McKESSON Canada

Saskatchewan Drug Information System (DIS)

User 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 11, 2015	Addition of *How to Use This User Guide* section
November 11, 2015	Addition of *Uploading the Non-DIS Transactions Report* section
October 12, 2016	Addition of PharmaClik Rx 1.8 NAPRA Changes. Updated sections include Managing User Accounts (Security Window)
May 03, 2017	Addition of PharmaClik Rx 1.9 Hot Fix Enhancements and Fixes
November 8, 2017	Addition of *Medication Review App* section

Table of Contents

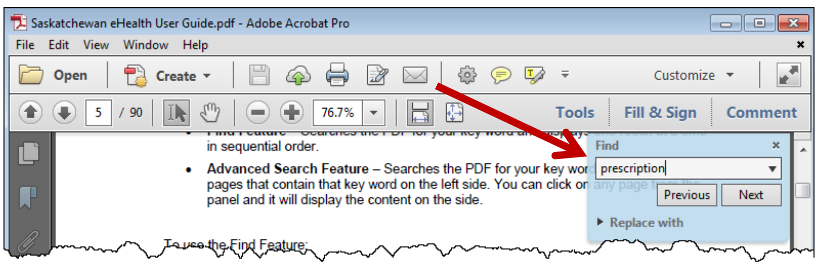
How to Use this User Guide

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 key word 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.

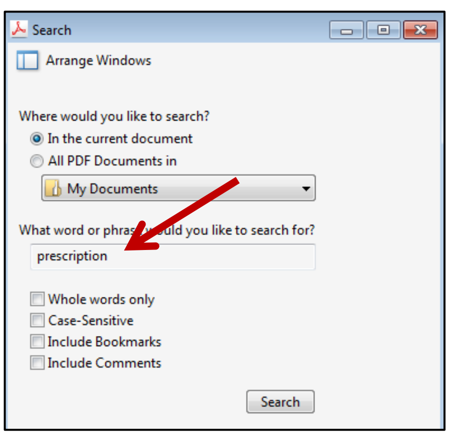


TIP: You can also access the *Find* window by selecting **Crtl** + **F** from the keyboard.

2. Enter in the keyword you wish to search by (i.e. 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 (i.e. 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

Congratulations! Your store is integrated with the Saskatchewan DIS! With the DIS upgrade, you will notice some important changes in PharmaClik Rx. Before you begin transmitting claims to the DIS, it is important you read this user guide for a thorough understanding of the changes your pharmacy will encounter.

Introduction to eHealth

The Prescription Drug Act in many provinces now requires pharmacies to submit all dispenses on behalf of provincial residents to the Drug Information System (DIS). This process will capture information on all prescription drug dispenses, clinical information and related processes to ensure the patient's Electronic Health Record (EHR) is complete.

The DIS is intended to provide pharmacists and physicians with medication profiles of patient's EHR. This is to assist in the patient's care, provide electronic information for the administration of government drug-benefit plans, and to provide information for approved health planning, evaluation, and research.

All personal health information is subject to statutory protection under The Health Information Protection Act (HIPA). Access to patient data for all DIS enabled provinces are limited to those who are pre-authorized, and within user-defined roles. For example, generic PharmaClik Rx user logins should no longer be used to process claims, such as the Administrator user (ADM).

Glossary of Terms

Throughout this user document, we refer to terminology that may be new to you. Use the table below as a reference for a few terms used throughout PharmaClik Rx.

Terminology	Translation
Active Prescription	A prescription that the patient has in their possession and should be taking.
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 occurring in the course of the use of a drug product • An adverse event occurring from drug overdose • An adverse event occurring from drug withdrawal
Allergy	Hypersensitivity caused by an exposure to an antigen which results in an adverse immunologic reaction on subsequent exposures. Allergies and intolerances are generally differentiated based on the type of reaction. Immunologic reactions such as rash, hives, swelling and anaphylaxis generally signify the presence of an allergy. Other reactions such as nausea, dry mouth, hair loss, etc., would qualify as intolerances.
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.
Canadian Electronic Drug Messaging Standard (CeRx)	Integration that eliminates the need to open the PIP application separately from the PharmaClik Rx in order to view a patient's prescription history in Saskatchewan.
Client Registry (CR)	List of Saskatchewan Personal Health Number holders and their demographics. Each patient is identified by a Patient Health Number. **NOTE:** PharmaClik Rx has not implemented the CR in Saskatchewan at this time.
Consent	When permission is provided to the health professional to view a patient's EHR data that has been masked.
Create and Dispense	The portion of the prescription that is recorded on the DIS. • The 'Create' is the original prescription information from the Physician (prescribe). • The 'Dispense' is the actual dispensing of the prescription fill. The EHR tab of Rx Detail will show both the Create and Dispense sections.
Drug to Drug Interaction (DDI)	A check that occurs to ensure the activity of a drug is not impacted when another administered drug is taken at the same

	time.
Device	An instrument, apparatus, implement, machine, contrivance, implant, in vitro reagent, or other similar or related article, including any component, part, or accessory, that is: • intended for use in the diagnosis of diseases or other conditions, or in the cure, mitigation, treatment, or prevention of disease in man or other animals; or • intended to affect the structure or any function of the body of man or other animals, and which does not achieve its primary intended purposes through chemical action within or on the body of man or other animals and which is not dependent upon being metabolized for the achievement of any of its principal intended purposes.
Drug Information System (DIS)	Computer-based system where information about all prescription drugs dispensed in a specific province is gathered and secured for all health professionals to view.
Electronic Health Record (EHR)	This is the patient’s electronic profile that resides on the DIS. The EHR checkbox throughout PharmaClik Rx indicates that the information also resides on the DIS, when checked on.
GCN Sequence Number	A random number specific to all drug products with the same generic ingredient(s), route of administration, drug strength(s) and dosage form. This number is assigned by First Data Bank, the vendor providing this source data for use in PIP.
Health Level 7 (HL7)	Health Level 7 (HL7) is an application protocol for electronic data exchange in health care environments.
Issues	The list of clinical conflicts that have been detected and recorded involving a patient’s drug administration. Issues are also referred to as ‘Detected Issues’. Issues are dealt with by using Issue Management.
Issue Management	When a ‘Detected Issue’ is brought to the attention of a healthcare professional, it is necessary to deal with it by entering an Issue Management. The Issue Management will provide information to other Health Professionals on what you did with the concern.
Masked	When a patient profile has been protected. Only authorized health professionals will be granted consent to view masked data.
Universal Object Identification (OID)	CeRx has strict standards for generating unique identifiers. These identifiers, known as OIDs, are a key part of HL7 v3 implementation.
Other Medication Record	A record of a drug the patient is taking but was not prescribed through the system. This could consider a recommended OTC product or a Dispense that occurred out of province. Within PharmaClik Rx, this is referred to as ‘Add DUR off the Patient’s Profile’.
Out Of Province	Patient status that indicates the patient does not reside in this province and has no provincial health number.

	NOTE: Prescriptions for 'Out of Province' residents in Saskatchewan will not be transmitted to the DIS.
Over-The-Counter (OTC) Medication	Non-prescription medications.
Patient Medication Profile	The portion of the patient record containing specific patient 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 every person (patient/client) who is born in Saskatchewan or has become a Saskatchewan resident. There should be only one Personal Health Number assigned to a person. This number is used to store and retrieve all person information, including their demographics, medication history, and eligibility for publicly funded health care. **NOTE:** In Saskatchewan, this is called a Health Services Number (HSN). To maintain consistency, HSN will be referred to as PHN throughout this user guide.
Pharmacist ID	Pharmacist Identification number refers to the dispensing Pharmacist's license number.
Pick-Up	The DIS requires notification at the time the customer has picked up their prescription.
Pharmaceutical Information Program (PIP)	Referred to DIS in the province of Saskatchewan.
Prescription Status	The following are examples of prescription statuses that may be displayed on a patient's medical profile: • Active • Inactive • Revoke • Abort
User ID	Refers to the system User ID that is used to gain access to the vendor system or the PIP application.

Managing User Accounts (Security Window)

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.

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

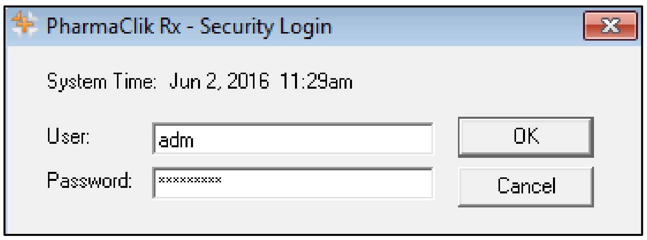
- A **Pharmacist** role type would have *Full Access* to everything and *Read Only* access to the Security window.
- A **Pharmacy Technician** role type would have *Full Access* to most folders/windows, but *Read Only* access to the Pricing Tab and Security window.
- An **Inventory Clerk** role type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

Accessing the Security Window

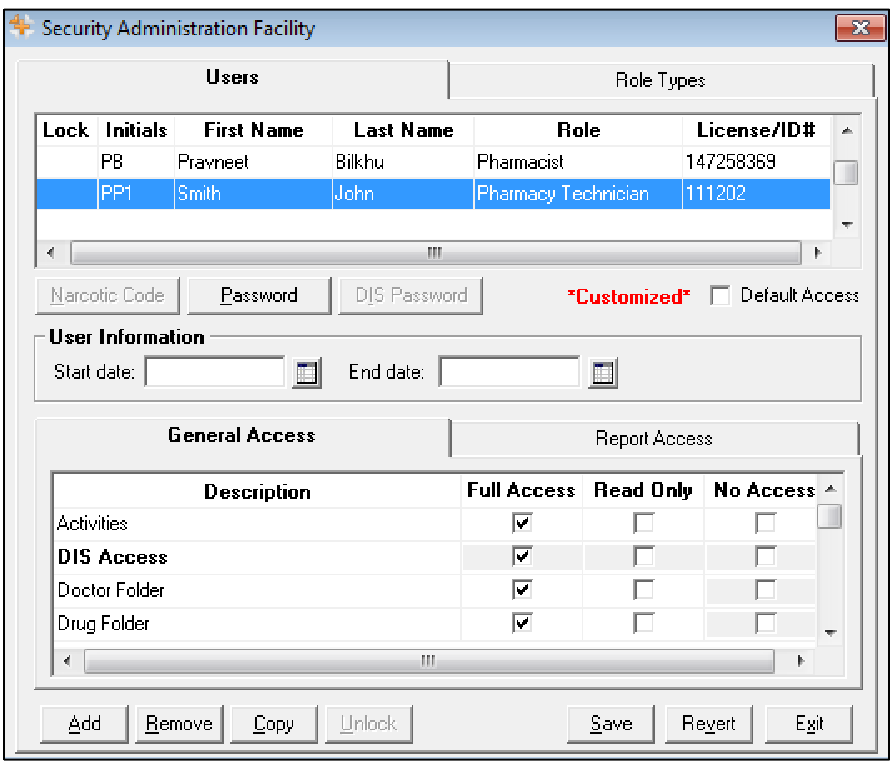
When accessing the Security Administration Facility window (also referred to as the Security window), users must now enter their PharmaClik Rx username and password. Any user can log into the Security window using their own credentials, regardless of which user is logged in to PharmaClik Rx at the time.

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.

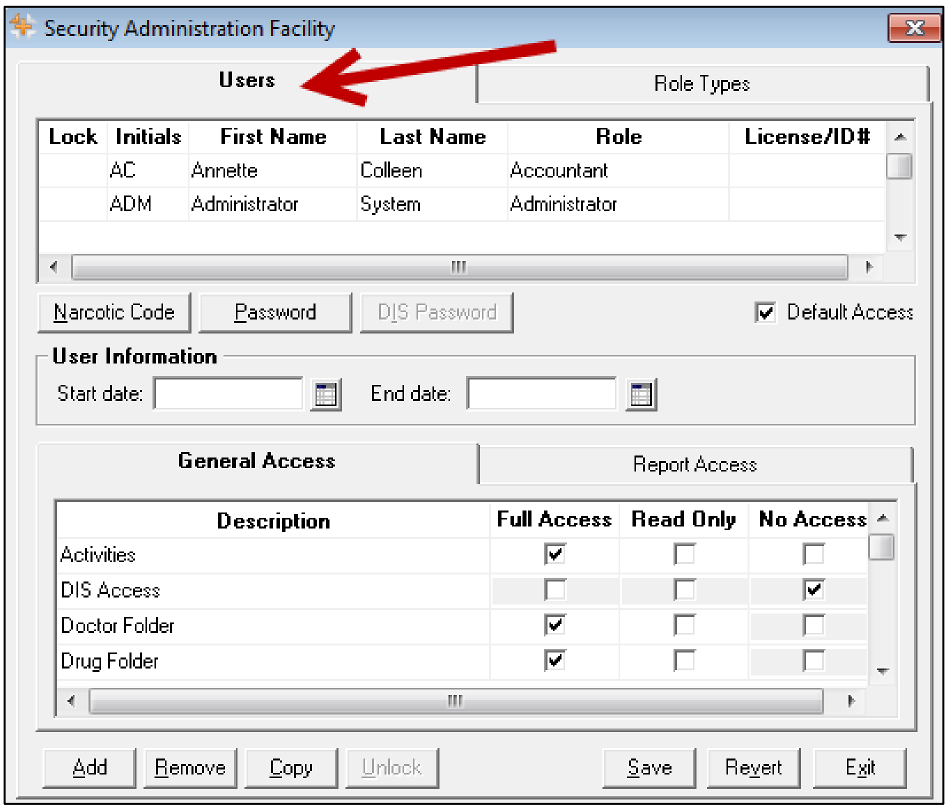


NOTE: Only the Administrator (ADM) user will have access to manage all user accounts. However, the ADM user can assign the same privileges to other users within PharmaClik Rx. For more information on how to do this, see Setting Up Users with Administrator Security Access.

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.



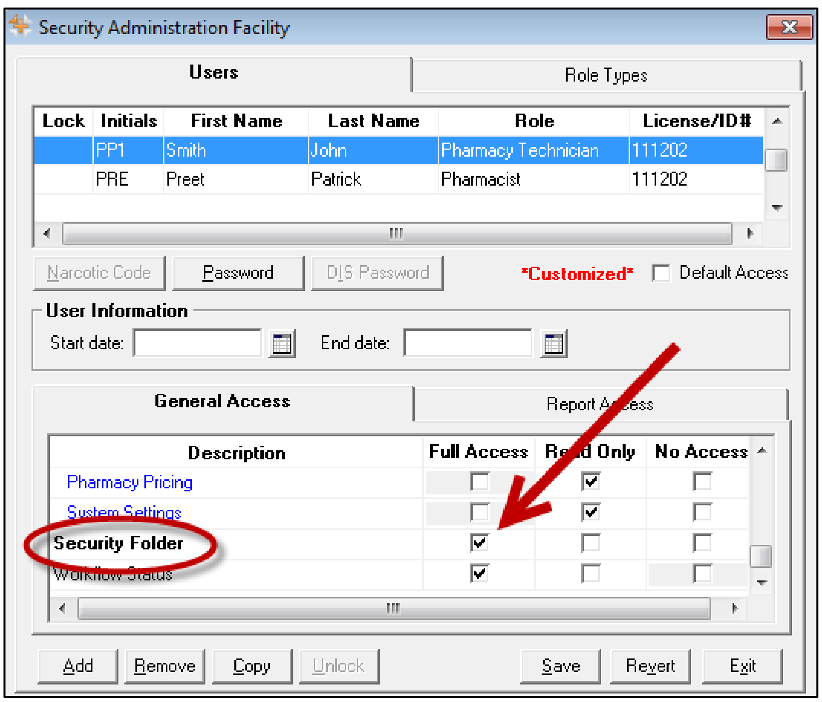
Setting Up Users with Administrator Security Access

Administrator Security Access would permit a user to manage users and assign roles, exactly as the Administrator (ADM) user would. A user with Administrator Security Access would also be able reset 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 an active account with eHealth Saskatchewan in order to have ability to submit transactions from within PharmaClik Rx to the DIS. In order to set up a user with DIS Access in PharmaClik Rx, the administrator (ADM) user, or a user with administrative access, must log into PharmaClik Rx and grant DIS Access.

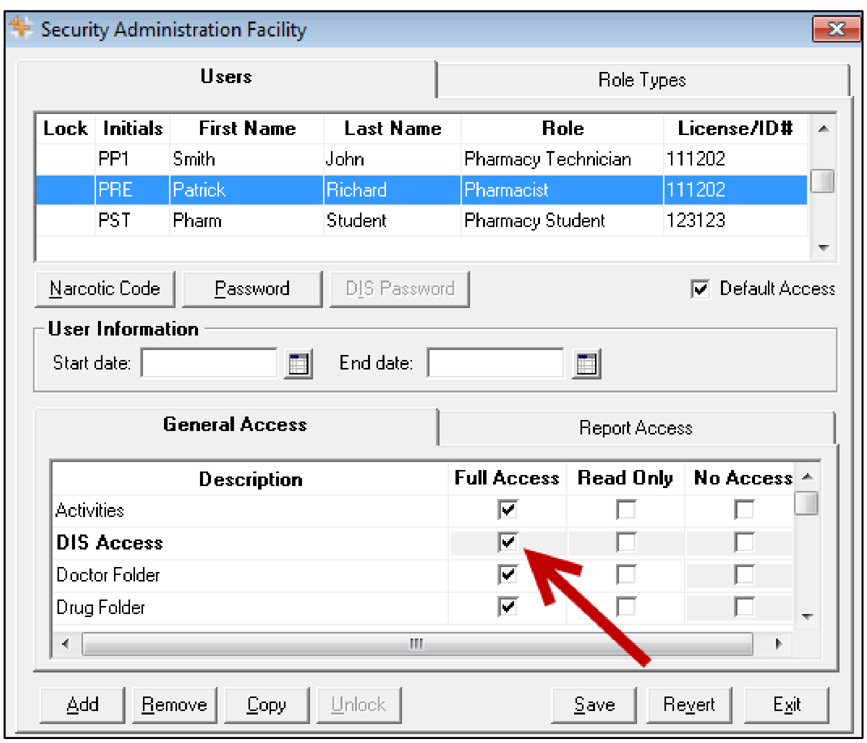
Once this is done the **DIS Access** checkbox in the Users tab will be selected, indicating you now have DIS Access, as shown in the image.

To set up a user with DIS Access within PharmaClik Rx:

1. Log into PharmaClik Rx as the administrator (ADM), or a user with administrative rights.
2. Select **More** > **Security**.
3. From the *Users* tab, highlight the name of the user you wish to grant DIS access to.
4. Validate that the license # is entered in the correct format. This is imperative in order to submit transactions to the DIS.

   NOTE: The format for a Pharmacist License # is **Dxxxxx** and the format for a Pharmacy Technician License # is **CPN.000xxxxx.SK.PRS** (where x = the actual license #). You **MUST** enter the license # exactly as shown above in order to transmit claims to the DIS.

5. In the General Access tab, scroll down until you find the **DIS Access** row.
6. Select the **Full Access** checkbox for the DIS Access row.
7. Select the **Save** button. This user will now have the ability to submit transactions to the DIS.



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**:

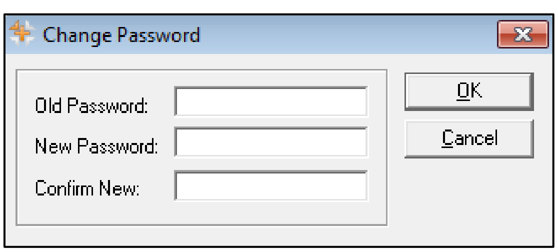
- Be a minimum of eight (8) characters long.
- Contain one character from all of the following four groups:
  - Uppercase characters (A–Z)
  - Lowercase characters (a–z)
  - Numbers (0–9)
  - Special Characters (e.g. !, #, $, %, etc.)
- Not include some or all of your first name or last name.
- Not be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

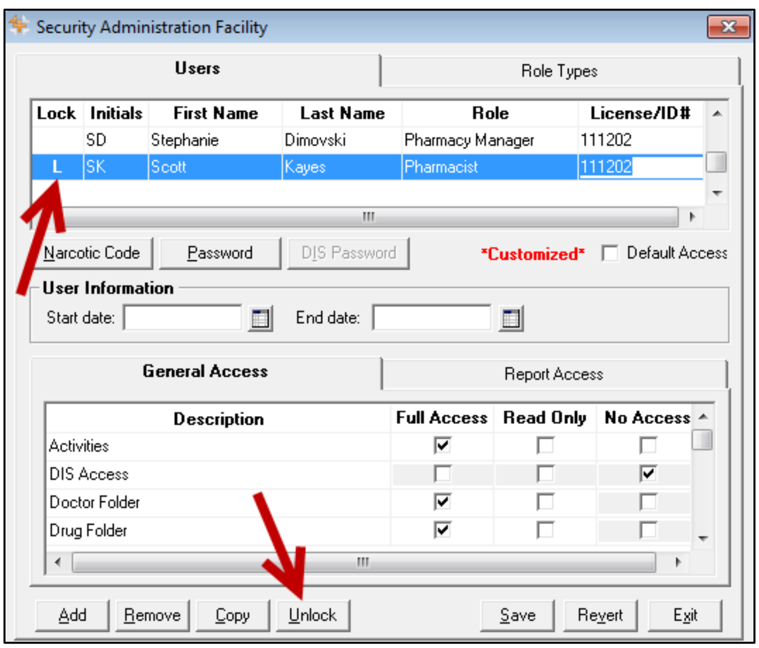
Resetting PharmaClik Rx Password for Locked-Out Users

Users are restricted to three (3) log in attempts. After three unsuccessful attempts, including attempts made over a period of time (e.g. entered 2 invalid attempts Monday and 1 invalid attempt Tuesday with no successful login in-between), 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) or a user with administrator rights (Full Access) can unlock them. The administrator 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 <u>do not</u> share their PharmaClik Rx 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:

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) or have administrator rights.
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

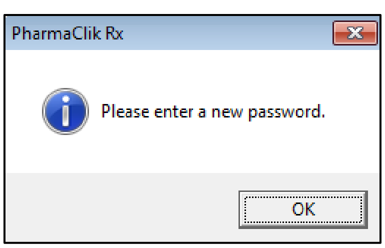
When adding new users, it is imperative that all user credentials are updated to reflect their Role Type and Licensing ID. The Administrator user (ADM) can no longer be used to process claims. Furthermore, some interactions with the DIS cannot be performed by the Technician and must be performed by the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

To add a new PharmaClik Rx user:

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)

NOTE: When entering a license #, the format for a Pharmacist License # is **Dxxxxx** and the format for a Pharmacy Technician License # is **CPN.000xxxxx.SK.PRS** (where x is the actual license #). You **MUST** enter the license # exactly as shown above in order to transmit claims to the DIS.

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.

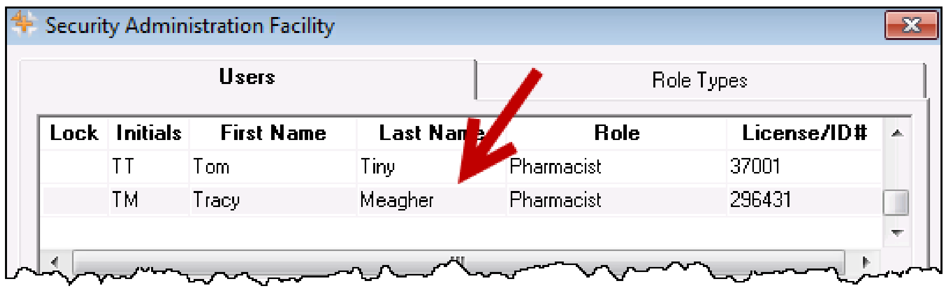


9. Enter a new password and select the **OK** button.

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.

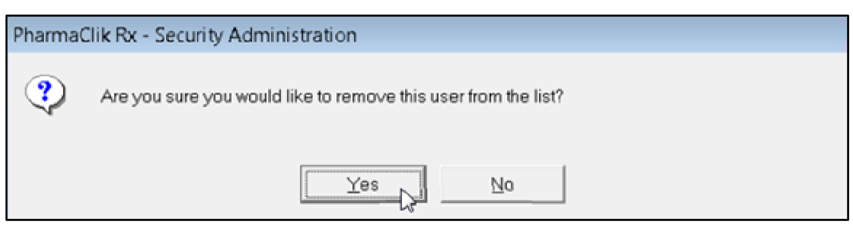
When a user is removed their initials will no longer display in any user dropdown lists, and they will be greyed out and moved to the bottom of the Users list in the Security Administration Facility window, as shown in the image below. If a user is not linked to any prescriptions or transactions, (e.g. 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 PharmaClik Rx user:

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.



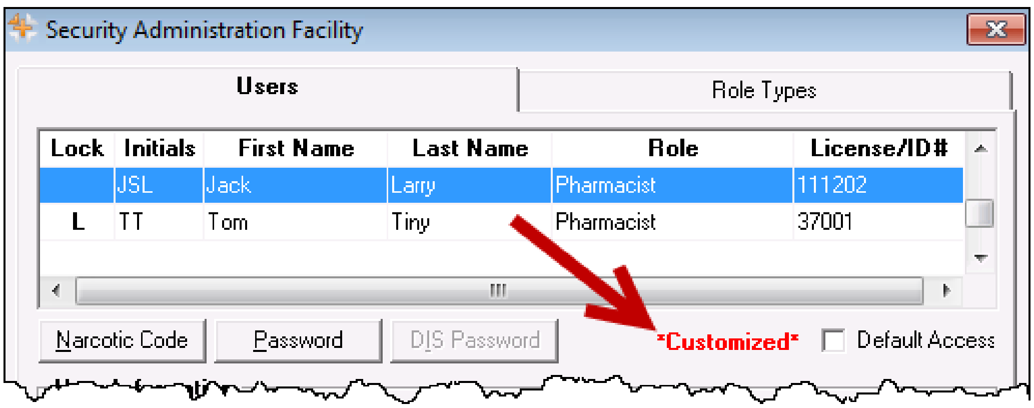
6. Select the **Yes** button. The user will be greyed out and moved to the bottom of the Users list.

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:

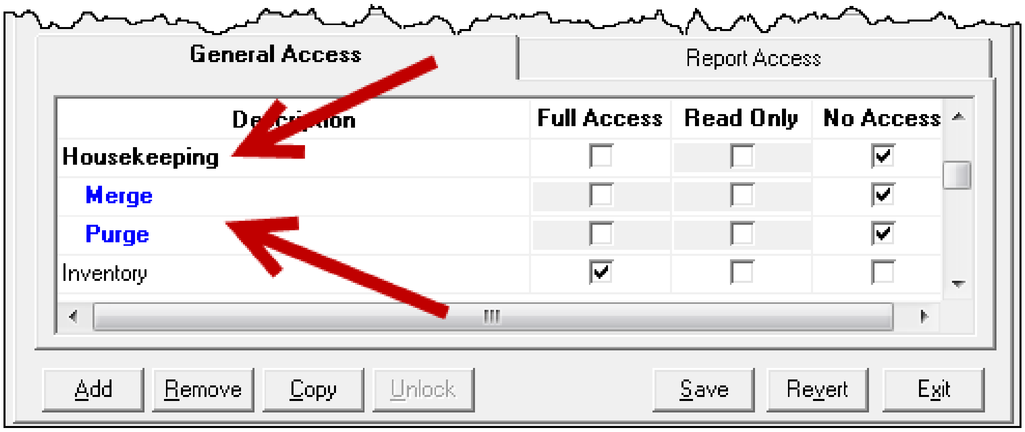


NOTE: After the PharmaClik Rx 1.8 the upgrade, a number of your users will have ***Customized*** appear when the user is highlighted. This is because the permissions they had prior to PharmaClik Rx 1.8 will be retained and will likely differ from the default set in the Role Types tab. To have the user 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:

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.

