



# Documenting Patient Immunization

Newfoundland and Labrador 2018/19

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## Documenting Patient Immunization – Newfoundland and Labrador

Immunization is one of the most important and cost-effective public health innovations. In Canada, immunization has saved more lives than any other health intervention, and has contributed to the reduction in morbidity and mortality from a broad range of vaccine-preventable diseases in adults, children and other vulnerable populations.

Immunization providers are responsible and accountable to ensure that the information entered is accurate and timely and in accordance with their particular professional practice standard. The pharmacist/health care provider must keep a permanent record of immunization history by ensuring the documentation includes the required information:

- Client's name
- Health Card Number (HCN)
- Vaccine Name
- Lot number
- Dose number in series
- Route administered
- Immunization site
- Dose
- Signature of immunizer
- Date of immunization
- Adverse events following immunization

Your pharmacy must have Kroll V10 SP7 or higher in order to use this functionality.

**NOTE:** The examples used in this manual may not reflect the actual drug product used in your pharmacy. Available drug products vary by season.

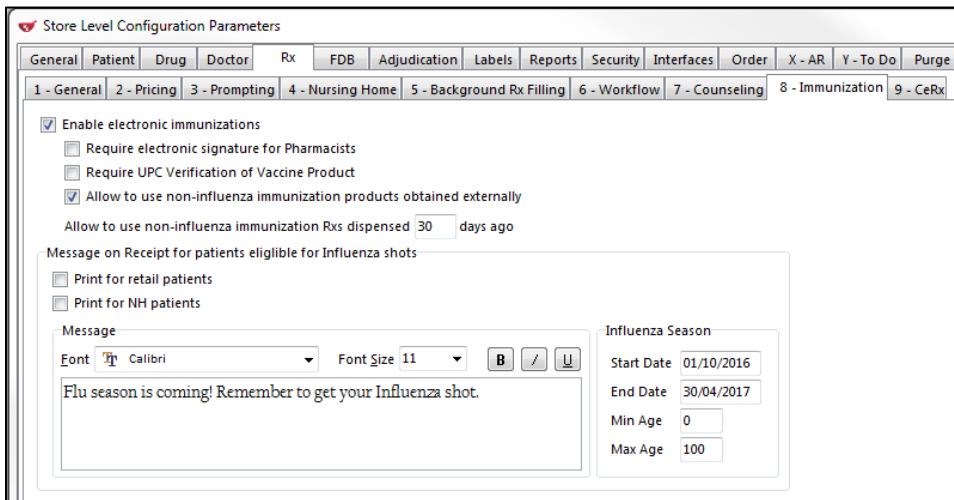
## Immunization Module Features

The Immunization module introduces a simple and streamlined approach to managing and documenting administered immunizations in Kroll that will improve the way your pharmacy manages immunizations. A list of features included with the functionality is below:

- All immunization records are saved to the Immunization section of the patient card, separate from all other patient records.
- Screening questions are used to determine if the patient is eligible for immunization; answers to these questions are stored in the database and are viewable from the patient card.
- Vaccine administered, lot number, expiry date, time and date of immunization, route and site of administration, dose, and pharmacist information is recorded.
- Signatures can be captured on-screen or on paper, giving your pharmacy flexibility in how immunizations are handled.
- In Electronic Mode, the billing process has been streamlined to facilitate faster and more accurate billing.
- Emergency contact information is recorded.
- Emergency Epinephrine shots can be easily added to an immunization record.
- Marketing messages can be configured to print at the bottom of receipts to encourage patients to get their vaccinations.

## Configuration

Configuration settings for the Immunization module are located in the **Store Level Configuration Parameters** screen (**File > Configuration > Store > Rx > 8 - Immunization**). Each of the settings on this screen is explained below.



**Store Level Configuration Parameters**

General Patient Drug Doctor Rx FDB Adjudication Labels Reports Security Interfaces Order X-AR Y-To Do Purge

1 - General 2 - Pricing 3 - Prompting 4 - Nursing Home 5 - Background Rx Filling 6 - Workflow 7 - Counseling 8 - Immunization 9 - CeRx

Enable electronic immunizations

Require electronic signature for Pharmacists

Require UPC Verification of Vaccine Product

Allow to use non-influenza immunization products obtained externally

Allow to use non-influenza immunization Rxs dispensed  days ago

Message on Receipt for patients eligible for Influenza shots

Print for retail patients

Print for NH patients

Message

Font  Font Size  **B** / U

Influenza Season

Start Date

End Date

Min Age

Max Age

- **Enable electronic immunization:** Turns on electronic immunization functionality. When this setting is enabled, all immunization documentation takes place on-screen; when it is disabled, immunization documentation is recorded in paper mode.
- **Require electronic signature for Pharmacists:** Requires the pharmacist to record an electronic signature using a digital signature tablet. Note that electronic signature functionality must be setup in order to use this feature.
- **Require UPC Verification of Vaccine Product:** Requires the user to scan or enter the UPC number associated with the administered vaccine.
- **Message on Receipt for patients eligible for Influenza shots / Print for all retail patients / Print for NH patients:** Allows users to enter an Influenza marketing message that will print at the bottom of receipts for retail patients and/or nursing home patients.

The following two options were newly added, and do not affect the flu shot functionality:

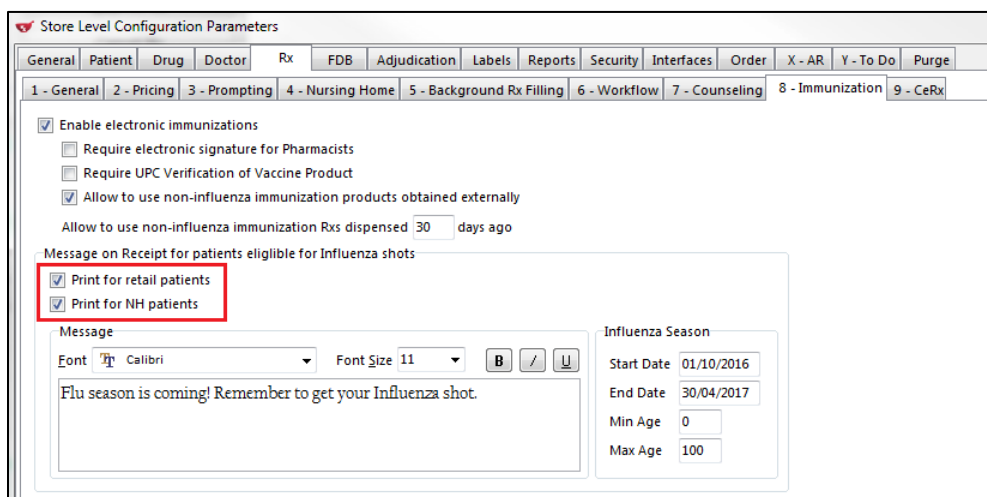
- **Allow to use non-influenza immunization products obtained externally:** Allows pharmacist to accept non-influenza immunization products for injection in the following two scenarios:
  - Patient brings in product that was dispensed from another pharmacy
  - When patient is required to take more than one injection of a product on separate days, and is coming in to the same pharmacy the product was dispensed to them with the second or third vaccine of the same product.
  
- **Allow to use non-influenza immunization Rx dispensed \_\_\_ days ago:** Allows pharmacist to put an expiry date for number of days from when an Rx is dispensed to be treated as a recently dispensed Rx.

## Marketing Message Setup

An Influenza marketing message can be entered in the **Store Level Configuration Parameters** screen to remind patients to get the flu vaccination. The message prints at the bottom of the receipt for retail and/or nursing home patients, and is typically used in the weeks leading up to and during the flu season.

**NOTE:** The Influenza marketing message will replace the Receipt Free Form message (**Labels > 4 - Receipt**) if one has been entered.

1. Select **File > Configuration > Store > Rx > 8 - Immunization**.
2. Select **Print for retail patients** to have the marketing message print on retail patients' receipts, or **Print for NH patients** to have the marketing message print on nursing home patient's receipts.



**Store Level Configuration Parameters**

General Patient Drug Doctor Rx FDB Adjudication Labels Reports Security Interfaces Order X - AR Y - To Do Purge

1 - General 2 - Pricing 3 - Prompting 4 - Nursing Home 5 - Background Rx Filling 6 - Workflow 7 - Counseling 8 - Immunization 9 - CeRx

Enable electronic immunizations

Require electronic signature for Pharmacists

Require UPC Verification of Vaccine Product

Allow to use non-influenza immunization products obtained externally

Allow to use non-influenza immunization Rxs dispensed 30 days ago

Message on Receipt for patients eligible for Influenza shots

Print for retail patients

Print for NH patients

Message

Font Calibri Font Size 11 **B** **I** **U**

Flu season is coming! Remember to get your Influenza shot.

Influenza Season

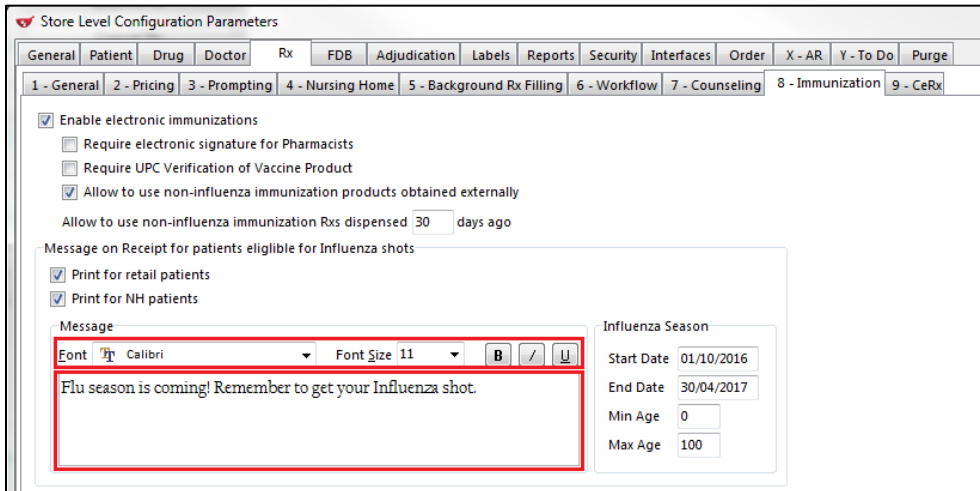
Start Date 01/10/2016

End Date 30/04/2017

Min Age 0

Max Age 100

- Enter your desired marketing message in the space provided. Use the **Font** and **Font Size** controls to customize the appearance of the text.



Store Level Configuration Parameters

General Patient Drug Doctor Rx FDB Adjudication Labels Reports Security Interfaces Order X - AR Y - To Do Purge

1 - General 2 - Pricing 3 - Prompting 4 - Nursing Home 5 - Background Rx Filling 6 - Workflow 7 - Counseling 8 - Immunization 9 - CeRx

Enable electronic immunizations

Require electronic signature for Pharmacists

Require UPC Verification of Vaccine Product

Allow to use non-influenza immunization products obtained externally




Allow to use non-influenza immunization Rxs dispensed 30 days ago

Message on Receipt for patients eligible for Influenza shots

Print for retail patients

Print for NH patients

Message

Font  Calibri Font Size 11 **B**  

Flu season is coming! Remember to get your Influenza shot.

Influenza Season

Start Date 01/10/2016

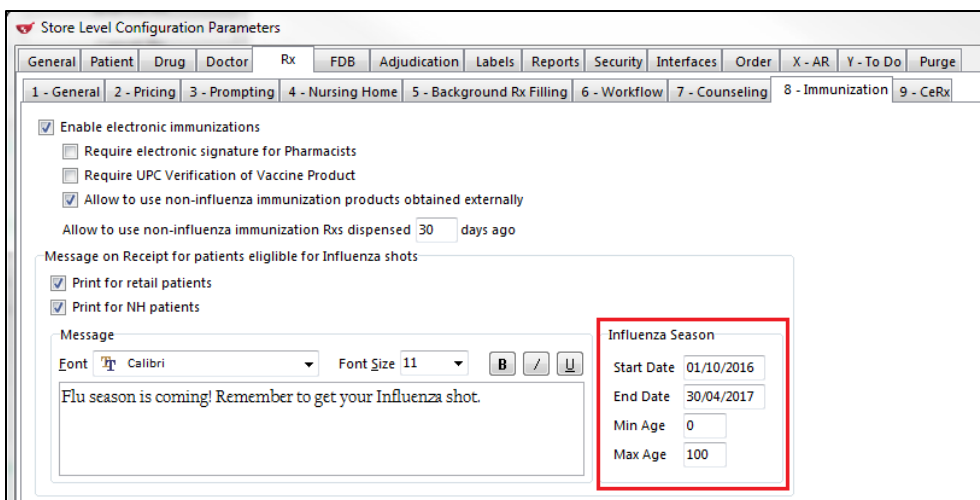
End Date 30/04/2017

Min Age 0

Max Age 100

- Enter the **Start Date** and **End Date** of the Influenza season. The marketing message will print on the receipts for eligible patients between these dates.

If you want the message to print on the receipt only for patients in a specific age range, enter **Min Age** and **Max Age** values.



Store Level Configuration Parameters

General Patient Drug Doctor Rx FDB Adjudication Labels Reports Security Interfaces Order X - AR Y - To Do Purge

1 - General 2 - Pricing 3 - Prompting 4 - Nursing Home 5 - Background Rx Filling 6 - Workflow 7 - Counseling 8 - Immunization 9 - CeRx

Enable electronic immunizations

Require electronic signature for Pharmacists

Require UPC Verification of Vaccine Product

Allow to use non-influenza immunization products obtained externally




Allow to use non-influenza immunization Rxs dispensed 30 days ago

Message on Receipt for patients eligible for Influenza shots

Print for retail patients

Print for NH patients

Message

Font  Calibri Font Size 11 **B**  

Flu season is coming! Remember to get your Influenza shot.

Influenza Season

Start Date 01/10/2016


End Date 30/04/2017

Min Age 0

Max Age 100



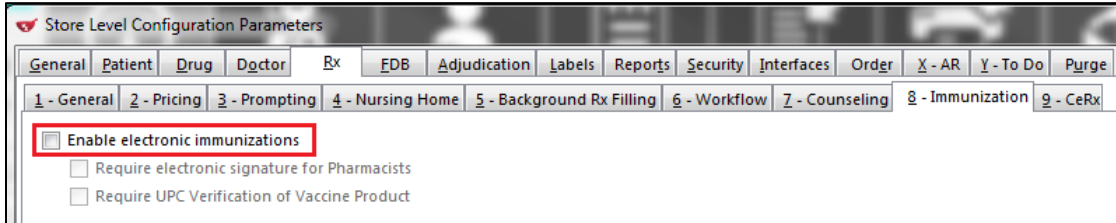
- Click **OK** to save changes to the **Store Level Configuration Parameters** screen. The marketing message will print at the bottom of all receipts during the specified date range for patients who have not yet received immunization. Once immunization has been administered, the message will no longer print for that patient.

OFFICIAL PRESCRIPTION RECEIPT			
Rx: 1000042-9			
Patient, Test		Fri 12-Aug-2016	
100 Any St			
St. John's NL A1A 1A1		(123)456-7890	
100 TAB Apo-Hydro 50mg			
Hydrochlorothiazide 50mg			NEW RX
DIN: 00312800	APX	Days: 100	Refills: 0
Dr. Doctor, Test			
Cost: 2.39			
Fee: 10.49			
Total: 12.88			
<b>Patient Pays: 12.88</b>			
Pharmacist's Signature			
			
549910000420000000000000000000007540			
Tx: 1000042			
Flu season is coming! Remember to get your Influenza shot.			

## Paper Mode

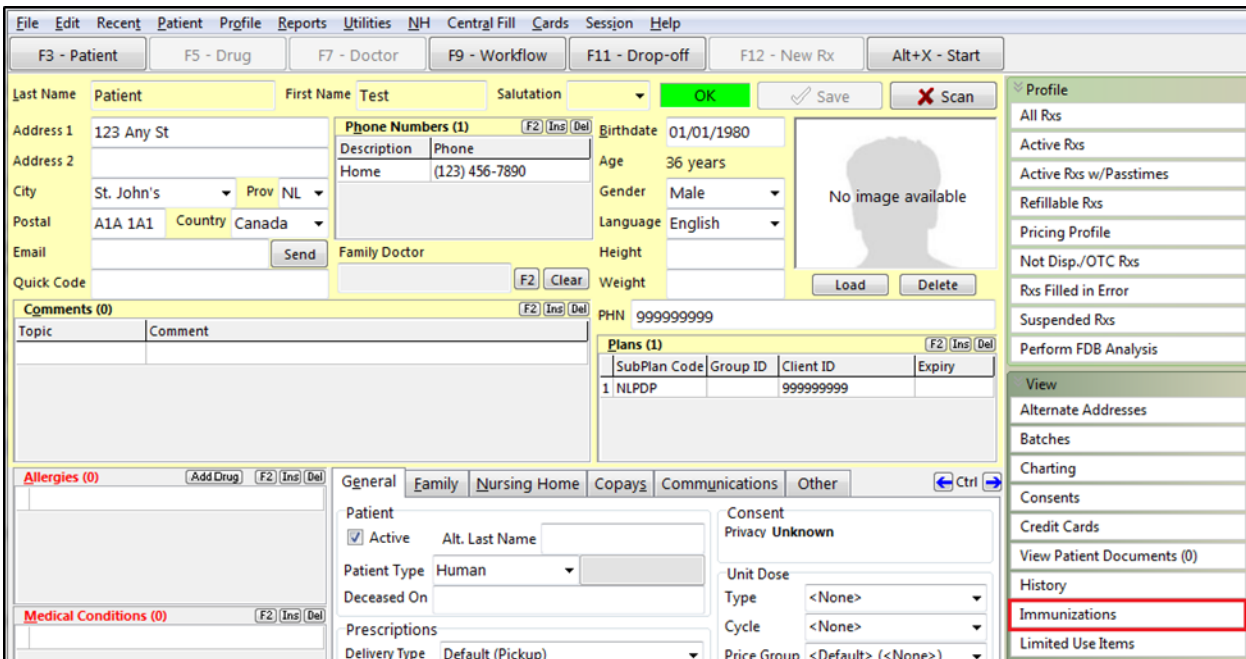
Immunizations documented in Paper Mode are printed from the patient card, completed on paper, and scanned back into Kroll using the Document Scan Utility.

Note that the 'Enable electronic immunizations' configuration setting (**File > Configuration > Store > Rx > 8 - Immunization**) must be disabled in order to record immunizations in Paper Mode.

