

Kroll Version 10 Service Pack 1

Updates and
Enhancements



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Kroll Version 10 Service Pack 1 Updates and Enhancements

This document outlines the new features that have been implemented in Kroll Version 10 Service Pack 1 and summarizes the changes that have been made to the user interface, reports, labels, hardcopies, and configuration settings.

New Features

Patient/physician letters added to Medication Review process

- Patient and physician letter functionality has been implemented so pharmacies can inform patients that they qualify for a medication review session, and to inform physicians that one of their patients has undergone a medication review session.
- Patient and physician letter configuration settings are available in the **Rx > Counseling** tab of the **Store Level Configuration Parameters** screen. These settings control letter prompting and allow users to edit the patient letter template.
- A '**No MedReview Letter**' flag has been added to the **General** tab in the doctor profile so users can disabled medication review letters for specific prescribers.

Patient Signature Capture at Pickup

- Customer-facing signature capture has been implemented so pharmacies can obtain electronic patient signatures during Pickup, Touch Pickup, and electronic Medication Reviews.
- An '**Enable Electronic Signature at Pickup**' configuration setting has been added to the **Rx > Workflow** tab on the **Store Level Configuration Parameters** screen so users can turn this feature on and off. When this setting is enabled, users will be prompted to capture the patient's signature during Pickup.
- Patient signatures captured during Pickup are printed on the Electronic Hardcopy report.

Hover hints added to Medication Review tabs

- The **Non-Prescription Medications** and **Rxs From Other Pharmacies** tabs on the Medication Review screen now show an editable hover hint stating 'Type Medication here or press F5 to search'.

Drug/mixture search added to Electronic Medication Review screen

- A drug/mixture search area has been added to the **Non-Prescription** and **Other Pharmacy Prescription** sections of the **Electronic Medication Review** screen. The **Medication Review Report** prints the non-Rx and other pharmacy Rx medications that are selected from the drug/mixture search.

Methadone flag added to regular drug profile

- A **Methadone** flag has been added to the drug card so Methadone workflow functionality can be enabled for any regular drug.

Followup Rx counseling type added

- The Rx Counseling module has been enhanced to create future dated counseling reminders when filling an Rx for a drug with a followup days value greater than 0. This occurs when the configuration setting '**For Drug Based Followups**' is enabled in **File > Configuration > Store > Rx > Counseling > Automatic Patient Counseling**.

'Send Pickup to PASI' workflow action implemented

- The '**Send Pickup to PASI**' workflow action has been added and is available for the pickup workflow.

PDF files supported

- Users are now able to add and view PDF patient documents and Rx images.

InsulinPumps.ca vendor implemented

- The **InsulinPumps.ca** ordering system has been implemented. Users now have the ability to order and receive electronically and to download catalogs with InsulinPumps.ca. If you are interested in setting up this vendor, contact the Kroll Helpdesk.

Future-dated counseling reminders added to Rx counseling module

The Rx counseling module has been enhanced to create future-dated counseling reminders when filling an Rx for a drug with a follow-up days value greater than zero.

Retail and nursing home work order menus implemented

- Dropdown menus have been added to the **Y - ToDo** tab on the **Store-Level Configuration Parameters** screen that allow users to specify how retail Rx's and nursing home cycle batch Rx's are placed into work orders. From the retail menu, users can select Patient/Family, Patient Only, or no work orders at all. From the nursing home menu, users can select Home, Ward, Patient/Family, Patient Only, no work orders at all, or batch as a whole. The same menus have been added to the nursing home Work Orders screen with the ability to default to the store configuration settings.

