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Introduction

The following document is intended to describe in detail the most frequently asked questions regarding the PrescribeIT™ functionality within Kroll.

Frequently asked questions

1. How do I display the ‘To Do Origin’ column, which shows me where the prescription is originated?

In order to see which Rx’s were retrieved from PrescribeIT™ and the different types of orders, add the columns To Do Origin within your Kroll To Do/Data Entry queue within workflows.

From anywhere within the grid, right-click with the mouse and select Change Columns.

1. Locate the To Do Origin.

2. Click the checkbox in front of To Do Origin so that the checkmark appears.
3. Click **Move up** or **Move Down** to move the position to a location where it will be visible to the user when viewing **Rx’s To Do**. It is recommended to move up to the top of the list for best visibility.

**NOTE:** The ‘To Do Type’ column can also be added to indicate if the prescription order is a New / Refill Rx or Autofill.
2. How do I search Kroll for Prescribers in my city (or nearby city) that are using PrescribeIT™?

The PrescribeIT™ Prescriber Registry is a register of all Prescribers enabled with PrescribeIT™. These Prescribers are able to send and/or receive prescriptions through the PrescribeIT™ service.

To search for a Prescriber on the PrescribeIT™ Registry:

1. Navigate to F7 Doctor Card and click to insert the name of Prescriber that does not exist. For example, 0, 0. Then click Insert.

2. Under the Addresses box click eRx ePrescribe, and select Add PrescribeIT™.
3. The e-Prescribe Doctor Search form appears. Remove the first/last name and enter a City and select Search.

You will now see all Prescribers in the selected city. We recommend that you open a second session to link the Prescribers as indicated in the training video. This will allow you to change screens easily while adding each Prescriber.

3. How do I know if my Prescriber allows for eRenewals or Clinical Communication?

Once you have linked your Prescriber to PrescribeIT™, the final confirmation box will show a check mark or be blank depending on what the Prescriber is able to do. You can always review this box by clicking on the PrescribeIT™ link in the doctor card. To refresh/update the Prescriber settings, select Refresh Permissions / Verify Demographics.
4. How do I “Unlink” a Prescriber if I selected the wrong one?

Clicking on the PrescribeIT™ link in the doctor card will bring up the ePrescribe Information box (pictured above). When you click on delete link, it will unlink the Prescriber. You will now have to click on “Add PrescribeIT™” again to create a new link where you can select the correct Prescriber or address.

5. What do I do when the Prescriber has more than one ePrescribing location?

You may come across a Prescribe that has more than one address specified on the Prescriber Registry. It is important that you link the correct address to the same address in your local Kroll address.
If you see multiple addresses for the Prescriber, you will want to first create a new office location locally in your doctor card, and then link the address to the correct local location:

1. Create a new location by clicking Add in the ‘Addresses’ box.
2. Insert a new location name and click Save. Then select the newly added location and click on ePrescribe icon and “Add PrescribeIT™”.

3. From the ePrescribe Location selection box, select the corresponding address to the newly add location.

4. The second location will now be linked to the correct ePrescribe Location.
6. If I have linked an incorrect patient, how do I unlink the patient?

When an electronic prescription or clinician communication is received for a patient for the first time from each different clinic, a user must correctly link the patient using the ADT Wizard.

It is a rare occurrence for incorrect patients to be linked. However, this may happen and all subsequent prescriptions and clinician communication from that clinic will be automatically linked to the wrong patient.

A user may break the link between the incorrect patient and the clinic in this case.
Unlinking Patients without any filled prescriptions

An incorrect patient has been linked to a PrescribeIT™ incoming prescription from a specific clinic. Below example shows that the patients do not match and were incorrectly linked.

1. Call up a PrescribeIT™ prescription for the patient from Rx’s To Do/Data Entry.

2. Click on the Unlink button on the External Rx Order.

3. Click on Yes when prompted ‘Are you sure you want to unlink this patient?’
4. The prescription will be in the Rx’s To Do/Data Entry queue in its original state, with no local patient identified.

5. The next time the user calls up the PrescribeIT™ prescription from the Rx’s To Do/Data Entry queue to fill, the ADT wizard will launch so the correct patient can be selected.
Unlinking Patients with filled prescriptions

When trying to unlink a patient where an eRx has been filled you will get a prompt to cancel any eRxs that have been filled. The prompt will specify which eRx needs be cancelled. Once you have cancelled that eRx you will be able to unlink the patient.

