MCKESSON
Canada

Propel Rx
Central Fill Host

USER GUIDE

PHARMACY
TECHNOLOGY
SOLUTIONS
A DIVISION OF McKESSON CANADA

Contents

Security Preferences

Users must have access to the Central Fill Host Module in Security to manage orders from Satellite locations in Propel Rx. Log into the **Security Administration Facility** window using a User Account with Full Access to the **Security Folder**. Then:

1) Highlight the **User** you wish to have access to the Central Fill Host Module.
2) Locate **Central Fill Host** within the **General Access** tab.
3) Turn ON the Full Access flag for the Central Fill Host.
4) Select Save. A prompt appears. Select OK.
5) Select Exit to close the window.

TIP: Be sure to exit the application on all workstations then relaunch the application to apply changes.

Central Fill Host Module

Managing prescription orders sent from other pharmacies, known as 'Satellite locations' is handled within the Central Fill Host module in Propel Rx.

Accessing the Module

The Central Fill Host module can be found by selecting **More (...)** > **Central Fill Host**.

Orders are displayed in a tree view in the left most section of the module, with most recent orders displaying at the top of the list.

Each order can be expanded to show the Group name and number of patients in the Order, and further expanded to see the Individual prescriptions for each patient.
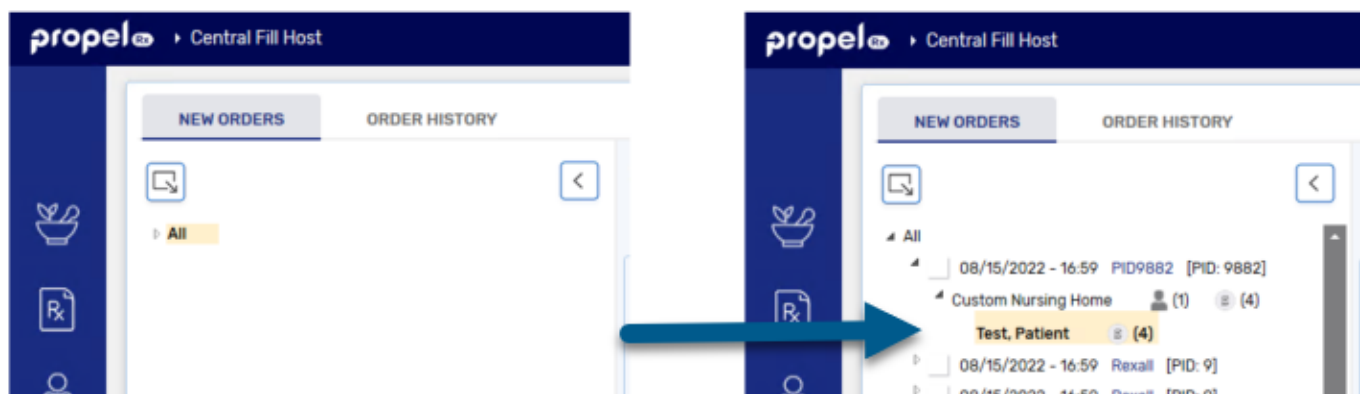
Details for the prescriptions in the order display in the section to the right of the Orders.

Orders can be filtered by Packager by using the dropdown menu, or by other criteria when using the Filter field.

Received orders which have not yet been actioned appear in the **New Orders** tab. Orders are managed in this tab by selecting the checkbox in the tree view section. Orders that have been Removed or Completed will appear in the **Order History Tab** along with their Remove Reason if applicable.

