



NEXXSYS

10.0 SUPPORT GUIDE



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NEXXSYS



We are excited to announce the launch of [Nexxsys 10.0](#). This release is focused on Adherence and introduced or enhanced the following functions and features.

Patient Profile – enhanced the **Patient Profile** with new columns, originally introduced in Nexxsys 9.8 to the New Rx Profile window, to provide you with more information about the status of prescriptions.

Duplicate Checking – enhanced the **Duplicate Checking** prompt to better inform you how to action new prescriptions.

Communication Method Preferences – introduced a new prompt to increase patient participation in the Rexall Reminders program.

Privacy Label – introduced new icons to better represent patient enrollment in the Rexall Reminders Program.

Auto Refill – enhanced the basic features of the Auto Refill program, including enrollment and statuses, and using the POS scan to recalculate the appropriate future fill activity.

Vacation Supply – introduced **Vacation Supply** features to Nexxsys to more effectively track and process vacation supplies.

This **Support Guide** provides an overview of the changes in this release. Please ensure your Pharmacy Team reviews this guide.



Patient Profile

The **Patient Profile** has been enhanced with new columns to provide additional information about the status of prescriptions and to make it easier to align prescription refill dates.

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty	MFR Instructions	REM	Status	Active	WB	May 05
In Progress	Nov 09, 2020 Nov 11, 2020	178	PERINDOPRIL ERBUMIN/IN 4mg-1.25mg	5551424	90	SAN TAKE 1 TABLET ONCE DAILY	0	COM	<input checked="" type="checkbox"/>	WB	May 05
In Progress	Nov 10, 2020 Nov 10, 2020	99	AMLODIPINE BESYLATE; AM 10 mg	5551425	100	SIV T 1 TAB PO ONCE DAILY	3	COM	<input checked="" type="checkbox"/>	WB	Feb 15
Pickup	Aug 07, 2020 Aug 07, 2020	-66	FUROSEMIDE; APO-FUROS 20 mg	5551406	30	APX T 1 TAB PO ONCE DAILY	0	COM	<input checked="" type="checkbox"/>	WB	Jan 01

Workflow Column
Displays the current workflow status of the prescription.

Due Column
Displays the number of days in which the prescription is due to be refilled.

A negative number indicates that the prescription is overdue.

Workbench Date
Displays the date that a future fill activity is scheduled for prescriptions enrolled in the Auto Refill program.

For more information, see pages 18 -22.

These columns are available in both the Condensed and non-Condensed view of the Patient Profile.



Duplicate Checking

The **Duplicate Checking** prompt has been enhanced to provide the following information about the prescription on file to better determine how to action new prescriptions.

- Rx#
- Quantity filled
- Days supply
- Refills remaining

Nexxsys - Duplicate Checking

 **ROSUVASTATIN 10 mg already exists on the profile for Smith, Samantha.**

Rx: 5551404 Qty: 100 Days: 100 Rem: 1

How do you want to proceed?

Refill	Refill the current prescription.
ReAuth	Reauthorize existing chain and void any repeats remaining.
New Rx	Create a new prescription.
Cancel	Cancel and return to the previous window.

Auto Refill and Duplicate Checking

When the **Duplicate Checking** prompt appears for an Auto Refill prescription that already has a future fill activity scheduled, Nexxsys has been enhanced to schedule the future fill according to the new fill information.

- For example, if you choose New Rx, the future fill activity for the existing prescription is cancelled and a new future fill activity is scheduled for the new prescription.

If the new prescription is put on hold, you can still select which day the prescription appears on the To Do tab. For more information, see [Enrolling a Hold Prescription in Auto Refill](#).



Communication Method Prompting

A new prompt has been introduced to encourage enrolment in the Rexall Reminder Program.

The screenshot shows a dialog box titled "Nexsys - Compliance Communication Prompt". The main text reads: "Patient is not enrolled in the Rexall Reminder program. Please confirm preferred communication method with the patient to enroll now." Below this text are two radio button options: "Text Message" (which is selected) and "E-mail". To the right of the "Text Message" option is a "Preferences" dropdown menu. Below the radio buttons is the word "or" and a text input field labeled "Enter Phone number". At the bottom of the dialog are two buttons: "Enroll" and "Confirm later".

