

**Pharmacy Reengineering (PRE)  
Inbound ePrescribing (IEP) 3.0  
VistA Patch # PSO\*7.0\*508  
Implementation Guide**



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# 1. Implementation

This document provides implementation instructions for the Veterans Health Information Systems and Technology Architecture (VistA) PSO\*7.0\*508 patch release /Inbound ePrescribing (IEP).

## 1.1 VistA PSO\*7.0\*508 Patch

The IEP VistA PSO\*7.0\*508 patch consists of data dictionaries, routines, and remote procedure calls (RPC) that facilitate the receipt and processing of an incoming electronic prescription (eR<sub>x</sub>) sent from the IEP Processing Hub down to VistA and into the eR<sub>x</sub> Holding Queue. When the eR<sub>x</sub> is sent from the Processing Hub down to VistA, the IEP system utilizes the NPI Institution in the OUTPATIENT SITE file (#59) to identify the correct Department of Veterans Affairs (VA) pharmacy. The VA pharmacy identified as the NPI Institution is a pointer to the INSTITUTION file (#4). The National Provider Identification (NPI) value for this NPI Institution in the INSTITUTION file (#4) is used to map the eR<sub>x</sub>. The Site Parameter Enter/Edit [PSO SITE PARAMETERS] option allows update of the value for ERX DEFAULT LOOK BACK DAYS (field #10.2), in OUTPATIENT SITE file (#59), as required by the site.

The steps required for full implementation are listed. However, this document is limited to the technical changes required for implementation. Please refer to the Inbound ePrescribing User Guide in the VA Software Document Library (VDL) for more information on the VistA eR<sub>x</sub> Holding Queue functionality and other eR<sub>x</sub> user functions.

### 1.1.1 Install VistA Patch

Once the patch is received from Forum for National Deployment the local Site IT Administrator for each Pharmacy site will need to install the PSO\*7.0\*508 patch.

1. Install VistA Patch PSO\*7.0\*508 – For detailed instructions, refer to Installation Guide - Inbound ePrescribing (PSO\*7\*0\*p508).
2. See Pre-Installation Instructions for sites configured and running PSO\*7.0\*508.
3. Validate that the Inbound eR<sub>x</sub> patch was installed successfully.

### 1.1.2 Training

Once the Pharmacy Manager has decided that their site will be processing live eR<sub>x</sub>s they need to first ensure that their pharmacists/users have been trained on using the ePrescribing application.

To train the end users on using the application, refer to *Training Material* at [Inbound ePrescribing \(IEP\) Training Materials](#).

### 1.1.3 Assign Security Keys in VistA to eR<sub>x</sub> Holding Queue Users

Assign keys for users who need access to the VistA eR<sub>x</sub> Holding Queue.

**NOTE:** Only one (1) security key should be assigned to a user. Users will only be able to use options based on the lowest available key.

### 1.1.3.1 VistA Security Keys for accessing eRx Holding Queue

The following keys are available:

- **PSDRPH:** Validate Patient (VP), Validate Provider (VM), Validate Drug/SIG (VD), Accept Validation (AV), Accept eRx (AC), Reject (RJ), Remove (RM), Hold (H), Un-Hold (UH), Search/Sort, Print, Message View (MV), Acknowledge (ACK) – Refill Response, Refill Request (OP), Acknowledge (ACK) – Rx Cancel, Acknowledge (ACK) – Inbound Refill Error.

**NOTE:** PSDRPH key is assigned to Pharmacists only. Most Pharmacists may already have been allocated this key, and therefore no additional action is required for these users.

- **PSO ERX ADV TECH:** Validate Patient (VP), Validate Provider (VM), Validate Drug/SIG (VD), Accept Validation (AV), Reject (RJ), Remove (RM), Hold (H), Un-Hold (UH), Search/Sort, Print, Message View (MV), Acknowledge (ACK) – Refill Response, Refill Request (OP), Acknowledge (ACK) – Rx Cancel, Acknowledge (ACK) – Inbound Refill Error
- **PSO ERX TECH:** Validate Patient (VP), Validate Provider (VM), Validate Drug/SIG (VD), Hold (H), Un-Hold (UH), Search/Sort, Print, Message View (MV), Acknowledge (ACK) – Refill Response, Refill Request (OP)
- **PSO ERX VIEW:** Search/Sort, Print, Message View (MV)

**NOTE:** Some test sites have stated that they don't allow technicians to process prescriptions. If this is the case the PSO ERX VIEW key can be given to the technicians which allows them to look up data.

**Table 1: Inbound ePrescribing - VistA Security Keys Matrix**

VistA Security Key	PSD RPH	PSO ERX ADV TECH	PSO ERX TECH	PSO ERX VIEW
Validate Patient	X	X	X	
Validate Provider	X	X	X	
Validate Drug/SIG	X	X	X	
Accept Validation	X	X		
Accept eRx	X	X		
Reject	X	X	X	
Remove	X	X	X	
Hold	X	X	X	
Un Hold	X	X	X	
Search/Sort	X	X	X	X
Print	X	X	X	X
Message View	X	X	X	X

VistA Security Key	PSD RPH	PSO ERX ADV TECH	PSO ERX TECH	PSO ERX VIEW
Ack – Refill Response	X	X	X	
Refill Request (OP)	X	X	X	
Ack – R <sub>x</sub> Cancel	X	X		
Ack – Inbound Refill Error	X	X	X	

**X** – This means have ability to use option.

### 1.1.3.2 Steps to assign Security Keys in VistA

The following outlines the steps for assigning keys (may need to be done by local Site IT Administrator):

1. Log in to VistA.
2. At the **Select OPTION NAME** prompt, type *eve* and then press the <Enter> key.
3. At the **Choose 1-5** prompt, type the number *1* (for **EVE Systems Manager Menu**) and then press the <Enter> key.
4. At the **Select Systems Manager Menu Option** prompt, type *menu* (for **Menu Management**) and then press the <Enter> key.
5. At the **Select Menu Management Option** prompt, type the word *key* (for **Key Management**) and then press the <Enter> key.
6. At the **Select Key Management Option** prompt, type the word *allocation* (for **Allocation of Security Keys**) and then press the <Enter> key.
7. At the **Allocate key** prompt, type the name of the security key you want to assign. Press the <Enter> key.
8. At the **Holder of key** prompt, type the name of the first user to whom you are assigning the key and then press the <Enter> key.
9. At the **Another holder** prompt, type the name of a second user to whom you are assigning the key and then press the <Enter> key. Repeat this step for all users to whom you are assigning the key.
10. At the **You are allocating keys. Do you wish to proceed? YES//** prompt, press the <Enter> key to accept the default response.

### 1.1.4 Configuration

The sites need to determine which outpatient pharmacy site is going live. A pharmacy site is considered a Division in outpatient pharmacy. All inbound eR<sub>x</sub> sites must be physical locations, already have an NCPDP NUMBER, and NPI NUMBER.

