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## British Columbia PharmaNet

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Prescribers

Searching for a Prescriber

Prescriptions

Filling a Prescription
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British Columbia PharmaNet

PharmaNet is a province-wide network that links all British Columbia pharmacies to a central set of data systems. Every prescription dispensed in British Columbia is entered into PharmaNet. This allows pharmacists to access up-to-the-minute information about all prescription medication dispensed to the patient anywhere in British Columbia, and allows pharmacists to quickly identify potentially harmful medication interactions.

PharmaNet:

- Helps to prevent accidental duplication of prescriptions and prescription fraud
- Protects you from drug interactions and dosage errors
- Promotes the cost-effective use of drugs
- Offers authorized health professionals the comprehensive medication information they need to give you high quality care
- Provides immediate adjudication of claims under the BC PharmaCare program.

This user guide explains how to use British Columbia PharmaNet in conjunction with Kroll Windows dispensing application.
Patients

This section outlines the various processes that pertain to patient search by PHN and Name, creating patient profiles, verifying patient information, adding medical conditions and adverse reactions.

Searching for a Patient by PHN

1. From the **F3 - Patient** screen, enter the patient’s 10-digit PHN in the search criteria field, prefixed by a pound sign (#) and press **Enter**.

2. If the PHN is valid but does not exist in the local system, the PharmaNet client registry will be searched.

   In order to perform this search, you will first be prompted to identify yourself.

   ![Login Screen](image-url)
3. If a matching patient is found, the **Update Patient Demographics from PharmaNet** will appear displaying the patient’s information.

![Update Patient Demographics from PharmaNet](image)

**NOTE**: Because this patient does not yet exist on the local system, the **Local** column will be blank. If necessary, uncheck any of the Network fields that you do not want pulled into the local system.

4. With the correct fields selected, click **Update**. The patient will be created on the local system.

![Patient Profile](image)
Searching for a Patient by Name

1. From the F3 - Patient screen, enter part of the last name, a comma, and part of the first name and press Enter. (e.g. ‘Doe, Jane’ OR ‘doe, j’ OR ‘Doe’ OR ‘, Jane’).

2. If the search does not return the matching patient, press Insert. A prompt will appear asking ‘Do you want to search the Network for this patient’. Answer No to manually enter the patient or answer Yes to perform the Network search.

3. You will first be prompted to identify yourself.

4. The PharmaNet Patient Search Form will appear with the portion of the last and first name that you entered earlier. To search PharmaNet, you must enter a full Last Name, a partial or full First Name, the patient’s Sex and Year of birth. The Day/month of Birth is optional but can be included in the search if known. Press Enter or click on Search.
5. If the Network search returns a matching patient, highlight the appropriate patient record and click **Select**. Conversely, if a match was not found, press the **New Search** button or **Esc** to return to the PharmaNet search form where you can try searching the Network again with different criteria.

![PharmaNet Patient Search Form](image)

6. The **Update Patient Demographics from PharmaNet** will appear displaying the patient’s information.

![Update Patient Demographics from PharmaNet](image)

7. Uncheck any of the Network fields that you do not want pulled into the local system and then click on **Update**. The local patient record will be created.
Creating an Out-of-ProVINCE Patient

Out-of-proVINCE patients or new residents who are not already registered with PharmaNet will require a PHN in order to have prescriptions filled.

1. Call up the F3 - Patient screen and perform a patient search. Once it is determined that the patient record does not exist in the local system, click Insert.

2. A prompt will appear asking ‘Do you want to search the Network for this patient?’. If you are uncertain as to whether the patient has had a PHN assigned in an earlier encounter with the healthcare system in BC, you should first search the Network as noted above. Otherwise, answer No.

3. A blank F3 - Patient screen will appear. Complete the patient information fields. You must enter the patient’s gender, birthday, at least one address line, the city, province and postal code of the patient’s home address. Optionally, if you are entering a telephone number, you should enter either their cell or a local number where they can be reached. Click Save.

**NOTE:** To enter a middle initial, at the end of the First Name field, type a space followed by one initial. If the patient has 2 middle initials, it should be entered with a space between the initials. For example: Jane A B.

5. The **PharmaNet Patient Search Form** will appear with the patient’s information populated in the search fields. Click **Search** to search the Network for the patient.

![PharmaNet Patient Search Form]

6. If no results are returned, click on **OK** then back at the main form, Assign PHN.

![No matches found]

7. A prompt will appear asking if you are sure the patient’s information is correct. Answer **Yes**.

![Please Select a choice]

---

British Columbia PharmaNet
8. A prompt will appear displaying the pseudo PHN assigned to the patient. Click OK.

9. The system will automatically add a PharmaNet plan to the patient profile with the assigned pseudo PHN.

---

Creating an Unregistered Infant

1. If the patient is an infant and he or she is not yet registered, call up a blank **F3 - Patient** screen and enter part of the infant’s last and first name then Press Enter.

2. When prompted to search the Network for this patient, answer **No**.

3. Begin manually creating a patient record, entering the following details:

   - **Last Name**: Enter the infant’s legal surname.
   - **First Name**: Enter ‘Baby Boy A’ or ‘Baby Girl A’ for single births, or ‘Baby Boy B’/ ‘Baby Girl C’ for multiple births.
   - **Gender**: Specify whether the infant is male or female.
Birth Date: Enter the infant’s day of birth in dd/mm/yyyy format.

