PharmaClik Rx 2.6

PharmaClik Rx User Guide

Last Revised: August 13, 2020

Revision History

In order to maintain the accuracy of this document, any changes made will be noted in the table below. Please refer to this section before using this document to ensure no updates were made to the content you may be referencing.

Date	Revision

Helpful Links

Need more information on how to use PharmaClik Rx? Refer to the following websites:

- Pharmacy Technology Solutions Portal
- PharmaClik Rx Help File

How to Use this User Guide

To navigate this user guide quickly, use the **Contents** to find your topic or search for a keyword using one of the following features:

- **Find Feature** – Searches the PDF for your keyword and displays one result at a time in sequential order.
- **Advanced Search Feature** – Searches the PDF for your key word and displays all the pages that contain that key word on the left side. You can click on any page from the panel and it will display the content on the side.

To use the **Find Feature**:

1. Select **Edit** > **Find**. The **Find** window appears.
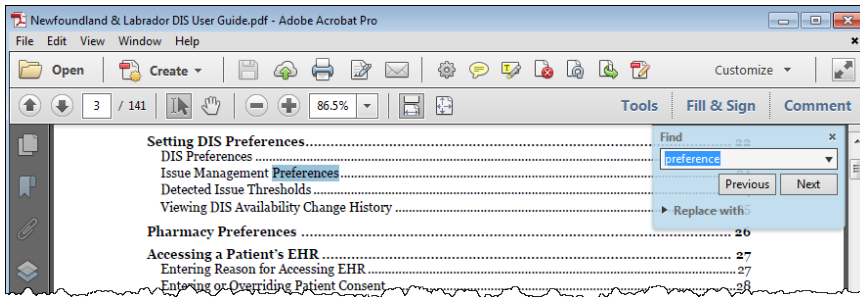
2. Enter in the keyword you want search (e.g. prescription).
3. Select **Next** to view the next page that contains the key word you searched.

💡 **Tip:** The **Find** window can also open by selecting **Crtl + F** on the keyboard.

Using the **Advanced Search Feature**:

1. Select **Edit** > **Advanced Search.** The **Search** window opens.
2. Enter in the keyword you want to search (e.g. prescription).
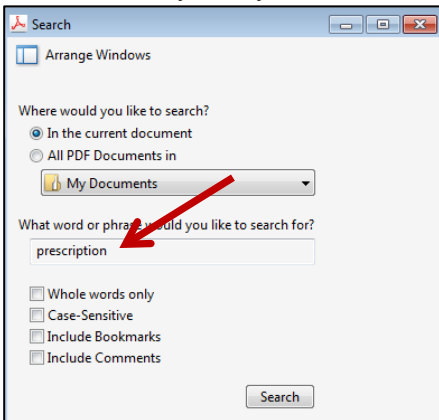
3. Select **Search**.
4. From the *Results* returned, select the page you want to view.

💡 **Tip:** The **Search** window can also open by selecting **Shift + Crtl + F** on the keyboard.

# Contents

Batch Processing

Enhancements have been made to the **Batch Profile** window and to the batching process.

- **Authorization Requests** - authorization requests have been incorporated into the batching process by providing the ability to send authorization requests for all patients in a batch directly from the Batch Profile window. This reduces the time required to navigate to each Patient Folder to send requests.

- **Expired Prescriptions** – the prompt that displays when an expired prescription is included in a batch has been removed to reduce the number of prompts that require user intervention. Expired prescriptions are now indicated by the LF Date displayed in bold in the **Batch Profile** window.

- **Intervention Codes** – up to two intervention codes can now be entered for prescriptions in the Batch Profile window prior to adjudication or if a rejection is received. These intervention codes are only applicable to the primary plan.

Authorization Requests

Pharmacies are now able to send authorization requests, in bulk, from the **Batch Profile** window. Incorporating authorization requests into the batching process reduces the need to navigate to the Patient Folder of each patient to send an authorization request.

An **Auth Request** button has been added to the **Batch Profile** window. When selected, it opens the new **Batch Prescription Authorization** window and any prescriptions within that batch that require reauthorization display.
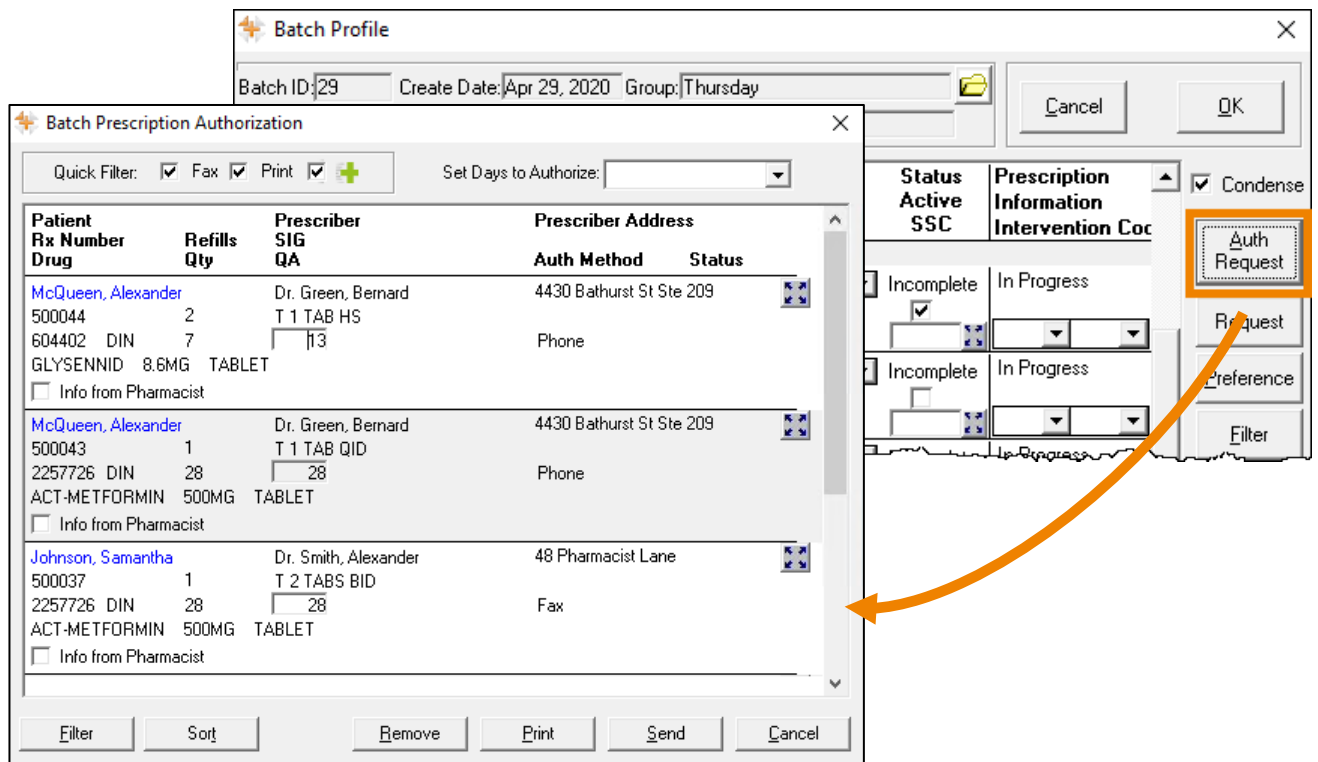
There are two ways a prescription can be added to the **Batch Prescription Authorization** window.

1. The prescription is automatically added based on the **QA, Qty** and **Rep**. To easily identify which prescriptions require reauthorization, the **Qty, QA** and **Rep** fields display in bold on the **Batch Profile** window.
2. The prescription can be manually added by selecting the **+** icon from the prescription row in the **Batch Profile** window.
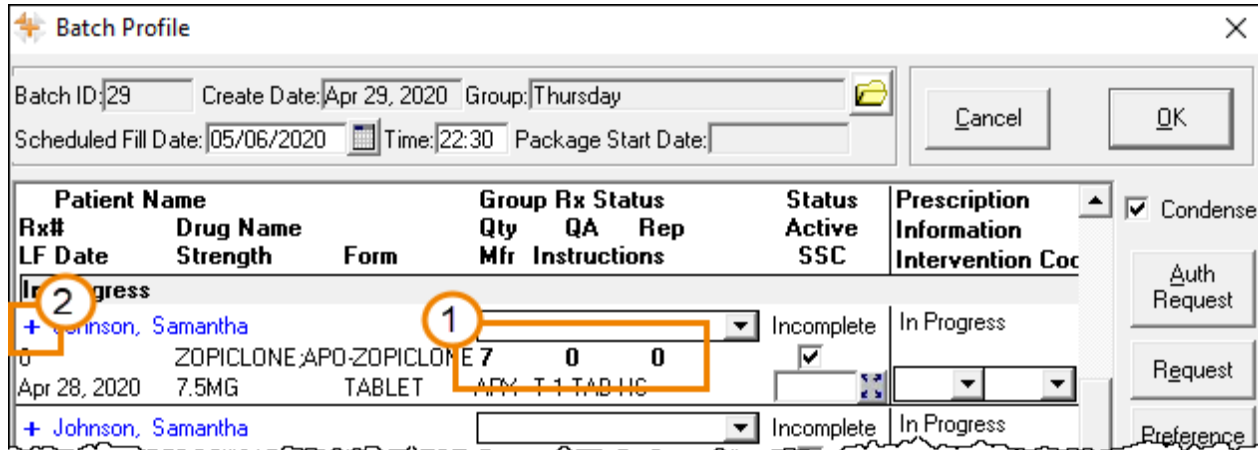
Batch Prescriptions Authorization window

The **Batch Prescription Authorization** window displays all prescriptions in a batch that require reauthorization. To access the **Batch Prescription Authorization** window, select **Auth Request** in the **Batch Profile** window.

> **Note:** *Prescriptions will only appear in the **Batch Prescription Authorization** window if they were processed in the previous batch.*

See the image below to learn more about the **Batch Prescription Authorization** window.

1. **Quick Filter** – filters the authorization requests by the **ReAuth Method** selected in the **Doctor** folder.

   > **Tip:** *Ensure the **ReAuth Method** in the **Doctor** folder is set to the correct method for the authorizations to be sent correctly.*
   >
   > *For more information, see [Entering Basic Doctor Information](#).*

   - The PrescribeIT® filter is only available in pharmacies that are PrescribeIT® enabled.
   - If sending an authorization request to a PrescribeIT®-enabled prescriber and the **ReAuth Method** is set to **Phone** or **Fax**, the authorization request is either printed or faxed, respectively.

