

PrescribeIT[®] Clinician Communication

PharmaClik Rx User Guide

Last Revised: November 2, 2020



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

Helpful Links

Need more information on how to use PharmaClik Rx? Refer to the following websites:

- [Pharmacy Technology Solutions Portal](#)
- [PharmaClik Rx Help File](#)

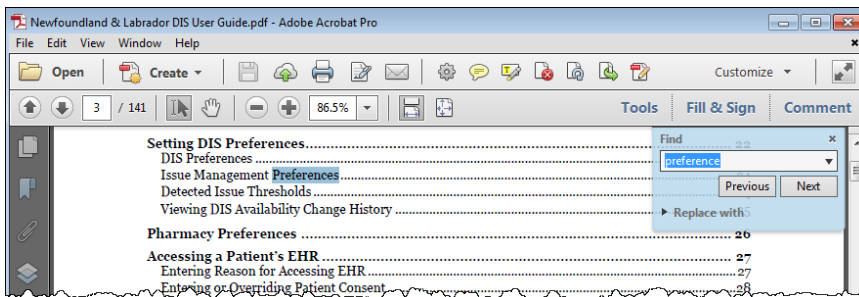
How to Use this User Guide

To navigate this user guide quickly, use the **Contents** to find your topic or search for a keyword using one of the following 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.



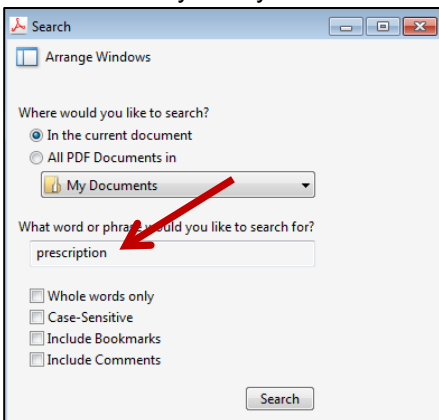
2. Enter in the keyword you want search (e.g. prescription).
3. Select **Next** to view the next page that contains the key word you searched.



Tip: The **Find** window can also open by selecting **Ctrl + F** on the keyboard.

Using the **Advanced Search Feature**:

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



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



Tip: The **Search** window can also open by selecting **Shift + Ctrl + F** on the keyboard.

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PrescribeIT® Clinician Communication

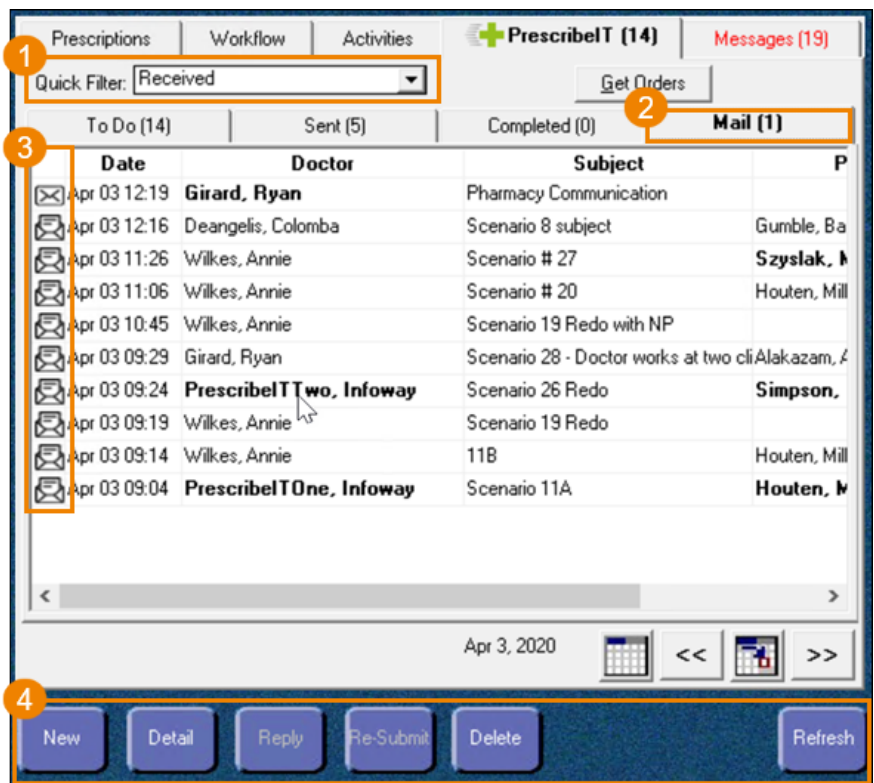
Clinician Communication is a new PrescribeIT® feature that has been added to PharmaClik Rx for PrescribeIT®-enabled pharmacies. **Clinician Communication** is a method of communication between prescribers and pharmacies through PrescribeIT® that provides a more reliable method to send messages for a prescription, patient or a general message than faxing.

