

# Rx Sync

## User Guide

2019

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## Rx Sync

Rx Sync functionality assists pharmacies in synchronizing a refill due date with existing prescriptions in a patient's profile. Instead of filling five refills on five separate dates for a patient, Rx Sync consolidates the refill due dates so the patient makes only one trip to the pharmacy. This improves the efficiency of day-to-day pharmacy operations and promotes patient compliance.

## Configuration

In order to use the Rx Sync functionality, ensure 'Enable Retail Rx Refill Synchronisation' is turned ON in File > Configuration > Store > Rx > General. The defaults settings are pre-populated as shown below:

**Enable Retail Rx Refill Synchronization**

Minimum Rx Sync Proposed Days Supply

Maximum Rx Sync Proposed Days Supply

Include Overdue Rx's due in past  days (0 = Exclude past due Rx's)

- **Minimum Rx Sync Proposed Days Supply [x] days:** The minimum threshold for Rx synchronization. The system will not suggest synchronizing to an Rx that would cause the current prescription's days' supply to be anything less than this value.
- **Maximum Rx Sync Proposed Days Supply [x] days:** The maximum threshold for Rx synchronization. An existing prescription with its next refill due beyond this many days will not be considered a candidate for synchronization.
- Note that this value is further reduced by the days' supply of the current Rx. For example, if the configuration setting is set to 90 days but the current Rx is only for an initial 30 day supply, only existing Rx's with a due date of no more than 30 days will be eligible for synchronization.
- **Include Overdue Rx's due in past [x] days (0 = Exclude past due Rx's):** The minimum threshold to include overdue Rx's. If an existing prescription is overdue for refilling within the number of days noted here, it will still appear as a candidate for synchronization. Rx's with refills overdue equal to or beyond this number of days will not be considered.

## Eligibility

Even with the feature enabled, the **Rx Sync** process will only be initiated when certain conditions are met. For the most part, the current Rx and the Rxs eligible for synchronization must be solid oral medications and have refills available. All of the eligibility rules are listed below:

### New/Refill (the current Rx)

- Must be filled interactively.
- Must be a regular drug (not a narcotic, controlled, or targeted drug).
- Must be a regular forward dispense (not an unfill, reversal, or fee-for-service dispense).
- Must be for a dry oral solid tabl
- Must have remaining refills or be flagged for unlimited refills.
- Must be a retail Rx. If it is a nursing home Rx, the nursing home type must be set to 'Retail'.
- The Unit Dose and Batch fill flags must be OFF.
- The next dispense quantity, days supply, and next fill quantity must not be set.
- The patient's Rx Synchronization Consent cannot be set to 'Opt out'.

### Existing Rxs (the Rxs being synched to)

- Must be a regular drug (not a narcotic, controlled, or targeted drug).
- DueDays must have one of the following conditions:
  - Must fall between the minimum threshold value and either the 'Days supply of the Rx being fill' or the maximum threshold value, whichever is less.
  - Must be between the 'Forecast late Refills Date less than [x] days ago' value and the minimum threshold value.
- Cannot be suspended.
- Must be a dry oral solid drug (not a mixture).
- The original Rx number must not match the original Rx number of the Rx being filled.
- Must have remaining refills or be flagged for unlimited refills. Can be unfill or not dispensed.

If you are using fill or if you are using KCM

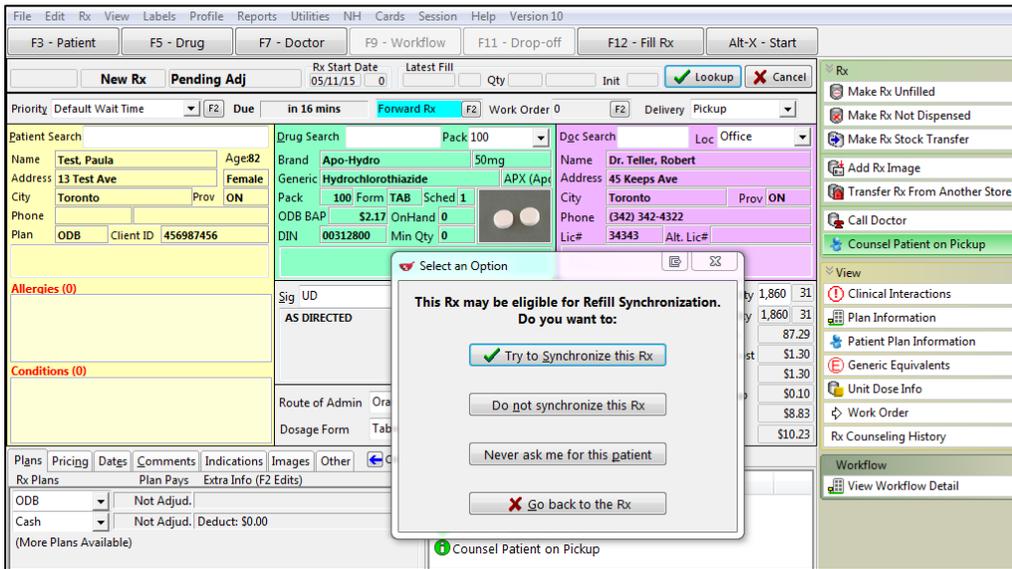
- The Rx Sync option on the drug cards must be checked both in fill and KCM.
- Will advise users on which drugs are eligible for synchronization and which are not.
- The 'Rx Sync' option will be checked by default for any drugs that fall into the Dry Oral Solid category.

