Newfoundland & Labrador Drug Information System

PharmaClik Rx User Guide

Last Revised: September 1, 2023

Table of Contents

Revision History

In order to maintain the accuracy of this document, any changes made will be noted in the table below. Please refer to this section before using this document to ensure no updates were made to the content you may be referencing.

Date	Revision
August 03, 2016	Addition of PharmaClik Rx 1.8 Changes.
November 26, 2020	Modified Nullifying a Patient and Changing Instructions.
May 25, 2021	Modified Adding New Immunizations to the DIS.
June 21, 2021	Modified Nullifying a Patient section
November 17, 2021	Modified Adding New Immunizations to the DIS.
December 15, 2023	Modified DIS Preferences section. Addition of Retracting a Pickup Message.

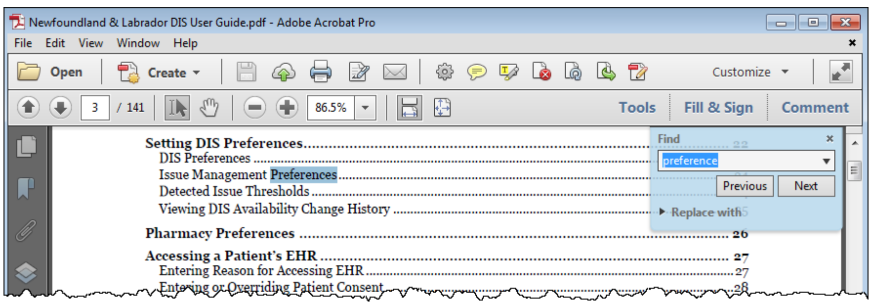
How to Use This Guide

To navigate this user guide quickly, use the Table of Contents to find your topic or search this User Guide using a key word. You can use the following two features:

- **Find Feature** – Searches the PDF for your keyword and displays one result at a time in sequential order.
- **Advanced Search Feature** – Searches the PDF for your key word and displays all the pages that contain that key word on the left side. You can click on any page from the panel and it will display the content on the side.

To use the Find Feature:

1. Select **Edit** > **Find**. The 'Find' window appears.

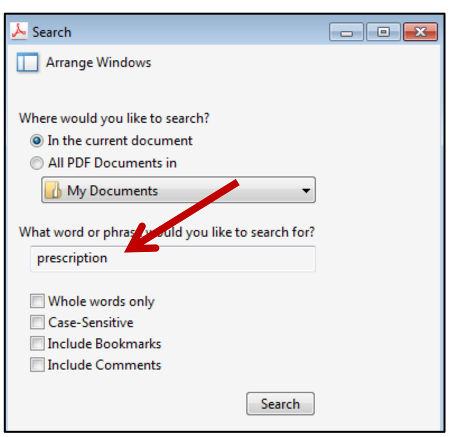


TIP: You can also access the *Find* window by selecting **Crtl** + **F** from the keyboard.

2. Enter in the keyword you wish to search by (e.g. prescription).
3. Select the **Next** button to view the next page that contains the key word you searched.

Using the Advanced Search Feature:

1. Select **Edit** > **Advanced Search.** The 'Search' window opens.
2. Enter in the keyword you wish to search by (e.g. prescription).



TIP: You can also access the *Search* window by selecting **Shift** + **Crtl** + **F** from the keyboard.

3. Select the **Search** button.
4. From the *Results* returned, select the page you wish to view.

Getting Started

If you are new to Drug Information System (DIS) integration, or you would like to refresh your memory on various aspects of the DIS, review the information outlined in this User Guide. Before you begin transmitting claims to the DIS, it is important you read and understand the information provided in this User Guide.

Introduction to eHealth

The Newfoundland and Labrador Pharmacy Network (NLPN) is a provincial online Drug Information System (DIS), which provides authorized health professionals with comprehensive medication profiles for all patients.

In many provinces, the Prescription Drug Act requires pharmacies to submit all dispenses on behalf of provincial residents to the DIS. This process allows a patient's medication profile, also known as an Electronic Health Record (EHR), to be complete with vital clinical information that is necessary for appropriate and timely care. The NLPN connects pharmacists, physicians, nurse practitioners, and other authorized health professionals with a patient's EHR in order to allow this information to aid in effective health planning, evaluation, and research.

Since the NLPN is not in any way connected to the Newfoundland and Labrador Prescription Drug Program (NLPDP) system, it contains only clinical information concerning a patient.

All personal health information is subject to statutory protection under the Health Information Protection Act (HIPA). As a result, access to patient data for all DIS enabled provinces are limited to those who are authorized and for security purposes by their organization, within user-defined roles.

Client Registry

The Client Registry (CR) is the provincial registry that interacts seamlessly with NLPN. The CR maintains client identifiers and demographic information, and is the source for validation of patient information.

In Newfoundland, pharmacies are considered to be the source systems to the provincial CR. Patient records maintained within PharmaClik Rx (retail and non-retail) <u>must</u> be synchronized with the CR to ensure local patient information is added to the CR.

Glossary of Terms

Terminology	Translation
Adverse Drug Reaction (ADR)	Any adverse event associated with the use of a drug, whether or not considered drug related, including the following: • An adverse event that can occur after using a drug. • An adverse event occurring from drug overdose. • An adverse event occurring from drug withdrawal.
Animal	Patient Status to indicate the patient is not an active patient, but perhaps a family pet. An Animal record will have no provincial health number. Prescriptions for animals are not transmitted to the DIS. Patients that have had DIS activity will not be entitled to change their status to an Animal.
Client Registry	A comprehensive registry of residents that contain patient client demographic information. This information can be reviewed by all users that have DIS Access.
Consent	In order for a health professional to view a patient's EHR data that has been masked, consent must be provided by the patient. Consent can be given in the means of either a Keyword, Consent for a period of time, or Break-the Glass (override consent).
Create and Dispense	The portion of the prescription that is recorded on the DIS. The Create is the original prescription information from the prescriber (either created electronically by the prescriber or transcribed by the pharmacist). The Dispense is the act of dispensing the prescription.
Detected Issue	The list of clinical conflicts that have been detected and recorded involving a patient's drug administration. Issues can be managed in NL.
Device	An instrument, apparatus, implement, machine, contrivance, implant, in vitro reagent, or other similar or related article, including any component, part, or accessory. In Newfoundland all DEVICE products use a Product Identification Number (PIN). These PINs are identified on the OPINIONS PIN List.
Drug Information System (DIS)	A single, secure repository where health professionals can view all of the drugs dispensed to patients, regardless of the location or prescriber.
Electronic Health Record (EHR)	A patient medication profile that resides on the DIS. The EHR checkbox throughout PharmaClik Rx indicates whether the information resides on the DIS.
Issue Management	When a Detected Issue is brought to the attention of a health professional, it may be necessary to deal with it by entering an Issue Management(s). The Issue Management provides information to other Health Professionals regarding the actions or outcomes taken to resolve the Detected Issue(s).

Terminology	Translation
Masked	Indicates that a patient profile, or specific prescription(s), have been protected from viewing. Only authorized health professionals will be granted consent to view masked data.
National Association of Pharmacy Regulatory Authorities (NAPRA)	A voluntary association of provincial and territorial pharmacy regulatory bodies, as well as the Canadian Forces Pharmacy Services. NAPRA regulates the practice of pharmacy and operation of pharmacies in their respective jurisdictions in Canada. Their primary mandate is to protect the public.
Newfoundland and Labrador Centre for Health Information (NLCHI)	A crown corporation of the government of Newfoundland and Labrador responsible for developing and implementing the province's confidential and secure Electronic Health Record (EHR).
Newfoundland and Labrador Pharmacy Network (NLPN)	A province-wide system that links pharmacies to a record of a patient's medications.
Other Medication Record	A record of a drug the patient is taking but was not prescribed through the system. This could be a recommended OTC product or a dispense that occurred out of province. This could also be used when a patient is provided a medication sample.
Out of Province	A patient status that indicates the patient does not reside in this province and has no provincial health number.
Patient Medication Profile	The portion of a patient's record that contains specific information in regard to drug therapy. The profile includes all medications prescribed and dispensed for the patient that resides on the DIS.
Personal Health Number (PHN)	A unique identification number assigned to a resident of a province. This number is used to store and retrieve all personal information, including their demographics, medication history and eligibility for publicly funded health care. **NOTE:** In Newfoundland, this is called a Medical Plan Number (MCP). To maintain consistency, MCP will be referred to as PHN throughout this user guide.
Pharmacist ID	Pharmacist Identification number refers to the dispensing Pharmacist's license number.
Pickup	To comply with the Act and Regulations, it is important that claims are marked 'Picked Up' in PharmaClik Rx at the time the customer physically picks up the medication, not at the time the prescription is dispensed. Pickup identifies that the prescription is in the patient's possession.
Synchronized	When local patient information, including drug therapy, is synchronized with the information on the CR.

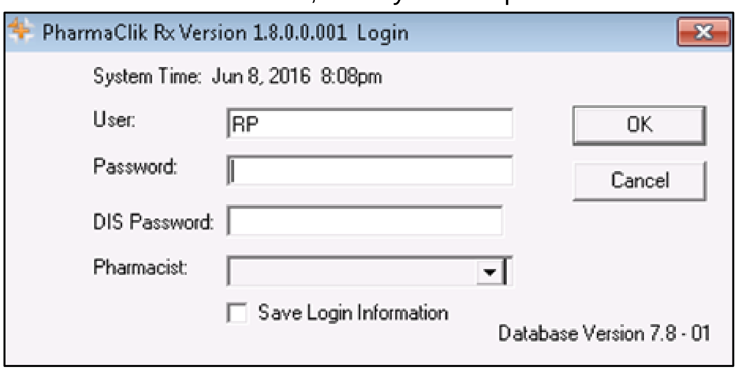
Logging into PharmaClik Rx

Only authorized users will be permitted to connect to the NLPN. Every user will be issued unique eHealth credentials, which will be transmitted with each DIS query. A new **DIS Password** field has been added to the ‘PharmaClik Rx Login’ window. This will allow a user to log into PharmaClik Rx and DIS simultaneously. Users will still be able to log into PharmaClik Rx without entering their DIS password, however no activity will be permitted with the DIS (e.g. transmitting prescriptions to the DIS, viewing patient EHR Profiles, etc.).

Logging in with PharmaClik Rx and DIS Password

To log into PharmaClik Rx and the DIS, do the following:

1. Double-click the PharmaClik Rx icon on your desktop.
2. In the **User** field, enter your PharmaClik Rx user initials.
3. In the **Password** field, enter your PharmaClik Rx password.
4. In the **DIS Password** field, enter your DIS password.



5. Select the **OK** button. PharmaClik Rx will launch and the user will be granted DIS access.

If this is the first login after DIS activation, the ‘Change DIS Password’ window will appear. See the Updating DIS Password section for more information.

Once logged into PharmaClik Rx, the user’s login initials will be visible on the **Log Off** button, as shown below. This will allow all PharmaClik Rx users’ visibility of which user is currently logged in and processing prescriptions.

Entering DIS Password After Login

The DIS password is not required to successfully log into PharmaClik Rx, but is required to successfully transmit DIS messages and queries. If the user's DIS password is not valid the user will be presented with the following error message:

To correct the user password, do the following:

1. Select **More** > **Newfoundland** > **DIS Network Login**. The 'DIS Network Login' window will appear.
2. In the **Password** field, enter your DIS password.
3. Select the **OK** button.

Managing User Accounts (Security Window)

With PharmaClik Rx 1.8, security modifications have been made to better support the National Association of Pharmacy Regulatory Authorities (NAPRA) and their minimum requirements set out for pharmacy dispensary systems.

PharmaClik Rx supports role-based access control, allowing different users to have different levels of access depending on their job functions. For example, certain users can be authorized to view prescriptions but not to alter them. By mapping such access privileges to a small set of work-related roles, and then assigning users to those roles, the task of administering user privileges is considerably simplified. It also prevents security mistakes that might otherwise occur if each type of access or service had to be directly mapped to each and every user.

The **'Security Administration Facility'** window will allow authorized users to add or remove users, manage role types and customize existing user access options. All PharmaClik Rx user accounts can be managed through this window, which is now accessed through the new **Security** button added within the More menu. The Security window is now broken into two tabs: Users tab and Role Types tab.

The Administrator (ADM) user, or a user with administrator security access, will have the ability to select one of the following access types to the various folders/windows:

- **Full Access** — User can view, modify and edit the specified folder/window.
- **Read Only Access** — User cannot modify or edit, but can view the specified folder/window. In some instances, the user will be able to modify their own settings only (e.g. Password, DIS Password, Narcotic Password).
- **No Access** — User cannot view, modify or edit the specified folder/window.

NOTE: For Reports Access,you will only be able to select either Full Access or No Access. There is no Read Only Access for reports.

Upon upgrade to PharmaClik Rx 1.8, all users will have the same permissions and access they had prior to the upgrade. Any new users added after the PharmaClik Rx 1.8 upgrade will have permissions based on their role type. For example:

- A **Pharmacist** role type would have *Full Access* to everything and *Read Only* access to the Security window.
- A **Pharmacy Technician** role type would have *Full Access* to most folders/windows, but *Read Only* access to the Pricing Tab and Security window.
- An **Inventory Clerk** role type would have *Full Access* to the inventory folder/windows, and *No Access* to all other folders/windows.

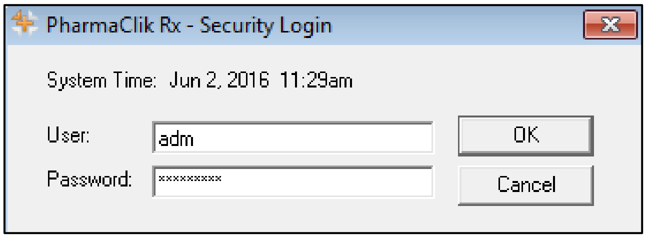
Your pharmacy can modify the default folders and windows each role type has access to, as well as create custom role types.

Accessing the Security Window

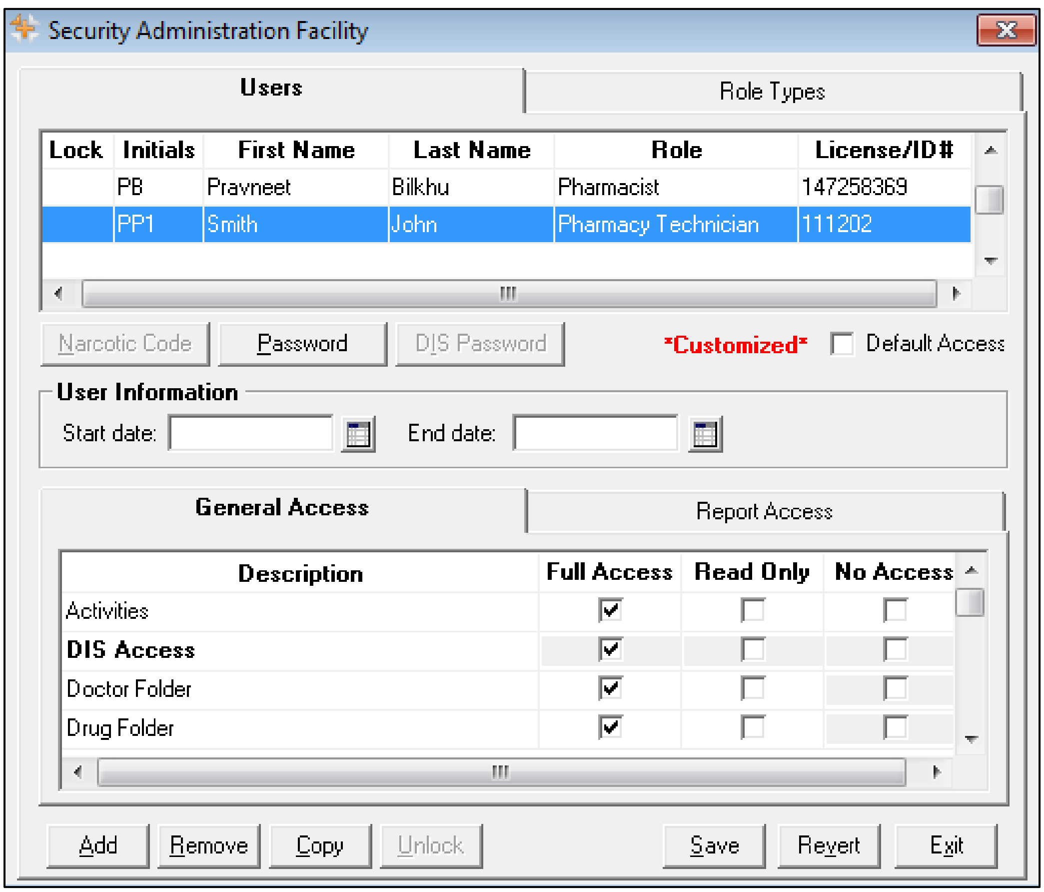
When accessing the Security Administration Facility window (also referred to as the Security window), users must now enter their PharmaClik Rx user and password. Any user can log into the Security window using their own credentials, regardless of which user is logged in to PharmaClik Rx.

To access the 'Security Administration Facility' window, do the following:

1. Select **More** > **Security**. The 'Security Login' window appears.



2. Enter the PharmaClik Rx login credentials of the user who wishes to access the Security window.
3. Select the **OK** button. The 'Security Administration Facility' window appears.

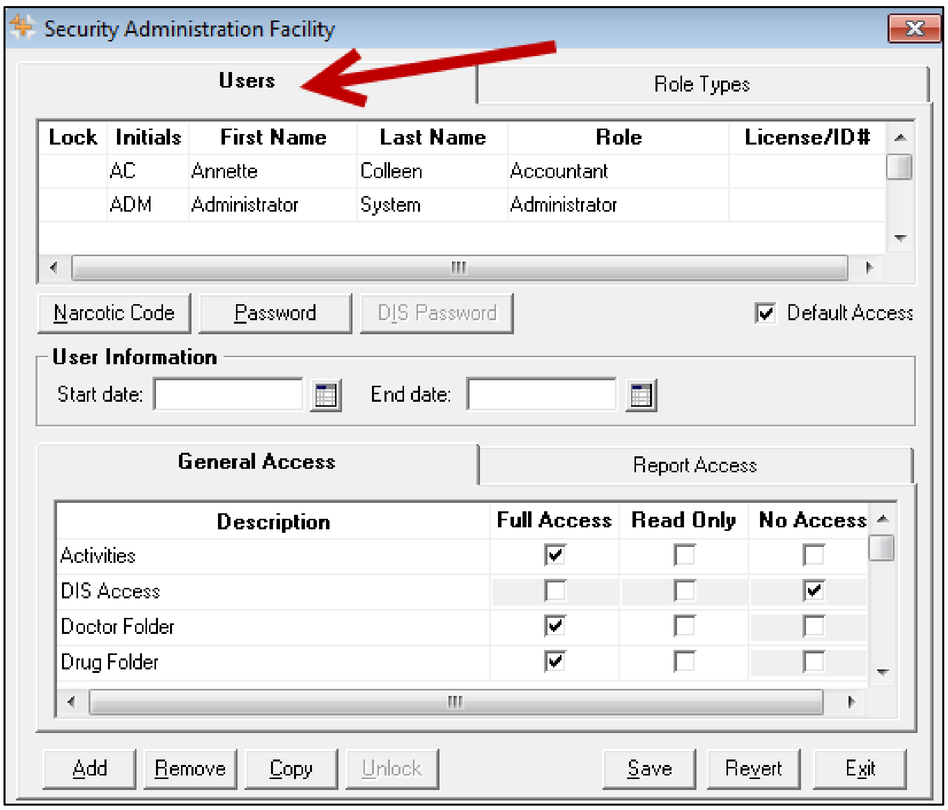


NOTE: After the PharmaClik Rx 1.8 the upgrade, only the Administrator (ADM) user will have access to manage all user accounts. However, the ADM user can assign the same privileges to other users within PharmaClik Rx. For more information on how to do this, see Setting Up Users with Administrator Security Access.

Users Tab

The Users tab permits the Administrator (ADM), or any user with administrator security access, to view and modify the access permissions for specific users. Any changes made in this tab will only be specific to the user highlighted at the top. If a user does not wish to make security customizations to all users that belong to the same role (e.g. pharmacist role type), then they can make specific changes to one user from here.

If you are logged in the 'Security Administration Facility' window as the Administrator (ADM), or a user with Administrator Security Access, all the users at your pharmacy will be visible in the top pane, along with their role, license # and additional user details.



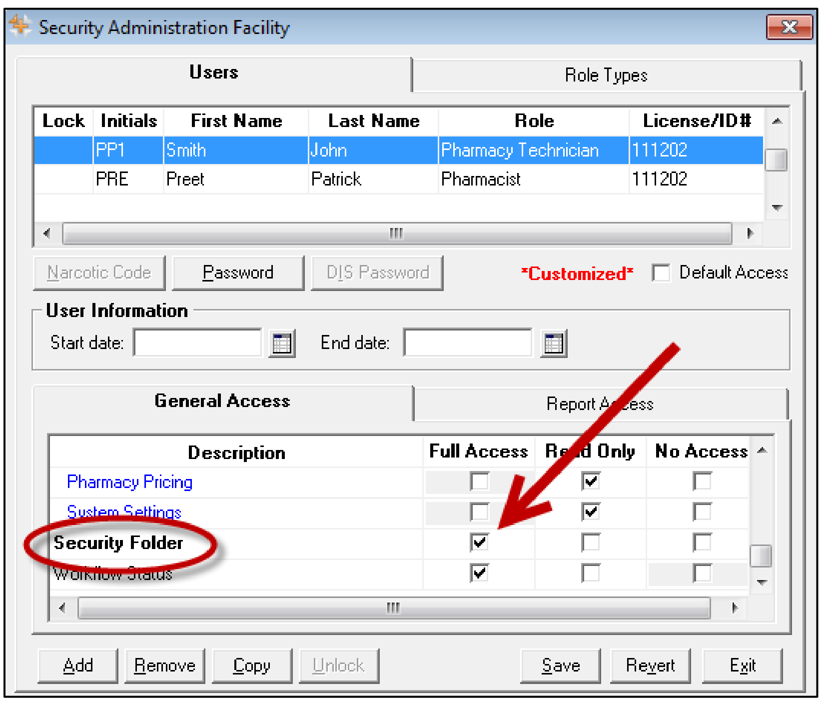
Setting Up Users with Administrator Security Access

Administrator Security Access would permit a user to manage users and assign roles, exactly as the Administrator (ADM) user would. The only action that a user with Administrator Security Access would not be able to complete would be resetting the PharmaClik Rx password for a locked-out user.

NOTE: It is important that you do not give all users Administrator Security Access. This option should be limited and only provided to users who may need to access or manage all users (e.g. Pharmacy owner, etc.).

To give a user Administrator Security Access, do the following:

1. Select **More** > **Security**. The 'Security Login' window appears.
2. Enter the login credentials of the user who wishes to access the Security window. This user must be the Administrator (ADM).
3. Select the **OK** button. The 'Security Administration Facility' window appears.
4. Highlight the user you wish to provide Administrator Security Access.
5. From the *General Access* list select the **Full Access** checkbox located next to Security Folder, as shown below.



6. Select the **Save** button.

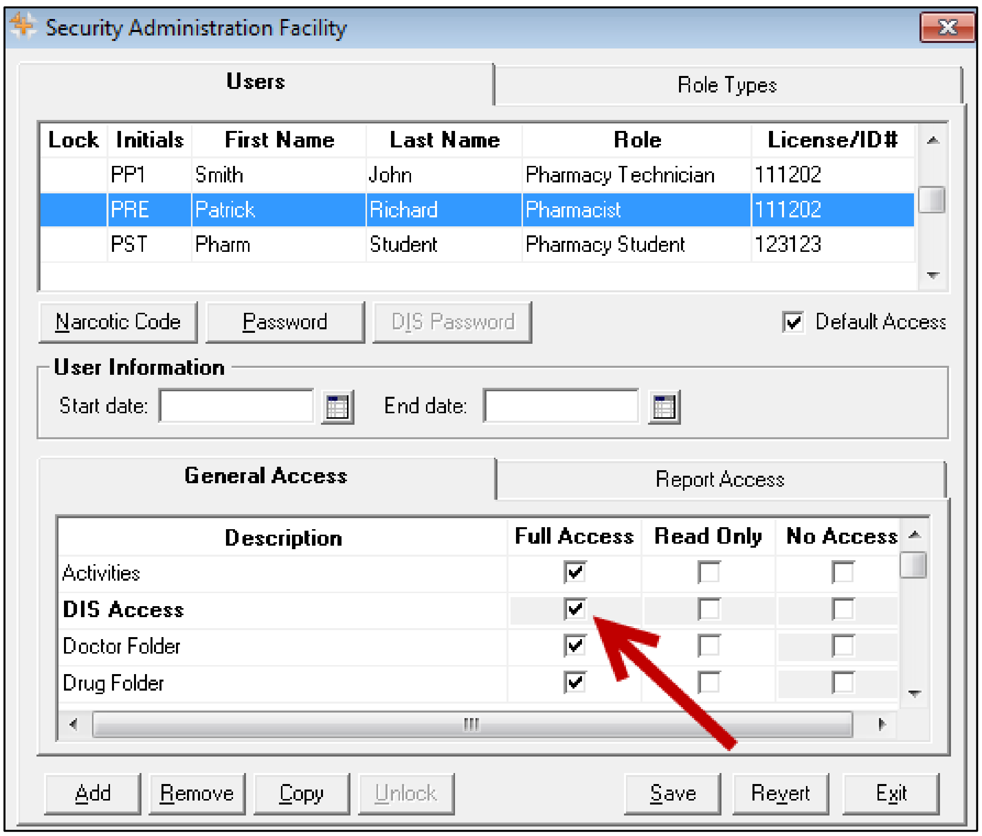
Setting Up Users with DIS Access

All PharmaClik Rx users must be registered and have a NLPN account in order to use the Pharmacy Network services. If a user does not have an NLPN account, you must contact the NLCHI Help Desk. In order to set up a user with DIS Access in PharmaClik Rx, the user has to log in and enter their DIS password. **Once the DIS password is entered, the user will have DIS Access**. For new users or users with no DIS Access, it will be necessary to enter your DIS password in order to get DIS Access.

You can enter your DIS password from one of the following locations:

- The PharmaClik Rx Login window
- The DIS Network Login window

Once you have correctly entered your DIS Password, the **DIS Access** checkbox in the Users tab will be selected, indicating you now have DIS Access, as shown in the image.



Changing PharmaClik Rx Password

Password security credentials have changed to establish a higher security control as users now have access to more patient information. It is imperative that user passwords are not shared with other staff or written down anywhere where others can openly see it. If you must write down your password, ensure you do so in a secure and private place that only you have access to. McKesson Canada does not store or keep any user passwords on file so it is imperative you remember your passwords.

Users must also change their PharmaClik Rx password every 60 days. When creating a new user password in PharmaClik Rx, your new password **must**:

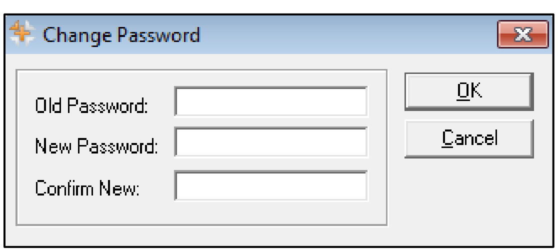
- Be a minimum of eight (8) characters long.
- Contain one character from all of the following four groups:
  - Uppercase characters (A–Z)
  - Lowercase characters (a–z)
  - Numbers (0–9)
  - Special Characters (e.g. !, #, $, %, etc.)
- Not include some or all of your first name or last name.
- Not be reused if used in the previous 10 passwords.

The examples below illustrate sample passwords that meet the PharmaClik Rx password criteria.

Acceptable	Not Acceptable
SummeRx9#	summerrx9#
Jack!Frost2	Jack!frost
*PharmaClik1	*PharmaClik

To change your PharmaClik Rx password, do the following:

1. Select **More** > **Security**. The 'Security Login' window appears.
2. Enter the login credentials of the user who wishes to access the Security window.
3. Select the **OK** button. The 'Security Administration Facility' window appears.
4. Highlight your name from the list.
5. Select the **Password** button. The 'Change Password' window appears.



NOTE: If the Administrator (ADM) user is resetting your password, the *Old Password* field will be greyed out and upon first login, the user will be prompted to change their password.

6. Enter your old and new password.
7. Select the **OK** button.

NOTE: Once set, a password cannot be changed on the same calendar day.

Changing DIS Password

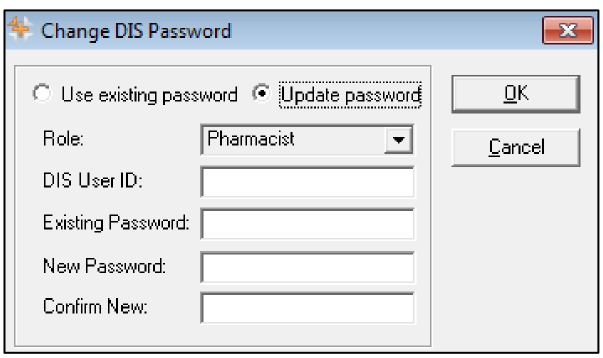
All Newfoundland and Labrador PharmaClik Rx users must register with the NL DIS. Once registered, the user is provided with a DIS Password.

- New users must change the temporary issued password upon logging into PharmaClik Rx and prior to interacting with the DIS.
- Existing NLPN users with a valid DIS User ID and Password are now able to add their current password without creating a new one.

As per NLPN requirements, PharmaClik Rx will also prompt users to change their **DIS password every 90 days.** The DIS Password must be at least eight characters in length and must contain both alpha and numeric based characters. If your DIS password has expired, upon login you will get the following prompt:

To update your DIS password, do the following:

1. Select **More** > **Security**. The ‘Security Login’ window appears.
2. Enter the login credentials of the user who wishes to access the Security window.
3. Select the **OK** button. The ‘Security Administration Facility’ window appears.
4. Highlight the name of the user who wishes to update their DIS Password.
5. Select the **DIS Password** button. The ‘Change DIS Password’ window appears.



6. Select one of the following:
   - If the user needs to update their DIS password because it has expired, select the **Update password** radio button.
   - If the user is an existing DIS user and still has a valid password (e.g. transferred from another pharmacy, etc.), select the **Use Existing password** radio button.
7. Enter your **DIS User ID** and password(s) in the appropriate fields.
8. Select the **OK** button.

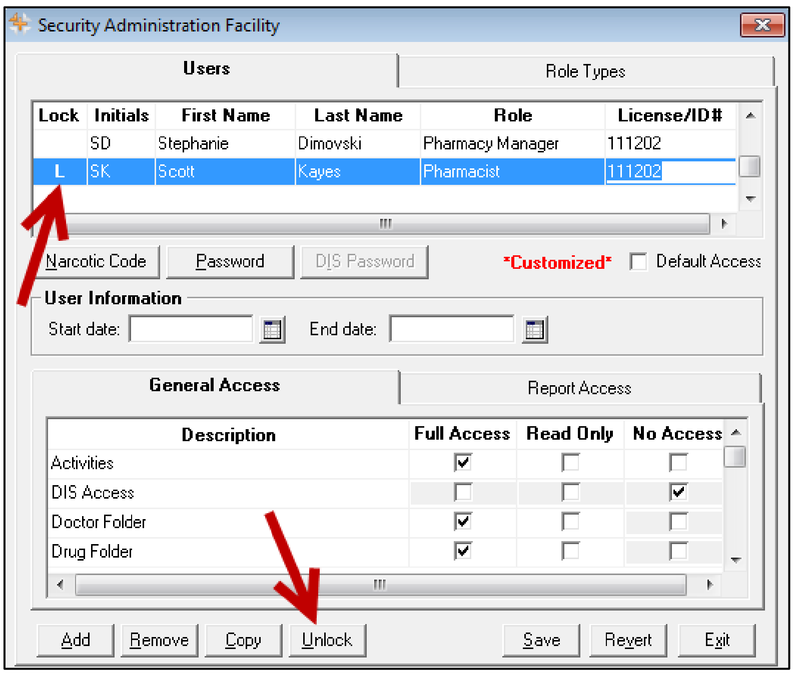
Resetting PharmaClik Rx Password for Locked-Out Users

Users are restricted to three (3) log in attempts. After three unsuccessful attempts, a prompt will appear indicating that the user is locked-out of PharmaClik Rx. If locked-out, or a user cannot remember their password, only the PharmaClik Rx Administrator (ADM) can unlock them. The Administrator (ADM) user will set a temporary password, which the user will be prompted to change upon their next log on attempt.

It is imperative that users do not share their PharmaClik Rx or DIS password as all DIS activity is recorded in the History tab, along with the corresponding user.

To reset a PharmaClik Rx password for a locked-out user, do the following:

1. Select **More** > **Security**. The 'Security Login' window appears.
2. Enter the login credentials of the user who wishes to access the Security window. This user must be the Administrator (ADM).
3. Select the **OK** button. The 'Security Administration Facility' window appears.
4. Highlight the name of the user locked out (an **L** will appear next to the name of the user locked out, as shown in the image below).
5. Select the **Unlock** button. The 'Change Password' window appears.

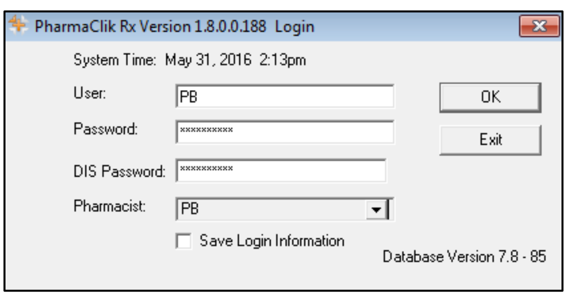


6. Enter in a new temporary password.
7. Select the **OK** button.
8. Log off of PharmaClik Rx as the Administrator and have the user you just reset the password for log back in, using the temporary password created above.
9. Upon login, a validation prompt will appear indicating you must change your password. Select the **OK** button. The 'Change Password' window will appear.
10. Enter a new password and select the **OK** button.

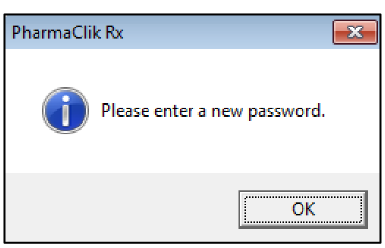
Adding New PharmaClik Rx Users

When adding new users, it is imperative that all user credentials are updated to reflect their Role Type and Licensing ID. The Administrator user (ADM) can no longer be used to process claims. Refer to the Pharmacy Board requirements as some interactions with the DIS cannot be performed by the Technician and must be performed by the Pharmacist.

1. Select the **More** > **Security.** The 'Security Login' window appears.
2. Enter the login credentials of the user who wishes to access the Security window. This user must be the Administrator (ADM) or have administrator access.
3. Select the **OK** button. The 'Security Administration Facility' window appears.
4. Select the **Add** button. The 'Add User Window' opens.
5. Enter the following information for the new user and select the **OK** button:
    - Initials
    - First Name
    - Last Name
    - Role Type
    - License/ID # (if applicable)
    - New Password (This is temporary and will be reset when the user first logs in)
6. Select the **Save** button.
7. Log out of PharmaClik Rx and have the new user you just created log back in, using the temporary password created above.



8. Upon login, the user will be prompted to change their password. Select the **OK** button. The 'Change Password' window will appear.



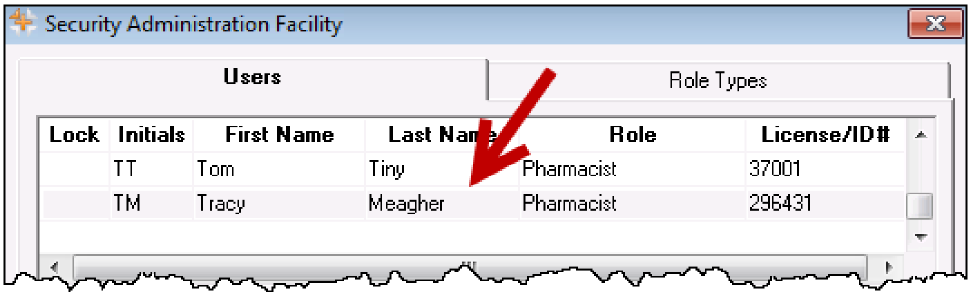
9. Enter a new password and select the **OK** button.

The NLCHI Centre has recommended that when pharmacy students are added as users in PharmaClik Rx, **Std** is added as part of the Last Name. For example, the last name is entered as **Peters Std.**

Removing Inactive PharmaClik Rx Users

If a user should no longer have access to PharmaClik Rx (e.g. no longer works at the pharmacy, etc.), they should be removed. Removing the user will not compromise any prescriptions or transactions completed by the user as they will continue to be linked to the removed user.

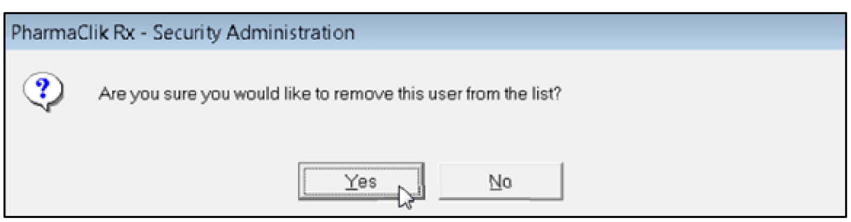
When a user is removed their initials will no longer display in any user dropdown lists, and they will be greyed out and moved to the bottom of the Users list in the Security Administration Facility window, as shown in the image below. If a user is not linked to any prescriptions or transactions, (e.g. manual adjustments, patient history, etc.), then their user will be deleted from the Users tab completely.



NOTE: Once a user is removed, it cannot be re-added or re-activated. You must create a new user.

To remove a user, do the following:

1. Select the **More** > **Security.** The 'Security Login' window appears.
2. Enter the login credentials of the user who wishes to access the Security window. This user must be the Administrator (ADM) or have administrator access.
3. Select the **OK** button. The 'Security Administration Facility' window appears.
4. Highlight the user you wish to remove.
5. Select the **Remove** button. A validation prompt appears.



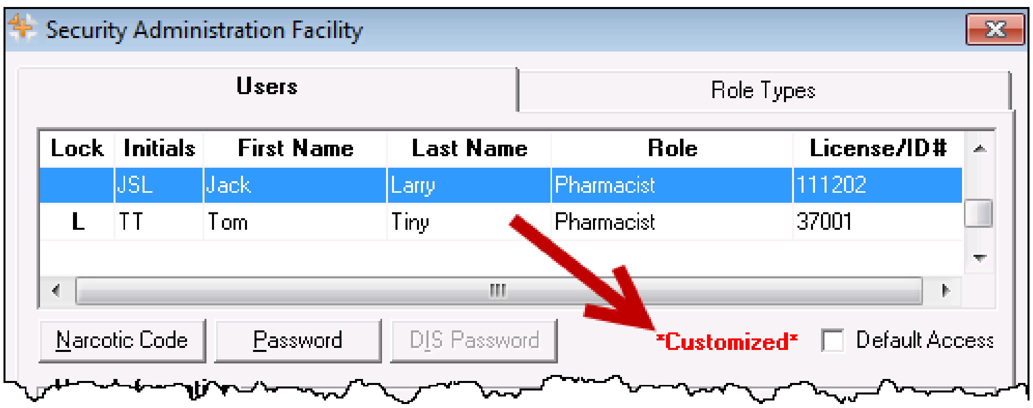
6. Select the **Yes** button. The user will be greyed out and moved to the bottom of the Users list.

Modifying General or Report Access for a Specific User

As noted above, the Administrator (ADM) user, or a user with administrator security access, will have the ability to select one of the following access types to the various folders/windows:

- **Full Access** User can view, modify and edit the specified folder/window.
- **Read Only Access** User cannot modify or edit, but can view the specified folder/window. In some instances, the user will be able to modify their own settings only (e.g. Password, DIS Password, Narcotic Password).
- **No Access** User cannot view, modify or edit the specified folder/window.

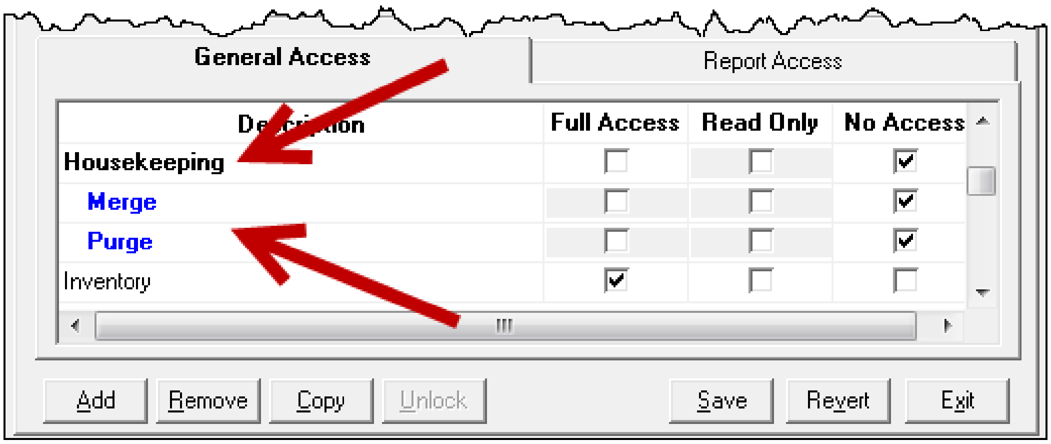
If at any point the permissions a specific user has differ from the permissions assigned to that Role Type (as indicated in the Role Types tab), an indicator will appear notifying you the user's access is customized, as shown below:



NOTE: After the PharmaClik Rx 1.8 the upgrade, a number of your users will have ***Customized*** appear when the user is highlighted. This is because the permissions they had prior to PharmaClik Rx 1.8 will be retained and will likely differ from the default set in the Role Types tab. To have the user permissions for a specific user match the default for their role, select the **Default Access** checkbox. See Resetting Users to Default Access for more information.

To customize General or Report Access for a specific user, do the following:

1. Select the **More** > **Security.** The 'Security Login' window appears.
2. Enter the login credentials of the user who wishes to access the Security window. This user must be the Administrator (ADM) or have administrator security access.
3. Select the **OK** button. The 'Security Administration Facility' window appears.
4. Highlight the user you wish to modify access for.
5. From the **General Access** tab, select the appropriate checkboxes for the folders/windows you wish to customize access for (e.g. Full Access, Read Only, No Access).
6. From the **Reports Access** tab, select the appropriate checkboxes for the reports you wish to provide the user access to (e.g. Full Access, or No Access).



NOTE: You cannot assign a child row more access than the parent row. For example, a user cannot have **No Access** to Housekeeping (parent row), but **Full Access** to Merge and Purge (child rows). PharmaClik Rx will automatically update the parent row with the corresponding access and grey out the other access options.

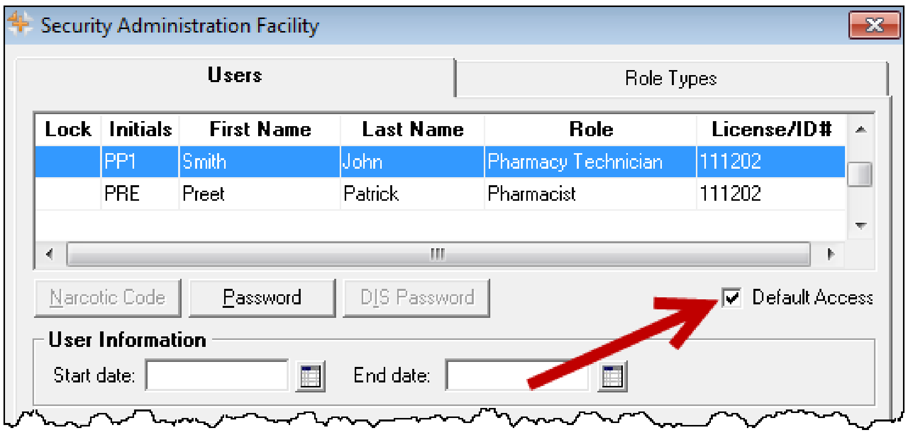
7. Select the **Save** button.

Resetting Users to Default Access

In the Role Types tab, each role will have a set of default access permissions based on what is deemed necessary for a user in that role to access within PharmaClik Rx. If you modified the access permissions for a specific user, you can reset the permissions to match the default access as specified for that role type in the Role Types tab.

To reset a user's access to the default access based on their role type, do the following:

1. Select the **More** > **Security.** The 'Security Login' window appears.
2. Enter the login credentials of the user who wishes to access the Security window. This user must be the Administrator (ADM) or have administrator security access.
3. Select the **OK** button. The 'Security Administration Facility' window appears.
4. Highlight the user you wish to modify access for. If the user's access permissions are different from the default access for that role type, a ***Customized*** indicator will display.
5. Select the **Default Access** checkbox. The ***Customized*** indicator will disappear.



6. Select the **Save** button.

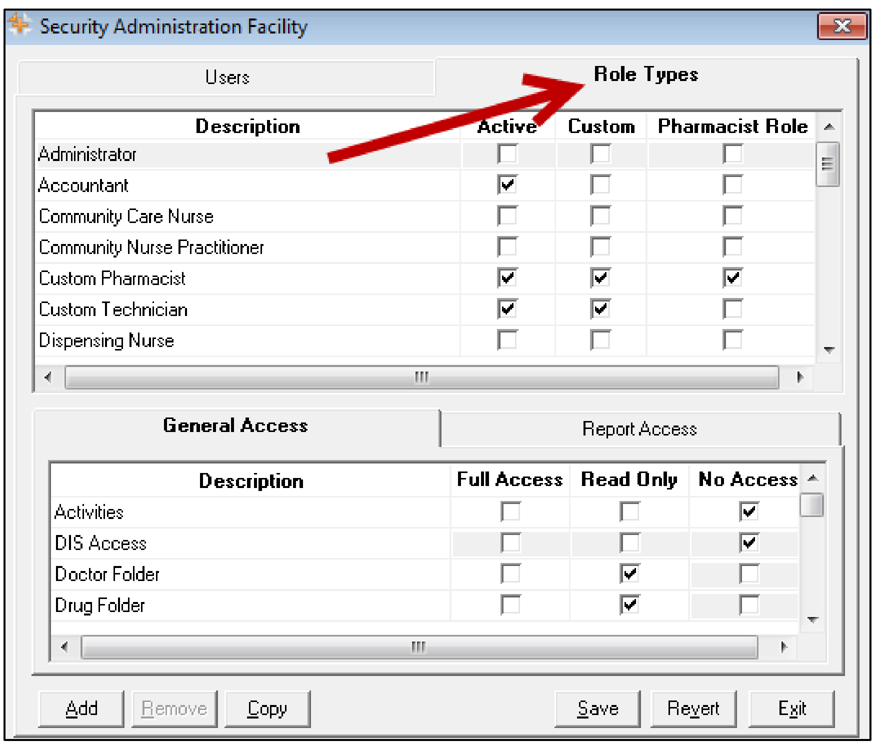
Role Types Tab

The Role Types tab permits the Administrator (ADM), or any user with administrator security access, to view and modify the access permissions users have based on their role type (e.g. pharmacist, technician, pharmacy manager, etc.).

The Role Types tab will display the following default roles and have the appropriate General Access and Report Access permissions assigned based on what is deemed necessary for the role type:

- Administrator
- Accountant
- Community Care Nurse
- Community Nurse Practitioner
- Dispensing Nurse
- Dispensing Physician
- Inventory Clerk
- Laboratory Technicians
- Nurse
- Nurse Hospital
- Nurse Practitioner Hospital
- Other
- Pharmacist
- Pharmacist Hospital
- Pharmacist Special
- Pharmacy Assistant
- Pharmacy Manager
- Pharmacy Student
- Pharmacy Technician
- Physician
- Physician Emergency
- Physician Office Staff
- Physician Specialist
- Provider
- Relief Pharmacist
- Students

All roles, including any custom created role types, will be displayed in alphabetical order.

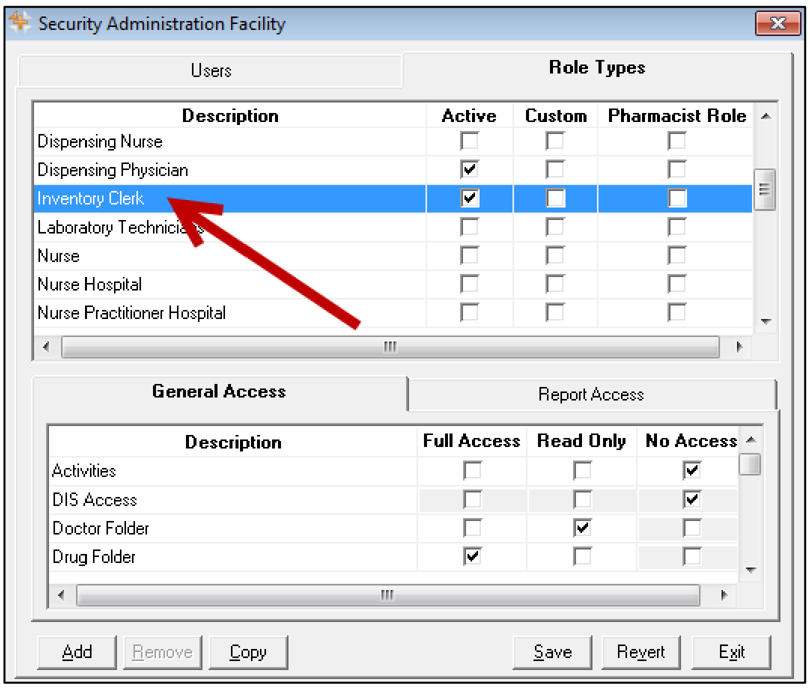


Modifying General or Report Access for a Specific Role Type

You can customize the access that users have within PharmaClik Rx based on their role type. For example, you can ensure that an Inventory Clerk role type only has access to the folders and windows in PharmaClik Rx that are relevant to the inventory clerk role (e.g. Drug Folder, etc.).

