



Ontario Publicly Funded Minor Ailment Services Billing and Documentation

FREQUENTLY ASKED QUESTIONS

On January 1, 2023, the assessing and prescribing for minor ailments were incorporated into the scope of practice for Ontario pharmacists. For more information on public funding for minor ailment services, see the [Executive Officer Notice](#) and associated [FAQ](#).

To help you better understand the billing and documentation process in PharmaClik Rx, we have compiled a list of frequently asked questions and their responses for your reference.

What do I bill if I prescribe a medication for a patient's minor ailment, but they decide to take the prescription elsewhere?

In this scenario, you would bill for the minor ailment service but not the medication dispense. Each minor ailment has two PINs that can be used if the service resulted in a prescription. The PIN that you use depends on whether the consultation was conducted in person or virtually. For a list of PINs, refer to the [Executive Officer Notice](#).

How do I know if a patient received a minor ailment service at another pharmacy? Will ODB reject the claim if the maximum number of claims have been billed for a minor ailment service?

You can use a provincial clinical viewer to review the patient's history of professional services, including minor ailment services. For more information on clinical viewers, click [here](#).

HNS rejects claims if the maximum number of claims for the minor ailment service have been reimbursed in the past 365 days. The following response code is returned, "LO – Benefit Maximum Exceeded."

Does the fee auto-populate when I enter a prescription for the minor ailment service?

Yes. The appropriate fee should auto-populate when you enter a prescription for the minor ailment service. If it does not, follow the steps below.

1. Open the **Drug Folder** for the minor ailment service.
2. Select the **Alternatives** tab.
3. In the **Custom Class** section, confirm a row is entered as shown below:
 - For PINs associated to *in person* minor ailment services:



The screenshot shows a 'Custom Class' dialog box with a table. The table has two columns: 'Third Party Plan' and 'Custom Class'. The first row has 'Drug Benefit - All' in the first column and 'Fee Only (\$19)' in the second column. To the right of the table are 'Add' and 'Remove' buttons.

- For PINs associated to *virtual* minor ailment services:

The screenshot shows a 'Custom Class' dialog box with a table. The table has two columns: 'Third Party Plan' and 'Custom Class'. The first row has 'Drug Benefit - All' in the first column and 'Pharmaceutical Opinion' in the second column. To the right of the table are 'Add' and 'Remove' buttons.

If the Custom Class row is missing, select **Add** and select the Third Party Plan and Custom Class as shown in the images above.



NOTE: The Pharmaceutical Opinion Custom Class was assigned to the virtual minor ailment service PINs as the fee is the same.

4. Select **More > Pharmacy > Pricing**.
5. Select the **Drug Benefit** row. Confirm there's a row each for **Fee Only (\$19)** and **Pharmaceutical Opinion** under Drug Benefit. If either or both rows are missing, perform the steps below:
 - i. Select **Add CC**. The Select Custom Class window opens.
 - ii. Select the Custom Class (Fee Only (\$19) or Pharmaceutical Opinion) that's missing.
 - iii. Select **OK**.
6. Enter the following in the **Fee Only (\$19)** row under Drug Benefit if not already entered:
 - **Fee** = \$19.00
 - **Markup%** = 0.00%
7. Enter the following in the **Pharmaceutical Opinion** row under Drug Benefit if not already entered:
 - **Fee** = \$15.00
 - **Markup%** = 0.00%
8. Select **Save**.

Can I edit a consult or dialogue note in PharmaClik Rx?

Yes. You can detail the consult or dialogue note and add additional information or edit existing information if needed.

To edit a consult note:

1. Open the **Patient Folder**.
2. Select the **Consult** tab.
3. Select the consult note.
4. Select **Details**.
5. Edit the information in the window.
6. Select **OK**.



7. Select **Save**.

To edit a dialogue note:

1. Open the Patient Folder.
2. Select the **Profile** tab.
3. Select the applicable prescription.
4. Select **Rx > Dialogue**.
5. Edit the information in the window.
6. Select **OK**.
7. Select **Save**.

What reports can I use to determine the volume of minor ailment services provided or revenue I received from them?

You can use the [Gross Profit by Prescription](#) or [Drug Movement](#) report to determine the volume and revenue from minor ailment service claims. The Drug Movement report will show the gross profit and volume of prescriptions for each minor ailment service PIN. The Gross Profit by Prescription report will show the details for each minor ailment service prescription filled and the totals.

