



Prince Edward Island Drug Information System (DIS)

Quick Guide

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
November 29, 2022	Page 3: Addition of “Adding a New Immunization” and “Viewing an Existing Immunization via Query”
April 30, 2024	Page 4: Addition of Doctor Folder section

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Quick Guide of 1.3.2 Enhancements

Issue/Enhancement	Details
DIS Queue Activation	<ul style="list-style-type: none"> A new 'DIS Queue' tab will be visible from the Workbench. This will allow users to manage any transactions (i.e. prescriptions, pickup, or clinical requests) that were unable to be processed due to the DIS Network being unavailable. See Page 6 of the Quick Guide: DIS Queue Tab.
Changing DIS Availability	<ul style="list-style-type: none"> During a planned outage, a user can switch their DIS Availability to NO in order to allow them to continue processing prescriptions without PharmaClik Rx attempting to send the claim to the DIS. All claims will be queued in the DIS Queue tab and processed in order once the DIS Availability is set to ON and the DIS is available. See Page 4 of the Quick Guide: Setting DIS Preferences.
Rx Number is displayed for all prescriptions in the DIS Queue	<ul style="list-style-type: none"> The prescription number of the prescription that is in the DIS Queue will be displayed to the user. This allows a user to easily correct prescriptions rather than having to search for the prescription. See page 6 of the Quick Guide: DIS Queue Tab.
Amend Button	<ul style="list-style-type: none"> An Amend button has been added to allow a user to modify an issue with a rejected or failed claim, and then resubmit to the DIS. This will allow for a more efficient workflow as the user will not have to find the Rx on the patient's profile, then select Rx > Correct > Amend. See Page 15 of the Quick Guide: Amend Button.
Abandon Button	<ul style="list-style-type: none"> An Abandon button has been added to allow a user to remove an interaction from the DIS Queue. This may be required if for whatever reason the claim cannot be correct and submitted to the PEI DIS through the normal process. See Page 16 of the Quick Guide: Abandon Button.
DIS Communication Error Prompt	<ul style="list-style-type: none"> If there is a communication error with sending a claim to the PEI DIS, such as the DIS Network having a connectivity issue for a couple of seconds, a warning prompt will appear outlining the issue. The warning prompt will allow the user to either retry sending the claim to the DIS, or queue the claim. See Page 10 of the Quick Guide: What to Do When the DIS Network is Unavailable.
DIS Network Error Prompt	<ul style="list-style-type: none"> If there is a PEI DIS Network error, the following prompt will appear: <div data-bbox="581 1629 1344 1856" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>PharmaClik Rx - Warning</p>  <p>A DIS Network error occurred. Prescription has been placed in the DIS Queue.</p> <p style="text-align: center;">OK</p> </div>

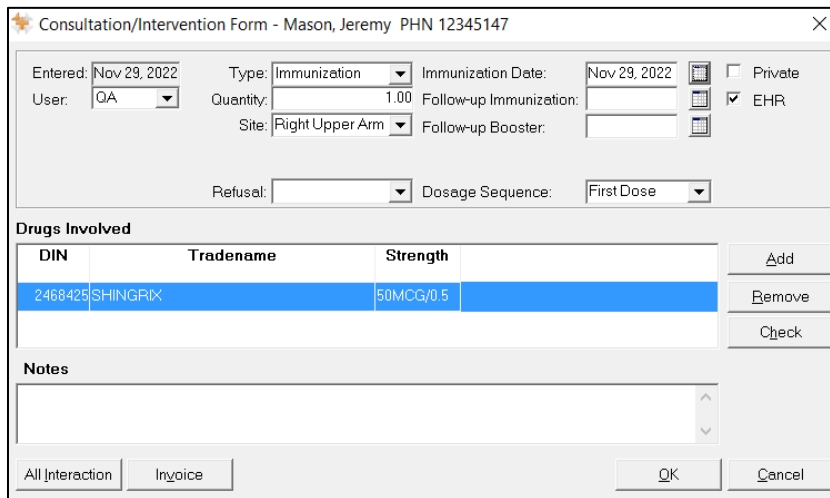
	<ul style="list-style-type: none"> • The transaction will be placed in the DIS Queue. The financial part of the claim will be completed and the label will be produced. • The pharmacy can serve their patient once the DIS is available. • See Page 10 of the Quick Guide: What to Do When the DIS Network is Unavailable.
<p>Detected Issue/ Issue Management</p>	<ul style="list-style-type: none"> • If the PEI DIS availability is set to NO, or there is a Network or Communication error, at any time a user is still able to send an Issue Management. • The ability to add an issue management will be available in the DIS Queue tab. • See Page 17 of the Quick Guide: Detected Issues and Issue Management.

Immunizations

Adding a New Immunization to the DIS

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

1. Select the **Patient** button to open the **Patient Search** window.
2. Search for and select the patient.
3. Select the **Consult** tab.
4. Select the **Add** button. The **Consultation/Intervention Form** window opens.
5. From the **Type** dropdown list, select **Immunization**.
6. In the **Immunization Date** field, specify the date of the immunization.
7. In the **Quantity** field, specify a quantity.
8. Under the **Drugs** section, select the **Add** button to search for and select a drug.
9. Specify any additional information as required (i.e., **Dosage Sequence**, **Follow-up Immunization**, **Notes**).
10. Select **OK**.



