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Yukon Drug Information System (DIS)

The Yukon Drug Information System (DIS) is an electronic system that allows authorized health care providers such as community pharmacists, family physicians, optometrists, and dentists to access and manage individuals' medication information.

Glossary of Terms

CR - Provincial Client Registry: A centralized database of Patient Demographic Information which includes: Name, Date of Birth, Address, Provincial/Federal Health Care numbers, and Alternate Identifiers.

Order: The written or electronic copy of a prescription order.

Dispense: The electronic copy of a fill against a prescription order.

Kroll User Accounts

In conformance with Yukon DIS security standards, Kroll users must have a password associated with their user account; passwords must be used to log into a Kroll session. The enforcement of local passwords helps to keep patient information private and secure. If you do not currently have individual users and/or user passwords enabled, please contact the Kroll Support Desk.

Kroll Passwords

In conformance with Yukon Drug Information System (DIS) standards, Kroll passwords must meet the following minimum requirements:

- Must be a minimum of 8 characters
- Must contain lower and upper case characters
- Must be changed at least every 120 days
- Must be different than the last 5 passwords
- Must not contain any part of the user’s full name or email
Synchronizing a Patient with the network

For pharmacies integrated with Yukon DIS, there are five possible scenarios that can be encountered when searching for a patient:

- **Scenario 1 – Existing Local Patient also exists in Client Registry (patient is not synchronized)**
  Patient is in Kroll, and exists in the Client Registry.

- **Scenario 2 – Existing Local Patient (Not Synchronized and Not Found in Client Registry)**

- **Scenario 3 – New Patient (Not found in Kroll but exists Client Registry)**
  Patient is not found in the Kroll system, and is a new patient to the pharmacy. This patient has a health card number or has been entered in the Client Registry.

- **Scenario 4 – New Patient (Not found in Kroll or Client Registry)**
  Patient is not found in the Kroll System, and has not been entered on the Client Registry. Patient will be added to the Client Registry.

**NURSING HOME NOTE:** Users actively doing NH Batching or Retail Batching will want to synchronize these patients prior to starting the batch for the first time after integration with the DIS.

**Scenario 1 – Existing Local Patient also exists in Client Registry (Not Synchronized)**

**Synchronize by Health Care Number**

(The local Kroll patient already has a health care number recorded on their file.)

1. Search for the patient using the **F3 - Patient** search (patient is in Kroll and exists in the Client Registry).

<table>
<thead>
<tr>
<th>#</th>
<th>Last Name</th>
<th>First Name</th>
<th>Address</th>
<th>City</th>
<th>Age</th>
<th>Phone</th>
<th>Plan</th>
<th>SYNCED</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Doe</td>
<td>Jane</td>
<td>222 Main Street</td>
<td>Whitehorse</td>
<td>51</td>
<td>(867) 900-1234 Home</td>
<td>PHRM</td>
<td></td>
</tr>
</tbody>
</table>
2. From the patient card, go to **Network > Synchronize Patient** and enter your login credentials.

3. Patient information from the local Kroll record is automatically copied into the Network Patient Search. The primary search will always be based on the Health Care Number when available. Click **Search**.
4. From the list of patients returned from the **Network** search, highlight the matching entry and click **Select**.

![Image of Patient Search Window]

5. The **Update Patient Demographics from Network** window will appear. This screen allows you to compare information between the local and network record. The first column displays current local patient information; the second column displays network (Client Registry) patient information; the last column displays the resulting information that will be updated on the local Kroll patient record. Any mismatched fields will be prefixed with a checkbox. If you place a checkmark next to any of the boxes, the information will be reflected in the New Data column.

6. When you are finished comparing and optionally selecting the fields to update, click **Update**.

![Image of Update Patient Demographics Window]
7. The YTDIS plan is added and any fields selected are updated.

8. The patient is now synchronized with the DIS.

**Synchronize by Demographics**

(The local patient does not have a health care number on file.)

1. When a patient doesn’t have a Health Care number, use the patient name to search. Select the patient.

2. From the local patient card, go to **Network > Synchronize Patient**
3. When the Health card is not available, the Demographics search will be enabled. Click Search.

4. A list of patients closely matching the demographic criteria is displayed. Highlight the patient you want to synchronize to the local record and click Select.
5. The **Update demographics from Network** window will appear. This screen allows you to compare information between the local and Network record. Any mismatched fields will be prefixed with a checkbox. Placing a checkmark in any of those boxes will be reflected in the **New Data** column that shows you what your patient record will look like once you update. When you are finished, click **Update**.

![Update Patient Demographics from Network](image)

The patient details will be automatically updated, the YTDIS plan will be automatically inserted in the patient card and the patient will have a cloud icon indicating the patient is synced.

![Patient Details](image)
Scenario 2 – Existing Local Patient (Not Synchronized and Not Found in Client Registry)

1. Search for the patient using the **F3 - Patient** search; the patient exists locally in your Kroll database, but has not been synchronized with a Network patient record.

2. From the patient card, go to **Network > Synchronize Patient** and enter your login credentials.
3. Patient information from the local Kroll record will automatically be pulled into the (Network) Patient Search and used as search criteria. Click Search or press Enter on the keyboard to search the CR for a matching patient.

**NOTE:** When the Personal Health Number is not available, the ‘Last Name + Given Name’ or ‘Last Name + Full Date of Birth’ must be provided in order to initiate the search.

4. If an exhaustive search on the Network has been made for the local patient, but no records are found, click Add Local Patient to the Network.
5. The patient will be added to the Network. The YTDIS plan will be automatically inserted in the patient card.

**Scenario 3 – New Patient (Not Found in Kroll but exists in Client registry)**

1. Search for the patient using the **F3 - Patient** search. If provided, use the patient’s HCN as this is the preferred method to search the network. Verify the patient does not exist. Click **Search** or press the **Enter** key on the keyboard to start a **(Network) Patient Search**.
2. The **Health Care Number** will be automatically inserted. Click **Search**.

**NOTE**: When the health care number is not available, search by demographics.
3. With a Health Care Number search, an exact match should be found. Click Select.

4. The Patient Update screen will open allowing you to select the information to use from the Client Registry to create the local patient record. Click Update.
5. A patient card will be created with the patient details selected and the YTDIS plan automatically inserted. Click Save.

6. Once saved the patient will be synced and a cloud symbol will appear to indicate the patient is synced.

Scenario 4 – New Patient (Not Found in Kroll or CR)

1. Search for the patient using the **F3 - Patient** search.

2. Verify that the patient does not exist in the local Kroll database, then click **Ins** or press **Insert** on the keyboard.
3. When asked ‘**Do you want to search the Network for this patient?**’ answer **Yes** to search the CR for a matching patient.

4. Input all available patient information into the **Network Patient Search** window and click **Search** or press **Enter** on the keyboard to search the CR for the patient.

5. If all available patient information has been entered to search for the patient and still no matching results are returned, click **Add New Patient to Network** or **CTRL-A**.
6. You will then receive a warning that this is a new patient and they will be added to the Network once you have saved the changes to the local system.

![Add Patient to Network]

7. Complete all necessary patient information and click **Save** or press **Enter** on the keyboard to save the patient file. Note that data will now be recorded on Yukon DIS for this patient.

![Changed Save Cancel]
Out of Province Patients

Some Yukon patients will have a PHN issued out of province, or from a Federal Agency.

Existing Local Patient

1. For out-of-province patients that have a PHN from another province, insert a Yukon DIS plan with the patient’s PHN in the Client ID field and set the corresponding Client ID type. Note: In the below example, the patient has a PHN from Ontario.
2. Save changes to the patient.

3. The (Network) Patient Search will appear with the PHN Type set to Ontario PHN. Click Search.
• If the patient is found, the CR will return the Alternate ID in the field directly below the PHN field.

![Image of Patient Update window]

• If the patient is not found, perform a new search with patient demographics. If the patient is still not found, add the local patient to Network as outlined in the Scenario 4 – New Patient (Not Found in Kroll or CR) section.

4. Selecting the patient will call up the Patient Update window. Select all the parameters that need to be updated into the local Kroll patient card and click Update or press Enter on the keyboard.
**Patient with Multiple Given Names**

Pharmacy users will often encounter situations where a patient will go by multiple names. For example, a patient may have registered with Yukon Health under the first name Robert, but would like the name on his vial labels to read Bob. A patient may have registered with Yukon Health using their maiden name, and then get married and adopt their spouse’s last name without informing the provincial Client Registry. In situations like these, users can send one name to DIS (or any Plan) and have another name printed and recorded on the local Kroll patient file. This can be achieved as follows:

1. Search for and call up the local **F3 - Patient Card**.

2. Enter the name that the patient would like printed on the vial label in the **First Name** and/or **Last Name** field.

3. Double click the **Yukon DIS** plan under the **Plans** section to call up the **Patient Plan Information** window.

4. In the **Yukon DIS Patient Plan Information** window, enter the name(s) the patient used to register with DIS and click **Save** or press **Enter** on the keyboard. The name(s) entered here will be sent to DIS.
NOTE: The First Name or Last Name Alias can be left blank if it is the same as the name entered on the main patient card.

NOTE: You may also do a DOB or gender alias for specific plans. Enter the patient’s actual DOB or gender in the patient card, and use the birthday or gender alias field on the appropriate plan.

5. When the Network Patient Profile is retrieved for the patient, the name on the main patient card will be displayed.

- Once the DIS plan has been entered on the patient card, ensure that it is set as the last plan.
Searching for a Prescriber on the Provider Registry

If a prescriber does not yet exist in the local system, click **Search Network** to add the prescriber’s information to the local system.

The (Network) Doctor Search form will appear. Select Search.

A list of providers on the network matching the search criteria will display. Click on the provider and click Select.
The **Update Doctor from Network** form will appear to add/update any information if any on the local system. Click on **Update**.

![Update Doctor from Network](image)

The new doctor card will be created with the doctor’s information.

![New Doctor Card](image)
Filling Prescriptions

Once Yukon DIS is integrated with Kroll, you must complete the following steps before filling a prescription:

1. Search for the patient in Kroll and synchronize the patient to Yukon DIS.
2. View the patient’s (Network) Patient Profile.
3. Assess the patient (e.g., view Allergies, Detected Issues, Notes, etc.)
4. Assess the prescription that is being filled.

