

**Pharmacy Reengineering (PRE)  
Inbound ePrescribing (IEP) 5.0  
User Guide**



**November 2021**

**Version 5.0 (Unit 3 Part 1)**

**Department of Veterans Affairs (VA)**

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Date	Version	Description	Author
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## Unit 3. Inbound eRx VistA Outpatient Pharmacy

### 3.1 Introduction

Inbound eRx VistA Outpatient Pharmacy is comprised of two sections:

- Inbound eRx VistA Holding Queue
- Inbound eRx VistA Outpatient Profile - Complete Orders from Order Entry/Results Reporting (OERR) and Patient Prescription Processing

### 3.2 Purpose of Inbound eRx VistA Holding Queue

The eRx Holding Queue allows for validation and review of eRxs by VA Pharmacy users prior to the eRx being added to the VA record and merging with the existing outpatient functionality. For the fillable prescriptions, VA Pharmacy users can validate patient, provider, and drug/SIG information. Additionally, users can accept, hold, un hold, print, reject, or remove an eRx from the Holding Queue after it has been received by VistA from the eRx Processing Hub. The users can also work with RxRenewal Responses, RxChange Responses and CancelRx Requests, which are described.

**NOTE:** Controlled Substance records that meet the requirements of the Drug Enforcement Administration's electronic prescribing for Controlled Substance rules will have a visual indicator stating "EPCS DEA Valid" at the top right corner in the VistA Holding Queue.

### 3.3 NCPDP 2017071 Messages in the Holding Queue

The message types in the Holding Queue include:

- [NewRx Message](#)
- [RxRenewal Request Message](#)
- [RxRenewal Response Message](#)
- [RxChange Request Message](#)
- [RxChange Response Message](#)
- [CancelRx Request Message](#)
- [CancelRx Response Message](#)
- [Inbound Error Message](#)

#### 3.3.1 NewRx Message

NewRx message is the NCPDP 2017071 format for New Electronic Prescription sent by an external (non-VA) provider.



### **3.3.2 RxRenewal Request Message**

RxRenewal Request message is the NCPDP 2017071 format for RxRenewal Request sent by a VA Pharmacy for electronic Prescriptions.

### **3.3.3 RxRenewal Response Message**

RxRenewal Response message is the NCPDP 2017071 format for RxRenewal Response sent by an External Provider for RxRenewal Request sent by a VA Pharmacy.

### **3.3.4 RxChange Request Message**

RxChange Request message is the NCPDP 2017071 format for RxChange Request sent by a VA Pharmacy for electronic Prescriptions.

### **3.3.5 RxChange Response Message**

RxChange Response message is the NCPDP 2017071 format for RxChange Response sent by an External Provider for RxChange Request sent by a VA Pharmacy.

### **3.3.6 CancelRx Request Message**

CancelRx Request message is the NCPDP 2017071 format for CancelRx Request sent by External Provider on Electronic Prescriptions.

### **3.3.7 CancelRx Response Message**

CancelRx Response message is the NCPDP 2017071 format for CancelRx Response sent by VA Pharmacy for a CancelRx Request sent by External Provider.

### **3.3.8 Inbound Error Message**

ERROR messages are in the NCPDP 2017071 format for Inbound Error message received in VistA under situations such as, the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and CH is not working.

### **3.3.9 Inbound vs. Outbound Messages**

Inbound messages are those that are sent by the external (non-VA) Providers and are received in the Holding Queue. NewRx, RxRenewal Response, RxChange Response, CancelRx Request, and Inbound Error are Inbound messages.

Outbound messages are those that are sent by VA pharmacies to the external Provider's EHR system. RxRenewal Request, RxChange Request, and CancelRx Response are Outbound messages.

## **3.4 Accessing the eRx Holding Queue**

The inbound eRx message is transmitted from the Processing Hub to VistA and stored in the eRx Holding Queue.

## 3.5 Traditional View vs. Patient Centric View

### 3.5.1 Traditional View

To access the Traditional View of the eRx Holding Queue:

1. Follow this navigation path: **Core Applications > Outpatient Pharmacy Manager > (select Division) > RX (Prescriptions) ... > Complete Orders from eRx [PSO ERX FINISH]**

```
FERX      Patient Prescription Processing
          Complete Orders from eRx
          Barcode Rx Menu ...
          Check Drug Interaction
          Complete Orders from OERR
          Discontinue Prescription(s)
          Edit Prescriptions
          ePharmacy Menu ...
          List One Patient's Archived Rx's
          Manual Print of Multi-Rx Forms
          OneVA Pharmacy Prescription Report
          Reprint an Outpatient Rx Label
          Signature Log Reprint
          View Prescriptions
```

Figure 3-1: Complete Orders from eRx Menu Option

2. To enter eRx Holding Queue, you must select the type of records you want to see on the Holding Queue. The options are Non-CS for Non-Contrlled Substance, CS for Controlled Substance and B for Both. For our example we will select B.

```
          You are logged on under the ALBANYZZ division.
Select LABEL PRINTER: HOME//   Linux Telnet /SSh
OK to assume label alignment is correct? YES//
Bingo Board Display: OUTPATIENT//

          Select one of the following:

          Non-CS      Non-Controlled Substance
          CS          Controlled Substance
          B           Both
Select eRx Record Type: B// oth
```

Figure 3-2: Controlled Substance Selection

- This next filter is displayed if you selected CS or B above. It allows you to select specific CS drug schedule of the records you want to see in the Holding Queue. For this example we are electing Schedules II-V which basically includes all CS drug schedules.

```
Select one of the following:

      1      Schedule II
      2      Schedules III - V
      3      Schedules II - V

Select Schedule(s): 3//  Schedules II - V
```

**Figure 3-3: Drug Schedule Selection**

- Select RX Prescription Received Date.

```
Select Rx (Prescriptions) <TEST ACCOUNT> Option: ferx Complete Orders from eRx

Select one of the following:

PT      PATIENT (Grouped)
RX      PRESCRIPTION RECEIVED DATE
E       EXIT
```

**Figure 3-4: Select RX**

The first screen that displays upon accessing the eRx Holding Queue is the Holding Queue list view screen. Controlled Substance records will be indicated with a square bracket “]” symbol. Records without a “]” are for Non-Controlled Substance medications.

PSO ERX HOLDING QUEUE		Aug 27, 2021@13:31:54		Page: 1 of 3	
PSO ERX HOLDING QUEUE					
ERX LOOK-BACK DAYS: Default value 365 (Aug 27, 2020)					
	Patient	DOB	Drug	Provider	STA Rec Date
1]			LORAZEPAM 2MG/ML ORAL		I 6/11/21
2]			PREGABALIN 50MG CAP		I 6/11/21
3]			CHLORDIAZEPOXIDE HCL		I 6/11/21
4]			CHLORDIAZEPOXIDE HCL		I 6/11/21
5]			CHLORAL HYDRATE 500MG		I 6/11/21
6.			PREGABALIN 100MG OR		I 6/11/21
7.			PREGABALIN 100MG OR		I 6/11/21
8]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
9.			PREGABALIN 100MG OR		I 6/11/21
10]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
11]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
12]			DIAZEPAM 2MG TABLET		I 6/11/21
13]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
14]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
15]			DIAZEPAM 2MG TABLET		I 6/11/21
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV (Message View)			
Select Action:Next Screen// █					

Figure 3-5: eRx Holding Queue List View

### 3.5.1.1 eRx Holding Queue List View

The eRx Holding Queue List columns include the patient’s name (Patient), date of birth of the patient (DOB), the prescribed drug from the external provider (Drug), the prescribing physician’s name (Provider), the status of the eRx (STA), and the date that the eRx was received by Vista (Rec Date). At any given time, 999 eRx records are displayed in the Holding Queue List View with actionable statuses of “N”, “I”, “W”, or with one of the Hold codes (Hxx (where x = letter), HC), CAH, CAO, CAP, CAR, CXD, CXE, CXI, CXN, CXV, CXW, CXY, RXD, RXE, RXF, RXI, RXN, RXR, RXW, or the Inbound Error in RRE and CRE status. The records are sorted by Received Date with oldest records first. Refer to [Appendix B: Holding Queue Status Codes & Descriptions](#) in User Manual Unit 6 (PSO\_7\_0\_P617\_UM\_6) available on the Veteran's Documentation Library (VDL) for additional information on the various statuses in the list.

The following actions are available from the eRx Holding Queue List:

- **<SI> Select Item** can be entered to select an item in the Enter a Number prompt. Additionally, the record # can be entered without selecting SI at the “Select Action: Next Screen//” prompt.
- **<SR> Search Queue** can be entered to search for an eRx based on a variety of search criteria.
- **<SO> Sort Entries** can be entered to sort the list.
- **<MV> Message View** can be entered to display various message types.

