RESOURCE AND PATIENT MANAGEMENT SYSTEM

Pharmacy Auto Refill System

(BEX)

User Manual

Version 1.0
April 2004

Information Technology Support Center
Division of Information Resources
Albuquerque, New Mexico

Preface

This document describes how to utilize the BEX Pharmacy Auto Refill System.

Related Manuals:

- Pharmacy Auto Refill System – Installation Guide/Release Notes
- Pharmacy Auto Refill System – Technical Manual

Table of Contents

1.0   Introduction

The Pharmacy Auto Refill system allows the Resource and Patient Management System (RPMS) to interact with a commercial automated telephone system (AudioCare®) to refill prescriptions. The system will also check on prescription status and provide feedback to patients who are calling to have prescriptions refilled.

2.0   Menu Options

Menu options allow the user to process telephone refills and inquire about refill transactions that are processed by the commercial automated telephone system.

Telephone Refill Transaction Menu

```
          All Transactions For One Patient
          Pharmacy Transactions By Date
          Process Refills
          Renewal Transactions
          Report Menu ...
          Telephone Refill Transaction Menu ...
          Transaction Inquiry
```

Figure 2-1: Telephone Refill Transaction menu

Report Menu

```
   1      TRANSACTIONS BY PATIENT
   2      TRANSACTIONS BY DATE AND TIME
   3      PHARMACY TRANSACTIONS BY DATE
   4      RENEWAL TRANSACTIONS
   5      ALL TRANSACTIONS FOR ONE PATIENT
```

Figure 2-2: Report menu

3.0   Transaction Inquiry (1)

This report option displays all refill transaction information for a selected patient and includes refill transaction date, time, enters, and results.

1. To run the Transaction Inquiry report, type **1** at the "Select Telephone Refill Transactions Menu Option:" prompt.

2. Type the patient's name at the "Select BEX Refill Transaction Patient:" prompt.

3. Type the name of a print device at the "Device:" prompt.

4. Type the margin size or press the Return key to accept the default size at the "Right Margin:" prompt.

```
Select Telephone Refill Transaction Menu Option: 1   TRANSACTION INQUIRY

Select BEX REFILL TRANSACTION PATIENT: DEMO,PATIENT
  DEMO,PATIENT                          F 11-29-1956 222222222    CL 999999
    1             10/16/02@10:20      1966114

DEVICE:     Right Margin: 80//

BEX REFILL TRANSACTION LIST                      OCT 21,2002  12:58    PAGE 1
--------------------------------------------------------------------------


PATIENT: DEMO,PATIENT                    DATE/TIME: OCT 16, 2002@10:20
  PRESCRIPTION NUMBER: 1966114           TYPE: STATUS
  RESULT: LAST SENT 09/09/02             RENEWAL FLAG: NO
  CHART REQUESTED?: YES
HRCN (c): 999999
```

Figure 3-1: Using the Transaction Inquiry Menu Option

4.0   Report Menu (2)

4.1   Transactions by Patient Report (1)

This report allows you to view all of the Auto Refill Transactions that have occurred for a specific patient. It may be useful to reference this report if a patient has any questions about prescriptions that were requested through the AudioCare ® system.

The following is an example of the RPMS menu option and data entry of a Pharmacy Auto Refill Transactions by Patient Report.