Address: Enter an address line, city, province and postal code.

4. After saving the local record, perform a Network search and assign the infant a temporary PHN using the method outlined in the Out-of-Province Patients section above.

Once registered with PharmaNet, the next time a prescription is filled for the infant, PharmaNet will merge the temporary PHN with the new registered PHN.

Plan B Patients

To identify a patient as Plan B, they must be entered under the Plan B sub plan in your system. This sub plan code must end with the letter B, for example, ‘PB’ or ‘PLANB’ and the patient must be assigned to a nursing home that has a valid PharmaNet facility ID.

1. From the Start Screen, select NH > Edit Nursing Home List. Ensure that the PharmaNet facility ID for the nursing home is entered.
2. When entering the patient’s PHN, ensure you choose the Plan B sub plan and assign the patient to the nursing home.

Prescriptions filled for Plan B patients will not have a dispensing fee. Also, you can configure your system to not return the PharmaNet profile when filling a new Rx for a Plan B patient. To change this setting, go to File > Configuration > Store > Rx > General: Get PharmaNet Profile for NH Patients.

Creating a Pet

1. Call up a blank F3 - Patient screen and create a local record, completing the patient fields using the owner’s last name and PHN. Enter the pet’s name, optionally followed by the type of pet in parentheses. Under the General tab, place a checkmark next to Animal and enter the type of pet.
2. When you fill a prescription for the pet, use a doctor with the **Veterinarian** designation. The prescription will not be shown on the owner’s PharmaNet profile.

### Creating a Patient for Office Use Medications

When providing medication to a doctor for use within their office, a patient record must be created for the doctor. When creating the doctor as a patient, use the office use medication (OMED) PHN assigned to your pharmacy. Note that you may be warned that your OMED PHN is already in use for other patients. If you see this warning, just proceed because each doctor you create for office use medications will share this one PHN. If you also have a keyword assigned to your OMED PHN, you must enter it on this patient record. See the [Keywords](#) section for more information.

### Verifying Patient Information

The **Verify Patient** function is used to verify local patient information against the patient information available in PharmaNet.

1. From the F3 - Patient profile, go to **Network > Verify Patient**.

2. The Update Patient Demographics from PharmaNet will appear displaying the patient information available on the Network.
The screen is divided into three sections. The **Local** column shows the information as it is recorded on the local patient record. The **Network** column shows the information record on PharmaNet.

If the two records are synchronized, press the **Skip** button or press **Enter**.

If the records do not match, the fields that differ will show under the Network column in bold and each will contain a check box.

To update your local system with any of the network fields, place a check beside each field. A preview of what will be the new local patient record is shown in the **New Data** column. To accept the changes, click on the **Update** button or press **Enter**. Your local record will now reflect the network fields that you selected.
Name or PHN Mismatches

When performing a Network verification, if either the last or first names do not match, you must first acknowledge the difference by clicking on the **Continue** button.

**WARNING:** Use caution when you see this message. It is very possible that you have the incorrect PHN recorded against the local patient record, for example, having the wrong spouse’s PHN on file. You should verify the PHN you have on file with the patient.

After you acknowledge the name mismatch and try to update your local system with any of the network information, you will receive an additional warning message, forcing you to acknowledge the change you are about to make.

You should only proceed with these changes if you have confirmed that you have the correct PHN and there is a valid reason for the name or birth date differences.
However, if you determine that you have been filling prescriptions or performing clinical updates against the wrong PHN, you should investigate further and if necessary, inform the College so that the appropriate corrections can be made.

**Patient Name and Birth Date Aliases**

Some patients may prefer to use a different name than that recorded on PharmaNet or incorrect birth dates between third parties may cause adjudication difficulties. It is possible to record a patient alias to be used on local labels and reports yet satisfy PharmaNet or other third parties by sending them the information they require.

In the example above, after acknowledging the name mismatch, the **Update** button on the bottom of the screen will become available. Should you choose to not update your local patient’s name(s) or birth date with that recorded on the network, selecting the **Update** button will create a patient plan alias instead.

To view this alias or to remove it later, from the patient card, edit the patient’s PharmaNet plan. The last name / first name and birth date aliases are recorded towards the bottom of the form. It is this information that is sent in the background to PharmaNet while the name(s) on the local patient record are used for labels and reports.
Updating an Address

To update PharmaNet with the patient’s latest address information, call up the **F3 - Patient** screen. Verify with the patient that the information you have on file is current. Select **Network > Update Address (TPA)**.

Keywords

Keywords are used to limit access to patient information by asking a pharmacist to attach a keyword to a patient file. With the keyword in place, only pharmacists with whom the patient shares the keyword can access PharmaNet information and fill prescriptions for the patient.

1. Call up the **F3 - Patient** screen and select **Network > Set Keyword (TCP)**.
2. A prompt will appear asking if you want to add or update the network keyword or if you want to adjust the local keyword in your files.

If the patient wants to add or update the network with a new keyword, select **Update Network Keyword**. If the patient already has a network keyword and you just want to update your records, select **Adjust Local Keyword**.

The **Patient Keyword** form will appear. Enter a keyword and choose whether the patient wants to store the keyword locally and if it should be stored for only the pharmacist given permission to use the keyword or stored for all users.

