Pharmacist Quick Tips

8.5

Kroll Computer Systems Inc.

The following document is a quick go-to guide for Kroll users. Step-by-step instructions are provided on how to perform the most commonly used functions within the Kroll software system.

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Pharmacist

How to Add a Relief Pharmacist

1. From the **ALT+X Start Screen** go to **Edit** → **Users and Groups**.
2. Login with pharmacy manager's initials and password.
3. From the **Users** tab click **Ins** to call up the **User Information** form.
4. Enter the pharmacist **Initials**.
5. Enter **First Name** and then **Last Name** of the user in the **Name** field.
6. Make sure the **Disabled** flag is **unchecked**.
7. Enter an optional **expiry date** for the user account.
8. If the user is a pharmacist, check **Is Pharmacist** and enter the pharmacist's license number.
9. Enter an optional **Password** for the user.
10. Confirm the password by reentering it in the **Confirm Password** field.
11. Place optional checkmarks to make the user password valid indefinitely, and/or to force a password change on the next login.
12. Click on the **Groups** tab**.**
13. Click **Ins** from the **Groups Tab** to assign user permissions.
14. Under **Available Groups**, highlight **Pharmacist** and press **Enter** twice.
15. Click **Save** or press **Enter** to save the user information.
16. Click **Cancel** or press **Esc** to close out of the user maintenance window.

How to Run an Update

1. From the **Main Terminal** go to **File** → **List Program Updates.**
2. Click on **Check Kroll** or press **CTRL+K** on the keyboard. This will grab all available updates from the Kroll Server.
3. Place a checkmark next to the update(s) you would like to download (prescription filling can continue during this step).
4. Subsequent to downloading the updates, highlight the update you want to **upload** and click **Run Update** or press **Enter** (prescription filling should STOP during this step).
5. Follow the instructions to complete the update.

How to Check Interactions

1. Click on the **Utilities Menu** and select **Check Interactions**. If you prefer using the keyboard, press **ALT+U** and the letter **I**.
2. Under the **Drug Search Criteria**, enter the drug name and press **Enter** to search.
3. Highlight the drug of interest and press **Enter twice.**
4. Under the **Drug Search Criteria**, enter the second drug and press **Enter** to search.
5. Highlight the second drug of interest and press **Enter twice**.
6. Enter a third, fourth, fifth, etc, drug using the above method if required.
7. When you have added all the drugs, click **Perform Analysis** or press **Enter** to check interactions.
8. Place a checkmark next to the FDB information you want to retrieve.
9. When all desired options are checked, click **OK** or press **Enter** on the keyboard.

10. A **Clinical Reports** window will appear with data in separate tabs.
11. Navigate from tab to tab by clicking on the **tabs** at the top of the screen, or by pressing **Enter.**
12. Print any of the clinical reports by clicking **Print** or pressing **CTRL+P** on the keyboard.
13. Close out of the **Drug Analysis Form** by pressing the **Esc twice**.

Patient

How to Search a patient

1. Press **F3** from the **ALT+X Start Screen**.
2. Type in any part of the **Last Name** then comma (,) **First Name**.
3. **OR** type a period (.) followed by the patient **Quick Code** (e.g. .smithj).
4. **OR** type the patient's 7 or 10 digit phone number.
5. **OR** type the number sign (#) followed by the third party billing number.
6. **OR** type the letters "AR" followed by accounts receivable number (e.g. AR11111).
7. **OR** type the letters" AR:" followed by the accounts receivable letters (e.g. AR:abcde).
8. **OR** type "*" and any consecutive letters of the patient's first or last name (i.e. "*mit" to search for Smith).
9. Click the **Search** button or press **Enter** on the keyboard to execute the search.

How to Do an Advance Patient Search

1. Press **F3** from the **ALT+X Start Screen**.
2. Place a checkmark in the **Advanced** check box.
3. Additional parameters are now available to search by **Address**, **City**, **Birthdate**, **Nursing Home (NH)**, **SubPlan**, **Group**, and **Price Group**.
4. Optionally choose to show only **Active** or **Inactive** patients. (Note: An advanced patient search will search both active and inactive patients by default)
5. Click the **Search** button or press **Enter** on the keyboard to execute the **Advanced** search.

How to Insert a New Patient

1. Press **F3** and search for the patient.
2. If the patient is not found, click the **Insert** button or press **Insert** on the keyboard.
3. Tab from one field to the next and enter all available patient information.
4. If the patient has a third party plan, please refer to the section on **How to Enter a 3rd Party Plan.**
5. When all pertinent patient information has been inputted, click **Save** or press **Enter**.