1. To run a Transactions by Patient report, type **1** at the "Select Report Menu Option:" prompt.

2. Type the start date when you would like your report to start at the "Begin with Date:" prompt.

3. Type the end date when you would like your report to end at the "End with Date:" prompt.

4. Type the name of a print device at the "Device:" prompt.

5. Type the margin size or press the Return key to accept the default size at the "Right Margin:" prompt.

```
Select REPORT MENU Option: 1  TRANSACTIONS BY PATIENT
BEGIN WITH DATE: OCT 01, 2002//10/16  (OCT 16, 2002)
END WITH DATE: OCT 18, 2002//10/16  (OCT 16, 2002)
DEVICE: HOME// [RET]     Right Margin: 80//[RET]

Sorting ...

MAF REFILL TRANSACTIONS BY PATIENT                    OCT 21, 2002 12:58
PAGE 1


                                            T
                                            Y
                                            P
PATIENT                 HRCN      DATE  Rx #     E  RESULT
---------------------------------------------------------------------------

DEMO,PATIENT            999999    10/16  1966114  S  LAST SENT 09/09/02
                                  10/16  1966148  S  LAST SENT 10/02/02
                                  10/16  1933947  S  LAST SENT 09/05/02
                                  10/16  1933947  S  NO REFILLS
                                  10/16  1966114  R  REFILLABLE
                                  10/16  1966106  R  REFILLABLE
                                  10/16  1966106  S  LAST SENT 10/16/02
                                  10/16  1966106  S  NO REFILLS
                                  10/16  1966114  S  LAST SENT 10/16/02
DEMO,PATIENT            999999    10/16  1966521  S  LAST SENT 10/16/02
DEMO,PATIENT JR         99999     10/16  1966518  R  REFILLABLE
```

```
          Total transactions for patient = 14

          Total transactions for date range 10/16/02 through 10/16/02 = 14
```

Figure 4-1: Using the Transactions by Patient Report Menu Option

4.2   Transactions by Date and Time Report (2)

This report allows pharmacists to print the Transactions by Date and Time report
prior to processing refills so that they will have the patient name and chart number
available for viewing while during processing.

The following displays an example of the RPMS menu option and data entry of a
Pharmacy Auto Refill Transactions by Date and Time Report.

1. To run a Transactions by Date and Time report, type **2** at the "Select Report Menu
    Option:" prompt.

2. Type the beginning date of the report at the "Start with Date:" prompt.

3. Type the ending date of the report at the "Go to Date:" prompt.

4. Type the name of a print device at the "Device:" prompt.

5. Type the margin size or press the Return key to accept the default size at the
    "Right Margin:" prompt.

```
Select REPORT MENU Option: 2  TRANSACTIONS BY DATE AND TIME
* Previous selection: DATE(DATE/TIME) from Oct 16,2002 to Oct 16,2002@24:00
START WITH DATE: FIRST// 10/16  (OCT 16, 2002)
GO TO DATE: LAST// 10/16  (OCT 16, 2002@24:00:00)
DEVICE: [RET]         Right Margin: 80//[RET]

MAF REFILL TRANSACTIONS BY DATE AND TIME        OCT 21,2002  12:58    PAGE 1
                                                        T
                                                        Y
                                                        P
TIME       Rx #       PATIENT                   HRCN        E  RESULT
--------------------------------------------------------------------------------

DATE: OCT 16,2002
10:20 AM   1966114    DEMO,PATIENT              999999      S  LAST SENT 09/09/0
10:20 AM   1966148    DEMO,PATIENT              999999      S  LAST SENT 10/02/0
10:20 AM   1933947    DEMO,PATIENT              999999      S  LAST SENT 09/05/0
10:20 AM   1933947    DEMO,PATIENT              999999      S  NO REFILLS
10:21 AM   1966114    DEMO,PATIENT              999999      R  REFILLABLE
10:21 AM   1966106    DEMO,PATIENT              999999      R  REFILLABLE
0:00 AM    1966106    DEMO,PATIENT              999999      P
0:00 AM    1966114    DEMO,PATIENT              999999      P
0:00 AM    1966521    DEMO,PATIENT              999999      P
11:57 AM   1966106    DEMO,PATIENT              999999      S  LAST SENT 10/16/0
11:57 AM   1966106    DEMO,PATIENT              999999      S  NO REFILLS
11:57 AM   1966114    DEMO,PATIENT              999999      S  LAST SENT 10/16/0
11:58 AM   1966521    DEMO,PATIENT              999999      S  LAST SENT 10/16/0
1:04 PM    1966518    DEMO,PATIENT JR           99999       R  REFILLABLE
```

```
0:00 AM    1966114    DEMO,PATIENT                   999999       P   NOT FILLED
0:00 AM    1966521    DEMO,PATIENT                   999999       P   NOT FILLED
0:00 AM    1966518    DEMO,PATIENT JR                99999        P   NOT FILLED
           --------
SUBCOUNT   23
           --------
COUNT      23
```

Figure 4-2: Using the Transactions by Date and Time Report Menu Option

4.3   Pharmacy Transactions by Date (3)

This option displays patient name, chart number, prescription number, and results
(e.g., refilled, not refillable, too early) for a specified date range.

