

NL DIS Ask
Your Vendor
Checklist

2010

Kroll Computer Systems Inc.



Kroll Helpdesk Information

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How do you know when you are connected to the Pharmacy Network in Kroll?

Any time a user accesses an option from the NETWORK dropdown menu of Kroll, they will be connecting to the Pharmacy Network. The action of selecting an option from the Network dropdown menu indicates to the user that they are navigating away from local system onto the Pharmacy Network.

Is there a difference between logging in as a pharmacist and logging in as a technician?

Both pharmacists and technicians will have their own Kroll login and Network login. Should the Kroll login be forgotten, it can be reset by the Kroll software helpdesk, while the Network login needs to be reset by NLCHI. The process for logging into Kroll and the Network is the same for all users. Note that technicians need to be associated with a pharmacist in order to access the Pharmacy Network and fill prescriptions.

How is a technician linked to a pharmacist for Pharmacy Network Drug Information System (DIS) transactions?

Access 'File → Users → Associate Pharmacist' from any Kroll session to link a technician to a pharmacist. (Please see the section on "Associating a Delegate to a Pharmacist" in the *NL Pharmacy Network User Guide* for detailed instructions).

During initial user set-up, where is the pharmacist licence number entered?

The pharmacist license number is entered once in the 'Kroll User Information' form with the format ##-####. The hyphen is required for successful transmission of the pharmacist license number to the Pharmacy Network. (Please see the section on "Setting Up a Kroll User with Pharmacy Network Access" in the *NL Pharmacy Network User Guide* for detailed instructions).

How is the temporary Pharmacy Network password changed?

From the Kroll Start Screen (i.e. ALT+X), access the Network menu and select "Change Network Password" (Please see the section on "Changing the Network Password" in the *NL Pharmacy Network User Guide* for detailed instructions). The Network password can be changed at any time using the same method. Note that the Network password can be the same or different from the local Kroll password.

How are passwords changed on the local system?

Local passwords are changed from 'File → Users → Change Password' as before; there is no change in this Kroll function.

How does a user open multiple sessions? How does a user switch from one session to another?

Open multiple Kroll sessions by accessing the Sessions menu and selecting the next sequential session. Switch from one session to another by pressing **ALT+TAB**, or **ALT+Session #**.

When requesting information from the DIS, how is the reason for access recorded?

All requests for information from the DIS will automatically prompt the user for a “Reason for Access”. Although the user may choose to skip this step, Kroll trainers emphasize the importance of documenting a reason for accessing a patient’s profile due to the possibility of an audit in the future.

What Kroll screens are new in with the addition of the Client Registry?

The Network Menu from the F3-Patient Card is new. All options contained in the patient network menu are new as well. . (Please see the section on “Network Options from the Patient Card” in the *NL Pharmacy Network User Guide* for detailed information).

What are the changes to existing workflows with the addition of the Client Registry?

A patient must be synchronized with the Pharmacy Network before prescriptions can be filled for them. In addition, if a patient does not already have a valid NLPDP plan, an NL.DIS plan must be added to their patient card. Every prescription must be clinically recorded on the DIS including prescriptions filled for devices and stock transfers.

How do you search the Client Registry and how is the correct patient selected?

Please refer to “Search for a Patient on the Pharmacy Network” from the *NL Pharmacy Network User Guide* as there are different scenarios for searching, adding and synchronizing patients depending on whether it is a new patient or an existing patient on the database. Note that the Client Registry returns the top 25 matches based on the patient’s name, gender, date of birth and MCP Number.

How is a local patient updated with information from the Client Registry?

Search for the local patient and access the Network menu to select Synchronize. The process of synchronization will allow the user to update Network information into the local patient card.

How do you send local patient information to the Pharmacy Network?

Whenever a user makes a change to the local patient profile and saves it locally, Kroll will automatically synchronize those changes with the Pharmacy Network.

If the patient does not exist locally, but is found on the Client Registry, how can the Client Registry data be copied into the Kroll system?

Search for the patient locally and when they are not found, click ‘insert’ to add the patient. The user will automatically be prompted to search the network. Once the correct patient is found, the user can ‘select’ the patient to populate the local patient card with the Network information. (Please see the section on “Scenario 1 – New Patient (Does not Exist on Local System)” in the *NL Pharmacy Network User Guide* for detailed instructions).

How is a patient added to the Client Registry?

Search for the local patient and access the Network menu to select Synchronize. The user will be prompted to search for the patient on the Network; if they do not exist on the Network, select the option to Add Patient to Network. (Please see the section on “Scenario 3 – Existing Local Patient (Does Not Exist on the Pharmacy Network)” in the *NL Pharmacy Network User Guide* for detailed instructions).

How do you merge two patient records identified as belonging to the same patient?

From the Kroll Start Screen (ALT+X), access the Utilities menu and select Merge Patient. Select the patient file to be merged TO and below that, select the patient file to be merged FROM. Only the merged TO file will remain.