### 3.5.1.1.1 Message Viewb

Message View, <MV>, is an action in the Holding Queue. When the user enters <MV>, the system prompts the user to select the message type. By selecting the message type, the user can view all the messages in the various statuses for the selected message type in the order of date received, with the newest records displayed first. Records containing a Controlled Substance will be indicated with a bracket “[ ]” symbol. Records without a “[ ]” are Non-Controlled Subsatnce.

PSO ERX HOLDING QUEUE		Aug 27, 2021@13:31:54		Page: 1 of 3	
PSO ERX HOLDING QUEUE					
ERX LOOK-BACK DAYS: Default value 365 (Aug 27, 2020)					
	Patient	DOB	Drug	Provider	STA Rec Date
1]			LORAZEPAM 2MG/ML ORAL		I 6/11/21
2]			PREGABALIN 50MG CAP		I 6/11/21
3]			CHLORDIAZEPOXIDE HCL		I 6/11/21
4]			CHLORDIAZEPOXIDE HCL		I 6/11/21
5]			CHLORAL HYDRATE 500MG		I 6/11/21
6.			PREGABALIN 100MG OR		I 6/11/21
7.			PREGABALIN 100MG OR		I 6/11/21
8]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
9.			PREGABALIN 100MG OR		I 6/11/21
10]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
11]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
12]			DIAZEPAM 2MG TABLET		I 6/11/21
13]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
14]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
15]			DIAZEPAM 2MG TABLET		I 6/11/21
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV (Message View)			
Select Action:Next Screen// █					

Figure 3-6: Message View

### 3.5.1.2 Actionable and Non-Actionable eRx Records

There are two types of Inbound eRx records: Actionable records and Non-Actionable records.

Actionable Records are those that are displayed in the eRX Holding Queue List View.

Actionable records include:

- NewRx (status in New, In Process, Hold, and Wait)
- CancelRx Request
- RxRenewal Response (Denied, Denied NewRx to Follow, RxRenewal Response Failed)
- RxRenewal Response – Approved with Changes (when there is a change to the provider data)
- RxRenewal Response – Replace (in statuses of new, in process, hold, wait or error)
- Inbound Errors related to RxRenewal Requests

- RxChange Response (Denied for all request types)
- RxChange Response (Approved for Prior Authorization Required request type)
- RxChange Response (Validated for Prescriber Authorization request type)
- RxChange Response (Approved and Approved with Changes for request types Generic Substitution, Therapeutic Interchange/Substitution, Drug Use Evaluation, Script Clarification and Out of Stock, and in statuses of new, in process, hold, wait, or error)
- Inbound Errors related to RxChange Requests

Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. All records acknowledged, removed, rejected, processed/completed, and auto-canceled are non-actionable. Non-Actionable records further include:

- RxRenewal Request
- RxRenewal Response – Approved
- RxRenewal Response – Approved with Changes (change to drug data only)
- RxChange Request
- CancelRx Response
- Inbound Errors related to CancelRx Responses

For additional information on Actionable and Non-Actionable eRx Status Codes, refer to the tables in [Appendix B: Holding Queue Status Codes & Descriptions](#) in [Unit 6](#).

### 3.5.1.2.1 eRx Default Lookback Days

A new field, ERX DEFAULT LOOKBACK DAYS file (#10.2), has been added to the OUTPATIENT SITE file (#59), which contains the number of days the user would like to look back before loading the Holding Queue’s list view or completing a Search (SR) or Sort (SO). This is a configurable field that can be updated with the desired value by the local site’s VistA Admin. The addition of this new configurable field facilitates increased processing speed in the eRx Holding Queue.

LAST PRESCRIPTION # ISSUED: 2721007	DISPENSE DNS NAME: 10.1.19.9
DISPENSE DNS PORT: 9300	ONEVA PHARMACY FLAG: ON
DEFAULT ERX CLINIC: ANGIO	<b>ERX DEFAULT LOOKBACK DAYS: 30</b>
AUTOMATED DISPENSE: HL7 V.2.4	IB SERVICE/SECTION: PHARMACY
RELATED INSTITUTION: DAYTSHR TEST LAB	
NPI INSTITUTION: DAYTSHR TEST LAB	
CPRS ORDERING INSTITUTION: DAYTSHR TEST LAB	

**Figure 3-7: eRx Default Lookback Days**

- The number of eRx records displayed in the Holding Queue’s list view is based on the ERX DEFAULT LOOKBACK DAYS file (#10.2) configured in OUTPATIENT SITE file (#59).
- By default, the ERX DEFAULT LOOKBACK DAYS field is blank, so the software goes back to 365 days.
- ERX LOOK-BACK DAYS label along with the value and date stamp are displayed both in the Traditional View and the Patient Centric View of the eRx Holding Queue, in the Header section.

- If the Pharmacy user would like to see eRx records received from older dates, the user can use the Search (SR) option and select the ‘Received Date Range’ (#3), to retrieve those records.

**NOTE:** Refer to the Implementation Guide – Inbound ePrescribing (PSO\*7.0\*p581) on the VA Documentation Library (VDL) for details on configuring the ERX DEFAULT LOOKBACK DAYS for a site.

### 3.5.2 Patient Centric View

The Patient Centric View allows users to view eRxes grouped by patient. This view makes it easier to view the eRx records in the Holding Queue when there is a high volume of records. Patient Centric View displays the actionable eRx records only per patient. It allows the user to easily identify the message types that are in outstanding or actionable statuses, such as, N, I, W, Hxx (where x = letter), HC, CAH, CAO, CAP, CAR, CXD, CXE, CXI, CXN, CXV, CXW, CXY, RXD, RXE, RXF, RXI, RXN, RXR, RXW, or the Inbound Error in RRE and CRE status. It also displays the last user information, which identifies which actionable eRx records have been worked on and/or whom to contact when there is a problem with one or more records.

Once the user selects a patient from the Patient Centric View, the prescription view displays, with only the actionable eRx records for the selected patient.

To access Patient Centric View:

1. Enter <PT>.

```

Select one of the following:

      Non-CS      Non-Controlled Substance
      CS          Controlled Substance
      B           Both

Select eRx Record Type: B// oth

Select one of the following:

      1          Schedule II
      2          Schedules III - V
      3          Schedules II - V

Select Schedule(s): 3// Schedules II - V

Select one of the following:

      PT          PATIENT (Grouped)
      RX          PRESCRIPTION RECEIVED DATE
      E          EXIT

Select By: (PT/RX): PT//

```

**Figure 3-8: PT – Patient (Grouped)**

2. Select an option to filter the Patient Centric View by specific actionable status.

```

Select By: (PT/RX): PT// PATIENT(Grouped)

Select By: Status
A      All
1      New
2      In Process
3      Wait
4      Hold
5      CCR

Enter response: A//
  
```

**Figure 3-9: Patient Centric View Filters – Select by Status**

While accessing the Patient Centric View, one of the following selections may be made to filter the display results by specific actionable statuses:

- <A> All – Patients with eRX records in all actionable statuses in the Holding Queue.
- <1> New – Patients with eRX records in New status in the Holding Queue. (NewRx only)
- <2> In Process – Patients with eRX records in In Process status in the Holding Queue.
- <3> Wait – Patients with eRX records in Wait status in the Holding Queue.
- <4> Hold – Patients with eRX records in one of the Hold statuses in the Holding Queue.
  - If <4> Hold is entered, <S> must then be selected for a single Hold status or <A> for all hold codes.

```

Select By: (PT/RX): PT// PATIENT(Grouped)

Select By: Status
A      All
1      New
2      In Process
3      Wait
4      Hold
5      CCR

Enter response: A// 4 HOLD

Select one of the following:
S      SINGLE CODE
A      ALL HOLD CODES

Enter response: A// █
  
```

**Figure 3-10: Patient Centric View Filters – Hold**



If <S> is entered to filter the display results by a single Hold status, the desired Hold status to filter by must be selected.

```
Enter response: A// SINGLE CODE
Select eRx Status: ??

Choose from:
118      HPT - PATIENT NOT FOUND
119      HPD - PROVIDER NOT FOUND
120      HNF - NON-FORMULARY DRUG THAT NEEDS APPROVAL
121      HSO - INSUFFICIENT STOCK
122      HDI - DRUG-DRUG INTERACTION
123      HAD - ADVERSE DRUG INTERACTION
124      HBA - BAD ADDRESS
125      HPC - PROVIDER CONTACTED
126      HPA - PRIOR APPROVAL NEEDED
127      HOR - OTHER REASON
128      HPP - PATIENT CONTACTED
129      HPR - HOLD DUE TO PATIENT REQUEST
130      HQY - QUANTITY OR REFILL ISSUE
1442     HC - HOLD DUE TO CHANGE
1618     HCR - PRESCRIBER'S CS CREDENTIAL IS NOT APPROPRIATE
1619     HWR - CS PRESCRIPTION WRITTEN/ISSUE DATE HAS PROBLEMS
1620     HIS - PROVIDER DEA# ISSUE
1621     HRX - HOLD FOR RX EDIT
1622     HDE - DRUG USE EVALUATION

Type <Enter> to continue or '^' to exit:
```

**Figure 3-11: Patient Centric View – Hold Statuses**

For additional details on Hold statuses, refer to [Appendix B: Holding Queue Status Codes & Descriptions](#) in [Unit 6](#).

