Outpatient Pharmacy (PSO)

User Manual

Version 7.0
September 2004

Information Technology Support Center
Division of Information Resources
Albuquerque, New Mexico
This user manual describes the functional characteristics of Outpatient Pharmacy v7.0. It is intended for pharmacists and technicians who are familiar with the functioning of RPMS Outpatient Pharmacy.
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1.0 Introduction

The Outpatient Pharmacy (OP) software provides a way to manage the medication regimen of patients seen in the outpatient clinics and to monitor and manage the workload and costs in the Outpatient Pharmacy. The Pharmacy Ordering Enhancements (POE) project (patch PSO*7*46 for Outpatient Pharmacy) improves the flow of orders between Inpatient and Outpatient Pharmacy as well as between Electronic Health Record (EHR) and backdoor pharmacy.

The primary benefits to the patient are the assurance that he or she is receiving the proper medication and the convenience of obtaining refills easily. The clinicians and pharmacists responsible for patient care benefit from a complete, accurate, and current medication profile available at any time to permit professional evaluation of treatment plans. Utilization, cost, and workload reports provide management cost controlling tools while maintaining the highest level of patient care.
2.0 List Manager

2.1 Outpatient List Manager

Figure 2-1: Diagram of outpatient list manager screen
3.0 Using List Manager

- Allows the pharmacist or technician to browse through a list of actions
- Allows the pharmacist or technician to take action against those items
- Allows the user to select an action that displays an action or informational profile
- Allows the user to select a different action without leaving an option.

3.1 Entering Actions

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Next Screen [+ ]</td>
<td>move to the next screen (may be shown as a default).</td>
</tr>
<tr>
<td>Previous Screen [-]</td>
<td>move to the previous screen.</td>
</tr>
<tr>
<td>Up a Line [UP]</td>
<td>move up one line.</td>
</tr>
<tr>
<td>Down a Line [DN]</td>
<td>move down one line.</td>
</tr>
<tr>
<td>Shift View to Right [&gt;]</td>
<td>move the screen to the right if the screen width is more than 80 characters.</td>
</tr>
<tr>
<td>Shift View to Left [&lt;]</td>
<td>move the screen to the left if the screen width is more than 80 characters.</td>
</tr>
<tr>
<td>First Screen [FS]</td>
<td>move to the first screen.</td>
</tr>
<tr>
<td>Last Screen [LS]</td>
<td>move to the last screen.</td>
</tr>
<tr>
<td>Go to Page [GO]</td>
<td>move to any selected page in the list.</td>
</tr>
<tr>
<td>Re Display Screen [RD]</td>
<td>redisplay the current.</td>
</tr>
<tr>
<td>Print Screen [PS]</td>
<td>prints the header and the portion of the list currently displayed.</td>
</tr>
<tr>
<td>Print List [PL]</td>
<td>prints the list of entries currently displayed.</td>
</tr>
<tr>
<td>Search List [SL]</td>
<td>finds selected text in list of entries.</td>
</tr>
<tr>
<td>Auto Display (On/Off) [ADPL]</td>
<td>toggles the menu of actions to be displayed/not displayed automatically.</td>
</tr>
<tr>
<td>Quit [QU]</td>
<td>exits the screen (may be shown as a default).</td>
</tr>
</tbody>
</table>

3.2 Outpatient Pharmacy Hidden Actions

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Logs [AL]</td>
<td>displays the Activity Logs.</td>
</tr>
<tr>
<td>Copy [CO]</td>
<td>allows the user to copy and edit an order.</td>
</tr>
<tr>
<td>DIN</td>
<td>displays available drug restriction/guideline information for the Dispense Drug and Orderable Item associated with the selected medication order.</td>
</tr>
<tr>
<td>Hold [HD]</td>
<td>places an order on a hold status.</td>
</tr>
<tr>
<td>Other OP Actions [OTH]</td>
<td>allows the user to choose from the following sub-actions:   Progress Note [PN], Action Profile [AP],</td>
</tr>
</tbody>
</table>
### 3.3 Speed Actions

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reprint [RP]</td>
<td>reprints the label.</td>
</tr>
<tr>
<td>Renew [RN]</td>
<td>a continuation of a medication authorized by the provider.</td>
</tr>
<tr>
<td>Refill [RF]</td>
<td>a second or subsequent filling authorized by the provider.</td>
</tr>
<tr>
<td>Discontinue [DC]</td>
<td>status used when an order was made inactive either by a new order or by the request of a physician.</td>
</tr>
<tr>
<td>Release [RL]</td>
<td>action taken at the time the order is filled and ready to be given to the patient.</td>
</tr>
<tr>
<td>Pull Rx [PP]</td>
<td>action taken to pull prescription(s) early from suspense.</td>
</tr>
<tr>
<td>Inpat. Profile [IP]</td>
<td>action taken to view an Inpatient Profile.</td>
</tr>
</tbody>
</table>

### 3.4 Other Outpatient Pharmacy ListMan Actions

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exit [EX]</td>
<td>Exit processing pending orders.</td>
</tr>
<tr>
<td>AC</td>
<td>Accept.</td>
</tr>
<tr>
<td>BY</td>
<td>Bypass.</td>
</tr>
<tr>
<td>DC</td>
<td>Discontinue.</td>
</tr>
<tr>
<td>ED</td>
<td>Edit.</td>
</tr>
<tr>
<td>FN</td>
<td>Finish.</td>
</tr>
</tbody>
</table>

### 3.4.1 Other Screen Actions

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit/Enter Allergy/ADR Data</td>
<td>provides access to the Adverse Reaction Tracking package to allow entry and/or edit of allergy adverse reaction data for the patient. See the Adverse Reaction Tracking package documentation for more information on allergy/ADR processing.</td>
</tr>
<tr>
<td>Detailed Allergy Display [DA]</td>
<td>displays a detailed listing of the selected item from the patient's allergy/ADR list. Entry to the Edit Allergy/ADR Data action is provided with this list also.</td>
</tr>
<tr>
<td>Action</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Patient Record Update [PU]</td>
<td>allows editing of patient data such as SSN, birth date, address, phone, and outpatient narrative. Patient data can also be updated using the Update Patient Record menu option. If implementing Other Language Modifications, either can be used to set a patient's other language preference.</td>
</tr>
<tr>
<td>New Order [NO]</td>
<td>allows new orders to be entered for the patient.</td>
</tr>
<tr>
<td>Exit Patient List [EX]</td>
<td>Exit patient's Patient Information screen so that a new patient can be selected.</td>
</tr>
</tbody>
</table>
4.0 **IHS-Specific Pharmacy Options Menu**

- AAC Import Entries From AAC File
- APS AWP/PMI Update Status
- AWP AWP Manual Update
- CDUR Controlled Drug Use Report
- CMP Chronic Medication Profile
- DPL Daily Prescription Log
- DPMI Print Drug Medication Sheets
- DRRR Drug Recall Report
- DSLL Drug Storage Location List
- DUER Drug Utilization Evaluation Report
- ERR Print Errors From Import Of AAC
- FPN Find Problem NDC'S In Drug File
- IHS IHS Pharmacy Site Parameters
- INLI Inventory List
- LMRS Label/Pro Monitor Reprint (Slave Printers Only!)
- MEDI Print Patient Instruction Sheet
- OUT Outside Rx Menu
  - AORX Enter Outside Rx
  - EORX Edit Outside Rx
  - DORX Delete Outside Rx
  - DISP Display Outside Rx
- PMI Print Patient Medication Sheets
- PREP Pharmacy Prepack Main Menu
  - PEDT Enter/Edit Prepack Log
  - LBET Enter/Edit Prepack Label
  - PRPT Print Prepack Log Report
  - LRPT Print Prepack by Location Report
  - EXPT Print Prepack Expiration Date Report
  - LEDT Enter/Edit Prepack Location
4.1 Import Entries From AAC File (ACC)

1. Obtain a file containing drug acquisition information from your prime vendor software. (The file from McKesson will be available in January 2005.)

2. Ask your site manager to put the file on the RPMS server (e.g., in the Pub directory). You will need to know the exact name of the path where the file is located in order to run the automatic update.

3. Select AAC Import Entries from AAC file:

   Select Maintenance (Outpatient Pharmacy) Option: **AAC IMPORT ENTRIES FROM AAC FILE**
   THIS OPTION WILL IMPORT ACTUAL ACQUISITION COST INTO THE AWP MED TRANSACTION FILE
   DO YOU WISH TO CONTINUE? YES// <Enter>

   ENTER THE PATH TO THE ACTUAL ACQUISITION FILE: D:\DATA// ENTER THE NAME OF THE ACTUAL ACQUISITION FILE: // PrChange.out <- Enter the name of the path being sure to use backslashes \ (key Right above the Enter key).
   GOT THE FILE PrChange.out.................................................................
   COUNT OF UPDATES IS 645
   ENTER THE DEVICE TO PRINT THE ERROR LIST <- This is a listing of drugs that couldn’t be matched. You’ll get a list of drug names that couldn’t be matched for AAC updating when you run the AWP Manual Update. You’ll need to check the Price per Order Unit for those drugs periodically to make sure that it has the correct current acquisition cost.)

   DEVICE: HOME// Right Margin: 80//

   ABC HEALTH CENTER PAGE: 1

<table>
<thead>
<tr>
<th>NDC#</th>
<th>AAC#</th>
<th>Err</th>
</tr>
</thead>
<tbody>
<tr>
<td>00047064832</td>
<td>2498251</td>
<td>NO ENTRY IN AWP MED TRANSACTION FILE FOR NDC</td>
</tr>
<tr>
<td>01650002312</td>
<td>3537594</td>
<td>NO ENTRY IN AWP MED TRANSACTION FILE FOR NDC</td>
</tr>
</tbody>
</table>

Figure 4-1: Importing entries from AAC file
4. Run the AWP Manual Update option to move the cost information from the AWP Med Transaction file into the Drug file.

4.2 AWP/PMI Update Status (APS)

Select Maintenance (Outpatient Pharmacy) Option: APS  AWP/PMI UPDATE STATUS

>>> UPDATE STATUS <<<

Last AWP monthly update occurred on..................DEC 2,2002
Most recent 'manual' AWP update was ran on...........NOV 4,2002@22:00:02
Total number of DRUGS updated with AWP...............697

>>> ACTIVE DRUGS STATUS <<<
The Total Number of Active Drugs...............713

PATIENT DRUG EDUCATION DATABASE (PDED)

>>> UPDATE STATUS <<<
The last quarterly PDED update occurred on...........OCT 2,2002
PATIENT DRUG EDUCATION DATABASE WILL EXPIRE ON.......JAN 1,2003

Figure 4-2: AWP/PMI update status

4.3 AWP Manual Update (AWP)

Select IHS-Specific Pharmacy Options Option: AWP  AWP Manual Update

Perform Update? NO/ YES
AWP Update in progress, Please hold on.........
AWP Update done!! Please check your mail for any error messages

Figure 4-3: AWP manual update

Subj: Outpatient Pharmacy AWP Automatic Update  [#57253] 01 Sep 04 11:54
200 lines
From: OUTPATIENT PHARMACY DEVELOPER In 'IN' basket. Page 1 *New*

A Pricing update was performed on your system on SEP 1,2004.
The total number of records updated = 962

Listed below are the active drugs that were not updated and the error codes.
Please review and correct all errors before attempting to run the manual
AWP update option.
Note: any 'missing 660 node' errors means that information like (ie. Reorder
Level, Order Unit, Price Per Order Unit, Dispense Units PerOrder unit, Price
Per Dispense Unit, etc) is missing!

IMIGIMOD CREAM 5%  - MISSING 660 NODE IN DRUG FILE
ACETAZOLAMIDE 125MG TAB  - MISSING DISPENSE UNIT IN DRUG FILE
ACETYLcYSTEINE 10% SOLN 30ML  - MISSING DISPENSE UNIT IN DRUG FILE
ALCOHOL, ETHYL 95%  - MISSING DISPENSE UNIT IN DRUG FILE
ANTI-RHO (D) IMMUNE GLOBULIN  - MISSING DISPENSE UNIT IN DRUG FILE

Figure 4-4: Example of update message
4.4 Controlled Drug Use Report (CDUR)

Pharmacy Controlled Drug List by Division
132 Character Format!

Beginning Date: TODAY//T-120  (MAY 04, 2004)
Ending Date: TODAY// (SEP 01, 2004)
Would you like all divisions? YES//

Select one of the following:
1         DATE
2         DRUG

By Date or Drug: 2  DRUG
1.........Controlled Drug List (C-2 Only)
2.........Controlled Drug List (C-3 to C-5)
3.........Controlled Drug List (All)

Select one of the following:
1         C-2'S
2         C-3'S to C5'S
3         All

Enter the Option Number: 3  All
Select Printer: PRINTER 1

Figure 4-5: Setting up controlled drug use report

ABC HEALTH CENTER CONTROLLED DRUG USE LIST (By Drug Order)             Page 1
DATE OF LISTING: SEP 1,2004
Special Handling Code(s) "2" to "5" Drugs
All Divisions for: CROW HO
Division: CROW

This list will include all Prescriptions for any controlled medications dispensed
from MAY 3,2004 through SEP 1,2004

RX #        DRUG                                    QTY    PHYSICIAN          DATE
FILLED    PATIENT             CHART #  CLERK
-----------------------------------------------------------------------------
8071598        HYDROCODONE/APAP 5/500MG TAB         20     RICH,KAREN J       SEP
1,2004     DEMO,TERRANCE       42940    RCA
-------------------------------------------
SUB-TOTAL # OF RX's : 1     TOTAL QTY : 20
-----------------------------------------------------------------------------
TOTAL # OF PRESCRIPTIONS : 1   TOTAL # NEW RX'S : 1   TOTAL # REFILLS : 0

Figure 4-6: Example controlled drug use report

4.5 Chronic Medication Profile (CMP)

Select IHS-Specific Pharmacy Options Option: CMP Chronic Medication Profile
Number of Days For Chronic Med Profile:  (1-999): 90//
Select PATIENT NAME:  DUCHENEAUX,CLETUS  M 09-07-1982 888888884  CR 21659
PATIENT DOES NOT HAVE ANY CHRONIC MEDICATIONS
4.6 Daily Prescription Log (DPL)

Select IHS-Specific Pharmacy Options Option: DPL
Pharmacy Daily Rx Report

Enter the Start Date: TODAY// (SEP 01, 2004)
Ending Date: TODAY// (SEP 01, 2004)
Would you like all divisions? YES//
Select Printer: HOME// Right Margin: 80//

(1)
DAILY PRESCRIPTION ACTIVITY REPORT Date: SEP 1,2004@14:46
................................................................................
For Rx's dispensed from SEP 1,2004@00:01 to SEP 1,2004@23:59

Rx #: 8071594 Name: DEMO,TERRANCE Chart #: 42940 D/Time: SEP 1,2004@11:05
DRUG: CLINDAMYCIN 150MG CAP Qty: 120 Provider: RICH,KAREN J
Division: ABCD NEW RX

Rx #: 8071595 Name: DEMO,TERRANCE Chart #: 42940 D/Time: SEP 1,2004@11:05
DRUG: GLYBURIDE 5MG TAB Qty: 90 Provider: RICH,KAREN J
Division: ABCD NEW RX

Rx #: 8071598 Name: DEMO,TERRANCE Chart #: 42940 D/Time: SEP 1,2004@12:44
DRUG: HYDROCODONE/APAP 5/500MG TAB Qty: 20 Provider: RICH,KAREN J
Division: ABCD NEW RX

End of Report

4.7 Print Drug Medication Sheets (DPMI)

Select IHS-Specific Pharmacy Options Option: DPMI PRINT DRUG MEDICATION SHEETS
Select DRUG GENERIC NAME: CAPTOPRIL 25
1 CAPTOPRIL 25MG CV800 -48835 59772-7046-03 CROW
2 CAPTOPRIL 25MG UD CV800 51079-0846-20 CROW
CHOOSE 1-2: 1 CAPTOPRIL 25MG CV800 -48835 59772-7046-03
CROW
Select Printer: HOME// PRINTER 1

4.8 Drug Recall Report (DRRR)

Select IHS-Specific Pharmacy Options Option: DRRR Drug Recall Report
Pharmacy Drug Recall List

PLEASE ENTER BEGINNING DATE: T-7 (AUG 25, 2004)
PLEASE ENTER ENDING DATE: T (SEP 01, 2004)
SELECT THE DRUG NAME: LISINOPRIL
1 LISINOPRIL 10MG TAB CV800 -399933 00006-0106-
4.9 Drug Storage Location List (DSLL)

Select IHS-Specific Pharmacy Options Option: DSLL Drug Storage Location List
Outpatient Pharmacy Inventory Location Page 1 SEP 1, 2004
For "Controlled Drugs Only"
Division: CROW

<table>
<thead>
<tr>
<th>Drug Name</th>
<th>Dispensing Location</th>
<th>Storage Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACETAMINOPHEN/CODEINE 30MG UD</td>
<td>NARC SAFE</td>
<td></td>
</tr>
<tr>
<td>ADDERALL 10MG TAB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADDERALL 20MG TAB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADDERALL 30MG TAB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADDERALL 5MG TABLETS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ALFENTA 500MCG/ML 5ML</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ALPRAZOLAM 0.5MG</td>
<td></td>
<td>SCRIPTPRO</td>
</tr>
</tbody>
</table>

4.10 Drug Utilization Evaluation Report (DUER)

Select IHS-Specific Pharmacy Options Option: DUER Drug Utilization Evaluation Report
Pharmacy DUR List
PLEASE ENTER BEGINNING DATE: T-120  (MAY 04, 2004)
P окружающая среда
PLEASE ENTER ENDING DATE: T  (SEP 01, 2004)
SELECT THE DRUG NAME: LISINOPRIL
  1   LISINOPRIL 10MG TAB        CV800     -399933           00006-0106-82
  2   LISINOPRIL 10MG UD           CV800     0             00006- 0106-28
  3   LISINOPRIL 2.5MG TAB         CV800     61626         00006- 0015-58
  4   LISINOPRIL 2.5MG UD           CV800              0006- 0015-28   CROW
  5   LISINOPRIL 20MG TAB         CV800     -399863          00006-0207-82
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5: 1  LISINOPRIL 10MG TAB      CV800     -399933       00006-0106-82
Want to Select Another Drug? NO//
DEVICE: HOME//

ABCD HO DRUG USE EVALUATION LIST                                       Page 1
DATE OF LISTING: 09-01-04

This list will include all Outpatients dispensed one or any combination of the following drug(s) from 05-04-04 through 09-01-04.

LISINOPRIL 10MG TAB,

<table>
<thead>
<tr>
<th>PATIENT NAME</th>
<th>CHART NUMBER</th>
<th>DATE DISPENSED</th>
<th>QUALITY</th>
<th>MD</th>
</tr>
</thead>
<tbody>
<tr>
<td>FISHER, WERNAR</td>
<td>3758</td>
<td>06-14-04</td>
<td>20</td>
<td>DOCTOR, ROBERT G</td>
</tr>
<tr>
<td>FISHER, WERNAR</td>
<td>3758</td>
<td>08-09-04</td>
<td>20</td>
<td>DOCTOR, ROBERT G</td>
</tr>
<tr>
<td>WHITEBEARCLAW, PATIENT JO</td>
<td>24381</td>
<td>05-05-04</td>
<td>30</td>
<td>DOCTOR, TEST</td>
</tr>
<tr>
<td>FISHER, PATIENT JOHN</td>
<td>35863</td>
<td>06-18-04</td>
<td>60</td>
<td>DOCTOR, ROBERT G</td>
</tr>
</tbody>
</table>

Figure 4-13: Drug utilization evaluation report

4.11 Print Errors From Import Of AAC (ERR)

Select IHS-Specific Pharmacy Options Option: ERR  PRINT ERRORS FROM IMPORT OF AAC

ENTER THE DEVICE TO PRINT THE ERROR LIST
DEVICE: HOME//     Right Margin: 80//

<table>
<thead>
<tr>
<th>NDC#</th>
<th>AAC#</th>
<th>ERR</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NO ERRORS IN THE ERROR LOG

Figure 4-14: Print errors from import of AAC

4.12 Find Problem NDC'S In Drug File (FPN)

Select IHS-Specific Pharmacy Options Option: FPN  FIND PROBLEM NDC'S IN DRUG FILE

DEVICE: HOME//

<table>
<thead>
<tr>
<th>INAPPROPRIATE NDC NUMBERS FOR ACTIVE DRUGS</th>
<th>PAGE: 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>DRUG</td>
<td>NUMBER</td>
</tr>
<tr>
<td>CYCLOPHOSPHAMIDE 50M</td>
<td>(8)</td>
</tr>
<tr>
<td>MELPHALAN 2MG</td>
<td>(24)</td>
</tr>
<tr>
<td>BETHANECHOL 25MG</td>
<td>(37)</td>
</tr>
<tr>
<td>HEMORRHOIDAL SUPP-HC</td>
<td>(58)</td>
</tr>
<tr>
<td>PROCHLORPERAZINE 25M</td>
<td>(59)</td>
</tr>
</tbody>
</table>

User Manual 19 IHS-Specific Pharmacy Options Menu September 2004
LORAZEPAM 2MG/ML 1ML  (67)  HAS INCORRECT FORMAT - 0074-1985-31
PENTAZOCINE/NALOXONE  (68)  HAS INCORRECT FORMAT - 0024-1951-24
FLUOCINONIDE CR 0.05  (82)  HAS INCORRECT FORMAT - 0168-0139-60
THIOTHIXENE 5MG CAP  (87)  HAS INCORRECT FORMAT - 0781-2228-01
TRIMETHOBENZAMIDE 10  (91)  HAS INCORRECT FORMAT - 0182-1428-23
HALOPERIDOL 5MG TAB  (92)  HAS INCORRECT FORMAT - 0781-1396-01
PERPHENAZINE 4MG TAB  (94)  HAS INCORRECT FORMAT - 0781-1047-01
PEROXIDE 1/2 STRENGTH  (99)  HAS NO NDC

Figure 4-15: Find problem NDCs in drug file

4.13  IHS Pharmacy Site Parameters (IHS)

Select IHS-Specific Pharmacy Options Option: IHS  IHS Pharmacy Site Parameters
Select APSNP CONTROL PHARMACY SYSTEM:  GOOD HEALTH PHARMACY
PHARMACY SYSTEM:  ABCD//
DEFAULT PATIENT STATUS:  OUTPATIENT//
LABEL WIDTH: 32/
PRINTABLE LINES: 8/
SKIP LINES BEGINNING: 0/
SKIP LINES END: 3/
MAIL/WINDOW OPTION:  DON'T ASK/
NUMBER OF LABELS TO SKIP: 1/
LEFT MARGIN TAB: 7/
EXPIRATION DATE: 180/
SUMMARY LABELS:  PRINT/
COMPRESSED LEFT MARGIN: 16/
COMPRESSED LABEL WIDTH: 32/
PCC RUNNING:  YES/
PREFPACK PRINTABLE LINES: 8/
PREFPACK SKIP LINES BEGINNING: 0/
PREFPACK SKIP LINES END: 3/
PREFPACK LABELS TO SKIP: 0/
PREFPACK LEFT MARGIN: 7/
PREFPACK LABEL WIDTH: 32/
UNIT DOSE PRINTABLE LINES:
UNIT DOSE SKIP LINES BEGINNING: 0/
UNIT DOSE SKIP LINES END: 3/
UNIT DOSE LABELS TO SKIP: 0/
UNIT DOSE LEFT MARGIN: 1/
UNIT DOSE LABEL WIDTH:
UNIT DOSE LABELS TWO ACROSS:  YES/
UNIT DOSE 2ND LEFT MARGIN: 36/
PREFPACK LABEL LINE 1:  PATIENT://
PREFPACK LABEL LINE 2:  PROVIDER: DATE: Replace
USING PREFPACK SYSTEM: YES/
SUMMARY LABEL COPIES: 1/
MANUFACTURER/LOT#/EXP:  DON'T ASK OR DISPLAY MAN DATA //
DEFAULT OTHER LOCATION:  OTHER/
SHOW PATIENT STATUS FIELD:  YES/
SHOW NDC:  NO/
SHOW AWP PER DISPENSE UNIT:  NO/
SHOW AAC PER DISPENSE UNIT:  NO/
RX BILL DEFAULT STATUS:  AUTO BILL/
SHOW RX BILL & INSURER FIELDS:  NO/
SIGNATURE LABEL: N/
DISPLAY NDC ON LABEL:  NO/
PASS DATA TO POS:  YES/
SHOW TRIPlicate #:  NO/
SHOW CHRONIC MED PROMPT:  SHOW WITH YES AS DEFAULT/
AUTORELEASE RX:  YES/
PAPERLESS REFILL:  NO/
Figure 4-16: IHS pharmacy site parameters

SHOW CHRONIC MED PROMPT: SHOW WITH YES AS DEFAULT
// ?
Select a SHOW value to display Chronic Med prompt.
Choose from:
0  NO
1  SHOW WITH NO AS DEFAULT
2  SHOW WITH YES AS DEFAULT
SHOW CHRONIC MED PROMPT: SHOW WITH YES AS DEFAULT//

Figure 4-17: Show chronic med prompt detail

AUTORELEASE RX: YES// ?
Setting this field to YES will enable the auto release functionality during label generation.
Choose from:
0  NO
1  YES
AUTORELEASE RX: YES//

Figure 4-18: Autorelease detail

1. Label Width
2. Printable Lines
3. Skip Lines Beginning
4. Skip Lines End
5. Number Of Labels To Skip
6. Left Margin Tab
7. Summary Labels – These can still be printed by using the SUM Summary Label Print option on the IHS-Specific Pharmacy Option menu.
8. Compressed Left Margin
9. Compressed Label Width
10. Summary Label Copies
11. Manufacturer/Lot#/Exp
12. Display NDC On Label
EXT INTERFACE CALL LOGIC: D EP^BZSPLINK

Figure 4-19: EXT interface logic

Figure 4-20: Diagram
4.14 Inventory List (INLI)

Select IHS-Specific Pharmacy Options Option: INLI Inventory List

Outpatient Pharmacy Inventory Listing!