To customize General or Report Access for a role type, do the following:

1. Select the **More** > **Security.** The 'Security Login' window appears.
2. Enter the login credentials of the user who wishes to access the Security window. This user must be the Administrator (ADM) or have administrator security access.
3. Select the **OK** button. The 'Security Administration Facility' window appears.
4. Highlight the role type you wish to modify access for.
5. From the **General Access** tab, select the appropriate checkboxes for the folders/windows you wish to customize access for (e.g. Full Access, Read Only, or No Access).
6. From the **Reports Access** tab, select the appropriate checkboxes for the reports you wish to provide the role type access to (e.g. Full Access, or No Access).



NOTE: You cannot assign a child row more access than the parent row. For example, a role type cannot have **No Access** to Housekeeping (parent row), but **Full Access** to Merge and Purge (child rows). PharmaClik Rx will automatically update the parent row with the corresponding access and grey out the other access options.

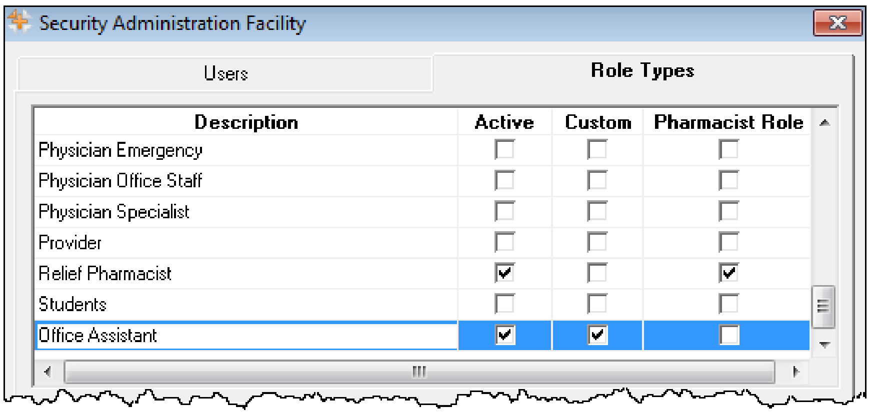
7. Select the **Save** button.

Adding Role Types

With the PharmaClik Rx 1.8 upgrade your pharmacy will have an extensive list of role types available to use and assign within your pharmacy. If you do not see a role type that your pharmacy uses, or wish to create your own, you may do so within the Role Types tab. All custom role types created by a pharmacy will have the **Custom** checkbox selected.

To create a new role type, do the following:

1. Select the **More** > **Security.** The 'Security Login' window appears.
2. Enter the login credentials of the user who wishes to access the Security window. This user must be the Administrator (ADM) or have administrator security access.
3. Select the **OK** button. The 'Security Administration Facility' window appears.
4. Review the list of role types to ensure you are not creating a duplicate.
5. Select the **Add** button. A new blank row appears at the bottom with the **Active** and **Custom** checkboxes selected.



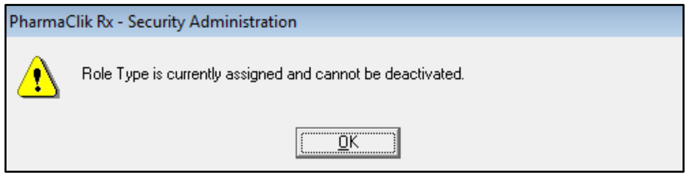
6. If the new role is a pharmacist role, select the **Pharmacist Role** checkbox.

   NOTE: Selecting the **Pharmacist Role** checkbox indicates to the other users this user has the ability to dispense prescriptions. Only select this checkbox if the custom role you are creating is for a pharmacist.

7. From the **General Access** tab, select the appropriate checkboxes for the folders/windows you wish to provide the new role type access to (e.g. Full Access, Read Only, or No Access).
8. From the **Reports Access** tab, select the appropriate checkboxes for the reports you wish to provide the new role type access to (e.g. Full Access, or No Access).
9. Select the **Save** button. This new role type will now appear in dropdown menus for selection.

Inactivating Role Types

The extensive list of role types will be available within the Role types tab. If your pharmacy does not need or use some of the role types, you can inactivate them so they do not appear in any dropdown menus within PharmaClik Rx. Should you require the role type to be available later, you can re-activate it, making it available for selection. You can only inactivate a role type that is not in use. If the role type is assigned to a user, then the following prompt will appear:

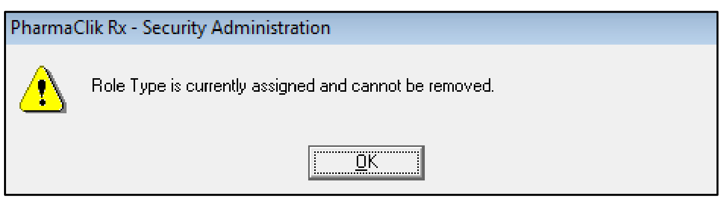


To inactivate a role type that is not in use, do the following:

10. Select the **More** > **Security.** The 'Security Login' window appears.
11. Enter the login credentials of the user who wishes to access the Security window. This user must be the Administrator (ADM) or have administrator security access.
12. Select the **OK** button. The 'Security Administration Facility' window appears.
13. Deselect the **Active** checkbox for the role you wish to make inactive.
14. Select the **Save** button.

Removing Role Types

You can only remove a custom role type that your pharmacy created that is not in use. All custom role types will have the **Custom** checkbox selected, indicating the role was created by the pharmacy and not one of the default role types available. All other default role types cannot be removed. If the role type is assigned to a user, the following prompt will appear:



To remove a role type not assigned to a user, do the following:

1. Select the **More** > **Security.** The 'Security Login' window appears.
2. Enter the login credentials of the user who wishes to access the Security window. This user must be the Administrator (ADM) or have administrator security access.
3. Select the **OK** button. The 'Security Administration Facility' window appears.
4. Highlight the role type you wish to remove.
5. Select the **Remove** button.
6. Select the **Save** button.

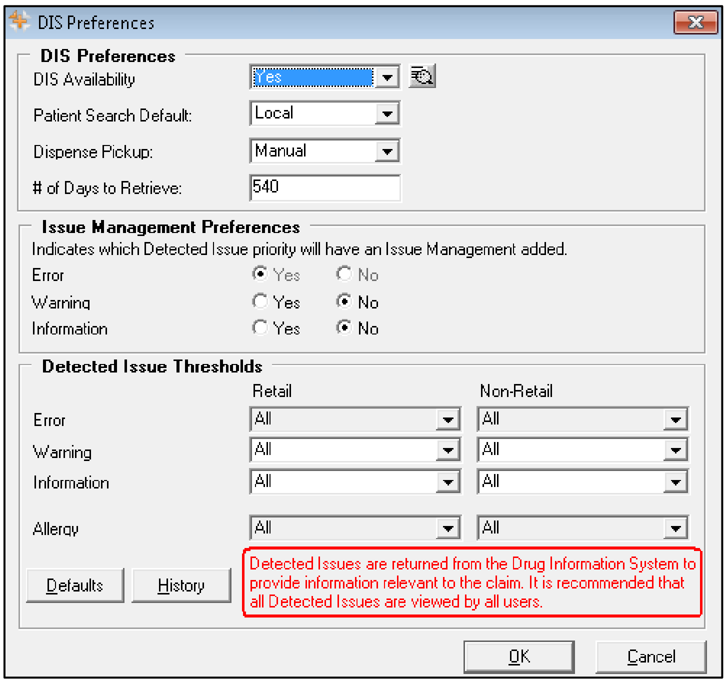
Setting DIS Preferences

The DIS Preferences define various aspects of DIS processing.

DIS Preferences

To access the DIS Preferences, do the following:

1. Select **More > Newfoundland** > **DIS Preferences**. The 'DIS Preferences' window will appear.

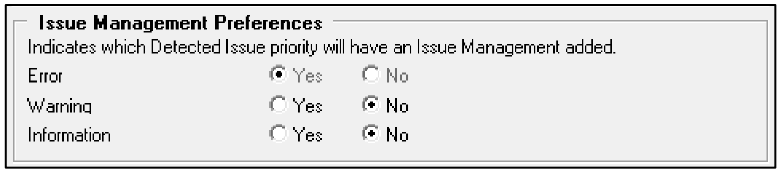


DIS Availability	When the connection to the DIS is lost, or the network is down for an extended period of time, the DIS Availability can be set to NO. This will automatically place DIS transactions into the DIS Queue for later processing (see the DIS Queue section for more information). An audit trail will be created each time this preference is modified.
Patient Search Default	Defines the default Patient Search option (i.e. Local or Combined).
Dispense Pickup	Determines the type of Dispense Pickup that will occur. For POS integrated stores, this will be set to POS Integration. For non-POS integrated stores that have Digital Workflow, this will be set to Workflow Integration. For non-POS, non-Workflow stores, this will be set to Manual. • **POS Integration:** Dispense Pickup is transmitted when the prescription sale is scanned at POS. • **Workflow Integration:** Dispense Pickup is transmitted when the workflow status is changed from the Workbench or Rx Detail. The prescription must have completed Workflow for its Pickup status to be changed. • **Manual:** Dispense Pickup is transmitted when the workflow status is changed from the Workbench or Rx Detail.

# Days to Retrieve	Used to determine how much historical information should be retrieved with the EHR – All and EHR – Rx queries. A value must be specified. This field will be defaulted to 540 (approximately 18 months). All of the prescriptions returned in a patient's EHR Profile query will be based on the number of days indicated in this field. By default, all active prescriptions will also be included, even if they are outside of the date range specified. This field does not apply when performing an EHR – Query from the following tabs: • Clinical • Consult • Notes However, when performing an EHR – All or EHR – Rx query, this field will apply to the above 3 tabs.

Issue Management Preferences

Detected Issues are classified with a priority (i.e. Error, Warning, or Information).The Issue Management Preferences indicate if an issue management needs to be applied to a specified priority.

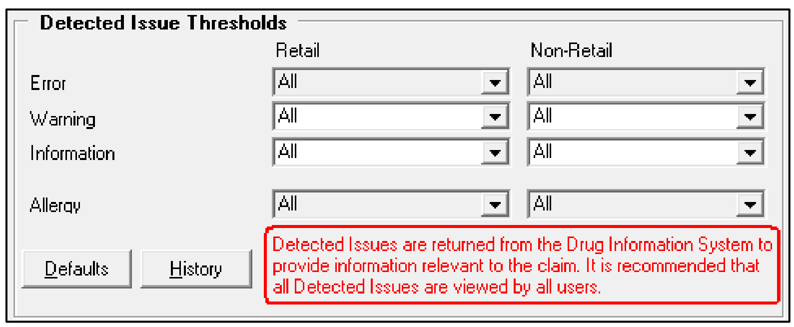


An issue management is an action that is added to the patient's EHR to identify what steps were taken by a health professional to resolve as issue that was identified. This window allows you to select whether you require an issue management to be entered for a specific Detected Issue type.

Error	A problem that must be resolved or managed.
Warning or Information	An issue presented to assist with clinical decisions or to provide additional clinical information.

Detected Issue Thresholds

The Detected Issues Thresholds indicate which issue severity will halt the workflow and be displayed to the user. The recommendation is that the issue severity thresholds for all priorities (i.e. Error/Warning/Information) for both Retail and Non-Retail are set to **All**. Errors and Allergies will be set to **All** by default. An audit trail will be created each time any of these preferences are modified and can be viewed via the **History** button. The **Defaults** button will restore the Detected Issue Threshold defaults.



All	All Detected Issues, regardless of severity, will halt the workflow and be displayed for this priority.
Unknown, High, Moderate	Only Detected Issues with the severity of Unknown/High/Moderate will halt the workflow and be displayed for this priority.
Unknown, High	Only Detected Issues with a severity of Unknown/High will halt the workflow and be displayed for this priority
None	No Detected Issues of any severity will be displayed for this priority.

Non-Retail Detected Issue Thresholds will only impact your workflow if Detected Issues are displayed when interactively processing non-retail prescriptions. It will not impact batch processing where any Detected Issues can be viewed when the batch is complete.

Viewing DIS Availability Change History

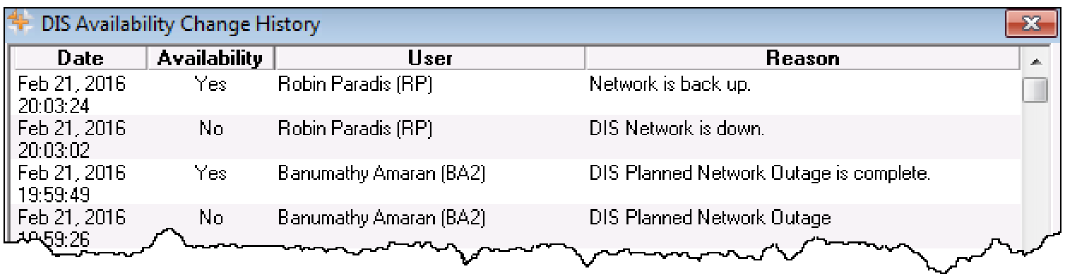
When the DIS Availability is changed, the following information is recorded in PharmaClik Rx:

- Date the change was made
- What the DIS Availability was changed to (i.e. Yes or No)
- User who made the change
- Reason for the change

To view the change history, do the following:

1. Select **More** > **New Brunswick**. The ‘DIS Preferences’ window will appear.

2. Select the magnifying glass icon located next to the *DIS Availability* field. The ‘DIS Availability Change History’ window opens.



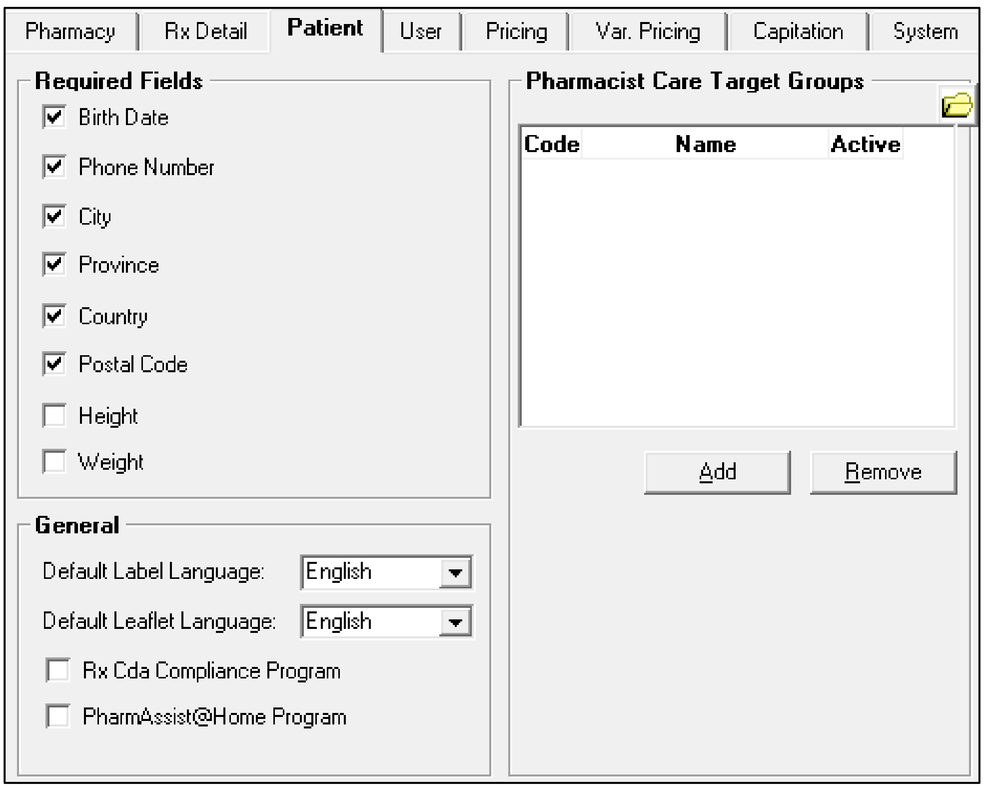
3. Once you are down viewing the change history, select the **OK** button.

Pharmacy Preferences

In order to comply with the Client Registry (CR) preferences, the following fields will, by default, be set to required when filling a prescription:

- Birth Date
- Phone Number
- City
- Province
- Country
- Postal Code

It is important that these fields are not deselected.



Accessing a Patient's EHR

The **EHR-ALL** profile must be viewed with each new patient encounter or after a 'break in service' has occurred. A patient encounter is the duration to provide service to a patient, whereas a 'break in service' occurs when a period of inactivity occurs and/or if you begin activity with a different patient. The first time a dispense activity occurs for a patient, PharmaClik Rx will automatically request and display the patient's EHR-ALL Profile. This 'forced view' of the profile will not occur again until there is a 'break in service'. The 'forced view' of the patient's EHR - Profile will also not occur when adding information to the following tabs:

- Clinical tab
- Consult tab
- Notes tab

Under the Privacy, Confidentiality and Access Principles and Guidelines for the Health Information Network (HIN), Newfoundland and Labrador operates under an "implied consent" model for the collection, use and disclosure of health information. Patient drug histories will be accessible to authorized users of the Pharmacy Network for authorized purposes without a patient's express consent.

However, privacy concerns require that pharmacies justify access to all patients' health records on the DIS. You must provide a reason each time you request to view a patients' EHR. An audit of these requests will be recorded on the DIS and in the Patient History tab.

Entering Reason for Accessing EHR

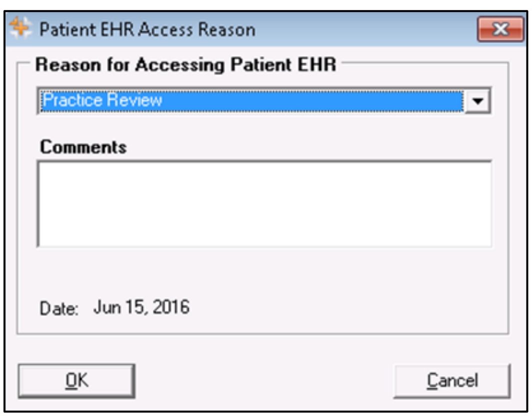
If this is the first time that the Patient's Folder is being acted upon, or if there was a break in service, then PharmaClik Rx will force a view of the patient's EHR. The user must also specify their reason for accessing the patient's EHR.

When the 'Patient EHR Access Reason' window appears, do the following:

1. From the dropdown menu, specify a reason for accessing the patient's EHR.

   NOTE: The default reason is **Practice Review**.

2. Enter in any comments in the **Comments** field. This field is not mandatory.
3. Select the **OK** button.



Entering or Overriding Patient Consent

The HIN Principles and Guidelines provide individuals with the right to revoke consent for the use or disclosure of their health information. Patients may request that their health information be restricted from view within the Pharmacy Network. The 'masked' information is still subject to Drug Utilization Review for potential drug-to-drug interactivity checking and may be accessed in specific circumstances (i.e. the mask may be overridden). When information is ‘masked’, it can only be viewed by supplying a keyword set by the patient, or by ‘breaking the glass’ (overriding consent).

If the patient’s EHR has been masked, you must have the patient’s permission to access their EHR. The rules governing retrieval of this information is limited to the following specific circumstances:

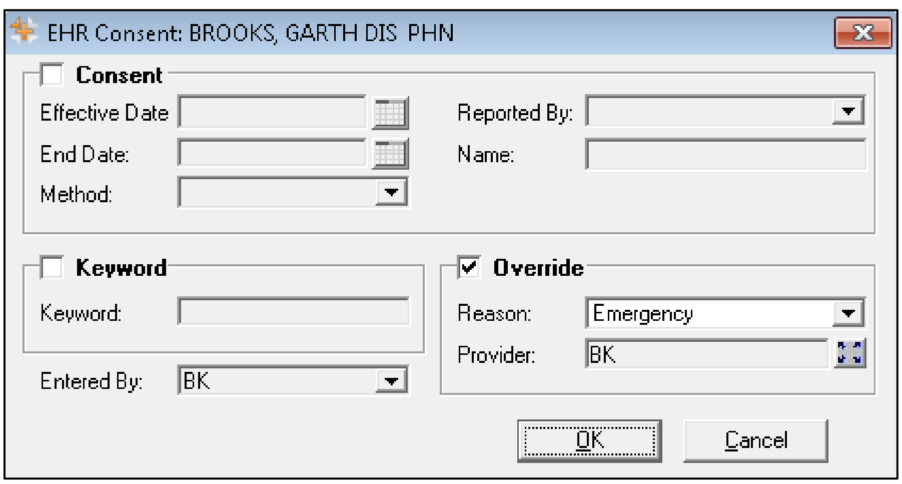
- Where express consent of the patient has been obtained. This means that the patient has provided permission, or has done so through a health professional, for a specified period.
- In emergency circumstances in which the patient is unable to provide consent.
- Where dangerous use of prescription drugs is suspected.

To enter or override consent, do the following:

1. Search for and select the desired patient.
2. Select the **Profile** tab.
3. Select **Rx** > **Profile** > **EHR – All** (or EHR – Rx). If the patient’s profile is masked the following Detected Issue will appear:

Priority	Severity	Issue Type	Description
Error		Business Constraint Violation: A local business rule relating multiple elements has been violated.	An error occurred - error details: Patient profile is keyword protected

4. Select the **EHR Consent** button. The ‘EHR Consent’ window appears.
5. Select either the **Consent**, **Keyword** or **Override** checkbox.
    - If you selected **Consent**, enter the start and end date for consent, including the method the consent was granted and who it was reported by.
    - If you selected **Keyword**, enter the patient’s keyword.
    - If you selected **Override**, select a reason from the dropdown menu.



NOTE: If you select Override, the provider information will automatically be populated with the Pharmacist user that is logged on or the pharmacist user that is linked to the Technician user logged in. You can still change the provider by selecting the expand icon, however the logged on pharmacist, or the linked pharmacist will also be transmitted to the DIS.

6. Select the **OK** button to re-transmit the profile request. Once accepted, the patient's EHR profile will be displayed.

If a patient has lost/forgotten their keyword, they will need to contact the NLCHI Service Desk at 1-877-752-6006.

Searching for & Synchronizing a Patient

With DIS integration, Newfoundland and Labrador pharmacies must thoroughly search the Client Registry to ensure a patient EHR Profile does not already exist prior to creating a new profile.

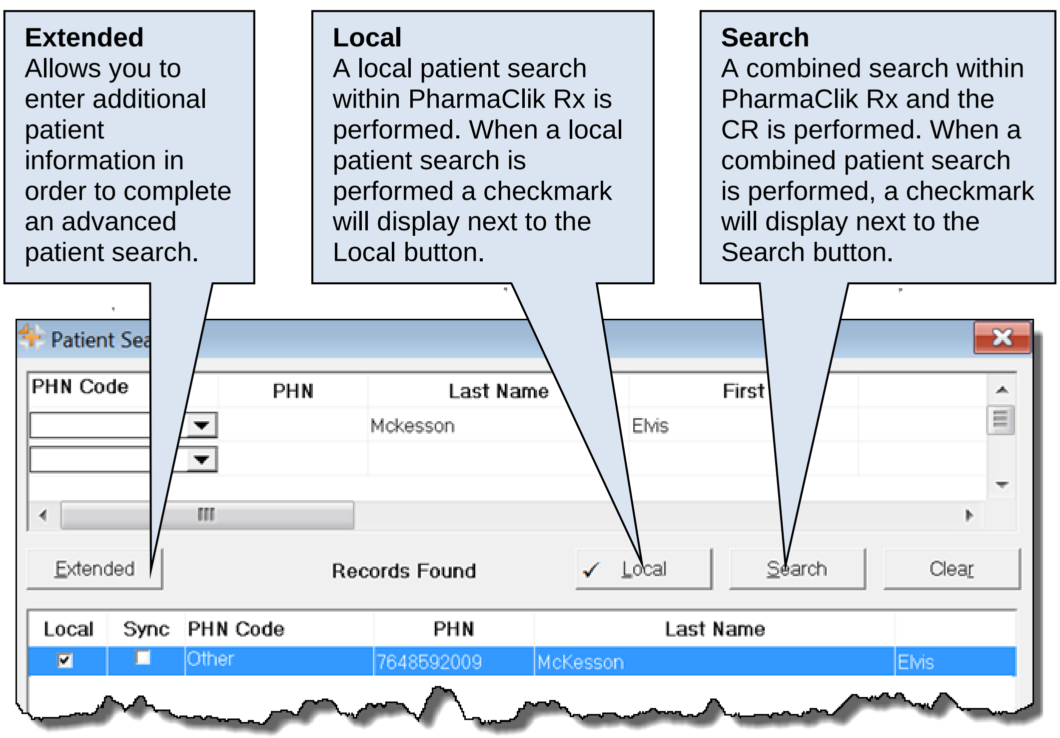
Patient Search Window

With DIS integration, you now have 2 search options when searching for a patient: a local search, or a combined search. In the 'Patient Search' window:

- The **Local** button will complete a local search within PharmaClik Rx.
- The **Search** button will perform a combined search within PharmaClik Rx and the CR.
  The default search option is set in the DIS Preferences. See the Setting DIS Preferences section for more information.

When DIS integrated pharmacies try to search for a patient, there are 4 possible scenarios they may encounter. For each scenario, it is important to ensure that the Patient Folder is synchronized with the patient information on the Client Registry (CR). For more information, see the Synchronization section.

From the 'Patient Search' window, PharmaClik Rx users will be able to identify which patients are local, synchronized, or neither, by using the *Local* and *Sync* checkboxes. The sample patient below is a local patient that has yet to be synchronized with the Client Registry.



Search Criteria

When searching for a patient, it is ideal to use the patient's PHN. If the patient does not have or know their PHN, you can use a combined search.

A local patient search within PharmaClik Rx can be done using any search criteria, as per existing functionality.

For a combined search, the user must provide at least 2 characters for both **Last Name** and **First** fields. Or the Patient's PHN The recommended combination of search criterion is:

- Last Name
- First Name
- Gender
- Birth Date
- Or
- PHN

NOTE: A wildcard search using % in <u>not</u> permitted when completing a search on the CR.

Punctuation

For all NAME fields, the only punctuation that will be accepted when adding or updating, or searching for a Client Registry (CR) patient record are listed in the following table. All other punctuation, including "", *, / will not be permitted to be used.

Punctuation	Description
Hyphen **[-]**	When used in a combined name where appropriate. e.g. MARY-ANN or COTTON-WILLIAMS
Apostrophe **[']**	Where appropriate e.g. O'REILLY
Period **[.]**	Where it is part of the name field e.g. ST.CLARE
Brackets **[( )]**	Where it is part of the name field e.g. Robert (Bob)

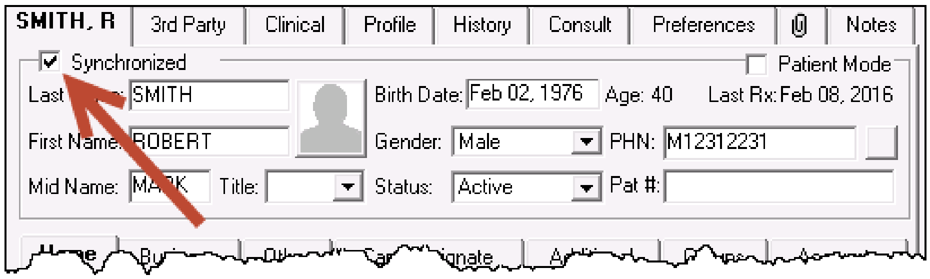
Babies and Neonates

The first name and last name are mandatory fields when creating a new Patient Folder for a newborn. The accepted practice as supported in NL hospitals is to use "BB" (Baby Boy) or "BG" (Baby Girl) OF (mother's first name) as the first name of an unnamed newborn child.

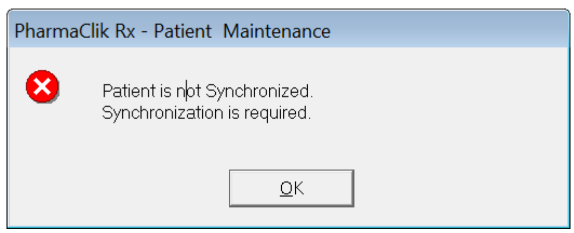
Synchronization

In order for any interaction to occur with the DIS, a patient's information in PharmaClik Rx must be synchronized with the Client Registry. Synchronization ensures that the correct patient is selected and allows the patient information maintained on the CR to be accurate.

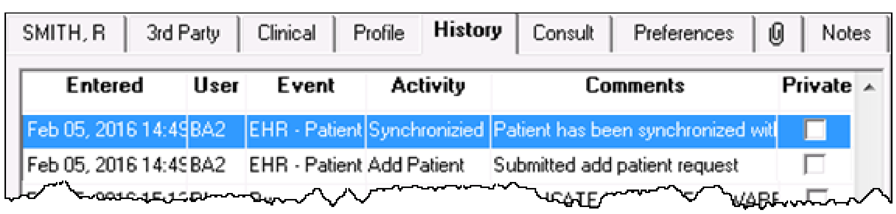
A new **Synchronized** checkbox has been added to the Patient Folder. If checked, this will indicate when the patient's local record has been synchronized with the CR.



It is imperative that every Patient Folder is synchronized prior to any interaction with the DIS. If a user attempts to transmit information to the DIS for a patient that has not been synchronized (i.e. fill a prescription, etc.), the following prompt will appear:



Once you synchronize your patient, a new row will be added in the patient History tab with the Activity - *Synchronized*:



Upon patient synchronization, the following patient fields will be transmitted to the DIS:

- Last Name
- First Name
- Middle Name
- Birth Date
- Gender
- PHN
- Country
- Addr Line 1
- City
- Post Code
- Phone
- Country
- Alias and Maiden

NOTE: Any phone number extension entered in the *Ext* field is not transmitted to the DIS.

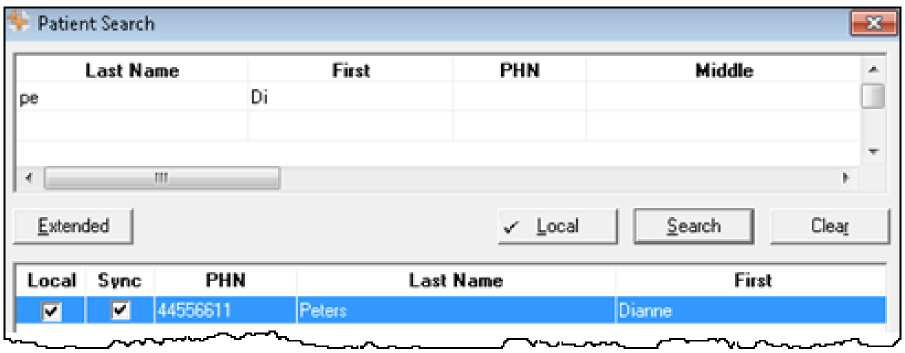
Search Scenarios

When NL DIS integrated pharmacies try to search for a patient, there are 4 possible scenarios they may encounter. For each scenario, it is important to ensure that the Patient Folder is synchronized with the patient information on the CR.

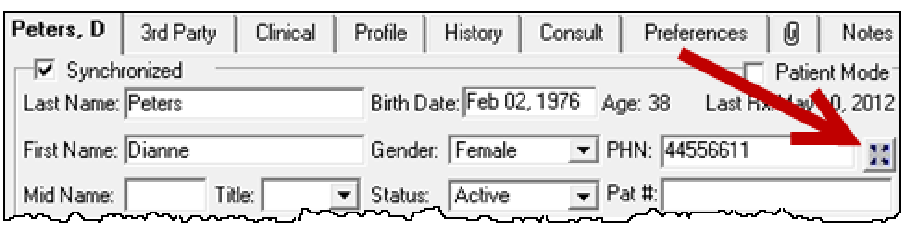
Scenario 1: Existing PharmaClik Rx Patient / Existing CR Patient

You will encounter this scenario if the patient is an existing customer at your pharmacy and exists on the Client Registry.

1. Select the **Patient** button.
2. Enter the search criteria for a patient and select the **Local** button. The search results will display matching local results. You can search using the patient's Last Name and First Name or the patient's PHN.



3. Highlight the local patient record and select the **OK** button. The Patient Folder appears.
4. Select the **PHN Expand** button. The 'Patient Search Client Registry' window will open with the local patient information as the search criteria.



5. Highlight the matching result that is displayed.
6. Select the **Compare** button. The 'Patient Comparison' window will appear.
7. The Local Patient information and the Client Registry information will be displayed. Confirm the patient selected from the Client Registry matches the local record.
8. If required, information from the Client Registry can be saved locally by pressing the Left directional arrow. For more information on updating patient information in the Client Registry, see the Compare Window section.
9. Select the **OK** button.
10. Select the **Save** button.

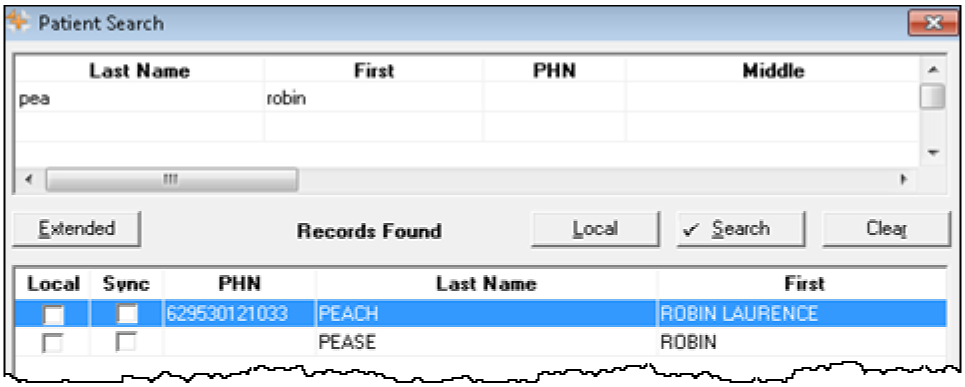
PharmaClik Rx will synchronize the local record. The **Synchronized** checkbox will also be selected to indicate that the Patient Folder has been successfully synchronized with the CR.

Scenario 2: New PharmaClik Rx Patient / Existing CR Patient

You will encounter this scenario if this is the first time the patient has come to your pharmacy, but not the first time they have received health care treatment from a NL DIS integrated environment. This scenario will be used for a patient that exists in the Client Registry.

1. Select the **Patient** button. The 'Patient Search' window will open.
2. Enter the search criteria for the patient and select the **Local** button.
3. The search results will indicate *No Records Found*.
4. Select the **Search** button. The search results will display an existing CR record.

NOTE: The **Sync** and **Local** checkboxes will be deselected, as shown with the highlighted record below.



5. Highlight the existing CR patient record and select the **OK** button. The Patient Folder will be populated with the demographic information from the CR. If required, update any patient information.
6. Select the **Save** button.

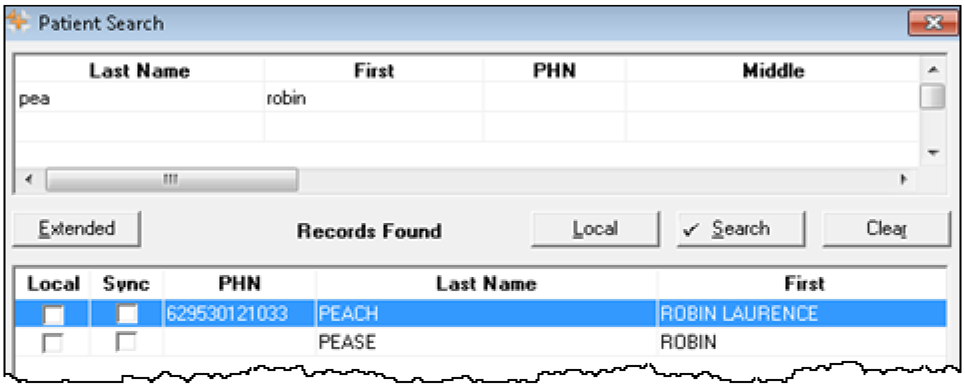
The Patient Folder is saved locally. The **Synchronized** checkbox will also be selected to indicate that the new Patient Folder has been successfully synchronized with the CR.

Scenario 3: Existing PharmaClik Rx Patient / New CR Patient

You will encounter this scenario if the patient is an existing customer at your pharmacy, and is not currently in the Client Registry.

1. Select the **Patient** button. The 'Patient Search' window will open.
2. Enter the search criteria for the patient and select the **Local** button. The search results will display a local, non-synchronized record.

   NOTE: The **Sync** checkbox will be deselected for the record, as shown below.

3. Highlight the local patient record and select the **OK** button. The Patient Folder appears.
4. From the main tab, select the **PHN Expand**  button. The local information will be used to generate a Client Registry search.
5. Once the search is complete:
   - If no records are returned, select the **Synchronize** button.
   - If records are returned but do match the existing patient, de-select the search results and select the **Synchronize** button.
6. Select the **Save** button.

The **Synchronized** checkbox will also be selected to indicate that the new Patient Folder has been successfully synchronized with the CR.

Scenario 4: New PharmaClik Rx Patient/ New CR Patient

You will encounter this scenario if this is the first time the patient has come to your pharmacy, and the first time they have received health care treatment from a NL DIS integrated environment. This scenario will be used mostly when a patient is from out of province.

1. Select the **Patient** button. The 'Patient Search' window will open.
2. Enter the search criteria for the patient and select the **Local** button.

   The search results will indicate *No Records Found*.
3. Select the **Search** button. The search results will either indicate *No Records Found*, or the results returned will not match the patient.
4. Select the **New** button. The Patient Folder will open.

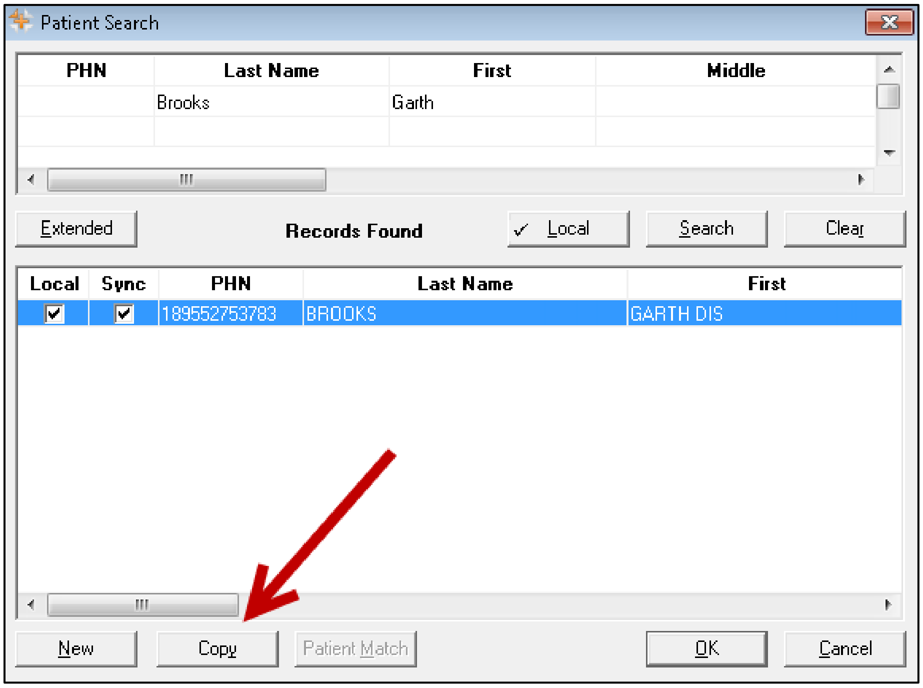
   NOTE: Before selecting to add a new patient, it is imperative that the user exhaust all search options.

5. Enter all related patient information for the new patient.
6. Select the **Save** button.

The *Add Person* message will be sent to the CR. Once the transmission is successful, the patient will be saved and synchronized.

Using Patient Copy

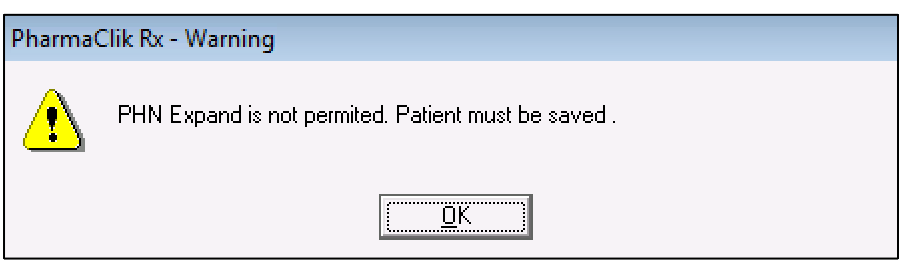
The Patient Copy function located in the 'Patient Search' window is only available when the patient is local (as indicated by the Local checkbox). With access now to the Client Registry it may be faster to look for the patient in the Client Registry and copy the record from this location than to perform the local Copy function.



When you select the Copy button, the patient's demographic information will be copied to a new Patient Folder, however the Patient Folder will not be synchronized.

NOTE: If you use the **Copy** button, you must **Save** the Patient Folder and then proceed to synchronize the patient with the Client Registry by using the PHN Expand icon located next to the PHN field. This is imperative as prescriptions cannot be filled for a patient that is not synchronized.

If you select the PHN Expand icon for a patient that is not saved, the following prompt will appear:

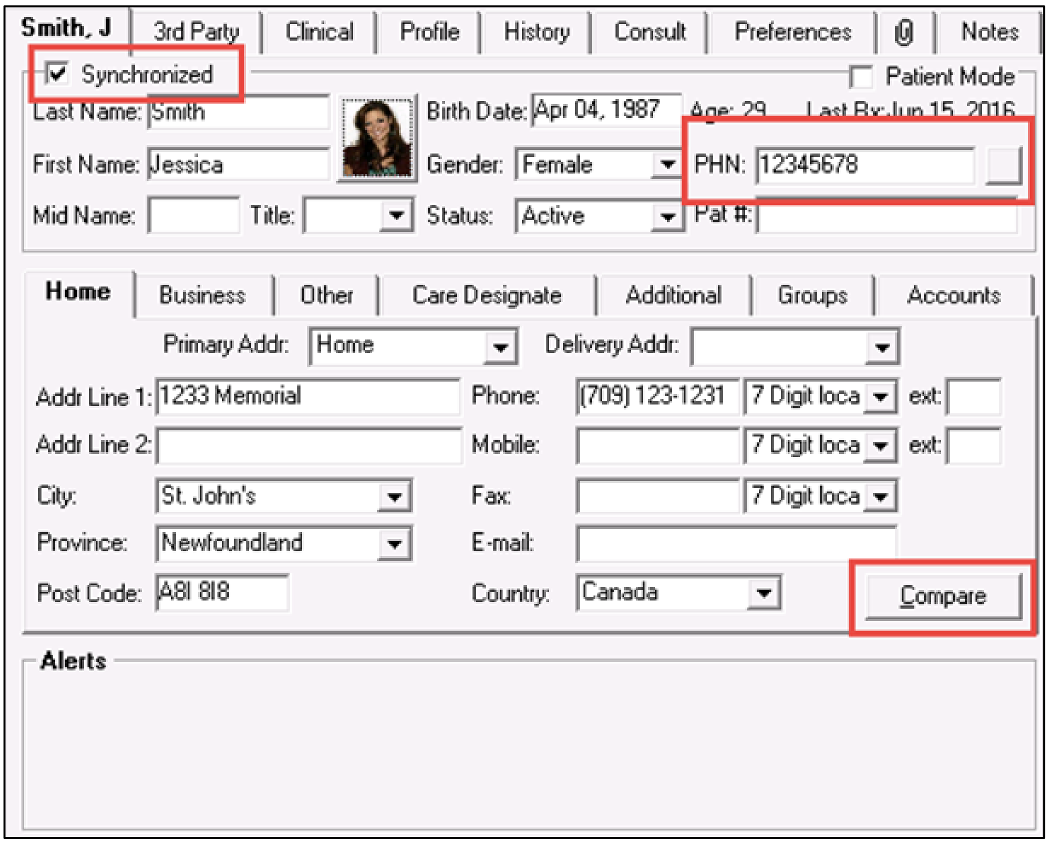


Main Tab

With DIS integration, you will notice some changes to the main tab in the Patient Folder.

Synchronization

A new **Synchronized** checkbox has been added to the Patient Folder. If checked, this will indicate when the patient's local record has been synchronized with the CR. It is imperative that every Patient Folder is synchronized prior to any interaction with the DIS.

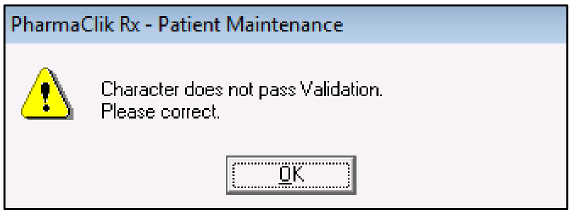


Once the patient has been synchronized the PHN Expand will not be available. The user can select the Compare function to validate local information with the information on the Client Registry.

PHN

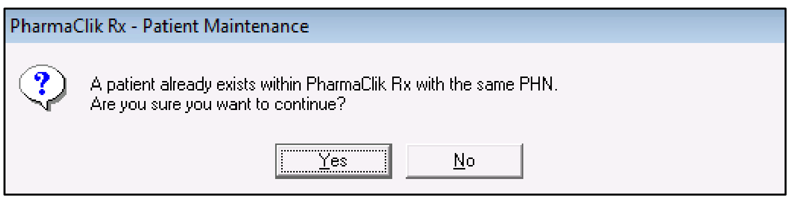
The Personal Health Number (PHN) is a unique identification number assigned to a resident of a province. In Newfoundland and Labrador this is called a Medical Care Plan (MCP), however to maintain consistency, MCP will be referred to as PHN throughout this user guide.

The PHN field only permits the use of numeric or alphabetic characters. Other characters entered in this field (i.e. periods, hyphens, etc.) will prompt the following validation:



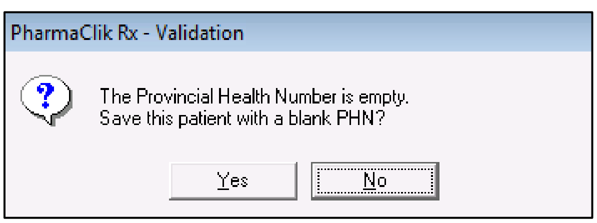
NOTE: The generic PHN 0000000000 will pass validation, but should not be used as it is not a valid PHN.

The PHN is a unique identifier assigned to every patient. If the PHN field is populated with a PHN that already exists for another local patient in PharmaClik Rx, the following prompt will appear upon selecting the Save button:



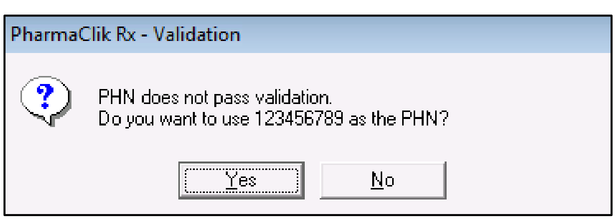
NOTE: The only time a patient with the same PHN is saved locally is when a new born is added using their mother's PHN. Once the newborn acquires their own PHN, you must update the record.

If the PHN field is left blank, the following prompt will appear upon selecting the Save button:



NOTE: This prompt will only appear once. Upon making your selection, this prompt will no longer appear for all future encounters with this Patient Folder.

In Newfoundland and Labrador, the PHN is 10 digits. If a 10-digit number if not populated in the PHN field, the following prompt will appear upon selecting the Save button:



NOTE: A PHN that is not 10-digits may still be valid (i.e. Out of Province patient, etc.). Ensure to never use SPACES when entering a PHN.

