



# Kroll Version 10 Service Pack 30

Feature Release Notes

June 2024

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# Kroll Version 10 Service Pack 30 Feature Release Notes

This document is a compilation of new Features in Kroll Version 10 Service Pack 30. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

## British Columbia Provincial Prescription Management (PPM)

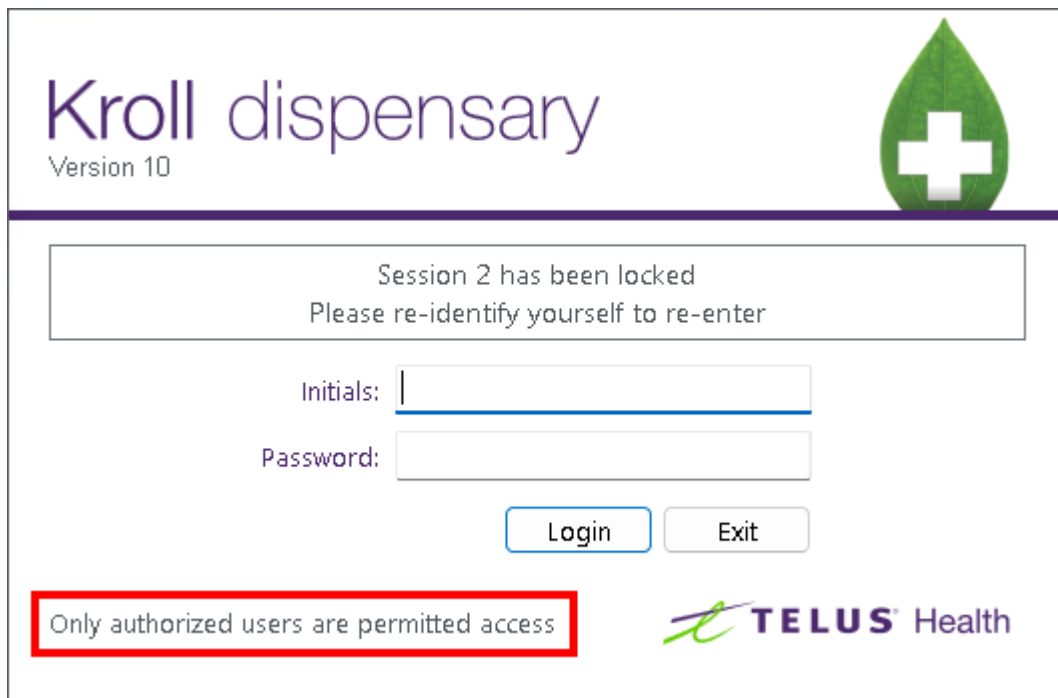
[KRL-1178] Provincial Prescription Management program Conformance Standards (British Columbia)

### Feature

Kroll Version 10 Service Pack 30 includes all essential changes to support the **Provincial Prescription Management (PPM)** program in **British Columbia**. While most features will be activated at a later date, the following changes will be immediately active upon a successful update to this Service Pack.

- **Login Display and Warnings:**

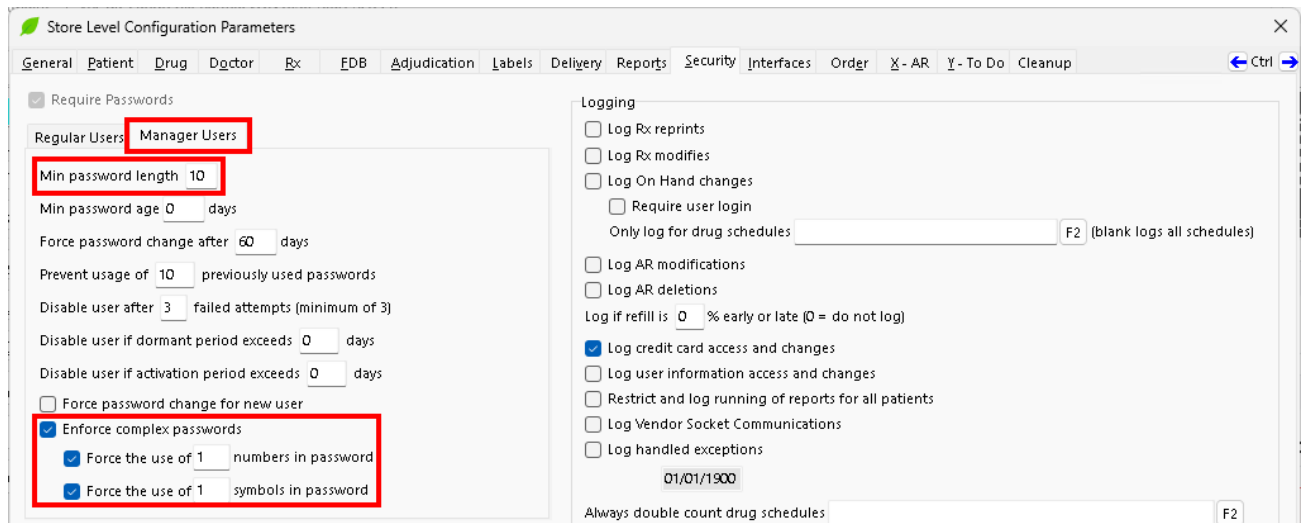
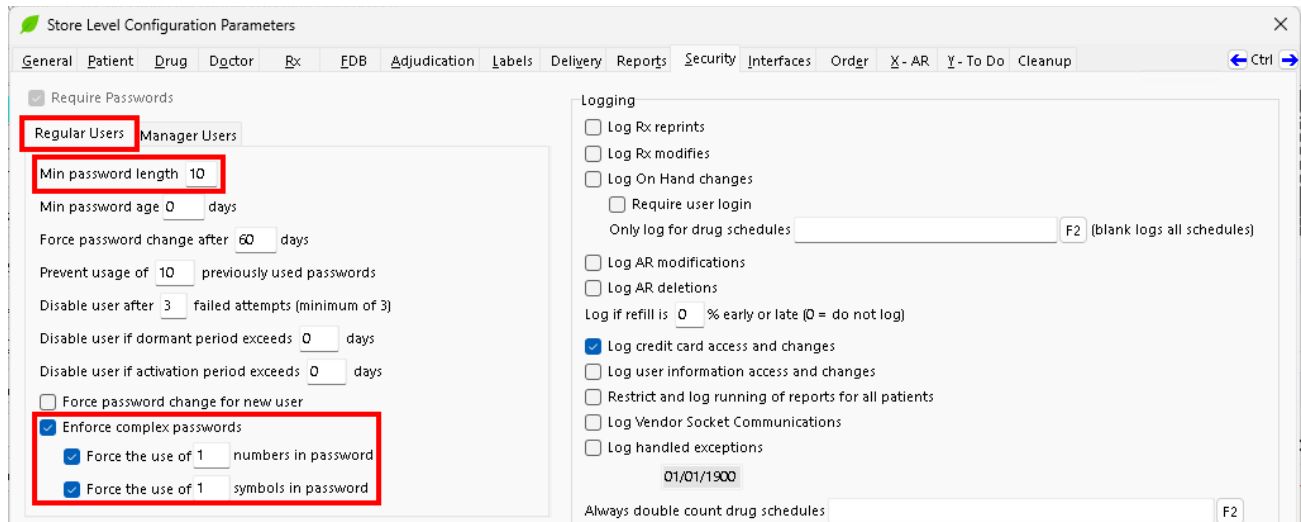
Kroll will now display the phrase "***Only authorized users are permitted access***" in the lower left corner of the Login screen



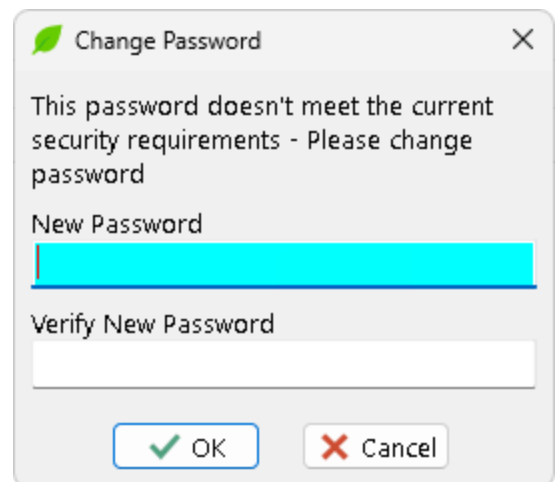
The screenshot shows the Kroll dispensary login interface. At the top left, it says "Kroll dispensary Version 10". On the top right is a green leaf logo with a white cross. A central message box states: "Session 2 has been locked. Please re-identify yourself to re-enter". Below this are input fields for "Initials:" and "Password:". There are "Login" and "Exit" buttons. At the bottom left, a red-bordered box contains the text "Only authorized users are permitted access". At the bottom right is the "TELUS Health" logo.

- **Hardcode Password Requirements:**

The options that govern Login passwords, located within the **Security** tab of the **Store Level Configuration Parameters** screen, will automatically be updated for **Regular Users** and **Manager Users** to reflect the new requirements.



Upon first login after updating to this Service Pack, any user attempting to use a non-compliant password will automatically see the **Change Password** form with a message stating that the current password does not meet the current security requirements. Users will be required to create a new password to proceed.



Store 1 (Main) --2-yrk-qa-eandreol:PharmacyON... X

Passwords must be at least 10 characters  
 Password must contain at least 1 numeric character(s)  
 Password must contain at least 1 symbol character(s)  
 Password must differ from last 10 passwords.

OK

If the user enters a new password that still does not comply, a further prompt will appear detailing the specific criteria that the new password must meet to be compliant. Clicking **OK** will return the user to the **Change Password** form.

## Delivery Orders

[KRL-9644] Send email delivery confirmation request when Delivery Order status set to 'Delivered Not Confirmed'

### Feature

Upon marking a **Delivery Order** as 'Delivered Not Confirmed', a **confirmation email** is automatically dispatched to the patient's primary email address if allowed by their notification preferences. The email contains a link that enables the patient to confirm the receipt of their Delivery Order.

Delivery Orders X

Last, First Name  Filter Clear

Delivery Route All

Delivery Status All  Created Date This Month 01/05/2024 13/05/2024

Store	Del. #	Status	PatName	Created On	By	Shipped On	By	DeliveryRoute	Paid by	Pat P:
1	1	Delivered Not Confirmed	Link, Patient	13/05/2024	EA	13/05/2024	EA			\$0
1	6	Pending	Super, Patient	01/05/2023	EA					\$13
1	5	Shipped	Super, Patient	01/05/2023	EA	01/05/2023	EA			\$11
1	3	Pending	PLink, Son	01/05/2023	EA					\$10

Delete Deliver Not Received Print Details Close

## [KRL-9652] Update the delivery order based on the patient's email response

### Feature

When a **Delivery Order** is marked as '**Delivered Not Confirmed**' in Kroll, an email can be sent to the patient to confirm receipt. If the patient confirms the reception of the order, the Delivery Order will automatically be marked as '**Received**' in Kroll.

Store	Del. #	Status	PatName	Created On	By	Shipped On	By	DeliveryRoute	Paid by	Pat P:
1	13	Received	Link, Patient	13/05/2024	EA	13/05/2024	EA			\$0
1	6	Pending	Super, Patient	01/05/2023	EA					\$13
1	5	Shipped	Super, Patient	01/05/2023	EA	01/05/2023	EA			\$11
1	3	Pending	PLink, Son	01/05/2023	EA					\$10

If instead, the patient indicates that they have **not** received the order, the Delivery Order will be marked as '**Not Received**'.

Delivery Orders

Last, First Name  Filter Clear

Delivery Route All

Delivery Status All  Created Date This Month 01/05/2024 14/05/2024

Store	Del. #	Status	PatName	Created On	By	Shipped On	By	DeliveryRoute	Paid by	Pat P:
1	1	Not Received	PLink, Patient	13/05/2024	EA	13/05/2024	EA			\$0
1	6	Pending	Super, Patient	01/05/2023	EA					\$13
1	5	Shipped	Super, Patient	01/05/2023	EA	01/05/2023	EA			\$11
1	3	Pending	PLink, Son	01/05/2023	EA					\$10

Delete Deliver Closed Not Received Print Details Close

In this scenario, an item with the Status 'Not Received' is also added to the Followups screen, to remind the user to follow up with the patient. The Followups item created when the Delivery Order was marked as 'Delivered Not Confirmed' is automatically marked as 'Resolved', if unresolved.