Mail Tab


From the **Workbench > PrescribeIT** tab, a **Mail** tab has been introduced. The **Mail** tab stores all incoming and outgoing **Clinician Communications**.

See the image below to learn more about the **Mail** tab.

1. **Quick Filter** – filters the communications. **Received** is the defaulted filter selected when the **Mail** tab is opened. The following options can be selected:
 - **All** – displays all communications.
 - **Received** – displays communications received from the prescriber.
 - **Draft** – displays outgoing communications that have been started but have not been sent yet.
 - **Sent** – displays outgoing communications that have been sent to the prescriber.
 - **Deleted** – displays deleted communications.



2. **Mail (#)** – displays the number of unread communications the **Mail** tab.
3. **Status Column** – displays the status of the communication. The different statuses are:

- | | |
|--|--|
|  Unread Communication |  Sent Communication |
|  Read Communication |  Failed Communication |
|  Draft Communication | |

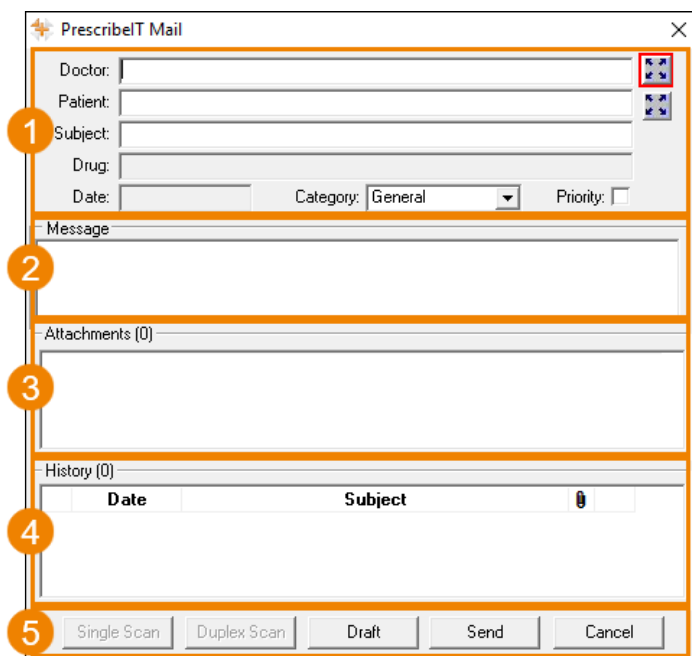
4. **Action buttons**:
 - **New** – creates a new communication to send to a prescriber.
 - **Detail** – opens a selected communication.
 - **Reply** – replies to a communication received from a prescriber.
 - **Re-Submit** – resubmits a failed communication.
 - **Delete** – deletes a selected communication.
 - **Refresh** – refreshes the **Mail** tab.

PrescribeIT Mail Window

The **PrescribeIT Mail** window contains information about a specific communication that is sent to or received from a prescriber.

See the image below to learn more about the **PrescribeIT Mail** window.

1. **Basic Information** – contains information about the communication, including:
 - **Doctor** – the doctor that is sending or receiving the communication.
 - **Patient** – the patient the communication pertains to, if applicable.
 - **Subject** – the subject of the communication.
 - **Drug** – the prescribed medication the communication pertains to, if applicable.
 - **Date** – the date the communication is sent or received.
 - **Category** – the category of the communication. **General** is the only available option currently.
 - **Priority** – indicates if the communication is a high priority. When flagged as a high priority, the prescriber will receive the message with a priority indicator.



