

PrescribeIT® 2.2

User Guide

February 2021

Revisions and Approvals

Document Version	Date	Approved By	Description	Page#
1.0	August 21 2017	Diana Cius	First Draft	
2.0	March 9 2018	Diana Cius	Updated Sections: <ul style="list-style-type: none"> - <i>Retrieving and Filling a Doctor Initiated New PrescribelT® Rx Request</i> - <i>The External Rx Order</i> - <i>Linking a PrescribelT® Prescription to an Existing Local Rx (Copy to New)</i> Added Section: <ul style="list-style-type: none"> - <i>PrescribelT® and Batching</i> 	8-20, 23, 39-48
2.1	April 10 2018	Diana Cius	Updated Section: <ul style="list-style-type: none"> - <i>External Rx Order</i> 	17-21
2.1	April 26 2018	Diana Cius	Updated Sections: <ul style="list-style-type: none"> - <i>The External Rx Order</i> - <i>Canceling a PrescribelT® Prescription</i> 	17-24, 28
2.2	June 14 2018	Diana Cius	Updated Section: <ul style="list-style-type: none"> - <i>Sending e-Renewals to Doctor(s)</i> Added Sections: <ul style="list-style-type: none"> - <i>Reason for Renewal Comments</i> - <i>PrescribelT® and Narcotic Prescriptions</i> 	32-35 35 8
2.2	June 29 2018	Diana Cius	Added Sections: <ul style="list-style-type: none"> - <i>PrescribelT® Clinical Communication</i> - <i>Canceling a PrescribelT® Prescription</i> - <i>PrescribelT® Deferred Prescriptions</i> - <i>PrescribelT® EPrescribe Log</i> - <i>Unlinking Patients</i> 	59, 44, 18, 86,22
2.2	August 13 2018	Wendell He	Updated Sections: <ul style="list-style-type: none"> - <i>PrescribelT® Clinical Communication</i> - <i>PrescribelT® and Narcotic Prescriptions</i> - <i>Failed Communications and managing the ePrescribe Notifications Queue</i> 	67-81, 10-19, 106-107
2.2	September 4 2018	Wendell He	Updated Sections: <ul style="list-style-type: none"> - <i>Retrieving and Filling a Deferred Rx, Canceling a PrescribelT® Prescription</i> 	22, 53
2.2	January 7 2019	Wendell He	Updated Section <ul style="list-style-type: none"> - <i>eRenewal Failures</i> 	117
2.2	May 9 2019	Wendell He	Updated Section <ul style="list-style-type: none"> - <i>Canceling a PrescribelT® Prescription</i> - <i>Receiving a Cancel Order Request when the Rx is being Processed</i> 	49 – 64 68 – 69
2.2	May 28 2019	Wendell He	Updated section <ul style="list-style-type: none"> - <i>The External Rx Order</i> 	39
2.2	August 21 2019	Wendell He	Updated Section <ul style="list-style-type: none"> - <i>The External Rx Order</i> 	34
2.2	November 15 2019	Wendell He	Updated Section <ul style="list-style-type: none"> - <i>Searching for a Provider on the PrescribelT® Registry</i> - <i>Retrieving and Filling a Doctor Initiated New PrescribelT® Rx Request</i> - <i>Sending e-Renewal Requests</i> - <i>PrescribelT® Clinical Communication</i> 	6-11 21 74-81 90
2.2	February 2021	Wendell He	Updated Sections <ul style="list-style-type: none"> - <i>Retrieving and filling a doctor initiated new PrescribelT® request</i> - <i>Adding Patient Allergies</i> - <i>Linking a PrescribelT® Prescription to an existing Local Rx</i> - <i>Linking a prior Electronic Rx to a new Electronic Rx</i> 	13-19 47-57 140-145

Added Sections

- Linking multiple New PrescriberIT® Rx's to Local Rx's/Prior Electronic Rx's
- Alberta

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Introduction

What is PrescribeIT®

Canada Health Infoway is working with Health Canada along with provinces and territories, and industry stakeholders like Kroll to create, operate and maintain a financially self-sustaining, e-prescribing service, known as PrescribeIT®. This single service can be scaled for use across the country enabling prescribers to electronically transmit a prescription to a patient's pharmacy of choice.

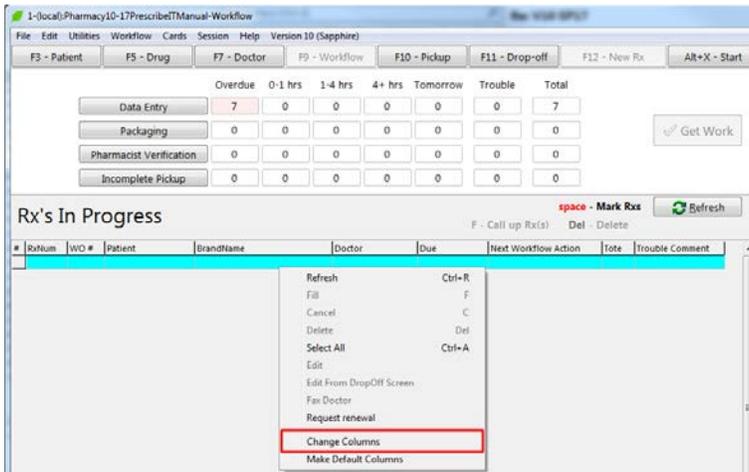
The service provides safer and more effective medication management by connecting community-based prescribers (such as physicians and nurse practitioners) through their existing electronic medical records (EMR), to community retail pharmacies to enable the electronic transmission of prescriptions. PrescribeIT® reduces the use of paper prescriptions, enhances patient safety, reduces fraud, improves continuity of care, optimizes jurisdictional drug information system investments, and facilitate better health outcomes for Canadians.

What is e-Prescribing?

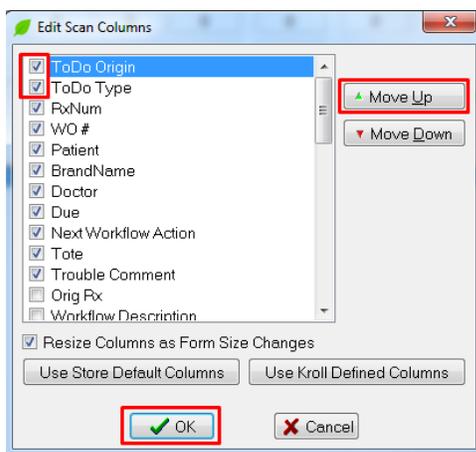
e-Prescribing is the secure electronic creation and transmission of a prescription between an authorized prescriber and a patient's pharmacy of choice, using clinical Electronic Medical Record (EMR) and pharmacy management software. e-Prescribing does not include prescriptions that are digitally generated, but then printed by physicians to be manually delivered to pharmacists by patients. When embedded directly in the physician's EMR solution, e-Prescribing can leverage integrated clinical decision support programs that will automatically generate alert messages if/when a negative drug interaction or potential dosage error is detected while the physician is generating the prescription. This ensures that the physician is aware of potential conflicts based on the patient's profile before the final prescription is issued, reducing potential negative outcomes.

In order to see which Rxs were retrieved from PrescribIT® and the different types of orders, add the columns **To Do Origin** and **To Do Type** within your pharmacy's To Do/Data Entry queue within workflow.

From anywhere within the grid, right click with the mouse and select **Change Columns**.



1. Locate the To Do Origin and To Do Type.
2. Click the checkbox in front of **To Do Origin** and **To Do Type**, so that the checkmark appears.
3. Click **Move up** or **Move Down** to move the position to a location where it will be visible to the user when viewing Rxs To Do.



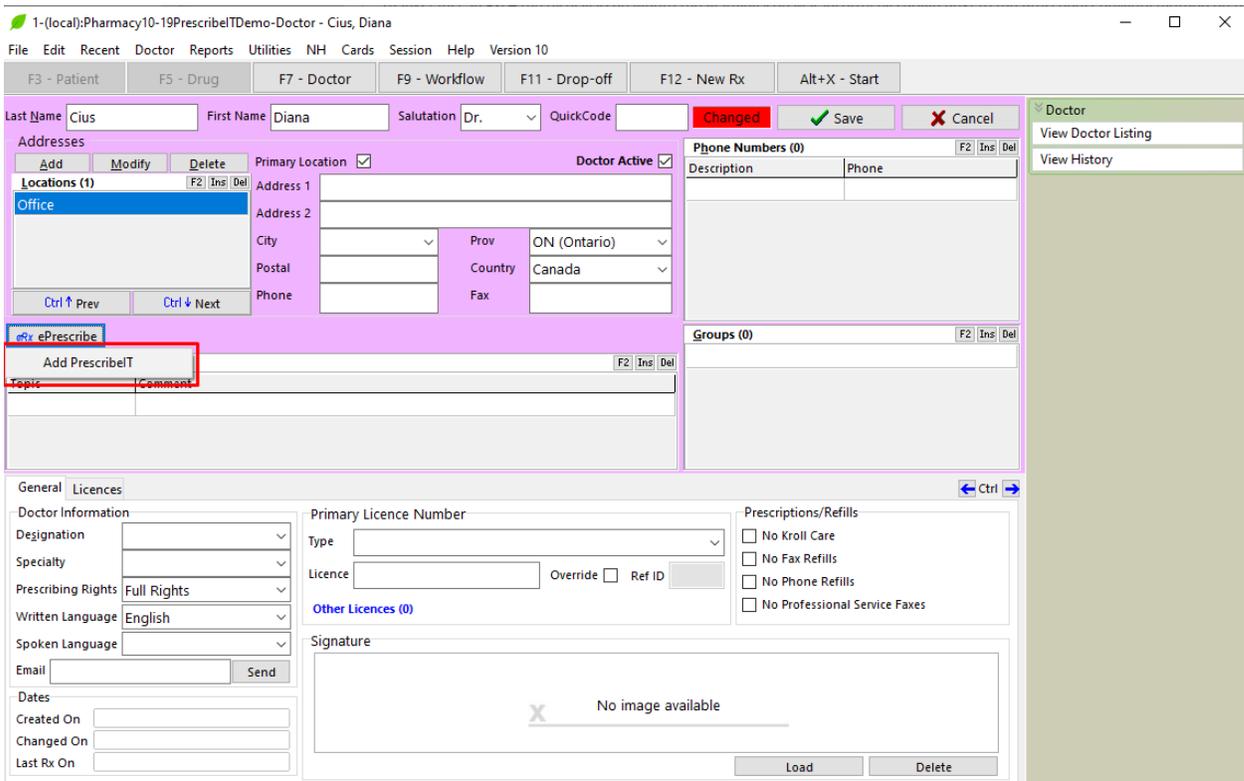
Searching for a Provider on the PrescribelT® Registry

The PrescribelT® Doctor Registry is a register of all prescribers linked to PrescribelT®. These doctors are able to send and/or receive prescriptions through the PrescribelT® service.

To Search for a Provider on the PrescribelT® Registry:

1. Navigate to an existing F7 Doctor Card or create a new doctor.
2. Under the Addresses box click **eRx ePrescribe**, and select **Add PrescribelT®**.

NOTE: Only the address associated to the selected Location will be linked. If the prescriber has multiple addresses that are PrescribelT® enabled, linking needs to be performed for each address.



The screenshot shows the '1-(local):Pharmacy10-19PrescribelTDemo-Doctor - Cius, Diana' window. The 'Addresses' section is active, showing a table with one location: 'Office'. Below this, the 'eRx ePrescribe' menu is open, with 'Add PrescribelT' highlighted. The 'Add PrescribelT' option is enclosed in a red box. The 'Doctor Information' section is also visible, showing fields for Designation, Specialty, Prescribing Rights (set to 'Full Rights'), Written Language (set to 'English'), Spoken Language, Email, and Dates (Created On, Changed On, Last Rx On). The 'Licences' section includes a Primary Licence Number field, Type, Licence, and Signature. The 'Prescriptions/Refills' section has checkboxes for 'No Kroil Care', 'No Fax Refills', 'No Phone Refills', and 'No Professional Service Faxes'. A signature image placeholder shows 'No image available'.

The e-Prescribe Doctor Search form appears.

ePrescribe Doctor Search

Last Name: Lic Ref:

First Name: Lic #:

Address: Prov:

City:

Postal Code: Phone:

Matching Records:

LastName	First Name	Licence Type	Prov	Licence Number	Phones	Language	PrescribeIT	Comm

There are various ways to search for a prescriber within the registry:

- Given or Family name
- Address
- Licence number and Lic Ref
- City and Telephone number

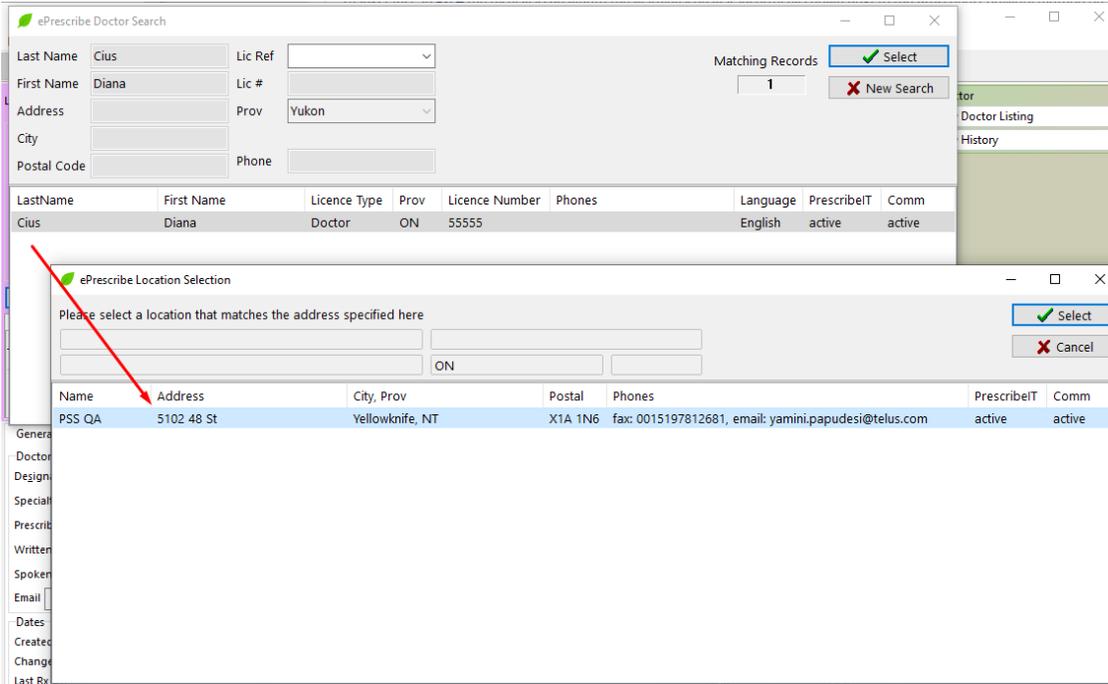
NOTE: The more information that is entered into this form, the more precise the results returned will be.

NOTE: When searching using a license number, the Lic Ref and Province that corresponds to the license number must be correctly selected.

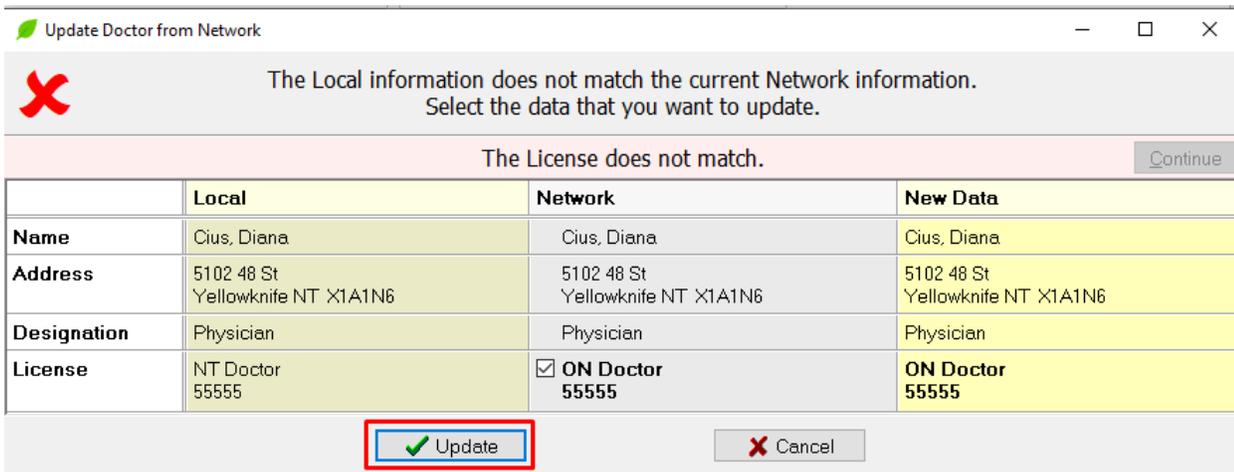
3. Once results are returned, double click on the correct provider to bring up all PrescribeIT® enabled locations they are associated with.
4. Highlight the location and click **Select**.

NOTE: If the prescriber has more than one PrescribeIT® enabled location, multiple results will be returned. It is **important** that the correct address is selected and it matches the selected local address.

NOTE: If a local address is entered on the selected Location, it will be populated in the address fields on the 'ePrescribe Location Selection' form otherwise these fields will be blank.

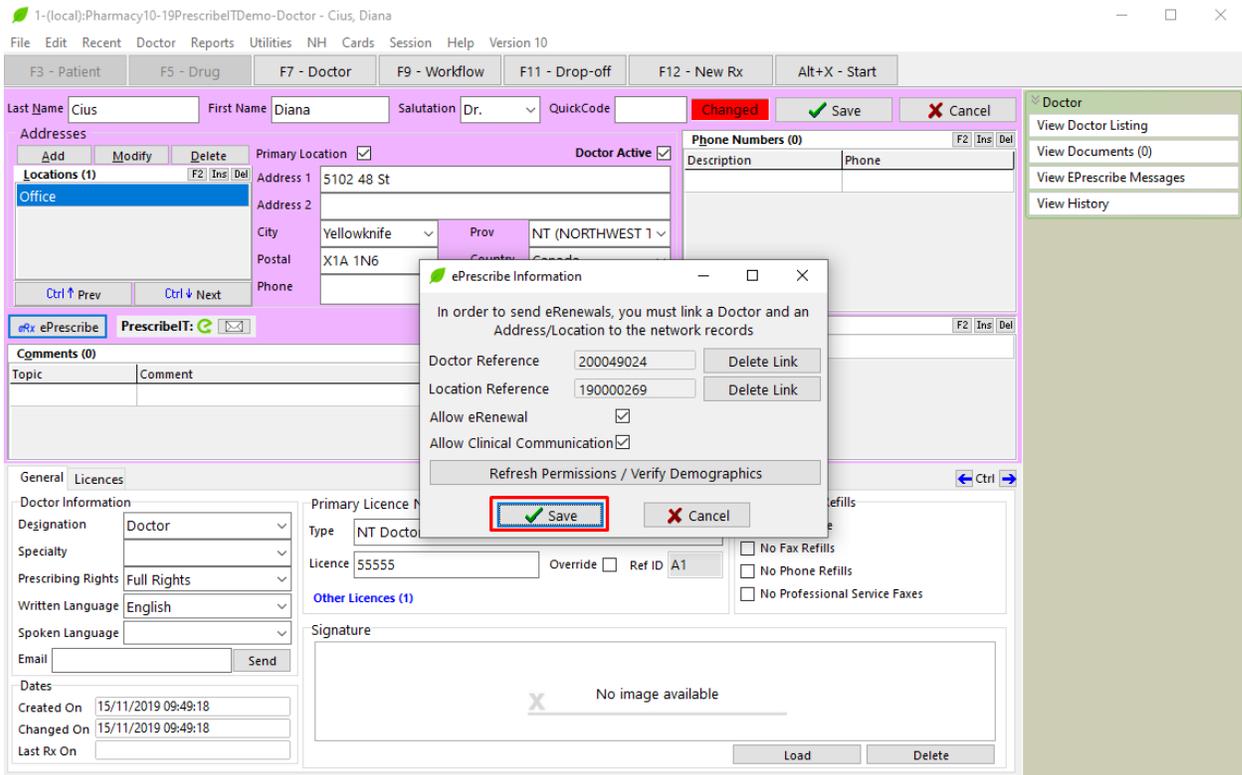


The 'Update doctor from the Network' form appears.



5. Select the data you wish to import into the local doctor profile and click Continue and **Update**. A window will then display asking the Doctor to be linked to the network record.

6. Click **Save**.



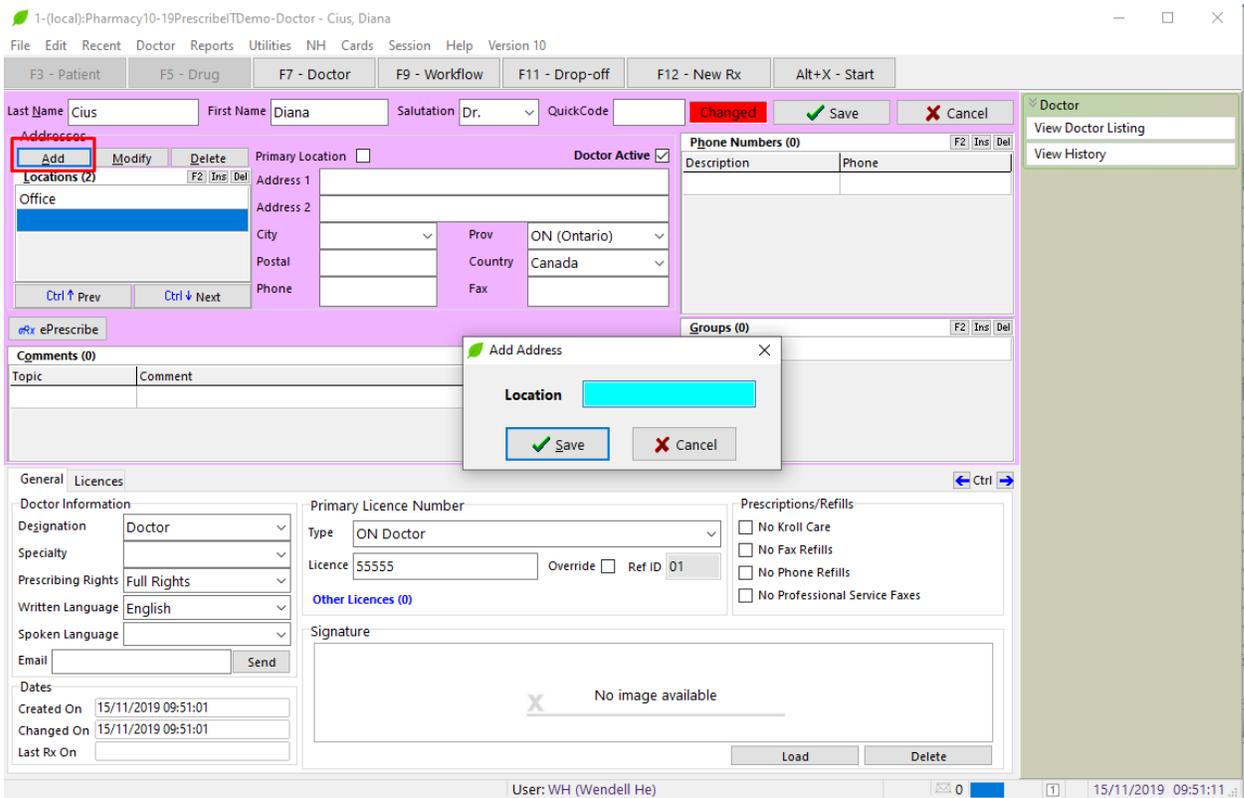
7. On the local doctor record, click **Save**.

Once a doctor has been linked to PrescribeIT®, two icons will display beside the PrescribeIT® button; the e icon denotes e-Prescribing, while the mail icon denotes clinician communication.

NOTE: In the event that functionality becomes unavailable to a prescriber, the icon related to this functionality will be crossed out. Refer to the sections describing how to update ePrescribing or Clinician Communication statuses in the “If at any time the doctor needs to be un-linked from the PrescribeIT® record” section of this document.

When the doctor has more than one location they prescribe out of:

1. Create a new location by clicking **Add** in the 'Addresses' box.



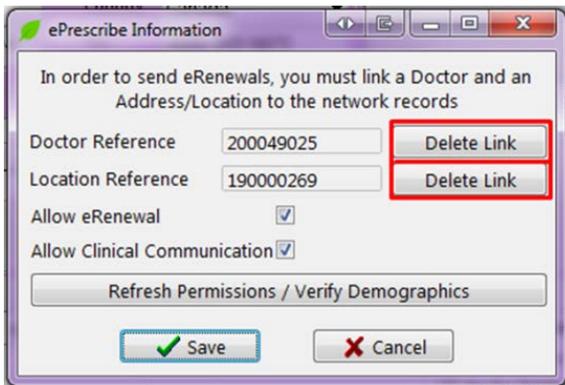
2. Insert a new location name and click **Save**.
3. Repeat the steps for linking a prescriber and select the new location.

If at any time the doctor needs to be un-linked from the PrescribeIT® record:

1. Click on the eRx ePrescribe button and select PrescribeIT® to load the ePrescribe information screen.

From here the user can:

- Delete the **Doctor Reference**
- Delete the **Location Reference**



NOTE: The Allow eRenewal and Allow Clinical Communication check boxes are read-only and are enabled based on the Provider Registry results. By clicking **Refresh Permissions/Verify Demographics** button, the user can update the Clinical Communication status of a PrescribeIT® registered prescriber.

Also, if the Allow Clinical Communication checkbox is disabled and a clinical communication is received from the prescriber, the checkbox will be enabled.

ePrescribe Doctor Search

Last Name: Lic Ref: Matching Records:

First Name: Lic #: 195

Address: Prov: Ontario

City:

Postal Code: Phone:

Only 100 of the total 195 matching providers were returned

LastName	First Name	Licence Type	Prov	Licence Number	Phones	Language	PrescribeIT	Comm
Yellow	Doug	Doctor	ON	ON020012		English	active	active
Red	Bob	Doctor	ON	ON020011		English	active	active
Blue	Terry	Doctor	ON	ON020010		English	active	inactive

PrescribeIT® and Narcotic Prescriptions

Providers are permitted to prescribe narcotic, controlled and targeted medications via PrescribeIT® and pharmacies are permitted to dispense such medications received by PrescribeIT®.

Part Fills are possible with PrescribeIT® and can be utilized for monitored substances.

NOTE: Prescribers are being asked to not prescribe methadone through PrescribeIT® at this time. There are many complex regimens prescribed for methadone patients and the PrescribeIT® team continues to analyse the various workflow impacts of moving this process to e-prescribing.

Retrieving and Filling a Doctor Initiated New PrescribeIT® Rx Request

All PrescribeIT® prescriptions received in the pharmacy will be placed in the **Rx's To Do/Data Entry** queue.

1. To Retrieve and fill a Doctor Initiated New PrescribeIT® prescription:
 - a. Highlight the record in the Rxs To Do and press F-Call up Rx(s).
 - b. Alternatively, click the Get Work button to call up all prescriptions in the queue one-by-one.

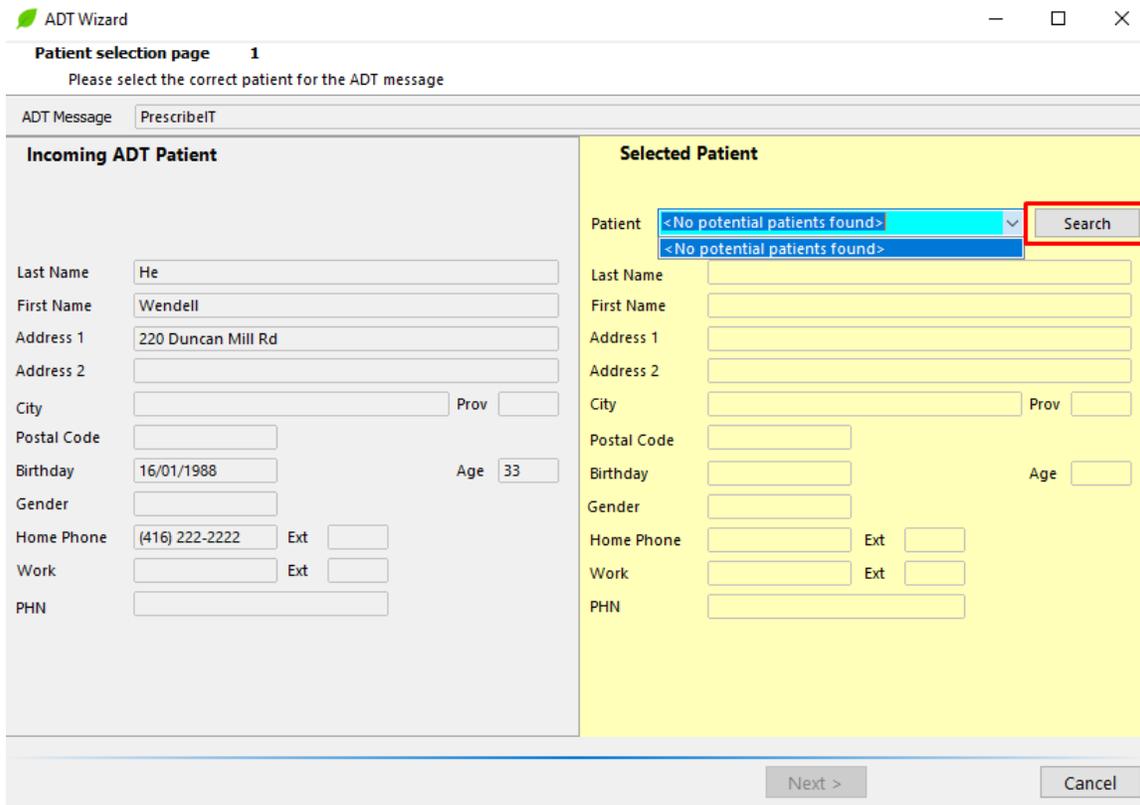
Rx's To Do										
	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total			
	2	0	0	0	0	0	2	Get Work		

#	Tote	ToDo Origin	Due	RxNum	WO #	Patient	BrandName	Doctor	Next Workflow Action	Trouble
1		PrescribeIT	1m 20s ago		1	Eprescribe, One MIDT	TYLENOL 500 MG CAPLET	Deangelis, Colomba	Entered	
2		PrescribeIT	1m 20s ago		2	Johnson, Thomas	Tylenol 325 mg	Deangelis, Colomba	Entered	

NOTE: If the patient does not exist in the local system, the ADT (Automated Data Transfer) Wizard will display. The ADT Wizard will assist in locating or inserting a new patient.

NOTE: When a prescription is called up that is in the same Work Order as another prescription(s) (as indicated by the number in the WO# column), a prompt will be displayed that there are other Rxs that belong to the same Work Order and user can choose to call up the other Rxs in the same work order as well.

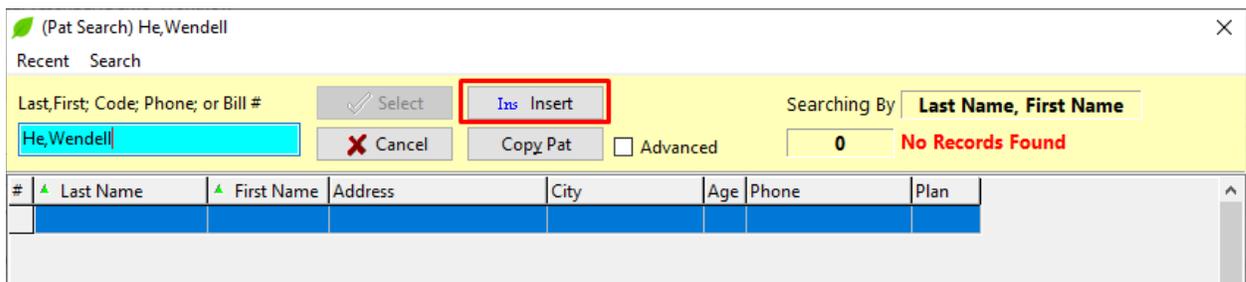
- If there are no potential patient matches found, click **Search**.



NOTE: If the system detects a potential patient match, it will be displayed in the ADT Window.

NOTE: If a PrescribeIT® prescription has been linked to an incorrect patient, please see the Unlinking Patients section of this document.

- Click **Ins Insert** to add a new patient.



All information provided by the prescribers EMR system will automatically be populated in the local record.

NOTE: If a PHN is provided by the EMR, it needs to be manually added by selecting the appropriate subplan.

6. Click **Save**. Patient record is saved.

Patient - He, Wendell

Patient View Profile

Last Name **He** First Name Wendell Salutation **Changed**

Address 1 220 Duncan Mill Rd Address 2 City Postal Country Canada

Phone Numbers (1) Description Phone Home (416) 222-2222

Birthdate 16/01/1988 Age 33 years Gender Language English Height Weight

Family Doctor Add new reading (Ins/+)

Comments (0)

Plans (0)

Allergies (0) Add Drug

Medical Conditions (0)

Groups (0)

General Family Nursing Home Copays Communications Other

Patient Active Alt. Last Name

Patient Type Human Deceased On

Prescriptions Delivery Type Delivery Route Price Group <None> Drug line 1 Default (Brand) 2 Default (Generic) Double Count

No Kroll Care No Wallet Card Compliance Calendar on Label

Consent Privacy Unknown

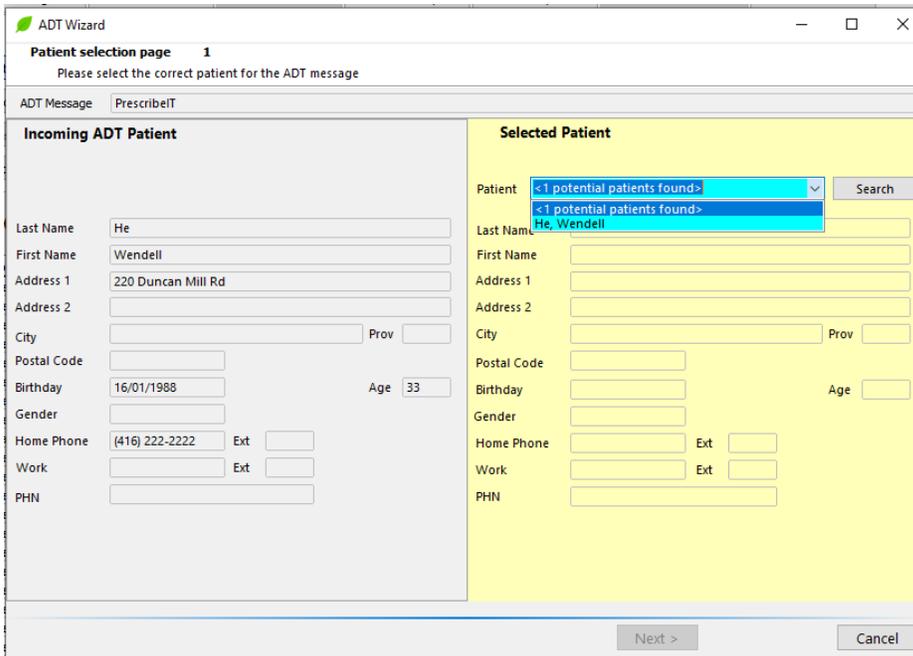
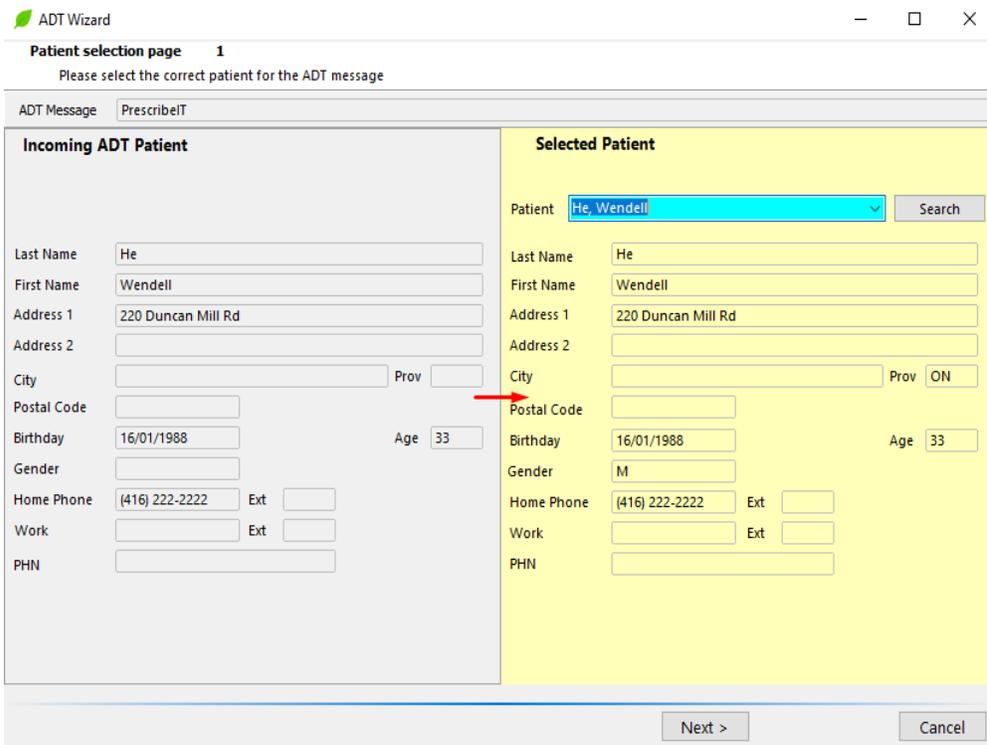
Unit Dose Type <None> Cycle <None> Price Group <Default> (<None>)

Rx Totals Rx Count Dollar value Reset date

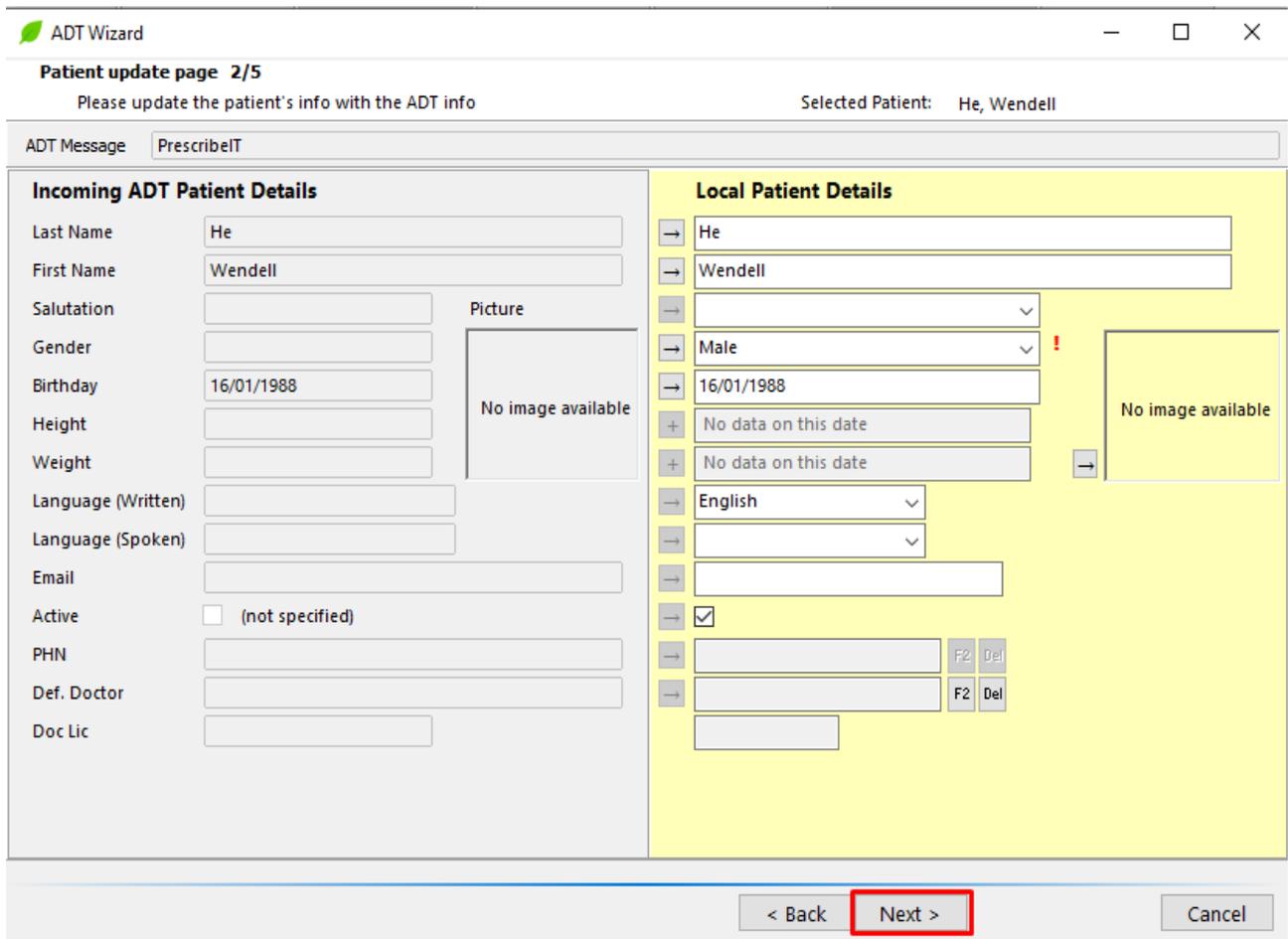
Snap Caps Requested ID

Snap Caps Documented

- In the Selected Patient section, select the patient from the Drop Down to insert their local demographics into the ADT window. Cross reference the information to ensure the correct patient is matched.

The ADT Wizard window displays to continue locating and inserting patient specific data.



ADT Wizard

Patient update page 2/5

Please update the patient's info with the ADT info Selected Patient: He, Wendell

ADT Message PrescribIT

Incoming ADT Patient Details

Last Name He

First Name Wendell

Salutation

Gender

Birthday 16/01/1988

Height

Weight

Language (Written)

Language (Spoken)

Email

Active (not specified)

PHN

Def. Doctor

Doc Lic

Picture No image available

Local Patient Details

He

Wendell

Male

16/01/1988

No data on this date

No data on this date

English

No image available

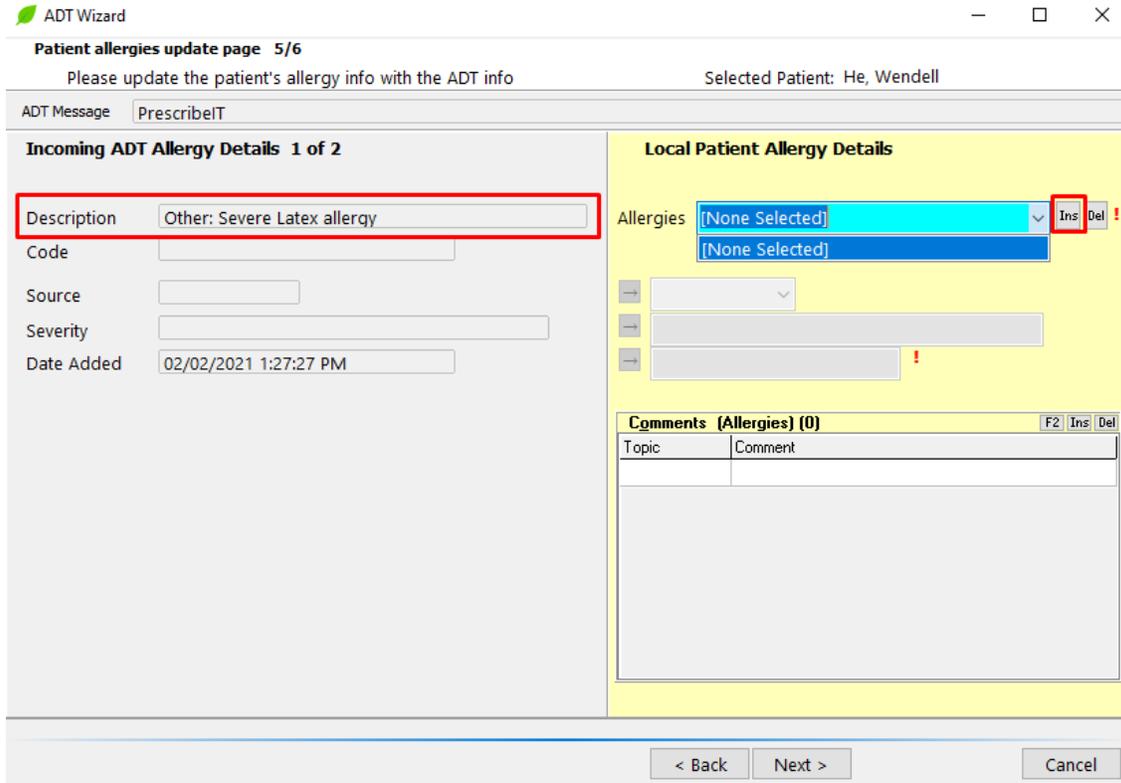
< Back **Next >** Cancel

8. Click **Next**.

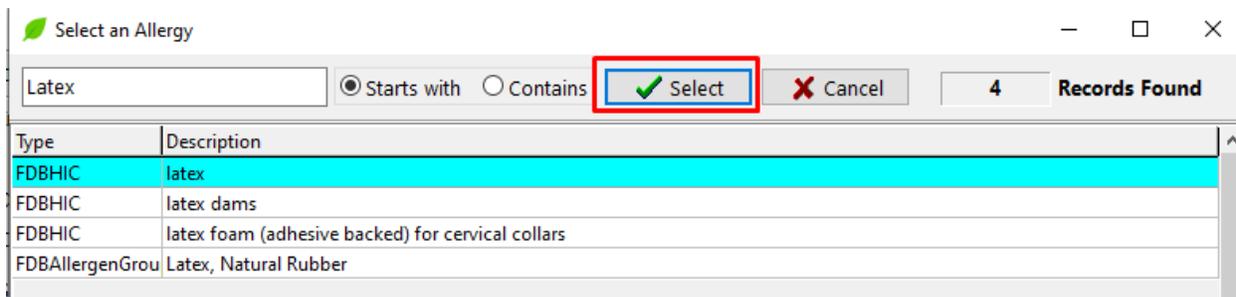
Adding Patient Allergies

NOTE: If the prescriber has indicated that the patient has allergies, the user will be alerted to add these to the Local Patient Profile.

1. To insert an allergy, click **Ins**.

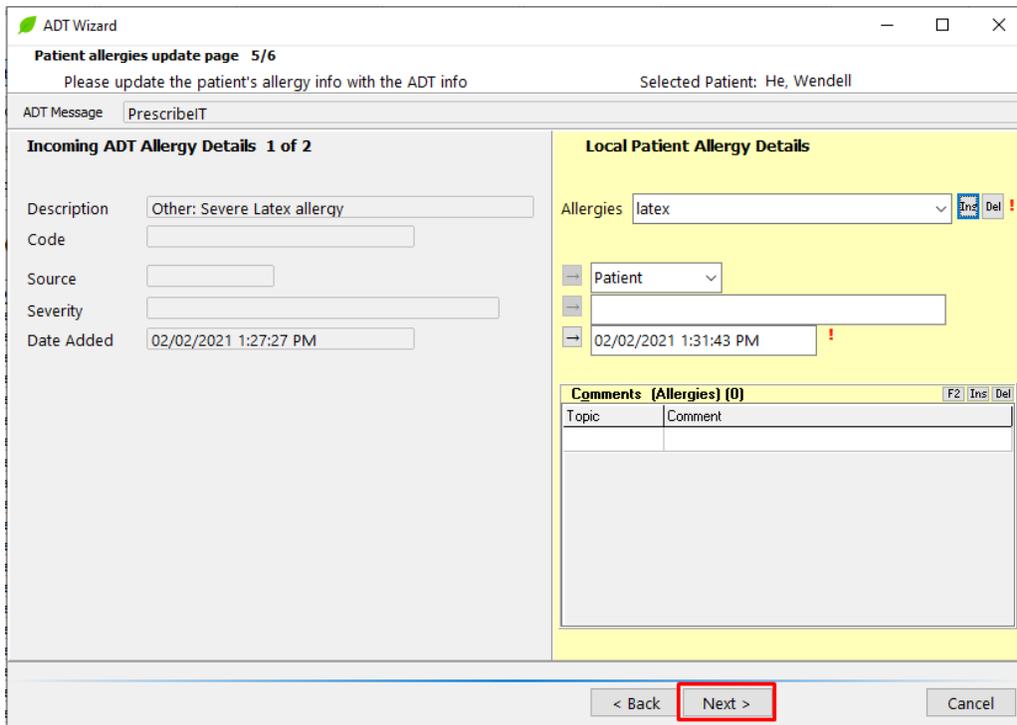


The 'Select an Allergy' window appears. Search and click on the Allergy.



Type	Description
FDBHIC	latex
FDBHIC	latex dams
FDBHIC	latex foam (adhesive backed) for cervical collars
FDBAllergenGrou	Latex, Natural Rubber

- Click Select. ADT Wizard window appears with 'Local Patient Allergy Details' fields filled.



The screenshot shows the ADT Wizard window with the following details:

- Window Title:** ADT Wizard
- Page:** Patient allergies update page 5/6
- Instruction:** Please update the patient's allergy info with the ADT info
- Selected Patient:** He, Wendell
- ADT Message:** PrescribeIT
- Incoming ADT Allergy Details 1 of 2:**
 - Description: Other: Severe Latex allergy
 - Code: [Empty]
 - Source: [Empty]
 - Severity: [Empty]
 - Date Added: 02/02/2021 1:27:27 PM
- Local Patient Allergy Details:**
 - Allergies: latex
 - Buttons: Ins, Del
 - Patient: [Dropdown]
 - [Empty]
 - 02/02/2021 1:31:43 PM
 - Buttons: F2, Ins, Del
 - Comments (Allergies) (0)
 - Table with columns: Topic, Comment
- Navigation:** < Back, Next >, Cancel

- Click **Next** to continue adding more allergies. The ADT wizard will cycle through all allergies from the incoming prescription until all has been presented to the user.

Process Electronic Rx Orders

1. After the patient has been linked, the Process Electronic Rx Orders screen will be displayed. This will display all the PrescribIT® prescriptions selected and the system will automatically suggest a Process Action and a Local Rx, if applicable, based on the patient's medication history on their Profile.
2. Click F2 to bring up the Electronic Rx Order Process Details screen to view the details of the incoming order or to change the Process Action and/or Local Rx.

Process Electronic Rx Orders

 **The following actions are suggested based on the available information. Please review and make any necessary changes before processing.**

Patient: He, Wendell Allergies: latex
 JHN: [] DOB: 1988-Jan-16 33 y Sex: M Conditions: []

PrescribIT Order	Process Action	Local Rx
[2021-Feb-02] 30 Delayed release tablet Tecta 40 mg (40 mg)	Dispense order	N/A

F2

Electronic Rx Order Processing Details

Patient: He, Wendell Allergies: latex
 JHN: [] DOB: 1988-Jan-16 33 y Sex: M Conditions: []

Process Action: Local Rx:

Field	PrescribIT Order	Local Rx
Order Reference	1.2.2.3.3.7.7.1011281.2:31924d8b-11dc-4c65-b677-5d5d2e054d2	
Status	Filled	
Last Dispensed On	N/A	
Product	Tecta 40 mg (40 mg) CCDD 8000236	
Prescriber	He, Wendell Doctor Licence# 33899	
Administration Start	2021-Feb-02	
Administration Stop		
Administration Instructions	1 tablet 1 time daily for 30 days	

3. The following Process Actions are available from the drop box:

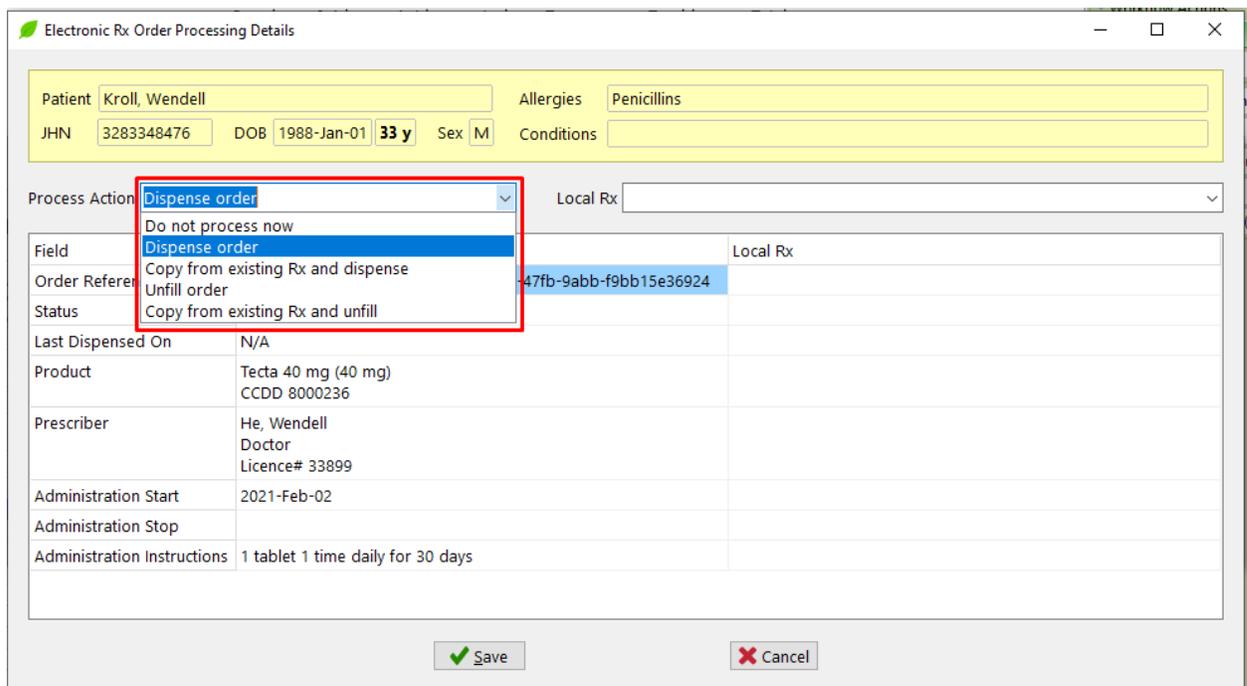
Do not process order: Order will not be filled and remain in the Data Entry/ToDo Queue

Dispense order: Order will be processed as a new prescription

Copy from Existing Rx and Dispense: Order will copy the selected Local Rx and processed as a new prescription

Unfill Rx: Order will be processed with the Unfill Rx option enabled

Copy from existing Rx and Unfill: Order will copy the selected Local Rx and processed with the Unfill Rx option enabled



Electronic Rx Order Processing Details

Patient: Kroll, Wendell | Allergies: Penicillins

JHN: 3283348476 | DOB: 1988-Jan-01 | 33 y | Sex: M | Conditions:

Process Action: **Dispense order** | Local Rx:

Field	Local Rx
Order Reference	47fb-9abb-f9bb15e36924
Status	
Last Dispensed On	N/A
Product	Tecta 40 mg (40 mg) CCDD 8000236
Prescriber	He, Wendell Doctor Licence# 33899
Administration Start	2021-Feb-02
Administration Stop	
Administration Instructions	1 tablet 1 time daily for 30 days

Buttons: Save, Cancel

Note: For further details on Copying to New, see [Linking a PrescribIT® Prescription to an Existing Local Rx \(Copy to New\)](#).

4. Once all the necessary changes has been made, click Save to return to the Process Electronic Rx Orders screen.

5. Click Process to begin processing the orders in Fill-F12.

Process Electronic Rx Orders

! The following actions are suggested based on the available information. Please review and make any necessary changes before processing.

Patient: He, Wendell Allergies: latex
 JHN: [] DOB: 1988-Jan-16 33 y Sex: M Conditions: []

Prescriber/Order	Process Action	Local Rx
[2021-Feb-02] 30 Delayed release tablet Tecta 40 mg (40 mg)	Dispense order	N/A [F2]

[Process] [Cancel]

NOTE: If a local Rx was not selected to be copied from, the system will then attempt to locate the medication. This is done in one of 3 ways; by DIN, CCDD, or HICL.

- If the doctor entered the medication by DIN, the system will locate all drug pack record with that DIN. If only one drug pack exists in the system for the specified DIN or HICL number, it will automatically be inserted in the F12 – Fill Screen.

