

Kroll Version 10 Service Pack 2

Updates and
Enhancements



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Kroll Version 10 Service Pack 2 Updates and Enhancements

This document outlines the new features that have been implemented in Kroll Version 10 Service Pack 2 and summarizes the changes that have been made to the user interface, reports, labels, hardcopies, and configuration settings.

New Features

Ability to search patient's profile for a specific drug

A new Filter is available from the F3-Patient Profile and on the right navigation pane that allows users to enter any part of a brand or generic name and then display only the Rxs that match those drugs. Entering a partial name will return broader results versus entering a more specific name.

Print fax confirmation

From the Outbound Fax screen, in the grid showing the list of completed or deleted faxes, you can now right click on any entry and select 'Print confirmation page'. This will print a confirmation page showing a thumbnail image of the first page along with the phone number, date and time and status.

Blood pressure values printed with Patient Charting

Blood pressure values are now printed in addition to the blood pressure chart when printing the **Patient Charting**.

Users now able to transfer Rxs that have not yet been picked up (Newfoundland DIS)

Users are now able to transfer out Rxs that have not yet been picked up. Should the user later attempt to complete the pickup, they will receive a warning of 'This prescription is assigned to a different service location'. In this case, the user should select **Cancel** and then choose the **Complete Locally** option.

Users prevented from deleting transmitted plans

Users are now prevented from deleting a plan on an Rx if the Rx has already been sent to that plan.

7-Point Check for modified unfilled Rxs

7-Point Check is now enforced when modifications are made to an unfilled Rx where the 7-Point Check queue is enabled.

Address 2 information prints on Kroll Care Reports

Information entered in the **Address 2** field on the **Store Level Configuration Parameters** screen (**General** tab) now prints after the **Address 1** information on Kroll Care reports.

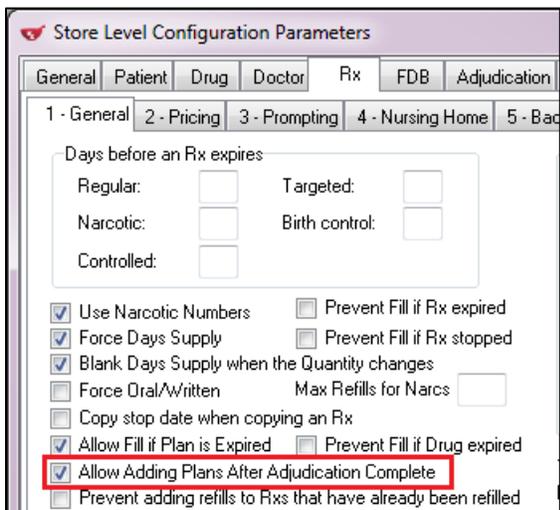
No script image or reason required for fee for service Rxs

When the configuration settings '**Require Script Image or reason for no Script Image on New Rxs**' and/or '**Require Script Image or reason for no Script Image on NH Rxs**' are enabled, no script image or reason is required for fee for service Rxs.

Configuration

Allow Rx Plan changes after Adjudication

The system has been changed so that a plan can be added to a prescription when in Modify mode. In order for this to be enabled, the following configuration option found under **File > Configuration > Store > Rx > General** must be **ENABLED**.



The screenshot shows the 'Store Level Configuration Parameters' dialog box with the 'General' tab selected. The 'Rx' sub-tab is also active. The 'Allow Adding Plans After Adjudication Complete' checkbox is checked and highlighted with a red box. Other visible options include 'Use Narcotic Numbers', 'Force Days Supply', 'Blank Days Supply when the Quantity changes', 'Force Oral/Written', 'Copy stop date when copying an Rx', 'Allow Fill if Plan is Expired', 'Prevent adding refills to Rxs that have already been refilled', 'Prevent Fill if Rx expired', 'Prevent Fill if Rx stopped', and 'Prevent Fill if Drug expired'.