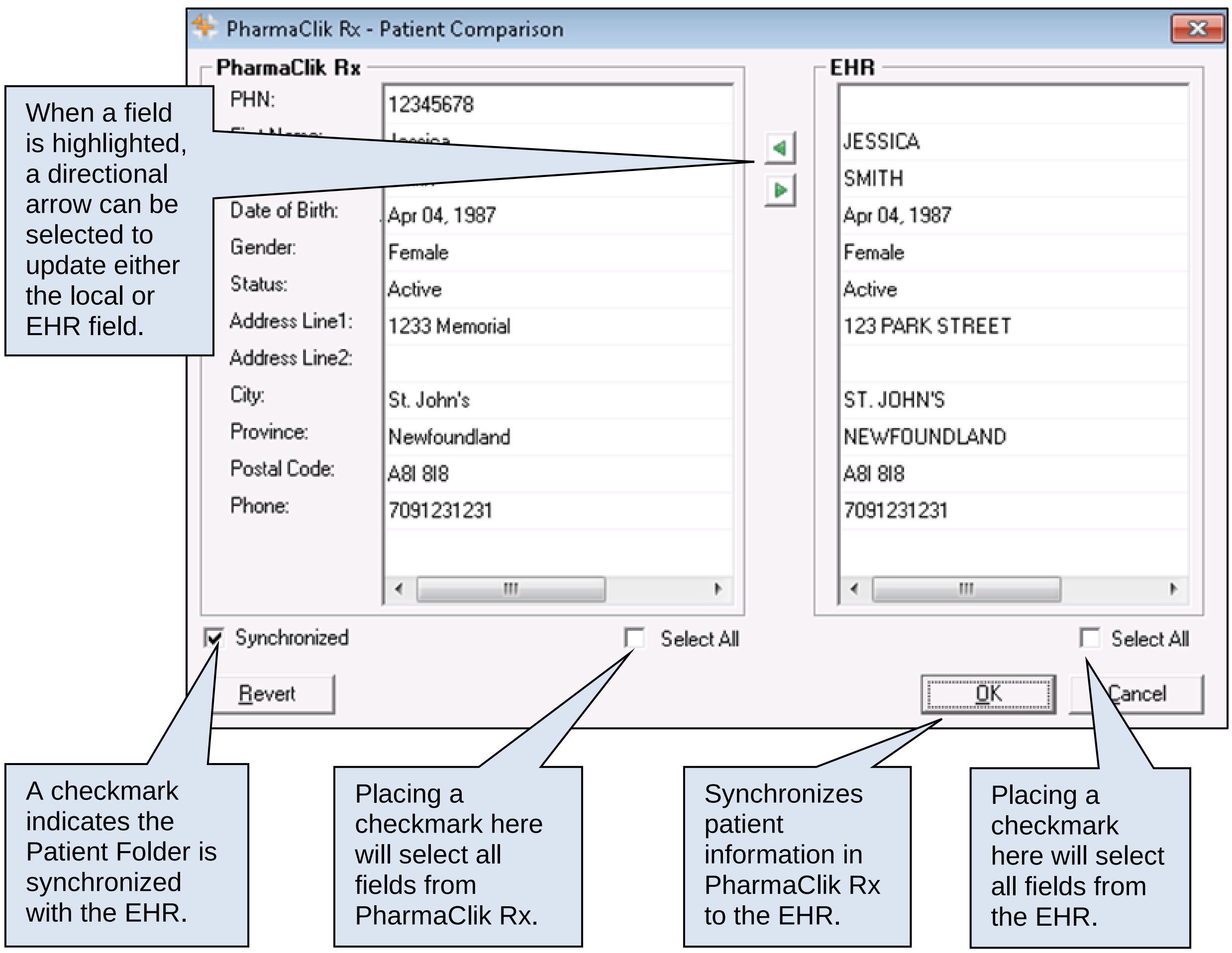
Patient Compare Button

The Compare button permits a user to compare the patient information in PharmaClik Rx and the patient information on the CR. If any of the information does not match, or something is missing, a user can update local information in to the CR, as well as apply CR information locally into PharmaClik Rx. The Compare function can only be used for patients that are already synchronized.

The 'Compare' window can be invoked from the following 2 locations:

- Patient Folder (for synchronized patients only)
  - In the main tab of a Patient Folder, select the **Compare** button located at the bottom.
  - Use the directional arrows in the 'Compare' window to update information from the CR to PharmaClik Rx, as well as from PharmaClik Rx to the CR.
- PHN Expand button (for non-synchronized patients)
  - In the main tab of a Patient Folder, select the **PHN Expand** button. A search in the CR is performed. If a search result is returned that matches, the user must highlight the patient and select the **Compare** button located at the bottom.
  - When the **Compare** button is selected through the **PHN Expand** button, a user can only update information from the CR to their local PharmaClik Rx database.

NOTE: It is recommended to only update patient information in one direction per transaction.



Patient Status

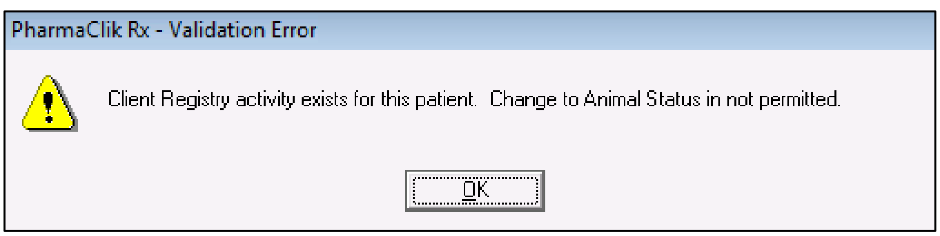
The **Animal** and **Out of Province** patient statues will be used more frequently in DIS enabled provinces. Animal is used to indicate that the Patient Folder is for a family pet. Out of Province is used to indicate that the Patient Folder is for a patient who is a non-resident of Newfoundland and Labrador.

In Newfoundland and Labrador, when the Patient Status is 'Active', 'Deceased', 'Hospitalized', 'Obsolete', 'Out of Province' or 'Inactive':

- PHN is required
- DIS Messages will transmit to the DIS
- EHR buttons will be enabled
- Patient History will be updated if the Patient Status is changed

When dispensing a prescription for an Animal, the RX Detail – Alerts will display the following Alerts to the user to ensure the dispensing pharmacist or technician is aware of the Patient Status.

When the patient status is updated, the change is recorded in the patient's History tab. The status for a patient however, cannot be updated to 'Animal' if Client Registry activity exists for that patient. The following validation prompt will appear:



NOTE: The patient status 'Animal' should not be used to bypass transmitting prescriptions to the DIS. All prescriptions must be transmitted to the DIS and any prescriptions that are not may be monitored or audited. Refer to the DIS Network Unavailable section for how to manage transactions when the DIS is not available.

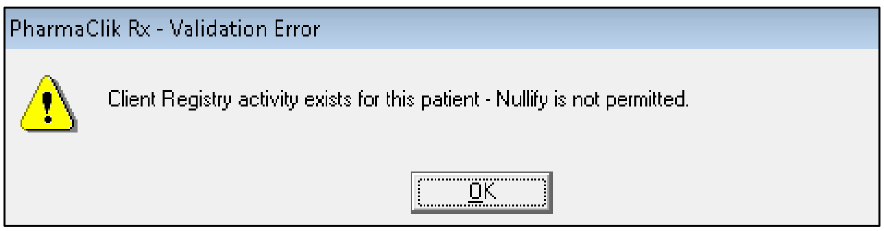
Nullifying a Patient

NLPN permits pharmacies to nullify synchronized CR records. Nullifying a patient means that the Patient Folder was synchronized with the CR in error. Nullifying a CR patient is only permitted when the patient has had no activity with the DIS. PharmaClik Rx will initiate the nullify patient process when a synchronized patient Status is changed to ‘Inactive’. When the nullify patient process is successful, the **Synchronization** checkbox will be unchecked, the patient Status will be ‘Inactive’, and a Patient History row will be added.

Nullifying a patient will not be permitted if:

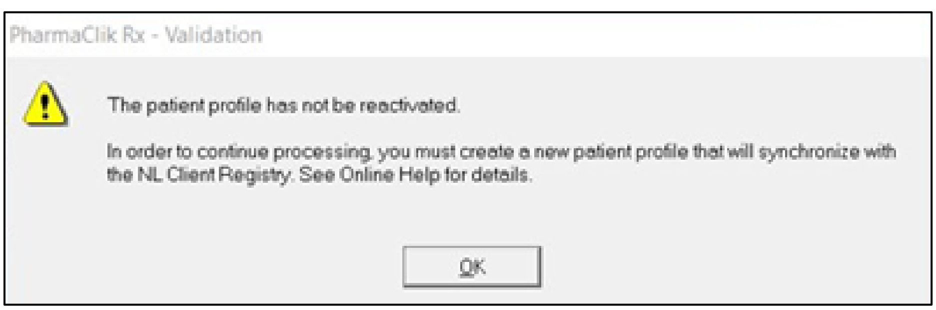
- The Patient Folder has never been synchronized; or
- Clinical information or prescriptions have been transmitted to the DIS

When a synchronized patient status changes from an ‘Active’ status to ‘Inactive’, PharmaClik Rx will validate if the Nullify action can be transmitted. If any DIS clinical or prescription history exists, the following validation will display:



The **Synchronization** checkbox will not be removed. The patient status will be changed to **‘**Inactive’ locally and a row will be added to Patient History.

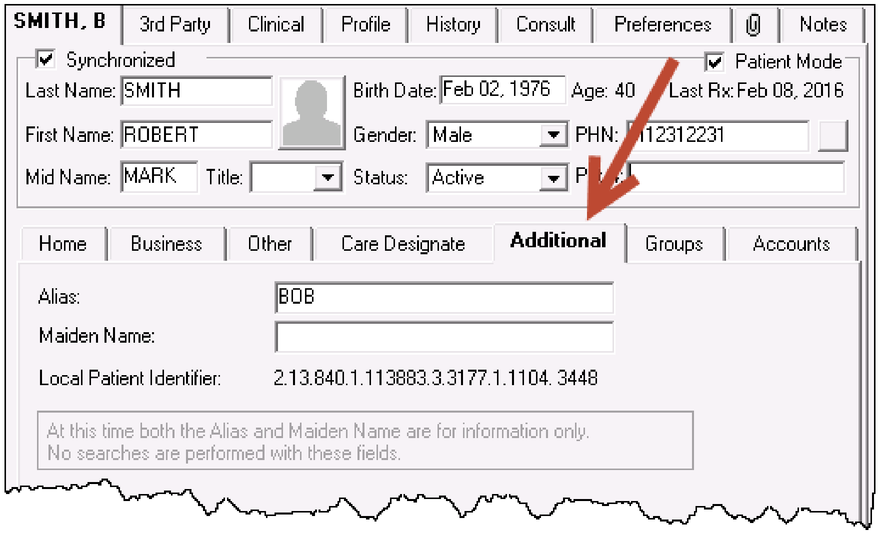
NOTE: If a patient was nullified in error, the patient CANNOT be re-activated as a previously nullified patient cannot be resynchronized. If attempting to re-activate a nullified patient, the following prompt displays.



A new Patient Folder must be created and synchronized to the DIS. To reduce confusion of which Patient Folder to use, the nullified Patient Folder can be merged with the new Patient Folder **once the new Patient Folder is synchronized**. For more information, see Introduction to Merging Patients.

Additional Sub-Tab

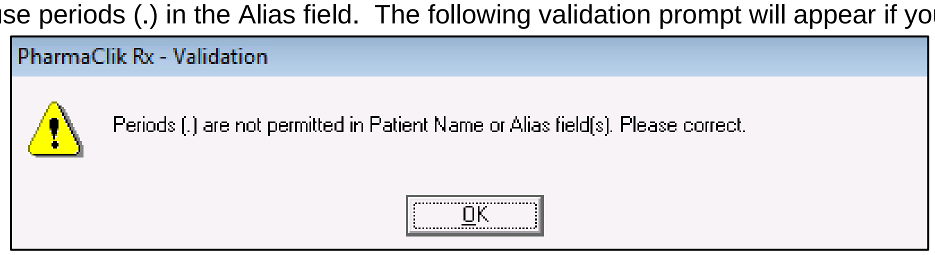
In the main tab of the Patient Folder, a new sub-tab titled *Additional* has been added.



This new tab will contain the following information:

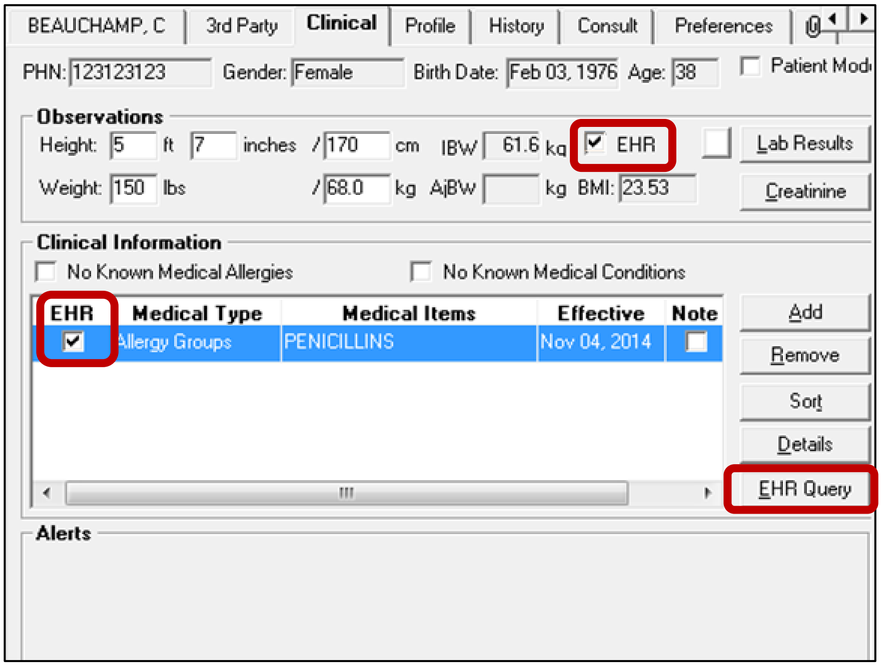
Alias	Use this field to enter any alias names your patient may go by (i.e. patient's first name is *Robert* but goes by *Bob*). Although this field is for informational purposes only and will not appear anywhere (i.e. reports, labels, etc.), any information entered will be transmitted to the DIS. Furthermore, no searches will be performed on the Client Registry using this field. If you find a patient on the CR and add them locally, this field will populate with their alias name on the DIS (if an alias exists).
Maiden Name	Use this field to enter a patient's maiden name. This field is for informational purposes only; any information entered in this field will not be transmitted to the DIS and will not appear anywhere (i.e. reports, labels, etc.). Furthermore, no searches will be performed on the Client Registry using this field.
Local Patient Identifier	This field is for informational purposes only. When troubleshooting with the Newfoundland and Labrador DIS Support Team, this number may be required.

You cannot use periods (.) in the Alias field. The following validation prompt will appear if you do:



Patient Clinical Tab

The **Clinical** tab contains observations and clinical information that can be uploaded to the patient's EHR profile.



Adding Observations

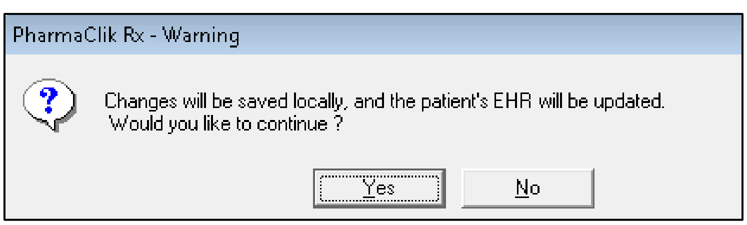
Basic Patient Observations (i.e. Height, Weight, and Lab Results) are supported by the DIS. These fields can be continued to be maintained locally as well they can be transmitted to the DIS.

To add observations to the patient's EHR profile, do the following:

1. Search for and select the desired patient.
2. Select the **Clinical** tab.
3. In the **Height** field, enter the patient's height.
4. In the **Weight** field, enter the patient's weight.
5. Select the **EHR** checkbox.

   NOTE: Both Height and Weight fields must be populated for the EHR checkbox to be enabled.

6. The following validation prompt will display. Select the **Yes** button.



A processing message will display indicating the information is being transmitted to the DIS. When the height and weight observations have been successful added, the processing window will close and the EHR checkbox will be selected.

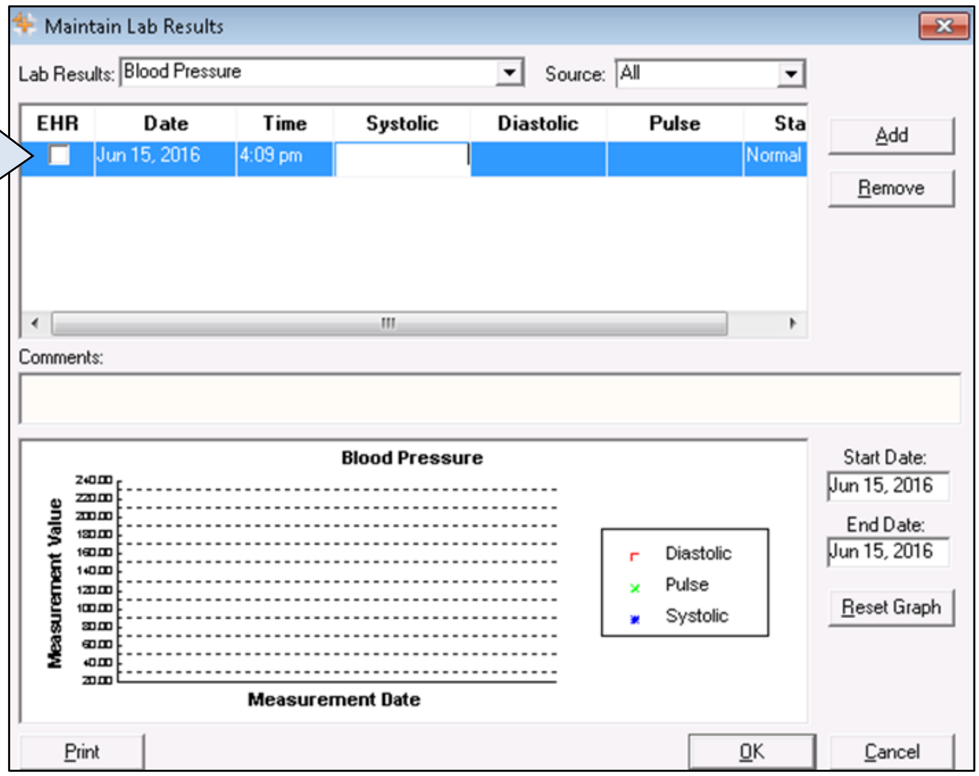
Adding Lab Results

Lab Results (i.e. Blood Glucose, Blood Pressure, Body Temperature, Cholesterol, and Respiratory Rate) can be added to PharmaClik Rx and transmitted to the patient's EHR.

To add lab results to the DIS, do the following:

1. Search for and select the desired patient.
2. Select the **Clinical** tab.
3. Select the **Lab Results** button. The 'Maintain Lab Results' window appears.

The EHR column will always be the first column displayed. This column cannot be moved to a different location. This will help ensure that users add these entries to the patient's EHR Profile.



4. From the Lab Results dropdown list, select the type of lab result you wish to add.
5. Select the **Add** button. A new row appears.
6. Enter the appropriate lab results/readings.
7. Select the **EHR** checkbox.
8. Select the **OK** button. The window will close and the information entered will be transmitted to the DIS.

Viewing Clinical Details

The **EHR Query** button allows you to access the patient's clinical results on their EHR and review what is currently on file to avoid duplicates. If the condition already exists on the patient's EHR, then it can be downloaded into your local system. The **EHR Query** button from the clinical tab only returns clinical results. There will be no prescriptions, devices, other medication or consultations.

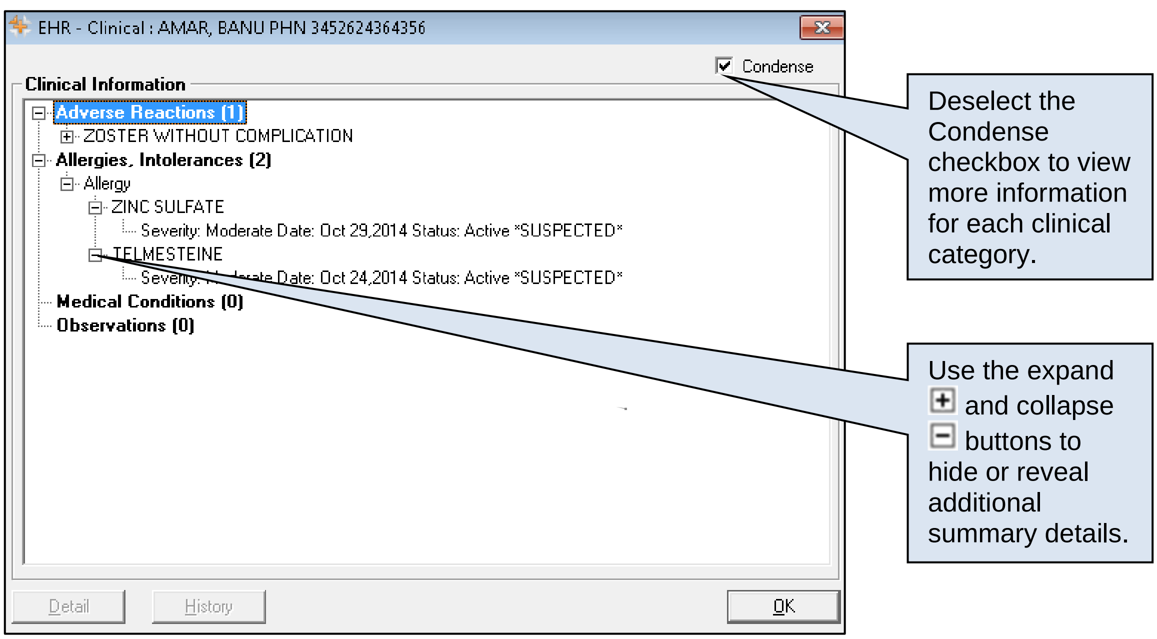
When adding new clinical information, it is recommended that this information is always transmitted to the patient's EHR. By default, the **EHR** checkbox will be selected for all observations and clinical information added. If you do not want the information transmitted to the patient's EHR, you can deselect the **EHR** checkbox.

To view the clinical details on a patient's EHR, do the following:

1. Select the **EHR Query** button.

   NOTE: If this is the first time the Patient Folder is being acted upon, then the 'Patient EHR Access Reason' window will appear and force you to view the patient's EHR prior to adding anything to the EHR. View the patient's EHR to ensure you will not be adding duplicate data that already exists.

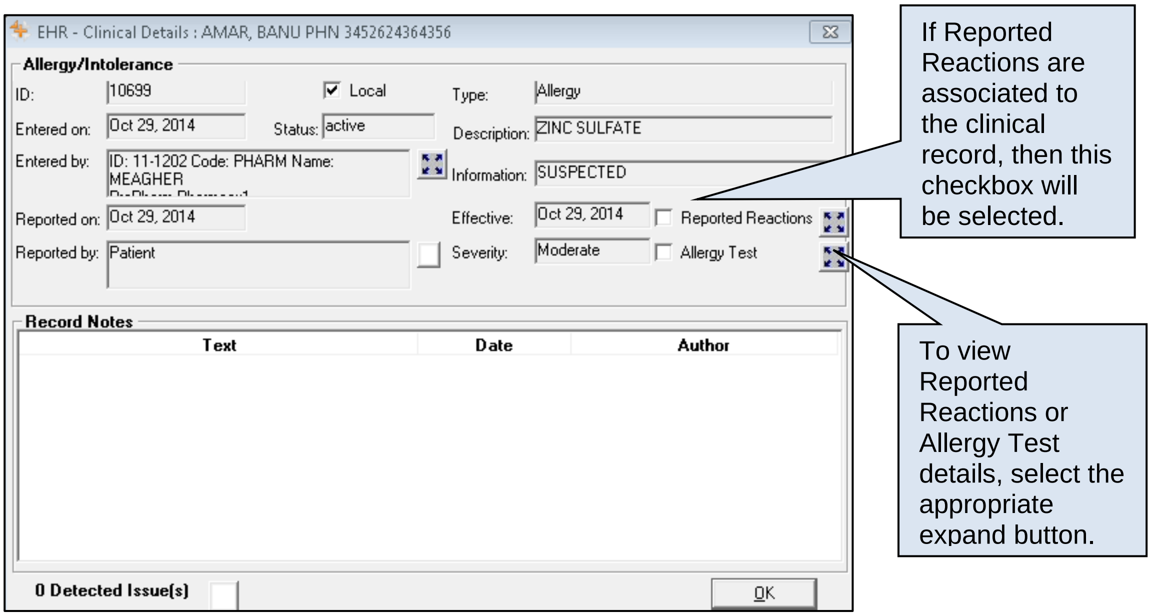
2. From the dropdown list, select a reason for accessing the patient's EHR.
3. In the **Comments** field, enter in any notes in regards to why you are accessing the patient's profile. This field is optional.
4. Select the **OK** button. The 'EHR – Clinical' window appears.



The 'EHR – Clinical' window will only display categories recognized by NLPN. Non-recognized categories (e.g. Diet, Lifestyle) will only be saved locally to the Patient Folder and will not display on the patient's EHR.

5. Use the expand button to highlight the summary information for one of the documented conditions. This will enable the **Detail** and **History** buttons.

6. To view details of an item, select the **Detail** button. The 'EHR – Clinical Details' window appears.



Adding Existing Clinical Information to the DIS

The purpose of Clinical information is to ensure that related Allergies, Intolerances, and Medical Conditions are kept on file for the Patient. This clinical information is now shared with the DIS and with all Health Professional that will be viewing the patient's electronic health record. Therefore, it is imperative that you keep this Clinical Information as up to date as possible.

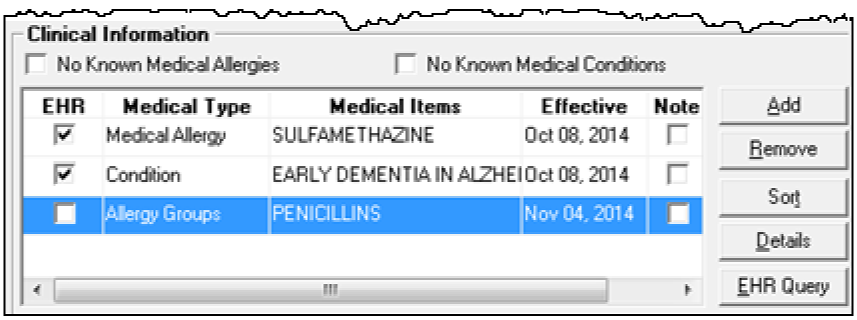
When the Drug Information System (DIS) is activated for your pharmacy it will be necessary to update the DIS with local information, as each pharmacy is Newfoundland and Labrador is considered to be the source system to the Client Registry. This information is also shared with all Health Professional.

The following Medical Condition types can be uploaded to or downloaded from NLPN:

- Allergy Groups
- Medical Allergies
- Conditions
- Non-Medical Allergy

To add existing clinical information to a patient's EHR, do the following:

1. Highlight the local record that has not yet been uploaded to the DIS.



2. Select the **Details** button. The 'Details' window appears.
3. Select the **EHR** checkbox.
4. To add a reaction, select the **Reactions** button.
5. To add notes, select the **Add** button in the Notes section.
6. Select the **OK** button.
7. Select the **Save** button.

Once the DIS has been updated with his local information, the EHR checkbox column will be displayed with a checkmark.

Adding New Clinical Information to the DIS

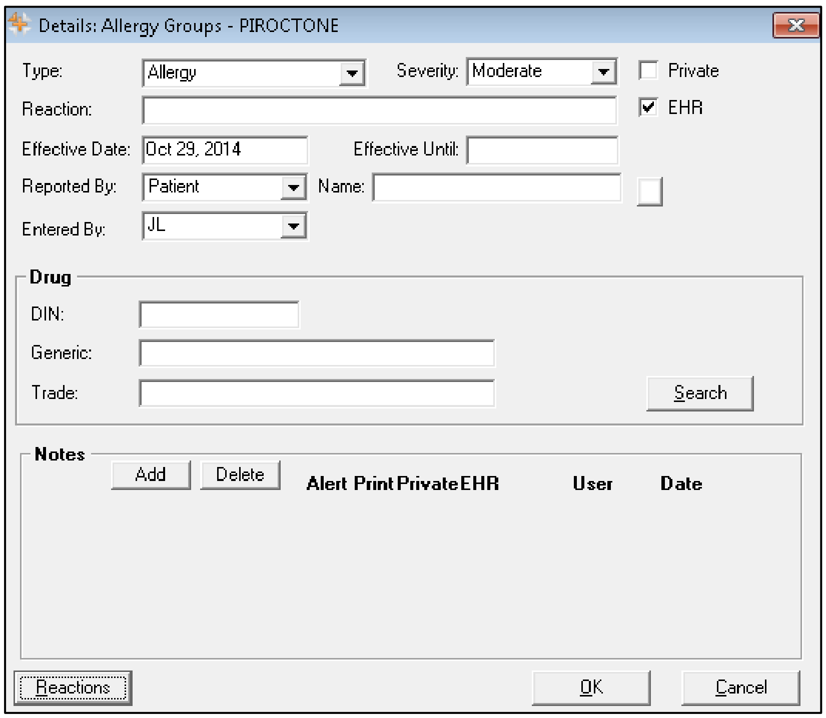
After your pharmacy has been live with the DIS it will become standard practice to ensure all patient information is up to date. When asking existing patients for updated clinical information, any new Allergy or Medical conditions should be transmitted to the DIS.

NOTE: In order for a patient to have a complete and comprehensive EHR Profile, it is imperative that all clinical records are added to the DIS.

To add new clinical information to the patient's EHR, do the following:

1. Search for and select the desired patient.
2. Select the **Clinical** tab.
3. Select the **Add** button. The 'Medical Condition Search' window will appear.
4. Under Description column, enter your search criteria.
5. Select the **Search** button.
6. From the returned results, select the desired condition and select the **OK** button. The 'Details' window will appear.
7. Enter the following details:
    - Type
    - Severity
    - Reaction
    - Reported By
    - Entered By
8. Select the **EHR** checkbox.
9. To add a reaction, select the **Reaction** button.
10. To add notes, select the **Add** button in the Notes section.

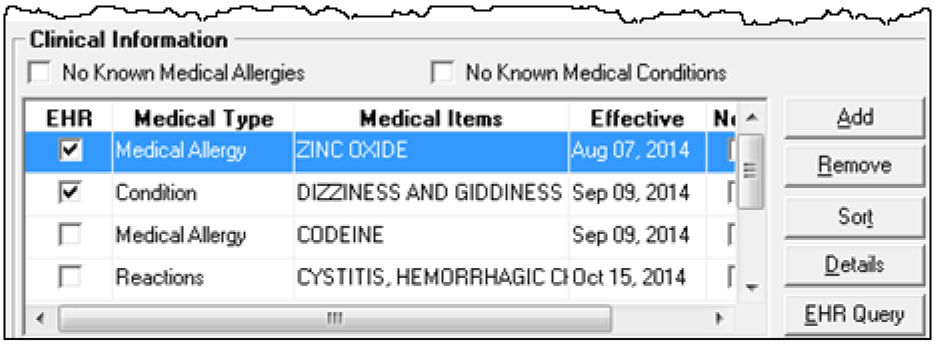
8. Select the **OK** button.
9. Select the **Save** button.



Deleting Clinical Information from the DIS

To remove clinical information to the patient's EHR, do the following:

1. Search for and select the desired patient.
2. Select the **Clinical** tab.
3. Highlight the row to be removed.



4. Select the **Remove** button. A validation prompt will appear confirming the deletion.
5. Select the **Yes** button.

If the removal of the clinical information is successful, the user will be returned to the Clinical tab. The Patient History tab will be updated with the following entry:

Downloading Clinical Information from the DIS

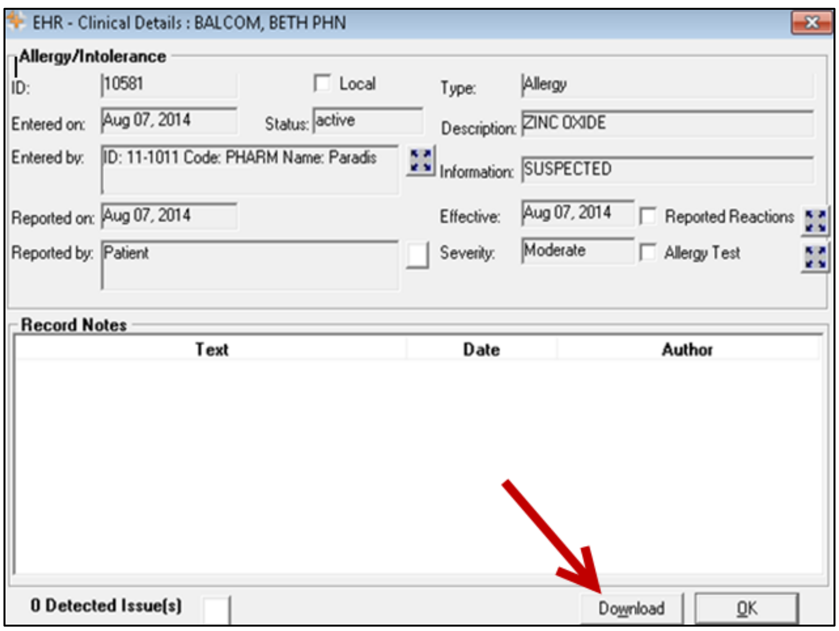
If there is clinical information on the patients EHR that is not local, it can be downloaded into PharmaClik Rx by selecting the **Download** button. The information will be immediately transferred to PharmaClik Rx. The **Download** button will be disabled for records that are flagged as Local.

To download clinical information from the patient's EHR, do the following:

1. Search for and select the desired patient.
2. Select the **Clinical** tab.
3. Select **EHR Query** button**.** The 'EHR – Clinical' window will open.

   NOTE: If this is the first time the Patient Folder is being acted upon, then the 'Patient EHR Access Reason' window will appear and require you to enter a reason for accessing the patient's EHR.

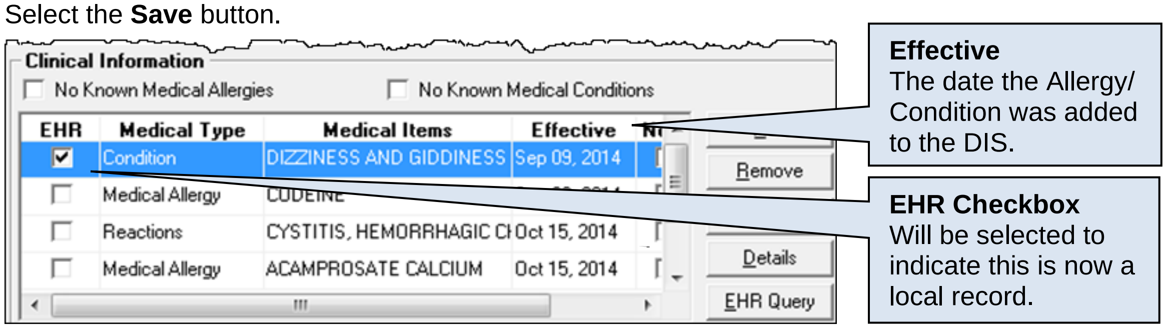
4. Highlight the desired clinical information and select the **Detail** button. The 'EHR- Clinical Details' window appears.



5. Select the **Download** button. The record is copied to the patient's local record.

   NOTE: The 'EHR – Clinical' window will remain open in case an additional Drug Allergy or Medical Condition is to be downloaded.

6. Select the **OK** button.
7. Select the **Save** button.



Patient Profile Tab

A patient's local profile will continue to be displayed by selecting the Profile tab in the Patient Folder. This will display only records that reside locally within PharmaClik Rx.

Viewing a Patient EHR Profile

The Patient Medication Profile on the Pharmacy Network contains all medications and devices prescribed and dispensed to a particular patient registered in the provincial CR. The user must be logged into the PharmaClik Rx and must have successfully completed a patient search to uniquely identify the patient in the Pharmacy Network.

The EHR displays the following sections of information:

- **Clinical Information** - The Clinical Information of the Patient's EHR can be viewed and edited from the patient's clinical tab. When viewing the Patient's EHR Profile from the Patient's Profile tab the clinical information is only viewable to the user. The view of this clinical information is outlined in the Clinical Tab section.
- **Profile Information** – Contains prescriptions categorized into (i) DIS only, (ii) DIS and PharmaClik Rx, and (iii) PharmaClik Rx only.

To view a patient's EHR from the patient profile tab, do the following:

1. Search for and select the desired patient.
2. Select the **Profile** tab.
3. Select **Rx** > **Profile**.
4. Select either **EHR – All** or **EHR – Rx.** The patient's EHR Profile appears.
   - **EHR – All:** Will display a summary view of both **Clinical** and **Prescription** Information.
   - **EHR – Rx:** Will display a summary view of only **Prescription** Information. The prescription information will include *Dispense*, *Device Transaction*, and *Other Medication*.

   NOTE: If this is the first time the Patient Folder is being acted upon, then the 'Patient EHR Access Reason' window will appear and require you to enter a reason for accessing the patient's EHR.
5. Once you are done viewing the patient's EHR, select the **OK** button.

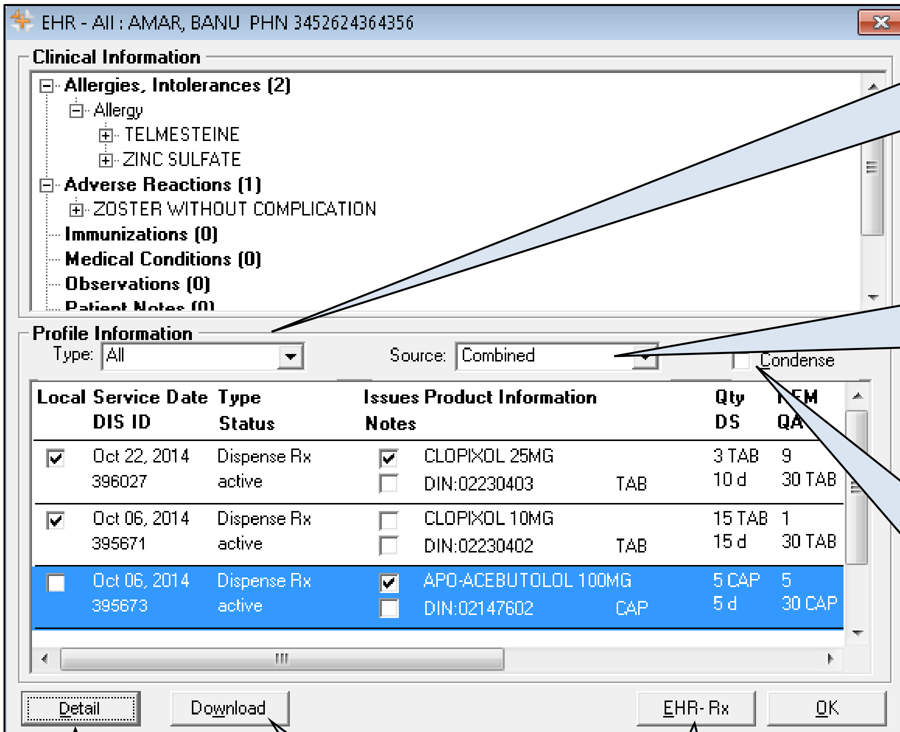
The Patient History tab will record the following:

Sample EHR – ALL Profile Window

A patient's **EHR – All** Profile is broken down into *Clinical* and *Profile* Information, as shown below.

- **Clinical Information** is a view-only section. Download is not permitted from this view.
- **Profile Information** can be viewed by both Type and Source.

Type
Allows view of:
-All Prescriptions
-Device Prescriptions
-Other Medications



Source
Allows view of:
-Combined
-DIS
-Local Only

Condense
Displays less detailed information within the prescription rows, allowing more rows to be displayed on the screen.

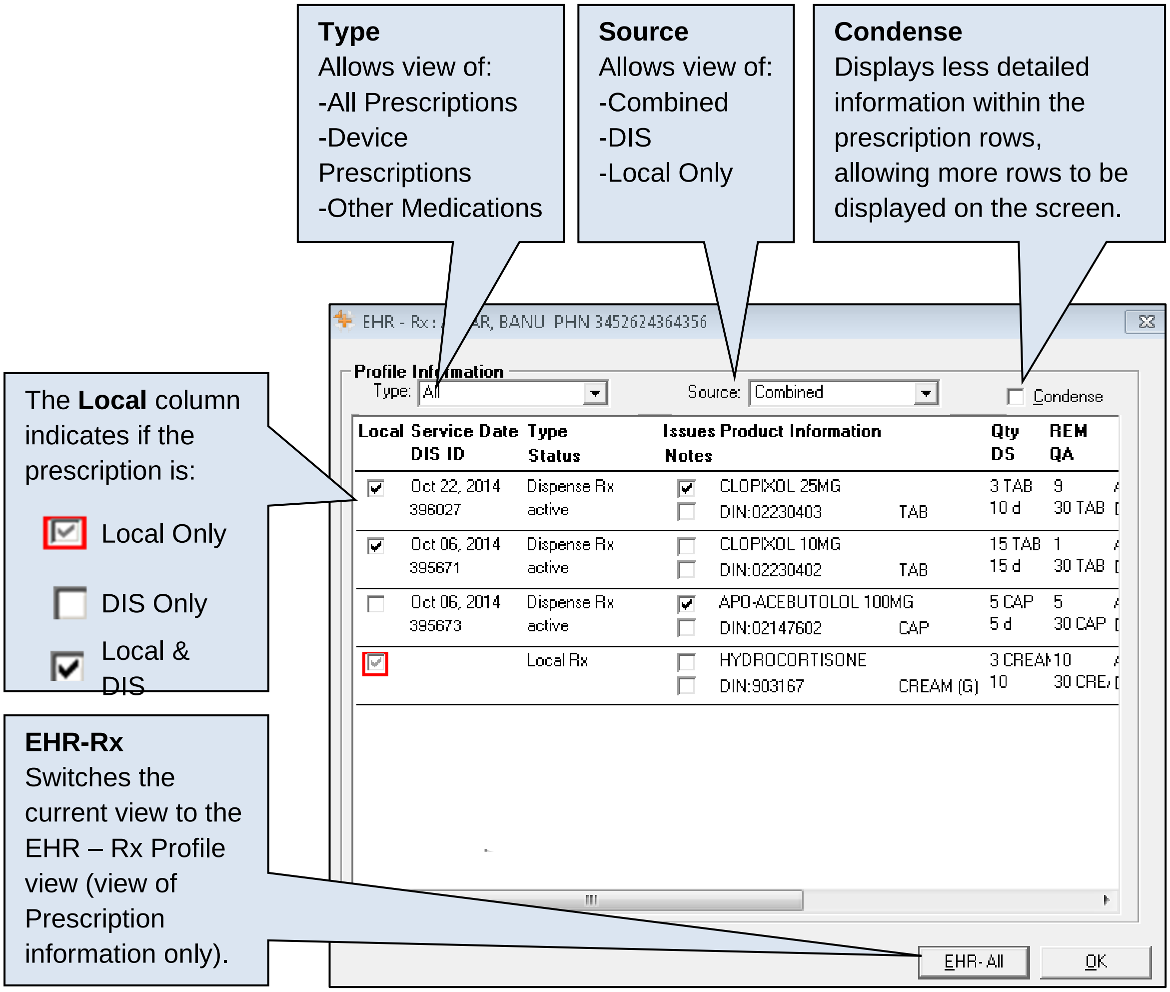
Detail
Displays the details of the highlighted row, showing all related DIS information.

Download
Permits your pharmacy to download a non-local Rx and dispense it at your pharmacy.

EHR-Rx
Switches the current view to the EHR – Rx Profile view (view of Prescription information only).

Sample EHR – Rx Profile Window

The **EHR – Rx** Profile is a view of Profile Information (prescription) only, as shown below.

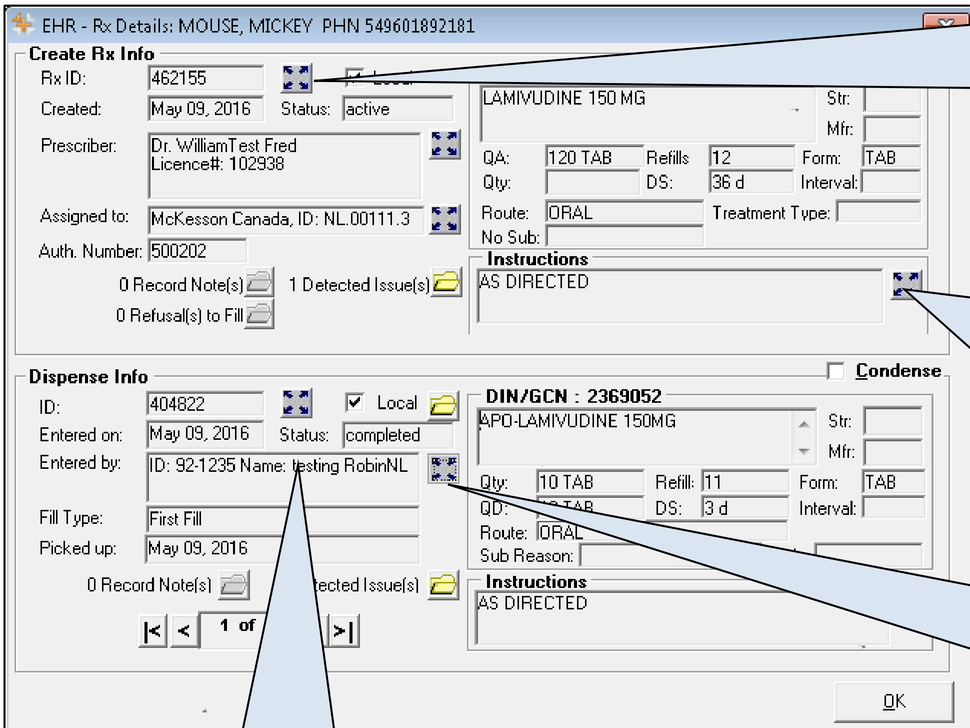


Device prescriptions will not contain the Last Filled date or the quantity that is remaining. It is recommended that the user Detail the Device prescriptions to view the Details of the Device, such as Created Date, Last Filled Date, Qty and Qty Remaining.

Sample EHR – Rx Details Window

When viewing either the **EHR – All** or **EHR – Rx**, highlight a row and select the **Detail** button to view more information. The **EHR – Rx Details** window is broken up into two separate sections:

- **Create Rx Info:** This section is “how the prescriber wrote the prescription”. Details such as Prescriber, Detected Issues, Record Notes are all available.
- **Dispense Info:** This section outlines each dispense as their own record. Dispenses can be viewed by scrolling using the arrows or by selecting the Condense mode.



Additional Rx Info
Select the expand button to view additional details regarding the Device Rx (i.e. DIS ID, Dosage times, Route. SIG etc.).

Additional Dosage Info
Select this expand button to view details regarding the instructions (i.e. supplemental instructions, etc.).

Additional Entered By Info
Select the expand button to view additional details regarding the user who dispensed this prescription.

Additional Dispense Info
Select the expand button to view additional details regarding the Dispense of the Rx (i.e. Location, Max Qty Per Day etc.).

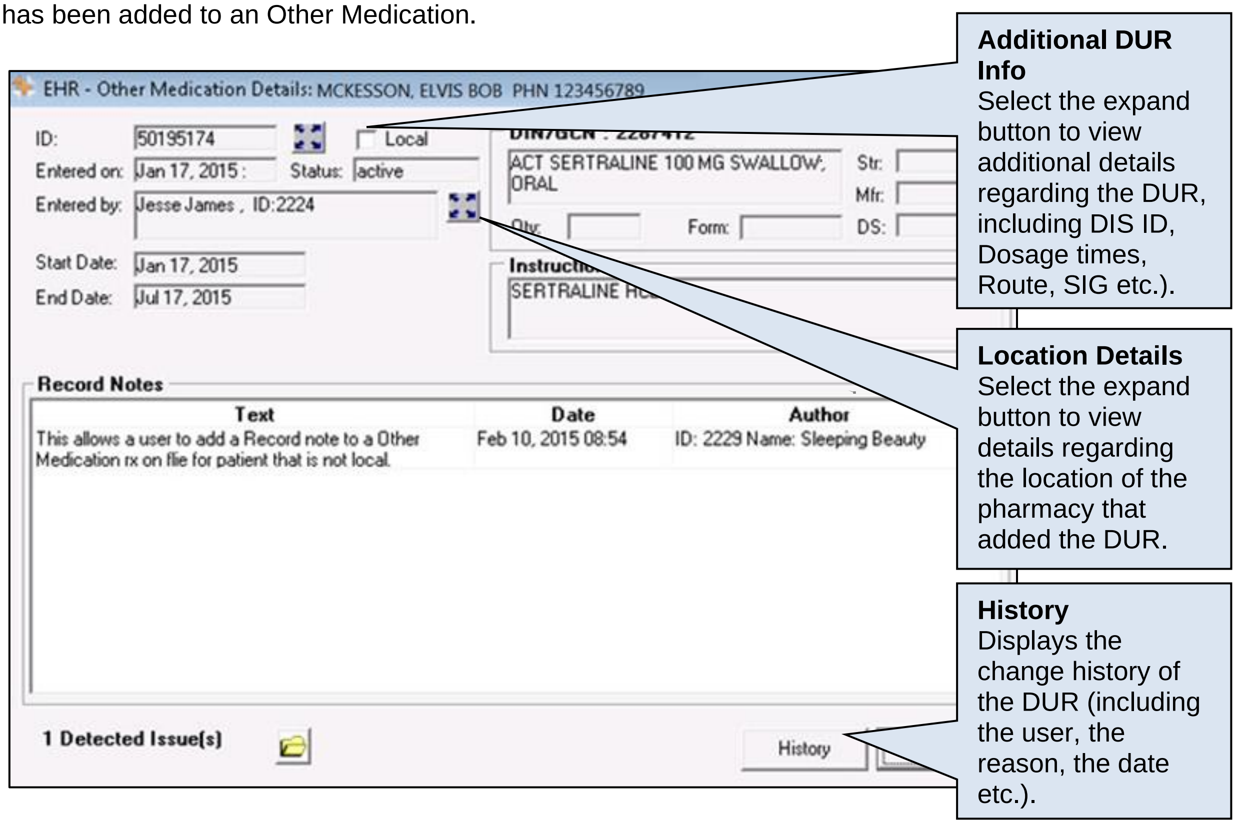
Indicates if the record resides locally within PharmaClik Rx

For local records, display the prescription in RX Detail

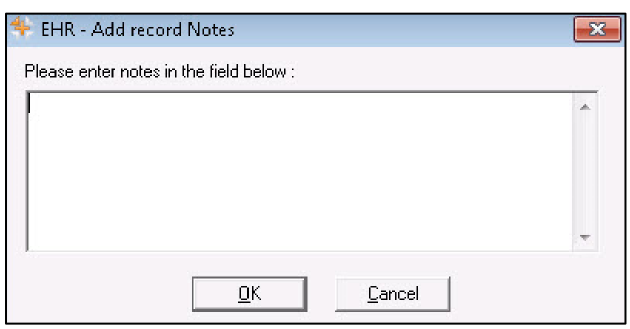
If the prescription has any Detected Issues associated with it, they will be visible by selecting the folder icon where it indicates *Detected Issue(s)*.