User Interface

Zoom and script image changes

- The following script image changes have been implemented:
 - The script image size set at Drop-off is retained in all script image screens (7-point check, Visual Verify, and Clinical Verification). Accessing the image via **View Image** on the **F12 - Rx** screen displays the image with a zoom level relative to the screen size.
 - Refilling an Rx retains the script image zoom level, brightness, contrast, saturation control levels set on the previous fill;
 - The **Ctrl-Shift+R/L** shortcut allows image and cropped image rotation clockwise/counter-clockwise in the **Scan Image** and **Rx Image** screens;
 - Image zoom level can go as low as 5%. Clicking the **+** button increases the zoom to 20%; subsequent clicks increase it by 10%;
 - When the **Reuse Script Image** screen is displayed, the zoom matches the screen size. When the resultant image is displayed in the **Rx Images** screen, it carries forward the setting used in the last Rx;
 - The error that caused keyboard shortcuts on the Picture Importer and Zoom Image frames to act on the first document in a page control, regardless of which page the user is in, has been corrected.

'Review Type' field renamed and repositioned (Alberta)

- The **Review Type** field in the **Medication Review** form has been renamed to '**Additional Prescribing Authority**' and has been moved from the bottom line to the second line in the form.

Rotate buttons added to fax preview pane

- Rotate left and right buttons have been added to the fax preview pane on the **Inbound Docs** screen. Each click rotates the image by 90 degrees clockwise/counter-clockwise.

'Delete drug pack' option added to Cycle Count Pack Form

- A 'Delete drug pack' right-click option has been added to the **Cycle Count Pack Form** so users can remove items from the cycle count when the system asks for a recount.

Changed New Rx ToDo form to show both Script Image and electronic prescriptions

- A **Script Image** tab has been added to the **New Rx ToDo** form so script images for electronic prescriptions can be viewed in addition to the electronic Rx. The **General** tab will only appear for prescriptions that were prescribed electronically.

Prompt to return repeats when cancelling Methadone Rxs

- A prompt asking 'Are you cancelling this methadone Rx because the patient did not pick it up?' now appears when users cancel a refill of a drug marked as 'Methadone'. Users can select Yes (Rx quantity will not be added back to the Rem Qty) or No (Billing reasons - Rx quantity will be added back to the Rem Qty).

Inactive vendors removed from Drug Ordering menu

- Inactive vendors are no longer visible in the **Utilities > Drug Ordering > Communicate with** submenu. Pending orders for the vendor are visible but orders cannot be completed from Drug Order Form or by creating purchase orders from the drug card.

Rxs with negative cost values cannot be filled

- Users are now prevented from filling an Rx if it has a net negative cost, markup, fee, SSC, or mix fee value. An error message stating '**Net [fee] must not be negative**' appears when users attempt to fill Rxs with negative cost values.

Pickup screen locks Rxs waiting for pickup

- The **Pickup** screen has been enhanced so Rxs waiting for pickup are locked when the screen is accessed. This prevents users at other terminals from calling up Rxs that are currently being picked up.

'Null' user created for logged out sessions

- User logout has been changed so Rx counts are hidden on the **Alt-X Start** screen when no user is logged in. The information bar at the bottom of the screen will show **No User Selected**.

Configuration

'Require script image or reason for no Script Image on NH Rxs' configuration option added

- A **'Require Script Image or reason for no Script Image on NH Rxs'** option has been added to the **Store-Level Configuration Parameters** screen (**Rx > Workflow**). When disabled, no script image or reason will be required when filling or batching nursing home prescriptions yet you can still require images for non-NH prescriptions.

'Print electronic signature from workflow action' configuration option added

- A **'Print electronic signature from workflow action'** option has been added to the **Store-Level Configuration Parameters** screen (**Labels > Receipt**). When enabled, the user's electronic signature is captured during the workflow process and is printed on the receipt.

System-level configuration screen implemented

- For stores using a shared database, store configuration has changed so that some settings, such as security, apply to all stores, rather than having unique settings for each store.

'Prompt for Clinical/Billing...' configuration setting removed

- The **'Prompt for Clinical/Billing when cancelling and refilling an Rx'** configuration setting has been removed from the **Store-Level Configuration Parameters** screen. This ensures prompting always occurs when an Rx is cancelled and refilled.

