

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



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Version 5.0 (Unit 3 Part 2)

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Revision History

Date	Version	Description	Author
05/20/2024	6.0	PSO*7*743: <ul style="list-style-type: none"> • Updated notes: 11, 11, 13, 16, 17, 28, 29, 31 • Updated figures: 14, 15, 15, 16, 17, 29, 31, 33, 34 	Redacted
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Date	Version	Description	Author
05/07/2019	2.6	<p>Updated document for the following:</p> <ul style="list-style-type: none"> • Standardized images throughout document • Clarified patient DOB format under Table 3 • Added Note to replace text “Dispense Notes” with “Substitutions” under Track/Audit Details screen in Section 5 Inbound/Outbound Message Detail • Added Note to indicate the change of screen/page title from “Users” to “User Management” in section 2.2.5 User Management • Included description for ERX LOOK-BACK DAYS display on the Holding Queue’s Traditional View and Patient Centric Views in section in section 3.5.1.2.1. 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: <ul style="list-style-type: none"> • 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 <p>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 (PSO_7_0_P617_UM_6) available on the Veteran’s Documentation Library (VDL).</p> <ul style="list-style-type: none"> • eRx Default Loopback Days • Replaced column label “LAST USER” with “LOCKED BY” and updated the description under Table 9 • Added the information for LOCKED BY column in section 3.5.2 Patient Centric View • Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42, Figure 3-52, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-59, Figure 3-60, Figure 3-61, and Figure 3-68 for updated layout • Added Note and included Figure 3.6-18 to indicate to the user that a Provider’s DEA# has expired in section 3.6.2.3 Edit Provider • Removed reference to “Limited Duration” field from Validate Drug/SIG for the modified workflow in section 3.6.3.3 Edit Drug/SIG • Added description under Note for modified workflow in section 3.6.3.3 Edit Drug/SIG • Updated description for VistA Days Supply calculation in section 3.6.3.3.1 Additional Field-level Information • Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in 	Redacted

Date	Version	Description	Author
		section 3.6.3.3.2 Quantity/Days Supply work flow under Validate Drug/SIG > Edit: <ul style="list-style-type: none"> • Added Note to replace text “Qty Qualifier” with “Code List Qualifier” and replace, “DAW Code” with “Substitutions” in section 3.13 Complete Orders from OERR and Patient Prescription Processing • Added Note describing eRx Date, Date Written, Issue Date, and Written Date fields in section 3.13 Complete Orders from OERR and Patient Prescription Processing 	
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08/27/2018	2.3	Technical Writer Review and 508 accessibility checks	Redacted
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07/28/2018	2.1	Updated screenshots and added 30-day Lookback	Redacted
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3.6 Manual Validation

Prior to accepting a fillable eRx <AC> and moving the eRx to Pending Outpatient Orders file, the VistA patient, provider, and drug/SIG must be validated. The eRx is then further processed using Complete Orders from OERR [PSO LMOE FINISH] or Patient Prescription Processing [PSO LM BACKDOOR ORDERS].

The validation process begins by selecting one of the validate actions from the Summary/Details screen. For training, the sections further will show examples of NewRx processing. The remaining inbound fillable prescriptions follow the same workflow.

NOTE: Before the Drug/SIG on an eRx can be manually validated, the eRx Patient must have a linked VistA patient. The <VD> (Validate Drug/SIG) action has parenthesis around the action to signify this action is not available until a VistA patient is linked, as illustrated in the following figure.

```

eRx Holding Queue Display      Jun 18, 2020@14:00:41      Page: 1 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (11/13/2019)      eRx WT: 65.77(kg) (11/13/2019)
-----
NEWRX
eRx Status: NEW RX
eRx Patient Primary Telephone: ██████████
eRx Patient: ██████████      DOB: ██████████
Vista Patient: NOT LINKED      DOB: N/A

eRx Provider Primary Telephone: ██████████
eRx Provider: ██████████      NPI: ██████████
Vista Provider: ██████████      NPI: N/A

eRx Drug: Fluticasone Furoate 27.5 MCG/SPRAY Nasal Suspension
eRx Qty: 1      eRx Refills: 0      eRx Days Supply: 10
eRx Written Date: MAY 12, 2020      eRx Issue Date: MAY 12, 2020
+-----+
+ 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 3.6-1: Summary/Details Screen Actions

3.6.1 Validate Patient

The patient must be validated before a fillable eRx can be accepted. Information about the Patient Validation screen and editing the patient information is described in the following sections.

To validate patient information, type <VP> VALDIATE PATIENT from the Summary/Details screen. The Patient Validation screen displays and is described in the following sections.

```
+      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// VP
```

Figure 3.6-2: Validate Patient

3.6.1.1 Patient Auto-Match in the Processing Hub

The following outlines the scenarios for a patient auto-match in the IEP Processing Hub before being sent down to VistA:

Patient Match - Primary Hub

1. MPI Check - receive ICN and SSN from MPI if successful:
 - a. If SSN is sent on a NewRx, then the SSN is used in the auto-match with the MPI along with Last Name, First Name, DOB, Gender, Address Line 1, and Home Telephone Number. If Home Telephone Number is not sent, Primary Telephone is used.
 - b. If SSN is not sent on the NewRx, then the match is be done with MPI against Last Name, First Name, DOB, Gender, Address Line 1, and Home Telephone Number. If Home Telephone Number is not sent, Primary Telephone is used.
 - c. Since only the Last Name, First Name, DOB, and Gender are mandatory on a fillable prescription, the match is done against all the data pieces that are received.
 - d. When a patient is successfully matched, the patient registration at the sites is checked.
2. E&E Check - Then E&E Services is checked to see if the patient is both enrolled and eligible to their system to receive pharmacy benefits (This is done using ICN retrieved from MPI).

Patient Secondary Match in VistA

- Case 1: Patient Auto match successful (MPI record found, E&E check passed, and Patient Site Registration passed).
 - a. Use the ICN received from MPI and check against the local Patient file entry; if passed, then link this VistA patient to eR_X Patient.
 - b. If ICN check fails, use the SSN received from MPI and check against the local Patient file entry; if passed, then link this VistA patient to eR_X Patient.
- Case 2: MPI Match successful but E&E check failed at the Hub:
 - a. Use the ICN received from MPI and check against the local Patient file entry; if passed, then link this VistA patient to eR_X Patient.
 - b. If ICN check fails, use the SSN received from MPI and check against the local Patient file entry; if passed, then link this VistA patient to eR_X Patient.
- Case 3: MPI match unsuccessful at the Hub:
 - a. No secondary match.

3.6.1.2 Patient Manual Validation Screen Overview

The header of the Patient Validation screen contains the eRx Patient Name and the eRx Reference #. Below the header is the eRx and VistA information for the patient, including any known allergies where applicable.

If a match was NOT found for the eRx Patient, the screen looks similar to the below figure. The Status field has “NOT VALIDATED”, with “PATIENT NOT MATCHED” below the Status. No VistA patient information displays.

```

PSO ERX PATIENT VALIDATION Jun 18, 2020@14:05:08 Page: 1 of 1
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (11/13/2019) eRx WT: 65.77(kg) (11/13/2019)
-----
eRx Patient: ██████████ DOB: ██████████
Sex: FEMALE SSN: ██████████
Addr: ██████████
City: ██████████
St: ██████████ Zip: ██████████
Home Phone: ██████████ Primary Phone: ██████████
-----
Status: NOT VALIDATED
PATIENT NOT MATCHED
Allergies:
Adverse Reactions:
-----
Enter ?? for more actions
P Print H Hold UH Un Hold
E Edit AV Accept Validation RJ Reject
Select Item(s): Edit// █
    
```

Figure 3.6-3: Patient Validation Screen Display - Patient Not Validated/Not Auto Matched

If a match is found, however, the patient has NOT been validated, the Summary/Details screen looks similar to the below figure. The Status field has “NOT VALIDATED”, with VistA information displaying, where applicable.

```

PSO ERX PATIENT VALIDATION Jun 18, 2020@14:07:58 Page: 1 of 2
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (11/13/2019) eRx WT: 65.77(kg) (11/13/2019)
-----
eRx Patient: ██████████ DOB: ██████████
Sex: FEMALE SSN: ██████████
Addr: ██████████
City: ██████████
St: ██████████ Zip: ██████████
Home Phone: ██████████ Primary Phone: ██████████
-----
Status: NOT VALIDATED
Vista Patient: ██████████ DOB: ██████████
Sex: MALE SSN: ██████████
Addr: ██████████
City: ██████████
St: ██████████ Zip: ██████████
Home Phone: ██████████ Cell Phone: ██████████
-----
+ Enter ?? for more actions
P Print H Hold UH Un Hold
E Edit AV Accept Validation RJ Reject
Select Item(s): Next Screen//
    
```

Figure 3.6-4: Patient Validation Screen Display - Patient Not Validated/Patient Auto Matched

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

```

PSO ERX PATIENT VALIDATION Jun 18, 2020@14:08:32 Page: 1 of 2
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (11/13/2019) eRx WT: 65.77(kg) (11/13/2019)
+
Status: NOT VALIDATED
Vista Patient: ██████████ DOB: ██████████
Sex: MALE SSN: ██████████
Addr: ██████████
City: ██████████
St: ██████████ Zip: ██████████
Home Phone: ██████████ Cell Phone:
Eligibility: SERVICE CONNECTED 50% to 100%
Pharmacy Narrative: DRUG REQUEST FOR NAPROSYN 375MG
Allergies
Verified: HEADACHE PM, ALCOHOL, BEEF PRODUCTS, CARROTS,
Non-Verified: PENICILLIN,
Remote:
Adverse Reactions:
Enter ?? for more actions
P Print H Hold UH Un Hold
E Edit AV Accept Validation RJ Reject
Select Item(s): Quit//

```

Figure 3.6-5: VistA Patient with Known Allergies

If the patient has been validated, the Status field above the VistA Patient contains “VALIDATED”, with the user who performed the validation and date/timestamp.

```

PSO ERX PATIENT VALIDATION Jun 18, 2020@14:16:30 Page: 1 of 2
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (11/13/2019) eRx WT: 65.77(kg) (11/13/2019)
eRx Patient: ██████████ DOB: ██████████
Sex: FEMALE SSN: ██████████
Addr: ██████████
City: ██████████
St: ██████████ Zip: ██████████
Home Phone: ██████████ Primary Phone: 6176884642
-----
Status: VALIDATED ( ██████████ - JUN 18, 2020@14:16:09)
Vista Patient: ██████████ DOB: ██████████
Sex: MALE SSN: ██████████
Addr: ██████████
City: ██████████
St: ██████████ Zip: ██████████
Home Phone: ██████████ Cell Phone:
+
Enter ?? for more actions
P Print H Hold UH Un Hold
E Edit AV Accept Validation RJ Reject
Select Item(s): Next Screen// █

```

Figure 3.6-6: Patient Validated

The actions at the bottom of the Patient Validation screen include:

- <P> Print – Prints display of the eRx for printing to network or local printer.
- <H> Hold – Places an eRx on hold.
- <UH> Un Hold – Removes an eRx from a Hold.
- <E> Edit – User edits if the information is empty or incorrect.
- <AV> Accept Validation – User accepts the validation if information is correct.
- <RJ> Reject – Rejects the eRx.

3.6.1.3 Edit Patient

1. Enter <E> Edit to edit the patient information.
2. If a VistA patient already exists for the eRx, the system displays a message confirming the edit.

```
A patient has already matched to a vista patient.  
Would you like to edit the patient? NO// █
```

Figure 3.6-7: Edit Patient on a VistA Match

3. If a VistA patient match does not exist, the system prompts to select a patient at the “Select Patient Name” prompt. The partial or full name of the patient, DOB or SSN can be entered.
4. Select the correct patient and press <Enter>.
5. A message displays confirming the patient selection. Enter <Y> Yes.
6. The select patient information populates the VistA Patient fields on the Patient Validation screen.

NOTE: A Warning Message displays if there is a DOB, Gender, and/or on the patient selected during the edit process.

CS NOTE: For Controlled Substance eRx records, an additional check is performed for the presence of at least a ZIP CODE for a patient residing in the US or a POSTAL for patients residing abroad. If not found, the message below will be displayed.

```
***** WARNING(S) *****  
SSN mismatch.  
Date of Birth mismatch.  
Gender mismatch.  
Patient does not have a current mailing or residential address on file.  
*****
```

Figure 3.6-8: Mismatch Message

3.6.1.4 Accept Patient Validation

Once the patient information has been edited and reviewed for accuracy, the validation needs to be accepted on the Patient Validation screen.

1. Select <AV> Accept Validation on the Patient Validation screen to accept the provider validation.
2. A message displays confirming whether to mark the patient as validated. Enter <Y> Yes.

If the validation is successful, a message displays indicating that the validation was updated.

The Status changes to “VALIDATED” on the Patient Validation screen, along with the user who performed the validation and date/timestamp.

```

Would you like to mark this patient as VALIDATED?
Enter Yes or No: NO// YES
Validation Updated!!
Type <Enter> to continue or '^' to exit:

```

Figure 3.6-9: Confirm Acceptance of Patient Validation

A “[v]” displays to the right of the VistA Patient field on the Summary/Details screen.

