OUTPATIENT PHARMACY

TECHNICIAN'S USER MANUAL

Version 7.0
December 1997

(Revised September 2012)

Department of Veterans Affairs
Product Development

Revision History

Each time this manual is updated, the Title Page lists the new revised date and this page describes the changes. If the Revised Pages column lists "All," replace the existing manual with the reissued manual. If the Revised Pages column lists individual entries (e.g., 25, 32), either update the existing manual with the Change Pages Document or print the entire new manual.

Date	Revised Pages	Patch Number	Description
09/2012	i, ii, vi, <u>55a – 55d</u>	PSO*7*386	Added section on HOLD and UNHOLD functionality. (N.Goyal, PM; J. Owczarzak, Tech Writer)
02/2012	i-ii, v-vi, 14, 34, 37-40, 42-43, 45a-45h, 63, 66, 68a-b, 70, 79-83	PSO*7*385 PSO*7*359	Added signature alert Expanded ECME Numbers to twelve digits Corrected typos Updated wording on p. 34 from "a message" to "messages" Updated Service Code values Added CHAMPVA functionality Added TRICARE to Glossary Added CHAMPVA to Glossary (S. Spence, PM; C. Smith, Tech Writer)
04/2011	i v, vi 4 5 8 21 22 24 25-26r 27 28-28b 29-29ff 50 54 75 77-78 79-84	PSO*7*251	The following changes are included in this patch: -Updated Revision History -Updated Table of Contents -Outpatient List Manager Screen Views -Added HP and H to Hold Status, and Added DF,DE,DP,DD and DA -Added Intervention menu hidden action information -Added DF,DE,DP,DD and DA, and Added HP and H to Hold Status -Replaced Medication Short Profile -Added Intervention menu hidden action information -Inserted enhanced Order checks, Outpatient Pharmacy generated order checks -Added IN to Screen Scrape -Modified New Order Screen Scrape -Updated Entering a New Order,Added Allergy/ADR, Therapeutic Duplication,and CPRS Order Checks -Duplicate Drug examples -Duplicate Drug examples -CPRS Order Checks – How They Work -Error Messages -Added API, DATUP, DIF, DoD, ETC, FDB, HDR-Hx, and HDR-IMS to the Glossary, and updated page

Date	Revised Pages	Patch Number	Description
	85		numbering -Updated Index to include Enhanced Drug-Drug Interactions, Duplicate Drug Order Check, Allergy/ADR Order Check Display, Therapeutic Duplication, and CPRS Order Checks, and updated page numbering (H. Whitney, Developer, S. Heiress, Tech Writer)
10/09	v, 11, 21-23, 61, 81	PSO*7*326	The Social Security Number was removed from print outs given to patients. The patient lookup has been expanded to include the ability to look up by prescription number or wand a barcode with the prescription from many options. (E. Wright, PM; S. B. Gilbert, Tech Writer)
08/09	All	PSO*7*320	The following changes are included in this patch. • Remote Data prompt, notification, and screen have been added. • A hidden action, DR [Display Remote], has been added. • "THIS PATIENT HAS PRESCRIPTIONS AT OTHER FACILITIES" prints at the end of the Pull Early from Suspense report. (G. Tucker, PM; S. B. Scudder, Tech Writer)

Preface

This user manual describes the functional characteristics of Outpatient Pharmacy V. 7.0. It is intended for pharmacists and technicians who are familiar with the functioning of Outpatient Pharmacy in a VA Medical Center.

(This page included for two-sided copying.)

Table of Contents

Chapter 1: Introduction

The Outpatient Pharmacy (OP) software provides a way to manage the medication regimen of veterans seen in the outpatient clinics and to monitor and manage the workload and costs in the Outpatient Pharmacy. The Pharmacy Ordering Enhancements (POE) project (patch PSO*7*46 for Outpatient Pharmacy) improves the flow of orders between Inpatient and Outpatient Pharmacy as well as between Computerized Patient Record System (CPRS) and backdoor pharmacy.

The primary benefits to the veteran are the assurance that he or she is receiving the proper medication and the convenience of obtaining refills easily. The clinicians and pharmacists responsible for patient care benefit from a complete, accurate, and current medication profile available at any time to permit professional evaluation of treatment plans. Utilization, cost, and workload reports provide management cost controlling tools while maintaining the highest level of patient care.

Documentation Conventions

This *Outpatient Pharmacy V. 7.0 Technician's User Manual* includes documentation conventions, also known as notations, which are used consistently throughout this manual. Each convention is outlined below.

