PrescribeIT™ 2.2
User Guide
## Revisions and Approvals

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Introduction

What is PrescribeIT™

Canada Health Infoway is working with Health Canada along with provinces and territories, and industry stakeholders like Kroll to create, operate and maintain a financially self-sustaining, e-prescribing service, known as PrescribeIT™. This will be a single service that can be scaled for use across the country enabling prescribers to electronically transmit a prescription to a patient’s pharmacy of choice.

The service will provide safer and more effective medication management by connecting community-based prescribers (such as physicians and nurse practitioners) through their existing electronic medical records (EMR), to community retail pharmacies to enable the electronic transmission of prescriptions. PrescribeIT™ will reduce the use of paper prescriptions, enhance patient safety, reduce fraud, improve continuity of care, optimize jurisdictional drug information system investments, and facilitate better health outcomes for Canadians.

What is e-Prescribing?

E-Prescribing is the secure electronic creation and transmission of a prescription between an authorized prescriber and a patient’s pharmacy of choice, using clinical Electronic Medical Record (EMR) and pharmacy management software. E-Prescribing does not include prescriptions that are digitally generated, but then printed by physicians to be manually delivered to pharmacists by patients. When embedded directly in the physician’s EMR solution, e-Prescribing can leverage integrated clinical decision support programs that will automatically generate alert messages if/when a negative drug interaction or potential dosage error is detected while the physician is generating the prescription. This ensures that the physician is aware of potential conflicts based on the patient’s profile before the final prescription is issued, reducing potential negative outcomes.
In order to see which Rxs were retrieved from PrescribeIT™ and the different types of orders, add the columns To Do Origin and To Do Type within your pharmacy’s To Do/Data Entry queue within workflow.

From anywhere within the grid, right click with the mouse and select Change Columns.

1. Locate the To Do Origin and To Do Type.
2. Click the checkbox in front of To Do Origin and To Do Type, so that the checkmark appears.
3. Click Move up or Move Down to move the position to a location where it will be visible to the user when viewing Rxs To Do.
Searching for a Provider on the PrescribeIT™ Registry

The PrescribeIT™ Doctor Registry is a register of all prescribers linked to PrescribeIT™. These doctors are able to send and/or receive prescriptions through the PrescribeIT™ service.

To Search for a Provider on the PrescribeIT™ Registry:

1. Navigate to an existing F7 Doctor Card or create a new doctor.

2. Under the Addresses box click eRx ePrescribe, and select Add PrescribeIT™.

**NOTE:** Only the address associated to the selected Location will be linked. If the prescriber has multiple addresses that are PrescribeIT enabled, linking needs to be performed for each address.

The e-Prescribe Doctor Search form appears.
There are various ways to search for a prescriber within the registry:

- Given or Family name
- Address
- Licence number
- City and Telephone number

**NOTE:** The more information that is entered into this form, the more precise the results returned will be.

3. Once results are returned, double click on the correct provider to bring up all PrescribeIT™ enabled locations they are associated with.

4. Highlight the location and click **Select**.

**NOTE:** If the prescriber has more than one PrescribeIT enabled location, multiple results will be returned. It is **important** that the correct address is selected and it matches the selected local address.

**NOTE:** If a local address is entered on the selected Location, it will be populated in the address fields on the ‘ePrescribe Location Selection’ form otherwise these fields will be blank.
The 'Update doctor from the Network' form appears.

5. Select the data you wish to import into the local doctor profile and click Continue and **Update**. A window will then display asking the Doctor to be linked to the network record.

6. Click **Save**.
7. On the local doctor record, click **Save**.

Once a doctor has been linked to PrescribeIT™, two icons will display beside the PrescribeIT™ button; the e icon denotes e-Prescribing, while the mail icon denotes clinician communication.

**NOTE:** In the event that functionality becomes unavailable to a prescriber, the icon related to this functionality will be crossed out. Refer to the sections describing how to update ePrescribing or Clinician Communication statuses in the “If at any time the doctor needs to be un-linked from the PrescribeIT™ record” section of this document.
When the doctor has more than one location they prescribe out of:

1. Create a new location by clicking **Add** in the ‘Addresses’ box.

2. Insert a new location name and click **Save**.

3. Repeat the steps for linking a prescriber and select the new location.
If at any time the doctor needs to be un-linked from the PrescribeIT™ record:

1. Click on the eRx ePrescribe button and select PrescribeIT™ to load the ePrescribe information screen.

From here the user can:

- Delete the **Doctor Reference**
- Delete the **Location Reference**

**NOTE:** The Allow eRenewal and Allow Clinical Communication check boxes are read-only and are enabled based on the Provider Registry results. By clicking **Refresh Permissions/Verify Demographics** button, the user can update the Clinical Communication status of a PrescribeIT™ registered prescriber. Also, if the Allow Clinical Communication checkbox is disabled and a clinical communication is received from the prescriber, the checkbox will be enabled.
PrescribeIT™ and Narcotic Prescriptions

Providers are permitted to prescribe narcotic, controlled and targeted medications via PrescribeIT™ and pharmacies are permitted to dispense such medications received by PrescribeIT™.

Part Fills are possible with PrescribeIT™ and can be utilized for monitored substances.

**NOTE:** Prescribers are being asked to not prescribe methadone through PrescribeIT™ at this time. There are many complex regimens prescribed for methadone patients and the PrescribeIT™ team continues to analyze the various workflow impacts of moving this process to e-prescribing.

Retrieving and Filling a Doctor Initiated New PrescribeIT™ Rx Request

All PrescribeIT™ prescriptions received in the pharmacy will be placed in the Rx’s To Do/Data Entry queue. To retrieve and fill a Doctor Initiated New PrescribeIT™ Rx Request.

1. To fill a PrescribeIT™ prescription.
   a. Highlight the record in the Rx’s To Do and press F-Call up Rx(s).
   b. Alternatively, click the Get Work button to call up all prescriptions in the queue one-by-one.

**NOTE:** If the patient does not exist in the local system, the ADT (Automated Data Transfer) Wizard will display. The ADT Wizard will assist in locating or inserting a new patient.

**NOTE:** When a prescription is called up that is in the same Work Order as another prescription(s) (as indicated by the number in the WO# column), a prompt will be displayed that there are other Rxs that belong to the same Work Order and user can choose to call up the other Rxs in the same work order as well.
4. If there are no potential patient matches found, click Search.

5. Click *Ins Insert* to add a new patient.

All information provided by the prescribers EMR system will automatically be populated in the local record.

**NOTE:** If a PHN is provided by the EMR, it needs to be manually added by selecting the appropriate subplan.
6. Click **Save**. Patient record is saved.

The ADT Wizard window displays to continue locating and inserting patient specific data.

7. Click **Next**.
Adding Patient Allergies

**NOTE:** If the prescriber has indicated that the patient has allergies, the user will be alerted to add these to the Local Patient Profile.

1. To insert an allergy, click **Ins**.

   ![Image of ADT Wizard window showing allergy insert and selection process]

   The ‘Select an Allergy’ window appears. Search and click on the Allergy.

   ![Image of Select an Allergy window showing latex allergy selection]

   The ‘Select an Allergy’ window appears. Search and click on the Allergy.
2. Click Select. ADT Wizard window appears with ‘Local Patient Allergy Details’ fields filled.