How to Copy a Patient

1. Press **F3** and search for the patient.
2. If the patient is not found, click **Copy Pat** or press **CTRL+Y**.
3. **Select a Patient to copy from** (i.e. Source Patient).
4. Highlight the appropriate patient entry and press **Enter twice**.
5. If the source patient has 3rd part plan(s), a prompt will appear to add the plan(s) to the new patient's file. Select **Yes** or **No** depending on whether the new patient has coverage under the source patient's plan.

6. The new patient will have address and phone number copied over from the source patient.
7. Continue filling out the rest of the patient information and press **Enter** to save the patient file.

How to Enter a 3rd Party Plan

1. Search for and call up a patient card.
2. Press **CTRL+P** to go to the **Plans** section.
3. Click **Ins** or press **Insert** on the keyboard to add a new plan.
4. From the **Plan** dropdown menu, select the applicable plan.
5. Depending on the plan selected, the Carrier ID, Group ID, Client ID and/or CPHA Pat Code may be greyed out. Fill out the **white** fields.
6. Place a checkmark next to **Always Use in Rx** if the plan is being applied to all prescriptions filled for the patient.
7. Ensure that the **Inactive** flag is **unchecked**.
8. Select the **Relationship** of the patient to the cardholder.
9. **Deduct Type** and **Deduct Value** is left blank for real-time plans.
10. Enter an optional **Expiry Date** for the plan.
11. Enter the **First Name** if it is different from what is listed in the Patient card.
12. Enter the **Card Holder Name** if the last name is different from the patient's last name.
13. Click **Save** or press **Enter** on the keyboard to save the plan information.
14. Click **Save** or press **Enter** on the keyboard again to save the patient card.

How to Add an Allergy

1. Search for and call up a patient card.
2. Press **CTRL+A** to go to the **Allergies** section.
3. Click **Ins** or press **Insert** on the keyboard to add an allergy.
4. Type in the allergy (e.g. penicillin) and click **Search** or press **Enter**.
5. Highlight the applicable allergy and click **Select** or press **Enter** on the keyboard.
6. Fill out the **Patient Allergy Information** form and click **OK** to save.
7. Click **Save** or press **Enter** to save changes made to the patient card.

How to Merge Duplicate Patients

1. From the **ALT+X Start Screen** go to **Utilities** → **Merge** → **Patient**.
2. In the **New Patient to be transferred TO** field, search for the patient you want to keep.
3. Highlight the patient you want to keep and **press enter twice**.
4. In the **Old Patient to be transferred FROM** field, search for the patient you want to remove.
5. Highlight the patient you want to remove and **press enter twice**.
6. On the right side of the screen, optionally select to merge **Patient Limited Use Items**, and **Patient Credit Cards**.
7. Click **Transfer** or press **Enter** on the keyboard to transfer the patient profile.
8. Answer **Yes** when asked "Do you want to delete the old patient".
9. Click **Cancel** or press **Esc** on the keyboard to close out of the patient merge function.

Drug

How to Search a Drug

1. Press **F5** from the **ALT+X Start Screen**.
2. Type in any part of the **Brand/Generic Name** then comma (,) **Strength**.
3. **OR** type the 5-8 digit **DIN**.
4. **OR** type the drugs 11-12 digit UPC.
5. **OR** type a period (.) followed by the drug **Quick Code** (e.g. .ATOR10).
6. **OR** type the number sign (#) followed by **Catalog Item Number**.
7. **OR** type "*" and any consecutive letters of drug name (i.e. "*sonex" to search for Nasonex).
8. Click the **Search** button or press **Enter** on the keyboard to execute the search.

How to do an Advanced Searching for Drug(s) that Do Not Initially Appear

1. Search for the drug; if the drug is NOT found, place a checkmark in the **Advanced** option box.
2. Under **Show Packs**, select the option for **All** (i.e. active and inactive drug packs) and click **Search** or press **Enter**.
3. If the drug is found through the **Advanced** search and the entry is marked in **Red**, it means that the pack is **Inactive**.
4. **Reactivate** the drug by calling up the drug card and placing a checkmark next to the **Active** flag (located below the 5 price fields).
5. Click **Save** or press **Enter** to save changes made to the drug card.