Store 1 (Main) --1-yrk-qa-eandreol:PharmacyON1030\_WM-Start Screen

File Edit Recent Reports Utilities NH Central Fill Cards Session Help Version 10 (Citrine)

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt-X - Start

Last Rx Numbers  
Regular 1000292  
Narcotic 9000025

Dashboard 35 Callbacks 2 Followups 2 Notes Inbound Docs 3 Outbound Fax Mail Calendar

Modify Rx Reprint Rx Cancel Rx Modify Specific Rx # Reprint Specific Rx # Counsel Rx

Filter: Current + 0 days Patient Okayed Rx Patient Refused Rx AR Profile Print Report

Filter by Type

Due Date	Status	Patient	Brand Name	Comment
09/01/2023	Pickup Rx	PLink, Son		
13/05/2024	Not Received	PLink, Patient		

## [KRL-10530] Lockbox additions to the delivery signature Store Level Configuration Parameters

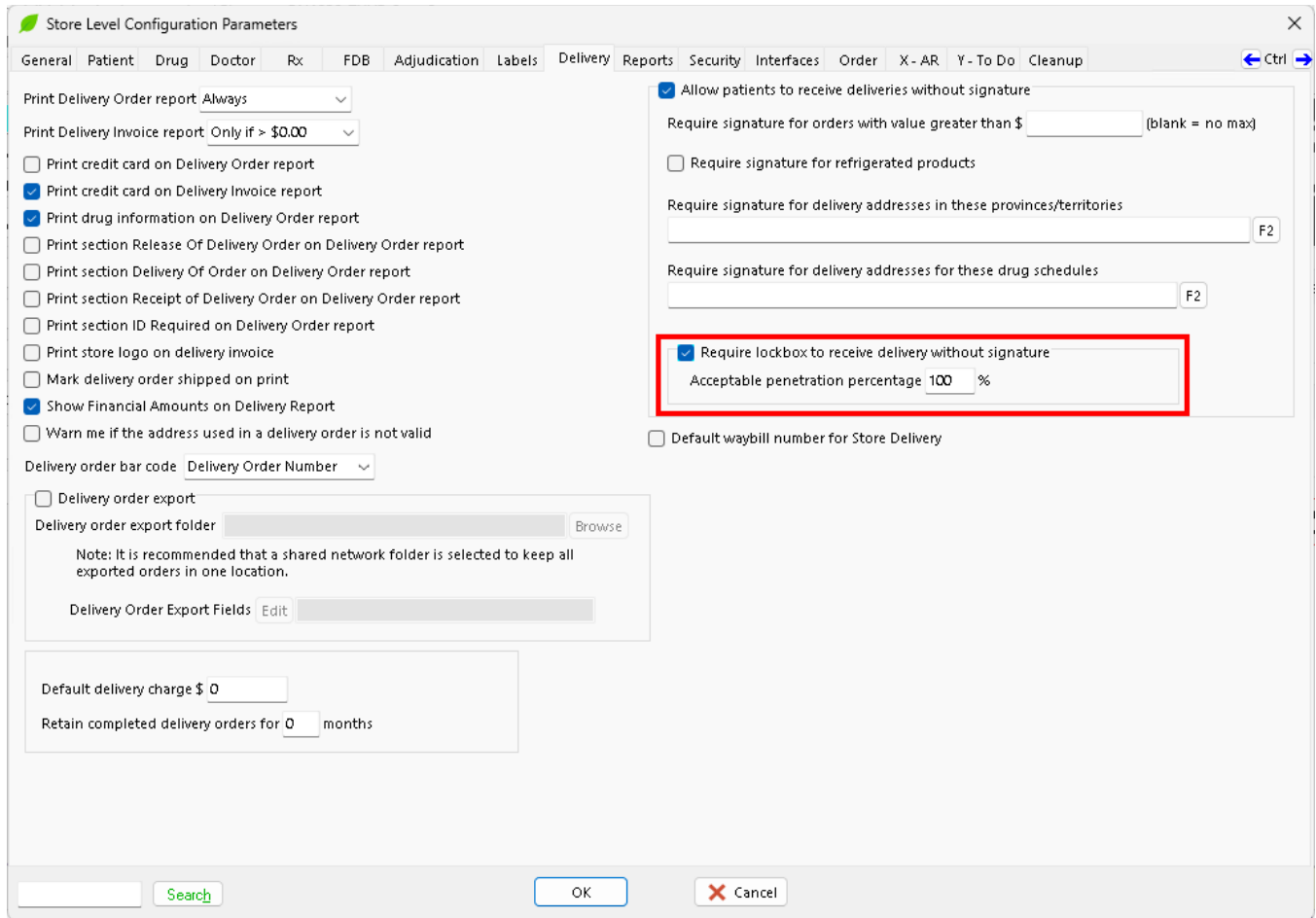
### Feature

A new set of options has been added to the Store Level Configuration Parameters screen, in the Delivery tab.



- **Require lockbox to receive delivery without signature**
- **Acceptable Penetration Percentage [amount field] %**

These two options are placed within the **Allow patients to receive deliveries without signature** section and only become available when this option is **enabled**.



These new options allow users to restrict the eligibility of recipients who can receive Delivery Orders without a signature to only addresses with lockboxes. The criteria are based on the prevalence of lockboxes in a specific Postal Code area.

## [KRL-10531] Ability to store supplied Canada Post lockbox list

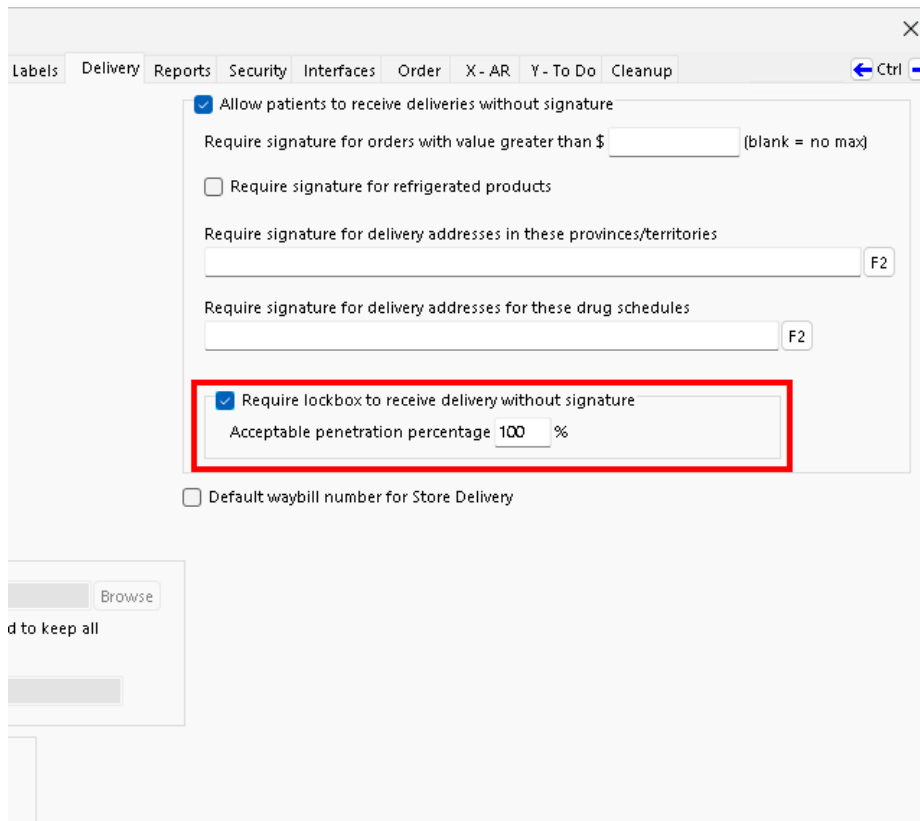
### Feature

Kroll now includes the capability to store Postal Code information periodically provided by Canada Post in the database. This data includes the *Address Penetration Percentage* and will be utilized by the system to determine the eligibility of recipients authorized to receive Delivery Orders without a signature.

## [KRL-10532] Add lockbox logic to calculation of eligibility for delivery without signature

### Feature

The ***Require lockbox to receive delivery without signature*** option in the **Store Level Configuration Parameters** enables users to restrict the eligibility of recipients who can receive Delivery Orders without a signature to only addresses with lockboxes.



The screenshot shows a software configuration window with a menu bar (Labels, Delivery, Reports, Security, Interfaces, Order, X-AR, Y-To Do, Cleanup) and a toolbar (Ctrl, F2). The main area contains several configuration options:

- Allow patients to receive deliveries without signature
  - Require signature for orders with value greater than \$  (blank = no max)
  - Require signature for refrigerated products
  - Require signature for delivery addresses in these provinces/territories  F2
  - Require signature for delivery addresses for these drug schedules  F2
  - Require lockbox to receive delivery without signature**
    - Acceptable penetration percentage  %
- Default waybill number for Store Delivery

At the bottom left, there is a 'Browse' button and a partially visible label 'd to keep all'.

When activating this option, users must define an ***Acceptable penetration percentage***. This threshold specifies the minimum *Address Penetration Percentage* of a Postal Code required to permit delivery without a signature. The *Address Penetration Percentage* is the percentage of addresses within a specific Postal Code that have lockboxes; this data is sourced from Canada Post and updated periodically.

When a Delivery Order is created, the delivery address **Postal Code** is used to determine the ***Signature Eligibility***, based on the ***Acceptable penetration percentage*** value. If the Postal Code's *Address Penetration Percentage* is greater than or equal to the ***Acceptable penetration percentage*** specified in the **Store Level Configuration Parameters**, the Order can be delivered without a signature and the ***Signature Eligibility*** displays 'Eligible Lockbox'.

Delivery Order Form

Ship To: Super, Patient

Location: Default

Company:

Care of:

Address1: 123 Kroll St

Address2:

City:

Province: ON (Ontario)

Country: Canada

Postal: A1A 2V2

Phone #: Ext:

Status: Pending

Delivery #: 26

Delivery Type: Mail Order/Courier

Delivery Route: ⚠ CanadaPost delivery rout

Delivery Service: Regular

HAL Code:

Payment Method: <Undefined>

Waybill #:

Comment (Character Count: 0):

Delivery Charge: Charge 0.00 Tax Type None

HST - Full \$0.00 HST/GST \$0.00

Total \$0.00

Total Item Value \$13.60

Total Delivery Order Value \$13.60

Total Patient Pays + Charge \$13.60

Signature Eligibility: Eligible LockBox

Signature Requested?: Unknown

Signature Required

Packages: Default Package Type Not Specified

Package Items (1)

Description	RxNum	Patient	Cost	Tax	Total	Pat Pays
Not Specified						
Jamp Pantoprazole Sodium 40mg	1000568	Super, Patient	\$13.60	<None>	\$13.60	\$13.60

Buttons: Ship, Print, OK, Cancel

[KRL-10711] Force Canada Post Delivery Route when no signature is required for shipping according to lockbox criteria

### Feature

When the **Require lockbox to receive delivery without signature** option is enabled in the **Store Level Configuration Parameters** and a Delivery Order is created for an address eligible to receive deliveries without a signature, the **Delivery Route** will automatically be set to the first Delivery Route linked to the **Carrier Type** 'Canada Post'.

In this scenario, if the **Signature Requested?** field is set to 'Do not require signature', the **Signature Required** checkbox will automatically be unchecked.