**NOTE**: If you have filled any prescriptions from the wrong patient, you will be prompted to cancel the identified eRx numbers before you can unlink the patient. When you are cancelling these PrescribeIT eRx numbers, you must chose the “Filled in Error - Remove from Patient Profile” prompt. This will ensure that the PrescribeIT prescriptions are returned to the Rxs To Do Queue.

Do not copy the prescription to a new number. Enter an optional comment and click SAVE.
The PrescribeIT™ Prescription will now be returned to the Rxs To Do Queue, from where you can fill the eRx and link the correct patient.

Please review “Cancelling Rx’s in the Kroll PrescribeIT™ user manual (Link found under “Additional Resources” below) or contact Kroll Support.

7. Why does my External Rx Order look different than indicated in the user guide or the training video?

If you are a pharmacy that has a paperless workflow, your External Rx Order appears within the “Create New Rx From To Do” screen. There are some slight differences as indicated below. When you Press F7 to call up the prescription from the Rx’s To Do, your External Rx Order will have data entry options on the left and the External Rx Order on the right.

From this screen, go through each fill card on the right hand side (Patient, Drug, and Doctor) to verify you have the correct information. Typically, the patient and the doctor will be auto-selected, while you will have to confirm the brand and packaging of the product.
With a “Create New Rx from to Do” display you will not have to enter in the Disp QTY, X Refills, Auth Qty and Days Supply in the highlighted section above/below. Even though the fields are blank, they will be populated once you click “Save or Lookup Rx” and displayed on the F12 Fill Screen.

To bring the SIG into the script, click on the box “Use this SIG code text in the Rx”. Once your data entry is completed on the right side of the screen, click Save.
Once you have clicked Save, you will automatically be taken to the Kroll F12 Fill screen. You can now process your prescription.
If your pharmacy has an advanced workflow configuration and employs verification screens, the External Rx Order will appear on the left hand side. This will aid in the verification process and limit the need to print out the order on paper, optimizing time and costs.
8. How do I print or view my External Rx Order?

To print a copy of the PrescribeIT™ Order for your records, call up the Rx up in modify mode (Please refer to the Kroll user Manual Pg. 373 on how to display a prescription in Modify). On the top horizontal tool bar, click Rx, and then click Print eRx Order now.

The order will print to the default printer set on the workstation. If you would like to change the printer it comes out on, please contact Kroll Hardware support. Please note that this will not contain handwritten signature. Instead it contains the PrescribeIT™ order#.
NOTE: When workflow is configured with the Print DIS Prescription Order action, the PrescribeIT™ Order will print automatically when a PrescribeIT™ prescription is Filled, Unfilled or Not Dispensed.

To view your External Rx Order, call up the Rx up in modify mode and click on ‘External Rx Order’ on the right-hand View menu from your F12 fill screen. This can also be accessed from the top horizontal tool bar, click View, and then click External Rx Order.
9. Does my hard copy display that the prescription is a PrescribeIT® Prescription?

Yes, this will be displayed on the hard copy as indicated below.
10. Where are the notifications for my Clinical Communications? Where are all the places I can initiate messages?

Notifications for Clinical Communication can be viewed by clicking F9 Workflow and then selecting ePrescribe Notifications from the right hand menu.
You can also send Clinical Communications from the External Rx Order. Call up a new External Rx Order from the ‘Rx’s to Do’ or an existing one by clicking on ‘Modify Rx’. Then click on message from the External Rx Order.

Once the EPrescribe Message box opens, click on ‘New Mail’. This will automatically select the Patient, Drug, and Doctor information. There is no need to attach an image of the Rx as it is done automatically.

Anytime a patient is referenced in your Clinical Communication, there is also the history of messages in the patient’s profile. To view Clinical Communications, go to the patient’s profile and click on EPrescribe Messages. New messages can be generated from here as well.
Clinical Communications sent to a Prescriber can also be accessed from the Doctor Card by clicking on View EPrescribe Messages.
11. What is a Deferred Rx and how do I process it?

If a patient does not have a preferred pharmacy in mind when having prescriptions written at a PrescribeIT™ enabled clinic, the Prescriber can provide the patient with a paper prescription while simultaneously sending an electronic version of the prescription to PrescribeIT™. These are known as PrescribeIT™ deferred transmission prescriptions.