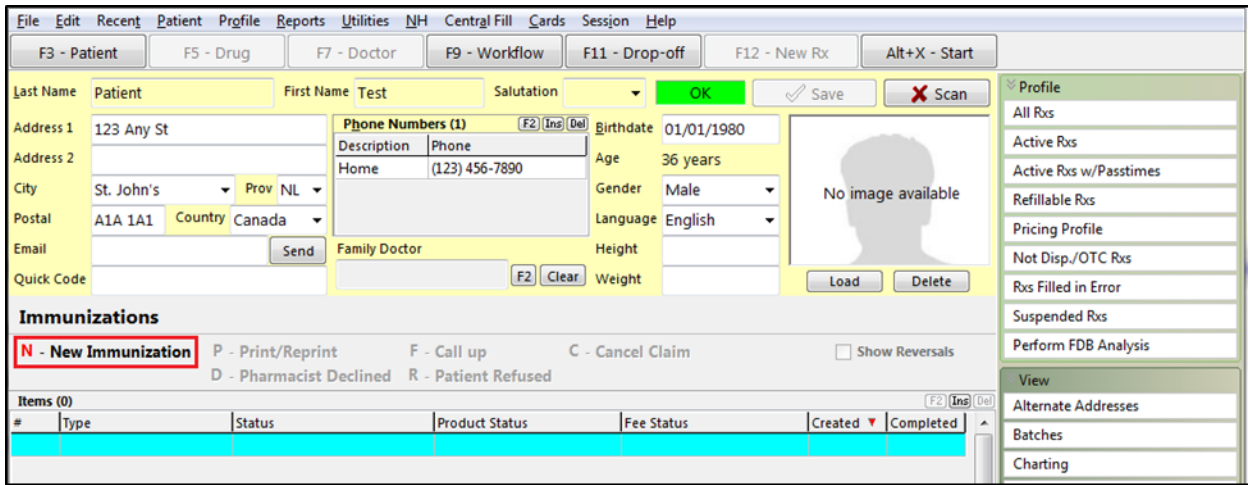


## Creating a Paper Immunization Record

1. Call up a patient using the **F3 - Patient** search.
2. Select **Immunizations** from the right navigation pane.

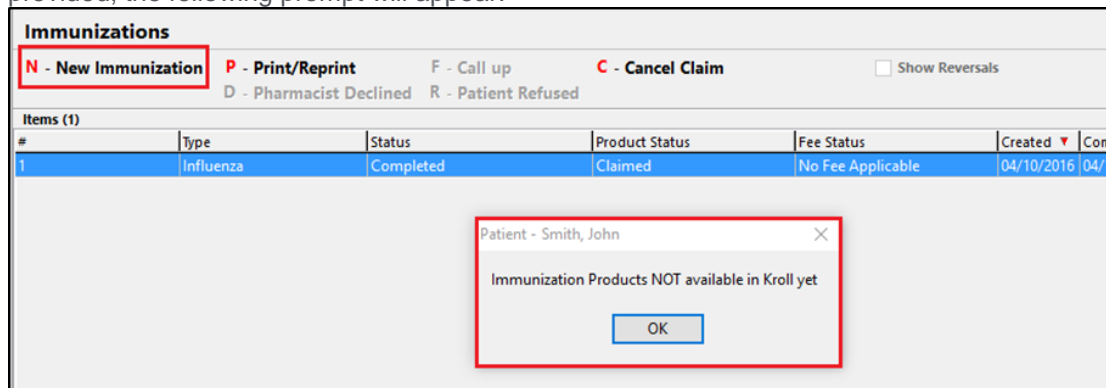


3. Select **N - New Immunization**.



The screenshot shows a patient profile form with fields for Last Name (Patient), First Name (Test), Birthdate (01/01/1980), Age (36 years), Gender (Male), and Language (English). Below the profile is the 'Immunizations' section, where 'N - New Immunization' is selected and highlighted with a red box. Other options include 'P - Print/Reprint', 'F - Call up', 'C - Cancel Claim', 'D - Pharmacist Declined', and 'R - Patient Refused'. A table below shows 'Items (0)' with columns for #, Type, Status, Product Status, Fee Status, Created, and Completed.

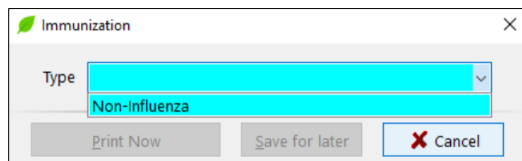
**NOTE:** If you attempt to create an immunization record before a product list for the current season has been provided, the following prompt will appear:



The screenshot shows a dialog box titled 'Patient - Smith, John' with a close button (X). The message inside reads 'Immunization Products NOT available in Kroll yet'. Below the message is an 'OK' button. In the background, the immunizations section of the software is visible, with 'N - New Immunization' highlighted in a red box.

You will not be able to document patient immunization until the product list has been provided.

4. Select an immunization type from the list and click **Print Now**. Or, if you want to add the immunization record to the Immunizations queue in order to print the immunization form later, click **Save for Later**. See the [Completing Immunizations 'Saved for Later'](#) section for more information.

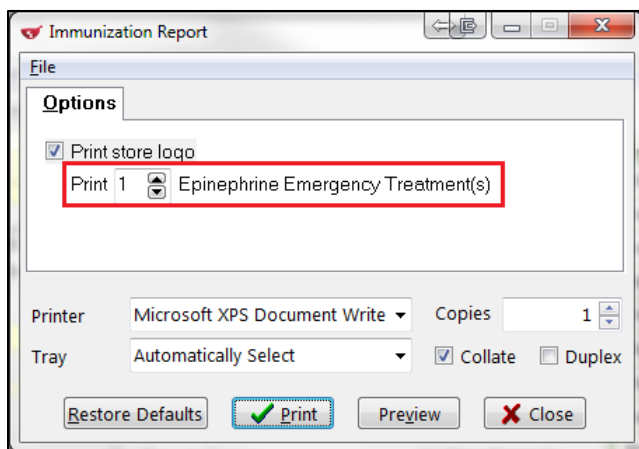


The screenshot shows a dialog box titled 'Immunization' with a close button (X). It features a 'Type' dropdown menu with 'Non-influenza' selected. Below the dropdown are three buttons: 'Print Now', 'Save for later', and 'Cancel'.

**NOTE:** When there is no Influenza Immunizations saved, only the 'Non-Influenza' option will be displayed in the drop down. However, once Influenza immunizations records have been created, both the 'Non-Influenza' and 'Influenza' options will be displayed in the drop-down menu in the 'Immunization' screen.

- The **Immunization Report** form will appear. It is recommended that you print at least one Epinephrine Emergency Treatment so treatment information can be recorded if the patient has an adverse reaction to the immunization.

If no Epinephrine Emergency Treatment is selected and the patient requires this treatment, a new Immunization Report must be printed so the emergency treatment can be recorded.



- Click **Print**.
- The **Immunization Record** will print. Provide this printout to the patient for him or her to fill out. Have the pharmacist complete the **PHARMACY USE ONLY** portion.

**NOTE:** The products listed in the INFLUENZA VACCINE portion of the Immunization Record may change depending on the current season.

Immunization Record (patient portion):

### Immunization Record

Kroll Pharmacy, 100 Krollwin Drive, Toronto ON M2M 2M2  
 Phone: (222) 222-2222 Fax: (888) 888-8888

TRACKING #: 81

<b>PATIENT INFORMATION</b>			
<i>First Name</i> <b>Test</b>	<i>Last Name</i> <b>Patient</b>	<i>Gender</i> <b>M</b>	<i>DOB</i> <b>01-Jan-1980</b>
<i>Address</i> <b>123 Any St, Toronto ON M1M 1M1</b>		<i>Health Card #</i>	<i>Phone Number</i> <b>(123) 456-7890</b>
<i>Emergency Contact</i>	<i>Relationship to Patient</i>	<i>Contact's Phone Number</i>	<i>Contact's Other Phone Number</i>

**SCREENING QUESTIONNAIRE**

For adult patient as well as parents of children (5 years or greater) to be vaccinated:

The following questions will help us determine if there is any reason you or your child should not get the flu shot today. If you answer "yes" to any question, it does not necessarily mean the shot cannot be given. It simply means additional questions must be asked.

If a question is not clear, please ask your pharmacist to explain it.

Are you sick today? (i.e. fever greater than 39.5°C, breathing problems, or active infection)	Yes	No	Unsure
Do you have a new or changing neurological disorder?	Yes	No	Unsure
Have you had a serious reaction to influenza vaccine in the past?	Yes	No	Unsure
Have you ever had Guillain-Barré Syndrome within 6 weeks after receiving the flu vaccine?	Yes	No	Unsure
Have you ever experienced difficulty breathing within 24 hours of getting a flu shot?	Yes	No	Unsure
Do you have an allergy to eggs or egg products?	Yes	No	Unsure
Do you have an allergy to kanamycin, neomycin, gentamicin, thimerosal, chicken protein, polymixin or gelatin?	Yes	No	Unsure
Are you allergic to latex gloves?	Yes	No	Unsure
Are you currently taking any medication?	Yes	No	Unsure
Do you have a history of chronic illness?	Yes	No	Unsure
Do you take a blood thinner or have a bleeding disorder?	Yes	No	Unsure
Are you or do you think you might be pregnant?	N/A	Yes	No

**CONSENT GIVEN BY PATIENT**

I, the undersigned client, parent or guardian, have read or had explained to me information about the flu shots as outlined on the Fact Sheet. I have had a chance to ask questions, and answers were given to my satisfaction. I understand the risks and benefits of receiving the flu shot. I agree to wait in the pharmacy for 15 minutes (or time recommended by the pharmacist) after getting the flu shot.

I am aware that it is possible (yet rare) to have an extreme allergic reaction to any component of the vaccine. Some serious reactions called "anaphylaxis" can be life-threatening and is a medical emergency. If I experience such a reaction following vaccination, I am aware that it may require the administration of epinephrine, diphenhydramine, beta-agonists, and/or antihistamines to try to treat this reaction and that 9-1-1 will be called to provide additional assistance to the immunizer. The symptoms of an anaphylactic reaction may include hives, difficulty breathing, swelling of the tongue, throat, and/or lips.

In the event of anaphylaxis, I will receive a copy of this form containing information on emergency treatments that I had received, or a copy will be provided to my agent or EMS paramedics.

I confirm that I want to receive the seasonal influenza vaccine


<i>Patient</i> <b>Patient, Test</b>	<i>Patient Signature</i>	<i>Date Signed</i> <b>24-Oct-2016</b>
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**PHARMACIST DECLARATION** I confirm the above named patient is capable of providing consent for seasonal influenza vaccine and that the seasonal influenza vaccine should be given to patient.

<i>Pharmacist</i> <b>Kroll Pharmacy (99999999)</b>	<i>Pharmacist Signature</i>	<i>Date Signed</i> <b>24-Oct-2016</b>
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Page 1 of 2

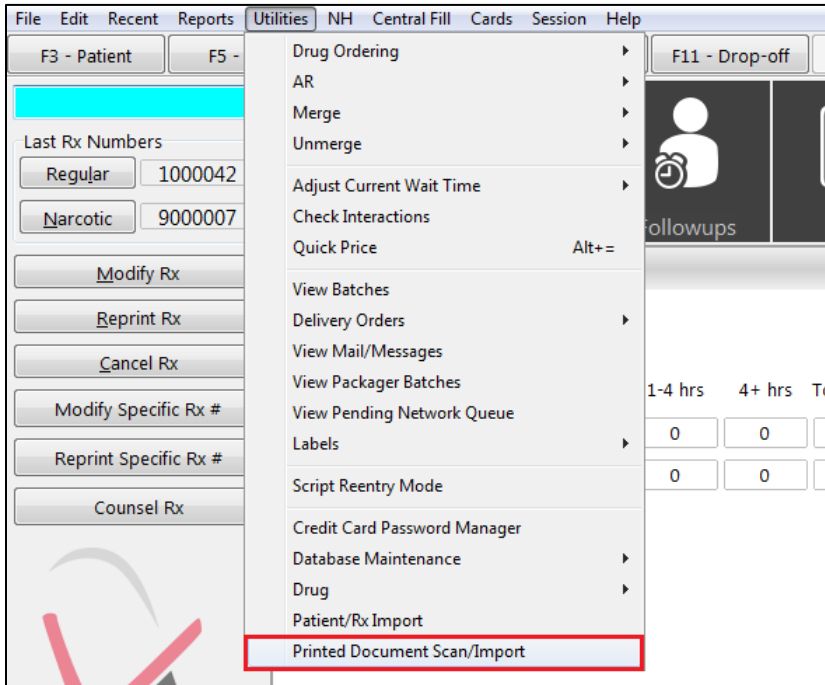
Immunization Record (pharmacy portion):

ImmunizationRecord				
PHARMACYUSEONLY				
<i>First Name</i> <b>Patient</b>	<i>Last Name</i> <b>Test</b>	<i>Gender</i> <b>M</b>	<i>DOB</i> <b>01-Jan-1980</b>	<i>Weight</i>
<i>Address</i> <b>123 Any St, Toronto ON M1M 1M1</b>		<i>Health Card #</i>		<i>Phone Number</i> <b>(123) 456-7890</b>
<b>INFLUENZA VACCINE</b>			<b>TRACKING #: 1</b>	
<i>Product</i>		<i>DIN</i>	<i>Dose</i>	
<input type="checkbox"/> Agriflu Influenza Vaccine 15/15/15mcg/0.5ml(PackSize 5ML)		02428881	0.5ML	
<input type="checkbox"/> Fluad 15/15/15mcg/0.5ml(PackSize 0.5ML)		02362384	0.5ML	
<input type="checkbox"/> FluLaval Tetra Influenza Vaccine (Pack Size 5 ML)		02420783	0.5ML	
<input type="checkbox"/> Flumist Quadrivalent (Pack Size 0.2 ML)		02426544	0.2ML	
<input type="checkbox"/> Fluviral 15/15/15mcg/0.5ml(Pack Size 5 ML)		02420686	0.5ML	
<input type="checkbox"/> Fluzone Quadrivalent 15mcg (Pack Size 0.5ML)		02420643	0.5ML	
<input type="checkbox"/> Fluzone Quadrivalent 15mcg/0.5mL (Pack Size 5 ML)		02432730	0.5ML	
<input type="checkbox"/> Influvac 15/15/15mcg/0.5ml(PackSize 0.5ML)		02269562	0.5ML	
<i>Route of Administration</i>	<i>Site of Administration</i>	<i>Lot Number</i>	<i>Expiry Date</i>	
<i>Administered by Name and #</i>		<i>Administered by Pharmacist Signature</i>		
<i>Date/Time of Immunization</i>				
<b>EPINEPHRINE EMERGENCY TREATMENT</b>			<b>TRACKING #: 1-1</b>	
<i>Product</i>		<i>DIN</i>	<i>PIN</i>	<i>Dose</i>
<input type="checkbox"/> EpiPen 1mg/mL (PackSize 1 PEN) - ODB emergency use		00509558	09857423	1PEN
<input type="checkbox"/> EpiPen Jr 0.5mg/mL (PackSize 1 PEN) - ODB emergency use		00578657	09857424	1PEN
<i>Route of Administration</i>	<i>Site of Administration</i>	<i>Lot Number</i>	<i>Expiry Date</i>	
<i>Administered by Name and #</i>		<i>Administered by Pharmacist Signature</i>		
<i>Date/Time of Injection</i>				
<i>Comments</i>				
Page 2 of 2				

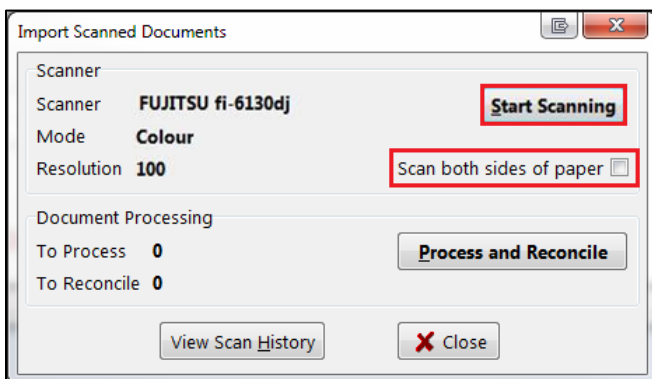
## Scanning a Paper Immunization Record

**NOTE:** If you will be scanning all immunization records in a single batch at the end of the day, skip these steps and continue to the [Billing an Immunization](#) section.

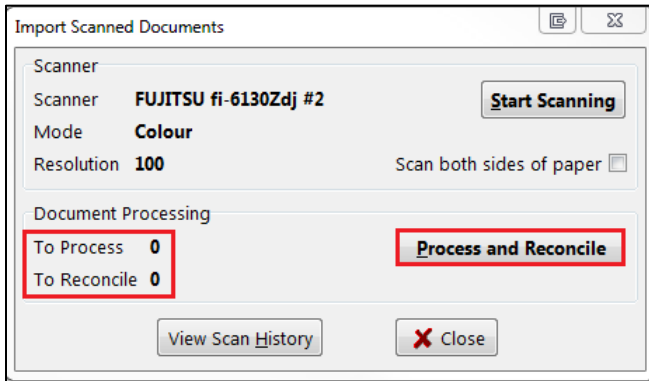
1. From the **Alt+X - Start** screen, go to **Utilities > Printed Document Scan/Import**.



2. The **Import Scanned Documents** screen will appear. Place the report pages in the scanner hopper. Check **Scan both sides of paper** if you are scanning pages with information on both sides and your scanner supports dual side scanning. Click **Start Scanning**.



- When scanning is complete, the screen will indicate how many pages were scanned successfully and how many will need to be manually reconciled. When you are finished, click **Process and Reconcile**.



- The **Document Scan Reconciliation** screen will appear. Items ready to be processed will appear in the **Documents to be created** section. Items that need to be reconciled will appear in the **Unprocessed Images** section.
- If all pages were scanned successfully and appear in the **Documents to be created** section, click the **Process Pending Documents** button. Click **Cancel** to close the screen.
- Once scanning is complete, the **Status** of the immunization record will change from **Printed Consent** to **Signed Consent**.

Immunizations						
<b>N - New Immunization</b>		<b>P - Print/Reprint</b>	<b>F - Call up</b>	<b>C - Cancel Claim</b>	<input type="checkbox"/> Show Reversals	
		<b>D - Pharmacist Declined</b>	<b>R - Patient Refused</b>			
Items (2) <span style="float: right;">F2   Ins</span>						
#	Type	Status	Product Status	Fee Status	Created ▼	Completed
2	Influenza	Signed Consent	Not Completed Yet	No Fee Applicable	14/10/2016	

The report will be saved to the Immunization record and to the **Documents** section of the **F3 - Patient** card.



### Billing an Immunization

1. Once the scanning process is complete, select the immunization record from the patient card and click **F - Claim Fee**.
2. The **F5 - Drug** search screen will appear. Search for and select the product that was administered to the patient.
3. If the user who performed the immunization has an **F7 - Doctor** record with a 'Pharmacist' designation, that user's information will populate in the doctor section of the **F12** screen.

If the user does not have an **F7 - Doctor** record or if the immunization was performed by a different user, the **F7 - Doctor** search form will appear. Perform a doctor search to locate the pharmacist to use as the prescriber.

4. Enter the ML quantity in the **Disp Qty** field and complete all remaining fields.
5. Click **F12 - Fill Rx**. The claim will be transmitted to the appropriate party for payment.

The screenshot shows the 'F12 - Fill Rx' window with the following data:

Section	Field	Value
Patient Search	Name	Patient, Test
	Age	36
	Address	123 Any St
	City	St. John's
	Prov	NL
Drug Search	Brand	Fluad
	Generic	Haemagglutinin-Strain A(H1N1)
Pharmacist Search	Name	Ms. Pharmacist, Test
	Address	100 Pharmacy Way
	City	St. John's
	Prov	NL
Prescription Details	Disp Qty	0.5
	Form	ML
Route of Admin	Route of Admin	Intramuscular
	Dosage Form	Syringe (mL)
Financial Summary	Acq Cost	\$0.00
	Cost	\$0.00
	Markup	\$0.00
	Fee	\$0.00
	Total	\$0.00

- Once billing is complete, the **Status** of the immunization record will change from **Signed Consent** to **Completed Paper**, and the **Product Status** will change from **Pending Claim** to **Claimed**.

Immunizations						
<b>N - New Immunization</b>		<b>P - Print/Reprint</b>	<b>F - Claim Fee</b>	<b>C - Cancel Claim</b>	<input type="checkbox"/> Show Reversals (2)	
		<b>D - Pharmacist Declined</b>	<b>R - Patient Refused</b>			
Items (6) <span style="float: right;">F2 Ins Del</span>						
#	Type	Status	Product Status	Fee Status	Created	Completed
6	Influenza	Completed Paper	Claimed	No Fee Applicable	30/08/2016	30/08/2016

## Completing Immunizations ‘Saved for Later’

Immunization records that have been ‘saved for later’ can be accessed either via the **F3 - Patient** card or the **F9 - Workflow** card.

- Call up the patient using the **F3 - Patient** search or select **F9 - Workflow**.
- Select **Immunizations** from the right navigation pane.
- Select the immunization record you want to complete and click **P - Print/Reprint**.

Immunizations						
<b>N - New Immunization</b>		<b>P - Print/Reprint</b>	<b>F - Call up</b>	<b>C - Cancel Claim</b>	<input type="checkbox"/> Show Reversals	
		<b>D - Pharmacist Declined</b>	<b>R - Patient Refused</b>			
Items (1) <span style="float: right;">F2 Ins Del</span>						
#	Type	Status	Product Status	Fee Status	Created	Completed
4	Influenza	Pending	Not Completed Yet	No Fee Applicable	12/08/2016	

- Complete steps 5 - 13 of the [Creating a Paper Immunization Record](#) section.

## Recording Emergency Epinephrine Shots

An emergency Epinephrine shot may be required if the patient has a reaction to the immunization. This section explains how to add emergency Epinephrine shots to an immunization record.