The prompt displays in the following scenarios:

1. Opening an existing Patient Folder if the **Communication Method** in the main tab is set to **NOT ASKED**.
2. Creating a new patient (through New or Quick Patient) and a **Communication Method** is not set.

The prompt appears only once per day, regardless of the user.

Information entered in this prompt will be updated in the Patient Profile under the Rexall Reminders section

The screenshot shows the "Rexall Reminders" section of a patient profile. It contains three fields: "Do we have your consent to contact you for Rexall Reminders?" with a dropdown menu set to "Yes"; "Communication Method:" with a dropdown menu set to "Text Message"; and "Preference:" with a dropdown menu set to "(123) 123-1234 Home - Mobile".



Communication Method Prompting Continued

When accessing the Patient Folder for the first time that day, the **Compliance Communication** prompt appears. The patient's Rexall Reminder preferences can be set in this prompt or can be confirmed later.

To set the patient's communication preferences:

1. Select either the **Text Message** or **E-mail** option.
 - This is how the patient will receive Rexall Reminder.
2. If **Text Message** was selected:
 - From the **Preferences** dropdown, select the phone number that will receive the text message, or
 - Enter a new phone number
3. If **E-Mail** was selected:
 - From **the Preferences** drop down, select the email address that will receive an email message or,
 - Enter a new email address
4. The information is updated in the Patient Folder in the **Rexall Reminders** section.

If you do not want to set the preferences when the prompt appears, select **Confirm Later**. The prompt will close to the Patient Folder.

The image displays two screenshots of the 'Nexsys - Compliance Communication Prompt' interface. The top screenshot shows the 'Text Message' option selected (indicated by a circled '1'). A 'Preferences' dropdown menu is open (indicated by a circled '2'), showing options for selecting a phone number or entering a new one. The bottom screenshot shows the 'E-mail' option selected (indicated by a circled '1'). The 'Preferences' dropdown menu is open (indicated by a circled '3'), showing an email address 'samplename@sampleaddress.com'. Below the dropdown are 'Enroll' and 'Confirm later' buttons.

Rexall Reminder preferences can still be set in the Patient Folder or the prompt will display the next day that the Patient Folder is accessed.



Privacy Label Statuses

The **Rexall Reminder** preference statuses that display on the **Privacy Label** have been enhanced to make it easier to determine what the patient's preferences are.

The Consent Given indicators, such as CG, CGX and CG?, have been removed and replaced with icons that better represent the preference.

Enrolled Icons

If the patient is enrolled in the **Rexall Reminder** program, one of the following icons appears on the **Privacy Label**, depending on their preference.

Text

Rexall (999) 999-9999
E1a1aE Eh1aD
London, ON L4Z 1R9

Rx#: 7490732 Sep 15, 2020

Label, Text

123

London, ON

L4P 0A9 (999) 999-9999 Rep: 0

CA Pays \$ 18.39



2000074907326



Phone

Rexall (999) 999-9999
E1a1aE Eh1aD
London, ON L4Z 1R9

Rx#: 7490733 Sep 15, 2020

Label, Phone

123

London, ON

L4P 0A9 (999) 999-9999 Rep: 1

CA Pays \$ 18.39



2000074907333



Email

Rexall (999) 999-9999
E1a1aE Eh1aD
London, ON L4Z 1R9

Rx#: 7490720 Sep 15, 2020

Label, Email

123

London, ON

L4P 0A9 (999) 999-9999 Rep: 0

CA Pays \$ 18.39



2000074907203





Privacy Label Statuses Continued

Not Enrolled Icons

If the patient is not enrolled in the **Rexall Reminder** program, one of the following icons appears on the **Privacy Label**, depending on if they have declined or have not been asked.

Program Declined

Rexall (999) 999-9999
E1a1aE Eh1aD
London, ON L4Z 1R9

Rx#: 7490737 Sep 15, 2020

Label, Declined

123

London, ON

L4P 0A9 (999) 999-9999 Rep: 2

CA Pays \$ 18.39



Not Asked

Rexall (999) 999-9999
E1a1aE Eh1aD
London, ON L4Z 1R9

Rx#: 7490735 Sep 15, 2020

Label, Not Asked

123

London, ON

L4P 0A9 (999) 999-9999 Rep: 2

CA Pays \$ 18.39



If Not Asked, be sure to speak to the patient about signing up for the Rexall Reminder program.