The screenshot shows the 'Drug' entry screen in the TELUS Health system. The drug 'Lipitor' (Atorvastatin Calcium) is selected. The 'Rx Sync' checkbox is checked and highlighted with a red box. Other visible options include 'Reportable', 'Dispense as Pack', 'Ward Stock', 'Print compliance calendar', 'Eligible for coupon', 'Flavor Rx', 'Health Inform/Rx Canada', 'Narcotic Monitoring', and 'Is Median Drug'. The 'Pack Size' is set to 30, and the 'Pack Active' checkbox is also checked.

This screenshot shows the 'When Publishing New Drug, Try To Link On' dialog box. The 'Rx Sync' checkbox is checked and highlighted with a red box. The dialog includes fields for Brand Name (Lipitor), Generic (Atorvastatin Calcium), Strength (80mg), Form (TAB (Tablet)), and Route of Admin (Default (Oral)). It also features checkboxes for 'Compliance Calendar', 'Trial', 'Dispense As Pack', 'Ward Stock', 'Half Size Sig', 'Flavor Rx', 'Eligible For Coupon', and 'Rx Sync'. The 'Pack Size' is set to 30, and the 'Pack Active' checkbox is checked.

## Synchronizing Rxs

When filling a new, eligible Rx and the patient has existing, eligible Rxs in their profile, the following prompt will appear when you click **F12 - Fill Rx**.



- **Try to Synchronize this Rx:** Brings up the **Rx Refill Synchronization** screen where you can begin synchronizing the Rxs to other eligible Rxs in the patient profile.
- **Do not synchronize this Rx:** The Rx will not be synchronized with the patient's existing Rxs.
- **Never ask me for this patient:** The Rx will not be synchronized with existing Rxs and you will not be prompted to synchronize future Rxs for that patient.
- **Go back to the Rx:** Returns you to the F12 filling screen where you can make changes to the Rx before it is filled. You will be prompted to sync the patient's Rxs again upon clicking **F12 - Fill Rx**.

If you select **Try to Synchronize this Rx**, the **Rx Refill Synchronization** screen will appear where you can select an existing Rx to synchronize the current Rx to.

**NOTE:** When you select **Do not synchronize this Rx**, the system automatically creates an 'Rx Synchronization Consent' record on the patient's consent page with the consent type (**Opted Out**).

File Edit Patient Profile Reports Utilities NH Cards Session Help Version 10

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

Last Name Test First Name Community Salutation

Address 1  Phone Numbers (0)    Birthdate 05/05/1935

Address 2  Description  Phone  Age 80 years

City  Prov ON  Gender Male

Postal  Country Canada  Language English

Email   Family Doctor  Height

Quick Code    Weight

**Consent**

Items (1)

Type	Program	Consent	Consent Date
Rx Synchronization Consent		Opted Out	05/11/2015

