

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



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Version 5.0 (Unit 7 Part 2)

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Revision History

Date	Version	Description	Author
05/20/2024	5.1	PSO*7*743 <ul style="list-style-type: none"><li data-bbox="565 373 873 405">• Provider Auto-Match<li data-bbox="565 415 1036 447">• Updated notes: 21, 23, 25, 43, 46	Redacted
11/30/2023	5.0	PSO*7*700: <ul style="list-style-type: none"><li data-bbox="565 516 1185 577">• New menu option: <i>eRx Holding Queue Processing</i> [PSO ERX QUEUE PROCESSING]	Redacted

Table of Contents

Unit 7. – Part 2: Matching, Validations and Acceptance of an eRx and Pending Order Overview	1
7.1 Introduction	1
7.2 Purpose of eRx Matching.....	1
7.3 Reverse Vs. Highlight Video	1
7.4 Manual Validation	3
7.4.1 Validate Patient.....	4
7.4.1.1 Patient Auto-Match in the Processing Hub	5
7.4.1.2 Patient Manual Matching Screen Overview	6
7.4.1.3 Edit Patient	12
7.4.1.4 Selected Patient Warnings.....	12
7.4.1.5 Patient Accept Validation.....	15
7.4.1.6 Batch Patient Validation.....	16
7.4.2 Validate Provider	18
7.4.2.1 Provider Auto-Match.....	18
7.4.2.2 Provider Auto-Validation (MbM Only)	19
7.4.2.3 Provider Manual Validation Screen Overview	19
7.4.2.4 Edit Provider	20
7.4.2.5 Accept Provider Validation	24
7.4.2.6 Batch Provider Validation	29
7.4.3 Validate Drug/SIG	30
7.4.3.1 Drug Auto-Match	30
7.4.3.2 Drug/SIG Manual Validation Screen Overview	31
7.4.3.3 Drug Suggestion	32
7.4.3.4 Edit Drug/SIG	36
7.4.3.4.1 Additional Field-level Information	43
7.4.3.4.2 Quantity/Days Supply Work Flow under Validate Drug/SIG > Edit:	44
7.4.3.5 Accept Drug/SIG Validation	45
7.4.3.6 Wait Status Flag “W”	47
7.5 Accepting eRx	48

7.6	Rejecting eRx in the eRx Holding Queue	49
7.7	Do Not Fill	51
7.8	Printing in the eRx Holding Queue.....	52
7.9	Placing eRx on Hold in the eRx Holding Queue	54
7.10	Un Hold eRx in the eRx Holding Queue	56
7.11	Removing eRx in the eRx Holding Queue	57
7.12	eRx in the Backdoor Pharmacy Pending Queue	57
7.12.1	Patient Medication Profile	58
7.12.2	eRx Pending Order	58
7.12.3	Renewal eRx Pending Order	60

Unit 7. – Part 2: Matching, Validations and Acceptance of an eRx and Pending Order Overview

7.1 Introduction

Inbound eRx VistA Outpatient Pharmacy is comprised of two sections:

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

7.2 Purpose of eRx Matching

One of the most important features of the eRx Holding Queue is the matching of the outside information sent by the prescriber to the corresponding VistA records so that an Outpatient VistA prescription can be created. For the fillable prescriptions, VA Pharmacy users can validate patient, provider, and drug/SIG information.

7.3 Reverse Vs. Highlight Video

The reverse video feature is being utilized in this new option as a mechanism to alert users of a discrepancy between two equivalent fields, one value being received from the outside prescriber in comparison to the equivalent VistA field value.

For more information on terminal display settings, please refer to the VistA Patch # PSO*7.0*700 Release Notes in the VA Software Document Library (VDL).

There are some important rules and exceptions when comparing the two fields:

1. If the VistA record has not been matched yet, the reverse video will not apply, as seen on the example below:

Name : XXXXX,XXXXXXXXXX DOB : XXX 99, 9999 SSN : 999999999 Sex : MALE Address: 1234 ERX TEST WAY XXXXXXXX,XX 99999	Name : DOB : SSN : Sex : Address:
--	---

2. Lowercase and uppercase discrepancies are ignored:

Name : Xxxx,XXXXXXXXXX	Name : XXXXX,XXXXXXXXXX
------------------------	-------------------------

3. Special characters, including blank spaces are ignored:

<u>Example 1:</u> SSN : 999999999	SSN : 999-99-9999
<u>Example 2:</u> Phone: (999) 999-9999	SSN : 9999999999

4. Dates formatted differently are ignored:

DOB : Xxx 99, 9999	DOB : XXX 99, 9999
--------------------	--------------------

5. Only the first 5 digits of a Zip Code are compared:

1234 ERX TEST WAY XXXXXXXX,XX 99999	1234 ERX TEST WAY XXXXXXXX,XX 99999-9999
--	---

6. If either a non-numeric text on the left or on the right contains the other side text, it is ignored as well (exception: MALE & FEMALE):

<i>Example 1:</i>	
Name: XXXXX,XXXXXXXXXX XXX Sex : MALE	Name: XXXXX,XXXXXXXXXX Sex : FEMALE
<i>Example 2:</i>	
1234 ERX TEST ST XXXXXXXX,XX 99999	1234 ERX TEST STREET XXXXXXXX,XX 99999-9999

7. In the case of phone numbers, if the same number is found on different fields (e.g., cell phone for one record and home number for another) it is ignored as well:

Primary Phone: 9999999999 Home Phone:	Home Phone: (999) 999-9999
--	----------------------------

8. Allergy information comparison is performed the following way:

<i>Example 1:</i>	
Allergy: NO ALLERGY INFORMATION RECEIVED	Allergy: NO ALLERGY ASSESSMENT
<i>Example 2:</i>	
Allergy: NO ALLERGY INFORMATION RECEIVED	Allergy: NO KNOWN ALLERGIES
<i>Example 3:</i>	
Allergy: HONEY BEE STINGS,LATEX GLOVES,PEANUTS TOMATO,ZOLPIDEM	Allergy: Verified: ABOLENE,ACEBUTOLOL,HONEY BEE STINGS LATEX GLOVES,MOLD,POLLEN,PEANUTS TOMATO PRODUCTS,TYLENOL,ZOLPIDEM

9. Fields without a corresponding value on the other side will not reverse video:

<u>Example 1 (Patient Instructions):</u>	
	3) Patient Instructions: - IF SPLITTING TABLET, SPLIT JUST PRIOR TO USE
<u>Example 2 (Routing):</u>	
Days Supply: 30 Refills: 11	7) Days Supply: 90 8) Refills: 3
	9) Routing: WINDOW

10. Substitution field exception. Although there is no equivalent VistA value for this field, it will always reverse video if the value is NO to alert users that no substitution is allowed:

Drug: MELOXICAM 15MG TAB Substitution? NO Renewals? YES	1) Drug: MELOXICAM 15MG TAB Drug Message: NATL FORM (2/10)
---	--

11. SIG field exception. Since the VistA SIG is automatically composed by the dosage fields along with the VistA patient instructions, it becomes extremely hard to match it letter-by-letter with the SIG sent in by the outside prescriber; therefore, the SIG field value will never reverse video:

SIG: Take 1 Tablet (40 mg total) by mouth Once a day	SIG: TAKE ONE TABLET BY MOUTH EVERY DAY
--	--

12. DEA EXP field exception. This DEA Expiration Date for the VistA Provider will display in reverse video when it is expired:

Name: XXXXXXXX, XXXXXXX MD NPI : 999999999 DEA : XX9999999	Name: XXXXXXXX, XXXXXXX NPI : 999999999 DEA : XX9999999 DEA EXP: 99/99/99
--	--

7.4 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 parentheses around the action to signify this action is not available until a Vista patient is linked, as illustrated in the figure below.

```
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// █
```

Summary/Details Screen Actions

7.4.1 Validate Patient

The patient must be matched and 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 match and validate patient information, type <VP> VALDIATE PATIENT from the Summary/Details screen.

```
+ 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
```

Validate Patient

7.4.1.1 Patient Auto-Match in the Processing Hub

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

Patient Match - Primary Hub

1. Master Veteran Index (MVI) Check - receive Integrated Control Number (ICN) and Social Security Number (SSN) from MVI if successful:
 - a. If SSN is sent on a NewRx, then the SSN is used in the auto-match with the MVI along with Last Name, First Name, Date of Birth (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 done with MVI 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. Eligibility and Enrollment (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 MVI).

Patient Secondary Match in VistA

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

7.4.1.2 Patient Manual Matching Screen Overview

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

If the patient was not auto-matched at the eRx Hub, the screen looks like the below figure. The Status field has “NOT MATCHED” in the header. No VistA patient information displays.