**NOTE:** Sites should not create a new division to process inbound eR<sub>x</sub>s.

### 1.1.5 Verify NCPDP NUMBER used by ePharmacy

Review the local pharmacy information at this link:

[VA Pharmacy Benefits Management \(PBM\) SharePoint](#)

For each dispensing pharmacy, provide/validate the data in the columns below:

- Physical Address (columns J-M)
- Pharmacy Phone Number (column N)
- Pharmacy Fax Number (column O)
- Pharmacy email address (column P)
- Date Pharmacy Logistics Updated (column U)
- Updates Completed by (column V)

Make the changes on the spreadsheet. Once a pharmacy goes live with Inbound eR<sub>x</sub>, the NCPDP information is published to providers and others, therefore accuracy is essential. In addition, if the eR<sub>x</sub> fails, the clearing house will send an automated fax of the eR<sub>x</sub> to the pharmacy. So, ensure that your pharmacy's fax number is correct. If changes were made they will be updated at the NCPDP and the clearinghouse. Updating NCPDP and the clearinghouse is a manual process and will take time.

**NOTE:** Sites should **not** make any edits to the VistA ECME Setup during the Inbound ePrescribing implementation. Updating the ECME Setup may negatively impact the ePharmacy process.

### 1.1.6 OUTPATIENT SITE file (#59)

Using FileMan, inquire into the OUTPATIENT SITE file (#59), check the NCPDP NUMBER file (#1008), NPI Institution field (#101) and CPRS Order Institution field (#8).

- Ensure that the NCPDP NUMBER is the same as the one that is listed in the ECME Setup-Pharmacies Report (see Section [1.1.5](#) above).
- Make note of the NPI Institution entry.
- Add the pharmacy (in the NPI Institution field) as a CPRS Ordering Institution, so the eR<sub>x</sub> orders can be pulled using Complete orders from OERR [PSO LMOE FINISH].

**NOTE:** Add the CPRS Ordering Institution entry using the Site Parameter Enter/Edit [PSO SITE PARAMETERS] option. Keep the existing values in that list and **do not remove or modify** any existing entries.



**Figure 1 – OUTPATIENT SITE file (#59) in Inquire Mode**

```

VA FileMan 22.2
Select OPTION: INQUIRE TO FILE ENTRIES

Output from what File: OUTPATIENT SITE// (6 entries)
Select OUTPATIENT SITE NAME: VAMC BEDFORD 518
Another one:
Standard Captioned Output? Yes// N (No)
First Print FIELD: NPI INSTITUTION
Then Print FIELD: NCPDP NUMBER
Then Print FIELD: CPRS ORDERING INSTITUTION (multiple)
  Then Print CPRS ORDERING INSTITUTION SUB-FIELD: .01 CPRS ORDERING INSTITUTION
  Then Print CPRS ORDERING INSTITUTION SUB-FIELD:
Then Print FIELD:
Heading (S/C): OUTPATIENT SITE List Replace
STORE PRINT LOGIC IN TEMPLATE:
DEVICE: VIRTUAL TELNET Right Margin: 80//
OUTPATIENT SITE List                                     DEC 01, 2017@10:36 PAGE 1

      NCPDP
NPI INSTITUTION      NUMBER      CPRS ORDERING INSTITUTION
-----
BEDFORD PHARMACY    2233548  BEDFORD VAMC
                                     LYNN CBOC
                                     HAVERHILL CBOC
                                     BEDFORD-PRRTP
                                     GLOUCESTER CBOC
                                     BEDFORD PHARMACY

```

### 1.1.7 When to contact ePharmacy Implementation Team:

Sites should contact the ePharmacy Team prior to making any changes to the VistA Electronic Claims Management Engine Number (ECME) Setup.

- a. The ePharmacy Team should be notified of changes to the Physical Address, Telephone Number, Fax Number, when new pharmacies open and/or if a pharmacy closes. The ePharmacy Team will coordinate any needed changes with NCPDP, NPI Team and the clearinghouse. Contact ePharmacy Team by e-mail at [VHA ePharmacy Implementation Team](#).

### 1.1.8 Configure Default eRx Clinic (OPTIONAL)

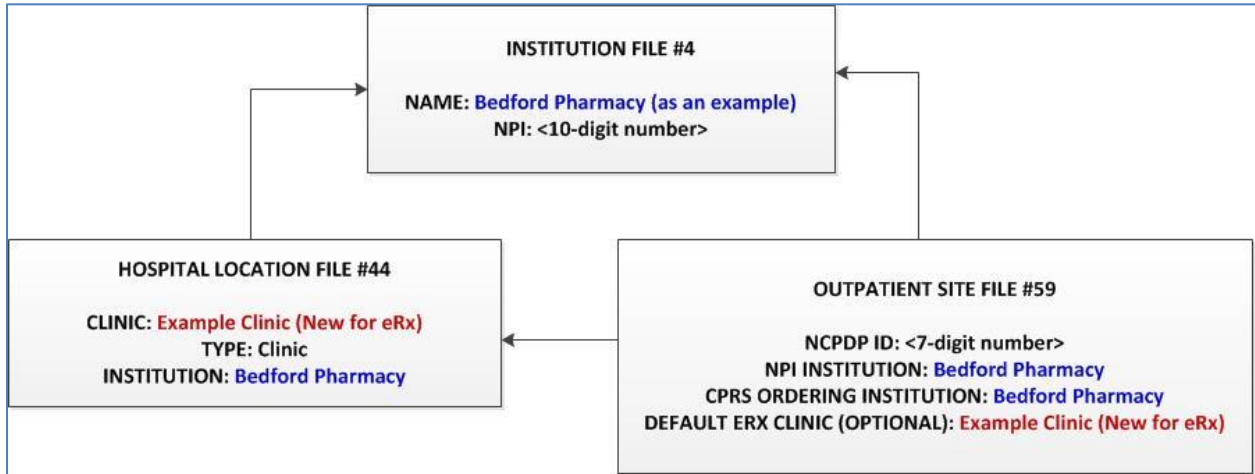
The Default eRx Clinic allows the local user to locate non-processed eRx prescriptions by clinic name, in the existing pending queue.

Sites can add a Default eRx Clinic in OUTPATIENT SITE file (#59), DEFAULT ERX CLINIC field (#10). A new Hospital Location entry with type as ‘Clinic’ needs to be created for the purpose of Inbound ePrescribing.

**NOTE:** Existing Hospital Location entries **should not** be used as a Default eRx Clinic. For creating a new clinic for Inbound ePrescribing use, additional assistance from Medical Administration may be required.

The diagram below depicts the relationship between OUTPATIENT SITE file (#59), HOSPITAL LOCATION file (#44) and INSTITUTION file (#4).

**Figure 2: INSTITUTION file (#4), OUTPATIENT SITE file (#59) and HOSPITAL LOCATION file (#44) Configuration**



To confirm setup of Default eRx Clinic, using FileMan *Enter or Edit File Entries* option, in the HOSPITAL LOCATION file (#44). This setup may require assistance from Medical Administration Team:

- a. Check the field: INSTITUTION field (#3).
- b. If it is blank, use the NPI INSTITUTION identified in OUTPATIENT SITE file (#59).
- c. If it is not blank ensure that the NPI INSTITUTION is same as the one identified in OUTPATIENT SITE file (#59).