How to Do a Quick Price on a Drug

1. Go to **Utilities** → **Quick Price**. If you prefer using the keyboard, press **ALT+=**.
2. Search for the drug you want to generate a price for.
3. Highlight the applicable drug entry and press **Enter twice**.
4. Enter the **QTY** being dispensed.
5. OPTIONALLY enter a **Days** supply.
6. Change the **Plan** if there is a specific pricing strategy attached to the plan.
7. Click **Calculate** or press **Enter** on the keyboard to obtain pricing.
8. Click **Add** or press **Enter** to place the drug price into a "shopping list".
9. From the "shopping list" click or press **Insert** to add another drug to generate a running total.

How to View Generic Equivalents FROM DRUG CARD

1. Search for and call up the drug card that you would like to see generic equivalents for.
2. Click on the **Drug** menu and select **Show Generic Equivalents.**
3. If you prefer using the keyboard press **ALT+G** from the drug card.

How to View Generic Equivalents FROM THE RX SCREEN

1. View generic equivalents from the **Rx Screen** by pressing **ALT+G** on the keyboard.

How to Print Kroll Care FROM THE DRUG CARD

1. Search for and call up the drug that you would like to print information pamphlets for.
2. Click on the **Drug** menu and select **Print Kroll Care** (information sheets will print directly to the pharmacy`s default report printer).
3. If you prefer using the keyboard press **ALT+D** and then the letter **K**.

How to Print Kroll Care FROM THE RX SCREEN

1. Print Kroll Care from the **Rx Screen** by clicking on the **Rx Menu** and selecting **Print Kroll Care**.
2. If you prefer using the keyboard press **ALT+R** and then the letter **K**.

How to Add a Pseudo Din for a Drug

1. Search for and call up the drug card that you would like to add a pseudo DIN for.
2. Click on to the **Plans** tab, or if you prefer using the keyboard press **CTRL+P**.
3. Click the **Ins** button or press **Insert** on the keyboard to add a pseudo DIN.
4. Select the **SubPlan** from the dropdown menu (e.g. AHE, ESI, CS, etc.).
5. Place a **checkmark** in the **Default** box to bypass sending the DIN listed on the actual drug card.
6. Place a **checkmark i**n the **Covered** box if the SubPlan pays for the drug/product.
7. Enter the **Pseudo DIN**.
8. Enter a **Description** of the pseudo DIN.
9. Optionally place a check next to **Bill As Pack** if the plan needs to see the product billed as 1 pack.
10. Click **OK** or press **Enter** on keyboard to save the pseudo DIN.
11. Click **Save** or press **Enter** on the keyboard to save the changes made to the drug card.

How to View Drug Order History

1. Search for and call up the drug card you would like to view order history for.
2. Click on the **Drug** menu and select **View Order History for this Drug**.
3. If you prefer using the keyboard press **ALT+D** and then the letter **V**.
4. Information can be gleaned on when the item was ordered and received.

Doctor

How to Search a Doctor

1. Press **F7** from the **ALT+X Start Screen**.
2. Type in any part of the **Last Name** then comma (,) **First Name**.
3. **OR** type a period (.) followed by the doctor **Quick Code** (e.g. .smithj).
4. **OR** type the doctor`s 7 or 10 digit phone number.
5. **OR** type the number sign (#) followed by the doctor license number.
6. **OR** type "*" and any consecutive letters of the doctor's first or last name (i.e. "*omso" to search for Thomson).
7. Click the **Search** button or press **Enter** on the keyboard to execute the search.

How to Insert a New Doctor

1. Press **F7** and search for the doctor.
2. If the doctor is not found, click the **Ins-Insert** or press **Insert** on the keyboard.
3. Tab from one field to the next and enter all available doctor information.
4. If the doctor license number is not known, leave it blank and press **Enter** to save. You will receive a message saying "This doctor has no license number. Search the Doctor Listing for a matching doctor?" Select **Yes**.
5. If a matching doctor is found in the listing, highlight the doctor entry and press **Enter** twice.
6. If a matching doctor is NOT found in the listing, close out of the doctor listing window.
7. You will be asked "Do you want to assign a License Number of 99999"; answer accordingly.
8. Complete the remainder of the doctor card and click **Save** or press **Enter.**

How to Merge Duplicate Doctors

1. From the **ALT+X Start Screen** go to **Utilities** → **Merge** → **Doctor**.
2. In the **New Doctor to be merged TO** field, search for the doctor you want to keep.
3. Highlight the doctor you want to keep and **press enter twice**.
4. In the **Old Doctor to be merged FROM** field, search for the doctor you would like to remove.
5. Highlight the doctor you want to remove and **press enter twice**.
6. Click **Transfer** or press **Enter** on the keyboard to transfer the doctor profile.
7. Answer **Yes** when asked "Do you want to delete the old doctor".
8. Click **Cancel** or press **Esc** on the keyboard to close out of the doctor merge function.

