

**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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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:

Eligibility:
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,000		
<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): _____						
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY 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): _____						
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
+-----Enter ?? for more actions-----								
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,000		<NO ALLERGY ASSESSMENT>	
PID: 111-55-0211		Ht (cm): _____	(_____)
DOB: MAR 19,1925 (89)		Wt (kg): _____	(_____)
SEX: MALE			
CrCL: <Not Found>		BSA (m2): _____	

#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST REF	FILL	DAY	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,000		<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 Allergies	LS	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): _____					
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST REF	DAY
-----ACTIVE-----						FILL	SUP
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 redisplay 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 redisplay 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		BSA (m2): _____						
CrCL: <Not Found>								
#	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 facilities |
| 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,ORR      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.