

Alberta Netcare Network

User Guide



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Alberta Netcare Network User Guide

The aim of the Alberta Netcare Electronic Health Record (EHR) is to improve the quality and cost-effectiveness of medication therapies delivered to Albertans. Within the EHR, the role of the Netcare Network is to link all physicians, pharmacies and healthcare facilities, as well as to enable the electronic exchange of medication and allergy information. This allows health care providers to have a common picture of each patient's medication profile.

Within the EHR, Alberta Netcare offers a secure, current and consolidated view of a patient's medication profile. This profile is available to healthcare providers, including pharmacists through their own Kroll pharmacy system right while they are dealing with their patients.

The Alberta Netcare patient medication profile includes drugs which have been prescribed and dispensed along with additional supporting information which may affect drug treatment, such as professional services, other medications, patient allergies/intolerances and supplementary notes.

In support of creating a comprehensive patient medication profile, the Kroll application must send and receive data from Alberta Netcare. The underlying premise is to use system-to system messaging (i.e. CeRx HL7 Version 3 standard) to exchange information between Kroll and Alberta Netcare.

Kroll Computer Systems, Inc. has been coordinating closely with Alberta Health and Wellness (AHW) and the Alberta Netcare to develop software that supports security, privacy and conformance standards set out by the province. Kroll is an authorized Pharmacy Management System (PMS) for Alberta Netcare EHR. This user guide provides instructions on how to navigate the Alberta Netcare Network using your Kroll Pharmacy Software.

Glossary

To facilitate understanding of this user guide, the following glossary will list terms and abbreviations used throughout the document as defined by Alberta Netcare.

AHW: Alberta Health and Wellness

Dispense Number: Every dispense record created in Alberta Netcare is automatically assigned a unique Identifier (Dispense Number) which does not change. This dispense number is different from the Rx Number assigned to the prescription by Kroll.

Clinically Relevant Prescription: The Netcare Safety and Usability Panel has defined rules for Netcare to calculate the clinical relevance of a prescription. These rules are based on the premise that a drug can remain in the patient's system for a period of time (however brief) after the patient stops taking it. Netcare attempts to estimate the length of time a drug may be clinically relevant in the patient based the speculated completion of the patient taking the drug, combined with the FDB-defined half-life of the drug.

EHR: Electronic Health Record – a compilation of systems provided by Alberta Netcare; giving pharmacies across the province access to key applications and their associated data sources.

PCR: Provincial Client Registry - The Provincial Client Registry (PCR) is one component of the EHR, and provides access to the Person Directory (PD). To find the patient's PHN, the pharmacy user must access the PD through PCR. Where PCR is referenced, it is for the purpose of retrieving demographic data from the PD.

PD: Person Directory – The Alberta Netcare Person Directory is the definitive source of PHN. The PD application provides the ability to search for a person and display his/her demographic information (Also see PCR).

PHN: Personal Health Number

Netcare Patient Medication Profile: Also known throughout this document as the Alberta Netcare Patient Medication Profile, refers to the following data on Netcare:

- Prescriptions
- All Dispense for the above prescriptions
- Other Medications
- Allergies/Intolerances (including refuted) and associated notes
- Patient Notes

RTI: Real Time Integration

Prescription Number: Every prescription created in Netcare is automatically assigned a unique identifier (prescription number) which does not change. This Netcare prescription number is different from the one assigned by Kroll. If a prescription in Netcare is dispensed by multiple pharmacies, it is likely that each of those pharmacies will have a different local identifier for that prescription, but the Netcare prescription number does not change, regardless of where it is being dispensed (See also Dispense Number).

Primary PHN: When a person is recognized by AHW to have been registered more than once (with multiple PHN's), AHW designates one PHN as the Primary PHN, and links that person's other (secondary) records to the primary PHN (See also Secondary PHN).

Secondary PHN: When a person is recognized by AHW to have been registered more than once (with multiple PHN's), AHW designates one PHN as the Primary PHN. All remaining records are considered to be Secondary. AHW links that person's other (secondary) records to the primary PHN (See also Primary PHN). Secondary PHN records cannot be updated; they can only be viewed.

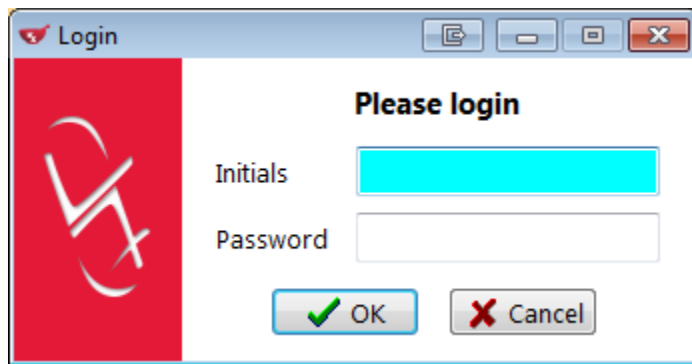
Kroll User Accounts

In conformance with Alberta Netcare security standards, Kroll users must have a password associated with their user account; **passwords must be used to log into a Kroll session**. The enforcement of local passwords helps to keep patient information private and secure.

Add a new Kroll user with an associated password as follows:

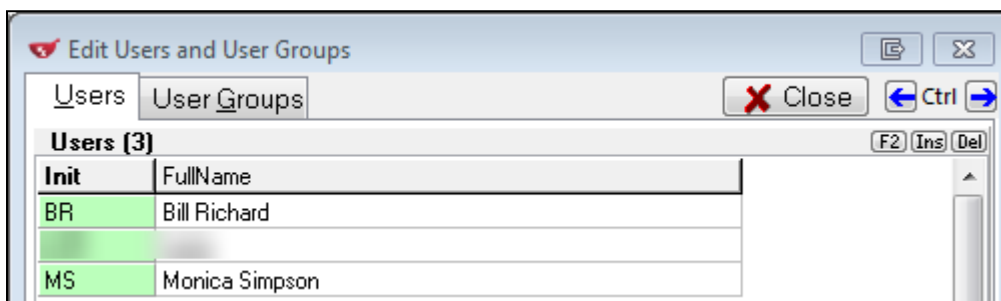
1. From any screen, go to **Edit > Users and Groups**.
2. Log in with an existing Kroll user that has permissions to 'Change Users'.

NOTE: If you have trouble with this step, call Kroll Software Support at 1-800-263-5876 (ext 1) for assistance.



3. From the **Edit Users and User Groups** screen, click **Ins** or press **Insert** on the keyboard to add a new user.

NOTE: Edit an existing user by highlighting the applicable entry and clicking or pressing **F2** to call up the **User Information** window for editing. Delete an existing user by highlighting the applicable entry and clicking or pressing **Del**.



4. Enter user information in the **User Information** screen:

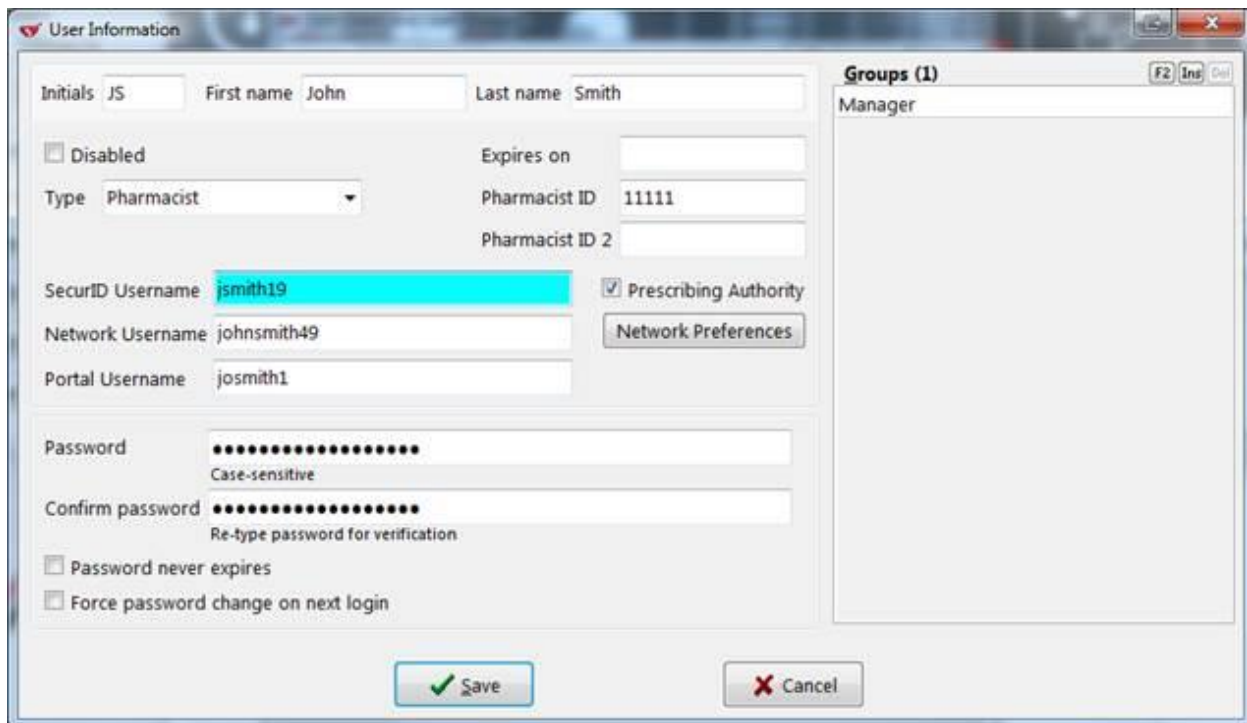
- **Initials:** Enter the initials of the user.
- **Name:** Enter the full name of the user.

NOTE: Users must have both a First and Last name entered

- **Disabled:** This flag should be UNCHECKED if the user is actively using Kroll.
- **Expires on:** Optionally add a date for when the user account will expire and become unusable.
- **Type:** From the dropdown menu, select one of three options to define the user:
 - Licensed Technician
 - Pharmacist
 - Pharmacy Student
 - Pharmacist Intern
 - Pharmacy Tech Student
 - Pharmacy Assistant
 - IT Support
- **Pharmacist ID:** This field is only available when the **Type** option is set to 'Pharmacist'. Enter the pharmacist's license number here.

NOTE: When this field is available, it must be populated before saving and exiting the **User Information** window.

- **SecurID Username*:** Enter the user's **RSA SecurID** username. This username is used to log into the **Netcare Network**.
- **Network Username*:** Enter the user's **Alberta Netcare EHR** username. This username is used to log into the EHR, which includes the **Alberta Netcare Network** and **Provincial Client Registry (PCR)**.
- **Portal User Name*:** Enter the user's **Alberta Netcare Portal (ANP)** username. This is the username that is used to login to the Netcare portal via a web browser or by selecting **Network > Alberta Netcare Portal** within the Kroll application.
- **Password:** Enter a password to log into the Kroll Windows dispensary application. The password entered here must meet the password requirements set in **File > Configuration > Store > Security**.
- **Confirm Password:** Re-enter the password that was entered in the **Password** field.
- **Password never expires:** Place a check mark here so the password never expires.
- **Force password change on next login:** Place a check mark here to prompt the user to change their password subsequent to the first successful login.



The 'User Information' dialog box contains the following fields and controls:

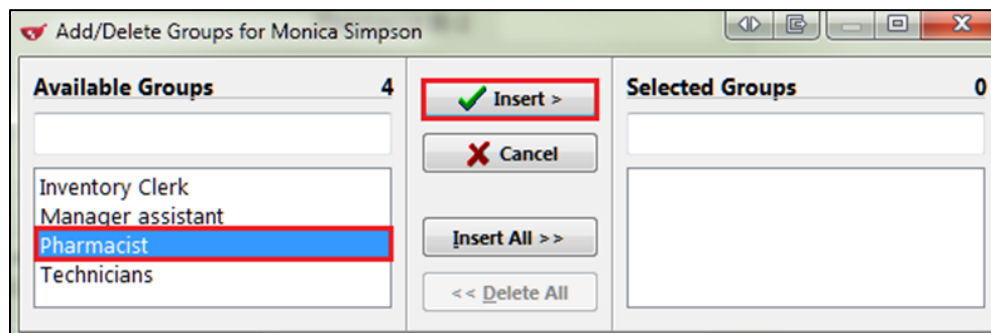
- Initials:** JS
- First name:** John
- Last name:** Smith
- ☐ Disabled
- Type:** Pharmacist (dropdown)
- Expires on:** (empty date field)
- Pharmacist ID:** 11111
- Pharmacist ID 2:** (empty field)
- SecurID Username:** jsmith19 (highlighted in cyan)
- ☒ Prescribing Authority
- Network Username:** johnsmith49
- Portal Username:** jsmith1
- Password:** (masked with dots, Case-sensitive)
- Confirm password:** (masked with dots, Re-type password for verification)
- ☐ Password never expires
- ☐ Force password change on next login
- Groups (1):** Manager
- Buttons:** Save (green checkmark), Cancel (red X), Network Preferences

* This field is specific for Alberta Netcare EHR users only.

5. Select **Ins** from the **Groups** frame or press **Insert** on the keyboard to assign the user to one or more permissions groups.

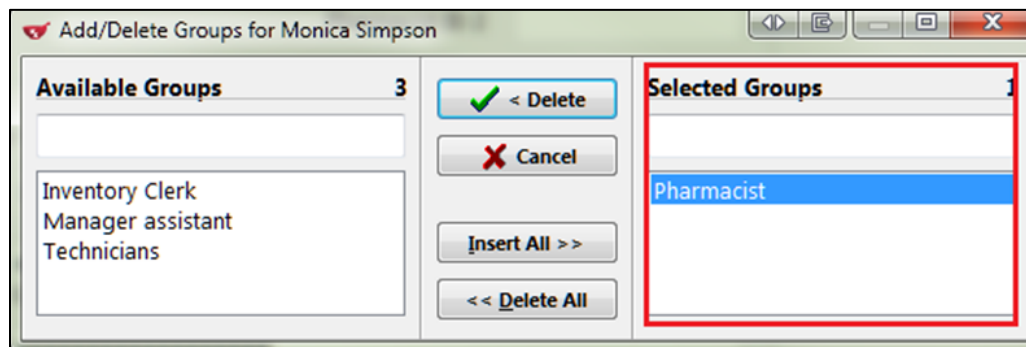
NOTE: Permissions Groups can be configured in **File > Configuration > Permissions > <Select User Group>**.

6. From the **Add/Delete Groups** screen, highlight the permissions group you would like to assign the user. Click **Insert** or press **Enter** on the keyboard to select the permissions group to the right hand side of the screen.



The 'Add/Delete Groups for Monica Simpson' dialog box shows the following:

- Available Groups (4):** Inventory Clerk, Manager assistant, Pharmacist (highlighted in blue), Technicians
- Buttons:** Insert > (highlighted with a red box and green checkmark), Cancel (red X), Insert All >>, << Delete All
- Selected Groups (0):** (empty list)

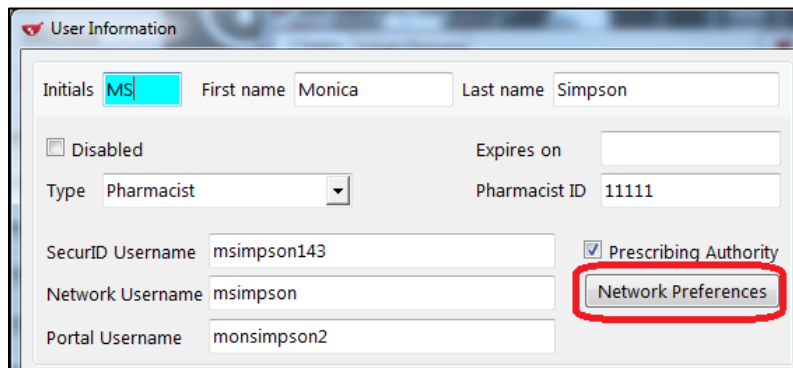
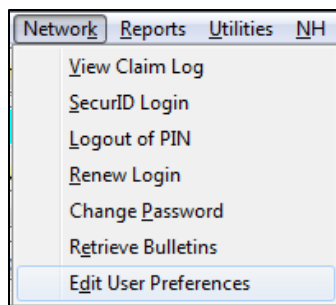


7. Press **Enter** twice to save the new user.

User Preferences

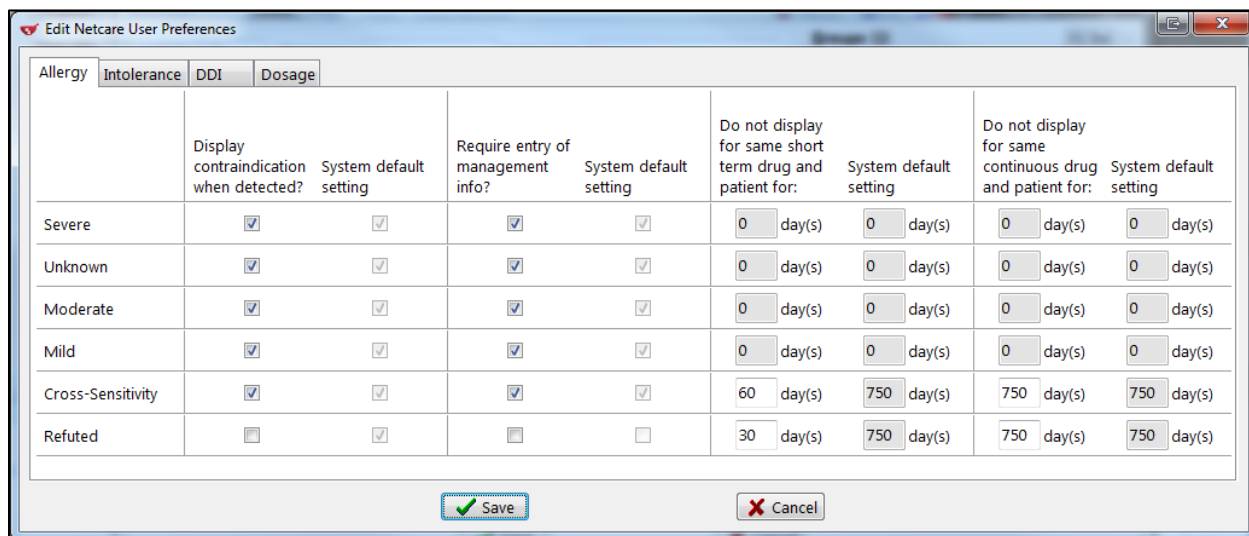
Netcare user preferences determine which contraindications (DUE messages) are returned by Netcare during the evaluation of a patient's profile against a new dispense or allergy/intolerance addition. Preferences such as the severity level, whether managements are required and how many days can pass before the same issue is displayed again, can be set.

The **Netcare User Preferences** screen can be accessed via **Network > Edit User Preferences** or while editing the currently logged in user via **Edit > Users and Groups**.

A screenshot of the 'User Information' form in the application. The form contains several input fields and checkboxes. The 'Initials' field is highlighted in blue and contains 'MS'. Other fields include 'First name' (Monica), 'Last name' (Simpson), 'Expires on' (empty), 'Type' (Pharmacist), 'Pharmacist ID' (11111), 'SecurID Username' (msimpson143), 'Network Username' (msimpson), and 'Portal Username' (monsimpson2). There is a 'Disabled' checkbox and a 'Prescribing Authority' checkbox which is checked. A red rectangle highlights the 'Network Preferences' button located at the bottom right of the form.

NOTE: The **Network Preferences** button will only appear on the **User Information** form if the user being edited is the currently logged in user (i.e., you cannot edit the network preferences for anyone but yourself.)

Either method will present you with the **Edit Netcare User Preferences** form.



	Display contraindication when detected?	System default setting	Require entry of management info?	System default setting	Do not display for same short term drug and patient for:	System default setting	Do not display for same continuous drug and patient for:	System default setting
Severe	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0 day(s)	0 day(s)	0 day(s)	0 day(s)
Unknown	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0 day(s)	0 day(s)	0 day(s)	0 day(s)
Moderate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0 day(s)	0 day(s)	0 day(s)	0 day(s)
Mild	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0 day(s)	0 day(s)	0 day(s)	0 day(s)
Cross-Sensitivity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	60 day(s)	750 day(s)	750 day(s)	750 day(s)
Refuted	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	30 day(s)	750 day(s)	750 day(s)	750 day(s)

Each section shows this user's current settings and the system default settings. Depending on the user's role, settings that cannot be changed are shown in grey (closed) fields. Settings that can be changed are shown in white (open) fields.

For each tab shown across the top and for each row containing a different severity or type, you can make the following adjustments:

- **Display contraindication when detected?** Does this type of issue get presented to the user?
- **Require entry of management info?** If the issue is raised, will Netcare require the user to manage it in order to continue?
- **Do not display for same short term drug and patient for ### days:** Once the issue is first presented, how many days should pass before the same issue for the same patient is presented to the user again?
- **Do not display for same continuous drug and patient for ### days:** Same as above, except for continuous (long term) drugs.

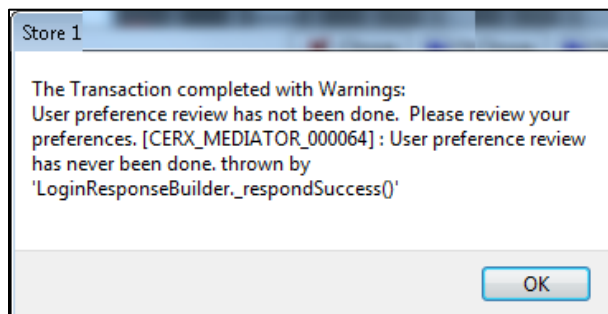
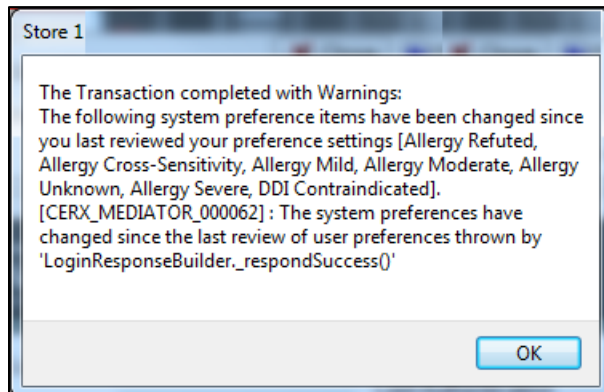
After reviewing and making changes, click the **Save** button to send Netcare the new preferences.

Note that, depending on your local FDB analysis setting found in **File > Configuration > Store > FDB**, the Kroll system is always performing local issue detection. If an issue is detected and presented to you, a pre-management message will be sent to Netcare along with the dispense. Should Netcare also detect the same issue, they will apply the pre-management and not return

a detected issue. This prevents you from having to manage the same issue twice: once for the local detection and then again, for Netcare.

Login Warnings

Upon logging into Netcare, you may be occasionally presented with warnings regarding outdated or changes having been made to your user preferences via the Netcare web viewer.

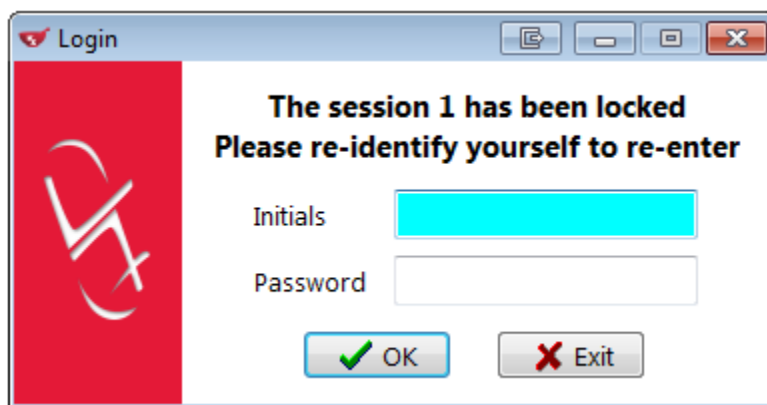


To prevent these warning messages from appearing every time you login to Netcare, reset this warning by accessing the **Netcare User Preferences** form and clicking the **Save** button even if you choose not to make any changes.

Kroll Security Settings

Kroll has implemented session 'time outs' in recognition of security protocols set out by Alberta Netcare to minimize the risk of unauthorized personnel accessing the system while a workstation is unattended. Examples of such threats include inappropriate browsing, unauthorized data modification or deletion, and malicious software installation. Kroll pharmacies using the EHR in Alberta will have their **sessions automatically 'time out' after 30 minutes of inactivity**.

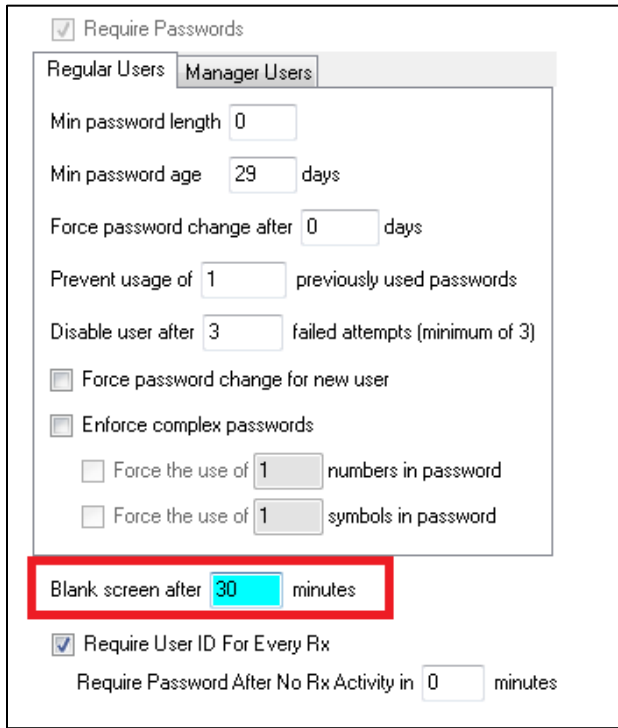
Once a Kroll Session 'times out', the session will become hidden and replaced by a Kroll login prompt. The prompt will state the **'Fill Session has been locked – Please re-identify yourself to re-enter'**. The Pharmacy user will have to login using their Kroll user initials and password to retrieve the screen that was displayed before the 'time out' occurred.



Kroll Security settings can be found under **File > Configuration > Store > Security**. Notice the following two options are grayed-out; these configurations have been hardcoded for pharmacies using Alberta Netcare in conformance with their security standards.

1. **Require Password:** All Kroll users must have a password to log into a Kroll session.

2. **Blank screen after 30 minutes:** Kroll sessions will automatically 'time out' after 30 minutes of inactivity.



☒ Require Passwords

Regular Users | Manager Users

Min password length: 0

Min password age: 29 days

Force password change after: 0 days

Prevent usage of: 1 previously used passwords

Disable user after: 3 failed attempts (minimum of 3)

☐ Force password change for new user

☐ Enforce complex passwords

☐ Force the use of 1 numbers in password

☐ Force the use of 1 symbols in password

Blank screen after 30 minutes

☒ Require User ID For Every Rx

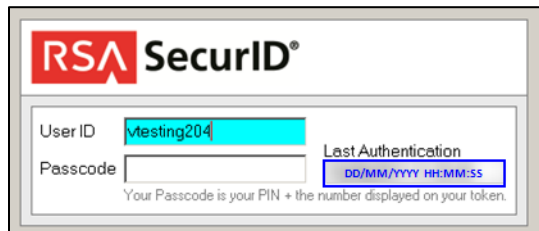
Require Password After No Rx Activity in: 0 minutes

Accessing the Netcare Network & EHR

In order for Kroll to establish a connection with the **Netcare Network**, it must send a request to access the **Netcare Server** which requires a **RSA User ID** and **Passcode**. The **RSA User ID** is specific to each user and is entered once under the Kroll user account in the **SecurID Username** field. The **Passcode** is either the eight digit number from a **RSA FOB** application on your mobile device or consists of two components: a four-digit Personal Identification Number (P.I.N) and a six-digit dynamic number entered from a FOB device (the FOB number changes every 60 seconds) which will allow access through the Netcare Firewall. The FOB device will look similar to the following:

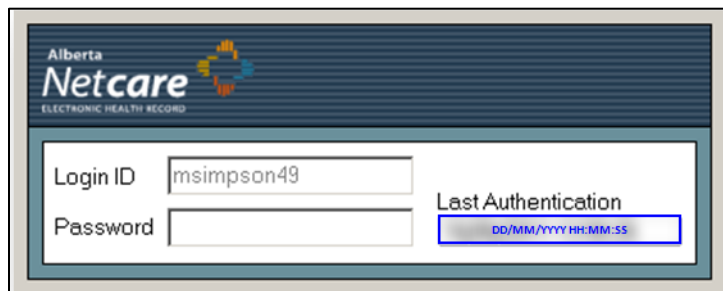


The P.I.N and the FOB device can be obtained from **Alberta Health and Wellness (AHW)** subsequent to registration and user-identity confirmation. To ensure security and prevent unauthorized use, a user should never share their RSA User ID, Four-digit P.I.N. or key FOB with anyone.



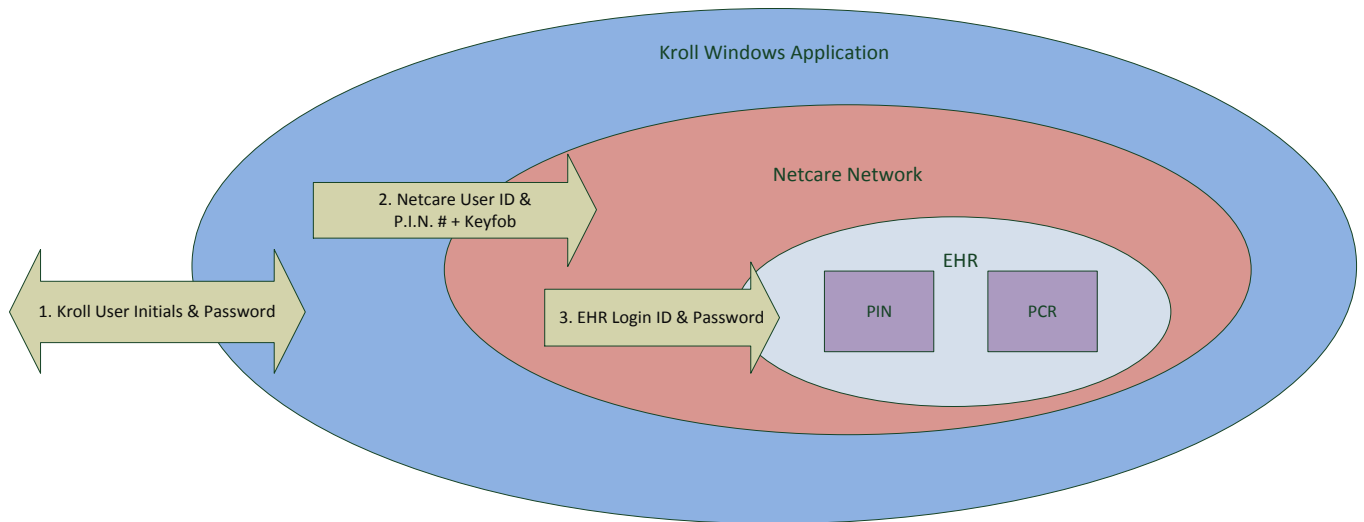
Following a successful login to the **Netcare Network**, Kroll will submit a request to access the **EHR**, which contains the **Alberta Netcare Network** and **Provincial Client Registry (PCR)**. The user will need to provide an **EHR Login ID** and **Password**. The **EHR Login ID** is specific to each user and is entered once under the Kroll user account in the **Network Username** field. The **EHR Password** is set up with Alberta Health and Wellness (AHW), and must satisfy the following criteria:

- Minimum length of 8 characters (subject to change as per AHW);
- Must include a combination of three of the following four (subject to change as per AHW):
 - Alpha-upper case
 - Alpha-lower case
 - Numeric
 - Special character
- Passwords must not contain an individual's user name or full name;
- Minimum of 24 iterations before password reuse.

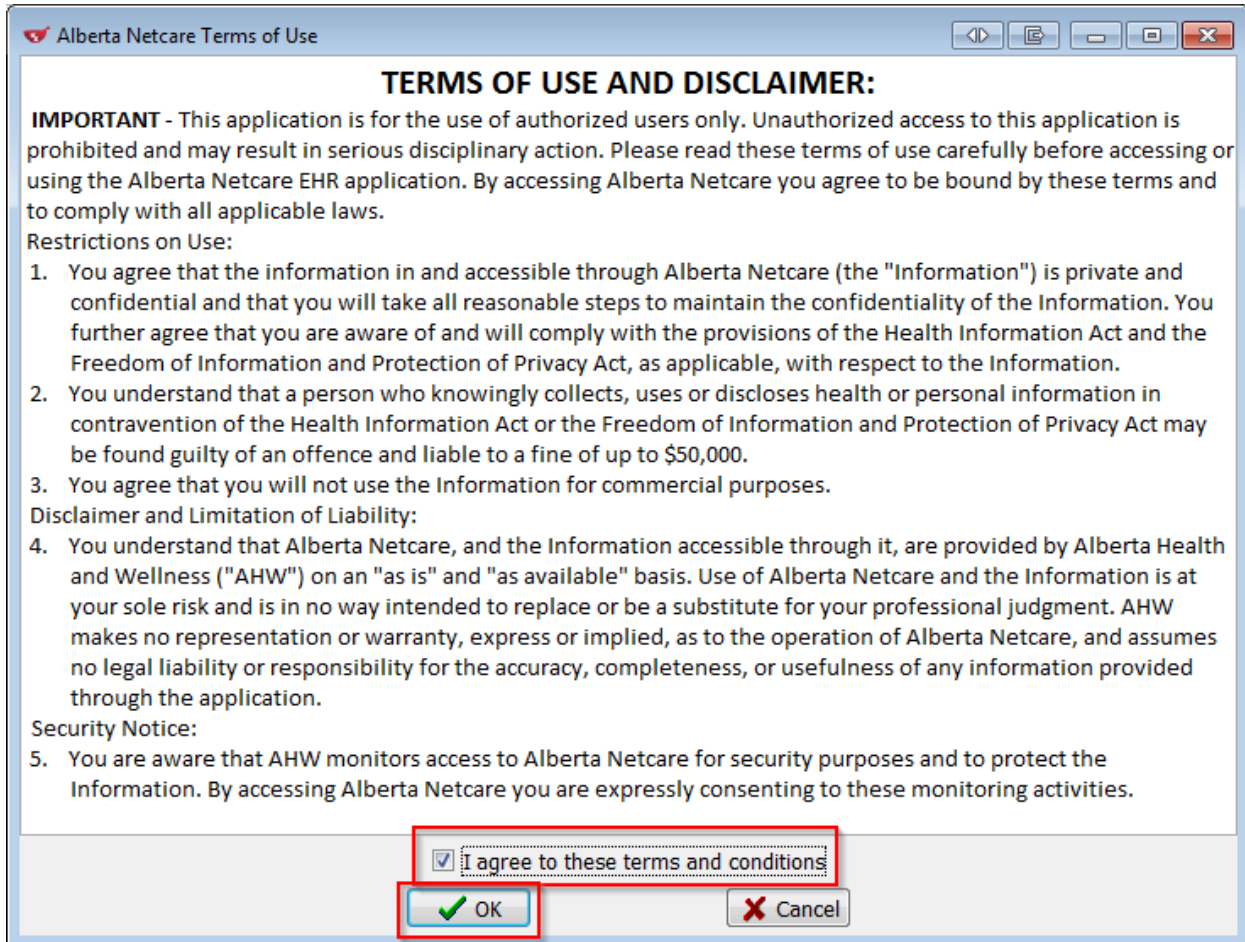


Once the user has successfully logged into the **Netcare Network** and the **EHR**, they may roam between Kroll sessions and workstations within the pharmacy to access Alberta Netcare. The user may logout of the EHR and log back in as often as needed for a period of up to 12 hours without losing the connection to the **Netcare Network** (i.e. without having to 'FOB-in' to the

Netcare Network). It is important to note that even with user activity, the maximum time allowed for an active session on the Netcare Network is 12 hours, at which time the user will have to renew their login using their **Netcare User ID** and '**P.I.N. + FOB Device**'. Connection to the **EHR** is shorter and set to timeout after two hours with no message activity.



Any user trying to access Alberta Netcare from Kroll for the very first time will elicit the following **Terms of Use and Disclaimer** window. Read through the disclaimer carefully; If the user has no questions and agrees to the terms and conditions, place a check mark next to the statement '**I agree to these terms and conditions**' and click **OK** or press **Enter** on the keyboard to continue. If the user does not accept the terms and conditions set out by Alberta Netcare, click **Cancel** or press **Esc** to do nothing and exit from the window.



Alberta Netcare Terms of Use

TERMS OF USE AND DISCLAIMER:

IMPORTANT - This application is for the use of authorized users only. Unauthorized access to this application is prohibited and may result in serious disciplinary action. Please read these terms of use carefully before accessing or using the Alberta Netcare EHR application. By accessing Alberta Netcare you agree to be bound by these terms and to comply with all applicable laws.

Restrictions on Use:

1. You agree that the information in and accessible through Alberta Netcare (the "Information") is private and confidential and that you will take all reasonable steps to maintain the confidentiality of the Information. You further agree that you are aware of and will comply with the provisions of the Health Information Act and the Freedom of Information and Protection of Privacy Act, as applicable, with respect to the Information.
2. You understand that a person who knowingly collects, uses or discloses health or personal information in contravention of the Health Information Act or the Freedom of Information and Protection of Privacy Act may be found guilty of an offence and liable to a fine of up to \$50,000.
3. You agree that you will not use the Information for commercial purposes.

Disclaimer and Limitation of Liability:

4. You understand that Alberta Netcare, and the Information accessible through it, are provided by Alberta Health and Wellness ("AHW") on an "as is" and "as available" basis. Use of Alberta Netcare and the Information is at your sole risk and is in no way intended to replace or be a substitute for your professional judgment. AHW makes no representation or warranty, express or implied, as to the operation of Alberta Netcare, and assumes no legal liability or responsibility for the accuracy, completeness, or usefulness of any information provided through the application.

Security Notice:

5. You are aware that AHW monitors access to Alberta Netcare for security purposes and to protect the Information. By accessing Alberta Netcare you are expressly consenting to these monitoring activities.

☒ I agree to these terms and conditions

No FOB-Mark Netcare Down

In the event a user has forgotten their fob, they can choose the option **No fob-Mark Netcare Down**.



The screenshot shows a 'Netcare Login' window. The top section is for RSA SecurID login, with fields for 'User ID' (containing 'vtesting206') and 'Passcode' (a redacted blue box). To the right of the passcode field is a 'Last Authentication' timestamp of '2017-Jul-12 11:14'. Below these fields is instructional text about hardware and software tokens. A button labeled 'No fob - Mark Netcare Down' is highlighted with a red border. The bottom section of the window is for 'Alberta Netcare' login, with fields for 'Login ID' (containing 'msimpson49') and 'Password' (a redacted box), and a 'Last Authentication' timestamp of '2017-Jun-01 15:56'. At the bottom are 'OK' and 'Cancel' buttons.

This will bring up the **No fob-Mark Netcare down** window and the user must enter a mandatory reason for marking Netcare as down. Once a reason is entered, the **Mark Netcare Down** button will be available to choose.

Note: This will mark Netcare down for **ALL** users.

No fob - Mark Netcare Down

This will mark the Alberta Netcare network as down for all users.
All Netcare transactions will be added to the Pending Network Queue to be sent later.
Netcare will be marked down until the end of the day, or until someone logs in with a fob.

Please enter a reason for marking netcare as down.

Forgot FOB at home

Mark Netcare Down **Cancel**

On the bottom of the Krollwin screens, Netcare will have a red circle to indicate Netcare is down for all users.

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start

Last Rx Numbers
Regular 650441
Narcotic 950020

Modify Rx
Reprint Rx
Cancel Rx
Modify Specific Rx #
Reprint Specific Rx #
Counsel Rx

KROLL
Dispensary

Rx Work in Progress

	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total
Input	0	0	0	0	0	0	0
Rx's In Progress	0	0	0	0	0	0	0
7 Point & Adjudicate	0	0	0	0	0	0	0
Filling	0	0	0	0	0	0	0
Visual Verify	0	0	0	0	0	0	0
Pickup Completion	0	0	0	0	0	0	0

Rx's Waiting for Pickup

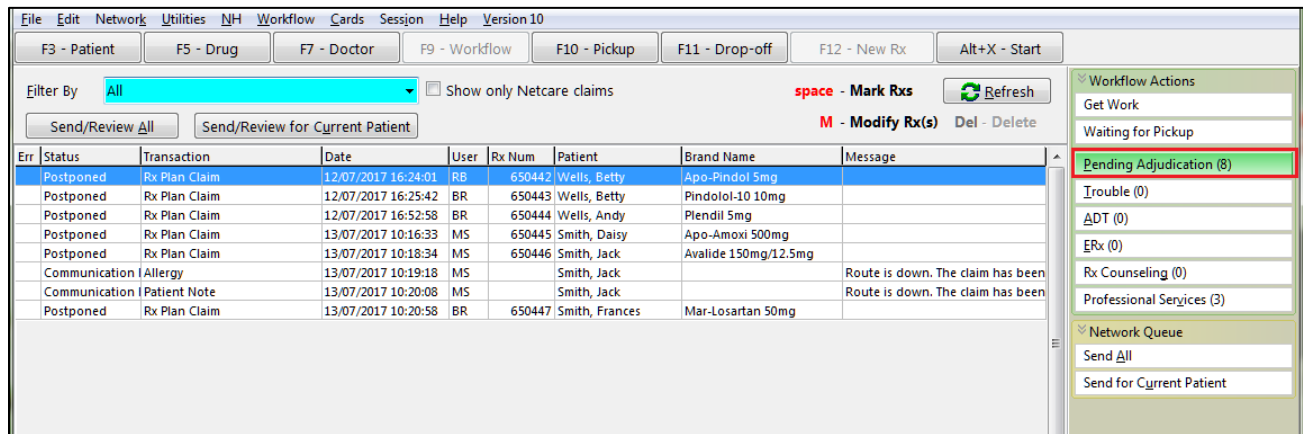
	1-7 days	7-14 days	14-21 days	21-28 days	28+ days	Total	Total \$
Waiting for Pickup	0	0	0	0	0	0	\$0

Rx Counts
New Rxs 0
Repeat Rxs 0
Total Rxs 0

Netcare

User MS (Monica Simpson) 0 NUM 12/07/2017 11:47:56

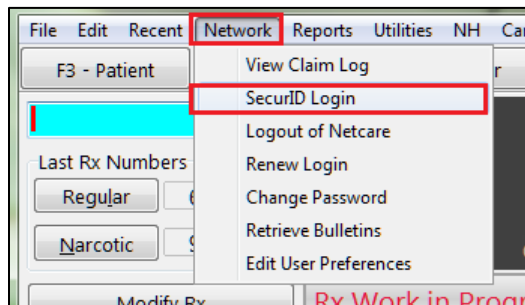
Any Rxs filled by the pharmacy will be added to the Pending Adjudication to be sent to Netcare when a user with a fob logs in or tomorrow when the marking the route as down expires.



The screenshot shows the Netcare Network User Interface. At the top, there is a menu bar with options: File, Edit, Network, Utilities, NH, Workflow, Cards, Session, Help, Version 10. Below the menu bar, there are function keys: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F10 - Pickup, F11 - Drop-off, F12 - New Rx, and Alt+X - Start. A filter dropdown is set to 'All', and there is a checkbox for 'Show only Netcare claims'. A 'Send/Review All' button and a 'Send/Review for Current Patient' button are visible. A table of transactions is displayed with columns: Err, Status, Transaction, Date, User, Rx Num, Patient, Brand Name, and Message. The table contains several rows of data, including 'Postponed' and 'Communication' transactions. On the right side, there is a 'Workflow Actions' panel with buttons for 'Get Work', 'Waiting for Pickup', 'Pending Adjudication (8)', 'Trouble (0)', 'ADT (0)', 'ERx (0)', 'Rx Counseling (0)', and 'Professional Services (3)'. Below this is a 'Network Queue' panel with buttons for 'Send All' and 'Send for Current Patient'.

Err	Status	Transaction	Date	User	Rx Num	Patient	Brand Name	Message
	Postponed	Rx Plan Claim	12/07/2017 16:24:01	BR	650442	Wells, Betty	Apo-Pindol 5mg	
	Postponed	Rx Plan Claim	12/07/2017 16:25:42	BR	650443	Wells, Betty	Pindolol-10 10mg	
	Postponed	Rx Plan Claim	12/07/2017 16:52:58	BR	650444	Wells, Andy	Plendil 5mg	
	Postponed	Rx Plan Claim	13/07/2017 10:16:33	MS	650445	Smith, Daisy	Apo-Amoxi 500mg	
	Postponed	Rx Plan Claim	13/07/2017 10:18:34	MS	650446	Smith, Jack	Avalide 150mg/12.5mg	
	Communication	Allergy	13/07/2017 10:19:18	MS		Smith, Jack		Route is down. The claim has been
	Communication	Patient Note	13/07/2017 10:20:08	MS		Smith, Jack		Route is down. The claim has been
	Postponed	Rx Plan Claim	13/07/2017 10:20:58	BR	650447	Smith, Frances	Mar-Losartan 50mg	

A new user with a fob, will need to login to Netcare from the Network> SecureID Login menu in order to have Rx's send to the Network.



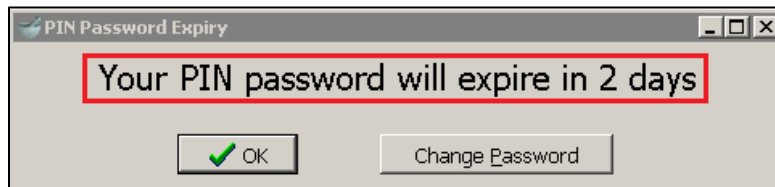
The screenshot shows the Netcare Network User Interface with the 'Network' menu open. The 'SecureID Login' option is highlighted. Other options in the menu include 'View Claim Log', 'Logout of Netcare', 'Renew Login', 'Change Password', 'Retrieve Bulletins', and 'Edit User Preferences'.



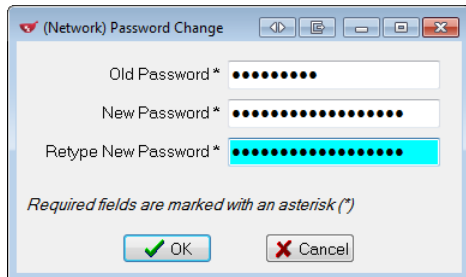
The screenshot shows the Netcare Login window. It features the RSA SecurID logo and a login form. The form includes fields for 'User ID' (vtesting206) and 'Passcode' (masked with dots). A 'Last Authentication' timestamp of 2017-Jul-13 10:11 is displayed. Below the form, there is a button labeled 'No fob - Mark Netcare Down'. At the bottom of the window, there is a section for 'Login ID' (brichard49) and 'Password' (masked with dots), with another 'Last Authentication' timestamp of 2017-Jul-13 10:11. The window has 'OK' and 'Cancel' buttons at the bottom.

EHR Password Change & Expiry

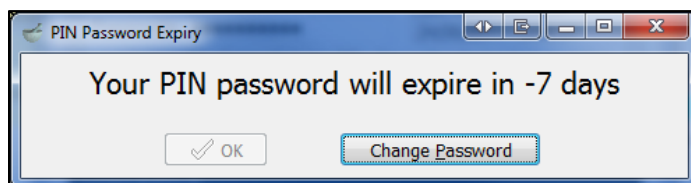
Alberta Netcare requires EHR Passwords to expire every 90 days (this is subject to change from AHW). Kroll will begin reminding the user of an impending password expiry 7 days prior to the actual password expiry date. The reminder prompt will look similar to the following and will appear when the user attempts to login to Alberta Netcare:



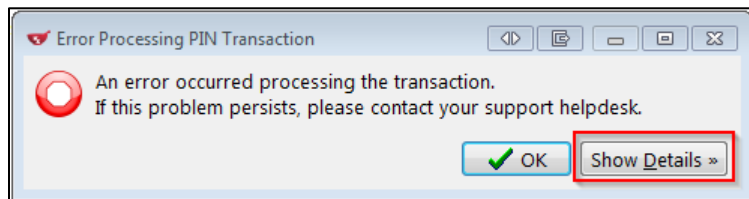
At this point, the user can click **OK** or press **Enter** on the keyboard to bypass the warning and change the password at a later time; or click on **Change Password** to immediately change the **EHR** password. If the **Change Password** option is selected, the **(Network) Password Change** window will appear. The user will be required to enter their old password followed by the new password. Once all three password fields are filled out, click **OK** or press **Enter** to save and send the new password to Netcare.



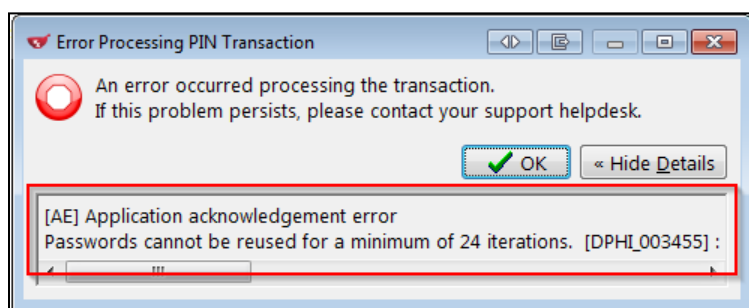
When the EHR password is past its expiry, users have no choice but to change their password when they attempt to access Netcare from Kroll. A prompt similar to the following will appear (notice the number of days will fall into the negative values to denote that the password is past due).



When changing passwords, users cannot reuse a password that has been used the past 24 times. If the user enters a password that has been used in the previous 24 passwords, the following error message will appear:



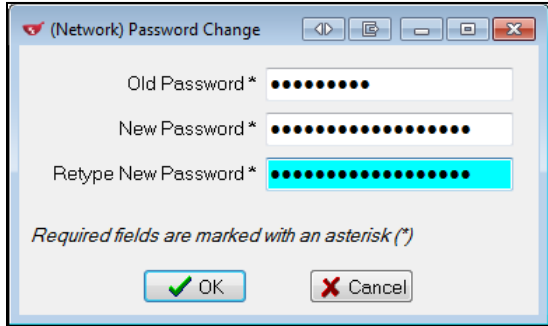
Click on Show Details



KROLL HINT: Users can incorporate a 2-digit number within in their password and change the number sequentially each time it expires to facilitate the tracking of passwords that have been used previously.

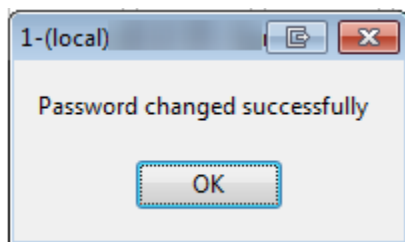
Kroll also allows users to change their password at any time, on demand, as follows:

1. From the **ALT+X Start** screen go to **Network > Change Password**.
2. From the **(Network) Password Change** screen, enter the old password followed by the new password, and then re-type the new password.



The screenshot shows a dialog box titled "(Network) Password Change". It contains three text input fields, each followed by an asterisk (*): "Old Password *", "New Password *", and "Retype New Password *". The "Old Password" field contains 10 black dots. The "New Password" field contains 10 black dots. The "Retype New Password" field contains 10 red dots. Below the fields is a note: "Required fields are marked with an asterisk (*)". At the bottom are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

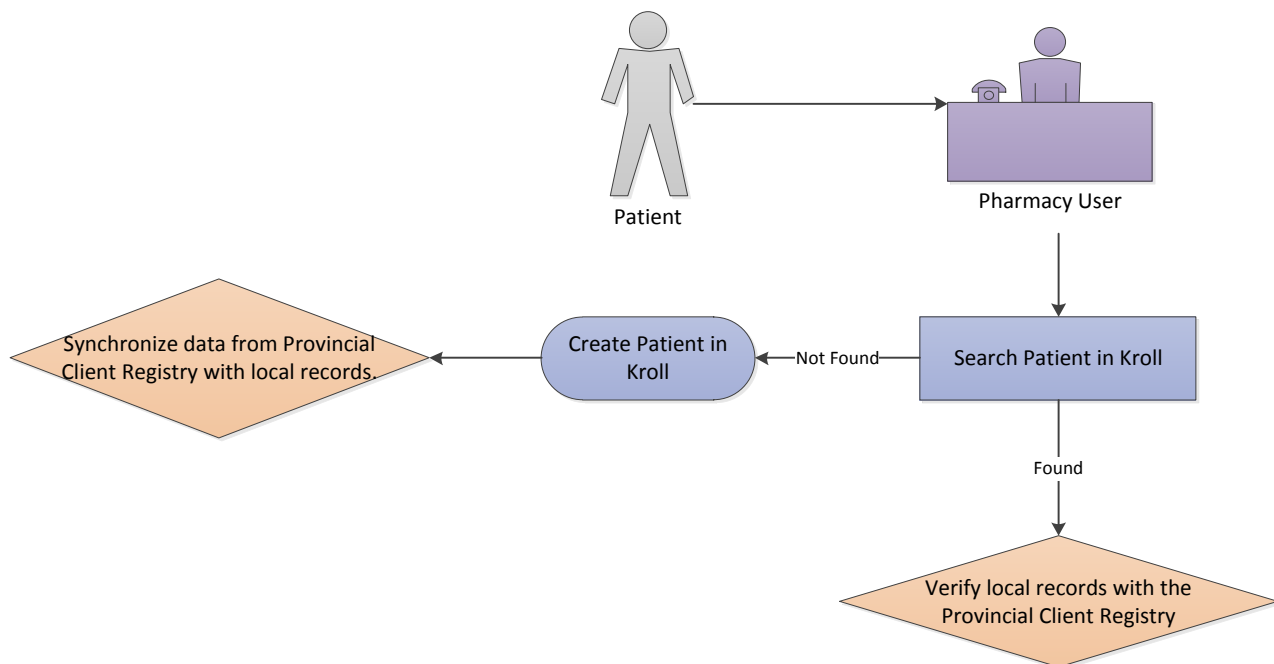
3. Click **OK** or press **Enter** to save the new EHR Password. Once the password change is complete, the following confirmation message will appear:



Patient Search

For the most part, searching for a patient in Kroll will function in the same manner as before Alberta Netcare integration. That being said, a few extra steps will be required to synchronize data between the local patient record and the Alberta Netcare patient record. It is of great importance to patient safety that the correct local patient record is linked to the associated PCR patient record because information will be updated to and from Netcare via this link.

The most straight-forward and effective method of searching for a patient in Kroll is to enter their **Personal Health Number (PHN)** preceded by a number sign (e.g. #697189009). That being said, users can also use other patient demographics to search the local database for a patient. If no patient file is found in Kroll, the user must create a new file for the patient. Kroll then interacts with the **Provincial Client Registry (PCR)**, a component of the EHR, to retrieve a list of Network patients that match the criteria entered in Kroll. PCR provides the patient demographic information required by the user to confirm the identity of the patient. The ultimate objective is to match the patient's demographic data in Kroll with data in the PCR.

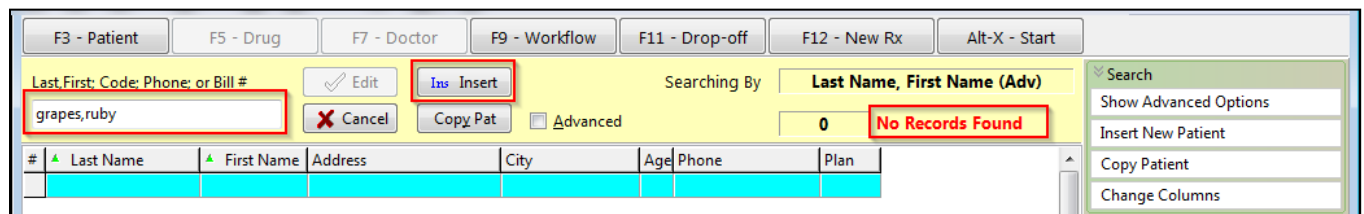


For pharmacies integrated with Alberta Netcare, there are five (5) possible scenarios that can be encountered when searching for a patient:

- Scenario 1 – New Patient (Not Found in Kroll)
- Scenario 2 – New Patient (Not Found in PCR)
- Scenario 3 – Existing Local Patient (Not synchronized to PCR)
- Scenario 4 – Existing Local Patient (Not Found In PCR)
- Scenario 5 – Existing Local Patient Already Synced to PCR

Scenario 1 – New Patient (Not Found in Kroll)

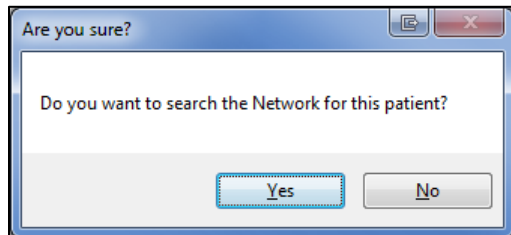
1. Search for the patient using the **F3-Patient Search**.
2. Verify that the patient does not exist on the local Kroll system, then press **Ins** on the keyboard or click **Insert** with the mouse to add the new patient file.



#	Last Name	First Name	Address	City	Age	Phone	Plan

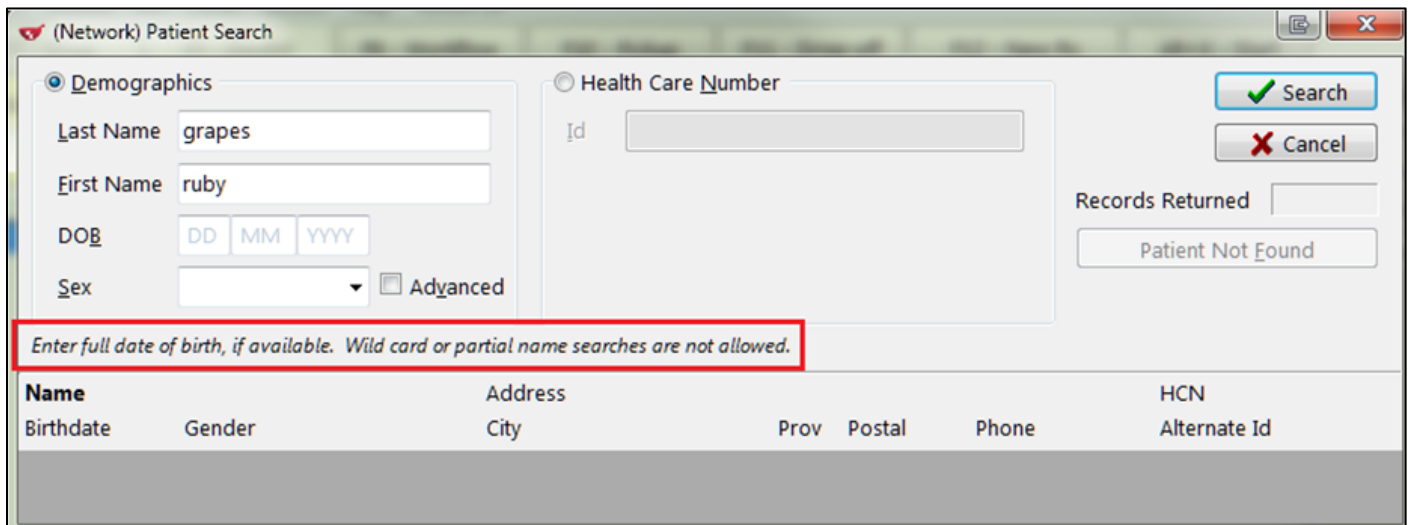
- To search the PCR for a matching patient, answer **Yes** when asked ‘**Do you want to search the Network for this patient?**’

NOTE: If the user answers **No**, they will be brought directly to the F3-Patient Card for manual entry of patient information.



- Input all available patient information into the **(Network) Patient Search** window and click **Search** or press **Enter** on the keyboard to search the PCR for the patient record.

NOTE: When the **Personal Health Number** is not available, the ‘**Last Name + Given Name**’ or ‘**Last Name + Full Date of Birth**’ must be provided in order to initiate the search. Searching by **Middle Name** is also an option; however, no separate field is present in Kroll. The middle name can be entered in the first name field or the combination of both the first and middle name can be placed in the first name field. Keep in mind that wildcard or partial name searches are not allowed.



(Network) Patient Search

☒ **Demographics**

Last Name: grapes

First Name: ruby

DOB: DD MM YYYY

Sex: ☐ **Advanced**

☐ **Health Care Number**

Id:

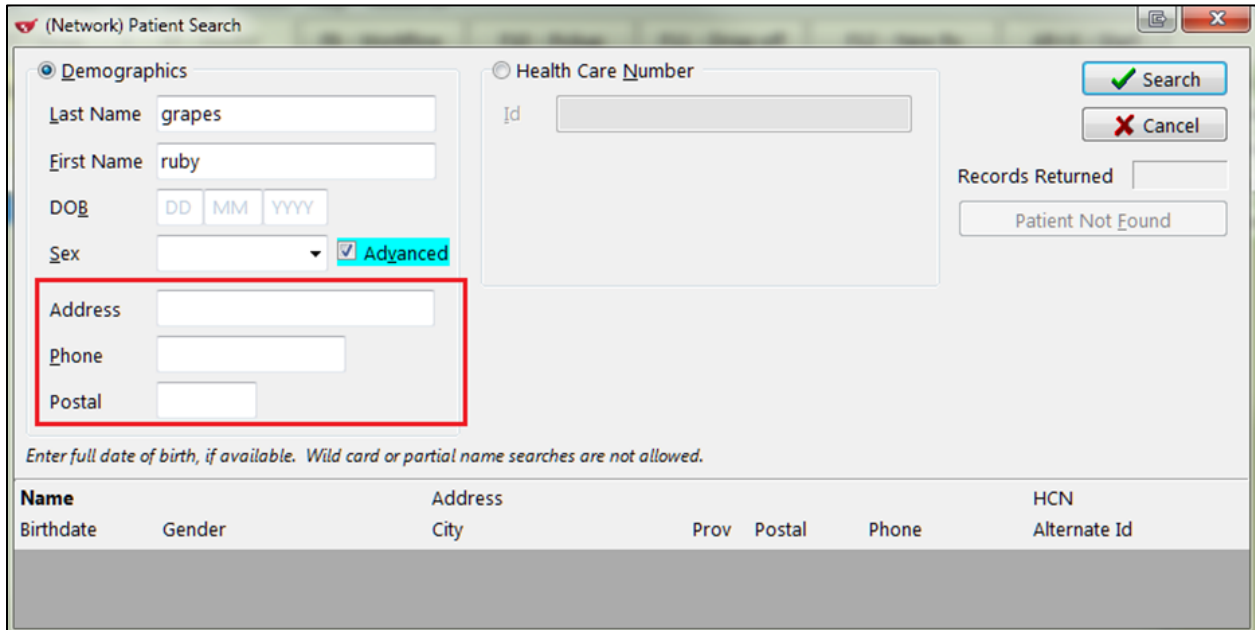
Records Returned:

Enter full date of birth, if available. Wild card or partial name searches are not allowed.

Name	Birthdate	Gender	Address	City	Prov	Postal	Phone	HCN	Alternate Id

- If the search does not return any matching patient records, the user can perform an **Advanced** patient network search by placing a checkmark next to the **Advanced** flag.

NOTE: If the user searches by **Address**, they need to include the **City, Country** and **Postal Code**, but not phone number. If the user searches by **phone number**, the other advanced fields are not required for input.



(Network) Patient Search

☒ Demographics

Last Name: grapes

First Name: ruby

DOB: DD MM YYYY

Sex: ☒ Advanced

Address:

Phone:

Postal:

Health Care Number

Id:

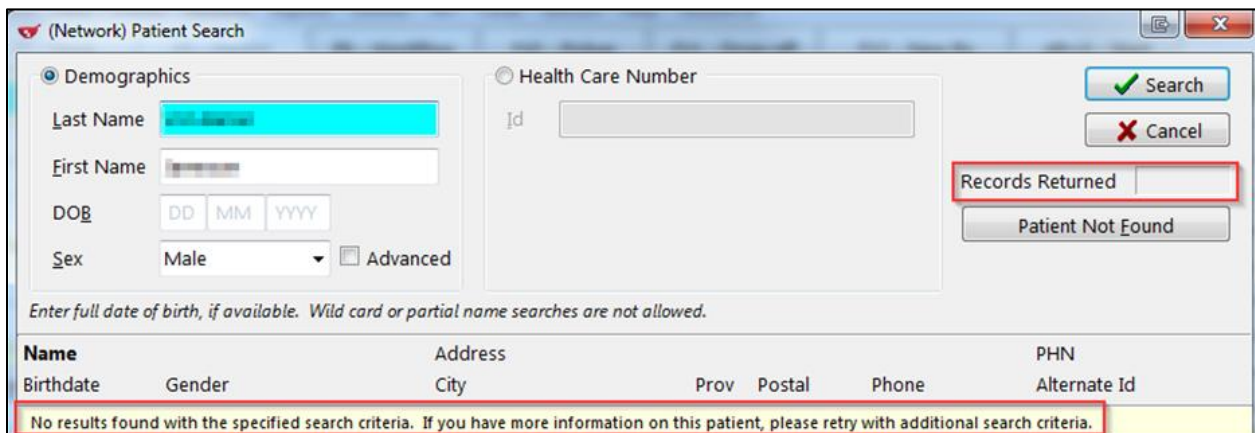
Records Returned:

Patient Not Found

Enter full date of birth, if available. Wild card or partial name searches are not allowed.

Name	Address	HCN
Birthdate	Gender	City

KROLL HINT: If no records are returned for the search criteria entered, the user will be shown a message indicating 'No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria'.



(Network) Patient Search

☒ Demographics

Last Name: grapes

First Name: ruby

DOB: DD MM YYYY

Sex: Male ☐ Advanced

Address:

Phone:

Postal:

Health Care Number

Id:

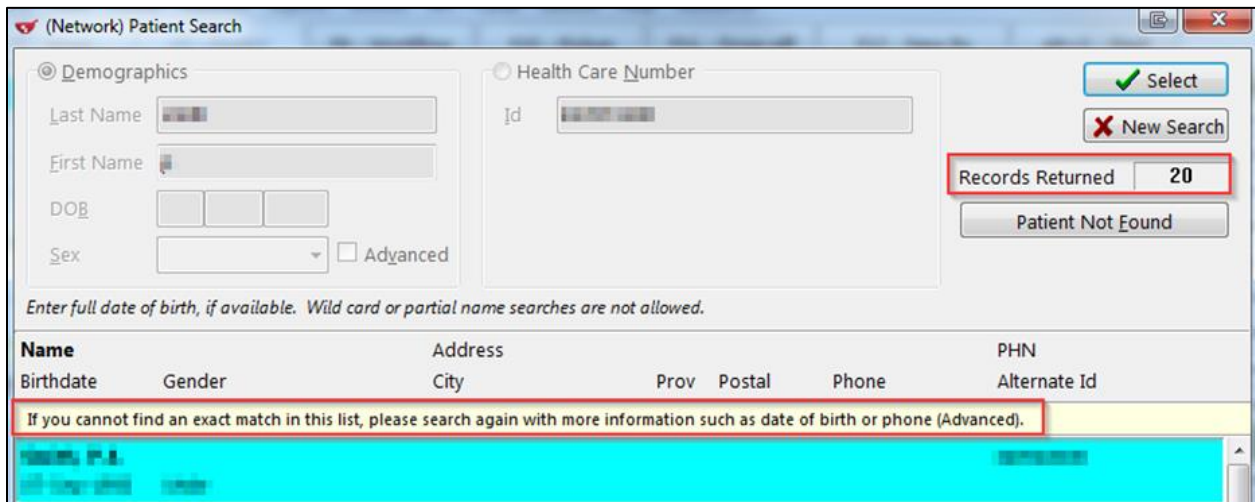
Records Returned:

Patient Not Found

Enter full date of birth, if available. Wild card or partial name searches are not allowed.

Name	Address	PHN
Birthdate	Gender	City
No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria.		

KROLL HINT: If more than 5 patient records are returned from the search, the user will be shown a message indicating 'If you cannot find an exact match in this list, please search again with more information such as date of birth or phone (Advanced)'.



(Network) Patient Search

☒ Demographics ☐ Health Care Number

Last Name: [Redacted] First Name: [Redacted] DOB: [Redacted] Sex: [Redacted] ☐ Advanced

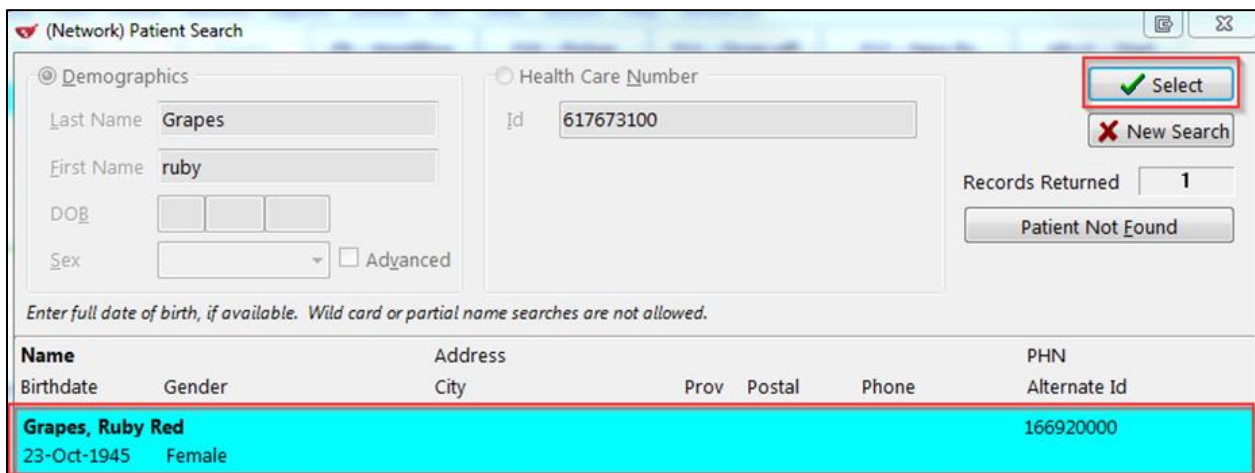
Id: [Redacted]

Records Returned: 20

Enter full date of birth, if available. Wild card or partial name searches are not allowed.

Name	Birthdate	Gender	Address	City	Prov	Postal	Phone	PHN	Alternate Id
If you cannot find an exact match in this list, please search again with more information such as date of birth or phone (Advanced).									

- Select the matching patient from the PCR results by highlighting the entry and clicking **Select** or pressing **Enter** on the keyboard.



(Network) Patient Search

☒ Demographics ☐ Health Care Number

Last Name: Grapes First Name: ruby DOB: [Redacted] Sex: [Redacted] ☐ Advanced


Id: 617673100

Records Returned: 1

Enter full date of birth, if available. Wild card or partial name searches are not allowed.

Name	Birthdate	Gender	Address	City	Prov	Postal	Phone	PHN	Alternate Id
Grapes, Ruby Red	23-Oct-1945	Female						166920000	

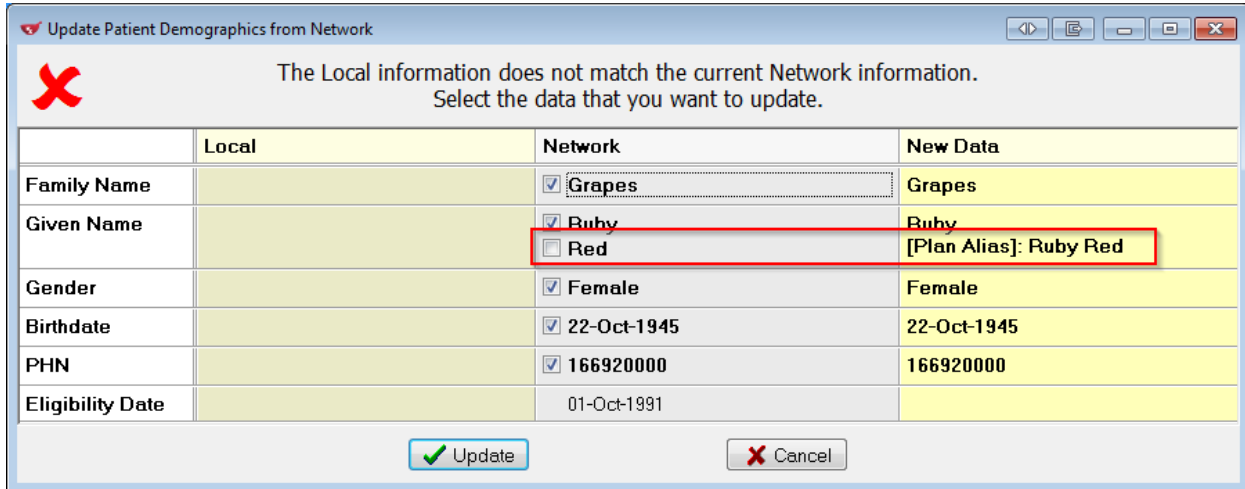
- Upon clicking **Select**, the **Patient Update** screen will appear allowing users to select the information they want to update from the PCR into the local Kroll patient record. The first column displays current local patient information, the second column displays Network patient information, and the last column displays information from the Network that will be updated to the Local Kroll patient record.



The Local information does not match the current Network information.
Select the data that you want to update.

	Local	Network	New Data
Family Name		<input checked="" type="checkbox"/> Grapes	Grapes
Given Name		<input checked="" type="checkbox"/> Ruby <input checked="" type="checkbox"/> Red	Ruby Red
Gender		<input checked="" type="checkbox"/> Female	Female
Birthdate		<input checked="" type="checkbox"/> 22-Oct-1945	22-Oct-1945
PHN		<input checked="" type="checkbox"/> 166920000	166920000
Eligibility Date		01-Oct-1991	

- By default, any information that is missing or different between the **Current Local** column and the **Network** column will be flagged for updating. If the user does not want to update the local data with the Network data, uncheck the flag next to the applicable piece of information.

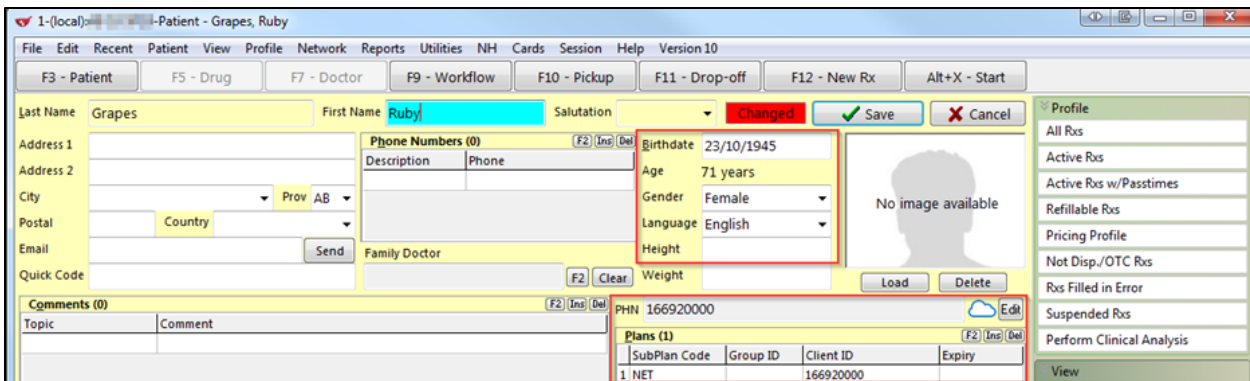


The Local information does not match the current Network information.
Select the data that you want to update.

	Local	Network	New Data
Family Name		<input checked="" type="checkbox"/> Grapes	Grapes
Given Name		<input checked="" type="checkbox"/> Ruby <input type="checkbox"/> Red	Ruby [Plan Alias]: Ruby Red
Gender		<input checked="" type="checkbox"/> Female	Female
Birthdate		<input checked="" type="checkbox"/> 22-Oct-1945	22-Oct-1945
PHN		<input checked="" type="checkbox"/> 166920000	166920000
Eligibility Date		01-Oct-1991	

KROLL HINT: If the information de-selected is required, the information will then be added to the plan alias filed for the Netcare plan.

- Once the user has finished selecting the Network data that needs to be updated into the local patient record, click **Update** or press **Enter** on the keyboard. Selected patient information will be populated into the local Kroll file.



1-(local)-Patient - Grapes, Ruby

File Edit Recent Patient View Profile Network Reports Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start

Last Name: Grapes First Name: Ruby Salutation: Changed Save Cancel

Address 1: Address 2: City: Prov: AB Country: Postal: Email: Send

Phone Numbers (0): (F2) (Ins) (Del)

Birthdate: 23/10/1945 Age: 71 years Gender: Female Language: English Height: Weight:

Family Doctor: (F2) Clear

Comments (0): (F2) (Ins) (Del)

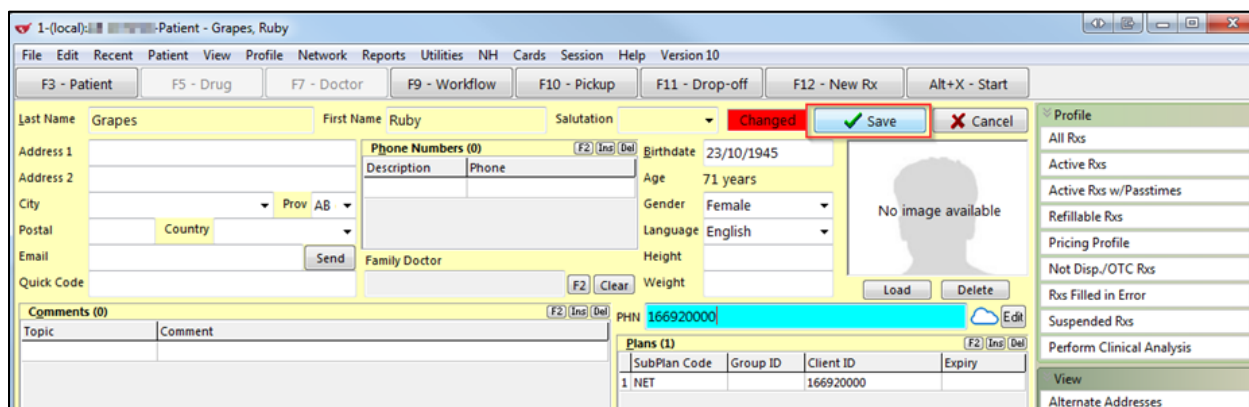
PHN: 166920000 (F2) (Ins) (Del)

Plans (1): (F2) (Ins) (Del)

SubPlan Code	Group ID	Client ID	Expiry
1 NET		166920000	

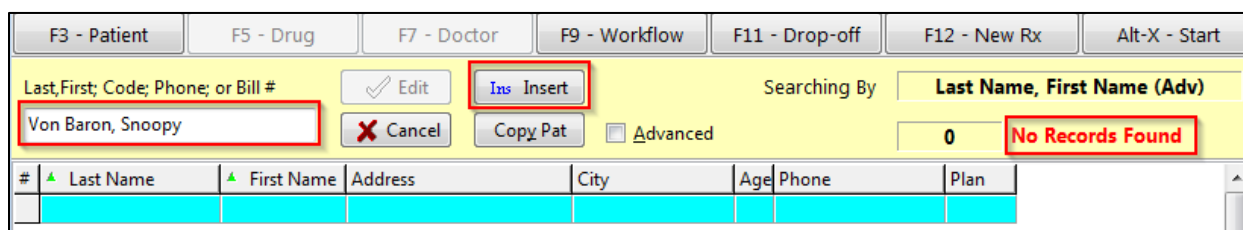
Profile: All Rx, Active Rx, Active Rx w/Passtimes, Refillable Rx, Pricing Profile, Not Disp./OTC Rx, Rx Filled in Error, Suspended Rx, Perform Clinical Analysis, View

- Input other pertinent patient information (e.g. snap cap preference, plan information, height, weight etc.) and click **Save** or press **Enter** on the keyboard to save changes.

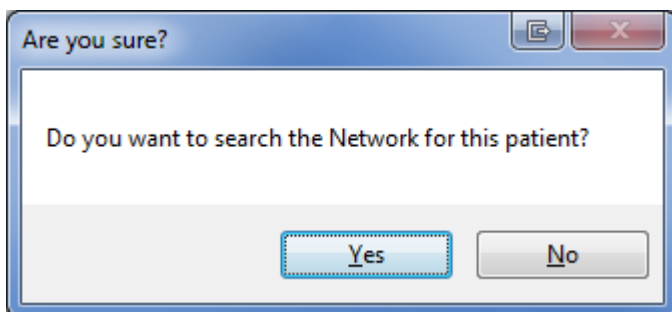


Scenario 2 – New Patient (Not Found in PCR)

- Search for the patient using the **F3-Patient Search**.
- Verify that the patient does not exist in the local Kroll database, then click **Ins** or press **Insert** on the keyboard.

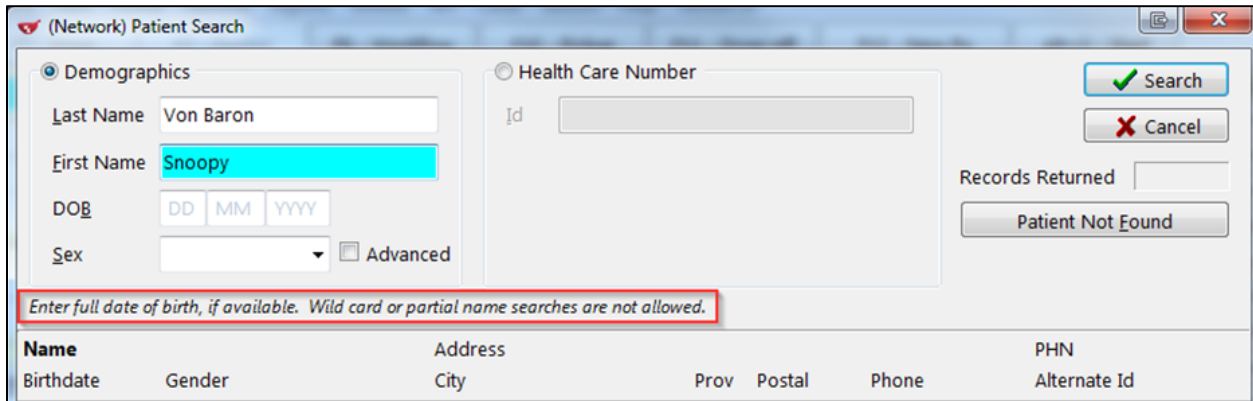


- When asked 'Do you want to search the Network for this patient?' answer **YES** to search the PCR for a matching patient.



- Input all available patient information into the **Network Patient Search** window and click **Search** or press **Enter** on the keyboard to search the PCR for the patient.

NOTE: When the **Personal Health Number** is not available, the '**Last Name + Given Name**' or '**Last Name + Full Date of Birth**' must be provided in order to initiate the search. Searching by **Middle Name** is also an option; however, no separate field is present in Kroll. The middle name can be entered in the first name field or the combination of both the first and middle name can be placed in the first name field. Keep in mind that wildcard or partial name searches are not allowed.