**NOTE:** Emergency Epinephrine shots can only be added to immunization records that have a status of ‘Completed’.

- Call up a patient using the **F3 - Patient** search.
- Select **Immunizations** from the right navigation pane.

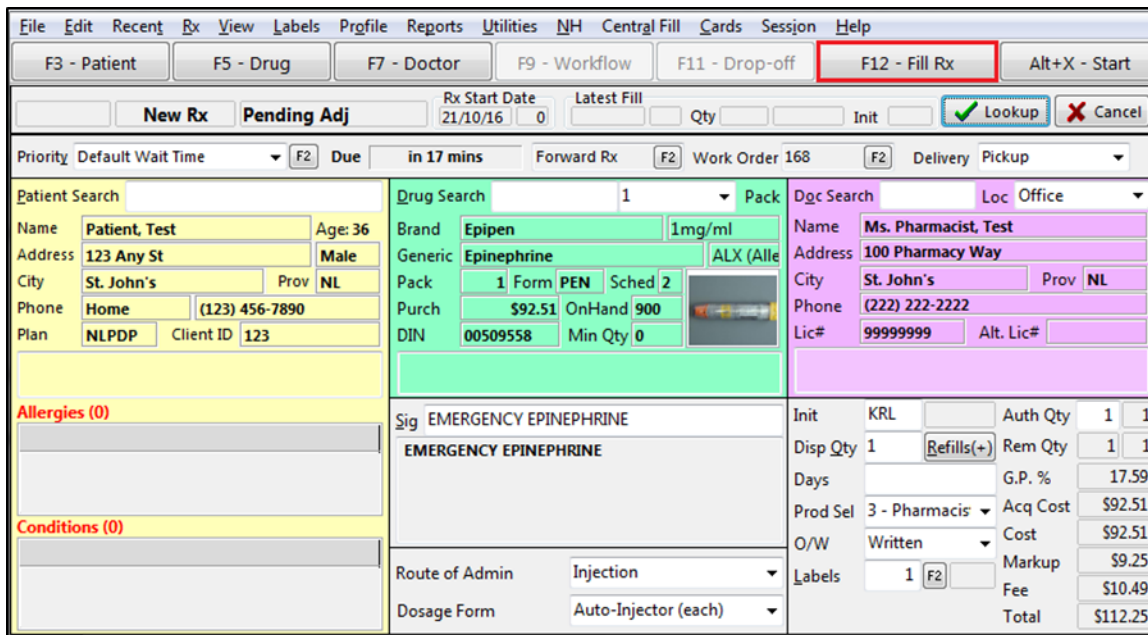
- Right-click a completed immunization record and select **Add Epinephrine shot**.

Immunizations						
N - New Immunization		P - Print/Reprint		F - Call up		C - Cancel Claim
D - Pharmacist Declined		R - Patient Refused		<input type="checkbox"/> Show Reversals		
Items (5) <span style="float: right;">(F2) (Ins) (Del)</span>						
#	Type	Status	Product Status	Fee Status	Created	Completed
10	Influenza	Pending	Not Completed Yet	No Fee Applicable	29/08/2016	
7	Influenza	Declined by Pharmacist	No Product Applicable	No Fee Applicable	26/08/2016	29/08/2016
6	Influenza	Completed	Claimed	No Fee Applicable	26/08/2016	26/08/2016
5	Influenza	Refused by Patient	No Product Applicable	No Fee Applicable	26/08/2016	26/08/2016
4	Influenza	Pending	Not Completed Yet	No Fee Applicable	12/08/2016	

- New Immunization N
- Add Epinephrine shot
- Print/Reprint P
- Call up F
- Cancel Claim C
- Pharmacist Declined D
- Patient Refused R
- View Details F2
- Delete
- Change Columns
- Make Default Columns

- The **F5 - Drug** search form will appear. Search for and select the Epinephrine medication that was administered to the patient.
- The **F7 - Doctor** search form will appear. Perform a doctor search to locate the pharmacist to use as the prescriber.
- A claim for the treatment will populate in the **F12** screen. Enter a Disp Qty 1 and complete all remaining fields.

7. Click **F12 – Fill Rx**. The claim will be transmitted to the appropriate party for payment.



Init	KRL	Auth Qty	1	1
Disp Qty	1	Refills(+)	Rem Qty	1 1
Days		G.P. %		17.59
Prod Sel	3 - Pharmacia	Acq Cost		\$92.51
O/W	Written	Cost		\$92.51
Labels	1 F2	Markup		\$9.25
		Fee		\$10.49
		Total		\$112.25

8. Complete all remaining workflow steps as required.

9. A record of the emergency Epinephrine show will be added to the **Immunizations** list with a **Status** of **'Completed'** and a **Product Status** of **'Claimed'**.

Immunizations						
N - New Immunization		P - Print/Reprint		F - Claim Fee		C - Cancel Claim
		D - Pharmacist Declined		R - Patient Refused		<input type="checkbox"/> Show Reversals
Items (6)						
#	Type	Status	Product Status	Fee Status	Created	Completed
6-1	Emergency Epinephrine	Completed	Claimed	No Fee Applicable	29/08/2016	29/08/2016
10	Influenza	Pending	Not Completed Yet	No Fee Applicable	29/08/2016	

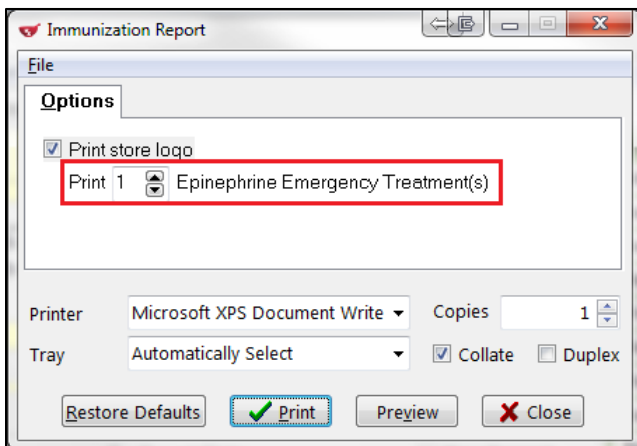
## Reprinting an Immunization Record

This section explains the process for reprinting completed immunization records. Immunizations can be reprinted either via the **F3 - Patient** card or the **F9 - Workflow** card. Note that immunization records must have a status of 'Completed' to be reprinted; records with a status of 'Pending', 'Declined by Pharmacist', or 'Refused by Patient' cannot be reprinted.

1. Call up the patient using the **F3 Patient** search, or select **F9 - Workflow**.
2. Select **Immunizations** from the right navigation pane.
3. Select the appropriate immunization record and click **P - Print/Reprint**.

Immunizations						
<b>N - New Immunization</b>		<b>P - Print/Reprint</b>	F - Claim Fee	<b>C - Cancel Claim</b>		<input type="checkbox"/> Show Reversals
		D - Pharmacist Declined	R - Patient Refused			
Items (1)						
#	Type	Status	Product Status	Fee Status	Created	Completed
31	Influenza	Completed	Claimed	No Fee Applicable	31/08/2016	31/08/2016

4. The **Immunization Report** form will appear. Select the number of Epinephrine Emergency Treatments you want printed in the report.



Immunization Report

File

Options

Print store logo

Print 1 Epinephrine Emergency Treatment(s)

Printer: Microsoft XPS Document Write

Copies: 1

Tray: Automatically Select

Collate  Duplex

Restore Defaults Print Preview Close

5. Click **Print**. The selected record will generate.

## Viewing Immunization Record Details

This section explains how to view the details of an Immunization record. Immunization records can be viewed either via the **F3 - Patient** card or the **F9 - Workflow** card.

1. Call up the patient using the **F3 Patient** search, or select **F9 - Workflow**.
2. Select **Immunizations** from the right navigation pane.
3. Call up the record by doing one of the following:
  - Right-click the record you want to view and select **View Details**;
  - Select the record and press **F2**;
  - Double-click the record.

Immunizations							
<b>N - New Immunization</b>		<b>P - Print/Reprint</b>		<b>F - Claim Fee</b>		<b>C - Cancel Claim</b>	
		<b>D - Pharmacist Declined</b>		<b>R - Patient Refused</b>		<input type="checkbox"/> Show Reversals	
Items (3) <span style="float: right;">[F2] [Ins] [Del]</span>							
#	Type	Status	Product Status	Fee Status	Created	Completed	
63	Influenza	Patient	N	No Fee Applicable	14/10/2016		
62	Influenza	Pending	P	No Fee Applicable	14/10/2016		
53	Influenza	Declined	F	No Fee Applicable	28/09/2016	28/09/2016	

New Immunization N  
 Print/Reprint P  
 Call up F  
 Cancel Claim C  
 Pharmacist Declined D  
 Patient Refused R  
**View Details F2**  
 Delete  
 Change Columns  
 Make Default Columns

- The **Immunization View** screen will appear. If the immunization record has not yet been scanned into the system, a blank screen showing '**No Scanned Documents Found**' will appear.

Immunization View
Close

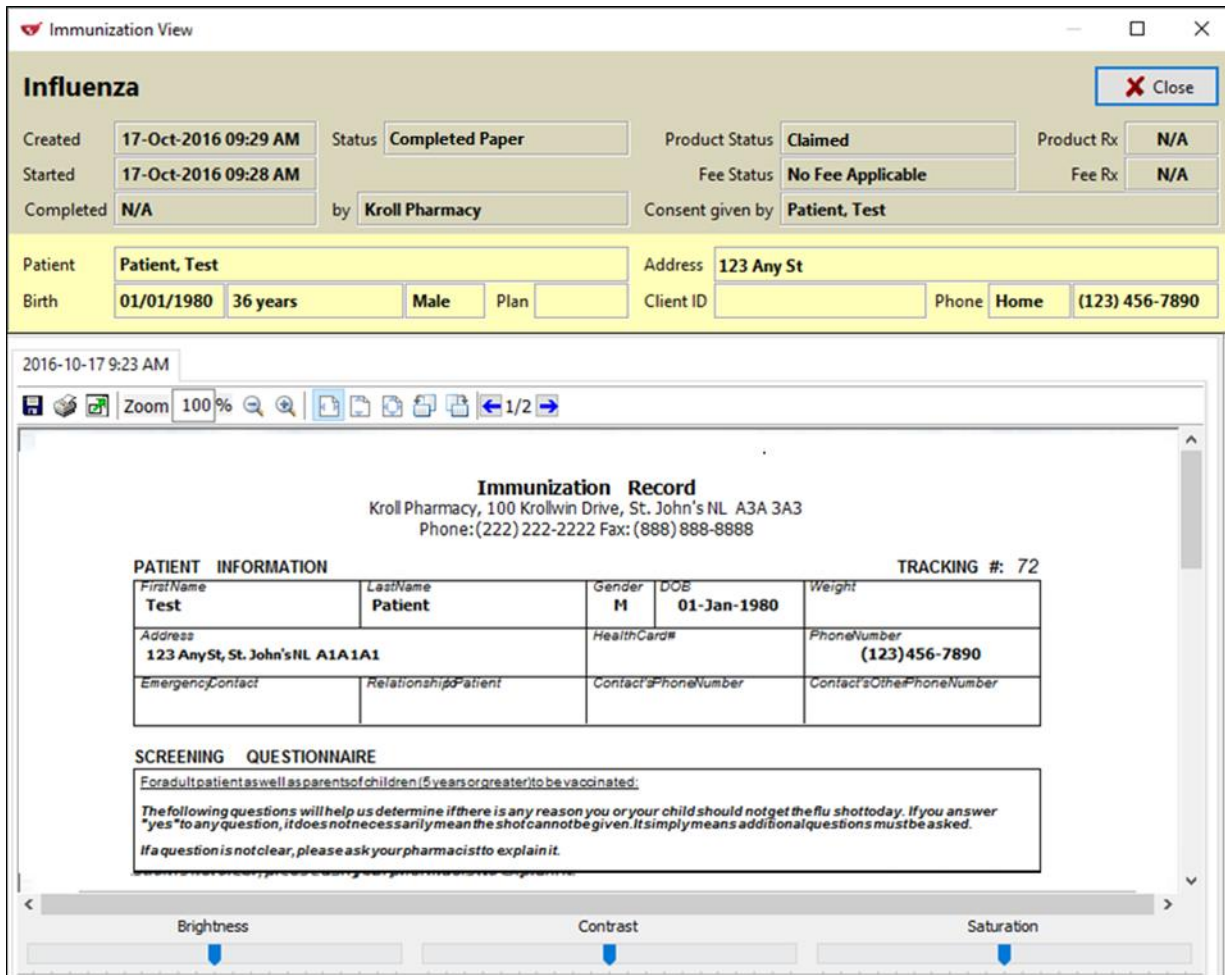
### Influenza

Created	17-Oct-2016 09:29 AM	Status	Printed Consent	Product Status	Not Completed Yet	Product Rx	N/A
Started	17-Oct-2016 09:28 AM	Fee Status	No Fee Applicable	Fee Rx	N/A		
Completed	N/A	by	Kroll Pharmacy	Consent given by	Patient, Test		

Patient	Patient, Test			Address	123 Any St		
Birth	01/01/1980	36 years	Male	Plan		Client ID	
						Phone	Home (123) 456-7890

No Scanned Documents Found

If the immunization record has been scanned into the system, the scanned record will appear in the **Immunization View** screen. From here you can adjust the brightness, contrast, and saturation of the record, or print the record.



**Influenza** Close

Created: 17-Oct-2016 09:29 AM Status: Completed Paper Product Status: Claimed Product Rx: N/A  
 Started: 17-Oct-2016 09:28 AM Fee Status: No Fee Applicable Fee Rx: N/A  
 Completed: N/A by Kroll Pharmacy Consent given by: Patient, Test

Patient: Patient, Test Address: 123 Any St  
 Birth: 01/01/1980 36 years Male Plan Client ID Phone Home (123) 456-7890

2016-10-17 9:23 AM

Zoom 100%

**Immunization Record**  
 Kroll Pharmacy, 100 Krollwin Drive, St. John's NL A3A 3A3  
 Phone: (222) 222-2222 Fax: (888) 888-8888

TRACKING #: 72

PATIENT INFORMATION		Gender	DOB	Weight
First Name <b>Test</b>	Last Name <b>Patient</b>	<b>M</b>	<b>01-Jan-1980</b>	
Address <b>123 Any St, St. John's NL A1A 1A1</b>		Health Card #	Phone Number <b>(123) 456-7890</b>	
Emergency Contact	Relationship to Patient	Contact Phone Number	Contact's Other Phone Number	

**SCREENING QUESTIONNAIRE**

For adult patient as well as parents of children (5 years or greater) to be vaccinated:

The following questions will help us determine if there is any reason you or your child should not get the flu shot today. If you answer "yes" to any question, it does not necessarily mean the shot cannot be given. It simply means additional questions must be asked.

If a question is not clear, please ask your pharmacist to explain it.

Brightness Contrast Saturation

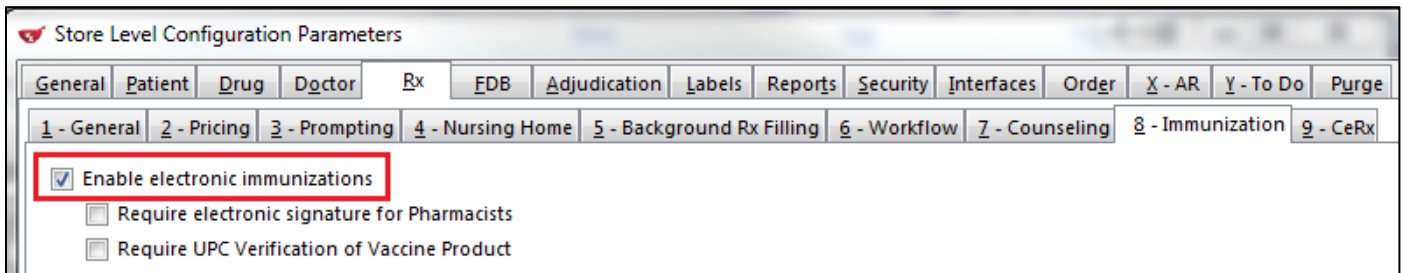
- Click **Close** to exit the **Immunization View** screen.



## Electronic Mode

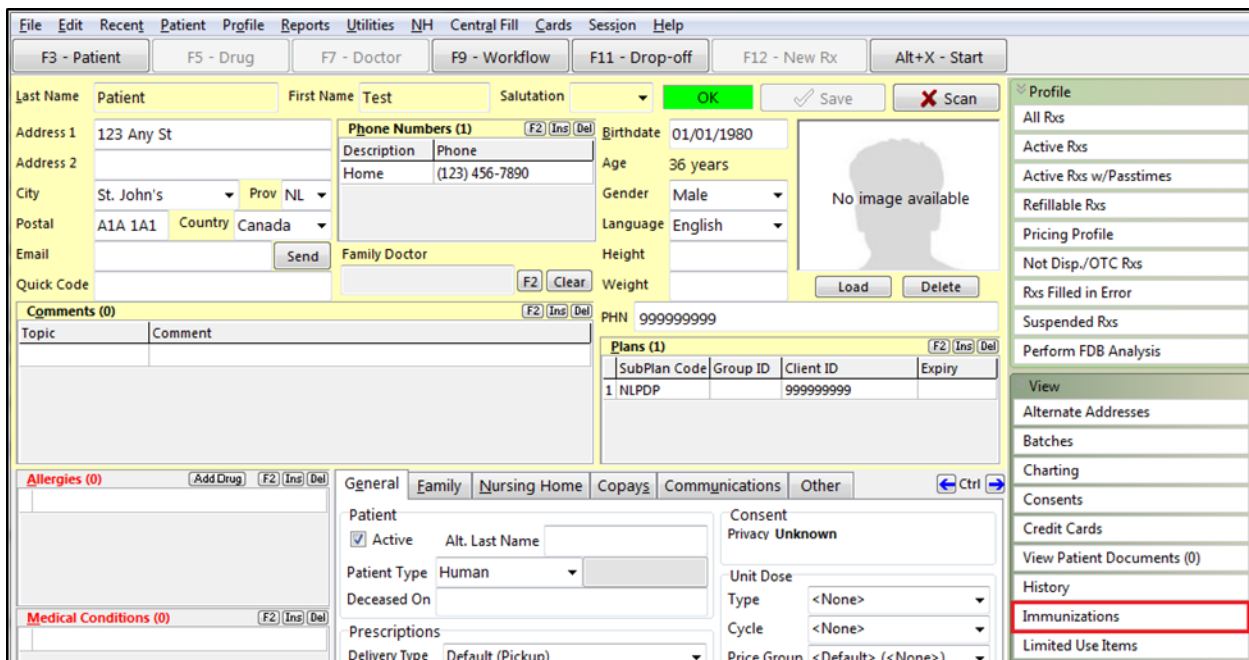
Immunizations documented in Electronic Mode are completed on-screen in the **Immunizations** section of the patient card. A digital signature pad can be used to capture pharmacist signatures electronically, or the completed record can be printed, signed, and scanned into Kroll using the Document Scan Utility.

Note that the 'Enable electronic immunizations' configuration setting (**File > Configuration > Store > Rx > 8 - Immunization**) must be enabled in order to conduct immunizations in Electronic Mode.

