



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Pharmacy Auto Refill System (BEX)

User Manual

Version 1.0

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Information Technology Support Center
Division of Information Resources
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PREFACE

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

Related Manuals:

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

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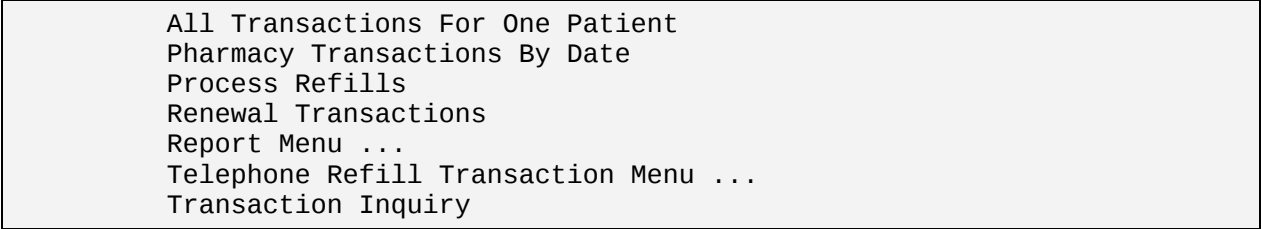
1.0 Introduction

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

2.0 Menu Options

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

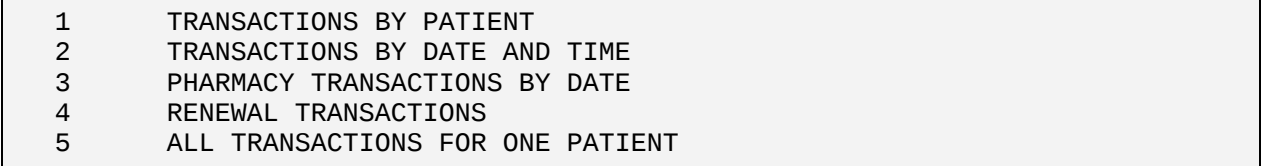
Telephone Refill Transaction Menu

A screenshot of a menu titled "Telephone Refill Transaction Menu". The menu is displayed in a light gray box with a black border. It lists the following options: "All Transactions For One Patient", "Pharmacy Transactions By Date", "Process Refills", "Renewal Transactions", "Report Menu ...", "Telephone Refill Transaction Menu ...", and "Transaction Inquiry".

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

Figure 2-1: Telephone Refill Transaction menu

Report Menu

A screenshot of a menu titled "Report Menu". The menu is displayed in a light gray box with a black border. It lists the following options, each preceded by a number: "1 TRANSACTIONS BY PATIENT", "2 TRANSACTIONS BY DATE AND TIME", "3 PHARMACY TRANSACTIONS BY DATE", "4 RENEWAL TRANSACTIONS", and "5 ALL TRANSACTIONS FOR ONE PATIENT".

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

Figure 2-2: Report menu

3.0 Transaction Inquiry (1)

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

1. To run the Transaction Inquiry report, type 1 at the “Select Telephone Refill Transactions Menu Option:” prompt.
2. Type the patient’s name at the “Select BEX Refill Transaction Patient:” prompt.
3. Type the name of a print device at the “Device:” prompt.
4. Type the margin size or press the Return key to accept the default size at the “Right Margin:” prompt.

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

Select BEX REFILL TRANSACTION PATIENT: DEMO,PATIENT
  DEMO,PATIENT                F 11-29-1956 22222222  CL 999999
      1                10/16/02@10:20      1966114

DEVICE:      Right Margin: 80//

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

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

Figure 3-1: Using the Transaction Inquiry Menu Option

4.0 Report Menu (2)

4.1 Transactions by Patient Report (1)

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

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

1. To run a Transactions by Patient report, type 1 at the "Select Report Menu Option:" prompt.
2. Type the start date when you would like your report to start at the "Begin with Date:" prompt.
3. Type the end date when you would like your report to end at the "End with Date:" prompt.
4. Type the name of a print device at the "Device:" prompt.
5. Type the margin size or press the Return key to accept the default size at the "Right Margin:" prompt.