Select one of the following:

1. All Drugs
2. Controlled Drugs Only

Select: (1) or (2): 2 Controlled Drugs Only

Select Printer: HOME// PRINTER 1

Outpatient Pharmacy Inventory Listing Page 1 SEP 2, 2004

For "Controlled Drugs Only"

Division: MAIN PHARMACY

<table>
<thead>
<tr>
<th>Drug Name</th>
<th>Dispense</th>
<th>Unit</th>
<th>Inventory</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDERALL 10MG TAB</td>
<td>TAB</td>
<td></td>
<td>60</td>
</tr>
<tr>
<td>ADDERALL 20MG TAB</td>
<td>TAB</td>
<td></td>
<td>989</td>
</tr>
<tr>
<td>ADDERALL 30MG TAB</td>
<td>TAB</td>
<td></td>
<td>687</td>
</tr>
<tr>
<td>ADDERALL 5MG TABLETS</td>
<td>TAB</td>
<td></td>
<td>773</td>
</tr>
<tr>
<td>ALFENTA 500MCG/ML 5ML</td>
<td>AMP</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td>COCAINE HCL 10% 4ML</td>
<td>VI</td>
<td></td>
<td>-93</td>
</tr>
<tr>
<td>COCAINE HCL VISCOUS 4% 4ML</td>
<td>VI</td>
<td></td>
<td>-93</td>
</tr>
<tr>
<td>CODEINE SULFATE 30MG</td>
<td>TAB</td>
<td></td>
<td>93</td>
</tr>
<tr>
<td>CODEINE SULFATE 30MG UD</td>
<td>TAB</td>
<td></td>
<td>-1,085</td>
</tr>
<tr>
<td>DEXTROAMPHETAMINE 10MG SPANSULE</td>
<td>CAP</td>
<td></td>
<td>-42,621</td>
</tr>
</tbody>
</table>

Figure 4-21: Inventory list

4.15 Label/Pro Monitor Reprint (Slave Printers Only!) (LMRS)

4.16 Print Patient Instruction Sheet (MEDI)

Select IHS-Specific Pharmacy Options: MEDI Print Patient Instruction Sheet

Select PATIENT NAME:
MOUSE, ZITA M <A> F 08-29-1957 111223333 CR 11553

<table>
<thead>
<tr>
<th># RX #</th>
<th>DRUG</th>
<th>QTY ST</th>
<th>DATE</th>
<th>FILL REM SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ACARBOSE 50MG</td>
<td>45 A</td>
<td>08-10</td>
<td>09-02</td>
</tr>
<tr>
<td>2</td>
<td>CITRUCEL SUGAR-FREE 16 OZ</td>
<td>1 E</td>
<td>07-26</td>
<td>07-26</td>
</tr>
<tr>
<td>3</td>
<td>ESTRADIOL 0.5MG TAB</td>
<td>90 E</td>
<td>07-26</td>
<td>07-26</td>
</tr>
<tr>
<td>4</td>
<td>PROPOXYPHENE 65MG UD</td>
<td>180 E</td>
<td>07-01</td>
<td>07-01</td>
</tr>
<tr>
<td>5</td>
<td>PROPOXYPHENE HCL 65MG CAPSULE</td>
<td>180 A</td>
<td>07-02</td>
<td>08-08</td>
</tr>
</tbody>
</table>

(%) indicates this is a free text drug name not in drug file

Press RETURN to continue:

ALLERGIES: ASPIRIN, IBUPROFEN,

ADVERSE REACTIONS:

CHOOSE FROM: (1-5): 1, 2, 3
ACARBOSE 50MG
4.17 Outside Rx Menu (OUT)

- AORX: Enter Outside Rx [APSP ENTER OUTSIDE RX]
- EORX: Edit Outside Rx [APSP EDIT OUTSIDE RX]
- DORX: Delete Outside Rx [APSP DELETE OUTSIDE RX]
- DISP: Display Outside Rx [APSP DISPLAY OUTSIDE RX]

**Note:** That outside prescriptions entered through this option will display in the pharmacy package medication profiles and on the IHS Health Summary medication component, but do not display on the EHR Medication tab.

4.18 Print Patient Medication Sheets (PMI)

4.19 Pharmacy Prepack Main Menu (PREP)

- PEDT: Enter/Edit Prepack Log [APSP PREPACK LOG]
- LBET: Enter/Edit Prepack Label [APSP PREPACK LABEL]
- PRPT: Print Prepack Log Report [APSP PREPACK LOG REPORT]
- LRPT: Print Prepack by Location Report [APSP PREPACK LOCATION REPORT]
• EXPT: Print Prepack Expiration Date Report [APSP PREPACK EXP REPORT]
• LEDT: Enter/Edit Prepack Location [APSP PREPACK LOCATION]
• MEDT: Enter/Edit Prepack Manufacturer [APSP PREPACK MANUFACTURER]
• DELP: Delete Prepack Log Entry [APSP PREPACK LOG DELETE]

PREPACK PRINTABLE LINES: 8//
PREPACK SKIP LINES BEGINNING: 0//
PREPACK SKIP LINES END: 3//
PREPACK LABELS TO SKIP: 0//
PREPACK LEFT MARGIN: 7//
PREPACK LABEL WIDTH: 32//
UNIT DOSE PRINTABLE LINES: 3//
UNIT DOSE SKIP LINES BEGINNING: 0//
UNIT DOSE SKIP LINES END: 3//
UNIT DOSE LABELS TO SKIP: 0//
UNIT DOSE LEFT MARGIN: 1//
UNIT DOSE LABEL WIDTH:
UNIT DOSE LABELS TWO ACROSS: YES//
UNIT DOSE 2ND LEFT MARGIN: 36//
PREPACK LABEL LINE 1: PATIENT://
PREPACK LABEL LINE 2: PROVIDER:           DATE:  Replace
USING PREPACKS SYSTEM: YES//

Figure 4-23: Prepack options in site parameters

Medication Instruction:  
SST would expand to Take ____ tablet(s) _____daily as directed.

SSC would expand to Take ____capsule(s)_____daily as directed.

Figure 4-24: Example abbreviation

Name:_______________Chart_____________
Dr._________________Date______________

Figure 4-25: Example label

4.20  Print Signature Label (PSL)

Select IHS-Specific Pharmacy Options Option: PSL PRINT SIGNATURE LABEL
Select PATIENT NAME:   FISHER, ZITA M  <A>  F 08-29-1957 1112222222  CR 11553

<table>
<thead>
<tr>
<th># RX #</th>
<th>DRUG</th>
<th>ISSUE</th>
<th>QTY</th>
<th>ST</th>
<th>DATE</th>
<th>FILL</th>
<th>REM SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>8071609</td>
<td>45 A</td>
<td>08-10</td>
<td>09-02</td>
<td>4</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>8055673</td>
<td>1 E</td>
<td>07-26</td>
<td>07-26</td>
<td>3</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>8055674</td>
<td>90 E</td>
<td>07-26</td>
<td>07-26</td>
<td>3</td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>8071611</td>
<td>180 E</td>
<td>07-01</td>
<td>07-01</td>
<td>0</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>TMP/SMX DS</td>
<td>QTY: 6</td>
<td>ISDT:</td>
<td>08-10</td>
<td>REF:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

User Manual 25 IHS-Specific Pharmacy Options Menu September 2004
4.21 Summary Label Print (SUM)

Select IHS-Specific Pharmacy Options Option: SUM  Summary label Print
Select PATIENT NAME:  FISHER, ZITA M  <A>  F 08-29-1957 11122222    CR 11553

<table>
<thead>
<tr>
<th>#</th>
<th>RX #</th>
<th>DRUG</th>
<th>QTY ST</th>
<th>DATE</th>
<th>FILL REM SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8071609</td>
<td>ACARBOSE 50MG</td>
<td>45 A</td>
<td>08-10</td>
<td>09-02 4 15</td>
</tr>
<tr>
<td>2</td>
<td>8055673</td>
<td>CITRUCEL SUGAR-FREE 16 OZ</td>
<td>1 E</td>
<td>07-26</td>
<td>07-26 3 30</td>
</tr>
<tr>
<td>3</td>
<td>8055674</td>
<td>ESTRADIOL 0.5MG TAB</td>
<td>90 E</td>
<td>07-26</td>
<td>07-26 3 90</td>
</tr>
<tr>
<td>4</td>
<td>8071611</td>
<td>PROPOXYPHENE 65MG UD</td>
<td>180 E</td>
<td>07-01</td>
<td>07-01 0 30</td>
</tr>
</tbody>
</table>

(%) indicates this is a free text drug name not in drug file

Press RETURN to continue:
ALLERGIES: T3T,
ADVERSE REACTIONS:
Select Date: T-1  (SEP 02, 2004)

Figure 4-28: Summary label print setup

FISHER, ZITA M : 11553  9-02-04
ACARBOSE 50MG  TAKE ONE TABLET B-Y MOUTH THREE TIMES A DAY WI 45

Figure 4-29: Sample summary label

4.22 Total Drugs Dispensed Report (TDDR)

Select IHS-Specific Pharmacy Options Option: TDDR Total Drugs Dispensed Report
Pharmacy 'Total Drugs Dispensed List
Enter The Start Date: T-30  (AUG 04, 2004)
Ending Date: TODAY//  (SEP 03, 2004)
Select one of the following:
1  VA Drug Class
2  Drug
Sort By: 2  Drug
Would you like all divisions? YES//
Would you like all drugs? YES//
Suppress printing drug names in header? YES//
Select Printer: HOME//     Right Margin: 80//

Figure 4-30: Total drugs dispensed report setup

<table>
<thead>
<tr>
<th>Drug Name</th>
<th>Number of Rx's</th>
<th>Type of Units</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACARBOSE 50MG</td>
<td>3</td>
<td>TAB</td>
<td>180</td>
</tr>
<tr>
<td>ACETAMINOPHEN 160MG/5ML</td>
<td>1</td>
<td>BT</td>
<td>120</td>
</tr>
<tr>
<td>ACETAMINOPHEN 325MG TAB</td>
<td>6</td>
<td>TAB</td>
<td>320</td>
</tr>
<tr>
<td>ACETAMINOPHEN SUPP 120MG</td>
<td>1</td>
<td>SUPP</td>
<td>12</td>
</tr>
<tr>
<td>ALBUTEROL 90MCG/INH MDI 17GM</td>
<td>2</td>
<td>GRAM</td>
<td>51</td>
</tr>
<tr>
<td>AMOX/CLAVULANATE 875/125</td>
<td>1</td>
<td>TAB</td>
<td>20</td>
</tr>
<tr>
<td>AMOXICILLIN 250MG CAP</td>
<td>2</td>
<td>CAP</td>
<td>100</td>
</tr>
</tbody>
</table>

Figure 4-31: Example total drugs dispensed report
5.0 Outpatient Pharmacy Manager Menu

- Autocancel Rx's on Admission
- Bingo Board
  - BM Bingo Board Manager ...
    - Enter/Edit Display
    - Auto-Start Enter/Edit
    - Print Bingo Board Statistics
    - Print Bingo Board Wait Time
    - Purge Bingo Board Data
    - Start Bingo Board Display
    - Stop Bingo Board Display
- BU Bingo Board User ...
  - Enter New Patient
  - Display Patient's Name on Monitor
  - Remove Patient's Name from Monitor
  - Status of Patient's Order
- Change Label Printer
- Copay Menu ...
  - CHAMPUS Billing Exemption
  - Exempt Rx Patient Status from Copayment
  - Reset Copay Status/Cancel Charges
- DUE Supervisor ...
  - 1 Enter a New Answer Sheet
  - 2 Edit an Existing Answer Sheet
  - 3 Create/Edit a Questionnaire
  - 4 Batch Print Questionnaires
  - 5 DUE Report
- Enter/Edit Clinic Sort Groups
- External Interface Menu ...
  - Purge External Batches
- Reprint External Batches
- View External Batches
- Label/Profile Monitor Reprint
- Maintenance (Outpatient Pharmacy) ...
  - Site Parameter Enter/Edit
  - Edit Provider
  - Add New Providers
  - Queue Background Jobs
  - Autocancel Rx's on Admission
  - Bingo Board Manager ...
    - Enter/Edit Display
    - Auto-Start Enter/Edit
    - Print Bingo Board Statistics
    - Print Bingo Board Wait Time
    - Purge Bingo Board Data
    - Start Bingo Board Display
    - Stop Bingo Board Display
- Enter/Edit Clinic Sort Groups
- Initialize Rx Cost Statistics
- Edit Pharmacy Intervention
- Delete Intervention
- Auto-delete from Suspense
- Delete a Prescription
  - Expire Prescriptions
  - Manual Auto Expire Rxs
  - Prescription Cost Update
  - Purge Drug Cost Data
  - Purge External Batches
  - Recompile AMIS Data
- Medication Profile
- Output Reports...
  - Action Profile (132 COLUMN PRINTOUT)
  - Alpha Drug List and Synonyms
Outpatient Pharmacy (PSO) v7.0

- AMIS Report
- Commonly Dispensed Drugs
- Cost Analysis Reports ...

Clinic Costs
Division Costs by Drug
Drug Costs
Drug Costs by Division
Drug Costs by Division by Provider
Drug Costs by Provider
High Cost Rx Report
Patient Status Costs
Pharmacy Cost Statistics Menu

  Pharmacy Statistics
  Sort Statistics By Division

Provider by Drug Costs
Provider Costs
Request Statistics

- Daily AMIS Report
- Drug List By Synonym
- Free Text Dosage Report
- Inactive Drug List
- List Prescriptions on Hold
- Management Reports Menu ...

Daily Management Report Menu ...

  All Reports
  Cost of Prescriptions
  Count of Prescriptions
  Intravenous Admixture
  Type of Prescriptions Filed

Date Range Recompile Data
Initialize Daily Compile
Monthly Management Report Menu ...
All Reports
Cost of Prescriptions
Count of Prescriptions
Intravenous Admixture
Type of Prescriptions Filled

One Day Recompile Data
Purge Data

• Medication Profile
• Monthly Drug Cost
• Narcotic Prescription List
• Non-Formulary List
• Non-VA Meds Usage Report
• Poly Pharmacy Report
• Released and Unreleased Prescription Report

• Pharmacy Intervention Menu ...
  • Enter Pharmacy Intervention
  • Edit Pharmacy Intervention
  • Print Pharmacy Intervention
  • Delete Intervention
  • View Intervention

• Process Drug/Drug Interactions
• Release Medication
• Return Medication to Stock

• Rx (Prescriptions) ...
  • Patient Prescription Processing
  • Barcode Rx Menu ...
    Barcode Batch Prescription Entry
    Check Quality of Barcode
    Process Internet Refills

• Complete Orders from OERR
• Discontinue Prescription(s)
• Edit Prescriptions
• List One Patient's Archived Rx's
• Reprint an Outpatient Rx Label
• View Prescriptions

• ScripTalk Main Menu ...
  • PT ScripTalk Patient Enter/Edit
  • QBAR Queue ScripTalk Label by Barcode
  • QRX  Queue ScripTalk Label by Rx#
  • RPT   ScripTalk Reports ...
    AUD  ScripTalk Audit History Report
    WHO  Report of ScripTalk Enrollees

• Reprint a non-voided Outpatient Rx Label
• PARM   Set Up and Test ScripTalk Device ...
  ScripTalk Device Definition Enter/Edit
  Print Sample ScripTalk Label
  Test ScripTalk Device
  Reinitialize ScripTalk Printer

• Supervisor Functions ...
  • Add New Providers
  • Daily Rx Cost
  • Delete a Prescription
  • Edit Provider
  • Initialize Rx Cost Statistics
  • Inter-Divisional Processing
  • Inventory
  • Lookup Clerk by Code
  • Monthly Rx Cost Compilation
  • Patient Address Changes Report
  • Pharmacist Enter/Edit
  • Purge Drug Cost Data
  • Recompile AMIS Data
  • Site Parameter Enter/Edit
  • View Provider
• Suspense Functions ...
  • Auto-delete from Suspense
  • Change Suspense Date
  • Count of Suspended Rx's by Day
  • Delete Printed Rx's from Suspense
  • Log of Suspended Rx's by Day (this Division)
  • Print from Suspense File
  • Pull Early from Suspense
  • Reprint Batches from Suspense
• Update Patient Record
• Verification ...
  • List Non-Verified Scripts
  • Non-Verified Counts
  • Rx Verification by Clerk

5.1 Autocancel Rx's on Admission

5.2 Using the Bingo Board Menu

Bingo Board
  • BM: Bingo Board Manager
  • BU: Bingo Board User

5.2.1.1 Bingo Board Manager (BM)

Note: The site manager must set up a dedicated device to be used for the bingo board. Only devices with the sub-type C-VT can be entered at the "DISPLAY DEVICE" prompt. A DEC VT-220 with a coaxial output connected to a cable ready TV monitor is all that is needed on the hardware side.

• Enter/Edit Display
• Auto-Start Enter/Edit
• Print Bingo Board Statistics
• Print Bingo Board Wait Time
5.2.2 Enter/Edit Display

Select Bingo Board Manager Option: **Enter/Edit Display**

Select GROUP DISPLAY NAME: **MAIN**

Are you adding 'MAIN' as a new GROUP DISPLAY (the 3RD)? **Y** (Yes)

NAME: MAIN// <Enter> [The name of the Display Group.]

NAME/TICKET: **NAME** NAME [Select either Name or Ticket # to display.]

MESSAGE:
1>WEST CLINIC VAMC
2> <- This is a free text field. The message will appear on the screen for the users to view.

EDIT Option: <Enter> TWO COLUMN DISPLAY: **Y** YES <- Display names ticket #s in one or two columns.

DISPLAY WAIT TIME: **Y** YES <- Average display waiting time.

NORMAL WAIT TIME: 10 <- Normal wait time (in minutes) is entered by the site.

DISPLAY SETUP HELP TEXT: **Y** YES <- In order to automatically start and stop the bingo board monitor, a dedicated device must be setup by your IRM Service. Once a dedicated device is setup, the bingo board can be scheduled to automatically start and/or stop at user-defined times. Enter 'NO' at the DISPLAY SETUP HELP TEXT prompt to not display this help text.

DISPLAY DEVICE: ? <- Device dedicated by IRMS for bingo board setup.

Only devices with Sub-type starting with "C-VT" are allowed. Answer with DEVICE NAME, or LOCAL SYNONYM, or $I, or VOLUME SET(CPU), or SIGN-ON/SYSTEM DEVICE, or FORM CURRENTLY MOUNTED

DISPLAY DEVICE: <- Select print device.

AUTO-START DISPLAY DEVICE: **Y** YES <- Sets the display group to automatically start

Do you want to initialize auto-start now? **NO**// **Y** YES

Enter Start Time: ?

Enter time as HH:MM in 12 hour format (For example, '8:00' or '8:00AM').

Enter Start Time: **9:30am** <- Start time for the display group.

Enter Stop Time: **4:00pm** <- Stop time for the display group.

**Figure 5-1: Enter/edit display**

5.2.3 Auto-Start Enter/Edit

Select Bingo Board Manager Option: **Auto-Start Enter/Edit**
5.2.4 Print Bingo Board Statistics

5.2.5 Print Bingo Board Wait Time

<table>
<thead>
<tr>
<th>Name</th>
<th>The name of the patient. For a patient with multiple entries, his/her name is printed only once.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time In</td>
<td>The time that the patient's name was entered in the computer.</td>
</tr>
<tr>
<td>Time Out</td>
<td>The time that the patient's name was entered on the bingo board monitor.</td>
</tr>
<tr>
<td>Rx#</td>
<td>The prescription number.</td>
</tr>
<tr>
<td>Wait Time</td>
<td>The amount of time it took to fill the prescription. It is the difference between Time In and Time Out. For orders with more than one prescription, the wait time is the same for each.</td>
</tr>
<tr>
<td>Display</td>
<td>The Display Group that the entries were entered under. Multiple site hospitals may have multiple display groups set up to coincide with each site.</td>
</tr>
<tr>
<td>Total</td>
<td>A summation of all the Wait Times in the PATIENT NOTIFICATION (Rx READY) file. It includes the wait time of the patients with multiple entries. For example, if it took 3 minutes to fill each of the three prescriptions for Missouri, Roy, the Total function sums up the Wait Time as though it took 9 minutes.</td>
</tr>
<tr>
<td>Count</td>
<td>The number of Wait Time entries. It counts the number of wait time entries for each prescription, not each patient.</td>
</tr>
<tr>
<td>Mean</td>
<td>The average or middle value of the Wait Time range of values.</td>
</tr>
<tr>
<td>Minimum</td>
<td>The least Wait Time value in the range.</td>
</tr>
<tr>
<td>Maximum</td>
<td>The greatest Wait Time value in the range.</td>
</tr>
<tr>
<td>Dev. (Deviation)</td>
<td>A relative number which signifies the overall departure from the average.</td>
</tr>
</tbody>
</table>

If this report is not printed each day, data may be lost because many sites purge the PATIENT NOTIFICATION (Rx READY) file each morning.
### Select Bingo Board Manager Option: PRINT

1. Print Bingo Board Statistics
2. Print Bingo Board Wait Time

**CHOOSE 1-2: 2  Print Bingo Board Wait Time**

**DEVICE: HOME**

---

**BINGO BOARD WAIT TIME PRINTOUT**

**TIME** | **TIME** | **WAIT** | **NAME** | **IN** | **OUT** | **Rx#** | **TIME**
--- | --- | --- | --- | --- | --- | --- | ---

| 1503 | 1504 | 2004342 | 1 |
| 1503 | 1504 | 2004343 | 1 |
| 1503 | 1504 | 2004345 | 1 |
| 1509 | 1512 | 2004346 | 3 |

**DISPLAY: WAITING ROOM**

<table>
<thead>
<tr>
<th>NAME</th>
<th>TIME IN</th>
<th>TIME OUT</th>
<th>Rx#</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIRGINIA, SAMUEL</td>
<td>1503</td>
<td>1504</td>
<td>2004342</td>
<td>1</td>
</tr>
<tr>
<td>INDIANA, SUSAN</td>
<td>1509</td>
<td>1512</td>
<td>2004350</td>
<td>3</td>
</tr>
<tr>
<td>MISSOURI, RAY</td>
<td>1509</td>
<td>1512</td>
<td>2002744</td>
<td>3</td>
</tr>
<tr>
<td>MISSOURI, RAY</td>
<td>1509</td>
<td>1512</td>
<td>2001376</td>
<td>3</td>
</tr>
<tr>
<td>MISSOURI, RAY</td>
<td>1509</td>
<td>1512</td>
<td>2001377</td>
<td>3</td>
</tr>
<tr>
<td>MARYLAND, MARK</td>
<td>1524</td>
<td>1527</td>
<td>2002403</td>
<td>3</td>
</tr>
<tr>
<td>MARYLAND, MARK</td>
<td>1524</td>
<td>1527</td>
<td>2001034</td>
<td>3</td>
</tr>
<tr>
<td>NEVADA, NORMAN</td>
<td>1524</td>
<td>1527</td>
<td>2002365</td>
<td>3</td>
</tr>
<tr>
<td>NEVADA, NORMAN</td>
<td>1524</td>
<td>1527</td>
<td>2002573</td>
<td>3</td>
</tr>
</tbody>
</table>

**TOTAL**

COUNT: 13
MEAN: 3
MINIMUM: 1
MAXIMUM: 3
DEV.: 1

---

Figure 5-3 "Print bingo board wait time"

### 5.2.6 Purge Bingo Board Data

If this option is used before the end of the workday, all data will be lost except the statistical data on those prescriptions already picked up.
5.2.7 Start Bingo Board Display

5.2.8 Stop Bingo Board Display

5.2.9 Bingo Board User (BU)

5.2.10 Enter New Patient

5.2.11 Display Patient's Name on Monitor

5.2.12 Remove Patient's Name from Monitor

5.2.13 Status of Patient's Order

Select Bingo Board User Option: \textbf{Status of Patient's Order}

Enter Patient Name: \textbf{KENTUCKY,KENNETH} 02-23-53 M 231447629 CR 9267

\begin{tabular}{|l|}
\hline
KENTUCKY,KENNETH has the following orders for 10/31/96 \\
\hline
\end{tabular}

\begin{tabular}{|l|}
\hline
Being Processed: ***Entered on OCT 31, 1996*** \\
Division: GENERAL HOSPITAL Time In: 10:27 Time Out: \\
Rx #: 500416, \\
\hline
\end{tabular}

\begin{tabular}{|l|}
\hline
Pending: \\
Orderable Item: ACETAMINOPHEN Provider: RICHMOND, ARTHUR \\
Entered By: TOPEKA,MARK Time In: 10/31/96@06:46 \\
Drug: ACETAMINOPHEN 325MG TAB UD Routing: MAIL \\
\hline
\end{tabular}

\begin{tabular}{|l|}
\hline
Ready For Pickup: \\
Division: GENERAL HOSPITAL Time In: 10:36 Time Out: 10:46 \\
Rx #: 1022731, \\
Enter Patient Name: <Enter> \\
\hline
\end{tabular}

Figure 5-4: Status of patient’s order
5.3 Changing the Label Printer

5.4 Handling Copay Charges

5.4.1 Copay Menu

5.4.2 CHAMPUS Billing Exemption

Select Copay Menu Option: **CHAMPUS Billing Exemption**

Select RX PATIENT STATUS NAME: **ZZPOW**

EXEMPT FROM CHAMPUS BILLING: ?