Convention	Example
Menu option text is italicized.	There are eight options on the *Archiving* menu.
Screen prompts are denoted with quotation marks around them.	The "Dosage:" prompt displays next.
Responses in bold face indicate user input.	Select Orders by number: (1-6): **5**
<Enter> indicates that the Enter key (or Return key on some keyboards) must be pressed. **<Tab>** indicates that the Tab key must be pressed.	Type **Y** for Yes or **N** for No and press **<Enter>**. Press **<Tab>** to move the cursor to the next field.
Indicates especially important or helpful information.	Up to four of the last LAB results can be displayed in the message.
Indicates that options are locked with a particular security key. The user must hold the particular security key to be able to perform the menu option.	This option requires the security key PSOLOCKCLOZ.

Holding and Unholding a Prescription

If a double question mark (??) is entered at the "Select Action" prompt, the hidden actions on the following page will display in the action area.

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

Use the Hold (HD) action to put a prescription on hold. Use the Unhold (UH) action to remove a prescription from hold.

Only key holders of the PSORPH security key or the PSO TECH ADV security key can hold or unhold a prescription.

PSORPH security key holders are allowed to put a prescription on hold using the following HOLD reasons:

> 1 INSUFFICIENT QTY IN STOCK
> 2 DRUG-DRUG INTERACTION
> 4 PROVIDER TO BE CONTACTED
> 6 ADVERSE DRUG REACTION
> 7 BAD ADDRESS
> 8 PER PATIENT REQUEST
> 9 CONSULT/PRIOR APPROVAL NEEDED
> 98 OTHER/TECH (NON-CLINICAL)
> 99 OTHER/RPH (CLINICAL)

Note: HOLD reasons 98 and 99 require the user to enter a HOLD comment.

PSO TECH ADV security key holders are allowed to put a prescription on hold using the following HOLD reasons:

> 1 INSUFFICIENT QTY IN STOCK
> 7 BAD ADDRESS
> 8 PER PATIENT REQUEST
> 98 OTHER/TECH (NON-CLINICAL)

Note: HOLD reason 98 requires the user to enter a HOLD comment.

While PSORPH security key holders are allowed to remove a prescription from HOLD under any HOLD reason, PSO TECH ADV security key holders are only allowed to remove a prescription from HOLD under the above HOLD reasons (reasons 1,7, 8, and 98).

Example: HOLD with PSORPH Security Key or PSO TECH ADV Security Key

```
OP Medications (SUSPENDED)    May 11, 2012@10:12:56      Page:   1 of   3
PAGPATNM,M                                                <A>
 PID: 666-00-0286                              Ht(cm): _____  (_____)
 DOB: DEC 1,1900                               Wt(kg): _____  (_____)

                Rx #: 100002926
 (1) *Orderable Item: FLUOXETINE CAP,ORAL
 (2)       CMOP Drug: EFFEXOR
 (3)         *Dosage: 10 (MG)
                 Verb: TAKE
      Dispense Units: 1
                 Noun: CAPSULE
              *Route: ORAL
           *Schedule: QAM
 (4)Pat Instructions:
                  SIG: TAKE ONE CAPSULE MOUTH EVERY MORNING
 (5)   Patient Status: OPT NSC
 (6)      Issue Date: 02/14/12            (7)  Fill Date: 05/09/12
      Last Fill Date: 05/29/12 (Mail)
+        Enter ?? for more actions
DC  Discontinue         PR   Partial           RL   Release
ED  Edit                RF   (Refill)          RN   Renew
Select Action: Next Screen// HD   HD
Nature of Order: WRITTEN//      W
```

If the user has the PSORPH security key, the following HOLD reasons are available:

```
HOLD REASON: ?

Enter reason medication is placed in a 'Hold' status.
Choose from:
1        INSUFFICIENT QTY IN STOCK
2        DRUG-DRUG INTERACTION
4        PROVIDER TO BE CONTACTED
6        ADVERSE DRUG REACTION
7        BAD ADDRESS
8        PER PATIENT REQUEST
9        CONSULT/PRIOR APPROVAL NEEDED
98       OTHER/TECH (NON-CLINICAL)
99       OTHER/RPH (CLINICAL)
```

If the user has the PSO TECH ADV security key, the following HOLD reasons are available:

```
HOLD REASON: ?

Enter reason medication is placed in a 'Hold' status.
Choose from:
1        INSUFFICIENT QTY IN STOCK
7        BAD ADDRESS
8        PER PATIENT REQUEST
98       OTHER/TECH (NON-CLINICAL)
```

