF   Refill Remote Order
```

The system then checks for a local drug that matches the remote drug description and displays:

```
    Remote site drug name: AMOXICILLIN 250/CLAV K 125MG TAB
    Local match found: AMOXICILLIN 250/CLAV K 125MG TAB
    Would you like to use this drug?
```

3.   Type Y +[Enter] to confirm this matching drug is correct.

The system displays "YES" and prompts for the Fill Date:

```
    Would you like to use this drug? YES
    FILL DATE:  (9/18/2014 - 9/19/2015): TODAY//
```

4.   Type [Enter] to specify today as the refill date (or enter the appropriate date)

The systems displays:

```
    FILL DATE:  (9/18/2014 - 9/19/2015): TODAY// 9/18/2014  (SEP 18, 2014)

    Please be patient. It may take a moment for the originating site to generate

    your label data.
```

And when the label data has been generated, displays:

```
    Select LABEL DEVICE:
```

5.   Type [Enter] to see the label in the terminal window.

Print lines wrap in an 80 column terminal display which makes the label difficult to read. Label device printing will serve as support in the actual implementation of this prototype functionality.

After the label data is shown, the system displays:

```
Rx # 501158 refilled.

Press RETURN to continue:
```

6.   Type [Enter] to continue.

The systems displays:

```
Updating remote order list...
```

The Medication Profile screen then redisplays showing the updated prescription information – LAST FILL is now 09-08 and the REF REM is decremented to 10:

```
---------------------ONEVA PHARMACY GOLDTEST2 (2302) ACTIVE REMOTE------------
 3 501252        NAPROXEN 250MG TAB                  60 A  05-16 09-08  10  30
```

Exceptions

The refill process flows differ from the above when there is no locally available drug to match the prescribed at the originating site. It also differs when another user has the prescription open to refill or to update information.

When the local drug is not an appropriate match the system displays:

```
Remote site drug name: IBUPROFEN 800MG TAB
Local match found: IBUPROFEN 200MG TAB
Would you like to use this drug?
```

1.   Type N +[Enter] to not use the drug listed.

The system displays "NO" to confirm and prompts for the local drug to use.

```
Would you like to use this drug? NO
Select matching local drug:
```

A drug can be selected by entering the Drug Number, Generic Name, VA Product Name, or National Drug Class (NDC) or Application Packages' Use, or ATC mnemonic, or drug text entry, or synonym. A drug can also be selected by displaying the Drug List and entering a number from that list.

2.   Type the appropriate response – for example: Motrin +[Enter].

If there's only one match the system displays the drug information and continues at the FILL DATE prompt. Otherwise the system displays information for all drugs that match the responses and prompts for a choice:

```
Select matching local drug: amc
    1   MOTRIN  IBUPROFEN 800MG TAB        MS102
    2   MOTRIN  Y              N/F      NOCHOOSE 1-2:  ??
```

3.   Type the number for the drug to use and [Enter].

Once the proper drug is specified the system prompts for the Fill Date:

```
Local match found: MOTRIN  IBUPROFEN 800MG TAB
Would you like to use this drug? y  YES
FILL DATE:  (9/8/2014 - 9/9/2015): TODAY//
```

4.   Type [Enter] to specify today as the refill date (or enter the appropriate date).

The systems displays:

```
Please be patient. It may take a moment for the originating site to generate

your label data.
```

And when complete, displays:

```
Updating remote order list...
```

The Medication Profile screen then redisplays showing the updated prescription information – LAST FILL is now 09-08 and the REF REM is decremented to 10:

```
----------------------ONEVA PHARMACY GOLDTEST2 (2302) ACTIVE REMOTE-------------
 3 501252        MOTRIN   IBUPROFEN 800MG TAB             60 A  05-16 09-08  10  30
```

When there's no local drug match the system displays:

```
Remote site drug name: IBUPROFEN 800MG TAB
No local match found.
Select matching local drug:
```

1.   Type the appropriate response – for example: Motrin +[Enter].

If there is only one match, the system displays the drug information and continues at the FILL DATE prompt. Otherwise the system displays information for all drugs that match the responses and prompts for a choice:

```
Select matching local drug: amc
    1   MOTRIN   IBUPROFEN 800MG TAB          MS102
    2   MOTRIN   Y               N/F         NOCHOOSE 1-2:  ??