If the patient does not consent to storing their keyword, it will only be used for the current patient encounter. As soon as you perform a PharmaNet request for a different patient, the keyword for the previous patient is no longer retained.

**Adding Medical Conditions**

1. To add a medical condition to the local patient profile, call up the **F3 - Patient** screen and select **Ins** from the **Medical Conditions** section.
2. Perform a search for the medical condition. Highlight the condition and click **Select**.

![Select a Condition](image)

3. Enter any optional comments related to the medical condition and click **OK**.

![Patient Condition Information](image)

4. A prompt will appear asking if you want to send the condition to PharmaNet. Select **Yes**.

![Please Select a choice](image)

5. The **PharmaNet Clinical Information Form** is populated with the condition text. Complete the Chronic indicator and optionally enter a comment. Press **Enter** or click **OK**.

![PharmaNet Clinical Information Form](image)
6. To manually send the condition to PharmaNet, select **Network > Add Clinical Info.**

7. The **PharmaNet Clinical Information Form** will appear allowing you to document the patient’s condition, whether it is chronic, who reported the condition, and the date it was reported. Complete the fields and click **OK**.

**NOTE:** If you enter a comment, the Pract Ref (practitioner, reference), Pract ID (practitioner’s ID), and Date Entered fields are required.
Adding Adverse Reactions

1. Call up the F3 - Patient screen and select Network > Add Adverse Reaction.

2. Perform a drug search for the medication the patient has reported an adverse reaction to. Highlight the medication entry and click Select.

3. The medication profile will appear. Click Select.
4. The PharmaNet Adverse Reaction Form will appear allowing you to document the drug name, who reported the reaction, the date it was reported and optionally, any additional comments. Complete the fields and click OK.

![PharmaNet Adverse Reaction Form](image)

**NOTE:** If you enter a comment, the Pract Ref (practitioner reference), Pract ID (practitioner’s ID), and Date Entered fields are required.

If you add an adverse reaction (allergy) to the local patient profile you will not be prompted to send the information to PharmaNet. If you want to update the patient’s PharmaNet profile with adverse reaction information from the local patient profile, you must select Network > Add Adverse Reaction.

**PharmaNet Profile**

1. To manually request a patient’s PharmaNet profile, call up the local F3 - Patient and select Network > Profile All Rxs (TRP). You can also select Profile Last 15 Rxs (TRR) to only view the last 15 Rxs or Profile Other Store to only show Rxs dispensed by other pharmacies.
Clinical Conditions

The PharmaNet Profile screen will appear, displaying any clinical conditions and adverse reactions for that patient and all prescriptions filled within the last 14 months. The number that appears in brackets indicates the total entries found under each tab. The first tab displayed will show the clinical conditions for this patient.

Clinical conditions are listed in reverse chronological order of the date reported. Optionally, you can click on the Medical Condition column header to sort alphabetically by name. Clicking any column header a second time will reverse the sort order for that column. Small red or green icons on the column headers show the current sort.

A blue triangular icon appearing on the left indicates that there is a comment attached to the entry.
To view more information about any given condition, highlight the item and click **Detail** or press the **D** key on your keyboard. Click **OK** to close the screen.

Click the **Next** button or press **Enter** to advance to the Adverse Reactions tab.

**Adverse Reactions**

The second profile tab shows the Adverse Reactions for this patient.
Like the **Clinical Conditions** profile, you can click on any of the column headers to change the default sort order, and to view more information about any given adverse reaction, highlight the item and click **Detail** or press the **D** key on your keyboard.

![Reaction Details](image)

To update the comment on an **Adverse Reaction**, highlight it and click **Extra Functions** or right-click the item, and select **Update**.

Click the **Next** button to advance to the **Profile** tab.

**Prescriptions (Profile)**

The **Profile** tab shows the most recently filled prescriptions.

![Prescriptions](image)
■ Status: This column provides information on the status of the most recent fill for this DIN.

■ Filled: A normal, forward-filled Rx.

■ Discontinued: The Rx has been stopped. The patient should no longer be taking this medication.

■ Not Filled: A Refusal to Fill was performed on this Rx.

■ Reversed: This Rx was reversed with an intervention code other than ‘RE’ (data entry error).

■ First Filled: This is the earliest fill date for this DIN based on all of the Rxs returned in this profile request. Careful: requesting All Rxs, which will return every Rx over the past 14 months, versus requesting a profile for only the Last 15 Rxs may display a different First Filled date for the same DIN due to a smaller set of Rxs being returned.

■ Local: Any Rxs filled at another store will show ‘No’.

■ Rx Count: The prescriptions shown are grouped by DIN. The total number of prescriptions for each DIN is shown in this Rx Count column.

The Profile can be re-ordered by clicking on any of the column headers.

Click the Next button or Page Down key to view the next page of Rxs. Once you have viewed a minimum of 15 Rxs in the profile, the Next button will change to a Close button if all of the Clinical Conditions and Adverse Reactions were also viewed.

The prescriptions shown are grouped by DIN. To look at all of the dispenses for each DIN, highlight the specific Rx and double click or click on the Detail button.
To view detailed information about a specific fill, highlight it and double click or click **Detail** a second time.
Drug Evaluation

You can perform a drug evaluation against a patient’s PharmaNet profile without filling a prescription.