Auto Refill Program

1. Basic Features
2. Calculation Enhancements



Basic Features - Prompts

Some basic features of the Auto Refill Program have been enhanced to more easily enroll, reschedule and understand when a future fill activity has been scheduled. The following basic features have been enhanced:

- Prompts
- Enrollment
- Statuses and the Patient Profile
- Refusal of an Auto Refill prescription

Auto Refill Program Prompts

In all **Auto Refill** program prompts where you can select how to handle the future fill activities of prescriptions, you can now select how many days in the future you want the future fill activity scheduled.

Nexsys - Auto Refill Program

? Patient is enrolled in the Auto Refill program.

Include this prescription in Auto Refill

Add to the To Do tab in days.

Do not add to the To Do tab

Do not include this prescription in Auto Refill

OK



Basic Features – Enrollment

The process to enroll prescriptions in the **Auto Refill** program remains the same, but the program has been enhanced to standardize how prescriptions that are overdue or have a partial fill remaining are enrolled.

Overdue

Previously, if enrolling a prescription that was overdue, the prescription was immediately scheduled for refill.

This process has been enhanced to allow you to determine when the future fill activity of an overdue prescription should be scheduled. When enrolling an overdue prescription in the **Auto Refill** program, the following prompt displays.

Nexsys - Auto Refill

?

Please select when to add **APO-FUROSEMIDE 20 mg** to the To Do tab:

Add to the To Do tab in days.

Do not add to the To Do tab

11/9/2020

OK

The date is defaulted to the current date but can be manually updated.

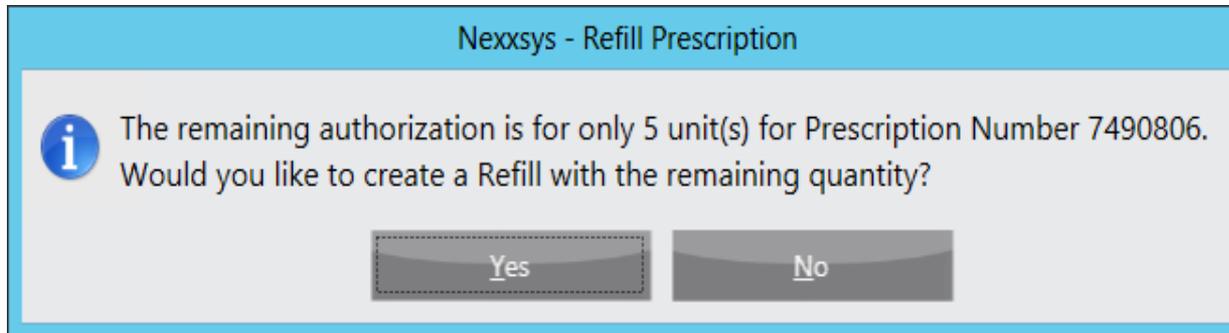
Once the date is selected, the **Workbench Date** column in the **Patient Profile** is updated to reflect when the future fill activity is scheduled.



Basic Features – Enrolling a Prescription in Auto Refill Continued

Partial Fill Remaining

Previously, when enrolling a prescription with a partial fill remaining into the **Auto Refill** program, a prompt would display to confirm if the remaining quantity should be filled. This caused some confusion and prevented visibility to when the future fill activity would be scheduled.



This process has been enhanced and standardized to function the same way that prescriptions with a full fill remaining are handled - the future fill activity is scheduled based on the quantity remaining. The prompt above no longer appears when enrolling a prescription with a partial fill into the Auto Refill program.



Basic Features – Patient Profile

To more accurately determine the statuses of prescriptions for a patient that is enrolled in the **Auto Refill** program, there will only be three states available.

AD – declined

AP – enrolled but has been parked (no future fill activity is scheduled)

A – enrolled with a future fill activity.

A new **Workbench** Date column has been introduced. This column displays the date that a future fill activity is scheduled for a prescription on the To Do tab. This column is intended to help you align the fill date of multiple prescriptions that are enrolled in the Auto Refill program.