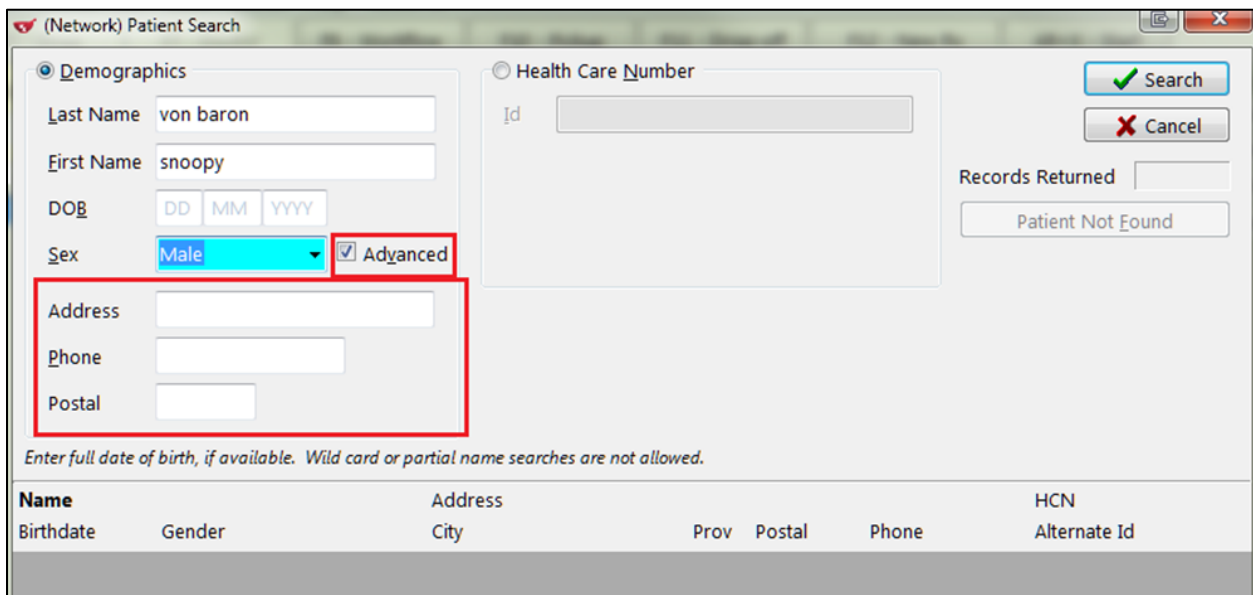


The screenshot shows the '(Network) Patient Search' window. The 'Demographics' tab is selected. The 'Last Name' field contains 'Von Baron' and the 'First Name' field contains 'Snoopy'. The 'DOB' field has dropdowns for 'DD', 'MM', and 'YYYY'. The 'Sex' field is a dropdown menu. There is an 'Advanced' checkbox. The 'Health Care Number' section has an 'Id' field. On the right, there are 'Search' and 'Cancel' buttons, a 'Records Returned' field, and a 'Patient Not Found' button. A red box highlights the text: 'Enter full date of birth, if available. Wild card or partial name searches are not allowed.'

Name	Gender	Address	City	Prov	Postal	Phone	PHN	Alternate Id
Birthdate								

- If the search does not return any matching patient records, the user can perform an **Advanced** patient network search by placing a checkmark next to the **Advanced** flag.

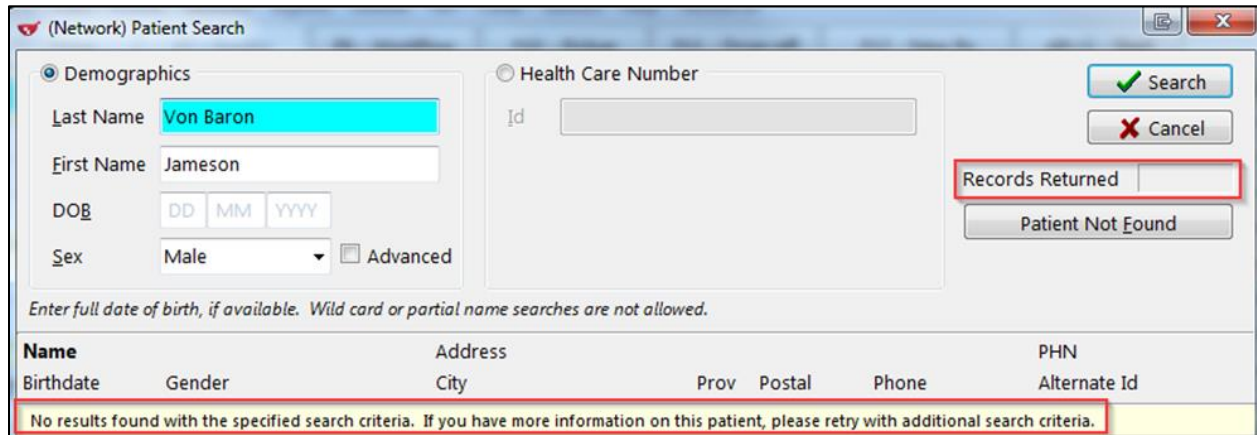
NOTE: If the user searches by **Address**, they need to include the **City**, **Country** and **Postal Code**, but not phone number. If the user searches by **Phone number**, the other advanced fields are not required for input.



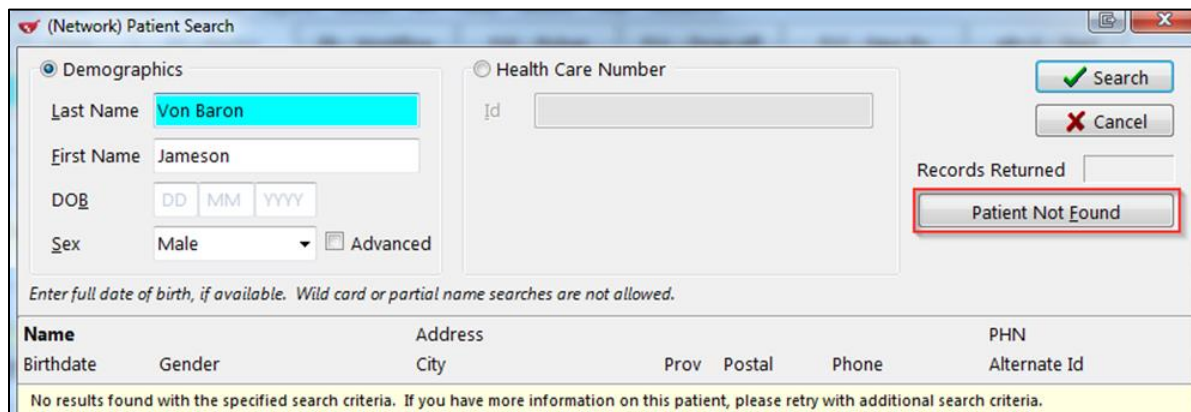
The screenshot shows the '(Network) Patient Search' window with the 'Advanced' checkbox checked. The 'Last Name' field contains 'von baron' and the 'First Name' field contains 'snoopy'. The 'DOB' field has dropdowns for 'DD', 'MM', and 'YYYY'. The 'Sex' field is a dropdown menu showing 'Male'. The 'Address' field is highlighted with a red box. The 'Phone' and 'Postal' fields are also present. The 'Health Care Number' section has an 'Id' field. On the right, there are 'Search' and 'Cancel' buttons, a 'Records Returned' field, and a 'Patient Not Found' button. A red box highlights the text: 'Enter full date of birth, if available. Wild card or partial name searches are not allowed.'

Name	Gender	Address	City	Prov	Postal	Phone	HCN	Alternate Id
Birthdate								

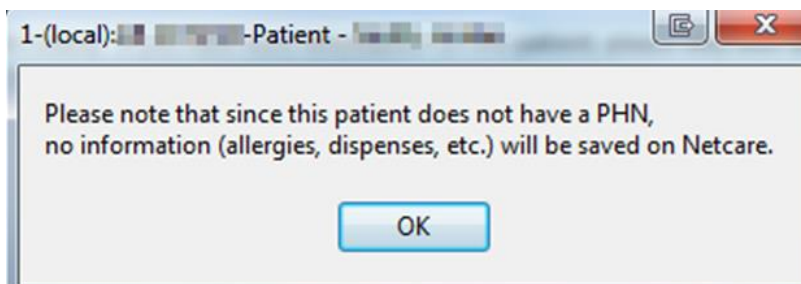
KROLL HINT: If no records are returned for the search criteria entered, the user will be shown a message indicating 'No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria'.



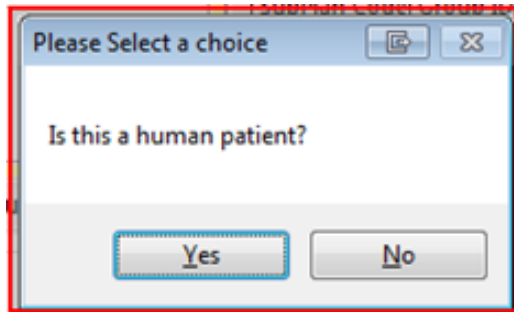
- If all available patient information has been entered to search for the patient and still no matching results are returned, click on **Patient Not Found** or **CTRL+N**.



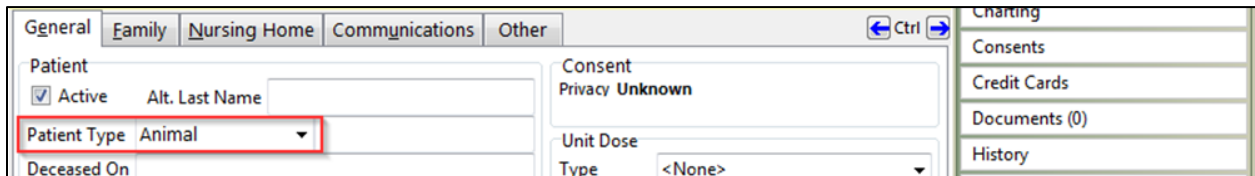
- If a PHN was not used in the Network patient search, a warning message will appear to let the user know that without a PHN, information will not be saved on Netcare. Patients will not have a PHN if they are an out of province patient, an animal patient, or if the patient has recently moved to Alberta and does not have a PHN yet. Click **OK** or press **Enter** to continue from the warning message.



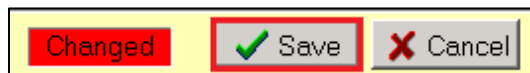
8. The user will be brought back to the Kroll patient file and presented with a window asking 'Is this a human patient?'



9. If the user answers 'No' (i.e. the patient is not human), the system will proceed to mark the patient as an animal under the **General** tab of the patient file. If the user answers 'Yes' (i.e. the patient is human) they will be brought back to the local patient file where they will proceed to enter supplementary patient information.

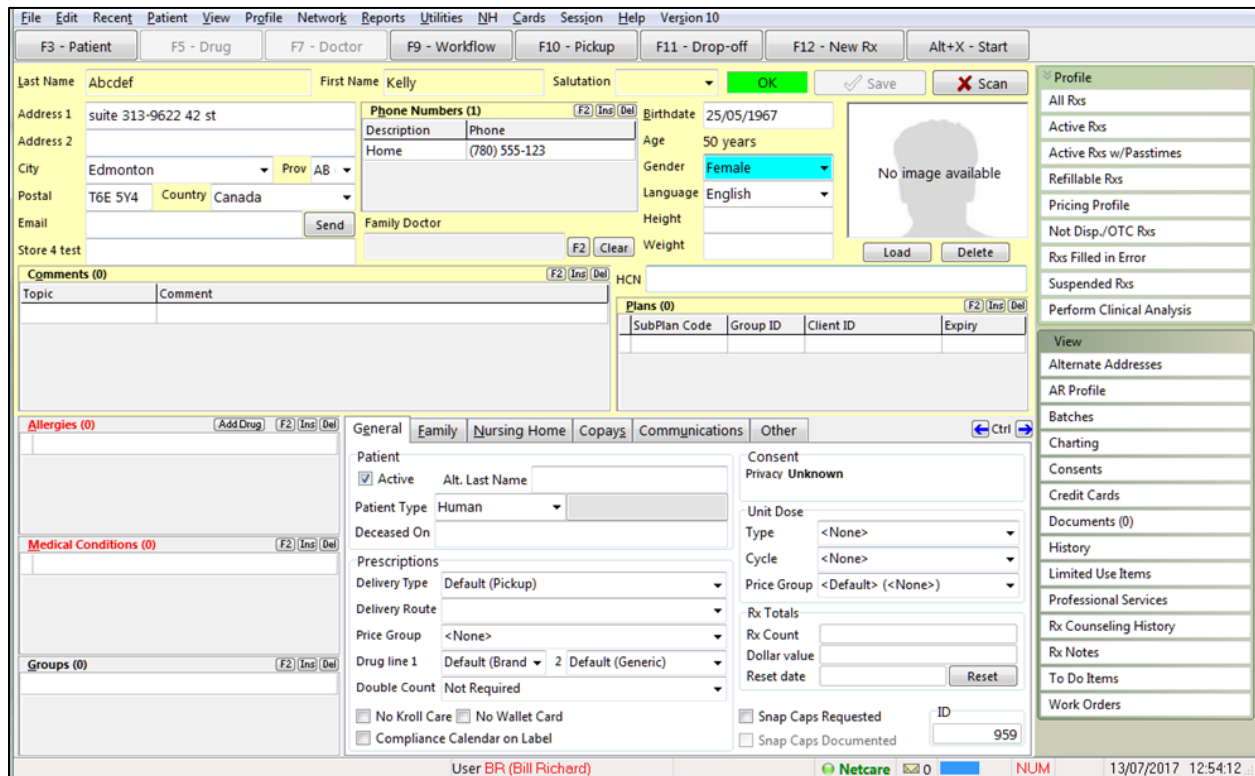


10. Fill out all necessary patient information and click **Save** or press **Enter** on the keyboard to save the patient file. **Note that data will not be recorded on Alberta Netcare for this patient.**



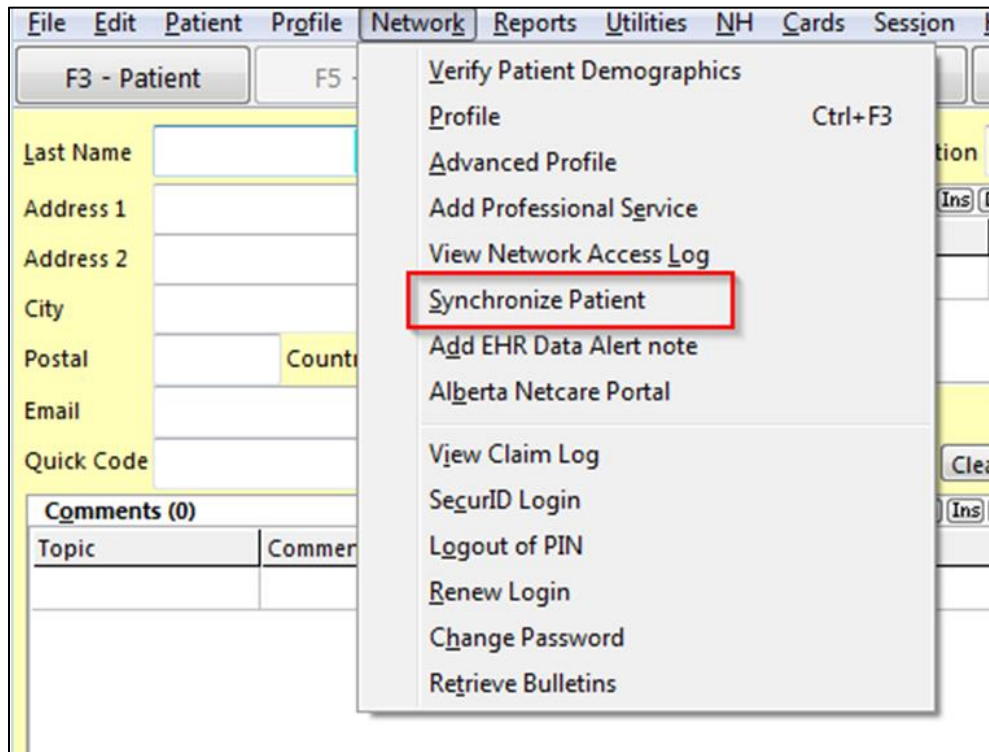
Scenario 3 – Existing Local patient (Not Synchronized to PCR)

1. Search for the patient using the **F3-Patient Search** (this patient exists in the local Kroll system, but their data is not synchronized with the PCR).



The screenshot displays the Kroll Patient Search and Profile interface. The top menu bar includes options like File, Edit, Recent, Patient, View, Profile, Network, Reports, Utilities, NH, Cards, Session, and Help. The 'F3 - Patient' button is highlighted. The patient profile for 'Kelly Abcdef' is shown, with fields for Last Name, First Name, Salutation, Birthdate, Age, Gender, Language, and Address. The 'Profile' tab is selected, showing fields for Birthdate, Age, Gender, Language, and a placeholder for a photo. The 'Comments' and 'Allergies' sections are also visible. The bottom status bar shows the user 'BR (Bill Richard)' and the date '13/07/2017 12:54:12'.

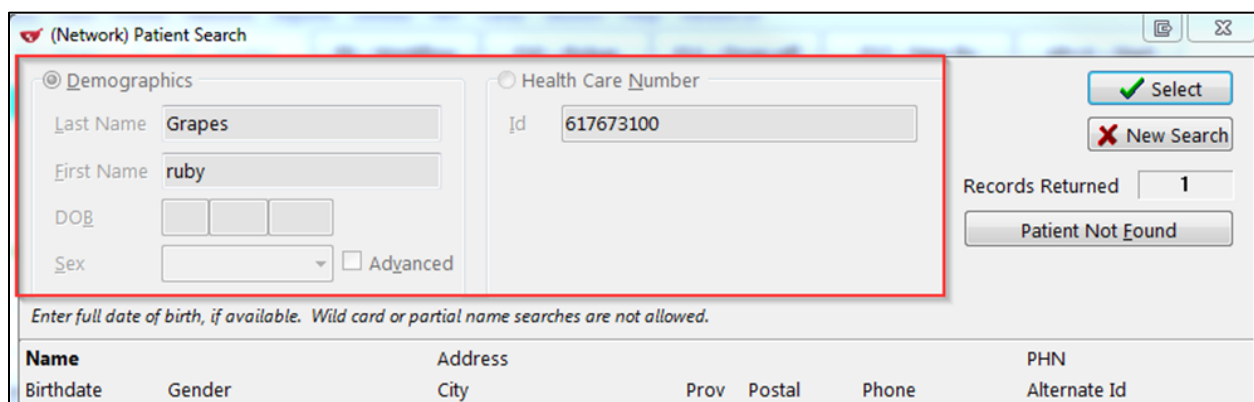
- From the patient card, go to **Network > Synchronize Patient** and login with Kroll initials and password.



KROLL HINT: Selecting the **Profile** option will also cause the Synch if the patient has not already been synchronized to the network.

- Patient information from the local Kroll record will automatically be pulled into the **(Network) Patient Search** and used as search criteria. Click **Search** or press **Enter** on the keyboard to execute the Network search for the existing local patient.

NOTE: If the PHN field is populated, the PHN will be the only criteria used to search for a matching patient in the PCR; all other search fields will be grayed out.




The screenshot shows the '(Network) Patient Search' window. It has two tabs: 'Demographics' (selected) and 'Health Care Number'. Under 'Demographics', there are fields for 'Last Name' (Grapes), 'First Name' (ruby), 'DOB' (empty), and 'Sex' (dropdown). There is also an 'Advanced' checkbox. Under 'Health Care Number', there is an 'Id' field with the value '617673100'. On the right, there are buttons for 'Select' (with a green checkmark) and 'New Search' (with a red X). Below these buttons, it says 'Records Returned 1' and 'Patient Not Found'. At the bottom, there is a table with columns: Name, Birthdate, Gender, Address, City, Prov, Postal, Phone, PHN, and Alternate Id. A note at the bottom says 'Enter full date of birth, if available. Wild card or partial name searches are not allowed.'

When the **Personal Health Number** is not available, the '**Last Name + Given Name**' or '**Last Name + Full Date of Birth**' must be provided in order to initiate the search. Searching by **Middle Name** is also an option; however, no separate field is present in Kroll. The middle name can be entered in the first name field or the combination of both the first and middle name can be placed in the first name field. Keep in mind that wildcard or partial name searches are not allowed.

- If the search does not return any matching patient records, the user can perform an **Advanced** Network search by placing a check mark next to the **Advanced** flag.

NOTE: If the user searches by **Address**, they need to include the **City, Country** and **Postal Code**, but not phone number. If the user searches by **Phone number**, the other advanced fields are not required for input.



(Network) Patient Search

☒ Demographics ☐ Health Care Number

Last Name: Abcdef
 First Name: Kelly
 DOB: DD MM YYYY
 Sex: Female ☒ Advanced
 Address: suite 313-9622 42 st
 Phone:
 Postal: T6E 5Y4

Search Cancel

Records Returned:
 Patient Not Found

Enter full date of birth, if available. Wild card or partial name searches are not allowed.

Name	Birthdate	Gender	Address	City	Prov	Postal	Phone	HCN	Alternate Id
------	-----------	--------	---------	------	------	--------	-------	-----	--------------

KROLL HINT: If no records are returned for the search criteria entered, the user will be shown a message indicating 'No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria'.

(Network) Patient Search

☒ Demographics ☐ Health Care Number

Last Name: [Redacted]
 First Name: [Redacted]
 DOB: [DD] [MM] [YYYY]
 Sex: Male ☐ Advanced

Id: [Redacted]

Records Returned: [Redacted]
 Patient Not Found

Enter full date of birth, if available. Wild card or partial name searches are not allowed.

Name	Birthdate	Gender	Address	City	Prov	Postal	Phone	PHN	Alternate Id
No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria.									

KROLL HINT: If more than 5 patient records are returned from the search, the user will be shown a message indicating 'If you cannot find an exact match in this list, please search again with more information such as date of birth or phone (Advanced)'.

(Network) Patient Search

☒ Demographics ☐ Health Care Number

Last Name: [Redacted]
 First Name: [Redacted]
 DOB: [Redacted]
 Sex: [Redacted] ☐ Advanced

Id: [Redacted]

Records Returned: 20
 Patient Not Found

Enter full date of birth, if available. Wild card or partial name searches are not allowed.

Name	Birthdate	Gender	Address	City	Prov	Postal	Phone	PHN	Alternate Id
If you cannot find an exact match in this list, please search again with more information such as date of birth or phone (Advanced).									
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

- From the list of patients returned from the Network search, highlight the matching entry and click **Select** or press **Enter** on the keyboard to continue.

(Network) Patient Search

☒ Demographics

☐ Health Care Number

Last Name:
 First Name:
 DOB:
 Sex: ☒ Advanced
 Address:
 Phone:
 Postal:

Id:

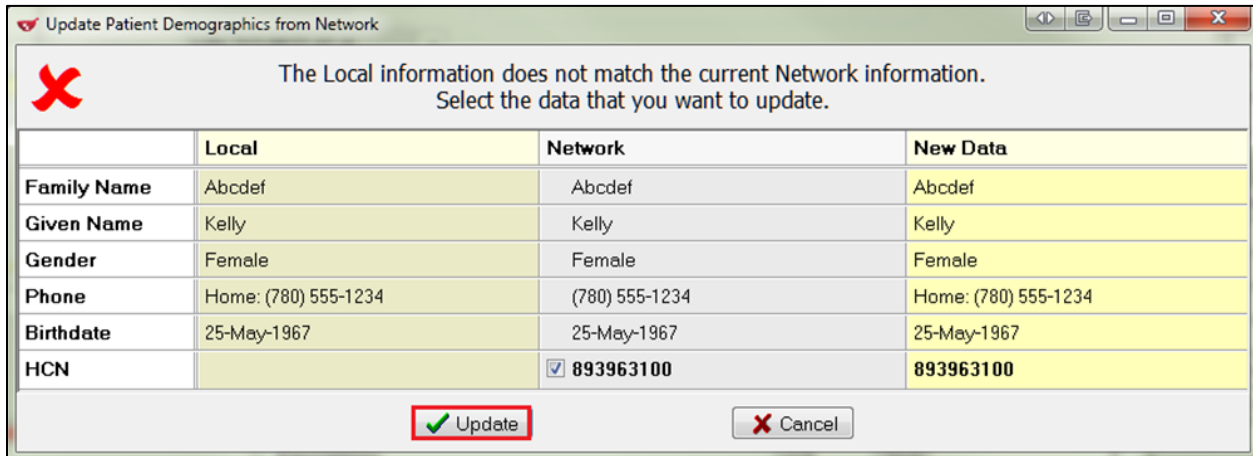
Records Returned:

Enter full date of birth, if available. Wild card or partial name searches are not allowed.

Name	Birthdate	Gender	Address	City	Prov	Postal	Phone	HCN	Alternate Id
Abcdef, Kelly	25-May-1967	Female					(780) 555-1234	893963100	

- From the **Patient Update** screen, place a check mark next to the Network information that you would like to update into your local Kroll patient record and click **Update** or press **Enter** on the keyboard. Users can bypass this step by not checking any of the checkboxes in the **Network** column, and clicking **Skip** or pressing **Esc** on the keyboard.

NOTE: If the patient confirms that data returned in the **Network** column is incorrect, the pharmacist should contact **Alberta Health and Wellness** to report the discrepancy.



Update Patient Demographics from Network

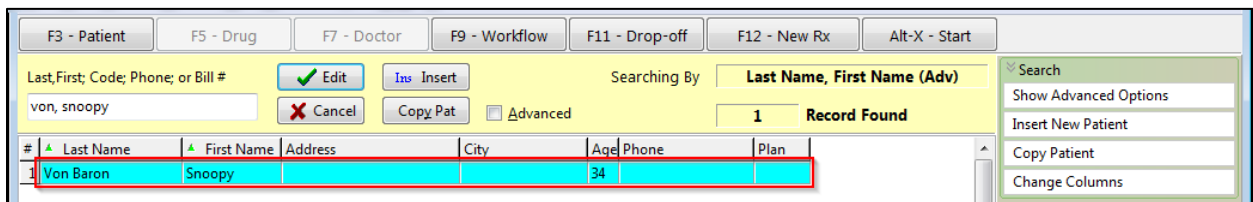
The Local information does not match the current Network information.
Select the data that you want to update.

	Local	Network	New Data
Family Name	Abcdef	Abcdef	Abcdef
Given Name	Kelly	Kelly	Kelly
Gender	Female	Female	Female
Phone	Home: (780) 555-1234	(780) 555-1234	Home: (780) 555-1234
Birthdate	25-May-1967	25-May-1967	25-May-1967
HCN		<input checked="" type="checkbox"/> 893963100	893963100

- The Kroll patient card will automatically be saved with new information pulled from the Network (if any was selected).

Scenario 4 – Existing Local Patient (Not Synchronized & Not Found in PCR)

- Search for the patient using the **F3-Patient Search**; this patient exists locally in your Kroll database, but has not been synchronized with a Network patient record.



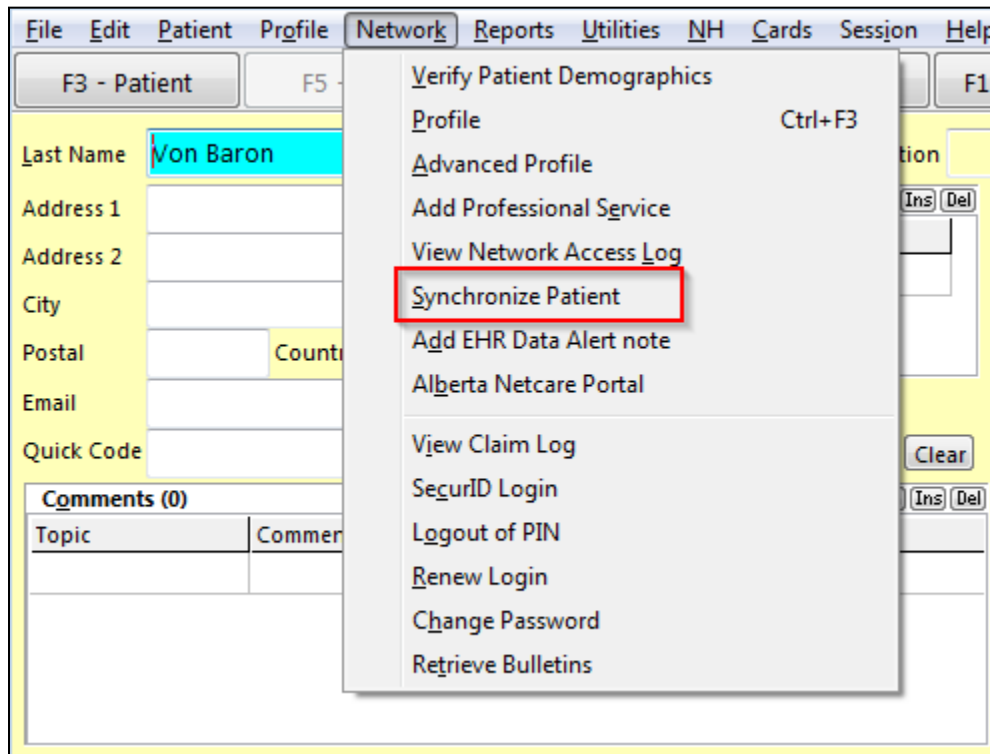
F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt-X - Start

Last,First; Code; Phone; or Bill # ☐ Advanced Searching By **Last Name, First Name (Adv)** **1 Record Found**

#	Last Name	First Name	Address	City	Age	Phone	Plan
1	Von Baron	Snoopy			34		

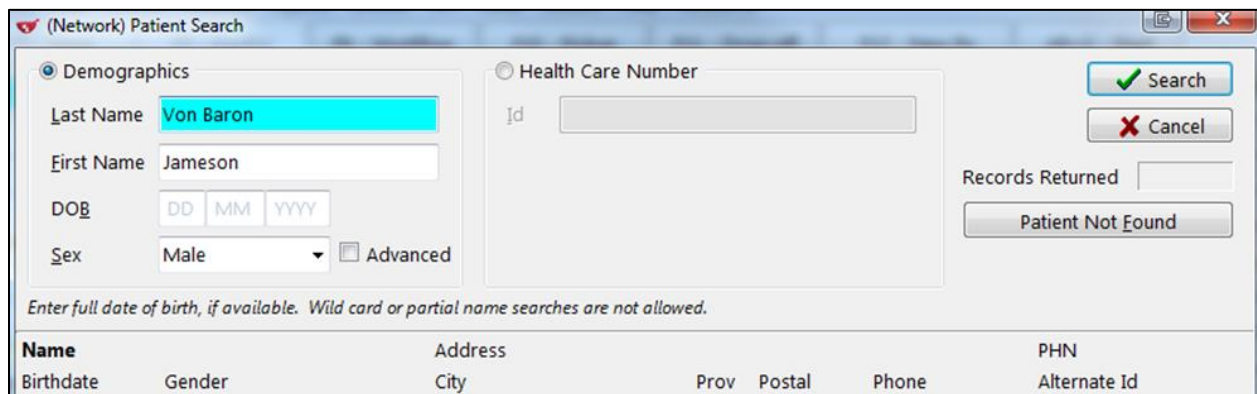
Search
Show Advanced Options
Insert New Patient
Copy Patient
Change Columns

- From the patient card go to **Network > Synchronize Patient** and login with Kroll initials and password.



- Patient information from the local Kroll record will automatically be pulled into the **(Network) Patient Search** and used as search criteria. Click **Search** or press **Enter** on the keyboard to search the PCR for a matching patient.

NOTE: When the **Personal Health Number** is not available, the '**Last Name + Given Name**' or '**Last Name + Full Date of Birth**' must be provided in order to initiate the search. Searching by **Middle Name** is also an option; however, no separate field is present in Kroll. The middle name can be entered in the first name field or the combination of both the first and middle name can be entered in the first name field. Keep in mind that wildcard or partial name searches are not allowed.



Enter full date of birth, if available. Wild card or partial name searches are not allowed.

Name	Gender	Address	City	Prov	Postal	Phone	PHN
Birthdate							Alternate Id

- If the search does not return any matching patient records and a PHN is not available, the user can perform an **Advanced** Network search by placing a check mark next to the **Advanced** flag.

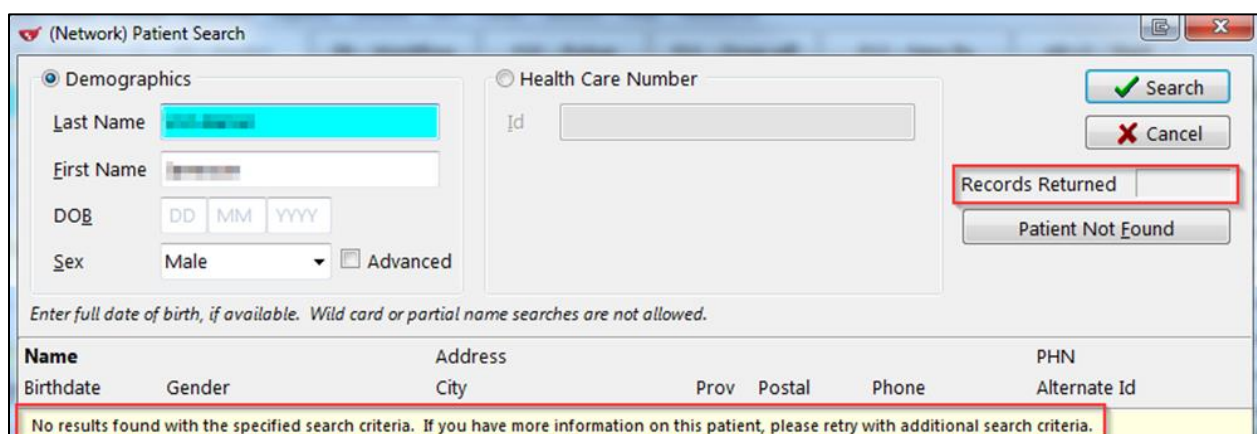
NOTE: If the user searches by **Address**, they need to include the **City, Country** and **Postal Code**, but not phone number. If the user searches by **Phone number**, the other advanced fields are not required for input.



Enter full date of birth, if available. Wild card or partial name searches are not allowed.

Name	Gender	Address	City	Prov	Postal	Phone	PHN
Birthdate							Alternate Id

KROLL HINT: If no records are returned for the search criteria entered, the user will be shown a message indicating 'No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria'.



Enter full date of birth, if available. Wild card or partial name searches are not allowed.

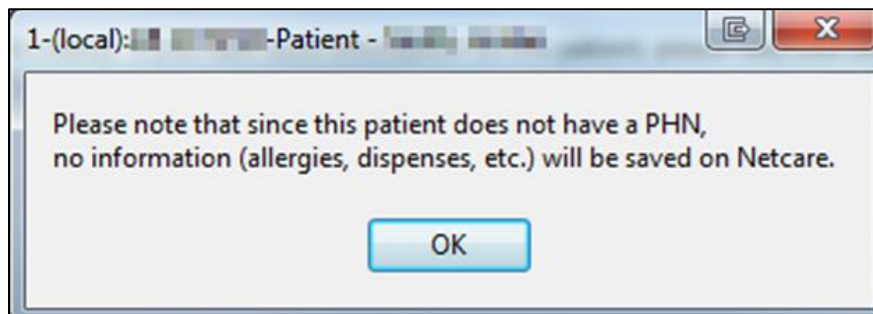
Name	Gender	Address	City	Prov	Postal	Phone	PHN
Birthdate							Alternate Id

No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria.

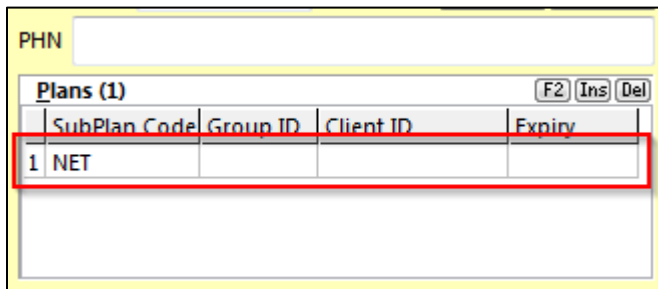
KROLL HINT: If more than 5 patient records are returned from the search, the user will be shown a message indicating 'If you cannot find an exact match in this list, please search again with more information such as date of birth or phone (Advanced)'.

5. If an exhaustive search on the Network has been made for the local patient, but no records are found, select the **Patient Not Found** option.

NOTE: If a PHN was not used as search criteria for the patient, a warning will appear to remind the user that no information regarding the patient will be saved on Alberta Netcare. Click **OK** to proceed to the local F3-Patient Card.



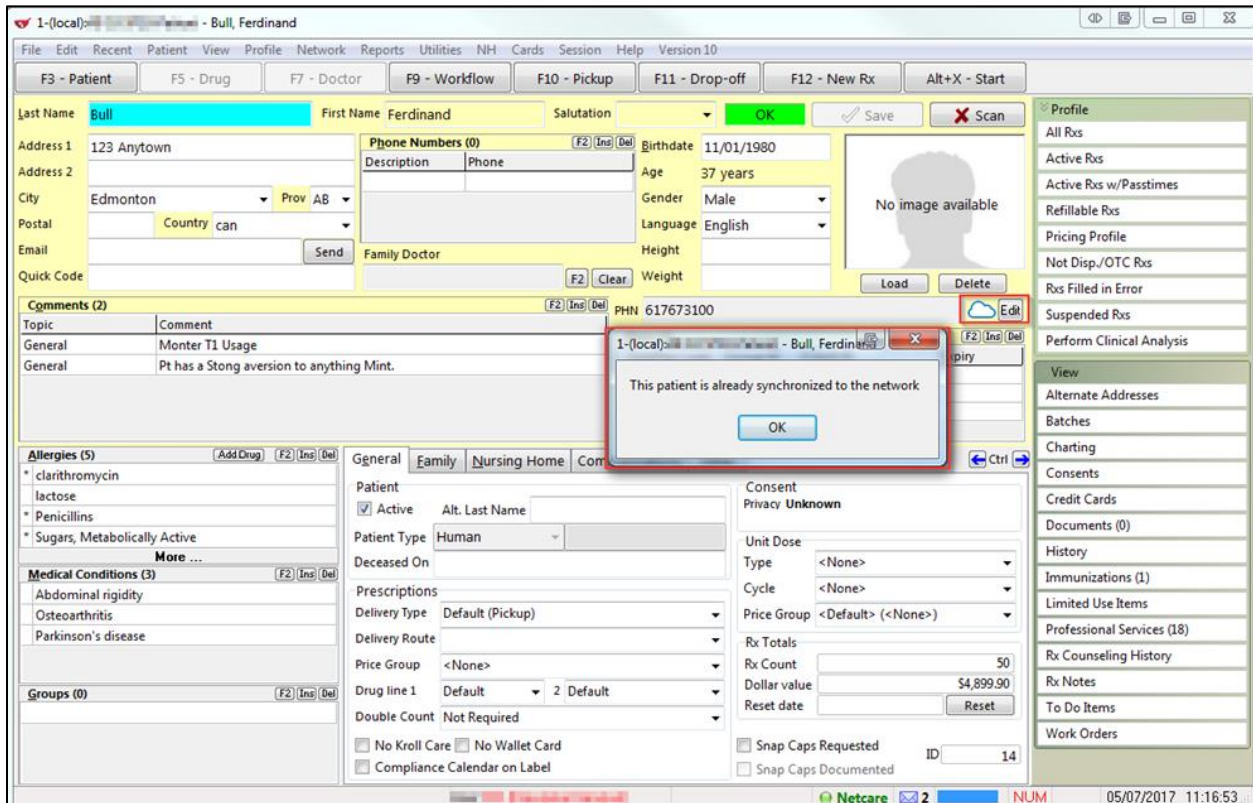
6. From the local **F3-Patient Card**, a blank **NET-Alberta Netcare** plan is automatically added so that prescriptions filled for the patient are still sent to Netcare, but logged as rejected.



Plans (1)			
SubPlan Code	Group ID	Client ID	Expiry
1	NET		

Scenario 5 – Existing Local Patient Already Synced to PCR

1. Search for the patient using the **F3-Patient** search.
2. Go to **Network > Synchronize Patient**.
3. If the local patient is already synchronized with a patient in the PCR, a message will appear indicating **'This patient is already synchronized to the network'**.

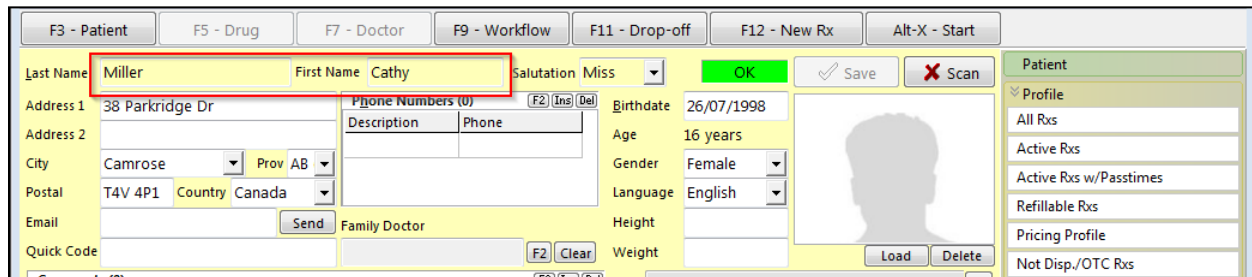


4. Click **OK** or press **Enter** on the keyboard to continue. Information for this patient will be logged in Alberta Netcare.

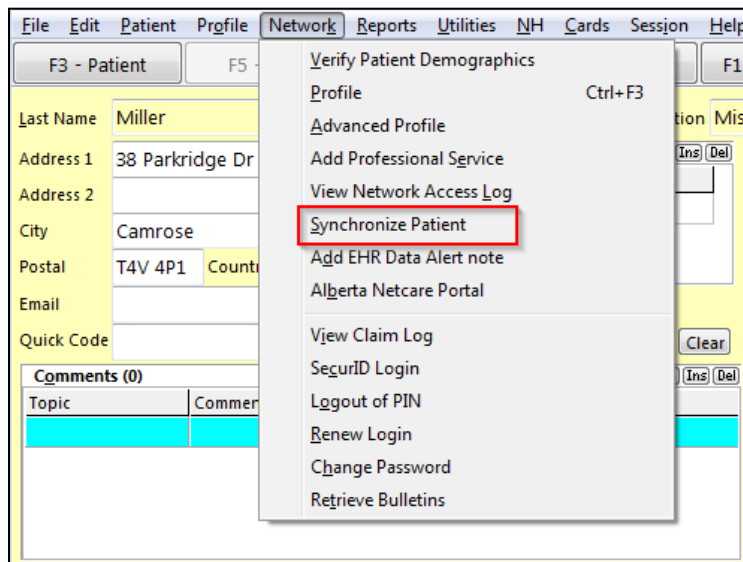
Handling Patients with Multiple Given Names

Pharmacy users will often encounter situations where a patient will go by multiple names. For example, a patient may have registered with Alberta Netcare under the first name Robert, but would like the name on his vial labels to read Bobby. As well, women may register with Netcare using their maiden name, and then get married and adopt their spouse's last name without informing Netcare. In situations like these, users can send one given name to Netcare and have another given name printed and recorded on the local Kroll patient file. This can be achieved as follows:

1. Search for and call up the local **F3-Patient** card.
2. Enter the given name that the patient would like printed on the vial label in the **First Name** and/or **Last Name** field.



3. From the patient card, go to **Network > Synchronize Patient** and login with Kroll initials and password.



- Patient information from the local Kroll record will automatically be pulled into the **(Network) Patient Search** and used as search criteria. Click **Search** or press **Enter** on the keyboard to execute the Network search for the existing local patient.

NOTE: If the PHN field is populated, the PHN will be the only criteria used to search for a matching patient in the PCR; all other search fields will be grayed out. When the **Personal Health Number** is not available, the '**Last Name + Given Name**' or '**Last Name + Full Date of Birth**' must be provided in order to initiate the search. Searching by **Middle Name** is also an option; however, no separate field is present in Kroll. The middle name can be entered in the first name field or the combination of both the first and middle name can be placed in the first name field. Keep in mind that wildcard or partial name searches are not allowed.

(Network) Patient Search

☐ Demographics

Last Name:
 First Name:
 DOB:
 Sex: ☐ Advanced

☒ Health Care Number

Id:

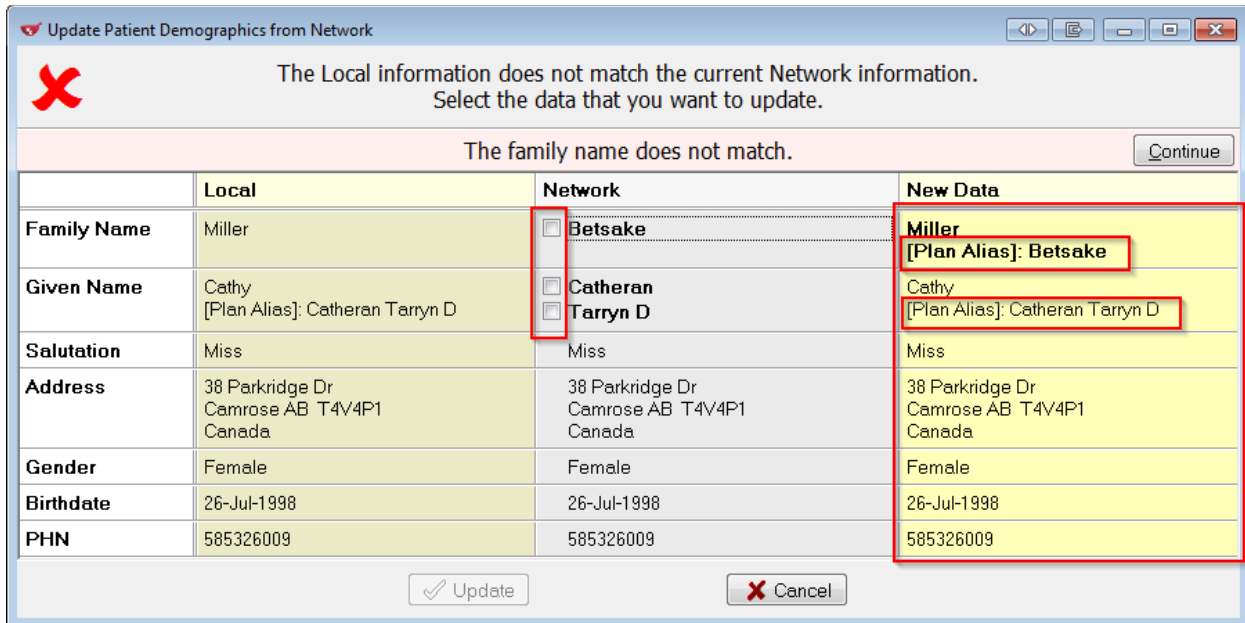
Records Returned:

Enter full date of birth, if available. Wild card or partial name searches are not allowed.

Name		Address		PHN	
Birthdate	Gender	City	Prov	Postal	Alternate Id
Betsake, Catheran Tarryn D		38 Parkridge Dr			585326009
27-Jul-1998	Female	Camrose	AB	T4V 4P1	

- From the **Patient Update** screen, place a check mark next to the Network information that you would like to update into your local Kroll patient record and click **Update** or press **Enter** on the keyboard. Users can bypass this step by not checking any of the checkboxes in the **Network** column, and clicking **Skip** or pressing **Esc** on the keyboard.

NOTE: If the patient confirms that data returned in the **Network** column is incorrect, the pharmacist should contact **Alberta Health and Wellness** to report the discrepancy.

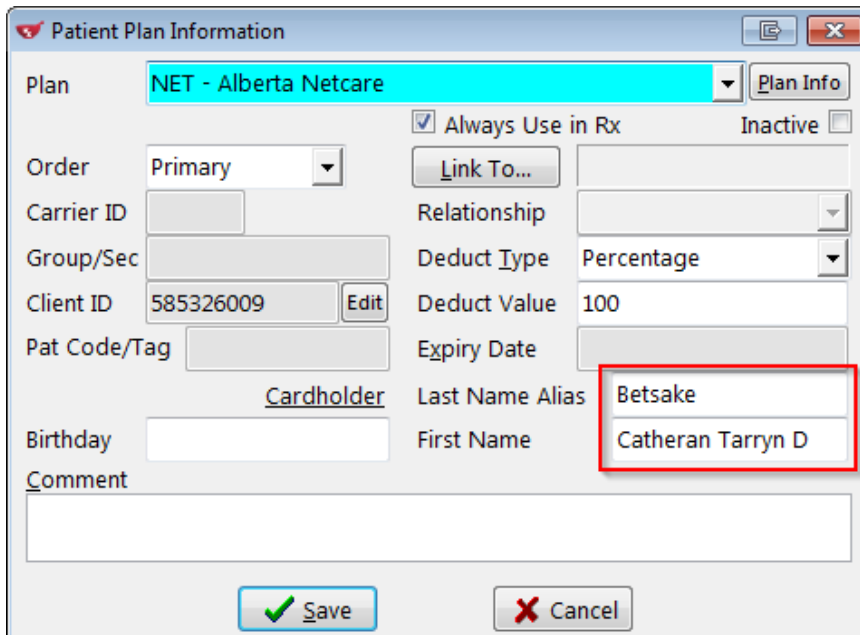


The Local information does not match the current Network information.
Select the data that you want to update.

The family name does not match. Continue

	Local	Network	New Data
Family Name	Miller	<input type="checkbox"/> Betsake	Miller [Plan Alias]: Betsake
Given Name	Cathy [Plan Alias]: Catheran Tarryn D	<input type="checkbox"/> Catheran <input type="checkbox"/> Tarryn D	Cathy [Plan Alias]: Catheran Tarryn D
Salutation	Miss	Miss	Miss
Address	38 Parkridge Dr Camrose AB T4V4P1 Canada	38 Parkridge Dr Camrose AB T4V4P1 Canada	38 Parkridge Dr Camrose AB T4V4P1 Canada
Gender	Female	Female	Female
Birthdate	26-Jul-1998	26-Jul-1998	26-Jul-1998
PHN	585326009	585326009	585326009

Update Cancel



Plan: **NET - Alberta Netcare** Plan Info

☒ Always Use in Rx Inactive ☐

Order: **Primary** Link To...

Carrier ID: Relationship:

Group/Sec: Deduct Type: **Percentage**

Client ID: **585326009** Edit Deduct Value: **100**

Pat Code/Tag: Expiry Date:

Cardholder Last Name Alias: **Betsake**

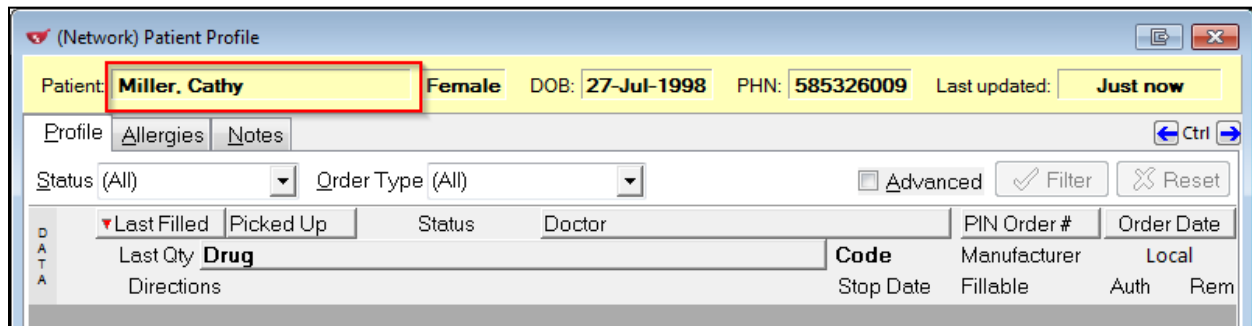
First Name: **Catheran Tarryn D**

Birthdate:

Comment:

Save Cancel

6. When the **Network Patient Profile** is retrieved for the patient, the name selected to be printed on the vial label will be displayed.



Last Filled	Picked Up	Status	Doctor	PIN Order #	Order Date
Last Qty Drug					

Alberta Netcare Patient Profile

The Alberta Netcare Patient Profile consists of a current, consolidated view of the following:


- Prescriptions; Paper and eRx
- Dispenses against the above prescriptions
- Other Medications (Not Dispensed Prescriptions)
- Allergies/Intolerances
- Patient Notes

Supplementary information is also available from the Alberta Netcare Patient Profile including **issues and managements** relating to a prescription, **professional services** provided to the patient and **notes concerning a prescription/dispense**.


Patient information on the Alberta Netcare Patient Profile may reside locally on the Kroll database, and/or on the Alberta Netcare database. Many of the patient's records may be the same on both databases, and some data may exist on only one or the other. Users must be conscious of what is local data versus Network data.

(Network) Patient Profile									
Patient: Bull, Ferdinand		Male	DOB: 11-Jan-1980	PHN: 617673100	Last updated: Just now				
Profile (28)		Allergies (13)	Notes (2)		Ctrl				
Status (All)		Order Type (All)		Advanced		Filter	Reset		
DATA	Last Filled	Picked Up	Status	Doctor	PIN Order #	Order Date			
	Last Qty	Drug	Code	Manufacturer	Local				
	Directions	Stop Date	Fillable	Auth	Rem				
SYN	45	Gabapentin 100 mg Oral Capsule (Hard, Soft, Etc.)	21413	00008WPD	Yes				
	1 Capsule(s) Three times daily X 15 Day(s).								
NETWK	Unfilled	40 PY	NETWK - This resides on the Network but Not on the Local Rx System	Simpson, Monica	00008WRD				
	TAKE 2 TABLETS			AYS	00476722	ERF	Unassigned	40	40
					30-Mar-2016				
LOCAL	Unfilled	1 Ad	LOCAL - This resides only in Kroll and cannot be seen by another location	White, Wendy Leah	00990084	TMI	Yes	1	0
	USE AS DIRECTED								
SYN	Unfilled	15 Dd	SYNCD - This is recorded both on the Network, and on the local system.	White, Wendy Leah	00008WPV		Yes		
	TAKE 5 DROP			Company)	80001791		Yes	273.5	258.5


Network Rx entries on the **Alberta Netcare Patient Profile** will sometimes have 'icons' located on the upper left to denote where the inferred prescription came from:

- The  icon indicates that the prescription was inferred from a **Netcare Batch** dispensing event; not an Alberta Netcare dispensing event from within in the EHR.


NETWK	Rx	24-Jun-	Active	Provider, Unknown	00004RNG				
					02246896	PGA	Yes		
Prescription inferred from a Pharmacy Batch Dispensing Event									
Directions: 1 Tablet 3 times daily PO Drug Route: Oral. Fill Quantity: 30 Tablet(s). Pres									

- The  icon indicates that this is an electronic-authoritative order. The patient does not need to bring a paper prescription to the pharmacy


SYN	eRx	Unfilled	Active	Simpson, Monica	00006KTD				
					02355256	ACE	Unassigned	30	30
This is an electronic-authoritative electronic order. A paper prescription is not required.									

- The  icon indicates that this isn't an electronic order and the patient must present the paper prescription from the doctor.

S N C R D	19	Active	Waters, David	00006KTB	
	20 ADO BICALUTAMIDE 50 MG TAB		02296063	APX	Yes
	This is not an electronic-authoritative order. Patient is required to present a paper prescription.		✓	30	0

- The  icon indicates that the prescription was inferred from an **Alberta Blue Cross (ABC)** dispensing event.

N E T W K	18	Completed	Physician/Practitioner, Unknown	00004P5H	
	14 ADO LORAZEPAM 1 MG TABLET		00655759	APX	No
	Prescription inferred from an ABC Dispensing Event		✓		

- The  icon indicates that the prescription was inferred from a **Cancer Center** dispensing event.

N E T W K		Completed	Richard, Bill	00004N64	
	7 REMERON RD 15 MG TAB RAPDIS		02248542	ORG	Yes
	TAKE 1 TABLET ONCE A DAY		✓	49	

Access the Alberta Netcare Patient Profile as follows:

Quick access to the Clinically relevant Network Profile

- Go to the **F3-Patient** card and select **Network > Profile** (or press ALT+K, then P on the keyboard) to access the clinically relevant Network profile.

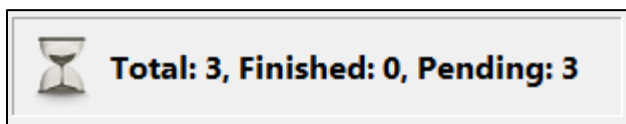
2. If the user has not yet signed into the **Netcare Network** and/or the **EHR**, he/she must sign in to one or both. If the user has already signed into the Netcare Network and EHR, they will not see the sign-in windows.

NOTE: Users must be logged into the Netcare Network and the EHR to perform any kind of communication with EHR, not just to view the Alberta Netcare Patient Profile.



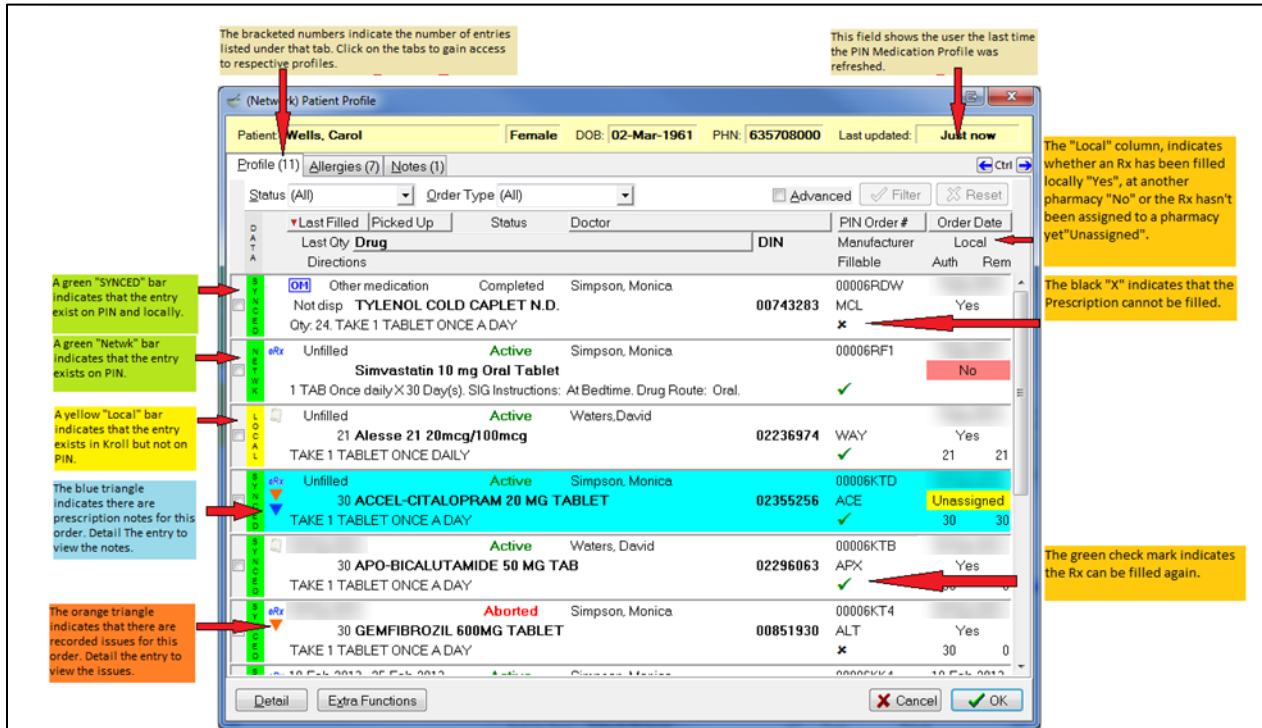
The screenshot shows a 'Netcare Login' window. At the top is the 'RSA SecurID' logo. Below it are two login sections. The first section has a 'User ID' field with the text 'vtesting352' and a 'Passcode' field with a redacted blue box. To the right of the passcode field is a 'Last Authentication' field with a redacted box. Below these fields is instructional text about hardware and software tokens, followed by a button labeled 'No fob - Mark Netcare Down'. The second section is for 'Alberta Netcare' and has a 'Login ID' field with the text 'rclarke49' and a 'Password' field with a redacted box. To the right of the password field is another 'Last Authentication' field with a redacted box. At the bottom of the window are two buttons: a green 'OK' button and a red 'Cancel' button.

3. When Kroll is retrieving information from Alberta Netcare, a small progress window will appear displaying the action being performed at that moment.



The screenshot shows a small progress window with a grey background. On the left is an hourglass icon. To its right is the text 'Total: 3, Finished: 0, Pending: 3'.

An Alberta Netcare Patient Profile will look similar to the following:



The bracketed numbers indicate the number of entries listed under that tab. Click on the tabs to gain access to respective profiles.

This field shows the user the last time the PIN Medication Profile was refreshed.

The "Local" column, indicates whether an Rx has been filled locally "Yes", at another pharmacy "No" or the Rx hasn't been assigned to a pharmacy yet "Unassigned".

The black "X" indicates that the Prescription cannot be filled.

A green "SYNCED" bar indicates that the entry exist on PIN and locally.

A green "Netwk" bar indicates that the entry exists on PIN.

A yellow "Local" bar indicates that the entry exists in Kroll but not on PIN.

The blue triangle indicates there are prescription notes for this order. Detail The entry to view the notes.

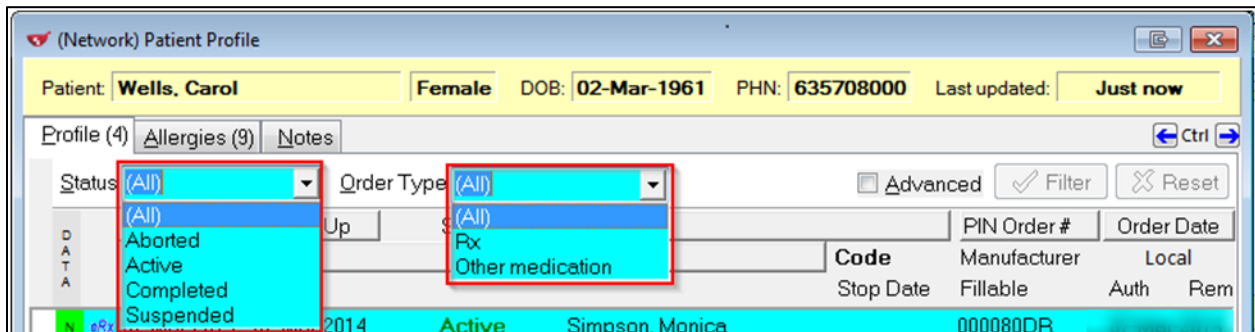
The orange triangle indicates that there are recorded issues for this order. Detail the entry to view the issues.

The green check mark indicates the Rx can be filled again.

Status	Order Type	Doctor	DIN	PIN Order #	Order Date	Local	Rem
Other medication	Completed	Simpson, Monica	00743283	00006RDW		Yes	
TYLENOL COLD CAPLET N.D.				MCL		Yes	
Qty: 24. TAKE 1 TABLET ONCE A DAY				x			
Unfilled	Active	Simpson, Monica		00006RF1		No	
Simvastatin 10 mg Oral Tablet							
1 TAB Once daily X 30 Day(s). SIG Instructions: At Bedtime. Drug Route: Oral.							
Unfilled	Active	Waters, David	02236974	WAY	21	Yes	21
21 Alesse 21 20mcg/100mcg							
TAKE 1 TABLET ONCE DAILY							
Unfilled	Active	Simpson, Monica	02355256	00006KTD		Unassigned	
30 ACCEL-CITALOPRAM 20 MG TABLET				ACE	30		30
TAKE 1 TABLET ONCE A DAY							
Unfilled	Active	Waters, David	02296063	00006KTB		Yes	
30 APO-BICALUTAMIDE 50 MG TAB				APX			
TAKE 1 TABLET ONCE A DAY							
Unfilled	Aborted	Simpson, Monica	00851930	00006KT4		Yes	
30 GEMFIBROZIL 600MG TABLET				ALT	30		0
TAKE 1 TABLET ONCE A DAY				x			

Supplementary notes about the Alberta Netcare Patient Medication Profile:

- Users can 'filter' the medication entries coming back from Alberta Netcare by **Status** or **Order Type**.



(Network) Patient Profile

Patient: Wells, Carol Female DOB: 02-Mar-1961 PHN: 635708000 Last updated: Just now

Profile (4) Allergies (9) Notes

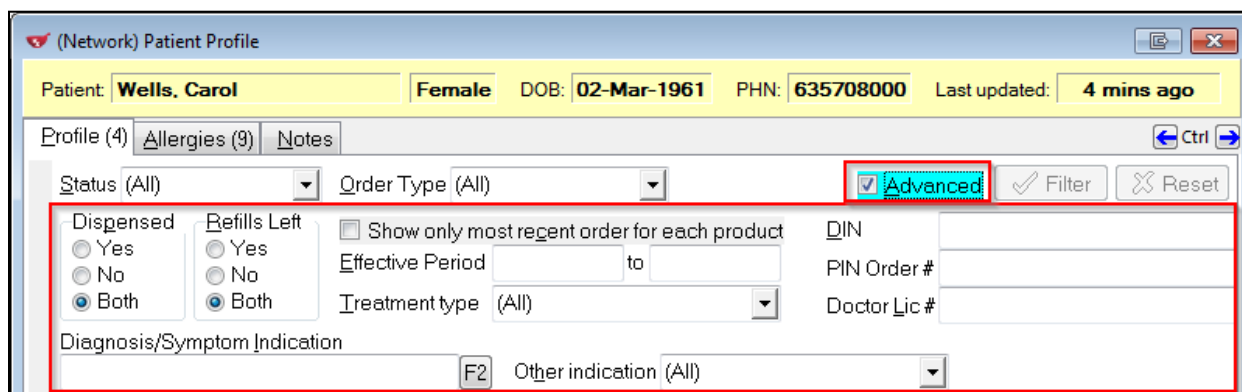
Status: (All) Aborted Active Completed Suspended

Order Type: (All) Rx Other medication

Advanced Filter Reset

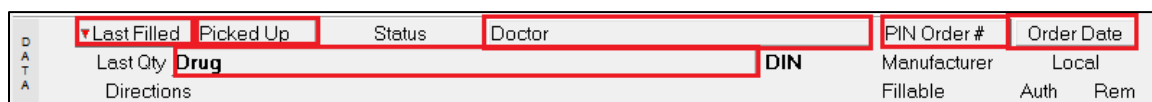
DIN	Status	Order Type	Doctor	Code	Manufacturer	Local	Rem
2014	Active		Simpson, Monica	000080DR			

- Place a check mark next to the **Advanced** flag to display advanced filter options (boxed in RED):



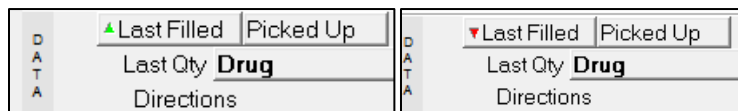
The screenshot shows the 'Advanced' filter options for a patient profile. The 'Advanced' checkbox is checked and highlighted with a red box. Other filter options include 'Status (All)', 'Order Type (All)', 'Dispensed' (Yes/No/Both), 'Refills Left' (Yes/No/Both), 'Show only most recent order for each product', 'Effective Period', 'Treatment type', 'DIN', 'PIN Order #', 'Doctor Lic #', 'Diagnosis/Symptom Indication', and 'Other indication (All)'.

- Users can 'sort' medication entries coming back from Alberta Netcare by **Last Filled Date, Picked Up Date, Doctor, Netcare Order #, Order Date, and Drug**. Click on the respective buttons to sort by the specified parameter.



The screenshot shows a table with columns for sorting medication entries. The columns are: Last Filled, Picked Up, Status, Doctor, PIN Order #, and Order Date. The 'Last Filled' and 'Picked Up' buttons are highlighted with red boxes. The 'Drug' column is also highlighted with a red box.

KROLL HINT: When the parameter being sorted is a **Green triangle**, entries are displayed in ascending order; when the parameter is a **Red triangle**, entries are displayed in descending order. Click on the parameter to change it from red to green or vice versa.



The two screenshots show the sorting options for medication entries. The first screenshot shows the 'Last Filled' button with a green triangle, indicating ascending order. The second screenshot shows the 'Last Filled' button with a red triangle, indicating descending order.

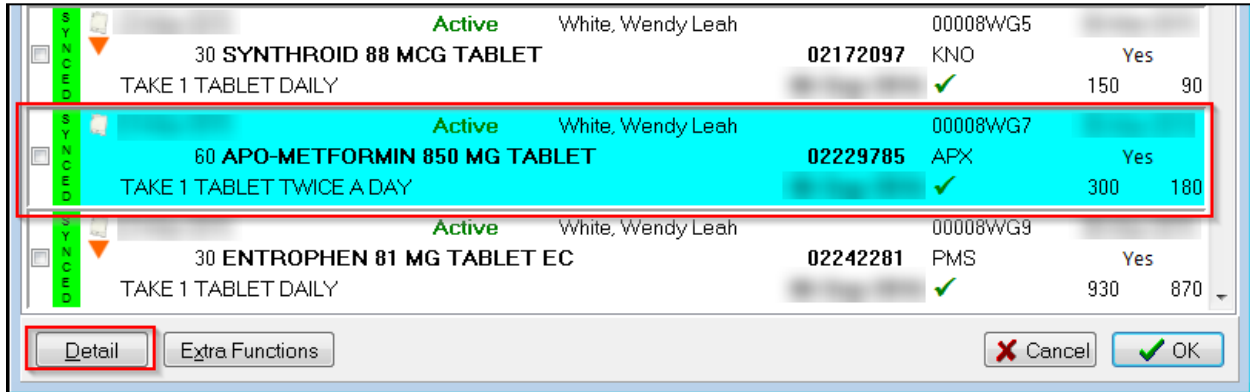
Detailing a Prescription Entry on Alberta Netcare

Once a user accesses the Alberta Netcare Patient Medication Profile, they may need to access the details of a particular prescription entry to obtain supplementary information such as:

- Dispenses made against a prescription.
- Prescription Issues and Managements
- Dispense Notes
- Drug indications
- Refusal to fills

Note that you cannot detail a prescription on the **(Network) Patient Profile** that is only present on the local Kroll database (i.e. has a 'yellow-local' data bar). There are four ways to detail a prescription (or any other Alberta Netcare entry for that matter):

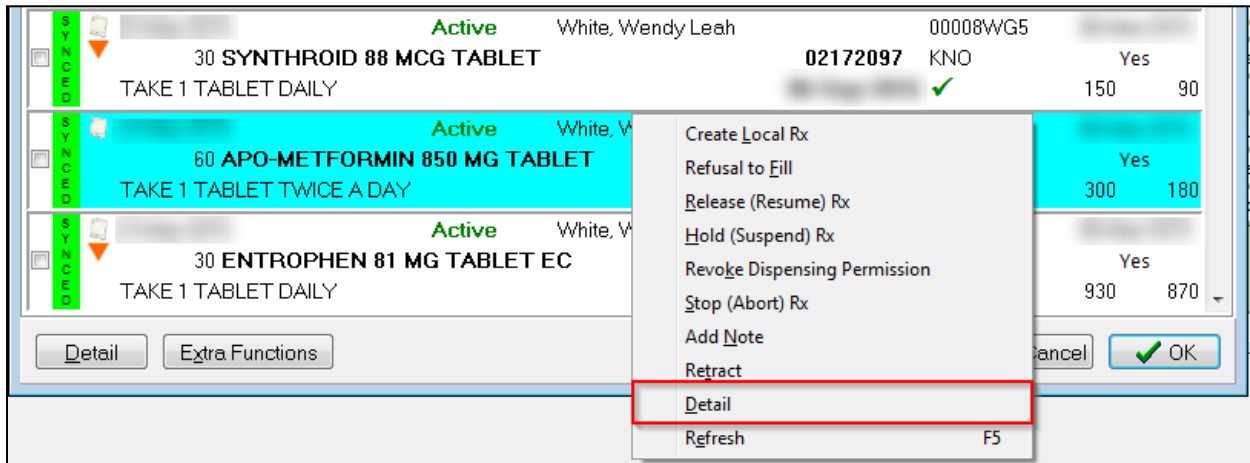
1. Use the mouse to double click the entry you would like to see details for.
2. Highlight the entry and click the **Detail** button on the bottom-left of the window.



Medication	Status	White, Wendy Leah	00008WG5	02172097	KNO	Yes	150	90
30 SYNTHROID 88 MCG TABLET TAKE 1 TABLET DAILY	Active				✓			
60 APO-METFORMIN 850 MG TABLET TAKE 1 TABLET TWICE A DAY	Active		00008WG7	02229785	APX	Yes	300	180
30 ENTROPHEN 81 MG TABLET EC TAKE 1 TABLET DAILY	Active		00008WG9	02242281	PMS	Yes	930	870

Buttons: Detail, Extra Functions, Cancel, OK

3. Highlight the entry and press **CTRL+D** on the keyboard.
4. Right click on entry to access a menu list, and then click on **Detail**.



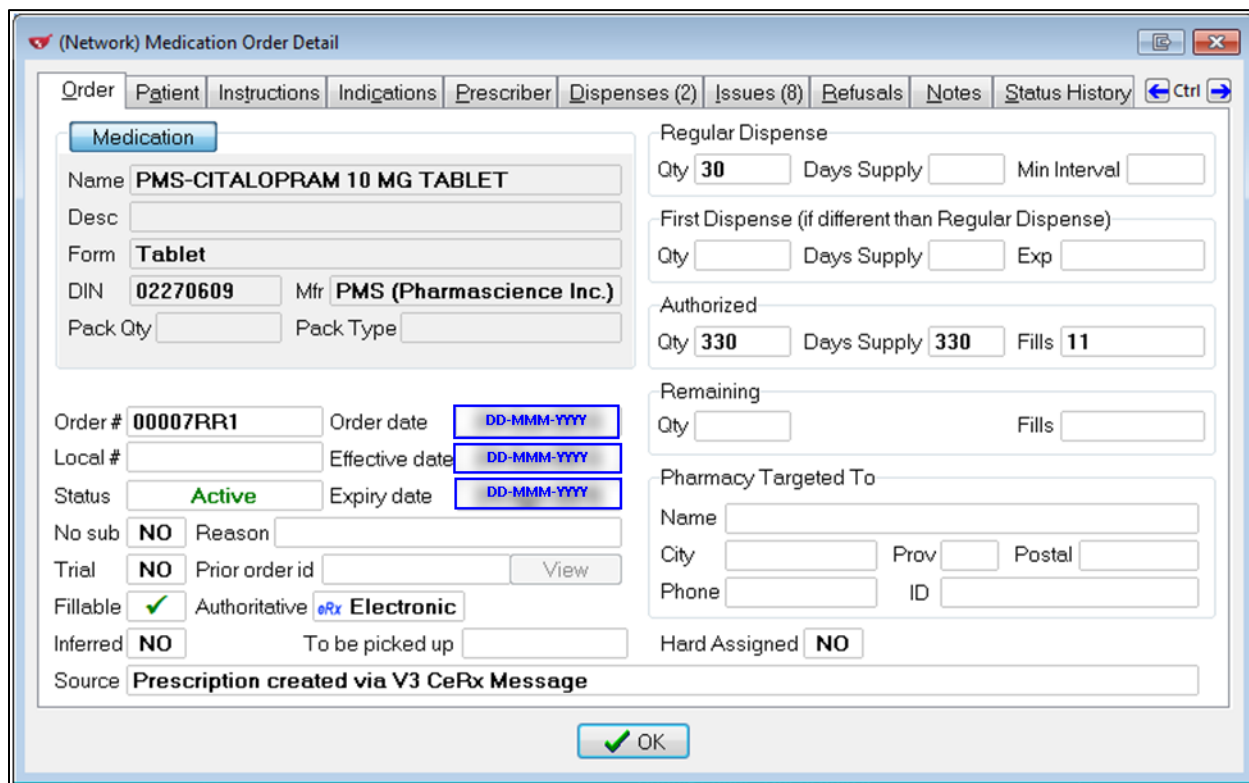
Medication	Status	White, Wendy Leah	00008WG5	02172097	KNO	Yes	150	90
30 SYNTHROID 88 MCG TABLET TAKE 1 TABLET DAILY	Active				✓			
60 APO-METFORMIN 850 MG TABLET TAKE 1 TABLET TWICE A DAY	Active					Yes	300	180
30 ENTROPHEN 81 MG TABLET EC TAKE 1 TABLET DAILY	Active					Yes	930	870

Buttons: Detail, Extra Functions, Cancel, OK

Context Menu:

- Create Local Rx
- Refusal to Fill
- Release (Resume) Rx
- Hold (Suspend) Rx
- Revoke Dispensing Permission
- Stop (Abort) Rx
- Add Note
- Retract
- Detail**
- Refresh F5

Regardless of how a user calls up the details of a prescription entry, the **(Network) Medication Order Detail** window will display supplementary information regarding the prescription and the related dispenses. Information contained in the **(Network) Medication Order Detail** window is organized into 'tabs' across the top of the window. Users can click on the tabs to access the associated information.



(Network) Medication Order Detail

Order Patient Instructions Indications Prescriber Dispenses (2) Issues (8) Refusals Notes Status History Ctrl

Medication

Name **PMS-CITALOPRAM 10 MG TABLET**

Desc

Form **Tablet**

DIN **02270609** Mfr **PMS (Pharmascience Inc.)**

Pack Qty Pack Type

Order # **00007RR1** Order date **DD-MMM-YYYY**

Local # Effective date **DD-MMM-YYYY**

Status **Active** Expiry date **DD-MMM-YYYY**

No sub **NO** Reason

Trial **NO** Prior order id View

Fillable **✓** Authoritative **eRx Electronic**

Inferred **NO** To be picked up

Source **Prescription created via V3 CeRx Message**

Regular Dispense

Qty **30** Days Supply Min Interval

First Dispense (if different than Regular Dispense)

Qty Days Supply Exp

Authorized

Qty **330** Days Supply **330** Fills **11**

Remaining

Qty Fills

Pharmacy Targeted To

Name

City Prov Postal

Phone ID

Hard Assigned **NO**

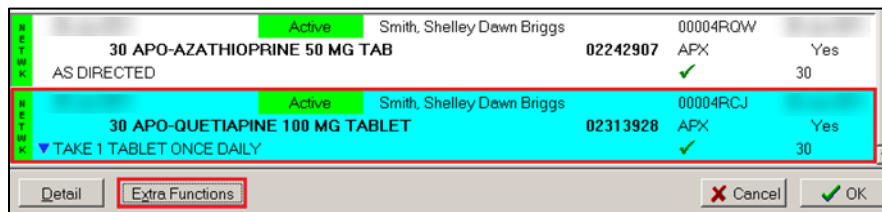
OK

Extra Functions from the Alberta Netcare Medication Profile

Extra functions can be performed for Rx entries on the **Alberta Netcare Patient Medication Profile**. Extra functions are not available for local entries because they are not linked to Alberta Netcare. There are three ways to access **Extra Functions** from the **Profile** tab of the **(Network) Patient Profile**:

1. Right click on the selected entry to access the **Extra Functions** menu list.

2. Highlight the applicable entry and click the **Extra Functions** button.

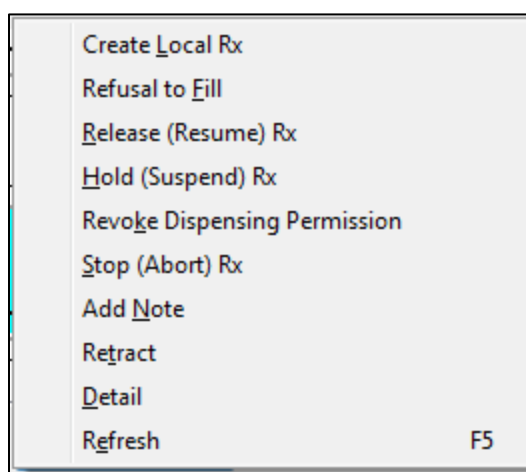


Active	Smith, Shelley Dawn Briggs	00004ROW
30 APO-AZATHIOPRINE 50 MG TAB	02242907	APX Yes
AS DIRECTED		30
30 APO-QUETIAPINE 100 MG TABLET	02313928	APX Yes
TAKE 1 TABLET ONCE DAILY		30

Detail Extra Functions Cancel OK

3. Highlight the applicable entry and press **CTRL+X** on the keyboard.

The **Extra Functions** menu list will contain the following options:



- Create Local Rx
- Refusal to Fill
- Release (Resume) Rx
- Hold (Suspend) Rx
- Revoke Dispensing Permission
- Stop (Abort) Rx
- Add Note
- Retract
- Detail
- Refresh

F5

Create Local Rx

Gives the user the ability to pull down an Rx from the Network to the local system and have the information populated on the local system. Please see section '**How to fill eRx created on the Alberta Netcare GUI**' for more details on 'Create Local Rx'.

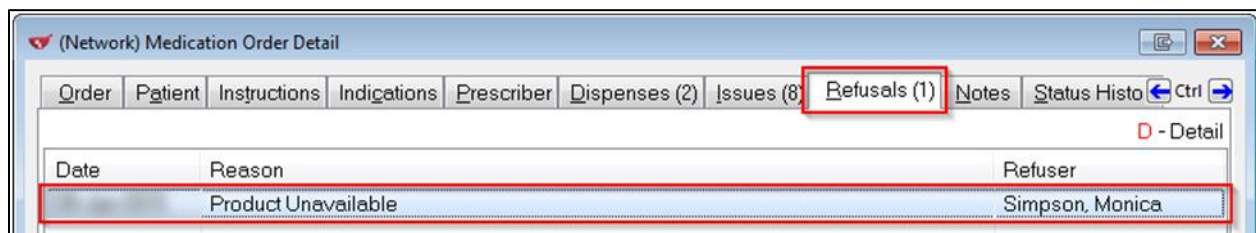
Refusal to Fill

The **Refusal to Fill** message is used when a pharmacist decides they 'will not' or 'cannot' fill a prescription request for a patient. The intent of the message is to record refusal to fill decisions made as a result of ethical situations (e.g. suspected abuse, poly-pharmacy activities) and operational situations (e.g. product unavailable, incomplete data). That being said, the **Refusal to Fill** message can be used by the pharmacist in any situation he/she deems fit.


Once a refusal to fill is sent to Alberta Netcare, it will be viewed by everyone. Although the prescription has been refused by one provider can still be filled by another. A pre-populated list of **Refusal Reasons** is available for selection; users cannot enter a free-form reason in this field.



Recall the details of a **Refusal to Fill** from the **Alberta Netcare Patient Medication Profile** by highlighting the prescription that was refused and clicking the **Detail** button which brings up the **(Network) Medication Order Detail** screen. From there, click on the **Refusals** tab; the reason for the refusal, date of refusal and the 'Refuser' will be displayed in this section.

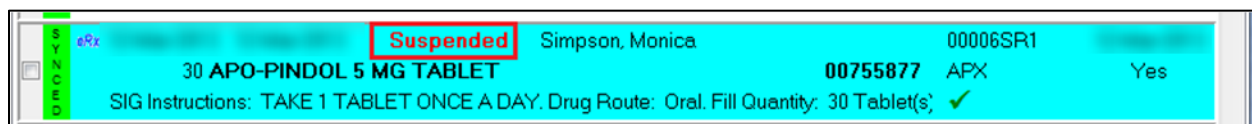


The Network Profile will indicate  for recorded refusal to fills.

6Rx	Unfilled	Active	Simpson, Monica	00006RF1	No
Simvastatin 10 mg Oral Tablet					
	TAB Once daily X 30 Day(s). SIG Instructions: At Bedtime. Drug Route: Oral.				
		Active	Waters, David	02236974	Yes
This order has recorded refusals-to-fill.					

Hold (Suspend) Rx

A prescription is put 'on hold' when a pharmacist determines that the drug should not be taken by the patient for a specified interval of time. This identifies the intent that the therapy be continued at some point in the future, but should be 'suspended' for the period indicated on the hold. This can be done in response to a patient entering a hospital, drug-to-drug interactions, duplicate therapies, etc. The request to put an Rx on hold can be sent throughout the prescription lifecycle. Note that user can hold an Rx that is already on hold; Alberta Netcare simply replaces the previous hold with a new one. A prescription that is placed 'on hold' will have a status of **Suspended** on the **(Network) Patient Profile**.