2. **Set Days to Authorize** – a dropdown to select a QA that applies to all or highlighted prescriptions.
3. **QA** field – an editable field where a QA can be manually entered.
4. **Expander icon** – opens the **Auth Rx Detail** window and the following can be edited:
   - Doctor's address
   - QA
   - Info from the Pharmacist

   > **Note:** *Info from the Pharmacist can also be added and edited by selecting the **Info from Pharmacist** checkbox. See point 5 below.*

5. **Info from Pharmacist** checkbox – opens a text field to enter additional information from the pharmacist. Displays the same information entered from the **Auth Rx Detail** window.
6. Action buttons:
   - **Remove** – removes the selected prescription(s) from the **Batch Prescription Authorization** window.
   - **Print** – prints the authorization request form for all prescriptions where the prescribers **ReAuth Method** is set to **Phone**, **Walk In** or **Appointment Only** or highlighted prescriptions.
   - **Send** – sends the authorization request to the prescriber by the selected **ReAuth Method** in the **Doctor** folder for all or highlighted prescriptions.
   - **Cancel** – closes out of the **Batch Prescription Authorization** window.
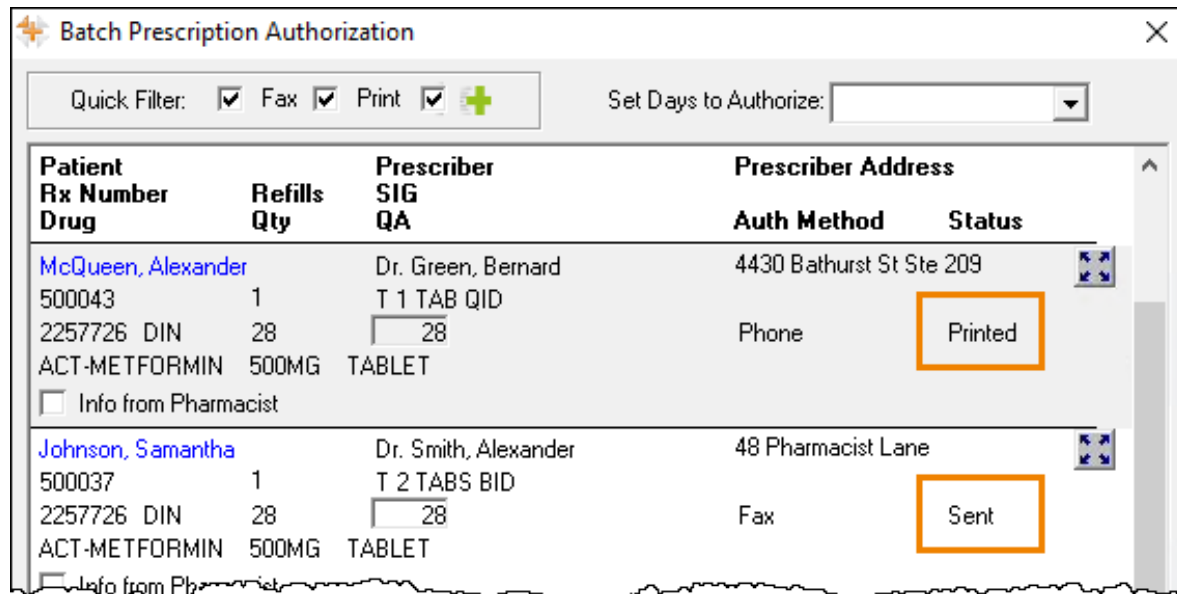
Sending an authorization request from the batch profile window

To send authorization requests from the **Batch Profile** window:

1. Open the **Batch Profile** window by either:
   - Scheduling a batch.
   - Navigating to the day the batch is scheduled on and selecting **Rx > Batch** for a highlighted prescription in the batch.
2. Select **Auth Request**. The **Batch Prescription Authorization** window opens.
3. Enter the **QA** by either:
   - Manually entering the QA for each prescription in the **QA** field.
   - Select an option from the **Set Days to Authorize** dropdown.
4. Select to either **Print** or **Send** the authorization request.
   - **Print** – prints the Refill Authorization Request Form to be manually faxed to the prescriber. For more information, see Refill Authorization Request form.
   - **Send** – automatically transmits the authorization requests to the prescriber based on the **ReAuth Method** selected in the Doctor folder. For more information, see Entering Basic Doctor Information.

Once an authorization is sent, the **Status** field in the **Batch Prescription Authorization** is updated with the method that the authorization request was sent.

Refill Authorization Request form

The **Refill Authorization Request** form has been enhanced to include a barcode for each prescription on the form. When the form is received back from the prescriber, the form can be scanned and attached to each prescription automatically.

Refill Authorization Request

Date:	Jul 09, 2020 16:31:16	Page 1 of 1

To: **Dr. Andrew Smith**
      2611-44 St Joseph St
      Toronto ON M4Y 2W4

From: **PTS Pharmacy**
        131 McNabb St
        Markham ON L3R 5V7

Phone: (416) 778-4255
Fax:

Phone: (800) 387-6093
Fax:
Pharmacist:John Smith [112233]

Patient: **Johnson, Samantha**
          123 Orchid Ave.
          Scarborough ON L1M 1M3

Phone: (123) 456-1234
Birth Date: Jan 26, 1940   (Age: 80)
Health #:   1231231234

			PRESCRIBER AUTHORIZATION	
DRUG	**INSTRUCTIONS**	**LAST FILLED**	**Quantity Authorized**	**# Refills**
HYDROCHLOROTHIAZIDE APO-HYDRO 25MG TABLET	TAKE 1 TABLET EACH MORNING	May 01, 2020 Qty:7 (69 days ago) Rx#500048 Days:7	90	
[!] *INFORMATION FROM THE PHARMACIST:*		‖‖‖‖‖‖‖‖‖‖‖		
ROSUVASTATIN CALCIUM AURO-ROSUVASTATIN 10MG TABLET	TAKE 1 TABLET DAILY	May 01, 2020 Qty:7 (69 days ago) Rx#500050 Days:7	90	
[!] *INFORMATION FROM THE PHARMACIST:*		‖‖‖‖‖‖‖‖‖‖‖		

Please complete and return to   ☐ Please have patient contact Prescriber.

Prescriber Name (please print): _____   Licence #: __123_____

Prescriber Signature: _____   Date: _____

Prescriber Certification:
- This prescription represents the original of the prescription drug order.
- The pharmacy addressee noted above is the only intended recipient and there are no others.
- The original prescription has been invalidated and securely filed, and it will not be transmitted elsewhere at another time.

THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE IS LEGALLY PRIVILEGED AND CONFIDENTIAL INFORMATION INTENDED FOR THE USE OF THE ADDRESSEE LISTED ABOVE. IF THE READER OF THIS MESSAGE IS NOT INTENDED AS A RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPY OF THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS FACSIMILE IN ERROR, PLEASE NOTIFY US IMMEDIATELY AT THE TELEPHONE NUMBER LISTED ABOVE, AND DESTROY ALL RECEIVED SHEETS. THANK YOU.
L'INFORMATION CONTENUE DANS CETTE TÉLÉCOPIE EST CONFIDENTIELLE ET POUR L'USAGE DE LA PERSONNE À LAQUELLE ELLE EST ADRESSÉE. SI VOUS AVEZ REÇU CETTE TÉLÉCOPIE PAR ERREUR, VEUILLEZ NOTER QUE LA DISTRIBUTION OU LA DISSIMULATION DE L'INFORMATION EST STRICTEMENT INTERDITE; S.V.P. NOUS AVERTIR DE L'ERREUR PAR TÉLÉPHONE ET DÉTRUIRE LA TÉLÉCOPIE. MERCI!

Expired Prescriptions

Previously, when creating a batch that contained expired prescriptions, an Older than Rx Life prompt appeared, This prompt has now been removed to streamline the batching process by preventing multiple prompts from appearing when creating a batch. To identify prescriptions that have exceeded their expiry date, the **LF Date** displays in bold in the **Batch Profile** window.

> 💡 *Tip: if a prescription has exceeded its expiry date, a new authorization should be requested.*

Intervention Codes

A maximum of **two intervention codes** can now be entered for each prescription in the **Batch Profile** window for the primary plan only.

Intervention codes can be added at two times:

1. **Prior to adjudication** – if known intervention codes are required to process the prescription, these intervention codes can be added prior to adjudication instead of waiting until a rejection is received from the third party.
2. **After adjudication** – by opening the **Batch Profile** window after adjudication, intervention codes can be added for all rejected prescriptions and reprocessed in one window, instead of navigating to each prescription to input the intervention codes.

> 📄 *Note: Intervention codes are not auto-populated based on the last fill and need to be manually entered each time the prescription is batched.*

To enter an intervention code prior to adjudication:

1. In the **Batch Profile** window, select the applicable intervention code(s) from the **Intervention Code** dropdown(s).
2. Enter any additional information required in the Batch Profile window.
3. Select OK. The Batch Profile window closes, and the prescriptions are added to the **Pending** tab.

To enter an intervention code if the prescription is rejected:

1. From the Workbench > Pending tab, highlight a prescription in the batch and select Rx > Batch. The Batch Profile window opens.
2. From the Intervention Code dropdown(s), select the applicable intervention code(s).
3. Select **Submit**. The **Batch Profile** window closes, and the prescriptions are processed to the third parties.

Rejection Code Tool Tip

To assist with selecting intervention codes in the **Batch Profile** window <u>after adjudication</u>, a **Rejection Code Tool Tip** has been added. When hovering the mouse over the rejection code, a brief description is provided so the appropriate intervention codes can be more easily selected.
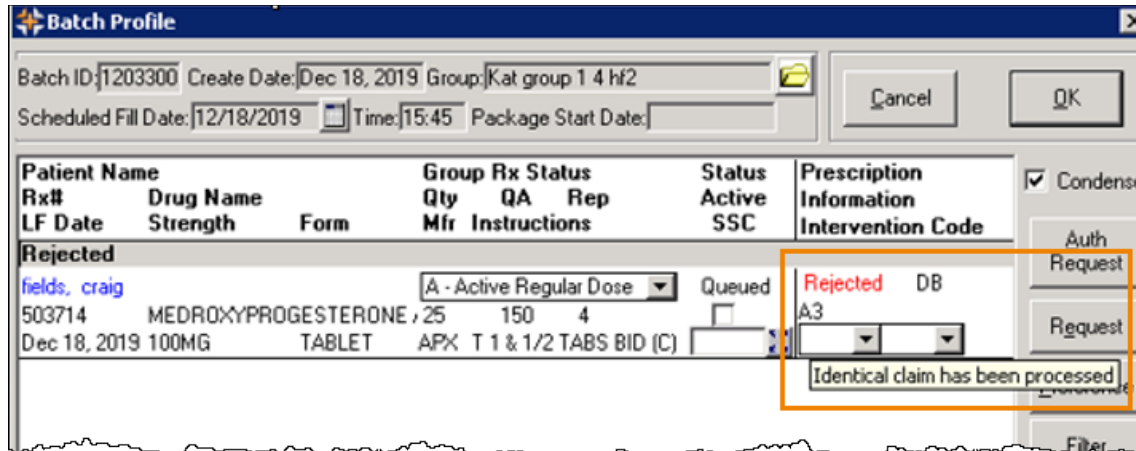
Automated Dispensing

New features and enhancements have been added to PharmaClik Rx and the ADI software to increase the efficiency and ease of processing prescriptions to an automated dispensing machine.