1-[local]-ON10-13-New Rx for Leblanc, Paul Ringo Sr

File Edit Recent Search Utilities NH Central Fill Cards Session Help Version 10

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

Search Criteria Mixture [] [Edit] [Insert] Searching By **DIN (Advanced)**
 00723908 [Cancel] [Copy Drug] [Advanced] **5 Records Found**

Advanced Search
 Only Active
 Only InActive
 All

#	BrandName	GenericName	Strength	Pack Size	DIN	Form	Manuf
1	Tylenol Caplet	Acetaminophen	500mg	10	00723908	CPL (Caplet)	JJC (Jo
2	Tylenol Caplet	Acetaminophen	500mg	24	00723908	CPL (Caplet)	JJC (Jo
3	Tylenol Caplet	Acetaminophen	500mg	50	00723908	CPL (Caplet)	JJC (Jo
4	Tylenol Caplet	Acetaminophen	500mg	100	00723908	CPL (Caplet)	JJC (Jo
5	Tylenol Caplet	Acetaminophen	500mg	150	00723908	CPL (Caplet)	JJC (Jo

User: DC (Diana Clus)

External Rx Order

Order Reference
 1.2.0.9.4.0994.2:EMR3-Of452e19-f664-4f50-a87b-0f52cfc985f

Written Date: 22/02/2018 Do Not Dispense Before: 22/02/2018 Expiry Date: 22/02/2019

Patient
 Name: **Mr Leblanc, Paul Ringo Sr**
 Address 1: **44522 LONG ADDRESS** Gender: **Male**
 Address 2: **appt 3** DOB: **22/05/1979**
 City: **ALDERAAN** Prov: **BC** Postal: **V4S 4F6**
 Phone: **Home: (250) 985-6533; Work Fax: (250) 864-6533 BC PHN: 93011887733**

Drug
 Name: **Tylenol 500mg Caplet**
 Strength: [] Monitored: **No**
 DIN: **00723908** Form: **Caplet**

Provider
 Name: **Dr. Deangelis, Colomba**
 License #: **QA1qa14508** Specialty: []
 Address: **123 Bellings**
 City: **Cambridge** Prov: **ON** Postal: **N3C 2V3**
 Phone: **Work: (758) 444-4444; Work Fax: (519) 621-1420**

Sig
1 caplet 3 times daily for 10 days
 Use this sig code text in the Rx.

Prescribed Qty: **30 Caplet** Days: **10 day** Authorized Qty: **30 Caplet** Days: **10 day** Refills: []
 Substitution: [] Allowed: **Yes**

Auto Align Forms [Close]

NOTE: If the prescriber has not specified a DIN in the e-Prescription and CCDD, or HiCL is sent, it will be used for the search. All records that match the search criteria will be displayed. Please note different forms for that molecule as well as all the different strengths could be returned. It is up to the user to choose the medication based on strength and form prescribed, as well as patient preference and/or physical stock.

The screenshot shows the 'External Rx Order' window with the following details:

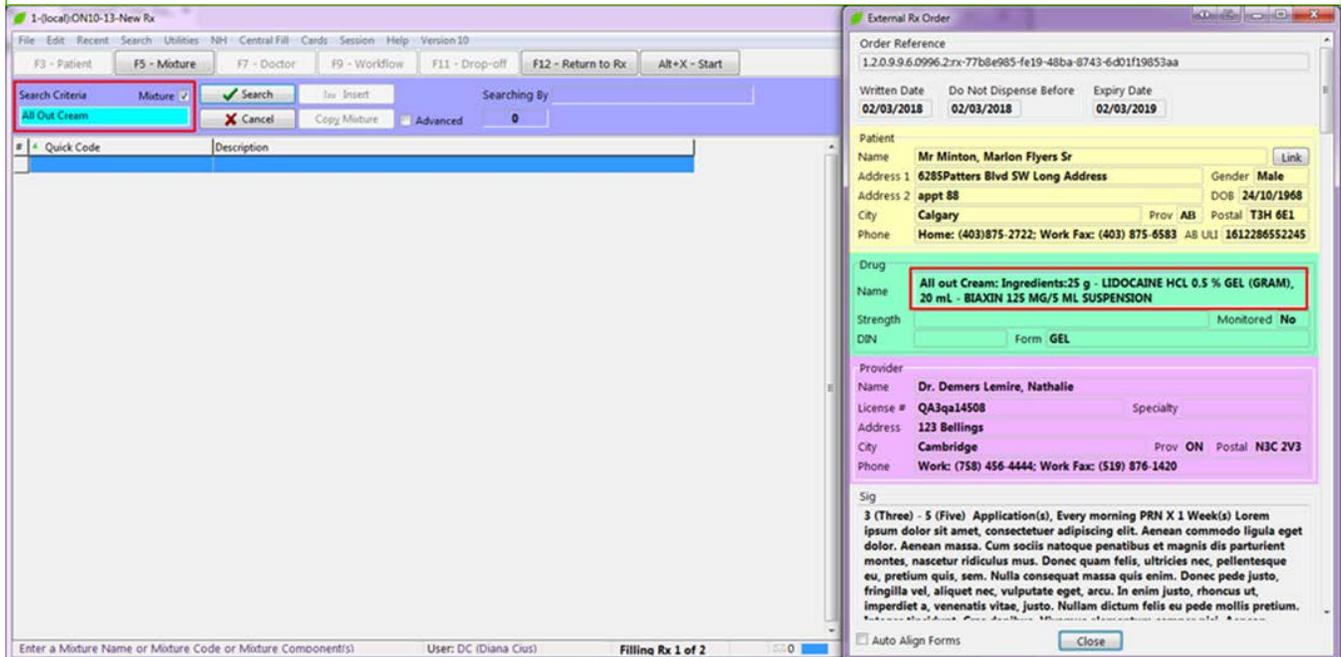
- Order Reference:** 1.2.0.9.4.0994.2EMR163-m-5def30df-c7bb-43be-8e64-407548-d44056
- Written Date:** 02/03/2018
- Do Not Dispense Before:** 02/03/2018
- Expiry Date:** 01/03/2019
- Patient:** Lelli, Mario Ellis; DOB: 24/10/1975; Address: 60 Patterson Blvd Sw Long Address; City: Calgary; Prov: AB; Postal: T3M 2E1; Phone: (403) 207-2732; Work Fax: (403) 839-4583; AB LId: 93012288962
- Drug:** Methotrexate USP 25mg/mL Inj; Strength: 25mg/mL; Form: SOLUTION; Monitored: No
- Provider:** Dr. Deangelis, Colomba; License #: QA1qa14508; Address: 456 Some Street; City: Hamilton; Prov: ON; Postal: A1B 2C4; Phone: Work: (758) 444-4444; Work Fax: (519) 621-1420
- Sig:** 25 mg SC q weekly
- Prescribed:** Qty 4 ml Days 0; Authorized: Qty 12 ml Days 0; Refills: 2

NOTE: In cases where the prescriber has not entered a DIN, CCDD or HiCL or a different manufactured product is to be used, it is up to the user to type in the name and locate the medication.

The screenshot shows the 'External Rx Order' window with the following details:

- Order Reference:** 1.2.0.9.4.0994.2EMR16-e0e4b55e-81ad-433d-8546-cb18dbb5a44
- Written Date:** 06/03/2018
- Do Not Dispense Before:** 06/03/2018
- Expiry Date:** 06/03/2019
- Patient:** Eprescribe, Redo One; Gender: Female; DOB: 05/12/2016; Address 1: ; Address 2: ; City: ; Prov: BC; Postal: ; Phone: Home: (999) 999-9999; JHN
- Drug:** Boost Vanilla Liquid; Strength: ; Form: ; Monitored: No
- Provider:** Deangelis, Colomba; License #: QA1qa14508; Address: 456 Some Street; City: Hamilton; Prov: ON; Postal: A1B 2C4; Phone: ;
- Sig:** 1 can 2 times daily for 90 days
- Prescribed:** Qty 180 Cans Days 90 day; Authorized: Qty 360 Cans Days 180 day; Refills: 1

NOTE: Compound or Mixture medications can be searched by name. The ingredients and quantities in the mixture will be listed in the External Order name.



The screenshot displays the PrescribIT software interface. On the left, the 'Search Criteria' dropdown is set to 'Mixture', and the search text 'All Out Cream' is entered. The 'Search' button is highlighted. On the right, the 'External Rx Order' form is populated with patient and drug information.

Search Criteria: Mixture (selected), Search (button), Cancel (button), Copy Mixture (button), Advanced (button), Searching By (field), 0 (field).

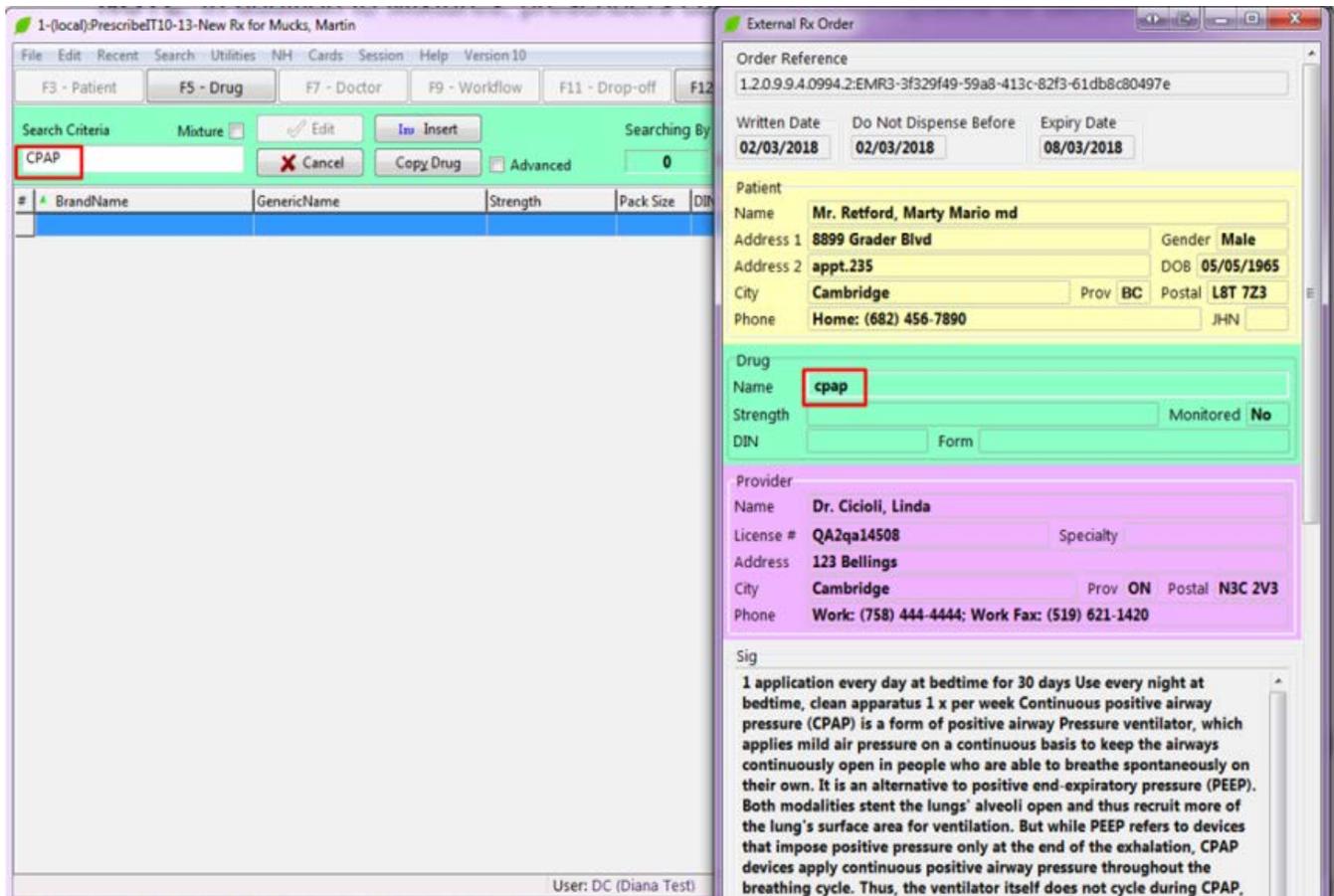
External Rx Order Form:

- Order Reference:** 1.2.0.9.9.6.0996.2rx-77b8e985-fe19-48ba-8743-6d01f19853aa
- Written Date:** 02/03/2018
- Do Not Dispense Before:** 02/03/2018
- Expiry Date:** 02/03/2019
- Patient:** Mr Minton, Marlon Fyers Sr (Link)
- Address 1:** 6285Patters Blvd SW Long Address
- Address 2:** appt 88
- City:** Calgary
- Phone:** Home: (403)875-2722; Work Fax: (403) 875-6583
- Gender:** Male
- DOB:** 24/10/1968
- Prov:** AB
- Postal:** T3H 6E1
- AB ULI:** 1612286552245
- Drug Name:** All out Cream: Ingredients:25 g - LIDOCAINE HCL 0.5 % GEL (GRAM), 20 mL - BIAXIN 125 MG/5 ML SUSPENSION
- Strength:** Monitored No
- DIN:** [Blank]
- Form:** GEL
- Provider:** Dr. Demers Lemire, Nathalie
- License #:** QA3qa14508
- Address:** 123 Bellings
- City:** Cambridge
- Phone:** Work: (758) 456-4444; Work Fax: (519) 876-1420
- Prov:** ON
- Postal:** N3C 2V3
- Sig:** 3 (Three) - 5 (Five) Application(s), Every morning PRN X 1 Week(s) Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium.

Footer: Enter a Mixture Name or Mixture Code or Mixture Component(s) | User: DC (Diana Cius) | Filling Rx 1 of 2 | Auto Align Forms (checkbox) | Close (button)

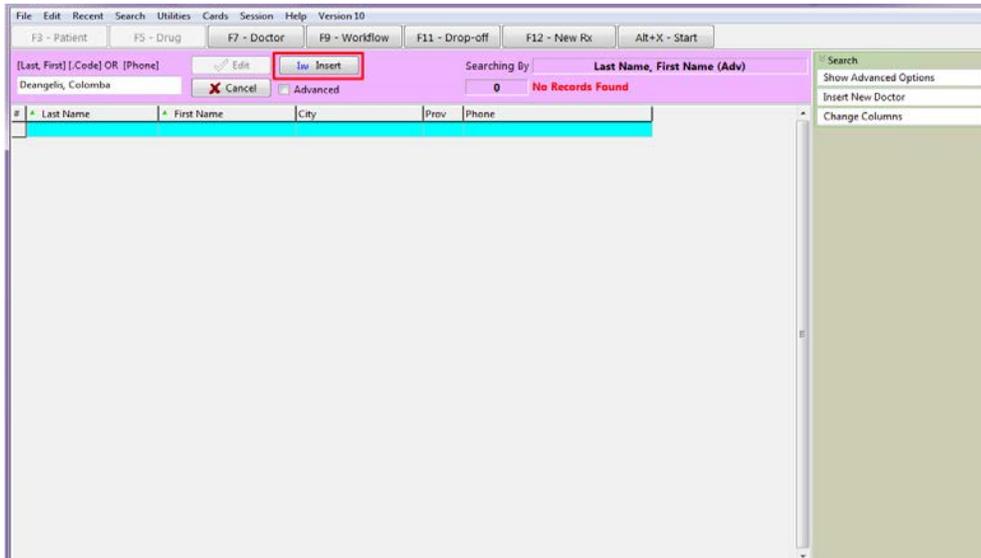
- If no matches are located, insert the mixture as new (Please refer to the Kroll User Manual p.253 on how to enter a new mixture).

NOTE: In addition to Mixtures, prescribers can send prescriptions for devices such as glucose test strips and medical aids. These too, can be searched for and located by name.

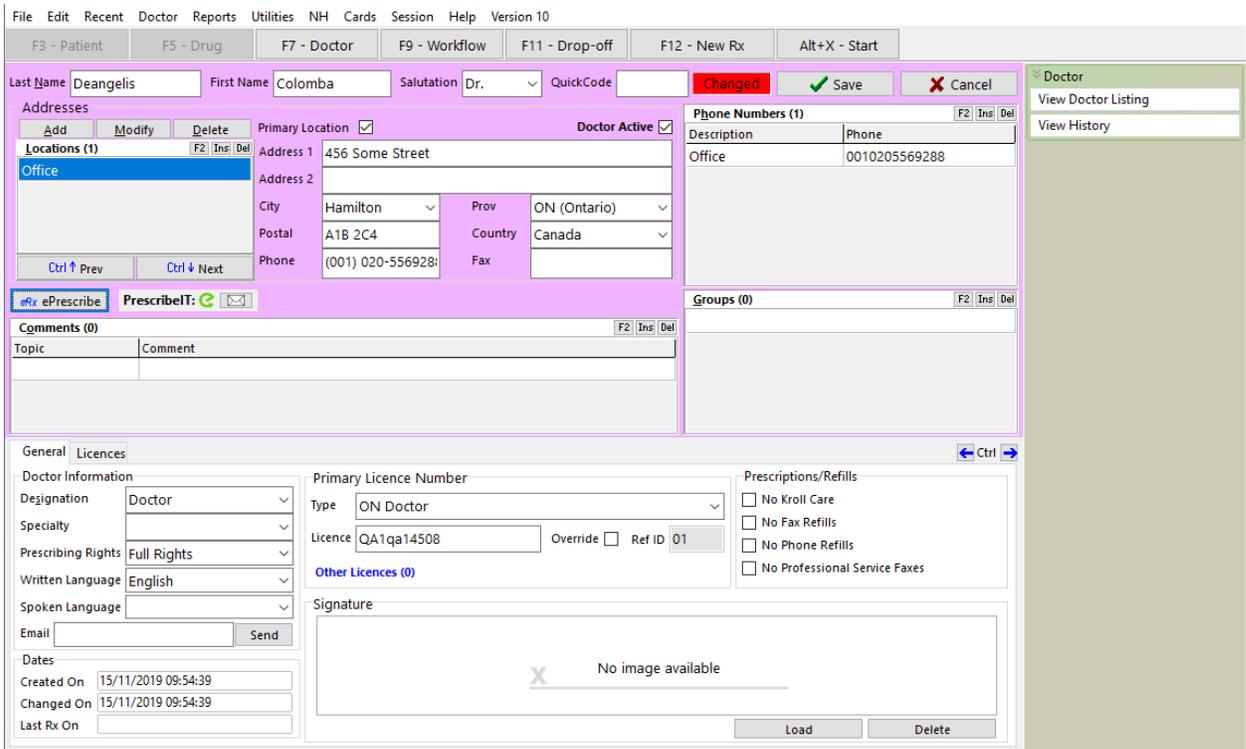


Once the patient and medication have been entered and/or located and inserted into the F12 filling screen, the prescriber will be located and inserted.

NOTE: If the Prescriber already exists in the system, they will be automatically inserted into the F12 screen. Prescribers are located and matched on Last Name, First name, location and licence number. If the prescriber does not exist in the local system, the user will be prompted to add the doctor.



8. Click **Ins** to insert and create the local doctor record.



All other prescriber specific information (address, phone number, etc.) received in the prescription will automatically populate in the Local Doctor (F7) record.

NOTE: Once the doctor is created, link them to the PrescribelT® registry (see page 3 on how to link a provider).

NOTE: If the doctor has more than one location, the correct location will need to be selected from the Loc drop down menu on the F12 screen.

PrescribelT® Deferred Prescriptions

If a patient does not have a preferred Pharmacy in mind when having prescriptions written at a PrescribelT® enabled clinic, the prescriber can provide the patient with a paper copy while simultaneously sending an electronic version of the prescription to PrescribelT®. These are known as PrescribelT® deferred prescriptions.

The paper copy of the prescription includes a PrescribelT® Rx Id Barcode that can either be scanned using a hand held scanner, or manually inputted to retrieve the electronic version of the prescription at a PrescribelT® enabled pharmacy.

The paper copy of the prescription that the patient hands into the pharmacy is the **AUTHORITATIVE VERSION**.

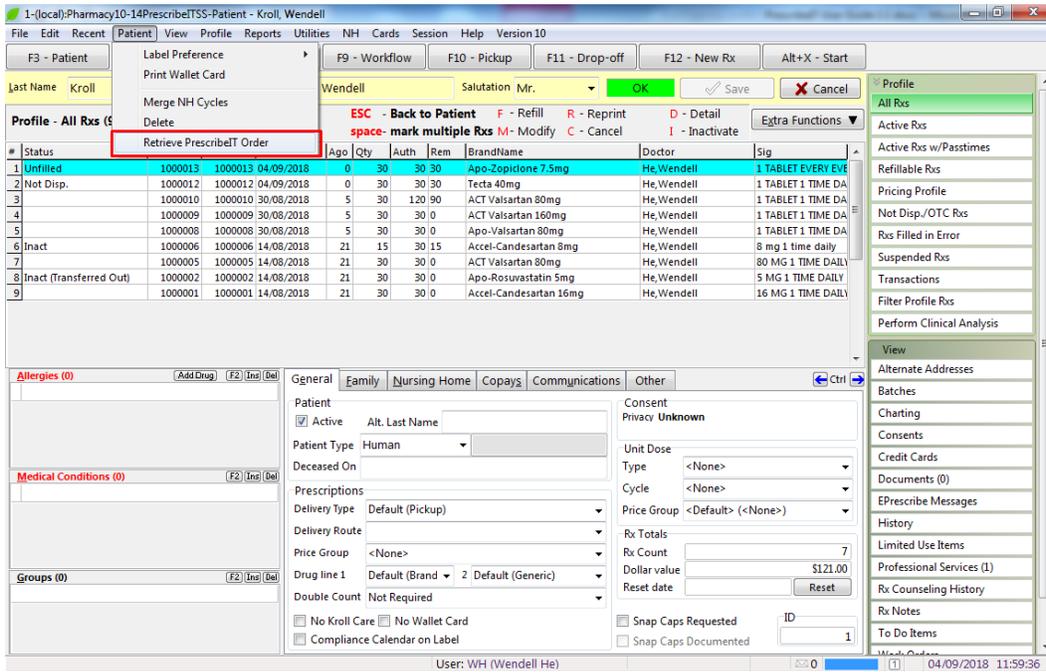
For provinces where it is required, the authoritative printed copy can be scanned into Kroll.

Retrieving and Filling a Deferred Rx

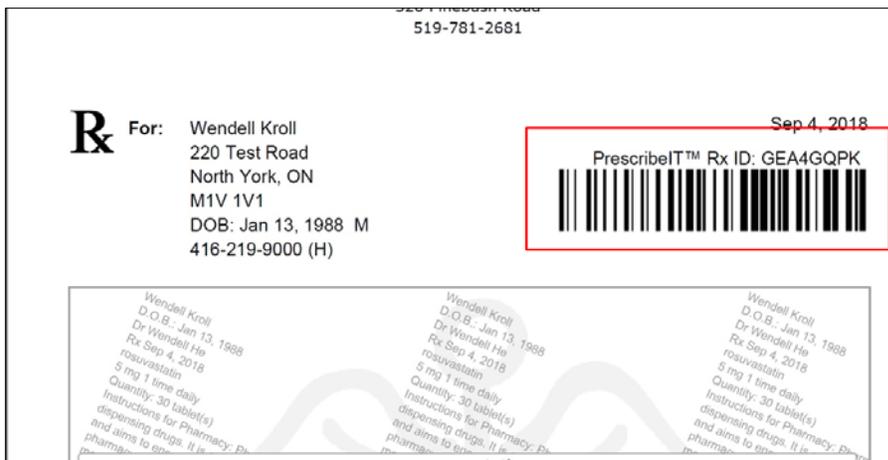
1. Navigate to the F3 card of the patient. Create the patient as new if they do not exist in the local system (Please refer to the Kroll User Manual Page 71 –Creating Patient Records).

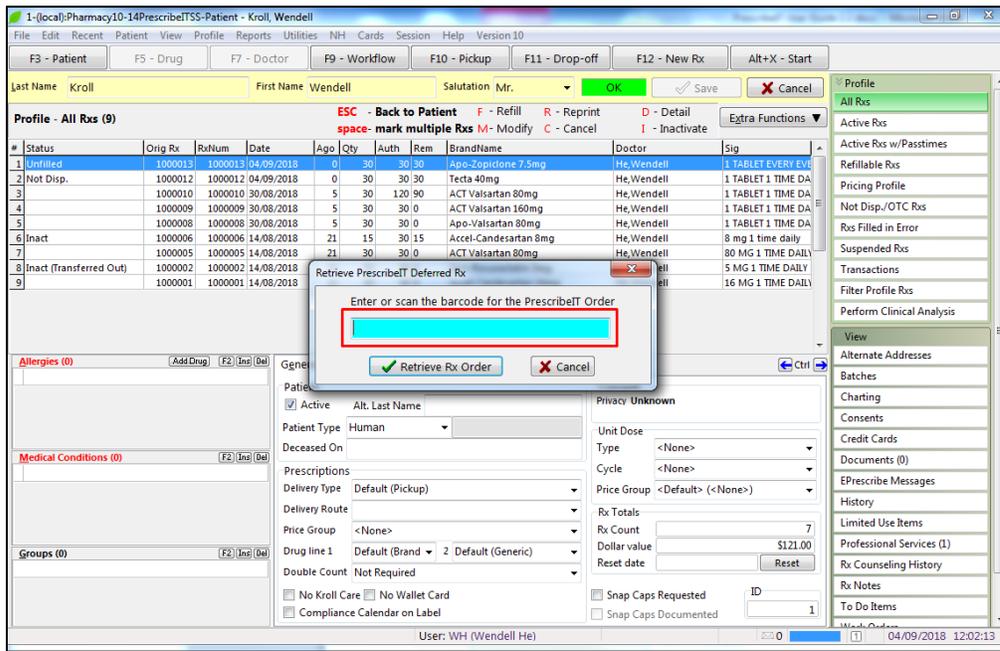
NOTE: In order to retrieve a deferred PrescribelT® prescription, the patient **last name** in the local system must exactly match the patient last name on the printed copy.

2. Click on the patient menu along the top of the screen and select **Retrieve PrescribIT® Order**.



3. Using a handheld scanner scan the PrescribIT® Rx ID barcode that is printed on the paper prescription. The Rx ID can also be manually typed into the field.

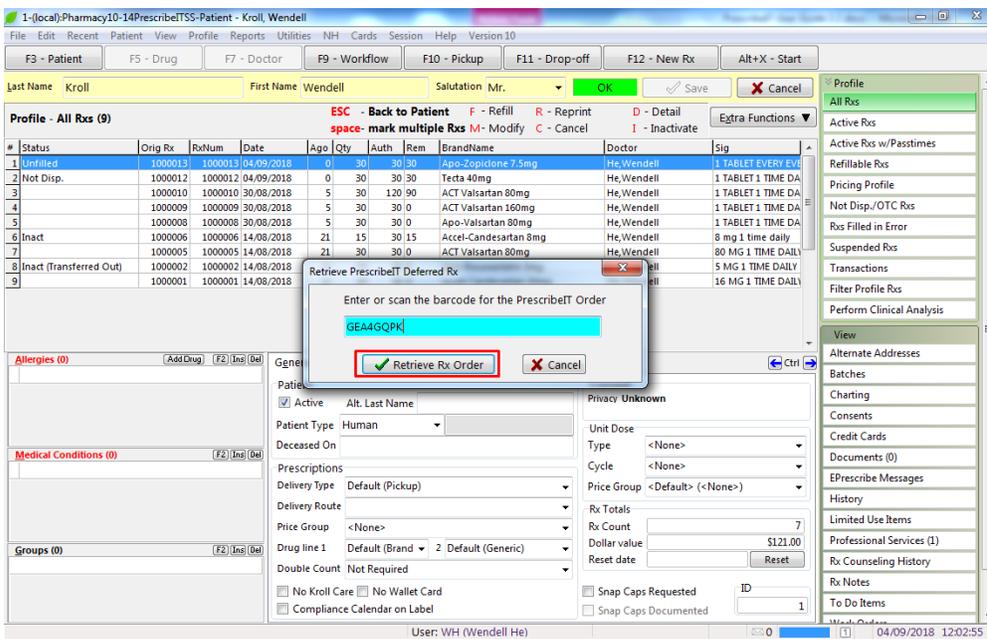




The screenshot shows the 'Profile - All Rxs (9)' window in the PrescriberIT software. A dialog box titled 'Retrieve PrescriberIT Deferred Rx' is open, prompting the user to 'Enter or scan the barcode for the PrescriberIT Order'. A red rectangular box highlights the input field in the dialog box.

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor	Sig
1	Unfilled	1000013	1000013	04/09/2018	0	30	30	30	Apo-Zopiclone 7.5mg	He,Wendell	1 TABLET EVERY EVE
2	Not Disp.	1000012	1000012	04/09/2018	0	30	30	30	Tecta 40mg	He,Wendell	1 TABLET 1 TIME DA
3		1000010	1000010	30/08/2018	5	30	120	90	ACT Valsartan 80mg	He,Wendell	1 TABLET 1 TIME DA
4		1000009	1000009	30/08/2018	5	30	30	0	ACT Valsartan 160mg	He,Wendell	1 TABLET 1 TIME DA
5		1000008	1000008	30/08/2018	5	30	30	0	Apo-Valsartan 80mg	He,Wendell	1 TABLET 1 TIME DA
6	Inact	1000006	1000006	14/08/2018	21	15	30	15	Accel-Candesartan 8mg	He,Wendell	8 mg 1 time daily
7		1000005	1000005	14/08/2018	21	30	30	0	ACT Valsartan 80mg	He,Wendell	80 MG 1 TIME DAILY
8	Inact (Transferred Out)	1000002	1000002	14/08/2018							5 MG 1 TIME DAILY
9		1000001	1000001	14/08/2018							16 MG 1 TIME DAILY

4. Once the barcode is typed or scanned in, click on Retrieve Rx Order.



This screenshot shows the same software interface as above, but the 'Retrieve Rx Order' dialog box now has the barcode 'GEEAGQPK' entered into the input field. A red rectangular box highlights the 'Retrieve Rx Order' button.

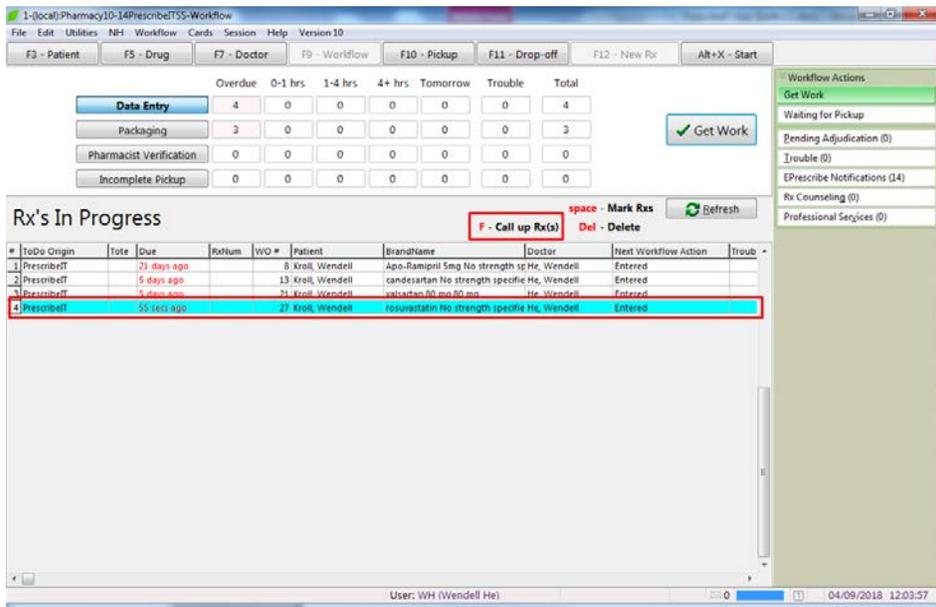
- The medication (s) in the order will be placed in the To Do/Data Entry Screen. The user may wish to fill the prescriptions now, or at a later time.

The screenshot shows the 'Profile - All Rxs (9)' window in the PrescribelT software. A dialog box titled 'Please Select a choice' is overlaid on the screen, asking: 'The order has been added to the To Do list. Do you want to fill it now?' with 'Yes' and 'No' buttons.

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor	Sig
1	Unfilled	1000013	1000013	04/09/2018	0	30	30	30	Apo-Zopiclone 7.5mg	He,Wendell	1 TABLET EVERY EV
2	Not Disp.	1000012	1000012	04/09/2018	0	30	30	30	Tecta 40mg	He,Wendell	1 TABLET 1 TIME DA
3		1000010	1000010	30/08/2018	5	30	120	90	ACT Valsartan 80mg	He,Wendell	1 TABLET 1 TIME DA
4		1000009	1000009	30/08/2018	5	30	30	0	ACT Valsartan 160mg	He,Wendell	1 TABLET 1 TIME DA
5		1000008	1000008	30/08/2018	5	30	30	0	Apo-Valsartan 80mg	He,Wendell	1 TABLET 1 TIME DA
6	Inact	1000006	1000006	14/08/2018	21	15	30	15	Accel-Candesartan 8mg	He,Wendell	8 mg 1 time daily
7		1000005	1000005	14/08/2018	21	30	30	0	ACT Valsartan 80mg	He,Wendell	80 MG 1 TIME DAILY
8	Inact (Transferred Out)	1000002	1000002	14/08/2018	21	30	30	0	Apo-Rosuvastatin 5mg	He,Wendell	5 MG 1 TIME DAILY
9		1000001	1000001	14/08/2018	21	30	30	0	Accel-Candesartan 16mg	He,Wendell	16 MG 1 TIME DAILY

The interface also includes sections for Allergies (0), Medical Conditions (0), and Groups (0). The bottom status bar shows 'User: WH (Wendell He)' and the date/time '04/09/2018 12:03:28'.

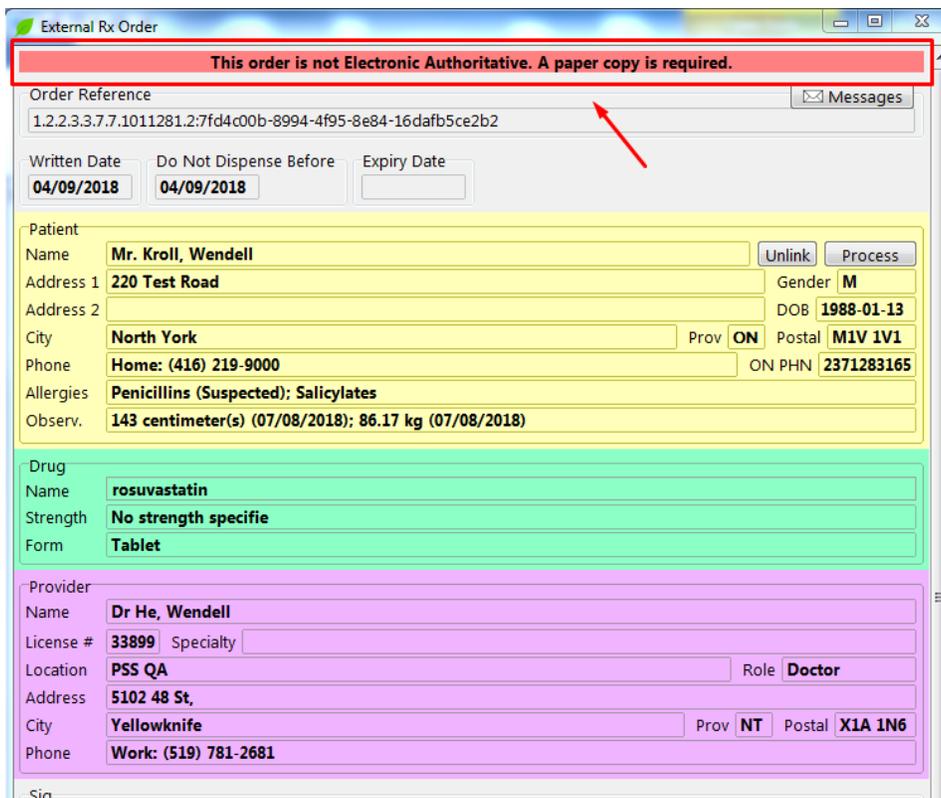
6. Select the appropriate option. Call the deferred prescription(s) up to fill.



The screenshot shows the 'Rx's In Progress' section of the software. A red box highlights the 'F - Call up Rx(s)' button. Below it is a table with the following data:

#	ToDo	Origin	Date	Due	RxNum	WO #	Patient	BrandName	Doctor	Next Workflow Action	Troub
1	PrescribEIT			21 days ago	8		Kroll, Wendell	Apo-Bamipin 5mg No strength spc He, Wendell	He, Wendell	Entered	
2	PrescribEIT			5 days ago	13		Kroll, Wendell	candesartan No strength specific He, Wendell	He, Wendell	Entered	
3	PrescribEIT			5 days ago	21		Kroll, Wendell	valsartan 80 mg 80 mg He, Wendell	He, Wendell	Entered	
4	PrescribEIT			55 sec ago	27		Kroll, Wendell	rosuvastatin No strength specific He, Wendell	He, Wendell	Entered	

NOTE: The External Rx Order states 'This order is not Electronic Authoritative. A paper copy is required'.



The screenshot shows the 'External Rx Order' window. A red box highlights the warning message: "This order is not Electronic Authoritative. A paper copy is required." A red arrow points to this message. Below the warning, the order details are as follows:

Order Reference: 1.2.2.3.3.7.7.1011281.2:7fd4c00b-8994-4f95-8e84-16dafb5ce2b2

Written Date: 04/09/2018 | Do Not Dispense Before: 04/09/2018 | Expiry Date: [Empty]

Patient Information:

- Name: Mr. Kroll, Wendell
- Address 1: 220 Test Road
- Address 2: [Empty]
- City: North York | Prov: ON | Postal: M1V 1V1
- Phone: Home: (416) 219-9000 | ON PHN: 2371283165
- Allergies: Penicillins (Suspected); Salicylates
- Observations: 143 centimeter(s) (07/08/2018); 86.17 kg (07/08/2018)

Drug Information:

- Name: rosuvastatin
- Strength: No strength specific
- Form: Tablet

Provider Information:

- Name: Dr He, Wendell
- License #: 33899 | Specialty: [Empty]
- Location: PSS QA | Role: Doctor
- Address: 5102 48 St.
- City: Yellowknife | Prov: NT | Postal: X1A 1N6
- Phone: Work: (519) 781-2681

Unlinking Patients

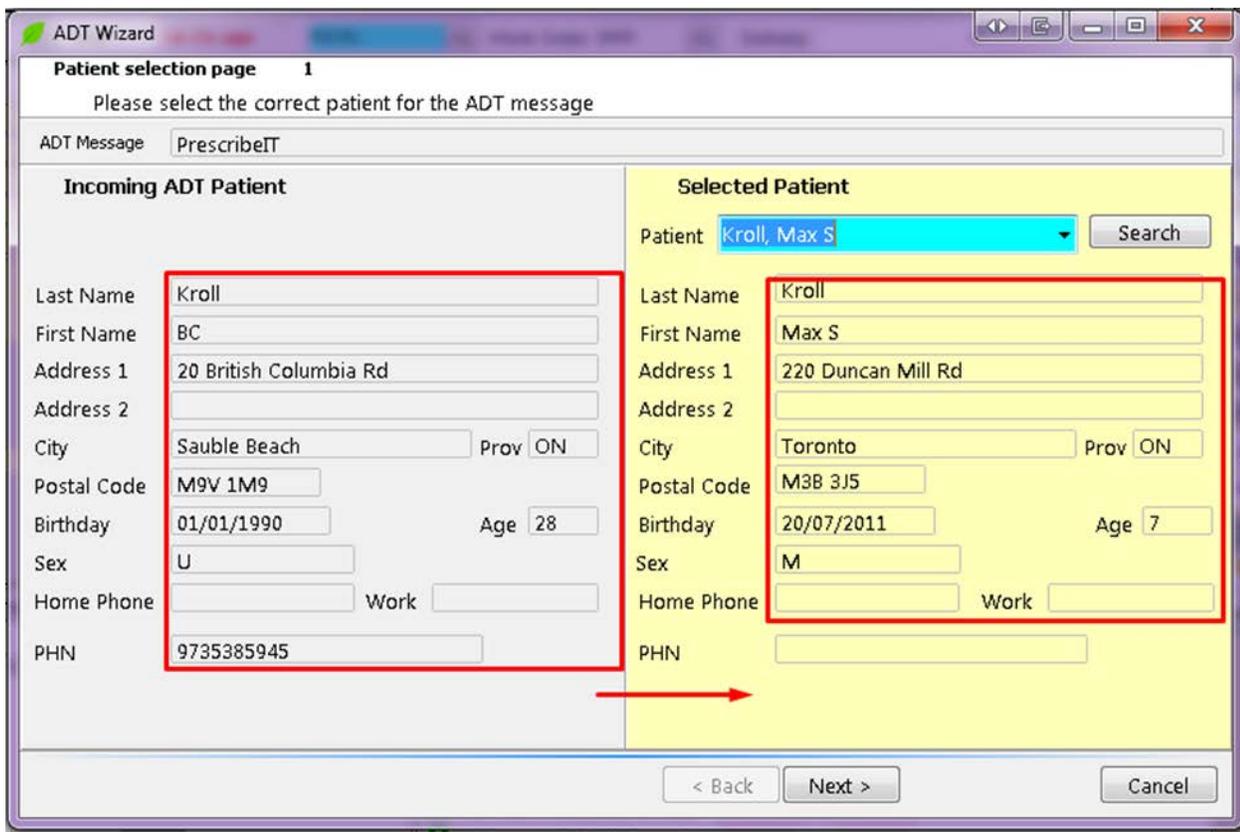
When an electronic prescription or Clinician communication is received for a patient for the first time, a user must correctly link the patient via the ADT Wizard.

It is a rare occurrence for incorrect patients to be linked. However, this may happen and all subsequent prescriptions and clinician communication will be automatically linked to the wrong patient.

A user may break the link between the incorrect patient and PrescribeIT® in this case.

Unlinking Patients without any filled prescriptions

An incorrect patient has been linked to a PrescribeIT® incoming prescription.



ADT Wizard

Patient selection page 1

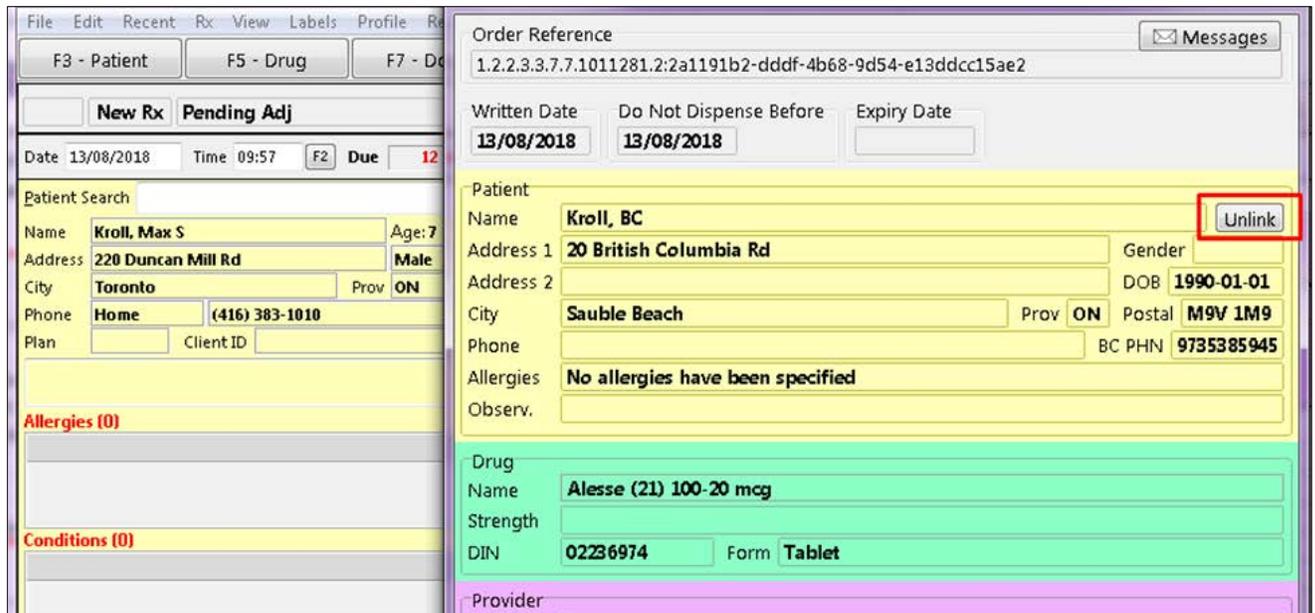
Please select the correct patient for the ADT message

ADT Message: PrescribeIT

Incoming ADT Patient		Selected Patient	
Last Name	Kroll	Last Name	Kroll
First Name	BC	First Name	Max S
Address 1	20 British Columbia Rd	Address 1	220 Duncan Mill Rd
Address 2		Address 2	
City	Sauble Beach	City	Toronto
Prov	ON	Prov	ON
Postal Code	M9V 1M9	Postal Code	M3B 3J5
Birthday	01/01/1990	Birthday	20/07/2011
Age	28	Age	7
Sex	U	Sex	M
Home Phone		Home Phone	
Work		Work	
PHN	9735385945	PHN	

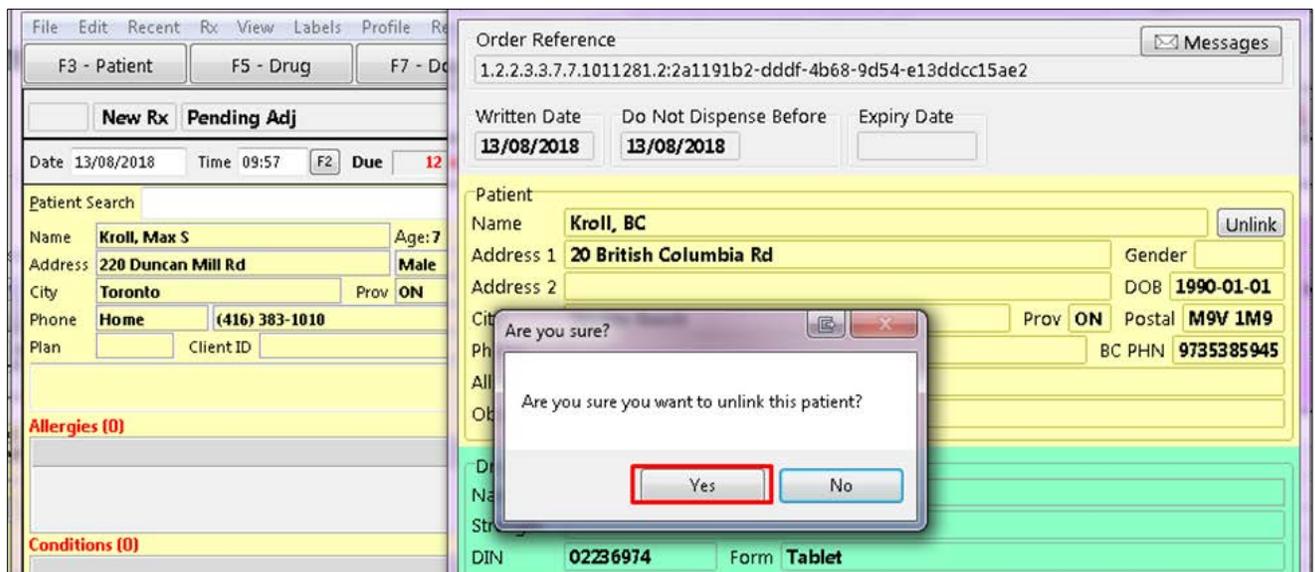
< Back Next > Cancel

1. Call up a PrescriberIT® prescription for the patient from Rxs To Do/Data Entry.



The screenshot shows the PrescriberIT interface with a patient profile on the left and a prescription order on the right. The patient profile includes fields for Name (Kroll, Max S), Address (220 Duncan Mill Rd), City (Toronto), and Province (ON). The prescription order includes fields for Order Reference, Written Date (13/08/2018), Do Not Dispense Before (13/08/2018), Expiry Date, Patient Name (Kroll, BC), Address (20 British Columbia Rd), City (Sauble Beach), Province (ON), Postal (M9V 1M9), and BC PHN (9735385945). The drug is Alesse (21) 100-20 mcg, Form Tablet, with DIN 02236974. A red box highlights the 'Unlink' button in the top right corner of the patient information section.

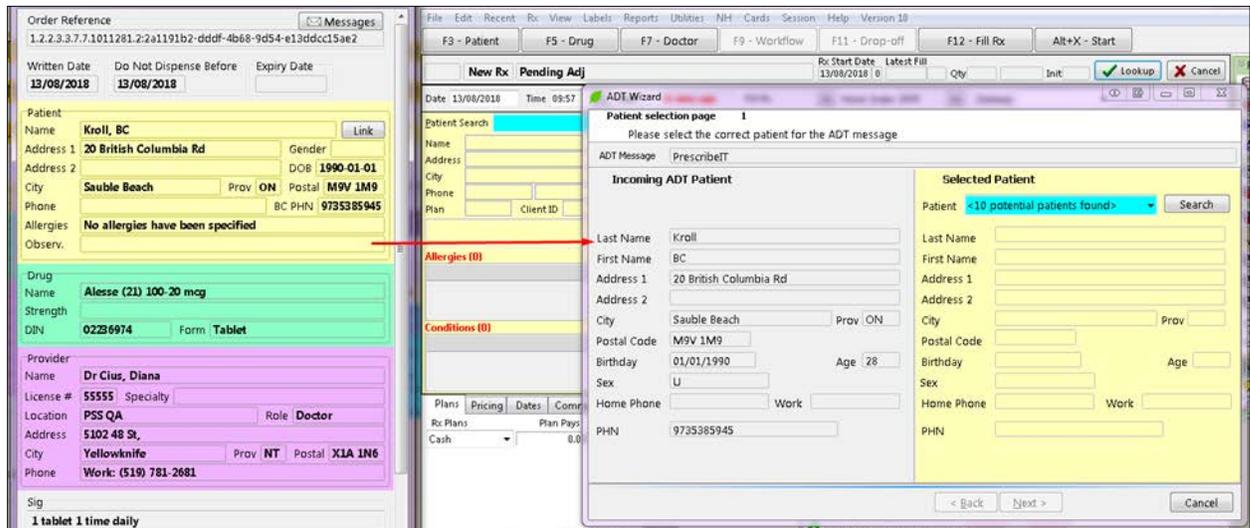
2. Click on the **Unlink** button on the External Rx Order.
3. Click on Yes when prompted 'Are you sure you want to unlink this patient?'



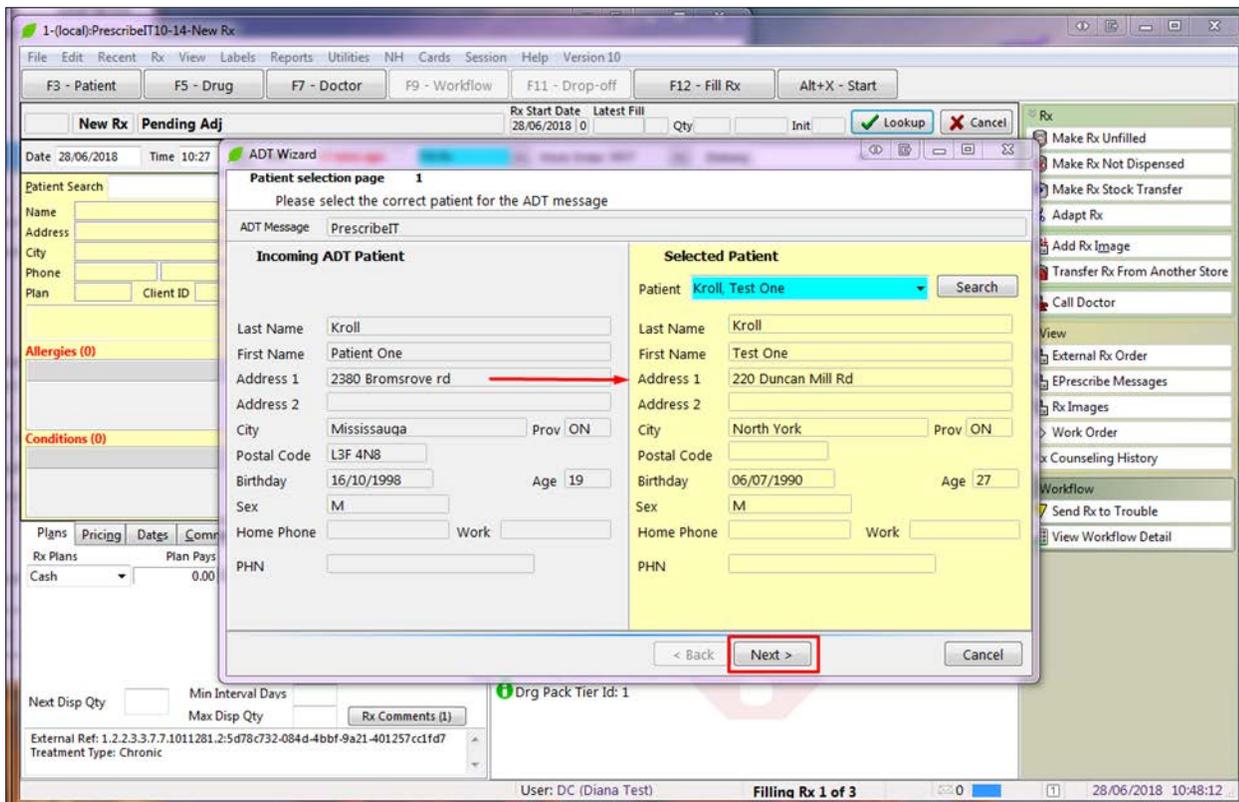
The screenshot shows the same patient profile and prescription order as the previous image. A confirmation dialog box is overlaid on the screen, asking 'Are you sure you want to unlink this patient?'. The dialog box has a title bar that says 'Are you sure?' and two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red box.

4. The prescription will be in the Rxs To Do/Data Entry queue in its original state, with no local patient identified.

- The next time the user recalls the PrescribIT® prescription from the Rxs To Do/Data Entry queue to fill, the ADT wizard will launch.