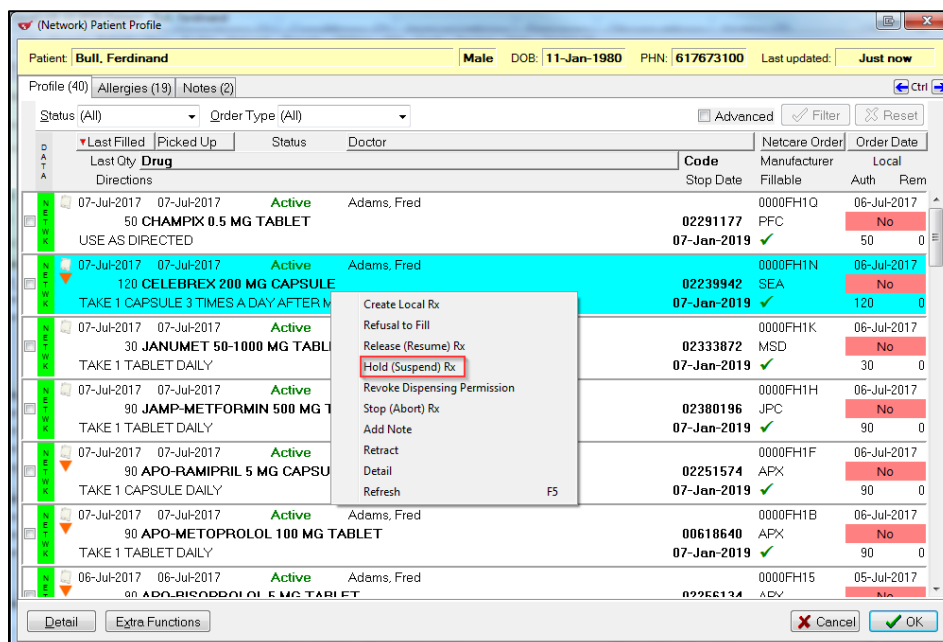


There are two scenarios for placing an Rx on hold:

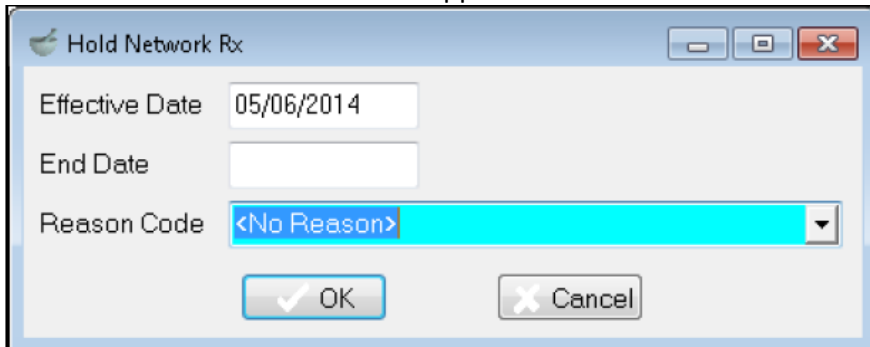
- a) Network Rx not assigned to the local pharmacy;
- b) Network Rx assigned to local pharmacy.

Hold (Suspend) Network Rx not assigned to the Local Pharmacy

1. Highlight the Rx from the **(Network) Patient Profile** and select **Hold (Suspend) Rx** from the **Extra Functions** menu.



2. The **Hold Network Rx** form will appear.



a) In the **Effective Date** field, enter the date that the hold begins (i.e., when the patient should stop taking the medication).

b) In the **End Date** field, optionally enter the date that the hold ends (leaving this field blank means that the hold is indefinite).

c) From the **Reason Code** field, access the dropdown menu and select an option to explain why the prescription was placed on hold.

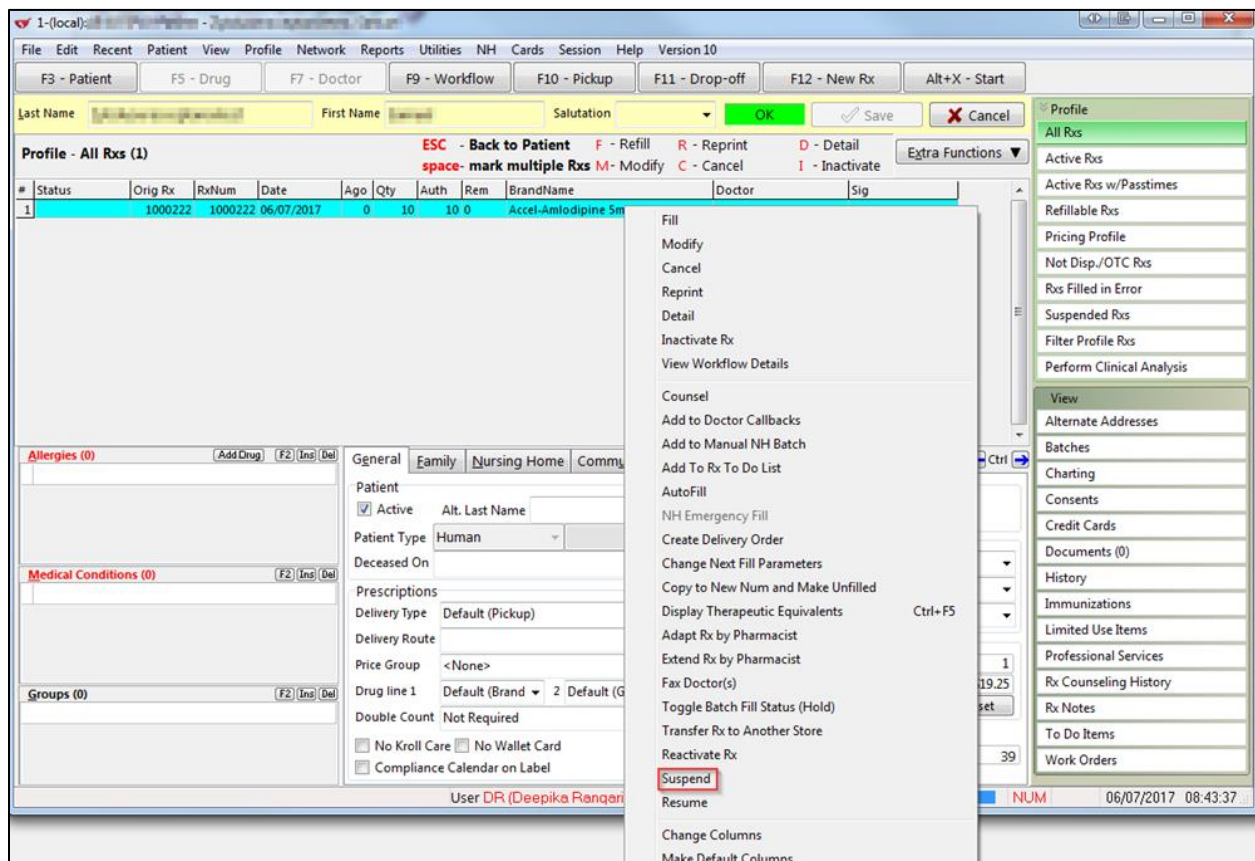
4. Click **OK** or press **Enter** on the keyboard to execute the hold.

NOTE: The **Reason Code** field cannot be populated free-form. A selection must be made from one of the reasons provided.

Hold (Suspend) Network Rx Assigned to the Local Pharmacy

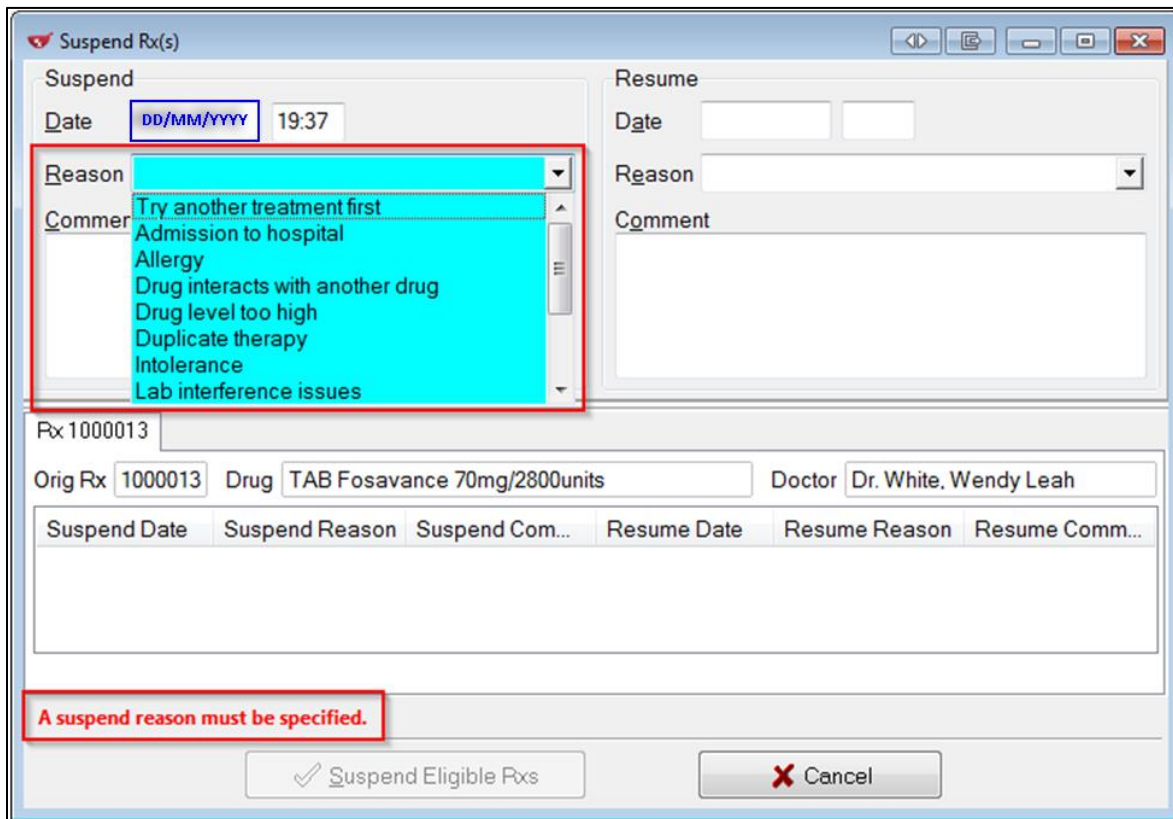
An Rx that was created or dispensed locally has to be put on hold locally. If an attempt is made to hold a local Rx on the Network, an error message will be displayed.

1. From the local patient profile, highlight the Rx to suspend and select **Extra Functions > Suspend**.



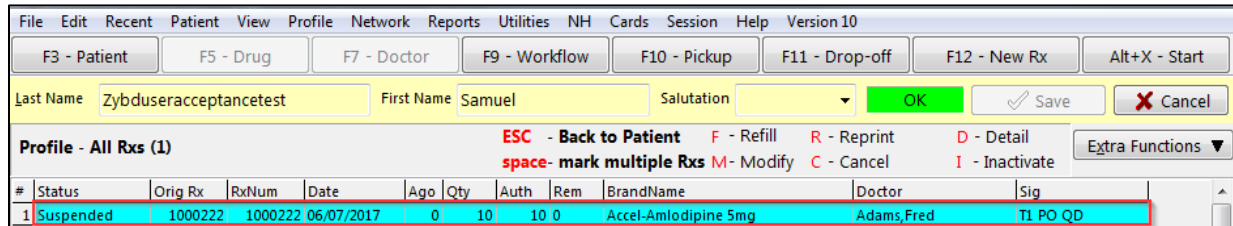
The screenshot shows the KROLL software interface. At the top, there's a menu bar with options like File, Edit, Recent, Patient, View, Profile, Network, Reports, Utilities, NH, Cards, Session, and Help. Below the menu bar, there are function keys: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F10 - Pickup, F11 - Drop-off, F12 - New Rx, and Alt+X - Start. The main window displays a patient profile for '1-(local):'. The 'Profile - All Rxs (1)' section shows a table with columns: #, Status, Orig Rx, RxNum, Date, Ago, Qty, Auth, Rem, BrandName, Doctor, and Sig. The first row shows a prescription for 'Accel-Amlodipine 5mg'. The 'Extra Functions' menu is open, showing options like Fill, Modify, Cancel, Reprint, Detail, Inactivate Rx, View Workflow Details, Counsel, Add to Doctor Callbacks, Add to Manual NH Batch, Add To Rx To Do List, AutoFill, NH Emergency Fill, Create Delivery Order, Change Next Fill Parameters, Copy to New Num and Make Unfilled, Display Therapeutic Equivalents, Adapt Rx by Pharmacist, Extend Rx by Pharmacist, Fax Doctor(s), Toggle Batch Fill Status (Hold), Transfer Rx to Another Store, Reactivate Rx, **Suspend**, Resume, Change Columns, and Make Default Columns. The 'Suspend' option is highlighted with a red box. The bottom status bar shows 'User DR (Deepika Ranqari)' and 'NUM 06/07/2017 08:43:37'.

This will open the Suspend Rx(s) window. In the **Date** field, enter the date that the hold begins (i.e. when the patient should stop taking the medication). Under the **Resume Date**, optionally enter the date that the hold ends; leaving this field blank means that the length of the hold is indefinite. From the **Reason** field, access the dropdown menu and select an option to explain why the prescription was placed on hold. Click on **Suspend Eligible Rxs** or press **Enter** the **Reason** field must be populated in order to save and send the **Hold (Suspend) Rx** message. This field cannot be populated free-form, and a selection must be made from one of the reasons provided.



The screenshot shows the 'Suspend Rx(s)' window. The 'Suspend' section has a 'Date' field with a placeholder 'DD/MM/YYYY' and a time field '19:37'. The 'Reason' dropdown menu is open, showing a list of reasons: 'Try another treatment first', 'Admission to hospital', 'Allergy', 'Drug interacts with another drug', 'Drug level too high', 'Duplicate therapy', 'Intolerance', and 'Lab interference issues'. The 'Resume' section has a 'Date' field, a 'Reason' dropdown, and a 'Comment' text area. Below these fields, there is a section for 'Rx 1000013' with fields for 'Orig Rx', 'Drug', and 'Doctor'. At the bottom, there is a table with columns for 'Suspend Date', 'Suspend Reason', 'Suspend Com...', 'Resume Date', 'Resume Reason', and 'Resume Comm...'. A red error message box at the bottom left states 'A suspend reason must be specified.' The window has two buttons at the bottom: 'Suspend Eligible Rxs' and 'Cancel'.

The local profile will show the Rx as Suspended.



The screenshot shows the 'Profile - All Rxs (1)' window. The status of the prescription is 'Suspended'. The table below shows the details of the suspended prescription:

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor	Sig
1	Suspended	1000222	1000222	06/07/2017	0	10	10	0	Accel-Amlodipine 5mg	Adams, Fred	T1 PO QD

On the Network Patient Profile the Rx is now Suspended.



The screenshot shows the 'Network Patient Profile' window. The status of the prescription is 'Suspended'. The table below shows the details of the suspended prescription:

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor	Sig
1	Suspended	1000222	1000222	06/07/2017	0	10	10	0	Accel-Amlodipine 5mg	Adams, Fred	T1 PO QD

Release (Resume) Rx

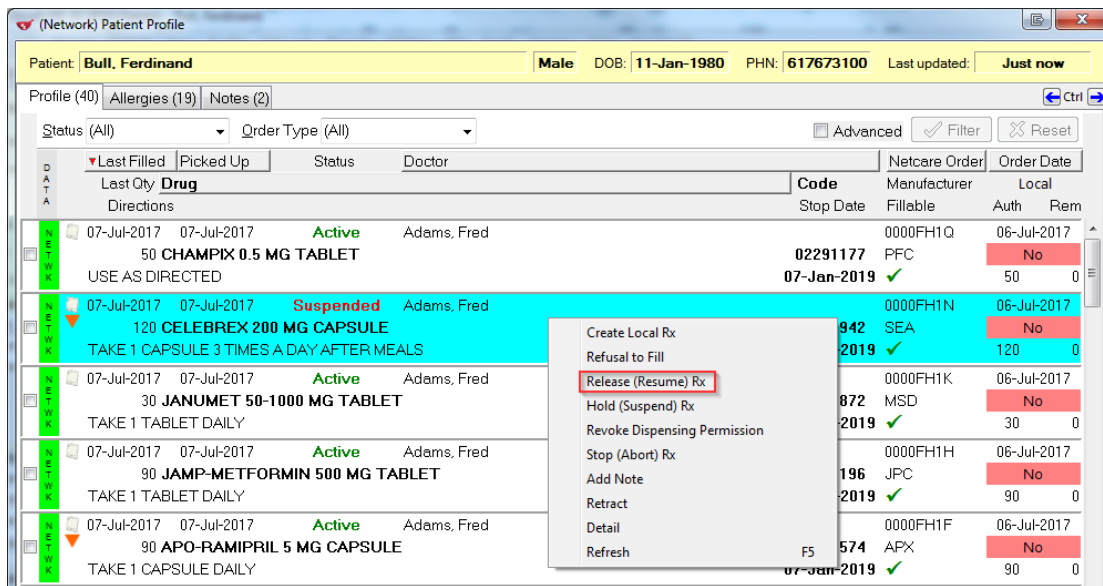
The option to **Release (Resume) Rx** is used to release prescriptions that are currently on hold (i.e. have a status of **Suspended**). For example, a patient who transitions from an inpatient situation back to the community may require held prescriptions to be 'released'. The request to **Release (Resume) Rx** can be sent throughout the prescription lifecycle, but if the Rx is not currently 'on hold' and a **Release (Resume) Rx** message is sent, an error will be returned.

There are two scenarios for **Releasing** an Rx:

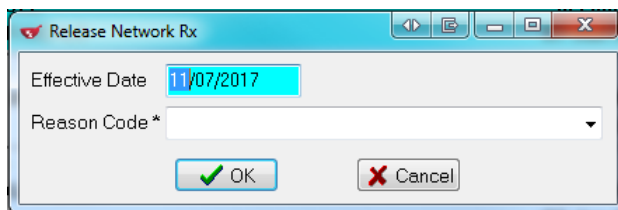
- Suspended Network Rx not assigned to the Local pharmacy
- Suspended Network Rx assigned to Local pharmacy

Release (Resume) Suspended Network Rx

1. To release a prescription that is on hold, highlight the suspended Rx from the **(Network) Patient Profile** and select **Extra Functions > Release (Resume) Rx**.



2. The **Release Network Rx** form will appear.



- In the **Effective Date** field, enter the date that the prescription was taken off hold (i.e., suspend) status.
- From the **Reason Code** field, access the dropdown menu and select an available option to explain why the prescription was taken off hold.

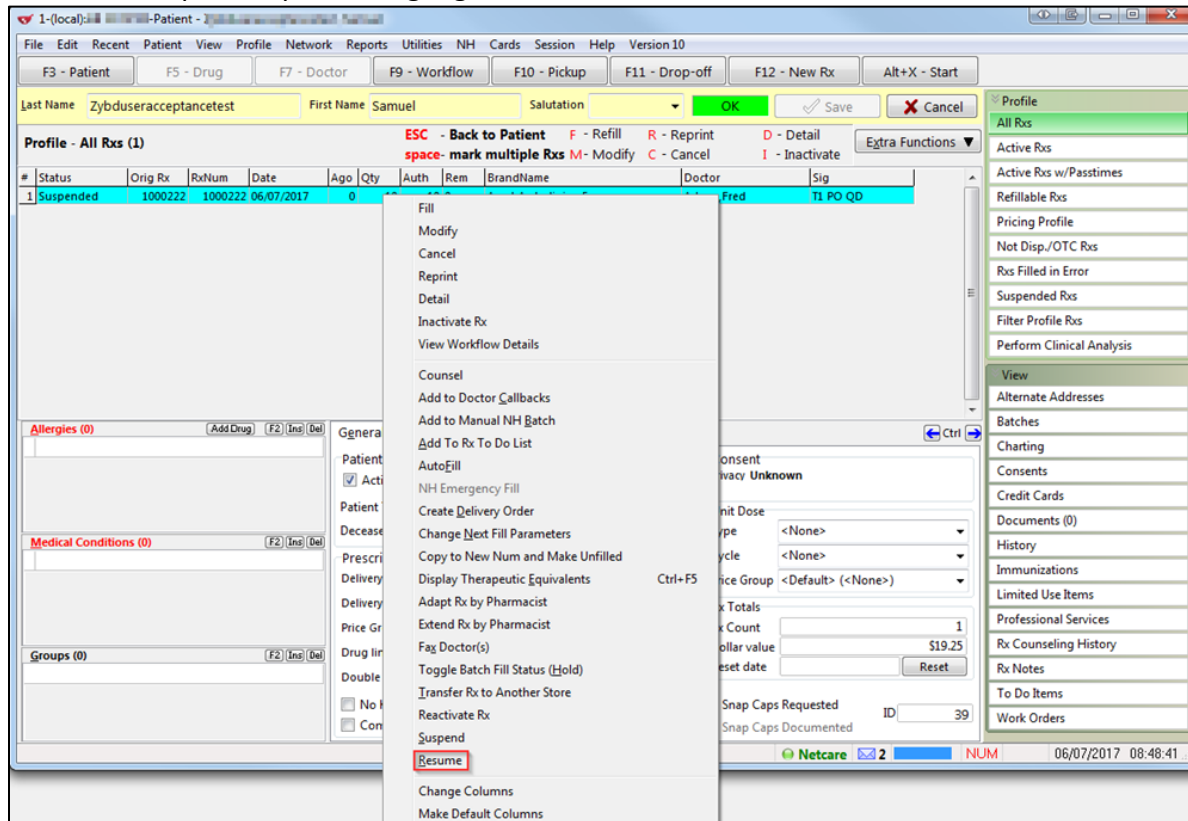
3. Click **OK** or press **Enter** on the keyboard to execute the **Release Rx**.

NOTE: The **Reason Code** field cannot be populated free-form. A selection must be made from one of the reasons provided.

Release (Resume) Suspended Local Rx

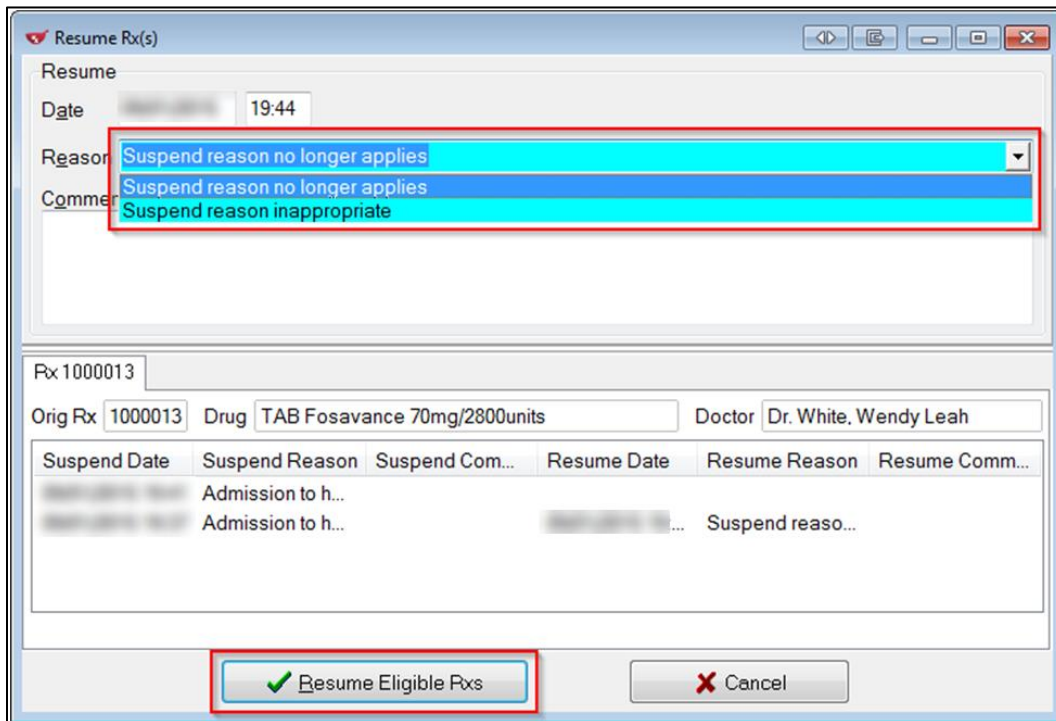
A local Rx that has been suspended can only be **Resumed / Released** from the local patient profile.

1. Go to patient profile, highlight Rx and select **Extra Functions > Resume**.



2. The **Resume Rx(s)** window will appear.
Enter the date that prescription is to be reinstated. From the **Reason** field, access the dropdown menu and select an available option to explain why the prescription is being reinstated from a suspended status. Click **Resume Eligible Rxs** or press **Enter** on the keyboard to release the Rx from a suspended status.

NOTE: The **Reason** field must be populated in order to save and send the **Release (Resume) Rx** message. This field cannot be populated free-form, and a selection must be made from one of the reasons provided.



Once a held prescription is 'resumed', on the local system the Rx will be 'Active'.

Profile - All Rxs (1)

ESC - Back to Patient

F - Refill

R - Reprint

D - Detail

Extra Functions

space- mark multiple Rxs

M - Modify

C - Cancel

I - Inactivate

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor	Sig
1		1000222	1000222	06/07/2017	0	10	10 0		Accel-Amlodipine 5mg	Adams,Fred	T1 PO QD

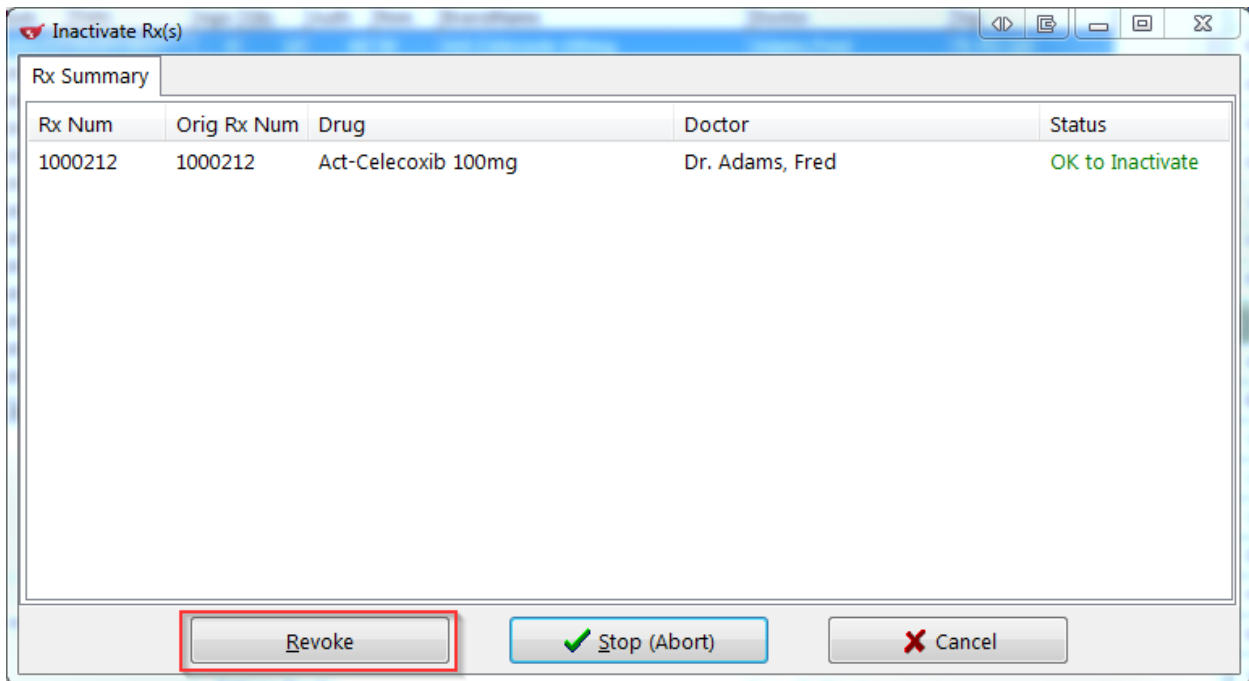
On the Network the Rx is Active:

0100259	Active	Adams, Fred	0000FH0K	06-Jul-2017
10 ACCEL-AMLODIPINE 5 MG TABLET	02341093	ACE	Yes	
TAKE 1 ORALLY DAILY	06-Jan-2019	✓	10	0

Revoke Dispensing Permission

The option to **Revoke Dispensing Permission** is used when a provider decides to take away permission to dispense a prescription. Revoking permission to dispense implies that the patient should finish taking the remainder of the medication they have in their possession until it is gone, but no further dispenses are authorized against the prescription (i.e. all remaining refills are cancelled); this is different from 'stopping' a prescription which implies that the patient should stop taking the medication immediately, and should not finish the amount of medication they have on hand.

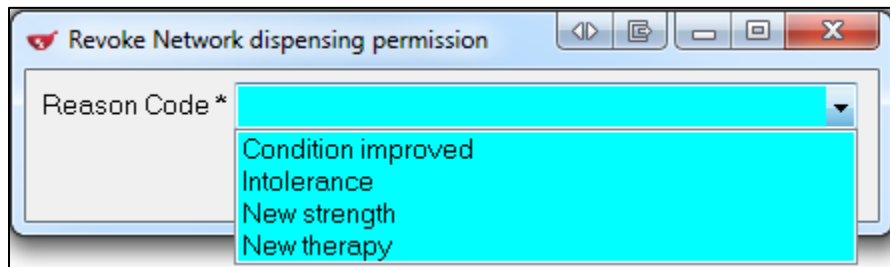
To **Revoke** a prescription, highlight the Rx from the **Local Patient Profile** and select the option to **Inactivate** from the **Extra Functions** menu. This will call up the **Inactivate Rx(s)** window. Select option Revoke, this will call up Revoke Network dispensing permission window.



Rx Num	Orig Rx Num	Drug	Doctor	Status
1000212	1000212	Act-Celecoxib 100mg	Dr. Adams, Fred	OK to Inactivate

Buttons: **Revoke**, **Stop (Abort)**, **Cancel**

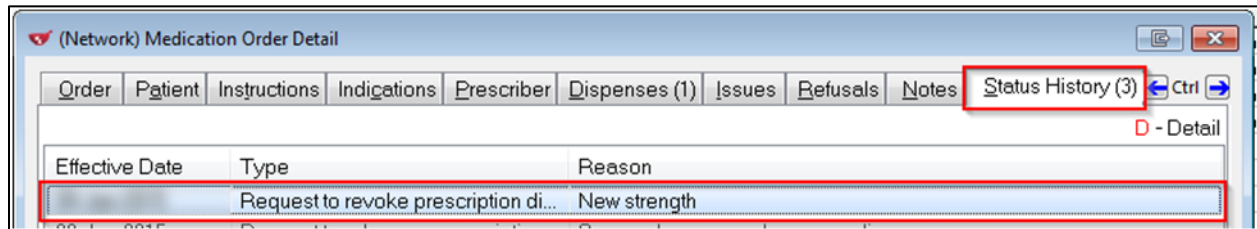
The **Reason Code** is a required field; select an option to explain why the prescription is being revoked. Click **OK** or press **Enter** on the keyboard to execute the revocation; a prescription that has been revoked on Alberta Netcare will have a status of **Revoked**.



Locally prescription is inactivated and on the Network Profile the Rx is not fillable.

Completed	Adams, Fred	0000FGXM	
10 ACT CELECOXIB 100 MG CAPSULE	02420155	ACT	Yes
TAKE 1 ORALLY DAILY			60 50(0)

Detail the Rx and under the **Status History** tab, the **Type** and **Reason** for the revoke is displayed.



Stop (Abort) Rx

The option to **Stop (Abort) Rx** is used when a pharmacist or provider determines that a drug should no longer be dispensed and should no longer be taken by the patient immediately. Situations where a prescription may need to be stopped (i.e. aborted) are product recalls, duplicate therapy contraindication, or other therapy issues. The **Stop (Abort) Rx** message can be sent to Alberta Netcare throughout the prescription lifecycle. A prescription that has been stopped will have a status of **Aborted**.

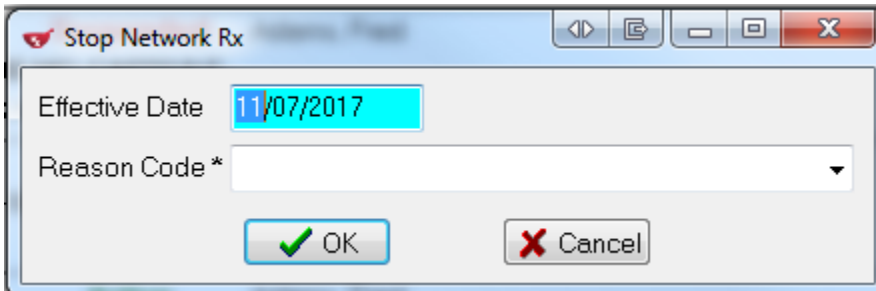
<div> <div>30</div> <div>ACCEL-CITALOPRAM 20 MG TABLET</div> <div>TAKE 1 TABLET ONCE A DAY</div> </div>	<div> <div>Aborted</div> <div>Simpson, Monica</div> </div>	<div> <div>00006KTD</div> <div>02355256</div> <div>ACE</div> <div>Yes</div> <div>30</div> <div>0</div> </div>

There are two scenarios for **Aborting** an Rx:

- Network Rx not assigned to the Local pharmacy
- Network Rx assigned to Local pharmacy

Network Rx not assigned to the Local Pharmacy

- To stop/abort a prescription on Alberta Netcare, highlight the Rx from the **(Network) Patient Profile** and select the option to **Stop(Abort) Rx** from either the **Extra Functions** menu or Right clicking.
- The **Stop Network Rx** form will appear:

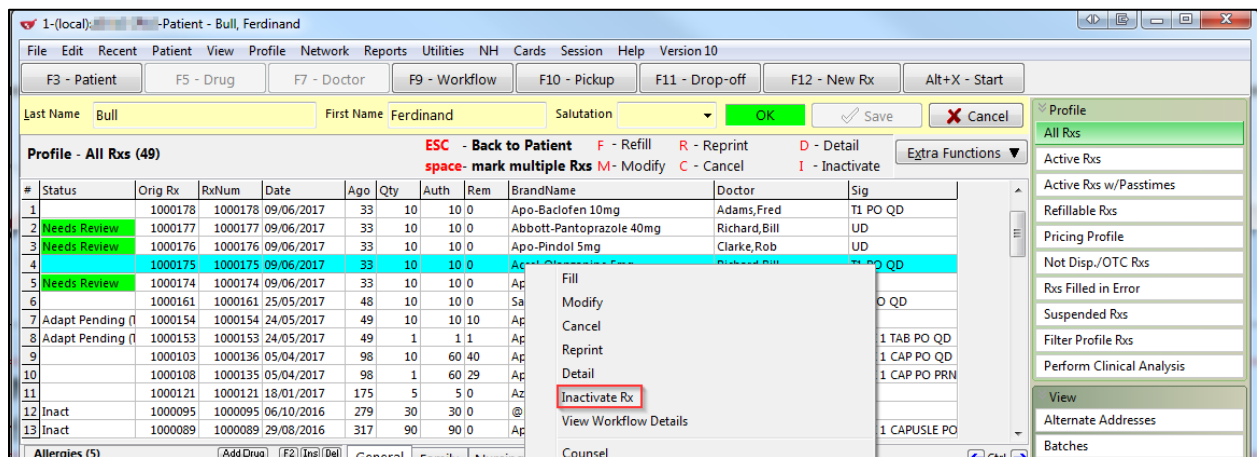


- In the **Effective Date** field, enter the date that the prescription was stopped (i.e.,aborted).
- From the **Reason Code** field, access the dropdown menu and select an option to explain why the prescription was stopped.

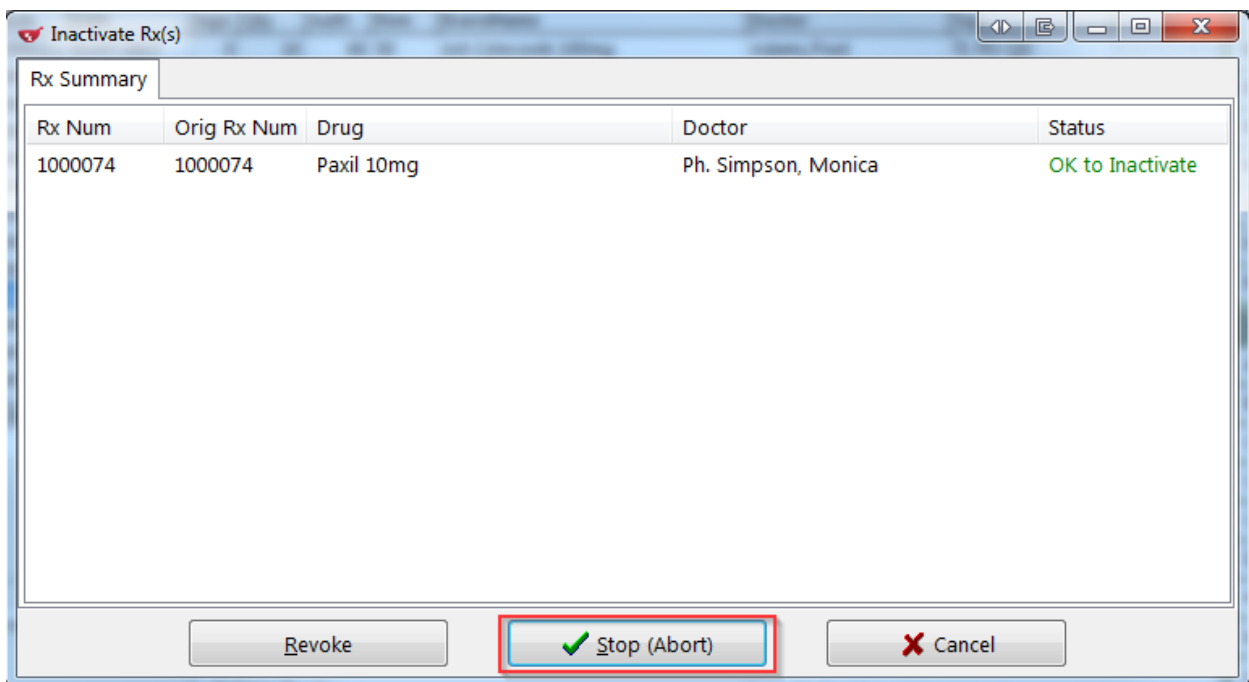
3. Click **OK** or press **Enter** on the keyboard to execute the hold.

Hold (Suspend) Network Rx Assigned to the Local Pharmacy

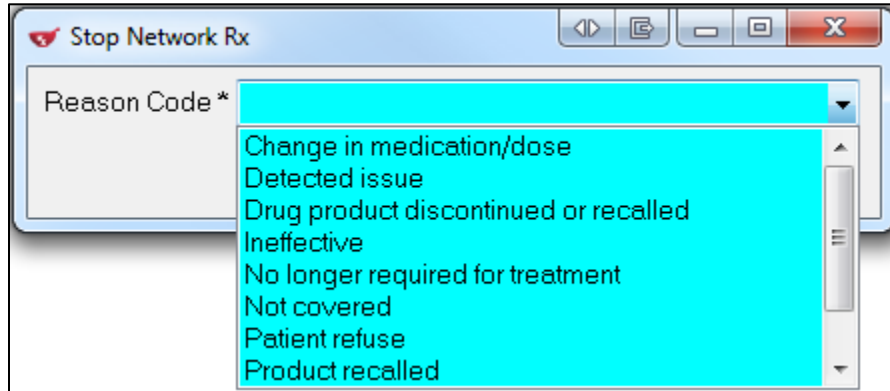
- From the local patient profile, highlight the Rx>right click and choose option Inactivate



- Inactivate Rx(s) window appears. Choose option Stop(Abort)



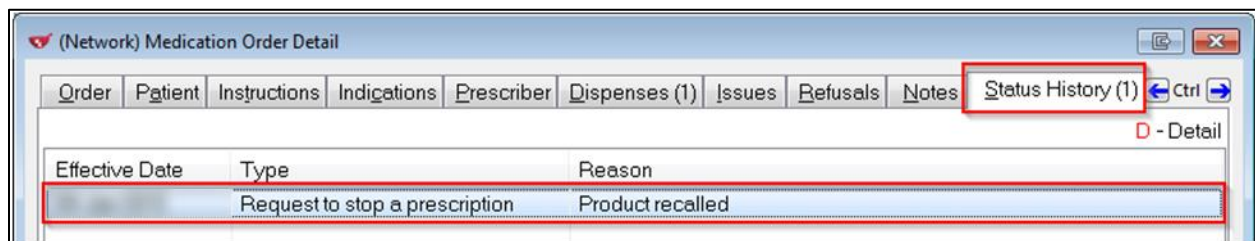
- Stop Network Rx window appears. From the **Reason Code** field, access the dropdown menu and select an available option to explain why the prescription is being aborted. Click **OK** or press **Enter** on the keyboard to execute the **Stop (Abort) Rx**.



- Rx is inactivated locally and on the Network Profile the Rx is not fillable.



- Detail the Rx and under the **Status History** tab, the **Type** and **Reason** for the Abort is displayed.

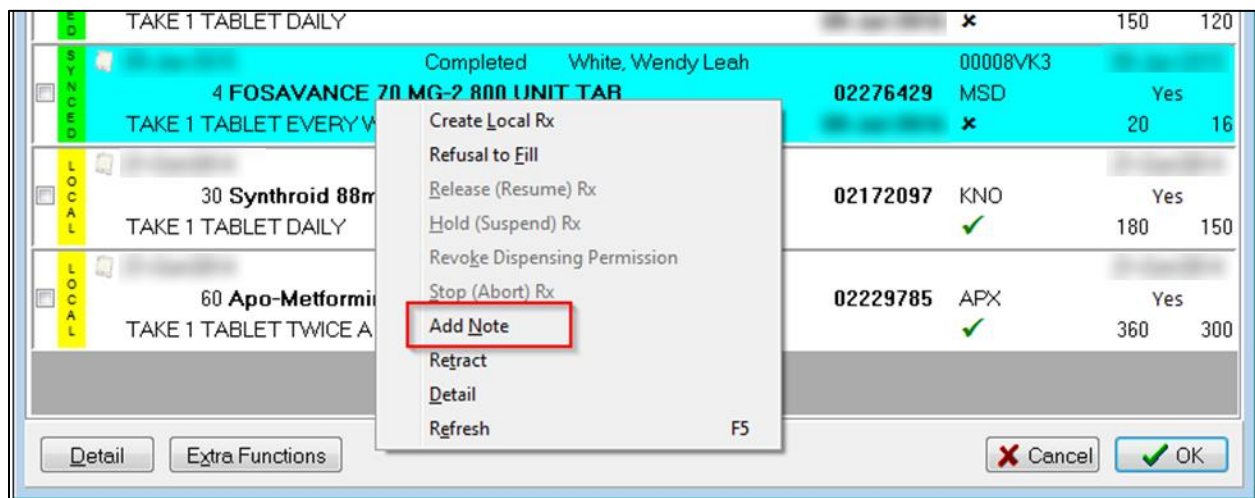


NOTE: Advanced Network Profile only displays the Aborted prescriptions and not the Network Profile.

Add Note

The option to **Add Note** is used to document additional information concerning a prescription or a dispense. Notes are primarily used to document error corrections, information change, or new information, but can be used for any reason deemed fit by the pharmacist. **Once a note is added to a patient's Alberta Netcare Profile, it will be shared with everyone.**

- To add a note to a **prescription**, highlight the Rx from the **(Network) Patient Profile** and select the option to **Add Note** from either **Right Clicking** or the **Extra Functions** menu. This will call up the **(Network) Add Note to Record** window.



-
- (Network) Medication Order Detail
- Order Patient Instructions Indications Prescriber **Dispenses (1)** Issues Refusals Notes Status History (3) Ctrl
- First dispense pickup First quantity dispensed 4 Number of fills against Rx 1
 Last dispense pickup Last quantity dispensed 4 Total supplied amount 4
- | DATA | Date | Picked Up | Status | Dispensed By | PIN Disp # |
|-------|------|----------------------------------|-----------------|--------------|-------------------|
| | | Quantity | Drug | | Code |
| | | Directions | | | Local Days Supply |
| SYNCE | | Active | Simpson, Monica | | 0099WPDD00002TCO |
| | | 4 FOSAVANCE 70 MG-2,800 UNIT TAB | | | 02276429 Yes |
| | | TAKE 1 TABLET EVERY WEEK | | | 28 days |
- Send Pickup
 Abort Dispense
 Retract
Add Note
 Detail
 Refresh F5

(Network) Add Note to Record

Reason for change: Information Change

Note * This is a note

Press Ctrl-Enter to start a new line.

Required fields are marked with an asterisk (*)

OK Cancel

From the **(Network) Patient Profile**, users can easily determine which prescription entries have prescription notes attached to them by looking for a blue arrow located on the lower-left of the entry.

Completed	White, Wendy Leah	00008VK3
4 FOSAVANCE 70 MG-2,800 UNIT TAB	02276429	MSD Yes
TAKE 1 TABLET EVERY WEEK	x	20 16

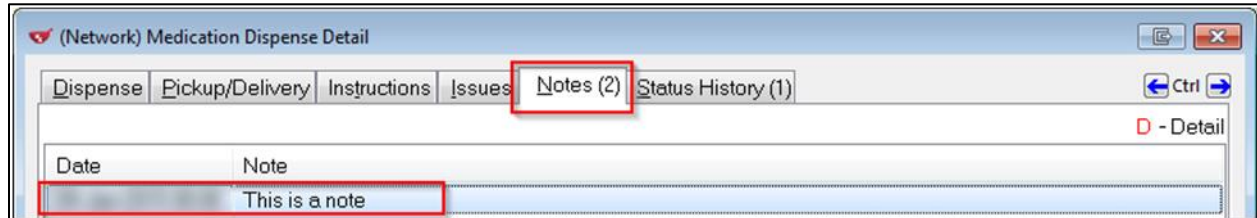
Retrieve **Prescription Notes** by detailing the Rx entry to bring up the **(Network) Medication Order Detail** window and then clicking on the **Notes** tab.

(Network) Medication Order Detail	
Order	Patient
Instructions	Indications
Prescriber	Dispenses (1)
Issues	Refusals
Notes (1)	Status History (Ctrl)
Date	Note
	This is a note

Retrieve **Dispense Notes** by detailing a prescription entry to call up the **(Network) Medication Order Detail** window and then accessing the **Dispenses** tab. Users can easily identify which dispense entry has a dispense note attached to it by looking for a blue arrow on the lower-left of the entry.

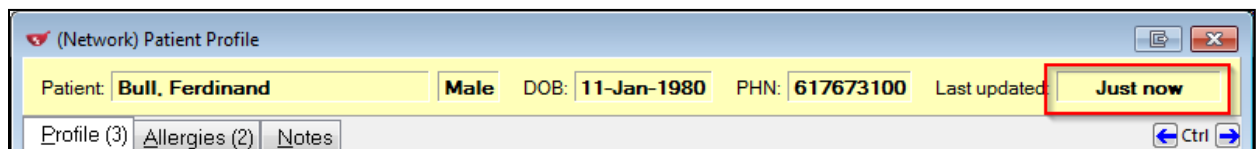
(Network) Medication Order Detail	
Order	Patient
Instructions	Indications
Prescriber	Dispenses (1)
Issues	Refusals
Notes (1)	Status History (Ctrl)
First dispense pickup	First quantity dispensed 4
Last dispense pickup	Last quantity dispensed 4
Number of fills against Rx	1
Total supplied amount	4
▼ Date	Picked Up
Quantity	Drug
Directions	Status
Dispensed By	PIN Disp #
Code	Local
Days Supply	
Active	Simpson, Monica
0099WPDD00002TCO	02276429 Yes
28 days	
4 FOSAVANCE 70 MG-2,800 UNIT TAB	
TAKE 1 TABLET EVERY WEEK	

Retrieve Dispense Notes by detailing the dispense entry; this will call up the **(Network) Medication Dispense Detail** window. Click on the **Notes** tab to view the note(s) for the selected dispense.



Refresh

Refreshing the **(Network) Patient Profile** will retrieve the most current information from Alberta Netcare on demand. Users can see when the Alberta Netcare Patient Medication Profile was last refreshed from the **Last Updated** field located on the upper-right hand corner of the window.



If an Rx has since been filled for this patient, it will show on the bottom of the screen that **Recent local events are not being shown.** To update this screen hit **F5** or right click and choose **Refresh.**

(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **10 mins ago**

Profile (9) Allergies (9) Notes

Status (All) Order Type (All) Advanced Filter Reset

DATA	Last Filled	Picked Up	Status	Doctor	PIN Order #	Order Date
Last Qty	Drug	Code	Manufacturer	Local		
Directions	Stop Date	Fillable	Auth	Rem		
60 APO-METFORMIN 850 MG TABLET TAKE 1 TABLET TWICE A DAY	Active	White, Wendy Leah	00008WG7	Yes	300	240
30 SYNTHROID 88 MCG TABLET TAKE 1 TABLET DAILY	Active	White, Wendy Leah	00008WG5	Yes	150	120
60 APO-OMEPRAZOLE 20 MG CAP DR TAKE 1 CAPSULE TWICE A DAY	Active	White, Wendy Leah	00008VWH	Yes	360	240
4 FOSAVANCE 70 MG-2,800 UNIT TAB TAKE 1 TABLET EVERY WEEK	Active	White, Wendy Leah	00008WG3	Yes	24	20
30 APO-WARFARIN 3 MG TABLET TAKE 1 TABLET DAILY	Active	White, Wendy Leah	00008WG1	Yes	180	150

Detail Extra Functions

Recent local events are not being shown. Cancel OK

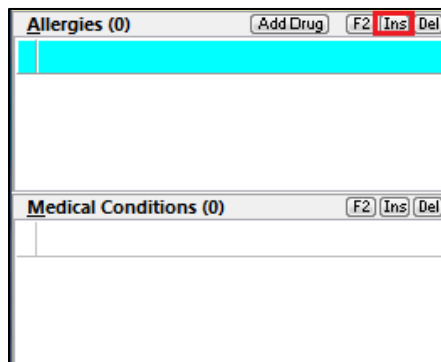
Allergies & Intolerance

Recording patient allergies and intolerances on Alberta Netcare is an integral part of creating a comprehensive **Electronic Health Record (EHR)** for Albertans. The availability of this information allows pharmacists and other healthcare professionals to make optimal drug therapy decisions.

With the integration of Alberta Netcare in Kroll Windows, any allergy or intolerance entered locally will automatically be sent to Alberta Netcare for clinical recording. Alberta Netcare accepts **FDB Allergy Group** codes or **Ingredient** codes; specific **Medication** codes are NOT accepted by Alberta Netcare and will be rejected with an error.

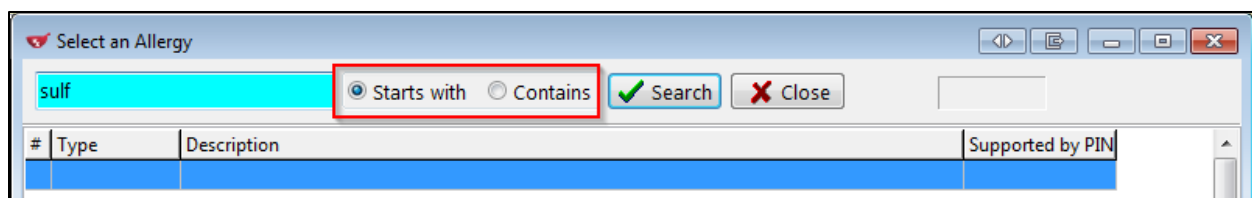
Adding a New Allergy/Intolerance

1. Bring up the **F3-Patient** card of the patient that you need to add a new allergy/intolerance.
2. From the **Allergies** section of the patient card, click **Ins** or press **Insert** on the keyboard to call up the **Select an Allergy** window.



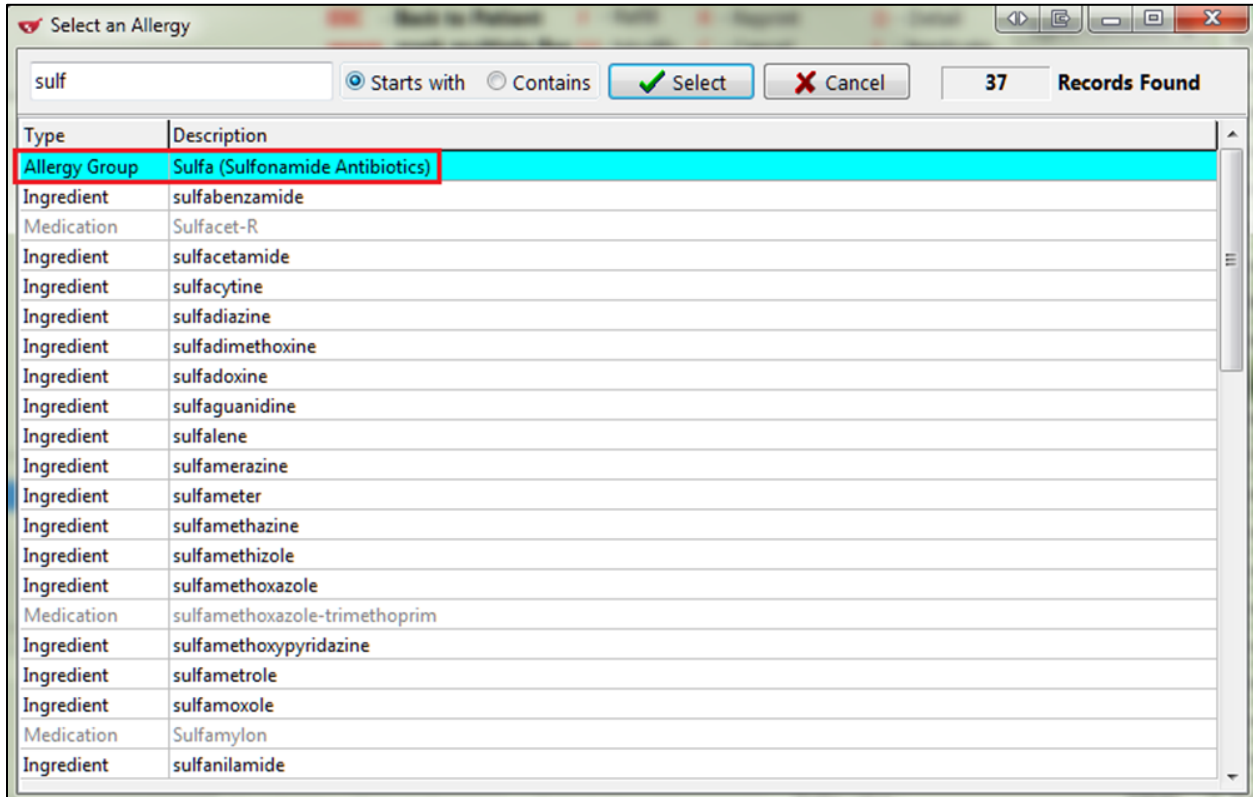
Search for an allergy/intolerance from the **Select an Allergy** window and click **Search** or press **Enter** on the keyboard to obtain search results (e.g. Type 'sulf' to search for a Sulfonamide allergy/intolerance).

NOTE: Options are available to search the criteria entered by '**Starts With**' or '**Contains**'.



- From the search results; select the applicable **Allergy Group** or **Ingredient** by highlighting the entry and clicking **Select** or pressing **Enter** on the keyboard; this will bring up the **(Local) Patient Allergy Information** form.

NOTE: Medication codes are not accepted by Alberta Netcare.



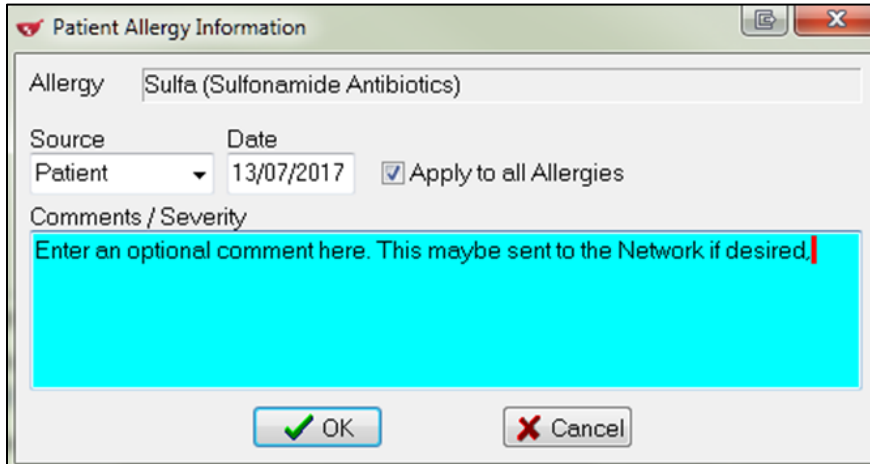
Select an Allergy

sulf ☒ Starts with ☐ Contains 37 Records Found

Type	Description
Allergy Group	Sulfa (Sulfonamide Antibiotics)
Ingredient	sulfabenzamide
Medication	Sulfacet-R
Ingredient	sulfacetamide
Ingredient	sulfacytine
Ingredient	sulfadiazine
Ingredient	sulfadimethoxine
Ingredient	sulfadoxine
Ingredient	sulfaguanidine
Ingredient	sulfalene
Ingredient	sulfamerazine
Ingredient	sulfameter
Ingredient	sulfamethazine
Ingredient	sulfamethizole
Ingredient	sulfamethoxazole
Medication	sulfamethoxazole-trimethoprim
Ingredient	sulfamethoxypyridazine
Ingredient	sulfametrole
Ingredient	sulfamoxole
Medication	Sulfamylon
Ingredient	sulfanilamide

- From the **Patient Allergy Information** window, verify the **Source**, **Date**, and **Apply to all Allergies** options. Enter any optional comments regarding the nature and severity of the allergy/intolerance; the user will have a choice on whether to transmit this local comment to Alberta Netcare later on.

- Once complete, click **OK** or press **Enter** on the keyboard to continue.



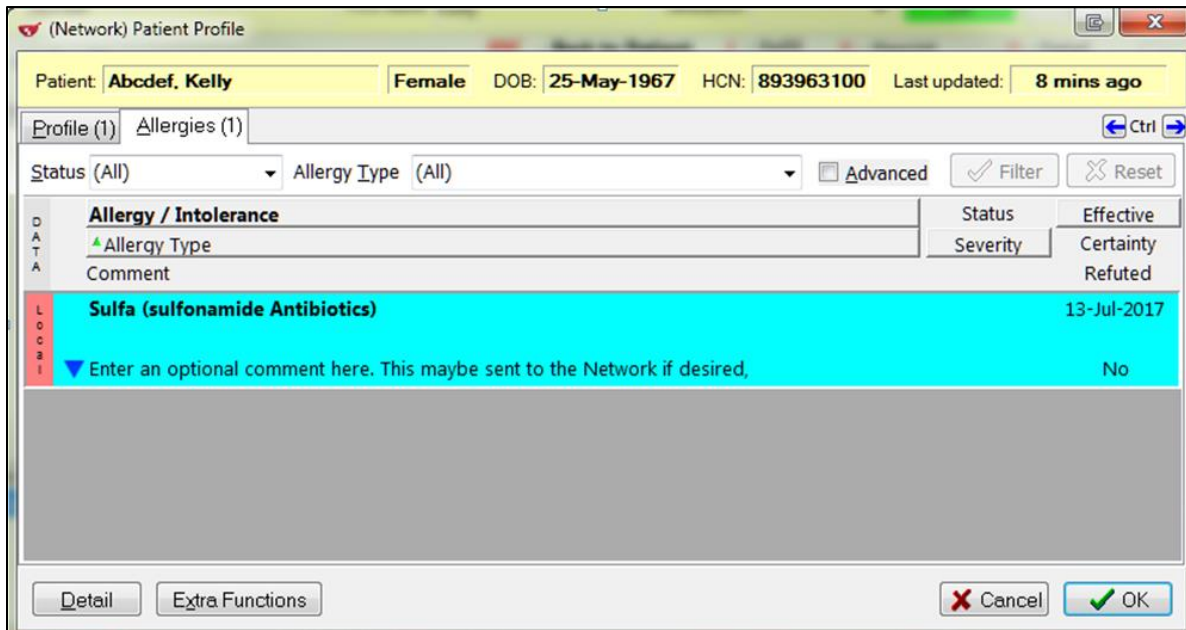
Patient Allergy Information

Allergy: Sulfa (Sulfonamide Antibiotics)

Source: Patient Date: 13/07/2017 ☒ Apply to all Allergies

Comments / Severity: Enter an optional comment here. This maybe sent to the Network if desired.

- Kroll will automatically try to establish a connection with Alberta Netcare upon continuing from the **(Local) Patient Allergy Information** window. Log into the **Netcare Network** and/or **EHR** if prompted to do so. The **(Network) Patient Profile** will appear displaying allergy entries from the local Kroll system and from Alberta Netcare.



(Network) Patient Profile

Patient: **Abcdef, Kelly** Female DOB: **25-May-1967** HCN: **893963100** Last updated: **8 mins ago**

Profile (1) Allergies (1)

Status: (All) Allergy Type: (All)

DATA	Allergy / Intolerance	Status		Effective	
		Severity	Certainty	Refuted	
LOCAL	Sulfa (sulfonamide Antibiotics)			13-Jul-2017	
	Enter an optional comment here. This maybe sent to the Network if desired,			No	

The coloured data bars on the left side of each allergy/intolerance entry provides information on whether local records match Alberta Netcare records. Hover your mouse over the coloured data bars to identify which entries need to be synchronized.

- **Red (Local):** A **red-local** data bar indicates that the allergy/intolerance entry exists on the local system only, this information has not been recorded on Alberta Netcare and should be synchronized.

LOCAL	Statins-Hmg-Coa Reductase Inhibitors		
	test comment		No

- **Yellow (Network):** A **yellow-network** data bar indicates that the allergy/intolerance entry exists on Alberta Netcare only, this information has not been recorded locally in Kroll and should be synchronized.

NETWORK	Macrolide Antibiotics	Active	
	Drug Allergy	Moderate	Suspected
	Reaction Date:		No

- **Green (Synced):** A **green-synced** data bar indicates that the allergy/intolerance entry exists locally and is synchronized with a Alberta Netcare allergy record. This is the desired outcome for all allergy/intolerance entries because it indicates consistency between local and Alberta Netcare records.

GREEN	Sulfa (sulfonamide Antibiotics)	Active	
	Drug Allergy	Moderate	Suspected
	Reaction Date:		No

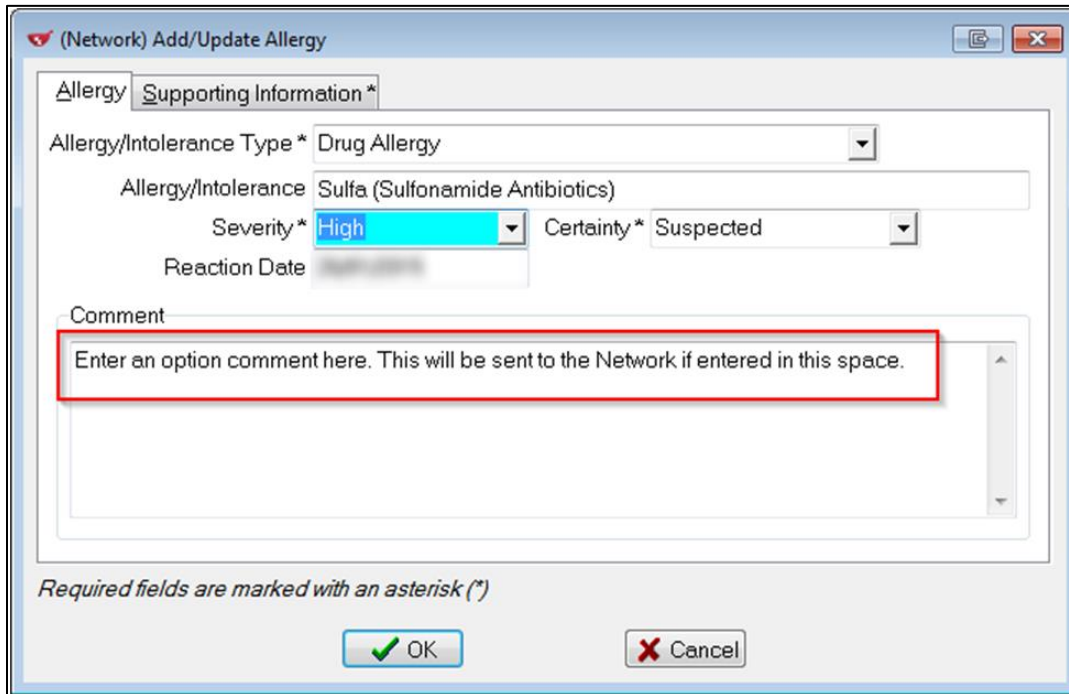
- **Grey (Network):** A gray-network data bar indicates that an allergy/intolerance is refuted/expired on the network and does NOT need to be synchronized to the local system.

NETWORK	Penicillins	Active	
	Drug Allergy	High	Suspected
	Reaction Date:		Yes

- Subsequent to synchronizing local and network allergies/intolerances, click **OK** or press **Enter** on the keyboard to continue to the **(Network) Add/Update Allergy** window.

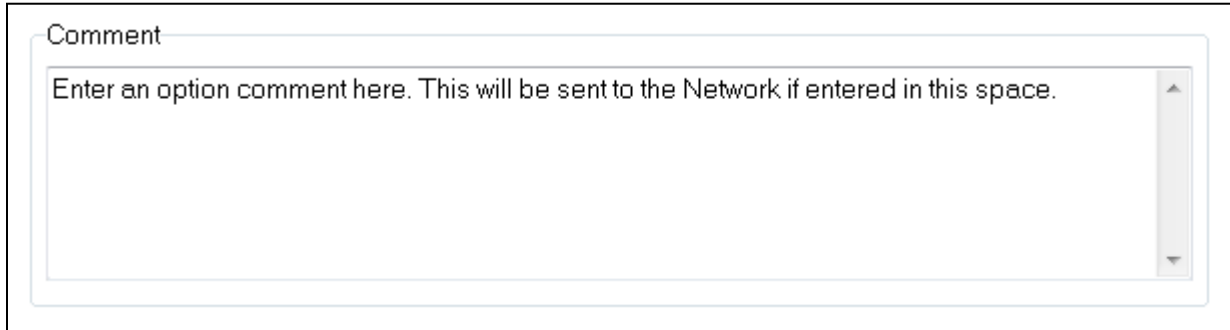
LOCAL	Sulfa (sulfonamide Antibiotics)		
	Enter optional comment here.		No
NETWORK	Penicillins	Active	
	Drug Allergy	High	Suspected
	Reaction Date:		Yes
<input type="button" value="Detail"/> <input type="button" value="Extra Functions"/>		<input type="button" value="X Cancel"/> <input type="button" value="OK"/>	

- From the **(Network) Add/Update Allergy** window, fill out the details of the allergy. Note that required fields are marked with an asterisk (*).



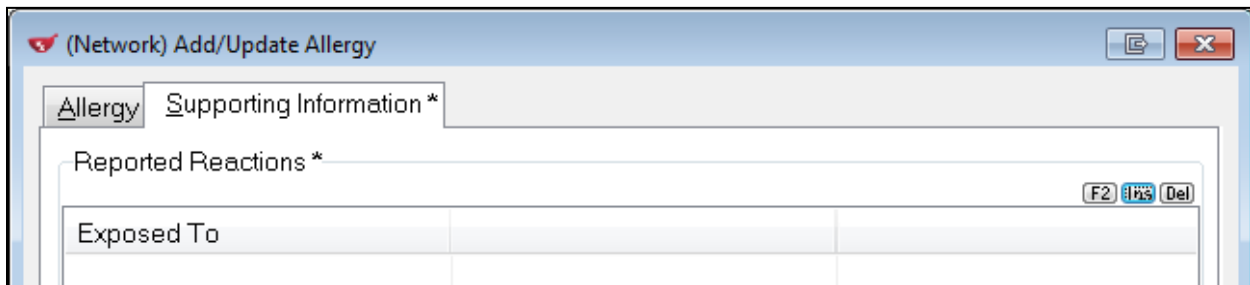
- **Allergy/Intolerance Type***: Select an allergy or intolerance type from the options available in the dropdown menu,
 - **Allergy Selections**: Drug Allergy, Environmental Allergy, Food Allergy.
 - **Intolerance Selections**: Drug Non-Allergy Intolerance, Environmental Non-Allergy Intolerance, Food Non-Allergy Intolerance.
- **Severity***: Identify the severity of the indicated allergy/intolerance as **High**, **Low** or **Moderate**.
- **Certainty***: The certainty of an allergy/intolerance is either **Suspected** or **Confirmed**.
- **Reaction Date***: Enter the date the allergy/intolerance was acknowledged by the patient. The date is defaulted to the current date, but can be manually changed to an earlier date (not a future date).

9. Enter an optional comment in the **Comment** field. Note that comments entered locally in the **Patient Allergy Information** window will automatically be copied to this field, but can be manually removed before sending to Alberta Netcare.

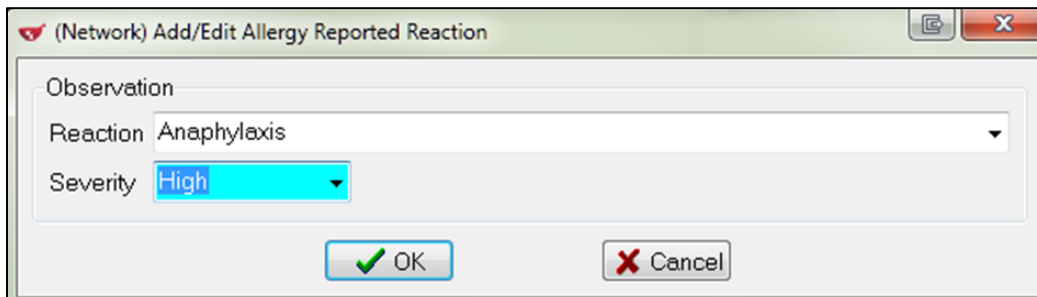


If the user is adding a new allergy, Alberta Netcare requires an allergic reaction to be recorded. Click on the **Supporting Information** tab to insert a reaction for the allergy.

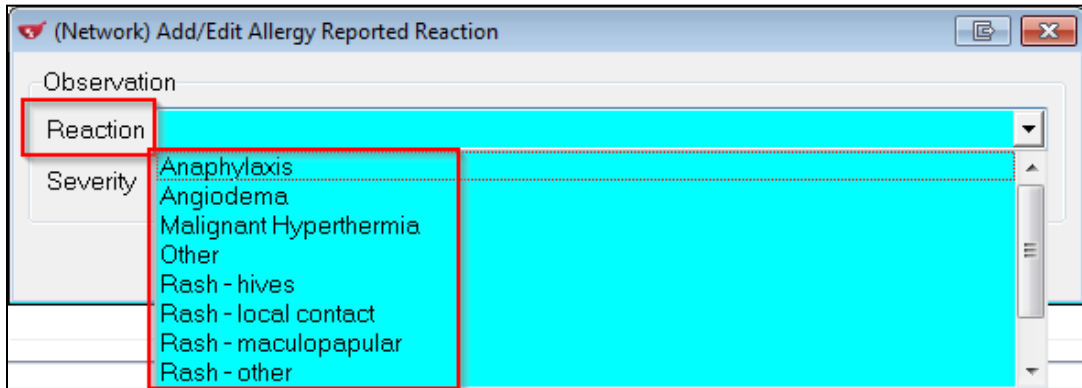
NOTE: Intolerances do NOT require reactions to be recorded so this step can be skipped for intolerance entries.



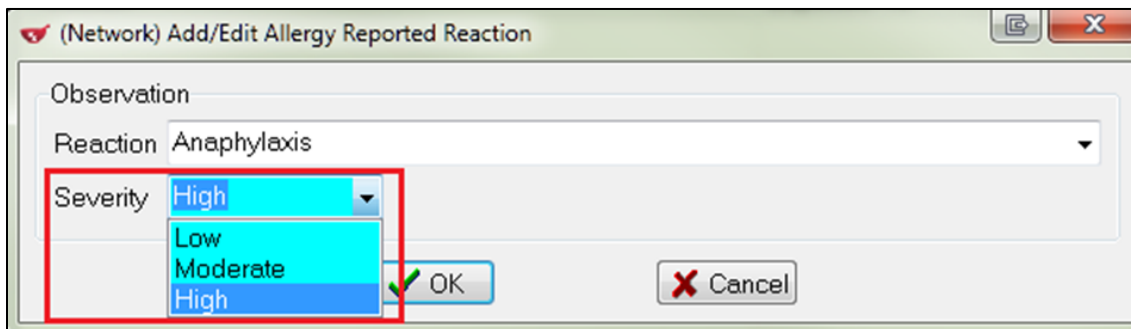
- a) From the Supporting Information tab click Ins or press Insert on the keyboard to bring up the (Network) Add/Edit Allergy Reported Reaction window.



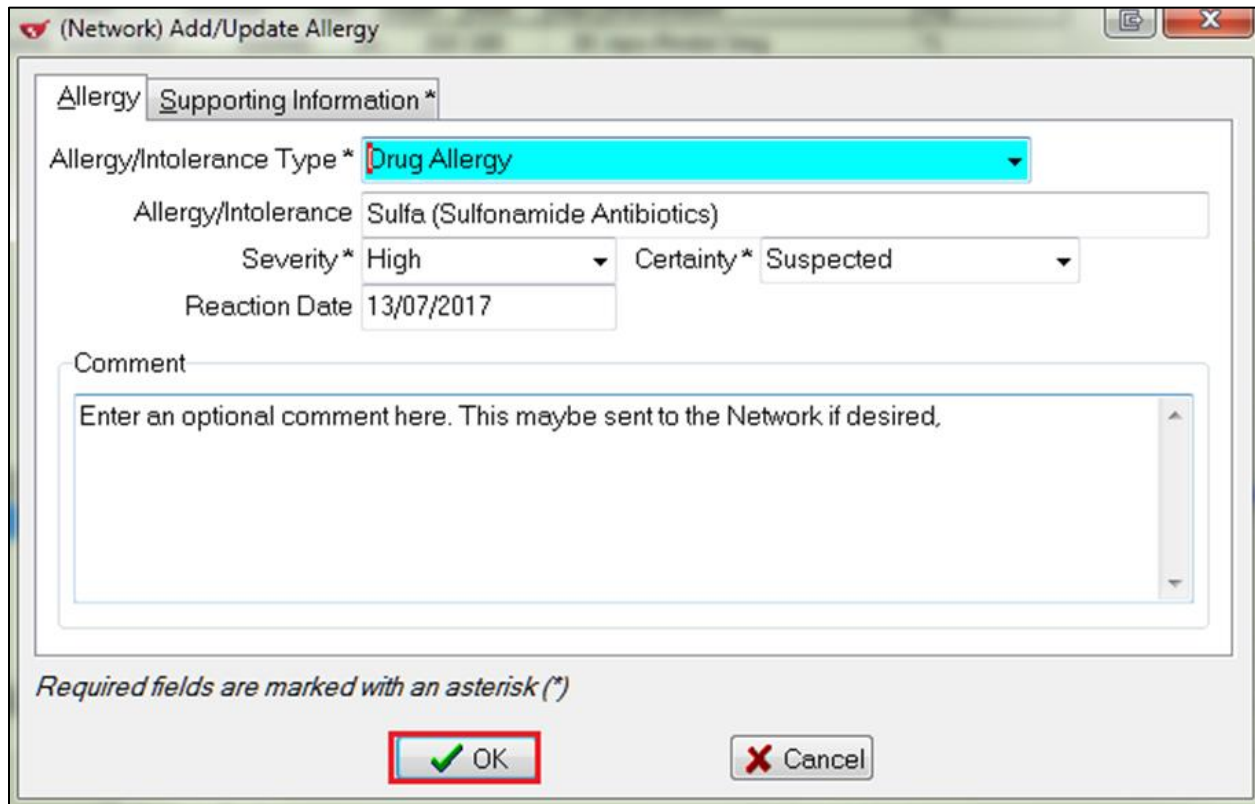
- b) From the **Reaction** dropdown menu, select one of the allergy reactions accepted by Alberta Netcare. Note that allergy reactions cannot be entered free-form.



- c) From the **Severity** dropdown menu, **optionally** select **High**, **Low** or **Moderate** to describe the intensity of the allergic reaction.



- From the **(Network) Add/Update Allergy** window, click **OK** or press **Enter** on the keyboard to save changes and to send the allergy record to Alberta Netcare.



Synchronizing Network and Local Allergies/Intolerances

Consistency between allergy/intolerance records in Kroll and Alberta Netcare is integral to the underlying purpose of a patient electronic health record. There are two scenarios where allergy/intolerance records will need to be synchronized so that Kroll entries are consistent with Alberta Netcare entries:

- Allergy/Intolerance entries that exist in Alberta Netcare, but not in Kroll.
- Allergy/Intolerance entries that exist in Kroll, but not in Alberta Netcare.

Synchronizing a Alberta Netcare Allergy/Intolerance to Kroll

- From the **Allergies** tab of the **(Network) Patient Profile**, identify entries with a **Yellow (Network)** data-bar; these entries do not exist locally on Kroll and need to be synchronized.

(Network) Patient Profile

Patient: **Abcdef, Kelly** Female DOB: **25-May-1967** HCN: **893963100** Last updated: **Just now**

Profile (1) Allergies (2) Notes Ctrl

Status (All) Allergy Type (All) ☐ Advanced ☒ Filter ☐ Reset

DATA	Allergy / Intolerance	Status	Effective
SYNCHRONIZED	Sulfa (sulfonamide Antibiotics) Drug Allergy Enter an optional comment here. This maybe sent to the Network if desired,	Active	13-Jul-2017
		High	Suspected
NETWORK	Macrolide Antibiotics Drug Allergy Reaction Date: 2017-Jul-13	Active	13-Jul-2017
		Moderate	Suspected
			No

Detail Extra Functions

- Right click on the **Yellow (Network)** entry to call up the **Extra Functions** menu, and select the option to **Synchronize**. Selecting the option to **Synchronize** will bring up the **Select the local allergy to link to** window.

(Network) Patient Profile

Patient: **Abcdef, Kelly** Female DOB: **25-May-1967** HCN: **893963100** Last updated: **Just now**

Profile (1) Allergies (2) Notes Ctrl

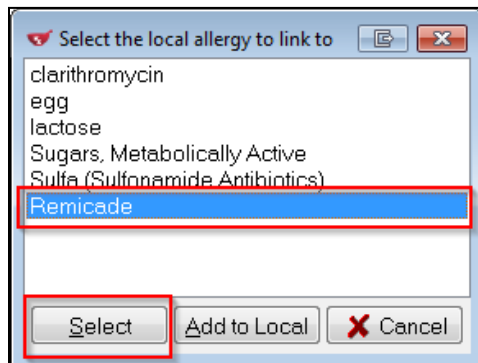
Status (All) Allergy Type (All) ☐ Advanced ☒ Filter ☐ Reset

DATA	Allergy / Intolerance	Status	Effective
SYNCHRONIZED	Sulfa (sulfonamide Antibiotics) Drug Allergy Enter an optional comment here. This maybe sent to the Network if desired,	Active	13-Jul-2017
		High	Suspected
NETWORK	Macrolide Antibiotics Drug Allergy Reaction Date: 2017-Jul-13	Active	13-Jul-2017
		Moderate	Suspected
			No

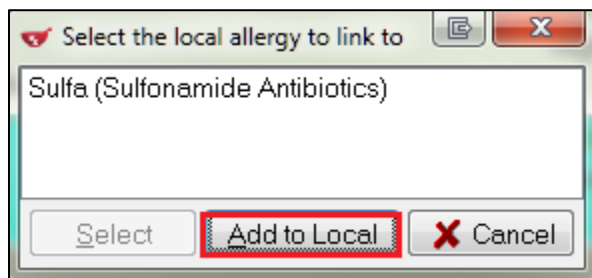
Detail Extra Functions

- From the **Select the local allergy to link to** window, a list of local Kroll allergy entries will be displayed. If the **Yellow (Network)** allergy entry matches one of the existing local allergies, highlight the local entry and click **Select** to synchronize the two records.

NOTE: In our example, the **Yellow (Network)** allergy entry is for Macrolide Antibiotics. This allergy group does not exist in our local system because it is not listed in the **Select the local allergy to link to** window.

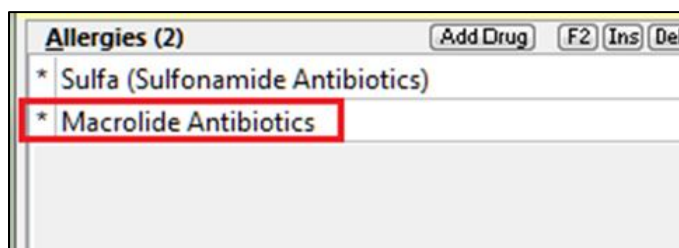


- If the **Yellow (Network)** entry does NOT match any of the existing local allergies, click on **Add to Local** or press **CTRL+A** on the keyboard.



- Once the **Yellow (Network)** allergy entry is synchronized to the local Kroll system, the data bar will change to **Green (Synced)**. As well, the allergy will be added to the **Allergies** section of the local Kroll patient card.

SYNCD	Macrolide Antibiotics	Active	13-Jul-2017
	Drug Allergy	Moderate	Suspected
	▼ Reaction Date: 2017-Jul-13		No



Synchronizing a Kroll Allergy/Intolerance to Alberta Netcare

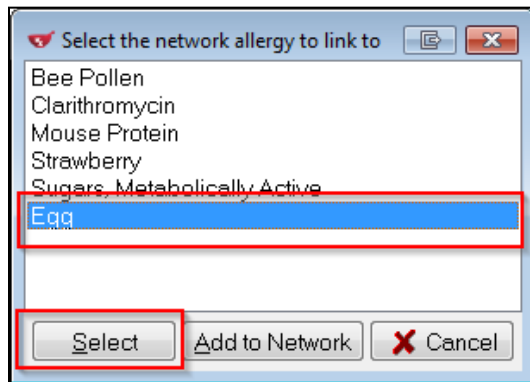
1. From the **Allergies** tab of the **(Network) Patient Profile**, identify entries with a **Red (Local)** data-bar; these entries do not exist on Alberta Netcare and need to be synchronized.

SYNCHRONIZED	Sugars, Metabolically Active	Active	
	Food Allergy	High	Suspected
	▼ Enter an option comment here		No
LOCAL	Egg		No
LOCAL	Lactose		No

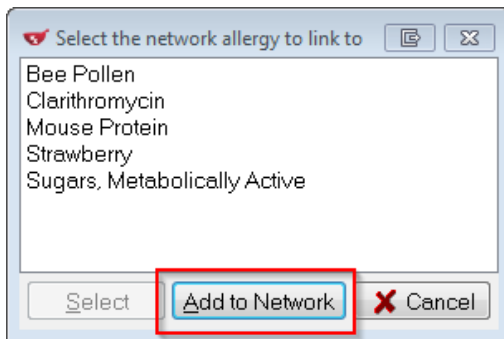
2. Right click the **Red (Local)** entry to call up the **Extra Functions** menu, and select the option to **Synchronize**. Selecting the option to **Synchronize** will bring up the **Select the network allergy to link to** window.

SYNCHRONIZED	Sugars, Metabolically Active	Active	
	Food Allergy	High	Suspected
	▼ Enter an option comment here		No
LOCAL	Egg	Synchronize...	No
LOCAL	Lactose	Refresh F5	No

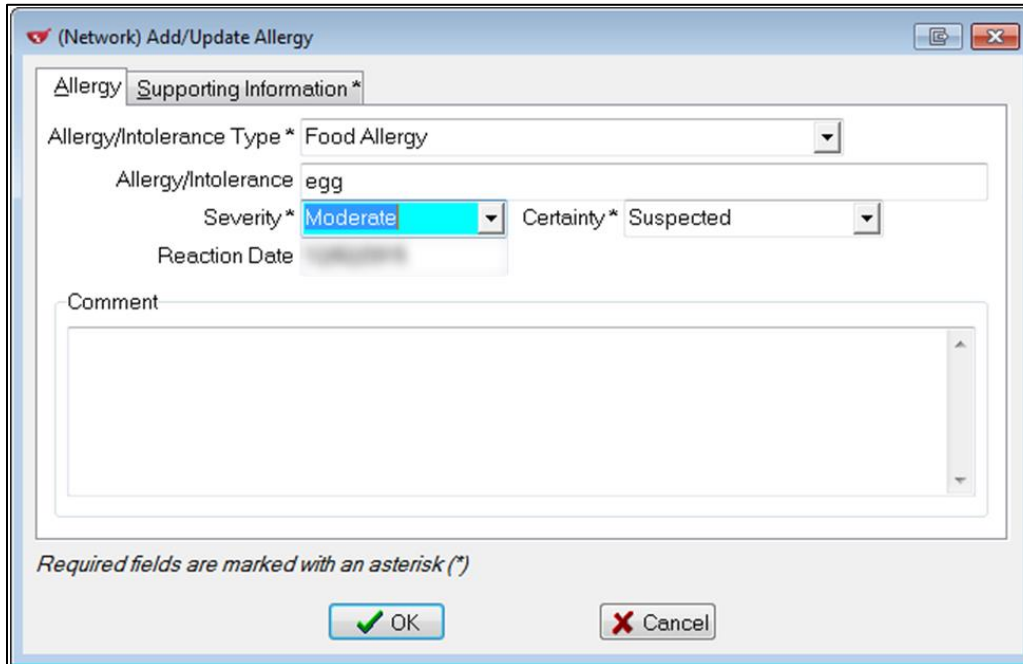
- From the **Select the network allergy to link to** window, a list of Alberta Netcare allergy entries will be displayed. Highlight the entry and click **Select** to synchronize the two records.