**NOTE:** The Hold status codes of the format Hxx apply to all fillable prescriptions. However, HC applies to NewRx type only.

- <5> CCR – Patients with CancelRx Request and/or actionable RxRenewal Response and/or RxChange Response in the Holding Queue.
  - If <5> CCR is entered, <S> must be selected to filter for a single CCR status, or <A> for all actionable CCR statuses.

```

Select By: (PT/RX): PT//  PATIENT(Grouped)

      Select By: Status

A      All
1      New
2      In Process
3      Wait
4      Hold
5      CCR

Enter response: A// 5 CCR

      Select one of the following:

S      SINGLE CODE
A      ALL CCR CODES

Enter response: A//

```

**Figure 3-12: Patient Centric View Filter – CCR**

If <S> is entered to filter the display results by a single CCR status, they must then select the desired CCR status to filter by.

```

Enter response: A// SINGLE CODE
Select eRx Status: ??

Choose from:
246      RXR - RXRENEWAL RESPONSE REPLACE - NEW
247      RXE - RXRENEWAL RESPONSE - PROCESSING ERROR
248      RXN - RXRENEWAL RESPONSE - NEW
289      RXF - RXRENEWAL RESPONSE FAILED
606      CAO - CANCEL PROCESS COMPLETE
607      CAH - CANCEL COMPLETED IN HOLDING QUEUE
609      CAR - CANCEL REQUEST RECEIVED
612      CAF - CANCEL PROCESS FAILED
613      CAP - CANCEL PAPER RX OR FAXED RX
618      RXD - RXRENEWAL RESPONSE DENIED/DNTF
620      CAX - CANCEL RESPONSE FROM VISTA UNSUCCESSFUL
1412     CXN - RXCHANGE RESPONSE - NEW
1413     CXV - RXCHANGE RESPONSE - PRESCRIBER AUTH - NEW
1414     CXY - RXCHANGE RESPONSE - PRIOR AUTH - NEW
1418     CXD - RXCHANGE RESPONSE DENIED
1421     CXE - RXCHANGE RESPONSE - PROCESSING ERROR

Select eRx Status: █

```

**Figure 3-13: Patient Centric View – CCR Statuses**

Once a selection is made:

- If the site has not configured ERX DEFAULT LOOKBACK DAYS, a list of patients who have Actionable eRx records in the Holding Queue for the last 365 days displays. See Figure 3-12.

PSO ERX HOLDING QUEUE		May 26, 2021@13:02:13		Page: 1 of 18	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: Default value 365 (May 26, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		Losartan Potassium 50		N	3/31/21
2.		Losartan Potassium 50		HC	4/1/21
3.		Losartan Potassium 50		I	4/2/21
4.		Losartan Potassium 50		N	4/5/21
5.		Losartan Potassium 50		N	4/5/21
6.		Losartan Potassium 50		N	4/5/21
7.		Losartan Potassium 50		N	4/7/21
8.		Losartan Potassium 50		N	4/7/21
9.		Losartan Potassium 50		N	4/7/21
10.		Losartan Potassium 50		N	4/7/21
11.		Losartan Potassium 50		N	4/8/21
12.		Losartan Potassium 50		N	4/8/21
13.		Losartan Potassium 50		N	4/8/21
14.		Losartan Potassium 50		I	4/8/21
15.		Losartan Potassium 50		I	4/9/21

+ Enter ?? for more actions

SI Select Item                      SO Sort Entries  
 SR Search Queue                    MV Message View  
 Select Action:Next Screen//

**Figure 3-14: Non-Configured ERX LOOK-BACK DAYS Field**

- If options <1>, <2>, <3>, or <4> are selected to filter by status, a list of patients displays if the patient has Actionable eRx records under the selected status within the number of days set as the ERX DEFAULT LOOKBACK DAYS. For example, if the ERX DEFAULT LOOKBACK DAYS is set to a value of 30 and a user selected <1> New when filtering the Patient Centric View, the patient(s) displayed should have had a new record received within the last 30 days. See Figure 3-13.

Patient	DOB	Drug	Provider	STA	Rec Date
PSO ERX HOLDING QUEUE Aug 27, 2021@13:31:54 Page: 1 of 3					
PSO ERX HOLDING QUEUE					
ERX LOOK-BACK DAYS: Default value 365 (Aug 27, 2020)					
1]		LORAZEPAM 2MG/ML ORAL		I	6/11/21
2]		PREGABALIN 50MG CAP		I	6/11/21
3]		CHLORDIAZEPOXIDE HCL		I	6/11/21
4]		CHLORDIAZEPOXIDE HCL		I	6/11/21
5]		CHLORAL HYDRATE 500MG		I	6/11/21
6.		PREGABALIN 100MG OR		I	6/11/21
7.		PREGABALIN 100MG OR		I	6/11/21
8]		ALPRAZOLAM 0.25MG TAB		I	6/11/21
9.		PREGABALIN 100MG OR		I	6/11/21
10]		ALPRAZOLAM 0.25MG TAB		I	6/11/21
11]		ALPRAZOLAM 0.25MG TAB		I	6/11/21
12]		DIAZEPAM 2MG TABLET		I	6/11/21
13]		ALPRAZOLAM 0.25MG TAB		I	6/11/21
14]		ALPRAZOLAM 0.25MG TAB		I	6/11/21
15]		DIAZEPAM 2MG TABLET		I	6/11/21
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV (Message View)			
Select Action:Next Screen// █					

**Figure 3-15: Configured ERX LOOK-BACK DAYS Field**

The table below describes the columns visible in the Patient Centric View.

**Table 1: Patient Centric View**

Column Label	Description
ERX PATIENT	Name of the patient sent on the New prescription
DOB	eRx patient's date of birth
ED	The number of days elapsed since the oldest eRx that is still in an actionable status was received for that patient
LOCKED BY	Name of the current user that applied lock on the patient record successfully
NW	Number of NewRxes
WT	Number of eRxes in WAIT status. WAIT status displays if all validations have been performed, but the eRx has not been Accepted (AC) (Includes all fillable prescriptions).
IP	Number of eRxes In Process (includes all fillable prescriptions)
HD	Number of eRxes on Hold (includes all fillable prescriptions)
CCR	CancelRx Request, RxChange Response, and RxRenewal Response records in actionable statuses; (also, includes RXF,RXE and CXE records)
OTH	Inbound Error related to RxRenewal/RxChange Request (Status – RRE/CRE)
TOT	Total number of eRxes in actionable statuses

- If an eRx patient does not have user name displayed in the LOCKED BY column, this means that the patient’s eRx record is available to the user.
- Under columns NW, IP, HD, WT, CCR, and OTH the maximum count displayed is 99, even if the patient has more actionable eRx records, which the TOT (Total) column would indicate.
- Under the TOT column, the maximum count displayed is 999, even if the patient has more than 999 items in actionable status.
- Patient Centric View displays up to 999 records.
- Patient Centric View records are sorted by Elapsed Days, in descending order.

To select a patient to view the eRxes associated with them, select the patient record number. A list of actionable eRx records displays.