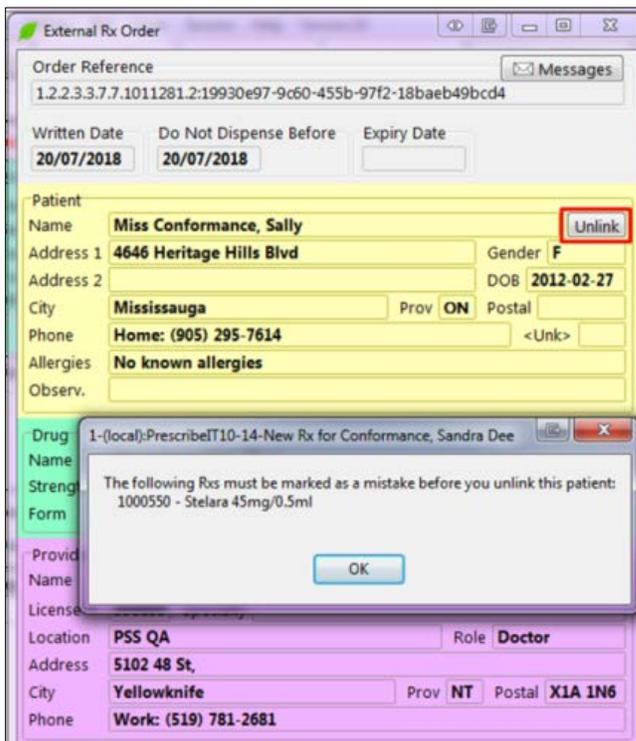
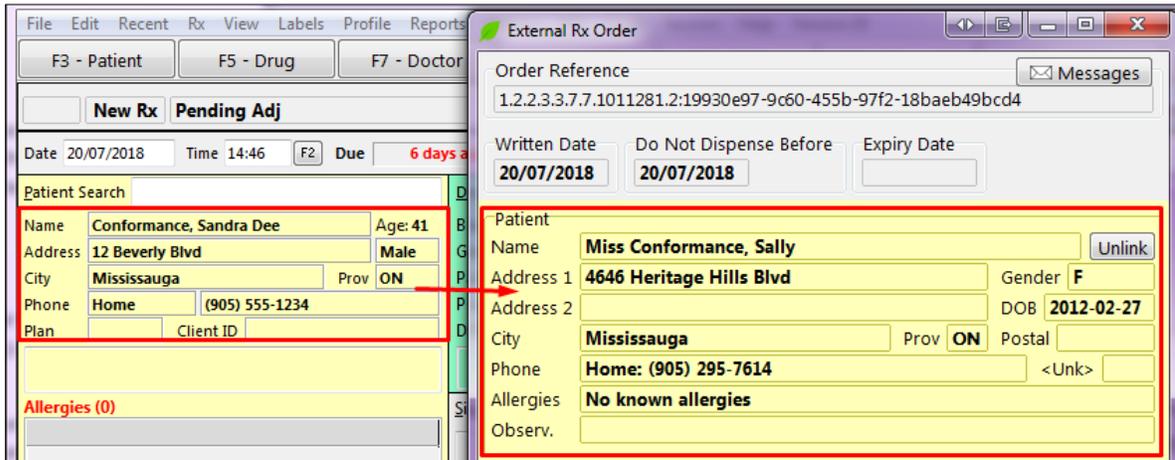


Unlinking Patients when Prescriptions have been filled incorrectly

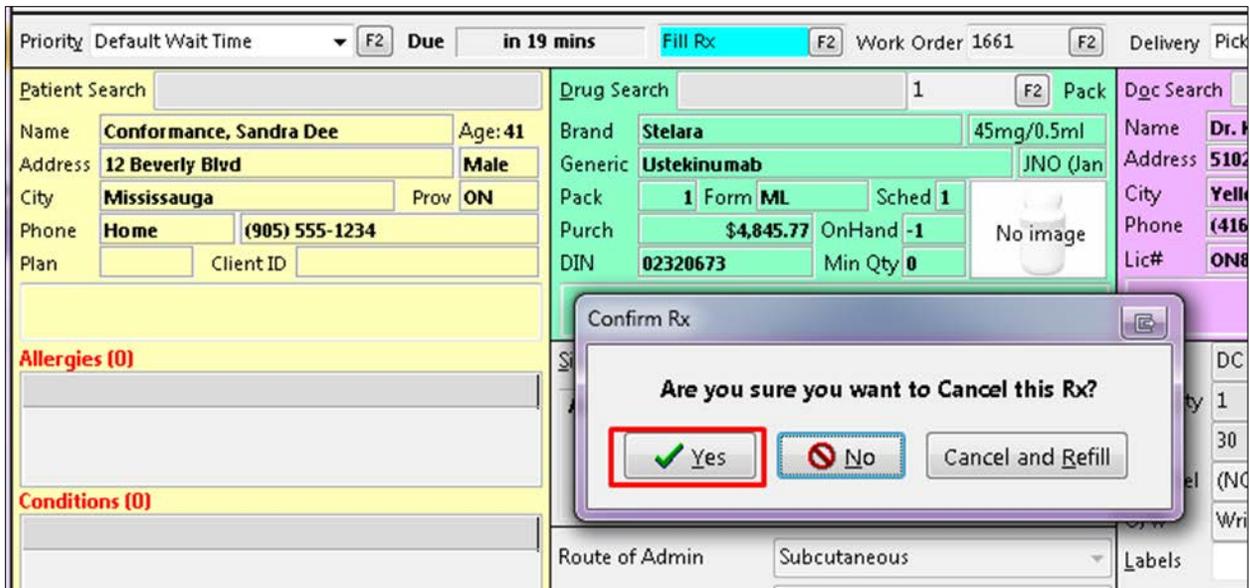


1. An incorrect patient is linked with an incoming electronic prescription.

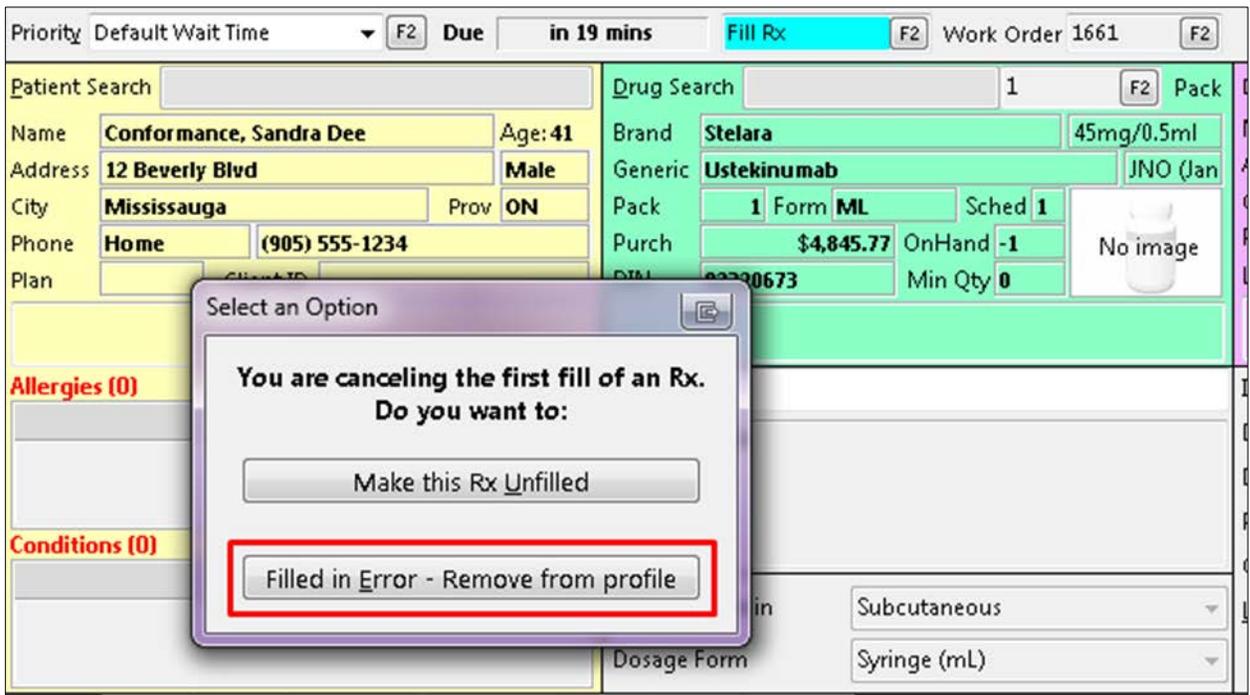
Clicking the Unlink button will prompt the user that there are PrescriberIT® prescriptions that must be cancelled first before the unlink can occur.



- From the patient's local medication profile, locate the PrescribIT® prescription(s) and click cancel.



- Select the option Filled in Error – Remove from profile.

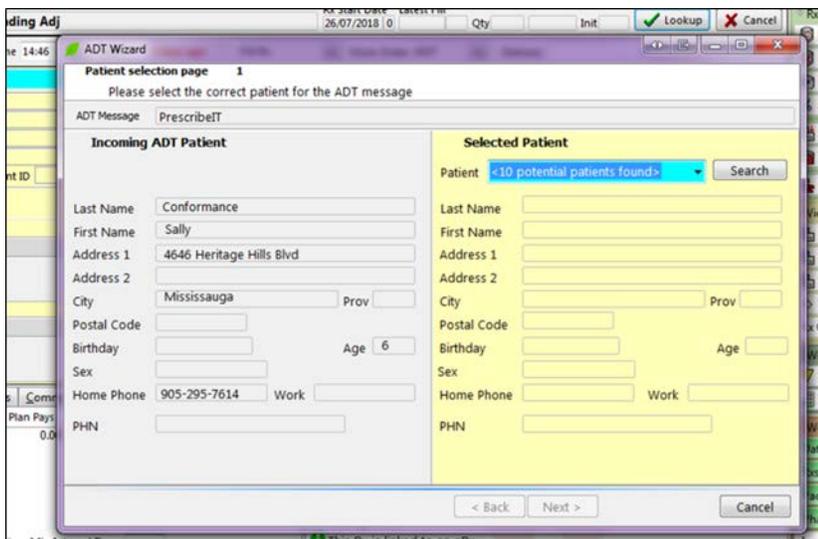


NOTE: After each PrescribIT® prescription is cancelled and marked as 'Filled in Error' and the patient is unlinked, the Rxs will be returned to the To Do/Data Entry Queue to be re-linked to the correct patient and file.

- After all PrescribIT® prescriptions have been cancelled, call up a prescription from To Do. Click on the Unlink button and select **Yes** when prompted to unlink the patient.



The link has now been broken. All subsequent prescriptions will no longer be linked with the incorrect patient and on the next new electronic prescriptions the ADT wizard will launch, prompting the user to search and select a local patient.



NOTE: Before a patient can be unlinked, all previous PrescribIT® prescriptions filled for the incorrect patient must be cancelled and marked as a mistake.

The External Rx Order

The external RX order will appear each time a PrescribeIT® prescription is called up to fill. This form contains all the information on the order as written by the prescriber.

External Rx Order
Messages

PrescribeIT Order Reference
2.16.840.1.113883.3.1467.1012518.2:EMR-9262^BD18A008-94A7-42DD-B05F-47728397A840

Written Date: **02/08/2019** Do Not Dispense Before: **02/08/2019** Expiry Date: **01/08/2020**

Patient

Name: **Sample, Patient** Unlink

Address 1: **123 Ma Test1 Street** Gender: **M**

Address 2:
 DOB: **1975-02-12**

City: **Ed** Prov: **AB** Postal: **V1X 5W8**

Phone: **Home: (780) 555-8888** AB ULI: **123456780**

Allergies: **Acetaminophen:ACETAM COD CAFF 300-8-15MG TAB (Suspect); Coffee:ACETAM COD CAFF 300-8-15MG T**

Observ.:

Drug

Name: **APO-PREDNISONE 5 MG TABLET**

Strength:

CCDD: **00312770** Form:

Provider

Name: **Alveres, Canelo** Link

License #: **calv001** Specialty:

Location: **Site11 - (PrescribeIT Enabled)** Role: **Doctor**

Address:
 City: Prov: Postal:

Phone: **Work: (999) 999-9999; Work: (999) 999-9999**

Sig

Admin Start Date: **02/08/2019** Admin Stop Date: **23/08/2019**

1 (One) Tablet(s), Once daily for 7 days THEN 2 (Two) Tablet(s), Once daily for 14 days. Route: Oral

Use this sig code text in the Rx.

Prescribed Authorized

Qty **35 Tablet(s)** Days **21** Qty **35 Tablet(s)** Days **21** Refills

Comments

Treatment Type: Chronic

Prior Order

Order # Copy from Local Rx

X Close

The fields in the top portion of the External Rx Order

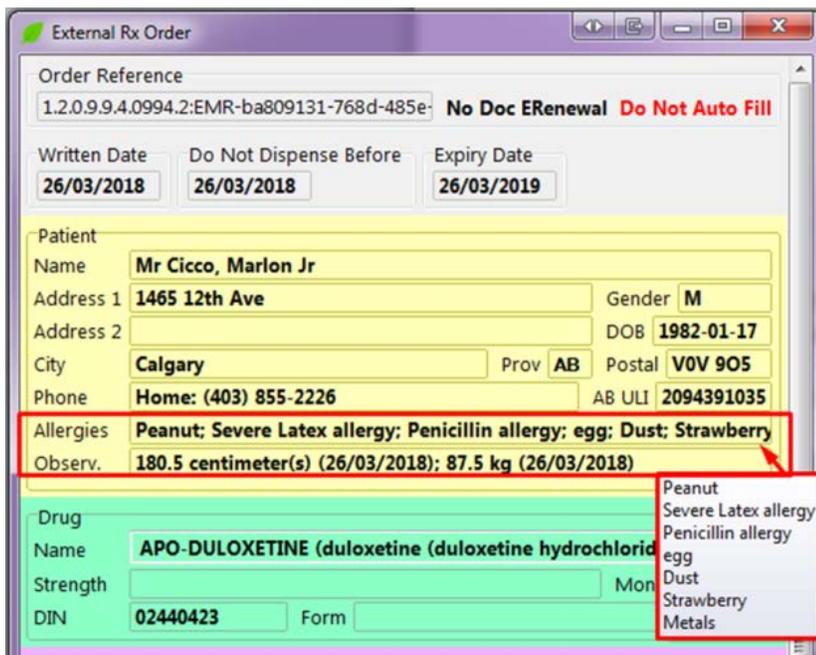
Written Date: The date the prescription was written by the prescriber.

Do Not Dispense Before: When populated, it tells the pharmacist to not dispense the medication to the patient before this date.

Expiry Date: The expiry date of the prescription. It is typically 365 days, but may be shorter for medications like narcotics.

Patient: Patient name and demographics are present in this section and can serve as validation that the correct patient is being served in the local Kroll system.

Patient Observations (height and weight) and allergies will also be present if the provider has specified any.



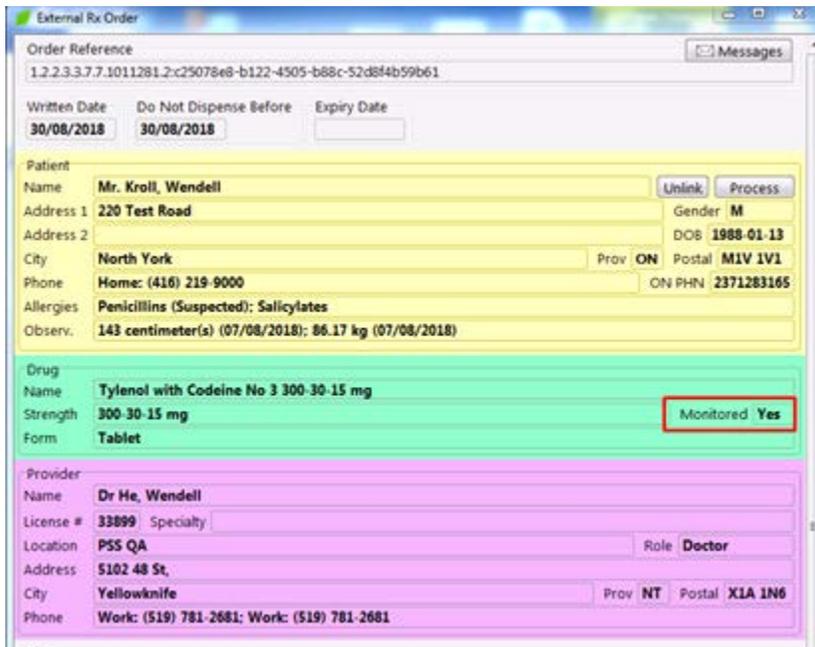
The screenshot shows a software window titled "External Rx Order". At the top, it displays an "Order Reference" and a status "No Doc ERenewal Do Not Auto Fill". Below this are three date fields: "Written Date" (26/03/2018), "Do Not Dispense Before" (26/03/2018), and "Expiry Date" (26/03/2019). The "Patient" section includes fields for Name (Mr Cicco, Marlon Jr), Address 1 (1465 12th Ave), Address 2, City (Calgary), Prov (AB), Postal (V0V 905), Phone (Home: (403) 855-2226), and AB ULI (2094391035). The "Allergies" field is highlighted with a red box and contains the text "Peanut; Severe Latex allergy; Penicillin allergy; egg; Dust; Strawberry". A red arrow points to this field, and a tooltip is visible showing a complete list of the allergies: Peanut, Severe Latex allergy, Penicillin allergy, egg, Dust, Strawberry, and Metals. The "Observ." field shows "180.5 centimeter(s) (26/03/2018); 87.5 kg (26/03/2018)". The "Drug" section shows the name "APO-DULOXETINE (duloxetine (duloxetine hydrochlorid...)", Strength, and DIN (02440423).

NOTE: Hover the mouse over the allergies to view a complete list if there are multiple allergies.

Drug: This section contains the drug name, DIN and form.

Strength: The strength to be dispensed will be displayed in this field if specified by the prescriber.

Monitored Flag: If the prescriber indicates that the medication includes a monitored ingredient a field will display - Monitored: **Yes**.



The screenshot shows a software window titled "External Rx Order". It contains several sections:

- Order Reference:** 1.2.2.3.3.7.7.1011281.2:c25078e8-b122-4505-b88c-52d8f4b59b61
- Written Date:** 30/08/2018
- Do Not Dispense Before:** 30/08/2018
- Expiry Date:** (empty field)
- Patient Section (Yellow background):**
 - Name: Mr. Kroll, Wendell
 - Address 1: 220 Test Road
 - Address 2: (empty)
 - City: North York
 - Phone: Home: (416) 219-9000
 - Allergies: Penicillins (Suspected); Salicylates
 - Observations: 143 centimeter(s) (07/08/2018); 86.17 kg (07/08/2018)
 - Gender: M
 - DOB: 1988-01-13
 - Prov: ON
 - Postal: M1V 1V1
 - ON PHN: 2371283165
- Drug Section (Green background):**
 - Name: Tylenol with Codeine No 3 300-30-15 mg
 - Strength: 300-30-15 mg
 - Form: Tablet
 - Monitored: Yes (highlighted with a red box)
- Provider Section (Purple background):**
 - Name: Dr He, Wendell
 - License #: 33899
 - Location: PSS QA
 - Address: 5102 48 St.
 - City: Yellowknife
 - Phone: Work: (519) 781-2681
 - Role: Doctor
 - Prov: NT
 - Postal: X1A 1N6

Provider: The provider section will display the prescribers full name, licence and full address. This ensures linking the prescriber with the correct PrescriberIT® record.

Admin Start Date: When populated, this will indicate to the pharmacist the date the patient will start taking the medication. The date value will also be populated in the Administration Period Start Date field in the Dates tab of the F12 – Fill screen.

Admin Stop Date: When populated, this will indicate to the pharmacist the date the patient will stop taking the medication. The date value will also be populated in the Administration Period Stop Date field in the Dates tab of the F12 – Fill screen.

SIG: The instructions for use as written by the prescriber. Check the box Use this SIG code text in the Rx to copy the SIG into the F12 – Fill screen or, you may also enter the SIG manually.

Dispense: The Dispense quantity, Days supply, Total Authorized quantity, Repeats as well as Maximum Dispense quantity (i.e. part fill) and Minimum Interval days will display in this section if specified.

NOTE: The system will auto-populate the quantities and days in the F12 filling screen from the External Rx Order if the units of measure match.

Location	Site11 - (PrescribeIT Enabled)	Role	Doctor
Address			
City		Prov	Postal
Phone	Work: (999) 999-9999; Work: (999) 999-9999		

Sig	Admin Start Date	21/08/2019	Admin Stop Date	23/08/2019
1 (One) Capsule(s), Once daily for 2 days. Comments. Route: Oral				
<input type="checkbox"/> Use this sig code text in the Rx.				

Prescribed	Authorized
Qty 2 Capsule(s) Days 2	Qty 2 Capsule(s) Days 2 Refills <input type="text"/>
Max Disp Qty 1 Capsule(s)	Min Interval Days 1

Detected Issues

Detected Issue : Managed Warning Interacts with Opioids - Morphine Analogues Allergy
Management: Action: Continued - See Comments. Comment: c;

Comments

Treatment Type: Chronic

Pharmacist Instructions

Pharmacist instructions

Prior Order

Order # Copy from Local Rx

X Close

Detected Issues: If the prescriber has detected any issues with the patient’s medications they will be entered in this section. This can range from drug interactions to medication management issues.

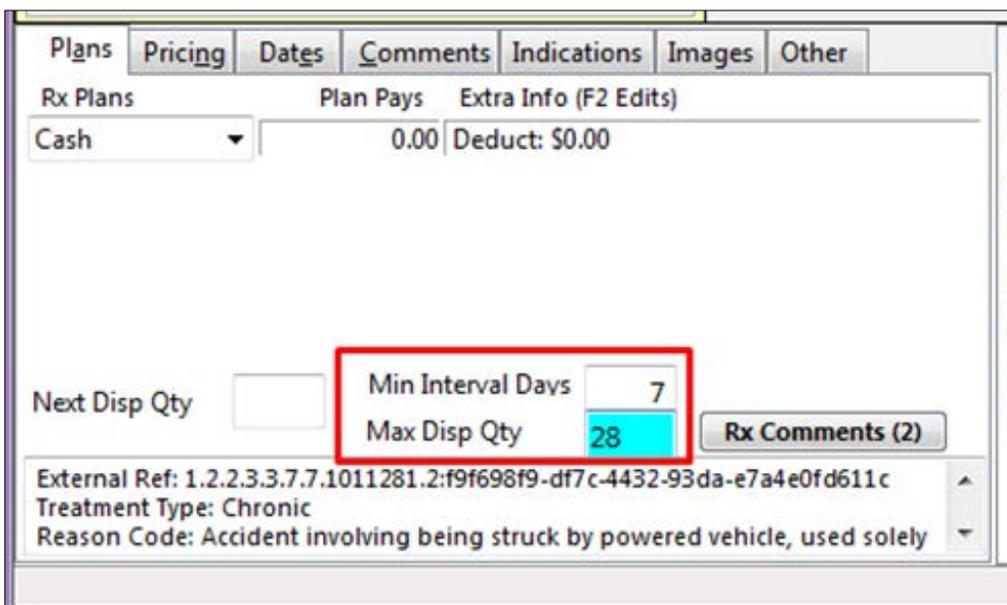
Comments: Treatment type, indications for use, insurance coverage, and exception or reason codes will be entered in this section if provided by the prescriber.

NOTE: When there is a lot of information in the External Rx Order, use the scroll buttons to move up and down the form.

Pharmacist Instructions: Comments and information of importance to the pharmacist will be displayed in the Instructions section. This can include mixture preparation instructions, No Substitution direction, Min interval and Max dispense, and anything else the prescriber wishes to convey to the pharmacist.

NOTE: No Substitution will only be included in the Pharmacist Instructions, and is no longer displayed in its own field.

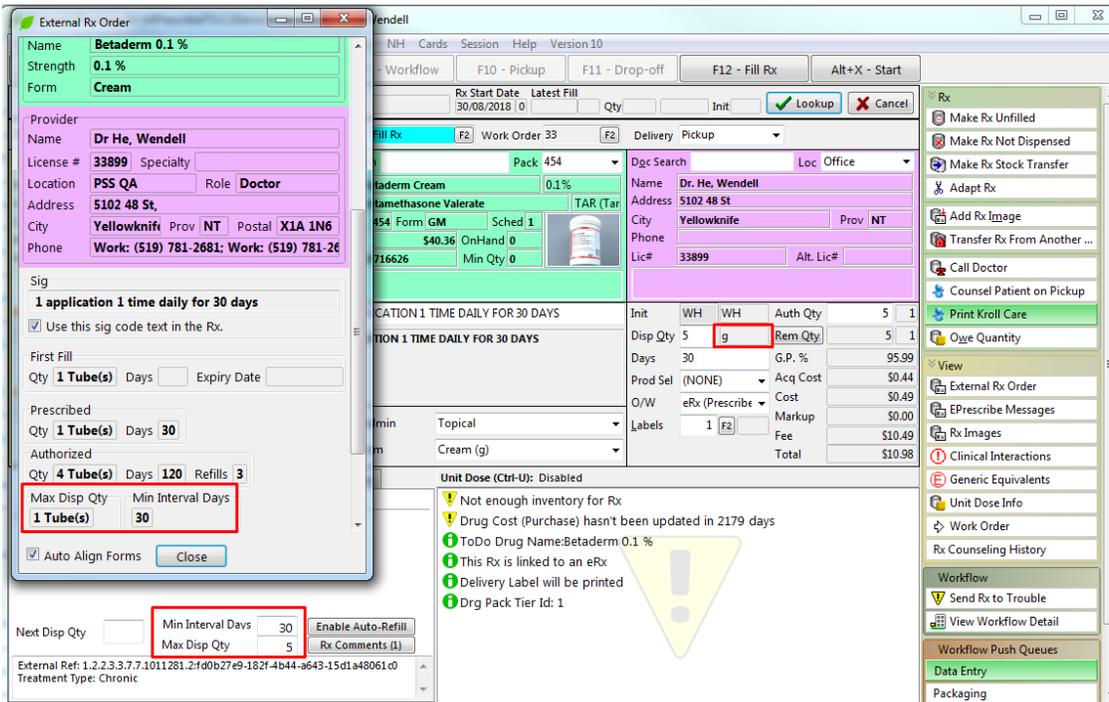
NOTE: The **Maximum Dispense Amount** and **Minimum Dispense Interval** will always denote the unit value. This is especially important when dispensing certain medications, like narcotics. The **Max Dispense** and **Min Interval Days** can be inputted into Kroll in the following fields.



The Maximum Dispense Amount if specified on the External Rx Order should be inputted into the Disp Qty field in Kroll.

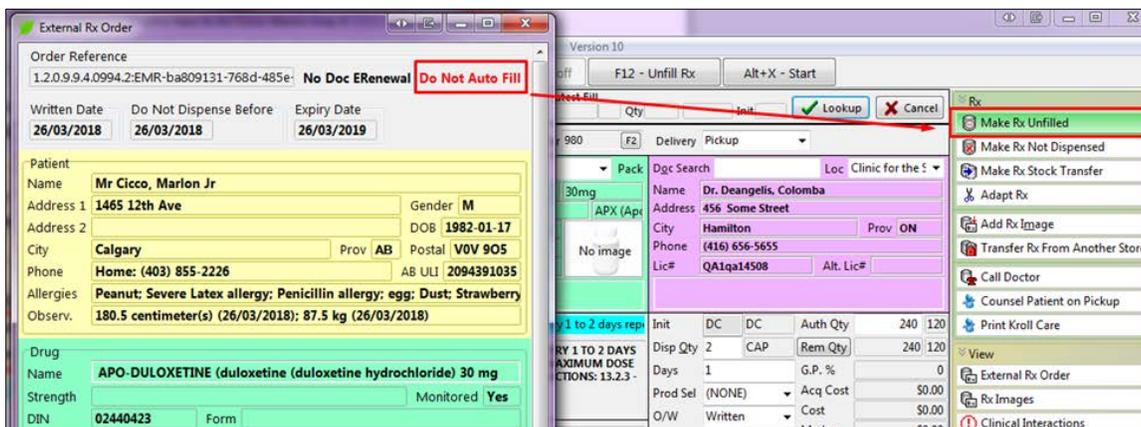
NOTE: If the units of the maximum dispense matches the unit of measure in Kroll, the maximum dispense field will be auto-populated. If they do not match it is the user's responsibility to calculate the maximum dispense based on the unit of measure used in the system and what is specified in the External Rx Order.

Example: Grams vs. Tubes

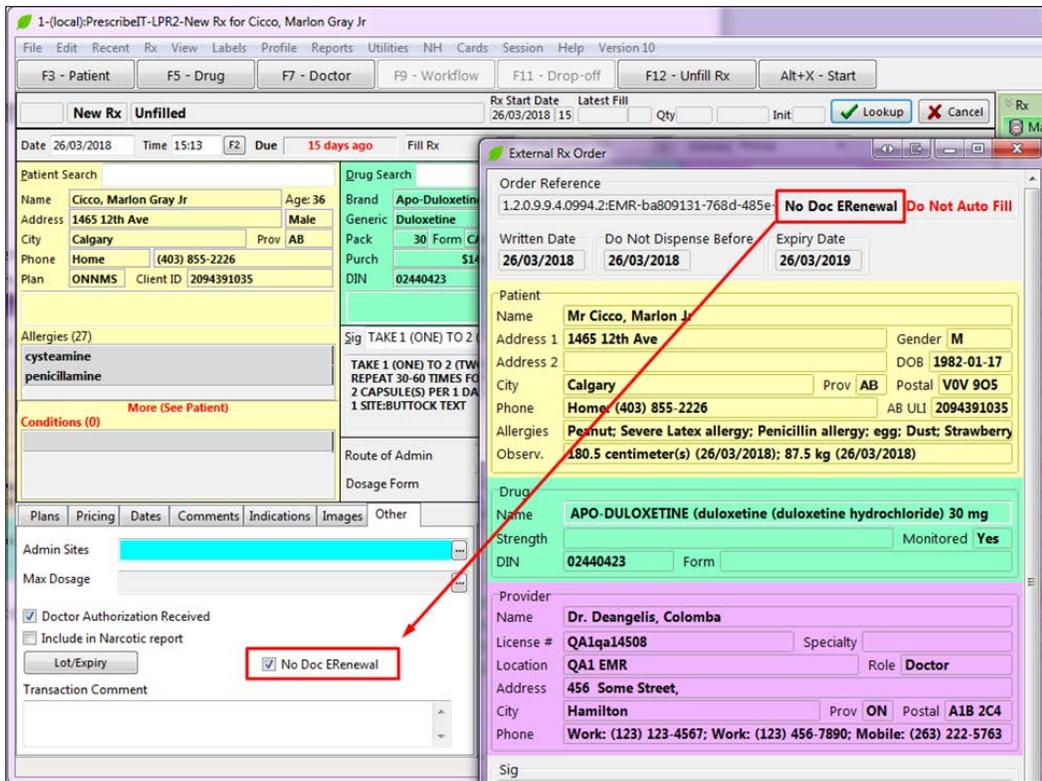


Do not Auto-Fill and No E-Renewals: Occasionally the prescriber may specify ‘Do Not Auto Fill’ or ‘No E-Renewals’. Both will appear on the top-right corner of the external Rx order. Do Not Autofill means the prescription is meant to be posted to the patient profile to be dispensed later; Kroll will automatically make the prescription Unfilled.

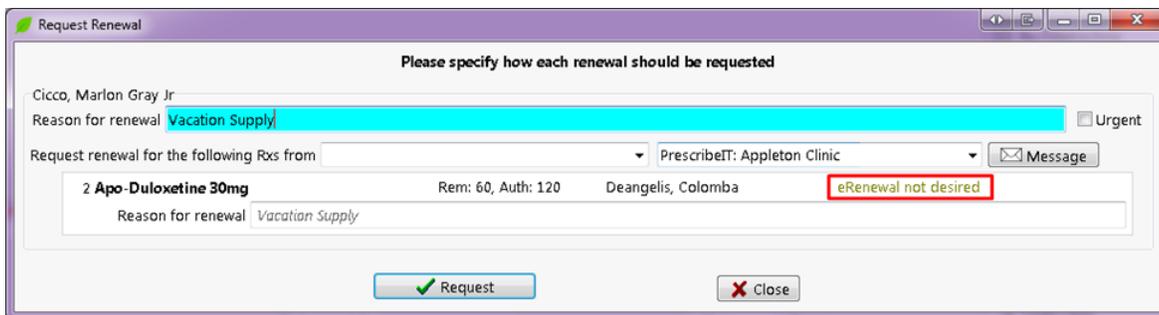
NOTE: A user can override the Unfilled status by clicking the ‘Make Rx Unfilled’ menu button on the right side of the screen.



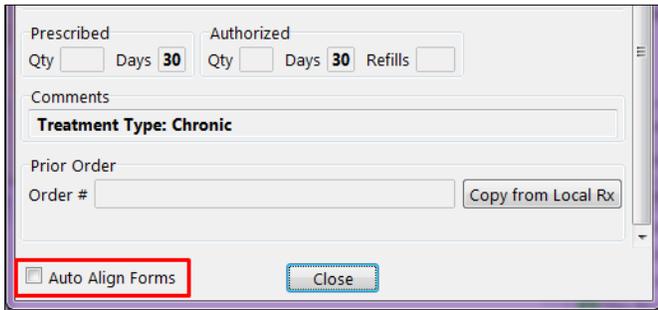
If the prescriber does not accept e-renewals, they will mark the prescription as 'No Doc e-Renewal'.



In the **Other** tab of the prescription, the option No Doc E-Renewal will be enabled. If the user attempts to send an e-renewal for this prescription, a warning will appear on the e-renewal form indicating 'eRenewal not desired'. The user is required to input a Reason for Renewal or close the form and remove the prescription from the renewal (un-tag the prescription from the patient profile and request renewal).



Auto-Align Forms: There is a button on the bottom of the external Rx Order called Auto Align Forms. When enabled, this button will adjust the size and the position of the External Rx order as well as the fill screen so both are able to be optimally viewed. This is especially relevant when the screen resolution is low.



NOTE: The suggested optimal screen resolution is 1280 x 1024 and higher.

NOTE: The External Rx Order can be recalled at any time by navigating to View > External Rx Order within the prescription screen



NOTE: The External Rx Order can be viewed on Clinician Communications that references a single order and from incoming ePrescribe Log Records by clicking the View Order button

Dispense and Cancel Dispense Notification

Once a user fills or refills a prescription that was electronically received from PrescribIT® a dispense notification will be sent to PrescribIT®. This will notify the prescriber that the prescription has been dispensed (but not necessarily picked up by the patient) and can aid the Prescriber in knowing the patient's compliance in taking the medication.

Subsequently when a dispense is cancelled that was previously communicated to the prescriber, the system will also communicate the cancellation of the dispense using a Cancel Dispense Notification.

Both the Dispense Notification and the Cancel Dispense Notification are automatically sent and require no user intervention.

NOTE: Failed Dispense and Cancel Dispense messages will display in the F9-ePrescribe Notifications Queue. Please refer to the Failed Communications and Managing the ePrescribe Notifications Queue section of this document.

Linking a PrescribelT® Prescription to an Existing Local Rx (Copy to New)

For continuity of care, it is sometimes necessary to copy a local prescription to new and link it to the newly received PrescribelT® prescription.

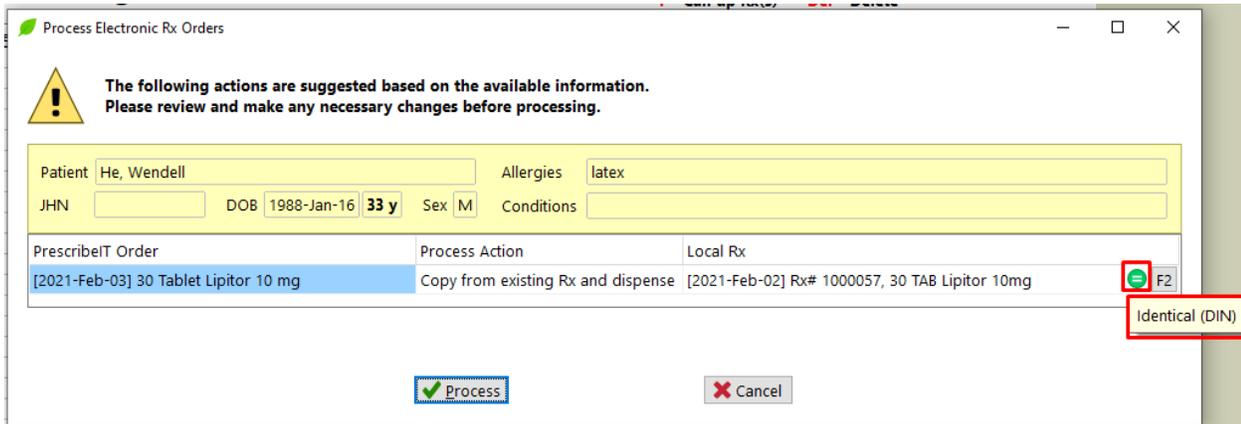
To link a prescription not previously received by PrescribelT®:

1. Call up the prescription you wish to fill from the Rxs To Do/Data Entry queue.
2. The **Process Electronic Rx Orders** screen will be displayed. If there is a local Rx on the patient's profile that has a Therapeutic class match or higher, the Rx will be suggested along with the Copy from existing Rx and dispense Process Action. Place the cursor over the icon to display a hover hint for details of the match.

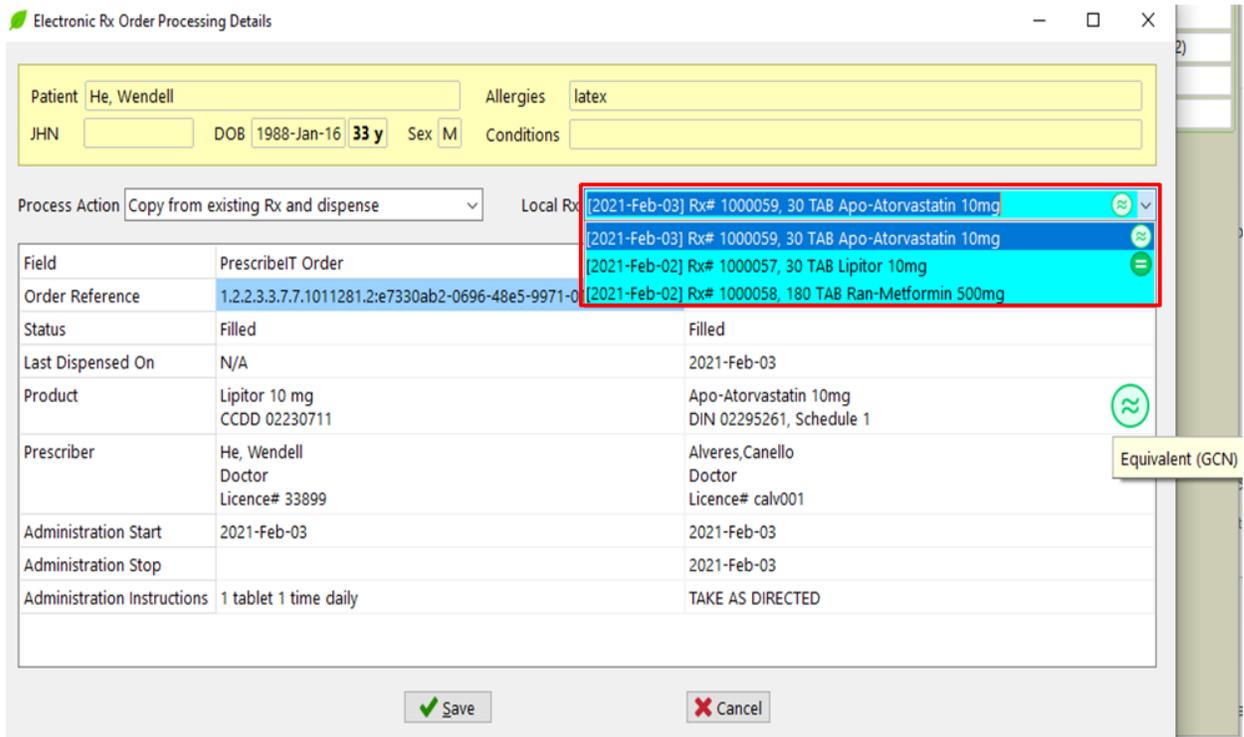
The match rank is as follows from descending order:

- Identical (DIN) 
- Identical (CCDD MP) 
- Equivalent CCDD NTP) 
- Equivalent (GCN) 
- Equivalent (CCDD TM) 
- Equivalent (HiCL) 
- Similar (Therapeutic class) 

NOTE: Kroll will suggest the highest ranking match available and if there is more than one Rx of this match level, the most recently dispensed Rx will be suggested.



3. Click F2 to bring up the Electronic Rx Order Process Details screen to view the details of the incoming order or to change the Process Action and/or Local Rx.
4. To change the suggested Rx, click on the Local Rx drop box. Rxs that have been determined to be a match will have an icon next to it on the drop box. Once an Rx has been selected, put the cursor over the icon on the Product to display a hover hint of the match details.



- To Copy and Unfill the order instead of dispensing, select the Copy from existing Rx and Unfill option from the Process Action drop box.

Electronic Rx Order Processing Details

Patient: He, Wendell | Allergies: latex
 JHN: [] | DOB: 1988-Jan-16 | 33 y | Sex: M | Conditions: []

Process Action: **Copy from existing Rx and unfill** | Local Rx: [2021-Feb-03] Rx# 1000059, 30 TAB Apo-Atorvastatin 10mg

Field	PrescribeIT Order	Local Rx
Order Reference	1.2.2.3.3.7.7.1011281.2:e7330ab2-0696-48e5-9971-01cd5fbb2c32	
Status	Filled	Filled
Last Dispensed On	N/A	2021-Feb-03
Product	Lipitor 10 mg CCDD 02230711	Apo-Atorvastatin 10mg DIN 02295261, Schedule 1
Prescriber	He, Wendell Doctor Licence# 33899	Alveres, Canello Doctor Licence# calv001
Administration Start	2021-Feb-03	2021-Feb-03
Administration Stop		2021-Feb-03
Administration Instructions	1 tablet 1 time daily	TAKE AS DIRECTED

Save Cancel

- Click Save once all necessary changes has been made.
- Click Process when returned to the Process Electronic Rx Orders screen and the information will be copied form the selected Rx and populate on the F12-Fill screen. The Unfill option will be selected by default if the Copy from existing Rx and Unfill was selected instead of dispense.

NOTE: The quantity fields will not be copied over to the new Rx.

- Verify that all the information on the F12 screen is correct and any necessary changes have been made (change in dose/Instructions as indicated by the external order) and click **F12-Fill Rx/F12-Unfill**.

- The prior local Rx will be inactivated and will be linked to the new electronic prescription.

ESC - Back to Patient F - Refill R - Reprint D - Detail Extra Functions ▼
 space- mark multiple Rx's M - Modify C - Cancel I - Inactivate

#	B	U	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor	Sig
1	N	N		1000060	1000060	03/02/2021	0	30	30	0	Lipitor 10mg	He,Wendell	1 tablet 1 time daily
2	N	N		1000059	1000059	03/02/2021	0	30	30	0	Apo-Atorvastatin 10mg	Alveres,Canello	T UD
3	N	N		1000058	1000058	02/02/2021	1	180	180	0	Ran-Metformin 500mg	Alveres,Canello	T UD
4	N	N	Inact (Copied)	1000057	1000057	02/02/2021	1	30	30	0	Lipitor 10mg	Alveres,Canello	T UD

- If a "Copy From" action was not selected previously, this can still be performed on the Fill screen by clicking **Copy from Local Rx** button on the External Rx Order. The patient's local Rx profile will be displayed; locate the prescription you wish to copy and click **Y-Copy to New** or press 'Y' on your keyboard. Then click **F12-Fill/F12-Unfill**.

The screenshot displays the PrescribeIT software interface. On the left, there is a patient information panel for Dr. He, Wendell, including address, phone, and allergies. The main area shows a 'New Rx Pending Adj' screen for a patient named He, Wendell, with details for a prescription of Lipitor 10mg. A table below the main area lists prescriptions with columns for ID, Status, Orig Rx, Return, Date, Age, Qty, Auth, Item, Brand/Name, and Doctor. A red box highlights the 'Copy from Local Rx' button at the bottom of the interface.

ID	Status	Orig Rx	Return	Date	Age	Qty	Auth	Item	Brand/Name	Doctor	Sig
1000098	N	1000098	02/02/2021	5	30	0		Atorvastatin 10mg	Atveris, Canesto	T UD	
1000058	N	1000058	02/02/2021	1	180	0		Ram-Adiphenon 30mg	Atveris, Canesto	T UD	
1000057	N	1000057	02/02/2021	1	30	0		Lipitor 10mg	Atveris, Canesto	T UD	

Linking a Prior Electronic Rx to a New Electronic Rx

1. If there is a prior electronic Rx referenced on the new electronic order, Kroll will automatically suggest the Copy from existing Rx and Dispense Process Action and suggest the Rx associated with that previous order. Click Process on the Process Electronic Rx Order screen. This will copy some of the information from the previous electronic prescription, and link the two Rx's.

NOTE: If a prior order is found on the local profile, the associated Rx will be suggested above any other match ranking.

Process Electronic Rx Orders

 **The following actions are suggested based on the available information. Please review and make any necessary changes before processing.**

Patient: Kroll, Cory | Allergies:

JHN: | DOB: 1980-Mar-25 | 40 y | Sex: M | Conditions:

PrescriberIT Order	Process Action	Local Rx
[2021-Jan-28] 60 Capsule Lyrica	Copy from existing Rx and dispense	[2021-Jan-28] Rx# 1000154, 60 CAP ACT Pregabalin 75mg

Electronic Rx Order Processing Details

Patient: Kroll, Cory | Allergies:

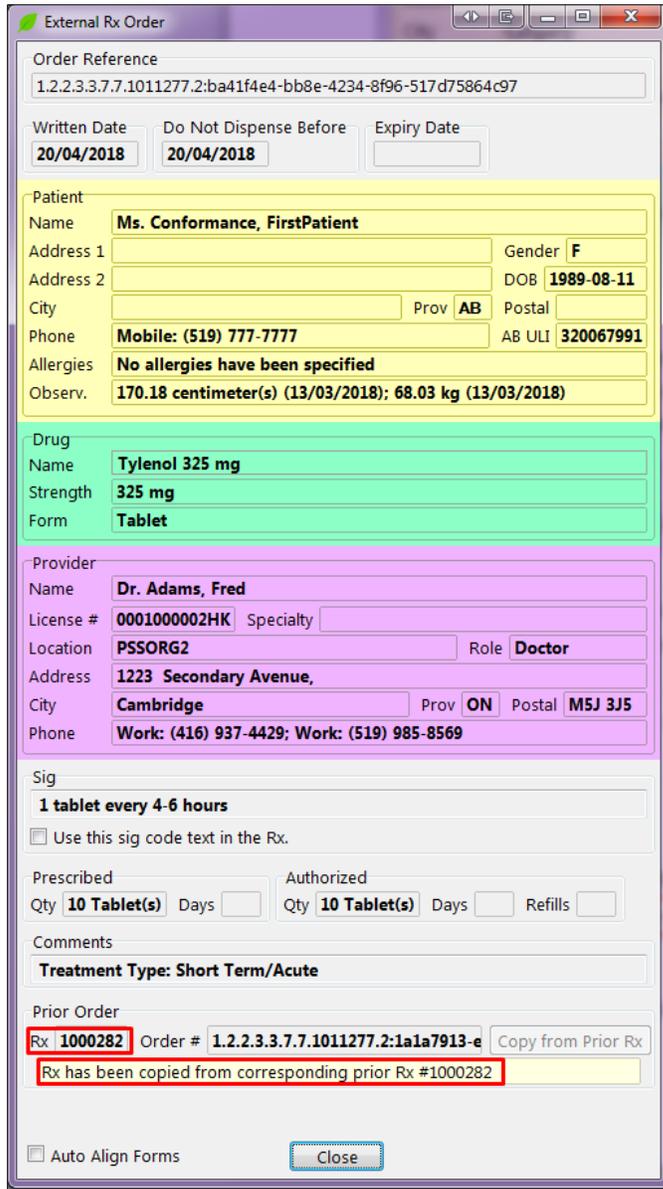
JHN: | DOB: 1980-Mar-25 | 40 y | Sex: M | Conditions:

Process Action: Copy from existing Rx and dispense | Local Rx: [2021-Jan-28] Rx# 1000154, 60 CAP ACT Pregabalin 75mg

Field	PrescriberIT Order	Local Rx
Order Reference	1.2.2.3.3.7.7.1011281.2:94f426ca-ab03-4a9e-9c75-30	[2021-Feb-04] Rx# 1000162, 180 CAP ACT Pregabalin 75mg
Status	Filled	[2021-Jan-28] Rx# 1000158, 180 TAB ACT Metformin 500mg
Last Dispensed On	N/A	[2021-Jan-28] Rx# 1000156, 180 TAB ACT Metformin 500mg
Product	Lyrica CCDD 8000348	[2021-Jan-28] Rx# 1000153, 30 CAP ACT Pregabalin 75mg
Prescriber	He, Wendell Doctor Licence# 33899	[2021-Jan-28] Rx# 1000154, 60 CAP ACT Pregabalin 75mg
Administration Start	2021-Jan-28	[2021-Jan-28] Rx# 1000155, 30 CAP ACT Pregabalin 75mg
Administration Stop		[2021-Jan-27] Rx# 1000152, 60 CAP ACT Pregabalin 75mg
Administration Instructions	75 mg 2 times daily for 30 days	75 MG 2 TIMES DAILY FOR 30 DAYS

NOTE: If available, the following information will be copied when Copy from Prior Rx is selected: Drug, Doctor, Sig, Next Disp Qty, Min Interval Days, and Min Disp Qty.

Notice that the external Rx order contains the previous local Rx number for reference.



External Rx Order

Order Reference: 1.2.2.3.3.7.7.1011277.2:ba41f4e4-bb8e-4234-8f96-517d75864c97

Written Date: 20/04/2018 | Do Not Dispense Before: 20/04/2018 | Expiry Date: []

Patient

Name: Ms. Conformance, FirstPatient

Address 1: [] | Gender: F

Address 2: [] | DOB: 1989-08-11

City: [] | Prov: AB | Postal: []

Phone: Mobile: (519) 777-7777 | AB ULI: 320067991

Allergies: No allergies have been specified

Observ.: 170.18 centimeter(s) (13/03/2018); 68.03 kg (13/03/2018)

Drug

Name: Tylenol 325 mg

Strength: 325 mg

Form: Tablet

Provider

Name: Dr. Adams, Fred

License #: 0001000002HK | Specialty: []

Location: PSSORG2 | Role: Doctor

Address: 1223 Secondary Avenue,

City: Cambridge | Prov: ON | Postal: M5J 3J5

Phone: Work: (416) 937-4429; Work: (519) 985-8569

Sig

1 tablet every 4-6 hours

Use this sig code text in the Rx.

Prescribed | **Authorized**

Qty: 10 Tablet(s) | Days: [] | Qty: 10 Tablet(s) | Days: [] | Refills: []

Comments

Treatment Type: Short Term/Acute

Prior Order

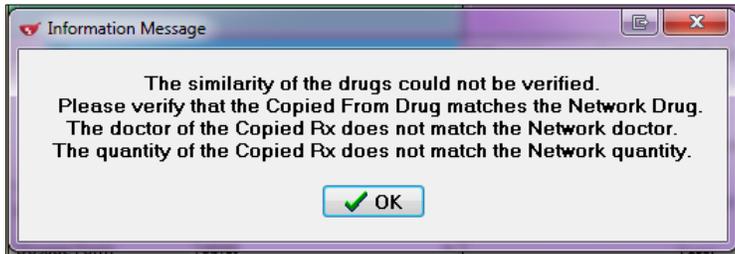
Rx: 1000282 | Order #: 1.2.2.3.3.7.7.1011277.2:1a1a7913-e | Copy from Prior Rx

Rx has been copied from corresponding prior Rx #1000282

Auto Align Forms |

- Once all information on the fill screen has been verified and any necessary changes made, click **F12-Fill Rx**. The previous prescription in the local system will be inactivated and linked to the new prescription.

NOTE: There is a warning generated in Kroll if the user selects to link to a local prescription with a different drug, quantity or prescriber. This warning however does not take into consideration other aspects of the prescription, such as differences in quantity units (e.g. tablets versus mg), directions for use and refills. Therefore, it is very important when using this feature that the pharmacy staff member validates that all data is correctly entered before submitting.



NOTE: When the validation form appears, the external Rx order will not be visible until the user clicks **OK**.

- If a "Copy From" action was not selected previously, this can still be performed on the Fill screen by clicking the **Copy From Prior Rx** button on the External Rx Order.

External Rx Order
Messages

PrescriberIT Order Reference
1.2.2.3.3.7.7.1011281.2:94f426ca-ab03-4a9e-9c75-30e54039e5ae

Written Date **28/01/2021** Do Not Dispense Before **28/01/2021** Expiry Date

Patient

Name **Mr. Kroll, Cory** Unlink

Address 1 **100 PrescriberIT Way** Gender **M**

Address 2

City **Toronto** Prov **ON** Postal **K1A 1A1**

DOB **1980-03-25**

Phone <Unk>

Allergies **No allergies have been specified**

Observ.

Drug

Name **Lyrica**

Strength

CCDD **8000348** Form **Capsule**

Provider

Name **Dr He, Wendell**

License # **33899** Specialty

Location **PSS QA** Role **Doctor**

Address **5102 48 St.**

City **Yellowknife** Prov **NT** Postal **X1A 1N6**

Phone **Work: (519) 781-2681; Work: (519) 781-2681**

Sig

Admin Start Date **28/01/2021** Admin Stop Date

75 mg 2 times daily for 30 days

Use this sig code text in the Rx.

Prescribed Qty **60 Capsule(s)** Days **30** **Authorized** Qty **240 Capsule(s)** Days **120** Refills **3**

Comments **Treatment Type: Chronic**

Prior Order

Rx **1000154** Order # **1.2.2.3.3.7.7.1011281.2:b92ce59f-c5ab-440a-bb0a-730077610ff5** Copy from Prior Rx

Auto Align Forms

Close

Linking multiple New PrescribeIT® Rx's to Local Rx's/Prior Electronic Rx's

1. When there are multiple new electronic rx's that are to be linked to local rx's or prior orders, select all those new Rx's from the F9-Workflow > ToDo/Data Entry queue using the space bar on the keyboard.

Note: Multiple patients can be selected before calling up the Rx's

2. Click F – Call up Rx(s).

Rx's In Progress										
#	Tote	Due	ToDo Type	ToDo Origin	RxNum	WO #	Patient	BrandName	Doctor	Next V ^
98		11 days ago	New Rx	PrescribeIT		3247	Kroll, Cory	Lyrica	He, Wendell	Entere
99		11 days ago	New Rx	PrescribeIT		3248	Kroll, Cory	Lyrica	He, Wendell	Entere
00		11 days ago	New Rx	PrescribeIT		3250	Kroll, Cory	metformin 500 mg	He, Wendell	Entere
01		6 days ago	New Rx	PrescribeIT		3251	Kroll, Karl	Effexor XR 225 mg 225 mg	He, Wendell	Entere
02		6 days ago	New Rx	PrescribeIT		3252	Kroll, PEI	valsartan-hydrochlorothiazide 16	He, Wendell	Entere
03		6 days ago	New Rx	PrescribeIT		3253	Kroll, B	Tecta 40 mg 40 mg	He, Wendell	Entere
04		6 days ago	New Rx	PrescribeIT		3254	He, Wendell	Tecta 40 mg 40 mg	He, Wendell	Entere
05		3 days ago	New Rx	PrescribeIT		4266	Kroll, Sean	amlodipine	He, Wendell	Entere
06		3 days ago	New Rx	PrescribeIT		4254	Kroll, Max S	Lipitor 10 mg	He, Wendell	Entere
07		3 days ago	New Rx	PrescribeIT		4255	Kroll, Max S	Lipitor 10 mg	He, Wendell	Entere
08		3 days ago	New Rx	PrescribeIT		4256	Kroll, Max S	Viagra 100 mg	He, Wendell	Entere
09		3 days ago	New Rx	PrescribeIT		4257	Kroll, Max S	Lipitor 10 mg 10 mg	He, Wendell	Entere
10		3 days ago	New Rx	PrescribeIT		4258	Kroll, Max S	Norvasc 10 mg	He, Wendell	Entere
11		3 days ago	New Rx	PrescribeIT		4259	Kroll, Max S	Glucophage 500 mg	He, Wendell	Entere
12		3 days ago	New Rx	PrescribeIT		4260	Kroll, Max S	Vyvanse 10 mg	He, Wendell	Entere
13		3 days ago	New Rx	PrescribeIT		4261	Kroll, Max S	Lipitor 10 mg	He, Wendell	Entere
14		3 days ago	New Rx	PrescribeIT		4262	Kroll, Max S	Lipitor 10 mg 10 mg	He, Wendell	Entere
15		3 days ago	New Rx	PrescribeIT		4263	Kroll, Max S	Nasonex 50 mcg/actuation	He, Wendell	Entere
16		3 days ago	New Rx	PrescribeIT		4264	Kroll, Max S	Lipitor 80 mg	He, Wendell	Entere
17		3 days ago	New Rx	PrescribeIT		4265	Kroll, Max S	Humira 40 mg/0.8 mL	He, Wendell	Entere
18		3 days ago	New Rx	PrescribeIT		426	Kroll, Sean	furosemide 20 mg	He, Wendell	Entere
19		in 10 mins			1000165	4270	325_cicco, Marlon Jr	Marvelon 21 0.15/0.03mg	Alveres, Canello	Print L

3. ADT wizard will be displayed if there are any unlinked patients or demographic changes. Link all unlinked patients and process any demographic changes.
4. All selected Rx's will be displayed on the Process Electronic Rx Orders form, grouped together by Patient. If there is a prior electronic Rx referenced on the new electronic order or local Rx's that match the medication prescribed, Kroll will automatically suggest the Copy from existing Rx and Dispense Process Action and suggest the Rx associated with that previous order/local Rx.

Process Electronic Rx Orders

! The following actions are suggested based on the available information. Please review and make any necessary changes before processing.

Patient: **Kroll, Cory** Allergies:
 JHN: DOB: 1980-Mar-25 **40 y** Sex: M Conditions:

PrescribeIT Order	Process Action	Local Rx
[2021-Jan-28] 60 Capsule Lyrica	Copy from existing Rx and dispense	[2021-Feb-04] Rx# 1000162, 180 CAP ACT Pregabalin 75mg 
[2021-Jan-28] 180 Tablet metformin 500 mg	Copy from existing Rx and dispense	[2021-Jan-28] Rx# 1000158, 180 TAB ACT Metformin 500mg 

Patient: **Kroll, Sean** Allergies:
 JHN: DOB: 1984-May-05 **36 y** Sex: M Conditions:

PrescribeIT Order	Process Action	Local Rx
[2021-Feb-05] 60 Tablet furosemide 20 mg	Copy from existing Rx and dispense	[2021-Feb-05] Rx# 1000164, 60 TAB Furosemide-20 20mg 

Patient: **Kroll, Wendell** Allergies: Penicillins
 JHN: 3283348476 DOB: 1988-Jan-01 **33 y** Sex: M Conditions:

PrescribeIT Order	Process Action	Local Rx
[2021-Feb-02] 30 Delayed release tablet Tecta 40 mg (40 mg)	Copy from existing Rx and dispense	[2021-Feb-04] Rx# 1000161, 30 TAB Tecta 40rr 

5. Click F2 on each order to change the Process action and/or Local Rx.

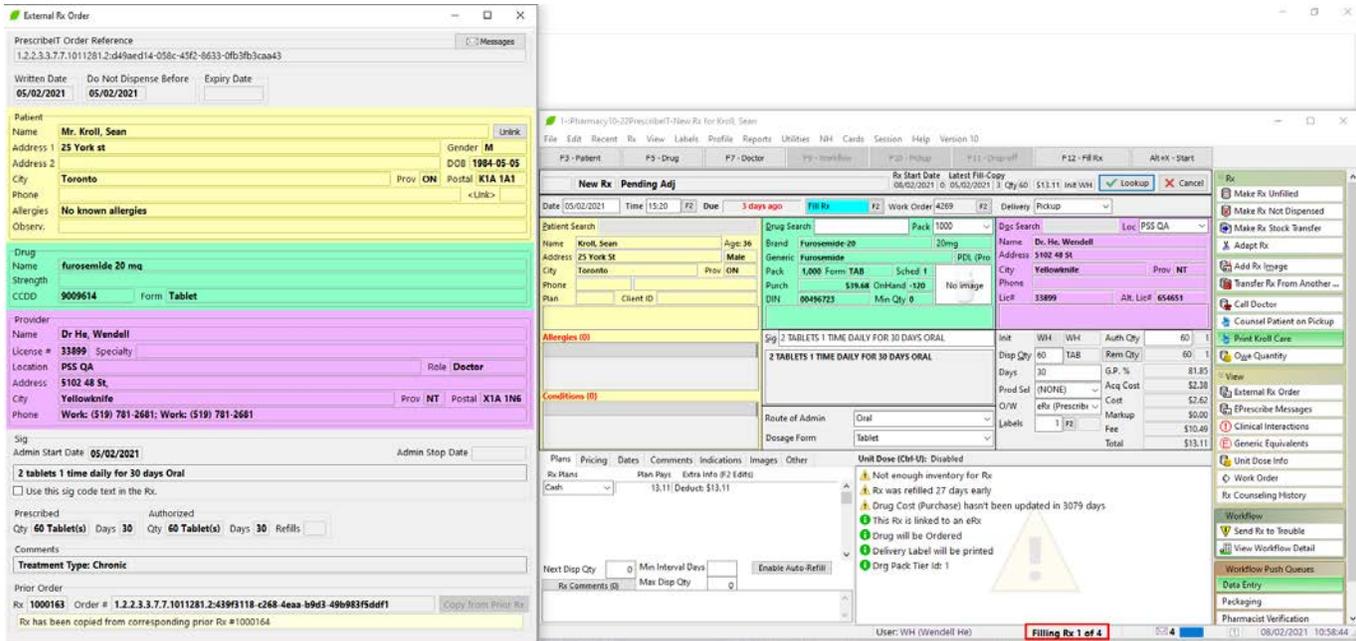
Electronic Rx Order Processing Details

Patient: **Kroll, Sean** Allergies:
 JHN: DOB: 1984-May-05 **36 y** Sex: M Conditions:

Process Action: **Copy from existing Rx and dispense** Local Rx: **[2021-Feb-08] Rx# 1000183, 60 TAB Furosemide-20 20mg** 

Field	PrescribeIT Order	Local Rx
Order Reference	1.2.2.3.3.7.7.1011281.2:d49aed14-058c-45f2-8633-0fb3fb3caa43	
Status		Unfilled
Last Dispensed On	N/A	2021-Feb-08
Product	furosemide 20 mg CCDD 9009614	Furosemide-20 20mg DIN 00496723, Schedule 1 
Prescriber	He, Wendell Doctor Licence# 33899	He, Wendell Doctor Licence# 33899
Administration Start	2021-Feb-05	2021-Feb-08
Administration Stop		
Administration Instructions	2 tablets 1 time daily for 30 days Oral	2 TABLETS 1 TIME DAILY FOR 30 DAYS ORAL

- Click Process on the Process Electronic Rx Orders form to copy each selected order and populate the information on the F12-Fill screen as a multi-fill.