- **Dose Conversion Tool** – a feature added to the **Schedule** tab of the **Groups** folder that can be used for groups that are auto-dispensed by a SynMed, VBM or BlistAssist. When an existing compliance patient is added to the group, the tool converts the Dosages (Bkf, Noon, Sup and Bed) to the Administration Times required by the auto-dispensing device.
- **# of Days to Package** – a feature added to multiple areas of PharmaClik Rx and ADI that provides the ability to package a different days supply than the days supply that was billed. This allows compliance packages to be prepared in advance while maintaining a proper billing cycle.
- **Alternate Days** – a new **Starting On** dropdown is available in the **Administration Details** window to specify which day an alternating dosage begins on for easier determination of which days the medication should be packaged.
- **ADI Updates** – ADI has been given an updated look that makes it easier to process prescriptions to devices. ADI has also been updated so certain information can be written back into PharmaClik Rx for better management of prescriptions.
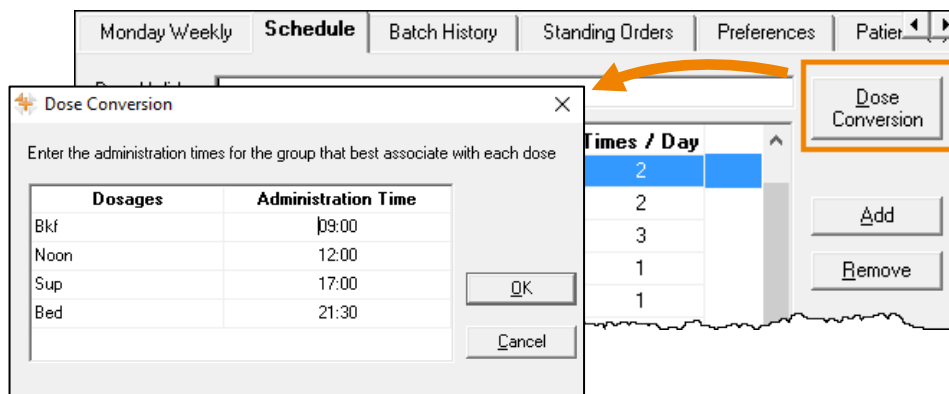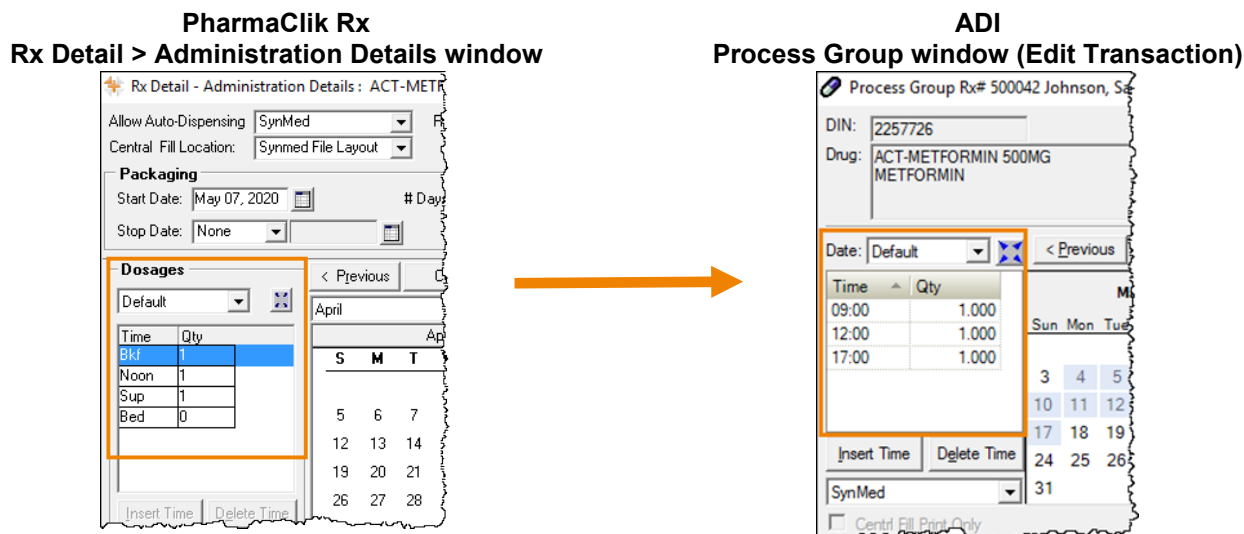
Dose Conversion Tool

Note: *This section applies to pharmacies that use a SynMed, VBM or BlistAssist automated dispensing device.*

A **Dose Conversion Tool** has been added to the **Schedule** tab of the **Groups** folder. This tool makes it easier to add existing compliance patients to a group that is set for automated dispensing by a SynMed, VBM or BlistAssist device. The tool automatically converts the breakfast, noon, supper and bedtime **Dosages** to the required 24-hour **Administration Times** for all prescriptions being added, preventing the need for these administration times to be manually entered.

This tool can be opened by selecting the **Dose Conversion** button.

When a prescription for the new patient in the group is processed and sent to ADI, the administration times set by the **Dose Conversion Tool** are automatically entered in the **Process Group** window in ADI.

PharmaClik Rx
Rx Detail > Administration Details window

ADI
Process Group window (Edit Transaction)

> *Note: Administration times for patients currently in the group are not overwritten by the **Dose Conversion Tool**.*

of Days to Package

Pharmacies can now set the number of days to be packaged for prescriptions, providing the ability to package for a day's supply that differs from the billed days supply. By using this ability, compliance packages can be prepared ahead of time but still maintaining a proper billing cycle. For example, a blister or dosett prescription that is billed for 7 days can be set to be packaged for 14 days by an automated dispensing device.
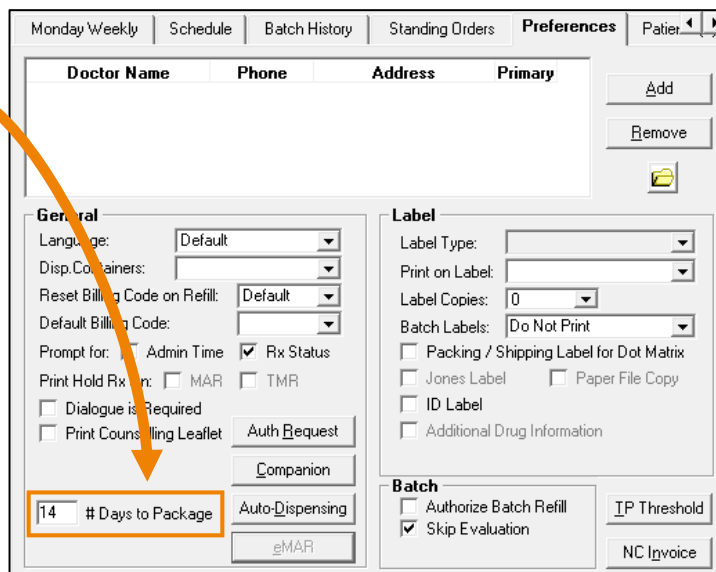
PharmaClik Rx updates

Two areas of PharmaClik Rx have been updated to include the **# Days to Package** feature.

1. **Groups > Preferences** tab.

   A new **# Days to Package** field has been added to the **Groups > Preferences** tab. When set, the number of days to package is applied to all prescriptions in the group.

   This is **not** a mandatory field when creating a group.

2. **Rx Detail > Administration Details** window.

A new **# Days to package** field has been added to the **Rx Detail > Administration Details** window. When set, the number of days to package is applied to that prescription. This preference takes precedence over the **Groups** preference.

This is a mandatory field and is auto-populated based on one of the following factors:
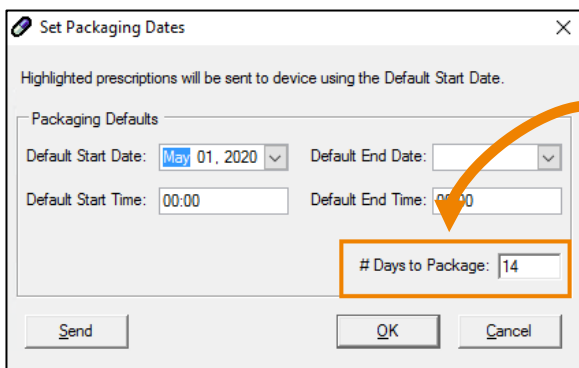
- The **# Days to Package** set in **Groups > Preferences** tab.
- If there is no **# Days to Package** in **Groups > Preferences** tab, it is based on the days supply of the prescription.
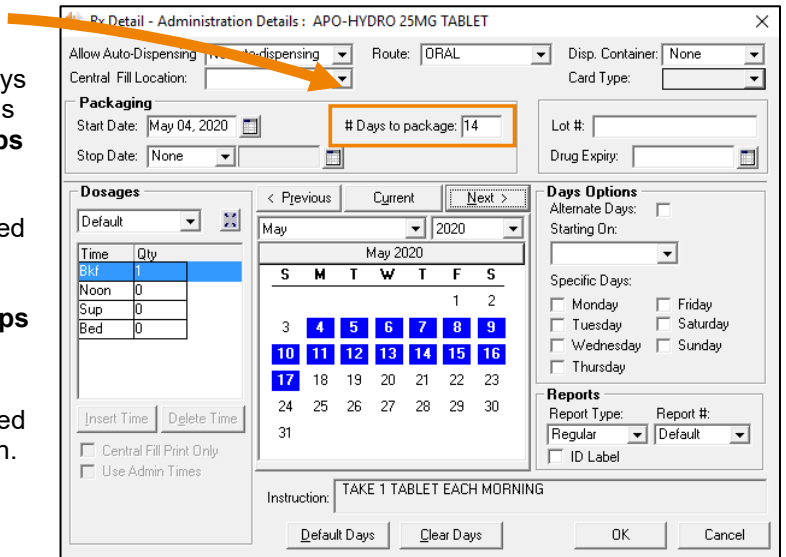
ADI Updates

The **# Days to Package** can be viewed and edited in ADI.

