**Department of Veterans Affairs**

OneVA Pharmacy Innovation Project

User Manual



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# 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.

# Purpose and Objective

The purpose of the User Manual is to describe the new capabilities that allow patient prescriptions to be refilled and partially refilled at a non-originating site. Also describe are new remote reports to show details of these activities.

The objective of this document is to provide descriptions of the

* Screen content
* Action responses
* Warnings and error messages

# 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

# PSO LM BACKDOOR ORDERS

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

\*\*\* [Screen 4-1] \*\*\*

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:

1. 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 on which the patient is registered for any active, suspended, or held prescriptions.

\*\*\*Skip this scenario until the end of the training session

If the Pharmacy Manager is not running or is unable to respond the following 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 still display the local prescriptions on the Medication Profile screen when you continue. There will be no indication the patient is registered or has prescriptions on other sites.

1. 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//

\*\*\* [Screen 4-2] \*\*\*

1. Press [Return] to accept the default or enter a valid status code change to the status.
2. 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 – Patient Information screen – page 1

\*\*\* [Screen 4-3] \*\*\*

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

\*\*\* [Screen 4-4] \*\*\*

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

## Medication Profile

1. The Medication Profile screen continues to show all prescriptions created on the local site with indication of 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//

\*\*\* [Screen 4.1-1a] \*\*\*

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 - Medication Profile screens local prescriptions only

\*\*\* [Screen 4.1-1b] \*\*\*

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

\*\*\* 111550211 at Select PATIENT NAME prompt; [Enter] until Med Profile scr

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 - Medication Profile screen with remote prescriptions

\*\*\* [Screen 4.1.-2] \*\*\*

When a remote site can’t 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 at that site. You can try again later or contact support to find out when that site will be available.

## Local Orders

No changes were made in the prototype for actions on local orders.

\*\*\* No local refills to be shown in training

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 – OP Medications screen for a local prescription

and 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

## Remote Orders

### Remote Refill

1. 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 – Medication Profile screen for the remote refill example

\*\*\* [Screen 4.3.1-1] \*\*\*

Prescriptions originating on other sites are accessed in the same way as for local orders.

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

1. 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 PartialSelect Action:Quit//

Figure – Remote OP Medications screen for a prescription

\*\*\* [Screen 4.3.1-2] \*\*\*

Only two actions are available:

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

1. Type RF +[Enter] at the Select Action prompt.
2. The system confirms the action selected by showing Refill Remote Order on the prompt line:

Select Action:Quit// RF Refill Remote Order

1. 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?

1. Type Y +[Enter] to confirm this matching drug is correct.
2. 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//

1. Type [Enter] to specify today as the refill date (or enter the appropriate date)
2. 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.

\*\*\* [Screen 4.3.1-3] \*\*\*

1. And when the label data has been generated, displays:

Select LABEL DEVICE:

1. Type [Enter] to see the label in the terminal window
2. Print lines wrap in an 80 column terminal display which makes the label difficult to read. Label device printing will be support in the actual implementation of this prototype functionality.
3. After the label data is shown, the system displays:

Rx # 501158 refilled.

Press RETURN to continue:

1. Type [Enter] to continue
2. The systems displays:

Updating remote order list...

\*\*\* [Screen 4.3.1-4] \*\*\*

1. 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

\*\*\* [Screen 4.3.1-5] \*\*\*

#### Exceptions

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

1. **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.
2. 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:

1. 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].
3. 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: ??

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

1. Type [Enter] to specify today as the refill date (or enter the appropriate date).
2. The systems displays:

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

your label data.

1. And when complete, displays:

Updating remote order list...

1. 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].
2. 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: ??

CHOOSE 1-2: ??

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

1. **Prescription Locking**
2. 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 not locked. The lock is maintained until the remote refill transaction is completed, at which time the lock is removed.
3. All this happens very quickly for a remote refill after a proper response to the Fill date prompt. If successful, the system displays the refill confirmation message and continues as described in step 4 above.
4. If unable to obtain the lock, the system displays

TERRELL,GAIL is working on this order..

1. then returns to the Medication Profile screen.

### Remote Partial Refill

1. 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 OrderSelect Action: Quit//

Figure – Medication Profile screen for the remote partial refill example

\*\*\* [Screen 4.3.2-1] \*\*\*

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

\*\*\* [Screen 4.3.2-2] \*\*\*

1. 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 PartialSelect Action:Quit//

Figure – Remote OP Medications screen for a prescription

\*\*\* [Screen 4.3.2-3] \*\*\*

Only two actions are available:

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

1. 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

1. 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?

1. Type Y +[Enter] to confirm this matching drug is correct.
2. The system displays “YES” and prompts for the Fill Date:

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

1. Type [Enter] to specify today as the refill date or enter the appropriate date +[Enter].
2. The system displays:

Select one of the following:  
  
 M MAIL  
 W WINDOW  
  
MAIL or WINDOW:

1. Type the appropriate response +[Enter], for example W, to specify how the prescription is to be delivered to the patient.
2. The system confirms the response by completing the option specified and prompts for the quantity to be dispensed:

MAIL or WINDOW: WINDOW  
Enter Quantity:

1. Type the number +[Enter].
2. The system prompts for the number of days the quantity provides:

Enter Quantity: 15  
DAYS SUPPLY:

1. Type the number +[Enter].
2. The system prompts for pharmacist’s name:

DAYS SUPPLY: 15  
Select PHARMACIST Name:

1. Type the name +[Enter], for Example: Terrell
2. The system confirms by showing the pharmacist information and prompts for any remarks:

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

1. Type the text for the remark +[Enter].
2. The system displays:

Please be patient. It may take a moment for the originating site to generate  
your label data.  
  