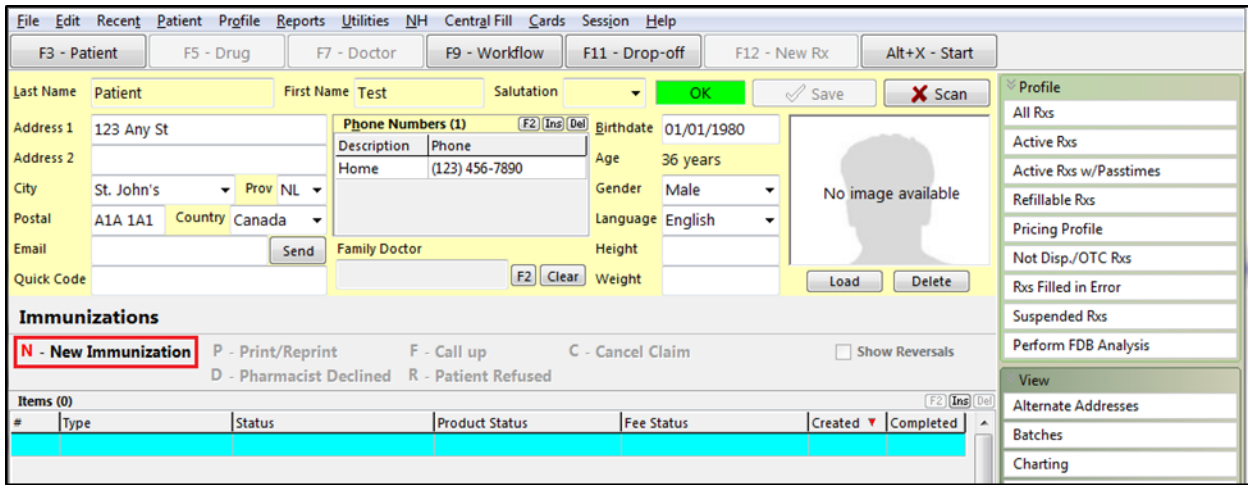


## Creating an Electronic Immunization Record

1. Call up a patient using the **F3 - Patient** search.
2. Select **Immunizations** from the right navigation pane.



3. Select **N - New Immunization**.



File Edit Recent Patient Profile Reports Utilities NH Central Fill Cards Session Help

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

Last Name Patient First Name Test Salutation OK Save Scan Profile

Address 1 123 Any St Phone Numbers (1) Birthdate 01/01/1980

Address 2 Description Phone Age 36 years

City St. John's Prov NL Gender Male

Postal A1A 1A1 Country Canada Language English

Email Send Family Doctor Height Load Delete

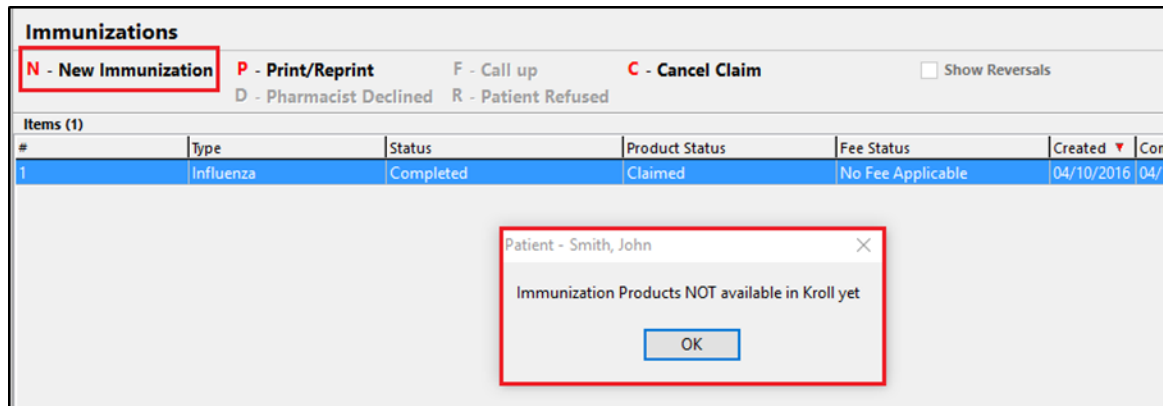
Quick Code F2 Clear Weight

**N - New Immunization** P - Print/Reprint F - Call up C - Cancel Claim Show Reversals

D - Pharmacist Declined R - Patient Refused

#	Type	Status	Product Status	Fee Status	Created	Completed
Items (0)						

**NOTE:** If you attempt to create an immunization record before a product list for the current season has been provided, the following prompt will appear.



**Immunizations**

**N - New Immunization** P - Print/Reprint F - Call up C - Cancel Claim Show Reversals

D - Pharmacist Declined R - Patient Refused

#	Type	Status	Product Status	Fee Status	Created	Completed
1	Influenza	Completed	Claimed	No Fee Applicable	04/10/2016	04/10/2016

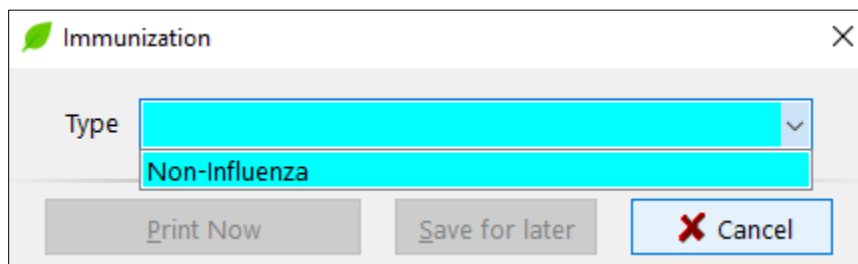
Patient - Smith, John

Immunization Products NOT available in Kroll yet

OK

You will not be able to document patient immunization until the product list has been provided.

4. Select an immunization type from the list and click **Perform Now**. Or, if you want to add the immunization record to the Immunizations queue in order to complete the immunization form later, click **Save for Later**. See the [Completing Immunizations 'Saved for Later'](#) section for more information.



Immunization

Type Non-Influenza

Print Now Save for later Cancel

## Emergency Contact

1. Search for and select an emergency contact. This is the person who will be contacted in the event of an emergency.
2. Specify the contact's **Relationship** to the patient and enter their phone number(s).

**NOTE:** If the patient has an emergency contact saved to the **F3 - Patient** card (**Other** tab), the contact's information will prepopulate in the Emergency Contact fields and the **Patient Consent** tab will be displayed.

If the patient has more than one emergency contact saved to the **F3 - Patient** card, select the desired contact from the list.

3. To save the emergency contact to the **F3 - Patient** card, click **Save to Patient**. The emergency contact will be inserted in the **Other** tab in the **F3 - Patient** card.

Emergency Contacts (1)			
Name	Relationship	Daytime Phone	Other Phone
Doe, Jane	Friend	(555) 555-5555 ext 1234	(777) 777-7777

4. Click **Next**.

**NOTE:** A daytime phone number for the emergency contact is required to proceed.

### Patient Consent

1. Select the appropriate answer for each of the Patient Consent questions.
  - Some answers may preclude the patient from receiving immunization. For example, if the patient answers **Yes** to **'Are you sick today?'**, he or she will be ineligible for immunization.

The screenshot shows a software interface for an Influenza patient consent form. At the top, there is a menu bar with options like 'File', 'Edit', 'Utilities', 'NH', 'Central Fill', 'Cards', 'Session', 'Help', 'View', and 'Profile'. Below the menu, there are tabs for 'F3 - Patient', 'F5 - Drug', 'F7 - Doctor', 'F9 - Workflow', 'F11 - Drop-off', 'F12 - New Rx', and 'Alt+X - Start'. The main title is 'Influenza' and it indicates 'Consent given by Patient, Test'. Patient information includes 'Patient: Patient, Test', 'Address: 100 Any St', 'Birth: [blank]', 'Male', 'Plan: [blank]', 'Client ID: [blank]', 'Phone: Home (123) 456-7890'. There are sections for 'Allergies' and 'Conditions'. The 'Patient Consent' section contains several questions:
 

- 'Are you sick today? (i.e. fever greater than 39.5°C, breathing problems, or active infection)' with 'Yes' selected. A red box highlights the text: 'Patient Ineligible today. May be eligible later'.
- 'Do you have a new or changing neurological disorder?' with 'No' selected.
- 'Have you had a serious reaction to influenza vaccine in the past?' with '<Not Answered>'.
- 'Have you ever had Guillain-Barré Syndrome within 6 weeks after receiving the flu vaccine?' with '<Not Answered>'.
- 'Have you ever experienced difficulty breathing within 24 hours of getting a flu shot?' with '<Not Answered>'.
- 'Do you have an allergy to eggs or egg products?' with '<Not Answered>'.
- 'Do you have an allergy to kanamycin, neomycin, gentamicin, thimerosal, chicken protein, polymixin or gelatin?' with '<Not Answered>'.
- 'Are you allergic to latex gloves?' with '<Not Answered>'.
- 'Are you currently taking any medication?' with '<Not Answered>'.
- 'Do you have a history of chronic illness?' with '<Not Answered>'.
- 'Do you take a blood thinner or have a bleeding disorder?' with '<Not Answered>'.
- 'Are you or do you think you might be pregnant?' with '<Not Answered>'.

 At the bottom of the form, there are three buttons: 'Save for Later' (with a red X icon), 'Refuse Immunization', and 'Print Consent'. On the right side, there is a 'View' sidebar with options like 'Patient Charting', 'Patient Documents (2)', 'Patient Immunizations (2)', 'Profile', 'All Rxs', 'Active Rxs', 'Active Rxs w/Passtimes', 'Pricing Profile', and 'Not Disp/OTC Profile'.

- Other answers may present a note to the pharmacist. For example, if the patient answers **Yes** to ‘**Are you allergic to latex gloves?**’, a note will appear instructing the pharmacist to not use latex products.

File Edit Utilities NH Central Fill Cards Session Help View Profile

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

### Influenza

Consent given by **Patient, Test** F2

Patient **Patient, Test** Address **100 Any St**

Birth   **Male** Plan  Client ID  Phone **Home** **(123) 456-7890**

Allergies  Conditions

Emergency Contact  Patient Consent

Are you sick today? (i.e. fever greater than 39.5°C, breathing problems, or active infection) **No**

Do you have a new or changing neurological disorder? **No**

Have you had a serious reaction to influenza vaccine in the past? **No**

Have you ever had Guillain-Barré Syndrome within 6 weeks after receiving the flu vaccine? **No**

Have you ever experienced difficulty breathing within 24 hours of getting a flu shot? **No**

Do you have an allergy to eggs or egg products? **No**

Do you have an allergy to kanamycin, neomycin, gentamicin, thimerosal, chicken protein, polymixin or gelatin? **No**

Are you allergic to latex gloves? **Yes**  
Pharmacist, do not use latex products

Are you currently taking any medication? **No**

Do you have a history of chronic illness? **<Not Answered>**

Do you take a blood thinner or have a bleeding disorder? **<Not Answered>**

Are you or do you think you might be pregnant? **<Not Answered>**

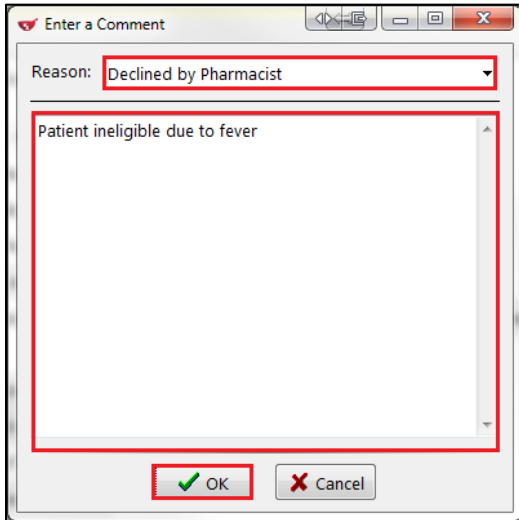
View

- Patient Charting
- Patient Documents (2)
- Patient Immunizations (2)

Profile

- All Rxs
- Active Rxs
- Active Rxs w/Passtimes
- Pricing Profile
- Not Disp/OTC Profile

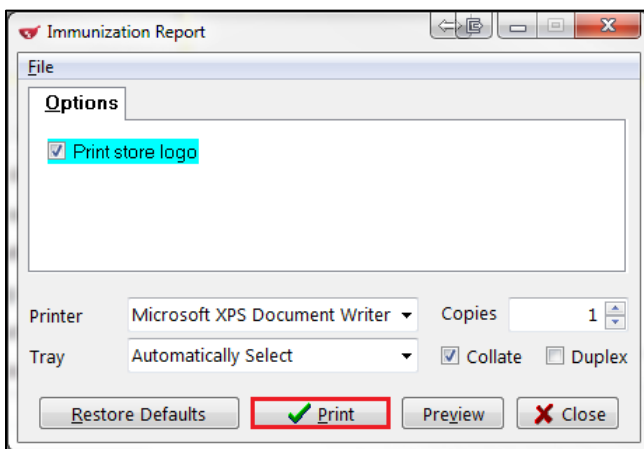
If the system determines the patient is ineligible for immunization, all consent questions will become read-only. Click **Refuse Immunization** and complete the **Enter a Comment** form. See the [Declined or Refused Immunizations](#) section for more information.



2. Once the patient has answered each of the Patient Consent questions and the pharmacist has determined the patient is eligible for immunization, click **Print Consent**.

**NOTE:** All questions must be answered in order to proceed.

3. The **Immunization Report** form will appear. Click **Print**.



4. The **Influenza Vaccine Consent Form** will print. This form shows each of the Patient Consent questions and their answers for the patient to review.

Influenza Vaccine Consent Form:

**Influenza Vaccine Consent Form**  
 Kroll Pharmacy, 100 Krollwin Drive, St. John's NL A3A 3A3  
 Phone: (222) 222-2222 Fax: (888) 888-8888

**PATIENT INFORMATION** TRACKING #: 67

First Name <b>Test</b>	Last Name <b>Patient</b>	Gender <b>M</b>	DOB <b>01-Jan-1980</b>	Weight <b>200lbs</b>
Address <b>123 AnySt, St. John's NL A1A 1A1</b>		Health Card #		Phone Number <b>(123) 456-7890</b>
Emergency Contact <b>Jane Doe</b>	Relationship to Patient <b>Sibling</b>	Contact's Phone Number <b>(555) 555-5555</b>		Contact's Other Phone Number

**SCREENING QUESTIONNAIRE**

For adult patients as well as parents of children (5 years or greater) to be vaccinated:

*The following questions will help us determine if there is any reason you or your child should not get the flu shot today. If you answer "yes" to any question, it does not necessarily mean the shot cannot be given. It simply means additional questions must be asked.*

*If a question is not clear, please ask your pharmacist to explain it.*

Are you sick today? (i.e. fever greater than 39.5°C, breathing problems, or active infection)	<b>No</b>
Do you have a new or changing neurological disorder?	<b>No</b>
Have you had a serious reaction to influenza vaccine in the past?	<b>No</b>
Have you ever had Guillain-Barré Syndrome within 6 weeks after receiving the flu vaccine?	<b>No</b>
Have you ever experienced difficulty breathing within 24 hours of getting a flu shot?	<b>No</b>
Do you have an allergy to eggs or egg products?	<b>Yes</b>
Do you have an allergy to kanamycin, neomycin, gentamicin, thimerosal, chicken protein, polymixinogelatin?	<b>No</b>
Are you allergic to latex gloves?	<b>No</b>
Are you currently taking any medication?	<b>Yes</b>
Do you have a history of chronic illness?	<b>No</b>
Do you take a blood thinner or have a bleeding disorder?	<b>No</b>
Are you or do you think you might be pregnant?	<b>No</b>

**CONSENT GIVEN BY PATIENT**

I, the undersigned client, parent or guardian, have read or had explained to me information about the flu shot as outlined on the Fact Sheet. I have had a chance to ask questions, and answers were given to my satisfaction. I understand the risks and benefits of receiving the flu shot. I agree to wait in the pharmacy for 15 minutes (or time recommended by the pharmacist) after getting the flu shot.

I am aware that it is possible (yet rare) to have an extreme allergic reaction to any component of the vaccine. Some serious reactions called "anaphylaxis" can be life-threatening and is a medical emergency. If I experience such a reaction following vaccination, I am aware that it may require the administration of epinephrine, diphenhydramine, beta-agonists, and/or antihistamines to try to treat this reaction and that 9-1-1 will be called to provide additional assistance to the immunizer. The symptoms of anaphylactic reaction may include hives, difficulty breathing, swelling of the tongue, throat, and/or lips.

In the event of anaphylaxis, I will receive a copy of this form containing information on emergency treatments that I had received, or a copy will be provided to my agent or EMS paramedics.

I confirm that I want to receive the seasonal influenza vaccine

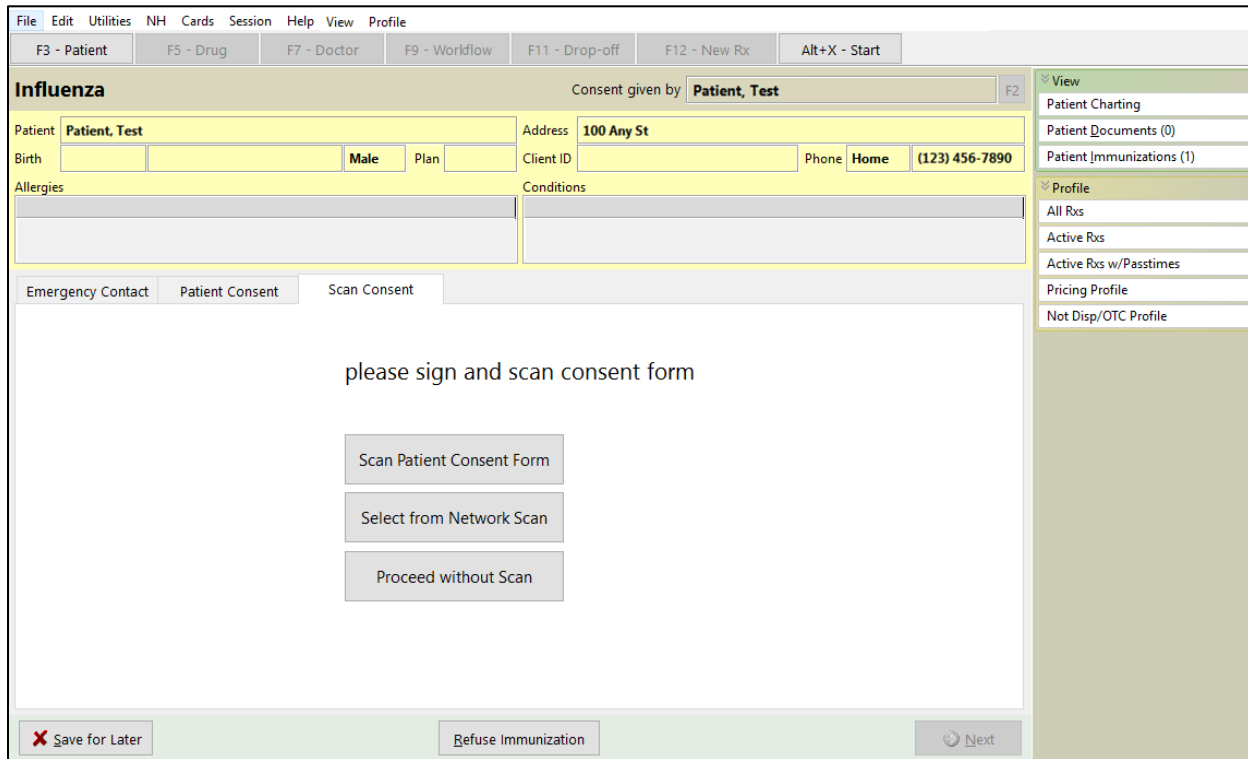
Patient <b>Patient, Test</b>	Patient Signature	Date Signed <b>17-Oct-2016</b>
---------------------------------	-------------------	-----------------------------------

**PHARMACIST DECLARATION** I confirm the above named patient is capable of providing consent for seasonal influenza vaccine and that the seasonal influenza vaccine should be given to patient.

Pharmacist <b>Kroll Pharmacy (99999999)</b>	Pharmacist Signature	Date Signed <b>17-Oct-2016</b>
--	----------------------	-----------------------------------

Page 1 of 1

5. Sign the consent form. Have the patient sign the form as well.
6. The **Scan Consent** tab will appear. If you have a document scanner attached to the workstation, you will be presented with the following options. Select one to continue.



The screenshot shows a software window titled 'Influenza' with a menu bar (File, Edit, Utilities, NH, Cards, Session, Help, View, Profile) and a toolbar with function keys (F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, Alt+X - Start). The patient information section includes fields for Patient (Patient, Test), Address (100 Any St), Birth, Sex (Male), Plan, Client ID, and Phone (Home, (123) 456-7890). Below this are sections for Allergies and Conditions. The 'Scan Consent' tab is active, displaying the text 'please sign and scan consent form' and three buttons: 'Scan Patient Consent Form', 'Select from Network Scan', and 'Proceed without Scan'. At the bottom, there are buttons for 'Save for Later', 'Refuse Immunization', and 'Next'. A right-hand sidebar contains a 'View' section with 'Patient Charting', 'Patient Documents (0)', and 'Patient Immunizations (1)', and a 'Profile' section with 'All Rxs', 'Active Rxs', 'Active Rxs w/Passtimes', 'Pricing Profile', and 'Not Disp/OTC Profile'.