Sample EHR – Other Medication Details Window

Other Medications are DUR Instructions used to record “Over the Counter” drugs, along with natural products, vitamins or products dispensed out of province at another health facility. The **EHR – Other Medication Details** displays the details as recorded on NLPN. Record Notes will only exist when a Note has been added to an Other Medication.



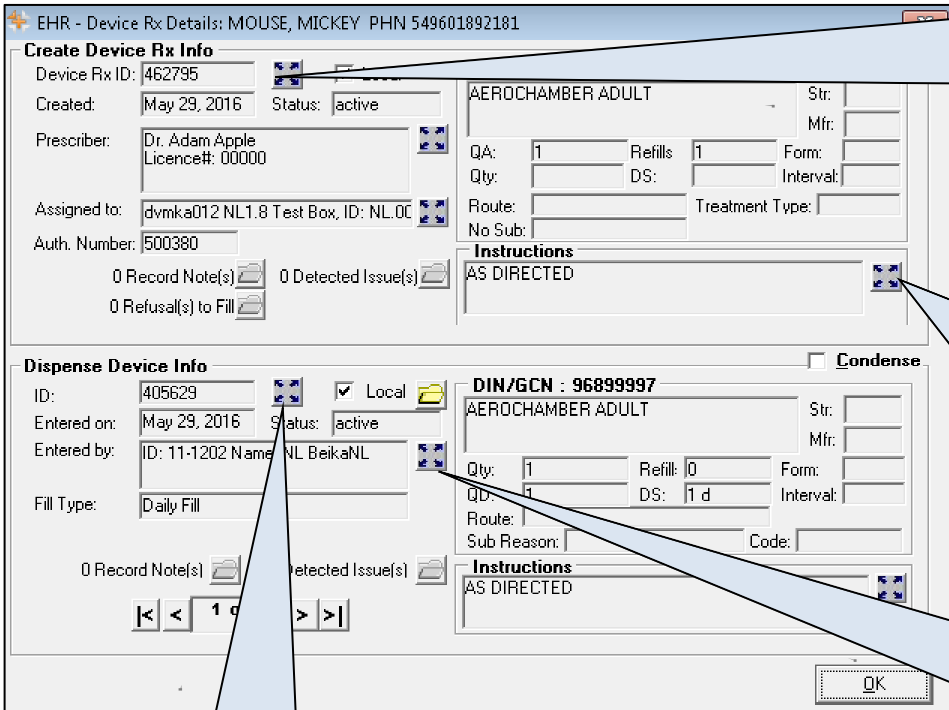
Record Notes will only exist when a Note is added to an Other Medication. Users are able to add Record Notes only to an Other Medication that is not local (was added at another pharmacy). Users can add a record note by selecting the **+** button. The ‘Add record Notes’ window will appear allowing you to enter your notes for all health providers to view regarding the Other Medication.



Sample EHR – Device Details Window

The following outlines the **EHR - Device Rx Details** of the Create and Dispense of the Device. As with prescriptions, the Device Details is divided into two sections:

- **Create Device Rx Info:** This section details "how the prescriber wrote the prescription". Details such as Prescriber, Detected Issues, Record Notes are all available.
- **Dispense Device Info** This section outlines each dispense as their own record. Dispenses can be viewed by scrolling using the arrows or by selecting the Condense mode to see the prescription listed by details.



Additional Rx Info
Select the expand button to view additional details regarding the Device Rx (i.e. DIS ID, Dosage times, Route, SIG etc.).

Additional Dosage Info
Select this expand button to view details regarding the instructions (i.e. supplemental instructions etc.).

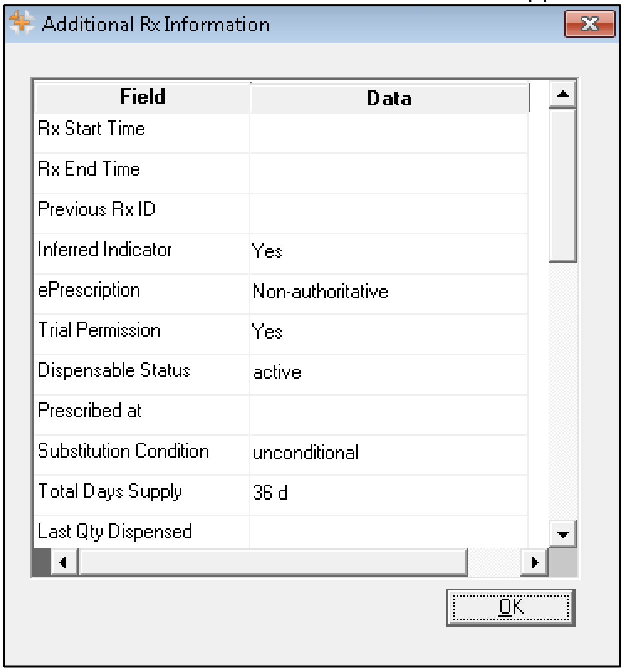
Additional Entered By Info
Select the expand button to view additional details regarding the user who dispensed this prescription.

Additional Dispense Info
Select the expand button to view additional details regarding the Dispense of the Rx (i.e. Location, Max Qty Per Day etc.).

Sample Additional Info Windows

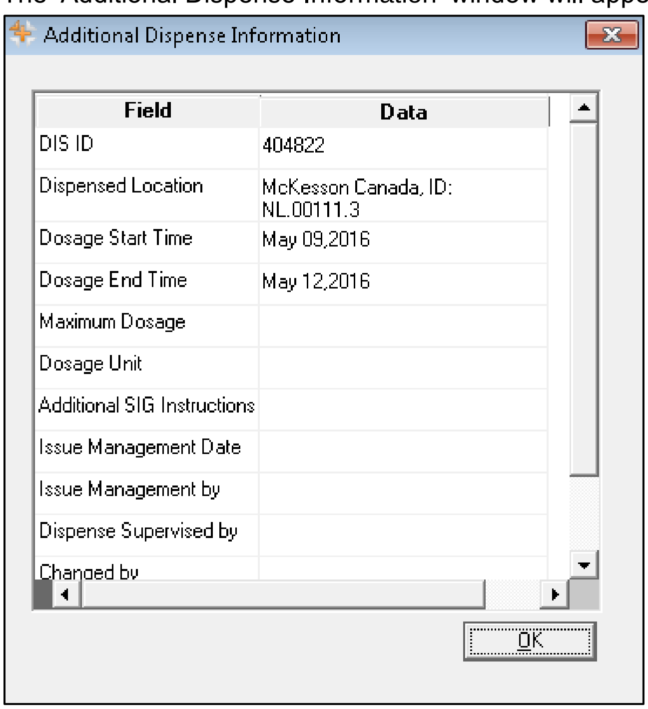
Additional Rx Information

The ‘Additional Rx Information’ window will appear similar to the following:



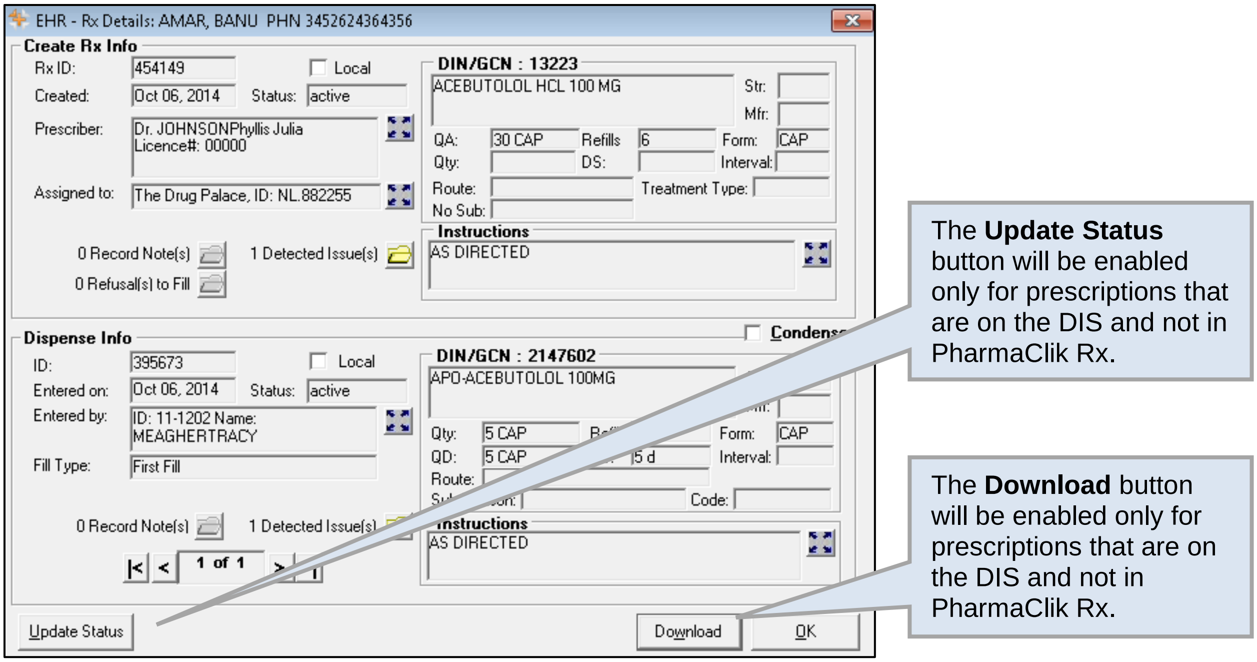
Additional Dispense Information

The ‘Additional Dispense Information’ window will appear similar to the following:



Updating a Prescription Status on EHR

For non-local records, users can use the **Update Status** button to change the status of a non-local prescription (i.e. changing from 'Active' to 'Revoked').



To update the status of a DIS prescription, do the following:

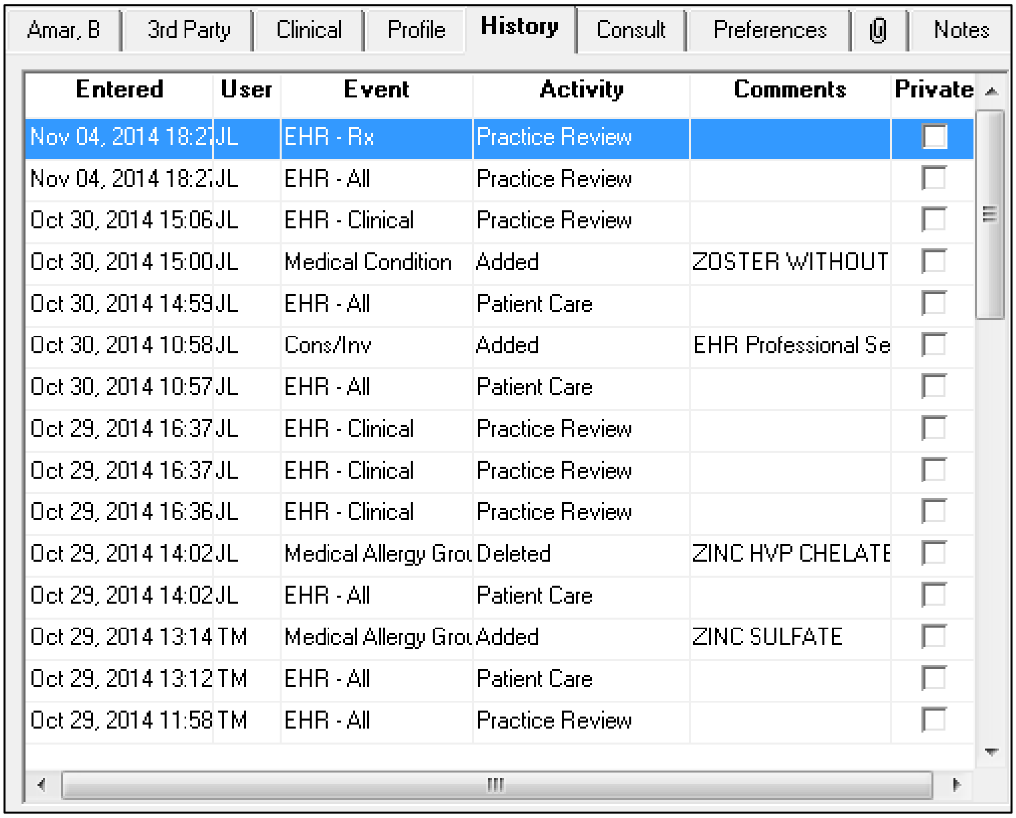
1. Search and select the desired patient.
2. Select the **Profile** tab
3. Select **Rx** > **Profile** > **EHR – All** (or **EHR – Rx)**.
4. Highlight the desired non-local DIS record.
5. Select the **Detail** button.
6. Select **Update Status.** The 'Update Status' window will open.
7. From the **Status** dropdown menu, select the status of the prescription. The following options are available:
   - Abort (Discontinue)
   - Revoke
   - Suspend
   - Resume
8. From the **Reason** dropdown list, select the reason for the status change.
9. In the **Notes** field, enter any comments about the status change. This field is not required.
10. Select the **OK** button.

When selecting **Suspend**, the release date will record the intended release date for the prescription. This date will be recorded on the patient's EHR only.

Patient History Tab

The **History** tab in the Drug Folder is now available for all DIS enabled provinces. The History tab will record when the **DIS TYPE**, **DIS DIN/PIN** or **Type** have changed. Other information, such as the date entered, the user, and the event will also be recorded for reference.

A patient's care history lists all events that have occurred for the patient. Events include modifications to the Patient Folder (such as adding notes), and prescription activities (such as filling, cancelling, or transferring a prescription). Each time a patient’s EHR is viewed, an entry will also be created in this tab. For each event, the date, user, type of activity, and comments will be displayed, as shown below.



Entered	User	Event	Activity	Comments	Private
Nov 04, 2014 18:2	JL	EHR - Rx	Practice Review		
Nov 04, 2014 18:2	JL	EHR - All	Practice Review		
Oct 30, 2014 15:06	JL	EHR - Clinical	Practice Review		
Oct 30, 2014 15:00	JL	Medical Condition	Added	ZOSTER WITHOUT	
Oct 30, 2014 14:59	JL	EHR - All	Patient Care		
Oct 30, 2014 10:58	JL	Cons/Inv	Added	EHR Professional Se	
Oct 30, 2014 10:57	JL	EHR - All	Patient Care		
Oct 29, 2014 16:37	JL	EHR - Clinical	Practice Review		
Oct 29, 2014 16:37	JL	EHR - Clinical	Practice Review		
Oct 29, 2014 16:36	JL	EHR - Clinical	Practice Review		
Oct 29, 2014 14:02	JL	Medical Allergy Grou	Deleted	ZINC HVP CHELATE	
Oct 29, 2014 14:02	JL	EHR - All	Patient Care		
Oct 29, 2014 13:14	TM	Medical Allergy Grou	Added	ZINC SULFATE	
Oct 29, 2014 13:12	TM	EHR - All	Patient Care		
Oct 29, 2014 11:58	TM	EHR - All	Practice Review		

It is imperative that users log into PharmaClik Rx with their correct credentials and do not share their passwords. All activity sent to the DIS is done so with a user attached.

For each event that is recorded in the History tab, such as an interaction or dispense, you can select **Rx** > **Detail** to view more information about what occurred in the event. Furthermore, the user has the ability to **Sort** and **Filter** the entries in the History tab.

Patient Consult Tab

The Patient Consult tab is available in all provinces. Immunizations and EHR Professional services can be added from the Consult tab and transmitted to the DIS.

Viewing Consultations

The **EHR Query** button in the Consult tab allows a user to view all consultations on a patient's EHR before adding any new records to the EHR unnecessarily. If the EHR has not been viewed, upon selecting the **Add** or **Details** button, the user will be prompted to view the EHR.

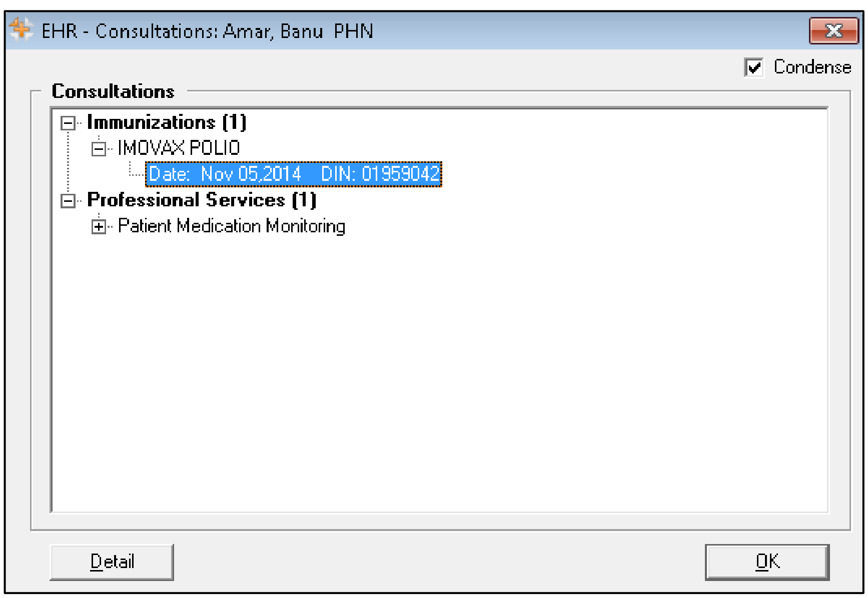
The **EHR Query** button will not display any prescriptions, devices, other medications, or clinical information. Only consultation results on the EHR will be returned.

To view all consultations on a patient's EHR, do the following:

1. Search for and select the desired patient.
2. Select the **Consult** tab.
3. Select the **EHR Query** button. The 'EHR - Consultations' window opens.

   NOTE: If this is the first time the Patient Folder is being acted upon, then the 'Patient EHR Access Reason' window will appear and require you to enter a reason for accessing the patient's EHR.

4. Choose to view in either a 'Condense' mode or 'Uncondensed' mode by selecting the **Condense** checkbox. Condense will be the default view.
5. Use expand (⊞) and collapse (⊞) to reveal or hide additional summary view details.

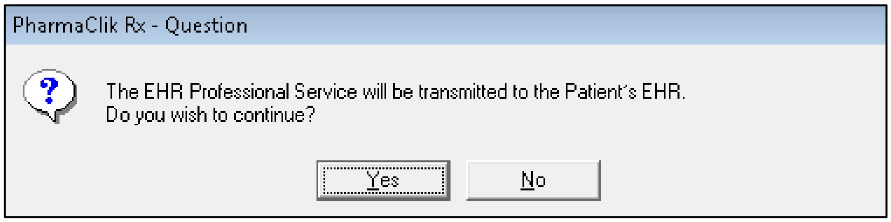


6. When the summary information is selected, select the **Detail** button to view more information.
7. Once you are done viewing the EHR, select the **OK** button.

Adding Existing Consultations to the DIS

To transmit an existing consultation in PharmaClik Rx to a patient's EHR, do the following:

1. Search for and select the desired patient.
2. Select the **Consult** tab.
3. Highlight the **Service** you wish to transmit to the DIS.
4. Select the **Details** button.
5. Select the **EHR** checkbox. A validation prompt will appear.



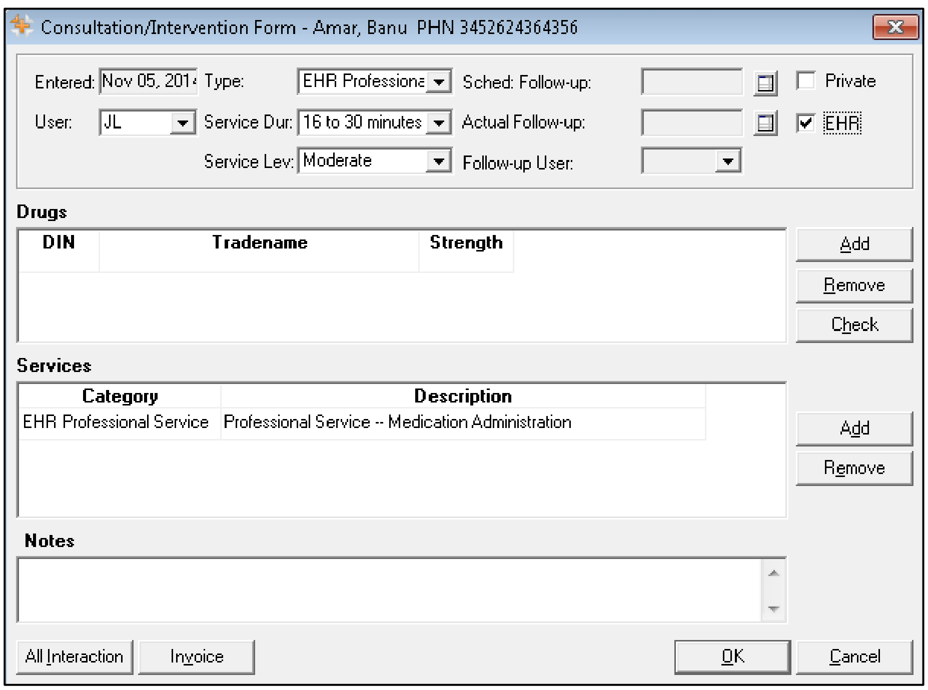
6. Select the **Yes** button. The consultation/intervention will be transmitted to the DIS.

Adding New Consultations to the DIS

EHR Professional Service and *Immunizations* have been added to the existing consultation type list. Only these two types of consultations will transmit to the DIS.

To add a new consultation to a patient's EHR, do the following:

1. Search for and select the desired patient.
2. Select the **Consult** tab.
3. Select the **Add** button. The 'Consultation/Intervention Form' window will open.
4. From the **Type** dropdown menu, select the appropriate consultation type.
5. The **EHR** checkbox will be selected by default. If you do not want to transmit the consultation/intervention to the DIS, deselect this checkbox.
6. Enter any other additional information, such as **Service Duration**, **Service Level**, **Related Drugs**, and **Services**, and/or **Notes**. Depending on the Consultation type selected, some fields may be required.
7. Select the **OK** button.
8. Select the **Save** button.



For Immunizations, additional information such as a follow-up can be provided. If a follow-up is entered, then an entry will be added to the Activities tab for the scheduled follow-up date.

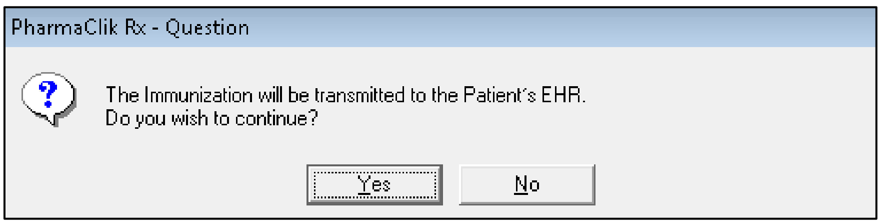
Adding Existing Immunizations to the DIS

To transmit an existing consultation in PharmaClik Rx to a patient's EHR, do the following:

1. Search for and select the desired patient.
2. Select the **Consult** tab.
3. Highlight the **Service** you wish to transmit to the DIS.
4. Select the **Details** button. The 'Consultation/Intervention Form' window opens.

   NOTE: If this is the first time the Patient Folder is being acted upon, then the 'Patient EHR Access Reason' window will appear and require you to enter a reason for accessing the patient's EHR.

5. Select the **EHR** checkbox. The following validation prompt will appear:



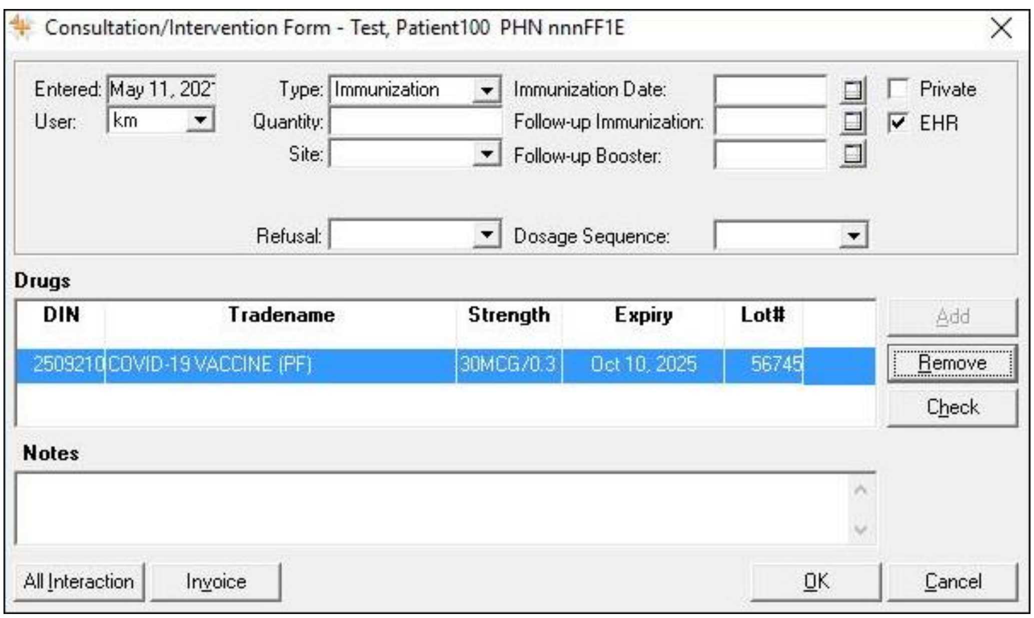
6. Select the **Yes** button. The immunization will be transmitted to the DIS.

Adding New Immunizations to the DIS

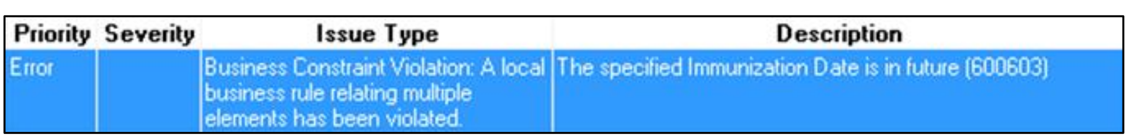
To transmit a new immunization from to a patient's EHR, do the following:

1. Search for and select the desired patient.
2. Select the **Consult** tab.
3. Select the **Add** button. The 'Consultation/Intervention Form' window will open.
4. From the **Type** dropdown list, select **Immunization**.
5. In the **Immunization Date** field, enter the date of the immunization.
6. In the **Quantity** field, enter a quantity.
7. Select the **Add** button to add a drug.
8. In the **Expiry** and **Lot #** column, enter the drug's expiry date and the Lot #, respectively. If this information is already entered in the Drug Folder, it will automatically populate in this window.
9. Select the **Dosage Sequence**.
10. Enter any other additional information, such as **Follow-up Immunization,** and/or **Notes** (optional).

The Immunization Date entered will appear in the **Follow-up Date** field on the Patient Consult tab.



Ensure you enter the correct date for the immunization. If you attempt to add an immunization with a future date you will get the following Detected Issue:



Priority	Severity	Issue Type	Description
Error		Business Constraint Violation: A local business rule relating multiple elements has been violated.	The specified Immunization Date is in future (600603)

Patient Notes Tab

Any notes added in the Patient's Notes tab can be transmitted to a patient's EHR.

Viewing Notes

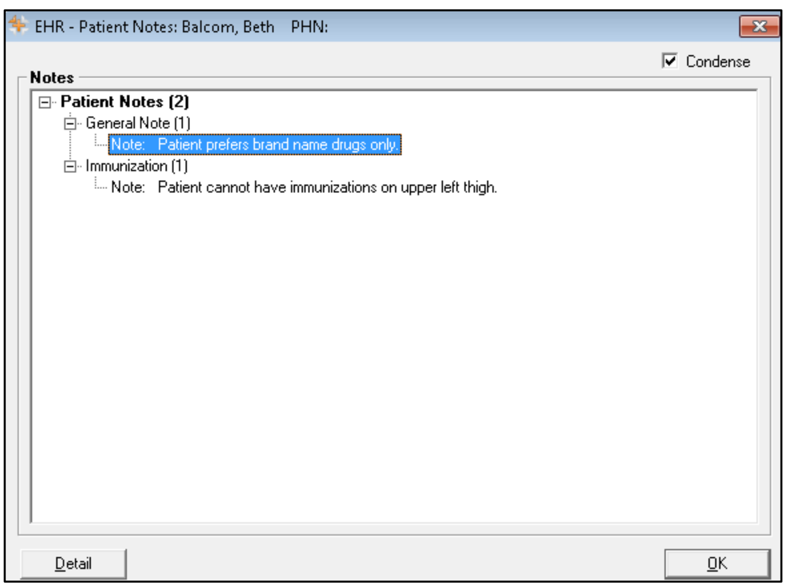
The **EHR Query** button in the Notes tab allows a user to view all notes on a patient's EHR Profile.

To view the notes on a patient's EHR Profile, do the following:

1. Search for and select the desired patient.
2. Select the **Notes** tab.
3. Select the **EHR Query** button. The 'EHR – Patient Notes' window opens.

   NOTE: If this is the first time the Patient Folder is being acted upon, then the 'Patient EHR Access Reason' window will appear and require you to enter a reason for accessing the patient's EHR Profile.

The **EHR Query** initiated from the Patient Notes Tab will only return Patient Notes. There will be no prescriptions, devices, other medication, clinical information, or consultations.



4. Choose to view in either a 'Condense' mode or 'Uncondensed' mode by selecting the **Condense** checkbox. Condense will be the default view.
5. Use expand ($\boxed{+}$) and collapse ($\boxed{+}$) to reveal or hide additional summary view details.
6. When the summary information is selected, select the **Detail** button to view more information.
7. Select the **OK** button to close the 'EHR - Patient Notes' window.

Adding Notes

A patient note can be added to a patient's profile if the dispense identifies relevant information through an encounter with the patient. This includes information such as:

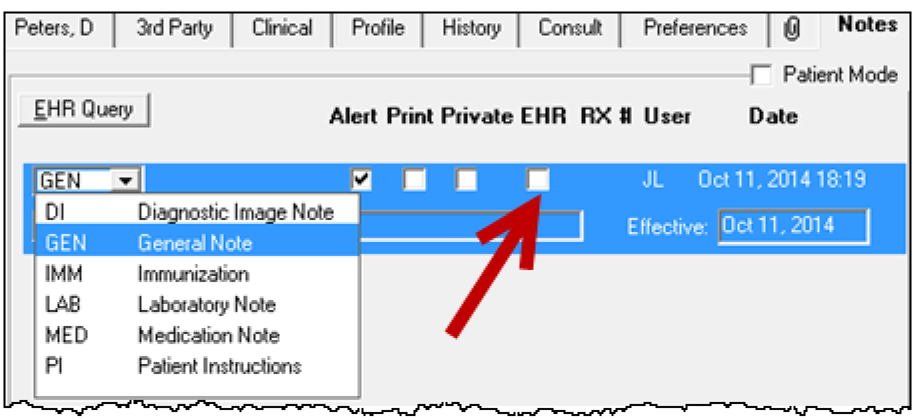
- Compliance issues
- Difficulty swallowing medication
- Smoking status
- Notation regarding family history

Patient notes are added locally. If you would like a note to be transmitted to the patient's EHR, you must select the **EHR** checkbox, as shown in the image below. A validation prompt will display to confirm whether you would like to add the note to the EHR.

It is recommended that only clinically relevant patient notes are transmitted to the DIS. Patient notes such as '*Deliveries to Side Door*' or '*Do not cash cheques*' should not be transmitted to the DIS.

To add a patient note, do the following:

1. Search for and select the desired patient.
2. Select the **Notes** tab.
3. Select the **Add** button located at the bottom. A new patient note row will appear.
4. From the dropdown menu, select the type of note you are entering.
5. Enter your note text.
6. If the note should be added to the patient's EHR, select the **EHR** checkbox.



7. Select the **Save** button.

NOTE: If you selected the **EHR** checkbox, a validation prompt will display to confirm that you would like to save the note to the patient's EHR.

Deleting Notes

If a note was added to a patient's EHR Profile, then you are only able to delete the note from the EHR if it has not already been viewed by any other user connecting to the DIS. You can, however, still delete the note locally from PharmaClik Rx.

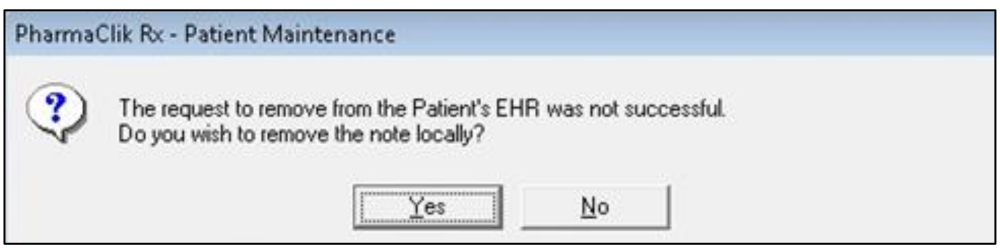
To delete a patient note, do the following:

1. From the Patient Folder, select the **Notes** tab.
2. Highlight the note you wish to delete.
3. Select the **Delete** button. If the note was ever transmitted to the DIS and viewed by another user, the following Detected Issues error will appear:

Priority	Severity	Issue Type	Description
Warning		Business Constraint Violation: A local business rule relating multiple elements has been violated.	The system indicates that this patient note may have been viewed by another provider before being recalled (600703)

4. Select the **OK** button.
5. Select the **Yes** button if you wish to delete the note locally from PharmaClik Rx.

If the delete was not successful, the validation prompt below will appear. Selecting the **Yes** button will remove the note locally from PharmaClik Rx, but will remain on the patient's EHR Profile. Selecting the **No** button will keep the note on the patient's profile in PharmaClik Rx.

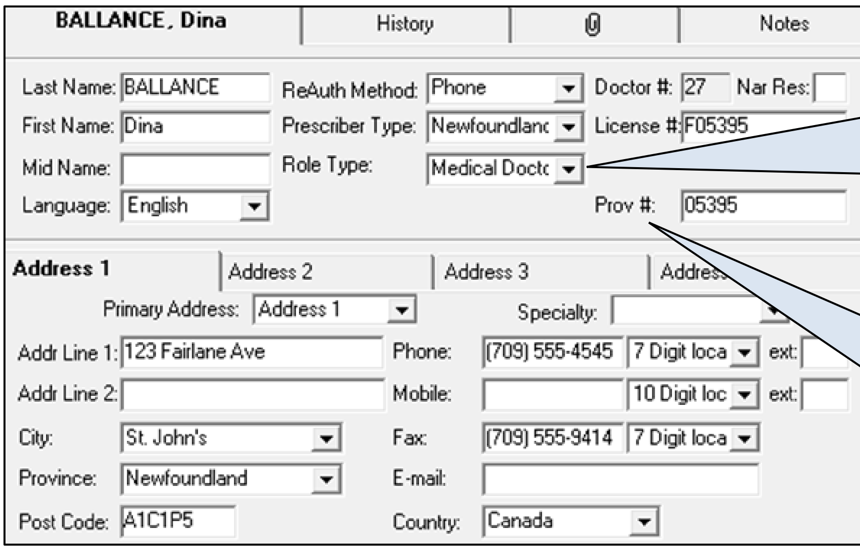


Doctor Folder

The Doctor Folder permits the addition of a new health professional or an update of an existing health professional. The Folder is called Doctor, but Nurse practitioners, Pharmacists, Optometrists, and all other health professionals are also entered. There have been enhancements to the Doctor Folder with the renaming of a field and the addition of a new field to accommodate various categories of health care professionals for eHealth.

Role Type and Prov

The **Prov#** value must be provided in a specific format based on the Role Type. The Prov# will be different than the License #.



Role Type
Mandatory field for DIS transactions. Further defines the Prescriber Type (i.e. Prescriber Type of Newfoundland College of Nurses).

Prov #
Mandatory field used to support an alternate format and/or value of the prescriber license number within DIS messages.

Role Type	License # for Adjudication	Prov # for DIS Transmissions
NL Medical Doctor	P09876 The letter P or F or R or L or M should already be populated	09876
NL Pharmacist	67142 Remove the hyphen from DIS #	67-142
NL Nurse Practitioner	N94678 Remove first digit from DIS # and replace with N9	14678
NL Dentist	D88908 Remove first 2 digits and add D8; then remove last 3 digits	018909121
Any Out of Province Doctor	Licence number	00000
NL Optometrist	Number as provided by the NLCHI Service Desk	Same as Lic #

MD Match

When adding new doctors to your Doctor File, the **MD Match** button in the 'Doctor Search' window allows you to search a provincial database of doctors. For each doctor, this database contains an address, license number, and at least one phone number.

If a physician cannot be located via MD Match, search the College of Physicians and Surgeons of Newfoundland and Labrador website.

To use MD Match to find a doctor, do the following:

1. Select the **Doctor** button. The 'Doctor Search' window appears.
2. Enter in the doctor search criteria.
3. Select the **Search** button.
4. If the doctor is not found, select the **MD Match** button at the bottom. The 'Master Doctor Search' window opens. The search criteria are displayed.
5. Select the **Search** button.
6. Highlight the correct doctor from the Search Results.
7. Select the **OK** button. The Doctor Folder opens.
8. If required, update the doctor's information including **Role Type**, **Prov#**, and **Address** fields.
9. Select the **Save** button.

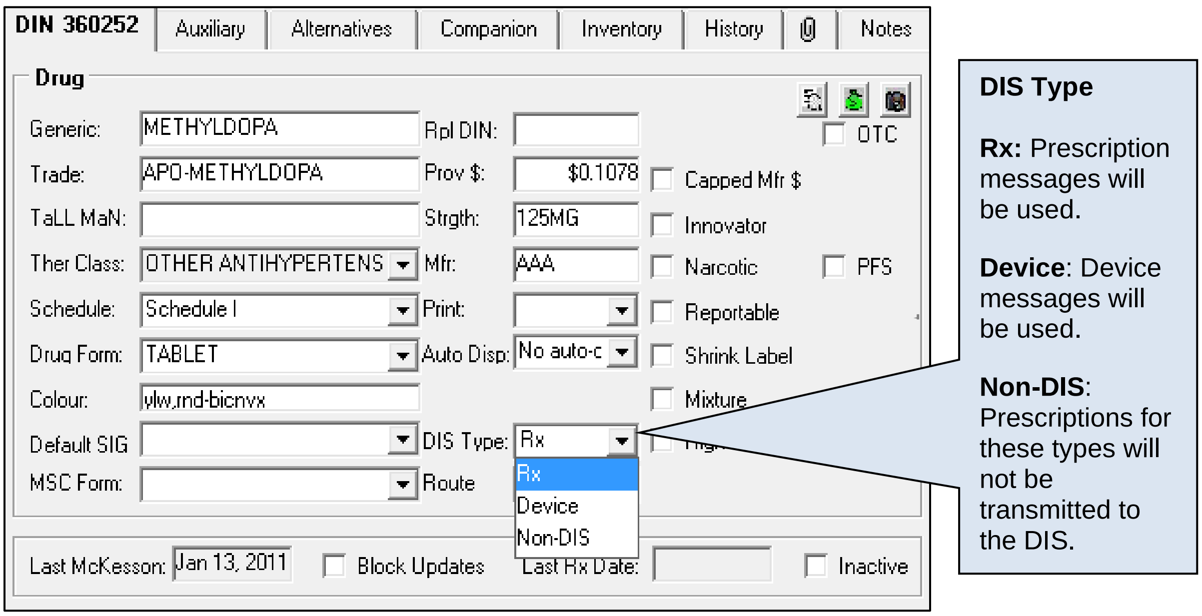
Drug Folder

The Drug Folder now contains new fields that will be submitted to the DIS with each prescription filled.

Main Tab

DIS Type

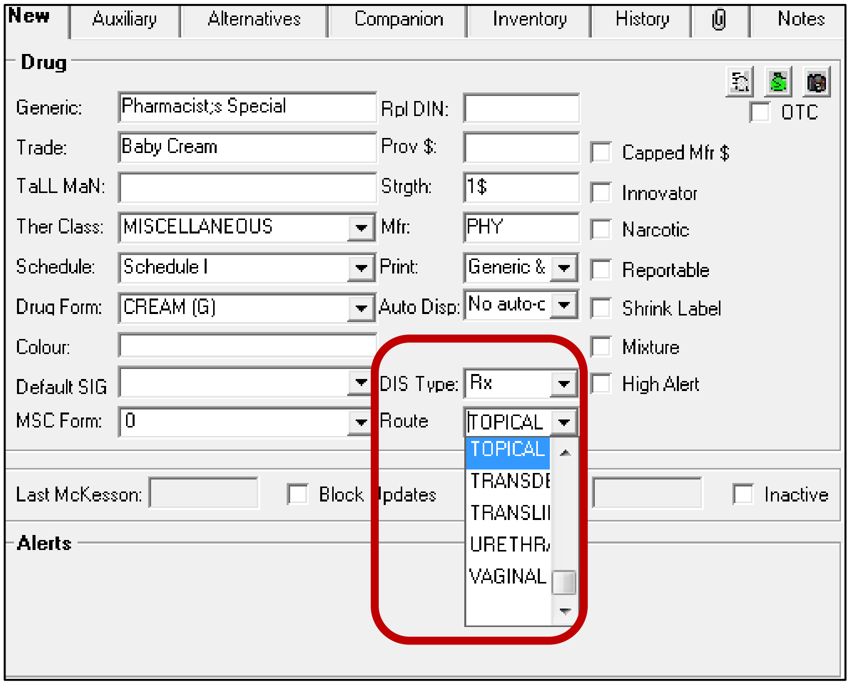
The DIS Type selection determines if the drug will be submitted using the prescription message, the device message, or not submitted at all. The **DIS Type** field has been changed from a radio button to a dropdown list.



The **DIS Type** of 'Non–DIS' should only be used as a last resort when it has been confirmed that NLPN does not recognize the DIN or DIS DIN/PIN value. When the **DIS Type** is 'Device' the DIS DIS/PIN and Type field (located in the Alternatives tab) must be populated. Refer to the DIS DIN/PIN and Type section.

Route

A product's Route of Administration (Route) will be transmitted within the DIS prescription message. The Route field will be editable for Free Form products only.



To modify a Route value from the Drug Folder, do the following:

1. Search for and select the desired drug, or create a new drug.
2. In the main tab of the Drug Folder, select the **Route** from the dropdown list.
3. Select a value that is appropriate for the product (e.g. Oral).

   NOTE: Avoid using *Miscellaneous* as the Route.

4. For free-form drugs, ensure that the **DIS Type**, **DIS DIN/PIN** and **Type** are populated correctly (refer to DIS Type and DIS DIN/PIN and Type).
5. Select the **Save** button.

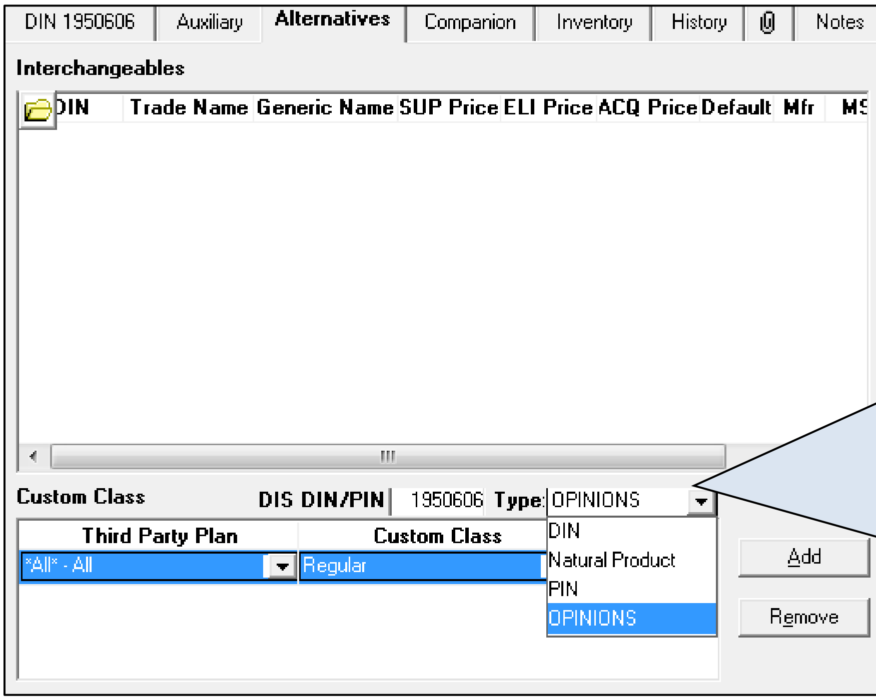
Route is a mandatory field for free-form drug products and PharmaClik Rx will validate if the value has not been provided.

Alternatives Tab

DIS DIN/PIN and Type

The DIS DIN/PIN and Type fields provide a means to submit an alternative DIN/PIN to NLPN only. For drugs with a DIS Type of *Device*, these fields must be populated and the Type will always be 'OPINIONS'.

The **Type** field dropdown will consist of the following



DIN: Used when the **DIS Type** is **Rx** and the product has a valid DIN.

Natural Product: Used when the **DIS Type** is **Rx** and the product has a Natural Product Number (NPN).

PIN: Used when the *DIS Type* is **Rx** but the product is identified on the NL PIN List.

OPINIONS: Used only when the **DIS Type** is **Device**.

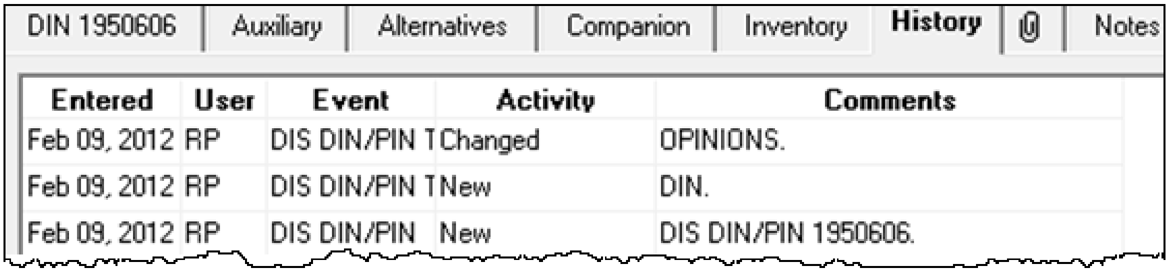
To add or update the DIS DIN/PIN and Type from the Drug Alternatives tab, do the following:

1. Search and select the desired drug.
2. Input the recognized **DIN/PIN/NPN** value for the product
3. Select the corresponding type from the **DIS Type** dropdown list (e.g. DIN, Natural Product, PIN, OPINIONS).
4. Select the **Save** button.

To save time, the most commonly used devices should be set up prior to going live. If a product cannot be found on any product list (e.g. DIN, NPN, OPINION, or NL PIN), call the NLCHI Service Desk at 1-877-752-6006 to request that it is added to the Newfoundland PIN List. Ensure the information on hand, prior to contacting the Service Desk, includes the proper spelling of the component, the brand name, the label name and the drug form. Please note that items added to the NLPN PIN list during this call will not be subject to DUR checks.

History Tab

The **History** tab in the Drug Folder is now available for all DIS enabled provinces. The History tab will record when the **DIS TYPE**, **DIS DIN/PIN** or **Type** have changed. The date entered, user and event will also be recorded for reference.



Entered	User	Event	Activity	Comments
Feb 09, 2012	RP	DIS DIN/PIN T	Changed	OPINIONS.
Feb 09, 2012	RP	DIS DIN/PIN T	New	DIN.
Feb 09, 2012	RP	DIS DIN/PIN	New	DIS DIN/PIN 1950606.

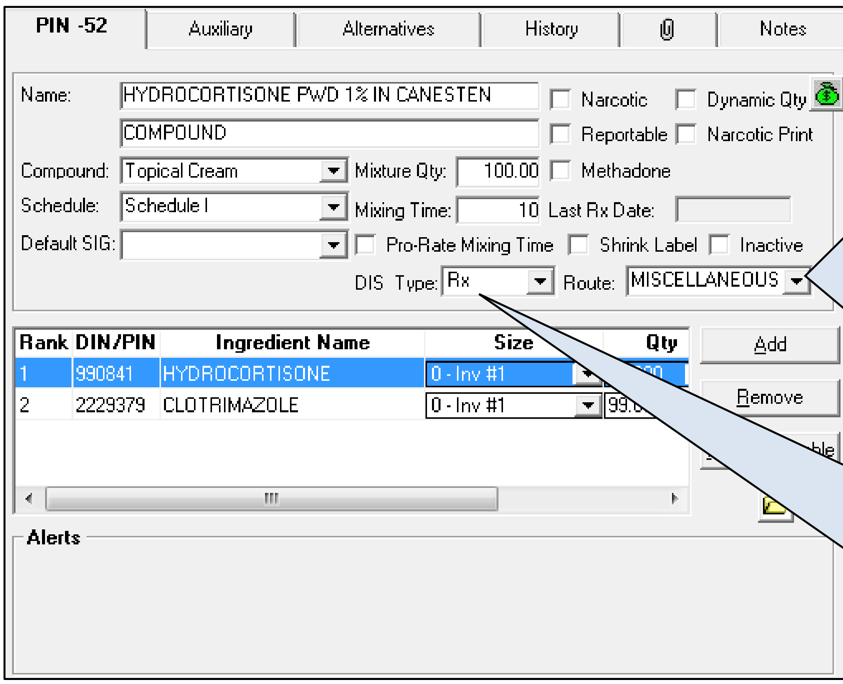
Mixtures Folder

New fields have been added to the Mixtures Folder to support the NLPN DIS requirements.