**Profile**

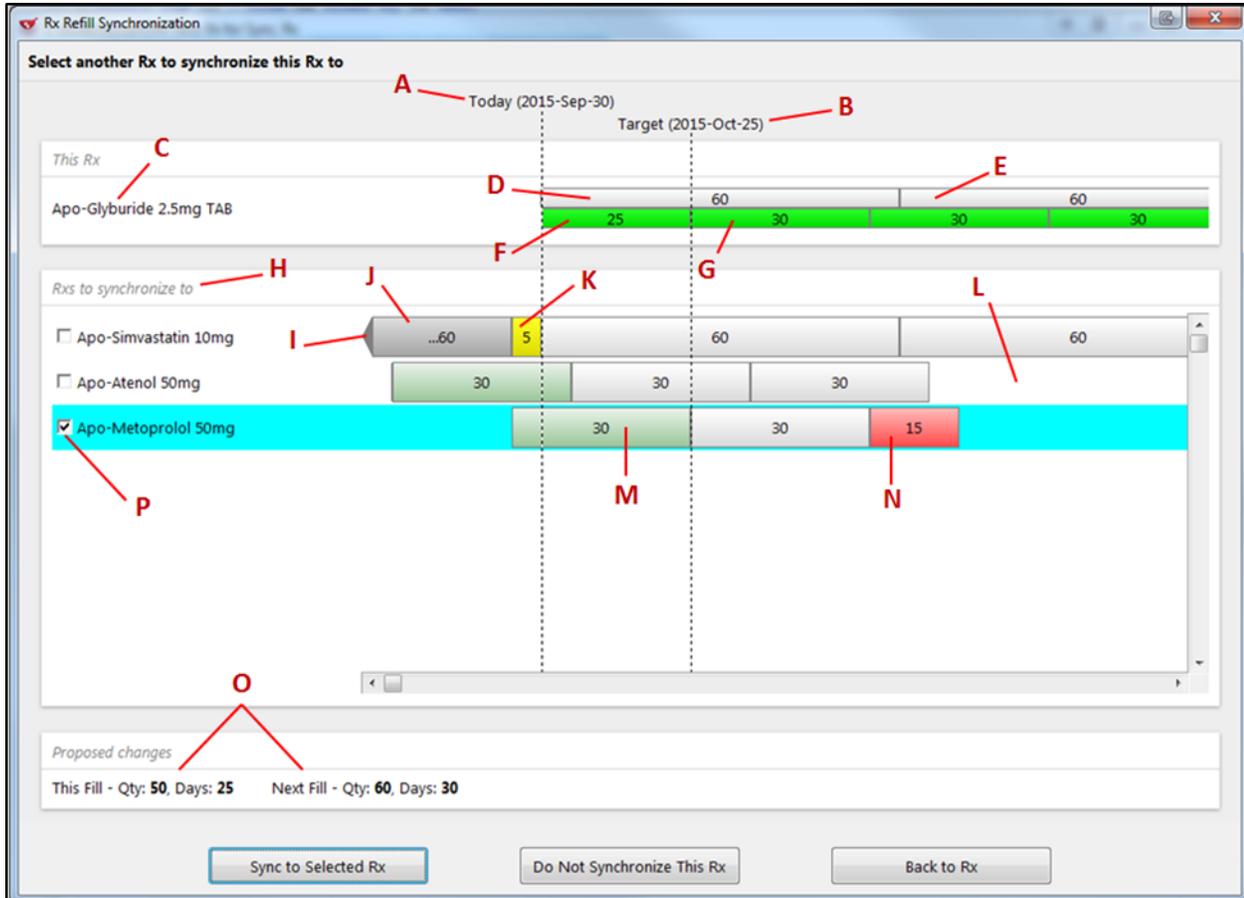
- All Rxs
- Active Rxs
- Active Rxs w/Passtimes
- Refillable Rxs
- Pricing Profile
- Not Disp./OTC Rxs
- Rxs Filled in Error
- Suspended Rxs
- Perform FDB Analysis

**View**

- Alternate Addresses
- AR Profile
- Batches
- Charting
- Consents
- Credit Cards

## The Rx Synchronization Screen

Below is a description of the **Rx Synchronization** screen:

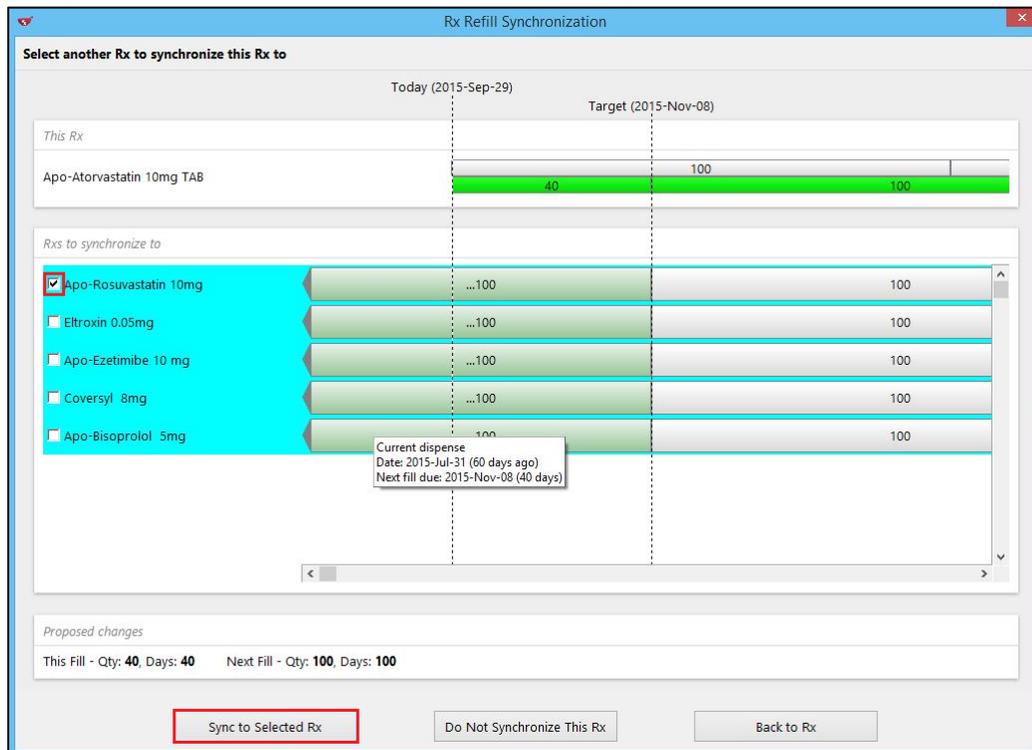


The screenshot shows the 'Rx Refill Synchronization' interface. At the top, it says 'Select another Rx to synchronize this Rx to'. Below this, there are two main sections: 'This Rx' and 'Rxs to synchronize to'. The 'This Rx' section shows 'Apo-Glyburide 2.5mg TAB' with a timeline starting from 'Today (2015-Sep-30)' (A) and ending at 'Target (2015-Oct-25)' (B). The timeline is divided into segments with values 25, 60, 30, 30, and 30. The 'Rxs to synchronize to' section lists three medications: 'Apo-Simvastatin 10mg', 'Apo-Atenol 50mg', and 'Apo-Metoprolol 50mg'. The 'Apo-Metoprolol 50mg' option is checked and highlighted in blue. Its timeline shows segments with values 30, 30, 30, and 15. At the bottom, the 'Proposed changes' section displays 'This Fill - Qty: 50, Days: 25' and 'Next Fill - Qty: 60, Days: 30'. Three buttons are located at the bottom: 'Sync to Selected Rx', 'Do Not Synchronize This Rx', and 'Back to Rx'.

- A. Today's date.
- B. The proposed target due date.
- C. The Rx currently being filled.
- D. The current Rx's days' supply.
- E. The current Rx's future days' supply.
- F. The proposed current days' supply.
- G. The proposed future days' supply.
- H. Eligible Rxs to synchronize with.
- I. A dispense that began prior to this timeline (last fill).
- J. Indicates the dispense was for 60 days.
- K. Indicates the refill is five days overdue.
- L. Indicates refills have ended for the Rx.

- M. An active dispense.
- N. A partial remaining refill.
- O. The proposed quantity and days supply changes.
- P. The Rx selected for synchronization.