The screenshot shows the 'PrescribeIT Mail' window with the following components:

- 1**: Fields for Doctor, Patient, Subject, Drug, and Date.
- 2**: Message text area.
- 3**: Attachments (0) section.
- 4**: History (0) table with columns for Date and Subject.
- 5**: Action buttons: Single Scan, Duplex Scan, Draft, Send, and Cancel.

2. **Message** – the main message of the communication.
3. **Attachments** – any attachments that are sent with or received from the communication. A maximum of **20 pages** can be attached to a communication.
4. **History** – contains the history of the communication, such as all replies.
5. **Action buttons**:
 - **Single Scan** and **Duplex Scan** – scans attachments to a communication.
 - **Draft** – saves the communication as a draft that can be completed at another time.
 - **Send** – sends the communication to the prescriber.
 - **Cancel** – closes out of the **PrescribeIT Mail** window.

Create a New Communication

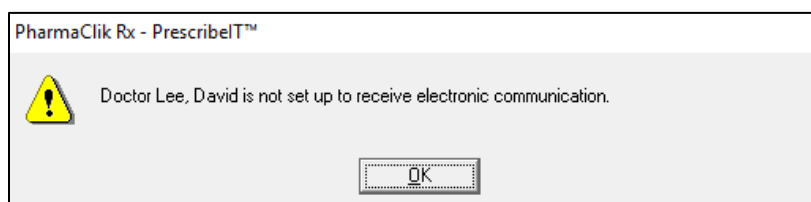
When creating a new communication, there are three mandatory fields:

1. **Doctor**
2. **Subject**
3. **Message**

If these three fields are not populated, a validation message appears informing you to enter information.





Note: Communications can only be sent to prescribers that are PrescribeIT® enabled. If a prescriber is not PrescribeIT® enabled, the following prompt displays.



There are three different methods to creating a new communication:

1. From the **Mail** tab – creates a blank communication.
2. From the patient's **Profile** tab – populates patient information, and doctor and drug information, if applicable.
3. From an incoming PrescribeIT® transaction – populates patient, doctor and drug information.

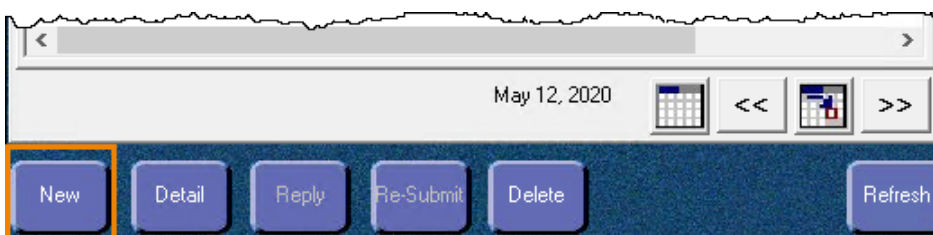
 **Note:** Communications that are sent to a prescriber can be viewed under the **All** or **Sent** filter. These communications are identified with a sent icon .

Creating a new communication from the Mail tab

Creating a new communication from the **Mail** tab opens a blank **PrescribeIT Mail** window. This method is ideal when sending a general communication to the prescriber.

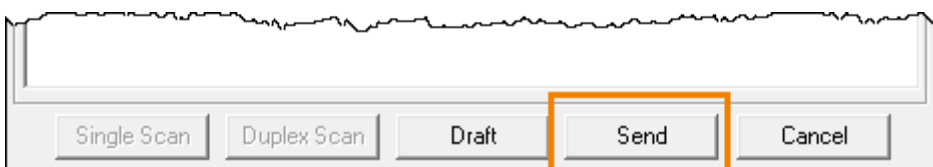
To create a new communication from the **Mail** tab:

1. From the **Workbench**, select the **Mail** tab.
2. Select the **New**.



The **PrescribeIT Mail** window opens.

3. Enter the applicable information.
4. Select **Send**.




The communication is sent to the prescriber.

Creating a new communication from the Profile tab

This method is ideal when sending a communication to the prescriber about a specific patient or prescription. A new communication can be created from the patient's **Profile** tab with or without a prescription selected.