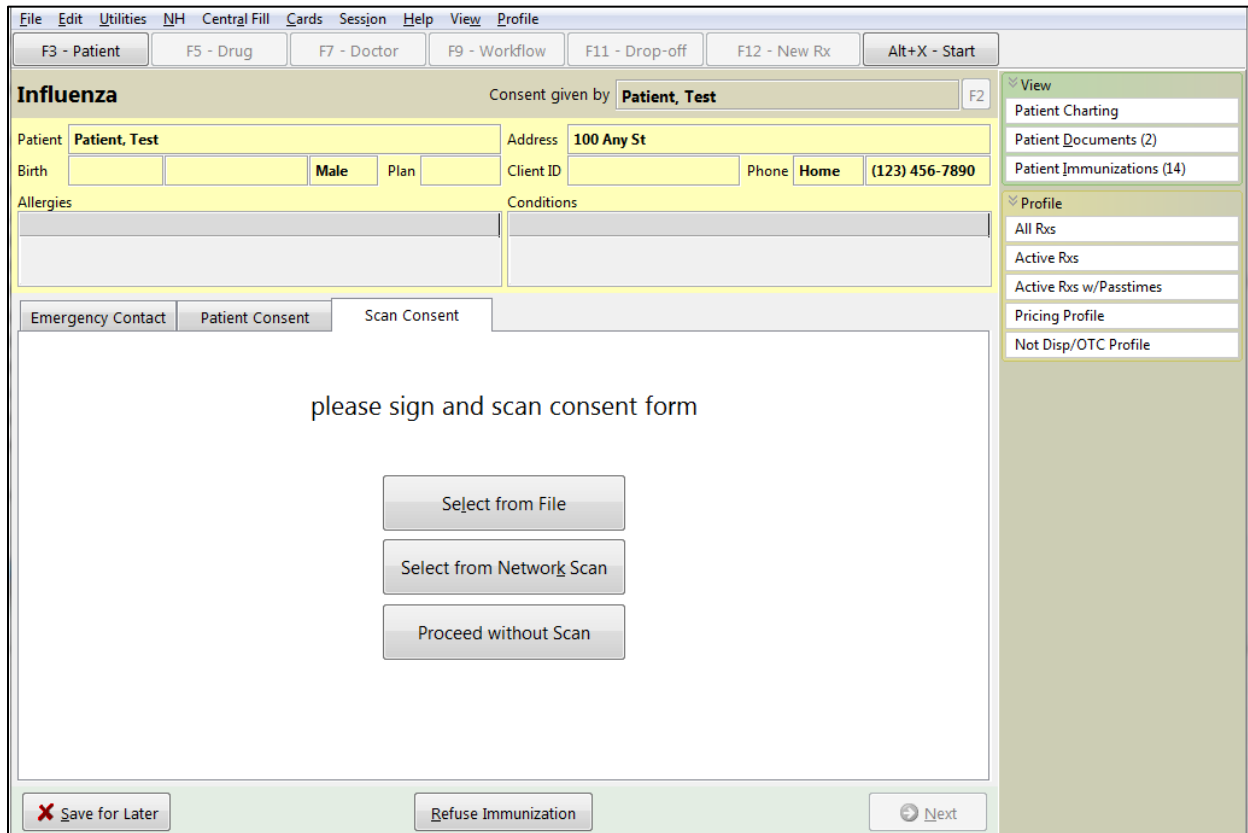
- **Scan Patient Consent Form:** Allows you to scan the patient consent form into the system.
- **Select from Network Scan:** If you have already scanned the signed consent form and the file is saved to the network, select this option to import the form.
- **Proceed without Scan:** Allows you to continue processing the immunization without importing the signed consent form. All consent forms can then be scanned at the end of the day using the [Document Scan Utility](#).

If you **do not** have a document scanner attached to the workstation, you will be presented with the following options. Select one to continue.

- **Select from File:** If you have already scanned the signed consent form and the file is saved to a local directory, select this option to import the form.
- **Select from Network Scan:** If you have already scanned the signed consent form and the file is saved to the network, select this option to import the form.

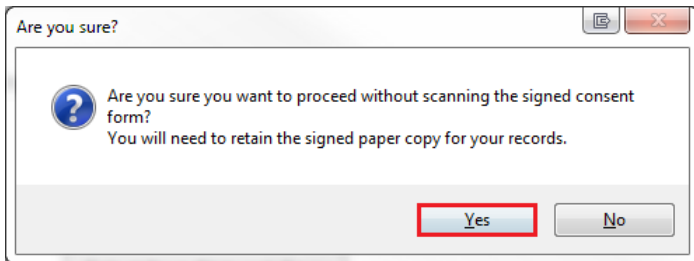


- **Proceed without Scan:** Allows you to continue processing the immunization without importing the signed consent form. All consent forms can then be scanned at the end of the day using the [Document Scan Utility](#).



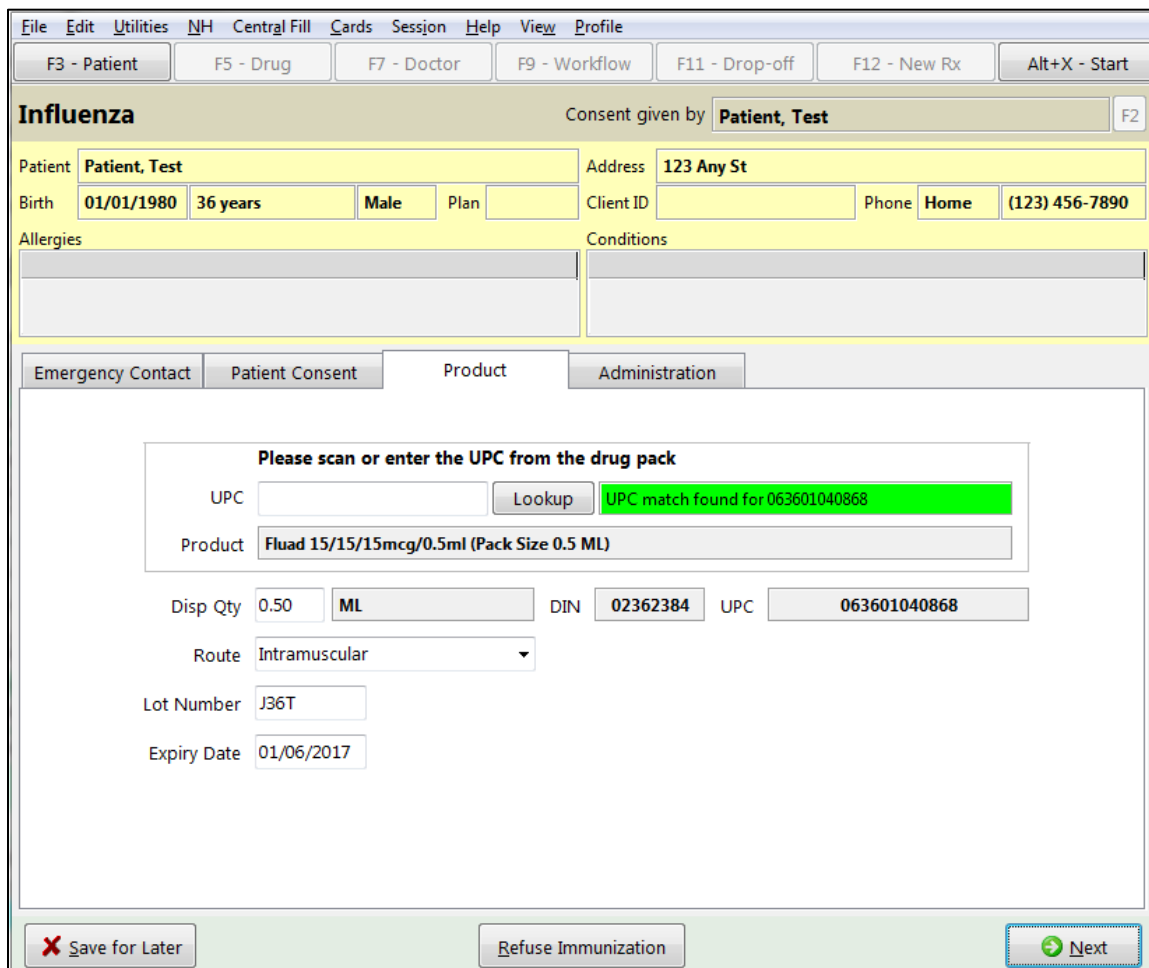
The screenshot shows a software window titled "Influenza" with a menu bar (File, Edit, Utilities, NH, Central Fill, Cards, Session, Help, View, Profile) and a toolbar with function keys (F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, Alt+X - Start). The patient information section includes fields for Patient (Patient, Test), Address (100 Any St), Birth, Sex (Male), Client ID, and Phone (Home, (123) 456-7890). There are also sections for Allergies and Conditions. A right-hand sidebar contains a "View" menu with options like Patient Charting, Patient Documents (2), Patient Immunizations (14), and a "Profile" menu with options like All Rxs, Active Rxs, Active Rxs w/Pas-times, Pricing Profile, and Not Disp/OTC Profile. The main area has tabs for Emergency Contact, Patient Consent, and Scan Consent. The Patient Consent tab is active, displaying the text "please sign and scan consent form" and three buttons: "Select from File", "Select from Network Scan", and "Proceed without Scan". At the bottom, there are buttons for "Save for Later", "Refuse Immunization", and "Next".

- If you selected **Proceed without Scan** in the previous step, a warning will appear asking if you are sure you want to proceed without scanning the signed consent form. Answer **Yes**. Ensure you keep the signed paper copy for your records.



- If the **'Require UPC verification'** configuration setting is enabled, scan or enter the UPC from the drug pack. If a UPC match is found, product information will populate.

You may need to manually enter the lot number and expiry date if this information is not stored in the product barcode.



If the 'Require UPC verification' configuration setting is disabled, select a product from the list. Enter the **Lot Number** and **Expiry Date** associated with the drug.

File Edit Utilities NH Central Fill Cards Session Help View Profile

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

**Influenza** Consent given by Patient, Test F2

Patient Patient, Test Address 123 Any St

Birth 01/01/1980 36 years Male Plan Client ID Phone Home (123) 456-7890

Allergies Conditions

Emergency Contact Patient Consent Product Administration

Product Flud 15/15/15mcg/0.5ml (Pack Size 0.5 ML)

Disp Qty 0.50 ML DIN 02362384 UPC 063601040868

Route Intramuscular

Lot Number J36T

Expiry Date 01/06/2017

Save for Later Refuse Immunization Next

9. Click **Next**.

10. The **Administration** tab will appear.

- Enter the site of administration in the **Site of Admin** field (e.g., left arm, right thigh).
- Select the pharmacist who administered the immunization from the **Administered by** list.
- Enter any comments in the space provided (optional).

The screenshot shows a software interface for documenting an immunization. At the top, there are menu options: File, Edit, Utilities, NH, Central Fill, Cards, Session, Help, View, Profile. Below these are function buttons: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, and Alt+X - Start.

The main title is **Influenza**. A dropdown menu shows 'Consent given by Patient, Test' with a 'F2' button next to it.

Patient information includes: Patient: Patient, Test; Address: 123 Any St; Birth: 01/01/1980, 36 years, Male; Plan: [blank]; Client ID: [blank]; Phone: Home (123) 456-7890.

There are sections for Allergies and Conditions, both currently empty.

Navigation tabs include: Emergency Contact, Patient Consent, Product, Administration (selected), and [blank].

The Administration section contains the following fields:

- Product: Flud 15/15/15mcg/0.5ml (Pack Size 0.5 ML)
- Disp Qty: 0.50 ML; DIN: 02362384; UPC: 063601040868
- Route: Intramuscular
- Date of Admin: 24/10/2016 11:07
- Site of Admin: Left Arm (highlighted with a red box)
- Administered by: Kroll Pharmacy (KRL) (highlighted with a red box)
- Comments: N/A (highlighted with a red box)

At the bottom, there are three buttons: Save for Later (with a red X icon), Refuse Immunization, and Finalize Immunization (with a checkmark icon).

11. Click **Finalize Immunization**.

**NOTE:** If the **Administered by** user is not the currently logged in user, the **Administered by** user will be required to enter their login credentials in order to proceed.



12. If you have electronic signatures enabled, the pharmacist will be prompted to sign the signature pad in order to proceed. Sign the signature pad and click **OK**.



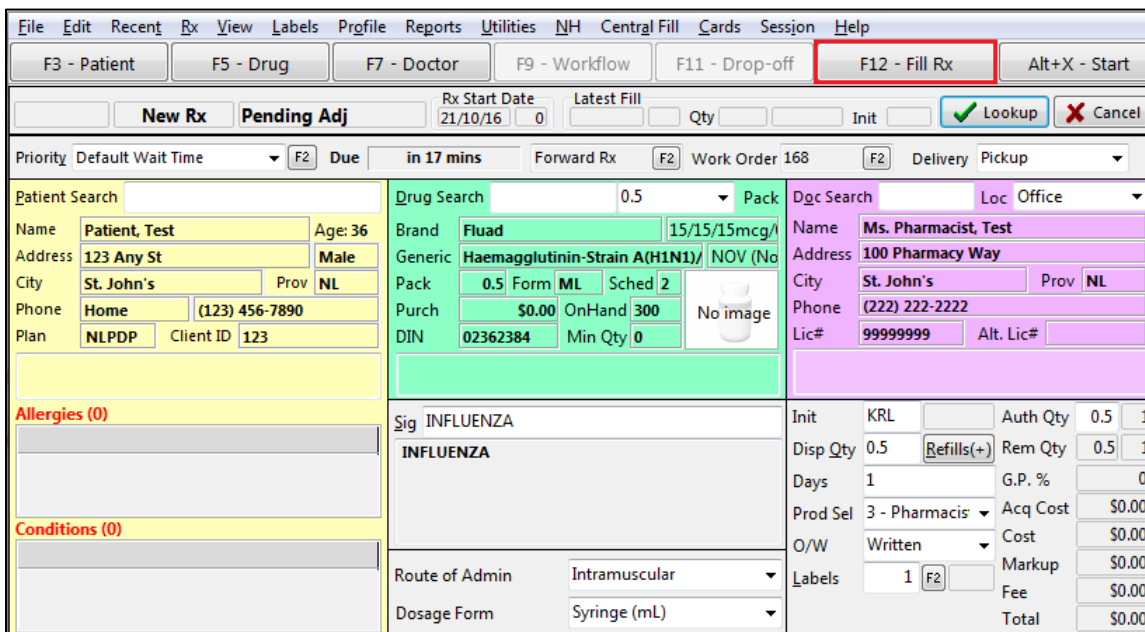
13. A prompt will appear asking if you want to print an Immunization Record for the patient. Answer accordingly.

### Billing an Immunization

1. If the user who performed the immunization has an **F7 - Doctor** record with a 'Pharmacist' designation that user's information will populate in the doctor section of the **F12** screen.

If the user does not have an **F7 - Doctor** record or if the immunization was performed by a different user, the **F7 - Doctor** search form will appear. Perform a doctor search to locate the pharmacist to use as the prescriber.

2. A claim for the immunization will populate in the **F12** screen. Ensure the **Disp Qty** field shows the ML quantity.
3. Click **F12 - Fill Rx**. The claim will be transmitted to the appropriate party for payment.



Patient Search		Drug Search		Dgc Search	
Name	Patient, Test	Brand	Fluad	Name	Ms. Pharmacist, Test
Age	36	Pack	15/15/15mcg/l	Address	100 Pharmacy Way
Address	123 Any St	Generic	Haemagglutinin-Strain A(H1N1)	City	St. John's
City	St. John's	Pack	0.5 Form ML Sched 2	Prov	NL
Phone	(123) 456-7890	Purch	\$0.00 OnHand 300	Phone	(222) 222-2222
Plan	NLPDP	DIN	02362384	Lic#	99999999
Client ID	123	Min Qty	0	Alt. Lic#	
Allergies (0)		Sig INFLUENZA		Init KRL	
Conditions (0)		INFLUENZA		Auth Qty 0.5 1	
		Route of Admin Intramuscular		Disp Qty 0.5 Refills(+)	
		Dosage Form Syringe (mL)		Rem Qty 0.5 1	
				Days 1	
				G.P. % 0	
				Prod Sel 3 - Pharmacist	
				Acq Cost \$0.00	
				O/W Written	
				Cost \$0.00	
				Markup \$0.00	
				Labels 1	
				Fee \$0.00	
				Total \$0.00	

4. Complete all remaining workflow steps as required.

## Completing Immunizations ‘Saved for Later’

Immunization records that have been ‘saved for later’ can be accessed either via the **F3 - Patient** card or the **F9 - Workflow** card.

1. Call up the patient using the **F3 - Patient** search or select **F9 - Workflow**.
2. Select **Immunizations** from the right navigation pane.
3. Select the immunization record you want to complete and click **F - Call up**.

Immunizations						
<b>N - New Immunization</b>		<b>P - Print/Reprint</b>	<b>F - Call up</b>	<b>C - Cancel Claim</b>	<input type="checkbox"/> Show Reversals	
		<b>D - Pharmacist Declined</b>	<b>R - Patient Refused</b>			
Items (4)						
#	Type	Status	Product Status	Fee Status	Created	Completed
7	Influenza	Pending	Not Completed Yet	No Fee Applicable	26/08/2016	

4. Complete steps 5-26 of the [Creating an Electronic Immunization Record](#) section.

## Recording Emergency Epinephrine Shots

An emergency Epinephrine shot may need to be administered if the patient has a reaction to the immunization. This section explains how to add Emergency Epinephrine shot records to an immunization record.

**NOTE:** Emergency Epinephrine shots can only be added to immunization records that have a status of ‘Completed’.

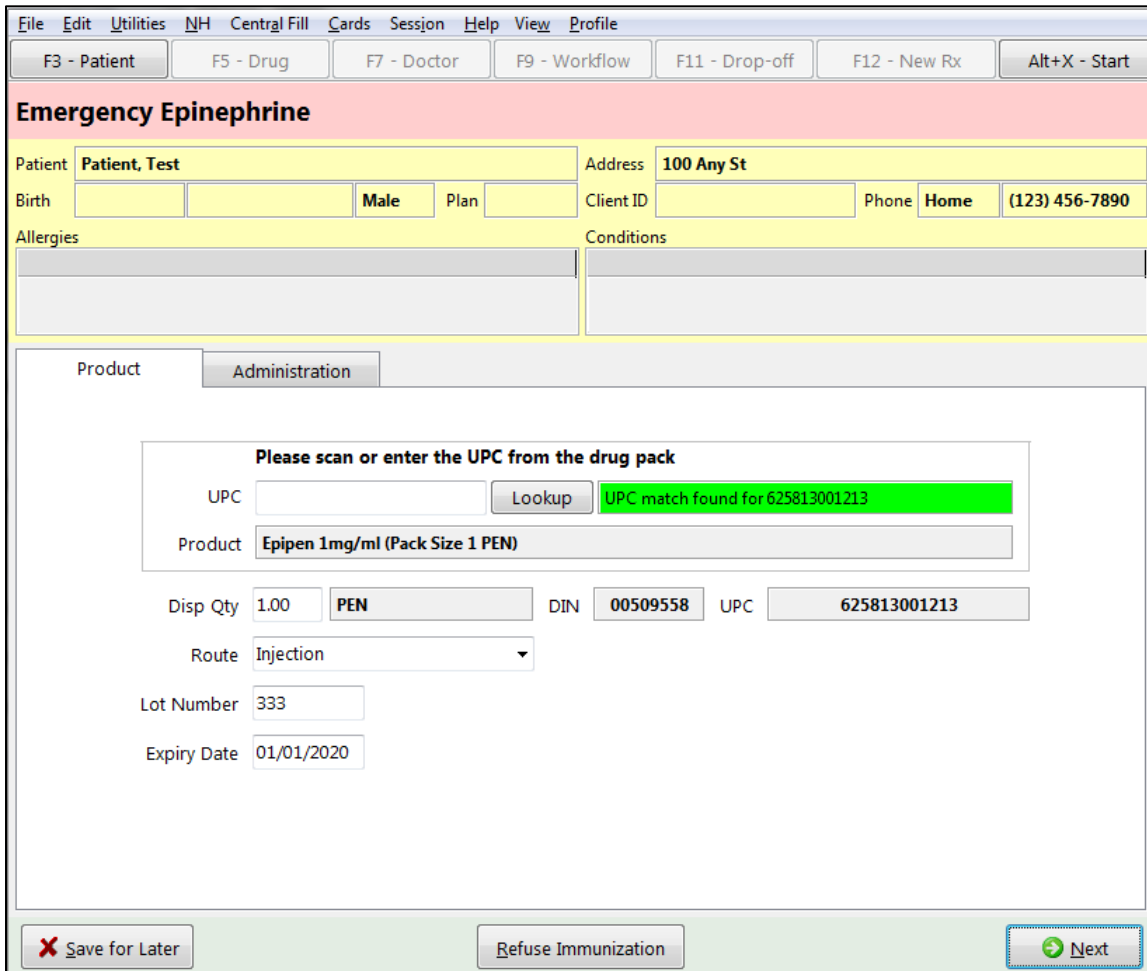
1. Call up a patient using the **F3 - Patient** search.
2. Select **Immunizations** from the right navigation pane.
3. Right-click a completed immunization record and select **Add Epinephrine shot**.