To view and edit the **# Days to Package** in ADI, highlight a transaction and select the **Start Date** button. The **Set Packaging Dates** window opens.

The **# Days to Package** field is auto-populated with the information entered in the **Rx Details > Administration Details** window in PharmaClik Rx.

The **# Days to Package** for a transaction can be edited here and is written back to PharmaClik Rx. To learn more information, see ADI Writebacks.

Processing Prescriptions

The **# Days to package** field in **Rx Detail > Administration** window automatically updates depending on when the prescription is filled in the package period.

For example, your pharmacy is filling a prescription that will be billed for 7 days but needs to be packaged for 14 days.

1. The first 7-day fill will show the **# Days to package** as 14 in the **Administration Details** window.
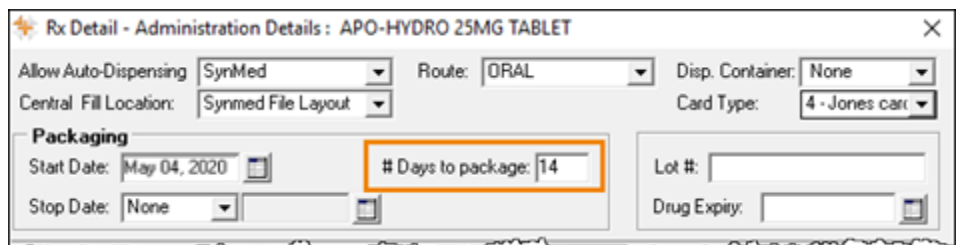
2. The second 7-day fill will show the **# Days to package** as zero (0) in the **Administration Details** window because the prescription was already packaged in the previous fill.

3. The third 7-day will show the **# Days to package** as 14 again as the prescription is now ready to be packaged for another 14 day's supply.

Inventory

When dispensing prescriptions with a **# Days to Package** set, the total amount that is required for the **# Days to Package** is decremented for the first fill of that package period.

The next fills of the prescription for that package period do not decrement inventory. For example, if

To view how the inventory is decremented when using **# Days to Package**:

1. Search for and select the drug.
2. Select the **Inventory** tab.
3. Select the correct pack size.
4. Select the **magnifying** icon.

The **Shipment Details** window opens.
5. Highlight the shipment from which the prescription is being decremented.

6. Select **Details**. The **Shipment Adjustment Details** window opens.

In the **Dispensed Prescription(s)** section, the first fill of the prescription displays the total amount that is required for the **# Days to Package** is decremented.

Note: *If the **# Days to Package** is edited in ADI, it is written back to PharmaClik Rx and the inventory is updated accordingly. To learn more, see* <u>*ADI Writebacks*</u>.

Alternate Days

A new **Starting On** dropdown has been introduced in the **Rx Detail > Administration Details** window. This dropdown selects which day of the week an alternating dose begins on.

To select which day of the week an alternating dose begins on:

1. Open the prescription in **Rx Detail**.
2. Select the magnifying icon to open the **Administration Details** window.
3. From the **Starting On** dropdown, select the day that the alternating dose begins on.

The calendar in the **Administration Details** window automatically selects the days based on the **Starting On** dropdown and the packaging **Start Date**.

This pattern is retained for any subsequent refills.

This information is displayed in ADI when a prescription is detailed by **Edit Transaction.**

Note: The **Alternate Days** checkbox and the **Starting On** dropdown cannot be edited in ADI. Once a prescription has been sent to ADI, if changes are required for the **# Days to Package**, the prescription must be rebilled and edited in PharmaClik Rx. This ensures ADI and PharmaClik Rx are in sync.

ADI Updates

ADI has been updated to increase the efficiency and ease of use when processing prescriptions through ADI.
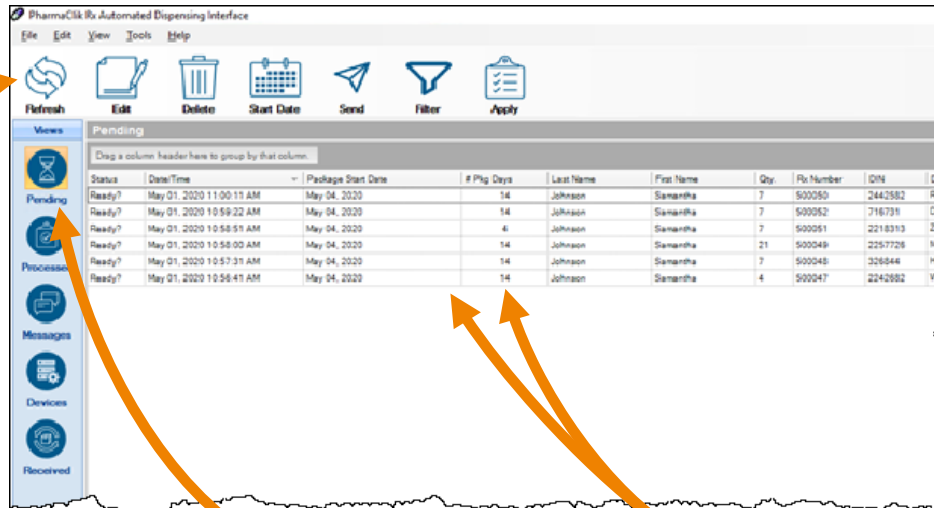
The actions icons have visually been updated.

The **Reset** button has been renamed to **Start Date**.

The **To Do** tab has been removed from ADI.

When prescriptions are now sent to ADI, they display in the **Pending** tab. The prescriptions can be edited from the **Pending** tab and then be sent to the device.

Two new columns have been added to ADI to reflect the new features and enhancements added to PharmaClik Rx.

1. **Package Start Date –** the date the package will begin on.
2. **# Pkg Days** – the number of days that will be packaged.

This information is pulled from the **Rx Detail > Administration Details** window in PharmaClik Rx.

ADI Writebacks

Certain changes in ADI are now written back and updated in PharmaClik Rx. Changes in ADI that are written back into PharmaClik Rx are:

- # Days to Package
- Change made to admin time
- Admin time deleted
- Qty

- Package Start Date
- Package End Date
- Central Fill Print Only
- Expanded Dosage by Days in the ADI Process Group Rx window

When one of the fields above is updated in ADI, the update is identified by a *ADI* indicator in the **Audit History** window of the prescription.

The update can be viewed by detailing the prescription in PharmaClik Rx.

ADI Compare Report

A preference has been added to ADI for the **ADI Compare Report** prompt. This preference can be set to have the **ADI Compare Report** prompt appear or not. The preference is defaulted to <u>not</u> prompt for the **ADI Compare Report**.

To turn the **ADI Compare Report** prompt on:

1. In ADI, select **Tools > Options**.
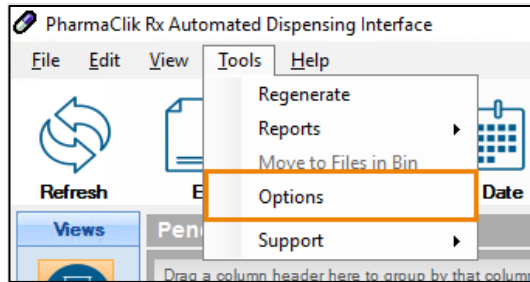
The **Options** window opens.

2. Select the **Prompt for ADI Compare Report** checkbox.

3. Press OK to save.

Newfoundland and Labrador Updates

Cannot Change SIG on Refill
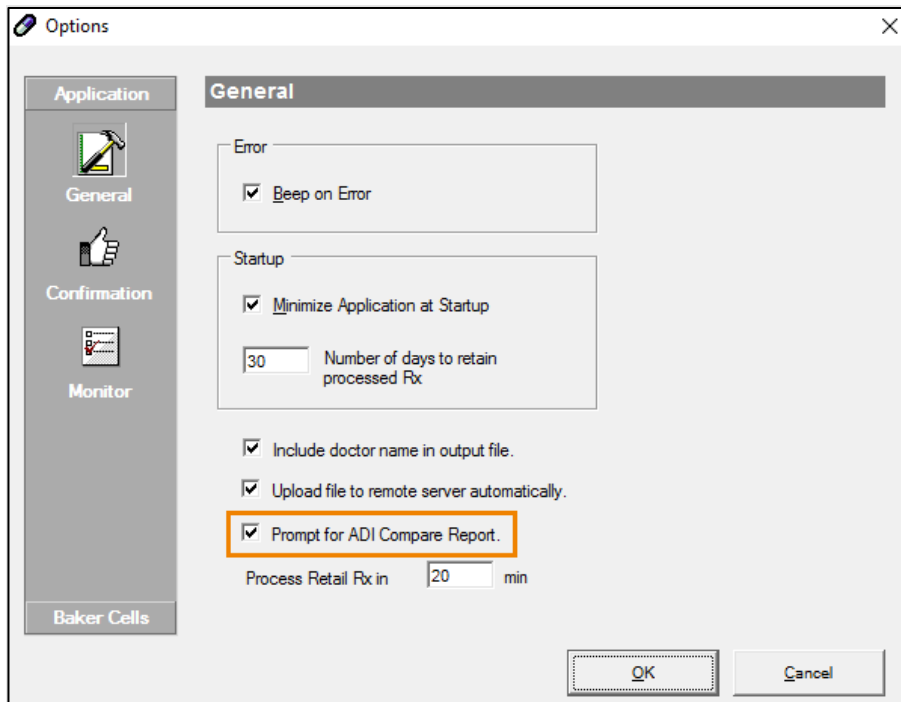
As per the Newfoundland and Labrador Centre for Health Information (NLCHI), the SIG can no longer be edited on refills for prescriptions transmitted to the Newfoundland and Labrador Drug Information System (NLDIS).
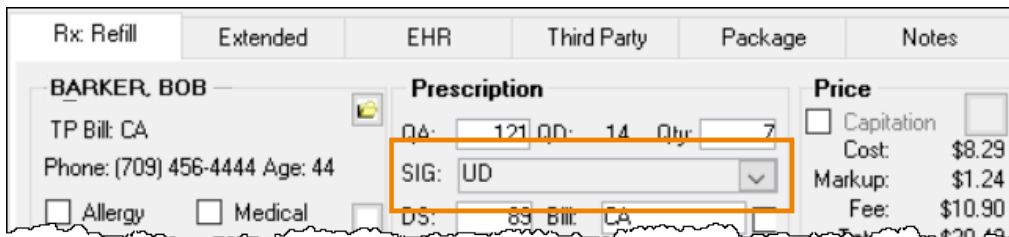
When a prescription is transmitted to the DIS, the prescription is broken down into two sections:

- **Activate** – the original fill of the prescription.
- **Dispense** – the refills of the prescription.