Select LABEL DEVICE:

1. Type the device identifying text +[Enter].
2. The system sends the label to the specified device and displays a confirmation message

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

1. Type [Enter] to return to the Medication Profile screen.
2. 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

1. **When the local drug is not an appropriate match or no potential match is found**
2. 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.

## Remote Reports

1. 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 – PSO Manager Sign-in

\*\*\* [Screen 4.4-1] \*\*\*

1. 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:

\*\*\* [Screen 4.4-2] \*\*\*

Update Patient Record  
 Verification ...  
  
Select Outpatient Pharmacy Manager <TEST ACCOUNT> Option:

1. Type RX +[Enter]
2. 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//

1. Type [Enter] to select the default response NO.
2. Continue at the step 1 in section 4.4.2. Remote Prescription Reports.

### Order Summary

1. To instead show an Order Summary, at the prompt:
2. Type Y +[Enter].
3. 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

1. Type Y +[Enter].
2. 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//

\*\*\* [Screen 4.4.1-1] \*\*\*

#### Order Summary by Institution

1. Type I +[Enter] to specify by Institution.
2. 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:

1. Type [Enter].
2. The system proceeds to the Remote Prescription Report selection prompt (see section 4.4.2 Remote Prescription Reports ).

\*\*\* [Screen 4.4.1-2] \*\*\*

Repeat steps 1-8 in this section…

\*\*\* [Screen 4.4.1-3] \*\*\*

#### 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//

\*\*\* [Screen 4.4.1-3] \*\*\*

1. Type C +[Enter] at the above prompt.
2. 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:

\*\*\* [Screen 4.4.1-4] \*\*\*

1. Type [Enter] to see the next screen and repeat to see all clinics in the report.
2. 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:

\*\*\* [Screen 4.4.1-5] \*\*\*

### 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

1. These report names describe their information content. The following sections describe how to select a report and specify the refills it shows. The content of a report is also 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::

1. Type the number of the report to generate +[Enter].
2. The system displays the name of the report selected, shows the three search options, and prompts for a response. Here’s 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:

1. Enter the desired search option.
   1. **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.
   2. Type D +[Enter].
   3. The system displays the option name and prompts for the start date:

Search by: D DATE RANGE

Enter start date: Aug 09, 2014//

* 1. Type [Enter] to select the displayed date or type the starting date +[Enter].
  2. The system prompts for the end date:

Enter end date: Sep 08, 2014//

\*\*\* [Screen 4.4.2-1] \*\*\*

* 1. Type [Enter] to select the displayed date or type the ending date +[Enter].
  2. The system displays the first screen of the selected report.
  3. **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.
  4. Type P +[Enter].
  5. The system displays the option name and prompts for patient identification data:

Search by: p PATIENT  
Select PATIENT NAME:

* 1. Type identification text +[Enter]
  2. If the text matches only one patient the first screen of the selected report displays.
  3. 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:

* 1. The system displays this list a screen at a time.
  2. Type [Enter] to see the next screen, if necessary.
  3. Type the number +[Enter] to select a patient.
  4. The system displays the first screen of the selected report.
  5. Type ^ +[Enter] if the patient isn’t shown in the list.
  6. To display a complete list of patients:
  7. Type ? +[Enter] at the Select PATIENT NAME prompt.
  8. 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?

* 1. Type Y +[Enter].
  2. 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:

* 1. The system displays the list a screen at a time.
  2. Type [Enter] to see the next screen, if necessary.
  3. Repeat until the patient is found. Note the patient’s full name and SSN.
  4. Type ^ +[Enter].
  5. The system displays the Select PATIENT NAME prompt. Continue at step 3.2 above.

\*\*\* [Screen 4.4-2] \*\*\*

* 1. **Search Option S – SITE:** Selects all refills performed at a specific VA site. A site can be selected by specifying the Institution Name, Status, Station Number, Official VA Name, Current Location, Coding System/ID Pair, NPI, Status, Name (Changed From), or Coding System.
  2. Type S +[Enter].
  3. The system displays the option name and prompts for site identification text:

Search by: S SITE  
Select INSTITUTION NAME:

* 1. Type identification text +[Enter].
  2. 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:

* 1. The system displays the list five sites at a time.
  2. Type [Enter] to see the next five sites.
  3. Continue until the site information is shown.
  4. Type the list number +[Enter] to select the site.
  5. The system displays the first screen of the selected report.
  6. Type ^ +[Enter] to return to the Select INSTITUTION NAME prompt.
  7. To display a complete list of sites:
  8. Type ? +[Enter] at the Select INSTITUTION NAME prompt.
  9. 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?

* 1. Type Y +[Enter]
  2. 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:

* 1. The system displays this list a screen-at-a-time.
  2. Type [Enter] to see the next screen, if necessary.
  3. Repeat until the site is found. Note that site’s information.
  4. Type ^ +[Enter].
  5. The system displays the Select INSTITUTION NAME prompt.
  6. Continue at **Search Option S - Site** step 3.2 above.

\*\*\* [Screen ] \*\*\*

#### Report content

1. All three reports types have the same format and basic information regardless of the search option selected. Here’s an 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 – Remote report content and format example

\*\*\* [Screen ] \*\*\*

1. 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 identifies 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

1. Type the item number +[Enter].
2. 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 - caption

\*\*\* [Screen ] \*\*\*

1. Type [Enter] to return to the report screen
2. Type [Enter] to return to the prompt:

Select Rx (Prescriptions) <TEST ACCOUNT> Option:

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