All prescriptions filled for human patients in Yukon must be sent to Yukon DIS for clinical recording. With Yukon DIS integration in Kroll, prescriptions should first be adjudicated to all fiscal plan(s) for financial reimbursement, and then sent to DIS for clinical recording. The “cash” plan will always come after the DIS plan. This sequence of plans allows prescriptions to be billed, and then logged on the Yukon DIS before passing down any remaining co-payment amounts to the patient. In the event that the DIS Network is down, you can bill the fiscal plans, print the label, and then place the Rx in a Network Pending Queue until the DIS Network is back up. At which point the Rx can be completed in its entirety (Please see the section on What to do When the Yukon DIS is Unavailable for more information).

Dispensing a New Rx (Inferred)

1. Complete the patient, drug, doctor, sig, dispense information, etc. from the F12 - Filling screen.
2. You can choose to add supplementary information regarding the dispense. From the F12 - Filling screen, select Network > Edit Rx Order/Dispense Information.
The **Rx Order / Dispense Information** window will appear displaying both the **Rx Order** and the **Dispense** information.

**Rx Order:**

- **Note**: Allows you to add a note to the Rx order;
- **Patient Measurement – Height**: Allows you to record the patient’s current height measurement;
- **Patient Measurement – Weight**: Allows you to record the patient’s current weight measurement;
- **Treatment Type**: Allows you to record the rational for the treatment;
• **Substitution Not Allowed Reason**: Allows you to record the reason for ‘No Substitutions’ on the Rx order;

![Substitution Not Allowed Reason](image)

- Not specified
- Allergy/Intolerance
- Clinical Trial
- Compliance Concern
- Patient Choice
- Therapeutic Characteristics

• **Hard Assign to my Location**: Allows you to set this order as only dispensable from this location.

**Dispense Information:**

• **Note**: Allows you to add a note to the dispense;

• **Substitution Type**: If a drug substitution was made for this dispense, allows you to indicate the type of substitution;

![Substitution Type](image)

- None
- Formulary
- Generic
- Therapeutic

• **Substitution Reason**: If a drug substitution was made, allows you to indicate the reason for substitution;

![Substitution Reason](image)

- Not specified
- Continuing Therapy
- Formulary Policy
- Out of Stock
- Regulatory Requirement

• **Quantity Units of Measure**: This field is pre-populated from the units of measure linked on the drug card, or specified on the F12 - Filling screen.

• **Emergency Fill**: Allows you to specify that this is an emergency fill for the patient.
3. Once you have completed the above sections they wish to fill out, press Enter or click OK to save.

4. Ensure that the Yukon DIS plan is the last plan before ‘cash’.  

**NOTE:** The DIS plan is always marked as Drug Utilization Evaluation Only “DUE Only”, indicating there is no financial adjudication involved.

5. Once all necessary information is entered into the F12 - Filling screen, click F12 - Fill Rx or press F12 on the keyboard to fill the prescription.
NOTE: The (Network) Patient Profile is automatically displayed for a patient with the first prescription filled. The (Network) Patient Profile will not be returned for subsequent Rxs unless you escape from the patient card, searches for another patient, and then returns to the original patient again.

6. Adjudication to the fiscal plan(s) will be completed first, and then the Rx will be sent to YTDIS – Yukon DIS for clinical recording.

If there are no Detected Issues or Warnings returned by Yukon DIS, you will get a message ‘The Dispense Rx was successful’ and a prescription label will print.
Note: ‘The Dispense Rx was successful screen’ can be suppressed if you don’t want to deal with extra steps in your workflow. The configuration for this is located under Configuration>Store> Adjudication: ‘Do Not Show Clinical Adjudication Response If No User Interaction Required.’

7. The prescription order and dispense are then recorded on the Network.

Managing Network Issues

When you fill a prescription, the local FDB interaction checking occurs before the Rx is sent to the DIS. The Yukon DIS has been configured to only return issues for items that were not originated at this location.

1. The Yukon DIS may detect issues that the local system was unable to, such as Rxs or allergies added from other locations. These additional issues will be returned on the CeRx Adjudication Response form.

NOTE: Any detected issues that require management from the user will be indicated with a Yes in the Mgmt Req column.
2. The CeRx Adjudication Response window contains three (3) options:

   a) P-View Network Profile: This option will call up the (Network) Patient Profile so you may cross reference the Rx they are filling with the existing medications on the patient’s Yukon DIS Medication Profile. Accessing the patient profile also allows you to stop Rxs and make adjustments to allergies, etc. that could be causing detected issues or errors on the Rx being filled.

   a) D-Detail: Highlight a Detected Issue and press D on the keyboard to call up the (Network) Detected Issue Detail window which displays extra information regarding the issue. Select the tabs across of the top of the (Network) Detected Issue Detail window to access respective information. Click OK or press Enter on the keyboard to return to the DIS Adjudication Response window.
Selecting **Caused By** will display the items on the DIS that are causing the issue to be returned. You may also further detail down to see additional details if desired.

b) **M-Manage**: This allows you to manage any individually selected issue. Highlight the detected issue you wish to manage and press M on the keyboard to access a list of managements.
NOTE: All Detected Issues with an ‘Mgmt Req’ > ‘Yes’, Yukon DIS must be managed in order to proceed with filling the prescription; those showing ‘No’ need not be managed.

3. You may choose to manage each issue individually, or all items at once. Selecting **M - Manage** will manage each issue individually, where selecting a management in the **Apply this to all unmanaged issues above** will apply the same management to all detected issues.
4. Select a reason for managing each issue.

![Image of Manage Issue window with reasons]

5. Enter any supplementary information in the **Description** field.

![Image of Manage Issue window with Description field filled in]

- Consulted Prescriber
- Consulted Dr. Brown over phone
6. Once all Mgmt Req detected Issues have been managed, send the issue managements to the Yukon DIS by clicking Send Issue Managements or by pressing Enter on the keyboard.

**NOTE:** From the CeRx Adjudication Response window, you can click Back to the Rx to return to the F12 - Filling screen, Trouble to send the Rx to the Trouble Queue or Cancel Rx to reverse the prescription.

**Viewing Issue Managements for a Prescription**

You may retrieve the managements used to address a Detected Issue by calling up the patient’s (Network) Patient Profile:

1. From the F3 - Patient card, go to Network menu, and select Comprehensive or Advanced Profile. In the (Network) Patient Profile, you can identify which prescriptions have recorded issues by the ▼ icon located on the left of the Rx entry.
2. Retrieve **Issue Managements** by detailing the Rx entry from the *(Network)* Patient Profile to bring up the *(Network)* Medication Order Detail window and then select the **Issues** tab.

![Image of Mediation Order Detail window]

**NOTE:** You have the ability to add or edit managements.

3. Call up the **Details** of the **Issue** by highlighting the entry and clicking **D-Detail**, pressing **D** on the Keyboard, or double-clicking the entry. Select the tabs located across the top of the *(Network)* Detected Issue Detail window to access supplementary information.

![Image of Detected Issue Detail window]
Creating Prescription Order (Unfill)

When a patient requests the pharmacy to keep a record of a prescription, but not dispense it until a later time, they are Unfilling the Rx or “deferring” it. Unfilled prescription orders are recorded both locally and sent to Yukon DIS.

To record an unfilled prescription, complete the patient, drug, doctor, SIG and dispense information on the F12 - Filling screen and select Rx > Make Rx Unfilled, or select the Make Rx Unfilled button on the right navigation pane. Click or press F12 to Unfill the Rx.

Once the Unfilled order is completed, it is recorded on the Network with a status of ‘Unfilled’.
Filling Prescription for a Mixture

When sending a mixture to Yukon DIS, components within the mixture are identified by textual format only. In Hydrocortisone Powder 1% in Clotrimaderm Cream for example, only the ingredient descriptions will be sent and logged on the Network; the DINs are not recorded.

Mixtures are entered into Kroll using the same process as performed before Yukon DIS integration.

Note: Pseudo DINs are NOT required for submission to the Yukon DIS plan. Existing pseudo DINs for third-party plans will work in the same manner as before Yukon DIS integration.

Viewing Mixture Prescription from the Network Profile

To view the mixture prescription from the Yukon DIS medication profile, go back to the F3 - Patient card, select Network > Comprehensive or Advanced Profile.
From the **(Network) Patient Profile**, highlight the mixture prescription and press D or click Detail on the bottom of the screen to call up the **(Network) Medication Order Detail** window. This displays the particulars of the mixture prescription.

**NOTE**: For mixture names and descriptions that are very long, hover the mouse over the respective field and a fly over will display the whole description.

In **(Network) Medication Order Detail** screen, the medication details do not display information on DINs; only the mixture name and description will be listed.

**NOTE**: While the Network records the ingredient list, it does not record the specific formulation.
Filling Prescription for a Device that is not recognized by Yukon DIS (ie: devices not covered by Yukon Pharmacare).

Devices such as diabetic strips, lancets, alcohol swabs, compression stockings, etc., are considered non-drug products. If a device is listed in the Yukon Formulary (ie. covered by Yukon Pharmacare) it will be sent to YTDIS like any other prescription. However if a device is not in the Yukon Formulary (ie. not covered by Yukon Pharmacare) the device flag will be enabled in the drug card and it will not be sent to YTDIS.

For devices that are not accepted by YTDIS mark a drug card as a device so it does not send to YTDIS:

1. Bring up the F5 - Drug card for a device by performing a drug search.

2. The Device flag must be checked in the drug card so it does not send to YTDIS.
3. Click **F12 - Fill Rx** or press **F12** on the keyboard to complete the Rx.

![Prescription Form](image)

**Filling a Prescription for an Animal**

Prescriptions filled for animals are not recorded on DIS. Animals in the database must have the **Animal** indicator enabled. Animal patients will not have a PHN and therefore no **(Network) Patient Profile**.

Fill a prescription for an animal patient as follows:

1. From the **F3 - Patient** card leave the **Plans** blank.
2. On the **General** tab select **Animal**. Save changes to the Patient card.

3. Proceed to fill a prescription for the animal. There will not be a **DIS** plan on the Rx, and the prescription will not be sent to Yukon DIS.
Recording a Non-prescribed (OTC) Medication (Not Dispensed Rx)

OTC medications such as physician samples, Gravol, Baby Aspirin, Vitamins, Tylenol #1, etc., that are taken by the patient, but not actually dispensed by the pharmacy are considered ‘Other Medications’ on the Yukon DIS. To record a non-prescribed medication, use the ‘Not Dispensed’ function as follows:

1. Fill out the **F12 - Filling** screen with the patient, “other medication”, doctor, sig, and dispense information as usual and select **Make Rx Not Dispensed** from the right navigation pane.
2. You may choose to enter a specific **Stop Date** on the **Dates Tab**. If no date is entered, the **Stop Date** of the **Other Medication** is automatically calculated by the **Days Supply** entered.