```

eRx Holding Queue Display      Jun 18, 2020@14:22:15      Page: 1 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4 (cm) (11/13/2019)      eRx WT: 65.77 (kg) (11/13/2019)
-----
NEWRX
eRx Status: IN PROCESS
eRx Patient Primary Telephone: ██████████
eRx Patient: ██████████      DOB: ██████████
Vista Patient[v]: ██████████      DOB: ██████████

eRx Provider Primary Telephone: ██████████
eRx Provider: ██████████      NPI: ██████████
Vista Provider: NOT LINKED      NPI: N/A

eRx Drug: Fluticasone Furoate 27.5 MCG/SPRAY Nasal Suspension
eRx Qty: 1      eRx Refills: 0      eRx Days Supply: 10
eRx Written Date: MAY 12, 2020      eRx Issue Date: MAY 12, 2020
+-----+
+ 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 3.6-10: Patient Validation Complete: Summary/Details Screen Indicator

CS NOTE: For Controlled Substance eRx records, the presence of at least a ZIP CODE for a patient residing in the US or a POSTAL CODE for patients residing abroad will be required. If not found, the message below will be displayed and the user will not be able to proceed with the Validation as shown below.

```

eRx Patient: ██████████      DOB: ██████████
Sex: ██████████      SSN: ██████████
Addr: ██████████
City: ██████████
St: ██████████      Zip: ██████████
Home Phone: ██████████      Primary Phone: ██████████
-----
Status: NOT VALIDATED
Vista Patient: ██████████      DOB: ██████████
Sex: ██████████      SSN: ██████████
Addr: ██████████
City: ██████████
St: ██████████      Zip: ██████████
Home Phone: ██████████      Cell Phone: ██████████
+-----+
+ Enter ?? for more actions
P Print      H Hold      UH Un Hold
E Edit      AV Accept Validation      RJ Reject
Select Item(s): Next Screen// AV Accept Validation

Unable to validate - VistA Patient does not have a current mailing
or residential address on file.

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

```

Figure 3.6-11: Patient Validation Unable To Validate Address Warning

3.6.1.5 Automatic Patient Validation

When a patient validation is accepted on one eRx and there are additional eRxs in the Holding Queue for the same patient, received on the same day, a message displays asking if the patient validation should be applied to the other eRxs. Refer to Figure 3.6-12. If the user selects <Y> Yes, the system links and applies the patient validation for the eRxs currently in the Holding Queue for that patient.

NOTE: Automatic Patient Validation is only available for NewRx.

The determination of the same patient is based on unique records from the ERX EXTERNAL PATIENT file (#52.46). The system only validates the same patients on eRxs that are currently in the ERX HOLDING QUEUE file (#52.49) received at the time of the automatic patient validation. Patient validation is not applied for eRxs received for that patient after the auto validation is applied. For example, if VA receives six eRxs for the same patient on the same day, the user only has to validate the patient once. If eRxs are received later that same day, those eRxs need to be revalidated.

This patient has other prescriptions for: Jun 16, 2020		
Patient: [REDACTED]		
DRUG	PROVIDER	REC DATE

1.) Fluticasone Furoate 27.5	[REDACTED]	JUN 16, 2020

Figure 3.6-12: Automatic Patient Validation

To apply patient validation to other eRxs in the Holding Queue for the same patient, received on the same day:

1. The system asks the user if the previous validation should be applied to the other eRxs received for the patient.

Would you like apply the above validation to these prescriptions? Enter Yes or No: N// O

Figure 3.6-13: Apply Patient Validation to Other eRxs

2. Enter **Y** for Yes to apply the validation to the other eRxs for the patient. After selecting **Yes**, the patient validation is applied to the other eRxs. As previously noted, any eRxs received after this action will not be validated.
3. A message displays indicating that the validation was updated.
4. A “[v]” displays to the right of the VistA Patient field on the Summary/Details screen and the Status field changes to “VALIDATED” on the Patient Validation screen, along with the user who performed the validation and date/timestamp. This occurs for all the eRxs validated via the automatic patient validation process.
5. The statuses on all eRxs validated by the automatic patient validation process changes to “I” for In Process.

NOTE: When doing a batch validation for a patient, it is possible that one or more of the records for the patient is for Controlled Substance which requires the presence of at least a ZIP CODE for a patient residing in the US or a POSTAL CODE if they reside abroad. So, a check will be performed for such records and if the requirement is not fulfilled, the record will not be validated. The message below will be displayed for each record with this issue:

```

eRx Patient: [redacted]                DOB: [redacted]
Sex: [redacted]                        SSN: [redacted]
Addr: [redacted]
City: [redacted]
St: [redacted]                          Zip: [redacted]
Home Phone: [redacted]                 Primary Phone: [redacted]
-----
Status: NOT VALIDATED
Vista Patient: [redacted]              DOB: [redacted]
Sex: [redacted]                        SSN: [redacted]
Addr: [redacted]
City: [redacted]
St: [redacted]                          Zip: [redacted]
Home Phone: [redacted]                 Cell Phone: [redacted]
+-----+
+ Enter ?? for more actions
P Print          H Hold          UH Un Hold
E Edit          AV Accept Validation  RJ Reject
Select Item(s): Next Screen// AV Accept Validation

Unable to validate - VistA Patient does not have a current mailing
or residential address on file.

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

```

Figure 3.6-14: Patient Validation Unable To Validate Address Warning

3.6.2 Validate Provider

The provider must be validated before a fillable eRx can be accepted.

To validate provider information, from the Summary/Details screen, type <VM> VALIDATE PROVIDER. The eRx Provider Validation screen displays.

```

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// VM VALIDATE PROVIDER

```

Figure 3.6-15: Summary/Details Screen Action - Validate Provider

Information about the Validate Provider display and editing the provider information is described in the following sections.

3.6.2.1 Provider Auto-Match in the Processing Hub

The auto-match on an external provider is based upon the NPI of the prescriber coming in on the new eRx. The NPI is matched against the VistA instance’s NEW PERSON file (#200) entry. If the NPI matches and if the Provider is marked “Authorized to Write Meds” that is considered as a match. Upon successful match, the VistA provider is linked with the incoming provider’s record in VistA.

3.6.2.2 Provider Manual Validation Screen Overview

The header of the Provider Validation screen contains the eRx Patient Name and the eRx Reference #. Below the header is the eRx and VistA information for the provider, where applicable.

If a match was NOT found for the eRx provider, the screen looks similar to the below figure. The Status field has “NOT VALIDATED”, with “PROVIDER NOT MATCHED” below the Status. No provider information displays.

```

PSO ERX PROVIDER VALIDATION Jun 18, 2020@14:27:10 Page: 1 of 1
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (11/13/2019) eRx WT: 65.77(kg) (11/13/2019)
-----
eRx Provider: PIMPERNEL,MARGUERITE ANNE
Address: ██████████
██████████
██████████
NPI: ██████████
DEA: ██████████
State Lic: ██████████
Tel: ██████████ Fax: ██████████
-----
Status: NOT VALIDATED
PROVIDER NOT MATCHED
-----
Enter ?? for more actions
P Print H Hold UH Un Hold
E Edit AV Accept Validation RJ Reject
Select Item(s): Edit//

```

Figure 3.6-16: Provider Not Auto Matched / Not Validated

3.6.2.3 Edit Provider

To edit the provider information:

1. Press the <E> Edit action on the Provider Validation screen.
2. If no VistA provider information is in the system for the eRx, the “Select Provider Name” prompt displays for searching for and selecting a provider.
 - a. Enter either the partial name or full name of the provider or the NPI of the Provider, or DEA of the Provider at the “Select Provider Name” prompt. If multiple providers exist with the same name exist, a list of providers is provided with additional identifying information (e.g., middle initial, mail code, and title, where applicable, etc.).
 - b. Select the provider.
3. If a VistA provider is currently linked for the eRx, the system asks if the current provider should be modified.
 - a. Enter <Y> Yes.
 - b. Enter either the partial name or full name of the provider at the “Select Provider Name” prompt.
 - c. Select the provider.

```

Select Item(s): Next Screen// E Edit
Current Vista provider: ██████████
Would you like to modify the current provider? NO//

```

Figure 3.6-17: Modify Current VistA Provider

4. Once the VistA provider is selected, the VistA provider fields populate on the Provider Validation screen, along with information whether the DEA of the Provider has expired or not.
5. The next step in the provider validation process is to accept the validation, which is described in the next section.

NOTE: The text, “Expired”, displays when the DEA # of the selected VistA Provider has expired in File #8991.9.

NPI: [REDACTED]	DEA: [REDACTED] (Expired)
Tel: [REDACTED]	Fax: [REDACTED]

Figure 3.6-18: Select Provider Warning for Expired DEA#

CS NOTE: The following message displays upon selecting the Provider if the date of the Provider’s matching DEA # is expired.

```

DEA: [REDACTED]
State Lic: [REDACTED]
Tel: [REDACTED] Fax: [REDACTED]
Agent: [REDACTED]
-----
Status: NOT VALIDATED
Vista Provider: [REDACTED]
Address: No street address on file.
+ Enter ?? for more actions
P Print H Hold UH Un Hold
E Edit AV Accept Validation RJ Reject
Select Item(s): Next Screen// EDIT Edit
Current Vista provider: [REDACTED]
Would you like to modify the current provider? NO// YES
Select PROVIDER NAME: [REDACTED]
*****INVALID PROVIDER*****
Provider NPI mismatch (eRx: [REDACTED] | VistA: )
eRx Written Date/Issue Date is after the VistA Provider DEA expiration date (MAY
25,2019).
*****
Press Return to continue:

```

Figure 3.6-19: Select Provider DEA Expiration Date Message

CS NOTE: The following block message displays upon selecting the Provider if the Provider's eRx DEA number is missing.

```
NPI: ██████████
DEA: ██████████
State Lic: ██████████
Tel: ██████████ Fax: ██████████
Agent: ██████████
-----
Status: NOT VALIDATED
Vista Provider: ██████████
Address: ██████████
+ Enter ?? for more actions
P Print H Hold UH Un Hold
E Edit AV Accept Validation RJ Reject
Select Item(s): Next Screen// EDIT Edit
Current Vista provider: ██████████
Would you like to modify the current provider? NO// YES
Select PROVIDER NAME: ██████████
*****INVALID PROVIDER*****
Missing eRx Provider DEA#
*****
Press Return to continue: █
```

Figure 3.6-20: Select Provider Missing DEA Number Message

CS NOTE: The following warning message displays upon selecting the Provider if the Vista Provider does not have a valid DEA number on file.

```
Enter ?? for more actions
P Print H Hold UH Un Hold
E Edit AV Accept Validation RJ Reject
Select Item(s): EDIT// E
Current Vista Provider: ██████████
Would you like to modify the current provider? NO// YES
Select PROVIDER NAME: ██████████
***** WARNING(S) *****
Vista Provider does not have a valid DEA# on file.
*****
You have selected provider: ██████████
Would you like to use this provider? NO// ^
```

Figure 3.6-21: Select Vista Provider Missing DEA Number Warning Message

CS NOTE: The following warning message displays upon selecting the Provider if the eRx Provider does not have a valid DEA number on file.

```
Enter ?? for more actions
P Print          H Hold          UH Un Hold
E Edit          AV Accept Validation  RJ Reject
Select Item(s): EDIT// E
Current Vista Provider: [REDACTED]

Would you like to modify the current provider? NO// YES
Select PROVIDER NAME: [REDACTED]
***** WARNING(S) *****
eRx Provider does not have a valid DEA# on file.
*****
You have selected provider: [REDACTED]
Would you like to use this provider? NO// ^
```

Figure 3.6-22: Select eRx Provider Missing DEA Number Warning Message

CS NOTE: The following warning message displays upon selecting the Provider if the Vista Provider does not have a DEA number on file matching the eRx Provider’s DEA number.

```
Enter ?? for more actions
P Print          H Hold          UH Un Hold
E Edit          AV Accept Validation  RJ Reject
Select Item(s): EDIT// E
Current Vista Provider: [REDACTED]

Would you like to modify the current provider? NO// YES
Select PROVIDER NAME: [REDACTED]
***** WARNING(S) *****
Provider DEA mismatch (eRx: [REDACTED] | Vista: [REDACTED]).
*****
You have selected provider: [REDACTED]
Would you like to use this provider? NO// ^
```

Figure 3.6-23: Select Provider DEA Number Mismatch Warning Message

CS NOTE: The following warning message displays upon selecting the Provider if the VistA Drug selected is a Controlled Substance, but the VistA Provider’s DEA number matching the eRx Provider’s DEA number is not authorized to write medication orders for the DEA Schedule of the Drug.

```

Enter ?? for more actions
P Print          H Hold          UH Un Hold
E Edit          AV Accept Validation  RJ Reject
Select Item(s): EDIT// E
Current Vista Provider: [REDACTED]

Would you like to modify the current provider? NO// YES
Select PROVIDER NAME: [REDACTED]
***** WARNING(S) *****
Vista Provider [REDACTED] is NOT authorized to write to the schedule ([C-V])
of the VistA Drug selected.
*****
You have selected provider: [REDACTED]
would you like to use this provider? NO// ^

```

Figure 3.6-24: Select VistA Provider Not Authorized Warning Message

3.6.2.4 Accept Provider Validation

Once the correct provider has been selected and reviewed for accuracy, the next step is to accept the validation using the following steps.

1. Select <AV> ACCEPT VALIDATION on the Provider Validation screen to accept the provider validation.

NOTE: The following warning message displays upon selecting the validation if there is a DEA # and/or NPI mismatch.

```

*****INVALID PROVIDER*****
Provider NPI mismatch (eRx: [REDACTED] | VistA: [REDACTED])
Provider DEA mismatch (eRx: [REDACTED] | VistA: [REDACTED]).
*****

```

Figure 3.6-25: Accept Provider Validation Warning Message

CS NOTE: The following block message displays upon selecting the validation if the Provider's Vista DEA number is missing.

Provider Validation		Dec 14, 2023@11:04:33	Page: 1 of 1
eRx Reference #: [REDACTED]		eRx Patient: [REDACTED]	
Status: AUTO-MATCHED/EDITED			
ERX PROVIDER		VISTA PROVIDER	
Name: [REDACTED]	Name: [REDACTED]	NPI: [REDACTED]	DEA: [REDACTED]
Address: [REDACTED]		Address: [REDACTED]	
Tel: [REDACTED]	Tel: [REDACTED]	Fax: [REDACTED]	Fax: [REDACTED]
Enter ?? for more actions			
P Print	H Hold	RJ Reject	
E Edit	AV Accept Validation		
Select Item(s): Quit// AV Accept Validation			
*****INVALID PROVIDER*****			
VistA Provider does not have a valid DEA# on file.			

Figure 3.6-26: Accept Provider Validation Missing VistA DEA Number Message

CS NOTE: The following block message displays upon selecting the validation if the Provider's not authorized to write a scheduled Controlled Substance prescription.

Provider Validation		Dec 14, 2023@11:04:33	Page: 1 of 1
eRx Reference #: [REDACTED]		eRx Patient: [REDACTED]	
Status: AUTO-MATCHED/EDITED			
ERX PROVIDER		VISTA PROVIDER	
Name: [REDACTED]	Name: [REDACTED]	NPI: [REDACTED]	DEA: [REDACTED]
Address: [REDACTED]		Address: [REDACTED]	
Tel: [REDACTED]	Tel: [REDACTED]	Fax: [REDACTED]	Fax: [REDACTED]
Enter ?? for more actions			
P Print	H Hold	RJ Reject	
E Edit	AV Accept Validation		
Select Item(s): Quit// AV Accept Validation			
*****INVALID PROVIDER*****			
VistA Provider [REDACTED] is NOT authorized to write to the schedule ([C-II]) of the VistA Drug selected.			