CHOOSE 1-2:  ??
```

2.   Type the number for the drug to use and [Enter].

Once the proper drug is specified the system prompts for the Fill Date:

```
Local match found: MOTRIN   IBUPROFEN 800MG TAB
Would you like to use this drug? y  YES
```

Process continues as in a normal refill except the selected drug will show on the prescription label and in the Remote Prescription report.

Prescription Locking

When another user is performing an action on a prescription, the system performs appropriate checks to block actions that could cause multiple refills. No changes were made to the existing systems for checks involving multiple local users; that is, multiple users on the originating site. A refill lock is set by a remote system after determining a prescription is unlocked. The lock is maintained until the remote refill transaction is completed, at which time the lock will be removed.

All this happens in a short time frame for a remote refill after a proper response to the Fill date prompt. If successful, the system displays the refill confirmation message and will continue as described in step 4 above.

If unable to obtain the lock, the system displays:

```
        TERRELL,GAIL is working on this order..
```

The system will then return to the Medication Profile screen.

4.3.2.   Remote Partial Refill

The system displays remote prescriptions on the Medication Profile screen:

```
 Medication Profile           Sep 18, 2014@09:55:53       Page:    1 of    1
 ESIASON,KEN
   PID: 111-00-0480                           Ht(cm): _____ (_____)
   DOB: SEP 14,1923 (91)                      Wt(kg): _____ (_____)
   SEX: MALE
 CrCL: <Not Found>                            BSA (m2): _____
                                                     ISSUE  LAST REF DAY
   #  RX #         DRUG                          QTY ST  DATE  FILL REM SUP
 ------------------------------------------------------------------------------
 ---------------------------------ACTIVE---------------------------------------
  1 501394$        ASPIRIN 25MG/DIPYRIDAMOLE 200MG SA CAP   A> 04-09 09-18 10  30
                                                     Qty: 90
  2 501415$        IBUPROFEN 100MG/5ML SUSP              90 A> 04-10 09-18 10  30
 --------------------ONEVA PHARMACY GOLD2 (2302) ACTIVE REMOTE-----------------
  3 501158        NAPROXEN 125MG/5ML SUSP               90 A  04-10 04-10 11  30
  4 501159        ACETAMINOPHEN 100MG/ML (SF) ORAL SU    90 A  04-10 04-10 11  30
  5 501160        AMOXICILLIN 250/CLAV K 125MG TAB       90 A  04-10 09-18 10  30
 --------------------ONEVA PHARMACY GOLD3 (2303) REMOTE--------------------
 <No active prescriptions found.>
 ---------Enter ?? for more actions------------------------------------------
 PU  Patient Record Update            NO  New Order
 PI  Patient Information              SO  Select Order
 Select Action: Quit//
```

Figure 7 – Medication Profile screen for the remote partial refill example

To perform a partial refill for a remote prescription:

1.   Type SO +[Enter] at the Select Action prompt and then the remote order number.

```
Select Action: Quit// SO   Select Order
Select Orders by number:  (1-6): 4
```

The system displays the REMOTE OP Medications screen to display showing the order details:

```
REMOTE OP Medications (ACTIVE)Sep 18, 2014@09:55:53        Page:    1 of    1
ESIASON,KEN
  PID: 111-00-0480                            Ht(cm): _____ (_____)
  DOB: SEP 14,1923 (91)                       Wt(kg): _____ (_____)
  SEX: MALE
 CrCL: <Not Found>                            BSA (m2): _____
 -------------------------------------------------------------------------------
          Site #: 2302(ONEVA PHARMACY GOLD2)
            Rx #: 501159
       Drug Name: ACETAMINOPHEN 100MG/ML (SF) ORAL SUSP
     Days Supply: 30
        Quantity: 90
         Refills: 11
 Expiration Date: 04/11/15
      Issue Date: 04/10/14
       Stop Date: 04/11/15
  Last Fill Date: 04/10/14
          Detail: ACETAMINOPHEN 100MG/ML (SF) ORAL SUSP Qty: 90 for 30 days
             Sig: TAKE ONE TABLET EVERY 24 HOURS AT BEDTIME BY MOUTH Q3HPRN

 ---------Enter ?? for more actions---------------------------------------------
 RF   Refill Remote Order            PR   Partial
 Select Action:Quit//
```

Figure 8 – Remote OP Medications screen for a prescription

Only two actions are available:

```
RF   Refill Remote Order            PR   Partial
Select Action:Quit//
```

2.   Type PR +[Enter] at the Select Action prompt.

The system confirms the action selected by showing **Partial** on the prompt line:

```
Select Action:Quit// RF   Partial
```

The system then checks for a local drug that matches the remote drug description and displays the match along with a prompt:

```
Remote site drug name: ACETAMINOPHEN 100MG/ML (SF) ORAL SUSP
Local match found: ACETAMINOPHEN 100MG/ML (SF) ORAL SUSP
Would you like to use this drug?
```

3.   Type Y +[Enter] to confirm this matching drug is correct.

The system displays "YES" and prompts for the Fill Date:

```
Would you like to use this drug? YES
Enter PARTIAL FILL date:  NOW//
```

4.   Type [Enter] to specify today as the refill date or enter the appropriate date +[Enter].

The system displays:

```
        Select one of the following:

           M           MAIL
           W           WINDOW

     MAIL or WINDOW:
```

5.   Type the appropriate response +[Enter], for example W, to specify how the prescription is to be delivered to the patient.

The system confirms the response by completing the option specified and prompts for the quantity to be dispensed:

```
     MAIL or WINDOW: WINDOW
     Enter Quantity:
```

6.   Type the number +[Enter].

The system prompts for the number of days the quantity provides:

```
     Enter Quantity: 15
     DAYS SUPPLY:
```

7.   Type the number +[Enter].

The system prompts for the pharmacist's name:

```
     DAYS SUPPLY:  15
     Select PHARMACIST Name:
```

8.   Type the name +[Enter], for Example: "Terrell"

The system confirms by showing the pharmacist information and prompts for any remarks:

```
     Select PHARMACIST Name: TERRELL,GAIL//          tg          PHARMACIST
     REMARKS:
```

9.   Type the text for the remark +[Enter].

The system displays:

```
     Please be patient. It may take a moment for the originating site to generate
     your label data.

     Select LABEL DEVICE:
```

10. Type the device identifying text +[Enter].

The system sends the label to the specified device and displays a confirmation message:

```
     Partial complete for RX #501081.
     Press RETURN to continue:
```

11. Type [Enter] to return to the Medication Profile screen.

Note: No information for the prescription partially refilled is shown on the Medication Profile. To see partial refill information for a prescription go to Reports.

Exception

When the local drug is not an appropriate match or no potential match is found:

The same interactions are required for this condition as for a remote refill up to the point of identifying a specific drug. Once the appropriate drug is specified and confirmed, the partial refill process continues at the partial fill date prompt and the response in step 4 above.

4.4. Remote Reports

Remote reports allow prescriptions refilled for others sites and for other sites to be selected and reviewed. Remote reports also provide a cost summary of the prescriptions reported.

To generate a report:

1. Sign in to a VistA system.

2. Enter "PSO Manager" at the Select OPTION NAME: prompt.

3. Enter your division at the Division: prompt.

4. Respond appropriately to the printer, port, alignment, and Bingo Board Display prompts.

