



OUTPATIENT PHARMACY

TECHNICAL MANUAL/SECURITY GUIDE

Version 7.0
December 1997

(Revised July 2009)

Department of Veterans Affairs
Office of Information & Technology
Office of Enterprise Development

Revision History

Each time this manual is updated, the Title Page lists the new revised date and this page describes the changes. If the Revised Pages column lists “All,” replace the existing manual with the reissued manual. If the Revised Pages column lists individual entries (e.g., 25, 32), either update the existing manual with the Change Pages Document or print the entire new manual.

| Date | Revised Pages | Patch Number | Description |
|-------|--------------------|--------------|---|
| 07/09 | 11, 13-16, 30, 36 | PSO*7*289 | Added files, routines, and the NDC Validation and ePharmacy Site Parameter options to the list. (M. Anthony, PM; G. O’Connor, S. B. Scudder, Tech Writers) |
| 05/09 | 13-15, 63 | PSO*7*305 | Added routine PSOATRFC. Extended the PSOAUTRF security key description. Added the Privacy Notification element to the NTE segment. (G. Tucker, PM; S. B. Scudder, Tech Writer) |
| 08/08 | 13, 14, 56a-b | PSO*7*225 | The following changes are included in this patch. New routines have been added: PSOCAN3N, PSOHLSN3, PSOORFI5, PSOORFI6, PSOORFL, PSOORRL3, PSOORRLN, and PSOORRLO. Special Escaping Characters information has been added. (S. Templeton, PM; S. B. Scudder, Tech Writer) |
| 07/08 | 15 | PSO*7*279 | Update for the addition of the PSOAUTRF key. (A. Scott, PM; T. Dawson, Tech Writer) |
| 06/08 | 9, 34 | PSO*7*288 | Update for the new menu option [Pharmacy Patient Non-VA Meds Report/Clean-up]. (A. Scott, PM, T. Dawson, Tech Writer) |
| 05/08 | 13-14 | PSO*7*294 | Update Routine List with routines PSOQ0076, PSOQ0186, PSOQ0236, PSOQ0496, PSOQ0595, PSOQCF04, PSOQMCAL, PSOQRART, PSOQTIU4, PSOQUAP, PSOQUAP2, and PSOQUTIL. (S. Templeton, PM; S. B. Scudder, Tech Writer) |
| 10/07 | i-iv, 13-14, 38-43 | PSO*7*260 | Updated Routine List with routines PSO260PI, PSOBPSR1, PSOBPSRP, PSOBPSU1, PSOBPSU2, PSONVAVW, PSOPMP0, PSOPMP1, PSOPMPPF, and PSOREJP3. Updated menu listing with new ePharmacy menu options. (S. Spence, PM; S. Krakosky, Tech Writer) |
| 10/07 | All | PSO*7*264 | Re-numbered pages; removed section heading numbering. Updated Routine List with routines PSOATRD, PSOATRF, PSOATRF1, PSOATRP, PSOATRPP, PSOATRR, and PSORESUS. Updated menu listing with new option. (E. Williamson, PM; S. Krakosky, Tech Writer) |

(This page included for two-sided copying.)

Files

This package requires the 24 files listed below. Information about the files can be obtained by using the VA FileMan to generate a list of file attributes.

The Data Dictionaries (DDs) are considered part of the online documentation for this software application. Use the VA FileMan *List File Attributes* [DILIST] option, under the *Data Dictionary Utilities* [DI DDU] option, to print the DDs. The following are the files for which DDs should be printed:

Outpatient Pharmacy Files

| FILE # | NAME | UP DATE DD | SEND SEC. CODE | DATA COMES W/FILE | SITE DATA | RSLV PTS | USER OVER RIDE |
|---------|----------------------------------|------------------|----------------------|-------------------------|--------------|-------------|----------------------|
| 50.073 | DUE QUESTIONNAIRE | YES | YES | NO | | | |
| 50.0731 | DUE ANSWER SHEET | YES | YES | NO | | | |
| 50.0732 | DUE QUESTION | YES | YES | NO | | | |
| 50.0733 | DUE SECTION | YES | YES | NO | | | |
| 50.9 | DRUG COST | YES | YES | NO | | | |
| 52 | PRESCRIPTION | YES | YES | NO | | | |
| 52.11 | PATIENT NOTIFICATION (Rx READY) | YES | YES | NO | | | |
| 52.4 | RX VERIFY | YES | YES | NO | | | |
| 52.41 | PENDING OUTPATIENT ORDERS | YES | YES | NO | | | |
| 52.43 | PRESCRIPTION REFILL REQUEST | YES | YES | NO | | | |
| 52.5 | RX SUSPENSE | YES | YES | NO | | | |
| 52.51 | PHARMACY EXTERNAL INTERFACE | YES | NO | NO | | | |
| 52.52 | CLOZAPINE PRESCRIPTION OVERRIDES | YES | YES | NO | | | |
| 52.8 | PHARMACY ARCHIVE | YES | YES | NO | | | |
| 52.9 | PHARMACY PRINTED QUEUE | YES | YES | NO | | | |
| 52.86 | EPHARMACY SITE PARAMETERS | YES | YES | NO | | | |
| 52.91 | TPB ELIGIBILITY | YES | NO | NO | | | |
| 52.92 | TPB INSTITUTION LETTERS | YES | YES | NO | | | |
| 53 | RX PATIENT STATUS | YES | YES | NO | | | |
| 59 | OUTPATIENT SITE | YES | YES | NO | | | |
| 59.1 | OUTPATIENT AMIS DATA | YES | YES | NO | | | |

| FILE # | NAME | UP DATE DD | SEND SEC. CODE | DATA COMES W/FILE | SITE DATA | RSLV PTS | USER OVER RIDE |
|--------|-------------------------------------|------------------|----------------------|-------------------------|--------------|-------------|----------------------|
| 59.12 | OUTPATIENT PHARMACY MANAGEMENT DATA | YES | YES | NO | | | |
| 59.2 | WAITING TIME | YES | YES | NO | | | |
| 59.3 | GROUP DISPLAY | YES | NO | NO | | | |
| 59.8 | OUTPATIENT CLINIC SORT GROUP | YES | YES | NO | | | |

The namespace for the Outpatient Pharmacy V. 7.0 package is PSO.

Routine List

The following routine list for Outpatient Pharmacy appears when the new routine set is loaded. Each routine's first line contains a brief description of the routine's function. Use the *First Line Routine Print* [XU FIRST LINE PRINT] option to print a list of just the first line of each PSO* routine.