PSO ERX HOLDING QUEUE		Aug 27, 2021@13:31:54		Page: 1 of 3	
PSO ERX HOLDING QUEUE					
ERX LOOK-BACK DAYS: Default value 365 (Aug 27, 2020)					
	Patient	DOB	Drug	Provider	STA Rec Date
1]			LORAZEPAM 2MG/ML ORAL		I 6/11/21
2]			PREGABALIN 50MG CAP		I 6/11/21
3]			CHLORDIAZEPOXIDE HCL		I 6/11/21
4]			CHLORDIAZEPOXIDE HCL		I 6/11/21
5]			CHLORAL HYDRATE 500MG		I 6/11/21
6.			PREGABALIN 100MG OR		I 6/11/21
7.			PREGABALIN 100MG OR		I 6/11/21
8]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
9.			PREGABALIN 100MG OR		I 6/11/21
10]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
11]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
12]			DIAZEPAM 2MG TABLET		I 6/11/21
13]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
14]			ALPRAZOLAM 0.25MG TAB		I 6/11/21
15]			DIAZEPAM 2MG TABLET		I 6/11/21
<b>+ Enter ?? for more actions</b>					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV (Message View)			
Select Action:Next Screen// █					

**Figure 3-16: Patient eRx List**

To view the details of an eRx, select the record number.

```

eRx Holding Queue Display      May 26, 2021@13:11:35      Page: 1 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: (cm)()                eRx WT: (kg)()

NEWRX
eRx Status: NEW RX
eRx Patient Primary Telephone: ██████████
eRx Patient: ██████████                DOB: ██████████
Vista Patient: NOT LINKED                DOB: ██████████

eRx Provider Primary Telephone: ██████████
eRx Provider: ██████████
Vista Provider: ██████████            DEA#: ██████████            NPI: ██████████
                                         DEA#: ██████████            NPI: ██████████

eRx Drug: Losartan Potassium 50 MG Oral Tablet
eRx Qty: 1                eRx Refills: 0                eRx Days Supply: 10
+ Enter ?? for more actions
VP VALIDATE PATIENT        VM VALIDATE PROVIDER        VD (VALIDATE DRUG/SIG)
P Print                    RJ Reject                    AC Accept eRx
H Hold                    UH Un Hold                    RM Remove eRx
Select Action:Next Screen// █

```

Figure 3-17: eRx Summary/Details Screen

Validation actions may be completed from here. If validation actions are started on NewRx message types, but not Accepted, the Status of the eRx displays as “I” for In Process. In the example below, just the patient was validated, therefore the eRx is still In Process.

```

PSO ERX HOLDING QUEUE      Jun 11, 2020@14:10:12      Page: 1 of 3
PSO ERX HOLDING QUEUE
ERX LOOK-BACK DAYS: 30 (May 12, 2020)

```

	Patient	ERX	LOOK-BACK DAYS: 30 (May 12, 2020)	Drug	Provider	STA	Rec Date
1.	██████████			Azithromycin 250 MG O	██████████	N	1/15/20
2.	██████████			Azithromycin 250 MG O	██████████	N	1/15/20
3.	██████████			Azithromycin 250 MG O	██████████	N	1/15/20
4.	██████████			Glucose Blood In Vitr	██████████	I	1/31/20
5.	██████████			N/A	██████████	RXR	2/6/20
6.	██████████			Glucose Blood In Vitr	██████████	N	2/7/20
7.	██████████			Glucose Blood In Vitr	██████████	N	2/7/20
8.	██████████			Glucose Blood In Vitr	██████████	N	2/11/20
9.	██████████			METHADONE HCL 10MG TA	██████████	N	2/11/20
10.	██████████			Metoprolol Succinate	██████████	RXD	2/12/20
11.	██████████			lamotrigine 150 mg or	██████████	N	2/13/20
12.	██████████			lamotrigine 150 mg or	██████████	N	2/13/20
13.	██████████			lamotrigine 150 mg or	██████████	RXR	2/13/20
14.	██████████			lamotrigine 150 mg or	██████████	I	2/13/20
15.	██████████			Rosuvastatin Calcium	██████████	N	2/19/20

```

+ Enter ?? for more actions
SI Select Item                SO Sort Entries
SR (Search Queue)            MV (Message View)
Select Action:Next Screen// █

```

Figure 3-18: eRx List with Updated Status – I

In the Patient Centric View, if an eRx status changes one actionable status to another, the eRx total remains the same, but the totals for various statuses are updated. In the example below, the second record displays 17 NewRxes and 3 eRxes that are In Process, and a total of 35 eRxes.

PSO ERX PATIENT CENTRIC VIEW Jun 11, 2020@14:11:38										Page: 1 of 1		
Patient Centric View												
ERX LOOK-BACK DAYS: 30 (May 12, 2020)												
ERX PATIENT	DOB	ED	LOCKED BY	NW	WT	IP	HD	CCR	OTH	TOT		
1.		167		11	6	6	38	67	0	128		
2.		148		17	1	3	7	7	0	35		
3.		134		1	0	0	0	7	0	8		
4.		79		38	0	2	25	20	0	85		
5.		78		15	1	6	83	80	0	185		
6.		51		4	0	1	11	1	0	17		
7.		43		12	1	1	39	26	0	79		
8.		36		8	4	2	16	5	0	35		
9.		30		0	0	0	1	1	0	2		
10.		30		3	1	2	5	13	0	24		
11.		27		6	1	0	0	1	0	8		
12.		27		0	0	2	27	19	0	48		
13.		21		1	1	1	10	14	0	27		
14.		16		1	0	0	0	0	0	1		
15.		15		0	0	1	0	0	0	1		
16.		15		7	0	0	2	5	0	14		

Enter ?? for more actions

SP SELECT PATIENT                      SO SORT ENTRIES  
SR SEARCH QUEUE                        MV Message View  
Select Item(s): Quit//

Figure 3-19: Patient Centric View

If an eRX status changes from New to In Process, the numbers for the various statuses are updated while the eRX total remains the same, as seen in the second record in the example below. There are now 16 NewRXes, 4 eRXes In Process, and still a total of 35 eRXes.

PSO ERX PATIENT CENTRIC VIEW Jun 11, 2020@14:14:55											Page:	1 of	1
Patient Centric View													
ERX LOOK-BACK DAYS: 30 (May 12, 2020)													
ERX PATIENT	DOB	ED	LOCKED BY	NW	WT	IP	HD	CCR	OTH	TOT			
1.		167		11	6	6	38	67	0	128			
2.		148		16	1	4	7	7	0	35			
3.		134		1	0	0	0	7	0	8			
4.		79		38	0	2	25	20	0	85			
5.		78		15	1	6	83	80	0	185			
6.		51		4	0	1	11	1	0	17			
7.		43		12	1	1	39	26	0	79			
8.		36		8	4	2	16	5	0	35			
9.		30		0	0	0	1	1	0	2			
10.		30		3	1	2	5	13	0	24			
11.		27		6	1	0	0	1	0	8			
12.		27		0	0	2	27	19	0	48			
13.		21		1	1	1	10	14	0	27			
14.		16		1	0	0	0	0	0	1			
15.		15		0	0	1	0	0	0	1			
16.		15		7	0	0	2	5	0	14			

Enter ?? for more actions  
 SP SELECT PATIENT                      SO SORT ENTRIES  
 SR SEARCH QUEUE                        MV Message View  
 Select Item(s): Quit//

**Figure 3-20: Patient Centric View – Updated Actionable Status to another Actionable Status**

In the Patient Centric View, if an eRX status changes an actionable Status to a non-actionable status, the eRX total decreases by one and the totals for various statuses are also updated. In the example below, the record in the second row, the WT column has updated from 1 eRXes to 0 eRXes, therefore updating the total column from 35 to 34.

PSO ERX PATIENT CENTRIC VIEW Jun 11, 2020@14:20:11											Page:	1 of	1
Patient Centric View													
ERX LOOK-BACK DAYS: 30 (May 12, 2020)													
ERX PATIENT	DOB	ED	LOCKED BY	NW	WT	IP	HD	CCR	OTH	TOT			
1.		167		11	6	6	38	67	0	128			
2.		148		16	0	4	7	7	0	34			
3.		134		1	0	0	0	7	0	8			
4.		79		38	0	2	25	20	0	85			
5.		78		15	1	6	83	80	0	185			
6.		51		4	0	1	11	1	0	17			
7.		43		12	1	1	39	26	0	79			
8.		36		11	4	2	16	5	0	38			
9.		30		0	0	0	1	1	0	2			
10.		30		3	1	2	5	13	0	24			
11.		27		6	1	0	0	1	0	8			
12.		27		0	0	2	27	19	0	48			
13.		21		1	1	1	10	14	0	27			
14.		16		1	0	0	0	0	0	1			
15.		15		0	0	1	0	0	0	1			
16.		15		7	0	0	2	5	0	14			

Enter ?? for more actions  
 SP SELECT PATIENT                      SO SORT ENTRIES  
 SR SEARCH QUEUE                        MV Message View  
 Select Item(s): Quit//

**Figure 3-21: Patient Centric View Total Updated**



### 3.5.3 eRx Holding Queue Summary/Details Screen NewRx Message

A record from the eRx Holding Queue List View can be selected by both typing <SI> and the record number or by typing the record number itself. The first screen displayed is the Summary/Details screen, which displays information about the original eRx from the external provider and matched VistA information (if any).