- If the **Red (Local)** entry does NOT match any of the existing Alberta Netcare allergies, click on **Add to Network** or press **CTRL+A** on the keyboard.



- If **Add to Network** is selected above, the **(Network) Add/Update Allergy** window will appear. Fill out the details of the allergy (note that required fields are marked with an asterisk '*'). Once all necessary information regarding the allergy has been entered, click **OK** or press **Enter** to send the information to Alberta Netcare.



- Once the **Red (Local)** allergy entry is synchronized to Alberta Netcare, the data bar will change to **Green (Synced)** on the **(Network) Patient Profile**.

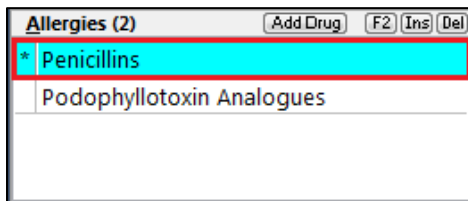
Sulfa (sulfonamide Antibiotics)	Drug Allergy	Active	High	Suspected	No
	▼ Enter an optional comment here. This will be sent to the network if desired				
	Egg	Active	High	Suspected	No
Sugars, Metabolically Active	Food Allergy	Active	High	Suspected	No
	▼ Enter an optional comment here				

Refuting a Network Allergy/Intolerance

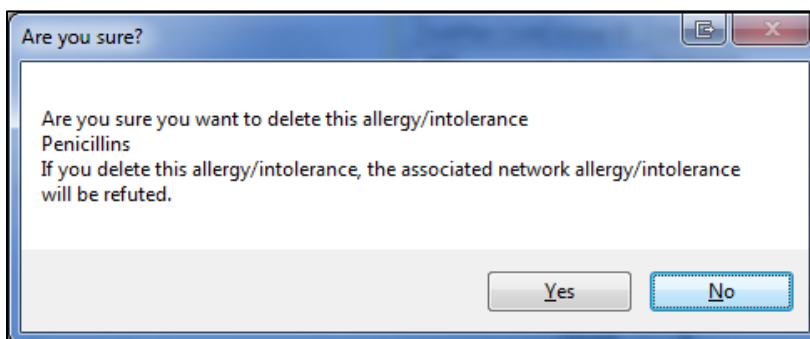
Once an allergy/intolerance record is added in Alberta Netcare, it cannot be retracted (i.e. the record cannot be removed from the (Network) Allergies Profile). An allergy/intolerance record entered in error can only be **refuted** (i.e. the Alberta Netcare allergy entry will have a **Gray (Network)** data bar).

If a user decides to remove an allergy/intolerance record locally in Kroll, they must ensure that the same allergy is refuted in Alberta Netcare. Refute an Alberta Netcare allergy/intolerance as follows:

1. Bring up the **F3-Patient** card of the patient you would like to refute an allergy/intolerance.
2. Locate the **Allergies** section of the **F3-Patient** card.
3. Highlight the allergy entry you would like to remove and click **Del** or press **Delete** on the keyboard.



4. The system will display the following message:



5. Answer **YES** if you want to continue removing the allergy/intolerance from Kroll and refute it on the Network. Answer **NO** if you do not want to continue removing the allergy.

- Once the Network allergy/intolerance has been successfully refuted, it will appear in the **Allergies** tab of the **(Network) Patient Profile** with a **Gray (Network)** data bar.

NET W K	Mouse Protein Drug Allergy ▼ Incorrect initial information provided by patient.; Incorrect initial information provided by patient.; Incorrect	Active High	Suspected Yes
NET W K	Penicillins Drug Allergy ▼ this is a comment	Active Moderate	Suspected Yes
NET W K	Strawberry Food Allergy ▼ Incorrect initial information provided by patient.	Active Moderate	Suspected Yes

Adding an Allergy and Intolerance for the Same Allergen

Allergy is a reaction produced when the body meets a substance that elicits an immune response (e.g. a rash). **Intolerance** occurs when unpleasant symptoms arise after ingesting a substance that the body cannot break down (e.g. stomach upset). In other words, an allergy affects the body's immune system while intolerance generally affects the body's metabolism.

Add an allergy and intolerance for the same allergy group as follows:

- From the **F3-Patient Card**, go to **Network > Profile** and log in with Kroll initials and password.
- From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy you want to also add as **Intolerance** (the example below uses Podophyllotoxin Analogues). **Right click** on the entry or select **Extra Functions** to **Unsynchronize**.

DATA	Allergy / Intolerance	Status	Effective
	▲ Allergy Type Comment	Severity	Certainty Refuted
NET W K	Bifidobacterium Animalis (lactis) Drug Allergy ▼ Reaction Date: 2011-01-01	Active High	Suspected No
SYN C R O N I Z E D	Clarithromycin Drug Allergy ▼ Reaction Date: 2011-01-01	Active High	Suspected No
SYN C R O N I Z E D	Sulfa (sulfonamide Antibiotics) Drug Allergy ▼ Enter an optional comment here. This will be added to the comment field.	Active High	Suspected No
SYN C R O N I Z E D	Egg	Active	

Unsynchronize (from "clarithromycin")
 Add Note
 Get History
 Update Allergy
 Detail
 Refresh

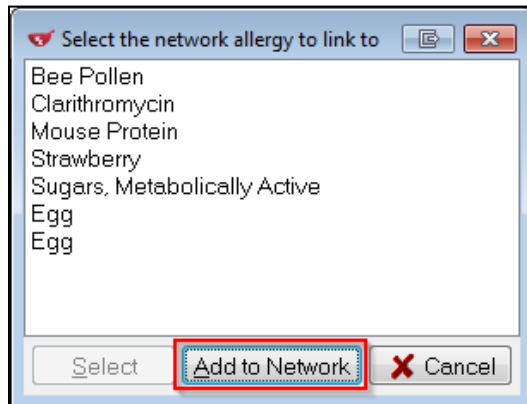
- Once the Allergy is **Unsynchronized**, the result will be a **Red (Local)** entry and a **Yellow (Network)** entry for the same allergen.

Allergy / Intolerance		Status	Effective
Allergy Type		Severity	Certainty
Comment		Refuted	
NETWORK	Clarithromycin Drug Allergy Reaction Date: [Date]	Active High	[Date] Suspected No
SYNCHRONIZED	Sulfa (sulfonamide Antibiotics) Drug Allergy Enter an optional comment here. This will be sent to the network if desired	Active High	[Date] Suspected No
SYNCHRONIZED	Egg Food Allergy Incorrect initial information provided by patient.	Active High	[Date] Suspected No
SYNCHRONIZED	Sugars, Metabolically Active Food Allergy Enter an optional comment here	Active High	[Date] Suspected No
LOCAL	Clarithromycin		[Date] No

- Highlight the **Red (Local)** entry and right click or press the **Extra Functions** button; select the option to **Synchronize**.

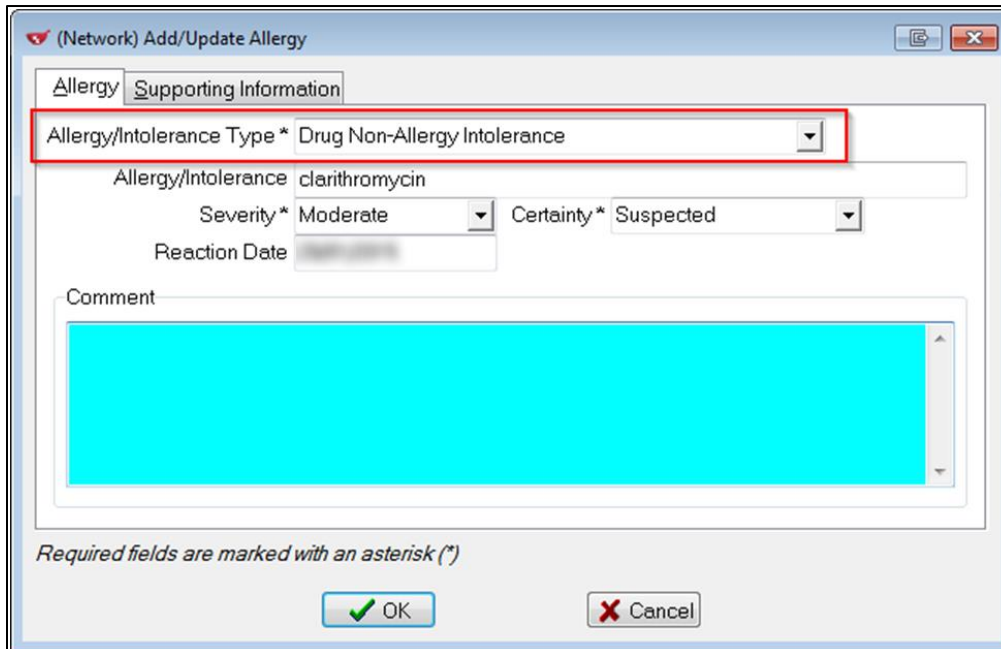
SYNCHRONIZED	Sugars, Metabolically Active Food Allergy Enter an optional comment here	Active High	[Date] Suspected No
LOCAL	Clarithromycin	<div> Synchronize... </div> <div> Refresh F5 </div>	[Date] No
LOCAL	Lactose		[Date] No

- From the Select the network allergy to link to screen, select the option to Add to Network.

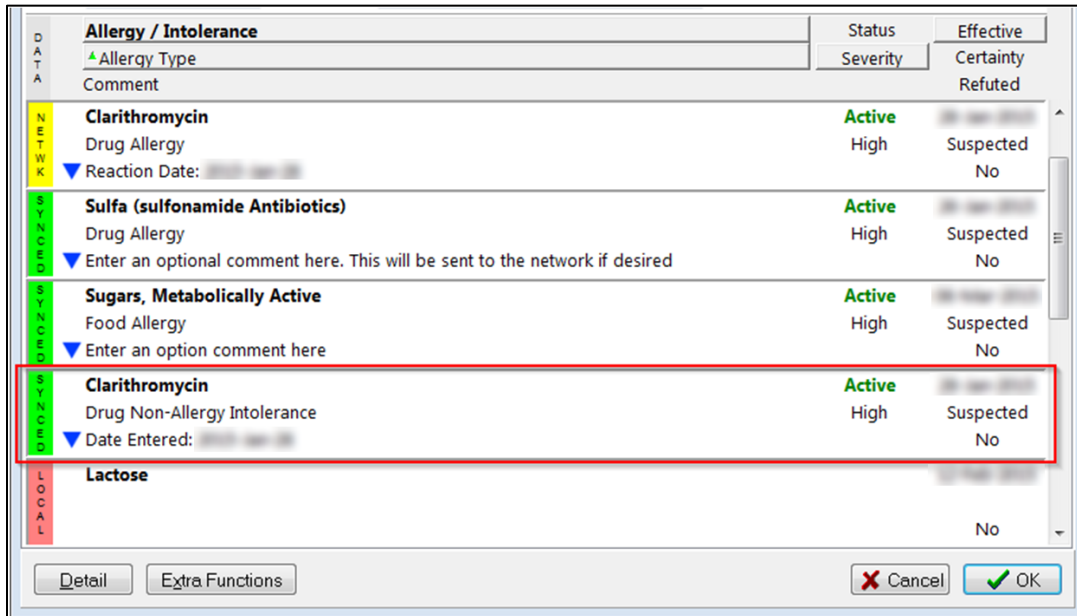


- Fill out the **(Network) Add/Update Allergy** window for the **Drug Non-Allergy Intolerance** and click **OK** or press **Enter** to send information to Alberta Netcare.

NOTE: Reported reactions do not need to be entered in the **Supporting Information** tab for 'Intolerance' entries.



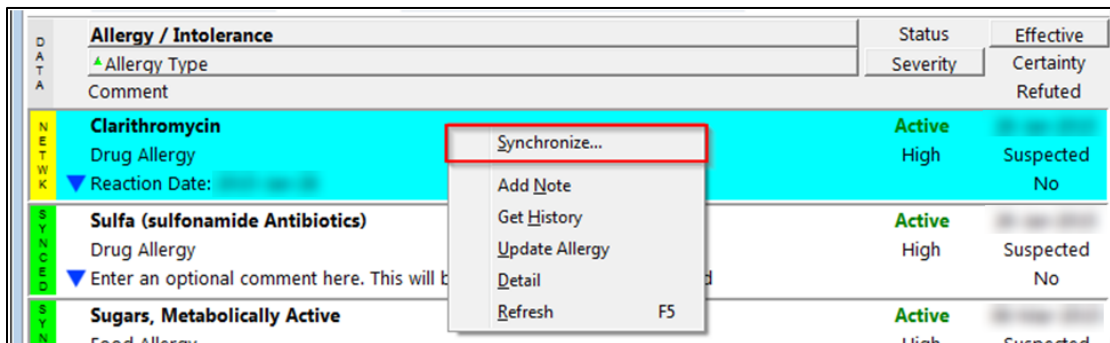
- The **Drug Non-Allergy Intolerance** entry should be synchronized to the network (i.e. the entry has a Green-Synced data bar).



DATA	Allergy / Intolerance	Status	Effective
	▲ Allergy Type	Severity	Certainty
	Comment		Refuted
NETWORK	Clarithromycin Drug Allergy ▼ Reaction Date: [Date]	Active High	Suspected No
SYNCHRONIZED	Sulfa (sulfonamide Antibiotics) Drug Allergy ▼ Enter an optional comment here. This will be sent to the network if desired	Active High	Suspected No
SYNCHRONIZED	Sugars, Metabolically Active Food Allergy ▼ Enter an optional comment here	Active High	Suspected No
SYNCHRONIZED	Clarithromycin Drug Non-Allergy Intolerance ▼ Date Entered: [Date]	Active High	Suspected No
LOCAL	Lactose		No

Detail Extra Functions Cancel OK

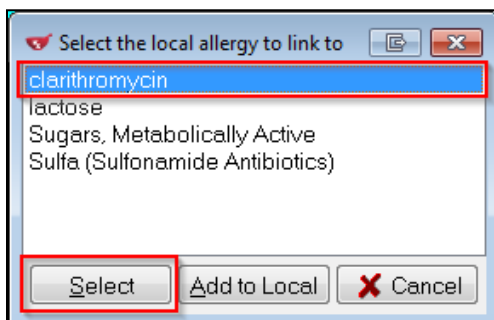
- Highlight the **Yellow (Network)** allergy entry and **right click** or press the **Extra Functions** button; select the option to **Synchronize**.



DATA	Allergy / Intolerance	Status	Effective
	▲ Allergy Type	Severity	Certainty
	Comment		Refuted
NETWORK	Clarithromycin Drug Allergy ▼ Reaction Date: [Date]	Active High	Suspected No
SYNCHRONIZED	Sulfa (sulfonamide Antibiotics) Drug Allergy ▼ Enter an optional comment here. This will be sent to the network if desired	Active High	Suspected No
SYNCHRONIZED	Sugars, Metabolically Active Food Allergy	Active High	Suspected

Synchronize...
Add Note
Get History
Update Allergy
Detail
Refresh F5

- From the **Select the local allergy to link to** screen, highlight the local allergy you want to link the Network allergy to and click **Select**.



Select the local allergy to link to

clarithromycin
lactose
Sugars, Metabolically Active
Sulfa (Sulfonamide Antibiotics)

Select Add to Local Cancel

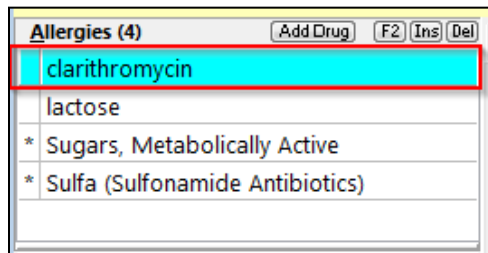
10. The resulting Alberta Netcare allergies profile will have an **ALLERGY** and an **INTOLERANCE** synced to the Network for the same allergy group.

▼ Reaction Date:		No
Clarithromycin	Active	
Drug Allergy	High	Suspected
▼ Reaction Date:		No
Sulfa (sulfonamide Antibiotics)	Active	
Drug Allergy	High	Suspected
▼ Enter an optional comment here. This will be sent to the network if desired		No
Sugars, Metabolically Active	Active	
Food Allergy	High	Suspected
▼ Enter an optional comment here		No
Clarithromycin	Active	
Drug Non-Allergy Intolerance	High	Suspected
▼ Date Entered:		No
Lactose		

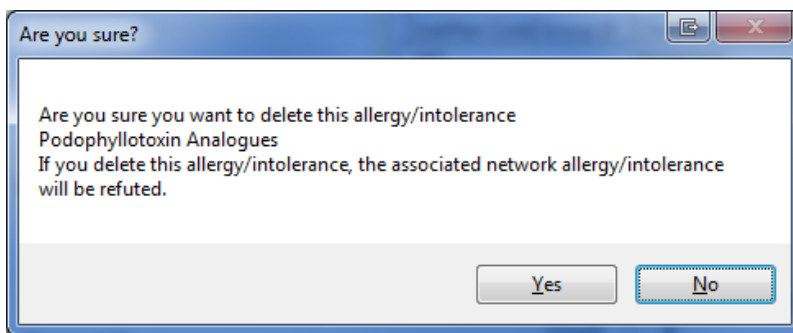
Refuting an Allergy and Intolerance for the Same Allergen

1. Bring up the **F3-Patient** card of the patient you would like to refute an allergy/intolerance for.
2. Locate the **Allergies** section of the **F3-Patient** card.

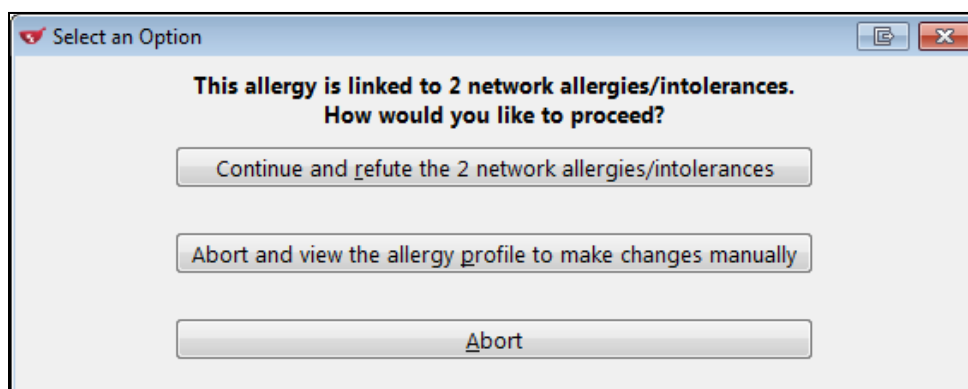
- Highlight the allergy entry you would like to remove and click **Del** or press **Delete** on the keyboard.



- The system will display the following message:



- Answer **YES** if you want to continue removing the allergy/intolerance from Kroll and refuting it on the Network. Answer **NO** if you do not want to continue removing the allergy.
- If the user answers **YES** to the above question, an options window will appear:

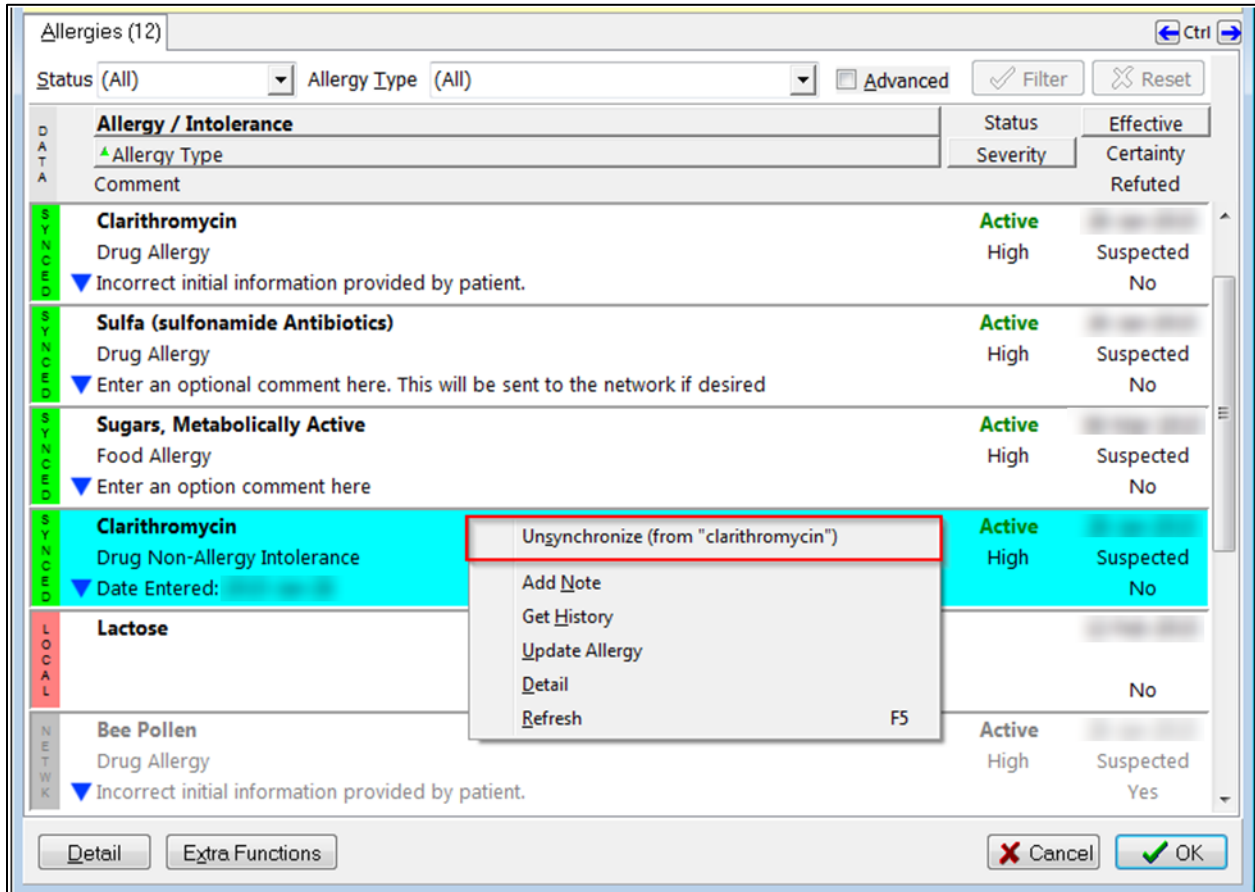


- a) **Continue and refute the 2 network allergies/intolerances:** Selecting this option will remove the allergy locally from Kroll and mark the Alberta Netcare allergy and intolerance as refuted (i.e. completed). Both the allergy and intolerance entry for the allergen will have a **Gray (Network)** data bar.

Allergy / Intolerance		Status	Effective
Allegory Type	Severity	Certainty	Refuted
Clarithromycin	Active		
Drug Allergy	High	Suspected	Yes
Incorrect initial information provided by patient.			
Mouse Protein	Active		
Drug Allergy	High	Suspected	Yes
Incorrect initial information provided by patient; Incorrect initial information provided by patient; Incorrect ini			
Penicillins	Active		
Drug Allergy	Moderate	Suspected	Yes
this is a comment			
Egg	Active		
Food Allergy	High	Suspected	Yes
Incorrect initial information provided by patient.			
Strawberry	Active		
Food Allergy	Moderate	Suspected	Yes
Incorrect initial information provided by patient.			
Clarithromycin	Active		
Drug Non-Allergy Intolerance	High	Suspected	Yes
Date Entered:			

Detail Extra Functions Cancel OK

- b) **Abort and view the allergy profile to make changes manually:** Selecting this option will bring the user to the patient's Alberta Netcare Allergies Profile where the user can manually unsynchronize the Allergy and/or Intolerance entry and then delete the local allergy as needed.



The screenshot shows the 'Allergies (12)' window. The window has a title bar with a search icon and 'Ctrl' key. Below the title bar are filters for 'Status (All)' and 'Allergy Type (All)', along with 'Advanced', 'Filter', and 'Reset' buttons. The main area is a table with columns: 'Allergy / Intolerance', 'Status', 'Effective', 'Severity', 'Certainty', and 'Refuted'. The table lists several allergies, including 'Clarithromycin', 'Sulfa (sulfonamide Antibiotics)', 'Sugars, Metabolically Active', 'Clarithromycin', 'Lactose', and 'Bee Pollen'. The 'Clarithromycin' entry is selected, and a context menu is open over it, showing options: 'Un synchronize (from "clarithromycin")', 'Add Note', 'Get History', 'Update Allergy', 'Detail', and 'Refresh'. The 'Un synchronize' option is highlighted with a red box. The bottom of the window has 'Detail', 'Extra Functions', 'Cancel', and 'OK' buttons.

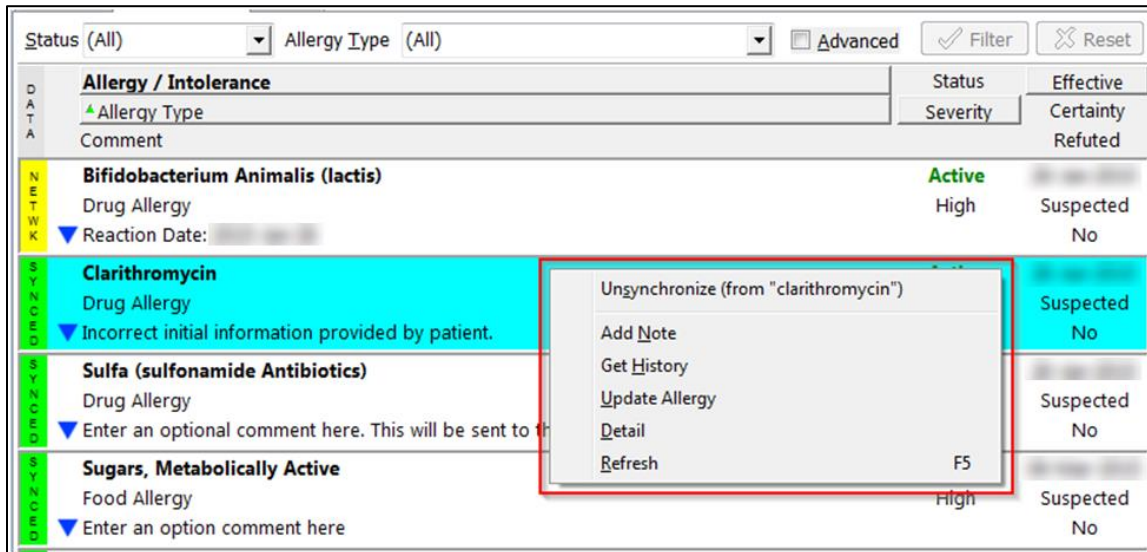
	Allergy / Intolerance	Status	Effective	Severity	Certainty	Refuted
SYNCHRONIZED	Clarithromycin Drug Allergy Incorrect initial information provided by patient.	Active		High	Suspected	No
SYNCHRONIZED	Sulfa (sulfonamide Antibiotics) Drug Allergy Enter an optional comment here. This will be sent to the network if desired	Active		High	Suspected	No
SYNCHRONIZED	Sugars, Metabolically Active Food Allergy Enter an optional comment here	Active		High	Suspected	No
SYNCHRONIZED	Clarithromycin Drug Non-Allergy Intolerance Date Entered: 10/10/2010	Active		High	Suspected	No
LOCAL	Lactose					No
NETWORK	Bee Pollen Drug Allergy Incorrect initial information provided by patient.	Active		High	Suspected	Yes

- c) **Abort:** Selecting this option will bring the user back to the **F3-Patient Card** without carrying out any action.

Extra Functions from the Alberta Netcare Allergies Profile

Extra functions can be performed for Network allergy entries listed on the Alberta Netcare Patient Profile. Extra functions are not available for local allergy entries because they are not linked to Alberta Netcare. There are three ways to access **Extra Functions** from the **(Network) Patient Profile**:

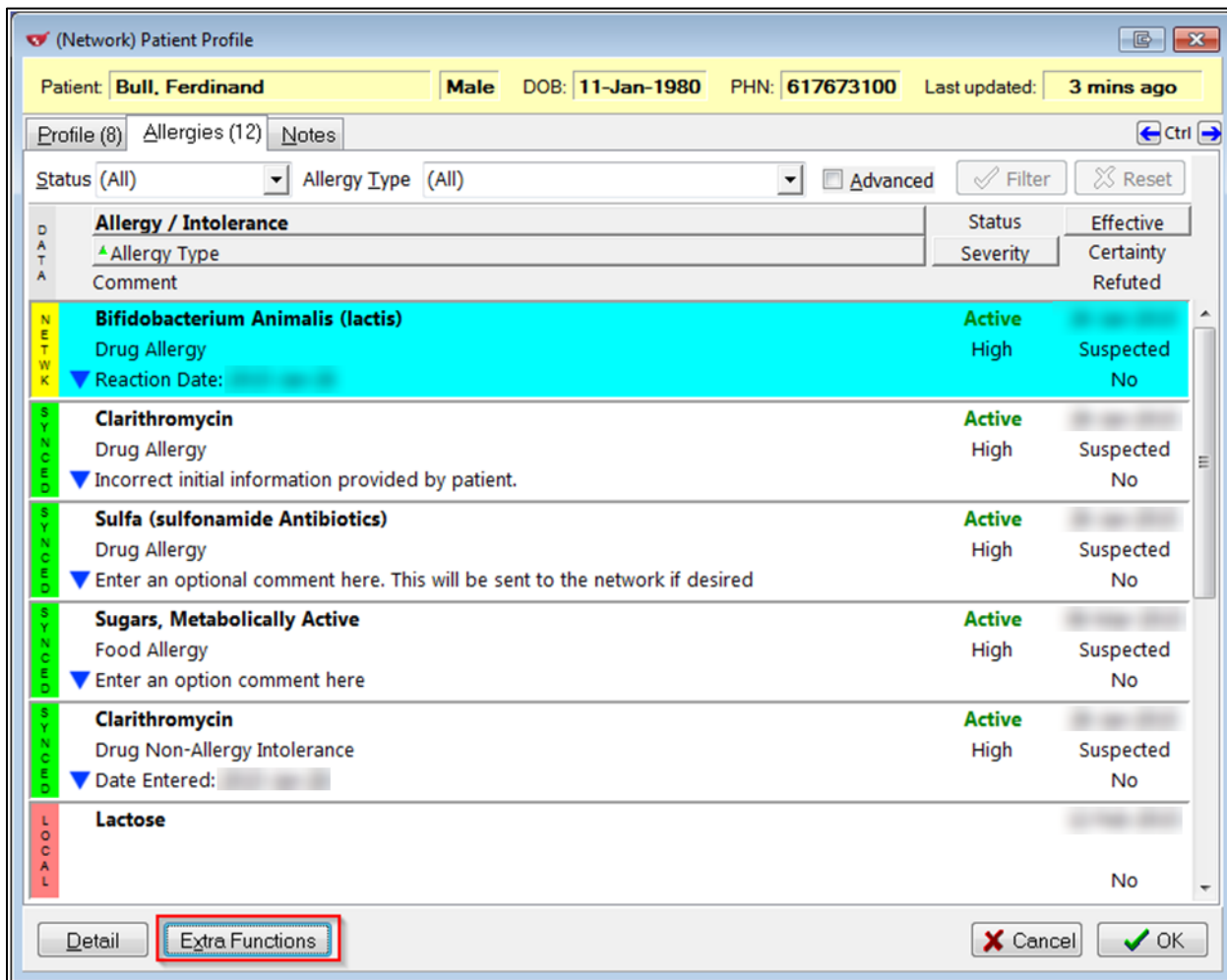
1. Right click the selected allergy entry to see the **Extra Functions** menu list.



The screenshot displays the 'Allergy / Intolerance' section of the Alberta Netcare Patient Profile. The interface includes a table with columns for 'Allergy Type', 'Status', 'Severity', 'Effective', 'Certainty', and 'Refuted'. A right-click context menu is open over the 'Clarithromycin' entry, showing options: 'Ung synchronize (from "clarithromycin")', 'Add Note', 'Get History', 'Update Allergy', 'Detail', and 'Refresh'. The 'Clarithromycin' entry is highlighted in blue, and the context menu is outlined in red.

DATA	Allergy / Intolerance	Status	Effective
	▲ Allergy Type	Severity	Certainty
	Comment		Refuted
NETWORK	Bifidobacterium Animalis (lactis)	Active	
	Drug Allergy	High	Suspected
	▼ Reaction Date: [REDACTED]		No
SYSTEM	Clarithromycin		
	Drug Allergy		Suspected
	▼ Incorrect initial information provided by patient.		No
SYSTEM	Sulfa (sulfonamide Antibiotics)		
	Drug Allergy		Suspected
	▼ Enter an optional comment here. This will be sent to the		No
SYSTEM	Sugars, Metabolically Active		
	Food Allergy	High	Suspected
	▼ Enter an optional comment here		No

- Highlight the applicable allergy entry and click the **Extra Functions** button.



(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **3 mins ago**

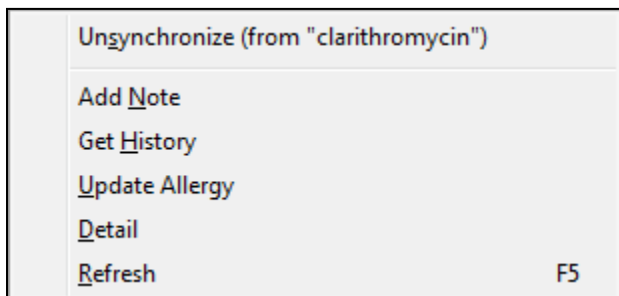
Profile (8) Allergies (12) Notes

Status (All) Allergy Type (All) Advanced Filter Reset

	Allergy / Intolerance	Status	Effective
	Allergy Type	Severity	Certainty
	Comment		Refuted
NETWORK	Bifidobacterium Animalis (lactis) Drug Allergy Reaction Date: [REDACTED]	Active High	Suspected No
SYNCHRONIZED	Clarithromycin Drug Allergy Incorrect initial information provided by patient.	Active High	Suspected No
SYNCHRONIZED	Sulfa (sulfonamide Antibiotics) Drug Allergy Enter an optional comment here. This will be sent to the network if desired	Active High	Suspected No
SYNCHRONIZED	Sugars, Metabolically Active Food Allergy Enter an optional comment here	Active High	Suspected No
SYNCHRONIZED	Clarithromycin Drug Non-Allergy Intolerance Date Entered: [REDACTED]	Active High	Suspected No
LOCAL	Lactose		No

Detail Extra Functions Cancel OK

- Highlight the applicable allergy entry and press **CTRL+X** on the keyboard. The **Extra Functions** menu list for allergy entries will contain the following options:



- Un synchronize (from "clarithromycin")
- Add Note
- Get History
- Update Allergy
- Detail
- Refresh F5

Synchronize/Unsynchronize

The option to **Synchronize** will create a link between a local allergy record and a Network allergy record. Only **Yellow (Network)** allergy records and **Red (Local)** allergy records will have the option to **Synchronize**; this process was explained in the section, 'Synchronizing Network and Local Allergies'.

The option to **Unsynchronize** will break the link between a local allergy record and a Network allergy record. Only **Green (Synced) Network** records have the option to **Unsynchronize**. When a **Green (Synced) Network** record is unsynchronized,

SYN C D	Sulfa (sulfonamide Antibiotics)	Active	High	Suspected No
	Drug Allergy			
	▼			

Right Click & select Unsynchronize

SYN C D	Sulfa (sulfonamide Antibiotics) Drug Allergy ▼	Unsynchronize (from "Sulfa (Sulfonamide Antibiotics)"; "Sulfa (Sulfonamide Ant		
		Add Note		
		Get History		
		Update Allergy		
		Detail		
		Refresh		

The resulting allergy profile will have a **Yellow (Network)** allergy entry and a **Red (Local)** allergy entry.

N E T W K	Sulfa (sulfonamide Antibiotics)	Active	High	Suspected No
	Drug Allergy			
	▼			

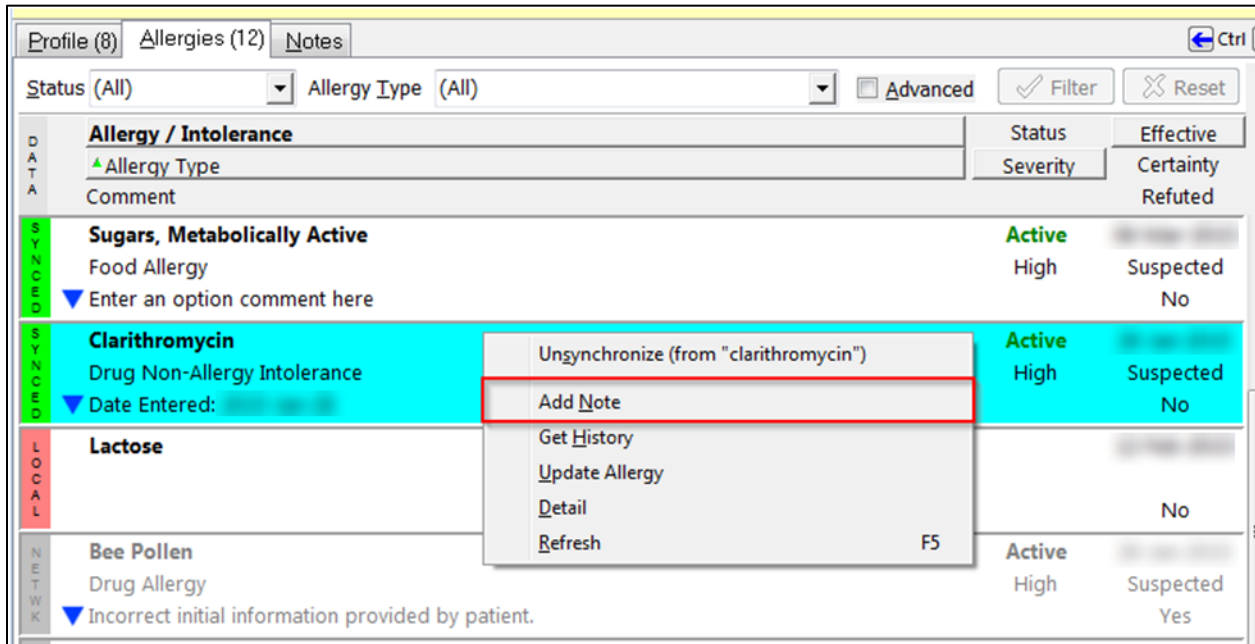
L O C A L	Sulfa (sulfonamide Antibiotics)			No
	▼			

Add Note

Users can add supplementary free-form notes to existing Network allergies by using the **Add Note** function. Add a note to a Network allergy record as follows:

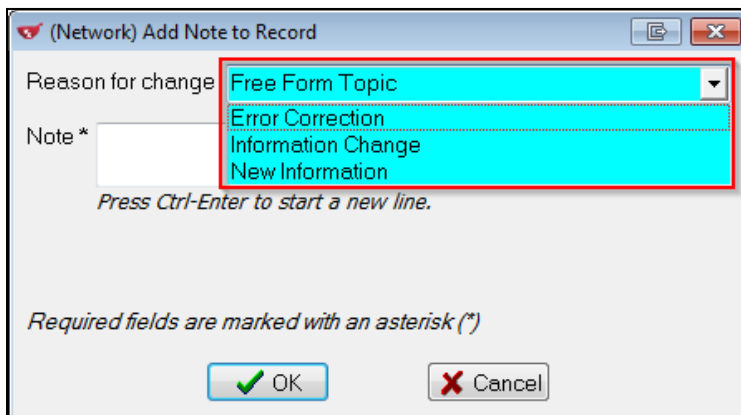
1. From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy that you want to add a note for.

2. Access the Extra functions menu and select Add Note. This will call up the (Network) Add Note to Record window.



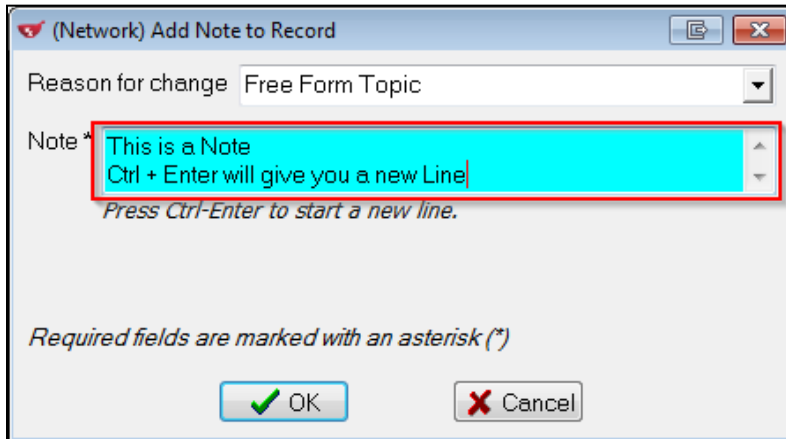
The screenshot shows the 'Allergies (12)' window with the 'Notes' tab selected. A list of allergies is displayed, including 'Sugars, Metabolically Active', 'Clarithromycin', 'Lactose', and 'Bee Pollen'. A context menu is open over the 'Clarithromycin' entry, showing options: 'Unsynchronize (from "clarithromycin")', 'Add Note' (highlighted with a red box), 'Get History', 'Update Allergy', 'Detail', and 'Refresh'. The 'Add Note' option is the one selected to open the next window.

3. From the **(Network) Add Note to Record** window, optionally select a pre-populated **Reason for change** or enter a free-form topic for the note.



The screenshot shows the '(Network) Add Note to Record' window. It has a 'Reason for change' dropdown menu with options: 'Free Form Topic', 'Error Correction', 'Information Change', and 'New Information'. The 'Free Form Topic' option is highlighted with a red box. Below the dropdown is a text area labeled 'Note *' with a red asterisk indicating it is a required field. A hint text says 'Press Ctrl-Enter to start a new line.' At the bottom, there are 'OK' and 'Cancel' buttons. A note at the bottom states 'Required fields are marked with an asterisk (*)'.

4. Enter a free-form note in the **Note** field; press **CTRL + Enter** to start a new line. Click **OK** or press **Enter** on the keyboard to save and send the allergy note on Alberta Netcare.



(Network) Add Note to Record

Reason for change: Free Form Topic

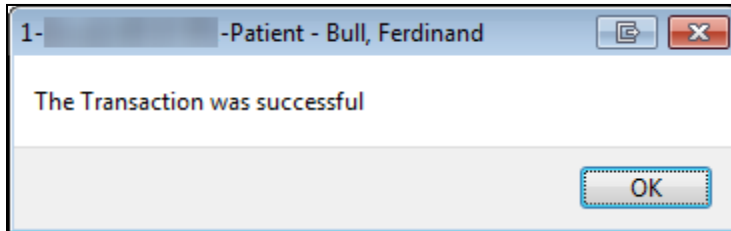
Note: This is a Note
Ctrl + Enter will give you a new Line

Press Ctrl-Enter to start a new line.

Required fields are marked with an asterisk (*)

OK Cancel

5. Once the note has been successfully saved to the network allergy record in Alberta Netcare, the following message will appear:



1- -Patient - Bull, Ferdinand

The Transaction was successful

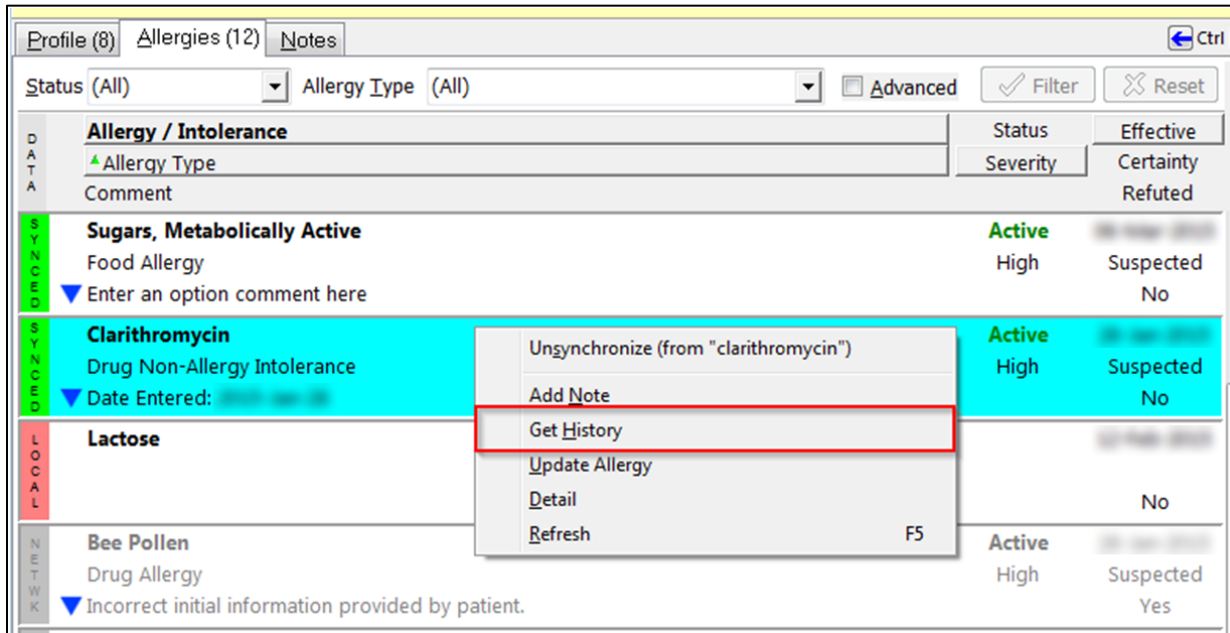
OK

Get History

The **Get History** function allows users to track the incremental changes made to a Network allergy record (e.g. displays when a note was added, when an allergy was refuted, etc.)

1. From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy entry you want to **Get History** for.

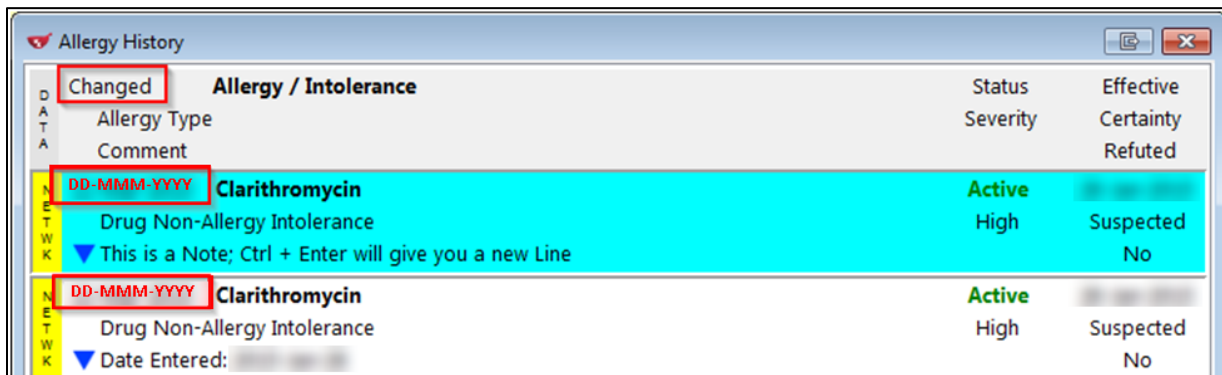
2. Access the **Extra Functions** menu and select the option to **Get History**. This will call up the **Allergy History** window.



The screenshot shows the 'Allergy / Intolerance' window with a context menu open over the 'Clarithromycin' entry. The menu options are: 'Unsynchronize (from "clarithromycin")', 'Add Note', 'Get History' (highlighted with a red box), 'Update Allergy', 'Detail', and 'Refresh'. The 'Clarithromycin' entry is highlighted in cyan and shows a status of 'Active', 'High' severity, and 'Suspected' certainty. The 'Lactose' entry is highlighted in white and shows a status of 'Active', 'High' severity, and 'Suspected' certainty. The 'Bee Pollen' entry is highlighted in white and shows a status of 'Active', 'High' severity, and 'Suspected' certainty.

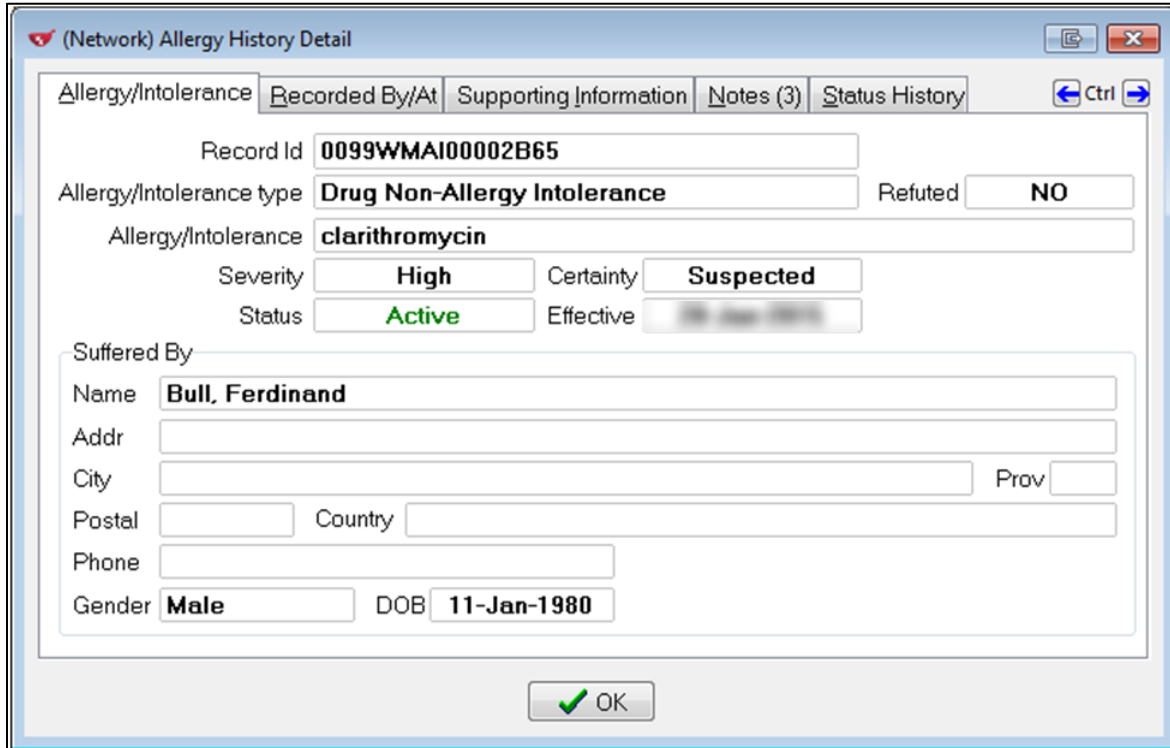
3. The **Allergy History** screen will list an entry for every instance where a change in the allergy record has been made.

NOTE: The date listed on the upper left hand corner of the entry denotes the date that the allergy record was changed. Changes made to allergy records are only logged by Alberta Netcare and not locally on Kroll.



The screenshot shows the 'Allergy History' window with two entries for 'Clarithromycin'. The first entry is highlighted in cyan and shows a status of 'Active', 'High' severity, and 'Suspected' certainty. The second entry is highlighted in white and shows a status of 'Active', 'High' severity, and 'Suspected' certainty. The 'Changed' column is highlighted in red and shows the date 'DD-MMM-YYYY'.

- View the details of one **Allergy History Entry** versus another to track the changes that were made. See the details of an **Allergy History Entry** by highlighting an entry and clicking **Details** or pressing **D** on the keyboard; this will call up the **(Network) Allergy Detail** window.



The screenshot shows the **(Network) Allergy History Detail** window. It has a title bar with a red 'X' icon and a 'Ctrl' button. Below the title bar are five tabs: **Allergy/Intolerance**, **Recorded By/At**, **Supporting Information**, **Notes (3)**, and **Status History**. The **Allergy/Intolerance** tab is selected. The form contains the following fields:

- Record Id**: 0099WMAI00002B65
- Allergy/Intolerance type**: Drug Non-Allergy Intolerance
- Refuted**: NO
- Allergy/Intolerance**: clarithromycin
- Severity**: High
- Certainty**: Suspected
- Status**: Active
- Effective**: 25-Jan-2005

Below these fields is a section titled **Suffered By** with the following fields:

- Name**: Bull, Ferdinand
- Addr**: (empty)
- City**: (empty)
- Prov**: (empty)
- Postal**: (empty)
- Country**: (empty)
- Phone**: (empty)
- Gender**: Male
- DOB**: 11-Jan-1980

At the bottom of the window is a green checkmark icon and an **OK** button.

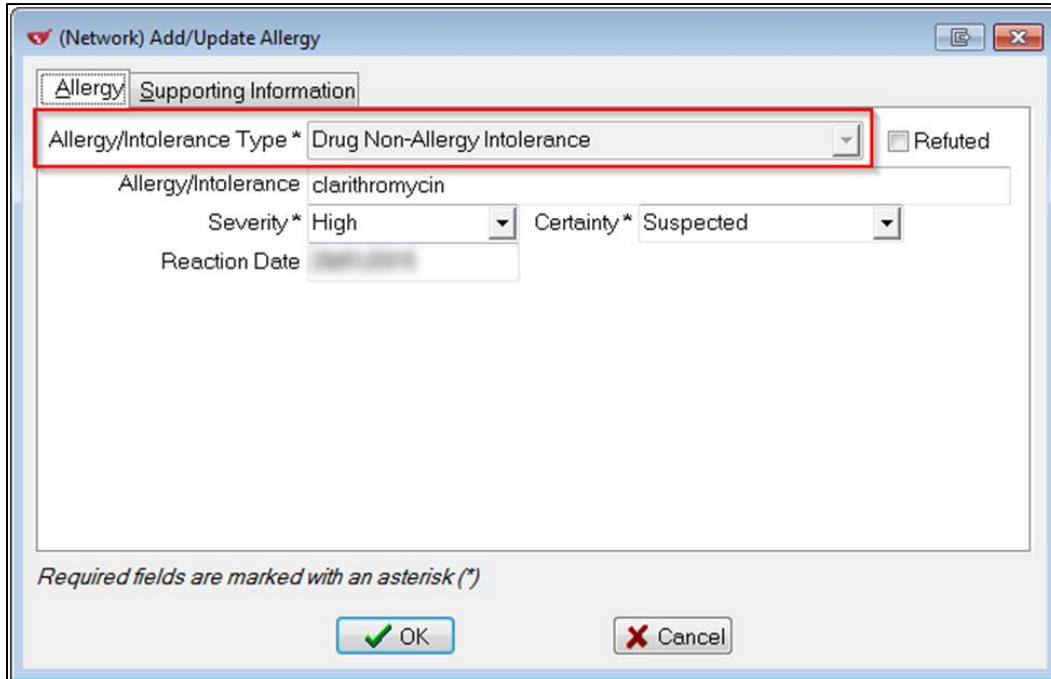
- Click the different tabs across the top of the window to view information in the respective tabs. Click **OK** or press **Enter** on the keyboard to exit from the **(Network) Allergy Detail** window.

Update Allergy

The option to **Update Allergy** allows users to add or change information on the Network allergy entry after it has been initially entered. Note that Network allergy information cannot be removed; only updated. Update a Network allergy entry as follows:

- From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy entry you want to update.
- Access the **Extra Functions** menu and select the option to **Update Allergy**. This will call up the **(Network) Add/Update Allergy** window which is the same window users first entered allergy details.

NOTE: The **Allergy/Intolerance Type** is now grayed out and cannot be changed. If the user wishes to change the allergy/intolerance type, they will have to refute the existing record and add a new allergy/intolerance record.



(Network) Add/Update Allergy

Allergy Supporting Information

Allergy/Intolerance Type * Drug Non-Allergy Intolerance ☐ Refuted

Allergy/Intolerance clarithromycin

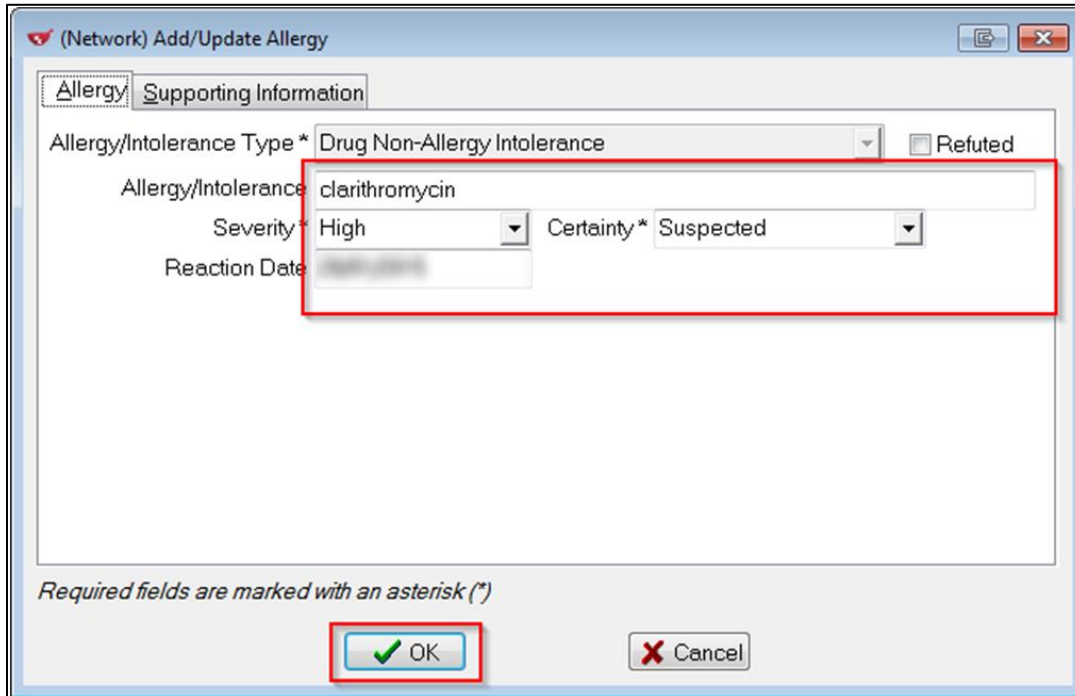
Severity* High Certainty* Suspected

Reaction Date

Required fields are marked with an asterisk (*)

OK Cancel

3. All white-open fields on the **(Network) Add/Update Allergy** window can be edited; including entries in the **Supporting Information** tab. Once all changes/modifications have been completed, click **OK** or press **Enter** to save the updated allergy information on Alberta Netcare.



Detail

Once a user accesses the **Allergies** tab of the **(Network) Patient Profile**, they may need to view the details of a particular allergy entry to obtain supplementary information such as:

- Who, where and when the allergy record was recorded by/at?
- What were the reported reactions?
- What notes were added, if any?

There are four ways to detail an allergy entry from the Alberta Netcare Patient Profile. Note that only Network allergies will have Network details; allergy entries that only exist locally on Kroll only will not have the option to **Detail**.

1. Use the mouse to **double click** on the allergy entry you would like to see details for.
2. Highlight the allergy entry and click the **Detail** button on the bottom-left of the window.

Profile (8) Allergies (12) Notes Ctrl

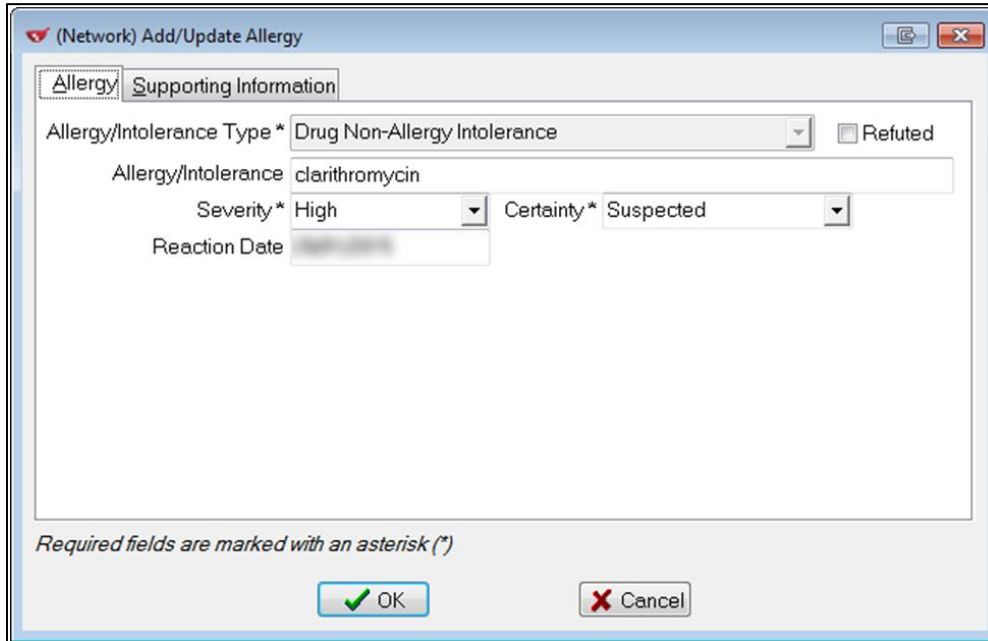
Status (All) Allergy Type (All) Advanced Filter Reset

Allergy / Intolerance		Status	Effective
DATA	Allergy Type	Severity	Certainty
	Comment		Refuted
SYNCHRONIZED	Sugars, Metabolically Active Food Allergy ▼ Enter an option comment here	Active High	Suspected No
	Clarithromycin Drug Non-Allergy Intolerance ▼ Date Entered: 2010-01-01	Active High	Suspected No
LOCAL	Lactose		No
NETWORK	Bee Pollen Drug Allergy ▼ Incorrect initial information provided by patient.	Active High	Suspected Yes

Unsynchronize (from "clarithromycin")
 Add Note
 Get History
 Update Allergy
Detail
 Refresh

3. Highlight the entry and press **CTRL+D** on the keyboard.
4. Right click on entry to access a menu list, and then select **Detail**.

Once the Network allergy has been detailed, the **(Network) Allergy Detail** window will be displayed. Click on the tabs at the top of the window to view respective information. Accessing the **Supporting Information** tab will show the **Reported Reactions** logged for the allergy. Accessing the **Notes** tab will display any supplementary free-form notes that were added to the allergy record.



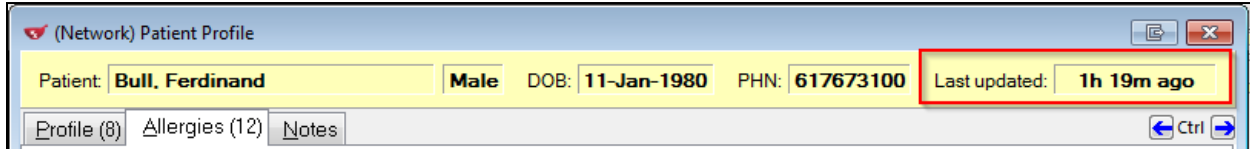
The screenshot shows a software window titled "(Network) Add/Update Allergy". It has two tabs: "Allergy" (selected) and "Supporting Information". The "Allergy" tab contains the following fields:

- Allergy/Intolerance Type ***: A dropdown menu with "Drug Non-Allergy Intolerance" selected.
- Refuted**: An unchecked checkbox.
- Allergy/Intolerance**: A text field containing "clarithromycin".
- Severity ***: A dropdown menu with "High" selected.
- Certainty ***: A dropdown menu with "Suspected" selected.
- Reaction Date**: A date field with a calendar icon.

At the bottom of the window, there is a note: "Required fields are marked with an asterisk (*)". Below this note are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon).

Refresh

Refreshing the (Network) Patient Profile will retrieve the most current information from Alberta Netcare on demand. Users can see when the Alberta Netcare Patient Profile was last refreshed from the **Last Updated** field located on the upper-right hand corner of the window.

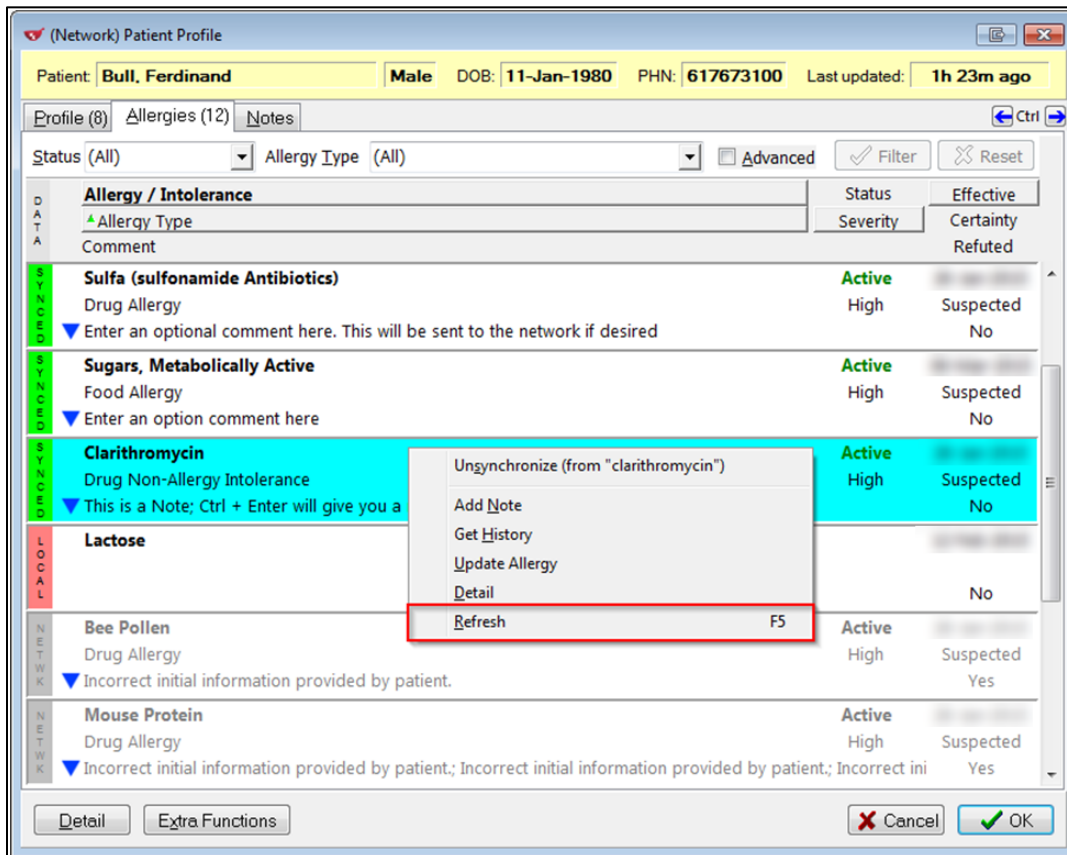


(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **1h 19m ago**

Profile (8) Allergies (12) Notes

1. Right click anywhere on the window to access the **Extra Functions** menu and select the option to **Refresh**.



(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **1h 23m ago**

Profile (8) Allergies (12) Notes

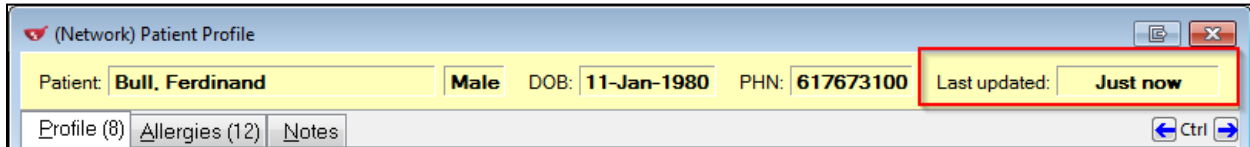
Status (All) Allergy Type (All) Advanced Filter Reset

DATA	Allergy / Intolerance	Status	Effective
	Allergy Type	Severity	Certainty
	Comment		Refuted
SYNCHRONIZED	Sulfa (sulfonamide Antibiotics) Drug Allergy Enter an optional comment here. This will be sent to the network if desired	Active High	Suspected No
SYNCHRONIZED	Sugars, Metabolically Active Food Allergy Enter an optional comment here	Active High	Suspected No
SYNCHRONIZED	Clarithromycin Drug Non-Allergy Intolerance This is a Note; Ctrl + Enter will give you a	Active High	Suspected No
LOCAL	Lactose		No
NETWORK	Bee Pollen Drug Allergy Incorrect initial information provided by patient.	Active High	Suspected Yes
NETWORK	Mouse Protein Drug Allergy Incorrect initial information provided by patient; Incorrect initial information provided by patient; Incorrect ini	Active High	Suspected Yes

Detail Extra Functions Cancel OK

2. Select **Extra Functions > Refresh**.

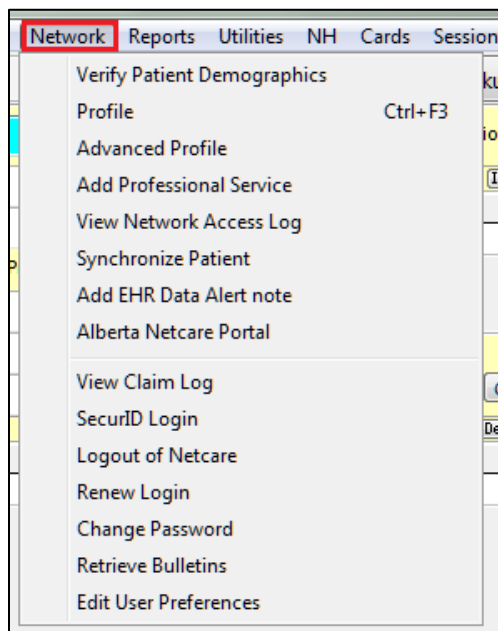
3. Press **F5** on the keyboard.



Network Options from the F3-Patient Card

Thus far, we have discussed the option to retrieve the **Alberta Netcare Patient Profile** from the **Network** menu located in the **F3-Patient Card**; however, there are a number of other options available from the Network menu that will be discussed in the subsections below. Note that selecting any option from the Network menu will instruct Kroll to communicate with Alberta Netcare. Information entered, changed or removed via these options will be transmitted to Alberta Netcare.

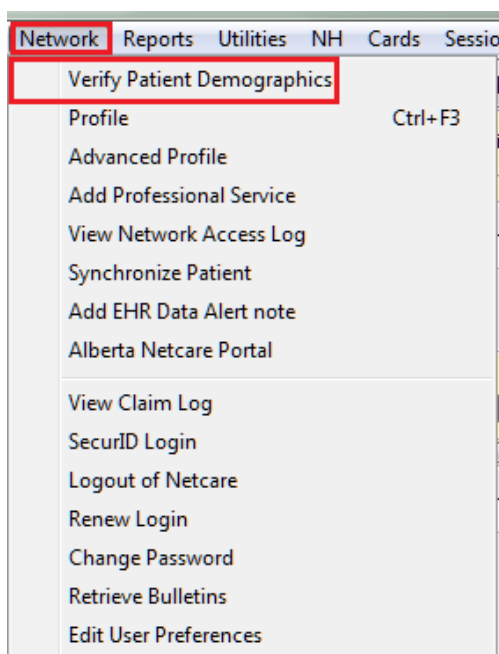
Network options can be accessed from the **F3-Patient Card** under the **Network** dropdown menu:



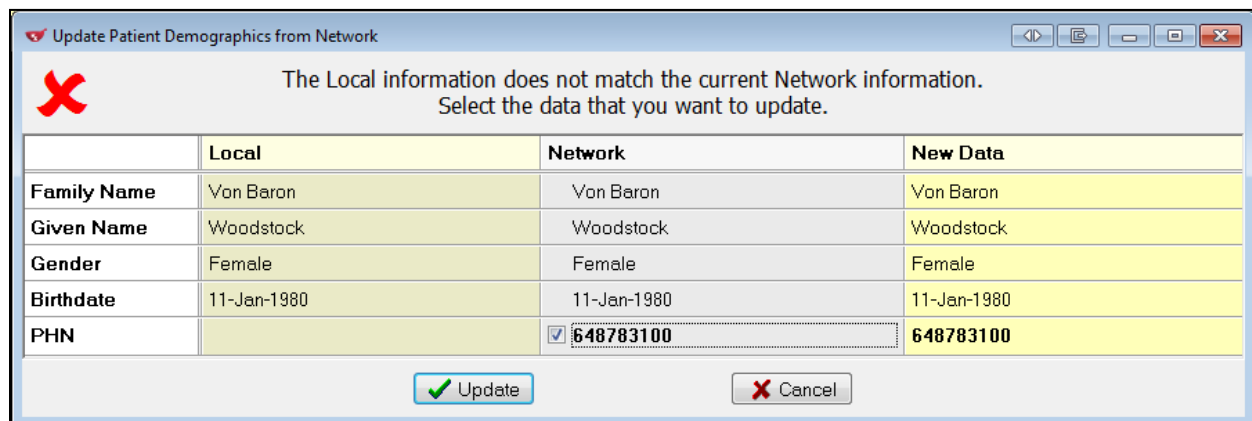
Verify Patient Demographics

The **Verify Patient Demographics** Network option is used to validate local patient information, such as Name, Address, Birthdate, Gender, and PHN against patient information on Alberta Netcare. Users will have the option to update their local patient profiles with the demographics listed in Alberta Netcare; however, users will NOT have the ability to update Alberta Netcare information via Kroll.

1. From the **F3-Patient** card go to **Network > Verify Patient Demographics**. Enter your Kroll initials and password.



2. The **Patient Update** window will appear with patient demographics listed in the rows, and three columns listing **Current Local**, **Network** and **New Local** patient information.



The screenshot shows a window titled "Update Patient Demographics from Network". It contains a message: "The Local information does not match the current Network information. Select the data that you want to update." Below the message is a table with four columns: Local, Network, and New Data. The table contains patient information for Von Baron, Woodstock, and Female. The PHN field is highlighted in yellow, and the Network PHN is checked with a checkbox.

	Local	Network	New Data
Family Name	Von Baron	Von Baron	Von Baron
Given Name	Woodstock	Woodstock	Woodstock
Gender	Female	Female	Female
Birthdate	11-Jan-1980	11-Jan-1980	11-Jan-1980
PHN		<input checked="" type="checkbox"/> 648783100	648783100

At the bottom of the window, there are two buttons: "Update" (with a green checkmark icon) and "Cancel" (with a red X icon).

NOTE: If the Client Registry returns different information in the **Family Name, Given Name, or Birthdate** fields, the user will be forced to select continue and login to override verifying the correct patient.

Update Patient Demographics from Network

The Local information does not match the current Network information.
Select the data that you want to update.

The birthdate does not match. Continue

	Local	Network	New Data
Family Name	Von Baron	Von Baron	Von Baron
Given Name	Woodstock	Woodstock	Woodstock
Gender	Female	Female	Female
Birthdate	01-Nov-1980	<input type="checkbox"/> 11-Jan-1980	01-Nov-1980 [Plan Alias]: 11-Jan-1980
PHN		<input checked="" type="checkbox"/> 648783100	648783100

Update Cancel

Login

You've chosen to override warnings that the local record may not match the network record.
Be aware that this can result in clinical data being recorded incorrectly on the network.
Please log in to verify that you wish to continue.

Initials

Password

OK Cancel

- From the **Network** column, place a check mark next to the Network patient information you want to update into your local record; otherwise, do not place a check mark in any of the boxes, and click **Update**.

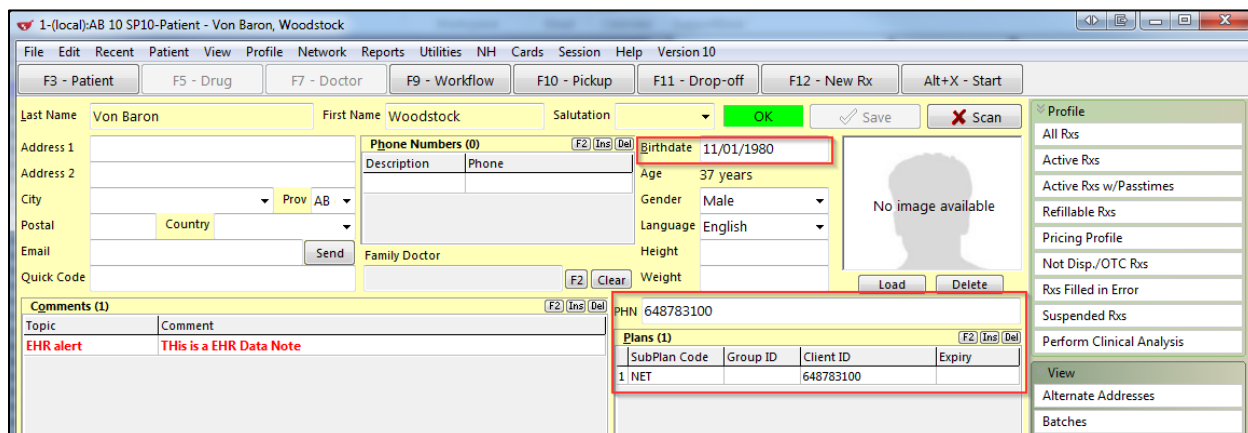
Update Patient Demographics from Network

The Local information does not match the current Network information.
Select the data that you want to update.

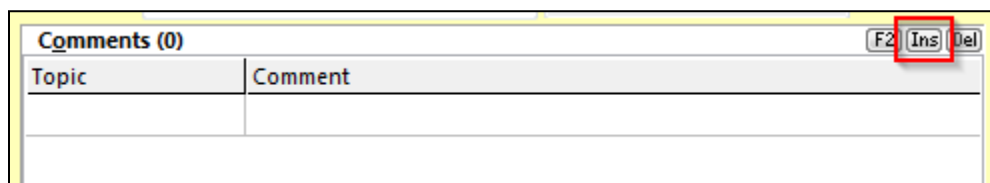
	Local	Network	New Data
Family Name	Von Baron	Von Baron	Von Baron
Given Name	Woodstock	Woodstock	Woodstock
Gender	Female	Female	Female
Birthdate	11-Jan-1980	11-Jan-1980	11-Jan-1980
PHN		<input checked="" type="checkbox"/> 648783100	648783100

Update Cancel

4. Once the all the applicable Network demographics have been flagged for updating into the local Kroll system, click **Update** or press **Enter** on the keyboard.
5. The flagged Network patient information will be pulled into the local **F3-Patient Card** and saved automatically.



Professional Services



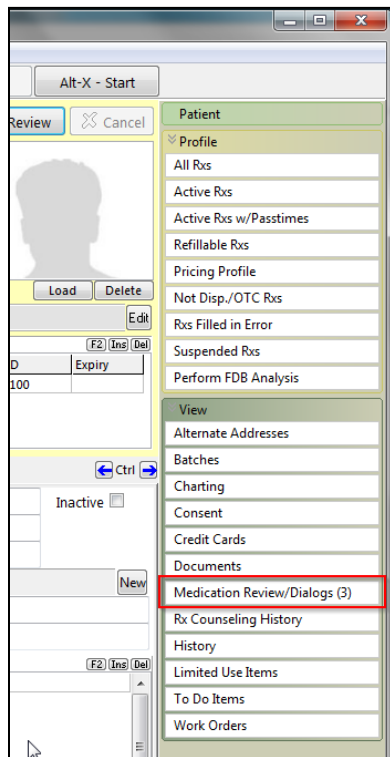
Pharmacists perform many types of services for patients which they may record on their local Kroll system for their own use, and may also wish to record this information on Alberta Netcare to be viewed by other authorized providers.

Some examples of professional services that could be recorded on Alberta Netcare include: Training on usage of a device such as blood glucose monitors or peak flow meters; home visits to assess patient compliance/over-under use/home supplies; or pre-filled syringes.

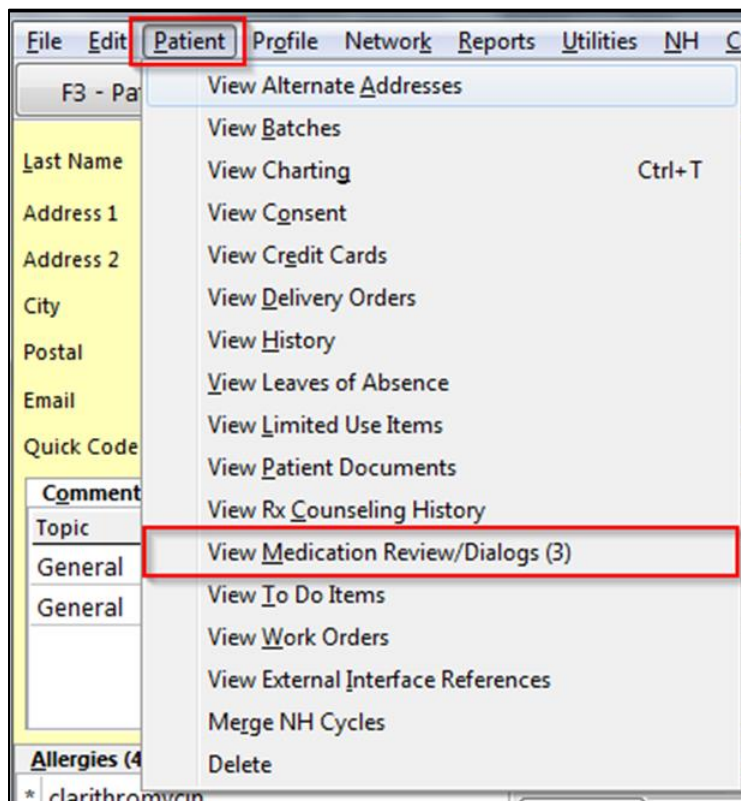
A professional service may be recorded as a one-time event or may be recorded as an ongoing service with a date range. Examples of services with a date range would be regular home visits, or ongoing pre-fills of insulin syringes. Date range is meant to indicate the length of a service.

Professional Service(s) can be added through 1 of 3 ways:

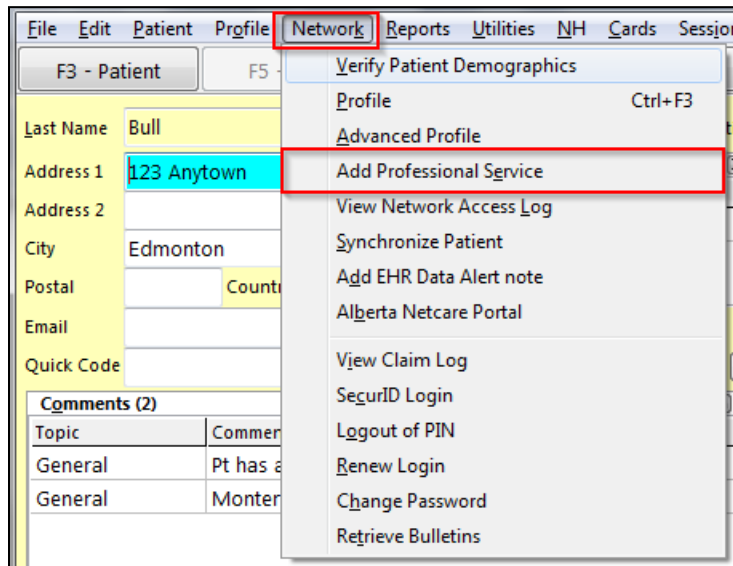
- By selecting **Medication Review/Dialogs** from the right navigation pane on the Patient card.



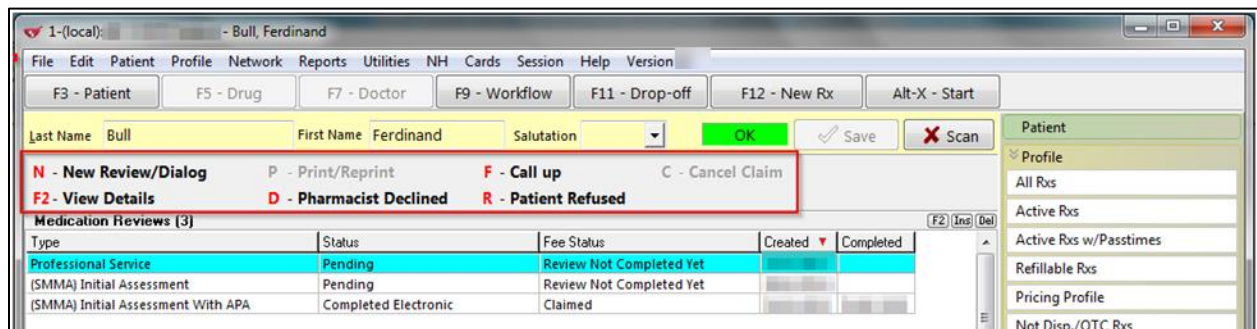
- By selecting **Patient > View Medication Review/Dialogs**.



