Pharma Space
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Pharma Space

Pharma Space is an online platform that allows patients to fill prescriptions over the internet from the comfort of their home. Prescriptions filled through Pharma Space are prepared by a pharmacist at the patient’s local pharmacy and get shipped directly to the patient’s home, or are made available for pickup.

Pharma Space gives patients the convenience of filling their prescriptions whenever and wherever they like, and better accommodates patients with busy schedules or mobility concerns. As well, Pharma Space eases wait times in local pharmacies, as patients can fill their prescriptions without ever stepping into a pharmacy.

The Pharma Space platform offers:

- 24-hour access to view and request prescription refills
- Medical history at the patient’s fingertips
- Pharmacy notifications
- A safe and secure online environment

This user guide is intended for pharmacy use and describes both the pharmacy and patient interface in Pharma Space.
Pharmacy Interface: Setup

This section explains how to set up and configure Pharma Space in Kroll, how to enrol and unenrol patients, and how to fill prescription orders that have been submitted through Pharma Space. Once configuration is complete, you can generate usernames and passwords for patients so they can access Pharma Space from home computer.

Setting up the Pharma Space Reporting Service

1. From the desktop, click Start. Enter ‘cmd’ in the search field and select cmd.exe.
2. The **Administrator** window will appear. Type the command `cd\Krollwin` and press Enter. Type the command `KrollReportingServiceClient/config` and press Enter.

3. The **Kroll Reporting Service Client Configuration** window will open. Click **Ins** to add a service client. Select **Telus Pharmaspace** from the **Service Type** dropdown menu and select **Pharmaspace** from the **External Interface** dropdown menu. Complete the **WebService URL**, **Pharmacy ID**, **Web Service User Name** and **Web Service Password** fields. Check the **Active** checkbox and click **Save**.
Configuration

This section explains how to configure your Kroll system for use with Pharma Space.

1. Go to File > Configuration > Kroll > Modules. Check Telus PharmaSpace and click OK.

![Configuration Interface]

1. Go to File > Configuration > Store > Interfaces > Other. Click Configure.

![Store Interface]
2. Click **Ins** to add an external interface. Select **Pharmaspace** from the **Type** dropdown menu. Enter a description in the **Description** field and click **Save**. Click **OK** to exit the **External Interface List** window.

3. Select the reporting service host from the **Reporting Service Host** dropdown menu, and enter the Pharma Space website in the **Patient Enrolment Url** field.
Enroling and Unenroling Patients

The following section outlines the process of Enroling and Unenroling patients in Pharma Space.

Enroling a patient:

1. From the Patient Card, select Patient > Pharmaspace Rx > Enrol Patient.

2. In order to proceed, the check box verifying Government ID (consent) must be checked off. Answer Yes to the prompt “You are about to enrol this patient in Pharmaspace. Are you sure?”
3. The **Pharma Space** enrolment window will appear with the patient’s temporary username and password for signing in to **Pharma Space**. Print this label and provide it to the patient.

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**Your Pharmacy**

123 Any Place Mississauga

By using the login (below) to activate your account, you warrant that the personal information you will be accessing is your own and/or you have the authority to access the personal information.

_USERNAME:_ **20200416378**

_PASSWORD:_ **ZWQFFX**

_URL:_ [www.YourHealthMattersHere.ca](http://www.YourHealthMattersHere.ca)

In case of loss or theft, or if you no longer desire to use this service, please contact your pharmacist so that he/she can cancel your account and avoid any unauthorized consultation of your information.
NOTE: If the temporary username and password are lost before the patient registers on the Pharma Space site, you will have to un-enrol and re-enrol the patient to generate a new username and password. Enrolling a patient into Pharmaspace creates a new patient encounter. From the patient card, click Show under encounters. The enrolment screen shows the type of enrolment and the date of enrolment. This information is un-editable and cannot be deleted.

4. If the patient does not already have an email address on file, enter their email in the Email field on the Patient card and click Save.
Unenrolling a patient:

1. From the Patient card, select **Patient > Pharmaspace Rx > Unenrol Patient**.

2. Select a un-enrolment reason and click “OK”.

![Unenrol Patient window]

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Filling a Prescription Order

1. From the Start screen, click F9 – Workflow to view the ‘Rx’s In Progress’ screen.

2. The Rx’s In Progress window lists all the pending prescription orders that have been submitted through Pharma Space. Select the prescription you want to fill and click F-Call up Rx(s).
3. The patient may also unsubscribe from the service via website. When the patient chooses to cancel their account in this manner, a mail message will be sent to every active user in the Kroll system and can be found in the Scan/Fax folder. The message will indicate the patient’s name and the reason they no longer wish to use the service.

You will be directed to the patient’s Patient card. Fill the patient’s prescription as per usual.
Patient Interface: Using Pharma Space

This section explains how patients register on Pharma Space, view prescriptions, and fill prescriptions. While pharmacists do not have access to patients’ Pharma Space accounts, these instructions will help you troubleshoot any registration or navigation problems patients may encounter.

Registering on Pharma Space


**NOTE:** Passwords are case-sensitive.

**NOTE:** Click ‘Français’ in the upper right corner of the screen to display the website in French.
2. Read the **Pharma Space Account Terms of Use** agreement. Place a check in the checkbox to indicate you agree with the terms and conditions and click **Continue**.

3. Enter a new password in the **New Password** and **Confirm Your Password** fields and click **Accept**.

4. Enter your email address in the **Email Address** field. Select and answer three security questions and click **Accept**.
5. Choose a username and enter it in the **Username** field. Click **Accept**.

![Edit Account Information](image)

You will be directed to the welcome page once successfully registered in Pharma Space.

**Viewing Prescriptions**

1. Select **Your Prescriptions** from the Pharma Space welcome page.

![Welcome Page](image)

2. The default view in Pharma Space is **Shelf View**. Click **Grid View** to switch to grid view; click **Shelf View** to switch back to shelf view.

   **Shelf View:**

   ![Shelf View](image)
Grid View:

Filling Prescriptions

1. Place a check next to the prescription(s) you want to refill and click **Refill Selected Prescriptions**.

**NOTE:** You can only refill existing prescriptions in Kroll. Any new prescriptions must be filled, in person, at the pharmacy.
2. Complete the Refill form and click **Refill**.

![Refill Form](image)

**NOTE:** If you select *I prefer home delivery*, ensure your address details are correct before clicking **Refill**.

3. The prescription will now have a status of **Pending**. This indicates the order has been received by the pharmacy.

![Pending Prescriptions](image)

**NOTE:** If a prescription has no more refills, or cannot be refilled, it will show a status of ‘**Not refillable**’. In this case, you must visit your doctor for a new prescription. If you try to refill a not refillable prescription, it will show a status of ‘**Declined**’.