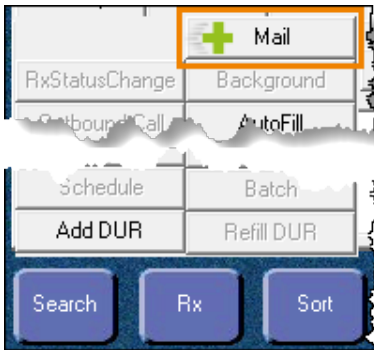
- If a PrescribeIT® prescription is selected – the **Doctor**, **Patient**, and **Drug** fields are auto-populated.
- If a non-PrescribeIT® prescription is selected – the **Doctor** and **Patient** fields are auto-populated. The drug information is entered in the **Message** field.
- If a prescription is not selected – the **Patient** field is auto-populated only.

 **Note:** The patient and prescription do not need to be synchronized with PrescribeIT® for a communication to be sent to a prescriber through PrescribeIT®. The only requirement is that the prescriber is PrescribeIT® enabled.

To create a new communication from the patient's **Profile** tab:

1. Search for and select the patient.
2. Select the **Profile** tab.
3. *Optional* – select a prescription.

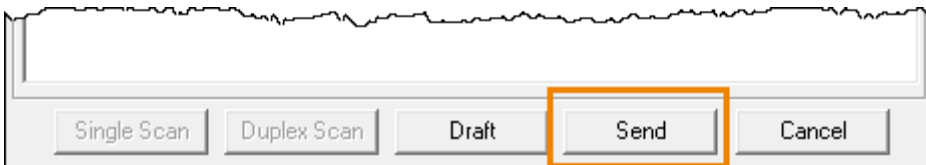
4. Select **Rx > Mail**.



The **PrescribeIT Mail** window opens.

5. Enter the applicable information.

6. Select **Send**.



The communication is sent to the prescriber.



Note: Only one prescription on the patient's profile can be selected when creating a new communication. If more than one prescription is selected, the **Mail** button is disabled.

Creating a new communication from an incoming PrescribeIT® transaction

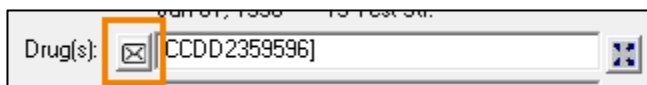
Creating a new communication from an incoming PrescribeIT® transaction opens the **PrescribeIT Mail** window with the **Doctor**, **Patient** and **Drug** field auto-populated with the information from the PrescribeIT® transaction. This method is ideal when sending a communication about the incoming PrescribeIT® transaction.

A new communication can only be created for the following incoming PrescribeIT® transactions:

- New Rx Request
- Renewal Rx Request
- Renewal Responses (Authorization)
- Cancel Rx Request

To create a new communication from an incoming PrescribeIT® transaction:

1. From the **Workbench**, select the **PrescribeIT** tab.
2. Select one of the transaction types listed above.
3. Select **Process**. Depending on which transaction type is selected, one of the following windows open:
 - If a **New Rx Request** or **Renewal Rx Request** is selected, the **New Rx** window opens.
 - If a **Renewal Response** (Authorization) is selected, the **PrescribeIT® Authorization Request Response** window opens.
 - If a **Cancel Rx Request** is selected, the **Cancel Rx Request** window opens.
4. Select the mail icon beside the **Drug** field.



The **PrescribeIT® Mail** window opens.

5. Enter the applicable information.
6. Select **Send**.



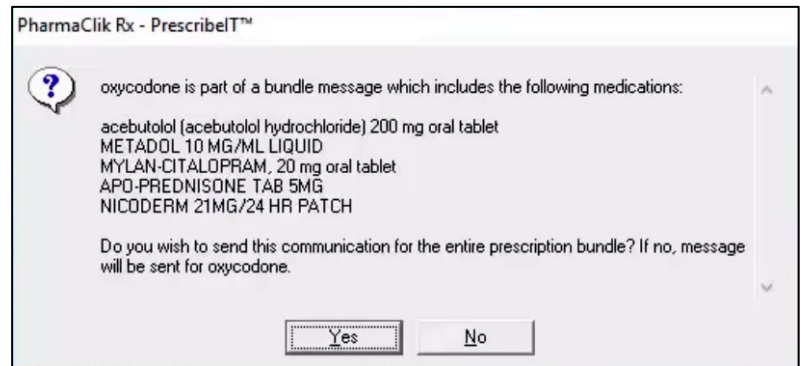
The communication is sent to the prescriber.