Main Tab

DIS Type

The DIS Type selection determines if the drug will be submitted using the prescription message, the device message, or not submitted at all. The DIS Type has been changed from a radio button to a dropdown list **DIS Type** is a dropdown list that consists of:



Route: Route is a required field for all drugs and mixtures. The default selection is *Miscellaneous* but this selection should be avoided when possible. To prevent any delays when submitting to the DIS, ensure this dropdown field is populated with the appropriate route.

DIS Type

Rx: Prescription messages will be used.

Device: Device messages will be used.

Non-DIS: Prescriptions for this type will not be transmitted to the DIS.

The **DIS Type** of 'Non–DIS' should only be used as a last resort when it has been confirmed that NLPN does not recognize the DIN or DIS DIN/PIN value.

Route

A mixture's Route of Administration (Route) will be transmitted within the DIS prescription message. The Route field will be editable for Mixtures. Route is a mandatory field for Mixtures. PharmaClik Rx will validate if the value has not been provided.

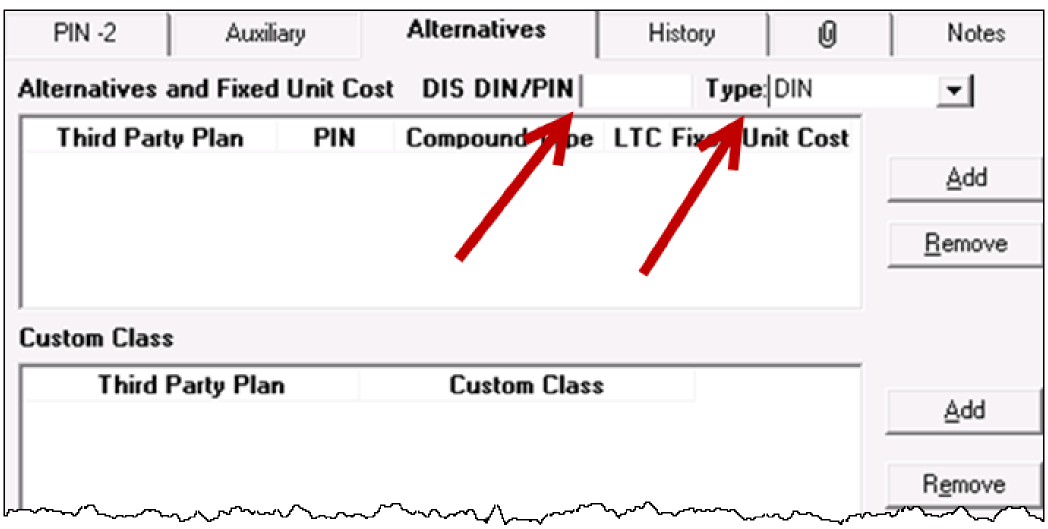
To modify a Route value from the Mixture Folder, do the following:

1. Search for and select the desired mixture, or create a new mixture.
2. In the main tab of the Mixture Folder, locate the **Route** dropdown menu and select a value that is appropriate for the mixture (e.g. Topical).
3. Ensure that the **DIS Type** and **DIS DIN/PIN** value and **Type** are populated correctly (refer to DIS Type and DIS DIN/PIN and Type).
4. Select the **Save** button.

Alternatives Tab

DIS DIN/PIN and Type

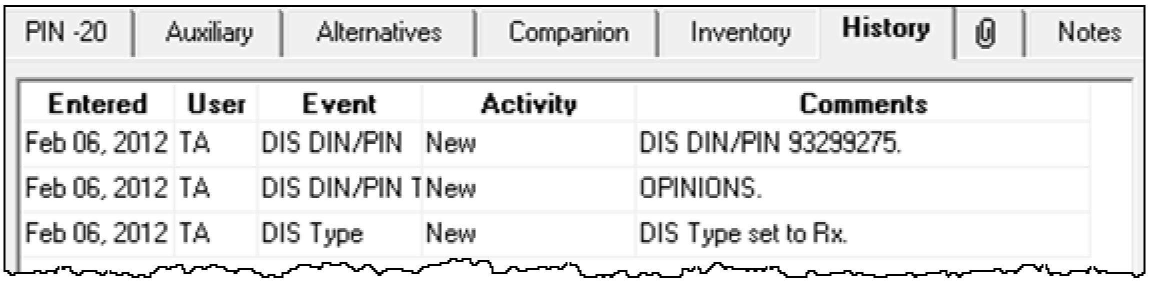
The *DIS DIN/PIN* and *Type* fields are located in the Mixture Folder > Alternatives tab. These fields provide a placeholder to store a DIS DIN/PIN. Presently this DIS DIN/PIN is transmitted when a mixture is dispensed.



For NLPN mixtures, at least one ingredient must have a recognized DIS DIN/PIN and Type. If no ingredients have a recognized DIS DIN/PIN, the mixture prescription will not be transmitted. Only one mixture ingredient will be transmitted to the DIS to maintain the privacy of pharmacy compounds. Review the mixture ingredients and update the drug DIS DIN/PIN and Type if necessary.

History Tab

The **History** tab in the Drug Folder is now available for all DIS enabled provinces. The History tab will record when the **DIS TYPE**, **DIS DIN/PIN**, or **Type** have changed. The date entered, user, and event will also be recorded for reference.



Methadone

PharmaClik Rx provides the ability to create a standard mixture that can be used to dispense variable quantities of methadone to patients. This type of mixture is called a dynamic quantity mixture. The dynamic quantity mixture allows Methadone to be dispensed using the number of milligrams being dispensed to the patient, as opposed to the volume being dispensed.

Before creating the dynamic quantity Methadone mixture, it is necessary to create a Freeform Drug for each of the ingredients in the mixture: Methadone Powder, Distilled Water, and Tang (or your preferred diluent).

In order for these products to be accepted by the DIS it is imperative that the DIS DIN/PIN and Type are set accordingly to the NLCHI PIN List. For more information, see the DIS DIN/PIN and Type section.

There may already be one or more Methadone Powder DINs in your drug file. You can use an existing Methadone DIN (e.g. DIN 9850619), or create a negative DIN for Methadone Powder. If you are using an existing Methadone DIN, verify that the unit pricing is correct as well as the DIS DIN PIN and Type.

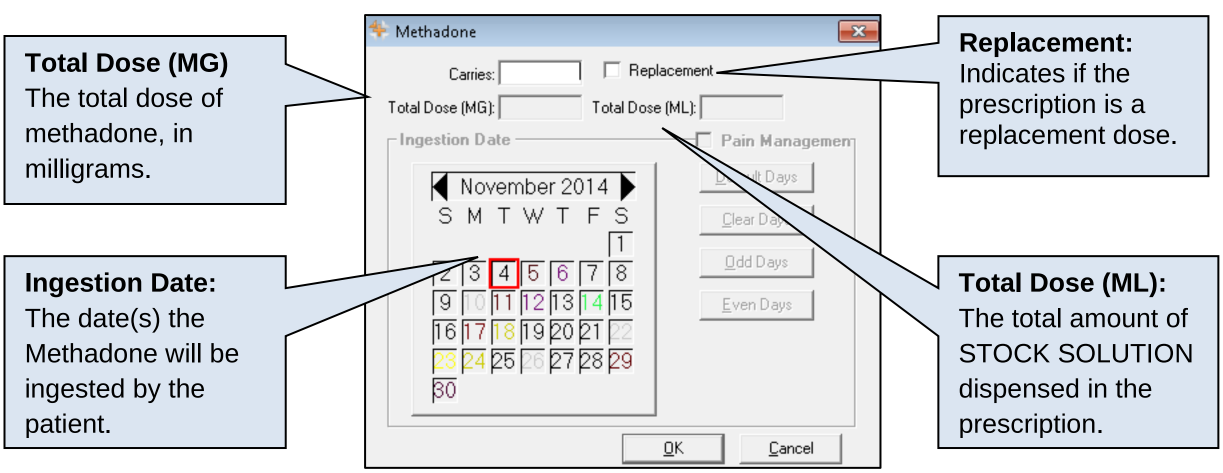
Entering Methadone Details

The ‘Methadone’ window allows you to enter carries, as well as the methadone dose in milligrams, the number of milliliters of stock solution, and the ingestion date for each prescription.

Methadone Carries will generate a billing for each ingestion date today. Many third parties in the province of Newfoundland will not reimburse for these claims billed under the same date. If you choose to dispense the full quantity of today’s dose and the carries to ensure proper payment, ensure the **Prescription SIG** is clearly outlined.

To open the ‘Methadone’ window, do the following:

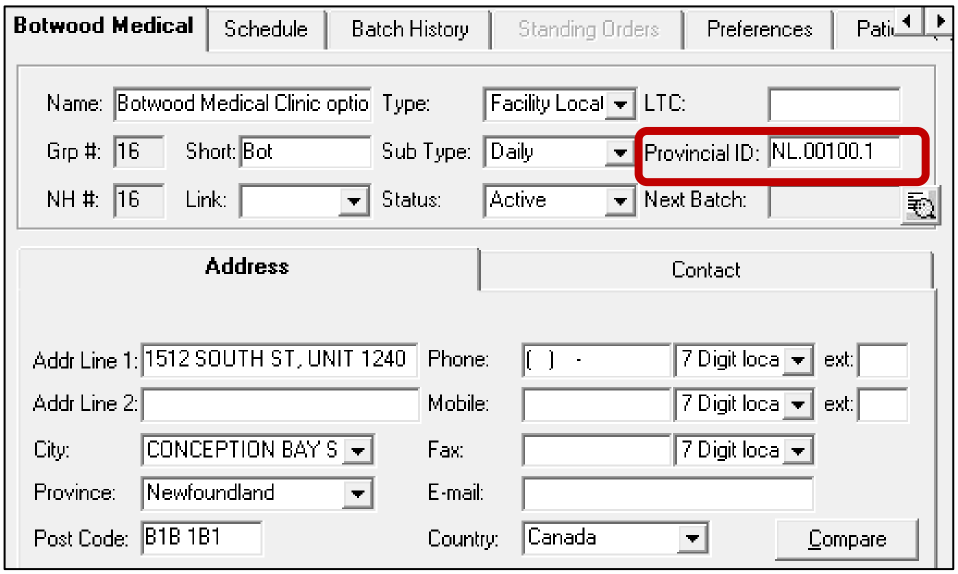
1. Open a Methadone prescription in **RX Detail**.
2. Select **Rx** > **Methadone** button.



Groups Folder

All locations authorized to provide or receive service will be identified uniquely by Newfoundland's Location Registry. This includes group facilities such as Nursing Homes, Doctors Offices, and or Clinics. In order to process Emergency/Ward Stock or Office Supply it is necessary to create a Group that matches this location and a "Facility Patient" will be created for the corresponding facility.

The **Provincial ID** field indicates the unique identifier assigned to the facility by NLPN.



Facility Patient

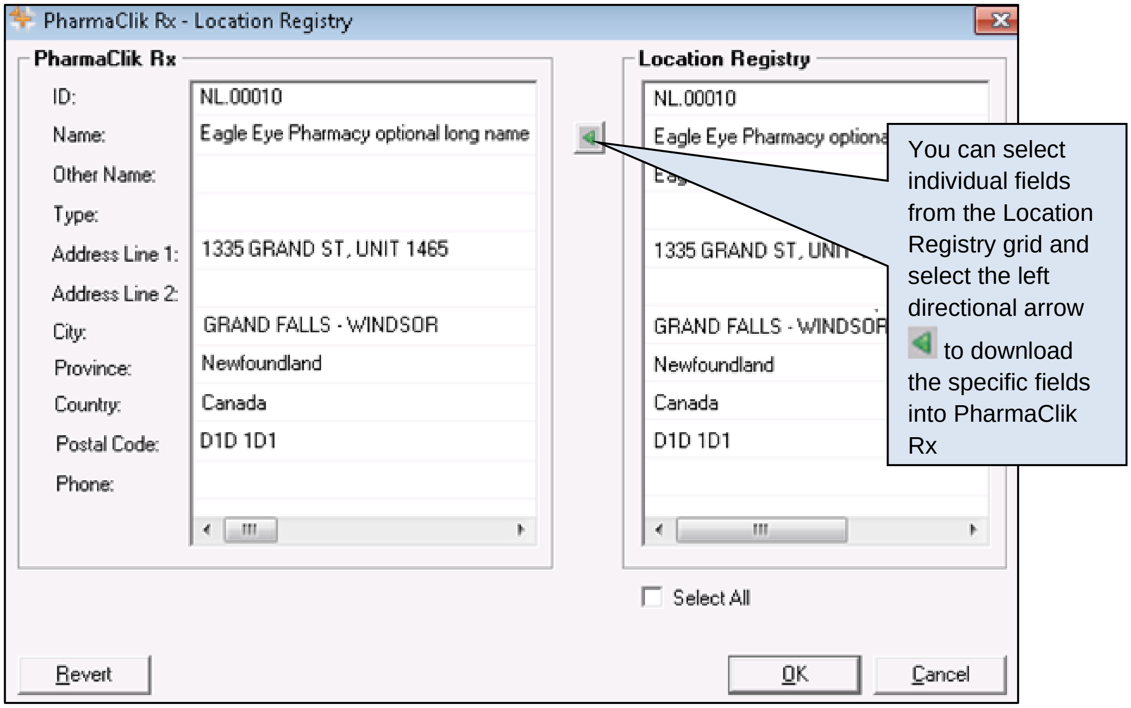
A Facility Patient is used to fill bulk stock or ward stock prescriptions for the facility. Facility Patients do not require synchronization and EHR profiles are not displayed. A Facility Patient is automatically added when a Groups is added from the Location Registry search.

As per current functionality, Facility Patient's **Birth Date** will be populated with the current system date and **Gender** can be entered as 'Unknown'.

Even though there may be multiple facility patients for a facility, all facility patients must have the same Provincial ID populated in the PHN field.

Updating an Existing Group/Facility Patient

1. Select **More** > **Groups**. The ‘Group Search’ window appears.
2. Search for and select the desired group.
3. Select the **Compare** button. The ‘Location Registry’ window appears.

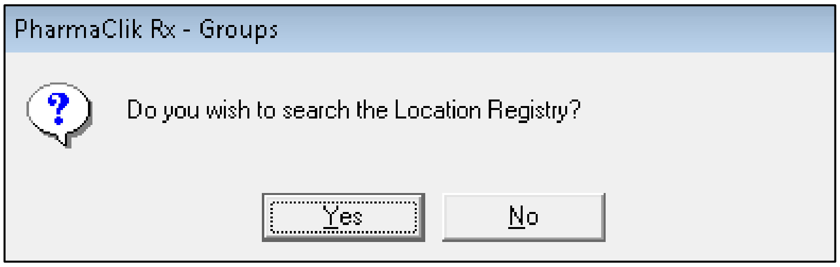


4. Select the **Save** button.

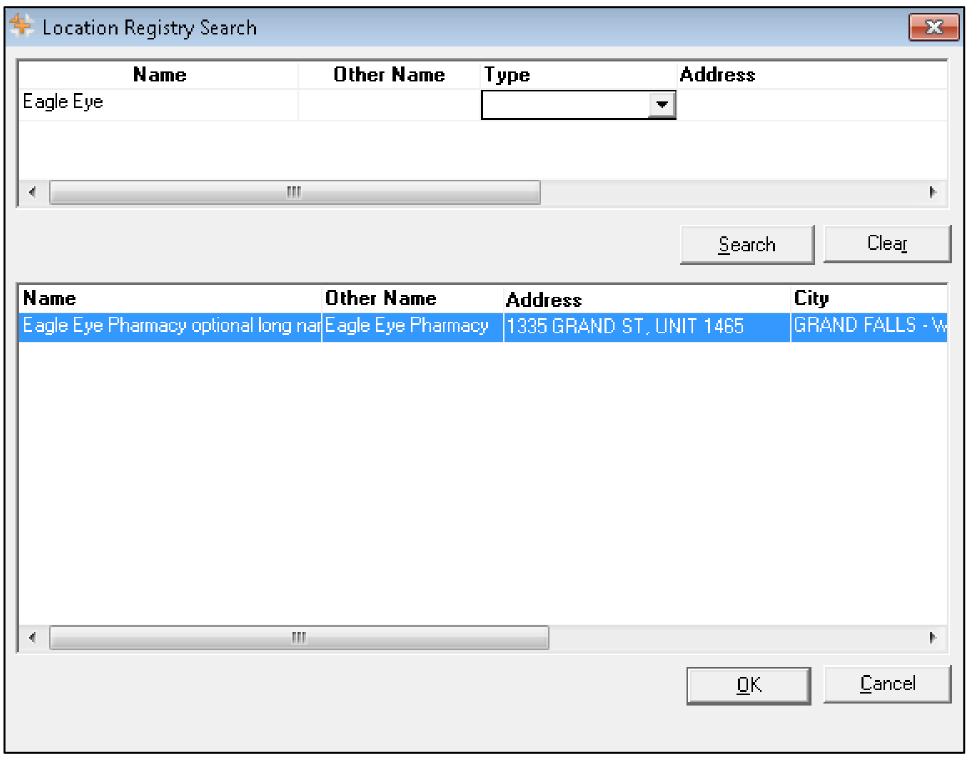
Any errors with the Location Registry information should be reported to the NLCHI Service Desk at 1-877-752-6006.

Creating a New Group/Facility Patient

1. Select **More** > **Groups**. The 'Group Search' window appears.
2. Enter your search criteria and select the **Search** button. The result should indicate *'No Results Found*'.
3. Select the **New** button. The following prompt will appear:



4. Select the **Yes** button. The 'Location Registry Search' window appears.
5. If necessary, refine your search criteria.
6. Select the **Search** button. The Location Registry Search results will be displayed.
7. Highlight the corresponding record and select the **OK** button. The Group Folder will be populated with the information that is currently found in the Location Registry including the Provincial ID.



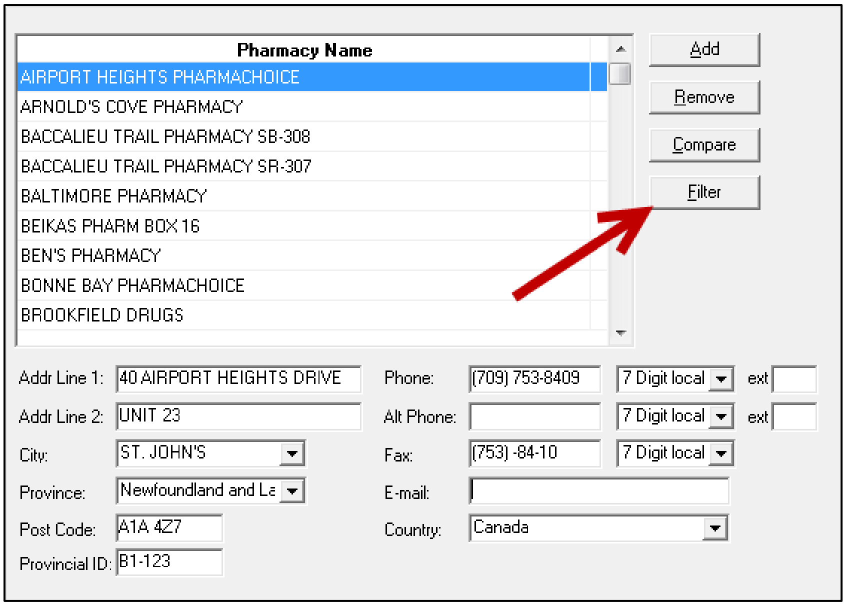
8. Update any additional information such as: **Type**, **Sub Type**, **Status**, **Short**, **Phone**, **Mobile**, **Fax** and/or **Email**.
9. Select the **Save** button.

Other Pharmacy

All locations authorized to provide or receive service will be identified uniquely by NLPN. Each Pharmacy is assigned a unique location identifier which must be used when performing a Prescription Transfer. The **Provincial ID** field indicates the unique identifier assigned to the pharmacy by the NLPN.

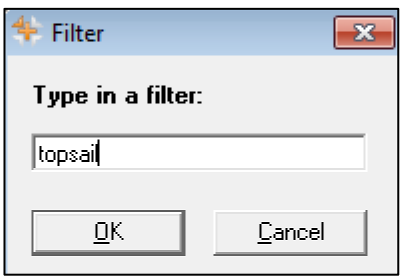
Filtering the Existing Other Pharmacy List

The Other Pharmacy window now has a new **Filter** button, permitting stores to filter their extensive list of other pharmacies by either the pharmacy name or any part of the address.



To filter the Other Pharmacy list, do the following:

1. Select **More** > **List Maint**.
2. From the dropdown list, select **Other Pharmacy**.
3. Select the **Filter** button. The 'Filter' window appears.



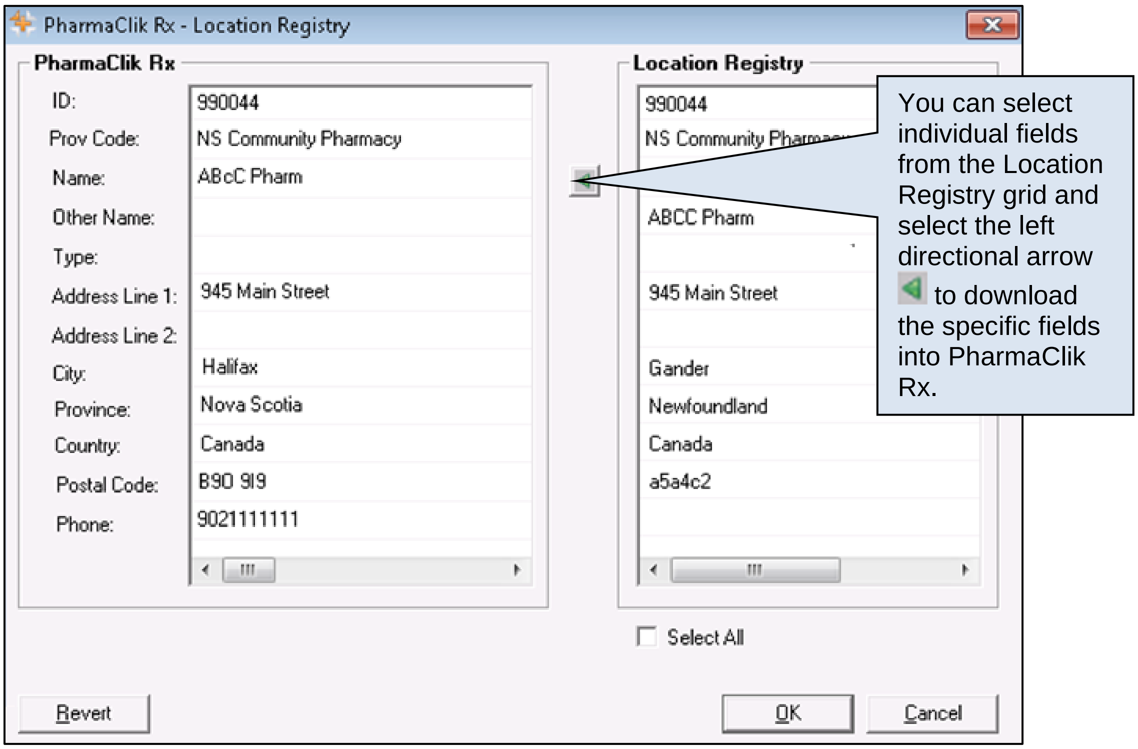
4. Enter your filter criteria and select the **OK** button. Your list of other pharmacies will be filtered, displaying the results that match your filter criteria.

NOTE: If you wish to remove any filter criteria you may have added, select the Filter button again and remove any criteria you have entered.

Comparing an Existing Other Pharmacy

To search for a Provincial ID of an existing Other Pharmacy, do the following:

1. Select **More** > **List Maint**.
2. From the dropdown list, select **Other Pharmacy**.
3. Highlight a pharmacy.
4. Select the **Compare** button. The 'Location Registry' window appears.

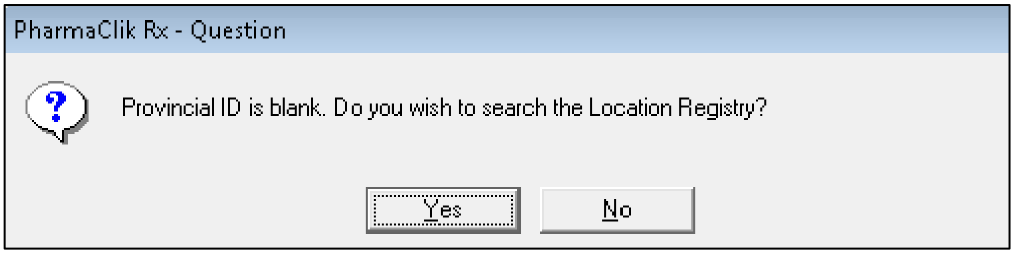


5. Update any information and select the **OK** button.
6. Select the **Save** button.

Searching for a New Other Pharmacy

To search for a Provincial ID of a new Other Pharmacy, do the following:

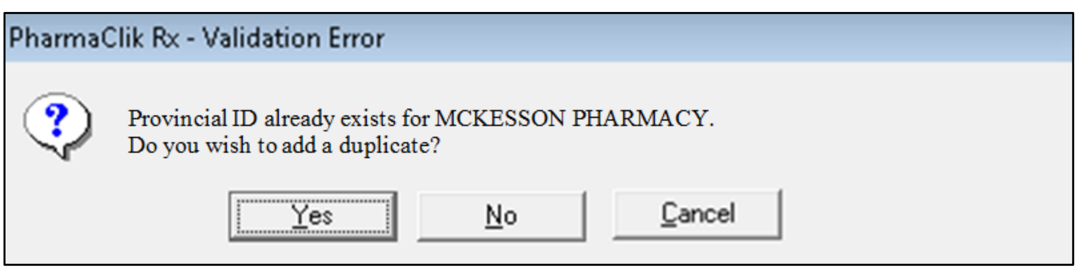
1. Select **More** > **List Maint**.
2. From the dropdown list, select **Other Pharmacy**.
3. Select the **Add** button. A new row appears.
4. Enter the desired group name and select the **Compare** button. The following prompt appears:



5. Select the **Yes** button.
6. Enter your search criteria and select the **Search** button.
7. Once the desired results are returned, highlight the record and select the **OK** button. The Group Folder will appear and be populated with the information from the Location Registry.
8. Update any additional information, such as **Phone**, **Mobile**, **Fax**, and/or **Email**.
9. Select the **Save** button

Duplicate Provider Number

Each pharmacy in Newfoundland will have a unique identifier. For pharmacies that are ‘out of province’ or not in the Newfoundland DIS Index, it will be necessary to use a standard Provider Number. The following validation will be displayed if a user attempts to save a Pharmacy with the provider number already saved for another Pharmacy.



Select the **Yes** button. The Other Pharmacy record will be saved using the same Provincial ID.

Filling a Prescription

All prescriptions **must** be added to the patient's EHR before it can be submitted online to third party payers for payment. The DIS will capture all prescriptions, including cash prescriptions. Prescriptions for Animals, however, will not be transmitted to the DIS. A prescription may also be downloaded from the patient's EHR and then filled or transcribed from a written paper prescription and then filled.

The **EHR-ALL** profile must be viewed with each new patient encounter or after a 'break in service' has occurred. For more information, see the Accessing a Patient's EHR section.

EHR Tab

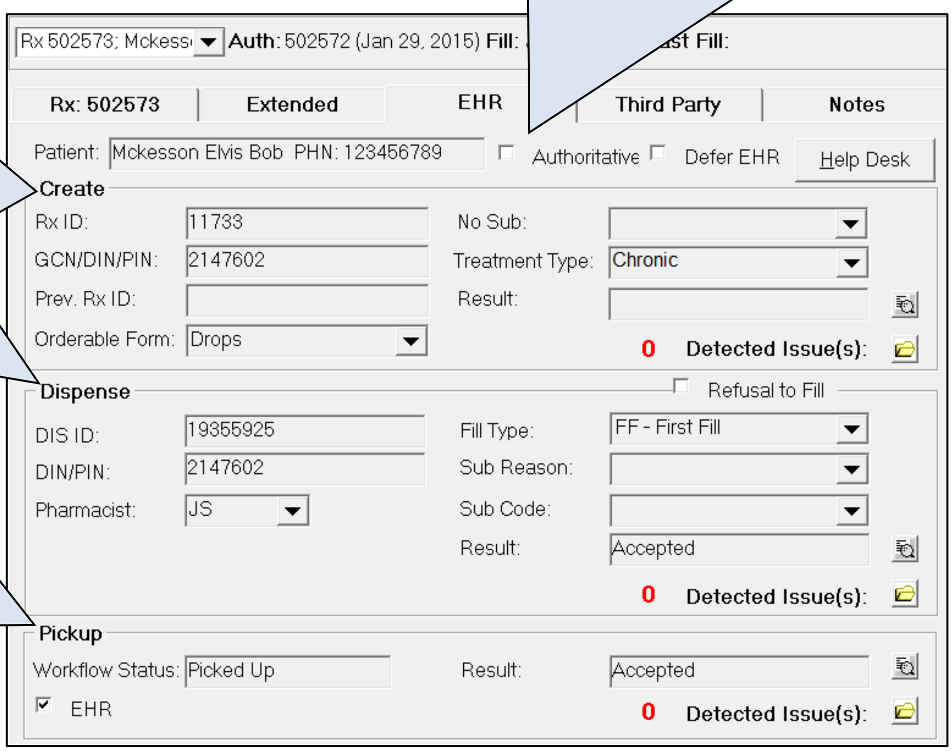
The **RX Detail** > **EHR** tab indicates the DIS information associated with three prescription messages: Create (or Create Device), Dispense (or Dispense Device), and Pickup.

Authoritative
This is a new checkbox that indicates if the Rx is authoritative. If a pharmacist is prescribing medication and they wish to identify that the Rx originates from their pharmacy (as it was prescribed by the pharmacist), they can select this checkbox when dispensing. All other prescriptions are non-authoritative (e.g. paper rx).

Create or Create Device: Contains information pertaining to the drug or device prescription, as it was prescribed.

Dispense or Dispense Device: Contains information pertaining to the fill of the drug or device prescription.

Pickup: Contains information pertaining to the pickup of the drug or device prescription.



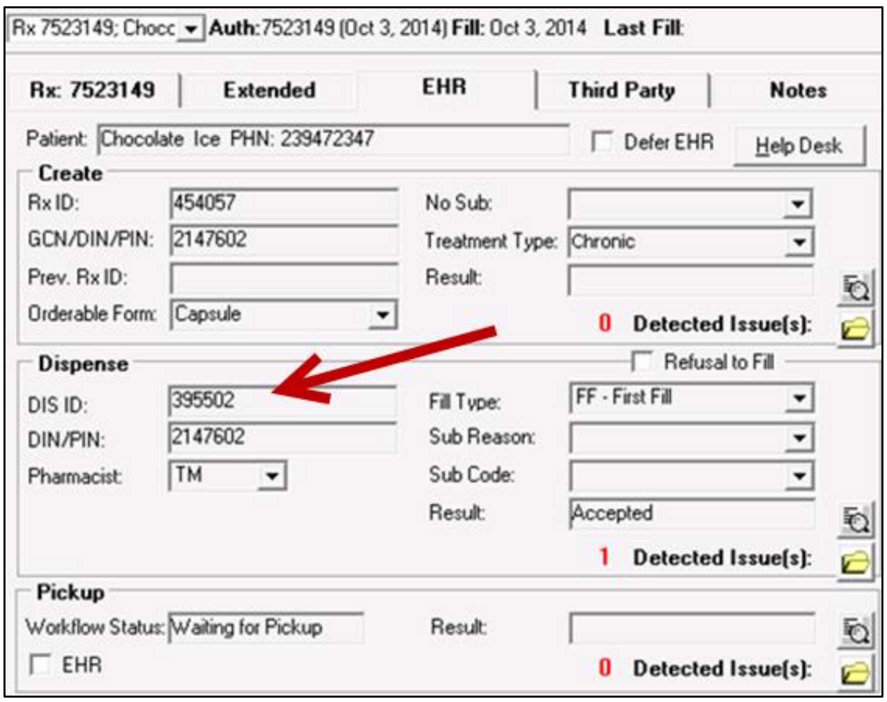
Filling a Prescription using Fill, Queue, and Multi-Fill Buttons

When a paper prescription is transcribed and filled, PharmaClik Rx will transmit the 'Dispense Prescription' message to the DIS. This will update the prescription on the patient's EHR with the dispense information.

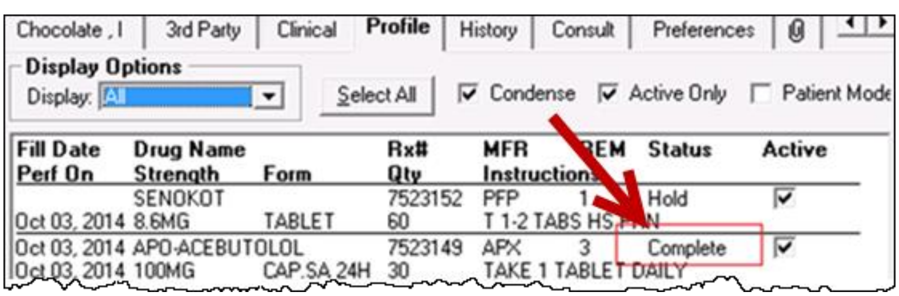
To fill or refill a drug or device prescription, do the following:

1. Open the incomplete prescription in RX Detail.
2. Enter any required information in the main tab of RX Detail.
3. Continue to fill the prescription as usual.
4. Once done, select the **Fill**, **Queue**, or **Multi-Fill** button. The DIS Record Dispense message will be transmitted to the DIS.

For filled devices, both the Activate Device and Dispense Device DIS messages will be transmitted. The Dispense (or Dispense Device) section shows the DIS ID of the dispense prescription.



The patient's local profile will continue to display a prescription status of **Complete**, as shown below.



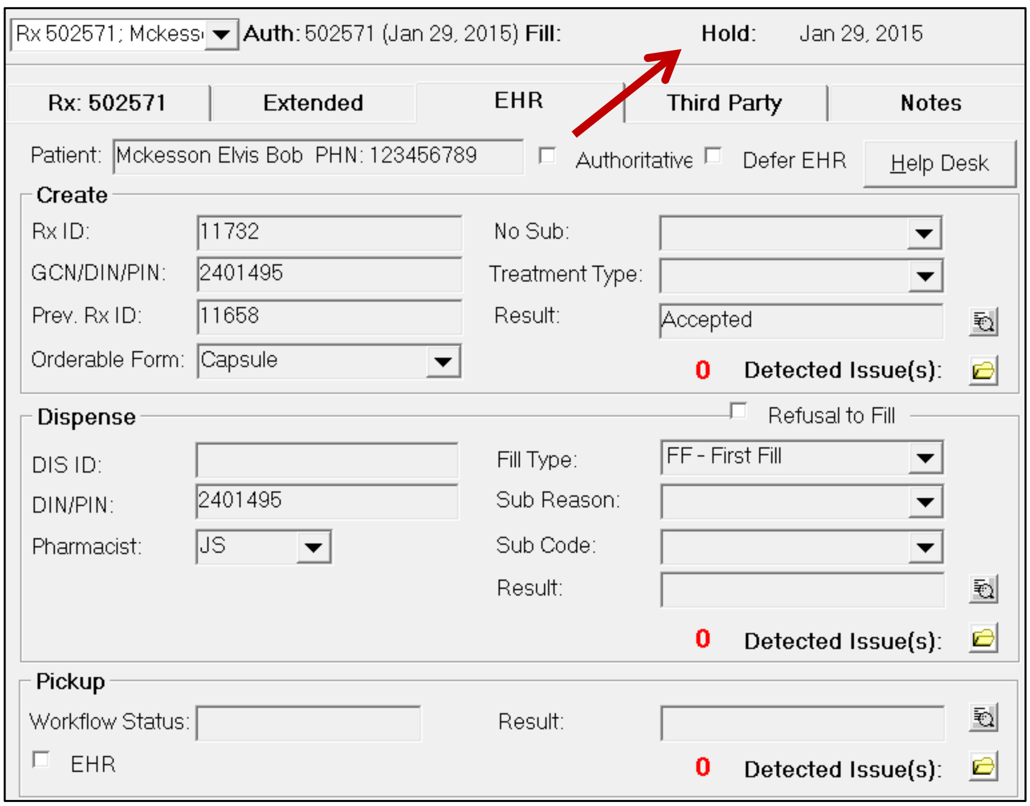
Placing a Prescription on Hold

When a paper prescription is transcribed and put on hold for a patient, PharmaClik Rx will transmit the prescription to the patient's EHR. Prescriptions can also be recorded on the patient's EHR directly by physicians via e-prescribing. This is called "creating the activate" with the DIS. The Prescription is logged for dispensing at a later date.

To place a prescription on hold, do the following:

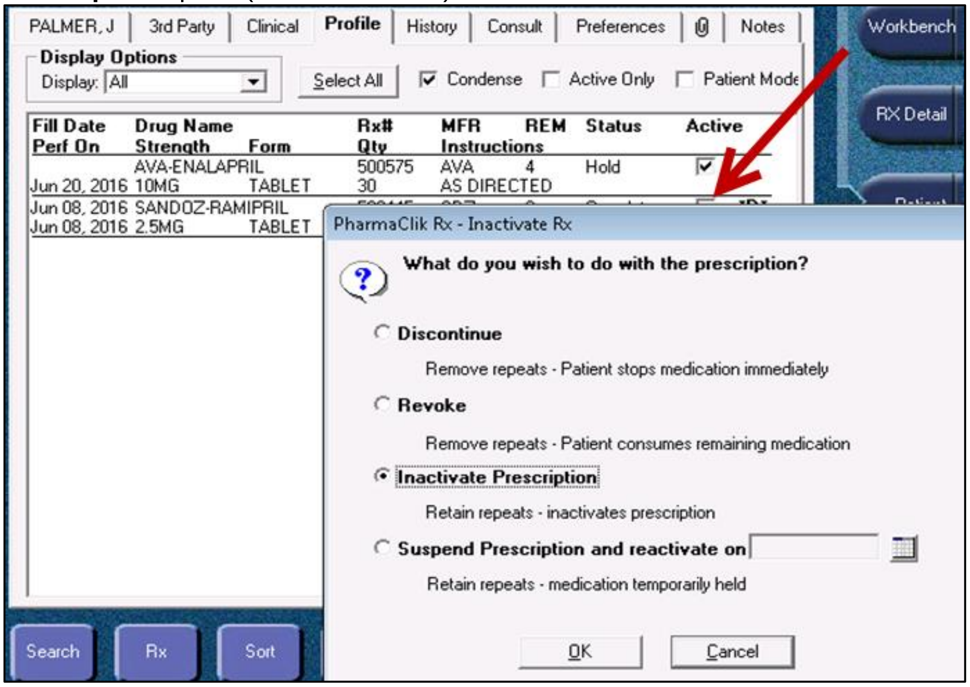
1. Select the **New** button (from the Workbench or the Patient Folder).
2. Enter the **Patient**, **Drug**, **Doctor**, **QA**, **Qty**, **SIG** and **DS**.
3. Select the **Process** button.
4. Select the **Hold** button.

The prescription will be transmitted to the DIS, however, the *Dispense* details will only be transmitted once the prescription is filled. The *Create* section will display the Rx ID of the prescription on Hold, as shown in the example below. The Patient's Profile will continue to show the prescription with the status of **Hold.**

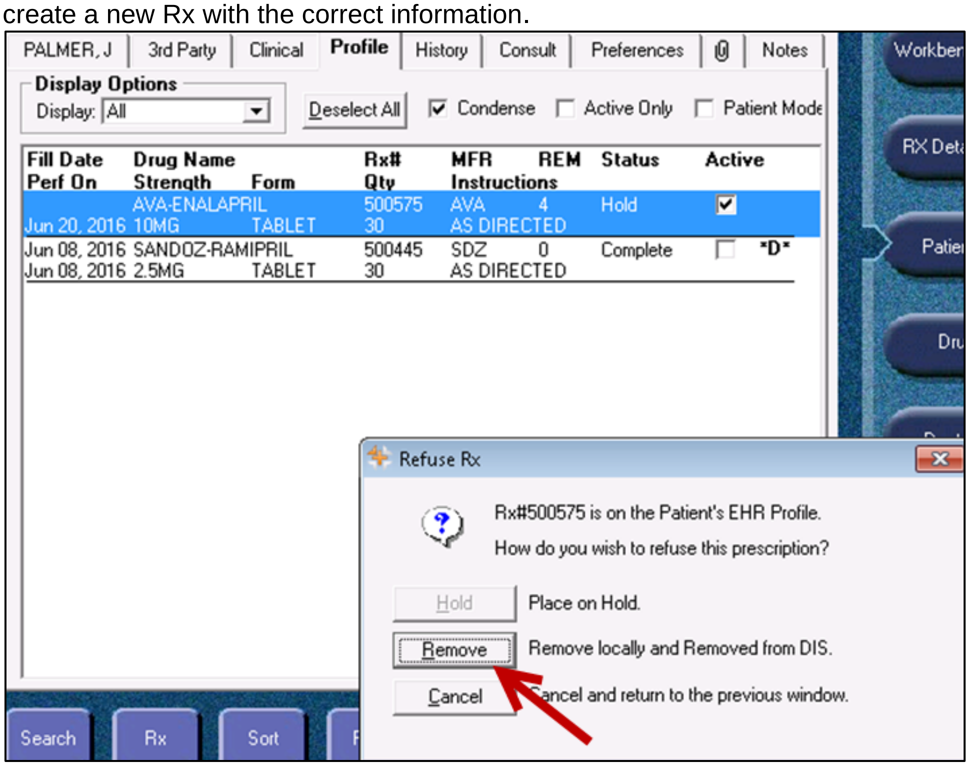


When Rx is placed on HOLD, on the NL DIS it is recorded as an *Activate* on the patient's EHR Profile. If you need to correct the prescription, then you must do one of the following:

- Inactivate the Rx by **deselecting the Active** checkbox, and then select the **Inactivate Prescription** option (as shown below).



- Remove the first HOLD by highlighting the Rx and selecting **Correct** > **Refuse**. Then proceed to create a new Rx with the correct information.

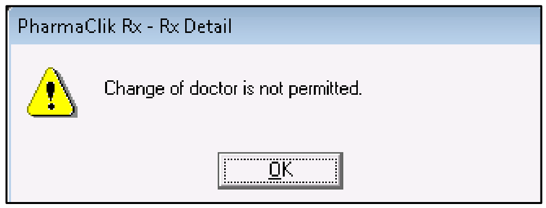


Changing Doctor/Drug/SIG for Refill Prescriptions

When a prescription has been recorded on the patient's EHR profile, it is important that you update the prescription if there are any changes made.

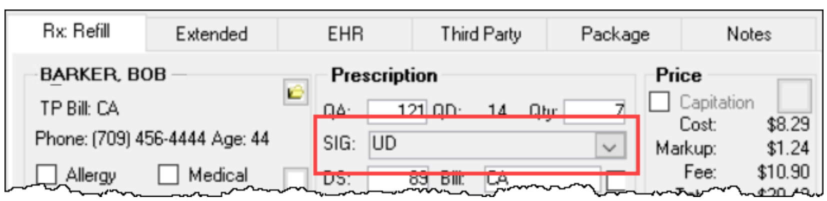
Changing Doctor

When refilling a prescription, a change of doctor is not permitted. If a change of doctor is required, new authorization will be required. If the user attempts to change the doctor within a prescription, the following validation will be displayed:



Changing Instructions

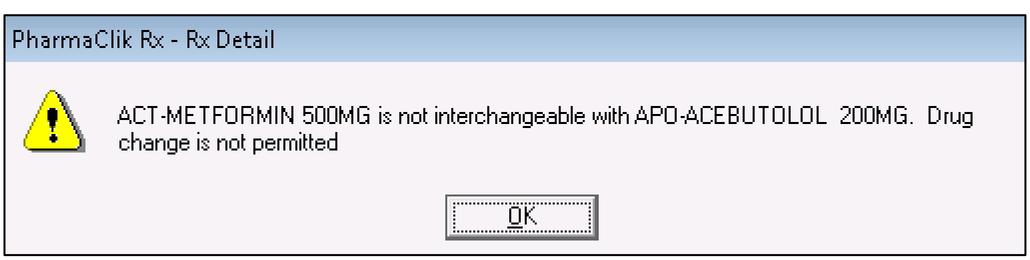
When refilling a prescription that is recorded on the DIS, a change of instructions is not permitted, and the SIG field is disabled for editing. If a change of instructions is required, a new authorization will be required.



A change of instructions is permitted for prescriptions that are not recorded on the DIS (e.g., prescriptions for animals).

Changing Drug

Change of drug is not permitted when the Activate message for the prescription has been recorded on the patient's EHR Profile (unless the drug is an interchangeable). If a user attempts to change the drug, a validation prompt similar to the following will appear:



Using the Set Fill Date Function

The **Set Fill Date** function allows you to enter a Fill Date that is different from the current system date. This overrides the current system date, providing the ability to backdate prescriptions. The modified Fill Date is transmitted with the online claim and is used as the prescription's Fill Date during adjudication. This Set Fill Date is also recorded on the Patient's EHR.

When Set Fill Date is used for a new prescription or a new authorization, the Written Rx Date in the RX Detail Extended tab is updated with the same date.

To use Set Fill Date function, do the following:

1. Open the incomplete prescription in RX Detail.
2. Select the **Rx** > **Set Fill Date**. The 'Set Fill Date' window opens.
3. Enter a date that is <u>before</u> today's date.
4. Select the **OK** button.
5. Continue to fill the prescription as usual.

Once the prescription has been filled, the Fill Date cannot be modified. The Fill Date shown in the patient's Profile and Audit History will reflect the Fill Date used for the prescription. The Performed On Date reflects the system date on which the prescription was filled.

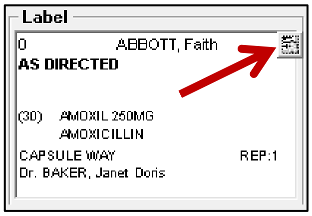
Set Fill Date **<u>must not</u>** be used if you are placing the prescription on Hold.

Entering Route of Administration

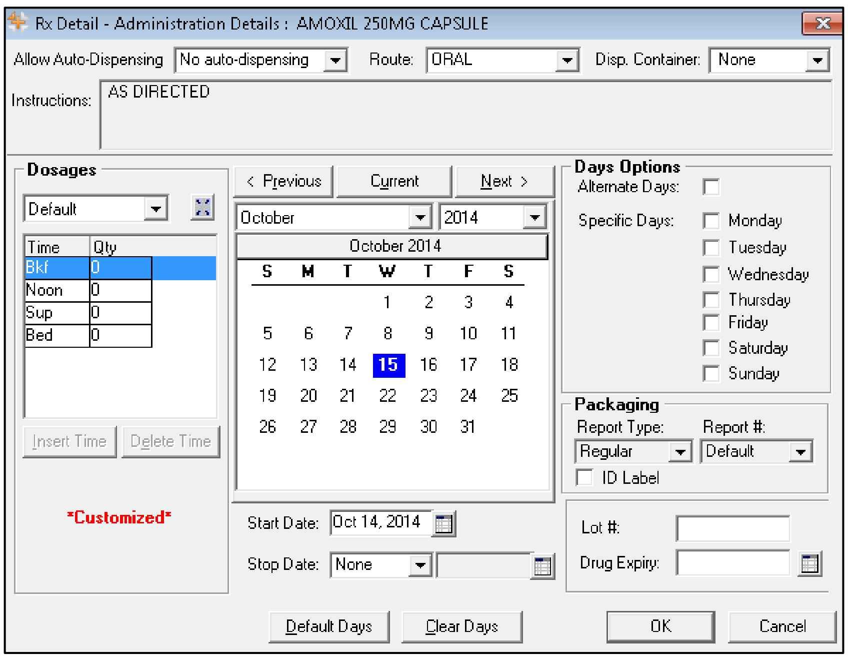
Route of Administration (Route) is a mandatory field for all drug or mixture prescriptions. PharmaClik Rx will populate the **Administration Details** > **Route** field based on the Route information within the Drug or Mixture Folder. If the Route is blank, you will be required to select a value.

To enter a Route, do the following:

1. Open the incomplete prescription in RX Detail.
2. Select the magnifying glass located in the Label section (or in the Group, Blister or Dosett section for non-retail prescriptions). The 'Administration Details' window opens.



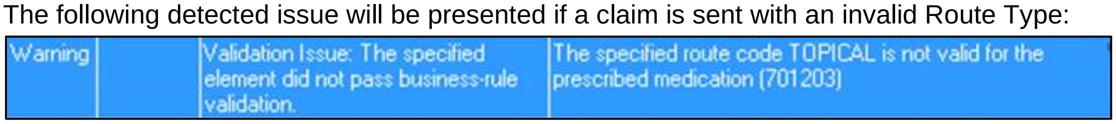
3. Select an option from the **Route** dropdown menu.



4. Select the **OK** button.
5. Continue to fill the prescription as usual.

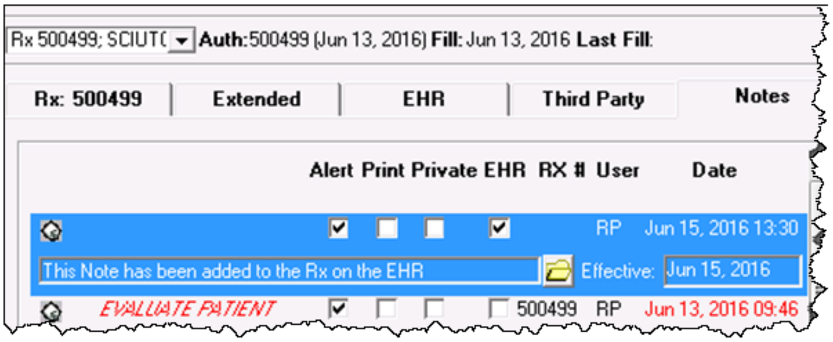
The Prescription Route list is a more comprehensive list than the Drug/Mixture Route list. Drug/Mixture Routes of Injection or Miscellaneous cannot be mapped to a prescription Route and will always require manual intervention.