| | | | | | | | |
|----------|----------|----------|----------|----------|----------|----------|----------|
| PSO146PS | PSO153PS | PSO260PI | PSO5241 | PSO5252 | PSO525AP | PSO5291 | PSO52API |
| PSO52B | PSO52EX | PSO53 | PSO55FX2 | PSO55FX3 | PSO59 | PSOADDR | PSOAMIS |
| PSOAMIS0 | PSOAMIS1 | PSOARC | PSOARCCO | PSOARCCV | PSOARCDE | PSOARCF1 | PSOARCF2 |
| PSOARCF3 | PSOARCF4 | PSOARCF5 | PSOARCF6 | PSOARCIN | PSOARCLT | PSOARCR1 | PSOARCR2 |
| PSOARCRR | PSOARCS2 | PSOARCSV | PSOARCTG | PSOARCTP | PSOARX | PSOARX1 | PSOATRD |
| PSOATRF | PSOATRF1 | PSOATRFC | PSOATRP | PSOATRPP | PSOATTR | PSOAUTOC | PSOB |
| PSOBAI | PSOBAIR2 | PSOBAIRP | PSOBARV | PSOBBC | PSOBGMG1 | PSOBGMG2 | PSOBGMG3 |
| PSOBGMGR | PSOBING1 | PSOBINGO | PSOBKDE1 | PSOBKDED | PSOBMST | PSOBPSR1 | PSOBPSRP |
| PSOBPSSP | PSOBPSU1 | PSOBPSU2 | PSOBPSUT | PSOBRPRT | PSOBSET | PSOBSET1 | PSOBUILD |
| PSOCAN | PSOCAN1 | PSOCAN2 | PSOCAN3 | PSOCAN3N | PSOCAN4 | PSOCLERK | PSOCLO1 |
| PSOCLOLS | PSOCLPRE | PSOCLUTL | PSOCMOP | PSOCMOPA | PSOCMOPB | PSOCMOPC | PSOCMOPR |
| PSOCOPAY | PSOCOST | PSOCOSTP | PSOCP | PSOCP1 | PSOCPA | PSOCPB | PSOCPBA2 |
| PSOCPBAK | PSOCP | PSOCPD | PSOCPDUP | PSOCP | PSOCPB | PSOCPTRH | PSOCPTRI |
| PSOCPVW | PSOCSR | PSOCST | PSOCST10 | PSOCST11 | PSOCST12 | PSOCST2 | PSOCST3 |
| PSOCST4 | PSOCST5 | PSOCST6 | PSOCST7 | PSOCST8 | PSOCST9 | PSOCSTD | PSOCSTM |
| PSOCSTX | PSODACT | PSODAWUT | PSODEA | PSODEDT | PSODELI | PSODEM | PSODGAL |
| PSODGDG1 | PSODGDG2 | PSODGDGI | PSODGNVI | PSODI | PSODIAG | PSODIR | PSODIR1 |
| PSODIR2 | PSODIR3 | PSODISP | PSODISP1 | PSODISP2 | PSODISP3 | PSODISPS | PSODIV |
| PSODLKP | PSODP | PSODPT | PSODRDU1 | PSODRDU2 | PSODRDUP | PSODRG | PSODRGN |
| PSODSPL | PSODSRC | PSODUE | PSOELPST | PSOEXBCH | PSOEXDT | PSOEXREF | PSOEXRST |
| PSOFSIG | PSOFTDR | PSOFUNC | PSOHCPRS | PSOHCSUM | PSOHR | PSOHELP | PSOHELP1 |
| PSOHELP2 | PSOHELP3 | PSOHELP4 | PSOHL | PSOHLDA | PSOHLDC | PSOHLDIS | PSOHLDS |
| PSOHLDS1 | PSOHLDS2 | PSOHLDS3 | PSOHLDS4 | PSOHLX | PSOHLXP | PSOHLINC | PSOHLINL |
| PSOHLNE1 | PSOHLNE2 | PSOHLNE3 | PSOHLNE4 | PSOHLNEW | PSOHLPII | PSOHLPI | PSOHLSG |
| PSOHLSG1 | PSOHLSG2 | PSOHLSG3 | PSOHLSG4 | PSOHLSG5 | PSOHLSIG | PSOHLSIH | PSOHLSN |
| PSOHLSN1 | PSOHLSN2 | PSOHLSN3 | PSOHLSN | PSOHLUP | PSOHLUP1 | PSOLAB | PSOLBL |
| PSOLBL1 | PSOLBL2 | PSOLBL3 | PSOLBL4 | PSOLBLD | PSOLBLD1 | PSOLBLN | PSOLBLN1 |
| PSOLBLN2 | PSOLBLS | PSOLBLT | PSOLLL1 | PSOLLL2 | PSOLLL3 | PSOLLL4 | PSOLLL5 |
| PSOLLL6 | PSOLLL7 | PSOLLL8 | PSOLLL9 | PSOLLLH | PSOLLLHN | PSOLLLI | PSOLLLW |
| PSOLLU1 | PSOLLU2 | PSOLLU3 | PSOLLU4 | PSOLMAL | PSOLMAO | PSOLMDA | PSOLMLST |
| PSOLMPAT | PSOLMPF | PSOLMPI | PSOLMPO | PSOLMPO1 | PSOLMPO2 | PSOLMRN | PSOLMUTL |
| PSOLSET | PSOMAUEX | PSOMGCM1 | PSOMGCOM | PSOMGM31 | PSOMGMN1 | PSOMGMN2 | PSOMGMN3 |
| PSOMGMN4 | PSOMGMRP | PSOMGR31 | PSOMGREP | PSOMGRP1 | PSOMGRP2 | PSOMGRP3 | PSOMGRP4 |
| PSOMHV1 | PSOMLLD2 | PSOMLLDT | PSON52 | PSONCPDP | PSONDCUT | PSONDCV | PSONNEW3 |
| PSONNEW | PSONNEW1 | PSONNEW2 | PSONNEWF | PSONNEWG | PSONFI | PSONGR | PSONRXN |
| PSONTEG | PSONTEG0 | PSONVAR1 | PSONVARP | PSONVAVW | PSONVNEW | PSOORAL | PSOORAL1 |
| PSOORAL2 | PSOORAPI | PSOORCPY | PSOORDA | PSOORDER | PSOORDRG | PSOORED1 | PSOORED2 |
| PSOORED3 | PSOORED4 | PSOORED5 | PSOORED6 | PSOORED7 | PSOORED | PSOORFI1 | PSOORFI2 |
| PSOORFI3 | PSOORFI4 | PSOORFI5 | PSOORFI6 | PSOORFIN | PSOORFL | PSOORNE1 | PSOORNE2 |
| PSOORNE3 | PSOORNE4 | PSOORNE5 | PSOORNE6 | PSOORNEW | PSOORNW1 | PSOORNW2 | PSOORRD2 |
| PSOORRDI | PSOORRL | PSOORRL1 | PSOORRL3 | PSOORRLN | PSOORRLO | PSOORRNW | PSOORUT1 |
| PSOORUT2 | PSOORUT3 | PSOORUTL | PSOP | PSOP1 | PSOP2 | PSOPAT | PSOPFSU0 |
| PSOPFSU1 | PSOPKIV1 | PSOPMP0 | PSOPMP1 | PSOPMPFF | PSOPOLY | PSOPOST | PSOPOST1 |
| PSOPOST2 | PSOPOST3 | PSOPOST4 | PSOPOST5 | PSOPOST6 | PSOPOST7 | PSOPOST8 | PSOPRA |
| PSOPRF | PSOPRFSS | PSOPRI | PSOPRVW | PSOPST68 | PSOPTPST | PSOQ0076 | PSOQ0186 |