Answer YES if this Rx Patient status is to be exempt from Champus billing.

Choose from:

0 NO
1 YES

EXEMPT FROM CHAMPUS BILLING: 1 YES

![Figure 5-5: CHAMPUS billing exemption](image)

5.4.3 Exempt Rx Patient Status from Copayment

[PSOCP EXEMPTION]

Select RX PATIENT STATUS NAME: Inpatient

EXEMPT FROM COPAYMENT: NO // Y YES

**** WARNING ****

By setting the Exempt from Copayment for the Rx Patient Status of INPATIENT to 'YES', every prescription entered with this Rx Patient Status will NOT be charged a Copayment.

A mail message will be sent to PSORPH and PSO COPAY Key holders informing them of your change.

Are you sure you want to do this? Y // <Enter> ES

Setting INPATIENT Rx Patient Status to Exempt from Copayment.

![Figure 5-6: Exempt RX patient status from copayment](image)
5.4.4 Reset Copay Status/Cancel Charges

5.5 Evaluating Drug Usage

5.5.1 DUE Supervisor
[PSOD SUPERVISOR]
1. Enter a New Answer sheet
2. Edit an Existing Answer Sheet
3. Create/Edit a Questionnaire
4. Batch Print Questionnaires
5. DUE Report.

5.5.2 Enter a New Answer Sheet

5.5.3 Edit an Existing Answer Sheet
[PSOD EDIT ANSWER SHEET]

5.5.4 Create/Edit a Questionnaire
[PSO DUE BUILD QUESTIONNAIRE]

5.5.5 Batch Print Questionnaires

5.5.6 DUE Report

5.6 Enter/Edit Clinic Sort Groups

5.7 External Interface Menu
- Purge External Batches
- Reprint External Batches
- View External Batches
5.7.1 Purge External Batches

Select External Interface Menu Option: **Purge** External Batches
Enter cutoff date for purge of External Interface file: **T-7** (FEB 28, 1997)
Purge entries that were not successfully processed? **NO**/<Enter>
Purge queued to run in background.
Select External Interface Menu Option: <Enter>

Figure 5-7: Purge external batches

5.7.2 Reprint External Batches

Select External Interface Menu Option: **Reprint** External Batches
Enter a date/time range to see all batches sent to the External Interface.

Start date/time: **T-7** (FEB 28, 1997)
End date/time: **T** (MAR 07, 1997)

Gathering batches, please wait...

<table>
<thead>
<tr>
<th>BATCH</th>
<th>QUEUED TO PRINT ON:</th>
<th>PATIENT:</th>
<th>BROWNS PLACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FEB 28,1997@08:06:14</td>
<td>IDAHO,PETER</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>FEB 28,1997@08:10:56</td>
<td>IDAHO,PETER</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>FEB 28,1997@08:19:20</td>
<td>MISSISSIPPI,RANDALL</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>FEB 28,1997@08:38:17</td>
<td>OREGON,ROBERT</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>FEB 28,1997@08:50:32</td>
<td>FLORIDA,FRANK</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>FEB 28,1997@09:15:35</td>
<td>FLORIDA,FRANK</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>FEB 28,1997@09:33:48</td>
<td>MAINE,JOE</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>FEB 28,1997@09:39:31</td>
<td>ALABAMA,CHRISTOPHER P</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>FEB 28,1997@10:36:51</td>
<td>GEORGIA,PAUL</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>FEB 28,1997@13:37:24</td>
<td>ARIZONA,ALICE</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>FEB 28,1997@13:46:07</td>
<td>DELAWARE,DAVID</td>
<td></td>
</tr>
</tbody>
</table>

Select Batch(s) to reprint: (1-11): **5,6**

Batches selected for Reprint are:
Batch 5 Queued for FEB 28,1997@08:50:32 by BISMARK,ANDREW
Batch 6 Queued for FEB 28,1997@09:15:35 by BISMARK,ANDREW

Before Reprinting, would you like a list of these prescriptions? **N**/<Enter> O
Are you sure you want to Reprint labels? **Y**/<Enter> YES..

Select LABEL DEVICE:

LABEL(S) QUEUED TO PRINT!

Select External Interface Menu Option: <Enter>

Figure 5-8: Reprint external batches
### 5.7.3 View External Batches

Select External Interface Menu Option: **View External Batches**

Enter a date/time range to see all batches sent to the External Interface.

Start date/time: **T-7** (FEB 28, 1997)
End date/time: **T** (MAR 07, 1997)

Gathering batches, please wait...

#### Figure 5-9: View external batches setup

<table>
<thead>
<tr>
<th>BATCH</th>
<th>QUEUED TO PRINT ON:</th>
<th>PATIENT:</th>
<th>BROWNS PLACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FEB 28,1997@08:06:14</td>
<td>IDAHO, PETER</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>FEB 28,1997@10:56</td>
<td>IDAHO, PETER</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>FEB 28,1997@19:20</td>
<td>MISSISSIPPI, RANDALL</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>FEB 28,1997@08:38:17</td>
<td>OREGON, ROBERT</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>FEB 28,1997@05:32</td>
<td>FLORIDA, FRANK</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>FEB 28,1997@15:35</td>
<td>FLORIDA, FRANK</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>FEB 28,1997@03:48</td>
<td>MAINE, JOE</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>FEB 28,1997@03:31</td>
<td>ALABAMA, CHRISTOPHER P</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>FEB 28,1997@10:36:51</td>
<td>GEORGIA, PAUL</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>FEB 28,1997@13:37:24</td>
<td>ARIZONA, ALICE</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>FEB 28,1997@14:46:07</td>
<td>DELAWARE, DAVID</td>
<td></td>
</tr>
</tbody>
</table>

Select Batch(s) to reprint: (1-11): **5, 6**

Batches selected for Viewing are:

Batch 5 Queued for FEB 28,1997@08:50:32 by BISMARK, ANDREW
Batch 6 Queued for FEB 28,1997@09:15:35 by BISMARK, ANDREW

Print list to the screen or to a printer: (S/P): Screen// <Enter>

Enter RETURN to continue or '^' to exit: <Enter>

- RX #           NAME -> FLORIDA, FRANK
- 2820           NADOLOL 40MG TAB
                        ACTIVE

Enter RETURN to continue or '^' to exit: <Enter>

- RX #           NAME -> FLORIDA, FRANK
- 2821           MICRONAZOLE NITRATE 2% LOT 60ML
                        ACTIVE

END OF LIST

Enter a date/time range to see all batches sent to the External Interface.

Start date/time: <Enter>

Select External Interface Menu Option: <Enter>

#### Figure 5-10: View external batches print out
5.8 Label/Profile Monitor Reprint

5.9 Implementing and Maintaining Outpatient Pharmacy

5.9.1 Maintenance (Outpatient Pharmacy)

- Site Parameter Enter/Edit
- Edit Provider
- Queue Background Jobs
- Autocancel Rx's on Admission
- Bingo Board Manager ...
- Edit Data for a Patient in the Clozapine Program
- Enter/Edit Clinic Sort Groups
- Initialize Rx Cost Statistics
- Edit Pharmacy Intervention
- Delete Intervention
- Auto-delete from Suspense
- Delete a Prescription
- Expire Prescriptions
- Manual Auto Expire Rxs
- Prescription Cost Update
- Purge Drug Cost Data
- Purge External Batches
- Recompile AMIS Data

5.9.2 Site Parameter Enter/Edit

Select CPRS ORDERING INSTITUTION: ANN ARBOR, MI/  ?
Answer with CPRS ORDERING INSTITUTION
Choose from:
ANN ARBOR, MI
ATLANTA, GA
BIRMINGHAM, AL.
DAYTON, OH

You may enter a new CPRS ORDERING INSTITUTION, if you wish
Enter the Institution for this Outpatient site for CPRS orders.
Answer with INSTITUTION NAME, or STATION NUMBER, or CONTACT
Do you want the entire 191-Entry INSTITUTION List? **NO**
Select CPRS ORDERING INSTITUTION: ANN ARBOR, MI// **ANN ARBOR, MI**

Figure 5-11: Site parameter enter/edit showing CPRS ordering institution field

5.9.3 Edit Provider

5.9.4 Queue Background Jobs

- TPB HL7 Data Extract/Transmission – for VA sites only
- Autocancel Rx’s on Admission - optional
- Nightly Rx Cost Compile - set this job to run nightly
- Nightly Management Data Compile – set this job to run nightly
- Compile AMIS Data (NIGHT JOB) – set this job to run nightly
- Expire Prescriptions - optional
- Auto-delete from Suspense - optional
- AWP Auto Queue – set this job to run nightly

Select Maintenance (Outpatient Pharmacy) Option: **Queue Background Jobs**
If time to run option is current do not edit.

Figure 5-12: Example view of queue background jobs screen

5.9.5 Autocancel Rx's on Admission

5.9.6 Bingo Board Manager (BM)

- Enter/Edit Display
- Auto-Start Enter/Edit
- Print Bingo Board Statistics
- Print Bingo Board Wait Time
- Purge Bingo Board Data
- Start Bingo Board Display
- Stop Bingo Board Display
5.9.6.1 Enter/Edit Display

Select Bingo Board Manager Option: Enter/Edit Display

Select GROUP DISPLAY NAME: MAIN
Are you adding 'MAIN' as a new GROUP DISPLAY (the 3RD)? Y (Yes)

NAME: MAIN// <Enter> [The name of the Display Group.]
NAME/TICKET: NAME NAME [Select either Name or Ticket # to display.]
MESSAGE:
1>WEST CLINIC VAMC
2> <- This is a free text field. The message will appear on the screen for the
users to view.
EDIT Option: <Enter>
TWO COLUMN DISPLAY: Y YES < Display names ticket #'s in one or two columns.

DISPLAY WAIT TIME: Y YES <- Average display waiting time.
NORMAL WAIT TIME: 10 <- Normal wait time (in minutes) is entered by the site.
DISPLAY SETUP HELP TEXT: Y YES
<- In order to automatically start and stop the bingo board monitor, a dedicated
device must be setup by your IRM Service. Once a dedicated device is setup,
the bingo board can be scheduled to automatically start and/or stop at
user-defined times. Enter 'NO' at the DISPLAY SETUP HELP TEXT prompt to not
display this help text.

DISPLAY DEVICE: ? <- Device dedicated by IRMS for bingo board setup.
  Only devices with Sub-type starting with "C-VT" are allowed.
  Answer with DEVICE NAME, or LOCAL SYNONYM, or $I, or VOLUME SET(CPU), or SIGN-
ON/SYSTEM DEVICE, or FORM CURRENTLY MOUNTED

DISPLAY DEVICE: <- Select print device.
AUTO-START DISPLAY DEVICE: Y YES <- Sets the display group to automatically
start.

Do you want to initialize auto-start now? NO// Y YES
Enter Start Time: ?
Enter time as HH:MM in 12 hour format (For example, '8:00' or '8:00AM').
Enter Start Time: 9:30am <- Start time for the display group.
Enter Stop Time: 4:00pm <- Stop time for the display group.
Note: At the "QUEUED TO RUN AT WHAT TIME" prompt a time must be entered that is at least 2 minutes in the future. The software will convert it to today's date with the time entered. For example, if the time is 8:00am, to queue it for later today 9:30am can be entered. It will default to today's date. To enter a time for it to queue tomorrow, “T+1@00:00am/pm” must be entered. For example, if the time is 3:00pm, to queue it for 8:30am, “T+1(or tomorrow's date)@8:30am” must be entered.

5.9.6.2 Auto-Start Enter/Edit

Select Bingo Board Manager Option: AUTO-Start Enter/Edit

You want to edit Display Group(s) Start/Stop times? NO// Y   YES
Select GROUP DISPLAY NAME: MAIN
Enter Start Time: 3:00AM// <Enter>
Enter Stop Time: 4:00PM// <Enter>

Select GROUP DISPLAY NAME: <Enter>

Figure 5-14: Auto start enter/edit

5.9.6.3 Print Bingo Board Statistics

5.9.6.4 Print Bingo Board Wait Time

<table>
<thead>
<tr>
<th>Name</th>
<th>The name of the patient. For a patient with multiple entries, his/her name is printed only once.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time In</td>
<td>The time that the patient's name was entered in the computer.</td>
</tr>
<tr>
<td>Time Out</td>
<td>The time that the patient's name was entered on the bingo board monitor.</td>
</tr>
<tr>
<td>Rx#</td>
<td>The prescription number.</td>
</tr>
<tr>
<td>Wait Time</td>
<td>The amount of time it took to fill the prescription. It is the difference between Time In and Time Out. For orders with more than one prescription, the wait time is the same for each.</td>
</tr>
<tr>
<td>Display</td>
<td>The Display Group that the entries were entered under. Multiple site hospitals may have multiple display groups set up to coincide with each site.</td>
</tr>
<tr>
<td>Total</td>
<td>A summation of all the Wait Times in PATIENT NOTIFICATION (Rx READY) file. For example, if it took 3 minutes to fill 3 prescriptions for Missouri, Roy, the Total function sums up the Wait Time as though it took 9 minutes.</td>
</tr>
<tr>
<td>Count</td>
<td>The number of Wait Time entries. It counts the number of wait time entries for each prescription, not each patient.</td>
</tr>
<tr>
<td>-------</td>
<td>---------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Mean</td>
<td>The average or middle value of the Wait Time range of values.</td>
</tr>
<tr>
<td>Minimum</td>
<td>The least Wait Time value in the range.</td>
</tr>
<tr>
<td>Maximum</td>
<td>The greatest Wait Time value in the range.</td>
</tr>
<tr>
<td>Dev. (Deviation)</td>
<td>A relative number which signifies the overall departure from the average.</td>
</tr>
</tbody>
</table>

Data may be lost if this report is not printed each day, because many sites purge the Patient Notification (Rx READY) file each morning.

Select Bingo Board Option: **BM** Bingo Board Manager

BINGO BOARD CONTROL PANEL

Select Bingo Board Manager Option: **PRINT**

1 Print Bingo Board Statistics
2 Print Bingo Board Wait Time

CHOOSE 1-2: **2** Print Bingo Board Wait Time

DEVICE: [Select Print Device]

report follows

BINGO BOARD WAIT TIME PRINTOUT

MAY 21, 1997  15:34    PAGE 1

<table>
<thead>
<tr>
<th>TIME</th>
<th>TIME</th>
<th>WAIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME</td>
<td>IN</td>
<td>OUT</td>
</tr>
<tr>
<td>------</td>
<td>------</td>
<td>------</td>
</tr>
<tr>
<td>VIRGINIA, SAMUEL</td>
<td>1503</td>
<td>1504</td>
</tr>
<tr>
<td></td>
<td>1503</td>
<td>1504</td>
</tr>
<tr>
<td></td>
<td>1503</td>
<td>1504</td>
</tr>
<tr>
<td>INDIANA, SUSAN</td>
<td>1509</td>
<td>1512</td>
</tr>
<tr>
<td></td>
<td>1509</td>
<td>1512</td>
</tr>
<tr>
<td>CALIFORNIA, JAMES</td>
<td>1509</td>
<td>1512</td>
</tr>
<tr>
<td></td>
<td>1509</td>
<td>1512</td>
</tr>
<tr>
<td></td>
<td>1509</td>
<td>1512</td>
</tr>
<tr>
<td>MARYLAND, MARK</td>
<td>1524</td>
<td>1527</td>
</tr>
<tr>
<td></td>
<td>1524</td>
<td>1527</td>
</tr>
<tr>
<td>NEVADA, NORMAN</td>
<td>1524</td>
<td>1527</td>
</tr>
<tr>
<td></td>
<td>1524</td>
<td>1527</td>
</tr>
</tbody>
</table>

---

TOTAL
COUNT
MEAN
MINIMUM
MAXIMUM
DEV.

33
13
3
1
3
1

Figure 5-15: Example print bingo board wait time

**5.9.6.5 Purge Bingo Board Data**

**IMPORTANT**
If this option is used before the end of the workday, all data will be lost except the statistical data on those prescriptions already picked up.

5.9.6.6 Start Bingo Board Display

5.9.6.7 Stop Bingo Board Display

5.9.7 Enter/Edit Clinic Sort Groups

```plaintext
Select Maintenance (Outpatient Pharmacy) Option: ENT
1    Enter/Edit Clinic Sort Groups
2    Enter/Edit Local Drug Interaction
CHOOSE 1-2: 1  Enter/Edit Clinic Sort Groups

Select Clinic Sort Group: ?
Answer with OUTPATIENT CLINIC SORT GROUP NAME
Choose from:
   CLINIC 1
   Clinic 2
You may enter a new OUTPATIENT CLINIC SORT GROUP, if you wish
   Answer must be 3-30 characters in length.
Select Clinic Sort Group: CLINIC 3
Are you adding 'CLINIC 3' as a new OUTPATIENT CLINIC SORT GROUP (the 6TH)? Y (Yes)
NAME: Stan 1// <Enter>
Select SORT GROUPS: ?

Answer with SORT GROUP SORT GROUPS
   You may enter a new SORT GROUP, if you wish
   Enter name of clinic to be included in the sort group.

Answer with HOSPITAL LOCATION NAME, or ABBREVIATION
Do you want the entire 122-Entry HOSPITAL LOCATION List? N (No)
Select SORT GROUPS: 2 EAST
Are you adding '2 EAST' as a new SORT GROUP (the 1ST for this OUTPATIENT CLINIC SORT GROUP)? Y (Yes)
Select SORT GROUPS: <Enter>
```

Figure 5-16: Enter/edit clinic sort group
5.9.8 Initialize Rx Cost Statistics

5.9.9 Edit Pharmacy Intervention

5.9.10 Delete Intervention

5.9.10.1 Auto-delete from Suspense

5.9.11 Delete a Prescription

5.9.12 Expire Prescriptions

5.9.13 Manual Auto Expire Rxs

5.9.14 Prescription Cost Update

5.9.15 Purge Drug Cost Data

<table>
<thead>
<tr>
<th>Select Maintenance (Outpatient Pharmacy) Option:</th>
<th>PURGE Drug Cost Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you sure you want to purge cost data from 02/00/97 to 03/00/97? NO// Y YES</td>
<td></td>
</tr>
<tr>
<td>Do you want this option to run IMMEDIATELY or QUEUED? Q// &lt;Enter&gt; QUEUED</td>
<td></td>
</tr>
<tr>
<td>Requested Start Time: NOW// &lt;Enter&gt; (MAY 06, 1997@10:31:23)</td>
<td></td>
</tr>
<tr>
<td>Task #223079 QUEUED.</td>
<td></td>
</tr>
</tbody>
</table>

Figure 5-17: Purge drug cost data

5.9.16 Purge External Batches

<table>
<thead>
<tr>
<th>Select External Interface Menu Option:</th>
<th>Purge External Batches</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter cutoff date for purge of External Interface file: T-7 (FEB 28, 1997)</td>
<td></td>
</tr>
<tr>
<td>Purge entries that were not successfully processed? NO// &lt;Enter&gt;</td>
<td></td>
</tr>
<tr>
<td>Purge queued to run in background.</td>
<td></td>
</tr>
</tbody>
</table>
5.9.17 Recompile AMIS Data

5.10 Medication Profile

![Example medication profile](image)

5.11 Output Reports

5.11.1 Action Profile (132 COLUMN PRINTOUT)

```plaintext
Select Outpatient Pharmacy Manager Option: Output Reports
Select Output Reports Option: Action Profile (132 COLUMN PRINTOUT)
Action or Informational (A or I): A// <Enter> Action
Do you want generate a Polypharmacy report?: NO// YES
Minimum Number of Active Prescriptions: (1-100): 7// <Enter>
By Patient, Clinic or Clinic Group (P/C/G): P// ?
Enter 'P' to print by patient
'C' for printing by clinic
```
5.11.2 Alpha Drug List and Synonyms

[PSO ALPHA]

5.11.3 AMIS Report

[PSO AMIS]

5.11.4 Commonly Dispensed Drugs

[PSO COMMON]

5.11.5 Cost Analysis Reports

[PSO COMMON]

5.11.5.1 Clinic Costs

[PSO CLINIC COSTS]

5.11.5.2 Division Costs by Drug

[PSO DIV COSTS BY DRUG]
5.11.5.3 Drug Costs

[PSO DRUG COSTS]

5.11.5.4 Drug Costs by Division

[PSO COST BY DIVISION]

5.11.5.5 Drug Costs by Division by Provider

[PSO COST DIVISION BY PROVIDER]

5.11.5.6 Drug Costs by Provider

[PSO COST BY PROVIDER]

5.11.5.7 High Cost Rx Report

[PSO HI COST]

5.11.5.8 Patient Status Costs

[PSO COST BY PATIENT STATUS]

5.11.5.9 Pharmacy Cost Statistics Menu

[PSO COST STAT MENU]

Pharmacy Statistics

[PSO COST STATISTICS]

Sort Statistics By Division

[PSO COST STATS BY DIVISION]

5.11.5.10 Provider by Drug Costs

[PSO COST PROVIDER BY DRUG]

5.11.5.11 Provider Costs

[PSO COST PER PROVIDER]
5.11.5.12 Request Statistics
[PSO REQ STATS]

5.11.6 Daily AMIS Report
[PSO DAILY AMIS]

5.11.7 Drug List By Synonym
[PSO SYNONYM]

5.11.8 Free Text Dosage Report
[PSO DOSAGE REPORT]

<table>
<thead>
<tr>
<th>Drug</th>
<th>Free Text Entry</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACETAMINOPHEN AND CODEINE 30MG (342)</td>
<td>3 TABLETS</td>
<td>3</td>
</tr>
<tr>
<td>RICHMOND, ARTHUR:3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ALCOHOL PREP PADS (3718)</td>
<td>1 PAD</td>
<td>2</td>
</tr>
<tr>
<td>JACKSON, ROBERT:2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAD</td>
<td>JACKSON, ROBERT:1</td>
<td>1</td>
</tr>
<tr>
<td>AMINOPHYLLINE 500MG SUPP (3422)</td>
<td>1 SUPPOSITORY (IES) 500MG</td>
<td>1</td>
</tr>
<tr>
<td>JACKSON, ROBERT:1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ASPIRIN BUFFERED 325MG TAB (280)</td>
<td>1625MG</td>
<td>2</td>
</tr>
<tr>
<td>RICHMOND, ARTHUR:2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>975MG</td>
<td>RICHMOND, ARTHUR:2</td>
<td>3</td>
</tr>
<tr>
<td>RICHMOND, ARTHUR:2 JACKSON, ROBERT:1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 5-21: Free text dosage report

5.11.9 Inactive Drug List
[PSO INACTIVE]

5.11.10 List Prescriptions on Hold
[PSO HOLDRPT]
5.11.11 Management Reports Menu

[PSO MGMT REPORT MENU]

Important
Before printing the first management report, the Initialize Daily Compile option must be run. This option compiles past management data for a user specified date range and then queues a job to run every morning at 1:00 a.m. to compile the previous day's data.

5.11.11.1 Daily Management Report Menu

[PSO MGMT REPORT DAILY MENU]

All Reports
[PSO MGMT REPORTS ALL DAILY]

Cost of Prescriptions
[PSO MGMT REPORT RX COSTS]

Count of Prescriptions
[PSO MGMT REPORT RX COUNTS]

Intravenous Admixture
[PSO MGMT REPORT IV]

Type of Prescriptions Filled
[PSO MGMT REPORT TYPE OF RX]

5.11.11.2 Date Range Recompile Data

[PSO MGMT RPT RANGE COMPILE]

5.11.11.3 Initialize Daily Compile

[PSO MGMT RPT DAILY COMPILE]

This option must be run to initialize the compiling of management report data before the management reports are printed.
5.11.11.4 Monthly Management Report Menu

[PSO MGMT REPORT MONTHLY MENU]

All Reports
[PSO MGMT MONTHLY ALL REPORTS]

Cost of Prescriptions
[PSO MGMT MONTHLY RX COSTS]

Count of Prescriptions
[PSO MGMT MONTHLY RX COUNTS]

Intravenous Admixture
[PSO MGMT MONTHLY IV]

Type of Prescriptions Filled
[PSO MGMT MONTHLY TYPE OF RX]

5.11.11.5 One Day Recompile Data

[PSO MGMT REPORT MONTHLY MENU]

5.11.11.6 Purge Data

[PSO MGMT DATA PURGE]

5.11.12 Medication Profile

[PSO P]

5.11.13 Monthly Drug Cost

[PSO MONTHLYCOST]

5.11.14 Narcotic Prescription List

[PSO NARC]
5.11.15 Non-Formulary List
[PSO NONFORM]

5.11.16 Poly Pharmacy Report
[PSO POLY]

5.11.17 Released and Unreleased Prescription Report
[PSO RELEASE REPORT]

5.12 Pharmacy Intervention Menu
[PSO INTERVENTION MENU]

This menu is locked with the PSORPH key.