Rexall, Ronnie 3rd Party Clinical Profile History Programs Preferences Notes										
Display Options										
Display:		All	Select All	<input checked="" type="checkbox"/> Condense				Filter	Clear Filter	
			<input type="checkbox"/> Active Only							
Workflow	Fill Date Perf On	Due	Drug Name Strength	For	Rx#	Qty MFR	REM	Status	Active	
In Progress	Oct 01, 2020 Oct 05, 2020	26	SITAGLIPTIN PHOSPHATE; 100 mg	JANU TAB	7490768	30 MSD	1	AMD	<input checked="" type="checkbox"/>	AD
In Progress	Oct 01, 2020 Oct 01, 2020	26	ATORVASTATIN CALCIUM; 10 mg	JAMF TAB	7490765	30 JPC	2	CAN	<input checked="" type="checkbox"/>	AP
In Progress	Oct 01, 2020 Oct 01, 2020	11	RAMIPRIL; TARO-RAMIPRIL 2.5 mg	CAF	7490764	15 RAN	3	COM	<input checked="" type="checkbox"/>	WB A
										Oct 13



Basic Features – Cancelling an Auto Refill Prescription

When a prescription in the **Auto Refill** program is cancelled, the new **Workbench Date** column in the **Patient Profile** is updated depending on if this the prescription chain has previous fills or if this is the first prescription in the chain. This makes it easier to determine when a future fill activity is scheduled.

Previous Fills in the Chain

When cancelling an **Auto Refill** prescription that has previous fills in the chain, the prescription status is updated to **CAN** and the **Due** column and **Workbench Date** column are updated based on when the previous fill would be due or scheduled.

Workflow	Fill Date Perf On	Due	Drug Name Strength	For	Rx#	Qty MFR Instructions	REM	Status	Active	WB
In Progress	Oct 05, 2020 Oct 05, 2020	26	ATORVASTATIN CALCIUM; JAMP 10 mg	TAB	7490806	55 JPC T1T PO ONCE DAILY	1	CAN	<input checked="" type="checkbox"/>	Oct 28 A

Due Column

The number of days until the previous, uncanceled prescription is due to be refilled.

Status Column

The current status of the prescription.

Workbench Date

The date that the future fill activity is scheduled for, based on the previous, uncanceled refill.



Basic Features – Cancelling an Auto Refill Prescription Continued

First Prescription in the Chain

When cancelling an **Auto Refill** prescription that is the first fill in the chain, you will be prompted to select if the prescription should be put on HOLD and, if putting the prescription on HOLD, to select the date the future fill activity should be scheduled.

Nexxsys - Auto Refill Program

?

Please select when to add **SDZ-PERINDOPRIL ERBUMIN/
INDAPAMIDE 4mg-1.25mg** to the To Do tab:

Add to the To Do tab in days. 15

Do not add to the To Do tab

OK

When the date is selected, the prescription's status is updated to **HOL** and the Workbench date displays when the future fill activity is scheduled.

Fill Date Perf On	Due	Drug Name Strength	Form	Qty	MFR Instructions	REM	Status	Active
Nov 09, 2020		PERINDOPRIL ERBUMIN/INDAPAM		100	SAN	1	HOL	<input checked="" type="checkbox"/>
Nov 09, 2020		4mg-1.25mg	TABLET		TAKE 1 TABLET ONCE DAILY			WB Nov 30
Nov 09, 2020		ROSUVASTATIN CALCIUM		30	SAN	1		WB Nov 09



Calculation Enhancements

The calculation that the **Auto Refill** program performs to determine when a future fill activity should be scheduled has been enhanced. The program now considers the **Fill Date** first, if there is no POS Sold Date/Time, and then considers the **POS Sold Date/Time** when it is scanned out of POS.

Fill Date

The **Fill Date** is considered first when scheduling the future fill activity when the prescription is filled but has not been scanned out of the POS, or if POS integration is not turned ON.