3. Click **F12 - Fill Rx** or press **F12** on the keyboard to complete the **Not Dispensed Rx** and to record it on Yukon DIS.

4. A **Not Dispensed Rx** will look different from a regular Rx entry on the **(Network) Patient Profile**. Access the **(Network) Patient Profile** from **Network > Profile**; the entry for the Rx filled for an ‘other medication’ will be labeled as ‘Other Medication’. There is no ‘Last Dispensed’ or ‘Picked Up’ date.

**NOTE:** Entries for Other Medications on the Network are not fillable. However, they can be refilled on the local system which will not create an entry on the Network.
Stock Transfer for Locations

1. Click **F3 - Patient** to search or add the location to local system.
   - Input the location information.
   - Set the **Patient Type** to **Doctor’s Office**.
   - Click **Save** to save the patient information.

   - From the **Network** menu select **Synchronize Patient**.
• The (Network) Location Search form appears. Search for the Doctor’s location.

![Network Location Search Form]

• Click on the location and click on Select.

![Network Location Search Form with Selected Location]

• The Update Patient Demographics from Network form appears. Select any data that is to be updated and select Update.

![Update Patient Demographics from Network Form]
In the patient card, a YTDIS plan will be automatically and a cloud symbol will display indicating it is synced.

**NOTE:** Only Patient type **Doctor’s Office** will send stock transfers to the Network.

2. From the **Rx Filling** screen, select **Make Rx Stock Transfer** from the right navigation pane.

3. The **YTDIS** plan will be included in the prescription. Select **F12-Fill** and complete the prescription.
4. The stock transfer will be recorded on YTDIS.

**NOTE:** Stock Transfer Rxs can not be viewed under the (Network) Patient Profile
Filling a Prescription with a Natural Product Number (NPN)

A Natural Product Number (NPN) is assigned by Health Canada to a product whose manufacturer has submitted enough human evidence to support the health claims they have declared. Natural health products that are dispensed to patients can be recorded on Yukon DIS through Kroll as normal prescription orders. Yukon DIS accepts both DIN and NPN numbers. In the drug card set to NPN and insert the number.

Cancelling a Prescription

This section explains how to cancel a prescription.

1. Call up the local patient profile from the F3 - Patient card by accessing Profile > All Rxs or pressing Shift-F3 on the keyboard.

2. Highlight the Rx that needs to be cancelled and click C - Cancel or press C on the keyboard.

3. If the correct prescription is being called up for cancellation, answer Yes when asked ‘Are you sure you want to Cancel this Rx?’
NOTE: Select the option to **Cancel and Refill** if you are looking to reverse the claim, modify it, and then resend it immediately.

4. If you are cancelling the first fill of a prescription, the following screen will appear. Select the appropriate option:

- **Make this Rx Unfilled**: Selecting this option will mark the local Rx as ‘unfilled’ and leave the prescription order on the Yukon DIS. The dispense will be retracted.
• **Filled in Error – Remove from profile**: Selecting this option will mark the Rx as a mistake on the local system and place it into the **Rxs Filled in Error** profile. The Network entry will be retracted and will not appear in the *(Network) Patient Profile.*

**NOTE**: Cancelling a refilled Rx prescription in Kroll will mark the associated network dispense as ‘Cancelled’ on Yukon DIS.

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**Transferring Prescriptions**

**Transfer Rx to another Store**

When another pharmacy contacts you for a prescription transfer, use the **Transfer Rx to Another Store** function as you would have prior to the DIS integration. Your local prescription will be made inactive and the transfer information will be sent to Yukon DIS – the Network prescription will remain active. When the other pharmacy invokes their ‘Transfer From’ function against this Rx, their new dispense will be recorded against their pharmacy.
1. Highlight prescriptions that are to be transferred with the space bar and go to **Extra Functions > Transfer Rx to Another Store**.

2. Search for the **Location** requesting the transfer.
NOTE: If selecting an existing Transfer Location, select the Edit button to open the Edit Store form, which will allow you to search the network for the applicable Network ID.

a) Search Network will fill in the applicable Network location information.
• Search and select the location on the (Network) Location Search screen.

![Network Location Search](image)

- After clicking on Select the Update Location from the Network screen appears.

![Update Location from Network](image)

  a) Select the Update option, to populate the Local location with the information from the Network.

**NOTE:** Address for the location is required for a transfer. If it is missing on the network, enter it manually.
3. Once you have completed the remaining required information, you may then complete the transfer by clicking **Transfer Out Eligible Rxs**.

Once transferred out, the orders will display as belonging to another location

| Directions | Status  | Drug                                      | Doctor               | Status                      | Order #  | Serial No. | Order Date       |
|------------|---------|-------------------------------------------|----------------------|-----------------------------|----------|------------|----------------|------------------|
Creating Local Rx (Transferring Rx from another Store)

When transferring a prescription in from another Yukon pharmacy, call the other pharmacy and request a transfer. That location will perform the Transfer out function. Once complete, access the (Network) Patient Profile, locate the Rx and use the Create Local Rx function. By doing so, the original prescription order is maintained on DIS. Simply creating a new Rx on Kroll and manually invoking the Transfer Rx From Another Store function will create a duplicate order on the DIS with no reference to the original Rx. Both the original and new order will show as active prescriptions, and will generate an unnecessary management error.

1. From the patient’s Network Profile, select Extra Functions > Create Local Rx.

NOTE: If the user at the transferring pharmacy has not yet transferred the Rx order, or has transferred it to the incorrect location, you may see the following error:
2. Enter the transfer store information and click **OK**.

3. Once you have transferred the prescription into their local system, you will then see an electronic copy of the order. You have the option of moving the **Create Local Rx- Network Rx Order** screen to the side to verify the Rx information. You may also close it and recall it from the **Network > View “Create Local Rx” Information**.
From the **Create Local Rx - Network Rx Order** screen, you have several options:

- **Medication**: If the medication is a compound containing a monitored product, you may select this button to have it reveal the quantity of the monitored product;
- **Desc**: If the full description is not visible, you may hover over this field with the mouse and it will expand;
- **Use this SIG code text in the Rx**: Transposes the sig from the electronic order to the local system;
- **Device**: Indicates that this is a device on the Network;
- **No Sub**: Indicates that is a no-sub order on the Network;
- **Copy from Prior Rx**: Allows you to link this new Rx to an existing Rx on the patient’s profile, if not already prompted to do so;
- **Detail**: Displays detailed order information from the Network;
- **Copy From Rx**: Same as ‘Copy from Prior Rx’.
4. Information from the electronic order is automatically populated in the fill screen.

5. Complete the dispense or unfill as per usual.
DIS Order and Dispense Numbers

Prescription orders and dispenses are assigned a Yukon DIS Order Number and a DIS Dispense Number by Yukon DIS. These two numbers are the unique identifiers used to track prescription on the Network. These numbers are printed on the vial label of the prescription and can be viewed on the Network profile.

The DIS Order number and Dispense number can be used to reference specific prescription orders or dispenses when speaking with a DIS Helpdesk agent. The DIS Order Number can also be used to search for a specific Rx Order within a Network Patient Profile. This is especially helpful when the Network patient profile has multiple prescriptions for the same drug, or if the profile is very large.

Use the DIS Order Number to search for a specific Rx on the Network Patient Profile as follows:

1. From the **F3 - Patient** card, select **Network > Profile**.

2. From the **Network Patient Profile**, check the **Advanced** flag to reveal additional options for searching prescriptions in the medication profile. On the right hand side of the window, look for the **DIS Order #** search field. Type in the **DIS Order #** and click **Filter**, or press **Enter** on the keyboard. The Rx Order entry matching the DIS Order Number will be returned on the (Network) Patient Profile.
NOTE: Entering the DIS Disp # in this field will not pull up the particular dispense entry.

3. Detail the Rx Order by double clicking the entry, clicking the Detail button or pressing “D” on the keyboard to call up the Medication Order Detail form. The Dispenses tab is displayed by default. The DIS Disp # number for each dispense against the Rx Order is displayed here.

Yukon DIS Patient Profile

The Yukon DIS Patient Profile consists of a current, consolidated view of the following:

- Profile: Prescriptions, Devices and Other Medications.
- Allergies
- Adverse Reactions
- Conditions
- Services
- Observations
- Notes

Supplementary information is also available from the Yukon DIS Patient Profile including issues and managements relating to a prescription, and notes concerning a prescription/dispense.
Comprehensive Network Profile (Ctrl F3)

The comprehensive profile for a patient will display all clinically relevant information for this patient from the last 45 days. The comprehensive profile will automatically return all Prescriptions and Other Medications, Devices, Adverse Reactions, Professional Services, Patient Observations that have occurred in the last 45 days. It also displays all Active Allergies, Intolerances, and Medical Conditions.

1. Go to the **F3 - Patient** card and select **Network > Profile** (or press Ctrl-F3) to access the Comprehensive Network Profile.

2. Enter your login credentials and click **OK**.
3. When Kroll is retrieving information from Yukon DIS, a small progress window will appear displaying the action being performed at that moment.

A Yukon DIS (Network Patient Profile) will display showing the Prescription Order Summary:
(Network) Patient Profile Details

Patient information on the Yukon DIS Patient Profile may reside locally on the Kroll database, and/or on the Yukon DIS database. Many of the patient’s records may be the same on both databases, and some data may exist on only one or the other. Kroll uses indicators to alert you to the source of the data being returned in the Patient’s Network Profile.

- Indicates that this order exists on the local profile only. This order is displayed for information only, in order to give you a more complete picture of this patient’s profile. No Extra or Detail functions may be performed against this order.

- Indicates that this order is both on the local and Network DIS Profile.

- Indicates that this order is from the Network, and does not exist on the local profile.

Network Rx entries on the Yukon DIS (Network) Patient Profile have indicator icons and colored bars located on either end to quickly give you extra information about an order:
Left-hand indicators:

- The 🔄 icon indicates that this is not an electronic-authoritative order. The pharmacy will have a paper prescription copy or a verbal order for this script.