1. To run a Pharmacy Transactions by Date report, type **3** at the "Select Report
   Menu option:" prompt.

2. Type the beginning date of the report at the "Start with Date:" prompt.

3. Type the ending date of the report at the "Go to Date:" prompt.

4. Type the name of the print device at the "Device:" prompt.

5. Type the margin size or press the Return key to accept the default size at the
   "Right Margin:" prompt.

```
Select REPORT MENU Option: 3  PHARMACY TRANSACTIONS BY DATE
* Previous selection: DATE(DATE/TIME) from Oct 16,2002 to Oct 16,2002@24:00
START WITH DATE: FIRST// 10/16  (OCT 16, 2002)
GO TO DATE: LAST// 10/16  (OCT 16, 2002@24:00:00)
DEVICE: [RET]        Right Margin: 80//[RET]

MAF PHARMACY TRANSACTIONS BY DATE AND PATIENT
                                            OCT 21,2002  12:59    PAGE 1
  PATIENT                        HRCN       Rx #     RESULT
------------------------------------------------------------------------

DATE: OCT 16,2002

TYPE: PHARMACY
  DEMO,PATIENT                   999999     1966106
                                            1966114
                                            1966521
  DEMO,PATIENT                   999999     1816573
                                            1972493
  DEMO,PATIENT                   999999     1966114  NOT FILLED
                                            1966521  NOT FILLED
  DEMO,PATIENT JR                999999     1966518  NOT FILLED
  DEMO,PATIENT                   999999     1816573  NOT FILLED
                                            -------
SUBCOUNT                                    9
                                            -------
SUBCOUNT                                    9
                                            -------
COUNT                                       9
```

Figure 4-3: Using the PHARMACY TRANSACTIONS BY DATE Menu Option

4.4   Renewal Transactions (4)

> **Note**: At the time of this package release, Renewal Transactions
> were not in use by the Indian Health Service. This option
> has been included for future use, if needed.

The following displays an example of the RPMS menu option and data entry of a
Pharmacy Auto Refill Renewal Transactions.

1. To run a Renewal Transactions report, type **4** at the "Select Report Menu option:"
    prompt.

2. Type the beginning date of the report at the "Start with Date:" prompt.

3. Type the ending date of the report at the "Go to Date:" prompt.

4. Type the name of the print device at the "Device:" prompt.

5. Type the margin size or press the Return key to accept the default size at the
    "Right Margin:" prompt.

```
Select REPORT MENU Option: 4  RENEWAL TRANSACTIONS
* Previous selection: DATE(DATE/TIME) from Oct 16,2002 to Oct 16,2002@24:00
START WITH DATE: FIRST// 10/16  (OCT 16, 2002)
GO TO DATE: LAST// 10/16  (OCT 16, 2002@24:00:00)
DEVICE: [RET]        Right Margin: 80//[RET]

MAF REFILL TRANSACTIONS - RENEWALS BY PATIENT AND DATE
                                          OCT 21,2002  12:59    PAGE 1
                                              T
                                              Y
                                              P
PATIENT                HRCN       DATE   Rx #     E   RESULT
--------------------------------------------------------------------------

COUNT                                      0
```

Figure 4-4: Using the RENEWAL TRANSACTIONS Menu Option

4.5   All Transactions for One Patient (5)

The following displays an example of the RPMS menu option and data entry of a
Pharmacy Auto Refill All Transactions for One Patient. Review of this report will
identify the time the patient called; and Rx numbers and drugs requested by the
automatic system.