1. Call up the F3 - Patient screen and select Network > Drug Evaluation.

2. The Drug Search screen will appear. Search for the drug that you want to evaluate.

3. After choosing the drug, you will be prompted to optionally enter a quantity and days’ supply.

4. Click OK or press Enter.

5. The PharmaNet Drug Evaluation form will appear. This will show any drug to drug interactions, Min/Max or duplicate ingredient warnings.

Request Profile Mailing

The Request Profile Mailing feature requests PharmaNet to mail the patient’s official PharmaNet medication profile. Patients must provide positive identification before the profile can be requested.

1. Call up the F3 - Patient screen and select Network > Request Profile Mailing.
2. The **Update Patient Demographics from PharmaNet** will appear asking you to verify the patient’s information.
3. If all the information is correct, select Skip. The Patient Profile Mailing Request successful form will appear.

Local Patient Profile Report Request

Patients must provide positive identification before a printed copy of the local profile can be provided.

1. Call up the F3 - Patient screen and select Reports > Patient Profile Report.

2. The Patient Profile Report form will appear. Use the Selection and Options tabs to specify the report parameters. Click Preview to preview the report and Print to generate the report.
## Sample Patient Profile Report:

**Patient Profile Report**
Kroll Computer Systems Pharmacy, 9305 50th Street, Edmonton AB  
Phone: (555) 555-5555 Fax: (555) 555-5555

<table>
<thead>
<tr>
<th>Report Parameters</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients</td>
<td>Doe, Marjorie</td>
</tr>
<tr>
<td>Printing C取消s</td>
<td></td>
</tr>
<tr>
<td>Printing Unfills</td>
<td></td>
</tr>
<tr>
<td>Printing Inactive</td>
<td></td>
</tr>
</tbody>
</table>

**This is NOT an official record**

Printed on: 13/04/2015 11:28:23

**Patient Name:** Doe, Marjorie  
**Address:** Testaddress 1234  
Suite 102b  
Vancouver BC V0T 1V2  
**DOB:** 02-Jun-1994  
**Gender:** F

<table>
<thead>
<tr>
<th>Qty</th>
<th>Brand Name</th>
<th>Generic Name</th>
<th>Doctor Name</th>
<th>Fill date</th>
<th>Rx#</th>
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<tbody>
<tr>
<td>30</td>
<td>TAB Apo-Pindol 5mg</td>
<td>Pindolol</td>
<td>Cullen, Nancy C</td>
<td>19-Jan-2015</td>
<td>483159</td>
</tr>
<tr>
<td></td>
<td>TAKE 1 TABLET ONCE A DAY</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ref: 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>TAB Tylenol With Codeine #4 60mg</td>
<td>Acetaminophen/codeine phosphate</td>
<td>De Wolfe, Hugh</td>
<td>09-Jan-2015</td>
<td>9003855</td>
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<tr>
<td></td>
<td>TAKE 1 TABLET ONCE A DAY WHEN NEEDED FOR PAIN</td>
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<td></td>
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<tr>
<td>30</td>
<td>CAP Apo-Temazepam 15mg</td>
<td>Temazepam</td>
<td>Fitzpatrick, Donald</td>
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<td>9003854</td>
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<td>TAKE 1 CAPSULE(S) NIGHTLY AT BEDTIME</td>
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<td>Ref: 0</td>
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<tr>
<td>30</td>
<td>CAP Apo-Minocycline 50mg</td>
<td>Minocycline HCl</td>
<td>Cullen, Nancy C</td>
<td>09-Jan-2015</td>
<td>483131</td>
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<tr>
<td></td>
<td>TAKE 1 CAPSULE(S) 3 TIMES A DAY FOR 10 DAYS</td>
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<td>30</td>
<td>TAB Coumadin 6mg</td>
<td>Warfarin Sodium</td>
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<td>09-Jan-2015</td>
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<td>TAKE AS DIRECTED</td>
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<td>TAB Sertan 250mg</td>
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<tr>
<td>30</td>
<td>TAB Nu-Ibuprofen 600mg</td>
<td>Ibuprofen</td>
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</tbody>
</table>
Viewing PharmaNet Logs

Each time a PharmaNet profile is accessed, a profile reason must be entered. This documents the time, the user’s login initials, and the reason for accessing the profile. Also, anytime a change to this patient record is made on the network, a record of this change is logged. This information is recorded in a PharmaNet log. To view a patient’s PharmaNet log, call up the F3 - Patient screen and go to Network > View PharmaNet Log. The Network Access Log screen will appear.

All PharmaNet functions performed against this patient will be shown in chronological order.

Drugs

The F5 - Drug screen has various PharmaNet requests that can be made for the drug. These requests are accessed from the Network menu.

Searching for Drug Information or Generic Equivalents

1. From the F5 - Drug screen, first locate the drug for which you are requesting additional information. Then select Network > Drug Search.

2. A prompt will appear asking if you want general equivalents or drug information.
If you select **Drug Information**, the **PharmaNet Drug Information Form** will appear, display information about the drug.

If you select **Generic Equivalents**, PharmaNet will display a list of generic equivalents.
Patient Info Long

1. From the **F5 - Drug** screen, select **Network > Patient Info Long**.

![Screen capture showing the F5 - Drug screen with Network highlighted and Patient Info Long selected.]