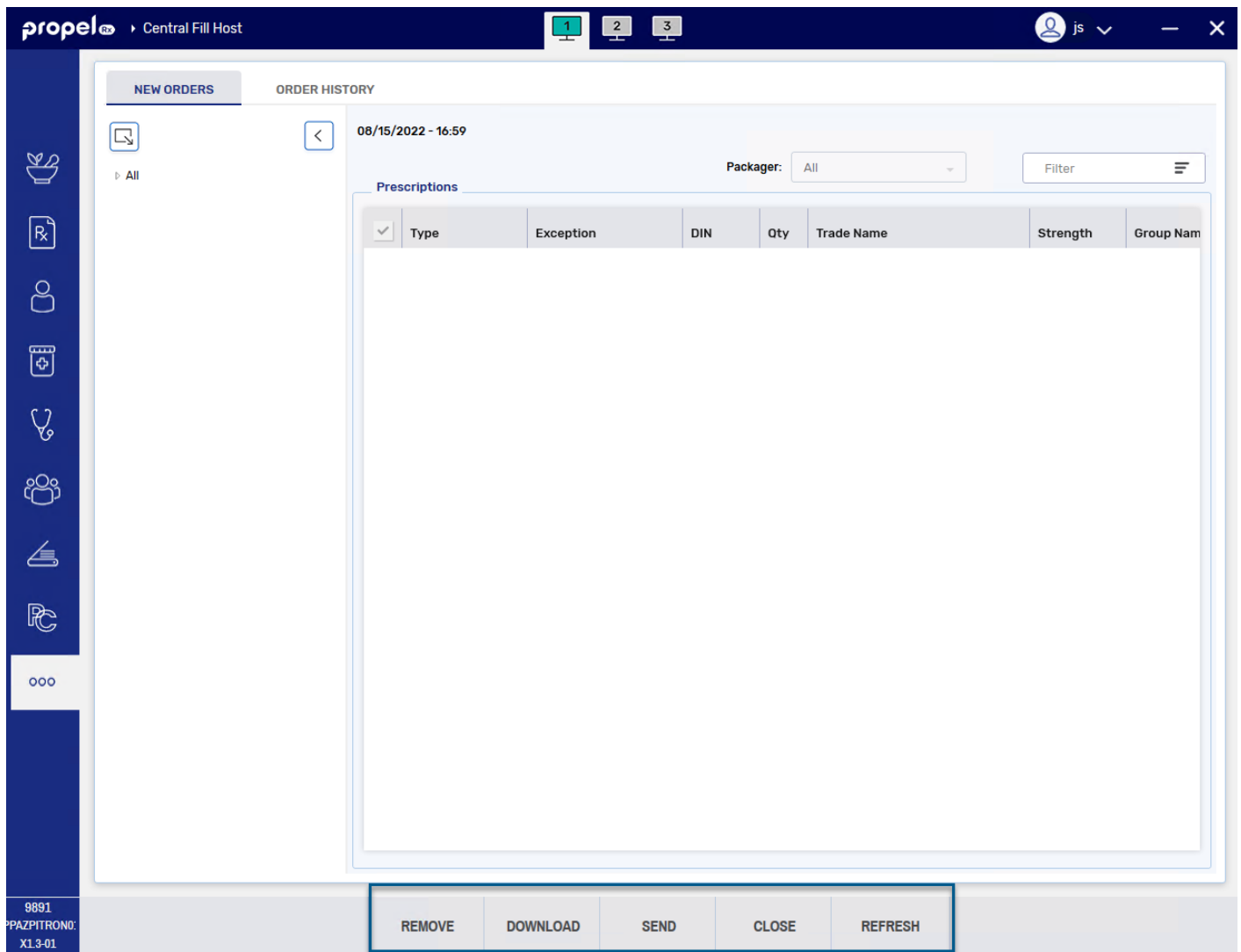**TIP:** Checkboxes in the Prescription Detail section are read only.

New Orders Tab

The **New Orders** tab holds all downloaded orders which have not yet been sent to the Packager. From this tab, you can **Download** orders, **Remove** orders, **Send** orders to the Packager, **Refresh** the Central Fill Host Module, or **Close** the Central Fill Host Module.

Downloading Orders

Download polls for orders sent from Satellite pharmacies.