| | | | | | | | |
|----------|----------|----------|-----------|----------|----------|----------|----------|
| PSOQ0236 | PSOQ0496 | PSOQ0595 | PSOQCF04 | PSOQMCAL | PSOQRART | PSOQTIU4 | PSOQUAP |
| PSOQUAP2 | PSOQUTIL | PSOR52 | PSORDS | PSOREF | PSOREF0 | PSOREF1 | PSOREF2 |
| PSOREJP0 | PSOREJP1 | PSOREJP2 | PSOREJP3 | PSOREJP4 | PSOREJU1 | PSOREJU2 | PSOREJU3 |
| PSOREJU4 | PSOREJUT | PSORELD1 | PSORELDT | PSORENW | PSORENW0 | PSORENW1 | PSORENW2 |
| PSORENW3 | PSORENW4 | PSORES | PSORES1 | PSORESUS | PSORFL | PSORN52 | PSORN52A |
| PSORN52C | PSORN52D | PSORPTS | PSORPTS1 | PSORX1 | PSORXCLE | PSORXDL | PSORXED |
| PSORXED1 | PSORXEDT | PSORXI | PSORXL | PSORXL1 | PSORXLAB | PSORXPA1 | PSORXPR |
| PSORXPR1 | PSORXRP1 | PSORXRP2 | PSORXRPT | PSORXVW | PSORXVW1 | PSORXVW2 | PSOSD |
| PSOSD0 | PSOSD1 | PSOSD2 | PSOSD3 | PSOSDP | PSOSIG | PSOSIGCX | PSOSIGDS |
| PSOSIGMX | PSOSIGNO | PSOSIGTX | PSOSITED | PSOSPSIG | PSOSTART | PSOSUBCH | PSOSUCH1 |
| PSOSUCHG | PSOSUCLE | PSOSUDCN | PSOSUDEL | PSOSUDP1 | PSOSUDP2 | PSOSUDPR | PSOSUINV |
| PSOSULB1 | PSOSULBL | PSOSULOG | PSOSUP | PSOSUPAT | PSOSUPOE | PSOSUPRX | PSOSUSTR |
| PSOSUSRP | PSOSUTL | PSOSUTL1 | PSOTALK | PSOTALK1 | PSOTALK2 | PSOTALK3 | PSOTPCAN |
| PSOTPCEE | PSOTPCL | PSOTPCLP | PSOTPCLR | PSOTPCLW | PSOTPCRP | PSOTPCRX | PSOTPCUL |
| PSOTPENV | PSOTPHL1 | PSOTPHL2 | PSOTPPPOS | PSOTPPRE | PSOTPPRV | PSOTPRX1 | PSOTRLBL |
| PSOUTIL | PSOUTL | PSOUTLA | PSOUTLA1 | PSOVcnt | PSOVDF1 | PSOVDF2 | PSOVDF3 |
| PSOVDFK | PSOVER | PSOVER1 | PSOVER2 | PSOVERC | | | |