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

Sorting ...

MAF REFILL TRANSACTIONS BY PATIENT

OCT 21, 2002 12:58 PAGE 1

PATIENT	HRCN	DATE	Rx #	T Y P E	RESULT
DEMO, PATIENT	999999	10/16	1966114	S	LAST SENT 09/09/02
		10/16	1966148	S	LAST SENT 10/02/02
		10/16	1933947	S	LAST SENT 09/05/02
		10/16	1933947	S	NO REFILLS
		10/16	1966114	R	REFILLABLE
		10/16	1966106	R	REFILLABLE
		10/16	1966106	S	LAST SENT 10/16/02
		10/16	1966106	S	NO REFILLS
		10/16	1966114	S	LAST SENT 10/16/02
DEMO, PATIENT	999999	10/16	1966521	S	LAST SENT 10/16/02
DEMO, PATIENT JR	99999	10/16	1966518	R	REFILLABLE

Total transactions for patient = 14

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

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

4.2 Transactions by Date and Time Report (2)

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

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

1. To run a Transactions by Date and Time report, type 2 at the “Select Report Menu Option:” prompt.
2. Type the beginning date of the report at the “Start with Date:” prompt.
3. Type the ending date of the report at the “Go to Date:” prompt.
4. Type the name of a print device at the “Device:” prompt.
5. Type the margin size or press the Return key to accept the default size at the “Right Margin:” prompt.

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

MAF REFILL TRANSACTIONS BY DATE AND TIME				OCT 21,2002	12:58	PAGE 1
TIME	Rx #	PATIENT	HRCN	T Y P E	RESULT	
DATE: OCT 16,2002						
10:20 AM	1966114	DEMO, PATIENT	999999	S	LAST SENT 09/09/0	
10:20 AM	1966148	DEMO, PATIENT	999999	S	LAST SENT 10/02/0	
10:20 AM	1933947	DEMO, PATIENT	999999	S	LAST SENT 09/05/0	
10:20 AM	1933947	DEMO, PATIENT	999999	S	NO REFILLS	
10:21 AM	1966114	DEMO, PATIENT	999999	R	REFILLABLE	
10:21 AM	1966106	DEMO, PATIENT	999999	R	REFILLABLE	
0:00 AM	1966106	DEMO, PATIENT	999999	P		
0:00 AM	1966114	DEMO, PATIENT	999999	P		
0:00 AM	1966521	DEMO, PATIENT	999999	P		
11:57 AM	1966106	DEMO, PATIENT	999999	S	LAST SENT 10/16/0	
11:57 AM	1966106	DEMO, PATIENT	999999	S	NO REFILLS	
11:57 AM	1966114	DEMO, PATIENT	999999	S	LAST SENT 10/16/0	

11:58 AM	1966521	DEMO, PATIENT	999999	S	LAST SENT 10/16/0
1:04 PM	1966518	DEMO, PATIENT JR	99999	R	REFILLABLE
0:00 AM	1966114	DEMO, PATIENT	999999	P	NOT FILLED
0:00 AM	1966521	DEMO, PATIENT	999999	P	NOT FILLED
0:00 AM	1966518	DEMO, PATIENT JR	99999	P	NOT FILLED

SUBCOUNT	23				

COUNT	23				

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

4.3 Pharmacy Transactions by Date (3)

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

1. To run a Pharmacy Transactions by Date report, type 3 at the “Select Report Menu option:” prompt.
2. Type the beginning date of the report at the “Start with Date:” prompt.
3. Type the ending date of the report at the “Go to Date:” prompt.
4. Type the name of the print device at the “Device:” prompt.
5. Type the margin size or press the Return key to accept the default size at the “Right Margin:” prompt.