Delivery Order Form

Ship To Super, Patient	Status <b>Pending</b>	Delivery Charge Charge 0.00 Tax Type None
Location Default	Delivery # 43	HST - Full <b>\$0.00</b> HST/GST <b>\$0.00</b>
Company	Delivery Type Mail Order/Courier	Total <b>\$0.00</b>
Care of	Delivery Route ⚠ Canada Post	Total Item Value <b>\$13.85</b>
Address1 123 Kroll St	Delivery Service <Undefined>	Total Delivery Order Value <b>\$13.85</b>
Address2	HAL Code	Total Patient Pays + Charge <b>\$13.85</b>
City	Payment Method <Undefined>	Signature Eligibility <b>Eligible LockBox</b>
Province ON (Ontario)	Waybill #	Signature Requested? <b>Do not require signature</b>
Country Canada		<input type="checkbox"/> Signature Required
Postal A1A 2V2	Comment (Character Count: 0)	
Phone #		

If a user manually changes the **Delivery Route** to one with a *Carrier Type* different than 'Canada Post', the **Signature Required** checkbox will automatically be checked.

Delivery Order Form

Ship To Super, Patient	Status <b>Pending</b>	Delivery Charge Charge 0.00 Tax Type None
Location Default	Delivery # 44	HST - Full <b>\$0.00</b> HST/GST <b>\$0.00</b>
Company	Delivery Type Store Delivery	Total <b>\$0.00</b>
Care of	Delivery Route ⚠ Store Delivery	Total Item Value <b>\$13.85</b>
Address1 123 Kroll St	Delivery Service <Undefined>	Total Delivery Order Value <b>\$13.85</b>
Address2	HAL Code	Total Patient Pays + Charge <b>\$13.85</b>
City	Payment Method <Undefined>	Signature Eligibility <b>Eligible LockBox</b>
Province ON (Ontario)	Waybill #	Signature Requested? <b>Do not require signature</b>
Country Canada		<input checked="" type="checkbox"/> Signature Required
Postal A1A 2V2	Comment (Character Count: 0)	
Phone #		

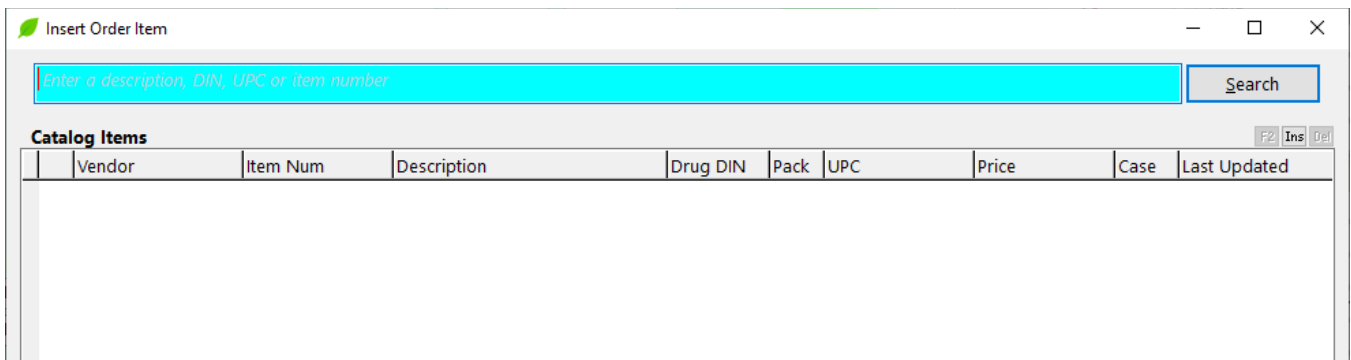
# Drug Ordering

## [KRL-9430] Improve Vendor Catalog Item Number insertion process

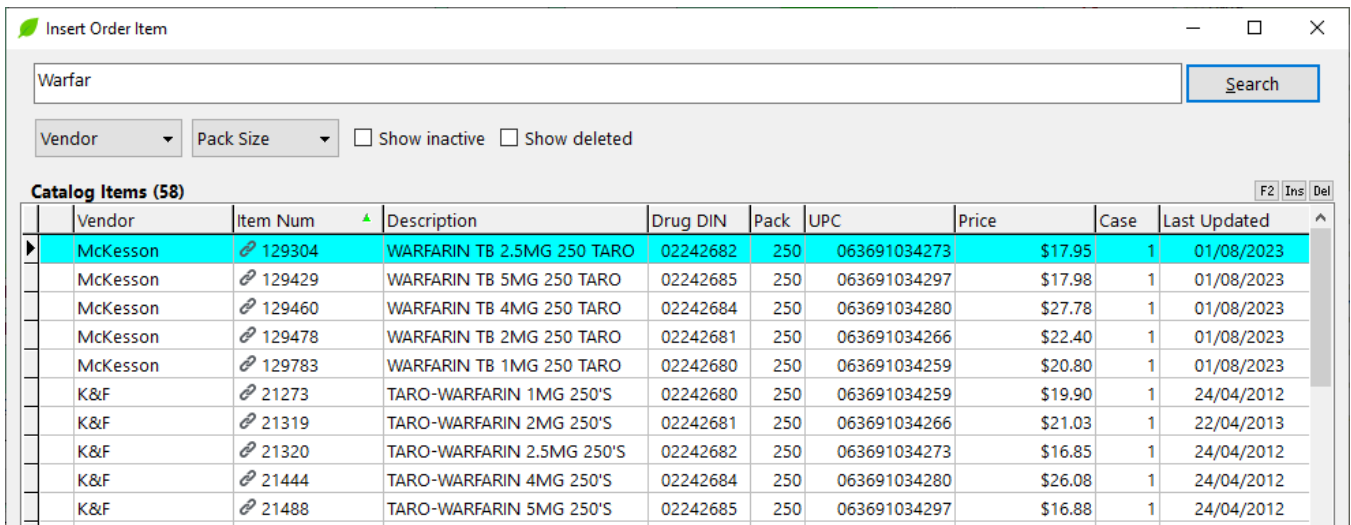
### Improvement

Vendor's Catalog search screens have been improved to provide easier navigation and search capabilities, to provide more detailed information and to prevent the insertion of incorrect items.

Catalog Items can now be searched using the **Description**, **DIN** (Drug Identification Number), **UPC** (Universal Product Code) or the vendor's **Item Number**, all within the same **Search field**.



Search results can now be sorted by **Vendor**, **Item Number**, **Description**, **DIN**, **Pack** size, **UPC**, **Price**, **Case** size or **Last Updated** date simply by clicking on any of the **columns' headers**. An indicator will note whether the column has been arranged in ascending or descending order. Additionally, the columns can be resized to facilitate the display of the content.



Items that are currently linked to a Drug Pack are displayed with a **'chain link'** indicator within the **Item Num** field.

Additionally, search results can be filtered by selecting a specific **Vendor** and **Pack Size** from the corresponding dropdown lists located below the search field. Once a Vendor or a Pack Size has been specified, the dropdown list box will turn into a button with a white and red cross; pressing the button will remove the filter and restore the dropdown list box.

The screenshot shows the 'Insert Order Item' window with the search term 'Warfar'. Below the search field, there are two filter buttons: 'McKesson' and '100', both with a red 'X' icon. There are also checkboxes for 'Show inactive' and 'Show deleted', which are currently unchecked. The 'Catalog Items (15)' table below shows 15 results, all from the 'McKesson' vendor, with various item numbers, descriptions, drug DINs, pack sizes, UPCs, prices, and last updated dates.

▼	Vendor	Item Num	Description	Drug DIN	Pack	UPC	Price	Case	Last Updated
▶	McKesson	974972	WARFARIN TB 1MG 100 TARO	02242680	100	063691031296	\$8.32	1	01/08/2023
	McKesson	347526	WARFARIN TB 4MG 100 APO	02242927	100	771313138581	\$11.11	1	01/08/2023
	McKesson	352286	WARFARIN 5MG 100 APO	02242928	100	771313138598	\$7.19	1	01/08/2023
	McKesson	974907	WARFARIN TB 3MG 100 TARO	02242683	100	063691031456	\$11.11	1	01/08/2023
	McKesson	974873	WARFARIN TB 6MG 100 TARO	02242686	100	063691031463	\$40.03	1	01/08/2023
	McKesson	527390	WARFARIN TB 3MG 100 APO	02245618	100	771313157971	\$11.11	1	01/08/2023
	McKesson	974865	WARFARIN TB 10MG 100 TARO	02242687	100	063691031340	\$12.90	1	01/08/2023
	McKesson	347211	WARFARIN TB 2MG 100 APO	02242925	100	771313138543	\$8.96	1	01/08/2023
	McKesson	974899	WARFARIN TB 4MG 100 TARO	02242684	100	063691031326	\$11.11	1	01/08/2023
	McKesson	974964	WARFARIN TB 2MG 100 TARO	02242681	100	063691031302	\$8.96	1	01/08/2023

Two checkboxes govern the display of **Inactive** and **Deleted** catalog items.

- **Show inactive**
- **Show deleted**

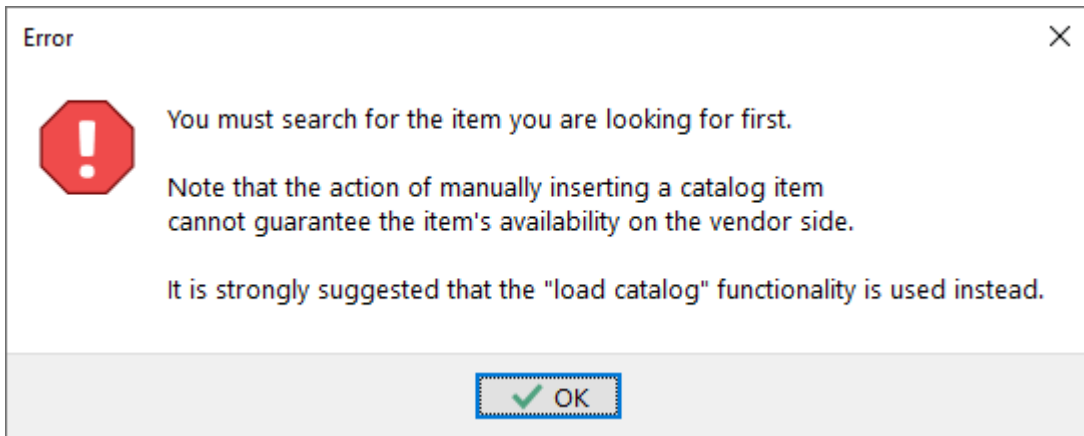
Enabling the **Show inactive** option will display catalog items from inactive Vendors. These items will be displayed in gray and marked with a 'sleeping moon' indicator.

Enabling the **Show deleted** option will display deleted Catalog Items. These Items will be displayed with a strikethrough line.

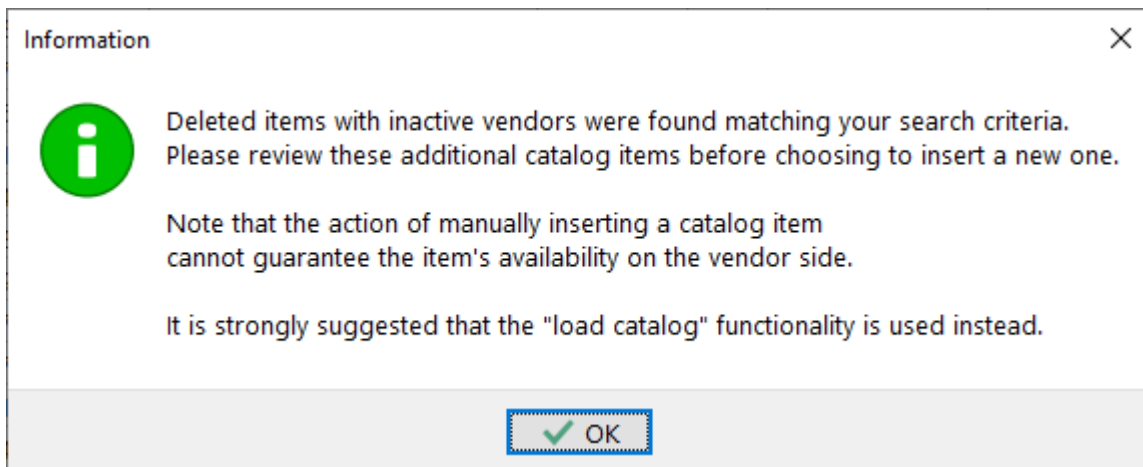
The screenshot shows the 'Insert Order Item' window with the search term 'Warfar'. Below the search field, there are two dropdown menus: 'Vendor' and 'Pack Size'. There are also checkboxes for 'Show inactive' and 'Show deleted', which are currently checked. The 'Catalog Items (60)' table below shows 60 results, including items from 'McKesson', 'Procurity', 'K&F', and 'TARO' vendors, with various item numbers, descriptions, drug DINs, pack sizes, UPCs, prices, and last updated dates.