Consultation/Intervention Form - Mason, Jeremy PHN 12345147

Entered: Nov 29, 2022 Type: Immunization Immunization Date: Nov 29, 2022 Private
 User: QA Quantity: 1.00 Follow-up Immunization: EHR
 Site: Right Upper Arm Follow-up Booster:
 Refusal: Dosage Sequence: First Dose

DIN	Tradename	Strength
2468425	SHINGRIX	50MCG/0.5

Notes

All Interaction Invoice OK Cancel

Viewing an Existing Immunization via Query

To review an existing immunization for a patient:

1. Select the **Patient** button to open the **Patient Search** window.
2. Search for and select the patient.
3. Select the **Consult** tab.
4. Select the **EHR Query** button. The **EHR – Consultations** window opens.
5. Expand the Immunizations section using the **Expand** button.
6. **Result:** Existing immunizations will display.



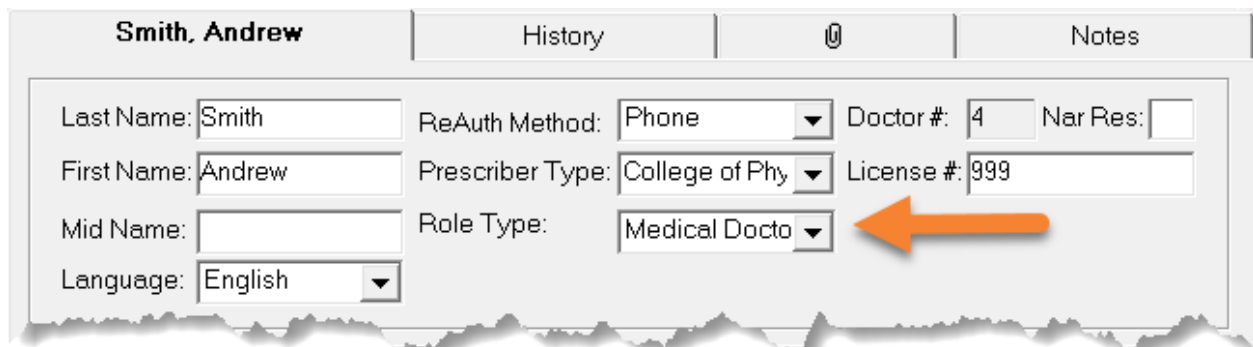
Note: You can view details of the immunization (such as notes) from the **EHR – Immunizations Details** window by selecting the immunization and selecting the **Detail** button.

Doctor Folder

The Doctor Folder permits the addition of new health professionals or updates to existing health professionals in PharmaClik Rx. The Folder is called Doctor, but Pharmacists, Optometrists, Nurse Practitioners, and all other health professionals can also be entered.

Role Type

The Role Type is a mandatory field for DIS transactions. It further defines the Prescriber Type (e.g., Prescriber Type of College of Physicians and Surgeons of NB would have a Role Type of Medical Doctor).




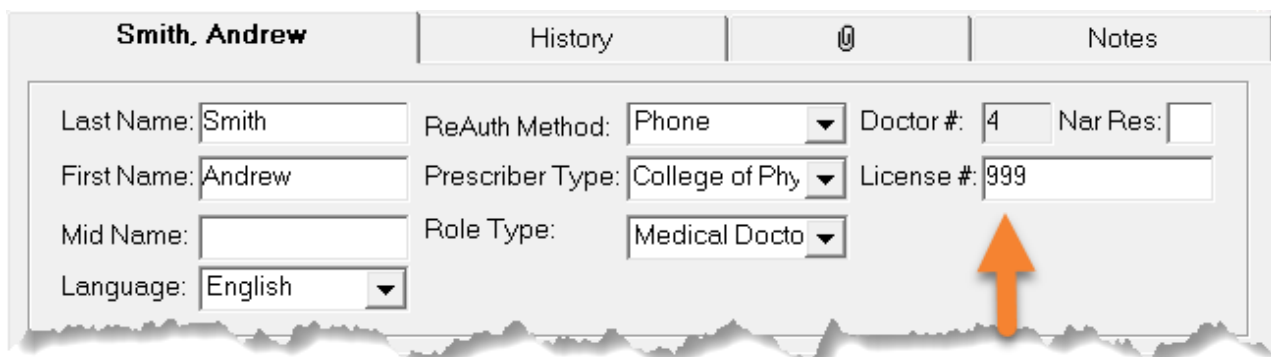
Smith, Andrew		History	@	Notes
Last Name:	Smith	ReAuth Method:	Phone	Doctor #: 4
First Name:	Andrew	Prescriber Type:	College of Phy	License #: 999
Mid Name:		Role Type:	Medical Docto	
Language:	English			

License

When sending transactions to the DIS, it is imperative that the proper **License #** is entered in the Doctor Folder.

All local health professionals (Physicians, Dentists, Nurse Practitioners, etc.) should be using their license number provided by the Department of Health. For out-of-province physicians, enter a License # of 999 without any preceding zeroes.

 **Note:** The Detected Issue, "Provider Submitted as the Author was not Recognized," will be returned if you do not enter a License # of 999 for an out-province physician.



Smith, Andrew		History	@	Notes
Last Name:	Smith	ReAuth Method:	Phone	Doctor #: 4
First Name:	Andrew	Prescriber Type:	College of Phy	License #: 999
Mid Name:		Role Type:	Medical Docto	
Language:	English			

Setting DIS Preferences

The DIS Preferences define various aspects of DIS processing. Any user is able to modify the DIS preferences.