- The 🎾 icon indicates the this order was created on the Network by a physician and can be pulled into the pharmacy to fill when it is unassigned.

- The 🚫 icon indicates that this order has a Refusal to Fill recorded against it.

- The ⚠️ icon indicates that this order has Detected Issue(s) recorded against it.

- The 🔴 icon indicates that this order has Note(s) recorded against it.

Right-hand indicators:

- The ✓ icon indicates that this Order is Fillable.

- The ✗ icon indicates that this Order is no longer Fillable.
- The Rem Qty is indicated with a whole number and the number of refills based on the quantity is in brackets.

- The colored bars indicate the source of the order:
  - Yes Indicates that this order is assigned to this location.
  - No Indicates that this order is assigned to another location.

Supplementary features about the Yukon DIS Patient Medication Profile:

- You can filter the medication entries coming back from Yukon DIS by **Status** or **Order Type**.

- You may place a check mark next to the **Advanced** flag to display advanced filter option.
You may choose to sort the returned profile by clicking on the column headers which appear as buttons. **Picked Up**, **Doctor**, **DIS Order #**, **Order Date**, and **Drug**.

**NOTE**: When the column being sorted has a green triangle, entries are displayed in ascending order; when the column being sorted has a red triangle, entries are displayed in descending order. Click the column name to change it from ascending (green) to descending (red) or vice versa.

**Detailing a Prescription Entry on Yukon DIS**

Once you access the Yukon DIS Patient Medication Profile, you may need to access the details of a particular prescription order to obtain supplementary information such as:

- Dispenses made against a prescription
- Prescription Issues and Managements
- Dispense Notes
- Drug indications
- Refusal to fill

**NOTE**: You cannot detail the ‘local-only’ placeholder prescriptions in the **(Network) Patient Profile** (i.e., the yellow ‘local’ data bar).
There are multiple ways to retrieve additional details for Network Data:

1. Use the mouse to double-click the entry.

2. Highlight the entry and click the **Detail** button on the bottom left of the window or press **CTRL-D** on the keyboard.

3. Right-click an entry and select **Detail**.

The **(Network) Medication Order Detail** window displays supplementary information regarding the prescription and the related dispenses. Information contained in the **(Network) Medication Order Detail** window is organized into “tabs” across the top of the window. You can select the tabs to access the associated information.
Displaying Dispenses for a Prescription Order

Dispenses for a given prescription order are automatically displayed when you choose to detail an order.

1. You can further **Detail** a dispense to call up the **(Network) Medication Dispense Detail** just like they can detail an Rx order in the following ways:

   - Use the mouse to double-click the dispense entry you would like to see details for.
   - Highlight the dispense entry and click the **Detail** button.
   - Highlight the entry and press **D** on the keyboard.
   - Right-click entry to access a menu list, and then click **Detail**.
2. The **(Network) Medication Dispense Detail** window will display information on the following:

- **Dispense**: Displays general Rx information regarding the refill.
- **Pickup/Delivery**: Displays information on whether a dispense was picked up.
- **Instructions**: Displays the sig on the dispense.
- **Issues**: Displays any managements sent with the dispense.
- **Notes**: Displays dispense notes (this is different than patient notes or prescription notes).
- **Status History**: Displays changes in the status of the dispense.
Displaying the Order Detail

1. From the *(Network) Medication Order Detail* screen, select the *Order* tab.

![Order Detail Screen](image1)

2. The *(Network) Medication Dispense Detail* window will display information on the following:

![Dispense Detail Screen](image2)
• **Medication**: List of Ingredients for compounds;

• **Order #**: Electronic Order ID assigned by YTDIS. This is the Order ID that also prints on the vial label;

• **Local #**: The original Rx number assigned to the prescription at the originating location;

• **Status**: Displays the current status of the order;

• **Order Date**: The date that the DIS received (and created) the order on the Network;

• **Effective Date**: The date that this order came into effect;

• **Expiry Date**: Displays the expiry date of the order (if known);

• **No Sub**: Displays the no substitution status, and the rationale;

• **Trial**: Displays the trial Rx status;

• **Prior Order ID**: Displays the ID of the order this was copied from;

• **Fillable**: Displays if the order is still fillable;

• **Authoritative**: Displays the source of the order;

• **Pharmacy Targeted To**: Displays the pharmacy currently holding the order;

• **Hard Assigned**: Indicates if this script is designated to its targeted pharmacy.
Extra Functions from the Yukon DIS (Network) Patient Profile

Extra functions can be performed for Rx entries on the Yukon DIS (Network) Patient Profile.

Right click (or click on Extra Functions button or type CTRL +X) the selected entry to access the Extra Functions menu list.

The Extra Functions menu list contains the following options:

- Create Local Rx
- Refusal to Fill
- Release (Resume) Rx
- Hold (Suspend) Rx
- Stop (Abort) Rx
- Add Note
- Record adverse reaction to
- Print Order
- Refact
- Detail
- Refresh
Create Local Rx

Allows you to pull down an Rx Order from the Network into the local system and have the information pre-populated on the local system. Please see the Create Local Rx (Transfer Rx from another store) section for more details on how to create a local Rx.

Refusal to Fill

The Refusal to Fill is used when you decide you ‘will not’ or ‘cannot’ fill a prescription request for a patient.

Once a refusal to fill is sent to Yukon DIS, it is then viewable by any other provider accessing the same patient profile. Although the prescription has been refused by one provider, it may still be filled by another. A pre-populated list of Refusal Reasons is available for selection; you cannot enter a free-form reason in this field.

From the (Network) Patient Profile, you can easily determine which prescription entries have Refusals attached to them by looking for the icon located on the lower-left of the entry.

To recall the details of a Refusal to Fill from the Yukon DIS Patient Medication Profile, highlight the prescription that was refused and click the Detail button. This brings up the (Network) Medication Order Detail screen. From there, click the Refusals tab; the reason for the refusal, date of refusal and the ‘Refuser’ will be displayed in this section.
Holding (Suspend) Rx

A prescription is put on hold when a provider determines that a drug should not be taken by the patient for a specified interval of time. This identifies the intent that the drug therapy be continued in the future, but that it is suspended for the period indicated on the hold. A prescription that is on hold will have a status of ‘Suspended’ on the patient’s Network profile.

There are two scenarios for placing an Rx on hold:

- Network Rx not assigned to the local pharmacy;
- Network Rx assigned to local pharmacy.
Hold (Suspend) Network Rx not assigned to the Local Pharmacy

1. Highlight the Rx from the (Network) Patient Profile and select Hold (Suspend) Rx from the Extra Functions menu.

2. The Hold Network Rx form will appear.

- In the Effective Date field, enter the date that the hold begins (i.e., when the patient should stop taking the medication).
- In the End Date field, optionally enter the date that the hold ends (leaving this field blank means that the hold is indefinite).
- From the Reason Code field, access the dropdown menu and select an option to explain why the prescription was placed on hold.
3. Click **OK** or press **Enter** on the keyboard to execute the hold.

4. The Order now has a Suspended Status.

**NOTE:** The Reason Code field cannot be populated free-form. A selection must be made from one of the reasons provided.

**Hold (Suspend) Network Rx Assigned to the Local Pharmacy**

An Rx that was created or dispensed locally has to be put on hold locally. If an attempt is made to hold a local Rx on the Network, an error message will be displayed.

1. From the local patient profile, highlight the Rx to suspend and select **Extra Functions > Suspend.**
2. The **Suspend Rx(s)** window appears. A **Reason** code must be entered.

![Image of the Suspend Rx(s) window](image)

3. Optionally, enter a resume date and reason for when the hold ends (leaving these fields blank means that the hold is indefinite).

4. Click **Suspend Eligible Rxs** to send to the Network.

5. In the local and Network Profile, the Rx is marked as ‘**Suspended**’.
Release (Resume) Rx

The option to Release (Resume) Rx is used to release prescriptions that are currently on hold (i.e., status ‘Suspended’). For example, a patient who transitions from an inpatient situation back to the community may require held prescriptions to be “released”.

There are two scenarios for Releasing an Rx:

a. Suspended Network Rx not assigned to the Local pharmacy
b. Suspended Network Rx assigned to Local pharmacy

Release (Resume) Suspended Network Rx

1. To release a prescription that is on hold, highlight the suspended Rx from the (Network) Patient Profile >right click and select Release (Resume) Rx.


   - In the Effective Date field, enter the date that the prescription was taken off hold (i.e., suspend) status.
   - From the Reason Code field, access the dropdown menu and select an available option to explain why the prescription was taken off hold.
3. Click **OK** or press **Enter** on the keyboard to execute the **Release Rx**.

4. The Rx has a status of **Active**.

![RX Image]

**NOTE:** The **Reason Code** field cannot be populated free-form. A selection must be made from one of the reasons provided.

### Release (Resume) Suspended Local Rx

A local Rx that has been suspended can only be **Resumed / Released** from the local patient profile.

1. Go to patient profile, highlight Rx and select **Extra Functions > Resume**.

![Resume Image]
2. The **Resume Rx(s)** window will appear. Select a reason for resuming the Rx and then click **Resume Eligible Rx(s)** to send the message to the Network.

![Resume Rx(s) window](image)

3. The local Rx and associated Network Rx have a status of Active.

![Profile - All Rxs (S)](image)
Stop (Abort) Rx

Stop (Abort) Rx is used when you determine that an order should no longer be dispensed and the patient should stop taking the medication. An order may need to be stopped or aborted due to product recalls, therapeutic conflicts, etc. A prescription that has been stopped will have a status of ‘Aborted’.

Hold (Suspend) Network Rx assigned to Local Pharmacy

You can only manually stop/abort an order on Yukon DIS, from the (Network) Patient Profile if the Rx belongs to a different pharmacy. If you attempt to stop a local Order, a message is presented, ‘This order is associated with an Active Local Rx. To Stop this order, please inactivate the local Rx.’

1. On the Local Rx, right click or from Extra Functions choose Inactivate Rx
2. Inactivate Rx(s) window opens displaying the Rx to inactivate. Choose **Inactivate Eligible Rxs**.

3. On the Network, the Order has a status of Aborted.

**Stop (Abort) Network Rx not assigned to the Local Pharmacy**

1. To stop another pharmacy’s order, right click the Order and then select **Stop (Abort) Rx**.
2. This will call up the **Stop Network Rx** screen.

