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Kroll Version 10 Service Pack 8 Release Notes

This document is a compilation of changes and enhancements in Kroll Version 10 Service Pack 8. It is intended to keep users abreast of changes to the software, and to help users implement and adapt to those changes.

User Interface

[36489] New MedsCheck forms (Ontario)

Feature: New forms have been added to the existing MedsCheck functionality. Patients are now required to consent to the MedsCheck before the review can take place. Once this form is signed and scanned, a consent record will be inserted in the F3 - Patient card. If a MedsCheck Review record is created and the patient does not have a valid consent record, consent record will be automatically inserted.

Impact: Ensures the MedsCheck process is compliant with the new Ministry of Health and Long-Term Care requirements.

Notes: In previous Service Packs, MedsCheck Reviews could be completed in paper or electronic mode. In Service Pack 8, electronic MedsCheck functionality has been suspended to accommodate the new MedsCheck forms; only paper MedsCheck Review can be completed at this time. Electronic MedsCheck functionality will be reintroduced in a future Service Pack.
[36105] Drug Benefit Claim/Reversal form embedded and pre-populated (Ontario)

Feature: The ODB Drug Benefit Claim/Reversal PDF form is now embedded in Kroll with all fields pre-populated.

Impact: Allows users to print the form directly from the Kroll application instead of having to open a PDF viewer.

Notes: Users must run the ODB Master Claim Form update in order to use this form.
[40602] RAMQ SSC column in patient profile (Québec)

Feature: A RAMQ SSC column has been added to the patient profile.

![Image](image1)

Impact: Displays the SSC code for the RAMQ plan for forward claims.

Notes: If the RAMQ plan was rejected, no code will appear in the RAMQ SSC column.

[40302] DSQ redundancy check (Québec)

Feature: When users enter an existing DSQ client ID in the Patient Plan Information form, a warning now appears indicating the number already exists.

![Image](image2)

Impact: Prevents users from entering duplicate client IDs.
[29419] Rx Counseling keyboard shortcuts

Feature: The following keyboard shortcuts have been added to the Rx Counseling screen:

‘Does this Patient accept counseling?’

- Ctrl-Y = Yes
- Ctrl-N = No
‘Counseling is received by?’

- Ctrl-T = Patient
- Ctrl-M = Someone Else
Counseling Method

- Ctrl-R = In Person
- Ctrl-O = By Phone

Impact: Better streamlines the Rx counseling process.
[39101] User initials recorded at Drop-Off

**Feature:** The Drop-off workflow action now records the initials of the user who performed the F11 - Drop-off entry.

**Impact:** Allows users to identify who performed the drop-off via the Rx Workflow Detail screen.

**Notes:** If a different user logs in during data entry, the initials of the user who performed the drop-off are attributed to the Drop-off action in the Rx Workflow Detail screen.

[26614] Script Image option ‘Copy to New and Make Unfilled’ selected

**Feature:** When users select Copy to New and Make Unfilled from the patient profile for one or more Rxs, a script image or a ‘No Script Image reason’ can now be selected.

**Impact:** Allows users to quickly add a new script image or a ‘No Script Image reason’ to the Rx.
Notes: If the user clicks the **Script Image** button, the **Rx Images** screen will appear where an image can be selected or created.

![Rx Images Screen](image-url)
[36278] No Rx reactivation prompt if user prevented from reactivating Rxs

**Feature:** When users copy a cancelled Rx, the ‘**Do you want to reactivate the copied-from Rx?**’ prompt no longer displays if the ‘**Allow Rx re-activation**’ configuration setting is disabled.

**Before:**

![Image of prompt]

**After:**

No prompt.

**Notes:** The ‘**Allow Rx-reactivation**’ configuration setting can be enabled/disabled via File > Configuration > Store > Rx > 1 - General.
[34549] ‘Print drug expiry date for …’ configuration setting

Feature: A ‘Print drug expiry date for... Non-mixtures/Mixtures’ configuration setting has been added to the Store Level Configuration Parameters screen (File > Configuration > Store > Labels > 2 - Vial).

Impact: Allows users to specify if the drug expiry date prints on the vial label for mixture and non-mixture Rxs.
[37785] Close/Exit options added to Kroll Updates screen

Feature: A Close button and an Update > Exit menu option have been added to the Kroll Updates screen.

[38273] F12 screen: Dispensing allowed, Administration periods in Dates tab

Feature: The Dates tab in the F12 - Rx screen has been modified so separate dispensing and administration start/stop dates can be specified.

Before: After:

Impact: Better handles scenarios where the written date, dispensing period, and administration period are not the same (e.g., if the patient has been prescribed a medication that they may or may not need, pending test results, or if the patient has been prescribed a medication that they have been instructed to administer at a future date).

- Written: The date the prescriber issued the prescription.