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

MAF PHARMACY TRANSACTIONS BY DATE AND PATIENT

OCT 21, 2002 12:59 PAGE 1
 PATIENT HRCN Rx # RESULT

DATE: OCT 16, 2002

TYPE: PHARMACY

DEMO, PATIENT

999999

1966106

1966114

1966521

DEMO, PATIENT

999999

1816573

1972493

DEMO, PATIENT

999999

1966114

NOT FILLED

1966521

NOT FILLED

DEMO, PATIENT JR

999999

1966518

NOT FILLED

DEMO, PATIENT

999999

1816573

NOT FILLED

SUBCOUNT

9

SUBCOUNT

9

COUNT	----- 9
-------	------------

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

4.4 Renewal Transactions (4)

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

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

1. To run a Renewal Transactions report, type 4 at the “Select Report Menu option:” prompt.
2. Type the beginning date of the report at the “Start with Date:” prompt.
3. Type the ending date of the report at the “Go to Date:” prompt.
4. Type the name of the print device at the “Device:” prompt.
5. Type the margin size or press the Return key to accept the default size at the “Right Margin:” prompt.

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

MAF REFILL TRANSACTIONS - RENEWALS BY PATIENT AND DATE
                                OCT 21,2002  12:59    PAGE 1
                                T
                                Y
                                P
PATIENT          HRCN          DATE    Rx #    E  RESULT
-----
COUNT          0
```

Figure 4-4: Using the RENEWAL TRANSACTIONS Menu Option

4.5 All Transactions for One Patient (5)

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

1. To run All Transactions for One Patient report, type 5 at the "Select Report Menu option:" prompt.
2. Type the beginning date of the report at the "Start with Date:" prompt.
3. Type the ending date of the report at the "Go to Date:" prompt.
4. Type the name of the print device at the "Device:" prompt.
5. Type the margin size or press the Return key to accept the default size at the "Right Margin:" prompt.

Select REPORT MENU Option: 5 ALL TRANSACTIONS FOR ONE PATIENT				
Select PATIENT NAME: DEMO, PATIENT				
START WITH DATE(DATE/TIME): FIRST// [RET]				
DEVICE: [RET] Right Margin: 80//[RET]				
MAF REFILL TRANSACTIONS FOR PATIENT: DEMO, PATIENT				999999
				Page 1
DATE	TIME	RX NUMBER	TYPE	RESULT
OCT 16, 2002	10:20	1933947	STATUS	LAST SENT 09/05/02
		1933947	STATUS	NO REFILLS
OCT 16, 2002	10:21	1966106	REFILL	REFILLABLE
OCT 16, 2002		1966106	PHARMACY	
OCT 16, 2002	11:57	1966106	STATUS	LAST SENT 10/16/02
		1966106	STATUS	NO REFILLS
OCT 16, 2002	10:20	1966114	STATUS	LAST SENT 09/09/02
OCT 16, 2002	10:21	1966114	REFILL	REFILLABLE
OCT 16, 2002		1966114	PHARMACY	
OCT 16, 2002	11:57	1966114	STATUS	LAST SENT 10/16/02
OCT 16, 2002		1966114	PHARMACY	NOT FILLED
OCT 16, 2002	10:20	1966148	STATUS	LAST SENT 10/02/02
OCT 16, 2002		1966521	PHARMACY	
OCT 16, 2002	11:58	1966521	STATUS	LAST SENT 10/16/02
OCT 16, 2002		1966521	PHARMACY	NOT FILLED

SUBCOUNT		15		
MAF REFILL TRANSACTIONS FOR PATIENT: DEMO, PATIENT				999999
				Page 2
DATE	TIME	RX NUMBER	TYPE	RESULT
OCT 17, 2002		1966114	PHARMACY	
		1966521	PHARMACY	

SUBCOUNT		2		
OCT 21, 2002	10:16	1966114	STATUS	LAST SENT 10/17/02
OCT 21, 2002	10:15	1966664	STATUS	LAST SENT 09/09/02

SUBCOUNT		2		

COUNT		19		

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

5.0 Process Refills (REF)

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

1. To use the Process Refills option, type REF at the “Select Telephone Refill Transaction Menu Option:” prompt.
2. Type the desired number of days at the “Number of Days for Chronic Med Profile:” prompt.
3. Type Y or N at the “Pre-Select PMI/Chronic Med Profile Device?” prompt.
4. Type the name of the Label Printer at the “Select Label Printer:” prompt.
5. Type the margin size or press the Return key to accept the default size at the “Right Margin:” prompt.
6. Type Y or N at the “OK to Assume Label Printer Alignment is Correct?” prompt.
7. Type the time and date of the fill/encounter form at the “Fill/Encounter Form Date & Time:” prompt.
8. Type the name of the person entering this information at the “Clerk:” prompt.
9. Type Y or N at the “Allow fills for Inpatient and CNH?” prompt.
10. Type Y or N at the “Allow Early Refills?” prompt.
11. Type Y or N at the “Process Telephone Refill Requests at this Time?” prompt.

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

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

          Division: CLAREMORE HOSPITAL

Please answer the following for this session of prescriptions

FILL/ENCOUNTER FORM DATE & TIME:  //
This is a required response. Enter '^' to exit
FILL/ENCOUNTER FORM DATE & TIME:  // T  (OCT 21, 2002)
CLERK: USER, DEMO A.// USER, DEMO A.
Allow fills for inpatient and CNH ? N// 0
Allow early refills ? N// 0
```