Figure 3.6-27: Accept Provider Validation Not Authorized Message

CS NOTE: The following warning message displays upon selecting the validation if the eRx Provider does not have a valid DEA number and the Drug is not selected or the Drug selected is a Controlled Substance.

```
Enter ?? for more actions
P Print          H Hold          UH Un Hold
E Edit          AV Accept Validation  RJ Reject
Select Item(s): EDIT// E
Current Vista Provider: [REDACTED]

Would you like to modify the current provider? NO// YES
Select PROVIDER NAME: [REDACTED]
***** WARNING(S) *****
eRx Provider does not have a valid DEA#.
*****
Would you like to mark this provider as VALIDATED?
Enter Yes or No: NO//
```

Figure 3.6-28: Select eRx Provider Missing DEA Number Warning Message

NOTE: The following warning message displays upon selecting the validation if the Vista Provider does not have a valid DEA number on file and Drug is not selected or Drug selected is a Controlled Substance.

```
Enter ?? for more actions
P Print          H Hold          UH Un Hold
E Edit          AV Accept Validation  RJ Reject
Select Item(s): EDIT// E
Current Vista Provider: [REDACTED]

Would you like to modify the current provider? NO// YES
Select PROVIDER NAME: [REDACTED]
***** WARNING(S) *****
Provider NPI mismatch (eRx: [REDACTED] | Vista: [REDACTED] )
Vista Provider does not have a valid DEA# on file.
*****
Would you like to mark this provider as VALIDATED?
Enter Yes or No: NO//
```

Figure 3.6-29: Select Vista Provider Missing DEA Number Warning Message

NOTE: The following block message displays upon selecting the validation if the eRx Provider's DEA number does not match the VistA DEA number and Drug is not selected or Drug selected is a Controlled Substance.

```
Enter ?? for more actions
P Print          H Hold          UH Un Hold
E Edit          AV Accept Validation  RJ Reject
Select Item(s): EDIT// E
Current Vista Provider: [REDACTED]

Would you like to modify the current provider? NO// YES
Select PROVIDER NAME: [REDACTED]
*****INVALID PROVIDER*****
Provider DEA mismatch (eRx: [REDACTED] | Vista: [REDACTED]).
*****
Press Return to continue:
```

Figure 3.6-30: Select Provider DEA Mismatch Message

CS NOTE: The following block message displays upon selecting the validation if the VistA Drug selected is a Controlled Substance, but the VistA Provider is not authorized to write for the Schedule of the Drug.

```
Enter ?? for more actions
P Print          H Hold          UH Un Hold
E Edit          AV Accept Validation  RJ Reject
Select Item(s): EDIT// E
Current Vista Provider: [REDACTED]

Would you like to modify the current provider? NO// YES
Select PROVIDER NAME: [REDACTED]
*****INVALID PROVIDER*****
Vista Provider [REDACTED] is NOT authorized to write to the schedule ([C-V])
of the VistA Drug selected.
*****
Press Return to continue:
```

Figure 3.6-31: Select Provider Not Authorized Message

A message displays confirming whether to mark the provider as validated.

2. Enter <Y> Yes.
3. If the validation is successful, a message displays indicating that the validation was updated. Type <Enter> to continue or <Shift>+<^> to Quit.

NOTE: If there are other eRxes for the patient written by the same provider and received on the same day for that patient, a message displays asking if the provider validation should be applied to those eRxes. Refer to section [3.6.2.5 Automatic Provider Validation](#) for more information.

- The Status field changes to “VALIDATED” on the Provider Validation screen and the user who accepted the validation and date/timestamp displays to the right of “VALIDATED”.
- A “[v]” displays to the right of the VistA Provider field on the Summary/Details screen.

```

PSO ERX PROVIDER VALIDATION Jun 18, 2020@14:36:06 Page: 1 of 2
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (11/13/2019) eRx WT: 65.77(kg) (11/13/2019)
-----
eRx Provider: ██████████
Address: ██████████
██████████
██████████
NPI: ██████████
DEA: ██████████
State Lic: ██████████
Tel: ██████████ Fax: ██████████
-----
Status: NOT VALIDATED
Vista Provider: ██████████
Address: ██████████
NPI: ██████████
+ Enter ?? for more actions
P Print H Hold UH Un Hold
E Edit AV Accept Validation RJ Reject
Select Item(s): Next Screen// █

```

Figure 3.6-32: Before Provider Validation (Validate Provider Screen)

```

PSO ERX PROVIDER VALIDATION Jun 18, 2020@14:37:17 Page: 1 of 2
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (11/13/2019) eRx WT: 65.77(kg) (11/13/2019)
-----
eRx Provider: ██████████
Address: ██████████
██████████
██████████
NPI: ██████████
DEA: ██████████
State Lic: ██████████
Tel: ██████████ Fax: ██████████
-----
Status: VALIDATED ( ██████████ - JUN 18, 2020@14:36:51)
Vista Provider: ██████████
Address: ██████████
NPI: ██████████ DEA: ██████████
+ Enter ?? for more actions
P Print H Hold UH Un Hold
E Edit AV Accept Validation RJ Reject
Select Item(s): Next Screen// █

```

Figure 3.6-33: After Provider Validation (Validate Provider Screen)

```

eRx Holding Queue Display      Sep 01, 2021@10:49:46      Page: 1 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: (cm)()                eRx WT: (kg)()

```

```

NEWRX
eRx Status: IN PROCESS
eRx Patient Primary Telephone: ██████████
eRx Patient: ██████████                DOB: ██████████
Vista Patient: ██████████                DOB: ██████████

```

```

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

```

```

eRx Drug: DEXTROAMPHETAMINE 5MG TAB
eRx Qty: 90      eRx Refills: 0      eRx Days Supply: 90
+ 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 3.6-34: After Provider Validation (Summary/Details Screen)

3.6.2.5 Automatic Provider Validation

When a provider validation is accepted on one eRx and there are additional eRxs in the Holding Queue for the same patient by the same provider, received on the same day, a message displays asking if the other eRxs for the patient written by the provider should be validated. If the user selects <Y> Yes, the system links and applies the provider validation for the eRxs currently in the Holding Queue for the patient by the same provider.

NOTE: Automatic Provider Validation is available only for NewRx.

The determination of the same provider is based on unique records from the ERX EXTERNAL PERSON file (#52.48). The system only validates the same provider on eRxs that are currently in the ERX HOLDING QUEUE file (#52.49) for the same patient received on the same date. Provider validation is not applied for the same provider received after the auto validation is applied once. For example, if VA receives six eRxs for the same patient on the same day from the same provider, the user only has to validate the provider once; however, if eRxs are received after the automatic provider validation is applied (e.g., later that same day by that provider), the provider for those eRxs needs to be validated.

```

There are other prescriptions for this patient, written by this provider on
Jun 16, 2020
Provider: ██████████
Patient: ██████████

```

DRUG	PROVIDER	REC DATE
1.) Fluticasone Furoate 27.5	██████████	JUN 16, 2020

```

Would you like apply the above validation to these prescriptions?
Enter Yes or No: N// O

```

Figure 3.6-355: Automatic Provider Validation

To apply the provider validation to the other eR_Xes enter <Y> Yes. A message displays indicating that the validation was updated.

- The Status field on all the eR_Xes, where the provider validation has been applied, changes to “VALIDATED” on the Provider Validation screen and the user who accepted the validation and date/timestamp displays to the right of “VALIDATED”.
- A “[v]” displays to the right of the VistA Provider field on the Summary/Details screen.
- The statuses on all eR_Xes validated by the automatic provider validation process changes to “I” for In Process.

3.6.3 Validate Drug/SIG

The drug/SIG information on the eR_X must be validated before a fillable eR_X can be accepted.

NOTE: A VistA patient must be linked (matched) before the Validate Drug/SIG action is available.

To validate drug/SIG information for the eR_X, type <VD> Validate Drug/SIG from the Summary/Details screen. The Drug Validation screen displays and is described in the following sections.

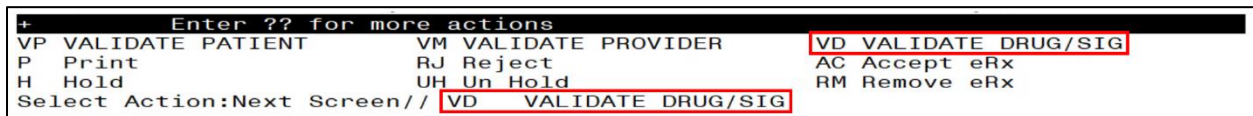


Figure 3.6-36: Validate Drug / SIG

3.6.3.1 Drug Auto-Match in the Processing Hub

The pre-conditions for a drug auto-match in the Processing Hub are that the drug should be a one-to-one match, should not be a Compound, not a Controlled Substance, should be Active, not Investigational and should be marked for Outpatient use in the local DRUG file (#50).

First, the drug description on the new eR_X is matched against the Drug Generic Name entry in the VistA instance’s DRUG file (#50). If successful, the match stops right here, and the drug is linked in VistA.

If the match is not successful, the drug description is then matched against the VA Product Name entry in the VistA instance’s VA PRODUCT file (#50.68). Then a drug in local file for the matched VA Product Name is identified, which should satisfy the preconditions. If the match is successful, the drug is linked in VistA.

If the match is not successful, the NDC is used to match against the VistA instance’s NDC/UPN file (#50.67). Using the VA Product Name identified at this step, a drug in the local file for the matched VA Product Name is identified, which should satisfy the preconditions. If the match is successful, the drug is linked in VistA.

NOTE: The NDC is an optional field and may or may not be included with the new eR_X. For a supply, if UPC is sent, it is not matched against the NDC/UPN file (#50.67). Only the Drug Description match is attempted.

3.6.3.2 Drug/SIG Manual Validation Screen Overview

The header of the Drug/SIG Validation screen contains the eRx Patient Name and the eRx Reference #. Below the header is the eRx and VistA information for the drug/SIG, where applicable.

If a match was NOT found for the VistA drug, the screen looks similar to the below figure. The Status field has “NOT VALIDATED”, with “NOT MATCHED” to the right of the VistA Drug field. The other VistA drug/SIG fields may or may not be populated.

```
PSO ERX DRUG VALIDATION Jun 18, 2020@14:43:10 Page: 1 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (11/13/2019) eRx WT: 65.77(kg) (11/13/2019)
+
-----
Status: NOT VALIDATED
Allergies: NKA
Remote:
Adverse Reactions:
(1) Vista Drug: NOT MATCHED
(2) *Dosage:
(3) Pat Instructions:
(4) Provider Comments: SPRAY 2 TIMES DAYS FOR 10 DAYS
SIG: SPRAY 2 TIMES DAYS FOR 10 DAYS
(5) Patient Status: OPT NSC
+ Enter ?? for more actions
P Print H Hold UH Un Hold
E Edit AV Accept Validation RJ Reject
Select Item(s): Next Screen// █
```

Figure 3.6-37: Drug Validation Screen Display - VistA Drug Not Validated / Not Auto Matched

If a VistA match was found for the drug, the screen looks similar to the below figure. The Status field has “NOT VALIDATED”, with VistA drug/SIG information displaying in the VistA Drug field (#1).

```
PSO ERX DRUG VALIDATION Jun 18, 2020@14:45:20 Page: 1 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (11/13/2019) eRx WT: 65.77(kg) (11/13/2019)
+
-----
Status: NOT VALIDATED
Allergies: NKA
Remote:
Adverse Reactions:
(1) Vista Drug: FLUTICASONE PROP 50MCG 120D NASAL INHL
Verb: INSTILL
(2) *Dosage: 2 SPRAYS
*Route: NASAL
*Schedule: BID
(3) Pat Instructions:
+ Enter ?? for more actions
P Print H Hold UH Un Hold
E Edit AV Accept Validation RJ Reject
Select Item(s): Edit// █
```

Figure 3.6-38: Drug Validation Screen Display - VistA Drug Matched / Not Validated

3.6.3.3 Edit Drug/SIG

1. To edit the drug/SIG information, use the <E> Edit action on the Drug Validation screen.
2. If the VistA drug/SIG information has been linked for the eRx, the edit drug/SIG sequence prompts the user to select a field or select All fields.
 - Select Item (s): Quit// <E> Edit
 - Which fields (s) would you like to edit? (1-10) or “A” 11: A//
3. Under eRx Holding Queue > Validate Drug/SIG screen > Edit, if a drug is already matched in the hub, that drug is displayed at the “select” prompt. The user is still allowed to change the drug by entering the drug name.
4. Under eRx Holding Queue > Validate Drug/SIG screen > Edit, if a drug is not matched in the hub, at the “select” prompt, it is blank wherein the user can enter the drug name.
5. When a Yes/No confirmation is asked for the selected drug, if the user hits enter or selects “No”, the control comes out of Edit mode back to VD screen.

NOTE: The eRx Drug/SIG information from the external provider displays throughout the edit drug/SIG process as reference.