## Scenario 1

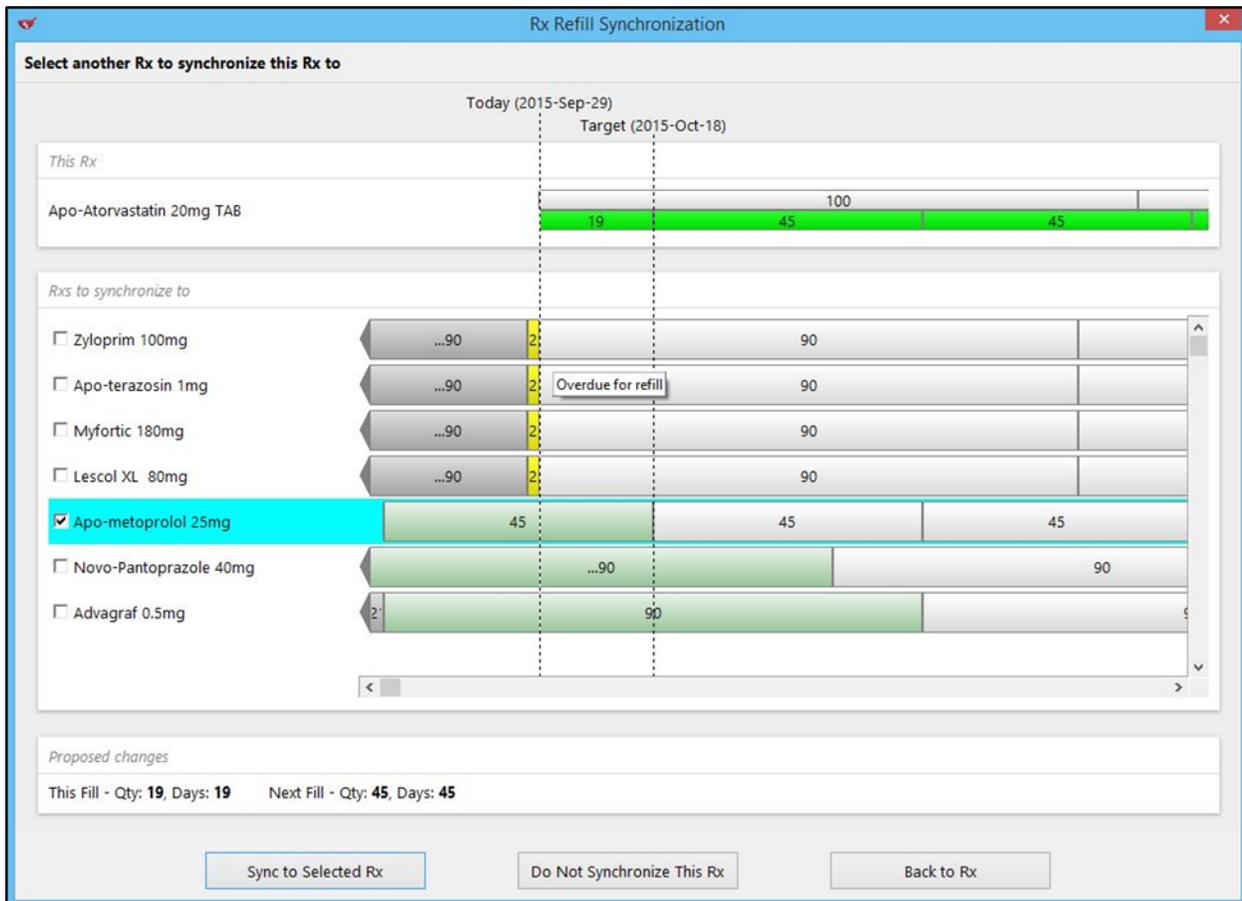


In the above example, the patient has been prescribed 100 Apo-Atorvastatin 10mg tablets and the system has suggested syncing this prescription with other Rx's in the patient profile. The patient already had five prescriptions last refilled 60 days ago for a 100-day supply. Because the five prescriptions are not due for 40 more days, the system is proposing a dispense period of the same 40 days for the Rx being filled.

The five Rx's listed in the **Rx Refill Synchronization** screen are already in sync and are grouped together in blue; selecting any one of these medications will sync to the current Rx.

By accepting this suggestion, the system will set the current Rx's days' supply to 40 and will set the Next Refill Parameters to a 100-day supply matching that of the other Rx's. All six prescriptions will now have the same due date so in the future, the patient only needs to return to the pharmacy once to pick up all six Rx's. The refill dates for all Rx's will be fully synchronized at this time.

## Scenario 2



**Rx Refill Synchronization**

Select another Rx to synchronize this Rx to

Today (2015-Sep-29) Target (2015-Oct-18)

*This Rx*

Apo-Atorvastatin 20mg TAB

100

19 45 45

*Rxs to synchronize to*

- Zylprim 100mg ...90 2 90
- Apo-terazosin 1mg ...90 2 Overdue for refill 90
- Myfortic 180mg ...90 2 90
- Lescol XL 80mg ...90 2 90
- Apo-metoprolol 25mg 45 45 45
- Novo-Pantoprazole 40mg ...90 90
- Advagraf 0.5mg 2 90

*Proposed changes*

This Fill - Qty: 19, Days: 19 Next Fill - Qty: 45, Days: 45

Sync to Selected Rx Do Not Synchronize This Rx Back to Rx

In the example above, the patient has seven eligible Rxs in the patient profile; four Rxs are synced and two days over-due, and three Rxs have different refill due dates. The system is proposing to sync the Apo-Atorvastatin 10mg Rx with the Apo-Metoprolol refill.

Accepting this proposal will adjust the days' supply and equivalent quantity to match the due date of the Apo-Metoprolol and will set the Next Refill Parameters to a 45-day cycle.

**NOTE:** When the patient returns for refills of the other Rxs, they too will prompt the user for synchronization. It may take more than one refill cycle before all Rxs are aligned with the same refill due date.