Even with the configuration option **ENABLED**, there exist a number of conditions that must be met in order for this functionality to work correctly:

- a) Adding of the plan is on the same day as the original fill of the Rx.

- b) This functionality is available in all provinces (EXCEPT British Columbia, when adding a Federal plan). Users will be required to Cancel and Refill the prescription in the event a plan needs to be added.
- c) The total price of the prescription is not changed as a result of adding the plan.
- d) There are no **'Treat as Cash'** plans on the prescription.
- e) The original prescription has not yet been sent to a Point-of-Sale interface.
- f) The prescription has not yet been sent to any other interface that can be affected by the amount the patient pays or the presence of a plan(s).
- g) The original prescription has not yet been sent to a head-office data collection server.
- h) Workflow actions that require an Electronic Signature have not yet been completed.

If the above conditions cannot be met by a prescription, the user must Cancel and Refill in order to add a plan.

Rebilling configuration settings added

Users can now add plans to a same day Rx after filling. This allows users to modify the plan(s) in the Rx, which initiates a streamlined cancel and rebill with minimal keystrokes. Two configuration settings have been added to the **Store Level Configuration Parameters** screen that allows users to control this behaviour:

- **Print labels for cancelled Rx when rebilling (Labels > General)**. This setting is set to **Prompt** by default and allows users to control if labels are printed when rebilling a cancelled Rx.
- **Prompt for Comments when Cancelling an Rx for Rebilling (Rx > Prompting)**. This setting is disabled by default. When enabled, a prompt will appear asking the user to enter comments when cancelling an Rx for rebilling.

FTP/SFTP passwords masked

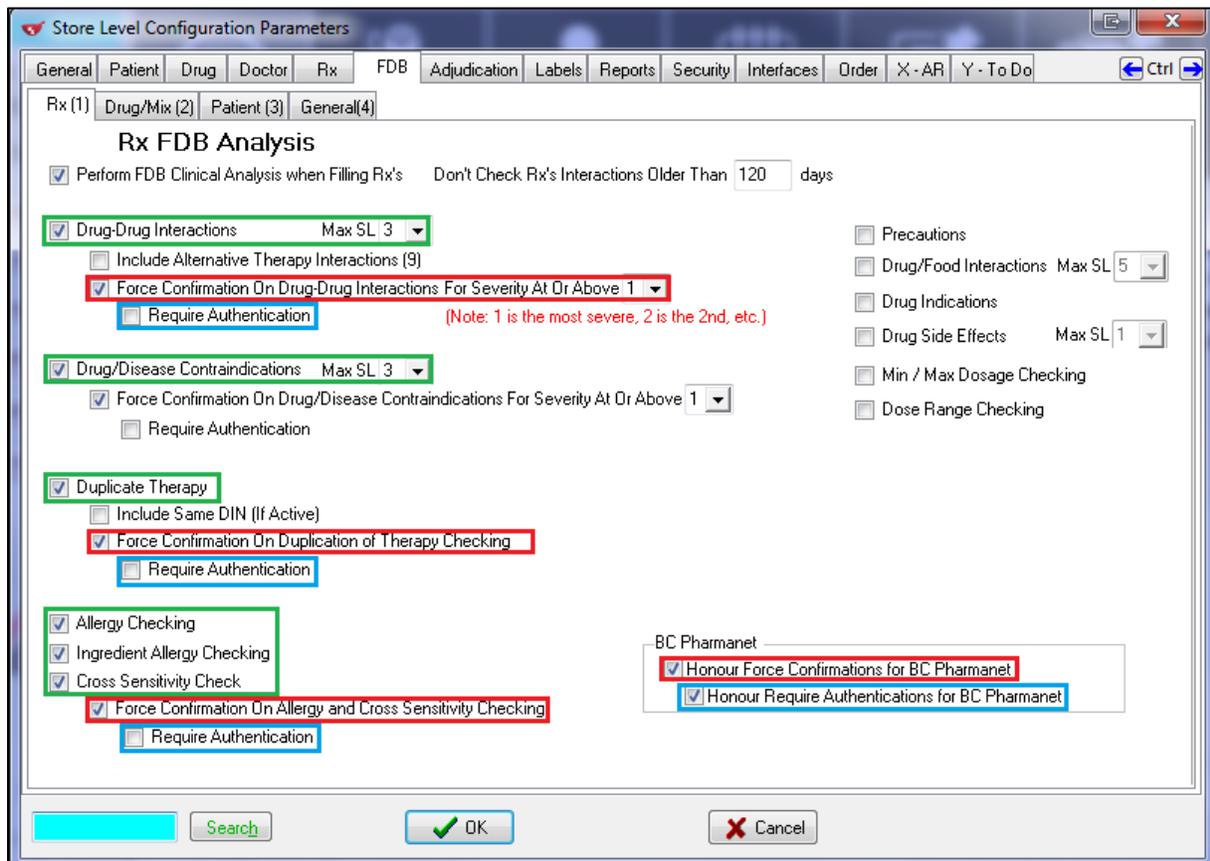
The **Password** field for FTP/SFTP in the **Store Level Configuration Parameters** screen (**Interfaces > POS/Robotic**) is now masked.