When using the **Fill Date**, the future fill activity is scheduled based on the following:

$$\text{Fill date} + \text{Days Supply} - \text{Auto Refill day preference}^{**} \text{ (3 days)}$$

Example

Rx# 7490769 is enrolled in the **Auto Refill** Program and was filled on October 1, 2020 for 30 days with 2 repeats. The future fill activity is scheduled on October 28, 2020.

$$\text{Fill date (October 1)} + \text{Days Supply (30 days)} - \text{Auto Refill Day Preference (3 days)} = \text{October 28}$$

Workflow	Fill Date Perf On	Due	Drug Name Strength	Form	Rx#	Qty MFR Instructions	REMStatus	Active	
In Progress	Oct 01, 2020 Oct 01, 2020	30	ATORVASTATIN CALCIUM; JAMP-A	TABLE	7490769	30 JPC T1T PO ONCE DAILY	2 COM	<input checked="" type="checkbox"/>	WB Oct 28 A

**Auto Refill day preference - the number of days prior to the due date that the prescription is scheduled.



Calculation Enhancements Continued

POS Sold Date/Time

The **POS Sold Date/Time** is considered second, if applicable, when scheduling the future fill activity. The POS Sold Date/Time is only considered once the prescriptions is scanned out of POS.

When using the **POS Sold Date/Time**, the future fill activity is scheduled based on the following:

$$POS\ Sold\ Date/Time + Days\ Supply - Auto\ Refill\ day\ preference^{**} (3\ days)$$

Once scanned out the future fill activity date is updated and is reflected in the Workbench Date column of the Patient Profile and the To Do tab.

Example

Rx# 7490769 is enrolled in the Auto Refill Program and was filled on October 1, 2020 for 30 days with 2 repeats. The prescription was scanned out of POS on October 3, 2020. The future fill activity is rescheduled for October 30, 2020.

$$POS\ Sold\ Date/Time\ (October\ 3) + Days\ Supply\ (30\ days) - Auto\ Refill\ day\ preference\ (3\ days) = October\ 30$$

Workflow	Fill Date Perf On	Due	Drug Name Strength	Form	Rx#	Qty MFR Instructions	REMStatus	Active	
	Oct 01, 2020 Oct 01, 2020	30	ATORVASTATIN CALCIUM; 10 mg	JAMP-A TABLE	7490769	30 JPC T1T PO ONCE DAILY	2 COM	<input checked="" type="checkbox"/>	WB Oct 30 A

**Auto Refill day preference - the number of days prior to the due date that the prescription is scheduled.



Vacation Supply

1. Manual Flagging
2. Automatic Flagging



Manual Flagging

Vacation supply has been introduced to better track vacation supplies and to more accurately update the **Due** column and the **Workbench Date** column in the **Patient Profile**.

A new **Vacation Supply** flag has been added to the **Rx Detail > Extended** tab.

Any prescription can be flagged as a vacation supply during the Fill or Rebill process by selecting this flag.

The screenshot shows the 'Extended' tab of the Rx Detail interface. The 'Label' section includes fields for Vial Copies (2), Shrink Label, Language (English), and Drug Name (B - Generic & Trade). The 'Compound' section has Lot #, Beyond Use Date, and NAPRA Guidelines. The 'Prescription' section includes Interval Days (0), MR Code, Written RX Date (11/9/2020), Next Fill Qty, Special Auth Expiry, Rx Expiry Date (5/3/2022), and checkboxes for Eligibility Override, Section 8, Part Fill, Auto Refill, PRN, NMS, and Vacation Supply. The 'Transfer In' section has a field for 'This Rx was transferred from:'. The 'Vacation Supply' checkbox is highlighted with a blue box.



Manual Flagging Continued

When a prescription is flagged as a **Vacation Supply**, Nexxsys and the Auto Refill program, if applicable, considers the days supply of the last two fills in the prescription chain to update the **Due column** and the **Workbench Date** column in the Patient Profile.

For example, Coversyl Plus was filled for a patient for a vacation supply. The **Due column** will display that the prescription is due in 180 days and the Workbench Date column, displays the date of the future fill activity.