Bundled Transactions



If you select a PrescribeIT® transaction that is part of a bundle, a prompt displays to confirm if the new communication is for all transactions in the bundle or for the specific transaction selected.

Select one of the following options:

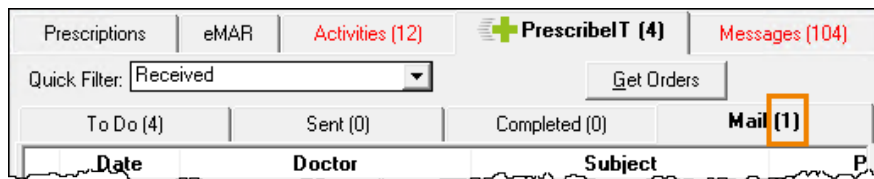
- **Yes** – the communication is created for all transactions in the bundle.
- **No** – the communication is created only for the selected transaction.



Received Communications

Communications that have been sent by the prescriber to your pharmacy are received in the **Mail** tab and can be viewed under the **All** or **Received** filter. These communications are identified by an unread icon  or a read icon .

The **Mail** tab indicates the number of unread communications in the **Mail** tab by a number in brackets.



Unsynchronized Prescribers and Patients

A communication can be received from a prescriber or for a patient that is not synchronized with your pharmacy. The name of the doctor and/or patient displays in bold on the **Mail** tab.

Prescribers and patients can be synchronized from the **PrescribeIT Mail** window in the same way they are synchronized from an incoming PrescribeIT® transaction. For more information, see:

- [Synchronizing Prescribers Using PrescribeIT® Registry Compare](#)
- [Synchronizing a New Patient Profile from PrescribeIT®](#)
- [Synchronizing Existing PharmaClik Rx Patients](#)

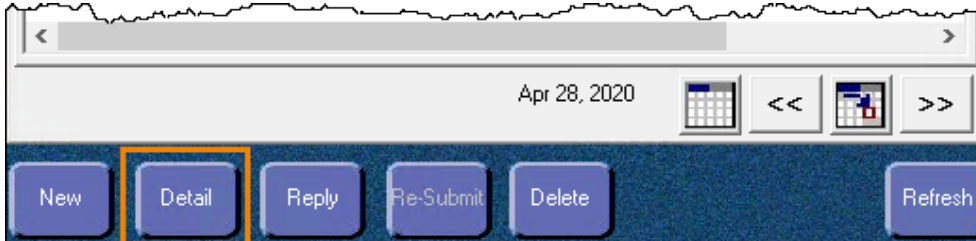


Tip: It is best practice to synchronize any prescribers or patients that are not synchronized to ensure their profiles are up to date and accurate.

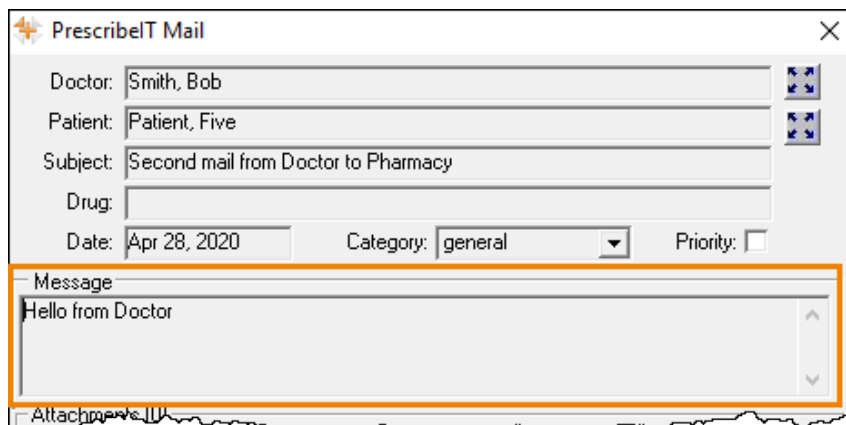
Viewing a received communication

To detail a communication that was received from the prescriber:

1. From the **Workbench**, select the **PrescribeIT** tab.
2. Select the **Mail** tab.
3. Select a message that was sent by a prescriber.
4. Select **Detail**.