5.12.1 Enter Pharmacy Intervention
[PSO INTERVENTION NEW ENTRY]

5.12.2 Edit Pharmacy Intervention
[PSO INTERVENTION EDIT]

5.12.3 Print Pharmacy Intervention
[PSO INTERVENTION PRINTOUT]

5.12.4 Delete Intervention
[PSO INTERVENTION DELETE]

5.12.5 View Intervention
[PSO INTERVENTION VIEW]
5.13 Processing Drug/Drug Interactions
[PSO INTERACTION VERIFY]

5.14 Releasing Medication

5.14.1 Release Medication
[PSO RELEASE]

5.14.2 Changes to Releasing Orders function - ScripTalk®

```
Prescription Number 400693 Released
No Refill(s) to be Released
No Partial(s) to be Released

KANSAS, THOMAS T added to the WAITING display.
This patient is enrolled in ScripTalk and may benefit from a non-visual announcement that prescriptions are ready.

Press Return to Continue:
```

Figure 5-22: Releasing medication to a ScripTalk® patient

5.15 Returning Medication to Stock
[PSO RETURNED STOCK]

5.16 Processing a Prescription

5.16.1 Rx (Prescriptions)
[PSO RX]

- Patient Prescription Processing
- Barcode Rx Menu ...
- Complete Orders from OERR
- Discontinue Prescription(s)
- Edit Prescriptions
- Reprint an Outpatient Rx Label
- View Prescriptions
5.16.1.1 Patient Prescription Processing

[PSO LM BACKDOOR ORDERS]

- Enter a new Rx
- Release
- Discontinue
- Reprint
- Edit
- Copy
- Refill
- Verify a prescription
- Renew
- Show a profile
- Hold
- View activity log
- Unhold
- Pull early from suspense
- Order a partial

Entering a New Order

Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

Orders to be completed for all divisions: 14

Do you want an Order Summary? No// <Enter>

Figure 5-23: Entering a new order

Patient is enrolled to receive ScripTalk 'talking' prescription labels.

Enter RETURN to continue or '^' to exit: <Enter>
Figure 5-24: Entering a new order - continued

<table>
<thead>
<tr>
<th>Patient Information</th>
<th>May 22, 2001 10:44:38</th>
<th>Page: 2 of 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>KANSAS, THOMAS T</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PID: 521-33-9521</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOB: OCT 30,1970 (34)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEX: MALE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Adverse Reactions:

Enter ?? for more actions

EA Enter/Edit Allergy/ADR Data
PU Patient Record Update
DD Detailed Allergy/ADR List
EX Exit Patient List

Select Action: Quit//<Enter>

Figure 5-25: Entering and new order - continued

<table>
<thead>
<tr>
<th>Medication Profile</th>
<th>May 22, 2001 10:44:56</th>
<th>Page: 1 of 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>KANSAS, THOMAS T</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PID: 521-33-9521 (HRN:37663)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOB: OCT 30,1970 (34)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>RX</th>
<th>DRUG</th>
<th>QTY</th>
<th>ST</th>
<th>DATE</th>
<th>FILL</th>
<th>REM</th>
<th>SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>503902</td>
<td>ACETAMINOPHEN 500MG TAB</td>
<td>60</td>
<td>A&gt;</td>
<td>05-22</td>
<td>05-22</td>
<td>3</td>
<td>30</td>
</tr>
<tr>
<td>2</td>
<td>503886$</td>
<td>DIGOXIN (LANOXIN) 0.2MG CAP</td>
<td>60</td>
<td>A&gt;</td>
<td>05-07</td>
<td>05-07</td>
<td>5</td>
<td>30</td>
</tr>
<tr>
<td>3</td>
<td>AMPICILLIN 250MG CAP</td>
<td>QTY: 40</td>
<td>ISDT: 05-29</td>
<td>REF: 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Enter ?? for more actions

PU Patient Record Update
NO New Order
PI Patient Information
SO Select Order

Select Action: Quit//

Figure 5-26: Entering a new order - continued

The following actions are also available:

RP   Reprint (OP)         OTH Other OP Actions     LS Last Screen
RN   Renew (OP)           RD Re Display Screen    FS First Screen
DC   Discontinue (OP)     PL Print List           GO Go to Page
RL   Release (OP)         PS Print Screen         + Next Screen
RF   Refill (OP)          > Shift View to Right - Previous Screen
PP   Pull Rx (OP)         < Shift View to Left ADPL Auto Display (On/Off)
IF   Inpat. Profile (OP)  SL Search List          UP Up a Line
DN   Down a Line          QU Quit

Figure 5-27: Available action

Medication Profile | May 22, 2001 10:44:56 | Page: 1 of 1 |

Patient information is displayed here.

Enter ?? for more actions

PU Patient Record Update
NO New Order
PI  Patient Information                  SO  Select Order
Select Action: Quit// NO  New Order

DRUG: AMPICILLIN
1  AMPICILLIN 500MG INJ       AM052  N/F  NATL FORM (IEN)
2  AMPICILLIN 250MG CAP       AM052  N/F  NATL N/F (IEN)
3  AMPICILLIN 250MG/5ML SUSPENSION 100ML  AM052  N/F  NATL N/F (IEN)
4  AMPICILLIN SOD. 1GM INJ     AM052  NATL FORM (IEN)

CHOOSE 1-4: 2 AMPICILLIN 250MG CAP       AM052  N/F  NATL N/F (IEN)

Now doing order checks. Please wait...

Available Dosage(s)
1. 250MG
2. 500MG
3. 1000MG

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 3 500MG

You entered 500MG is this correct? Yes// <Enter> YES

DISPENSE UNITS PER DOSE(CAPSULES): 2// <Enter> 2
Dosage Ordered: 500MG

ROUTE: PO// <Enter> ORAL  PO MOUTH
ROUTE: PO// @ <Enter to delete>

Schedule: QID// <Enter> (FOUR TIMES A DAY)

Note: Do not use this field for Days Supply.

LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 10 (DAYS)

CONJUNCTION: <Enter>

PATIENT INSTRUCTIONS: WF  WITH FOOD
(TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD)
Patch PSS*1*47 adds two new optional fields, OTHER LANGUAGE PREFERENCE and PMI LANGUAGE PREFERENCE in the PHARMACY PATIENT file (#55). When printing locally from Outpatient Pharmacy this parameter is not used. These fields are accessed through the option Update Patient Record [PSO PAT] and the protocol Patient Record Update [PSO PATIENT RECORD UPDATE]. Do NOT type anything in either of these fields because it can cause problems with the information that prints on the Rx label.

Figure 5-36: Entering a new order - continued

Figure 5-37: Entering a new order - continued

Figure 5-38: Entering a new order - continued
Entering a new order with Local or Free-Text Dosage

<table>
<thead>
<tr>
<th>DRUG: TYLENOL #3 ACETAMINOPHEN AND CODEINE 30MG</th>
<th>CN101</th>
</tr>
</thead>
</table>

...OK? Yes// (Yes)  
Now doing order checks. Please wait...  
Available Dosage(s)  
1. 1 TABLET  
2. 2 TABLET(S)  
3. 3 TABLET(S)  

Select from list of Available Dosages, Enter Free Text Dose or Enter a Question Mark (?) to view list:  
You entered 2 TABLET(S) is this correct? Yes// <Enter> YES  
OTHER LANGUAGE DOSAGE: DOS TABLETA(S)  

Figure 5-39: Entering a new order with local or free text dosage

Patch PSS*1*47 adds two new optional fields, OTHER LANGUAGE PREFERENCE in the PHARMACY PATIENT file (#55) that stores if a patient has another language preference. This field is accessed through the option Update Patient Record [PSO PAT] and the protocol Patient Record Update [PSO PATIENT RECORD UPDATE]. Do NOT type anything in either of these fields because it can cause problems with the information that prints on the Rx label.

| ROUTE: PO// <Enter> ORAL PO MOUTH |
| ROUTE: PO// @ <Enter to delete> |

Figure 5-40: Entering a new order with local or free text dosage - continued

| Schedule: QID// <Enter> (FOUR TIMES A DAY) |

Figure 5-41: Entering a new order with local or free text dosage - continued

| LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 90 (DAYS) |

Figure 5-42: Entering a new order with local or free text dosage - continued

| CONJUNCTION: <Enter> |

Figure 5-43: Entering a new order with local or free text dosage - continued

| PATIENT INSTRUCTIONS: WF WITH FOOD  
(TAKE 2 TABLETS BY MOUTH FOUR TIMES A DAY FOR 90 DAYS WITH FOOD) |

Figure 5-44: Entering a new order with local or free text dosage - continued
Patch PSS*1*47 adds two new optional fields, OTHER LANGUAGE PREFERENCE and PMI LANGUAGE PREFERENCE in the PHARMACY PATIENT file. These fields are accessed through the option Update Patient Record [PSO PAT] and the protocol Patient Record Update [PSO PATIENT RECORD UPDATE]. Do NOT type anything in either of these fields because it can cause problems with the information that prints on the Rx label.

DAYS SUPPLY: (1-90): 30// 90
QTY ( CAP ): 720

Figure 5-45: Entering a new order with local or free text dosage - continued

COPIES: 1// <Enter> 1
# OF REFILLS: (0-1): 1// 1
PROVIDER: BISMARK,ANDREW
CLINIC: OUTPT NURSE GREEN TEAM
MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
REMARKS: <Enter>
ISSUE DATE: TODAY// <Enter> (MAY 30, 2001)
Nature of Order: WRITTEN// <Enter> W

Figure 5-46: Entering a new order with local or free text dosage - continued

Do you want to enter a Progress Note? No// <Enter>

Rx # 503908 05/30/01
NEBRASKA,NICK #80
TAKE 2 TABLETS BY MOUTH FOUR TIMES A DAY FOR 90 DAYS WITH FOOD
ACETAMINOPHEN AND CODEINE 30MG
BISMARK,ANDREW BISMARK,ANDREW
# of Refills: 1

Is this correct? YES// Another New Order for NEBRASKA,NICK? YES//

Figure 5-47: Entering a new order with local or free text dosage - continued

NEBRASKA,NICK <A>
PID: 505-09-3368 (HRN: 3217) Ht(cm): 175.26 (06/07/2000)
DOB: SEP 12,1919 (81) Wt(kg): 79.09 (06/07/2000) f

Rx #: 503908
(1) *Orderable Item: ACETAMINOPHEN TAB
(2) Drug: ACETAMINOPHEN AND CODEINE 30MG
Verb: TAKE
(3) *Dosage: 2 TABLET(S)
Oth. Lang. Dosage: TRE TABLETA(S)
*Route: ORAL
*Schedule: QID
*Duration: 10D (DAYS)
(4) Pat Instructions: WITH FOOD
Other Pat. Instruc: CON ALIMENTO
SIG: TAKE 2 TABLET(S) BY MOUTH FOUR TIMES A DAY FOR 90 DAYS WITH FOOD
(5) Patient Status: OUTPATIENT

Figure 5-48: View of Rx

Editing an Order

**Note:** Do not use the up-arrow (^) after editing one field to jump past the rest of the fields. Using just the up-arrow results in the changes just entered being deleted. The user must <Enter> through all the order fields when editing to save the changes.

Figure 5-49: Editing an order

```
NEBRASKA, NICK
PID: 505-09-3368 (HRN: 3217) Ht(cm): 175.26 (06/07/2000)
DOB: SEP 12, 1919 (81) Wt(kg): 79.09 (06/07/2000) f

Rx #: 503908
(1) *Orderable Item: AMPICILLIN CAP, ORAL ***(N/F)***
(2) Drug: AMPICILLIN 250MG CAP ***(N/F)***
(3) *Dosage: 500 (MG)
Verb: TAKE
Dispense Units: 2
Noun: CAPSULES
*Route: ORAL
*Schedule: QID
*Duration: 10D (DAYS)
(4) Pat Instructions: with food
SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD
(5) Patient Status: OUTPATIENT
+ Enter ?? for more actions
DC Discontinue PR Partial RL Release
ED Edit RF (Refill) RN Renew
Select Action: Next Screen// ED Edit
Select fields by number: (1-19): 4
PATIENT INSTRUCTIONS: WITH FOOD// WITH FOOD AVOIDING DAIRY FOODS
```

Figure 5-50: Editing IHS special fields

```
NDC : 0182-0141-10// 0182-0141-10
AWP : 0.016190// 0.016190
UNIT PRICE OF DRUG: 0.018000// 0.018000
MANUFACTURER:
EXPIRATION DATE: (8/25/2004 - 12/31/2699):
This is a required response. Enter '^' to exit
CHRONIC MEDICATION: YES// YES
BILL STATUS: 1// 1 AUTO BILL
```

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 500// 750MG 750MG
You entered 750MG is this correct? Yes// <Enter> YES
VERB: TAKE// <Enter> TAKE
DISPENSE UNITS PER DOSE (CAPSULE(S)): 3// <Enter> 3
Dosage Ordered: 750MG
NOUN: CAPSULE(S)// <Enter> CAPSULE(S)
ROUTE: ORAL// <Enter> ORAL
Schedule: QID// <Enter> (FOUR TIMES A DAY)
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 10D// <Enter> 10D (DAYS)
CONJUNCTION: <Enter>

NEBRASKA,NICK <A>
PID: 505-09-3368 (HRN: 3217) Ht(cm): 175.26 (06/07/2000)
DOB: SEP 12,1919 (81) Wt(kg): 79.09 (06/07/2000)

Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
(1) Drug: AMPICILLIN 250MG CAP ***(N/F)***
(2) Patient Status: OUTPATIENT
(3) Issue Date: MAY 30,2001 (4) Fill Date: MAY 30,2001
(5) Dosage Ordered: 750 (MG)
Verb: TAKE
Dispense Units: 3
Noun: CAPSULE(S)
Route: ORAL
Schedule: QID
*Duration: 10D (DAYS)
(6) Pat Instruction: WITH FOOD AVOIDING DAIRY FOODS
SIG: TAKE THREE CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD AVOIDING DAIRY FOODS
+ This change will create a new prescription!
AC Accept ED Edit
Select Action: Next Screen//

NEBRASKA,NICK <A>
PID: 505-09-3368 Ht(cm): 175.26 (06/07/2000)
DOB: SEP 12,1919 (81) Wt(kg): 79.09 (06/07/2000)

Days Supply: 10 QTY (CAP): 120
(9) # of Refills: 0 Routing: WINDOW
(11) Clinic: OUTPT NURSE GREEN TEAM
(12) Provider: BISMARK,ANDREW (13) Copies: 1
(14) Remarks: New Order Created by editing Rx # 503908.
Entry By: BISMARK,ANDREW Entry Date: MAY 30,2001 17:11:44

This change will create a new prescription!
AC Accept ED Edit
Select Action: Edit// AC

Figure 5-51: Editing an order - continued

Note: If the DAYS SUPPLY field is edited, the QTY field is recalculated. If the QTY field is edited, the DAYS SUPPLY field value does not change but a message is displayed warning the user of the change and recommending that the value be checked.
NEBRASKA, NICK <A>
  PID: 505-09-3368 (HRN: 3217)  Ht(cm): 175.26 (06/07/2000)
  DOB: SEP 12,1919 (81)  Wt(kg): 79.09 (06/07/2000)
  (7)  Days Supply: 30  (8)  QTY (CAP): 120
  (9)  # of Refills: 0  (10)  Routing: WINDOW
  (11)  Clinic: OUTPT NURSE GREEN TEAM
  (12)  Provider: BISMARK, ANDREW
  (13)  Copies: 1
  (14)  Remarks: New Order Created by editing Rx # 503910.
  Entry By: BISMARK, ANDREW  Entry Date: MAY 31,2001 12:57:06

Enter ?? for more actions
AC  Accept  ED  Edit
Select Action: <Enter> Edit
Select Field to Edit by number: (1-14): 7
DAYS SUPPLY: (1-90): 10

Figure 5-52: Editing an order - continued

Checking for Drug/Drug Interactions !

Nature of Order: WRITTEN/if ??

<table>
<thead>
<tr>
<th>Nature of Order Activity</th>
<th>Require</th>
<th>Print</th>
<th>Print on</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>E.Signature</td>
<td>Chart Copy</td>
<td>Summary</td>
</tr>
<tr>
<td>WRITTEN</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VERBAL</td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>TELEPHONED</td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>SERVICE CORRECTION</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>POLICY</td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>DUPLICATE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>REJECTED</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Nature of Order: WRITTEN/if ?<Enter> WRITTEN

Figure 5-53: Editing an order - continued

Using the Copy Action

The following actions are also available:
AL  Activity Logs (OP)  OTH  Other OP Actions  GO  Go to Page
VF  Verify (OP)  DIN  Drug Restr/Guide (OP)  LS  Last Screen
CO  Copy (OP)  +  Next Screen  PS  Print Screen
RP  Reprint (OP)  -  Previous Screen  PT  Print List
HD  Hold (OP)  <  Shift View to Left  QU  Quit
UN  Unhold (OP)  >  Shift View to Right  RD  Re Display Screen
PI  Patient Information  ADPL  Auto Display (On/Off)  SL  Search List
PP  Pull Rx (OP)  DN  Down a Line  UP  Up a Line
IP  Inpat. Profile (OP)  FS  First Screen

Figure 5-54: Available actions
Figure 5-55: Copying an order

Figure 5-56: Copying an order - continued
Figure 5-57: Copying an order - continued

---------
DUPLICATE DRUG AMPICILLIN 250MG CAP in Prescription: 503911
---------
Status: Active
Issued: 05/25/01
SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV
QTY: 80
Provider: BISMARK, ANDREW

# of Refills: 0
Refills remaining: 0
Last filled on: 06/01/01
Days Supply: 10

Discontinue Rx # 503911? YES

Duplicate Drug will be discontinued after the acceptance of the new order.

Now doing order checks. Please wait...
Nature of Order: WRITTEN/

Do you want to enter a Progress Note? No/

---

Figure 5-58: Copying an order - continued

Rx # 503913 06/04/01
COLORADO, ALBERT #80
TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV COMMENTS

AMPICILLIN 250MG CAP
BISMARK, ANDREW

# of Refills: 0

Is this correct? YES/

-Rx 503911 has been discontinued...

---

Figure 5-59: Copying an order - continued

Medication Profile Jun 04, 2001 16:03:55 Page: 1 of 1
COLORADO, ALBERT

PID: 505-44-5034
DOB: FEB 8, 1922 (79)

Ht(cm): 175.26 (08/10/1999)
Wt(kg): 75.45 (08/10/1999)

ISSUE LAST REF DAY
# RX # DRUG QTY ST DATE FILL REM SUP

---------------------------------------------------------------------------------------ACTIVE---------------------------------------------------------------------------------------
1 503913 AMPICILLIN 250MG CAP 80 A 06-04 06-04 0 10
2 503901 LISINOPRIL 10MG TAB 150 A> 05-17 05-17 2 30

---

Enter ?? for more actions
PU Patient Record Update
PI Patient Information
Select Action: Quit//

Print/Queue/Cpro/Med sheet/Hold/Suspend/Refill/CANCEL/Summary/B=Sum+Cpro/"^"=Exi
## Renewing a Prescription

### Figure 5-60: Copying an order - continued

<table>
<thead>
<tr>
<th>OP Medications (ACTIVE)</th>
<th>Jun 04, 2001 16:14:40</th>
<th>Page: 1 of 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEBRASKA, NICK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PID: 505-09-3368 (HRN: 2408)</td>
<td>Ht (cm): 175.26 (06/07/2000)</td>
<td></td>
</tr>
<tr>
<td>DOB: SEP 12,1919 (81)</td>
<td>Wt (kg): 79.09 (06/07/2000)</td>
<td></td>
</tr>
</tbody>
</table>

Rx #: 503910

1. *Orderable Item: AMPICILLIN CAP, ORAL ***(N/F)***
2. Drug: AMPICILLIN 250MG CAP ***(N/F)***
3. *Dosage: 500 (MG)*
   Verb: TAKE
   Dispense Units: 2
   Noun: CAPSULES
   *Route: ORAL
   *Schedule: QID
   *Duration: 10D (DAYS)
4. Pat Instructions: with food
   SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD
5. Patient Status: OUTPATIENT

Select Action: Next Screen// RN Renew

### Figure 5-61: Renewing a prescription

MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
Nature of Order: WRITTEN// <Enter> W

Do you want to enter a Progress Note? No// <Enter> NO

Now Renewing Rx # 503910 Drug: AMPICILLIN 250MG CAP

Now doing order checks. Please wait...

503910A AMPICILLIN 250MG CAP Qty: 80
# OF REFILLS: 0 ISSUED: 06-04-01
SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD
FILLED: 06-20-01
ROUTING: WINDOW PHYS: BISMARK, ANDREW

Edit renewed Rx? Y// <Enter> ES
(3) # of Refills: 0
(4) Routing: WINDOW
(5) Clinic: OUTPT NURSE GREEN TEAM
(6) Provider: BISMARK, ANDREW
(7) Copies: 1
(8) Remarks: RENEWED FROM RX # 503910
Entry By: BISMARK, ANDREW  Entry Date: JUN 4, 2001 16:16:27

Enter ?? for more actions
AC Accept      DC Discontinue
BY Bypass      ED Edit
Select Item(s): Quit// ED Edit [Or enter the field(s), e.g., 1, 5, 7]

Select Field to Edit by number: (1-8): 5

Figure 5-62: Renewing a prescription - continued
Check Quality of Barcode
[PSO BARCODE CHECK]
1. Barcode too faint (change printer ribbon)
2. Improper scanning (move the wand at a steady rate)
3. Defective barcode reader (replace the reader)

5.16.1.3 Complete Orders from OERR
[PSO LMOE FINISH]

Note: Enter “E” at the “Select By:” prompt to stop processing orders.

Select Outpatient Pharmacy Manager Option: RX (Prescriptions)
Orders to be completed for all divisions: 16

Do you want an Order Summary? No//  <Enter> NO
Patient Prescription Processing
Barcode Rx Menu ...
Complete Orders from OERR
Discontinue Prescription(s)
Edit Prescriptions
List One Patient's Archived Rx's
Reprint an Outpatient Rx Label
View Prescriptions

Select Rx (Prescriptions) Option: COMPLETE Orders from OERR

Select By: (PA/RT/PR/CL/E): PATIENT//  <Enter>
All Patients or Single Patient: (A/S/E): SINGLE//  <Enter>
Select Patient: KANSAS,THOMAS T KANSAS,THOMAS T
F 10-30-70 521339521 CR 1259

Do you want to see Medication Profile? Yes//

Figure 5-64: Finishing an order from OERR

Note: The user may enter a question mark at the “Select Patient” prompt to get a list of patients with pending orders.
Dispense Units: 1  
Route: ORAL  
Schedule: BID  
Pat Instruct:  
Provider Comments: ProvComments  
SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY  
Patient Status: OUTPATIENT  
Issue Date: MAY 22, 2001  
Fill Date: MAY 22, 2001  
Days Supply: 30  
QTY (TAB): 60  
By Bypass  
Enter ?? for more actions  
DC Discontinue  
ED Edit  
FN Finish  
Select Item(s): Next Screen//// FN Finish  

Figure 5-65: Finishing an order from OERR - continued

**Note:** If an order is sent from OERR without a drug selected, and only one drug is tied with this order item, that drug is inserted in the DRUG field (#2 on the screen). If more than one drug is tied with this order item, a “No Dispense Drug Selected” message displays in the DRUG field (#2 on the screen), and the user will need to select a drug to complete the order.

The following drugs are available for selection:  
1. ACETAMINOPHEN 325MG  
2. ACETAMINOPHEN EXTRA STR 500MG  
Select Drug by number: (1-2): 1

Figure 5-66: Available drugs

**Note:** If the drug list is empty, the user should select a new orderable item or the order can be discontinued.

Copy Provider Comments into the Patient Instructions? No// Y YES  
(TAKE ONE TABLET BY MOUTH TWICE A DAY PROVCOMMENTS)  
Rx # 503902  05/22/01  
KANSAS, THOMAS T  
#60  
ACETAMINOPHEN 500MG TAB  
TAKE ONE TABLET BY MOUTH TWICE A DAY PROVCOMMENTS  
BISMARek, ANDREW

# of Refills: 3  
Are you sure you want to Accept this Order? NO// Y YES

Figure 5-67: Finishing an order from OERR - continued

METHOD OF PICK-UP:  
Do you want to enter a Progress Note? No// <Enter> NO  
Press Return to Continue:
Figure 5-68: Finishing an order from OERR - continued

**Finishing an Order from OERR with Multiple Institutions**

Select Outpatient Pharmacy Manager Option: **RX** (Prescriptions)

Orders to be completed for all divisions: 21

Do you want an Order Summary?: No/<Enter> NO

Select Rx (Prescriptions) Option: **COMPLETE** Orders from OERR

There are multiple Institutions associated with this Outpatient Site for finishing orders entered through CPRS. Select the Institution from which to finish orders. Enter '?' to see all choices.

Figure 5-69: Finishing an order from OERR with multiple institutions

Select CPRS ORDERING INSTITUTION: BIRMINGHAM, AL./<Enter> BIRMINGHAM, AL.521

You have selected BIRMINGHAM, AL...

After completing these orders, you may re-enter this option and select again.