If two patient records have been merged in error, how do you unmerge those records?

From the Kroll Start Screen (ALT+X), access the Utilities menu and select Unmerge patient. Enter the patient to be unmerged and execute the function. Contact NLCHI or Kroll for assistance if required.

Does more than one provider license number field have to be populated for adjudication to the DIS?

Once a doctor is synchronized with the Network, there will be two license numbers. The Primary License Number is used for financial billing (i.e. NLPDP), while the Alternate License Number is used for adjudication to the DIS (i.e. NL.DIS). The two numbers will likely be different and both are required.

How is an out-of-province provider added?

An out-of-province provider is added the same way as an in-province-provider. Search the Provider Registry for the physician. If the out-of-province physician is coming up as Expired or Not Found then insert the doctor manually into the Kroll system. In the Alternate License Number field enter the license number as 00000 with the province of origin.

How is an allergy added? How is an allergy viewed on the Network?

The protocol for adding an allergy has not changed; however, the user must add the allergy group opposed to the medication or ingredient in order to successfully log the allergy on the Network. . (Please see the section on “Adding a Patient Allergy to the Pharmacy Network” in the *NL Pharmacy Network User Guide* for detailed instructions). To view the allergy, go to Network → Patient Network Profile → Allergies.

How do you add an observation to the Pharmacy Network?

Pull up the patient card and access the Network menu to select Add Observations. (Please see the section on “Network Options from the Patient Card – Add Observation” in the *NL Pharmacy Network User Guide* for detailed instructions).

On the Network medication summary, how do you tell which entries are just on the DIS, just on the local system or on both the local and the Network?

At this time there is no indication on the Network medication summary to show which scripts exist on the local system only and which scripts exist on the Network only.

What are the changes to existing workflows with the addition of the Pharmacy Network?

When a patient picks up their prescription(s) from the pharmacy, those Rx's must now be marked as "picked up" and recorded on the Network. (Please see the section on "Prescription Pick Up" in the *NL Pharmacy Network User Guide* for detailed instructions).

How is a product entered that does not have a DIN (i.e. Device)?

On the Drug Card:

- In the General Tab, enter the applicable Clinical Form and Route.
- In the Extra Info Tab, mark the product as a Device.
- In the Plans Tab, insert an entry for every NLPDP plan and the NL.DIS plan. For each entry, input the corresponding OPINIONS number for the specific pack size. Place a checkmark next to 'default' and 'Use exclusively for CeRx' (There will be 5 entries for each pack size (NLPDP.E, NLPDP.L, NLPDP.N, NL.DIS, NL.STOCK)).

What is the difference between OPINIONS, NLPDP PIN, and Pseudo DIN?

OPINIONS: The OPINIONS number is used to adjudicate devices to the DIS. Entries for OPINIONS must be marked as 'Use exclusively for CeRx' and must be pack size specific.

NLPDP PIN – An NLPDP PIN is a pseudo DIN (i.e. PDIN) used for financial billing to NLPDP.

Pseudo DIN – A pseudo DIN (i.e. PDIN) is used for financial billing to third parties other than NLPDP (e.g. AHE, ESI, CS, etc.).

Are the OPINIONS database numbers Pre-Loaded?

NO- users must log into the OPINIONS website <http://www.atlanticpharmaceutical.ca/default.asp> with username "pharmacy" and password "community" to find OPINIONS numbers and insert them manually into the applicable Kroll drug card.

What is the process for filling prescriptions?

This has not changed. The NL.DIS plan simply appears as an additional 3rd party plan on the Rx. (Please see the section on "Filling an Rx to the Pharmacy Network" in the *NL Pharmacy Network User Guide* for detailed information).

How is a new prescription copied from an old prescription when the old prescription is dated prior to the date of connection to the Pharmacy Network (i.e. not on the DIS)?

This has not changed. Bring up the old prescription and access the Rx menu to select Copy Rx.

How is a Drug Utilization Review (DUR) managed? Can users go back and manage a DUR after the Rx has been filled?

On the Adjudication Results Screen, click on the DUR and then D to detail or M to manage. A DUR can be managed post-fill by logging into the Network medication summary, highlighting the Rx entry, D to detail and then click onto the Issues tab to manage the issues.

If I have a transaction that is refused by the DIS, how can I resend it at a later time without reversing the 3rd party adjudication?

When an Rx is rejected by the DIS, there will be an option on the Adjudication Results screen to 'Send Later'. Selecting this option will put the offending script into the Pending Adjudication tab of the Kroll Start Screen. Users can access the prescription from Pending Adjudication at a later time to complete it.

What is the process to retract a prescription /dispense?

As long as the user that filled the Rx is the SAME USER performing the retract, and NO OTHER user has viewed the Patient Network Profile, the Rx can be retracted as follows:

- Cancel the offending Rx locally and 'mark as mistake'.
- Access the Patient Network Profile and right click on the offending Rx to select Retract Rx.