NOTE: The Status will not contain validation details until the user Accepts Validation (AV)

Patient Validation		Sep 21, 2023@11:25:30	Page: 1 of 1
eRx Reference #: 99999999			
Status: NOT MATCHED			
ERX PATIENT		VISTA PATIENT	
Name: XXXXX,XXXXXXXXXX		Name:	
DOB : XXX 99, 9999		DOB :	
SSN : 999999999		SSN :	
Sex : MALE		Sex :	
Address:		Address:	
1234 ERX TEST WAY			
XXXXXXXX,XX 99999			
Primary Phone: 9999999999			
Allergy:		Pharmacy Narrative:	
NO ALLERGY INFORMATION RECEIVED		Allergy:	
weight(kg):		weight(kg):	
Enter ?? for more actions			
P Print	H Hold	RJ Reject	
E Edit	AV Accept validation		
Select Item(s): Edit//			

Patient Validation Screen Display - Patient Not Auto Matched/Not Validated

If the patient was auto-matched at the eRx Hub, the Status in the header will show “AUTO-MATCHED” and the header will look similar to the below figure. In this case, the information for the VistA Patient will display on the right side. The reverse video on a field value indicates a discrepancy between the two records.

Patient Validation		Sep 21, 2023@11:47:12	Page: 1 of 2
eRx Reference #: 99999999		ChampVA Rx Benefit: ELIGIBLE	
Status: AUTO-MATCHED			
ERX PATIENT		VISTA PATIENT	
Name: XXXXX,XXXXXXXXXX		Name: XXXXX,XXXXXXXXXX	
DOB : XXX 99, 9999		DOB : XXX 99, 9999	
SSN : 999999999		SSN : 999-99-9999	
Sex : MALE		Sex : MALE	
Address:		Address:	
1234 ERX TEST WAY		1234 ERX TEST ROAD	
XXXXXXXX,XX 99999		XXXXXXXX,XX 99999	
Primary Phone: 9999999999		Home Phone: (999) 999-9999	
Home Phone:		Pharmacy Narrative:	
Allergy:		Allergy:	
NO ALLERGY INFORMATION RECEIVED		NO ALLERGY ASSESSMENT	
weight(kg):		weight(kg):	
Height(cm):		Height(cm):	

```

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

```

Patient Validation Screen Display – Patient Auto-Matched/Not Validated

Once the Patient has been validated by using the Accept Validation (AV) action, the Status in the header will show “AUTO-MATCHED | VALIDATED by ” with the user who performed the validation and date/time stamp.

Patient Validation		Sep 21, 2023@11:59:40	Page: 1 of 2
eRX Reference #: 99999999		ChampVA Rx Benefit: ELIGIBLE	
Status: AUTO-MATCHED VALIDATED by USER,USER on 9/21/23@11:59:38			
ERX PATIENT		VISTA PATIENT	
Name: XXXXX,XXXXXXXXXX	Name: XXXXX,XXXXXXXXXX	DOB : XXX 99, 9999	DOB : XXX 99, 9999
SSN : 999999999	SSN : 999-99-9999	Sex : MALE	Sex : MALE
Address: 1234 ERX TEST WAY XXXXXXXX,XX 99999	Address: 1234 ERX TEST ROAD XXXXXXXX,XX 99999	Primary Phone: 9999999999	Home Phone: (999) 999-9999
Home Phone:		Pharmacy Narrative:	
Allergy: NO ALLERGY INFORMATION RECEIVED	Allergy: NO ALLERGY ASSESSMENT	Weight(kg):	Weight(kg):
Height(cm):	Height(cm):		
+ Enter ?? for more actions			
P Print H Hold RJ Reject		E Edit AV Accept Validation	
Select Item(s): Next Screen//			

Patient Validation Screen Display – Patient Auto-Matched/Validated

If the patient was not auto-matched at the eRX Hub, the user can choose the Edit (E) action to select a VistA Patient to manually match. If the eRX Patient has never been matched to a VistA Patient, the screen looks similar to the below figure. After the eRX is matched to a VistA patient, the Status in the header shows “MANUALLY-MATCHED”.

Patient Validation		Sep 21, 2023@12:33:23	Page: 1 of 1
eRX Reference #: 99999999		Status: NOT MATCHED	
ERX PATIENT		VISTA PATIENT	
Name: XXXXX,XXXXXXXXXX	Name:	DOB : XXX 99, 9999	DOB :
SSN : 999999999	SSN :	Sex : MALE	Sex :
Address: 1234 ERX TEST WAY XXXXXXXX,XX 99999	Address:	Primary Phone: 9999999999	Home Phone:
Home Phone:		Pharmacy Narrative:	
Allergy: NO ALLERGY INFORMATION RECEIVED	Allergy:		

weight(kg): Height(cm):	weight(kg): Height(cm):
+ Enter ?? for more actions	
P Print	H Hold RJ Reject
E Edit	AV Accept Validation
Select Item(s): Edit// E Edit	
VISTA PATIENT: XXXXX,XXXXXXXXXX 99/99/9999 999999999 XXXXXXXXXXX,XX	
Enrollment Priority: Category: NOT ENROLLED End Date:	
ERX PATIENT	VISTA PATIENT
Name: XXXXX,XXXXXXXXXX DOB : XXX 99, 9999 SSN : 999999999 Sex : MALE Address: 1234 ERX TEST WAY XXXXXXXX,XX 99999	Name: XXXXX,XXXXXXXXXX X DOB : XXX 99, 9999 SSN : 999-99-9999 Sex : MALE Address: 1234 ERX TEST WAY XXXXXXXX,XX 99999
Would you like to use this patient? NO// YES	
Patient Validation Sep 21, 2023@12:37:52 Page: 1 of 2	
eRx Reference #: 99999999 Eligibility: NON-SERVICE CONNECTED	
Status: MANUALLY-MATCHED	
ERX PATIENT	VISTA PATIENT
Name: XXXXX,XXXXXXXXXX DOB : XXX 99, 9999 SSN : 999999999 Sex : MALE Address: 1234 ERX TEST WAY XXXXXXXX,XX 99999 Primary Phone: 9999999999 Home Phone:	Name: XXXXX,XXXXXXXXXX X DOB : XXX 99, 9999 SSN : 999-99-9999 Sex : MALE Address: 1234 ERX TEST WAY XXXXXXXX,XX 99999 Home Phone: (999) 999-9999
	Pharmacy Narrative:
Allergy: NO ALLERGY INFORMATION RECEIVED	Allergy: NO KNOWN ALLERGIES
weight(kg): Height(cm):	weight(kg): Height(cm):
+ Enter ?? for more actions	
P Print	H Hold RJ Reject
E Edit	AV Accept Validation
Select Item(s): Next Screen//	

Patient Validation Screen Display – Patient Manually-Matched/Not Validated

Patient Auto-suggestion

When the user chooses the Edit (E) action to select a Vista Patient, if the eRx Patient has been previously matched to a VistA Patient, the user will be prompted for the VistA entry, and they will be presented with a suggestion based on the following logic below.

- Once a VistA Patient is matched and later validated to an eRx Patient it is then “remembered”.

- When a new eRx prescription is received for the same eRx Patient the “remembered” VistA Patient(s) are then presented as suggestions for the user to select.
- When there is only one suggestion the user is given 3 options: (A)ccept, (F)orget or (E)xit the suggested VistA record.
 - (A)ccept effectively matches the suggest VistA Patient with the eRx
 - (F)orget removes the VistA Patient as a valid suggestion for the eRx Patient so it is no longer presented in the future for any user
 - (E)xit Exits and proceed to match the VistA Patient manually
- If more than one suggestion exists, an additional action is presented:
 - (N)ext ignores the suggestion and moves on the next suggestion

Below is an example of auto-suggestion and prompting for the VistA patient. The suggestions will be numbered (i.e. 1 of 1) and it will also display the eRx # from the previously matched eRx.

Patient Validation		Oct 18, 2023@11:42:32	Page: 1 of 1
eRx Reference #: 99999999			
Status: NOT MATCHED			
ERX PATIENT		VISTA PATIENT	
Name: XXXXX,XXXXXXXXXX	DOB : XXX 99, 9999	SSN : 999999999	Sex : MALE
Address: 1234 ERX TEST WAY XXXXXXXXXX,XX 99999		Address:	
Primary Phone: 9999999999		Home Phone: (999) 999-9999	
Home Phone:		Pharmacy Narrative:	
Allergy: NO ALLERGY INFORMATION RECEIVED		Allergy:	
Weight(kg):		Weight(kg):	
Height(cm):		Height(cm):	
+ Enter ?? for more actions			
P Print	H Hold	RJ Reject	
E Edit	AV Accept validation		
Select Item(s): Edit// E Edit			
ERX PATIENT		VISTA PATIENT	
Name: XXXXX,XXXXXXXXXX		Name: XXXXX,XXXXXXXXXX	
DOB : XXX 99, 9999		DOB : XXX 99, 9999	
SSN : 999999999		SSN : 999-99-9999	
Sex : MALE		Sex : MALE	
Address: 1234 ERX TEST WAY XXXXXXXXXX,XX 99999		Address: 1234 ERX TEST ROAD XXXXXXXXXX,XX 99999	
ACTION on SUGGESTION: (A)CCEPT (F)ORGET (E)XIT: EXIT//			

Patient Validation Screen Display – Auto-Suggestion

The suggestion above is presented to the user because another eRx (#123444) was received in the past for the exact same eRx Patient and it was matched to the VistA Patient on the right and validated.

NOTE: The software limits the number of distinct suggestions to 3. The order in which the suggestions are presented are from the newest (most recently “remembered”) to the oldest (last “remembered”).