Select By: (PA/RT/PR/CL/E): PATIENT// PA

Figure 5-70: Finishing an order from OERR with multiple institutions - continued

**Activity Log**

<table>
<thead>
<tr>
<th>OP Medications (ACTIVE)</th>
<th>Jun 08, 2001 11:01:29</th>
<th>Page: 1 of 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEBRASKA, NICK</td>
<td>&lt;A&gt;</td>
<td></td>
</tr>
<tr>
<td>PID: 505-09-3368</td>
<td>(HRN: 2408)</td>
<td></td>
</tr>
<tr>
<td>DOB: SEP 12, 1919</td>
<td>81</td>
<td></td>
</tr>
<tr>
<td>Rx #: 503915</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) *Orderable Item: AMPICILLIN CAP, ORAL <em><strong>(N/F)</strong></em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2) Drug: AMPICILLIN 250MG CAP <em><strong>(N/F)</strong></em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) *Dosage: 750 (MG)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verb: TAKE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dispense Units: 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Noun: CAPSULE(S)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Route: ORAL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Schedule: QID</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Duration: 10D (DAYS)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(4) Pat Instructions: WITH FOOD AVOIDING DAIRY FOODS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SIG: TAKE THREE CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD AVOIDING DAIRY FOODS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(5) Patient Status: OUTPATIENT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>+ Enter ?? for more actions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DC Discontinue</td>
<td>PR Partial</td>
<td>RL Release</td>
</tr>
<tr>
<td>ED Edit</td>
<td>RF (Refill)</td>
<td>RN Renew</td>
</tr>
<tr>
<td>Select Action: Next Screen// AL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select Activity Log by number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Refill 2. Partial 3. Activity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Labels 5. Copay 6. All Logs: (1-6): 6// &lt;Enter&gt;</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 5-71: Example activity log
DOB: OCT 30,1970 (34)                     Wt(kg): 90.45 (02/08/1999)
Rx #: 503904   Original Fill Released: 5/25/01
Routing: Window       Finished by: BISMARK,ANDREW

Refill Log:
#  Log Date   Refill Date  Qty          Routing  Lot #       Pharmacist
=======================================================================
There are NO Refills For this Prescription

Partial Fills:
#  Log Date   Date     Qty         Routing    Lot #        Pharmacist
=======================================================================
There are NO Partials for this Prescription

Activity Log:
#   Date        Reason         Rx Ref         Initiator Of Activity
=======================================================================
1  05/25/01                   ORIGINAL

Comments: Patient Instructions Not Sent By Provider.
2  05/25/01    PROCESSED      ORIGINAL       BISMARK,ANDREW

Comments: Label never queued to print by User

Label Log:
#   Date        Rx Ref             Printed By
=======================================================================
1  05/25/01    ORIGINAL             BISMARK,ANDREW

Comments: ScripTalk label printed
<- This shows an extended view of what is seen on the screen

Enter ?? for more actions

Select Action:Quit// <Enter>

Figure 5-72: Example activity log - continued

5.16.2 Discontinue Prescription(s)  
[PSO C]

5.16.3 Edit Prescriptions  
[PSO RXEDIT]

5.16.4 List One Patient's Archived Rx's  
[PSO ARCHIVE LIST RX'S]

5.16.5 View Prescriptions  
[PSO VIEW]
5.16.6 Reprint an Outpatient Rx Label

[PSO RXRPT]

Select OPTION NAME: REPRINT AN OUTPATIENT RX LABEL
Reprint Prescription Label: 400693 ADHESIVE TAPE WATERPROOF 1IN ROLL
Patient is a ScripTalk patient. Use ScripTalk label for prescription bottle.
Number of Copies? : (1-99): 1// <Enter>
Print adhesive portion of label only? N// <Enter> 0
Comments:
Rx # 400693 06/27/03
KANSAS, THOMAS T #1
USE AS DIRECTED ON AFFECTED AREA
ADHESIVE TAPE WATERPROOF 1IN ROLL
TULSA, LARRY BISMARCK, ANDREW
# of Refills: 2

Figure 5-73: Reprinting and outpatient Rx label

5.17 ScripTalk® ‘Talking’ Prescription Labels

Note: The pharmacy should check each ScripTalk® label for accuracy by using the ScripTalk® reader to read the label aloud. The printer encodes the chip while printing the label, but nothing in or attached to RPMS can see or tell if the label is valid.

5.17.1 ScripTalk Main Menu

[PSO SCRIPTALK MAIN MENU]

- PT ScripTalk Patient Enter/Edit
- QBAR Queue ScripTalk Label by Barcode
- QRX Queue ScripTalk Label by Rx#
- RPT ScripTalk Reports...
  - Reprint a non-voided Outpatient Rx Label
  - PARM Set Up and Test ScripTalk Device...

5.17.1.1 ScripTalk Patient Enter/Edit

[PSO SCRIPTALK PATIENT ENROLL]
5.17.1.2 Queue ScripTalk Label by Barcode

[PSO SCRIPTALK MANUAL INTERNAL]

Select ScripTalk Main Menu Option: QBAR Queue ScripTalk Label by Barcode
Enter Barcode Rx#:

Figure 5-74: Queuing a ScripTalk® label to print by barcode

5.17.1.3 Queue ScripTalk Label by Rx#

[PSO SCRIPTALK MANUAL EXTERNAL]

Select ScripTalk Main Menu Option: QRX Queue ScripTalk Label by Rx#
Select PRESCRIPTION RX #: 400675B ADHESIVE TAPE WATERPROOF 1IN ROLL

Queuing ScripTalk label

Select PRESCRIPTION RX #: 12345
1 12345 NIACIN 250MG SR CAP
2 1234567A DIGOXIN 0.05MG CAP
CHOOSE 1-2: 2 1234567A DIGOXIN 0.05MG CAP
Patient not enrolled in ScripTalk program.

Select PRESCRIPTION RX #:

Figure 5-75 Queuing a ScripTalk® label to print by Rx#

5.17.1.4 ScripTalk Reports

[PSO SCRIPTALK REPORTS]

- AUD ScripTalk Audit History Report
- WHO Report of ScripTalk Enrollees
- ScripTalk Audit History Report

[PSO SCRIPTALK AUDIT HISTORY]

Select ScripTalk Reports Option: AUD ScripTalk Audit History Report
Select PATIENT: NEBRASKA,NICK M 03-04-54 234435432 CR 2408

You may queue the report to print, if you wish.

DEVICE: HOME// <Enter> GENERIC INCOMING TELNET

Figure 5-76: ScripTalk® audit history report
**Outpatient Pharmacy (PSO) v7.0**

User Manual 76 Outpatient Pharmacy Manager Menu September 2004

---

**Report of ScripTalk Enrollees**

[PSO SCRIPTALK ENROLLEES]

Select ScripTalk Reports Option: WHO Report of ScripTalk Enrollees

Do you want to report only active enrollees? Y//<Enter> ES

You may queue the report to print, if you wish.

DEVICE: HOME// <Enter> GENERIC INCOMING TELNET

---

**Report of ScripTalk Enrollment**

Date printed: Jun 24, 2003 Page: 1

<table>
<thead>
<tr>
<th>Patient name</th>
<th>SSN</th>
<th>Enrollment last updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAWAII,LOU</td>
<td>333-22-1212</td>
<td>Jun 16, 2003@11:57:39</td>
</tr>
<tr>
<td>BLIND PATIENT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IDAHO,PETER</td>
<td>112-22-3334</td>
<td>Jun 15, 2003@18:17:30</td>
</tr>
<tr>
<td>LOW VISION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MINNESOTA,RONALD</td>
<td>123-32-1123</td>
<td>Jun 18, 2003@03:52:18</td>
</tr>
<tr>
<td>LOW VISION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NEBRASKA,NICK</td>
<td>742-34-8743</td>
<td>Jun 16, 2003@08:49:34</td>
</tr>
<tr>
<td>LOW VISION</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

5.17.1.5 Reprint a Non-Voided Outpatient Rx Label

[PSO SCRIPTALK REPRINT VISTA LB]

Select ScripTalk Main Menu Option: REprint a non-voided Outpatient Rx Label

Reprint Prescription Label: 400675B ADHESIVE TAPE WATERPROOF 1IN ROLL

Patient is a ScripTalk patient. Use ScripTalk label for prescription bottle.
5.17.1.6 Set Up and Test ScripTalk Device

[PSO SCRIPTALK SET-UP]

- ScripTalk Device Definition Enter/Edit
- Print Sample ScripTalk Label
- Test ScripTalk Device
- Reinitialize ScripTalk Printer

ScripTalk Device Definition Enter/Edit

[PSO SCRIPTALK DEVICE DEF’N]

Select Set Up and Test ScripTalk Device Option: SCripTalk Device Definition Enter/Edit

Division: TROY 514
SCRIPTALK DEVICE: ?
  Enter ScripTalk Device.
Answer with DEVICE NAME, or LOCAL SYNONYM, or $I, or VOLUME SET(CPU), or SIGN-ON/SYSTEM DEVICE, or FORM CURRENTLY MOUNTED
Do you want the entire DEVICE List? N (No)
SCRIPTALK DEVICE: S
1  SCRIPT$PRT  SPECIAL PRINTER  USER$:[TCP$SPOOL]SCRIPT$PRT.TXT
2  SPOOL  COMPUTER ROOM  2
3  SYS..//./nul  CONSOLE - CROOM PAA CONSOLE  C-ROOM  //./nul
4  SYS..100  PAA100  100
5  SYS..3  PAA3  3
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5: 1  SCRIPT$PRT  SPECIAL PRINTER  USER$:[TCP$SPOOL]SCRIPT$PRT.TXT
SCRIPTALK AUTO-PRINT SETTINGS: ?
  Enter 'A' if ScripTalk label printing should be automatic, "M" if label will be queued manually.
  Choose from:
  A  AUTO PRINT
Figure 5-81: Defining the ScripTalk® device

Print Sample ScripTalk Label

[PSO SCRIPTALK SAMPLE LABEL]

Select Set Up and Test ScripTalk Device Option: PRINT Sample ScripTalk Label
The following test data will be sent to the ScripTalk printer:

^XA
^FO250,700^XGE:RX.GRF^FS
^FO250,700^XGE:RX.GRF^FS
^AFR,20,10^FO531,50^FR^CI0^FD7305 N. MILITARY TRL Exp: January 01,2002^FS
^AFR,20,10^FO475,50^FR^CI0^FDJOE PATIENT^FS
^AFR,20,10^FO475,50^FR^CI0^FDTAKE 1 CAPSULE THREE TIMES DAILY^FS
^AFR,20,10^FO475,50^FR^CI0^FD^FS
^AFR,20,10^FO475,50^FR^CI0^FD^FS
^AFR,20,10^FO475,50^FR^CI0^FD^FS
^AFR,20,10^FO475,50^FR^CI0^FD^FS
^AFR,20,10^FO391,50^FR^CI0^FD^FS
^AFR,20,10^FO363,50^FR^CI0^FD^FS
^AFR,20,10^FO335,50^FR^CI0^FD^FS
^AFR,20,10^FO279,50^FR^CI0^FD^FS
^RX01,JOE PATIENT^FS
^RX02,AMOXICILLIN 500MG CAP^FS
^RX03,TAKE 1 CAPSULE THREE TIMES DAILY ^FS
^RX04,010101^FS
^RX05,00^FS
^RX06,020000^FS
^RX07,BEN CASEY^FS
^RX08,2928993888^FS
^RX09,82382787^FS
^RX10, ^FS
^RX01,0,1,Y
^XZ

Task Queued!

Figure 5-82: Printing a sample ScripTalk® label

Test ScripTalk Device

[PSO SCRIPTALK TEST DEVICE]

Select Set Up and Test ScripTalk Device Option: TEST ScripTalk Device
Enter ZPL test string: ^AFR,20,10^FO475,50^FR^CI0^FDJOE PATIENT^FS

Task Queued!

Figure 5-83: Testing the ScripTalk® device

Reinitialize ScripTalk Printer

[PSO SCRIPTALK REINITIALIZE]
Select Set Up and Test ScripTalk Device Option: ?

ScripTalk Device Definition Enter/Edit
Print Sample ScripTalk Label
Test ScripTalk Device
Reinitialize ScripTalk Printer

Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.

Select Set Up and Test ScripTalk Device Option: REinitialize ScripTalk Printer

Task Queued !

Figure 5-84: Reinitializing printer

5.18 Using the Supervisor Menu

5.18.1 Supervisor Functions

[PSO SUPERVISOR]

- Add New Providers
- Daily Rx Cost
- Delete a Prescription
- Edit Provider
- Initialize Rx Cost Statistics
- Inter-Divisional Processing
- Inventory
- Lookup Clerk by Code
- Monthly Rx Cost Compilation
- Patient Address Changes Report
- Pharmacist Enter/Edit
- Purge Drug Cost Data
- Recompile AMIS Data
- Site Parameter Enter/Edit
- View Provider

5.18.1.1 Daily Rx Cost

[PSO COSTDAY]
5.18.1.2 Delete a Prescription
[PSO RXDL]

5.18.1.3 Edit Provider
[PSO PROVIDER EDIT]

5.18.1.4 Initialize Rx Cost Statistics
[PSO COSTINIT]

5.18.1.5 Inter-Divisional Processing
[PSO INTERDIV]

5.18.1.6 Inventory
[PSO INVENTORY]

5.18.1.7 Look-up Clerk by Code
[PSO CLERK]

5.18.1.8 Monthly Rx Cost Compilation
[PSO COSTMONTH]

5.18.1.9 Patient Address Changes Report
[PSO ADDRESS CHANGE REPORT]

Select Maintenance (Outpatient Pharmacy) Option: Patient Address Changes Report
<- This option provides a report that displays changes made to address
information and temporary address information in the PATIENT file (#2).
Changes can only be displayed if the edits were made using VA FileMan,
and the Audit function was turned on for the field(s) at the time of
the edit.
Print report for a Single patient, or All patients:  (S/A): Single// <Enter>
Select PATIENT: TESTING, PATIENT  7-20-39  xxxxxxxxx  xx xxxxxx

This report will be sorted by Date/time of edit.
A beginning and ending date must now be entered for the search.

Beginning Date: T-100  (JUL 23, 2002)
Ending Date:  T  (OCT 31, 2002)
DEVICE: HOME// <Enter> GENERIC INCOMING TELNET <Enter>

Address changes for TESTING, PATIENT (xx-xxxx)                         PAGE: 1
made between JUL 23, 2002 and OCT 31, 2002
-----------------------------------------------------------------------------
Date/time of edit: OCT 31, 2002@11:10:18
   Field edited: STREET ADDRESS [LINE 1]
   Edited by: USER, PHARMACY
   Option/Protocol: PSO LM BACKDOOR ORDERS/PSO PATIENT RECORD UPDATE
   Old Value: <no previous value>
   New Value: TEST ADDRESS LINE 1

Date/time of edit: OCT 31, 2002@11:10:21
   Field edited: STREET ADDRESS [LINE 2]
   Edited by: USER, PHARMACY
   Option/Protocol: PSO LM BACKDOOR ORDERS/PSO PATIENT RECORD UPDATE
   Old Value: <no previous value>
   New Value: TEST ADDRESS LINE 2

Date/time of edit: OCT 31, 2002@11:10:25
   Field edited: STREET ADDRESS [LINE 3]
Press Return to continue, '^' to exit:

Figure 5-85 Patient address changes report

5.18.1.10 Pharmacist Enter/Edit
[PSO RPH]

5.18.1.11 Purge Drug Cost Data
[PSO PURGE DRUG COST]

Select Maintenance (Outpatient Pharmacy) Option: PURGE Drug Cost Data
Purge Cost Data Starting: FEB 1997// <Enter> (FEB 1997)
Purge Cost Data Ending: 3/97  (MAR 1997)
Are you sure you want to purge cost data from 02/00/97 to 03/00/97? NO// Y YES
Do you want this option to run IMMEDIATELY or QUEUED? Q// <Enter> UEUED
5.18.1.12 Recompile AMIS Data

[PSO AMIS RECOMPILE]

5.18.1.13 Site Parameter Enter/Edit

[PSO SITE PARAMETERS]

Select CPRS ORDERING INSTITUTION: ANN ARBOR, MI // ?
Answer with CPRS ORDERING INSTITUTION
Choose from:
  ANN ARBOR, MI
  ATLANTA, GA
  BIRMINGHAM, AL.
  DAYTON, OH

You may enter a new CPRS ORDERING INSTITUTION, if you wish
Enter the Institution for this Outpatient site for CPRS orders.
Answer with INSTITUTION NAME, or STATION NUMBER, or CONTACT
Do you want the entire 191-Entry INSTITUTION List? NO
Select CPRS ORDERING INSTITUTION: ANN ARBOR, MI // ANN ARBOR, MI

Figure 5-87: Site parameter enter/edit new fields

5.18.1.14 View Provider

[PSO PROVIDER INQUIRE]

5.19 Using the Suspense Functions

[PSOPND]

- Auto-delete from Suspense
- Change Suspense Date
- Count of Suspended Rx's by Day
- Delete Printed Rx's from Suspense
- Log of Suspended Rx's by Day (this Division)
- Print from Suspense File
- Pull Early from Suspense
Reprint Batches from Suspense

5.19.1 Auto-delete from Suspense
[PSO PNDEL]

Figure 5-88: Auto-delete from suspense

5.19.2 Change Suspense Date
[PSO PNDCHG]

5.19.3 Count of Suspended Rx's by Day
[PSO PNDCNT]

5.19.4 Delete Printed Rx's from Suspense
[PSO PNDPRI]

5.19.5 Log of Suspended Rx's by Day (this Division)
[PSO PNDLOG]
5.19.6 Print from Suspense File
[PSO PNDLBL]

5.19.7 Pull Early from Suspense
[PSO PNDRX]

5.19.8 Reprint Batches from Suspense
[PSO PNDRPT]

5.20 Update Patient Record
[PSO PAT]

5.21 Verifying Prescriptions
[PSO VER]
- List Non-Verified Scripts
- Non-Verified Counts
- Rx Verification by Clerk

5.21.1 List Non-Verified Scripts
[PSO VRPT]

5.21.2 Non-Verified Counts
[PSO NVCNT]

5.21.3 Rx Verification by Clerk
[PSO VR]
6.0 Pharmacist Menu

6.1 Using the Bingo Board

[PSO BINGO USER]

6.1.1 Enter New Patient

[PSO BINGO NEW PATIENT]

6.1.2 Display Patient's Name on Monitor

[PSO BINGO DISPLAY PATIENT]

6.1.3 Remove Patient's Name from Monitor

[PSO BINGO DELETE PATIENT]

6.1.4 Status of Patient's Order

[PSO BINGO STATUS]

Select Bingo Board User Option: Status of Patient's Order

Enter Patient Name: KENTUCKY,KENNETH 02-23-53 M 231447629 CR 9267 PATIENT

KENTUCKY,KENNETH has the following orders for 10/31/96

Being Processed: ***Entered on OCT 31, 1996***
Division: GENERAL HOSPITAL   Time In: 10:27   Time Out: Rx #: 500416,

Pending:
Orderable Item: ACETAMINOPHEN   Provider: RICHMOND, ARTHUR
Entered By: TOPEKA,MARK         Time In: 10/31/96@06:46
Drug: ACETAMINOPHEN 325MG TAB UD Routing: MAIL

Ready For Pickup:
Division: GENERAL HOSPITAL   Time In: 10:36   Time Out: 10:46   Rx #: 1022731,

Enter Patient Name: <Enter>

Figure 6-1: Status of patient’s order
6.2 Changing the Label Printer
[PSO CHANGE PRINTER]

6.3 Changing the Suspense Date
[PSO PNDCHG]

6.4 Evaluating Drug Usage

6.4.1 DUE Supervisor
[PSOD SUPERVISOR]
1. Enter a New Answer sheet
2. Edit an Existing Answer Sheet
3. Create/Edit a Questionnaire
4. Batch Print Questionnaires
5. DUE Report.

6.4.1.1 Enter a New Answer Sheet
[PSOD CREATE ANSWER SHEET]

6.4.1.2 Edit an Existing Answer Sheet
[PSOD EDIT ANSWER SHEET]

6.4.1.3 Create/Edit a Questionnaire
[PSOD DUE BUILD QUESTIONNAIRE]

6.4.1.4 Batch Print Questionnaires
[PSOD BATCH PRINT QUESTIONNAIRE]
6.4.1.5 **DUE Report**

[PSOD DUE SORT AND PRINT]

6.5 **Enter/Edit Clinic Sort Groups**

[PSO SETUP CLINIC GROUPS]

Select Pharmacist Menu Option: **ENTER**/Edit Clinic Sort Groups

Select Clinic Sort Group: ?

Answer with OUTPATIENT CLINIC SORT GROUP NAME

Choose from:

- CLINIC 1
- Clinic 2

You may enter a new OUTPATIENT CLINIC SORT GROUP, if you wish

Answer must be 3-30 characters in length.

Select Clinic Sort Group: **CLINIC 3**

Figure 6-2: Enter/edit clinic sort groups

Are you adding 'CLINIC 3' as a new OUTPATIENT CLINIC SORT GROUP (the 6TH)? Y <Enter> (Yes)

NAME: CLINIC 3/ <Enter>

Select SORT GROUPS: ?

Answer with SORT GROUP SORT GROUPS

You may enter a new SORT GROUP, if you wish

Enter name of clinic to be included in the sort group.

Answer with HOSPITAL LOCATION NAME, or ABBREVIATION

Do you want the entire 122-Entry HOSPITAL LOCATION List? N (No)

Select SORT GROUPS: **2 EAST**

Are you adding '2 EAST' as a new SORT GROUP (the 1ST for this OUTPATIENT CLINIC SORT GROUP)? Y (Yes)

Select SORT GROUPS: <Enter>

Figure 6-3: Enter/edit clinic sort groups - continued

6.6 **Using the Interface Menu**

[PSO EXTERNAL INTERFACE]

This menu is locked with the PSOINTERFACE key. The PSOINTERFACE key should be assigned to all persons responsible for performing these functions.

- Purge External Batches
- Reprint External Batches
- View External Batches
6.6.1 Purge External Batches

[PSO INTERFACE PURGE]

Select External Interface Menu Option: Purge External Batches
Enter cutoff date for purge of External Interface file: T-7 (FEB 28, 1997)
Purge entries that were not successfully processed? NO// <Enter>
Purge queued to run in background.
Select External Interface Menu Option: <Enter>

Figure 6-4: Purge external batches

6.6.2 Reprint External Batches

[PSO INTERFACE REPRINT]

Select External Interface Menu Option: Reprint External Batches
Enter a date/time range to see all batches sent to the External Interface.
Start date/time: T-7 (FEB 28, 1997)
End date/time: T (MAR 07, 1997)
Gathering batches, please wait...

<table>
<thead>
<tr>
<th>BATCH</th>
<th>QUEUED TO PRINT ON:</th>
<th>PATIENT:</th>
<th>BROWNS PLACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FEB 28,1997@08:06:14</td>
<td>IDAHO,PETER</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>FEB 28,1997@08:10:56</td>
<td>IDAHO,PETER</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>FEB 28,1997@08:19:20</td>
<td>MISSISSIPPI,RANDALL</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>FEB 28,1997@08:38:17</td>
<td>OREGON,ROBERT</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>FEB 28,1997@08:50:32</td>
<td>FLORIDA,FRANK</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>FEB 28,1997@09:15:35</td>
<td>FLORIDA,FRANK</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>FEB 28,1997@09:33:48</td>
<td>MAINE,JOE</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>FEB 28,1997@09:39:31</td>
<td>ALABAMA,CHRISTOPHER P</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>FEB 28,1997@10:36:51</td>
<td>GEORGIA,PAUL</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>FEB 28,1997@11:12:07</td>
<td>ALASKA,FRED</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>FEB 28,1997@12:23:22</td>
<td>ALASKA,FRED</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>FEB 28,1997@12:30:16</td>
<td>ALASKA,FRED</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>FEB 28,1997@12:43:32</td>
<td>ALASKA,FRED</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>FEB 28,1997@13:37:24</td>
<td>ARIZONA,ALICE</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>FEB 28,1997@13:46:07</td>
<td>DELAWARE,DAVID</td>
<td></td>
</tr>
</tbody>
</table>

Select Batch(s) to reprint: (1-15): 5,6

Batches selected for Reprint are:
Batch 5 Queued for FEB 28,1997@08:50:32 by BISMARK,ANDREW
Batch 6 Queued for FEB 28,1997@09:15:35 by BISMARK,ANDREW

Before Reprinting, would you like a list of these prescriptions? N// <Enter> 0
Are you sure you want to Reprint labels? Y// <Enter> ES..
Select LABEL DEVICE: [Select Print Device]

LABEL(S) QUEUED TO PRINT!

Select External Interface Menu Option: <Enter>

---

6.6.3 View External Batches

[PSO INTERFACE VIEW]

Select External Interface Menu Option: View External Batches

Enter a date/time range to see all batches sent to the External Interface.

Start date/time: T-7 (FEB 28, 1997)

End date/time: T (MAR 07, 1997)

Gathering batches, please wait...

BATCH QUEUED TO PRINT ON: PATIENT: BROWNS PLACE
------------------------------------------------------------------------------
1 FEB 28,1997@06:14 IDAHO,PETER
2 FEB 28,1997@10:56 IDAHO,PETER
3 FEB 28,1997@19:20 MISSISSIPPI,RANDALL
4 FEB 28,1997@38:17 OREGON,ROBERT
5 FEB 28,1997@50:32 FLORIDA,FRANK
6 FEB 28,1997@15:35 FLORIDA,FRANK
7 FEB 28,1997@15:35 FLORIDA,FRANK
8 FEB 28,1997@33:48 MAINE,JOE
9 FEB 28,1997@39:31 ALABAMA,CHRISTOPHER P
10 FEB 28,1997@11:12:07 ALASKA,FRED
11 FEB 28,1997@23:22 ALASKA,FRED
12 FEB 28,1997@30:16 ALASKA,FRED
13 FEB 28,1997@43:32 ALASKA,FRED
14 FEB 28,1997@37:24 ARIZONA,ALICE
15 FEB 28,1997@46:07 DELAWARE,DAVID

Select Batch(s) to view: (1-15): 5,6

Batches selected for Viewing are:

Batch 5 Queued for FEB 28,1997@08:50:32 by BISMARK,ANDREW
Batch 6 Queued for FEB 28,1997@09:15:35 by BISMARK,ANDREW

Print list to the screen or to a printer: (S/P): Screen// <Enter>

Enter RETURN to continue or '^' to exit: <Enter>

RX #: NAME -> FLORIDA,FRANK
----------------------------------------
2820 NADOLOL 40MG TAB

Enter RETURN to continue or '^' to exit: <Enter>
6.7 Medication Profile

[PSO P]

<table>
<thead>
<tr>
<th>ALASKA, FRED</th>
<th>ID#: 17821</th>
</tr>
</thead>
<tbody>
<tr>
<td>123-09-8788</td>
<td></td>
</tr>
<tr>
<td>123 OAK ST</td>
<td>DOB: FEB 23, 1974</td>
</tr>
<tr>
<td>PLANO</td>
<td>PHONE: 972-555-1234</td>
</tr>
<tr>
<td>TEXAS 75024</td>
<td>ELIG:</td>
</tr>
<tr>
<td></td>
<td>CANNOT USE SAFETY CAPS.</td>
</tr>
</tbody>
</table>

WEIGHT(Kg):                        HEIGHT(cm):

DISABILITIES:

ADVERSE REACTIONS:

Outpatient prescriptions are discontinued 72 hours after admission

Medication Profile Sorted by ISSUE DATE

Rx #: 100001968A  Drug: LOPERAMIDE 2MG CAP
SIG: TAKE TWO CAPSULES BY MOUTH EVERY DAY
QTY: 60  # of Refills: 5  Issue/Expr: 12-15-03/06-16-04
Prov: MIAMI, STEPHEN    Entry By: 10000000013Filled: 01-14-04 (M)
Last Released:             Original Release:
Refilled: 02-19-04 (M)   Released:
Remarks:                   
Division: ALBANY (500)     Active    4 Refills Left

6.8 Pharmacy Intervention Menu

[PSO INTERVENTION MENU]

This menu is locked with the PSORPH key.