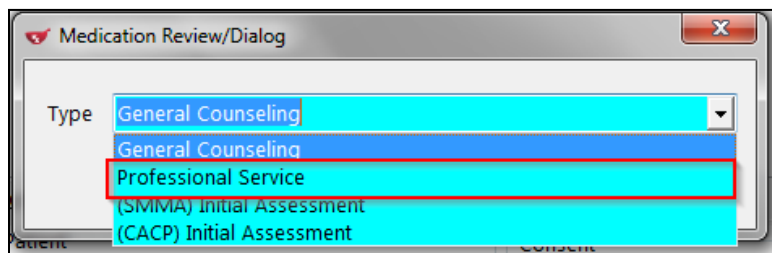
- By selecting **Network > Add Professional Service**.



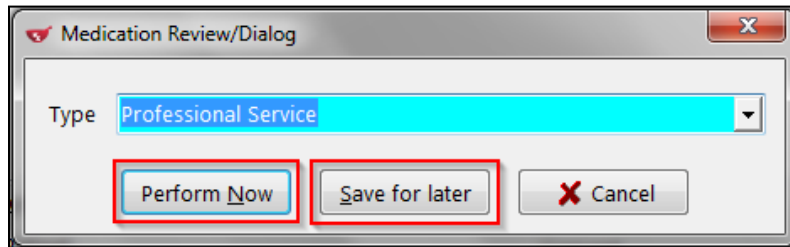
These methods will bring up the **Medication Review/Dialogs** window.



- From the **Medication Review/Dialogs** window, use the hot key 'N' or click **New Review/Dialog** to call up the **Medication Review/Dialog** form.

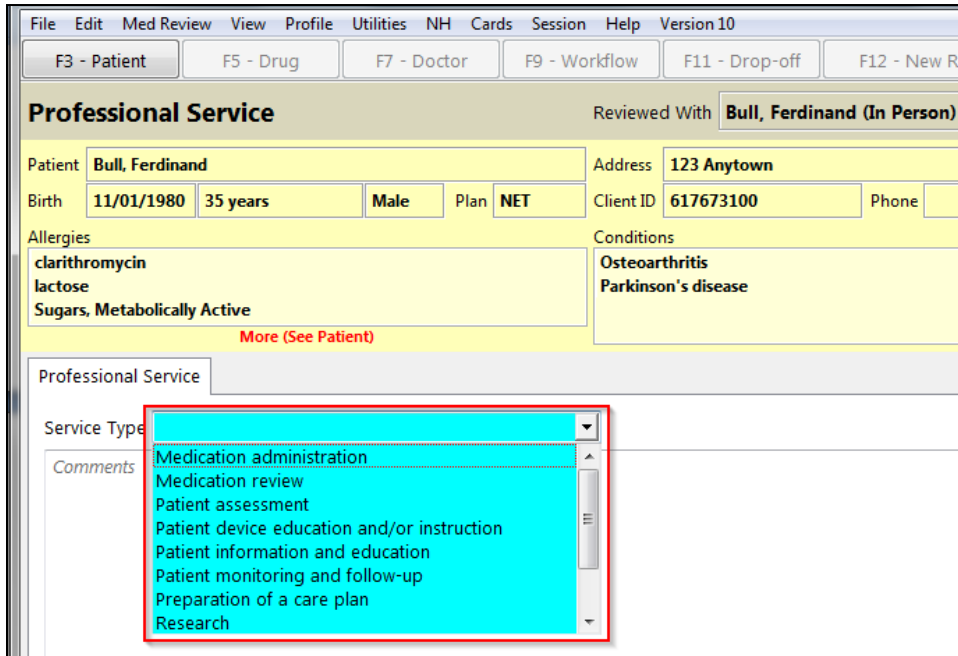


2. Select **Professional Service** from the menu, and **Perform Now** or **Save for Later**

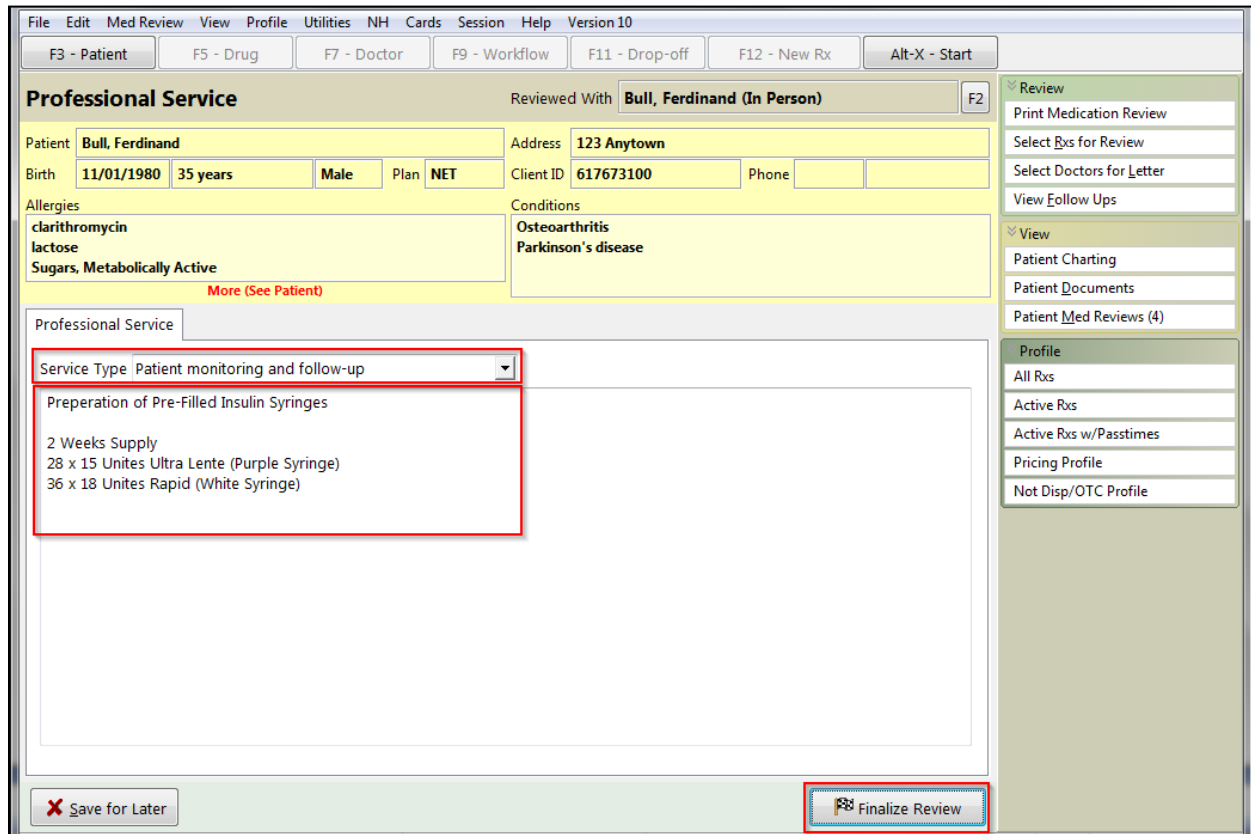


NOTE: Selecting **Perform Now** will immediately take you through the **Professional Service** recording process. **Save for Later** will create an entry in the **Medication Review/Dialog** profile to be completed at a later date and time.

3. Select the **Professional Service** type and complete with **Comments** as applicable.

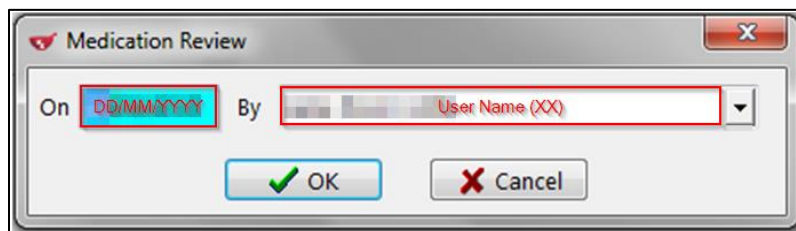


4. Click **Finalize Review** to complete the entry.



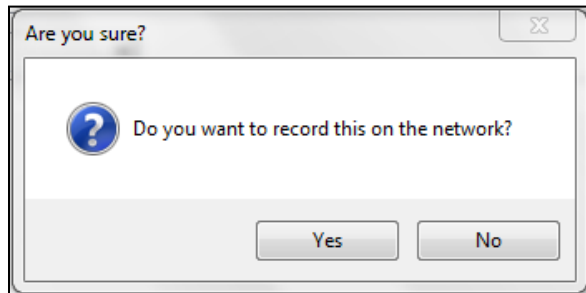
The screenshot shows the 'Professional Service' window. At the top, there's a menu bar with 'File', 'Edit', 'Med Review', 'View', 'Profile', 'Utilities', 'NH', 'Cards', 'Session', and 'Help'. Below the menu bar are tabs for 'F3 - Patient', 'F5 - Drug', 'F7 - Doctor', 'F9 - Workflow', 'F11 - Drop-off', 'F12 - New Rx', and 'Alt-X - Start'. The main area is titled 'Professional Service' and shows patient information for 'Bull, Ferdinand'. The 'Reviewed With' field is set to 'Bull, Ferdinand (In Person)'. The patient's birth date is '11/01/1980', age is '35 years', gender is 'Male', and plan is 'NET'. The address is '123 Anytown'. Allergies listed are 'clarithromycin', 'lactose', and 'Sugars, Metabolically Active'. Conditions listed are 'Osteoarthritis' and 'Parkinson's disease'. A dropdown menu for 'Service Type' is open, showing options like 'Patient monitoring and follow-up' and 'Preparation of Pre-Filled Insulin Syringes'. The 'Finalize Review' button is highlighted with a red box.

The **Medication Review** completion dialog box will appear.

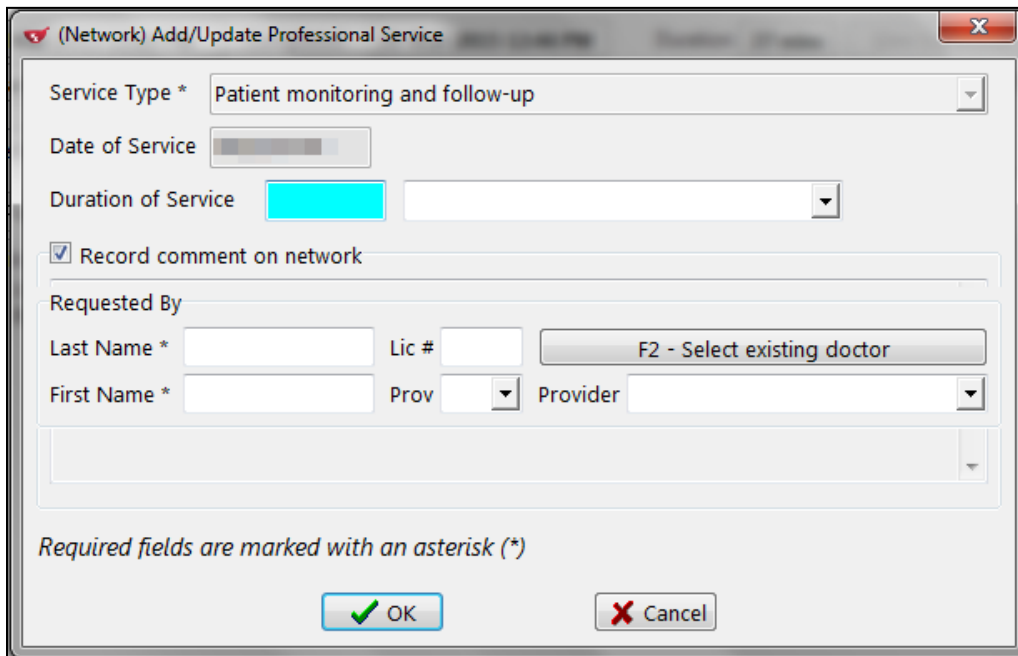


The screenshot shows the 'Medication Review' completion dialog box. It has a title bar with a red 'X' button. The main area contains a date field labeled 'On' with the value 'DD/MM/YYYY' and a user name field labeled 'By' with the value 'User Name (XX)'. There are two buttons at the bottom: 'OK' with a green checkmark and 'Cancel' with a red 'X'.

5. The user is then prompted if they would like to send this to the Network

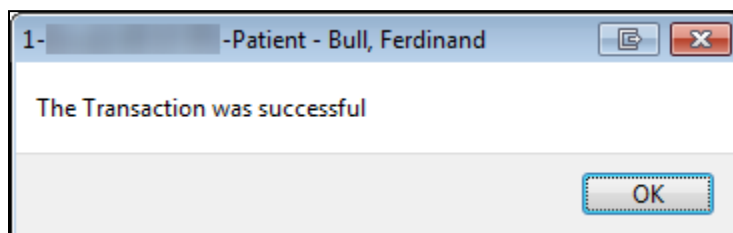


6. Complete the **(Network) Add/Update Service** form

A screenshot of the "(Network) Add/Update Professional Service" form. The form includes the following fields and controls:

- Service Type ***: A dropdown menu with "Patient monitoring and follow-up" selected.
- Date of Service**: A date picker.
- Duration of Service**: A text input field followed by a dropdown menu.
- ☒ **Record comment on network**: A checked checkbox.
- Requested By**: A section containing:
 - Last Name ***: A text input field.
 - Lic #**: A text input field.
 - First Name ***: A text input field.
 - Prov**: A dropdown menu.
 - Provider**: A dropdown menu.
 - A button labeled "F2 - Select existing doctor".
- A note at the bottom: "Required fields are marked with an asterisk (*)".
- At the bottom right, there are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon).

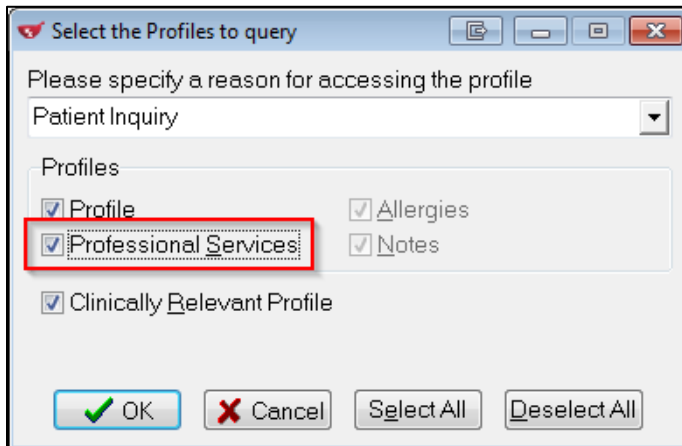
7. Once the professional service has been successfully sent to Alberta Netcare, the following message will appear.



Retrieve Details of a Professional Service on Alberta Netcare

Once a Professional Service is logged on Alberta Netcare, it can be retrieved as follows:

1. From the **F3-Patient Card**, go to **Network > Advance Profile** and log in with your Kroll initials.
2. From the **Select the Profiles to query** window, check the **Professional Services** and then click **OK** or press **Enter** to retrieve the **(Network) Patient Profile**.



Select the Profiles to query

Please specify a reason for accessing the profile
Patient Inquiry

Profiles

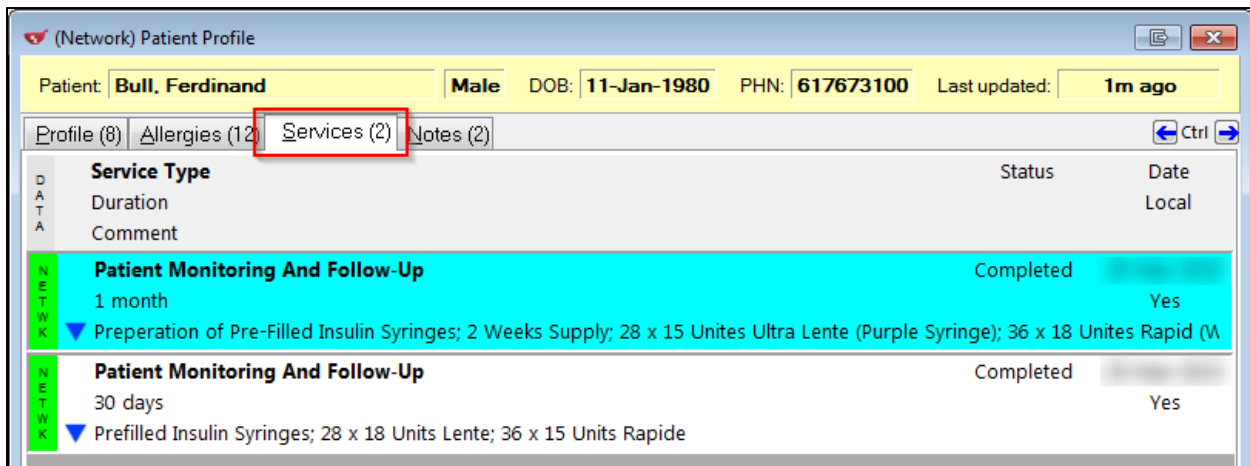
☒ Profile ☒ Allergies

☒ **Professional Services** ☒ Notes

☒ Clinically Relevant Profile

OK Cancel Select All Deselect All

3. From the **(Network) Patient Profile**, access the **Services** tab.



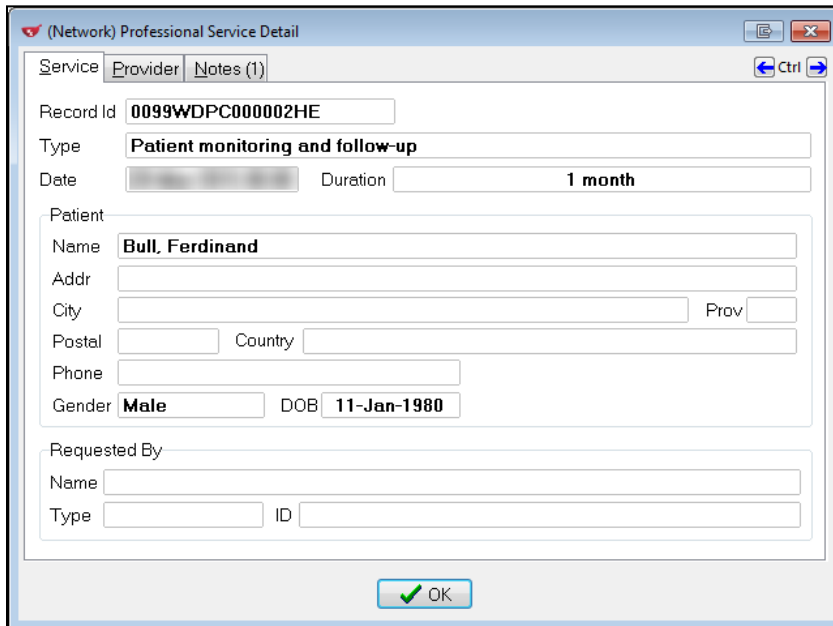
(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **1m ago**

Profile (8) Allergies (12) **Services (2)** Notes (2)

Service Type	Status	Date
Patient Monitoring And Follow-Up	Completed	
1 month		Yes
▼ Preperation of Pre-Filled Insulin Syringes; 2 Weeks Supply; 28 x 15 Unites Ultra Lente (Purple Syringe); 36 x 18 Unites Rapid (M		
Patient Monitoring And Follow-Up	Completed	
30 days		Yes
▼ Prefilled Insulin Syringes; 28 x 18 Units Lente; 36 x 15 Units Rapide		

Double click/Right click/Detail on the applicable **Professional Service** entry; this will call up the **(Network) professional Service Detail** window.



The screenshot shows the "(Network) Professional Service Detail" window. It has tabs for "Service", "Provider", and "Notes (1)". The "Service" tab is active. The form contains the following fields:

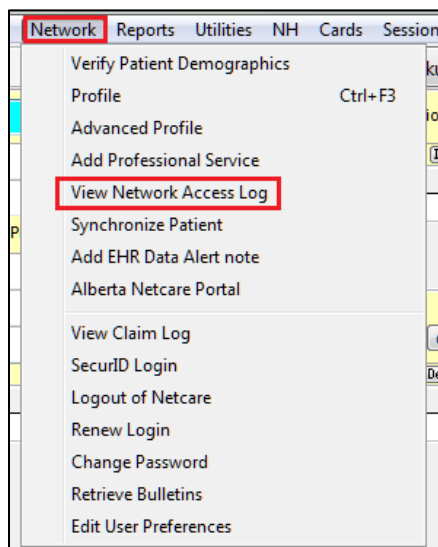
- Record Id: 0099WDPC000002HE
- Type: Patient monitoring and follow-up
- Date: [blank] Duration: 1 month
- Patient section:
 - Name: Bull, Ferdinand
 - Addr: [blank]
 - City: [blank] Prov: [blank]
 - Postal: [blank] Country: [blank]
 - Phone: [blank]
 - Gender: Male DOB: 11-Jan-1980
- Requested By section:
 - Name: [blank]
 - Type: [blank] ID: [blank]

At the bottom right is an "OK" button with a green checkmark.

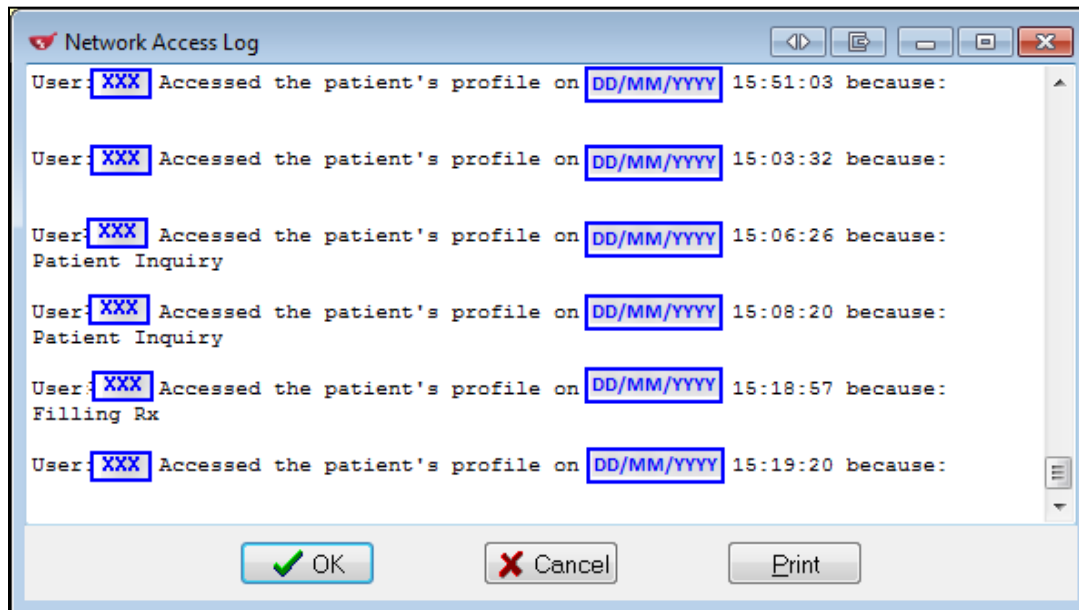
View Network Access Log

Alberta Health & Wellness is at liberty to request information regarding when and why a patient's Alberta Netcare profile (including medications, allergies, services and notes) was accessed.

1. From the **F3-Patient** card go to **Network > View Network Access Log** and sign in with your Kroll initials and password.



- The **Network Access Log** will display as follows with an option to print (per patient) if necessary:



Synchronize Patient

The Network option to **Synchronize** allows users to synchronize an existing local patient with an Alberta Netcare patient record. This option is most often be used by pharmacies who just integrated with Alberta Netcare and have a large database of patients who need to be synchronized with the Network.

Synchronizing an existing local patient with Alberta Netcare is explained in the [Patient Search: Scenario 3 – Existing Local patient \(Not Synchronized to Alberta Netcare\)](#) section.

Add EHR Data Alert Note

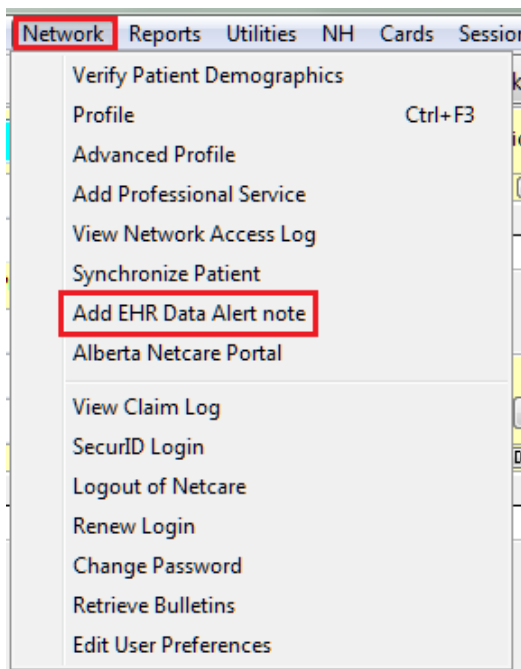
Considering all of the various sources of information on Alberta Netcare, there is a possibility that a user may encounter a patient record that has incorrect data. For example, a pharmacist may be reviewing a patient's medication profile and be informed by the patient that certain prescriptions on the profile were never prescribed to this patient. The pharmacist may be able to immediately correct the data if the errors were originated at this pharmacy, but if the erroneous data is not immediately correctable by this location, the pharmacy must inform the **EHR Help Desk** that there is an unresolved problem with data on the EHR. It is important that all users of the EHR who access this patient's record be alerted that the data is incorrect and this is done via an **EHR Alert Note**.

When the **EHR Help Desk** receives a call from a pharmacy about a data problem, the help desk records this information in a **Trouble Ticket #** and alerts the **Information Compliance and Access Unit (ICAU)** of Alberta Health and Wellness. The ICAU reviews and investigates the Trouble Ticket. Based on their investigation, the ICAU will determine whether to instruct the pharmacy to create an **EHR Data Alert**. Once ICAU has confirmed that the data has been corrected, they follow-up to tell the pharmacy that the alert can be removed.

***** EHR Alert Notes are ONLY to be created in consultation with the ICAU. EHR Data Alert Notes will only be used for patient data integrity issues. *****

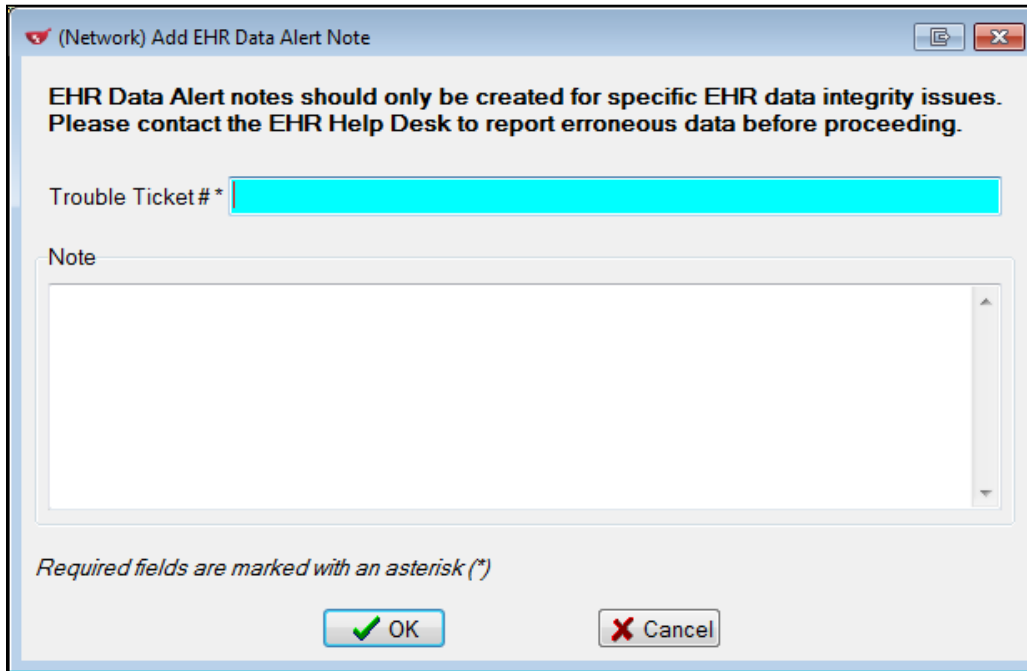
Add an **EHR Data Alert Note** via Kroll as follows:

1. From the **F3-Patient** card, go to **Network > Add EHR Data Alert note**.



2. Log with your Kroll initials to call up the **(Network) Add EHR Data Alert Note**.

NOTE: Only **ONE** EHR Data Alert note can be added for a given patient. If an EHR note already exists for the patient, another one cannot be added.



(Network) Add EHR Data Alert Note

EHR Data Alert notes should only be created for specific EHR data integrity issues. Please contact the EHR Help Desk to report erroneous data before proceeding.

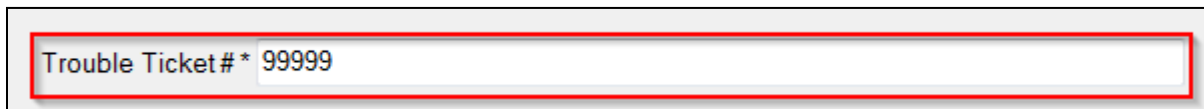
Trouble Ticket # *

Note

Required fields are marked with an asterisk (*)

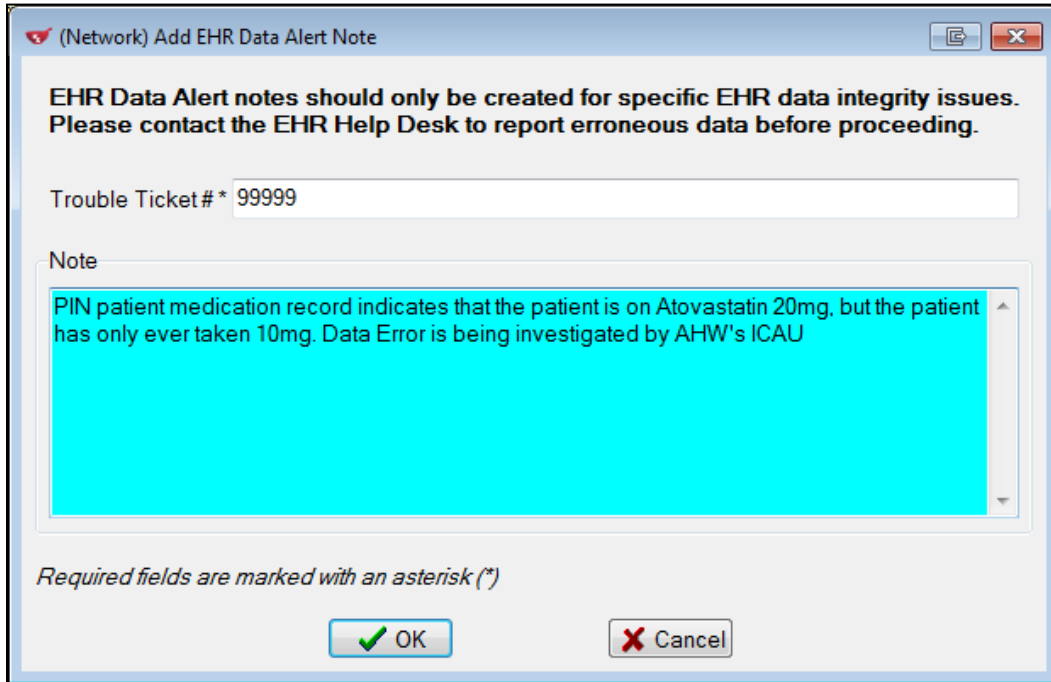
OK Cancel

3. A message at the top of the **(Network) Add EHR Data Alert Note** window will remind the user that **EHR Data Alert** notes should be reported to the **EHR Help Desk** before proceeding.
4. In the **Trouble Ticket #** field, enter the ticket number provided by the **EHR Help Desk** in regards to the patient data integrity issue. This field must be populated in order to send the **EHR Data Alert Note**.

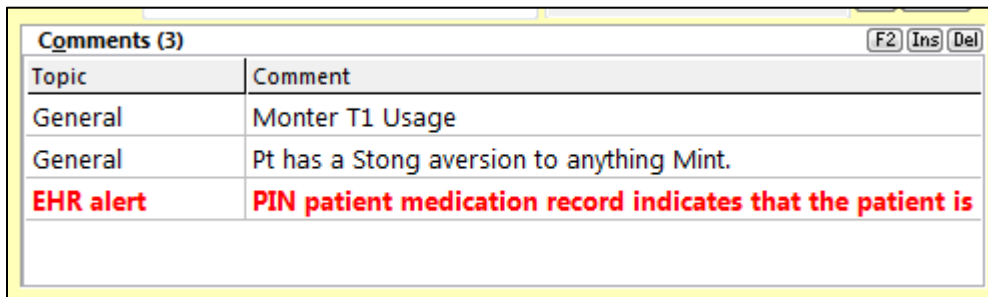


Trouble Ticket # * 99999

5. Enter supplementary information regarding the data integrity issue in the **Notes** field.



6. Click **OK** or press **Enter** on the keyboard to record the **EHR Data Alert Note** on Alberta Netcare.
7. The **EHR Data Alert Note** will also be added to the local **Comments** section of the **F3-Patient Card**.



Topic	Comment
General	Monter T1 Usage
General	Pt has a Stong aversion to anything Mint.
EHR alert	PIN patient medication record indicates that the patient is

If the **EHR Data Alert Note** was added to the Alberta Netcare Patient Profile from a different pharmacy, local users will see an **Important Patient Comment** window pop up when they access the network profile for the first time; they will NOT see the popup message upon subsequent network profile accesses. The window will display information entered by the person who reported the data integrity issue from the other pharmacy. Click **OK** or press **Enter** on the keyboard to continue from the **Important Patient Comment** window.

(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **4 mins ago**

Profile (12) Allergies (12) Notes (3)

Status (All) Order Type (All) Advanced Filter Reset

Last Filled	Picked Up	Status	Doctor	PIN Order #	Order Date
TAKE 1 CA				0008WMN IPX	No 30
TAKE 1 CA				0008WML IPX	No 30
TAKE 1 CA				0008WMJ IPX	No 30
TAKE 1 TA				0008WG5 NO	No 150
60 APO-METFORMIN 850 MG TABLET		Active	White, Wendy Leah	00229785 APX	No 300
TAKE 1 TABLET TWICE A DAY					180
30 ENTROPHEN 81 MG TABLET EC		Active	White, Wendy Leah	00224281 PMS	No 930
TAKE 1 TABLET DAILY					870

Important Patient Comment

Topic: EHR alert

PIN patient medication record indicates that the patient is on Atovastatin 20mg, but the patient has only ever taken 10mg. Data Error is being investigated by AHW's ICAU
Help desk Trouble Ticket Number: 99999

OK

Detail Extra Functions Cancel OK

Users in the Pharmaceutical Information Network GUI will see the following Alert on a Patient's file.

Pharmacist Information Network - Mozilla Firefox
 https://iams2.health.alberta.ca/PIN_Presentation/relayPersonSearch.do

REFERENCE TOOLS HELP LOGOUT

BULL, Ferdinand

PHN: 61767-3100 Gender: Male
 Age: 35 Year(s) | 1980-Jan-11
 Home:
 Work:

PERSON LOOKUP

DRUG ALLERGIES (D)
 SV - Bifidobac...?
 SV - Clarithro...?
 SV - Sulta (Su...?

NON-DRUG ALLERGIES (ND)
 SV - Sugars, M...?

INTOLERANCES
 SV - Clarithro...?
 Refuted Record - ND

PROVIDER MUST VERIFY THE ACCURACY AND COMPLETENESS OF THIS PATIENT'S INFORMATION PRIOR TO TREATMENT DECISIONS

ACTIVE Rx ALL Rx ALLERGIES NOTES SERVICES

Patient Notes

TEXT | DATE

EHR Alert
 PIN patient medication record indicates tha... 2015-Mar-23

General Note
 It has a Stock version to anything Mint, 2015-Mar-20
 Monter T1 Usage 2015-Mar-19

PATIENT NOTE

REMOVE

PATIENT NOTE DETAILS

NOTE TYPE EHR Alert
NOTE TEXT PIN patient medication record indicates that the patient is on Atovastatin 20mg, but the patient has only ever taken 10mg. Data Error is being investigated by AHW's ICAU
 Help desk Trouble Ticket Number: 99999

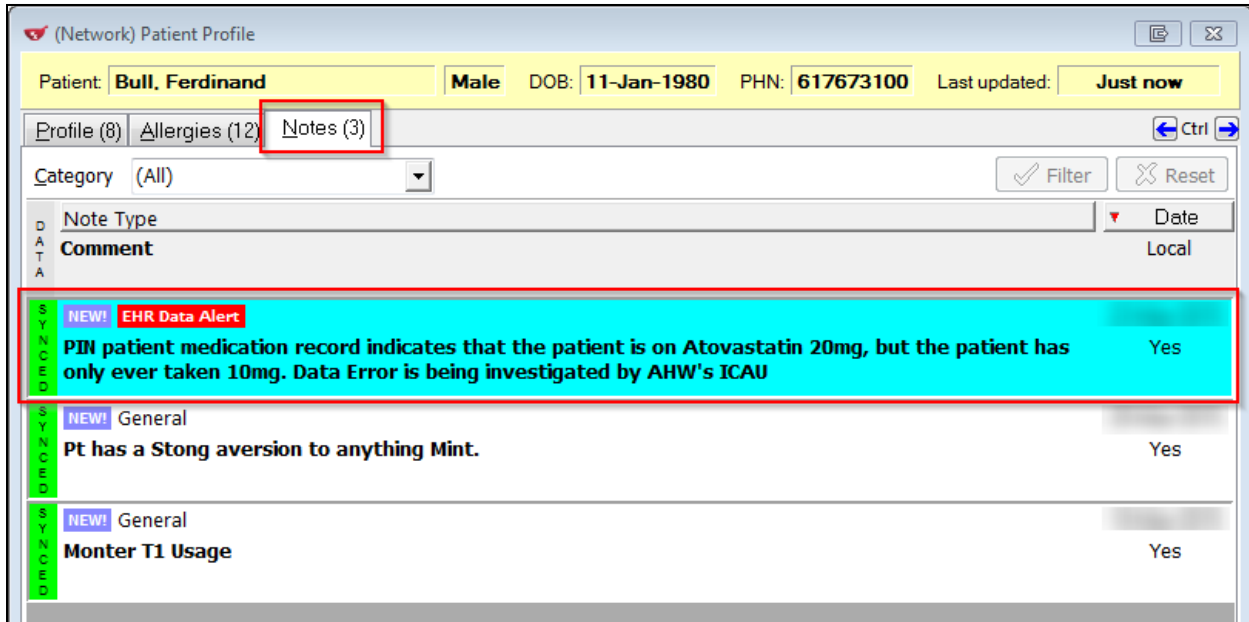
AUTHORIZED BY Simpson, Monica (MD)
RECORDED BY Simpson, Monica (MD)

DATE RECORDED 2015-Mar-23
RECORDED AT Kroll Pharmacy

Retrieve an EHR Data Alert Note

Once transmitted to Alberta Netcare, the **EHR Data Alert Note** can be retrieved from the **Notes** tab of the **(Network) Patient Profile** on demand as follows:

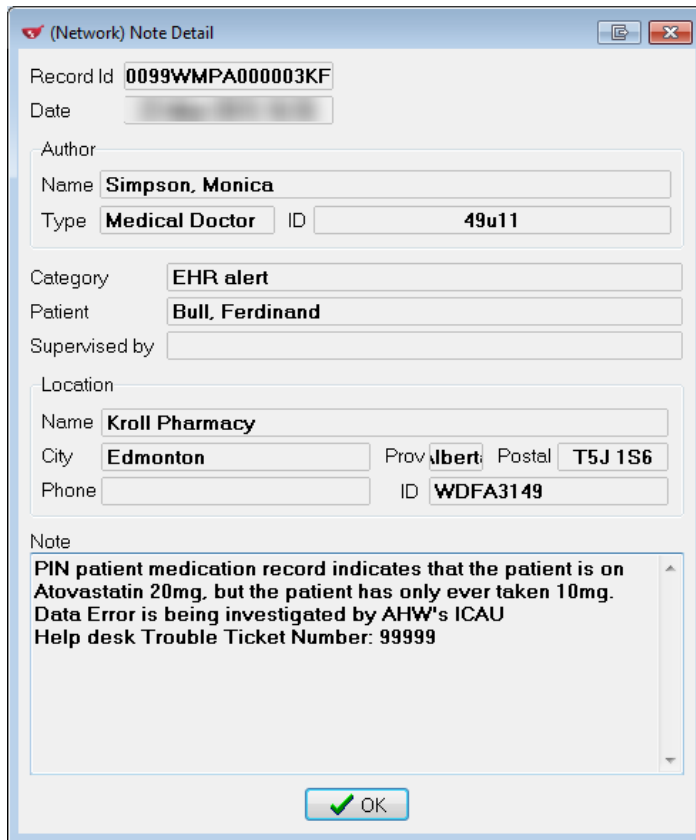
1. From the **F3-Patient** card, go to **Network > Profile**. From the **(Network) Patient Profile**, click on the **Notes** tab. **EHR Data Alert** notes will be identified with '**EHR Data Alert**' highlighted in **RED**.



The screenshot shows the '(Network) Patient Profile' window. The patient information at the top includes: Patient: **Bull, Ferdinand**, Male, DOB: **11-Jan-1980**, PHN: **617673100**, Last updated: **Just now**. Below this, there are tabs for 'Profile (8)', 'Allergies (12)', and 'Notes (3)'. The 'Notes (3)' tab is selected and highlighted with a red box. Under the 'Notes' tab, there is a 'Category' dropdown set to '(All)' and buttons for 'Filter' and 'Reset'. A table of notes is displayed with columns 'Note Type', 'Date', and 'Local'. The first note is highlighted with a red box and contains the text: **NEW! EHR Data Alert**, **PIN** patient medication record indicates that the patient is on Atovastatin 20mg, but the patient has only ever taken 10mg. Data Error is being investigated by AHW's ICAU. The 'Date' column shows 'Yes' and the 'Local' column shows 'Yes'. Below this, there are two more notes: 'NEW! General' with the text 'Pt has a Stong aversion to anything Mint.' and 'NEW! General' with the text 'Monter T1 Usage'. Both of these notes also show 'Yes' in the 'Date' and 'Local' columns.

Note Type	Date	Local
NEW! EHR Data Alert PIN patient medication record indicates that the patient is on Atovastatin 20mg, but the patient has only ever taken 10mg. Data Error is being investigated by AHW's ICAU	Yes	Yes
NEW! General Pt has a Stong aversion to anything Mint.	Yes	Yes
NEW! General Monter T1 Usage	Yes	Yes

2. **Detail the EHR Data Alert Note** to view comprehensive information regarding the EHR Data Alert.



(Network) Note Detail

Record Id: **0099WMPA000003KF**

Date: **[REDACTED]**

Author:

Name: **Simpson, Monica**

Type: **Medical Doctor** ID: **49u11**

Category: **EHR alert**

Patient: **Bull, Ferdinand**

Supervised by: **[REDACTED]**

Location:


Name: **Kroll Pharmacy**

City: **Edmonton** Prov: **Alberta** Postal: **T5J 1S6**

Phone: **[REDACTED]** ID: **WDF A3149**

Note:

PIN patient medication record indicates that the patient is on Atovastatin 20mg, but the patient has only ever taken 10mg. Data Error is being investigated by AHW's ICAU Help desk Trouble Ticket Number: 99999

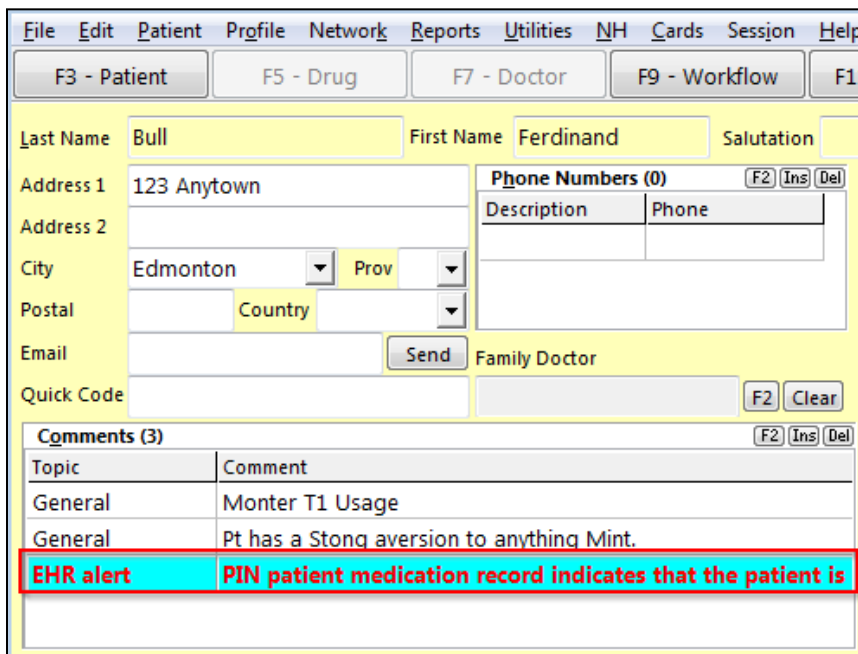
 **OK**

Removing an EHR Data Alert Note

Once ICAU confirms that erroneous data on a Patient's Alberta Netcare Profile has been corrected, they will follow-up by calling the pharmacy to let them know that the EHR Data Alert Note can be removed. The EHR Data Alert is the only type of patient note that can be removed by a different user in the same facility as where the note was created.

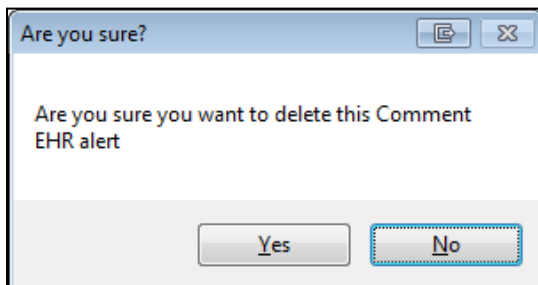
Remove an EHR Data Alert Note when instructed by the ICAU as follows:

1. From the **F3-Patient** card, highlight the **EHR alert comment** and click **Del** or press **Delete** on the keyboard to remove the EHR Date Alert Note.



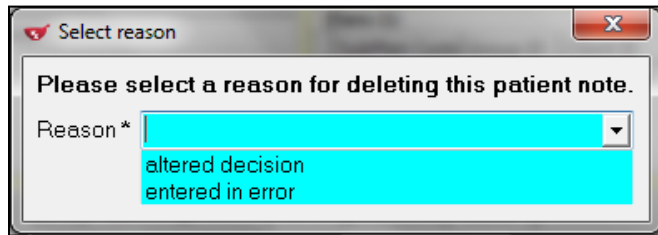
The screenshot shows the 'F3 - Patient' card in the Alberta Netcare Network. The patient's name is Bull, Ferdinand. The address is 123 Anytown, Edmonton. The comments section shows three entries: 'General' with 'Monter T1 Usage', 'General' with 'Pt has a Strong aversion to anything Mint.', and 'EHR alert' with 'PIN patient medication record indicates that the patient is'. The 'EHR alert' comment is highlighted in red.

2. Answer **Yes** to the question 'Are you sure you want to delete this Comment EHR alert?'



The screenshot shows a confirmation dialog box titled 'Are you sure?'. The text inside asks 'Are you sure you want to delete this Comment EHR alert?'. There are two buttons at the bottom: 'Yes' and 'No'.

3. Select a reason for removing the note from the **Select reason** window.

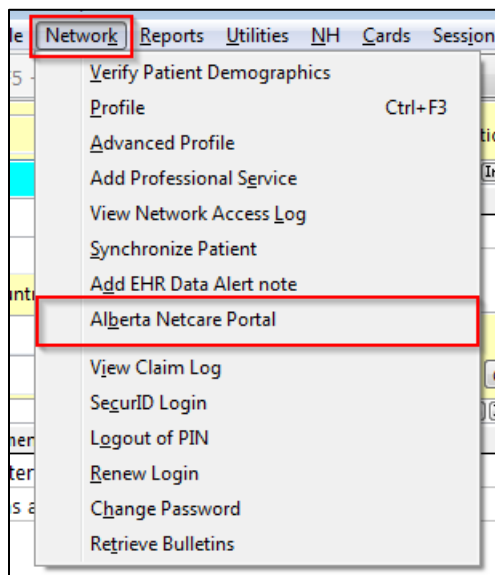


4. Click **OK** or press **Enter** on the keyboard to remove the EHR Data Alert Note.

Alberta Netcare Web Interface

The Network option for **Alberta Netcare Electronic Health Record Web Interface** allows users to access the traditional **Alberta Netcare Electronic Health Record** website.

1. From the **F3-Patient** card access **Network > Alberta Netcare Portal**.



- The **Alberta Netcare Electronic Health Record** website will be automatically brought up in a browser : <https://aaa.albertanetcare.ca/vpn/index-anc.html>



- Login with your Alberta Netcare EHR username and passcode to access the EHR Portal

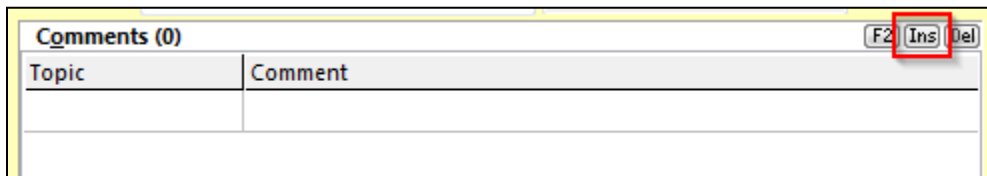
Patient Card, Other Network functions

Add Patient Note

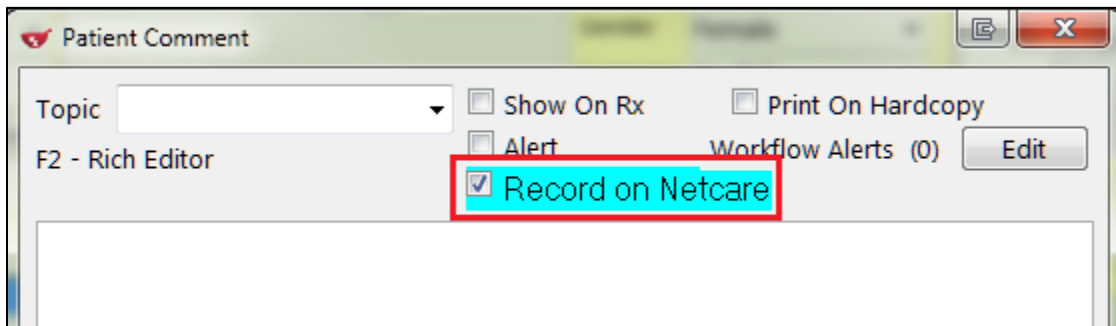
The option to **Add Patient Note** is used to document additional information concerning a patient. Patient notes can be used to record any medical/health information the pharmacy deems important enough or relevant enough to record on Alberta Netcare. Once a patient note is logged in Netcare network, it can be viewed by anyone with access to the Netcare Network.

Adding a Patient Note

- From the **Comments** section of the **F3-Patient Card**, click **Ins** or press **Insert** on the keyboard.

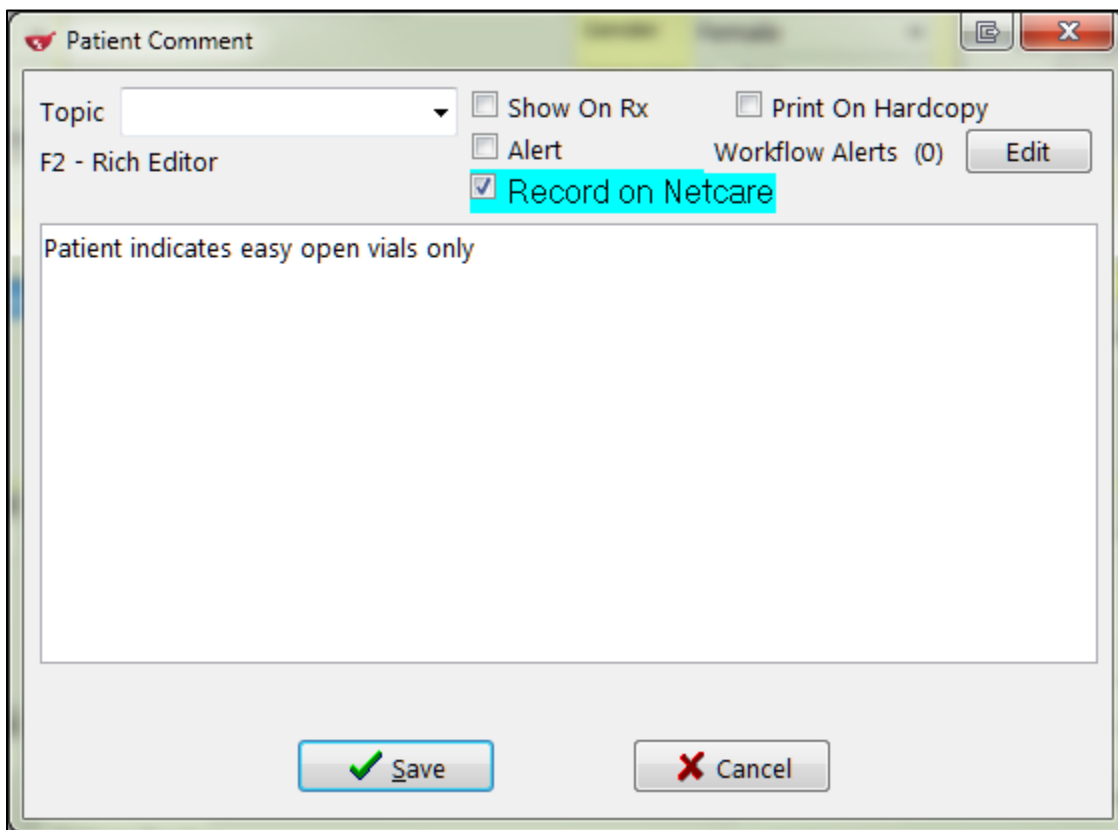


- Select a **Topic** for the comment, and flag the options to **Show On Rx**, **Print On Hardcopy**, **Alert**, and/or **Record on Netcare** as necessary. Enter a free-form comment and click **Save** or press **Enter** on the keyboard to continue.



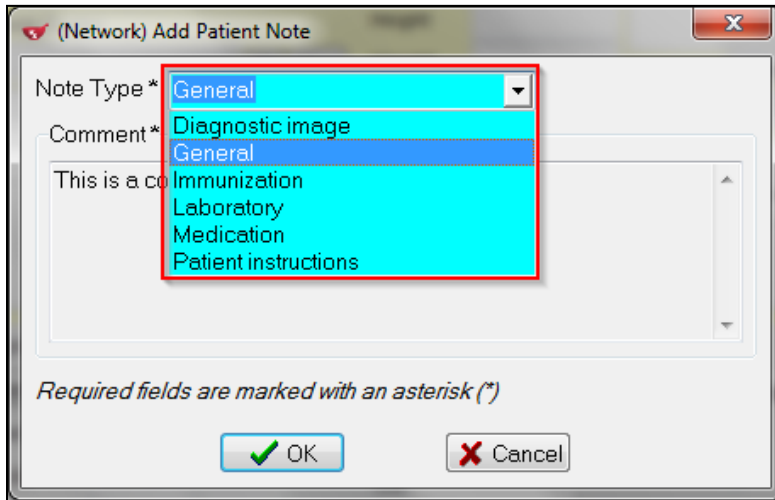
The screenshot shows the 'Patient Comment' window. At the top, there is a 'Topic' dropdown menu. Below it, the text 'F2 - Rich Editor' is displayed. To the right of the editor, there are several checkboxes: 'Show On Rx', 'Print On Hardcopy', 'Alert', and 'Record on Netcare'. The 'Record on Netcare' checkbox is checked and highlighted with a red rectangle. To the right of these checkboxes, there is a 'Workflow Alerts (0)' label and an 'Edit' button. The main text area of the window is empty.

NOTE: If **Record on Netcare** enabled it will sent to Netcare. If **Record on Netcare** is unchecked it will be stored locally only and will not be sent to Netcare.



The screenshot shows the 'Patient Comment' window with the same layout as the previous one. The 'Record on Netcare' checkbox is checked and highlighted with a red rectangle. The main text area now contains the text 'Patient indicates easy open vials only'. At the bottom of the window, there are two buttons: 'Save' (with a green checkmark icon) and 'Cancel' (with a red X icon).

- Once the note is saved, the **(Network) Add Patient Note** window will appear allowing the user to change the **Note Type** before transmitting to Netcare.



(Network) Add Patient Note

Note Type * **General**

Comment * **General**

This is a comment

Required fields are marked with an asterisk (*)

OK Cancel

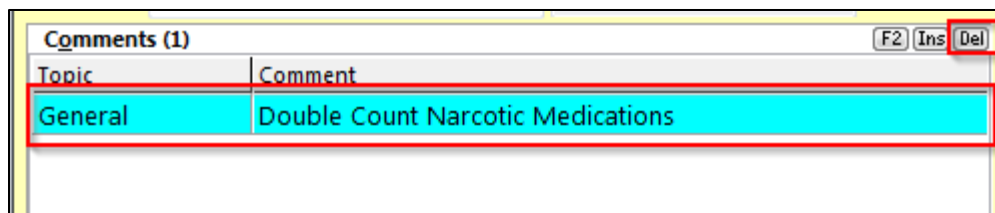
4. Once the **Note Type** has been selected from the **(Network) Add Patient Note** window, click **OK** or press **Enter** on the keyboard to transmit the Patient Note to Netcare.

Removing a Patient Note from Kroll and Alberta Netcare

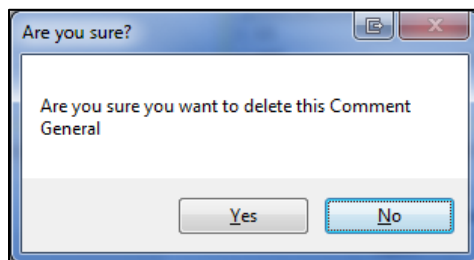
If the user decides to remove a patient note locally on Kroll, they must ensure that the note is removed from Alberta Netcare as well, and vice versa, to ensure synchronicity between local and Network patient data. There are two ways to remove a patient note from Kroll and Alberta Netcare.

Method 1

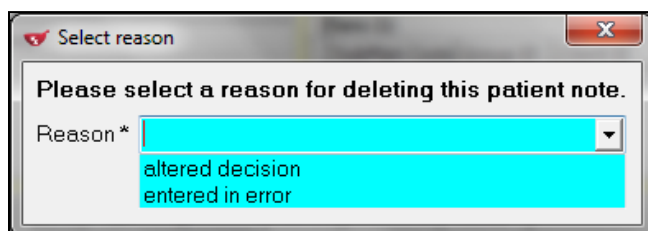
1. From the **F3-Patient** card, highlight the comment that you would like to remove and click **Del** or press **Delete** on the keyboard.



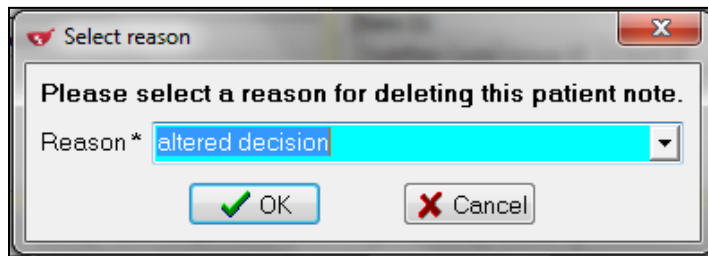
2. The user will be asked if they are sure they want to delete this comment.
 - If the user answers **YES**, the comment will be removed locally and on Alberta Netcare.
 - If the user answers **NO**, the comment will not be deleted from Kroll or Alberta Netcare.



3. If the user answers **YES** to the above question, they will be prompted to select a pre-populated reason for deleting the patient note.

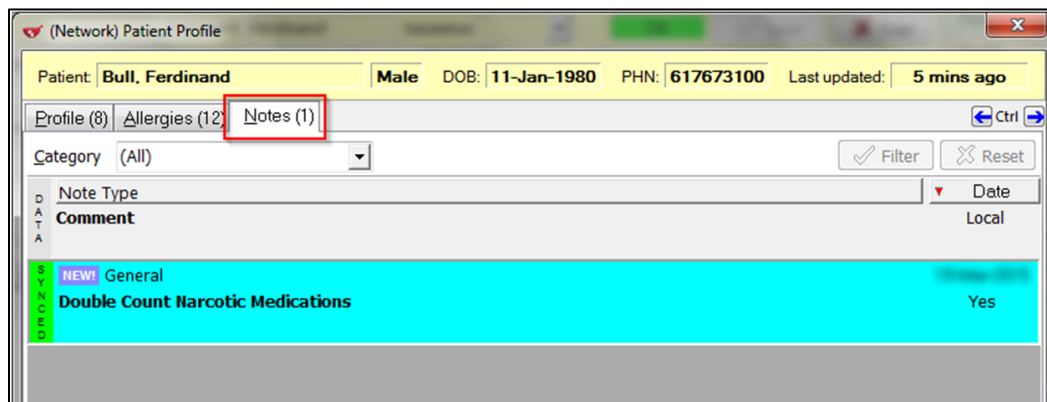


4. Once a reason for deleting the patient note has been selected, click **OK** or press **Enter** on the keyboard Patient Note is removed successfully.

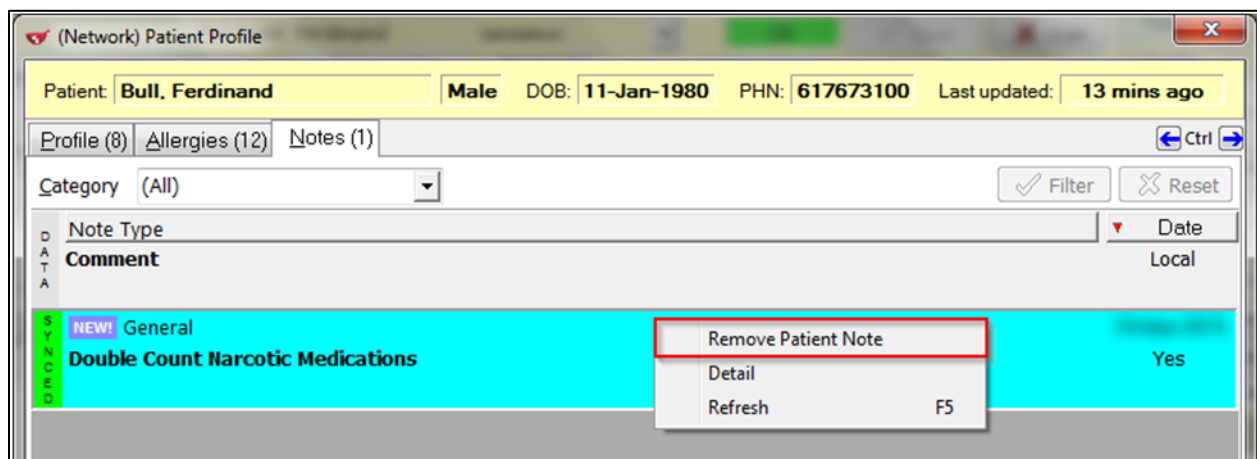


Method 2

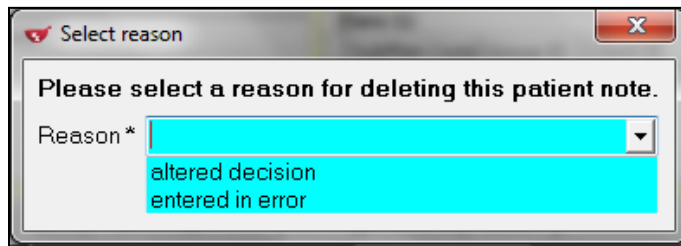
1. From the **F3-Patient Card**, go to **Network > Profile** and log in with your Kroll initials and password.
2. Access the **Notes** tab from the **(Network) Patient Profile**.



3. Right click on the Patient Note you would like to remove and select the option to **Remove Patient Note**.

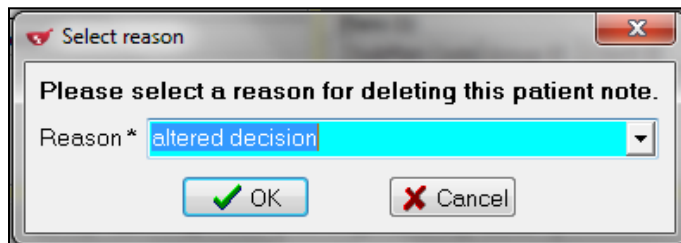


4. The user will be prompted to select a pre-populated reason for deleting the patient note.



5. Once a reason for deleting the patient note has been selected, click **OK** or press **Enter** on the keyboard to continue.

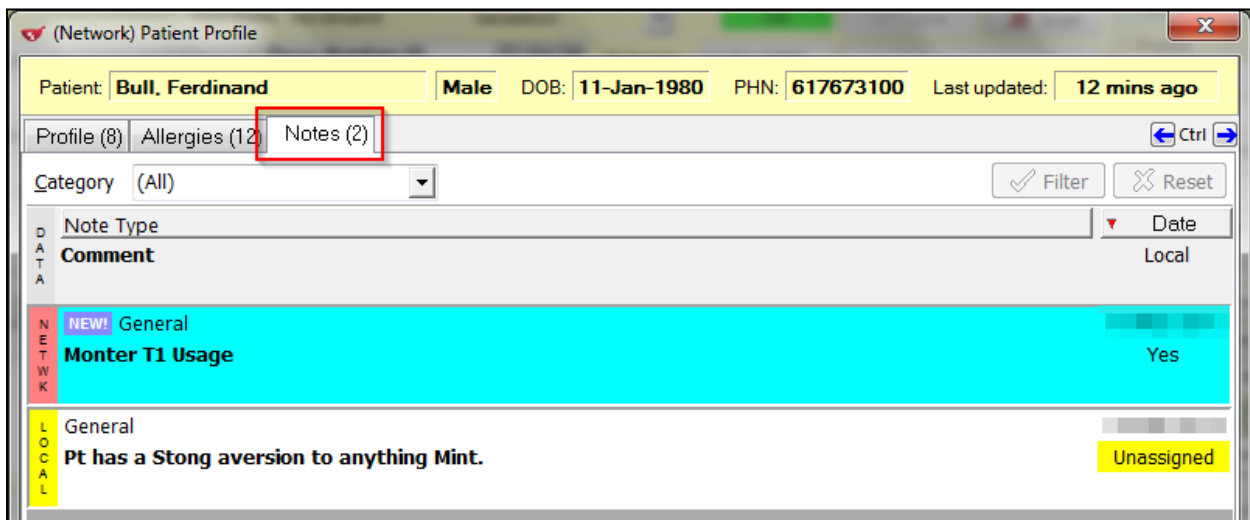
NOTE: Removing the **Patient Note** directly from the **(Network) Patient Profile** will change the Patient note on Kroll to local only.



Synchronizing Kroll and Alberta Netcare Patient Notes

It is the aim of Alberta Netcare that all clinically relevant medical and/or health related patient notes residing in Alberta Netcare are pulled into the local system and vice-versa. This promotes a comprehensive patient profile for providers. The following section will show users how to synchronize local patient notes:

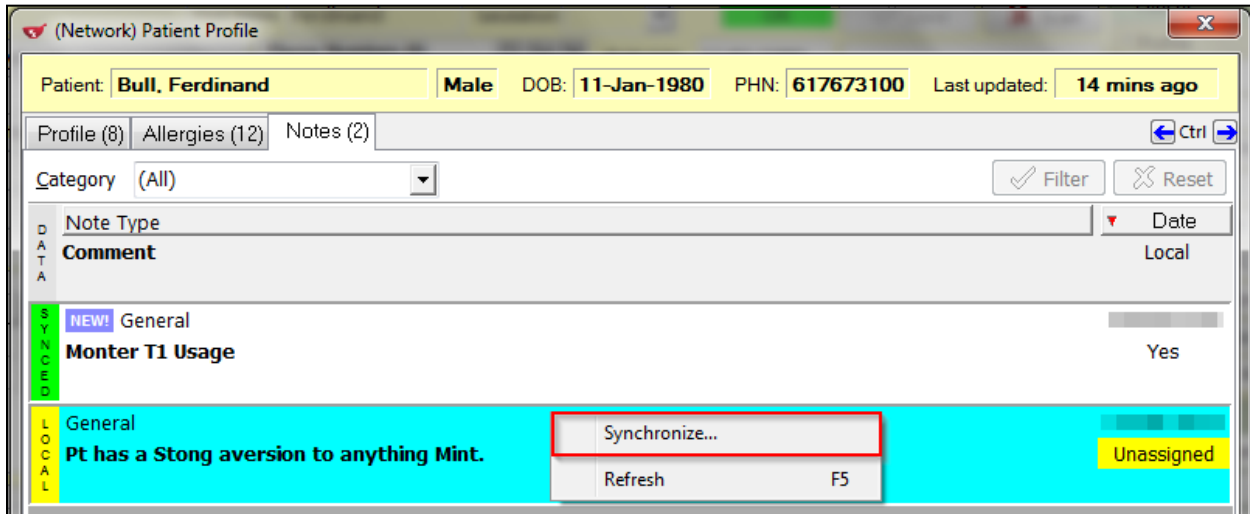
1. From the **F3-Patient Card**, go to **Network > Profile** and log in with your Kroll initials and password.
2. Access the **Notes** tab from the **(Network) Patient Profile**.



The screenshot shows the "(Network) Patient Profile" window. At the top, patient information is displayed: Patient: **Bull, Ferdinand**, Male, DOB: **11-Jan-1980**, PHN: **617673100**, Last updated: **12 mins ago**. Below this, there are tabs for "Profile (8)", "Allergies (12)", and "Notes (2)". The "Notes (2)" tab is selected and highlighted with a red box. Under the "Notes (2)" tab, there is a "Category" dropdown set to "(All)" and buttons for "Filter" and "Reset". A table of notes is displayed with columns for "Note Type", "Comment", and "Date". The table has two rows: one for "NEW! General" with "Monter T1 Usage" and "Yes", and another for "General" with "Pt has a Stong aversion to anything Mint." and "Unassigned". A vertical sidebar on the left indicates the "Network" status.

NOTE: Notes currently showing as **Red(Network)** will automatically be added to the local system & synchronized with the Network by the Background Rx Service.

- Right click the **Yellow (Local)** entry you wish to synchronize with Alberta Netcare (this is optional depending on the whether the user deems the patient note clinically relevant);



(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **14 mins ago**

Profile (8) Allergies (12) Notes (2) Ctrl

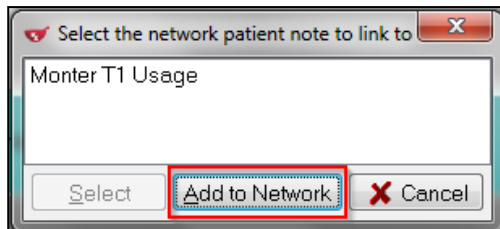
Category (All) Filter Reset

Note Type	Date
Comment	Local
NEW! General	
Monter T1 Usage	Yes
General	
Pt has a Stong aversion to anything Mint.	Unassigned

Synchronize...

Refresh **F5**

- The **Select the Network patient comment to link to** window will appear. If there is an existing Network comment that matches the local comment, highlight the Network comment and click **Select** to synchronize the two entries, otherwise click **Add to Network**.



Select the network patient note to link to

Monter T1 Usage

Select **Add to Network** Cancel

- Once the **Yellow (Local)** or **Red (Network)** note entry is synchronized, it will have a **Green (Synced)** data bar.

(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **Just now**

Profile (8) Allergies (12) Notes (2) Ctrl

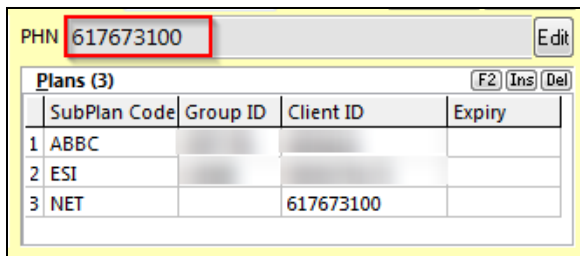
Category: (All) Filter Reset

DATA	Note Type	Date
	Comment	Local
NEW!	General	
SYNCD	Pt has a Stong aversion to anything Mint.	Yes
NEW!	General	
SYNCD	Monter T1 Usage	Yes

Filling Prescriptions on Alberta Netcare

All prescriptions filled for patients in Alberta should be sent to Alberta Netcare for clinical recording. With Alberta Netcare integration in Kroll, prescriptions should first be adjudicated to all fiscal plan(s) for financial reimbursement, and then sent to Netcare for clinical recording. The 'Cash' plan will always come after the Netcare plan. This sequence of plans allows prescriptions to be billed online, and then logged on Alberta Netcare before passing down any monetary values to the patient in the form of cash. As well, in the event that the **Netcare Network** is down, users can bill the fiscal plans, print the label, and then place the Rx in a **Network Pending Queue** until the Netcare Network is back up; at which point the Rx can be completed. (See Section [What happens when Alberta Netcare is Unavailable](#)).

- In order to send a prescription to Alberta Netcare via the Netcare plan, the patient will require a valid **Personal Health Number (PHN)**. Enter the patient's assigned PHN in the **PHN** field of the **F3-Patient Card**.

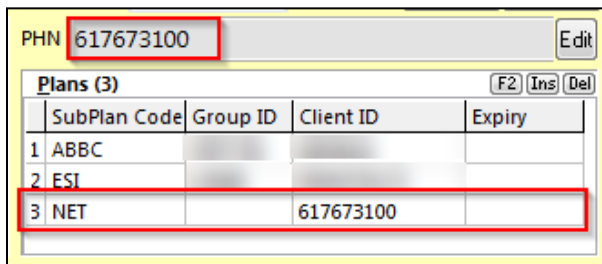


PHN 617673100 Edit

Plans (3) F2 Ins Del

	SubPlan Code	Group ID	Client ID	Expiry
1	ABBC			
2	ESI			
3	NET		617673100	

- Once the Netcare plan has been added to the **F3-Patient Card**, it will default as the **LAST** plan.

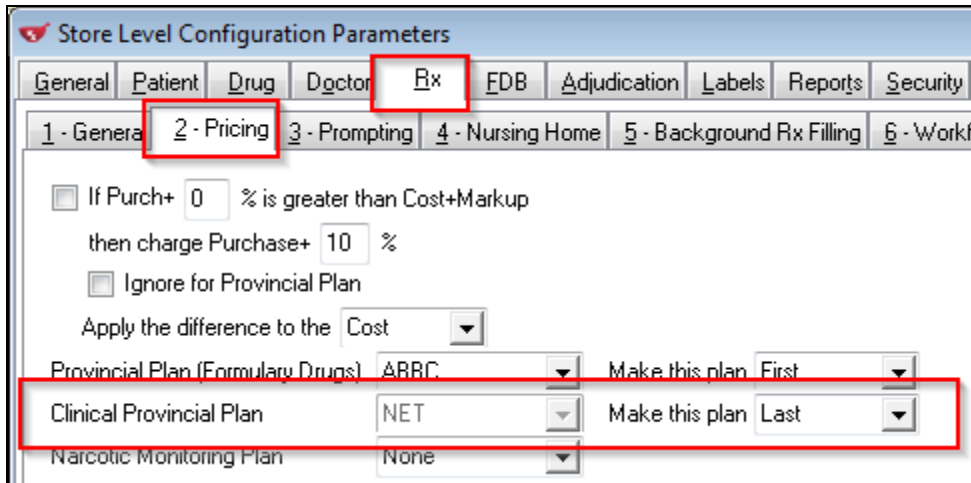


PHN 617673100 Edit

Plans (3) F2 Ins Del

	SubPlan Code	Group ID	Client ID	Expiry
1	ABBC			
2	ESI			
3	NET		617673100	

NOTE: There is an option in **File > Configuration > Store > Pricing** that should be set to **Make this plan Last**.



Store Level Configuration Parameters

General Patient Drug Doctor **Rx** FDB Adjudication Labels Reports Security

1 - General **2 - Pricing** 3 - Prompting 4 - Nursing Home 5 - Background Rx Filling 6 - Workf

☐ If Purch+ 0 % is greater than Cost+Markup
then charge Purchase+ 10 %
☐ Ignore for Provincial Plan
Apply the difference to the Cost

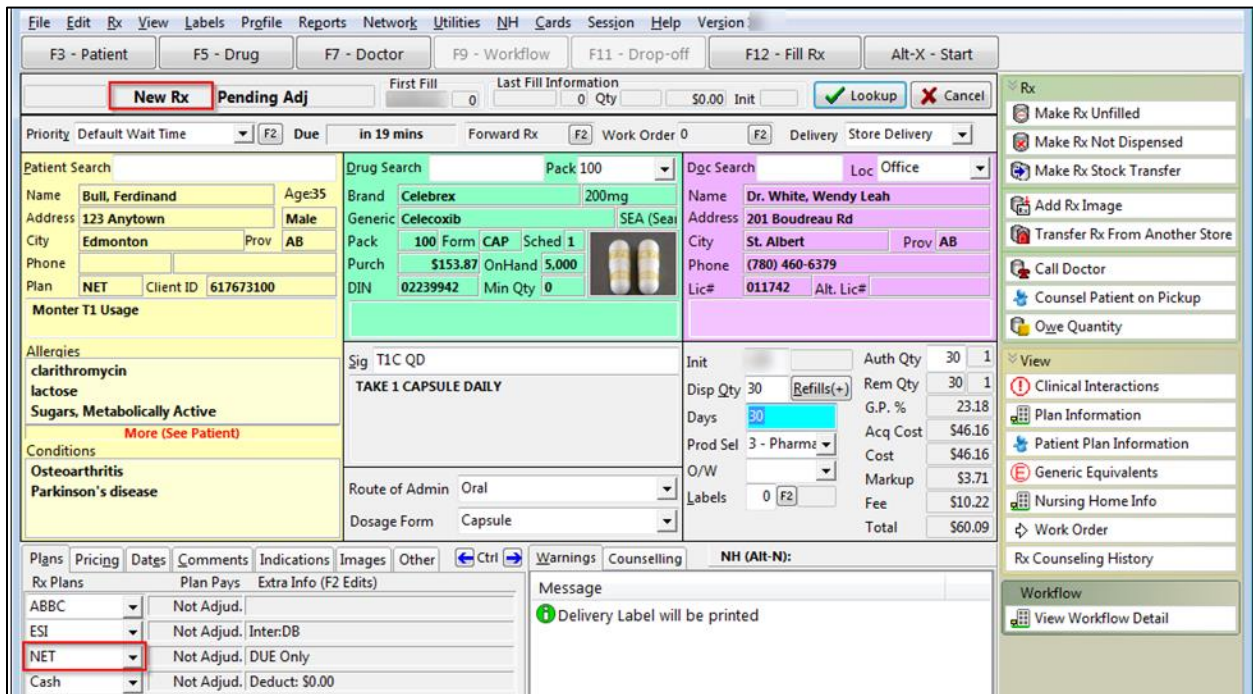
Provincial Plan (Formulary Drugs) ABBC Make this plan First

Clinical Provincial Plan NET Make this plan Last

Narcotic Monitoring Plan None

Filling a New Rx

1. Fill out the patient, drug, doctor, SIG, dispense information, etc. as usual from the F12-Filling screen.



File Edit Rx View Labels Profile Reports Network Utilities NH Cards Session Help Version

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off **F12 - Fill Rx** Alt-X - Start

New Rx Pending Adj First Fill Last Fill Information \$0.00 Init ☐ ☒ Lookup

Priority Default Wait Time F2 Due in 19 mins Forward Rx F2 Work Order 0 Delivery Store Delivery

Patient Search

Name Bull, Ferdinand Age 35
Address 123 Anytown Male
City Edmonton Prov AB
Phone
Plan NET Client ID 617673100

Drug Search Pack 100
Brand Celebrex 200mg
Generic Celecoxib SEA (Sea)
Pack 100 Form CAP Sched 1
Purch \$153.87 OnHand 5,000
DIN 02239942 Min Qty 0

Dgc Search Loc Office
Name Dr. White, Wendy Leah
Address 201 Boudreau Rd
City St. Albert Prov AB
Phone (780) 460-6379
Lic# 011742 Alt. Lic#

Monter T1 Usage

Allergies
clarithromycin
lactose
Sugars, Metabolically Active
More (See Patient)

Conditions
Osteoarthritis
Parkinson's disease

Sig T1C QD
TAKE 1 CAPSULE DAILY

Route of Admin Oral
Dosage Form Capsule

Init 30 Refills(+) Auth Qty 30 1
Disp Qty 30 Rem Qty 30 1
Days 30 G.P. % 23.18
Prod Sel 3 - Pharmz Acq Cost \$46.16
O/W Cost \$46.16
Labels 0 F2 Markup \$3.71
Fee \$10.22
Total \$60.09

Plans Pricing Dates Comments Indications Images Other ☒ Warnings ☒ Counselling NH (Alt-N):

Rx Plans Plan Pays Extra Info (F2 Edits)

ABBC Not Adjud.
ESI Not Adjud. Inter:DB
NET Not Adjud. DUE Only
Cash Not Adjud. Deduct: \$0.00

Message
1 Delivery Label will be printed

Rx

Make Rx Unfilled
Make Rx Not Dispensed
Make Rx Stock Transfer
Add Rx Image
Transfer Rx From Another Store
Call Doctor
Counsel Patient on Pickup
Owe Quantity

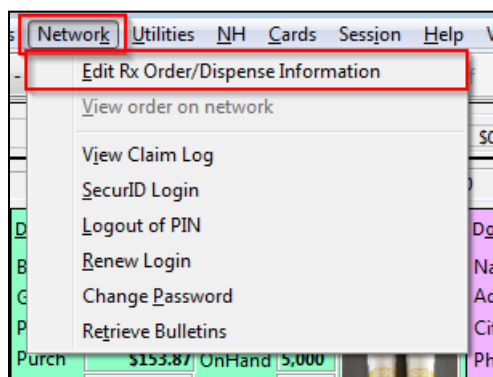
View

Clinical Interactions
Plan Information
Patient Plan Information
Generic Equivalents
Nursing Home Info
Work Order
Rx Counseling History

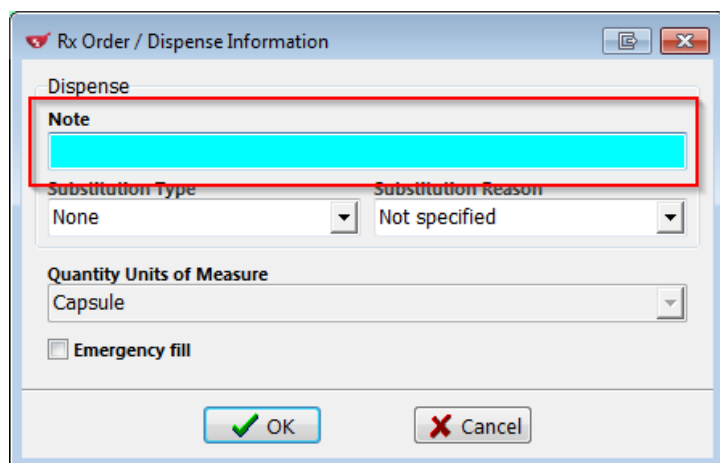
Workflow

View Workflow Detail

2. Users may access **Network > Edit Rx Order/Dispense Information** to add supplementary information regarding the Dispense.

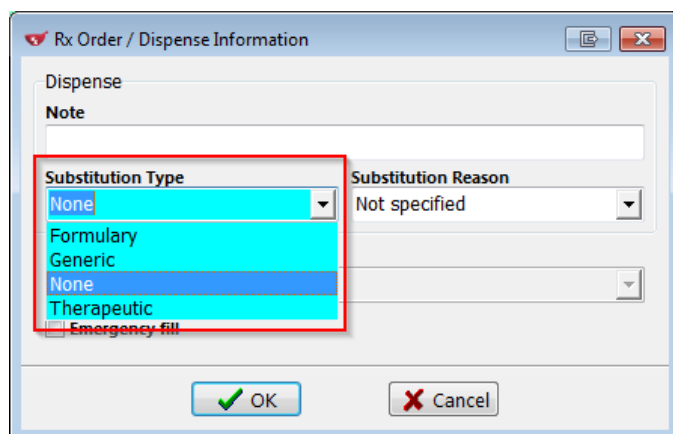


- a) **Note:** Add a Dispense Note to the Rx.