▼	Vendor	Item Num	Description	Drug DIN	Pack	UPC	Price	Case	Last Updated
▶	McKesson	974857	WARFARIN TB 7.5MG 100 TARO	02242697	100	063691031470	\$58.25	1	03/04/2018
	Procurity	23456	APO-WARFARIN 5MG	02242928	100	771313138598	\$7.19	1	18/12/2023
	K&F	28155	APO-WARFARIN 2MG 500'S	02242925	500	771313138550	\$42.05	1	24/04/2012
	McKesson	347351	WARFARIN TB 2MG 500 APO	02242925	500	771313138550	\$44.79	1	01/08/2023
	K&F	21319	TARO-WARFARIN 2MG 250'S	02242681	250	063691034266	\$21.03	1	22/04/2013
	McKesson	129478	WARFARIN TB 2MG 250 TARO	02242681	250	063691034266	\$22.40	1	01/08/2023
	K&F	28732	TARO-WARFARIN 1MG 1000'S	02242680	1,000	063691031487	\$79.60	1	24/04/2012
	McKesson	809574	WARFARIN TB 1MG 1000 TARO	02242680	1,000	063691031487	\$83.18	1	01/08/2023
	K&F	28199	TARO-WARFARIN 1MG 100'S	02242680	100	063691031296	\$7.96	1	24/04/2012

When attempting to add a new item to the catalog without first searching for an existing record, users will encounter a hard-stop message. They will be required to perform a search for the item at least once, including deleted and inactive records, before they can proceed to insert a new catalog item.



If a user has conducted a search using values that matched deleted and inactive items but these were not viewed by the user, a new message will appear when attempting to insert a new catalog item. Acknowledging this information dialog will display the search results again, this time including deleted and inactive items. Following this, users can insert a new item into the catalog.



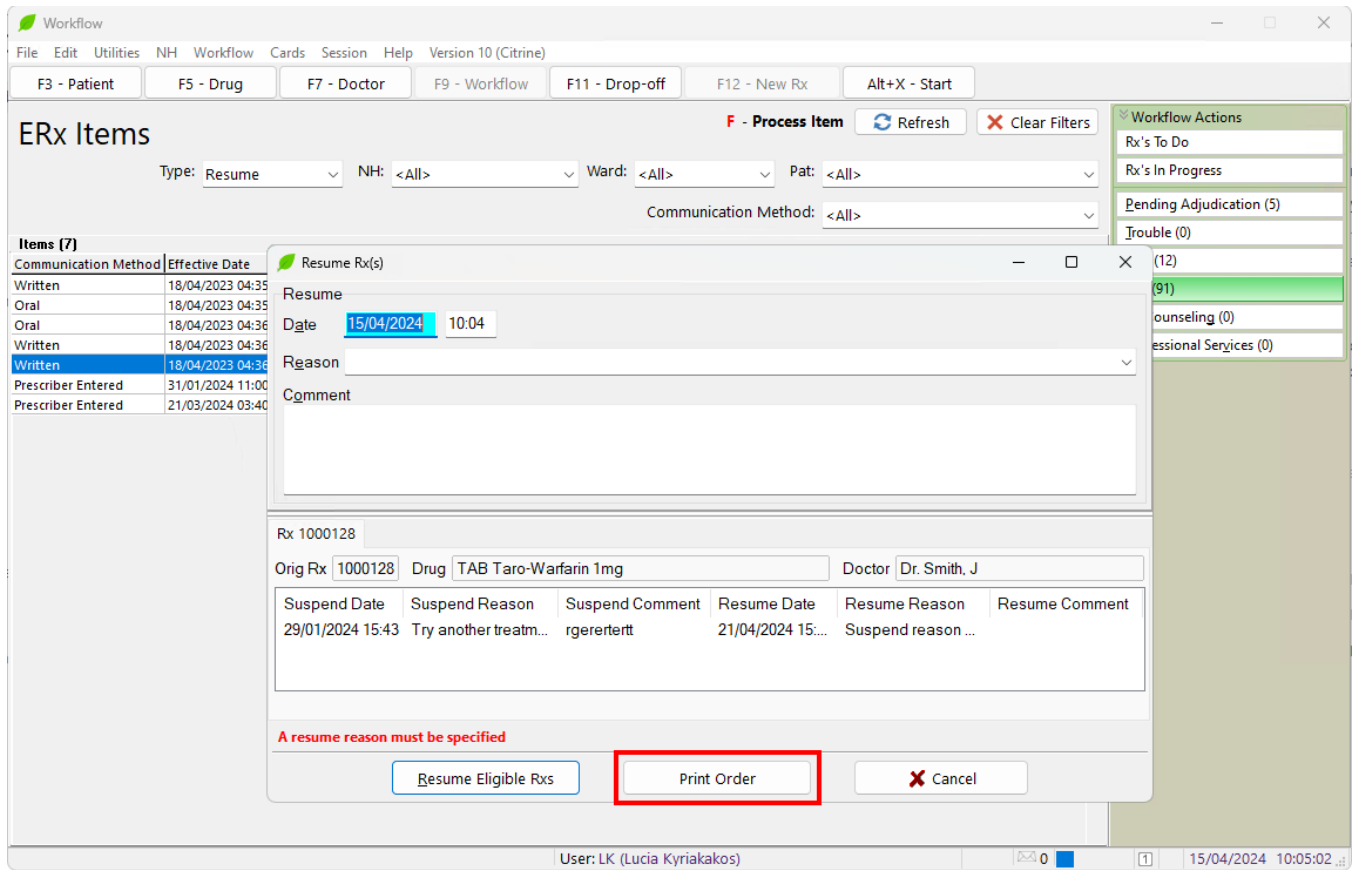
## ERx

[KRL-11685] Add ability to print Suspend and Resume ERx orders while triaging them in the ERx Queue

### Feature

Kroll has been enhanced with the ability to print a paper version of the electronic prescription order (ERx Order) when processing a **Suspend** or **Resume** request from the **ERx** queue within the **F9- Workflow** screen.

A new **Print Order** button has been added to the **Resume Rx(s)** and **Suspend Rx(s)** screens displayed when a **Suspend** or **Resume** request is processed from the **ERx** queue. Pressing on the button will print the associated ERx Order.



[KRL-11694] Add proper dates to printed hard-copy versions of Modify, Discontinue, Suspend and Hold ERx orders

### Feature

The printouts for electronic prescription orders (ERx Orders) for **Modify**, **Suspend** (Hold), **Resume** (Release Hold), and **Discontinue** requests have been improved to display the order's Effective Date instead of the Written Date (Date Prescribed). Additionally, **Suspend** (Hold) requests' printouts will now include a **Resume Date**.

These new dates will be positioned on the right side of the electronic prescription order printout, below the request type and origin information.



---

Doolittle, Fred  
145 Explorer Dr.  
Mississauga ON M8A9C8

Lic# 67018

Tama, Aaron 02-Jul-1923  
Nursing Home: KROLLPCC

PHN: 1010 156 708

---

PointClickCare Order #: 691025 Suspend, PCC  
Entered By: Poladi, Sumith Effective: 15-Mar-2024  
Prescriber Entered (Written) Until: 30-Mar-2024  
LORazepam 1  
Give 1 tablet by mouth as needed for integration test

Dispense Frequency: Daily  
Trial: No

Additional Notes

Quantities unless specified otherwise: Routine medications to be dispensed every 7 days or appropriate pack size to meet PRN 31 doses, Orders authorized ongoing until next Physician's review form signed unless stop date or discontinue order given.

Signature: \_\_\_\_\_

\*\*\* For reference only. Non-dispensable. \*\*\*

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Printed 28-May-2024 at Neighbourhood Pharmacy, 1550 Khat Ave, Toronto ON M5A 1A4

[KRL-11842] The Sig should not be updated automatically when an ERx Modify order is received

### Feature

When an electronic prescription order (ERx Order) is modified at the Nursing Home location (e.g. long-term care facility), a **Modify** request is sent to Kroll to synchronize the associated ERx prescription record. These Modify requests typically include the Sig from when the ERx Order was originally written, even if the Sig has not been altered. In previous versions, if the prescription's Sig had been modified in Kroll when dispensing the prescription, the system would detect a discrepancy between the two Sigs and automatically update the local prescription record with the Sig from the ERx Order, effectively overwriting what the user had entered.

Kroll has been improved to better handle this scenario. Now, when processing a Modify request containing a Sig different from the local prescription record, the system will no longer automatically update the Sig.

Signed by authorized prescriber Signed date: N/A

Order Info  
 Date:  Type:   Print  
 Entered By:  Prescriber Written (Written)

Patient  
 Name: **Aaron, Tama**  
 PHN:  DOB:   
 Home: **PCC Nursing Home**

Drug  
 Name: **Tylenol (325)**

Prescriber  
 Name: **Doolittle, Fred**  
 License #: **67018**  
 Location:  Role: **Doctor**  
 Address: **145 Explorer Dr. ,**  
 City: **Mississauga** Prov: **ON** Postal: **M8A9C8**  
 Phone:

Sig  
 Admin Start Date: **19/04/2023** Admin Stop Date:   
**Give 1 tablet by mouth one time a day for pain**  
 Use this sig code text in the Rx

Dispense Frequency  
**Daily - (2000:(1))**

Indications  
**pain**

Prescribed  Authorized   
 Qty:  Days:  Qty:  Days:  Refills:

Comments  
**General: Quantities unless specified otherwise: Routine medications to be dispensed every 7 days or appropriate pack size to meet PRN 31 doses, Orders authorized ongoing until next Physician's review form signed unless stop date or discontinue order given.**

Users can still choose to apply the Sig from the ERx Order to the prescription by manually modifying the prescription, accessing the external ERx Order, and check-marking the **Use this sig code test in the Rx** checkbox as needed.