Process telephone refill requests at this time? YES//

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

Figure 5-1: Using the Process Refills Menu Option

5.1 No Refills to Process

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

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

There are no telephone refills to process.
```

Figure 5-2: No refill requests example

5.2 Refill Requests Exist

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

```
Select Telephone Refill Transaction Menu Option: ref  PROCESS REFILLS
              Division: DEMO HOSPITAL

Please answer the following for this session of prescriptions

FILL/ENCOUNTER FORM DATE & TIME:  // NOW  (OCT 29, 2002@11:18)
CLERK: DEMO,LOLA L.// DEMO,LOLA L.
Allow fills for inpatient and CNH ? N// 0
Allow early refills ? Y// YES
Process telephone refill requests at this time? YES// [RET]
Process telephone refills for all divisions? YES// [RET]
New Patient, please pause
Now refilling Rx # 1966358  DRUG: FUROSEMIDE 40MG TAB
NDC : 00781-1966-10// 00781-1966-10
AWP : 0.140300// 0.140300
JUMP TO FIELD//
1966358          FUROSEMIDE 40MG TAB          SIG: T1T QAM FFL QTY: 20
NDC: 00781-1966-10 (.1403)
Print/Queue/Cpro/Med sheet/Refill/CAnce/Summary/B=Sum+Cpro/'^'=Exit: P//
Summary***
```

Figure 5-3: Refill request exists example

6.0 Setting up Refill Clinics for Pharmacy

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

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

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

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

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

7.0 Telephone Refill Parameters (SIT)

Edit Pharmacy Telephone Refill Parameters (SIT)

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

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

1. To Edit Pharmacy Telephone Refill parameters, type **SIT** at the “Select Telephone Refill Transaction Menu Option:” prompt.
2. Type name of the BEX refill site at the “Select BEX Refill Parameter Site:” prompt.
3. Type the name of the site at the “Site:” prompt.
4. Type Y or N at the “Chart Request on Refill:” prompt.
5. Type the PM cutoff time for chart requests at the “Chart Request PM Cutoff Time:” prompt.
6. Type the name of the AM Chart Request clinic at the “Chart Request AM Clinic:” prompt.
7. Type the chart request cutoff clinic at the “Chart Request Cutoff Clinic:” prompt.
8. Type Y or N at the “Auto Print Routing Slips:” prompt.
9. Type the AM chart cutoff time at the “Chart Request AM Cutoff Time:” prompt.
10. Type the AM routing slip time at the “AM Routing Slip Time” prompt.
11. Type the PM routing slip time at the “PM Routing Slip Time” prompt.
12. Type the name of the printer where you would like the routing slips printed at the “Routing Slip Printer:” prompt.

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

Select BEX REFILL PARAMETER SITE: **DEMO HOSPITAL**

SITE: **DEMO HOSPITAL**

CHART REQUEST ON REFILL: **NO**

CHART REQUEST PM CUTOFF TIME: **1400**

CHART REQUEST AM CLINIC: **PHARMACY AM**

CHART REQUEST CUTOFF CLINIC: **PHARMACY PM**

AUTO PRINT ROUTING SLIPS: **YES**

CHART REQUEST AM CUTOFF TIME: **0800**

AM ROUTING SLIP TIME: **0800**

PM ROUTING SLIP TIME: **2000**

ROUTING SLIP PRINTER: GOOD HEALTH MEDICAL RECORDS PRINTER*Figure 7-1: Using the Edit Pharmacy Telephone Refill Parameters Menu Option*

Figure 7-2 shows an example of site parameters.

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

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

Figure 7-2: Example of site parameters

8.0 Chart Request Tasker

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