1. To run All Transactions for One Patient report, type **5** at the "Select Report Menu
    option:" prompt.

2. Type the beginning date of the report at the "Start with Date:" prompt.

3. Type the ending date of the report at the "Go to Date:" prompt.

4. Type the name of the print device at the "Device:" prompt.

5. Type the margin size or press the Return key to accept the default size at the "Right Margin:" prompt.

```
Select REPORT MENU Option: 5  ALL TRANSACTIONS FOR ONE PATIENT
Select PATIENT NAME: DEMO,PATIENT
  START WITH DATE(DATE/TIME): FIRST// [RET]
DEVICE: [RET]         Right Margin: 80//[RET]

MAF REFILL TRANSACTIONS FOR PATIENT: DEMO,PATIENT   999999        Page 1

DATE          TIME   RX NUMBER TYPE       RESULT

OCT 16,2002  10:20  1933947    STATUS     LAST SENT 09/05/02
                    1933947    STATUS     NO REFILLS
OCT 16,2002  10:21  1966106    REFILL     REFILLABLE
OCT 16,2002         1966106    PHARMACY
OCT 16,2002  11:57  1966106    STATUS     LAST SENT 10/16/02
                    1966106    STATUS     NO REFILLS
OCT 16,2002  10:20  1966114    STATUS     LAST SENT 09/09/02
OCT 16,2002  10:21  1966114    REFILL     REFILLABLE
OCT 16,2002         1966114    PHARMACY
OCT 16,2002  11:57  1966114    STATUS     LAST SENT 10/16/02
OCT 16,2002         1966114    PHARMACY   NOT FILLED
OCT 16,2002  10:20  1966148    STATUS     LAST SENT 10/02/02
OCT 16,2002         1966521    PHARMACY
OCT 16,2002  11:58  1966521    STATUS     LAST SENT 10/16/02
OCT 16,2002         1966521    PHARMACY   NOT FILLED
                    --------
SUBCOUNT            15


MAF REFILL TRANSACTIONS FOR PATIENT: DEMO,PATIENT   999999
Page 2

DATE          TIME   RX NUMBER TYPE       RESULT

OCT 17,2002         1966114    PHARMACY
                    1966521    PHARMACY
                    --------
SUBCOUNT            2
OCT 21,2002  10:16  1966114    STATUS     LAST SENT 10/17/02
OCT 21,2002  10:15  1966664    STATUS     LAST SENT 09/09/02
                    --------
SUBCOUNT            2
                    --------
COUNT              19
```

Figure 4-5: Using the All Transactions For One Patient Menu Option

5.0   Process Refills (REF)

This option allows you to refill all of the prescriptions that have been called in as a batch without having to enter chart or prescription numbers.

1. To use the Process Refills option, type **REF** at the "Select Telephone Refill Transaction Menu Option:" prompt.

2. Type the desired number of days at the "Number of Days for Chronic Med Profile:" prompt.

3. Type **Y** or **N** at the "Pre-Select PMI/Chronic Med Profile Device?" prompt.

4. Type the name of the Label Printer at the "Select Label Printer:" prompt.

5. Type the margin size or press the Return key to accept the default size at the "Right Margin:" prompt.

6. Type **Y** or **N** at the "OK to Assume Label Printer Alignment is Correct?" prompt.

7. Type the time and date of the fill/encounter form at the "Fill/Encounter Form Date & Time:" prompt.

8. Type the name of the person entering this information at the "Clerk:" prompt.

9. Type **Y** or **N** at the "Allow fills for Inpatient and CNH?" prompt.

10. Type **Y** or **N** at the "Allow Early Refills?" prompt.

11. Type **Y** or **N** at the "Process Telephone Refill Requests at this Time?" prompt.

```
Select Telephone Refill Transaction Menu Option: REF  PROCESS REFILLS
Outpatient Pharmacy software - Version 6.0
Number of Days For Chronic Med Profile:  (1-999): 90//[RET]
Pre-Select PMI/Chronic Med Profile Device? (Y/N) ? No// [RET]        (No)
Select LABEL PRINTER: [RET]           Right Margin: 80//[RET]

OK TO ASSUME LABEL ALIGNMENT IS CORRECT ?:  (Y/N): YES//[RET]

                    Division: CLAREMORE HOSPITAL

Please answer the following for this session of prescriptions

FILL/ENCOUNTER FORM DATE & TIME:  //
This is a required response. Enter '^' to exit
FILL/ENCOUNTER FORM DATE & TIME:  // T  (OCT 21, 2002)
CLERK: USER,DEMO A.// USER,DEMO A.
Allow fills for inpatient and CNH ? N// O
Allow early refills ? N// O

Process telephone refill requests at this time? YES//
```

```
At this time you will be processing a refill in the same manner as a refill
is processed through the normal Pharmacy options.
```