2. PharmaNet will return the **PharmaNet Drug Monograph Form** long version which can be printed.
Generic Name: ESCITALOPRAM OXALATE  LUNDEBECK CANADA 10 MG  TABLET
Manufacturer: LUNDEBECK CANADA LTD.
Strength: 10 MG  Dosage: TABLET  DIN: 2263238

IMPORTANT: HOW TO USE THIS INFORMATION: This is a summary and does NOT have all possible information about this product. This information does not assure that this product is safe, effective, or appropriate for you. This information is not individual medical advice and does not substitute for the advice of your health care professional. Always ask your health care professional for complete information about this product and your specific health needs.

ESCITALOPRAM - ORAL
(ES-syal-TAL-oh-pram)

WARNING: Antidepressant medications are used to treat a variety of conditions, including depression and other mental/mood disorders. These medications can help prevent suicidal thoughts/Attempts and provide other important benefits. However, studies have shown that a small number of people (especially people younger than 25) who take antidepressants for any condition may experience worsening depression, other mental/mood symptoms, or suicidal thoughts/Attempts. Therefore, it is very important to talk with the doctor about the risks and benefits of antidepressant medication (especially for people younger than 25), even if treatment is not for a mental/mood condition. Tell the doctor immediately if you notice worsening depression/other psychiatric conditions, unusual behavior changes (including possible suicidal thoughts/Attempts), or other mental/mood changes (including new/worsening anxiety, panic attacks, trouble sleeping, irritability, hostile/angry feelings, impulsive actions, severe restlessness, very rapid speech). Be especially watchful for these symptoms when a new antidepressant is started or when the dose is changed.

USES: Escitalopram is used to treat depression and anxiety. It works by helping to restore the balance of a certain natural substance (serotonin) in the brain. Escitalopram belongs to a class of drugs known as selective serotonin reuptake inhibitors (SSRIs). It may improve your energy level and feelings of well-being and decrease nervousness.

OTHER USES: This section contains uses of this drug that are not listed in the approved US professional labeling for the drug but that may be prescribed by your health care professional. Use this drug for a condition that is listed in this section only if it has been so prescribed by your health care professional. This medication may also be used to treat other mental/mood disorders (such as obsessive-compulsive disorder, panic disorder) and hot flashes that occur with menopause.

HOW TO USE: Read the Medication Guide and, if available, the Patient Information Leaflet provided by your pharmacist before you start taking escitalopram and each time you get a refill. If
Patient Counselling

1. From the F5 - Drug screen, select Network > Pat Counselling.

2. PharmaNet will return the Patient counselling which can be printed.
Professional Counselling

1. From the F5 - Drug screen, select Network > Professional Counselling.

2. PharmaNet will return the Professional Counselling which can be printed.
Mixtures

This section describes the process for assigning the provincial PIN and associated fee schedule to a mixture.

Choosing the Pharmacare PIN

On the mixture card’s General tab, you will find two fields of Provincial PIN and Fee Schedule.

To set the provincial PIN, press the F2 button located beside that field. This will display the listing of the PharmaNet PINs.

Select the item from the list and click on OK or press Enter.
Fee Schedule

Choosing a PIN from the list above will then automatically set the fee schedule associated with it although, you can manually override this, setting it to any value you wish.

**NOTE:** If you manually create a pseudo DIN for Pharmacare under the Plans tab of the mixture card, the fee schedule will be removed. You will need to manually set the fee schedule if necessary.

The fee schedule is used to determine the maximum fee amount you can send to PharmaNet. You are allowed to exceed those fees but any excess is automatically sent in the background as a markup amount that PharmaNet will roll back to $0.00. These excess amounts can then be passed on to either the next third party plan or the patient as long as the Full Payment policy does not apply for this patient.

Examples of some of the maximum fee amounts are:

- A maximum of $20 regardless as to the quantity dispensed.
  
  | Oral Solutions | $20.00 |

- A maximum of $15 for a dispense quantity of 0-250 and $20 thereafter.
  
  | Dermatologicals | 0-250=$15.00; 251+=20.00 |

- A maximum of $0.30 per unit dispensed.
  
  | Capsules | $0.30/cap |
Prescribers

This section describes the process for performing a network search for prescribers who are not in the local system.

Searching for a Prescriber

1. Call up the **F7- Doctor** search screen and perform a local search. If the search does not return the matching prescriber, click **Search Network**.