- Enter Pharmacy Intervention
- Edit Pharmacy Intervention
- Print Pharmacy Intervention
- Delete Intervention
- View Intervention

6.8.1 Enter Pharmacy Intervention
[PSO INTERVENTION NEW ENTRY]

6.8.2 Edit Pharmacy Intervention
[PSO INTERVENTION EDIT]

6.8.3 Print Pharmacy Intervention
[PSO INTERVENTION PRINTOUT]

6.8.4 Delete Intervention
[PSO INTERVENTION DELETE]

6.8.5 View Intervention
[PSO INTERVENTION VIEW]

6.9 Print from Suspense File
[PSO PNDLBL]

6.10 Process Drug/Drug Interactions
[PSO INTERACTION VERIFY]

6.11 Pull Early from Suspense
[PSO PNDRX]
6.12 Releasing Medication

[PSO RELEASE]

6.12.1 Changes to Releasing Orders function - ScripTalk®

<table>
<thead>
<tr>
<th>Prescription Number 400693 Released</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Refill(s) to be Released</td>
</tr>
<tr>
<td>No Partial(s) to be Released</td>
</tr>
</tbody>
</table>

KANSAS, THOMAS T added to the WAITING display.
This patient is enrolled in ScripTalk and may benefit from a non-visual announcement that prescriptions are ready.

Press Return to Continue:

Figure 6-8: Releasing medication to a ScripTalk® patient

6.13 Returning Medication to Stock

[PSO RETURNED STOCK]

6.14 Ordering/Processing a Prescription

6.14.1 Rx (Prescriptions)

[PSO RX]

- Patient Prescription Processing
- Barcode Rx Menu ...
- Complete Orders from OERR
- Discontinue Prescription(s)
- Edit Prescriptions
- Reprint an Outpatient Rx Label
- View Prescriptions

6.14.1.1 Patient Prescription Processing

[PSO LM BACKDOOR ORDERS]

- Enter a new Rx
- Release
• Discontinue
• Reprint
• Edit
• Copy
• Refill
• Verify a prescription
• Renew
• Show a profile
• Hold
• View activity log
• Unhold
• Pull early from suspense
• Order a partial

**Entering a New Order**

Select Outpatient Pharmacy Manager Option: **RX** (Prescriptions)

Orders to be completed for all divisions: 14

Do you want an Order Summary? No// <Enter>

**Figure 6-9: Entering a new order**

Patient Prescription Processing
Barcode Rx Menu ... Complete Orders from OERR
Discontinue Prescription(s)
Edit Prescriptions
List One Patient's Archived Rx's
Reprint an Outpatient Rx Label
View Prescriptions

Select Rx (Prescriptions) Option: **PATient** Prescription Processing
Select **PATIENT NAME**: Kansas,T  KANSAS,THOMAS T  10-30-70  521339521

Patient is enrolled to receive ScripTalk 'talking' prescription labels.

Enter RETURN to continue or '^' to exit: <Enter>

**Figure 6-10: Patient prescription processing**

<table>
<thead>
<tr>
<th>Patient Information</th>
<th>May 22, 2001 10:44:38</th>
<th>Page: 2 of 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>KANSAS,THOMAS T</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PID: 521-33-9521</td>
<td>Ht(cm): 177.80 (02/08/1999)</td>
<td></td>
</tr>
<tr>
<td>DOB: OCT 30,1970 (34)</td>
<td>Wt(kg): 90.45 (02/08/1999)</td>
<td></td>
</tr>
<tr>
<td>SEX: MALE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>+</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adverse Reactions:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Figure 6-11: Patient information screen

<table>
<thead>
<tr>
<th>PID: 521-33-9521 (HRN:37663)</th>
<th>Ht(cm): 177.80 (02/08/1999)</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOB: OCT 30,1970 (34)</td>
<td>Wt(kg): 90.45 (02/08/1999)</td>
</tr>
</tbody>
</table>

The following actions are also available:

- RP  Reprint (OP)
- RN  Renew (OP)
- DC  Discontinue (OP)
- RL  Release (OP)
- RF  Refill (OP)
- PP  Pull Rx (OP)
- IP  Inpat. Profile (OP)
- DN  Down a Line

Figure 6-12: Entering a new order - continued

| CHOOSE 1-4: 2 AMPICILLIN 250MG CAP | AM052 | N/F | NATL N/F (IEN) |

Figure 6-13: Available actions

Now doing order checks. Please wait...
**Available Dosage(s)**

1. 250MG
2. 500MG
3. 1000MG

Select from list of Available Dosages, Enter Free Text Dose or Enter a Question Mark (?) to view list: 3 500MG

You entered 500MG is this correct? Yes// <Enter> YES

**DISPENSE UNITS PER DOSE (CAPSULES):** 2 // <Enter> 2

Dosage Ordered: 500MG

**ROUTE:** PO// <Enter> ORAL PO MOUTH

**Schedule:** QID// <Enter> (FOUR TIMES A DAY)

**LIMITED DURATION (IN DAYS, HOURS OR MINUTES):** 10 (DAYS)

**CONJUNCTION:** <Enter>

**PATIENT INSTRUCTIONS:** WF WITH FOOD

(TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD)
Patch PSS*1*47 adds two new optional fields, OTHER LANGUAGE PREFERENCE and PMI LANGUAGE PREFERENCE in the PHARMACY PATIENT file (#55). When printing locally from Outpatient Pharmacy this parameter is not used. These fields are accessed through the option Update Patient Record [PSO PAT] and the protocol Patient Record Update [PSO PATIENT RECORD UPDATE]. Do NOT type anything in either of these fields because it can cause problems with the information that prints on the Rx label.

DAYS SUPPLY: (1-90): 30 // 10
QTY ( CAP ) : 80 // <Enter> 80

Figure 6-22: Entering a new order - continued

COPIES: 1 // <Enter> 1
# OF REFILLS: (0-11): 11 // 0
PROVIDER: BISMARK, ANDREW
CLINIC: OUTPT NURSE GREEN TEAM
MAIL/WINDOW: WINDOW // <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
REMKS: <Enter>
ISSUE DATE: TODAY // <Enter> (MAY 30, 2001)
Nature of Order: WRITTEN //?

<table>
<thead>
<tr>
<th>Nature of Order Activity</th>
<th>Require E.Signature</th>
<th>Print Chart Copy</th>
<th>Print on Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>WRITTEN</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>VERBAL</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>TELEPHONED</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>SERVICE CORRECTION</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>POLICY</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DUPLICATE</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Nature of Order: WRITTEN // <Enter> W

Figure 6-23: Entering a new order - continued

Do you want to enter a Progress Note? No // <Enter>

Rx # 503906 05/30/01
NEBRASKA, NICK #80
TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD

AMPICILLIN 250MG CAP
BISMARK, ANDREW BISMARK, ANDREW
# of Refills: 11

Figure 6-24: Entering a new order - continued

Entering a new order with Local or Free-Text Dosage

| DRUG: TYLENOL #3 ACETAMINOPHEN AND CODEINE 30MG CN101 |
...OK? Yes// (Yes)
Now doing order checks. Please wait...
Available Dosage(s)
1. 1 TABLET
2. 2 TABLET(S)
3. 3 TABLET(S)

Select from list of Available Dosages, Enter Free Text Dose or Enter a Question Mark (?) to view list: 2 2 TABLET(S)
You entered 2 TABLET(S) is this correct? Yes// <Enter> YES
OTHER LANGUAGE DOSAGE: DOS TABLETA(S)

Figure 6-25: Entering a new order with local or free text dosage

Patch PSS*1*47 adds two new optional fields, OTHER LANGUAGE PREFERENCE in the PHARMACY PATIENT file (#55) that stores if a patient has another language preference. This field is accessed through the option Update Patient Record [PSO PAT] and the protocol Patient Record Update [PSO PATIENT RECORD UPDATE]. Do NOT type anything in either of these fields because it can cause problems with the information that prints on the Rx label.

ROUTE: PO// <Enter> ORAL PO MOUTH
ROUTE: PO// @ <Enter to delete>

Figure 6-26: Entering a new order with local or free text dosage - continued

Schedule: QID// <Enter> (FOUR TIMES A DAY)

Figure 6-27: Entering a new order with local or free text dosage - continued

LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 90 (DAYS)

Figure 6-28: Entering a new order with local or free text dosage - continued

CONJUNCTION: <Enter>

Figure 6-29: Entering a new order with local or free text dosage - continued

PATIENT INSTRUCTIONS: WF WITH FOOD
(TAKE 2 TABLETS BY MOUTH FOUR TIMES A DAY FOR 90 DAYS WITH FOOD)

Figure 6-30: Entering a new order with local or free text dosage - continued
Patch PSS*1*47 adds two new optional fields, OTHER LANGUAGE PREFERENCE and PMI LANGUAGE PREFERENCE in the PHARMACY PATIENT file (#55These fields are accessed through the option Update Patient Record [PSO PAT] and the protocol Patient Record Update [PSO PATIENT RECORD UPDATE]. Do NOT type anything in either of these fields because it can cause problems with the information that prints on the Rx label.

DAYS SUPPLY: (1-90): 30// 90
QTY ( CAP ): 720

Figure 6-31: Entering a new order with local or free text dosage - continued

COPIES: 1// <Enter> 1
# OF REFILLS: (0-1): 1// 1
PROVIDER: BISMARK, ANDREW
CLINIC: OUTPT NURSE GREEN TEAM
MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
REMARKS: <Enter>
ISSUE DATE: TODAY// <Enter> (MAY 30, 2001)
Nature of Order: WRITTEN// <Enter> W

Figure 6-32: Entering a new order with local or free text dosage - continued

Do you want to enter a Progress Note? No// <Enter>
Rx # 503908 05/30/01
NEBRASKA, NICK #80
TAKE 2 TABLETS BY MOUTH FOUR TIMES A DAY FOR 90 DAYS WITH FOOD
ACETAMINOPHEN AND CODEINE 30MG
BISMARK, ANDREW BISMARK, ANDREW
# of Refills: 1

Is this correct? YES//
Another New Order for NEBRASKA, NICK? YES//

Figure 6-33: Entering a new order with local or free text dosage - continued

NEBRASKA, NICK
PID: 505-09-3368 (HRN: 3217) Ht(cm): 175.26 (06/07/2000)
DOB: SEP 12, 1919 (81) Wt(kg): 79.09 (06/07/2000) f

Rx #: 503908
(1) *Orderable Item: ACETAMINOPHEN TAB
(2) Drug: ACETAMINOPHEN AND CODEINE 30MG
Verb: TAKE
(3) *Dosage: 2 TABLET(S)
Oth. Lang. Dosage: TRE TABLETA(S)
*Route: ORAL
*Schedule: QID

User Manual 98
Pharmacist Menu
September 2004
**Editing an Order**

**Note:** Do not use the up-arrow (^) after editing one field to jump past the rest of the fields. Using just the up-arrow results in the changes just entered being deleted. The user must <Enter> through all the order fields when editing to save the changes.

```
*Duration: 10D (DAYS)
(4) Pat Instructions: WITH FOOD
Other Pat. Instruc: CON ALIMENTO
SIG: TAKE 2 TABLET(S) BY MOUTH FOUR TIMES A DAY FOR 90 DAYS
    WITH FOOD
(5) Patient Status: OUTPATIENT

*Duration: 10D (DAYS)
(4) Pat Instructions: WITH FOOD
Other Pat. Instruc: CON ALIMENTO
SIG: TAKE 2 TABLET(S) BY MOUTH FOUR TIMES A DAY FOR 90 DAYS
    WITH FOOD
(5) Patient Status: OUTPATIENT

Figure 6-34: View of Rx

Figure 6-35: Editing an order

Figure 6-36: Editing IHS Special fields
```
Select from list of Available Dosages, Enter Free Text Dose or Enter a Question Mark (?) to view list: 500// 750MG 750MG

You entered 750MG is this correct? Yes// <Enter> YES

VERB: TAKE// <Enter> TAKE

Dispense Units Per Dose (Capsule(S)): 3// <Enter> 3

Dosage Ordered: 750MG

Noun: Capsule(S)// <Enter> Capsule(S)

Route: Oral// <Enter> Oral

Schedule: QID// <Enter> (Four Times A Day)

Limited Duration (In Days, Hours or Minutes): 10D// <Enter> 10D (Days)

Figure 6-37: Editing an order - continued


NEBRASKA, NICK

PID: 505-09-3368 (HRN: 3217) DOB: SEP 12, 1919 (81)

Orderable Item: Ampicillin Cap, Oral ***(N/F)***

(1) Drug: Ampicillin 250MG Cap ***(N/F)***

Patient Status: Outpatient

Issue Date: MAY 30, 2001 Fill Date: MAY 30, 2001

Dosage Ordered: 750 (MG) Verb: TAKE

Dispense Units: 3

Noun: Capsule(S)

Route: Oral

Schedule: QID

*Duration: 10D (DAYS)

Pat Instruction: WITH FOOD AVOIDING DAIRY FOODS

SIG: TAKE THREE CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD AVOIDING DAIRY FOODS

This change will create a new prescription!

Select Action: Next Screen/

Figure 6-38: Editing an order - continued


NEBRASKA, NICK

PID: 505-09-3368 DOB: SEP 12, 1919 (81)

Days Supply: 10 QTY (CAP): 120

# of Refills: 0 Routing: WINDOW

Clinic: Outpt Nurse Green Team

Provider: Bismark, Andrew

Remarks: New Order Created by editing Rx # 503908.

Entry By: Bismark, Andrew Entry Date: MAY 30, 2001 17:11:44

This change will create a new prescription!

Select Action: Edit/

Figure 6-39: Editing an order - continued
Note: If the DAYS SUPPLY field is edited, the QTY field is recalculated. If the QTY field is edited, the DAYS SUPPLY field value does not change but a message is displayed warning the user of the change and recommending that the value be checked.

NEBRASKA, NICK

PID: 505-09-3368 (HRN: 3217) Ht(cm): 175.26 (06/07/2000)
DOB: SEP 12, 1919 (81) Wt(kg): 79.09 (06/07/2000)

(7) Days Supply: 30
(9) # of Refills: 0
(11) Clinic: OUTPT NURSE GREEN TEAM
(12) Provider: BISMARK, ANDREW
(13) Routing: WINDOW
(14) Remarks: New Order Created by editing Rx # 503910.

Entry By: BISMARK, ANDREW Entry Date: MAY 31, 2001 12:57:06

Check for Drug/Drug Interactions!
Nature of Order: WRITTEN

<table>
<thead>
<tr>
<th>Nature of Order Activity</th>
<th>Require E.Signature</th>
<th>Print Chart Copy</th>
<th>Print on Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>WRITTEN</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>VERBAL</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>TELEPHONED</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>SERVICE CORRECTION POLICY</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
</tbody>
</table>

Nature of Order: WRITTEN

Using the Copy Action

The following actions are also available:
AL Activity Logs (OP)  OTH Other OP Actions GO Go to Page
VF Verify (OP) DIN Drug Restr/Guide (OP) LS Last Screen
CO Copy (OP) + Next Screen PS Print Screen
RP Reprint (OP) - Previous Screen PT Print List
HD Hold (OP) < Shift View to Left QU Quit
Figure 6-42: Available actions

Figure 6-43: Copying an order

Figure 6-44: Copying an order - continued
(3) Issue Date: JUN 4,2001             (4) Fill Date: JUN 4,2001
(5) Dosage Ordered: 500 (MG)
Verb: TAKE
Dispense Units: 2
Noun: CAPSULES
Route: ORAL
Schedule: QID
(6) Pat Instruction: Prov Comments
SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV
COMMENTS
(7) Days Supply: 10             (8) QTY (CAP): 80
+ Enter ?? for more actions
AC Accept ED Edit
Select Action: Next Screen// AC Accept

Figure 6-45: Copying an order - continued

DUPLICATE DRUG AMPICILLIN 250MG CAP in Prescription: 503911
Status: Active            Issued: 05/25/01
SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV
COMMENTS
QTY: 80                   # of refills: 0
Provider: BISMARK,ANDREW  Refills remaining: 0
Last filled on: 06/01/01   Days Supply: 10

Discontinue Rx # 503911? YES
Duplicate Drug will be discontinued after the acceptance of the new order.
Now doing order checks.  Please wait...
Nature of Order: WRITTEN// <Enter> W
Do you want to enter a Progress Note? No// <Enter> NO

Figure 6-46: Copying an order - continued

Rx # 503913            06/04/01
COLORADO,ALBERT      #80
TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV COMMENTS
AMPICILLIN 250MG CAP  BISMARK,ANDREW
# of Refills: 0

Is this correct? YES// <Enter>...
-Rx 503911 has been discontinued...

Figure 6-47: Copying an order - continued

Medication Profile           Jun 04, 2001 16:03:55          Page:    1 of    1
COLORADO,ALBERT                                                     <A>
PID: 505-44-5034                                 Ht(cm): 175.26 (08/10/1999)
DOB: FEB 8,1922 (79)                             Wt(kg): 75.45 (08/10/1999)

# RX #       DRUG
ISSUE LAST REF DAY
QTY ST DATE FILL REM SUP
-----------------------------------ACTIVE------------------------------------
1 503913 AMPICILLIN 250MG CAP              80 A 06-04 06-04 0 10
Renewing a Prescription

OP Medications (ACTIVE)  Jun 04, 2001 16:14:40  Page: 1 of 3
NEBRASKA, NICK

Rx #: 503910
(1) *Orderable Item: AMPICILLIN CAP, ORAL ***(N/F)***
(2) Drug: AMPICILLIN 250MG CAP ***(N/F)***
(3) *Dosage: 500 (MG)
Verb: TAKE
Dispense Units: 2
Noun: CAPSULES
*Route: ORAL
*Schedule: QID
*Duration: 10D (DAYS)
(4) Pat Instructions: with food
SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD
(5) Patient Status: OUTPATIENT

Select Action: Next Screen// RN Renew
MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
Nature of Order: WRITTEN// <Enter> W

Do you want to enter a Progress Note? No// <Enter> NO

Now Renewing Rx # 503910  Drug: AMPICILLIN 250MG CAP

Now doing order checks. Please wait...

503910A AMPICILLIN 250MG CAP QTY: 80
# OF REFILLS: 0 ISSUED: 06-04-01
SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD
FILLED: 06-20-01
ROUTING: WINDOW PHYS: BISMARK, ANDREW

Edit renewed Rx ? Y// <Enter> ES

Figure 6-49: Renewing a prescription
6.14.2 Barcode Rx Menu

[PSO BARCODE MENU]

- Barcode Batch Prescription Entry
- Check Quality of Barcode
• Process Internet Refills

6.14.2.1 Barcode Batch Prescription Entry

[PSO BATCH BARCODE]

6.14.2.2 Check Quality of Barcode

[PSO BARCODE CHECK]

1. Barcode too faint (change printer ribbon)
2. Improper scanning (move the wand at a steady rate)
3. Defective barcode reader (replace the reader)

6.14.3 Complete Orders from OERR

[PSO LMOE FINISH]

Note: Enter “E” at the “Select By:” prompt to stop processing orders.

Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

Orders to be completed for all divisions: 16

Do you want an Order Summary? No// <Enter> NO

Patient Prescription Processing
Barcode Rx Menu ...
Complete Orders from OERR
Discontinue Prescription(s)
Edit Prescriptions
List One Patient's Archived Rx's
Reprint an Outpatient Rx Label
View Prescriptions

Select Rx (Prescriptions) Option: COMPLETE Orders from OERR

Select By: (PA/RT/PR/CL/E): PATIENT// <Enter>
All Patients or Single Patient: (A/S/E): SINGLE// <Enter>
Select Patient: KANSAS, THOMAS T KANSAS, THOMAS T
F 10-30-70 52139521 CR 1259

Do you want to see Medication Profile? Yes//

Figure 6-52: Finishing an order from OERR

Note: The user may enter a question mark at the “Select Patient” prompt to get a list of patients with pending orders.
KANSAS,THOMAS T
PID: 521-33-9521  (HRN: 1259)             Ht(cm): 177.80 (02/08/1999)
DOB: OCT 30,1970 (34)                     Wt(kg): 90.45 (02/08/1999)
*(1) Orderable Item: ACETAMINOPHEN TAB <- Editing starred fields will create a new order
(2)      CMOP Drug: ACETAMINOPHEN 500MG TAB
Drug Message: NATL FORM
(3)        *Dosage: 500 (MG)
        *Verb: TAKE
        *Route: ORAL
        *Schedule: BID
(4)   Pat Instruct: Provider Comments: ProvComments
        SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY
(5) Patient Status: OUTPATIENT
(6)     Issue Date: MAY 22,2001        (7) Fill Date: MAY 22,2001
(8)    Days Supply: 30                (9)   QTY (TAB): 60
BY Bypass DC Discontinue
ED Edit FN Finish
Select Item(s): Next Screen////

Figure 6-53: Finishing an order from OERR - continued

Note: If an order is sent from OERR without a drug selected, and only one drug is tied with this order item, that drug is inserted in the DRUG field (#2 on the screen). If more than one drug is tied with this order item, a “No Dispense Drug Selected” message displays in the DRUG field (#2 on the screen), and the user will need to select a drug to complete the order.

The following Drug are available for selection:
1. ACETAMINOPHEN 325MG
2. ACETAMINOPHEN EXTRA STR 500MG
Select Drug by number: (1-2): 1

Figure 6-54: Available drugs

Note: If the drug list is empty, the user should select a new orderable item or the order can be discontinued.

Copy Provider Comments into the Patient Instructions? No// Y YES
(TAKE ONE TABLET BY MOUTH TWICE A DAY PROVCOMMENTS)
Rx # 503902 05/22/01
KANSAS,THOMAS T #60
TAKE ONE TABLET BY MOUTH TWICE A DAY PROVCOMMENTS
ACETAMINOPHEN 500MG TAB
BISMARK,ANDREW BISMARK,ANDREW
# of Refills: 3
Are you sure you want to Accept this Order? NO// Y  YES

Figure 6-55: Finishing an order from OERR - continued

METHOD OF PICK-UP:
Do you want to enter a Progress Note? No// <Enter> NO
Press Return to Continue:

Figure 6-56: Finishing an order from OERR - continued

Finishing an Order from OERR with Multiple Institutions

Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

Orders to be completed for all divisions: 21
Do you want an Order Summary?: No// <Enter> NO
Select Rx (Prescriptions) Option: COMplete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for finishing orders entered through CPRS. Select the Institution from which to finish orders. Enter '?' to see all choices.

Figure 6-57: Finishing an order from OERR with Multiple Institutions

Select CPRS ORDERING INSTITUTION: BIRMINGHAM, AL.// <Enter> BIRMINGHAM, AL. 521
You have selected BIRMINGHAM, AL..
After completing these orders, you may re-enter this option and select again.
Select By: (PA/RT/PR/CL/E): PATIENT// PA

Figure 6-58: Finishing an order from OERR with Multiple Institutions - continued

Activity Log

OP Medications (ACTIVE)   Jun 08, 2001 11:01:29   Page: 1 of 3
NEBRASKA, NICK     <A>
PID: 505-09-3368 (HRN: 2408)  Wt(cm): 175.26 (06/07/2000)
DOB: SEP 12, 1919 (81)      Wt(kg): 79.09 (06/07/2000)

Rx #: 503915
(1) *Orderable Item: AMPICILLIN CAP, ORAL ***(N/F)***
(2) Drug: AMPICILLIN 250MG CAP ***(N/F)***
(3) *Dosage: 750 (MG)
   Verb: TAKE
Dispense Units: 3
   Noun: CAPSULE(S)
*Route: ORAL
*Schedule: QID
*Duration: 10D (DAYS)
(4) Pat Instructions: WITH FOOD AVOIDING DAIRY FOODS
   SIG: TAKE THREE CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
   WITH FOOD AVOIDING DAIRY FOODS
(5) Patient Status: OUTPATIENT
+ Enter ?? for more actions
6.14.4 Discontinue Prescription(s)

[PSO C]

6.14.5 Edit Prescriptions

[PSO RXEDIT]
6.14.6 List One Patient's Archived Rx's
[PSO ARCHIVE LIST RX’S]

6.14.7 View Prescriptions
[PSO VIEW]

6.14.8 Reprint an Outpatient Rx Label
[PSO RXRPT]

Select OPTION NAME: REPRINT AN OUTPATIENT RX LABEL

Reprint Prescription Label: 400693 ADHESIVE TAPE WATERPROOF 1IN ROLL
Patient is a ScripTalk patient. Use ScripTalk label for prescription bottle.