Currently, the SIG entered for the initial fill of the prescription displays on the Electronic Health Record (EHR) profile and any changes to the SIG during a refill can only be viewed when the record is detailed. Therefore, other healthcare professionals may not see the changes or corrections made to the SIG during the refill unless the prescription is detailed in the EHR profile.

The only information that is recommended to be changed during a refill is the Quantity Dispensed and the Drug Interchangeability.

To accommodate this, when refilling a DIS prescription, the SIG field will no longer be editable.

If a prescription requires a change of SIG on a refill:

1. Discontinue the recent fill.
2. Process a new authorization with the changed SIG.

Change of SIG for each dispense

If dispensing a medication that requires a change of SIG for each dispense, for example – methadone, pharmacies can use the **Additional Instructions** feature to document the change of SIG.

It is recommended to create a prescription note that is transmitted to DIS for other healthcare professionals to view the change in SIG.

To change the SIG for each dispense:

1. Open the prescription in **Rx Detail**.
2. Select **Rx > Add'l Instructions**. The **Additional Instruction Label** window opens.

3. Enter the information for the additional instructions in the **Additional Text** field.
   - Select **Preview** to see how the additional instructions will appear on the label in the **Label Preview** section.
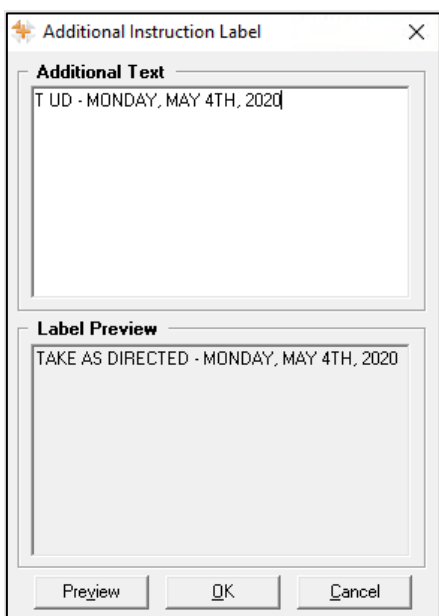
4. Select **OK**. The **Additional Instruction Label** window closes.
5. Select the **Notes** tab.
6. Enter the additional instructions information as a note.
7. Select the **EHR** checkbox. This ensures the information is transmitted to DIS in case another healthcare professional views the dispense.
8. Process the prescription as usual.

The **Additional Instructions** print on the second vial label and under the **Notes/Alerts** section of the hardcopy. Retain the **Notes/Alerts** portion of the label set with the filed hard copy for audit purposes.

Cannot Re-activate a Nullified Patient

A Patient Folder that was synchronized in error with the Client Registry (CR) can be nullified. Once nullified, however, a Patient Folder should NOT be re-activated as it can no longer be resynchronized with the CR.

If the Patient Folder needs to be re-activated, the following must be done:
1. Create a new Patient Folder.
2. Synchronize the new Patient Folder with the NL DIS.
3. To clean up Patient Folders, once the new Patient Folder is synchronized, the nullified Patient Folder can be merged into the new Patient Folder.

> *Note:* The nullified and new Patient Folder CANNOT be merged before the new Patient Folder is synchronized. NL DIS does not permit synchronizing the merged Patient Folders.

For more information, see the Newfoundland & Labrador Drug Information (DIS) User Guide – Synchronization and Introduction to Merging Patients.

Nova Scotia Updates

Cannot Use HCN 0011984275 for New Patients

As per the Nova Scotia Drug Information System (NS DIS) the Health Identification Number 0011984275 can no longer be used when creating a new patient folder. Patient folders should be created with an alternative Health Identification Number for those who do not have a Nova Scotia Health Card Number.

British Columbia Updates

Paperless Workflow – Additional Checks

Pharmacies using paperless workflow now have the following checks available to comply with government regulations when performing **Technical Validation** and **Clinical Validation**.

- **Technical Validation** – the following check is not mandatory.
  - Allergy Check
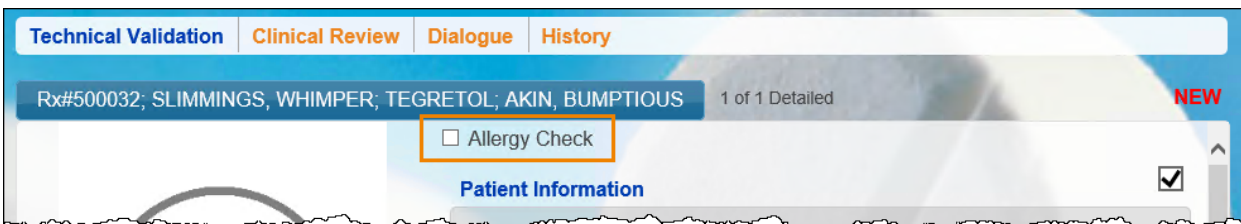
- **Clinical Validation** – the following checks are mandatory.
  - Allergy Check
  - PharmaNet Check
  - D.T. Issues
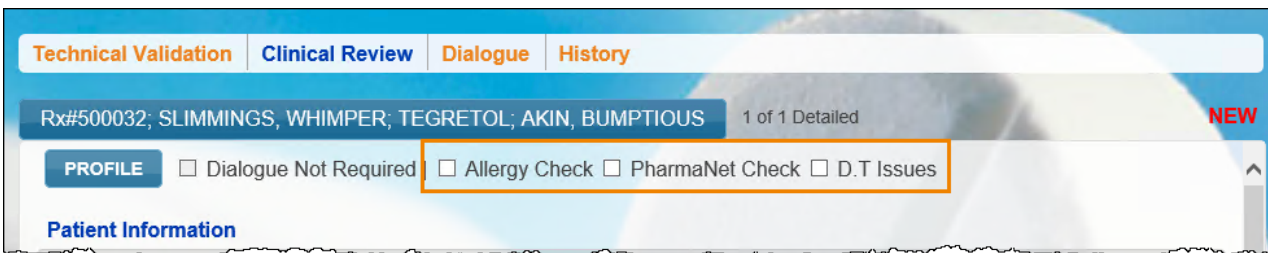
If an **Allergy Check** is performed during **Technical Validation**, the checkbox will be disabled in **Clinical Validation**.

If an **Allergy Check** is performed during **Clinical Validation**, the checkbox will be disabled in **Technical Validation**.

| e-Verify		
Section	Completed On	By
Data Entry	Feb 24, 2020	RL
Packaging	Feb 24, 2020	RL
Skipped UPC	Feb 24, 2020	RL
Verify Patient Information	Feb 24, 2020	RL
Verify Prescription Information	Feb 24, 2020	RL
Verify Drug Information	Feb 24, 2020	RL
Verify Billing Information	Feb 24, 2020	RL
Verify Doctor Information	Feb 24, 2020	RL
Clinical Review	Feb 24, 2020	RL
Allergy Check	Feb 24, 2020	RL
PharmaNet Check	Feb 24, 2020	RL
D.T Issues	Feb 24, 2020	RL
Dialogue	Feb 24, 2020	RL

Once the prescription is complete, the initials of the user who completed the checks will appear in the **e-Verify** section on the e-file copy saved to the patient's profile.
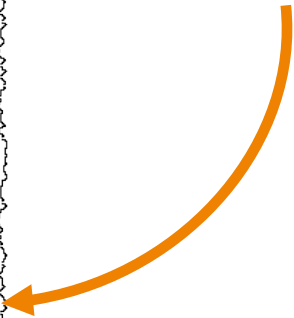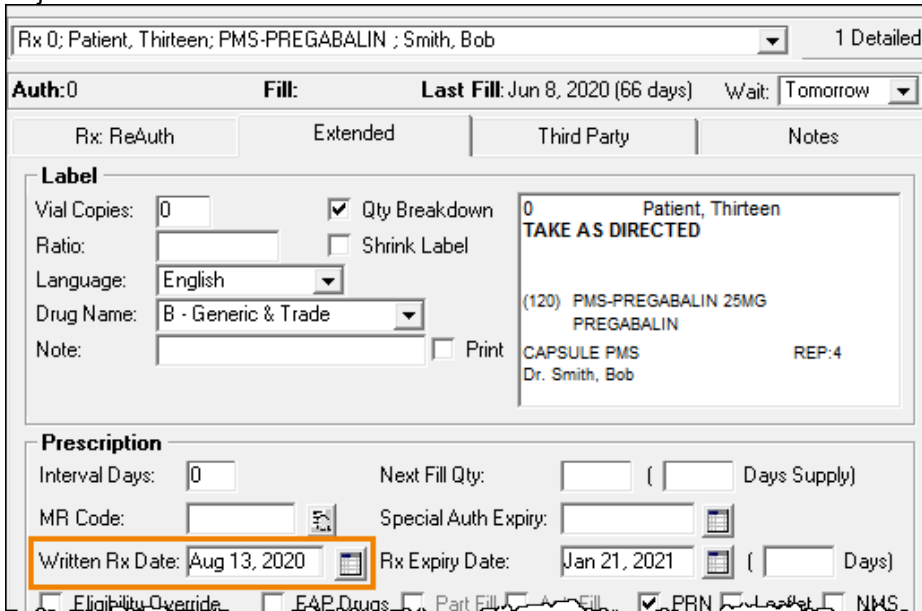
PrescribeIT® - Written Rx Date

The **Written Rx Date** of an incoming PrescribeIT® transaction can now be manually updated by the pharmacy if the prescriber has entered a future date. Some prescribers would enter the date the medication was to be dispensed in the Written Rx Date field instead of providing a note. This prevents the prescription from being actioned prior to that date.

By manually updating the **Written Rx Date** at the pharmacy, the prescription no longer needs to keep the prescription on the **PrescribeIT To Do** tab or contact the doctor to update the **Written Rx Date**.

To manually update the **Written Rx Date**:

1. From the **Workbench > PrescribeIT > To Do** tab, select the prescription.
2. Select **Process**. The **New Rx** window appears.
3. Enter the prescription information as usual.
4. Select **Process Now**. The prescription opens in **Rx Detail**.
5. Select the **Extended** tab.
6. Adjust the **Written Rx Date** to the correct date.