3. Click **Next** to continue adding more allergies.

**NOTE:** If the system detects a potential patient match, it will be displayed in the ADT Window.
4. In the Selected Patient section, select the patient from the Drop Down to insert their local demographics into the ADT window. Cross reference the information to ensure the correct patient is matched.

**NOTE:** If a PrescribeIT™ prescription has been linked to an incorrect patient, please see the Unlinking Patients section of this document.

**NOTE:** Once the patient has been located or added, the system will then attempt to locate the medication. This is done in one of 3 ways; by DIN, HICL or Drug name.
5. If the doctor entered the medication by DIN, the system will locate all drug pack record with that DIN. If only one drug pack exits in the system for the specified DIN or HICL number, it will automatically be inserted in the F12 – Fill Screen.

**NOTE:** If the prescriber has not specified a DIN in the e-Prescription, the system will attempt to locate the medication by a representative DIN. All drug records that match that number will be displayed. Please note that this will display all forms for that molecule as well as all the different strengths. It is up to the user to choose the medication based on strength and form prescribed, as well as patient preference and/or physical stock.
**NOTE:** In cases where the prescriber has not entered a DIN or HICL, it is up to the user to type in the name and locate the medication.

**NOTE:** Compound or Mixture medications can be searched by name. The ingredients and quantities in the mixture will be listed in the External Order name.
6. If no matches are located, insert the mixture as new (Please refer to the Kroll User Manual p.253 on how to enter a new mixture).

**NOTE:** In addition to Mixtures, prescribers can send prescriptions for devices such as glucose test strips and medical aids. These too, can be searched for and located by name.

Once the patient and medication have been entered and/or located and inserted into the F12 filling screen, the prescriber will be located and inserted.

**NOTE:** If the Prescriber already exists in the system, they will be automatically inserted into the F12 screen. Prescribers are located and matched on Last Name, First name and licence number. If the prescriber does not exist in the local system, the user will be prompted to add the doctor.
7. Click **Ins** to insert and create the local doctor record.

All other prescriber specific information (address, phone number, etc.) received in the prescription will automatically populate in the Local Doctor (F7) record.

**NOTE:** Once the doctor is created, link them to the PrescribeIT registry (see page 3 on how to link a provider).

**NOTE:** If the doctor has more than one location, the correct location will need to be selected from the Loc drop down menu on the F12 screen.
PrescribeIT™ Deferred Prescriptions

If a patient does not have a preferred Pharmacy in mind when having prescriptions written at a PrescribeIT™ enabled clinic, the prescriber can provide the patient with a paper copy while simultaneously sending an electronic version of the prescription to PrescribeIT™. These are known as PrescribeIT™ deferred prescriptions.

The paper copy of the prescription includes a PrescribeIT™ Rx Id Barcode that can either be scanned using a hand held scanner, or manually inputted to retrieve the electronic version of the prescription at a PrescribeIT™ enabled pharmacy.

The paper copy of the prescription that the patient hands into the pharmacy is the AUTHORITATIVE VERSION.

For provinces where it is required, the authoritative printed copy can be scanned into Kroll.

Retrieving and Filling a Deferred Rx

1. Navigate to the F3 card of the patient. Create the patient as new if they do not exist in the local system (Please refer to the Kroll User Manual Page 71 –Creating Patient Records).

   NOTE: In order to retrieve a deferred PrescribeIT™ prescription, the patient last name in the local system must exactly match the patient last name on the printed copy.

2. Click on the patient menu along the top of the screen and select Retrieve PrescribeIT™ Order.
3. Using a handheld scanner scan the PrescribeIT™ Rx ID barcode that is printed on the paper prescription. The Rx ID can also be manually typed into the field.
4. Once the barcode is typed or scanned in, click on Retrieve Rx Order.

5. The medication(s) in the order will be placed in the To Do/Data Entry Screen. The user may wish to fill the prescriptions now, or at a later time.
6. Select the appropriate option. Call the deferred prescription(s) up to fill.

**NOTE:** The External Rx Order states 'This order is not Electronic Authoritative. A paper copy is required'.

![External Rx Order](image-url)
**Unlinking Patients**

When an electronic prescription or Clinician communication is received for a patient for the first time, a user must correctly link the patient via the ADT Wizard.

It is a rare occurrence for incorrect patients to be linked. However, this may happen and all subsequent prescriptions and clinician communication will be automatically linked to the wrong patient.

A user may break the link between the incorrect patient and PrescribeIT™ in this case.

**Unlinking Patients without any filled prescriptions**

An incorrect patient has been linked to a PrescribeIT™ incoming prescription.
1. Call up a PrescribeIT™ prescription for the patient from Rxs To Do/Data Entry.

2. Click on the Unlink button on the External Rx Order.

3. Click on Yes when prompted ‘Are you sure you want to unlink this patient?’

4. The prescription will be in the Rxs To Do/Data Entry queue in its original state, with no local patient identified.
5. The next time the user recalls the PrescribeIT™ prescription from the Rxs To Do/Data Entry queue to fill, the ADT wizard will launch.

Unlinking Patients when Prescriptions have been filled incorrectly
1. An incorrect patient is linked with an incoming electronic prescription.

Clicking the Unlink button will prompt the user that there are PrescribeIT™ prescriptions that must be cancelled first before the unlink can occur.
2. From the patient’s local medication profile, locate the PrescribeIT™ prescription(s) and click cancel.

![Image of PrescribeIT™ user interface with the option to cancel a prescription]

3. Select the option **Filled in Error – Remove from profile**.

![Image of PrescribeIT™ user interface with the option to cancel a prescription]

**NOTE:** After each PrescribeIT™ prescription is cancelled and marked as ‘Filled in Error’ and the patient is unlinked, the Rx will be returned to the To Do/Data Entry Queue to be re-linked to the correct patient and file.
4. After all PrescribeIT™ prescriptions have been cancelled, call up a prescription from To Do. Click on the Unlink button and select Yes when prompted to unlink the patient.

The link has now been broken. All subsequent prescriptions will no longer be linked with the incorrect patient and on the next new electronic prescriptions the ADT wizard will launch, prompting the user to search and select a local patient.

NOTE: Before a patient can be unlinked, all previous PrescribeIT™ prescriptions filled for the incorrect patient must be cancelled and marked as a mistake.
The External Rx Order

The external RX order will appear each time a PrescribeIT™ prescription is called up to fill. This form contains all the information on the order as written by the prescriber.
The fields in the top portion of the External Rx Order

**Written Date**: The date the prescription was written by the prescriber.

**Do Not Dispense Before**: When populated, it tells the pharmacist to not dispense the medication to the patient before this date.

**Expiry Date**: The expiry date of the prescription. It is typically 365 days, but may be shorter for medications like narcotics.

**Patient**: Patient name and demographics are present in this section and can serve as validation that the correct patient is being served in the local Kroll system.

Patient Observations (height and weight) and allergies will also be present if the provider has specified any.

**NOTE**: Hover the mouse over the allergies to view a complete list if there are multiple allergies.
Drug: This section contains the drug name, DIN and form.

Strength: The strength to be dispensed will be displayed in this field if specified by the prescriber.