Figure 5-1: Using the Process Refills Menu Option

5.1   No Refills to Process

If there are no refills to be processed, a message displays (Figure 5-2) indicating that
there are no telephone refills to process.

```
Select Telephone Refill Transaction Menu Option: REF  PROCESS REFILLS
                       Division: CLAREMORE HOSPITAL

      There are no telephone refills to process.
```

Figure 5-2: No refill requests example

5.2   Refill Requests Exist

Figure 5-3 is a screen capture of the Process Refills process, when refill requests
exist.

```
Select Telephone Refill Transaction Menu Option: ref  PROCESS REFILLS

                     Division: DEMO HOSPITAL

Please answer the following for this session of prescriptions

FILL/ENCOUNTER FORM DATE & TIME:  // NOW  (OCT 29, 2002@11:18)
CLERK: DEMO,LOLA L.// DEMO,LOLA L.
Allow fills for inpatient and CNH ? N// O
Allow early refills ? Y// YES
Process telephone refill requests at this time? YES// [RET]
Process telephone refills for all divisions? YES// [RET]
New Patient, please pause
Now refilling Rx # 1966358   DRUG: FUROSEMIDE 40MG TAB
NDC : 00781-1966-10// 00781-1966-10
AWP : 0.140300// 0.140300
JUMP TO FIELD//
1966358      FUROSEMIDE 40MG TAB              SIG: T1T QAM FFL QTY: 20
NDC: 00781-1966-10 (.1403)
Print/Queue/Cpro/Med sheet/Refill/CAncel/Summary/B=Sum+Cpro/'^'=Exit: P//
Summary***
```

Figure 5-3: Refill request exists example

6.0   Setting up Refill Clinics for Pharmacy

In order to have one or more prescription refill clinics set up, Pharmacy will need to work with the person at the facility that is in charge of entering new clinics into RPMS. This needs to be done if the Pharmacy is planning to have charts sent in order for the pharmacist to review the patient's medical record and to record the refill information in the patient's chart. Pharmacy will need to determine cut off times for call-in refills and the prescription refill clinics should be set up based on those times. The following two example clinics, Pharmacy AM and Refill Appointment, are set up so that any calls received after 14:00 will not be processed until the following morning. The Telephone Pharmacy Refill site parameters can then entered in RPMS after the prescription refill clinics have been established.

```
Select CLINIC NAME: PHARMACY AM
CLINIC: PHARMACY AM
ABBREVIATION: RFAM
DIVISION: GOOD HEALTH HOSPITAL
NON-COUNT CLINIC? (Y OR N): NO
INCLUDE ON FILE ROOM LISTS?:
IHS CLINIC CODE: PHARMACY
MULTIPLE CLINIC CODES USED?:
CREATE VISIT AT CHECK-IN?:
DEFAULT VISIT PROVIDER:
VISIT PROVIDER REQUIRED?:
TELEPHONE: 123-4567
APPOINTMENT SLIP STATEMENT:
REQUIRE X-RAY FILMS?:
NO SHOW LETTER:
PRE-APPOINTMENT LETTER:
CLINIC CANCELLATION LETTER:
APPT. CANCELLATION LETTER:
ALLOWABLE CONSECUTIVE NO-SHOWS: 99
WAITING PERIOD FOR COUNTING UP NO-SHOWS:
MAX # DAYS FOR FUTURE BOOKING: 365
START TIME FOR AUTO REBOOK: 14
MAX # DAYS FOR AUTO-REBOOK: 365
SCHEDULE ON HOLIDAYS?:
PROHIBIT ACCESS TO CLINIC?: YES
Select PRIVILEGED USER: GOOD,PHARMACIST
PHYSICAL LOCATION: PHARMACY OUTPATIENT
PRINCIPAL CLINIC:
OVERBOOKS/DAY MAXIMUM: 32
Select SPECIAL INSTRUCTIONS:
LENGTH OF APP'T: 15
VARIABLE APP'NTMENT LENGTH: YES, VARIABLE LENGTH
PRINT HEALTH SUMMARY?: NO
PRINT MEDICATION PROFILE?:
PRINT ADDRESS/INSURANCE UPDATE?:
PRINT ENCOUNTER FORM?:
AVAILABILITY DATE:
```