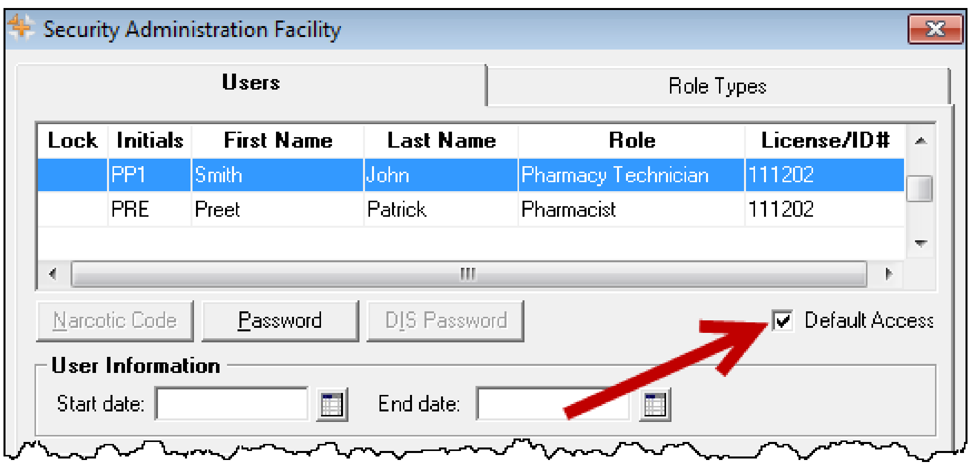
7. Select the **Save** button.

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:

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.

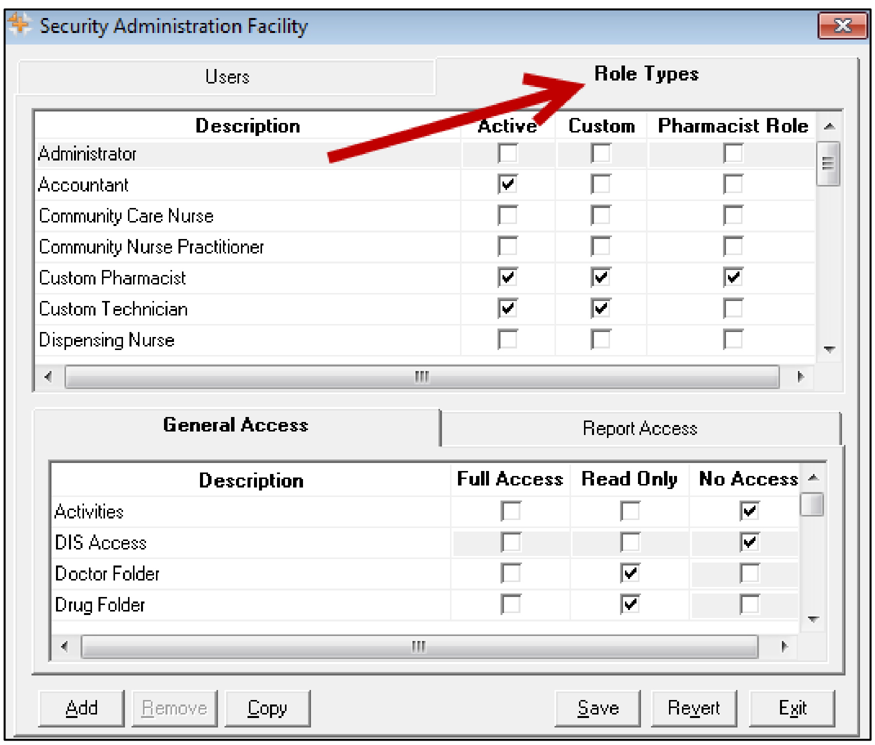
Role Types Tab

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.

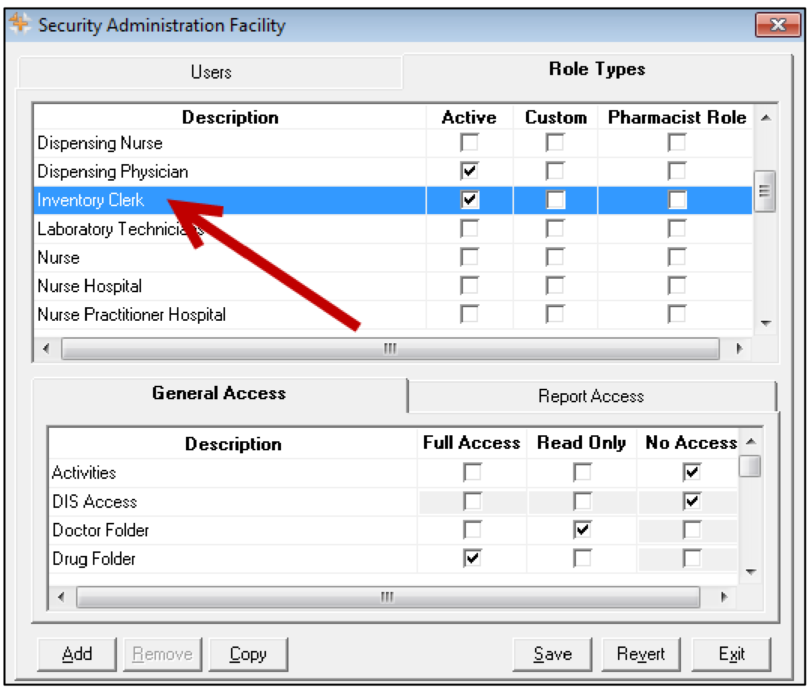


Modifying General or Report Access for a Specific Role Type

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:

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.

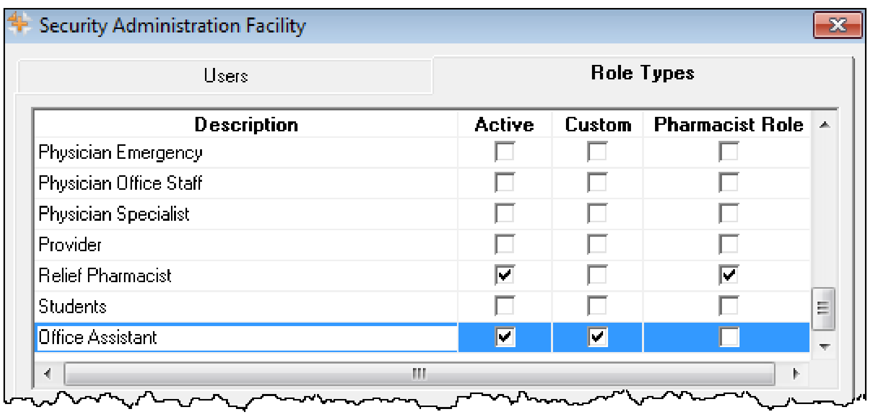
7. Select the **Save** button.

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:

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.



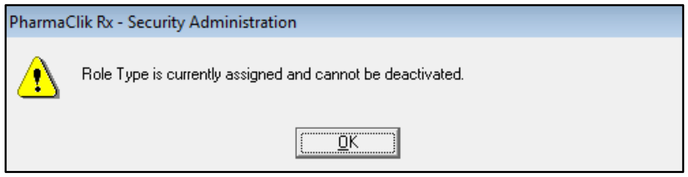
6. If the new role is a pharmacist role, select the **Pharmacist Role** checkbox.

   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:

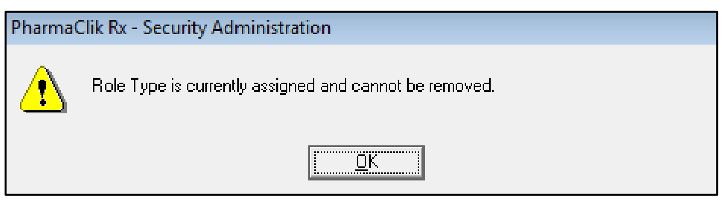


To inactivate a role type that is not in use:

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. Deselect the **Active** checkbox for the role you wish to make inactive.
5. 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:

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.

Accessing a Patient's EHR

The Saskatchewan Health Information Protection Act (HIPA) follows a "deemed" consent model where consent from a patient is deemed to exist if health information is required to provide adequate patient care.

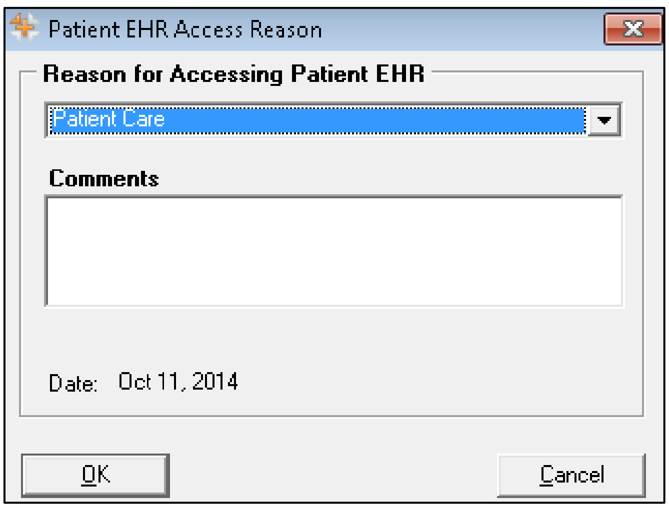
However, privacy concerns require that pharmacies justify access to all patients' health records on the DIS. Each time a Patient Folder is being acted upon in PharmaClik Rx, such as adding, removing, viewing information, the patient's EHR will display. You must provide a reason each time you request to view a patients' EHR as well. An audit of these requests will be recorded on the DIS and in the Patient History tab.

When the 'Patient EHR Access Reason' window appears:

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

   NOTE: The default reason is *Practice Review*.

2. In the **Comments** field, enter in any notes/comments you may have in regards to accessing the EHR. This field is not mandatory.



3. Select the **OK** button. The patient's EHR will appear.

Patient Consent

As part of the Privacy Act, patients are permitted to 'mask' their EHR profile to prevent any health professionals, who have not been granted access, from viewing information. If the patient's masked EHR profile is requested to be viewed, you will be prompted with the following 'Detected Issue':

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 MASKED

If the patient's EHR has been masked, you must have the patient's permission to access a patient's EHR. The Saskatchewan DIS does not support keyword access for masked profiles so consent must be granted from the patient. The rules governing retrieval of this information provide for access limited to specific circumstances including:

- Where expressed 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.

Permission extends for the period of time entered on the **Consent** window for the user that has been approved for consent. Consent does not mean all staff within the pharmacy has access. Only the user that has created the consent will have permission.

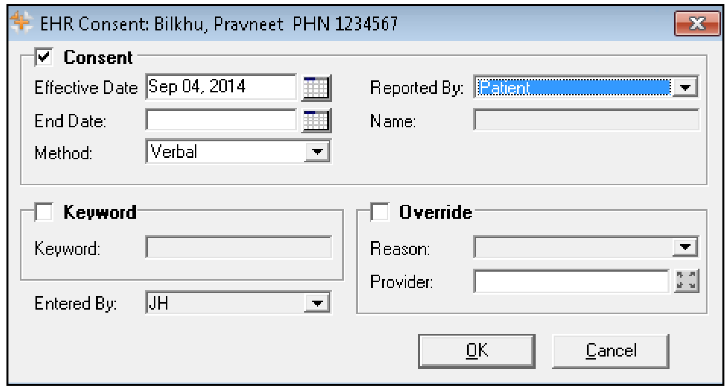
Each time an entry is made in the 'EHR Consent' window, it is recorded in the History tab. A health professional will have two options to indicate that consent has been granted to view the patient's EHR:

- Consult tab in the Patient Folder
- Detected Issues window

Entering Consent in Consult Tab

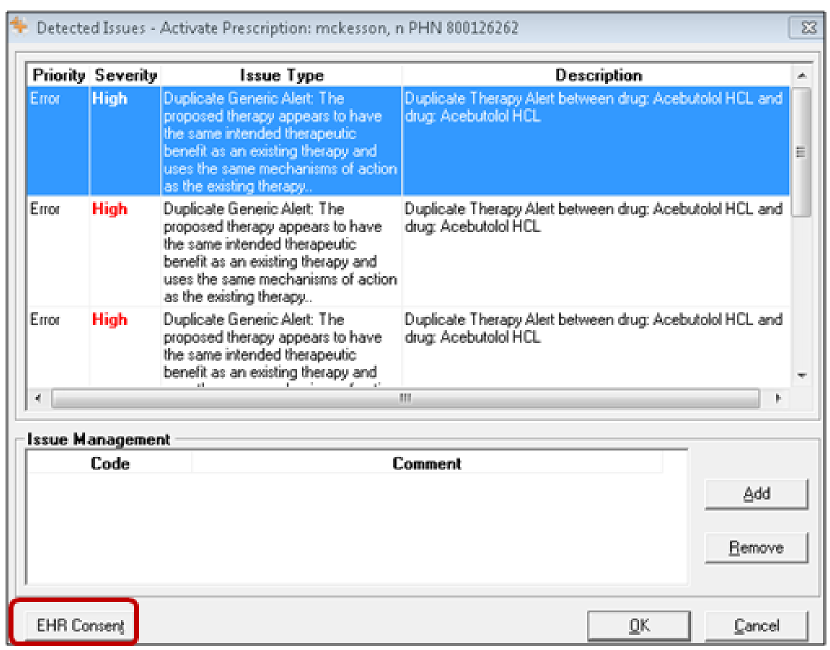
Prior to completing any work for a patient that has their profile masked, indicate on the Consult tab of the Patient Folder that consent has been given by setting the EHR consent option.

1. Search for and select the desired patient.
2. Select the **Consult** tab.
3. Select the **EHR Consent** button. The 'EHR Consent' window will appear.
4. Select the **Consent** checkbox.
5. Enter any other details regarding the consent.
6. Select the **OK** button.



Entering Consent in Detected Issues Window

1. Search for and select the desired patient.
2. Select the **Clinical** tab.
3. Select the **EHR Consent** button. The 'EHR Consent' window will appear.
4. Select the **EHR Query** button. The 'Patient EHR Access Reason' window appears.
5. From the dropdown list, select a reason and select the **OK** button. If there are any detected issues, the 'Detected Issues' window will appear.
6. From the 'Detected Issues' window, select the **EHR Consent** button. The 'EHR Consent' window appears.
7. Select the **Consent** checkbox.
8. Enter any other details regarding the consent.
9. Select the **OK** button.



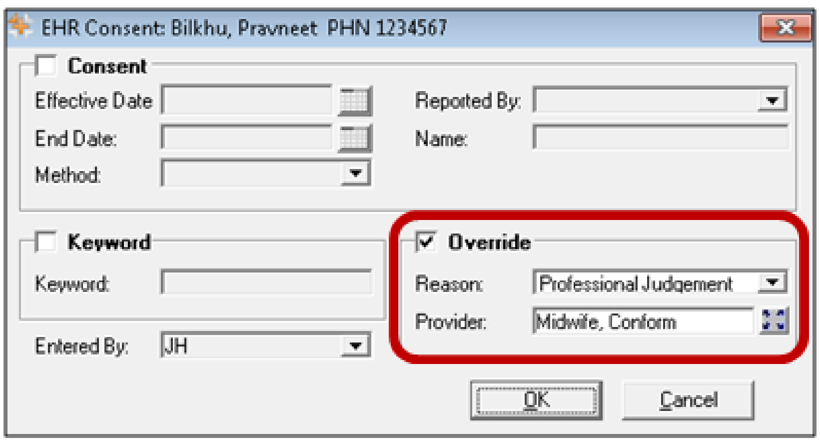
Overriding Consent

If a patient is unavailable to provide you with consent to access his/her EHR, and a ‘Detected Issue’ is returned from the DIS, you may use the **Override** feature on a one-time, transactional basis.

As outlined within the Pharmaceutical Act for Saskatchewan, professional judgment must be used when overriding the consent. It will be recorded in the DIS and the user that performs the override must provide an explanation as to why the override was used. Ensure to document this for future reference. The ability to override will only be available if an attempt to view the patient’s EHR was made and not permitted.

To override consent:

1. Select the **Patient** button.
2. **Search** for and select the patient.
3. Select the **Consult** tab.
4. Select the **EHR Consent** button. The **EHR Consent** window will appear.
5. Select the **Override** checkbox. The fields within the ‘Override’ section will be enabled.



6. Select a reason from the **Override** dropdown list.
7. In the **Provider** field, search for and select a doctor.
8. Select the **OK** button.

If the override is accepted by the DIS, the patient’s EHR Profile will be displayed. If a ‘Detected Issue’ is returned, the user must contact the PIP Service Desk to determine the next steps.

Revoking Consent

To revoke, or end consent, a new consent must be created with an **End Date** that is in the past.

To revoke/end consent:

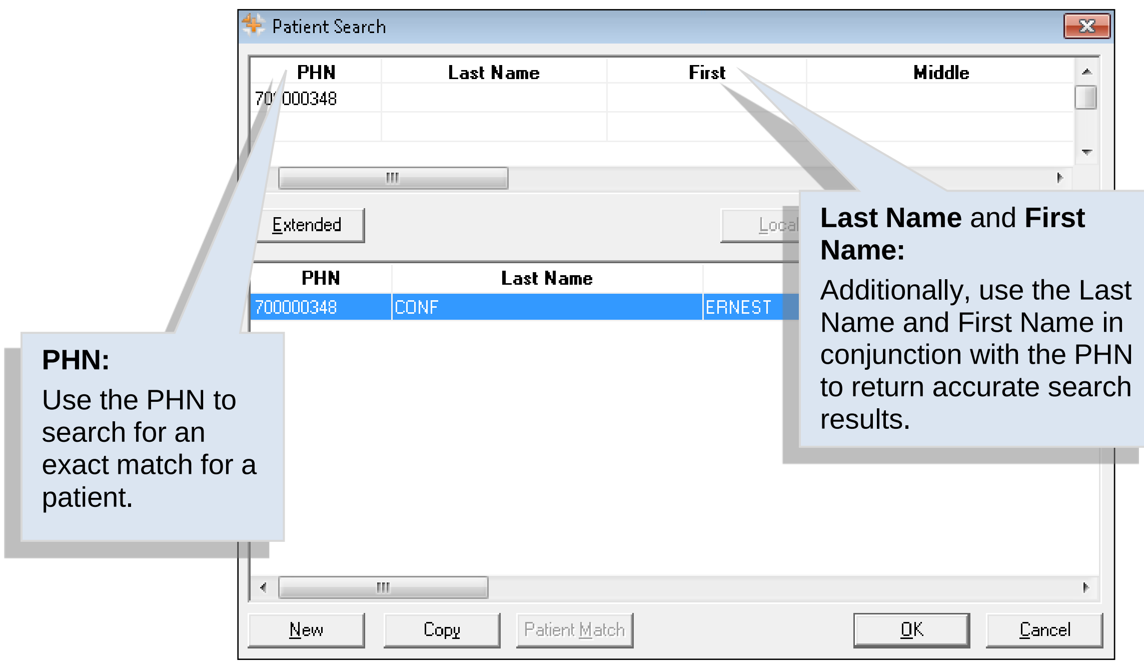
1. Search for and select the desired patient.
2. Select the **Consult** tab.
3. Select the **EHR Consent** button. The ‘EHR Consent’ window will appear.
4. Select the **Consent** checkbox.
5. In the **Effective Date** field, enter a date in the past.
6. In the **End Date** field, enter the same date that you entered in the step above. This will indicate that consent is to end.
7. Select the **OK** button to submit the consent message to the DIS.

Patient Search

Every Saskatchewan resident is assigned a Saskatchewan Health Number (HSN), a unique identifier that is required for PIP transactions. For eHealth purposes, we refer to it nationally as a Personal Health Number (PHN).

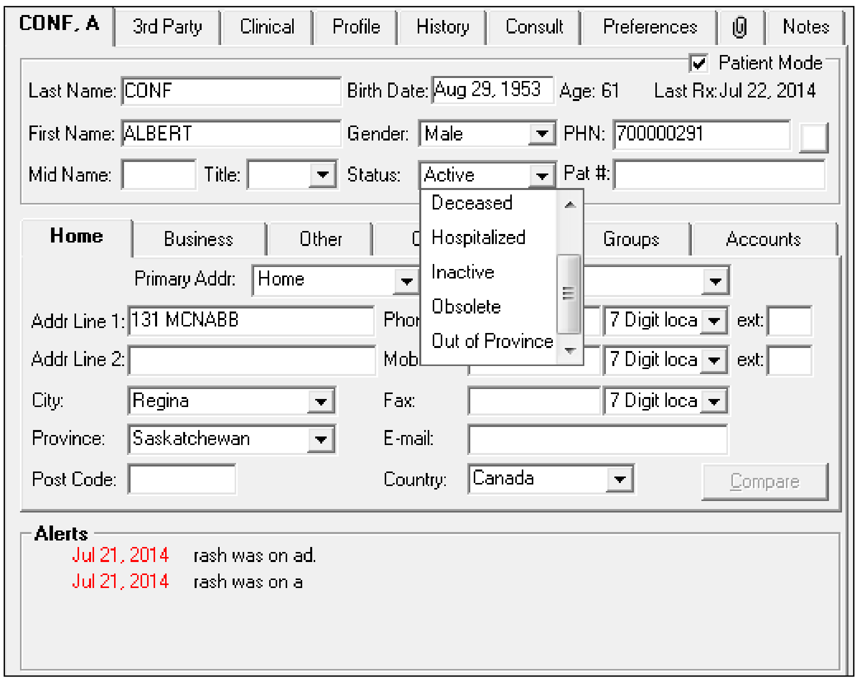
To accommodate the collection of this information, the Main tab of the Patient Folder has been enhanced with a PHN field. It is imperative that you ensure this PHN is correct for every patient.

Prescriptions will be rejected by the DIS (PIP) if the patient does not have a PHN entered in this field. It is imperative that you have request to view each patient's PHN and enter it in the Patient Folder.



Patient Folder

To accommodate access to the DIS, as well as to ensure adequate display of the EHR information, ensure to make the necessary changes to the Patient Folder. The Patient Folder within PharmaClik Rx updates the stored DIS information. Since this information is viewed by other healthcare professionals, it is necessary to ensure that all information is accurate and up to date.



Patient PHN

It is imperative that a patient's PHN is correctly inputted, as prescriptions will be rejected by the DIS if the PHN on file is incorrect. If the PHN is missing or if a duplicate PHN exists for another patient, a warning message will display. When a warning message appears concerning the PHN, you must take immediate action to correct this patient information. To see which patients currently have a PHN on file, generate a **Patient List** report.

To enter a patient's PHN:

1. Search for and select the desired patient.
2. Select the **Patient** tab.
3. In the **PHN** field, enter the patient's PHN.
4. Select the **Save** button.

All dispenses in Saskatchewan, with the exception of patients with a status of 'Animal' or 'Out of Province', <u>must</u> go through the DIS.

Patient Status – Animal or Out of Province

If a patient has one of the following statuses, any prescriptions filled for that patient will not be transmitted to the DIS:

- Animal
- Out of Province

The patient status for a patient should never be changed to by-pass the DIS. All dispenses in Saskatchewan must be submitted to the DIS.

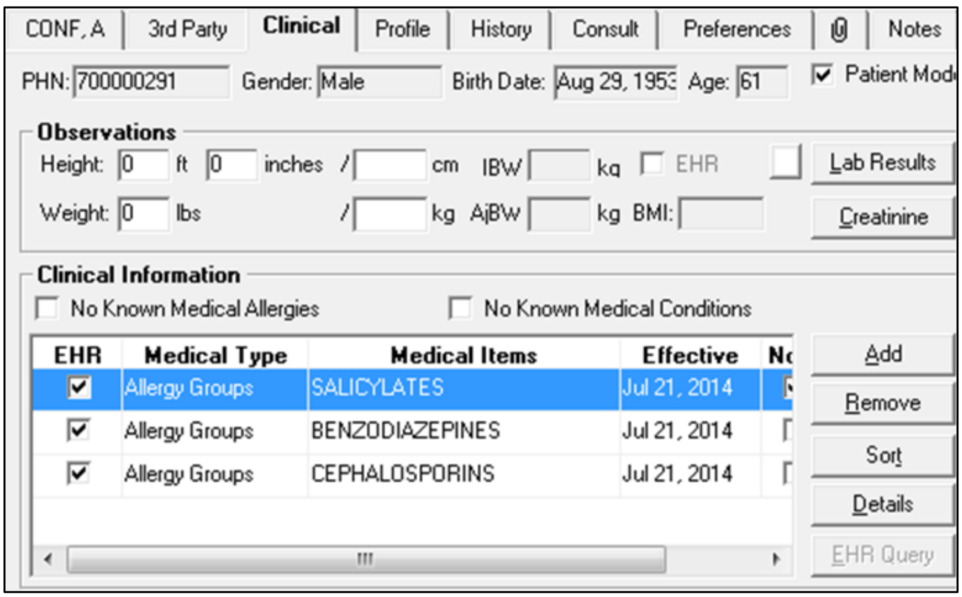
The following applies for patients with their statuses set to ‘Animal’, or ‘Out of Province’:

- The PHN is not required, as the prescription and patient information for these patient types are only maintained on PharmaClik Rx and not on the DIS.
- Information is not automatically transmitted to the DIS when a patient status is changed from ‘Animal’ or ‘Out of Province’. The change is only saved in PharmaClik Rx and is recorded in the History tab.
- If EHR buttons and functionality are not accessible, check to see if the patient’s status is set to ‘Animal’ or ‘Out of Province’.
- If you filled a prescription for a patient with an ‘Out of Province’ status, it will appear on the **Non-DIS Transactions** report, is automatically sent to PIP on the first day of every month. You may need to reverse the prescription if the patient does, in fact, reside in Saskatchewan. You will be notified by the Saskatchewan government if a reversal is necessary.

Patient Clinical Tab

The Clinical tab, of the Patient Folder, which contains allergy and medication information, will now permit the user to upload and/or download allergy and intolerance information to and from the patient's EHR. The drug allergy and drug intolerance must be added to the DIS. The window has been enhanced to include an EHR checkbox. For previously added allergies, the information will be updated both locally and on the DIS. For new entries, select the **EHR** checkbox to ensure the entry will be uploaded.

Certain conditions and custom entries will only be saved to the patient file locally as transmissions are only required for drug allergy and drug intolerances. For example, 'Medical Allergies', 'Observations', and 'Lab Results' will not be transmitted to the DIS.

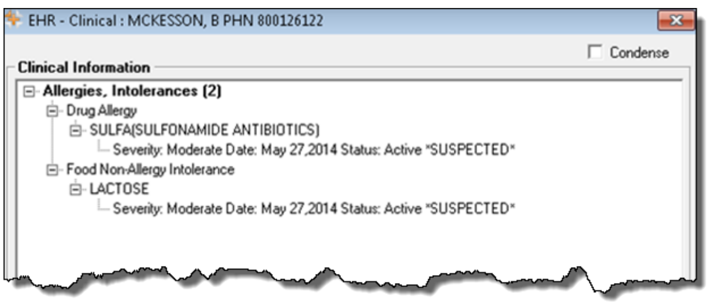


Viewing/Downloading Clinical Information from the EHR

To view the clinical information on a patient's EHR:

1. Search for and select the desired patient.
2. Select the **Clinical** tab.
3. In the 'Clinical Information' section, select the **EHR Query** button. The 'Patient EHR Access Reason' window appears.
4. Select your reason from the dropdown menu and select the **OK** button. The 'EHR - Clinical' window appears.