```
Current Vista Drug: FLUTICASONE PROP 50MCG 120D NASAL INHL
Select DRUG GENERIC NAME: FLUTICASONE PROP 50MCG 120D NASAL INHL//      NT
200      N/F      This drug will not be processed without Drug Request Form 10-7
144

You have selected: FLUTICASONE PROP 50MCG 120D NASAL INHL
Would you like to use this drug/supply?
Enter Yes or No: YES

eRx Drug: Fluticasone Furoate 27.5 MCG/SPRAY Nasal Suspension
eRx Sig:
1 Spray by Each Nare route 2 times daily
eRx Notes: SPRAY 2 TIMES DAYS FOR 10 DAYS

There are 4 Available Dosage(s):
  1. 1 SPRAY
  2. 2 SPRAYS
  3. 1 DROP

Enter RETURN to view additional dosages or '^' to exit the list of dosages:
```

Figure 3.6-39: eRx Display during Edit Drug / SIG

6. Next, enter the Dosage. Either enter a free text dose or enter a question mark <?> to view a list of available dosages. The system prompts the user to confirm the selected dosage.
 - a. Enter the Verb, Route, and Schedule.
 - b. Patient Instructions are default/consistent instructions that come from the Orderable Item. VA Patient Instructions are auto populated when either a drug is auto matched or manually matched, or the drug’s Pharmacy Order Item has an entry for those instructions. If it is blank, enter VA Patient Instructions. Or if it needs to be edited, use the Replace function. Even abbreviated Patient Instructions from Medication Instruction files are allowed, which expand upon saving. This field holds the patient instructions for an eRx. This field is transferred to the Pending Queue upon acceptance of an eRx.

- c. Provider Comments are additional free text comments that the provider may enter. The VA Provider Comments field contains the eRx Notes from the external provider and can be edited by entering <Replace>. Even abbreviated Provider Comments from Medication Instruction files are allowed, which expand upon saving. This field is transferred to the Pending Queue upon acceptance of an eRx.
- d. Enter Patient Status and edit the Patient Status as required.
- e. Enter/edit VistA Quantity, VistA Days Supply, and VistA Renewals as needed.

NOTE: The Vista Days Supply prompt is pre-populated with an auto-calculated value given to the user as a suggested value for the Days Supply prompt. This value is displayed as [DAYS SUPPLY:(1-90): 90//], with suggested value behind two forward slashes. This value is derived from the values entered by the user in the Quantity prompt, the Units Per Dose prompt, and the Schedule prompt. The auto-calculated value is the result of dividing the Quantity by the Units Per Dose, then dividing the resulting value by the Schedule (Units Per Dose/Quantity/Schedule). This auto-calculated value is only a suggested entry for the user. The user can enter any amount that fits within the Days Supply range supplied by the eRx software.

When editing the Quantity field after the VistA drug has been linked, the Vista Quantity prompt is pre-populated with an auto-calculated value as a suggested value to the user. This value is displayed as [QTY:(1-90): 90//], with the suggested value behind two forward slashes. This value is derived from the values entered by the user in the Days Supply prompt, the Units Per Dose prompt, and the Schedule prompt. The auto-calculated value is the result of dividing the Days Supply by the Units Per Dose, then dividing the resulting value by the Schedule (Units Per Dose/Days Supply/Schedule). This auto-calculated value is only a suggested entry for the user. The user can enter any amount that fits within the Quantity range supplied by the eRx software.

- f. Enter Routing. Either <M> for Mail or <W> for Window.
- g. The system displays the Default eRx Clinic setup by the site. If it is not configured, this field is blank. The user can select a clinic as required in either case.

NOTE: Setting up the Default eRx Clinic is optional. Sites are encouraged to edit their OUTPATIENT SITE file (#59) to define the default eRx clinic. The following field is added to the OUTPATIENT SITE file (#59): DEFAULT ERX CLINIC field (#10).

Please reference the Implementation Guide – Inbound ePrescribing (PSO*7.0*p581) on the VA Documentation Library (VDL) at the following link for details on setting up the default eRx clinic for a site.

Outpatient Pharmacy VDL URL: <https://www.va.gov/vdl/application.asp?appid=90>

- h. Once all the drug/SIG fields have been edited and the drug/SIG sequence is complete, the edited information displays on the Drug Validation screen.
- i. The next step is to accept the validation <AV>, which is described in the next section.
- j. If you have to edit after this, you can pick the fields:
 - Select Item (s): Quit// E Edit
 - Which fields (s) would you like to edit? (1-10) or “A” 11: A//

NOTE: If the Default eRx Clinic is changed from the one that is configured with the NPI Institution, of the receiving Pharmacy, the eRx may not show up in OERR when processed. Refer to the Implementation Guide – Inbound ePrescribing (PSO*7.0*p581) on the VA Documentation Library (VDL) for details on setting up the Default eRx Clinic for a site.

CS NOTE: The following block message displays upon selecting the Drug validation if the Provider’s not authorized to write a scheduled Controlled Substance prescription.

```

+ Enter ?? for more actions
P Print                H Hold                UH Un Hold
E Edit                AV Accept Validation    RJ Reject
Select Item(s): Next Screen// EDIT Edit
Current Vista provider: ██████████

This provider has already been validated.
Would you like to modify the current provider? NO// YES
Select PROVIDER NAME: ██████████
1 ██████████ ANS                ENROLLMENT SYSTEM MOD
2 ██████████                Inbound ePrescribing CS
CHOOSE 1-2: 2 ██████████                Inbound ePrescribing CS

*****INVALID PROVIDER*****
Provider NPI mismatch (eRx: ██████████ | Vista: )
Vista Provider ██████████ is NOT authorized to write to the schedule (2)
of the Vista drug selected.
*****
Press Return to continue: █

```

Figure 3.6-40: Select Provider Not Authorized Message

CS NOTE: The following block message displays upon selecting the Drug validation if the eRx is Non-Controlled Substance and the VistA drug is a Controlled Substance. The Accept Validation will be blocked.

```

eRx Drug: ASPIRIN 50MG
eRx Sig:
1 tablet Twice a day Orally 3 day(s)
eRx Notes: ██████████
Drug Form: TABLET DOSAGE FORM                Strength: MILLIGRAM
Code List Qualifier: Original Quantity        Quantity Unit of Measure: TABLET DOSING
UNIT
Substitutions? :YES
Qty: 9                Days Supply: 3                Refills: 0

Select DRUG GENERIC NAME: OPIUM TINCTURE,DEODORIZED (ML)                ML                GA208
N/F                WRITTEN RX REQUIRED BEFORE PHARMACY CAN PROCESS

*****INVALID DRUG*****
eRx is not digitally signed and Vista drug is not matched to an NDF item marked
with a CS Federal Schedule but is locally marked as a controlled substance ([C-I
I]).
*****
Select DRUG GENERIC NAME:

```

Figure 3.6-41: Blocked Accept Validation Message

CS NOTE: The following warning message displays upon selecting an eRx that is a Controlled Substance, but the VistA drug selected is a Non-Controlled Substance.

```
eRx Sig:
Take 6 tablets by mouth once daily for 2 days, then take 4 tablets by mouth once
daily for 2 days, then take 2 tablets by mouth once daily for 2 days

eRx Notes: This is a tapering sig
Drug Form: TABLET DOSAGE FORM           Strength: MILLIGRAM
Code List Qualifier: Original Quantity   Quantity Unit of Measure: TABLET DOSING
UNIT
Substitutions? :YES
Qty: 24                                Days Supply: 6                Refills: 0

Current Vista Drug: ASCORBIC ACID INJ 500MG/ML
Select DRUG GENERIC NAME: ASCORBIC ACID INJ 500MG/ML//           VT400

***** WARNING(S) *****
eRx was digitally signed by the prescriber and VistA Drug selected is a Non-CS.
Please, review and make sure you selected the correct drug.
*****

You have selected: ASCORBIC ACID INJ 500MG/ML
Would you like to use this drug/supply?
Enter Yes or No:
```

Figure 3.6-42: Drug Validation Warning Message

CS NOTE: The following block message displays upon selecting an eRx that is not digitally signed and the VistA drug is a Controlled Substance.

```
E Edit          AV Accept Validation   RJ Reject
Select Item(s): Edit//      Edit

eRx Drug: ASPIRIN 50MG

eRx Sig:
1 tablet Twice a day Orally 3 day(s)

eRx Notes: ██████████
Drug Form: TABLET DOSAGE FORM           Strength: MILLIGRAM
Code List Qualifier: Original Quantity   Quantity Unit of Measure: TABLET DOSING
UNIT
Substitutions? :YES
Qty: 10                                Days Supply: 5                Refills: 0

Select DRUG GENERIC NAME: CODEINE SULFATE 15MG TAB           TAB           CN101
WRITTEN RX REQUIRED BEFORE PHARMACY CAN PROCESS

*****INVALID DRUG*****
eRx is not digitally signed and VistA Drug is CS ([C-II]).
*****
Select DRUG GENERIC NAME: █
```

Figure 3.6-43: Drug Validation eRx without DS Message

NOTE: The following block message displays upon selecting an eRx that is digitally signed and the VistA drug is a Non-Controlled Substance.

```

E Edit                               AV Accept Validation           RJ Reject
Select Item(s): Edit//              Edit

eRx Drug: ASPIRIN 50MG
eRx Sig:
1 tablet Twice a day Orally 3 day(s)

eRx Notes:
Drug Form: TABLET DOSAGE FORM           Strength: MILLIGRAM
Code List Qualifier: Original Quantity   Quantity Unit of Measure: TABLET DOSING
UNIT
Substitutions? :YES
Qty: 10                                 Days Supply: 5                     Refills: 0

Select DRUG GENERIC NAME: CODEINE SULFATE 15MG TAB           TAB           CN101
WRITTEN RX REQUIRED BEFORE PHARMACY CAN PROCESS

*****INVALID DRUG*****
eRx is not digitally signed and VistA Drug is CS ([C-II]).
*****
Select DRUG GENERIC NAME:

```

Figure 3.6-44: Drug Validation eRx without DS Message

CS NOTE: The following block message displays upon selecting an eRx that doesn't have a valid DEA number on file for the eRx Provider.

```

eRx Notes:
Drug Form:                               Strength:
Code List Qualifier: Original Quantity   Quantity Unit of Measure:
Substitutions? :YES
Qty: 10                                 Days Supply: 10                     Refills: 11

Select DRUG GENERIC NAME: diaze
1 DIAZEPAM 5MG (VALIUM) TAB           CN302           N/F           NATL N/F; COS C
O-SIGNATURE FOR USE
2 DIAZEPAM 5MG TAB                   CN302           NATL FORM:
3 DIAZEPAM 5MG TAB U.D.               CN302           NATL FORM (NDC)
4 DIAZEPAM 5MG/ML 2ML INJ (ML)       CN302           NATL FORM (NDC)

CHOOSE 1-4: 2 DIAZEPAM 5MG TAB           CN302           NATL FORM:

*****INVALID DRUG*****
eRx Provider does not have a valid DEA#.
*****
Press Return to continue:

```

Figure 3.6-45: Drug Validation eRx with Invalid eRx Provider DEA Number Message

CS NOTE: The following block message displays upon selecting an eRx that doesn't have a valid DEA number on file for the Vista Provider.

```
eRx Notes:
Drug Form:
Code List Qualifier: Original Quantity Strength:
Substitutions? :YES Quantity Unit of Measure:
Qty: 10 Days Supply: 10 Refills: 11

Select DRUG GENERIC NAME: diaze
1 DIAZEPAM 5MG (VALIUM) TAB CN302 N/F NATL N/F; COS C
O-SIGNATURE FOR USE
2 DIAZEPAM 5MG TAB CN302 NATL FORM:
3 DIAZEPAM 5MG TAB U.D. CN302 NATL FORM (NDC)
4 DIAZEPAM 5MG/ML 2ML INJ (ML) CN302 NATL FORM (NDC)

CHOOSE 1-4: 2 DIAZEPAM 5MG TAB CN302 NATL FORM:
*****INVALID DRUG*****
Vista Provider [redacted] does not have a valid DEA# on file.
*****
Press Return to continue:
```

Figure 3.6-46: Drug Validation eRx with Invalid Vista Provider DEA Number Message

NOTE: The following block message displays upon selecting an eRx that has a mismatched DEA number on file for the Provider.

```
eRx Notes:
Drug Form:
Code List Qualifier: Original Quantity Strength:
Substitutions? :YES Quantity Unit of Measure:
Qty: 10 Days Supply: 10 Refills: 11

Select DRUG GENERIC NAME: diaze
1 DIAZEPAM 5MG (VALIUM) TAB CN302 N/F NATL N/F; COS C
O-SIGNATURE FOR USE
2 DIAZEPAM 5MG TAB CN302 NATL FORM:
3 DIAZEPAM 5MG TAB U.D. CN302 NATL FORM (NDC)
4 DIAZEPAM 5MG/ML 2ML INJ (ML) CN302 NATL FORM (NDC)

CHOOSE 1-4: 2 DIAZEPAM 5MG TAB CN302 NATL FORM:
*****INVALID DRUG*****
Provider DEA mismatch (eRx: [redacted] | Vista: [redacted]).
*****
Press Return to continue:
```

Figure 3.6-47: Drug Validation eRx with Provider DEA Number Mismatch Message

CS NOTE: The following warning message displays upon selecting an eRx that was written or issued after the VistA Provider's matching DEA number has expired.

```
eRx Notes:
Drug Form:
Code List Qualifier: Original Quantity Quantity Unit of Measure:
Substitutions? :YES
Qty: 10 Days Supply: 10 Refills: 11

Select DRUG GENERIC NAME: diaze
1 DIAZEPAM 5MG (VALIUM) TAB CN302 N/F NATL N/F; COS C
O-SIGNATURE FOR USE
2 DIAZEPAM 5MG TAB CN302 NATL FORM:
3 DIAZEPAM 5MG TAB U.D. CN302 NATL FORM (NDC)
4 DIAZEPAM 5MG/ML 2ML INJ (ML) CN302 NATL FORM (NDC)

CHOOSE 1-4: 2 DIAZEPAM 5MG TAB CN302 NATL FORM:
***** WARNING(S) *****
eRx Written Date/Issue Date is after the VistA Provider DEA expiration date
(JUL 22 2021)
*****
Press Return to continue:
```

Figure 3.6-48: Drug Validation eRx Written After VistA Provider DEA Expiration Warning Message

CS NOTE: The following warning message displays upon selecting an eRx that does not have a valid VistA Provider authorization to write the drug schedule.

```
eRx Notes:
Drug Form:
Code List Qualifier: Original Quantity Quantity Unit of Measure:
Substitutions? :YES
Qty: 10 Days Supply: 10 Refills: 11

Select DRUG GENERIC NAME: diaze
1 DIAZEPAM 5MG (VALIUM) TAB CN302 N/F NATL N/F; COS C
O-SIGNATURE FOR USE
2 DIAZEPAM 5MG TAB CN302 NATL FORM:
3 DIAZEPAM 5MG TAB U.D. CN302 NATL FORM (NDC)
4 DIAZEPAM 5MG/ML 2ML INJ (ML) CN302 NATL FORM (NDC)

CHOOSE 1-4: 2 DIAZEPAM 5MG TAB CN302 NATL FORM:
***** WARNING(S) *****
Vista Provider [REDACTED] is NOT authorized to write to the schedule
([C-V]) of the VistA Drug selected.
*****
Press Return to continue:
```

Figure 3.6-49: Drug Validation eRx VistA Provider Not Authorized Warning Message

CS NOTE: The following warning message displays upon selecting an eRx that is written/issued after the expiration date of the VistA Provider's matching DEA number.