Dispensing allowed period:

- Start: The earliest date the pharmacy can dispense the medication.
- Stop: The latest date the pharmacy can dispense the medication.
Administration period:

- **Start**: The earliest date the patient can begin taking the medication.
- **Stop**: The date the patient must stop taking the medication.

Notes:

- Fields in the ‘Dispensing allowed period’ section are disabled when refilling an Rx.
- By default, the focus is set to the ‘Dispensing allowed’ **Start** field upon accessing the **Dates** tab.
- The ‘Dispensing allowed’ **Start** date defaults to the **Written** date value.
- When the cursor is placed over the ‘Dispensing allowed period’ section, a hover hint stating ‘The prescription order is valid during this period’ will display.
- When the cursor is placed over the ‘Administration period’ section, a hover hint stating ‘The patient can take this medication during this period’ will display.

**[38855] ToDo Origin displayed for completed Rxs**

**Feature**: Users can now view the ToDo Origin detail of completed Rxs.

**Impact**: Allows users to determine the origin of an Rx when investigation is required (e.g., in the event of a customer complaint or inquiry).

**Notes**: To view the ToDo origin of a completed Rx, tag an Rx from the patient profile and select **Extra Functions > View Workflow Details**.
[39107] Change NH Cycles user permission

Feature: A Change NH Cycles permission has been added to the Edit Permissions form. The Change Nursing Homes permission has been renamed to Change NH (Excluding Cycles).

![Edit Permissions Form]

- Change NH (Excluding Cycles)
**Impact:** When a user is assigned to a group that only has the **Change NH Cycles** option enabled, the user will not be able to edit any other areas of the **Nursing Home Form**.

**Notes:** Both **Change NH (Excluding Cycles)** and **Change NH Cycles** are enabled for all user groups by default. The **Edit Permissions** form can be accessed via **File > Configuration > Permissions > [User Group]**.
[34426] ‘Retain this document …’ option added to Document Scan Reconciliation screen

Feature: A ‘Retain this document until [x] months after Last Date of Service’ option has been added to the Document Scan Reconciliation screen. This option is available for Patient Document image types only.

Impact: Ensures the Document Scan Reconciliation screen offers the same functionality as the New Patient Document form (F3 - Patient card > Documents).
**Notes:** If an image scan has this setting enabled and a user attempts to delete the image before the configured number of months have passed, a warning message appears indicating the image cannot be deleted.
Patient Cards

[39659] ‘Print Wallet Card’ option added to Patient menu

**Feature:** A Print Wallet Card option has been added to the Patient menu in the patient profile.

![Image of the Patient menu with Print Wallet Card highlighted]

**Impact:** Allows users to print a wallet card for an Rx that has already been filled.

**Notes:** If Print Wallet Card is selected and laser labels are configured, a full label set with the wallet card portion only will be printed.

If Print Wallet Card is selected and thermal labels are configured, only the wallet card will print.
[39660] ‘No Wallet Card’ patient option

Feature: A ‘No Wallet Card’ option has been added to the F3 - Patient card (Other tab).

Impact: Prevents a wallet card from printing for the selected patient.

Notes: ‘No Wallet Card’ is enabled in each F3 - Patient card by default. This setting overrides the ‘Print Wallet Card by default’ setting in the Store Level Configuration Parameters screen (Labels > 5 - Other Labels > Profile / Wallet Card).

[23958] Patient Plan Information form changes

Feature: The Patient Plan Information form has been modified so patient override values are grouped together and a last name alias can be entered.

Before:
After:

![Image of Patient Plan Information window]

**Impact:** When third party plans have incorrect information in their system, this feature allows the claim to be processed without affecting the information stored in the patient card. The patient can then be instructed to follow up with their employer or insurance company to have their information updated.

**[28948] Patient document count**

**Feature:** A patient document count has been added next to the Documents button in the F3 - Patient, Immunization, Medication Review, Rx Counseling, F11 - Drop-off, and Clinical Verification screens.

![Image of View Patient Documents]

**Impact:** Matches the functionality available on the F5 - Drug and F7 - Doctor cards.
[30001] Cropping functionality added to patient images

Feature: Users can now crop patient images in the Patient Picture form.

Impact: Allows users to save cropped portions of patient images (e.g., the photo portion of a driver’s license) to be used as the patient picture in the F3 - Patient card.

Notes: Images can be cropped by selecting the desired portion of the image with the mouse. The Rotate Left, Rotate Right, Rotate 180°, Brightness, Contrast, and Saturation controls can then be used to adjust the cropped image.
Upon clicking **Save**, the user can choose to save the cropped image or save the scanned image as it is. The saved image will display in the image frame in the patient card.

[40599] ‘Patient Type’ field added to advanced patient search

**Feature:** A **Patient Type** field has been added to the **F3 - Patient** advanced search screen.

**Impact:** Allows users to search for patient records by patient type.
[40628] ‘Comment’ field added to advanced patient search

Feature: A Comment field has been added to the advanced F3 - Patient advanced search screen.