On this screen, the header contains the eRx Patient Name and eRx Reference #, which is an internal VA reference number assigned for tracking the eRx. Below the header is information received from the external provider for the patient, provider, and the drug/SIG. Where applicable, VistA information displays below the eRx information.

**NOTE:**

- “eRx Written Date” – Date the eRx was received in the VistA Holding Queue.
- “eRx Issue Date” – Effective Date, if sent by the provider.

```

eRx Holding Queue Display      May 26, 2021@13:11:35      Page: 1 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: (cm)()                eRx WT: (kg)()

NEWRX
eRx Status: NEW RX
eRx Patient Primary Telephone: ██████████
eRx Patient: ██████████      DOB: ██████████
Vista Patient: NOT LINKED    DOB: ██████████

eRx Provider Primary Telephone: ██████████
eRx Provider: ██████████
Vista Provider: ██████████   DEA#: ██████████      NPI: ██████████
                               DEA#: ██████████      NPI: ██████████

eRx Drug: Losartan Potassium 50 MG Oral Tablet
eRx Qty: 1      eRx Refills: 0      eRx Days Supply: 10
+ Enter ?? for more actions
VP VALIDATE PATIENT      VM VALIDATE PROVIDER      VD (VALIDATE DRUG/SIG)
P Print                  RJ Reject                  AC Accept eRx
H Hold                   UH Un Hold                 RM Remove eRx
Select Action:Next Screen// █
    
```

**Figure 3-22: Summary/Details Screen Page 1**

Press <Enter> to display Page 2 of the Summary/Details screen, which contains eRx Notes, applicable Allergy information, and Diagnosis information.

```

eRx Holding Queue Display      Jun 11, 2020@14:26:15      Page: 2 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 177.8(cm) (04/09/2020)      eRx WT: 90.26(kg) (04/09/2020)
+
eRx Notes: MedPrescribed Note text _NewRx-0521.

Primary Dx: (ICD-10 Z0000)
Description: Testing Prmary Diagnosis

Secondary Dx: (ICD-10 E11.21) Type 2 diabetes mellitus with diabetic
nephropathy
Description: Testing Secondary Diagnosis

Primary Dx: (ICD-10 L40.0) Psoriasis vulgaris
Description: Testing Primary Diagnosis

Secondary Dx: (ICD-10 B18.9) Chronic viral hepatitis, unspecified
Description: Testing Secondary Diagnosis
Enter ?? for more actions
VP VALIDATE PATIENT      VM VALIDATE PROVIDER      VD (VALIDATE DRUG/SIG)
P Print                  RJ Reject                  AC Accept eRx
H Hold                   UH Un Hold                 RM Remove eRx
Select Action:Quit// █

```

Figure 3-23: Summary/Details Screen Page 2

If the VistA information for the patient, provider, or drug is not linked, the display is as shown below:

- VistA Patient: NOT LINKED
- VistA Provider: NOT LINKED
- VistA Drug: NOT LINKED

VistA information displayed includes allergies. If the patient has no known allergies, “NKA” displays in the Allergies section.

```

eRx Holding Queue Display      Jun 11, 2020@14:28:35      Page: 2 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 177.8(cm) (04/09/2020)      eRx WT: 90.26(kg) (04/09/2020)
+
eRx Notes: 2 tablets every morning_MedPrescribed Note text
_NewRx-0526.

Allergies: No Allergy Assessment

Remote:
Adverse Reactions:
Primary Dx: (ICD-10 Z0000)
Description: Testing Prmary Diagnosis

Secondary Dx: (ICD-10 E11.21) Type 2 diabetes mellitus with diabetic
nephropathy
Description: Testing Secondary Diagnosis
Enter ?? for more actions
VP VALIDATE PATIENT      VM VALIDATE PROVIDER      VD VALIDATE DRUG/SIG
P Print                  RJ Reject                  AC Accept eRx
H Hold                   UH Un Hold                 RM Remove eRx
Select Action:Next Screen// █

```

Figure 3-24: Patient with No Known Allergies

If the VistA patient has known allergies, verified allergies display in the Allergies section.

```

eRx Holding Queue Display      Jun 11, 2020@14:32:58      Page: 2 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (05/07/2020)      eRx WT: 79.37(kg) (05/07/2020)
+
Hold Status: HC - HOLD DUE TO CHANGE
Hold Reason:
Placed on hold by: ██████████
eRx Notes: Take one tablet daily

Allergies
  Verified: HEADACHE PM, ALCOHOL, BEEF PRODUCTS, CARROTS,
  Non-Verified: PENICILLIN,
  Remote:

Adverse Reactions
  Verified: DERMAGRAN-B.
  Enter ?? for more actions
VP VALIDATE PATIENT      VM VALIDATE PROVIDER      VD VALIDATE DRUG/SIG
P Print                  RJ Reject                  AC Accept eRx
H Hold                   UH Un Hold                 RM Remove eRx
Select Action:Quit//
  
```

Figure 3-25: VistA Patient with Known Allergies

### 3.5.3.1 eRx Actions

- Manual Validation:
  - <VP> Validate Patient
  - <VM> Validate Provider
  - <VD> (Validate Drug/SIG) - Note that this action is not available unless a VistA patient has been linked, as indicated with parenthesis around the action.
- <P> Printing in the eRx Holding Queue displays all details of an eRx and allows the user to select a local printer and print the eRx.
- <RJ> Rejecting an eRx in the eRx Holding Queue removes the eRx from the main list display and prevents further processing of the eRx.
- <AC> Accepting eRxes in the eRx Holding Queue action is not available until the validation of the eRx Patient, provider, and drug/SIG have been completed. Also note that the <AC> action is not available if the eRx is on Hold.
- <H> Places eRx on Hold in the eRx Holding Queue.
- <UH> UnHold eRx in the eRx Holding Queue.
- <RM> Removing the eRx in the eRx Holding Queue removes eRx from the main list display and prevents further processing of the eRx.
- <??> For hidden actions.

For more details on the above actions, refer to the sections identified in this guide.

**NOTE:** From the Summary/Details screen, users cannot edit any of the VistA information. The validate screens contain the option for editing the VistA information. For further information on editing and validating VistA information for an eRx, refer to section [3.6 Manual Validation](#).

### 3.5.3.1.1 Jump to OP

The Jump to OP <JO> hidden action allows the user to navigate to Complete Orders from OERR, from the eRX Holding Queue Summary/Details screen. Once the user has completed reviewing on the Outpatient side, the user is navigated back to the same Summary/Details screen in which <JO> was initiated from.

The Jump to OP <JO> hidden action allows the user to navigate to Complete Orders from OERR only if the following conditions are true:

1. The RX record is a fillable prescription only.
2. The Vista Patient is already matched to an eRX Patient under the Validate Patient <VP> action.
3. The matched Vista Patient has a current pending line entry on the Outpatient side.

To use the Jump to OP action, enter <??> to view a list of hidden actions.

```

eRx Patient: ██████████          DOB: ██████████
Vista Patient: ██████████        DOB: ██████████

eRx Provider Primary Telephone: ██████████
eRx Provider: ██████████        DEA#: ██████████        NPI: ██████████
Vista Provider: ██████████      DEA#: ██████████        NPI: ██████████

+ Enter ?? for more actions
P Print          RJ (Reject)      AC (Accept eRx)
H (Hold)        UH (Un Hold)      RM (Remove eRx)

The following actions are also available:
+ Next Screen   LS Last Screen   Q Quit
- Previous Screen  GO Go to Page   AD Add Comment
UP Up a Line     RD Re Display Screen  ACK Acknowledge
DN Down a Line   PS Print Screen   SH Status History
> Shift View to Right  PL Print List    EC eRX Change Request
< Shift View to Left  SL Search List   AU View Audit Log
FS First Screen   ADPL Auto Display(On/Off)  JO JUMP TO OP

Type <Enter> to continue or '^' to exit:
  