How to Print a Call Doctor Label

1. After bringing up the prescription and noticing that there are no repeats left, click on the **Rx Menu** and select **print Authorization Label**.
2. If you prefer using the keyboard, press **ALT+R** and then the letter **Z**.

How to Print a Fax Doctor Report (For Single or Multiple Rx's)

1. Search and call up a patient card.
2. Press **SHIFT+F3** to bring up the patient medication profile.
3. Using the **spacebar**, mark all the Rx's that you want to fax the doctor for.
4. Click the **Extra Functions** button, or press the letter **X** on the keyboard and select **Fax Doctor(s)**.
5. Enter optional comments for the Fax Doctor Report and click the **Print** button, or press **CTRL+P** on the keyboard.

How to Print a Fax Doctor Report FROM THE RX FILLING SCREEN

1. From the F12 Filling screen, click on the **Report** menu and select **Fax Doctor.**
2. If you prefer using the keyboard press **ALT+O** and then the letter **F**.
3. Enter optional comments for the Fax Doctor Report and click the **Print** button, or press **CTRL+P** on the keyboard.

Prescriptions

How to Place a Prescription On Hold

1. Fill out all the fields in the F12 Filling screen and then click on the **Rx Menu** to select **Make Rx Unfilled.**
2. If you prefer using the keyboard, press **ALT+R** and the letter **U.**
3. Click or press **F12** to Unfill the prescription.

How to Fill a Not Dispensed Rx

1. Fill out all the fields in the F12 Filling screen and then click on the **Rx Menu** to select **Extra Functions** and then **Make Rx Not Dispensed**.
2. If you prefer using the keyboard, press **ALT+R** and the letter **X**, then the letter **N**.
3. Click or press **F12** to complete the Not Dispensed Rx.

How to Inactivate a Prescription FROM THE PATIENT PROFILE

1. Press **F3** to search for the patient and press **SHIFT+F3** to bring up the profile.
2. Use the **spacebar** to mark the prescription(s) you wish to inactivate.
3. Press the Letter **I** to inactivate the prescriptions.
4. Answer **Yes** when asked "Are you sure you want to inactive these Rx(s)?"

How to Inactivate a Prescription FROM THE RX FILLING SCREEN

1. Call up the prescription you want to inactivate in **Modify** mode.
2. Click on the **Rx Menu** and select **Inactivate Rx**.
3. If you prefer using the keyboard, press **ALT+R** and then press the letter **I**.
4. Answer **Yes** when asked "Are you sure you want to inactivate this Rx?"

How to Copy a Prescription

1. Press **F3** to search for the patient and press **SHIFT+F3** to bring up the patient profile.
2. Use the **spacebar** to mark the prescription(s) you wish to copy.
3. Click **F-Refill** or press **F** on the keyboard to bring up the prescription(s) in refill mode.
4. Click on the **Rx Menu** and select **Copy Rx.**
5. If you prefer using the keyboard, press **ALT+R** and then press the letter **Y**.
6. Answer **Yes** when asked "Are you sure you want to Copy this Rx to a new number?"
7. Enter the number of **Repeats** and click **OK** or press **Enter** on the keyboard to continue.

How to Transfer an Rx FROM Another Store

1. Fill out all the fields in the F12 Filling screen.
2. Click on the **Rx Menu** and select **Transfer Rx From other store.**
3. If you prefer using the keyboard, press **ALT+R** and then press the letter **F**.
4. Fill out the necessary **transfer-in** details and click **OK** or press **Enter** to continue.
5. Click or press **F12** to fill the transfer-in Rx.

How to Transfer an Rx TO Another Store FROM THE PATIENT PROFILE

1. Search for and call up a patient card and press **SHIFT+F3** to bring up the patient profile.
2. Use the **spacebar** to mark the prescription(s) you wish to **transfer-out**.
3. Click on the **Extra Functions** button or press the letter **X** and select **Transfer Rx(s)**.
4. Fill out the **transfer-out** details and click **Transfer** or press **Enter** to print the **Transfer Report**.
5. Answer **Yes** when asked "Do you want to print Transfer Report?"

How to Transfer an Rx TO Another Store FROM THE RX FILLING SCREEN

1. Call up the prescription you want to **Transfer Out** in **M-Modify** mode.
2. Click on the **Rx Menu** and select **Transfer Rx To other store.**
3. If you prefer using the keyboard, press **ALT+R** and then press the letter **T**.
4. Fill out the **transfer-out** details and click **Transfer** or press **enter** to print the **Transfer Report.**
5. Answer **Yes** when asked "Do you want to print Transfer Report?"