- The **Effective Date** field is the date that the prescription was stopped/aborted.
- From the **Reason Code** field, access the dropdown menu and select the applicable option to explain why the prescription is being aborted.

**Add Note**

Add Note is used to document additional information concerning an order or dispense. Notes are primarily used to document error corrections, information changes, or add new information, but can be used for any reason deemed fit by the provider.

**NOTE:** Once a note is added to a patient’s Yukon DIS profile, it is viewable by any other provider accessing this same patient profile.

1. To add a note to an order, highlight the Rx from the (Network) **Patient Profile** and select **Add Note**.
2. This will call up the (Network) Add Note to Record screen. Enter an optional Reason for change and a mandatory Note. Click Ok.

3. On the Prescription Summary window, the Order has a blue triangle to indicate there is a note on the Order.

4. Detail the Order to view the notes added under the Notes tab.

Record Adverse Reaction

The Record Adverse Reaction to function allows you to record and report adverse reactions that a patient may have experienced from a drug.

1. To record an adverse reaction on an order, highlight the Rx from the (Network) Patient Profile and select Record adverse reaction to.
2. This will call up the **(Network) Add/Update Adverse Reaction** screen.

![Add/Update Adverse Reaction Screen]

- The **Reaction To** field will be pre-populated by the order that was selected when the **Record Adverse Reaction To** was invoked.
- Enter the **Reaction Type** by searching an appropriate type and then click **Select**.

![Search for a Code]

- Anaphylactic shock due to adverse effect of correct drug or medicament properly administered
- Anaphylactic shock due to eggs
- Anaphylactic shock due to food additives
- Anaphylactic shock due to fruits and vegetables
- Anaphylactic shock due to milk and dairy products
- Anaphylactic shock due to other fish
- Anaphylactic shock due to other food products
- Anaphylactic shock due to peanuts
- Anaphylactic shock due to serum
- Anaphylactic shock due to shellfish (crustaceans)
- Anaphylactic shock due to tree nuts & seeds
- Anaphylactic shock due to unspecified food products

- Anaplastoma, anaplastic
- Carcinoma, anaplastic
- Ependymoma, anaplastic
- Oligodendroglioma, anaplastic
- Seminoma, anaplastic
Select Severity and complete any other relevant information.

3. Click on OK and the **Network** Add/Update Adverse Reaction window opens. Select a type to record on the Network and then OK.

**NOTE**: Kroll does not support allergies by DIN for FDB checking. You will be required to select an associated Allergy Group, Medication, or Ingredient.
4. Locally, Adverse Reaction is displayed.

On the Network, the Adverse Reaction is displayed under the Adverse reaction tab.

5. Detail the Adverse Reaction and under the Reaction To tab, the Event displays the Rx order that caused the reaction.
Alternately, you may elect to record an adverse reaction on local prescription order. Highlight the Rx from the **Local Patient Profile** and select **Extra Functions > Record adverse reaction to**.

![Record adverse reaction to](image)

**Print Order**

This is not available at this time.

**Retract**

The **Retract** function allows you to retract an action that was performed in error on the Yukon DIS Patient Profile.

To manually retract an action made against a prescription, highlight the network Rx entry and select **Retract** from the **Extra Functions** menu. A screen will appear listing all the retractable Network transactions that were made to the prescription. Highlight the **Transaction Type** that needs to be revoked and press **Enter** or click **OK** to perform the retract.
Refresh (F5)

Refresh (F5) updates the currently viewed screen on the (Network) Patient Profile.
Patient Allergies & Intolerances

Recording patient allergies and intolerances on Yukon DIS is an integral part of creating a comprehensive **Electronic Health Record (EHR)** for Yukon residents. The availability of this information allows pharmacists and other healthcare professionals to make optimal drug therapy decisions.

With the integration of Yukon DIS in Kroll Windows, any allergy or intolerance entered locally will automatically prompt to be sent to Yukon DIS for clinical recording. You may select **First Data Bank (FDB) Medication** codes or **Ingredient** codes. **Allergy Group** codes are NOT accepted by Yukon DIS and will prompt you to select the appropriate accepted DIN type.

**Adding a Patient Allergy/Intolerance**

When patient allergies are added locally on Kroll, the information is sent and recorded on DIS. Add a patient allergy as follows:

1. Bring up the patient card using the **F3 - Patient** search.
2. From the **Allergies** section of the patient card, click **Ins**, press **Insert** on the keyboard, or start typing the allergy information; to call up the **Select an Allergy** window.

![Select an Allergy](image)

3. Search for an allergy/intolerance from the **Select an Allergy** window and click **Search** or press **Enter** on the keyboard to obtain search results (e.g. Type “sulf” to search for a Sulfonamide allergy/intolerance).

**NOTE**: Options are available to search the criteria entered by ‘**Starts With**’ or ‘**Contains**’. 
4. Select the Allergy Group by highlighting the entry and pressing Enter on the keyboard or clicking Select. This will bring up the Patient Allergy Information form.

5. From the Patient Allergy Information form, verify the Source, Date, and Apply to all Allergies options. Enter an optional comment regarding the nature and severity of the allergy/intolerance. Click OK or press Enter on the keyboard to continue.
6. Kroll will automatically establish a connection with Yukon DIS and the (Network) Patient Profile will display allergy and intolerances.

**NOTE:** The colored data bars on the left side of each allergy/intolerance entry provide information on whether local records match Yukon DIS records.

**Red (Local):** A red ‘Local’ data bar indicates that the allergy/intolerance entry exists on the local system only, but is not synchronized to a Yukon DIS record.

**Yellow (Network):** A yellow ‘Network’ data bar indicates that the allergy/intolerance entry exists on Yukon DIS only, but is not synchronized with a local allergy record.
Green (Synced): A green ‘Synced’ data bar indicates that the allergy/intolerance entry exists locally and is synchronized with a Yukon DIS allergy record. This is the desired outcome for all allergy/intolerance entries because it indicates consistency between local and Yukon DIS records.

Gray (Network): A gray ‘Network’ data bar indicates that an allergy/intolerance is completed/expired on the network and does NOT need to be synchronized to the local system.

Muted Gray: The whole entry is a muted gray indicates the record has been refuted.
7. Click **OK** or press **Enter** on the keyboard to continue.

![Drug Allergy Selection](image)

8. Select the appropriate matching **DIN/Drug** or **NPN** and then click **OK**.

![Select allergy to record on DIS](image)

9. Select whether it is An Allergy or An Adverse Reaction (not screened).

![Select an Option](image)

**NOTE:** Adverse reactions are not screened against drugs, allergies, conditions, etc. to provide warnings during prescription filling.
10. Once the option to send an allergy to DIS is selected, the (Network) Add/Update Allergy form will appear.

- Select an **Allergy/Intolerance Type** from the list.

- Identify the **Severity** of the indicated allergy as **High**, **Low**, or **Moderate**. A selection must be made in this field.
• Identify the Certainty of the indicated allergy as Certain or Not Certain.

• The Effective Date is the date that the allergy was acknowledged by the patient. The date is defaulted to the current date.
11. Complete the **Reported By** section (optional).

- **Date Reported**: The date that the pharmacy was made aware of the patient allergy.

- **Reported By**: Select from Patient, Relative/Responsible Person, or Health Care Provider.

  i. When the allergy is reported by the Patient, the **Date Reported** field is required.
ii. When the allergy is reported by a Relative/Responsible Person, the Relationship, Last Name, and First Name of the relative can be entered.

iii. When the allergy is reported by a Health Care Provider, the Provider type, Last Name, First Name, and Lic # (license #) can be entered.

- Enter an optional Comment regarding the nature and severity of the allergy.

**NOTE:** If a comment was entered in the local Patient Allergy Information form, it will be pulled into this field for recording on YTDIS. You can manually delete the comment if you do not want it to be recorded on YTDIS.
12. Press Enter on the keyboard or click OK to save changes made to the CeRx Allergy Form. This will save changes to the CeRx Allergy Form and record the allergy or adverse reaction on DIS.

13. On the (Network) Patient Profile, the allergy is displayed.
Adding a Patient Adverse Reaction

An adverse reaction is any unexpected or dangerous reaction to a drug. It is an unwanted effect caused by the administration of a drug. The onset of the adverse reaction may be sudden or develop over time.

1. For an Adverse reaction, like the Allergies, you must pick a similar support adverse reaction and then choose **OK**.

2. Once the option to send ‘An Adverse Reaction’ to DIS is selected, the adverse reaction form will appear.
3. Search for a **Reaction Type** by clicking/pressing **F2** on the keyboard. This brings up the form where you can search for a reaction type.

4. Highlight the appropriate reaction type and press **Enter** on the keyboard or click **Select**.

5. Enter the **Reaction Text**, **Severity**, **Exposure Method**, **Effective date**, **Reported by** and optional **Comment**. Then choose **OK**.
6. On the Network, the adverse reaction is displayed under Adv Reaction tab.

Deleting Patient Allergy/Intolerance or Adverse Reaction

Patient allergies and intolerances can be deleted locally on Kroll. You can decide whether they want to mark the allergy/adverse reaction as completed/expired on the Network or deleted and removed off the Network.

Complete/Expire patient allergy/intolerance or adverse reaction

1. Search and call up the F3 - Patient card.

2. From the Allergies section of the patient card, highlight the allergy/adverse reaction you want to remove and click Del or press Delete on the keyboard.

3. Answer Yes to the ‘Are you sure you want to delete this allergy/adverse reaction’ prompt.

4. Click Complete/expire the network allergy/intolerance.
5. On the Network, Summary screen show the data bar as gray for completed and the Status as Completed as well.

![Network Summary Screen](image)

**Delete Allergy/Intolerance or Adverse Reaction**

1. Search and call up the F3 patient card.

2. From the Allergies section of the patient card, highlight the allergy/adverse reaction you want to remove and click Del or press Delete on the keyboard.

3. Answer Yes to the ‘Are you sure you want to delete this allergy/intolerance acetaminophen’ prompt.

![Delete Allergy/Intolerance Option](image)

4. Click Retract the network allergy/intolerance.

![Retract Network Allergy/Intolerance Option](image)
5. The allergy will be removed from the local patient record and from the DIS.