DIS Preferences

To access the DIS Preferences, do the following:

1. Select **More > PEI**. 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 (refer to What to Do When the DIS Network is Unavailable). 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 non-POS stores, the default (and recommended) option will be Manual. For POS integrated stores, the option will be POS Integration. POS Integration: Dispense Pickup is transmitted when the prescription sale is scanned at POS. Manual: Dispense Pickup is transmitted when the workflow status is changed from the workbench. Dispense: Dispense Pickup is automatically transmitted after the prescription message has been successfully transmitted. This option is not recommended
# Days to Retrieve	Used to determine how much historical information should be retrieved with the EHR Queries. A value must be specified. This field will be defaulted to 540 (approximately 18 months).

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.

Issue Management Preferences	
Indicates which Detected Issue priority will have an Issue Management added.	
Error	<input checked="" type="radio"/> Yes <input type="radio"/> No
Warning	<input checked="" type="radio"/> Yes <input type="radio"/> No
Information	<input checked="" type="radio"/> Yes <input type="radio"/> No

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 an 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.

Detected Issue Thresholds		
	Retail	Non-Retail
Error	All	All
Warning	All	All
Information	All	All
Allergy	All	All

Defaults History

Detected Issues are returned from the Drug Information System to provide information relevant to the claim. It is recommended that all Detected Issues are viewed by all users.

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.

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 (i.e. prescription, pickup, or clinical requests) that were unable to be processed due to the DIS Network unavailability.



Any claims that are sent to and accepted by the PEI DIS via the DIS Queue will be marked as completed. If these claims receive either a Warning or Information Detected Issue, they **will not** be presented to the user. Only claims that receive an Error Detected Issue will be presented to the user.

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.

Prescriptions	Activities	Messages (1)	DIS Queue (10)																								
			<table border="1"> <thead> <tr> <th>Status</th> <th>Creation Date</th> <th>Patient</th> <th># Tx</th> </tr> </thead> <tbody> <tr> <td>Failed</td> <td>Sep 11, 2014 15:26</td> <td>O'Reilly, Oliver</td> <td>3</td> </tr> <tr> <td>Failed</td> <td>Sep 11, 2014 15:27</td> <td>LEVINE, SARAH</td> <td>4</td> </tr> <tr> <td>Deferred</td> <td>Sep 11, 2014 15:32</td> <td>Propharm, Adult</td> <td>3</td> </tr> </tbody> </table>	Status	Creation Date	Patient	# Tx	Failed	Sep 11, 2014 15:26	O'Reilly, Oliver	3	Failed	Sep 11, 2014 15:27	LEVINE, SARAH	4	Deferred	Sep 11, 2014 15:32	Propharm, Adult	3								
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<table border="1"> <thead> <tr> <th colspan="2">Patient: O'Reilly, Oliver</th> <th colspan="2">PHN: 12345115</th> </tr> <tr> <th>Status</th> <th>Creation Date</th> <th>Rx Number</th> <th>Transaction Description</th> <th>Transaction</th> </tr> </thead> <tbody> <tr> <td>Failed</td> <td>Sep 11, 2014 15:26</td> <td>500797</td> <td>Activate prescription request</td> <td>Activate Presc</td> </tr> <tr> <td>Queued</td> <td>Sep 11, 2014 15:26</td> <td>500797</td> <td>Record dispense processing request</td> <td>Dispense Presc</td> </tr> <tr> <td>Queued</td> <td>Sep 11, 2014 15:26</td> <td>500797</td> <td>Record dispense pickup request</td> <td>Dispense Picku</td> </tr> </tbody> </table>				Patient: O'Reilly, Oliver		PHN: 12345115		Status	Creation Date	Rx Number	Transaction Description	Transaction	Failed	Sep 11, 2014 15:26	500797	Activate prescription request	Activate Presc	Queued	Sep 11, 2014 15:26	500797	Record dispense processing request	Dispense Presc	Queued	Sep 11, 2014 15:26	500797	Record dispense pickup request	Dispense Picku
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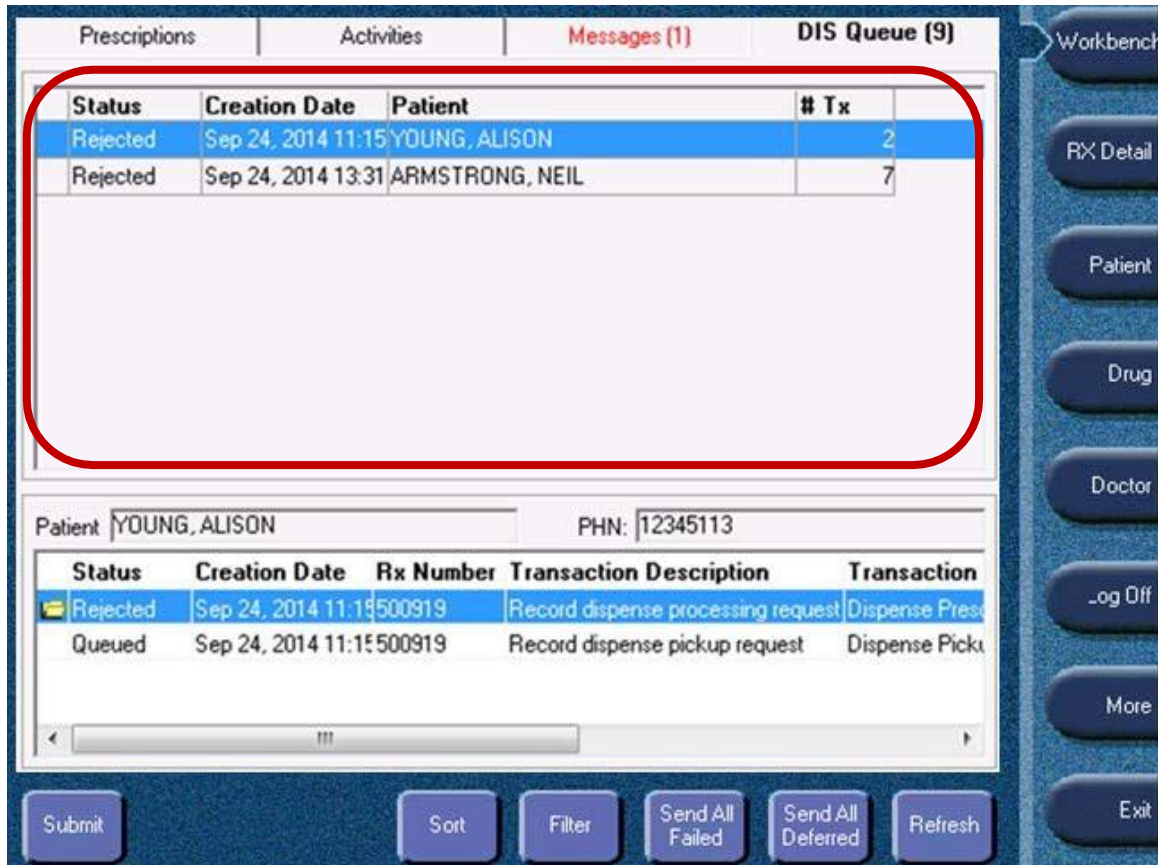
PharmaClik Rx will continually monitor the DIS Availability and process any DIS Queue transactions. Each pharmacy, however, is responsible for ensuring that any failed/rejected DIS Queue transactions are resolved each day.