7. Continue to process the prescription as usual.
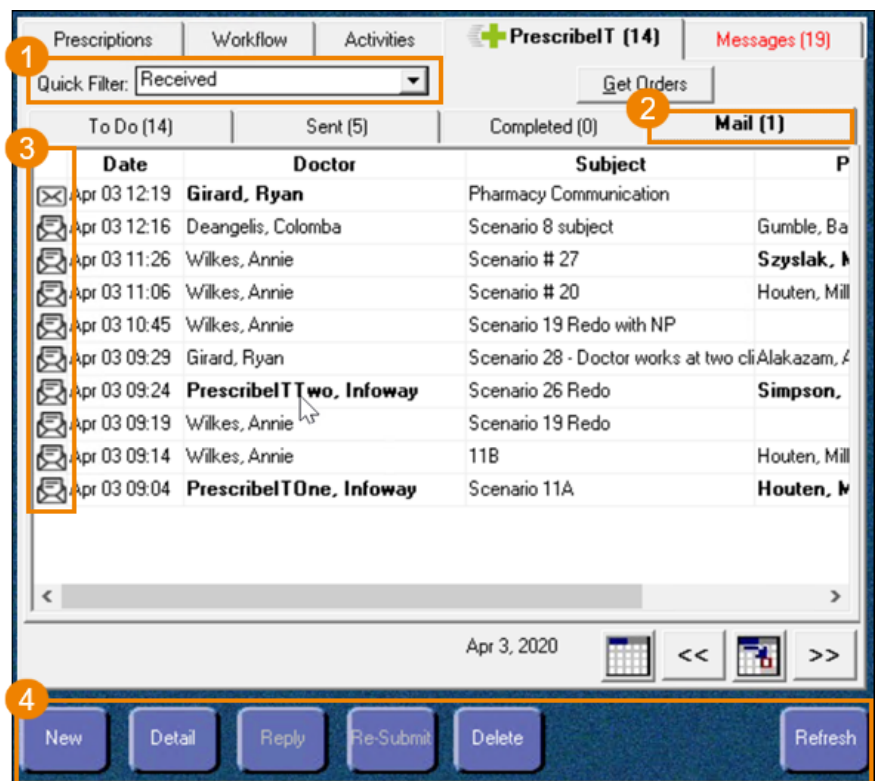
PrescribeIT® Clinician Communication

Clinician Communication is a new PrescribeIT® feature that has been added to PharmaClik Rx for PrescribeIT®-enabled pharmacies. **Clinician Communication** is a method of communication between prescribers and pharmacies through PrescribeIT® that provides a more reliable method to send messages for a prescription, patient or a general message than faxing.

Mail Tab

From the **Workbench > PrescribeIT** tab, a **Mail** tab has been introduced. The **Mail** tab stores all incoming and outgoing **Clinician Communications**.

See the image below to learn more about the **Mail** tab.

1. **Quick Filter** – filters the communications. **Received** is the defaulted filter selected when the **Mail** tab is opened. The following options can be selected:
   - **All** – displays all communications.
   - **Received** – displays communications received from the prescriber.
   - **Draft** – displays outgoing communications that have been started but have not been sent yet.
   - **Sent** – displays outgoing communications that have been sent to the prescriber.
   - **Deleted** – displays deleted communications.
2. **Mail (#)** – displays the number of unread communications the **Mail** tab.
3. **Status Column** – displays the status of the communication. The different statuses are:

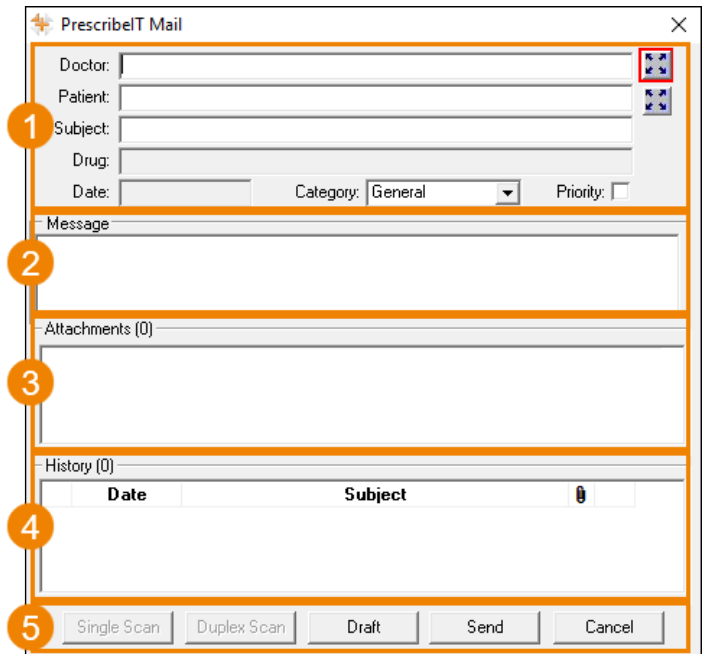|	Unread Communication		Sent Communication
	Read Communication		Failed Communication
	Draft Communication		

4. Action buttons:
   - **New** – creates a new communication to send to a prescriber.
   - **Detail** – opens a selected communication.
   - **Reply** – replies to a communication received from a prescriber.
   - **Re-Submit** – resubmits a failed communication.
   - **Delete** – deletes a selected communication.
   - **Refresh** – refreshes the **Mail** tab.

PrescribeIT Mail Window

The **PrescribeIT Mail** window contains information about a specific communication that is sent to or received from a prescriber.

See the image below to learn more about the **PrescribeIT Mail** window.

1. Basic Information – contains information about the communication, including:

   - **Doctor** – the doctor that is sending or receiving the communication.

   - **Patient** – the patient the communication pertains to, if applicable.

   - **Subject** – the subject of the communication.

   - **Drug** – the prescribed medication the communication pertains to, if applicable.

   - **Date** – the date the communication is sent or received.

   - **Category** – the category of the communication. **General** is the only available option currently.

   - **Priority** – indicates if the communication is a high priority. When flagged as a high priority, the prescriber will receive the message with a priority indicator.

   - **Message** – the main message of the communication.

2. **Attachments** – any attachments that are sent with or received from the communication. A maximum of **20 pages** can be attached to a communication.

3. **History** – contains the history of the communication, such as all replies.

4. Action buttons:

   - **Single Scan** and **Duplex Scan** – scans attachments to a communication.

   - **Draft** – saves the communication as a draft that can be completed at another time.

   - **Send** – sends the communication to the prescriber.

   - **Cancel** – closes out of the **PrescribeIT Mail** window.

Create a New Communication
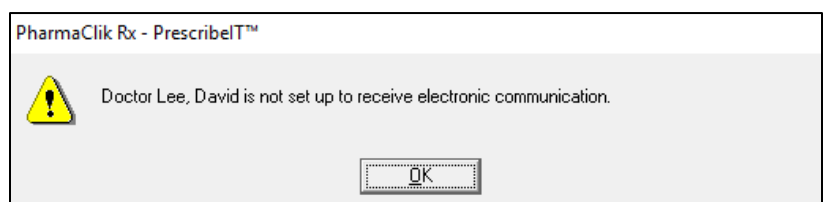
When creating a new communication, there are three mandatory fields:

1. **Doctor**
2. **Subject**
3. **Message**

If these three fields are not populated, a validation message appears informing you to enter information.

Note: *Communications can only be sent to prescribers that are PrescribeIT® enabled. If a prescriber if not PrescribeIT® enabled, the following prompt displays.*

There are three different methods to creating a new communication:

1. From the **Mail** tab – creates a blank communication.
2. From the patient's **Profile** tab – populates patient information, and doctor and drug information, if applicable.
3. From an incoming PrescribeIT® transaction – populates patient, doctor and drug information.

Note: *Communications that are sent to a prescriber can be viewed under the **All** or **Sent** filter. These communications are identified with a sent icon* ◁.

Creating a new communication from the Mail tab

Creating a new communication from the **Mail** tab opens a blank **PrescribeIT Mail** window. This method is ideal when sending a general communication to the prescriber.
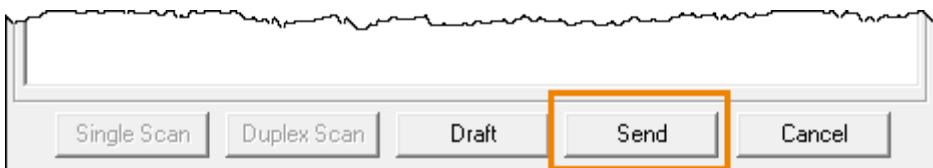
To create a new communication from the **Mail** tab:

1. From the **Workbench**, select the **Mail** tab.
2. Select the **New**.
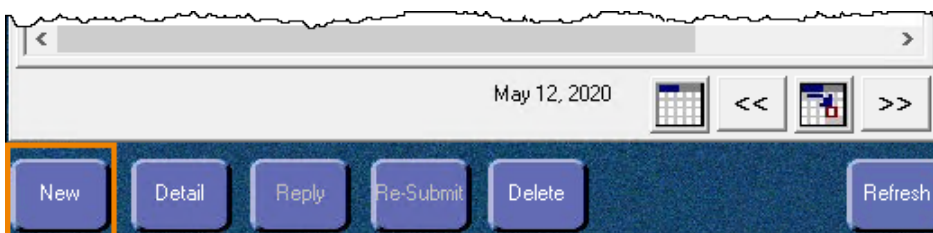
The **PrescribeIT Mail** window opens.

3. Enter the applicable information.
4. Select **Send**.

The communication is sent to the prescriber.

Creating a new communication from the Profile tab

This method is ideal when sending a communication to the prescriber about a specific patient or prescription. A new communication can be created from the patient's **Profile** tab with or without a prescription selected.

- If a PrescribeIT® prescription is selected – the **Doctor**, **Patient**, and **Drug** fields are auto-populated.
- If a non-PrescribeIT® prescription is selected – the **Doctor** and **Patient** fields are auto-populated. The drug information is entered in the **Message** field.
- If a prescription is not selected – the **Patient** field is auto-populated only.