The screenshot displays two windows from the PrescriberIT software. The left window, titled 'External Rx Order', shows a patient profile for Mr. Kroll, Sean, with a prescription for furosemide 20 mg. The right window, titled 'New Rx Pending Adj', provides a detailed view of the prescription, including drug search results for furosemide 20mg, patient allergies, and a list of conditions. A warning message is visible in the bottom right of the 'New Rx Pending Adj' window, stating 'Unit Dose (CM-UP): Disabled' and 'Rx was refilled 27 days early'.

Printing the PrescribIT® Order

You can print a copy of the PrescribIT® Order for your records.

1. Bring the Rx up in modify mode (Please refer to the Kroll user Manual Pg. 373 on how to display a prescription in Modify).
2. On the top horizontal tool bar, click **Rx**, and then click **Print eRx Order now**.



The order will print to the **default printer** set on the workstation.



NOTE: When workflow is configured with the Print DIS Prescription Order action, the PrescribIT® Order will print automatically when a PrescribIT® prescription is Filled, Unfilled or Not Dispensed.

Script Image Requirements and Electronic Authoritative Prescriptions

Verification Screens

If your pharmacy has an advanced workflow configuration and employs verification screens, the External Rx Order will appear as an image on the left hand side. This will aid in the verification process and limit the need to print out the order on paper, saving time and money.

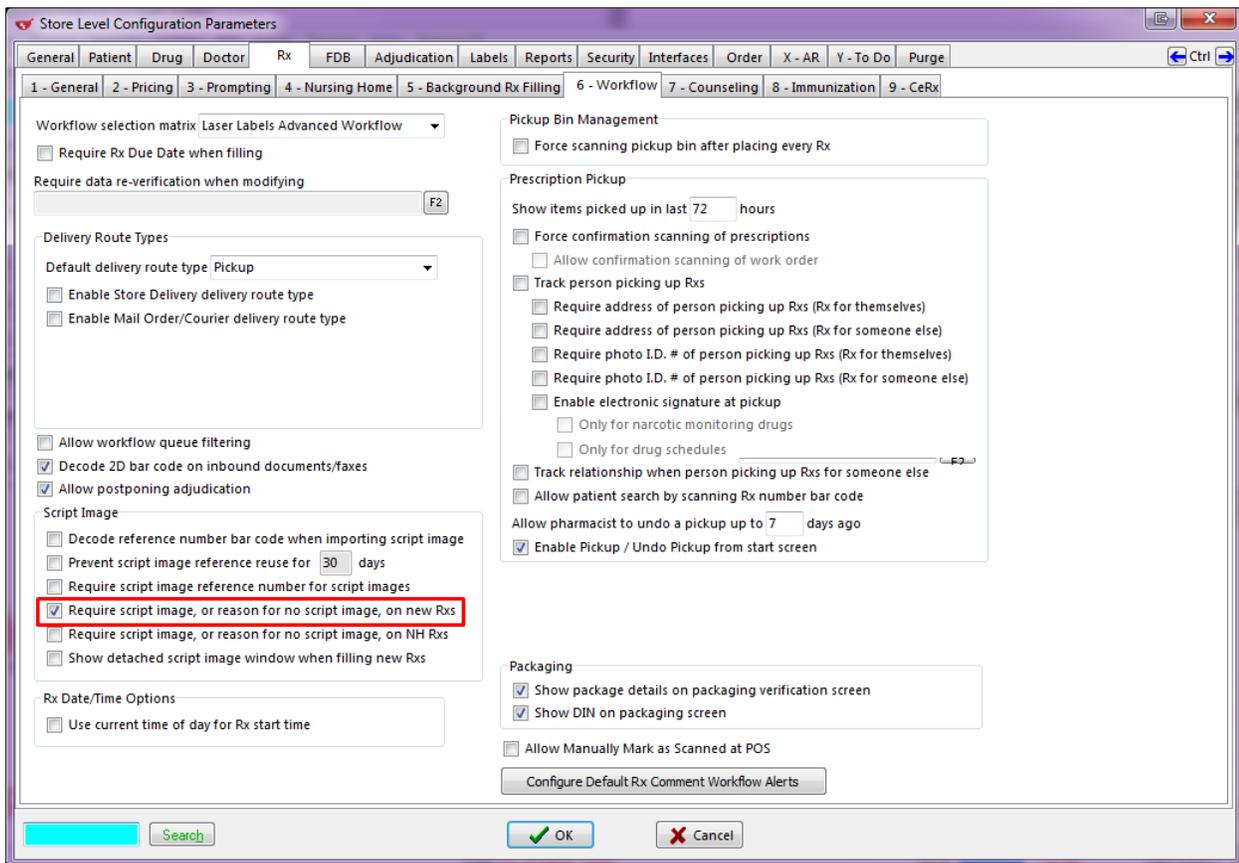
The screenshot displays the 'Clinical Verification' screen in the PrescribeIT software. The interface is organized into several key sections:

- Header:** Shows 'Rx Number 1000026', 'Due 19 mins ago', and 'Tote No Tote'. A 'Script Image No Ref #' button is visible.
- Navigation:** A menu bar at the top includes 'File', 'Edit', 'Profile', 'Utilities', 'NH', 'Cards', 'Session', and 'Help'. A secondary toolbar contains function keys: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F10 - Pickup, F11 - Drop-off, F12 - Return to Rx, and Alt+X - Start.
- External Order (Left Pane):** A red-bordered box highlights this section, which contains:
 - Written Date: 30/08/2018
 - Do Not Dispense Before: 30/08/2018
 - Expiry Date: (empty)
 - Patient Name: Mr. Kroll, Wendell
 - Address 1: 220 Test Road
 - City: North York, Prov: ON, Postal: M1V 1V1
 - Phone: Home: (416) 219-9000
 - Allergies: Penicillins (Suspected); Salicylates
 - Observations: 143 centimeter(s) (07/08/2018); 86.17 kg (07/08/2018)
 - Drug Name: Betaderm 0.1 %
 - Strength: 0.1 %
 - Form: Cream
 - Provider Name: Dr He, Wendell
 - License #: 33899, Role: Doctor
- Drug Details (Middle Pane):**
 - Drug: Betaderm Cream, 0.1%, Pack: 454
 - Generic: Betamethasone Valerate
 - DIN: 00716626, Form: GM, Sched: 1
 - Manuf: TAR (Tare Purch) \$40.36
 - Image: A small image of the Betaderm Cream container is shown.
- Patient Information (Right Pane):**
 - Patient: Kroll, Wendell, Birth: 13/01/1988, Age: 30
 - Address: 220 Test Road, City: North York, Prov: ON
 - Allergies: 0, Conditions: 0
 - Doctor: Dr. He, Wendell, Lic #: 33899, Address: 5102 48 St, City: Yellowknife, Prov: NT, Location: Office
- Workflow and Pricing (Bottom):**
 - Workflow Note: (empty)
 - Buttons: Save for Later, Cancel Rx, Trouble, Reject, Approve
 - Cost Summary: G.P. % 80.1, Cost \$2.93, Markup \$0.00, Fee \$10.49, Total \$13.42
 - Quantity: Qty 30, Days 30, Auth Qty 30, Rem Qty 0
- Right Sidebar:** Contains a 'View' menu with options like 'Clinical Interactions', 'Patient Charting', 'Patient Documents (0)', 'Profile', 'All Rxs (3)', 'Active Rxs', 'Pricing Profile', 'Not Disp/OTC Profile', 'Therapeutic Equivalents', 'Rx', 'Counsel Patient on Pickup', 'Workflow Push Queues', 'Data Entry', 'Packaging', 'Pharmacist Verification', and 'Incomplete Pickup'.

Require Script Image or Reason For No Script Image

Located within Store Configuration of your system is an option to require a script image or a reason for no script image when filling prescriptions. When enabled the user is required to scan a physical prescription into the system or provide a reason as to why one does not exist.

When filling a PrescribelT® prescription and this option is enabled, there is no need for either. The prescription itself is electronic authoritative. Should the pharmacy require a physical copy, please refer to the section **Printing The PrescribelT® Order**.



Oral/Written Field

All PrescribIT® prescriptions will automatically set the Oral/Written drop-down to **eRx (PrescribIT®)** for both regular and narcotic medications. This will also be indicated on the Hardcopy that the prescription is an eRx.

The screenshot shows a software interface with several sections:

- Header:** Prescription ID 1000026, Refill, Pending Adj, Rx Start Date 30/08/2018, Latest Fill 0, Qty, Init, LookUp, Cancel.
- Priority/Status:** Priority Default Wait Time, Due in 19 mins, Fill Rx, Work Order 0, Delivery Pickup.
- Patient Search:** Name: Kroll, Wendell, Age: 30, Address: 220 Test Road, City: North York, Prov: ON, Phone: (416) 219-9000.
- Drug Search:** Brand: Betaderm Cream 0.1%, Generic: Betamethasone Valerate, Pack: 454 Form GM, Sched 1, Purch: \$40.36, OnHand 0, DIN: 00716626, Min Qty 0.
- Dr. Search:** Name: Dr. He, Wendell, Address: 5102 48 St, City: Yellowknife, Prov: NT, Lic#: 33899.
- Labels:** A dropdown menu is open, showing options: Written, Oral, Faxed, and eRx (PrescribeIT) (highlighted with a red box).
- Table:** A table with columns: Init, WH, WH, Auth Qty, Rem Qty, Days, G.P. %, Acq Cost, Cost, Markup, Fee, Total. Values include: Init 30, WH g, Auth Qty 30, Rem Qty 30, Days 30, G.P. % 80.1, Acq Cost \$2.67, Cost \$2.93, Markup \$0.00, Fee \$10.49, Total \$13.42.
- Bottom:** Plans, Pricing, Dates, Comments, Indications, Images, Other, Unit Dose (Ctrl-U): Disabled.

Rx:1000027 Thu 30-Aug-2018 12:01
 Kroll, Wendell WH
 220 Test Road (416) 219-9000
 Sex: Male
 North York, ON M1V 1V1 DOB: 13-Jan-1988(30 y)

30 GM Betaderm Cream 0.1% O/W: Network
Betamethasone Valerate 0.1% Mfr: TAR
DIN: 00716626 40.36/454 On Hand: -30 Days: 30

Dr. He, Wendell Doc# A1:33899
 5102 48 St
 Yellowknife NT X1A 1N6
INTERVAL DAYS: 30
NEW eRx
No Script Image

1 APPLICATION 1 TIME DAILY FOR 30 DAYS

Orig Rx:1000026 Auth:30 Rem.:0
 Cost:2.93 Mkup:0.00 Fee:10.49 Total:13.42
 Pat:13.42
 T.P.:0.00 -

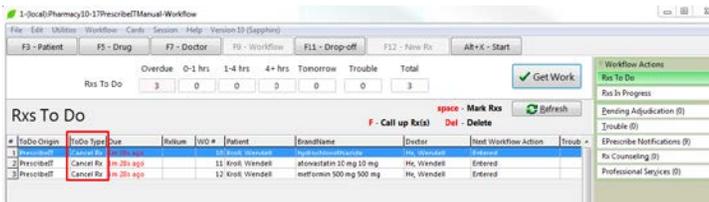
Counsel Date: _____ Pharmacist: _____
 Yes Patient Phone Agent: _____
 No Had before, reason: _____

Cancelling a PrescriberIT® Prescription

Occasionally a prescriber will cancel a medication or non-medication included in a prescription that has been electronically transmitted using PrescriberIT®.

Receiving and Responding to a Cancel New Rx or Cancel Renewal Rx

All Cancel Rx requests will appear in the **Rxs To Do/Data Entry Queue**, and will be indicated as **Cancel Rx** under the ToDo Type Column.



When a cancel Rx request is sent to the pharmacy for a medication or non-medication, the pharmacy must reply to the prescriber with an Approve, Deny, or Revoke Remaining Refills response. The response chosen by the pharmacy will be based on where the prescription is in workflow.

Rx Status	Action	Additional Information
Unprocessed; In To Do/Data Entry	Approve Cancel	Rx will be removed from To Do.
Processed/Filled; patient has not picked up the Rx	Approve Cancel	Prescription must first be cancelled by the user.
Picked up by the patient – repeats remaining	Revoke Dispensing Permission	The user will be prompted to first inactivate the prescription.
Picked up by the patient – no repeats remaining	Cannot Cancel Order	Prescription has been fully filled (no repeats) and has left the pharmacy
Transferred to another pharmacy	Cannot Cancel Order	The store name of the transferred to pharmacy, user who transferred it and transfer out comment will be automatically populated in the optional comment of the Deny Cancel response.

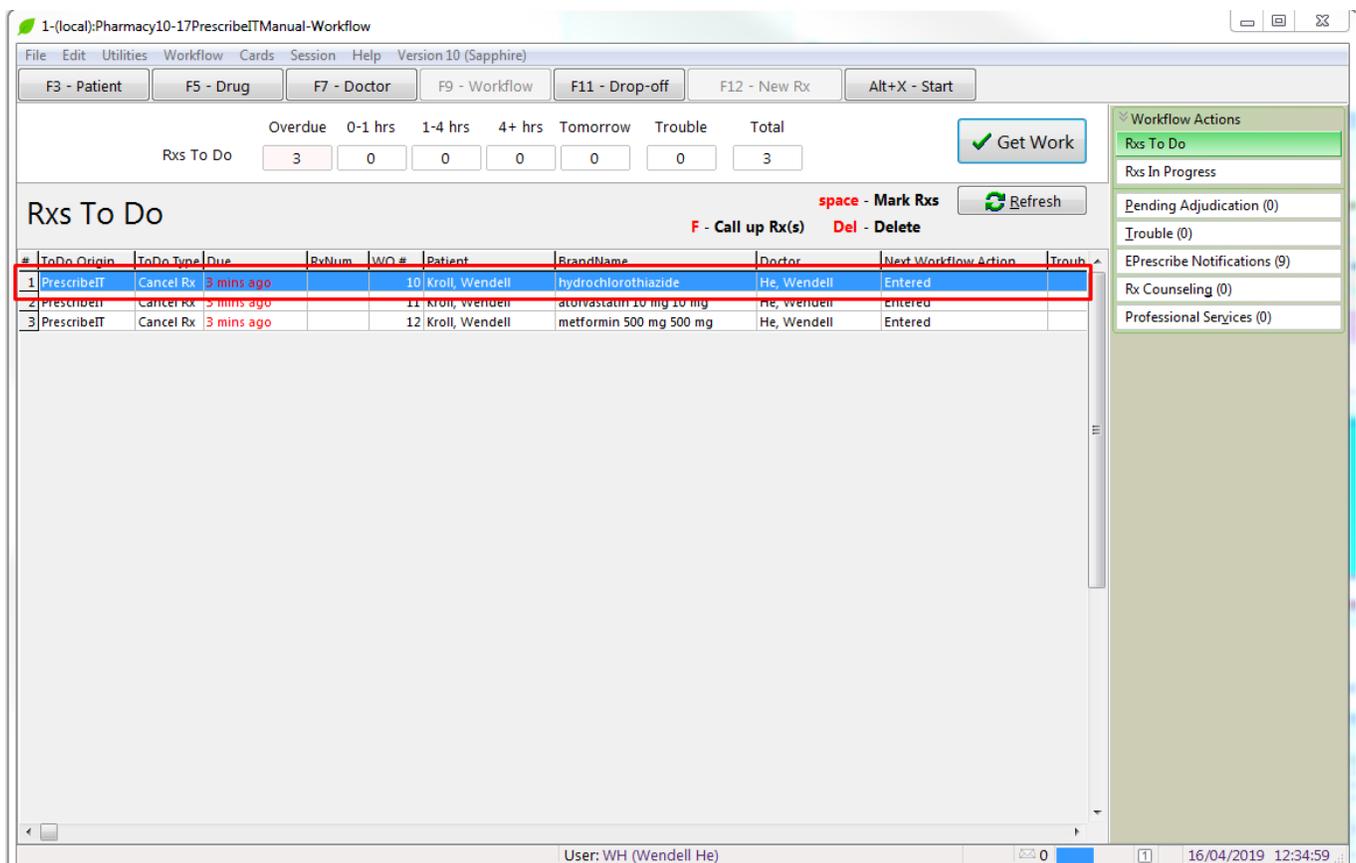
Cancelled; Rx was cancelled prior to receiving the Cancel Rx Request Acknowledge Cancel Acknowledgement response will be sent.

Approve Cancel

A pharmacy will send an Approve response to a Cancel Rx request when the medication has neither been dispensed nor processed.

The Prescriber has sent a New or Renewal Rx request to the pharmacy. Before the pharmacy has begun to process the prescription, the prescriber has sent a Cancel Rx Request for this medication from the EMR. The prescription will automatically be deleted from To Do so it cannot be filled.

The Cancel Rx Request will appear in the **F9-Rxs To Do/Data Entry Queue**.



The screenshot shows the 'Rxs To Do' section of the software. At the top, there are summary counts for various categories: Overdue (3), 0-1 hrs (0), 1-4 hrs (0), 4+ hrs (0), Tomorrow (0), Trouble (0), and Total (3). Below this is a table of items:

#	ToDo Origin	ToDo Type	Due	RxNum	IWO #	Patient	BrandName	Doctor	Next Workflow Action	Troub
1	PrescribeIT	Cancel Rx	3 mins ago			10 Kroll, Wendell	hydrochlorothiazide	He, Wendell	Entered	
2	PrescribeIT	Cancel Rx	3 mins ago			11 Kroll, Wendell	atorvastatin 10 mg 10 mg	He, Wendell	Entered	
3	PrescribeIT	Cancel Rx	3 mins ago			12 Kroll, Wendell	metformin 500 mg 500 mg	He, Wendell	Entered	

On the right side of the interface, there is a 'Workflow Actions' sidebar with the following categories and counts:

- Rxs To Do
- Rxs In Progress
- Pending Adjudication (0)
- Trouble (0)
- EPrescribe Notifications (9)
- Rx Counseling (0)
- Professional Services (0)

The status bar at the bottom indicates the user is 'User: WH (Wendell He)' and the date/time is '16/04/2019 12:34:59'.

1. Double click on the record or hit **F – Call Up** on the keyboard to view the Cancel Rx Request details.

External Rx Order Messages

PrescribeIT Order Reference
1.2.2.3.3.7.7.1011281.2:85477ffd-7e4b-44a9-bf28-1e6ac7702d3a

Written Date: **16/04/2019** Do Not Dispense Before: **16/04/2019** Expiry Date:

Patient

Name: **Mr. Kroll, Wendell** Unlink

Address 1: **25 York St** Gender: **M**

Address 2: DOB: **1988-01-01**

City: **Toronto** Prov: **ON** Postal: **K1A 1A1**

Phone: **Home: (416) 111-1111** ON PHN: **3283348476**

Allergies: **No allergies have been specified**

Observ.: **153 centimeter(s) (16/04/2019); 83 kg (16/04/2019)**

Drug

Name: **hydrochlorothiazide**

Strength:

CCDD: **8000031** Form: **Tablet**

Provider

Name: **Dr He, Wendell**

License #: **33899** Specialty:

Location: **PSS QA** Role: **Doctor**

Address: **5102 48 St,**

City: **Yellowknife** Prov: **NT** Postal: **X1A 1N6**

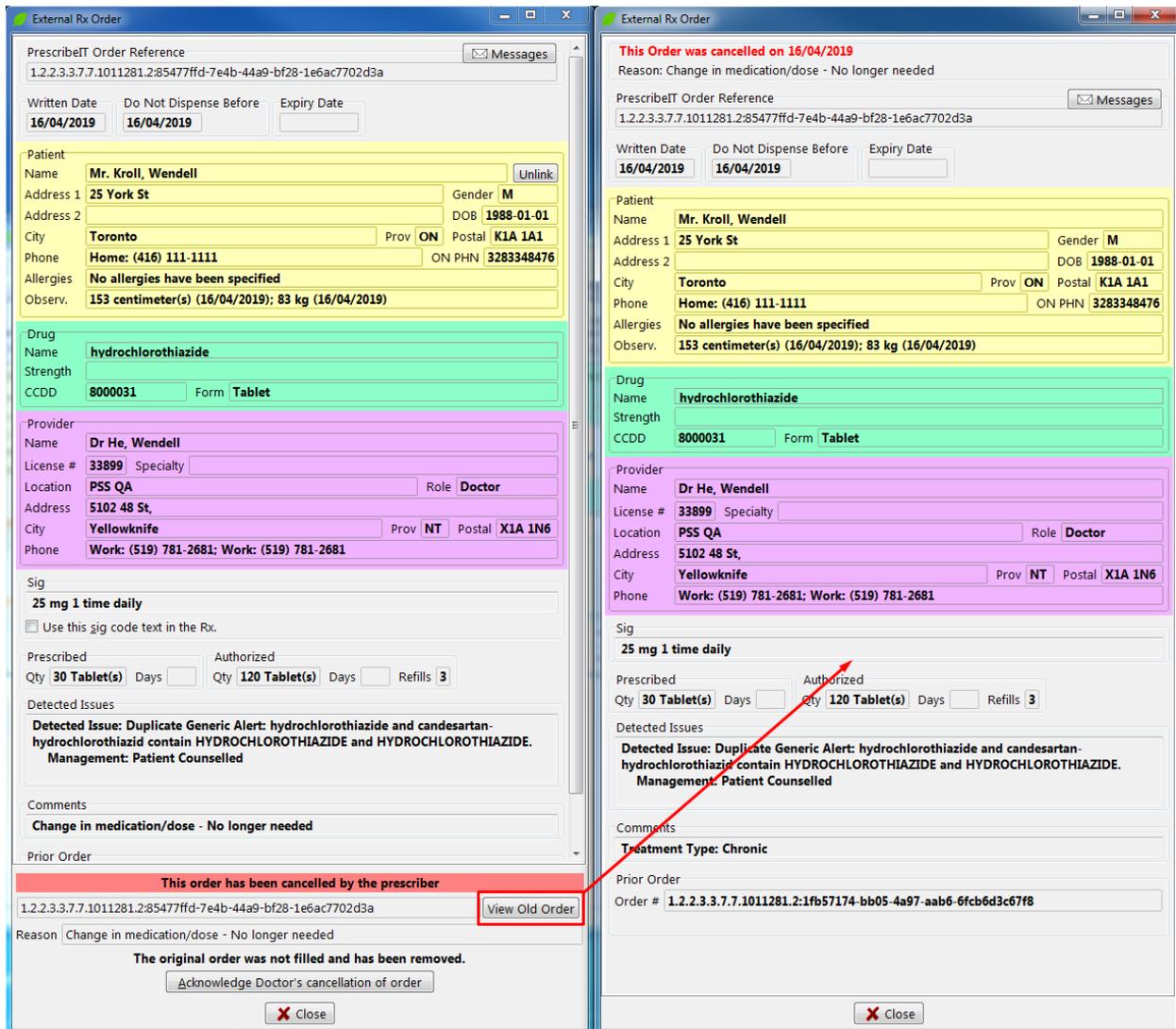
This order has been cancelled by the prescriber

1.2.2.3.3.7.7.1011281.2:85477ffd-7e4b-44a9-bf28-1e6ac7702d3a View Old Order

Reason: **Change in medication/dose - No longer needed**

The original order was not filled and has been removed.

- Click on the **View Old Order** button to view the order as it was written by the prescriber.



External Rx Order

PrescriberIT Order Reference: 1.2.2.3.3.7.7.1011281.2:85477ffd-7e4b-44a9-bf28-1e6ac7702d3a

Written Date: 16/04/2019 | Do Not Dispense Before: 16/04/2019 | Expiry Date: []

Patient
 Name: Mr. Kroll, Wendell | Gender: M | Unlink
 Address 1: 25 York St | DOB: 1988-01-01
 Address 2: []
 City: Toronto | Prov: ON | Postal: K1A 1A1
 Phone: Home: (416) 111-1111 | ON PHN: 3283348476
 Allergies: No allergies have been specified
 Observ.: 153 centimeter(s) (16/04/2019); 83 kg (16/04/2019)

Drug
 Name: hydrochlorothiazide
 Strength: []
 CCDD: 8000031 | Form: Tablet

Provider
 Name: Dr He, Wendell
 License #: 33899 | Specialty: []
 Location: PSS QA | Role: Doctor
 Address: 5102 48 St.
 City: Yellowknife | Prov: NT | Postal: X1A 1N6
 Phone: Work: (519) 781-2681; Work: (519) 781-2681

Sig: 25 mg 1 time daily
 Use this sig code text in the Rx.

Prescribed: Qty 30 Tablet(s) Days [] | Authorized: Qty 120 Tablet(s) Days [] Refills 3

Detected Issues: Duplicate Generic Alert: hydrochlorothiazide and candesartan-hydrochlorothiazid contain HYDROCHLOROTHIAZIDE and HYDROCHLOROTHIAZIDE. Management: Patient Counseled

Comments: Change in medication/dose - No longer needed

Prior Order: This order has been cancelled by the prescriber

Order # 1.2.2.3.3.7.7.1011281.2:85477ffd-7e4b-44a9-bf28-1e6ac7702d3a | **View Old Order**

Reason: Change in medication/dose - No longer needed
 The original order was not filled and has been removed.

External Rx Order

This Order was cancelled on 16/04/2019
 Reason: Change in medication/dose - No longer needed

PrescriberIT Order Reference: 1.2.2.3.3.7.7.1011281.2:85477ffd-7e4b-44a9-bf28-1e6ac7702d3a

Written Date: 16/04/2019 | Do Not Dispense Before: 16/04/2019 | Expiry Date: []

Patient
 Name: Mr. Kroll, Wendell
 Address 1: 25 York St | Gender: M | DOB: 1988-01-01
 Address 2: []
 City: Toronto | Prov: ON | Postal: K1A 1A1
 Phone: Home: (416) 111-1111 | ON PHN: 3283348476
 Allergies: No allergies have been specified
 Observ.: 153 centimeter(s) (16/04/2019); 83 kg (16/04/2019)

Drug
 Name: hydrochlorothiazide
 Strength: []
 CCDD: 8000031 | Form: Tablet

Provider
 Name: Dr He, Wendell
 License #: 33899 | Specialty: []
 Location: PSS QA | Role: Doctor
 Address: 5102 48 St.
 City: Yellowknife | Prov: NT | Postal: X1A 1N6
 Phone: Work: (519) 781-2681; Work: (519) 781-2681

Sig: 25 mg 1 time daily

Prescribed: Qty 30 Tablet(s) Days [] | Authorized: Qty 120 Tablet(s) Days [] Refills 3

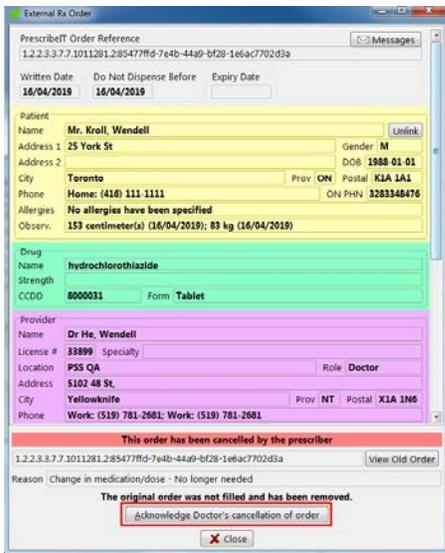
Detected Issues: Duplicate Generic Alert: hydrochlorothiazide and candesartan-hydrochlorothiazid contain HYDROCHLOROTHIAZIDE and HYDROCHLOROTHIAZIDE. Management: Patient Counseled

Comments: Treatment Type: Chronic

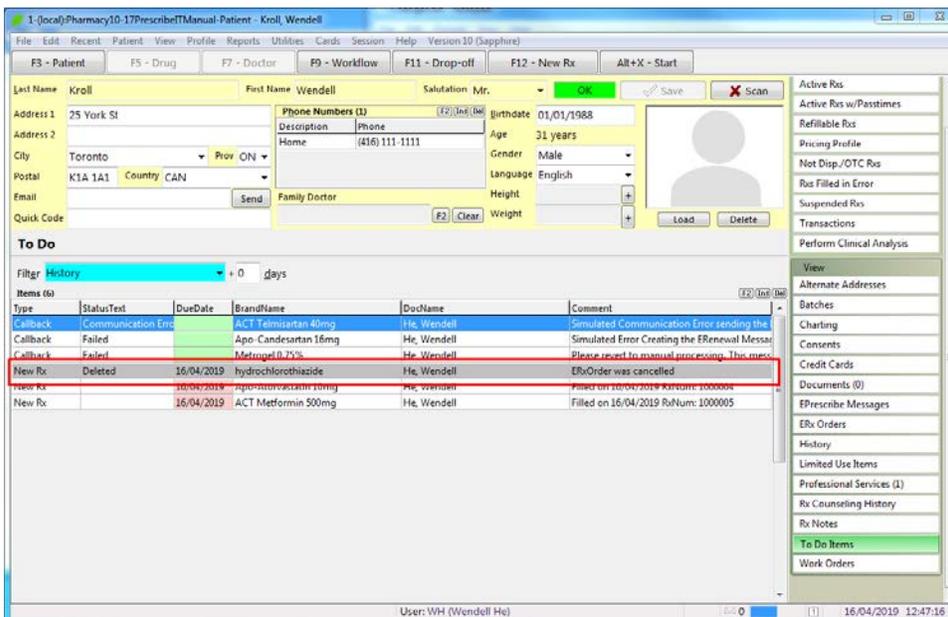
Prior Order: Order # 1.2.2.3.3.7.7.1011281.2:1fb57174-bb05-4a97-aab6-6fcb6d3c67f8

NOTE: Clicking on the Messages button on the Cancel Rx Request allows the pharmacy to send a clinician communication to the prescriber in reference to the cancel request.

- Because the prescription was never dispensed or filled, the only option for the pharmacy is to **Approve** the Cancel Rx Request by clicking **Acknowledge Doctor's Cancellation of Order**.

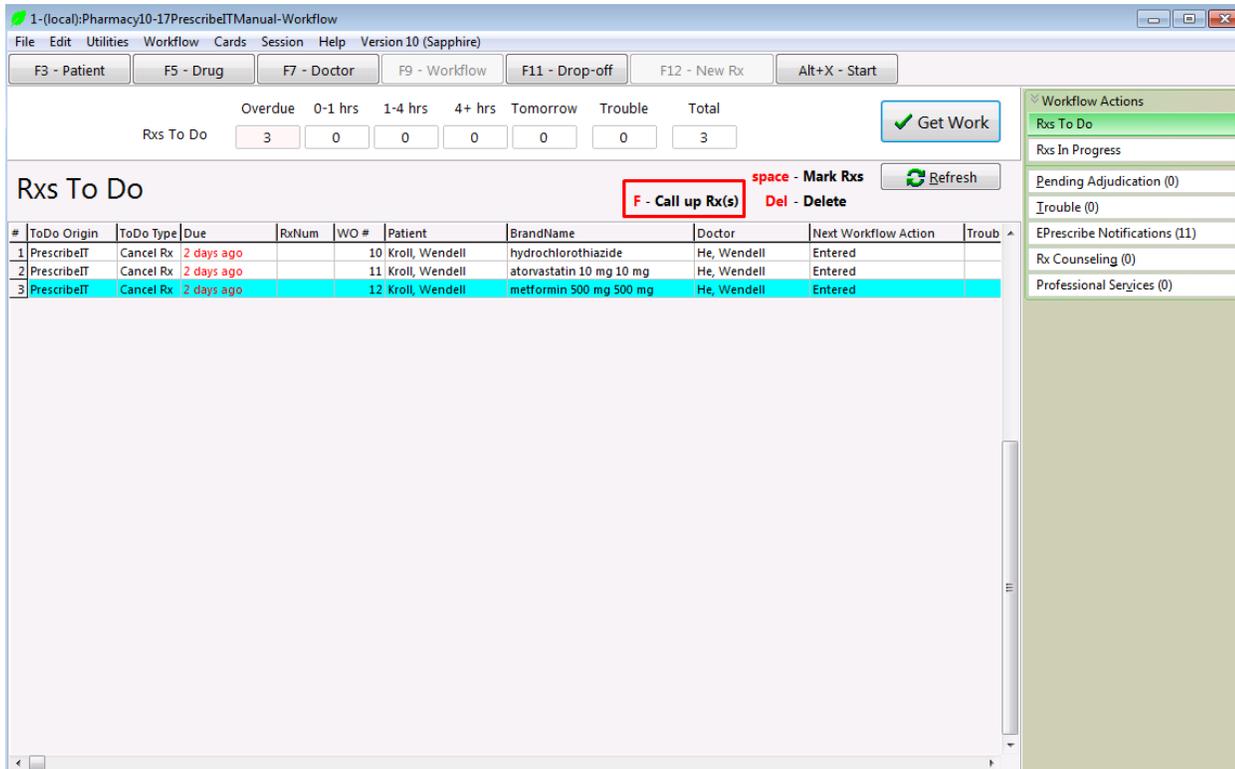


- Click the button to notify the prescriber.
- A user can view all of a patient's PrescribeIT® orders, including cancels, by navigating to the patient card and clicking on To Do Items from the right ribbon menu.



- The medication will appear highlighted in grey, and the comment will be **ERx Order was Cancelled**.

Approve Cancel – If the prescription has been fully processed, but **not** been picked up by the patient.



#	ToDo Origin	ToDo Type	Due	RxNum	WO #	Patient	BrandName	Doctor	Next Workflow Action	Troub
1	PrescribeIT	Cancel Rx	2 days ago			10 Kroll, Wendell	hydrochlorothiazide	He, Wendell	Entered	
2	PrescribeIT	Cancel Rx	2 days ago			11 Kroll, Wendell	atorvastatin 10 mg 10 mg	He, Wendell	Entered	
3	PrescribeIT	Cancel Rx	2 days ago			12 Kroll, Wendell	metformin 500 mg 500 mg	He, Wendell	Entered	

When a Cancel Rx Request is received for a medication that has already been processed and there are no refills remaining on the prescription, the user is presented with 2 options when the record is called up from ePrescribe Notifications – Cancel Rx and Cannot Cancel Order.

External Rx Order
Messages

PrescriberIT Order Reference
1.2.2.3.3.7.7.1011281.2:9d78650a-f608-4f2c-9fc9-372b5263a7bc

Written Date: **16/04/2019** Do Not Dispense Before: **16/04/2019** Expiry Date:

Patient

Name: **Mr. Kroll, Wendell** Unlink

Address 1: **25 York St** Gender: **M**

Address 2: DOB: **1988-01-01**

City: **Toronto** Prov: **ON** Postal: **K1A 1A1**

Phone: **Home: (416) 111-1111** ON PHN: **3283348476**

Allergies: **No allergies have been specified**

Observ.: **153 centimeter(s) (16/04/2019); 83 kg (16/04/2019)**

Drug

Name: **metformin 500 mg**

Strength: **500 mg**

CCDD: **8000184** Form: **Tablet**

Provider

Name: **Dr He, Wendell**

License #: **33899** Specialty:

Location: **PSS QA** Role: **Doctor**

Address: **5102 48 St,**

City: **Yellowknife** Prov: **NT** Postal: **X1A 1N6**

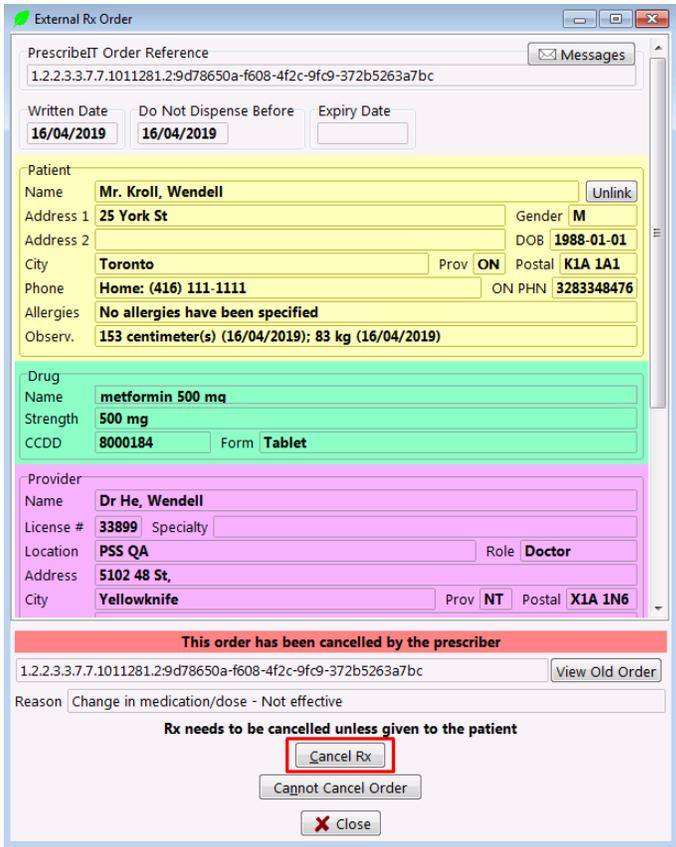
This order has been cancelled by the prescriber

1.2.2.3.3.7.7.1011281.2:9d78650a-f608-4f2c-9fc9-372b5263a7bc View Old Order

Reason:

Rx needs to be cancelled unless given to the patient

1. Select Cancel Rx to cancel the prescription if the order has been processed but the patient has not yet picked the medication up.



External Rx Order

PrescriberIT Order Reference: 1.2.2.3.3.7.7.1011281.2:9d78650a-f608-4f2c-9fc9-372b5263a7bc

Written Date: 16/04/2019 | Do Not Dispense Before: 16/04/2019 | Expiry Date: []

Patient

Name: Mr. Kroll, Wendell [Unlink](#)

Address 1: 25 York St | Gender: M

Address 2: [] | DOB: 1988-01-01

City: Toronto | Prov: ON | Postal: K1A 1A1

Phone: Home: (416) 111-1111 | ON PHN: 3283348476

Allergies: No allergies have been specified

Observ: 153 centimeter(s) (16/04/2019); 83 kg (16/04/2019)

Drug

Name: metformin 500 mg

Strength: 500 mg

CCDD: 8000184 | Form: Tablet

Provider

Name: Dr He, Wendell

License #: 33899 | Specialty: []

Location: PSS QA | Role: Doctor

Address: 5102 48 St.

City: Yellowknife | Prov: NT | Postal: X1A 1N6

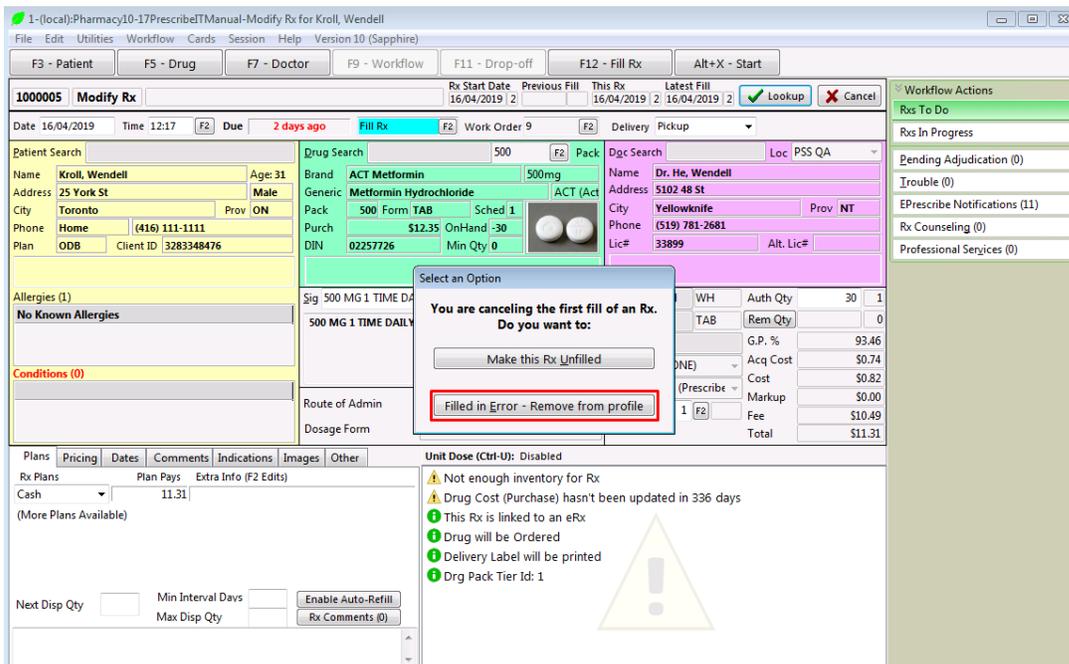
This order has been cancelled by the prescriber

1.2.2.3.3.7.7.1011281.2:9d78650a-f608-4f2c-9fc9-372b5263a7bc [View Old Order](#)

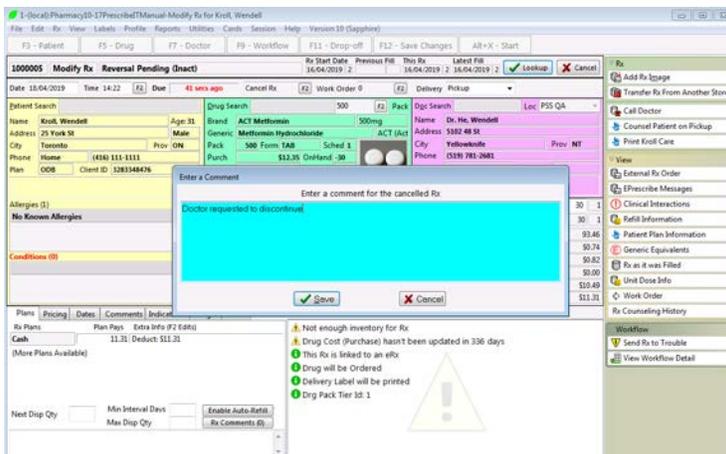
Reason: Change in medication/dose - Not effective

Rx needs to be cancelled unless given to the patient

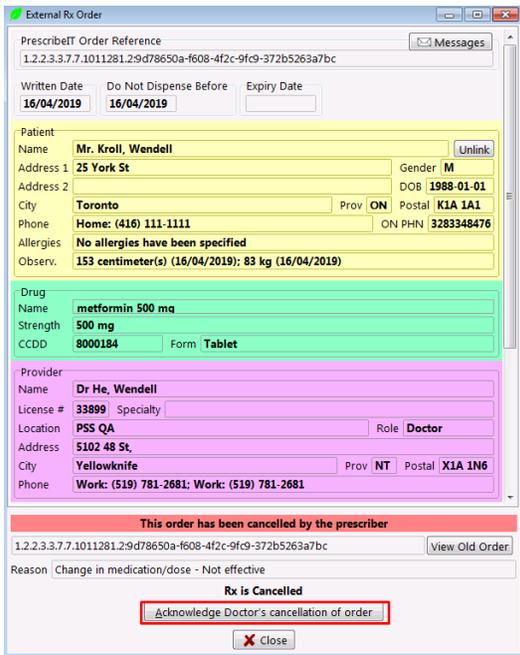
- The prescription is called up in cancel mode. Select **Filled in Error** to mark the prescription as a mistake.



- Enter in a Cancel comment and click **Save**.



The Cancel Rx Request will be called up on the screen. Because the order has been cancelled locally click **Acknowledge Doctor's cancellation of Order (Approve)** which lets the prescriber know that the patient has not received the medications and the prescription has not been filled.



External Rx Order

PrescribeIT Order Reference: 1.2.2.3.3.7.7.1011281.2.9d78650a-f608-4f2c-9fc9-372b5263a7bc

Written Date: 16/04/2019 | Do Not Dispense Before: 16/04/2019 | Expiry Date:

Patient

Name: Mr. Kroll, Wendell | Unlink

Address 1: 25 York St | Gender: M

Address 2: | DOB: 1988-01-01

City: Toronto | Prov: ON | Postal: K1A 1A1

Phone: Home: (416) 111-1111 | ON PHN: 3283348476

Allergies: No allergies have been specified

Observ: 153 centimeter(s) (16/04/2019); 83 kg (16/04/2019)

Drug

Name: metformin 500 mg

Strength: 500 mg

CCDD: 8000184 | Form: Tablet

Provider

Name: Dr He, Wendell

License #: 33899 | Specialty:

Location: PSS QA | Role: Doctor

Address: 5102 48 St.

City: Yellowknife | Prov: NT | Postal: X1A 1N6

Phone: Work: (519) 781-2681; Work: (519) 781-2681

This order has been cancelled by the prescriber

1.2.2.3.3.7.7.1011281.2.9d78650a-f608-4f2c-9fc9-372b5263a7bc | View Old Order

Reason: Change in medication/dose - Not effective

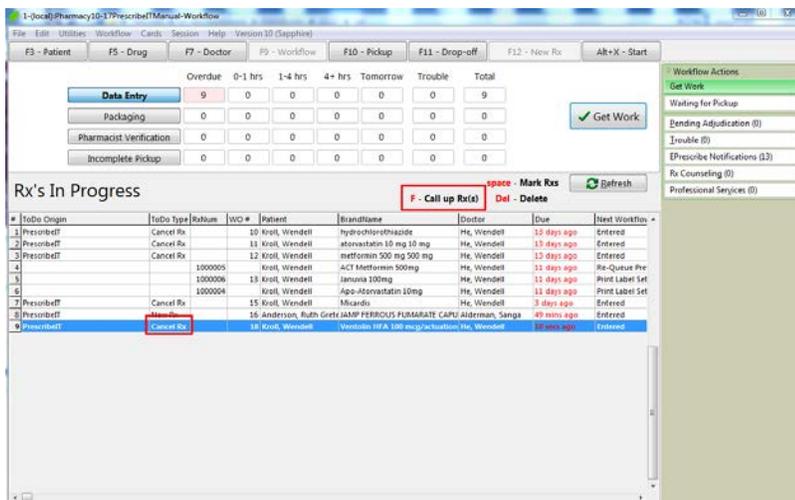
Rx is Cancelled

Acknowledge Doctor's cancellation of order

Close

Approve Cancel – If the prescription has been cancelled and inactivated prior to receiving the Cancel Rx Request

When a prescription has been cancelled and inactivated prior to receiving a Cancel Rx Request, the user will be provided with only the option to **Acknowledge Doctor's cancellation of order** as the Rx has already been cancelled.



1-jocall Pharmacy10-17PrescribeITManual-Workflow

File Edit Utilities Workflow Cards Session Help Version 10 (Sapphire)

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

	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total
Data Entry	9	0	0	0	0	0	9
Packaging	0	0	0	0	0	0	0
Pharmacist Verification	0	0	0	0	0	0	0
Incomplete Pickup	0	0	0	0	0	0	0

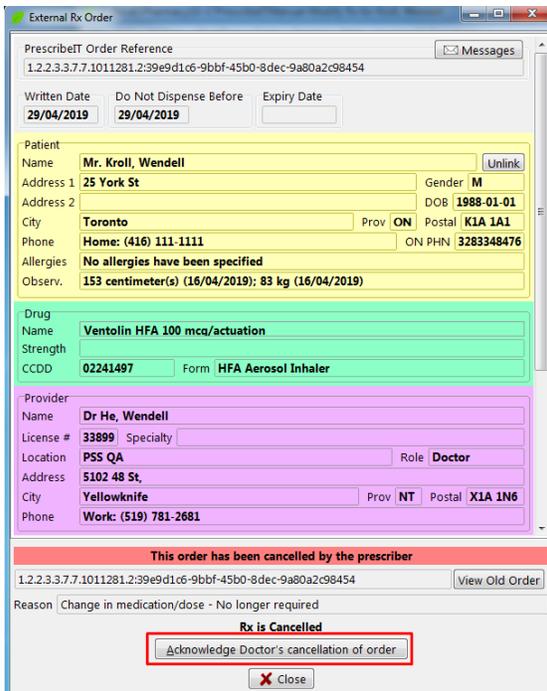
Rx's In Progress

F - Call up Rx(s) | Refresh

#	ToDo Origin	ToDo Type	Boxnum	WOC #	Patient	Brand/Name	Doctor	Due	Item Workflo
1	PrescribeIT	Cancel Rx	10	Kroll, Wendell	Hydrochlorothiazide	He, Wendell	15 days ago	Entered	
2	PrescribeIT	Cancel Rx	11	Kroll, Wendell	atorvastatin 10 mg 10 mg	He, Wendell	13 days ago	Entered	
3	PrescribeIT	Cancel Rx	12	Kroll, Wendell	metformin 500 mg 500 mg	He, Wendell	13 days ago	Entered	
4				1000005	Kroll, Wendell	ACT Metformin 500mg	He, Wendell	11 days ago	Re-Queue Proc
5				1000006	Kroll, Wendell	Jansima 100mg	He, Wendell	11 days ago	Print Label Set
6				1000004	Kroll, Wendell	Apo-Atorvastatin 10mg	He, Wendell	11 days ago	Print Label Set
7	PrescribeIT	Cancel Rx	15	Kroll, Wendell	Micardis	He, Wendell	3 days ago	Entered	
8	PrescribeIT			16	Anderson, Ruth Grete	JAMP FERROUS FUMARATE CAPS	Alderman, Sanga	49 mins ago	Entered
9	PrescribeIT			18	Kroll, Wendell	Prevident 17A 100 mg/1000000 Ltr, Wendell		Entered	

Workflow Actions: Get Work, Waiting for Pickup, Pending Adjudication (0), Trouble (0), EPrescribe Notifications (2), Rx Counseling (0), Professional Services (0)

1. If the prescription has been cancelled prior to receiving the Cancel Rx Request, select **Acknowledge Doctor's cancellation of order**.



External Rx Order

PrescribeIT Order Reference: 1.2.2.3.3.7.7.1011281.2:39e9d1c6-9bbf-45b0-8dec-9a80a2c98454

Written Date: 29/04/2019 | Do Not Dispense Before: 29/04/2019 | Expiry Date: []

Patient

Name: Mr. Kroll, Wendell | Unlink

Address 1: 25 York St | Gender: M

Address 2: [] | DOB: 1988-01-01

City: Toronto | Prov: ON | Postal: K1A 1A1

Phone: Home: (416) 111-1111 | ON PHN: 3283348476

Allergies: No allergies have been specified

Observ: 153 centimeter(s) (16/04/2019); 83 kg (16/04/2019)

Drug

Name: Ventolin HFA 100 mcg/actuation

Strength: []

CCDD: 02241497 | Form: HFA Aerosol Inhaler

Provider

Name: Dr He, Wendell

License #: 33899 | Specialty: []

Location: PSS QA | Role: Doctor

Address: 5102 48 St

City: Yellowknife | Prov: NT | Postal: X1A 1N6

Phone: Work: (519) 781-2681

This order has been cancelled by the prescriber

1.2.2.3.3.7.7.1011281.2:39e9d1c6-9bbf-45b0-8dec-9a80a2c98454 | View Old Order

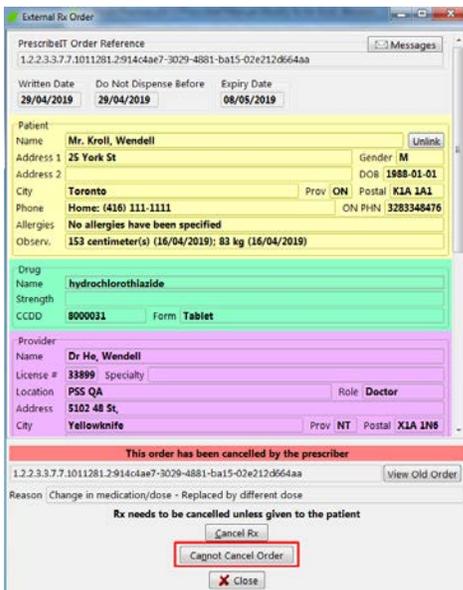
Reason: Change in medication/dose - No longer required

Rx is Cancelled

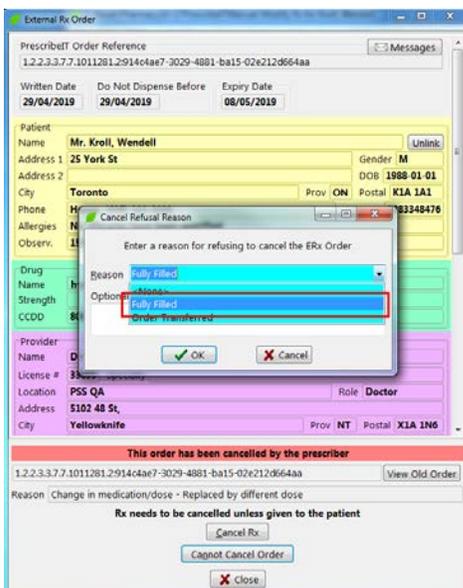
Deny Cancel

The pharmacy can deny a Cancel Rx Request when certain criteria are met – The prescription was fully filled and dispensed to the patient and there are no repeats remaining on the prescription, or if the prescription has been transferred to another pharmacy.

1. If the prescription has been filled and dispensed to the patient and there are no refills remaining select **Cannot Cancel Order**.

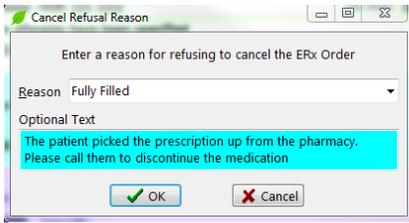


2. A cancel refusal reason window will display. Select Fully Filled from the Reason Dropdown.

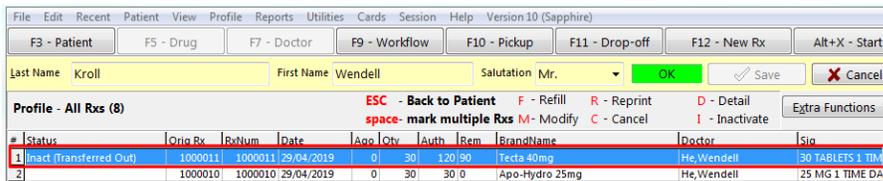


- Enter any optional text and click **OK**. The Cancel Deny will be sent to the clinician with the reason the prescription cannot be cancelled.

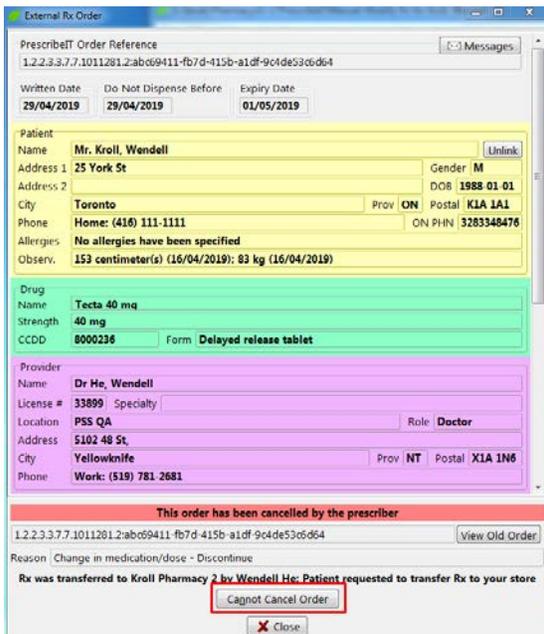
NOTE: If the prescription was filled and picked up by the patient, proper arrangements should be made at the pharmacy or with the prescriber to ensure the patient is informed that the prescription has been cancelled by the prescriber.