Monitored Flag: If the prescriber indicates that the medication includes a monitored ingredient a field will display - Monitored: Yes.

Provider: The provider section will display the prescriber’s full name, licence and full address. This ensures linking the prescriber with the correct PrescribeIT™ record.

SIG: The instructions for use as written by the prescriber. Check the box Use this SIG code text in the Rx to copy the SIG into the F12 – Fill screen or, you may also enter the SIG manually.

Dispense: The Dispense quantity, Days supply, Total Authorized quantity, Repeats as well as Maximum Dispense quantity (i.e. part fill) and Minimum Interval days will display in this section if specified.

NOTE: The system will auto-populate the quantities and days in the F12 filling screen from the External Rx Order if the units of measure match.
Detected Issues: If the prescriber has detected any issues with the patient’s medications they will be entered in this section. This can range from drug interactions to medication management issues.

Comments: Treatment type, indications for use, insurance coverage, and exception or reason codes will be entered in this section if provided by the prescriber.

NOTE: When there is a lot of information in the External Rx Order, use the scroll buttons to move up and down the form.

Pharmacist Instructions: Comments and information of importance to the pharmacist will be displayed in the Instructions section. This can include mixture preparation instructions, No Substitution direction, Min interval and Max dispense, and anything else the prescriber wishes to convey to the pharmacist.
**NOTE:** No Substitution will only be included in the Pharmacist Instructions, and is no longer displayed in its own field.

**NOTE:** The Maximum Dispense Amount and Minimum Dispense Interval will always denote the unit value. This is especially important when dispensing certain medications, like narcotics. The Max Dispense and Min Interval Days can be inputted into Kroll in the following fields.

![Image of Kroll interface](image)

The Maximum Dispense Amount if specified on the External Rx Order should be inputted into the Disp Qty field in Kroll.

**NOTE:** If the units of the maximum dispense matches the unit of measure in Kroll, the maximum dispense field will be auto-populated. If they do not match it is the user's responsibility to calculate the maximum dispense based on the unit of measure used in the system and what is specified in the External Rx Order.
Example: Grams vs. Tubes

Do not Auto-Fill and No E-Renewals: Occasionally the prescriber may specify ‘Do Not Auto Fill’ or ‘No E-Renewals’. Both will appear on the top-right corner of the external Rx order. Do Not Autofill means the prescription is meant to be posted to the patient profile to be dispensed later; Kroll will automatically make the prescription Unfilled.

NOTE: A user can override the Unfilled status by clicking the ‘Make Rx Unfilled’ menu button on the right side of the screen.
If the prescriber does not accept e-renewals, they will mark the prescription as 'No Doc e-Renewal'.

In the **Other** tab of the prescription, the option No Doc E-Renewal will be enabled. If the user attempts to send an e-renewal for this prescription, a warning will appear on the e-renewal form indicating 'eRenewal not desired'. The user is required to input a Reason for Renewal or close the form and remove the prescription from the renewal (untag the prescription from the patient profile and request renewal).
**Auto-Align Forms:** There is a button on the bottom of the external Rx Order called Auto Align Forms. When enabled, this button will adjust the size and the position of the External Rx order as well as the fill screen so both are able to be optimally viewed. This is especially relevant when the screen resolution is low.

**NOTE:** The suggested optimal screen resolution is 1280 x 1024 and higher.

**NOTE:** The External Rx Order can be recalled at any time by navigating to View > External Rx Order within the prescription screen.

**NOTE:** The External Rx Order can be viewed on Clinician Communications that references a single order and from incoming ePrescribe Log Records by clicking the View Order button.
Dispense and Cancel Dispense Notification

Once a user fills or refills a prescription that was electronically received from PrescribeIT™ a dispense notification will be sent to PrescribeIT™. This will notify the prescriber that the prescription has been dispensed (but not necessarily picked up by the patient) and can aid the Prescriber in knowing the patient's compliance in taking the medication.

Subsequently when a dispense is cancelled that was previously communicated to the prescriber, the system will also communicate the cancellation of the dispense using a Cancel Dispense Notification.

Both the Dispense Notification and the Cancel Dispense Notification are automatically sent and require no user intervention.

**NOTE:** Failed Dispense and Cancel Dispense messages will display in the F9-ePrescribe Notifications Queue. Please refer to the Failed Communications and Managing the ePrescribe Notifications Queue section of this document.
Linking a PrescribeIT™ Prescription to an Existing Local Rx (Copy to New)

For continuity of care, it is sometimes necessary to copy a local prescription to new and link it to the newly received PrescribeIT™ prescription.

To link a prescription not previously received by PrescribeIT™:

1. Call up the prescription you wish to fill from the Rxs To Do/Data Entry queue.

2. Once the prescription is in the F12-Fill screen, click the **Copy From Local Rx** button on the External Rx Order. The patient’s local Rx profile will be displayed; locate the prescription you wish to copy and click **Y-Copy to New** or press ‘Y’ on your keyboard.

3. Verify that all the information on the F12 screen is correct and any necessary changes have been made (change in dose/Instructions as indicated by the external order) and click **F12-Fill Rx**.

**NOTE:** The quantity fields will not be copied over to the new Rx.
4. The prior local Rx will be inactivated and will be linked to the new electronic prescription.
Linking a Prior Electronic Rx to a New Electronic Rx

1. To link a prescription previously received by PrescribeIT™, click on the Copy from Prior Rx button on the External Rx Order.

This will copy some of the information from the previous electronic prescription, and link the two Rxs.

**NOTE:** If available, the following information will be copied when Copy from Prior Rx is selected: Drug, Doctor, Sig, Next Disp Qty, Min Interval Days, and Min Disp Qty.

Notice that the external Rx order contains the previous local Rx number for reference.
2. Once all information on the fill screen has been verified and any necessary changes made, click **F12-Fill Rx.** The previous prescription in the local system will be inactivated and linked to the new prescription.

**NOTE:** There is a warning generated in Kroll if the user selects to link to a local prescription with a different drug, quantity or prescriber. This warning however does not take into consideration other aspects of the prescription, such as differences in quantity units (e.g. tablets versus mg), directions for use and refills. Therefore, it is very important when using this feature that the pharmacy staff member validates that all data is correctly entered before submitting.

**NOTE:** When the validation form appears, the external Rx order will not be visible until the user clicks **OK.**
Printing the PrescribeIT™ Order

You can print a copy of the PrescribeIT™ Order for your records.

1. Bring the Rx up in modify mode (Please refer to the Kroll user Manual Pg. 373 on how to display a prescription in Modify).

2. On the top horizontal tool bar, click Rx, and then click Print eRx Order now.

The order will print to the default printer set on the workstation.

NOTE: When workflow is configured with the Print DIS Prescription Order action, the PrescribeIT™ Order will print automatically when a PrescribeIT™ prescription is Filled, Unfilled or Not Dispensed.
Script Image Requirements and Electronic Authoritative Prescriptions

Verification Screens

If your pharmacy has an advanced workflow configuration and employs verification screens, the External Rx Order will appear as an image on the left hand side. This will aid in the verification process and limit the need to print out the order on paper, saving time and money.
Require Script Image or Reason For No Script Image

Located within Store Configuration of your system is an option to require a script image or a reason for no script image when filling prescriptions. When enabled the user is required to scan a physical prescription into the system or provide a reason as to why one does not exist.