Exported Options

Menu Assignments

Unless menus have already been assigned, the *Outpatient Pharmacy Manager* [PSO MANAGER] menu should be assigned to the Package Coordinator for Outpatient Pharmacy. It should also be added to the menu of the Site Manager and any ADP/IRMS staff that the Package Coordinator selects to help in the operation of Outpatient Pharmacy. The *Pharmacist Menu* [PSO USER1] option should be assigned to all pharmacists and the *Pharmacy Technician's Menu* [PSO USER2] option should be assigned to all pharmacy technicians and other pharmacy personnel who may view prescriptions and/or inquire into other Outpatient Pharmacy V. 7.0 files.

Security Keys

| | |
|--------------------------------|---|
| PROVIDER | Holders of this key will be prompted for ICD-9 Diagnosis code entry. |
| PSORPH | This key is required to use all of the Outpatient Pharmacy V. 7.0 options. It should be assigned to all pharmacists, the package coordinator, and all appropriate members of the ADP/IRMS staff. |
| PSO COPAY | This key is used to identify users to notify when a copay exemption cannot be determined at the time a prescription fill is released. Holders of this key are also notified any time the <i>Exempt Rx Patient Status from Copayment</i> [PSOCP EXEMPTION] option is used to change the copay exemption for an Rx Patient Status. |
| PSO REJECTS BACKGROUND MESSAGE | When prescriptions remain on the Third Party Payer Reject - Worklist over the specified number of days, the system will send a Mailman Message to holders of this key. |
| PSOA PURGE | NOTE: <i>Disabled until further notice.</i> This key should be assigned to the package coordinator and/or any person who will be responsible for archiving prescriptions. |
| PSOLOCKCLOZ | This key is used to override the lockouts in the Clozapine options. All members of the Clozapine treatment team must be entered as users on the system and must be given this key. All pharmacists who have the ability to override the lockouts in this option must also hold this key. The Pharmacy Service representative of the Clozapine treatment team should identify these pharmacists. |

PSOINTERFACE This key is used to access the *External Interface Menu* [PSO EXTERNAL INTERFACE] option.

PSOAUTRF This key allows the use of the Automate Internet Refill functionality.

Package Security

Electronic signatures may be established by using the *Electronic Signature code Edit* [XUSESIG] option.

In Kernel V. 8.0 the *Electronic Signature code Edit* [XUSESIG] option has been tied to the Common Options, under the *User's Toolbox* [XUSERTOOLS] submenu, for easy access by all users.

Software Product Security

Mail Group Setup for the HL7 External Interface

A mail group and device should be set up in order to run the HL7 external interface. The recommended name of the mail group is PSO HLGROUP1. The recommended device name is PSO HLDEVICE1.

Archiving/Purging

For archiving and purging information, see the section titled “Archiving and Purging” in this manual.

Interfacing

For interface information, see the section titled “External Interfaces” in this manual.

Electronic Signatures

Electronic signatures may be established by using the *Electronic Signature code Edit* [XUSESIG] option. In Kernel V. 8.0 the *Electronic Signature code Edit* [XUSESIG] option has been tied to the Common Options, under the *User’s Toolbox* [XUSERTOOLS] submenu, for easy access by all users.

Menu Assignments

The *Outpatient Pharmacy Manager* [PSO MANAGER] menu should be assigned to the Package Coordinator for Outpatient Pharmacy and also added to the menu of the Site Manager and any ADP/IRMS staff that s/he selects to help in the operation of Outpatient Pharmacy. The *Pharmacist Menu* [PSO USER1] option should be assigned to all pharmacists and the *Pharmacy Technician’s Menu* [PSO USER2] option should be assigned to all pharmacy technicians and other pharmacy personnel who may view prescriptions and/or inquire into other Outpatient Pharmacy files.