- If the prescription has been processed and transferred to another pharmacy, select **Cannot Cancel Order**.



#	Status	Orig.Rx	Batchum	Date	Age	Qty	Auth	Rem	BrandName	Doctor	Sig
1	Inact (Transferred Out)	1000011	1000011	29/04/2019	0	30	120.90		Tecta 40mg	He,Wendell	30 TABLETS 1 TIM
2		1000010	1000010	29/04/2019	0	30	30.0		Apo-Hydro 25mg	He,Wendell	25 MG 1 TIME DA



PrescriberIT Order Reference
1.2.2.3.7.7.1011281.2abc69411-fb7d-415b-a1df-9c4de53cd6d4

Written Date: 29/04/2019 | Do Not Dispense Before: 29/04/2019 | Expiry Date: 01/05/2019

Patient:
Name: Mr. Kroil, Wendell | Address 1: 25 York St | City: Toronto | Prov: ON | Postal: K1A 1A1 | Phone: Home: (416) 111-1111 | ON PHN: 3283348476

Drug:
Name: Tecta 40 mg | Strength: 40 mg | CCDD: 8000236 | Form: Delayed release tablet

Provider:
Name: Dr He, Wendell | License #: 33899 | Location: PSS QA | Address: 5102 48 St | City: Yellowknife | Prov: NT | Postal: X1A 1N6 | Phone: Work: (519) 781 2681

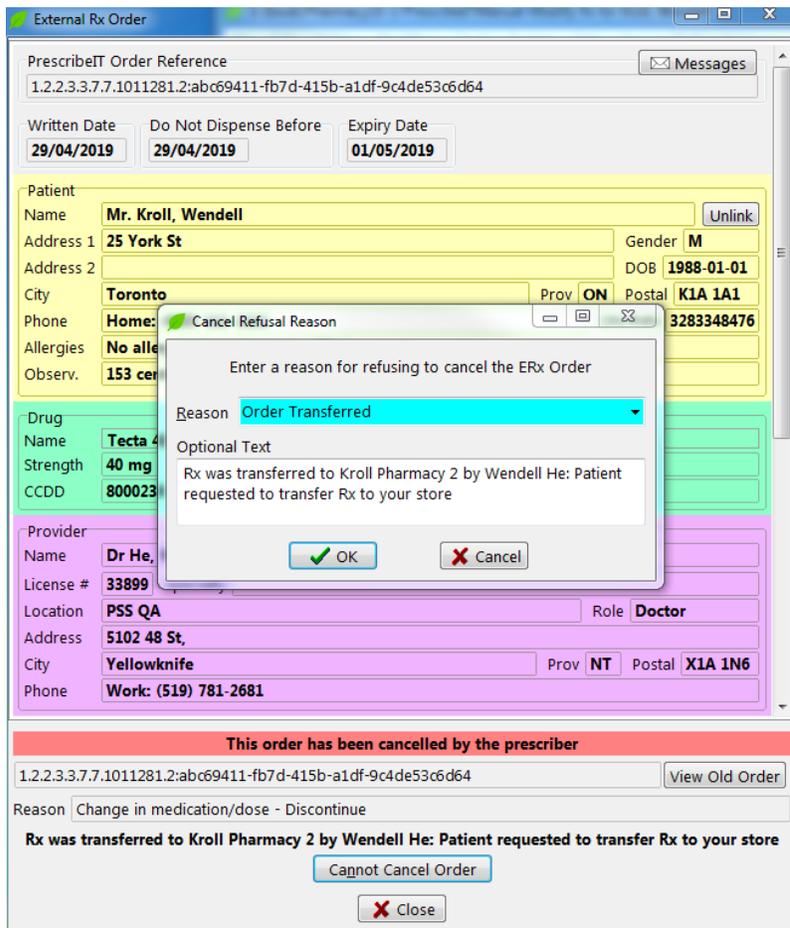
This order has been cancelled by the prescriber

Reason: Change in medication/dose - Discontinue
Rx was transferred to Kroll Pharmacy 2 by Wendell He. Patient requested to transfer Rx to your store

Cannot Cancel Order

- Order Transferred** will automatically be selected. The name of the store that the Rx was transferred out to, user who transferred it and any comments entered during the Transfer Out will be pre-populated in the Optional Text field. Add any additional optional text and click OK to send the cancel refusal reason of Order Transferred to the prescriber.

NOTE: If the prescription was transferred to another pharmacy, proper arrangements should be made with the transfer to pharmacy or with the prescriber to ensure the patient is informed that the prescription has been cancelled by the prescriber.



External Rx Order

PrescribeIT Order Reference: 1.2.2.3.3.7.7.1011281.2:abc69411-fb7d-415b-a1df-9c4de53c6d64

Written Date: 29/04/2019 | Do Not Dispense Before: 29/04/2019 | Expiry Date: 01/05/2019

Patient
 Name: Mr. Kroll, Wendell | Gender: M | Unlink
 Address 1: 25 York St | DOB: 1988-01-01
 Address 2: |
 City: Toronto | Prov: ON | Postal: K1A 1A1
 Phone: Home: | 3283348476
 Allergies: No alle |
 Observ.: 153 cer

Drug
 Name: Tecta 4 |
 Strength: 40 mg |
 CCDD: 800023

Provider
 Name: Dr He, |
 License #: 33899 |
 Location: PSS QA | Role: Doctor
 Address: 5102 48 St, |
 City: Yellowknife | Prov: NT | Postal: X1A 1N6
 Phone: Work: (519) 781-2681

Cancel Refusal Reason

Reason: Order Transferred

Optional Text: Rx was transferred to Kroll Pharmacy 2 by Wendell He: Patient requested to transfer Rx to your store

Buttons: OK, Cancel

This order has been cancelled by the prescriber

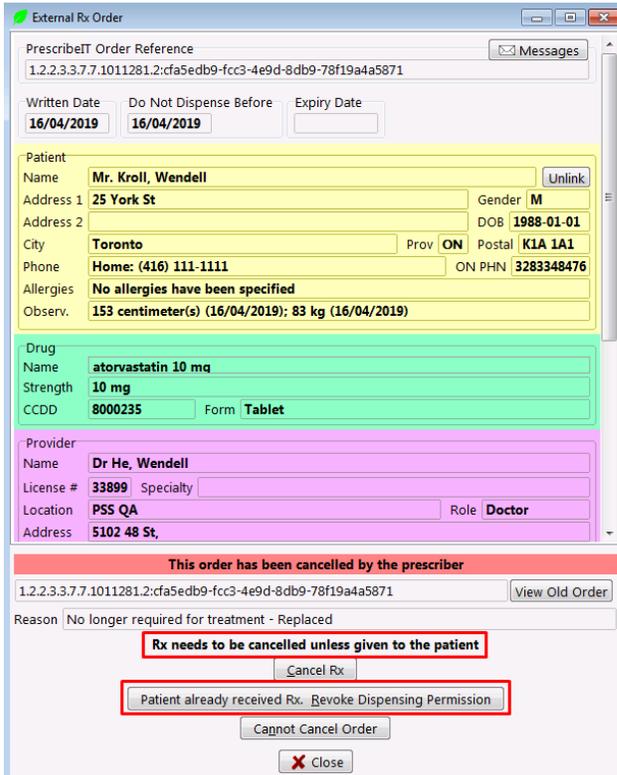
Reason: Change in medication/dose - Discontinue

Rx was transferred to Kroll Pharmacy 2 by Wendell He: Patient requested to transfer Rx to your store

Buttons: Cannot Cancel Order, Close

Revoke Dispensing Permission

The Revoke Dispensing Permission is selected on a Cancel Rx Request when the prescription has been filled, the patient has picked up the medication and there are refills remaining.



External Rx Order

PrescriberIT Order Reference: 1.2.2.3.3.7.7.1011281.2:cfa5edb9-fcc3-4e9d-8db9-78f19a4a5871

Written Date: 16/04/2019 | Do Not Dispense Before: 16/04/2019 | Expiry Date: []

Patient

Name: Mr. Kroll, Wendell | Unlink

Address 1: 25 York St | Gender: M

Address 2: [] | DOB: 1988-01-01

City: Toronto | Prov: ON | Postal: K1A 1A1

Phone: Home: (416) 111-1111 | ON PHN: 3283348476

Allergies: No allergies have been specified

Observ: 153 centimeter(s) (16/04/2019); 83 kg (16/04/2019)

Drug

Name: atorvastatin 10 mg

Strength: 10 mg

CCDD: 8000235 | Form: Tablet

Provider

Name: Dr He, Wendell

License #: 33899 | Specialty: []

Location: PSS QA | Role: Doctor

Address: 5102 48 St.

This order has been cancelled by the prescriber

1.2.2.3.3.7.7.1011281.2:cfa5edb9-fcc3-4e9d-8db9-78f19a4a5871 | View Old Order

Reason: No longer required for treatment - Replaced

Rx needs to be cancelled unless given to the patient

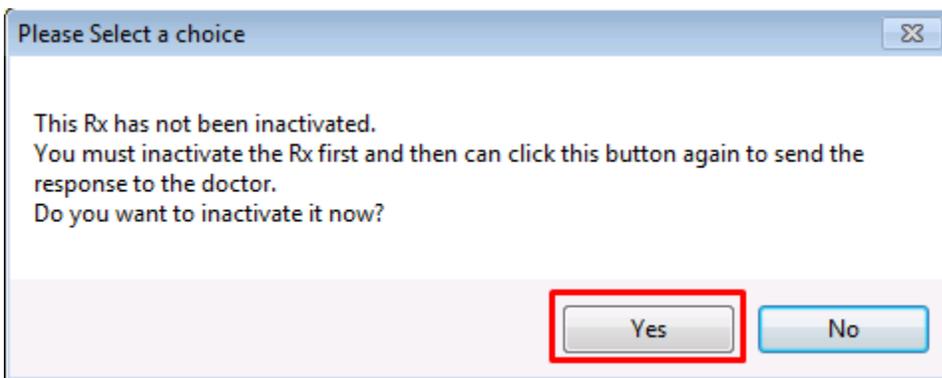
Cancel Rx

Patient already received Rx. Revoke Dispensing Permission

Cannot Cancel Order

Close

1. If the prescription has not yet been inactivated, a prompt will appear to the user to inactivate. Select 'Yes'.

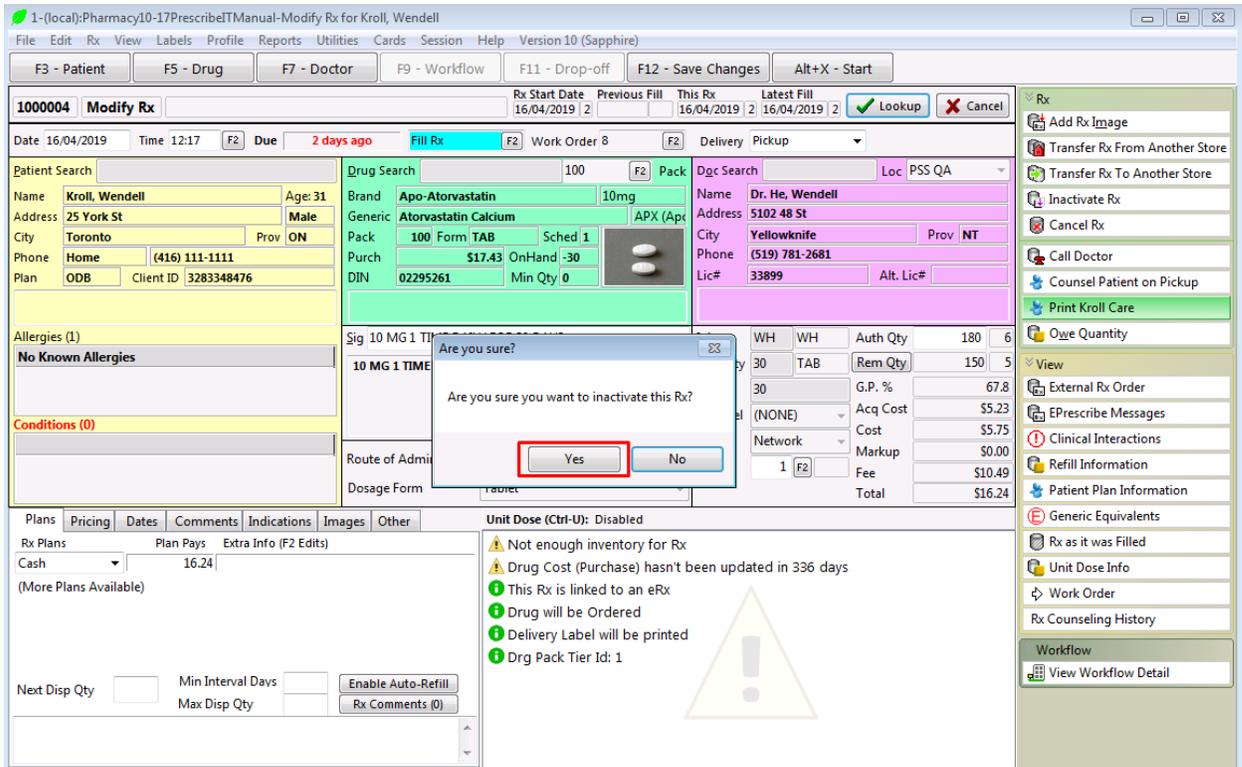


Please Select a choice

This Rx has not been inactivated.
You must inactivate the Rx first and then can click this button again to send the response to the doctor.
Do you want to inactivate it now?

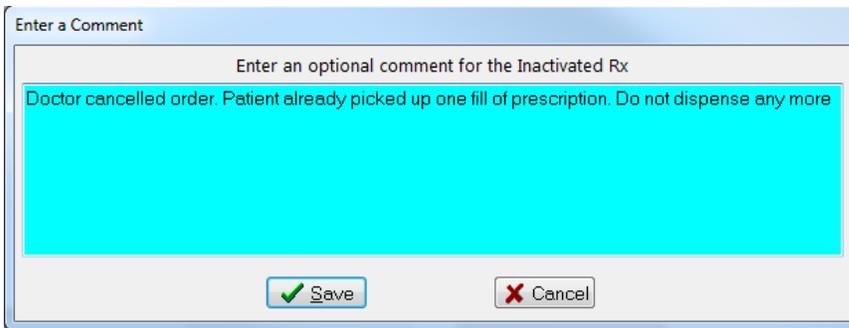
Yes | No

- The prescription will be recalled automatically in the F12 screen to be inactivated. Select **Yes** when prompted to inactivate.



The screenshot shows the 'Modify Rx' window in the PrescriberIT software. The patient is Kroll, Wendell, 31 years old, male, living at 25 York St, Toronto, ON. The drug is Apo-Atorvastatin 10mg, generic Atorvastatin Calcium, 100 Form TAB, APX (Apr). The prescription is due 2 days ago. A dialog box is open asking 'Are you sure you want to inactivate this Rx?' with 'Yes' and 'No' buttons. The 'Yes' button is highlighted with a red box. The background shows drug details, a list of actions on the right, and a warning message: 'Not enough inventory for Rx', 'Drug Cost (Purchase) hasn't been updated in 336 days', 'This Rx is linked to an eRx', 'Drug will be Ordered', 'Delivery Label will be printed', and 'Drg Pack Tier Id: 1'.

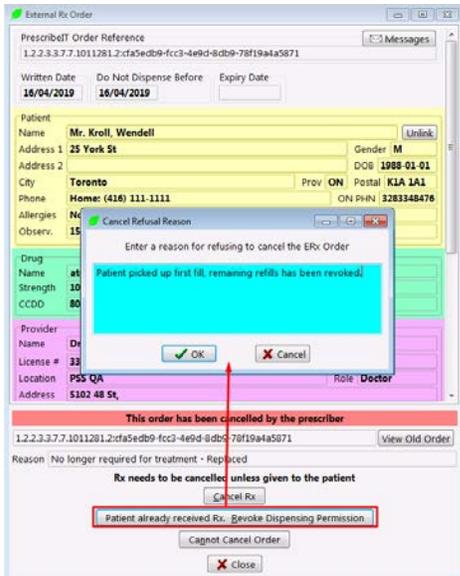
- Enter a comment for inactivating the Rx and click **Save**.



The screenshot shows the 'Enter a Comment' dialog box. The text area contains the comment: 'Doctor cancelled order. Patient already picked up one fill of prescription. Do not dispense any more'. The 'Save' button is highlighted with a green checkmark.

The Rx Cancel Request will be automatically displayed after the Rx was successfully inactivated.

4. Click on **Patient already received Rx. Revoke Dispensing Permission.** Enter a reason for refusing to cancel the order and click OK to send to the Clinician.



NOTE: It is important to continually monitor the Rx's ToDo/Data Entry queue for Cancel Rx Requests, and to reply to them in a timely manner. This ensures that both the Pharmacy and the prescriber's Electronic Medical Records are in sync and up to date.

NOTE: Once a Cancel Rx Request has been responded to, the original message will be moved and archived to the Deleted Folder.

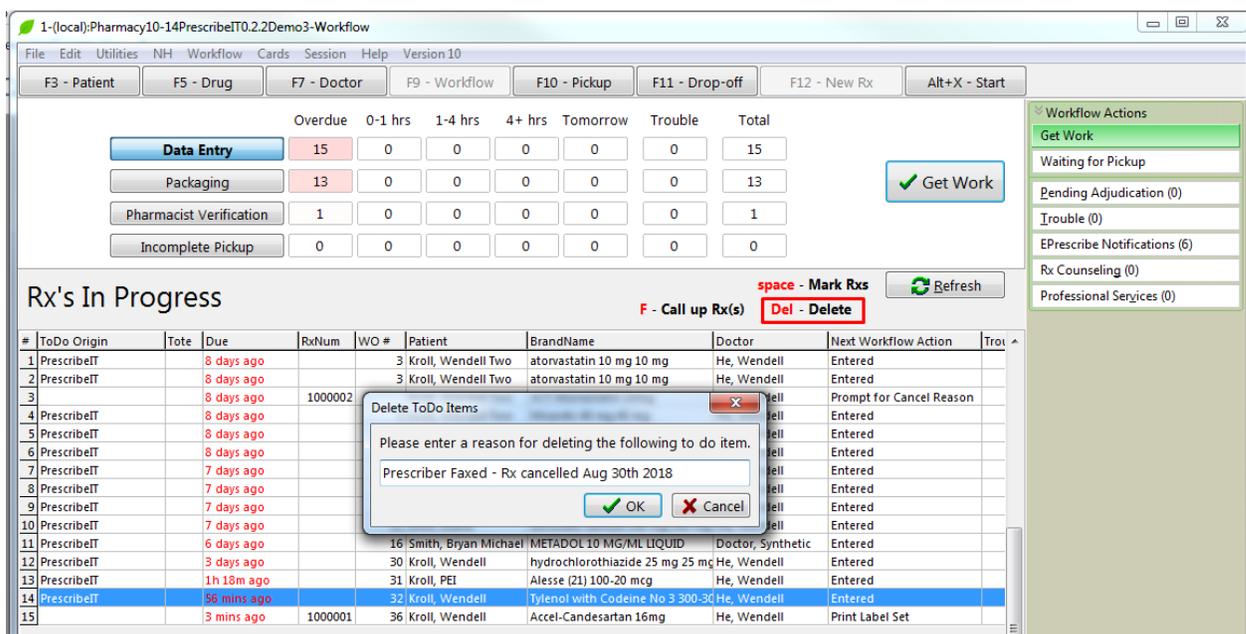
Cancelling a PrescribIT® Prescription – Additional Scenarios

Receiving a Cancel Order Request via Fax

If a prescriber sends a cancel Rx request via PrescribIT® and the message fails to be delivered to the pharmacy, a fax transmission will be sent. Follow the below scenarios depending on the state of the prescription when the fax transmission is received.

A - The PrescribIT® prescription is still in Rx'sToDo

1. Click the record so that it is highlighted, and click **Del** or press **delete** on your keyboard. Delete ToDo Items window appears.



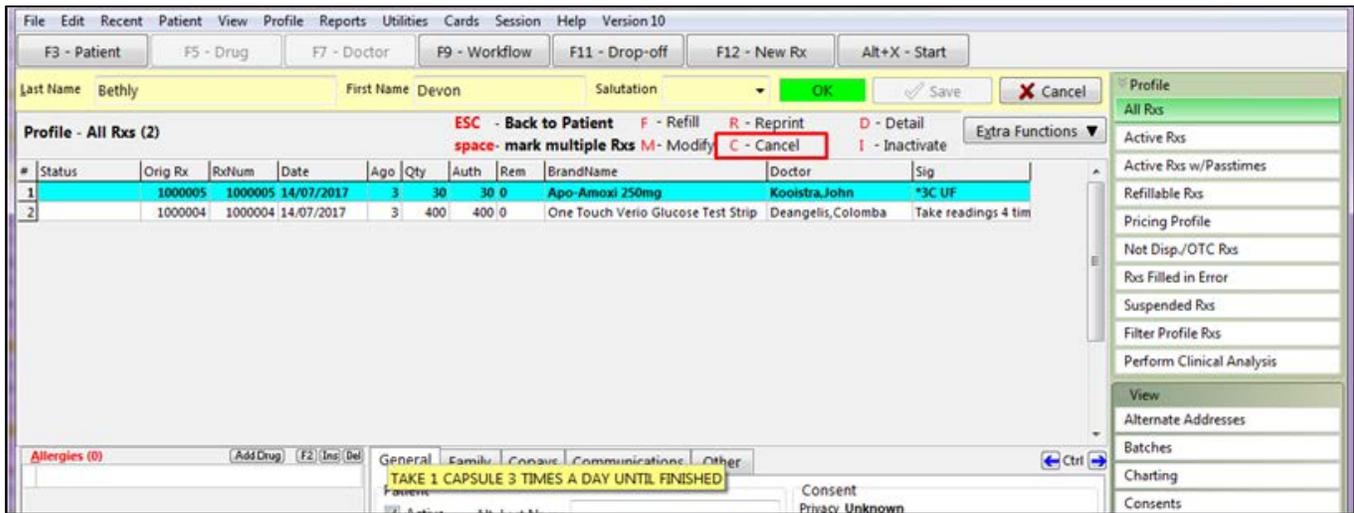
The screenshot shows the 'Rx's In Progress' window in the PrescribIT software. A dialog box titled 'Delete ToDo Items' is open, prompting the user to enter a reason for deleting the selected prescription. The reason entered is 'Prescriber Faxed - Rx cancelled Aug 30th 2018'. The dialog box has 'OK' and 'Cancel' buttons. In the background, a table lists various prescriptions with columns for #, ToDo Origin, Total, Due, RxNum, WO #, Patient, BrandName, Doctor, and Next Workflow Action. A 'Del - Delete' button is highlighted in red in the top right of the table area.

2. In the reason textbox type in a comment and click **OK**. The Rx will be removed from Rx's ToDo.

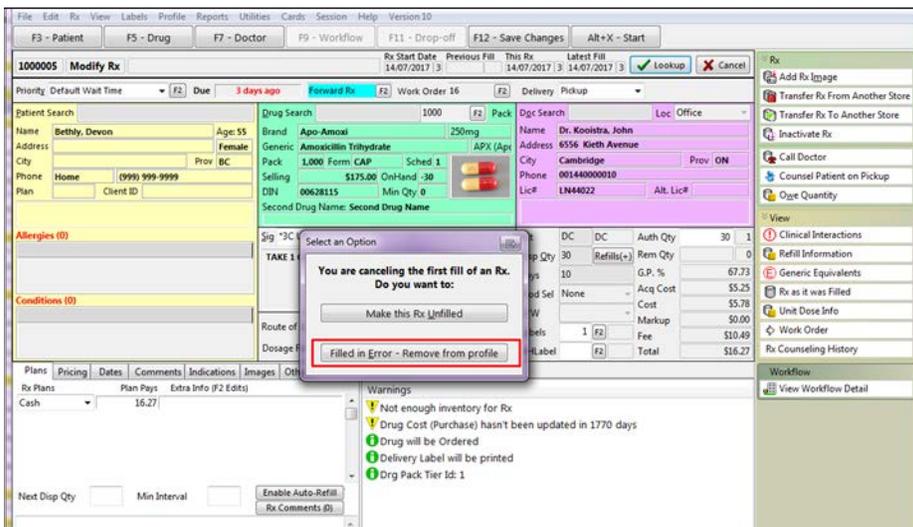
NOTE: Once the user selects to delete the prescription from To Do/Data Entry it is permanently deleted and this action cannot be undone.

B - The E-Prescription is still in Workflow (Patient has not picked the Rx up)

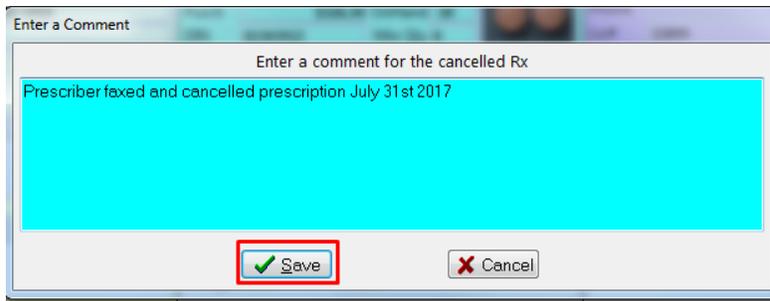
1. Locate the patient whose Rx is to be cancelled.
2. On the right navigation pane under the 'Profile' section, click **Active Rx** or **All Rxs** from the right menu, or hit **Shift + F3**. The 'Profile – Active Rxs' window appears (medication profile).
3. Click the Rx to be cancelled so that it is highlighted, and click **C-Cancel**, or **type C on the keyboard**. Prompt 'Are you sure you want to Cancel this Rx?' appears.



4. Click **Yes**.
5. Click **Filled in Error – Remove from Profile**, as this is the first fill of the prescription.



6. **Do not** copy the cancelled prescription to a new number. Enter in an optional cancel comment and click **Save**.



Enter a Comment

Enter a comment for the cancelled Rx

Prescriber faxed and cancelled prescription July 31st 2017

Save Cancel

The prescription is now cancelled and removed from the patient's profile.

C - The prescription has been dispensed to the patient

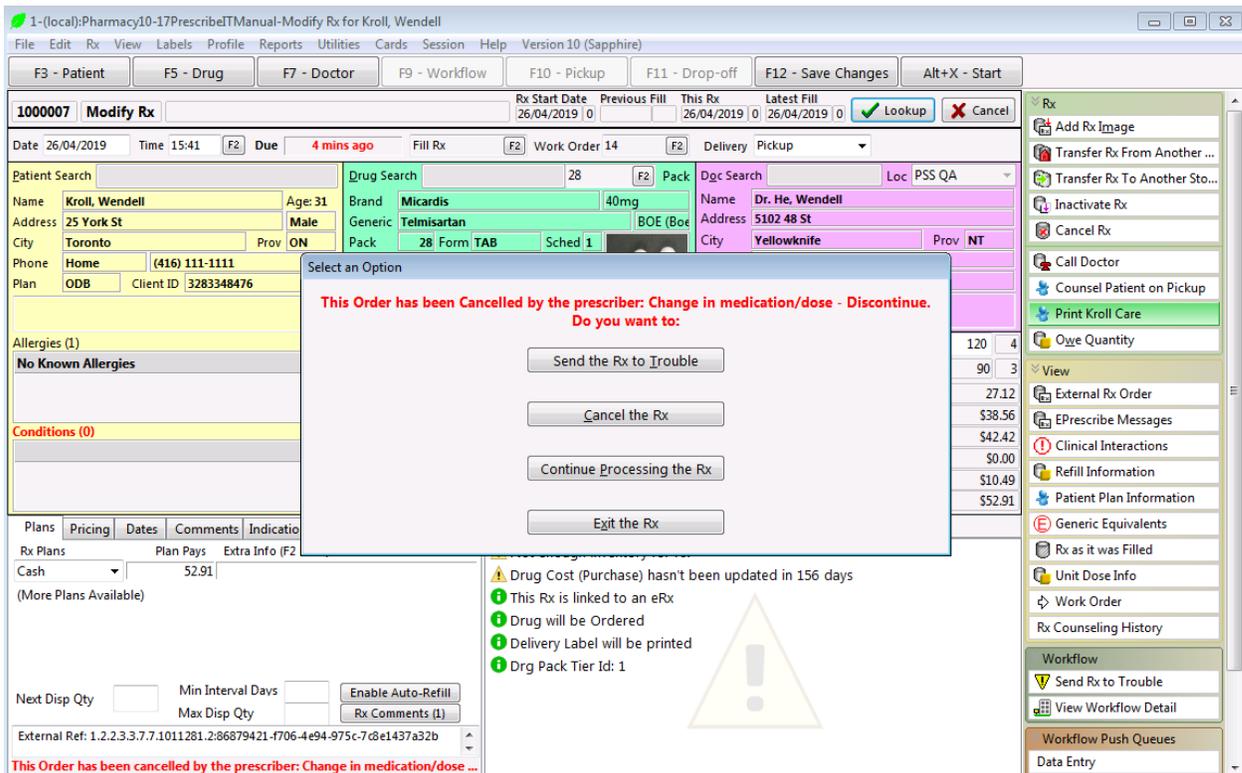
In the case that the prescription has already been dispensed to the patient, the pharmacist must call the patient and convey that the prescriber has indicated the medication cannot be taken.

Once the patient has been notified, inactivate the prescription. Please refer to page 119 of the [Kroll User Manual](#) for the steps on how to inactivate the prescription.

Receiving a Cancel Order Request when the Rx is being Processed

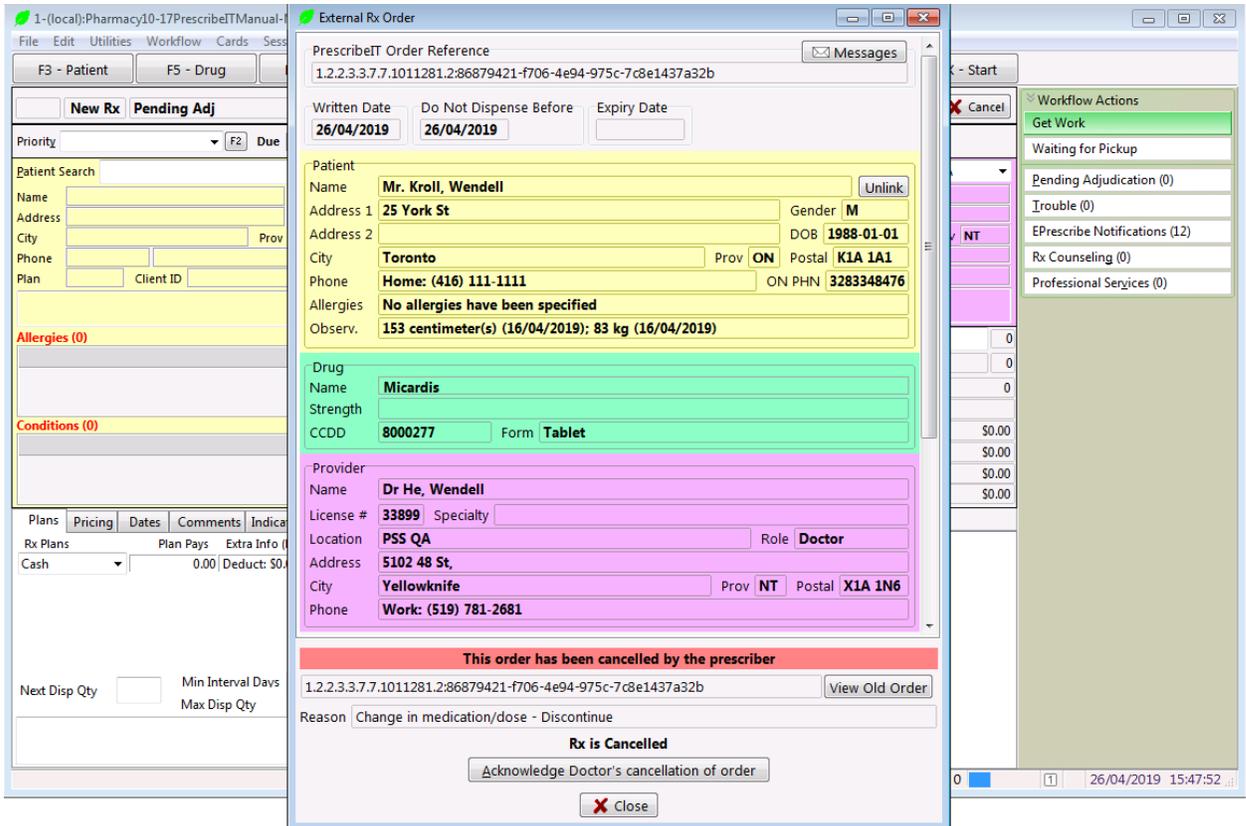
If a prescriber sends a cancel Rx request via PrescribeIT® when the prescription is being processed, at the next workflow action screen, the user will be prompted that the prescription has been cancelled by the prescriber.

1. Call up the prescription that is being processed
2. Prompt will be displayed that the order has been cancelled by the prescriber with the reason and the options to **Send the Rx to Trouble**, **Cancel the Rx**, **Continue Processing the Rx** or **Exit the Rx**.



3. Click Cancel the Rx. Prompt 'Are you sure you want to Cancel this Rx?' appears.
4. Click Yes
5. Click **Filled in Error – Remove from Profile**
6. **Do not** copy the cancelled prescription to a new number. Enter in an optional cancel comment and click **Save**.
7. Go to **F9-Workflow – Rx's To Do**, locate the Cancel Request and bring it up with F – Call up Rx(s)

- Rx status will indicate the Rx is Cancelled to reflect the cancellation, click **Acknowledge Doctor's cancellation of order** to send the response

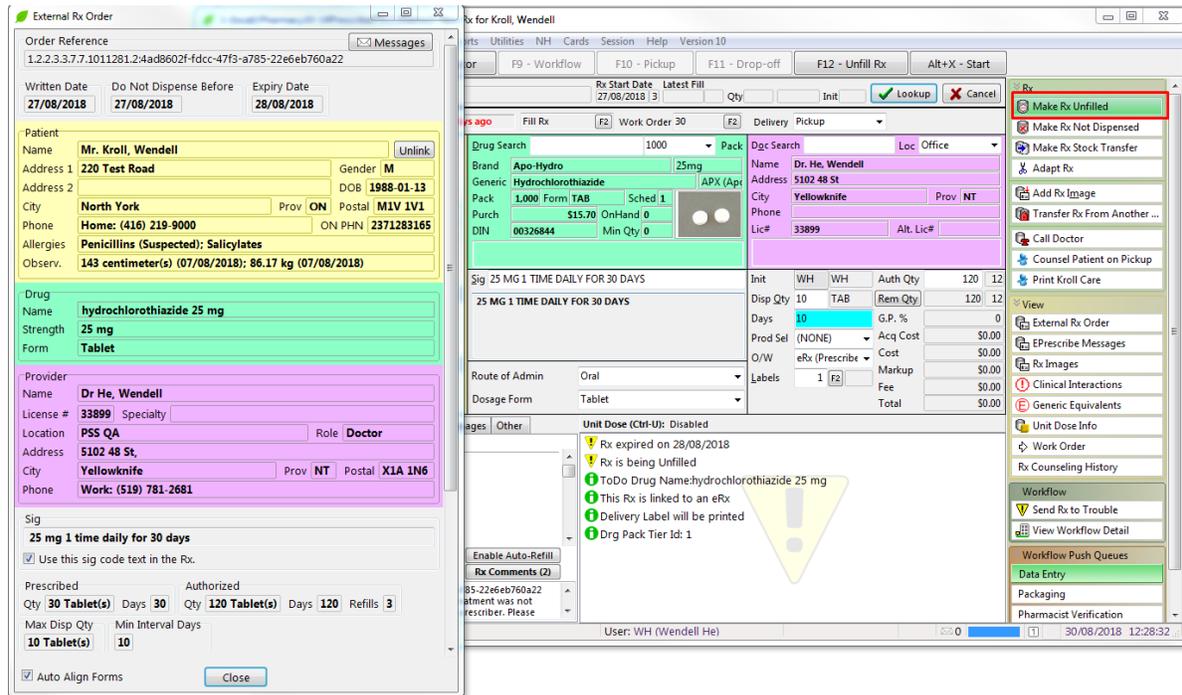


The screenshot displays the 'External Rx Order' window in the PrescribeIT system. The order is for a patient named Mr. Kroll, Wendell, residing at 25 York St, Toronto, ON. The drug prescribed is Micardis, 8000277, in tablet form. The order was written on 26/04/2019 and is marked as cancelled. The provider is Dr. He, Wendell, located at PSS QA, 5102 48 St, Yellowknife, NT. A red banner across the order states: 'This order has been cancelled by the prescriber'. Below this, the reason for cancellation is listed as 'Change in medication/dose - Discontinue'. At the bottom of the window, there is a button labeled 'Acknowledge Doctor's cancellation of order' and a 'Close' button. The interface also shows a 'Workflow Actions' panel on the right with 'Get Work' as the primary action.

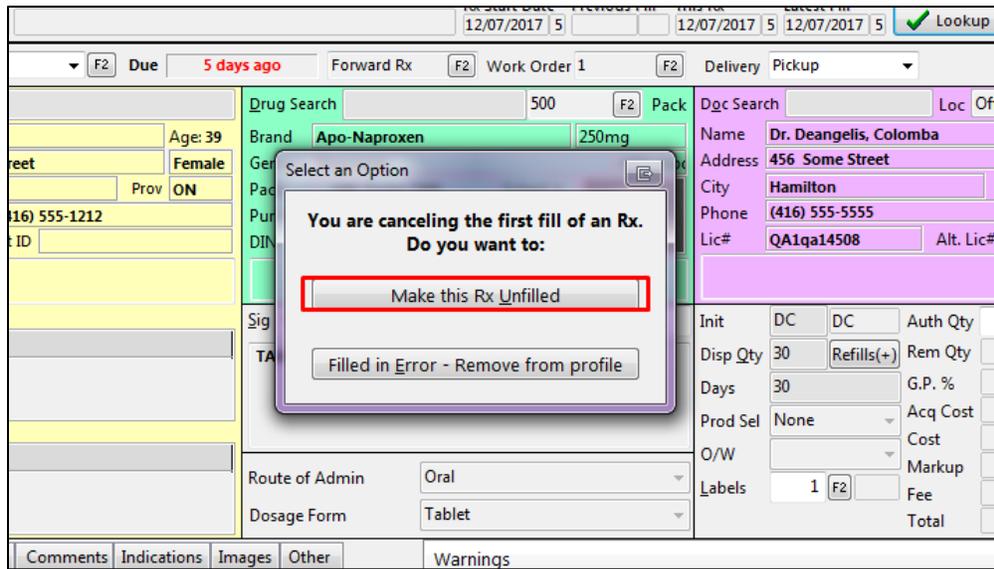
Prescription Sent to Incorrect Pharmacy

If the prescriber calls to indicate the prescription was sent to the incorrect pharmacy, the prescription must be transferred.

1. Once the prescriber gives the correct pharmacy details, locate the prescription within Kroll.
 - a. If the Rx is still in To Do:
 - i. Bring the Rx up to fill and select to make the Rx Unfilled.

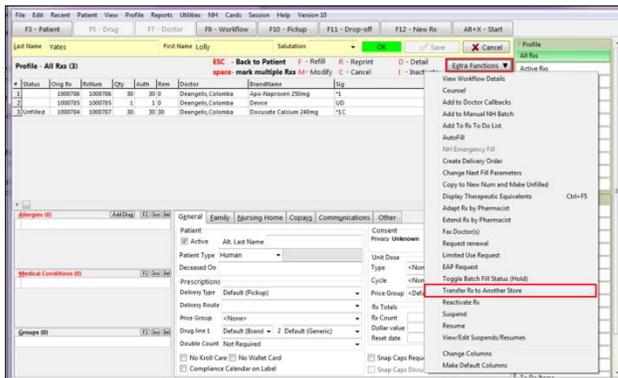


- b. If the prescription has already been filled:
 - i. Cancel the prescription. Prompt 'You are cancelling the first fill of an Rx. Do you want to' appears.
 - ii. Click **Make this Rx Unfilled**.

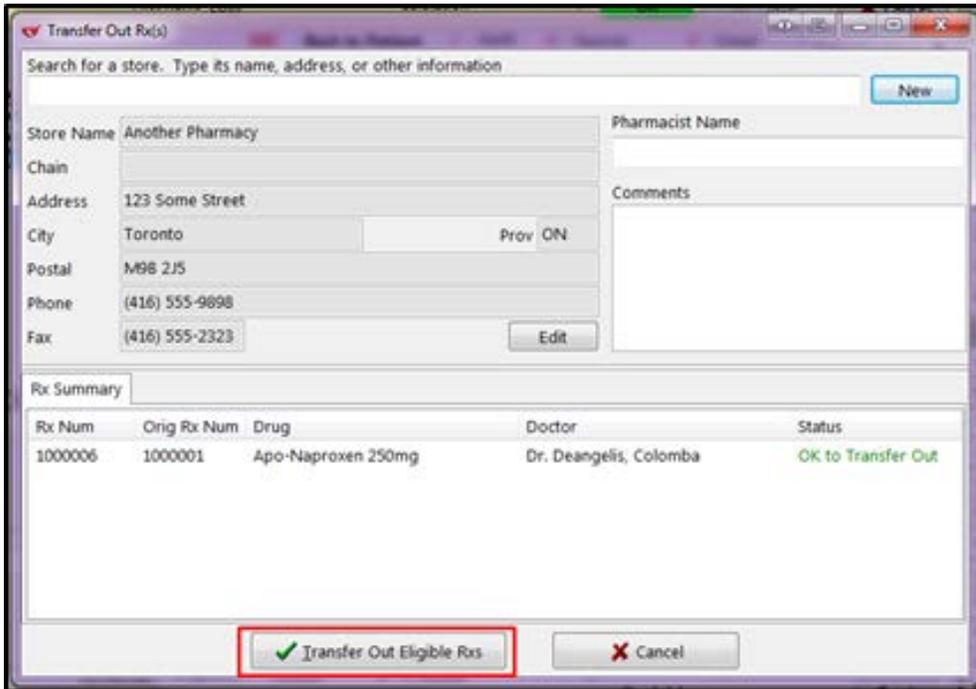


Once the prescription is Unfilled, it is ready to be transferred out.

2. On the patient profile, click the unfilled prescription so that it is highlighted.
3. Click **Extra Functions**.
4. From the 'Extra Functions' menu, click **Transfer Rx to Another Store**.



5. Enter in the 'Transfer Store Information' as obtained from the prescriber.
6. Click **Transfer Out Eligible Rxs**.



Transfer Out Rx(s)

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

Store Name: Another Pharmacy

Chain:

Address: 123 Some Street

City: Toronto Prov: ON

Postal: M9B 2J5

Phone: (416) 555-9898

Fax: (416) 555-2323 Edit

Pharmacist Name:

Comments:

Rx Summary

Rx Num	Orig Rx Num	Drug	Doctor	Status
1000006	1000001	Apo-Naproxen 250mg	Dr. Deangelis, Colomba	OK to Transfer Out

✔ Transfer Out Eligible Rx
✘ Cancel

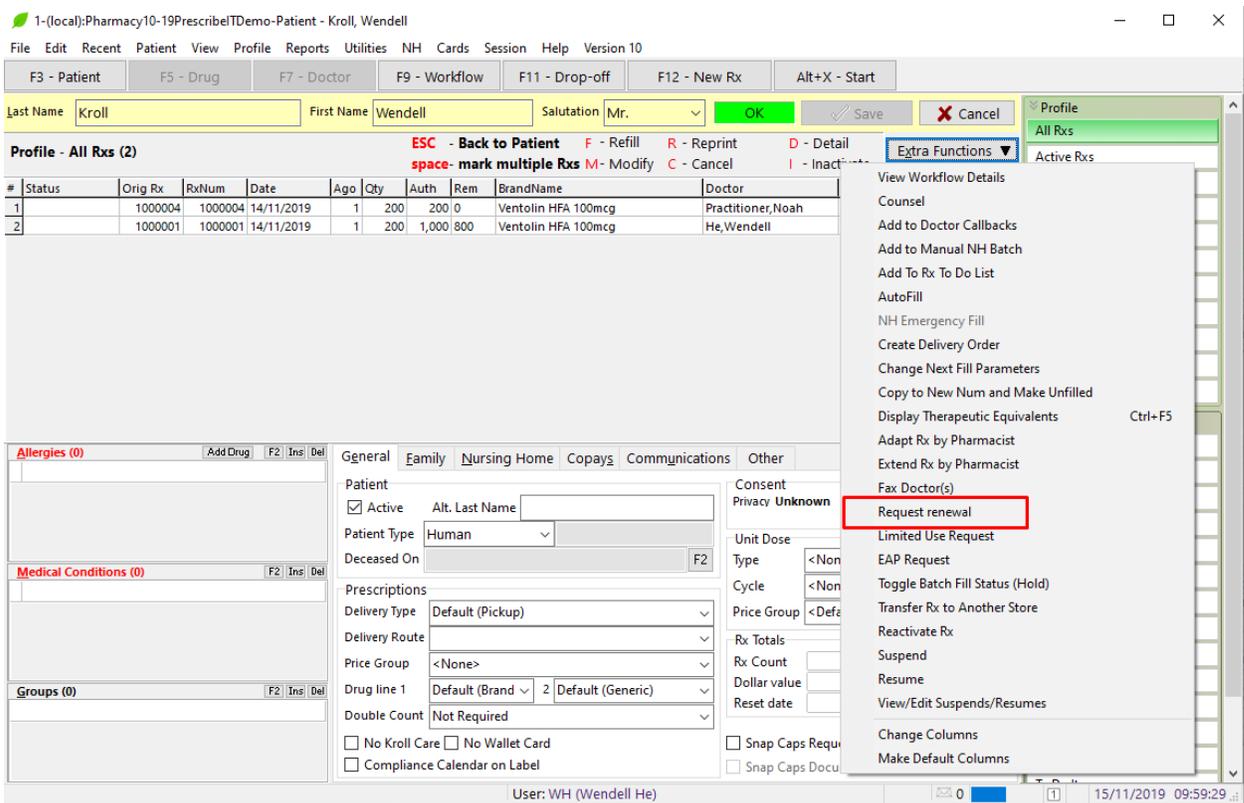
Once the transfer report prints, fax it to the designated pharmacy. Alternatively the pharmacy may phone in the transfer details as well.

Sending e-Renewal Requests

The pharmacy may request a renewal of a medication with the patient’s consent electronically through Kroll to any prescriber linked to PrescriberIT®.

To Send e-Renewals to Doctor(s):

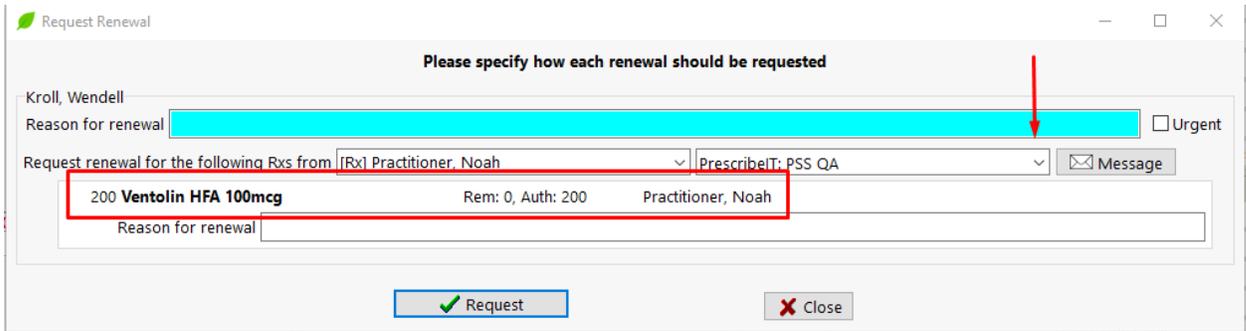
1. Navigate to the patient’s medication profile in Kroll.
2. Click on Extra Functions to open the menu.
3. Click **Request Renewal**.



4. The Request Renewals form appears.

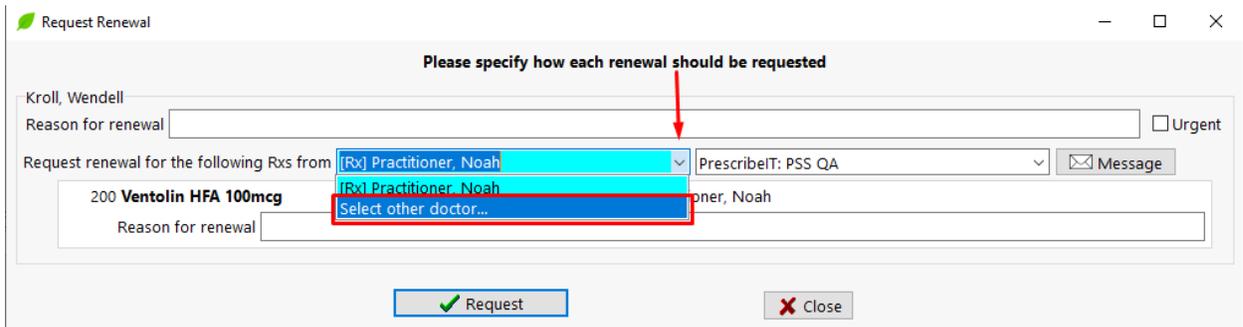
NOTE: The medication being renewed is displayed in bold along with the authorized quantity, remaining quantity and the original prescribing doctor.

5. If the prescriber has more than one location, use the drop down box to change the destination the eRenewal will be sent to. Click **Request** to send the prescription.

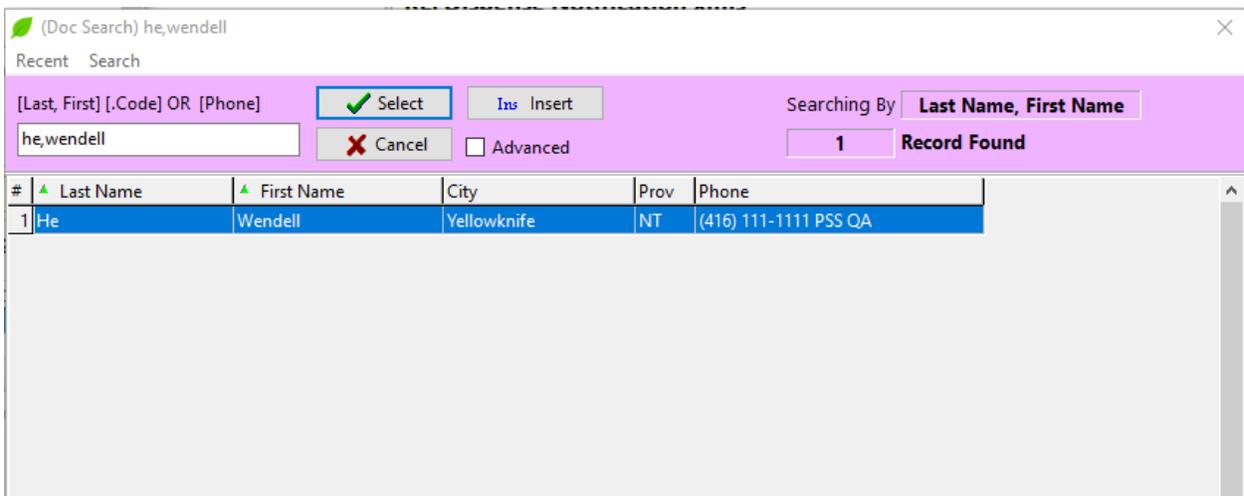


6. If the renewal is to be sent to another prescriber other than the original doctor:
 - a. Use the drop down box next to the doctor and select “**Select other doctor...**”

Doctor search form is displayed



- b. Search and select another PrescriberIT® registered doctor.



#	Last Name	First Name	City	Prov	Phone
1	He	Wendell	Yellowknife	NT	(416) 111-1111 PSS QA

NOTE: Alternatively, a new doctor can be created at this point and linked to PrescribelT® (see previous section Searching for a Provider on the PrescribelT® Registry on how to link a prescriber).

7. Once back at the Request Renewal form, click **Request**.

NOTE: Multiple PrescribelT™ Prescription Renewal Requests can also be sent at the same time.

8. From the patient profile, tag multiple prescriptions by pressing space bar.

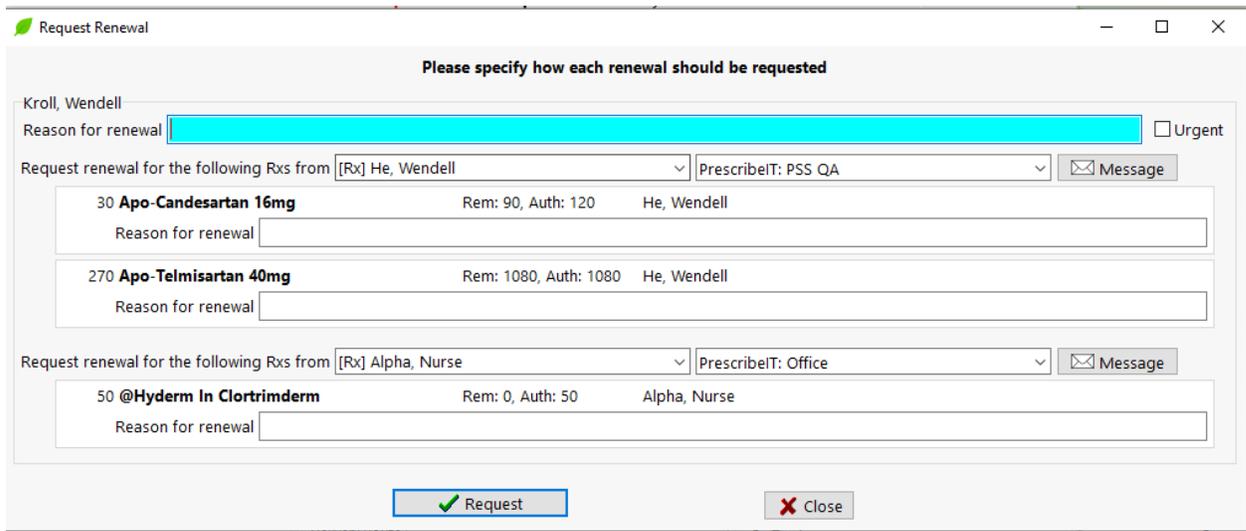
9. Right click and select **Request Renewal**.

The screenshot shows the 'Profile - All Rxs (35)' window. At the top, there are tabs for Patient, Drug, Doctor, Workflow, Pickup, Drop-off, and New Rx. Below the tabs is a search area with fields for Last Name (Kroll), First Name (Wendell), and Salutation (Mr.). A table of prescriptions is displayed with columns for #, Status, Orig Rx, RxNum, Date, Qty, Auth, Rem, BrandName, and Doctor. A context menu is open over the table, listing various actions such as 'View Workflow Details', 'Counsel', 'Add to Doctor Callbacks', and 'Request renewal', which is highlighted in blue. Other tabs like Allergies, Medical Conditions, and Groups are visible on the left side of the window.

#	Status	Orig Rx	RxNum	Date	Ago	Qty	Auth	Rem	BrandName	Doctor
3	Unfilled	1000053	1000053	08/10/2019	38	21	21 21		Amoxicillin 500mg	He,Wendell
4		1000052	1000052	08/10/2019	38	30	30 0		Apo-Amoxi 500mg	He,Wendell
5	Inact (Copied)	1000051	1000051	08/10/2019	38	30	30 0		Apo-Amoxi 500mg	He,Wendell
6	No Response	1000050	1000050	30/09/2019	46	30	30 0		@Hyderm In Clortrimderm	Alpha,Nurse
7	No Response	1000048	1000049	30/09/2019	46	30	30 0		@Hyderm In Clortrimderm	Alpha,Nurse
8		1000047	1000047	30/09/2019	46	50	50 0		@Hyderm In Clortrimderm	Alpha,Nurse
9		1000046	1000046	30/09/2019	46	30	30 0		@Hyderm In Clortrimderm	Alpha,Nurse
10		1000016	1000037	04/09/2019	72	200	800 200		Ventolin HFA 100mcg	He,Wendell
11	Cancelled	1000029	1000036	03/09/2019	73	30	30 30		FreeStyle Libre Sensor Monitor	He,Wendell
12	Inact	1000034	1000034	03/09/2019	73	30	120 90		Apo-Candesartan 16mg	He,Wendell
13	Unfilled (Inact)	1000033	1000033	03/09/2019	73	30	30 30		Apo-Atorvastatin 10mg	He,Wendell
14		1000028	1000028	30/08/2019	77	30	30 0		ACT Valsartan 160mg	He,Wendell
15		1000027	1000027	30/08/2019	77	30	30 0		Briviera 10mg	He,Wendell

The medications will be separated based on the provider who prescribed them.