![Image](image-url)

**NOTE**: An allergy can also be retracted from the Network profile. Right-click on the allergy and select *Retract*.

![Image](image-url)

**NOTE**: Once an allergy or adverse reaction have been retracted it cannot be reversed.

**Retract Allergy/adverse reaction with Notes**

There are times when an allergy will have notes that were added after the allergy was initially recorded.
If you attempt to retract the local allergy, you will be stopped. Cancel out of this process.

1. From the Network profile, right-click the allergy and select **Retract**.

2. Select to retract the Transaction Type **Allergy Note** and click **OK**.

3. Answer **Yes** to Retract the Allergy prompt.
4. Go back to local patient and delete the allergy.

5. Answer **Yes** to the **Are you sure?** prompt.

6. Click **Retract the network allergy/intolerance**.

7. Allergy is removed locally and is off the network.
Synchronizing Network and Local Allergies/Intolerances

Consistency between allergy/intolerance records in Kroll and Yukon DIS is integral to the underlying purpose of a patient electronic health record. There are two scenarios where allergy/intolerance records will need to be synchronized so that Kroll entries are consistent with Yukon DIS entries:

1. Intolerance entries that exist in Yukon DIS, but not in Kroll.
2. Allergy/Intolerance entries that exist in Kroll, but not in Yukon DIS.

Synchronizing a Yukon DIS Allergy/Intolerance to Kroll

1. From the Allergies tab of the (Network) Patient Profile, identify entries with a yellow ‘Network’ data bar; these entries do not exist locally on Kroll and need to be synchronized.
2. Right click the yellow ‘Network’ entry and select Synchronize. This will call up the Select the local allergy to link to window.

3. From the Select the local allergy to link to window, a list of local Kroll allergy entries will be displayed.
   a) If the yellow ‘Network’ allergy entry matches one of the existing local allergies, highlight the local entry and click Select to synchronize the two records.

   **NOTE:** In our example, the yellow ‘Network’ allergy entry is for Macrolide Antibiotics. This allergy group does not exist in our local system because it is not listed in the Select the local allergy to link to window.

   b) If the yellow ‘Network’ entry does not match any of the existing local allergies, click Add to Local or press CTRL-A on the keyboard.
4. Once the yellow ‘Network’ allergy entry is synchronized to the local Kroll system, the data bar will change to a green ‘Synced’.

The allergy is also added to the **Allergies** section of the local patient card.
Synchronizing a Kroll Allergy/Intolerance to Yukon DIS

1. From the **Allergies** tab of the **(Network) Patient Profile**, identify entries with a red ‘Local’ data bar; these entries do not exist on Yukon DIS and need to be synchronized.
2. Right click the red ‘Local’ entry and select **Synchronize**. This will call up the **Select the network allergy to link to** screen.

![Screen Capture](image.png)

3. From the **Select the network allergy to link to** screen, a list of Yukon DIS allergy entries will be displayed.
   - If the red ‘Local’ allergy entry matches one of the existing Yukon DIS allergies, highlight the entry and click **Select** to synchronize the two records.

**NOTE**: In our example, the red ‘Local’ allergy entry is for Opiods. This allergy group is not listen on Yukon DIS.

   - If the red ‘Local’ entry does not match any of the existing Yukon DIS allergies, click **Add to Network** or press **CTRL-A** on the keyboard.

![Select the allergy to link to](image.png)
4. The Yukon DIS requires allergy entry to be assigned to a specific or similar allergy. When adding/synchronizing allergies, you will be prompted to select the corresponding allergen from the network.

**NOTE:** If the allergen is an NPN rather than a DIN, use the optional NPN field below the displayed DIN list.

5. Select a similar Allergy and then choose **OK**.
6. **(Network) Add/Update Allergy** window will appear. Choose either **An Allergy** or **An Adverse Reaction**.

7. Complete all the mandatory fields for the allergy. (Note that required fields are marked with an asterisk ‘*’). Click **OK** or press **Enter** to send the information to Yukon DIS.

8. The data bar will change to a green ‘Synced’ on the **(Network) Patient Profile**.
Refute or Complete/Expire a Network Allergy/Intolerance

Once an allergy/intolerance record is added in Yukon DIS, it cannot be retracted once viewed by another user. An allergy/intolerance record entered in error may be refuted or completed/expired. Refuted or completed/expired allergies are not displayed in the 45-day Comprehensive Profile.
Refuting a Network Allergy/Intolerance from the Network

As Kroll only provides space for you to record allergies, many users record both allergies and intolerances in the allergy field on the patient card. There may be an instance where the user wishes to have synchronized information refuted on the Network, but left on the patient’s local profile (i.e., the user added an allergy, where it should have been added as an adverse reaction).

1. From the (Network) Patient Profile, right-click an allergy and select **Update Allergy**.

2. Check the **Refuted** flag.
3. A Refuted Allergy will appear under the Allergies tab of the (Network) Patient Profile with status of Yes under the Refuted column on the right hand side of the profile.

- If an allergy has been refuted and expired, it will not appear in the Allergies tab of the (Network) Patient Profile with grey Data bar and a status completed.

**Extra Functions from the Yukon DIS Allergies Profile**

Extra functions can be performed for Network allergy entries listed on the Yukon DIS Patient Profile. Extra functions are not available for local allergy entries because they are not linked to Yukon DIS. There are three ways to access Extra Functions from the (Network) Patient Profile:

1. Right-click the selected allergy entry to see the Extra Functions menu list.
2. Highlight the applicable allergy entry and click the Extra Functions button.
3. Highlight the applicable allergy entry and press Ctrl-X on the keyboard.

The Extra Functions menu list for allergy entries contains the following options:
Synchronize/Unsynchronize

The option to *Synchronize* will create a link between a local allergy record and a Network allergy record. Only yellow ‘Network’ allergy records and red ‘Local’ allergy records will have the option to *Synchronize*.

The *Unsynchronize* option will break the link between a local allergy record and a Network allergy record. Only green ‘Synced’ Network records have the option to *Unsynchronize*.

When a green ‘Synced’ Network record is unsynchronized, the resulting allergy profile will have a yellow ‘Network’ allergy entry and a red ‘Local’ allergy entry.
Retract

Retract will allow you to undo the last action to the Network allergy record.

When Retract is selected, Kroll will show you a list of actions that you may attempt to retract.

NOTE: If the action you are attempting to retract has been viewed by another user of the DIS, the retraction will not be allowed to proceed.
Add Note

You can add supplementary free-form notes to existing Network allergies by using the Add Note function. Add a note to a Network allergy record as follows:

1. From the Allergies tab of the (Network) Patient Profile, highlight the allergy that you want to add a note.

2. Access the Extra functions menu and select Add Note. This will call up the (Network) Add Note to Record window.

3. From the (Network) Add Note to Record window, select an optional pre-populated Reason for change or enter a free-form topic for the note.
4. Enter a free-form note in the **Note** field; press **Ctrl-Enter** to start a new line. Click **OK** or press **Enter** on the keyboard to save and send the allergy note to the DIS.

5. A blue triangle (▲) will appear below the allergy to indicate that a note has been added.

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**Get History**

The **Get History** function allows you to track the incremental changes made to a Network allergy record (e.g., displays when a note was added, when an allergy was refuted, etc.)

1. From the **Allergies** tab of the **(Network) Patient Profile**, highlight the allergy entry.

2. Access the **Extra Functions** menu and select the option to **Get History**. This will call up the **Allergy History** window.

3. The **Allergy History** screen will list an entry for every instance where a change in the allergy record has been made.
NOTE: The date listed on the upper left hand corner of the entry denotes the date that the allergy record was changed. Changes made to allergy records are only logged by the DIS and not locally on Kroll.

4. View the details of one Allergy History Entry versus another to track the changes that were made. See the details of an Allergy History Entry by highlighting an entry and clicking Details or pressing D on the keyboard; this will call up the (Network) Allergy Detail window.
5. Click the different tabs across the top of the window to view information in the respective tabs. Click OK or press Enter on the keyboard to exit from the (Network) Allergy Detail window.

**Update Allergy**

The option to **Update Allergy** allows you to add or change information on the Network allergy entry after it has been initially entered. Note that Network allergy information may only be removed if it has not already been viewed by another user. Update a Network allergy entry as follows:

1. From the **Allergies** tab of the (Network) Patient Profile, highlight the allergy entry you want to update.

2. (Network) Add/Update Allergy opens showing the original entered information.
**NOTE:** The Allergy/Intolerance Type is now grayed out and cannot be changed. If you wish to change the allergy/intolerance type, they will have to refute the existing record and add a new allergy/intolerance record.

All white (open) fields on the (Network) Add/Update Allergy window can be edited, including entries in the Supporting Information tab. Once all changes/modifications have been completed, click OK or press Enter to save the updated allergy information on Yukon DIS.

**Detail**

Once you access the Allergies tab of the (Network) Patient Profile, you may need to view the details of a particular allergy entry to obtain supplementary information including:

- Who, where, and when the allergy was recorded by/at?
- What were the reported reactions?
- What notes were added, if any?

There are four ways to detail an allergy entry from the Network patient profile. Note that only Network allergies will have Network details; allergy entries that only exist locally on Kroll will not have the option to Detail.

1. Use the mouse to double-click the allergy entry you would like to see details for.
2. Highlight the allergy entry and click the Detail button on the bottom-left of the window.
3. Highlight the entry and press Ctrl-D on the keyboard.
4. Right-click an entry and select Detail.

Once the Network allergy has been detailed, the (Network) Allergy Detail window will be displayed. Click the tabs at the top of the window to view respective information. Accessing the Supporting Information tab will show the Reported Reactions for the allergy.

Accessing the Notes tab will display any supplementary free-from notes that were added to the allergy record.
Refresh (F5)

Refreshing the (Network) Patient Profile will retrieve on demand, the most current information from Yukon DIS.

To refresh (F5) the (Network) Patient Profile, right click anywhere on the window to access the Extra Functions menu and select Refresh (F5), or press F5 on the keyboard.
Patient Medical Conditions

Recording patient conditions on the Yukon DIS is an added part of creating a comprehensive Electronic Health Record (EHR) for Yukon residents. The availability of this information allows pharmacists and other healthcare professionals to make optimal drug therapy decisions.

With the integration of Yukon DIS in Kroll Windows, any condition added locally will automatically prompt to be sent to Yukon DIS for clinical recording. Yukon DIS accepts ICD-10-CA Conditions only. FDBDX codes NOT accepted by Yukon DIS and will return an error message when attempted.