💡 **TIP:** Downloading orders does **not** happen automatically. You must select **Download** to poll for and retrieve any orders which have been sent to your pharmacy.

From within the Central Fill Host Module's **New Orders** tab, select **Download.** The most recent orders will populate at the top of the list of orders in the leftmost section of the module.
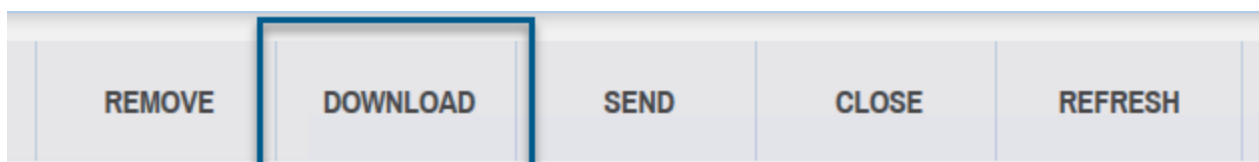
SELECTING DOWNLOAD WILL POPULATE:

1) Orders from Satellite pharmacies
2) Prescription rebills from Satellite pharmacies
3) Prescription reversals from Satellite pharmacies

Prescriptions within the Orders will have a status of **New**, **Update** or **Cancel**

- **New** = New Orders OR Rebills of Prescriptions which have not yet been sent to the Packager
- **Update** = Rebills of prescriptions which HAVE been sent to a packager OR prescription orders which have been regenerated at the Satellite location before they were sent
- **Cancel**: Prescriptions that have been reversed at the Satellite location

Removing Orders

Remove allows you to remove any unwanted orders from the Central Fill Host module without sending it to the Packager and document the reason for doing so. This is particularly useful for any cancelled or rebilled orders sent from the Satellite location.

HOW TO REMOVE AN ORDER

1) Select the checkbox next to the order in the tree view. This will select all prescriptions in the order.
2) Select **Remove**.
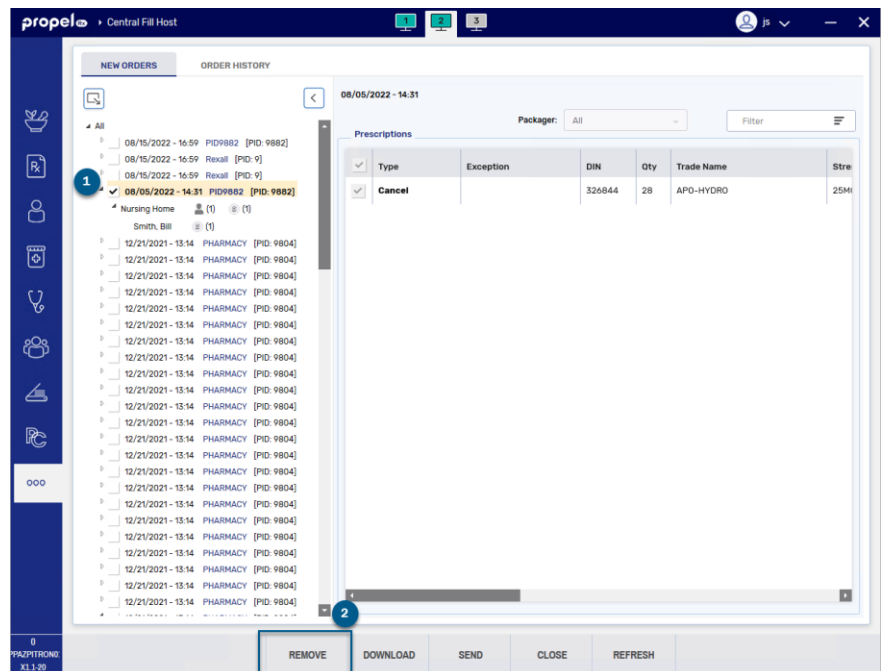
3) A prompt appears, allowing you to input a reason for removing the order. Select **OK** when done.