File Edit Recent Rx View Labels Profile Reports Utilities NH Cards Session Help Version 10 (Citrine)

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - Fill Rx Alt+X - Start

**New Rx Pending Adj** Rx Start Date: 19/04/2023 Latest Fill: 336 Qty:  Init:   Lookup  Cancel

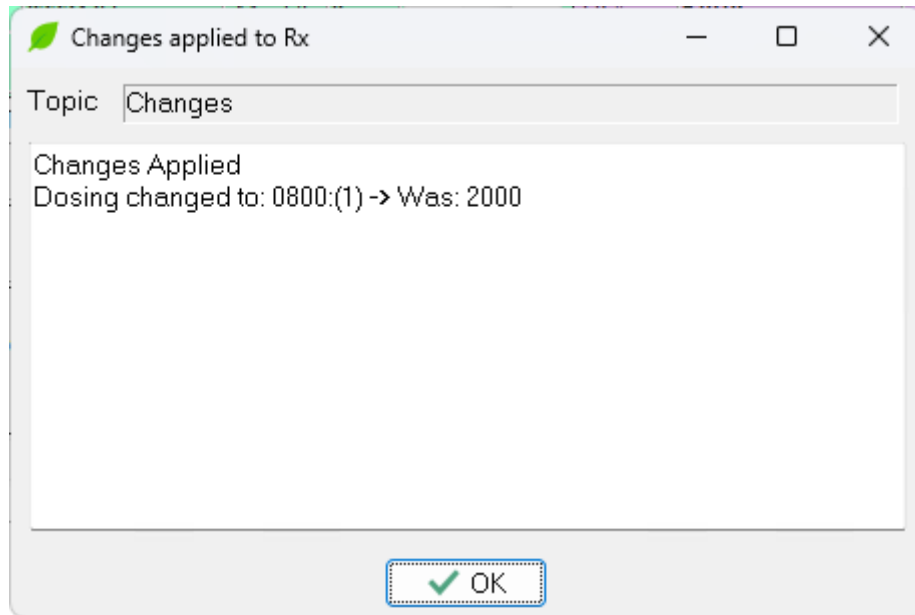
Priority:  Default Wait Time:  Due: **in 19 mins** Fill Rx:  Work Order: 110 Delivery:  Pickup:

<b>Patient Search</b> Name: <b>Aaron, Tama</b> Age: 100 Address: <b>123 Main Street</b> Female City: <b>Toronto</b> Prov: <b>ON</b> Phone: <input type="text"/> Home <input type="text"/> Plan: <b>ODB</b> Client ID: <input type="text"/> <b>Strawberries</b> <b>Allergies (1)</b> <b>Demerol</b> <b>Conditions (4)</b> <b>Atherosclerotic heart disease of native coronary artery</b> <b>Unspecified dementia</b> <b>Fracture of lower (distal) end of tibia with or without fibula</b> <span style="color: red;">More (See Patient)</span>	<b>Drug Search</b> Pack: 12 Brand: <b>Tylenol Tablet</b> 325mg Generic: <b>Acetaminophen</b> JJC (John) Pack: <b>12 Form TAB</b> Sched: 3 Purch: <b>\$1.90</b> OnHand: 0 DIN: <b>00559393</b> Min Qty: 0 Sig: <b>G1TPO one time a D F-PAIN</b> <b>GIVE 1 TABLET BY MOUTH ONE TIME A DAY FOR PAIN</b> Route of Admin: <b>Oral</b> Dosage Form: <b>Tablet</b>	<b>Dgc Search</b> Loc: Office Name: <b>Dr. Smith, J</b> Address: <input type="text"/> City: <input type="text"/> Prov: <b>ON</b> Phone: <b>376-2130</b> Lic#: <b>12886999</b> Alt. Lic#: <input type="text"/> Init: <input type="text"/> LK: <input type="text"/> LK: <input type="text"/> Auth Qty: <input type="text" value="0"/> Disp Qty: <input type="text" value="1"/> TAB Rem Qty: <input type="text" value="0"/> Days: <input type="text"/> G.P. %: <input type="text" value="0"/> Prod Sel: <b>(NONE)</b> Acq Cost: <input type="text"/> O/W: <input type="text"/> Written: <input type="text"/> Cost: <input type="text" value="\$0.00"/> Labels: <input type="text" value="0"/> F2: <input type="text"/> Markup: <input type="text" value="\$0.00"/> NHLabel: <input type="text" value="0"/> F2: <input type="text"/> Fee: <input type="text" value="\$0.00"/> Total: <input type="text" value="\$0.00"/>	<b>Rx</b> <input type="checkbox"/> Make Rx Unfilled <input type="checkbox"/> Make Rx Not Dispensed <input type="checkbox"/> Make Rx Stock Transfer <input type="checkbox"/> Adapt Rx <input type="checkbox"/> Add Rx Image <input type="checkbox"/> Transfer Rx From Another Store <input type="checkbox"/> Call Doctor <input type="checkbox"/> Counsel Patient on Pickup <input type="checkbox"/> Print Kroll Care <b>View</b> <input type="checkbox"/> External Rx Order <input type="checkbox"/> Clinical Interactions <input type="checkbox"/> Plan Information <input type="checkbox"/> Patient Plan Information <input type="checkbox"/> Generic Equivalents
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## [KRL-11683] Update Modify summary box to include what has changed in the prescription order

### Feature

The **Changes applied to Rx** dialog, displayed when processing an ERx **Modify** request to summarize the modifications made to the electronic prescription order (ERx Order) by the remote facility, has been improved. It now includes the previous value in the prescription before the Modify. This enhancement enables users to easily compare the differences between the previous and updated values.



## [KRL-12100] Ability to mark multiple items in the ADT Workflow queue to "Mark items as Processed" at one time

### Feature

The **ADT** queue has been improved to enable users to mark multiple ADT Items as '**Processed**' simultaneously.

Users can select Items by using the **space bar** and then right-click on a selected Item to choose **Mark Item as Processed**. This feature restricts the marking to ADT Items of the same Type, and filtering the queue by Type can streamline the process.

Additionally, a new option called **Select All** (Ctrl+A) has been added to the right-click menu. This option allows users to select all items in the queue with a single click, enhancing efficiency in managing ADT Items.

ADT Items

F - Process Item Refresh Clear Filters

space - Mark Items

Type: <All> NH: <All> Ward: <All> Pat: <All>

Effective Date	Type	Description	Patient	Nursing home
18/06/2022 09	Start of LOA	Start LOA: Biggs, Tilda	Biggs, Tilda	PCC Nursing Home
20/06/2022 01	Start of LOA	Start LOA: Betancourt, Tai	Betancourt, Tai	PCC Nursing Home
24/08/2023 07	Start of LOA	Start LOA: Battaglia, Darrell	Battaglia, Darrell	
24/08/2023 10	Update	Update Patient Info: Battaglia, Darrell	Battaglia, Darrell	
24/08/2023 11	Transfer	Patient Transferred: Baxter, Francina	Baxter, Francina	
24/08/2023 11	Start of LOA	Start LOA: Bergman, Ashly	Bergman, Ashly	
24/08/2023 11	Discharge	Patient Discharged: Berman, Marquerite	Berman, Marquerite	
24/08/2023 11	Start of LOA	Start LOA: Bernstein, Inge	Bernstein, Inge	
24/08/2023 11	Discharge	Patient Discharged: Dahl, Lacrosha	Dahl, Lacrosha	
24/08/2023 11	Discharge	Patient Discharged: Bernstein, Inge	Bernstein, Inge	
24/08/2023 11	Update	Update Patient Info: Betancourt, Tai	Betancourt, Tai	
24/08/2023 11	Update	Update Patient Info: Biggs, Tilda	Biggs, Tilda	

Workflow Actions

- Get Work
- Waiting for Pickup
- Pending Adjudication (0)
- Trouble (0)
- ADT (12)
- ERx (7059)
- Rx Counseling (0)
- Professional Services (0)

## [KRL-11319] Improve SQL Performance - Query Optimization

### Improvement

Multiple queries have been optimized to significantly enhance performance, resulting in improved loading times, enhanced refill process speed for prescriptions linked to **ERx Orders**, and accelerated times calling up **ERx Orders** transfer from the **F9 - Workflow** screen. These optimizations aim to provide users with a smoother and more efficient experience when using Kroll, particularly when handling extensive prescription data.

## Minor Ailments

[KRL-10720] Map prescription Plan Information details for Fee For Service claims derived from RxConsult to the corresponding ToDo record in Kroll

### Feature

Kroll enables users to submit **Fee For Service** claims to provincial plans for reimbursement of **Professional Services** provided at the pharmacy, including **Minor Ailments** assessments. In previous versions, users were required to select the appropriate billing information for the plans, such as **Intervention Codes**, **Special Service Codes** and **Special Authorization Numbers**, before adjudicating Fee For Service prescriptions for Minor Ailments. This included manually adding the information to the prescription's Plan or properly configuring the Fee For Service Drug Cards.

Vigilance's **RxConsultAction** engine supports the ability to provide the correct provincial plans' billing information such as Intervention Codes, Special Service Codes and Special Authorization Numbers based on the province, the service rendered and the assessment details.

Kroll has been enhanced with the ability to validate if the data returned by the RxConsultAction engine after completing a Minor Ailment assessment contains specific plans' billing information. This data is then utilized to

automatically populate the prescription's plan details with the correct codes, streamlining the process and ensuring accuracy during claim submission.

## [KRL-11648] Map Dispense Quantity for Fee For Service claims derived from RxConsult (Ontario)

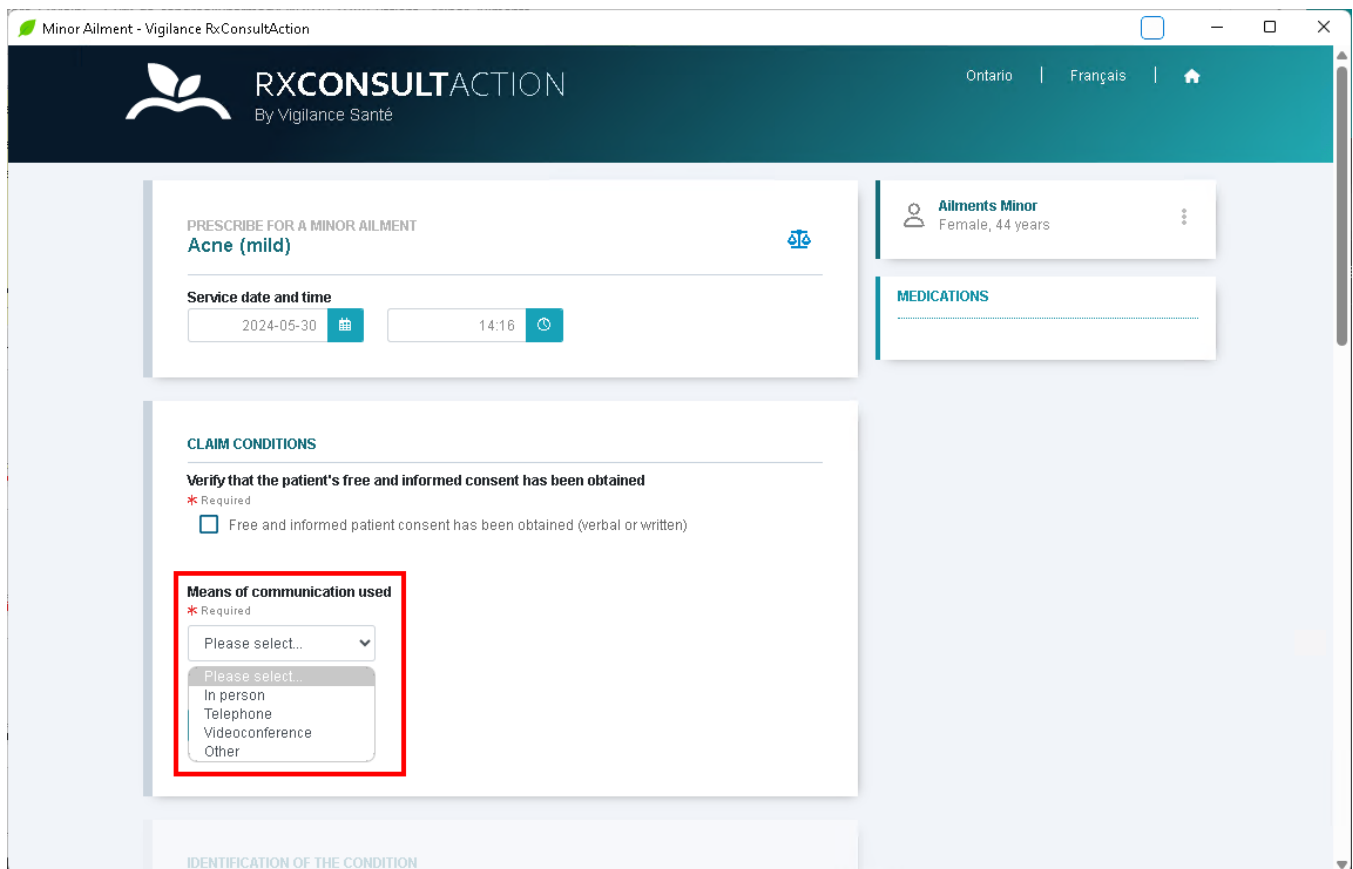
### Feature

Ontario Health now requires that each claim submitted to the provincial plan for assessing a **Minor Ailment** that was conducted **virtually** with the patient specifies whether the service was provided within the pharmacy, or from a remote location by the pharmacist.

