



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# Pharmacy Auto Refill System

(BEX)

## Addendum to User Manual

Version 1.0 Patch 5  
May 2012

Office of Information Technology (OIT)  
Division of Information Resource Management  
Albuquerque, New Mexico

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## Preface

This document provides an overview of Pharmacy Auto Refill System BEX Patch 5 and assumes that the site has already loaded patches up through BEX 4.

## 1.0 Introduction

The Pharmacy Auto Refill System allows RPMS to interact with a commercial automated telephone system (AudioCare®) to refill prescriptions. The system will also check on prescription status and provide feedback to patients who are calling to have prescriptions refilled.

Please thoroughly review this manual, patch notes, and requirements.

### 1.1 Summary of Changes

Patch 5 provided enhancements to version 1.0 patch 4 of Pharmacy Auto Refill System package (BEX).

#### 1.1.1 Patch 5

Modifications

Patch 5 delivers the following updates:

- Allows the limiting of refill processing by selected divisions
- Allows the limiting of refill processing by Delivery Method (Mail, Window, etc.)
- Adds a single character to the Transactions by Patient report for Delivery Method (M, W, etc.)
- Adds new reports:
  - Exceptions/Non-Refillable Report
  - Transaction Inquiry
  - Transactions By Date and Patient
  - Refill Queue Entries
- Adds a security key BEXZ MANAGER to the BEX PROCESS REFILLS V7 and BEX EDIT SITE PARAM menus

## 2.0 Patch 5 - Pre-Installation Instructions

- Make a copy of this distribution for offline storage.
- Print all notes/readme files.
- It is recommended that the terminal output during the installation be captured. This will insure a printed audit trail if any problems should arise.

### 2.1 Contents of Distribution

File	Description
bex_0100.05k	KIDS build
bex_0100.05n	Installation notes
bex_0100.05o.pdf	This addendum

### 2.2 Requirements

This patch has several dependencies that need to be loaded in a specific order:

- Kernel v8.0 patch 1017
- FileMan v22 patch 1002
- BEX Version 1.0 through patch 4
- Outpatient Pharmacy Version 7.0 through patch 1005 if using Outpatient Pharmacy Version 7.0

### 3.0 Enhancements, Fixes, and New Features

- Allows the limiting of refill processing by selected divisions
  - Refills may be processed for selected Outpatient Site (aka “Pharmacy Division”) or ALL Outpatient Sites
- Allows the limiting of refill processing by Delivery Method (Mail, Window, etc)
  - Refills may be processed based on patients’ selected delivery method

```

Division: DEMO INDIAN HOSP

Please answer the following for this session of prescriptions

FILL DATE: (11/6/2011 - 12/31/2699): TODAY// (MAY 04, 2012)
MAIL/WINDOW: MAIL// WINDOW
CLERK: DPP// DPP DEMO,PHARMACIST DPP PHARMACIST
EXPIRES: (5/4/2012 - 12/31/2699): T+6M// (NOV 04, 2012)
Will these refills be Queued or Suspended ? Q// UEUED
Allow fills for inpatient and CNH ? N// O
Allow early refills ? N// YES

Process telephone refill requests at this time? YES//

Press Enter to process refills for ALL Outpatient Sites, or
Select an 'Outpatient Site': ?
  Answer with OUTPATIENT SITE NAME, or SITE NUMBER, or
  RELATED INSTITUTION
Choose from:
DEMO PHARMACY      0001
TEST PHARMACY      0002

Select an 'Outpatient Site': DEMO PHARMACY      0001
Select an 'Outpatient Site':

  Select one of the following:

      A      All
      L      Local
      M      Mail
      W      Window

Process All, Local Mail, Mail, or Window: Window

New Patient, please pause

Now refilling Rx# 5975087 Drug: LISINOPRIL 10MG TABLET
Patient: DEMO, PATIENT HRN: 123456 LFDT: 02/28/2012

Qty: 30 Sig: TAKE ONE (1) TABLET BY MOUTH DAILY

RX # 123456 is for (TEST PHARMACY) division.
Is this a Pharmacy Only Visit (Paperless refill)?? Yes// YES

```

```
Processing paperless refill...
```

Figure 3-1: Example of refill processing by delivery method

- Adds a single character to the Transactions by Patient report for Delivery Method (M, W, etc)
  - Indicates patient's selected Delivery Method (requires Audiocare server update to deliver this functionality. Contact Audiocare for more information)
- Adds new reports:
  - Exceptions/Non-Refillable Transaction Report – lists prescriptions requested by patient that were non-refillable and reason (On Hold, Expired, No Refills, Too Early, Discontinued)

```
This option prints a list of Exceptions/Non-Refillable transactions that
were received within a selected date/time range.
```

```
Press Enter to select ALL Pharmacy Divisions, or
Select a Pharmacy Division:
```

```
Select one of the following:
```

```

A      All Entries
W      Window Only
L      Local Mail Only
M      Mail Only (CMOP)
```

```
Select Window, Local Mail, or Mail: All Entries
```

```
Select the Beginning Date/Time: T-1 (MAY 03, 2012)
```

```
Select the Ending Date/Time: T (MAY 04, 2012)
```

```
DEVICE: HOME//
```

```
REPORT:      Exceptions/Non-Refillable Report for all Divisions
DATE RUN:    MAY 4,2012
PARAMETERS:  Between 05/03/12@00:00 and 05/04/12@24:00
```

```
-----
Date   Name                HRNO   RX #     Drug              M/W  Result
-----
05/04  DEMO, PATIENT          123456  5548290B  METFORMIN 1000MG  W    ON HOLD
```