(Please see the section on "Retract Rx" in the *NL Pharmacy Network User Guide* for detailed instructions). **If another user has accessed the Patient Network Profile subsequent to filling the Rx, you will NOT be able to retract the Rx; instead, right click on the offending script, and you will be able to make notes or comments.

How are prescription transfers completed?

Same as before, the process has not changed with the implementation of the DIS.

How does a masked profile appear?

A masked profile will show up with a warning that "There are masked items in this profile" in RED at the bottom of the Patient Network Profile screen. This profile only shows scripts filled at this location, but will indicate how many scripts are hidden.

For patients with a “masked profile” where do I enter the patient password in Kroll?

The patient password is entered on the patient card under Network → Add Keyword. The patient password is deleted upon exiting the patient card and must be re-entered if the user needs to view the unmasked Network profile again. (Please see the section on “Add Keyword” in the *NL Pharmacy Network User Guide* for detailed information).

What is the process of breaking-the-glass if required?

From the Masked Patient Network Profile, right click on ‘masked items’ and select ‘show masked data’. Select the reason for breaking the glass (i.e. Emergency or Professional Judgement) (Please see the section on “Add Keyword” in the *NL Pharmacy Network User Guide* for detailed information).

How are clinical notes VIEWED on the Pharmacy Network versus on the local system?

Network clinical notes can be viewed from the patient card by accessing the Network menu and selecting Profile. From the “Select Profiles to query” form, place a checkmark next to Notes.

Local notes can be accessed as before; nothing has changed.

How are clinical notes ADDED on the Pharmacy Network versus on the local system?

Clinical notes can be added to the Network from the patient card by accessing Network → Add Patient Note. (Please see the section on “Add Patient Note” in the *NL Pharmacy Network User Guide* for detailed information).

Notes can be entered on the local system under the Comments section of the patient card as usual.

How are Stock Transfers recorded on the DIS?

Please see the section on “Filling a Stock Transfer” in the *NL Pharmacy Network User Guide* for detailed instructions.

What is the pick up process?

When a patient comes into the pharmacy to pick up their prescription(s), the pharmacy must log this action on the network in one of two ways:

1. Go to ‘Workflow → Change Work Order States’ and mark the applicable Rx’s as picked up.
2. Go to the local patient medication profile, highlight the applicable Rxs, and access Extra Functions to mark the Rxs as picked up.

(Please see the section on “Prescription Pick Up” in the *NL Pharmacy Network User Guide* for detailed information).

How is a “pick up” Reversed?

Cancel the prescription(s) and start from the beginning.

What is queuing?

The queuing of prescriptions occurs when DIS goes down and prescriptions are defaulted into the Pending Network Queue, found under the Utilities dropdown menu. When the DIS is back up, prescriptions can be pulled from this area and completed. These queued prescriptions will also appear in the Pending Adjudication tab of the Kroll Start Screen.

How do you queue a prescription that has failed to go through the Network?

When a prescription is rejected by the DIS, the Adjudication Response screen will have an option to SEND LATER. Selecting this option will put the claim in the Pending Adjudication tab of the Kroll Start Screen for filling at a later time.

What is the process to continue working when the DIS is down?

Since the NL.DIS plan is always the last adjudicated plan, the Rx can be billed to financial third parties first and a label can be printed so that the prescriptions can be dispensed. When DIS is back up, the Rx can be completed and sent to the DIS for clinical recording.

If the patient has NLPDP coverage and the DIS is down, the pharmacy will have to wait until DIS is back up in order to fill the prescription. Only successful adjudication can determine copay amounts coming back from NLPDP.

How do you add an Adverse Drug Reaction to the Network from Kroll?

When adding an allergy from the patient card, select the Adverse Reaction option instead of the Allergy option. (Please see the section on “Adding an Adverse Reaction to the Drug Information System” in the *NL Pharmacy Network User Guide* for detailed instructions).

How are broadcast messages viewed?

Users can subscribe to broadcast messages by accessing the Network menu and selecting the option to Subscribe to Broadcast Topic. This allows the user to choose the types of messages they receive from the Network. View broadcast messages by going into the Network menu and select Get Broadcast Messages.

Can the entries on the Network medication summary be sorted (e.g. by date, by drug, etc.)?

Yes. Pull up the Network medication summary and click on the buttons above the Rx entries to sort accordingly. Place a checkmark next to the Advanced checkbox to gain access to search filters.

What is Kroll's helpdesk availability? Are there additional fees for after hours?

The Kroll Helpdesk is available 24 Hrs a Day, 7 Days a Week, 365 Days a Year. If you are in the pharmacy, we are there to help you. We physically have someone in our offices from 8:30 am NL (8:00am AT) until 02:30am NL (02:00am AT). All support is covered in the monthly support fees. Kroll can be reached by phone 1-800-263-5876, by Fax 416-383-0001, or by email Support@kroll.ca