```

eRx Notes:
Drug Form:
Code List Qualifier: Original Quantity Strength:
Substitutions? :YES Quantity Unit of Measure:
Qty: 10 Days Supply: 10 Refills: 11

Select DRUG GENERIC NAME: diaze
1 DIAZEPAM 5MG (VALIUM) TAB CN302 N/F NATL N/F; COS C
O-SIGNATURE FOR USE
2 DIAZEPAM 5MG TAB CN302 NATL FORM:
3 DIAZEPAM 5MG TAB U.D. CN302 NATL FORM (NDC)
4 DIAZEPAM 5MG/ML 2ML INJ (ML) CN302 NATL FORM (NDC)

CHOOSE 1-4: 2 DIAZEPAM 5MG TAB CN302 NATL FORM:
***** WARNING(S) *****
eRx Written Date/Issue Date is after the VistA Provider DEA expiration date
(JUL 22 2021)
*****
Press Return to continue:

```

Figure 3.6-50: Drug Validation eRx VistA Provider Not Authorized Warning Message

3.6.3.3.1 Additional Field-level Information:

- Quantity Unit of Measure is displayed in the eRx Holding Queue > Validate Drug/SIG screen > Edit, along with the reference eRx information.
- eRx Quantity displays up to 5 digits after the decimal in the eRx Holding Queue Summary/Details screen and VD > Edit screen.
- VistA Quantity is displayed same as eRx Quantity if there are 2 digits after decimal places. If there are more than 2 digits after decimal places, VistA Quantity field is left blank so that the user can key in.
- eRx Days Supply displays up to 999 in the eRx Holding Queue Summary/Details screen and VD > Edit screen.
- VistA Days Supply is auto-calculated based on Units Per Dose, Quantity, and Schedule values. User can also key in a desired value in this field.
- eRx Renewals displays up to 99 in the eRx Holding Queue Summary/Details screen and VD > Edit screen.
- VistA Renewals allows a value between 0 and 11 only.
- VistA Renewals is auto-populated based on Dispensing Units, Quantity, and Days Supply values.
- Help text for VistA Quantity is under eRx Holding Queue > Validate Drug/SIG screen > Edit.

3.6.3.3.2 Quantity/Days Supply Work Flow under Validate Drug/SIG > Edit:

Scenario 1: The updated Quantity/Days Supply work flow works in the holding queue for only available dosages such as 40MG, 80MG and so on. The Quantity divided by schedule is then divided by units per dose to provide the Days Supply value.

Available Dosage(s):

1. 40MG
2. 80MG

Scenario 2: Quantity/Days Supply auto-calculation does not function for available dosages such as SMALL AMOUNT/LIBERAL AMOUNT, DROP/DROPS, TEASPOONFUL, PATCH etc. For these available dosages, Holding queue VD screen works similar to CPRS, not auto-calculating Days Supply based on Quantity, Schedule, and Units per dose.

There are 2 Available Dosage(s):

1. 1 DROP
2. 2 DROPS

There are 4 Available Dosage(s):

1. 1 TEASPOONFUL
2. 2 TEASPOONFULS
3. 1 TABLESPOONFUL

There are 3 Available Dosage(s):

1. LIBERAL AMOUNT
2. SMALL AMOUNT
3. MODERATE AMOUNT

Scenario 3: Quantity/Days Supply auto-calculation does not function for drugs when there are no available dosages. Holding queue VD screen works similar to CPRS, not auto-calculating Days Supply based on Quantity, Schedule, and Units per dose.

There are NO Available Dosage(s).

Please Enter a Free Text Dose:

3.6.3.4 Accept Drug/SIG Validation

Once the VistA Drug/SIG information has been edited and reviewed for accuracy, the next step is to accept the validation <AV> on the Drug Validation screen. The system prompts the user to confirm the validation. After entering <Y> Yes, a message displays that the drug validation has been updated.

```

+ Enter ?? for more actions
P Print          H Hold          UH Un Hold
E Edit          AV Accept Validation  RJ Reject
Select Item(s): Next Screen// AV Accept Validation

Would you like to mark this drug as VALIDATED?
Enter Yes or No: YES//
Validation Updated!!
Type <Enter> to continue or '^' to exit: █

```

Figure 3.6-51: Confirm Acceptance of Drug / SIG Validation

CS NOTE: The following block message displays upon selecting an eRx that does not have a valid VistA Provider authorization to write the drug schedule.

```

+ Enter ?? for more actions
P Print          H Hold          UH Un Hold
E Edit          AV Accept Validation  RJ Reject
Select Item(s): AV// Accept Validation

*****INVALID DRUG*****
Vista Provider ██████████ is NOT authorized to write to the schedule ([C-V])
of the VistA Drug selected.
*****

```

Figure 3.6-52: Drug Accept Validation eRx VistA Provider Not Authorized Block Message

CS NOTE: The following block message displays upon selecting an eRx that is written/issued after the expiration date of the VistA Provider’s matching DEA number.

```

+ Enter ?? for more actions
P Print          H Hold          UH Un Hold
E Edit          AV Accept Validation  RJ Reject
Select Item(s): AV// Accept Validation

*****INVALID DRUG*****
eRx Written Date/Issue Date is after the VistA Provider DEA expiration date
(JUL 22 2021)
*****

```

Figure 3.6-53: Drug Accept Validation eRx VistA Provider Not Authorized Block Message

The Status changes to “VALIDATED” on the Drug Validation screen, along with the user who performed the validation and date/timestamp. “[v]” also displays to the right of the VistA Drug field on the Summary/Details screen.

```

PSO ERX DRUG VALIDATION          Jun 18, 2020@14:50:42          Page: 1 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm)(11/13/2019)          eRx WT: 65.77(kg)(11/13/2019)
+
-----
Status: VALIDATED (██████████ - JUN 18, 2020@14:49:20)
-----
Allergies: NKA
Remote:
Adverse Reactions:
(1) Vista Drug: FLUTICASONE PROP 50MCG 120D NASAL INHL
      Verb: INSTILL
(2)      *Dosage: 2 SPRAYS
      *Route: NASAL
      *Schedule: BID
(3) Pat Instructions:
+ Enter ?? for more actions
P Print          H Hold          UH Un Hold
E Edit          AV Accept Validation  RJ Reject
Select Item(s): Next Screen// █

```

Figure 3.6-54: Drug / SIG Validation Complete (Validate Drug / SIG Screen)

The modified VistA Drug/SIG information populates on the Drug/SIG Validation screen. Press <Enter> to display Pages 2 and 3 of the Drug/SIG Validation screen.

```

eRx Holding Queue Display        Jun 18, 2020@14:51:27          Page: 1 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm)(11/13/2019)          eRx WT: 65.77(kg)(11/13/2019)
+
eRx Drug: Fluticasone Furoate 27.5 MCG/SPRAY Nasal Suspension
eRx Qty: 1          eRx Refills: 0          eRx Days Supply: 10
eRx Written Date: MAY 12, 2020          eRx Issue Date: MAY 12, 2020
Prohibit Renewals: No
eRx Sig:
1 Spray by Each Nare route 2 times daily
Vista Drug[v]: FLUTICASONE PROP 50MCG 120D NASAL INHL
Vista Qty: 1          Vista Refills: 3          Vista Days Supply: 90
Substitutions? :YES
Vista Sig: INSTILL 2 SPRAYS IN EACH NOSTRIL TWICE A DAY
Pat Inst:
Hold Status:
Hold Reason:
+ 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 3.6-55: Drug / SIG Validation Complete (Summary/Details Screen)

3.6.3.5 Wait Status Flag “W”

When the user completes validating Patient, Provider and Drug/SIG for an eRx, the status of the prescription changes from “I” In Process to “W” Wait in the Holding Queue’s list view.

```

eRx Holding Queue Display      Jun 18, 2020@14:51:27      Page: 1 of 4
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 152.4(cm) (11/13/2019)      eRx WT: 65.77(kg) (11/13/2019)
+
eRx Drug: Fluticasone Furoate 27.5 MCG/SPRAY Nasal Suspension
eRx Qty: 1      eRx Refills: 0      eRx Days Supply: 10
eRx Written Date: MAY 12, 2020      eRx Issue Date: MAY 12, 2020
Prohibit Renewals: No
eRx Sig:
1 Spray by Each Nare route 2 times daily

Vista Drug[v]: FLUTICASONE PROP 50MCG 120D NASAL INHL
Vista Qty: 1      Vista Refills: 3      Vista Days Supply: 90
Substitutions? :YES
Vista Sig: INSTILL 2 SPRAYS IN EACH NOSTRIL TWICE A DAY
Pat Inst:
Hold Status:
Hold Reason:
+ 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 3.6-56: eRx Holding Queue Summary/Details Screen with Validations Complete

“W” can now be seen in the status column.

PSO ERX HOLDING QUEUE		Jun 18, 2020@14:54:40		Page: 15 of 15	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (May 19, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
211.	██████████	██████████	Metoprolol Succinate	██████████	N 6/16/20
212.	██████████	██████████	Fluticasone Furoate 2	██████████	W 6/16/20
213.	██████████	██████████	Metoprolol Succinate	██████████	N 6/16/20
214.	██████████	██████████	Lisinopril-Hydrochlor	██████████	N 6/16/20
215.	██████████	██████████	Metoprolol Succinate	██████████	N 6/17/20
216.	██████████	██████████	Prednisone 5 mg table	██████████	HC 6/17/20
217.	██████████	██████████	Topamax 100 MG Tablet	██████████	N 6/17/20
218.	██████████	██████████	Metoprolol Succinate	██████████	N 6/17/20
219.	██████████	██████████	Lisinopril-Hydrochlor	██████████	HC 6/17/20
220.	██████████	██████████	Lisinopril-Hydrochlor	██████████	HC 6/17/20
221.	██████████	██████████	Lisinopril-Hydrochlor	██████████	CXN 6/17/20
222.	██████████	██████████	Victoza 18 MG/3ML Sub	██████████	CXN 6/17/20

Figure 3.6-57: eRx Holding Queue List View with eRx Record in “W” Status

3.7 Accepting eRxes in the eRx Holding Queue

The following conditions must be met, before a fillable eRx can be accepted and transmitted to the Pending Queue for further processing:

1. The eRx cannot be on Hold. If the eRx is on Hold, the eRx status on the Holding Queue List has one of the Hold Status codes, and the Hold Status, Hold Reason, and the user who placed the eRx on hold is displayed on the Summary/Details screen.
2. The eRx cannot have a status of “Rejected” RJ, “Removed” RM, “Processed” PR or “Canceled” CAN/CXQ.

All validation steps, for patient, provider, and drug/SIG must be completed, including the <AV> Accept Validation action on the validate screens. For additional information on the validation steps, refer to section User Manual Unit 1 (PSO_7_0_P617_UM_1_2) available on the Veteran's Documentation Library (VDL).

3.8 Manual Validation

If a user attempts to accept an eRx where one or more of the conditions have not been met, an error message displays indicating that the eRx cannot be processed and the reason.

```
+ 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// AC  Accept eRx

Errors encountered during processing:
1.) Patient has not been manually validated.
2.) Provider has not been manually validated.
3.) Drug has not been manually validated.

Cannot process eRx.
```

Figure 3.8-1: Accept eRx - Sample Validation Errors

After all the above pre-conditions have been met, to Accept an eRx <AC> from the Summary/Details screen, complete the following steps.

From the Summary/Details screen, type <AC> Accept eRx.

```

+ 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// AC Accept eRx

```

Figure 3.8-2: Accept eRxes

A message displays notifying the user that the eRx was sent to Pending Outpatient Orders for further processing.

```

Select Action:Next Screen// AC Accept eRx
eRx #396440 sent to PENDING OUTPATIENT ORDERS!
Sending rxVerify Message to prescriber.
Type <Enter> to continue or '^' to exit:

```

Figure 3.8-3: eRxes Sent to Pending Outpatient Orders

The user can then go to Complete Orders from OERR or Patient Prescription Processing to view the eRx information. Refer to section [3.16 Complete Orders from OERR and Patient Prescription Processing](#).

Complete Orders from OERR and Patient Prescription Processing.

NOTE: RxVerify messages are stored in the Hub for reporting purposes only. Unlike in the past, no NCPDP message will be sent back to the originating EHR system indicating that eRx has been accepted.

CS NOTE: All Controlled Substance prescriptions checks for Patient, Provider, and Drug are re-performed at Accept eRx and any issues will prevent the eRx from being accepted.

3.9 Rejecting eRxes in the eRx Holding Queue

Reject is used to remove a fillable eRx from the eRx Holding Queue. Reject must be accompanied by a reject code/reason.

NOTE: Reject messages are stored in the Hub for reporting purposes only. Unlike in the past, no NCPDP message will be sent back to the originating EHR system indicating that eRx has been rejected.

To reject an eRx, complete the following steps:

1. From the Summary/Details screen, type <RJ> Reject.
2. Enter <Y> Yes to confirm the reject.
3. Enter a reason for the rejection. The following reasons are available:
 - PTT01 – Patient not eligible
 - PTT02 – Cannot resolve patient

- PVD01 – Provider not eligible
 - PVD02 – Cannot resolve provider
 - DRU01 – Not eligible for renewals
 - DRU02 – Non-formulary drug
 - DRU03 – Duplicate prescription found for this patient
 - DRU04 – Invalid quantity
 - DRU05 – Duplicate therapeutic class
 - DRU06 – Controlled substances are disallowed
 - ERR01 – Multiple errors, please contact the pharmacy
 - ERR02 – Incorrect pharmacy
 - ERR03 – Issues with prescription, please contact the pharmacy
 - PVD03 – Missing/bad digital signature on inbound CS ERX
 - PVD04 – Prescriber’s CS credential is not appropriate
 - PTT03 – Patient’s mailing address is missing/mismatched
 - ERR99 - Other
4. Type additional comments as to why the eRx is being rejected and press <Enter>. These comments are optional.