When filling a PrescribeIT™ prescription and this option is enabled, there is no need for either. The prescription itself is electronic authoritative. Should the pharmacy require a physical copy, please refer to the section Printing The PrescribeIT™ Order.
Oral/Written Field

All PrescribeIT™ prescriptions will automatically set the Oral/Written drop-down to eRx (PrescribeIT™) for both regular and narcotic medications. This will also be indicated on the Hardcopy that the prescription is an eRx.
Cancelling a PrescribeIT™ Prescription

Occasionally a prescriber will cancel a medication or non-medication included in a prescription that has been electronically transmitted using PrescribeIT™.

Receiving and Responding to a Cancel New Rx or Cancel Renewal Rx

All Cancel Rx requests will appear in the **Rxs To Do/Data Entry Queue**, and will be indicated as **Cancel Rx** under the **ToDo Type Column**.

When a cancel Rx request is sent to the pharmacy for a medication or non-medication, the pharmacy must reply to the prescriber with an Approve, Deny, or Revoke Remaining Refills response. The response chosen by the pharmacy will be based on where the prescription is in workflow.

<table>
<thead>
<tr>
<th>Rx Status</th>
<th>Action</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unprocessed; In To Do/Data Entry</td>
<td>Approve Cancel</td>
<td>Rx will be removed from To Do.</td>
</tr>
<tr>
<td>Processed/Filled; patient has not picked up the Rx</td>
<td>Approve Cancel</td>
<td>Prescription must first be cancelled by the user.</td>
</tr>
<tr>
<td>Picked up by the patient – repeats remaining</td>
<td>Revoke Dispensing Permission</td>
<td>The user will be prompted to first inactivate the prescription.</td>
</tr>
<tr>
<td>Picked up by the patient – no repeats remaining</td>
<td>Cannot Cancel Order</td>
<td>Prescription has been fully filled (no repeats) and has left the pharmacy</td>
</tr>
<tr>
<td>Transferred to another pharmacy</td>
<td>Cannot Cancel Order</td>
<td>The store name of the transferred to pharmacy, user who transferred it and transfer out comment will be automatically populated in the optional comment of the Deny Cancel response.</td>
</tr>
</tbody>
</table>
Cancelled; Rx was cancelled prior to receiving the Cancel Rx Request

Approve Cancel

A pharmacy will send an Approve response to a Cancel Rx request when the medication has neither been dispensed nor processed.

The Prescriber has sent a New or Renewal Rx request to the pharmacy. Before the pharmacy has begun to process the prescription, the prescriber has sent a Cancel Rx Request for this medication from the EMR. The prescription will automatically be deleted from To Do so it cannot be filled.

The Cancel Rx Request will appear in the F9-Rxs To Do/Data Entry Queue.
1. Double click on the record or hit **F – Call Up** on the keyboard to view the Cancel Rx Request details.
2. Click on the **View Old Order** button to view the order as it was written by the prescriber.

**NOTE:** Clicking on the Messages button on the Cancel Rx Request allows the pharmacy to send a clinician communication to the prescriber in reference to the cancel request.
3. Because the prescription was never dispensed or filled, the only option for the pharmacy is to Approve the Cancel Rx Request by clicking **Acknowledge Doctor’s Cancellation of Order**.

4. Click the button to notify the prescriber.

5. A user can view all of a patient’s PrescribeIT™ orders, including cancels, by navigating to the patient card and clicking on To Do Items from the right ribbon menu.

6. The medication will appear highlighted in grey, and the comment will be **ERx Order was Cancelled**.
Approve Cancel – If the prescription has been fully processed, but not been picked up by the patient.

When a Cancel Rx Request is received for a medication that has already been processed and there are no refills remaining on the prescription, the user is presented with 2 options when the record is called up from ePrescribe Notifications – Cancel Rx and Cannot Cancel Order.
**External Rx Order**

**PrescribeIT Order Reference:** 1.2.2.3.3.7.7.1011281.29d78650a-f508-4f2c-9fc9-372b5263a7bc

**Written Date:** 16/04/2019

**Do Not Dispense Before:** 16/04/2019

**Expiry Date:**

<table>
<thead>
<tr>
<th><strong>Patient</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td>Mr. Kroll, Wendell</td>
</tr>
<tr>
<td><strong>Address 1</strong></td>
<td>25 York St</td>
</tr>
<tr>
<td><strong>Address 2</strong></td>
<td></td>
</tr>
<tr>
<td><strong>City</strong></td>
<td>Toronto</td>
</tr>
<tr>
<td><strong>Prov</strong></td>
<td>ON</td>
</tr>
<tr>
<td><strong>Postal</strong></td>
<td>K1A 1A1</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td>Home: (416) 111-1111</td>
</tr>
<tr>
<td><strong>Home PHN</strong></td>
<td>3283348476</td>
</tr>
<tr>
<td><strong>Allergies</strong></td>
<td>No allergies have been specified</td>
</tr>
<tr>
<td><strong>Observ.</strong></td>
<td>153 centimeter(s) (16/04/2019); 83 kg (16/04/2019)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Drug</strong></th>
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<tbody>
<tr>
<td><strong>Name</strong></td>
<td>Metformin 500 mg</td>
</tr>
<tr>
<td><strong>Strength</strong></td>
<td>500 mg</td>
</tr>
<tr>
<td><strong>CCID</strong></td>
<td>8000184</td>
</tr>
<tr>
<td><strong>Form</strong></td>
<td>Tablet</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Provider</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td>Dr He, Wendell</td>
</tr>
<tr>
<td><strong>License #</strong></td>
<td>33899</td>
</tr>
<tr>
<td><strong>Specialty</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Location</strong></td>
<td>PSS QA</td>
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<tr>
<td><strong>Address</strong></td>
<td>5102 48 St.</td>
</tr>
<tr>
<td><strong>City</strong></td>
<td>Yellowknife</td>
</tr>
<tr>
<td><strong>Prov</strong></td>
<td>NT</td>
</tr>
<tr>
<td><strong>Postal</strong></td>
<td>X1A 1N6</td>
</tr>
</tbody>
</table>

**This order has been cancelled by the prescriber**

1.2.2.3.3.7.7.1011281.29d78650a-f508-4f2c-9fc9-372b5263a7bc

**Reason:** Change in medication/dose - Not effective

**Rx needs to be cancelled unless given to the patient**

- Cancel Rx
- Cannot Cancel Order

[Close]
1. Select Cancel Rx to cancel the prescription if the order has been processed but the patient has not yet picked the medication up.
2. The prescription is called up in cancel mode. Select **Filled in Error** to mark the prescription as a mistake.