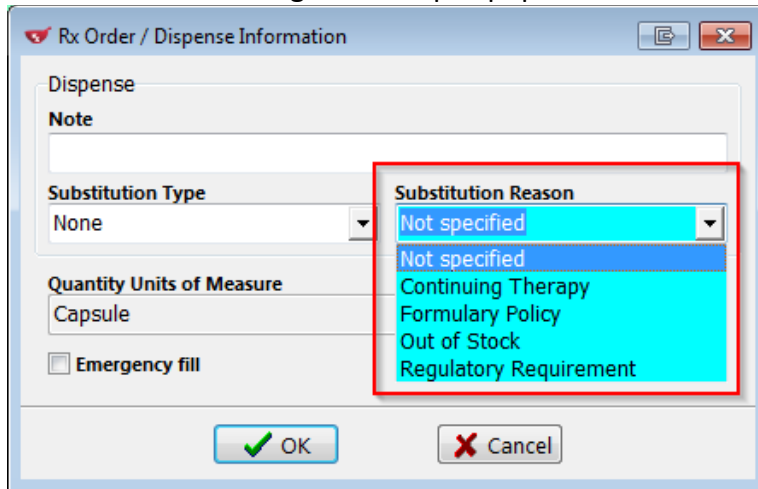
A screenshot of the 'Rx Order / Dispense Information' dialog box. The 'Dispense' section is active, and the 'Note' text area is highlighted with a red rectangle. Below the note field are two dropdown menus: 'Substitution Type' (set to 'None') and 'Substitution Reason' (set to 'Not specified'). There is also a 'Quantity Units of Measure' dropdown set to 'Capsule' and an 'Emergency fill' checkbox. At the bottom are 'OK' and 'Cancel' buttons.

- b) **Substitution Type:** If a drug substitution was made for this Dispense, indicate whether it is a Formulary, Generic, or Therapeutic substitution.



A screenshot of the 'Rx Order / Dispense Information' dialog box. The 'Substitution Type' dropdown menu is open, showing options: 'None', 'Formulary', 'Generic', 'None', and 'Therapeutic'. The 'None' option is highlighted with a red rectangle. The rest of the dialog box, including the 'Note' field, 'Substitution Reason' dropdown, 'Quantity Units of Measure' dropdown, 'Emergency fill' checkbox, and 'OK/Cancel' buttons, is visible in the background.

- c) **Substitution Reason:** If a drug substitution was made, indicate the reason for substituting from the pre-populated list.



Rx Order / Dispense Information

Dispense

Note

Substitution Type: None

Substitution Reason: Not specified

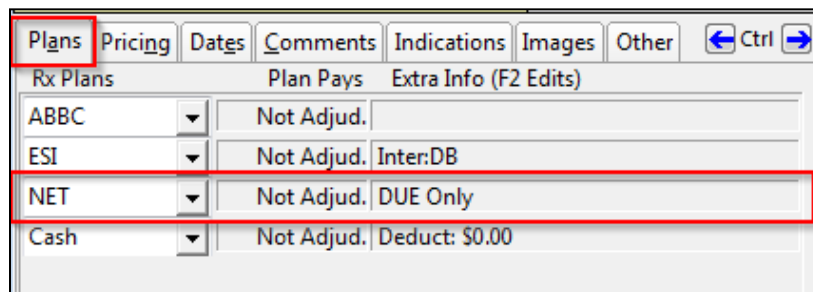
Quantity Units of Measure: Capsule

☐ Emergency fill

OK Cancel

3. The **NET-Alberta Netcare** plan should be the LAST third party plan before 'Cash'.

NOTE: The Netcare plan is always marked as **Drug Utilization Evaluation Only 'DUE Only'** which means there is no financial adjudication involved.



Plans Pricing Dates Comments Indications Images Other Ctrl

Rx Plans	Plan Pays	Extra Info (F2 Edits)
ABBC	Not Adjud.	
ESI	Not Adjud.	Inter:DB
NET	Not Adjud.	DUE Only
Cash	Not Adjud.	Deduct: \$0.00

4. Once all the appropriate information is entered into the **F12-Filling Screen**, click **F12-Fill Rx** or press **F12** on the keyboard to fill the prescription.

The **(Network) Patient Profile** is automatically returned by Alberta Netcare for the first prescription filled after entering the **F3-Patient Card** (regardless of whether the Rx being filled is New or Refill). The **(Network) Patient Profile** will not be returned for subsequent Rxs unless the user escapes from the patient card, searches for another patient, and then returns to the original patient again.

(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **Just now**

Profile (13) Allergies (12) Notes (3) Ctrl

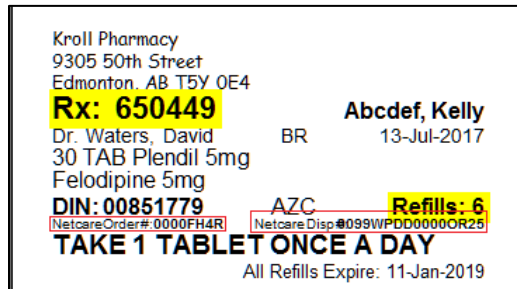
Status (All) Order Type (All) ☐ Advanced ☒ Filter

DATA	Last Filled	Picked Up	Status	Doctor	Code	PIN Order #	Order Date
	Last Qty	Drug	Stop Date	Manufacturer	Local	Auth	Rem
	Directions						
<input checked="" type="checkbox"/>	Active	White, Wendy Leah	00008WMN				
	30 APO-AMOXI 250 MG CAPSULE	00628115	APX	No			
	TAKE 1 CAPSULE 3 TIMES A DAY		✓	30	0		
<input checked="" type="checkbox"/>	Active	Simpson, Monica	00008WML				
	30 APO-AMOXI 250 MG CAPSULE	00628115	APX	No			
	TAKE 1 CAPSULE ONCE A DAY		✓	30	0		
<input checked="" type="checkbox"/>	Active	Simpson, Monica	00008WMJ				
	30 APO-AMOXI 250 MG CAPSULE	00628115	APX	No			
	TAKE 1 CAPSULE ONCE A DAY		✓	30	0		
<input checked="" type="checkbox"/>	Active	White, Wendy Leah	00008WG5				
	30 SYNTHROID 88 MCG TABLET	02172097	KNO	No			
	TAKE 1 TABLET DAILY		✓	150	90		
<input checked="" type="checkbox"/>	Active	White, Wendy Leah	00008WG7				
	60 APO-METFORMIN 850 MG TABLET	02229785	APX	No			
	TAKE 1 TABLET TWICE A DAY		✓	300	180		
<input checked="" type="checkbox"/>	Active	White, Wendy Leah	00008WG9				
	30 ENTROPHEN 81 MG TABLET EC	02242281	PMS	No			
	TAKE 1 TABLET DAILY		✓	930	870		

- Adjudication to the fiscal plan(s) will be completed first, and then the Rx will be sent to **NET-Alberta Netcare** for clinical recording.
- If there are no **Detected Issues** or **Warnings** that require management returned by Alberta Netcare, a prescription label will print.

Vial Labels

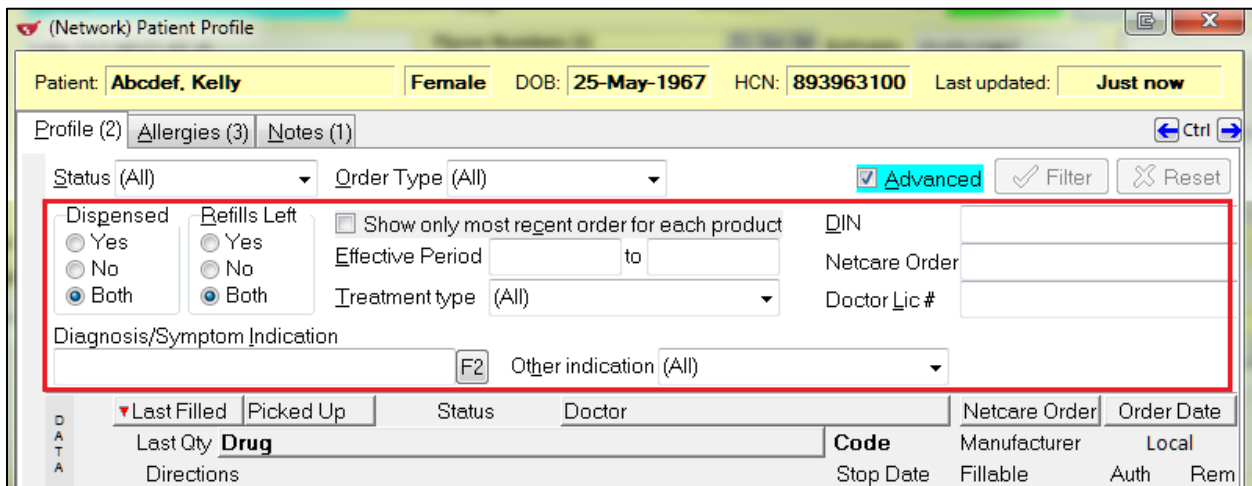
For prescriptions sent to Alberta Netcare, there will be two additional pieces of information printed on the vial label; the Alberta Netcare **Netcare Order Number** and **Netcare Dispense Number**. These two numbers are the unique identifiers used to track prescription on the Network. These numbers are not stored on the local Kroll system, and can only be viewed from the vial label of the prescription.



The Netcare Order number and Dispense number can be used to reference specific prescriptions or dispenses when speaking with a Netcare Helpdesk agent. The Netcare Order Number can also be used to search for a specific Rx Order within a Network Patient Profile. This is especially helpful when the Network patient profile has multiple prescriptions for the same drug, or if the profile is very large.

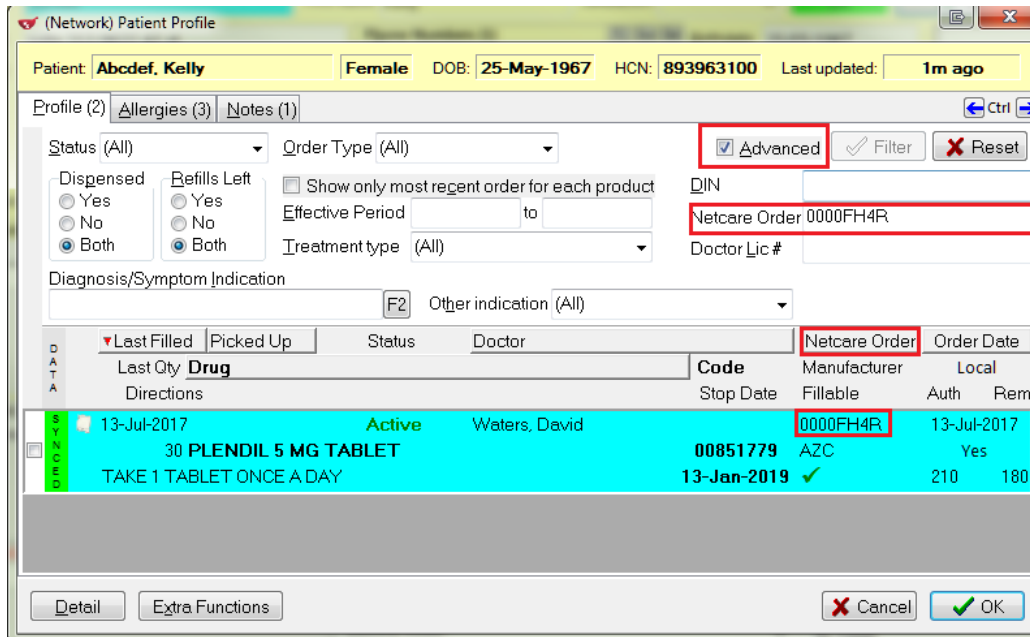
Use the Netcare **Order Number** to search for a specific Rx on the Network Patient Profile as follows:

1. From the **F3-Patient** card go to **Network > Profile**
2. From the **Network Patient Profile**, check off the **Advanced** flag to reveal additional options for searching prescriptions in the medication profile.



On the right hand side of the window, look for the **Netcare Order #** search field. Type in the **Netcare Order Number** and click **Filter**, or press **Enter** on the keyboard. The Rx Order entry matching the Netcare Order Number will be returned on the Network Patient Profile.

NOTE: Entering the Netcare Dispense Number in this field will not function to pull up the particular dispense entry.



(Network) Patient Profile

Patient: **Abcdef, Kelly** Female DOB: **25-May-1967** HCN: **893963100** Last updated: **1m ago**

Profile (2) Allergies (3) Notes (1)

Status (All) Order Type (All) ☒ **Advanced**

Dispensed: ☐ Yes ☐ No ☒ Both Refills Left: ☐ Yes ☐ No ☒ Both

☐ Show only most recent order for each product

Effective Period: _____ to _____

Treatment type: (All)

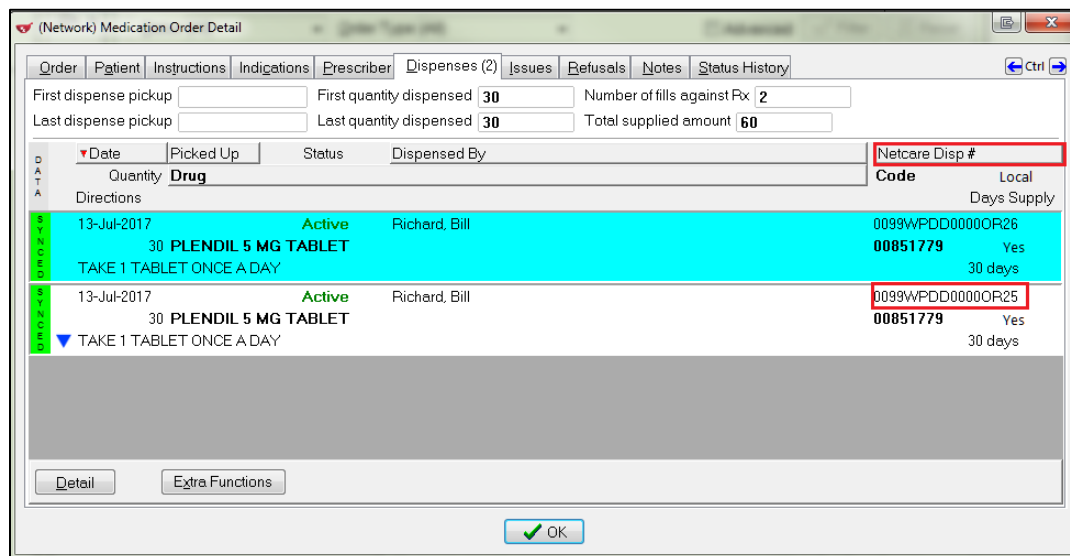
Diagnosis/Symptom Indication: **F2** Other indication: (All)

Netcare Order: **0000FH4R**

DATA	Last Filled	Picked Up	Status	Doctor	Netcare Order	Order Date
13-Jul-2017			Active	Waters, David	0000FH4R	13-Jul-2017
30 PLENDIL 5 MG TABLET						
TAKE 1 TABLET ONCE A DAY						
					00851779	13-Jan-2019

Buttons: Detail, Extra Functions, Cancel, OK

- Detail the Rx Order by double clicking the entry, clicking the **Detail** button or pressing **'D'** on the keyboard to call up the **Medication Order Detail - Dispenses** form. The Netcare Dispense # is displayed on the far right-hand side.



(Network) Medication Order Detail

Order Patient Instructions Indications Prescriber Dispenses (2) Issues Refusals Notes Status History

First dispense pickup: _____ First quantity dispensed: **30** Number of fills against Rx: **2**

Last dispense pickup: _____ Last quantity dispensed: **30** Total supplied amount: **60**

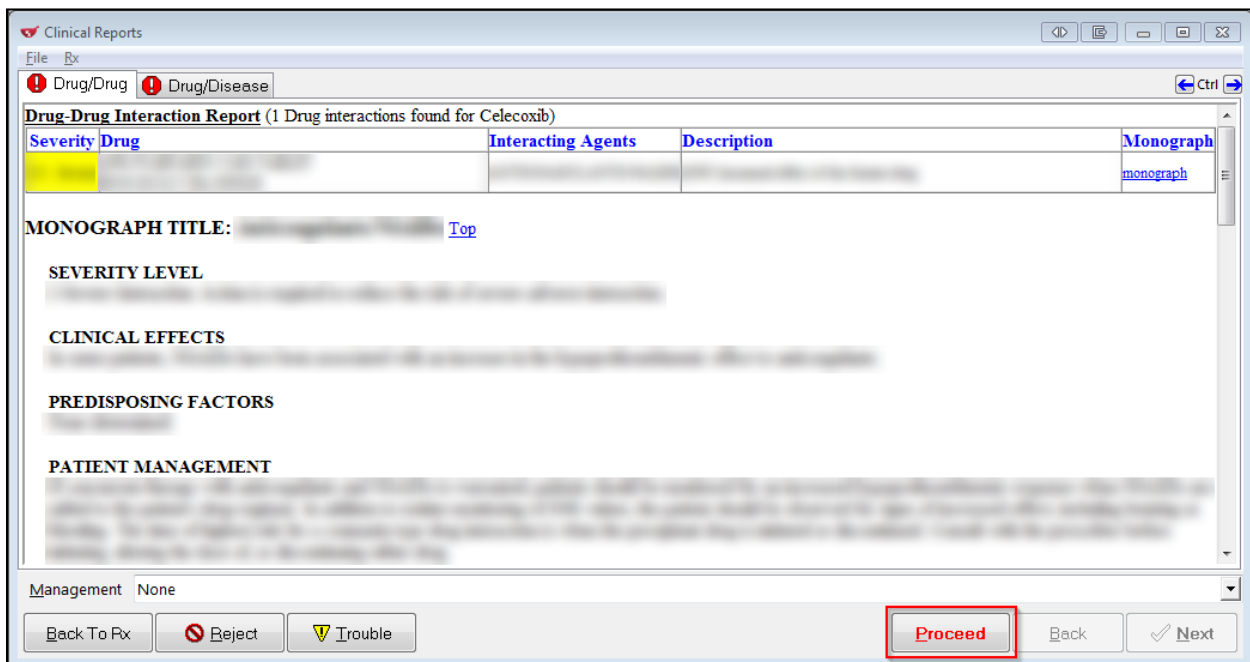
DATA	Date	Picked Up	Status	Dispensed By	Netcare Disp #
13-Jul-2017			Active	Richard, Bill	0099WPDD0000R26
30 PLENDIL 5 MG TABLET					
TAKE 1 TABLET ONCE A DAY					
					00851779
					30 days
13-Jul-2017			Active	Richard, Bill	0099WPDD0000R25
30 PLENDIL 5 MG TABLET					
TAKE 1 TABLET ONCE A DAY					
					00851779
					30 days

Buttons: Detail, Extra Functions, OK

Managing Issues

When a user fills a prescription, local FDB interaction checking typically occurs before the Rx is sent to Netcare and locally **Detected Issues** are returned; if Detected Issues are returned, they must be managed. Users must **manage Alberta Netcare Detected Issues** before sending the prescription to Netcare.

1. After everything has been filled in for the Rx, the user will click **F12** to fill the Rx.
2. Local FDB interaction checking occurs and when applicable, a **Clinical Reports** window will appear to display clinical warnings. Click on Proceed.



Clinical Reports

File Rx

! Drug/Drug ! Drug/Disease

Drug-Drug Interaction Report (1 Drug interactions found for Celecoxib)

Severity	Drug	Interacting Agents	Description	Monograph
				monograph

MONOGRAPH TITLE: [Top](#)

SEVERITY LEVEL

CLINICAL EFFECTS

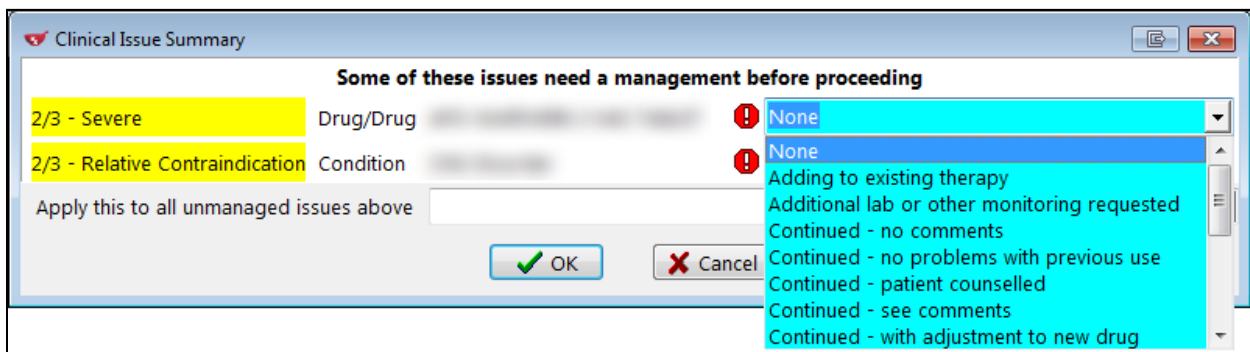
PREDISPOSING FACTORS

PATIENT MANAGEMENT

Management None

Back To Rx Reject Trouble **Proceed** Back Next

3. Once the issues have been reviewed, the Pharmacist must now manage these issues on the Clinical Issue Summary. Issues may be managed one at a time with different managements.



Clinical Issue Summary

Some of these issues need a management before proceeding

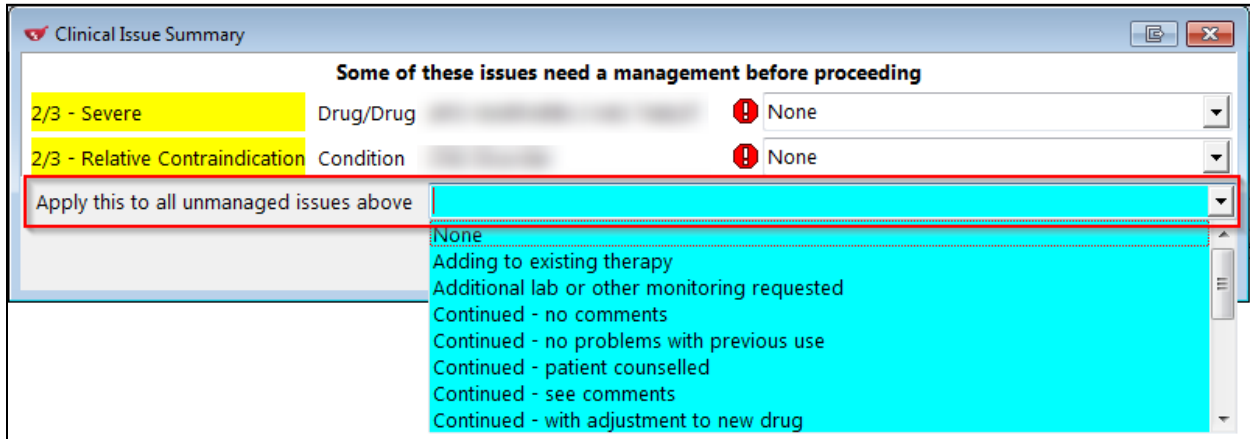
2/3 - Severe	Drug/Drug	! None
2/3 - Relative Contraindication	Condition	! None

Apply this to all unmanaged issues above

OK Cancel

None
Adding to existing therapy
Additional lab or other monitoring requested
Continued - no comments
Continued - no problems with previous use
Continued - patient counselled
Continued - see comments
Continued - with adjustment to new drug

Issues can also be managed all at once with one management that applies to all issues.



Clinical Issue Summary

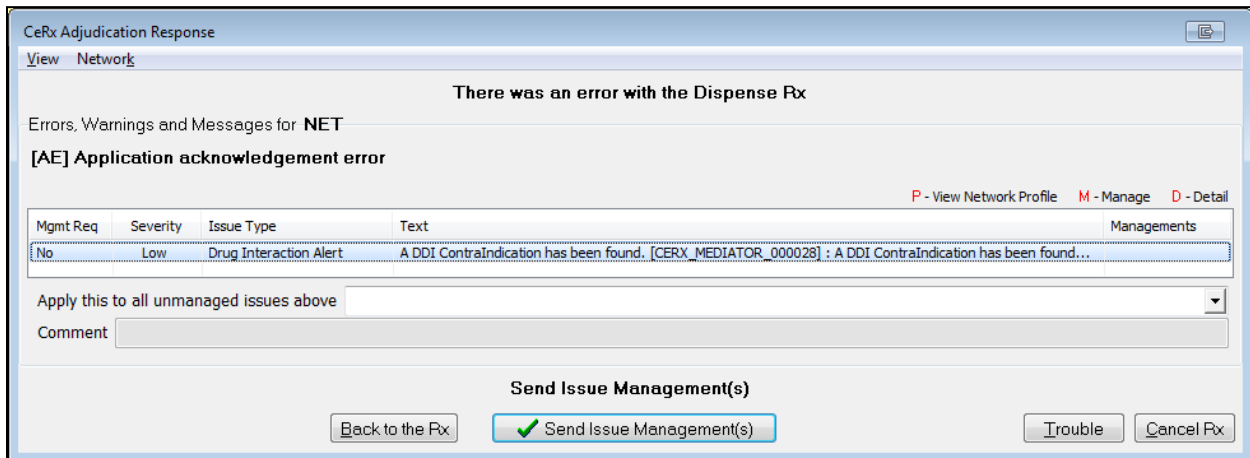
Some of these issues need a management before proceeding

Severity	Drug/Condition	Management
2/3 - Severe	Drug/Drug	None
2/3 - Relative Contraindication	Condition	None

Apply this to all unmanaged issues above

None
 Adding to existing therapy
 Additional lab or other monitoring requested
 Continued - no comments
 Continued - no problems with previous use
 Continued - patient counselled
 Continued - see comments
 Continued - with adjustment to new drug

- There may be issues that have to be managed on the Network that the Local system is unable to detect. For example Rxs/ Allergies added from other locations. They will be return on the CeRx Adjudication Response form.



CeRx Adjudication Response

View Network

There was an error with the Dispense Rx

Errors, Warnings and Messages for **NET**

[AE] Application acknowledgement error

P - View Network Profile M - Manage D - Detail

Mgmt Req	Severity	Issue Type	Text	Managements
No	Low	Drug Interaction Alert	A DDI ContraIndication has been found. [CERX_MEDIATOR_000028] : A DDI ContraIndication has been found...	

Apply this to all unmanaged issues above

Comment

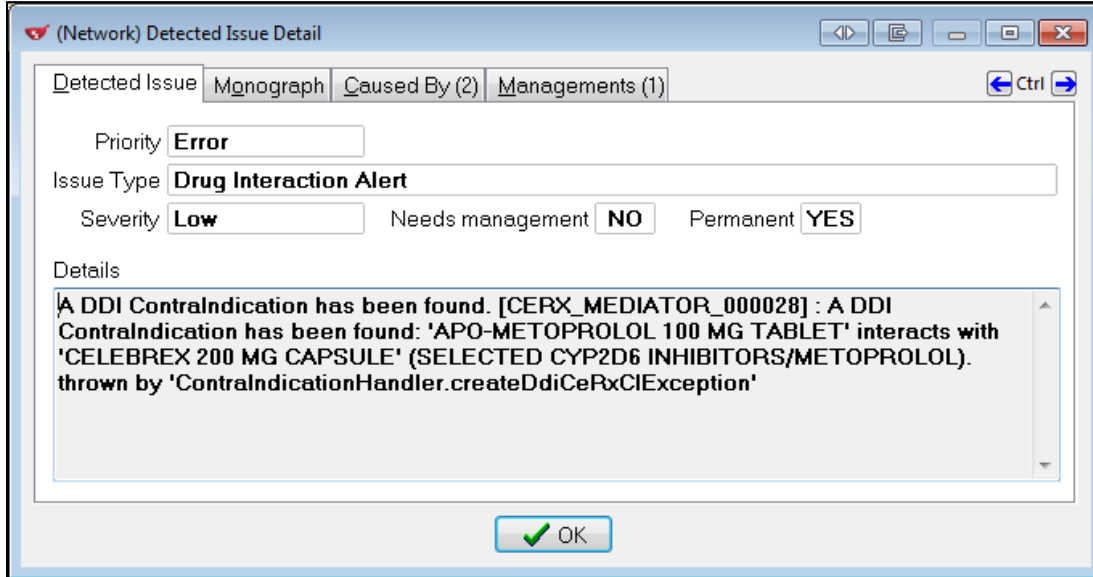
Send Issue Management(s)

Back to the Rx Send Issue Management(s) Trouble Cancel Rx

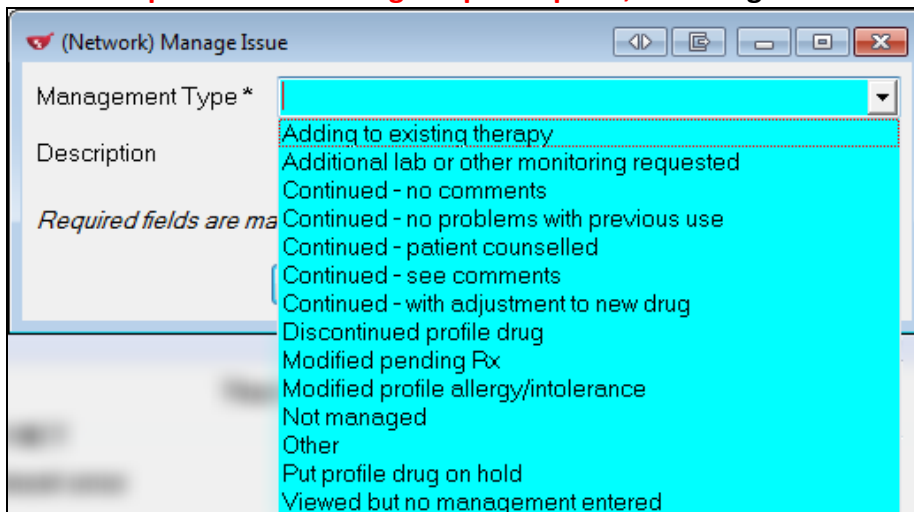
NOTE: If issues require management, under the **Mgmt Req** column they will be indicated with **Yes**.

- The CeRx Adjudication Response window contains three (3) options: P-View Network Profile, M-Manage, D-Detail.
 - P-View Network Profile:** Selecting this option will call up the **(Network) Patient Profile** so that the pharmacist can cross reference the Rx they are filling with the existing medications on the patient's Alberta Netcare Medication Profile. Accessing the patient profile also allows the user to Stop Rxs, make adjustments to Allergies, etc. that could be causing **Detected Issues** or errors on the Rx being filled.

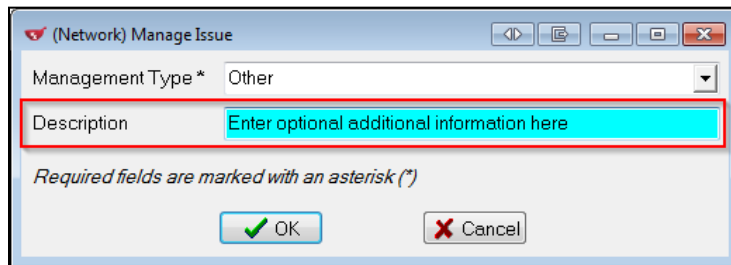
- b) **D-Detail:** Highlight a **Detected Issues /Warning** and press **D** on the keyboard to call up the **(Network) Detected Issue Detail** window which displays complete information regarding the issue. Click on the tabs across of the top of the **(Network) Detected Issue Detail** window to access respective information. Click **OK** or press **Enter** on the keyboard to return to the **CeRx Adjudication Response** window.



- c) **M-Manage:** Allows a user to manage **Detected Issues** on an individual basis. Highlight the **Detected Issues** you wish to manage and press **M** on the keyboard to access a list of reasons for bypassing the **Detected Issues** and continuing to fill the Rx. **All Detected Issues returned by Alberta Netcare MUST be 'managed' in order to proceed with filling the prescription; 'Warnings' do NOT need to be 'managed'.**



- Once a reason for bypassing the **Detected Issues** is selected from the pre-populated list of reasons, the user can enter supplementary information in the **Description** filed.



(Network) Manage Issue

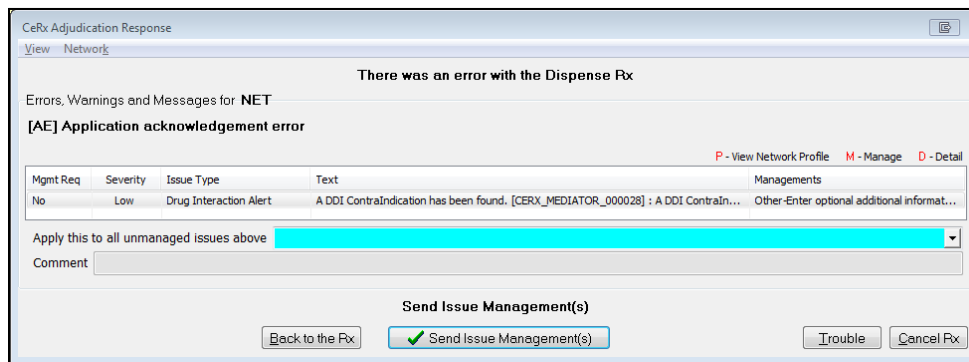
Management Type * Other

Description Enter optional additional information here

Required fields are marked with an asterisk (*)

OK Cancel

- The **CeRx Adjudication Response** window also allows a user to **Multi-Manage** issues that are returned by Alberta Netcare.



CeRx Adjudication Response

View Network

There was an error with the Dispense Rx

Errors, Warnings and Messages for NET

[AE] Application acknowledgement error

P - View Network Profile M - Manage D - Detail

Mgmt Req	Severity	Issue Type	Text	Managements
No	Low	Drug Interaction Alert	A DDI ContraIndication has been found. [CERX_MEDIATOR_000028] : A DDI ContraIn...	Other-Enter optional additional informat...

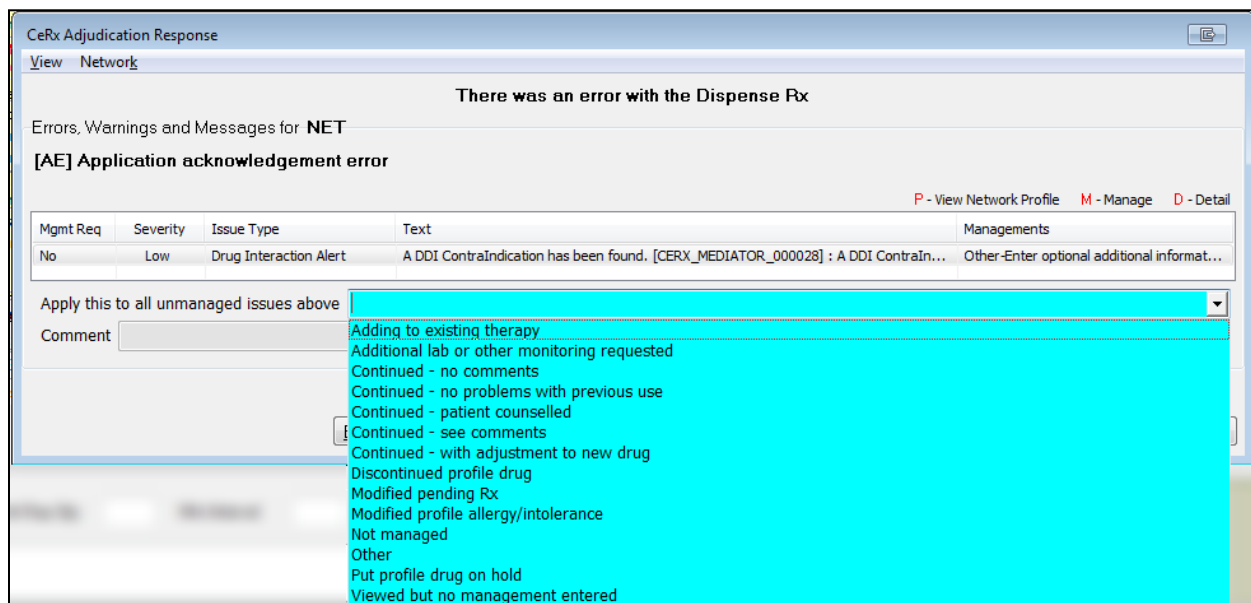
Apply this to all unmanaged issues above

Comment

Send Issue Management(s)

Back to the Rx Send Issue Management(s) Trouble Cancel Rx

- From the **Apply this to all unmanaged issues above** menu, select the appropriate issue management.



CeRx Adjudication Response

View Network

There was an error with the Dispense Rx

Errors, Warnings and Messages for NET

[AE] Application acknowledgement error

P - View Network Profile M - Manage D - Detail

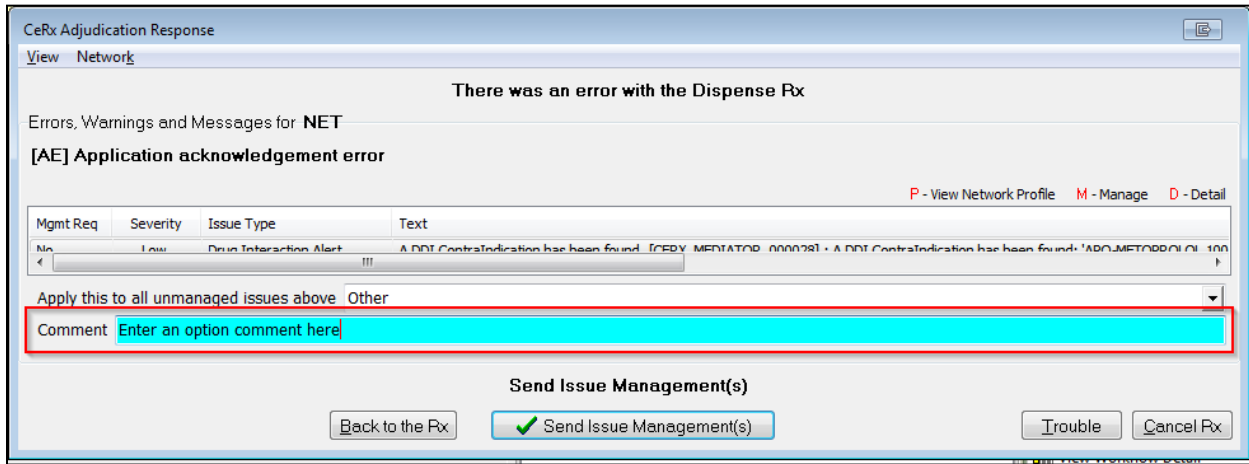
Mgmt Req	Severity	Issue Type	Text	Managements
No	Low	Drug Interaction Alert	A DDI ContraIndication has been found. [CERX_MEDIATOR_000028] : A DDI ContraIn...	Other-Enter optional additional informat...

Apply this to all unmanaged issues above

Comment

- Adding to existing therapy
- Additional lab or other monitoring requested
- Continued - no comments
- Continued - no problems with previous use
- Continued - patient counselled
- Continued - see comments
- Continued - with adjustment to new drug
- Discontinued profile drug
- Modified pending Rx
- Modified profile allergy/intolerance
- Not managed
- Other
- Put profile drug on hold
- Viewed but no management entered

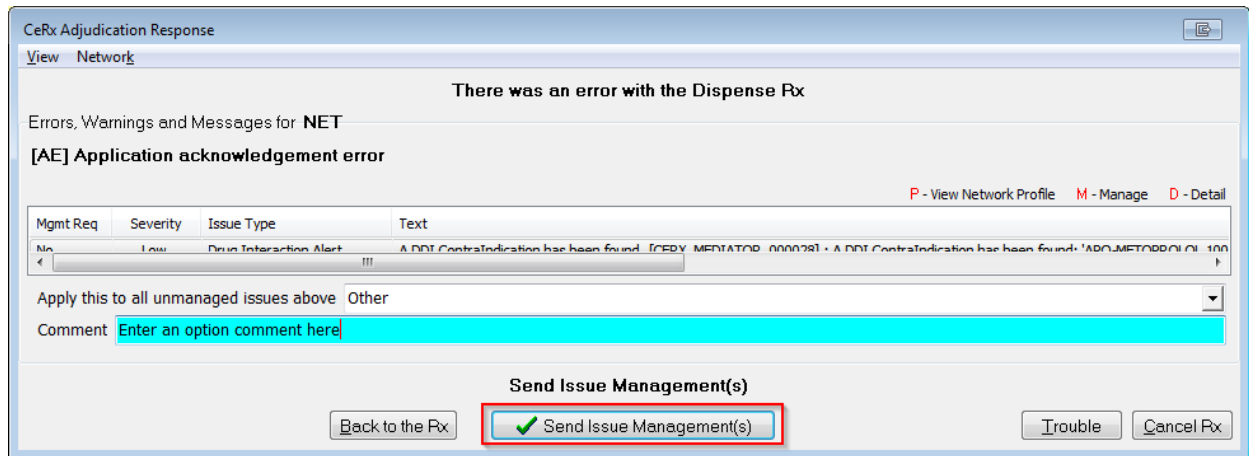
- Once a reason for bypassing the **Detected Issues** is selected from the pre-populated list of reasons, the user can enter supplementary information in the **Comment** field.



The screenshot shows the 'CeRx Adjudication Response' window. At the top, it says 'There was an error with the Dispense Rx'. Below this, it lists 'Errors, Warnings and Messages for NET'. A specific error is shown: '[AE] Application acknowledgement error'. A table below the error message has columns for 'Mgmt Req', 'Severity', 'Issue Type', and 'Text'. The table contains one row with 'Low', 'Drug Interaction Alert', and a long text string. Below the table, there is a dropdown menu for 'Apply this to all unmanaged issues above' set to 'Other'. A red box highlights the 'Comment' field, which contains the text 'Enter an option comment here'. At the bottom, there are buttons for 'Back to the Rx', 'Send Issue Management(s)' (with a green checkmark), 'Trouble', and 'Cancel Rx'.

- Once **ALL Detected Issues** have been managed, continue sending the Rx to Alberta Netcare by clicking **Send Issue Managements** or by pressing **Enter** on the keyboard.

NOTE: From the **CeRx Adjudication Response** window, users can click on **Cancel Rx** to reverse the prescription, or **Back to the Rx** to return to the **F12-Filling** screen.



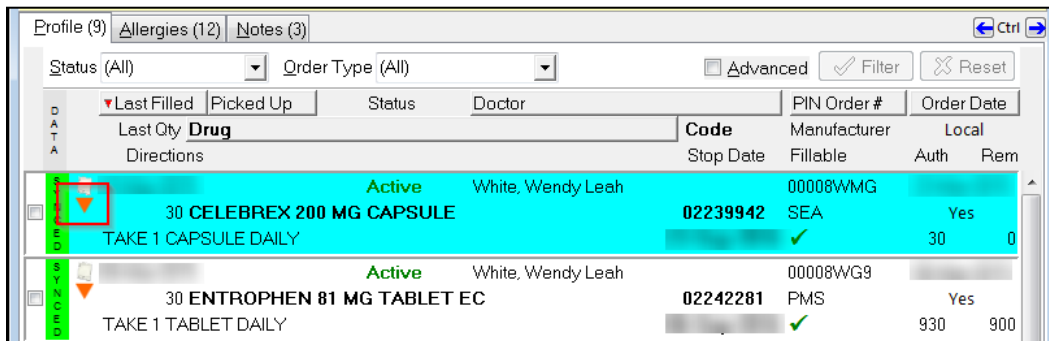
This screenshot is identical to the one above, showing the 'CeRx Adjudication Response' window with the same error message and table. However, in this version, the 'Send Issue Management(s)' button at the bottom is highlighted with a red box, indicating the next step in the process.

- Once the Rx has been successfully logged in Alberta Netcare the Prescription Label will print.

View Issue Managements for a Prescription

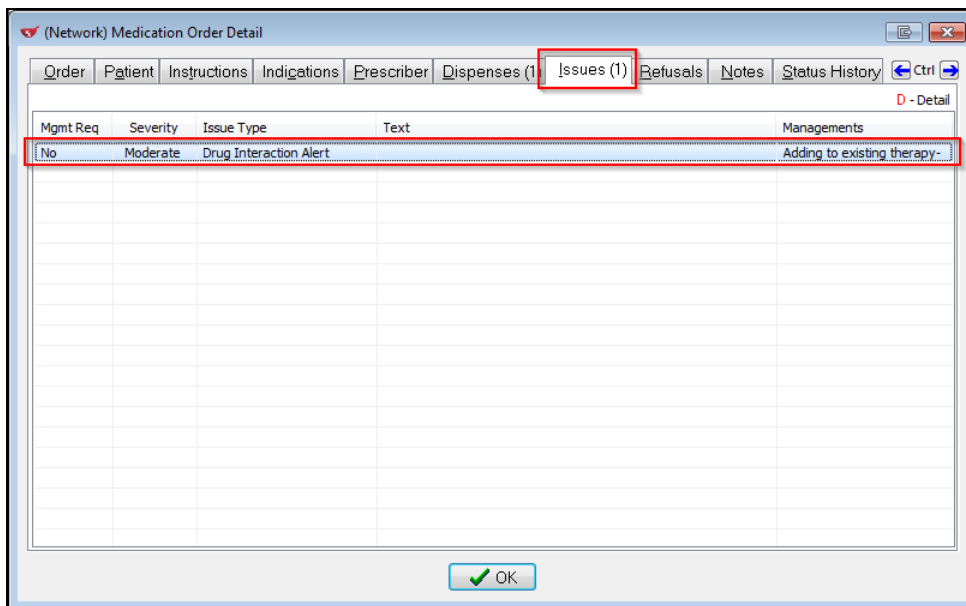
Users can retrieve the management code(s) used to address a **Detected Issues** by calling up the patient's Alberta Netcare Medication Profile as follows:

1. From the **F3-Patient** card, go to **Network > Profile** or use the shortcut keys **Ctrl+F3**.
2. From the Alberta Netcare Medication Profile, users can identify which prescriptions have **recorded Issues** by looking for an orange arrow located on the left-hand side of the Rx entry.



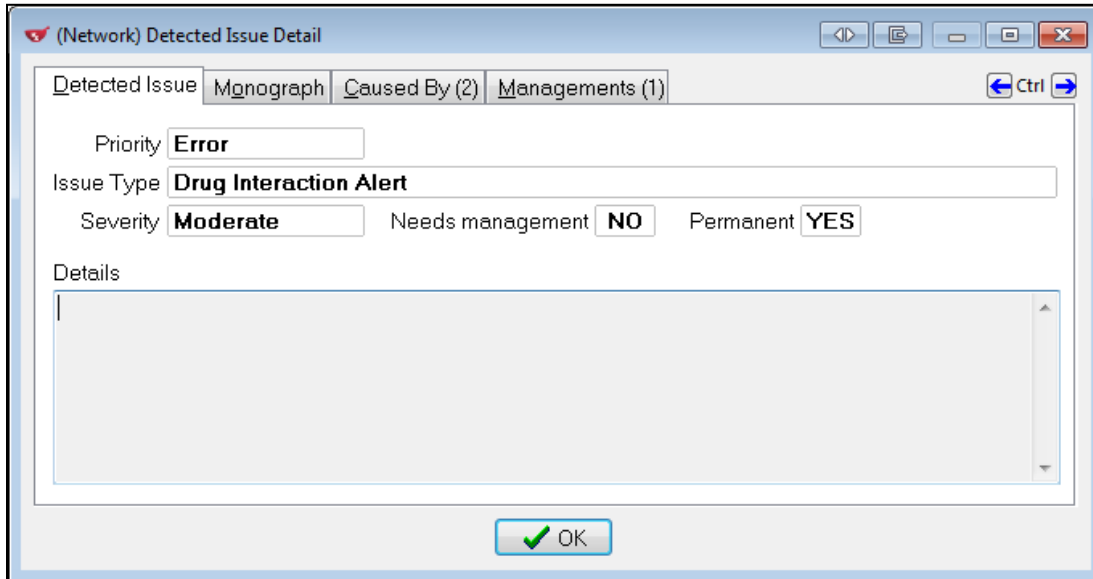
DATA	Last Filled	Picked Up	Status	Doctor	PIN Order #	Order Date
30 CELEBREX 200 MG CAPSULE	Active	White, Wendy Leah	02239942	SEA	Yes	0
TAKE 1 CAPSULE DAILY						
30 ENTROPHEN 81 MG TABLET EC	Active	White, Wendy Leah	02242281	PMS	Yes	900
TAKE 1 TABLET DAILY						

3. Retrieve **Issue Managements** by detailing the Rx entry from the **(Network) Patient Profile** to bring up the **(Network) Medication Order Detail** window and then click on the **Issues** tab.



Mgmt Req	Severity	Issue Type	Text	Managements
No	Moderate	Drug Interaction Alert		Adding to existing therapy-

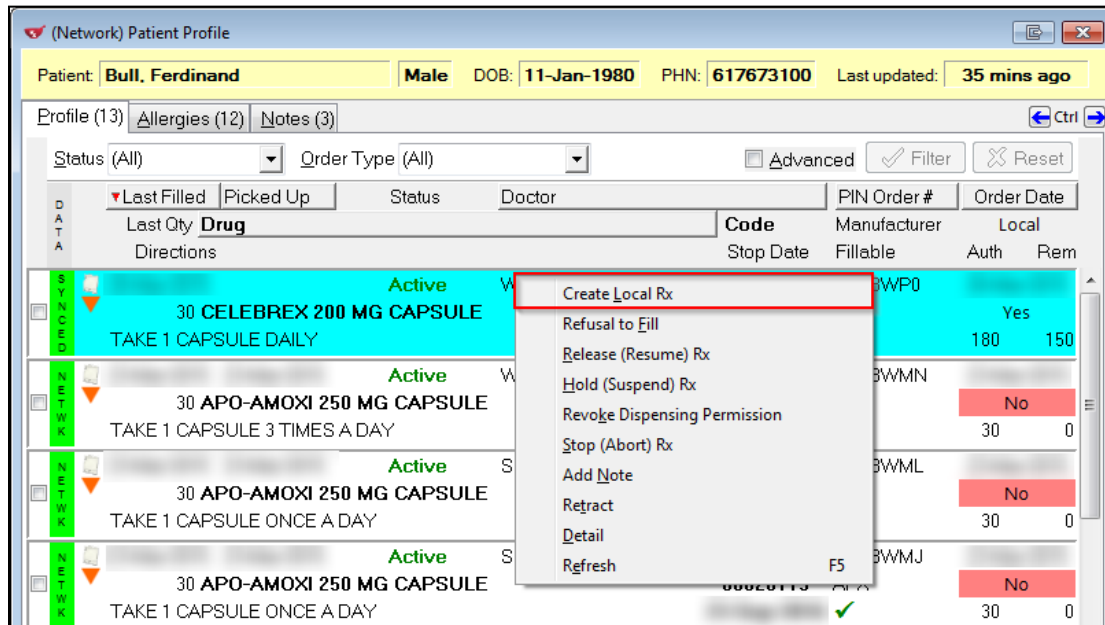
4. Call up the **Details** of the **Issue** by highlighting the entry and clicking **D-Detail**, pressing **D** on the Keyboard, or **double clicking** on the entry. Click on the tabs located across the top of the **(Network) Detected Issue Detail** window to access supplementary information.



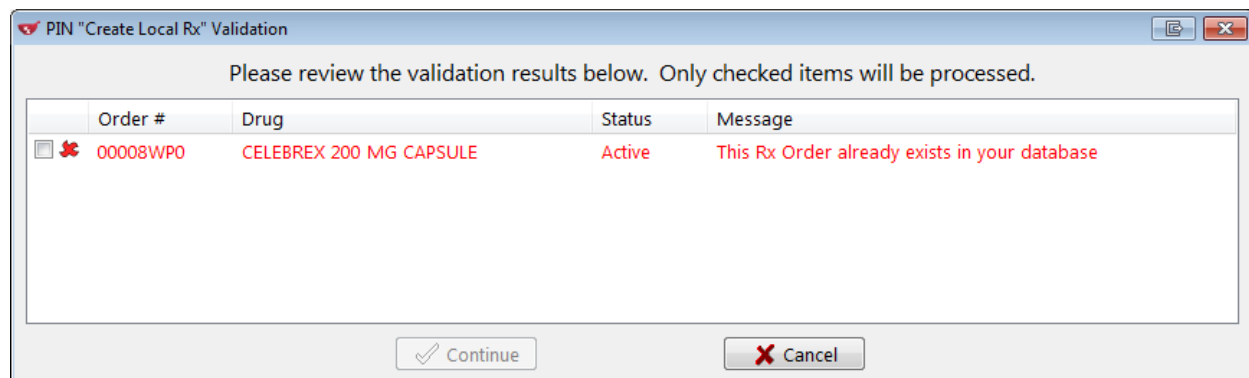
The screenshot shows a window titled "(Network) Detected Issue Detail". At the top, there are four tabs: "Detected Issue", "Monograph", "Caused By (2)", and "Managements (1)". The "Detected Issue" tab is active. Below the tabs, there are several fields: "Priority" is set to "Error", "Issue Type" is "Drug Interaction Alert", "Severity" is "Moderate", "Needs management" is "NO", and "Permanent" is "YES". Below these fields is a large text area labeled "Details". At the bottom of the window is an "OK" button with a green checkmark icon.

Filling an Rx created on the Alberta Netcare GUI

The **Create Local Rx** function allows users to 'pull' prescriptions from a patient's Alberta Netcare medication profile and fill it locally.



Prescription information such as drug, doctor, SIG and dispense data are pulled from Alberta Netcare into the local Kroll F12-Filling screen. The **Create Local Rx** function can only be used for network prescription entries that do not exist in local system. If the user attempts to create a local Rx for an Alberta Netcare prescription that already exists locally, the following message will appear:



Use the 'Create local Rx' function as follows:







1. From the patient's Alberta Netcare Medication Profile, highlight one or check multiple Rxs you want to fill locally.

(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **2m ago**

Profile (17) Allergies (12) Notes (3) Ctrl

Status: (All) Order Type: (All) ☐ Advanced ☒ Filter

DATA	Last Filled	Picked Up	Status	Doctor	PIN Order #	Order Date	Local	
							Auth	Rem
			Active	White, Wendy Leah	00008WP6		Yes	150
				30 APO-METOPROLOL 100 MG TABLET	00618640	APX	180	150
				TAKE 1 TABLET DAILY				
	Unfilled		Active	Adams, Fred	00008WPH		Unassigned	
				30 ELOCOM 0.1 % CREAM	00851744	SCH		
				Once daily X 5 Day(s).				
	Unfilled		Active	Adams, Fred	00008WPD		Unassigned	
				Gabapentin 100 mg Oral Capsule (Hard, Soft, Etc.)	21413			
				1 Capsule(s) Three times daily X 15 Day(s).				
	Unfilled		Active	Adams, Fred	00008WP9		Unassigned	
				30 ALTACE 10 MG CAPSULE	02221853	SAV		
				1 Capsule(s) Once daily X 30 Day(s).				
			Active	White, Wendy Leah	00008WP0		Yes	150
				30 CELEBREX 200 MG CAPSULE	02239942	SEA	180	150
				TAKE 1 CAPSULE DAILY				
			Active	White, Wendy Leah	00008WMN		No	0
				30 APO-AMOXI 250 MG CAPSULE	00628115	APX	30	0
				TAKE 1 CAPSULE 3 TIMES A DAY				

2. Select **Extra Functions > Create Local Rx.**

(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **2m ago**

Profile (17) Allergies (12) Notes (3) Ctrl

Status (All) Order Type (All) Advanced Filter Reset

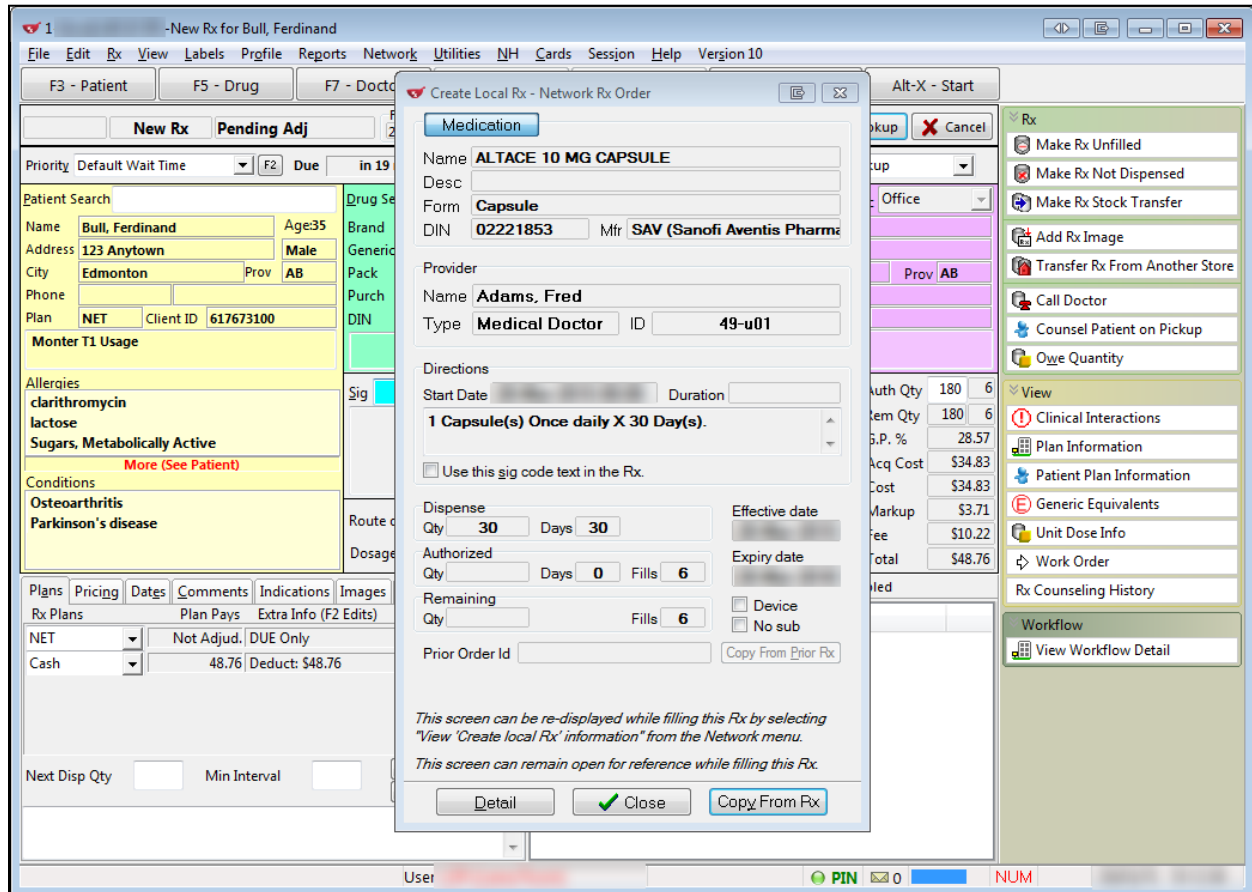
DATA	Last Filled	Picked Up	Status	Doctor	PIN Order #	Order Date
30 APO-METOPROLOL 100 MG TABLET TAKE 1 TABLET DAILY	00618640	APX	Active	White, Wendy Leah	00008WP6	Yes
30 ELOCOM 0.1 % CREAM Once daily X 5 Day(s).	00851744	SCH	Active	Adams, Fred	00008WPH	Unassigned
Gabapentin 100 mg Oral Capsule (Hard, Soft, Etc.) 1 Capsule(s) Three times daily X 15 Day(s).	21413		Active	Adams, Fred	00008WPD	Unassigned
30 ALTACE 10 MG CAPSULE 1 Capsule(s) Once daily X 30 Day(s).			Active		00008WP9	Unassigned
30 CELEBREX 200 MG CAPSULE TAKE 1 CAPSULE DAILY			Active		00008WP0	Yes
30 APO-AMOXI 250 MG CAPSULE TAKE 1 CAPSULE 3 TIMES A DAY			Active		00008WMN	No

Detail Extra Functions

Create Local Rx
Refusal to Fill
Release (Resume) Rx
Hold (Suspend) Rx
Revoke Dispensing Permission
Stop (Abort) Rx
Add Note
Retract
Detail
Refresh F5

Cancel OK

- The **Create Local Rx – Network Rx Order** window will appear displaying the Alberta Netcare prescription information that will be inserted into the F12-Filling Screen. Information on this screen cannot be removed or changed.



Create Local Rx - Network Rx Order

Medication

Name: **ALTACE 10 MG CAPSULE**
 Desc: **Capsule**
 Form: **02221853** Mfr: **SAV (Sanofi Aventis Pharma**
 DIN: **02221853**

Provider
 Name: **Adams, Fred**
 Type: **Medical Doctor** ID: **49-u01**

Directions
 Start Date: **1/1/2018** Duration: **30**
1 Capsule(s) Once daily X 30 Day(s).
☐ Use this sig code text in the Rx.

Dispense
 Qty: **30** Days: **30** Effective date: **1/1/2018**
 Authorized
 Qty: **30** Days: **0** Fills: **6** Expiry date: **1/1/2018**
 Remaining
 Qty: **30** Fills: **6**
 Prior Order Id: **49-u01**

This screen can be re-displayed while filling this Rx by selecting "View 'Create local Rx' information" from the Network menu.
This screen can remain open for reference while filling this Rx.

Alt-X - Start

Rx

-
-
-
-
-
-
-
-

View

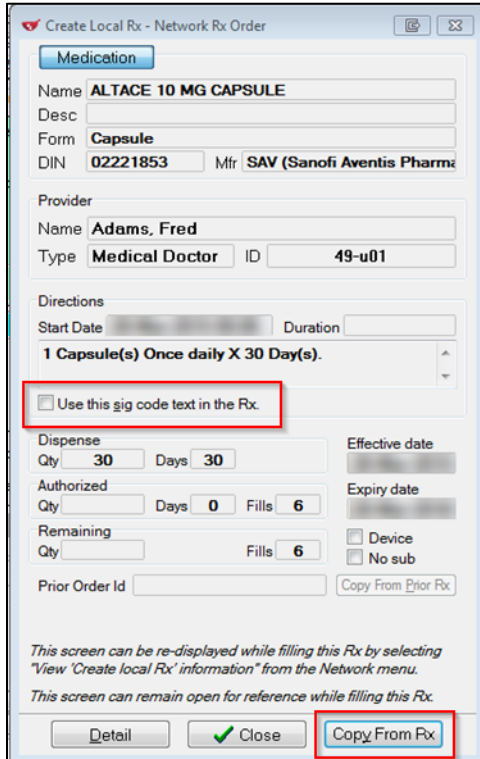
-
-
-
-
-
-
-

Workflow

-

NOTE: If the system cannot immediately match information, searches prompting for the information will appear before this window appears.

- The initial opening of the 'Create Local Rx – Network Order' the user has options to 'Use this sig code text in the Rx' and 'Copy From Rx' which are no longer options on subsequent viewings.



Create Local Rx - Network Rx Order

Medication

Name: **ALTACE 10 MG CAPSULE**

Desc:

Form: **Capsule**

DIN: **02221853** Mfr: **SAV (Sanofi Aventis Pharma)**

Provider

Name: **Adams, Fred**

Type: **Medical Doctor** ID: **49-u01**

Directions

Start Date: Duration:

1 Capsule(s) Once daily X 30 Day(s).

☐ Use this sig code text in the Rx.

Dispense

Qty: **30** Days: **30**

Authorized

Qty: Days: **0** Fills: **6**

Remaining

Qty: Fills: **6**

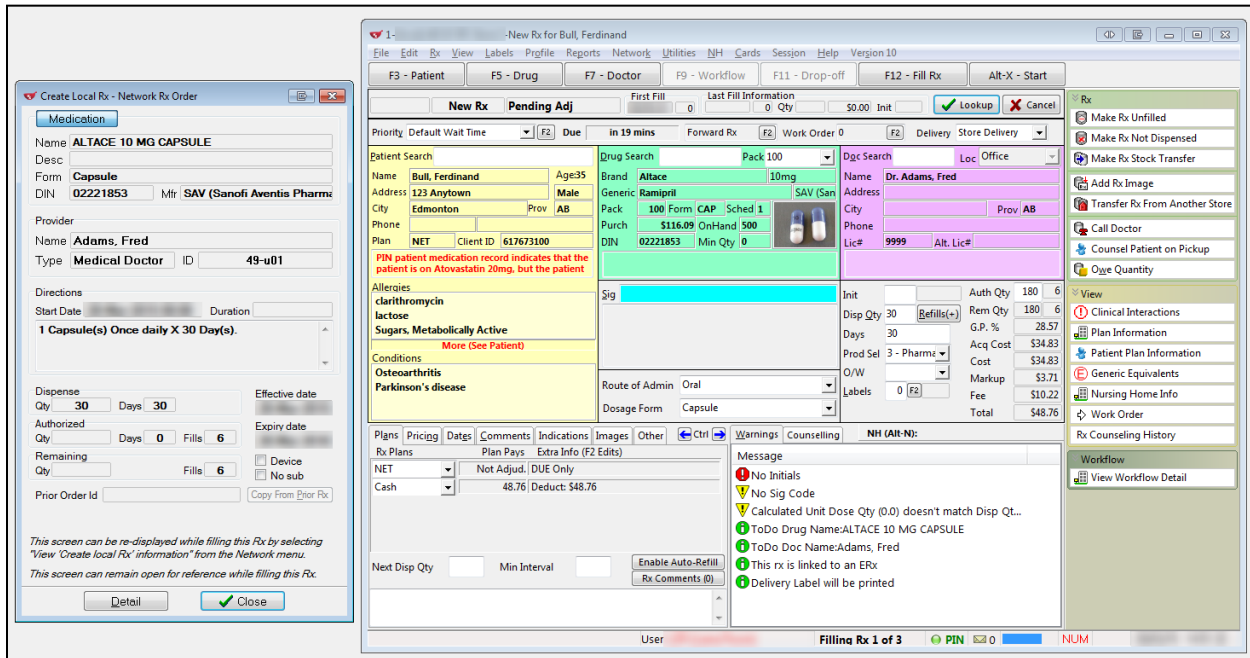
Prior Order Id: Copy From Prior Rx

This screen can be re-displayed while filling this Rx by selecting "View 'Create local Rx' information" from the Network menu.

This screen can remain open for reference while filling this Rx.

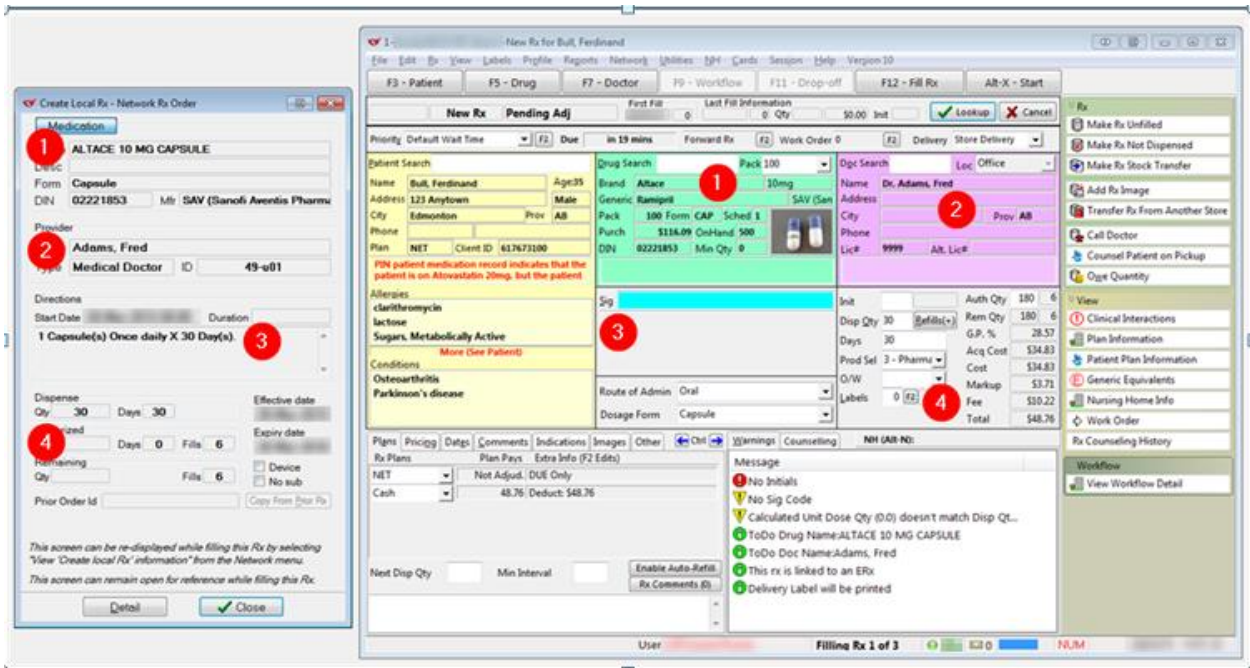
Detail **Close** **Copy From Rx**

- The **Create Local Rx – Network Rx Order** window can be dragged and dropped to any location on the screen so that it can remain open for reference while filling the Rx.



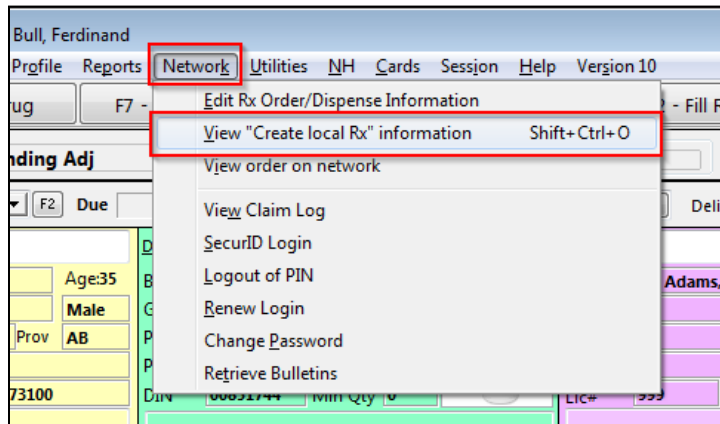
The screenshot displays the 'Create Local Rx - Network Rx Order' window on the left, which is a sub-window of the main application. The main application window shows patient information for 'Bull, Ferdinand', drug search results for 'Altace 10mg', and a list of conditions including 'clarithromycin', 'lactose', 'Sugars, Metabolically Active', 'Osteoarthritis', and 'Parkinson's disease'. The 'Create Local Rx' window contains fields for medication name, form, DIN, provider, type, directions, dispense quantity, and authorized quantity. It also includes a 'Detail' button and a 'Close' button.

- Compare the Information from the Network with that of the local system.



This screenshot is similar to the previous one, but with red circles highlighting specific fields in the 'Create Local Rx - Network Rx Order' window. The circles are numbered 1 through 4, indicating the fields to be compared between the network and local systems. The main application window remains the same, showing patient information and drug search results.

7. Continue to fill the Rx by clicking **F12-Fill Rx** or pressing **F12** on the keyboard.

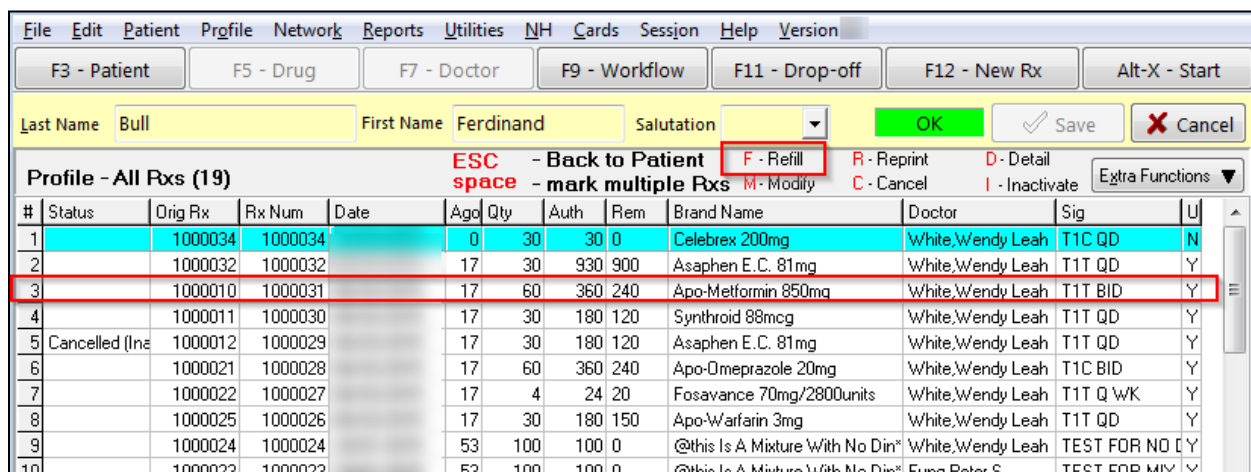


NOTE: The user may recall the **Create Local Rx – Network Rx Order** window to view details of the Alberta Netcare prescription at any time via **Network -> View 'Create Local Rx' Information** or by the hot keys **Shift+Ctrl+O**

Refilling an Rx

Refill prescriptions are sent from Kroll in the same manner as prior to Netcare real time integration.

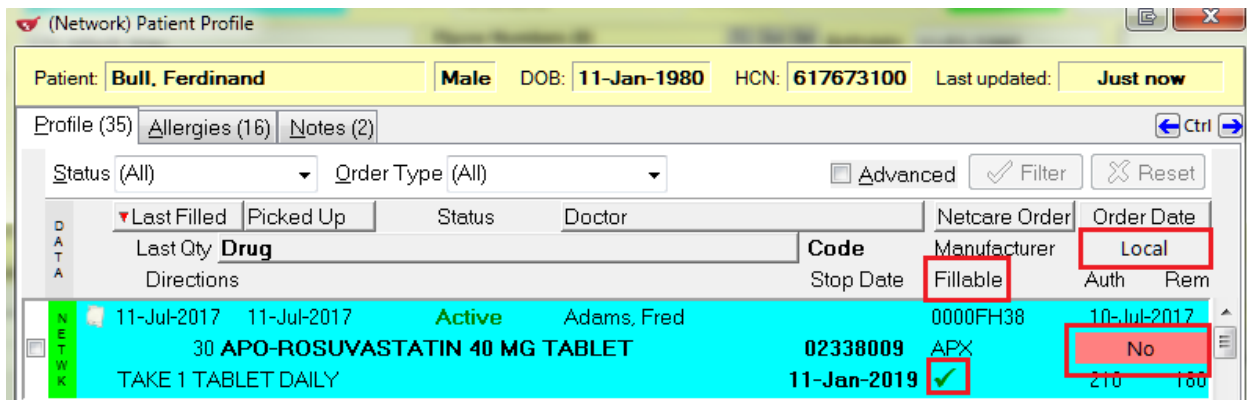
Where a local Rx order is already present, the user would access the local Kroll patient profile (SHIFT+F3), highlight the prescription they would like to refill and click or press **F-Refill** to refill the Rx.



Transfer Rx from Other Store

If an order has never been filled at this pharmacy and active prescription with repeats resides at another pharmacy, the user will need to transfer-in the prescription and pull the Rx Order from the Alberta **Netcare Medication Profile** into their local system as follows:

1. Once the prescription has been transferred into the pharmacy via phone/fax/verbal, access the Patient's Alberta Netcare Medication Profile from **Network > Profile**. (or press **ALT+K**, then **P** on the keyboard) Highlight the Network Rx entry that has to be transferred into the pharmacy.



(Network) Patient Profile

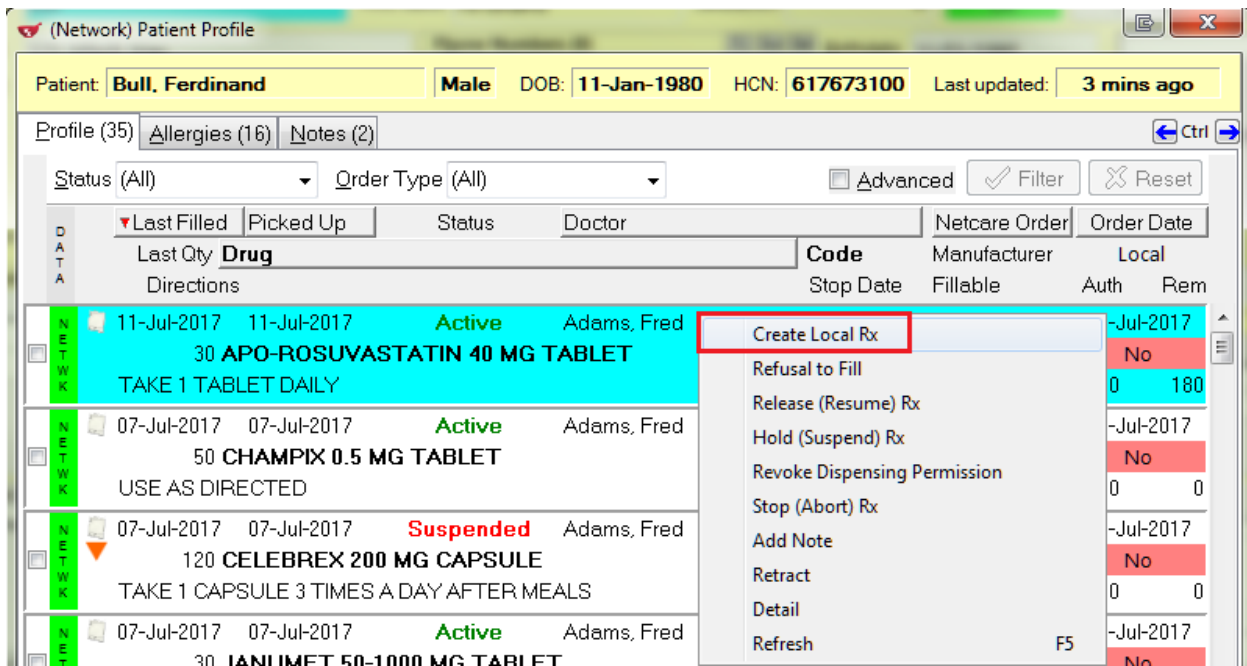
Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** HCN: **617673100** Last updated: **Just now**

Profile (35) Allergies (16) Notes (2)

Status (All) Order Type (All) Advanced Filter Reset

DATA	Last Filled	Picked Up	Status	Doctor	Netcare Order	Order Date
	Last Qty	Drug	Code	Manufacturer	Local	
	Directions	Stop Date	Fillable	Auth	Rem	
NETWORK	11-Jul-2017	11-Jul-2017	Active	Adams, Fred	0000FH38	10-Jul-2017
	30	APO-ROSUVASTATIN 40 MG TABLET	02338009	APX	No	
	TAKE 1 TABLET DAILY		11-Jan-2019	✓	210	160

2. Access **Extra Functions** by right clicking on the highlighted Network Rx and select the option to **Create Local Rx**.



(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** HCN: **617673100** Last updated: **3 mins ago**

Profile (35) Allergies (16) Notes (2)

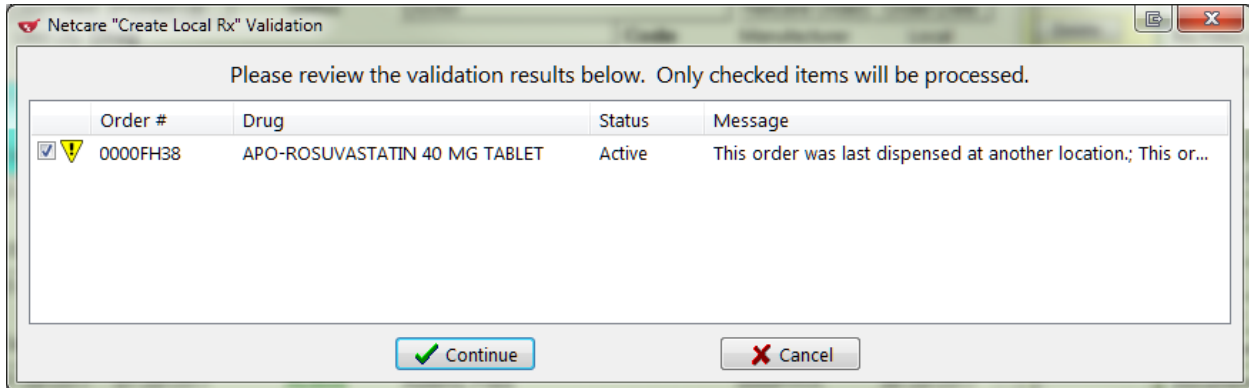
Status (All) Order Type (All) Advanced Filter Reset

DATA	Last Filled	Picked Up	Status	Doctor	Netcare Order	Order Date
	Last Qty	Drug	Code	Manufacturer	Local	
	Directions	Stop Date	Fillable	Auth	Rem	
NETWORK	11-Jul-2017	11-Jul-2017	Active	Adams, Fred		-Jul-2017
	30	APO-ROSUVASTATIN 40 MG TABLET			No	
	TAKE 1 TABLET DAILY				0	180
NETWORK	07-Jul-2017	07-Jul-2017	Active	Adams, Fred		-Jul-2017
	50	CHAMPIX 0.5 MG TABLET			No	
	USE AS DIRECTED				0	0
NETWORK	07-Jul-2017	07-Jul-2017	Suspended	Adams, Fred		-Jul-2017
	120	CELEBREX 200 MG CAPSULE			No	
	TAKE 1 CAPSULE 3 TIMES A DAY AFTER MEALS				0	0
NETWORK	07-Jul-2017	07-Jul-2017	Active	Adams, Fred		-Jul-2017
	30	LANIMET 50-1000 MG TABLET			No	

Context Menu:

- Create Local Rx
- Refusal to Fill
- Release (Resume) Rx
- Hold (Suspend) Rx
- Revoke Dispensing Permission
- Stop (Abort) Rx
- Add Note
- Retract
- Detail
- Refresh

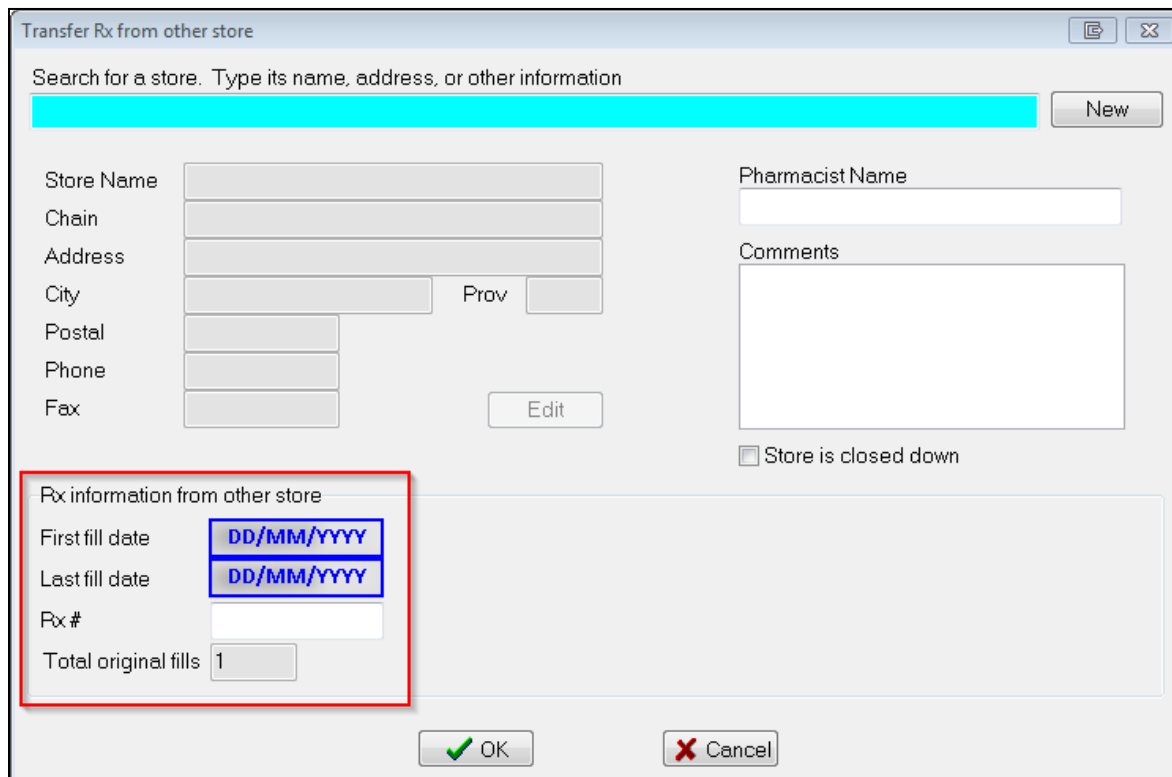
- Users will be prompted with a caution message **'This order was last dispensed at another location'** Hit **Enter** or click on the **'Continue'** button.