When the PEI DIS 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 PEI Pharmacare 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 Rx number for each claim in the DIS Queue is now displayed, as shown above, allowing a user to easily identify and resolve a prescription.

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.



Status	Creation Date	Patient	# Tx
Rejected	Sep 24, 2014 11:15	YOUNG, ALISON	2
Rejected	Sep 24, 2014 13:31	ARMSTRONG, NEIL	7

Status	Creation Date	Rx Number	Transaction Description	Transaction
Rejected	Sep 24, 2014 11:15	500919	Record dispense processing request	Dispense Pres
Queued	Sep 24, 2014 11:15	500919	Record dispense pickup request	Dispense Picku

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.
- **Deferred** – Message is waiting to be sent as per the request of the user.

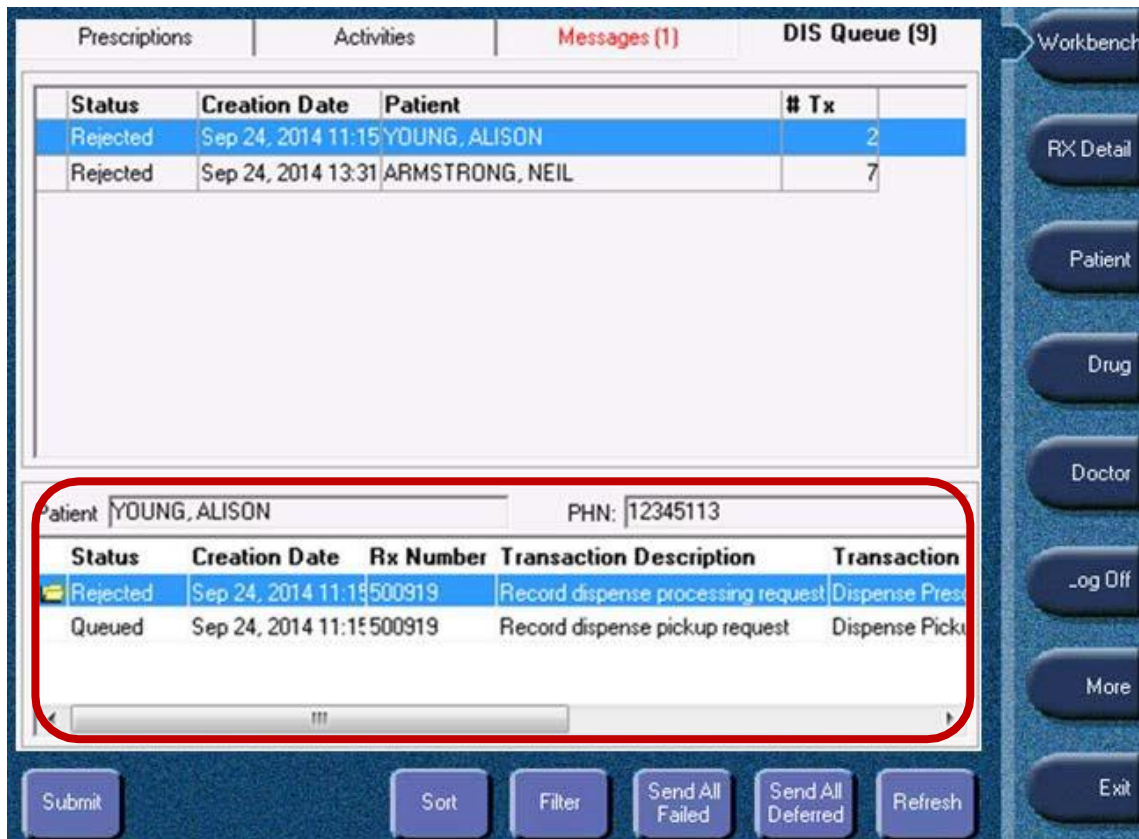
Patient: The name of the patient or user which has DIS Queue transactions.

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.