Nexxsys - Audit History: Smith, Alex - DIN 2470438 - SDZ-PERINDOPRIL ERBUMIN/INDAPAMIDE 4mg-1.25mg TABLET

Rx #	Auth Rx	Price	TP Bill	Fill Date	DIN	MFR	Status	QA	Qty	QD	REM
5551424	5551423	\$65.79	CA	Nov 09, 2020	2470438	SAN	Complete	180	90	180	0
Dr. Smith,Robert				TAKE 1 TABLET ONCE DAILY							
Performed on: Nov 09, 2020 By: AM											
5551423	5551423	\$65.79	CA	Nov 09, 2020	2470438	SAN	Complete	180	90	90	1
Dr. Smith,Robert				TAKE 1 TABLET ONCE DAILY							
Performed on: Nov 09, 2020 By: AM											

Vacation Supply of 90-day supply

Initial Fill of 90-day supply

Fill Date Perf On	Due	Drug Name Strength	Form	Qty	MFR Instructions	REM	Status	Active
Nov 09, 2020	180	PERINDOPRIL ERBUMIN/INDAPAM		90	SAN	0	COM	<input checked="" type="checkbox"/>
Nov 09, 2020		4mg-1.25mg	TABLE		TAKE 1 TABLET ONCE DAILY			

WB May 05
A



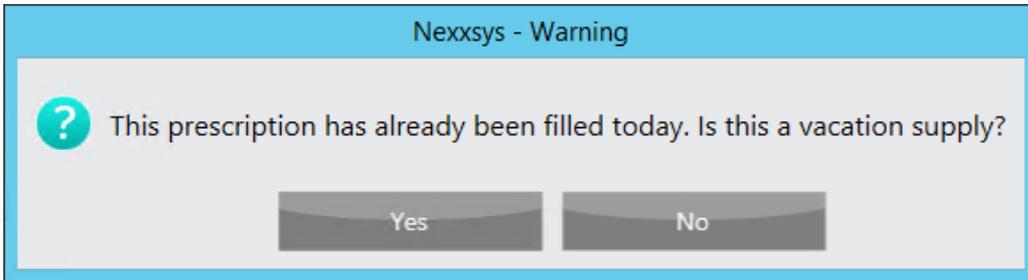
Automatic Flagging

Prescriptions can be automatically flagged as a vacation supply in two ways:

1. System Prompting
2. MV Intervention code

System Prompting

After the initial fill of a prescription, a prompt will display for any subsequent prescriptions filled for that DIN on that calendar day to confirm if it is a vacation supply when **Fill** is selected.



Select one of the following options:

- **Yes** – prescription will be marked as a vacation supply.
- **No** – prescription is not marked as a vacation supply. If the prescription is part of the Auto Refill program, the future fill activity will be scheduled based on the regular Auto Refill program calculation. See slide 20 – 21 for more information.

The prompt will **not** appear when:

- The initial fill and subsequent fill(s) are not part of the same prescription chain.
- The initial fill and subsequent fill(s) are not the same DIN (generic equivalents are not considered).
- The initial fill and subsequent fill(s) are not on the same calendar day.
- Any of the fills are performed using the **Set Fill Date** function.

In these scenarios, the subsequent fill(s) can be flagged as **Vacation Supply** in the **Rx Detail > Extended** tab, if required.



Automatic Flagging Continued

MV Intervention Code

Some provinces require an **MV intervention code** to be entered as part of CPhA claim. Due to this, if an **MV intervention code** is entered in a prescription, the **Vacation Supply** flag is automatically selected.

The screenshot shows a prescription form with two tabs: 'For Claim' and 'For Reversal'. The 'For Claim' tab is active, and the 'Intervention' dropdown menu is set to 'MV - Vacation Supply'. A blue arrow points from this dropdown to the 'Vacation Supply' checkbox in the 'Prescription' section, which is checked. The 'Prescription' section includes fields for Interval Days (0), Next Fill Qty, MR Code, Special Auth Expiry, Written RX Date (11/9/2020), and Rx Expiry Date (5/3/2022). Other checkboxes include Eligibility Override, Section 8, Part Fill, Auto Refill, PRN, NMS, and Vacation Supply.

When the **Vacation Supply** flag is automatically selected because of the **MV intervention code**, it cannot be edited.

If the **MV intervention code** is removed, the **Vacation Supply** flag can be edited, but it will not be automatically removed. The flag can be removed manually in the **Rx Detail > Extended** tab.



Have feedback? Need assistance?

Your feedback is important to us.

Please submit any feedback or requests via the **IT Service Desk Wizard**. The Help Desk team will be ready to assist you.



IT Service Desk Tip

Every Nexxsys terminal has a System Tag at the bottom right corner. It indicates the store number, workstation and version of Nexxsys