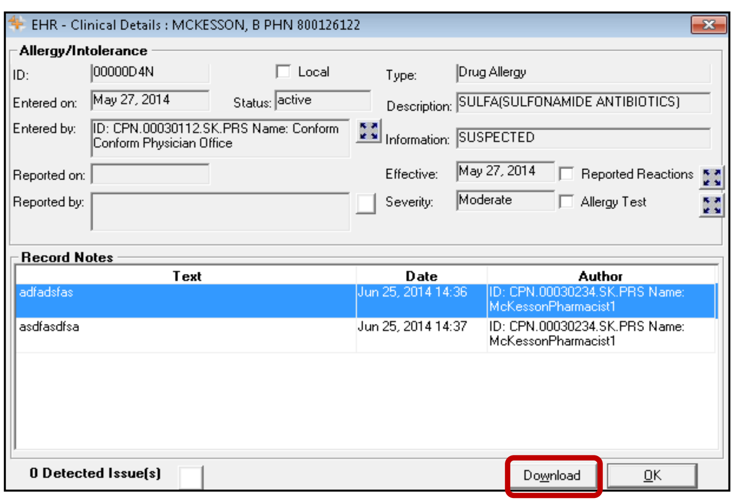
   NOTE: If a 'Detected Issues' window displays instead, follow the instructions presented on-screen.



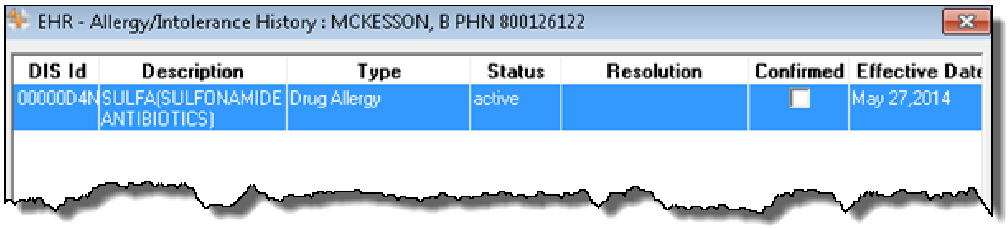
   The patient's Allergies/Intolerances information from the DIS is:

   - Grouped according to type.
   - Sorted by severity within each type.
   - Displayed newest to oldest.

5. Use the expand + icon to navigate to a summary row.
6. Highlight the row and select the **Detail** button. The 'EHR–Clinical Details' window displays.



7. Select the **Download** button to download this information from the DIS to PharmaClik Rx. The information is immediately transferred in to PharmaClik Rx.
8. Select the **OK** button. The ‘EHR Clinical window’ appears.
9. To view the transaction history for the highlighted row, select the **History** button. The ‘EHR–Allergy/Intolerance History’ window appears.



You are able to view the details of this transaction by scrolling across the window, including:

- Status
- Pharmacy that added the information to the patient’s EHR
- Effective Date
- Severity
- ID of person who entered the information
- Date information was entered and changed.

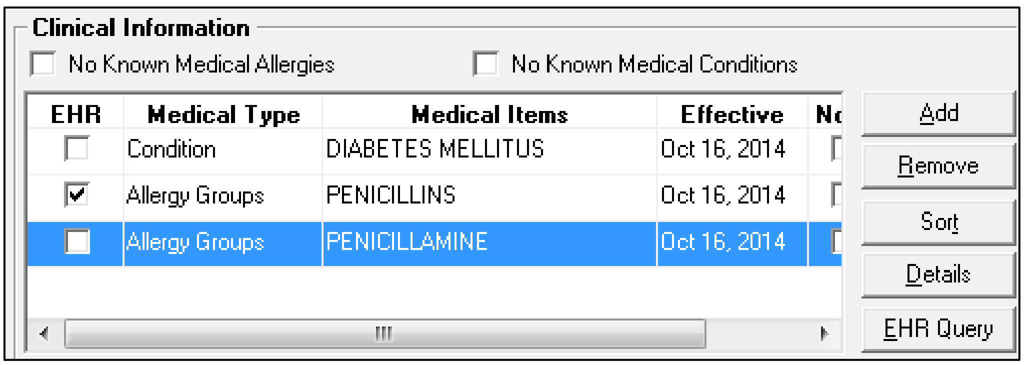
10. Select the **OK** button to close the window. The ‘EHR-Clinical’ window appears.
11. Select the **OK** button to close the ‘EHR–Clinical’ window.

Adding Existing Clinical Information to the EHR

When the DIS is activated for your pharmacy, you can update the DIS with local clinical information. It is important to do this as this information is now shared with all health professionals through the DIS.

To add existing clinical information to a patient's EHR:

1. Search for and select the desired patient.
2. Select the **Clinical** tab.
3. From the Clinical Information section, highlight the local record that has not yet been uploaded to the DIS.



4. Select the **Details** button. The 'Details' window appears.
5. Select the **EHR** checkbox.
6. Select the **OK** button.
7. Select the **Save** button.

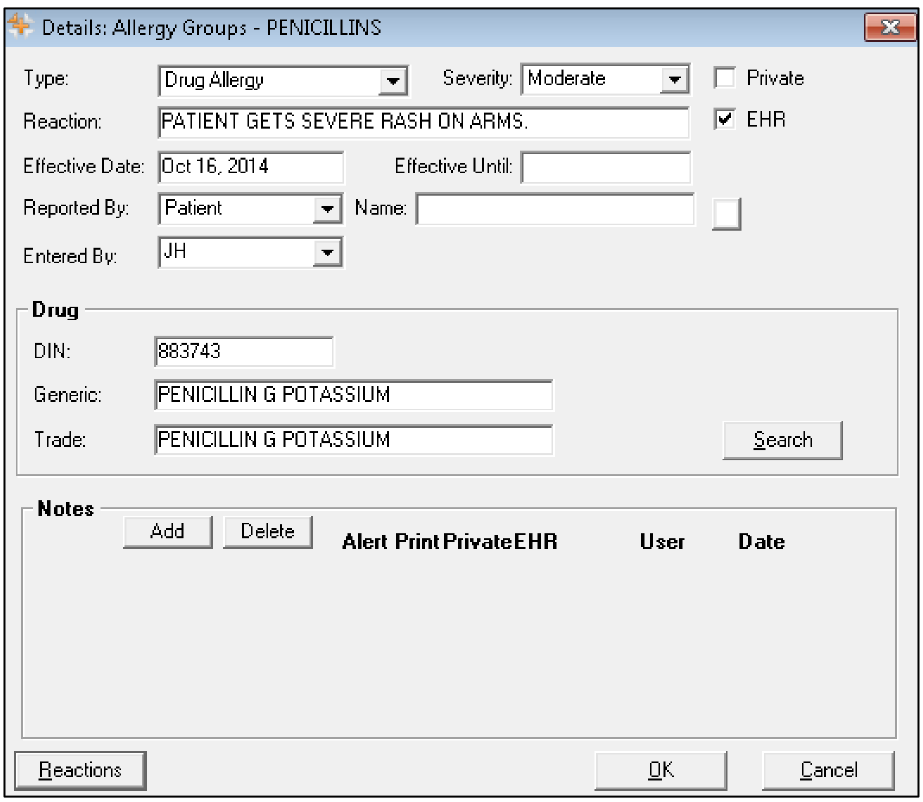
Once the DIS has been updated with his local information, the EHR checkbox column will be displayed with a checkmark.

Adding New Clinical Information to the EHR

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 clinical information added. If you do not want the information transmitted to the patient's EHR, you can deselect the EHR checkbox.

To add new clinical information to a patient's EHR:

1. Search for and select the desired patient.
2. Select the **Clinical** tab.
3. In the Clinical Information section, select the **Add** button. The 'Medical Condition Search' window opens.
4. Search for the condition you wish to add and select the **OK** button. The 'Details' window opens.



5. Enter in as many details as possible on the condition.
6. Ensure the **EHR** checkbox is selected.
7. Select the **OK** button.
8. Select the **Save** button.

Removing Clinical Information from the EHR

If clinical information for a patient has changed, you can remove any previously added information from the EHR.

To remove clinical information from a patient's EHR:

1. Search for and select the desired patient.
2. Select the **Clinical** tab.
3. In the Clinical Information section, highlight the condition you wish to remove.
4. Select the **Remove** button. A validation prompt will appear to confirm the removal.
5. Select the **Yes** button.
6. Select the **Save** button.

Patient Profile Tab

The 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 within your local database. It is mandatory to perform an evaluation of a patient by viewing the patient's EHR profile. While you have the ability to view a patient's EHR record, DIS will record your session in the patient's History tab. The EHR Profile will display:

- Clinical Information
- Combined Prescriptions
  - DIS only
  - DIS and PharmaClik Rx
  - PharmaClik Rx only

Viewing Prescriptions on a Patient's EHR

To view the prescriptions on a patient's EHR:

1. Search for and select the desired patient.
2. Select the **Profile** tab.
3. Select the **Rx** > **Profile** > **EHR – All**. The 'Patient EHR Access Reason' window displays.

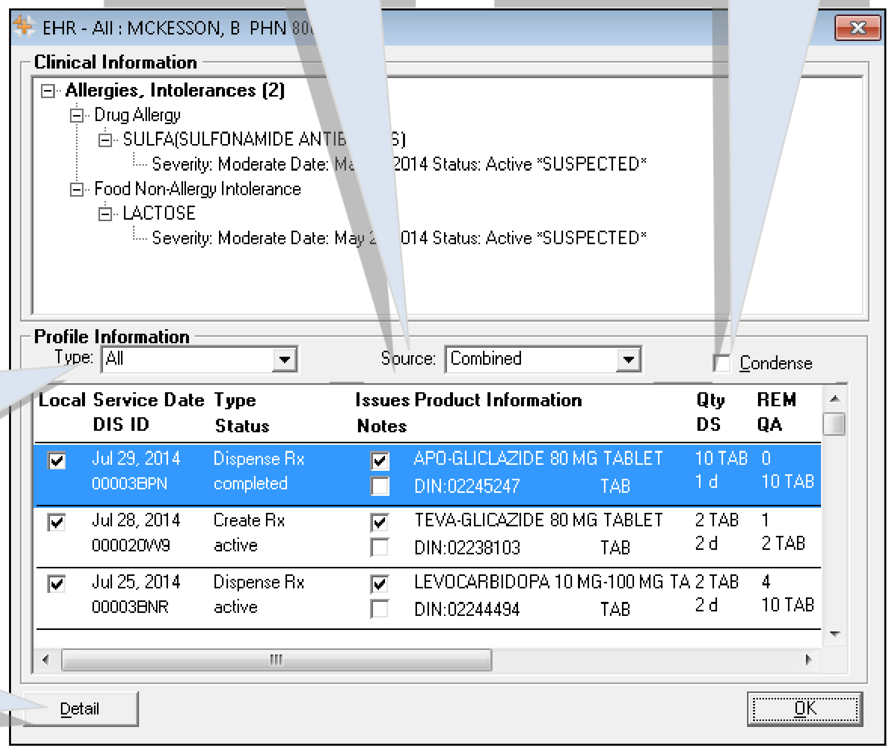
   NOTE: **EHR – RX** is not available for the province of Saskatchewan.

4. Select a reason from the dropdown menu and select the **OK** button. The patient's full EHR will appear.

The **EHR – All** will display all clinical information and local data prescription information that resides on the DIS.

Source
Allows you use filter prescriptions by: Local, DIS, or Combined.

Condense
Select the Condense checkbox to see less detailed information within the prescription rows.

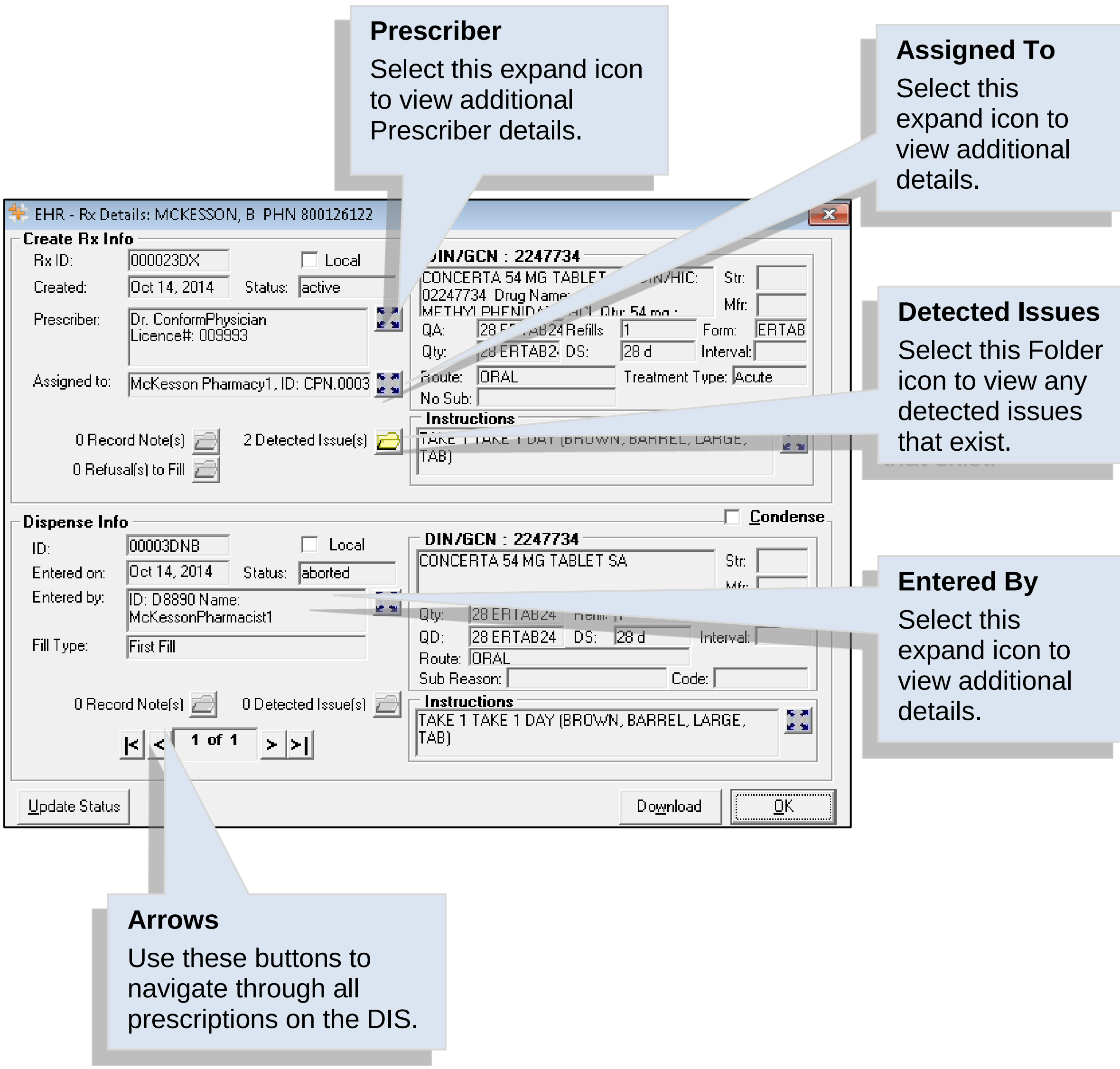


Type
Allows you use filter prescriptions by: All, Prescriptions, Device Prescriptions, and Other Medications.

Detail
Displays the details of any row that is highlighted.

Viewing Prescription Details on a Patient's EHR

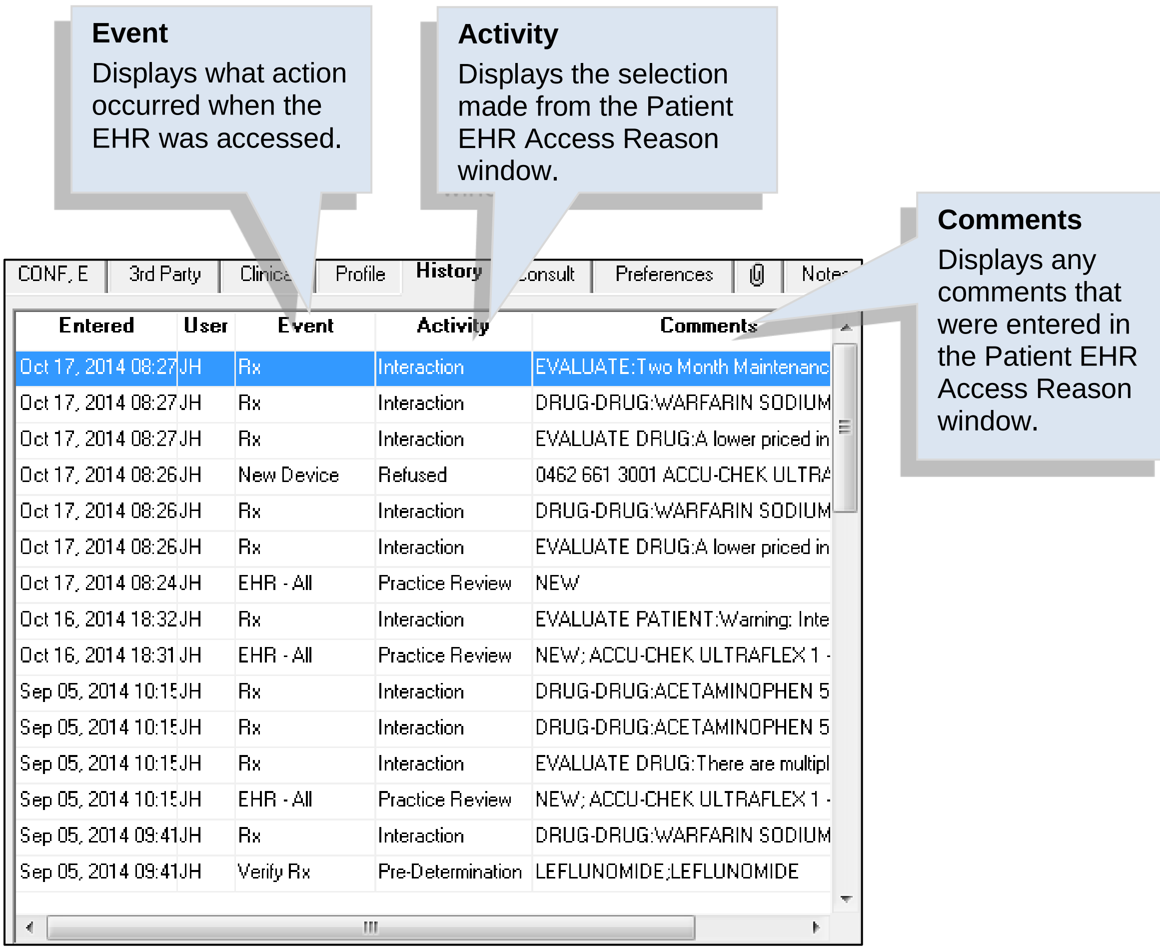
While in the 'EHR – All' window, you can highlight a specific prescription from the Profile Information section and select the **Detail** button. This will open and display the 'Create' and 'Dispense' information of this prescription that resides on the DIS.



The **Condense** checkbox will change the view of the 'Dispense Info' section. Previously you were able to see the status on the prescription with the Condense checkbox selected. Now you have to turn it off to see the status.

Patient History Tab

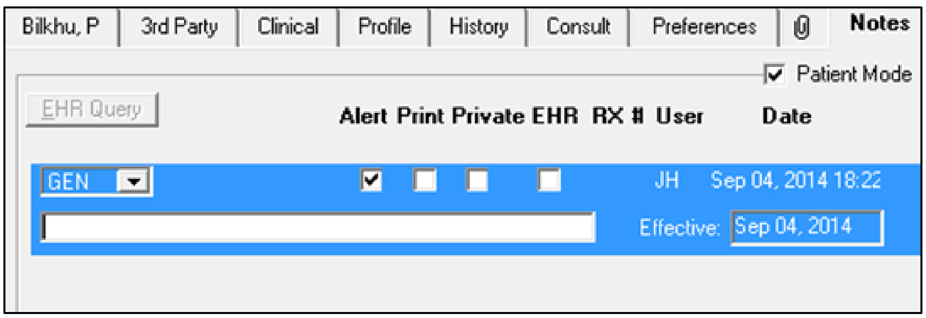
The Patient History tab will now record information that has been modified in relation to the patient's EHR. For example, when a user accesses the patient's EHR information, a line will be recorded in the History tab.



Patient Notes Tab

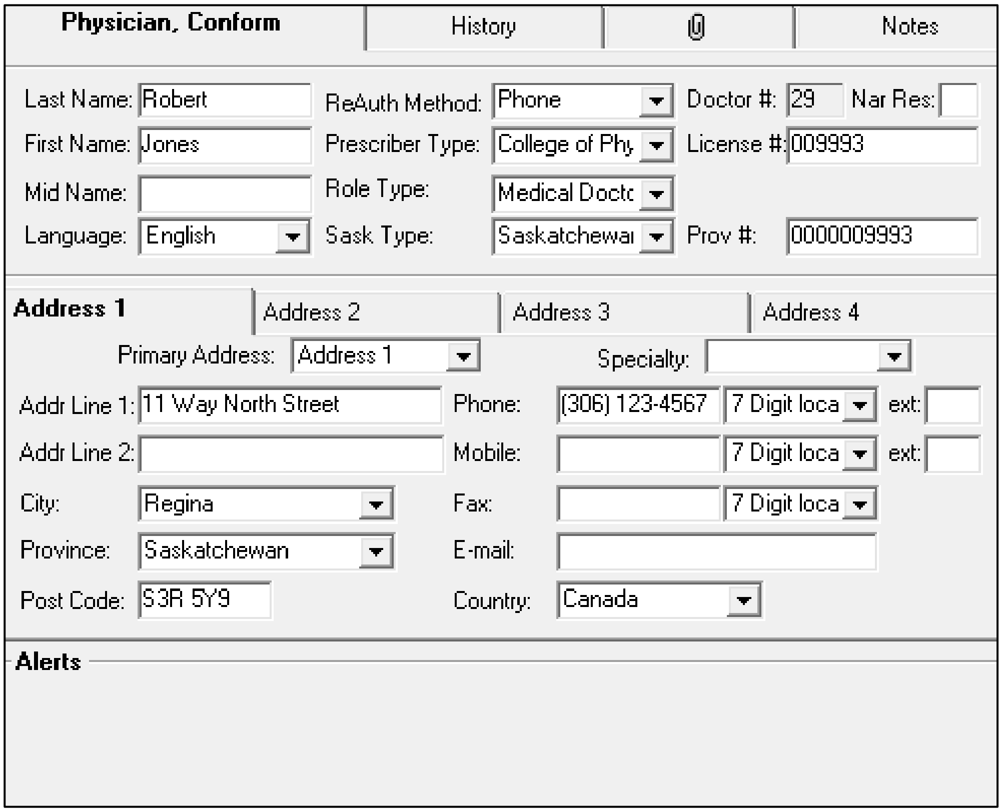
Patient notes that are added for Saskatchewan residents will not be transmitted to the DIS at this time. Additionally, the **EHR Query** button and **EHR** checkbox will not be accessible. These will be functional as new enhancements in a future release.

Users should review the Notes tab regularly to ensure it is kept up to date. With a future release, users will be required to transmit relevant patient related notes to the DIS.



Doctor Folder

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 healthcare professionals for eHealth.



Prescriber Type The ‘Doctor Type’ field has been renamed to ‘Prescriber Type’.

Role Type A new field labeled ‘Role Type’ has been added which will indicated the type of Health Professional that will be sending transactions to the DIS. The ‘Role Type’ and ‘License #’ will be sent to the DIS for this Health Professional.

Sask Type The ‘Sask Type’ and ‘Prov #’ fields were repositioned. The Sask Type and Prov # will be the values that will be sent to ADAPT for claim adjudication.

Role Types

Although all available professional role types are displayed in the Role Type field, not all types are available for selection for the province of Saskatchewan.

The following lists the acceptable Role Types for the province of Saskatchewan:

- Dentist
- Medical Doctor
- Optometrist
- Pharmacy
- Pharmacist
- Registered Midwife
- Registered Nurse
- Registered Nurse Practitioner

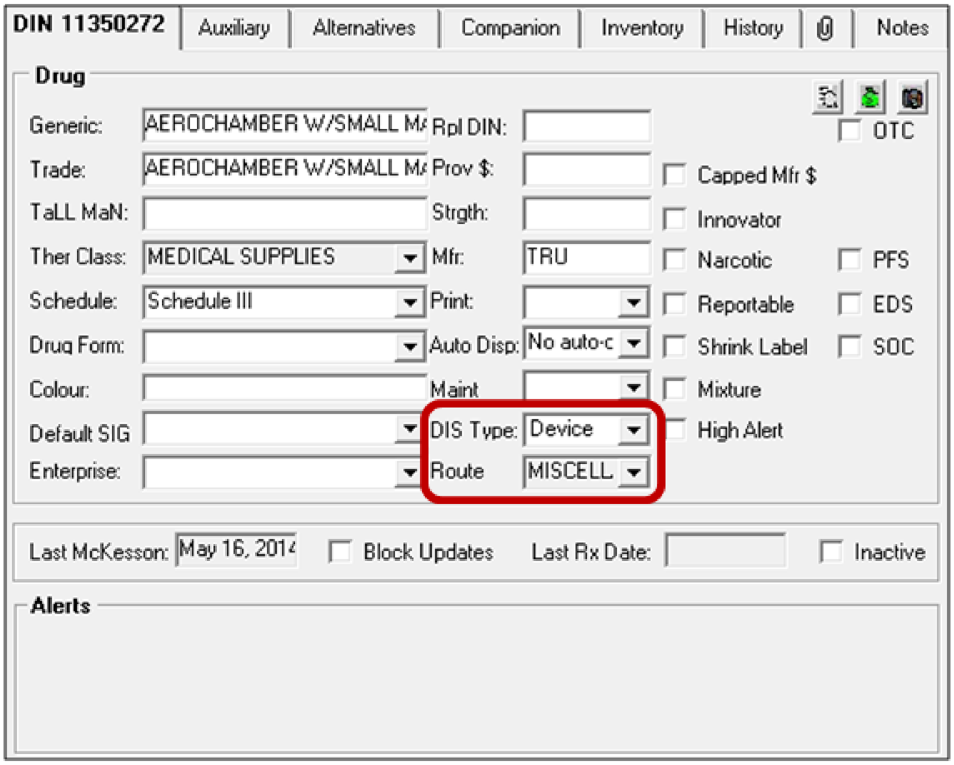
License Type

The following are the License Type codes that are available in the dropdown menu:

- Saskatchewan Medical Practitioner (Physicians, Optometrists, Dentists, Prescribing Nurses)
- Saskatchewan Pharmacist
- Saskatchewan Health Medical Service Number (Out of Province and 9998)

Drug Folder

There have been enhancements to the Drug Folder with the renaming of a field and the addition of new fields to accommodate the various drugs.



Main Tab

DIS Type

The **Device** checkbox has changed to the **DIS Type** dropdown menu. The Drug file can now be set to 'Rx', 'Device', and 'Non-DIS'. In the province of Saskatchewan any prescription with the **DIS Type** set to **Device** or **Non-DIS** will not be transmitted to the DIS, as they are not required to be added to a patient's EHR. Drug file items that are either a device, test strip, or have a DIN that is not recognized by the DIS must be recorded as a **Device** in the **DIS Type** field to ensure that they are not transmitted to the DIS.

There are no changes to the Third Party claim procedures.