3. Enter in a Cancel comment and click **Save**.

The Cancel Rx Request will be called up on the screen. Because the order has been cancelled locally click **Acknowledge Doctor’s cancellation of Order (Approve)** which lets the prescriber know that the patient has not received the medications and the prescription has not been filled.
Approve Cancel – If the prescription has been cancelled and inactivated prior to receiving the Cancel Rx Request

When a prescription has been cancelled and inactivated prior to receiving a Cancel Rx Request, the user will be provided with only the option to **Acknowledge Doctor’s cancellation of order** as the Rx has already been cancelled.
1. If the prescription has been cancelled prior to receiving the Cancel Rx Request, select **Acknowledge** Doctor’s cancellation of order.
Deny Cancel

The pharmacy can deny a Cancel Rx Request when certain criteria are met – The prescription was fully filled and dispensed to the patient and there are no repeats remaining on the prescription, or if the prescription has been transferred to another pharmacy.

1. If the prescription has been filled and dispensed to the patient and there are no refills remaining select **Cannot Cancel Order**.

2. A cancel refusal reason window will display. Select Fully Filled from the Reason Dropdown.
3. Enter any optional text and click **OK**. The Cancel Deny will be sent to the clinician with the reason the prescription cannot be cancelled.

**NOTE:** If the prescription was filled and picked up by the patient, proper arrangements should be made at the pharmacy or with the prescriber to ensure the patient is informed that the prescription has been cancelled by the prescriber.

4. If the prescription has been processed and transferred to another pharmacy, select **Cannot Cancel Order**.
5. **Order Transferred** will automatically be selected. The name of the store that the Rx was transferred out to, user who transferred it and any comments entered during the Transfer Out will be pre-populated in the Optional Text field. Add any additional optional text and click OK to send the cancel refusal reason of Order Transferred to the prescriber.

**NOTE**: If the prescription was transferred to another pharmacy, proper arrangements should be made with the transfer to pharmacy or with the prescriber to ensure the patient is informed that the prescription has been cancelled by the prescriber.
Revoke Dispensing Permission

The Revoke Dispensing Permission is selected on a Cancel Rx Request when the prescription has been filled, the patient has picked up the medication and there are refills remaining.

1. If the prescription has not yet been inactivated, a prompt will appear to the user to inactivate. Select ‘Yes’.
2. The prescription will be recalled automatically in the F12 screen to be inactivated. Select **Yes** when prompted to inactivate.

3. Enter a comment for inactivating the Rx and click **Save**.

The Rx Cancel Request will be automatically displayed after the Rx was successfully inactivated.
4. Click on **Patient already received Rx. Revoke Dispensing Permission**. Enter a reason for refusing to cancel the order and click OK to send to the Clinician.

![Image of the UI where you can click to revoke dispensing permission with a message box asking for a reason]

**NOTE**: It is important to continually monitor the Rxs ToDo/Data Entry queue for Cancel Rx Requests, and to reply to them in a timely manner. This ensures that both the Pharmacy and the prescriber’s Electronic Medical Records are in sync and up to date.

**NOTE**: Once a Cancel Rx Request has been responded to, the original message will be moved and archived to the Deleted Folder.
Cancelling a PrescribeIT™ Prescription – Additional Scenarios

Receiving a Cancel Order Request via Fax

If a prescriber sends a cancel Rx request via PrescribeIT™ and the message fails to be delivered to the pharmacy, a fax transmission will be sent. Follow the below scenarios depending on the state of the prescription when the fax transmission is received.

A - The PrescribeIT™ prescription is still in RxsToDo

1. Click the record so that it is highlighted, and click Del or press delete on your keyboard. Delete ToDo Items window appears.

2. In the reason textbox type in a comment and click OK. The Rx will be removed from Rxs ToDo.

**NOTE:** Once the user selects to delete the prescription from To Do/Data Entry it is permanently deleted and this action cannot be undone.
B - The E-Prescription is still in Workflow (Patient has not picked the Rx up)

1. Locate the patient whose Rx is to be cancelled.

2. On the right navigation pane under the ‘Profile’ section, click Active Rx or All Rxs from the right menu, or hit Shift + F3. The ‘Profile – Active Rxs’ window appears (medication profile).

3. Click the Rx to be cancelled so that it is highlighted, and click C-Cancel, or type C on the keyboard. Prompt ‘Are you sure you want to Cancel this Rx?’ appears.

4. Click Yes.

5. Click Filled in Error – Remove from Profile, as this is the first fill of the prescription.
6. **Do not** copy the cancelled prescription to a new number. Enter in an optional cancel comment and click **Save**.

The prescription is now cancelled and removed from the patient’s profile.

**C - The prescription has been dispensed to the patient**

In the case that the prescription has already been dispensed to the patient, the pharmacist must call the patient and convey that the prescriber has indicated the medication cannot be taken.

Once the patient has been notified, inactivate the prescription. Please refer to page 119 of the [Kroll User Manual](#) for the steps on how to inactivate the prescription.
Receiving a Cancel Order Request when the Rx is being Processed

If a prescriber sends a cancel Rx request via PrescribeIT™ when the prescription is being processed, at the next workflow action screen, the user will be prompted that the prescription has been cancelled by the prescriber.

1. Call up the prescription that is being processed

2. Prompt will be displayed that the order has been cancelled by the prescriber with the reason and the options to Send the Rx to Trouble, Cancel the Rx, Continue Processing the Rx or Exit the Rx.

3. Click Cancel the Rx. Prompt ‘Are you sure you want to Cancel this Rx?’ appears.

4. Click Yes

5. Click Filled in Error – Remove from Profile

6. Do not copy the cancelled prescription to a new number. Enter in an optional cancel comment and click Save.

7. Go to F9-Workflow – Rx’s To Do, locate the Cancel Request and bring it up with F – Call up Rx(s)
8. Rx status will indicate the Rx is Cancelled to reflect the cancellation, click **Acknowledge Doctor’s cancellation of order** to send the response
Prescription Sent to Incorrect Pharmacy

If the prescriber calls to indicate the prescription was sent to the incorrect pharmacy, the prescription must be transferred.

1. Once the prescriber gives the correct pharmacy details, locate the prescription within Kroll.
   
   a. If the Rx is still in To Do:
      
      i. Bring the Rx up to fill and select to make the Rx Unfilled.

   b. If the prescription has already been filled:
      
      i. Cancel the prescription. Prompt ‘You are cancelling the first fill of an Rx. Do you want to’ appears.

      ii. Click Make this Rx Unfilled.
Once the prescription is Unfilled, it is ready to be transferred out.

2. On the patient profile, click the unfilled prescription so that it is highlighted.

3. Click Extra Functions.

4. From the ‘Extra Functions’ menu, click Transfer Rx to Another Store.

5. Enter in the ‘Transfer Store Information’ as obtained from the prescriber.

6. Click Transfer Out Eligible Rxs.
Once the transfer report prints, fax it to the designated pharmacy. Alternatively the pharmacy may phone in the transfer details as well.
Sending e-Renewal Requests

The pharmacy may request a renewal of a medication with the patient’s consent electronically through Kroll to any prescriber linked to PrescribeIT™.

To Send e-Renewals to Doctor(s):

1. Navigate to the patient’s medication profile in Kroll.

2. Click on Extra Functions to open the menu.

3. Click Request Renewal.

4. The Request Renewals form appears.

**NOTE:** The medication being renewed is displayed in bold along with the authorized quantity, remaining quantity and the original prescribing doctor.
5. If the prescriber has more than one location, use the drop down box to change the destination the eRenewal will be sent to. Click Request to send the prescription.