10. Click **Request**.

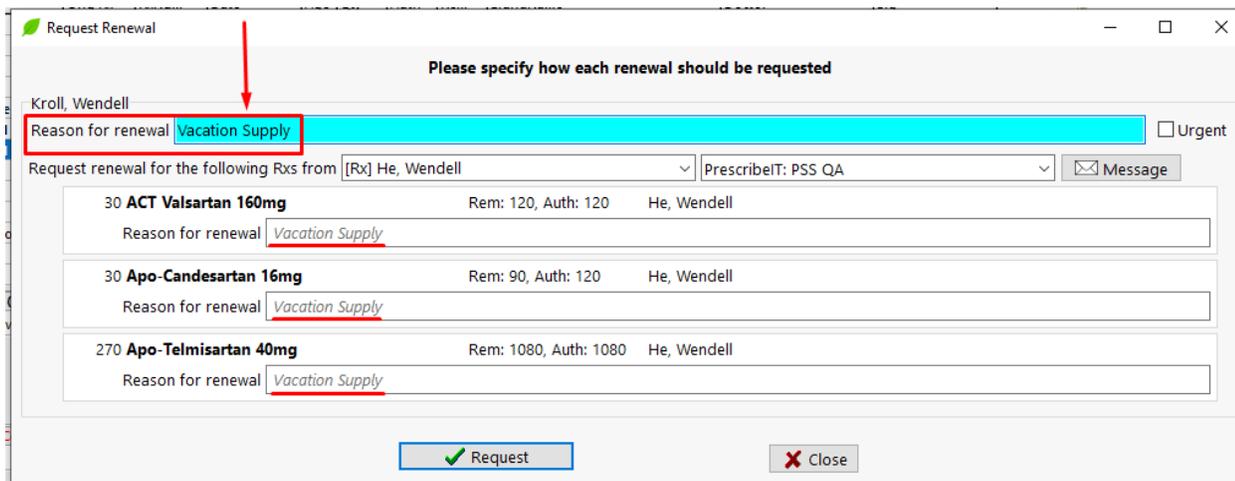


NOTE: Locally recorded allergies on the patient card are sent in eRenewal requests to prescribers.

Reason for Renewal Comments

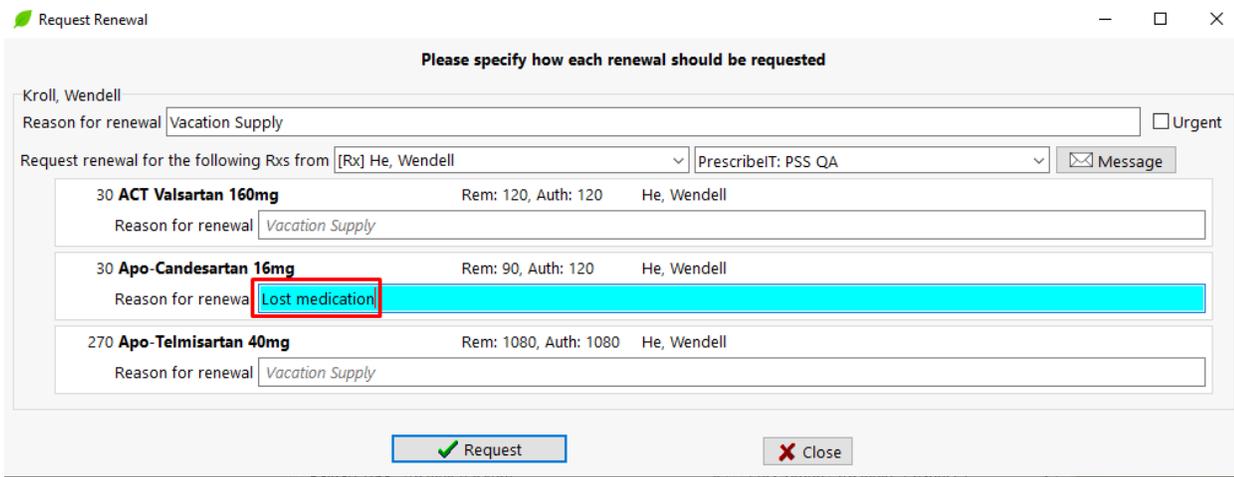
When requesting renewals from the doctor, there are several fields to add in a Reason for Renewal.

The top most reason for renewal field will add a comment to all medications within the renewal request when the text is entered here.



NOTE: The reason for renewal will automatically populate from the top box in light grey italics in each of the subsequent fields.

If a different reason for renewal applies to one or more of the medications in the renewal, simply type in a different reason.



Request Renewal

Please specify how each renewal should be requested

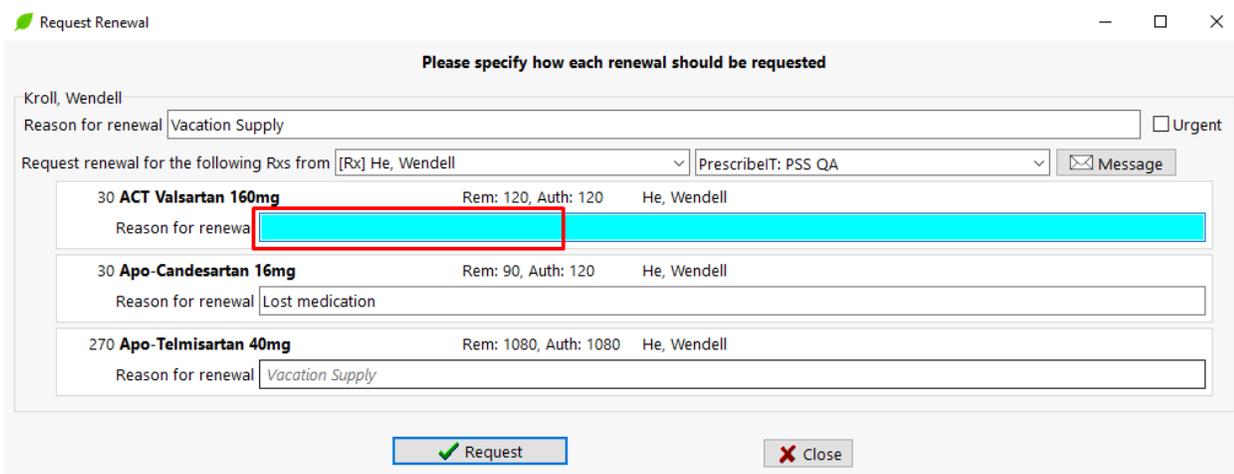
Kroll, Wendell

Reason for renewal Urgent

Request renewal for the following Rx's from Prescriber:

30 ACT Valsartan 160mg	Rem: 120, Auth: 120	He, Wendell
Reason for renewal	<input type="text" value="Vacation Supply"/>	
30 Apo-Candesartan 16mg	Rem: 90, Auth: 120	He, Wendell
Reason for renewal	<input type="text" value="Lost medication"/>	
270 Apo-Telmisartan 40mg	Rem: 1080, Auth: 1080	He, Wendell
Reason for renewal	<input type="text" value="Vacation Supply"/>	

If the top-most reason for renewal does not apply to one or more of the medications in the renewal and the user wishes to leave it blank (no reason given), place the cursor in the field and use the **spacebar** to remove the text.



Request Renewal

Please specify how each renewal should be requested

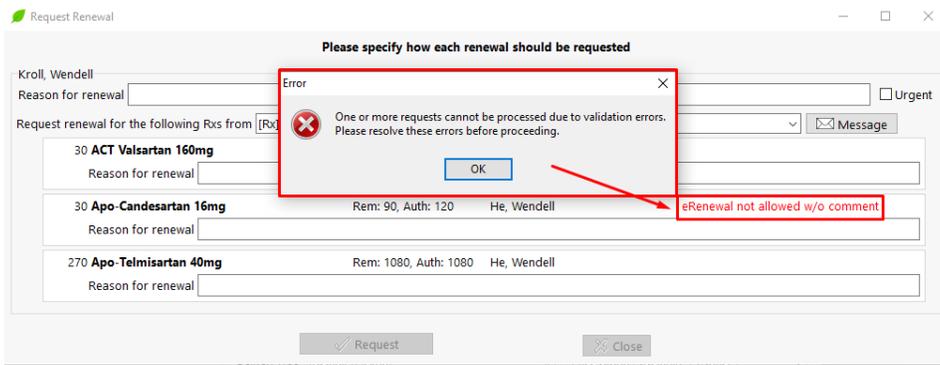
Kroll, Wendell

Reason for renewal Urgent

Request renewal for the following Rx's from Prescriber:

30 ACT Valsartan 160mg	Rem: 120, Auth: 120	He, Wendell
Reason for renewal	<input type="text"/>	
30 Apo-Candesartan 16mg	Rem: 90, Auth: 120	He, Wendell
Reason for renewal	<input type="text" value="Lost medication"/>	
270 Apo-Telmisartan 40mg	Rem: 1080, Auth: 1080	He, Wendell
Reason for renewal	<input type="text" value="Vacation Supply"/>	

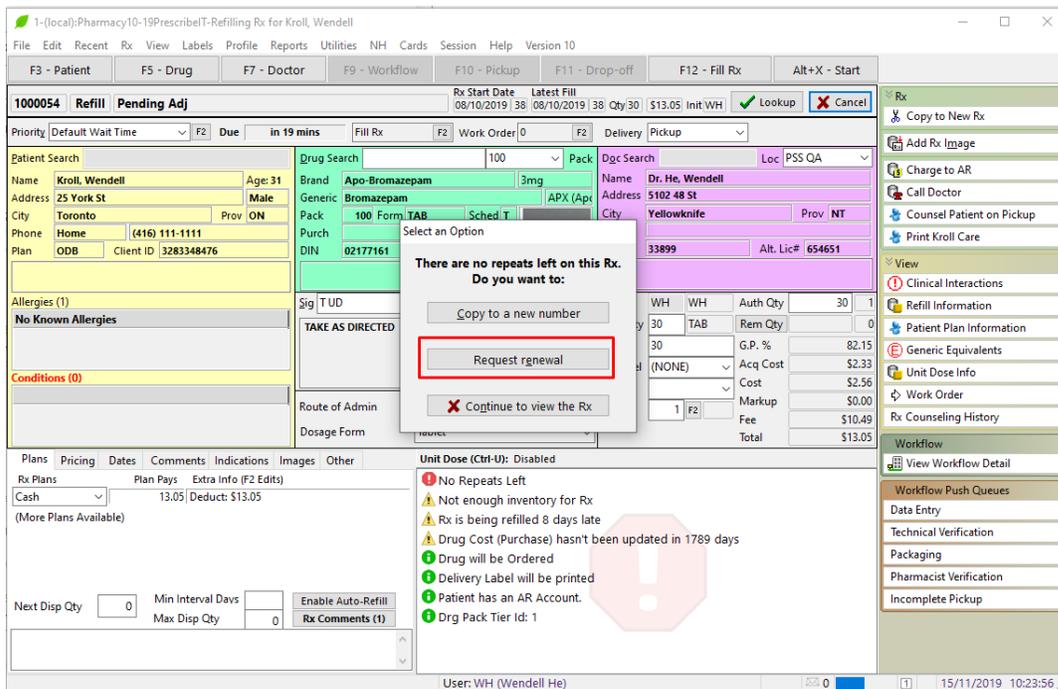
NOTE: Reasons for renewal are optional unless the prescriber has specified the medication is not to be renewed electronically. The user is obligated to input a reason for renewal or close the form and remove the prescription from the renewal (un-tag the prescription from the patient profile and request renewal).



NOTE: Clinical Communications can be viewed and sent by clicking the Message button. (Please refer to the PrescriberIT® Clinician Communication section)

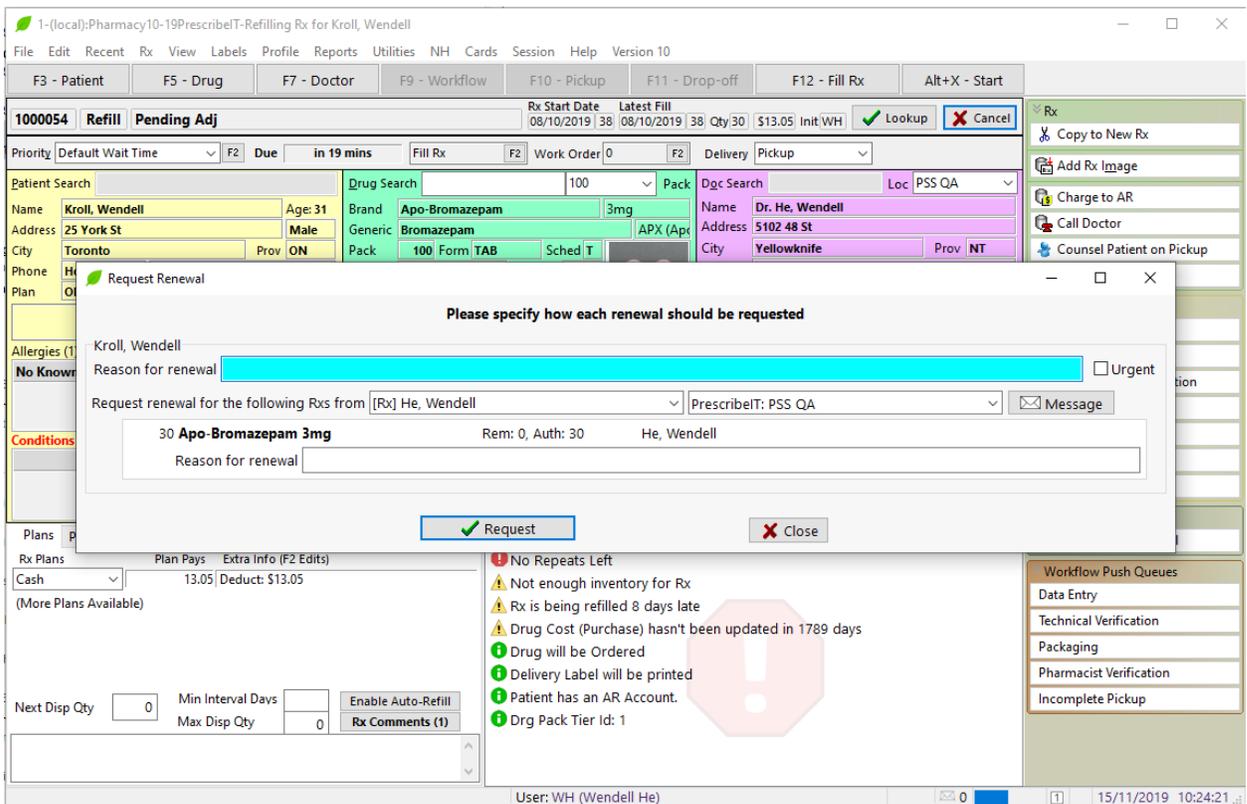
Sending eRenewals for prescriptions called to fill and with no repeats

1. Refill a prescription either from the universal search field on the start screen (type in the prescription number and click or hit F12) or call up the prescription from the patient profile (F3-Active Medications tag the prescription and hit or click on F-Fill).
2. If the prescription has no more repeats, a form will be displayed.



NOTE: The new option will display regardless if the prescription was initially received electronically or not.

3. Select **Request Renewal**. The 'Request Renewals' screen displays.



The screenshot shows the 'Request Renewal' dialog box in the PrescribIT software. The dialog title is 'Please specify how each renewal should be requested'. It contains the following information:

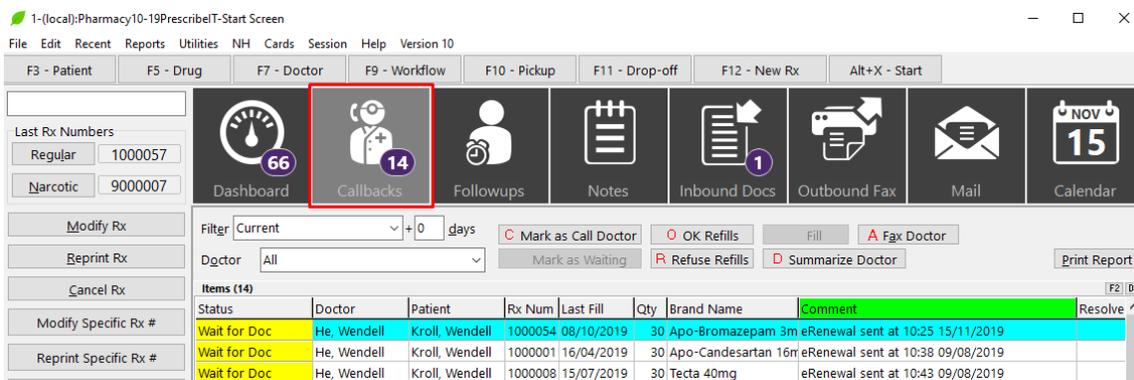
- Patient Name: Kroll, Wendell
- Reason for renewal: [Redacted]
- Request renewal for the following Rx's from: [Rx] He, Wendell
- Prescriber: PSS QA
- Message: Urgent
- 30 Apo-Bromazepam 3mg Rem: 0, Auth: 30 He, Wendell
- Reason for renewal: [Redacted]

Buttons at the bottom of the dialog are 'Request' (with a green checkmark) and 'Close' (with a red X).

4. Select the location to send the eRenewal or if applicable, change the Doctor. Proceed to enter an optional reason for renewal and select **Request eRenewals**.

The renewal requests will create Doctor Callback records.

5. From the start screen, click **Callbacks** title.



The screenshot shows the 'Callbacks' screen in the PrescribIT software. The 'Callbacks' icon is highlighted with a red box. Below the icons is a table of callback items:

Status	Doctor	Patient	Rx Num	Last Fill	Qty	Brand Name	Comment	Resolve
Wait for Doc	He, Wendell	Kroll, Wendell	1000054	08/10/2019	30	Apo-Bromazepam 3m	eRenewal sent at 10:25 15/11/2019	
Wait for Doc	He, Wendell	Kroll, Wendell	1000001	16/04/2019	30	Apo-Candesartan 16m	eRenewal sent at 10:38 09/08/2019	
Wait for Doc	He, Wendell	Kroll, Wendell	1000008	15/07/2019	30	Tecta 40mg	eRenewal sent at 10:43 09/08/2019	

While waiting for the prescriber to respond, the record will have a status of Waiting for Doc

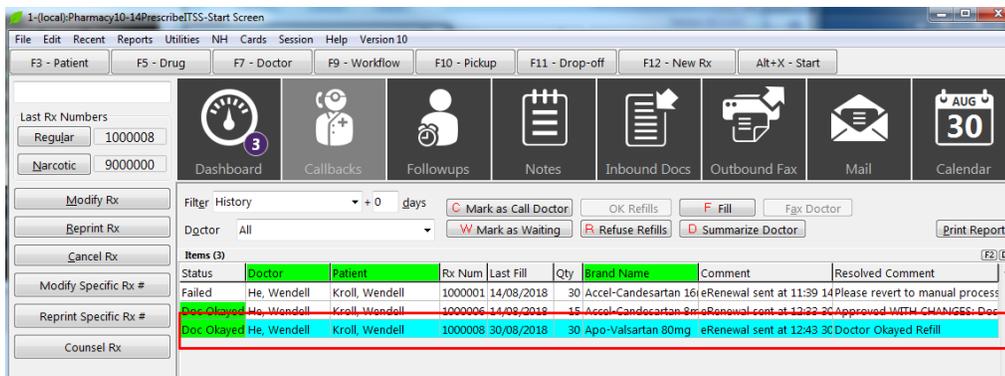
Receiving a Response Back from the Prescriber

Once a prescriber receives a refill request from the pharmacy via PrescribeIT®, there are four (4) possible responses that may be sent back:

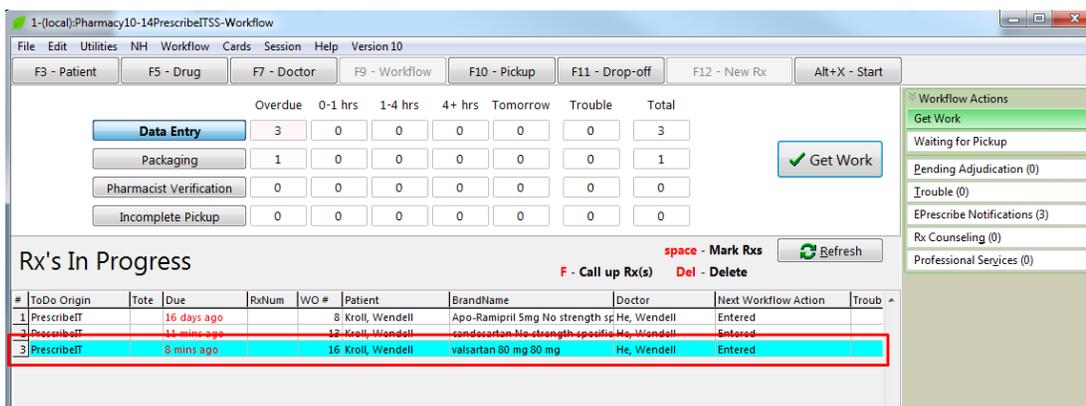
1. Accepted
2. Accepted with Changes
3. Doctor Refused
4. Renewal Under Review

Accepted

When the provider approves the refill request for a prescription, the doctor callback record status will change to **Doc Okayed**.

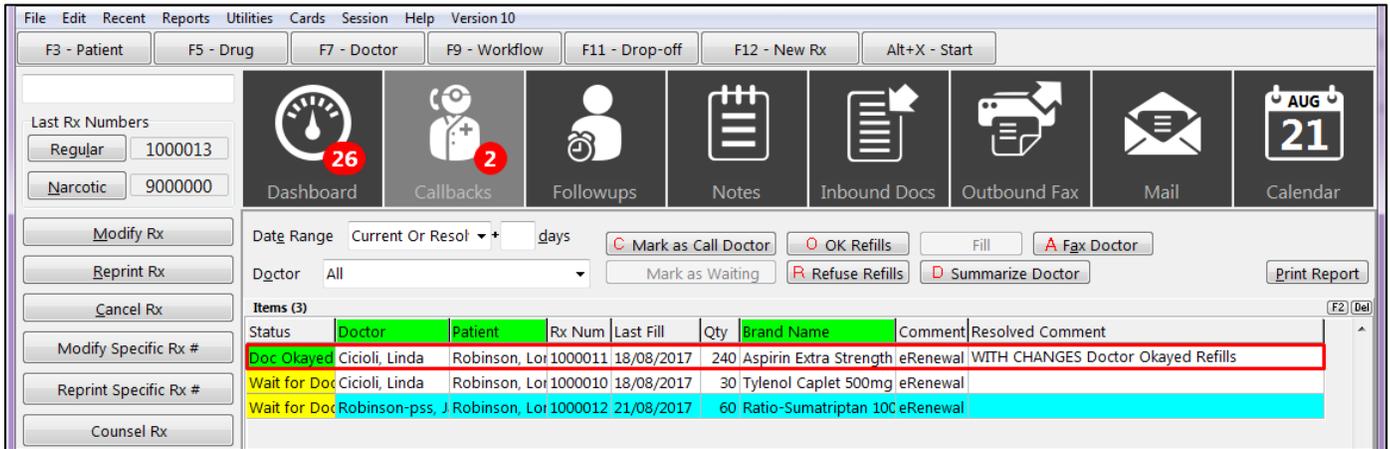


The prescription will also be automatically placed in Rx's To Do. From the Rx's To Do, the prescription may be filled using the steps in the previous section **Retrieving and Filling a Doctor Initiated New PrescribeIT® Rx Request**. Once the prescription is filled and complete, the Doctor Callback record will resolve.

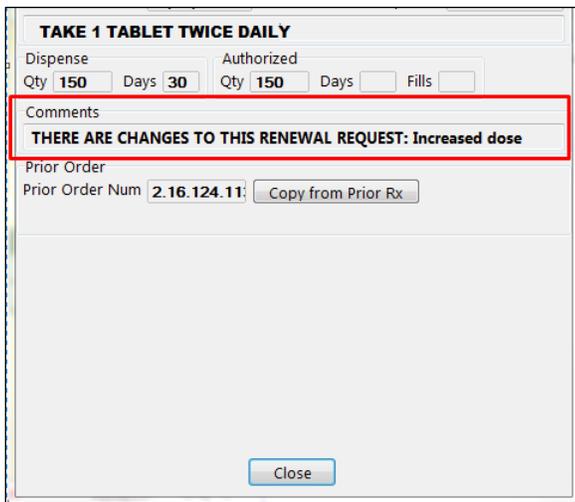


Accepted with Changes

When a refill request is approved by the provider, they may occasionally make changes to the original Rx. SIG, duration or even dose may change. In these instances the Doctor Callback record status will change to **Doc Okayed**, and the resolved note displays **With CHANGES Doctor Okayed Refills**.

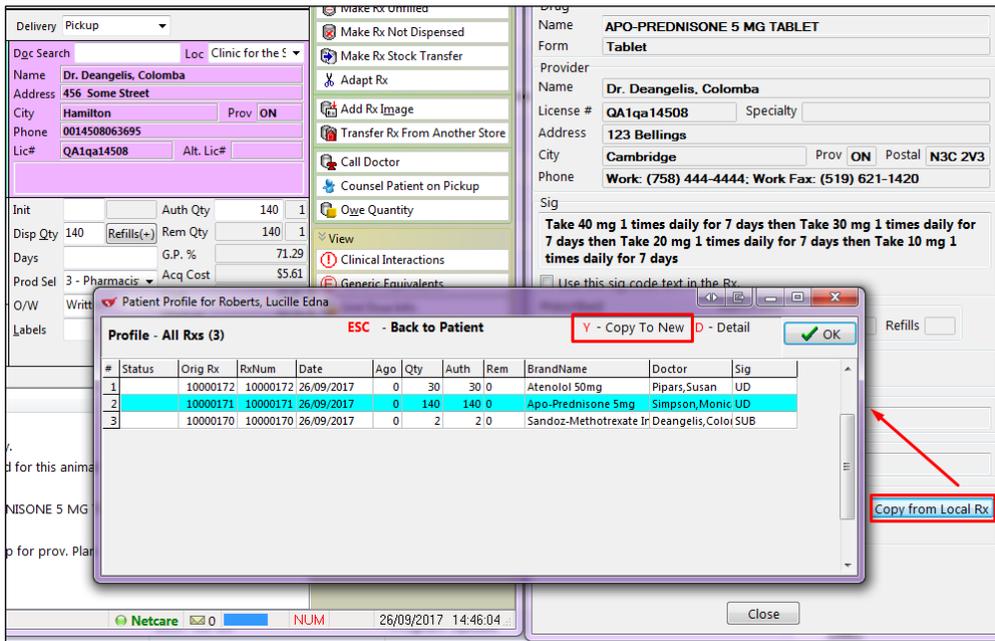


The Rx will be placed in To Do. When called up, the External Rx Order will denote the type of changes that were made to the original Rx in the comments section (dose change, change in directions, etc).



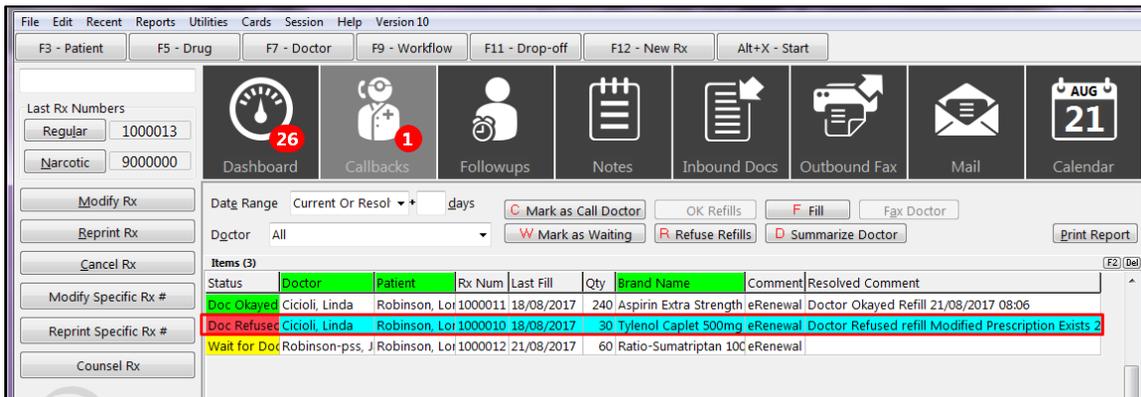
Complete the prescription using the steps in the previous section **Retrieving and Filling a Doctor Initiated New PrescribIT® Rx Request**. Once the prescription is filled and complete, the Doctor Callback record will resolve.

NOTE: The Copy from Prior Rx button will copy a previously received from PrescribIT® prescription to a new number locally. If the button says copy from local Rx, the user has the ability to copy a Local Non e-prescription and link to the e-Rx. The copied from Rx will be inactivated.



Doctor Refused

If the doctor refuses the prescription refill for any reason, the doctor callback record status changes to **Doc Refused**.



The resolved comment displays the reason for refusal. **No** prescription is placed in **Rxs To Do**, and the Doctor Callback Record will resolve.

Renewal Under Review

When a prescriber sends back a response to a refill request of Renewal Under Review, the refill is denied. The status of the Doctor Callback Record changes to Doc Refused. The resolved comment displays **Renewal Under Review** as well as the reason.



No prescription is placed in **Rxs To Do**, and the doctor callback will resolve.

NOTE: Check the Doctor Callbacks queue often for denied or under review renewal responses. Sort the list by preferred column to easily find prescriptions and their statuses.

NOTE: For eRenewal Failures, please refer to the 'Failed Communication and managing the ePrescribe Notification Queue' 'eRenewal Failures' section of this document.

PrescribeIT® Clinician Communication

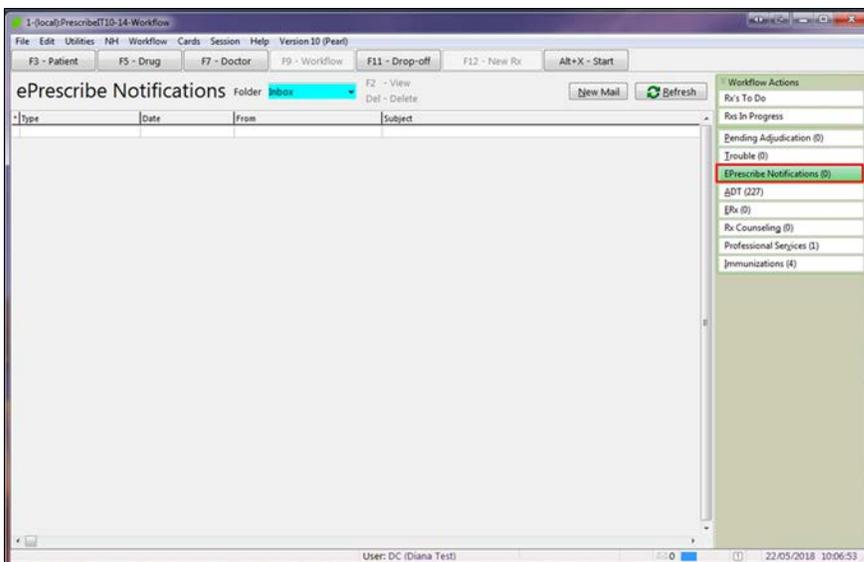
PrescribeIT® provides the ability for pharmacies to exchange messages with PrescribeIT® registered clinicians within the Kroll PMS system.

The messages that are sent between pharmacies and clinics can reference a whole medication order, a particular medication or non-medication from the order or patient. It can also be a general message without any reference to a prescription, order or patient. Users are also able to send/receive attachments on all Clinician Communications.

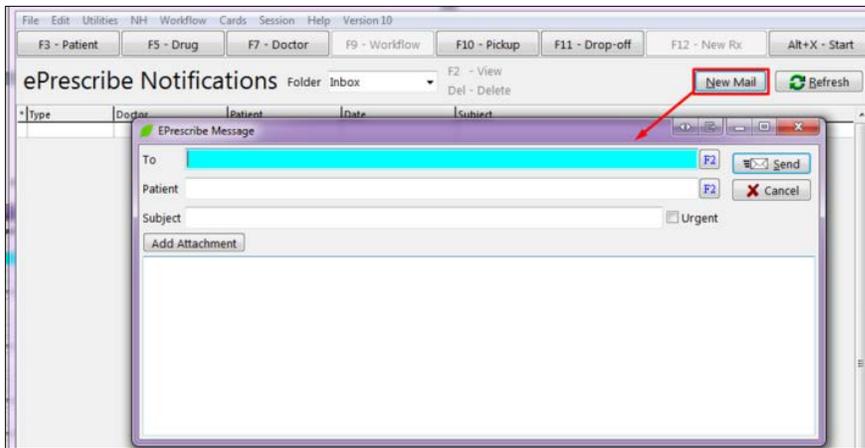
Sending a General Clinician Communication (Not Referencing a Medication/Order)

Pharmacies can send a general Clinician Communication that is not referencing a particular Medication Order, Medication or non-medication received from a Prescriber.

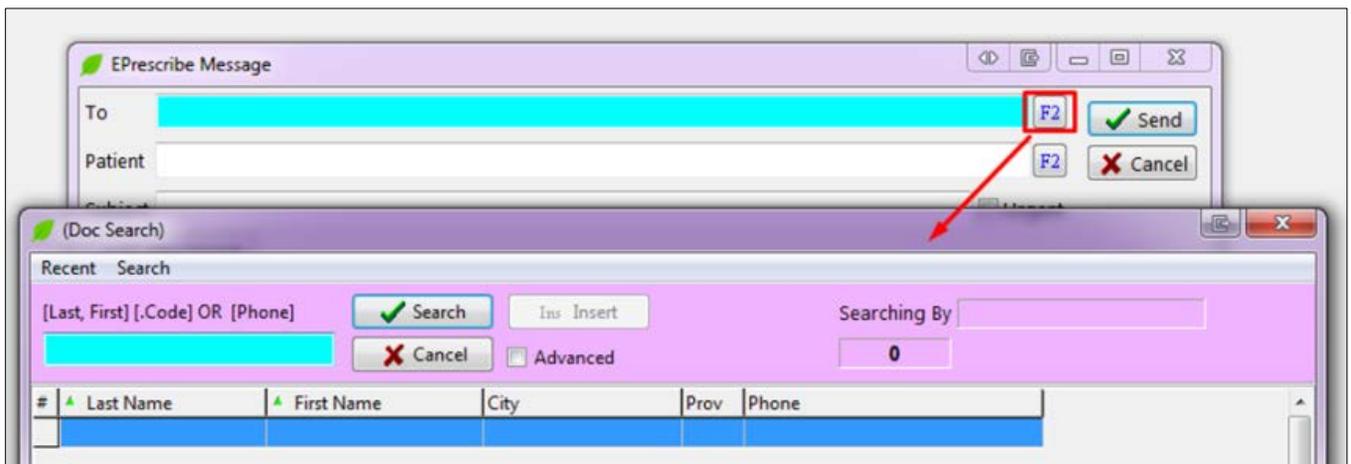
1. Navigate to F9-Workflow from the Kroll start screen. Click the **ePrescribe Notifications** button under Workflow Actions on the right screen.



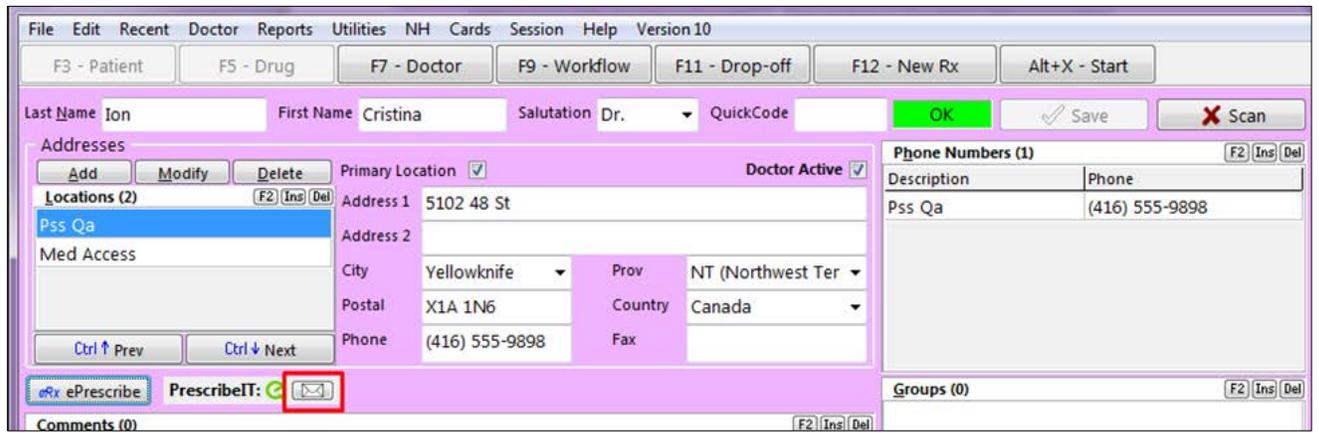
- The ePrescribe Message form will be displayed. Click on the **New Mail** button, this will open a new ePrescribe Message window.



- To enter a prescriber name (the recipient of the message), begin typing the name in the 'To' field to open the F7 doctor search form, or click **F2**.



- Populate search criteria and click **Search**. If the doctor is already linked to PrescribeIT® and has Clinician Communication enabled a **mail icon** will be displayed beside the PrescribeIT® button



File Edit Recent Doctor Reports Utilities NH Cards Session Help Version 10

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

Last Name Ion First Name Cristina Salutation Dr. QuickCode OK Save Scan

Addresses

Add Modify Delete Primary Location Doctor Active

Locations (2) (F2) (Ins) (Del)

Pss Qa
Med Access

Ctrl ↑ Prev Ctrl ↓ Next

eRx ePrescribe PrescribeIT:  (F2) (Ins) (Del)

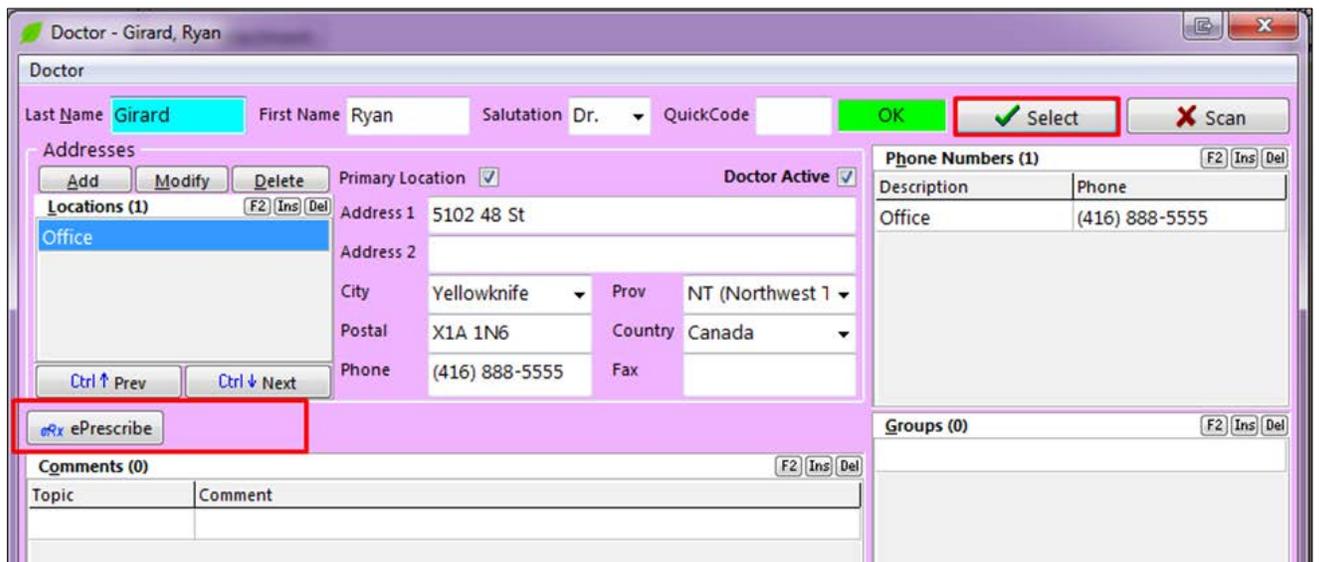
Comments (0) (F2) (Ins) (Del)

Phone Numbers (1) (F2) (Ins) (Del)

Description	Phone
Pss Qa	(416) 555-9898

Groups (0) (F2) (Ins) (Del)

- If the Clinician is not linked to PrescribeIT® or does not have Clinician Communication enabled the user will be presented with an error when attempting to insert the prescriber into the new mail message.



Doctor - Girard, Ryan

Doctor

Last Name Girard First Name Ryan Salutation Dr. QuickCode OK  Scan

Addresses

Add Modify Delete Primary Location Doctor Active

Locations (1) (F2) (Ins) (Del)

Office

Ctrl ↑ Prev Ctrl ↓ Next

eRx ePrescribe (F2) (Ins) (Del)

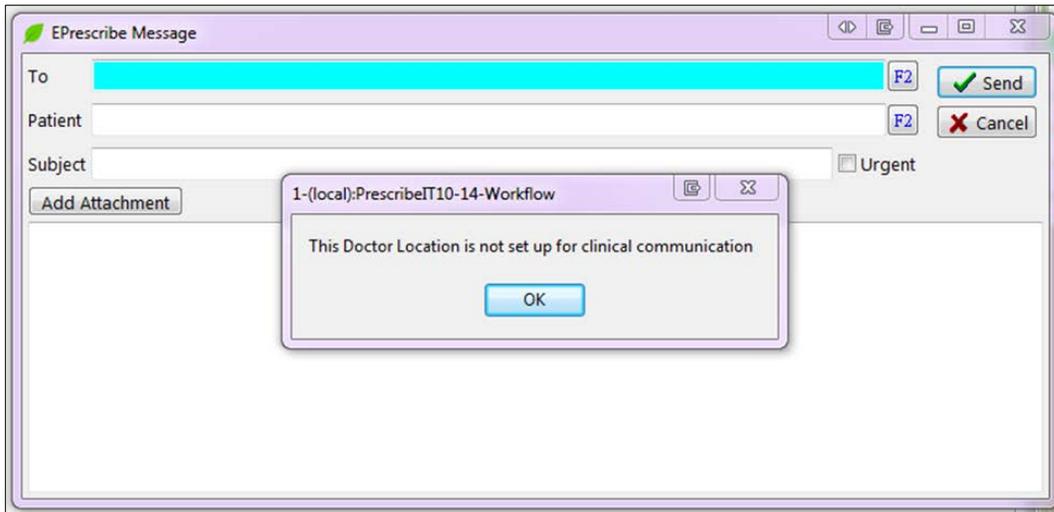
Comments (0) (F2) (Ins) (Del)

Topic	Comment

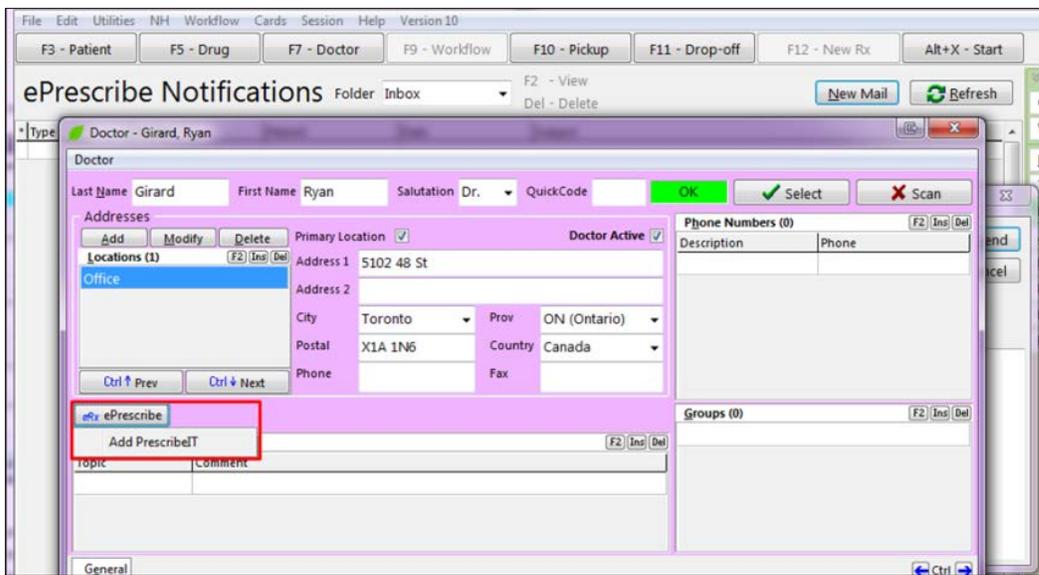
Phone Numbers (1) (F2) (Ins) (Del)

Description	Phone
Office	(416) 888-5555

Groups (0) (F2) (Ins) (Del)



6. Search the provider registry to locate and link the prescriber before inserting into the mail message.



1-(local):Pharmacy10-19Prescriber-Doctor - Girard, Ryan

File Edit Recent Doctor Reports Utilities NH Cards Session Help Version 10

F3 - Patient ePrescribe Doctor Search

Last Name: Girard, First Name: Ryan, Lic Ref: Doctor, Lic #: 996699, Prov: Ontario

Matching Records: 1

Buttons: Select, New Search

ePrescribe Location Selection

Please select a location that matches the address specified here

Address: 5102 48 St, City: Yellowknife, Postal: X1A 1N6

Name	Address	City, Prov	Postal	Phones	PrescribeIT	Comm
PSS QA	5102 48 St	Yellowknife, NT	X1A 1N6	fax: 0015197812681, email: yamini.papudesi@telus.com	active	active
ERX548	UNIT 3 - 2002 Enterprise Way	Kelowna, BC	V1Y 9S9	fax: 0012507144503	active	active
erxcurent2	UNIT 11- 2002 Enterprise Way	Kelowna, BC	V1Y 9S...	mobile: 0012507144504, fax: 0012507144503	active	active

- There is a new column in the Provider Registry called '**Comm**'. If the clinician is configured in PrescriberIT® for Clinician Communication this column will display **active**. If the clinician is not configured for communication this column will display inactive.

ePrescribe Doctor Search

Matching Records: 195

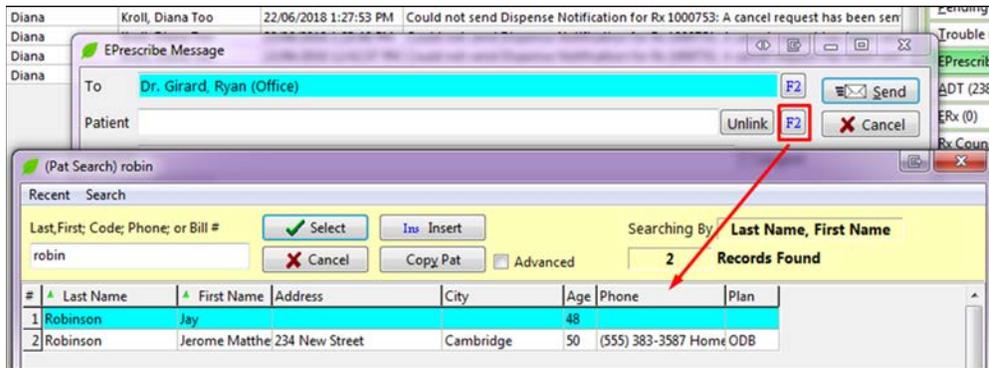
Buttons: Select, New Search

Only 100 of the total 195 matching providers were returned

LastName	First Name	Licence Type	Prov	Licence Number	Phones	Language	PrescribeIT	Comm
Yellow	Doug	Doctor	ON	ON020012		English	active	active
Red	Bob	Doctor	ON	ON020011		English	active	active
Blue	Terry	Doctor	ON	ON020010		English	active	inactive

NOTE: Prescribers with inactive communication cannot be inserted into a new mail message.

- Once the receiving prescriber has been selected and inserted into the mail message, the user can optionally search for and select a patient if the message is referring to a specific patient. As with the prescriber, begin typing the patient name in the patient field or click F2 to bring up the search form.



- Select the correct patient from the list of results.
- Type in a subject in the subject field and compose the body of your message to the clinician.

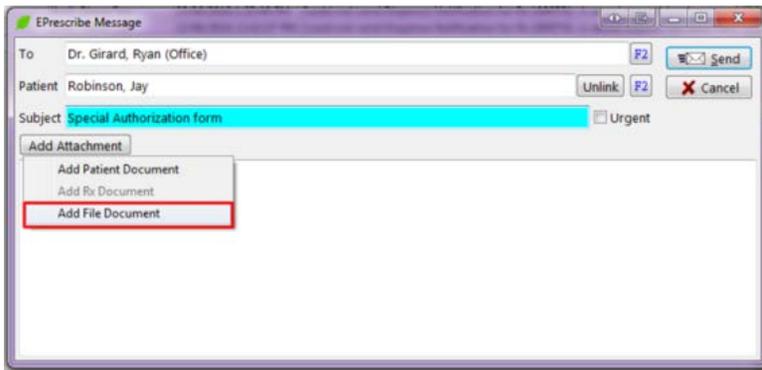
NOTE: Both Subject and Mail content (body of the message) are mandatory and must be included in the message.

Adding Attachments to a Mail Message

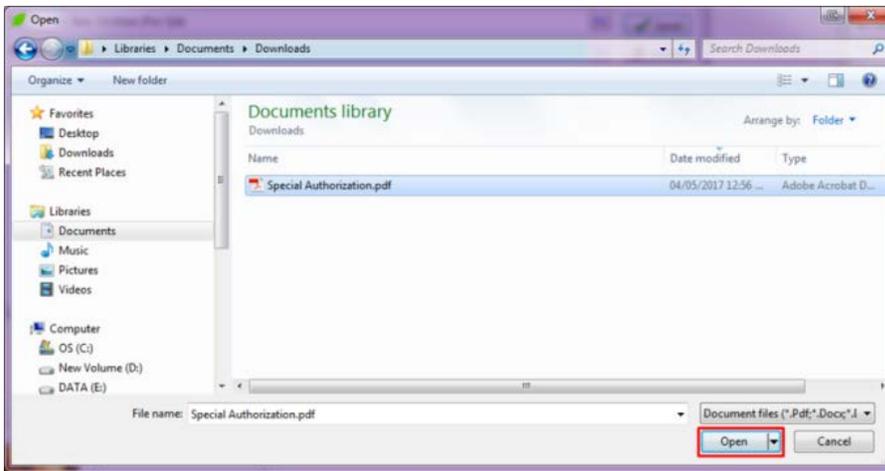
A user may also optionally attach documents to the message such as patient charts, third party insurance forms, special authorization requests, etc. Depending on the type of document, there are two ways to attach them to the message.

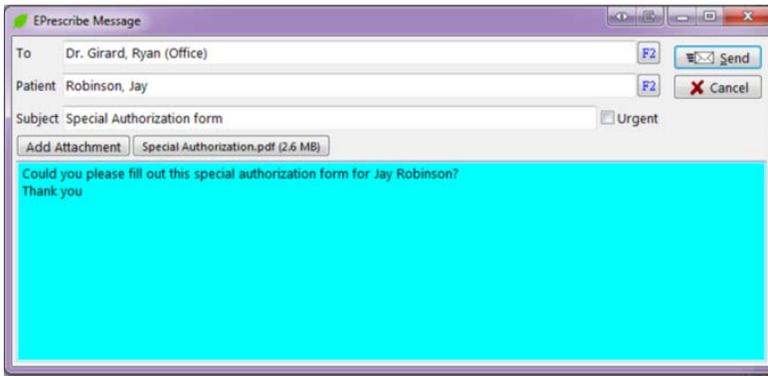
Attach a local document (from computer) to a message.

1. Click on **Add Attachment > Add File Document**.

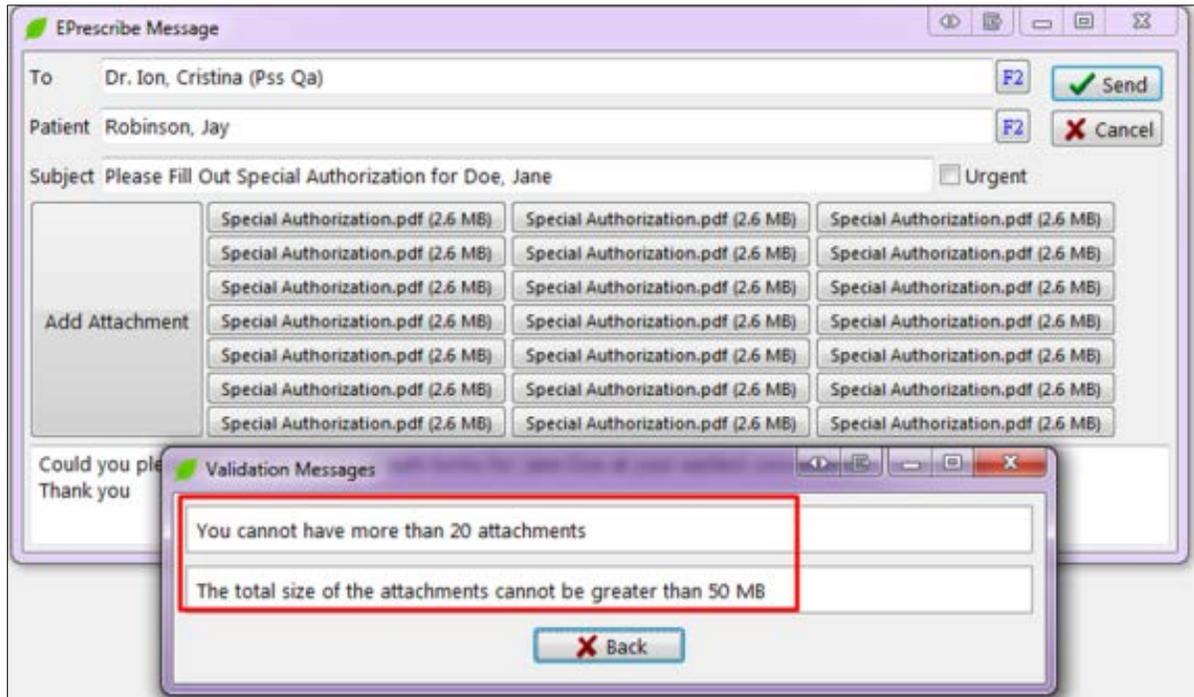


2. Navigate to where the document resides on the local system and click **Open**.





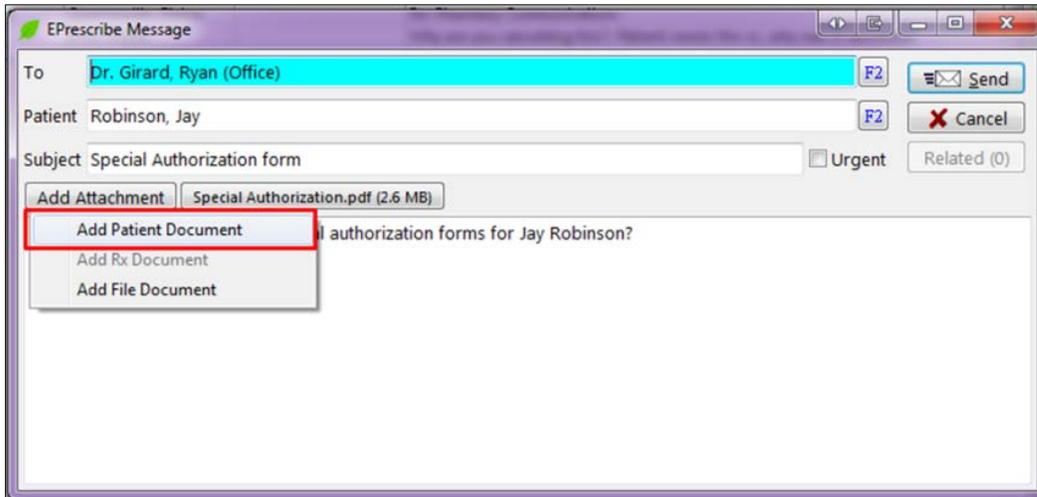
NOTE: The user may attach up to twenty (20) documents totaling no more than 50MB in size onto one single message.



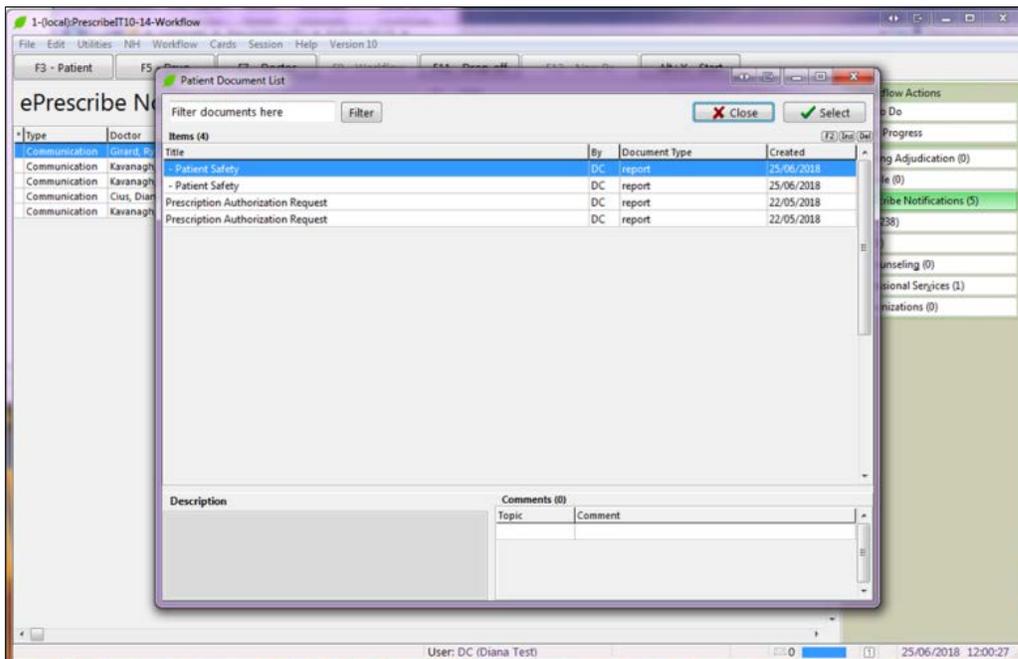
Attach a Patient Document to a Mail Message

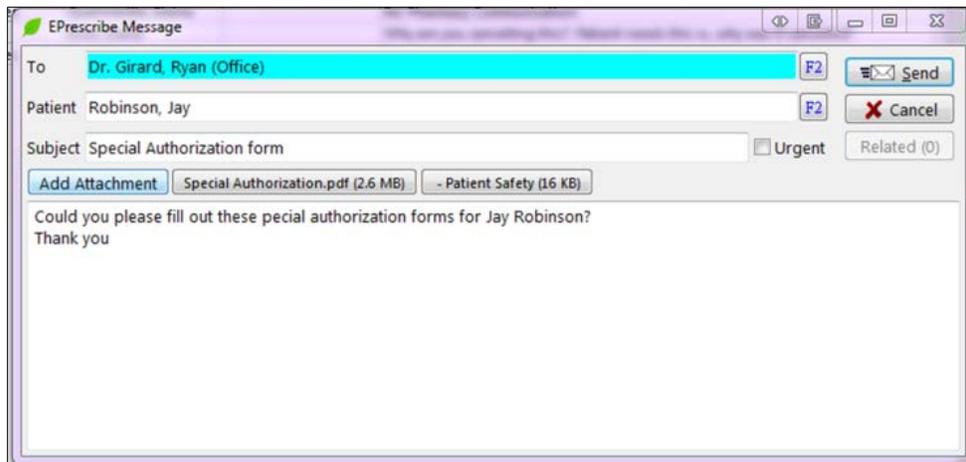
NOTE: In order for the user to insert a document stored on the patient card, a specific patient must be selected in the message (see previous section).