Immunizations						
<b>N - New Immunization</b>		<b>P - Print/Reprint</b>	<b>F - Call up</b>	<b>C - Cancel Claim</b>	<input type="checkbox"/> Show Reversals	
		<b>D - Pharmacist Declined</b>	<b>R - Patient Refused</b>			
Items (5)						
#	Type	Status	Product Status	Fee Status	Created	Completed
10	Influenza	Pending	Not Completed Yet	No Fee Applicable	29/08/2016	
7	Influenza	Declined by Pharmacist	No Product Applicable	No Fee Applicable	26/08/2016	29/08/2016
6	Influenza	Completed	Claimed	No Fee Applicable	26/08/2016	26/08/2016
5	Influenza	Refused by Patient	No Product Applicable	No Fee Applicable	26/08/2016	26/08/2016
4	Influenza	Pending	Not Completed Yet	No Fee Applicable	12/08/2016	

- New Immunization N
- Add Epinephrine shot
- Print/Reprint P
- Call up F
- Cancel Claim C

- If the 'Require UPC verification' configuration setting is enabled, scan or enter the UPC from the drug pack. If a UPC match is found, product information will populate.

You may need to manually enter the lot number and expiry date if this information is not stored in the product barcode.



The screenshot shows a software interface for 'Emergency Epinephrine'. At the top, there is a menu bar with options: File, Edit, Utilities, NH, Central Fill, Cards, Session, Help, View, Profile. Below the menu is a navigation bar with buttons: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, and Alt+X - Start.

The main title is 'Emergency Epinephrine'. Below this, there are several input fields for patient information:

- Patient: Patient, Test
- Address: 100 Any St
- Birth: [Empty]
- Sex: Male
- Plan: [Empty]
- Client ID: [Empty]
- Phone: Home (123) 456-7890

There are also sections for 'Allergies' and 'Conditions', both of which are currently empty.

The 'Administration' tab is selected, showing the following details:

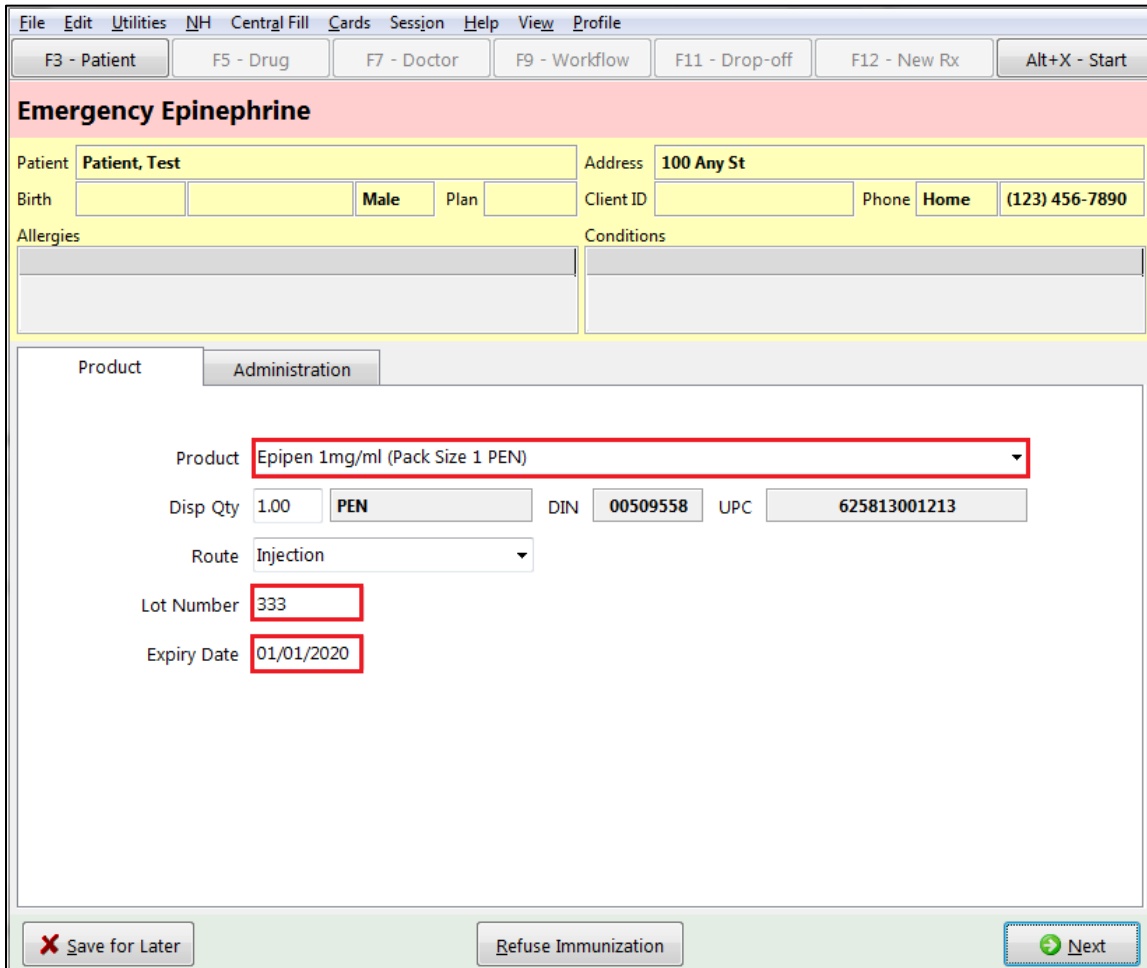
- Product: Epipen 1mg/ml (Pack Size 1 PEN)
- Disp Qty: 1.00
- Formulation: PEN
- DIN: 00509558
- UPC: 625813001213
- Route: Injection
- Lot Number: 333
- Expiry Date: 01/01/2020

A 'UPC verification' section is highlighted with a green background, containing the text: 'Please scan or enter the UPC from the drug pack'. Below this, there is a 'UPC' input field, a 'Lookup' button, and a green notification box that says 'UPC match found for 625813001213'.

At the bottom of the form, there are three buttons: 'Save for Later' (with a red X icon), 'Refuse Immunization', and 'Next' (with a green arrow icon).



- If the 'Require UPC verification' configuration setting is disabled, select a product from the list. Enter the **Lot Number** and **Expiry Date** associated with the drug.



File Edit Utilities NH Central Fill Cards Session Help View Profile

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

### Emergency Epinephrine

Patient **Patient, Test** Address **100 Any St**

Birth   **Male** Plan  Client ID  Phone **Home** **(123) 456-7890**

Allergies  Conditions

Product Administration

Product **Epipen 1mg/ml (Pack Size 1 PEN)**

Disp Qty **1.00** **PEN** DIN **00509558** UPC **625813001213**

Route **Injection**



Lot Number **333**

Expiry Date **01/01/2020**

- Click **Next**.

7. The **Administration** tab will appear.

- Enter the site of administration in the **Site of Admin** field (e.g., left arm, right thigh)
- Select the pharmacist who administered the shot from the **Administered by** list.
- Enter any comments in the space provided (optional).

F3 - Patient	F5 - Drug	F7 - Doctor	F9 - Workflow	F11 - Drop-off	F12 - New Rx	Alt+X - Start
<b>Emergency Epinephrine</b>						
Patient	Patient, Test			Address	123 Any St	
Birth	01/01/1980	36 years	Male	Plan	Client ID	Phone Home (123) 456-7890
Allergies				Conditions		
<div style="display: flex; justify-content: space-between;"> <span>Product</span> <span>Administration</span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p>Product <input type="text" value="Epipen 1mg/mL (Pack Size 1 PEN)"/></p> <p>Disp Qty <input type="text" value="1.00"/> <input type="text" value="PEN"/> DIN <input type="text" value="00509558"/> UPC <input type="text" value="625813001213"/></p> <p>Route <input type="text" value="Injection"/></p> <p>Date of Admin <input type="text" value="18/10/2016"/> <input type="text" value="13:29"/> Site of Admin <input type="text" value="Left Leg"/></p> <p>Administered by <input type="text" value="Kroll Pharmacy (KRL)"/></p> <p>Comments <input type="text" value="N/A"/></p> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <span> Save for Later</span> <span>Refuse Immunization</span> <span> Finalize Immunization</span> </div>						

8. Click **Finalize Immunization**.

9. If the user who performed the immunization has an **F7 - Doctor** record with a 'Pharmacist' designation, that user's information will populate in the doctor section of the **F12** screen.

If the user does not have an **F7 - Doctor** record or if the immunization was performed by a different user, the **F7 - Doctor** search form will appear. Perform a doctor search to locate the pharmacist to use as the prescriber.

- A claim for the treatment will populate in the **F12** screen. Enter a Disp Qty of '1' to represent the number of administered treatments.
- Click **F12 – Fill Rx**. The claim will be transmitted to the appropriate party for payment.

Init	KRL	Auth Qty	1	1
Disp Qty	1	Refills(+)	Rem Qty	1
Days		G.P. %		17.59
Prod Sel	3 - Pharmacia	Acq Cost		\$92.51
O/W	Written	Cost		\$92.51
Labels	1	Markup		\$9.25
		Fee		\$10.49
		Total		\$112.25

- Complete all remaining workflow steps as required.
- A record of the emergency Epinephrine show will be added to the **Immunizations** list with a Status of **'Completed'** and a **Product Status** of **'Claimed'**.

Immunizations						
N - New Immunization		P - Print/Reprint	F - Claim Fee	C - Cancel Claim		<input type="checkbox"/> Show Reversals
		D - Pharmacist Declined	R - Patient Refused			
Items (6)						
#	Type	Status	Product Status	Fee Status	Created	Completed
6-1	Emergency Epinephrine	Completed	Claimed	No Fee Applicable	29/08/2016	29/08/2016
10	Influenza	Pending	Not Completed Yet	No Fee Applicable	29/08/2016	

Repeat these steps for each Emergency Epinephrine shot that is administered to the patient.

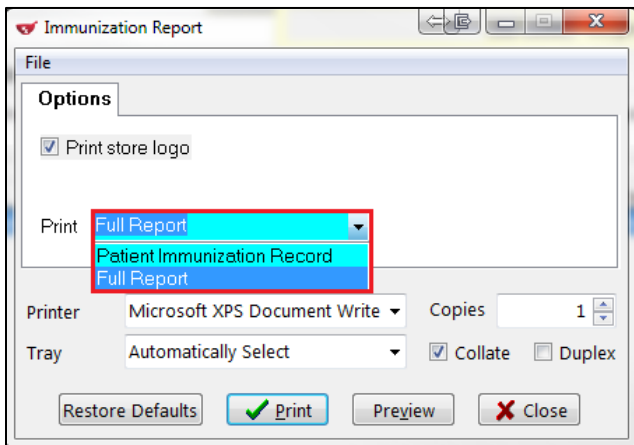
## Reprinting an Immunization Record

This section explains how to reprint an Immunization record. Immunizations can be reprinted either via the **F3 - Patient** card or the **F9 - Workflow** card.

1. Call up the patient using the **F3 Patient** search, or select **F9 - Workflow**.
2. Select **Immunizations** from the right navigation pane.
3. Select the appropriate immunization record and click **P - Print/Reprint**.

Immunizations						
<b>N - New Immunization</b>		<b>P - Print/Reprint</b>		<b>F - Claim Fee</b>	<b>C - Cancel Claim</b>	
		<b>D - Pharmacist Declined</b>		<b>R - Patient Refused</b>		
Items (7) <span style="float: right;">(F2) (Ins) (Del)</span>						
#	Type	Status	Product Status	Fee Status	Created	Completed
6	Influenza	Completed	Claimed	No Fee Applicable	26/08/2016	26/08/2016
6-1	Emergency Prescription	Completed	Claimed	No Fee Applicable	26/08/2016	26/08/2016

4. The **Immunization Report** form will appear. Select **Full Report** from the **Print** list to print the full report, or select **Patient Immunization Record** to print the **Patient Immunization Record** portion only.



Immunization Report

File

Options

Print store logo

Print: **Full Report** (selected), Patient Immunization Record, Full Report

Printer: Microsoft XPS Document Write | Copies: 1

Tray: Automatically Select |  Collate |  Duplex

Buttons: Restore Defaults, **Print** (green checkmark), Preview, Close (red X)

## Viewing Immunization Record Details

This section explains how to view the details of a completed Immunization record. Immunization records can be viewed either via the **F3 - Patient** card or the **F9 - Workflow** card.

1. Call up the patient using the **F3 Patient** search, or select **F9 - Workflow**.
2. Select **Immunizations** from the right navigation pane.
3. Call up the record by doing one of the following:
  - Right-click the record you want to view and select **View Details**;
  - Select the record and press **F2**;
  - Double-click the record.

**Immunizations**

N - New Immunization   
 P - Print/Reprint   
 F - Claim Fee   
 C - Cancel Claim   
  Show Reversals  
 D - Pharmacist Declined   
 R - Patient Refused

Items (3) [F2] [Ins] [Del]

#	Type	Status	Product Status	Fee Status	Created ▼	Completed
63	Influenza	Patient	N	No Fee Applicable	14/10/2016	
62	Influenza	Pending	P	No Fee Applicable	14/10/2016	
53	Influenza	Declined	F	No Fee Applicable	28/09/2016	28/09/2016

New Immunization	N
Print/Reprint	P
Call up	F
Cancel Claim	C
Pharmacist Declined	D
Patient Refused	R
View Details	F2
Delete	
Change Columns	
Make Default Columns	

- The **Immunization View** screen will appear. If the immunization record has not yet been scanned into the system, only the immunization details that were recorded on-screen will be visible. Click **Print** to reprint the immunization record or full report, or **View Signature** to view the digital signature, if one was captured.

### Influenza Close

Created	18-Oct-2016 09:22 AM	Status	Completed	Product Status	Claimed	Product Rx	1000001
Started	18-Oct-2016 09:22 AM			Fee Status	No Fee Applicable	Fee Rx	N/A
Completed	18-Oct-2016 10:14 AM	by	Kroll Pharmacy	Consent given by	Patient, Test		

Patient	Patient, Test	Address	100 Any St
Birth		Male	Plan
		Client ID	
		Phone	Home (123) 456-7890

View Signature
Print

Emergency Contact
Patient Consent
Product
Administration

Product **Fluad 15/15/15mcg/0.5ml (Pack Size 0.5 ML)**

Disp Qty **0.5** **ML**    DIN **02362384**    UPC **063601040868**

Route **Intramuscular**

Date of Admin **18-Oct-2016 09:22**    Site of Admin **Left Arm**

Administered by **Kroll Pharmacy (KRL)**

Comments **N/A**

- If the immunization record has been scanned into the system, the immunization details will display in the **Immunization** tab. Click **Print** to reprint the immunization record or full report, or **View Signature** to view the digital signature, if one was captured.

### Influenza X Close

Created	18-Oct-2016 09:22 AM	Status	Completed	Product Status	Claimed	Product Rx	1000001
Started	18-Oct-2016 09:22 AM			Fee Status	No Fee Applicable	Fee Rx	N/A
Completed	18-Oct-2016 10:14 AM	by	Kroll Pharmacy	Consent given by	Patient, Test		

Patient	Patient, Test	Address	100 Any St
Birth		Male	Plan
Client ID		Phone	Home (123) 456-7890

Immunization Documents

View Signature Print

Emergency Contact
Patient Consent
Product
Administration

Product **Fluad 15/15/15mcg/0.5ml (Pack Size 0.5 ML)**

Disp Qty **0.5** **ML**    DIN **02362384**    UPC **063601040868**

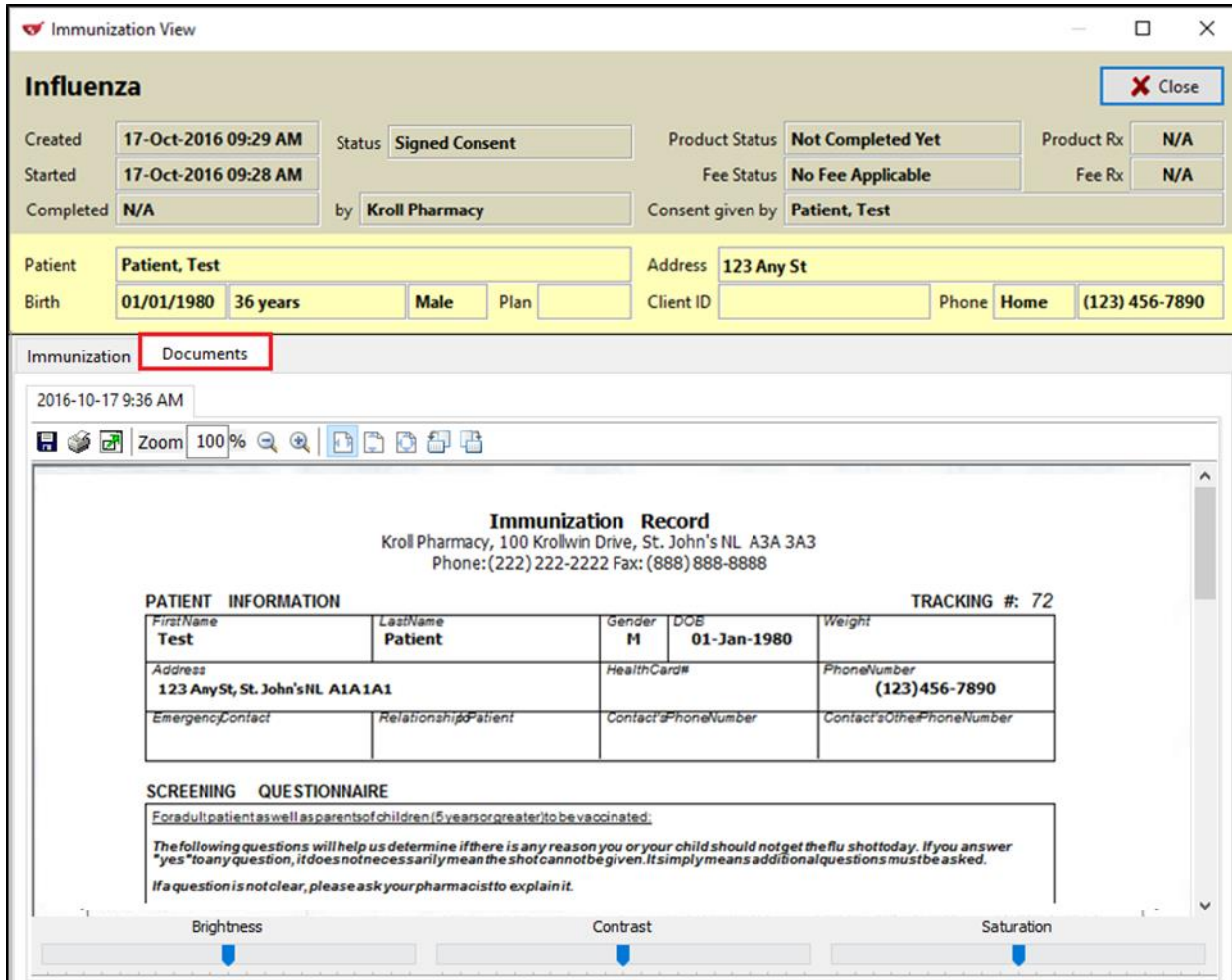
Route **Intramuscular**

Date of Admin **18-Oct-2016 09:22**    Site of Admin **Left Arm**

Administered by **Kroll Pharmacy (KRL)**

Comments **N/A**

- In the **Documents** tab, the scanned record will appear. From here you can adjust the brightness, contrast, and saturation of the record, or reprint the consent record.