This will be accomplished by setting the **Dispense Quantity** of the **Fee For Service** claim to either:

- 1 - Virtually at the pharmacy
- 2 - Virtually in a remote location

Vigilance has introduced a dropdown list in their **RxConsultAction** Minor Ailments module enabling users to specify the means of communication used during the assessment.



The screenshot displays the 'RxConsultAction' interface for 'Minor Ailment - Vigilance RxConsultAction'. The header includes the logo and 'By Vigilance Santé'. The main content area is divided into sections: 'PRESCRIBE FOR A MINOR AILMENT' (Acne (mild)), 'Service date and time' (2024-05-30, 14:16), 'CLAIM CONDITIONS' (Verify that the patient's free and informed consent has been obtained), and 'Means of communication used' (Required). The 'Means of communication used' dropdown menu is highlighted with a red box and lists four options: 'In person', 'Telephone', 'Videoconference', and 'Other'. The 'MEDICATIONS' section is also visible on the right side of the interface.

The new field named **Means of communication used** offers four options:

- In person
- Telephone
- Videoconference
- Other

When selecting the options **Telephone**, **Videoconference** or **Other**, an additional option **Check if the situation applies** will appear below the dropdown list. This option includes a checkbox labelled **Virtual assessment conducted remotely from a location outside a rural pharmacy**. Selecting this checkbox will indicate that the service was conducted virtually in a remote location.

The screenshot displays the RxConsultAction web application interface. At the top, the header includes the logo and text "RXCONSULTACTION By Vigilance Santé", along with navigation links for "Ontario" and "Français". The main content area is divided into several sections:

- Service date and time:** Shows a date of "2024-05-30" and a time of "14:16".
- MEDICATIONS:** A section for listing medications.
- CLAIM CONDITIONS:**
  - Verify that the patient's free and informed consent has been obtained:** A required field with a checkbox labeled "Free and informed patient consent has been obtained (verbal or written)".
  - Means of communication used:** A required dropdown menu currently set to "Videoconference".
  - Check if the situation applies:** A section with a checked checkbox labeled "Virtual assessment conducted remotely from a location outside a rural pharmacy". This section is highlighted with a red border in the image.
- IDENTIFICATION OF THE CONDITION:** A section for identifying the condition.

An "Add a note" button is located below the "Check if the situation applies" section.

Kroll has been enhanced to utilize the information selected in the RxConsultAction module to automatically calculate the appropriate Dispense Quantity (Disp Qty). This value will be applied to the associated Fee For Service prescription once the user finalizes the assessment, eliminating the need for additional user intervention.

# PrescribeIT®

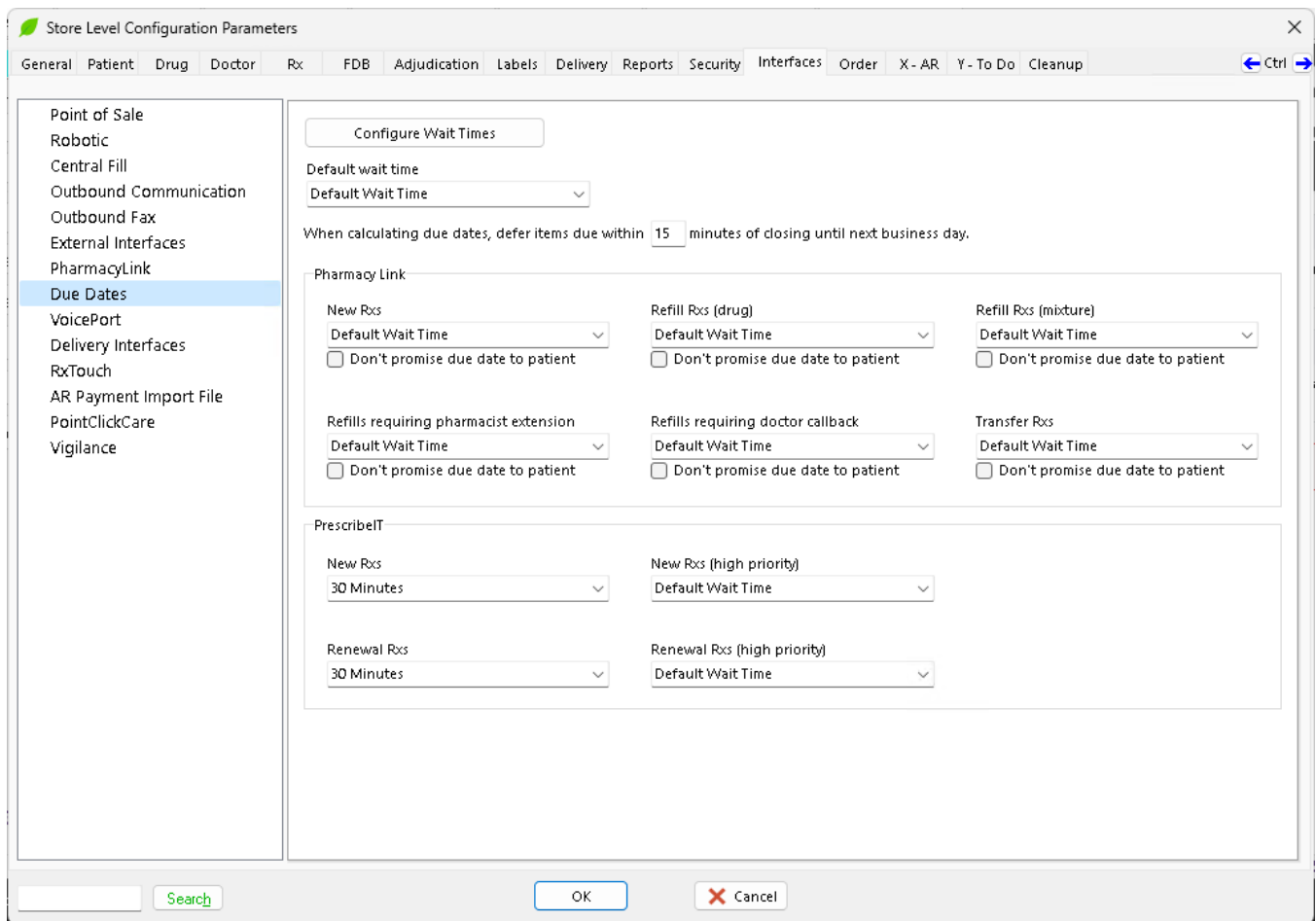
[KRL-10026] Add new Interface configuration options to allow Due Dates to be applied to PrescribeIT prescriptions

## Feature

The **Interfaces** tab in the **Store Level Configuration Parameters** screen has been enhanced with a new section named **Due Dates**, replacing the previous PharmacyLink Due Dates section. This section now consolidates the **Wait Times** settings for prescriptions received from **PharmacyLink** and **PrescribeIT**.

At the top of the screen, a **Configure Wait Time** button has been introduced to access the **Due Date/Time Configuration** form for inserting, editing, or deleting Due Dates/Wait Times. Below the button, a **Default wait time** drop-down list allows for an easy definition of the default wait time.

The existing option **When calculating due dates, defer items due within \_ minutes of closing until next business day** now applies to both PharmacyLink and PrescribeIT.



Users can define Wait Times for six different types of **PharmacyLink** prescriptions:

- New prescriptions
- Refill prescriptions (drug)
- Refill prescriptions (mixture)
- Refills requiring pharmacist extension
- Refills requiring doctor callback
- Transfer prescriptions

The option ***Don't promise due date to patient*** is also available for each of these types.

For **PrescribeIT**, Wait Times can be defined for four different types of prescriptions:

- New prescriptions
- New prescriptions (high priority)
- Refill prescriptions
- Refill prescriptions (high priority)

## RxVigilance®

[KRL-8793] Update Kroll to allow users to select a Vigilance drug monograph based on the route of administration

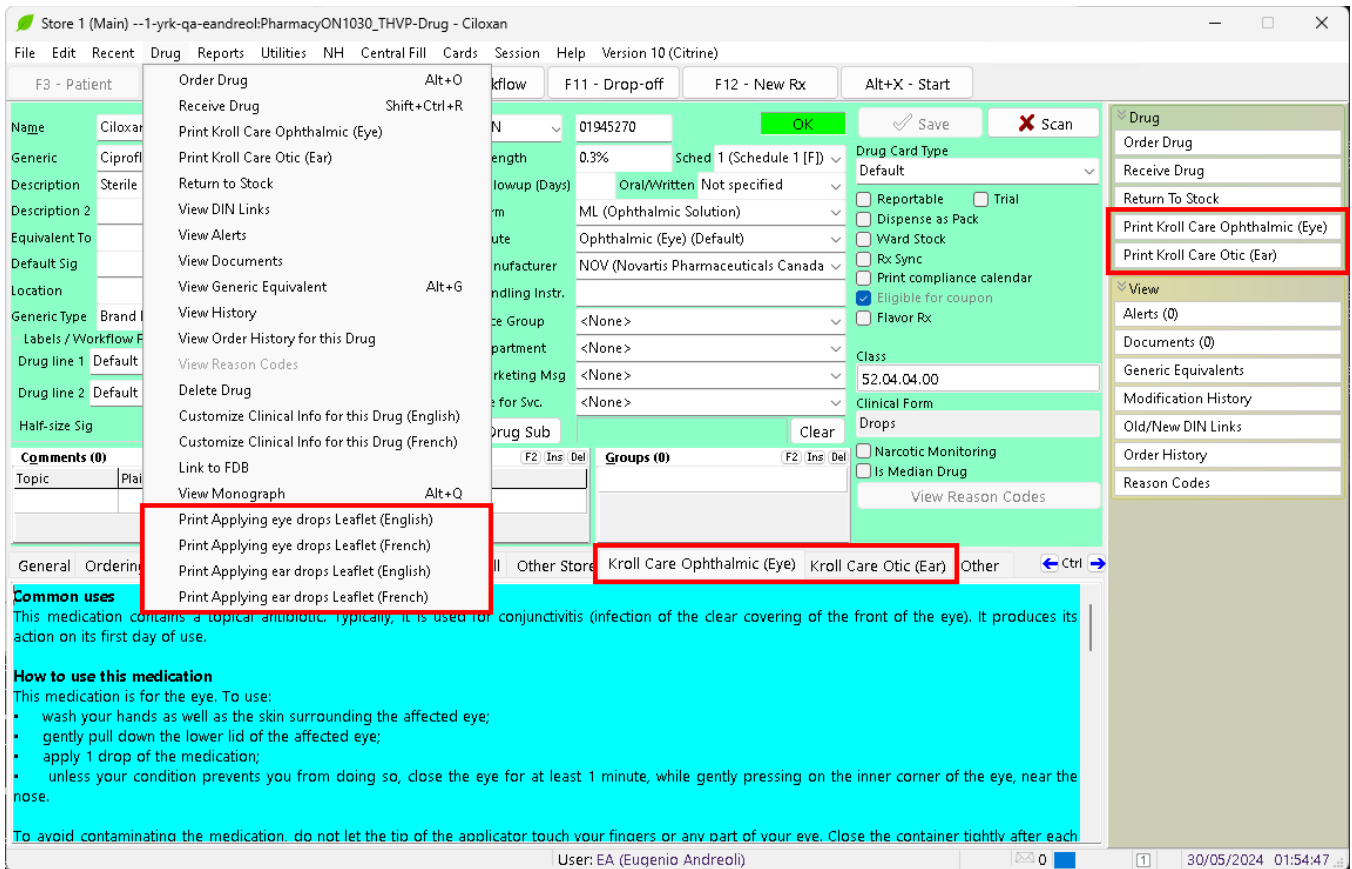
### Feature

RxVigilance supports multiple monographs for drugs that have more than one Route of Administration. Kroll has been updated to accommodate this feature so that when a product has more than one drug monograph associated with it, the system will allow the user to choose which monograph to use.