The following detected issue will be presented if a claim is sent with an invalid Route Type:



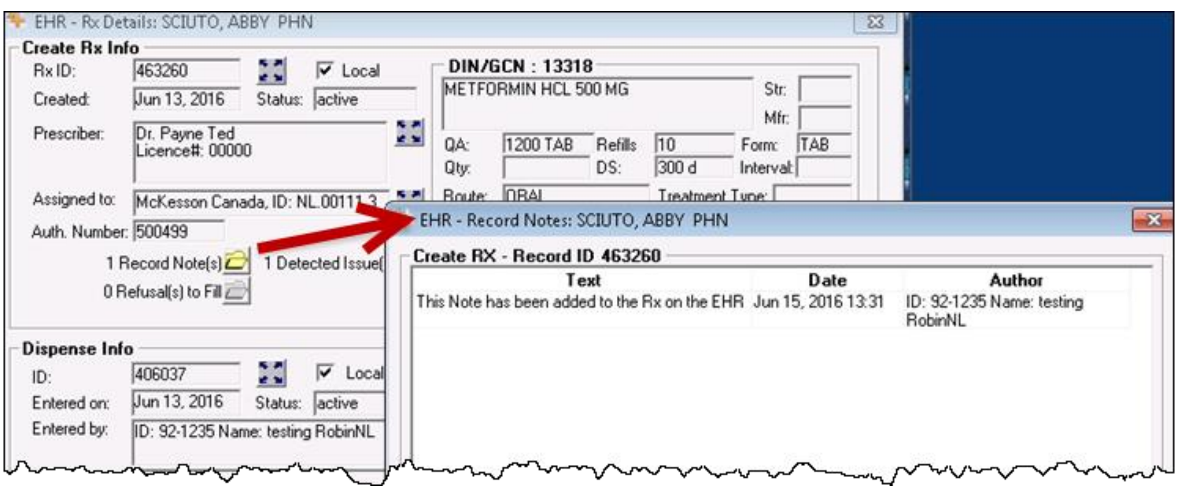
Adding a Prescription Note

When adding a note to a prescription, the user must determine if the note should be added to the patient's EHR Profile. If it is determined that the note should exist on the patient's EHR Profile for other health professionals to view, select the EHR checkbox to transmit the note to the DIS.

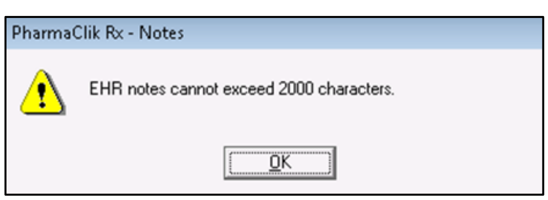


In the above example the note was added to a completed prescription, so after selecting the EHR checkbox the user selects the **Save** button from the Rx tab and the following is displayed:

Once the prescription note is added, you can view it by selecting the Rx from the patient's EHR Profile and selecting the yellow folder icon that indicates Record Note(s), as shown below:

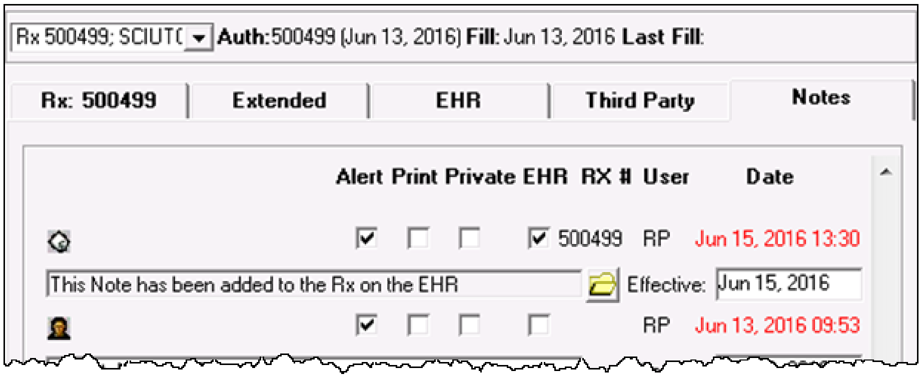


If a note larger than 2000 is attempted to be added the following prompt will be displayed to the user:



Removing a Prescription Note

1. Open the completed prescription in Rx Detail.
2. Select the **Notes** tab.
3. Uncheck the **EHR** checkbox for the note you wish to remove from the patient's EHR Profile.



4. Select the **Save** button. The retract of the prescription note will be completed once the following window disappears.

If you attempt to delete a prescription note that has already been viewed by another health professional, the following detected issue will appear:

Priority	Severity	Issue Type	Description
Error		Business Constraint Violation: A local business rule relating multiple elements has been violated.	The specified prescription event is no longer retractable (703703)

If the prescription note cannot be retracted due to other issues, you may receive the following detected issue:

Priority	Severity	Issue Type	Description
Error		Validation Issue: The specified element did not pass business-rule validation.	The given event cannot be retracted as it is not the most recent event logged against the Rx (703715)

Maintaining Prescription Audit History

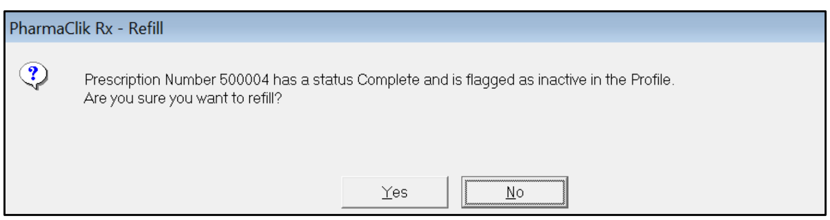
A prescription's audit history lists the refill history for the prescription, including the original prescription and any subsequent refills and reauthorizations. When refilling a prescription, the patient’s prescription's audit history and/or EHR profile should be verified to determine when the prescription was last filled.

If the patient has refills remaining for a drug that was previously dispensed, you must refill this prescription and remove the previous refills, in order to maintain an accurate Audit History. PharmaClik Rx will automatically create a new authorization number for the new prescription.

In the patient’s EHR Profile on the DIS, these prescriptions will be linked by the *Previous Rx ID*, which will be visible by highlighting the prescription and selecting the **Detail** button.

To create a new authorization from an existing prescription, do the following:

1. Search for and select the desired patient.
2. From the Profile tab, locate the prescription currently on file that still has refills.
3. Select the **Active** checkbox.
4. Select **Discontinue** from the Inactivate Rx prompt.
5. Select a reason from the **Reason** dropdown menu.
6. Select the **Save** button. The Abort message will be transmitted to the DIS that will void the remaining refills.
7. Select the **Save** button.
8. Highlight prescription from the Patient Profile.
9. Select the **Refill** button.
10. PharmaClik Rx will display the following prompt confirming that you want to refill the inactive prescription:



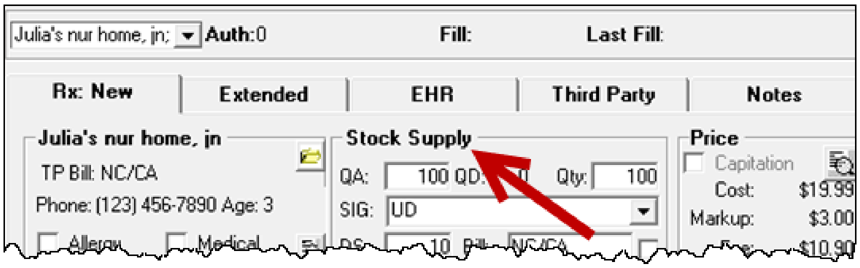
11. Select the **Yes** button. The prescription will open in RX Detail.
12. Review all information as per the new prescription.
    - This process will link the previous Rx DIS ID with the new prescription presented today.
    - The Patient Audit History will clearly demonstrate the workflow process for this new authorization.

Creating a new prescription authorization without first discontinuing the existing prescription will create a duplicate prescription which will be visible on both the patient’s local and EHR profiles. This may cause confusion as to which prescription is truly the active medication.

Filling Stock Supply Prescriptions

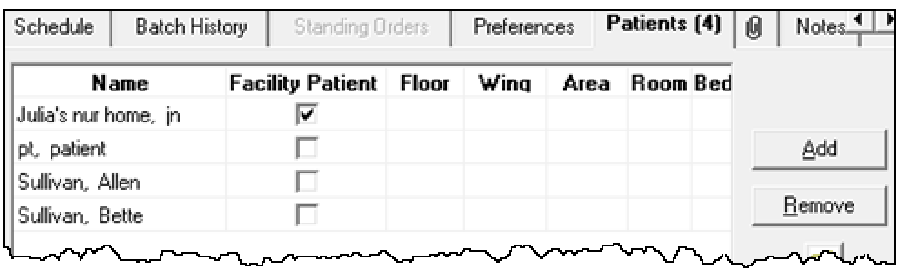
Stock Supplies, which are also referred to as 'ward stock' or 'stock transfers" (to another pharmacy), or 'office use meds', are medications that are dispensed to a facility versus a specific patient. These prescriptions are recorded under the Facility Patients (refer to the Groups Folder section).

For a Stock Supply, the Prescription Information section of RX Detail will display 'Stock Supply'. The Dispense section of the EHR tab will display 'Stock Supply'.



To fill a Stock Supply, do the following:

1. Select **More** > **Groups**.
2. Search for and select the desired Group.
3. Select the **Patient** tab.
4. Highlight the patient that has the Facility Patient checkbox selected next to their name. Select the yellow folder to open the Patient's Folder.

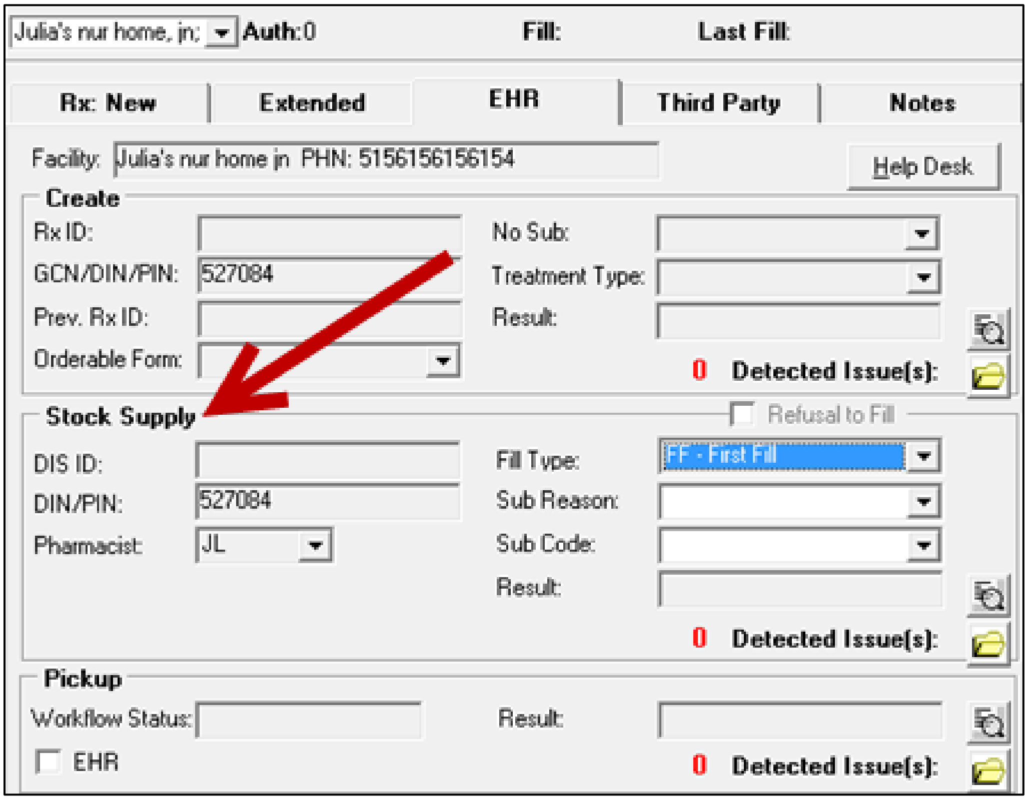


5. Select the **Profile** tab.
6. Do one of the following:
   - From the Workbench or Patient Folder, select the **New** button for a new Rx.
   - From the Workbench or Patient Folder, highlight an existing Rx and select the **Refill** button.

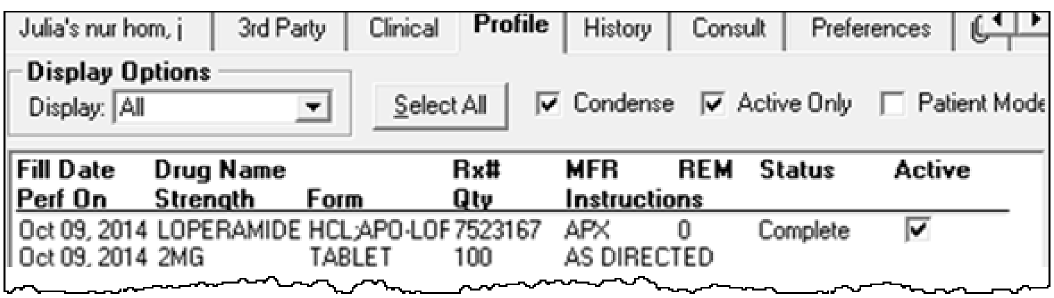
   NOTE: There will be no EHR Profile displayed as the prescription is linked to a Facility and not to an actual patient.

7. The Rx will be placed on the To Do tab to be processed after you are done working with the Group. Go to the **To Do** tab.
8. Select **Rx** > **Process**. The prescription will open in RX Detail.
9. Ensure the **QA**, **QTY**, **DS,** and **SIG** are appropriate. If using this Rx for billing to the Group, ensure the Rx price is correct.
10. Select the **Fill** button.

The EHR tab of the prescription will display Stock Supply, as displayed in the image below.



The prescription will be recorded by the DIS and the patient's local profile will be updated:



Stock Supply prescriptions <u>cannot</u> be deferred.

Since a Facility Patient is not a real patient, no EHR Profile is available to view. The **EHR-ALL** and **EHR-Rx** buttons will be greyed out and not available for selection.

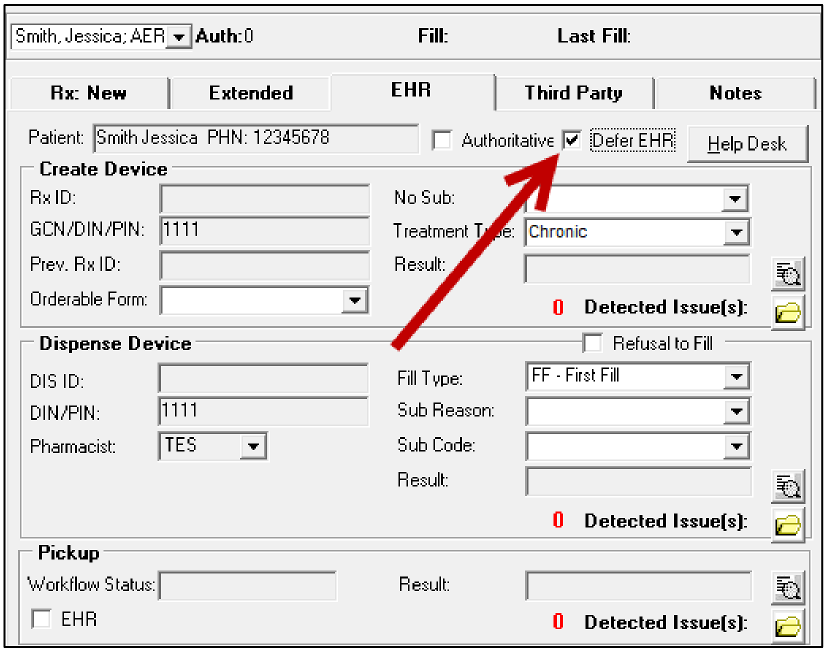
Deferring Prescriptions to the EHR

Users may be required to process a prescription for a waiting patient; however, the product or device may not be recognized by the Provincial DIS yet. The product or device will be added to the DIS eventually, however the PharmaClik Rx user still needs to be able to process the prescription. For this purpose the user can use the **Defer EHR** functionality.

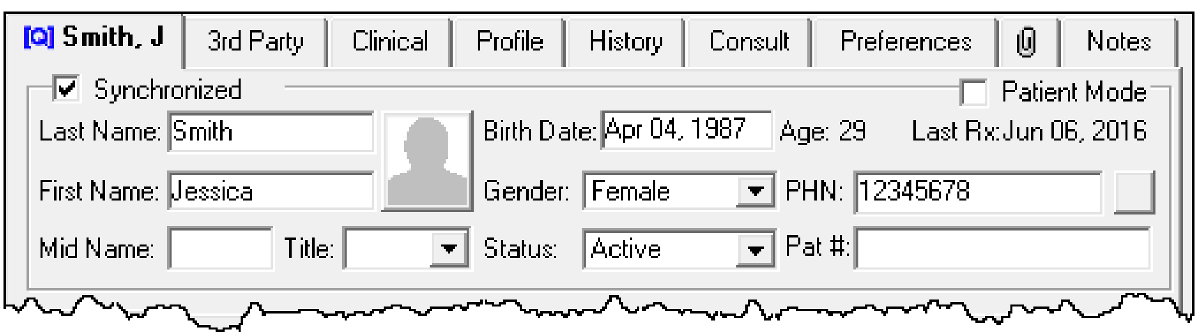
Defer EHR functionality applies to prescription processing only. This functionality allows the PharmaClik Rx user to temporarily bypass the DIS for Rx and Rx Device transaction. The Deferred prescriptions will be added to the DIS Queue and the user will be responsible for sending the applicable DIS transactions at the appropriate time.

A new checkbox titled: **Defer EHR** will be on the *RX Detail > EHR* tab.

Any future DIS transactions associated with the prescription (e.g.: Record Notes, Dispense Pickup, Undo, Reversals, etc.) will also be added to the *DIS Queue* and will have a **DIS Queue Status** of **Deferred** until the Deferred Rx is processed.



The Defer Rx will, as outlined above, be indicated with the [Q] indicator. A [Q] indicator will display on the main tab name when the patient has transactions currently in the DIS Queue. This will act as a reminder to the User to deal with the Pending Prescriptions.



Refilling Deferred EHR Prescriptions

When the **Defer EHR** was turned ON for the previous prescription(s) refills will also need to have the **Defer EHR** checkbox turned ON until the previous record is successfully submitted to the DIS. It is imperative that users are reviewing the DIS Queue on a Daily Basis.

Therefore when the user attempts to Refill a prescription that has 1 or more associated transaction(s) to the current prescription in the *DIS Queue* then the **Defer EHR** checkbox will be ON and cannot be modified by the user.

Reauthorizing Deferred EHR Prescriptions

When the **Defer EHR** was turned ON for the previous prescription(s) ReAuth prescriptions will also have the **Defer EHR** checkbox turned ON until the previous record is successfully submitted to the DIS.

Therefore when the user attempts to ReAuth a prescription that has 1 or more associated transaction(s) to the current prescription in the *DIS Queue* then the **Defer EHR** checkbox will be ON and cannot be modified by the user.

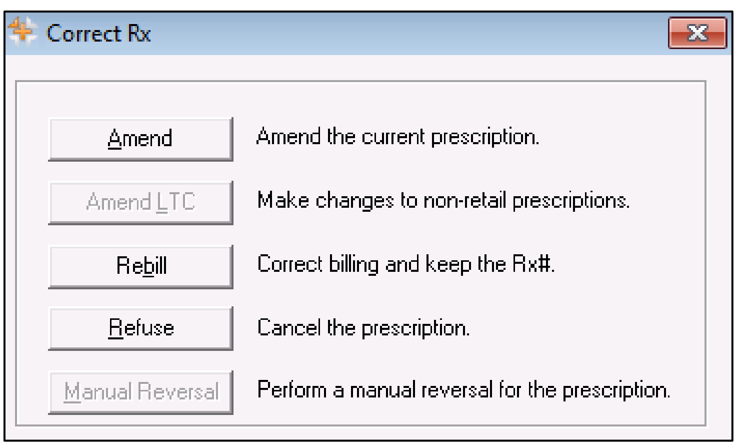
Once submitted the ReAuth prescription will be flagged as **Deferred** (Defer EHR = ON). The related DIS transaction(s) for the prescription will be added to the **DIS Queue** tab on the *Workbench* when the user selects the **Hold**, **Queue**, or **Fill** button. The DIS Queue Status for all related DIS transactions will be set to **Deferred** until the user sends the transaction(s) to the DIS.

Correcting a Prescription

The **Correct** function allows you to fix an error on a processed prescription (i.e. prescription filled with wrong quantity, wrong drug, or wrong dispensing directions). When a prescription is corrected, the corresponding DIS message will be attempted to be retracted or removed from the DIS.

NOTE: In certain instances you cannot correct a prescription, such as a change in SIG and a change in quantity of the prescription or re-fill. In these scenarios the original prescription must be Discontinued and resubmitted. See Discontinuing a Prescription for more information.

Amend	Allows you to make changes to a processed prescription without impact to billing.
Amend LTC	Allows you to make changes to non-retail prescriptions (i.e. nursing homes). This option will be disabled for retial prescriptions.
Rebill	Allows you to cancel a prescription, correct it, then fill the prescription in one step using the same prescription number and same fill date (i.e. incorrect quantity authorized).
Refuse	Allows you to cancel the prescription (i.e. prescription filled in error).
Manual Reversal	Allows you to reverse a prescription without adjudication of the reversal online.
Wrong Patient	Disabled for eHealth provinces; option is no longer visible.

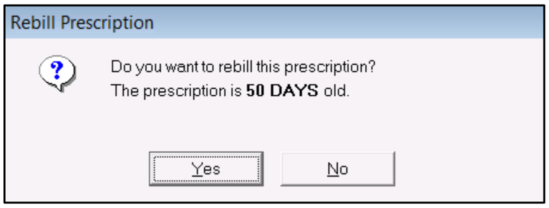


Rebilling a Prescription

In Newfoundland & Labrador, rebill for an Other Medication (DUR) or a prescription that is placed on Hold is not permitted. All other prescriptions can be rebilled.

To rebill a filled prescription, do the following:

1. Open the completed prescription in **Rx Detail**.
2. Select **Rx** > **Correct**. The 'Correct Rx' window appears.
3. Select the **Rebill** button. A prompt similar to the following will appear:



4. Select the **Yes** button. PharmaClik Rx will reverse the Third Party Claim and reverse the DIS transaction on the patient's EHR Profile on the Client Registry with the correct rebilled information.

Rebilling a Discontinued Prescription

If a prescription is Discontinued and located on the DIS, you cannot make any changes to the billing (**Rx** > **Correct** > **Rebill**) as you will get the following Detected Issue:

Error	High	Business Constraint Violation: A local business rule relating multiple elements has been violated.	TRANSACTION NOT ALLOWED DUE TO CURRENT STATUS OF PRESCRIPTION: ABORTED

In order to correct the billing information, you must **Refuse** the discontinued the prescription, and create a new prescription with the correct billing information.

To rebill a discontinued prescription, do the following

1. Open the *Discontinued* prescription in Rx Detail.
2. Select **Rx** > **Correct** > **Refuse**. A validation prompt appears.
3. Select the **Yes** button. The "Refuse Rx" window appears.
4. Select the **Remove** button.
5. Create a new prescription for the same patient, using the correct billing information.
6. Select the **Fill** button.
7. Discontinue the new prescription you just created.

NOTE: It is your pharmacy's responsibility to ensure that all Third Party billing is correct, including claim reversals, and that all documentation is in place in case there is any type of audit performed.

Refusing a Prescription

When refusing a prescription, the Hold button is now available. If a pickup was completed, a retract of the pickup is done as well and a record of the removal is included in the patient's audit history for the prescription. In Newfoundland & Labrador, users are unable to refuse an Other Medication (DUR) prescription. All other prescriptions can be refused.

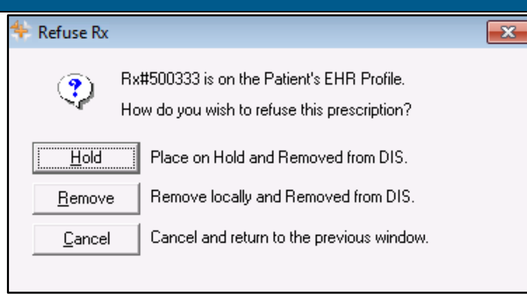
To refuse a filled prescription, do the following:

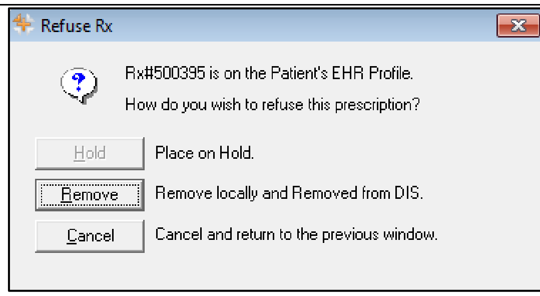
1. Search for and select the Rx you wish to refuse.
2. Select **Rx** > **Correct**. The 'Correct Rx' window appears.
3. Select the **Refuse** button. A validation similar to the one below will appear.

NOTE: This prompt will only display for the following Refuse scenarios:

- New Auth, no Dispenses (Hold Rx)
- New Auth, 1 Dispense
- New Auth, 1 Refusal to Fill
- ReAuth, no Dispenses
- ReAuth with 1 Dispense
- ReAuth with 1 Refusal to Fill

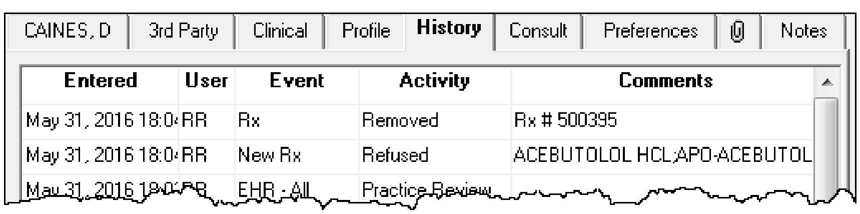
4. Select the **Yes** button. The 'Refuse Rx' window appears. Depending on the prescription scenario, the buttons that will be visible in the 'Refuse Rx' window will vary, as indicated in the chart:

Prescription Scenario	Prompt	Options/ Actions
First fill of an inferred Rx		• **Hold:** Will reverse the claim from the Third Party and DIS. The Rx will be marked with a *Cancelled* status locally and no record will exist on the patient's EHR Profile. If a Pickup was complete, it will also be reversed. The prescription can be refilled again at a later date. All subsequent fills will be dispensed using the same Rx ID. • **Remove:** Will reverse the claim from the Third Party and DIS. The Rx will be removed from the patient's local Profile and EHR Profile. • **Cancel:** Exit with no changes.

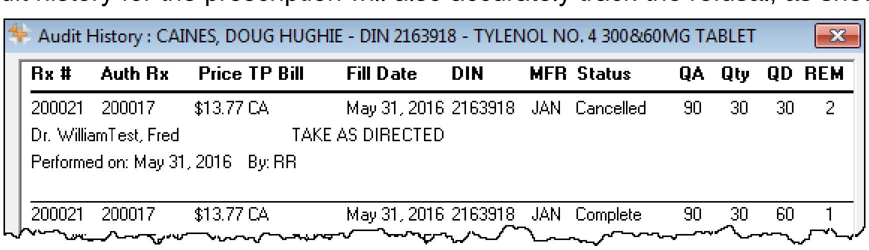
Refill of an Rx	No prompt is displayed.	• Will reverse the claim from the Third Party and the DIS. The Rx will be marked with a *Cancelled* status locally and no record of the refill will exist on the patient's EHR Profile. The prescription can be refilled again at a later date. If a Pickup was complete, it will also be reversed. The prescription can be refilled again at a later date.
Rx is on hold		• **Remove:** Will remove the Rx from the patient's local Profile and EHR Profile. The prescription can be filled again at a later date. • **Cancel:** Exit with no changes.
Rx on file prior to DIS Activation	No prompt is displayed.	• Will reverse the claim from the Third Party and DIS. The Rx will be marked with a *Cancelled* status locally and no record of the fill will exist on the patient's EHR Profile.

NOTE: In the case where a prescription is put on hold (Create), and then that prescription is refilled (Dispense), users will have to correct and refuse both transactions. In order to remove the prescription for the DIS, you must first refuse the Dispense, and then refuse the Create.

All successful prescription refusals are recorded in the patient's History tab, as shown below:



The patient's audit history for the prescription will also accurately track the refusal, as shown below:



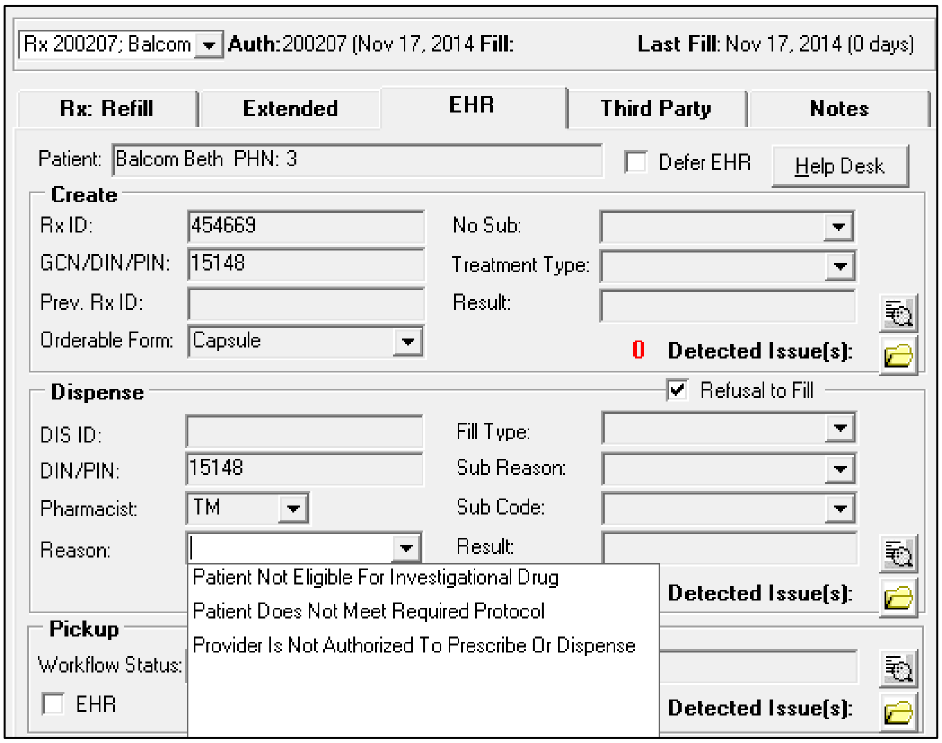
If, for any reason, the retract message is unsuccessful, users will be presented with a Detected Issue explaining the retraction could not be completed.

Refusing to Fill a Prescription

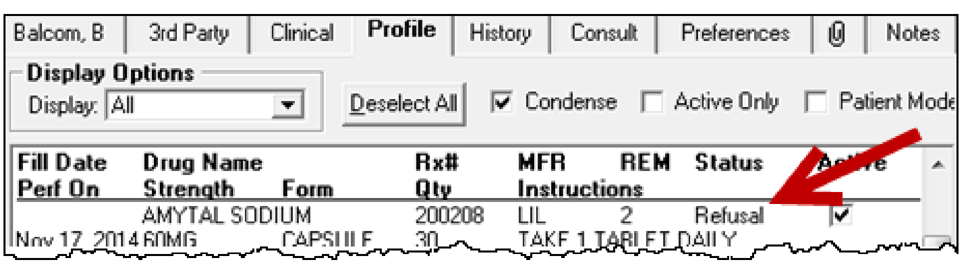
A health professional should use their professional judgement to determine whether a prescription should not be filled. The **Refusal to Fill** message updates the Patient's Profile with the **"Refusal"** indicator to advise Health Professionals that a prescription was presented to your Pharmacy and, in your professional judgment, you have decided not to complete the Dispense.

To complete a *Refusal to Fill* transaction, do the following:

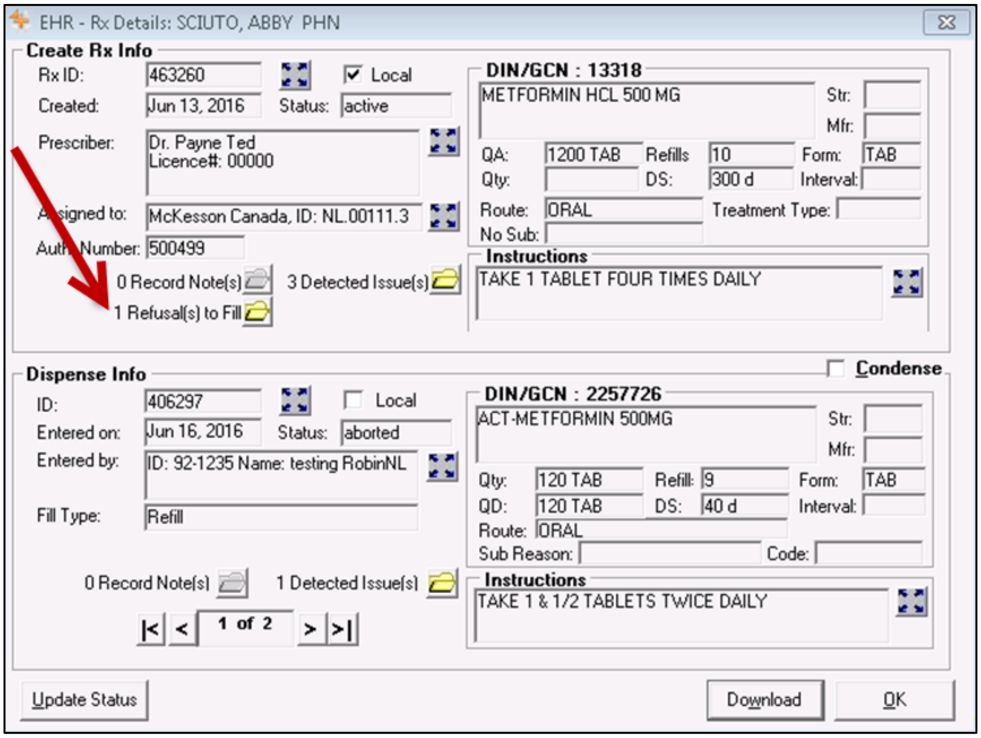
1. Open the incomplete prescription in RX Detail.
2. Enter any required information in the main tab of RX Detail.
3. Select the **EHR** tab.
4. Select the **Refusal to Fill** checkbox.



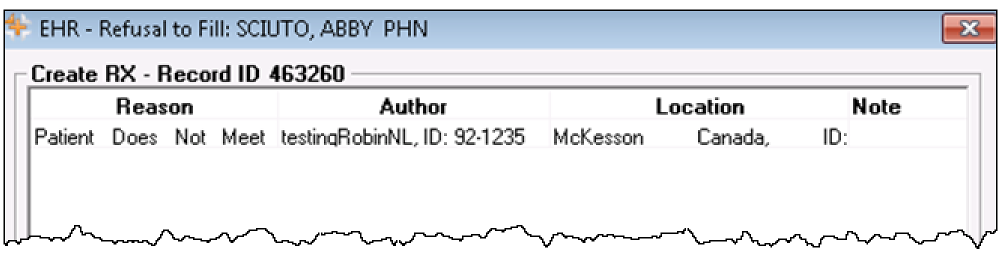
5. Select a **Reason** from the dropdown list.
6. Select the **Fill** button to submit the *Refusal to Fill* to the DIS. A claim is not sent for adjudication and the prescription status will display as 'Refusal', as shown below:



You can view the Refusal to Fill information on the patient's EHR profile by selecting the yellow folder icon next to the *Refusal(s) to Fill*, as shown below:



The details displayed for the Refusal to Fill will appear similar to the following window:



Transferring a Prescription

Transferring In

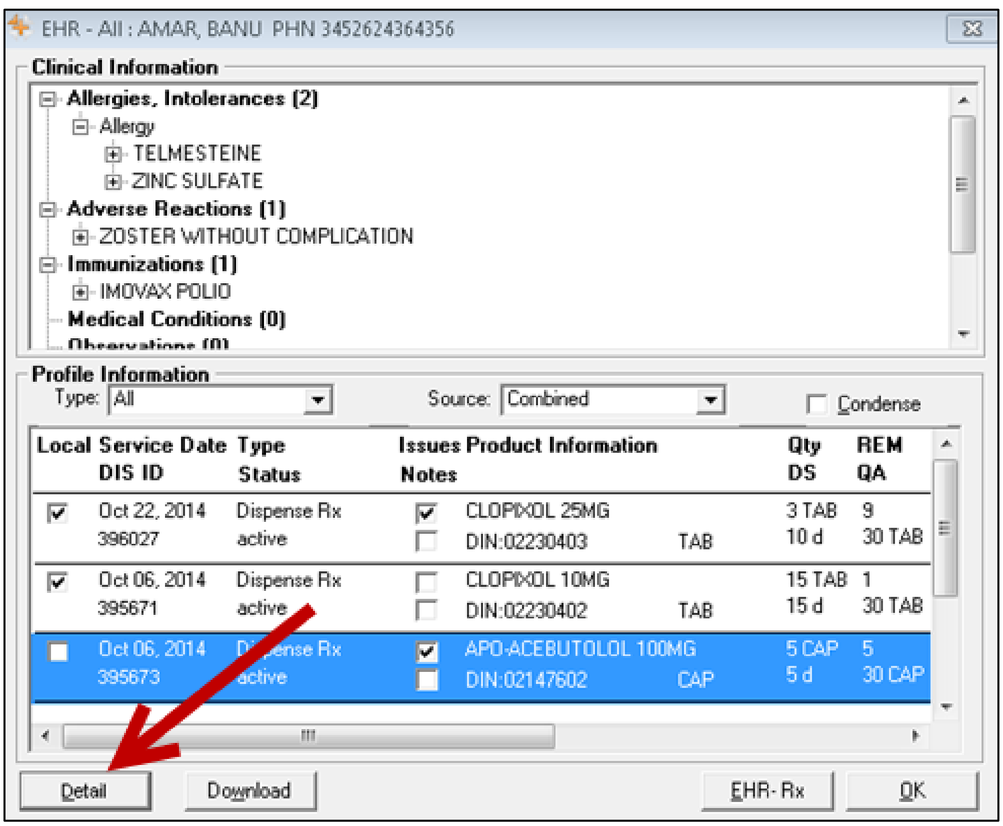
The **Download** button is used to transfer in a prescription from a patient's EHR. This will be performed if the prescription has been e-prescribed or if the prescription has been transferred to your pharmacy. If the prescription is on the patient's EHR, then this means that the originating pharmacy is connected to the DIS. This pharmacy must assign dispensing authority to your pharmacy before a download can occur. Once this process is complete, your pharmacy can download and dispense against it.

The Download button is available from the following two locations:

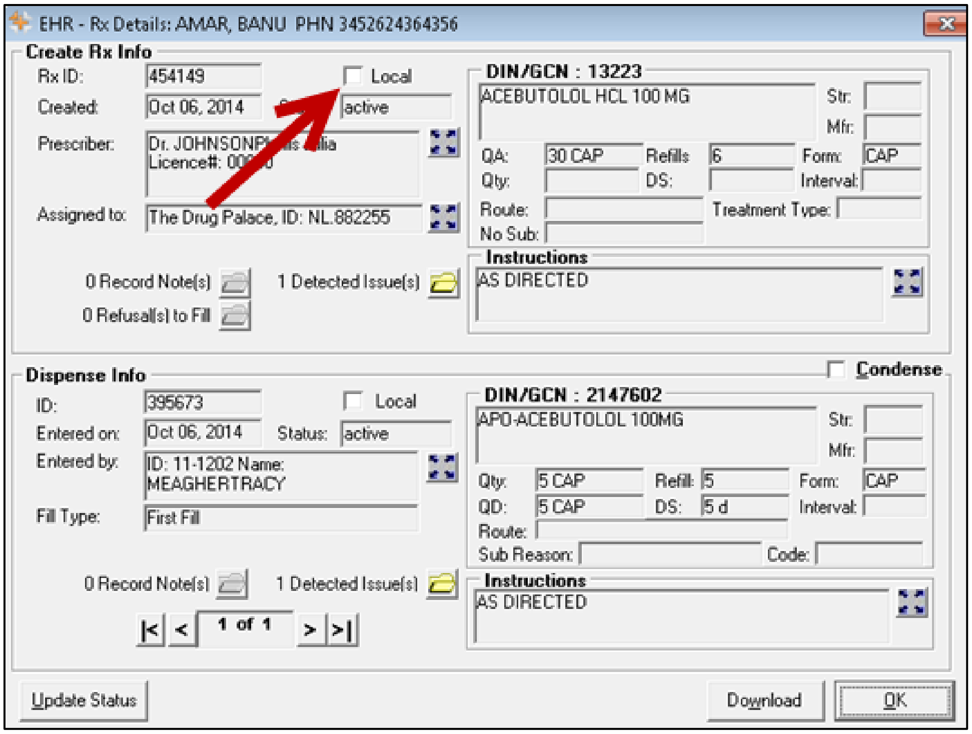
- **EHR- All** (or **EHR – Rx**) > **Profile Information**
- **EHR- All** (or **EHR – Rx**) > **EHR – Rx Details** (or **EHR – Device Rx Details**).

To download a prescription, do the following:

1. Search for and select the desired patient.
2. Select the **Profile** tab
3. Select **Rx** > **Profile** > **EHR – All** (or **EHR – Rx**).
4. Highlight the desired DIS record.



5. Select the **Detail** button. The 'EHR – Rx Details' window opens. The deselected *Local* checkbox indicates that the prescription is not local.



It is recommended that the *Create* and *Dispense* details of a selected prescription are reviewed prior to selecting the Download button. This will ensure that the correct prescription has been selected and, for prescription transfers, provide an opportunity to confirm the information from the transferring pharmacy.

6. Select the **Download** button. A prompt will display *"Is this an e-Prescribed prescription? If No, Transfer In will be performed."*

   NOTE: For device prescriptions, **Download** is only enabled from the 'EHR – Device Rx Details' window.

7. Select the **No** button. The 'Transfer In' window will display.
8. The values that are returned with the Download message will be populated. Review all fields and add the **Transferring Pharmacist** and any comments that are relevant to the prescription.

   NOTE: If the pharmacy is not in the dropdown list or is missing the Provincial ID, select the **Pharmacy** button to search the Location Registry for a new Other Pharmacy (refer to the section).

9. Select the **OK** button. The download process will find a local match within PharmaClik Rx for both the Physician and Drug. The prescription will open in **RX Detail** and display the downloaded information.
10. Verify all information in the Rx Detail and select either **Fill** or **Hold**.

In Newfoundland and Labrador, only a Pharmacist is permitted to perform a transfer of a prescription. It is expected that the proper Transfer Protocol of calling the originating pharmacy occurs and that the prescription <u>**must**</u> be transferred electronically by the transferring pharmacy before it can be downloaded to your pharmacy. Refer to Transferring a Prescription for more information on the transfer out process.

Transferring Out

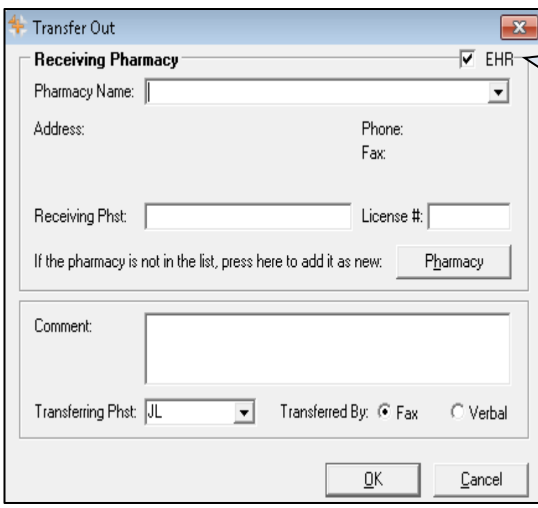
The Transfer Out function is used to transfer the ownership of a prescription from your pharmacy to another pharmacy. When a DIS prescription is transferred, the corresponding DIS message will be transmitted to NLPN.

Only pharmacists will be permitted to Transfer a prescription to another location. A warning will be displayed if a non-pharmacist user attempts to perform a Transfer Out.

The Transfer Out **must** be completed as soon as possible by the 'Transfer Out Pharmacy'. Failing to do so will prevent the 'Receiving Pharmacy' from successfully downloading and dispensing the DIS prescription(s).

To transfer out a prescription, do the following:

1. Highlight a specific prescription(s) from either the Workbench, Patient Profile, or Completed tab.
2. Select **Rx** > **Transfer**. The Audit History for the first prescription appears. This can be used to provide the other pharmacy with information about the prescription.
3. Select the **OK** button. The 'Transfer Out' window appears.



The EHR checkbox will be checked if the prescription was recorded on the DIS.

4. Select the receiving pharmacy from the **Pharmacy Name** dropdown list.

NOTE: If the pharmacy is not in the dropdown list or is missing the Provincial ID, select the **Pharmacy** button to add the pharmacy to the Other Pharmacy list (refer to the Other Pharmacy section).

5. Complete the remaining Transfer Out fields as usual.
6. Select the **OK** button. The 'Prescription Transfer Report Send By' window appears.
7. Select both the **Fax** and **Print** checkboxes. The Print checkbox is always selected, ensuring the repot will be printed.
8. Select the **OK** button. The Prescription Transfer Report is sent to the fax and/or prints.

The Processing Transfer message will be displayed and will close upon successful completion of the Transfer message to the DIS. The prescription will be locally marked as **Transferred.**

DUR (Other Medication)

Other Medications (DUR) are non-prescription medications, such as over-the-counter drugs, natural health products, prescriber drug samples, etc

Adding a DUR (Other Medication)

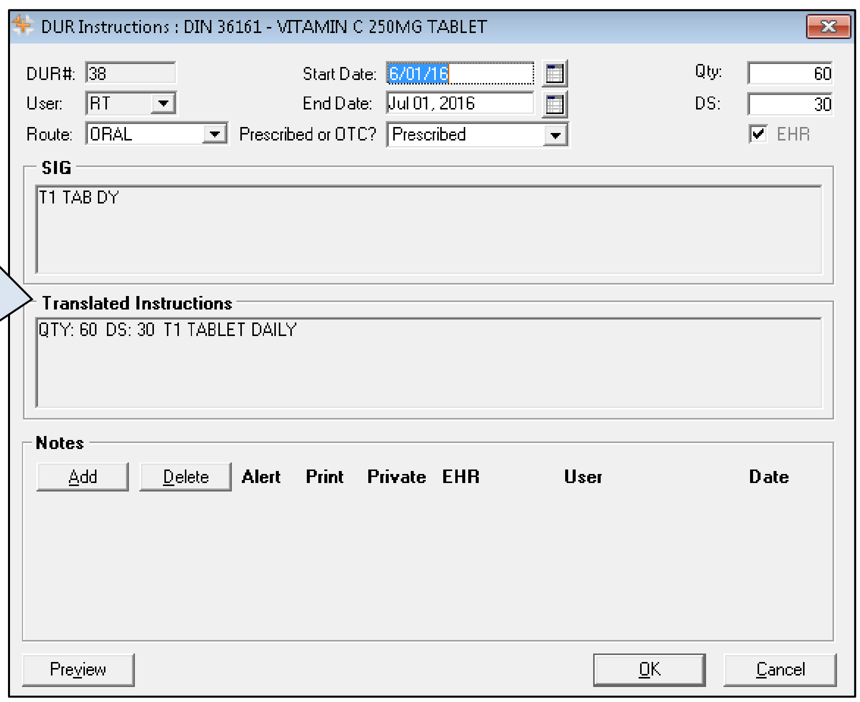
For DUR purposes, the Pharmacy Network requires that non-prescription medications are added to the patient's EHR Profile. In PharmaClik Rx this is accomplished using the **Add DUR** or **Refill DUR** functions.

As per NLPN Standards of Practice, Acetaminophen with Codeine is recorded on the patient profile as a prescription with the pharmacist as the prescriber.

To add an Other Medication (DUR), do the following:

1. Search for selected the desired patient.
2. Select the **Profile** tab.
3. Select **Rx** > **Add DUR**. The 'Drug Search' window will display.
4. Enter the desired search criteria and select the appropriate Drug Information. Interaction checking occurs. Either the 'Interaction Summary' window appears or a prompt indicates that no interactions exist.
5. Depending on which window appears, select the **Accept** or **OK** button. The 'DUR Instructions' window will display.

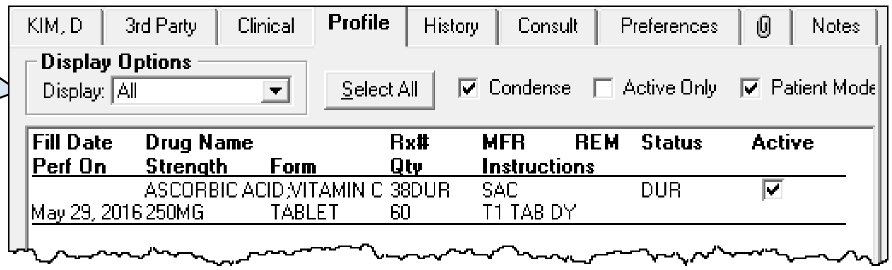
The *Translated Instructions* will now automatically display the QTY and DS values entered for the DUR. This information will also be transmitted to the DIS as part of the SIG.