Status	Creation Date	Patient	# Tx
Rejected	Sep 24, 2014 11:15	YOUNG, ALISON	2
Rejected	Sep 24, 2014 13:31	ARMSTRONG, NEIL	7

Status	Creation Date	Rx Number	Transaction Description	Transaction
Rejected	Sep 24, 2014 11:15	500919	Record dispense processing request	Dispense Pres
Queued	Sep 24, 2014 11:15	500919	Record dispense pickup request	Dispense Picku

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. The status will be one of the following:

- **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.
- **Deferred** – Message is waiting to be sent as per the request of the user.

Creation Date: Represents the date and time the DIS Queued transaction was originally created.




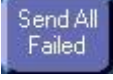

Rx Number: The prescription number of the prescription that is in the DIS Queue. This allows a user to easily correct prescriptions rather than having to search for the specific prescription.

Transaction Name: PharmaClik Rx Display Name of the DIS Queued transaction.





Transaction Description:	DIS Queued transaction description.
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

	<ul style="list-style-type: none"> The Submit 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 Queued transaction in the patient or user group. This button will be disabled for all other DIS Queued Status transactions. Selecting this button will change the status of the highlighted DIS Queued transaction to Queued.
	<ul style="list-style-type: none"> Allows a user to sort all transactions in their DIS Queue tab using the following options: <i>Creation Date</i>, <i>#Tx</i>, <i>Patient</i>, and <i>Status</i>. Sorting items by the option <i>Icon</i> is not possible. This option will be removed in a future enhancement.
	<ul style="list-style-type: none"> Allows you to enter in filter criteria in order to shorten the number of transactions that can be viewed (e.g. if you are looking for a specific prescription).
	<ul style="list-style-type: none"> Transmits all transactions with a status of Failed.
	<ul style="list-style-type: none"> Transmits all transactions with a status of Deferred.

Detailed Transaction

	<ul style="list-style-type: none"> Transmits the highlighted transaction with a status of Failed.
	<ul style="list-style-type: none"> Transmits the highlighted transaction with a status of Deferred.
	<ul style="list-style-type: none"> Allows a user to modify an issue with a prescription and resubmit the claim to the DIS (e.g. invalid provider or DIN#).
	<ul style="list-style-type: none"> Allows a user to remove an interaction from the DIS Queue. This button should only be used if <u>every</u> option has been exhausted to correct the prescription.

What to Do When the 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 contacting PEI Pharmacare Help Desk at 1-877-577-3737.

If a communication error occurs with the PEI DIS, the following prompt will appear:



The prompt will allow the user to retry or queue the transaction:

- **Retry** – will resubmit the claim in case the DIS is not down but there was a small connectivity issue.
- **Queue** – will place the transaction in the DIS Queue to be managed when the DIS is available. The financial part of the claim will be completed and the label will be produced.

If a network error occurs with the PEI DIS, the following prompt will appear:



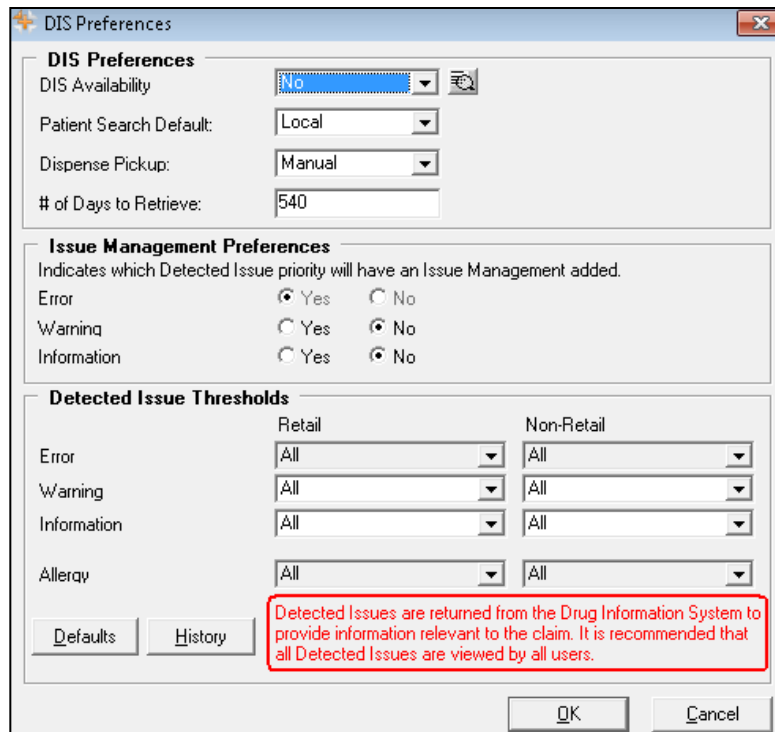
If the network is unavailable, a user has the following options:

- [Set the DIS Availability to NO](#)
- [Continue Filling Prescriptions](#)
- [Stop Filling Prescriptions](#)
- [Pend Prescriptions](#)

Set the DIS Availability to NO

If the PEI DIS 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 will be displayed for the user to indicate why this preference is being changed.

1. Select **More > PEI**. The 'DIS Preferences' window appears.
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.



DIS Preferences

DIS Preferences

DIS Availability: **No**

Patient Search Default: Local

Dispense Pickup: Manual

of Days to Retrieve: 540

Issue Management Preferences

Indicates which Detected Issue priority will have an Issue Management added.

Error: Yes No

Warning: Yes No

Information: Yes No

Detected Issue Thresholds

	Retail	Non-Retail
Error	All	All
Warning	All	All
Information	All	All
Allergy	All	All


Detected Issues are returned from the Drug Information System to provide information relevant to the claim. It is recommended that all Detected Issues are viewed by all users.