2. Enter all available search criteria in the **PharmaNet Doctor Search Form**.

   The minimum requirements for a Network prescriber search are last name or, doctor ID reference and Doctor License number (doctor ID). Click **Search**.
<table>
<thead>
<tr>
<th>Name</th>
<th>License</th>
<th>Phone</th>
<th>Address</th>
<th>City</th>
<th>Postal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, John H</td>
<td>91:03474</td>
<td>(604) 266-9368</td>
<td>5060 Maple St.</td>
<td>Vancouver BC</td>
<td>V6M 3K1</td>
</tr>
<tr>
<td>Smith, John R</td>
<td>91:03475</td>
<td></td>
<td>3004 - 33rd St.</td>
<td>Vernon BC</td>
<td>V1T 5S9</td>
</tr>
<tr>
<td>Smith, John S</td>
<td>91:03476</td>
<td>(604) 581-7007</td>
<td>302 - 9656 King George Hwy.</td>
<td>Surrey BC</td>
<td>V3T 2V5</td>
</tr>
<tr>
<td>Smith, John A</td>
<td>91:05688</td>
<td>(604) 875-4630</td>
<td>B.C. Centre For Disease, Control Society</td>
<td>Vancouver BC</td>
<td>V5Z 4R4</td>
</tr>
<tr>
<td>Smith, John Mh</td>
<td>91:08036</td>
<td>(604) 985-6614</td>
<td>401 - 1200 Lonsdale Ave.</td>
<td>North Vancouver BC</td>
<td>V7M 3H8</td>
</tr>
<tr>
<td>Smith, John T</td>
<td>91:14347</td>
<td>(604) 565-2000</td>
<td>100 - 1811 Victoria St.</td>
<td>Prince George BC</td>
<td>V2L 2L6</td>
</tr>
<tr>
<td>Smith, John R</td>
<td>91:14741</td>
<td></td>
<td>Clinical Fellow, Obstetrics, Gynaecology</td>
<td>Vancouver BC</td>
<td>V6H 2V5</td>
</tr>
<tr>
<td>Smith, John Edwin J</td>
<td>P1:00000</td>
<td>(604) 592-0755</td>
<td>Not Currently Practising</td>
<td>BC</td>
<td></td>
</tr>
</tbody>
</table>
3. Locate the prescriber record from the search results and click **Select**.

![PharmaNet Doctor Search Form]

**NOTE:** If too many matches are returned, an error message will appear asking you to modify your search criteria with additional information and search again.
4. The **Update Doctor Demographics from PharmaNet** form will open. Uncheck any fields that you do not want to be used in the creation of the local record then press **Enter** or click on **Update**.

The local doctor record will be created.
Prescriptions

This section outlines the various processes that pertain to prescription filling, including how to adjudicate claims to PharmaNet.

Filling a Prescription

Call up the F12 screen and complete the Rx fields. Click F12 - Fill Now to adjudicate the claim to PharmaNet.

If this is the first prescription you are filling for this patient, the patient’s PharmaNet profile will automatically be displayed. This is mandatory for regular patients and configurable for Plan B patients. (See File > Configuration > Store > Rx > General: BC Profile Type and Get PharmaNet Profile for NH Patients.)

PharmaNet Drug Evaluation

After the profile is dismissed, if PharmaNet detects any issues with this prescription, the PharmaNet Drug Evaluation form will appear. This will show any drug to drug interactions, Min/Max or duplicate ingredient warnings.

Drug to Drug Interactions

The PharmaNet Drug to Drug interaction summary screen provides the interaction message, the drug that this prescription is interacting with, the severity level, effect and indicators / references.

See the PharmaNet Patient Profile section for details on the network profile screens.
At the bottom of the PharmaNet Drug Evaluation form, you will find several buttons to act on this evaluation.

To display more information about this interaction, highlight the entry and press the Details button.

When displaying any of these Detail screens, the current drug being dispensed is shown on the left side under the New Drug section. In the case of interactions, the right side contains the Historical Drug’s information.

- **Trouble**: This will allow you to send this Rx to the Trouble queue.
Edit the comment and default trouble time if necessary and press **OK**.

- **Cancel**: When available, will allow you to dismiss the drug evaluation screen.

- **Next / Proceed**: Depending on how your system is configured, one of these two buttons will be available. Pressing the **Next** button (or pressing Enter) will simply proceed to the next screen. Pressing the **Proceed** button (or CTRL-P) will require a pharmacist to (re)login, acknowledging that they have viewed the warning.

**NOTE**: The forcing of the confirmation and the authentication shown above is configurable from **File > Store > Configuration > FDB > Rx**, setting the BC PharmaNet options found in the lower right corner.
Min/Max

After proceeding past the Drug to Drug Interactions tab, if any, the Min/Max warning screen may appear.

If the daily dosing values are above or below the recommended minimum or maximums, a warning will appear. Pressing the Detail button will provide additional information.

Duplicate Ingredient

After the Min/Max screen, any duplicate ingredient warnings will then appear.

Again, pressing the Detail button will provide additional information.

Adjudication Response

The Adjudication Response screen will then appear, displaying any price adjustments and the patient pays amount.
If PharmaNet does not pay for the claim, a message stating 'DUR Only - The claim has been adjudicated to 0' will appear at the top of the screen, followed by any warnings or errors.
Error codes:

- **PLAN**: The plan the claim adjudicated under.
- **S/A**: ‘Y’ or ‘N’ to indicate if special authority is present.
- **EXP**: Expiry date of the special authority, if one is present.
- **DRUG**: Accepted drug cost.
- **ACC EXP**: Accumulated expenditure for the family prior to this claim.
- **RBP**: ‘Y’ or ‘N’ to indicate if the drug was reduced to RBP pricing.
- **LCA**: ‘Y’ or ‘N’ to indicate if the drug was reduced to LCA pricing.
- **BEN**: ‘Y’ or ‘N’ to indicate if the drug is a benefit.
- **RESTRICTION**: None, Patient, or Pharmacy.
- **FEE**: Accepted dispensing fee.

If there were any price adjustments, you may be prompted to indicate how to apply the differences, depending on your configuration settings.

Click **OK** or press **Enter**.

### Special Authority Expiry

If special authority is present and the expiry date is nearing, you can configure your system to provide a warning on the adjudication results screen. To enable this feature, go to **File > Configuration > Store > Drug**.