```
Select OPTION NAME: PSO MANAGER       Outpatient Pharmacy Manager
Outpatient Pharmacy software - Version 7.0

Division: 500  VEHU SITE  500

        You are logged on under the VEHU SITE division.

Select PROFILE PRINTER: HOME//   TELNET PORT    Right Margin: 80//

Select LABEL PRINTER: HOME//   TELNET PORT    Right Margin: 80//

OK to assume label alignment is correct? YES//

Bingo Board Display: OUTPATIENT//
```

Figure 9 – PSO Manager Sign-in

The system shows the list of PSO Manager options:

```
        Archiving ...
        Autocancel Rx's on Admission
        Bingo Board ...
        Change Label Printer
        Check Drug Interaction
        Clozapine Pharmacy Manager ...
        Copay Menu ...
        DUE Supervisor ...
        Enter/Edit Clinic Sort Groups
        External Interface Menu ...
        Label/Profile Monitor Reprint
        Maintenance (Outpatient Pharmacy) ...
        Medication Profile
        Output Reports ...
        Pharmacy Intervention Menu ...
        Process Order Checks
        Release Medication
        Return Medication to Stock
        Rx (Prescriptions) ...
```

```
                ScripTalk Main Menu ...
                Supervisor Functions ...
                Suspense Functions ...

                    Press 'RETURN' to continue, '^' to stop:
                Update Patient Record
                Verification ...

        Select Outpatient Pharmacy Manager <TEST ACCOUNT> Option:
```

5.   Type RX +[Enter]

The system completes the option name, shows the number of orders to be completed, and prompts for display of the Order Summary:

```
        Select Outpatient Pharmacy Manager <TEST ACCOUNT> Option: RX (Prescriptions)

                Orders to be completed for all divisions: 41

        Do you want an Order Summary? No//
```

6.   Type [Enter] to select the default response NO.

Continue at the step 1 in section 4.4.2. Remote Prescription Reports.

4.4.1.   Order Summary

To instead show an Order Summary, at the prompt:

7.   Type Y +[Enter].

The system completes the option name to confirm, shows the number of orders to be completed, and prompts for display of an Order Summary:

```
        Do you want an Order Summary? No// YES
```

8.   Type Y +[Enter].

The system displays YES to confirm the response and prompts for how to display the summary:

```
        Do you want an Order Summary? No// Y  YES
        Do you want the summary by Institution or Clinic:  (I/C): Institution//
```


Order Summary by Institution

9.   Type I +[Enter] to specify by Institution.

The system displays the report:

```
                        Pending Outpatient Medication Orders
                        (signed in under CAMP MASTER)

        Institution: CAMP MASTER
        Patients: 6  Window: 9  Mail: 0  Clinic: 0


        Institution: TROY
        Patients: 5  Window: 8  Mail: 0  Clinic: 1


        Institution: FT. LOGAN
        Patients: 13  Window: 16  Mail: 9  Clinic: 0
```

```
      Institution: ABILENE (CAA)
      Patients: 2  Window: 2  Mail: 0  Clinic: 1

      Press Return to Continue:
```

10. Type [Enter].

The system proceeds to the Remote Prescription Report selection prompt (see section 4.4.2 Remote Prescription Reports).

Order Summary by Clinic

To display the summary by Clinic instead of by Institutions:

```
      Do you want the summary by Institution or Clinic:  (I/C): Institution//
```

11. Type C +[Enter] at the above prompt.

The system displays the report:

```
                        Pending Outpatient Medication Orders
                        (signed in under CAMP MASTER)

      Clinic:   3 NORTH GU
      Patients: 2     Orders: 2
      In Sort Groups: *** NO CLINIC SORT GROUPS ***

      Clinic:   GEN MED
      Patients: 5     Orders: 9
      In Sort Groups: *** NO CLINIC SORT GROUPS ***

      Clinic:   MENTAL HYGIENE
      Patients: 3     Orders: 3
      In Sort Groups: *** NO CLINIC SORT GROUPS ***