'Prompt for untransmitted Purchase Orders when closing Kroll' configuration setting implemented

- A **'Prompt for untransmitted Purchase Orders when closing Kroll'** configuration setting has been added to the **Store-Level Configuration Parameters** screen (**Order** tab). When enabled, users will be notified of any outstanding purchase orders when they attempt to close the application.

Reports

New Report: Missing Rx Images Report

- This report lists prescriptions that are missing images such as the original script image or the hardcopy label image.

Status column added to Patient Profile Report

- A **Status** column has been added to the **Patient Profile Report**. This column reports the status of each Rx in the report (Dispensed, Not Dispensed, Stock Transfer, etc.).

Date of birth and health card number added to Limited Use Request report

- The **Limited Use Request** report now prints the patient's date of birth and health card number after the patient's name.

Outbound fax functionality added to Limited Use Request report

- Outbound fax functionality has been added to the **Limited Use Request** report. A fax record is created in the outbound fax queue when a fax is sent.

Outbound fax functionality added to Section 8 Request report

- Outbound fax functionality has been added to the **Section 8 Request** report. A fax record is created in the outbound fax queue when a fax is sent.

Pharmacare claim files in CPHA format with 'Previously Paid' column (Yukon)

- Pharmacare claim files are now in CPHA format. A **Previously Paid** column has been added to the claim files that reports the total paid by the previous plans in the sequence.

Drug expiry date and lot number print on Dispill Report (New Brunswick)

- The drug expiry date and lot number now prints on the **Dispill Report**.

Fax number not linked to a location prints on Prescription Authorization Request

- When printing or faxing the **Prescription Authorization Request**, if the doctor's fax number is required and no fax number exists for the location but a telephone number with a "Fax" description is available, the "Fax" telephone number will print on the report.

'On File' Rx status on Rx Transfer and Rx Transfers report

- 'Unfilled' statuses now appear as 'On File' on the **Rx Transfer Report**. As well, 'N/A' is printed in the 'First Fill Date' and 'Last Fill Date' fields for unfilled Rx's.

Drug lot number prints on Compliance Label Report

- The drug lot number now prints on the **Compliance Label Report**.

Labels, Hardcopies, and Barcodes

Date of birth and PHN added to compliance label

- The patient's date of birth and provincial health card number has been added to the header of the compliance label.

AM/PM V2 barcode implemented

- An **AM/PM V2** POS barcode has been implemented. This barcode can be printed on vial labels, Tx1 labels, and receipts.

NH Labels display appears for applicable Rxs only

- The **NH Labels** display has been modified so it only appears for applicable Rxs.

Miscellaneous

New Prod Sel values for RAMQ and SAAQ plans

- The **Prod Sel** (product selection) field on the **F12** screen is now set to **None** for RAMQ transactions and left blank for SAAQ transactions.

Medication Review billing claim prefixed Sig with store phone number (British Columbia)

- The sig code that displays on the billing claim after completing a Medication Review is now prefixed with the pharmacy's phone number.

Suspended Rxs excluded from batches

- Suspended Rxs are now skipped when running a batch.

Drug Pack Order Group table history

- The Drug Pack Order Group table now records history.

NSPMP prompting for Nova Scotia stores only

- NSPMP functionality has changed so prompting occurs in Nova Scotia stores only.

Copay prompting occurs before adjudication for 'treat as cash' plans

- Copay prompting now occurs before 'treat as cash' plans (paper or real-time) are adjudicated. This occurs only if the '**Prompt to rollback Copay for Last Rx Plan**' is enabled in **File > Configuration > Store > Adjudication > General**.

Adjudication copay logging implemented

- Adjudication copay logging has been implemented. All changes to the patient pays amount are logged and can be viewed via **View > Adjudication Log** on the **F12 - Rx** screen.