![Configuring Special Authority Expiry Settings]

Setting a non-zero value in the **Warn if PharmaNet SA expiry is within**… field will display the expiry date in red if, based on the days’ supply of the Rx, the next refill due date falls within or beyond the SA expiry.

Enabling the **Force PharmaNet SA expiry warning dialog** will cause a message to appear, noting both the SA expiry and the days’ supply expiry dates and force the user to click on the **Continue** button.
Viewing or Printing the Special Authority Expirations

To view a patient’s expiring special authorities, from the Patient menu, select View Limited Use Items.

From here you can see each drug and its corresponding expiry date.

To print expiring special authorities, from the Reports menu, select Patient > Patient Special Authority Expiry Report. Enter a future dated range for the expiry dates.
Frequency of Dispensing Policy

When PharmaNet rolls back your dispensing fee due to the Frequency of Dispensing policy, you can configure your system to tell it what to do with the rolled back paid fee. To configure this, go to File > Configuration > Store > Adjudication > General: For PharmaNet Frequency of Dispensing Fee Rollbacks... You can set this to Prompt For, Waive or Charge the fee difference to the patient. Note that, in keeping with the PharmaNet policy, even if you have this option set to prompt or charge the fee difference, if PharmaNet paid any portion of the Rx and the patient does not have any other third party plan, the system will automatically waive the rolled back amount.

Full Payment Policy

If a patient is receiving full Pharmacare coverage, a pharmacy is not be permitted to collect directly from that patient any amount above the maximum drug price and maximum dispensing fee set by Pharmacare. This applies to patients covered under plans B, C, D, F, G, P, and those that have reached the Fair Pharmacare family maximum.

In order for the user to tell if they should or should not be charging a patient the extra cost, when you are filling a script to Pharmacare and receive the Adjudication Response screen, you need to compare the Total Accepted value with the Plan Pays amount. If these match, you cannot pass any amount onto the patient.

In the following example, the Total Accepted equals the Plan Pays amount, meaning you cannot charge the difference to the patient, and so you would answer ‘No’ to the prompt.
However, if the patient has a third party plan, you can pass any extra costs along. In that case, if you receive the prompt above, answer ‘Yes’ but if the third party does not end up paying for those extra costs, you are not allowed to charge the difference onto the patient.

There are a few exceptions to this rule. If you receive any one of the following response codes, you are allowed to pass along the cost difference to the patient.

- D8 (Drug cost reduced to LCA Price)
- E9 (Drug cost reduced to RDP price)
- EH (Claim cost reduced to days’ supply limit)

With the above codes, you have chosen a higher priced product or an extended days’ supply due to the patient’s choice and are therefore allowed to pass the additional costs along.

Please note the above only applies to a cost difference, not the fee. If you are charging a fee higher than the maximum allowed, you are not allowed to pass the fee difference along. Here is an example where the cost difference can be passed along but not the fee.

Because the error code D8 was returned – the patient asked to have the brand name dispensed – you are allowed to answer ‘Yes’ to passing the cost difference along to the patient. But the fee difference cannot be passed along to the patient because PharmaNet rolled back the fee to the maximum allowable, so you will have to answer ‘No’ to the fee prompt.
NOTE: If the patient has a secondary plan you can answer 'Yes' to the above prompt to pass on to the Third party. However, if they do not accept the 1.00 fee difference, you still cannot charge the patient.

The Frequency of Dispensing Policy is still in effect. A fee difference due to the FOD policy in effect for a given Rx cannot be passed on to the patient if Pharmacare pays any portion of the Rx unless the patient has another third party and that third party pays the fee.

**Backdating Prescriptions**

If you are correcting a previously filled Rx, note that the original claim must first be reversed.

1. Select **Rx > Back Date Rx** from the F12 filling screen.
2. Enter the backdated date. Note that PharmaNet only allows backdates no older than 91 days.

![Select a Date](image)

**Return to Stock**

If a patient has not picked up their medication after it has been sent to PharmaNet, it must be reversed and returned to stock within 61 days of the dispensing date.

**Office Use Medications**

Providing a medication to a physician for use within their office should be dispensed by using a patient record created for this physician office that uses the office use medication (OMED) PHN assigned to your pharmacy.

1. If not already done so, create a patient record for this physician office using your OMED PHN.

2. Using this patient, fill the prescription using yourself as the prescriber.

3. To record the sale or transfer of drug inventories between pharmacies or a supplier, use the Stock Transfer process.

**Stock Transfers**

1. Create a patient record for the other pharmacy or supplier without specifying a PHN.

2. From the Fill screen’s Rx menu or right navigation bar, select **Make Rx Stock Transfer**.

![Stock Transfer](image)

Click **F12 - Fill Rx**. The Rx will show a status of **Stock Transfer** and a label will print with a watermark indicating the Rx is a stock transfer.
Adding an Rx Comment

To add a comment to a prescription and save it on the PharmaNet network, call up the Rx in modify mode and select Rx > Add Rx Comment.

Enter the comment and click OK or press Enter.

Inactivating a Prescription

If you are inactivating a single Rx, call up the Rx in modify mode and select Rx > Inactivate Rx.

Complete the PharmaNet Rx Discontinuation form and click OK.
If you are inactivating multiple Rxs, call up the patient’s Rx profile, and use the spacebar to mark the Rxs you want to inactivate. Selected Rxs will appear in bold text, click **Inactivate**.