Figure 6-1: **Setting up Refill Clinics for Pharmacy, example 1**

```
Select CLINIC NAME: REFILL APPOINTMENT
```

```
CLINIC: REFILL APPOINTMENT
ABBREVIATION: RFAPP
DIVISION: GOOD HEALTH HOSPITAL
NON-COUNT CLINIC? (Y OR N): NO
INCLUDE ON FILE ROOM LISTS?:
IHS CLINIC CODE: PHARMACY
MULTIPLE CLINIC CODES USED?:
CREATE VISIT AT CHECK-IN?:
DEFAULT VISIT PROVIDER:
VISIT PROVIDER REQUIRED?:
PYXIS LOCATION:
TELEPHONE: 123-4567
APPOINTMENT SLIP STATEMENT:
REQUIRE X-RAY FILMS?:
NO SHOW LETTER:
PRE-APPOINTMENT LETTER:
CLINIC CANCELLATION LETTER:
APPT. CANCELLATION LETTER:
ALLOWABLE CONSECUTIVE NO-SHOWS: 99
WAITING PERIOD FOR COUNTING UP NO-SHOWS:
MAX # DAYS FOR FUTURE BOOKING: 365
START TIME FOR AUTO REBOOK:
MAX # DAYS FOR AUTO-REBOOK: 1
SCHEDULE ON HOLIDAYS?:
PROHIBIT ACCESS TO CLINIC?: YES
Select PRIVILEGED USER: GOOD,PHARMACIST
PHYSICAL LOCATION: PHARMACY OUTPATIENT
PRINCIPAL CLINIC:
OVERBOOKS/DAY MAXIMUM: 32
Select SPECIAL INSTRUCTIONS:
LENGTH OF APP'T: 15
VARIABLE APP'NTMENT LENGTH: YES, VARIABLE LENGTH
PRINT HEALTH SUMMARY?: NO
PRINT MEDICATION PROFILE?:
PRINT ADDRESS/INSURANCE UPDATE?:
PRINT ENCOUNTER FORM?:
AVAILABILITY DATE:
```

Figure 6-2: **Setting up Refill Clinics for Pharmacy, example 2**

7.0   Telephone Refill Parameters (SIT)

Edit Pharmacy Telephone Refill Parameters (SIT)

This menu option allows pharmacy staff to enter one or two refill clinic names into the system to establish cut-off times for refill call-in and pick up. The pharmacy has the option to have the software automatically print a routing slip for Medical Records at the time a refillable prescription is called in.

The following displays an example of the RPMS menu option and data entry of a Pharmacy Auto Refill Edit Pharmacy Telephone Refill Parameters.

1. To Edit Pharmacy Telephone Refill parameters, type **SIT** at the "Select Telephone Refill Transaction Menu Option:" prompt.