How to Fill in Multiples of the Drug Pack Size

1. Fill out the Patient, Drug, Doctor, SIG information from the F12-Filling screen.
2. In the **Disp Qty** field (i.e. Dispense Quantity), enter the number of packs being dispensed followed by the letter "P" (e.g. "3P" for 3 packs). Kroll will multiply the drug's pack size by the number of packs indicated.

How to Fill Multiple Rx's from the ALT+X-Start Screen

1. Go to the ALT**+X-Start Screen**.
2. Type in the first Rx number you want to refill followed by a forward-slash "/" (e.g. 7000001/).
3. Type in the second Rx number you want to refill followed by a forward-slash "/" (e.g. 7000001/7000002/).
4. Continue inputting refills in the same manner as step 2 and 3.
5. Press **F12-New Rx** to call up the refills.
6. Fill the prescriptions one by one by pressing **F12-Fill Rx**.

How to Owe a Drug BEFORE FILLING THE RX

1. If you notice that you do not have enough inventory to supply a prescription **before** it is filled, access the **Rx Menu** and select **Owe Quantity,** or if you prefer the keyboard press **ALT+R** and then the letter **W.**
2. Enter the quantity that you would like to owe the patient.
3. Click **OK** or press **Enter** on the keyboard to save changes.
4. Click or press F12 to fill the prescription. Two labels will be printed; one for the amount being dispensed and another for the amount being owed.

How to Owe a Drug AFTER YOU HAVE FILLED THE RX

1. If you notice that you do not have enough inventory to supply a prescription **after** it is filled, go the **ALT+X Start Screen**.
2. Enter the **Rx Number** and press **CTRL+R** to **Reprint** the label.
3. Enter the quantity that you would like to owe the patient in the **Owe Qty** field.

4. Click **Yes** or press **Enter** on the keyboard. Two labels will be printed; one for the amount being dispensed and another for the amount being owed.

How to Enter an Intervention Code

1. If you are not automatically prompted to enter an **Intervention Code**, click on the **Rx Menu** and select **Interventions/SA Numbers**.
2. If you prefer using the keyboard press **ALT+R** and the letter **V**.
3. Enter an **Intervention Code** by pressing the **F2** button located on the far right of the input field, or by pressing **F2** on the keyboard.
4. Highlight the applicable **Intervention Code** and click **OK** or press **Enter** to select.
5. If there is more than one intervention code, follow the same procedure above and input the intervention code into the **Intervention Code 2** field.
6. Proceed to fill the prescription with interventions by clicking or pressing **F12.**

How to Enter a Section 8 (ICR #) – ONTARIO Only

1. If you are not automatically prompted to bill ODB with a **Section 8**, click on the **Rx Menu** and select **Interventions/SA Numbers**.
2. If you prefer using the keyboard press **ALT+R** and the letter **V**.
3. Enter the **ICR #** in the **Special Authorization** field and click **OK** or press **Enter** on the keyboard.
4. To verify that the **Section 8** is being submitted to ODB, return to the filling screen and look to the right of the ODB plan, it should say **SA#: ICR###-#####.**
5. Proceed to fill the prescription with a Section 8 by clicking or pressing **F12**.

How to Enter a Limited Use Code – ONTARIO Only

1. If you are not automatically prompted to bill ODB with a **Limited Use Code**, click on the **Rx Menu** and select **Interventions/SA Numbers.**
2. If you prefer using the keyboard press **ALT+R** and the letter **V**.
3. Enter the **Limited Use Code** in the **Reason Code** text box, or press the **F2** button to view **Limited Use Codes** applicable to the particular drug being used in the prescription.
4. To verify that the limited use code is being submitted to ODB, return to the filling screen and look to the right of the ODB plan, it should say **RC: ###**.
5. Proceed to fill the prescription with a Limited Use Code by clicking or pressing **F12**.

How to Create OTC Labels

1. Click on the **Utilities Menu** and select **Labels** → **Free From Label**, or if you prefer using the keyboard press **ALT+U** and the letter **U** and then the letter **F**.
2. Enter all the information you want to print on the label in the white box.
3. Select to print the label from the **Default Printer,** or the **ManRex Printer** (if available).
4. Click **Print** or press **Enter** on the keyboard to print the label, or click **Preview** to view the label before printing.