Incorrectly Filling a Prescription as a Device

Any refills for prescriptions that are filled as a device must also be filled as a device. However, if a prescription has been filled incorrectly, you must correct the prescription.

To correct a prescription that was incorrectly filled as a device:

1. Identify the prescription.
2. Ensure the **DIS Type** is set correctly within the Drug Folder. Only users with **Drug File Maintenance** are able to change this.
3. **Correct** or **Refuse** the prescription. Ensure that, both locally and on the DIS, the prescriptions are marked as 'Aborted'.
4. Continue to fill the prescription correctly with the proper device indication in the **DIS Type** field.

When modifying the 'DIS Type' for prescription refills, the following occurs:

Changed From	Changed To	Sent to the DIS
Rx	Device or Non-DIS	The Prescription is created in PharmaClik Rx. The Prescription is not sent to the DIS.
Device or Non-DIS	Rx	The Corrected Prescription is sent to DIS. The Prescription is tracked in History tab.

PIP can generate a report to view all prescriptions that were dispensed and not sent to the DIS. Therefore, it is very important that you ensure the DIS Type is correct for those products that are not recognized by the DIS.

Route

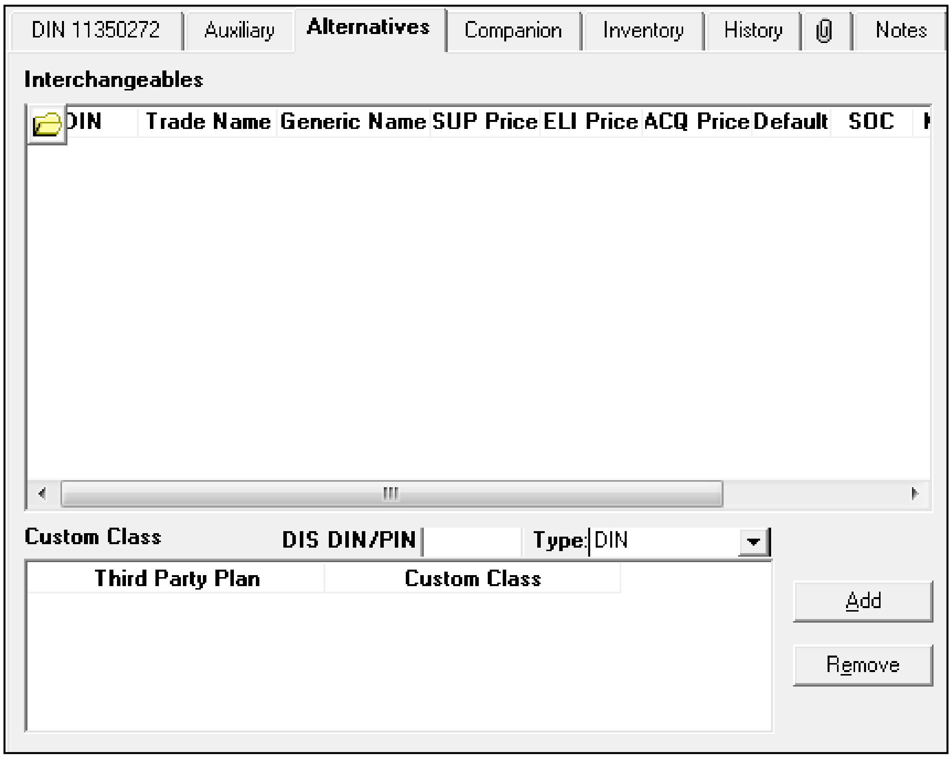
A new field, **Route**, has been added to the Drug Folder for all DIS enabled provinces. The field will be populated by PharmaClik Rx and will not be editable by the user, unless the drug file is a 'Free Form' or 'Mixture' drug.

The Route of Administration (**Route**) code is a mandatory field for all DIS enabled provinces when the **DIS Type** is set to **Rx**. The **Route** field is not required for **DIS Types** of **Device** and **Non-DIS**. Currently, the route is sent in Saskatchewan when the prescription is a mixture. This will, however, ensure the route is sent for both prescription drugs (by adding a Route field to the Drug Folder), as well as the existing route within the mixture.

Alternatives Tab

The Alternatives tab will now have two new fields:

- **DIS DIN/PIN**
- **Type**



The **DIS DIN/PIN** field will be used to identify the PIN # to be used for all ‘Create’, ‘Dispense’, and ‘Inferred’ prescriptions (or Record Supply Event - Ward Stock or Device) messages sent to the DIS.

Currently if an Alternative PIN is entered for the Third Party Plan of **Saskatchewan Drug Plan**, the PIN will be transmitted to the DIS for recording of the Inferred prescriptions. New functionality will be introduced to keep standard methods of practice for all DIS enabled provinces.

History Tab

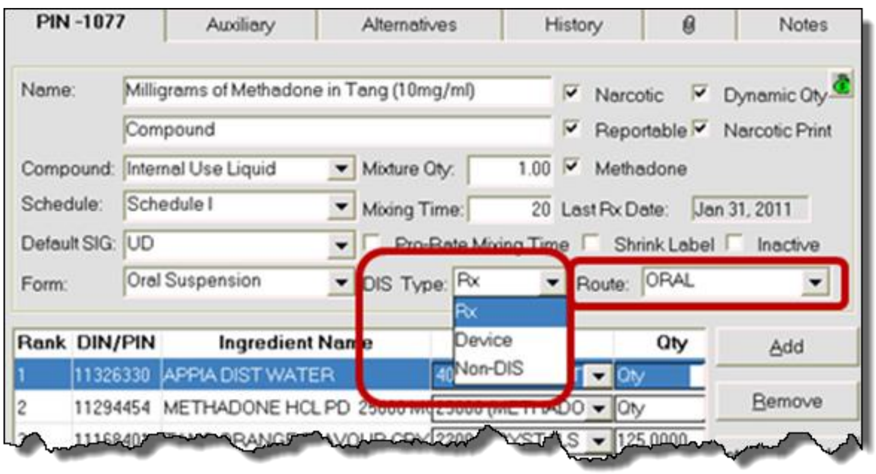
The History tab in the Drug Folder is now available for Saskatchewan stores. This tab will indicate when the **Device** checkbox has been enabled/disabled and by which user. All device drugs that are dispensed will be recorded on the **Non DIS Transactions** report as prescriptions that are not submitted to the DIS.

Mixtures Folder

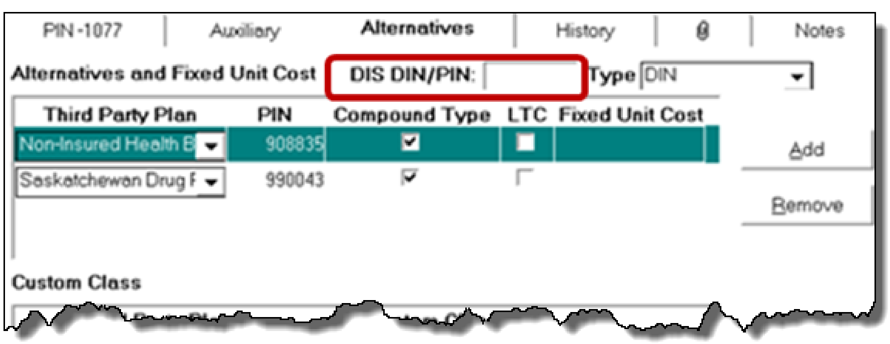
There are changes to the Mixture Folder for the handling of Device prescriptions. **DIS Type** dropdown has been added to the main Mixture Folder, right before the **Route**. The new mixtures that are flagged as a device will not be transmitted to the DIS, as they are not required to be added to a patient's EHR.

The History tab will only track changes related to the mixture **DIS Type** (formerly known as the **Device**.)

- The **Route** field is editable for mixtures.
- The **Route** field is mandatory if the **DIS Type** is **Rx**.
- The **Route** field is not mandatory if the **DIS Type** is **Device** or **Non-DIS.**



The DIS DIN/PIN can be found in the **Alternatives** tab of the Drug Folder, as shown below:



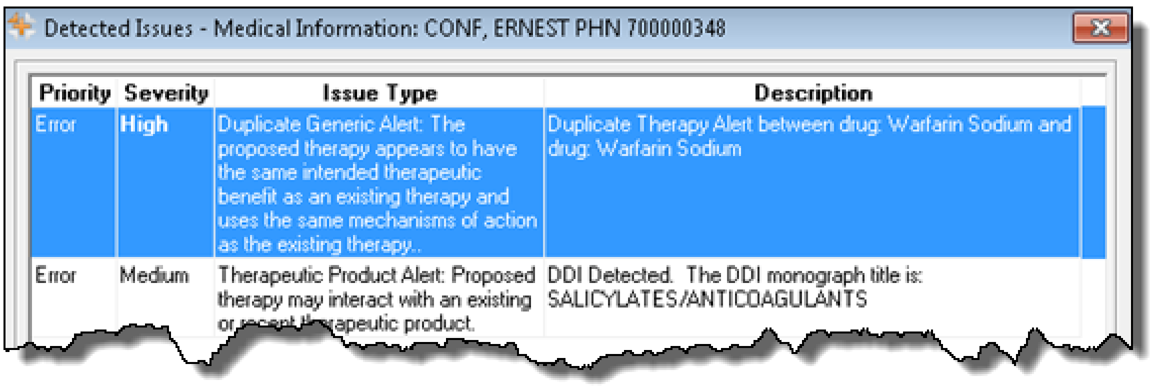
The Saskatchewan DIS does not require the **DIS DIN/PIN** field to be populated for mixtures.

Detected Issues

When 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**.

All interactions between the DIS and PharmaClik Rx have the potential to create a detected issue, including:

- When creating and dispensing prescriptions.
- When a patient’s EHR is masked and requires consent.
- When a medical or clinical issue exists, or when a conflict exists.



Viewing Detected Issues

If a detected issue is returned, 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 the Saskatchewan DIS and displayed by **Priority**, then by **Severity**.

When a Detected Issue window is opened it will display:

- Various Detected Issues.
- Adding Codes and Comments through Issue Management.
- Ability to add consent if necessary.

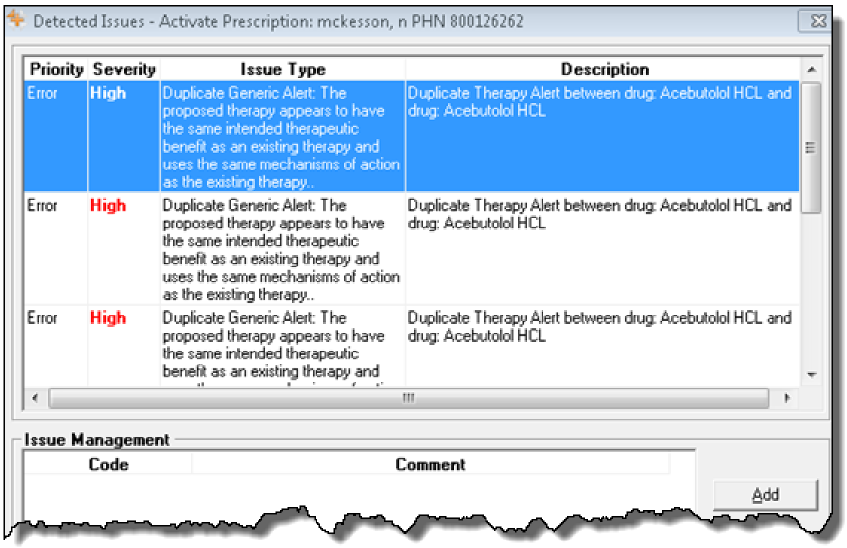
There are three types of issues that may be displayed in the **Priority** column:

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 closed, it may be viewed but cannot be modified. Every detected issue is sent to the user with **Issue Events**. These issue events will explain what caused the detected issue in the first place. Double-click on the ‘Detected Issue’ row to view the **Issue Events**.

Managing Detected Issues

A detected issue is a way for the DIS to inform PharmaClik Rx something with a prescription is wrong. Pharmacy staff will address 'Detected Issues' and deal with them using **Issue Management** to reduce any future issues. In Saskatchewan, DUR only occurs when the 'Create' transaction is performed. You will not be presented with DUR interactions on a refill of a prescription. However, you can at any time view the detected issues generated at the time the prescription was created. As a result, this may lead the pharmacist to contact the physician, change the prescription, or even refuse to fill the prescription.



To manage a Detected Issue from the 'Detected Issues' window:

1. To view the details of a 'Detected Issue', double-click on the row. The 'Detected Issue Events' window will appear.
    - The Issues Events will display the events in which caused the Detected Issues (Prescription, Allergies, etc.).
    - The Issue Events will also display any previous Issue Management that were recorded.
2. Select the **OK** button to return to the 'Detected Issues' window.

   NOTE: When a 'Detected Issue' window appears and only displays the detected issues without an 'Issue Management' section, then the detected issues was only for informational purposes.   Usually this is a result of **Query**, **Predetermination**, or **Contraindications**.
3. In the 'Issue Management' section, select the **Add** button to enter an Issue Management **Code** and **Comments**.
4. It is mandatory to enter a code. Comments are optional. Use your professional judgment to select an appropriate Issue Management **Code** from the dropdown list.

5. Select the **OK** button to continue with the workflow.

Prescriptions & Rx Detail

Filling Prescriptions Workflow

In the EHR, prescriptions will now have a new workflow. The prescription must be captured on the patient's EHR before it can be submitted online to third party payers for adjudication. The DIS EHR will capture all prescriptions, including cash prescriptions. Only prescriptions dispensed for **Devices**, 'Animal' or 'Out of Province' residents will not be captured by the DIS. While the prescription **Rx Detail** window will follow the same dispensing rules, a new EHR tab has been added to the **Rx Detail** window that will reflect the three new sections of an EHR transaction.

The following are the three sections of an **EHR** transaction:

Create:	The 'Create' transaction contains the *Activate Prescription Request* message. This message is necessary to perform the **Add Prescription** to a patient's EHR on the DIS. This message allows a prescriber to request the creation of a new prescription on a patient's EHR. Pharmacies may submit create requests for those prescriptions not entered into the DIS system by the physician and that are not going to be dispensed immediately (Logged/Hold). To place a prescription on 'Hold' (Log a prescription) the user will use the current PharmaClik Rx functionality of pressing the HOLD Action button from the Rx Detail Window. PharmaClik Rx will transmit the necessary 'Create' message to the DIS. DUR will be performed.

NOTE: Ideally the physician would have created the prescription on the patient's EHR within their own EMR system and as a pharmacist you will simply download the prescription into your dispensing system.

Dispense:	The 'Dispense' transaction contains the *Record Dispense Processing Request* message. This message is used to indicate that the prescription has been dispensed. All refills will be referred to as dispenses and use this same message. The Rx ID obtained from the 'Create' message can have one, many, or no dispenses against it. DUR is also performed when the prescription is dispensed.

NOTE: For any new paper prescriptions, PharmaClik Rx will send an inferred *Create New Prescription* Request and the *Fill Drug Prescription Activate* (or Dispense) message to in order to complete the transaction and record the prescription on the patient's EHR.

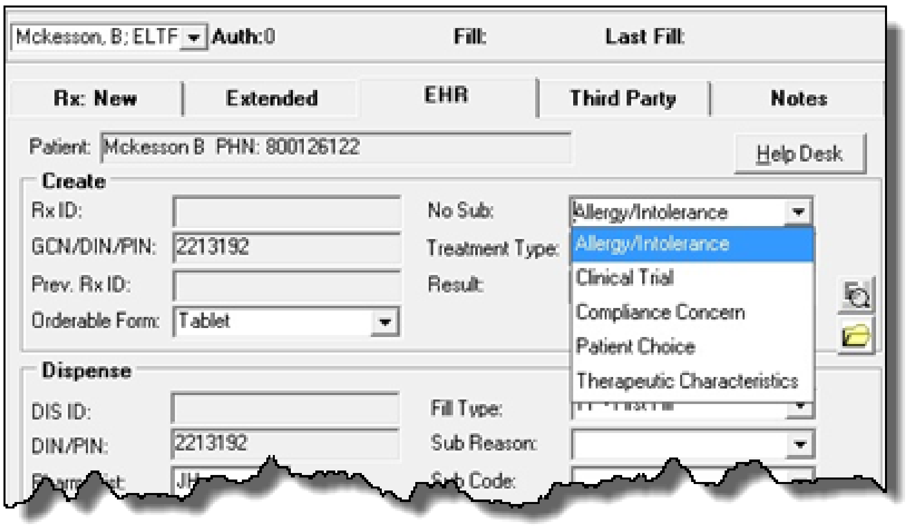
Pickup:	The 'Pickup' transaction contains the *Record Dispense Pickup Request* message. This message is used to indicate that the dispensed prescription has been given to the patient, and completes the prescription process. DUR can occur, but it is not necessary for the pharmacy to deal with the 'Detected Issues' that occur with the pickup. The prescription on the patient's EHR will remain pending until it is flagged as 'Picked Up'.

Filling a No-Substitute Prescription

When a prescriber or patient indicates a no drug substitution preference, you must indicate this preference so the third parties that adjudicate the claim are aware.

To fill a no substitute prescription:

1. Enter prescription details for a new prescription, as per your normal filling process.
2. Select the **EHR** tab.
3. Select the reason why the prescription is a no-substitute Rx from the **No Sub** dropdown list.



4. Once all the details have been entered, select the **Hold** button.
5. Navigate to the Workbench and highlight the Rx from the Completed tab.
6. Select the **Refill** button. The 'Refill' window appears.
7. Enter the Rx # in the **Rx** field.
8. Select the **Process** button. The Rx opens in RX Detail.
9. Select the **Fill** button.

Rendered & Structured Dose

In Saskatchewan, the **Route of Administration** and **Dosage Administration Instructions** is required to be transmitted within the *Create Prescription* and *Dispense Prescription* requests. The **Rx Detail** window will be modified to accommodate the dosage administration instructions.

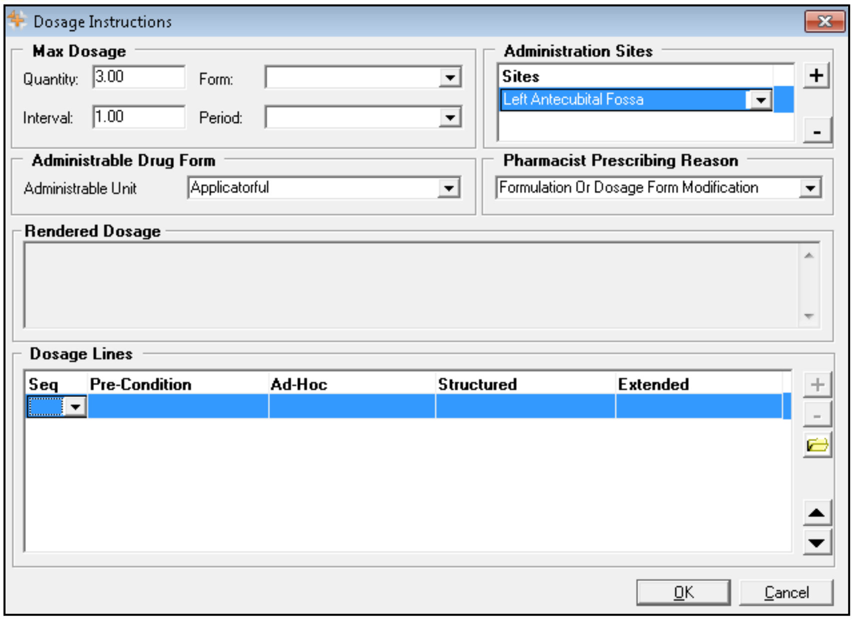
Within the *Create Prescription* and *Dispense Prescription* messages, the structured dosage line is translated into the **Rendered Dosage Instruction**. This means that if the structured dosage line contains codified values, that the rendered dosage line would contain the instructions in a readable and meaningful format.

Dosage Instructions

Saskatchewan, and other DIS enabled stores and provinces, require complex administration instructions to be transmitted within the *Create Prescription* and *Dispense Prescription* messages. A magnifying glass has been added next to the **SIG** dropdown list where the dosage information can be viewed.

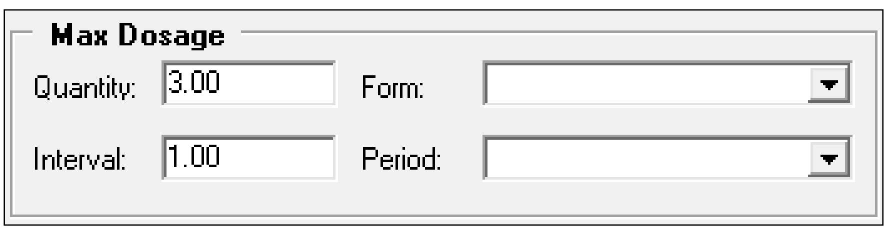
The **Dosage Instruction** window is divided into five sections:

- Max Dosage
- Administrable Drug Form
- Administration Sites
- Pharmacist Prescribing Reason
- Dosage Lines



Max Dosage

The **Max Dosage** is used to communicate a quantity of a drug over a period of time. These fields are not mandatory and can be left blank. However, if a user wishes to provide a **Max Dosage**, then all of the fields must be populated.



Once the prescription has been recorded on the DIS, the **Max Dosage** cannot be changed with AMEND, AMEND LTC, or AMEND NEXT actions. To modify the **Max Dosage** on the current prescription, the prescription must be rebilled or refused. The value will be copied forward with a reauthorization and refill.

Administrable Drug Form

The Administrable Drug Form identifies how the drug is measured for administration. The **Administrable Unit** is not a mandatory field and can be blank.

Once the prescription has been recorded on the DIS, the **Administrable Drug Form** cannot be changed with AMEND, AMEND LTC, or AMEND NEXT actions. To modify the **Administrable Drug**

Form on the current hold prescription, the prescription must be rebilled or refused. The value will be copied forward with a reauthorization and refill.

Administration Sites

The **Administrable Drug Form** identifies how the drug is measured for administration. The **Administrable Unit** is not a mandatory field and can be blank.

Once the prescription has been recorded on the DIS, the **Administration Sites** cannot be changed with AMEND, AMEND LTC, or AMEND NEXT actions. To modify the **Administration Sites** on the current prescription, the prescription must be rebilled or refused. The value will be copied forward with a reauthorization and refill.

Pharmacist Prescribing Reason

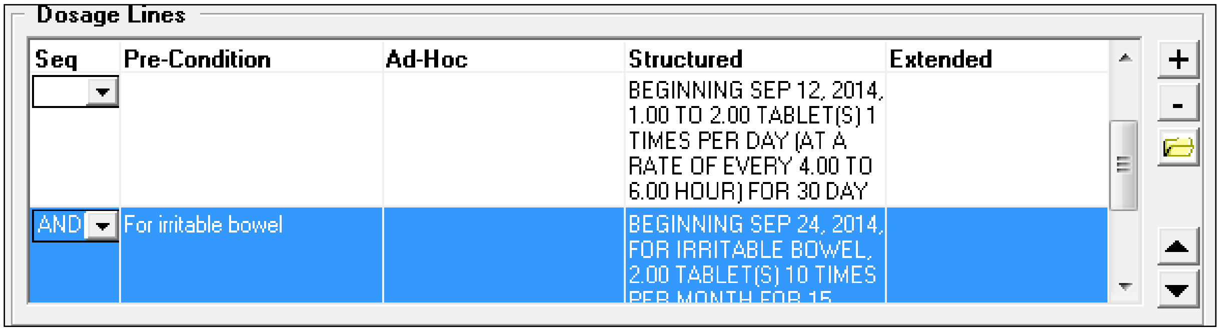
The **Pharmacist Prescribing Reason** is mandatory when the prescriber is the Pharmacist. This is a predefined list from the Saskatchewan College of Pharmacists. When downloading a pharmacist prescribed prescription off the DIS, PharmaClik Rx will prompt the user to enter the pharmacist prescribed reason even though the prescription was not originally a pharmacist prescribed prescription at your store. This is to ensure you are keeping proper record keeping. On the downloaded pharmacist prescribed prescription, the reason will be in the **SIG** field.

Dosage Lines

The **Dosage Lines** indicate the details for dosage administration and is used to convey two pieces of information:

- The overall time period when something occurred (or is to occur)
- How often it did (or should it) occur within that time period.

These are especially helpful when communicating tapering doses. (i.e. Prednisone) At least one row must exist within the **Dosage Lines** table.



\+ Allows you to enter multiple dosage lines

\- Allows you to remove a dosage line

Allows you to open and modify an existing structured dosage line.

NOTE: You cannot modify the original structured dosage line until another dosage line has been added.

Allows you to move the dosage lines up or down if they are entered out of sequence.

Five columns will exist in this table: Seq, Pre-Condition, Ad-Hoc, Structured and Extended.

Seq

- This column indicates the order (or sequence) in which the dosage lines should be performed. The **Seq** column will contain a dropdown which will contains values of blank or 'AND' to indicate whether the dosage lines should occur sequentially or in parallel. If the row is left blank then the structured dose will be sequential. If 'AND' is selected then the dosage lines will be parallel. See the example above.

Pre-Condition

- The **Pre-Condition** indicates conditions that must be satisfied for the dosage instruction. Within the group, add a **PRN** checkbox that will permit the user to flag the pre-condition as PRN. This field is not mandatory.
- Once the prescription has been recorded on the DIS, the **Pre-Condition** cannot be changed with AMEND, AMEND LTC, or AMEND NEXT actions. To modify the **Pre-Condition** on the current prescription, the prescription must be rebilled or refused. The value will be copied forward with a reauthorization and refill.

Ad-Hoc

- The **Ad-Hoc Dosage Instructions** is a free-form description of how the dispense medication is to be administered to the patient.

Structured

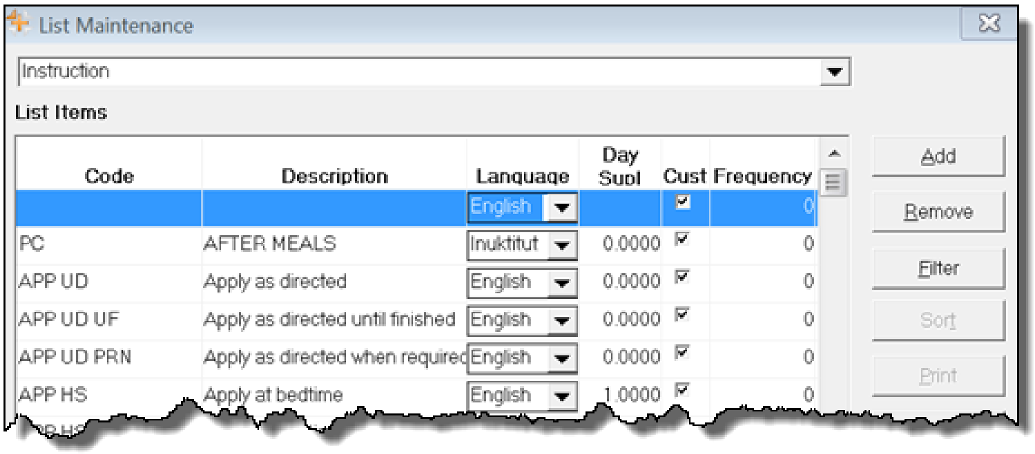
- A structure describing the frequency (how often the drug is to be administered), and offset (elapse time between administrations) represented by one line of the dosage administration instruction. Includes the overall time-period of the dosage instruction applies.