Patient Allergies

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

Patient Validation		Oct 18, 2023@13:37:41	Page: 1 of 2
eRx Reference #: 999999		Eligibility: NSC	
Status: AUTO-MATCHED			
ERX PATIENT		VISTA PATIENT	
Name: XXXXX,XXXXXXXXXX	DOB : XXX 99, 9999	SSN : 999999999	Sex : MALE
Address: 1234 ERX TEST WAY XXXXXXXX,XX 99999		Address: 1234 ERX TEST WAY XXXXXXXX,XX 99999	
Primary Phone: 9999999999		Home Phone: (999) 999-9999	
Home Phone:		Pharmacy Narrative:	
Allergy: NO ALLERGY INFORMATION RECEIVED		Allergy: Verified: PEANUTS	
weight(kg):		weight(kg):	
+ Enter ?? for more actions			
P	Print	H	Hold
E	Edit	AV	Accept Validation
RJ	Reject		
Select Item(s): Next Screen//			

VistA Patient with Known Allergies

A hidden action is available on the Patient Validation screen that allows the user to display the Patient Allergies in greater detail. This hidden action can be invoked from the following screens listed below:

- Patient Validation screen
- Drug Validation screen
- eRx Holding Queue Display screen
- Pending Orders screen (Backdoor Outpatient Pharmacy)

+ Enter ?? for more actions			
P	Print	H	Hold
E	Edit	AV	Accept Validation
RJ	Reject		
Select Item(s): Next Screen// ??			
The following actions are also available:			
PA	Patient Allergies	DN	Down a Line
+	Next Screen	FS	First Screen
-	Previous Screen	LS	Last Screen
UP	Up a Line	GO	Go to Page
PS	Print Screen		
PT	Print List		
SL	Search List		
QU	Quit		
Type <Enter> to continue or '^' to exit:			

When the user selects the Patient Allergies (PA) hidden action from the Patient Validation screen, a new screen displays titled Patient Allergies. The Patient Allergies screen was created to show the eRx patient allergies side-by-side with the VistA patient allergies in detail.

The Patient Allergies screen also contains a new action called VistA Patient Allergies (VPA). The VPA action invokes a new screen titled Detailed Allergy List and this screen allows the user to edit allergy data.

NOTE: A VistA Patient must be matched to use the VistA Patient Allergies (VPA) action.

Patient Allergies		Oct 18, 2023@14:18:39	Page: 1 of 2
eRx Reference #: 99999		ChampVA Rx Benefit: ELIGIBLE	
Status: AUTO-MATCHED			
ERX PATIENT		VISTA PATIENT	
Name: XXXXX,XXXXXXXXXX		Name: XXXXX,XXXXXXXXXX X	
DOB : XXX 99, 9999		DOB : XXX 99, 9999	
SSN : 999999999		SSN : 999-99-9999	
Allergy: NO ALLERGY INFORMATION RECEIVED		Allergy: Verified: Drug: IBUPROFEN Effective Date: Dec 10, 2008@15:29 Reaction: OBSERVED Severity: MODERATE Symptoms: RASH PERCODAN Effective Date: Nov 07, 2008@13:28 Reaction: HISTORICAL Symptoms:	
+ Enter ?? for more actions			
VPA Vista Patient Allergies			
Select Item(s): Next Screen// VPA Vista Patient Allergies			
DETAILED ALLERGY LIST		Oct 18, 2023@14:50:25	Page: 1 of 1
XXXXX,XXXXXXXXXX		<A>	
PID: 999-99-9999		Ht(cm): 182.88 (02/24/2011)	
DOB: JUN 21,1954 (69)		wt(kg): 93.44 (02/24/2011)	
Verified			
Drug:			
1 ALBUTEROL			
2 IBUPROFEN			
3 PERCODAN			
4 VALIUM			
Drug/Food:			
5 EGG PRODUCTS			
6 PEANUTS			
Food:			
7 HONEY			
8 TOMATO PRODUCTS			
+ Enter ?? for more actions			
EA Enter/Edit Allergy/ADR Data		SA Select Allergy	
Select Item(s): Quit//			

Vista Patient Allergies

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

- <P> Print – Prints display of the eR_X for printing to network or local printer.
- <H> Hold – Places an eR_X on 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 eR_X.

7.4.1.3 Edit Patient

1. Enter <E> Edit to edit the patient information.
2. If a VistA patient already exists for the eR_X, 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// █
```

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.

CS NOTE: For Controlled Substance eR_X 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.

7.4.1.4 Selected Patient Warnings

The following checks will be performing, and the warnings below will display when the patient is selected, if applicable:

- VistA Patient does not have an Allergy Assessment.
- VistA Patient does not have a current mailing or residential address on file. (Digitally Signed eR_X only)

MbM Only

Additional Warnings

For MbM, two additional warnings will be performed:

- VistA Patient is not eligible for ChampVA Rx Benefit.
- The following vista Patient(s) has been identified as potential duplicate(s):

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

The following eRx record(s) have been put on Hold (HEL) because the VistA Patient (XXXXX,XXXXXXXXXX) is not Eligible for ChampVA Rx Benefit.

ERX ID	DRUG NAME	PROVIDER	STS
11142	BENAZEPRIL HCL 40MG TAB	XXXXXXXXXX,XXXXX MD	HEL
11143	SERTRALINE HCL 50MG TAB	XXXXXXXXXX,XXXXX MD	HEL

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

MbM Only

No Allergy Assessment
 For MbM the fact that a VistA Patient does not have an allergy assessment presents a risk; therefore, all the prescriptions matched to this VistA patient are automatically put on Hold immediately after the VistA Patient without an allergy assessment is selected.

MbM Only

When a VistA Patient does not have an allergy assessment on file is matched to an eRx, the software will first warn the user before the confirming the match:

```
Select Item(s): Edit// E Edit
VISTA PATIENT: XXXXX,XXXXXXXXXX 99/99/9999 999999999 XXXXXXXXXXX,XX
Enrollment Priority: Category: NOT ENROLLED End Date:
ERX PATIENT VISTA PATIENT
-----
Name: XXXXX,XXXXXXXXXX | Name: XXXXX,XXXXXXXXXX X
DOB : XXX 99, 9999 | DOB : XXX 99, 9999
SSN : 999999999 | SSN : 999-99-9999
Sex : MALE | Sex : MALE
Address: | Address:
1234 ERX TEST WAY | 1234 ERX TEST WAY
XXXXXXXX,XX 99999 | XXXXXXXX,XX 99999
-----
***** WARNING(S) *****
Vista Patient does not have an Allergy Assessment.
*****
would you like to use this patient? NO//
```

If the user confirms the selection above the current eRx will automatically be put on Hold with the HAL (NO ALLERGY ASSESSMENT) hold code. Furthermore, all the other prescriptions for the same eRx Patient (if any) will also be put on hold with the same Hold code:

```
...
would you like to use this patient? NO// Y YES
Updating...
This eRx has been put on Hold (HEL) because the VistA Patient (XXXXX,XXXXXXXXXX)
does not have an Allergy Assessment...
```

```

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

The following eRx record(s) have been put on Hold (HAL) because the VistA
Patient (XXXXX,XXXXXXXXXX) does not have an Allergy Assessment.
ERX ID      DRUG NAME                PROVIDER                STS
-----
11142      BENAZEPRIL HCL 40MG TAB   XXXXXXXX,XXXXX MD     HAL
11143      SERTRALINE HCL 50MG TAB   XXXXXXXX,XXXXX MD     HAL

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

```

7.4.1.5 Patient Accept 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/time stamp.

```

Select Item(s): Next Screen// AV  Accept Validation
Would you like to mark this patient as VALIDATED?
Enter Yes or No: NO// YES
Validation updated!!

```

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: [REDACTED]
eRx Reference #: [REDACTED]
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: [REDACTED]
eRx Patient: [REDACTED]
Vista Patient[v]: [REDACTED]      DOB: [REDACTED]
                                   DOB: [REDACTED]

eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED]      NPI: [REDACTED]
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//

```

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.

Patient Validation		Oct 19, 2023@09:35:15	Page: 1 of 2
eRx Reference #: 9999999		Eligibility:	
Status: MANUALLY-MATCHED			
ERX PATIENT		VISTA PATIENT	
Name: XXXXX,XXXXXXXXXX		Name: XXXXX,XXXXXXXXXX	
DOB : XXX 99, 9999		DOB : XXX 99, 9999	
SSN : 999999999		SSN : 999-99-9999	
Sex : MALE		Sex : MALE	
Address: 1234 ERX TEST WAY XXXXXXXX,XX 99999		Address:	
Allergy: NO ALLERGY INFORMATION RECEIVED		Allergy: Verified: EGG PRODUCTS, PEANUTS	
weight(kg):		weight(kg):	
+ Enter ?? for more actions			
P Print	H Hold	RJ Reject	
E Edit	AV Accept Validation		
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:			

Patient Validation Unable to Validate Address Warning

7.4.1.6 Batch Patient Validation

When a patient validation is accepted on one eRx and there are additional eRx 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 eRx. **Error! Reference source not found.** If the user selects <Y> Yes, the system links and applies the patient validation for the eRx 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 eRx 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 eRx received for that patient after the auto validation is applied. For example, if VA receives six eRx for the same patient on the same day, the user only has to validate the patient once. If eRx are received later that same day, those eRx need to be revalidated.