```
Select Action:Next Screen// RJ    Reject
Would you like to 'Reject' eRx #395911? Y// ES
Select REJECT reason code: PTT02    Cannot resolve Patient
Additional Comments (Optional):

Rejection message sent.
Type <Enter> to continue or '^' to exit:
```

Figure 3.9-1: Rejecting an eRx

Once the eRx is rejected, the details of the reject message are available in the IEP Processing Hub as reference. Refer to Figure 3.9-2.

Error - (Sent)		Status: OB_MSG_SEND_SUPPRESSED_FOR_HUB_REPORTING_ONLY	Received Date: 06/25/2020
PHARMACY			
NCPDP ID:	1111119		
PRESCRIBER			
NPI/Clinic ID:	6452949939001		
PRESCRIPTION			
Message ID:	[REDACTED]		
Rel to Msg ID:	[REDACTED]		
CODES and DESCRIPTION			
Code:	900		
Desc Code:	[REDACTED]		
Description:	PTT02 Cannot resolve Patient - Additional Comments: For User Manual updates		

Figure 3.9-2: Reject Message in Processing Hub

3.10 Do Not Fill

If a Controlled Substance record contains a value of 'E', the following message will display to inform the user that this is a DO NOT FILL record per the Provider.

```
eRx Holding Queue Display      Aug 26, 2021@14:11:32      Page: 1 of 3
eRx Patient: ██████████
eRx Reference #: ██████████ ERX HAS DO NOT FILL INDICATOR PER PROVIDER
eRx HT: (cm)()                eRx WT: (kg)()

NEWRX EPCS DEA VALIDATED
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: CLONAZEPAM 1MG S.T. [C-IV]
eRx Qty: 10      eRx Refills: 0      eRx Days Supply: 5
+ 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 3.10-1: eRx has Do Not Fill Indicator Per Provider

The user will be prompted to select REMOVE or REJECT actions.

```
NEWRX EPCS DEA VALIDATED
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: HYDROMORPHONE 2MG C.T. [C-II]
eRx Qty: 8      eRx Refills: 0      eRx Days Supply: 4
+ 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// H Hold

This is a DO NOT FILL record. The only actions available are REMOVE or REJECT.
Type <Enter> to continue or '^' to exit: █
```

Figure 3.10-2: Do Not Fill Error Message

3.11 Printing in the eRx Holding Queue

From the Summary/Details screen and from any of the validate screens, the <P> Print action is available to print the eRx. <P> Print action is available for all records in the Holding Queue.

1. Enter <P> Print.
2. Enter the Device (local or network printer) and press <Enter>.

The print display of the eRx prints to the selected printer.

```
Supervisor:
Agent Last Name:
Agent First Name:
Agent Middle Name:
*****PATIENT INFORMATION*****
Last:
First:
Mid:
SSN:                               Sex: FEMALE
Address:
DOB:                               Primary Telephone:
eRx HT: (cm)()                     eRx WT: 79.37(kg)(01/01/2019)
*****PRESCRIPTION INFORMATION*****
eRx Drug: Prednisone 5 mg tablet
eRx Written Date: JUN 09, 2020@15:57:56           eRx Issue Date:
Qty: 24                               Days Supply: 6
Code List Qualifier: Original Quantity
Drug Form:
Strength: MILLIGRAM

Refills: 0
Prohibit Renewals: No

Substitutions?: YES
eRx Sig:
Take 6 tablets by mouth once daily for 2 days, then take 4 tablets by mouth once
daily for 2 days, then take 2 tablets by mouth once daily for 2 days

eRx Reference #:
Message ID:
Substitutions?: YES
Comments: This is a tapering sig
*****END OF eRx*****
```

Figure 3.11-1: Print Display of Non-Controlled Substance eRx

```

*****PHARMACY INFORMATION*****
VAMC PHARMACY
Address:
Primary Telephone: NCPDP:
*****PRESCRIBER INFORMATION*****
Last:
First:
Mid:
Address:
NPI:
DEA:
State Lic:
Primary Telephone:
Fax:
Supervisor:
Agent Last Name:
Agent First Name:
Agent Middle Name:
*****PATIENT INFORMATION*****
Last:
First:
Mid:
SSN: Sex:
Address:
DOB: Primary Telephone:
eRx HT: 167.64(cm)(10/05/2020) eRx WT: 64.86(kg)(10/05/2020)
*****PRESCRIPTION INFORMATION*****
eRx Drug: LORAZEPAM 2MG/ML ORAL CONCENTRATE [C-IV]
eRx Written Date: JUN 08, 2021 eRx Issue Date: JUN 08, 2021
Qty: 60 Days Supply: 30
Code List Qualifier: Original Quantity
Drug Form: TABLET DOSAGE FORM
Strength: MILLIGRAM
Refills: 0
Prohibit Renewals: No
Substitutions?: YES
eRx Sig:
1 tablet Twice a day Orally 30 day(s)
eRx Reference #:
Message ID:
Substitutions?: YES
Comments: Take 2 tablets everyday
*****END OF eRx*****

```

Figure 3.11-2: Print Display of Controlled Substance eRx

3.12 Placing eRxes on Hold in the eRx Holding Queue

A fillable eRx can be placed on hold for several reasons indicating that there is an issue with the eRx.

1. To place an eRx on hold, type <H> Hold from the Summary/Details screen or any of the validate screens.
2. Enter a hold reason from the available reasons. The following reasons are available:
 - HPT – PATIENT NOT FOUND
 - HPD – PROVIDER NOT FOUND
 - HNF – NON-FORMULARY DRUG THAT NEEDS APPROVAL
 - HSO – INSUFFICIENT STOCK
 - HDI – DRUG-DRUG INTERACTION
 - HAD – ADVERSE DRUG INTERACTION
 - HBA – BAD ADDRESS
 - HPC – PROVIDER CONTACTED
 - HPA – PRIOR APPROVAL NEEDED
 - HOR – OTHER REASON
 - HPP – PATIENT CONTACTED
 - HPR – HOLD DUE TO PATIENT REQUEST
 - HQY – QUANTITY OR REFILL ISSUE
 - HCR – PRESCRIBER’S CS CREDENTIAL IS NOT APPROPRIATE
 - HWR – CS PRESCRIPTION WRITTEN/ISSUE DATE HAS PROBLEMS
 - HIS – PROVIDER DEA# ISSUE
 - HRX – HOLD FOR RX EDIT
 - HDE – DRUG USE EVALUATION
 - HTI – THERAPUTIC INTERCHANGE

- 3. To view the available hold reasons, enter a double question mark <??> at the “Select HOLD reason code” prompt, refer to Figure 3.12-1. The available hold reasons display.

```

Select Item(s): Quit// H Hold
Select HOLD reason code: ??

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
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
1623    HTI      THERAPUTIC INTERCHANGE
Type <Enter> to continue or '^' to exit: █

```

Figure 3.12-1: Hold eRx

- 4. Enter the reason code at the “Select HOLD Reason code:” prompt and press <Enter>.
- 5. A prompt displays asking for additional comments on the reason for the hold. These comments are optional. Either press <Enter> to complete the hold process or add comments and then press <Enter>.

```

Select HOLD reason code: HPT          PATIENT NOT FOUND
Additional Comments (Optional): For User Manual updates

```

Figure 3.12-2: Select Hold Reason Code

The Hold Status, Hold Reason, and the user placing the eRx on hold display below the Vista Drug section on the Summary/Details screen.

```

Hold Status: HPT - PATIENT NOT FOUND
Hold Reason: For User Manual updates
Placed on hold by: ████████████████████

```

Figure 3.12-3: Hold Status and Reason

The hold status also displays in the “Status” column (STA) on the Holding Queue List screen.

PSO ERX HOLDING QUEUE		Jun 25, 2020@14:05:33		Page: 4 of 8	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (May 26, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
56.			Azithromycin 250 MG O		N 1/13/20
57.			Lisinopril-Hydrochlor		CAX 1/13/20
58.			simvastatin 40 mg tab		N 1/14/20
59.			Azithromycin 250 MG O		HPT 1/15/20
60.			Azithromycin 250 MG O		N 1/15/20
61.			KENALOG-40 40 MG/ML V		N 1/15/20
62.			Azithromycin 250 MG O		N 1/23/20
63.			Ventolin HFA 90 mcg/a		CAP 1/24/20
64.			BUSPIRONE HCL 10MG TA		CAO 1/27/20
65.			Azithromycin 250 MG O		N 1/27/20
66.			Azithromycin 250 MG O		N 1/27/20
67.			Azithromycin 250 MG O		N 1/28/20
68.			Azithromycin 250 MG O		N 1/28/20
69.			Ventolin HFA 90 mcg/a		CAP 1/28/20
70.			Ventolin HFA 90 mcg/a		CAP 1/28/20

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

Figure 3.12-4: Hold Status in Status Column

NOTE: When a fillable eRx is put on ‘Hold’ the only actions available for the user are UH/Un Hold, P/Print and SH/Status History.

3.13 Un Hold eRx in the eRx Holding Queue

eR_xes may be removed from a hold by typing <UH> Un Hold. Users who see the Un Hold function in parentheses “()” are not able to remove an eRx from a hold.

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// U Un Hold		
eRx removed from hold status, and placed to 'In process'.		
Type <Enter> to continue or '^' to exit: █		

Figure 3.13-1: Un Hold eRx

NOTE: When a user exercises Un Hold option on a NewR_x record that is in one of the Hold statuses, if all the 3 validations (Patient, Provider, and Drug/SIG) are complete, the eRx record’s status changes to “W” (Wait). When a user exercises Un Hold option on a NewR_x record that is in one of the Hold statuses, if all the 3 validations (Patient, Provider, and Drug/SIG) are not complete, the eRx record’s status changes to “I” (In Process).

3.14 Removing eR_xes in the eRx Holding Queue

A fillable eRx can be removed from the Holding Queue without sending a message back to the originating external provider. Sample scenarios include, but are not limited to, the patient requested that the eRx not be filled, or the user has been unable to contact the provider or patient for a significant amount of time.

To remove an eRx from the Holding Queue:

1. From the Summary/Details screen, type <RM> Remove.
2. Enter a reason for the eRx removal. The following removal reasons are available:
 - REM01 - Drug out of stock or on backorder and unavailable for processing
 - REM02 - Patient was not able to pick up
 - REM03 - Prescription canceled by Provider
 - REM04 - Prescription processed manually
 - REM05 - Provider will cancel this eRx and submit another
 - REM06 - Unable to mail prescription and patient unable to pick up
 - REM07 - Unable to contact patient
 - REM08 - Unable to contact provider
 - REM91 - Undefined system error
 - REM92 – Other
 - REM09 – ERX Issue not resolved - Provider contacted
3. Type additional comments as to why the eRx is being removed and press <Enter>. These comments are optional.

Once the eRx is removed, the status changes to “RM” and it no longer displays in the default Holding Queue List; however, the eRx can be accessed via the search action from the main Holding Queue List screen using one or more of the search criteria. Refer to section [3.15.1 Searching eRXes](#).

```
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// RM   Remove eRx
Would you like to 'Remove' eRx #393270? Y// ES
Select REMOVAL reason code: REM01      Drug out of stock or on backorder and un
available for processing
Additional Comments (Optional): For User Manual updates
```

Figure 3.14-1: Removing an eRx

NOTE: If the Remove function is in parentheses “()”, the user is not able to remove an eRx. If the action is still attempted, the user receives a message that the action is not available.

3.15 Searching and Sorting in the eRx Holding Queue

Users can search and sort eRxes in the Holding Queue. Searching and sorting eRxes is described in the following sections.

3.15.1 Searching eRxes

Searching and filtering of eRxes is available by typing <SR> Search Queue at the “Select Action” prompt. The Search Queue screen displays. Users can search using one or more of the following search criteria in the Traditional View:

1. PATIENT NAME
2. DATE OF BIRTH
3. RECEIVED DATE RANGE
4. PROVIDER NAME
5. ERX STATUS
6. DRUG NAME
7. MESSAGE TYPE
8. ERX REFERENCE NUMBER

```
Select Action:Next Screen// SR Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER
```

Figure 3.15-1: Search Queue Actions

- The display contains all eRxes satisfying the search criteria. The list is refreshed depending on the action performed. After an action is performed, the user can return to the original filtered list.
- 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 365 days.
- 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.

3.15.1.1 Search eRx – Patient Name

Users can search by patient name. A search initiated with a partial patient name may return multiple patient names, from which one patient can be selected. Selecting a patient displays the eRxes for that patient.

To search by patient name:

1. From the eRx Holding Queue List screen, type <SR> Search Queue.
2. From the Search Queue, type <1> or PATIENT NAME.

```
Select Action:Next Screen// SR Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER

Select one of the following search criteria:
Enter response: 1 PATIENT NAME
```

Figure 3.15-2: Search Criteria - Patient Name

3. Type the full or partial name of the patient press <Enter>. If multiple patients exist for the search criteria entered, select the correct patient from the list provided.

```
Select ERX EXTERNAL PATIENT NAME: INBERXPCTEST
 1 INBERXPCTESTPATA,ONEA 01-01-1977 420431212
 2 INBERXPCTESTPATB,ONEB 02-01-1979 420-43-1222
 3 INBERXPCTESTPATF,ONEF 05-01-1979 420-43-0006
CHOOSE 1-3:
```

Figure 3.15-3: Patient Name Search

4. A message displays indicating that the user can enter additional search criteria or press <Enter> to continue with the current search.

The search results display. To execute another search, enter <Shift>+<^> or <Q> Quit to exit the current search and return to the original Holding Queue List. The SR Search Queue action is in parentheses, indicating that the user must exit the current search to execute a new search.

PSO ERX HOLDING QUEUE		Jun 25, 2020@14:14:56		Page: 1 of 1	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (May 26, 2020)			
	Patient	DOB	Drug	Provider	STA Rec Date
1.	INBERXPCTESTPATB,ON		Jardiance 10 mg table	EPRESCRIBER N	5/28/20
2.	INBERXPCTESTPATB,ON		Ferrous Gluconate 324	EPRESCRIBER N	5/28/20
3.	INBERXPCTESTPATB,ON		cyclobenzaprine 10 mg	EPRESCRIBER N	5/28/20
4.	INBERXPCTESTPATB,ON		SIMVASTATIN 10MG TAB	EPRESCRIBER CXI	5/28/20

Enter ?? for more actions

SI Select Item	SO Sort Entries
SR (Search Queue)	MV Message View
Select Action:Quit//	

Figure 3.15-4: Search eRx by Patient Name Results

3.15.1.2 Search eRx – Date of Birth

To search by patient’s date of birth:

1. From the eRx Holding Queue List screen, type <SR> Search Queue.
2. From the Search Queue Type <2> or DATE OF BIRTH.
3. Enter the date of birth and press <Enter>.