How to Open Multiple Kroll Sessions

1. Open a second session by clicking on the **Sessions Menu** and selecting **Session 2**.
2. If you prefer using the keyboard press **ALT+2.**
3. Log in to the session by entering your Kroll initials and password.
4. Open additional sessions using the same method described above, but selecting **Session 3**, **Session 4**, etc.

How to Shrink the SIG on Vial Labels

1. Fill out all the fields in the F12 screen and then click on the **Label Menu** to select **Half Size SIG.**

Mixtures

How to Search for Mixtures

1. From the **F5 Drug Search**, place a checkmark next to **Mixture**,
2. **OR** press **CTRL+M** on the keyboard.
3. **OR** place an **@** sign in the drug search field.
4. **OR** type "*" and any consecutive letters of the mixture **Description** (i.e. "*drocort" to search for a mixture description containing hydrocortisone).
5. Type in any part of a mixture component followed by a comma to search for mixtures that contain that component (e.g. Type "hydrocort," or "hydro," to search for mixtures that contain hydrocortisone).
6. Search for a mixture that contains more than one component by entering any part of the first component followed by a comma, and then any part of the second component followed by another comma, etc. (e.g. Type "hydrocort, menth," to search for mixtures containing hydrocortisone and menthol).
7. I f you know the name (i.e. description) of the mixture, type any part of the description in the mixture search field.
8. If a **QuickCode** is available for the mixture, type in a period (.) followed by the **QuickCode**.
9. After entering the mixture search criteria, press **Enter** to search.
10. Highlight the applicable mixture and press **Enter** to call up the mixture card.

How to Insert a Mixture

1. Search for the mixture (refer to "How to Search for Mixtures").
2. If no mixture is found, click **Ins-Insert** or press **Insert** on the keyboard.
3. A prompt will appear: "You cannot insert a new mixture until you have searched for inactive mixture items. A search for inactive mixtures will now be performed, and if you still don't find the mixture you're looking for, then you may press/click insert again to add it."
4. Press **OK** on the prompt to perform an advanced search for inactive mixtures. If the correct mixture is not found, click **Ins-Insert** or press **Insert** on the keyboard.
5. Optionally enter a **QuickCode.** This code is used to search for the mixture; enter a code that is easily remembered.
6. Tab to the **Name** field. This field is printed on the vial label so be as descriptive as possible.

7. Tab to the **Enter Proportions by** option. Most mixtures will be created in percentages, but if you need to create a mixture using different proportions, check off your selection and indicate the **Base Quantity** where applicable.
8. Tab to the **Form** field and enter the form of the mixture (e.g. ML(Liquid); GM(Cream), etc.).
9. Tab to the **Schedule** field and enter the schedule of the mixture.
10. Tab to the **Oral/Written** field. If the mixture contains narcotics, you must specify either **Oral/Written** or **Written Only**. The selection in this field will determine if oral or written specification is required at the prescription filling level.
11. Tab to the **Mix Type** field and select the applicable entry.
12. Optionally fill out the **Price Group** and **Provincial PIN** field.
13. If the mixture has an **Expiry Date,** enter the number of days the mixture will keep. A calculated expiry date will print out on the vial label.
14. Tab to the **Reportable** option. Check this flag if the mixture contains a narcotic component.
15. Tab to the **Methadone** option. Check this flag if the mixture is methadone.
16. Tab to the **Active** option. Check if this mixture is currently being used in prescriptions.
17. Tab to the **Mixture Time** field. This is where users input mixture times as it pertains to a variable dispense quantity.

    For Example:

If Rx Qty =>	Minutes
0	5
50	8
100	10

    The above mixture time means that from 0-50 grams, the system will charge 5 minutes of mix-time; from 50-100 grams, the system will charge 8 minutes of mix-time; and anything above 100 grams will be charged 10 minutes of mix-time.

18. Tab to the **Components** field. Users will enter the components of the mixture here.
19. Click **INS** or press **Insert** on the keyboard to add a component.
20. A drug lookup search screen will appear. Search for the first component of the mixture and press **Enter** to select it into your mixture card.
21. The **Compound Component** screen will appear. Enter the **percentage** of the component.
22. Third party plans also want to know which component is the **Active Ingredient**. If the component is the active ingredient, check off **Active component for 3rd party**.
23. Press **Enter** to save the **Compound Component** screen.
24. Repeats steps 20 to 23 until all components are entered into the mixture card.
25. When all components for the mixture have been entered, click the **Cancel** button on the drug search window, or press the **Esc** on the keyboard.
26. Click **Save**, or press **Enter** to save the completed mixture card.