Select Item(s): Next Screen// AV Accept Validation would you like to mark this patient as VALIDATED?

Enter Yes or No: NO// YES
Validation Updated!!

This patient has other prescriptions for: Oct 04, 2023
Patient: XXXXXXXXXXXX,XXXXXXXXXX

DRUG	PROVIDER	STA	REC DATE
1.) OXYCODONE 5MG ACETAMINOPHEN 325MG T	XXXXXXXXXX,XXXXX XX	I	10/04/23
2.) CLINDAMYCIN HCL 150MG CAP	XXXXXXXXXX,XXXXX XX	I	10/04/23
3.) CYANOCOBALAMIN 1000MCG/ML INJ	XXXXXXXXXX,XXXXX XX	I	10/04/23

Would you like to apply the above validation to these prescriptions?

Enter Yes or No: N//

Batch Patient Validation

To apply patient validation to other eRx 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 eRx received for the patient.
2. Enter **Y** for Yes to apply the validation to the other eRx for the patient. After selecting **Yes**, the patient validation is applied to the other eRx. As previously noted, any eRx 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/time stamp. This occurs for all the eRx validated via the automatic patient validation process.
5. The statuses on all eRx 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:

Patient Validation		Oct 19, 2023@09:35:15	Page: 1 of 2
eRx Reference #: 9999999		Eligibility:	
Status: MANUALLY-MATCHED			
ERX PATIENT		VISTA PATIENT	
Name: XXXXX,XXXXXXXXXX		Name: XXXXX,XXXXXXXXXX	
DOB : XXX 99, 9999		DOB : XXX 99, 9999	
SSN : 999999999		SSN : 999-99-9999	
Sex : MALE		Sex : MALE	
Address: 1234 ERX TEST WAY XXXXXXXXXX,XX 99999		Address:	
Allergy: NO ALLERGY INFORMATION RECEIVED		Pharmacy Narrative:	
		Allergy: Verified:	

```

EGG PRODUCTS, PEANUTS
Weight(kg):
+ Enter ?? for more actions
P Print H Hold RJ Reject
E Edit AV Accept Validation
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:

```

Patient Validation Unable to Validate Address Warning

7.4.2 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

```

Summary/Details Screen Action - Validate Provider

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

7.4.2.1 Provider Auto-Match

The auto-match on an external provider is based upon the NPI and/or the DEA of the prescriber coming in on the new eRx. If either the NPI or the DEA are present (or both NPI and DEA are present) it/they is/are matched against the Vista instance’s NEW PERSON file (#200) entry.

For non-Controlled Substances, if the NPI or the DEA matches and if the Provider is marked “Authorized to Write Meds”, that is considered a match. If the NPI or the DEA is present and the other is missing, the missing value is ignored. If either the NPI or the DEA is present and does not match, it is not considered a match, even if the other number matches a Vista entry.

For Controlled Substances, if both the NPI and the DEA match. and if the Provider is marked “Authorized to Write Meds”, that is considered a match. Both NPI and DEA must be present and match a Vista entry for it to be considered a match.

Upon a successful match, the Vista provider is linked with the incoming provider’s record in Vista.

7.4.2.2 Provider Auto-Validation (MbM Only)

MbM Only
<p>For MbM sites, the auto-matched VistA Provider will also be auto-validated if the following conditions are met:</p> <ul style="list-style-type: none"> • VistA Provider was auto matched • eRx was not Digitally Signed (possible CS prescription) • Last name of eRx Provider matches exactly to the last name of VistA Provider • First letter of first name of eRx Provider matches with the first letter of the first name of VistA Provider • First 5 digits of eRx Provider zip code matches with the first 5 digits of VistA Provider zip code. <p>This implies that users will not need to manually validate the VistA Provider (AV action) to accept the eRx (AC action).</p>

7.4.2.3 Provider Manual Validation Screen Overview

The Provider Validation screen was replaced with a new format to show the eRx Provider and VistA Provider side-by-side and identify discrepancies in the data with reverse video.

The header of the Provider Validation screen contains the eRx Reference # and the Status. 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 like the below figure. The Status field has “NOT MATCHED” in the header. No provider information displays.

NOTE: The Status will not contain validation details until the user Accepts Validation (AV)

Provider Validation		Oct 19, 2023@09:54:27	Page: 1 of 1
eRx Reference #: 999999		eRx Patient: XXXXX,XXXXXXXX	
Status: NOT-MATCHED			
ERX PROVIDER		VISTA PROVIDER	
Name: XXXXXXXX,XXXXX X		Name:	
NPI : 9999999999		NPI :	
DEA : XX99999999		DEA :	
Address:		Address:	
1234 ERX TEST WAY			
XXXXXXXX,XX 99999			
Tel:		Tel:	
Fax:		Fax:	
+ Enter ?? for more actions			
P Print	H Hold	RJ Reject	
E Edit	AV Accept validation		
Select Item(s): Quit//			

Provider Not Auto Matched / Not Validated

If an auto-match is found, the Status in the header will show “AUTO-MATCHED” and the header will look like the below figure.

Provider Validation		Oct 19, 2023@12:57:41	Page: 1 of 1
eRx Reference #: 999999		eRx Patient: XXXXX,XXXXXXXX	
Status: AUTO-MATCHED			
ERX PROVIDER		VISTA PROVIDER	
Name: XXXXXXXX, XXXXXXXX		Name: XXXXXXXX, XXXXXXXX	
NPI : 9999999999		NPI : 9999999999	
DEA : XX9999999		DEA : XX9999999	
Address: 99999 ERX TEST ST XXXXXXX,XX 99999-9999 Tel: 888-888-8888		Address: 99999 ERX TEST ST XXXXXXX,XX 99999 Tel: 888-888-8888	
+ Enter ?? for more actions			
P Print	H Hold	RJ Reject	
E Edit	AV Accept Validation		
Select Item(s): Quit//			

Provider Not Auto Matched / Not Validated

7.4.2.4 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 will ask 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//
```

Modify Current Vista Provider

- 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.
- The next step in the provider validation process is to accept the validation, which is described in the next section.

NOTE: The DEA Expiration Date is displayed next to the DEA # for the Vista Provider, and it will display in reverse video when the matching DEA # of the selected Vista Provider has expired in File #200. See below.

Provider Validation		Oct 19, 2023@10:21:35	Page: 1 of 1
eRx Reference #: 9999999		eRx Patient: XXXXX,XXXXXXXXXX	
Status: AUTO-MATCHED			
ERX PROVIDER		VISTA PROVIDER	
Name: XXXXXXXX,XXXXXX	NPI : 999999999	Name: XXXXXXXX,XXXXXX	NPI : 999999999
DEA : XX9999999		DEA : XX9999999	DEA EXP.: 12/12/20

Select Provider Warning for Expired DEA#

CS NOTE: The following message displays upon selecting the Provider if the expiration date of the selected Vista Provider's matching DEA is expired.

```
+ 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*****
Provider NPI mismatch (eRx: ██████████ | Vista: )
eRx Written Date/Issue Date is after the Vista Provider DEA expiration date (MAY
25,2019) .
*****
Press Return to continue:
```

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.

```

+ 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] [REDACTED] [REDACTED] [REDACTED]

*****INVALID PROVIDER*****
Missing eRx Provider DEA#
*****
Press Return to continue: █

```

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: [REDACTED]

Would you like to modify the current provider? NO// YES
Select PROVIDER NAME: [REDACTED]

***** WARNING(S) *****
Vista Provider does not have a valid DEA# on file.
*****
You have selected provider: [REDACTED]
Would you like to use this provider? NO// ^

```

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// ^

```

Select eRx Provider Missing DEA Number Warning Message

CS NOTE: The following warning message displays upon selecting the Provider if the selected Vista provider does not have a DEA number on file that matches 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// ^
```

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 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]
***** 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// ^
```

Select Vista Provider Not Authorized Warning Message

Provider Auto-Suggestion

When the user chooses the Edit (E) action to select a Vista Provider, if the eRx Provider has been previously matched to a Vista Provider, the user will be prompted for the Vista entry, and they will be presented with a suggestion based on the following logic below.

- Once a Vista Provider is matched and later validated to an eRx Provider it is then “remembered”.
- When a new eRx prescription is received for the same eRx Provider the “remembered” Vista Provider (s) are then presented as suggestions for the user to select.