```

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

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

Select Taskman Management Option: SC

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

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

-----

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

DEVICE FOR QUEUED JOB OUTPUT:

QUEUED TO RUN ON VOLUME SET:

      RESCHEDULING FREQUENCY: 300S

      TASK PARAMETERS:

      SPECIAL QUEUEING: Startup Persistent

Exit      Save      Next Page      Refresh

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

COMMAND:

```

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

9.0 Glossary

Term	Definition
Command	The instructions you give the computer to record a certain transaction. For example, selecting "Payment" or "P" at the command prompt tells the computer you are applying a payment to a chosen bill.
Default Response	Many of the prompts in RPMS contain responses that can be activated simply by pressing the Return key. For example: "Do you really want to quit? No//." Pressing the Return key tells the system you do not want to quit. "No//" is considered the default response.
Enter Key	Used interchangeably with the Return key. Press the Enter key to show the end of an entry such as a number or a word. Press the Enter key each time you respond to a computer prompt. If you want to return to the previous screen, simply press the Enter key without entering a response. This will take you back to the previous menu screen. The Enter key on some keyboards are shown as the Return Key. Whenever you see [ENT] or the Enter key, press the Enter or Return Key.
Device	The name of the printer you want the system to use when printing information. "Home" means the computer screen.
Edit	The process of changing information that has already been entered on the system. If data has not been entered, you may enter new data using the "Edit" function.
File	A set of related records or entries treated as a single unit.
Medication Profile	A list of all active or recently cancelled or expired prescriptions for a patient sorted either by date, drug, or classification. Unlike the action profile, this profile is for information only and does not provide a signature line for a physician to indicate action to be taken on the prescription.
Menu	A list of choices for computing activity. A menu is a type of option designed to identify a series of items (other options) for presentation to the user for selection. When displayed, menu-type options are preceded by the word "Select" and followed by the word "option" as in Select Menu Management option: (the menu's select prompt).
Option	An executable item under a menu.
Quit	To indicate that you have finished working on a specific transaction and you would like to exit that particular option of the package and proceed to another function or menu.
Required Response	A response that must be entered before the system will release

Term	Definition
	you from a prompt and allow you to move on.
Return key	Press the Return key to show the end of an entry such as a number or a word. Press the Return key each time you respond to a computer prompt. If you want to return to the previous screen, simply press the Return key without entering a response. This will take you back to the previous menu screen. The Return key on some keyboards are shown as the Enter Key. Whenever you see [RET] or the Return key, press the Return or Enter Key.
Site Manager	The person in charge of setting up and maintaining the RPMS System at the facility or area level.

10.0 Appendix A: Sample Materials

10.1 Revised Pharmacy Request Form



TELEPHONE REFILLS

The Claremore Indian Hospital automated information system requires...

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

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

1. Enter your chart number (**followed by #**)
2. Press 2 for pharmacy options

For Refills Press 1

Enter Rx number (followed by #)

or

Press 2 for Status of prescription

Enter Rx number (followed by #)

or

Press 8 if you need assistance

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

To speak with an appointment clerk – Press 2

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

10.2 Sample Notice

NOTICE

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

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

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

11.0 Contact Information

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

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

Fax: (505) 248-4363

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

Email: ITSCHelp@mail.ihs.gov