2. Type name of the BEX refill site at the "Select BEX Refill Parameter Site:" prompt.

3. Type the name of the site at the "Site:" prompt.

4. Type **Y** or **N** at the "Chart Request on Refill:" prompt.

5. Type the PM cutoff time for chart requests at the "Chart Request PM Cutoff Time:" prompt.

6. Type the name of the AM Chart Request clinic at the "Chart Request AM Clinic:" prompt.

7. Type the chart request cutoff clinic at the "Chart Request Cutoff Clinic:" prompt.

8. Type **Y** or **N** at the "Auto Print Routing Slips:" prompt.

9. Type the AM chart cutoff time at the "Chart Request AM Cutoff Time:" prompt.

10. Type the AM routing slip time at the "AM Routing Slip Time" prompt.

11. Type the PM routing slip time at the "PM Routing Slip Time" prompt.

12. Type the name of the printer where you would like the routing slips printed at the "Routing Slip Printer:" prompt.

```
Select Telephone Refill Transaction Menu Option: SIT  Edit Pharmacy
Telephone Refill Parameters

Select BEX REFILL PARAMETER SITE: DEMO HOSPITAL
SITE: DEMO HOSPITAL
CHART REQUEST ON REFILL: NO
CHART REQUEST PM CUTOFF TIME: 1400
CHART REQUEST AM CLINIC: PHARMACY AM
CHART REQUEST CUTOFF CLINIC: PHARMACY PM
AUTO PRINT ROUTING SLIPS: YES
```

```
CHART REQUEST AM CUTOFF TIME: 0800
AM ROUTING SLIP TIME: 0800
PM ROUTING SLIP TIME: 2000
ROUTING SLIP PRINTER: GOOD HEALTH MEDICAL RECORDS PRINTER
```

Figure 7-1: Using the Edit Pharmacy Telephone Refill Parameters Menu Option

Figure 7-2 shows an example of site parameters.

```
Select DHCP REFILL PARAMETER SITE: claremore HOSPITAL    OK      505201
OK
LAHOMA        CLAREMORE        01     CLAREMORE HOSPITAL        2522
        ...OK? Yes//   (Yes)

SITE: CLAREMORE HOSPITAL//
CHART REQUEST ON REFILL: NO//  (PARAMETER CHANGED TO YES// on 12/10/02)
CHART REQUEST PM CUTOFF TIME: 1400//
CHART REQUEST AM CLINIC: PHARMACY AM//
CHART REQUEST CUTOFF CLINIC: REFILL APPOINTMENT//
AUTO PRINT ROUTING SLIPS: YES//
CHART REQUEST AM CUTOFF TIME: 0800//
AM ROUTING SLIP TIME: 0800//
PM ROUTING SLIP TIME: 2000//
ROUTING SLIP PRINTER: MEDREC-PRT86//
```

Figure 7-2: Example of site parameters

8.0   Chart Request Tasker

The Chart Request Tasker should be scheduled by the facility site manager prior to starting to use the AudioCare system. If this job is not set up, the following displays an example of the RPMS menu option and data entry of a Pharmacy Auto Refill Chart Request Tasker. Use this option to schedule how often the BEX Refill Transaction file is scanned for new pharmacy transactions. This task will create pharmacy appointments and print routing slips if the Auto Print Chart Requests field is set to Yes in the BEX Refill Parameter file.

```
          Schedule/Unschedule Options
          One-time Option Queue
          Taskman Management Utilities ...
          List Tasks
          Dequeue Tasks
          Requeue Tasks
          Delete Tasks
          Print Options that are Scheduled to run
          Cleanup Task List
          Print Options Recommended for Queueing

You have 102 PENDING ALERTS
          Enter  "VA   VIEW ALERTS     to review alerts

Select Taskman Management Option: SC

Select OPTION to schedule or reschedule: BEX TASK CHART REQUEST      Chart
Req
uest Tasker
  Are you adding 'BEX TASK CHART REQUEST' as
    a new OPTION SCHEDULING (the 31ST)? No// Y

                     Edit Option Schedule
    Option Name: BEX TASK CHART REQUEST
    Menu Text: Chart Request Tasker                     TASK ID:
 _____

  QUEUED TO RUN AT WHAT TIME: MAR 21,2004@12:00

DEVICE FOR QUEUED JOB OUTPUT:

 QUEUED TO RUN ON VOLUME SET:

      RESCHEDULING FREQUENCY: 300S

            TASK PARAMETERS:

            SPECIAL QUEUEING: Startup Persistent
_____
Exit     Save     Next Page     Refresh

Enter a command or '^' followed by a caption to jump to a specific field.

COMMAND:
```

Figure 8-1: Tasking the Chart Request Tasker Menu Option

Glossary

Command

The instructions you give the computer to record a certain transaction. For example, selecting "Payment" or "P" at the command prompt tells the computer you are applying a payment to a chosen bill.