The **Inactivate Rx(s)** screen will appear displaying the Rxs you are about to inactivate. Click **Inactivate Eligible Rxs**.

Complete the **PharmaNet Rx Discontinuation** form and click **OK**. The information you enter here will be applied to all of the Rxs you selected.
Cancelling a Prescription

To cancel a prescription, enter the Rx number in the universal search field and click **Cancel Rx**.

You can also cancel a prescription by highlighting the Rx from the patient’s medication profile and selecting **C - Cancel**.

Select an intervention code indicating the reason for the reversal and click **OK**.
If you select **RE Claim Reversed – data entry error**, the Rx will no longer appear in the patient’s PharmaNet profile. Using any other intervention codes will keep the Rx in the patient’s PharmaNet profile and will show a status of ‘Reversed’.

### Refusal to Fill

To claim a Refusal to Fill fee, select **Claim Refusal to Fill Fee** from the **Adjudication Reversal Form** after cancelling the prescription.

You will be asked to select an intervention code to indicate why you are refusing the fill. Make a selection and click **OK**.
You will be brought back to the Rx to claim the Refusal to Fill Rx. The system automatically sets the fee to twice the original dispensing fee and sets all other prices to zero. Press F12 to complete the Refusal to Fill.
PharmaNet Connection Down

If PharmaNet is down and you attempt to adjudicate a claim, the following message will appear:

- **Retry claim**: This will attempt to send the claim again. In this case, the claim is sent with a special ‘Retransmit’ flag. If PharmaNet has already received this claim, they will not reject the claim as a duplicate and will return the same accepted response.

- **Back to the Rx**: This closes the transmission window and returns you to the Fill screen.

- **Send Later**: This will place the Rx in the Pending Adjudication queue. It will be sent for adjudication when PharmaNet is back up.

- **Trouble**: This will place the Rx in the Trouble queue for a specified amount of time. The Rx will be removed from the priority queue so other Rxs can be processed. An ‘Escalate Rx to Trouble’ window will display where you can enter a reason for sending the Rx to the Trouble queue and specify how long the Rx will be kept in the Trouble queue.

- **Cancel Rx**: This will cancel the Rx outright. The system will attempt to send the cancel to PharmaNet. If it is still unsuccessful, you will be prompted to retry or batch the cancel.

- **Make Patient Pay**: If you choose to make the patient pay for the claim, the ‘Rx Batch Options’ window will appear.
NOTE: The Pay Patient – 04 option will only appear if your PharmaNet plan is configured to allow Patient Pay Claims.

Pay Patient - 04

If you select Pay Patient - 04, the patient will be charged the entire prescription amount. You should collect the entire amount from the patient. The receipt will reflect this transaction.

If this is the first Rx you are attempting to send since PharmaNet went down, a prompt will appear asking if you are sure you want to continue. Select Yes.

The system will create a cancel claim in case the original claim was accepted but your system did not receive the response. When prompted for an intervention code, select RE Claim reversed - data entry error. The Fill screen will appear again for the new forward 04 claim. Click F12 to complete the Rx.
When the **Adjudication Response** screen appears indicating that the claim has failed, select **Send Later**.

![Adjudication Response Screen](image1.jpg)

When the next prompt appears, select Postpone all adjudication and process other Rx steps.

![Select an Option](image2.jpg)

Once PharmaNet is back up and the claim is sent, if the patient has met their deductible, Pharmacare will forward a cheque directly to the patient for any of the amounts that they would normally cover. If the patient had other third party coverage, they will have to submit their receipt(s) to their private plan(s).
Pay Provider - 01

If you select Pay Provider - 01, you will be prompted to enter a co-pay amount to charge the patient. You should only use this option if you can reasonably determine the co-payment amount from previous dispenses of the same product. Click OK.

A prompt will appear asking if you want to mark the BC PharmaNet route as down. Select Yes.

Enter a retry date and time and click OK.
Once PharmaNet is back up, they will adjudicate the claim and pay your pharmacy any amounts they would normally cover. Any other third parties will remain attached to this prescription and will then be adjudicated.

When the PharmaNet route is marked as down, any subsequent prescription claims will show a prompt indicating that PharmaNet is down. Select **Batch this Rx / Make Patient Pay** to be prompted for the ‘Make Patient Pay’ options.

If you select **Postpone all adjudication and process other Rx steps**, adjudication for the Rx will be aborted and a receipt showing that the Rx is incomplete will print.

**Printing Vial Labels / Advancing Medication**

As an alternative, you may choose to print a vial label and advance a portion of the prescription to the patient. For refills, recall the original Rx and reprint the label. For new prescriptions, if your system is configured to print vial labels for Unfilled prescriptions, you may choose to Unfill the Rx for the time being. In either case, you should place the Rx in the To Do area as a reminder to perform the actual fill once PharmaNet is back up.
PharmaNet Connection Restored

Call up the F9 - Workflow screen and select Pending Adjudication from the right navigation pane.

Click on Send/Review All to send all Rxs or highlight a specific patient’s Rx and click on Send/Review for current Patient to send all Rxs for this one patient.

The system will cycle through each Rx and send them to PharmaNet. When all claims have been sent, a prompt will appear asking if you want to review the claims that require review. Select Yes.

All claims that require review will be displayed. If you placed any Unfilled or previously filled Rxs in the To Do area for later filling, ensure you complete the fills for those Rxs.