**Figure 3: HOSPITAL LOCATION file (#44) in Enter or Edit File Entries Mode**

```

VA FileMan 22.2

Select OPTION: ENTER OR EDIT FILE ENTRIES

Input to what File: HOSPITAL LOCATION// (1448 entries)

EDIT WHICH FIELD: ALL// TYPE
  1 TYPE
  2 TYPE EXTENSION
CHOOSE 1-2: 1 TYPE
THEN EDIT FIELD: INSTITUTION
THEN EDIT FIELD:

Select HOSPITAL LOCATION NAME: EXAMPLE CLINIC
TYPE: CLINIC//
INSTITUTION: BEDFORD PHARMACY//
  
```

Then, using FileMan *Enter or Edit File Entries*, in the OUTPATIENT SITE file (#59), enter the DEFAULT ERX CLINIC field (#10).

- a. If it is blank, then populate it with the Clinic created for the purpose of Inbound ePrescribing.
- b. If it is not blank, ensure that the Clinic used is same as the one created for the purpose of Inbound ePrescribing.

**Figure 4: OUTPATIENT SITE file (#59) in Enter or Edit File Entries Mode**

```
VA FileMan 22.2

Select OPTION: ENTER OR EDIT FILE ENTRIES

Input to what File: HOSPITAL LOCATION// 59  OUTPATIENT SITE
                                     (6 entries)
EDIT WHICH FIELD: ALL// DEFAULT ERX CLINIC
THEN EDIT FIELD:

Select OUTPATIENT SITE NAME:      VAMC BEDFORD  518
DEFAULT ERX CLINIC: EXAMPLE CLINIC//
```

### 1.1.9 NPI Institution

Using FileMan Inquiry into the INSTITUTION file (#4), select the NPI Institution identified in the OUTPATIENT SITE file (#59) from section [1.1.6](#), step b. Make note of the Pharmacy NPI Number.

**NOTE:** When the Pharmacy record is configured on IEP Web-based application, the NCPDP NUMBER identified in OUTPATIENT SITE file (#59) and NPI Number identified in INSTITUTION file (#4) will be used. These two (2) values also must match with the values published for the Pharmacy.

- If there is no Pharmacy NPI, contact the ePharmacy Team and the NPI Team by e-mail at [VHA ePharmacy Implementation Team](#) and [VHA NPI Team](#).
- The ePharmacy Team will collaborate with the site and the NPI Team to determine if a new NPI is needed. If a new NPI is needed, the NPI Team will submit the request to National Plan and Provider Enumeration System (NPPES) and notify the site when the NPI number is assigned by NPPES.

**Figure 5: INSTITUTION file (#4) in Inquire Mode**

```
VA FileMan 22.2

Select OPTION: INQUIRE TO FILE ENTRIES

Output from what File: INSTITUTION//      (2642 entries)
Select INSTITUTION NAME:      BEDFORD PHARMACY  PHARM
Another one:
Standard Captioned Output? Yes// N  (No)
First Print FIELD: .01  NAME
Then Print FIELD: NPI
Then Print FIELD:
Heading (S/C): INSTITUTION List//
DEVICE:  VIRTUAL TELNET      Right Margin: 80//
INSTITUTION List                                     DEC 01, 2017@10:30  PAGE 1
NAME                                                NPI
-----
BEDFORD PHARMACY                                     1154388288
```

### 1.1.10 Configure ERX DEFAULT LOOKBACK DAYS (OPTIONAL)

Using Site Parameter Enter/Edit [PSO SITE PARAMETERS] option, update the value for ERX DEFAULT LOOK BACK DAYS (field #10.2), in OUTPATIENT SITE file (#59), as required by the site. Navigate and jump (^) to the ERX DEFAULT LOOKBACK DAYS.

**NOTE:** By default, ERX DEFAULT LOOKBACK DAYS value is set to 365.

**Figure 6: OUTPATIENT SITE file (#59) in Inquire Mode**

```
Select OPTION NAME: PSO SITE PARAMETERS      Site Parameter Enter/Edit
Site Parameter Enter/Edit
Outpatient Pharmacy software - Version 7.0

Division:    ALBANY  500

                You are logged on under the ALBANY division.

Select PROFILE PRINTER: HOME//    Linux Telnet /SSh
Select LABEL PRINTER: HOME//    Linux Telnet /SSh
OK to assume label alignment is correct? YES//

Bingo Board Display: OUTPATIENT//

Select SITE NAME:    ALBANY  500
Would you like to see all site parameters for this division? Y// NO

NAME: ALBANY// ^ERX DEFAULT LOOKBACK DAYS
ERX DEFAULT LOOKBACK DAYS: 200// 300
```

**NOTE:** Initial site installation of patch PSO\*7\*527 will be blank and will default to a value of 365 which can be changed to the desired site LOOKBACK DAYS value. For example, a site can update the value to 300 days as shown above.

**Figure 7: OUTPATIENT SITE file (#59) ERX DEFAULT LOOKBACK DAYS Updated**

```
Select OPTION NAME: PSO SITE PARAMETERS          Site Parameter Enter/Edit
Site Parameter Enter/Edit
Outpatient Pharmacy software - Version 7.0

Division:      ALBANY  500

                You are logged on under the ALBANY division.

Select PROFILE PRINTER: HOME//   Linux Telnet /SSH
Select LABEL PRINTER: HOME//   Linux Telnet /SSH

OK to assume label alignment is correct? YES//

Bingo Board Display: OUTPATIENT//

Select SITE NAME:      ALBANY  500
Would you like to see all site parameters for this division? Y// NO

NAME: ALBANY// ^ERX DEFAULT LOOKBACK DAYS
ERX DEFAULT LOOKBACK DAYS: 300//
```

### 1.1.11 Ready to Go Live

Once the site confirms the users have been trained and the NCPDP and NPI information is correct the site is then ready to proceed with enabling their pharmacy to start receiving live eRx's. The Inbound eRx Support Team will assist the site with the final steps to enable their pharmacy.

1. To Go Live, submit a help desk ticket to the VA National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference "Inbound eRx".
2. Provide the following site information for the ticket: NCPDP NUMBER, NPI #, VISN, VA Station ID, Pharmacy Name (External/Published), Address, Phone Number and Fax Number.
  - a. NSD Team will route the 'go live' request to Inbound eRx Support Team.
  - b. Once the Inbound eRx Support Team receives the NSD help ticket they will contact the site point of contact (POC) to complete the steps to have the pharmacy enabled.
3. The Support Team will help the local Site IT Administrator to setup the Connector Proxy.
4. The local Site IT Administrator will setup the Connector Proxy and provide the access and verify codes to the Support Team.
  - a. Select option 'XOBUSITE SETUP MENU'.
  - b. Choose the option: 'CP' - Enter/Edit Connector Proxy User.
  - c. Answer the prompts, naming the connector: CONNECTORPROXY, PSO.
  - d. When prompted 'Want to edit ACCESS CODE (Y/N)', answer 'YES'.
  - e. Enter an access code for the connector proxy.
  - f. Re-enter the access code for the connector proxy.
  - g. When prompted 'Want to edit VERIFY CODE (Y/N)', answer 'YES'.
  - h. Enter a verify code for the proxy connector.