A message displays indicating that the user can enter additional search criteria or press <Enter> to continue with the current search.

```
Select Action:Next Screen// SR Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER

Select one of the following search criteria:
Enter response: 2 DATE OF BIRTH
```

Figure 3.15-5: Search Criteria - Date of Birth

The search results in the following display:

PSO ERX HOLDING QUEUE		Jun 25, 2020@14:14:56		Page: 1 of 1	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (May 26, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1. INBERXPCTESTPATB,ON		Jardiance 10 mg table	EPRESCRIBER N		5/28/20
2. INBERXPCTESTPATB,ON		Ferrous Gluconate 324	EPRESCRIBER N		5/28/20
3. INBERXPCTESTPATB,ON		cyclobenzaprine 10 mg	EPRESCRIBER N		5/28/20
4. INBERXPCTESTPATB,ON		SIMVASTATIN 10MG TAB	EPRESCRIBER CXI		5/28/20

Enter ?? for more actions

SI Select Item SO Sort Entries
 SR (Search Queue) MV Message View
 Select Action:Quit// █

Figure 3.15-6: Search eRx by Date of Birth Results

3.15.1.3 Search eRx – Received Date Range

To search for an eRx by a received date range:

1. From the eRx Holding Queue List screen, type <SR> Search Queue.
2. Type <3> or RECEIVED DATE RANGE.

Select Action:Next Screen// SR Search Queue
1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER
Select one of the following search criteria:
Enter response: 3 RECEIVED DATE RANGE

Figure 3.15-7: Search Criteria - Received Date Range

3. Enter the beginning date and press <Enter>.
4. Enter the ending date and press <Enter>.
5. A message displays indicating that the user can enter additional search criteria or press <Enter> to continue with the current search.


```

Select one of the following search criteria:

Enter response: 3 RECEIVED DATE RANGE
Enter the beginning date: 6/1/2020
Enter the ending date: T//

```

Figure 3.15-8: Enter Beginning and Ending Date

The search results display.

PSO ERX HOLDING QUEUE		Jun 25, 2020@14:22:03		Page: 1 of 5		
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (May 26, 2020)				
+	Patient	DOB	Drug	Provider	STA	Rec Date
11.			Lisinopril-Hydrochlor			6/3/20
12.			Lisinopril-Hydrochlor			6/3/20
13.			Victoza 18 MG/3ML Sub			6/3/20
14.			Victoza 18 MG/3ML Sub			6/3/20
15.			Victoza 18 MG/3ML Sub			6/3/20
16.			Victoza 18 MG/3ML Sub			6/3/20
17.			Victoza 18 MG/3ML Sub			6/3/20
18.			Victoza 18 MG/3ML Sub			6/3/20
19.			Amaryl 4 mg Tablet			6/4/20
20.			Amaryl 4 mg Tablet			6/4/20
21.			Prednisone 5 mg table			6/5/20
22.			Victoza 18 MG/3ML Sub			6/8/20
23.			Victoza 18 MG/3ML Sub			6/8/20
24.			N/A			6/8/20
25.			Victoza 18 MG/3ML Sub			6/8/20

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

Figure 3.15-9: Search eRx by Received Date Range

3.15.1.4 Search eRx – Provider Name

To search for an eRx by a provider:

1. From the eRx Holding Queue List screen, type <SR> Search Queue.
2. Type <4> or PROVIDER NAME.

```

Select Action:Next Screen// SR Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER

Select one of the following search criteria:
Enter response: 4 PROVIDER NAME

```

Figure 3.15-10: Search Criteria - Provider Name

3. Type the provider's name and press <Enter>.

```
Enter response: 4 PROVIDER NAME
Select PROVIDER: eprescriber
1 EPRESCRIBER, ERX AUTOMATED
```

Figure 3.15-11: Enter Provider Name

The search results display.

PSO ERX HOLDING QUEUE		Jun 25, 2020@14:42:48		Page: 1 of 7	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (May 26, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		Metoprolol Succinate		HC	5/26/20
2.		SIMVASTATIN 10MG TAB		CXN	5/27/20
3.		Jardiance 10 mg table		N	5/28/20
4.		Ferrous Gluconate 324		N	5/28/20
5.		cyclobenzaprine 10 mg		N	5/28/20
6.		SIMVASTATIN 10MG TAB		CXI	5/28/20
7.		Metoprolol Succinate		HC	5/29/20
8.		Metoprolol Succinate		N	6/16/20
9.		Metoprolol Succinate		N	6/16/20
10.		Metoprolol Succinate		N	6/17/20
11.		warfarin 2 mg tablet		HC	5/26/20
12.		irbesartan 150 mg tab		HC	5/27/20
13.		IRBESARTAN 75MG TAB		CXW	5/27/20
14.		FAT EMULSION 10% INJ		CXN	5/27/20
15.		irbesartan 150 mg tab		CXN	5/27/20

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

Figure 3.15-12: Search eRx by Provider

3.15.1.5 Search eRx – ERX Status

To search for an eRx by Status:

1. From the eRx Holding Queue List screen, type <SR> Search Queue.
2. Type <5> or ERX STATUS.
3. Enter the eRx status and press <Enter>.

```
Select Action:Next Screen// SR Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER

Select one of the following search criteria:
Enter response: 5 ERX STATUS
```

Figure 3.15-13: Search Criteria - ERX Status

The search results display.

PSO ERX HOLDING QUEUE		Jun 25, 2020@14:46:24		Page: 1 of 1	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (May 26, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		Lisinopril-Hydrochlor		I	5/27/20
2.		Amaryl 4 mg Tablet		I	6/4/20

Enter ?? for more actions

SI Select Item SO Sort Entries
SR (Search Queue) MV Message View
Select Action:Quit// ■

Figure 3.15-14: Search by eRx Status

For more information on the available statuses in the Holding Queue, refer to the tables in Appendix B: Holding Queue Status Codes & Descriptions.

3.15.1.6 Search eRx – Drug Name

To search for an eRx by Drug Name:

1. From the eRx Holding Queue List screen, type <SR> Search Queue.
2. Type <6> or DRUG NAME.
3. Type the name or partial name of the incoming eRx drug and press <Enter>.

```
Select Action:Next Screen// SR    Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER

Select one of the following search criteria:
Enter response: 6 DRUG NAME
```

Figure 3.15-15: Search Criteria - Drug Name

The search results display.

```
PSO ERX HOLDING QUEUE          Jun 25, 2020@14:49:36          Page: 1 of 1
PSO ERX HOLDING QUEUE          ERX LOOK-BACK DAYS: 30 (May 26, 2020)
Patient                          DOB          Drug          Provider      STA Rec Date
1. [REDACTED]                   [REDACTED]   GABAPENTIN   [REDACTED]   N    5/26/20
2. [REDACTED]                   [REDACTED]   GABAPENTIN   [REDACTED]   HC   5/26/20

Enter ?? for more actions
SI Select Item          SO Sort Entries
SR (Search Queue)      MV Message View
Select Action:Quit//
```

Figure 3.15-16: Search eRx by Drug Name

3.15.1.7 Search eRx – Message Type

To search for an eRx by Message Type:

1. From the eRx Holding Queue List screen, type <SR> Search Queue.
2. Type <7> or MESSAGE TYPE.
3. Select the Message Type and press <Enter>.

```
Select Action:Next Screen// SR Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER

Select one of the following search criteria:
Enter response: 7 MESSAGE TYPE
```

Figure 3.15-17: Search Criteria - Message Type

The search results display.

PSO ERX HOLDING QUEUE		Jun 25, 2020@14:52:18		Page: 5 of 8		
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (May 26, 2020)				
+	Patient	DOB	Drug	Provider	STA	Rec Date
62.			Victoza 18 MG/3ML Sub		CXQ	6/8/20
63.			Prednisone 5 mg table		N	6/5/20
64.			Amaryl 4 mg Tablet		I	6/4/20
65.			Amaryl 4 mg Tablet		N	6/4/20
66.			Victoza 18 MG/3ML Sub		HC	6/3/20
67.			Victoza 18 MG/3ML Sub		HC	6/3/20
68.			Victoza 18 MG/3ML Sub		HC	6/3/20
69.			Lisinopril-Hydrochlor		N	6/3/20
70.			Lisinopril-Hydrochlor		N	6/3/20
71.			Lisinopril-Hydrochlor		N	6/3/20
72.			Lisinopril-Hydrochlor		N	6/3/20
73.			Lisinopril-Hydrochlor		HC	6/3/20
74.			Prednisone 5 mg table		W	6/2/20
75.			Prednisone 5 mg table		PR	6/1/20
76.			Amaryl 4 mg Tablet		N	6/1/20

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

Figure 3.15-18: Search by Message Type

3.15.1.8 Search eRx – eRx Reference Number

Users may also search for eRxes by eRx Reference Number. When searching by eRx Reference Number, the user may search by either inbound or outbound message types.

To search for an inbound eRx message type by eRx Reference Number:

1. From the eRx Holding Queue List screen, type <SR> Search Queue.
2. Type <8> or ERX REFERENCE NUMBER.
3. Enter the eRx Reference Number and press <Enter>.

```

Select Action:Next Screen// SR    Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER

Select one of the following search criteria:
Enter response: 8 ERX REFERENCE NUMBER
  
```

Figure 3.15-19: Search Criteria – eRx Reference Number: Inbound

The search results display.

```

eRx Holding Queue Display      Jun 25, 2020@14:54:50      Page: 1 of 3
eRx Patient: ██████████
eRx Reference #: ██████████
eRx HT: 177.8(cm) (04/09/2020)      eRx WT: 90.26(kg) (04/09/2020)

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

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

eRx Drug: GABAPENTIN 100MG CAP
eRx Qty: 180      eRx Refills: 1      eRx Days Supply: 60
eRx Written Date: MAY 26, 2020      eRx Issue Date: MAY 26, 2020
+ 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 3.15-20: Search by eRx Reference Number Results – Inbound eRx Message Type

Under Patient Centric View, the user can use the following Search options:

1. Patient Name
2. Date of Birth
3. eRx Reference Number

3.15.2 Sorting eRxes

VA users can sort eRxes in the Holding Queue List. Sort parameters are retained at the user level when reentering the original list during the same session (i.e., when performing an action on an eRx and then reentering the eRx list). The default sort order of the Holding Queue List is the following:

1. Date Received - Oldest date to Newest date.
2. Secondary sort by PATIENT NAME.
3. Grouped by Controlled Substance

Additional sorting of eRxes is available by typing <SO> Sort Entries.

- 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 365 days.
- 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.

PSO ERX HOLDING QUEUE		Jul 02, 2020@13:09:25		Page: 3 of 4	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jun 02, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
32.			Coreg 6.25 MG Tablet		N 6/10/20
33.			Coreg 6.25 MG Tablet		N 6/10/20
34.			Victoza 18 MG/3ML Sub		CXE 6/10/20
35.			Lisinopril-Hydrochlor		HC 6/10/20
36.			Victoza 18 MG/3ML Sub		HC 6/10/20
37.			Victoza 18 MG/3ML Sub		CXD 6/10/20
38.			Lisinopril-Hydrochlor		CXN 6/10/20
39.			Losartan Potassium 50		HC 6/10/20
40.			Topamax 100 MG Tablet		N 6/11/20
41.			Topamax 100 MG Tablet		N 6/16/20
42.			Fluticasone Furoate 2		N 6/16/20
43.			Metoprolol Succinate		N 6/16/20
44.			Metoprolol Succinate		N 6/16/20
45.			Lisinopril-Hydrochlor		N 6/16/20
46.			Metoprolol Succinate		N 6/17/20

Enter ?? for more actions

SI Select Item	SO Sort Entries
SR Search Queue	MV Message View

Select Action:Next Screen// ■

Figure 3.15-21: Sort Entries Action

eRxes can be sorted by only one criterion at a time. The sort criteria include:

- **Patient Name:** Sorted by Patient in ascending order (A-Z), and within Patient by Received Date with most recent first, and then by Provider in ascending order (A-Z)
- **Date of Birth:** By DOB, newest Received Date first, Patient Name ascending
- **Received Date Range:** Sorted by Received Date with most recent first and within Received Date by Patient in ascending order (A-Z), and then by Provider in ascending order (A-Z)
- **Provider Name:** Sorted by Provider in ascending order (A-Z), and within Provider by Received Date with oldest first, and then by Patient in ascending order (A-Z)
- **eRx Status:** Drug Name ascending
- **Drug Name:** Patient Name ascending, newest Received Date first
- **Message Type:** RxRenewal Request, RxRenewal Response, NewRx, RxChange Request, RxFill, Inbound Error, Outbound Error, CancelRx Response, RxChange Response

3.15.2.1 Sort eRx – Patient Name

To sort by patient:

1. From the eRx Holding Queue List screen, type <SO> Sort Entries.
2. Type <1> or PATIENT NAME.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 1 PATIENT NAME
```

Figure 3.15-22: Sort by Patient Name

3. Enter Yes or No to group by Controlled Substance. If the user selects ‘Yes’, prescriptions are grouped by Controlled Substance for each sort. If the user selects ‘No’, the prescriptions are not grouped by a Controlled Substance for each sort.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 1 PATIENT NAME

Do you want to group by controlled substance?
Enter Yes or No: YES//
```

Figure 3.15-23: Group by Controlled Substance

4. The sorted entries display Sorted by Patient in ascending order (A-Z), and within Patient by Received Date Range with most recent first, and then by Provider in ascending order (A-Z).

3.15.2.2 Sort eRx – Date of Birth

To sort by Date of Birth:

1. From the eRx Holding Queue List screen, type <SO> Sort Entries.
2. Type <2> or DATE OF BIRTH.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 2 DATE OF BIRTH
```