The same conditions apply for Unholding a prescription. Holders of the PSORPH security key can unhold for the following reason:

```
1        INSUFFICIENT QTY IN STOCK
2        DRUG-DRUG INTERACTION
4        PROVIDER TO BE CONTACTED
6        ADVERSE DRUG REACTION
7        BAD ADDRESS
8        PER PATIENT REQUEST
9        CONSULT/PRIOR APPROVAL NEEDED
98       OTHER/TECH (NON-CLINICAL)
99       OTHER/RPH (CLINICAL)
```

Holders of the PSO TECH ADV security key can unhold for the following reasons:

```
1        INSUFFICIENT QTY IN STOCK
7        BAD ADDRESS
8        PER PATIENT REQUEST
98       OTHER/TECH (NON-CLINICAL)
```

Note: If a user does not have a PSORPH security key and tries to unhold a prescription, the message "**The HOLD can only be removed by a pharmacist**" is displayed.

Each time a user holds or unholds a prescription, an entry is created in the Activity Log. These entries include HOLD COMMENTS and the HOLD REASON when a prescription is placed on HOLD and UNHOLD COMMENTS when the prescription is removed from HOLD. Again, HOLD reasons 98 and 99 require the user to enter a HOLD comment.

Example: Activity Log with HOLD/UNHOLD Comments

```
Activity Log:
     #   Date         Reason        Rx Ref         Initiator Of Activity
     ...
     8   05/10/12    HOLD          REFILL 1       USER,PHARMACY
     Comments: Rx placed on HOLD (Reason: BAD ADDRESS) and removed from
              SUSPENSE - HOLD COMMENTS ENTERED BY THE USER MANUALLY.
     ...
     9   05/10/12    UNHOLD        REFILL 1       USER,PHARMACY
     Comments: Rx Removed from HOLD - UNHOLD COMMENTS ENTERED BY THE USER
              WHEN REMOVING THE RX FROM HOLD.
```

(This page included for two-sided copying.)

Renewing a Prescription

This action allows the pharmacy technician to process renewals for existing orders.

Example: Renewing a Prescription

[This example begins after an order has been selected from the Medication Profile screen.]

```
OP Medications (ACTIVE)      Jun 12, 2001 15:08:43       Page:   1 of   3
OPPATIENT16,ONE
 PID: 000-24-6802                               Ht(cm): 177.80 (02/08/1999)
 DOB: APR 3,1941 (60)                           Wt(kg): 90.45 (02/08/1999)

               Rx #: 503886$
 (1) *Orderable Item: DIGOXIN CAP,ORAL
 (2)       CMOP Drug: DIGOXIN (LANOXIN) 0.2MG CAP
 (3)         *Dosage: .2 (MG)
                 Verb: TAKE
     Dispense Units: 1
                Noun: CAPSULE
              *Route: ORAL (BY MOUTH)
           *Schedule: Q12H
 (4)Pat Instructions: TAKE AFTER MEALS
   Provider Comments: TAKE AFTER MEALS
                 SIG: TAKE ONE CAPSULE BY MOUTH EVERY 12 HOURS TAKE AFTER MEALS
 (5)  Patient Status: SERVICE CONNECTED
 (6)      Issue Date: 05/07/01            (7)  Fill Date: 05/07/01
+          Enter ?? for more actions
DC  Discontinue        PR   Partial          RL   Release
ED  Edit               RF   Refill           RN   Renew
Select Action: Next Screen// RN    Renew
FILL DATE:  (6/12/2001 - 6/13/2002): TODAY// <Enter>
MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
Nature of Order: WRITTEN//  <Enter> W
WAS THE PATIENT COUNSELED: NO// Y  ES
WAS COUNSELING UNDERSTOOD: NO// Y  ES

Do you want to enter a Progress Note? No// <Enter> NO

Now Renewing Rx # 503886   Drug: DIGOXIN (LANOXIN) 0.2MG CAP

Now doing order checks.  Please wait...

503886A      DIGOXIN (LANOXIN) 0.2MG CAP       QTY: 60
# OF REFILLS: 5  ISSUED: 06-12-01
SIG: TAKE ONE CAPSULE BY MOUTH EVERY 12 HOURS TAKE AFTER MEALS
FILLED: 06-12-01
ROUTING: WINDOW     PHYS: OPPROVIDER4,TWO

Edit renewed Rx ? Y// <Enter>  ES

---------------------------------example continues--------------------------------------
```