Number of Copies? : (1-99): 1// <Enter>
Print adhesive portion of label only? N// <Enter> O
Comments:
Rx # 400693 06/27/03
KANSAS, THOMAS T #1
USE AS DIRECTED ON AFFECTED AREA

ADHESIVE TAPE WATERPROOF 1IN ROLL
TULSA, LARRY BISMARCK, ANDREW
# of Refills: 2

Figure 6-61: Reprinting an outpatient Rx label

6.15 Update Patient Record
[PSO PAT]

6.16 Verifying Prescriptions

6.16.1 Verification
[PSO VER]

- List Non-Verified Scripts
- Non-Verified Counts
- Rx Verification by Clerk
Note: Prescriptions in a non-verified status cannot be canceled, edited, or deleted through the usual options. If a non-verified prescription is autocanceled on admission, it can be reinstated, but it returns to the non-verified status.

6.16.2 List Non-Verified Scripts
[PSO VRPT]

6.16.3 Non-Verified Counts
[PSO NVCNT]

6.16.4 Rx Verification by Clerk
[PSO VR]
7.0 Pharmacy Technician's Menu

7.1 Using the Bingo Board

7.1.1 Bingo Board User
[PSO BINGO USER]

7.1.1.1 Enter New Patient
[PSO BINGO NEW PATIENT]

7.1.1.2 Display Patient's Name on Monitor
[PSO BINGO DISPLAY PATIENT]

7.1.1.3 Remove Patient's Name from Monitor
[PSO BINGO DELETE PATIENT]

7.1.2 Status of Patient's Order
[PSO BINGO STATUS]

Select Bingo Board User Option: Status of Patient's Order

Enter Patient Name: KENTUCKY, KENNETH 02-23-53 M 231447629 CR 9267

KENTUCKY, KENNETH has the following orders for 10/31/96

Being Processed: ***Entered on OCT 31, 1996***
Division: GENERAL HOSPITAL  Time In: 10:27  Time Out:
Rx #: 500416,

Pending:
Orderable Item: ACETAMINOPHEN  Provider: RICHMOND, ARTHUR
Entered By: TOPEKA, MARK  Time In: 10/31/96@06:46
Drug: ACETAMINOPHEN 325MG TAB UD  Routing: MAIL

Ready For Pickup:
Division: GENERAL HOSPITAL  Time In: 10:36  Time Out: 10:46
Rx #: 1022731,

Enter Patient Name: <Enter>
7.2 Changing the Label Printer
[PSO CHANGE PRINTER]

7.3 Creating, Editing, and Printing a DUE Answer Sheet

7.3.1 DUE User
[PSOD DUE USER]
- Enter a New Answer Sheet
- Edit an Existing Answer Sheet
- Batch Print Questionnaires

7.3.1.1 Enter a New Answer Sheet
[PSOD CREATE ANSWER SHEET]

7.3.1.2 Edit an Existing Answer Sheet
[PSOD EDIT ANSWER SHEET]

7.3.1.3 Batch Print Questionnaires
[PSOD BATCH PRINT QUESTIONNAIRE]

7.4 Medication Profile
[PSO P]

| ALASKA, FRED | ID#: 17821 |
| 123-09-8788  | DOB: FEB 23, 1974 |
| 123 OAK ST   | PHONE: 972-555-1234 |
| PLANO        | ELIG: |
| TEXAS 75024  |  |
| CANNOT USE SAFETY CAPS. |  |
| WEIGHT(Kg): | HEIGHT(cm): |
| DISABILITIES: |  |
7.5 Processing a Prescription

7.5.1 Patient Prescription Processing

[PSO LM BACKDOOR ORDERS]

- Enter a new Rx
- Release
- Discontinue
- Reprint
- Edit
- Copy
- Refill
- Verify a prescription
- Renew
- Show a profile
- Hold
- View activity log
- Unhold
- Pull early from suspense
- Order a partial
Entering a New Order

Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

Orders to be completed for all divisions: 14

Do you want an Order Summary? No// <Enter>

Figure 7-3: Entering a new order

Patient Prescription Processing
Barcode Rx Menu ...
Complete Orders from OERR
Discontinue Prescription(s)
Edit Prescriptions
List One Patient's Archived Rx's
Reprint an Outpatient Rx Label
View Prescriptions

Select Rx (Prescriptions) Option: PATient Prescription Processing
Select PATIENT NAME: Kansas,T KANSAS,THOMAS T 10-30-70 521339521

Patient is enrolled to receive ScripTalk 'talking' prescription labels.

Enter RETURN to continue or '^' to exit: <Enter>

Figure 7-4: Entering a new order - continued

Patient Information May 22, 2001 10:44:38 Page: 2 of 2
KANSAS,THOMAS T
PID: 521-33-9521 Ht(cm): 177.80 (02/08/1999)
DOB: OCT 30,1970 (34) Wt(kg): 90.45 (02/08/1999)
SEX: MALE

Adverse Reactions:

Enter ?? for more actions
EA Enter/Edit Allergy/ADR Data PU Patient Record Update
DD Detailed Allergy/ADR List EX Exit Patient List

Select Action: Quit// <Enter>

Figure 7-5: Entering a new order - continued

Medication Profile May 22, 2001 10:44:56 Page: 1 of 1
KANSAS,THOMAS T
PID: 521-33-9521 (HRN:37663) Ht(cm): 177.80 (02/08/1999)
DOB: OCT 30,1970 (34) Wt(kg): 90.45 (02/08/1999)

# RX # DRUG ISSUE LAST REF DAY QTY ST DATE FILL REM SUP
--------------------------------------------ACTIVE----------------------------------
1 503902 ACETAMINOPHEN 500MG TAB 60 A> 05-22 05-22 3 30
2 503886$ DIGOXIN (LANOXIN) 0.2MG CAP 60 A> 05-07 05-07 5 30
----------------------------------PENDING------------------------------------
3 AMPICILLIN 250MG CAP QTY: 40 ISDT: 05-29 REF: 0
Enter ?? for more actions
PU Patient Record Update NO New Order
PI Patient Information SO Select Order
Select Action: Quit//

The following actions are also available:
RP Reprint (OP) OTH Other OP Actions LS Last Screen
RN Renew (OP) RD Re Display Screen FS First Screen
DC Discontinue (OP) PL Print List GO Go to Page
RL Release (OP) FS Print Screen + Next Screen
RF Refill (OP) > Shift View to Right - Previous Screen
PP Pull Rx (OP) < Shift View to Left ADPL Auto Display (On/Off)
IP Inpat. Profile (OP) SL Search List UP Up a Line
DN Down a Line QU Quit

Available Dosage(s)
1. 250MG
2. 500MG
3. 1000MG

Select from list of Available Dosages, Enter Free Text Dose or Enter a Question Mark (?) to view list: 3 500MG

You entered 500MG is this correct? Yes// <Enter> YES

DISPENSE UNITS PER DOSE(CAPSULES): 2// <Enter> 2
Dosage Ordered: 500MG

ROUTE: PO// <Enter> ORAL PO MOUTH
ROUTE: PO// @ <Enter to delete>

Figure 7-11: Entering a new order - continued

Schedule: QID// <Enter> (FOUR TIMES A DAY)

Figure 7-12: Entering a new order - continued

Note: Do not use this field for Days Supply.

LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 10 (DAYS)

Figure 7-13: Entering a new order - continued

CONJUNCTION: <Enter>

Figure 7-14: Entering a new order - continued

PATIENT INSTRUCTIONS: WF WITH FOOD
(TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD)

Figure 7-15: Entering a new order - continued

Patch PSS*1*47 adds two new optional fields, OTHER LANGUAGE PREFERENCE and PMI LANGUAGE PREFERENCE in the PHARMACY PATIENT file (#55). When printing locally from Outpatient Pharmacy this parameter is not used. These fields are accessed through the option Update Patient Record [PSO PAT] and the protocol Patient Record Update [PSO PATIENT RECORD UPDATE]. Do NOT type anything in either of these fields because it can cause problems with the information that prints on the Rx label.

DAYS SUPPLY: (1-90): 30// 10
QTY ( CAP ) : 80// <Enter> 80

Figure 7-16: Entering a new order - continued

COPIES: 1// <Enter> 1
# OF REFILLS: (0-11): 11// 0
PROVIDER: BISMARK, ANDREW
CLINIC: OUTPT NURSE GREEN TEAM
MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
REMARKS: <Enter>
ISSUE DATE: TODAY// <Enter> (MAY 30, 2001)
Nature of Order: WRITTEN// ??

User Manual 117 Pharmacy Technician's Menu September 2004
Nature of Order Activity

<table>
<thead>
<tr>
<th>Require</th>
<th>Print</th>
<th>Print on</th>
</tr>
</thead>
<tbody>
<tr>
<td>E.Signature</td>
<td>Chart Copy</td>
<td>Summary</td>
</tr>
<tr>
<td>WRITTEN</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>VERBAL</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>TELEPHONED</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>SERVICE CORRECTION</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>POLICY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DUPLICATE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Nature of Order: WRITTEN // <Enter> W

Figure 7-17: Entering a new order - continued

Do you want to enter a Progress Note? No // <Enter>
Rx # 503906 05/30/01
NEBRASKA, NICK #80
TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD
AMPCILLIN 250MG CAP
BISMARK, ANDREW BISMARK, ANDREW
# of Refills: 11

Figure 7-18: Entering a new order - continued

Entering a new order with Local or Free-Text Dosage

DRUG: TYLENOL #3 ACETAMINOPHEN AND CODEINE 30MG CN101
...OK? Yes // (Yes)
Now doing order checks. Please wait...
Available Dosage(s)
1. 1 TABLET
2. 2 TABLET(S)
3. 3 TABLET(S)
Select from list of Available Dosages, Enter Free Text Dose or Enter a Question Mark (?) to view list: 2 2 TABLET(S)
You entered 2 TABLET(S) is this correct? Yes // <Enter> YES
OTHER LANGUAGE DOSAGE: DOS TABLETA(S)

Figure 7-19: Entering a new order with local or free text dosage

Patch PSS*1*47 adds two new optional fields, OTHER LANGUAGE PREFERENCE in the PHARMACY PATIENT file (#55) that stores if a patient has another language preference. This field is accessed through the option Update Patient Record [PSO PAT] and the protocol Patient Record Update [PSO PATIENT RECORD UPDATE]. Do NOT type anything in either of these fields because it can cause problems with the information that prints on the Rx label.

ROUTE: PO // <Enter> ORAL PO MOUTH
ROUTE: PO // @ <Enter to delete>

Figure 7-20: Entering a new order with local or free text dosage - continued
Schedule: QID// <Enter> (FOUR TIMES A DAY)

Figure 7-21: Entering a new order with local or free text dosage - continued

LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 90 (DAYS)

Figure 7-22: Entering a new order with local or free text dosage - continued

CONJUNCTION: <Enter>

Figure 7-23: Entering a new order with local or free text dosage - continued

PATIENT INSTRUCTIONS: WF WITH FOOD
(TAKE 2 TABLETS BY MOUTH FOUR TIMES A DAY FOR 90 DAYS WITH FOOD)

Figure 7-24: Entering a new order with local or free text dosage - continued

Patch PSS*1*47 adds two new optional fields, OTHER LANGUAGE PREFERENCE and PMI LANGUAGE PREFERENCE in the PHARMACY PATIENT file. These fields are accessed through the option Update Patient Record [PSO PAT] and the protocol Patient Record Update [PSO PATIENT RECORD UPDATE]. Do NOT type anything in either of these fields because it can cause problems with the information that prints on the Rx label.

DAYS SUPPLY: (1-90): 30// 90

Figure 7-25: Entering a new order with local or free text dosage - continued

COPY: 1// <Enter> 1
# OF REFILLS: (0-1): 1// 1
PROVIDER: BISMARK, ANDREW
CLINIC: OUTPT NURSE GREEN TEAM
MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
REMARKS: <Enter>
ISSUE DATE: TODAY// <Enter> (MAY 30, 2001)
Nature of Order: WRITTEN// <Enter> W

Figure 7-26: Entering a new order with local or free text dosage - continued

Do you want to enter a Progress Note? No// <Enter>

Rx # 503908            05/30/01
NEBRASKA,NICK                #80
TAKE 2 TABLETS BY MOUTH FOUR TIMES A DAY FOR 90 DAYS WITH FOOD

ACETAMINOPHEN AND CODEINE 30MG
BISMARK, ANDREW               BISMARK, ANDREW
# of Refills: 1
Is this correct? YES//
Another New Order for NEBRASKA,NICK? YES//

Figure 7-27: Entering a new order with local or free text dosage - continued

NEBRASKA,NICK               <A>
PID: 505-09-3368 (HRN: 3217)      Ht(cm): 175.26 (06/07/2000)
DOB: SEP 12,1919 (81)             Wt(kg): 79.09 (06/07/2000) f
Rx #: 503908
(1) *Orderable Item: ACETAMINOPHEN TAB
(2)            Drug: ACETAMINOPHEN AND CODEINE 30MG
Verb: TAKE
(3)            *Dosage: 2 TABLET(S)
Oth. Lang. Dosage: TRES TABLETA(S)
*Route: ORAL
*Schedule: QID
*Duration: 10D (DAYS)
(4)Pat Instructions: WITH FOOD
Other Pat. Instruc: CON ALIMENTO
SIG: TAKE 2 TABLET(S) BY MOUTH FOUR TIMES A DAY FOR 90 DAYS
WITH FOOD
(5) Patient Status: OUTPATIENT

Figure 7-28: View of Rx

Editing an Order

Note: Do not use the up-arrow (^) after editing one field to jump past the rest of the fields. Using just the up-arrow results in the changes just entered being deleted. The user must <Enter> through all the order fields when editing to save the changes.

NEBRASKA,NICK               <A>
PID: 505-09-3368 (HRN: 3217)      Ht(cm): 175.26 (06/07/2000)
DOB: SEP 12,1919 (81)             Wt(kg): 79.09 (06/07/2000) f
Rx #: 503908
(1) *Orderable Item: AMPICILLIN CAP, ORAL *** (N/F)***
(2)            Drug: AMPICILLIN 250MG CAP *** (N/F)***
(3)            *Dosage: 500 (MG)
Verb: TAKE
Dispense Units: 2
Noun: CAPSULES
*Route: ORAL
*Schedule: QID
*Duration: 10D (DAYS)
(4)Pat Instructions: with food
SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
WITH FOOD
(5) Patient Status: OUTPATIENT
+ Enter ?? for more actions
DC Discontinue            PR Partial            RL Release
ED Edit        RF (Refill)          RN Renew
Select Action: Next Screen// ED Edit
Select fields by number:  (1-19):  4
PATIENT INSTRUCTIONS: WITH FOOD// WITH FOOD AVOIDING DAIRY FOODS

Figure 7-29: Editing an order

NDC : 0182-0141-10// 0182-0141-10
AWP : 0.016190// 0.016190
UNIT PRICE OF DRUG: 0.018000// 0.018000
MANUFACTURER: 
CHRONIC MEDICATION: YES// YES
BILL STATUS: 1// 1  AUTO BILL

Figure 7-30: Editing IHS special fields

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 500// 750MG
You entered 750MG is this correct? Yes// <Enter> YES
VERB: TAKE// <Enter> TAKE
DISPENSE UNITS PER DOSE (CAPSULE(S)): 3// <Enter> 3
Dosage Ordered: 750MG
NOUN: CAPSULE(S)// <Enter> CAPSULE(S)
ROUTE: ORAL// <Enter> ORAL
Schedule: QID// <Enter> (FOUR TIMES A DAY)
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 10D// <Enter> 10D (DAYS)
CONJUNCTION: <Enter>

Figure 7-31: Editing an order - continued

NEBRASKA,NICK             <AQ>
PID: 505-09-3368 (HRN: 3217)        Ht(cm): 175.26 (06/07/2000)
DOB: SEP 12,1919 (81)                   Wt(kg): 79.09 (06/07/2000)

Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
(1) Drug: AMPICILLIN 250MG CAP ***(N/F)***
(2) Patient Status: OUTPATIENT
(3) Issue Date: MAY 30,2001             (4) Fill Date: MAY 30,2001
(5) Dosage Ordered: 750 (MG)
    Verb: TAKE
    Dispense Units: 3
    Noun: CAPSULE(S)
    Route: ORAL
    Schedule: QID
    *Duration: 10D (DAYS)
(6) Pat Instruction: WITH FOOD AVOIDING DAIRY FOODS
    SIG: TAKE THREE CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10
    DAYS WITH FOOD AVOIDING DAIRY FOODS
+ This change will create a new prescription!
AC Accept  ED Edit
Select Action: Next Screen//

Figure 7-32: Editing an order - continued

Note: If the DAYS SUPPLY field is edited, the QTY field is recalculated. If the QTY field is edited, the DAYS SUPPLY field value does not change but a message is displayed warning the user of the change and recommending that the value be checked.
Figure 7-35: Editing an order - continued

Using the Copy Action

The following actions are also available:

<table>
<thead>
<tr>
<th>AL</th>
<th>Activity Logs (OP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VF</td>
<td>Verify (OP)</td>
</tr>
<tr>
<td>CO</td>
<td>Copy (OP)</td>
</tr>
<tr>
<td>RP</td>
<td>Reprint (OP)</td>
</tr>
<tr>
<td>HD</td>
<td>Hold (OP)</td>
</tr>
<tr>
<td>UH</td>
<td>Unhold (OP)</td>
</tr>
<tr>
<td>PI</td>
<td>Patient Information</td>
</tr>
</tbody>
</table>

| OTH | Other OP Actions |
| DIN | Drug Restr/Guide (OP) |
| LS  | Last Screen |
| +   | Next Screen |
| PS  | Print Screen |
| PT  | Print List |
| >   | Shift View to Right |
| <   | Shift View to Left |
| RD  | Re Display Screen |
| ADPL | Auto Display(On/Off) |
| SL  | Search List |
| PP  | Pull Rx (OP) |
| IP  | Inpat. Profile (OP) |

Figure 7-36: Available actions

Medication Profile

COLORADO, ALBERT

PID: 505-44-5034 (HRN: 3124)
DOB: FEB 8, 1922 (79)

ISSUE     LAST REF DAY
#  RX #     DRUG                              QTY ST  DATE  FILL REM SUP
-----------------------------------ACTIVE------------------------------------
1 503911$   AMPICILLIN 250MG CAP                 80 A  05- 25 06-01   0  10
2 503901       LISINOPRIL 10MG TAB                 150 A> 05- 17 05-17   2  30

Enter ?? for more actions

Select Action: Quit// SO Select Order

Select Orders by number: (1-2): 1

Figure 7-37: Copying an order

OP Medications (ACTIVE)

PATIENT, ALBERT

Rx #: 503911$

(1) *Orderable Item: AMPICILLIN CAP, ORAL ***(N/F)***
(2) *Drug: AMPICILLIN 250MG CAP ***(N/F)***
(3) *Dosage: 500 (MG)
   *Verb: TAKE
   *Dispense Units: 2
   *Noun: CAPSULES
   *Route: ORAL
   *Schedule: QID
(4) Pat Instructions: Prov Comments
    Provider Comments: Prov Comments
<table>
<thead>
<tr>
<th>SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>(5) Patient Status: OUTPT NON-SC</td>
</tr>
<tr>
<td>(6) Issue Date: 05/25/01</td>
</tr>
<tr>
<td>(7) Fill Date: 06/01/01</td>
</tr>
<tr>
<td>+ Enter ?? for more actions</td>
</tr>
<tr>
<td>DC Discontinue</td>
</tr>
<tr>
<td>PR Partial</td>
</tr>
<tr>
<td>RL Release</td>
</tr>
<tr>
<td>ED Edit</td>
</tr>
<tr>
<td>RT (Refill)</td>
</tr>
<tr>
<td>RN Renew</td>
</tr>
</tbody>
</table>

Select Action: Next Screen//CO CO

---

**Figure 7-38: Copying an order - continued**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>COLORADO, ALBERT</td>
<td>&lt;A&gt;</td>
<td></td>
</tr>
<tr>
<td>PID: 505-44-5034</td>
<td>(HRN: 3124)</td>
<td></td>
</tr>
<tr>
<td>DOB: FEB 8,1922</td>
<td>(79)</td>
<td></td>
</tr>
<tr>
<td>Orderable Item:</td>
<td>AMPICILLIN CAP, ORAL <em><strong>(N/F)</strong></em>**</td>
<td></td>
</tr>
<tr>
<td>(1) Drug:</td>
<td>AMPICILLIN 250MG CAP <em><strong>(N/F)</strong></em>**</td>
<td></td>
</tr>
<tr>
<td>(2) Patient Status:</td>
<td>OUTPT NON-SC</td>
<td></td>
</tr>
<tr>
<td>(3) Issue Date:</td>
<td>JUN 4, 2001</td>
<td></td>
</tr>
<tr>
<td>(4) Fill Date:</td>
<td>JUN 4, 2001</td>
<td></td>
</tr>
<tr>
<td>(5) Dosage Ordered:</td>
<td>500 (MG)</td>
<td></td>
</tr>
<tr>
<td>Verb:</td>
<td>TAKE</td>
<td></td>
</tr>
<tr>
<td>Dispense Units:</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Noun:</td>
<td>CAPSULES</td>
<td></td>
</tr>
<tr>
<td>Route:</td>
<td>ORAL</td>
<td></td>
</tr>
<tr>
<td>Schedule:</td>
<td>QID</td>
<td></td>
</tr>
<tr>
<td>(6) Pat Instruction:</td>
<td>Prov Comments</td>
<td></td>
</tr>
<tr>
<td>SIG:</td>
<td>TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV COMMENTS</td>
<td></td>
</tr>
<tr>
<td>(7) Days Supply:</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>+ Enter ?? for more actions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AC Accept</td>
<td>ED Edit</td>
<td></td>
</tr>
</tbody>
</table>

Select Action: Next Screen//AC Accept

---

**Figure 7-39: Copying an order - continued**

**DUPLICATE DRUG AMPICILLIN 250MG CAP in Prescription: 503911**

<table>
<thead>
<tr>
<th>Status: Active</th>
<th>Issued: 05/25/01</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIG:</td>
<td>TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV COMMENTS</td>
</tr>
<tr>
<td>QTY:</td>
<td>80</td>
</tr>
<tr>
<td># of refills:</td>
<td>0</td>
</tr>
<tr>
<td>Provider:</td>
<td>BISMARK, ANDREW</td>
</tr>
<tr>
<td>Refills remaining:</td>
<td>0</td>
</tr>
<tr>
<td>Last filled on:</td>
<td>06/01/01</td>
</tr>
<tr>
<td>Days Supply:</td>
<td>10</td>
</tr>
</tbody>
</table>

Discontinue Rx # 503911? YES

Duplicate Drug will be discontinued after the acceptance of the new order.

Now doing order checks. Please wait...

Nature of Order: WRITTEN// <Enter> W

Do you want to enter a Progress Note? No// <Enter> NO

---

**Figure 7-40: Copying an order - continued**

Rx # 503913 06/04/01
COLORADO, ALBERT #80
TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY PROV COMMENTS

AMPICILLIN 250MG CAP
Figure 7-41: Copying an order - continued

Enter ?? for more actions
PU  Patient Record Update   NO  New Order
PI  Patient Information      SO  Select Order
Select Action: Quit// <Enter>

Print/Queue/Cpro/Med sheet/Hold/SUspend/Refill/CAnce1/Summary/B=Sum+Cpro/"^"=Exit: P/

Select PATIENT NAME: <Enter>

Figure 7-42: Copying an order - continued

Renewing a Prescription

OP Medications (ACTIVE)  Jun 04, 2001 16:14:40  Page: 1 of 3
NEBRASKA,NICK  <A>
Rx #: 503910
(1) *Orderable Item: AMPICILLIN CAP,ORAL ***(N/F)***
(2) *Drug: AMPICILLIN 250MG CAP ***(N/F)***
(3) *Dosage: 500 (MG)
   Verb: TAKE
   Dispense Units: 2
   Noun: CAPSULES
   *Route: ORAL
   *Schedule: QID
   *Duration: 10D (DAYS)
(4) Pat Instructions: with food
   SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS
   WITH FOOD
(5) Patient Status: OUTPATIENT
   + Enter ?? for more actions
DC  Discontinue   PR  Partial   RL  Release
ED  Edi1  (Refill)   RN  Renew
Select Action: Next Screen// RN Renew
MAIL/WINDOW: WINDOW// <Enter>  WINDOW
METHOD OF PICK-UP: <Enter>
Nature of Order: WRITTEN// <Enter> W

Do you want to enter a Progress Note? No// <Enter> NO

Now Renewing Rx # 503910 Drug: AMPICILLIN 250MG CAP

Now doing order checks. Please wait...