```

Figure 3-26: Jump to OP – Hidden Action

Enter the hidden Jump to OP <JO> action.

```

eRx HT: (cm)()                eRx WT: (kg)()
NEWRX
eRx Status: IN PROCESS
eRx Patient Primary Telephone: ██████████
eRx Patient: ██████████                DOB: ██████████
Vista Patient[v]: ██████████          DOB: ██████████

eRx Provider Primary Telephone: ██████████
eRx Provider: ██████████
Vista Provider: ██████████            DEA#: ██████████            NPI: ██████████
                                         DEA#: ██████████            NPI: ██████████

eRx Drug: ACETAMINOPHEN AND CODEINE 30MG [C-IV]
eRx Qty: 60          eRx Refills: 0          eRx Days Supply: 30
+ Enter ?? for more actions
VP VALIDATE PATIENT          VM VALIDATE PROVIDER          VD VALIDATE DRUG/SIG
P Print                      RJ Reject                    AC Accept eRx
H Hold                      UH Un Hold                  RM Remove eRx
Select Action:Next Screen// JO JO
Patient: ██████████

Would you like to select a secondary filter? N// █

```

**Figure 3-27: JO Action Selected**

If a user attempts to Jump to OP <JO> when a VistA Patient is not matched to an eRx Patient, an error message is received stating, “Vista patient has not been matched. Cannot jump to outpatient”.

```

eRx Reference #: 397065
eRx HT: (cm)()                eRx WT: (kg)()
NEWRX
eRx Status: NEW RX
eRx Patient Primary Telephone: ██████████
eRx Patient: ██████████                DOB: ██████████
Vista Patient: NOT LINKED          DOB: ██████████

eRx Provider Primary Telephone: ██████████
eRx Provider: ██████████
Vista Provider: NOT LINKED        DEA#: ██████████            NPI: ██████████
                                         DEA#: ██████████            NPI: ██████████

eRx Drug: furosemide 80 mg tablet
eRx Qty: 60          eRx Refills: 0          eRx Days Supply: 30
+ Enter ?? for more actions
VP VALIDATE PATIENT          VM VALIDATE PROVIDER          VD (VALIDATE DRUG/SIG)
P Print                      RJ Reject                    AC Accept eRx
H Hold                      UH Un Hold                  RM Remove eRx
Select Action:Next Screen// JO JO
Vista patient has not been matched. Cannot jump to outpatient.
Type <Enter> to continue or '^' to exit:

```

**Figure 3-28: JO Error – VistA Patient Not Matched**

If a user attempts to Jump to OP <JO> from an eRx record that is not a fillable prescription, an error message is received stating, “Jumping can only be done on ‘NewRx’ messages, Renewal Response-Replace and fillable RxChange Response messages”.

```

eRx HT: (cm)()          eRx WT: (kg)()

RXCHANGEREQUEST
eRx Status: RXCHANGE RESPONSE RECEIVED
Change Request Type: DUE (Drug Use Evaluation)
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone: 
eRx Patient:           DOB: 
Vista Patient:         DOB: 

eRx Provider Primary Telephone: 
eRx Provider:         DEA#:           NPI: 
Vista Provider:       DEA#:           NPI: 

+      Enter ?? for more actions
VP (VALIDATE PATIENT)   VM (VALIDATE PROVIDER)   VD (VALIDATE DRUG/SIG)
P Print                RJ (Reject)              AC (Accept eRx)
H (Hold)              UH (Un Hold)            RM (Remove eRx)
Select Action:Next Screen// JO  JO
Jumping can only be done on 'NewRx', 'Renewal Response - Replace' and fillable
RxChange Response' messages.
Type <Enter> to continue or '^' to exit: █

```

**Figure 3-29: JO Error – Fillable eRx Messages Only**

Once the user has completed reviewing on the Outpatient side, upon selecting <Enter> at the “Select Patient:” prompt, the user is navigated back to the same Summary/Details screen in which <JO> was initiated from.

```

Medication Profile          Jun 11, 2020@14:56:49          Page: 3 of 6
PID:                        <NO ALLERGY ASSESSMENT>
DOB:                        Ht (cm): ( )
SEX:                        Wt (kg): ( )
CrCL: <Not Found> (CREAT: Not Found)          BSA (m2):
+
#  RX #          DRUG          QTY ST  ISSUE DATE  LAST REF DAY
-----
18 2720877A      PENICILLAMINE 250MG CAP  45 A  05-13 05-13  0 45
19 & 2720762      PRAMIPEXOLE 1MG TAB  15 E  03-26 03-26  0 15
20 & 2720764      SIMVASTATIN 40MG TAB  45 E> 03-26 03-26  0 15
21 2720875A      TACRINE HCL 10MG CAP  10 A  05-13 05-13  0 10
22 2720872A      TERAZOSIN HCL 5MG CAP  10 A> 05-13 05-13  0 10
23 2720871A      WARFARIN (COUMADIN) NA 2MG LAVENDER TAB  A  05-13 05-13  0 20
-----
DISCONTINUED-----
24 & 2720873      CYANOCOBALAMIN 1000MCG/ML INJ  30 DC>05-12 05-13  0 30
25 & 2720882      GALANTAMINE 4MG/ML ORAL SOLN  90 DC>05-15 05-13  0 45
+      Enter ?? for more actions
PU Patient Record Update          NO New Order
PI Patient Information           SO Select Order
Select Action: Next Screen// ^
Select Patient:

```

**Figure 3-30: JO “Select Patient” – Jump Back to Holding Queue eRx Summary/Details Screen**

### 3.5.3.1.2 Jump to eRx

The Jump to eRx <JE> hidden action allows the user to navigate to the VistA eRx Holding Queue display from the Pending Outpatient (OP) Orders display for a pending order or an eRx active prescription. Once the user has completed reviewing or editing in the VistA eRx Holding Queue, the user is navigated back to the pending order or active eRx prescription in the Pending OP Orders display which <JE> was initiated from.

To use the Jump to eRx action, enter <??> to view a list of hidden actions.

```

eRx Provider: [REDACTED]                                DEA: [REDACTED]
                                                         NPI: [REDACTED]

Address: [REDACTED]

eRx Drug: CIMETIDINE 150MG/ML 8ML INJ [C-V]
+ Enter ?? for more actions
BY Bypass          DC Discontinue          FL Flag/Unflag
ED Edit            FN Finish

The following actions are also available:
EX Exit (OP)       VP View Provider          GO Go to Page
PI Patient Infor +  Next Screen          LS Last Screen
DIN Drug Restr/Guide (OP)- Previous Screen    PS Print Screen
EP Print eRx       < Shift View to Left    PT Print List
JE Jump to eRx     > Shift View to Right    QT Quit
IN Intervention Menu ADPL Auto Display(On/Off) RD Re Display Screen
UA Un Accept eRx   DN Down a Line          SL Search List
DM Drug Look Up    FS First Screen          UP Up a Line

Type <Enter> to continue or '^' to exit: █
  
```

**Figure 3-31: Jump to eRx – Hidden Action**

Enter the hidden Jump to eRx <JE> action.

```

Pending OP Orders (ROUTINE)  Nov 10, 2020@15:04:42  Page: 1 of 4
                                                         <A>
PID: [REDACTED]                                Ht(cm): _____ (_____)
DOB: [REDACTED]                                Wt(kg): _____ (_____)
SEX: [REDACTED]
CrCL: <Not Found> (CREAT: 145mg/dL 1/27/99)  BSA (m2): _____

eRx Accepted By: [REDACTED] (OCT 01, 2020@13:59:20)
eRx Patient: [REDACTED]                        SSN: [REDACTED]
                                                         DOB: [REDACTED]

eRx Provider: [REDACTED]                        DEA: [REDACTED]
                                                         NPI: [REDACTED]

Address: [REDACTED]

eRx Drug: OXYCODONE HCL 10MG TAB [C-II]
+ Enter ?? for more actions
BY Bypass          DC Discontinue          FL Flag/Unflag
ED Edit            FN Finish
Select Item(s): Next Screen// JE
  
```

**Figure 3-32: JE Action Selected**

To return back to the pending order or active prescription in the Pending OP Orders display, type ‘^’. The Jump to OP <JO> hidden action is not available while utilizing the <JE> function and users will receive the following error message.

```

eRx Holding Queue Display      Aug 30, 2021@17:07:24      Page: 1 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: ██████████                eRx WT: 64.86(kg) (10/05/2020)
NEWRX                               EPCS DEA VALIDATED
eRx Status: PROCESSED
eRx Patient Primary Telephone: ██████████
eRx Patient: ██████████                DOB: ██████████
Vista Patient[v]: ██████████          DOB: ██████████

eRx Provider Primary Telephone: ██████████
eRx Provider: ██████████
Vista Provider[v]: ██████████        DEA#: ██████████        NPI: ██████████
                                   DEA#: ██████████        NPI: ██████████

eRx Drug: HYDROMORPHONE 2MG C.T. [C-II]
eRx Qty: 9          eRx Refills: 0      eRx Days Supply: 3
+ Cannot jump back, please use '^'
VP VALIDATE PATIENT      VM VALIDATE PROVIDER      VD VALIDATE DRUG/SIG
P Print                  RJ Reject                AC Accept eRx
H Hold                   UH Un Hold              RM Remove eRx
Select Action:Next Screen// ^