The **PrescribeIT Mail** window opens.

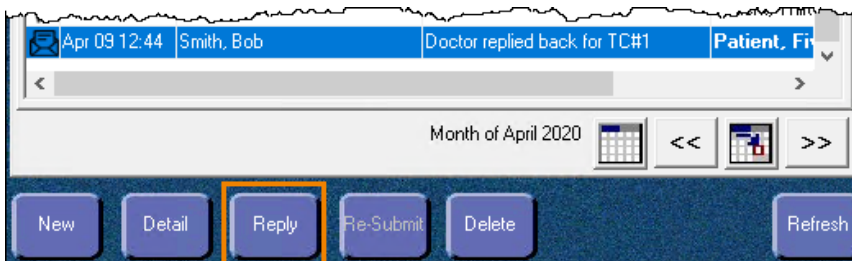


The message from the prescriber displays in the **Message** field.

Replying to a communication

There are two methods to reply to a communication.


1. Select the **Reply** button from the **Mail** tab once a communication has been highlighted.



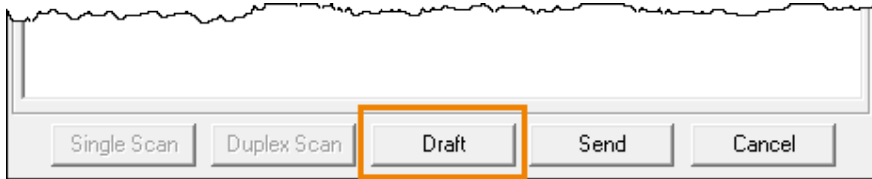
2. Select the **Reply** button in the **PrescribeIT Mail** window once a communication has been detailed.



Drafts

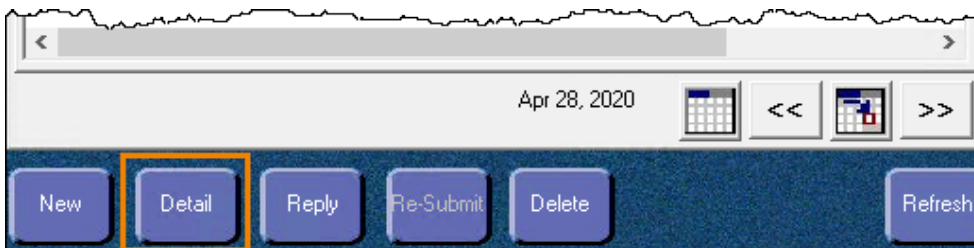
New communications or replies can be saved as a draft to be completed later and can be viewed under the **All** or **Draft** filter. These communications are identified by a draft icon .

To save a communication as a draft, in the **PrescribeIT Mail** window, select **Draft**.




To open a draft communication:

1. From the **Workbench**, select the **PrescribeIT** tab.
2. Select the **Mail** tab.
3. Highlight the draft message.
4. Select **Detail**.



The **PrescribeIT Mail** window opens.

Failed Communications

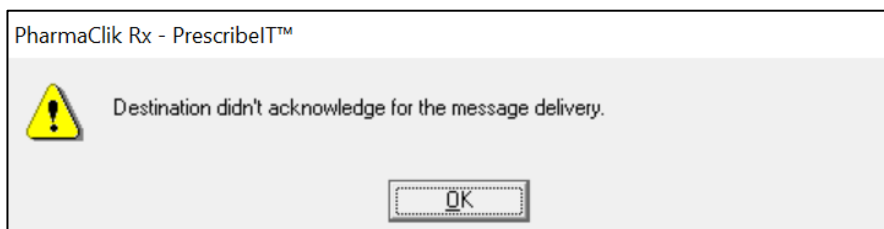
Failed communications are communications that could not be sent to the prescriber. These can be viewed under the **All** or **Received** filter and are identified by a failed icon .

Detailing a failed communication

To determine why a communication failed to send to a prescriber, the communication can be detailed, and a prompt will display the reasoning.