**Influenza** Close

Created: 17-Oct-2016 09:29 AM    Status: Signed Consent    Product Status: Not Completed Yet    Product Rx: N/A  
 Started: 17-Oct-2016 09:28 AM    Fee Status: No Fee Applicable    Fee Rx: N/A  
 Completed: N/A    by: Kroll Pharmacy    Consent given by: Patient, Test

Patient: Patient, Test    Address: 123 Any St  
 Birth: 01/01/1980    36 years    Male    Plan:    Client ID:    Phone Home: (123) 456-7890

Immunization **Documents**

2016-10-17 9:36 AM

**Immunization Record**  
 Kroll Pharmacy, 100 Krollwin Drive, St. John's NL A3A 3A3  
 Phone: (222) 222-2222 Fax: (888) 888-8888

TRACKING #: 72

PATIENT INFORMATION		TRACKING #: 72		
FirstName <b>Test</b>	LastName <b>Patient</b>	Gender <b>M</b>	DOB <b>01-Jan-1980</b>	Weight
Address <b>123 AnySt, St. John's NL A1A 1A1</b>		HealthCard#	PhoneNumber <b>(123)456-7890</b>	
EmergencyContact	RelationshipPatient	Contact#PhoneNumber	Contact'sOther#PhoneNumber	

**SCREENING QUESTIONNAIRE**

For adult patient as well as parents of children (5 years or greater) to be vaccinated:  
 The following questions will help us determine if there is any reason you or your child should not get the flu shot today. If you answer "yes" to any question, it does not necessarily mean the shot cannot be given. It simply means additional questions must be asked.  
 If a question is not clear, please ask your pharmacist to explain it.

Brightness    Contrast    Saturation

**NOTE:** If you reprint the immunization document(s) from the **Documents** tab in the **Immunization View** screen, the scanned image of the original document(s) (not the original documents themselves) will print. As such, the resolution may not be optimal. See the [Reprinting an Immunization Record](#) section for instructions on how to reprint the original document(s).

- Click **Close** to exit the **Immunization View** screen.



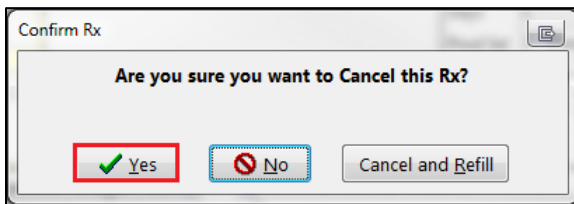
## Cancelling a Claim

This section explains how to cancel an Immunization claim. Immunization claims can be cancelled either via the **F3 - Patient** card or the **F9 - Workflow** card.

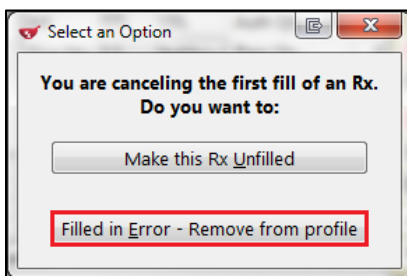
1. Call up the patient using the **F3 Patient** search, or select **F9 - Workflow**.
2. Select **Immunizations** from the right navigation pane.
3. Select the appropriate immunization record and click **C - Cancel Claim**.

Immunizations						
<b>N - New Immunization</b>		<b>P - Print/Reprint</b>		<b>F - Claim Fee</b>		<b>C - Cancel Claim</b>
		<b>D - Pharmacist Declined</b>		<b>R - Patient Refused</b>		<input type="checkbox"/> Show Reversals
Items (7) <span style="float: right;">(F2) (Ins) (Del)</span>						
#	Type	Status	Product Status	Fee Status	Created	Completed
6	Influenza	Completed	Claimed	No Fee Applicable	26/08/2016	26/08/2016

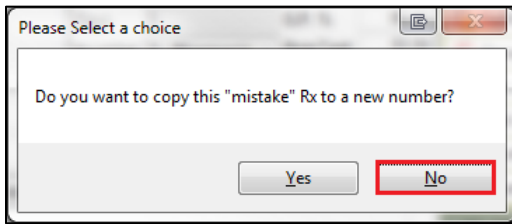
4. A prompt will appear asking if you are sure you want to cancel the Rx. Answer **Yes**.



5. Enter your user initials and click **OK**.
6. A prompt will appear stating you are cancelling the first fill of an Rx. Select **Filled in Error - Remove from profile**.



- A prompt may appear asking if you want to copy the “mistake” Rx to a new number. Answer **No**.



The record will be removed from the Immunizations section of the patient card.

## Declined or Refused Immunizations

This section explains the process for recording immunizations that have been declined by the pharmacist or refused by the patient.

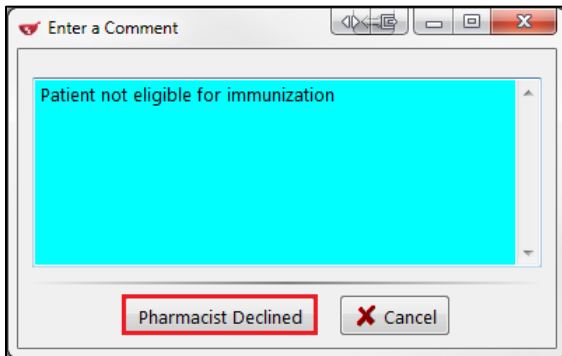
**NOTE:** Immunizations that have been declined by the pharmacist or refused by the patient can be noted from the **F3 - Patient** card or the **F9 - Workflow** card.

### Pharmacist Declined

- Call up the patient using the **F3 Patient** search, or select **F9 - Workflow**.
- Select **Immunizations** from the right navigation pane.
- Select the appropriate immunization record and click **D - Pharmacist Declined**.

Immunizations						
<b>N - New Immunization</b>		<b>P - Print/Reprint</b>		<b>F - Call up</b>		<input type="checkbox"/> Show Reversals
<b>D - Pharmacist Declined</b>		<b>R - Patient Refused</b>				
Items (4)						
#	Type	Status	Product Status	Fee Status	Created	Completed
7	Influenza	Pending	Not Completed Yet	No Fee Applicable	26/08/2016	
6	Influenza	Completed	Claimed	No Fee Applicable	26/08/2016	26/08/2016

4. Enter the reason for the declined in the space provided and click **Pharmacist Declined**.



Enter a Comment

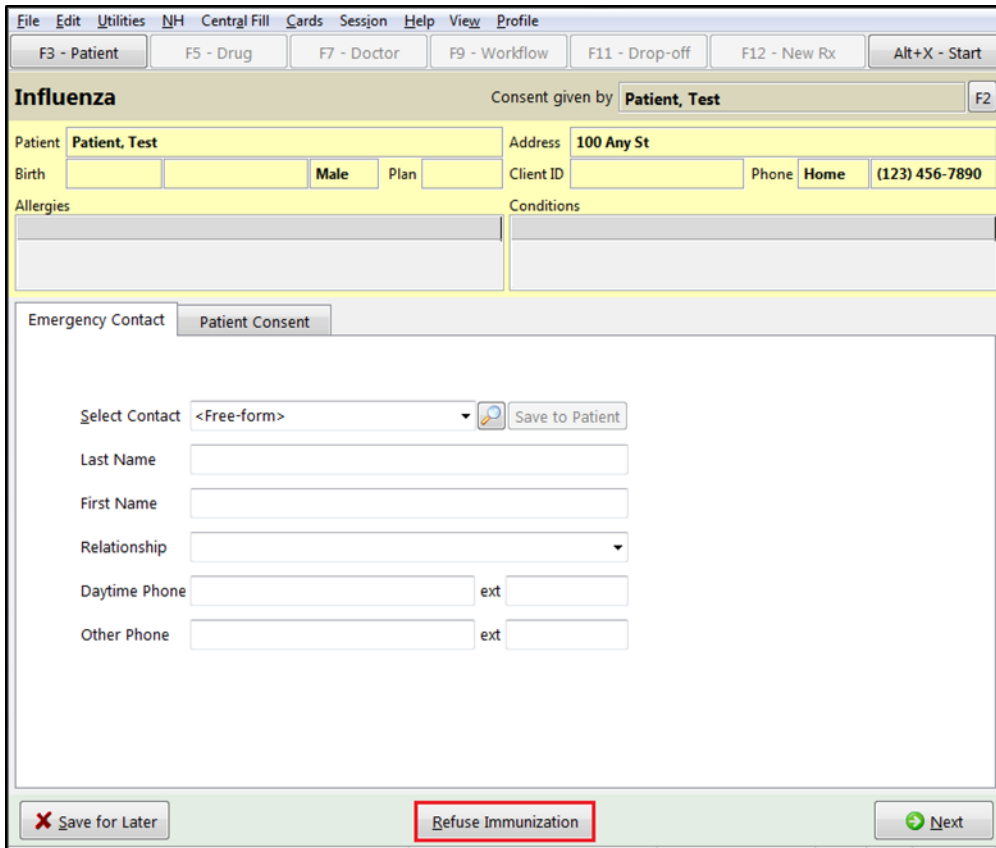
Patient not eligible for immunization

Pharmacist Declined Cancel

5. In the **Immunizations** list, the record will show a **Status** of **'Declined by Pharmacist'**.

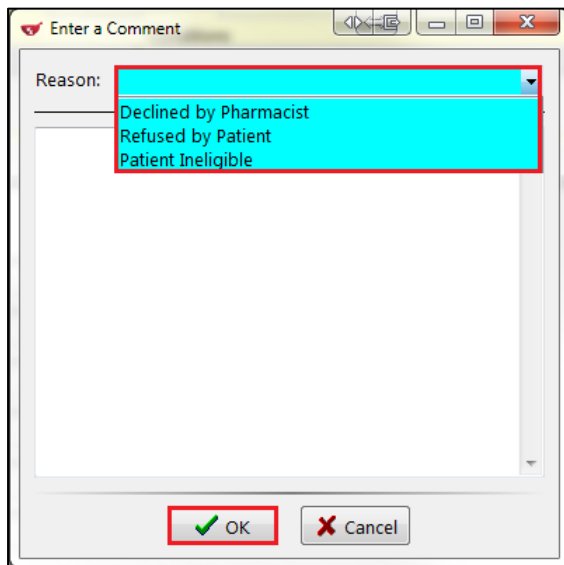
Immunizations						
<b>N - New Immunization</b>		P - Print/Reprint	F - Call up	C - Cancel Claim	<input type="checkbox"/> Show Reversals	
		D - Pharmacist Declined	R - Patient Refused			
Items (4)						
#	Type	Status	Product Status	Fee Status	Created	Completed
7	Influenza	Declined by Pharmacist	No Product Applicable	No Fee Applicable	26/08/2016	29/08/2016
6	Influenza	Completed	Claimed	No Fee Applicable	26/08/2016	26/08/2016

**NOTE:** In electronic mode, the immunization can also be declined by selecting **Refuse Immunization** from the **Immunization** screen.



The screenshot shows a software interface for recording an immunization. The title is 'Influenza'. The patient information includes 'Patient, Test' and '100 Any St'. There are buttons for 'Save for Later', 'Refuse Immunization' (highlighted with a red box), and 'Next'.

Select a refusal reason and enter any comments in the space provided. Click **OK**.



The dialog box is titled 'Enter a Comment'. It has a 'Reason:' dropdown menu with three options: 'Declined by Pharmacist', 'Refused by Patient', and 'Patient Ineligible'. Below the dropdown is a large text area for comments. At the bottom, there are 'OK' and 'Cancel' buttons, with the 'OK' button highlighted by a red box.

## Patient Refused

1. Call up the patient using the **F3 Patient** search, or select **F9 - Workflow**.
2. Select **Immunizations** from the right navigation pane.
3. Select the appropriate immunization record and click **R - Patient Refused**.

Immunizations						
<b>N - New Immunization</b>		<b>P - Print/Reprint</b>		<b>F - Call up</b>		<b>C - Cancel Claim</b>
		<b>D - Pharmacist Declined</b>		<b>R - Patient Refused</b>		<input type="checkbox"/> Show Reversals
Items (2)						
#	Type	Status	Product Status	Fee Status	Created	Completed
9	Influenza	Pending	Not Completed Yet	No Fee Applicable	29/08/2016	

4. The **Enter a Comment** form will appear.
  - a. If the immunization was refused by the patient, select **Patient**. Enter a comment in the space provided and click **Patient Refused**.

**Enter a Comment**

Refused by:  **Patient**  Someone else

Select agent: <Free-form Agent Name>

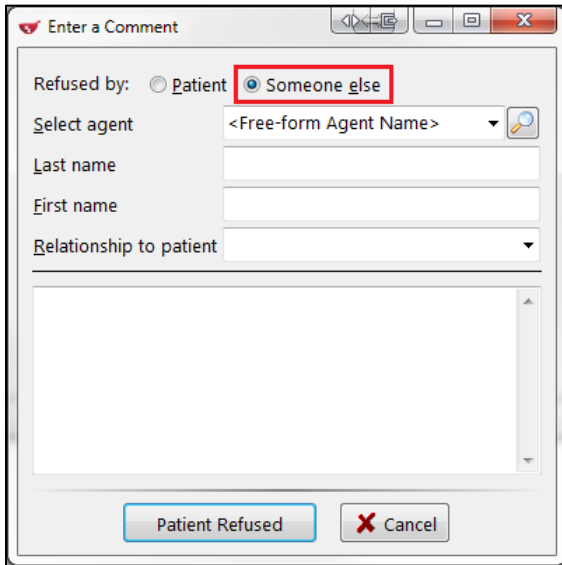
Last name:

First name:

Relationship to patient:

Patient posponing immunization 1 week

- b. If the immunization was refused by someone other than the patient, select **Someone else**. The **Select agent**, **Last name**, **First name**, and **Relationship to patient** fields will open.



Enter a Comment

Refused by:  Patient  Someone else

Select agent: <Free-form Agent Name>

Last name: [ ]

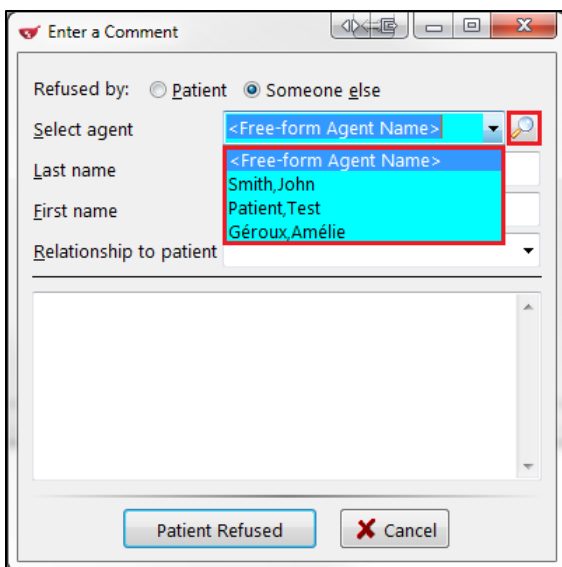
First name: [ ]

Relationship to patient: [ ]

Patient Refused Cancel

Click the **Select agent** list. The patient’s linked family members will appear in the list. Select a patient or click the magnifying glass icon to search for and select a patient.

If the person does not have a patient card, manually enter their name in the **Last Name** and **First Name** fields.



Enter a Comment

Refused by:  Patient  Someone else

Select agent: <Free-form Agent Name>

Last name: <Free-form Agent Name>

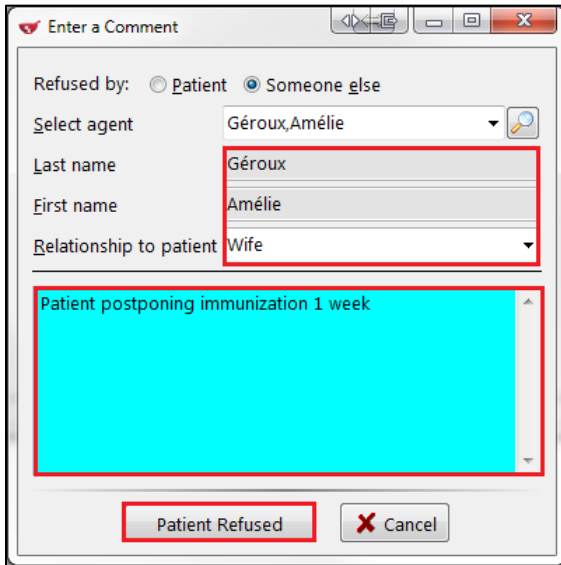
First name: Smith, John

Relationship to patient: Patient, Test

Géroux, Amélie

Patient Refused Cancel

The selected patient's name will populate in the **Last name** and **First name** fields. Select a **Relationship to patient**. Enter any comments in the space provided and click **Patient Refused**.



5. In the **Immunizations** list, the record will show a **Status** of 'Refused by Patient'

Immunizations						
<b>N - New Immunization</b>		P - Print/Reprint	F - Call up	C - Cancel Claim	<input type="checkbox"/> Show Reversals	
		D - Pharmacist Declined	R - Patient Refused			
Items (2)						
#	Type	Status	Product Status	Fee Status	Created	Completed
9	Influenza	Refused by Patient	No Product Applicable	No Fee Applicable	29/08/2016	29/08/2016
8	Influenza	Pending	Not Completed Yet	No Fee Applicable	29/08/2016	

## Status Types

This section explains each possible status that may be attributed to an immunization record.

### Status

**Patient Consent Scan Skipped** - The patient consent has not yet been scanned; no claim has been submitted.

**Pending** - The immunization is partially complete, or has been saved for later; no claim has been submitted.

**Refused by Patient** - The immunization has been refused by the patient; no claim has been submitted.

**Signed Consent** - A signed consent form has been obtained and scanned back into the system.

**Completed** - The immunization is complete and the claim has been submitted.

**Completed Paper** - The immunization or Emergency Epinephrine shot has been completed in Paper Mode.

**Declined by Pharmacist** - The immunization has been declined by the pharmacist; no claim has been submitted.

**Printed Consent** - The consent form has been printed but has not been scanned into the system; no claim has been submitted (Paper Mode only).

**Ready for Administration** - A record of the Emergency Epinephrine shot has been created, but is not yet complete, or has been saved for later; no claim has been submitted.

### Product Status

**Pending Claim** - The immunization or Emergency Epinephrine shot is complete but the claim has not yet been submitted.

**Claimed** - The immunization or Emergency Epinephrine shot is complete and the claim has been submitted.

**Not Completed Yet** - The immunization or Emergency Epinephrine shot is partially complete, or has been saved for later.

**No Product Applicable** - The immunization or Emergency Epinephrine shot has been declined by the pharmacist or refused by the patient. No product has been administered and no claim has been submitted.