User Interface

Force Confirmation and User Authentication for BC PharmaNet DUE Responses

- In previous versions, users could dismiss the BC PharmaNet DUE response screens by pressing Enter, and no audit trail was captured. Two new configuration settings have been added to mimic the forced acknowledgement of local DUE messages by disabling the Enter key and requiring the user to press CTRL+P to proceed.

- A pharmacist (re-)authentication can also be required in order to proceed. This override is recorded and can later be reviewed by printing the Clinical Warning Override Report.
- To enable this setting, go to **File > Configuration > Store > FDB > Rx** and place a checkmark next to ‘**Honour Force Confirmations for BC PharmaNet**’.
- For each message type you want to monitor, ensure the ‘Force Confirmation On...’ setting is enabled for Drug-Drug Interactions, Duplicate Therapy, and Allergy and Cross Sensitivity (PharmaNet Adverse Reactions).
- If you have enabled Drug-Drug Interactions, ensure the Severity Level is set appropriately (shown in red).
- To force the pharmacist to (re-)authenticate, place a checkmark next to ‘**Honour Require Authentications for BC PharmaNet**’ and ensure the corresponding Require Authentication settings are enabled (shown in blue).
- If desired, users can disable/enable the equivalent local DUE settings (shown in green).



FDB configuration changes

FDB items in the **Store Level Configuration Parameters** screen (**FDB > Rx** tab) have been reordered so users can better determine what settings are enabled/disabled. As well, the tab order has been corrected.

Rx warnings include previous refill chain

The 'Rx was already filled today' and 'Rx is/was filled [x] days too early/late' warnings that appear on the F12 screen now take the previous dispense from a Copied From Rx into account and indicate if the Rx is early, late, or already filled today.

Price up/down buttons visible in all fill modes

The price up/down arrow on the **F12** screen is now visible in all fill modes (fill, refill, and modify) and takes into account the previous dispense when the Rx has been copied from a chain.

'The price has gone up by [x] ...' warning visible in modify mode

The warning 'The price has gone up by [x] since the last refill' that appears on the F12 screen is now also visible in modify mode.

'Total Fills' field on Copy to New Number and Unfill Rxs prompt

The 'Refills' field on the **Copy to New Number and Unfill Rxs** prompt has been changed to 'Total Fills' to indicate that the value represents the total number of fills rather than the number of repeats.

'Apply this to all unmanaged issues above' field highlighted first

The focus on the **Clinical Issue Summary** and **CeRx Adjudication Response** screens has changed so the 'Apply this to all unmanaged issues above' field is highlighted first.