```

Figure 3-33: JE Action JO Error Message

### 3.5.3.1.3 Status History

The Status History <SH> hidden action displays the history of status changes on an eRx record within the Holding Queue. It does not include the initial status of the record.

```

+ Enter ?? for more actions
P Print          RJ Reject          AC Accept eRx
H Hold          UH Un Hold          RM Remove eRx

The following actions are also available:
+ Next Screen   LS Last Screen   Q Quit
- Previous Screen  GO Go to Page   AD Add Comment
UP Up a Line     RD Re Display Screen  ACK Acknowledge
DN Down a Line   PS Print Screen   SH Status History
> Shift View to Right  PL Print List    EC eRx Change Request
< Shift View to Left  SL Search List   AU View Audit Log
FS First Screen    ADPL Auto Display(On/Off) JO JUMP TO OP

Type <Enter> to continue or '^' to exit:

```

Figure 3-34: Status History – Hidden Action

Enter the hidden Status History <SH> action to display the history of status changes.

```

+ Enter ?? for more actions
VP VALIDATE PATIENT      VM VALIDATE PROVIDER      VD VALIDATE DRUG/SIG
P Print                  RJ Reject                AC Accept eRx
H Hold                   UH Un Hold              RM Remove eRx
Select Action:Next Screen// SH SH
-----
06/18/20@13:45:13 PVD01 Provider not eligible
Entered By: ██████████
Comments: For User Guide Screen Capture

06/18/20@13:45:13 RJ REJECTED
Entered By: ██████████
Comments:

Type <Enter> to continue or '^' to exit: █

```

Figure 3-35: SH Action - Status Changes on eRx Record in Holding Queue

Comments are displayed where applicable (i.e. Hold, RJ, and RM statuses).



```

eRx Provider Primary Telephone: ██████████
eRx Provider: ██████████
Vista Provider: ██████████
DEA#: ██████████ NPI: ██████████
DEA#: ██████████ NPI: ██████████

eRx Drug: Losartan Potassium 50 MG Oral Tablet
eRx Qty: 1 eRx Refills: 0 eRx Days Supply: 10
+ Enter ?? for more actions
P Print RJ Reject AC Accept eRx
H Hold UH Un Hold RM Remove eRx

The following actions are also available:
+ Next Screen LS Last Screen Q Quit
- Previous Screen GO Go to Page AD Add Comment
UP Up a Line RD Re Display Screen ACK Acknowledge
DN Down a Line PS Print Screen SH Status History
> Shift View to Right PL Print List EC eRx Change Request
< Shift View to Left SL Search List AU View Audit Log
FS First Screen ADPL Auto Display(On/Off) JO JUMP TO OP

Type <Enter> to continue or '^' to exit:

```

Figure 3-36: Status History with Comment for Rejected eRx

### 3.5.3.1.4 eRx Change Request

eRx Change Request <EC> hidden action is used to request change on a NewRx prescription from the external Provider who sent the original NewRx. For detailed information about RxChange Request, refer to [Unit 5 – RxChange Requests and Responses](#) (PSO\_7\_0\_P617\_UM\_51 and PSO\_7\_0\_P617\_UM52) available on the Veteran's Documentation Library (VDL).

```

eRx Provider Primary Telephone: ██████████
eRx Provider: ██████████
Vista Provider: ██████████
DEA#: ██████████ NPI: ██████████
DEA#: ██████████ NPI: ██████████

eRx Drug: Losartan Potassium 50 MG Oral Tablet
eRx Qty: 1 eRx Refills: 0 eRx Days Supply: 10
+ Enter ?? for more actions
P Print RJ Reject AC Accept eRx
H Hold UH Un Hold RM Remove eRx

The following actions are also available:
+ Next Screen LS Last Screen Q Quit
- Previous Screen GO Go to Page AD Add Comment
UP Up a Line RD Re Display Screen ACK Acknowledge
DN Down a Line PS Print Screen SH Status History
> Shift View to Right PL Print List EC eRx Change Request
< Shift View to Left SL Search List AU View Audit Log
FS First Screen ADPL Auto Display(On/Off) JO JUMP TO OP

Type <Enter> to continue or '^' to exit:

```

Figure 3-37: eRx Change Request

### 3.5.3.1.5 View Audit Log

View Audit Log <AU> hidden action is used to view all edits made to a Vista Patient, Provider, and Drug/Sig. This feature will also capture any edits made by auto-matching and display them on the Audit Log.

```

eRx Provider Primary Telephone: ██████████
eRx Provider: ██████████
Vista Provider: ██████████      DEA#: ██████████      NPI: ██████████
                               DEA#: ██████████      NPI: ██████████

eRx Drug: CLONAZEPAM 1MG S.T. [C-IV]
eRx Qty: 10      eRx Refills: 0      eRx Days Supply: 5
+ Enter ?? for more actions
P Print          RJ Reject          AC Accept eRx
H Hold          UH Un Hold          RM Remove eRx

The following actions are also available:
+ Next Screen   LS Last Screen   Q Quit
- Previous Screen  GO Go to Page   AD Add Comment
UP Up a Line     RD Re Display Screen  ACK Acknowledge
DN Down a Line   PS Print Screen   SH Status History
> Shift View to Right  PL Print List     EC eRx Change Request
< Shift View to Left  SL Search List    AU View Audit Log
FS First Screen   ADPL Auto Display(On/Off)  JO JUMP TO OP

Type <Enter> to continue or '^' to exit: AU
  
```

Figure 3-38: eRx View Audit Log

Once the user selects View Audit Log <AU>, the Audit Log report will display.

```

eRx Audit Log      Aug 31, 2021@09:10:27      Page: 1 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
DATE/TIME [ ^ ]   FIELD NAME      EDITED BY
Jun 09, 2021@08:52:51  PROVIDER      ██████████
Old Value:
New Value: ██████████ (DEA#: ██████████)
Jul 13, 2021@13:44:49  DRUG          ██████████
Old Value:
New Value: OPIUM TINCTURE USP (NDC#: ██████████)
Jul 13, 2021@13:45:53  SIG           ██████████
Old Value:
New Value: ORAL 5ML BY MOUTH TWICE A DAY
Jul 13, 2021@13:46    PATIENT INSTRUCTIONS  ██████████
Old Value:
New Value: TEST TEST TEST
+ Enter ?? for more actions
DT Sort by DATE/TIME      EB Sort by EDITED BY
FN Sort by FIELD          SH Show/Hide eRx Value
Select Item(s): Next Screen//
  
```

Figure 3-39: eRx Audit Log

Users are able to sort the Audit Log by Date/Time <DT>, Field <FN>, Edited By <EB>, or Show/Hide eRx Value <SH>. All sort options contain a sort indicator to inform the user if the results are in ascending [^] or descending [v] order. To change the chronological order of the Audit Log display, enter the sort option a second time

eRx Audit Log		Aug 31, 2021@09:24:50	Page: 1 of 1
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
DATE/TIME [ ^ ]	FIELD NAME	EDITED BY	
May 27, 2021@09:05:33	DRUG	[REDACTED]	
Old Value:			
New Value: FAMOTIDINE 20MG TAB (NDC#: )			
May 27, 2021@09:05:33	PROVIDER	[REDACTED]	
Old Value:			
New Value: [REDACTED] (DEA#: [REDACTED])			
May 27, 2021@09:10:31	PATIENT	[REDACTED]	
Old Value:			
New Value: [REDACTED] (L4SSN: [REDACTED]   DOB: [REDACTED])			
Enter ?? for more actions			
DT Sort by DATE/TIME		EB Sort by EDITED BY	
FN Sort by FIELD		SH Show/Hide eRx Value	
Select Item(s): Quit//			

Figure 3-40: eRx Audit Log Sorted by Date/Time Ascending

eRx Audit Log		Aug 31, 2021@09:24:59	Page: 1 of 1
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
DATE/TIME [ v ]	FIELD NAME	EDITED BY	
May 27, 2021@09:10:31	PATIENT	[REDACTED]	
Old Value:			
New Value: [REDACTED] (L4SSN: [REDACTED]   DOB: [REDACTED])			
May 27, 2021@09:05:33	DRUG	[REDACTED]	
Old Value:			
New Value: FAMOTIDINE 20MG TAB (NDC#: )			
May 27, 2021@09:05:33	PROVIDER	[REDACTED]	
Old Value:			
New Value: [REDACTED] (DEA#: [REDACTED])			
Enter ?? for more actions			
DT Sort by DATE/TIME		EB Sort by EDITED BY	
FN Sort by FIELD		SH Show/Hide eRx Value	
Select Item(s): Quit//			