Defaults History OK Cancel



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):



PharmaClik Rx - Information

i Query cannot be performed at this time as DIS Availability is set to No.

OK

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 (e.g. 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.

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:

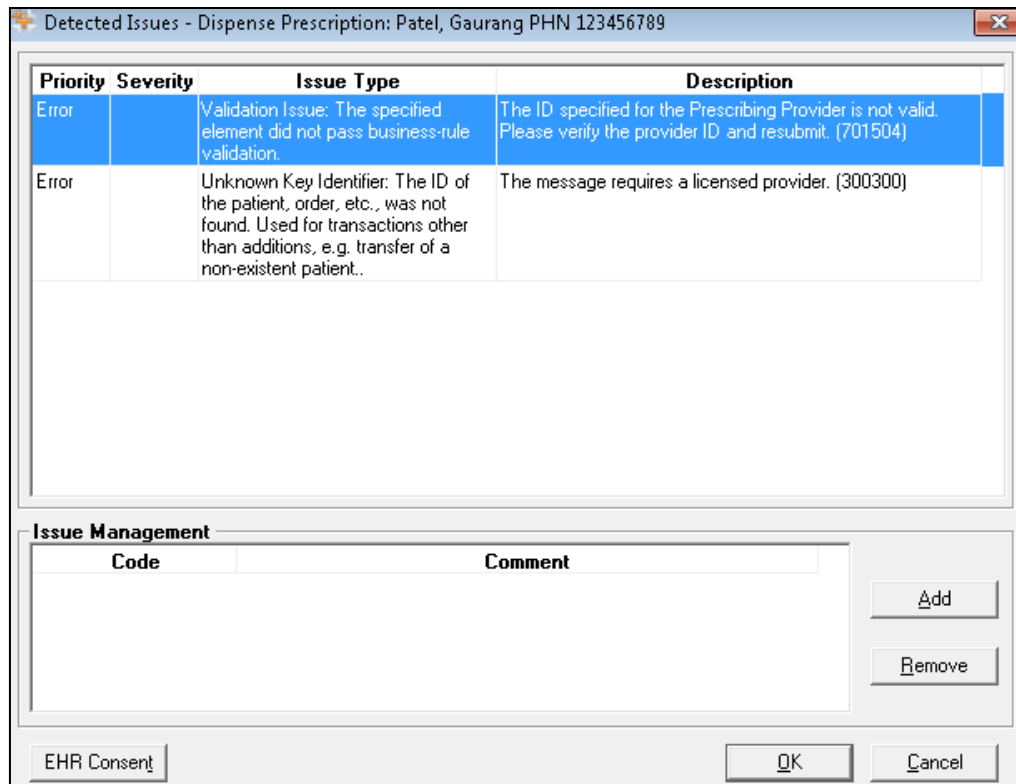
- **Failed** – The DIS network was unavailable.
- **Rejected** – The claim was rejected due to an error that must be resolved prior to re-transmitting.
- **Deferred** – Claim was selected to temporarily bypass the DIS and has yet to be submitted to the DIS.
- **Queued** – Claim is waiting to connect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

Prescriptions	Activities	Messages (1)	DIS Queue (9)																			
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Queued	Sep 24, 2014 11:15	500919	Record dispense pickup request	Dispense Picku																		

Resolving Failed/Rejected Claims

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 **Folder** icon 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 on entering an Issue Management, see [Detected Issues and Issue Management](#).

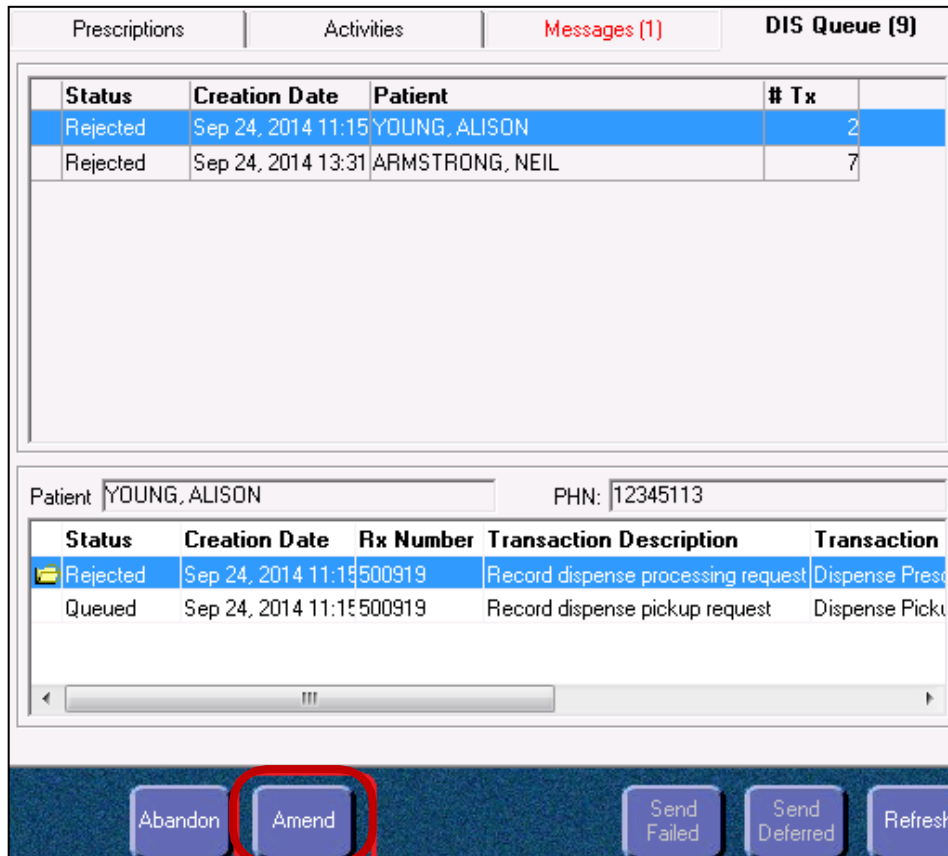
NOTE: In the example above, the Provider License # is incorrect. The user can **AMEND** the transaction and correct the License # on file for the provider, and then resubmit the transaction.