4) The order is removed from the **New Orders** tab and placed in the **Order History** tab, displaying 'Removed' in red, along with its reason for removal.
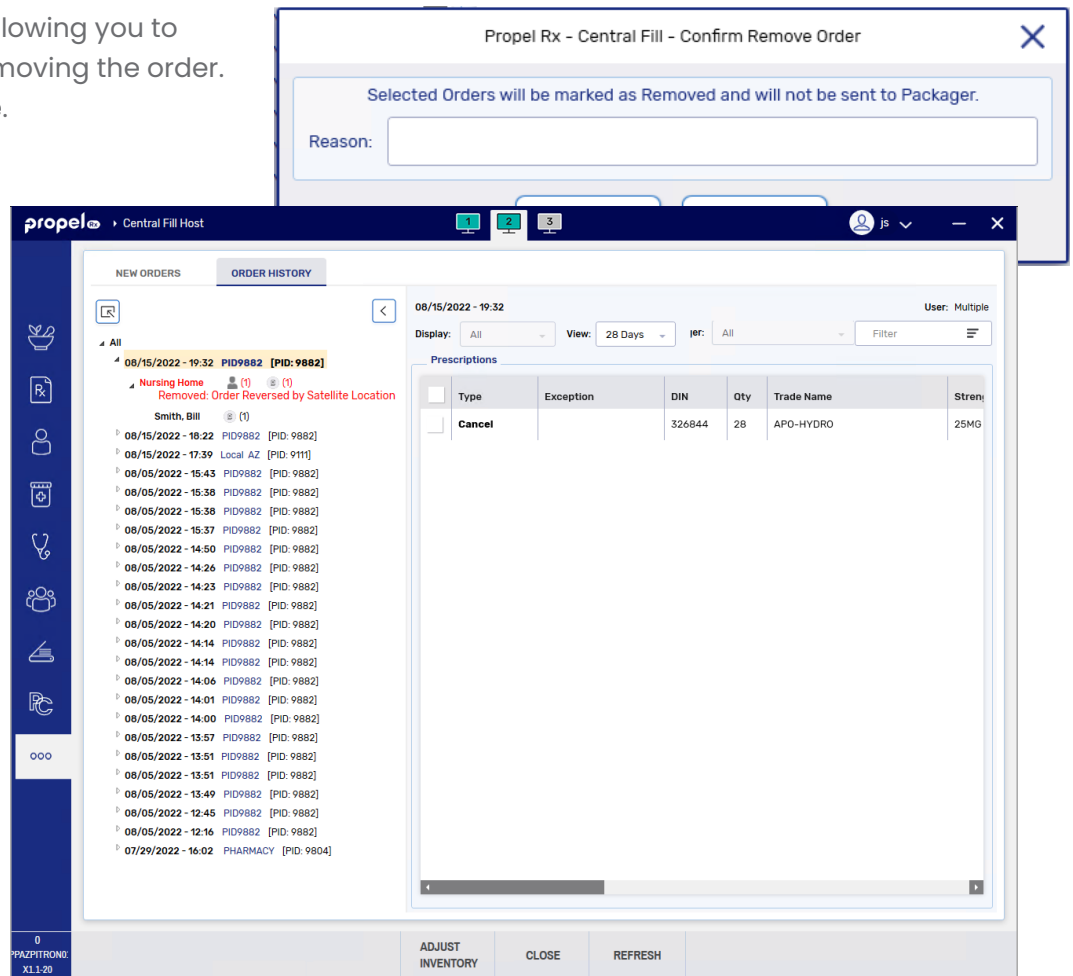
Sending Orders to the Packaging Device

Once reviewed and exceptions have been satisfactorily handled, orders can be sent to the Packager.

HOW TO SEND AN ORDER TO THE DEVICE

1) Select the checkbox next to an order in the left most tree view. This will turn on the checkmark for the checkboxes of all prescriptions within the order.