Figure 3.15-24: Sort by Date of Birth

3. Enter Yes or No to group by Controlled Substance. If the user selects ‘Yes’, prescriptions are grouped by Controlled Substance for each sort. If the user selects ‘No’, the prescriptions are not grouped by a Controlled Substance for each sort.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 2 DATE OF BIRTH

Do you want to group by controlled substance?
Enter Yes or No: YES//
```

Figure 3.15-25: Group by Controlled Substance

4. The entries display by DOB, newest Received Date first, Patient Name ascending.

3.15.2.3 Sort eRx – Received Date Range

To sort eRxes by received date (most recent date displays at top of sort results):

1. From the eRx Holding Queue List screen, type <SO> Sort Entries.
2. Type <3> or RECEIVED DATE RANGE.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 3 RECEIVED DATE RANGE
```

Figure 3.15-26: Sort by Received Date Range

3. Enter Yes or No to group by Controlled Substance. If the user selects ‘Yes’, prescriptions are grouped by Controlled Substance for each sort. If the user selects ‘No’, the prescriptions are not grouped by a Controlled Substance for each sort.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 3 RECEIVED DATE RANGE

Do you want to group by controlled substance?
Enter Yes or No: YES//
```

Figure 3.15-27: Group by Controlled Substance

4. The entries sort by Received Date with most recent first and within Received Date by Patient in ascending order (A-Z), and then by Provider in ascending order (A-Z).

3.15.2.4 Sort eRx – Provider Name

To sort eRxes by provider name:

1. From the eRx Holding Queue List screen, type <SO> Sort Entries.
2. Type <4> or PROVIDER NAME.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 4 PROVIDER NAME
```

Figure 3.15-28: Sort Criteria - Sort by Provider

3. Enter Yes or No to group by Controlled Substance. If the user selects ‘Yes’, prescriptions are grouped by Controlled Substance for each sort. If the user selects ‘No’, the prescriptions are not grouped by a Controlled Substance for each sort.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 4 PROVIDER NAME

Do you want to group by controlled substance?
Enter Yes or No: YES// █
```

Figure 3.15-29: Group by Controlled Substance

4. The entries sort by Provider in ascending order (A-Z), and within Provider by Received Date with oldest first, and then by Patient in ascending order (A-Z).

3.15.2.5 Sort eRx – ERX Status

To sort eR_xes by eR_x Status:

1. From the eR_x Holding Queue List screen, type <SO> Sort Entries.
2. Type <5> or ERX STATUS.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 5 ERX STATUS
```

Figure 3.15-30: Sort Criteria – Sort by eRx Status

3. Enter Yes or No to group by Controlled Substance. If the user selects ‘Yes’, prescriptions are grouped by Controlled Substance for each sort. If the user selects ‘No’, the prescriptions are not grouped by a Controlled Substance for each sort.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 5 ERX STATUS

Do you want to group by controlled substance?
Enter Yes or No: YES// █
```

Figure 3.15-31: Group by Controlled Substance

4. The entries sort by Patient Name ascending, newest Received Date first.

3.15.2.6 Sort eRx – Drug Name

To sort eR_xes by Drug Name:

1. From the eR_x Holding Queue List screen, type <SO> Sort Entries.

2. Type <6> or DRUG NAME.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 6 DRUG NAME
```

Figure 3.15-32: Sort Criteria – Sort by Drug Name

3. Enter Yes or No to group by Controlled Substance. If the user selects ‘Yes’, prescriptions are grouped by Controlled Substance for each sort. If the user selects ‘No’, the prescriptions are not grouped by a Controlled Substance for each sort.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 6 DRUG NAME

Do you want to group by controlled substance?
Enter Yes or No: YES// ■
```

Figure 3.15-33: Group by Controlled Substance

4. The entries sort by Drug Name in ascending order.

3.15.2.7 Sort eRx – Message Type

1. From the eRx Holding Queue List screen, type <SO> Sort Entries.
2. Type <7> or MESSAGE TYPE.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 7 MESSAGE TYPE
```

Figure 3.15-34: Sort Criteria – Sort by Message Type

3. Enter Yes or No to group by Controlled Substance. If the user selects ‘Yes’, prescriptions are grouped by Controlled Substance for each sort. If the user selects ‘No’, the prescriptions are not grouped by a Controlled Substance for each sort.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 7 MESSAGE TYPE

Do you want to group by controlled substance?
Enter Yes or No: YES//
```

Figure 3.15-35: Group by Controlled Substance

4. The entries sort by Message Type in ascending order.

3.16 Complete Orders from OERR and Patient Prescription Processing

Following all the validation steps for patient, provider, and drug/SIG, and after the eRx has been accepted, the eRx advances to Pending Outpatient Orders file for further processing. The eRx is further finished using either Complete Orders from OERR or Patient Prescription Processing.

The “&” symbol indicates that an eRx was received from an external provider. eRx records without the “&” symbol are VA eRxs.

Medication Profile		Jul 02, 2020@13:15:28		Page: 1 of 3					
PID:		Ht(cm):	()						
DOB:		Wt(kg):	()						
SEX: MALE	Non-VA Meds on File	Last entry on 12/15/17							
CrCL: <Not Found>	(CREAT: Not Found)	BSA (m2):							
#	RX #	DRUG	QTY	ST	DATE	ISSUE	LAST FILL	REF REM	DAY SUP
-----ACTIVE-----									
1	&	FERROUS GLUCONATE 325MG TAB	90	E	03-17	03-17		0	45
2	&	METFORMIN HCL 1000MG TAB	180	A>	06-30	06-30		3	90
3	&	METOPROLOL SUCCINATE 100MG SA TAB	60	ET	05-07	05-07		0	30
4	&	OXYBUTYNIN CHLORIDE 10MG SA TAB	90	E>	03-19	03-26		0	45
5	&	TAMSULOSIN HCL 0.4MG CAP	30	E>	05-29	05-29		0	15
-----DISCONTINUED-----									
6	&	IRBESARTAN 75MG TAB	90	DC>	03-18	03-18		0	23
7	&	LOSARTAN POTASSIUM 100MG TAB	90	DC	03-18	03-18		0	45
8	&	MINOCYCLINE HCL 50MG CAP	90	DC>	03-18	03-18		0	45
+ Enter ?? for more actions									
PU	Patient Record Update				NO	New Order			
PI	Patient Information				SO	Select Order			
Select Action: Next Screen//									

Figure 3.16-1: eRx Received from External Provider

The eRx information displays at the top of the screen under the Secondary header, as shown in the figure below in both Complete Orders from OERR and Patient Prescription Processing. The hidden Option EP is provided in Outpatient to print the eRx (see figure below).

+ Enter ?? for more actions					
DC	Discontinue	PR	Partial	RL	Release
ED	Edit	RF	Refill	RN	Renew
The following actions are also available:					
AL	Activity Logs (OP)	REJ	View REJECT	>	Shift View to Right
VF	Verify (OP)	VER	View ePharmacy Rx	ADPL	Auto Display(On/Off)
CO	Copy (OP)	RES	Resubmit Claim	DN	Down a Line
TR	Convert Titration Rx	REV	Reverse Claim	FS	First Screen
TM	Titration Mark/UnmarkIN		Intervention Menu	GO	Go to Page
RP	Reprint (OP)	DA	Display Drug AllergiesLS		Last Screen
HD	Hold (OP)	DIN	Drug Restr/Guide (OP)PS		Print Screen
UH	Unhold (OP)	EP	Print eRx	PT	Print List
PI	Patient Information	ECS	Edit Claim Submitted	QU	Quit
PP	Pull Rx (OP)	+	Next Screen	RD	Re Display Screen
IP	Inpat. Profile (OP)	-	Previous Screen	SL	Search List
OTH	Other OP Actions	<	Shift View to Left	UP	Up a Line
Type <Enter> to continue or '^' to exit: █					

Figure 3.16-2: Hidden Option EP / Print Display of eRx

The eRx information can be edited and either finished to process further for dispensing or discontinued as needed (such as a duplicate order, since it is not filtered in the eRx Holding Queue).

```

OP Medications (ACTIVE)          Jul 02, 2020@13:20:10          Page: 1 of 6
PID: [REDACTED]                  Ht(cm): [REDACTED] (<A>)
DOB: [REDACTED]                  Wt(kg): [REDACTED] ( )
SEX: MALE                        Non-VA Meds on File   Last entry on 12/15/17
CrCL: <Not Found> (CREAT: Not Found)  BSA (m2): [REDACTED]

eRx Patient: [REDACTED]          SSN: [REDACTED]
DOB: [REDACTED]

eRx HT: 152.4(cm) (05/07/2020)    eRx WT: 79.37(kg) (05/07/2020)
eRx Provider: [REDACTED]         DEA: [REDACTED]
NPI: [REDACTED]

Address: [REDACTED]

eRx Drug: METFORMIN HCL 1000MG TAB
Qty: 180                          Days Supply: 90      Refills: 3
+ Enter ?? for more actions
DC Discontinue                    PR Partial            RL Release
ED Edit                          RF Refill            RN Renew
Select Action: Next Screen//
  
```

Figure 3.16-3: eRx Display in Pending Queue - Page 1

Refer to the user manuals available on the VA Documentation Library (VDL) for information on Complete Orders from OERR and Patient Prescription Processing.

Press <Enter> to view Pages 2 through 5 of the order in the Pending Queue.

```

OP Medications (ACTIVE)          Jul 02, 2020@13:23:17          Page: 2 of 6
PID: [REDACTED]                  Ht(cm): [REDACTED] (<A>)
DOB: [REDACTED]                  Wt(kg): [REDACTED] ( )
SEX: MALE                        Non-VA Meds on File   Last entry on 12/15/17
CrCL: <Not Found> (CREAT: Not Found)  BSA (m2): [REDACTED]

+
Substitutions? :YES
Prohibit Renewals: No

eRx Sig:
TAKE 2 TABLETS EVERYDAY. ONE AFTER LUNCH AND ANOTHER TABLET AFTER DINNER

eRx Notes: REQUESTIING DIFFERENT DRUG FOR THE PATIENT

Drug Form: ADJUSTABLE DOSE PRE-FILLED PEN SYRINGE
Strength: MILLIGRAM
Code List Qualifier: Original Quantity
Quantity Unit of Measure: TABLET DOSING UNIT
+ Enter ?? for more actions
DC Discontinue                    PR Partial            RL Release
ED Edit                          RF Refill            RN Renew
Select Action: Next Screen//
  
```

Figure 3.16-4: eRx Order in Pending Queue – Page 2

OP Medications (ACTIVE) Jul 02, 2020@13:24:33 Page: 3 of 6

PID: [REDACTED] Ht(cm): _____ (_____)
 DOB: [REDACTED] Wt(kg): _____ (_____)
 SEX: MALE Non-VA Meds on File Last entry on 12/15/17
 CrCL: <Not Found> (CREAT: Not Found) BSA (m2): _____

+ Rx #: [REDACTED]

(1) *Orderable Item: METFORMIN TAB,ORAL
 (2) CMOP Drug: METFORMIN HCL 1000MG TAB
 NDC: 57664-0474-18
 (3) *Dosage: 1000 (MG)
 Verb: TAKE
 Dispense Units: 1
 Noun: TABLET
 *Route: MOUTH
 *Schedule: BID
 (4) Pat Instructions: AAAAAAAAAA AA
 AA AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA

+ Enter ?? for more actions

DC	Discontinue	PR	Partial	RL	Release
ED	Edit	RF	Refill	RN	Renew

Select Action: Next Screen//

Figure 3.16-5: eRx Order in Pending Queue - Page 3

OP Medications (ACTIVE) Jul 02, 2020@13:25:09 Page: 4 of 6

PID: [REDACTED] Ht(cm): _____ (_____)
 DOB: [REDACTED] Wt(kg): _____ (_____)
 SEX: MALE Non-VA Meds on File Last entry on 12/15/17
 CrCL: <Not Found> (CREAT: Not Found) BSA (m2): _____

+ Provider Comments: REQUESTIING DIFFERENT DRUG FOR THE PATIENT
 SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY AAAAAAAAAA
 AA
 AA AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
 AA AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
 AA AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
 AA AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
 AA AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
 AAAAAAAAAAEND REQUESTIING DIFFERENT DRUG FOR THE PATIENT

(5) Patient Status: SC
 (6) Issue Date: 06/30/20 (7) Fill Date: 06/30/20
 Last Fill Date: 06/30/20 (Mail)
 Last Release Date: (8) Lot #:

+ Enter ?? for more actions

DC	Discontinue	PR	Partial	RL	Release
ED	Edit	RF	Refill	RN	Renew

Select Action: Next Screen//

Figure 3.16-6: eRx Order in Pending Queue - Page 4

OP Medications (ACTIVE) Jul 02, 2020@13:26:06 Page: 5 of 6

PID: [REDACTED] Ht(cm): _____ (_____)
 DOB: [REDACTED] Wt(kg): _____ (_____)
 SEX: MALE Non-VA Meds on File Last entry on 12/15/17
 CrCL: <Not Found> (CREAT: Not Found) BSA (m2): _____

+ Expires: 07/01/21 MFG:
 (9) Days Supply: 90 (10) QTY (TAB): 180
 (11) # of Refills: 3 Remaining: 3
 (12) Provider: EPRESCRIBER, ERXAUTOMATED MR
 (13) Routing: MAIL (14) Copies: 1
 (15) Clinic: ANGIO
 (16) Division: DAYTON (984) (984)
 (17) Pharmacist:
 (18) Remarks:
 (19) Counseling: YES Was Counseling Understood: YES
 Finished By: [REDACTED]

Entry By: [REDACTED] Entry Date: 06/30/20

+ Enter ?? for more actions

DC	Discontinue	PR	Partial	RL	Release
ED	Edit	RF	Refill	RN	Renew

Select Action: Quit//

Figure 3.16-7: eRx Order in Pending Queue - Page 5

NOTE:

- “eRx Date” on Holding Queue Summary screen – Date when the eRx was received in the VistA Holding Queue.
- “Date Written” on Validate Drug/SIG screen – Date when the eRx was received in the VistA Holding Queue.
- “Issue Date” on OERR/Backdoor Orders Summary screen – Effective Date if sent by the provider; if not, it is Written Date, both as sent on the eRx.
- “Written Date” displayed on Track/Audit screen on web GUI – Written Date as sent on the eRx.