New OTC Pickup Perform Local DUE icons

The following icons and keyboard shortcuts have been added to the Touch/Pickup session's **OTC Prescription Entry** screen when a DUE issue is detected mirroring those that appear in a regular Fill session:

- Cancel/Save for Later ('S' shortcut)
- Cancel Rx ('X' shortcut)
- Trouble ('T' shortcut)
- Next ('N' shortcut)
- Back ('B' shortcut)
- Proceed ('P' shortcut)
- Pharmacist Override ('O' shortcut)

Prompt to reprint label for modified Rxs

Label printing behaviour has changed so when users access an Rx from workflow to make changes and then press **F12** to return to workflow, users are now prompted to reprint the labels. Editing any of the following fields will trigger the prompt to reprint the label:

- SIG
- Dispense qty
- Auth qty (or number of refills)
- Days
- Labels
- Rx expiry date (if required to print on the vial label)
- Any patient, drug, or prescriber field

Cycle Count: No drug record created until all drug packs counted/recounted

When adding new drug packs to be counted or recounted, a new pack record is not inserted until a new drug (in the case of adding new drugs) or a new quantity (in the case of recounting existing drugs) is added.

'Count #' column on Cycle Count Form

The **Seq #** column on the **Cycle Count** form has been renamed to **Count #**.

Cycle Count screen changes

The following changes have been made to the **Cycle Count** screen:

- If working from a pre-selected list of drugs, selecting **Count Next Drug** will edit the next drug that has not been counted. Selecting **Scan and Count** will bring up a search form where the user can scan the drug. If the scanned drug is in the predefined list, it will be edited; otherwise, a new drug will be added to the list.
- If in Recount mode, selecting **Recount Drugs** will prompt the system to edit all of the drugs that need recounting. Selecting **Count more Drugs** will allow the user to scan and add new drugs.
- The **Reconcile** button is now active and functional even if there are drugs that need to be recounted. Selecting this button will reconcile all drugs that have been counted but not reconciled as well as any drugs that have been recounted.

Import/export functionality on Cycle Count screen

Import/export functionality has been added to the **File** menu on the **Cycle Count** screen. This is used to export a tab-separated file containing all the drugs in a cycle count. Third party software can then be used to modify the 'On hand Qty' values in the file. The file can then be imported to update the on-hand counts in the cycle count records. The imported on-hand quantities are then reconciled and any changes are applied to the respective drug cards.

New Drug Inventory Count Report settings (within Cycle Count Functionality)

'**Include uncounted drugs that have a positive on-hand**' and '**Include uncounted drugs with zero or negative on-hand**' settings have been added to the **Drug Inventory Count Report** print form so users can have visibility to items not counted that should have been.

Generate Drug Count List screen within Cycle Count Functionality includes new search parameters

When creating a Cycle Count, the user is presented with a couple of options: **Pre-select drugs to count** OR **scan and go- start counting now**. The **Generate Drug Count List** screen now includes the following newly added search parameters:

- Include drugs not dispensed since (Date);
- Include drugs with an inventory value greater than (XXXX.XX);
- Include drugs with On Hand Qty (greater than or less than) XXXX days supply.

'Inactivation Complete' dialog box added

An **'Inactivation Complete'** dialog box now appears when users have finished inactivating drugs, doctors, and mixtures from **Utilities > Database Maintenance > Inactivation**.

W - Follow-ups added to medication review profile

A **W - Follow-ups** action and associated functionality has been added to the header area of the medication review profile.

Medication Review shows 'Last Fill Date' when selected (British Columbia)

'**[Last Fill Date]**' is added to the column headers in the BC Medication Review when **Print Last Fill Date** is selected.