2) Select **Send**. Propel Rx will perform another check for any Order Exceptions that may have occurred since the last refresh of the Central Fill Host module.
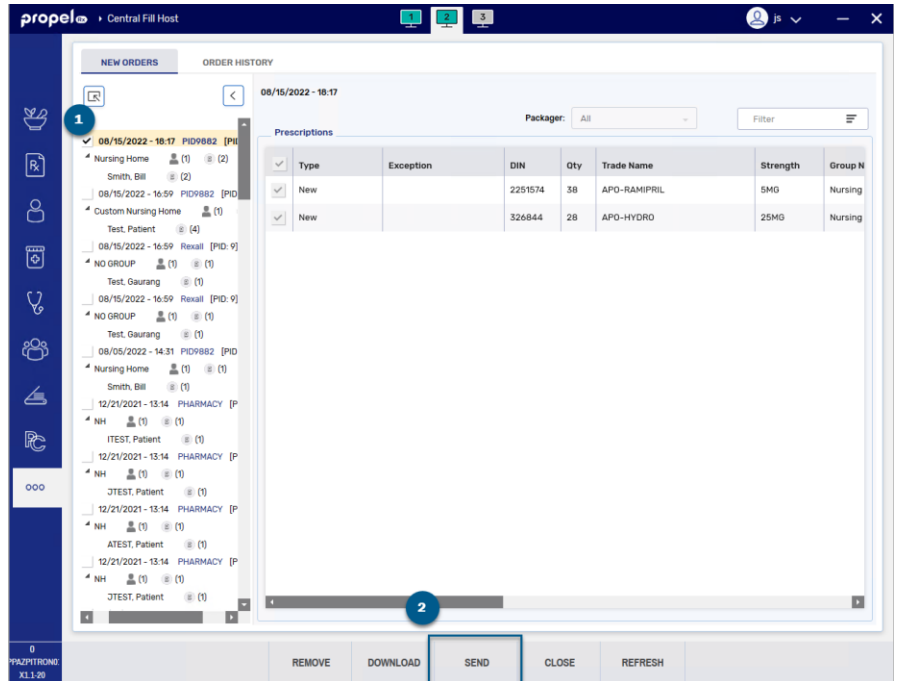
   a. If there are no exceptions, the order will move from the **New Orders** tab to the **Order History** tab.

   b. If there are exceptions, a prompt will appear, displaying the applicable exceptions. Click the arrow to expand the section and view list of prescriptions affected by the exception.
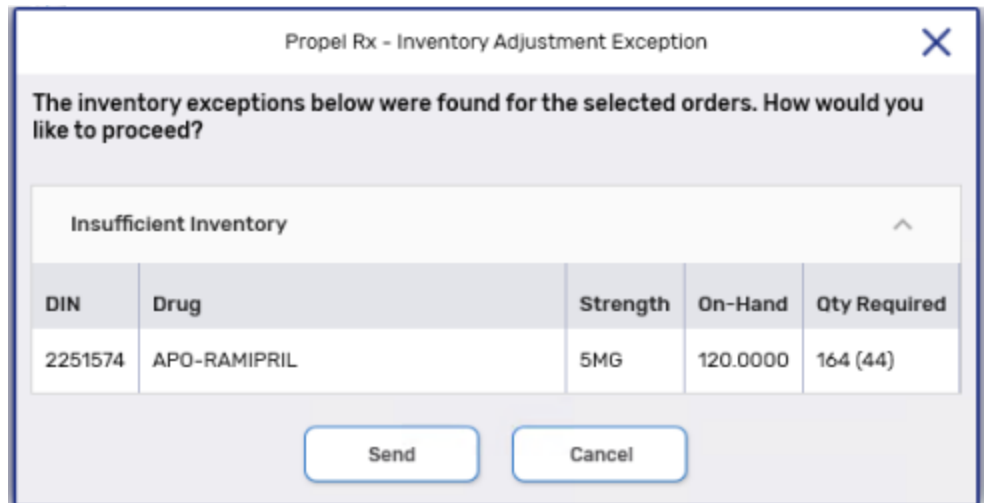
   c. Select **Send** to proceed with sending the order. Select **Cancel** to return to the Central Fill Host module without sending the order. Any new exceptions will now display.