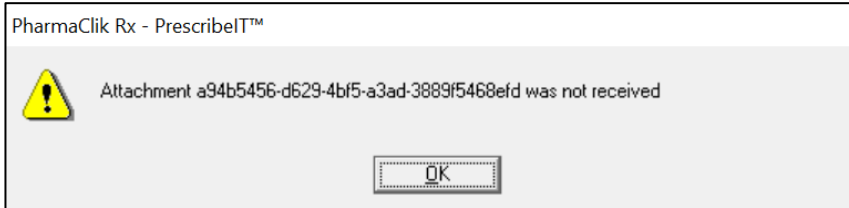
There are three errors that can result in a failed communication:

1. **Destination didn't acknowledge for the message delivery.**
 - The communication was not successfully received by the prescriber.
 - Recommendation: confirm the fax line is working at the prescriber's office.



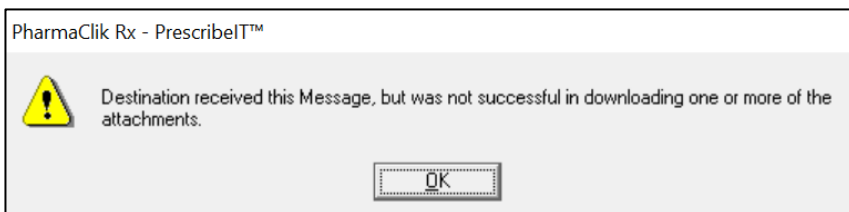
2. **Attachment --- was not received.**

- The specified attachment was not successfully received by the prescriber.
- Recommendation: check the attachment and re-submit the communication.



3. Destination received this message, but was not successful in downloading one or more of the attachments.

- The prescriber successfully received the message but could not receive the attachment(s).
- Recommendation: check the attachment(s) and re-submit the communication.



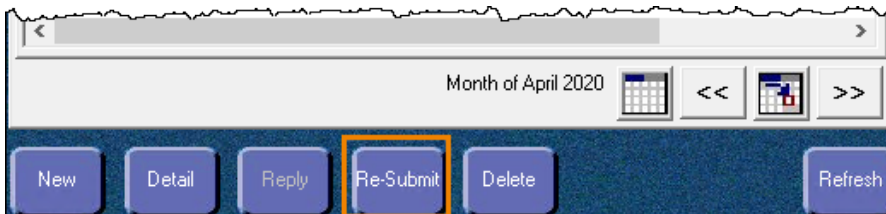
Note: If the communication continues to fail after re-submission, please contact our Customer Care team at 1.800.387.6093.

Resubmitting a failed communication

Once the reason for the failed communication is resolved, the message can be resubmitted.

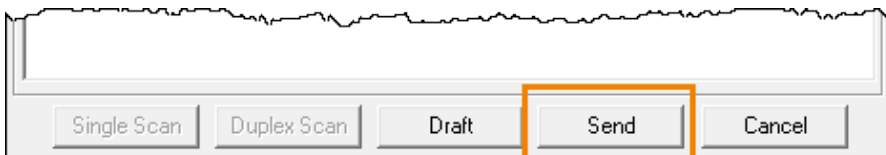
To resubmit a failed communication:

1. From the **Workbench**, select the **PrescribeIT** tab.
2. Select the **Mail** tab.
3. Highlight the failed message.
4. Select **Resubmit**.



The **PrescribeIT Mail** window opens.

5. Select **Send**.



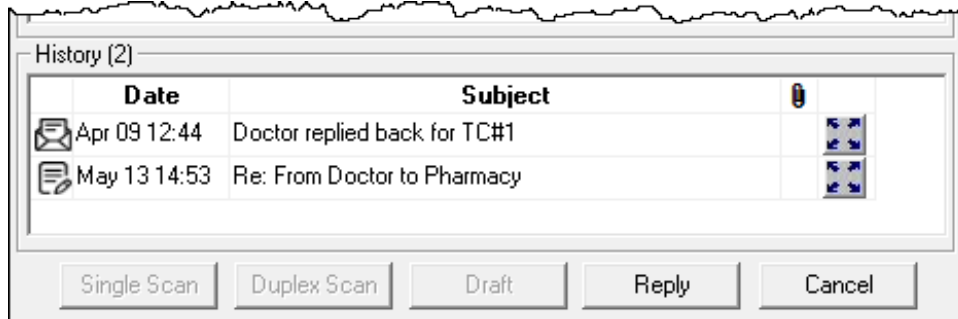
The communication is sent to the prescriber.