- i. Re-enter the verify code for the proxy connector.
5. The local Site IT Administrator will also provide the VistA link FQDN, TCP Port and primary Station ID to the Support Team.
6. The Support Team will use this configuration information to create and test a new VistA link connection from the Inbound eRx Processing Hub to the site.
7. The Support Team will provide the FQDN, PORT and USERNAME/PASSWORD for WEB SERVER entry to the local Site IT Administrator.
8. The Site IT Administrator will configure the WEB SERVER entry.
  - a. Select option XOBW WEB SERVER MANAGER.
  - b. Choose 'ES' for Edit Server.
  - c. When prompted 'NAME' enter 'PSO WEB SERVER'.
  - d. When prompted 'SERVER:', enter the FQDN of the target server. The target server name and port will be given to the site during implementation.
  - e. When prompted 'PORT:', enter the port number for the target server.
  - f. When prompted for 'STATUS:', ensure this is set to ENABLED.
  - g. When prompted for 'LOGIN REQUIRED:', answer 'YES'.
  - h. When prompted for 'USERNAME:', enter the assigned username.
  - i. When prompted 'Want to edit PASSWORD (Y/N), respond 'YES'.
  - j. Enter the password associated with the username.
  - k. Re-enter the password to verify the password.
  - l. When prompted for SSL ENABLED, accept the default of FALSE.
  - m. When prompted for Select Web Service, user should enter PSO ERX WEB SERVICE.

**NOTE:** It is recommended to test the configuration of the outbound web server and service. This is performed by choosing/entering option “CK” for “Check Web Service Availability”. When prompted for the server number, select the server number associated with the PSO WEB SERVER entry.

9. The Support Team will assign user privileges for the IEP Web-based Graphical User Interface (GUI) Hub to the respective users from the site. Please see section [1.2.3](#), pages 12-13 for additional details.
10. The Support Team will notify the clearinghouse that the site is ready to Go Live.
11. The Support Team will coordinate with the site to determine the expected go live date.
12. On the go live date the clearinghouse will send a test eRx message to the site to confirm inbound connectivity and receipt of the message in the VistA Holding Queue.
13. The site will respond with a reject message to test the outgoing connection to the clearinghouse.
14. Once successfully confirmed, the clearinghouse will enable the Pharmacy in their directory and have SureScripts enable it in their directory.

15. The Pharmacy is now Live and enabled to receive eR<sub>x</sub>s.

## 1.1.12 Help Desk

For issues with the IEP web-based application that cannot be resolved by this manual or the site administrator, please contact the National Service Desk at 855-NSD-HELP (673-4357) and reference “Inbound eR<sub>x</sub>”.

### 1.1.12.1 Help Desk Ticket Instructions

To submit a Help Desk ticket:

1. Select the “Your IT” icon on your desktop.

**Figure 8: Your IT Desktop Icon**

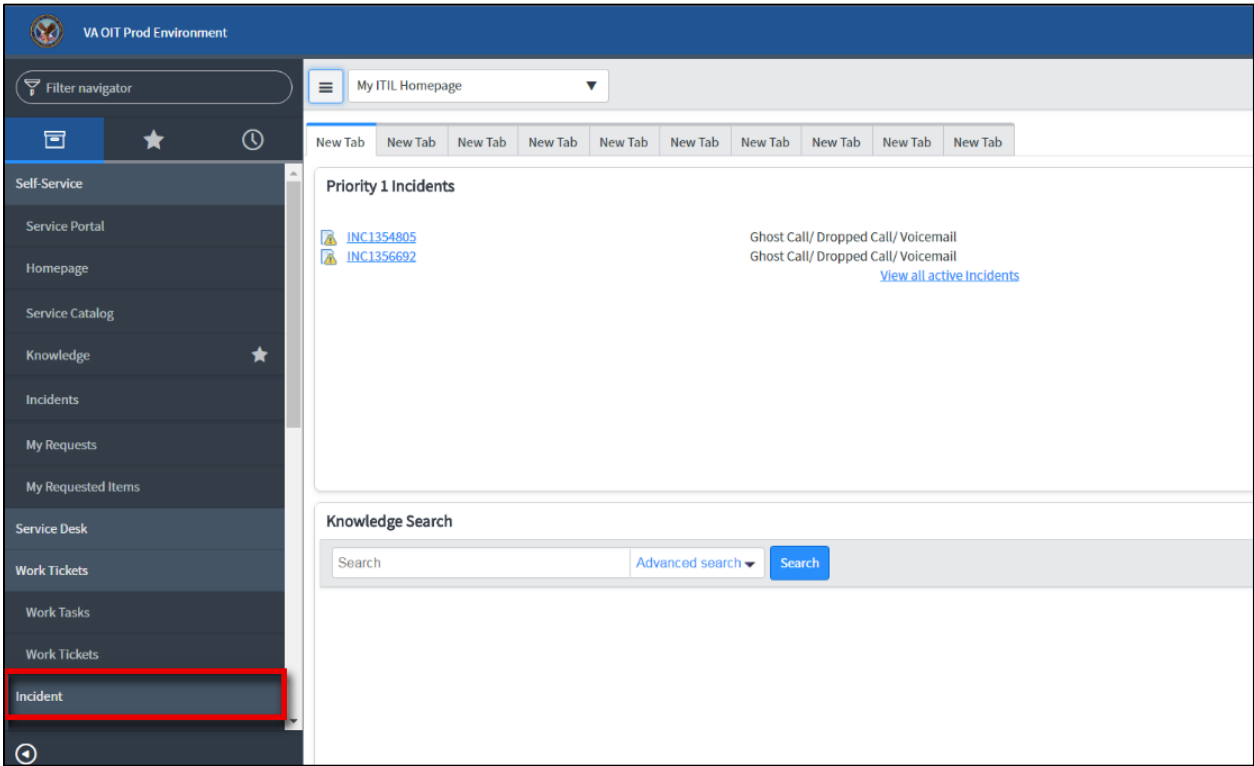


The homepage displays.

2. Select **Incident**.

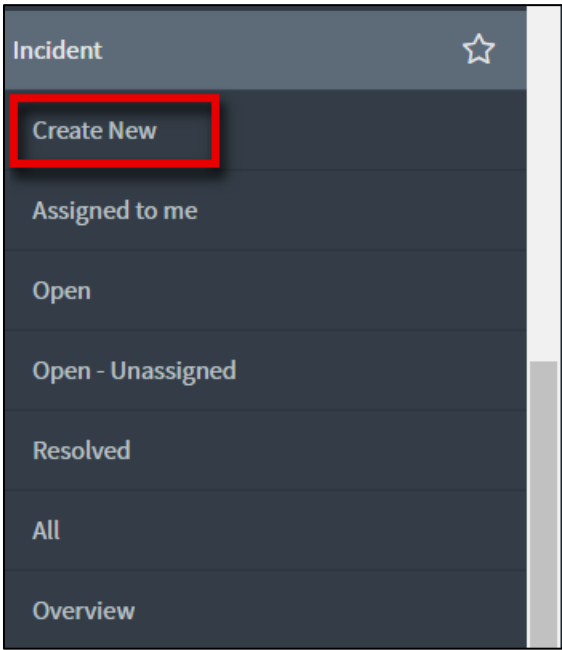
**NOTE:** Do not select “Incidents” under the Self-Service section. Scroll to the Incident section. If the Incident section is collapsed, select **Incident** to expand the section.