Extended

- The **Extended Instruction** is a free-form description of extended instructions regarding the administration of the drug.
- **IMPORTANT:** When a prescription SIG is input or selected from the **SIG** dropdown list, PharmaClik Rx will automatically create a default dosage line. The instruction must be entered in the **Instruction List** with the days supply factor for this to occur. If this is not indicated or defined, Ad-Hoc Dosage Instructions will be sent instead. For more information on how to do this, see Adding Instructions to the Instruction List.

Adding Instructions to the Instruction List

1. Select **More** > **List Maint.**
2. From the dropdown menu, select or enter in **Instruction**.
3. Select the **Add** button. A new row appears.



4. In the **Code** field, enter the complete instruction using SIG codes.
5. In the **Description** field, enter the translated instructions for use. Use the same language you select in the **Language** field.
6. In the **Language** field, select the language for the instruction.
7. In the **Days Supl Factor** field, enter a value that will be used to calculate the days supply for prescriptions using this instruction.
8. Select the **OK** button.

The days supply is calculated based on the quantity dispensed in the prescription and the days supply factor.

For example, for the instructions "Take 1 capsule daily" you would:

- Enter a **Days Supply Factor** of 1.
- If the quantity dispensed is 30, the **Days Supply** is 30.

For example, for the instructions "Take 1 capsule four times daily" you would:

- Enter a **Days Supply Factor** of 4.
- If the quantity dispensed is 40, the **Days Supply** is 10.

NOTE: When you open a prescription in Rx Detail, you can manually change the days supply.

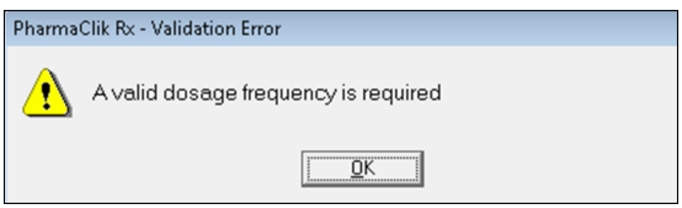
Prompting for a Structured Dosage

When the **Fill** button is selected, background validation must occur to determine whether a valid dosage frequency exists. Although it is not mandatory, it is best practice to always enter a structured dosage line. To encourage a structured dosage, you will now be prompted if a valid dosage frequency does not exist when you fill a prescription.

One of the following two instances will occur when the **Fill** button is selected:

1. If a valid dosage frequency **does** exist, PharmaClik Rx will continue with Rx evaluation as per existing functionality.
2. If a valid dosage frequency **does not** exist:
    a. And **all** of the following conditions are true, PharmaClik Rx will create a default structured dosage line:
        i. The drug ‘Form’ is a Tablet, Capsule, or Caplet.
        ii. The calculated frequency value is greater than or equal to 1.
        iii. The calculated frequency value is an integer (whole number).
    b. And **any** of the following conditions are true, PharmaClik Rx will prompt the user:
        i. The drug form is blank.
        ii. The drug form is not a Tablet, Capsule, or Caplet.
        iii. The calculated frequency is less than 1.

If prompted, as shown below, select the **OK** button. The ‘Dosage Line’ window will appear.



For a default Structured Dosage Line:

- The **Pre-Condition** will be empty by default. You can enter any relevant pre-conditions for the prescription in this field.
- The **Structured** radio button will be selected.
- The **Beginning** field will be the prescription creation date.
- The first **Frequency** field will be the calculated frequency value.
- The second **Frequency** field will be defaulted to **DAY**.
- The first **For** field will be populated with the **Prescription.DaysSupply** value.
- The second **For** field will be defaulted to **DAY**.
- The **Single Dosage** group will be editable with range values pre-populated from 1 to 1.
- The **Extended Instructions** field will be populated with any text found within the **Prescription.AddInstructionText** value.

NOTE: If you have the **Structured** radio button selected and you select **OK** in the **Dosage Line** dialog box while you are missing values, a validation error will display.

For an Ad-Hoc Dosage Line:

- The **Structured** radio button is selected by default; however you may select the **Ad-Hoc** radio button if you wish. If the **Ad-Hoc** radio button is selected, you can bypass all remaining fields and select **OK** at the bottom of the screen.

NOTE: If you exit the dialog box (either by selecting **Cancel**, pressing the **X** in the top-corner, **Esc**, or **Alt** + **F4**) then an Ad-hoc dosage will be sent.

Additional Notes:

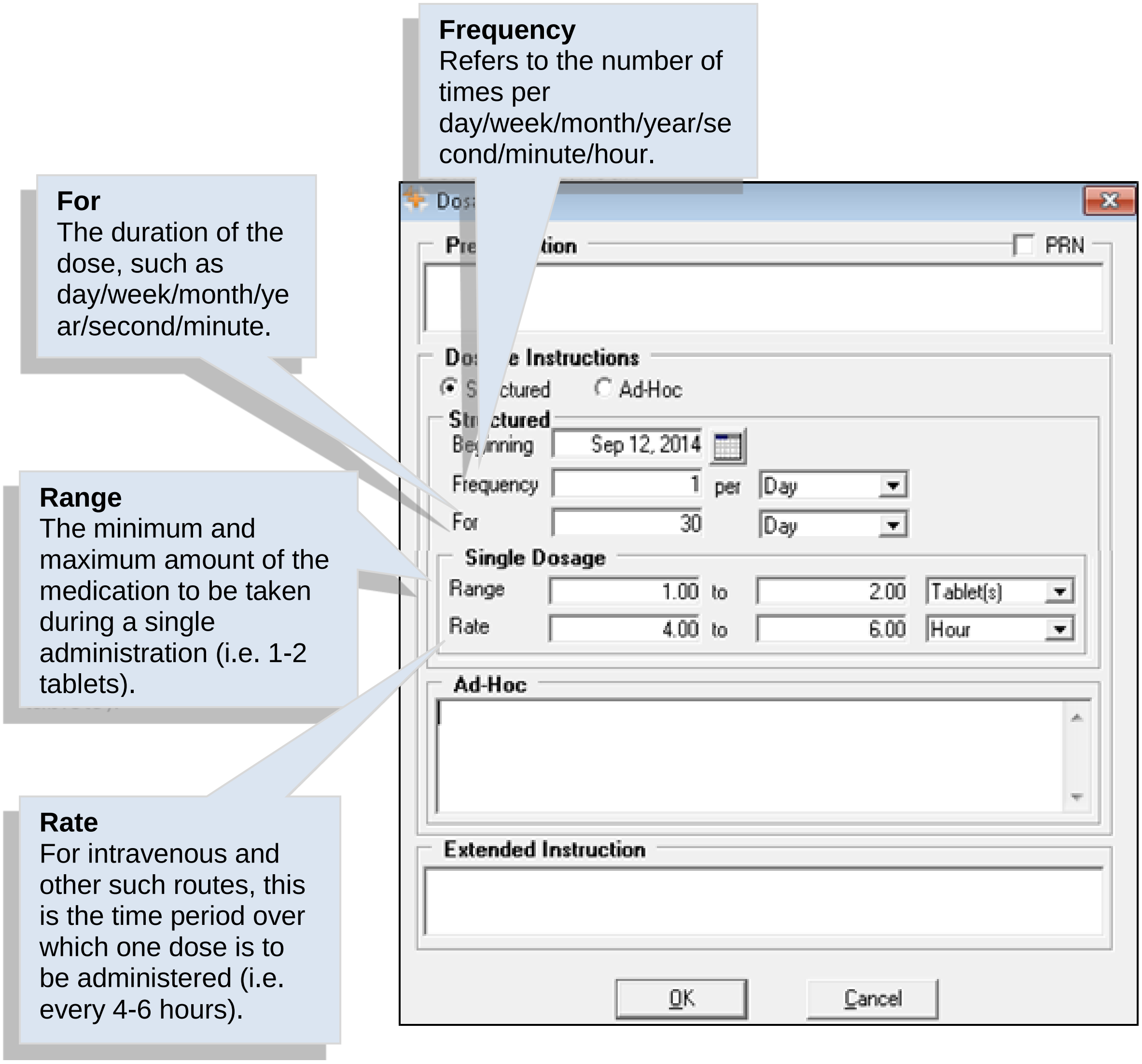
- You can only pre-populate the **calculated frequency value** or prompt for prescriptions with a NEW or HOLD prescription status.
- PharmaClik Rx always retains all information on Refills and ReAuth prescriptions, including those filled in a batch; therefore, once a prescription has been recorded on the DIS, the **Dosage Lines** cannot be changed with AMEND, AMEND LTC, or AMEND NEXT actions.
- The '**+**', '**-**', '**^**', '**v**' buttons will be read-only and disabled. To modify the **Dosage Lines** on the current prescription, the prescription must be rebilled or refused. All values will be copied forward with a reauthorization and refill (with the exception of the **Beginning date**).

Entering Multiple Structured Dose Lines (Tapering Dose)

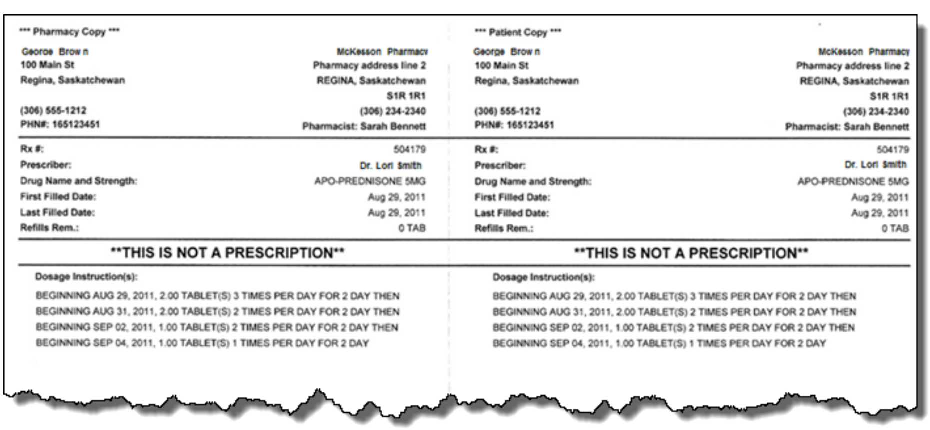
1. In the **SIG** field, enter you SIG as usual.
2. Select the magnifying glass next to the SIG.

3. Select the + symbol.
4. In the **Beginning** field, enter the date the prescription dose is to start.
5. In the **Frequency** field, enter how many times per day the drug should be taken.
6. In the **For** field, enter how many day the drug should be taken.
7. In the **Range** field, enter the single dosage range and from the dropdown list next to it select the form (i.e. 1-2 tablets).
8. In the **Rate** field, enter how often the drug should be taken (i.e. every 4-6 hours). This is an optional field.
9. In the **Extended Instruction** field, enter the extended SIG. This is an optional field.
10. Select the **OK** button.

NOTE: When multiple dosage lines have been entered, the vial copy will read "See Dosage Instructions".



PharmaClik Rx will automatically generate a separate form with all of the additional instructions, similar to when additional instructions are used. An example of the form is shown below:



*** Pharmacy Copy ***

George Brown
100 Main St
Regina, Saskatchewan
(306) 555-1212
PHN#: 165123451

McKesson Pharmacy
Pharmacy address line 2
REGINA, Saskatchewan
S1R 1R1
(306) 234-2340
Pharmacist: Sarah Bennett

Rx #:	504179
Prescriber:	Dr. Lori Smith
Drug Name and Strength:	APO-PREDNISONE 5MG
First Filled Date:	Aug 29, 2011
Last Filled Date:	Aug 29, 2011
Refills Rem.:	0 TAB

THIS IS NOT A PRESCRIPTION

Dosage Instruction(s):

BEGINNING AUG 29, 2011, 2.00 TABLET(S) 3 TIMES PER DAY FOR 2 DAY THEN
BEGINNING AUG 31, 2011, 2.00 TABLET(S) 2 TIMES PER DAY FOR 2 DAY THEN
BEGINNING SEP 02, 2011, 1.00 TABLET(S) 2 TIMES PER DAY FOR 2 DAY THEN
BEGINNING SEP 04, 2011, 1.00 TABLET(S) 1 TIMES PER DAY FOR 2 DAY

*** Patient Copy ***

George Brown
100 Main St
Regina, Saskatchewan
(306) 555-1212
PHN#: 165123451

McKesson Pharmacy
Pharmacy address line 2
REGINA, Saskatchewan
S1R 1R1
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Pharmacist: Sarah Bennett

Rx #:	504179
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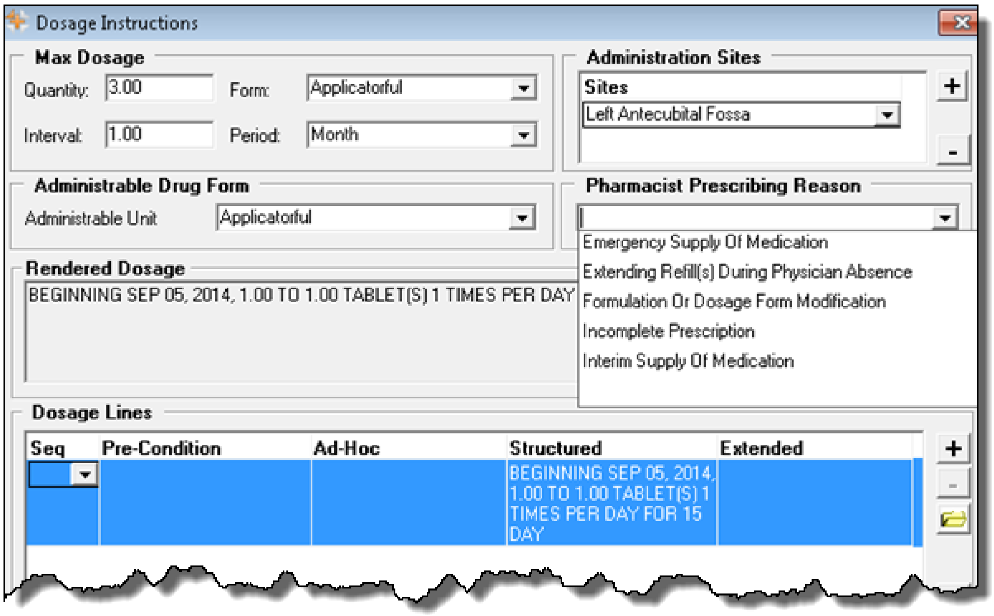
BEGINNING SEP 02, 2011, 1.00 TABLET(S) 2 TIMES PER DAY FOR 2 DAY THEN
BEGINNING SEP 04, 2011, 1.00 TABLET(S) 1 TIMES PER DAY FOR 2 DAY

Pharmacist Prescribing

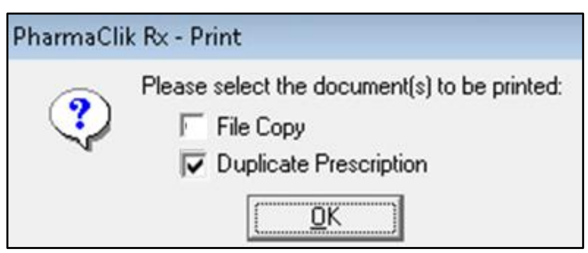
When the pharmacist is a prescriber for a prescription, PharmaClik Rx will require the user to enter a reason. If a reason is not entered, a validation prompt will appear notifying you of this requirement. Upon selecting the **OK** button for this validation, the ‘Dosage Instructions’ window will appear.



You cannot modify the original structured dose.

Once the prescription has been dispensed, PharmaClik Rx will generate a duplicate prescription copy automatically. If you need to generate a duplicate prescription copy manually follow the steps below.

Generating a Prescription Copy



1. Highlight the pharmacist prescribed prescription.
2. Select the **Rx** > **Print** button.
3. Select the **Duplicate Prescription** checkbox.
4. Select the **OK** button.

Here is a sample of how the printed form will appear:

Patient:
II Conf
PHN: 700000097
1 Conformance Patient Blvd
Regina, Saskatchewan, S1P 1P1
(306) 999-9999
Date of Birth: Jul 02, 1982

Prescriber:
Conform Pharmacist
LIC: D9984
1 Conformance Ave
Regina, Saskatchewan, S1S 1S1
(306) 999-9999

Recorded at:

Printed on: Sep 20, 2011

Rx Order ID:	00002F02	Written Date:	Sep 20, 2011
Local Rx Number:	400068	Effective Date:	Sep 20, 2011

Pharmacist Prescribed Reason: Medication For Minor Ailment

HYDROCORTISONE ACETATE HYDERM 1% CR
APPLY TWICE DAILY AS DIRECTED

BEGINNING SEP 20, 2011, 1.00 TO 1.00 GRAM 2 TIMES PER DAY FOR 10 DAY

Total Authorized Qty: 15 Gram
Total Authorized Refills: 0
ROA: TOPICAL
Days Supply: 10

Prescriber Signature

DUPLICATE PRESCRIPTION
Non-Authoritative - For Information Purposes Only

Page 1 of 1

Pharmacist Reimbursement Prescribing Fee

The Pharmacists Association of Saskatchewan (PAS) and the Drug Plan and Extended Benefits Branch (DPEBB) have agreed to a **Patient Assessment Fee of $18.00** where an assessment results in a pharmacist prescribing an eligible prescription medication according to the SDIS guidelines. For more information about the guidelines, refer to the **medSASK** website: http://medsask.usask.ca/

The following must apply before the payment for Patient Assessment Fee (PAF) will be made:

- The prescription medication must be listed in the guidelines for Minor Ailment Prescribing.
- The prescription (or the drug claim of the medication prescribed for a minor ailment) must be submitted first.
- The **PAF** must be submitted on the same day as the drug claim.
- The prescriber in the **PAF** must match the prescriber being submitted for the drug claim.

In order to be reimbursed for the pharmacist prescribing fee:

1. **Submit a Claim for the Pharmacist Prescribed Prescription**
    a. Create a prescription for the appropriate DIN for the Minor Ailment Prescription.
    b. The pharmacist filling the prescription should be entered as the prescriber.
    c. Enter the appropriate **QA, Qty, SIG** and **DS** in their respective fields.
    d. Select the **Fill** button.
    e. For DIS stores, upon selecting the **Fill** button, you will be prompted to enter the **Pharmacist Prescribing Reason**.
2. **Submit a Claim for the Pharmacist Prescribed Assessment Fee**
    a. Create a new prescription using the appropriate pseudo DIN for the Minor Ailment Patient Assessment Fee.
    b. Enter the pharmacist filling the prescription as the prescriber.
    c. Enter **1** in the **QA** and **Qty** fields.
    d. Enter the day's supply dispensed in the **DS** field.
    e. Enter in the applicable **SIG.**
    f. Select the **Cost** magnifying glass. The **Requested Cost & Fee** window appears.
    g. On the **Requested Cost & Fee** window zero out the markup and fee if populated and select the **OK** button (The ACQ cost should already be populated in the cost field with $18.00).
    h. Select the **Fill** button.
    i. For DIS stores upon selecting the **Fill** button. You will be prompted to enter the **Pharmacist Prescribing Reason**.

NOTE: This must match with the prescribing reason that was entered for the prescription.

Pseudo DIN	Fee	Condition	Billing Threshold/Limitation
00951087	$18.00	Acne	Maximum of FOUR (4) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951088	$18.00	Cold Sores	Maximum of EIGHT (8) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951089	$18.00	Insect Bites	Maximum of EIGHT (8) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951090	$18.00	Allergic Rhinitis	Maximum of FOUR (4) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951091	$18.00	Diaper Dermatitis	Maximum of FOUR (4) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951092	$18.00	Oral Aphthous Ulcer	Maximum of FOUR (4) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951093	$18.00	Oral Thrush	Maximum of FOUR (4) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951094	$18.00	Atopic Dermatitis	Maximum of FOUR (4) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951095	$18.00	Dysmennorhea	Maximum of TWO (2) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951096	$18.00	Gastroesophageal Reflux Disease (GERD)	Maximum of THREE (3) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951097	$18.00	Headache	Maximum of THREE (3) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951098	$18.00	Hemorrhoids	Maximum of THREE (3) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951099	$18.00	Musculoskeletal strains and sprains	Maximum of FOUR (4) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951100	$18.00	Superficial bacterial skin infections	Maximum of TWO (2) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)
00951101	$18.00	Tinea skin infections (tinea corporis, tinea cruris, tinea pedis)	Maximum of FOUR (4) claims in 365-day period per patient Must be submitted as a quantity of ONE (1)

Updating Status for Local Rx

In the EHR environment, any change that is made locally within PharmaClik Rx must be updated on the Patient's EHR. When the **Active** checkbox is selected from the Patient Profile in PharmaClik Rx, the user will have the option to modify the prescription status locally within PharmaClik Rx as well as the DIS. This way the Prescription can be displayed for all health professionals with the appropriate status.

When the full EHR profile is displayed, the status of the prescription is also displayed. The following are some possible statuses when viewing a patient's complete EHR (by selecting the **EHR – All** button).

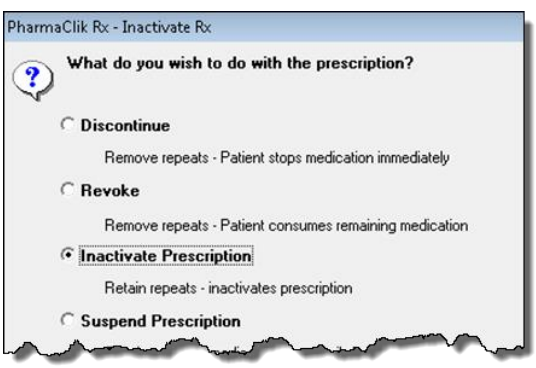
Status	Comments
Active	Rx is active and is being taken by the patient.
Aborted	Rx has been discontinued. Patient is to stop this medication.
Revoked	Rx has been discontinued. Patient is continuing to take the remainder of this medication.
Suspended	Rx is still active, however that patient has been asked to stop taking for a time period.
Resumed	Rx is still active, the patient can resume use of this medication.
Completed	Rx is complete. No refills exist and the use of time has been exceeded.
Complete	PharmaClik Rx status for a local only prescription.

To update the status of a prescription on the DIS, the prescription must reside in the local database. If the status for a prescription that was not dispensed at your pharmacy needs to be updated, see Updating Status for Non-Local Rx.

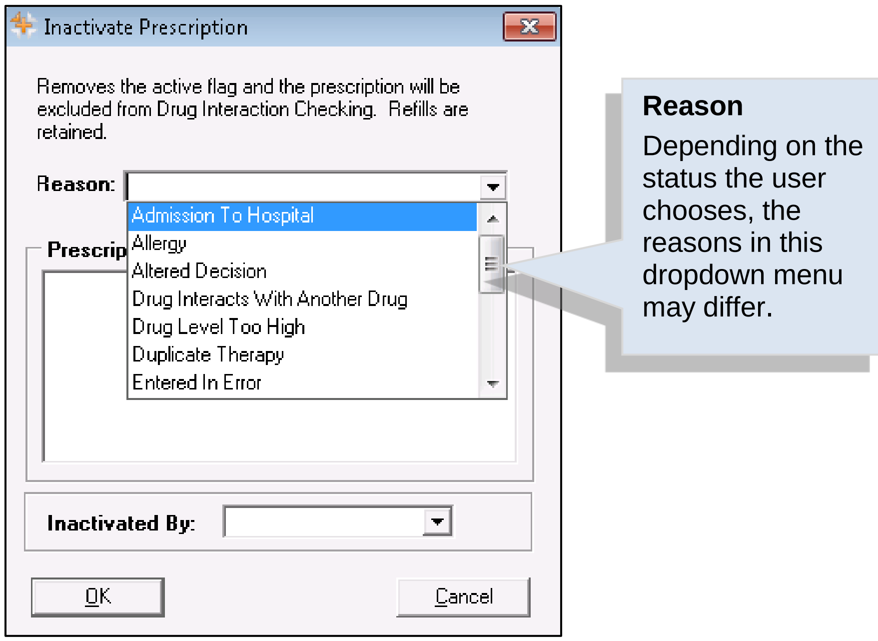
Inactivating a Prescription

If the status of a prescription needs to be updated, but resides on the portal, follow these steps:

1. Search for and select the desired patient.
2. Select the **Profile** tab.
3. Deselect the **Active** checkbox for the prescription you wish to inactivate. The 'PharmaClik Rx– Inactivate Rx' window will appear.



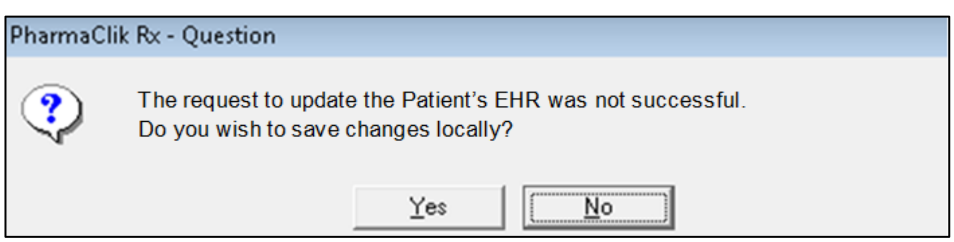
4. Select the most appropriate option that corresponds with the status of the prescription.
5. Select the **OK** button. The appropriate window based on your selection will appear.



6. From the **Reason** dropdown menu, select the reason why you are modifying the status of the prescription.
7. In the **Prescription Note** field, enter any comments about the prescription status change. This field is optional, but recommended.
8. From the *Inactivated By* field select the initials of the user inactivating the prescription.
9. Select the **OK** button.

If PharmaClik Rx is unable to update the DIS with the appropriate status, the following PharmaClik Rx validation will appear:

- **Yes** – The patient's local profile on PharmaClik Rx will reflect the status change, but not the patient's EHR on the DIS.
- **No** – There will be no change made to the patient's local record or the patient's EHR on the DIS.

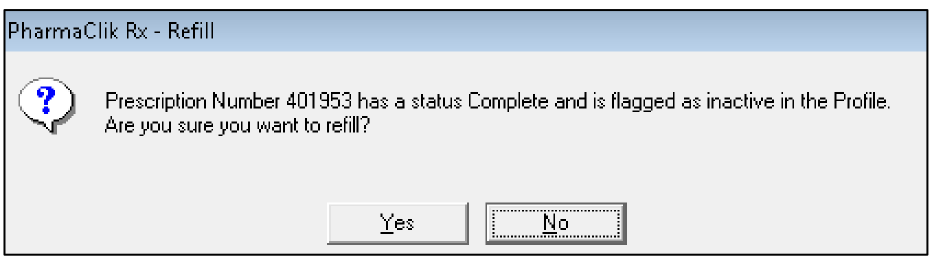


Reauthorizing a Prescription

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 audit history and/or EHR profile should be verified to determine when the prescription was last filled.

To create a new authorization from an existing prescription:

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



12. Select the **Yes** button. The prescription will open in Rx Detail.
13. 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 profile. This may cause confusion as to which prescription is truly the active medication.