6. By default, the EHR checkbox will be selected. If you do not want the DUR transmitted to the DIS, deselect the EHR checkbox.
7. Ensure to enter as much information as possible in the **Instruction** field.
8. Enter the **Quantity** and **Day Supply**. However, these values are not transmitted to the DIS. It is recommended that the user include the Quantity of the medication in the SIG field of any Other Medication. For example: **QTY: 60 DS: 30 TAKE 1 TAB BID**
9. Select the **OK** button. The patient's profile will be displayed once the DUR has been transmitted to the DIS.

NOTE: See **Patient Profile** > **Other Medication Details** for the EHR view of the Other Medication.

You can modify what prescriptions are displayed from this dropdown menu.



When adding a DUR:

- Other Medication can be edited, which will transmit an update to the Other Medication message. For example, if the end date needs to be changed.
- All existing DURs entered prior to Version 6.3 are only stored locally on PharmaClik Rx. To transmit Other Medication information that already exists on PharmaClik Rx to the DIS, create a new DUR, or use the **Refill DUR** button and refill the existing DUR.
- **Route** of Administration is required. PharmaClik Rx will populate the Administration Details > Route field based on the Route information within the Drug or Mixture Folder.

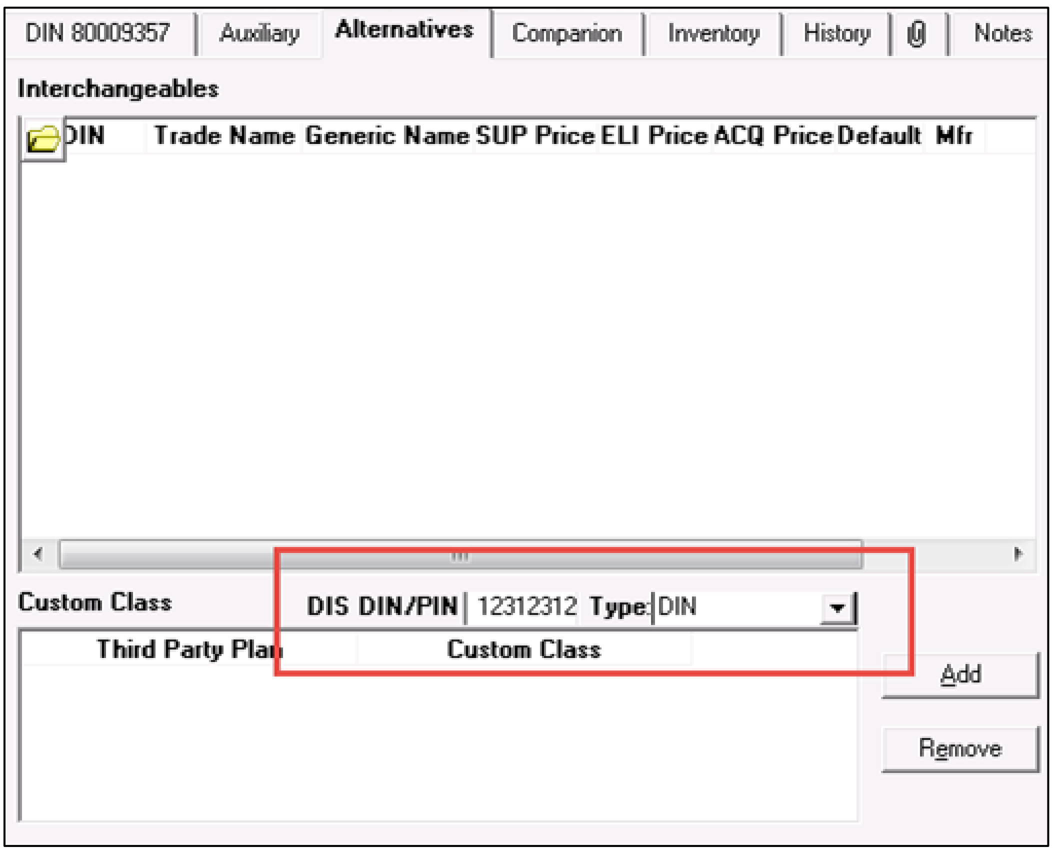
Resolving a DUR (Other Medication) with an Invalid DIN

In the scenario where an Other Medication has an invalid DIN, the claim will be rejected by the DIS and the Other Medication will be saved locally for the user to correct the drug and resubmit to the patient's EHR Profile. The following Detected Issue will also be returned:

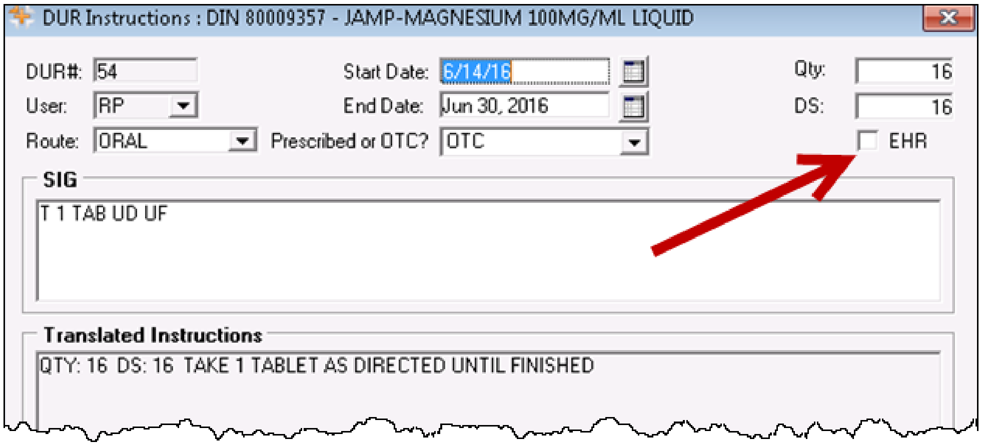
Priority	Severity	Issue Type	Description
Error		Validation Issue: The specified element did not pass business-rule validation.	An invalid drug code was submitted: 00000000 (701402)

To correct this Detected Issue, do the following:

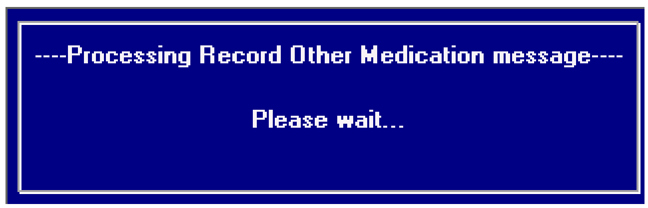
1. When the Detected Issue is received, select the **Cancel** button to exit the window. The Other Medication (Add DUR) will be saved locally on the patient's profile.
2. Open the Drug Folder for the DIN you submitted above and correct the DIN in the **Alternatives** tab > **DIS DIN/PIN** field.



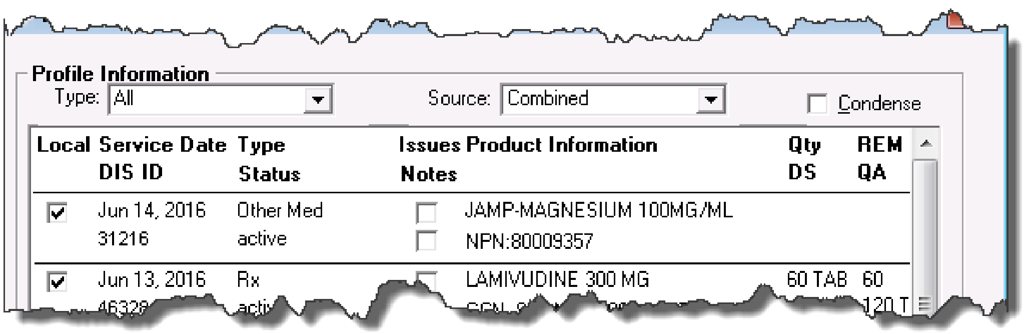
3. Select the **Save** button.
4. Open the Patient Folder.
5. Select the **Profile** tab.
6. Highlight the Other Medication prescription and select **Rx** > **Detail** button.
7. When the Other Medication prescription is open in Rx Detail, select the **EHR** checkbox.



8. Select the **OK** button. The following message will appear.



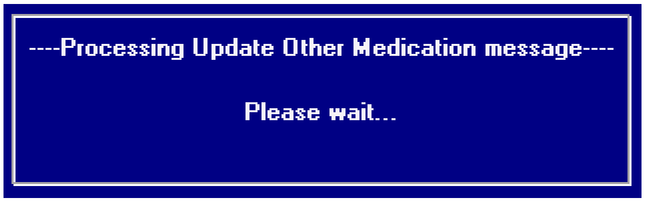
The patient's EHR Profile will be updated with the Other Medication, as shown in the image below.



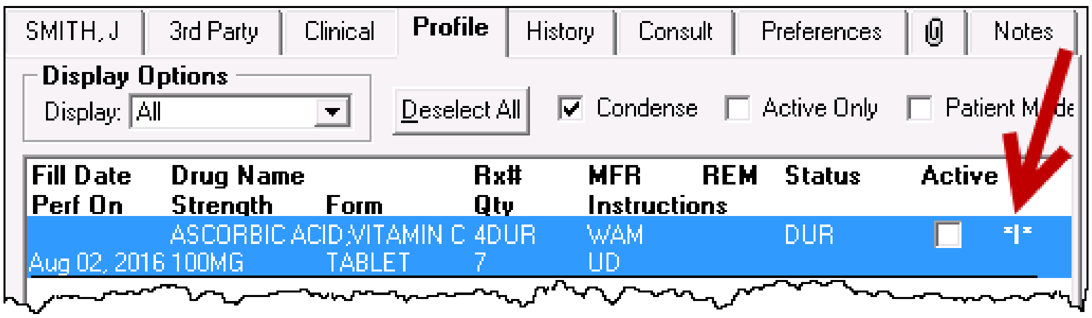
Changing the Status of a DUR to Inactive

If a patient is no longer taking a DUR, you can change the status of the DUR to *Inactive*. This will

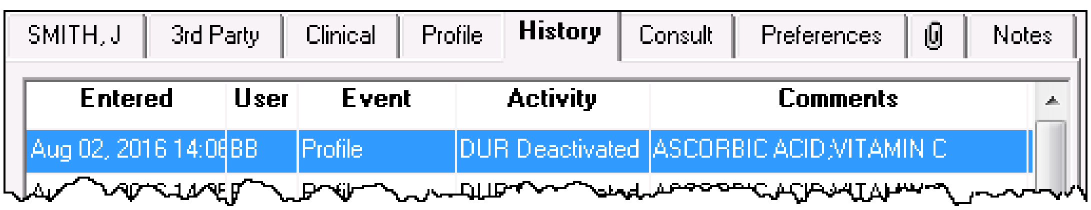
1. Search for and select the patient.
2. Select the **Profile** tab.
3. Deselect the **Active** checkbox for the DUR you wish to make inactive. The following message will appear:



4. Once the message disappears, select the **Save** button. The DUR will be inactive and have an ***I*** displayed next to it, as shown below.



The patient's History tab will also display an Activity indicating that the DUR was inactivated.



Batch Processing

Batch Processing can occur for both Retail and Non Retail Transactions. Batching allows prescription to be dispensed as a group and processed without direct user intervention. Batching is also available for Dosset, Dispill and any regular retail and / or any non-retail prescriptions if so desired.

During batch processing, the Patient EHR profile mandatory display may be ignored, but all messages returned by the DIS will be retained within PharmaClik Rx and the pharmacist can review the Detected issues in a stand-alone patient profile transaction.

The Pickup Message for Dosset, Dispill and non-retail groups will be transmitted automatically without user intervention (or POS integration). Batch functionality will continue to perform all current PharmaClik Rx functionalities, including the following enhancements:

EHR Profile display is not required for batch prescriptions.	EHR Preferences from Pharmacy Preferences will not be applicable for batched prescriptions**.**
Detected Issues can be viewed from a completed batch profile.	All Detected Issues will be saved within PharmaClik Rx, allowing the user to go back to the Batch ID at any time to view the issues. Users with real time prescriptions will only be able to manage *Error* Detected Issues. All *Warning* and *Information* Detected Issues will be for information purposes only. Please review this information and use your professional judgment to correct them. A rebill or cancellation may be required.
A Rejected, Pending or Failed CeRx will be treated in the same manner on the Batch Profile window as a rejected CPhA transaction is handled in current functionality.	The claim will be displayed in the batch profile window as *Incomplete* or *Pending* if the transaction is not successful. The user will need to Detail the transaction, correct the prescription, and then select the **Fill** button to transmit the claim. Selecting the **Submit** button is not desired. It would be best to open the prescription in RX Detail and view the EHR Tab of the prescription in order to determine what evaluation is required.

Non-Synchronized Patients

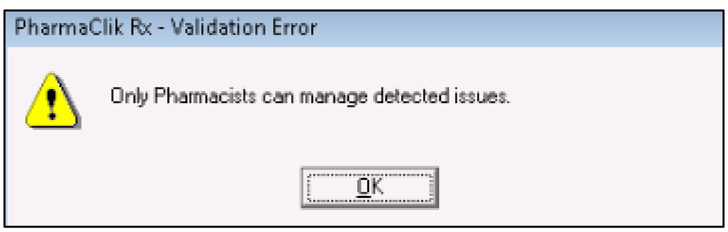
As per the Client Registry section, all patients must be synchronized before any DIS messages can be transmitted. During Batch Evaluation, if a patient is not synchronized the *Prescription Information* will display **Not Sync**.

To synchronize a patient from the Batch Profile window, do one of the following:

- Detail the prescription and synchronize the patient from the Patient Folder (recommended).
- Remove the prescription from the batch, synchronize the patient, and reschedule the batch.
- Synchronize the patient and resubmit the prescription within the batch.

Detected Issues

Any Detected Issues returned with the DIS prescription message will be visible from the Detected Issue(s) folder within the 'Batch Profile' window. Refer to the Detected Issues section for more information on how to manage Detected Issues. While any user can view Detected Issues, only a pharmacist user can manage them. If a non-pharmacist user attempts to manage a Detected Issue (e.g. add an Issue Management), the following prompt will appear:



To view the Detected Issues from the 'Batch Profile' window, do the following:

1. Select the yellow Detected Issue(s) folder. 

2. Select the **Cancel** button to close the 'Detected Issues' window.

Batch Exclusion List

During Batch Evaluation, prescriptions are evaluated if they should be included within the batch. Prescriptions will be excluded from the batch if any of the following are true:

- The DIS Type (e.g. Device, Non-DIS, or Rx) has changed since the last fill.
- The prescription was previously filled as a stock supply and the patient is no longer flagged as a facility patient.
- The prescription was previously filled as a prescription for a synchronized patient (a DIS ID exists), and the patient is now flagged as a facility patient.

Batch Exclusion List

ProPharm Pharmacy Test 1
123 Test Avenue
Gander, Newfoundland A1A1A1

Date: May 22, 2012
Group Name: Julia's Special Care
Batch ID: 223
Scheduled Date: May 23, 2012

Patient Name	Rx #	Product Information	Qty
Smith, Jane	5023458	VITAMIN C, CAP 500MG	20
Sullivan, Mary Joe	5014458	APO-LOXAPINE 25MG	30

Page 1 of 1

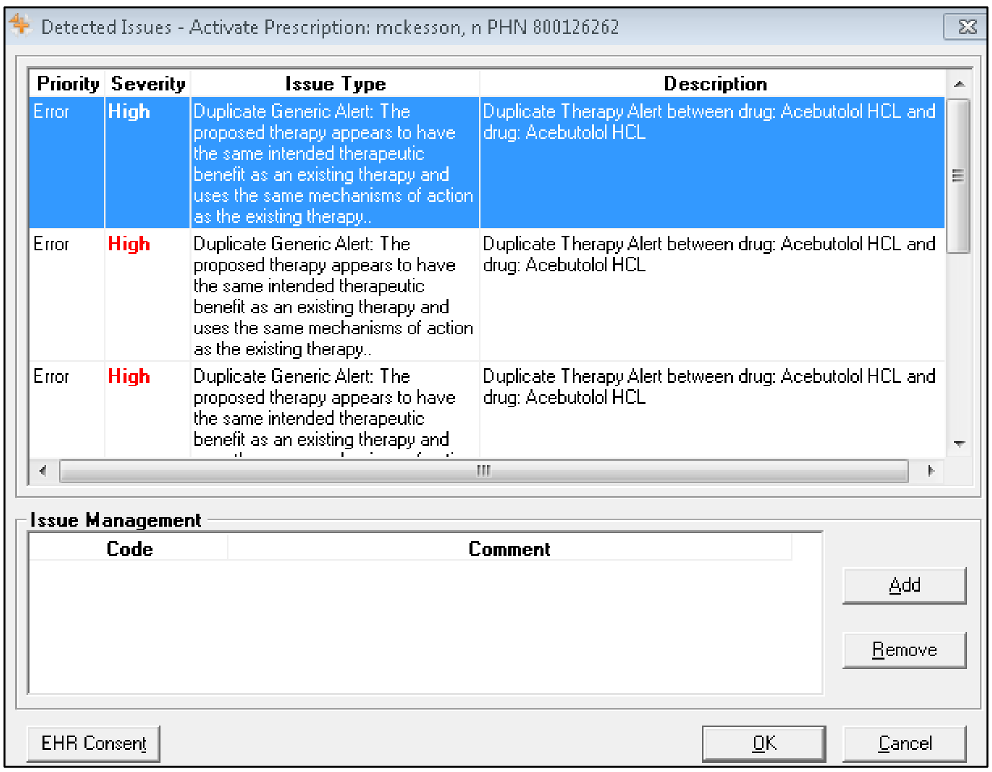
This will not halt the Batch, but these prescriptions will be removed from the batch and will require manual processing. When prescriptions are excluded, a prompt will display so that you can print a list of the excluded prescriptions. Select the **Yes** button to print the Batch Exclusion List. You can cancel the batch, correct the error and rebatch, or you can complete the batch for all successful prescriptions and then complete the excluded prescriptions manually.

Detected Issues and Issue Management

The Drug Utilization Review (DUR) component of the Pharmacy Network is a rules-based, data driven function that performs up to 22 separate DUR checks against the accumulated medication history of a patient. DUR is performed in the Pharmacy Network when a:

- Prescription request is submitted
- Dispense request is submitted
- Prescription is reactivated
- Record "Other Medication" request is submitted

If the DIS detects an issue with a transaction, whether it is an inquiry or the receipt of information, it may return a Detected Issue to alert the user to a potential error, discrepancy, or matters that may be of concern. Detected Issues have an associated **Priority** (e.g. Error, Warning, or Information) and **Severity**. Detected Issues will be sorted by Priority and then by Severity.



Viewing Detected Issues

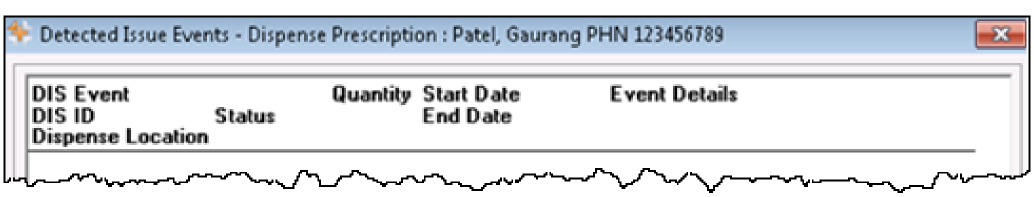
If a Detected Issue is returned with a message response, PharmaClik Rx will display the details within the 'Detected Issues' window. This allows the user to view and manage issues on an ongoing basis, clear any outstanding issues as well as being notified of potential problems.

The **Issue Type** and **Description** of these Detected Issues are generated by NLPN. The following chart displays the various Detected Issue priorities that your pharmacy may encounter:

Priority	Description
Error	The request could not be processed successfully and has been rejected because of the problem. The message requires immediate action to continue. Errors always display before Warnings and Alerts. There are two types of Errors your pharmacy may encounter: • Rejected with <u>no ability</u> to add an Issue Management (i.e. the ID specified for the Prescribing Provider is not valid). • Rejected with <u>ability</u> to add an Issue Management (i.e. submitted dispense has the same ingredient as an existing active prescription on the Pharmacy Network).
Warning	The request was successfully processed and transmitted to the DIS, but it was processed differently than the requester had asked, or an anomaly was encountered of which the requester should be aware. The message does not require immediate action to continue (i.e. drug is known to interact with another active drug). If your pharmacy wishes, you may add an Issue Management, but it is not required.
Information	The request was successfully processed and there were no issues; however a piece of information is being returned that may be of interest. The message does not require immediate action to continue (i.e. fill too soon). If your pharmacy wishes, you may add an Issue Management, but it is not required.

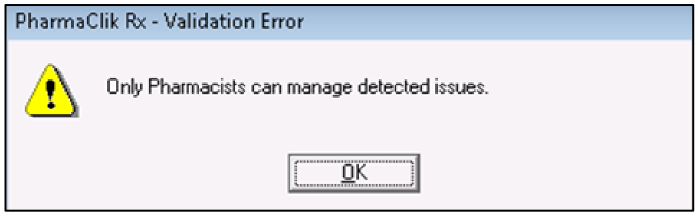
Once a Detected Issue has been reviewed or managed, it may also be viewed again at a later time. To view a Detected Issue at a later date, do the following:

1. Search for and select the desired patient.
2. Select the **Profile** tab.
3. Highlight the prescription you wish to view Detected Issues for.
4. Select **Rx** > **Detail**. The prescription opens in RX Detail.
5. Select the **EHR** tab.
6. Select the yellow folder for any Detected Issues that exist and you would like to view.
7. Double-click on the row. The 'Detected Issue Events' window will appear. The 'Detected Issues Events' window will display the events (i.e. prescriptions, allergies, etc) which caused the Detected Issues, as well as any previous Issue Managements that were recorded.



Managing Detected Issues

Pharmacy staff will be alerted of any Detected Issues that may arise from activating and dispense prescriptions. It may be necessary to manage the issue in order to advise and communicate to the DIS that some mitigating action was taken. While any authorized pharmacy user can view Detected Issues, **only a Pharmacist can manage Detected Issues**. If a non-pharmacist user attempts to manage a Detected Issue, the following prompt will appear:



When a 'Detected Issue' window appears without an **Issue Management** section, then the detected issues are only displayed for information purposes. Usually this is a result of an EHR Query. In some cases, Detected Issues are presented but do not require an Issue Management.

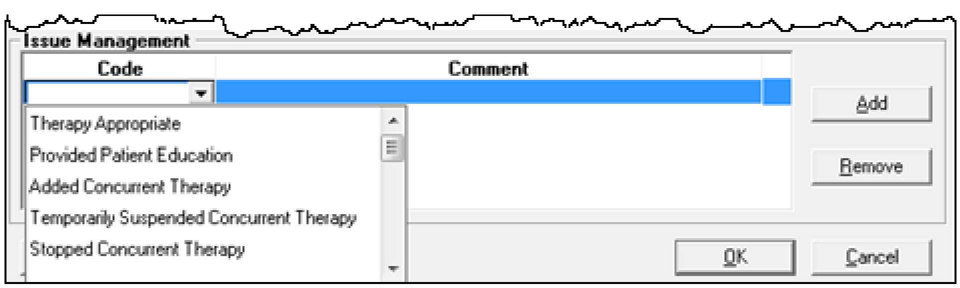
NOTE: When managing Detected Issues from the DIS Queue for a masked patient, you must access the patient's EHR consent and enter consent or override in order to manage the issue and resubmit the prescription to the DIS.

Managing a Detected Issue from the Detected Issues Window

To manage a Detected Issue from the Detected Issues window, do the following:

- If the Issue cannot be managed (e.g., DIN is invalid), select the **Cancel** button and return to Rx Detail to make the correction before submitting again.
- If the Issue does not require management, select the **OK** button. PharmaClik Rx will continue processing the transaction.
- If the Issue requires management then select the **Add** button from the *Issue Management* section. An Issue Management row will be added.
  a. Use your professional judgment to select an appropriate Issue Management code from the dropdown list.
  b. To document additional comments about the issue management, enter text into the *Comment* field (optional).
  c. Select the **OK** button to retransmit the DIS message with the Issue Management.

NOTE: The **Add** and **Remove** buttons will be disabled when the Severity is *Information* or *Warning*.



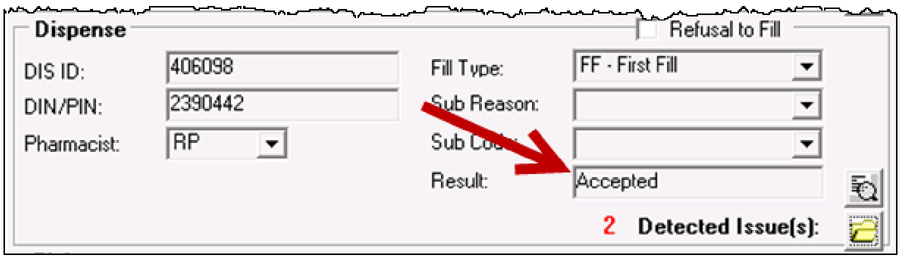
Once a Detected Issue has been reviewed or managed, it may also be viewed again at a later time. For more information, see the Viewing Detected Issues section.

Managing a Detected Issue for an Accepted Dispense

The DIS may accept a prescription dispense, but return a Detected Issue for informational purposes. Although it is not necessary, your pharmacy can still add an Issue Management to the prescription.

To manage a Detected Issue for a dispense that was accepted by the DIS, do the following:

1. Ensure a pharmacist user is logged into PharmaClik Rx.
2. Open the prescription in Rx Detail.
3. Select the **EHR** tab. The *Dispense* section of the prescription will indicate the Rx was accepted.



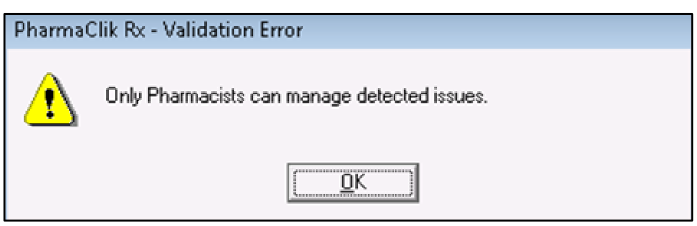
4. Select the yellow folder icon beside the Detected Issue(s).
5. Select the **Add** button and select an appropriate Issue Management.
6. Select the **OK** button.

Managing a Detected Issue When a Technician is Logged In

Any authorized pharmacy user can view the Detected Issues returned for a prescription, however **only a Pharmacist can manage the Detected Issues**. If a prescription is rejected and can be resolved by adding an Issue Management, you must log off the technician user, and log back in as the pharmacist user in order to manage it.

To manage a Detected Issue when logged in as a technician user, do the following:

1. Select the **OK** button to dismiss the following prompt that will appear when a non-pharmacist user attempts to manage a Detected Issue.



2. Exit the 'Detected Issues' window.
3. Select the **Pend** button to place the Rx on the Workbench > Pending tab.
4. Log off the technician user, and have a pharmacist user log back in to PharmaClik Rx.
5. Highlight the prescription from the **Workbench** > **Pending** tab.
6. Select the **Detail** button. The Rx opens in Rx Detail.
7. Select the **EHR** tab.
8. Select the yellow folder icon beside the Detected Issue(s).
9. Select the **Add** button and enter the appropriate Issue Management.
10. Select the **OK** button to re-submit the Rx to the DIS.

Common Detected Issues

Review the common Detected Issues below for more information on how to manage them.

Prescribing Provider is Not Valid

Cannot add an Issue Management – This error indicates that the Prov # for the submitted doctor is incorrect. To resolve this Detected Issue, verify that the provincial ID entered in the **Doctor Folder** > **Prov#** field is correct (refer to the Doctor Folder section for more information). If not, correct the provincial ID and re-submit the prescription to the DIS.

Priority	Severity	Issue Type	Description
Error		Validation Issue: The specified element did not pass business-rule validation.	The ID specified for the Prescribing Provider is not valid. Please verify the provider ID and resubmit. (701504)

Given Event Cannot be Retracted

Cannot add an Issue Management – This error indicates that the note on the patient's EHR Profile cannot be deleted. If the information outlined in the note requires additional details, a new note should be created and transmitted to the patient's EHR Profile.

Priority	Severity	Issue Type	Description
Error		Validation Issue: The specified element did not pass business-rule validation.	The given event cannot be retracted as it is not the most recent event logged against the Rx (703715).

Invalid Drug Code was Submitted

Cannot add an Issue Management – This error indicates that the Other Medication (DUR) that was submitted to the DIS does not have a valid DIN/PIN entered in the **DIS DIN/PIN** field located in the **Drug Folder** > **Alternatives** tab. To resolve this Detected Issue, open the Drug Folder for the Other Medication, and enter the appropriate DIN/PIN in the DIS DIN/PIN field. This is the DIN/PIN that gets transmitted to the DIS. Once you correct this DIN/PIN, re-submit the Other Medication to the DIS.

Priority	Severity	Issue Type	Description
Error		Validation Issue: The specified element did not pass business-rule validation.	An invalid drug code was submitted: 00000000 (701402)

Prescription Transfers

Cannot add an Issue Management – This error indicates that the Transfer-From Pharmacy has not yet completed the transfer process on their dispensary system. In this example the user would be requesting to Transfer-In a prescription, however the prescription is not yet flagged eligible to be dispensed by your pharmacy. To resolve this Detected Issue, you must contact the Transfer-From Pharmacy and request they select your pharmacy as the pharmacy the prescription is to be transferred to.

Priority	Severity	Issue Type	Description
Error		Validation Issue: The specified element did not pass business-rule validation.	The prescription can only be transferred by the pharmacy currently assigned to the prescription (702803)

Potential Duplicate Other Medication Record

Cannot add an Issue Management – This error indicates that the DUR (Other Medication) being dispensed already exists on the patient's profile. To resolve this Detected Issue, review the patient's *EHR – All* Profile and validate whether the patient is already actively taking the DUR (e.g. dispensed at another pharmacy, etc.).

Priority	Severity	Issue Type	Description
Error	High	Business Constraint Violation: A local business rule relating multiple elements has been violated.	POTENTIAL DUPLICATE OTHER MEDICATION RECORD.

Patient Profile is Keyword Protected

Cannot add an Issue Management – This error indicates that the patient's EHR Profile is masked and requires you to either consent or override in order to access their health information. To resolve this Detected Issue, enter or override patient consent.

Priority	Severity	Issue Type	Description
Error		Business Constraint Violation: A local business rule relating multiple elements has been violated.	An error occurred - error details: Patient profile is keyword protected

User Specified in Entered By is Not Authorized

Cannot add an Issue Management – This error indicates that a technician user is attempting to update their DIS Password, but cannot as they have an invalid license # entered in the Security window. To resolve this Detected Issue, validate the license# entered for the technician user is correct in the Security window (**More** > **Security**). If not, correct the license #, then re-submit the prescription to the DIS.

Priority	Severity	Issue Type	Description
Error		Business Constraint Violation: A local business rule relating multiple elements has been violated.	NL1526;The user specified in "Entered By" is not authorized to work at the location specified in "Recorded At".- Entered by License Number: root=2.16.840.1.113883.4.261, extension=12-3465 - Transaction ID: D19428B5-F956-4C91-8AB8-D10634DE0BA3

Duplicate Prescription

Ability to add an Issue Management – This error is the only manageable Detected Issue Error. This error indicates that an existing active prescription for the same medication currently exists on the patient's EHR Profile. To resolve this Detected Issue, determine if you want to transfer-in/download the existing prescription or continue with the current (duplicate) prescription. To continue with the (duplicate) prescription, add a management and re-submit the prescription to the DIS.

Priority	Severity	Issue Type	Description
Error		Validation Issue: The specified element did not pass business-rule validation.	The submitted dispense has the same ingredient as an existing active prescription on the Pharmacy Network: The Pharmacy Network prescription number is 200219. Please manage as appropriate. (701609)

Drug is Known to Interact with Another Active Drug

Ability to add an Issue Management – The following warning indicates that the drug being dispensed may interact with another drug that the patient is actively taking. To resolve this issue, review the prescription and the drugs the patient is currently taking to see if the drug therapy should still be dispensed. This Detected Issue will appear for informational purposes only. If determined that the drug will be okay for the patient, no further action is required of the user, however you can add an Issue Management if you wish.

Priority	Severity	Issue Type	Description
Warning	Medium	Drug Interaction Alert: Proposed therapy may interact with an existing or recent drug therapy.	DRUG IS KNOWN TO INTERACT WITH ANOTHER ACTIVE DRUG

Drug Not Recommended for Use Due to Existing Condition

Ability to add an Issue Management – The following warning Detected Issue will appear when the drug being dispensed is not recommended due to an existing condition the patient may have (e.g. a medical condition or an allergy). To resolve this issue, review the prescription to see if the drug therapy should still be dispensed. If determined that the drug will be okay for the patient, no further action is required of the user, however you can add an Issue Management if you wish.

Priority	Severity	Issue Type	Description
Warning	**High**	Condition Alert: Proposed therapy may be inappropriate or contraindicated due to an existing/recent patient condition or diagnosis.	DRUG IS NOT RECOMMENDED FOR USE DUE TO EXISTING CONDITION

Modifying Workflow Status

A prescription's workflow status can be modified to 'Picked Up' either manually or via POS integration.

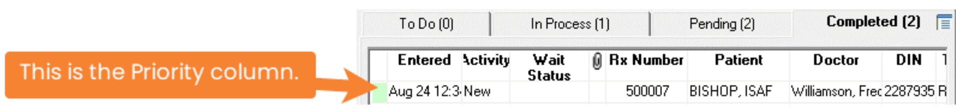
Changing the Status Manually

There are two ways to send a Pickup message manually: from the Workbench Completed tab or from the Rx Detail EHR tab.

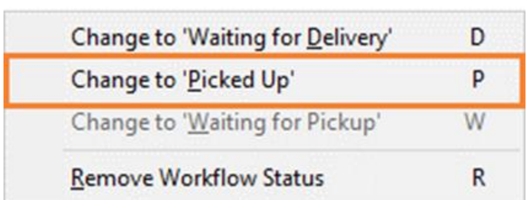
To manually modify a prescription workflow status to Picked Up from the Workbench, do the following:

1. Select the **Completed** tab.
2. Highlight the prescription(s) to be changed, and then use the mouse to **right-click** on the prescription color coded, Priority column.

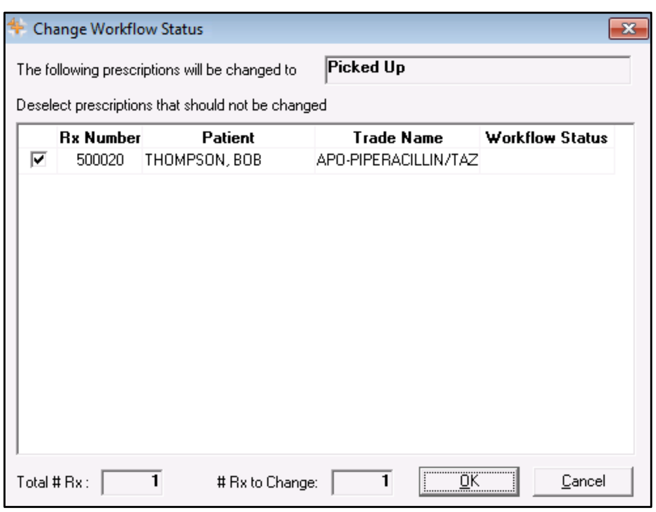
NOTE: Prescriptions that have a Waiting for Pickup status display a pale green colour in the Priority column. If you customized your Completed tab grid and cannot locate the Priority column, try resetting your Workbench Prescriptions grid.



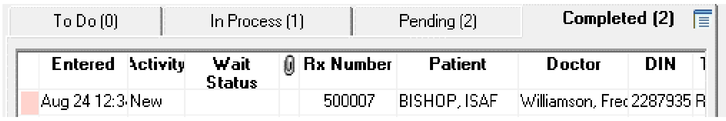
3. Select **Change to "Picked Up"** on the pop-up menu. The Change Workflow Status window displays.



4. Select the **OK** button to submit the *Picked Up* message(s) to the DIS. The cursor will return to the Workbench when the Picked Up message(s) is complete.



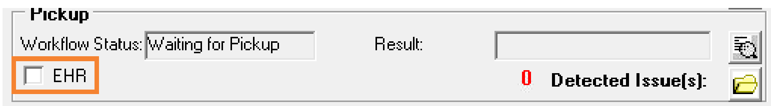
If the Pickup message(s) is transmitted successfully, the Priority column displays a pink colour.



TIP: Hover your cursor over the Priority column to see a tooltip of the Workflow status and the number of prescriptions within that status.

To manually modify a prescription workflow status to Picked Up from Rx Detail, do the following:

1. Open the prescription in **Rx Detail**.
2. Select the **EHR** tab.
3. In the **Pickup** section, select the **EHR** checkbox to send the Pickup message to DIS.



If the Pickup message is transmitted successfully, a checkmark appears in the EHR checkbox.

4. Select **Save**. On the Workbench Completed tab, the Priority column displays a pink colour for the prescription.

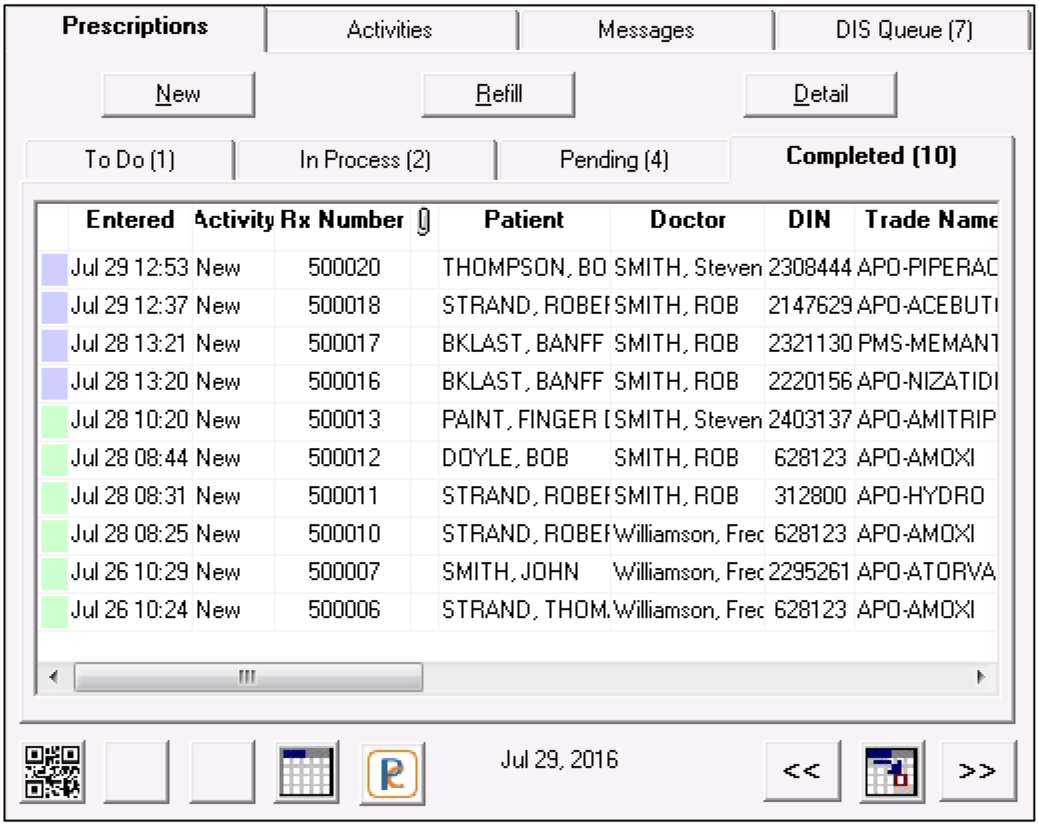
NOTE: As per Newfoundland and Labrador Pharmacy Board Standards of Pharmacy (section 3.8 Prescription Release), you must document the name of the person who picked up the prescription. You can do this in one of two ways:

- Manually write the patient's or representative's name on the half label hard copy if your pharmacy is not using Digital Workflow. Ensure to scan the prescription hard copy as per usual process in PharmaClik Rx for record keeping.
- Enter the name in a prescription note in PharmaClik Rx. For more information on how to add a prescription note, see the PharmaClik Rx Online Help.

Changing the Status through POS Integration

When the Dispense Pickup is set to POS Integration, the pickup message will be sent upon scanning at the cash register. Any prescription not scanned will remain in the Completed Tab of the workbench and the DIS status will still remain **Pending** on the DIS until the prescription is marked as **Picked Up.**

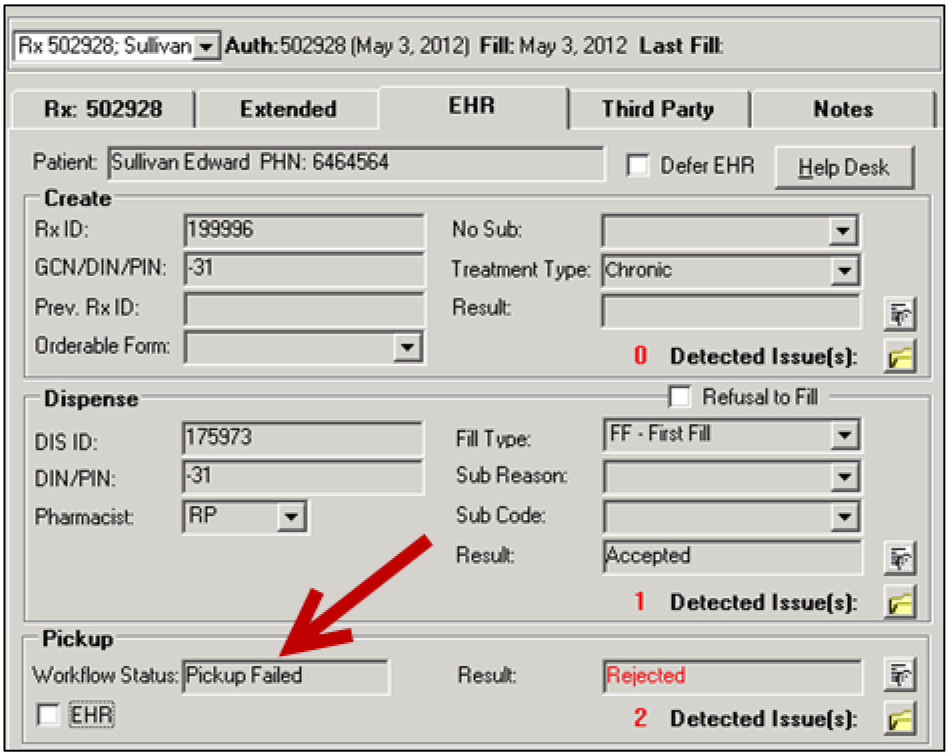
When a DIS Pickup message has failed, the prescription will remain on the Completed Tab. It will be necessary to review the prescription and attempt to resolve the reason for the failed pickup in order to remove the prescription from the Completed tab.



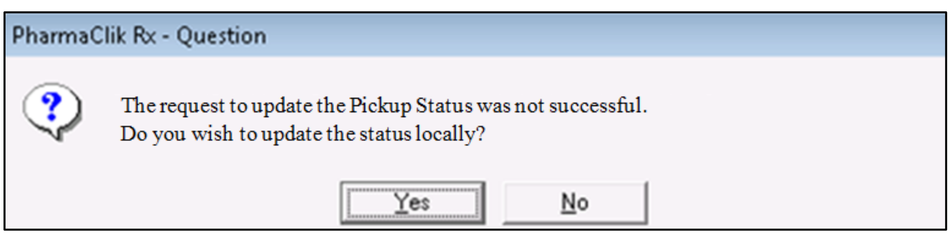
Resending a Failed Pickup Status

To review, resend, and resolve Failed Pickup prescriptions, do the following:

1. Highlight the prescription.
2. Select **Rx** > **Detail**.
3. Select the **EHR** tab.
4. From the Pickup section, review the Detected Issues or Failure messages.
5. Select the EHR checkbox in the Pickup section. PharmaClik Rx will attempt to send the pickup message again.



If the Pickup message is successfully transmitted, the Workflow Status will be updated to Picked Up. If the Pickup message is unsuccessfully transmitted, PharmaClik Rx will prompt to determine if the status should be updated locally. Selecting **Yes** will only update the local status to picked up, not the DIS.

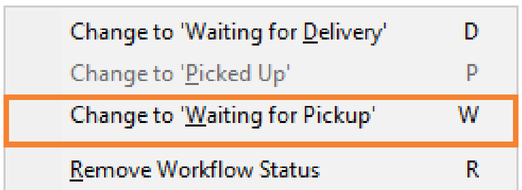


Retracting a Pickup Message

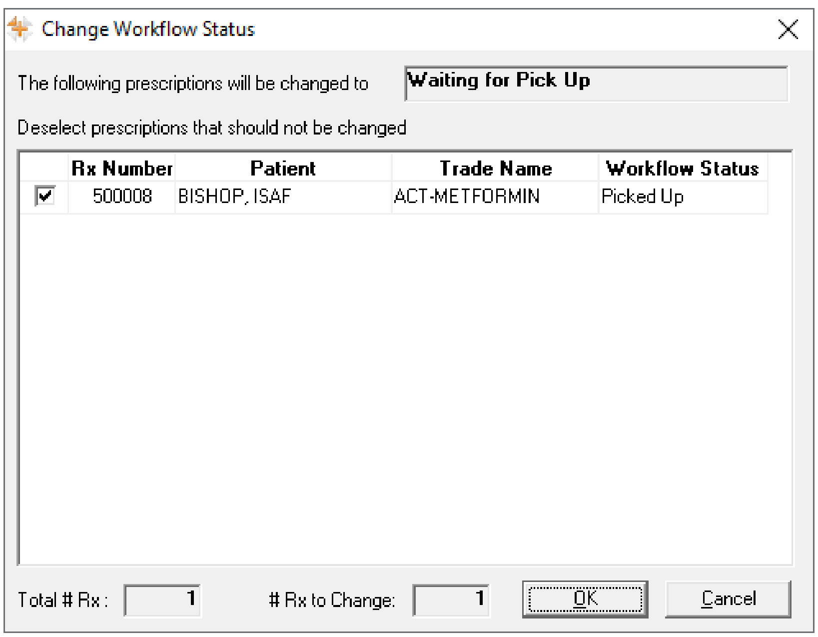
If a Pickup message was sent in error, you can send an Undo message to DIS.

To retract a Pickup message:

1. Select the **Completed** tab on the **Workbench**.
2. Highlight the prescription(s) that you want to retract the Pickup message(s) for.
3. Right-click on the **Priority** column.
4. Select **Change to 'Waiting for Pickup'** on the pop-up menu. The Change Workflow status window opens.



5. Select **OK** to send the Undo message to DIS.



If the Pickup message(s) is retracted successfully, the Priority column displays a pale green colour.

Correcting an Issue Management Activity

Activities can be created for scheduled prescription status changes (e.g. prescriptions with scheduled reactivation dates or scheduled stop dates) and these will be automatically transmitted to NLPN on the effective date. If during transmission a Detected Issue is encountered, the Activities > To Do tab will list these with an Activity type of 'Issue Management'. The *Comments* will indicate the Patient's Name, Rx#, Trade Name, Strength, and Form.

Corrective action must be taken for these Issue Management activities as it may prevent a prescription from subsequently being filled successfully.

To manage this type of issue from the workbench, do the following:

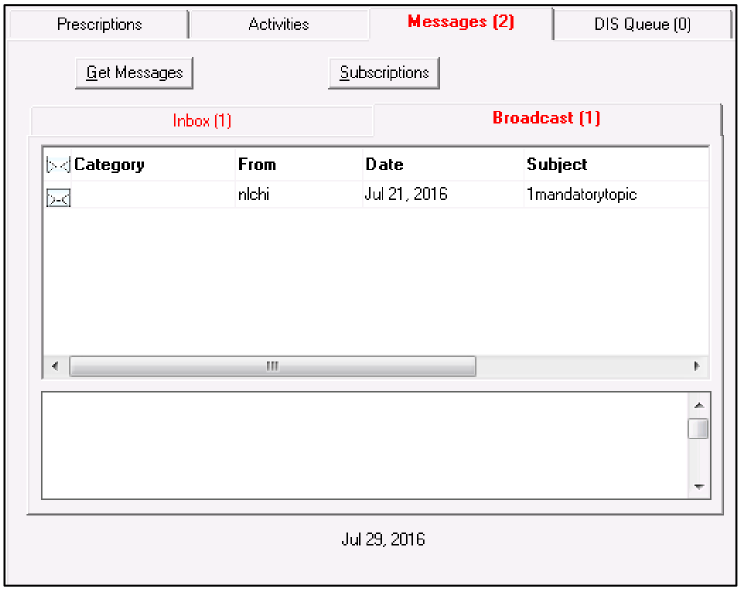
1. Select the **Activities** > **To Do** tab.
2. Highlight any row with an **Issue Management** Activity.
3. Select the **Process** button. A 'Detected Issues' window opens displaying what has stopped the message.
4. Depending on Priority and Severity of the issue, the user will need to make the appropriate changes to the prescription on the patient's profile. Review the Managing Detected Issues section for more information.
5. Select the **OK** button. The activity will move to the Completed tab.