Handling Exceptions from the New Orders Tab

If an inventory issue exists with any of the prescriptions in the order, the associated inventory Exception will appear in the Prescriptions section of the **New Orders** tab. Exceptions can be resolved **before** or **after** sending orders to the Packager. While most Exceptions can be handled through the Inventory tab of the Drug File, communication and collaboration with the Satellite pharmacy can help when resolving Exceptions.

POSSIBLE INVENTORY EXCEPTIONS

1) **No Monitored Pack** = Displays if there is no monitored pack size for the DIN used in the prescription.
2) **Insufficient Inventory** = Displays if there is not enough **On Hand** inventory to package the prescription.
3) **No Cost in File** = Displays if there are no **Acquisition nor Supplier Costs** in the **Inventory** tab of the Drug File for the DIN
4) **DIN does not exist** = Displays if the associated DIN for the prescription is not found in the local database.

BEST PRACTICE FOR HANDLING EXCEPTIONS

A prescription can have more than one Exception. Best Practice is to ensure that **all** exceptions are handled before sending the order to the Packager, when possible.

Order History Tab

Sent and removed orders can be viewed in the Order History tab. You can choose to display the most recent 7, 14, or 28 days by selecting the **View** dropdown. From this window, you may choose to **Adjust Inventory** for any resolved exceptions, **Refresh** the tab or **Close** the Central Fill Host Module.

# Handling Exceptions from the Order History Tab

There may be times when you prefer to defer handling an Exception until after an order is sent to the Packager. For example, you may choose to send an order with the Exception **Insufficient Inventory** to the Packager to trigger adding the item to the order pad by having inventory drop below the Re-Order Point, as indicated in the **Inventory** tab of the **Drug Folder**.

Any remaining exceptions from orders sent to the Packager will display in the **Order History** tab and can be addressed here.