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 your claim was transmitted by checking the **DIS Queue** tab and making sure the claim is no longer there.

Amend Button

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

This will avoid the user having to find the Rx on the patient's profile and selecting **Rx > Correct > Amend**. It will also improve workflow when managing items that have been placed in the Queue.



The screenshot shows the 'DIS Queue (9)' tab selected. The main table lists two rejected items:

Status	Creation Date	Patient	# Tx
Rejected	Sep 24, 2014 11:15	YOUNG, ALISON	2
Rejected	Sep 24, 2014 13:31	ARMSTRONG, NEIL	7

Below this, the patient details for 'YOUNG, ALISON' (PHN: 12345113) are shown. A detailed table for this patient's transactions is visible:

Status	Creation Date	Rx Number	Transaction Description	Transaction
Rejected	Sep 24, 2014 11:15	500919	Record dispense processing request	Dispense Presc
Queued	Sep 24, 2014 11:15	500919	Record dispense pickup request	Dispense Picku

At the bottom of the interface, a row of buttons is displayed: 'Abandon', 'Amend' (highlighted with a red circle), 'Send Failed', 'Send Deferred', and 'Refresh'.



Users are reminded to check the DIS Queue frequently (e.g. daily), to ensure items are resolved in a timely manner.

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 PEI DIS through the normal process. If a transaction is abandoned, the user is required to enter a reason. This entry is tracked in the patient's History tab.

The user will be responsible to review this Rx and ensure that the patient's EHR is corrected. 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 then go back to the patient profile to reverse any financial adjudication and correct the Rx. Pharmacies in PEI, by law, must ensure the patient's EHR profile is accurate and up to date.

Prescriptions
Activities
Messages (1)
DIS Queue (9)

Status	Creation Date	Patient	# Tx
Rejected	Sep 24, 2014 11:15	YOUNG, ALISON	2
Rejected	Sep 24, 2014 13:31	ARMSTRONG, NEIL	7

Patient: YOUNG, ALISON
PHN: 12345113

Status	Creation Date	Rx Number	Transaction Description	Transaction
Rejected	Sep 24, 2014 11:15	500919	Record dispense processing request	Dispense Presc
Queued	Sep 24, 2014 11:15	500919	Record dispense pickup request	Dispense Picku

Abandon

Amend

Send Failed

Send Deferred

Refresh

Detected Issues and Issue Management

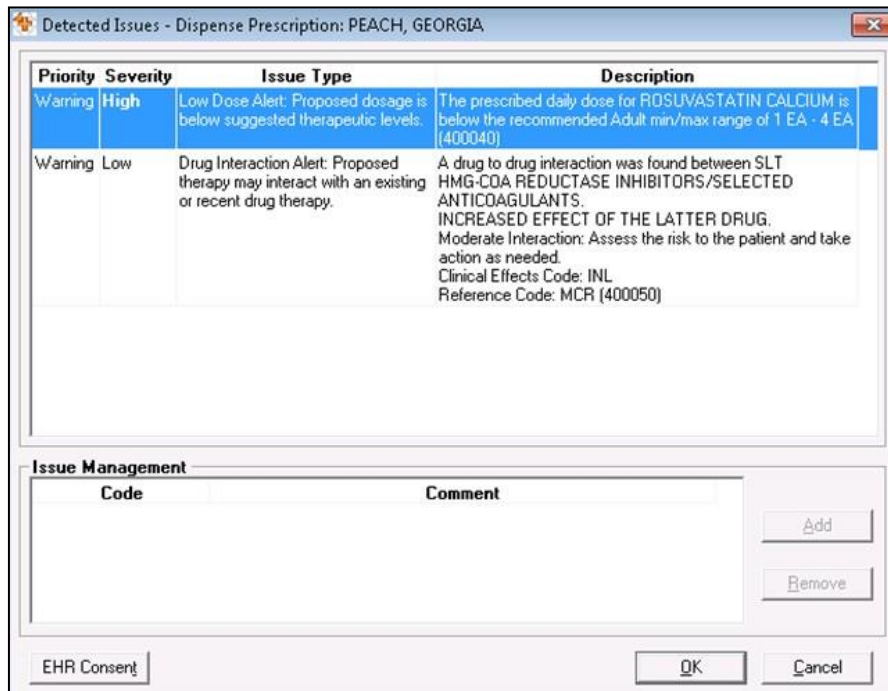
The Drug Utilization Review (DUR) is performed when:

- Prescription request is submitted
- Dispense request is submitted
- Prescription is reactivated
- Record “other medication” request is made

Viewing Detected Issues

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** (i.e. Error, Warning, or Information) and **Severity**.

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 PEI Pharmacare.