Figure 9: Incident Section



3. Select Create New.

Figure 10: Create New



4. Populate the required fields.



**NOTE:** In the “Assignment Group” field, enter “Pharmacy Reengineering Inbound e-Prescriptions”.

5. Select **Submit**.

**Figure 11: New Incident**

The screenshot shows the 'New Incident' form with the following fields and values:

- Number: INC1405780
- Requester: [Empty]
- Location: [Recent selections dropdown]
- Affected End-user: [Empty]
- Best Contact Method: -- None --
- Category: -- None --
- Subcategory: -- None --
- Enterprise Application: [Empty]
- Configuration item: [Empty]
- Short description: [Empty]
- Description: [Empty]
- Work notes: [Yellow highlighted area]
- Contact type: -- None --
- State: New
- Impact: 3 - Medium - Impacts Office / Floor
- Urgency: 3 - Medium - Work around is availabl
- Priority: 5
- Follow up: [Empty]
- Assignment group: [Empty]
- Assigned to: [Empty]
- Affects Patient Safety:

The 'Submit' button is highlighted with a red box in the top right corner.

## 1.2 Inbound ePrescribing Web-based Application

The IEP Web-based application provides electronic prescription (eRx) management, administration, and monitoring capabilities. There are four modules of the IEP Web-based application: Pharmacy Management, Track/Audit, User Management, and Help. Please refer to the *Inbound ePrescribing User Guide* for more information on the functionality found within the application.

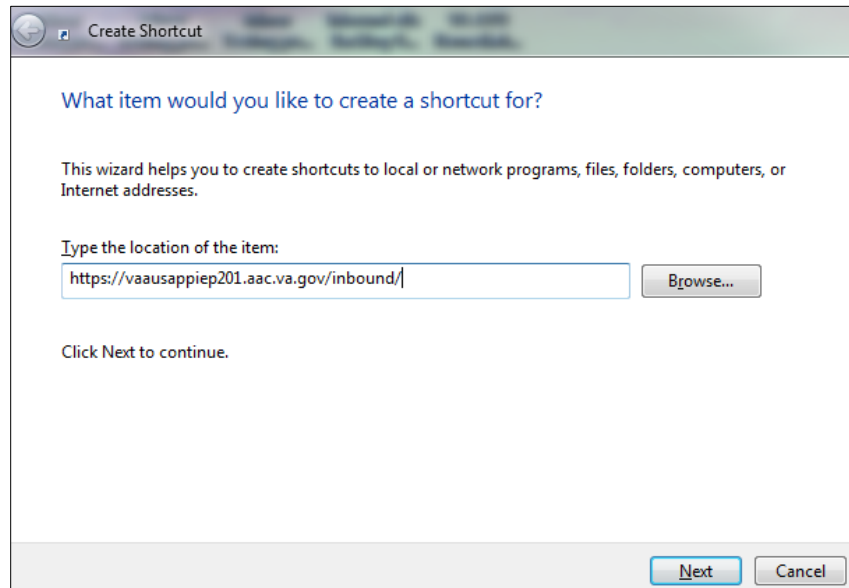
The IEP Web-based application is accessed at the following link: [Inbound ePrescribing Web Application](#).

### 1.2.1 Create Shortcut on Workstation (Desktop)

While at a user’s workstation, create shortcuts to the IEP Web-based application. To create a shortcut on a user’s desktop:

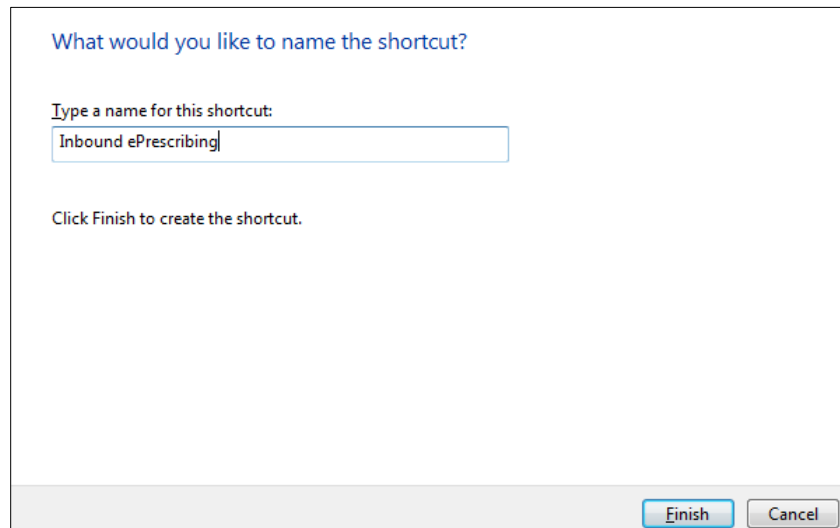
1. Right click the desktop and select **New** and then select **Shortcut**.
2. Type the URL provided by IT support or the local Site IT Administrator in the **Type the location of the item** box and then click **Next**. You will see a screen similar to the one in the figure below.

**Figure 12: Create Shortcut Dialog Box**



3. Type a name for the shortcut in the **Type a name for this shortcut** box (Example: “Inbound ePrescribing”).
4. Click **Finish** to place the shortcut on the desktop.

**Figure 13: Name Shortcut**



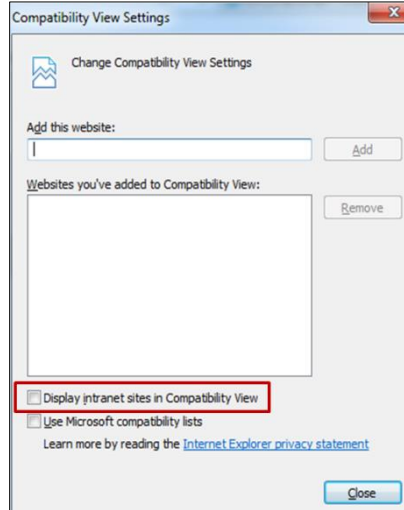
## 1.2.2 Turn off Compatibility Setting

The IEP Web-based application runs in Internet Explorer 11 or greater. Note that Compatibility View must be turned off for the application to run effectively. To turn off Compatibility View, complete the following steps:

1. In Internet Explorer, select Tools > Compatibility View Settings.

2. Verify that the checkbox for **Display intranet sites in Compatibility View** is not checked.

**Figure 14: Compatibility View Settings**



### 1.2.3 Assign Roles in IEP Web-based Application

A local Site IT Administrator will need to be identified and assigned for administering the IEP Web-based application. The local Site IT Administrator will manage user access and permissions of the Web-based application at the site. The following roles are available in the application:

**Table 2: Inbound ePrescribing Web-Based Application User Roles & Capabilities**

• Role	User	• Functionality
Administrator		Full Control, access to all tabs
Pharmacy Management		Home Pharmacy Management Track/Audit Reports Help
PBM Administrator		Home Pharmacy Management Track/Audit Reports Help
Pharmacy Users		Home Track/Audit Reports Help
Default VA User (Read Only)		Home Reports Help

The Support Team will assign user privileges for the IEP Web-based Graphical User Interface (GUI) Hub to the respective users from the site, including the Site IT Administrator role. For continued support in assigning user privileges, the local Site IT Administrators can use the User Management screen to add new users, modify user roles, and disable users. This module will only display for users with the Administrator role assigned.