      Clinic:   GENERAL MEDICINE
      Patients: 3     Orders: 5
      In Sort Groups: *** NO CLINIC SORT GROUPS ***
      Press <RET> to continue, '^' to exit:
```

12. Type [Enter] to see the next screen and repeat to see all clinics in the report.

When the last clinic is displayed, the system also displays the select option prompt for Rx Prescription report options:

```
      Clinic:   MIKES MENTAL CLINIC
      Patients: 1     Orders: 1
      In Sort Groups: *** NO CLINIC SORT GROUPS ***
      Press <RET> to continue:


              Remote Prescription Report

      Select Rx (Prescriptions) <TEST ACCOUNT> Option:
```

4.4.2.   Remote Prescription Reports

There are three kinds of remote prescription reports:

  •   Prescriptions we have filled for other facilities

- Our prescriptions, filled by other facilities
- All Remote activity

These report names describe their information content. The following sections describe how to select a report and specify the refills it shows. Additionally, the content of a report is described.

Selecting a report and search options

At the Select Rx Option prompt:

```
Select Rx (Prescriptions) <TEST ACCOUNT> Option:
```

1.   Type Remote +[Enter].

The system completes the option name and prompts for the type of report to display:

```
Select Rx (Prescriptions) <TEST ACCOUNT> Option: Remote Prescription Report

     Select one of the following:

         1          Prescriptions we have filled for other facilities
         2          Our prescriptions, filled by other faclities
         3          All Remote activity

Select item::
```

2.   Type the number of the report to generate +[Enter].

The system displays the name of the report selected, shows the three search options, and prompts for a response. Here is an example for the "All Remote activity: report:

```
Select item:: 3  All Remote activity

     Select one of the following:

         D          DATE RANGE
         P          PATIENT
         S          SITE

Search by:
```

3.   Enter the desired search option.

   Search Option D – DATE RANGE: Selects all refills performed between a range of dates. Thus two additional responses are required: 1) start date – defaults to 30 days prior to today's date and 2) end date - defaults to today's date.

   3.1   Type D +[Enter].

   The system displays the option name and prompts for the start date:

```
Search by: D  DATE RANGE
Enter start date: Aug 09, 2014//
```

   3.2   Type [Enter] to select the displayed date or type the starting date +[Enter].

   The system prompts for the end date:

```
Enter end date: Sep 08, 2014//
```

3.3   Type [Enter] to select the displayed date or type the ending date +[Enter].

The system displays the first screen of the selected report.

Search Option P – PATIENT: Selects all refills performed for a single patient. A patient can be selected by specifying the patient's name, SSN, last 4 SSN digits, or first initial of last name with last 4 digits of SSN.

3.1   Type P +[Enter].

The system displays the option name and prompts for patient identification data:

```
Search by: p  PATIENT
Select PATIENT NAME:
```

3.2   Type identification text +[Enter]

If the text matches only one patient the first screen of the selected report displays.

If multiple patients are found, a list is displayed:

```
Select PATIENT NAME: intregvo
   1    INTREGVO,OOO       3-19-25    111990211    YES    SC VETERAN

   2    INTREGVO,OOR       9-21-29    111990209    YES    SC VETERAN

   3    INTREGVO,ORO       4-18-24    111990210    YES    SC VETERAN

   4    INTREGVO,ORR       7-23-89    111990214    YES    SC VETERAN

   5    INTREGVO,OXO       11-12-45   111990208    YES     SC VETERAN

ENTER '^' TO STOP, OR
CHOOSE 1-5:
```

The system displays this list a screen at a time.

3.3   Type [Enter] to see the next screen, if necessary.

3.4   Type the number +[Enter] to select a patient.

The system displays the first screen of the selected report.

3.5   Type ^ +[Enter] if the patient isn't shown in the list.

To display a complete list of patients:

3.6   Type ? +[Enter] at the Select PATIENT NAME prompt.

The system displays help information and prompts to display the entire list:

```
Select PATIENT NAME: ?
 Answer with PATIENT NAME, or SOCIAL SECURITY NUMBER, or last 4 digits
    of SOCIAL SECURITY NUMBER, or first initial of last name with last
    4 digits of SOCIAL SECURITY NUMBER
 Do you want the entire 1892-Entry PATIENT List?
```

3.7   Type Y +[Enter].

The system confirms the choice and shows the first screen of patient information:

```
Do you want the entire 1893-Entry PATIENT List? Y  (Yes)

   Choose from:
   ALPHATEST,NEW ONE         1-1-51    237100001    YES    SC VETERAN

   ANDERSON,NORMAN           9-15-23   111000487    NO     NSC VETERAN

   BANNER,BRUCE              2-22-51   555000105    NO     NSC VETERAN

   BANNER,BRUCE              6-17-13   111000466    NO     NSC VETERAN

   BANNER,BRUCE              6-17-13   111000470    NO     NSC VETERAN

   BANNER,PETER              6-17-13   111000474    NO     NSC VETERAN

   BANNER,PETER              6-17-13   111000478    NO     NSC VETERAN

   BANNER,PETER              6-17-13   111000482    NO     NSC VETERAN

   BCMA,EIGHT        4-7-35    666330008    NO     NSC VETERAN
   BCMA,EIGHTEEN-PATIENT         4-7-35    666330018    NO      TRICARE

   '^' TO STOP:
```

The system displays the list a screen at a time.

3.8   Type [Enter] to see the next screen, if necessary.

Repeat until the patient is found.   Note the patient's full name and SSN.

3.9   Type ^ +[Enter].

The system displays the Select PATIENT NAME prompt. Continue at step 3.2 above.

Search Option S – SITE: Selects all refills performed at a specific VA site. A site can be selected by specifying the Institution's Name, Status, Station Number, Official VA Name, Current Location, Coding System/ID Pair, NPI, Status, Name (Changed From), or Coding System.

3.1   Type S +[Enter].

The system displays the option name and prompts for site identification text:

```
Search by: S  SITE
Select INSTITUTION NAME:
```

3.2   Type identification text +[Enter].

If the text matches only one site the first screen of the remote report for that site displays. If multiple sites are found, a list is displayed:

```
Select INSTITUTION NAME: 552
    1   552  DAYTON           OH  VAMC      552
    2   5529AA  DAYTON (NHCU)  OH  NHC       5529AA
    3   552GA  MIDDLETOWN     OH  CBOC      552GA
    4   552GB  LIMA           OH  CBOC      552GB
    5   552GC  RICHMOND, OH CBOC  OH  CBOC  552GC
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5:
```

The system displays the list five sites at a time.

3.3   Type [Enter] to see the next five sites.

Proceed until the site information is shown.

3.4   Type the list number +[Enter] to select the site.

The system displays the first screen of the selected report.

3.5   Type ^ +[Enter] to return to the Select INSTITUTION NAME prompt.

To display a complete list of sites:

3.6   Type ? +[Enter] at the Select INSTITUTION NAME prompt.

The system displays help information and prompts to display the entire list:

```
Search by: s  SITE
Select INSTITUTION NAME: ?
 Answer with INSTITUTION NAME, or STATUS, or STATION NUMBER, or
     OFFICIAL VA NAME, or CURRENT LOCATION, or CODING SYSTEM/ID PAIR, or
     NPI, or STATUS, or NAME (CHANGED FROM), or CODING SYSTEM
 Do you want the entire INSTITUTION List?
```

3.7   Type Y +[Enter].

The system confirms and shows the first screen of sites:

```
Do you want the entire INSTITUTION List? y  (Yes)
   Choose from:
   0710-0790 RESERVED-DESERT STOR
   1 AD
   1 AD DIVARTY CAS (TOE)
   1 DENTAL SQ/SGD-LANGLEY
   1 ID
   1 ID DIV CAS (TOE)
   1-4 ADA (TOE)
   1/10th SF (TOE)
   1/15 FA BATTALION AID STATION
   1/18 IN (TOE)
   1/1CAV (TOE)
   1/2 AVB AUD STA-CAMP LAGUARDIA
   1/26 IN (TOE)
   1/27 FA (TOE)
   1/31 INF BATTALION AID STATION
   1/35 AR (TOE)
   1/4 IN (TOE)
   1/5 IN AID STA-CAMP HOVEY
   1/503 REG BATTALION AID STA.
```

```
     1/506 IN AID STA-CAMP GREAVES
     '^' TO STOP:
```

The system displays this list a screen-at-a-time.

3.8   Type [Enter] to see the next screen, if necessary.

Repeat until the site is found.   Note that site's information.

3.9   Type ^ +[Enter].

The system displays the Select INSTITUTION NAME prompt.

Continue at **Search Option S - Site** step 3.2 above.

Report content

All three reports types have the same format and basic information regardless of the search
option selected. For example:

```
PSO LM REMOTE RX REPORT        Sep 08, 2014@14:08:37         Page:    1 of    1
PSO Report of Remote Rx's refilled or partially filled.

-O---DATE----------PATIENT----------------DRUG NAME------------TYPE--QTY--DSUP-
1.    JUL 08, 2014  REDTEST,BRENT          DIPHENHYDRAMINE 25MG  RF    90   30
2.    AUG 29, 2014  INTREGVO,OXO           ATORVASTATIN CALCIUM  PR    14   14
3.    AUG 29, 2014  INTREGVO,OXO           ATORVASTATIN CALCIUM  PR    14   14
4.    AUG 29, 2014  INTREGVO,OXO           VERAPAMIL HCL 120MG   PR    14   14
5.    SEP 02, 2014  MITTY,OXO              ATORVASTATIN CALCIUM  OP    14   14
6.    SEP 08, 2014  INTREGVO,ROO           NAPROXEN 250MG TAB    PR    14   14

Total Cost for items in this report: $4305.4228




----------Enter ?? for more actions-------------------------------------------
SI      Select Item
Select Action:Quit//
```

Figure 10 – Remote report content and format example

The refills shown in a report are determined by the type of report selected and the search option
specified as described above. Each refill listed is identified by an item number and shows the
date performed, patient name, drug name, the quantity dispensed, and the number of days the
quantity supplies. The refill type shown identifies the refills (RF) and partial refills (PR)
performed by other sites for local prescriptions and identifying refills (OR) and partial refills
(OP) performed at the local site for other sites. The total cost is the sum of the costs of all items
included in this report.

Detail information for any refill can be displayed:

1.   Type SI +[Enter] at the Select Action prompt.

```
     Select Action:Quit// SI    Select Item
```

The system displays the action name and prompts for the item to display:

```
     Enter a number (1-7): 4
```

2.   Type the item number +[Enter].

The system displays refill details for that item:

```
PSO LM REMOTE REPORT DETAILS  Sep 09, 2014@10:21:37        Page:    1 of   0
Remote Refill/Partial Fill Details
-------------------------------------------------------------------------------
Request Date/Time:           SEP 02, 2014@11:41:01
Patient:                     MITTY,OXO
RX #:                        501187
Site:                        ONEVA PHARMACY GOLDTEST3
Request Type:                OUTSIDE PARTIAL FILL
Requesting Pharmacist:       COPE,TJ
Dispensed Date:
Remote Drug Name:            ATORVASTATIN CALCIUM 10MG TAB
Local (matched) drug:
Local Refill/Partial Cost:




----------Enter ?? for more actions-------------------------------------------

     Actions
Select Action:Quit//
```

Figure 11 - caption

3.   Type [Enter] to return to the report screen.

4.   Type [Enter] to return to the prompt:

```
     Select Rx (Prescriptions) <TEST ACCOUNT> Option:
```

5.   Continue at step 1 under the Selecting a report and search options section to view another report.