UPDATING EXCEPTIONS USING ADJUST INVENTORY

1) Navigate to **More (...) > Central Fill Host** and select the **Order History** tab.
   a. Optional: filter by the last 7, 14, or 28 days by making the appropriate selection from the **View** dropdown.
   b. Optional: Highlight the desired order you wish to address from the tree view.
2) Highlight the prescription(s) whose Exception you wish to address.
3) Select **Adjust Inventory**.
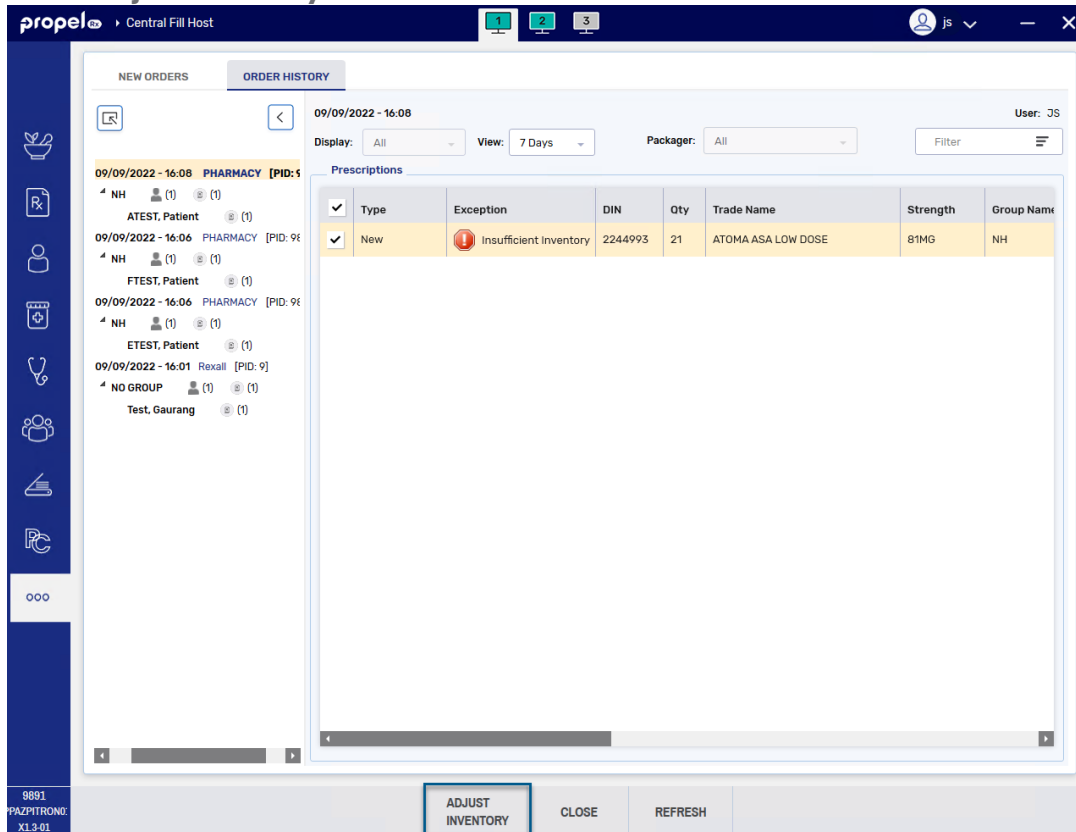
a. If successful, a prompt will display saying 'There were # successful inventory adjustments.'
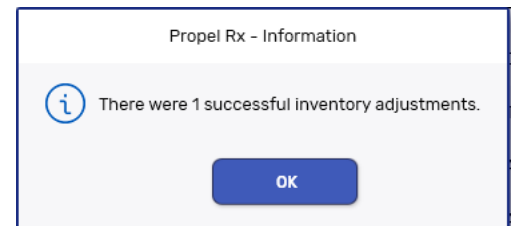
b. If not successful, a prompt will display saying 'There were no successful inventory adjustments.'
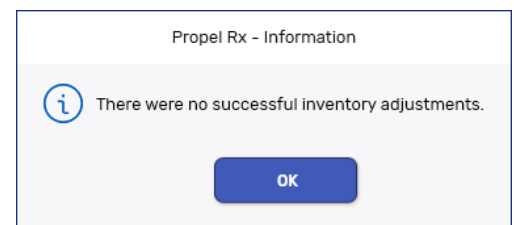
Packager Reports

Reports relevant to orders sent to the Packager can be accessed through **More (...) > Reports > Packager Reports**. The two reports available are **Inventory Totals and Exceptions Report** and **Packager Sent Report**.

Inventory Totals and Exception Report

This report assists Central Fill Host locations in verifying totals when reviewing their invoices for Satellite pharmacies. The report can be generated for a specific date range, filtered by Store, Packager, Group, Patient, Drug, or Rx(s), and allows you to customize the order of how information is sorted by Patient, Manufacturer, Strength, Formulary, Received, Processed, and Drug.

TIP: This report can also be used to verify that all Inventory Exceptions have been handled or have been addressed. Turn on the checkmark for the **Display Inventory Exceptions Only** to generate a report of only the Inventory Exceptions.

Packager Sent Report

This report generates information on any **locally processed** prescriptions which have been sent to a Packager in your pharmacy. Information such as Date, Order, Packager, Rx #, Patient Name, Group, Drug Name, DIN, Strength, NCT (Narcotics/Controlled/Targeted), Qty, Unit ($), and Drug ($) are displayed in this report, providing stores with another tool for tracking their inventory.

There are 3 options for displaying this report:

1) All Sends per Rx
2) Latest Send per Rx
3) Summary Totals Only

TIP: Prescriptions in Orders received from Satellite locations are **not** included in this report.

Notes

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