Default Response

Many of the prompts in RPMS contain responses that can be activated simply by pressing the Return key. For example: "Do you really want to quit? No//." Pressing the Return key tells the system you do not want to quit. "No//" is considered the default response.

Enter Key

Used interchangeably with the Return key. Press the Enter key to show the end of an entry such as a number or a word. Press the Enter key each time you respond to a computer prompt. If you want to return to the previous screen, simply press the Enter key without entering a response. This will take you back to the previous menu screen. The Enter key on some keyboards are shown as the Return Key. Whenever you see [ENT] or the Enter key, press the Enter or Return Key.

Device

The name of the printer you want the system to use when printing information. "Home" means the computer screen.

Edit

The process of changing information that has already been entered on the system. If data has not been entered, you may enter new data using the "Edit" function.

File

A set of related records or entries treated as a single unit.

Medication Profile

A list of all active or recently cancelled or expired prescriptions for a patient sorted either by date, drug, or classification. Unlike the action profile, this profile is for information only and does not provide a signature line for a physician to indicate action to be taken on the prescription.

Menu

A list of choices for computing activity. A menu is a type of option designed to identify a series of items (other options) for presentation to the user for selection. When displayed, menu-type options are preceded by the word "Select" and followed by the word "option" as in Select Menu Management option: (the menu's select prompt).

Option

An executable item under a menu.

Quit

To indicate that you have finished working on a specific transaction and you would like to exit that particular option of the package and proceed to another function or menu.

Required Response

A response that must be entered before the system will release you from a prompt and allow you to move on.

Return key

Press the Return key to show the end of an entry such as a number or a word. Press the Return key each time you respond to a computer prompt. If you want to return to the previous screen, simply press the Return key without entering a response. This will take you back to the previous menu screen. The Return key on some keyboards are shown as the Enter Key. Whenever you see [RET] or the Return key, press the Return or Enter Key.

Site Manager

The person in charge of setting up and maintaining the RPMS System at the facility or area level.

Appendix A: Sample Materials

A.1   Revised Pharmacy Request Form

TELEPHONE REFILLS

The Claremore Indian Hospital automated information system requires…

- A touch-tone phone

- Your chart number (*if chart number is not entered – call is routed to operator. Operator will transfer the call to pharmacy so the patient can receive appropriate assistance.*)

- Your Rx number

Dial 342-6671 (local calls), or 1-918-342-6671 (outside the local calling area)

1. Enter your chart number **(followed by #)**

2. Press 2 for pharmacy options

   For Refills Press 1

   Enter Rx number (followed by #)

   or

   Press 2 for Status of prescription

   Enter Rx number (followed by #)

   or

   Press 8 if you need assistance

   To request enough medicine to last until your scheduled appointment – Press 1

   To speak with an appointment clerk – Press 2

   To speak with a pharmacy attendant – Press 3 (Patients needing assistance should receive verbal instruction in use of the new system. Patients needing to request refills to last till a scheduled appointment should be transferred to ext 641)

A.2   Sample Notice

NOTICE

Refills will not be available on the day of an appointment in the hospital.

(Patients who do not pick up prescriptions on the designated day will not receive expedited service. They should be advised to request their chart for pharmacy, then fill out a request slip noting they are here to pick-up refills and date filled. To avoid this delay in dispensing they should pick up Rx on date specified.)

Patients calling between 00745 and 1400 will be advised that prescriptions will be ready to pick-up 2 hours after they are requested. At least every 15 minutes during the day, the data entry technician should process telephone refills. Patients calling between 1400 and 0745 the next morning will be advised that prescriptions will be ready to pick up after 1400 on the first weekday after the call. Medical records will pull these charts so they are ready for early morning processing. Charts can be received for all patients requesting refills except those who are advised that their request for refill is too early, or only for patients with authorized refills.

Contact Information

If you have any questions or comments regarding this distribution, please contact the ITSC Help Desk by:

Phone: (505) 248-4371 or (888) 830-7280

Fax: (505) 248-4363

Web: http://www.rpms.ihs.gov/TechSupp.asp

E-mail: ITSCHelp@mail.ihs.gov