Please review the validation results below. Only checked items will be processed.

Order #	Drug	Status	Message
<input checked="" type="checkbox"/> 0000FH38	APO-ROSUVASTATIN 40 MG TABLET	Active	This order was last dispensed at another location.; This or...

- Users will be prompted for the Store that they are receiving the **transfer from**. **First Fill Date, Last Fill Date, & Total Original Fills** will be pre-populated from the Network.



Search for a store. Type its name, address, or other information

Store Name

Chain

Address

City Prov

Postal

Phone

Fax

Pharmacist Name

Comments

☐ Store is closed down

Rx information from other store

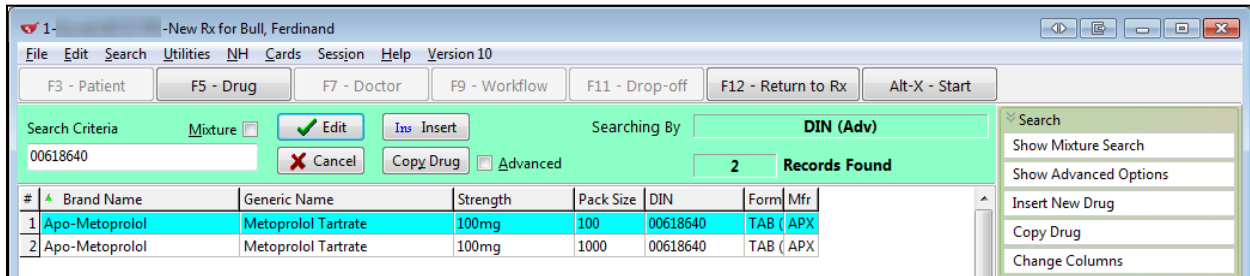
First fill date

Last fill date

Rx #

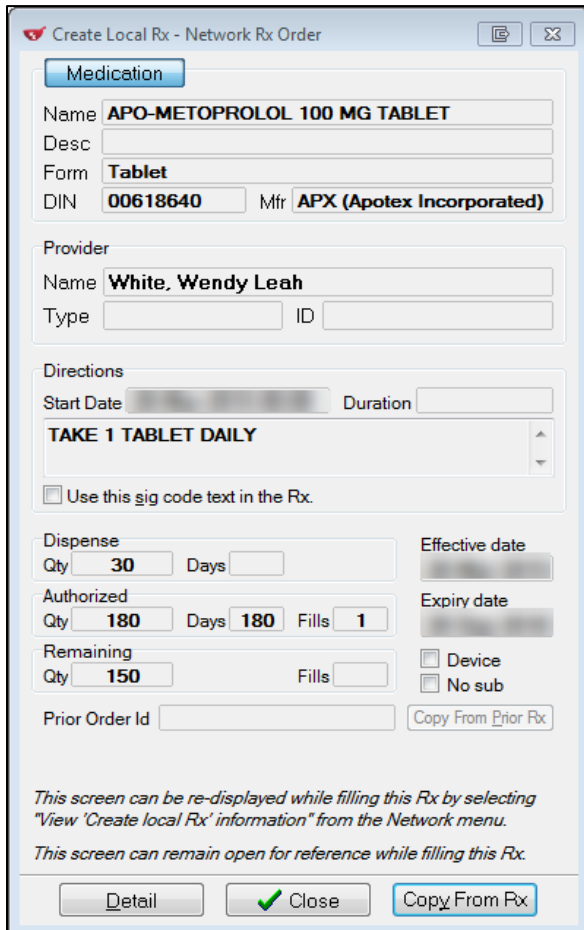
Total original fills

5. Select the applicable drug and doctor information from the local database. If the local database does not have the drug or doctor you are looking for, it will need to be added.



#	Brand Name	Generic Name	Strength	Pack Size	DIN	Form	Mfr
1	Apo-Metoprolol	Metoprolol Tartrate	100mg	100	00618640	TAB (APX	
2	Apo-Metoprolol	Metoprolol Tartrate	100mg	1000	00618640	TAB (APX	

6. The **Create Local Rx – Network Rx Order** window will appear displaying the Alberta Netcare prescription information that will be pulled into the local **F12-Filling Screen**. Information on this screen cannot be removed or changed. (Please see the [Extra Functions from the Alberta Netcare Medication Profile – Create Local Rx](#) section.)



Medication

Name: **APO-METOPROLOL 100 MG TABLET**

Desc:

Form: **Tablet**

DIN: **00618640** Mfr: **APX (Apotex Incorporated)**

Provider

Name: **White, Wendy Leah**

Type: ID:

Directions

Start Date: Duration:

TAKE 1 TABLET DAILY

☐ Use this sig code text in the Rx.

Dispense

Qty: **30** Days: Effective date:

Authorized

Qty: **180** Days: **180** Fills: **1** Expiry date:

Remaining

Qty: **150** Fills: ☐ Device ☐ No sub

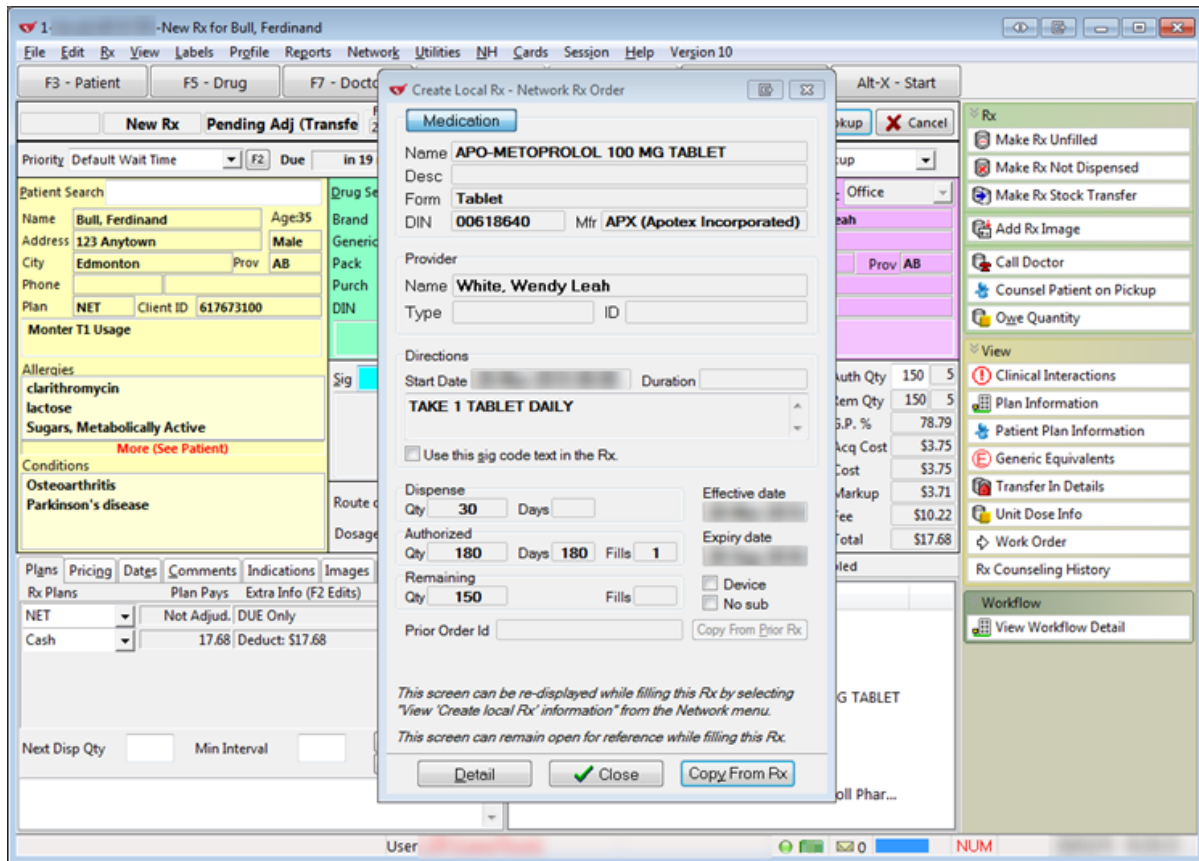
Prior Order Id: Copy From Prior Rx

This screen can be re-displayed while filling this Rx by selecting "View 'Create local Rx' information" from the Network menu.

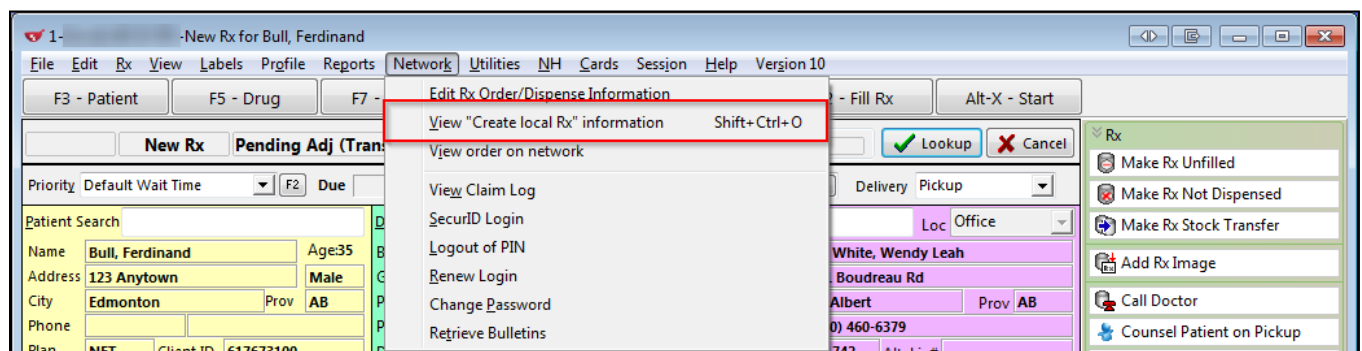
This screen can remain open for reference while filling this Rx.

Detail Close Copy From Rx

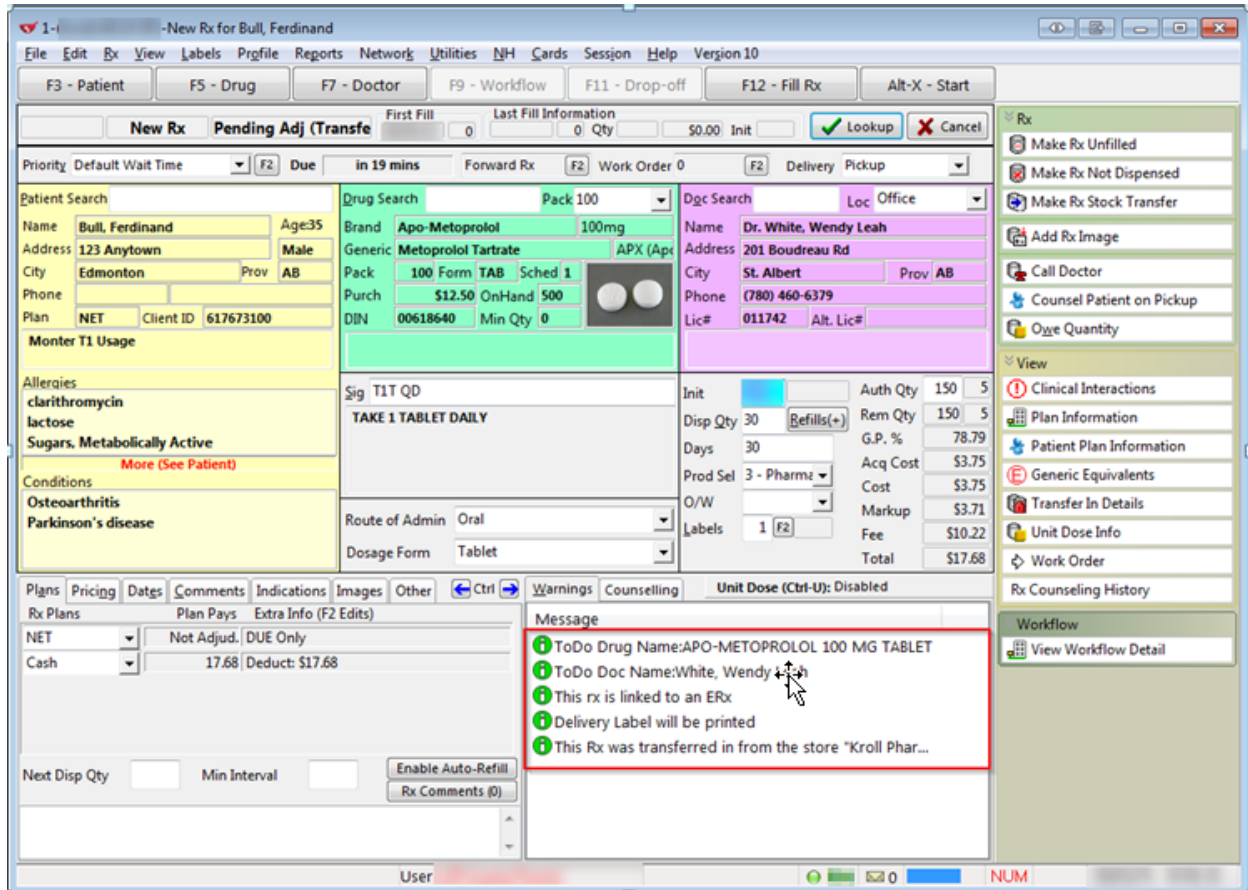
- Make any necessary changes to the prescription before clicking **F12-Fill Rx** or pressing **F12** on the keyboard.



NOTE: If the user would like to recall the **Create Local Rx – Network Rx Order** window to view details of the Alberta Netcare prescription, go to **Network > View 'Create Local Rx' Information** from the F12-Filling Screen or use the shortcut Keys **Shift+Ctrl+O**.



- Informational messages from the 'Create Local Rx' will be displayed in the **Warnings** Tab in the lower right hand corner of the screen. When the Rx has been completed and is ready to fill click **F12-Fill Rx** or press **F12** on the keyboard to fill the prescription.



The screenshot displays the 'New Rx' form for Bull, Ferdinand. The form is divided into several sections: Patient Search, Drug Search, Dgc Search, and a central area for drug details and dosing. The 'Warnings' tab is active, showing a message about the drug name and delivery label.

Patient Search:

- Name: Bull, Ferdinand
- Age: 35
- Address: 123 Anytown
- City: Edmonton
- Prov: AB
- Plan: NET
- Client ID: 617673100

Drug Search:

- Brand: Apo-Metoprolol
- Generic: Metoprolol Tartrate
- Pack: 100 Form TAB Sched 1
- Purch: \$12.50 OnHand 500
- DIN: 00618640
- Min Qty: 0

Dgc Search:

- Name: Dr. White, Wendy Leah
- Address: 201 Boudreau Rd
- City: St. Albert
- Prov: AB
- Phone: (780) 460-6379
- Lic#: 011742
- Alt. Lic#:

Drug Details:

- Brand: Apo-Metoprolol
- Generic: Metoprolol Tartrate
- Pack: 100 Form TAB Sched 1
- Purch: \$12.50 OnHand 500
- DIN: 00618640
- Min Qty: 0

Dosing:

- Sig: T1T QD
- TAKE 1 TABLET DAILY
- Route of Admin: Oral
- Dosage Form: Tablet

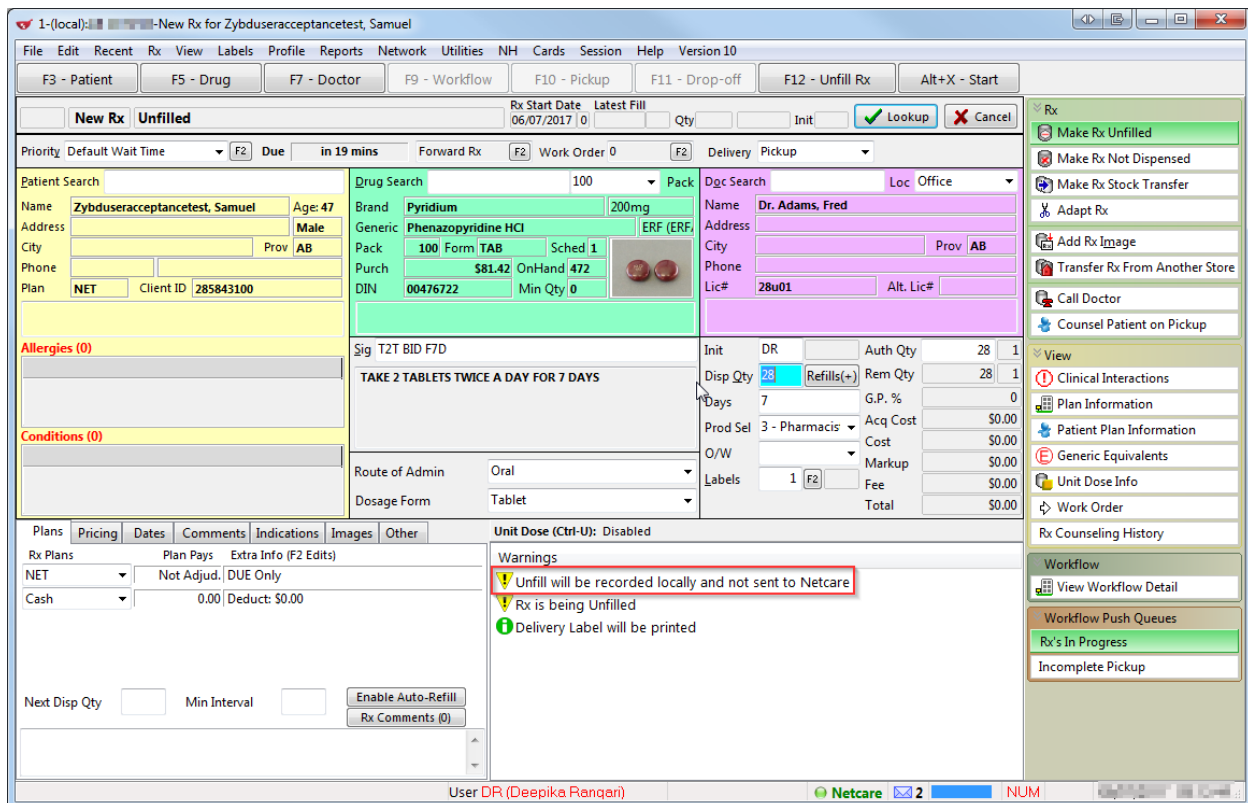
Warnings Tab:

- ToDo Drug Name:APO-METOPROLOL 100 MG TABLET
- ToDo Doc Name:White, Wendy
- This rx is linked to an ERx
- Delivery Label will be printed
- This Rx was transferred in from the store "Kroll Phar..."

Unfill Rx

When a patient requests the pharmacy to keep a record of the written prescription, but not fill the prescription until a later time, they are **Unfilling** the Rx or 'deferring' it. Only the originating prescriber can send the Rx to Alberta Netcare. For example, Unfilled Rx's written by a physician and entered by a pharmacy are not sent to Netcare. There is one exception - Unfilled Rx's written by the pharmacist and recorded in the Kroll system by the writing pharmacist are sent to Netcare. (See section [Pharmacist Prescribe – Unfills](#))

Fill out the **patient, drug, doctor, SIG** and **dispense** information on the **F12-Filling** screen and mark the Rx to be **Unfilled** from the Rx dropdown menu. Click or press **F12** to Unfill the Rx.



The screenshot shows the 'F12 - Unfill Rx' screen in the Kroll software. The patient is 'Zybduseracceptancetest, Samuel' (Age 47, Male, Prov AB). The drug is 'Pyridium 200mg' (Generic: Phenazopyridine HCl, Pack: 100 Form TAB, Sched 1). The doctor is 'Dr. Adams, Fred' (Lic# 28u01, Alt. Lic#). The Rx is marked as 'Unfilled'. A warning message states: 'Unfill will be recorded locally and not sent to Netcare'. The interface includes various tabs like Patient, Drug, Doctor, and Workflow.

The Unfilled prescription will not be logged on Alberta Netcare upon clicking **F12-Unfill Rx** because the user entering the Rx is not the prescriber of the Rx. It will reside locally in Kroll until it is filled and dispensed to the patient at a later time.

If the user accesses the **(Network) Patient Profile** from **Network > Profile**, they will see the **Unfilled Rx** entry has a **Yellow (Local)** data bar.

(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **Just now**

Profile (12) Allergies (12) Notes (3)

Status (All) Order Type (All) Advanced Filter Reset

DATA	Last Filled	Picked Up	Status	Doctor	PIN Order #	Order Date
SYNOPSIS	Last Qty Drug	Directions	Code	Stop Date	Manufacturer	Local
				Fillable	Auth	Rem
			Active	White, Wendy Leah	00008VWMG	
	30 CELEBREX 200 MG CAPSULE	02239942	SEA	Yes	30	0
	TAKE 1 CAPSULE DAILY		✓			
LOCAL	Unfilled	Active	White, Wendy Leah	00628115	APX	Yes
	30 Apo-Amoxi 250mg	00628115	APX	Yes	30	30
	TAKE 1 CAPSULE 3 TIMES A DAY		✓			
SYNOPSIS	60 APO-OMEPRAZOLE 20 MG CAP DR	02245058	APX	Yes	360	240
	TAKE 1 CAPSULE TWICE A DAY		✓			

On the first fill of an Unfilled Rx, an Inferred Rx is created. Inferred means the Rx Order and Dispense are created at the same time.

(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **Just now**

Profile (12) Allergies (12) Notes (3)

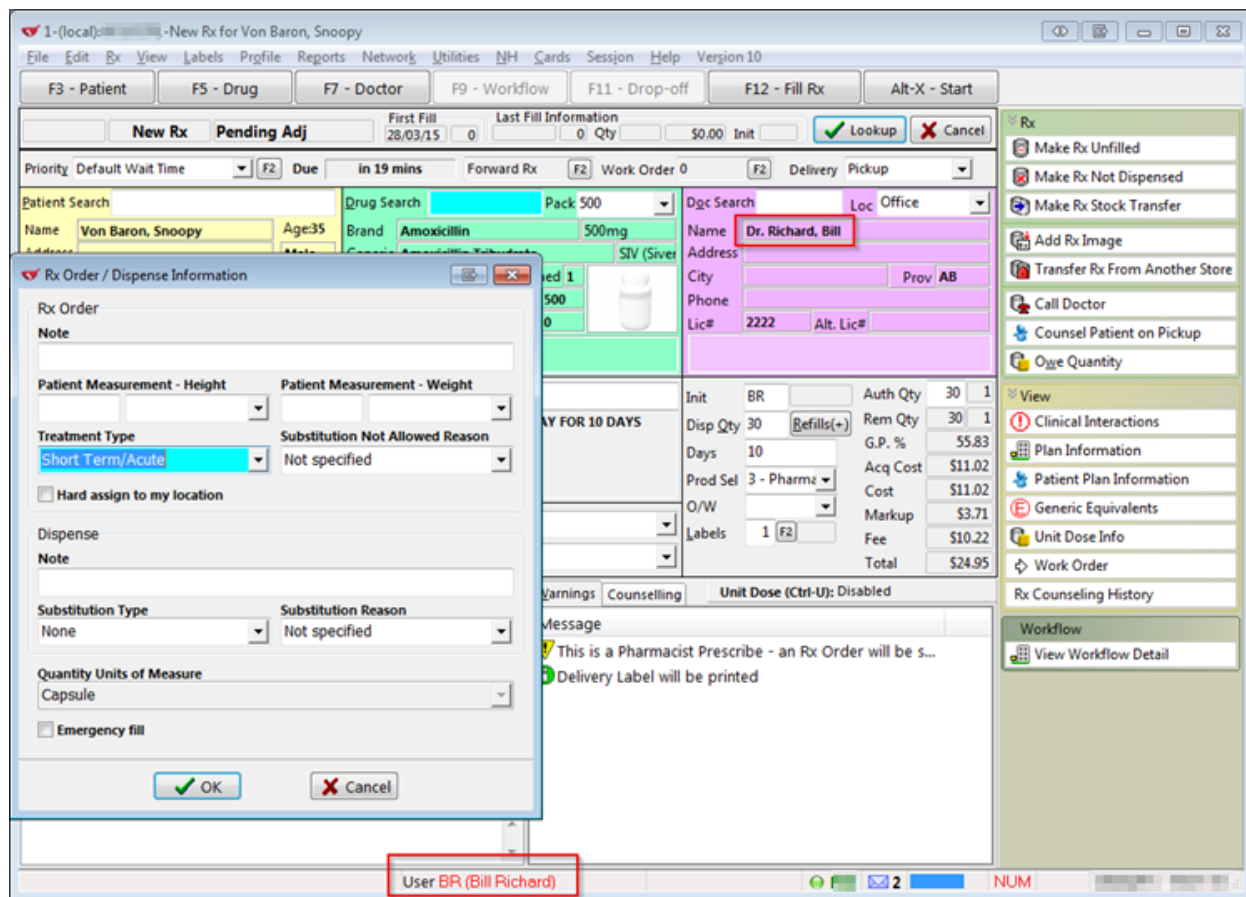
Status (All) Order Type (All) Advanced Filter Reset

DATA	Last Filled	Picked Up	Status	Doctor	PIN Order #	Order Date
SYNOPSIS	Last Qty Drug	Directions	Code	Stop Date	Manufacturer	Local
				Fillable	Auth	Rem
	DD/MMM/YYYY	Active	White, Wendy Leah	00008VWMN		
	30 APO-AMOXI 250 MG CAPSULE	00628115	APX	Yes	30	0
	TAKE 1 CAPSULE 3 TIMES A DAY		✓			

Pharmacist Prescribe

A Pharmacist who is licensed to prescribe prescriptions can create and dispense through the Kroll System. A paper prescription is generated at the end of this process.

Input all the information for the prescription ensuring that the prescriber is the prescribing pharmacist and the User initials are the same as the prescriber. Once everything has been inputted, the user will hit **Enter**. The **Rx Order/ Dispensing Information** will open. Make any adjustments/notes as required. Click **OK**.



The screenshot shows the 'New Rx' window for patient 'Von Baron, Snoopy'. The drug is 'Amoxicillin 500mg'. The prescriber is 'Dr. Richard, Bill'. The 'Rx Order / Dispense Information' dialog box is open, showing fields for 'Rx Order', 'Patient Measurement', 'Treatment Type' (Short Term/Acute), 'Dispense', 'Substitution Type', and 'Quantity Units of Measure' (Capsule). The 'User BR (Bill Richard)' is selected at the bottom.

Field	Value
Patient Name	Von Baron, Snoopy
Patient Age	35
Drug Name	Amoxicillin
Drug Strength	500mg
Pack Size	500
Prescriber Name	Dr. Richard, Bill
Prescriber License	2222
Treatment Type	Short Term/Acute
Dispense Note	
Substitution Type	None
Quantity Units of Measure	Capsule
User	User BR (Bill Richard)

Rx Order / Dispense Information [Icon] [Close]

Rx Order

Note

[Redacted Note]

Patient Measurement - Height [Field] [v] **Patient Measurement - Weight** [Field] [v]

Treatment Type [Short Term/Acute] [v] **Substitution Not Allowed Reason** [Not specified] [v]

☐ Hard assign to my location

Dispense

Note

[Empty Note Field]

Substitution Type [None] [v] **Substitution Reason** [Not specified] [v]

Quantity Units of Measure [Tablet] [v]

☐ Emergency fill

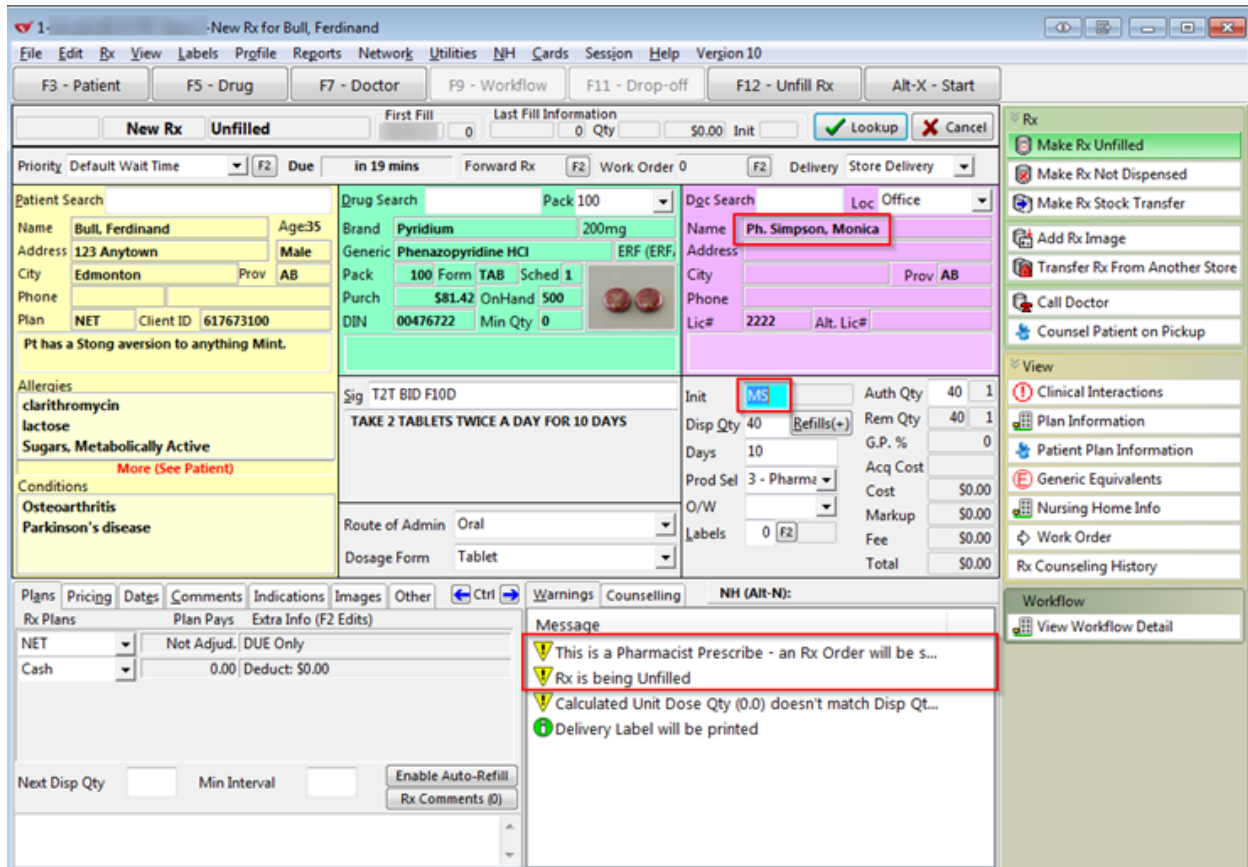
[OK] [Cancel]

If everything is successful, a prescription label will print along with the **Paper Prescription**. The hardcopy should be attached to this and filed.

<u>Prescription Order</u>	
Richard, Bill 2002, 10025 Jasper Avenue Edmonton Alberta T5J1S6	
Von baron, Snoopy (19-Dec-1969) - Male AB PHN: 548793100	
<hr/>	
PIN Order #: 00008WPQ	Status: Active
Date Prescribed: [REDACTED]	
AMOXICILLIN 500 MG CAPSULE	DIN: 02401509
(Capsule)	
T1D 3 TIMES A DAY FOR 10 DAYS UNTIL FINISHED	
Start date: [REDACTED]	Last fill expiry date: [REDACTED]
Route: Oral	
Dispense quantity: 30	
Totalprescribedquantity: 30 (1 fill)	Total days supply: 10
Signature: _____	
*** Please take this prescription to your pharmacist. ***	
Printed: [REDACTED]	

Pharmacist Prescribe - Unfills

Unfilled Pharmacist Prescribe Rxs are recorded on the network.



New Rx for Bull, Ferdinand

File Edit Rx View Labels Profile Reports Network Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - Unfill Rx Alt-X - Start

New Rx Unfilled First Fill 0 Last Fill Information 0 Qty \$0.00 Init ☒ Lookup ☐ Cancel

Priority Default Wait Time F2 Due in 19 mins Forward Rx F2 Work Order 0 F2 Delivery Store Delivery

Patient Search
 Name Bull, Ferdinand Age 35
 Address 123 Anytown Male
 City Edmonton Prov AB
 Phone
 Plan NET Client ID 617673100
 Pt has a Strong aversion to anything Mint.

Drug Search Pack 100
 Brand Pyridium 200mg
 Generic Phenazopyridine HCl ERF (ERF)
 Pack 100 Form TAB Sched 1
 Purch \$81.42 On-Hand 500
 DIN 00476722 Min Qty 0

Ph. Simpson, Monica
 Name Ph. Simpson, Monica
 Address
 City Prov AB
 Phone
 Lic# 2222 Alt. Lic#

Sig T2T BID F10D
TAKE 2 TABLETS TWICE A DAY FOR 10 DAYS

Route of Admin Oral
Dosage Form Tablet

Init MS **Auth Qty** 40 **1**
Disp Qty 40 **Refills(+)**
Days 10 **G.P. %** 0
Prod Sel 3 - Pharm **Acq Cost**
O/W **Cost** \$0.00
Labels 0 F2 **Markup** \$0.00
Fee \$0.00
Total \$0.00

Plans Pricing Dates Comments Indications Images Other **Ctrl** Warnings Counseling NH (Alt-N):

Rx Plans
 Plan Pays Extra Info (F2 Edits)
 NET Not Adj. DUE Only
 Cash 0.00 Deduct: \$0.00

Message
 ⚠ This is a Pharmacist Prescribe - an Rx Order will be s...
 ⚠ Rx is being Unfilled
 ⚠ Calculated Unit Dose Qty (0.0) doesn't match Disp Qt...
 ⓘ Delivery Label will be printed

Next Disp Qty **Min Interval** **Enable Auto-Refill**
Rx Comments (0)

Rx
 Make Rx Unfilled
 Make Rx Not Dispensed
 Make Rx Stock Transfer
 Add Rx Image
 Transfer Rx From Another Store
 Call Doctor
 Counsel Patient on Pickup

View
 Clinical Interactions
 Plan Information
 Patient Plan Information
 Generic Equivalents
 Nursing Home Info
 Work Order
 Rx Counseling History

Workflow
 View Workflow Detail

(Network) Patient Profile

Patient: Bull, Ferdinand Male DOB: 11-Jan-1980 PHN: 617673100 Last updated: 2m ago

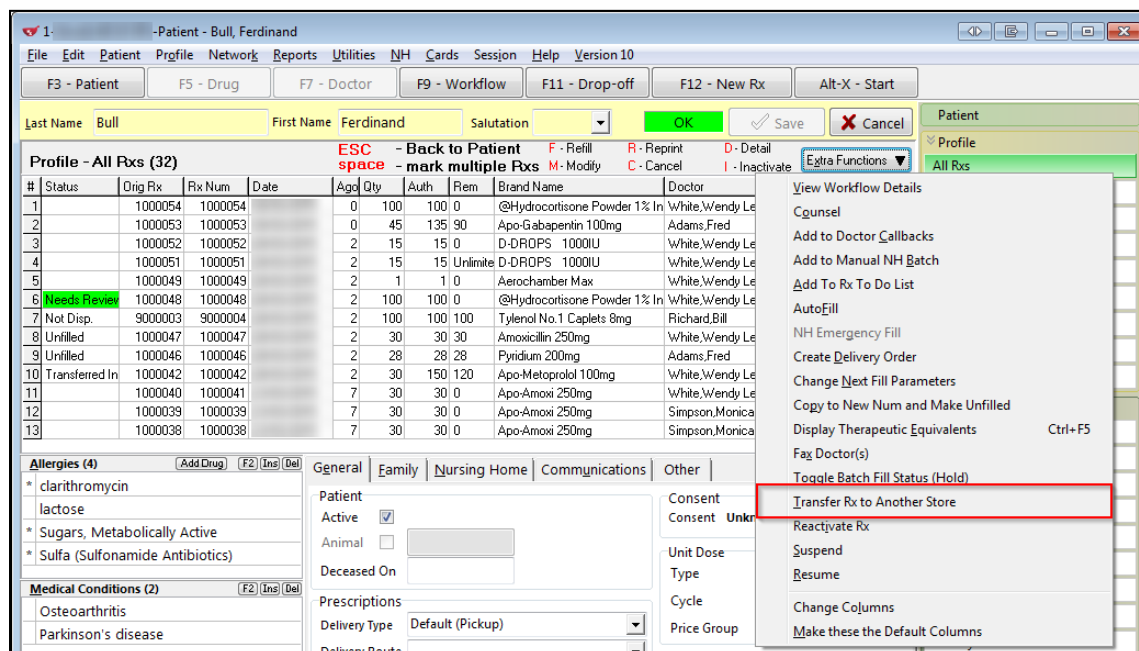
Profile (22) Allergies (12) Notes (2) **Ctrl**

Status (All) Order Type (All) ☐ Advanced ☒ Filter ☐ Reset

DATA	Last Filled	Picked Up	Status	Doctor	PIN Order #	Order Date
	Last Qty	Drug	Code	Manufacturer	Local	
	Directions	Stop Date	Fillable	Auth	Rem	
ACTIVE		45 Gabapentin 100 mg Oral Capsule (Hard, Soft, Etc.)	21413	00008WPD	No	
	1 Capsule(s) Three times daily X 15 Day(s).					
UNFILLED		40 PYRIDIUM 200 MG TABLET	00476722	00008WRD	Unassigned	
	TAKE 2 TABLETS TWICE A DAY FOR 10 DAYS					

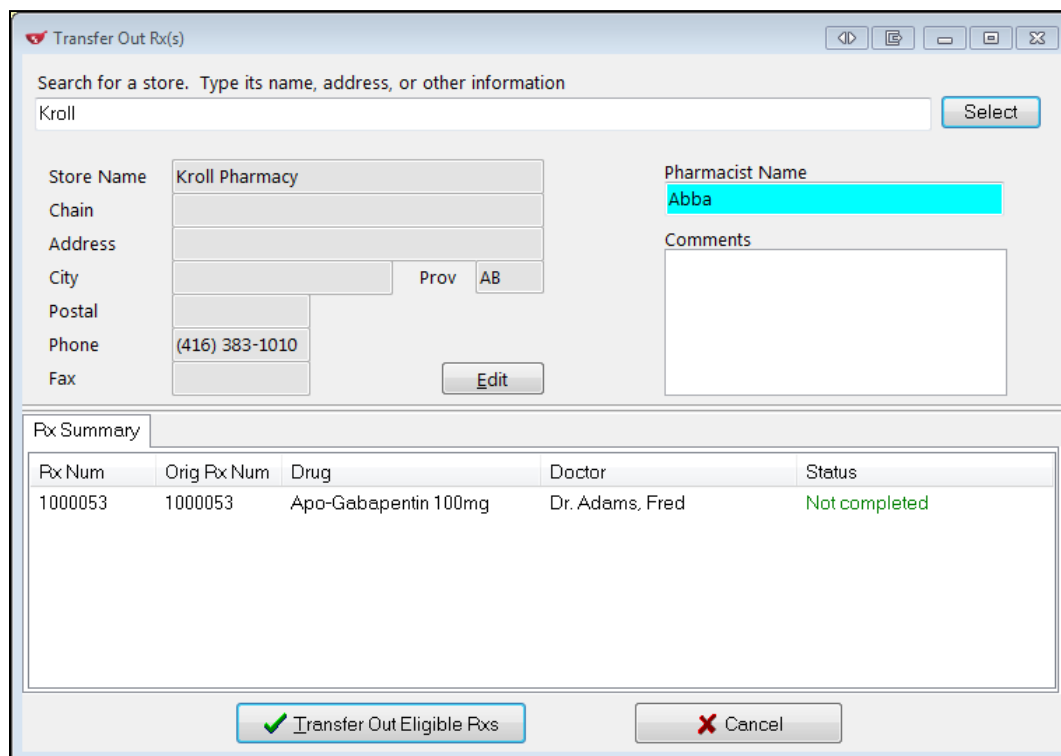
Transfer Rx to Another Store

1. From the patient's local profile, select **Extra Functions** > **Transfer Rx to Another Store**.



The screenshot shows the patient profile for Ferdinand Bull. The 'Extra Functions' menu is open, and the option 'Transfer Rx to Another Store' is highlighted with a red box. The menu also includes options like 'View Workflow Details', 'Counsel', 'Add to Doctor Callbacks', 'Add to Manual NH Batch', 'Add To Rx To Do List', 'AutoFill', 'NH Emergency Fill', 'Create Delivery Order', 'Change Next Fill Parameters', 'Copy to New Num and Make Unfilled', 'Display Therapeutic Equivalents', 'Fax Doctor(s)', 'Toggle Batch Fill Status (Hold)', 'Reactivate Rx', 'Suspend', 'Resume', 'Change Columns', and 'Make these the Default Columns'.

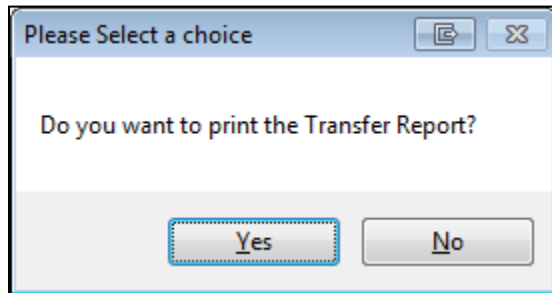
2. Complete the **Transfer Out Rx(s)** form as required.



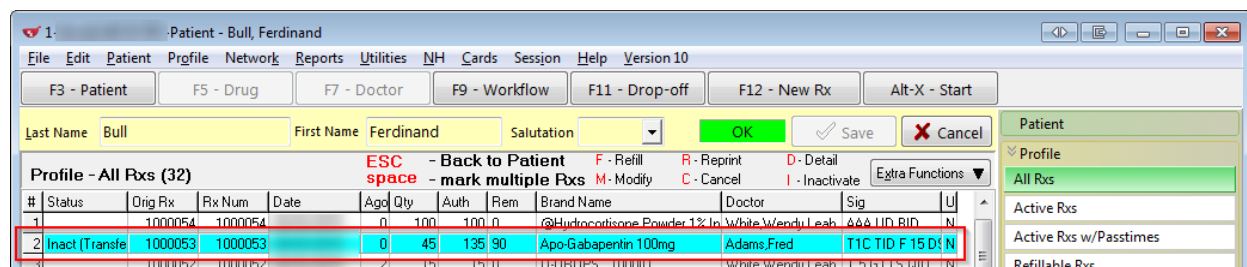
The screenshot shows the 'Transfer Out Rx(s)' form. The 'Store Name' is 'Kroll Pharmacy' and the 'Pharmacist Name' is 'Abba'. The 'Rx Summary' table shows one entry for Apo-Gabapentin 100mg. The form includes fields for 'Search for a store', 'Store Name', 'Chain', 'Address', 'City', 'Postal', 'Phone', 'Fax', 'Prov', 'AB', 'Comments', and 'Edit'.

Rx Num	Orig Rx Num	Drug	Doctor	Status
1000053	1000053	Apo-Gabapentin 100mg	Dr. Adams, Fred	Not completed

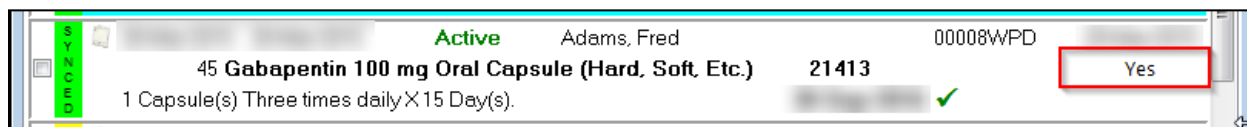
3. Select to print or not print the Transfer Report.



4. The Rx will now display as 'Inact (Transferred)' in the local profile.



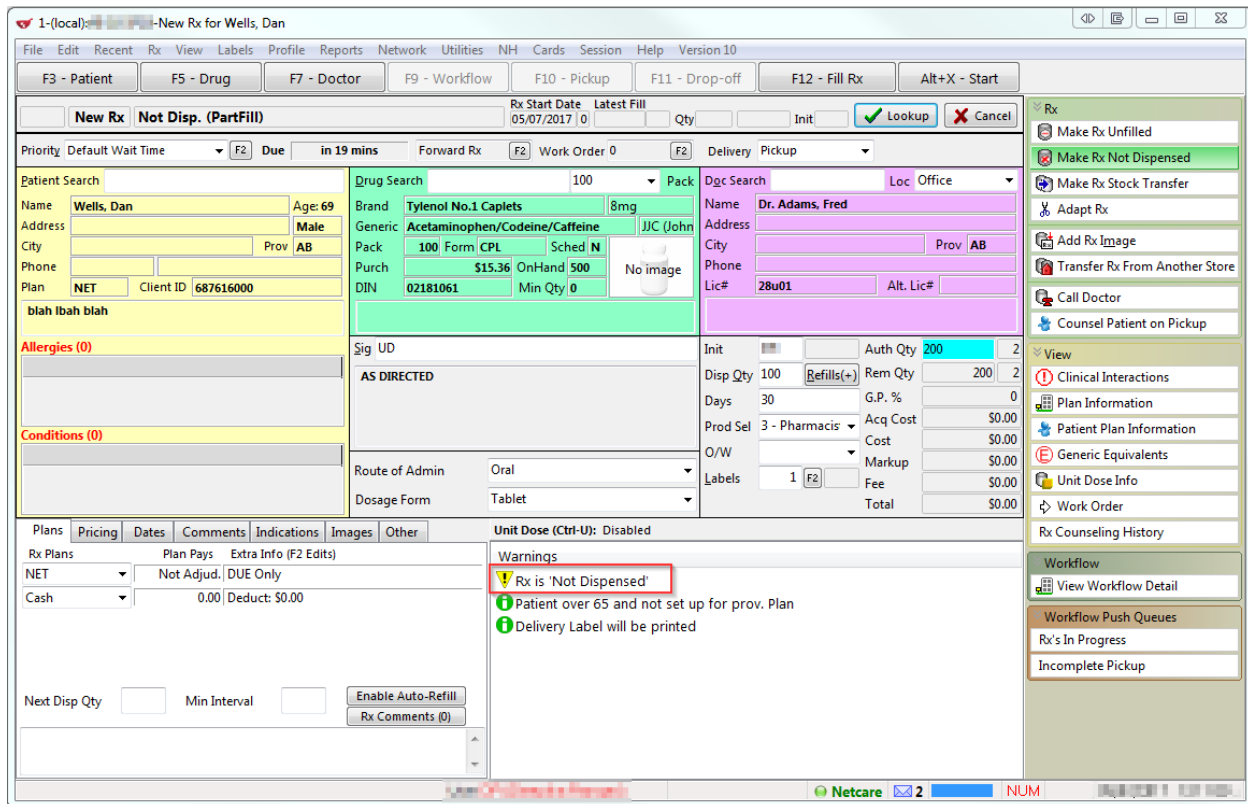
NOTE: The Rx order will still display as belonging to this pharmacy, until transferred by the receiving pharmacy.



Filling an Rx for Other Medication (Not Dispensed Rx)

Medications such as Gravol, Baby Aspirin, Vitamins, Tylenol #1, etc. that are taken by the patient, but not actually filled by the dispensary are considered '**other medications**'. Kroll denotes prescriptions filled with 'other medications' by marking them as **Not Dispensed**. **Not Dispensed** Rx's are logged on Alberta Netcare as follows:

1. Fill out the **F12-Filling** screen with the patient, 'other medication', doctor, SIG and dispense information as usual.



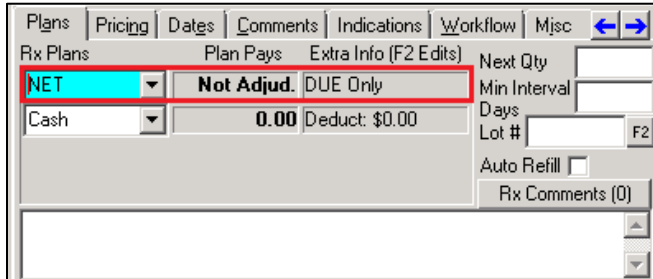
The screenshot displays the 'F12 - Filling' screen in the Alberta Netcare software. The interface includes a menu bar at the top with options like File, Edit, Recent, Rx, View, Labels, Profile, Reports, Network, Utilities, NH, Cards, Session, and Help. Below the menu is a toolbar with buttons for F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F10 - Pickup, F11 - Drop-off, F12 - Fill Rx, and Alt+X - Start.

The main area is divided into several sections:

- Patient Search:** Shows patient information for Wells, Dan, Age 69, Male, Address, City, Prov AB, Phone, Plan NET, and Client ID 687616000.
- Drug Search:** Shows search results for Tylenol No.1 Caplets, 8mg, JJC (John), 100 Form CPL, Sched N, Pack 100, Purch \$15.36, OnHand 500, DIN 02181061, Min Qty 0, No image.
- Doctor Search:** Shows doctor information for Dr. Adams, Fred, Address, City, Prov AB, Phone, Lic# 28u01, Alt. Lic#.
- Warnings:** A red box highlights the warning 'Rx is 'Not Dispensed''. Below it, two green icons indicate 'Patient over 65 and not set up for prov. Plan' and 'Delivery Label will be printed'.
- Plans:** Shows pricing, dates, comments, indications, images, and other information. The 'Plans' tab is selected, showing 'NET' and 'Cash' options.
- Unit Dose (Ctrl-U):** Disabled.
- Workflow:** Shows 'View Workflow Detail' and 'Workflow Push Queues'.

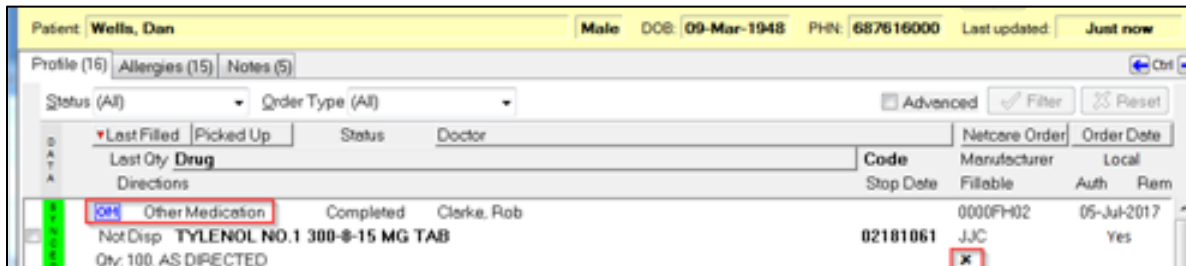
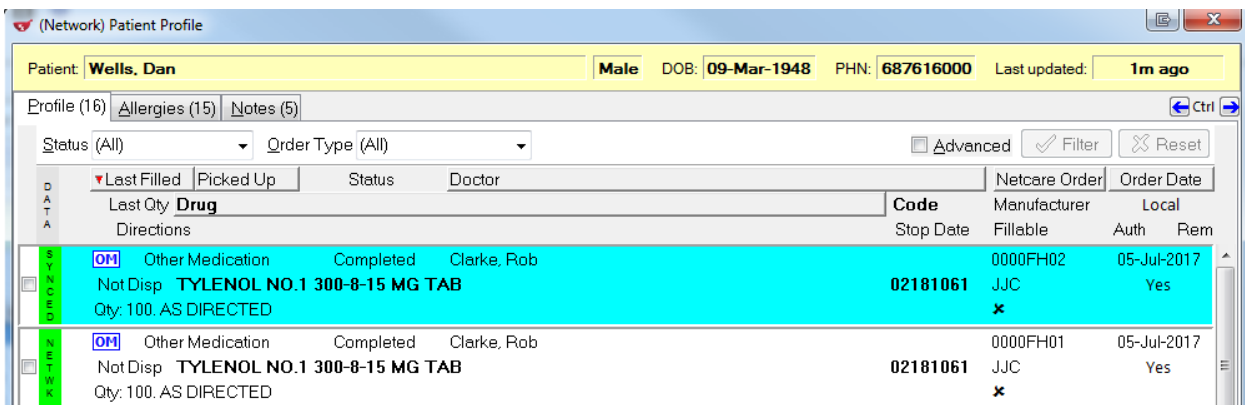
The bottom status bar shows 'Netcare' and '2'.

- Click **F12-Fill Rx** or press **F12** on the keyboard to fill the Not Dispensed Rx and to record it on Alberta Netcare. Remember to include the **NET-Alberta Netcare** plan in the prescription.

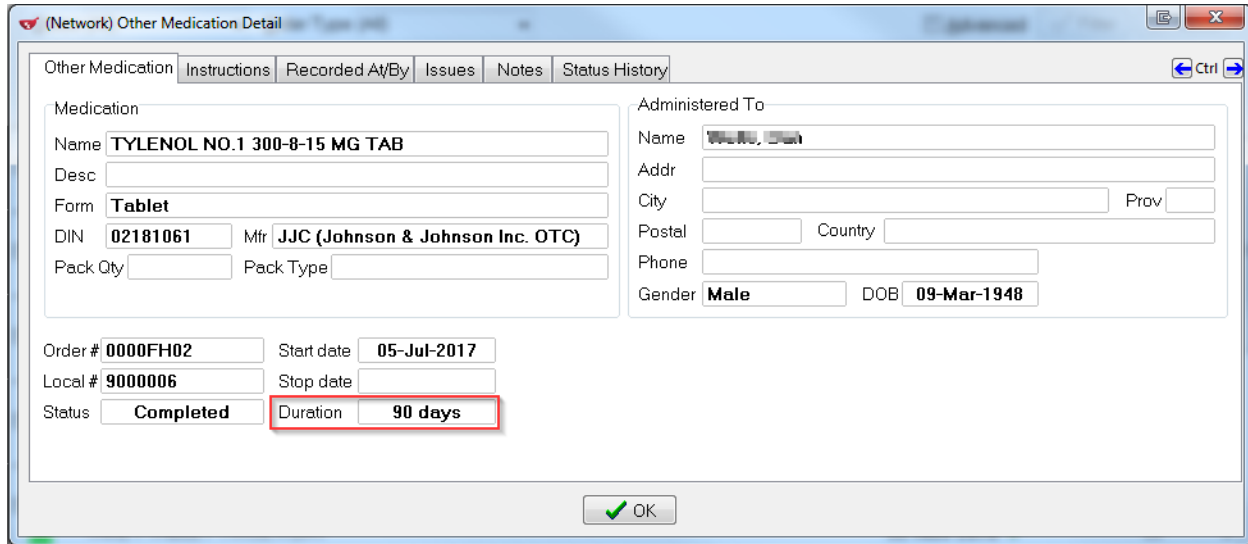


- Once the Not Dispensed Rx is successfully logged on Alberta Netcare, a **Not Dispensed** label will print.
- A Not Dispensed Rx will look slightly different from a regular Rx entry on the **(Network) Patient Profile**. Access the **(Network) Patient Profile** from **Network > Profile**; the entry for the Rx filled for an 'other medication' is marked with **OM**, and will be labeled as 'Other medication'.

NOTE: Entries for Other Medications are not fillable. They can be refilled on the local system which creates on new entry on the Network.

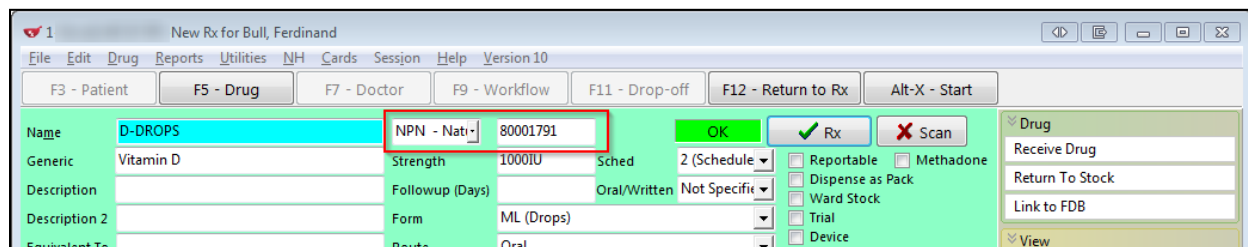
- The days supply sent to Alberta Netcare is either 90 or 540 even though locally a different days supply has been entered. Days supply is sent as 90 for short term duration and 540 will be send for long term duration.



Natural Health Products

A **Natural Product Number (NPN)** is assigned by Health Canada to a product whose manufacturer has submitted enough human evidence to support the health claims they have declared. Drug cards for NPNs must have the DIN type set to NPN.

- In the **F5-Drug Card** for the natural health product, set the **DIN Type** to **NPN**.

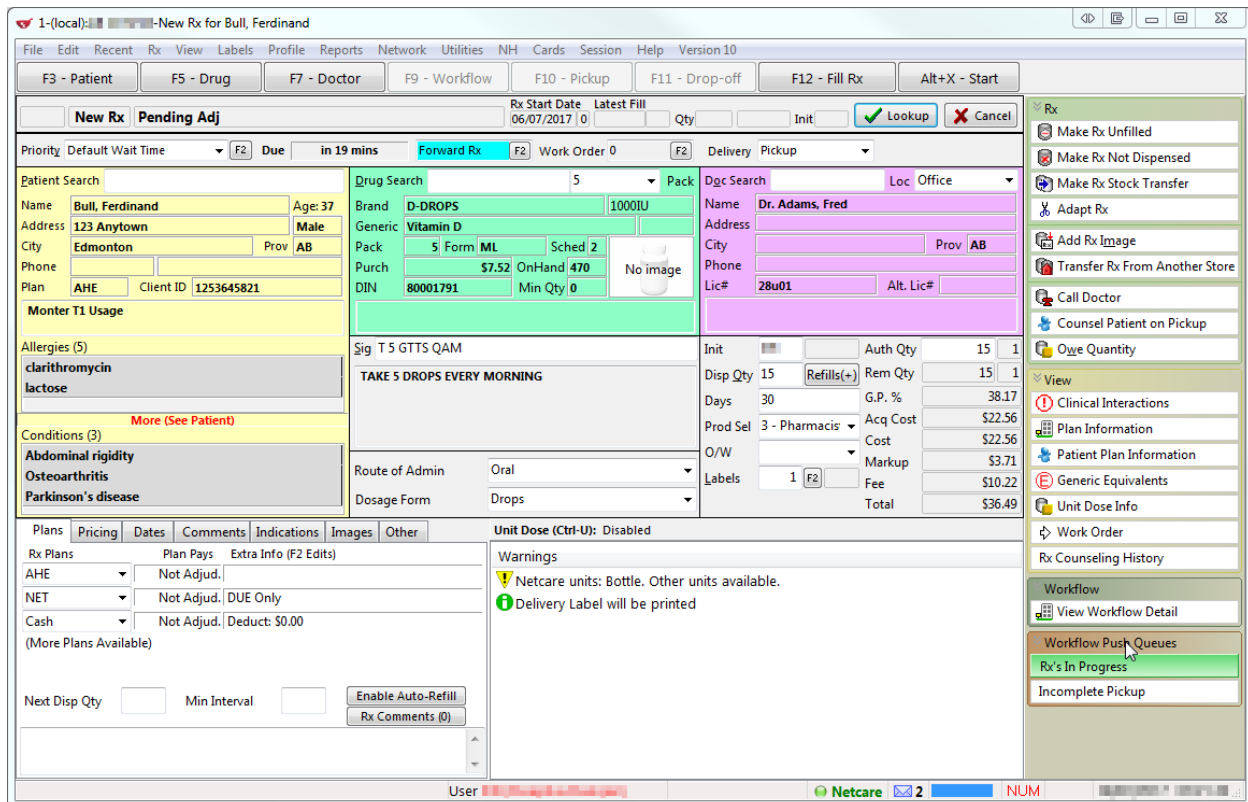


- Click **Save** or press **Enter** from the **F5-Drug Card** to save any changes that were made.

Filling an Rx for an NPN

Natural health products that are dispensed to patients can be recorded on Alberta Netcare through Kroll as follows:

1. Start a new prescription and fill out the patient, natural health product, doctor, SIG and dispense information for the prescription as usual.



The screenshot displays the 'New Rx' form in the Alberta Netcare Network User Guide software. The form is titled 'New Rx for Bull, Ferdinand' and includes a menu bar with options like File, Edit, Recent, Rx, View, Labels, Profile, Reports, Network, Utilities, NH, Cards, Session, and Help. The main window is divided into several sections:

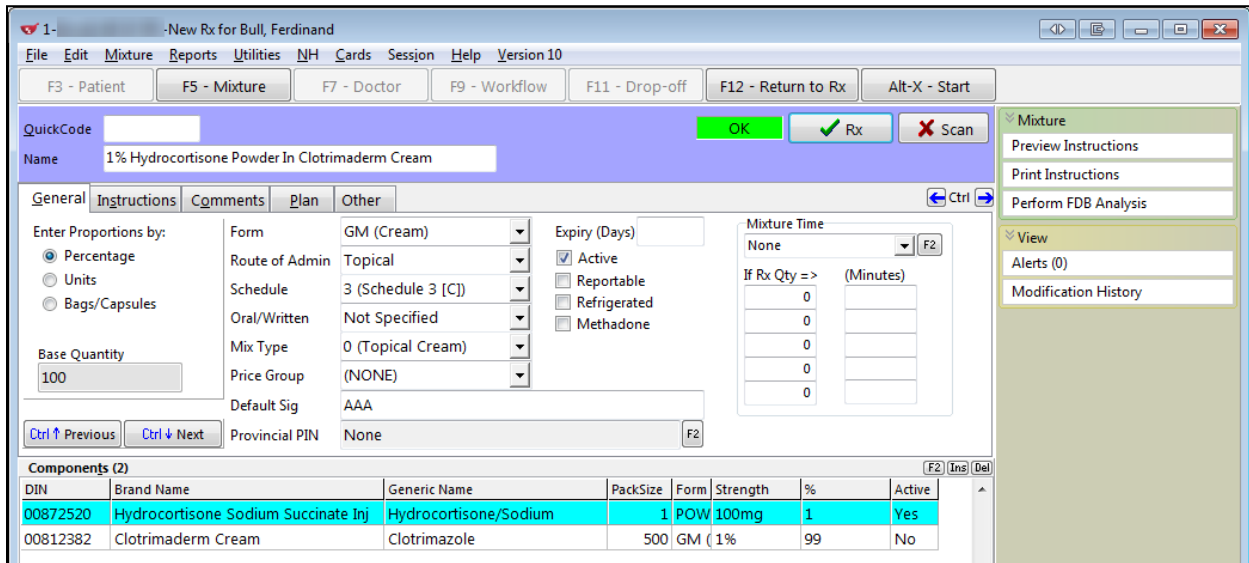
- Patient Search:** Includes fields for Name (Bull, Ferdinand), Age (37), Address (123 Anytown), City (Edmonton), Prov (AB), Phone, Plan (AHE), and Client ID (1253645821).
- Drug Search:** Includes fields for Brand (D-DROPS), Generic (Vitamin D), Pack (5 Form ML), Sched (2), Purch (\$7.52), OnHand (470), DIN (80001791), and Min Qty (0).
- Doctor Search:** Includes fields for Name (Dr. Adams, Fred), Address, City, Prov (AB), Phone, Lic# (28u01), and Alt. Lic#.
- Prescription Details:** Includes fields for Sig (T 5 GTTS QAM), Route of Admin (Oral), Dosage Form (Drops), and a table for Disp Qty, Days, Prod Sel, O/W, Labels, and Total.
- Plans:** Includes a table for Rx Plans, Plan Pays, and Extra Info (F2 Edits).
- Warnings:** Includes a warning about Netcare units and a note about the delivery label.
- Workflow:** Includes a section for Workflow Push Queues with options like View Workflow Detail, Rx's In Progress, and Incomplete Pickup.

2. Click **F12-Fill Rx** or press **F12** on the keyboard to fill the prescription for the natural health product.

Filling an Rx for a Mixture

When sending a mixture to Alberta Netcare, components within the mixture are identified through textual format only. For example, in a mixture of '1% Hydrocortisone Powder In Clotrimaderm Cream', only the **ingredient descriptions** will be sent and logged on the Network; the DINs are not recorded.

Mixtures are entered into Kroll using the same protocol as before Alberta Netcare real time integration. The following screen shot depicts a mixture for '1% Hydrocortisone Powder In Clotrimaderm Cream'.



QuickCode: [] OK Rx Scan

Name: 1% Hydrocortisone Powder In Clotrimaderm Cream

General Instructions Comments Plan Other

Enter Proportions by: ☒ Percentage ☐ Units ☐ Bags/Capsules

Form: GM (Cream) Expiry (Days): [] Mixture Time: None

Route of Admin: Topical ☒ Active ☐ Reportable ☐ Refrigerated ☐ Methadone

Schedule: 3 (Schedule 3 [C])

Oral/Written: Not Specified

Mix Type: 0 (Topical Cream)

Price Group: (NONE)

Base Quantity: 100

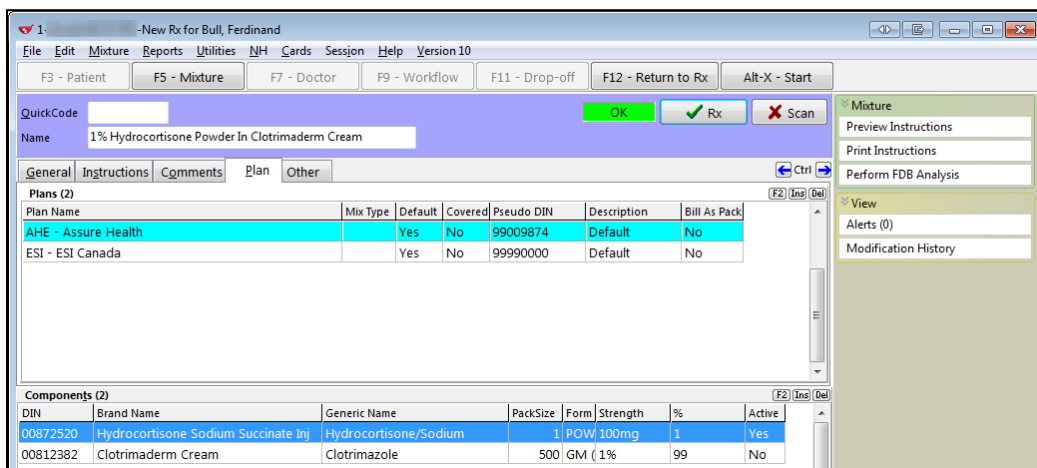
Default Sig: AAA

Provincial PIN: None

Components (2)

DIN	Brand Name	Generic Name	PackSize	Form	Strength	%	Active
00872520	Hydrocortisone Sodium Succinate Inj	Hydrocortisone/Sodium	1	POW	100mg	1	Yes
00812382	Clotrimaderm Cream	Clotrimazole	500	GM	(1%)	99	No

Pseudo DINs are NOT required for submission to the NET-Alberta Netcare plan. Existing pseudo DINs for third-party plans will work in the same manner as before Alberta Netcare integration.



QuickCode: [] OK Rx Scan

Name: 1% Hydrocortisone Powder In Clotrimaderm Cream

General Instructions Comments Plan Other

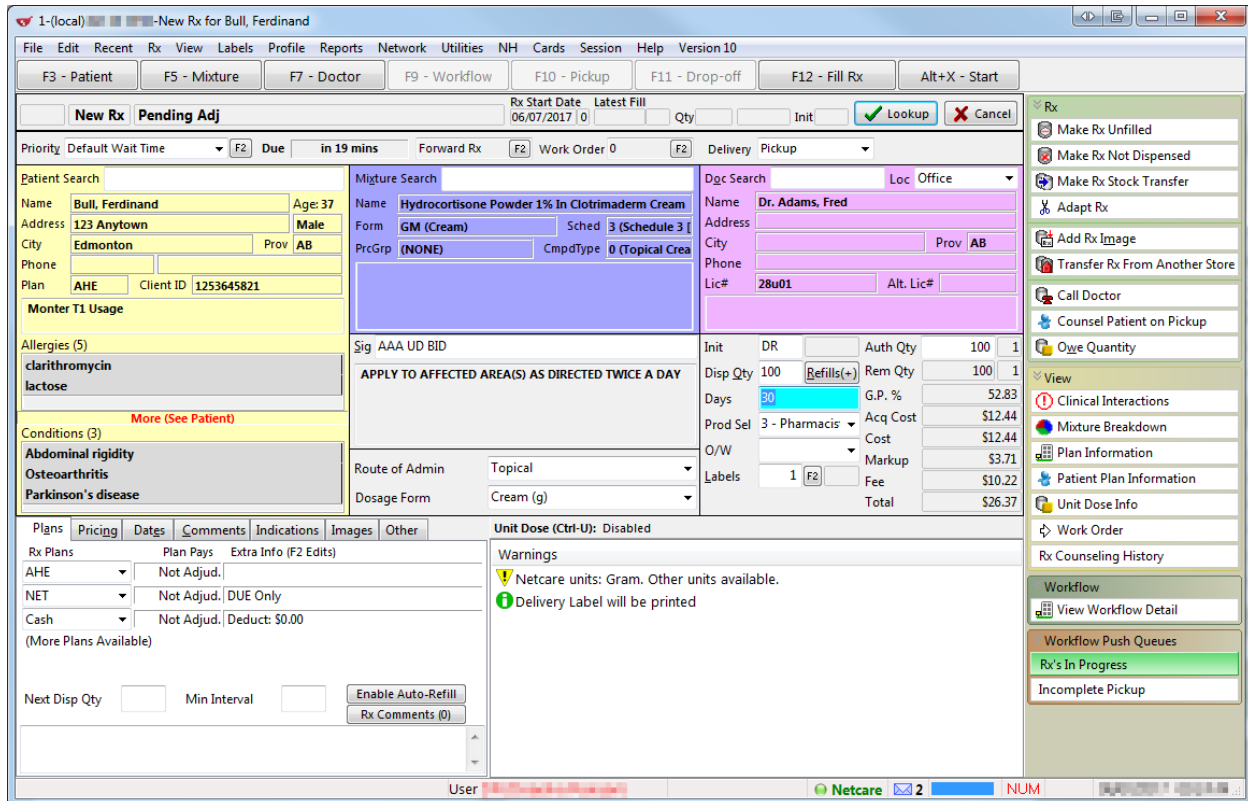
Plans (2)

Plan Name	Mix Type	Default	Covered	Pseudo DIN	Description	Bill As Pack
AHE - Assure Health		Yes	No	99009874	Default	No
ESI - ESI Canada		Yes	No	99990000	Default	No

Components (2)

DIN	Brand Name	Generic Name	PackSize	Form	Strength	%	Active
00872520	Hydrocortisone Sodium Succinate Inj	Hydrocortisone/Sodium	1	POW	100mg	1	Yes
00812382	Clotrimaderm Cream	Clotrimazole	500	GM	(1%)	99	No

A mixture prescription will be entered and filled as usual with the **NET-Alberta Netcare** plan listed as the last real-time plan before 'Cash'.

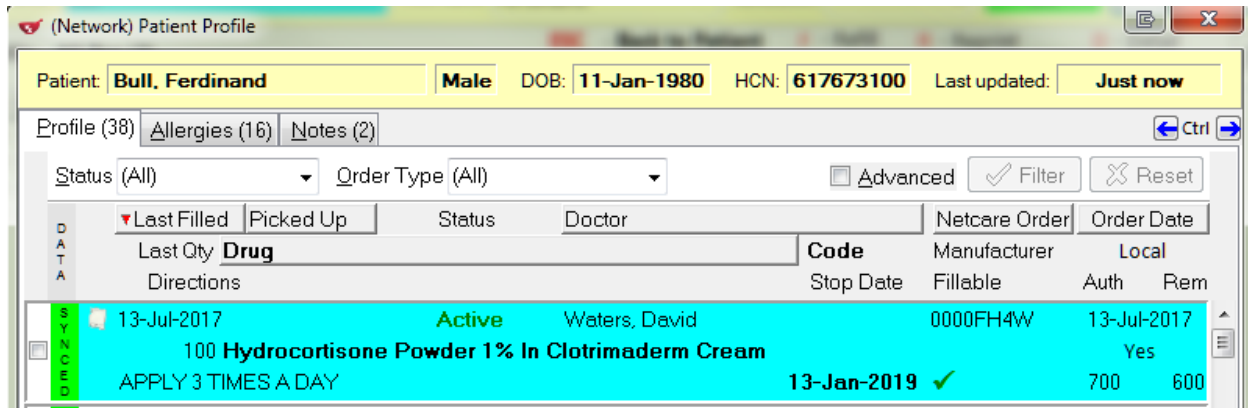


The screenshot displays the 'New Rx' window in the Alberta Netcare Network User Guide software. The window is titled '1-(local) - New Rx for Bull, Ferdinand' and shows a patient search for 'Bull, Ferdinand' with details like age 37, address 123 Anytown, and client ID 1253645821. The prescription is for 'Hydrocortisone Powder 1% In Clotrimaderm Cream' (GM Cream) with a schedule of 3 (Schedule 3). The route of administration is 'Topical' and the dosage form is 'Cream (g)'. The prescription is pending adjustment (Adj) and has a start date of 06/07/2017. The interface includes various tabs like 'Plans', 'Pricing', 'Dates', 'Comments', 'Indications', 'Images', and 'Other'. The 'Plans' tab is active, showing a list of plans including 'AHE', 'NET', and 'Cash'. The 'NET' plan is selected, and the 'Cash' plan is also visible. The 'Plans' section shows 'Next Disp Qty' and 'Min Interval' fields, along with an 'Enable Auto-Refill' button. The 'Comments' section shows 'Rx Comments (0)'. The 'Indications' section shows 'Abdominal rigidity', 'Osteoarthritis', and 'Parkinson's disease'. The 'Images' section shows 'Monter T1 Usage'. The 'Other' section shows 'Allergies (5)' including 'clarithromycin' and 'lactose'. The 'Plans' section shows 'AHE', 'NET', and 'Cash' plans. The 'Pricing' section shows 'Auth Qty', 'Disp Qty', 'Days', 'Prod Sel', 'O/W', and 'Labels'. The 'Dates' section shows 'Init', 'DR', 'Auth Qty', 'Disp Qty', 'Days', 'Prod Sel', 'O/W', and 'Labels'. The 'Comments' section shows 'Rx Comments (0)'. The 'Indications' section shows 'Abdominal rigidity', 'Osteoarthritis', and 'Parkinson's disease'. The 'Images' section shows 'Monter T1 Usage'. The 'Other' section shows 'Allergies (5)' including 'clarithromycin' and 'lactose'. The 'Plans' section shows 'AHE', 'NET', and 'Cash' plans. The 'Pricing' section shows 'Auth Qty', 'Disp Qty', 'Days', 'Prod Sel', 'O/W', and 'Labels'. The 'Dates' section shows 'Init', 'DR', 'Auth Qty', 'Disp Qty', 'Days', 'Prod Sel', 'O/W', and 'Labels'. The 'Comments' section shows 'Rx Comments (0)'. The 'Indications' section shows 'Abdominal rigidity', 'Osteoarthritis', and 'Parkinson's disease'. The 'Images' section shows 'Monter T1 Usage'. The 'Other' section shows 'Allergies (5)' including 'clarithromycin' and 'lactose'.

Successful submission of the mixture prescription to Alberta Netcare will result in a Prescription label printing.

View Mixture Details from Network Profile

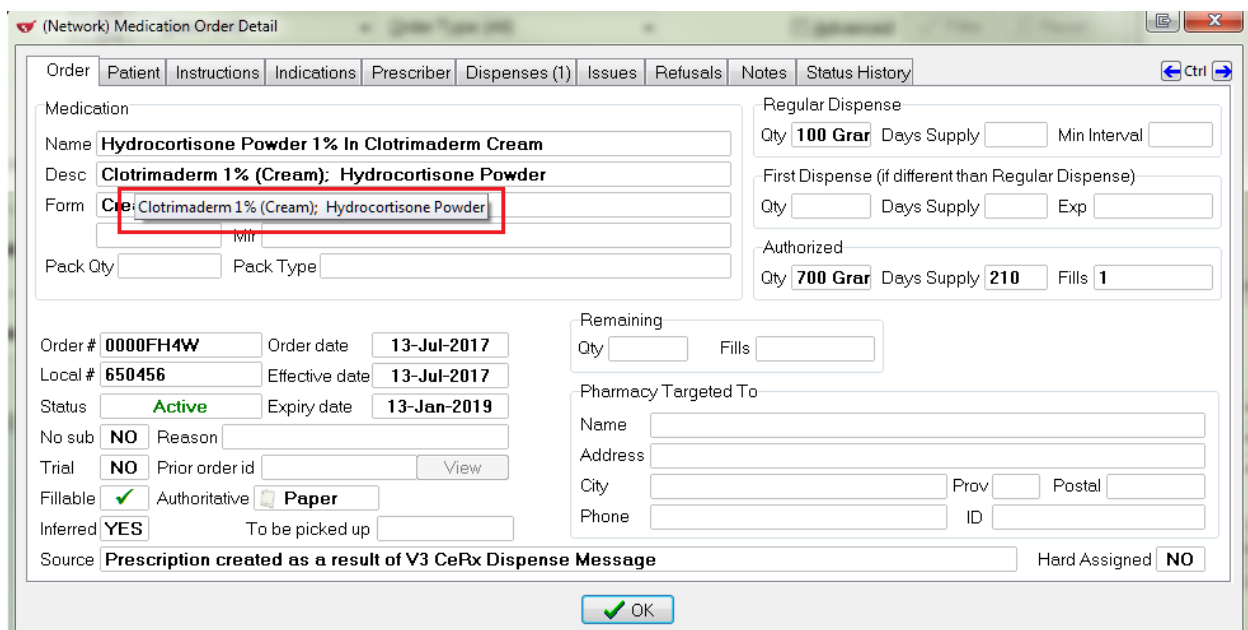
To view the mixture prescription from the Alberta Netcare medication profile, go back to the **F3-Patient Card** and access **Network > Profile** and log in with your Kroll initials and password. From the **(Network) Patient Profile**, highlight the mixture prescription and press **D** or click **Detail** on the bottom of the screen to call up the **(Network) Medication Order Detail** window which displays the particulars of the mixture prescription.



DATA	Last Filled	Picked Up	Status	Doctor	Netcare Order	Order Date
13-Jul-2017			Active	Waters, David	0000FH4W	13-Jul-2017
100 Hydrocortisone Powder 1% In Clotrimaderm Cream						Yes
APPLY 3 TIMES A DAY				13-Jan-2019	700	600

From the **(Network) Medication Order Detail** window medication details do not display information on DINs; only the mixture name and description will be listed. Click **OK** or press **Enter** to return to the **(Network) Patient Profile**.

NOTE: For mixture names or descriptions that are very long, hover the mouse pointer over the respective field and a fly over will display the entire field information.



Order # 0000FH4W Order date 13-Jul-2017
 Local # 650456 Effective date 13-Jul-2017
 Status Active Expiry date 13-Jan-2019
 No sub NO Reason
 Trial NO Prior order id View
 Fillable YES Authoritative Paper
 Inferred YES To be picked up
 Source Prescription created as a result of V3 CeRx Dispense Message Hard Assigned NO

Medication
 Name Hydrocortisone Powder 1% In Clotrimaderm Cream
 Desc Clotrimaderm 1% (Cream); Hydrocortisone Powder
 Form Clotrimaderm 1% (Cream); Hydrocortisone Powder
 Pack Qty Pack Type

Regular Dispense
 Qty 100 Grar Days Supply Min Interval
 First Dispense (if different than Regular Dispense)
 Qty Days Supply Exp
 Authorized
 Qty 700 Grar Days Supply 210 Fills 1

Remaining
 Qty Fills

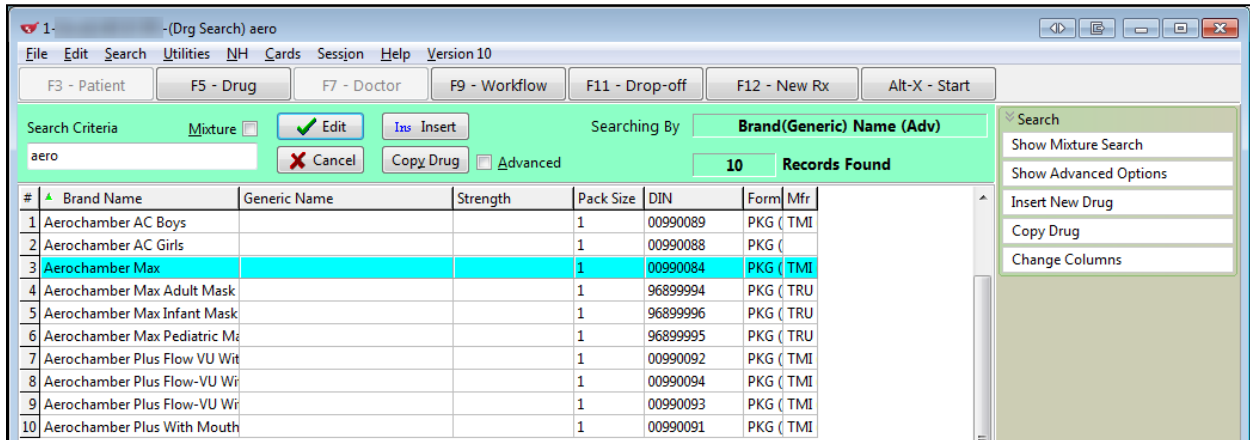
Pharmacy Targeted To
 Name
 Address
 City Prov Postal
 Phone ID

OK

Filling an Rx for a Device

Devices are **non-drug products** or **drug delivery aids** such as diabetic strips, lancets, alcohol swabs, compression stockings, syringes, etc. When a prescription is filled for a device it is **NOT** sent to Alberta Netcare. Drug cards for devices must be set up with **Device Flag** as follows:

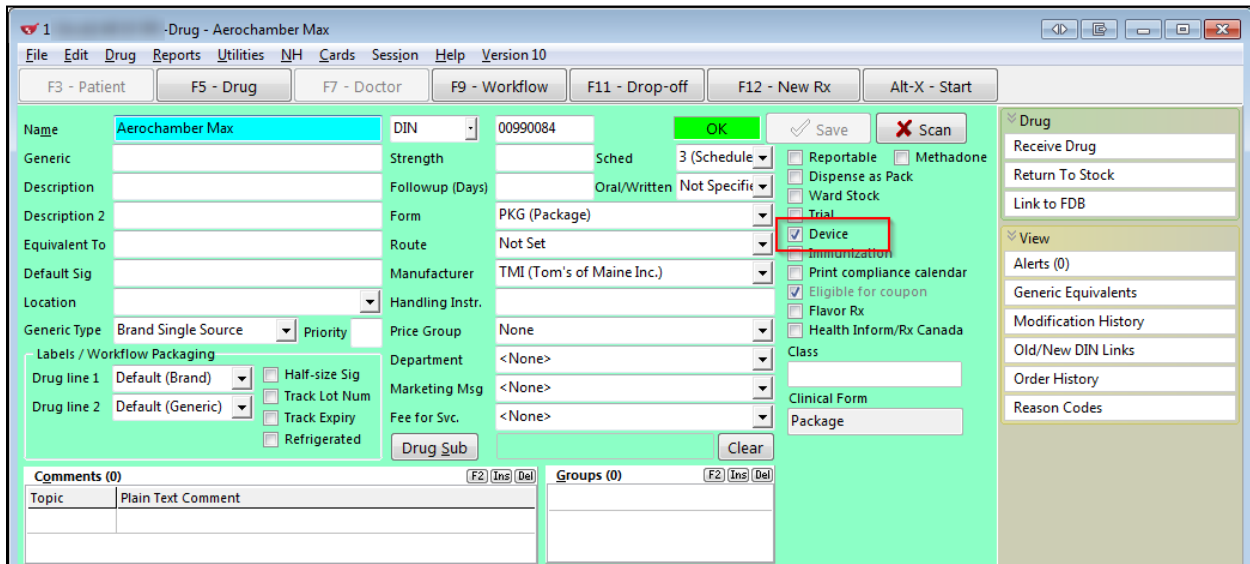
1. Bring up the **F5-Drug** card for a device by performing an F5 drug search.