## Fee Status

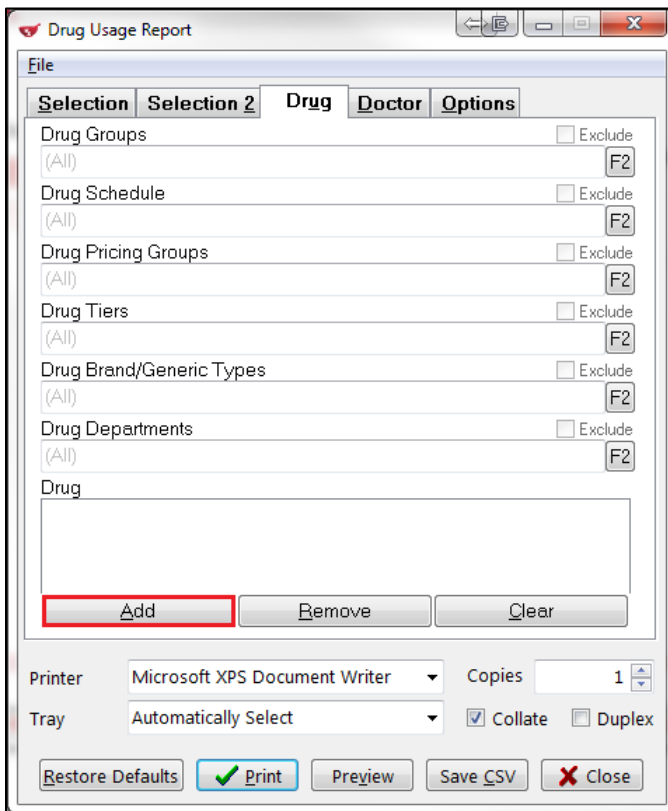
**No Fee Applicable** - Indicates there is no charge to the patient for the immunization.

## Reporting

Running reports for immunization products can be done in one of two ways: You can select the product(s) you want included in the report via the report form, or you can assign the immunization products to a drug group and run the report for that particular group. This section instructs on how to run reports for immunization products using either method.

### Method 1: Selecting Drugs in the Report Form

1. Select the report you want to run from the **Reports** menu.
2. The report form will appear. Locate the **Drug** field and click **Add**.



3. The **(Drug Search)** form will appear. Search for and select a drug.

- The drug will be added to the **Drug** list in the report form. Repeat steps 2-3 for each product you want included in the report.

Drug Usage Report

File

Selection Selection 2 **Drug** Doctor Options

Drug Groups (All) Exclude F2

Drug Schedule (All) Exclude F2

Drug Pricing Groups (All) Exclude F2

Drug Tiers (All) Exclude F2

Drug Brand/Generic Types (All) Exclude F2

Drug Departments (All) Exclude F2

Drug

Influvac  
Fluad 15/15/15mcg/0.5ml

Add Remove Clear

Printer: Microsoft XPS Document Writer Copies: 1

Tray: Automatically Select Collate Duplex

Restore Defaults Print Preview Save CSV Close

- Click **Print**. The report will generate for the selected drug products only.

**Drug Usage Report**  
Kroll Pharmacy, 100 Krollwin Drive, St. John's NL A3A 3A3  
Phone: (222) 222-2222 Fax: (888) 888-8888

ReportParameters  
Fill Date - 01/01/2016 to 21/10/2016  
Drugs - Fluad 15/15/15mcg/0.5ml; Influvac  
Show Price Breakdown  
Include Fee For Service Rxs

Drug Usage Report Printed on: 21/10/2016 09:40:09

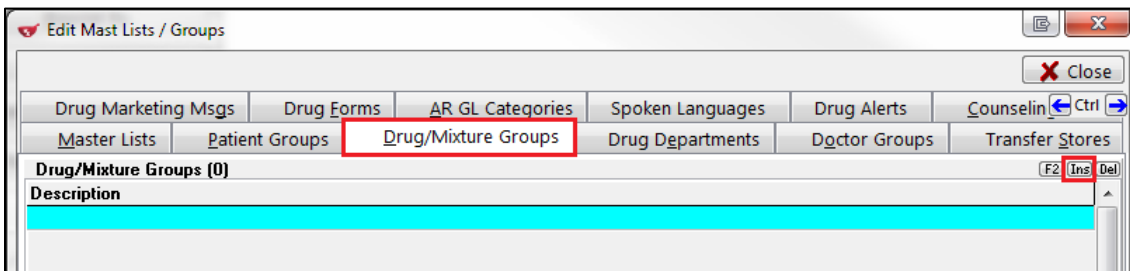
Drug	Mfr	DIN	Pack Size	On Hand	Qty	AAC	Cost	Markup	Fees	Total Amount	# of Rxs
Fluad 15/15/15mcg/0.5ml ML	NOV	02362384	1	100	0.5	6.57	7.22	0.00	10.49	17.71	1
InfluvacML	ABB	02269562	10	4997	2.5	27.95	30.75	0.00	52.45	83.20	5
Net Values						34.52	37.97	0.00	62.94	100.91	6
Number of Patients Included In This Report											5
Average Rx Value											16.82

## Method 2: Using Drug Groups

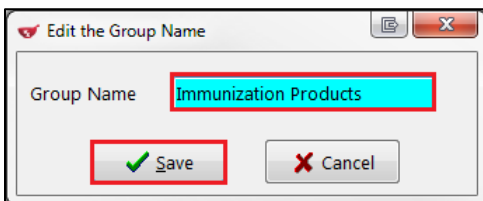
If you use drug groups to run reports, you must first create a drug group and then assign all applicable products to that group. This is a one-time task that will expedite the reporting process going forward.

### Setting up a Drug Group

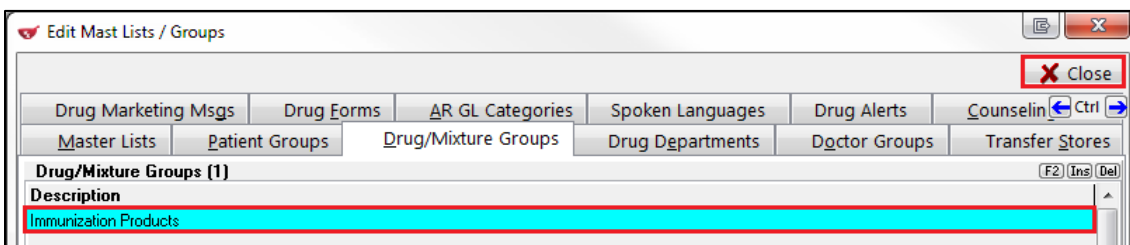
1. Select **Edit > Lists > Drug/Mixture Groups**.
2. Click **Ins** or press the **Insert** key on your keyboard.



3. Enter a **Group Name** (e.g., 'Immunization Products') and click **Save**.



4. The drug group will be added to the **Drug/Mixture Groups** list. Click **Close** to exit the **Edit Mast Lists / Groups** form.



## Assigning Drugs to a Drug Group

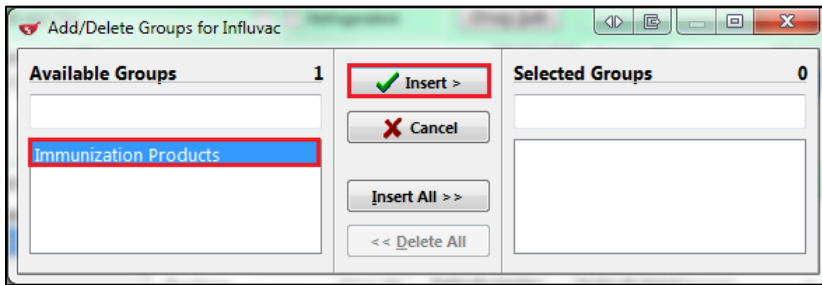
1. Call up an immunization product using the **F5 - Drug** search.
2. Ensure that 'Influenza Immunization' is selected from the 'Drug Card Type' Field.

The screenshot shows the 'F5 - Drug' search results for 'Influvac'. The 'Drug Card Type' dropdown is set to 'Influenza Immunization'. The interface includes a menu bar (File, Edit, Recent, Drug, Reports, Utilities, NH, Central Fill, Cards, Session, Help, Version 10) and a toolbar with buttons for F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F11 - Drop-off, F12 - New Rx, and Alt+X - Start. The main form contains fields for Name (Influvac), DIN (02269562), Strength, Followup (Days), Form (ML (Suspension)), Route (Intramuscular (Default)), Manufacturer (ABB (Abbott Laboratories, Limite)), Handling Instr., Price Group (None), Department (<None>), Marketing Msg (<None>), Fee for Svc. (<None>), and Drug Sub. The 'Drug Card Type' dropdown is highlighted with a red box, showing 'Influenza Immunization' selected. Other options include Reportable, Trial, Dispense as Pack, Ward Stock, Rx Sync, Print compliance calendar, Eligible for coupon, Flavor Rx, Health Inform/Rx Canada, Class (80.12.00.00), Clinical Form (Syringe (mL)), Narcotic Monitoring, and Is Median Drug. A 'View Reason Codes' button is also visible.

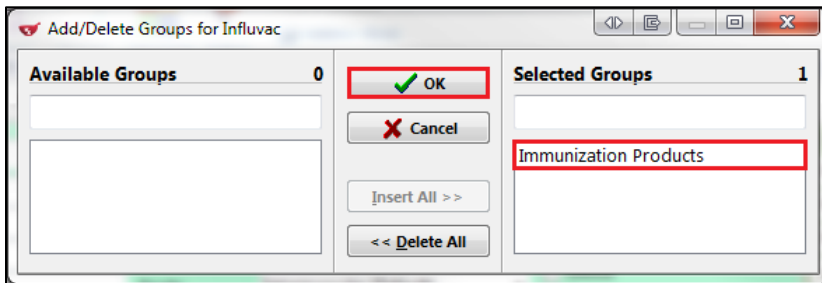
3. Select **Ins** from the **Groups** frame.

The screenshot shows the 'F5 - Drug' search results for 'Influvac'. The 'Groups (1)' frame is highlighted with a red box, showing the 'Ins' option selected. The interface is identical to the previous screenshot, but the 'Groups (1)' frame is now the focus. The 'Ins' option is highlighted in blue, indicating it is selected. The 'Drug Card Type' dropdown remains set to 'Influenza Immunization'.

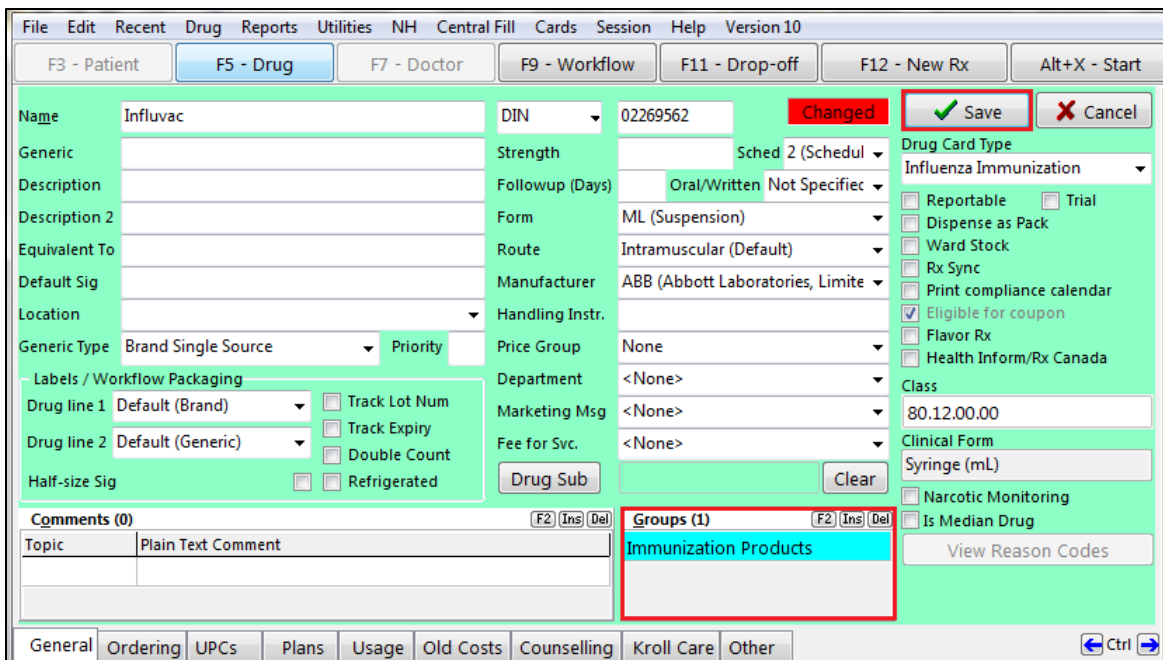
4. Select the drug group. Click **Insert**.



5. The drug group will move from the **Available Groups** frame to the **Selected Groups** frame. Click **OK**.



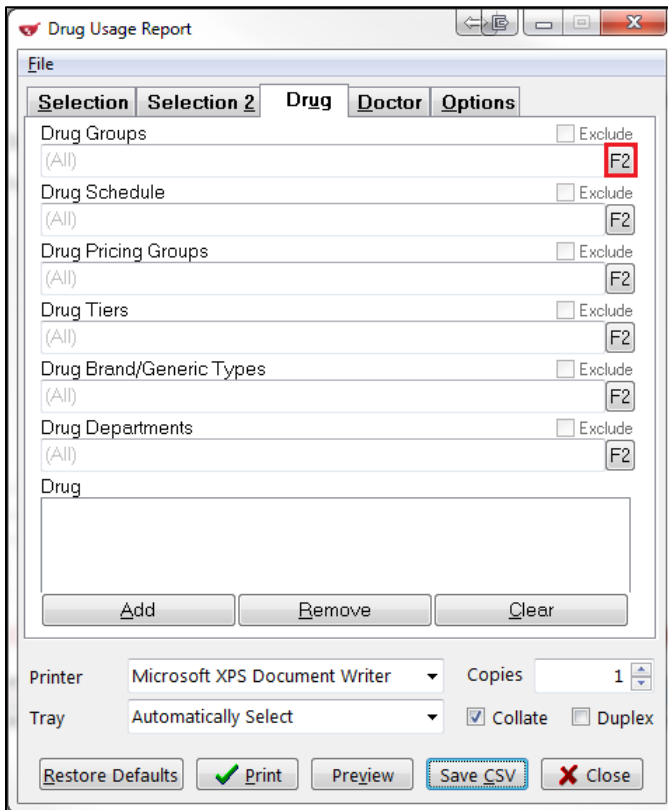
6. The drug group will be added to the **F5 - Drug** card. Click **Save** to save changes to the drug record.



7. Repeat steps 1-5 for each immunization product your pharmacy uses.

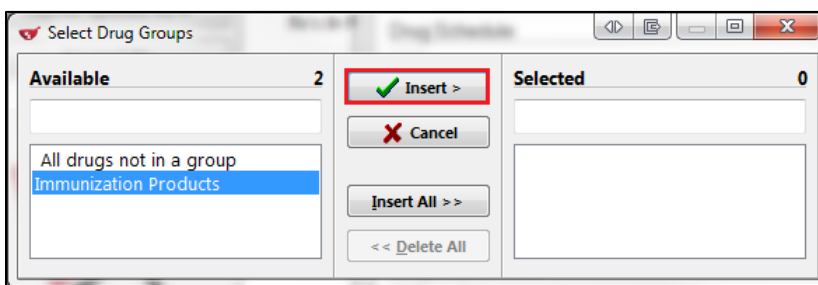
## Running a Report

1. Select the report you want to run from the **Reports** menu.
2. The report form will appear. Locate the **Drug Groups** field and click **F2**.



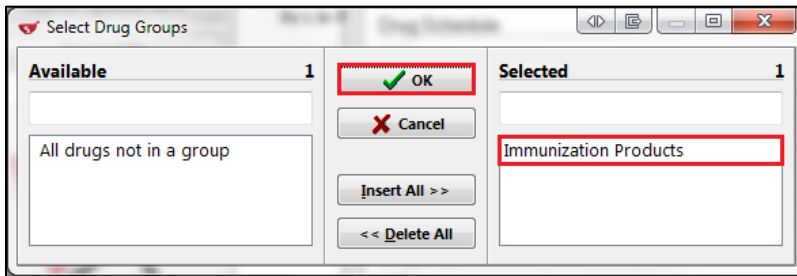
The screenshot shows a window titled "Drug Usage Report" with a menu bar containing "File", "Selection", "Selection 2", "Drug", "Doctor", and "Options". Below the menu bar, there are several rows of fields, each with an "Exclude" checkbox and an "F2" key icon. The fields are: "Drug Groups (All)", "Drug Schedule (All)", "Drug Pricing Groups (All)", "Drug Tiers (All)", "Drug Brand/Generic Types (All)", and "Drug Departments (All)". Below these fields is a "Drug" text box with "Add", "Remove", and "Clear" buttons. At the bottom, there are printer settings for "Microsoft XPS Document Writer" (1 copy) and "Automatically Select" (Collate checked, Duplex unchecked). Buttons for "Restore Defaults", "Print", "Preview", "Save CSV", and "Close" are at the very bottom.

3. Select the drug group your immunization products have been assigned to. Click **Insert**.

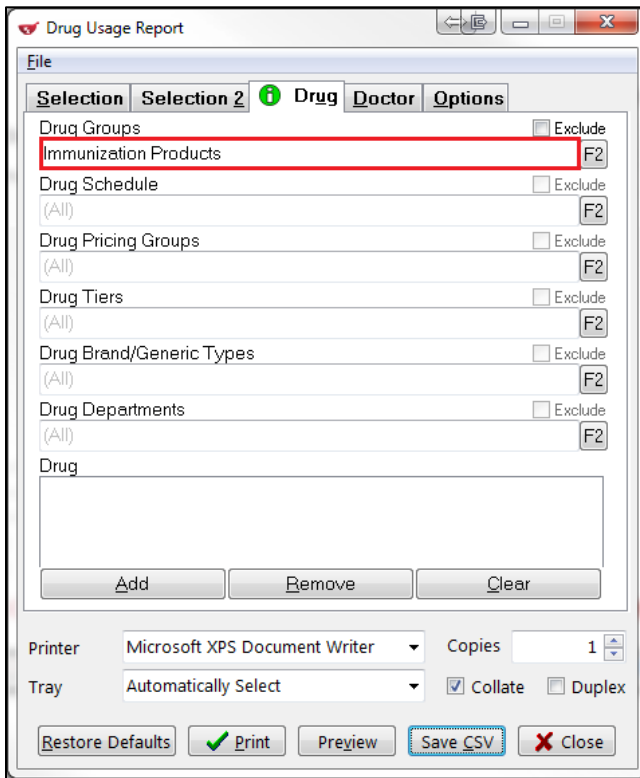


The screenshot shows a window titled "Select Drug Groups" with two panes: "Available" and "Selected". The "Available" pane shows a count of 2 and contains a list with "All drugs not in a group" and "Immunization Products" (highlighted in blue). The "Selected" pane shows a count of 0 and is empty. Between the panes are buttons: "Insert >" (highlighted with a red box), "Cancel", "Insert All >>", and "<< Delete All".

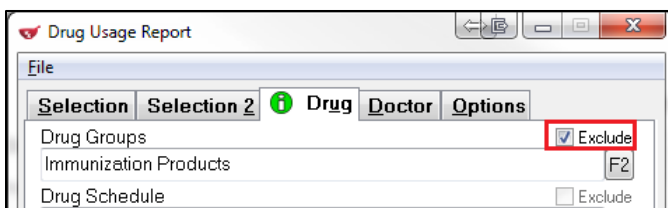
- The drug group will move from the **Available** frame to the **Selected** frame. Click **OK**.



- The drug group will appear in the **Drug Groups** field in the report form. Repeat steps 2-4 for each drug group you want included in the report.



If you want to exclude the selected drug groups from the report (i.e., run the report for all drugs except those in the selected drug group), check the **Exclude** checkbox.





6. Click **Print**. The report will generate for the selected drug group(s) only.

<b>Drug Usage Report</b>											
Kroll Pharmacy, 100 Krollwin Drive, St. John's NL A3A 3A3 Phone: (222) 222-2222 Fax: (888) 888-8888											
ReportParameters											
Fill Date - 01/01/2016 to 21/10/2016											
Drug Groups - Immunization Products											
Show Price Breakdown											
Include Fee For Service Rxs											
Drug Usage Report										Printed on: 21/10/2016 09:41:17	
Drug	Mfr	DIN	Pack Size	On Hand	Qty	AAC	Cost	Markup	Fees	Total Amount	# of Rxs
Fluad 15/15/15mcg/0.5ml ML	NOV	02362384	1	100	0.5	6.57	7.22	0.00	10.49	17.71	1
Fluviral Influenza Vaccine (Gov...	GSK	02015986	1	9999...	1	10.00	0.00	0.00	10.49	10.49	1
Influvac ML	ABB	02269562	10	4997	2.5	27.95	30.75	0.00	52.45	83.20	5
Net Values						44.52	37.97	0.00	73.43	111.40	7
Number of Patients Included In This Report											6
Average Rx Value											15.91