The paper prescription includes a PrescribeIT™ Rx ID Barcode that can either be scanned using a hand-held scanner, or manually inputted to retrieve the electronic version of the prescription at a PrescribeIT™ enabled pharmacy.

The paper prescription that the patient hands to the pharmacy is the authoritative version. For provinces where it is required, the authoritative printed copy can be scanned into Kroll.

Retrieving and Filling a Deferred Rx

Navigate to the Patient Card by clicking F3. Search for your patient or create a new patient card if they do not exist in the local system (Please refer to the Kroll User Manual Page 71 –Creating Patient Records).

NOTE: In order to retrieve a deferred PrescribeIT™ prescription, the patient last name in the local system must exactly match the patient last name on the printed copy.

1. Click on the patient menu along the top of the screen and select Retrieve PrescribeIT™ Order.
Using a handheld scanner, scan the PrescribeIT™ Rx ID barcode that is printed on the paper prescription. The Rx ID can also be manually typed into the field.
Once the barcode is typed or scanned in, click on Retrieve Rx Order.

The medication(s) in the order will be placed in the To Do/Data Entry Screen. The user may wish to fill the prescriptions now, or at a later time.
Select the appropriate option. Call the deferred prescription(s) up to fill.

**NOTE:** The External Rx Order states ‘This order is ‘not Electronic Authoritative. A paper copy is required and should be scanned into Kroll Images.
12. How do I know if my External Rx order is valid, even though there is no Prescriber signature? Is there a way to confirm the validity of the script?

Each PrescribeIT™ prescription has a digital signature which is assigned by PrescribeIT™. The presence of this digital signature authenticates the validity of prescription as the digital signature is provided by the PrescribeIT™ service. The digital signature can be viewed from the ePrescribe Log for each prescription when the request file is saved. The digital signature is a technical signature and is not human readable.

The validity of prescription is also being validated by Kroll upon receipt of each PrescribeIT™ prescription. When Kroll receives the PrescribeIT™ prescription it automatically runs a signature validation check on the digital signature that was provided in the message using the PrescribeIT™ specific signature validation algorithm. If the signature validation check fails Kroll does not accept the PrescribeIT™ prescription and will return a rejection back to the sender with an error indicating a ‘Signature Verification failure’. This is viewable from the EPrescribe Log. When the signature validation algorithm passes the PrescribeIT™ prescription is then brought into Kroll for the user to action.

13. Cancelling a PrescribeIT™ Prescription - Updated feature

The location of any Cancel requests sent by Prescribers has been conveniently moved to the Rxs To Do Queue. Previously a Cancel request was found in ePrescribe Notifications as shown below.

In Kroll Version 10.18 and above all Cancel Rx requests will appear in the Rxs To Do/Data Entry Queue, and will be indicated as Cancel Rx under the ToDo Type Column.
When a cancel Rx request is sent to the pharmacy for a medication or non-medication, the pharmacy must reply to the prescriber with an Approve, Deny, or Revoke Remaining Refills response. The response chosen by the pharmacy will be based on where the prescription is in workflow. To review cancelling a PrescribeIT™ Prescription please review the PrescribeIT user guide, (Link below)

All cancelled requests can be viewed by navigating to the Patient card and clicking on To Do Items from the right ribbon menu. You may have to change your filter to “History”.

To review cancelling a PrescribeIT™ Prescription please review the PrescribeIT user guide, (Link below)
14. I see “Transmit Failure” error message in the “Eprescribe Notifications” Queue, How do I fix them?

The rejection reason could vary, for example it could be due to a missing field in the patient or you may get a rejection message returned because a field somewhere the EMR might be rejecting. Please contact Kroll Support directly to Investigate.
Additional Resources:

- The PrescribeIT® training video can be found here: https://youtu.be/NmjykJq61ec
- The Full PrescribeIT® user guide can be found here: https://downloads.ctfassets.net/rz9m1ryn8pv/3zuilzCcNcpVAUnqUjZ3Z/1bca369d0c5b7e152a2835148632d201/PrescribeIT_User_Guide_2.2.pdf
- For any PrescribeIT® related question you can always call the Kroll Support Desk and our agent will be happy to help, they can be reached at 1-800-263-5876.