How to Add a Pseudo Din for a Mixture

1. Search for and call up the mixture card you would like to add a pseudo DIN for.
2. Click on to the **Plans** tab, or if you prefer using the keyboard press **CTRL+P**.
3. Click the **Ins** button or press **Insert** on the keyboard to add a pseudo DIN.
4. Select the **SubPlan** from the dropdown menu (e.g. AHE, ESI, CS, etc.).
5. Place a **checkmark** in the **Default** box to bypass sending the DIN of the mixture's active component, and instead send the pseudo DIN.
6. Optionally place a **checkmark** in the **Covered** box if the SubPlan pays for the mixture.
7. Enter the **Pseudo DIN**.
8. Enter a **Description** of the pseudo DIN.
9. Optionally place a checkmark next to **Bill As Pack** if the SubPlan needs to see the mixture billed as 1 pack.
10. Click **OK** or press **Enter** on keyboard to save the pseudo DIN.
11. Click **Save** or press **Enter** on the keyboard to save the changes made to the mixture card.

McKesson Ordering & Receiving

McKesson Sending

1. Go to the **Utilities** menu.
2. Go to **Drug Ordering**.
3. Select **Generate Orders**.
4. Select **Automatic**.
5. Your suggested order will appear. Make any changes by highlighting an item and clicking **F2-Edit Order Quantity**, or pressing **F2** on the keyboard.
6. To remove an item from the drug order, highlight the item and click **Delete Item**, or press **Delete** on the keyboard.
7. To manually add an item to the order, click **Ins-Add Item** or press **Insert** on the keyboard. Search for the item from the **Insert Order Item** screen and press **Enter** to select. Input the number of units being ordered.
8. After reviewing the order, click on **Place Order.**
9. In the **Create Purchase Order window**, type in the **Narcotic Code** and press **Enter.**
10. Answer **Yes** when asked if you want to sent he order electronically.
11. Click on the **Communicate** button.
12. The system will now send the order to PharmaClik.
13. Print the Purchase Order Report if desired.

McKesson Receiving

1. Go to the **Utilities** menu.
2. Go to **Drug Ordering.**
3. Go to **Communicate With**.
4. Select **McKesson**.
5. Press the **Communicate** button.
6. The system will now attempt to retrieve the McKesson order.
7. When the system successfully retrieves an invoice from McKesson, a message will appear; **An Invoice file was retrieved. It will now be processed.** Press **Enter**.
8. The order will appear will all the items and prices being received into Kroll.
9. If received quantities or prices need to be adjusted, highlight the item that requires editing and press **F2** on the keyboard.
10. If the order is correct, click **Receive** on the upper right corner.
11. To **Defer** the invoice for receiving at a later time, click **Defer**. This will place the invoice in **Utilities** → **Drug Ordering** → **Electronic Invoice Receiving** for receiving at a later time.

Common Reports

Plan summary

This report is used to ring values into the till every night. It is NOT used to reconcile drug plans since it gives gross profit values.

1. Go to the **Reports menu**.
2. Select **Rx**.
3. Select **Plan Summary**.
4. Set the **Date Range**.
5. Click **Print**.

Network Totals

This report is done every evening before closing. The report gives the total of what was adjudicated to each third party plan.

1. Go to the **File menu** and select **Exit**.
2. Do you want to exit = **YES**
3. Do you want the Dayend Label = **YES**
4. Do you want to get the Network Totals = **YES**
5. When completed, ensure that the Kroll Windows Session Manager has exited completely.

*A second method to print **Network Totals** (this method allows you to specify the date of the report):

1. Go to the **File menu**.
2. Select **Network Totals**.
3. Set the **Date Range**.
4. Click **Print**.

Narcotic Report

This report is generally printed very 2 weeks (this may vary from pharmacy to pharmacy). The report includes all narcotic prescriptions filled for a given time period.

1. Go to the **Reports Menu**.
2. Select **Drug.**
3. Select **Narcotic Report**.
4. Set the date for a 2 week period.
5. Click **Print**.

Tax Receipt

This report prints a lump sum value of the total paid by a patient for prescriptions during a given time period. The report does NOT list the names of medications.

1. Pull up the patient card.
2. Go to **Reports**.
3. Select **Tax Receipt**.
4. Set **Date Range** for the report parameters.
5. Click **Print**.

Medical Expense

This reports prints the total paid by a patient for prescriptions during a given time period, AND prints the names of each medication.