- When there is only one suggestion the user is given 3 options: (A)ccept, (F)orget or (E)xit the suggested VistA record.
 - **(A)ccept** effectively matches the suggest VistA Provider with the eR_x
 - **(F)orget** removes the VistA Provider as a valid suggestion for the eR_x Patient so it is no longer presented in the future for any user
 - **(E)xit** Exits and proceed to match the VistA Provider manually
- If more than one suggestion exists, an additional action is presented:
 - **(N)ext** ignores the suggestion and moves on the next suggestion

Below is an example of autosuggestion and prompting for the VistA Provider. The suggestions will be numbered (i.e., 1 of 1) and it will also display the eR_x # from the previously matched eR_x.

```

P Print          H Hold          RJ Reject
E Edit          AV Accept Validation
Select Item(s): Edit// E Edit

                                |Sugg. 1 of 1 - 08/08/23|
ERX PROVIDER                    VISTA PROVIDER|From eRx#: 123555|
-----
Name :XXXXXXXX,XXXXXXXXX       |Name:XXXXXXXX,XXXXXXXXX
NPI :9999999999                |NPI :9999999999
DEA#:XX9999999                |DEA#:XX9999999
Phone #: 999-999-9999         |Phone #: (999) 999-9999
Address:                       |Address:
9999 NOWHERE RD              |9999 NOWHERE AVE
XXXXXXXXXXXXXXXX, XX 9999     |XXXXXXXXXXXXXXXX, XX 9999
-----
ACTION on SUGGESTION: (A)CCEPT (F)ORGET (E)XIT: EXIT//

```

Provider Validation Screen Display – Auto-Suggestion

The suggestion above is presented to the user because another eR_x (#123555) was received in the past for the exact same eR_x Provider and it was matched to the VistA Provider on the right and validated.

NOTE: The software limits the number of distinct suggestions to 3. The order in which the suggestions are presented are from the newest (most recently “remembered”) to the oldest (last “remembered”).

7.4.2.5 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.

```
*****WARNING*****  
Provider NPI Mismatch.  
Provider DEA Mismatch.  
*****
```

Select Provider Warning Message

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

Select Provider No Vista DEA Number on File 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.

```
+ 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]  
  
This provider has already been validated.  
Would you like to modify the current provider? NO// YES  
Select PROVIDER NAME: [REDACTED]  
1 [REDACTED] ANS ENROLLMENT SYSTEM MOD  
2 [REDACTED] Inbound ePrescribing CS  
CHOOSE 1-2: 2 [REDACTED] Inbound ePrescribing CS  
*****INVALID PROVIDER*****  
Provider NPI mismatch (eRx: [REDACTED] | Vista: )  
Vista Provider [REDACTED] is NOT authorized to write to the schedule (2)  
of the Vista drug selected.  
*****  
Press Return to continue: █
```

Select Provider 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//
```

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//
```

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:

```

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:

```

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 eRx for the patient, written by the same provider, received on the same day for that patient, a message displays asking if the provider validation should be applied to those eRx.

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

NOTE: The Status will not contain validation details until the user Accepts Validation (AV)

Provider Validation		Oct 19, 2023@11:25:44	Page: 1 of 1
eRx Reference #: 99999999		eRx Patient: XXXXX,XXXXXXXXXX	
Status: NOT MATCHED			
ERX PROVIDER		VISTA PROVIDER	
Name: XXXXXXXX,XXXXXX		Name:	
NPI : 9999999999		NPI :	
DEA : XX99999999		DEA :	
Address:		Address:	
123 FAKE STREET			
PLANO,TX 75024			
Tel:		Tel:	
+ Enter ?? for more actions			
P Print	H Hold	RJ Reject	
E Edit	AV Accept validation		
Select Item(s): Edit//			

Before Provider Validation (Validate Provider Screen)

Provider Validation		Oct 19, 2023@11:31:16	Page: 1 of 1
eRx Reference #: 99999999		eRx Patient: XXXXX,XXXXXXXXXX	
Status: MANUALLY-MATCHED VALIDATED by XXXXXXXX,XXXX on 10/19/23@11:31:15			
ERX PROVIDER		VISTA PROVIDER	
Name: XXXXXXXX,XXXXXX		Name: XXXXXXXX,XXXXXX	
NPI : 9999999999		NPI : 9999999999	
DEA : XX99999999		DEA : XX99999999	
Address:		Address:	
123 FAKE STREET		123 FAKE STREET	
PLANO,TX 75024		PLANO,TX 75024	
Tel:		Tel:	
+ Enter ?? for more actions			
P Print	H Hold	RJ Reject	
E Edit	AV Accept validation		
Select Item(s): Quit//			

After Provider Validation (Validate Provider Screen)

eRx Holding Queue Display		Oct 19, 2023@11:38:22	Page: 1 of 2
eRx Patient: XXXXX,XXXXXXXXXX			
eRx Reference #: 99999999			
eRx HT: (cm)()	eRx WT: (kg)()		
NEWRX			


```

eRx Status: IN PROCESS
eRx Patient: XXXXX,XXXXXXXXXX
Vista Patient[v]: XXXXX,XXXXXXXXXX
DOB: 4/21/90
DOB: 4/21/90

eRx Provider: XXXXXXXX,XXX
Vista Provider[v]: XXXXXXXX,XXX
DEA#: XX9999999
DEA#: XX9999999
NPI: 9999999999
NPI: 9999999999

eRx Drug: ACETAMINOPHEN 325MG TAB
eRx Qty: 180          eRx Refills: 2          eRx Days Supply: 30
eRx Written Date: OCT 18, 2023          eRx Issue Date:
Prohibit Renewals: No

+ 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//

```

After Provider Validation (Summary/Details Screen)

7.4.2.6 Batch Provider Validation

When a provider validation is accepted on one eRx and there are additional eRx in the Holding Queue for the same patient by the same provider, received on the same day, a message displays asking if the other eRx 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 eRx currently in the Holding Queue for the patient by the same provider.

NOTE: Automatic Provider Validation is available only for NewRx and non-controlled substances.

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 eRx 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 eRx for the same patient on the same day from the same provider, the user only must validate the provider once; however, if eRx are received after the automatic provider validation is applied (e.g., later that same day by that provider), the provider for those eRx needs to be validated.

```

would you like to mark this provider as VALIDATED?
Enter Yes or No: NO// y YES
Validation Updated!!

There are other prescriptions for this patient, written by this provider on
Oct 04, 2023
Provider: XXXXXXXX,XXXXX
Patient: XXXXXXXXXXXX,XXXXXXXXXX

DRUG                                PROVIDER                            STA REC DATE
-----
1.) LORATADINE 10MG TAB              XXXXXXXX,XXXXX                      I    10/04/23

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

```

Batch Provider Validation

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

- The Status field on all the eRx, where the provider validation has been applied, changes to “VALIDATED” on the Provider Validation screen and the user who accepted the validation and date/time stamp 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 eRx validated by the automatic provider validation process changes to “I” for In Process.