Figure 3-2: Exceptions/Non-refillable transaction report screen

- Transaction Inquiry
  - Display selected transaction by prescription number

```
Select Report Menu Option: 10 Transaction Inquiry
```

```
Select BEX REFILL TRANSACTION: 5548290B 126735
```

```

DEVICE:
BEX REFILL TRANSACTION LIST                MAY  4,2012  14:08    PAGE 1
-----
-----

PATIENT: DEMO, PATIENT                      DATE/TIME: MAY
04, 2012@11:54
PRESCRIPTION NUMBER: 5548290B              TYPE: REFILL
RESULT: ON HOLD                            RENEWAL FLAG: NO
SITE: DEMO INDIAN MED CTR                  MEDICATION NAME: METFORMIN 1000MG TAB
MAIL/WINDOW: W
HRCN (c): 123456
    
```

Figure 3-3: Transaction inquiry by prescription number

- Transactions By Date and Patient
  - Lists transactions by date and patient, separated by type (Pharmacy, Refill, Status) with subcounts and total count
    - Pharmacy = processed by pharmacy
    - Refill = refill requested by patient
    - Status = status requested by patient
- Result column indicates the information provided to the patient

```

Select Report Menu Option: 11 Transactions By Date and Patient
* Previous selection: DATE(DATE/TIME) from May 4,2012
START WITH DATE: May 4,2012// (MAY 04, 2012)
GO TO DATE: LAST//
DEVICE:
MAF PHARMACY TRANSACTIONS BY DATE AND PATIENT
-----
PATIENT                                HRCN                MAY  4,2012  14:10    PAGE 1
                                Rx #                RESULT
-----
DATE: MAY  4,2012

TYPE: PHARMACY
DEMO, DEMO                            54321                5951930
-----
SUBCOUNT                                1

TYPE: REFILL
DEMO, D                                123456                5898090 REFILLABLE
                                6020637 REFILLABLE
                                5129860 REFILLABLE
-----
SUBCOUNT                                3

TYPE: STATUS
DEMO, DEMO                            54321                5731915 ON HOLD
DEMO, D                                123456                5309256 LAST FILLED 02/03/2012
                                5309256 EXPIRED
DEMO, PATIENT                          999999                6015742 LAST FILLED 05/04/2012
    
```



	6015742	TOO EARLY
SUBCOUNT		----- 5
SUBCOUNT		----- 9
COUNT		----- 9

Figure 3-4: List of transactions by date and name of patient

- Refill Queue Entries
  - Lists prescriptions requested by the patient that will be processed by running the BEX PROCESS REFILLS V7 menu option

```

Refill Queue Report

This option prints a list of entries in the Refill Queue.

Outpatient Pharmacy software - Version 7.0

Division: DEMO INDIAN HOSP      0001

      You are logged on under the DEMO INDIAN HOSP division.

Number of Days For Chronic Med Profile: (1-999): 90//
Pre-Select PMI/Chronic Med Profile Device? (Y/N) ? No// (No)
Select Signature Label Printer: //^
Select LABEL PRINTER: HOME//

OK to assume label alignment is correct? YES//

Division: DEMO INDIAN HOSP

Press Enter to select ALL Outpatient Sites, or
Select a Outpatient Site: <Enter for ALL or select Outpatient Site (aka
"Pharmacy Division")

      Select one of the following:

          A      Alphabetic within Window/Local/Mail
          I      Internal Numbers - Similar to Refill Queue Order

Choose Sorting Order: A// lphabetic within Window/Local/Mail

      Select one of the following:

          A      All Entries
          L      Local Mail Only
          M      Mail Only (CMOP)
          W      Window Only

Process All, Local Mail, Mail, or Window: Mail Only (CMOP)

DEVICE: HOME//

REPORT:      Refill Queue Report for all Divisions
DATE RUN:    MAY 4,2012
  
```

PARAMETERS: Unprocessed Entries, Mail (CMOP) Only, Alpha within W/L/M						
Name	Chart	RX #	M/W	LFill	Drug	DEA
DEMO, DEMO	12345	4850404H	M	04/02	DOXEPIN 25MG CAP	
WINDOW	0					
LOCAL MAIL	0					
MAIL	1					
TOTAL	1					

Figure 3-5: Refill queue report

- Adds a security key BEXZ MANAGER to the BEX PROCESS REFILLS V7 and BEX EDIT SITE PARAM menus
  - This key needs to be assigned to any user who will process refills in BEX or modify BEX site parameters

## Acronym List

**IHS**

Indian Health Service

**RPMS**

Resource and Patient Management System

## Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

**Phone:** (505) 248-4371 or (888) 830-7280 (toll free)

**Fax:** (505) 248-4363

**Web:** <http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm>

**Email:** [support@ihs.gov](mailto:support@ihs.gov)