### 1.2.3.1 Add New User

System Administrators have the ability to add new users from the User Management screen.

To add a new user:

1. Enter the new user's User ID, First Name, and Last Name.

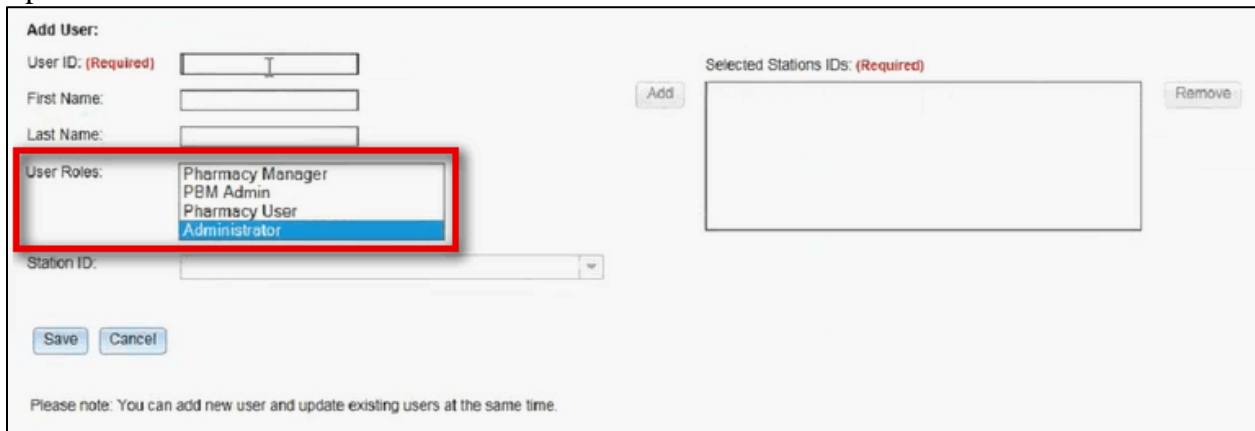


The screenshot shows the 'Add User' form. The 'User ID: (Required)', 'First Name:', and 'Last Name:' input fields are highlighted with a red rectangular box. To the right, there is a 'Selected Stations IDs: (Required)' section with an 'Add' button and a large empty text area, and a 'Remove' button. Below the name fields is a 'User Roles:' dropdown menu with options: Pharmacy Manager, PBM Admin, Pharmacy User, and Administrator. At the bottom left is a 'Station ID:' dropdown menu.

**Figure 15: Add User - User ID, First Name, Last Name**

2. Select the new user's role(s). Multiple roles may be selected by holding <Ctrl> while selecting more than one role.

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The screenshot shows the 'Add User' form with the 'User Roles:' dropdown menu highlighted by a red rectangular box. The dropdown menu is open, showing the following options: Pharmacy Manager, PBM Admin, Pharmacy User, and Administrator. The 'Administrator' option is currently selected and highlighted in blue. Below the dropdown menu is the 'Station ID:' dropdown menu. At the bottom of the form are 'Save' and 'Cancel' buttons. A note at the very bottom reads: 'Please note: You can add new user and update existing users at the same time.'

**Figure 16: Add User - Select User Roles**

3. Select the Station ID(s) for the user to have access to. Use the drop down menu to display the Station ID selection.

**Figure 17: Add User – Select Station ID**

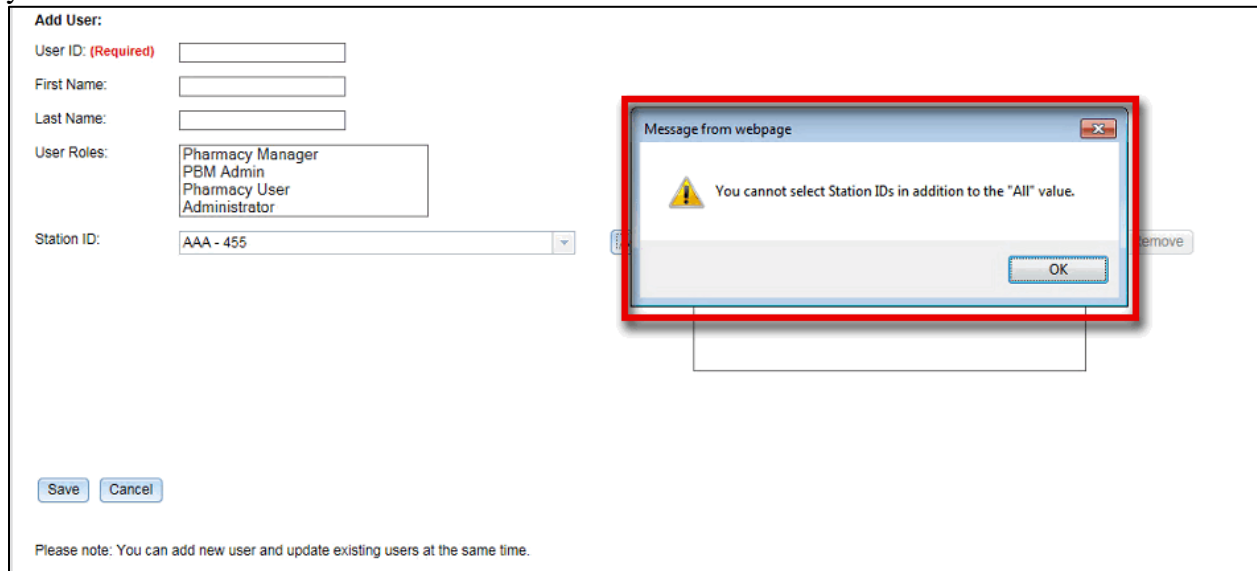
4. Select the **Add** button to add the selected Station ID to the “Selected Station IDs” box. To remove Station IDs from the “Selected Station IDs” box, select the **Remove** button.

**Figure 18: Add User – Add and Remove Station ID**

When a user is assigned to a Station ID, they are only able to see other users and information within that Station ID. For example, in the User Management table they will only see users also assigned to that Station ID and under Pharmacy Management, they will only see information for pharmacies within that Station ID.