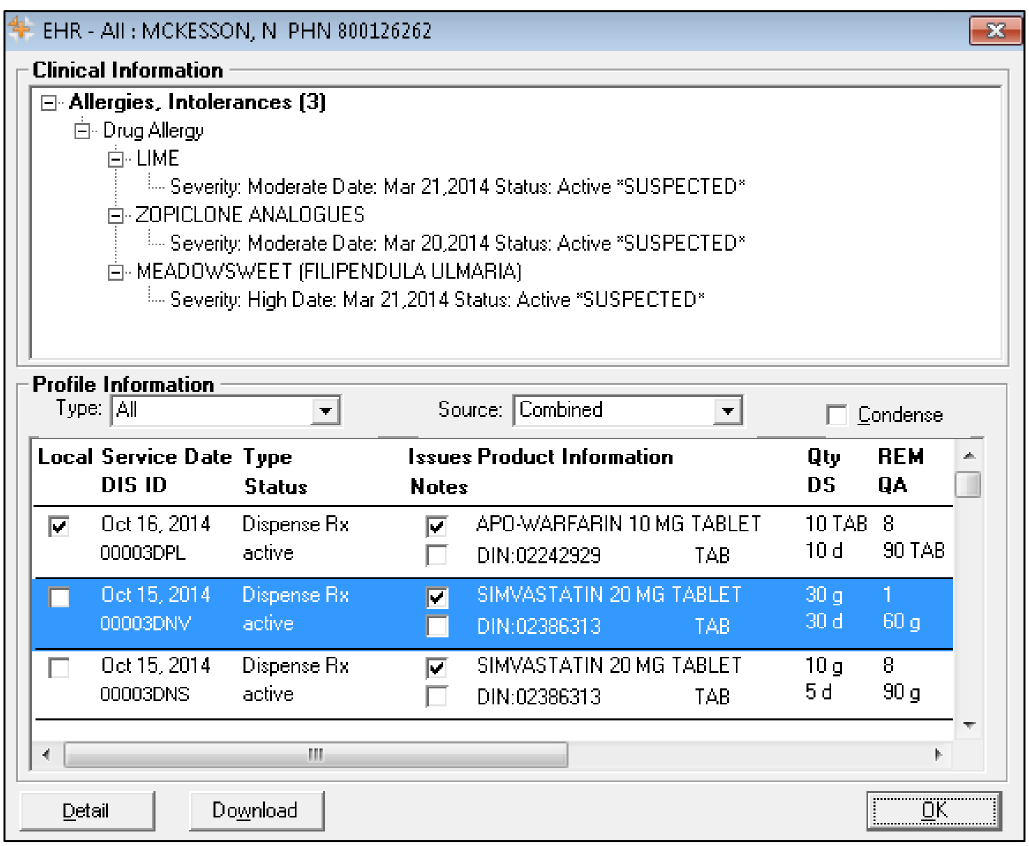
Updating Status for Non-Local Rx

A new button has been added to the **EHR - Rx Details** window for Saskatchewan. The **Update Status** button will be enabled (visible and accessible) only for prescriptions that are on the DIS and are not on the local PharmaClik Rx system. When the user selects the **Update Status** button, they will have the following options:

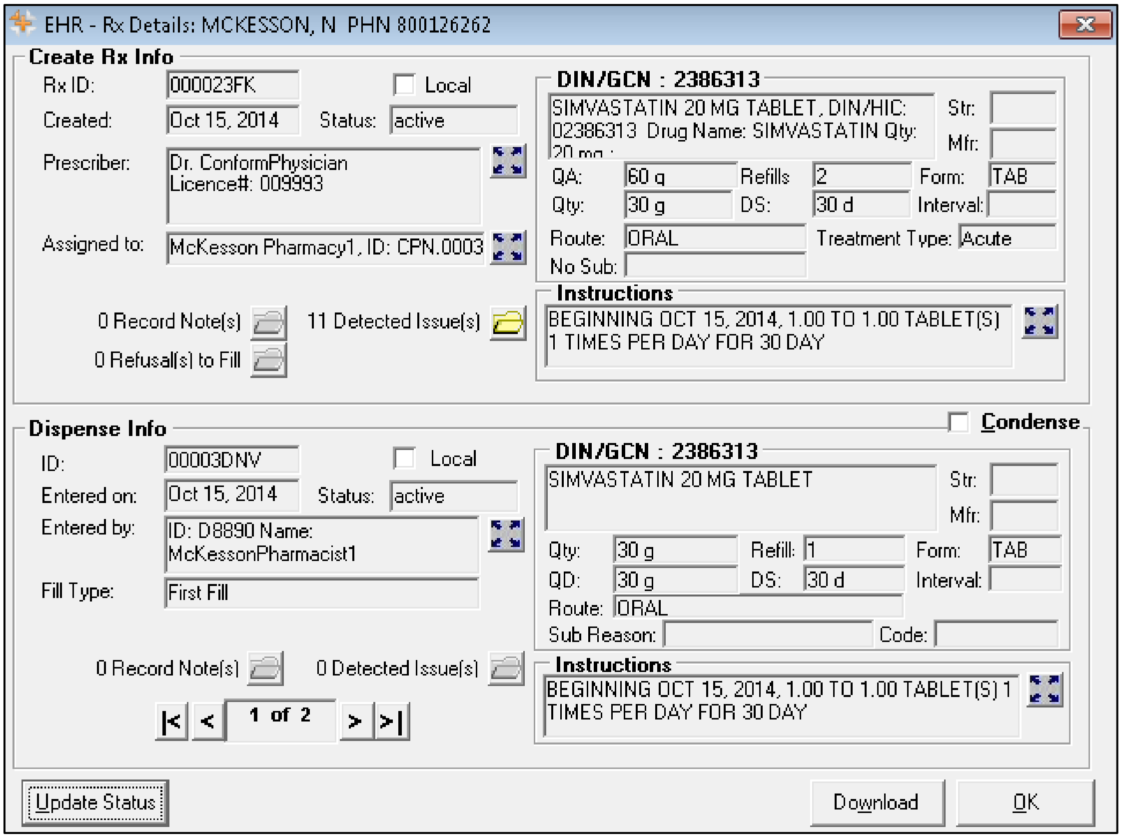
- Abort (Discontinue)
- Revoke
- Suspend
- Resume

To update the status of a non-local prescription:

1. Search for and select the desired patient.
2. Select the **Profile** tab.
3. Select **Rx** > **Profile** > **EHR – All**.
4. Highlight the non-local prescription.



5. Select the **Detail** button.
6. Select the **Update Status** button. The ‘Update Status’ window opens.



7. From the **Status** dropdown list, select the status you wish to update the prescription to.
8. From the **Reason** dropdown list, select why you are updating the status of the prescription.
9. Select the **OK** button.
10. Select the **OK** button to close the ‘EHR – Rx Details’ window.

Correcting an Rx

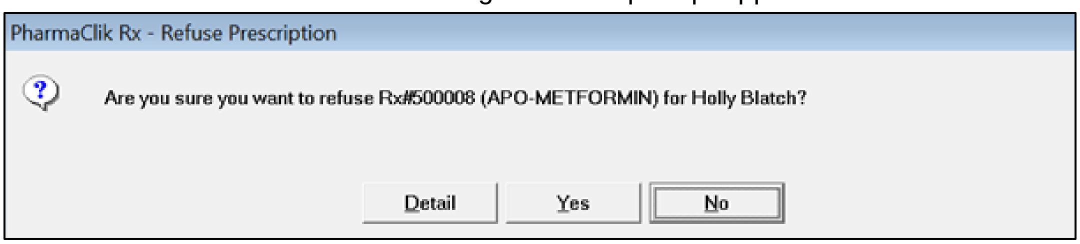
There are no changes to the current PharmaClik Rx functionality in determining if **Correct Rx** functionality can be applied to a selected prescription.

Refuse Rx

When refusing an Rx, the Hold button is no longer available due to safety issues on the DIS (i.e. if a prescription was corrected and placed on Hold, and then corrected and removed, it would still remain on the DIS). For new prescriptions, the only option is to Remove the Rx from the patient's profile. If you require the prescription to be on Hold, then you must create a new Rx and select the Hold button.

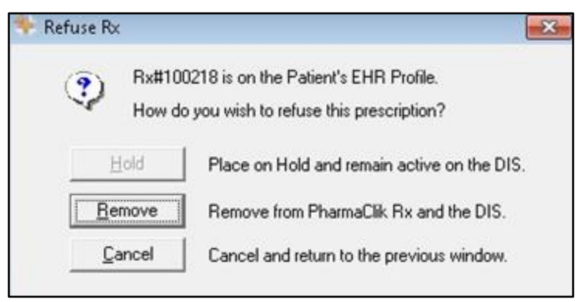
To refuse a prescription:

1. Select the prescription you wish to refuse.
2. Select **Rx** > **Correct**. The 'Correct Rx' window appears.
3. Select the **Refuse** button. The following validation prompt appears:



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 following prompt will appear (Hold button is disabled).
5. Select the appropriate button based on the prompt that appears.

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.

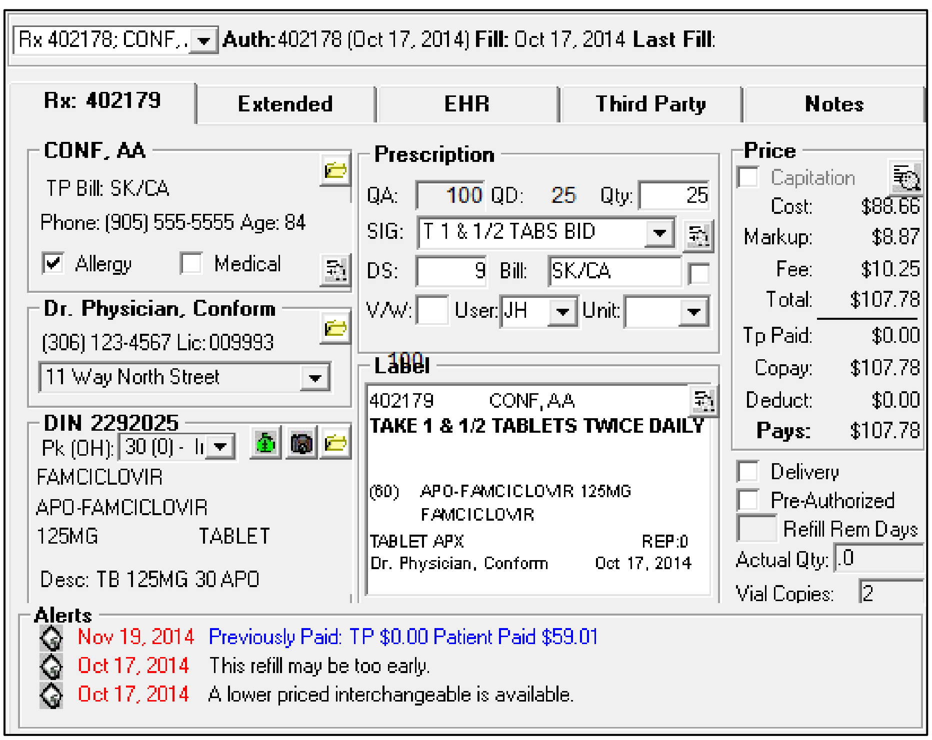
Rebill Rx

Rebilling a prescription allows you to correct the billing information of the prescription, while keeping the same Rx #.

To rebill a prescription:

1. Select the prescription you wish to rebill
2. Select **Rx** > **Correct**. The 'Correct Rx' window appears.
3. Select the **Rebill** button. The following prompt will appear:

4. Select the **Yes** button. The prescription will open in Rx Detail.



5. Modify the billing information as required.

NOTE: The QA field will be greyed out, as this field is not editable when rebilling a prescription.

6. Once complete, select the **Fill** button.

Amend Rx

Amending a prescription allows you to modify certain fields in a prescription.

DIS stores will not be able to **Amend** or **Amend LTC** the following fields:

- QA/Qty/DS
- SIG
- V/W
- User
- Written Rx Date
- Everything in EHR tab

DIS stores will be able to **Amend** or **Amend LTC** the following fields:

Rx tab

- Doctor Address dropdown
- Group Rx Status
- Admin Times
- Drug Holiday flag
- Delivery flag
- Refill Reminder Days
- Vial Copies (Main tab and Extended tab)
- Dispill flag
- Dosett flag
- Bkf, Noon, Sup, Bed fields

Administration Details

- Allow Auto-Dispensing
- Dosage and Days Options, including the Calendar, Clear Days, Default Days
- Report Type
- Report #
- Lot #
- Drug Expiry

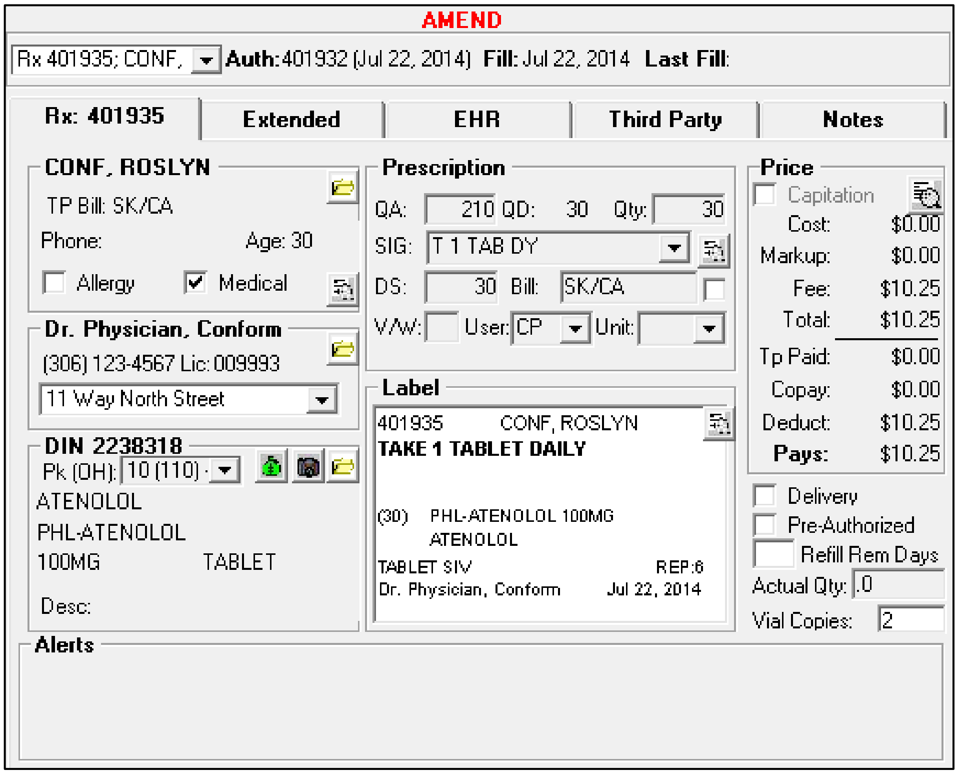
Extended tab

- Qty Breakdown
- Ratio
- Shrink Label
- Language
- Drug Name print option dropdown
- Note field and Print flag
- Interval Days
- Next Fill Qty & Days Supply
- Special Auth Expiry
- Rx Expiry and Days

To amend a prescription, do the following:

1. Select the prescription you wish to rebill .
2. Select **Rx** > **Correct**. The 'Correct Rx' window appears.
3. Select the **Amend** button. The prescription opens in Rx Detail.

   NOTE: Amend will be visible at the top of the Rx Detail screen.



4. Modify the prescription as required.
5. Select the **OK** button. The following prompt appears:

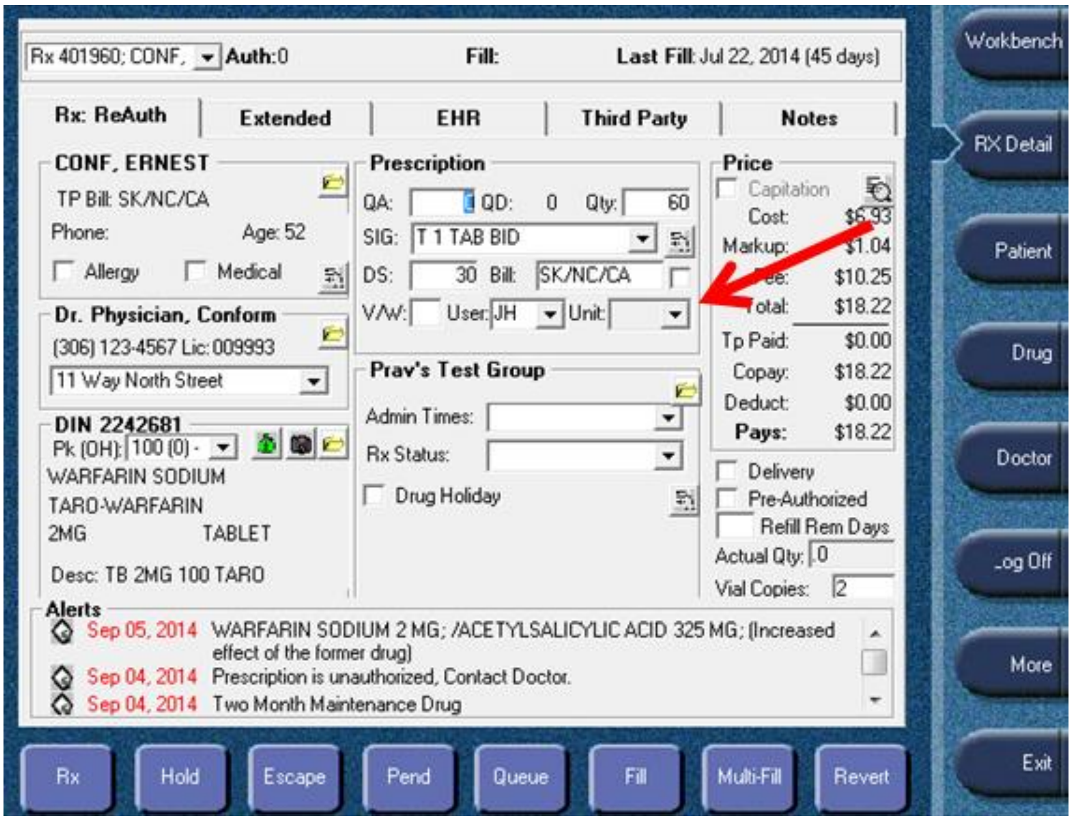
6. Select the **Yes** button.

RX Detail

Main Tab

The prescription **Rx Detail** tab for both new and refill prescriptions will remain the same. A field called **Unit** with a dropdown list has been added within this tab. In PharmaClik Rx we have defaulted to the most appropriate unit of measure. However, if you need to change the unit of measure to match what is the on the DIS, you can do so from this dropdown list.

NOTE: If the unit of measure needs to be changed, it must always be done prior to filling a prescription.



When dispensing a prescription, an alert will display in the 'Alerts' section of the main tab when in the 'RX Detail' window. Some example alerts may include:

- 'Out of Province' patients
- 'Animal' patients
- Unauthorized prescriptions
- Interaction checking not being performed

These alerts assist by reminding the dispensing pharmacist or technician with information that may impact how they fill a prescription.

EHR Tab

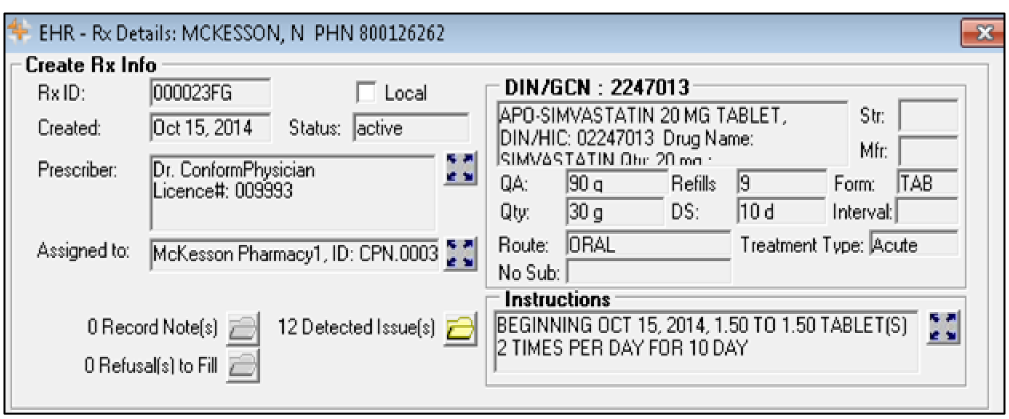
The EHR tab, of **Rx Detail**, displays all eHealth related information regarding the transaction. It is imperative that you view the patient's full EHR profile before adding, updating, or completing any work for a patient.

- If a patient's EHR Profile has not been viewed when a prescription is being dispensed, PharmaClik Rx will automatically submit a request to view the full **EHR – All** profile prior to opening the **Rx Detail** of the prescription.
- If the patient's EHR Profile has been viewed, the user will not be forced to view it again unless you there is a break in the viewing pattern for the patient's file. For example, you have viewed another patient's EHR Profile and then resumed work with the first patient.

The following example shows a refill prescription that has not yet been sent to the DIS. The original prescription is already on file at the DIS.

Create Section:

- **Rx ID** is the ID provided by the DIS.
- **GCN/DIN/PIN** is for Drug Identification.
- **Prev. Rx ID** is for the purpose pharmacist prescribing *New.
- **Orderable Form** is to identify how the drug was ordered.
- **No Sub** indicates if substitution is 'Not Allowed' (on downloaded prescriptions the **No Sub** indicator is not carried over).
- **Treatment Type** is to identify the prescription as 'Chronic', 'Acute', 'As needed', or 'One time'.
- The **Result** expand button will display if the 'Create' transaction failed.
- Any **Detected Issue(s)** will be displayed if they occur with the 'Create' section.



Dispense Section:

- **DIS ID** is the ID provided by the DIS for the Dispense.
- The **DIN/PIN** is the DIN of the Dispensed Transaction.
- The **Pharmacist** field represents the pharmacist that will be submitted with Rx.
- The **Fill Type** will indicate if it is a ‘First Fill’, or ‘Refill’ transaction.
- **Sub Reason** allows the pharmacist to choose a Sub Reason of:
  - Continuing Therapy
  - Out of Stock
  - Formulary Policy
  - Regulatory Requirement
- The **Sub Code** allows the pharmacist to choose a Sub Code of:
  - Formulary
  - Therapeutic
  - Generic
  - None
- The **Result** expand button will display errors if the dispensed transaction had failed.
- Any **Detected Issue(s)** will be displayed if they occur with the ‘Create’ section.

Pickup Section:

- The **Workflow Status** will indicate if the prescription has been picked up.
- The **Result** expand button will display errors if the dispensed transaction failed.
- **Detected Issue(s)** will display any detected issues that occurred with the ‘Pickup’ section of the prescription.
- Select the **EHR** checkbox when the pickup has not been completed successfully against the DIS. By selecting the **EHR** checkbox, PharmaClik Rx will attempt to resend the pickup message to allow the user to update locally if the pickup is not successful. There will be times when a user must complete a manual pickup, and the **EHR** checkbox will be empty.

Refusal to Fill

Based on professional judgement, a pharmacist may choose to not fill a prescription for a patient. Information is sent to the DIS, so that other health professionals can see that the medication has been refused, by who, and which pharmacy. Once a refusal to fill is submitted to the patient's EHR, it cannot be undone. Another transaction would need to be submitted to reactivate the prescription.

To complete a 'Refusal to Fill':

1. Select any one of the following prescription options:
    - A new prescription to be filled. PharmaClik Rx will generate a *Create* message that will obtain a DIS Rx ID, which will be needed to record the **Refusal to Fill**.
    - A prescription that was previously on **Hold**. If the prescription that was on hold has been previously added to the DIS, the prescription will contain the DIS Rx ID that is needed for the **Refusal to Fill**.
    - A prescription that was previously filled and refills exist.
2. Open the **Rx Detail** window.
3. Select the **EHR** tab.
4. Select the **Refusal to Fill** checkbox.
5. From the **Reason** dropdown list, select a reason.
6. Select the **Fill** button to submit the Refusal to Fill to the DIS.

If any detected issues are returned after transmitting to the DIS, action may be required. Follow the instructions presented on-screen.

The Status of prescription displays as 'Refusal' on the patient's **Profile** and in **Audit History**. However, the **Active** checkbox remains flagged so that the following actions take may be:

Refusal Status	Allows	Does Not Allow
Fill prescription	✓	
Amend		✓
Refuse		✓

Pre-Determination

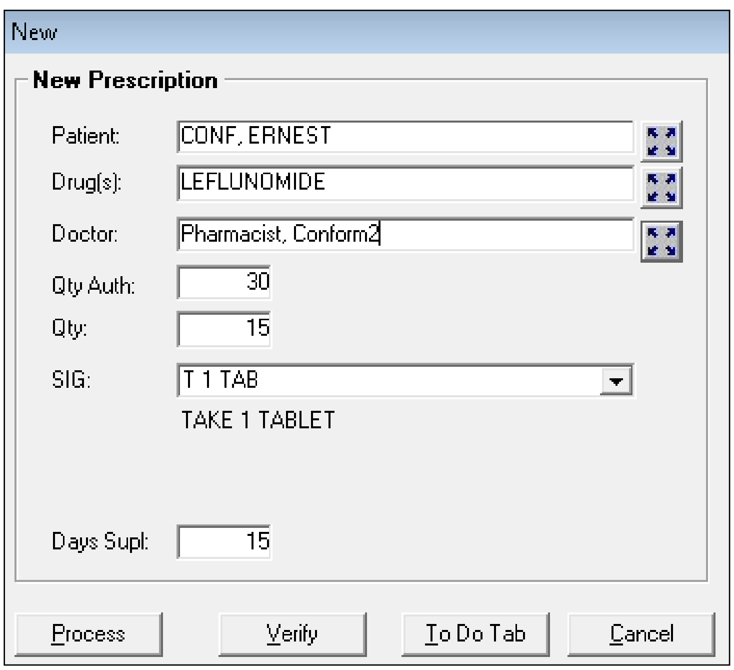
To process a hypothetical prescription fill for a patient (otherwise known as a ‘what if’ scenario), use the **Pre-Determination** feature. It allows you to see any ‘Detected Issues’ that would result without creating a permanent record on a patient’s EHR. This will provide the health professional with the required information in order to determine whether the prescription should be filled.

Prior to the DIS, users would simply fill a prescription and then reverse it. However, now that this information is stored on the patient’s EHR for everyone to view, this process is no longer acceptable.

When a pre-determination is performed for a patient, it is not converted to a new prescription. A record will be documented in the patient’s History tab as reference. A pre-determination will not produce a paper hard copy to be stored as this is just a hypothetical scenario.

To complete a pre-determination on a New Prescription:

1. In the new prescription window, enter as many prescription details as possible.



2. Select the **Verify** button. PharmaClik Rx will submit the transaction to the DIS. If there are any detected issues, the ‘Detected Issues’ window will appear.

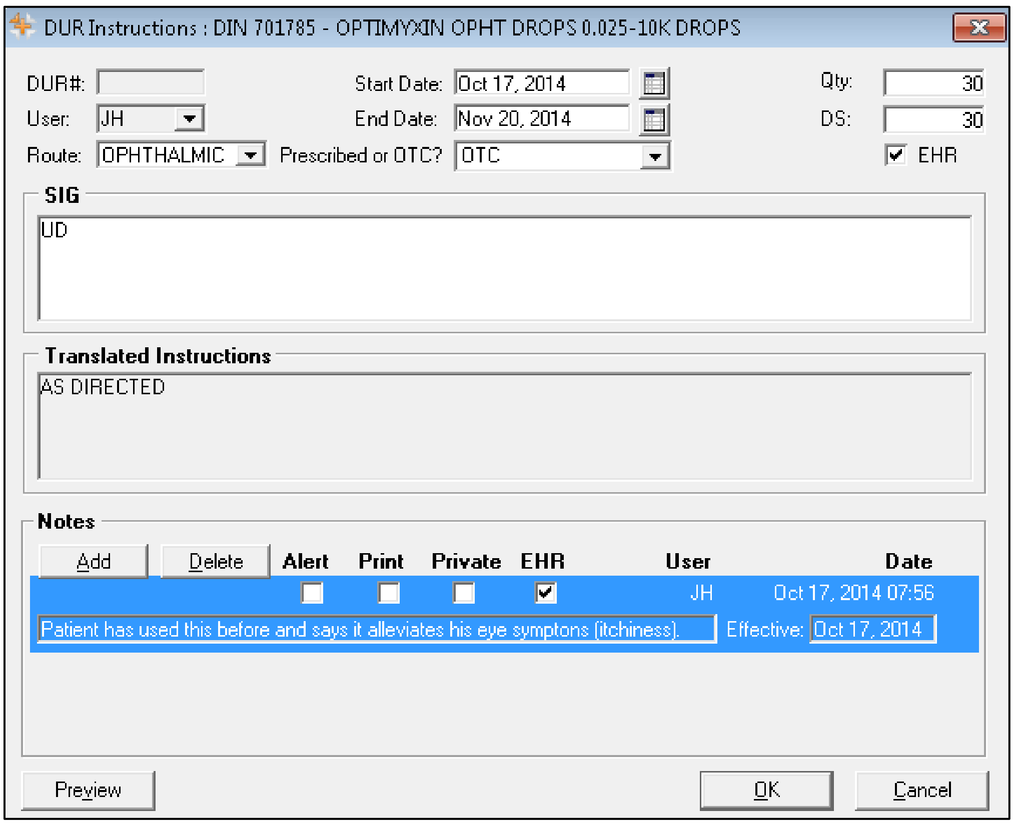
NOTE: Viewing these detected issues through the Verify function is for informational purposes only. As a result, the user will be unable to enter an Issue Management.