Search Criteria: Mixture ☐ Edit ☒ Ins Insert Searching By: Brand(Generic) Name (Adv) 10 Records Found

#	Brand Name	Generic Name	Strength	Pack Size	DIN	Form	Mfr
1	Aerochamber AC Boys			1	00990089	PKG (TMI	
2	Aerochamber AC Girls			1	00990088	PKG (TMI	
3	Aerochamber Max			1	00990084	PKG (TMI	
4	Aerochamber Max Adult Mask			1	96899994	PKG (TRU	
5	Aerochamber Max Infant Mask			1	96899996	PKG (TRU	
6	Aerochamber Max Pediatric Mask			1	96899995	PKG (TRU	
7	Aerochamber Plus Flow VU With Mouthpiece			1	00990092	PKG (TMI	
8	Aerochamber Plus Flow-VU With Mouthpiece			1	00990094	PKG (TMI	
9	Aerochamber Plus Flow-VU With Mouthpiece			1	00990093	PKG (TMI	
10	Aerochamber Plus With Mouthpiece			1	00990091	PKG (TMI	

2. Ensure the **Device** flag is checked.



Name: Aerochamber Max DIN: 00990084 OK Save Scan

Generic: Strength: Sched: 3 (Schedule) Reportable ☐ Methadone ☐

Description: Followup (Days): Oral/Written: Not Specific Dispense as Pack ☐

Description 2: Form: PKG (Package) Ward Stock ☐

Equivalent To: Route: Not Set Trial ☐

Default Sig: Manufacturer: TMI (Tom's of Maine Inc.) ☒ Device Immunization ☐

Location: Handling Instr. Print compliance calendar ☐

Generic Type: Brand Single Source Priority Price Group: None Eligible for coupon ☒

Labels / Workflow Packaging: Department: <None> Flavor Rx ☐

Drug line 1: Default (Brand) Half-size Sig ☐ Track Lot Num ☐ Health Inform/Rx Canada ☐

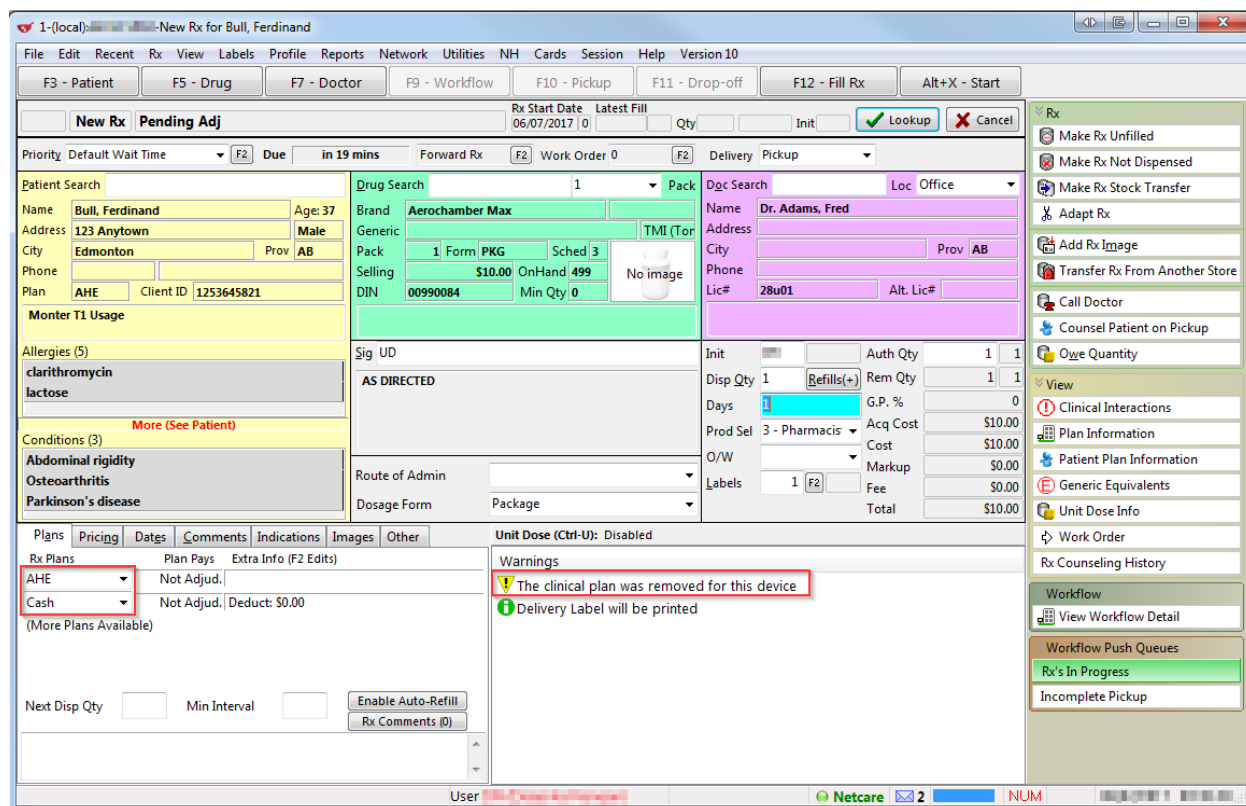
Drug line 2: Default (Generic) Track Expiry ☐ Refrigerated ☐ Class: Clinical Form

Comments (0) Groups (0)

Topic: Plain Text Comment

3. Click **Save** or press **Enter** on the keyboard to save changes made to the **F5-Drug** card.

4. Start a new prescription and fill out the patient, device, doctor, SIG and dispense information for the prescription as usual.



The screenshot shows the 'New Rx' form in the Alberta Netcare Network User Guide software. The form is titled 'New Rx Pending Adj' and includes fields for Patient Search, Drug Search, Doctor Search, and various prescription details. The patient information is for Bull, Ferdinand, 37 years old, living at 123 Anytown, Edmonton, AB. The drug is Aerochamber Max, 1 Form PKG, \$10.00. The doctor is Dr. Adams, Fred. The form also includes sections for Allergies (clarithromycin, lactose), Conditions (Abdominal rigidity, Osteoarthritis, Parkinson's disease), and a list of plans (AHE, Cash). A warning message is displayed: 'The clinical plan was removed for this device'. The form is divided into several tabs: Plans, Pricing, Dates, Comments, Indications, Images, and Other. The 'Plans' tab is currently selected, showing a list of plans with columns for Plan Name, Plan Pays, and Extra Info (F2 Edits). The 'Cash' plan is highlighted. The 'Warnings' section shows a message: 'The clinical plan was removed for this device'. The 'Unit Dose (Ctrl-U): Disabled' message is also visible. The form includes a 'Next Disp Qty' field and a 'Min Interval' field. The 'Enable Auto-Refill' button is also present. The 'Rx Comments (0)' field is at the bottom. The form is titled 'New Rx Pending Adj' and includes fields for Rx Start Date (06/07/2017), Latest Fill (0), Qty, Init, and a 'Lookup' button. The form also includes a 'Priority' dropdown, 'Default Wait Time' (F2), 'Due' (in 19 mins), 'Forward Rx' (F2), 'Work Order' (0), 'Delivery' (Pickup), and 'Alt+X - Start' button. The form is divided into several sections: Patient Search, Drug Search, Doctor Search, Allergies, Conditions, Plans, Pricing, Dates, Comments, Indications, Images, and Other. The 'Plans' tab is currently selected, showing a list of plans with columns for Plan Name, Plan Pays, and Extra Info (F2 Edits). The 'Cash' plan is highlighted. The 'Warnings' section shows a message: 'The clinical plan was removed for this device'. The 'Unit Dose (Ctrl-U): Disabled' message is also visible. The form includes a 'Next Disp Qty' field and a 'Min Interval' field. The 'Enable Auto-Refill' button is also present. The 'Rx Comments (0)' field is at the bottom. The form is titled 'New Rx Pending Adj' and includes fields for Rx Start Date (06/07/2017), Latest Fill (0), Qty, Init, and a 'Lookup' button. The form also includes a 'Priority' dropdown, 'Default Wait Time' (F2), 'Due' (in 19 mins), 'Forward Rx' (F2), 'Work Order' (0), 'Delivery' (Pickup), and 'Alt+X - Start' button.

NOTE: Devices are not sent to Alberta Netcare, therefore the Net plan is automatically removed.

5. Click **F12-Fill Rx** or press **F12** on the keyboard to complete the Rx.
6. The prescription will bypass Alberta Netcare. When you access the **(Network) Patient Profile**, the Device Rx will appear with a **Yellow (Local)** data bar because it only resides locally on Kroll.

(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** PHN: **617673100** Last updated: **21 mins ago**

Profile (21) Allergies (13) Notes (2) Ctrl

Status (All) Order Type (All) Advanced Filter Reset

DATA	Last Filled	Picked Up	Status	Doctor	PIN Order #	Order Date
LOCAL	Last Qty Drug	Directions	Code	Manufacturer	Local	
			Stop Date	Fillable	Auth	Rem
	1 Aerochamber Max	USE AS DIRECTED	00990084	TMI	Yes	
				✓	1	0
GLOBAL	30 APO-METOPROLOL 100 MG TABLET	TAKE 1 TABLET DAILY	00618640	APX	Yes	
				✓	180	120

Filling an Rx for an Out of Province Patient

Patients from out of the country/province that do not have a valid **Alberta Personal Health Number (PHN)** will not have their dispense data recorded on Netcare; however, the dispense is still sent to Alberta Netcare to allow logging of the request. Fill a prescription for an out of country/province patient as follows:

1. Insert the out of province patient and search the Network for them.

(Network) Patient Search

Last Name: **cook** Year of Birth: **0** (YYYY) Patient Not Found Search Cancel

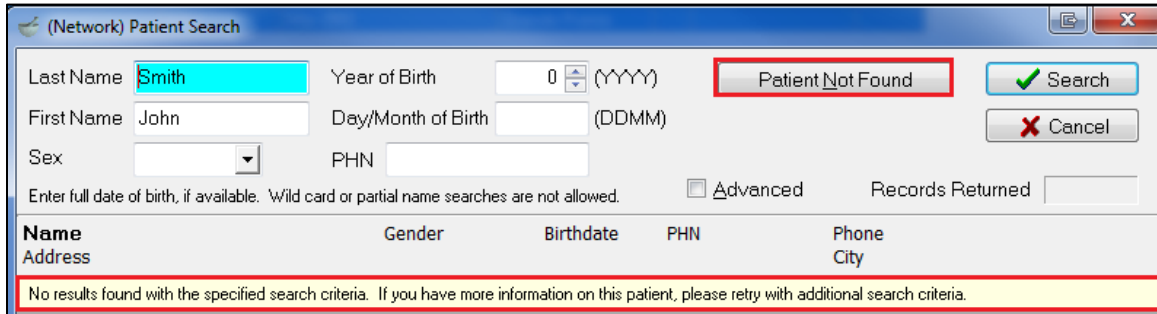
First Name: **james** Day/Month of Birth: (DDMM)

Sex: **Male** Id:

Enter full date of birth, if available. Wild card or partial name searches are not allowed. Advanced Records Returned:

Name	Address	PHN
Birthdate	Gender	City
Prov	Postal	Phone
Alternate Id		

2. If no results are found click **Patient Not Found**.



(Network) Patient Search

Last Name Year of Birth (YYYY)

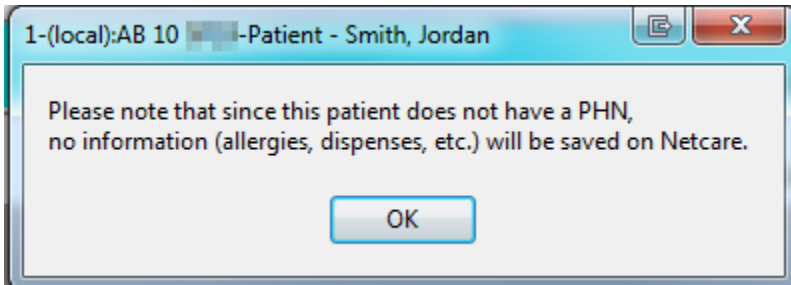
First Name Day/Month of Birth (DDMM)

Sex PHN

Enter full date of birth, if available. Wild card or partial name searches are not allowed. ☐ Advanced Records Returned

Name	Gender	Birthdate	PHN	Phone	City
No results found with the specified search criteria. If you have more information on this patient, please retry with additional search criteria.					

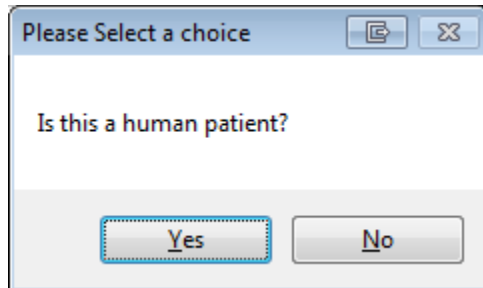
3. A warning will appear that because the patient does not have a phn, no information will be recorded on Netcare Click **OK**.



1-(local):AB 10 -Patient - Smith, Jordan

Please note that since this patient does not have a PHN,
no information (allergies, dispenses, etc.) will be saved on Netcare.

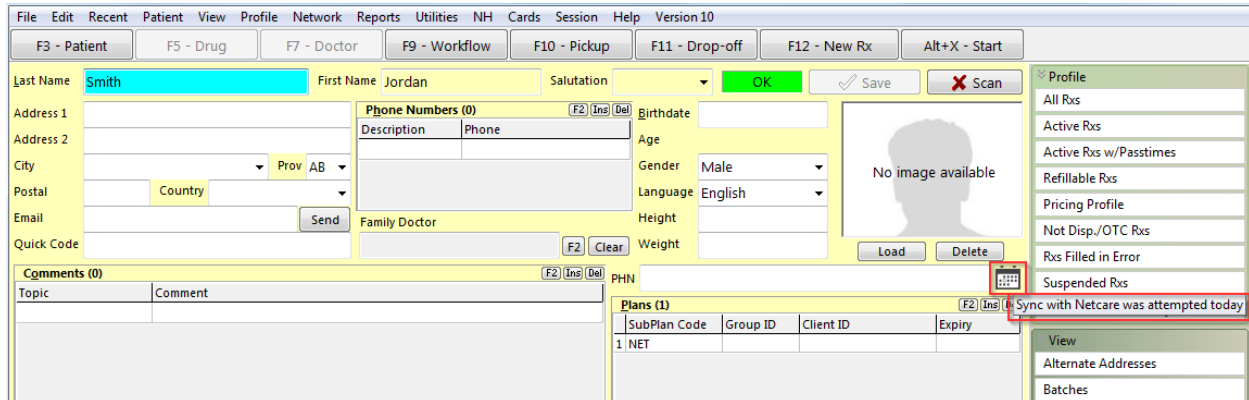
4. The new patient is inserted in Kroll, with **the prompt Is this a human patient?** Answer Yes.



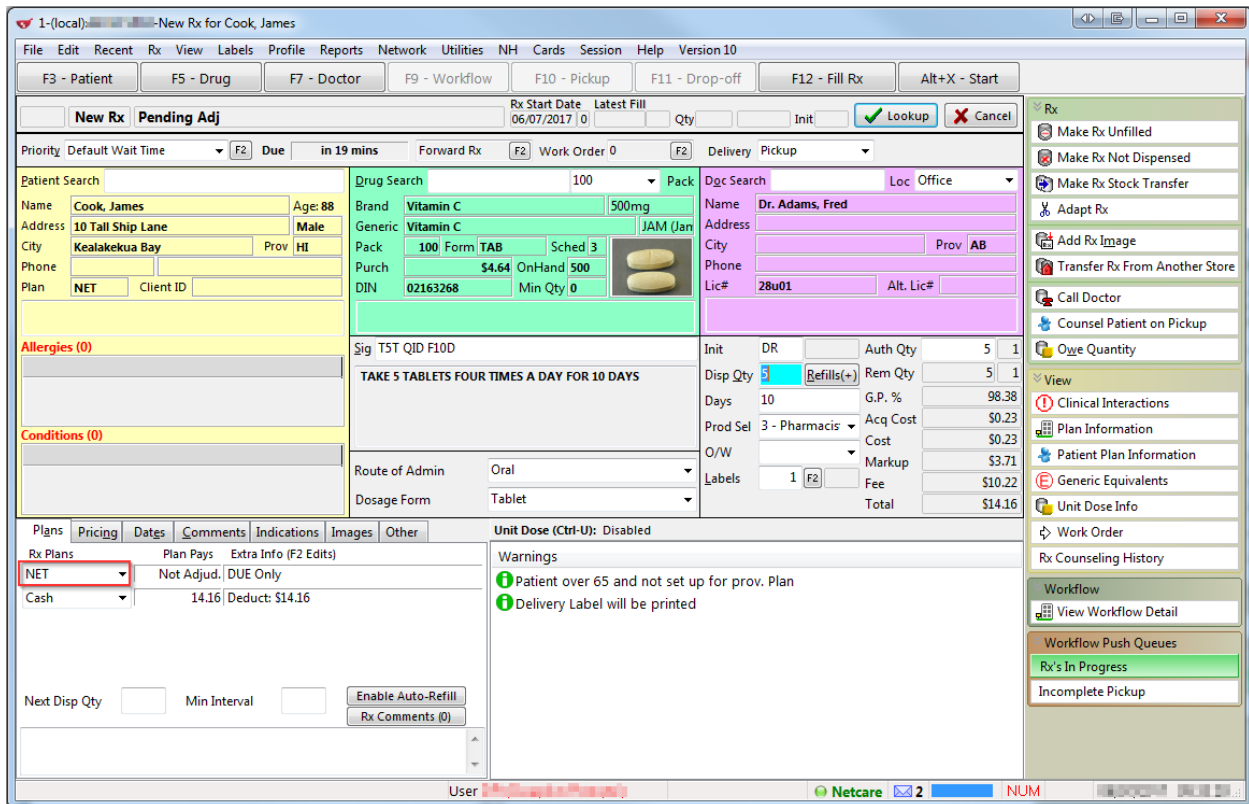
Please Select a choice

Is this a human patient?

5. Enter the patient information. A blank Netcare plan will be inserted automatically.



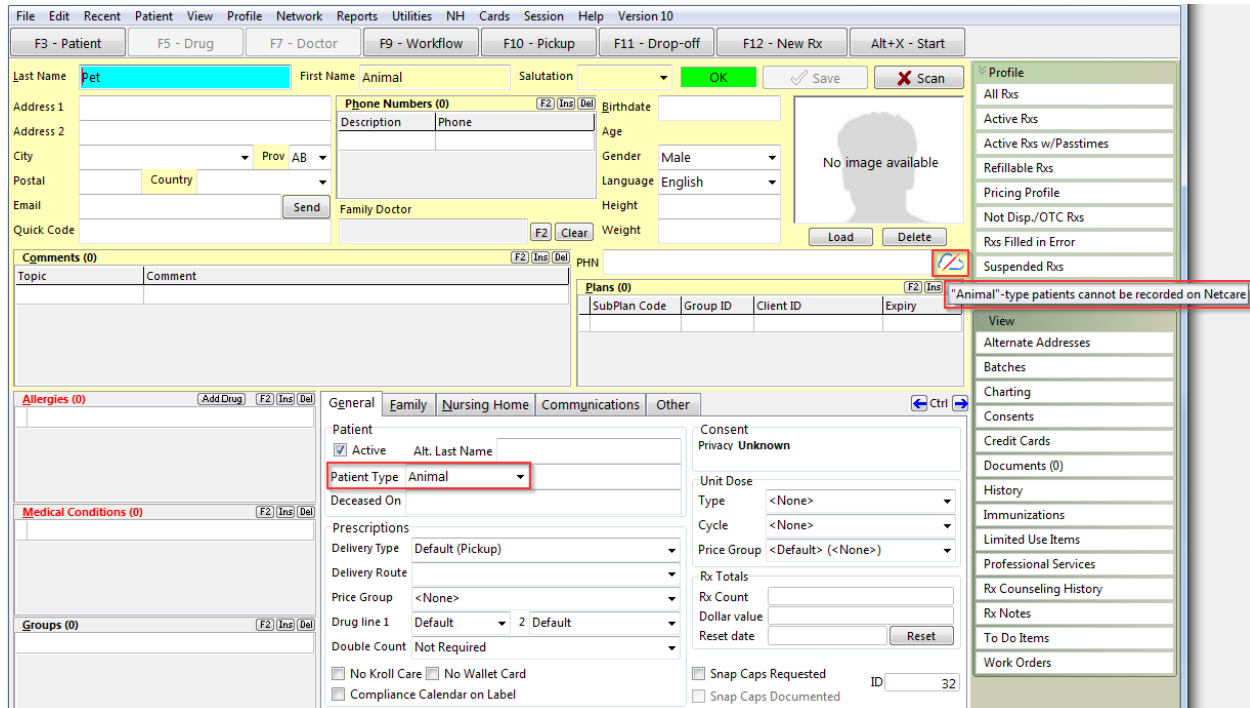
6. Click **F12** to fill an Rx. Fill in the Rx information noting the Netcare plan is inserted. Click **F12** to fill.



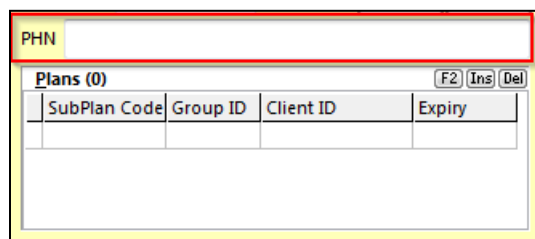
This Rx will still recorded on the Network but there will be no Network patient Profile to view.

Filling an Rx for an Animal

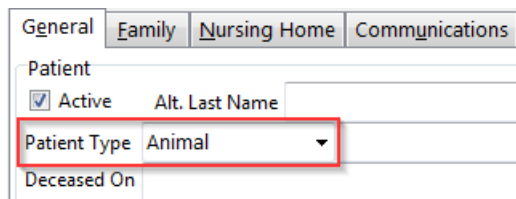
Prescriptions filled for non-human patients are not recorded on Netcare. Pets in the database must have an animal indicator turned on. Animal patients will not have a PHN and therefore no **(Network) Patient Profile**.



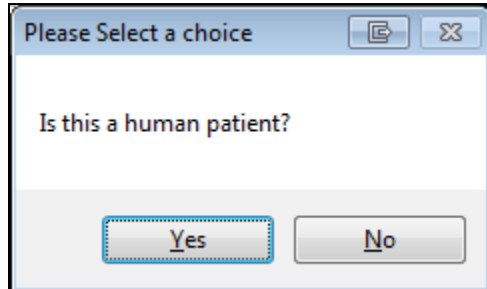
1. From the **F3-Patient** card, ensure that the PHN field is blank.



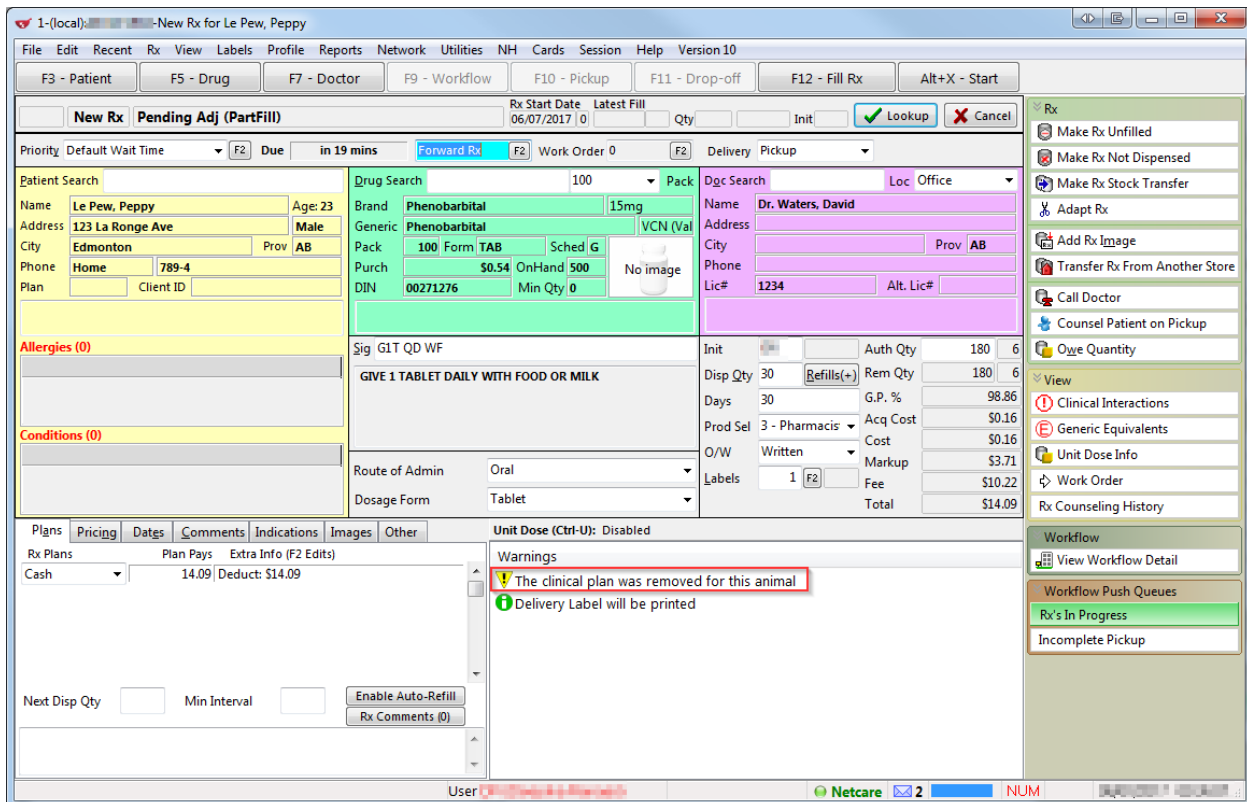
2. Go to the **General** tab and enable the flag for **Animal**.



NOTE: If the user is trying to save a new patient without populating the PHN field, Kroll will ask the user if this is a 'human' patient. If the user answers 'no', the animal flag in the **Extra Info** tab will automatically be checked.



3. From the **F3-Patient** card, click **Save** or press **Enter** to save changes to the patient.
4. Proceed to fill a prescription for the animal. There will not be a **Netcare** plan in the Rx, and the prescription will not be sent to Alberta Netcare.



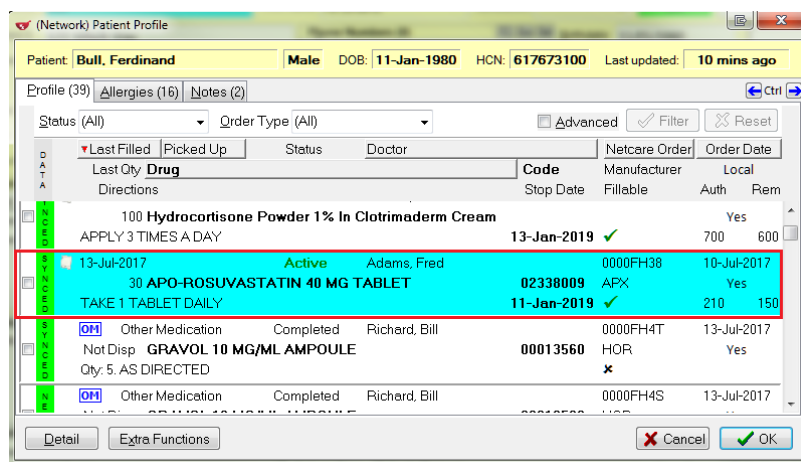
The screenshot shows the 'New Rx' window for a patient named 'Le Pew, Peppy'. The patient's address is '123 La Ronge Ave, Edmonton, AB'. The prescription is for 'Phenobarbital 15mg' tablets, with a quantity of 100. The doctor is 'Dr. Waters, David'. The interface includes a 'Warnings' section at the bottom, which displays a message: 'The clinical plan was removed for this animal'. The status bar at the bottom indicates 'User: [Name], Netcare 2, NUM'.

5. Click **F12-Fill Rx** or press **F12** on the keyboard to fill the prescription for the animal.
6. There will not be a **(Network) Patient Profile** for animal patients because there is no PHN.

Retrieving Dispense Records for an Rx Order

Within Alberta Netcare, refilled prescriptions are considered 'Dispenses' against an 'Rx Order'. Access the 'Dispense' made against an 'Rx Order' as follows:

1. From the **F3-Patient** card, access **Network > Profile** to view the **(Network) Patient Profile**.
2. Highlight the Rx that you would like to see 'Dispense' for and detail the Rx by pressing 'D' on the keyboard (just like in the local patient profile).



(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** HCN: **617673100** Last updated: **10 mins ago**

Profile (39) Allergies (16) Notes (2)

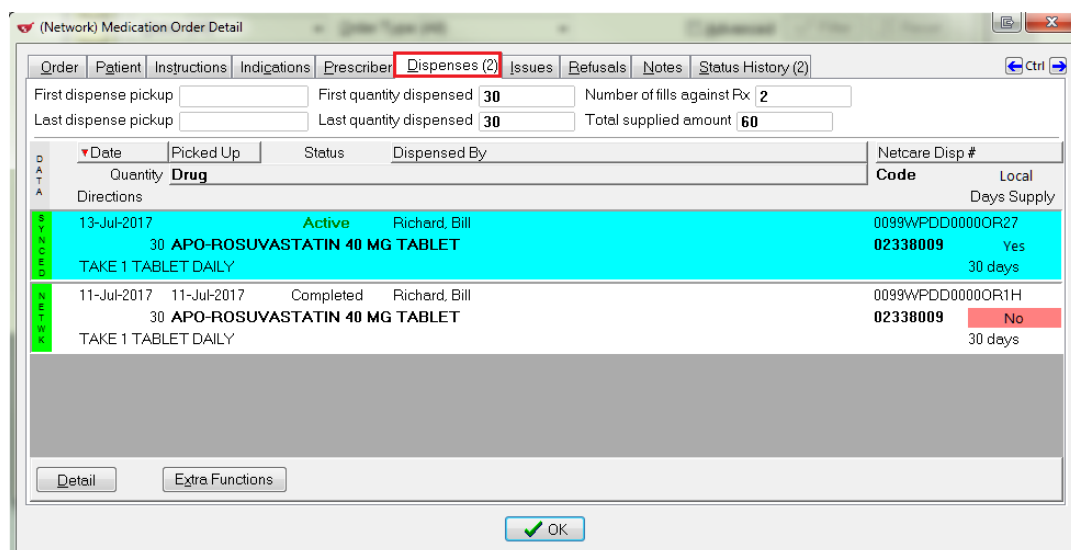
Status (All) Order Type (All) Advanced Filter Reset

DATA	Last Filled	Picked Up	Status	Doctor	Netcare Order	Order Date
100 Hydrocortisone Powder 1% In Clotrimaderm Cream	APPLY 3 TIMES A DAY	13-Jan-2019	✓		700	600
13-Jul-2017	Active	Adams, Fred	0000FH38	10-Jul-2017		
30 APO-ROSUVASTATIN 40 MG TABLET	02338009	APX	Yes			
TAKE 1 TABLET DAILY	11-Jan-2019	✓	210	150		
Other Medication	Completed	Richard, Bill	0000FH4T	13-Jul-2017		
Not Disp	GRAVOL 10 MG/ML AMPOULE	00013560	HOR	Yes		
Qty: 5. AS DIRECTED			x			
Other Medication	Completed	Richard, Bill	0000FH4S	13-Jul-2017		

Detail Extra Functions Cancel OK

3. From the **(Network) Medication Order Detail** window, click the **Dispenses** tab.

NOTE: The bracketed number in the **Dispense** tab indicates how many entries are listed. In this particular Dispense Profile, the first fill was sent on 24-Jun-2011 at another pharmacy (Local = No). The second dispense is filled locally on 26-Jul-2011 (Local = Yes).



(Network) Medication Order Detail

Order Patient Instructions Indications Prescriber **Dispenses (2)** Issues Refusals Notes Status History (2)

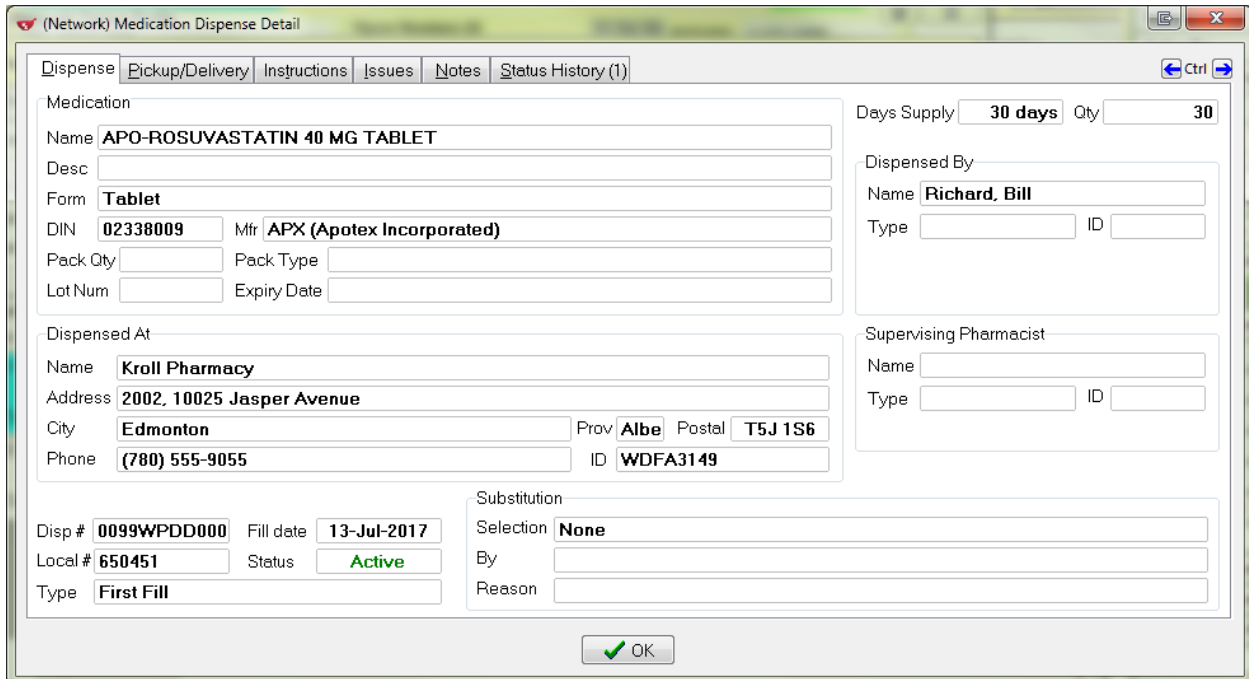
First dispense pickup Last dispense pickup First quantity dispensed Last quantity dispensed Number of fills against Rx Total supplied amount

30 30 2 60

DATA	Date	Picked Up	Status	Dispensed By	Netcare Disp #	Code	Local	Days Supply
13-Jul-2017	Active	Richard, Bill	0099WPDD0000OR27	02338009	Yes	30 days		
11-Jul-2017	11-Jul-2017	Completed	Richard, Bill	0099WPDD0000OR1H	02338009	No	30 days	

Detail Extra Functions OK

4. Users can **Detail** a Dispense to call up the **(Network) Medication Dispense Detail** just like they can detail an Rx Order in the following ways:
 - d) Use the mouse to double click on the dispense entry you would like to see details for.
 - e) Highlight the dispense entry and click the **Detail** button.
 - f) Highlight the entry and press **D** on the keyboard.
 - g) Right click on entry to access a menu list, and then click on **Detail**.



The screenshot shows the "(Network) Medication Dispense Detail" window. It features a tabbed interface with tabs for "Dispense", "Pickup/Delivery", "Instructions", "Issues", "Notes", and "Status History (1)". The "Dispense" tab is active. The form is divided into several sections:

- Medication:** Includes fields for Name (APO-ROSUVASTATIN 40 MG TABLET), Desc, Form (Tablet), DIN (02338009), Mfr (APX (Apotex Incorporated)), Pack Qty, Pack Type, Lot Num, and Expiry Date.
- Days Supply:** Set to 30 days, with a Qty of 30.
- Dispensed By:** Includes fields for Name (Richard, Bill), Type, and ID.
- Dispensed At:** Includes fields for Name (Kroll Pharmacy), Address (2002, 10025 Jasper Avenue), City (Edmonton), Prov (Albe), Postal (T5J 1S6), Phone ((780) 555-9055), and ID (WDF A3149).
- Supervising Pharmacist:** Includes fields for Name, Type, and ID.
- Disp #:** 0099WPDD000, with a Fill date of 13-Jul-2017.
- Local #:** 650451, with a Status of Active.
- Type:** First Fill.
- Substitution:** Includes fields for Selection (None), By, and Reason.

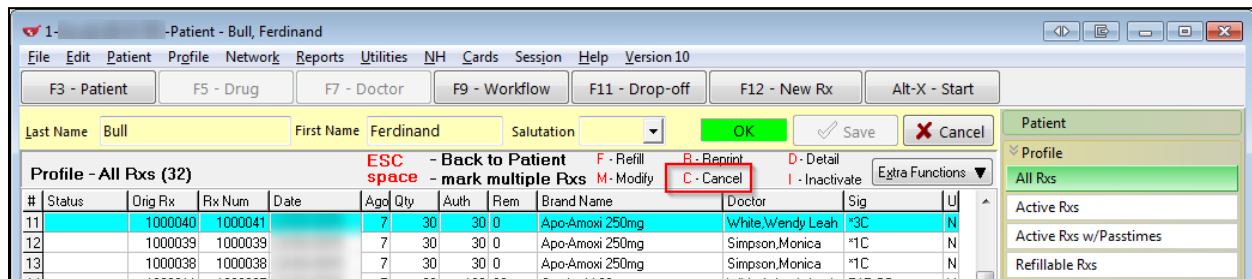
An "OK" button with a green checkmark is located at the bottom center of the window.

5. The **(Network) Medication Dispense Detail** window will display information on the following:
 - h) **Dispense:** Displays general Rx information regarding the refill.
 - i) **Pickup/Dispense:** Displays information on whether a Dispense was picked up and if so by whom.
 - j) **Instructions:** Displays the SIG on the dispense.
 - k) **Issues:** Displays any management codes sent with the dispense.
 - l) **Notes:** Displays dispense notes (this is different than patient notes or prescription notes)
 - m) **Status History:** Displays changes in the status of the Rx.

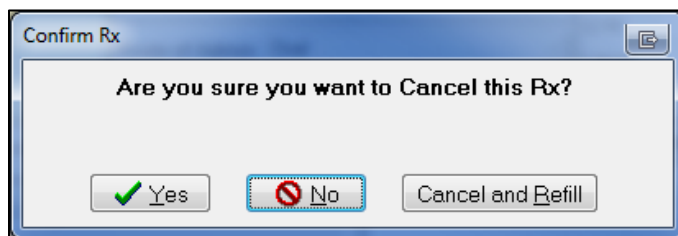
Cancelling an Rx

Cancelling a prescription in Kroll will mark the associated dispense as **'aborted'** on Alberta Netcare. Cancel an Rx as follows:

1. Call up the local patient profile from the **F3-Patient Card** by accessing **Profile > All Rxs** or pressing **SHIFT+F3** on the keyboard.
2. Highlight the Rx that needs to be cancelled and click **C-Cancel** or press **C** on the keyboard.



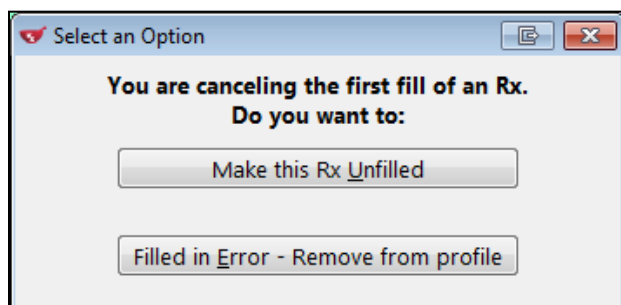
3. If the correct prescription is being called up for cancellation, answer **Yes** when asked **'Are you sure you want to Cancel this Rx?'**



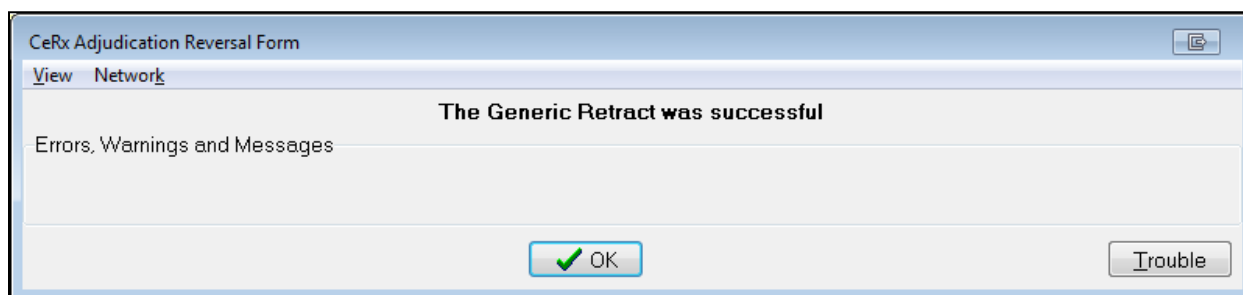
NOTE: Select the option to **Cancel and Refill** if you are looking to reverse the claim, modify it, and then resend it immediately.

4. Log in and choose **Make this Rx unfilled** or **Filled in Error- Remove from profile**.

5. If you are cancelling the first fill of a prescription, the following screen will appear. Select the appropriate option:



- a) **Make this Rx Unfilled:** Selecting this option will mark the local Rx as '**Unfilled**' and remove the dispense from Alberta Netcare because physician prescribed **Unfilled Rxs** are not recorded on Alberta Netcare.
- b) **Filled in Error – Remove from profile:** Selecting this option will mark the Rx as a 'mistake' on the local system and place it into the **SHIFT+F9 – Rxs Filled in Error** profile. The Network entry will be **retracted** and will NOT appear in the **(Network) Patient Profile**.



Pickups

Pharmacy staff can log the date and time of when a prescription is physically picked up from a pharmacy and who the prescription was picked up by. This information can be entered in Kroll and sent to Alberta Netcare for clinical recording.

Recording prescription pick-ups facilitate health care providers to promote compliancy and prevent or reduce medication abuse. Unless otherwise specified Stores using '**Laser Labels No Workflow**' will have automated pickups enabled. Stores using customized workflow, may have manually enabled pickups.

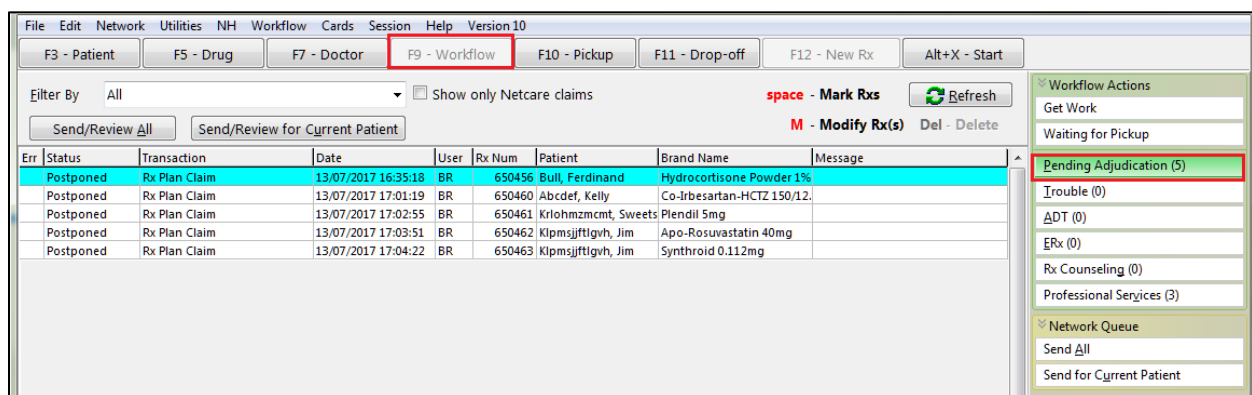
For more detailed information, please contact your helpdesk.

When the Alberta Netcare Network is Unavailable

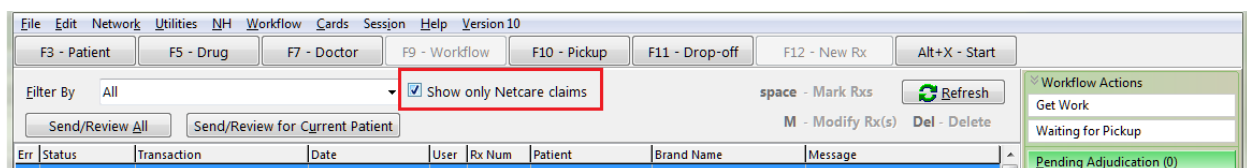
In the event that the Alberta Netcare Network is unavailable, Kroll will queue the transactions (e.g. sending allergies, sending prescriptions, sending dispenses, adding notes, etc.) in the order of creation so that they can be sent when the Network is available again.

No new claims for a particular patient can be sent to Netcare until all queued claims for that patient have been sent to Netcare because a prior queued claim may have an impact on the result set of a subsequent claim (e.g. an allergy add request must be sent before more dispenses are sent because that may affect the outcomes of the Drug Utilization Evaluation (DUE) processing for those subsequent dispenses).

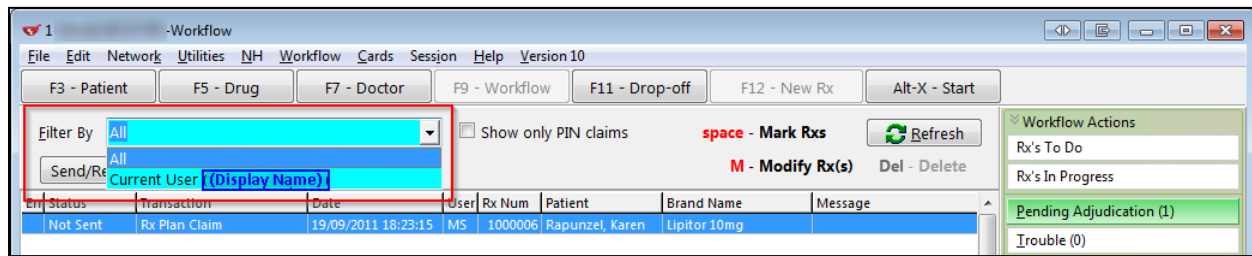
When Netcare is unavailable, claims are queued in order of creation under **F9-Workflow** under **Pending Adjudication** located on the right tool bar.



Users may select the option to '**Show only Netcare Claims**' which will only display pending claims for Netcare.



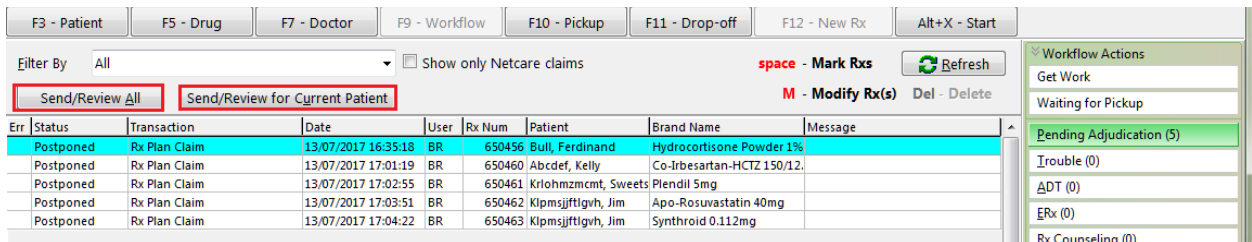
From the **Pending Adjudication Queue**, all claims that have not been sent to Netcare will be listed by an entry that provides information on the **Transaction Type**, the **date/time** the transaction was sent, who it was sent by and for which patient. On the top left of the window, a filter option is available to filter claims authored by a specific user, or by claims for a specific patient. Access the dropdown menu to view pending claims by one of the filter parameters listed.



The screenshot shows the Netcare Workflow application interface. The 'Filter By' dropdown is set to 'All'. The 'Send/Review' button is highlighted. The table below shows a single claim for 'Rapunzel, Karen' with a status of 'Not Sent'.

Err	Status	Transaction	Date	User	Rx Num	Patient	Brand Name	Message
	Not Sent	Rx Plan Claim	19/09/2011 18:23:15	MS	1000006	Rapunzel, Karen	Lipitor 10mg	

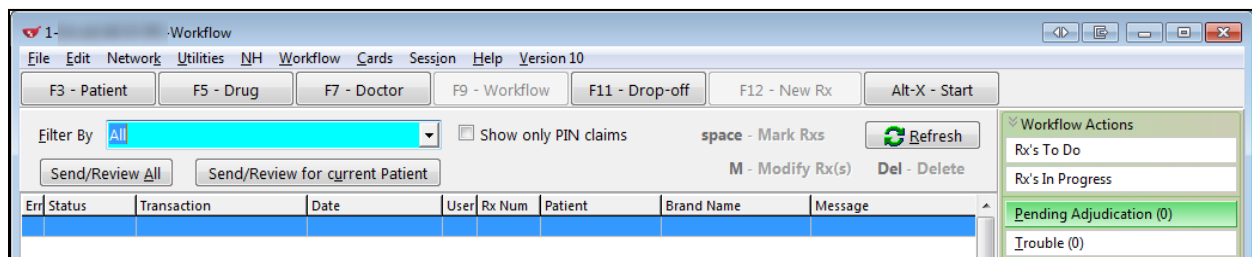
Once Netcare is available again, users can go to the **Pending Adjudication Queue** and send all claims at once by clicking on **Send/Review All** or **Send for current Patient**.



The screenshot shows the Netcare Workflow application interface. The 'Send/Review All' and 'Send/Review for Current Patient' buttons are highlighted. The table below shows five claims, all with a status of 'Postponed'.

Err	Status	Transaction	Date	User	Rx Num	Patient	Brand Name	Message
	Postponed	Rx Plan Claim	13/07/2017 16:35:18	BR	650456	Bull, Ferdinand	Hydrocortisone Powder 1%	
	Postponed	Rx Plan Claim	13/07/2017 17:01:19	BR	650460	Abcdef, Kelly	Co-Irbesartan-HCTZ 150/12	
	Postponed	Rx Plan Claim	13/07/2017 17:02:55	BR	650461	Krlohmzmcm, Sweets	Plendil 5mg	
	Postponed	Rx Plan Claim	13/07/2017 17:03:51	BR	650462	Klpmsjftlgv, Jim	Apo-Rosuvastatin 40mg	
	Postponed	Rx Plan Claim	13/07/2017 17:04:22	BR	650463	Klpmsjftlgv, Jim	Synthroid 0.112mg	

This sends the pending claims, and if there are no issues or interventions required by the user, the **Pending Adjudication** queue will clear.



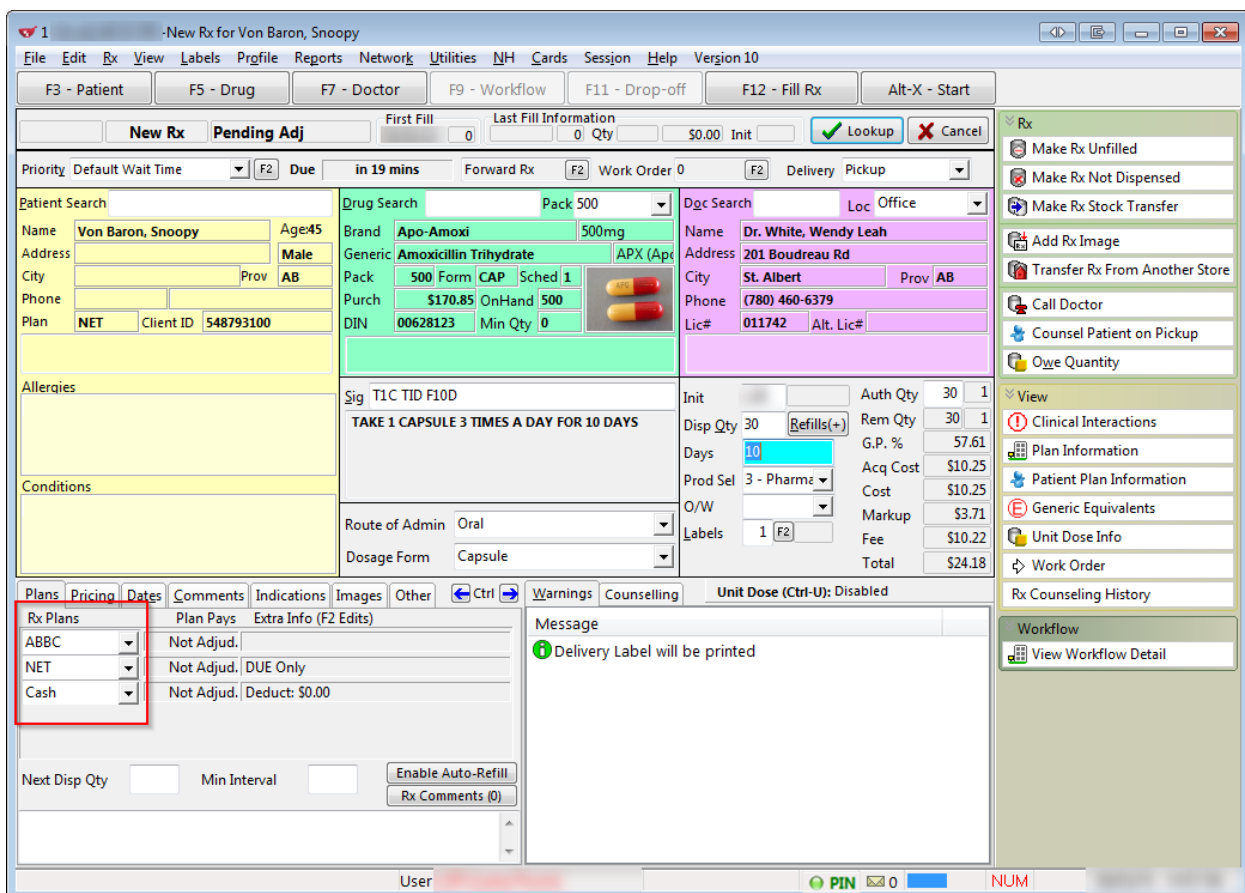
The screenshot shows the Netcare Workflow application interface. The 'Send/Review All' and 'Send/Review for current Patient' buttons are highlighted. The table below is empty, indicating that the pending claims have been cleared.

Err	Status	Transaction	Date	User	Rx Num	Patient	Brand Name	Message
-----	--------	-------------	------	------	--------	---------	------------	---------

Printing Labels for Prescriptions when Alberta Netcare is Unavailable

When Alberta Netcare is unavailable, users can adjudicate claims to the fiscal plans first, print labels for dispensing, and then place the Rx in the **Pending Network Queue** to send to Alberta Netcare once the Network becomes available. Print a label for dispensing when Netcare is unavailable as follows:

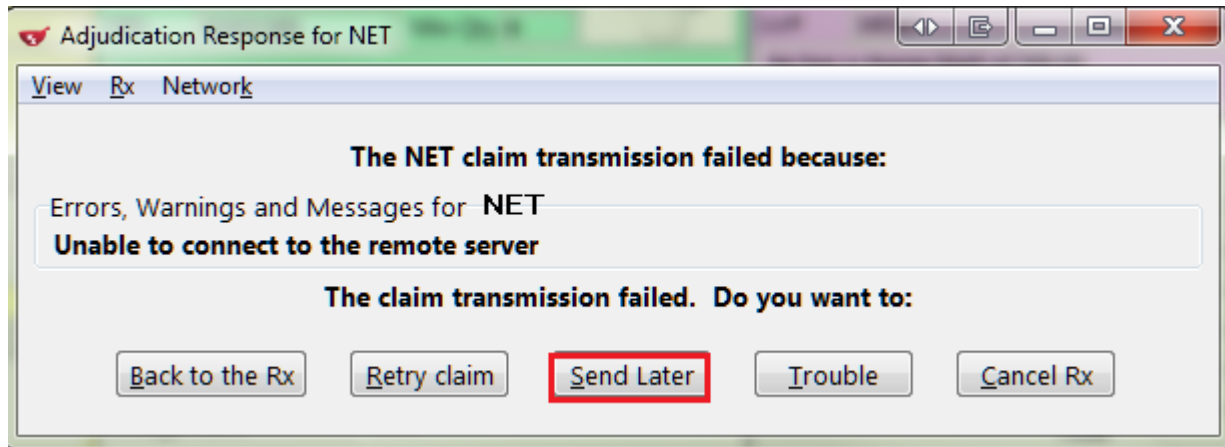
1. From the **F12-Filling Screen**, the plan sequence should list the fiscal plans first, then the **NET-Alberta Netcare** plan, followed lastly by the **Cash** plan.



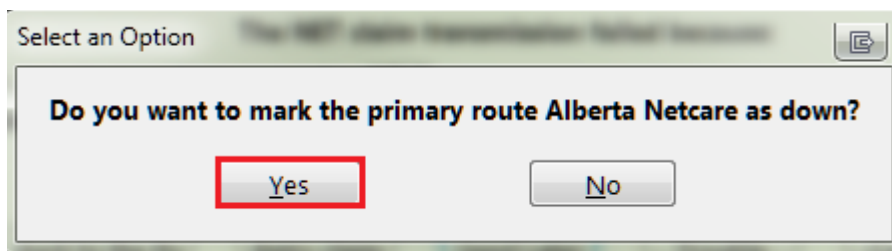
The screenshot shows the 'F12 - Fill Rx' screen. The 'Rx Plans' section is highlighted with a red box, showing a list of plans: ABBC, NET, and Cash. The 'NET' plan is selected. The 'Cash' plan is also visible. The screen also displays a message: 'Delivery Label will be printed'.

2. Click **F12-Fill Rx** or press **F12** on the keyboard to initiate adjudication of the prescription.

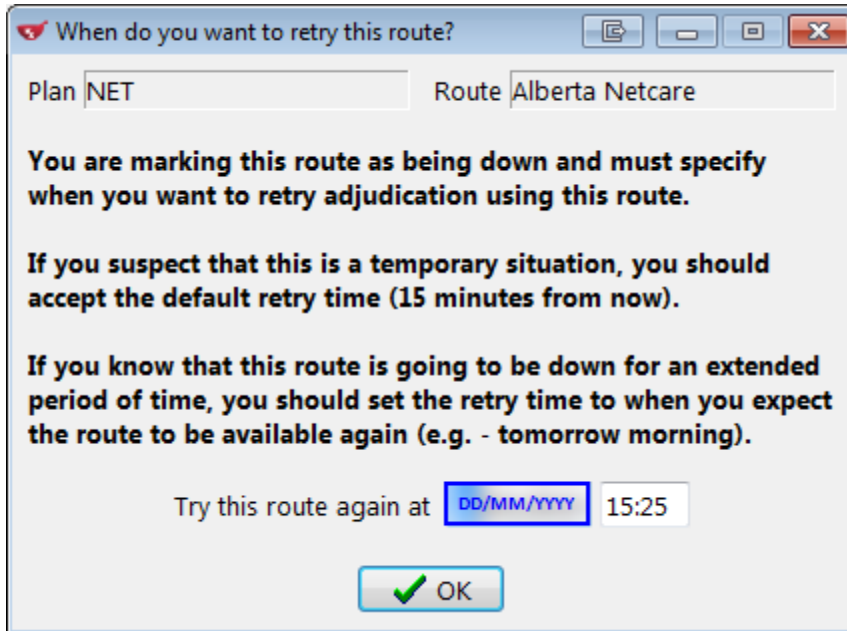
3. A response screen will appear indicating '**Unable to connect to the remote server.**' Choose the option **Send later**.



4. A second message will appear asking '**Do you want to mark the Alberta Netcare route as down?**' Answering **Yes** will cause all subsequent transactions to skip adjudication to **NET-Alberta Netcare**; answering **No** will cause subsequent transactions to continue to attempt to send to **NET-Alberta Netcare** even though Alberta Netcare may be potentially unavailable.



- Answering **Yes** will bring up the '**When do want to retry this route?**' screen. A default date and time is entered but the user can adjust if it is desired.



When do you want to retry this route?

Plan: Route:

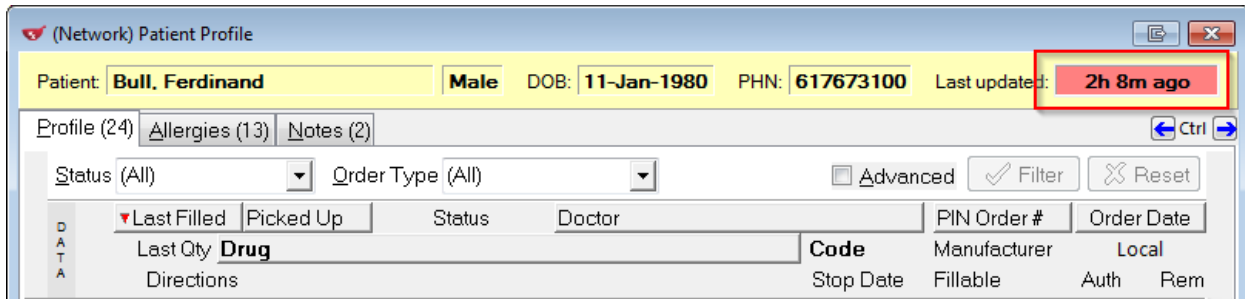
You are marking this route as being down and must specify when you want to retry adjudication using this route.

If you suspect that this is a temporary situation, you should accept the default retry time (15 minutes from now).

If you know that this route is going to be down for an extended period of time, you should set the retry time to when you expect the route to be available again (e.g. - tomorrow morning).

Try this route again at

- Kroll will display the Alberta Netcare Patient Profile that was last generated for the patient. (Anytime this profile is more than 2 Hours out of date it will display with a **RED** background in the **Last Updated** field.) This profile may be out of date - proceed with caution.



(Network) Patient Profile

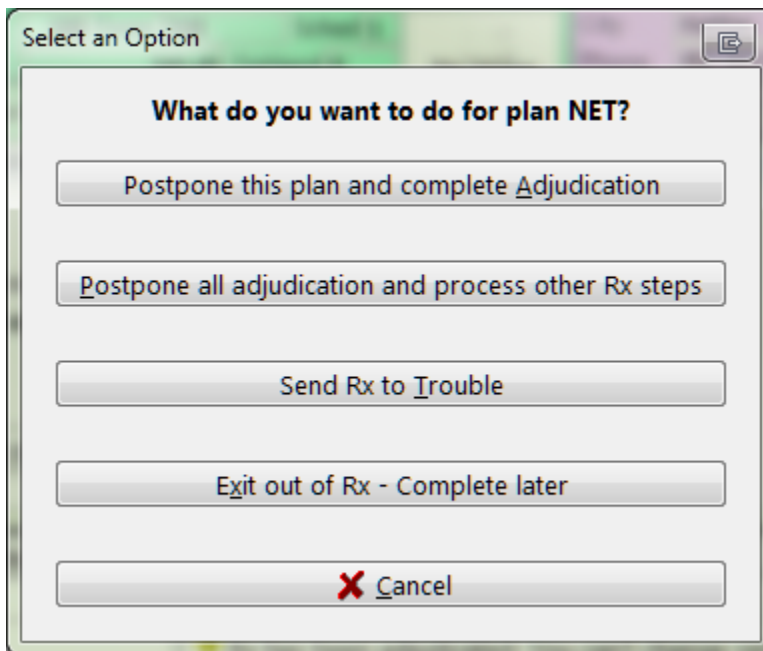
Patient: **Bull, Ferdinand** **Male** DOB: **11-Jan-1980** PHN: **617673100** Last updated: **2h 8m ago**

Profile (24) Allergies (13) Notes (2)

Status: (All) Order Type: (All) ☐ Advanced ☒ Filter

	Last Filled	Picked Up	Status	Doctor	PIN Order #	Order Date
DATA	Last Qty	Drug	Code	Manufacturer	Local	
	Directions	Stop Date	Fillable	Auth	Rem	

- Select an Option as to what to do with the Rx while Netcare is down. This will put the Rx in the appropriate queue.



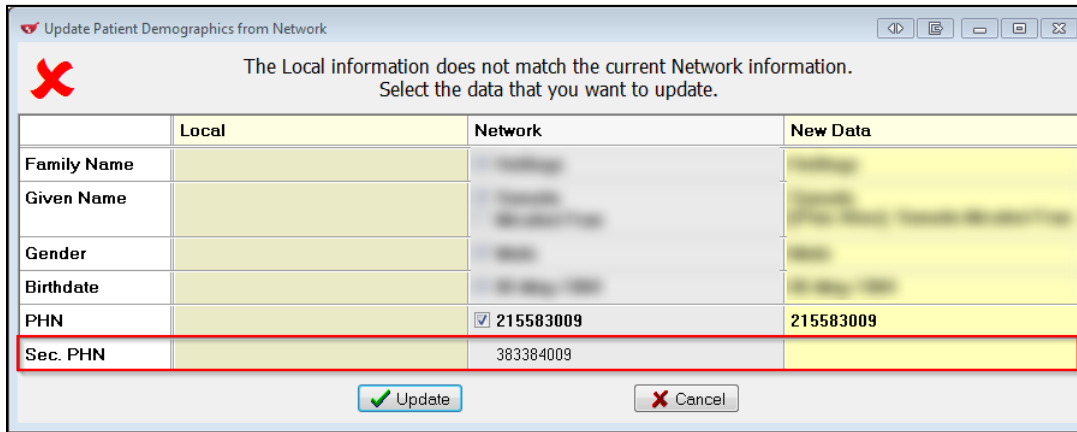
8. The Rx will adjudicate through the fiscal plans for payment.
9. Once Fiscal adjudication is complete, the prescription label will print.
10. The **NET-Alberta Netcare** portion of the Rx will be queued into the **Pending Adjudication Queue** found in **F9-Workflow-Pending Adjudication**. The transaction can be sent once Netcare is back up.

F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F10 - Pickup	F11 - Drop-off	F12 - New Rx	Alt+X - Start	
Filter By	All		Show only Netcare claims	space - Mark Rxs	Refresh			Workflow Actions
Send/Review All	Send/Review for Current Patient			M - Modify Rx(s)	Del - Delete			Get Work
Err	Status	Transaction	Date	User	Rx Num	Patient	Brand Name	Message
X	Communication	Rx Plan Claim	13/07/2017 17:10:44	BR	650465	Abcdef, Kelly	Ezetimibe 10mg	Communication error
	Postponed	Rx Plan Claim	13/07/2017 17:17:39	BR	650466	Bull, Ferdinand	Ezetimibe 10mg	
								Pending Adjudication (2)
								Trouble (0)

Patients with Multiple PHNs

Occasionally some Albertan patients will have more than one Personal Health Number (PHN). To prevent users from having to enter two patient cards for the same person as a result of the multiple PHNs, Kroll gives the user the option to view the Alberta Netcare patient profiles of the secondary or tertiary PHNs from one patient card.

When adding/updating **Patient Demographics** for a patient with multiple PHN's the user will see an additional field – **Sec. PHN**.

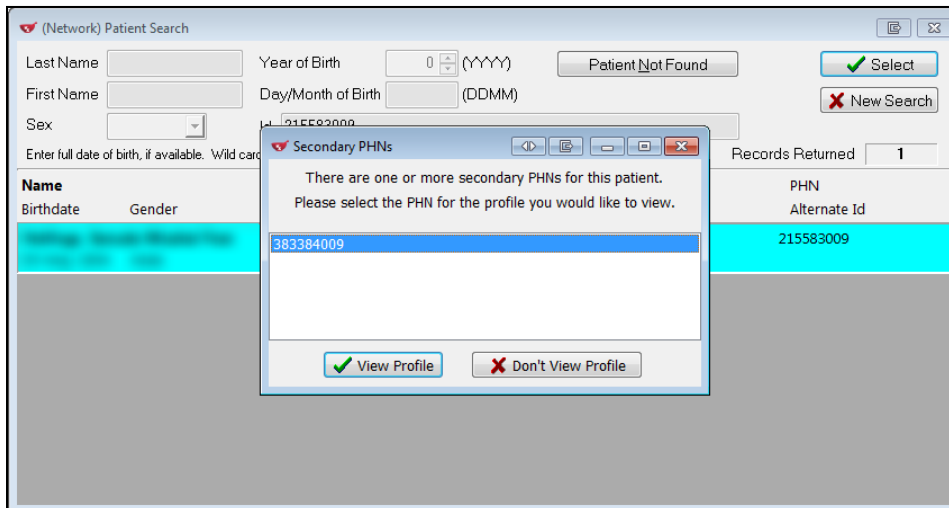


Update Patient Demographics from Network

The Local information does not match the current Network information.
Select the data that you want to update.

	Local	Network	New Data
Family Name			
Given Name			
Gender			
Birthdate			
PHN		<input checked="" type="checkbox"/> 215583009	215583009
Sec. PHN		383384009	

When the user selects to add/update, they will be prompted to view the Secondary PHN Profile.



(Network) Patient Search

Last Name: Year of Birth: (YYYY)

First Name: Day/Month of Birth: (DDMM)

Sex:

Enter full date of birth, if available. Wild card

Records Returned: 1

PHN: 215583009

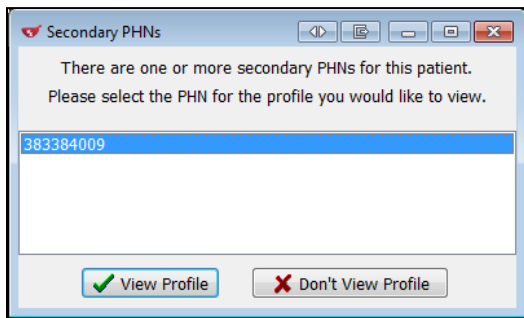
Alternate Id: 215583009

Secondary PHNs

There are one or more secondary PHNs for this patient.
Please select the PHN for the profile you would like to view.

383384009

If the user chooses **Don't View Profile** the system proceeds with inserting the patient into the local database. If the user chooses to **View Profile**, the system requests an Alberta Netcare patient profile for the secondary PHN. If there were more than 2 PHNs, they would appear in this list and the user would highlight the one they wish to view the Alberta Netcare Patient profile for.

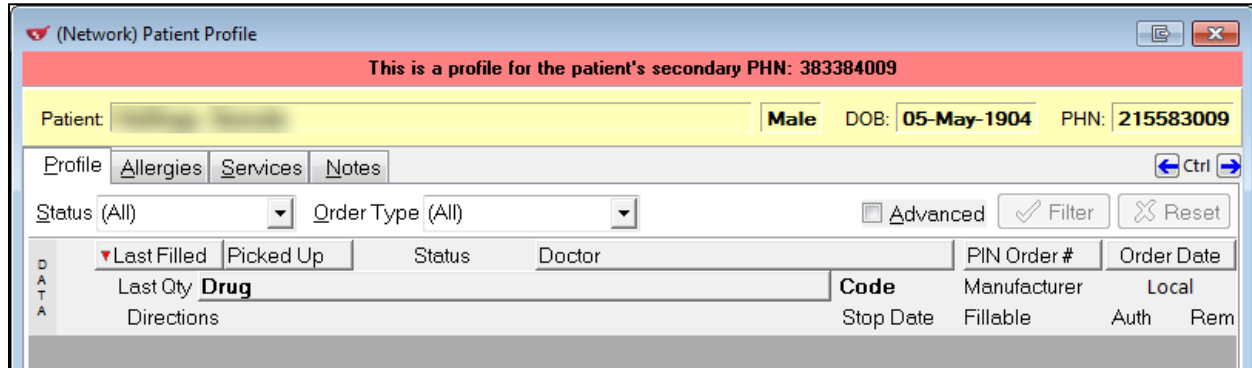


Secondary PHNs

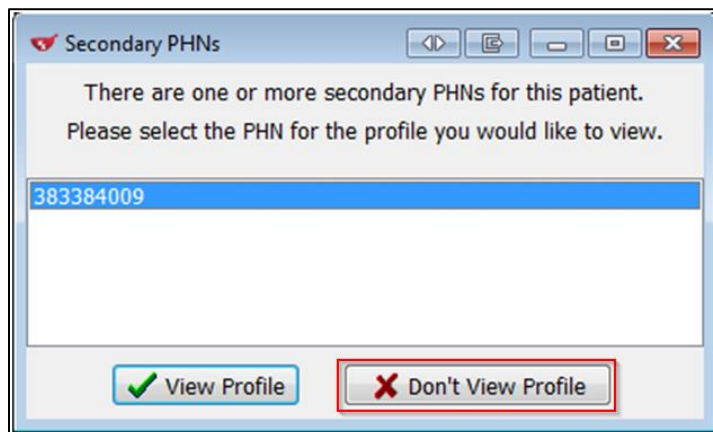
There are one or more secondary PHNs for this patient.
Please select the PHN for the profile you would like to view.

383384009

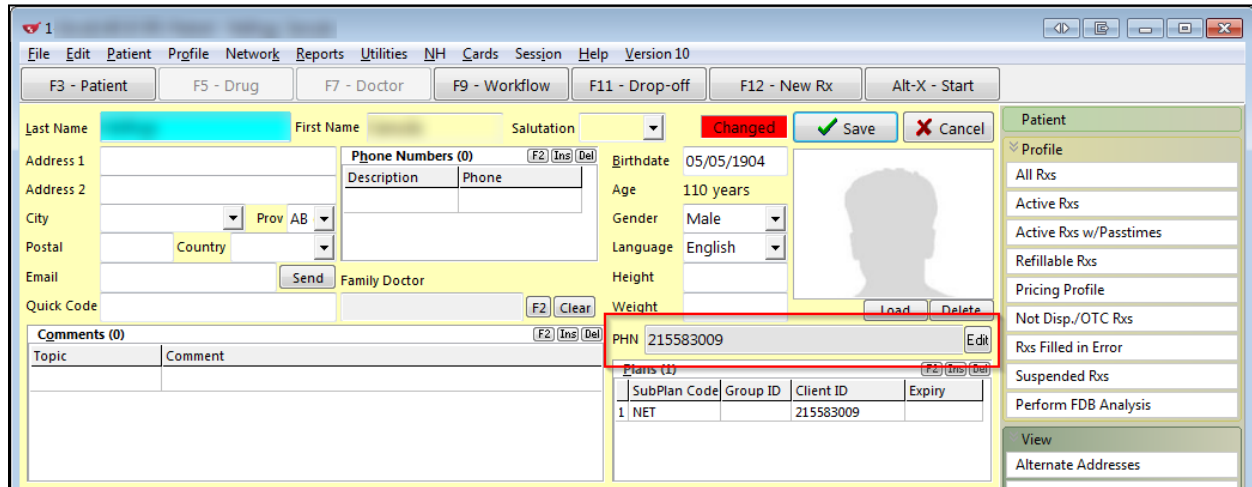
If the user selects to view the profile of the Secondary PHN, a **(Network) Patient Profile** for the secondary PHN will appear. A **RED** bar at the top of the window will remind the user **'This is a profile for the patient's secondary PHN: #####'**.



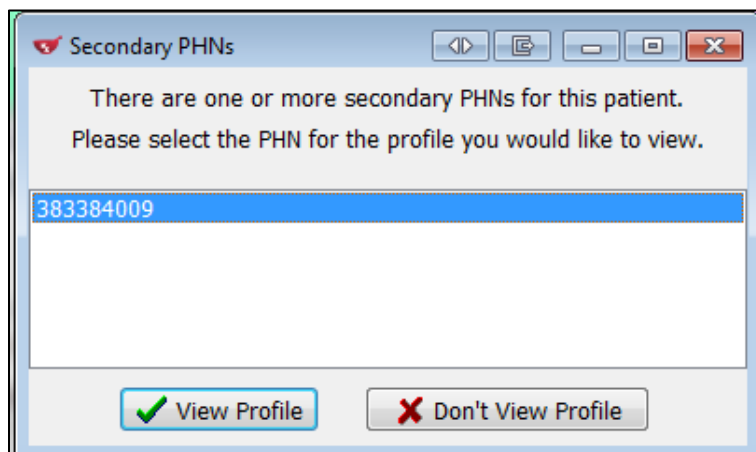
Subsequent to reviewing the profile, click **OK** or press **Enter** on the keyboard to continue. The user will be brought back to the list of PHNs for the patient. At this point, choose the option to **'Don't View Profile'** to proceed to the **F3-Patient** card.




On the **F3-Patient** card only the **Primary PHN** will be recorded and displayed.



Users of patients with multiple PHNs will be prompted to view the secondary Alberta Netcare patient profiles when they fill Rxs for a patient the first time a patient profile is returned,

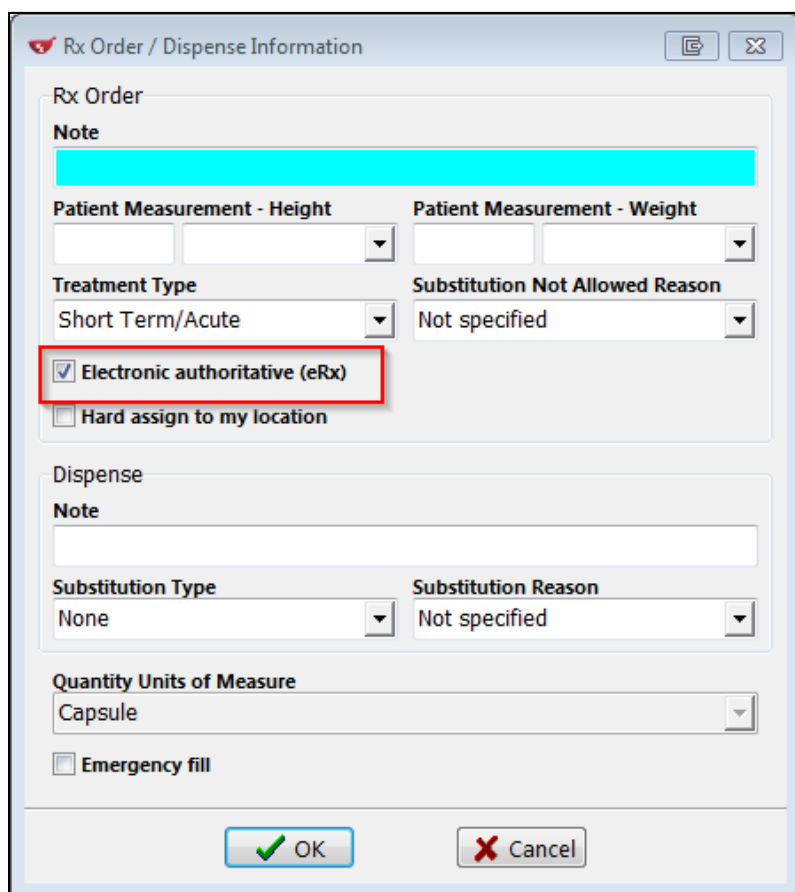


Electronic Authoritative Prescriptions – ePrescribing

ePrescribed Rxs will be depicted by the  icon indicating 'This is an electronic – authoritative order. A paper prescription is not required.'

Filling a Pharmacist Prescribed Rx

- From the **F12-Filling Screen**, enter the patient, drug, pharmacist, SIG, and dispense information for the prescription. The user will be prompted with the **Rx Order/Dispense Information**. By default the **Electronic Authoritative (eRx)** flag will be enabled.



Rx Order / Dispense Information

Rx Order

Note

Patient Measurement - Height: [] [] [v]
 Patient Measurement - Weight: [] [] [v]

Treatment Type: Short Term/Acute [v]
 Substitution Not Allowed Reason: Not specified [v]

☒ **Electronic authoritative (eRx)**
☐ Hard assign to my location

Dispense

Note

Substitution Type: None [v]
 Substitution Reason: Not specified [v]

Quantity Units of Measure: Capsule [v]

☐ Emergency fill

OK Cancel

NOTE: There will be a yellow prescription warning indicating 'This is a Pharmacist Prescribe – an Rx Order will be sent'.

1 -New Rx for Bull, Ferdinand

File Edit Rx View Labels Profile Reports Network Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - Fill Rx Alt-X - Start

New Rx Pending Adj First Fill 0 Last Fill Information 0 Qty \$0.00 Init [Look] [Cancel]

Priority Default Wait Time [F2] Due in 19 mins Forward Rx [F2] Work Order 0 Delivery Pickup

Patient Search

Name Bull, Ferdinand Age 35

Address 123 Anytown Male

City Edmonton Prov AB

Phone

Plan NET Client ID 617673100

Monter T1 Usage

Allergies

clarithromycin

lactose

Sugars, Metabolically Active

More (See Patient)

Conditions

Osteoarthritis

Parkinson's disease

Drug Search Pack 500

Brand Amoxicillin 500mg

Generic Amoxicillin Trihydrate SIV (Siver)

Pack 500 Form CAP Sched 1

Purch \$183.67 OnHand 470

DIN 02401509 Min Qty 0

Ph Richard, Bill

Address

City Prov AB

Phone

Lic# 2222 Alt. Lic#

Init BR Auth Qty 30 1

Disp Qty 30 Refills(+) 1

Days 10

Prod Sel 3 - Pharma

O/W

Labels 1 [F2]

Route of Admin Oral

Dosage Form Capsule

Sig TIC TID F10D

TAKE 1 CAPSULE 3 TIMES A DAY FOR 10 DAYS

Auth Qty 30 1

G.P. % 55.83

Acq Cost \$11.02

Cost \$11.02

Markup \$3.71

Fee \$10.22

Total \$24.95

Plans Pricing Dates Comments Indications Images Other [Ctrl] [F2] Warnings Counselling Unit Dose (Ctrl-U): Disabled

Rx Plans

Plan Pays Extra Info (F2 Edits)

NET Not Adjud. DUE Only

Cash 24.95 Deduct: \$24.95

Next Disp Qty Min Interval Enable Auto-Refill

Rx Comments (0)

Message

⚠ This is a Pharmacist Prescribe - an Rx Order will be s...

📄 Delivery Label will be printed

Use BR (Bill Richard)

PIN 1 NUM

Rx

Make Rx Unfilled

Make Rx Not Dispensed

Make Rx Stock Transfer

Add Rx Image

Transfer Rx From Another Store

Call Doctor

Counsel Patient on Pickup

Owe Quantity

View

Rx Images

Clinical Interactions

Plan Information

Patient Plan Information

Generic Equivalents

Unit Dose Info

Work Order

Rx Counseling History

Workflow

View Workflow Detail

If the pharmacist prescribe is successful, a prescription label will print along with the **eRx Reference Report**. This may be used as a placeholder for pharmacies using paper filing.

Richard, Bill

2002, 10025 Jasper Avenue
Edmonton Alberta T5J1S6

Bull, Ferdinand (11-Jan-1980) - Male

123Anytown
Edmonton AB

PHN: 617673100

PIN Order #: 00008WRB

Status: Active

Date Prescribed:

AMOXICILLIN 500 MG CAPSULE (Capsule)

DIN: 02401509

TAKE 1 CAPSULE 3 TIMES A DAY FOR 10 DAYS

Start date:

Last fill expiry date:

Route: Oral

Dispense quantity: 30

Totalprescribedquantity: 30 (1 fill)

Total days supply: 10

Allergy Alert

AMOXICILLIN 500 MG CAPSULE

Drug Allergy [Penicillins]

Managed: Other

Drug Interaction Alert

AMOXICILLIN 500 MG CAPSULE

APO-WARFARIN 3 MG TABLET

Managed: Other

*** For reference only. Non-dispensable. ***

Printed:

On the network, the order will have an **eRx** icon to indicate 'This is an electronic – authoritative order. A paper prescription is not required.'

(Network) Patient Profile

Patient: **Bull, Ferdinand** Male DOB: **11-Jan-1980** HCN: **617673100** Last updated: **2m ago**

Profile (91) Allergies (16) Notes (2) Ctrl

Status: (All) Order Type: (All) ☐ Advanced ☒ Filter

DATA	Last Filled		Picked Up	Status	Doctor	Netcare Order	Order Date
	Last Qty	Drug	Code	Manufacturer	Local		
	Directions	Stop Date	Fillable	Auth	Rem		
eRx	30-Mar-2015	30-Mar-2015	Completed	Richard, Bill	00008WRB	30-Mar-2015	
	This is an electronic-authoritative order. A paper prescription is not required.				02401509	SIV	Yes
	TAKE 1 CAPSULE 3 TIMES A DAY FOR 10 DAYS				30-Sep-2016	*	30 0