Priority	Severity	Issue Type	Description
Warning	High	Low Dose Alert: Proposed dosage is below suggested therapeutic levels.	The prescribed daily dose for ROSUVASTATIN CALCIUM is below the recommended Adult min/max range of 1 EA - 4 EA (400040)
Warning	Low	Drug Interaction Alert: Proposed therapy may interact with an existing or recent drug therapy.	A drug to drug interaction was found between SLT HMG-COA REDUCTASE INHIBITORS/SELECTED ANTICOAGULANTS. INCREASED EFFECT OF THE LATTER DRUG. Moderate Interaction: Assess the risk to the patient and take action as needed. Clinical Effects Code: INL Reference Code: MCR (400050)

Issue Management

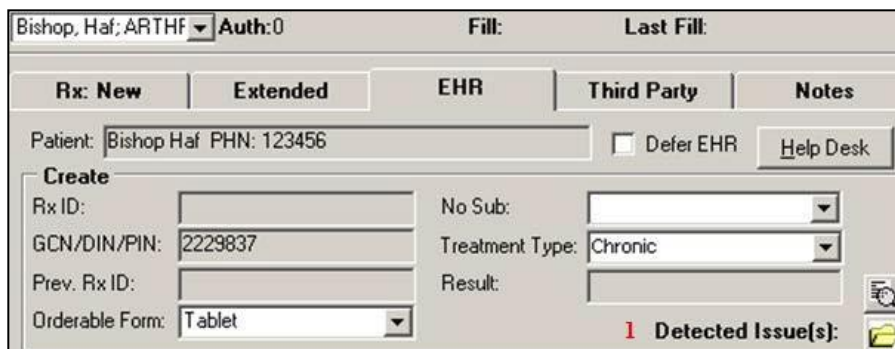
Code	Comment

Detected issues will be sorted by Priority and then by Severity. 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.

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.
Warning	The request was successfully processed, 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.
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.

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

1. Open the completed prescription in **Rx Detail**.
2. Select the **EHR** tab.



Bishop, Haf; ARTHF Auth:0 Fill: Last Fill:
 Rx: New Extended **EHR** Third Party Notes
 Patient: Bishop Haf PHN: 123456 Defer EHR Help Desk
Create
 Rx ID: [] No Sub: []
 GCN/DIN/PIN: 2229837 Treatment Type: Chronic
 Prev. Rx ID: [] Result: []
 Orderable Form: Tablet [] **1 Detected Issue(s):** []

3. If a Detected Issue existed, select the Folder  icon. The Detected Issues window will appear.

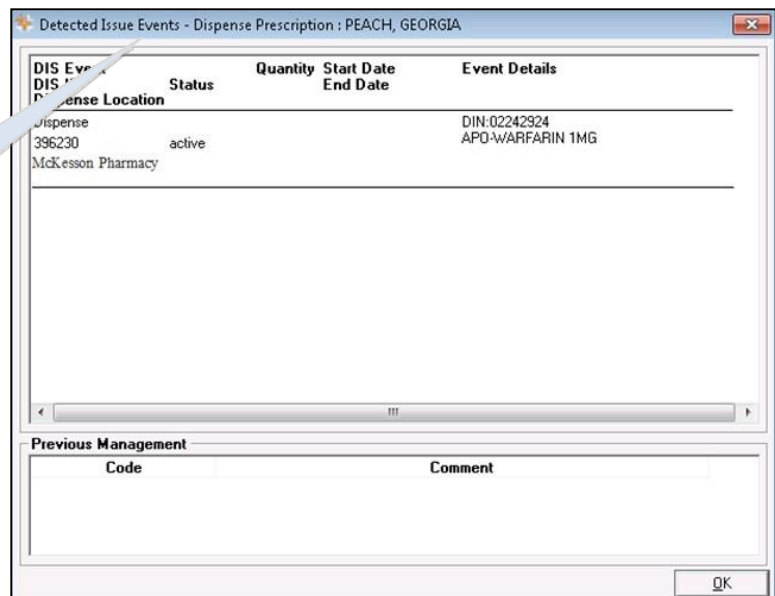
Managing Detected Issues

Pharmacy staff will be alerted of any Detected Issues that may arise from activating and dispensing prescriptions. In some instances it may be necessary to manage the issue in order to advise and communicate to the DIS that some mitigating action was taken to resolve the Detected Issue. In other instances you may not be able to correct a Detected Issue by adding an Issue Management; instead, you would have to resolve the error and resubmit the prescription (e.g. submitting a duplicate therapy). While any authorized pharmacy user can view Detected Issues, it is recommended that either a Pharmacist manages them, or an authorized pharmacy user does so under the supervision of a Pharmacist.

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

1. Double-click on the row. The 'Detected Issue Events' window will appear.
2. Review the details of the Detected Issue.

The 'Detected Issues Events' window will display the events (i.e. prescriptions, allergies, etc.) which caused the Detected Issues. It will also display any previous Issue Management that was recorded.



DIS Event	DIS ID	Dispense Location	Status	Quantity	Start Date	End Date	Event Details
	396230	McKesson Pharmacy	active				DIN:02242924 APO-WARFARIN 1MG

Previous Management	
Code	Comment

OK

3. Select the **OK** button to return to the 'Detected Issues' window.
 - If the issue cannot be managed, select the **Cancel** button and return to Rx Detail. Correct the issue, as deemed necessary, and resubmit the transaction.
 - 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. A new row will be added.

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

- a. Use your professional judgment to select an appropriate Issue Management from the **Code** dropdown list. This is a mandatory field.
- b. To document additional comments about the issue management, enter text into the **Comment** field. This is an optional field.
- c. Select the **OK** button to retransmit the DIS message with the Issue Management.

PharmaClik Rx Customer Care

If you detect an issue with PharmaClik Rx, contact our PTS Customer Care team. You must be able to 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**