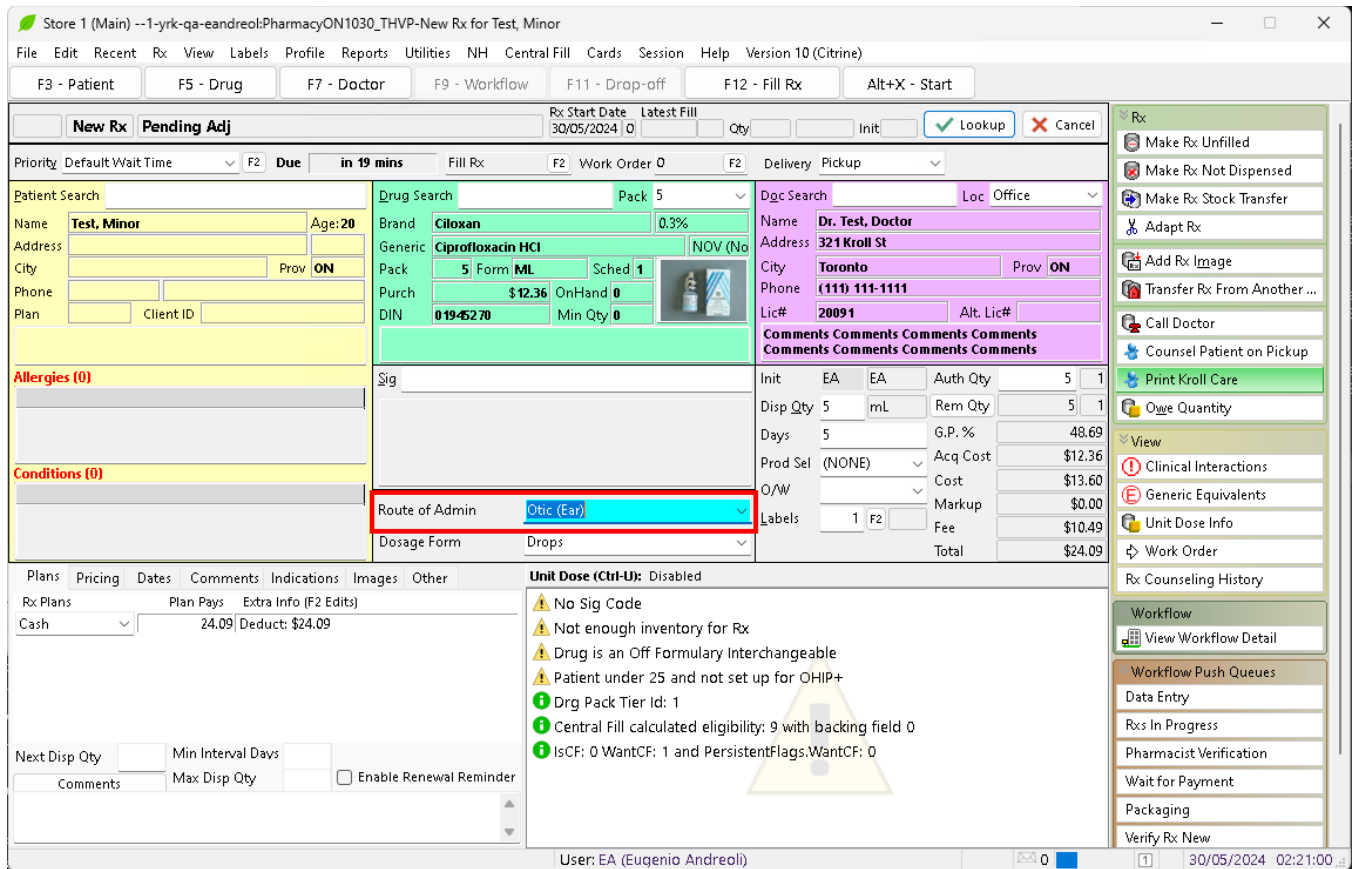
The Drug Card has been updated to allow users to select which drug monograph to view and print. The top Drug menu now presents multiple options for printing monographs based on the Route of Administration and language. A Print option is available in the side pane for each Route of Administration.

Additionally, when a drug has multiple monographs, Kroll will display a dedicated Kroll Care tab for each monograph.





When filling a prescription, the system will determine the correct drug monograph to include with the prescription based on the **Route of Admin** selected on the **F12** screen.

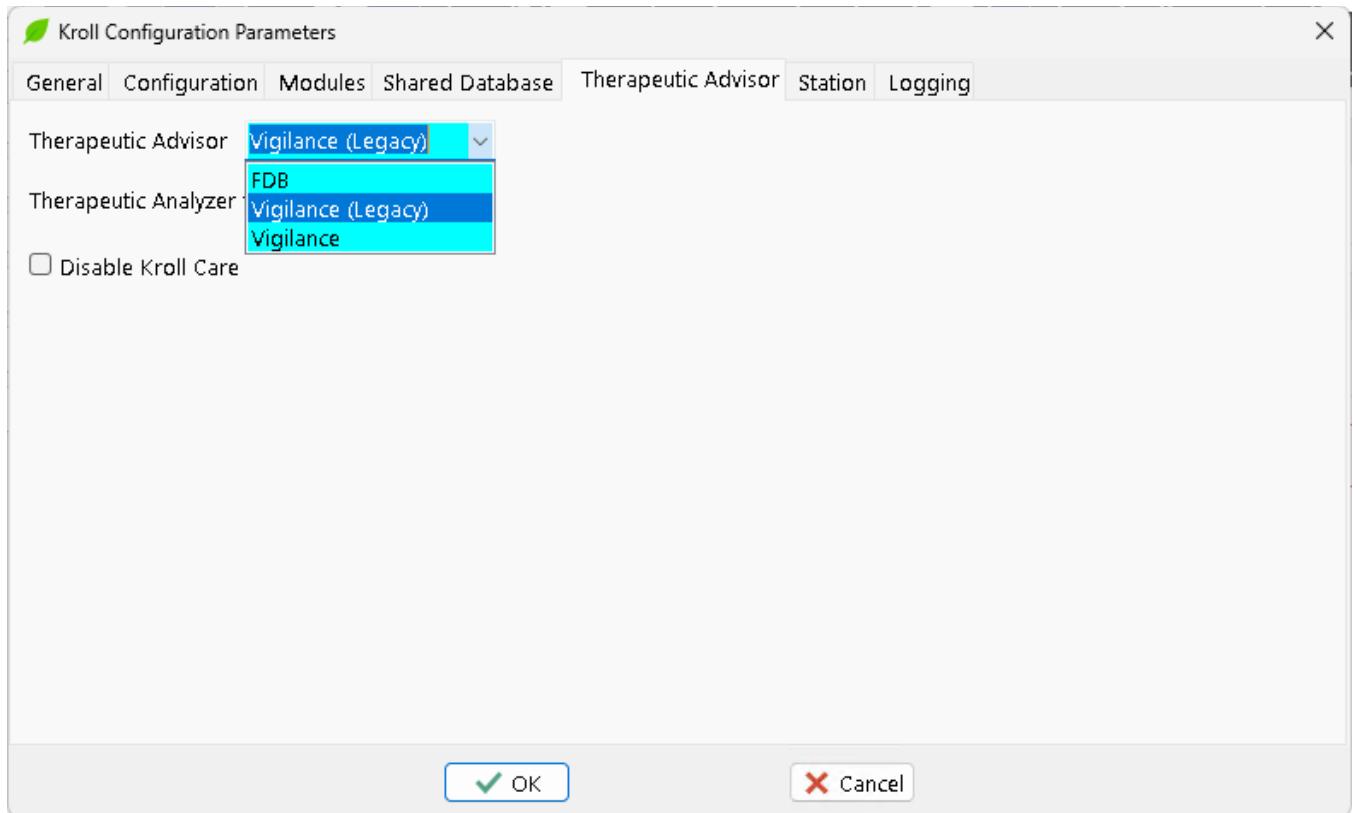


## [KRL-9551] Add RxvEngine as an option to the Therapeutic Advisor configuration screen

### Feature

The **Therapeutic Advisor** dropdown list within the **Therapeutic Advisor** tab of the **Kroll Configuration Parameters** screen has been updated to support the new web-based **RxVigilance** analysis engine.

- The previously existing 'Vigilance' option has been renamed to 'Vigilance (Legacy)'. This option will typically remain hidden and only appear if the **Therapeutic Advisor** was previously set to 'Vigilance' before this update, indicating that the legacy non-web-based version is being used.
- A new option 'Vigilance' has been introduced to support the upgraded web-based version of RxVigilance.



## Work Orders

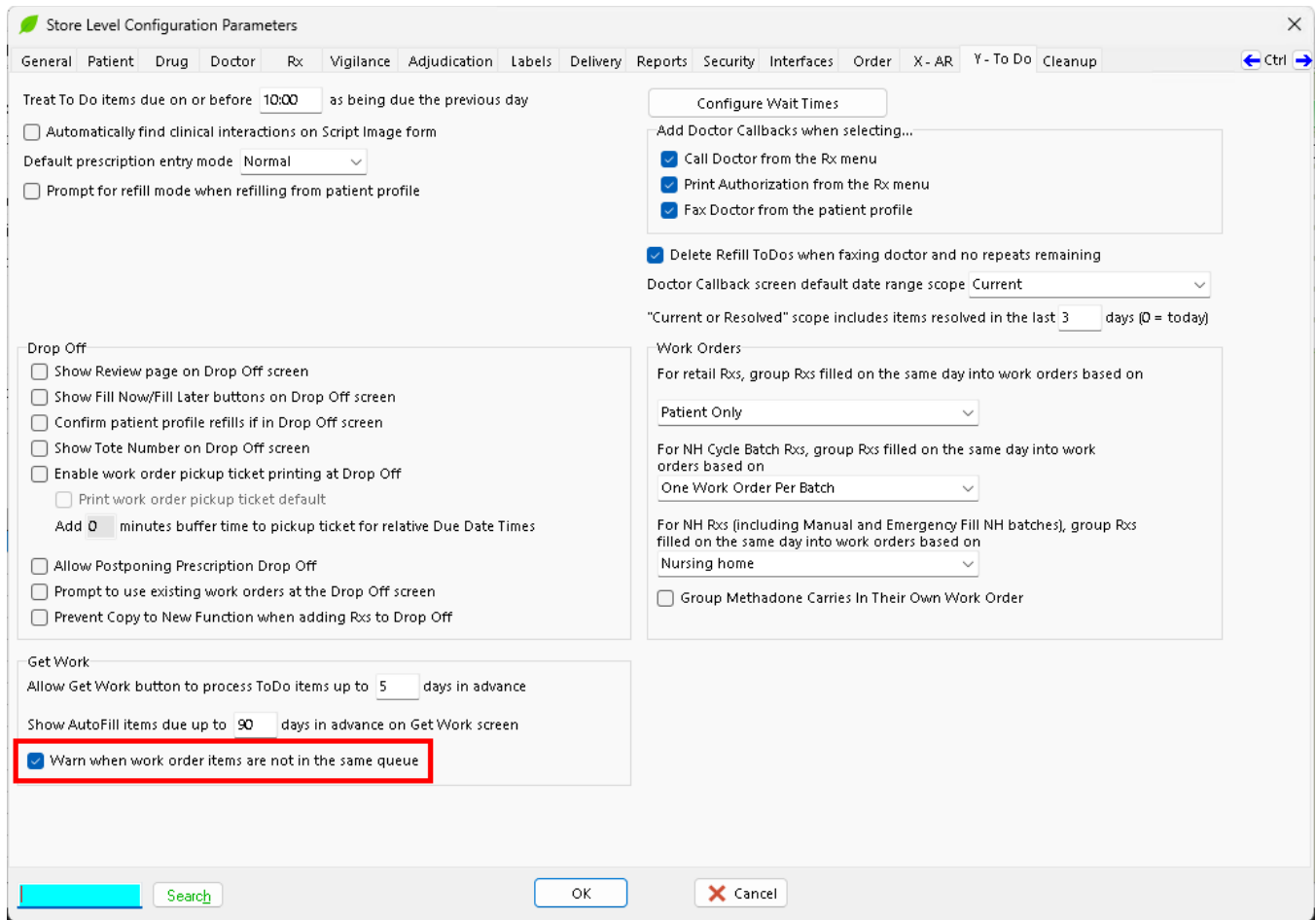
[KRL-10847] Work Order grouping - Add a new Store Configuration value in the Y - To Do tab

### Feature

A new option has been added to the **Get Work** section of the **Y - To Do tab** within the **Store Level Configuration Parameters** screen:

- ***Warn when work order items are not in the same queue***

When this option is enabled, an indicator will highlight prescriptions in the **F9 - Workflow** screen that belong to a Work Order that has prescriptions sitting in different Workflow Queues. These prescriptions will be excluded from processing when using the Get Work button. Additionally, calling up one of these prescriptions will trigger a warning dialog to notify the user.