Impact: Allows users to call up patient records by searching for comments that have been inserted in the patient card.
[35109] Medication Review Doctor Letters saved to patient documents

Feature: Medication Review Doctor Letters are now saved to the Documents section of the patient card.

Impact: Ensures Medication Review Doctor Letters are stored and can be retrieved from the F3 - Patient card.

Notes: ‘Medication Review Doctor Letter’ has been added to the Patient Document Retention section of the Store Level Configuration Parameters screen to support this functionality (File > Configuration > Store > Patient).
Reports, Labels, and Hardcopies

[37351] Adjudication Totals Report/Rx Plan Detail Form indicate manually submitted SPDP claims (Saskatchewan)

Feature: The Adjudication Totals Report and Rx Plan Detail Form now indicate if an SPDP claim was submitted manually.

Impact: Treats manually billed SPDP claims like all other manually billed claims.
[36326] Prescriber license number on Pharmacomm, Tricomp, and Tricomp (Short) thermal hardcopy labels (British Columbia)

Feature: The prescriber’s license number now prints on the hardcopy for Pharmacomm, Tricomp, and Tricomp (Short) thermal labels.

Pharmacomm label:

![Pharmacomm label image]

Tricomp label:

![Tricomp label image]

Tricomp (Short) label:

![Tricomp (Short) label image]

Impact: Ensures compliance with the HPA bylaw section 6(4)(b).
[39663] Electronic Hardcopy Report shows all workflow actions

Feature: The **Electronic Hardcopy Report** now shows all workflow action and their user interaction, even if no electronic signature has been captured.

Impact: Allows users to manually sign off on hardcopies while keeping track of who completed each workflow step.
[38748] Bin Management History Report

Feature: A Bin Management History Report has been created.

Report form:

Sample report:

Impact: Helps users track the movement of items to/from their various pickup bins. This is especially useful if an item goes missing or if a bin indicates it has items in it still, when in fact the items have been picked up.

Notes: This report is accessible via Reports > Rx.
[39928] ‘Encounters’ removed from To Do Report form

Feature: The Encounters option has been removed from the Follow Ups section in the To Do Report form (Options tab) to align with the earlier removal of encounters from the patient record.

Before:
After:
[40029] Avery ManRex label type

Feature: An Avery ManRex label type has been created. When this label type is selected for a nursing home, two NH Labels fields appear in the NH Rx Information form and the ‘Print NH Labels’ workflow action will not be triggered.

Nursing Home Form:

Impact: Applies nursing home functionality to the label set without affecting workflow.
[33967] Report Preview: zoom in/out behaviour changed

Feature: Zoom in/out behaviour in the Report Preview screen has been changed so the zoom level is increased when users press Ctrl and scroll forward and decreased when users press Ctrl and scroll backward.

Forward scroll (zoom in):

Backward scroll (zoom out):
Miscellaneous

[40028] Plan copay rule changes

Feature: In the Copay Strategy form, users can now specify if the strategy applies to the first or subsequent fills, and if the date range is the current month or a 28-day cycle.

Before:

After:

Impact: Give users more flexibility in how copay strategies are applied.
Notes: The 28-day cycle is based on a fixed anchor date set in the Store Level Configuration Parameters screen.

[40026] Nursing home cash rule changes

Feature: The ‘For CASH Rxs, only charge a fee for the first Refill of the month’ checkbox in the Nursing Home Form has been modified so users can specify if the setting applies to the first or subsequent fills, and if the date range is the current month or a 28-day cycle.

Before:

After:

Impact: Gives users more flexibility in how cash rules are applied.
Notes: The 28-day cycle is based on a fixed anchor date set in the **Store Level Configuration Parameters** screen.

[33645] ‘Single Use Only’ subplan

Feature: A ‘Single Use Only’ subplan has been created.

Impact: Allows users to configure a single use plan to handle plans that can be used on a single Rx fill only.

Notes: When a patient plan has this enabled, the subplan will be attached to the Rx. Upon completion of the fill, the patient plan will be automatically inactivated. No new Rxs or refills of the original Rx will have the plan attached.
[34512] ‘Bypass DUE Checking when Cancel and Make Unfill’ workflow setting

Feature: A ‘Bypass DUE Checking when Cancel and Make Unfill’ setting has been added to the Workflow Action screen for the ‘Perform Local DUE’ action.

Impact: When enabled, the Local DUE is not displayed on the cancelled and unfilled Rx.

Notes: To call up the Workflow Action screen:

1. Select File > Configuration > Workflow > Edit Workflows.
2. Double-click a workflow that includes the ‘Perform Local DUE’ action (e.g., ‘Fill Regular Rx’).
3. Double-click the ‘Perform Local DUE’ workflow action.