7.4.3 Validate Drug/SIG

The drug/SIG information on the eRx must be validated before a fillable eRx 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 eRx, type <VD> Validate Drug/SIG from the Summary/Details screen. The Drug 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// VD VALIDATE DRUG/SIG
  
```

Validate Drug / SIG

7.4.3.1 Drug Auto-Match

The preconditions for a drug auto-match 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 eRx 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 eRx. 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.

7.4.3.2 Drug/SIG Manual Validation Screen Overview

The Drug/SIG Validation screen was replaced with a new format to show the eRx Drug and VistA Drug side-by-side and identify the discrepancies in the data with reverse video.

The header of the Drug/SIG Validation screen contains the eRx Reference # and the Status. 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 MATCHED” in the header. The other VistA drug/SIG fields may or may not be populated.

NOTE: The Status will not contain validation details until the user Accepts Validation (AV)

Drug Validation		Oct 19, 2023@12:10:49	Page: 1 of 2
eRx Reference #: 99999999		Date Written: 10/18/23	Effective Date:
Status: NOT MATCHED			
ERX MED		VISTA MED	
Allergy: NO ALLERGY INFORMATION RECEIVED		Allergy: NO KNOWN ALLERGIES	
Drug: ACETAMINOPHEN 325MG TAB Substitution? YES Renewals? YES		1) Drug:	
SIG: TAKE ONE TABLET PO EVERY FOUR HOURS AS NEEDED		SIG:	
Provider Notes/Comments:		2) Dosage:	
		3) Patient Instructions:	
		4) Provider Comments:	
		5) Pat. Status: OUTPATIENT CARE	
Quantity: 90 Dispense Unit: Tablet Qty Qualifier: Original Quantity		6) Quantity: Dispense Unit:	
Days Supply: 30 Refills: 11		7) Days Supply: 8) Refills:	
		9) Routing:	
		10) Clinic:	
+ Enter ?? for more actions			
P Print	H Hold	UH Un Hold	
E Edit	AV Accept Validation	RJ Reject	
Select Item(s): Edit//			

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 “AUTO-MATCHED”, with VistA drug/SIG information displaying in the VistA Drug field (#1).

Drug Validation		Oct 19, 2023@12:47:59	Page: 1 of 3
eRx Reference #: 99999999		Date Written: 10/18/23	Effective Date:
Status: AUTO-MATCHED			
ERX MED		VISTA MED	
Allergy: NO ALLERGY INFORMATION RECEIVED		Allergy: Verified: EGG PRODUCTS, PEANUTS	

already completed and finished. If a perfect match is found, then the software will retrieve the information from the VistA Prescription and will present it to the user as an option to automatically pre-fill all the fields related to the drug, as shown below:

ERX MED	VISTA MED	Sugg. 1 of 1 - 06/11/23 From Rx#: 9999999
Drug: Meloxicam 15mg Tablet Substitution? YES Renewals? YES	Drug: MELOXICAM 7.5MG TAB Drug Message: NATL FORM (2/10)	
SIG: TAKE ONE TABLET PO EVERY SIX HOURS AS NEEDED	SIG: TAKE TWO TABLETS BY MOUTH ONCE EVERY SIX HOURS WITH FOOD - IF SPLITTING TABLET, SPLIT JUST PRIOR TO USE	
Provider Notes/Comments:	Patient Instructions: - IF SPLITTING TABLET, SPLIT JUST PRIOR TO USE	
Quantity: 90 Dispense Unit: Qty Qualifier: Original Quantity	Quantity: 180 Dispense Unit: TAB QTY Dispense Message: TEST DISPENSE MESSAGE	
Days Supply: 90 Refills: 3	Days Supply: 30 Refills: 11	
ACTION on SUGGESTION: (A)CCEPT (F)ORGET (E)XIT: EXIT// ?		
<p>ACCEPT - Accepts the suggested data (right column) and pre-populates the VistA fields</p> <p>FORGET - Forgets the current suggestion so that it is not presented again in the future to any user</p> <p>EXIT - Exits and continue to filling the VistA fields manually</p> <p>Select one of the following:</p> <p>A ACCEPT</p> <p>F FORGET</p> <p>E EXIT</p>		
ACTION on SUGGESTION: (A)CCEPT (F)ORGET (E)XIT: EXIT//		

NOTE: The software limits the number of distinct suggestions to 3. The order in which the suggestions are presented are from the newest (most recently “remembered”) to the oldest (last “remembered”).

If more than one distinct suggestion exists, the software will display slightly different. It will start with the latest matched VistA Rx and will go back to the previous ones, one by one if the user selects NEXT below:

ERX MED	VISTA MED	Sugg. 1 of 2 - 06/11/23 From Rx#: 9999999
Drug: Meloxicam 15mg Tablet Substitution? YES Renewals? YES	Drug: MELOXICAM 15MG TAB Drug Message: NATL FORM (2/10)	
SIG: TAKE ONE TABLET PO EVERY SIX HOURS AS NEEDED	SIG: TAKE ONE TABLET BY MOUTH ONCE EVERY SIX HOURS WITH FOOD - IF SPLITTING TABLET, SPLIT JUST PRIOR TO USE	

	Patient Instructions: - IF SPLITTING TABLET, SPLIT JUST PRIOR TO USE								
Provider Notes/Comments:	Provider Comments:								
Quantity: 90 Dispense Unit: Qty Qualifier: Original Quantity	Quantity: 30 Dispense Unit: TAB QTY Dispense Message: TEST DISPENSE MESSAGE								
Days Supply: 90 Refills: 3	Days Supply: 30 Refills: 11								
ACTION on SUGGESTION: (A)CCEPT (N)EXT (F)ORGET (E)XIT: EXIT// ?									
ACCEPT - Accepts the suggested data (right column) and pre-populates the VistA fields									
NEXT - Ignores the current suggestion and view the next one									
FORGET - Forgets the current suggestion so that it is not presented again in the future to any user									
EXIT - Exits and continue to filling the VistA fields manually									
Select one of the following:									
<table> <tr><td>A</td><td>ACCEPT</td></tr> <tr><td>N</td><td>NEXT</td></tr> <tr><td>F</td><td>FORGET</td></tr> <tr><td>E</td><td>EXIT</td></tr> </table>		A	ACCEPT	N	NEXT	F	FORGET	E	EXIT
A	ACCEPT								
N	NEXT								
F	FORGET								
E	EXIT								
ACTION on SUGGESTION: (A)CCEPT (N)EXT (F)ORGET (E)XIT: NEXT//									

If the user selects **ACCEPT** above, the VistA fields for the drug will be auto-populated and the users will be taken back to the Validate Drug/SIG where they can edit the fields manually by selecting each field number.

ACTION on SUGGESTION: (A)CCEPT (F)ORGET (E)XIT: EXIT// ACCEPT	
Updating...done.	
Drug Validation Nov 11, 2023@14:21:45 Page: 1 of 3 erX Reference #: 9999999 erX Patient: XXXXXXXXX,XXXXXXXXXX Date Written : 6/10/23 Effective Date: Status: MANUALLY-MATCHED	
ERX MED	VISTA MED
Allergy: NO ALLERGY INFORMATION RECEIVED	Allergy: Verified: ABOLENE, ACEBUTOLOL, MOLD, POLLEN
Drug: Meloxicam 15mg Tablet Substitution? NO Renewals? YES	1) Drug: MELOXICAM 15MG TAB Drug Message: NATL FORM (2/10)
SIG: TAKE ONE TABLET PO EVERY SIX HOURS AS NEEDED	SIG: TAKE ONE TABLET BY MOUTH EVERY SIX HOURS - IF SPLITTING TABLET, SPLIT JUST PRIOR TO USE
	2) Dosage: 15 (MG) Verb: TAKE Disp. Units: 1 Noun: TABLET Route: ORAL Schedule: Q6H

Qty: 270	Days Supply: 30	Refills: 3
Select DRUG GENERIC NAME:		

If the user selects **EXIT**, the user will be prompted to enter the drug information manually:

ACTION on SUGGESTION: (A)CCEPT (F)ORGET (E)XIT: EXIT// EXIT		
eRx Drug: Meloxicam 15mg Tablet		
eRx Sig: TAKE ONE TABLET PO EVERY SIX HOURS AS NEEDED		
eRx Notes:		
Drug Form:	Strength:	
Code List Qualifier: Original	Quantity	Quantity Unit of Measure:
Substitutions? :YES		
Qty: 90	Days Supply: 23	Refills: 5
Current Vista Drug: MELOXICAM 7.5MG TAB		
Select DRUG GENERIC NAME:		

7.4.3.4 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 or enter the field(s) at this prompt (i.e. 1, 1-3, etc.)
 - 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:

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. 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 Software Document 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 Software Document 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 is 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: █
```

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                    Days Supply: 3          Refills: 0
Qty: 9

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:
```

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:
```

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: █
```

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:

```

Drug Validation eRx without DS Message

CS NOTE: The following block message displays upon selecting an eRx that does not 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:

```

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:                               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*****
Vista Provider [REDACTED] does not have a valid DEA# on file.
*****
Press Return to continue:
```

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:                               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*****
Provider DEA mismatch (eRx: [REDACTED] | Vista: [REDACTED]).
*****
Press Return to continue:
```

Drug Validation eRx with Provider DEA Number Mismatch 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:
```

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 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) *****
Vista Provider [REDACTED] is NOT authorized to write to the schedule
([C-V]) of the VistA Drug selected.
*****
Press Return to continue:
```

Drug Validation eRx VistA Provider Not Authorized Warning Message

7.4.3.4.1 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.

- eR_X Quantity displays up to 5 digits after the decimal in the eR_X Holding Queue Summary/Details screen and VD > Edit screen.
- VistA Quantity is displayed same as eR_X 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.
- eR_X Days Supply displays up to 999 in the eR_X 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.
- eR_X Renewals displays up to 99 in the eR_X 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 eR_X Holding Queue > Validate Drug/SIG screen > Edit.

7.4.3.4.2 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:

7.4.3.5 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: █
```

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.
*****
```

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)
*****

```

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/time stamp. “[v]” also displays to the right of the VistA Drug field on the Summary/Details screen.

```

Drug Validation      Oct 19, 2023@13:43:44      Page: 1 of 3
eRx Reference #: 99999999      Date Written: 10/18/23      Effective Date: 10/18/23
Status: AUTO-MATCHED | VALIDATED by USER,USER on 10/19/23@13:43:36

```

ERX MED	VISTA MED
Allergy: NO ALLERGY INFORMATION RECEIVED	Allergy: Verified: EGG PRODUCTS, PEANUTS
Drug: ACETAMINOPHEN 325MG TAB Substitution? YES Renewals? YES	1) Drug: ACETAMINOPHEN 325MG TAB Drug Message: NATL FORM; DU: INCREMENTS OF 100 ONLY *** TCGRX & SCRIPTPRO ***
SIG: TAKE ONE TABLET PO EVERY FOUR HOURS AS NEEDED	SIG: TAKE ONE TABLET PO EVERY FOUR HOURS AS NEEDED
	2) Dosage: 325 (MG) Verb: TAKE Disp. Units: 1

```

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

```

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      Oct 19, 2023@13:49:18      Page: 1 of 3
eRx Patient: XXXXX,XXXXXXXXXX
eRx Reference #: 99999999
eRx HT: (cm)()      eRx WT: (kg)()
+
eRx Drug: ACETAMINOPHEN 325MG TAB
eRx Qty: 180      eRx Refills: 2      eRx Days Supply: 30
eRx Written Date: OCT 18, 2023      eRx Issue Date:
Prohibit Renewals: No
eRx Sig:
TAKE ONE TABLET PO EVERY FOUR HOURS AS NEEDED
Vista Drug[v]: ACETAMINOPHEN 325MG TAB
Vista Qty: 180      Vista Refills: 2      Vista Days Supply: 30
Substitutions? :YES

```