Communication History

Communication history of messages are saved within the message itself and within the patient's History tab to provide the ability to view all incoming and outgoing messages in an easy to access location.

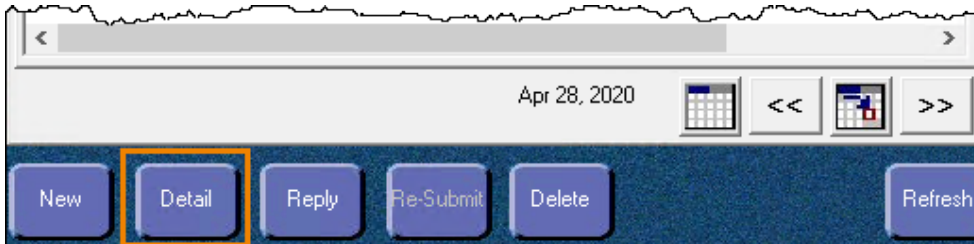
PrescribeIT Mail window History field

Any previous communications for a specific communication chain displays and can be viewed in the **History** field of the **PrescribeIT Mail** window.



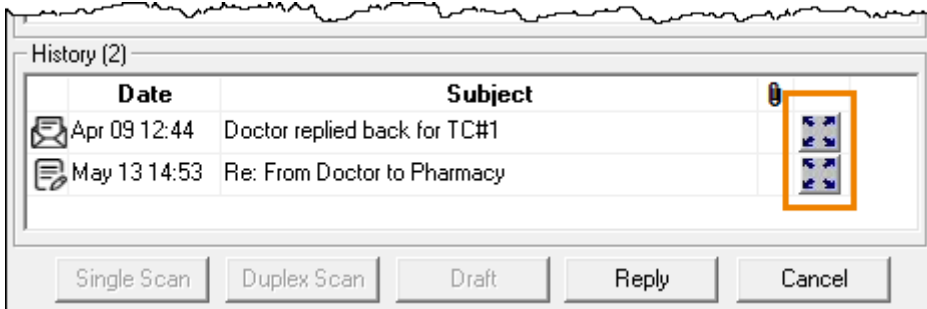
To view the previous communications of the communication chain:

1. From the **Workbench**, select the **PrescribeIT** tab.
2. Select the **Mail** tab.
3. Highlight the message.
4. Select **Detail**.



The **PrescribeIT Mail** window opens.

5. In the **History** section, select the expander icon for the communication you want to view.



The communication opens in a **PrescribeIT Mail** window in a view only mode. No fields in this window can be edited.

Patient History tab

To easily track communications in regard to a patient, all information including when a communication is sent, received or deleted is contained in the patient's **History** tab.

Patient, F		3rd Party	Clinical	Profile	History	Consult	Preferences	📎	Notes
Entered	User	Event	Activity	Comments	Pr				
May 13, 2020 15:09	BK	PrescribeIT™ MDeleted		Message for Doctor Smith, Bob ab					
Mar 30, 2020 10:14	BK	PrescribeIT™ MSent		Message for Doctor Smith, Bob ab					
Mar 30, 2020 10:07	JM	PrescribeIT™ MReceived		Message from Practitioner Smith, E					

- For a **Sent** or **Deleted** communication, the user's initials who performed the action are recorded.
- For a **Received** communication, the user's initials who are logged in at the time are recorded.

PharmaClik Rx Support

If you detect an issue with PharmaClik Rx, contact our Pharmacy Technology Solutions (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

Hardware questions, printer jams, non-responsive systems, IVR problems, etc

1.800.387.6093

Select Option 1

Email: Non-Critical Issues
ptscustomer@ckesson.ca

PharmaClik Rx Software Support

Dispensary questions, adjudication problems, drug file issues, suggestions, etc

1.800.387.6093

Select Option 2

Email: Non-Critical Issues
ptscustomer@ckesson.ca

PharmaClik POS Support

POS questions, Debit/Credit problems, till issues, promotion downloads, etc

1.800.387.6093

Select Option 3

Email: Non-Critical Issues
ptscustomer@ckesson.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

ptscsupervisor@ckesson.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

ptscmanager@ckesson.ca

Call 1.800.387.6093