6. If the renewal is to be sent to another prescriber other than the original doctor:
   
a. Click F2 beside the location drop down.

   The original doctor card appears.
b. Click Scan to bring up the doctor search form.

![Doctor search form]


c. Search and select another PrescribeIT™ registered doctor.

**NOTE:** Alternatively, a new doctor can be created at this point and linked to PrescribeIT™ (see previous section Searching for a Provider on the PrescribeIT™ Registry on how to link a prescriber).

7. Once back at the Request Renewal form, click **Request**.

**NOTE:** Multiple PrescribeIT™ Prescription Renewal Requests can also be sent at the same time.

8. From the patient profile, tag multiple prescriptions by pressing space bar.

9. Right click and select **Request Renewal**.
The medications will be separated based on the provider who prescribed them.

10. Click Request.

**NOTE:** Locally recorded allergies on the patient card are sent in eRenewal requests to prescribers.
Reason for Renewal Comments

When requesting renewals from the doctor, there are several fields to add in a Reason for Renewal.

The top most reason for renewal field will add a comment to all medications within the renewal request when the text is entered here.

NOTE: The reason for renewal will automatically populate from the top box in light grey italics in each of the subsequent fields.

If a different reason for renewal applies to one or more of the medications in the renewal, simply type in a different reason.

If the top-most reason for renewal does not apply to one or more of the medications in the renewal and the user wishes to leave it blank (no reason given), place the cursor in the field and use the **spacebar** to remove the text.
NOTE: Reasons for renewal are optional unless the prescriber has specified the medication is not to be renewed electronically. The user is obligated to input a reason for renewal or close the form and remove the prescription from the renewal (un-tag the prescription from the patient profile and request renewal).

NOTE: Clinical Communications can be viewed and sent by clicking the Message button. (Please refer to the PrescribeIT Clinician Communication section)
Sending eRenewals for prescriptions called to fill and with no repeats

1. Refill a prescription either from the universal search field on the start screen (type in the prescription number and click or hit F12) or call up the prescription from the patient profile (F3-Active Medications tag the prescription and hit or click on F-Fill).

2. If the prescription has no more repeats, a form will be displayed.

NOTE: The new option will display regardless if the prescription was initially received electronically or not.
3. Select **Request Renewal**. The ‘Request Renewals’ screen displays.

4. Select the location to send the eRenewal or if applicable, change the Doctor. Proceed to enter an optional reason for renewal and select **Request eRenewals**.

   The renewal requests will create Doctor Callback records.

5. From the start screen, click **Callbacks** title.

   While waiting for the prescriber to respond, the record will have a status of Waiting for Doc.
Receiving a Response Back from the Prescriber

Once a prescriber receives a refill request from the pharmacy via PrescribeIT™, there are four (4) possible responses that may be sent back:

1. Accepted
2. Accepted with Changes
3. Doctor Refused
4. Renewal Under Review

**Accepted**

When the provider approves the refill request for a prescription, the doctor callback record status will change to **Doc Okayed**.

The prescription will also be automatically placed in Rx’s To Do. From the Rx’s To Do, the prescription may be filled using the steps in the previous section **Retrieving and Filling a Doctor Initiated New PrescribeIT™ Rx Request**. Once the prescription is filled and complete, the Doctor Callback record will resolve.
Accepted with Changes

When a refill request is approved by the provider, they may occasionally make changes to the original Rx. SIG, duration or even dose may change. In these instances the Doctor Callback record status will change to **Doc Okayed**, and the resolved note displays **With CHANGES Doctor Okayed Refills**.

The Rx will be placed in To Do. When called up, the External Rx Order will denote the type of changes that were made to the original Rx in the comments section (dose change, change in directions, etc).
Complete the prescription using the steps in the previous section Retrieving and Filling a Doctor Initiated New PrescribeIT™ Rx Request. Once the prescription is filled and complete, the Doctor Callback record will resolve.

**NOTE:** The Copy from Prior Rx button will copy a previously received from PrescribeIT™ prescription to a new number locally. If the button says copy from local Rx, the user has the ability to copy a Local Non e-prescription and link to the e-Rx. The copied from Rx will be inactivated.
Doctor Refused

If the doctor refuses the prescription refill for any reason, the doctor callback record status changes to **Doc Refused**.

The resolved comment displays the reason for refusal. **No** prescription is placed in **Rxs To Do**, and the Doctor Callback Record will resolve.

Renewal Under Review

When a prescriber sends back a response to a refill request of Renewal Under Review, the refill is denied. The status of the Doctor Callback Record changes to **Doc Refused**. The resolved comment displays **Renewal Under Review** as well as the reason.

**No** prescription is placed in **Rxs To Do**, and the doctor callback will resolve.

**NOTE**: Check the Doctor Callbacks queue often for denied or under review renewal responses. Sort the list by preferred column to easily find prescriptions and their statuses.

**NOTE**: For eRenewal Failures, please refer to the 'Failed Communication and managing the ePrescribe Notification Queue’ ‘eRenewal Failures’ section of this document.
**PrescribeIT™ Clinician Communication**

PrescribeIT™ provides the ability for pharmacies to exchange messages with PrescribeIT™ registered clinicians within the Kroll PMS system.

The messages that are sent between pharmacies and clinics can reference a whole medication order, a particular medication or non-medication from the order or patient. It can also be a general message without any reference to a prescription, order or patient. Users are also able to send/receive attachments on all Clinician Communications.

**Sending a General Clinician Communication (Not Referencing a Medication/Order)**

Pharmacies can send a general Clinician Communication that is not referencing a particular Medication Order, Medication or non-medication received from a Prescriber.

1. Navigate to F9-Workflow from the Kroll start screen. Click the **ePrescribe Notifications** button under Workflow Actions on the right screen.
2. The ePrescribe Message form will be displayed. Click on the **New Mail** button, this will open a new ePrescribe Message window.

3. To enter a prescriber name (the recipient of the message), begin typing the name in the ‘To’ field to open the F7 doctor search form, or click **F2**.
4. Populate search criteria and click **Search**. If the doctor is already linked to PrescribeIT™ and has Clinician Communication enabled a **mail icon** will be displayed beside the PrescribeIT™ button.

5. If the Clinician is not linked to PrescribeIT™ or does not have Clinician Communication enabled the user will be presented with an error when attempting to insert the prescriber into the new mail message.
6. Search the provider registry to locate and link the prescriber before inserting into the mail message.
7. There is a new column in the Provider Registry called ‘Comm’. If the clinician is configured in PrescribeIT™ for Clinician Communication this column will display active. If the clinician is not configured for communication this column will display inactive.

**NOTE:** Prescribers with inactive communication cannot be inserted into a new mail message.
8. Once the receiving prescriber has been selected and inserted into the mail message, the user can optionally search for and select a patient if the message is referring to a specific patient. As with the prescriber, begin typing the patient name in the patient field or click F2 to bring up the search form.

![Image of search form]

9. Select the correct patient from the list of results.

10. Type in a subject in the subject field and compose the body of your message to the clinician.

**NOTE:** Both Subject and Mail content (body of the message) are mandatory and must be included in the message.
Adding Attachments to a Mail Message

A user may also optionally attach documents to the message such as patient charts, third party insurance forms, special authorization requests, etc. Depending on the type of document, there are two ways to attach them to the message.