To use the Drug Movement report:

1. Select **More > Reports**.
2. Double click on **Drug Movement**.
3. Enter a **Start Date** and **End Date** to define the date range for retrieving data. Prescriptions filled over the date range will appear on the report.
4. In the **Third Party** field, enter **Drug Benefit**.
5. In the **Custom Class** field, enter **Fee Only (\$19)** or **Pharmaceutical Opinion**.
6. Select **Preview**.
7. Select the **Filter** button. The Filter window opens.
8. Enter the following information in the Filter window:
 - **Column** = Drug Name
 - **Operator** = Contains
 - **Value** = ASSESS & PRSCRB

Column	Operator	Value	Logical
Drug Name	Contains	ASSESS & PRSCRB	

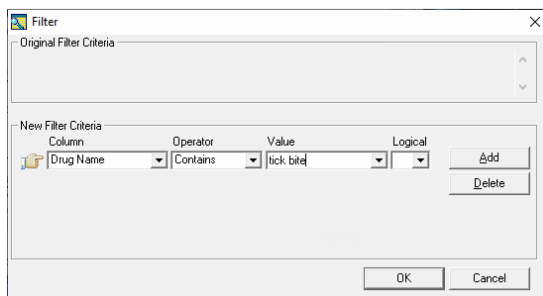
9. Select **OK**. The report will be filtered to only include the PINs associated with assessing and prescribing services. This may include PINs for Paxlovid assessing and prescribing services.



TIP: If you want to filter for a specific minor ailment, enter the following information in the Filter window:



- **Column** = Drug Name
- **Operator** = Contains
- **Value** = name of the minor ailment (i.e., tick bite)



10. Repeat steps 3 – 9 for the other Custom Class.

To use the Gross Profit by Prescription report:

1. Select **More > Reports**.
2. Double click on **Gross Profit by Prescription**.
3. Enter a **Start Date** and **End Date** to define the date range for retrieving data. Prescriptions filled over the date range will appear on the report.
4. In the **Third Party** field, enter **Drug Benefit**.
5. In the **Custom Class** field, enter **Fee Only (\$19)** or **Pharmaceutical Opinion**.
6. Select **Preview**. The report will list all prescriptions filled for drugs that had the specified Custom Class. This may include prescriptions for Paxlovid assessing and prescribing services and pharmaceutical opinions.
7. Repeat steps 3 – 6 for the other Custom Class.



TIP: If you want to filter for the minor ailment services, select **Save As** and save the report as a **CSV with Headers** file type. Open the report in a spreadsheet program (i.e., Excel) and filter by the Drug Name. All minor ailment service Drug Folders begin with “ASSESS & PRSCRBE” followed by the name of the minor ailment.

What report can I use to determine the volume of minor ailment prescriptions issued by a specific pharmacist?

You can use the [Drug Movement](#) report and generate either of the following:

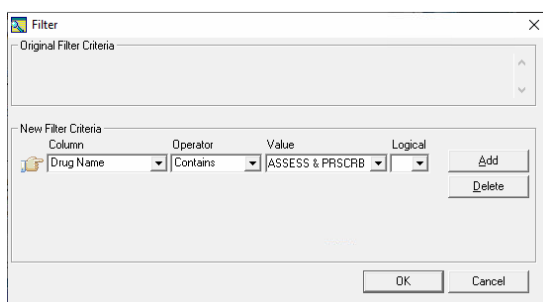
- A report of minor ailment services provided by a pharmacist.
- A report of medications prescribed for a specific therapeutic class by the pharmacist.

To use the Drug Movement report to generate a list of minor ailment services provided by a pharmacist:


1. Select **More > Reports**.
2. Double click on **Drug Movement**.
3. Enter a **Start Date** and **End Date** to define the date range for retrieving data. Prescriptions filled over the date range will appear on the report.
4. In the **Doctor** field, enter or search for the pharmacist.
5. In the **Third Party** field, enter **Drug Benefit**.
6. In the **Custom Class** field, enter **Fee Only (\$19)** or **Pharmaceutical Opinion**.



7. Select **Preview**.
8. Select the **Filter** button. The Filter window opens.
9. Enter the following information in the Filter window:
 - a. **Column** = Drug Name
 - b. **Operator** = Contains
 - c. **Value** = ASSESS & PRSCRB



10. Select **OK**. The report will be filtered to only include assessing and prescribing service PINs. Review the report for services that resulted in a prescription (strength should *not* include "NO RX"). The report may include PINs for Paxlovid assessing and prescribing.

 **TIP:** If you have a spreadsheet application, you can select **Save As** and save the report as a CSV with Headers file type. In the spreadsheet application, you can apply more than one filter (i.e., filter for Drug Names containing ASSESS & PRSCRBE and exclude Strengths that contain NO RX).

To use the Drug Movement report to generate a list of medications prescribed for a specific therapeutic class by a pharmacist:

1. Select **More > Reports**.
2. Double click on **Drug Movement**.
3. Enter a **Start Date** and **End Date** to define the date range for retrieving data. Prescriptions filled over the date range will appear on the report.
4. In the **Doctor** field, enter or search for the pharmacist.
5. In the **Therapeutic Class** field, select the therapeutic class of medications.
6. Select **Preview**.