New Medication Review eligibility prompt keyboard shortcuts

Keyboard shortcuts have been added to the following options on the Medication Review eligibility prompt:

- **Do not prompt me until the next time the patient comes in** ('X' shortcut)
- **Do not prompt until ...** ('T' shortcut)
- **Never Prompt for this patient** ('N' shortcut)

No patient signature required for Medication Reviews conducted 'By Phone'

Patient signature captures are no longer required for Medication Reviews when the review method is set to **'By Phone'**.

Reports and Labels

Language setting added to Dispill and DistriMedic reports

A patient language setting has been added to the **Dispill** and **DistriMedic** reports so Sig information prints in the patient's language.

Most Recent Prescription Report

A **Most Recent Prescription Report** has been created. This report lists all Rx's (active or inactive) that have not been filled or refilled since the specified date range. This report could be useful in identifying potential compliance issues and in identifying prescriptions for items with short expiry dates that should be refilled to ensure the patient always has an In-date item. For example: EpiPen.

Workflow DUE Report has been renamed to Clinical Warning Override Report

The Workflow DUE report has been renamed to **Clinical Override Report**. In addition to the name, the following changes have been made:

- The report has been moved to the **Administration** submenu;
- The **Severity** and **Type** columns have been widened;
- The **Drug Name** column has been renamed to **Drug / Allergen / Medical Condition**;
- The option to print the report in landscape has been added;
- The DIN is now left blank if printing a condition.

Days supply printed on Tricomp thermal labels

Days supply values are now printed on Tricomp thermal labels.

Drug Inventory Listing Report filter improved

The Drug Inventory Listing Report's '**show where**' filter has been improved so that a numeric range typically entered for a shelf location will now produce the expected results.

Renewal Notifications

- The **Pharmacist Adaptation - Renewal Notification** Report has been modified to support the renewal notification of multiple Rx's.
- One or more Rx's must first be renewed using the '**copy to new Rx**' function. Upon returning to the patient's local profile, select the Rx's that were just renewed and select **Extra Functions > Renewal Notification**.
- A summary of the selected Rx's will be displayed, confirming which ones can be used in the report. Press the **Renew Eligible Rx's** button, select the appropriate report options, and click Print.

- A Pharmacist Adaptation - Renewal Notification Report will be printed for each of the prescribing physicians from the original ‘copied from’ Rxs. Up to nine Rxs will print on a single page.

Labels, Hardcopies, and Barcodes

Patient barcode added to PACMED options

The ‘PACMED Server+’ file format in the PACMED report print form has been changed to ‘PACMED Server+ w/Barcode (Per Bag)’ to indicate which barcode it is using. As well, the ‘PACMED Server+ w/Barcode (Per Patient)’ file format has been added.

Miscellaneous

First/Last Fill Information changed on F12 Screen

The refill chain information presented at the top of the F12 screen has been slightly changed to provide more clarity.

- The ‘First Fill’ has been renamed to ‘**Rx Start Date**’ and the ‘Last Fill Information’ has been renamed to ‘**Latest Fill**’.

Rx Start Date	Latest Fill
11/03/15 13	11/03/15 13 Qty 30 \$17.22

- When copying to a new Rx, the ‘**Latest Fill-Copy**’ shows the date of the last refill of the ‘Copied From’ Rx.

Rx Start Date	Latest Fill-Copy
24/03/15 0	19/02/15 33 Qty 100 \$52.15

- When in modify mode, the ‘**Previous Fill**’ shows the date from the fill immediately prior to the one you are modifying. ‘**This Rx**’ shows the date for the Rx you are modifying whereas ‘**Latest Fill**’ shows the date of the most recent refill in this chain. When you are modifying a refill from the middle of a refill chain, each one of these dates may be different.

Rx Start Date	Previous Fill	This Rx	Latest Fill
30/12/13 449	30/12/13 449	15/01/14 433	11/03/15 13

MediResource Patient Connect enhancements

The MediResource Patient Connect reporting service now includes the ‘Inactivated’ and ‘Transferred’ Rx statuses and an ‘Rx Expiry Date’ field.