Figure 3-41: eRx Audit Log Sorted by Date/Time Descending

eRx Audit Log		Aug 31, 2021@09:38:09	Page: 1 of 1
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
DATE/TIME	FIELD NAME	EDITED BY	[v]
May 27, 2021@09:05:33	DRUG	[REDACTED]	[REDACTED]
Old Value:			
New Value: FAMOTIDINE 20MG TAB (NDC#: )			
May 27, 2021@09:05:33	PROVIDER	[REDACTED]	[REDACTED]
Old Value:			
New Value: [REDACTED] (DEA#: [REDACTED])			
May 27, 2021@09:10:31	PATIENT	[REDACTED]	[REDACTED]
Old Value:			
New Value: [REDACTED] (L4SSN: [REDACTED]   DOB: [REDACTED])			
Enter ?? for more actions			
DT Sort by DATE/TIME		EB Sort by EDITED BY	
FN Sort by FIELD		SH Show/Hide eRx Value	
Select Item(s): Quit// EB			

Figure 3-42: eRx Audit Log Sorted by Edited By Ascending

eRx Audit Log		Aug 31, 2021@09:38:14	Page: 1 of 1
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
DATE/TIME	FIELD NAME	EDITED BY	[v]
May 27, 2021@09:10:31	PATIENT	[REDACTED]	[REDACTED]
Old Value:			
New Value: [REDACTED] (L4SSN: [REDACTED]   DOB: [REDACTED])			
May 27, 2021@09:05:33	DRUG	[REDACTED]	[REDACTED]
Old Value:			
New Value: FAMOTIDINE 20MG TAB (NDC#: )			
May 27, 2021@09:05:33	PROVIDER	[REDACTED]	[REDACTED]
Old Value:			
New Value: [REDACTED] (DEA#: [REDACTED])			
Enter ?? for more actions			
DT Sort by DATE/TIME		EB Sort by EDITED BY	
FN Sort by FIELD		SH Show/Hide eRx Value	
Select Item(s): Quit//			

Figure 3-43: eRx Audit Log Sorted by Edited By Descending

eRx Audit Log		Aug 31, 2021@09:32:39	Page: 1 of 1
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
DATE/TIME	FIELD NAME [ ^ ]	EDITED BY	
May 27, 2021@09:05:33	DRUG	[REDACTED]	
Old Value:			
New Value: FAMOTIDINE 20MG TAB (NDC#: )			
May 27, 2021@09:10:31	PATIENT	[REDACTED]	
Old Value:			
New Value: [REDACTED] (L4SSN: [REDACTED]   DOB: [REDACTED])			
May 27, 2021@09:05:33	PROVIDER	[REDACTED]	
Old Value:			
New Value: [REDACTED] (DEA#: [REDACTED])			
Enter ?? for more actions			
DT Sort by DATE/TIME		EB Sort by EDITED BY	
FN Sort by FIELD		SH Show/Hide eRx Value	
Select Item(s): Quit// FN			

Figure 3-44: eRx Audit Log Sorted by Field Ascending

eRx Audit Log		Aug 31, 2021@09:32:46	Page: 1 of 1
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
DATE/TIME	FIELD NAME [ v ]	EDITED BY	
May 27, 2021@09:05:33	PROVIDER	[REDACTED]	
Old Value:			
New Value: [REDACTED] (DEA#: [REDACTED])			
May 27, 2021@09:10:31	PATIENT	[REDACTED]	
Old Value:			
New Value: [REDACTED] (L4SSN: [REDACTED]   DOB: [REDACTED])			
May 27, 2021@09:05:33	DRUG	[REDACTED]	
Old Value:			
New Value: FAMOTIDINE 20MG TAB (NDC#: )			
Enter ?? for more actions			
DT Sort by DATE/TIME		EB Sort by EDITED BY	
FN Sort by FIELD		SH Show/Hide eRx Value	
Select Item(s): Quit// [REDACTED]			

Figure 3-45: eRx Audit Log Sorted by Field Descending

eRx Audit Log		Aug 31, 2021@09:42:55	Page: 1 of 1
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
DATE/TIME	FIELD NAME	EDITED BY [v]	
May 27, 2021@09:10:31	PATIENT	[REDACTED]	
eRx Value: [REDACTED] (L4SSN: [REDACTED]   DOB: [REDACTED])			
Old Value:			
New Value: [REDACTED] (L4SSN: [REDACTED]   DOB: [REDACTED])			
May 27, 2021@09:05:33	DRUG	[REDACTED]	
eRx Value: PHENOBARBITAL 100MG TAB			
Old Value:			
New Value: FAMOTIDINE 20MG TAB (NDC#: )			
May 27, 2021@09:05:33	PROVIDER	[REDACTED]	
eRx Value: [REDACTED] (DEA#: [REDACTED])			
Old Value:			
New Value: [REDACTED] (DEA#: [REDACTED])			
Enter ?? for more actions			
DT Sort by DATE/TIME		EB Sort by EDITED BY	
FN Sort by FIELD		SH Show/Hide eRx Value	
Select Item(s): Quit// SH			

Figure 3-46: eRx Audit Log Sorted by Show/Hide eRx Value - Shown

eRx Audit Log		Aug 31, 2021@09:43:05	Page: 1 of 1
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
DATE/TIME	FIELD NAME	EDITED BY [v]	
May 27, 2021@09:10:31	PATIENT	[REDACTED]	
Old Value:			
New Value: [REDACTED] (L4SSN: [REDACTED]   DOB: [REDACTED])			
May 27, 2021@09:05:33	DRUG	[REDACTED]	
Old Value:			
New Value: FAMOTIDINE 20MG TAB (NDC#: )			
May 27, 2021@09:05:33	PROVIDER	[REDACTED]	
Old Value:			
New Value: [REDACTED] (DEA#: [REDACTED])			
Enter ?? for more actions			
DT Sort by DATE/TIME		EB Sort by EDITED BY	
FN Sort by FIELD		SH Show/Hide eRx Value	
Select Item(s): Quit// SH			

Figure 3-47: eRx Audit Log Sorted by Show/Hide eRx Value - Hidden

To exit the Audit Log <AU> and return to the eRx Holding Queue Display, press 'Enter'.

### 3.5.3.2 Patient-Level Record Lock

Note that when either the Summary/Details screen or any of the validate screens of an eRx are open, all the eRxs for that same patient in the Holding Queue are locked and inaccessible for other users to access until the lock is released (the screens are closed). This is referred to as a patient-level record lock.

The following message displays if a user attempts to access an eRx for the same patient that another user has opened.

is editing orders for this patient (JUN 18,2020@15:34:42)  
 Type <Enter> to continue or '^' to exit:

**Figure 3-48: Patient-Level Record Lock**

### 3.5.3.3 Prohibit Renewals

The Prohibit Renewal Request flag is used to denote that a RxRenewal Request should not be sent to the sending prescriber for an original NewRx or a subsequent fillable RxChange Response when the flag is set on the original NewRx. This is usually used when the visit is for a one time prescription (i.e., Urgent Care Center or Emergency Department).

**NOTE:**

- (i) The Prohibit Renewal Request information is not displayed for RxRenewal Request and Response records.
- (ii) The Prohibit Renewal Request information is displayed both in Vista and on web GUI under Track/Audit details screen, whenever it is sent on the inbound NewRx record.

```

eRx Holding Queue Display      Jun 18, 2020@13:54:15      Page: 1 of 6
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm) (05/07/2020)      eRx WT: 79.37(kg) (05/07/2020)
+
eRx Patient Primary Telephone:
eRx Patient:                      DOB:
Vista Patient:                    DOB:

eRx Provider Primary Telephone:
eRx Provider:                      NPI:
Vista Provider:                    NPI:

eRx Drug: SIMVASTATIN 10MG TAB
eRx Qty: 99999      eRx Refills: 99      eRx Days Supply: 365
eRx Written Date: MAY 27, 2020      eRx Issue Date: MAY 27, 2020
Prohibit Renewals: No
eRx Sig:
+ Enter ?? for more actions
VP VALIDATE PATIENT      VM VALIDATE PROVIDER      VD VALIDATE DRUG/SIG
P Print                  RJ Reject                  AC Accept eRx
H Hold                   UH Un Hold                 RM Remove eRx
Select Action:Next Screen//
  
```

**Figure 3-49: Prohibit Renewal Request**