3. Select the **OK** button after viewing the ‘Detected Issues’ window. The ‘New Rx’ window will reappear. You can then do one of the following:
    a. Select the **Process** button to **Fill** the prescription as a new prescription. The prescription can be added as a ‘New’ prescription to both the patient’s local and EHR profile.
    b. Re-enter the prescription details within the ‘New’ window and select the **Verify** button to perform another pre-determination.
    c. Select the **To Do** tab to fill the prescription later in the day.
    d. Select the **Cancel** button to exit the window. No prescription will be recorded on the patient’s EHR or local profile.

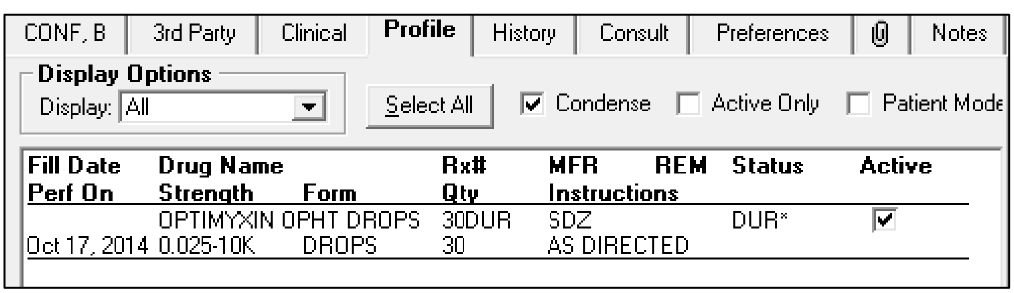
Other Medication (DURs)

The current PharmaClik Rx functionality of adding a DUR is called ‘Other Medication’ within the EHR. This function has been enhanced to ensure that all medications dispensed to patients are added to the patient’s EHR for potential interactions. These may include over-the-counter medications, prescriber drug samples, prescriptions filled for out-of-country patients (non-residents), vitamin and minerals, herbs, and food supplements.

The **DUR Instructions** window has been enhanced with an **EHR** checkbox to ensure other medication information is added to the patient’s EHR.



Once added to the patient’s EHR, their profile will look like the following example:



Adding an Other Medication (DUR)

To add an Other Medication (DUR) to a patient's EHR:

1. Search for and select the desired patient.
2. Select the **Profile** tab.
3. Select the **Rx** > **Add DUR**.
4. Search for and select the desired drug you wish to add to the patient's profile. An 'Interaction Summary' window will appear.
5. Determine whether the DUR should still be added and select the **OK** button. The 'DUR Instruction' window appears.
6. Enter in the following information for the drug:
    - Start Date
    - End Date
    - Qty
    - DS
    - SIG
    - Prescribed or OTC
7. Select the **OK** button to transmit the 'Other Medication' message to the DIS.

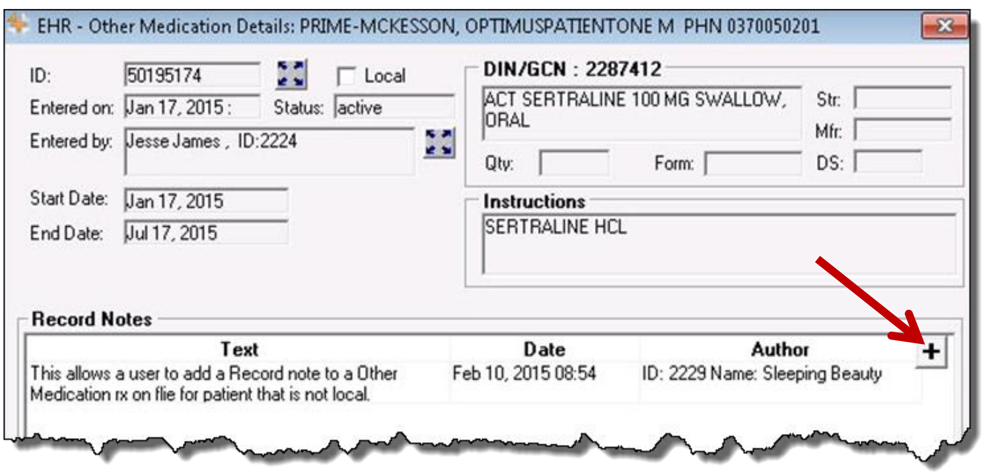
When the 'Other Medication' is successfully added to the profile, the patient's local profile will display showing the prescription (DUR) on file.

Adding Notes to Other Medications – DIS Only

New functionality has been added to allow users to add notes from the ‘Other Medications Details’ (DUR) window, which will be located on the DIS and not locally in PharmaClik Rx. For local DUR’s, this function will be disabled.

To add a note to a non-local DUR:

1. Search for and select the desired patient.
2. Select the **Profile** tab.
3. Select **Rx** > **EHR – All**. The ‘Patient EHR Access Reason’ window appears.
4. Select a reason from the dropdown menu and select the **OK** button.
5. Once the DIS profile is displayed, from the Type dropdown menu select **Other Medications**.
6. Highlight the Other Medication (DUR).
7. Select the **Detail** button.
8. Select the **(+)** button in the ‘Record Notes’ section to add a note. The ‘Add record Notes’ window appears



9. Enter your notes and select the **OK** button. The note will be sent to the DIS.

NOTE: To view the note, you must exit out of all DIS windows and request the profile again.

Contraindications

When reviewing prescriptions for patients, you may access the patient's EHR on the DIS to get a list of potential contraindications (e.g. allergies and drug-to-drug interactions) for specific medications for a patient, or from Drug to Drug.

Within the eHealth mode, you are able to generate two types of contraindications:

- Compare a medication against a patient's profile.
- Compare two (2) or more medications – not related to a patient.

Patient Contraindication

This functionality allows you to further investigate potential interactions if the prescription is filled against this patient's profile. At least one drug must exist on a patient's profile in order to do interaction checking. If you do not require this drug to be part of the interaction checking you can select the **Remove** button within the 'Drug Interactions' window.

To perform an interaction check with drugs that exist on a patient's profile:

1. Search for and select the desired patient.
2. Select the **Profile** tab.
3. Select **Rx** > **Interactions**. The 'Drug Interactions' window appears.
4. Select the **EHR Check** button.
5. If any detected issues exist, they will be displayed in the 'Detected Issues' window listing the contraindications and details.
6. Select the **OK** button.

Drug to Drug Contraindication

This functionality allows you to further investigate potential interactions if two drugs are dispensed for someone at the same time. This process is completed from the workbench and is not related to any patient. It simply sends displays what Drug Interactions would occur for the selected drugs.

To perform an interaction check with two or more dispensed drugs:

1. From the workbench, select the **Rx** > **Interactions**. The 'Drug Interactions' window opens.
2. Select the **Add** button. The 'Drug and Mixture Search' window appears.
3. Search for and select the desired drug.
4. Repeat steps 2-3 for all the drugs you wish to check interactions between.
5. Once you have found both your drugs, select the **EHR Check** button.
6. The processing request for the interaction validation will be displayed.
    - If no interaction occurs, the following message will display: *"There are no interactions between the selected drugs"*.
    - If interactions for the two drugs exist, the' Detected Issues' window will appear listing the contraindications and details. This window is for information only as the user is not able to enter an 'Issue Management'.
7. Select the **OK** button.

Transfers

With eHealth, there are two types of transfers:

- Prescription prescribed by a physician (ePrescribed)
- Prescription dispensed at another pharmacy

Both of these types of prescriptions can be downloaded from a patient's EHR. When a patient's full profile is viewed, the user will have the ability to download prescriptions that do not reside within their local pharmacy system. When downloading these prescriptions they are called transfers or reassigning dispense authority.

Every pharmacy must ensure they continue to follow the transfer prescription regulations that exist for your province. The transferring pharmacist must also be contacted to ensure the authority is given to take ownership of this prescription.

Transfer In

When performing a transfer in function, the user will have to review the patient's complete EHR profile if no previous interaction was completed. Prescriptions transferred in from the DIS will be flagged with a red '**F**' identifying a Forwarded Prescription in the Priority column (similar to the red sign used for eFill and the T for IVR).

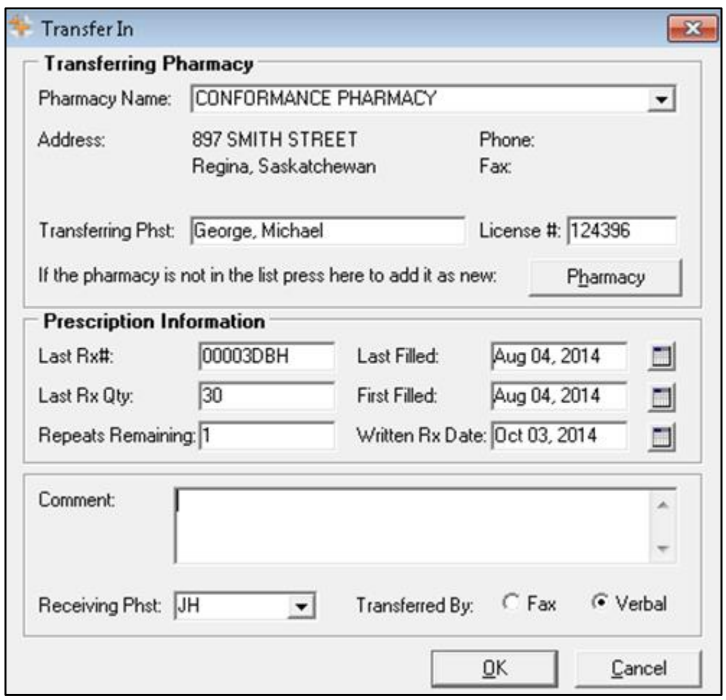
To transfer in a prescription:

1. Search for and select the desired patient.
2. Select the **Profile** tab.
3. Select **Rx** > **Profile** > **EHR – All**.
4. From the **Reason** dropdown list, enter the reason for accessing the patient's EHR. The EHR profile will be displayed.
5. Highlight the prescription you wish to dispense.
6. Select the **Detail** button to open the 'EHR - Rx Details' window. This will confirm if the prescription was prescribed or dispensed at another location
7. After you review the prescription, and determine that your pharmacy is authorized to dispense/download this prescription, select the **Download** button. A prompt will appear asking "*Is this a Transfer in or an ePrescribed prescription?*"
8. Select one of the following buttons:
   a. **Yes:** e-Prescribed**:**
      - When yes is selected, PharmaClik Rx will attempt to confirm the physician's license number, as well as the drug information, by bringing up the standard Doctor and Drug Folder search windows.
      - The Create DIS ID has been added to the EHR tab. Also, the written date has been added to the Extended tab to ensure proper tracking of the prescription.

- Continue with the normal filling process.

b. **No:** Transfer-In**:**

- When no is selected, PharmaClik Rx will attempt to confirm the physician license number, as well as the drug information, by bringing up the standard Doctor and Drug Folder search windows.
- The Create DIS ID has been added to the EHR tab. Also the written date has been added to the Extended tab to ensure proper tracking of the prescription.
- When the prescription refills are zero and the Pharmacist may be adapting the prescription, the **PREV Rx ID** is added to the EHR tab.
- The following 'Transfer In' window will be displayed so the user can enter the corresponding Pharmacy information:



c. **Cancel:**

- The current download is aborted and will return you to the previous screen.

9. When the prescription is downloaded from the DIS, the SIG field will be blank. In order to know what the prescription instructions were prior to downloading, select the magnifying glass button beside the SIG.
10. The **Dosage Instructions** window will open. The window will look slightly different than normal because it is a downloaded prescription. There will now be a 'Downloaded Instructions' section that will display for the remaining refills for the prescription.
11. Write down these instructions, then select the **OK** or **Cancel** button to return to the 'Rx Detail' window.
12. Enter the instructions into the SIG field.

13. Continue with the normal filling process.

Transfer Out

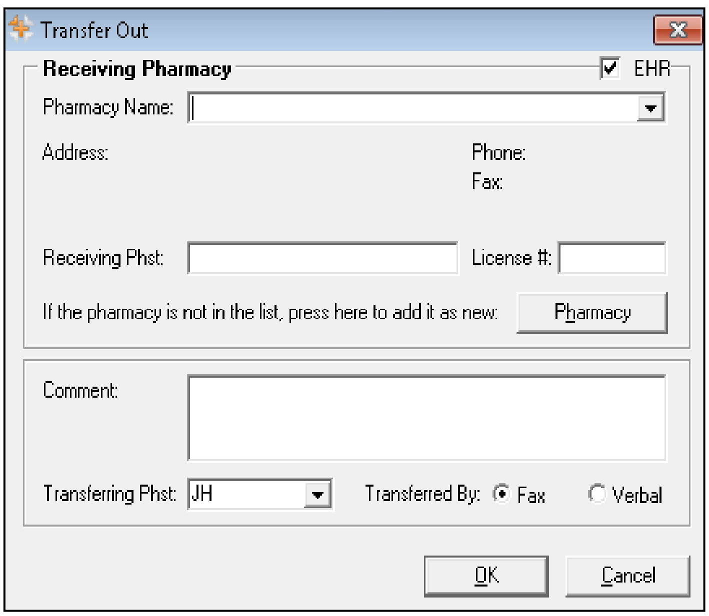
When you are contacted to transfer a prescription to another pharmacy, you must, over the phone or by fax, provide the new pharmacy with all the relevant information about the prescription. You will continue to use the existing transfer function within PharmaClik Rx.

Prescriptions that are transferred out to another pharmacy will be identified with Workbench status of 'Transferred'.

From the Workbench

To transfer out a prescription from the workbench:

1. From the workbench, select the **Rx** > **Transfer**.
2. Enter either the **Rx(s)** or **Patient** to select a prescription. The 'Audit History' window will appear.
3. Review the patient's history of the prescription(s) to be transferred, and then select the **OK** button. The 'Transfer Out' window appears.



4. Select the appropriate receiving pharmacy from the **Pharmacy Name** dropdown list. If the pharmacy is not found in the list, select the **Pharmacy** button to add a new pharmacy to the 'Other Pharmacy List Maintenance'.
5. Ensure all out of province pharmacies are coded with the **Provider ID - 0999**.
6. Select either **Fax** or **Verbal** for the **Transferred By** field.
7. Select the **OK** button.

From the Profile Tab

To transfer out a prescription from a patient's profile:

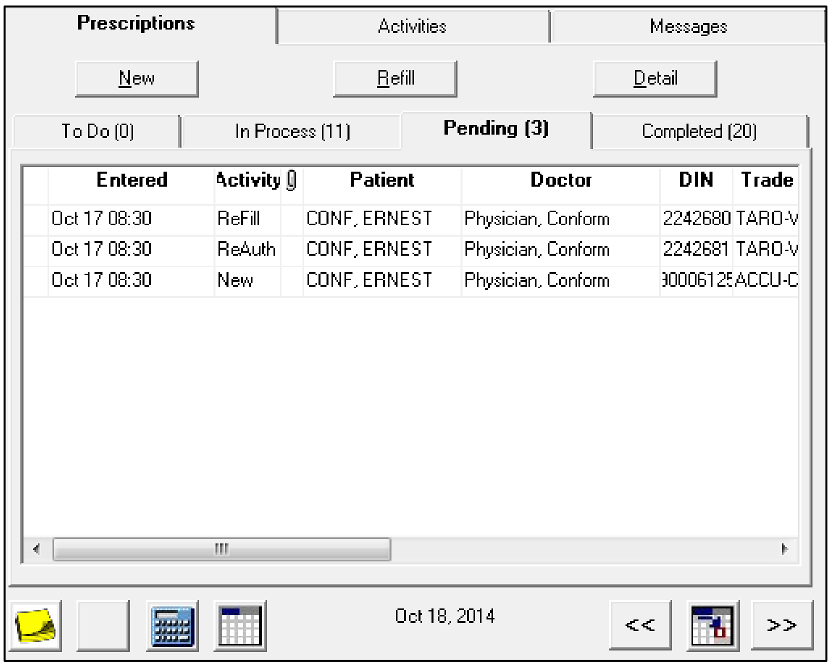
1. Search for and select the desired patient.
2. Select the **Profile** tab.
3. Highlight the **Prescription(s)**.
4. Select the **Rx** >**Transfer**.
5. Review the patient's audit history of the prescription(s) to be transferred. The 'Transfer Out' window will be displayed.
6. Select the appropriate receiving pharmacy from the **Pharmacy Name** dropdown list.
7. If the Pharmacy is not found in the list, select the **Pharmacy** button to add a new pharmacy to the Other Pharmacy List Maintenance.
8. Ensure all out of province pharmacies are coded with the **Provider ID - 0999**.
9. In the **Transferred By** field, select either **Fax** or **Verbal**.
10. Select the **OK** button.

Long-Term Care

Batch Processing

With batch processing and eHealth, pharmacies are able to batch prescriptions for retail and non-retail patients without direct user intervention. However, only users with DIS access are now able to perform batch processing.

Batches will be created the same for DIS enabled provinces as for regular provinces. The following outlines a pending Batch Profile:



The mandatory display of the patient's EHR will not occur for batch prescriptions. However, if claims are rejected due to detected issues with the DIS transaction, then the financial part of the claim will not be complete until all of the detected issues are dealt with.

Once you have connected to the DIS, it is best to perform the first batch one at a time to ensure you have dealt with all detected issues that could result in rejections. This will ensure that future batches are more efficient with reduced workflow errors.

Once the batch processing is complete, the **Batch Profile** window displays detected issues along with the standard prescription statuses of **Failed**, **Rejected**, **Incomplete**, **Complete**, and **In Progress**.

Standing Orders

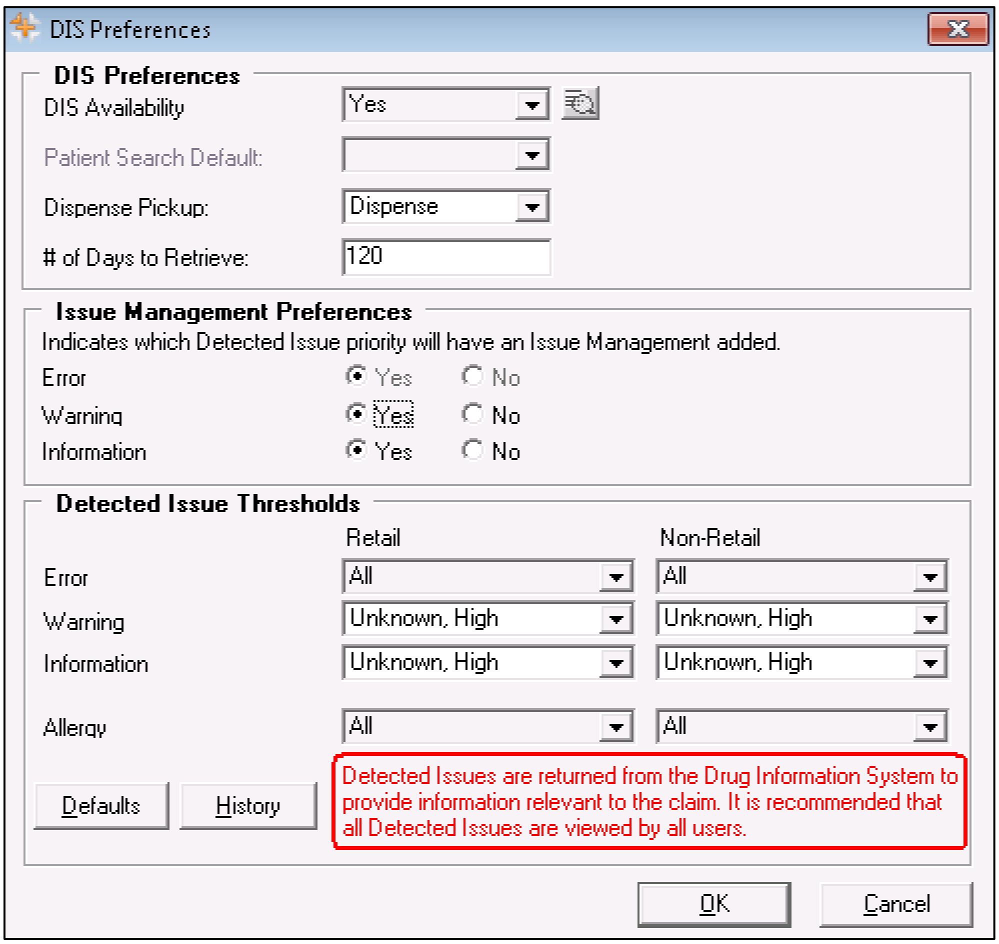
Standing Orders are no longer available.

DIS Preferences

Every DIS enabled province is provided with DIS Preferences. These preferences can be set by the Administrator and usually need no future intervention once they are set after loading your release.

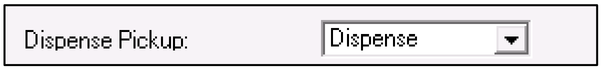
To set your DIS preferences:

1. Select **More** > **Saskatchewan.** The 'DIS Preferences' window will appear.
2. Modify your preferences in the following sections:
   - DIS Preferences
   - Issue Management Preferences
   - Detected Issue Thresholds
3. Select the **OK** button to save.



Dispense Pickup

The pickup workflow preference will determine the type of 'Dispense Pickup' that will occur in each store. The default option will be set to **Manual** (or **Dispense** for non POS Integrated stores).



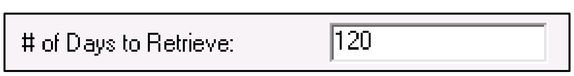
The DIS requires notification at the time the customer has picked up their prescription. The preference dropdown list consists of the following options:

- **POS Integration** – The dispense pickup will be performed when the prescription is scanned at the till.
- **Manual** – The dispense pickup will be indicated by the user by selecting the appropriate workflow status on the workbench (only when POS integration is off).
- **Dispense** – The dispense pickup will be performed as each prescription is dispensed (only when POS Integrated is off can the user select this option). This is not recommended by your provincial jurisdiction, and consideration must be given to your pharmacy workflow before setting your dispense pickup to dispense.

of Days to Retrieve

The '# of Days to Retrieve' option allows your pharmacy to indicate how many days' worth of data you wish to retrieve when you query a patient's EHR Profile. Users can enter any value from 120 to 750 (days):

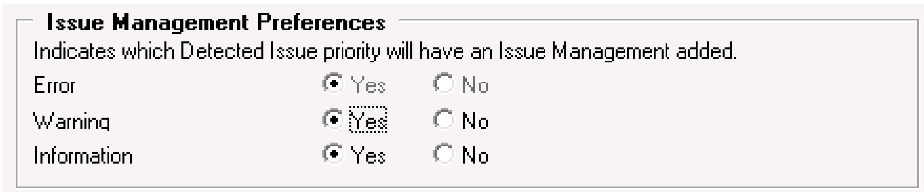
- Minimum – 120
- Maximum – 750



NOTE: The working groups within Saskatchewan provided a recommendation of a minimum of 4 months of data to be retrieved. Therefore, the default value has been set to 120 days. The maximum number to be retrieved would be 750 days (25 months).

Issue Management Preferences

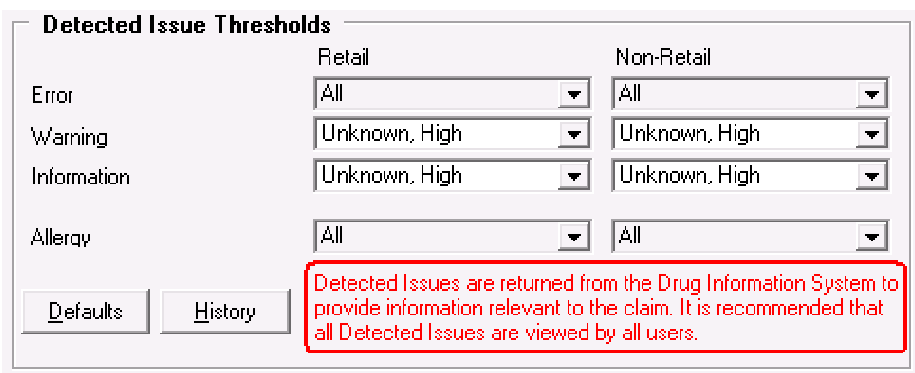
This section indicates which detected issue priority will have issue management added.



- **Error** – Will be defaulted to **Yes** and will be greyed out for the user. All error related DIS messages must be viewed by the user.
- **Warning** – This setting will have two options: **Yes** and **No**. By default, the **No** butto will be selected for Saskatchewan.
- **Information** – This setting will have options **Yes** and **No**. By default, the **No** button will be selected for Saskatchewan.

Detected Issue Thresholds

The 'Detected Issues Threshold' preferences will be set at the pharmacy-level. Pharmacies have the ability to choose when they want to view the **Detected Issues** window and when they want to continue with the processing of the claim.