1. Click on Add Attachment > Add Patient Documents.

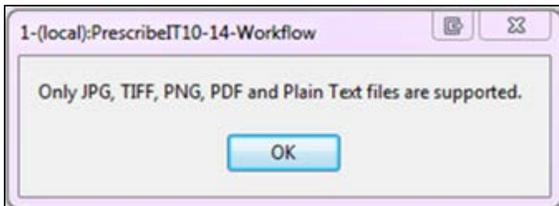


2. A list of the patient's documents will display. Choose the document to attach and click the Select button.





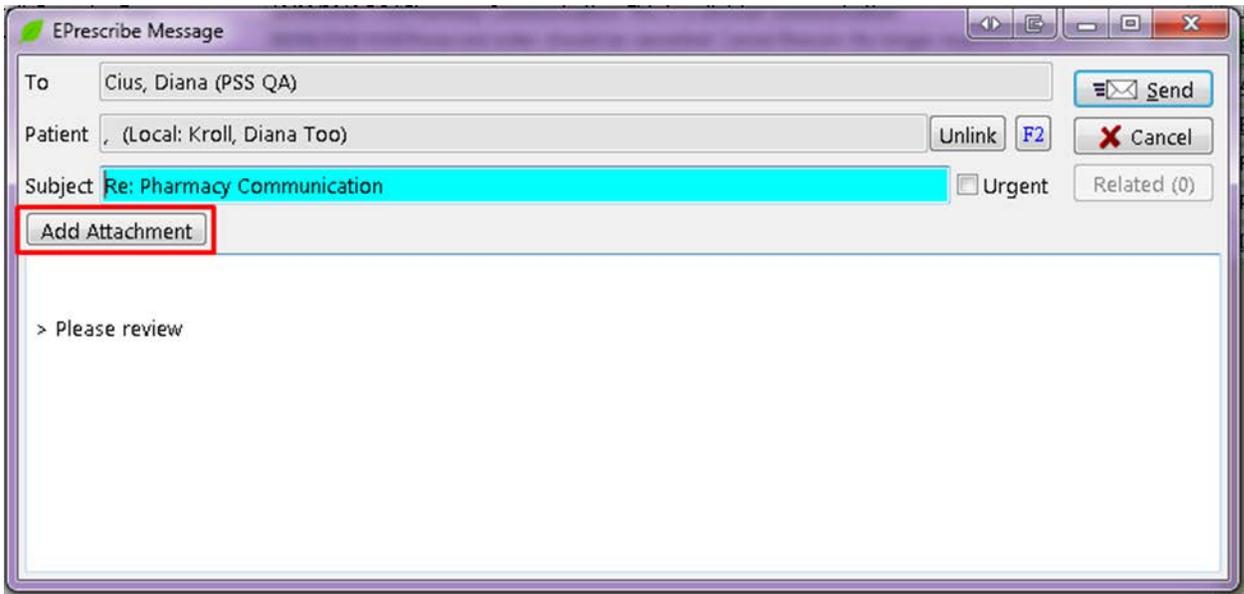
NOTE: Only the following file formats are permitted in a mail message; JPEG, TIFF, PNG, PDF, TXT. Other file types will result in an error message.



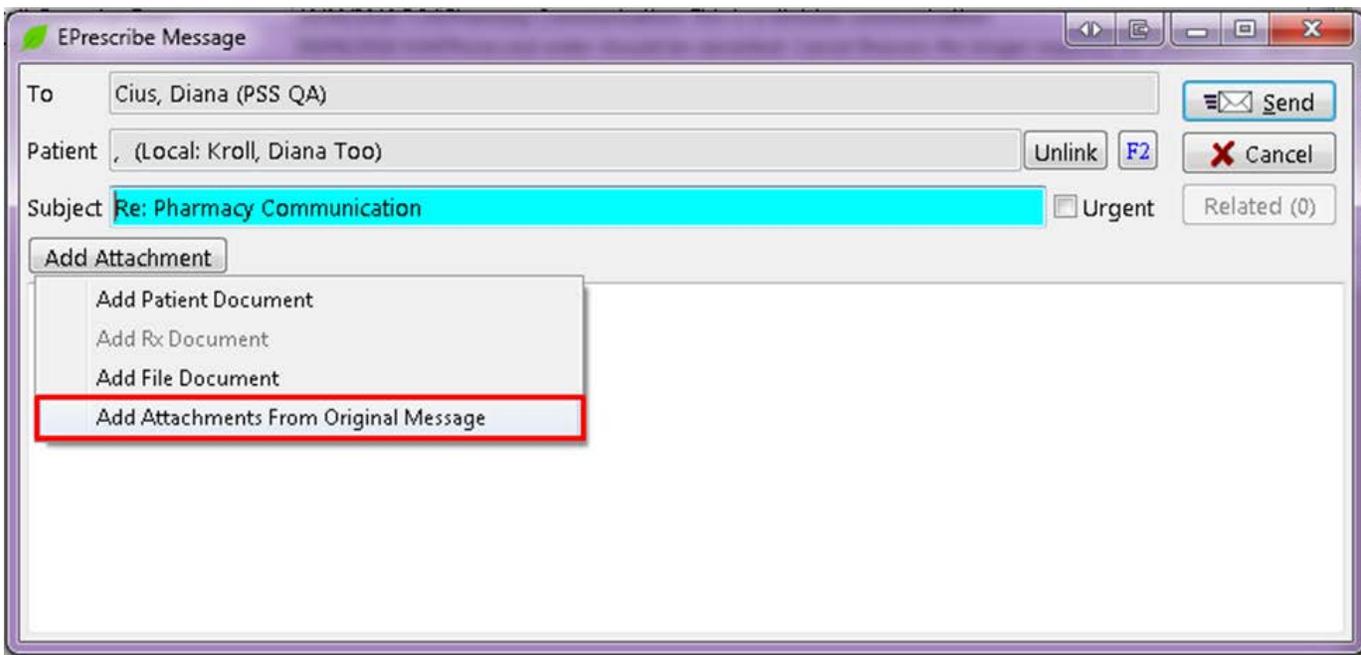
Adding Attachments from Original Message

If replying to a Clinical Communication where an attachment was included, the user has the option to include that document in the mail message reply.

1. After clicking reply click on the Attachments button.



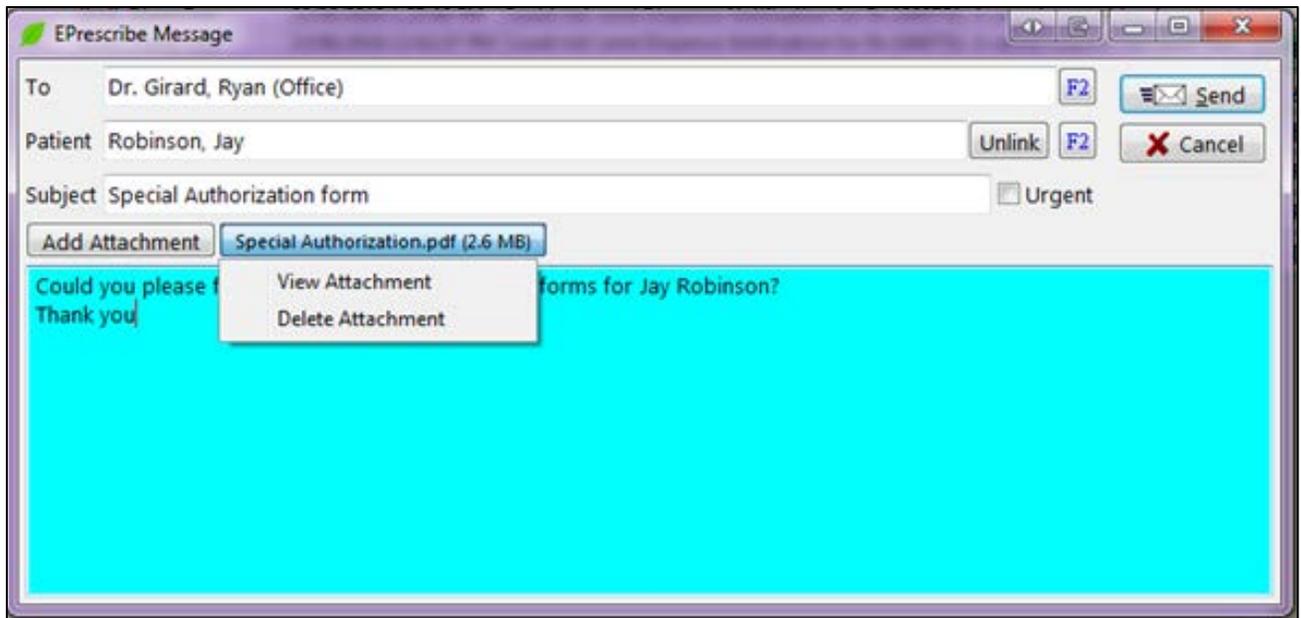
2. Select **Add Attachments from Original Message**.



- The original document will attach to the mail message. Compose the rest of the message and click **Send**.

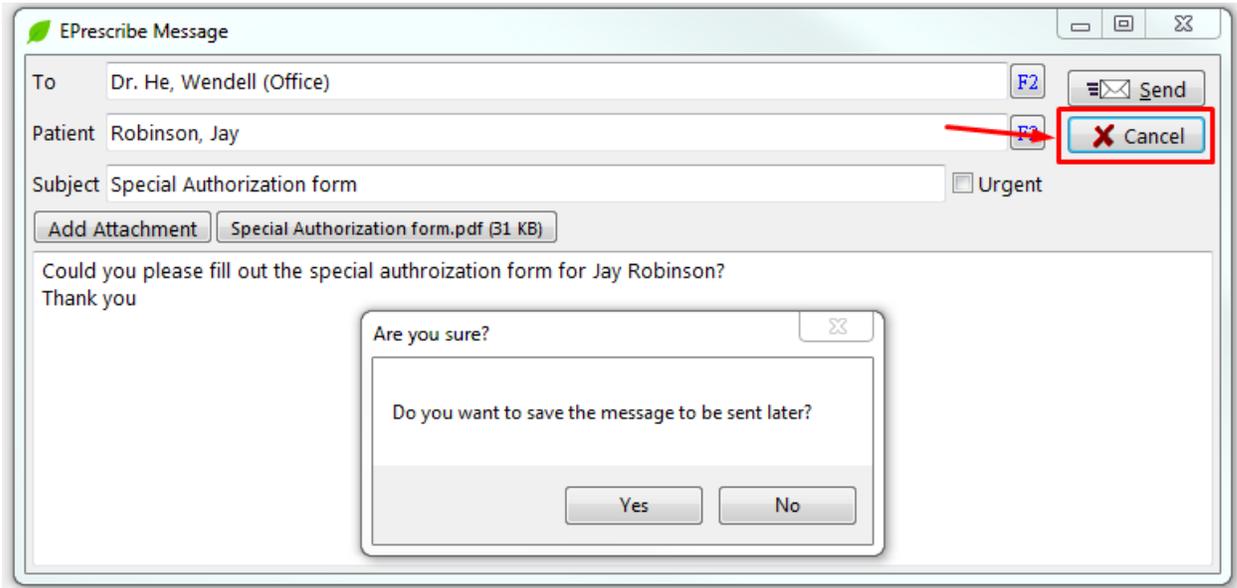
Once an attachment is added to the message the user has the option to view the attachment, as well as to delete it if the incorrect document was selected.

Click the attachment and 2 options become available – **View** and **Delete**. Select the appropriate option.

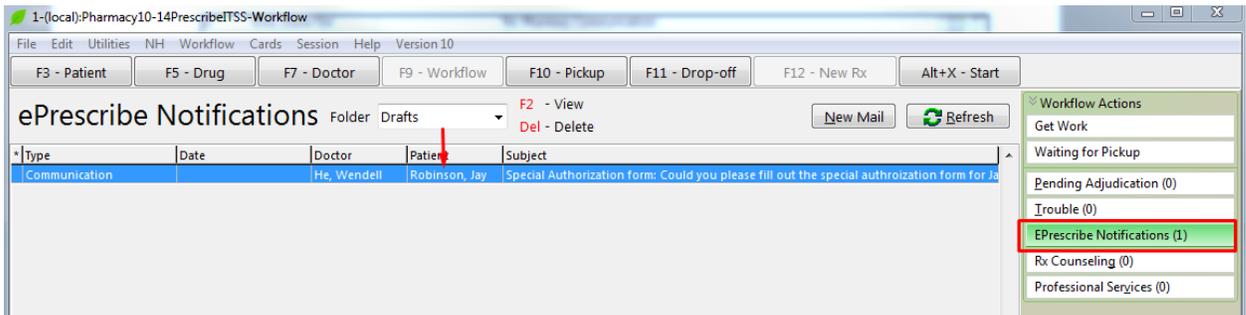


Saving and Viewing Draft Mail Messages

1. To save a message as a draft (a message composed without sending), either click the red 'X' on the message window, or click Cancel.



2. These messages can be later viewed and modified by selecting 'Drafts' from the folder drop down in the 'ePrescribe Notification' window.



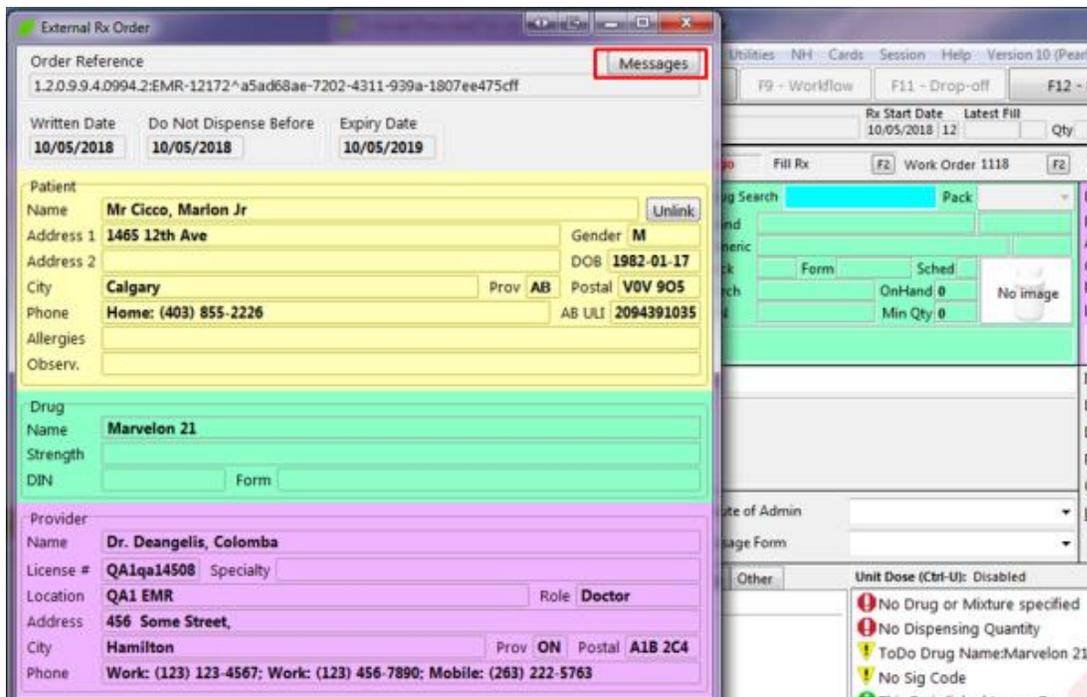
Sending a Clinician Communication Referencing a Medication/Non-Medication or Order

A pharmacy user can send a clinician communication to a prescriber regarding a specific medication, non-medication, or the entire order if the prescriptions originated from PrescribeIT®.

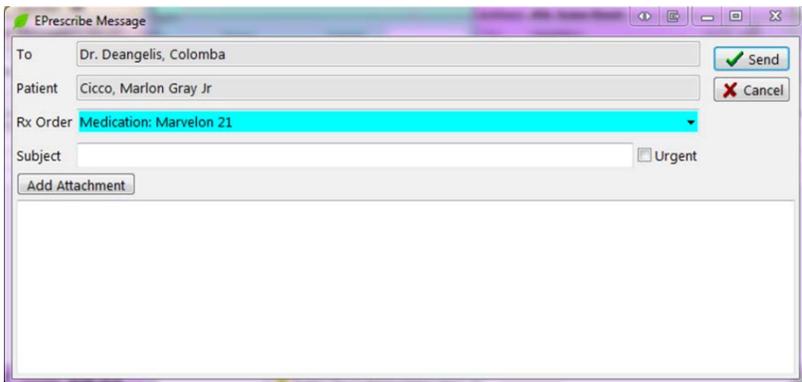
NOTE: For messages regarding paper based Rx's (prescriptions not received by PrescribeIT®), a pharmacy user will make note of the prescription(s) in the body of the message.

NOTE: A Clinician Communication can only be sent to the prescriber that the original prescription came from (i.e. the pharmacy cannot send a Clinician Communication to a prescriber associating a prescription that was written by another prescriber). If the pharmacy needs to communicate the prescription details to a prescriber that is different than the one that wrote the prescription, the pharmacy can create and send a separate Clinician Communication to the prescriber and include any pertinent prescription details in the message, or communicate to the prescriber through traditional means (phone or fax).

1. If the prescription has not yet been dispensed or filled, call it up from the Data Entry/To Do queue.
2. Click on the **Messages** button at the top-right of the External Rx Order.

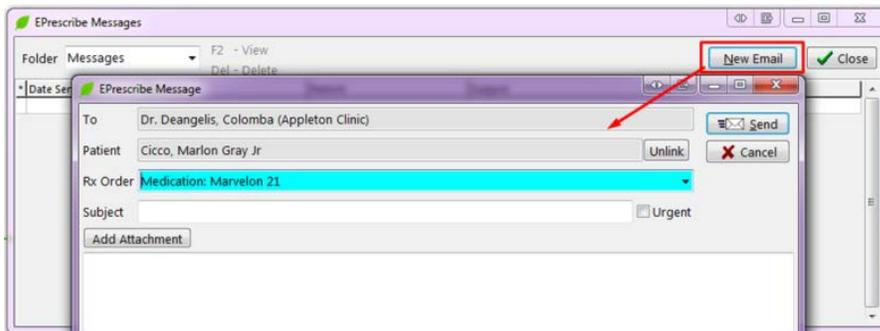


3. The ePrescribe Messages window will display. Click on New Mail.



Because the message is initiated from a medication order, it is specific to this patient and doctor. Therefore the patient and prescriber will be automatically inserted in to the message and will be greyed out – they cannot be changed.

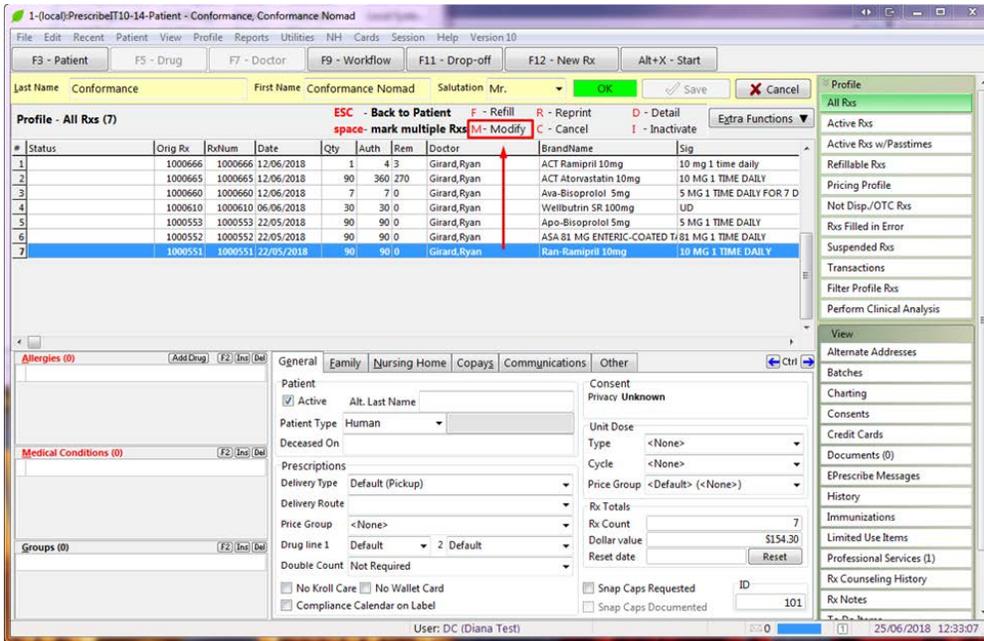
The Rx Order dropdown allows the pharmacy user to specify whether this message is regarding a particular medication/non-medication within the order or the entire prescription order.



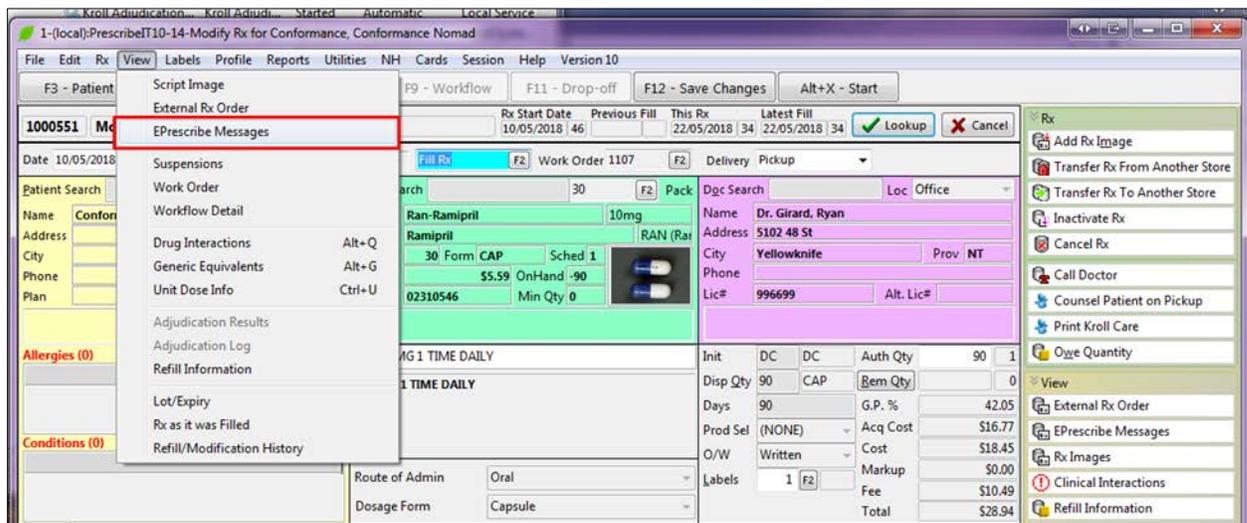
4. Add optional attachment(s), a subject and compose the body of the message. Click **Send**.

If the prescription has already been filled or dispensed, a user can still send a Clinician Communication regarding the medication/non medication or order.

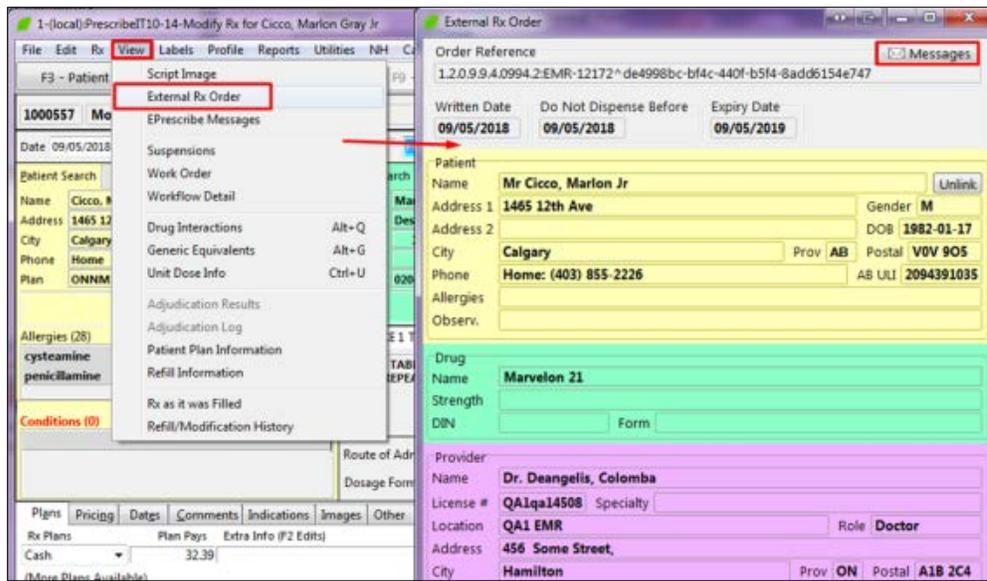
- Navigate to the patient medication profile, tag the prescription and click **M** to view the prescription in Modify Mode.



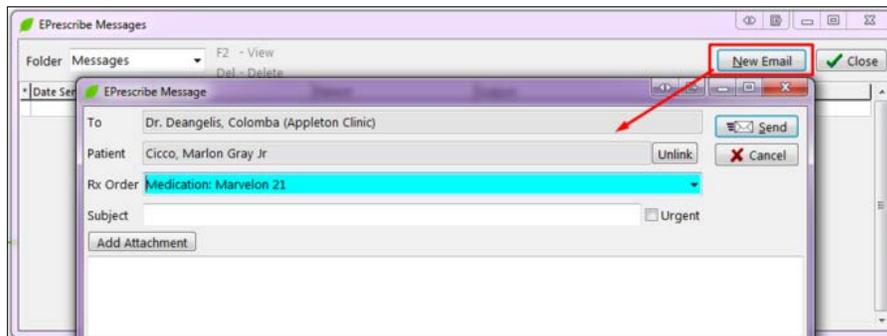
- Navigate to the **View** menu item. Select **ePrescribe Messages**.



Alternatively, the user can also recall the email message by navigating to **View > External Rx Order**. Once the external Rx Order is displayed, click the **Messages** button.



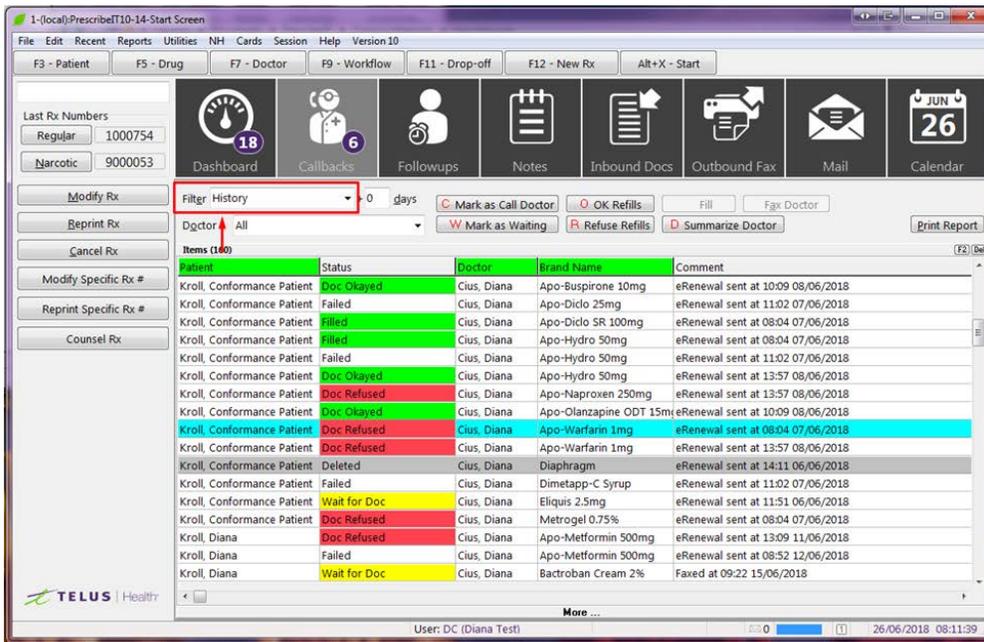
- Click on **New Mail**. Select the medication/non medication or the whole order from the Rx Order drop down. Compose the message and click **Send**.



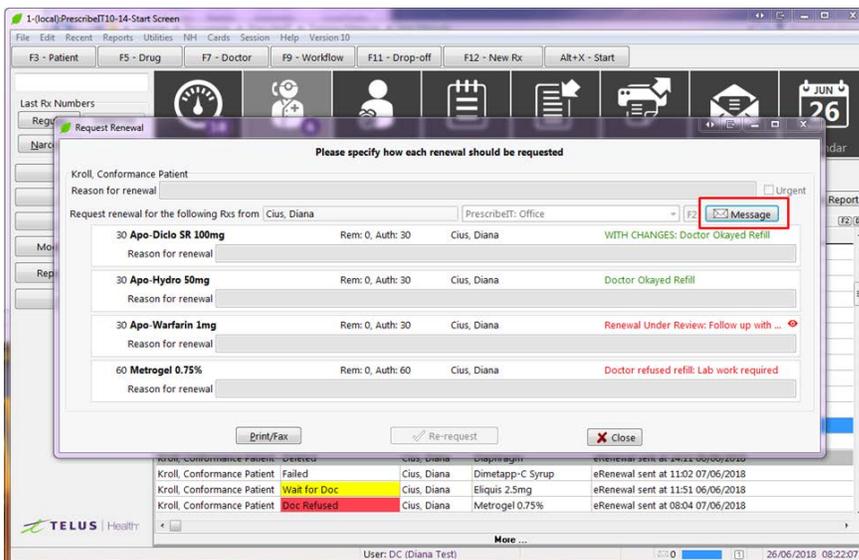
Composing a Message from an eRenewal Response

Messages can be sent referencing a renewal response from a prescriber.

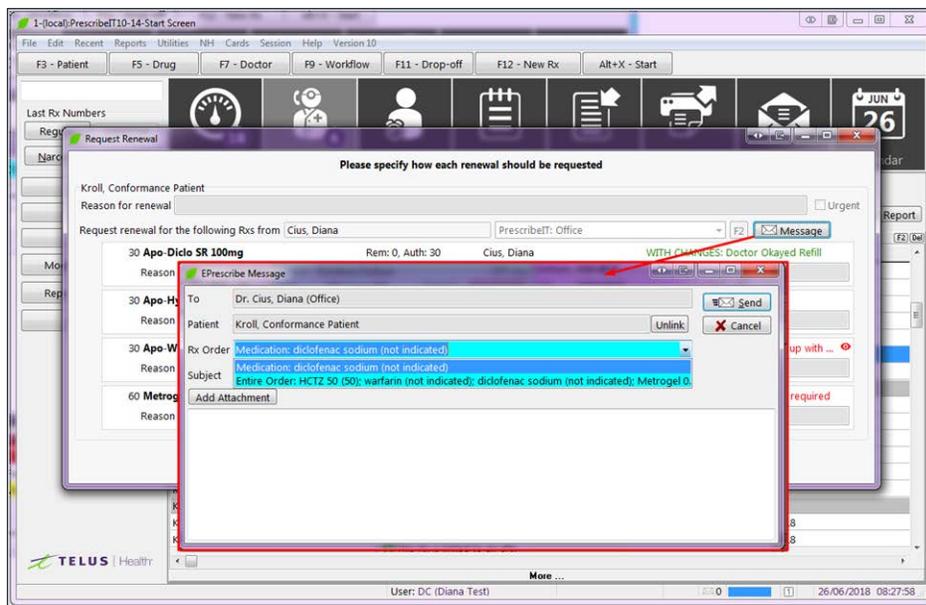
1. Navigate to the Doctor Callbacks Queue and change the filter to **Current or Resolved in Last 3 Days or History**.



2. Locate the Renewal responses and double click one of the prescriptions in the order to bring up the renewal form. Click on the **Messages** button.



3. The 'ePrescribe Message' window is displayed.



Using the drop-down menu the user can select to send a message in reference to one particular medication in the order or the entire prescription order.

NOTE: The Doctor and patient in the message will be greyed out and cannot be changed; they are the original doctor and patient from the renewal request.

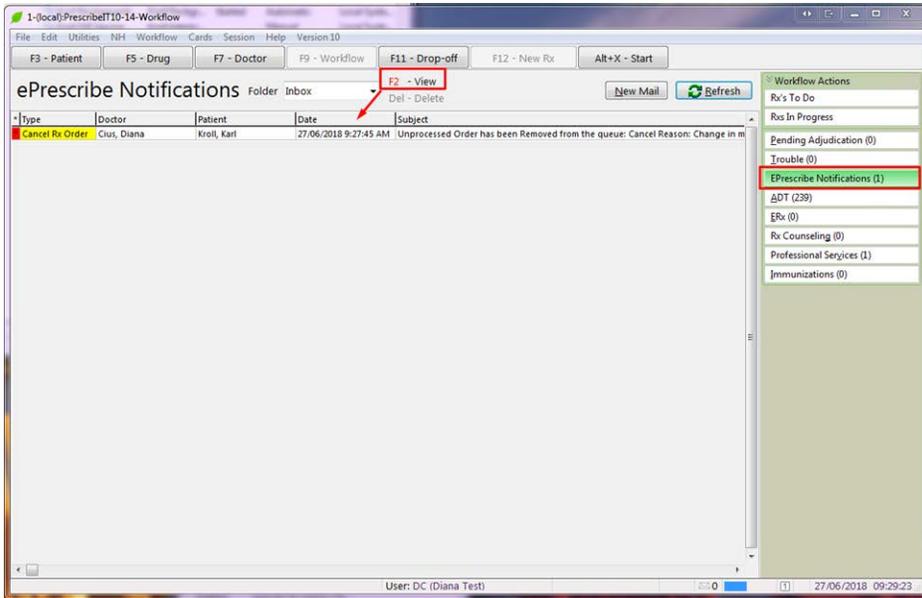
4. Compose the body of the message and click **Send**.

NOTE: Rx Order referencing is only available when composing a Message from an approved eRenewal Response. Rx Order referencing is not available when composing a Message from a renewal request, a callback entry that has a status of Waiting for Doc, Doc Refused or Failed and needs to be referenced manually in the Subject field and/or Message body.

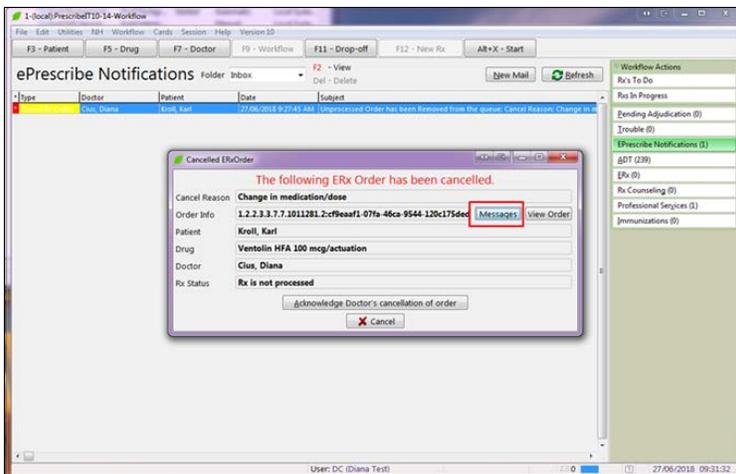
Sending Clinician Communication from a Cancel Rx Request

When a pharmacy receives a cancel Rx Request from the prescriber, a message can be sent referencing that request.

1. Navigate to F9-Workflow. Click on the **ePrescribe Notifications**. Call up the Cancel Request by double clicking the record, or hitting F2 on the keyboard.



2. Click on the messages tab to open the communication form.



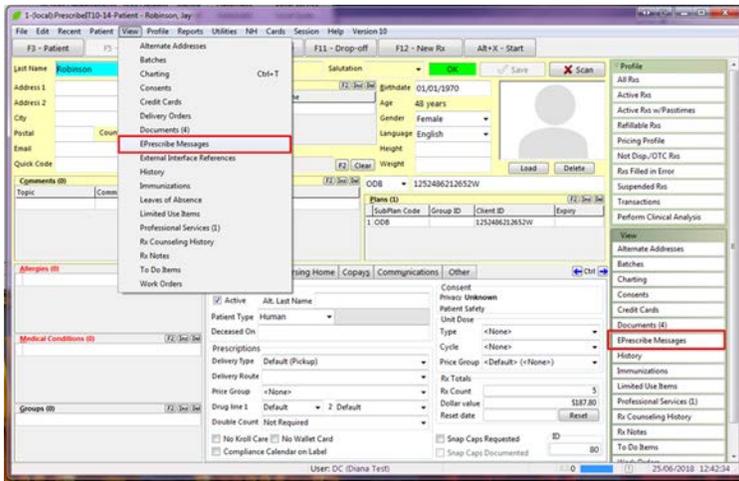
3. Compose the message and click **Send**.

Sending Clinical Communication from the Patient (F3) and Doctor (F7) Cards

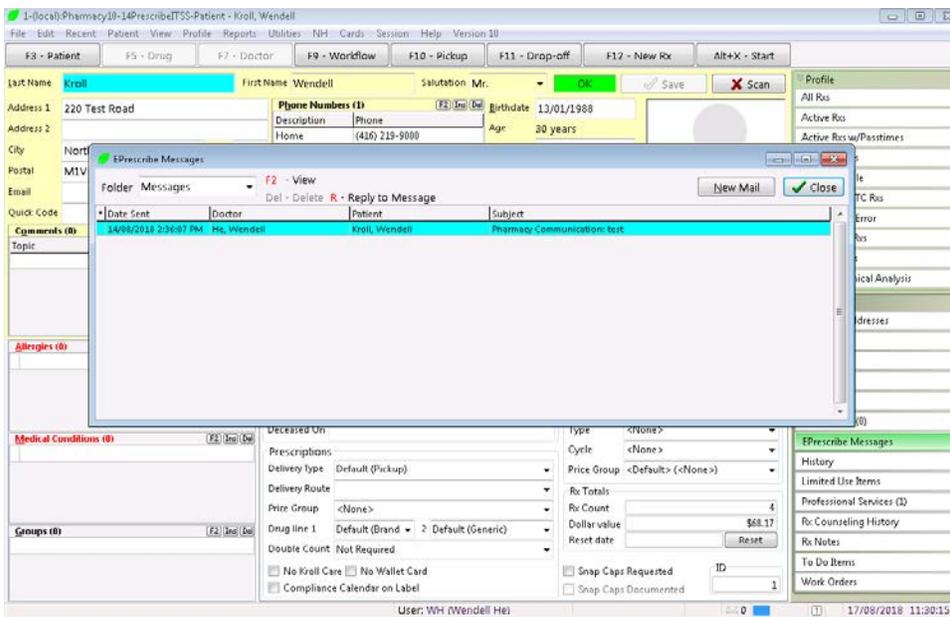
In addition to composing messages from the main ePrescribe Messages queue and from a modified prescription, a user can compose ePrescribe Messages from the Patient card as well as the prescriber card.

Patient

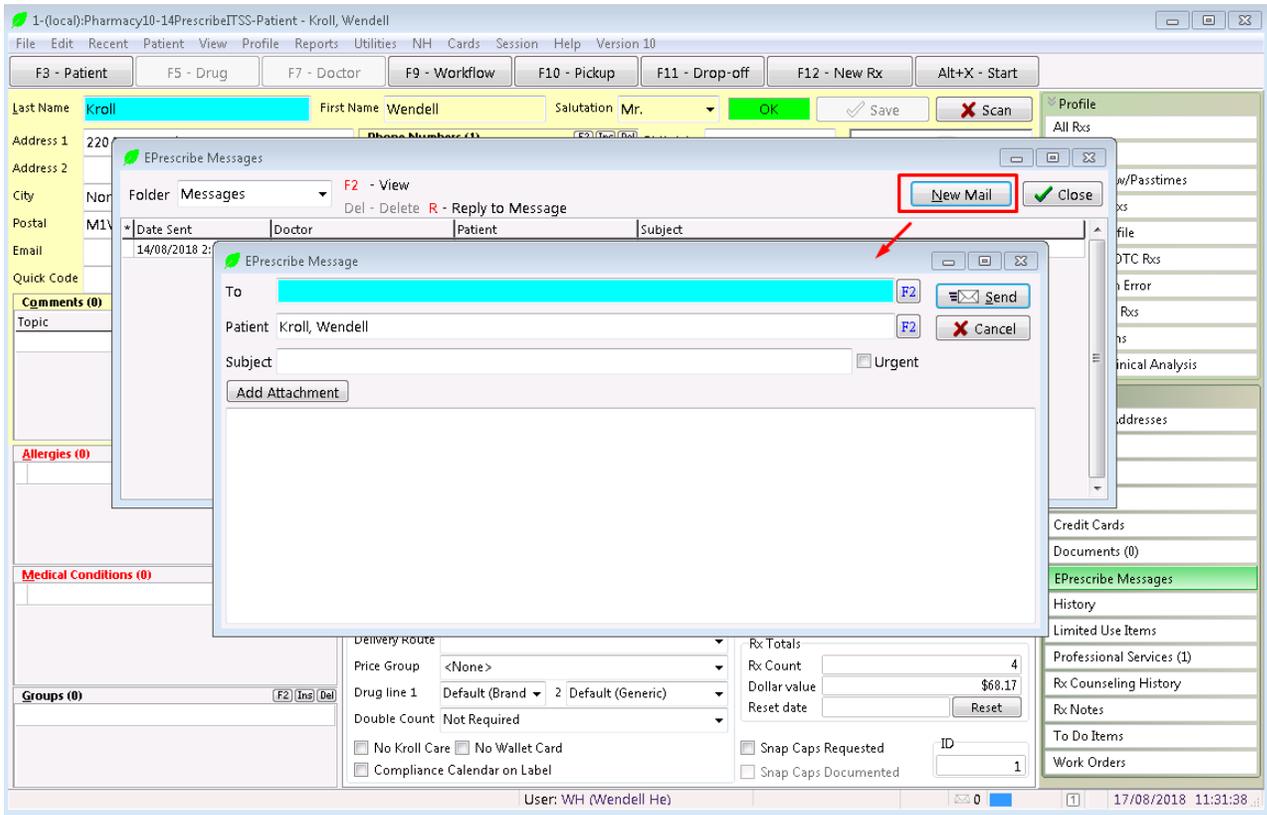
1. Navigate to the patient card and click on ePrescribe Messages in the right ribbon menu or select **View** from the top menu > **ePrescribe Messages**.



NOTE: All patient specific messages will be listed in the default 'Messages' view.



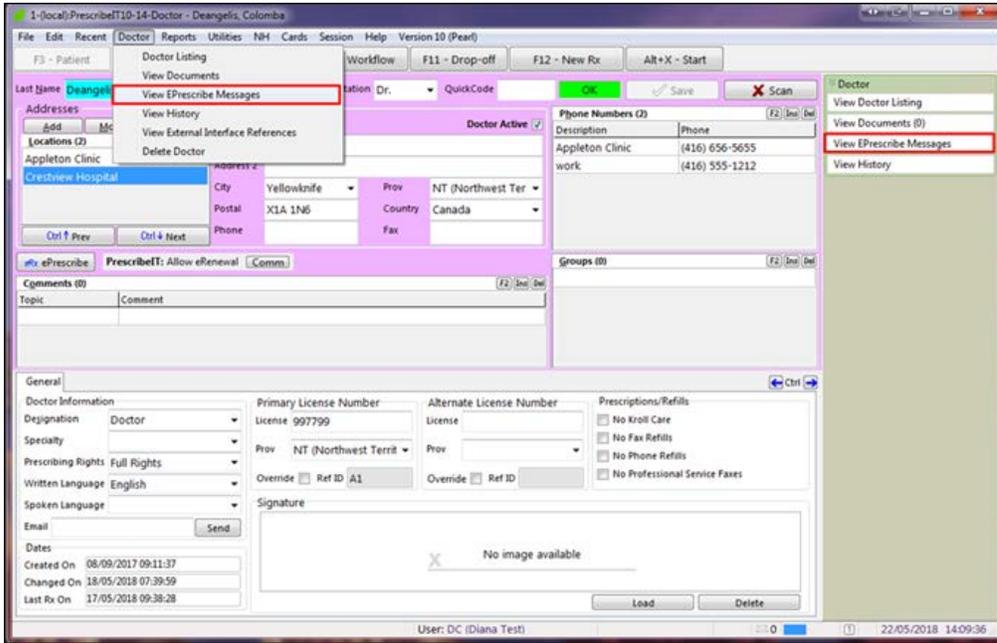
2. Click on New Mail and create/compose the message.



NOTE: Because the message is initiated from the patient card, the patient will automatically be inserted into the message.

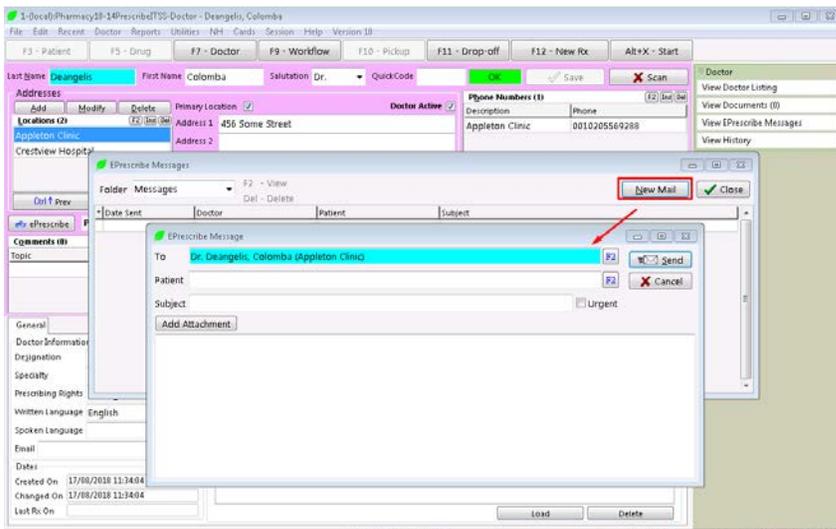
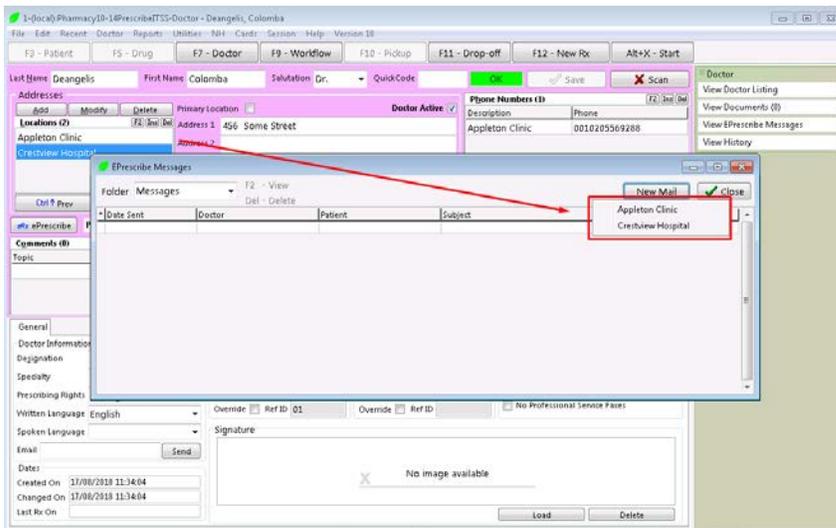
Doctor

1. Navigate to the Doctor card and click on ePrescribe Messages in the right ribbon menu or select Doctor from the top menu > **ePrescribe Messages**.



NOTE: All doctor specific messages will be listed in the default 'Messages' view.

- Click on **New Mail**. If the doctor has more than one location that is PrescribeIT® enabled and configured to send/receive Clinician Communication, a drop down menu will be displayed listing all the locations beneath the **New Mail** button. Select the locations to send the message to.

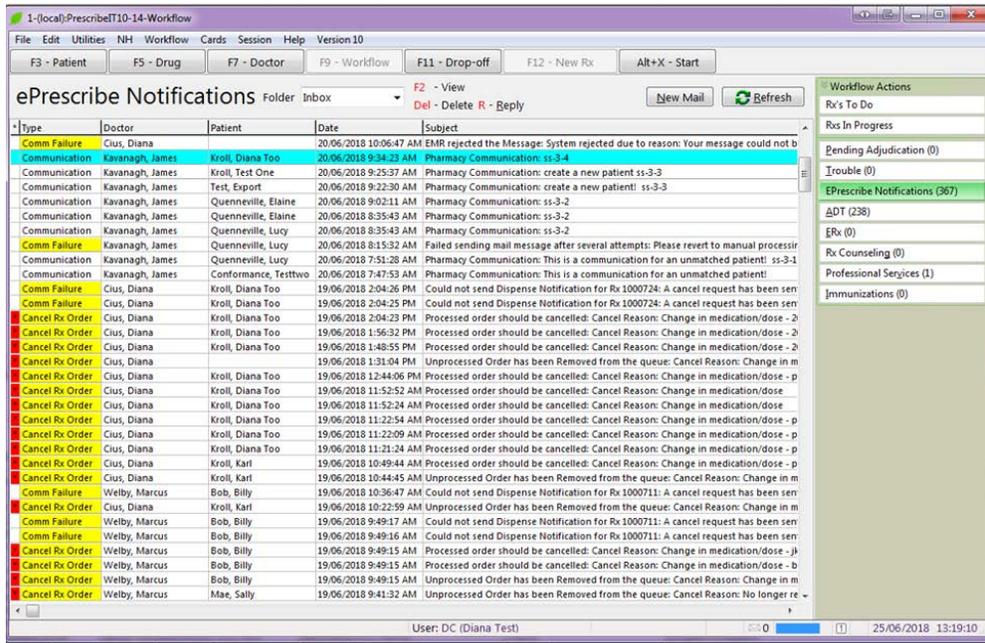


- If the message relates to a specific patient insert using the F2 button. Compose the message and click **Send**.

Receiving and Replying to Clinician Communication

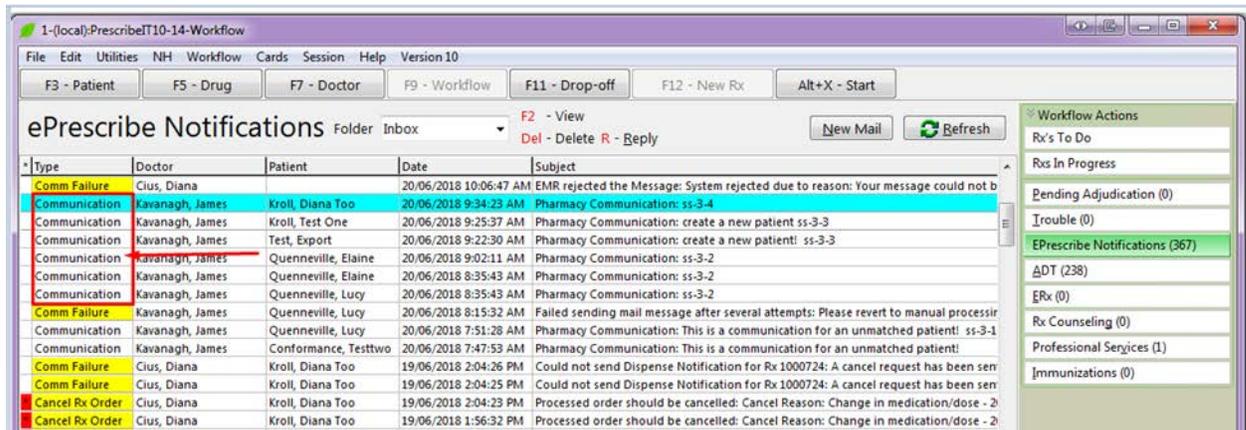
When a prescriber sends a message to the pharmacy it will be forwarded to the **Inbox of the ePrescribe Notifications Queue**. From there a user can view, reply to, or delete the messages.

1. Navigate to F9 and click on the **ePrescribe Notifications** button on the right ribbon menu. All ePrescribe Notifications are displayed in this view:

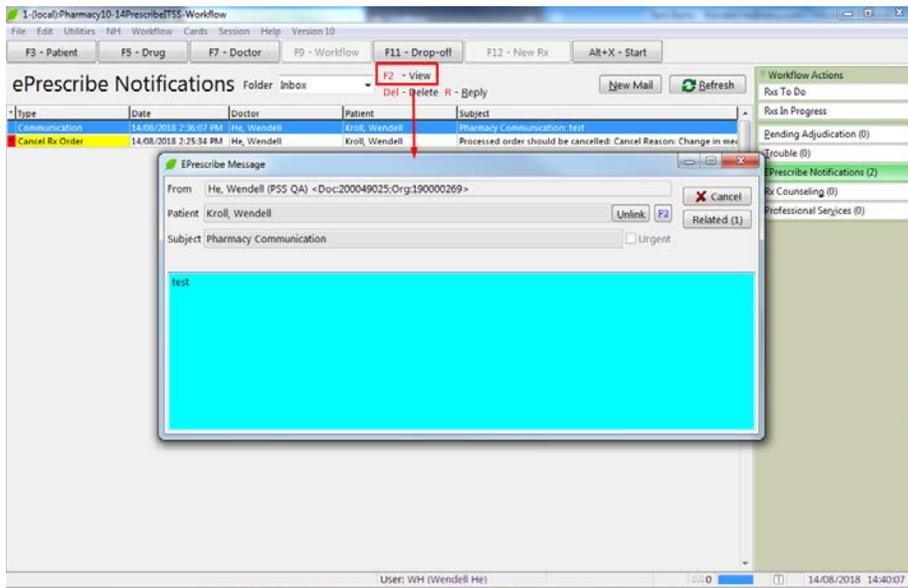


2. All Clinical Communication will have a type of **Communication**.

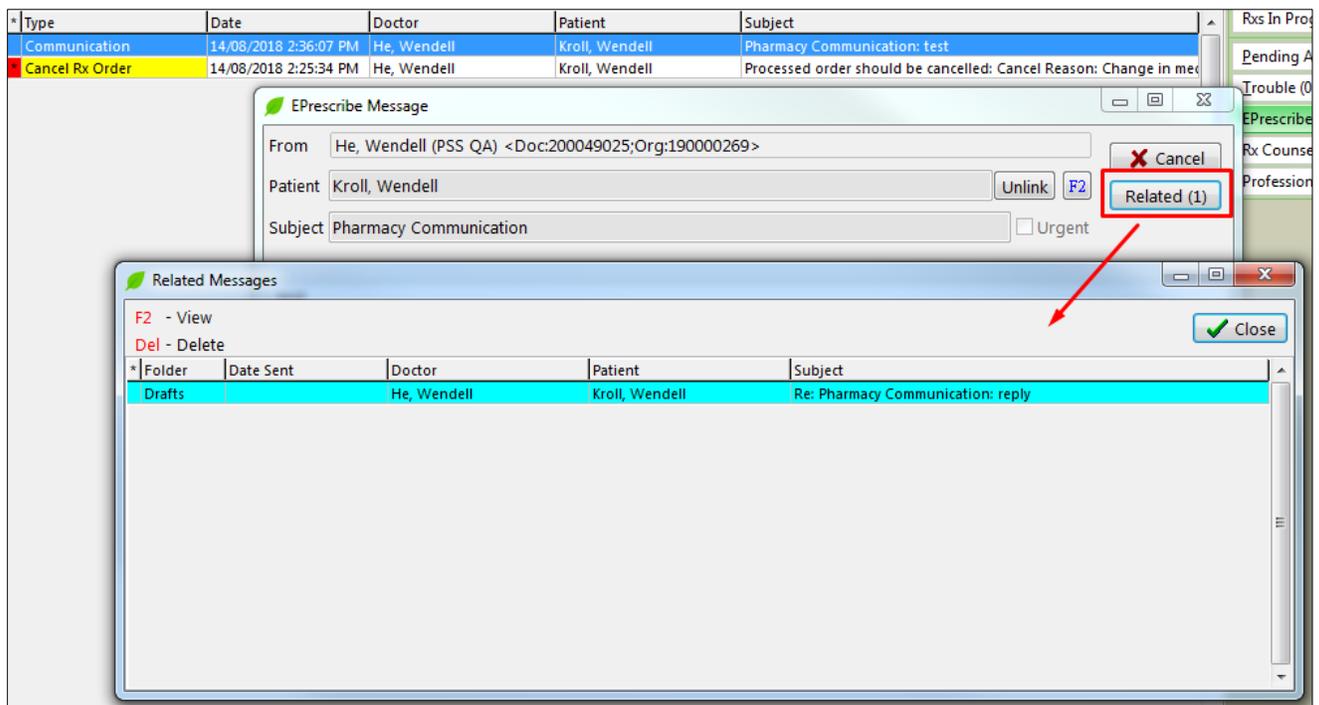
NOTE: Messages can be sorted by Type, Doctor, Patient, and Date by clicking on the column headers.