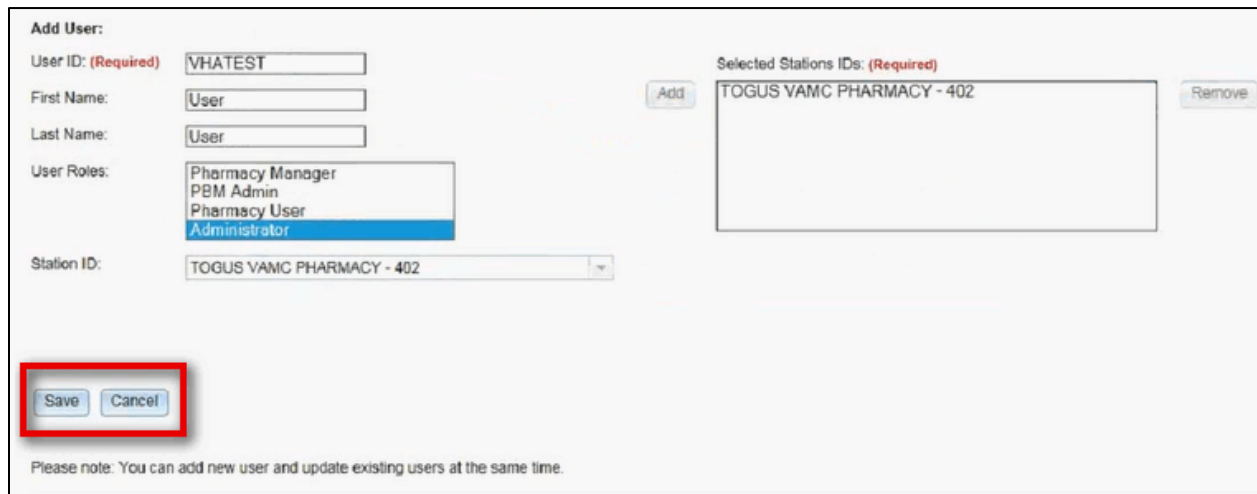
If “All” is selected from the “Station ID” field and added to the “Selected Station IDs” box, the user will have access to all Station IDs. Additional Station ID values cannot be added if “All” has been selected. If a user attempts to add additional values an error message will display.

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**Figure 19: All Selection Error Message**

5. Select **Save** to add the new user to the users list. To cancel adding a new user, select **Cancel**.



**Figure 20: Add User - Save and Cancel**

### 1.2.3.2 Modify User Role

System Administrators have the ability to modify user roles from the **User Management** screen. User roles include:

- Pharmacy Manager
- PBM Admin
- Pharmacy User
- Administrator

For further information on user roles and capabilities, please refer to the **Error! Reference source not found.** section of this guide.

To modify user roles:

1. From the users list, locate the user and select the checkbox(es) for the desired user role(s).

Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				402.437.500.501	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Figure 21: Select User Roles**

2. Select **Save** at the bottom of the screen.
3. A message displays indicating that the user was updated successfully.
4. The Administrator may also select **Cancel** to cancel modifying user roles.

### 1.2.3.3 Enable/Disable Users

Users can be disabled and/or re-enabled to use the web application. To update a user’s access to the application, locate the user in the User Management table and select the checkmark in the **Enable/Disable** column. Select **Save** from the bottom of the screen to update the user’s access.

Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				402.437.500.501	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

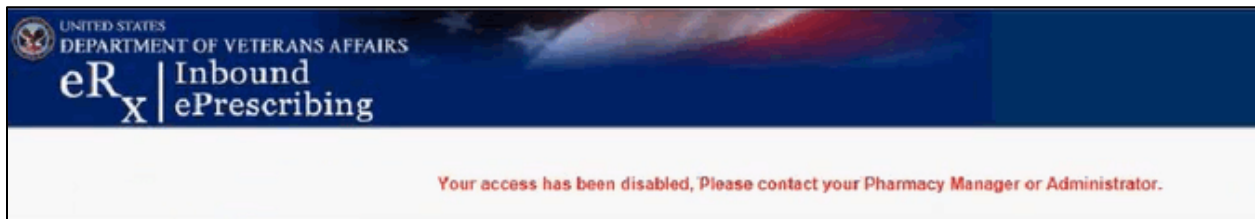
**Figure 22: User Management Table – Enable/Disable User**

When a user is disabled, their information is greyed in the User Management table. To modify the user’s access again, select the checkbox in the **Enable/Disable** column again.

Users								
Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				402.437.500.501.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>				402.437.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Figure 23: User Disabled**

If a user that has been disabled attempts to log in to the application, they will receive an error message.



**Figure 24: User Disabled Error Message**

## 1.2.4 Pharmacy Management

The **Pharmacy Management** screen displays the Pharmacy Management table. The default view displays all VA pharmacies. Actions available to users include:

- [Search Pharmacy](#)
- [Add Pharmacy](#)
- [Update Pharmacy](#)

### 1.2.4.1 Search Pharmacy

Users can search for a pharmacy from the **Pharmacy Management** screen. The default view lists all VA pharmacies.

To search for a pharmacy:

1. Select the desired Veterans Integrated Service Network (VISN) number and/or station ID.
2. The Pharmacy Management table for the selected VISN and/or station ID displays.



**Figure 25: Narrow Search by VISN**

The screenshot shows a 'Pharmacy Management' search interface. At the top, there are input fields for 'NCPDP ID', 'Pharmacy Name' (containing 'Test'), 'VISN' (set to 'All'), and 'Station ID' (set to 'All'). Below these are buttons for 'Search', 'Clear', 'Export', and 'Add Pharmacy'. The 'Search' button is highlighted with a red box. Below the search area is a table with the following data:

VISN	VA Station ID	NCPDP ID	Pharmacy Name (Published)	Pharmacy Name (Internal)	Address	City
33	741DUB	2223333	TEST Pharmacy 11	Breathworth Brenton	4444	NY
9	1510	5132134	Test 654437	PharmacyOne	1234 fairfax road	fairfax
7	525	1234563	Test Pharmacy 20180123	TP0123	123 Main St.	New City

### 1.2.4.2 Add Pharmacy

To add a new pharmacy, please submit a help desk ticket to the VA National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference “Inbound eRx”.

**NOTE:** The clearinghouse has only one pharmacy directory for all electronic pharmacy transaction types. Therefore, all enumerated dispensing pharmacies should already be available in the clearinghouse directory utilized by Inbound eRx. For IEP, the clearinghouse must enable eRx support for the pharmacy in their Directory. The pharmacy must be “registered” with IEP by adding the pharmacy through the IEP Web-based application.

#### 1.2.4.2.1 Enable Pharmacy

The pharmacy can be enabled to receive eRxS during initial go live or if it has been previously disabled. To enable a pharmacy select **Yes** from the “Inbound Erx Enabled” drop down on the **Edit Pharmacy** screen.

**Figure 26: Enable Pharmacy**

The screenshot shows the 'Edit Pharmacy' form. The 'Pharmacy Name (Published): (Required)' field contains 'AKRON VA CBOC PHARMACY'. The 'Inbound Erx Enabled:' dropdown menu is set to 'Yes' and is highlighted with a red box. Below this are fields for 'VISN: (Required)' with the value '10' and 'VA Station ID (Required):' with the value '5A'.

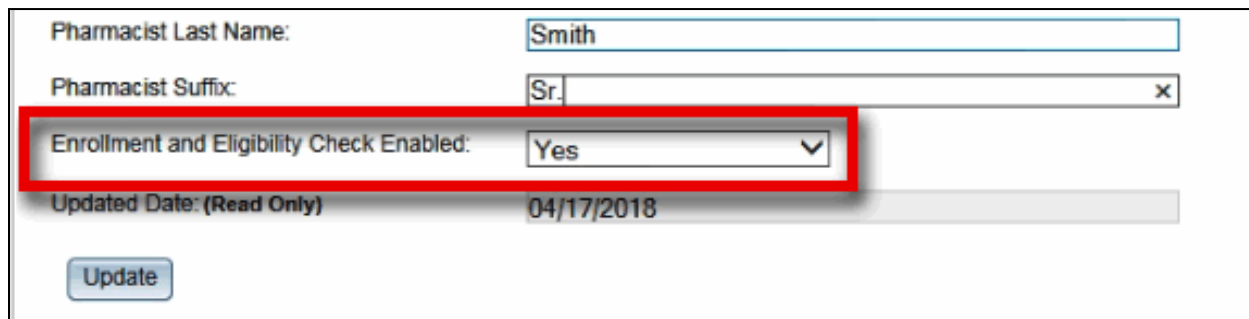
**NOTE:** If a pharmacy is not enabled and a prescription comes in for that pharmacy, an error message is sent back to the provider’s Electronic Health Record (EHR) system. This notifies the provider that the pharmacy is not currently receiving eRxS.