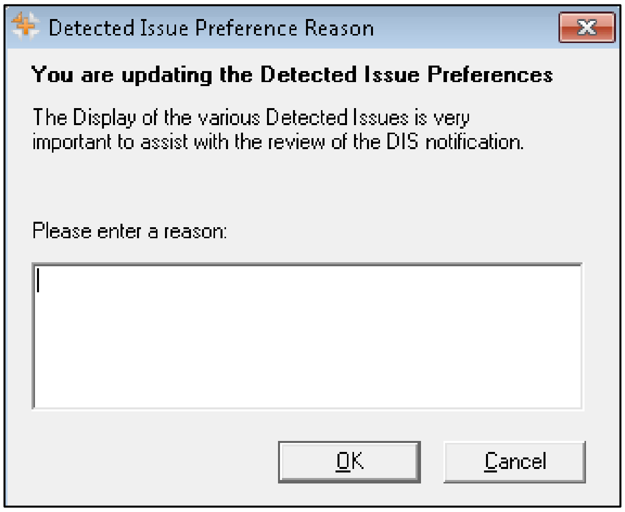


The default is set to have all detected issues displayed no matter what the severity. It is highly recommended that it remain this way. If you modify the settings, you can revert to the default settings by selecting the **Defaults** button. All errors and allergies <u>must</u> be viewed and will be displayed to the user. The detected issues will be separate for retail and non-retail prescriptions. The following options are available to select for the statuses of warning and information:

Severity	Result
All	Display Unknown High, Moderate, Low
High	Display all Unknown and High
High – Moderate	Display all Unknown, High and Moderate
None	None of these statuses will be displayed

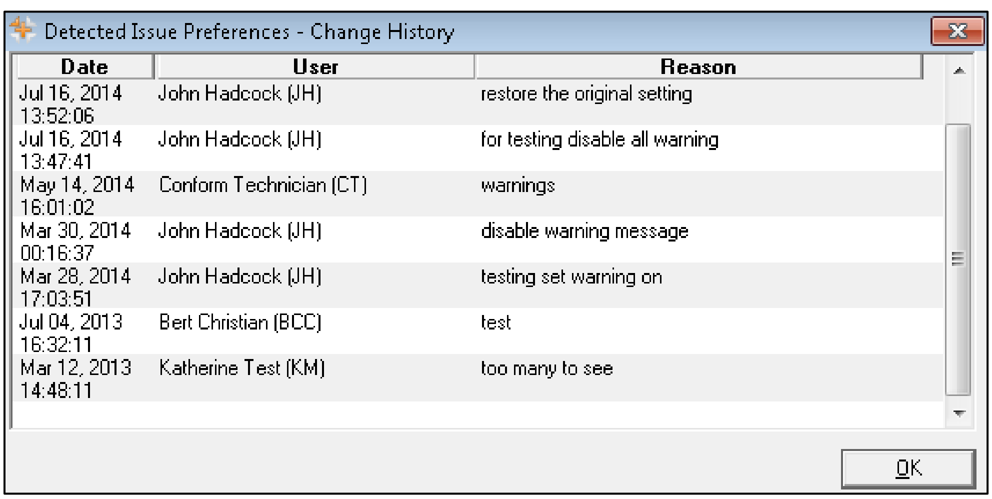
Detected Issue Change History

When either the default or **OK** button is selected from the **Detected Issue Preference** window, the following window will open for the user to enter a reason. A prompt will indicate that a reason must be entered.



The ability to track the change history for the detected issue preference is necessary to ensure proper tracking of when detected issue preferences have been altered. A history function button has been added to the Detected Issue Preference window that will display the Detected Issue Preferences Change History window.

Selecting the **History** button will display the following window:



Change Dispense Pickup Status

The DIS requires notification at the time a customer picked up a prescription. Prescriptions will remain in the Completed tab until they are flagged as being Picked Up.

To manually set a prescription to 'Picked Up' from the Workbench:

1. Select the **Completed** tab.
2. Highlight the prescription to change:
   - To change one prescription, highlight the prescription, and then using the mouse to right click on the prescription color coded, Priority column.
   - To change several prescriptions, highlight all prescriptions to be changed and follow the same process.
3. The change Workflow Status menu appears.
4. Select **Change to "Picked Up"** on the pop-up menu. The 'Change Workflow Status' window appears.
5. Select the **OK** button to submit the Picked Up message to the DIS.
6. The cursor will return to the Workbench when the Picked Up message are complete.

POS Integration

When the Dispense Pickup is set to POS Integration, the pickup message will be sent upon scanning at the cast 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.**

What to do When the DIS is Unavailable

When the connection to the Drug Information System is lost, or the network is down, you may choose to fill prescriptions one of following methods until a connection is re-established. 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.

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 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 so that you may be able to dispense the prescription and bill the customer later when the network is functioning.

When the network returns, 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 along with the prescription information.

Fill Prescriptions Using Multi-Fill

In order to do this, you may continue to fill prescriptions, but must do so using the Multi-Fill feature so that you experience minimal interruptions to your workflow. Additionally, the claims will be temporarily stored in the In Process tab on the Workbench. A vial label can be generated to provide the customer with their prescription. When the network is restored, the user can submit the claims for adjudication and produce a new label set.

When prescriptions are filled using multi-fill, it is important to note that:

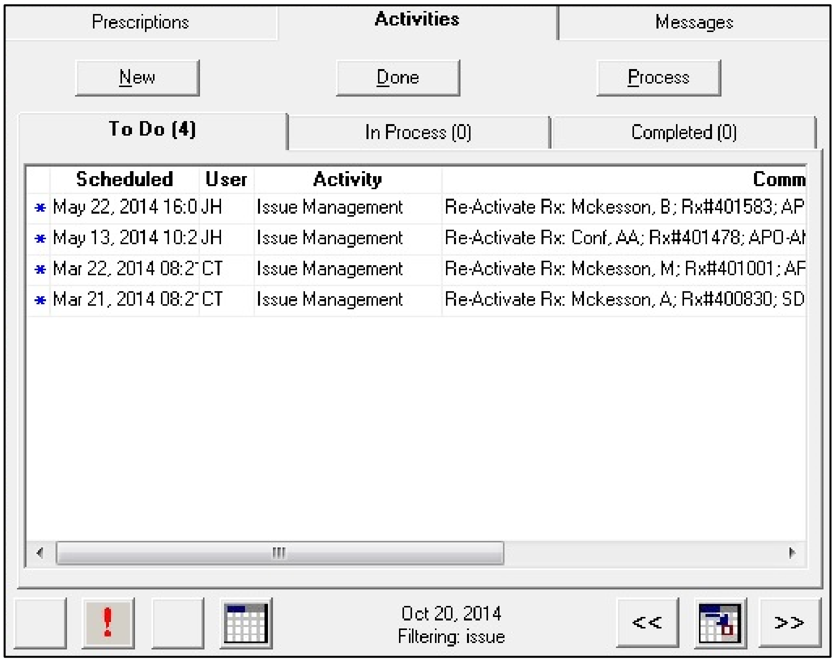
- The prescriptions are placed in the Queue with a Queued status, as indicated by a red letter "M" in the priority column.
- Once submitted, the claims will run in the background.
- The message ***Incomplete Network Rx*** will print on the label set. This alerts pharmacy staff to ensure either to collect the full cost of the prescription or to advise the patient upon adjudication.

To submit multi-fill prescriptions:

1. Select the **In Process** tab on the Workbench.
2. Highlight one **Multi-Fill** prescription. All other Multi-Fill prescriptions for the same primary Third Party also become highlighted.
3. Select the **Submit** button.
4. Repeat **Step 2** to adjudicate prescriptions for all other primary Third Parties.

Activities Folder

Prescriptions that have been stop dated or scheduled to be reactivated and are returned with detected issues display as “Issue Management” in the Activity column on the **To Do** tab in the Activities tab. If the DIS does not identify an issue, then the prescription is moved to the Completed tab, as usual. Ensure you review all Detected Issues and take applicable action.



PharmaClik Rx will try to automatically resume a suspended prescription 3 times. After the third attempt, the activity will remain in the **To Do** tab with a blue * to advise the user that the prescription could not have the status changed due to a detected issue.

To manage a Detected Issue from the Activities tab:

1. Select the **Activities** tab.
2. Select the **To Do** tab.
3. Highlight any row with an **Issue Management** Activity.
4. Select the **Process** button. A ‘Detected Issues’ window appears.
5. 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.

   NOTE: An issue management for the prescription must be added for all Detected Issues with the exception of Detected Issues with a Severity of Low.

6. After you have viewed the Detected Issue, select the **OK** button to close window. The prescription will move to the Completed tab.The user now has the capability to select the **Done** button on the Activity tab and the activity will move directly to the Completed tab.

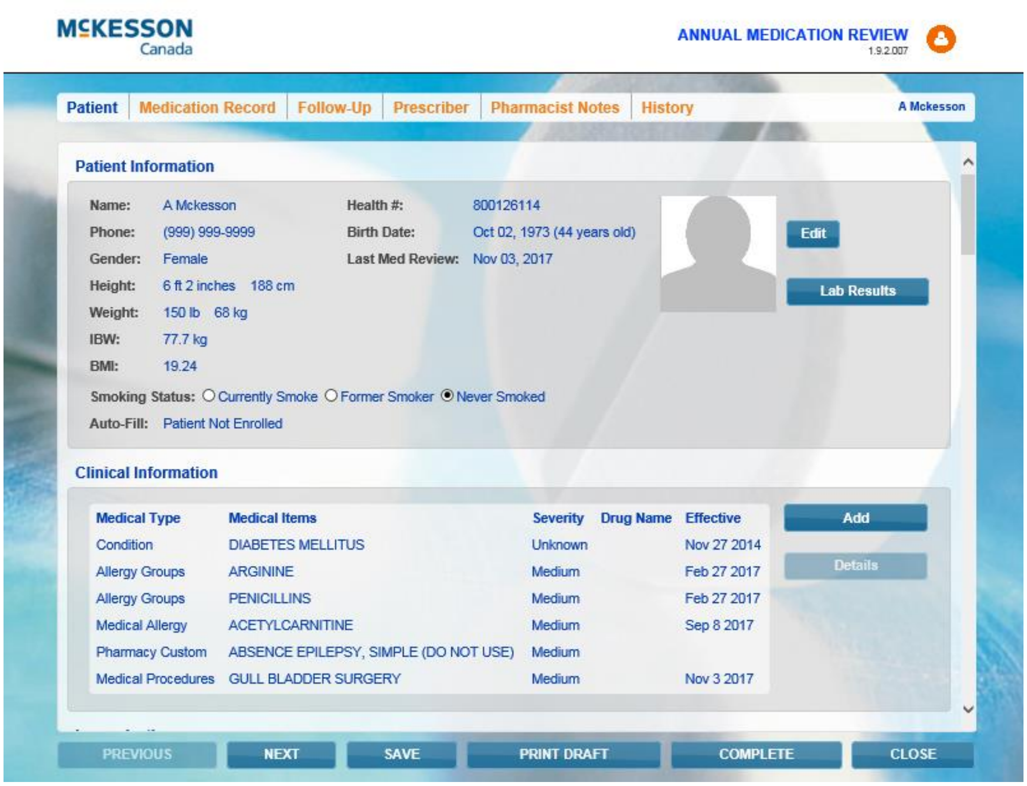
Medication Review

The Medication Review App helps to conduct a patient medication review quickly with minimal paperwork. You can complete the medication review from PharmaClik Rx and/or from a mobile device connected to PharmaClik Rx Wi-Fi. When using the Medication Review App on a mobile device, most of the information that is added and/or removed will be automatically updated in PharmaClik Rx in real time.

With the addition of the Drug Information System (DIS), some write back features have been disabled due to the messages that need to be transmitted to the DIS. For example, Inactivating Rx's or Adding Other Medication will not be available in the Medication Review App for pharmacies in Saskatchewan at this time.

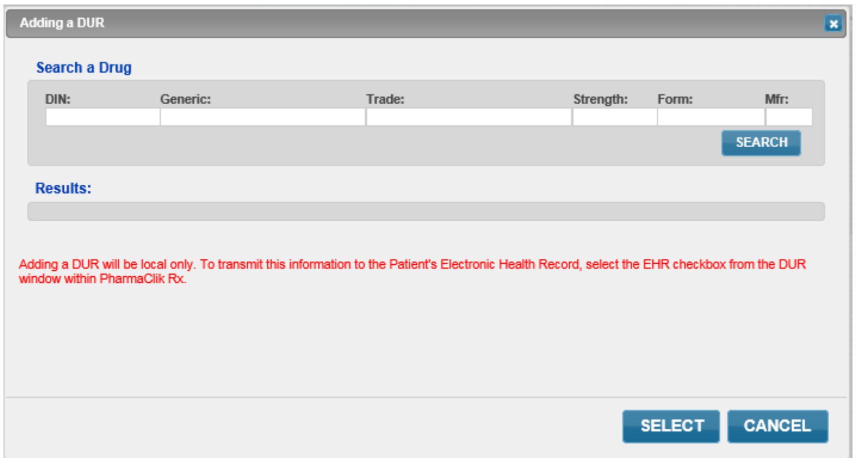
Prior to completing a medication review, a view of the Patient's EHR Profile on the DIS is required. During the medication review, any local change made to information that also resides on the DIS **must** be updated in both places. A printed copy of the PIP profile will need to be retained for Audit purpose once the review is completed. Upon completion of the medication review, the billing prescription is automatically created on the **Workbench** > **To Do** tab in PharmaClik Rx.

The Medication Review App does not interact with the Saskatchewan DIS. All changes made in the Medication Review App are saved locally to PharmaClik Rx only. When any changes are made in the Medication Review App, users must manually transmit the information from PharmaClik Rx to the DIS.



Since there is no interaction between the Medication Review App and the Saskatchewan DIS, only prescriptions that are local in PharmaClik Rx will be displayed when a medication review is conducted. As a result, it is highly recommended that you view the patient's **EHR- ALL** profile prior to beginning a medication review to familiarize yourself with all of the patient's medications.

When information is modified in the Medication Review App, a note will be visible to users to serve as a reminder that this information will not be transmitted to the DIS, as shown below:



In order to transmit any information that was updated in the Medication Review App to the Saskatchewan DIS, users must do the following in PharmaClik Rx:

- For Patient Clinical Information (i.e. allergies)
  - Use the **Detail** button within the Clinical tab of the Patient Folder.
- For Drug Utilization Record (DUR) (i.e. vitamin c)
  - Highlight the DUR within the Profile tab of the Patient Folder and select **Rx** > **Detail**

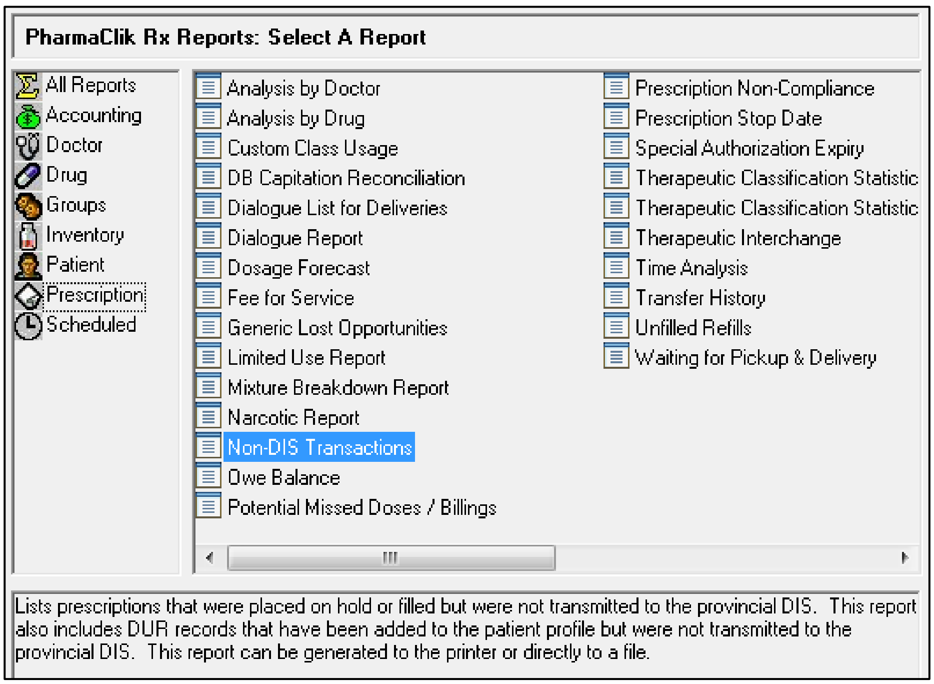
NOTE: Saskatchewan pharmacies integrated with the DIS will not be able to Inactive Prescriptions from the Medication Review App as they may already exist on the patient's EHR on the DIS.

Reports

PharmaClik Rx permits you to run reports that can assist you in managing your patients now that your pharmacy is DIS integrated.

Generating the Non-DIS Transactions Report

The **Non-DIS Transaction** report is a new report you can run to view a list of all the prescriptions that were not transmitted to the DIS, including prescriptions with an Animal status. This report should be reviewed weekly to evaluate if there are any prescriptions that should have been sent, but were not.



The *Non-DIS Transactions* Report will only be available for users who have been granted access to this report. For more information on how to do this, see Giving Users Access to DIS Report.

To run the Non-DIS Transaction report:

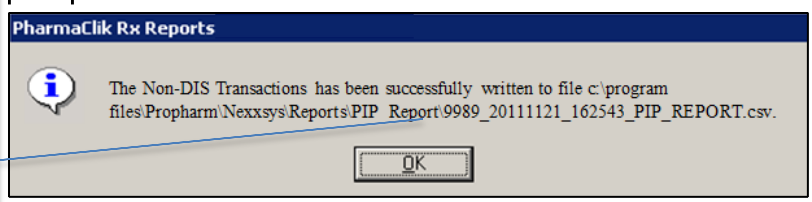
1. Select **More** > **Reports**.
2. Select **Prescription** from the side menu.
3. Highlight the **Non-DIS Transactions** report.
4. Select the **Next** button.
5. In the **Start Date** field, enter the start date for prescriptions you wish to view.

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. Do one of the following:
   - To view the report, select the **Preview** button.
   - To upload the report, select the **Request** button.
     − If there is no data that meets the report criteria, you will see the following prompt:

     − If there is valid data that meets the report criteria, you will see the following prompt:

This is the Folder Location of where the file is stored. You will need this information later when uploading.



Uploading the Non-DIS Transactions Report

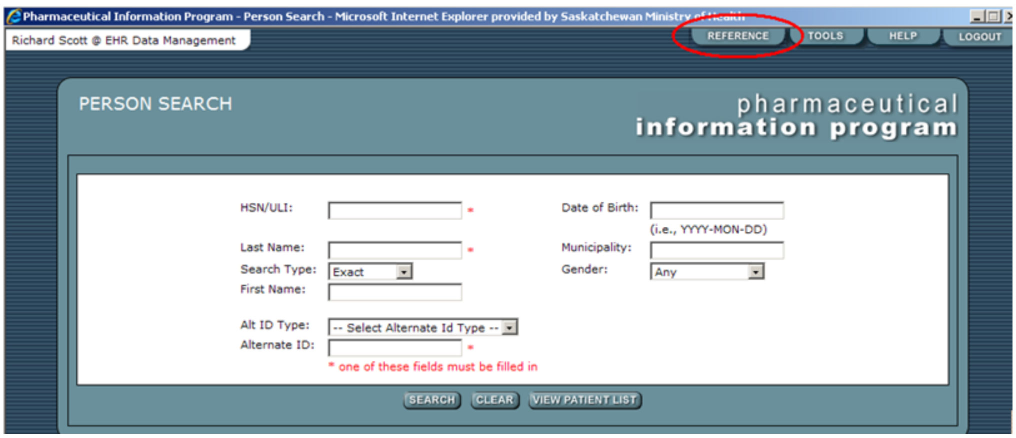
On the first of every month, PharmaClik Rx automatically sends the Non-DIS Transactions report to Saskatchewan Health. If you need to preview, save or print the report manually you will still have the capability to do so in PharmaClik Rx Reports. When you first go live with the DIS, Saskatchewan Health is asking some stores to send this report to them weekly to make sure prescriptions are being sent correctly.

To upload the Non-DIS Transactions report:

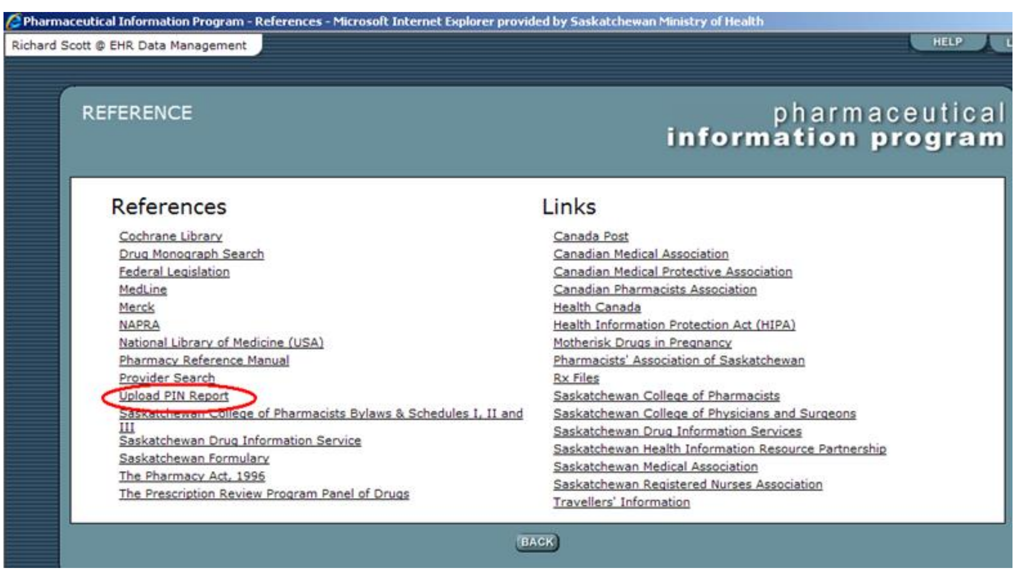
1. Generate the Non-DIS Transactions Report.

   NOTE: Ensure you select the **Request** button when you are generating the report.

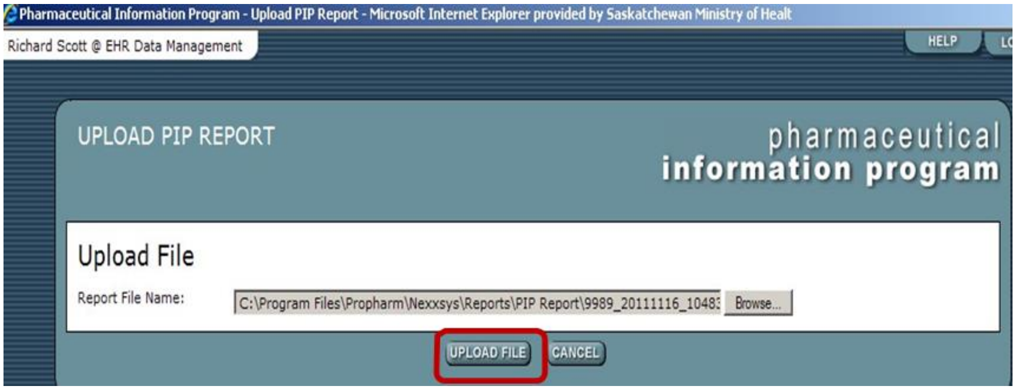
2. Log onto the PIP webpage.
3. Select the **REFERENCE** tab.



4. Select **Upload PIN Report**.



5. Select the Non-DIS Transactions file that was created. When you selected the Request button in PharmaClik Rx Reports the window would have displayed the location of the file.
6. Click on **UPLOAD FILE** to send the file to eHealth.

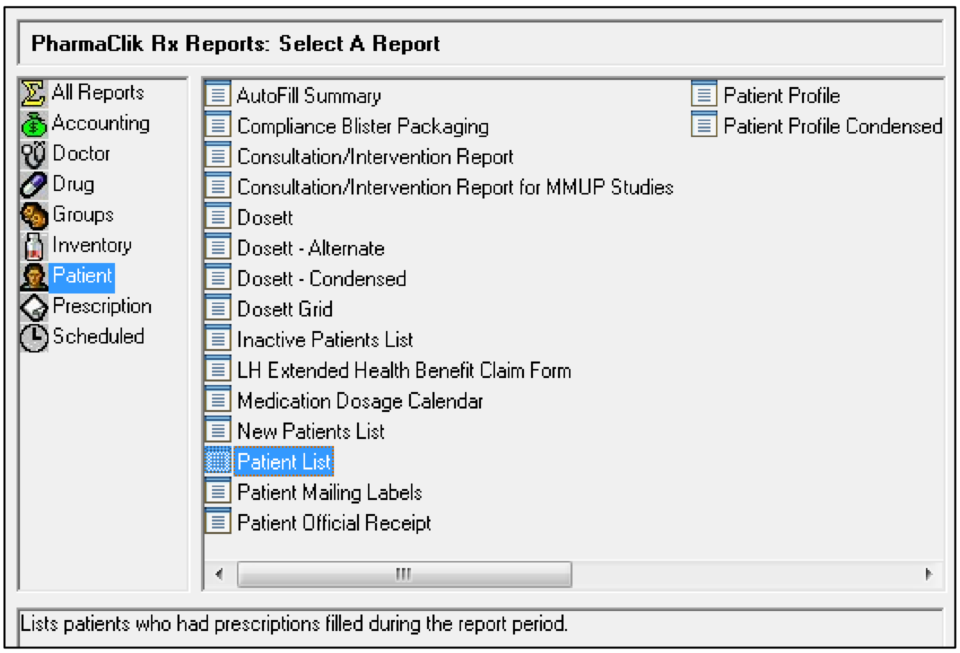


Generating the Patient List Report

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:

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.



Customer Care

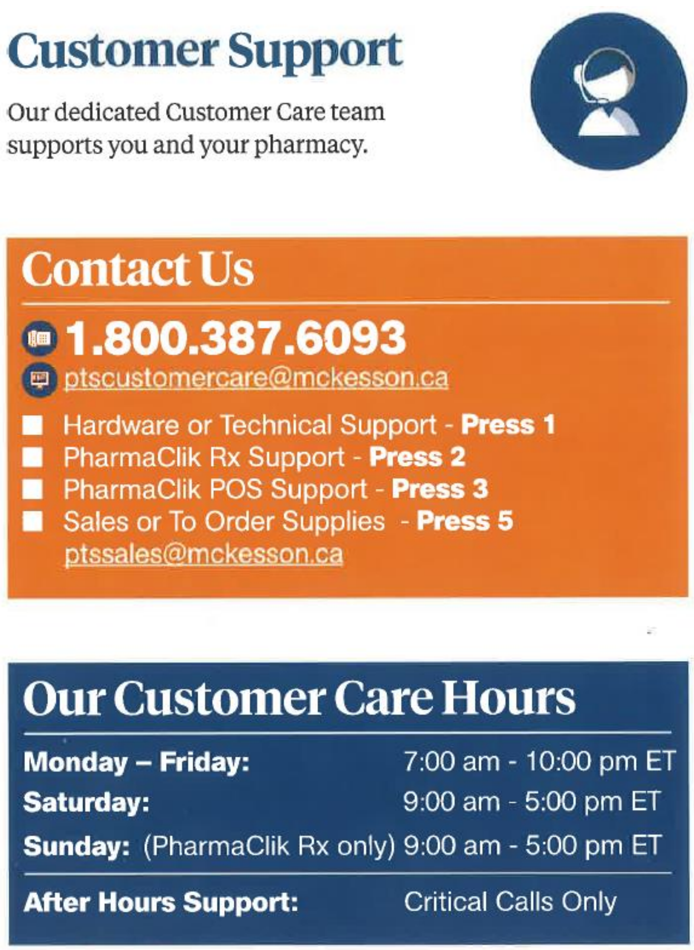
For assistance in troubleshooting any issues you may encounter, contact the appropriate Customer Care team, as outlined below.

PharmaClik Rx HelpDesk

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.



PIP Service Desk

If you detect an issue with the DIS, contact the Pharmaceutical Information Program (PIP) Service Desk to report the incident. Incidents can be reported to the PIP Service Desk in one of the following ways:

	Primary	Hours of Operation
PIP Service Desk	1-888-316-7446 (local 337-0600) hiscservicedesk@health.gov.sk.ca	7:00 AM– 9:00 PM CST Monday – Friday, excluding holidays. 24/7 for critical incidents
PIP Technical Support	1-888-316-7446 hiscservicedesk@health.gov.sk.ca	8:00 AM – 5:00 PM CST Monday – Friday, excluding holidays. 24/7 for critical incidents

When reporting an incident, the following information must be provided:

- Name of Pharmacy Site
- Contact name
- Contact phone number
- Description of the problem

Providing the following additional information would be helpful:

- Priority
- Full Description
- Software information

When a pharmacy contacts the PIP Service Desk, they will assign an incident number. Ensure to record the incident number.