Security Keys

| | |
|--------------------------------|--|
| PSORPH | This key should be assigned to all pharmacists, the package coordinator, and all appropriate members of the ADP/IRMS staff. |
| PSO COPAY | This key should be assigned to any users who need to be notified when a copay exemption cannot be determined at the time a prescription fill is released. Holders of this key are also notified any time the <i>Exempt Rx Patient Status from Copayment</i> [PSOCP EXEMPTION] option is used to change the copay exemption for an Rx Patient Status. |
| PSO REJECTS BACKGROUND MESSAGE | When prescriptions remain on the Third Party Payer Reject - Worklist over the specified number of days, the system will send a Mailman Message to holders of this key. |
| PSOA PURGE | <i>NOTE: Disabled until further notice.</i> This key should be assigned to the package coordinator and/or any person who will be responsible for archiving prescriptions. |
| PSOLOCKCLOZ | This key is used to override the lockouts in the Clozapine option. All members of the Clozapine treatment team must be entered as users on the system and must be given this key. All pharmacists who have the ability to override the lockouts in this option must also hold this key. The Pharmacy Service representative of the Clozapine treatment team should identify these pharmacists. |
| PSOINTERFACE | This key is used to access the <i>External Interface Menu</i> [PSO EXTERNAL INTERFACE] option. |

Output Reports ...

- Action Profile (132 COLUMN PRINTOUT)
- Alpha Drug List and Synonyms
- AMIS Report
- Bad Address Reporting Main Menu ...
 - Bad Address Suspended List
 - List Prescriptions Not Mailed
- CMOP Controlled Substance Rxs Dispense Report
- Commonly Dispensed Drugs
- Cost Analysis Reports ...
 - Clinic Costs
 - Division Costs by Drug
 - Drug Costs
 - Drug Costs by Division
 - Drug Costs by Division by Provider
 - Drug Costs by Provider
 - High Cost Rx Report
 - Patient Status Costs
 - Pharmacy Cost Statistics Menu ...
 - Pharmacy Statistics
 - Sort Statistics By Division
 - Provider by Drug Costs
 - Provider Costs
 - Request Statistics
- Daily AMIS Report
- Drug List By Synonym
- Free Text Dosage Report
- Inactive Drug List
- Internet Refill Report
- List Prescriptions on Hold
- Management Reports Menu ...
 - Daily Management Report Menu ...
 - All Reports
 - Cost of Prescriptions
 - Count of Prescriptions
 - Intravenous Admixture
 - Type of Prescriptions Filled
 - Date Range Recompile Data
 - Initialize Daily Compile
 - Monthly Management Report Menu ...
 - All Reports
 - Cost of Prescriptions
 - Count of Prescriptions
 - Intravenous Admixture
 - Type of Prescriptions Filled
 - One Day Recompile Data
 - Purge Data

- Medication Profile
- Monthly Drug Cost
- Narcotic Prescription List
- Non-Formulary List
- Non-VA Meds Usage Report
- Poly Pharmacy Report
- Released and Unreleased Prescription Report

Pharmacy Intervention Menu ...

- Enter Pharmacy Intervention
- Edit Pharmacy Intervention
- Print Pharmacy Intervention
- Delete Intervention
- View Intervention

Process Drug/Drug Interactions

Release Medication

Return Medication to Stock

Rx (Prescriptions) ...

- Patient Prescription Processing
- Barcode Rx Menu ...
 - Barcode Batch Prescription Entry
 - Check Quality of Barcode
 - Process Internet Refills
- Complete Orders from OERR
- Discontinue Prescription(s)
- Edit Prescriptions
- ePharmacy Menu ...
 - Ignored Rejects Report
 - ePharmacy Medication Profile (View Only)
 - ePharmacy Medication Profile Division Preferences
 - Third Party Payer Rejects - View/Process
 - Third Party Payer Rejects – Worklist
 - NDC Validation
 - ePharmacy Site Parameters
- List One Patient's Archived Rx's
- Manual Print of Multi-Rx Forms
- Reprint an Outpatient Rx Label
- Signature Log Reprint
- View Prescriptions