#### 1.2.4.2.1.1 Enrollment and Eligibility Check

The Enrollment and Eligibility (E&E) check may be enabled or disabled for individual pharmacies. This option is provided so each pharmacy may decide whether to turn the E&E check on or off depending on whether the patients whose eRxS are filled at the pharmacy are enrolled in the E&E system. For example, MbM does not currently have any patient enrolled with the E&E system.

To ensure the Enrollment and Eligibility Check is enabled for a pharmacy, select the desired pharmacy from the Pharmacy Management table and ensure **Yes** displays in the “Enrollment and Eligibility Check Enabled” field.

**Figure 27: Enrollment and Eligibility Check Enabled**



The screenshot shows a form with the following fields:

- Pharmacist Last Name:
- Pharmacist Suffix:
- Enrollment and Eligibility Check Enabled:  (This field is highlighted with a red box)
- Updated Date: (Read Only)

There is an "Update" button at the bottom left of the form.

#### 1.2.4.2.2 Temporarily Disable Pharmacy

In case where a site needs to halt receiving ePrescriptions temporarily, use Disable eRx/Enable eRx fields.

Disabling a pharmacy allows users the ability to temporarily disable the pharmacy from receiving eRx's in the event of a natural or facility disaster, maintenance, or move. This disables the pharmacy from receiving New eRx's, but outbound messages still go back to the external provider via Change Healthcare (CH). The pharmacy is disabled on the Processing Hub but no changes are made in CH.

**NOTE:** The enable/disable in the Processing Hub is for a temporary disable, which will also allow outgoing messages (rejection messages for any new eRx's still in process) to continue flowing from VistA. Additionally, incoming messages will still flow from the clearinghouse to the Processing Hub for the pharmacy, however an error message will be returned to the provider notifying that the Inbound eRx messaging is currently not available.

To temporarily disable a pharmacy:

1. On **Pharmacy Management** screen, click 'Search' button and then, select the hyperlink for the desired pharmacy under the “NCPDP ID” column.
2. The **Edit Pharmacy** screen displays.

Figure 28: Edit Pharmacy Screen

The screenshot shows the 'Edit Pharmacy' screen with the following fields and values:

Pharmacy Name (Published): (Required)	ALBANY VAMC PHARMACY
Inbound Exr Enabled:	No
VISN: (Required)	2
VA Station ID (Required) :	528A8
Pharmacy Name (Internal): (Required)	ALBANY VAMC PHARMACY
Pharmacy Address Line 1: (Required)	113 HOLLAND AVE.
Pharmacy Address Line 2:	
Pharmacy City: (Required)	LEBANON
Pharmacy State: (Required)	Pennsylvania

3. Select **No** from the “Inbound Exr Enabled” drop down.

Figure 29: Inbound Exr Enabled Drop Down

The screenshot shows the 'Edit Pharmacy' screen with the 'Inbound Exr Enabled' drop-down menu highlighted by a red box. The value 'No' is selected in the menu.

Pharmacy Name (Published): (Required)	ALBANY VAMC PHARMACY
Inbound Exr Enabled:	No
VISN: (Required)	2
VA Station ID (Required) :	528A8
Pharmacy Name (Internal): (Required)	ALBANY VAMC PHARMACY
Pharmacy Address Line 1: (Required)	113 HOLLAND AVE.

4. At the bottom of the **Edit Pharmacy** screen, select **Update** to save all changes. The date that the fields were modified displays in the “Updated Date” field.

Figure 30: Update Pharmacy Information

Pharmacist Last Name:	<input type="text" value="Smith"/>
Pharmacist Suffix:	<input type="text" value="Sr."/> <input type="button" value="x"/>
Enrollment and Eligibility Check Enabled:	<input type="text" value="Yes"/> <input type="button" value="v"/>
Updated Date: (Read Only)	<input type="text" value="04/17/2018"/>
<input type="button" value="Update"/>	

5. Selecting the **Return to Pharmacy Information** button returns the user to the **Pharmacy Management** screen.

#### 1.2.4.2.3 Disable Pharmacy

To completely halt a specific Pharmacy from receiving ePrescriptions, please submit a help desk ticket to the VA National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference “Inbound eRx”.

**NOTE:** If a pharmacy is to be disabled for a long duration, a request must be made to the clearinghouse. Note that the NSD will route the ticket to an IEP Administrator to assist with this step. the clearinghouse can switch the pharmacy to fax only or turn off eRx delivery (electronic or fax) completely.

## 2. Post Implementation Reporting Problems

- If a site no longer wishes to receive eR<sub>x</sub>, they need to submit a help desk ticket to the VA National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference “Inbound eR<sub>x</sub>”.
- NSD Team will route the ‘turn off’ request to the eR<sub>x</sub> Support Team who will notify the clearinghouse, ensuring that only eR<sub>x</sub> and NOT existing ePharmacy operations need to be disabled.
- To report all issues/problems submit a help desk ticket to the VA National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference “Inbound eR<sub>x</sub>”.
- Sites should notify the [VHA ePharmacy Implementation Team](#) of changes to the Physical Address, Telephone Number, Fax Number, when new pharmacies open and/or if a pharmacy closes. The ePharmacy Team will coordinate the needed changes with NCPDP, the NPI Team and the clearinghouse.

### 3. Release Documentation

The following documents and files are available on the anonymous software directories identified in the table below.

**Table 3: Inbound ePrescribing Release Documents**

File Name	Title	FTP Mode
pso_7_0_p508_ig	Installation Guide - Inbound ePrescribing (PSO*7*0*p508)	Binary
pso_7_0_p508_um	User Manual - Inbound ePrescribing (PSO*7*0*p508)	Binary
pso_7_0_p508_tm	Technical Manual/Security Guide - Outpatient Pharmacy V.7.0	Binary
pso_7_0_p508_rn	Release Notes - Inbound ePrescribing (PSO*7*0*p508)	Binary
pso_7_0_p508_img	Implementation Guide - Inbound ePrescribing (PSO*7*0*p508)	Binary

The documents are also available on the Outpatient Pharmacy VA Software Document Library (VDL), which is located at [Outpatient Pharmacy VDL](#).

Sites may retrieve the documentation directly using Secure File Transfer Protocol (SFTP) from the ANONYMOUS.SOFTWARE directory at the following Office of Information Field Office (OIFO).

**Table 4: Software Directories**

OIFO	FTP Address	Directory
Hines	fo-hines.med.va.gov	anonymous.software
Salt Lake City	fo-slc.med.va.gov	anonymous.software
VistA Download Site	download.vista.med.va.gov	anonymous.software