Messages Tab

The Messages tab allows you to receive important electronic communication such as drug recalls, program updates, and formulary information. The Inbox tab will continue to be used to instantly communicate important PharmaClik Rx notices. The Broadcast tab will be used to communicate NLPN messages.

Broadcast Tab

The Pharmacy Network will notify PharmaClik Rx each time a broadcast message is available for retrieval for a logged in user. PharmaClik Rx will automatically download and save the broadcast message within the **Message** > **Broadcast** tab for later review.



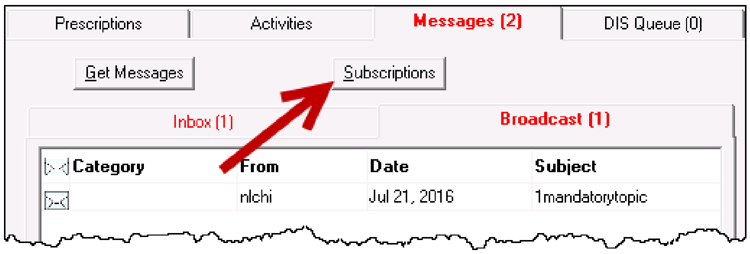
The **Broadcast** tab will provide the logged in user a means to view, retrieve, and manage subscriptions of broadcast messages. The tab will have a split view. The top table view will contain the list of messages and the bottom panel will display as a message preview pane. When a single message is selected, the detailed message text will display in the preview pane. If multiple rows are selected, no detailed message text will display in preview pane.

Get Messages

The **Get Messages** button on the **Messages** > **Broadcast** tab allows you to retrieve any outstanding broadcast messages, on demand. The Get Messages request will be initiated for the logged in user.

Subscriptions

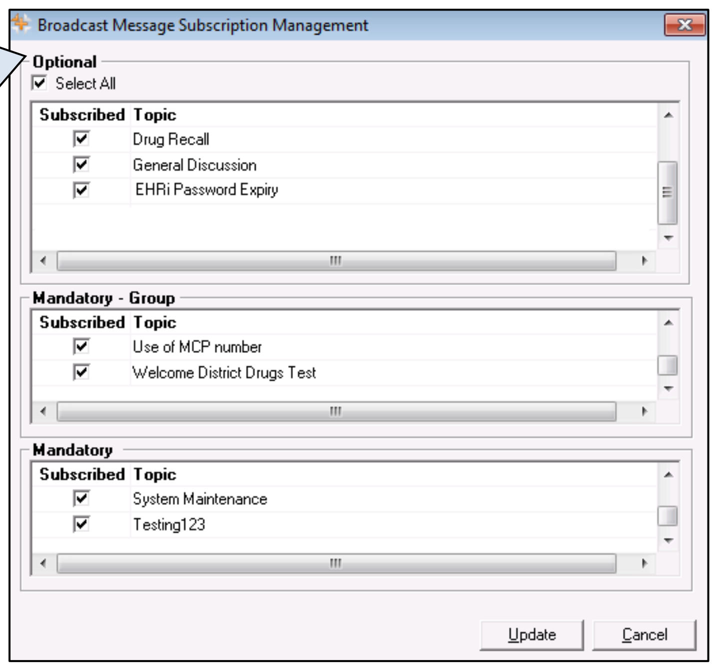
The **Subscriptions** button on the **Messages** > **Broadcast** tab will return a list of broadcast message topics you are currently subscribed to and allows you to manage which broadcast messages you wish to receive. The Subscriptions request will be initiated for the logged in user.



To view and manage your Broadcast Message Subscriptions, do the following:

1. From the Workbench select the **Messages** tab.
2. Select **Subscriptions** button. The 'Broadcast Message Subscription Management' window will display.
3. Subscribed topics will be selected. To change the subscription status of an Optional topic, select the **Subscribed** checkbox.

Only **Optional** topics can be subscribed to or unsubscribed from.



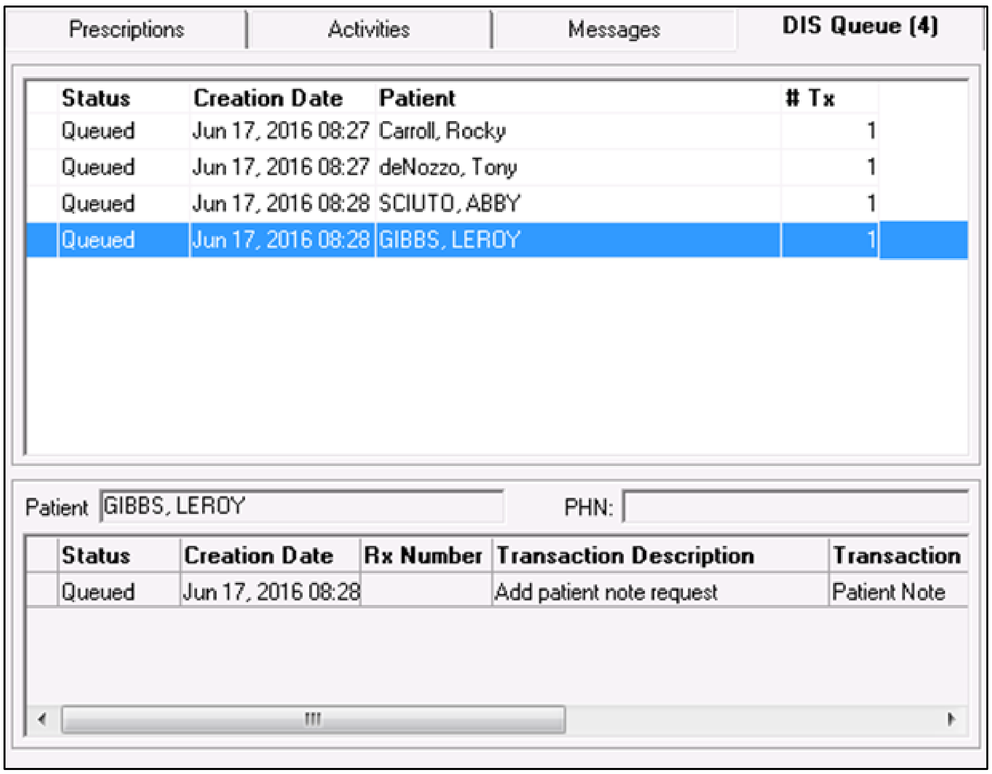
4. Select the **Update** button.

If the subscription message is placed in the DIS Queue (refer to [DIS Queue Tab](#) section), it will only be visible to the same logged in user.

DIS Queue Tab

The purpose of a DIS Queue is to allow you to continue to service your patients and process prescriptions even if the DIS is temporarily unavailable. This tab will manage any transactions (e.g. prescription, pickup, or clinical requests) that were unable to be processed due to the DIS Network unavailability.

One of the main advantages of the DIS Queue is that there is no interruption of service to your patients when the DIS is unavailable. Prescriptions will be successfully adjudicated and a label set with correct pricing information will be printed.



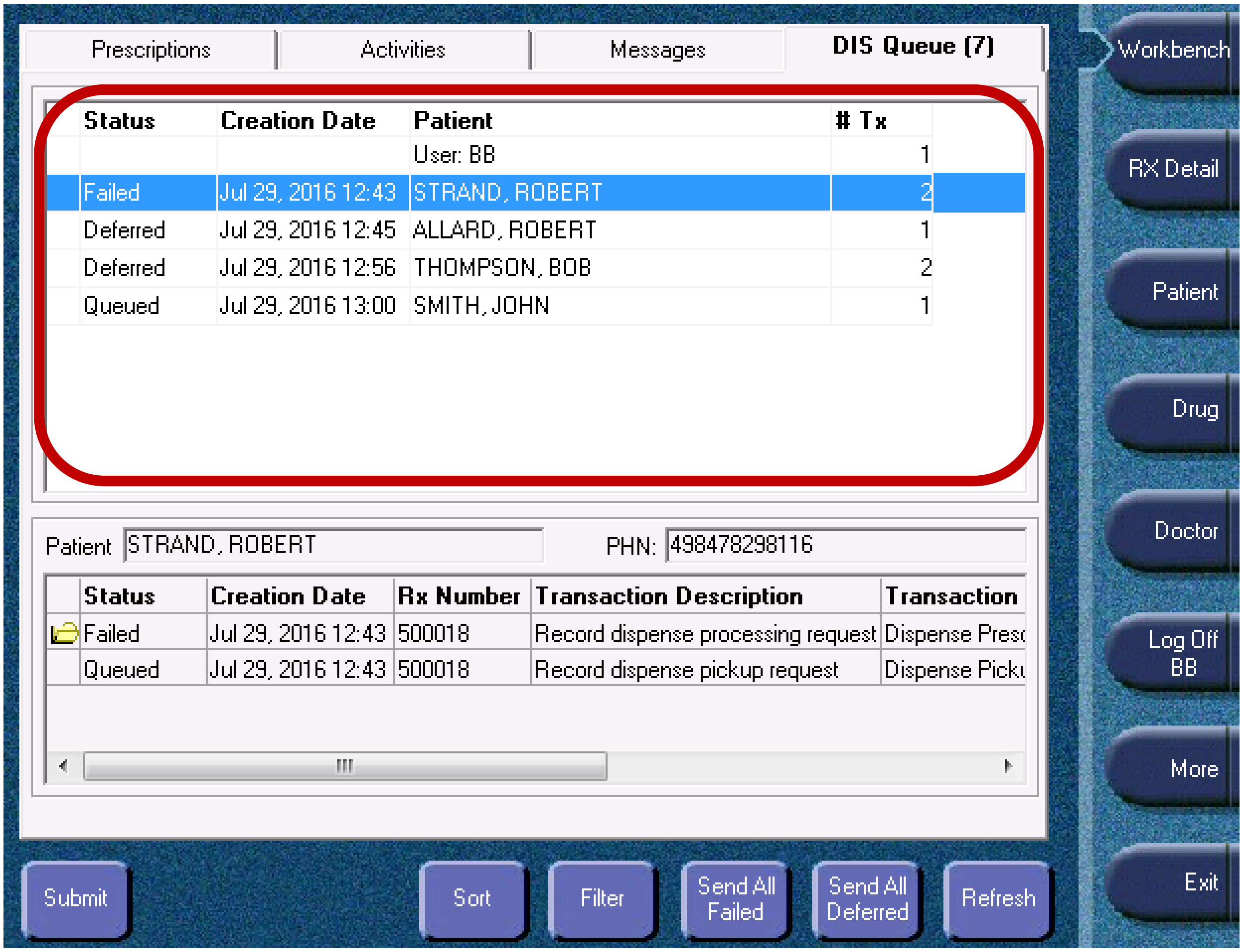
PharmaClik Rx will continually monitor the DIS Availability and process any DIS Queue transactions. Each pharmacy, however, is responsible for ensuring that any failed or rejected DIS Queue transactions are resolved each day.

When NLPN is down, claims are queued in order of creation. If a patient has a DIS queued transaction(s) then all subsequent transactions will be queued and processed in order. No new claims for a particular patient can be sent to NLPN until all queued claims for that patient have been sent. A prior queued claim may have an impact on the results of another claim that is sent down (e.g. an allergy add request must be sent before more dispenses are sent because that may affect the outcomes of the DUR processing for those subsequent dispenses).

The DIS Queue tab is divided into two views: **Transaction Summary** and **Detailed Transactions.** Only one view can be selected at a time. The background colour will change to white when the focus has been placed on the view.

Transaction Summary View

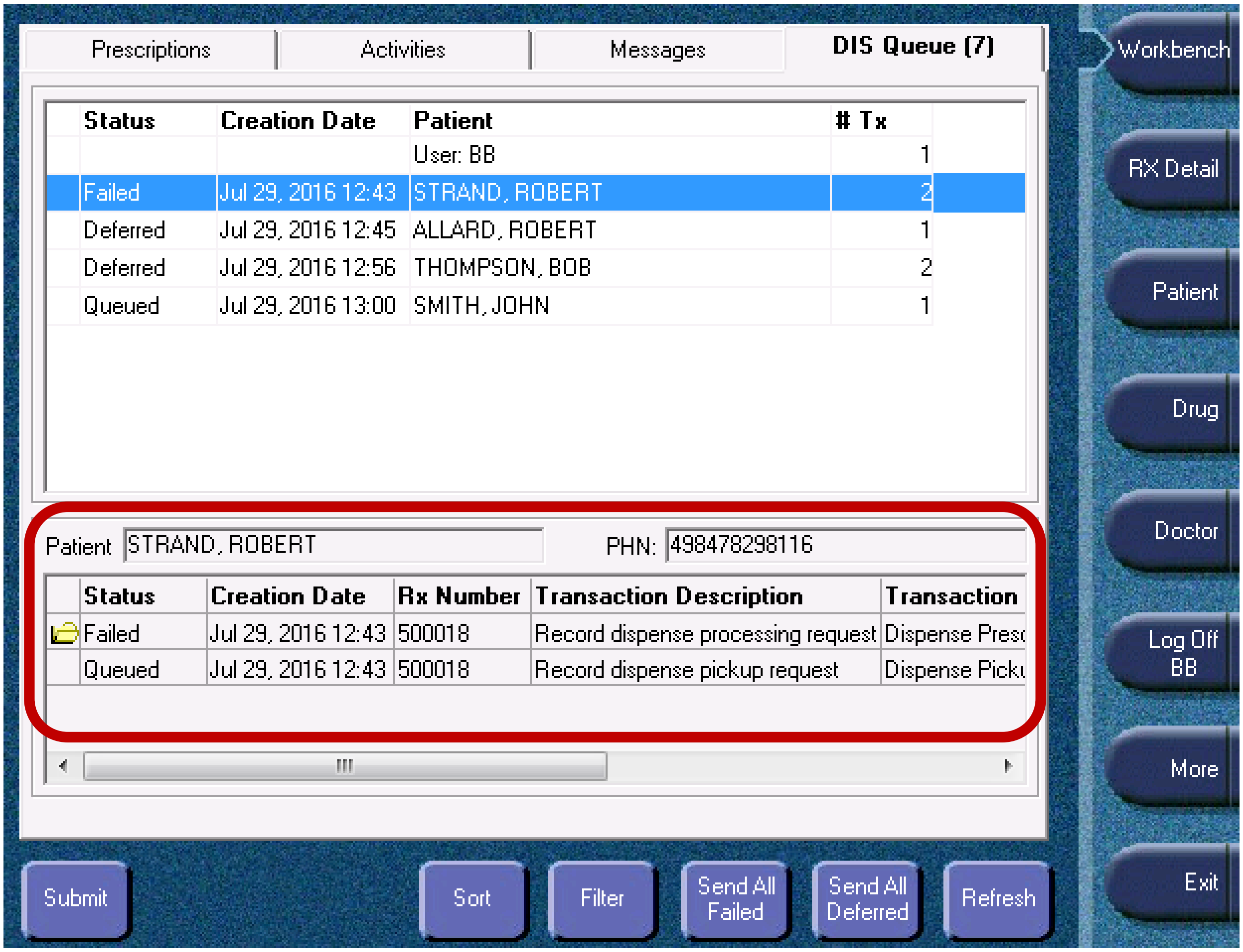
The Transaction Summary view is the top pane of the DIS Queue tab. The Transaction Summary view lists all DIS Queue transactions summarized by patient or user (for certain messages). Each row represents a summary view for each patient or user.



Column	Description
Status:	Displays the transmission status of the first transaction for the patient or user ○ ***Queued*** - Message is waiting to be sent ○ ***Started*** - Message is currently being sent ○ ***Rejected*** - Message is rejected by the DIS with Detected Issues. User must attempt to manage the Issue(s) ○ ***Failed*** - Message transmitted unsuccessfully after a predefined number of attempts ○ ***Not Sync*** - Patient is not synchronized with the Client Registry
Patient:	The name of the patient or user which has DIS Queue transactions
Creation Date:	The date and time in which the first transaction was placed into the DIS Queue for the patient or user
# Tx:	The total number of transactions which are currently in the DIS Queue for the patient or user

Detailed Transaction View

The Detailed Transactions view is the bottom pane of the DIS Queue tab. The Detailed Transactions view lists all the DIS transactions that have been queued for a selected patient or user. Each row represents a detailed view for each transaction.



Column	Description
Issues/Errors:	A yellow folder (📂) will display the details of the issue or error when a transaction has status of failed or rejected. Selecting this icon will display the Detected Issues window for Rejected transactions or a message prompt for Failed transactions
Status:	Displays the transmission status of the DIS Queued transaction ○ ***Queued*** - Message is waiting to be sent ○ ***Started*** - Message is currently being sent ○ ***Rejected*** - Message is rejected by the DIS with Detected Issues. User must attempt to manage the Issue(s) ○ ***Failed*** - Message transmitted unsuccessfully after a predefined number of attempts ○ ***Not Sync*** - Patient is not synchronized with the Client Registry
Creation Date:	Represents the date and time the DIS Queued transaction was originally created.
Rx Number:	The prescription number for the transaction.

Transaction Description:	DIS Queued transaction description.
Transaction Name:	PharmaClik Rx Display Name of the DIS Queued transaction.
Attempt Date:	Displays the actual date and time that the transaction is submitted.
# Attempts:	When the DIS Queued transaction is submitted there will be a counter that keeps track of the total number of attempts and the current attempt number.
Initials:	Each DIS Queued transaction will have a user associated with it. This will be the actual user that created the DIS transaction.

DIS Queue Buttons

Transaction Summary	
Submit	• The Submit action button will be enabled if the highlighted row in the top pane has a DIS Queue Status of **Failed** or **Deferred** for the first DIS Queue transaction in the patient or user group. • The **Submit** button will be hidden for all other DIS Queue Status values. • Selecting **Submit** will transition the status the first DIS Queued transaction to 'Queued' for the highlighted patient or user group row. • The **# Attempts** counter will be reset. • Visible only when Transaction Summary has a prescription highlighted.
Sort	• The custom sort dropdown currently contains the following options.
Filter	• Allows you enter a FILTER description to shorten your view if you are looking for something.
Send All Failed	• Will transmit all transactions with a status of **Failed.**
Send All Deferred	• Will transmit all transactions with a status of **Deferred.**
Detailed Transaction	
Send Failed	• Will transmit the transaction with a status of **Failed.**
Send Deferred	• Will transmit the **Deferred** transaction.
Amend	• Allows a user to modify an issue with a prescription and resubmit the claim to the DIS (i.e. invalid provider or DIN#). Only 1 prescription from the DIS Queue can be amended at a time. If multiple prescriptions are highlighted and the Amend button is selected, a validation prompt will appear.
Abandon	• Allows a user to remove an interaction from the DIS Queue. This button should only be used if every option has been exhausted to correct the prescription.

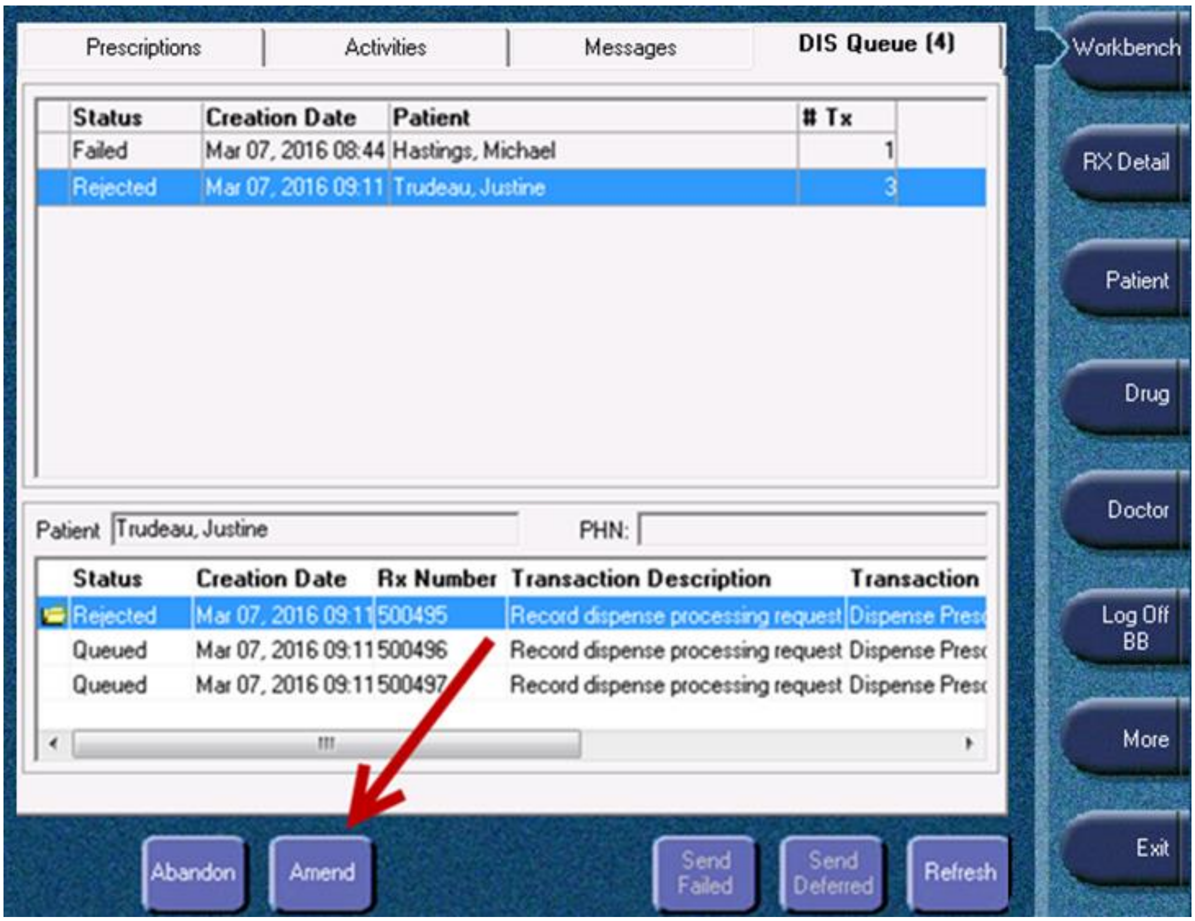
Amend Button

An **Amend** button has been added to the DIS Queue. By selecting the Amend button, users will be able to modify a failed or rejected claim, and resubmit to the DIS (e.g. invalid Provider License #).

The Amend button will not be available for deferred prescriptions as the claim has not been processed and submitted to the DIS. Users cannot amend a prescription in the DIS Queue with any of the following statuses:

- Deferred
- Queued
- Started

The Amend button will also improve workflow when managing items that have been placed in the DIS Queue. The user can manage the prescription directly from the DIS Queue tab, instead of having to find the prescription on the patient's profile and then selecting **Rx** > **Correct** > **Amend**.



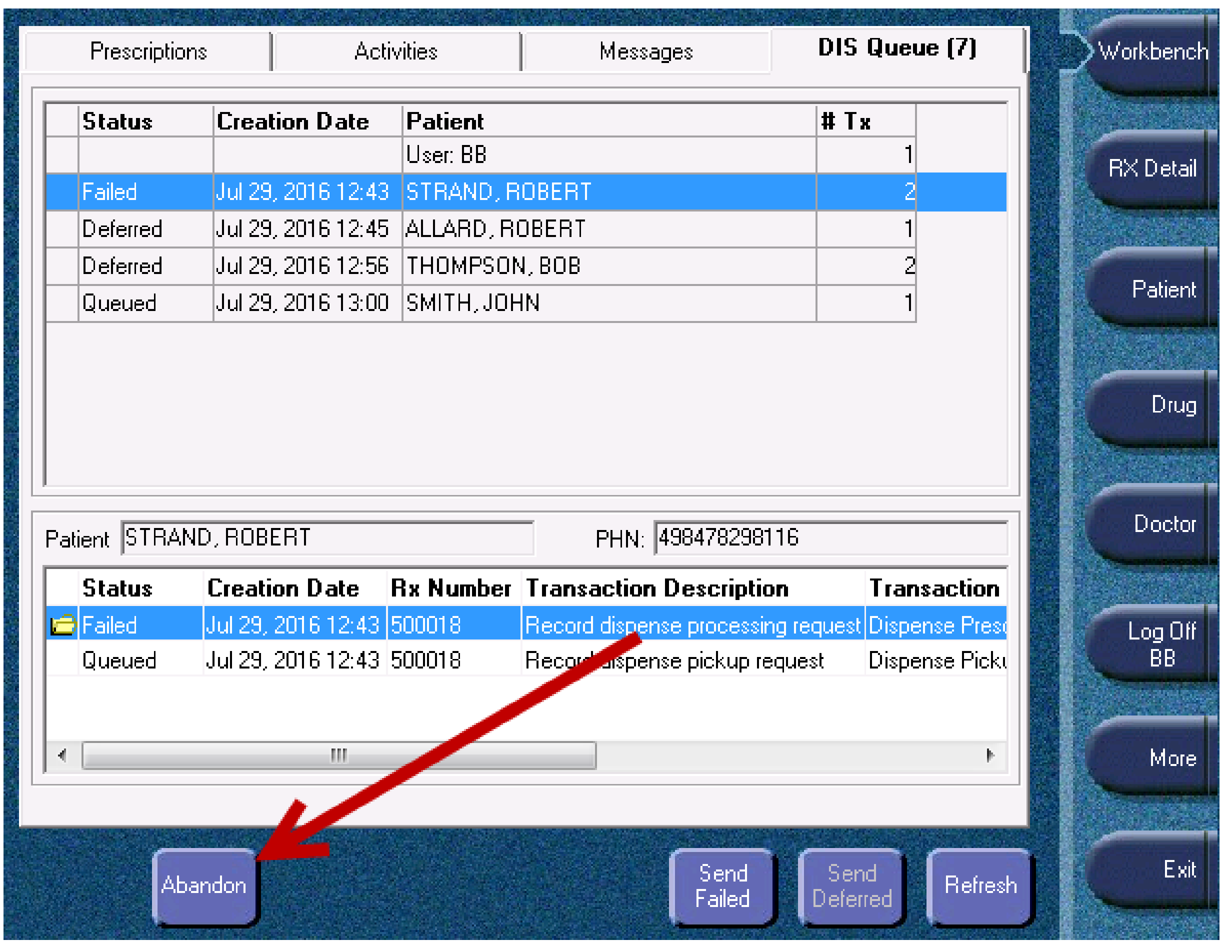
Users are reminded to check the DIS Queue frequently (e.g. daily), to ensure items are resolved in a timely manner. Items cannot be left unmanaged.

Abandon Button

An **Abandon** button has been added to the DIS Queue. By selecting the Abandon button, users can remove an interaction from the DIS Queue. This button may be required if, for whatever reason, the claim cannot be corrected and submitted to the DIS through the normal process. Only rejected or failed transactions can be abandoned. If a transaction is abandoned, the user is required to enter a reason. This entry is tracked in the patient's History tab in the *Comments* column.

The Abandon button will not be available for deferred prescriptions as the claim has not been processed and submitted to the Newfoundland and Labrador DIS.The **Abandon** button should only be used if every option has been exhausted to correct the prescription.

When using the Abandon button, it is the pharmacy's responsibility to go back to the patient's profile to reverse any financial adjudication and correct the Rx. Pharmacies in Newfoundland and Labrador, by law, must ensure the patient's EHR Profile is accurate and up to date.



DIS Network Is Unavailable

When the connection to the Drug Information System is lost, or the network is down, you should first confirm that the DIS is down by doing one of the following:

- Contact the NLCHI Service Desk at 1-877-752-6006; or
- Check the posted status at http://www.nlchi.nl.ca/health_ehrstatus.php

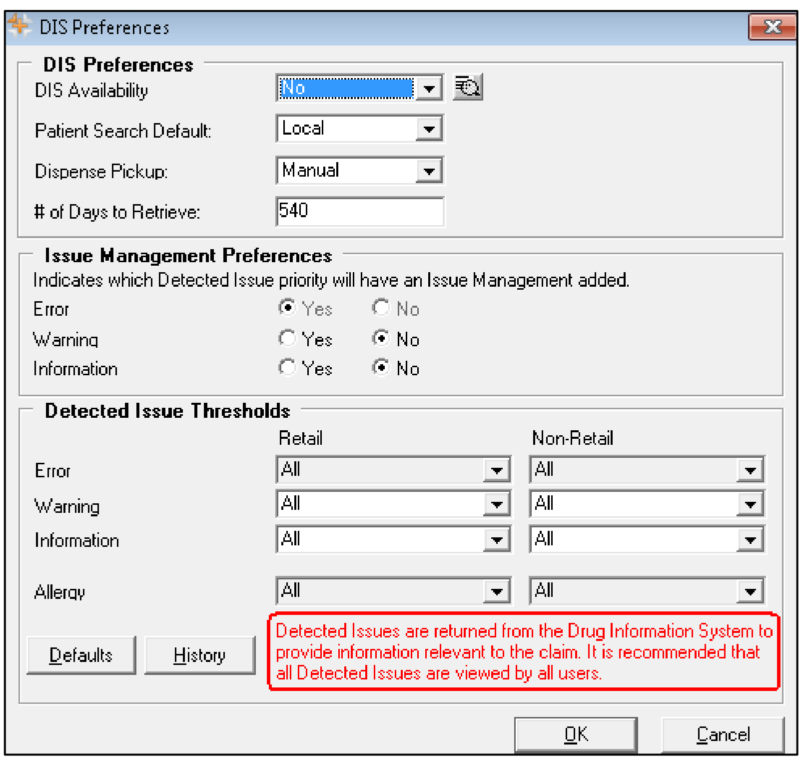
If the network is unavailable, a user has the following options:

- Set the DIS Availability to No
- Continue Filling Prescriptions
- Stop Filling Prescriptions
- Pend Prescriptions

Set the DIS Availability to No

If the Newfoundland Pharmacy Network will be down for an extended period of time, you may choose to set the DIS Availability to No. When the DIS Availability is changed the 'DIS Availability Change History' window will be displayed for the user to indicate why this preference is being changed.

1. Select **More** > **Newfoundland** > **DIS Preferences.**
2. Select **No** from the *DIS Availability* dropdown list.
3. Enter the reason why you are changing the DIS availability.
4. Select the **OK** button.



If your DIS Queue has a large number of queued transactions, it is recommended you wait until after hours (e.g. once your pharmacy is closed) to start submitting them as this will impact performance.

When the DIS Availability is set to No, the following prompt will appear when users attempt to perform a query (e.g. patient search on the client registry or EHR Query on a patient's profile):

Continue Filling Prescriptions

When the connection to the Drug Information System is lost, or the network is down, you may choose to continue to fill the prescription and attempt to connect to the DIS with each transaction.

When the DIS is down and the user adds an allergy you will still be able to add the allergy locally, but will need to remember to send it to the DIS when it is back up.

Stop Filling Prescriptions

You may choose to stop filling prescriptions until the connection to the DIS is restored (i.e. Ask the customer to wait until the connection is restored).

Pend Prescriptions

You may choose to fill the prescription until the prescription reaches the **RX Detail** window and then select the **Pend** button**.** The Prescription will then be saved / stored to the Workbench. At that point, the user may print an incomplete label of the prescription. This label set will be incomplete as it will not contain the correct paid amount, however it will provide you with a Vial Label that you may be able to dispense the prescription and Bill the customer later when the Network connection is returned.

When the network is returned, the prescription remains on the Workbench and can be submitted to the DIS and Third Parties for payment. A new up to date Label Set will be printed to be filed about with the prescription information.

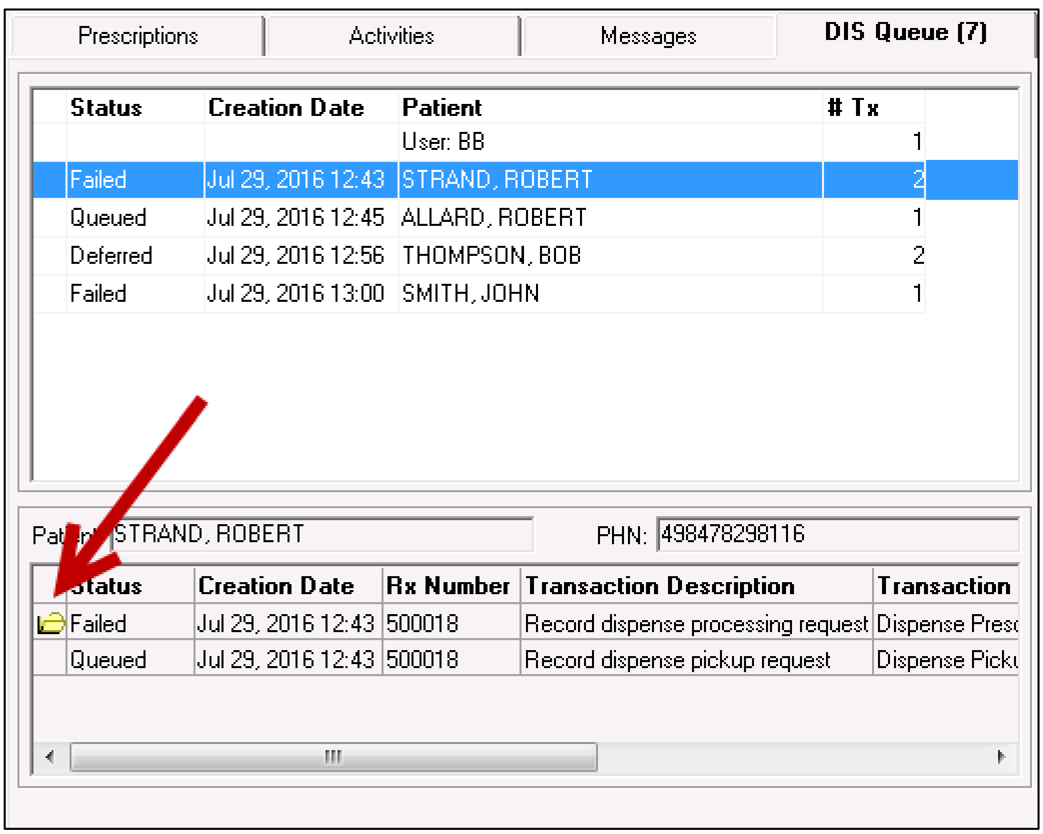
Resolving Failed/Rejected DIS Claims

When a claim or prescription is not successfully transmitted to the DIS, the claim will remain in the DIS Queue tab and the status will be one of the following:

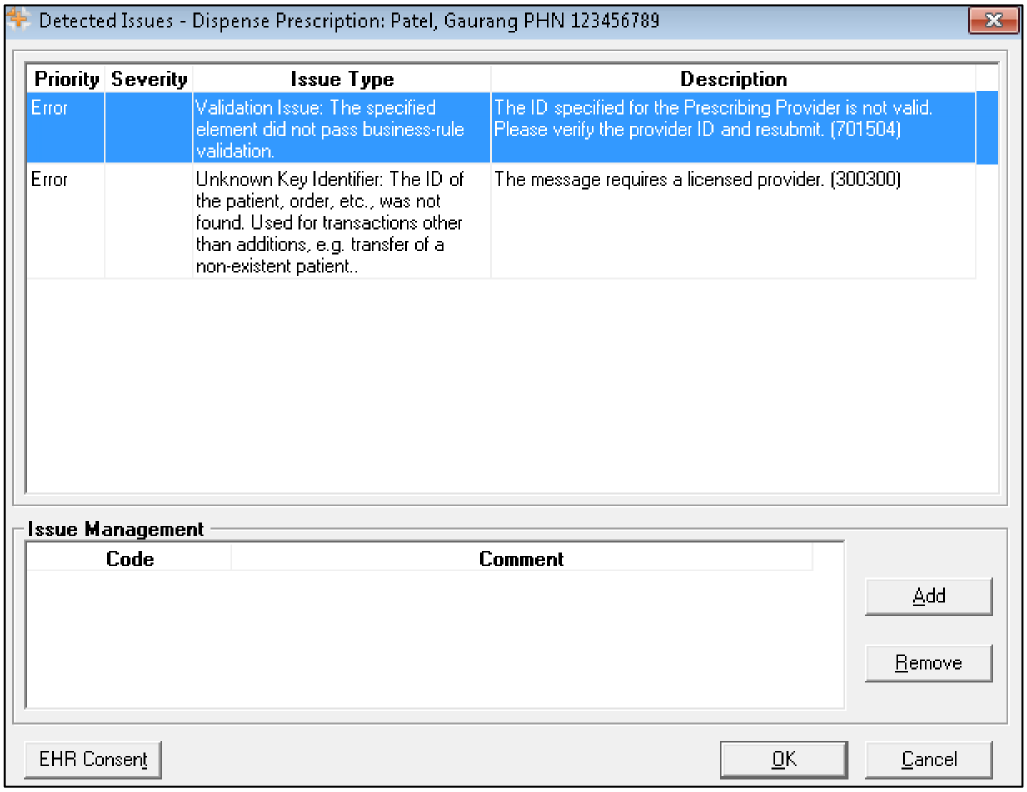
Failed	The DIS network was unavailable.
Rejected	The claim was rejected due to an error that must be resolved prior to re-transmitting the claim to the DIS.
Deferred	Claim was selected to temporarily bypass the DIS and has yet to be submitted to the DIS.
Queued	Claim is waiting to connect to the DIS network in order to be sent.

To resolve a failed/rejected DIS claim, do the following:

1. Select the **DIS Queue** tab.
2. Highlight the claim you wish to view. All the claims that have been rejected by the DIS for the patient will appear below with the **Status** and **Transaction Description**.
3. Select the yellow folder next to the transaction you wish to view. The 'Detected Issues' window will appear with the error.



4. Resolve the error or enter an Issue Management. For more information, see the Detected Issues and Issue Management section.



5. Select the **OK** button.
6. Select the **Send Failed** or Send **Deferred** button depending on the status of the claim you are trying to transmit.
7. Ensure you claim was transmitted by checking the DIS Queue tab and making sure the claim is no longer there.

Reports

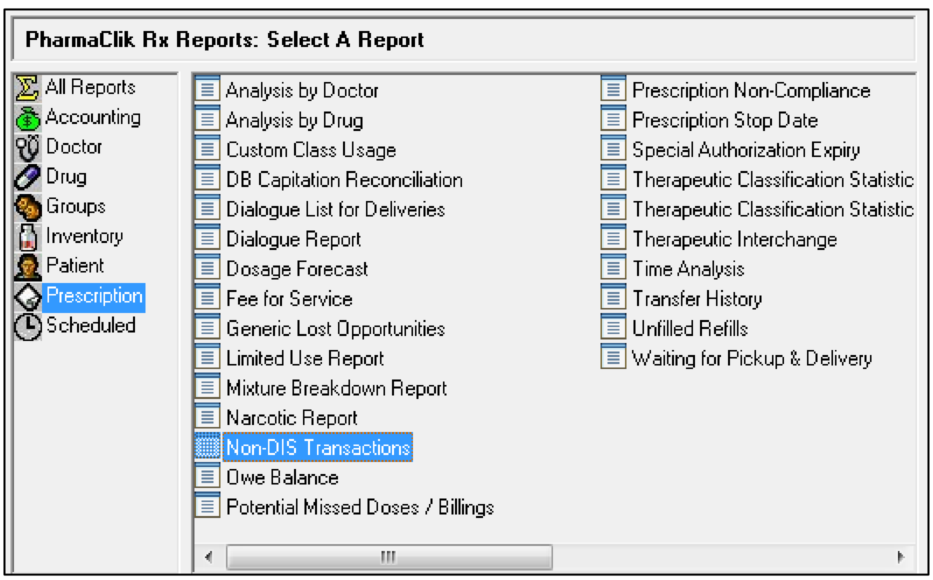
PharmaClik Rx permits you to run reports that can assist you in managing your patients. Not all users will have access to run this report. See Modifying General or Report Access for a Specific User for details on how to do this.

Non-DIS Transaction Report

The **Non-DIS Transaction** report is a new report you can run to view a list of all the prescriptions that were either placed on hold or filled but not transmitted to the DIS, including prescriptions with an Animal status. This report also includes DUR records that were added to the patient profile, but were not transmitted to the provincial DIS. This report should be reviewed weekly to evaluate if there are any prescriptions which should have been sent, but were not.

To run the Non-DIS Transactions report, do the following:

1. Select **More** > **Reports**.
2. Select **Prescription** from the side menu.
3. Highlight the **Non-DIS Transactions** report.
4. Select the **Next** button.
5. In the **Start Date** field, enter the start date for prescriptions you wish to view.
6. In the **End Date** field, enter the end date for the prescriptions you wish to view.
7. Enter in any other filter criteria for the report.
8. Select the **Preview** button.



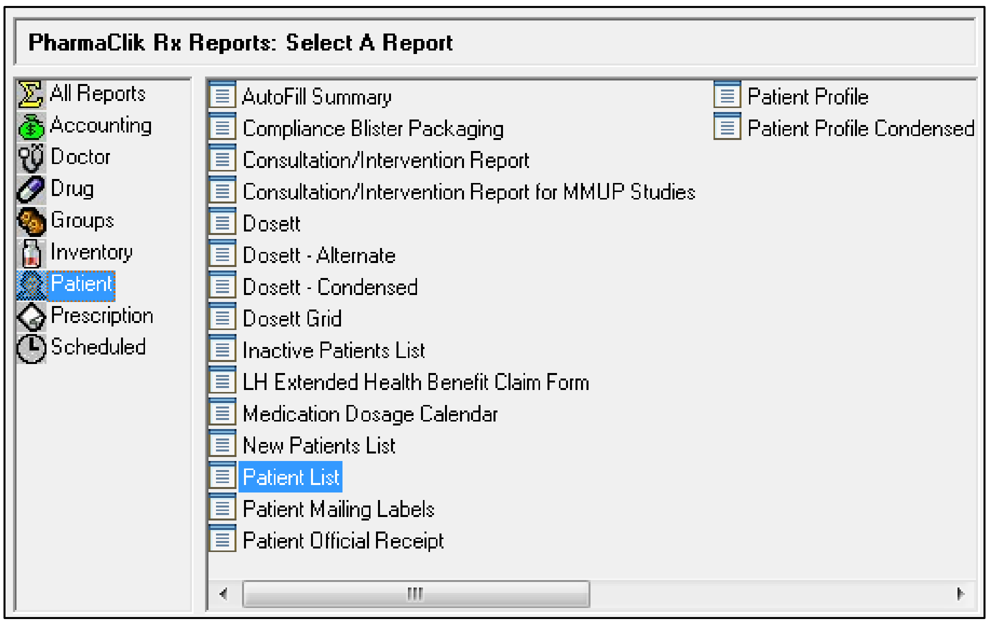
The Non-DIS Transactions Report will only be available for users who have been granted access to the report via the 'Security Administration Facility' window. For more information, refer to the Giving Users Access to the DIS Report section.

Patient List Report

The **Patient List** report will have a new field that indicates the patient's PHN. You can now generate this report to view all your patients that currently do not have a PHN on file.

To run the Patient List report, do the following:

1. Select **More** > **Reports**.
2. Select **Patient** from the side menu.
3. Highlight the **Patient List** report.
4. Select the **Next** button.
5. In the **Start Date** field, enter the start date for patient's you wish to view.
6. In the **End Date** field, enter the end date for the patient's you wish to view.
7. Enter in any other filter criteria for the report.
8. Select the **Preview** button.



Housekeeping

PharmaClik Rx gives you with the ability to merge Patient Folders.

Merging Patients

When a patient merge is performed, one patient will be removed from the database and the other will be retained. The Patient Folder for the patient who is retained will include all of the information from the patient that was removed. It is imperative that your pharmacy validates the Patient Folders should in fact be merged prior to merging them.

The Patient Merge window is separated into two sections: *Target* and *Remove*. Target contains the information for the Patient Folder that will remain and into which all of the other Patient Folder data will be merged. Remove contains the information for the Patient Folder which will be merged into the Target Patient Folder.

Only Pharmacists are permitted to merge patients. It is imperative to keep your patients records accurate and up to date. Avoid duplicates and ensure prior to synchronizing any patients that you confirm the patient is not in the local system more than once.

To merge two Patient Folders, do the following:

1. Select **More** > **Housekeeping** > **Merge** > **Patient**. The 'Patient Merge' window appears.

2. In the Target section, enter all or part of the name of the patient you wish to keep.
3. Select the **Search** button.

4. From the results returned, highlight the correct patient.
5. Select the **OK** button.
6. In the Remove section, enter all or part of the name of the patient you wish to remove from the database.
7. Select the **Search** button.
8. From the results returned, highlight the correct patient.
9. Select the **OK** button.
10. Verify that the **Target** and **Remove** patients are correct and select the **OK** button.
11. A validation prompt will appear to confirm the merge. Select the **Yes** button.

PharmaClik Rx will perform the merging of the two Patient Folders. Depending on the size of the patient files, the merge can a few minutes to complete. Once the merge is complete, a prompt will appear indicating the merge was successful.

NOTE: If the Target patient is not synchronized and the Remove patient is synchronized, a prompt will display indicating that the Target patient must be synchronized to complete the merge.

Unmerging Patient

If you have completed a Patient Merge in error, contact the PharmaClik Rx Customer Care team at **1-800-387-6093** and request an unmerge of the Patient Folders. You will be required to identify the target patient's name, birth date, gender, and address information.

Help Desk Support

For assistance in troubleshooting any issues you may encounter, contact the appropriate Help Desk as outlined below.

PharmaClik Rx Customer Care

If you detect an issue with PharmaClik Rx, contact our PTS Customer Care team. You must provide the following details:

- PID #
- Contact Name
- Contact Phone Number
- Description of the problem

Once a ticket is opened, the PTS Customer Care representative will provide you with a Remedy incident number. Record this incident number in order to quickly reference your issue.

Hardware Support	PharmaClik Rx Software Support	PharmaClik POS Support
Hardware questions, printer jams, non-responsive systems, IVR problems, etc	Dispensary questions, adjudication problems, drug file issues, suggestions, etc	POS questions, Debit/Credit problems, till issues, promotion downloads, etc
1.800.387.6093 Select Option 1 **Email: Non-Critical Issues** ptscustomercare@mckesson.ca	**1.800.387.6093** Select Option 2 **Email: Non-Critical Issues** ptscustomercare@mckesson.ca	**1.800.387.6093** Select Option 3 **Email: Non-Critical Issues** ptscustomercare@mckesson.ca

1st Level Escalation

If you have followed step 1 but the problem has not been resolved to your satisfaction, contact Customer Care and ask to speak with a Customer Care Supervisor.

Email Customer Care Supervisors
ptsccsupervisor@mckesson.ca
Call **1.800.387.6093**

2nd Level Escalation

If you have contacted a Customer Care Supervisor but feel that the problem has not been addressed to your satisfaction, contact Customer Care and ask to speak with a Customer Care Manager.

Email Customer Care Manager
ptsccmanager@mckesson.ca
Call **1.800.387.6093**

NLCHI Service Desk

If you detect an issue with the Newfoundland & Labrador DIS, contact the NLCHI Service Desk to report the issue. The Service Desk provides assistance for all technical and business calls.

You can contact the NLCHI Service Desk at the following:

- **Telephone**: 1-877-752-6006 or 709-752-6006
- **Email**: service@nlchi.nl.ca

You must provide the following details when you contact the Service Desk:

- PID #
- Contact Name
- Contact Phone Number
- Description of the problem

The Newfoundland DIS may experience planned or unplanned outages. All reported outages can be found on the NLCHI Website: http://www.nlchi.nl.ca/index.php/ehr-service-desk

Helpful Links

Website	Details
Pharmacy Network Information	Additional information about the Newfoundland and Labrador Pharmacy Network (NLPN).
Pharmacy Network News	Updates of NLPN policies and procedures communicated via the Pharmacy Network News. Issued by the Centre and available on the Pharmacy Network website. Pharmacy staff must use the updated Pharmacy Network User Guide material. Notification of updates will be sent via the Pharmacy Network News and will be available online. The Pharmacy Network News is initiated by the Centre to: • Announce changes in Pharmacy Network policies and procedures; • Clarify existing policies; • Announce new features of the system; and, • Report on progress and other newsworthy items related to the Pharmacy Network.
Newfoundland and Labrador Personal Health Information Act	A complete copy of the Personal Health Information Act.
Newfoundland and Labrador Pharmacy Board	More information regarding NLPB Pharmacy Standards of Practice and/or the Newfoundland and Labrador Pharmacy Act

Pharmacist Password Agreement **Pharmacy Assistant Password Agreement** **Technician Password Agreement**	A copy of the Newfoundland and Labrador Pharmacy Network Password Agreement that must be signed by all Pharmacy Network users.
Pharmacy Network Education Site	All pharmacists, pharmacy assistants, technicians and pharmacy students must successfully complete the Pharmacy Network Education as the first step to obtaining a username and password for the Pharmacy Network. Completing the Pharmacy Network Education is mandatory and all users must achieve a passing mark of at least 70% on the Pharmacy Network Education test.
College of Physicians and Surgeons of Newfoundland and Labrador - Physician Search	Searchable database for the College of Physicians and Surgeons of Newfoundland and Labrador.
OPINIONS	A web-based database that assigns Product Identification Numbers (PINs) to products, which are usually devices that do not have DINs. Any products associated with this database will be identified with a DIS Type of 'Device' for submission to NLPN. Examples of products in this database are diabetic test strips and insulin pump supplies.
Health Canada - Natural Health Products Database	Health Canada maintains a list of licensed Natural Health Products which have been issued a Natural Product Number (NPN). Examples of products in this database may include Glucosamine Chondroitin, Ginkgo Biloba and Slow-K.
NLPN PIN LIST	The Newfoundland and Labrador Pharmacy Network (NLPN) Product Identification Number (PIN) list has been created by the Centre to facilitate the submission of clinical information to the Pharmacy Network for items that do not have a DIN, NPN, or OPINIONS PIN.