Note: *The patient and prescription do not need to be synchronized with PrescribeIT® for a communication to be sent to a prescriber through PrescribeIT®. The only requirement is that the prescriber is PrescribeIT® enabled.*

To create a new communication from the patient's **Profile** tab:

1. Search for and select the patient.
2. Select the **Profile** tab.
3. *Optional* – select a prescription.

4. Select **Rx > Mail**.
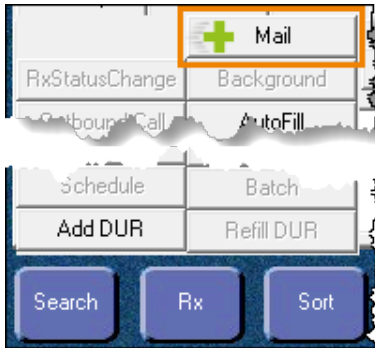
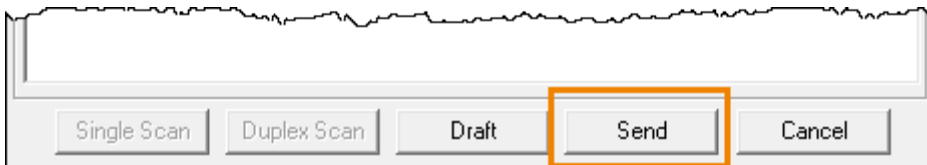The **PrescribeIT Mail** window opens.

5. Enter the applicable information.

6. Select **Send**.

The communication is sent to the prescriber.

> **Note:** *Only one prescription on the patient's profile can be selected when creating a new communication. If more than one prescription is selected, the **Mail** button is disabled.*

## Creating a new communication from an incoming PrescribeIT® transaction

Creating a new communication from an incoming PrescribeIT® transaction opens the **PrescribeIT Mail** window with the **Doctor**, **Patient** and **Drug** field auto-populated with the information from the PrescribeIT® transaction. This method is ideal when sending a communication about the incoming PrescribeIT® transaction.

A new communication can only be created for the following incoming PrescribeIT® transactions:

- New Rx Request
- Renewal Rx Request
- Renewal Responses (Authorization)
- Cancel Rx Request

To create a new communication from an incoming PrescribeIT® transaction:

1. From the **Workbench**, select the **PrescribeIT** tab.
2. Select one of the transaction types listed above.
3. Select **Process**. Depending on which transaction type is selected, one of the following windows open:
   - If a **New Rx Request** or **Renewal Rx Request** is selected, the **New Rx** window opens.
   - If a **Renewal Response** (Authorization) is selected, the **PrescribeIT® Authorization Request Response** window opens.
   - If a **Cancel Rx Request** is selected, the **Cancel Rx Request** window opens.
4. Select the mail icon beside the **Drug** field.
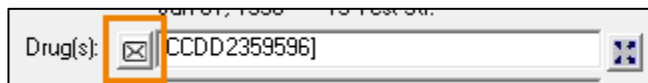
The **PrescribeIT® Mail** window opens.

5. Enter the applicable information.
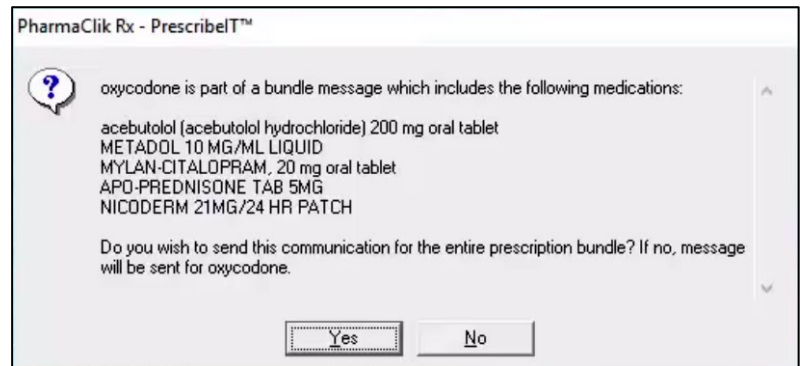6. Select **Send**.

| Single Scan | Duplex Scan | Draft | Send | Cancel |

The communication is sent to the prescriber.

Bundled Transactions

If you select a PrescribeIT® transaction that is part of a bundle, a prompt displays to confirm if the new communication is for all transactions in the bundle or for the specific transaction selected.
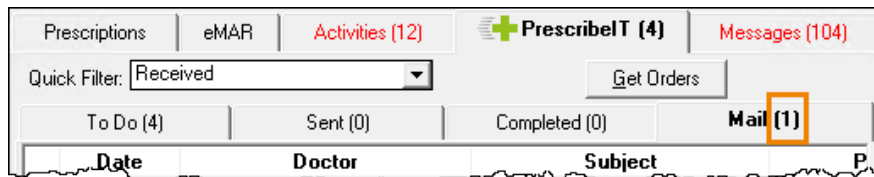
Select one of the following options:

- **Yes** – the communication is created for all transactions in the bundle.
- **No** – the communication is created only for the selected transaction.

> PharmaClik Rx - PrescribeIT™
>
> oxycodone is part of a bundle message which includes the following medications:
>
> acebutolol (acebutolol hydrochloride) 200 mg oral tablet
> METADOL 10 MG/ML LIQUID
> MYLAN-CITALOPRAM, 20 mg oral tablet
> APO-PREDNISONE TAB 5MG
> NICODERM 21MG/24 HR PATCH
>
> Do you wish to send this communication for the entire prescription bundle? If no, message will be sent for oxycodone.
>
> [Yes] [No]

Received Communications

Communications that have been sent by the prescriber to your pharmacy are received in the **Mail** tab and can be viewed under the **All** or **Received** filter. These communications are identified by an unread icon ⊠ or a read icon ✉.

The **Mail** tab indicates the number of unread communications in the **Mail** tab by a number in brackets.

| Prescriptions | eMAR | Activities (12) | PrescribeIT (4) | Messages (104) |

Quick Filter: Received | Get Orders

| To Do (4) | Sent (0) | Completed (0) | Mail (1) |

| Date | Doctor | Subject | P |

Unsynchronized Prescribers and Patients

A communication can be received from a prescriber or for a patient that is not synchronized with your pharmacy. The name of the doctor and/or patient displays in bold on the **Mail** tab.

Prescribers and patients can be synchronized from the **PrescribeIT Mail** window in the same way they are synchronized from an incoming PrescribeIT® transaction. For more information, see:

- Synchronizing Prescribers Using PrescribeIT® Registry Compare
- Synchronizing a New Patient Profile from PrescribeIT®
- Synchronizing Existing PharmaClik Rx Patients

> 💡 **Tip:** *It is best practice to synchronize any prescribers or patients that are not synchronized to ensure their profiles are up to date and accurate.*
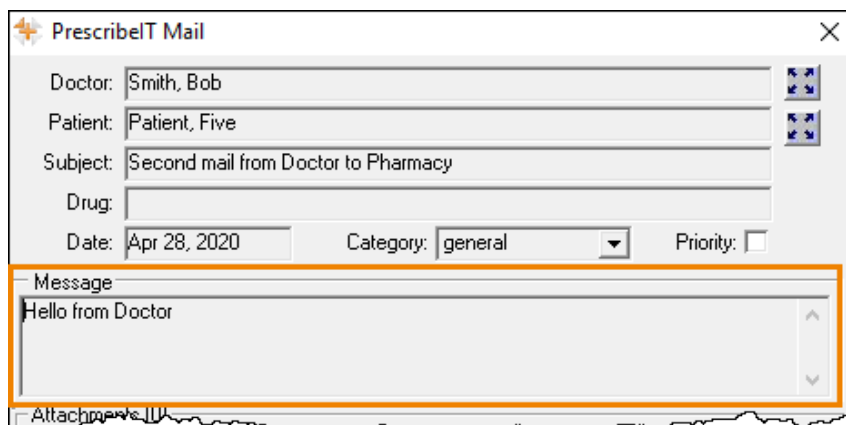
Viewing a received communication

To detail a communication that was received from the prescriber:

1. From the **Workbench**, select the **PrescribeIT** tab.
2. Select the **Mail** tab.
3. Select a message that was sent by a prescriber.
4. Select **Detail**.
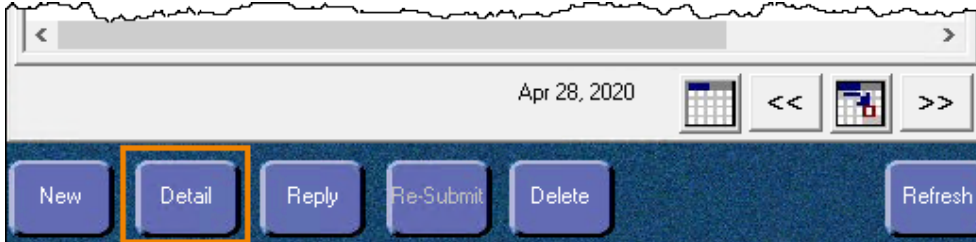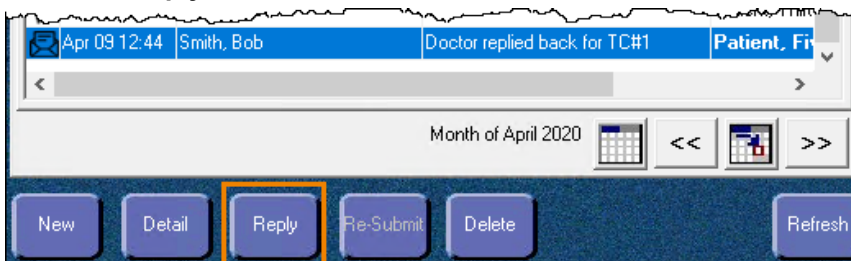

The **PrescribeIT Mail** window opens.

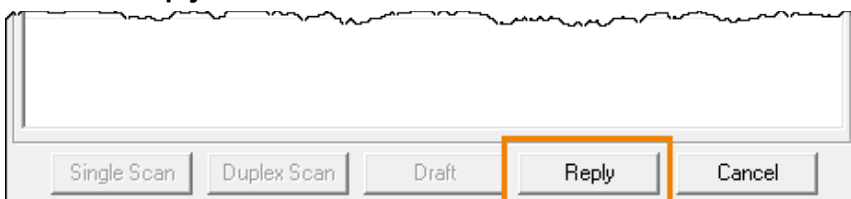The message from the prescriber displays in the **Message** field.

Replying to a communication

There are two methods to reply to a communication.

1. Select the **Reply** button from the **Mail** tab once a communication has been highlighted.

2. Select the **Reply** button in the **PrescribeIT Mail** window once a communication has been detailed.

Drafts

New communications or replies can be saved as a draft to be completed later and can be viewed under the **All** or **Draft** filter. These communications are identified by a draft icon 🗒.