- Click on **F2** to view the message.

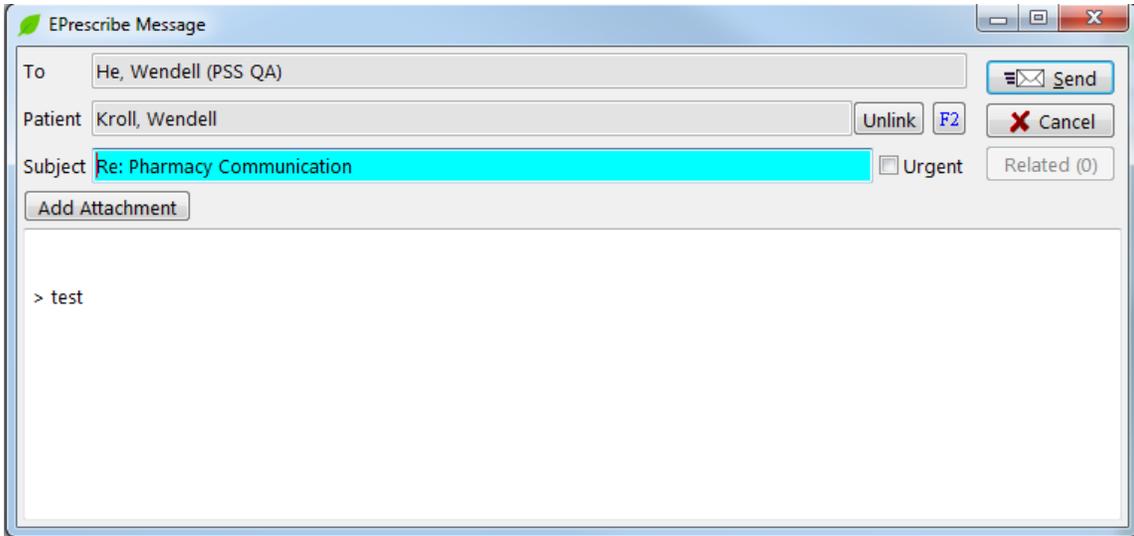


- If the message has ever been replied to, (by either the pharmacy or the Clinician), the related button will display with a number beside it. Clicking it will open the history of this communication (ex. past replies and drafts).



The user can view related messages in detail by clicking **F2** or deleting them by clicking Del.

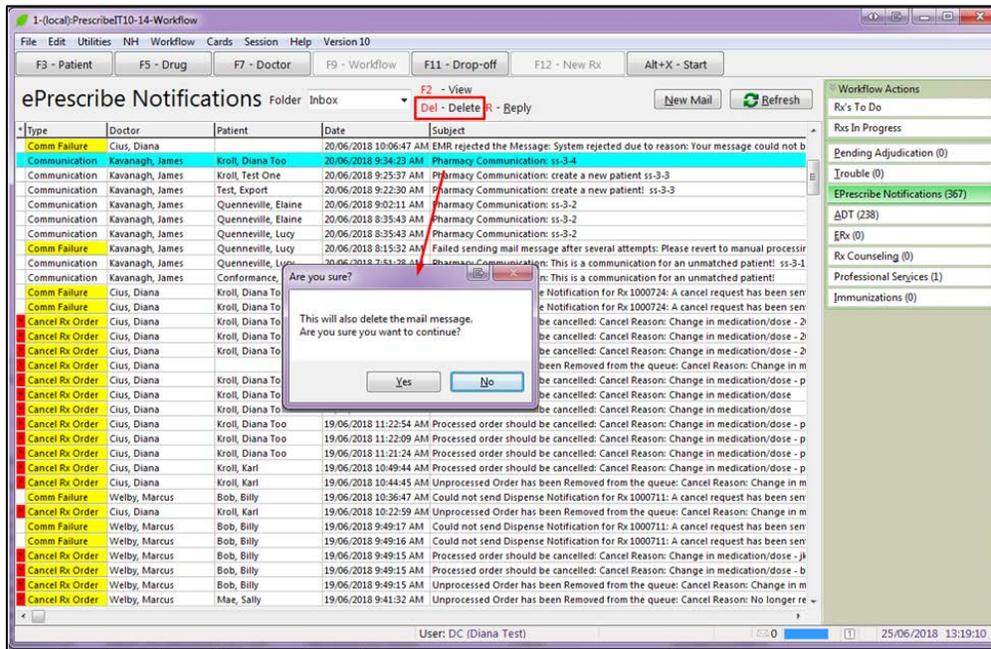
- To reply to a clinician communication, navigate back to the ePrescribe Notifications queue, select the message and click **R-Reply** or hit **R** on the keyboard. The message being replied to will be displayed.



- Add optional attachments and add text to the body of the message.

Deleting Clinician Messages

1. To delete a clinician message from the Inbox, select the message to be deleted and click **Del-Delete** or hit **Del** on the keyboard by clicking **Re-Send**.



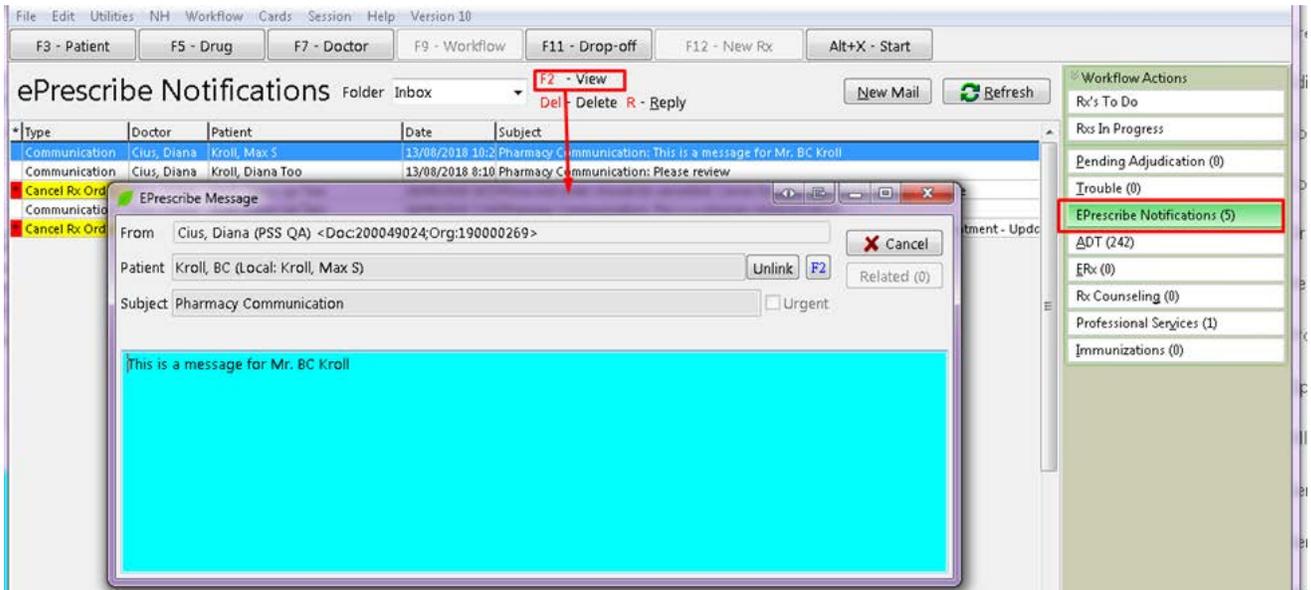
2. A message will be displayed 'This will delete the mail message. Are you sure you want to continue?'.
3. Clicking '**No**' will cancel the operation. Clicking '**Yes**' will remove the message from the inbox and place it in the deleted folder.

NOTE: Messages can be sorted by Type, Doctor, Patient, and Date by clicking on the column headers.

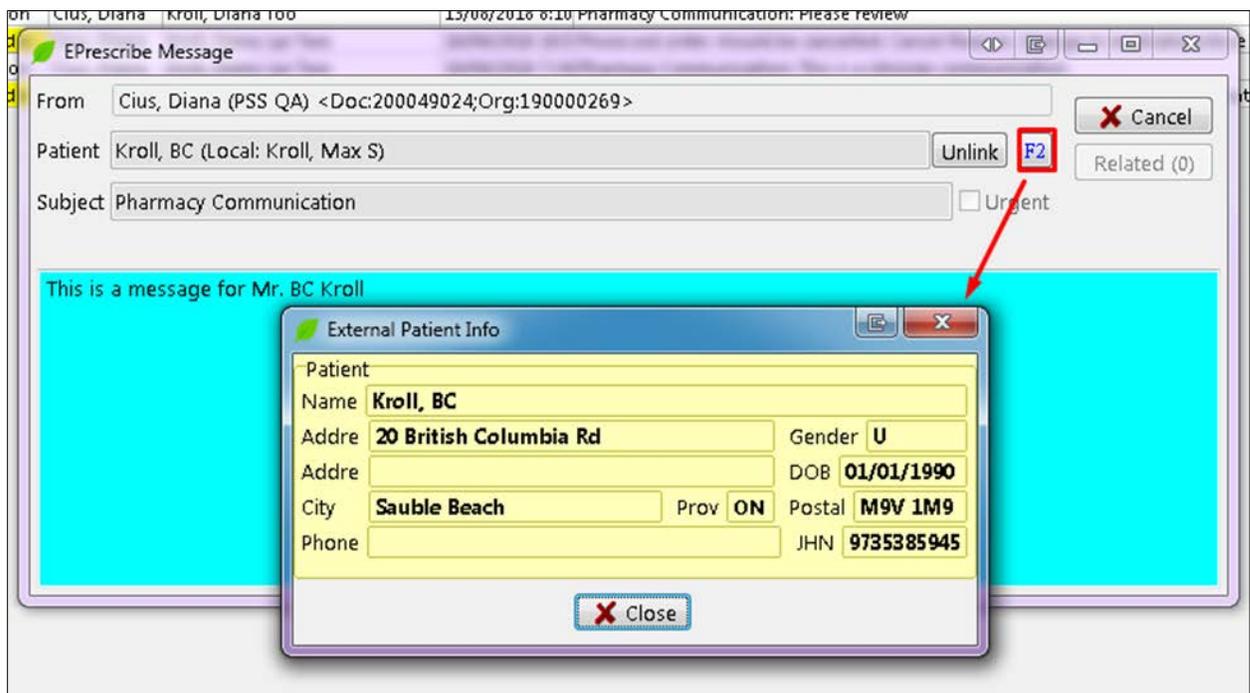
Unlinking Via Clinician Communication

If an incorrect association is made between a local patient and an incoming clinician communication, a user may unlink from the ePrescribe Messages form.

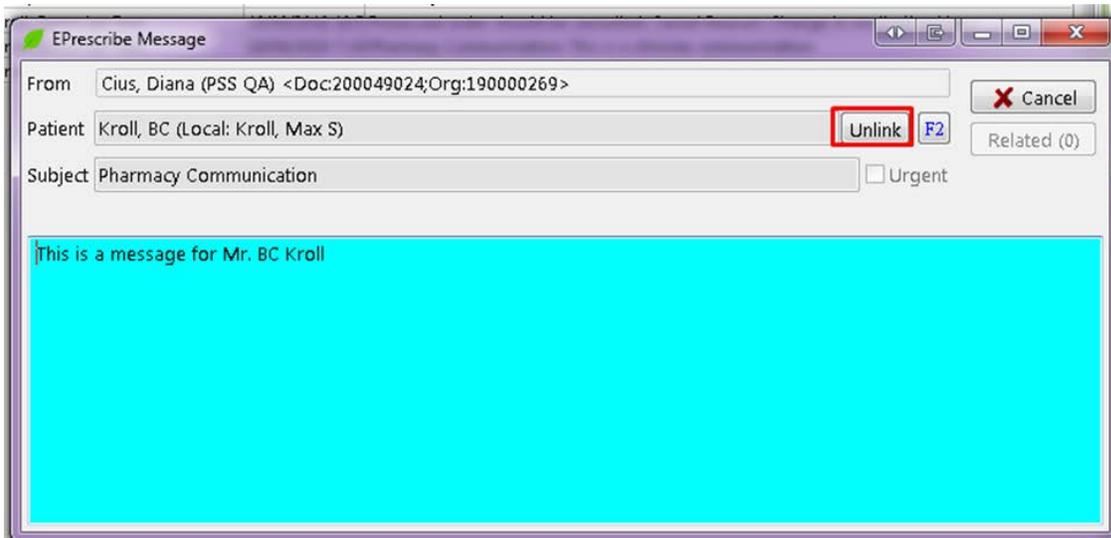
1. Navigate to **F9-Workflow>ePrescribe Notifications**. Double click the message to call it up.



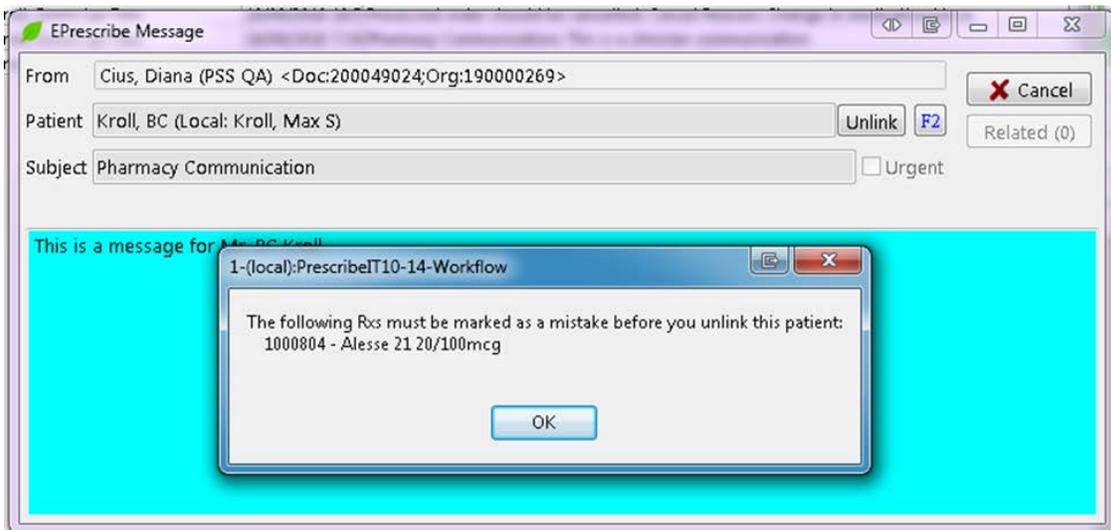
2. Click on the F2 button beside the unlink button to view the patient demographics within the mail message.



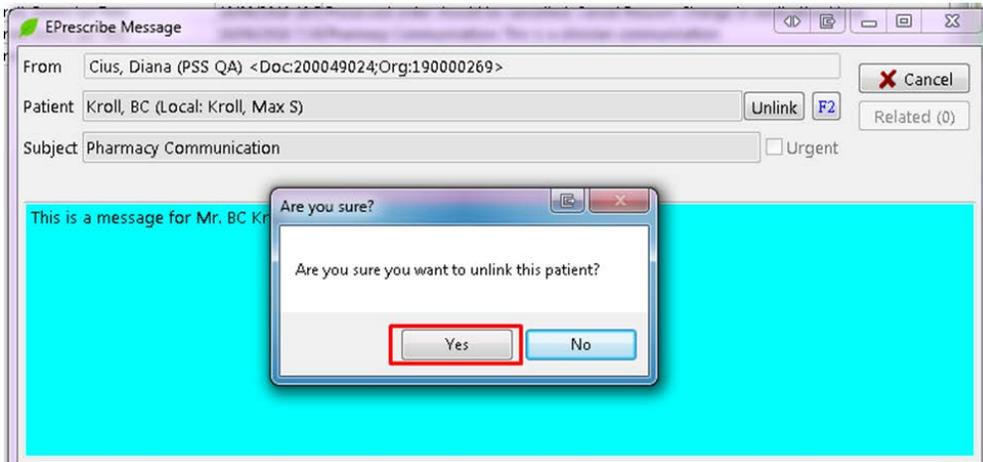
- If the patients do not match, close the External Patient info and click 'Unlink'.



- If the patient has had electronic prescriptions filled against this profile, they must be cancelled and marked as a mistake first.



- Once all PrescriberIT® prescriptions have been cancelled for this patient, click on the unlink button once again. Click **Yes** to the prompt to complete the unlink. The next communication or electronic prescription received will prompt the user to link via the ADT wizard.



NOTE: Any prescriptions that were cancelled and marked as a mistake will be returned to the Rxs To Do/Data Entry Queue once the patient has been unlinked.

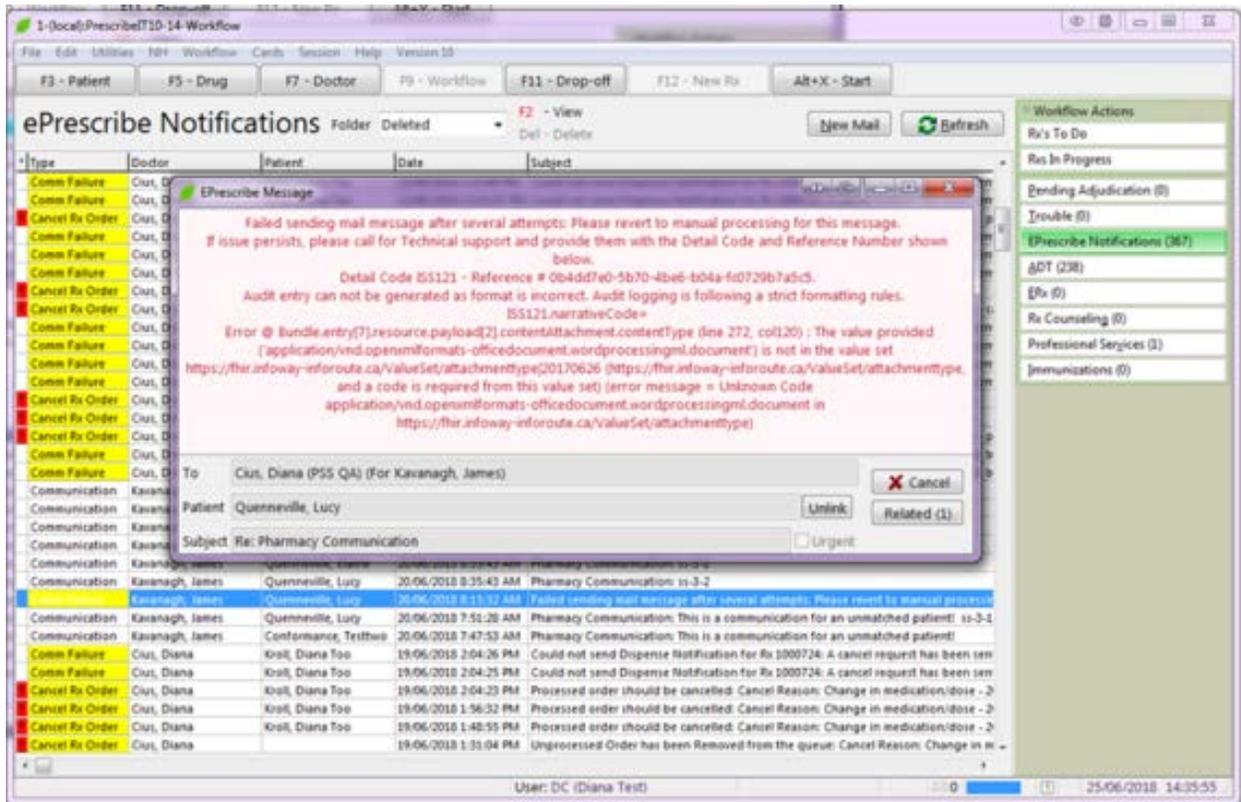
Failed Communications and managing the ePrescribe Notifications Queue

Whenever a communication between the Pharmacy and a PrescribeIT® enabled clinic fails, a notification will be placed in the ePrescribe Notifications Queue.

These can include communication failures (message not received by the Clinic) dispense notification failures, and eRenewal failures.

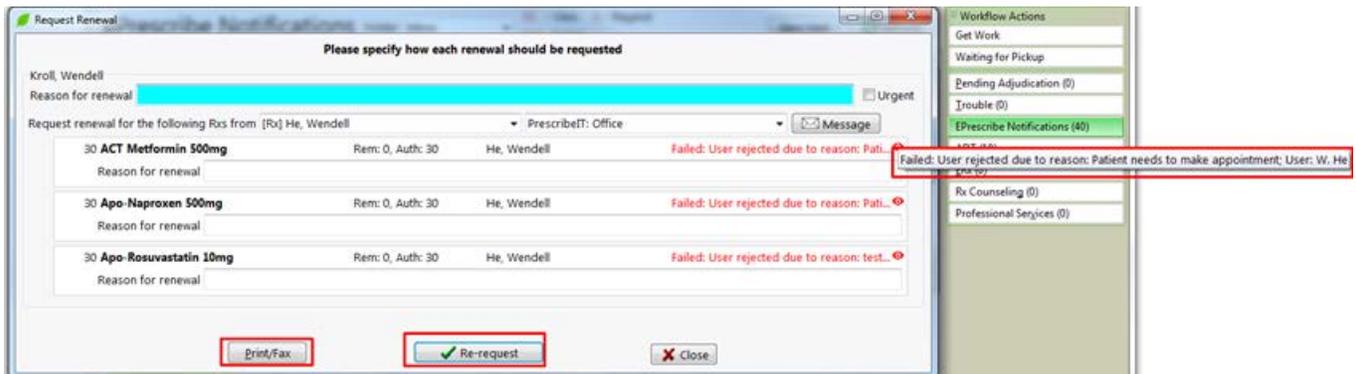
Message Failures

1. When a message fails to send, double click on the failed message in the ePrescribe Notifications queue to call up the record. The user can view further details on why the message failed.
2. The ePrescribe message screen will display a Failed Mail Message.



eRenewal Failures

1. When a renewal fails to send, double click on the failed renewal in the ePrescribe Notifications queue
2. The ePrescribe message screen will display a failed eRenewal.



3. The user can view the error returned then choose to either **Print/Fax** the renewal or **Re-request** it by resending it

NOTE: Hover the cursor over the eye icon to view the failed message reason in its entirety.

When selecting the Print/Fax button on a failed renewal request the user will be able to Print or Fax a Doctor Authorization request. Any comments added to the original Electronic Renewal Request will be included on the Doctor Authorization Fax/Printout.

NOTE: The eRenewal Failure can also be viewed from the Callback queue using the History Filter. The callback entry will have a status of Failed with the returned error message in the Resolved Comment column.

Status	Doctor	Patient	Rx Num	Last Fill	Qty	Brand Name	Comment	Resolved Comment
Failed	He, Wendell	Kroll, Wendell	1000001	14/08/2018	30	Accel-Candesartan 16	eRenewal sent at 11:39 14	Please revert to manual proces
Doc Okayed	He, Wendell	Kroll, Wendell	1000006	14/08/2018	15	Accel-Candesartan 8m	eRenewal sent at 12:33 30	Approved WITH CHANGES: Dos
Doc Okayed	He, Wendell	Kroll, Wendell	1000008	30/08/2018	30	Apo-Valsartan 80mg	eRenewal sent at 12:43 30	Doctor Okayed Refill

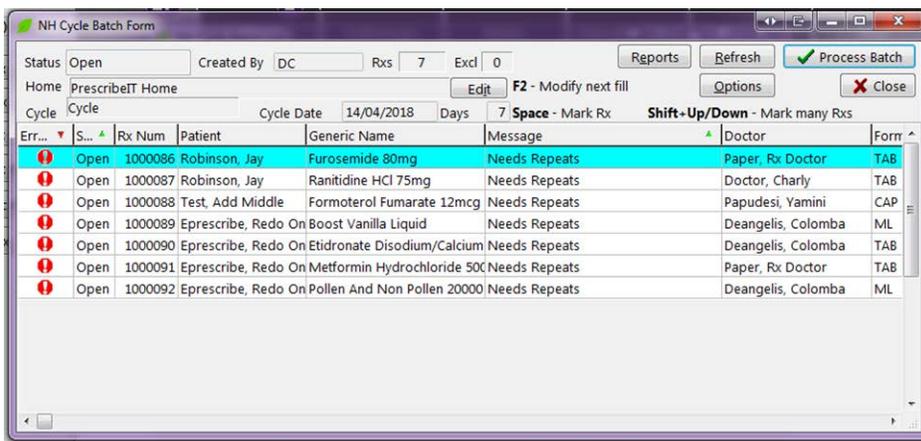
NOTE: Once messages have been read, the user should archive the records to keep the ePrescribe Notifications queue up to date. The messages can be archived by selecting the Del-Delete button or the Del

key on your keyboard. These messages can be viewed in the 'Deleted' folder of the ePrescribe Notifications queue.

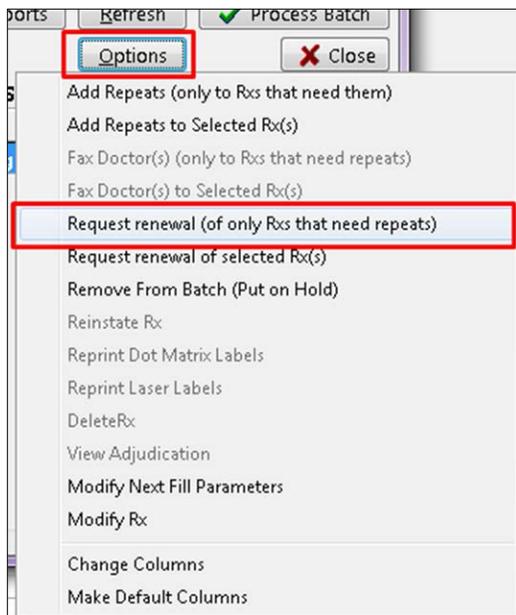
PrescribelT® and Batching

PrescribelT® renewals can be sent for prescriptions within a batch. The steps taken are similar to the traditional methods for paper prescriptions, though receiving the renewal approvals will have some differences in workflow.

1. Create a batch as per usual steps (refer to the Kroll Nursing Home guide to learn how to create a batch).
2. Prescriptions without repeats will display with a hard stop warning **Needs Repeats**.



3. To send an eRenewal to all Rx's that require repeats, right click anywhere on the frame (or click on the **Options** button) and select **Request eRenewal (of only Rx's that need repeats)** from the dropdown.

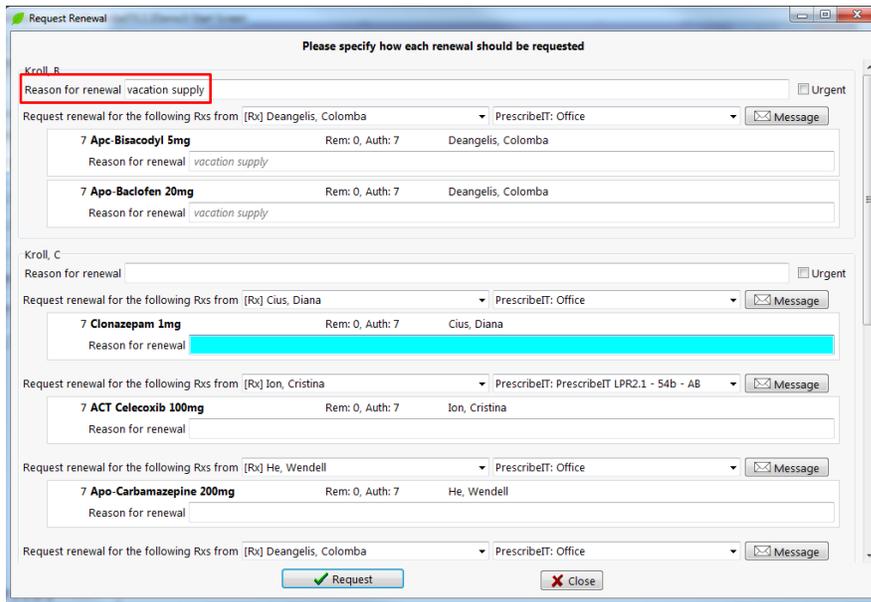


NOTE: To generate a Doctor Authorization Report to print or fax to the doctor choose Fax from the drop-down menu of the 'Request Renewals' form. When Fax is selected, the Doctor Authorization Report will be displayed and user can Print/Fax the request to the prescriber. Please refer to the **Requesting Prescriptions Renewals Amalgamated Process Manual** for further information.

4. The ePrescribe Renewals screen will display.

Patient names will be displayed separately. The prescriptions will further be divided by the originating prescriber.

When a prescription is received **electronically**, the user can select an e-prescribing location from the drop down menu(s). If the prescription is received via **non-electronic methods** (paper/fax or verbally), or if the prescription is to be sent to a different doctor, select on F2 beside the prescriber's location and select or create a new e-prescriber (please refer to page 30 of this guide that demonstrates how to change/create or send an eRenewal to a new prescriber).



Request Renewal

Please specify how each renewal should be requested

Kroll, B

Reason for renewal: vacation supply Urgent

Request renewal for the following Rx from: [Rx] Deangelis, Colomba Prescriber/T: Office Message

7 **Apo-Bisacodyl 5mg** Rem: 0, Auth: 7 Deangelis, Colomba
Reason for renewal: vacation supply

7 **Apo-Baclofen 20mg** Rem: 0, Auth: 7 Deangelis, Colomba
Reason for renewal: vacation supply

Kroll, C

Reason for renewal: Urgent

Request renewal for the following Rx from: [Rx] Cius, Diana Prescriber/T: Office Message

7 **Clonazepam 1mg** Rem: 0, Auth: 7 Cius, Diana
Reason for renewal:

Request renewal for the following Rx from: [Rx] Ion, Cristina Prescriber/T: Prescriber/T LPR2.1 - 54b - A8 Message

7 **ACT Celecoxib 100mg** Rem: 0, Auth: 7 Ion, Cristina
Reason for renewal:

Request renewal for the following Rx from: [Rx] He, Wendell Prescriber/T: Office Message

7 **Apo-Carbamazepine 200mg** Rem: 0, Auth: 7 He, Wendell
Reason for renewal:

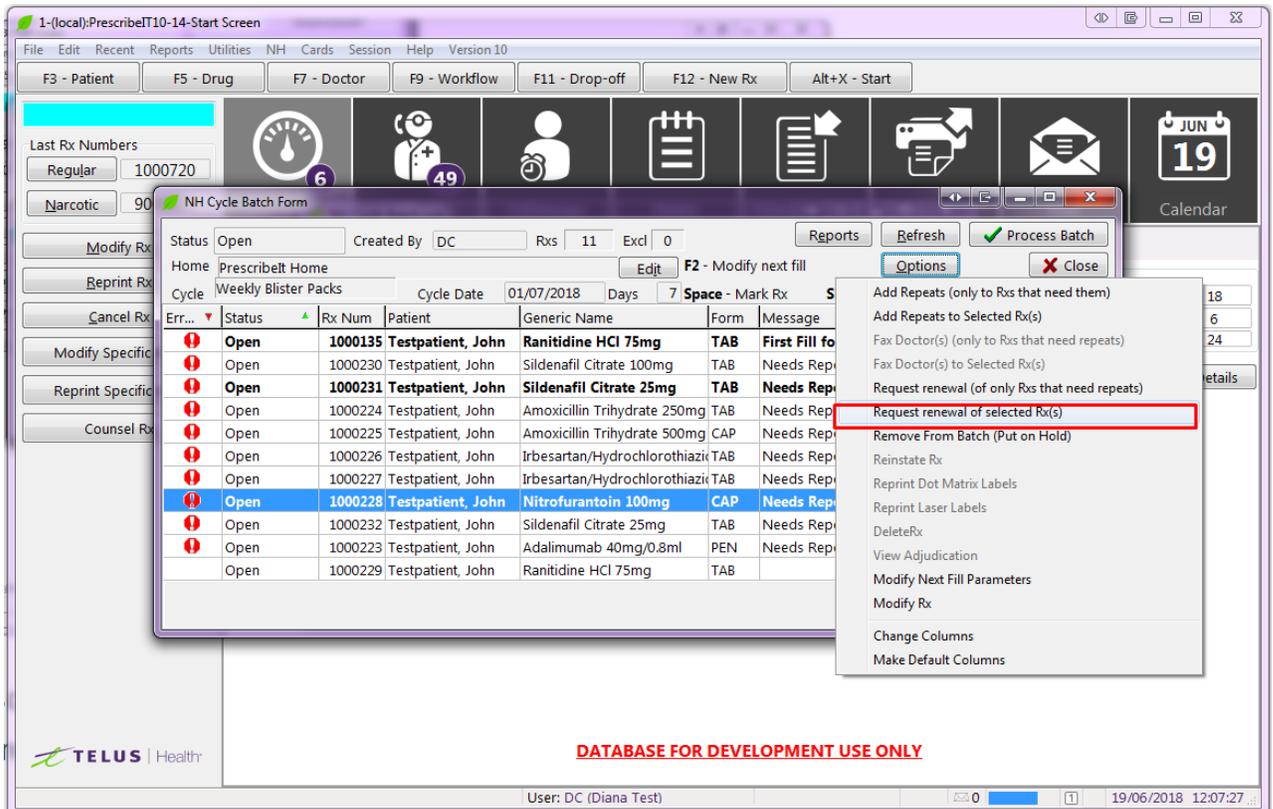
Request renewal for the following Rx from: [Rx] Deangelis, Colomba Prescriber/T: Office Message

5. Ensure that each Rx has an e-prescribing doctor and location as well as an optional Reason for Renewal.
6. Select **Request**.

NOTE: A user can still fax the doctor once a renewal has been sent and an eRenewal can be sent to prescriptions that had a fax doctor report generated against it.

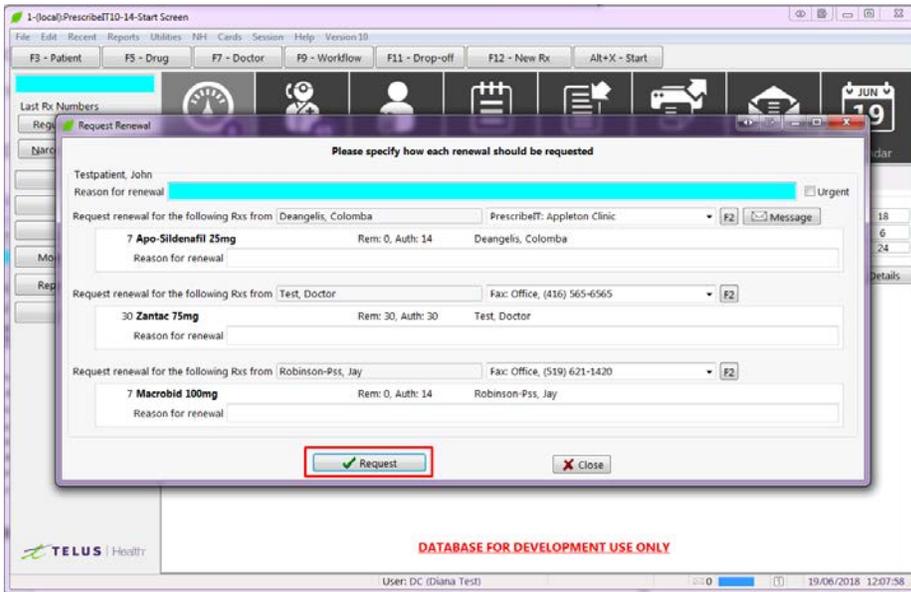
Sending eRenewals to select prescriptions in a batch

1. Using the space bar to highlight the Rx, select the prescription you wish to include.
2. Right click anywhere on the form or, click on the **Options** button and select **Request renewal of Selected Rx(s)**.



3. The ePrescribe Renewals form appears. Select the location to send the eRenewal(s) or, change/select a different prescriber using the F2 button beside the drop down.

4. Enter an optional reason for Renewal and select **Send eRenewals**.

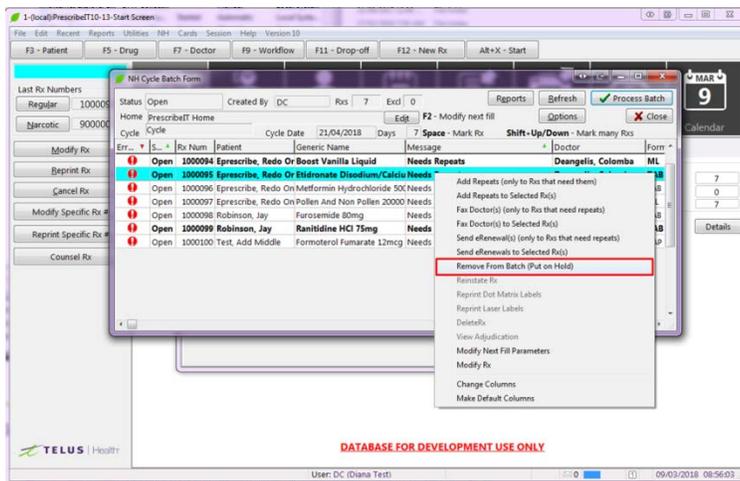


NOTE: Once e-renewals are sent for prescriptions with a target location specified, a user can still send eRenewals for the remaining Rxs that were not sent. Either select **Request Renewals (of only Rxs that need repeats)** or **Request Renewal of selected Rx(s)**.

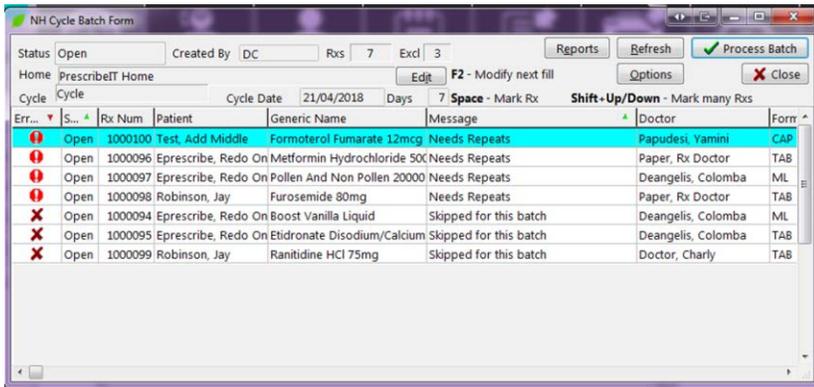
After the prescription renewals have been sent, the next steps to take will depend on the workflow.

i) **Removing Rxs from the Batch:**

To remove the prescriptions from the batch while awaiting renewal authorization, select the prescriptions that eRenewals were sent for and right click (or click the options button) and select **Remove From Batch (Put on Hold)**.



Select to **Remove from this batch only** (it will be included for the next cycle).



A red X will be displayed beside the prescriptions that will be removed from the batch. Click on **Process Batch** to initiate filling/adjudicating.

Once an e-renewal approved response is received by the physician the prescription can be linked to the previous fill via the **Copy from Prior Rx** or **Copy From Local Rx** on the External Rx Order:



NOTE: When copying/linking batch filled prescriptions to an electronic prescription the NH Rx information will also be copied over which includes the **Cycle**, the **Med Type**, **Unit Dose** and **Passtimes**.

ii) **Adding Repeats within the cycle**

A user may wish to not remove the prescriptions from the batch and instead copy to a new number and add repeats to the cycle.

Once the Rx is copied and repeats added, the cycle can be completed.

When the renewal authorization is received by the physician, the Rx can be copied and made unfill, copied and remove a repeat or cancelling and attach the printout of the electronic external order as a script image.

NOTE: It is important to properly cross reference the prescriptions.

PrescribeIT® ePrescribe Log

All PrescribeIT® transactions are logged and stored in the **ePrescribe log**. This can be accessed from the **Utilities > ePrescribe Log**.

The types of transactions logged include:

- New Prescriptions
- Renewal Prescriptions
- Renewal Requests
- Renewal Responses
- Cancel Rx Order
- Cancel Rx Order Responses
- Dispense Notifications
- Cancel Dispense Notifications
- Deferred Order
- Clinician Communication
- Provider Registry Searches
- Errors received from PrescribeIT®

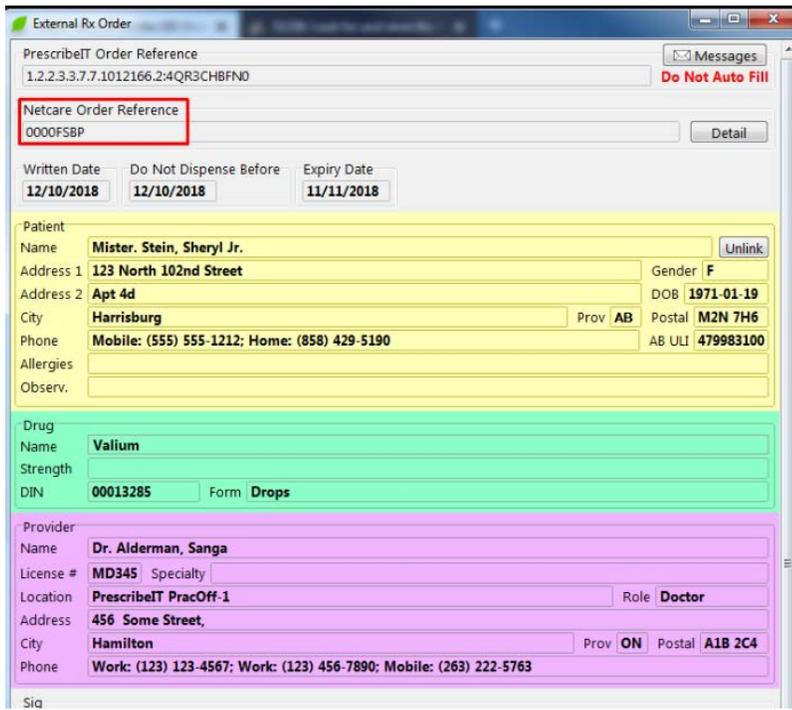
By double clicking on a record (or hitting F2 on the keyboard) a user is able to view the details of the particular transaction.

Alberta

PrescribIT® integrated stores in Alberta will have the same functionality as indicated above but with a few key differences.

External Rx Order and printout

For Alberta RTI stores, when a PrescribIT® prescription is transmitted to Alberta Netcare from the doctor, a Netcare Order Reference will be displayed on the External Rx Order.



The screenshot shows a web-based form titled "External Rx Order". At the top, it displays the "PrescribIT Order Reference" as "1.2.2.3.3.7.7.1012166.2:4QR3CHBFND" and a "Messages" icon. Below this is a "Netcare Order Reference" field containing "0000FSBP", which is highlighted with a red box. A "Do Not Auto Fill" warning is present. The form includes date fields for "Written Date" (12/10/2018), "Do Not Dispense Before" (12/10/2018), and "Expiry Date" (11/11/2018). The patient section, highlighted in yellow, lists "Mister. Stein, Sheryl Jr." with address "123 North 102nd Street, Apt 4d, Harrisburg, AB, M2N 7H6" and phone numbers. The drug section, highlighted in green, lists "Valium" with DIN "00013285" and form "Drops". The provider section, highlighted in purple, lists "Dr. Alderman, Sanga" with license "MD345" and location "PrescribIT PracOff-1, 456 Some Street, Hamilton, ON, A1B 2C4".

The Netcare Order Reference will also be printed when generating a printout of the order.

Dr. Alderman, Sanga Lic# MD345
 PrescribeIT PracOff-1
 456 Some Street
 Hamilton ON, A1B 2C4
 Phone: Work: (123) 123-4567; Work: (123) 456-7890; Mobile: (263) 222-5763

Mister. Stein, Sheryl Jr. 19-Jan-1971 - F
 123 North 102nd Street
 Apt 4d
 Harrisburg AB, M2N 7H6
 Phone: Mobile: (555) 555-1212; Home: (858) 429-5190 AB ULI: 479983100

Netcare Order Id: 0000FSBP
 Date Prescribed: 12-Oct-2018 Do Not Auto Fill
 Valium (Drops) DIN: 00013285
 Take 8 tablet 1 time per d for 3 d THEN Take 6 tablet 1 time per d for 3 d THEN Take 4 tablet 1 time per d for 3 d THEN Take 2 tablet 1 time per d for 3 d THEN Take 1 tablet 1 time per d for 3 d

Start Date: 12-Oct-2018 Last fill expiry date: 11-Nov-2018
 First fill quantity: 40 capsule First fill days supply: 15
 Prescribed quantity: 40 capsule Prescribed days supply: 15
 Refills: 5
 Total quantity: 80 Capsule(s) Total days supply: 15
 Trial: No

Additional Notes
 Treatment Type: Chronic
 OVER 25 Detected Issues!

Signature: _____

This is an electronic Rx received via PrescribeIT™
 *** For reference only. Non-dispensable. ***

Printed 15-Oct-2018 at Wendell's Pharmacy, 220 Duncan Mill Road, Edmonton AB M1V 1V1

Similarly, for non-RTI stores, this field will also be present on the External Order and on the printout but will be displayed with the Order Reference label instead of Netcare Order Reference.

External Rx Order

PrescribeIT Order Reference
 1.2.2.3.3.7.7.1012166.2:FWCYX2KUHM Messages
Do Not Auto Fill

Order Reference
 0000FSKR Detail

Written Date: 19/10/2018 Do Not Dispense Before: 19/10/2018 Expiry Date: 18/11/2018

Patient

Name: Mister. Stein, Sheryl Gretel Jr. Unlink
 Address 1: 123 North 102nd Street Gender: F
 Address 2: Apt 4d DOB: 1971-01-19
 City: Harrisburg Prov: AB Postal: M2N 7H6
 Phone: Mobile: (555) 555-1212; Home: (858) 429-5190 AB ULI: 479983100
 Allergies:
 Observ.:

Drug

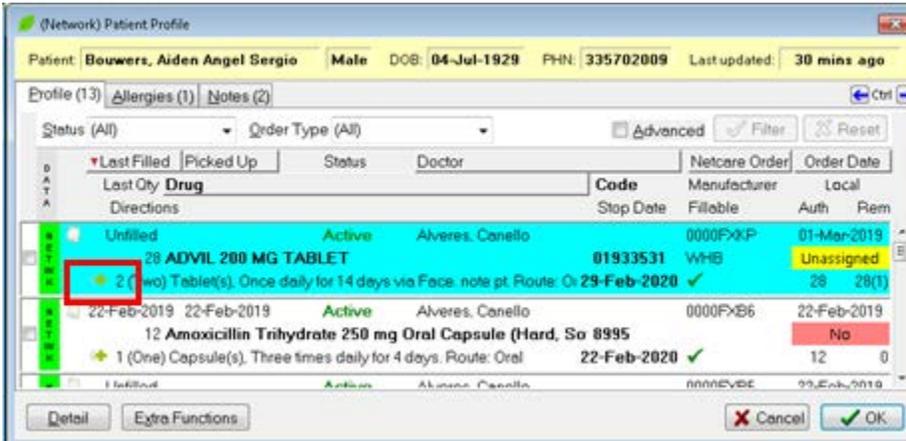
Name: Digoxin
 Strength: 500 units
 DIN: Form: Oral Solution

Provider

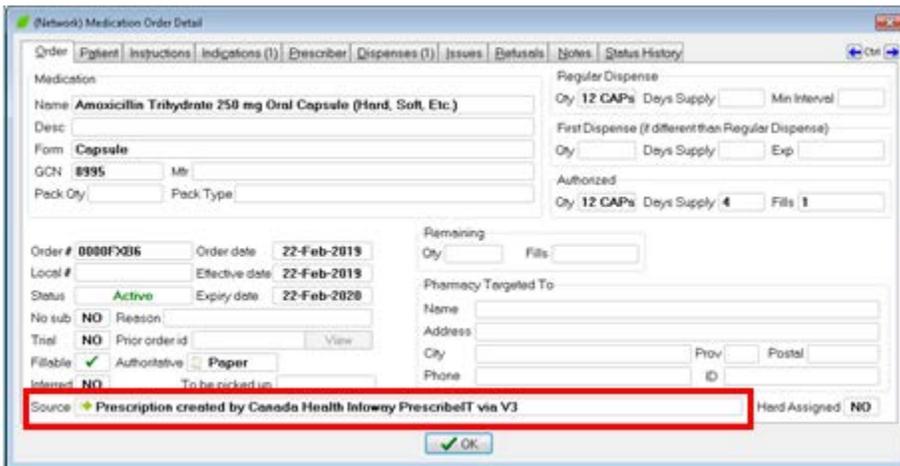
Name: Dr. Alderman, Sanga
 License #: MD345 Specialty:
 Location: PrescribeIT PracOff-1 Role: Doctor

Network Profile

On the patient's Network Profile, in F3-Patient > Network > Profile, an icon has been added to indicate which orders on the profile are PrescribeIT® prescriptions.



Hovering the cursor over the icon or detailing the order will display the source details.

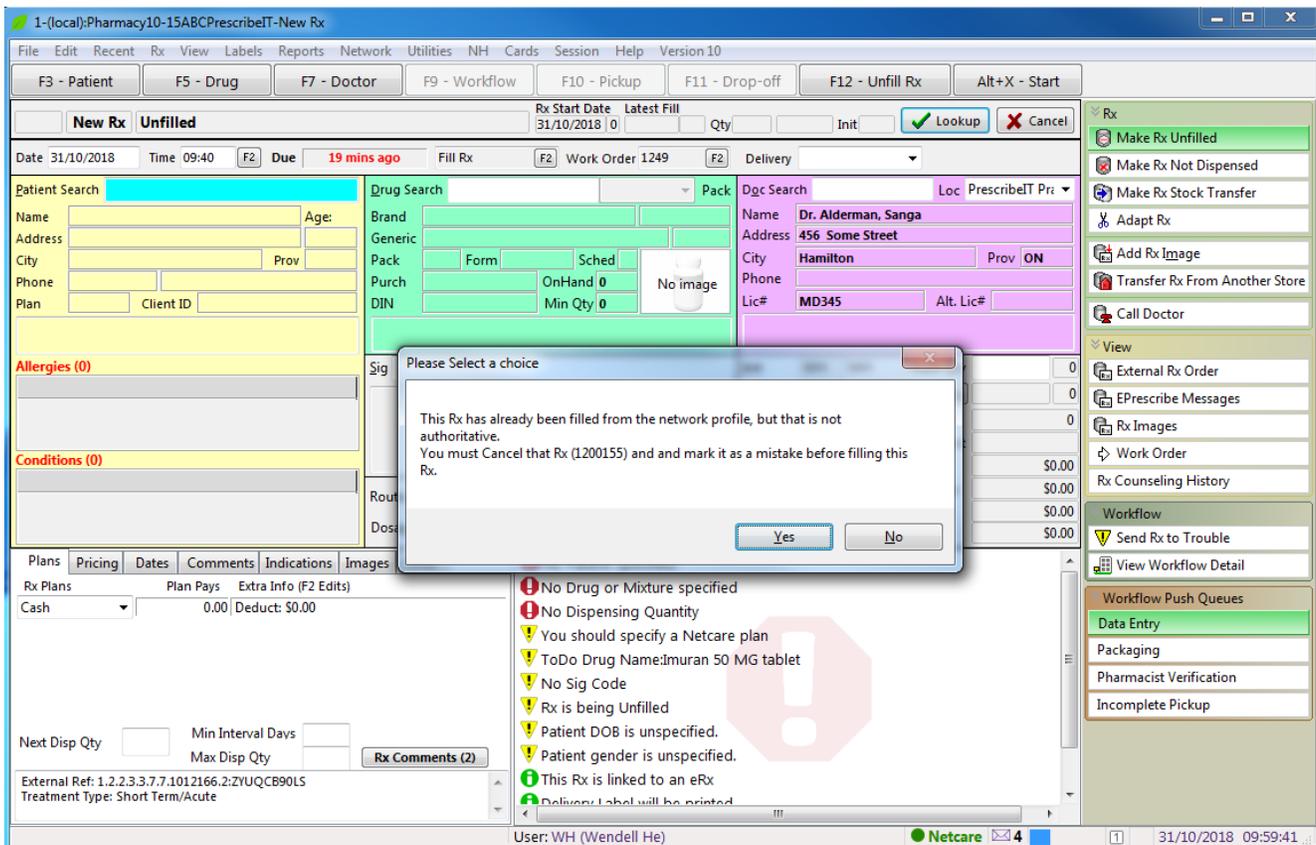


The screenshot displays the PrescribIT software interface, divided into several panels:

- External Rx Order Panel (Left):** Shows order details including PrescribIT Order Reference (1.2.2.3.7.7.101266.24QRUCHBFND), Ncstore Order Reference (00005BP), and dates (Written Date: 12/10/2018, Do Not Dispense Before: 12/10/2018, Expiry Date: 11/11/2018). Patient information includes Name (Mister, Stein, Sheryl Jr.), Address (123 North 102nd Street, Harrisburg, MD21), and DOB (1971-01-10). Drug details for Valium (Strength: 00013285, Form: Drops) and Provider (Dr. Alderman, Sanga, MD245, Specialty: PrescribIT PracOff 1, Role: Doctor) are listed.
- Prescription Form (Center):** Displays a 'New Rx Unfilled' form for Valium. It includes fields for Patient Search (Stein, Sheryl), Drug Search (Brand: Valium, Pack: 100, Form: TAB, Sched: T), and Patient Information (Name: Dr. Alderman, Sanga, Address: 456 Some Street, City: Hamilton, MD245, Prov: ON). The form also shows a list of conditions and a 'Sig' field with instructions: 'Take 2 tablet 1 time per d for 3 d THEN Take 6 tablet 1 time per d for 3 d THEN Take 4 tablet 1 time per d for 3 d THEN Take 2 tablet 1 time per d for 3 d THEN Take 1 tablet 1 time per d for 3 d'. A 'Unit Dose (Cm-UP): Disabled' warning is present.
- Right Panel:** Contains a list of actions such as 'Make Rx Unfilled', 'Make Rx Not Dispensed', 'Make Rx Stock Transfer', 'Add Rx', 'Add Rx Image', 'Transfer Rx From Another...', 'Call Doctor', 'Counsel Patient on Pickup', 'Print Kiosk Care', 'View', 'External Rx Order', 'Prescribe Messages', 'Rx Images', 'Clinical Interactions', 'Plan Information', 'Patient Plan Information', 'Generic Equivalents', 'Use Dose Info', 'Work Order', 'Rx Counseling History', 'Workflow', 'Send Rx to Trouble', 'View Workflow Detail', 'Workflow Push Queue', and 'Data Entry'.

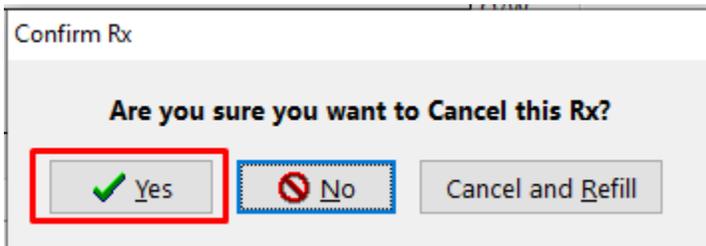
Calling up a PrescriberIT® prescription where the order with the same order reference was retrieved and filled from the Network

When calling up a PrescriberIT® prescription where the order with the corresponding order reference was previously polled from the patient’s network profile and filled prior to the pharmacy receiving the PrescriberIT® prescription from the doctor, a prompt will be displaying indicating that the prescription had been previously filled from the network. The pharmacy must first cancel the prescription and mark as a mistake as it is unauthoritative and then fill the authoritative PrescriberIT® prescription.

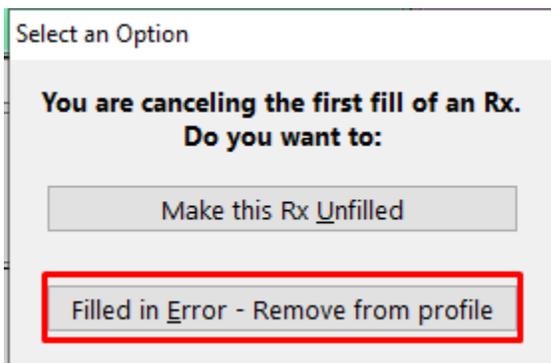


1. Call up the PrescriberIT® prescription where an Rx with the same Order Reference was previously filled from the network profile
2. When prompted with the notification that a prior Rx has been filled from the network profile, click Yes.

- Previously filled Rx is brought up in Cancel. Click Yes when prompted to confirm cancellation.



- On the next prompt, select Filled in Error – Remove from profile and complete the cancellation process



- Return to F9-Workflow > ToDo/Data Entry and call up the PrescribelT® prescription and process as normal