Adding a Patient Medical Condition to the Pharmacy Network

1. Bring up the patient using the F3 - Patient search.

2. From the Medical Conditions section of the patient card, click Ins, press Insert on the keyboard, or start typing the condition information to call up the Select a Condition screen.
3. Search for a condition from the **Select a Condition** screen and click **Search** or press **Enter** on the keyboard to obtain search results (e.g., Type “arthritis” and select “contains” to find Arthritis as a condition).

**NOTE:** Options are available to search the criteria entered by **Starts with** or **Contains**.

4. Choose the applicable **Condition** by highlighting the entry and clicking **Select** or pressing **Enter** on the keyboard; this will bring up the **(Local) Patient Condition Information** form. Verify the **Source**, **Date**, and **Apply to all Conditions** options. Enter any optional comments regarding the nature and severity of the condition which can be sent to DIS. Once complete, click **OK** or press **Enter** on the keyboard to continue.
5. From the **(Network) Add/Update Condition** window, complete the details of the condition. Note that required fields are marked with an asterisk (*).

- **Medical Condition**: Patient’s medical condition.
  - **Chronic**: Allows you to indicate that this is a Chronic Condition.
  - **Start Date**: Start date of the condition. Defaults to today’s date if unaltered;
  - **Stop Date**: End date of the condition if applicable i.e., pregnancy.

6. Enter an optional comment in the **Comment** field. Note that comments entered locally in the **Patient Condition Information** window will automatically be copied to this field, but can be manually removed before sending to Yukon DIS.
7. From the **(Network) Add/Update Condition** screen, click **OK** or press **Enter** on the keyboard to save changes and to send the condition record to the DIS.
Synchronizing Network and Local Medical Conditions

Consistency between condition records in Kroll and the DIS is integral to the underlying purpose of a patient electronic health record. There are two scenarios where condition records will need to be synchronized so that Kroll entries are consistent with Yukon DIS entries:

1. Condition entries that exist in Yukon DIS, but not in Kroll.
2. Condition entries that exist in Kroll, but not in Yukon DIS.

**NOTE:** The coloured data bars on the left side of each condition entry provide information on whether local records match Yukon DIS records.

- **Red (Local):** A red (Local) data bar indicates that the condition entry exists on the local system only, this information has not been recorded on the DIS and should be synchronized.

- **Yellow (Network):** A yellow (Network) data bar indicates that the condition entry exists on the DIS only and that this information has not been recorded locally in Kroll and should usually be synchronized.

- **Green (Synced):** A green (Synced) data bar indicates that the condition entry exists locally and is synchronized with a DIS condition record. This is the desired outcome for all condition entries because it indicates consistency between local and DIS records.
Synchronizing a Yukon DIS Condition to Kroll

1. From the Conditions tab of the (Network) Patient Profile, identify entries with a yellow (Network) data-bar; these entries do not exist locally on Kroll and may need to be synchronized.

2. Right click the yellow (Network) entry to call up the Extra Functions menu and select Synchronize. This will call up the Select the local condition to link to screen.

3. From the Select the local condition to link to screen, a list of local Kroll condition entries will be displayed. If the yellow (Network) condition entry matches one of the existing local conditions, highlight the local entry and click Select to synchronize the two records.

**NOTE**: In our example, the yellow (Network) condition entry is for Hypertensive heart disease. This condition group does not exist in our local system because it is not listed in the Select the local condition to link to form.
4. If the yellow (Network) entry does not match any of the existing local conditions, select **Add to Local** or press **Ctrl-A** on the keyboard.

5. Once the yellow (Network) condition entry is synchronized to the local Kroll system, the data bar will change to a green (Synced). As well, the condition will be added to the **Medical Conditions** section of the local patient card.
Synchronizing a Local Medical Condition to Yukon DIS

1. From the **Conditions** tab of the **(Network) Patient Profile**, identify entries with a red (Local) data-bar; these entries do not exist on the DIS and may need to be synchronized.

2. Right click the red (Local) entry to call up the **Extra Functions** menu and select **Synchronize**. This will call up the **Select the network condition to link to** screen.

3. From the **Select the network condition to link to** screen, a list of DIS condition entries will be displayed. If the red (Local) condition entry matches one of the existing DIS allergies, highlight the entry and click **Select** to synchronize the two records.
4. If the red (Local) entry does not match any of the existing DIS allergies, click **Add to Network** or press **Ctrl-A** on the keyboard.

![Add to Network](image)

5. From the (Network) **Add/Update Condition** screen, click **OK** or press **Enter** on the keyboard to save changes and to send the condition record to the DIS.

![Add/Update Condition](image)
Services

Users perform many types of services for patients which they may record on the local Kroll system for their own use, and may also wish to record this information on the DIS to be viewed by all authorized providers.

Some examples of professional services that may be recorded on the DIS include:

- Training on usage of a device such as blood glucose monitors or peak flow meters;
- Home visits to assess patient compliance/overuse/home supplies;
- Pre-filling syringes.

A professional service may be recorded as a one-time event or may be recorded as an ongoing service with a date range. Examples of services with a date range would be regular home visits, or ongoing pre-fills of insulin syringes. Date range is meant to indicate the length of a service.
1. Professional Services can be added from the Network menu or by selecting **Professional Services** from the right navigation pane. Click **Ins** to initiate a new service.

2. The **Medication Review/Dialog** screen will appear. Select **Professional Note** from the list.

You can either **Perform Now** or **Save for later**. Click **Perform Now**.
The **Professional Notes** screen will appear. Choose a service type from the drop down list and enter an optional comment if desired. Click **Finalize Review**.

3. Window opens with pre-populated information that is editable. Click **OK**.

4. You will be prompted to record on Network. Answer **Yes**.
5. **(Network) Add/Update Professional Service** screen will appear. Enter all the required information and click **OK**.

6. The Professional Service will be recorded locally and on the Network.
Retract Professional Service sent to the Network

If a Professional Service was sent to the Network in error you can undo/retract it locally.

1. Double-click or highlight the entry and press F2.

2. Un-check Record on Network. Click Close. This action sends the retract message to the network and the Professional Note is removed. It will still be recorded locally.
Retrieve Details of a Professional Service on Yukon DIS

Once a Professional Service is logged on the DIS, it can be retrieved as follows:

1. From the F3 - Patient card, go to the Network menu and select either the Comprehensive or Advanced Profile.
2. From the (Network) Patient Profile, access the Services tab.
3. Double-click the applicable Professional Service entry; this will call up the (Network) Professional Service Detail screen.
Observations

The **Add Observation** option allows you to record observations about a patient that may be helpful in providing the most complete healthcare to a patient as possible.

**Add Observation**

Observations are measurable characteristics. They include blood pressure, individual systolic and diastolic measurements, blood glucose, height, weight, pulse, respiration rate, or temperature.

1. From the F3 - **Patient** card, select **Network > Add Observation**.

2. Select the **Measurement Type** (from the drop down), **Values**, and **Effective Date** (defaults to today’s date). Click OK or press enter on keyboard.
3. On the Network, the observation is displayed under the **Observations** tab.
Patient Note

Patient Note(s) are used to document additional information concerning a patient. Patient notes can be used to record any medical/health information you feel should be shared with other health care providers. Once a patient note is recorded on the DIS, it may be viewed by any other user with access to the DIS.

Add Patient Note

When adding a local patient comment you now have an addition option to Record on DIS.

1. From the Comments section of the F3 - Patient card, click Ins or press the Insert key on the keyboard.

2. Select a Topic for the comment, and flag the Record on DIS option. If left unchecked, the note is only stored locally. Enter a free-form comment and click Save, press Enter or Ctrl-S on the keyboard to continue.
3. **(Network) Add Patient Note** window will open allowing you to edit the **Note Type** before transmitting to the DIS. Click **OK**.

![Network Add Patient Note Window]

4. On the Network, the note will display under the **Notes** tab.

![Notes Tab Display]
Synchronizing Kroll and DIS Patient Notes

It is the aim of Yukon DIS that all medical and/or health related patient notes residing in Yukon DIS are synchronized with the local system and vice-versa. This promotes a comprehensive patient profile for providers. The following section will show you how to synchronize patient notes:

1. From the F3 - Patient card, select Network > Comprehensive or Advanced Profile.

2. Access the Notes tab from the (Network) Patient Profile.

3. Right-click the yellow (Local) note you wish to synchronize with Yukon DIS.
4. The **Select the Network patient comment to link to** window will appear. If there is an existing Network comment that matches the local comment, highlight the Network comment and **Select** to synchronize the two entries. If there is no matching **Network Note**, select **Add to Network**.

![Image of Select the network patient note to link to window]

5. The **(Network) Add Patient Note** screen will appear where you can select a **Note Type** and enter a free-form comment. When you are finished, click **OK**.

![Image of (Network) Add Patient Note screen]

6. Once the yellow local note is synchronized, it will have a green (Synced) data bar.

![Image of synchronized note]
Removing a Patient Note from Kroll and Yukon DIS

If you decide to remove a patient note locally on Kroll, they should also remove the note from Yukon DIS as well. There are two ways to remove a patient note from Kroll and Yukon DIS.

Removing a Patient Note from Kroll

1. From the F3 - Patient card, highlight the comment that you would like to remove and click Del or press Delete on the keyboard.

2. You will be asked if you are sure you want to delete this comment. If you answer Yes, the comment will be removed locally and on the DIS.

3. Select a reason for deleting the note and click OK.

4. The note will be removed locally and from the Network.
Removing a Patient Note from the Network:

1. From the F3 - Patient card, select Network > Comprehensive or Advanced Profile.

2. Access the Notes tab from the (Network) Patient Profile and right-click the note you want to remove and select Remove Patient Note.

3. Select a reason for deleting the patient note and click OK.

4. Patient note is removed from the Network.
Network Options from the F3 - Patient Card

Network options can be accessed from the F3 - Patient card under the Network dropdown menu. Information entered, changed or removed via these options will be transmitted to the DIS.
Verify Patient Demographics

The **Verify Patient Demographics** Network option is used to validate local patient information, such as name, address, birthdate, gender, and PHN against patient information on the DIS. You will have the option to update their local patient profiles with the demographics listed in Yukon DIS.

1. From the F3 - Patient card, select **Network > Verify Patient Demographics**.

2. Enter your login credentials.
3. The Patient Update window will appear with patient demographics and three columns listing Local, Network, and New Data patient information.