503910A AMPICILLIN 250MG CAP QTY: 80
# OF REFILLS: 0 ISSUED: 06-04-01
SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD
FILLED: 06-20-01
ROUTING: WINDOW PHYS: BISMARK,ANDREW

Edit renewed Rx ? Y// <Enter> ES

---

NEBRASKA,NICK <A>
PID: 505-09-3368 (HRN: 2408) Ht(cm): 175.26 (06/07/2000)
DOB: SEP 12,1919 (81) Wt(kg): 79.09 (06/07/2000)

SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD
Days Supply: 30
QTY (CAP): 80
(3) # of Refills: 0
(4) Routing: WINDOW
(5) Clinic: OUTPT NURSE GREEN TEAM
(6) Provider: BISMARK,ANDREW
(7) Copies: 1
(8) Remarks: RENEWED FROM RX # 503910
Entry By: BISMARK,ANDREW Entry Date: JUN 4,2001 16:16:27

Enter ?? for more actions
AC Accept DC Discontinue
BY Bypass ED Edit
Select Item(s): Quit// ED Edit <- Or denter the fields, e.g., 1,5,7

Select Field to Edit by number: (1-8): 5
CLINIC: OUTPT NURSE GREEN TEAM //OUT
1 OUTPT NURSE BLUE TEAM
2 OUTPT NURSE GREEN TEAM
3 OUTPT NURSE YELLOW TEAM
CHOOSE 1-3: 1 OUTPT NURSE BLUE TEAM

---

NEBRASKA,NICK <A>
PID: 505-09-3368 (HRN: 2408) Ht(cm): 175.26 (06/07/2000)
DOB: SEP 12,1919 (81) Wt(kg): 79.09 (06/07/2000)

SIG: TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD
Days Supply: 30
QTY (CAP): 80
(3) # of Refills: 0
(4) Routing: WINDOW
(5) Clinic: OUTPT NURSE BLUE TEAM
7.6 Pul Early from Suspense

[PSO PNDRX]

7.7 Releasing Medication

7.7.1 Release Medication

[PSO RELEASE]

7.7.1.1 Changes to Releasing Orders function - ScripTalk®

Prescription Number 400693 Released
No Refill(s) to be Released
No Partial(s) to be Released

KANSAS,THOMAS T added to the WAITING display.
This patient is enrolled in ScripTalk and may benefit from
a non-visual announcement that prescriptions are ready.

Press Return to Continue:

Figure 7-46: Release medication to ScripTalk® patient

7.8 Update Patient Record

[PSO PAT]
# 8.0 Glossary

**Action Profile**
A list of all active and recently canceled or expired prescriptions for a patient sorted by classification. This profile also includes a signature line for each prescription to allow the physician to cancel or renew it.

**Activity Log**
A log, by date, of changes made to or actions taken on a prescription. An entry is made in this log each time the prescription is edited, canceled, reinstated after being canceled, or renewed. An entry will be made into this log each time a label is reprinted. A CMOP activity log will contain information related to CMOP dispensing activities.

**Allergy/ADR**
Includes non-verified and verified allergy information and/or adverse reaction information as defined in the Adverse Reaction Tracking (ART) package. The allergy data is sorted by type (DRUG, OTHER, FOOD). If no data is found for a category, the heading for that category is not displayed.

**AMIS**
Automated Management Information System

**Answer Sheet**
An entry in the DUE ANSWER SHEET file. It contains the questions and answers of a DUE questionnaire. This term is also used to refer to the hard copy representation of a DUE ANSWER SHEET entry.

**APSP**
Originally Indian Health Service Pharmacy’s name space now owned by the Outpatient Pharmacy software.

**Bypass**
Take no action on a medication order.

**CMOP**
Consolidated Mail Outpatient Pharmacy.
CPRS

Computerized Patient Record System. CPRS is an entry point in VISTA that allows the user to enter all necessary orders for a patient in different packages (e.g., Outpatient Pharmacy, Inpatient Pharmacy, etc.) from a single entry point.

Critical

Interactions with severe consequences that require some type of action (finding facts, contacting prescribers) to prevent potential serious harm.

DEA

Drug Enforcement Agency

DEA Special

The Drug Enforcement Agency special Handling code used for Handling drugs to designate if they are over-the-counter, narcotics, bulk compounds, supply items, etc.

DHCP

See VISTA.

Dispense Drug

The Dispense Drug name has the strength attached to it (e.g., Acetaminophen 325 mg). The name alone without a strength attached is the Orderable Item name.

Dosage Ordered

After the user has selected the drug during order entry, the dosage ordered prompt is displayed.

Drug/Drug

The pharmacological or clinical response to Interaction, the administration of a drug combination different from that anticipated from the known effects of the two agents when given alone.

DUE

Acronym for Drug Usage Evaluation
Expiration/Stop
The date on which a prescription is no longer active. Typically, this date is 30 days after the issue date for narcotics, 365 days after the issue date for other medications and 365 days after the issue date for supplies.

Finish
Term used for completing orders from Order Entry/Results Reporting V. 3.0.

GUI
Acronym for Graphical User Interface.

Issue Date
The date on which the prescription was written. This date is usually, but not always, the same as the first fill date. This date cannot be later than the first fill date.

HFS
Host File Server.

JCAHO
Acronym for Joint Commission on Accreditation of Healthcare Organizations

Label/Profile
A file for each printer which records, in the monitor order in which they were printed, the last 1000 labels or profiles printed on that printer. This allows a rapid reprint of a series of labels or profiles that were damaged by a printer malfunction or other event.

Local Possible Dosages
Free text dosages that are associated with drugs that do not meet all of the criteria for Possible Dosages.

Medication Instruction File
The MEDICATION INSTRUCTION file is used by Unit Dose and Outpatient Pharmacy. It contains the medication instruction name, expansion and intended use.

Medication Order
A prescription.
Medication Profile

A list of all active or recently canceled 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.

Medication Routes File

The MEDICATION ROUTES file contains medication route names. The user can enter an abbreviation for each route to be used at the local site. The abbreviation will most likely be the Latin abbreviation for the term.

Med Route

The method in which the prescription is to be administered (e.g., oral, injection).

Non-Formulary Drugs

The medications, which are defined as commercially available drug products not included in the VA National Formulary.

Non-VA Meds

Term that encompasses any Over-the-Counter (OTC) medications, Herbal supplements, Patients Health Administration (VHA) prescribed medications but purchased by the patient at an outside pharmacy, and medications prescribed by providers outside VHA. All Non-VA Meds must be documented in patients’ medical records.

Order

Request for medication.

Orderable Item

An Orderable Item name has no strength attached to it (e.g., Acetaminophen). The name with a strength attached to it is the Dispense drug name (e.g., Acetaminophen 325mg).

Partial Prescription

A prescription that has been filled for a quantity smaller than requested. A possible reason for a partial fill is that a patient is to return to the clinic in ten days but the prescription calls for a thirty-day supply. Partials do count as workload but do not count against the total number of refills for a prescription.
Pending Order
A pending order is one that has been entered by a provider through CPRS without Pharmacy finishing the order. Once Pharmacy has finished the order, it will become active.

Pharmacy Narrative
OUTPATIENT NARRATIVE field that may be used by pharmacy staff to display information specific to the patient.

Polypharmacy
The administration of many drugs together.

POE
Acronym for Pharmacy Ordering Enhancements (POE) project. Patch PSO*7*46 contains all the related changes for Outpatient Pharmacy.

Possible Dosages
Dosages that have a numeric dosage and numeric dispense units per dose appropriate for administration. For a drug to have possible dosages, it must be a single ingredient product that is matched to the DRUG file. The DRUG file entry must have a numeric strength and the dosage form/unit combination must be such that a numeric strength combined with the unit can be an appropriate dosage selection.

Prescription
This term is now referred to throughout the software as medication orders.

Prescription Status
A prescription can have one of the following statuses.

- Active - A prescription with this status can be filled or refilled.
- Canceled - This term is now referred to throughout the software as Discontinued. (See Discontinued.)
- Discontinued - This status is used when a prescription was made inactive either by a new prescription or by the request of a physician.
- Discontinued (Edit) - Discontinued (Edit) is the status used when a medication order has been edited and causes a new order to be created due to the editing of certain data elements.
• Deleted - This status is used when a prescription is deleted. Prescriptions are no longer physically deleted from the system, but marked as deleted. Once a prescription is marked deleted no access is allowed other than view.

• Expired - This status indicates the expiration date has passed.
  
  *Note: A prescription that was canceled or has expired more recently than the date specified by the cutoff date, typically 120 days in the past, can still be acted upon.

• Hold - A prescription that was placed on hold due to reasons determined by the pharmacist.

• Non-verified - There are two types of non-verified statuses. Depending on a site parameter, prescriptions entered by a technician do not become active until a pharmacist reviews them. Until such review, they remain non-verified and cannot be printed, canceled or edited except through the Verification menu. The second non-verified status is given to prescriptions when a drug/drug interaction is encountered during the new order entry or editing of a prescription.

• Pending - A prescription that has been entered through OERR.

• Refill - A second or subsequent filling authorized by the provider.

• Suspended - A prescription that will be filled at some future date.

**Progress Notes**

A component of Text Integration Utilities (TIU) that can function as part of CPRS.

**Provider**

The person who authorized an order. Only users identified as providers who are authorized to write medication orders may be selected.

**Reprinted Label**

Unlike a partial prescription, a reprint does not count as workload.

**Questionnaire**

An entry in the DUE QUESTIONNAIRE file. This file entry contains the set of questions related to a DUE as well as the drugs being evaluated.

**Schedule**

The frequency by which the doses are to be administered, such as Q8H, BID, NOW, etc.
Sig
The instructions printed on the label.

Significant
The potential for harm is either rare or generally known so that it is reasonable to expect that all prescribers have taken this information into account.

Speed Actions
See Actions.

Suspense
A prescription may not be able to be filled on the day it was requested. When the prescription is entered, a label is not printed. Rather, the prescription is put in the RX SUSPENSE file to be printed at a later date.

Time In
This is the time that the patient’s name was entered in the computer.

Time Out
This is the time that the patient’s name was entered on the bingo board monitor.

TIU
Text Integration Utilities; a package for document handling, that includes Consults, Discharge summary, and Progress Notes, and will later add other document types such as surgical pathology reports. TIU components can be accessed for individual patients through the CPRS, or for multiple patients through the TIU interface.

Units per Dose
The number of Units (tablets, capsules, etc.) to be dispensed as a Dose for an order. Fractional numbers will be accepted for medications that can be split.

VISTA
Acronym for Patients Health Information Systems and Technology Architecture, the new name for Decentralized Hospital Computer Program (DHCP).
Wait Time

This is the amount of time it took to fill the prescription. It is the difference between Time In and Time Out. For orders with more than one prescription, the wait time is the same for each.
9.0 Appendix A: Creating A Sig

Creating A Sig: Using Information From EHR Order Entry

<table>
<thead>
<tr>
<th>Orderable Item: DIGOXIN TAB</th>
<th>Dispense Drug: DIGOXIN 0.25 MG TAB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complex dose? NO//YES</td>
<td>Take (in TABLET(S)): 2</td>
</tr>
<tr>
<td>Route: ORAL</td>
<td>Schedule: Q12H</td>
</tr>
<tr>
<td>Limit duration to (in DAYS): 30</td>
<td>Quantity: 60</td>
</tr>
<tr>
<td>Refills (0-11):/5</td>
<td>Pick up: WINDOW//&lt;Enter&gt;</td>
</tr>
<tr>
<td>Provider Instructions:</td>
<td></td>
</tr>
</tbody>
</table>

Figure 9-1: Prompts for creating a Sig

The Take prompt in the above example will vary, depending on the Dose Form associated with the selected medication. For example:

<table>
<thead>
<tr>
<th>Dosage Form</th>
<th>Prompt</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAB</td>
<td>Take</td>
</tr>
<tr>
<td>CREAM, TOP</td>
<td>Apply</td>
</tr>
<tr>
<td>INJ</td>
<td>Inject</td>
</tr>
<tr>
<td>SOLN, OPH</td>
<td>Instill</td>
</tr>
</tbody>
</table>

Figure 9-2: Example Sig

<table>
<thead>
<tr>
<th>User Enters</th>
<th>Expansion</th>
</tr>
</thead>
<tbody>
<tr>
<td>30D</td>
<td>FOR 30 DAYS</td>
</tr>
<tr>
<td>30H</td>
<td>FOR 30 HOURS</td>
</tr>
<tr>
<td>30M</td>
<td>FOR 30 MINUTES</td>
</tr>
<tr>
<td>30</td>
<td>FOR 30 DAYS (Default to DAYS)</td>
</tr>
</tbody>
</table>

Medication: DIGOXIN TAB
Dispense Drug: DIGOXIN 0.25 MG TAB
Complex dose? NO://YES
Take (in TABLET(S)): 2
Route: ORAL
Schedule: Q12H
Limit duration to (in DAYS): 30
Then Take (in TABLET(S)): 1
Route: ORAL
Schedule: Q8H
Limit duration to (in DAYS): 10
Then Take (in TABLET(S)): <Enter>
Quantity: 90
Refills (0-11)://5
Creating A New Order When Finishing An EHR Order In Outpatient Pharmacy

Medication: DIGOXIN TAB
Dispense Drug: DIGOXIN 0.25 MG TAB
Instructions:
1. Take: 2
   Route: ORAL
   Schedule: Q12H
   Duration: 30
2. Take: 1
   Route: ORAL
   Schedule: Q8H
   Duration: 10
Quantity: 90
Refills: 5
Pick up: Window

Figure 9-5: Sample order entry dialogue

Figure 9-6: Possible Sig

Med Route: ORAL
Schedule: Q12H
Schedule: Q8H

Figure 9-7: Med route and schedules

ENTRY IN FILE            MED ROUTE       SCHEDULE
-----------------------  ---------------  ---------------
SLCSUBLINGUAL         (no schedule)  
BID (no med route)    BID             
PO BID ORAL          BID             

Figure 9-8: Associating med route and schedules with entries - sample

Creating the Sig Formula
Note – it may be preferable to delete prepositions from the Dosage Form File and include them as part of the Outpatient Expansion instead.

Figure 9-9: Complex Possible Dosages

Note – it may be preferable to delete prepositions from the Dosage Form File and include them as part of the Outpatient Expansion instead.
Table A: Formula Symbols

<table>
<thead>
<tr>
<th>Symbol</th>
<th>File</th>
</tr>
</thead>
<tbody>
<tr>
<td>/verb</td>
<td>DOSAGE FORM file #50.606</td>
</tr>
<tr>
<td>DRUG file #50</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Symbol</th>
<th>File</th>
</tr>
</thead>
<tbody>
<tr>
<td>#units</td>
<td>DOSAGE FORM file #50.606</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Symbol</th>
<th>File</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preposition</td>
<td>DOSAGE FORM file #50.606</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Symbol</th>
<th>File</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outpatient Routes</td>
<td>MEDICATION ROUTES file #51.2</td>
</tr>
</tbody>
</table>

Figure 9-10: Formula Symbols

Simple Possible Dosages

Simple Possible Dosage Formula

Figure 9-11: Simple Possible Dosages and Dosage Formula
The table below defines each element of the Sig and identifies which files provided that element’s information. The complete Sig is displayed at the top of the table.

<table>
<thead>
<tr>
<th>TAKE 2 TABLETS BY MOUTH EVERY 12 HOURS AFTER MEALS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TAKE</td>
<td>Verb</td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>TABLETS</td>
<td>From</td>
</tr>
<tr>
<td>BY</td>
<td>Preposition</td>
</tr>
<tr>
<td>MOUTH</td>
<td>Outpatient Expansion</td>
</tr>
<tr>
<td>EVERY 12 HOURS</td>
<td>Same as Expansion</td>
</tr>
<tr>
<td>AFTER MEALS</td>
<td>Patient Instructions or Provider Comments</td>
</tr>
</tbody>
</table>

Figure 9-12: Elements of the Sig
10.0 Appendix B: Default Quantity (QTY)

Calculating Default Quantity (QTY) values

Note: Some of the Sigs used in the following examples do not make sense for a prescription but are used to illustrate how QTY defaults are calculated. All examples are in days or hours, but the calculations will also work for minutes. When a default QTY ends in a decimal, it is rounded up to the next whole number.

Examples of Default Quantity Calculation, Simple Dosage Order

Simple Order, No Duration Given

(TAKE TWO TABLETS BY MOUTH EVERY 12 HOURS)
DAYS SUPPLY: (1-90): 30// <Enter>
QTY (TAB): 120//

Figure 10-1: Simple order, no duration given

Simple Order, Duration Less Than Days Supply

(TAKE ONE TABLET BY MOUTH EVERY 4 HOURS FOR 36 HOURS)
DAYS SUPPLY: (1-90): 30// 2
QTY (TAB): 9//

Figure 10-2: Simple order, duration less than days supply

Simple Order, Days Supply Less Than Duration

(TAKE TWO TABLETS BY MOUTH EVERY 12 HOURS FOR 20 DAYS)
DAYS SUPPLY: (1-90): 30// 10
QTY (TAB): 40//

Figure 10-3: Simple order, days supply less than duration

Simple Order, Days Supply Equals Duration

(TAKE TWO TABLETS BY MOUTH EVERY NIGHT FOR 20 DAYS)
DAYS SUPPLY: (1-90): 30// 20
QTY (TAB): 40//

Figure 10-4: Simple order, days supply equals duration

Examples of Default Quantity Calculation – Complex Order, all Conjunctions “AND”

Complex Order, No Duration For Any Dosing Sequence

(TAKE ONE TABLET BY MOUTH EVERY MORNING AND TAKE TWO TABLETS AT NOON AND TAKE ONE TABLET AT BEDTIME)
**Figure 10-5**: Complex order, no duration for any dosing sequence

**Complex Order, Durations For Some But Not All Dosing Sequences**

(TAKE THREE TABLETS BY MOUTH EVERY MORNING FOR 10 DAYS, AND TAKE TWO TABLETS EVERY NIGHT FOR 10 DAYS, AND TAKE ONE TABLET EVERY 12 HOURS AND TAKE ONE TABLET EVERY SIX HOURS)

DAYS SUPPLY: (1-90): 31// <Enter>
QTY ( ): 124://

**Figure 10-6**: Complex order, durations for some but not all dosing sequences

**Complex Order, Different Durations For All Dosing Sequences**

(TAKE THREE TABLETS BY MOUTH EVERY MORNING FOR 10 DAYS, AND TAKE TWO TABLETS EVERY NIGHT FOR 10 DAYS, AND TAKE ONE TABLET EVERY 12 HOURS AND TAKE ONE TABLET EVERY SIX HOURS)

DAYS SUPPLY: (1-90): 30// 20
QTY (TAB): 110://

**Figure 10-7**: Complex order, different durations for all dosing sequences

**Examples of Default Quantity Calculation – Complex Order, All Conjunctions “THEN”**

**Complex Order, Durations For All Dosing Sequences**

(TAKE THREE TABLETS BY MOUTH EVERY MORNING FOR 10 DAYS, AND TAKE TWO TABLETS EVERY NIGHT FOR 10 DAYS, AND TAKE ONE TABLET EVERY 12 HOURS AND TAKE ONE TABLET EVERY SIX HOURS)

DAYS SUPPLY: (1-90): 30// <Enter>
QTY (TAB): 46://

**Figure 10-8**: Complex order, durations for all dosing sequences

**Complex Order, One Duration Missing**

(TAKE ONE TABLET BY MOUTH EVERY 12 HOURS FOR 6 DAYS, THEN TAKE TWO TABLETS EVERY MORNING FOR 8 DAYS, THEN TAKE THREE TABLETS EVERY NIGHT)

DAYS SUPPLY: (1-90): 30// <Enter>
QTY (TAB): 76://

**Figure 10-9**: Complex order, one duration missing

**Examples of Default Quantity Calculation – Complex Order, Both “AND” And “THEN”**

**Complex Order, One Missing Duration**

(TAKE ONE TABLET BY MOUTH EVERY MORNING FOR 6 DAYS, THEN TAKE TWO TABLETS EVERY MORNING FOR 8 DAYS, THEN TAKE THREE TABLETS EVERY NIGHT)

DAYS SUPPLY: (1-90): 30// 90
QTY (TAB): 121//
**Complex Order, Missing Durations In More Than One Sub-Sequence**

(TAKE THREE TABLETS BY MOUTH EVERY 12 HOURS FOR 8 DAYS, THEN TAKE TWO TABLETS EVERY 12 HOURS FOR 3 DAYS, AND TAKE TWO TABLETS EVERY NIGHT, THEN TAKE THREE TABLETS EVERY NIGHT FOR TWO DAYS, THEN TAKE TWO TABLETS EVERY MORNING FOR 2 DAYS, AND TAKE THREE TABLETS EVERY MORNING FOR 2 DAYS, THEN TAKE ONE TABLET EVERY 12 HOURS)

DAYS SUPPLY: (1-90): 30//50
QTY (TAB): 146//

### Figure 10-11: Complex order, missing duration in more than one sub-sequence

<table>
<thead>
<tr>
<th>Sub-sequence</th>
<th>Sub-sequence text</th>
<th>QTY</th>
<th>QTY calc.</th>
<th>Days Supply</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>TAKE THREE TABLETS BY MOUTH EVERY 12 HOURS FOR 8 DAYS</td>
<td>48</td>
<td>(3*2)*8</td>
<td>8</td>
<td>The Duration and Days Supply are the same.</td>
</tr>
<tr>
<td>#2</td>
<td>THEN TAKE TWO TABLETS EVERY 12 HOURS FOR 3 DAYS, AND TAKE TWO TABLETS EVERY NIGHT</td>
<td>18</td>
<td>((2+2)<em>3)+ (2</em>3)</td>
<td>3</td>
<td>Value for first sequence applied to missing Duration within the sub-sequence</td>
</tr>
<tr>
<td>#3</td>
<td>THEN TAKE THREE TABLETS EVERY NIGHT FOR TWO DAYS</td>
<td>6</td>
<td>(3*2)</td>
<td>2</td>
<td>Only one value given.</td>
</tr>
<tr>
<td>#4</td>
<td>THEN TAKE TWO TABLETS EVERY MORNING FOR 2 DAYS, AND TAKE THREE TABLETS EVERY MORNING FOR 2 DAYS</td>
<td>10</td>
<td>(2+3)*2</td>
<td>2</td>
<td>Same Duration given for both sequences within the sub-sequence; do not add together</td>
</tr>
<tr>
<td><strong>SUBTOT</strong></td>
<td></td>
<td>82</td>
<td></td>
<td>15</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sub-sequence</th>
<th>Sub-sequence text</th>
<th>QTY</th>
<th>QTY calc.</th>
<th>Days Supply</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SUBTOT</strong></td>
<td></td>
<td>82</td>
<td></td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>#5</td>
<td>THEN TAKE ONE TABLET EVERY 12 HOURS</td>
<td>70</td>
<td>(2*35)</td>
<td>35</td>
<td>Difference between Days Supply Entered (50) and subtotal Days Supply (15) = Days Supply for last sub-sequence (35).</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td></td>
<td>152</td>
<td></td>
<td>50</td>
<td></td>
</tr>
</tbody>
</table>

Example of No Default Quantity Calculation – Complex Order Including “EXCEPT”

(TAKE TWO TABLETS BY MOUTH EVERY DAY FOR 14 DAYS, THEN TAKE ONE TABLET...
EVERY DAY FOR 7 DAYS)

DAYS SUPPLY: (1-90): 30// 21  
QTY (TAB) TAB (GREEN): 35// <= Auto Calculation: 2 Tabs * 14 Days + 1 Tab *7 days = 35

Figure 10-12: Example of no default quantity calculation – complex order including EXCEPT

CONJUNCTION: E EXCEPT <- Will also accept “X” or “EX”

VERB: TAKE

Available Dosage(s)
1. 2.5MG
2. 5MG

Select from list of Available Dosages, Enter Free Text Dose or Enter a Question Mark (?) to view list: 5 5MG

You entered 5MG is this correct? Yes// <Enter> YES

VERB: TAKE

DISPENSE UNITS PER DOSE(TABLETS): 2/<Enter> 2

Dosage Ordered: 5MG

NOUN: TABLETS

Schedule: 1300// Q SU (EVERY SU)

LIMITED DURATION (IN DAYS, HOURS OR MINUTES): <Enter>

CONJUNCTION: <Enter>

PATIENT INSTRUCTIONS: <Enter>

(TAKE TWO TABLETS BY MOUTH EVERY DAY FOR 14 DAYS, THEN TAKE ONE TABLET EVERY DAY FOR 7 DAYS, EXCEPT TAKE TWO TABLETS EVERY SU)

DAYS SUPPLY: (1-90): 30// 21

QTY (TAB) TAB (GREEN):

QTY (TAB) TAB (GREEN): 36  << Manual calculation by user: 2*14 days +1*6 days +2 for Sun

Figure 10-13: Example of no default quantity calculation – complex order including EXCEPT – continued
11.0 Appendix C: Laser Printed Prescriptions

Tips for Working with Laser Printed Prescription Labels

Narrative Text

Accessing the Laser Label Format

**Note:** Installation of PSO*7*120 has no major effect on the existing label functionality, and will not change the printed format of the label until you perform further steps, as described in the Outpatient Pharmacy V. 7.0 Technical Manual. An example of a CONTROL CODE follows:

| NUMBER: 11 | CTRL CODE ABBREVIATION: MLI |
| FULL NAME: MAILING LABEL INITIALIZATION |
| CONTROL CODE: S PSOFONT="F10",PSOX=1700,PSOY=175,PSOYI=50 |

Figure 11-1: Accessing the laser label format

**Note:** The detailed description of these control codes is found in the Outpatient Pharmacy V. 7.0 Technical Manual.

Modifications to Existing Features

Affected Options

- Rx (Prescriptions) [PSO RX] option
- Outpatient Pharmacy Manager [PSO MANAGER] option
- Patient Prescription Processing [PSO LM BACKDOOR ORDERS] option
- Complete Orders from OERR [PSO LMOE FINISH] option
- Pharmacist Menu [PSO USER1] option
- Pharmacy Technician's Menu [PSO USER2] option
- Suspense Functions [PSO PND] option
- Print from Suspense File [PSO PNDLBL] option
- Reprint Batches from Suspense [PSO PNDRPT] option
- Pull Early from Suspense [PSO PNDRX] option
- Reprint an Outpatient Rx Label [PSO RXRPT] option
- Label/Profile Monitor Reprint [PSO B] option
- Barcode Batch Prescription Entry [PSO BATCH BARCODE] option
- Change Label Printer [PSO CHANGE PRINTER] option
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13.0 Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

Phone: (505) 248-4371 or (888) 830-7280 (toll free)
Fax: (505) 248-4363
Web: http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm
Email: support@ihs.gov