To save a communication as a draft, in the **PrescribeIT Mail** window, select **Draft**.
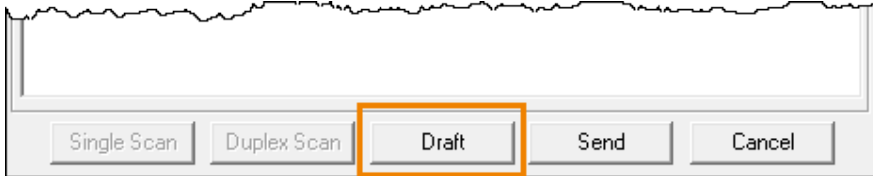
To open a draft communication:

1. From the **Workbench**, select the **PrescribeIT** tab.
2. Select the **Mail** tab.
3. Highlight the draft message.
4. Select **Detail**.
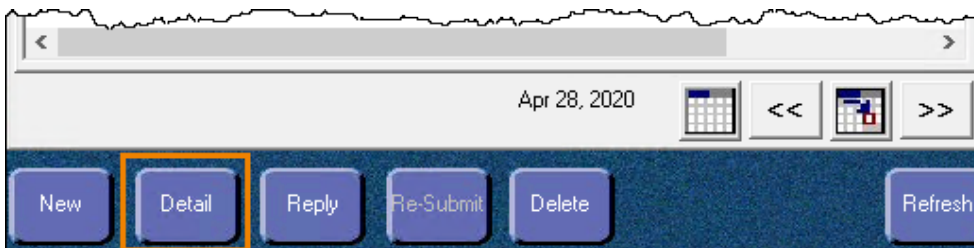
The **PrescribeIT Mail** window opens.

Failed Communications

Failed communications are communications that could not be sent to the prescriber. These can be viewed under the **All** or **Failed** filter and are identified by a failed icon ⊠.

Detailing a failed communication

To determine why a communication failed to send to a prescriber, the communication can be detailed, and a prompt will display the reasoning.

There are three errors that can result in a failed communication:

1. **Destination didn't acknowledge for the message delivery**.
   - The communication was not successfully received by the prescriber.
   - Recommendation: confirm the fax line is working at the prescriber's office.
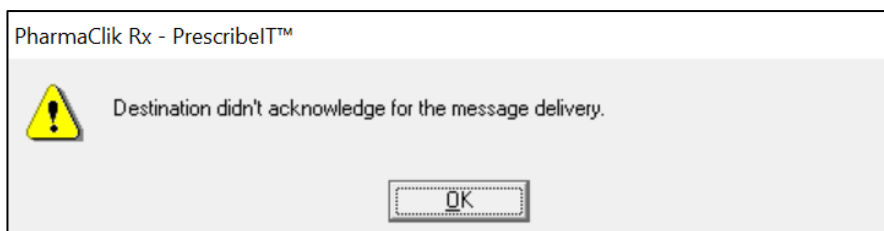
2. **Attachment --- was not received.**

- The specified attachment was not successfully received by the prescriber.
- Recommendation: check the attachment and re-submit the communication.
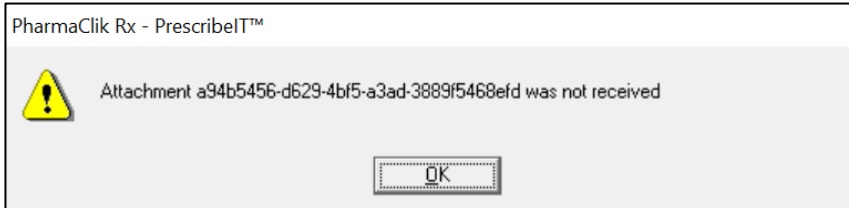
3. **Destination received this message, but was not successful in downloading one or more of the attachments.**
    - The prescriber successfully received the message but could not receive the attachment(s).
   - Recommendation: check the attachment(s) and re-submit the communication.

Note: If the communication continues to fail after re-submission, please contact our Customer Care team at 1.800.387.6093.

Resubmitting a failed communication

Once the reason for the failed communication is resolved, the message can be resubmitted.

To resubmit a failed communication:

1. From the **Workbench**, select the **PrescribeIT** tab.
2. Select the **Mail** tab.
3. Highlight the failed message.
4. Select **Resubmit**.
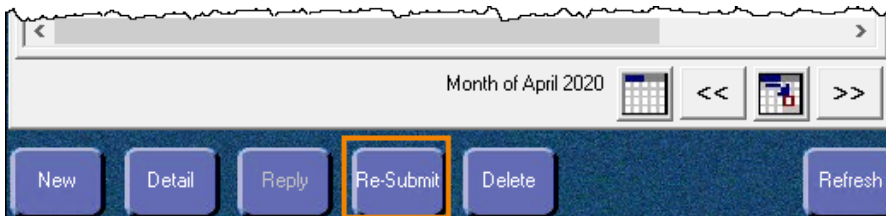
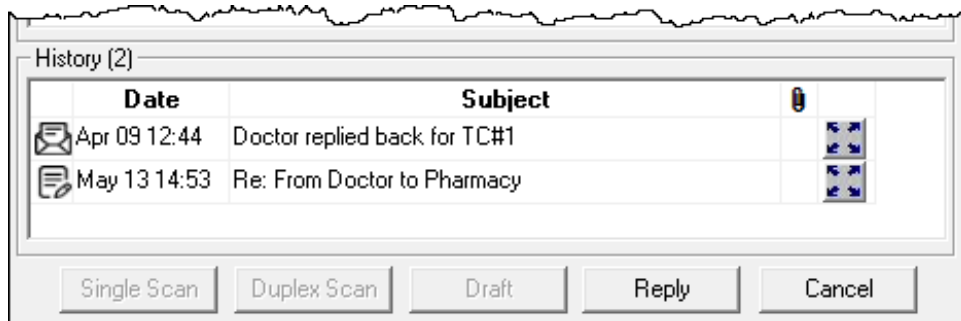The **PrescribeIT Mail** window opens.

5. Select **Send**.

The communication is sent to the prescriber.

Communication History

Communication history of messages are saved within the message itself and within the patient's History tab to provide the ability to view all incoming and outgoing messages in an easy to access location.
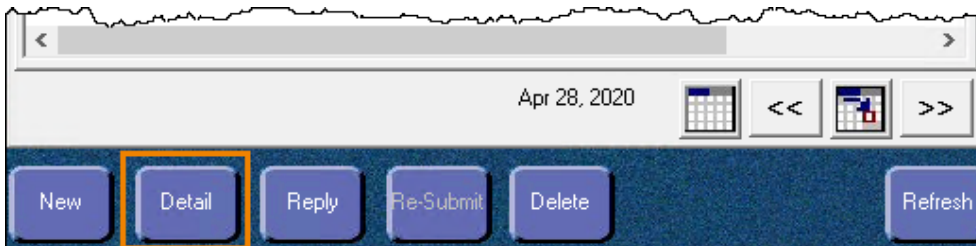
PrescribeIT Mail window History field

Any previous communications for a specific communication chain displays and can be viewed in the **History** field of the **PrescribeIT Mail** window.

To view the previous communications of the communication chain:

1. From the **Workbench**, select the **PrescribeIT** tab.
2. Select the **Mail** tab.
3. Highlight the message.
4. Select **Detail**.

The **PrescribeIT Mail** window opens.

5. In the **History** section, select the expander icon for the communication you want to view.
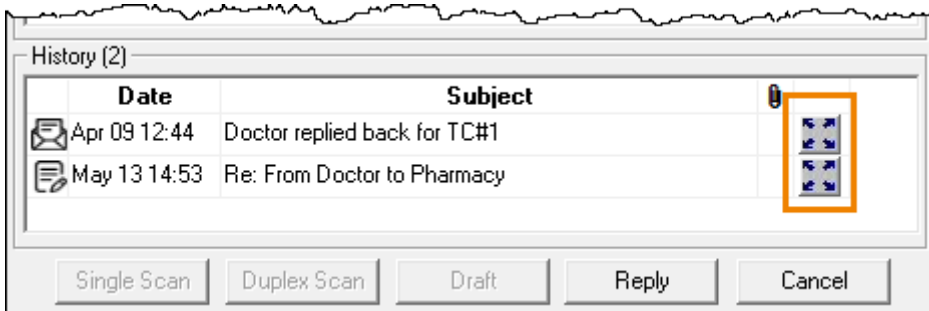
The communication opens in a **PrescribeIT Mail** window in a view only mode. No fields in this window can be edited.

Patient History tab

To easily track communications in regards to a patient, all information including when a communication is sent, received or deleted is contained in the patient's **History** tab.

Entered	User	Event	Activity	Comments	Pr
May 13, 2020 15:09	BK	PrescribeIT™ M	Deleted	Message for Doctor Smith, Bob ab	
Mar 30, 2020 10:14	BK	PrescribeIT™ M	Sent	Message for Doctor Smith, Bob ab	
Mar 30, 2020 10:07	JM	PrescribeIT™ M	Received	Message from Practitioner Smith, E	

- For a **Sent** or **Deleted** communication, the user's initials who performed the action are recorded.
- For a **Received** communication, the user's initials who are logged in at the time are recorded.

PharmaClik Rx Support

If you detect an issue with PharmaClik Rx, contact our Pharmacy Technology Solutions (PTS) Customer Care team. You must provide the following details:

- PID #
- Contact Name
- Contact Phone Number
- Description of the problem

Once a ticket is opened, the PTS Customer Care representative will provide you with a Remedy incident number. Record this incident number in order to quickly reference your issue.

Hardware Support	**PharmaClik Rx Software Support**	**PharmaClik POS Support**
Hardware questions, printer jams, non-responsive systems, IVR problems, etc	Dispensary questions, adjudication problems, drug file issues, suggestions, etc	POS questions, Debit/Credit problems, till issues, promotion downloads, etc
1.800.387.6093 Select Option 1 **Email: Non-Critical Issues** ptscustomercare@mckesson.ca	**1.800.387.6093** Select Option 2 **Email: Non-Critical Issues** ptscustomercare@mckesson.ca	**1.800.387.6093** Select Option 3 **Email: Non-Critical Issues** ptscustomercare@mckesson.ca

1st Level Escalation

If you have followed step 1 but the problem has not been resolved to your satisfaction, contact Customer Care and ask to speak with a Customer Care Supervisor.

Email Customer Care Supervisors

ptsccsupervisor@mckesson.ca

Call **1.800.387.6093**

2nd Level Escalation

If you have contacted a Customer Care Supervisor but feel that the problem has not been addressed to your satisfaction, contact Customer Care and ask to speak with a Customer Care Manager.

Email Customer Care Manager

ptsccmanager@mckesson.ca

Call **1.800.387.6093**