1. Pull up the patient card.
2. Go to **Reports.**
3. Select **Medical Expenses**.
4. Set the **Date Range** for the report parameters.
5. Click **Print.**

Medical History

This report provides the user with the drugs that a patient is on for a given time period, but does not include any payment or billing information.

1. Pull up the patient card.
2. Go to **Reports**.
3. Select **Medical History**.
4. Set the **Date Range** for the report parameters.
5. Click **Print**.

SIG Listing

This report allows users to print off all the SIG tokens available on their system and to view the associated expansions.

1. From the **ALT+X – Start screen**, go to **Reports**.
2. Select **Other**.
3. Select SIG **Code Listing.**
4. Select the **Language** and sort by **Token.**
5. Click **Print.**

Drug Inventory Listing

This report provides a listing of all drugs in the database. The report can be configured to include or exclude various under the **Options** tab.

1. From the **ALT+X – Start screen**, go to **Reports**.
2. Select **Drug**.
3. Select **Drug Inventory Listing Report.**
4. Click on the **Options** tab of the report to mark various configurations that control the inclusion/exclusion of certain drugs.
5. Click **Print.**

Kroll Quick Reference Sheets

Kroll Windows Quick Reference Sheet

F3 - Patient

- SHIFT F3 - All Rx Profile
- SHIFT F4 - All Rx Profile
- SHIFT F5 - Active Rx Profile
- SHIFT F6 - Refillable Rx Profile
- SHIFT F7 - Pricing Profile
- SHIFT F8 - Not Dispense/OTC Profile
- SHIFT F9 - All Rx's Filled in Error
- ALT D - View FDB Analysis
- CTRL R - View AR Profile
- CTRL L - Last Name
- CTRL H - Phone Number
- CTRL B - Birthday
- CTRL G - Groups
- CTRL O - Comments
- CTRL P - Plans
- CTRL A - Allergies
- CTRL R - Medical Conditions
- CTRL E - Preferences
- CTRL I - Extra Info
- CTRL N - Nursing Home
- F1 - Help
- CTRL F - Family
- CTRL T - Charting

F5 - Drug

- ALT D - View FDB Info
- ALT G - Show Generic Equivalent
- ALT = - Quick Price
- CTRL SHIFT R - Receive Drug
- CTRL M - Name
- CTRL G - Groups
- CTRL P - Plans
- CTRL R - Ordering
- CTRL C - Counseling
- CTRL S - Drug Sub
- CTRL O - Comments
- CTRL E - General
- CTRL I - Extra Info
- CTRL U - Usage
- CTRL K - Kroll Care
- F1 - Help

F5 CTRL M - Mixture

- ALT D - View FDB Information
- Insert - Insert Component
- CTRL Q - Quick Code
- CTRL S - Instructions
- CTRL P - Plans
- CTRL T - Components
- CTRL G - General
- CTRL O - Comments
- CTRL I - Extra Info
- F1 - Help

Kroll Windows Quick Reference Sheet

F7 - Doctor

- CTRL L - Location
- CTRL A - Add Location
- CTRL M - Modify Location
- CTRL D - Delete Location
- CTRL H - Phone Numbers
- CTRL G - Groups
- CTRL O - Comments
- CTRL E - Designation
- F1 - Help

F12 - Rx

- ALT Q - Interactions
- ALT G - Generic Equivalents
- ALT N - Nursing Home Info
- CTRL SHIFT G - Print Generic on Label
- CTRL P - Patient
- CTRL D - Drug
- CTRL S - Sig
- CTRL O - Doctor
- CTRL Q - Disp Qty
- CTRL R - Refills
- CTRL L - Labels
- CTRL P - Plans
- CTRL N - Pricing
- CTRL E - Dates
- CTRL U - Unit Dose
- F1 - Help

ALT X - Start Screen

- CTRL M - Modify Rx
- CTRL R - Reprint Rx
- CTRL C - Cancel Rx
- CTRL SHIFT M - Modify Specific Refill #
- CTRL SHIFT R - Reprint Specific Refill #
- CTRL L - Last Regular Rx Number
- CTRL N - Last Narcotic Rx Number
- CTRL W - Whats New
- CTRL A - Pending Adjudication
- CTRL T - Rx To Do
- CTRL X - Rx Totals
- ALT 1 - 8 - Sessions 1-8
- ALT 0 - Session Manager
- F1 - Help

General

- CTRL A - Advance Search from Searches
- Insert - Insert new item
- F2 - Modify item
- Delete - Delete item
- SHIFT CTRL C - Order From Catalog
- CTRL ← or → or ↓ or ↑ - Move between items