## [KRL-11136] Display warning icon when there are Work Order items in other Workflow Queues

### Feature

When the option **Warn when work order items are not in the same queue** is enabled in the **Store Level Configuration Parameters** an indicator will highlight prescriptions in the **F9 - Workflow** screen that are part of a Work Order that has other prescriptions sitting across different Workflow Queues.

Specifically, a yellow triangle with a black exclamation mark icon will be displayed next to the Work Order number in the **WO #** column for each of these prescriptions. This visual cue alerts users to the presence of prescriptions from the same Work Order in different Workflow Queues.

It's important to note that no indicator will be displayed when all prescriptions belonging to the same Work Order are located within the same Workflow Queue.

### Rx's In Progress

space - Mark Rx(s)    Refresh

F - Call up Rx(s)    Del - Delete

#	Tote	ToDo	Origin	Due	Orig Rx	RxNum	WO #	Queue	Patient	BrandName	Doctor	Next Workflow Ac
47				1m 281d ago	9000031	9000032	1383	Data Entry	Test, Test	Apo-Hydromorphone 8mg	Test, Doctor	Add Rx to Delivery
48	Auto Refill			1y 1m ago	1000039	1000564	1387	Pharmacist Verificat	Super, Patient	Apo-Atorvastatin 20mg	Test, Doctor	Clinical Verificatio
49	Auto Refill			1y 1m ago	1000087	1000563	1387	Pharmacist Verificat	Super, Patient	Taro-Atorvastatin 20mg	Test, Doctor	Clinical Verificatio
50	Auto Refill			1y 1m ago	1000108	1000566	1387	Data Entry	Super, Patient	Euro-Colchicine 0.6mg	Test, Doctor	Prompt to Charge
51	Auto Refill			1y 1m ago	1000143	1000568	1387	Data Entry	Super, Patient	Jamp Pantoprazole Sodium	Test, Doctor	Prompt to Charge
52	Auto Refill			1y 1m ago	9000019	9000034	1387	Data Entry	Super, Patient	Methadose (Cherry Flavour)	Test, Doctor	Prompt to Charge
53	Auto Refill			1y 1m ago	1000211	1000567	1387	Wait for Payment	Super, Patient	Euro-Colchicine 0.6mg	Test, Doctor	Wait for Payment
54	Auto Refill			1y 1m ago	1000274	1000562	1387	Data Entry	Super, Patient	Sandoz-Amlodipine 5mg	Test, Doctor	Prompt to Charge
55	Auto Refill			1y 1m ago	1000280	1000569	1387	Data Entry	Super, Patient	Vitamin C 500 MG Tablet 50	Test, Doctor	Prompt to Charge
56	Auto Refill			1y 1m ago	9000022	9000033	1387	Data Entry	Super, Patient	A.C. And C Tablets 325mg	Test, Doctor	Prompt to Charge
57	Auto Refill			1y 1m ago	1000038	1000565	1387	Data Entry	Super, Patient	Apo-Atorvastatin 20mg	Test, Doctor	Prompt to Charge
58	Auto Refill			1y 1m ago	1000445	1000570	1388	Data Entry	Desai, Khayati	Prozac 20mg	Eugenio, Andreoli	Complete Adjudic
59	Auto Refill			1y 1m ago	1000212	1000572	1389	Data Entry	Jj, cocomelon	Euro-Colchicine 0.6mg	Test, Doctor	Add Rx to Delivery
60	Auto Refill			1y 1m ago	1000282	1000573	1389	Data Entry	Jj, cocomelon	Vitamin C 500 MG Tablet 50	Test, Doctor	Add Rx to Delivery
61	Auto Refill			1y 1m ago	1000381	1000571	1389	Data Entry	Jj, cocomelon	Elite	Test, Doctor	Add Rx to Delivery

## [KRL-11137] Warn user when there are Work Order items in other Workflow Queues

### Feature

When the option *Warn when work order items are not in the same queue* is enabled in the **Store Level Configuration Parameters**, calling up a prescription from the **F9 - Workflow** screen that is part of a Work Order with prescriptions sitting in different Workflow Queues, will trigger the display of a warning dialog.

F3 - Patient
F5 - Drug
F7 - Doctor
F9 - Workflow
F11 - Drop-off
F12 - New Rx
Alt+X - Start

<input type="checkbox"/> Show Rx's from	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total
<input checked="" type="checkbox"/> Data Entry	78	0	0	0	0	0	78
<input type="checkbox"/> Rx's In Progress	0	0	0	0	0	0	0
<input type="checkbox"/> Pharmacist Verification	3	0	0	0	0	0	3
<input type="checkbox"/> Wait for Payment	1	0	0	0	0	0	1
<input type="checkbox"/> Packaging	0	0	0	0	0	0	0
<input type="checkbox"/> Verify Rx New	0	0	0	0	0	0	0
<input type="checkbox"/> Verify Rx Refill	0	0	0	0	0	0	0
<input type="checkbox"/> Delivery	0	0	0	0	0	0	0

Show/Hide Queues

Central Fill Status

Next Cutoff    Rx's to Send

1

✔ Get Work

Workflow Actions

- Get Work
- Pending Adjudication (4)
- Trouble (0)
- ΔDT (0)
- ERx (0)
- Rx Counseling (0)
- Professional Services (2)
- Immunizations (15)

### Rx's In Progress

#	Tote	ToDo	Origin	Due	Orig Rx	RxNum	WO #	Queue	Patient
40				1m 295d ago	9000027	9000027	1375	Data Entry	Test, Test
41				1m 295d ago	9000028	9000028	1375	Data Entry	Test, Test
42				1m 295d ago	1000553	1000553	1375	Data Entry	Test, Test
43				1m 294d ago	1000554	1000554	1378	Data Entry	Test, Test
44		Immunization		1m 281d ago	1000555	1000555	1380	Data Entry	Test, Test
45		Immunization		1m 281d ago	1000556	1000556	1381	Data Entry	Test, Test
46				1m 281d ago	9000031	9000032	1383	Data Entry	Test, Test
47		Auto Refill		1y 1m ago	1000108	1000566	1387	Data Entry	Super, Patient
48		Auto Refill		1y 1m ago	1000143	1000568	1387	Data Entry	Super, Patient
49		Auto Refill		1y 1m ago	9000019	9000034	1387	Data Entry	Super, Patient
50		Auto Refill		1y 1m ago	1000274	1000562	1387	Data Entry	Super, Patient
51		Auto Refill		1y 1m ago	1000280	1000569	1387	Data Entry	Super, Patient
52		Auto Refill		1y 1m ago	9000022	9000033	1387	Data Entry	Super, Patient
53		Auto Refill		1y 1m ago	1000038	1000565	1387	Data Entry	Super, Patient
54		Auto Refill		1y 1m ago	1000445	1000570	1388	Data Entry	Desai, Khayati

Other Rx's in Work Order

There are other Rx's in the same work order!

- ⚠ There are 3 other Rx's that belong to the same work order but not in the same workflow queue
- ⚠ There are 6 other Rx's that belong to the same work order

Continue with selected Rx only
Select and continue
✖ Go back

This new alert informs the user that the prescription they are processing belongs to a Work Order that has other prescriptions located in different Workflow Queues. It also provides the number of prescriptions in the different queues and the total number of prescriptions within the same Work Order.

Additionally, the warning dialog presents the user with three options:

- **Select and continue:** Pressing this button will call up all prescriptions in the Work Order.
- **Continue with selected Rx only:** This button proceeds with processing the selected prescription only.
- **Go back:** This button allows the user to exit the prompt and return to the F9 - Workflow view.

[KRL-11350] Modify Get Work button to exclude prescriptions that have a Work Order warning icon

### Feature

When the option *Warn when work order items are not in the same queue* is enabled in the **Store Level Configuration Parameters** a warning icon will highlight prescriptions in the **F9 - Workflow** screen that are part of a Work Order that has other prescriptions sitting across different Workflow Queues.

The functionality of the **Get Work** button on the **F9 - Workflow** screen has been modified so that these prescriptions will be excluded from processing when the button is pressed.

[KRL-11784] Display an informational tooltip when hovering the Work Order warning icon

### Improvement

Enabling the option *Warn when work order items are not in the same queue* in the **Store Level Configuration Parameters** will result in a warning icon highlighting prescriptions in the **F9 - Workflow** screen that are part of a Work Order that has other prescriptions sitting in different Workflow Queues.

When hovering the mouse pointer over the warning icon associated with one of these prescriptions, a tooltip will appear with the message **'This work order has prescriptions that are not in the same workflow queue'**.

## Rx's In Progress

space - Mark Rxs

 Refresh

F - Call up Rx(s) Del - Delete

#	Tote	ToDo	Origin	Due	Orig Rx	RxNum	WO #	Queue	Patient	BrandName	Doctor	Next Workflow Ac
43				1m 294d ago	1000554	1000554	1378	Data Entry	Test, Test	Apo-Clonazepam 0.5mg	Test, Doctor	Add Rx to Delivery
44		Immunization		1m 281d ago	1000555	1000555	1380	Data Entry	Test, Test	Afluria Tetra 15/15/15/15mc	Eugenio, Andreoli	Add Rx to Delivery
45		Immunization		1m 281d ago	1000556	1000556	1381	Data Entry	Test, Test	Afluria Tetra 15/15/15/15mc	Eugenio, Andreoli	Add Rx to Delivery
46				1m 281d ago	9000031	9000032	1383	Data Entry	Test, Test	Apo-Hydromorphone 8mg	Test, Doctor	Add Rx to Delivery
47		Auto Refill		1y 1m ago	1000108	1000566	1387	Data Entry	Super, Patient	Euro-Colchicine 0.6mg	Test, Doctor	Prompt to Charge
48		Auto Refill		1y 1m ago	1000143	1000568	1387	Data Entry	Super, Patient	Jamp Pantoprazole Sodium	Test, Doctor	Prompt to Charge
49		Auto Refill		1y 1m ago	9000019	9000034	1387	Data Entry	Super, Patient	Methadose (Cherry Flavour)	Test, Doctor	Prompt to Charge
50		Auto Refill		1y 1m ago	1000274	1000562	1387	Data Entry	Super, Patient	Methadose (Cherry Flavour)	Test, Doctor	Prompt to Charge
51		Auto Refill		1y 1m ago	1000280	1000569	1387	This work order has prescriptions that are not in the same workflow queue			Test, Doctor	Prompt to Charge
52		Auto Refill		1y 1m ago	9000022	9000033	1387	Data Entry	Super, Patient	A.C. And C Tablets 325mg	Test, Doctor	Prompt to Charge
53		Auto Refill		1y 1m ago	1000038	1000565	1387	Data Entry	Super, Patient	Apo-Atorvastatin 20mg	Test, Doctor	Prompt to Charge
54		Auto Refill		1y 1m ago	1000445	1000570	1388	Data Entry	Desai, Khayati	Prozac 20mg	Eugenio, Andreoli	Complete Adjudic
55		Auto Refill		1y 1m ago	1000212	1000572	1389	Data Entry	Jj, cocomelon	Euro-Colchicine 0.6mg	Test, Doctor	Add Rx to Delivery
56		Auto Refill		1y 1m ago	1000282	1000573	1389	Data Entry	Jj, cocomelon	Vitamin C 500 MG Tablet 50	Test, Doctor	Add Rx to Delivery
57		Auto Refill		1y 1m ago	1000381	1000571	1389	Data Entry	Jj, cocomelon	Elite	Test, Doctor	Add Rx to Delivery