```

Vista Sig: TAKE ONE TABLET PO EVERY FOUR HOURS AS NEEDED
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//

```

Drug / SIG Validation Complete (Summary/Details Screen)

7.4.3.6 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      Oct 19, 2023@13:59:02      Page: 1 of 3
eRx Patient: XXXXX,XXXXXXXXXX
eRx Reference #: 99999999
eRx HT: (cm)()                eRx WT: (kg)()
+
NEWRX
eRx Status: WAIT
eRx Patient: XXXXXXXX,XXX      DOB: 4/21/90
Vista Patient[v]: XXXXXXXX,XXX DOB: 4/21/90

eRx Provider: LIBERTY,LEA
Vista Provider[v]: LIBERTY,LEA  DEA#: XX9999999          NPI: 9999999999
                                DEA#: XX9999999          NPI: 9999999999

eRx Drug: ACETAMINOPHEN 325MG TAB
eRx Qty: 180                   eRx Refills: 2           eRx Days Supply: 30
eRx Written Date: OCT 18, 2023 eRx Issue Date:
Prohibit Renewals: No
+ 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//

```

eRx Holding Queue Summary/Details Screen with Validations Complete

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

```

eRx Medication Queue          Nov 11, 2023@11:57:59      Page: 1 of 3
LOOK BACK DAYS: 45           CS/NON-CS: BOTH (II-V)    MAX. QUEUE SIZE: 999
ERX STATUS: ALL
# PATIENT                    DOB      DRUG                PROVIDER      STA  REC. DATA
1. XXXXXXXXXXXX,XXXXXXXXXX  07/10/33 ACETAMINOPHEN 325MG TA XXXXXXXX,XXX W  10/04/23

+ Select the entry # to view or ?? for more actions
SPAT Sort By Patient         SQ Search Queue          LBD Change Look Back Days
PC Patient Centric View     RAF Remove All Filters   REF Refresh List
Select Item(s): Next Screen//

```

eRx Holding Queue List View with eRx Record in “W” Status

7.5 Accepting eRx

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 available on the VA Software Document Library (VDL).

MbM Only

When MbM users accept an eRx, the software will check if the Clinic they are currently logged on (the one they chose when entering the option) matches the clinic in the eRx (edited during Validate Drug/SIG). If they are different, MbM users will see the following message/prompt:

```
Select Action:Next Screen// AC   Accept eRx
Current clinic assigned to the eRx: ADMISSION MED
Send to eRx Clinic: EMERGENCY ROOM*//
```

The default value will always be the clinic they are logged on. This will give them a chance to select/change the clinic they want to send the eRx to.

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.
```

Accept eRx - Sample Validation Errors

After all the above preconditions 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			

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:
```

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.

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.

7.6 Rejecting eRx 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

7.7 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//
```

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: █
```

Do Not Fill Error Message

7.8 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*****
```

Print Display of Non-Controlled Substance eRx


```

*****PHARMACY INFORMATION*****
[REDACTED] VAMC PHARMACY
Address: [REDACTED]

[REDACTED]
Primary Telephone: [REDACTED] NCPDP: [REDACTED]
*****PRESCRIBER INFORMATION*****
Last: [REDACTED]
First: [REDACTED]
Mid: [REDACTED]
Address: [REDACTED]

NPI: [REDACTED]
DEA: [REDACTED]
State Lic: [REDACTED]

Primary Telephone: [REDACTED]
Fax: [REDACTED]

Supervisor:
Agent Last Name: [REDACTED]
Agent First Name: [REDACTED]
Agent Middle Name: [REDACTED]
*****PATIENT INFORMATION*****
Last: [REDACTED]
First: [REDACTED]
Mid: [REDACTED]

SSN: [REDACTED] Sex: [REDACTED]
Address: [REDACTED]

DOB: [REDACTED] Primary Telephone: [REDACTED]
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 #: [REDACTED]
Message ID: [REDACTED]
Substitutions?: YES
Comments: Take 2 tablets everyday
*****END OF eRx*****

```

Print Display of Controlled Substance eRx

7.9 Placing eRx 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
 - HAL – NO PATIENT ALLERGY ASSESSMENT
 - HEL – PATIENT ELIGIBILITY ISSUE
 - HUR – HOLD UN-REMOVED

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

```
Select Action:Next Screen// 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
1624 HSC SCRIPT CLARIFICATION
1625 HGS GENERIC SUBSTITUTION
1631 HAL NO PATIENT ALLERGY ASSESSMENT
1632 HEL ELIGIBILITY ISSUE
1633 HUR HOLD UNREMOVE
```

```
Select HOLD reason code:
```

Hold eRx

- Enter the reason code at the “Select HOLD Reason code:” prompt and press <Enter>.
- 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
```