Attach a local document (from computer) to a message.

1. Click on **Add Attachment > Add File Document**.

2. Navigate to where the document resides on the local system and click **Open**.
NOTE: The user may attach up to twenty (20) documents totaling no more than 50MB in size onto one single message.
Attach a Patient Document to a Mail Message

**NOTE:** In order for the user to insert a document stored on the patient card, a specific patient must be selected in the message (see previous section).

1. Click on Add Attachment > Add Patient Documents.

![Image of Add Attachment interface](image1)

2. A list of the patient’s documents will display. Choose the document to attach and click the Select button.

![Image of Patient Document List interface](image2)
NOTE: Only the following file formats are permitted in a mail message; JPEG, TIFF, PNG, PDF, TXT. Other file types will result in an error message.
Adding Attachments from Original Message

If replying to a Clinical Communication where an attachment was included, the user has the option to include that document in the mail message reply.

1. After clicking reply click on the Attachments button.

2. Select **Add Attachments from Original Message**.
3. The original document will attach to the mail message. Compose the rest of the message and click **Send**.

Once an attachment is added to the message the user has the option to view the attachment, as well as to delete it if the incorrect document was selected.

Click the attachment and 2 options become available – **View** and **Delete**. Select the appropriate option.
Saving and Viewing Draft Mail Messages

1. To save a message as a draft (a message composed without sending), either click the red 'X' on the message window, or click Cancel.

2. These messages can be later viewed and modified by selecting ‘Drafts’ from the folder drop down in the ‘ePrescribe Notification’ window.
Sending a Clinician Communication Referencing a Medication/Non-Medication or Order

A pharmacy user can send a clinician communication to a prescriber regarding a specific medication, non-medication, or the entire order if the prescriptions originated from PrescribeIT™.

**NOTE:** For messages regarding paper based Rxs (prescriptions not received by PrescribeIT™), a pharmacy user will make note of the prescription(s) in the body of the message.

**NOTE:** A Clinician Communication can only be sent to the prescriber that the original prescription came from (i.e. the pharmacy cannot send a Clinician Communication to a prescriber associating a prescription that was written by another prescriber). If the pharmacy needs to communicate the prescription details to a prescriber that is different than the one that wrote the prescription, the pharmacy can create and send a separate Clinician Communication to the prescriber and include any pertinent prescription details in the message, or communicate to the prescriber through traditional means (phone or fax).

1. If the prescription has not yet been dispensed or filled, call it up from the Data Entry/To Do queue.
2. Click on the **Messages** button at the top-right of the External Rx Order.
3. The ePrescribe Messages window will display. Click on New Mail.

Because the message is initiated from a medication order, it is specific to this patient and doctor. Therefore the patient and prescriber will be automatically inserted in to the message and will be greyed out – they cannot be changed.

The Rx Order dropdown allows the pharmacy user to specify whether this message is regarding a particular medication/non-medication within the order or the entire prescription order.

4. Add optional attachment(s), a subject and compose the body of the message. Click Send.

If the prescription has already been filled or dispensed, a user can still send a Clinician Communication regarding the medication/non medication or order.
5. Navigate to the patient medication profile, tag the prescription and click **M** to view the prescription in Modify Mode.

6. Navigate to the **View** menu item. Select **ePrescribe Messages**.

Alternatively, the user can also recall the email message by navigating to **View > External Rx Order**. Once the external Rx Order is displayed, click the **Messages** button.
7. Click on **New Mail**. Select the medication/non medication or the whole order from the Rx Order drop down. Compose the message and click **Send**.
Composing a Message from an eRenewal Response

Messages can be sent referencing a renewal response from a prescriber.

1. Navigate to the Doctor Callbacks Queue and change the filter to **Current or Resolved in Last 3 Days** or **History**.

   ![Image of the Doctor Callbacks Queue](image1)

2. Locate the Renewal responses and double click one of the prescriptions in the order to bring up the renewal form. Click on the **Messages** button.

   ![Image of the Renewal form with the Messages button highlighted](image2)
3. The ‘ePrescribe Message’ window is displayed.

Using the drop-down menu the user can select to send a message in reference to one particular medication in the order or the entire prescription order.

**NOTE:** The Doctor and patient in the message will be greyed out and cannot be changed; they are the original doctor and patient from the renewal request.

4. Compose the body of the message and click **Send**.

**NOTE:** Rx Order referencing is only available when composing a Message from an approved eRenewal Response. Rx Order referencing is not available when composing a Message from a renewal request, a callback entry that has a status of Waiting for Doc, Doc Refused or Failed and needs to be referenced manually in the Subject field and/or Message body.
Sending Clinician Communication from a Cancel Rx Request

When a pharmacy receives a cancel Rx Request from the prescriber, a message can be sent referencing that request.

1. Navigate to F9-Workflow. Click on the **ePrescribe Notifications**. Call up the Cancel Request by double clicking the record, or hitting F2 on the keyboard.

2. Click on the messages tab to open the communication form.

3. Compose the message and click **Send**.
Sending Clinical Communication from the Patient (F3) and Doctor (F7) Cards

In addition to composing messages from the main ePrescribe Messages queue and from a modified prescription, a user can compose ePrescribe Messages from the Patient card as well as the prescriber card.

**Patient**

1. Navigate to the patient card and click on ePrescribe Messages in the right ribbon menu or select View from the top menu > ePrescribe Messages.

**NOTE:** All patient specific messages will be listed in the default ‘Messages’ view.
2. Click on New Mail and create/compose the message.

**NOTE:** Because the message is initiated from the patient card, the patient will automatically be inserted into the message.
Doctor

1. Navigate to the Doctor card and click on ePrescribe Messages in the right ribbon menu or select Doctor from the top menu > ePrescribe Messages.

NOTE: All doctor specific messages will be listed in the default ‘Messages’ view.
2. Click on **New Mail**. If the doctor has more than one location that is PrescribeIT™ enabled and configured to send/receive Clinician Communication, a drop down menu will be displayed listing all the locations beneath the **New Mail** button. Select the locations to send the message to.

3. If the message relates to a specific patient insert using the F2 button. Compose the message and click **Send**.
Receiving and Replying to Clinician Communication

When a prescriber sends a message to the pharmacy it will be forwarded to the **Inbox of the ePrescribe Notifications Queue**. From there a user can view, reply to, or delete the messages.

1. Navigate to F9 and click on the **ePrescribe Notifications** button on the right ribbon menu. All ePrescribe Notifications are displayed in this view:

![ePrescribe Notifications](image1)

2. All Clinical Communication will have a type of **Communication**.

**NOTE:** Messages can be sorted by Type, Doctor, Patient, and Date by clicking on the column headers.

![ePrescribe Notifications](image2)
3. Click on **F2** to view the message.

4. If the message has ever been replied to, (by either the pharmacy or the Clinician), the related button will display with a number beside it. Clicking it will open the history of this communication (ex. past replies and drafts).

The user can view related messages in detail by clicking **F2** or deleting them by clicking **Del**.
5. To reply to a clinician communication, navigate back to the ePrescribe Notifications queue, select the message and click **R-Reply** or hit **R** on the keyboard. The message being replied to will be displayed.