- If there are no differences detected between the DIS and the local system, you will see a ✓ icon and the message ‘The Information is synchronized. No updates are required’.

- If there are detected differences, you will see a ✗ icon and the message ‘The local information does not match the current Network information. Select the data that you want to update’.

**NOTE:** If the patient’s first or last name does not match, you must also acknowledge this discrepancy before continuing.
4. From the **Network** column, place a check mark next to the Network patient information you want to update into your local record. The **New Data** column on the far right will show you what your local patient record will look like after the changes. Click **Continue** and then **Update** or press **Enter** on the keyboard.

5. This will open a security login screen indicating the user understands the information doesn’t match. Login and then OK.

6. Local patient card is now updated with the new information.
Comprehensive Patient Profile

The **Comprehensive Profile** automatically returns all clinically relevant patient data from the last 45 days.

Advanced Patient Profile

The **Advanced Profile** allows you to select the portion(s) of the patient’s Network profile, and the length of time that they wish to go back for. The advanced profile will then display all of the selected data in this time range.

Unfilled Patient Profile

The unfilled profile returns all unfilled orders on the Network for a patient.
Not Dispensed Profile

The **Not Dispensed Profile** returns all not dispensed orders on the Network for a patient. These will be items like physician samples, or other items that you have elected to record on a patient’s network profile for them.
Add Observation

The option to Add Observation allows you to record Observations about a patient that may be helpful in providing the most complete healthcare to a patient as possible. For addition details, please refer to the Observations section of this user guide.

Add Professional Service

Add Profession Service allows you to log Professional Services performed for this patient. For additional details, please refer to the Services section of this user guide.

Add Consent

There are some patients who may elect to have their profile masked or restricted from view without authorization. You are unable to view the network profile without adding authorization.

Once you have elected to add consent, you will then be prompted for the reason they are viewing masked data.
• **Emergency**: The patient is in an emergency situation and the user feels it necessary to view the network profile. As this is not considered to be expressed or implied consent, these transactions will normally trigger a pharmacy network audit.

  • **Professional Judgment**: The patient has given the user expressed or implied consent by virtue of the request to fill a script.

  • **Cancel**: If you have accessed the add consent option in error, this allows you to back-out without consequences.

**View Network Access Log**

Patients are at liberty to request copies of their Yukon Electronic Health Record as well as a listing of users who have accessed it and why at any time. Yukon Health & Wellness will then request information regarding when and why a patient’s Network profile (including medications, allergies, services and notes) was accessed from the store.

1. From the **Network** menu, select **View Network Access Log**. Enter your login credentials.
2. The **Network Access Log** displays the **User**, **Date**, **Time of Access**, and **Reason for Access**.

**NOTE:** While the Network Profile Access Reason is optional, Kroll strongly recommends always entering a reason. Entries are displayed in chronological order.
Synchronize Patient

The Network option to Synchronize allows all users to synchronize an existing local patient with the corresponding DIS patient record. This option is most often used by newly integrated pharmacies with the DIS; however, you may sometimes be requested by Kroll and DIS to un-sync and re-synchronize a specific patient. For example, where there may have been duplicate patient records discovered or non-human patients have been inadvertently added to the Network.

Please refer to the Scenario 1 – Existing Local Patient (Not Synchronized to CR) section for more information.

NOTE: Users who are actively doing NH Batching or Retail Batching, will want to synchronize these patients prior to starting the batch for the first time post-integration.

Unsynchronize Patient

Occasionally, there may be situations where you have synced the wrong patient, or where multiple patient records have been discovered on the DIS, and the local Kroll patient record is synced to the record that was subsumed in the merge.

Where you have synced the local patient to the wrong patient file on the network, you will be required to Unsynchronize the local patient from the Network record. Then you will need to contact the DIS Support Desk.
Where you come across a synced local patient who may have had multiple records, you will be prompted to Unsynchronize and re-synchronize the patient.

1. Select **Network > Unsynchronize Patient**. Enter your login credentials.

![Unsynchronize Patient Menu]

**NOTE**: Once you have entered your initials and password, the screen will go back to the patient card, and it will not look like anything happened. Kroll recommends you go back and manually sync the affected patient at this point.
View Claim Log

This function is not patient specific. It is an ongoing record of all transactions against Yukon DIS. Messages sent to the DIS as well as messages received from the DIS are recorded here in the form of XML files. These will normally only be needed by Kroll to troubleshoot issues.

1. Select **Network > View Claim Log**. Enter your login credentials.
Search Locations

The Search Locations function allows you to quickly find information from the DIS on another location. This function is for reference only. You are unable to do anything with this information from here.

1. Select Network > Search Locations.

2. Type the name of the location and select Search.

3. Location information will be displayed.
What Happens When YTDIS Goes Down

In the event the DIS server goes down, Kroll will queue all claims (i.e., allergy adds, Rx orders, Rx dispenses, updates, etc.) in the order of creation so that they can be sent when DIS is up again.

No new claims for a particular patient can be sent to DIS until all queued claims for that patient have been sent to DIS. A prior queued claim may have an impact on the results of another claim that is sent down (e.g., an allergy add request must be sent before more dispenses are sent because that may affect the outcomes of the DUR processing for those subsequent dispenses).

When DIS is down, claims are queued in order of creation in the following area:

![Claim Queue Display](image)

**Note:** When DIS is down, on the bottom of the screen the circle will change from Green to Red.
Printing Labels for Dispensing when DIS is down

When DIS is down, you can adjudicate claims to the fiscal plans first, print labels for dispensing, and then place the Rx in a Network queue for adjudication to DIS once their server is back up.

1. From the **F12 - Filling** screen, the plan sequence should list the fiscal plans first, then the **Yukon DIS** plan, followed by the ‘cash’ plan.
2. Click **F12 - Fill Rx** or press **F12** on the keyboard to initiate adjudication of the prescription.

**NOTE:** If the system attempts to access the Patient Network Profile when DIS is down (because this is the first Rx being filled after pulling up the patient card), the following message will appear:

![Error Processing DIS Transaction](image)

3. Click **OK**.

4. The Rx will go through the fiscal plans and will be paid. Here is an example for **ESI** and **AHE**.

![Adjudication Response for ESI](image)

![Adjudication Response for AHE](image)
Once fiscal adjudication is complete, the prescription will be sent to DIS for clinical recording. Since the DIS server is down, the claim transmission will fail.

5. Select **Send Later**; you will be prompted to mark the DIS as Down. Answer **Yes** if you know the DIS server will be down for a while. Answer **No** to retry on the next claims.

6. If you answer **Yes**, the **When do you want to retry this route?** prompt will appear with a default retry time already entered. Click **OK**.
7. The Select an Option screen will appear. You can choose to:
   - **Postpone all adjudication and Process other Rx steps**: This option allows the Rx to go through all workflow steps including printing a label. The Rx is in the Pending Adjudication queue for sending later when DIS is online again.
   - **Send Rx to Trouble**: This option allows you to troubleshoot any other adjudication issues.
   - **Exit out of Rx**: This option allows you to exit the Rx without completing the other workflow steps. No labels will be printed.

![Select an Option Screen]

8. Select **Postpone all adjudication and process other Rx Steps** to print labels automatically and add the Rx to the Pending Adjudication queue.

**NOTE**: If you are syncing a patient, you will need to add a blank YTDIS patient plan so the prescriptions will queue for these patients.
Sending Queued Yukon DIS Transactions

When the DIS server is back up, any pending claims must be sent.

1. Go to F9 - Workflow > Pending Adjudication.

2. Click Send/Review All to send everything at once or click Send/Review for Current Patient to send for a particular patient only.

Reviewing Responses

If all queued transactions are successful, the queued entries will be removed from the list; however, if any transactions had issues returned, they will be left in the queue and the following prompt will appear “There are claims that need review. Do you want to review them now?”

Answering Yes will recall each outstanding transaction. If the transaction was a prescription, you will be presented with the Fill screen and the detected issue(s). You will be provided with the opportunity to respond to those issues or to cancel the Rx. If the transaction was not a
prescription, you will only be presented with the detected issue. Depending on the type of transaction, you may be able to retry the transaction or send a management.

The Delete From Queue button will remove this entry from the queue but you should note the transaction type and associated Rx and/or patient as you may need to perform a manual reconciliation in order to successfully send the original transaction again, if desired.

The Stop Processing button halts the processing of these outstanding transactions, allowing you to return to this screen at a later time.

NOTE: If you leave any outstanding transactions in this queue, they may prevent you from sending new transactions for the same patient. You will need to either resolve the issue or delete the transaction from the queue before proceeding with a new transaction for the same patient.

Prescription Pickup

Pharmacy staff can log the date and time of when a prescription is physically picked up from a pharmacy and who the prescription was picked up by. This information can be entered in Kroll and sent to Yukon DIS for clinical recording.

Recording prescription pickups facilitate health care providers to promote compliancy and prevent or reduce medication abuse.

Unless the site has elected to Manually send Prescription Pickups, Pickups are normally configured in the Workflow Module to be sent automatically at the time of fill.

Automatic Pickup

You can send pickups at the time of fill. Please contact Kroll to set up this Workflow.
Manual Pickup

1. Select **F10 - Pickup** from the **Alt-X - Start** screen. The pickup patient search screen appears:

2. Type in the name of the patient for the Rxs that are to be picked up and then choose **Select**.

3. A list of Rxs waiting for pickup will be displayed. You can choose to pick up all the Rxs that are listed or uncheck the Rxs that are not being picked up at this time. Then click **Pickup 3 Items**.

4. A list of Rxs that are being picked up is displayed for confirmation. Click **Confirm three Items**.
5. When the pickups are successful, you are returned to the pickup screen to enter a new patient if required.

6. On the (Network) Patient Profile the Rxs are now picked up.
Retract Prescription Pickup

If a prescription has been marked as picked up it is possible to retract the pickup portion only; however, if there is more than one Rx in the work order all the Rxs will have the pickups retracted. They will need to have the pickups resent.

Undo Pickup

1. From the Alt-X - Start screen, select Utilities > Undo Pickup.

2. A list of prescriptions will be displayed. Click Confirm Undo (Ctrl-C).
3. Enter your login credentials to confirm the undo of a pickup.

4. The retract pickup will be sent to the Network and when successful, the Rxs are available for pickup again.
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