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: [REDACTED]
```

Hold Status and Reason

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

eRx Medication Queue		Nov 11, 2023@11:57:59		Page: 1 of 3		
LOOK BACK DAYS: 45		CS/NON-CS: BOTH (II-V)		MAX. QUEUE SIZE: 999		
ERX STATUS: ALL						
#	PATIENT	DOB	DRUG	PROVIDER	STA	REC. DATA
1.	XXXXXXXXXX,XXXXXXXXXX	07/10/33	MELOXICAM 15MG TAB	XXXXX,XXXXX	I	10/04/23
2.	XXXXXXXXXX,XXXXXXXXXX	04/26/80	ACETAMINOPHEN 325MG T	XXXXX,XXXXX	N	10/04/23
3]	XXXXXXXXXX,XXXXXXXXXX	09/22/63	PHENOBARBITAL 32MG TA	XXXXX,XXXXX	N	10/04/23
4]	XXXXXXXXXX,XXXXXXXXXX	07/30/48	AZITHROMYCIN 250MG TA	XXXXX,XXXXX	I	10/04/23
5]	XXXXXXXXXX,XXXXXXXXXX	07/10/33	DIAZEPAM 2MG TAB	XXXXX,XXXXX	I	10/04/23
6.	XXXXXXXXXX,XXXXXXXXXX	08/01/62	NAPROXEN 250MG TAB	XXXXX,XXXXX	N	10/04/23
7]	XXXXXXXXXX,XXXXXXXXXX	04/20/80	ALPRAZOLAM 0.5MG TAB	XXXXX,XXXXX	HAL	10/04/23
8]	XXXXXXXXXX,XXXXXXXXXX	05/13/53	AZITHROMYCIN 250MG TA	XXXXX,XXXXX	N	10/04/23
9.	XXXXXXXXXX,XXXXXXXXXX	12/31/70	FORMOTEROL 5/MOMETASO	XXXXX,XXXXX	N	10/04/23
10.	XXXXXXXXXX,XXXXXXXXXX	10/01/23	SALMETEROL 50MCG/BLST	XXXXX,XXXXX	HEL	10/04/23
11]	XXXXXXXXXX,XXXXXXXXXX	10/08/67	DIAZEPAM 5MG/ML 2ML I	XXXXX,XXXXX	HSO	10/04/23
12.	XXXXXXXXXX,XXXXXXXXXX	03/16/42	OMEPRAZOLE 20MG EC CA	XXXXX,XXXXX	N	10/04/23
13.	XXXXXXXXXX,XXXXXXXXXX	01/25/43	CIPROFLOXACIN HCL 500	XXXXX,XXXXX	I	10/04/23
14.	XXXXXXXXXX,XXXXXXXXXX	10/05/44	COLON ELECTROLYTE LAV	XXXXX,XXXXX	N	10/04/23
15]	XXXXXXXXXX,XXXXXXXXXX	03/16/42	CEPHALEXIN 250MG CAP	XXXXX,XXXXX	N	10/04/23
16]	XXXXXXXXXX,XXXXXXXXXX	12/21/48	SORBITOL 70% SOLN	XXXXX,XXXXX	N	10/04/23

+ Select the entry # to view or ?? for more actions

SPAT Sort By Patient SQ Search Queue LBD Change Look Back Days
 PC Patient Centric View RAF Remove All Filters REF Refresh List

Select Item(s): Next Screen//

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.

7.10 Un Hold eRx in the eRx Holding Queue

eRx 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: █		

Un Hold eRx

NOTE: When a user exercises Un Hold option on a NewRx 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 NewRx 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).

7.11 Removing eRx 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
4. 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.

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		

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.

7.12 eRx in the Backdoor Pharmacy Pending Queue

Once the eRx is accepted in the Holding Queue it moves to the Patient Medication Profile under the Pending Orders section, which is the same queue where CPRS outpatient pharmacy orders are sent to by the VA Providers after they sign them.

7.12.1 Patient Medication Profile

The Patient Medication Profile can be accessed through these two different options: *Complete Orders from OERR* [PSO LMOE FINISH] or *Patient Prescription Processing* [PSO LM BACKDOOR ORDERS]. An eRx Pending Order or a finished prescription are marked by an ampersand (&) before the prescription number or drug name in the case of pending orders.

Medication Profile		Nov 12, 2023@09:20:13		Page: 1 of 2				
XXXXXXXXXX,XXXXXXXX				<A>				
PID: 999-99-9999		Ht(cm): 999.99 (99/99/9999)						
DOB: xxx 99,9999 (99)		Wt(kg): 99.99 (99/99/9999)						
SEX: MALE								
CrCL: 99.9(est.) (CREAT: 9.99mg/dl 99/99/99)		BSA (m2): 9.99						
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
-----ACTIVE-----								
1	& 2297959\$	MELOXICAM 7.5MG TAB	30	A>	08-09	08-16	11	30
2	2297948\$	METFORMIN HCL 1000MG TAB	30	A>	08-10	08-10	5	30
3	2297920\$	NAPROXEN 250MG TAB	60	A>	06-20	06-20	11	30
-----PENDING-----								
4	& ATENOLOL 25MG TAB		QTY: 60		ISDT: 09-18>		REF: 11	
5	GABAPENTIN 100MG CAP		QTY: 30		ISDT: 08-09>		REF: 11	
6	LEVOTHYROXINE (LEVOTHROID) 0.125MG TAB		QTY: 30		ISDT: 08-10		REF: 5	
7	& LOSARTAN 25MG TAB		QTY: 60		ISDT: 09-20>		REF: 11	
8	& MELOXICAM 15MG TAB		QTY: 30		ISDT: 08-09>		REF: 11	
+ Enter ?? for more actions								
PU Patient Record Update		NO New Order						
PI Patient Information		SO Select Order						
Select Action: Next Screen//								

Patient Medication Profile

7.12.2 eRx Pending Order

An eRx pending order will display similar to the split screen in the eRx Holding Queue for validating patient, provider, and drug/SIG, including the reverse video for discrepancies. The main difference is that it will contain all sections (patient, provider, and drug/SIG) in one screen, as seen below.

Pending OP Orders (ROUTINE)		Nov 12, 2023@09:18:09		Page: 1 of 1	
XXXXXXXXXX,XXXXXXXX				<A>	
PID: 999-99-9999		Ht(cm): 999.99 (99/99/9999)			
DOB: xxx 99,9999 (99)		Wt(kg): 99.99 (99/99/9999)			
ERX (999999)		VISTA PENDING ORDER			
PATIENT AUTO-MATCHED/EDITED VALIDATED by XXXXX,XXXXXXXX on 9/20/23@11:47:15					
Name: XXXXXXXXXXX,XXXXXXXX		Name: XXXXXXXXXXX,XXXXXXXX			
DOB : XXX 99, 9999		DOB : XXX 99,9999			
SSN : 999-99-9999		SSN : 999-99-9999			
Sex : MALE		Sex : MALE			
Allergy: NO ALLERGY INFORMATION RECEIVED		Pharmacy Narrative:			
		Allergy: Verified: ALBUTEROL, EGG PRODUCTS, HONEY IBUPROFEN, PEANUTS, PERCODAN			
PROVIDER AUTO-MATCHED VALIDATED by PSOAPPLICATIONPROXY on 9/20/23@11:44:29					
Name: XXXXXXXX,XXXXXXXX		Name: XXXXXXXX,XXXXXXXX			
NPI : 9999999999		NPI : 9999999999			
DEA : XX99999999		DEA : XX99999999			
DRUG AUTO-MATCHED VALIDATED by XXXXX,XXXXXXXX on 9/20/23@11:48:05					
Substitution? NO		1) Orderable Item: <DIN>			

Renewals? YES	ATENOLOL TAB
Drug: Atenolol 25mg tablet Drug Form: Tablet	2) C/MOP Drug: <DIN> ATENOLOL 25MG TAB Drug Message: NATL FORM *** TCGRX & SCRIPTPRO ***
SIG: TAKE 1 TABLET QD	SIG: TAKE ONE TABLET BY MOUTH ONCE DAILY
	3) *Dosage: 25 (MG) Verb: TAKE Disp. Units: 1 Noun: TABLET *Route: ORAL *Schedule: ONCE DAILY
	4) Patient Instruction:
Provider Notes/Comments:	Provider Comments:
	5) Pat.Status: SERVICE CONNECTED
Date Written: SEP 18, 2023 Effective Date:	6) Issue Date: SEP 18, 2023 7) Fill Date: Nov 12, 2023
Days Supply: 30	8) Days Supply: 90
Quantity: 30 Dispense Unit: Qty Qualifier: Original Quantity	9) QTY (TAB): 90 QTY Dispense Message:
Refills: 11	10) Refills: 3
	11) Routing: MAIL
	12) Clinic: CC
Provider: XXXXXXXX,XXXXXX	13) Provider: XXXXXXXX,XXXXXX
	14) Copies: 1
	15) Remarks:
eRx Received on 9/20/23@11:44 Accepted by XXXXXX,XXXXXX on 9/26/23@10:30	
+ Enter ?? for more actions	
AC Accept	DC Discontinue
BY Bypass	ED Edit
FL Flag/Unflag	
Select Item(s): Next Screen//	

MbM Only

If the VistA patient is not eligible for ChampVA benefits the message "PATIENT NOT ELIGIBLE" will blink on the header section of the pending order:

Pending OP Orders (ROUTINE)		Nov 12, 2023@09:18:09	Page: 1 of 1
XXXXXXXXXX,XXXXXX		PATIENT NOT ELIGIBLE	<A>
PID: 999-99-9999		Ht(cm): 999.99 (99/99/9999)	
DOB: XXX 99,9999 (99)		Wt(kg): 99.99 (99/99/9999)	
ERX (999999)		VISTA PENDING ORDER	
...			

7.12.3 Renewal eRx Pending Order

An eRx renewal pending order will display slightly different than a regular eRx, which is in line with how these two types of orders display for CPRS orders. See the differences highlighted below.

Prescription Renew		Nov 12, 2023@09:18:09	Page: 1 of 1
XXXXXXXXXX,XXXXXXXXXX		<A>	
PID: 999-99-9999		Ht(cm): 999.99 (99/99/9999)	
DOB: XXX 99, 9999 (99)		Wt(kg): 99.99 (99/99/9999)	
ERX (999999)		VISTA PENDING ORDER	
PATIENT PREVIOUSLY MATCHED/VALIDATED (RENEWAL)			
Name: XXXXXXXXXXX,XXXXXXXX		Name: XXXXXXXXXXX,XXXXXXXX	
DOB : XXX 99, 9999		DOB : XXX 99, 9999	
SSN : 999-99-9999		SSN : 999-99-9999	
Sex : MALE		Sex : MALE	
Allergy: NO ALLERGY INFORMATION RECEIVED		Pharmacy Narrative:	
Allergy: NO ALLERGY INFORMATION RECEIVED		Allergy: Verified: ALBUTEROL, EGG PRODUCTS, HONEY IBUPROFEN, PEANUTS, PERCODAN	
PROVIDER PREVIOUSLY MATCHED/VALIDATED (RENEWAL)			
Name: XXXXXXXXX,XXXXXX		Name: XXXXXXXXX,XXXXXX	
NPI : 9999999999		NPI : 9999999999	
DEA : XX99999999		DEA : XX99999999	
DRUG PREVIOUSLY MATCHED/VALIDATED (RENEWAL)			
Substitution? NO Renewals? YES		Orderable Item: <DIN> ATENOLOL TAB	
Drug: Atenolol 25mg tablet Drug Form: Tablet		CMOP Drug: <DIN> ATENOLOL 25MG TAB Drug Message: NATL FORM *** TCGRX & SCRIPTPRO ***	
SIG: TAKE 1 TABLET QD		SIG: TAKE ONE TABLET BY MOUTH ONCE DAILY	
		*Dosage: 25 (MG) Verb: TAKE Disp. Units: 1 Noun: TABLET *Route: ORAL *Schedule: ONCE DAILY	
Provider Notes/Comments:		Patient Instruction:	
		Provider Comments:	
		Pat.Status: SERVICE CONNECTED	
Date Written: SEP 18, 2023 Effective Date:		1) Issue Date: SEP 18, 2023 2) Fill Date: Nov 12, 2023	
Days Supply: 30		Days Supply: 90	
Quantity: 30 Dispense Unit: Qty Qualifier: Original Quantity		QTY (TAB): 90 QTY Dispense Message:	
Refills: 10 (Renewal)		3) Refills: 3	
		4) Routing: MAIL	
		5) Clinic: CC	

Provider: XXXXXXXX,XXXXXX	6) Provider: XXXXXXXX,XXXXXX
	7) Copies: 1
	8) Remarks: RENEWED FROM RX # 999999999
eRx Received on 9/20/23@11:44 Accepted by XXXXXX,XXXXXX on 9/26/23@10:30	
+ Enter ?? for more actions	
AC Accept	DC Discontinue
BY Bypass	ED Edit
FL Flag/Unflag	
Select Item(s): Next Screen//	

The main differences indicated above are:

- Header will display **Prescription Renew** instead of **Pending OP Orders (ROUTINE)**
- Some eRx renewals pass through the eRx Holding Queue and go straight to the Pending Order and that is why there will be no information about the patient, provider, and drug matching/validation.
- The number of Refills will be reduced by one and the note (Renewal) will display beside it on the eRx side (left).
- The field numbers will change completely for an eRx Pending Renewal. This is because a reduced number of fields are editable for a renewal compared to regular pending order. This is also in line with a CPRS Pending Renewal.