6. Add optional attachments and add text to the body of the message.

**Deleting Clinician Messages**

1. To delete a clinician message from the Inbox, select the message to be deleted and click **Del-Delete** or hit **Del** on the keyboard by clicking **Re-Send**.
2. A message will be displayed ‘This will delete the mail message. Are you sure you want to continue?’.

3. Clicking ‘No’ will cancel the operation. Clicking ‘Yes’ will remove the message from the inbox and place it in the deleted folder.

**NOTE:** Messages can be sorted by Type, Doctor, Patient, and Date by clicking on the column headers.
Unlinking Via Clinician Communication

If an incorrect association is made between a local patient and an incoming clinician communication, a user may unlink from the ePrescribe Messages form.

1. Navigate to **F9-Workflow>ePrescribe Notifications**. Double click the message to call it up.

2. Click on the F2 button beside the unlink button to view the patient demographics within the mail message.
3. If the patients do not match, close the External Patient info and click ‘Unlink’.

4. If the patient has had electronic prescriptions filled against this profile, they must be cancelled and marked as a mistake first.
5. Once all PrescribeIT™ prescriptions have been cancelled for this patient, click on the unlink button once again. Click Yes to the prompt to complete the unlink. The next communication or electronic prescription received will prompt the user to link via the ADT wizard.

**NOTE:** Any prescriptions that were cancelled and marked as a mistake will be returned to the Rxs To Do/Data Entry Queue once the patient has been unlinked.
Failed Communications and managing the ePrescribe Notifications Queue

Whenever a communication between the Pharmacy and a PrescribeIT™ enabled clinic fails, a notification will be placed in the ePrescribe Notifications Queue.

These can include communication failures (message not received by the Clinic) dispense notification failures, and eRenewal failures.

Message Failures

1. When a message fails to send, double click on the failed message in the ePrescribe Notifications queue to call up the record. The user can view further details on why the message failed.

2. The ePrescribe message screen will display a Failed Mail Message.
eRenewal Failures

1. When a renewal fails to send, double click on the failed renewal in the ePrescribe Notifications queue.

2. The ePrescribe message screen will display a failed eRenewal.

3. The user can view the error returned then choose to either Print/Fax the renewal or Re-request it by resending it.

   **NOTE:** Hover the cursor over the eye icon to view the failed message reason in its entirety.

When selecting the Print/Fax button on a failed renewal request the user will be able to Print or Fax a Doctor Authorization request. Any comments added to the original Electronic Renewal Request will be included on the Doctor Authorization Fax/Printout.

   **NOTE:** The eRenewal Failure can also be viewed from the Callback queue using the History Filter. The callback entry will have a status of Failed with the returned error message in the Resolved Comment column.
NOTE: Once messages have been read, the user should archive the records to keep the ePrescribe Notifications queue up to date. The messages can be archived by selecting the Del-Delete button or the Del key on your keyboard. These messages can be viewed in the 'Deleted' folder of the ePrescribe Notifications queue.

PrescribeIT™ and Batching

PrescribeIT™ renewals can be sent for prescriptions within a batch. The steps taken are similar to the traditional methods for paper prescriptions, though receiving the renewal approvals will have some differences in workflow.

1. Create a batch as per usual steps (refer to the Kroll Nursing Home guide to learn how to create a batch).

2. Prescriptions without repeats will display with a hard stop warning Needs Repeats.

3. To send an eRenewal to all Rxs that require repeats, right click anywhere on the frame (or click on the Options button) and select Request eRenewal (of only Rxs that need repeats) from the dropdown.
NOTE: To generate a Doctor Authorization Report to print or fax to the doctor choose Fax from the drop-down menu of the ‘Request Renewals’ form. When Fax is selected, the Doctor Authorization Report will be displayed and user can Print/Fax the request to the prescriber. Please refer to the Requesting Prescriptions Renewals Amalgamated Process Manual for further information.

4. The ePrescribe Renewals screen will display.

Patient names will be displayed separately. The prescriptions will further be divided by the originating prescriber.
When a prescription is received **electronically**, the user can select an e-prescribing location from the drop down menu(s). If the prescription is received via **non-electronic methods** (paper/fax or verbally), or if the prescription is to be sent to a different doctor, select on F2 beside the prescriber’s location and select or create a new e-prescriber (please refer to page 30 of this guide that demonstrates how to change/create or send an eRenewal to a new prescriber).

5. Ensure that each Rx has an e-prescribing doctor and location as well as an optional Reason for Renewal.
6. Select **Request**.

**NOTE:** A user can still fax the doctor once a renewal has been sent and an eRenewal can be sent to prescriptions that had a fax doctor report generated against it.

### Sending eRenewals to select prescriptions in a batch

1. Using the space bar to highlight the Rx, select the prescription you wish to include.

2. Right click anywhere on the form or, click on the **Options** button and select **Request renewal of Selected Rx(s)**.

3. The ePrescribe Renewals form appears. Select the location to send the eRenewal(s) or, change/select a different prescriber using the F2 button beside the drop down.
4. Enter an optional reason for Renewal and select **Send eRenewals**.

**NOTE:** Once e-renewals are sent for prescriptions with a target location specified, a user can still send eRenewals for the remaining Rxs that were not sent. Either select **Request Renewals (of only Rxs that need repeats)** or **Request Renewal of selected Rx(s)**.

After the prescription renewals have been sent, the next steps to take will depend on the workflow.

i) **Removing Rxs from the Batch:**

To remove the prescriptions from the batch while awaiting renewal authorization, select the prescriptions that eRenewals were sent for and right click (or click the options button) and select **Remove From Batch (Put on Hold)**.
Select to **Remove from this batch only** (it will be included for the next cycle).

A red X will be displayed beside the prescriptions that will be removed from the batch. Click on **Process Batch** to initiate filling/adjudicating.

Once an e-renewal approved response is received by the physician the prescription can be linked to the previous fill via the **Copy from Prior Rx** or **Copy From Local Rx** on the External Rx Order:
**NOTE:** When copying/linking batch filled prescriptions to an electronic prescription the NH Rx information will also be copied over which includes the **Cycle**, the **Med Type**, **Unit Dose** and **Passtimes**.

ii) **Adding Repeats within the cycle**

A user may wish to not remove the prescriptions from the batch and instead copy to a new number and add repeats to the cycle.

Once the Rx is copied and repeats added, the cycle can be completed.

When the renewal authorization is received by the physician, the Rx can be copied and made unfill, copied and remove a repeat or cancelling and attach the printout of the electronic external order as a script image.

**NOTE:** It is important to properly cross reference the prescriptions.
PrescribeIT™ ePrescribe Log

All PrescribeIT™ transactions are logged and stored in the ePrescribe log. This can be accessed from the Utilities > ePrescribe Log.

The types of transactions logged include:

- New Prescriptions
- Renewal Prescriptions
- Renewal Requests
- Renewal Responses
- Cancel Rx Order
- Cancel Rx Order Responses
- Dispense Notifications
- Cancel Dispense Notifications
- Deferred Order
- Clinician Communication
- Provider Registry Searches
- Errors received from PrescribeIT™

By double clicking on a record (or hitting F2 on the keyboard) a user is able to view the details of the particular transaction.